

Creating a Credit Memo for an Invoice

1) Navigate to the Invoices and Credit Memos tab.

The screenshot shows the SAP Supplier Self-Service portal. The top navigation bar includes 'Welcome Ven Dor', 'Help', 'Personalize', 'SAP Store', and 'Log off'. The main navigation menu has 'Home', 'Purchase Orders', 'Invoices and Credit Memos' (highlighted with a red box), and 'Administration'. Below this, there are sub-menus for 'Overview' and 'Personalization'. The 'Reports' section is visible with 'History', 'Back', and 'Forward' options. The 'Detailed Navigation' section shows a message: 'No content available for this navigation node'. The 'Portal Favorites' section is also visible.

2) The system will display a list of previously submitted invoices and credit memos.

The screenshot shows the SAP Supplier Self-Service portal displaying a list of invoices and credit memos. The top navigation bar includes 'Welcome Ven Dor', 'Help', 'Personalize', 'SAP Store', and 'Log off'. The main navigation menu has 'Home', 'Purchase Orders', 'Invoices and Credit Memos' (selected), and 'Administration'. Below this, there are sub-menus for 'All', 'In Process', 'Document Sent', and 'Create Invoice'. The 'All' sub-menu is selected. The 'Portal Favorites' section is visible. The main content area is titled 'Supplier Self-Services' and includes a 'List of Invoices' section. A 'Communication and Collaboration' box contains a note: 'Please note, the pending invoiced amount is only reflective of invoices submitted via the Supplier Self-Service Portal'. Below this, there is a table with columns: Type, Number, Name, Date, Status, and Gross Price. The table is highlighted with a red box.

Type	Number	Name	Date	Status	Gross Price
Invoice	9100000930	FY 21/22 Consulting Services	03/14/2022	Document Sent	150,00USD
Invoice	9100000882	ABC Consulting Services	07/26/2021	Document Sent	300,00USD
Credit Memo	9100000881	ABC Consulting Services	07/26/2021	Document Sent	50,00USD
Invoice	9100000880	ABC Consulting Services	07/26/2021	Document Sent	50,00USD
Credit Memo	9100000848	ABC March Services	04/22/2021	Document Sent	100,00USD
Invoice	9100000847	ABC March Services	04/22/2021	Document Sent	100,00USD

- 3) Identify the invoice you would like to reduce or zero out via a credit memo. Click the Invoice number to display the invoice. For this example, we will click invoice 9100000930.

The screenshot shows the SAP Supplier Self-Service portal. The user is logged in as 'Ven Dor'. The main navigation bar includes 'Home', 'Purchase Orders', 'Invoices and Credit Memos', and 'Administration'. The 'Invoices and Credit Memos' section is active, showing a list of invoices. The invoice number '9100000930' is highlighted in a red box.

Type	Number	Name	Date	Status	Gross Price
Invoice	9100000930	FY 21/22 Consulting Services	03/14/2022	Document Sent	150,00USD
Invoice	9100000882	ABC Consulting Services	07/26/2021	Document Sent	300,00USD

- 4) The system displays the invoice details.

The screenshot shows the SAP Supplier Self-Service portal displaying the details of invoice 9100000930. The 'Display Invoice: 9100000930' is highlighted. The 'General Information' section is expanded, showing 'Basic Data' and 'Terms of Payment'.

Basic Data		Terms of Payment	
Number:	9100000930	Payment in Days	Discount in %
Name:	FY 21/22 Consulting ...	45	0,000
Date:	03/14/2022	0	0,000
External Reference No.:	00000000002000003...	0	
Status:	Document Sent	0	
Status (New):	Accepted by Customer		
Unplanned Delivery Costs:	0,00 USD		

- 5) Verify the invoice is for the Purchase Order you wish to address. The External Reference No. will display the purchase order.

The screenshot shows the 'General Information' window for an invoice. It is divided into two main sections: 'Basic Data' and 'Terms of Payment'.

Basic Data	
Number:	9100000930
Name:	FY 21/22 Consulting Serv...
Date:	03/14/2022
External Reference No.:	00000000002000003171
Status:	Document Sent
Status (New):	Accepted by Customer
Unplanned Delivery Costs:	0,00 USD

Terms of Payment	
Payment in Days	Discount in %
45	0,00
0	0,00
0	

- 6) Select the Create Credit Memo button.

