OVERVIEW

This User Guide aims to describe how iSupplier Users can create Credit Memos.

HOW TO USE THIS USER GUIDE

If familiar with the iSupplier Portal Functionalities and the CRC process, refer to the one-page Quick Reference (Cheat sheet) on page 2. Otherwise, review the Process Overview section to better understand the processes. Next, review the Content/Checklist section, as this section lists the required and optional steps for each of the processes. Last, complete the required steps according to the detailed written instructions which follow the numbering sequence shown in the screenshots for how each of the tasks shall be executed.

When completing the steps in the iSupplier Portal, refer to the Content/Checklist column to validate the required steps have been completed. In addition, this User Guide provides high-lighted and / or framed notes, tips and important messages to assist in some tasks when creating an invoice.

PROCESS OVERVIEW

Suppliers can submit a Credit Memos to CRC in the iSupplier Portal when the credit memo amount is a negative. First, Supplier must prepare the Credit Memos with all the information required by CRC. The original Invoice number, Field Ticket number or agreement information fields are optional. But, this information is very valuable to the Accounts Payable department when determining where the credit should be applied and it can help prevent delays in processing. Finally, Supplier must submit the Credit Memo and CRC will confirm if it has been exported for processing.

IMPORTANT: Suppliers will not be able to change a Credit Memo after it has been submitted.

QUICK REFERENCE (CHEAT SHEET)

1. **Login to the iSupplier Portal**
   - In the **"Main Menu"** panel click on the **"Supplier User – Invoicing"** responsibility.
   - From the **"Home"** page, click on the **"Finance"** tab.

2. **Complete the Credit Memo Details.**
   - On the **"Finance"** tab, click on the **"Create Credit Memos"** hyperlink.
   - Click on the **"Create"** button at the top-right corner of the screen.

     IMPORTANT: It is critical to complete all the required fields, marked with an asterisks, among the **"Credit Memo Details"** sections.
   - In the **"Business Unit"** field enter the Business Unit.
     - Click on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of Business Units and click on the respective **"Quick Select"** icon for the associated Business Unit that the Credit Memo is billing.
   - In the **"AP Location"** field enter the location within the Business Unit.
     - Click on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of locations and click on the respective **"Quick Select"** icon for the associated location within the Business Unit previously selected.
   - In the **"Supplier Site"** field enter the remittance company name.
     - Click on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of site name(s) and click on the respective **"Quick Select"** icon for the company name to receive the credit payment.
   - Populate the **"Credit Memo #"** field.
     - Only numerical and alpha characters are allowed in this field. **Do not** enter any special characters.
   - Populate the **"Credit Memo Amount"** field.
     - **IMPORTANT**: The amount must be a Negative amount.
   - In the **"Currency"** field enter the type of currency being used by clicking on the **"Magnifying Glass"** icon.
   - In the **"Credit Memo Date"** field, click on the **"Calendar"** icon to select the effective credit date.
     - **Do not** select a future date.
   - If applicable, populate any of the reference fields.

     IMPORTANT: These fields will be very valuable to the Accounts Payable department when determining where the credit should be applied to. All information that can be provided in these fields can help prevent delays in processing.
     - Populate the **"Original Invoice #"** field if the credit applies to a specific invoice(s).

       IMPORTANT: Only numerical and alpha characters are allowed in this field. Do not enter any special characters.
     - Populate the **"Original Field Ticket #"** field if the credit applies to a specific field ticket(s).
     - Populate the **"Agreement # (SPO/BPA)"** field if applicable.
   - In the **"Credit Memo Description"** field, provide/summarize the Credit Memo content as clearly as possible.
   - Alternatively, click on the **"Save"** button if is required to attach any attachment.
     - On the **"Header Attachments"** section, attach any required or support documentation to the credit memo. Click on the **"+"** symbol located next to the **"Header Attachments"** title to expand this section, and then click on the "Add Attachment" button.
   - Click on the **"Submit"** button. A confirmation message will be displayed indicating that the Credit Memo has been submitted.

