Credit Memo for Direct Invoice

Quick Reference Guide (QRG)

Department of Finance & Administration

AASIS S/4HANA Upgrade and Implementation

Financial Accounting

Last Updated: May 2026

Introduction

Purpose

Use this guide to process a Credit Memo in Concur. A credit memo is received from a vendor if there was an overcharge on a previous invoice. It is processed as a credit to an open invoice to the same vendor. If the original invoice has not yet been paid, you can reference it. Otherwise, you must locate a different invoice to reference.

When to Use this Guide

Use this guide when you need to:

- process a credit memo for a direct invoice.

Before You Begin

Please note the two scenarios explained below.

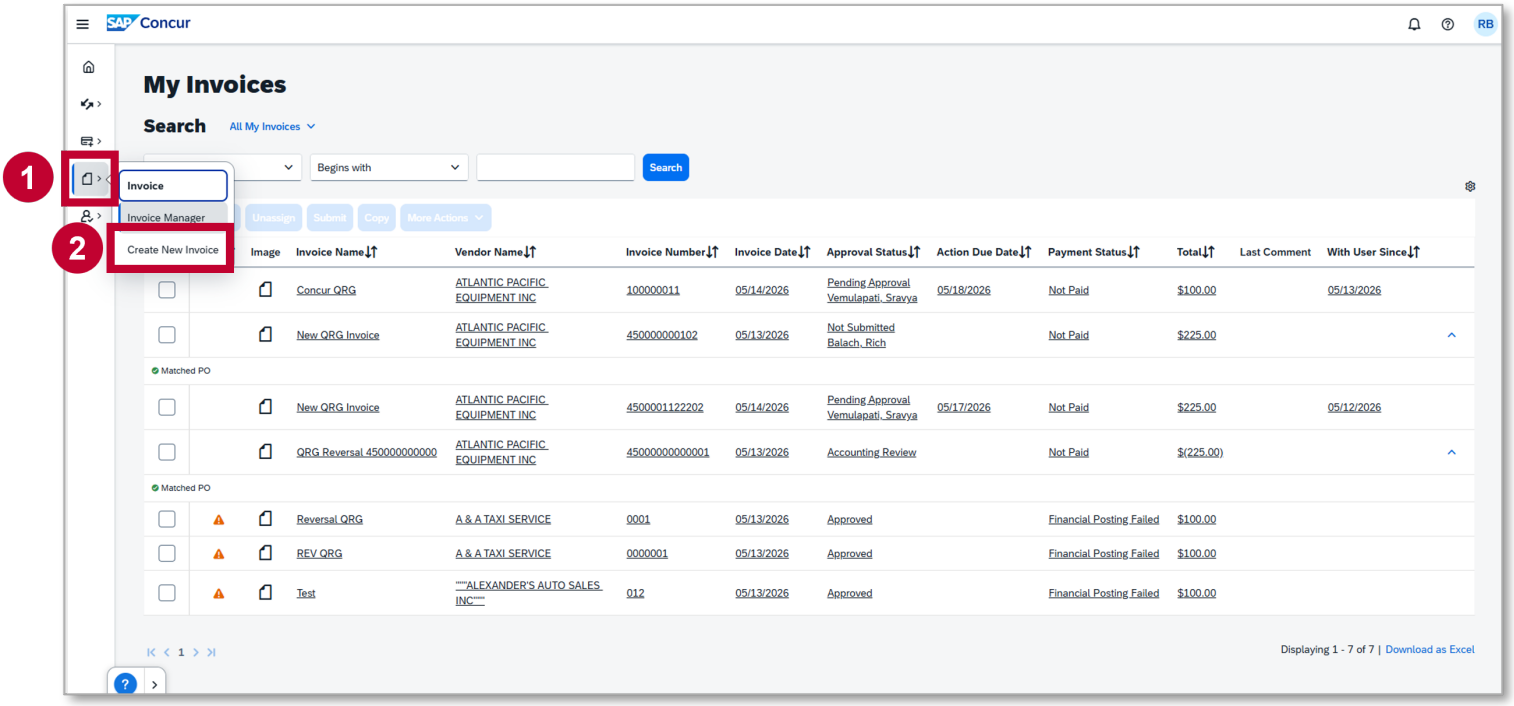
Invoice Reversal - A Reversal is a full cancellation of the posted invoice. The invoice cannot have been paid yet. In Concur, you must enter the Accounting document number of the open invoice in the Invoice Ref. field. The Total and Unit Price must be entered as a negative value.