The screenshot displays the SAP Supplier Self-Services interface. The top navigation bar includes 'Welcome Ven Dor', 'Help', 'Personalize', 'SAP Store', and 'Log off'. The main navigation menu shows 'Home', 'Purchase Orders', 'Invoices and Credit Memos', and 'Administration'. The 'Invoices and Credit Memos' section is active, with sub-tabs for 'All', 'In Process', 'Document Sent', and 'Create Invoice'. The 'All' tab is selected, showing a breadcrumb trail: 'List of Invoices > Display Invoice'. The main content area displays 'Display Invoice: 9100000930'. Below this, there are several action buttons: 'Set Status', 'Copy', 'Create Credit Memo' (highlighted with a red box), 'Display Document Flow', and 'Print'. A 'Download' button is also visible. At the bottom, there is a 'Communication and Collaboration' section with a message: 'All PDFs attached will be sent to CalSTRS with your invoice or credit memo. All other document types will not be visible to CalSTRS and are for your records only.'

- 7) The Edit Credit Memo screen will be displayed and will default to the full invoice amount. Review the credit memo and adjust the Quantity field on the credit memo if needed. The amount should be a positive number and will reduce the invoice amount accordingly.

General Information

Basic Data

Number: 9100000931
 Name: FY 21/22 Consulting Serv...
 Date: 03/14/2022
 External Reference No.: 0000000002000003171
 Status: In Process
 Unplanned Delivery Costs: 0,00 USD

Terms of Payment

Payment in Days	Discount in %
45	0,000
0	0,000
0	

Item Overview

Update Prices | --%>

Number	Description	Product	Quantity	Unit of Me...	Net Value	Tax	Extern...	Purch...
10	March		50,000	Activ.unit	50,00USD	Not Valid	2000...	1
20	April		50,000	Activ.unit	50,00USD	Not Valid	2000...	2
30	May		50,000	Activ.unit	50,00USD	Not Valid	2000...	3

Net Value: 150,00 USD
 Unplanned Delivery Costs: 0,00 USD
 Tax: 0,00 USD
 Gross Price: 150,00 USD

- 8) *Optional:* Include additional attachments with your SUS Portal Credit Memo. **Note: Only PDFs will be sent to CalSTRS – all other document types will not transmit but will remain available to you in the SUS Portal.**
- Select an attachment type prior to uploading your attachment.
 - Click Add Attachment

Supplier Self-Services

Home | Find | Help | FAQ | Log off

List of Invoices > Display Invoice > Edit Credit Memo

Edit Credit Memo: 9100000931

Send | Save | Cancel | Update Prices | Print | Download

Communication and Collaboration

Message to Purchaser

Attachment Type: Select the Option

- Select the Option
- Timesheet
- Invoice
- Other Attachment

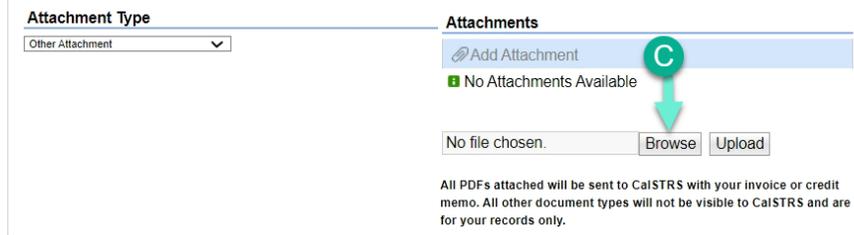
Attachments

Add Attachment

No Attachments Available

All PDFs attached will be sent to CalSTRS with your invoice or credit memo. All other document types will not be visible to CalSTRS and are for your records only.