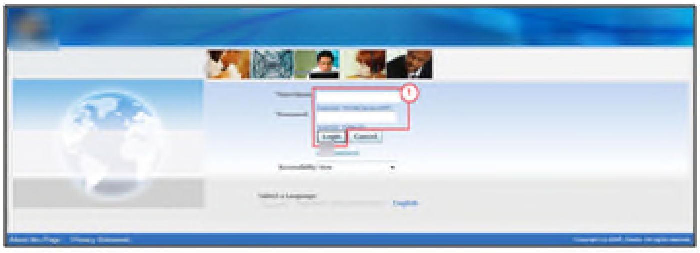
3. **Search for a Draft copy of a Credit Memo or Credit Memo that was submitted before.**
   - Click on the **"Create Credit Memos"** hyperlink below the **"Finance"** tab.
   - As needed, populate any of the search criteria to search for specific credit memo or leave the search fields blank to view all credit memos.
   - Click on the **"Go"** button.
   - Identify the Credit Memo and click on the applicable **"Credit Memo #"** hyperlink to see the Credit Memo detailed information.
   - The **"Status"** column indicates the current status the Credit Memo is in. It can show the following credit memo statuses.
     - **Draft** - The Credit Memo has been started, but not submitted for processed. You can open the draft and resume completing your memo.
     - **Submitted** - The Credit Memo was created and has been submitted for processing. Changes to the Credit Memo are not allowed.
     - **Confirmed** - The Credit Memo has successfully exported for processing. Account Payable department can now view and work the Credit Memo.
   - As needed and only when the Credit Memo is in 'Draft' status, click on the "**Pencil**" icon to continue completing the Credit Memo for submission.

CONTENT / CHECKLIST

INSTRUCTIONS

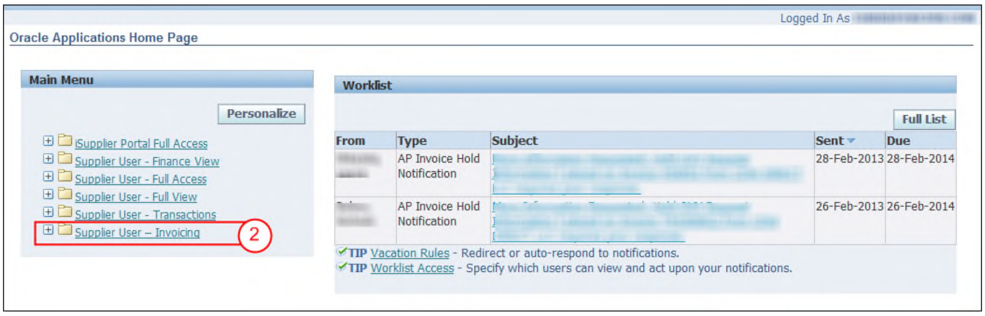
1. ACCESS THE ISUPPLIER PORTAL

Login to the iSupplier Portal at: http://CRCsupplier.CRC.com/OA_HTML/AppsLocalLogin.jsp



(1) Enter Username and Password and click on the **"Login"** button.
Note: The **"Password"** field is case sensitive. If there is a problem accessing to the iSupplier Portal, click at the **"Login Assistance"** hyperlink. Alternatively, view the User Guide– Overview Access and Passwords, Navigation, Notification

After logging in to the portal, the **"Oracle Application Home Page"** will be displayed if more than one responsibility is assigned to the user. If the user only has one responsibility the **"Home"** tab screen for that responsibility will automatically be displayed.



