



Credit Memo for Direct Invoice

Quick Reference Guide (QRG)

Department of Finance & Administration
AASIS S/4HANA Upgrade and Implementation



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.

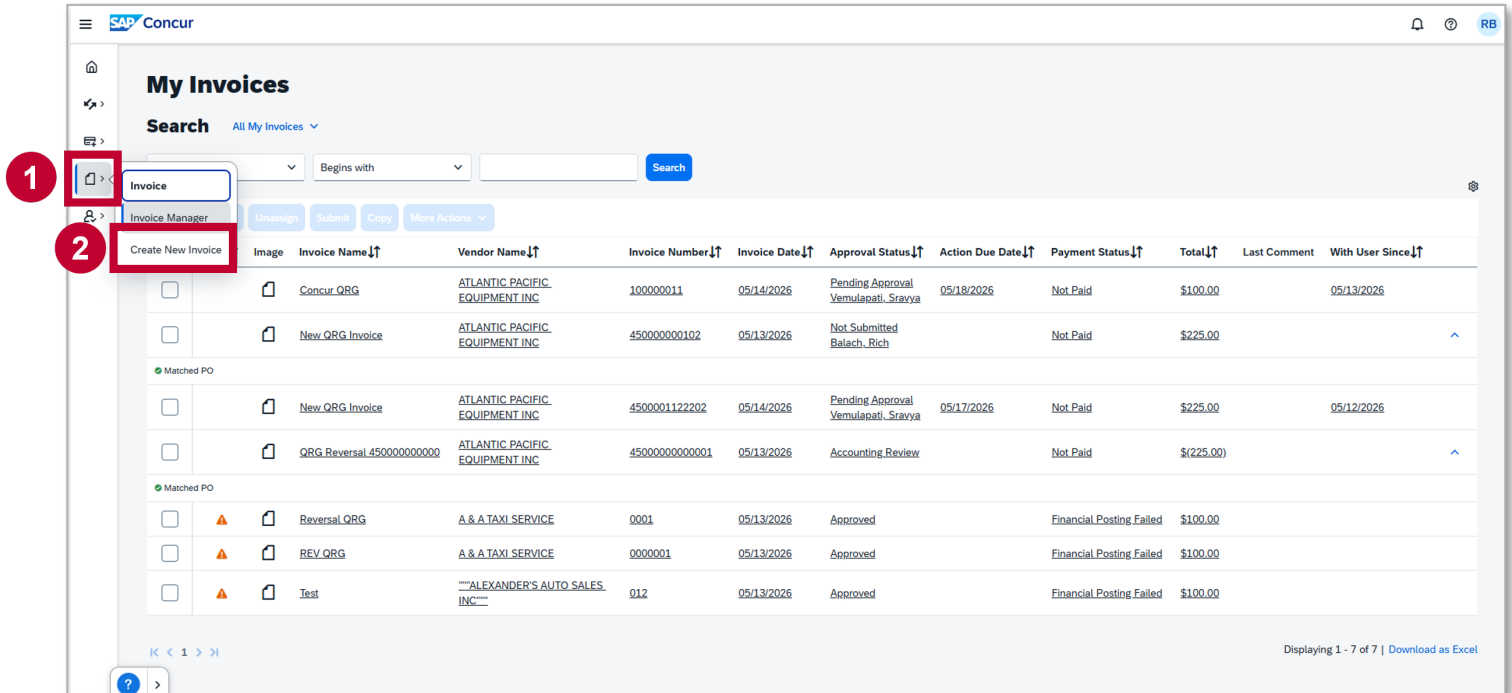
Invoice Reversal - A Reversal is a full cancellation of the posted invoice. The invoice cannot have been paid yet. In Concur, you must enter the Accounting document number of the open invoice in the Invoice Ref. field. The Total and Unit Price must be entered as a negative value.

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**.



