

Creating and submitting a Credit Memo

Description

Credit Memo Creation

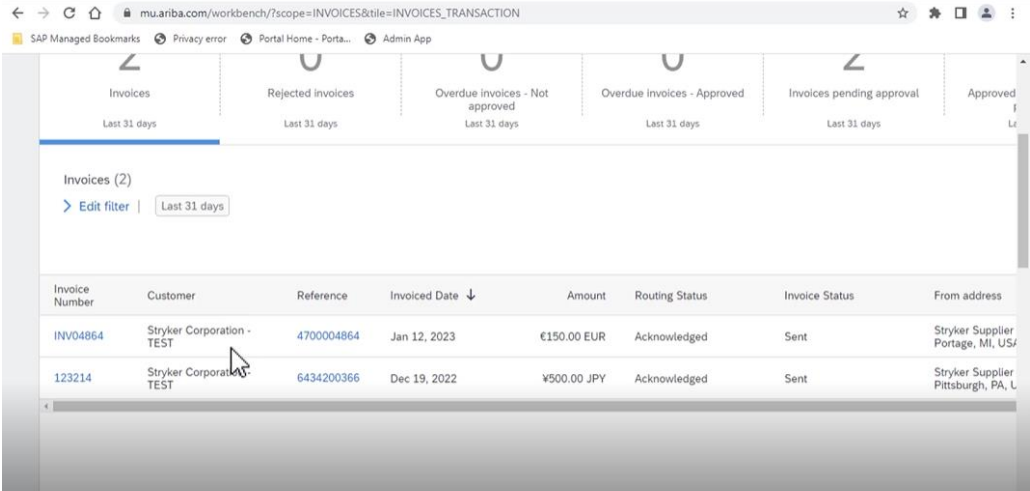
Credit memos are created against an existing invoice you have already submitted to Stryker.

Credit memos are used to back out invoiced quantities or to make an update to a ship notice that has incorrect details.

Note: You can only create credit memos for shipments that have not had a goods receipt issued against it.

To begin, start with selecting the invoice you want to create the credit memo against.

Screenshot



Description

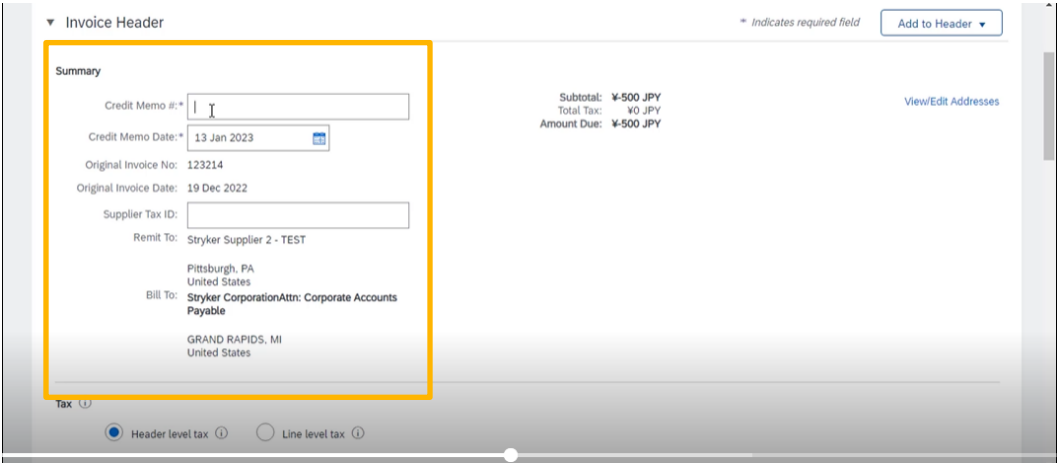
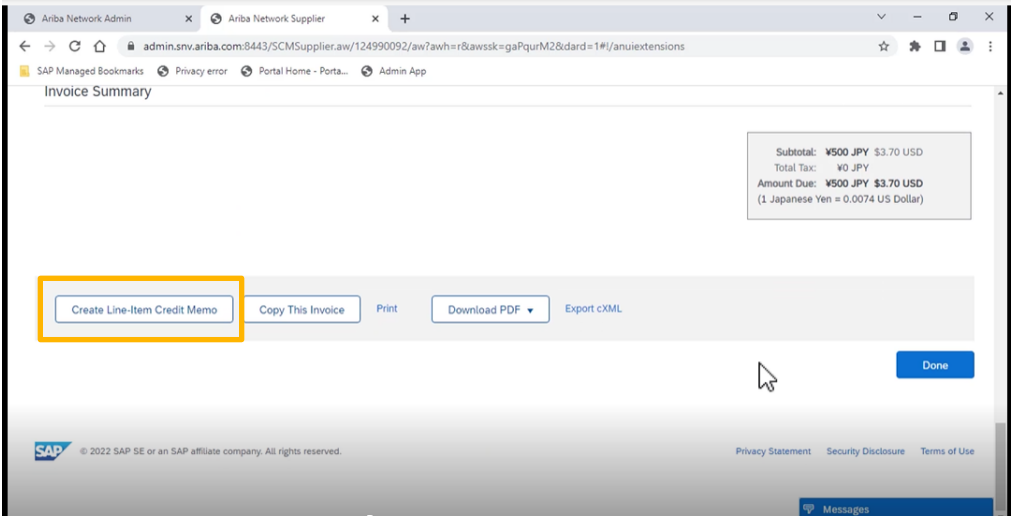
Screenshot

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Once you have selected your invoice you want to create the credit memo against, you will be brought to the invoice summary page.

From the top or bottom of the page, select "Create Line-Item Credit Memo".

As you create your credit memo, the required fields will be marked with an asterisk.



Description

Screenshot

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Make sure to fill in the required field of "Reason for credit memo". This lets Stryker know the reason for the credit memo.

Your line items associated with this invoice will automatically populate below. You can choose to select whether a line item is included in the credit memo by toggling the "include" button.

Note: The quantity and subtotal will show as negative representing the credit memo.

After inserting the required information, click next to be brought to the review page prior to submitting the credit memo to Stryker.

Review all information entered then select Submit