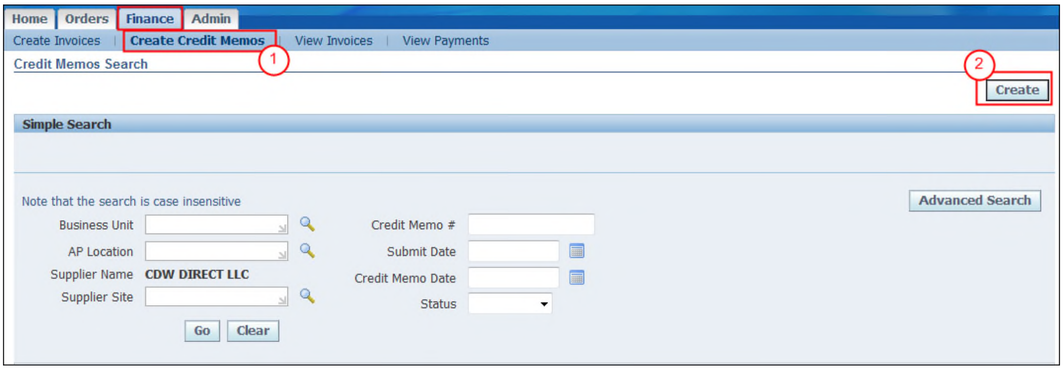
(2) To access and view the invoice, click on the **"Supplier User – Invoicing"** responsibility to view and create an invoice.

Once in the required responsibility, the **"Home"** tab screen for that responsibility will then be displayed. Click on the **"Finance"** tab to see and create Invoices.

2. CREATE A CREDIT MEMO

2.1. COMPLETE THE CREDIT MEMO DETAILS

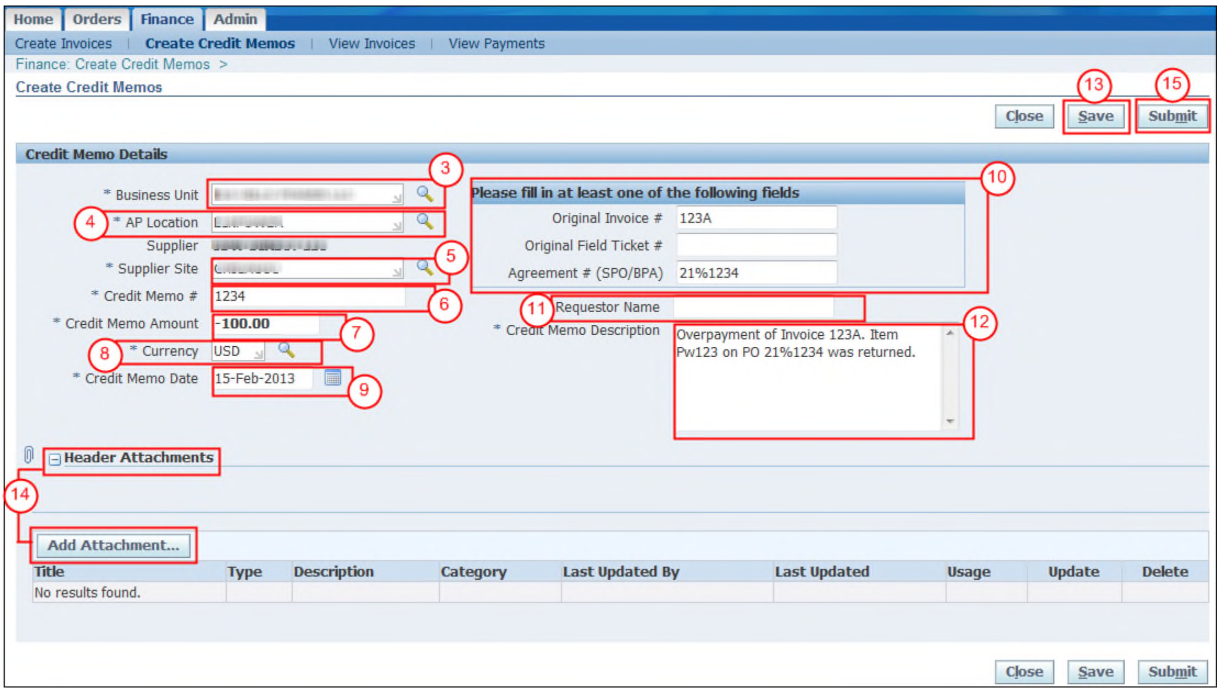
On the **"Finance"** tab, create and submit a Credit Memo.



