

**Oracle® Retail Invoice Matching**  
User Guide Addendum  
Release 12.0.8IN

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# Preface

This document explains the enhancements and modifications made to Oracle Retail Invoice Matching (ReIM) Release 12.0.8 IN to support Multiple MRP (MMRP) and configurable taxation functionality. The new functionalities are India specific business requirement.

## Audience

This document is intended for business users to understand the new functionality. The document is also intended for technical developers to understand the solution offering to the users.

As this document only explains the changes made to the ReIM localized application, it is suggested that you refer to *ReIM User Guide* for complete functional and procedural information.

## Related Documents

For more information, see the following documents in the Oracle Retail Invoice Matching Release 1.0 documentation set:

- Oracle Retail Invoice Matching Release Notes
- Oracle Retail Invoice Matching Operations Guide
- Oracle Retail Invoice Matching Data Model
- Oracle Retail Invoice Matching Installation Guide
- Oracle Retail Invoice Matching Online Help

## Customer Support

<https://metalink.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Review Patch Documentation

For a base release (“0” release, such as 12.0), Oracle Retail strongly recommends that you read all patch documentation before you begin installation procedures. Patch documentation can contain critical information related to the base release, based on new information and code changes that have been made since the base release.

## Oracle Retail Documentation on the Oracle Technology Network

In addition to being packaged with each product release (on the base or patch level), all Oracle Retail documentation is available on the following Web site:

[http://www.oracle.com/technology/documentation/oracle\\_retail.html](http://www.oracle.com/technology/documentation/oracle_retail.html)

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Documentation should be available on this Web site within a month after a product release. Note that documentation is always available with the packaged code on the release date.

## Conventions

**Navigate:** This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

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**Note:** This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

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This is a code sample  
It is used to display examples of code  
[A hyperlink appears like this.](#)

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## Overview

Oracle Retail Invoice Matching (ReIM) allows you to verify merchandise invoice costs and quantities before payment. ReIM receives invoice data through either Electronic Data Interchange (EDI) or data is entered manually. The matching process verifies invoice records against associated receipts or orders. If invoices are matched to receipts within tolerance at a summary level, they are evaluated for best payment terms and posted to the staging table. The staging table interfaces with the accounts payable system, where payments are processed and corresponding accounting entries are posted.

Every item is associated with a tax category in the Indian retail scenario. There are many tax regions across India and many different taxes in each tax region. Based on the tax category and the tax regions (supplied from and supplied to regions), taxes on an item differ.

In the Localized ReIM, tax basis (taxable base) for a tax calculation can be cost, MRP, retail, cost components like freight or any combinations of these parameters and taxes. To handle multiple taxes ReIM needs to be modified in following areas:

- Assigning claimable taxes for the supplier
- Multiple taxes handling at invoice entry (for both header level and detail level invoice)
- Tax discrepancy resolution to handle multiple taxes
- Multiple taxes on other documents like debit memo /credit memo/CNR

### Handling Multiple Tax at Line Level

ReIM receives information from Suppliers through EDI, which includes new multiple tax components as part of the invoice line details. The Total of the multiple taxes at line level in the invoice details should be equal to the summary level tax distribution.

ReIM groups the amount by Tax code. You can change the Tax amount against each of the Tax Codes individually.

### Multiple Tax Component

With India localization patch applied, each item may have multiple tax components. These Tax components are the taxes set up in the merchandising system. The enhancement enables ReIM to match multiple tax components at item line level as well as at the summary level.



## Administration

### Enabling the India Localization Patch

You can enable the India Localization specific functionality by setting the **Multiple VAT indicator** (from the System Options menu) parameter to 'Y'. The value can be either Y or N. When set to Y, all India Localization specific enhancements in ReIM are enabled; if it is set to N, the new fields added to the existing screens and elements/links to the new screens is hidden or disabled.

