



GLENCORE

Create a credit note

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**

1



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Create Invoice from PO

Create Invoice from Service Sheet

Create Invoice from Contract

Create Blank Invoice

2 Create Credit Note

Export to 

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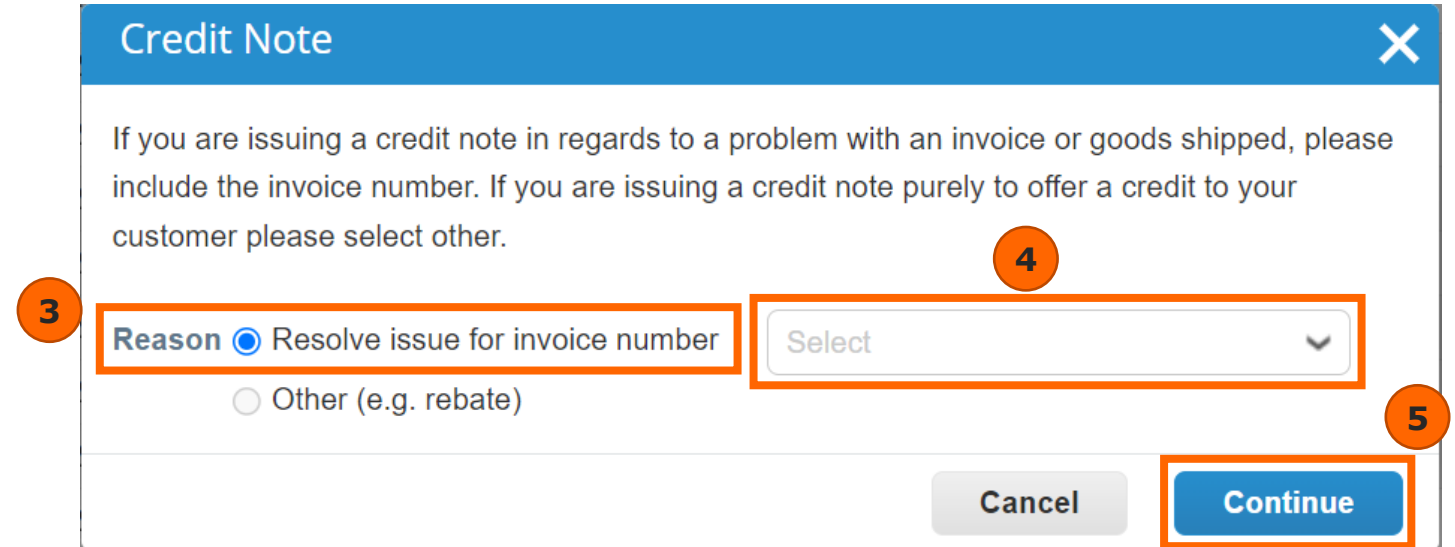
Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
CR0708-023	08/07/2026	Approved	C113114289	-18,630.00 ZAR	No		

8.2 Create a credit note

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

- 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

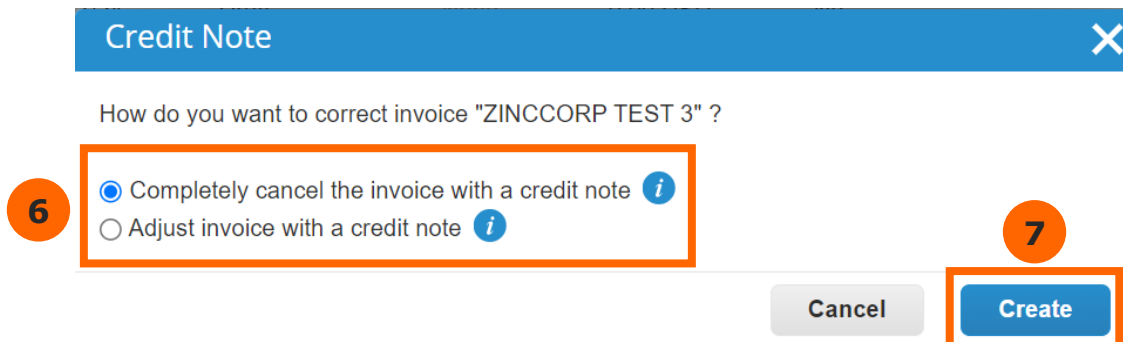


Credit Note [X]

