

Creating 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.

Creating a Credit Note

1. From any page in APP, navigate to the Invoicing drop-down menu and select **Browse**.
2. Click the Create Credit Note button.
3. In the Credit Note section, complete the **Invoice Description**, **Supplier Invoice #** (provided by the supplier), and **Invoice Date** fields (invoice date).
4. In the Supplier Information section, complete the **Supplier** and **Supplier Contract** fields.
5. In the Buyer Information section, complete the **Site** field.
6. Use the **Orders** field drop-down in the Invoice Links section to assign the created credit note to the appropriate PO.

The screenshot shows the 'Create Credit Note' form with the following sections and fields:

- Navigation:** Previous, Next, Save/Submit, Other Actions.
- Credit Note (3):** Status, Standalone Credit (checkbox), Invoice Description*, Currency (en), Supplier Invoice #*, Invoice Date*, Fiscal Year* (2024 - State of Arizona), Receipt Date (8/1/2023), ORGANIZATION STRUCTURE (Division, Department, Agency, Legal Company).
- Supplier Information (4):** Supplier*, Supplier Contract.
- Buyer Information (5):** Site*, Requisitioner, Ship to, Bill to.
- Invoice Links (6):** Orders*, Contract.

7. Complete the **Total Amount (Incl. Tax)** field.
8. If available, attach the associated credit note documentation in the **Scanned Invoice** section.
9. Click **Save/Submit**.

The screenshot shows a software interface with a navigation bar at the top containing buttons for '< Previous', 'Next >', 'Save/Submit', and 'Other Actions -'. Below this is a 'Totals' section with three input fields: 'Total Amount (Excl. Tax)', 'Total Taxes Amount', and 'Total Amount (Incl. Tax)*'. The 'Total Amount (Incl. Tax)*' field has a 'USD' dropdown menu. A callout box with the number 7 points to this field. Below the 'Totals' section is a 'Scanned Invoice' section with a file upload area containing the text 'Click or Drag to add a file'. A callout box with the number 8 points to this area. The 'Save/Submit' button is highlighted in green in the navigation bar.

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>