My Invoices

Search All My Invoices

Search

Invoice

Invoice Manager

Unassign Submit Copy More Actions

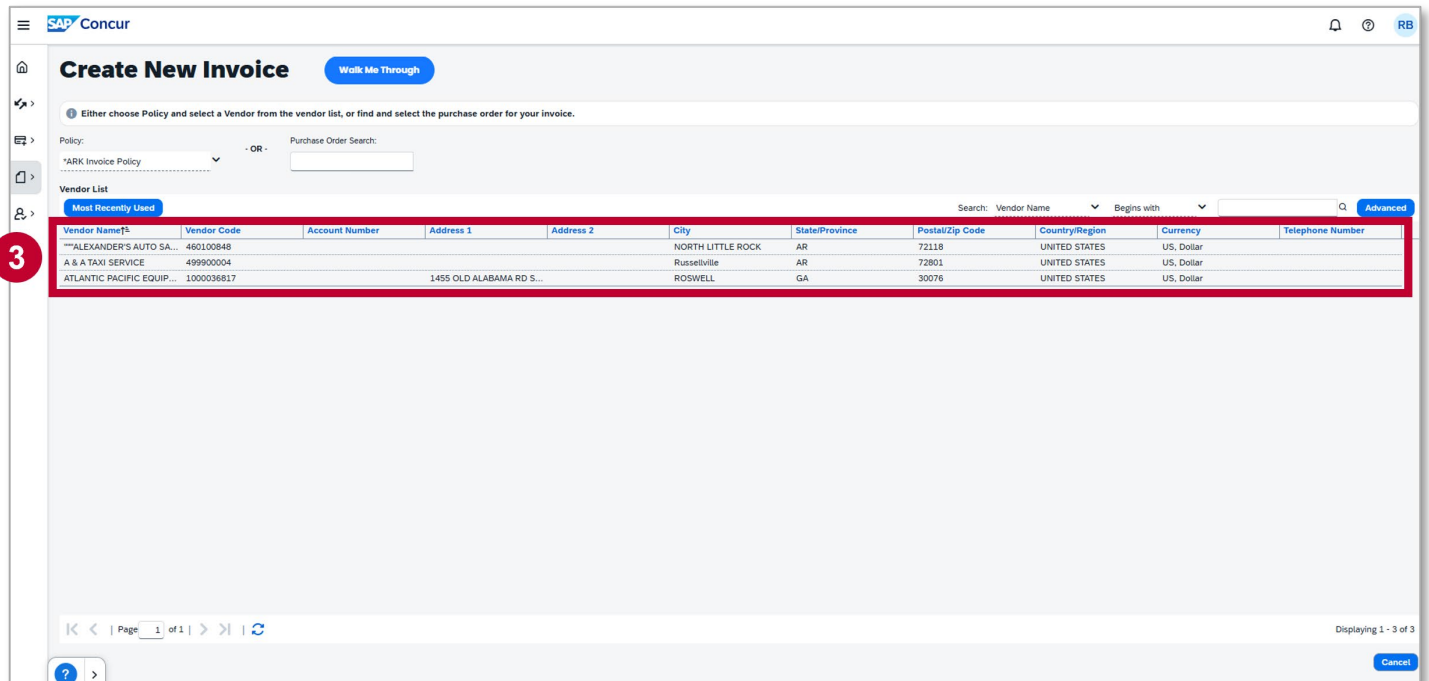
	Image	Invoice Name	Vendor Name	Invoice Number	Invoice Date	Approval Status	Action Due Date	Payment Status	Total	Last Comment	With User Since
☐		Concur QRG	ATLANTIC PACIFIC EQUIPMENT INC	100000011	05/14/2026	Pending Approval Vemulapati, Sravya	05/18/2026	Not Paid	\$100.00		05/13/2026
☐		New QRG Invoice	ATLANTIC PACIFIC EQUIPMENT INC	450000000102	05/13/2026	Not Submitted Balach, Rich		Not Paid	\$225.00		
☐		New QRG Invoice	ATLANTIC PACIFIC EQUIPMENT INC	4500001122202	05/14/2026	Pending Approval Vemulapati, Sravya	05/17/2026	Not Paid	\$225.00		05/12/2026
☐		QRG Reversal 4500000000000	ATLANTIC PACIFIC EQUIPMENT INC	4500000000000001	05/13/2026	Accounting Review		Not Paid	\$(225.00)		
☐		Reversal QRG	A & A TAXI SERVICE	0001	05/13/2026	Approved		Financial Posting Failed	\$100.00		
☐		REV QRG	A & A TAXI SERVICE	0000001	05/13/2026	Approved		Financial Posting Failed	\$100.00		
☐		Test	ALEXANDER'S AUTO SALES INC	012	05/13/2026	Approved		Financial Posting Failed	\$100.00		

Displaying 1 - 7 of 7 | Download as Excel

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.



Create New Invoice [Walk Me Through](#)

Either choose Policy and select a Vendor from the vendor list, or find and select the purchase order for your invoice.

Policy: - OR - Purchase Order Search:

*ARK Invoice Policy

Vendor List [Most Recently Used](#) Search: Vendor Name Begins with [Advanced](#)

