

Memos Guide

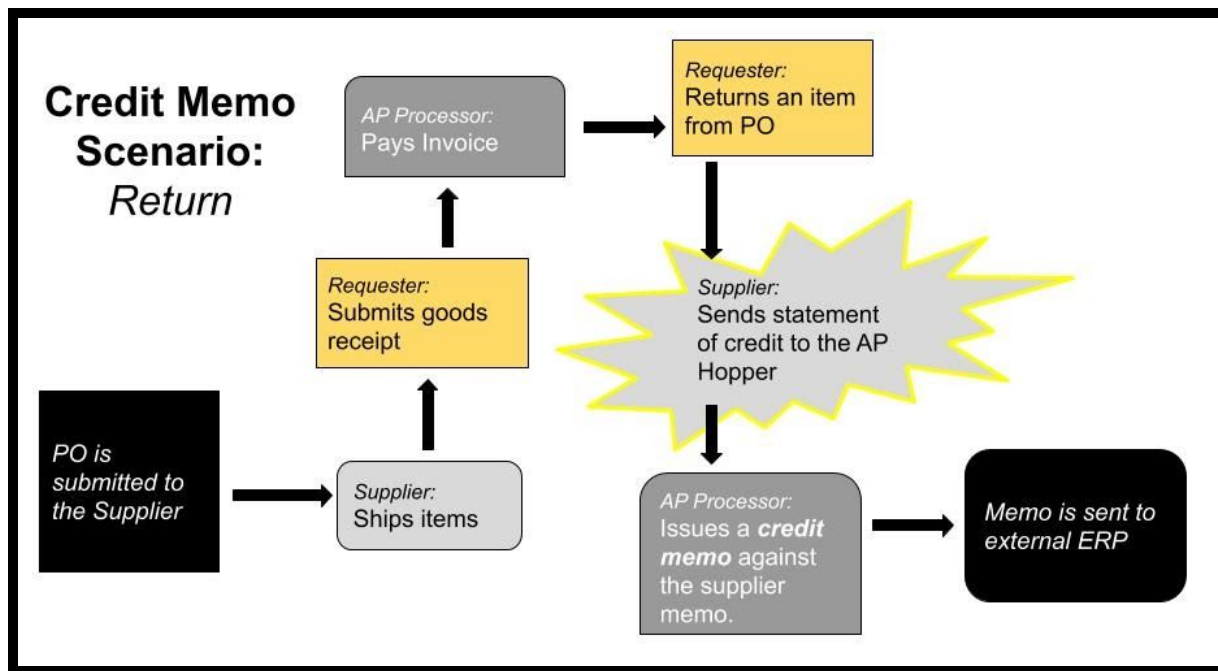
Comprehensive guide to Credit and Debit Memo functionality.

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Credit Memos

Supplier issued statement of credit to a buying organization. Typically issued against an invoice or PO.



CREDIT WORKFLOW

Example:

Requester places an order for 5 laptops -> Supplier ships the 5 laptops -> Requester submits goods receipt for 5 laptops -> AP Team pays invoice -> Requester returns 1 laptop because it is no longer needed -> **Supplier issues a credit statement** -> AP Processor picks up the statement of credit from the hopper and creates a credit memo against the Supplier document -> Credit Memo posts to external ERP -> ERP applies the credit to future Supplier Invoices.

Scenarios that would require a user to create a debit memo. 'Reasons' as shown below are listed on the Debit Memo draft page.

- Returned Items
- Rebates
- Billing Error

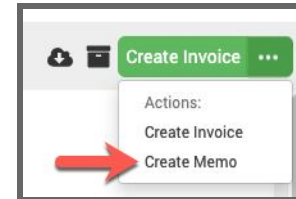
- Not Specified
- Other

CREATE A CREDIT MEMO

1. Select the Supplier issued memo from the Hopper.

- Sent via PDF email or cXML (Portal not currently supported)

2. Select to 'Create Memo'



3. To reference other transactional documents, enter the Original Invoice number or Original PO number.

4. Select 'Link to Memo'

- Once the appropriate document is referenced, the data will populate, allowing users to add required information and item(s) included in the memo.
- Click the Garbage can icon to remove a referenced document.

 A screenshot of a form titled 'Purchase Order and/or Invoice'. It contains two input fields: 'Supplier Invoice #' with the value 'N/A' and 'Purchase Order #' with the value '2000003873'. Below the 'Purchase Order #' field is a button labeled 'Clear document reference(s)' and a trash can icon. A red arrow points to the trash can icon.