(1) Click on the **"Create Credit Memos"** hyperlink.

(2) Click on the **"Create"** button, then the **"Create Credit Memos"** screen will appear.

> **IMPORTANT:** It is critical to complete all the required fields among the **"Credit Memo Details"** sections before proceeding to complete the other Credit Memo sections.



Note: Asterisks (*) indicates a field is required.

(3) In the **"Business Unit"** field enter the Business Unit by clicking on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of Business Units and click on the respective **"Quick Select"** icon for the associated Business Unit that the Credit Memo is billing.
Note: The AP Location Field will appear after the Business Unit is selected.

(4) In the **"AP Location"** field enter the location within the Business Unit by clicking on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of locations and click on the respective **"Quick Select"** icon for the associated location within the Business Unit previously selected.

(5) In the **"Supplier Site"** field enter the remittance company name by clicking on the **"Magnifying Glass"** icon; a **"Search and Select"** window will appear. Then click on the **"Go"** button for listing of site name(s) and click on the respective **"Quick Select"** icon for the company name to receive the credit payment.

(6) Populate the **"Credit Memo #"** field.
Note: Do not enter any special character in this field (i.e. '/', '#', '-'), otherwise an error message will be shown at the top of the screen and the credit memo cannot be submitted.

(7) Populate the "**Credit Memo Amount**" field.
Note: The amount must be a **Negative** amount.

(8) In the **"Currency**" field enter the type of currency being used by clicking on the "**Magnifying Glass**" icon; a "**Search and Select**" window will appear. Then click on the "**Go**" button for listing of currencies and click on the respective "**Quick Select**" icon for the appropriate currency.
Note: If the appropriate currency is not available on the list, select the "**Next**" button to populate the next set of currencies. They are listed in alphabetical order.

(9) In the **"Credit Memo Date"** field, click on the **"Calendar"** icon to select the effective credit date.
Note: Do not select a future date.

(10) These fields are to reference what the credit is taken against.

- Populate the "**Original Invoice #**" field if the credit applies to a specific invoice(s).
  Note: **Do not** enter any special characters in this field (i.e. '/', '#'. '-'), otherwise an error message will be shown at the top of the screen.
- Populate the "**Original Field Ticket #**" field if the credit applies to a specific field ticket(s).
- Populate the "**Agreement # (SPO/BPA)**" field if applicable.
  Note: If an SPO number is known, provide the respective number that the credit should be applied to. You could type a complete SPO number or a partial value. Use the percentage wild character (%) to represent unknown values, for example, type the first two digits of the SPO number followed by the '%' symbol and the last four digits of the SPO number (i.e.: 21%3321, 25%9876, etc.).

IMPORTANT: This information will be very valuable to the Accounts Payable department when determining where the credit should be applied to. All information that can be provided in these fields can help prevent delays in processing.

(11) As needed, provide the CRC personnel requester in the **"Requestor Name"** field.