Credit Memo - A credit memo is received from a vendor if there was an overcharge on a previous invoice. It is processed as a credit to an open invoice to the same vendor. It's not usually possible to reference the original invoice document as it is likely already paid. In Concur, you must enter the Accounting document number of the open invoice in the Invoice Ref. field. The Total and Unit Price must be entered as a negative value.

Credit Memo (1 of 6)

Create a New Invoice

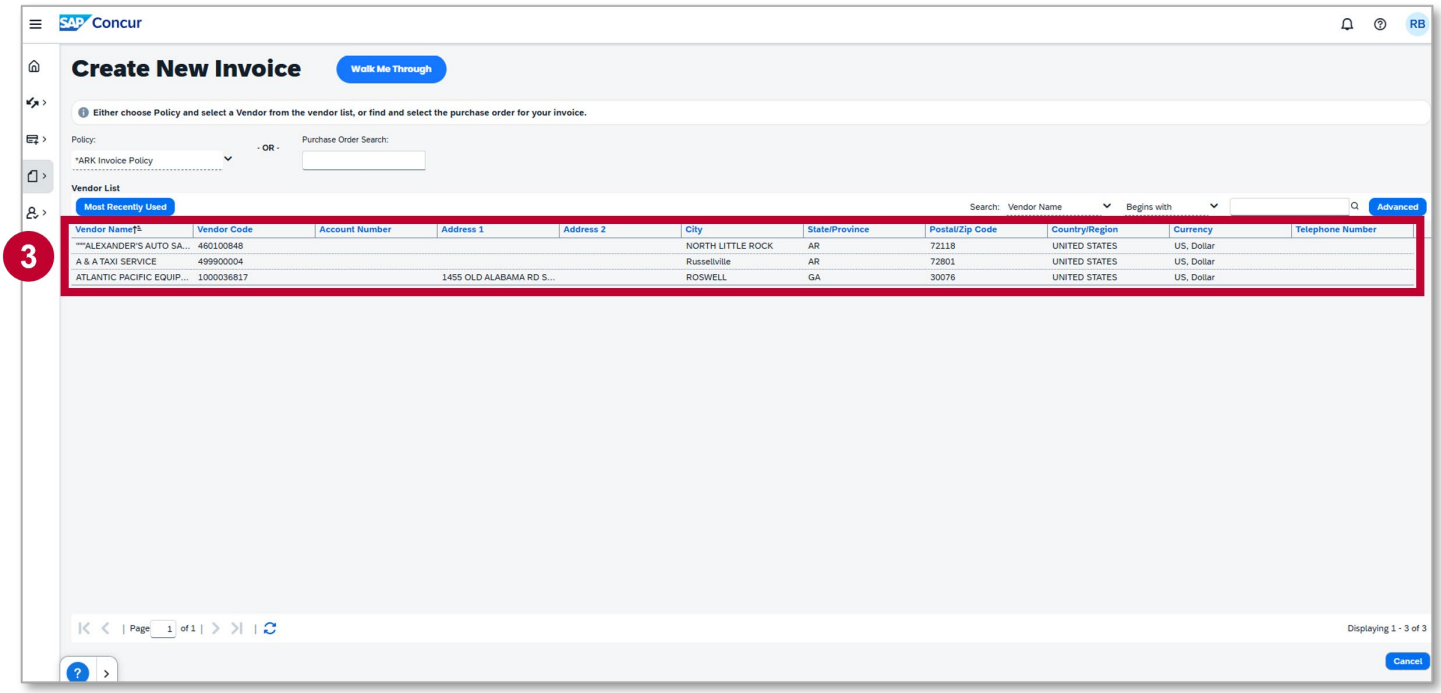
1. Click **Invoice** in the side navigation bar.
2. Select **Create New Invoice.**