The screenshot shows the 'System Options' window with the following configuration:

Document History Days	20	Close Open Receipt Days	2
Post Dated Document Days	10	Cost Resolution Due Days	3
Debit Memo Send Days	2	Qty Resolution Due Days	2
Max Tolerance %	100.000	Days Before Due Date	3
Default Pay Now Terms	163		
Include VAT Processing	Yes	VAT Resolution Due Days	2
Calc Tolerance	Percent	VAT Validation Type	Reconcile VAT
Default Header VAT from Details	No	VAT Document Creation Level	Item
<b>Multiple Vat Indicator</b>	<b>Y</b>		
Debit Memo Prefix-Cost	DMC	Debit Memo Prefix-Qty	DMQ
Credit Note Request Prefix-Cost	CNC	Credit Note Request Prefix-Qty	CNQ
Credit Memo Prefix-Cost	CMC	Credit Memo Prefix-Qty	CMQ
Debit Memo Prefix-VAT	DMV	Credit Note Request Prefix-VAT	CNV

Note: To activate any system option changes made, you must first log out of Invoice Matching.

System Options

### Supplier Set Up

Multiple taxes are applicable on a single purchase transaction. Some of these taxes are paid by retailer to the supplier (who pays the taxes to the Tax Authority) while some of the taxes are paid by retailer to the Tax Authority directly. Supplier should not claim such taxes (which retailer pays to the Authority directly) in his invoices as he is not eligible to claim it. Suppliers eligible for different taxes may differ from one supplier to another. Set up supplier information from the Supplier Options menu, specifying which supplier or group of suppliers gets credit for which particular type of tax. During invoice creation, you can enter only those taxes which the supplier can claim as per the configuration during the supplier set up.

After you have set the supplier information, the system recognizes which supplier is eligible to claim credit for a particular tax component.

To set up supplier information:

1. On the Administration Menu, click **Supplier Options**.

You are logged as: Admin User ADMIN DB URL: jdbc:oracle:thin:@jstms0118:1521:shrd5b, Data Source: ms12 Log Path: A:\app\AERLDB\oraohidb/oracle/product/10.1.3/OracleAS\_1012e/rauder/rog Authentication: DATABASE

### Supplier Options

Supplier

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**Details**

AP Reviewer

Invoices For Supplier Manually-Paid  
 Match Invoices to Receipts from other Suppliers  
 Always Use Invoice Terms  
 ROG Date Allowed

Send Debit Memo

Close Open Receipt Days

Discrepancy Days Before Routing

Applicable Taxes

<input type="checkbox"/> VAT 12.5 %	<input type="checkbox"/> Entry Tax 4 %	<input type="checkbox"/> VAT 4 %	<input type="checkbox"/> Ex 16.48 %
<input type="checkbox"/> Oct 4 %	<input type="checkbox"/> Zero tax rate	<input type="checkbox"/> Vat 5%	<input type="checkbox"/> VAT 4% new
<input type="checkbox"/> CST 3 %			

### Supplier Options

The **Applicable Taxes** section displays all the taxes applicable to the selected supplier. Any tax code existing in RMS can be associated to a particular supplier and once associated the supplier will have the ability to claim for that Tax code else the supplier cannot claim for the tax. You can associate these taxes to the supplier and the supplier can claim only these tax codes.

In ReIM localized environment, the relevant tax codes are the ones linked with transaction type "Purchase Order". You can associate only purchase type of taxes to a supplier and only configured taxes are shown when entering the invoice for that particular supplier.

## Create Documents

A merchandise invoice is a document that a supplier sends to a retailer for merchandise items. There are two ways invoices are loaded into the system:

- EDI
- Single invoice entry

### EDI Upload

EDI upload is the process of uploading EDI documents into ReIM. This is done through batch programs, which process the documents, validates them and inserts the documents into respective tables in ReIM.

When the invoice is coming into ReIM from a third party system, the EDI upload is not modified to accept it. However, the interface with RMS for EDI upload works correctly.

RTV, consignment, DSD, and Evaluated Supplier are supported via EDI. The EDI interface has been enhanced to support multiple taxes on line item, by including a new line with TITAX as identifier for the line level tax details.

### Creating Merchandise Invoice

Merchandise Invoices can be manually entered in ReIM.