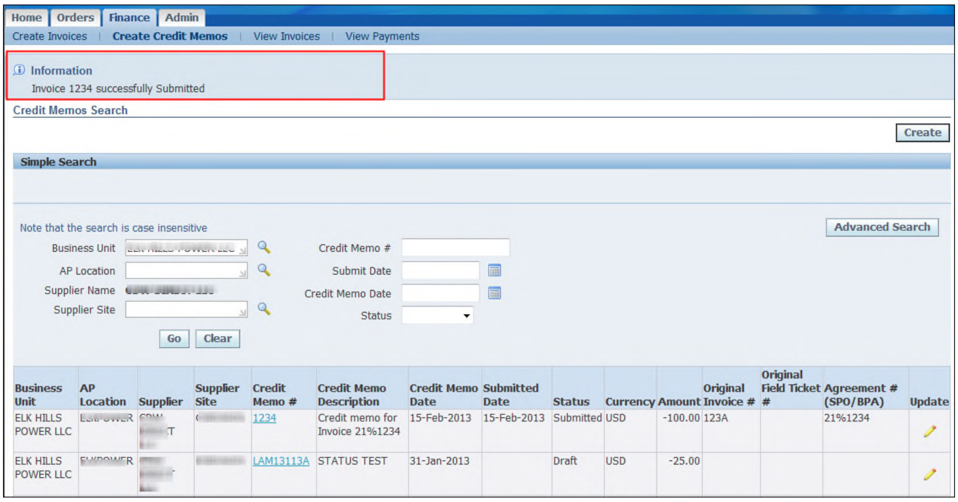
(12) In the **"Credit Memo Description"** field, describe/summarize the Credit Memo content as clearly as possible. Use this field for any additional comments or details as to why CRC is due the credit. (i.e.: Overpayment of invoice XXXX. Item on PO 21%4567 was returned)

(13) Click on the "**Save**" button. This step is only necessary to allow for an attachment to be added, otherwise you can skip this step and go directly to step 15.
Note: It is best to complete and submit all parts of the Credit Memo at one time, if for any reason it is not possible to complete and submit the Credit Memo, you can use the **"Save"** option. The information provided

will be saved and the Credit Memo will be available for future completion. For further instructions on how to search for a saved credit memo, see section 3. - Search for Credit Memos.

(14) As needed, on the **"Header Attachments"** section, attach any required or support documentation to your credit memo. Click on the **"+"** symbol located next to the "Header Attachments" title to expand this section, the **"Add Attachment"** button will be shown. For further instructions on how to attach documents, see section 2.1.1 - Add Attachments.

(15) After completing all of the Credit Memo sections, review it and ensure all the information is accurate. Click on the **"Submit"** button. A confirmation message as shown below will appear on the screen to indicate that Credit Memo has been submitted.

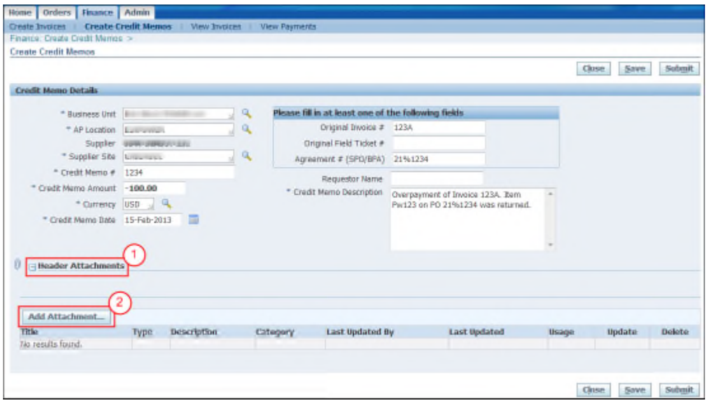


IMPORTANT: A Credit Memo cannot be modified after it has been submitted. However, the submitted Credit Memo can be viewed in the Finance Tab. For further instructions on how to view an Invoice, see section 3. -Search for Credit Memos. For any Credit Memo questions please contact the Account Payable department at 1-855-272-4732 or through the CRC webpage.

2.1.1. ADD ATTACHMENTS

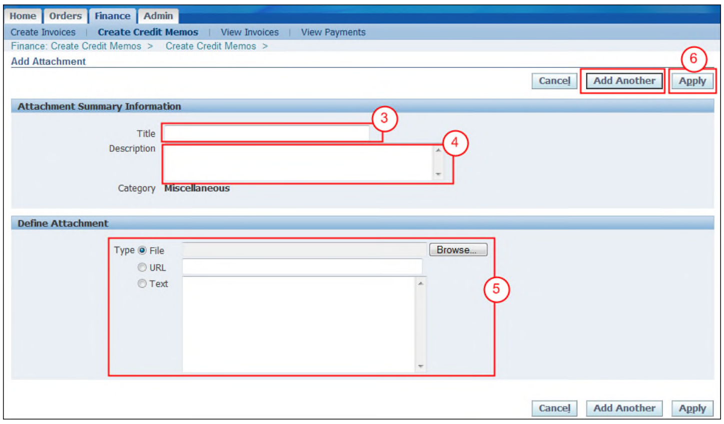
As needed, use this section to attach any required or support documentation to your credit memo.