5. Supplier Memo #

6. Memo Date (of supplier memo)

7. Select *Reason*

Memo Overview
Enter the Supplier and Payment information for this Memo

Company Code *
A083 - NBC Corporation 83

Supplier *
ACCO003 - ROBERT HALF TECHNOLOGY

Supplier Account #
-

Supplier Memo # *
8089332532

Memo Date *
02/15/2019

Reason *
Choose the reason for this Memo

Notes About Memo
Enter a note

Memo Items & Totals
Enter the memo item details and totals from your Memo

Currency *
USD

#	Description	GL Account	Price	Qty	Tax	Total	Actions
1	Product 1	A083 - GL Account	\$40.12	1.523	\$0.00	\$61.10	
2	Product 2	A083 - GL Account	\$90.00	1.635	\$0.00	\$147.15	

Subtotal (USD)
\$208.25

Shipping Charges (USD)
\$20.00

Tax (USD)
\$0.00

Memo Total (USD)*
\$228.25

Please fill out the following required field(s)
Reason, Memo shipping charges, Memo total

(All changes saved about a minute ago.)

Delete Submit

- If 'Other' is selected an additional field will populate requiring you to provide a description.

8. Add relevant note (*optional*)

9. Remove PO/Invoice items not included in the memo.

10. Enter Shipping, Tax and memo total (*as applicable*)

11. Submit

- Once selected users will be prompted to confirm *Memo Destination*.

Supplier Memo # *
8089332532

Memo Date *
02/15/2019

Reason *
Billing error

Notes About Memo
Enter a note

Memo Items & Totals
Enter the memo item details and totals from your Memo

Currency *
USD

#	Description	GL Account	Price	Qty	Tax
1	Product 2	A083 - GL Account	\$90.00	1.635	\$0.00

Subtotal (USD)
\$208.25

Shipping Charges (USD)
\$20.00

Tax (USD)
\$0.00

Memo Total (USD)*
\$228.25

(All changes saved a few seconds ago.)

Delete Submit

Memo Destination

Select Next Action

- Assign
Memo is assigned to another AP User for further action
- Coding
Memo is submitted to an AP User for coding
- Park
Memo is placed on hold under the 'Parked' status tab
- Post
Memo is auto-approved and posted to Accounting/Payment System

Comments

Submit

All memos are listed under Track Memos with status indicated in the right column.

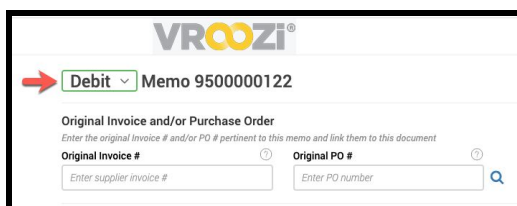
9500000634	N/A	2000003861	N/A	N/A	ROBERT HALF TECHNOLOGY	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	Draft	N/A	***
9500000632	567uuu	2000003834	N/A	N/A	CXML-Supplier	A083 - NBC Corporation 83	£20.00	£0.00	£130.00	Approved	Billing error	AC ***

Debit Memos

In addition to credit memos, AP Processors can also create **'Debit Memos'** within Vroozi. A Debit memo is a statement of a 'credit', that the buying organization creates typically against a supplier provided document. The amount in the Debit Memo indicates what the buying organization expects to receive back from the supplier.

The same actions that can be applied to a Credit Memo can also be applied to a Debit Memo.

Once 'Create Memo' has been selected from the navigation panel or Document preview screen, the memo draft can be renamed as a Debit Memo. (shown below)



Changing the document type to Debit Memo will not change any fields on the memo draft. The only difference appears at the selecting of 'Reason'. When Debit Memo is selected 'Not Specified' is no longer listed as an option as it is with a Credit Memo. Not Specified was removed based on the logic that a supplier would provide a Reason for issuing the Debit Memo. (See step 6 of [Create a Memo.](#))