To create a manual invoice:

1. On the Main Menu, click **Document Maintenance**.
2. Click **Document Search**. The Document Search window appears.

The screenshot shows the 'Document Search' window with the following fields and options:

- Action:** View
- Document Type:** [Dropdown]
- Status:** ALL (Except Posted)
- Vendor Type:** Supplier
- Order Number:** [Text]
- AP Reviewer:** [Text]
- In Cost Review:** [Dropdown]
- In Quantity Review:** [Dropdown]
- Document Date Range:** [Date] to [Date]
- Currency:** [Text]
- Document Cost Range:** [Text] to [Text]
- Receipt:** [Text]
- Payment Terms:** [Text]
- Details Invoice:** [Dropdown]
- Document ID (% for partial search):** [Text]
- Vendor:** [Text]
- Location:** [Text]
- Cost Reviewer Group:** [Text]
- Quantity Reviewer Group:** [Text]
- Due Date Range:** [Date] to [Date]
- Consignment:** [Dropdown]
- Deal:** [Dropdown]
- Quantity Range:** [Text] to [Text]
- Item:** [Text]
- Freight Payment Type:** [Dropdown]
- Pre-paid Invoice:** [Dropdown]

Buttons at the bottom: OK, Search, Refresh, Cancel.

#### Document Search

3. From the **Action** drop down field, select **New Merchandise Invoice**.
4. From the **Document Type** drop-down list, enter **Merchandise Invoice**.
5. Click **OK**. The Invoice Maintenance Header window appears.

6. Enter the required details on the screen such as the Vendor Name, Invoice number, Order number, Invoice Date.
7. Click the **Due Date** link. The due date is automatically calculated when clicked on the icon.
8. Enter the **Total Cost Ex Tax**.
9. Click the **Total Tax Cost** link, the Tax Breakdown window is displayed. You can calculate multiple taxes at the invoice header and detail levels.

Ex Tax Basis	Tax Description	Tax Rate	Tax Amount
	Vat Rate 2%	2	
	Vat Rate 12.5%	12.5	

Total: 0.0000

OK Calculate Total Cancel

#### Tax Breakdown

10. The Tax Breakdown window shows line items with different tax rates. Enter the value in the **Ex Tax Basis** or in the **Tax Amount** field. You can enter multiple Taxes. You may enter zero (0) tax for a particular Tax Code. You may also change the tax rate for the selected tax code if required.
11. Click **Calculate Total**. The Tax Amount and the Total tax are calculated accordingly.
12. Click **OK**.

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For non-merchandise cost in a merchandise invoice or for non-merchandise invoice, multiple taxes per line item is not supported in the localized ReIM.

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13. Enter the calculated value in the **Total Cost Inc Tax** (Total Tax Ex Tax plus Total Tax cost) field.
14. Enter the **Invoice Qty** value.
15. Click **Details**. The Invoice Maintenance Detail window appears, showing the items from the selected order number.



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Tax Basis is calculated.

You can add multiple taxes for the item. You can modify the Tax Rate on this window.

- Add items to the invoice – You can add item/s to the invoice/purchase order. Enter the Item ID, Invoice Quantity, and the Unit cost of the quantity. Click **Add Item** to add the item to the invoice/order.

The invoice header and invoice detail information must match for the invoice creation to be successfully completed.

**18. Click OK.**

The invoice is created in the system with the status **Ready for Tax**. The invoice then goes through Tax discrepancy process. If the Tax information in the PO/Receipt and invoice match, the invoice will be in **Ready to Match** status. The records can be viewed in the Summary Match form.

If there is any discrepancy in the Tax information of the PO/Receipt and the invoice, the invoice moves to Tax Discrepancy status, if the system option VAT Validation Type is set to Reconcile (R). If the system option VAT Validation Type is set to System (S), the invoice will not be created if there is any discrepancy in the Tax information of the PO/Receipt and the invoice. The possible cases of discrepancy are explained below:

– Tax Code / Rate

Tax code on the invoice is different from the Tax code on the PO

Tax Rate is different for the same tax code on the invoice and the PO

Ex Tax Basis calculated by the system is not same as Ex Tax Basis entered on the invoice.