c. Click Browse to find file



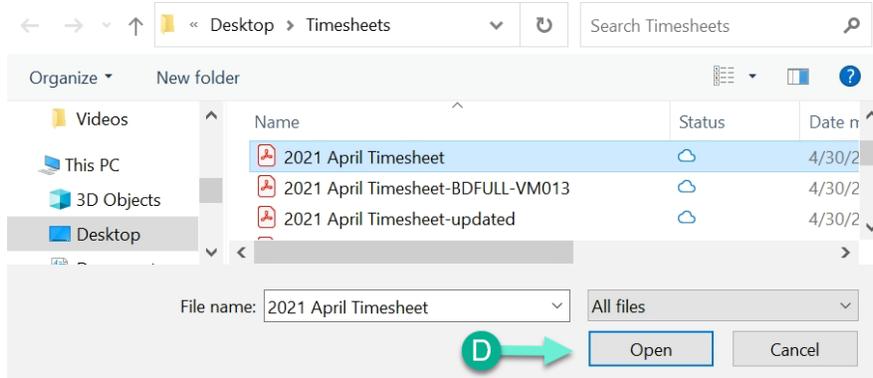
Attachment Type: Other Attachment

Attachments: Add Attachment, No Attachments Available

No file chosen. Browse Upload

All PDFs attached will be sent to CalSTRS with your invoice or credit memo. All other document types will not be visible to CalSTRS and are for your records only.

d. Select file



e. Click Upload and the attachment will be linked within the invoice.



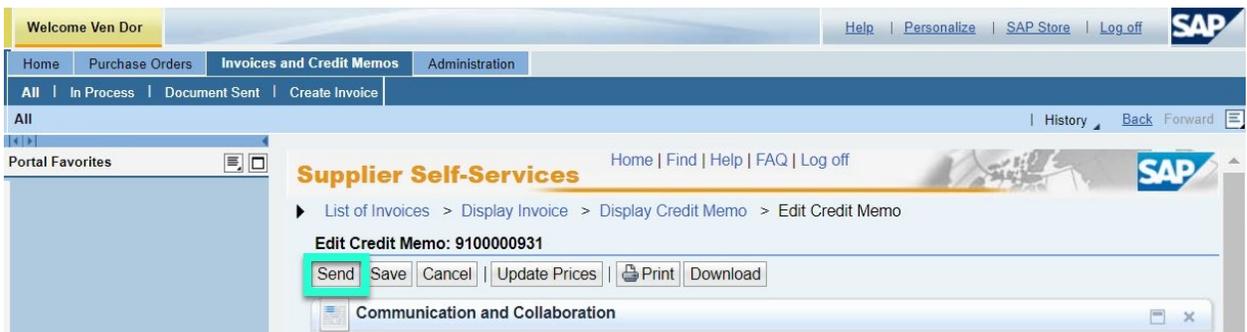
Attachment Type: Other Attachment

Attachments: Add Attachment, No Attachments Available

C:\fakepath\2021 April Ti... Browse Upload

All PDFs attached will be sent to CalSTRS with your invoice or credit memo. All other document types will not be visible to CalSTRS and are for your records only.

9) Once your review is complete, click the Send button to submit the Credit Memo.



10) A message will display showing the Credit Memo was successfully sent to CalSTRS. It is good practice to notify your contract manager if you submitted a Credit Memo. This enables the Contract Manager to keep current records of activity related to your vendor account.

The screenshot displays the SAP Supplier Self-Service interface. At the top, a navigation bar includes 'Welcome Ven Dor', 'Help', 'Personalize', 'SAP Store', and 'Log off'. Below this, a menu bar shows 'Home', 'Purchase Orders', 'Invoices and Credit Memos', and 'Administration'. A secondary menu includes 'All', 'In Process', 'Document Sent', and 'Create Invoice'. The main content area is titled 'Supplier Self-Services' and shows a breadcrumb trail: 'List of Invoices > Display Invoice > Display Credit Memo'. A green information message states: 'Info: Your changes have been adopted successfully'. Below this, the text 'Display Credit Memo : 910000931' is displayed. Action buttons for 'Set Status', 'Display Document Flow', 'Print', and 'Download' are visible. A section titled 'Communication and Collaboration' contains an 'Attachments' list with one item: '2021 April Timesheet.pdf'. A footer note states: 'All PDFs attached will be sent to CalSTRS with your invoice or credit memo. All other document types will not be visible to CalSTRS and are for your records only.'