Create a credit note

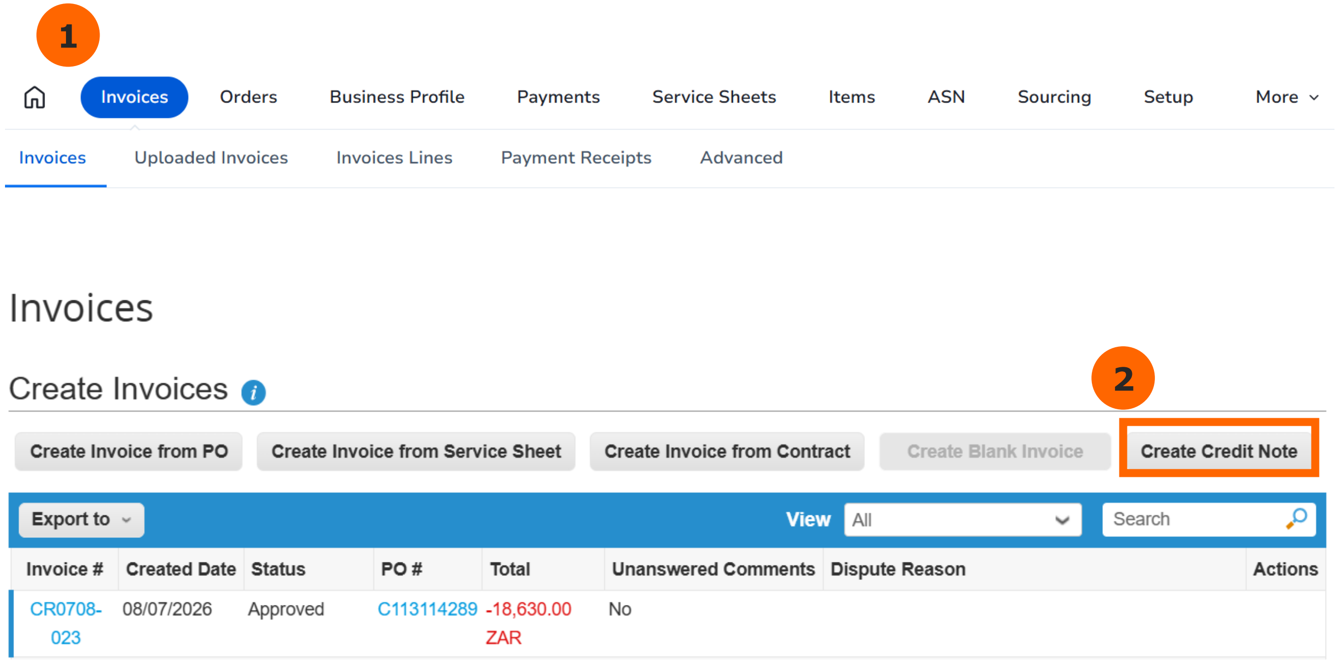
A GLENCORE COMPANY

8.1 Create a credit note

In this section you will learn how to create a credit note through the supplier portal