The invoices in Tax Discrepancy status are displayed in the **Tax Review List**.

## Resolve Discrepancies

Discrepancies between the invoice and the receipt (or PO) can be either in Cost, Quantity, or Tax.

**Cost** - A cost discrepancy is the difference between the cost on the PO and the merchandise invoice.

**Quantity** - The quantity discrepancy is the difference between the invoice quantity and the receipt quantity (shipment).

**Tax** - A Tax discrepancy is the difference between the Tax on a receipt and the merchandise invoice.



### Main Menu

When there is a discrepancy in the system, a reviewer must review and resolve the discrepancy. The Tax discrepancy is identified while the merchandise invoice is being entered while the cost and discrepancies are identified either during the *automatch* process or manual match process (using Summary match) if the invoice does not match the purchase order/receipt.

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Depending on your user permissions, you may or may not be able to access this window or all discrepancies.

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This document explains only the Tax Discrepancy.

## Resolving Tax Discrepancy

A Tax discrepancy is the difference between the Tax on a receipt and merchandise invoice. When there is a Tax discrepancy in the system, you need to review and reconcile the discrepancy. If a receipt is not available, the invoice is compared to the purchase order.

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Tax discrepancies can also exist for header only invoices; to resolve the discrepancy, you need to enter the detail at the time of tax discrepancy resolution.

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**This release of ReIM does not support Automatch process.**

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Tax discrepancies for invoices with details are created when the invoice is created with Tax variance between entered Tax information and the system maintained Tax information for the item. This can be resolved by accessing the Tax Discrepancy Detail screen.

To review the Tax discrepancy:

1. On the ReIM Main Menu, click **Invoice Matching**.
2. Select **TAX Review List**. The TAX Review List window appears. The existing documents appear on the screen.

Supplier	Supplier Name	Document Type	Resolve By Date	Route Date	Order	Location	Location Description	Total Document Amount	Currency	No. of Line Exceptions
1000	Smoke/Supplier	Merchandise Invoice	03-18-2001	03-10-2001	21	2000	Smoke_Test	4,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-10-2001	47	22222	Store A	2,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	48	22222	Store A	2,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	49	22222	Store A	2,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	64	22222	Store A	45,175.0000	INR	3
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	72	22222	Store A	22,567.5000	INR	4
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	43	22222	Store A	1.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-26-2001	03-26-2001	153	22222	Store A	4,000.0000	INR	3
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	170	22222	Store A	2,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	171	22222	Store A	1,000.0000	INR	1
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	87	22222	Store A	45,175.0000	INR	2
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	199	22222	Store A	45,175.0000	INR	2
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	191	22222	Store A	45,175.0000	INR	2
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	190	22222	Store A	22,567.5000	INR	2
2000	Supplier A	Merchandise Invoice	03-18-2001	03-18-2001	190	22222	Store A	22,567.5000	INR	1

### TAX Review List

3. Select the document to resolve by clicking the hyperlink **No. of Line Exceptions**. The **No. of Line Exceptions** displays the number of items on an invoice in tax discrepancy. The TAX Discrepancy Detail window is displayed.

Item	Description	System Total Tax	Document Total Tax
100001529	100001529	1142.32	1030.63
100001230	Rem_Test_03	748.8	360.0
1000018144	Rem_Test_04	5126.25	3867.57
100001537	Rem test 1	431.47	323.73

### TAX Discrepancy Detail

Sometimes, the tax amounts may have matched, but the invoice may still have a Tax discrepancy due to mismatch in the Tax Code or/and Tax Rate or/and Tax Basis.

4. Click the Item ID hyperlink. The VAT Discrepancy Detail Selection window appears.

System VAT Code/Rate				
Ex Tax Basis	Vat Code	Vat Description	Vat Rate	Vat Amount
14700.0	101	Ex 16.48 %	16.48	2422.56
2599.75	204	Entry Tax 4 %	4.0	103.99
20797.6	202	VAT 12.5 %	12.5	2599.7

  

Invoice VAT Code/Rate				
Ex Tax Basis	Vat Code	Vat Description	Vat Rate	Vat Amount
7350.0	101	Ex 16.48 %	32.96	2422.56
11560.06	202	VAT 12.5 %	12.5	1445.01

### VAT Discrepancy Detail Selection

The VAT Discrepancy Detail Selection window displays the system level VAT Code/Rate and Invoice VAT Code/Rate. You can select either the system or invoice level Tax information. Tax details from the invoice are defaulted on the screen.