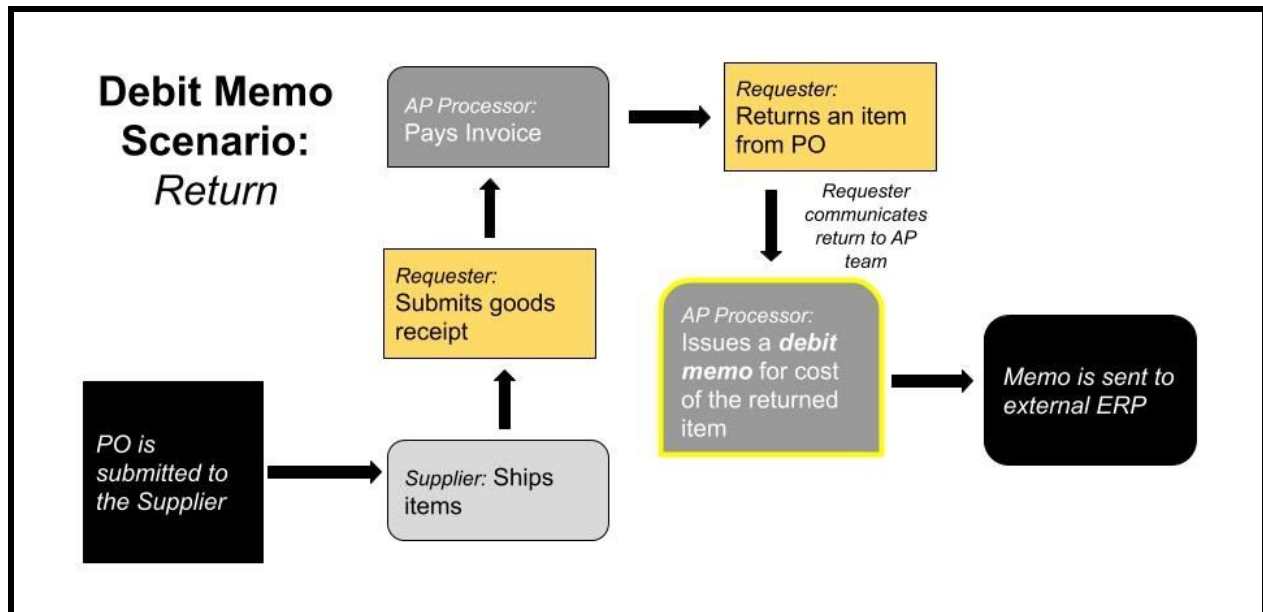
DEBIT WORKFLOW

Example:

Requester places an order for 5 laptops -> *Supplier* ships the 5 laptops -> *Requester* submits goods receipt for 5 laptops -> *AP Team* pays invoice -> *Requester* returns 1 laptop because it is no longer needed -> **AP Processor selects to Create Memo and links debit memo draft to the Invoice or PO** -> Credit Memo posts to external ERP -> ERP applies the credit to future Supplier Invoices.

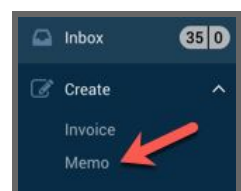
Scenarios that would require a user to create a debit memo. 'Reasons' as shown below are listed on the Debit Memo draft page.

- Returned Items
- Rebates
- Billing Error
- Other



CREATE A DEBIT MEMO

1. Select 'Memo' under 'Create' within the navigation panel.
 - This step is what differentiates a Debit Memo from the Credit Memo - The debit memo will in most cases not be generated from a supplier document, instead the buying organization is initiating the memo.
2. Like that of the Credit Memo workflow, to reference other transactional documents, enter the Original Invoice number or Original PO number.
3. Select 'Link to Memo'
 - Once the appropriate document is referenced, the data will populate, allowing users to add required information and item(s) included in the memo.



- Click the Garbage can icon to remove a referenced document.

4. Supplier Memo #. Enter Memo number at the top of the form

Debit Memo **9500000124** Created on 01/15/2020

Original Invoice and/or Purchase Order
Enter the original invoice # and/or PO # pertinent to this memo and link them to this document

Original Invoice # Original PO #

Memo Overview
Enter the Supplier and Payment Information for this Memo

Company Code * Supplier *

Supplier Memo # * Memo Date * Reason *

5. Memo Date (of supplier memo)

6. Select Reason

Memo Overview
Enter the Supplier and Payment Information for this Memo

Company Code * Supplier *

Supplier Memo # * Memo Date * Reason *

Notes About Memo
Enter a note

Memo Items & Totals
Enter the memo item details and totals from your Memo

Currency *

#	Description	GL Account	Price	Qty	Tax	Total	Actions
1	Dell(TM) 27 Full HD LED Monitor, Thin Bezel, Space-Saving Base, SE2719H	0000010001 - Equipment	\$-249.99	1	\$0.00	\$-249.99	<input type="checkbox"/> <input type="text"/> <input type="text"/>

Add Item Apply to All Delete Item(s)

Subtotal (USD) \$-249.99

Shipping Charges (USD) \$0.00

Tax (USD) \$0.00

Memo Total (USD)* \$-249.99

(All changes saved a few seconds ago...)

Delete Submit

- If 'Other' is selected an additional field will populate requiring you to provide a description.

7. Add relevant note (optional)

8. Click the pen icon to edit/remove PO/Invoice items not included in the memo.

9. Enter Shipping, Tax and memo total (as applicable)

10. Submit

- Once selected users will be prompted to confirm *Memo Destination*.

Track Memos

Similar to 'Track Invoices', within 'Track Memos' Memos are organized based on current status.

The view under 'All' Memos will default to those 'Assigned to me', which will only display memos created by the individual user. Remove this field from the search bar to view all Memos.