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

3 **Reason** ☒ Resolve issue for invoice number ☐ Other (e.g. rebate) 4 [Select ▼] 5

Cancel Continue



Credit Note [X]

How do you want to correct invoice "ZINCCORP TEST 3" ?

6 ☒ Completely cancel the invoice with a credit note ☐ Adjust invoice with a credit note 7

Cancel Create

8.3 Create a credit note

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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.

7

General Info

* Credit Note #

* Credit Note Date

08/09/2026

Payment Term

04 | Within 60 days net due

Original Date of Supply

08/07/2026

* Currency

ZAR

Delivery Number

1241541

Status

Draft

Original Invoice #

0708-004

Original Invoice Date

08/07/2026

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File | URL | Text

* Credit Reason

8

Lines

Adjustment Type

Quantity

Type

Quantity

Price

Other

Qty

-1.0

UOM

Pièce / Each /

Price

1,000.00

1,000.00

PO Line

342345-1

Contract

Service Contract

Supplier Part Number

Billing

2300-2302100015-3000

+ Add Line

+ Pick lines from Contract

Totals & Taxes

8.4 Create a credit note

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

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

9

Totals & Taxes

Lines Net Total	-16,200.00
Shipping	0.000
Handling	0.000
Misc	0.000
Tax	ZA: AE VV - 1% 15.000 % -2,430.000
Total Tax	-2,430.00
Net Total	-16,200.00
Total	-18,630.00

10

DeleteCancelSave as DraftCalculateSubmit

8.5 Create a credit note

In this section you will see notifications when sending credit notes

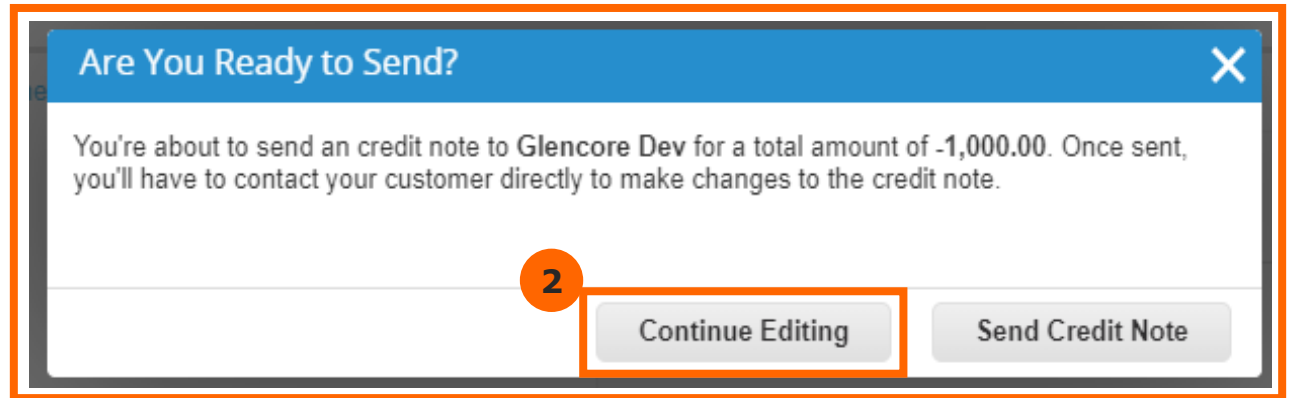
1

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.

1



Are You Ready to Send?

You're about to send an credit note to Glencore Dev for a total amount of -1,000.00. Once sent, you'll have to contact your customer directly to make changes to the credit note.

2

Continue Editing Send Credit Note

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.

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