- If System VAT Code/Rate is selected:
  - a. If the system level Tax information is correct, select the System Tax Code/Rate check box.
  - b. Click **Next**. The Tax Discrepancy Detail Resolution window is displayed.

### Tax Discrepancy Detail Resolution

- c. Enter the Reason Code from the LOV button and click **OK**. The Tax discrepancy is resolved.

After the resolution, appropriate financial document - Debit memo or Tax or Credit Note Request – Tax is created and the item is flagged as **Ready to Match** on the invoice. When all the other items on the invoice are matched or resolved then, it will be posted to Financial System.

- If Invoice VAT Code/Rate is selected
  - a. If the invoice level Tax information is correct, select the Invoice Tax Code/Rate check box.
  - b. Click **Next**. The Multiple Tax Entry window is displayed where you can resolve the Tax discrepancy.

Ex Tax Basis	Tax Code	Tax Description	Tax Rate	Tax Amount	Formula	Application Order
1500.0	206	Oct 4 %	4.0	60.0	CO	1

### Multiple Tax Entry

- c. On the Multiple Tax Entry window, you can edit the Formula or the Application Order.  
If the invoice contains a tax code which is not there in the receipt, the formula is Undefined and the user is forced to enter the formula before proceeding.
- d. To edit the formula, select the Formula link. The Tax Formula Entry window is displayed.

### Tax Formula Entry

- e. Select the Parameter for the tax calculation from the drop-down list, select the operator, and enter the value.
- f. Click **Add to Formula** button. The formula is displayed in the Formula field.
- g. Click **OK**.



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## Match Documents

After the invoices are created, they are matched manually through the Summary Match option on the Invoice Matching menu. If there is any discrepancy, it can be viewed in the Summary Match window and then resolved by manually creating Credit and Debit Memo, Credit Request Note, or a Credit Note either manually or through rollup process.

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The system is capable of handling multiple taxes for documents created automatically through rollup process.

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The *rollup* batch program resolves and automatically creates credit or debit memo depending on the resolution used to resolve the discrepancy. However, you can manually create the documents to resolve the discrepancy.

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This document explains how to create the following documents:

- Credit Memo
- Debit Memo
- Credit Note Request
- Credit Note

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Credit Note Matching with Credit Notes Request is out of scope for India Localization patch. It is not covered in this document.

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### Creating Credit Memos

Credit memo is a document created to refund a supplier for an under-invoiced or under-billed (for example, for rebates not meeting threshold performance levels) amount. Credit memos may also be created as standalone documents.

**To create a credit memo:**

1. On the ReIM Main Menu, click **Document Maintenance**.
2. Click **Document Search**.
3. From the **Action** drop-down list, select **New**.
4. From the **Document Type**, select **Credit Memo - Cost/Quantity**.
5. Click **OK**. The Document Maintenance Header window opens.

You are logged in as: Admin User ADMIN DB URL: jdbc:oracle:thin:@aprh120.us.oracle.com:1521:106801, Data Source: mal12 Log Path: AppWeb\adms\prod\int013\OracleAS\_102\bin\oc4j\autovs\log Authentication: DATABASE

### Document Maintenance Header

Document ID:

Create ID: ADMIN  
 Supplier: 2345670000 David Fashion Creations PL  
 Order No: 201  
 Location: 1000000000 Fargo

Document Type: Credit Memo - Quantity  
 Document Currency: USD Exchange Rate: 1

Document Status:  
 RTV Chargeback Ind:   
 RTV Order No:  
 Approve Date:  
 Document Date: 10-17-2008  
 Payment Terms: 163 01 001 00% 045 045  
 Due Date: 12-01-2008  
 Deal:

Total Merchandise Cost: 0.0000  
 Total Non-Merch Cost: 0.0000  
 Total VAT Cost: 0.0000

