

Applying Credit Notes


This document is a quick reference guide for Accounts Payable users who need to create and apply credit notes in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

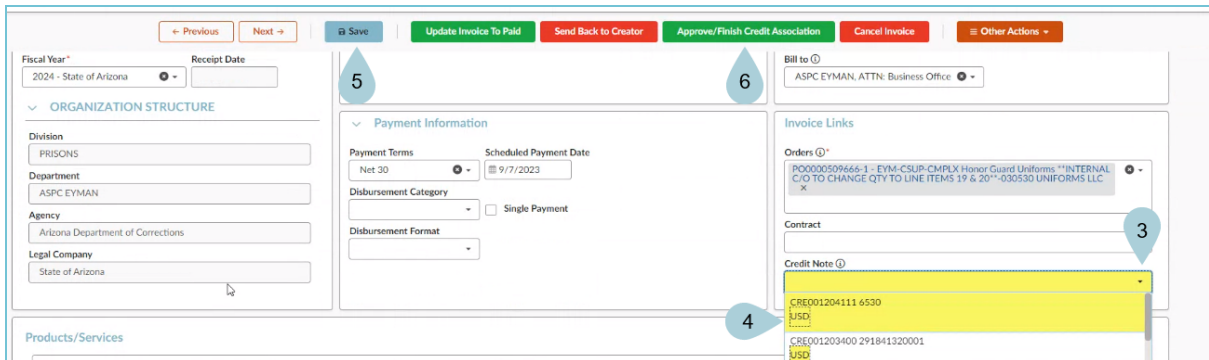
Credit notes are created when the State returns goods to the supplier, there was a price dispute, there was a discount given, or whenever there is a situation that requires the supplier to reimburse the State. Credit notes are created through the Browse Invoice page or by suppliers via the Supplier Portal.

When an invoice is being created, AP Techs are able to apply credit notes when creating an invoice. Credit notes should be applied during the Credit Note Association step of the Invoice workflow. Once a credit note has been associated with an invoice, an AP Tech clicks the Finish Credit Association button to have the credit note applied.

Applying a Credit Note

The invoice must be in the **Credit Note Association** status in order for the credit note to be applied.

1. From any page in the APP, navigate to the Invoicing drop-down menu and select **Browse**.
2. Click the **Pencil**  icon for the invoice you would like to apply a credit note to.
3. Open the dropdown in the Credit Note field.
4. Select the applicable credit note.
5. Click **Save**.
6. Click the **Approve/Finish Credit Association** button.



- The credit note has now been applied to the invoice and is visible in the Products/Services and Allocations sections. The amount shows as a negative amount.

Products/Services

0 Selected Delete Selected Items Set Allocations Add Additional Charges Add

Order	Item Name	Due	QTY	UOM	UP Excl. Tax	Amount (Excl. Tax)	Tax
7	CRE001207936		1.0000	EA	-200.0000	-200.00	
	Oil Cake		9.0000	EA	52.3900	471.51	Prescott - 8.35%

2 Record(s)



The applied credit note amount cannot be greater than the invoiced amount. If this is the case, adjust the credit note amount in the UP Pretax field so that the total invoice amount is greater than zero.

- When applicable, select the **Tax** for the credit note line item.
- Update the budget information in the Allocations section for the credit note line item.
- Click **Save**.
- Click **Submit for Approval**.

Resources

Click the link below for more information on the invoice payment processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/invoice-payment-qrgs-176>