Credit Memo (2 of 6)

Create a New Invoice

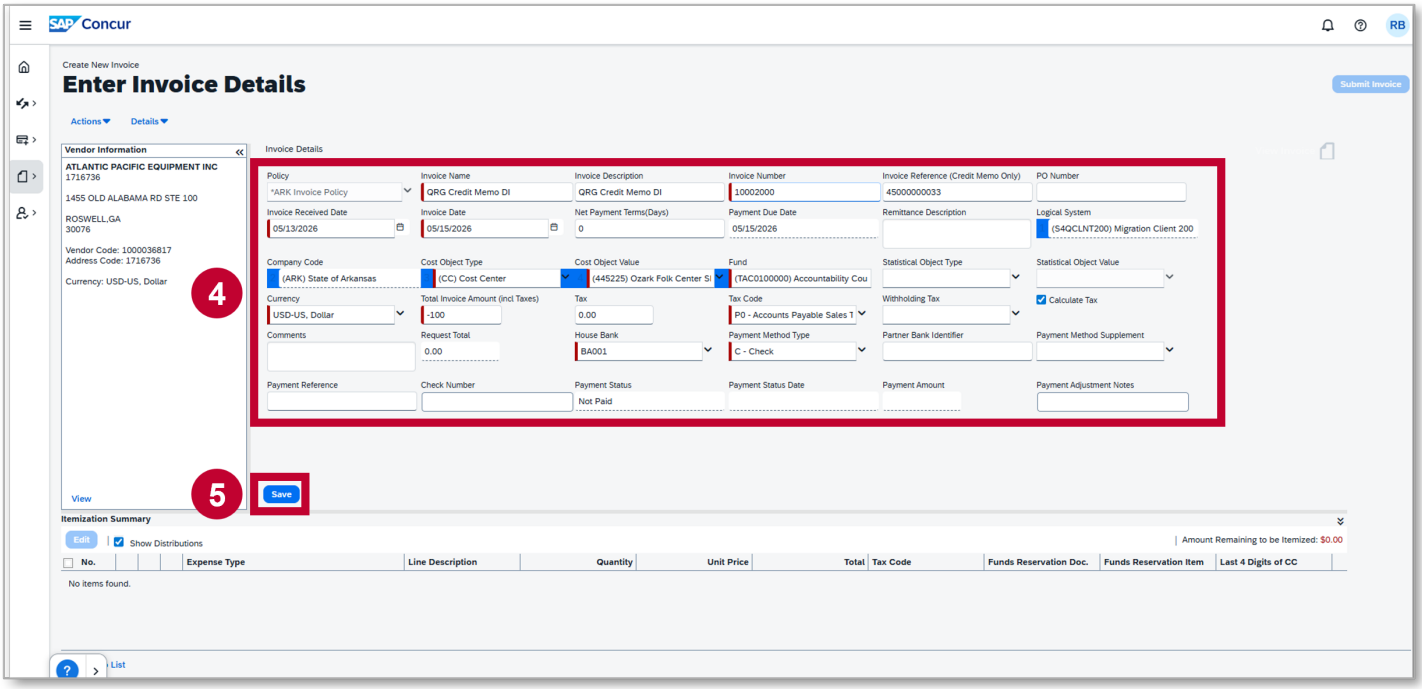
3. Select the original **Vendor** who issued the credit from the list.
    - If you do not see the vendor listed, use the search features to locate the vendor.



Credit Memo (3 of 6)