> **IMPORTANT:** Use this section to attach all required documents (Excel documentation, Word documentation, etc.) and any support documents.



(1) On the Click on the **"+"** symbol located next to **"Header Attachment"** title, this section will expand.

(2) Click on the **"Add Attachment"** button and the following screen will appear.



(3) In the **"Title"** field, enter the file name.

(4) In the **"Description"** field, describe/summarize the file content as clearly as possible.

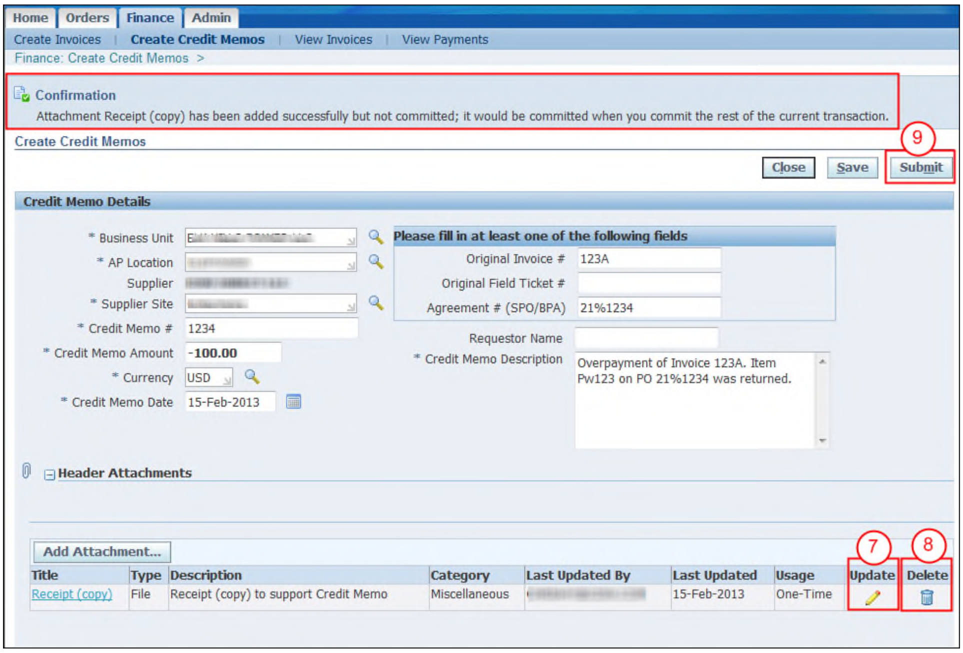
(5) In the **"Define Attachment"** section select the appropriate attachment type.

Type	Description
File	Attach a file by selecting the **"File"** radio button, then click on the **"Browse.."** button and search for the file in r computer.
URL	Attach a URL by selecting the **"URL"** radio button, enter (or paste) the applicable URL address (it must not be an internal webpage of the Supplier. CRC must be able to access it).

Note: Do not select the Text radio button.

Note: As needed, click on **"Add Another"** button to continue attaching documentation by repeating the steps above. Every time an attachment is added a confirmation message will be displayed.

(6) Click on the **"Apply"** button to add the attachments. A confirmation message as shown below is displayed on the **"Create Credit Memos: Details"** screen to indicate that the attachment has been added.



(7) As needed, update the attachment by clicking on the **"Pencil"** icon on the **"Update"** column.