1 In the **Invoices** tab you can view invoice previously created and create credit notes

2 In the create invoices section click **Create Credit Note**



8.2 Create a credit note

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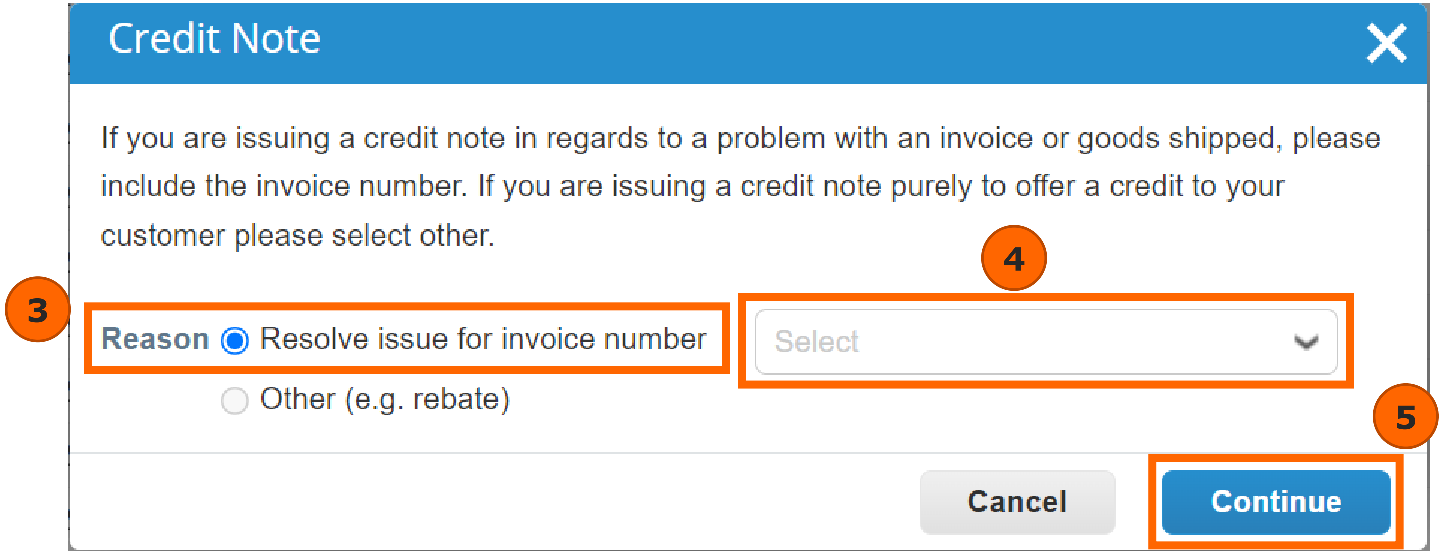
3 Select a reason for the credit note, to resolve and issue with a particular invoice or Other

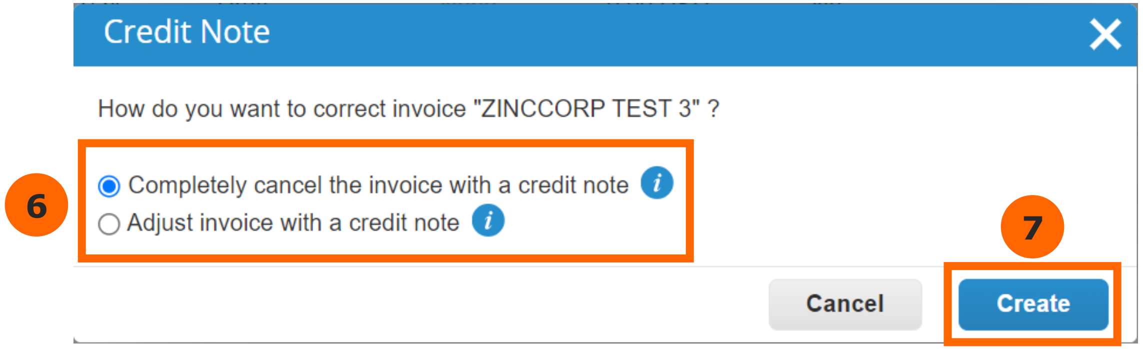
4 Select the invoice number from the drop-down menu that for which you want to create a credit note

5 Click **Continue**

6 Choose the option to either **completely cancel** the invoice with credit note or to **adjust the invoice** with credit note