Memo #	Supplier Memo #	Original PO #	Original Invoice #	Supplier	Total	Status	Assignee
9500000124	9500000124	2000001160	N/A	Office Depot	\$249.99	Draft	PS
9500000110	1234	2000001144	13931	STAPLES	\$25.39	Parked	PS
9500000109	1234	2000001144	13931	STAPLES	\$0.00	Draft	PS
9500000089	9000000417	2000001079	2000001079	Office Depot	\$0.00	Draft	PS
9500000065	9500000065	2000001045	9000000378	Office Depot	\$0.00	Parked	PS
9500000054	N/A	N/A	N/A	N/A	\$0.00	Draft	PS
9500000053	987654321	2000001034	876543211	Office Supply Inc	\$599.00	Parked	PS
9500000029	N/A	2000000974	12345678	Office Depot	\$0.00	Draft	PS

To search by type of Memo, use the 'Type' filter and select either 'Credit' or 'Debit'.

Selection of 'Type':

Q Type: Select... Search...

Memo #

Credit

Debit

Filtered Type View:

Track 'All' Memos
Access memos created by all users

Q Type: Debit Search...

Memo #	Supplier Memo #	Original PO #	Original Invoice #	Supplier	Created Date	Total Shipping	Total Tax	Total	Status	Assignee	
9500001204	87678888	2000020335	N/A	Email Supplier	10/02/2019	\$0.00	\$0.00	\$0.00	Posted	N/A	...
9500001194	N/A	N/A	9000015933	Nauman Sup, CXML	10/01/2019	\$0.00	\$0.00	\$100.00	Draft	SS	...
9500001156	9500001156	2000020224	9000015845	Email Supplier	09/30/2019	\$0.00	\$0.00	\$175.00	Coding	NU	...

Assign a Memo destination from within the 'Track Memos' category.

- 'Park' memo
- 'Assign' memo to another AP user
- 'Approve' memo

Track 'All' Memos
Access memos created by all users

Q Search by Memo #, PO #, Supplier Memo # and Supplier Name

Memo #	Supplier Memo #	PO #	Invoice #	Supplier Invoice #	Supplier	Company Code	Total Shipping	Total Tax	Total	
9500000637	N/A	2000003861	N/A	N/A	ROBERT HALF TECHNOLOGY	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	...
9500000635	N/A	N/A	N/A	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00	...
9500000634	N/A	2000003861	N/A	N/A	ROBERT HALF TECHNOLOGY	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	...
9500000632	567uuu	2000003834	N/A	N/A	CXML-Supplier	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	...
9500000631	N/A	N/A	N/A	N/A	N/A	1000 - Vrooz Corporate	\$0.00	\$0.00	\$0.00	...
9500000630	456678945	2000003834	N/A	N/A	CXML-Supplier	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	...
9500000627	N/A	N/A	N/A	N/A	N/A	HES2015 - HES Company Code	\$0.00	\$0.00	\$0.00	...
9500000626	N/A	N/A	N/A	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00	...
9500000625	N/A	2000003861	N/A	N/A	ROBERT HALF TECHNOLOGY	A083 - NBC Corporation 83	\$0.00	\$0.00	\$0.00	...
9500000624	N/A	N/A	N/A	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00	...

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First 1 2 3 4 5 Last

Post a Memo

If auto-posting has been disabled, manual posting will be required. Memos awaiting posting can be found under 'Post' -> 'Memos'.

1. Select 'Post' -> 'Memos'
2. Check the box next to each memo you'd like to post or select the box at header level to post all Memos.

Post Memos

Select and post memos to your payment system and take action on memos that failed during posting

Ready for posting

<input type="checkbox"/>	Memo #	Sup. Memo #	Supplier	Created On	Amount	
<input type="checkbox"/>	9500000342	80908990834	Nauman Sup CXML	04/24/2019	\$28.66	...

1-1 of 1

Selected for posting

No items selected for posting. Select items and they will appear here

Post

Memo Configurations

The credit/debit Memo life cycle is very similar to that of an invoice.

1. All custom workflows created will apply to both invoices and memos.
2. Auto-posting configurations are currently not differentiated between invoices and memos.

Ability to post memo's is a separate toggle within the Preferences field of the Master Administrator panel. (shown below)

Preferences

AP Document Approvals

Set one or more of the below settings to 'On' if you want only the AP user creating or editing an invoice/memo (without any exceptions or errors) to approve it. Set the below settings to 'Off' if you want AP users to submit an invoice/memo to one or more users for approval. Please note that these settings do not pertain to Exception Handling. [Learn More](#)

Require only the AP user creating/editing a PO based invoice to approve it for payment ☒ On

Require only the AP user creating/editing a non-PO based invoice to approve it for payment ☒ On

Require only the AP user creating/editing a memo to approve it for posting ☒ On