Total Document Cost: 0.0000  
 Document Qty: 0

Ref No. 1:  
 Ref No. 2:  
 Ref No. 3:  
 Ref No. 4:

OK OK+Repeat Details Approve Create Credit Note Reverse Void Comments Cancel

### Document Maintenance Header

6. Enter the following information

- Document ID
- Supplier name
- Order number

7. Click the **Total VAT Cost** link. The Tax Breakdown window is displayed.

### Tax Breakdown

Ex Tax Basis	Tax Description	Tax Rate	Tax Amount
100.0000	Vat Rate 2%	2	2.0000
2.0000	Vat Rate 12.5%	12.5	0.2500
<b>Total:</b>			2.2500

OK Calculate Total Cancel

### Tax Breakdown

You can see the applicable Tax codes and rates for the supplier.

8. In the **Ex Tax Basis** field, enter the cost on which the tax needs to be charged. You can enter multiple applicable taxes.
9. Click **Calculate Total**. The total tax value is displayed in the **Total** field.
10. Click **OK**. The **Tax Breakdown** window is closed.
11. On the Document Maintenance Header window, click **Details**. The **Document Maintenance Detail** window is displayed.

### Document Maintenance Detail

12. Select the item using the LOV button.
13. Enter **Amount Per Unit** and **Quantity** field.
14. Select the reason code using the LOV button.
15. Click **Add Item**.
16. Click the **Tax Code - Rate** link. The Multiple Tax Entry window is displayed.
17. Enter the tax amounts and click **OK** to exit.

## Debit Memos

Debit memo is a document created to support deduction from the invoice being paid. Deductions may result from a price or quantity discrepancy. A debit memo also refers to supplier billing for rebates, RTVs, and so on. Debit memos can also be created as stand-alone documents.

To create a debit memo:

1. On ReIM Main Menu click **Document Maintenance**.
2. Click on **Document Search**.
3. From the **Action** drop-down list, select **New**.
4. From the Document Type, select **Debit Memo - Cost/Quantity**.
5. Click **OK**. The Document Maintenance Header window opens.
6. Enter the following information
  - Document ID
  - Supplier name
  - Order number
7. Click the **Total VAT Cost** link. The Tax Breakdown window is displayed. You can see the applicable Tax codes and rates for the supplier.
8. In the **Ex Tax Basis** field, enter the cost on which tax has to be charged or enter the tax amount. You can enter multiple applicable taxes.
9. Click **Calculate Total**. The total tax value is displayed in the **Total** field.
10. Click **OK**. The Tax Breakdown window is closed.
11. On the Document Maintenance Header window, click **Details**. The **Document Maintenance Detail** window appears.
12. Select the Item from the LOV button, enter Amount per Unit (negative value), Quantity, and the Reason Code.
13. Click the **Tax Code - Rate** link. The Multiple Tax Entry window is displayed.

Multiple Tax Entry				
Ex Tax Basis	Tax Code	Tax Description	Tax Rate	Tax Amount
(10,000.0000)	18	Vat Rate 2%	2.0	(200.0000)
(200.0000)	28	Vat Rate 12.5%	12.5	(25.0000)
				<b>Total:</b> (225.0000)

OK Calculate Total Cancel

### Multiple Tax Entry

14. Enter the Ex Tax Basis or the Tax amount and click Calculate Total. The Tax Amount must be negative values.
15. Click **OK** to exit. The Tax Document Cost and Quantity are displayed on the Document Maintenance Header window and a debit memo created in the system.

## Credit Note Request

A Credit Note Request is a document that is sent from the retailer to the supplier, requesting for a credit note for an over invoiced amount. On the request of a Credit Note Request, the retailer then sends a Credit Note to the supplier.

Follow steps as mentioned in Debit Memos to create a Credit Note Request.

## Credit Note

A Credit Note is a document that the supplier sends to the retailer indicating agreement to the terms outlined in a credit note request. A credit note may also be sent by a supplier without a credit note request sent to the supplier.

Follow steps as mentioned in Debit Memos to create a Credit Note.