7 Click **Create** to complete the credit note creation process





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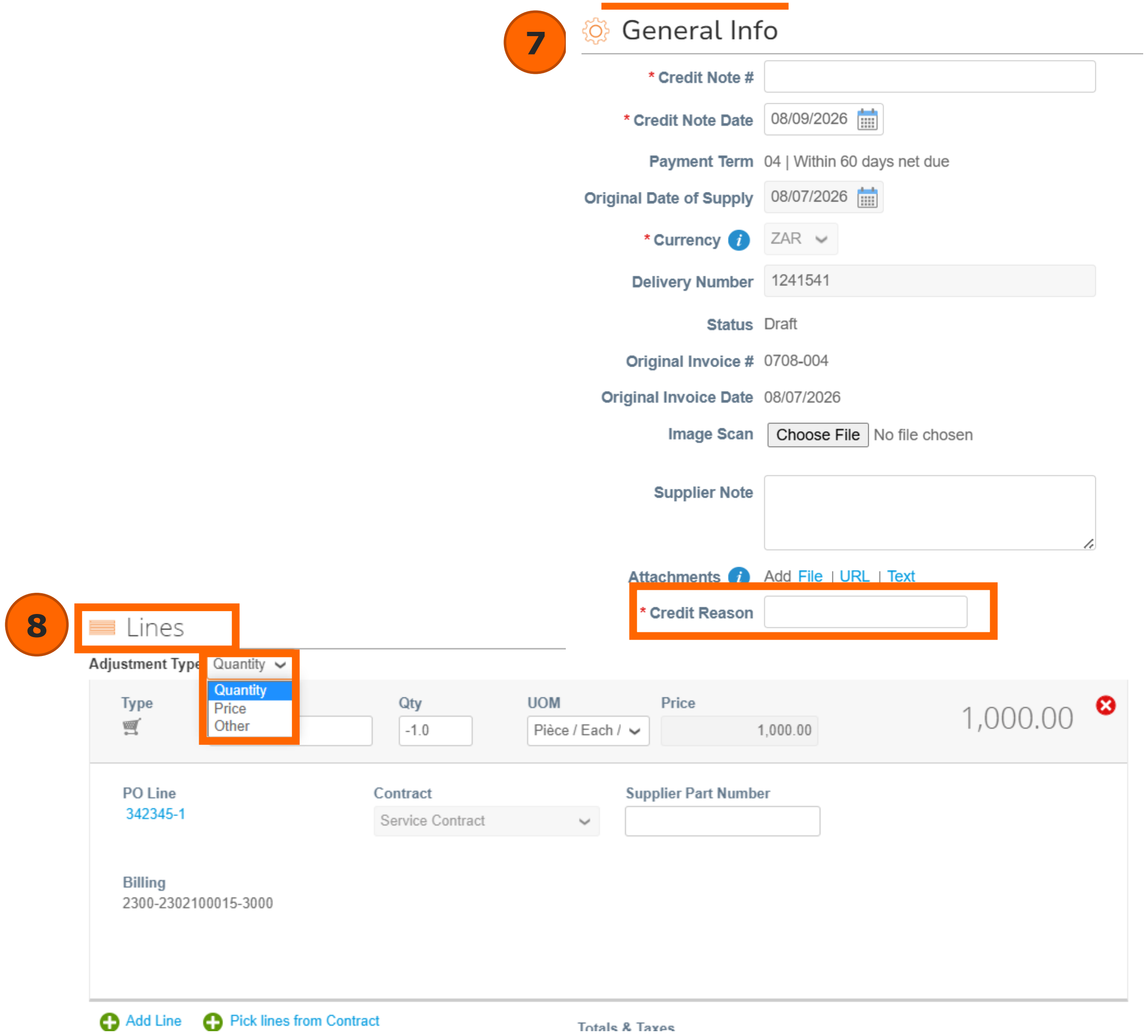
7 Complete the **General Info** section with a credit note #, credit note date, and provide a **credit reason** for the credit note.

8 Select the **Adjustment Type** you wish to make in the **Lines** section

Quantity: Allows changes related to the quantity of the purchase order.

Price: Allows changes related to price adjustments. Must be negative (-)

Other: This change allows for price and quantity changes.



8.4 Create a credit note

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9 Review the **Totals & Taxes** section

