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| **Finance Operations – Accounts Receivable Manual Credit Memo Request Form** | | | | |
| **Guidance** | | | | |
| This form should be completed when a customer is to have a refund issued, a customer is to have a discount applied, or where the original invoice is to be cancelled.  Once the form is completed and approved, email the form and back up papers to [Finance.Helpline@ed.ac.uk](mailto:Finance.Helpline@ed.ac.uk) | | | | |
| **Credit memo details** | | | | |
| Customer name: | | |  | |
| Customer number: | | |  | |
| Original invoice number (mandatory): | | |  | |
| Is a new invoice required (tick box): | | | Yes  No  If yes, confirm invoice reference number: | |
| Reason for credit (tick applicable box): | | | Customer dissatisfaction with goods/service  Duplicate Invoice  Goods/service order contract cancelled by University  Good/service order/contract cancelled by Customer  Invoice incorrect (miscalculated unit price/quantity/VAT/discount  Invoice incorrect (missing information – example PO)  Invoice incorrect (other – please provide details)  Late payment  Not delivered | |
| Amount of credit/refund: | | |  | |
| **Prepared by:** | | | | |
| Signed: | |  | Date (DD/MM/YYYY): |  |
| **Authorisation by authorised signatory i.e. Budget Holder/Head of School/Department** | | | | |
| Signed: |  | | Date (DD/MM/YYYY): |  |