

Request a Credit Note and Update a Customer

Introduction

A customer bill must be created for all transactions involving the sale of goods or services by the University. After an invoice has been created, it is sometimes necessary to create a credit note due to an error in the original invoice or other changes. A credit note, functions in effect as a 'negative invoice' to offset the invoice raised. The credit note eForm is used to request an adjustment of an invoice and request a replacement bill if required. The customer details can also be added or updated in your eForm request.

Use of credit notes

Credit notes are limited to the following circumstances:

- a) If there is an error in the relevant invoice, e.g. it is to the wrong customer, at the wrong time, or wrong amount charged, or
- b) The amount of the original invoice no longer reflects the amount the customer owes, e.g. due to goods being returned or a dispute about goods or services provided.

Procedure

The Credit Note eForm can be accessed from the [Finance & Procurement Website](#) navigate to Documents, Forms & Policies > Forms> Revenue Accounting & Online Shop > [Credit Note Request eForm](#).

Note: the new credit note eForm replaces the manual credit / adjustment note request form. To support the release of the new eForm, a [quick reference guide](#) takes you through step by step instructions on how to access and complete the form online.

The following requirements should be considered when completing the credit note request eForm:

- For a rebill (replacement) request, where collections procedures are not to be followed (e.g. some donations and scholarships) the Collections Procedures section needs to be completed. Please note that only Faculty Finance and Planning Managers, Division Management Accountants and Executive Deans/Division Heads have authority to veto a reminder or demand letter. As such, approval will need to be sought, and the section on the form completed.
- It is important to note that billing requests for donations to the University can only be requested by the External Relations Branch. If you have received or expect to receive a payment relating to a donation, scholarship or prize, please contact the External Relations Branch before submitting your request.

Supporting documentation must be provided with each request.

Examples of documentation to provide as support when requesting a credit note and rebill

Expense Reimbursement, Courses, Conferences, and Sponsorships, Contributions or any other sale of goods or services:

- **Credit Note:** Email correspondence between the customer and The University of Adelaide outlining the requirement to adjust or credit an invoice.
- **Rebill (replacement):** Customer confirmation, such as letter, email or written agreement for a rebill (replacement) invoice request. The correspondence will confirm the customer details including email address, amount and GST treatment.
- Course registration form
- Conference letter or invitation
- Purchase Order or approval numbers supplied by the customer
- Signed Agreement
- Recurring invoices – provide scheduling dates (if not in the agreement)

Research Services (Research Grants, Contracts and Consultancies)

Research Grants

- Signed Agreement between sponsor and The University of Adelaide
- Purchase Order Reference where applicable

Contracts and Consultancies

- Service agreements relating to Contract Research or Consultancy – for invoicing guidelines refer <https://www.adelaide.edu.au/research-services/industry/> or contact rbp@adelaide.edu.au
- Purchase Order or Approval reference numbers

New or Update customer (supporting documents required)

- Customer correct address details (displayed on letter, email or written communication)
- Department/School/Area (if applicable)
- Confirmation of ABN number
- Email address of recipient of invoice

Related policies

- <http://www.adelaide.edu.au/policies/3823/?dsn=policy.document;field=data;id=6745;m=view> – Invoicing & Cash Receipting Procedures
- <https://www.adelaide.edu.au/policies/56/> - Giving policy
- <https://www.adelaide.edu.au/policies/122/> - Research Grants, Contracts and Consultancies

Need help?

For further support or questions, contact Finance & Procurement Services on +61 8 8313 3414 or finprosupport@adelaide.edu.au