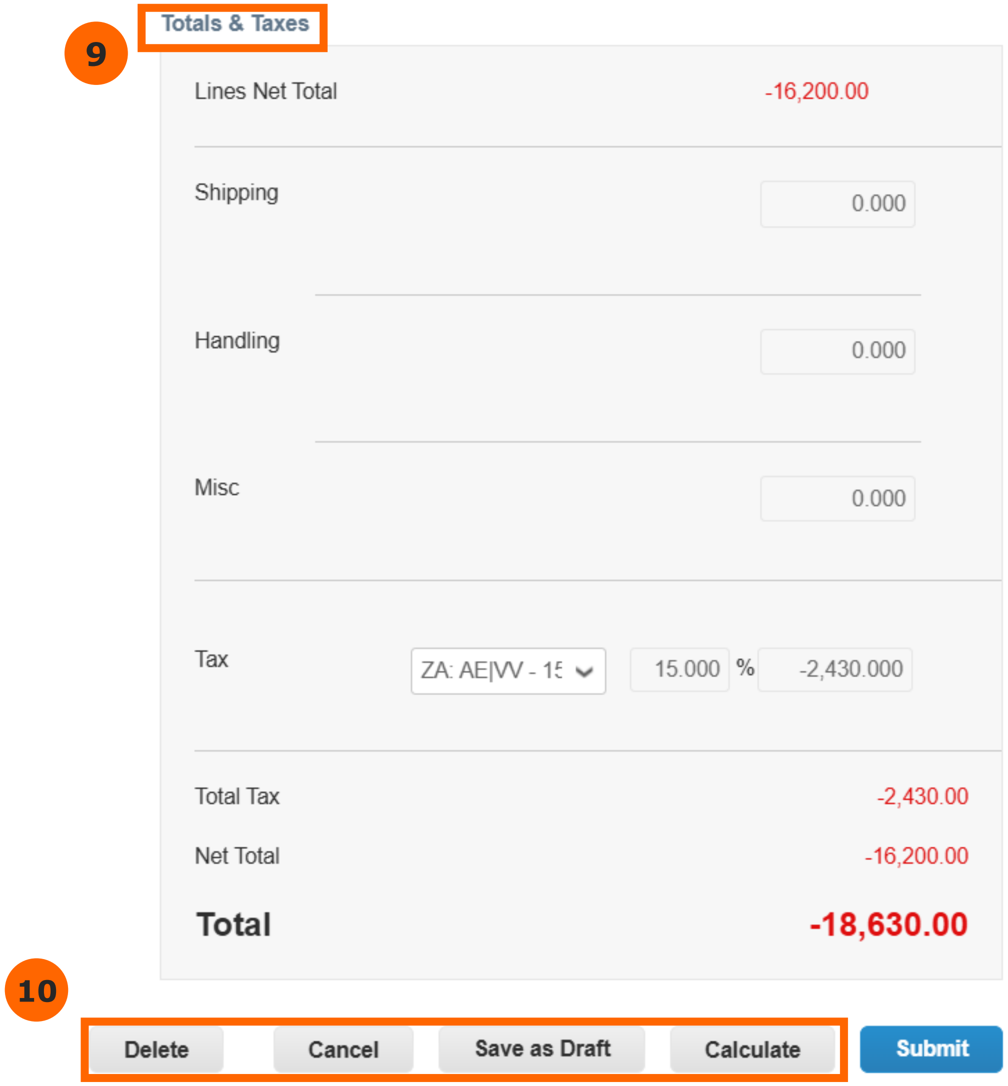
10 Options for credit note management

Delete: Deletes the current draft of the invoice

Cancel: Cancels the invoice if has already been submitted

Save as draft: Save the invoice and continue editing it later.

Calculate: The invoice total is updated, including tax added

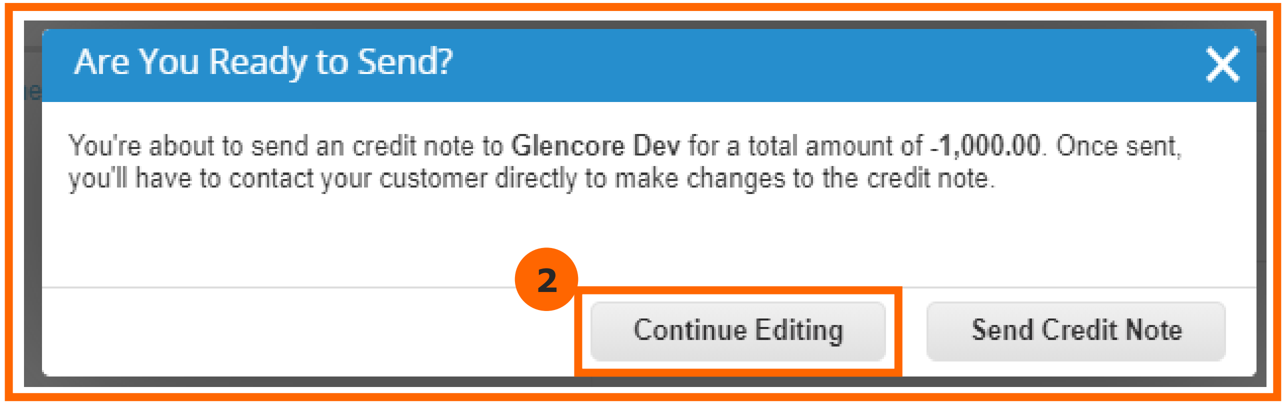


8.5 Create a credit note

In this section you will see notifications when sending credit notes

1 Once submitted, a notification box will appear each time you send a credit note to confirm submission of the credit note

2 Click **Continue Editing** to return to the invoice and complete any missing information.



8.6 Create a credit note

In this section you will see the status of the credit note

1 In the invoice tab, you will find the **Status** of the credit note you created. The statuses displayed are:

Approved: The credit note has been approved

Pending Approval: The credit note is pending approval by Astron Energy.

Draft: Refers to a credit note that is being managed but has not yet been sent.