Invoice Details

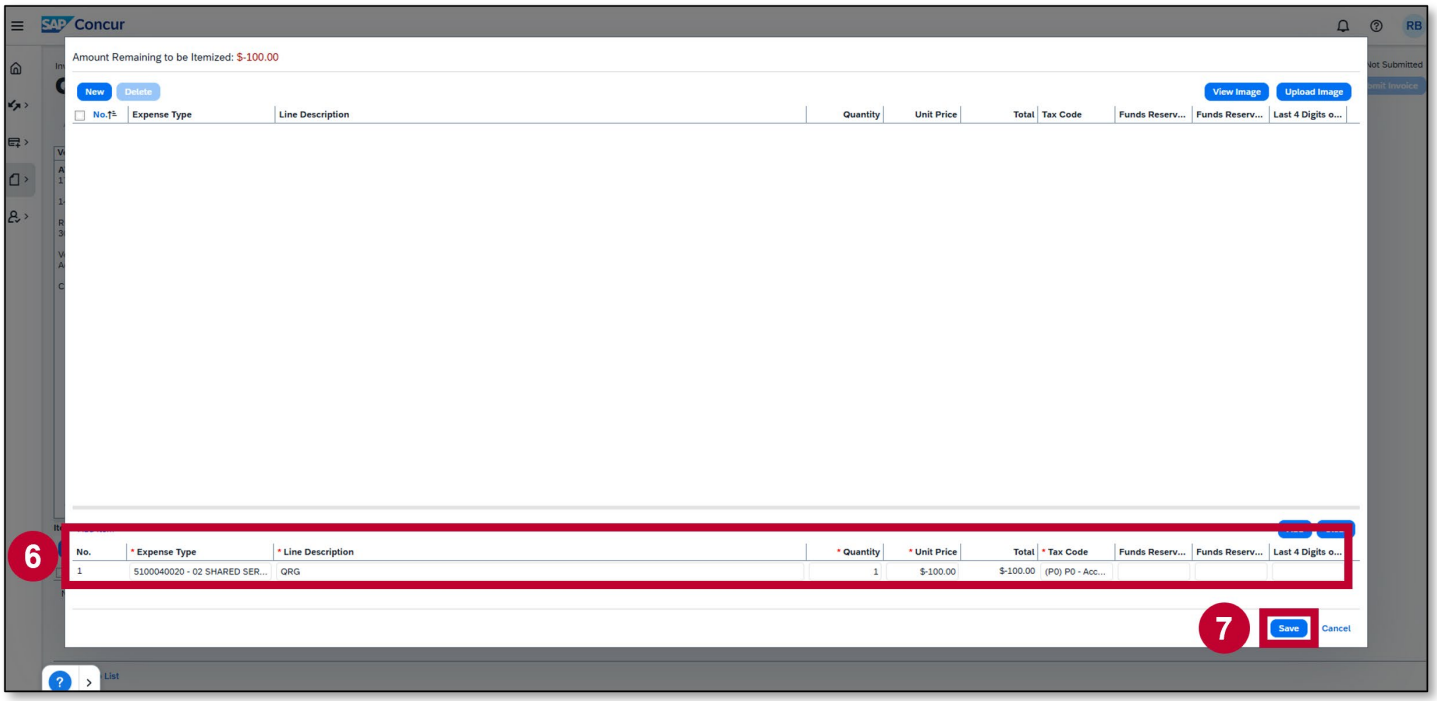
4. Enter all the details for the credit memo invoice.
    - The **Invoice Reference** field must contain the Accounting Document number of an open invoice to the vendor issuing the credit.
    - The **Total Invoice Amount** field must be a negative number for the system to identify the credit memo.
    - Complete the remaining Invoice Details with the details from the original invoice.
5. Click **Save**.



Credit Memo (4 of 6)

