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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 |
| **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): |       |