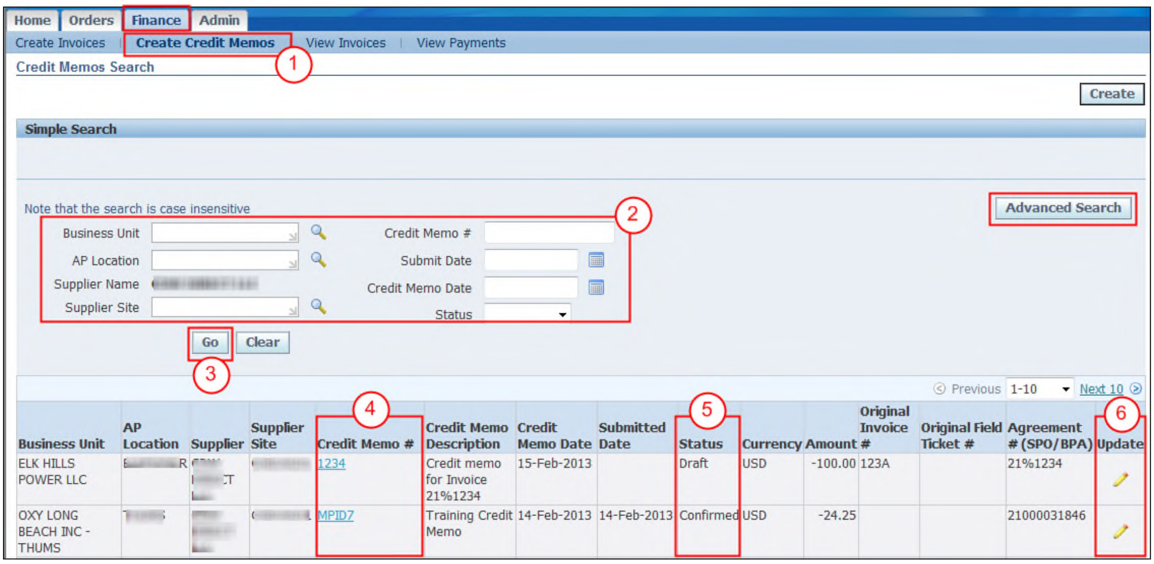
(8) As needed, to delete the attachment, click on the **"Trash can"** icon on the **"Delete"** column.

(9) Click on the **"Submit"** button. A confirmation message as shown will appear on the screen to indicate that the Credit Memo has been submitted.

IMPORTANT: A Credit Memo cannot be modified after it has been submitted. However, the submitted Credit Memo can be viewed in the Finance Tab. For further instructions on how to view an Invoice, see section 3. - Search for Credit Memos. For any Credit Memo questions please contact the Account Payable department at 1-855-272-4732 or through the CRC webpage.

3. SEARCH FOR CREDIT MEMOS

Search for a Credit Memo that have been submitted before to review the status of it; or search for a Draft Copy that was created for continue completing the Credit Memo by following the steps outlined below.



(1) Click on the **"Create Credit Memos"** hyperlink below the **"Finance"** tab.

(2) As needed, populate any of the search criteria to search for specific credit memo or leave the search fields blank to view all credit memos.

(3) Click on the **"Go"** button.

Note: Click on the **"Advanced Search"** button to narrow the search criteria further

(4) Identify the Credit Memo and click on the applicable **"Credit Memo #"** hyperlink to see the Credit Memo detailed information.

(5) The "**Status**" column indicates the current status the Credit Memo is in. It can show the following credit memo statuses.

Status	Description
Draft	The Credit Memo has been started, but not submitted for processed. You can open the draft and resume completing your memo
Submitted	The Credit Memo was created and has been submitted for processing. Changes to the Credit Memo are not allowed.
Confirmed	The Credit Memo has successfully exported for processing. Account Payable department can now view and work the Credit Memo.

(6) As needed and <u>only</u> when the Credit Memo is in 'Draft' status, click on the "**Pencil**" icon to continue completing the Credit Memo for submission.