Invoice Details

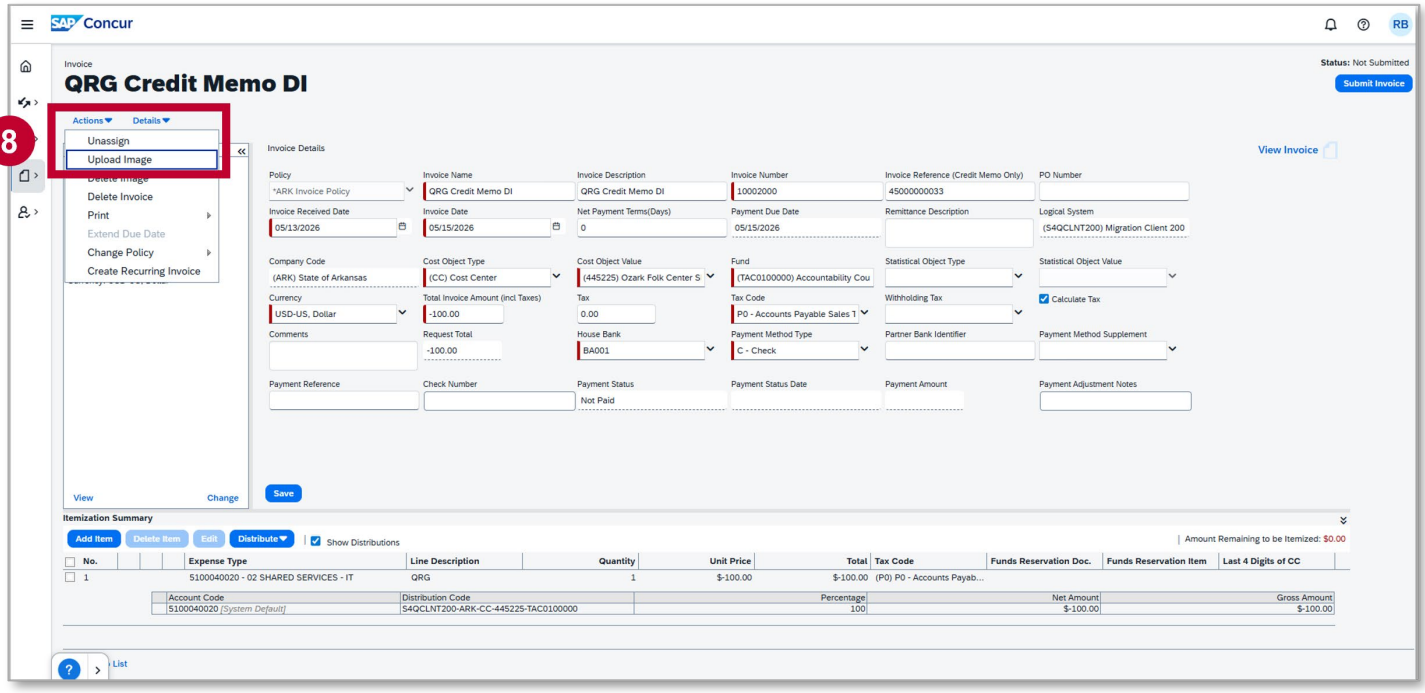
6. Complete the **Itemization Summary** with the details from the original invoice.
    - Select the **Expense Type**.
    - Enter the **Line Description**.
    - Enter the **Quantity**.
    - Enter the **Unit Price** as a negative number.
    - Update the **Tax Code** if needed.
    - Enter all remaining details from the original invoice.
7. Click **Save**.

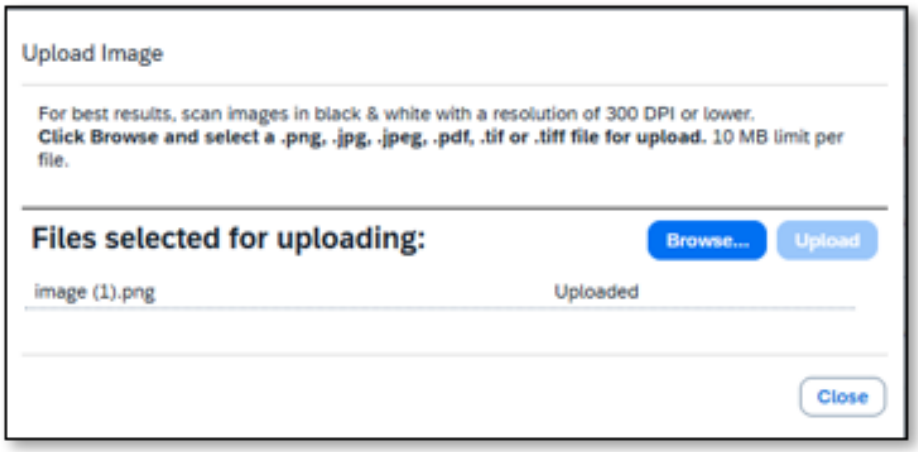


Credit Memo (5 of 6)

