Credit Memo

Quick Start Guide

This document provides a high level summary of the credit memo system and steps required for use.

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Overview

The credit memo system supports the processing of credit memos through the Treasurer’s office. The fully electronic process is designed to support unit administrators, supervisors, and the Treasurer’s office. Please use the following as a high level reference.

System Location: UC Treasury Portal

Process

1. Select the link above to access the Treasury Office Portal and initiate the credit memo process. The system will display the screen below. Select proceed under Credit Memo to login to the application.
2. Enter your UC login information.

If you are unable to login please contact web.central@uc.edu.

3. Once logged in you will be able to create a new credit memo, as well as view all in process and completed credit memos. Credit memos that are in process will be listed under “Active” and those that are completed will be listed under “Archive” (see upper left-hand corner).
4. To begin a new credit memo, select the green box on the top right corner “Create new credit memo.”

5. Enter the invoice number. The remaining information will be automatically populated based on the data from the invoice in SAP.
6. Update the reason for request. Please note, additional comments regarding the reason for the credit memo can be added in a pop-up comments box which is available once the form is submitted.
7. The credit field will auto-populate with the amount of the invoice and will generally be one line item. Review and adjust the credit amount, as necessary. Please note the total of the credit amount cannot exceed the amount of the corresponding invoice.
However, if the invoice was broken down into separate line items, the credit memo will also be broken down into separate line items, in accordance with the associated invoice. Review and adjust the credit amount(s), as necessary. Please note the credit amount per line item cannot exceed the original invoice amount for that same line item.
8. Attach any supporting documentation, as needed. Please note if you have any special characters (#, &, @) in the name of the file you are attaching, it will not upload correctly. Please ensure your file name is free of any special characters.
9. Once all fields have been populated, confirm the credit amount and account strings are correct, then select “Submit Form” to proceed. Once you submit, you will only be able to make changes if the supervisor returns it or if directed by Treasury to do so.

10. Once submitted an email link to the credit memo request will be sent to your supervisor for review and approval or rejection. If your supervisor does not receive the email, please ensure this is the supervisor of record per Human Resources.
11. The supervisor will then need to review the credit memo request for approval. To approve, click submit. A pop-up comments box will then be available for the supervisor to add any additional details. Once approved by supervisor the credit memo request is no longer available for corrections.
If the supervisor needs to reject the credit memo, select “Return to previous step.” If rejected by the supervisor, it will be returned to the user for revision and resubmission to the supervisor for approval.

12. Once the credit memo is approved by the supervisor, it will be routed to Treasury. Treasury enters the credit memo into SAP. Treasury will then enter into the credit memo portal the SAP confirmation number (credit memo #) and/or SAP document number (posting doc #). The credit memo will then be available in the Archive listing for future reference.
If there are any errors, Treasury will return the request back to the originator for any corrections. It will again need your supervisor’s approval.

13. You can check the status at any time by logging into the Treasury portal and selecting “Proceed” under the Credit Memo option. The processing stage can be found on the right-hand column of the portal. The request will remain active until processed by Treasury.

14. Once Treasury enters the credit memo request into SAP the credit memo process is complete. If the credit memo needs to be reversed, please contact the Accounts Receivable department via email at aftaccrec@ucmail.uc.edu. Treasury will be able to mark the credit memo in the system as reversed for future reference.
FAQ's:

1. Once a credit memo is created, it cannot be deleted.

2. Once a credit memo has been submitted by the user and approved by the supervisor, it cannot be changed, except as directed by Treasury.

3. The archived credit memos can be found in the Archive folder on the top left side of the portal.

4. Open Invoices are uploaded in the portal by IT on a weekly basis. If an open invoice is not available in the portal, it may likely be due to timing. Please review the date of the last upload by IT, which can be found in the upper right side of the portal. Please try to upload your credit memo again at a later date.

5. Any trouble seeing functions in the portal as described and depicted about, please check your browser. Suggested browsers include Chrome, Firefox or Microsoft Edge.

6. Please ensure the file name of the document you want to attach is free of any special characters. If it is not, it will not upload properly.

7. If you are unable to login please contact web.central@uc.edu.

8. If your supervisor does not receive the email, please ensure this is the supervisor of record per Human Resources.

If you encounter any issues or have any questions, please contact Accounts Receivable via email at aftaccrc@ucmail.uc.edu.