Invoice Details

8. Upload documentation for the credit memo.

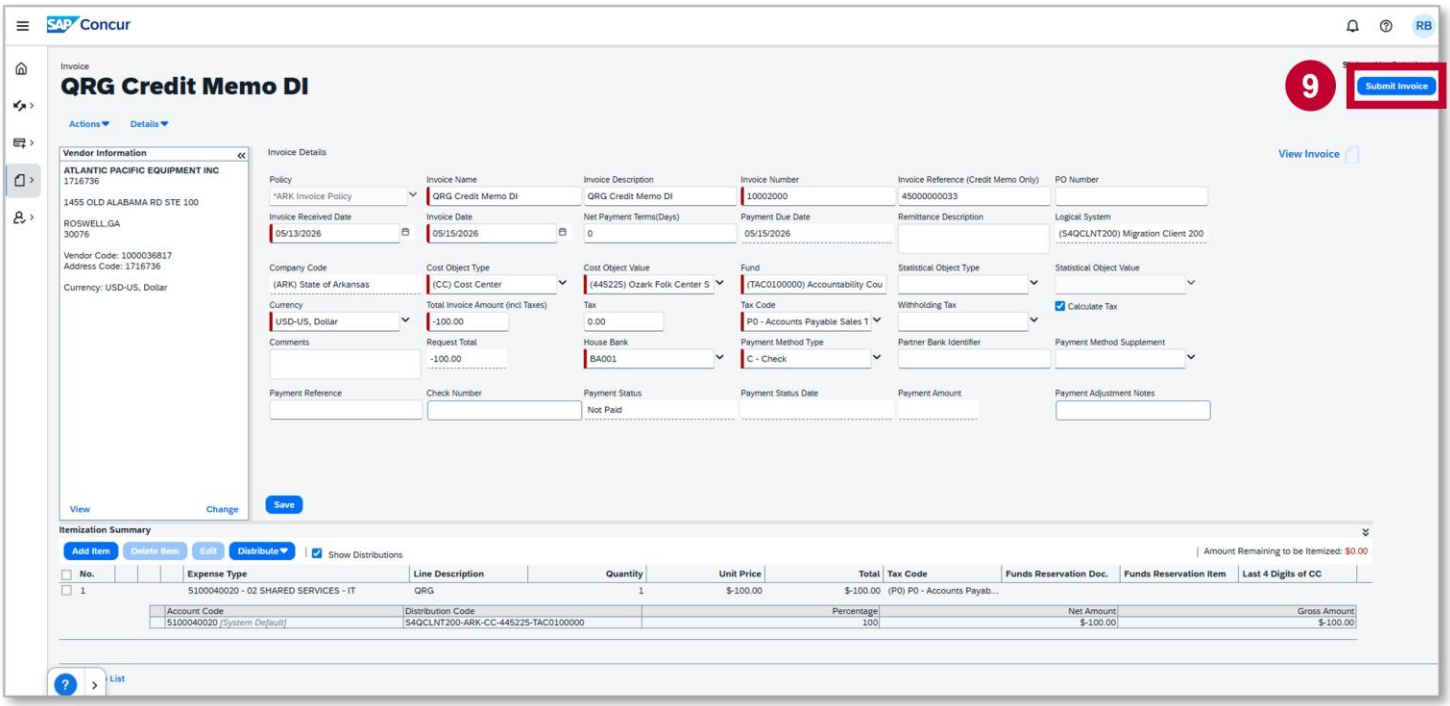




Credit Memo (6 of 6)

Invoice Details

9. Click **Submit Invoice**.



Key Takeaways

Tips and Notes

- A credit memo is received from a vendor if there was an overcharge on a previous invoice. A credit memo on a Direct Invoice may provide full or partial reimbursement from the vendor.
- **Required fields:** Fields marked with a **red line** are required. If required fields are not completed, the credit memo cannot be processed.

Outcome

The credit memo is issued to reduce a current payment to a vendor.

Related Training

Use these resources if you need more detailed instruction:

- Concur Essentials – Invoice ILT

WBTs can be accessed via MyAR Careers under the My AR Learning tile.

- Click here for a video demonstration on how to enroll in a WBT.
- Password reset requests for MyAR Careers should be submitted to arcareers@arkansas.gov. You can also call the Help Desk at 501-682-1800.