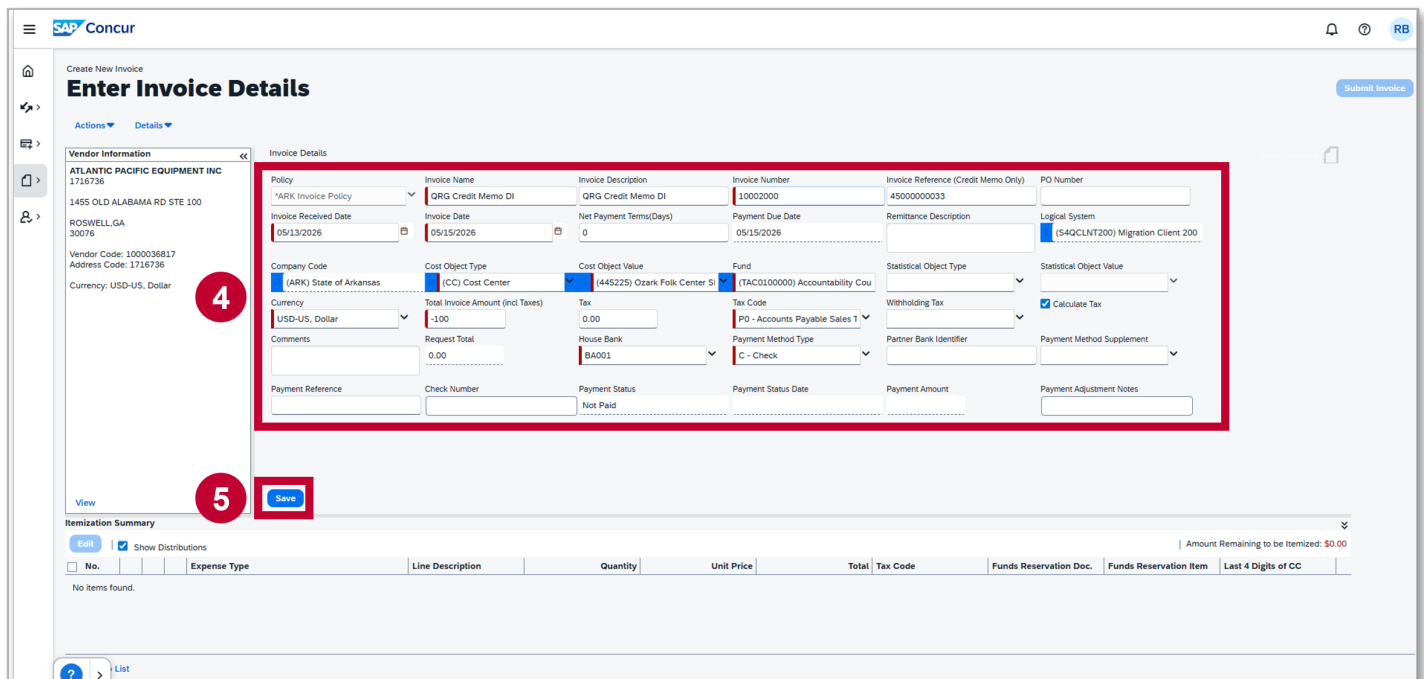
Vendor Name ¹	Vendor Code	Account Number	Address 1	Address 2	City	State/Province	Postal/Zip Code	Country/Region	Currency	Telephone Number
ALEXANDER'S AUTO SA...	460100848				NORTH LITTLE ROCK	AR	72118	UNITED STATES	US, Dollar	
A & A TAXI SERVICE	499900004				Russellville	AR	72801	UNITED STATES	US, Dollar	
ATLANTIC PACIFIC EQUIP...	1000036817		1455 OLD ALABAMA RD S...		ROSWELL	GA	30076	UNITED STATES	US, Dollar	

Page 1 of 1 | [Refresh](#) | [Cancel](#)

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**.



Vendor Information

ATLANTIC PACIFIC EQUIPMENT INC
1716736
1455 OLD ALABAMA RD STE 100
ROSWELL, GA
30076
Vendor Code: 1000036817
Address Code: 1716736
Currency: USD-US, Dollar

Invoice Details

Policy: *ARK Invoice Policy
Invoice Name: QRG Credit Memo DI
Invoice Description: QRG Credit Memo DI
Invoice Number: 10002000
Invoice Reference (Credit Memo Only): 45000000033
PO Number:
Invoice Received Date: 05/13/2026
Invoice Date: 05/15/2026
Net Payment Terms(Days): 0
Payment Due Date: 05/15/2026
Remittance Description:
Logical System: (S4OCLNT200) Migration Client 200
Company Code: (ARK) State of Arkansas
Cost Object Type: (CC) Cost Center
Cost Object Value: (445225) Ozark Folk Center Si
Fund: (TAC0100000) Accountability Cou
Statistical Object Type:
Statistical Object Value:
Currency: USD-US, Dollar
Total Invoice Amount (incl Taxes): -100
Tax: 0.00
Tax Code: PQ - Accounts Payable Sales 1
Withholding Tax:
Calculate Tax: ☒
Comments:
Request Total: 0.00
House Bank: BA001
Payment Method Type: C - Check
Partner Bank Identifier:
Payment Method Supplement:
Payment Reference:
Check Number:
Payment Status: Not Paid
Payment Status Date:
Payment Amount:
Payment Adjustment Notes:
Save

Itemization Summary

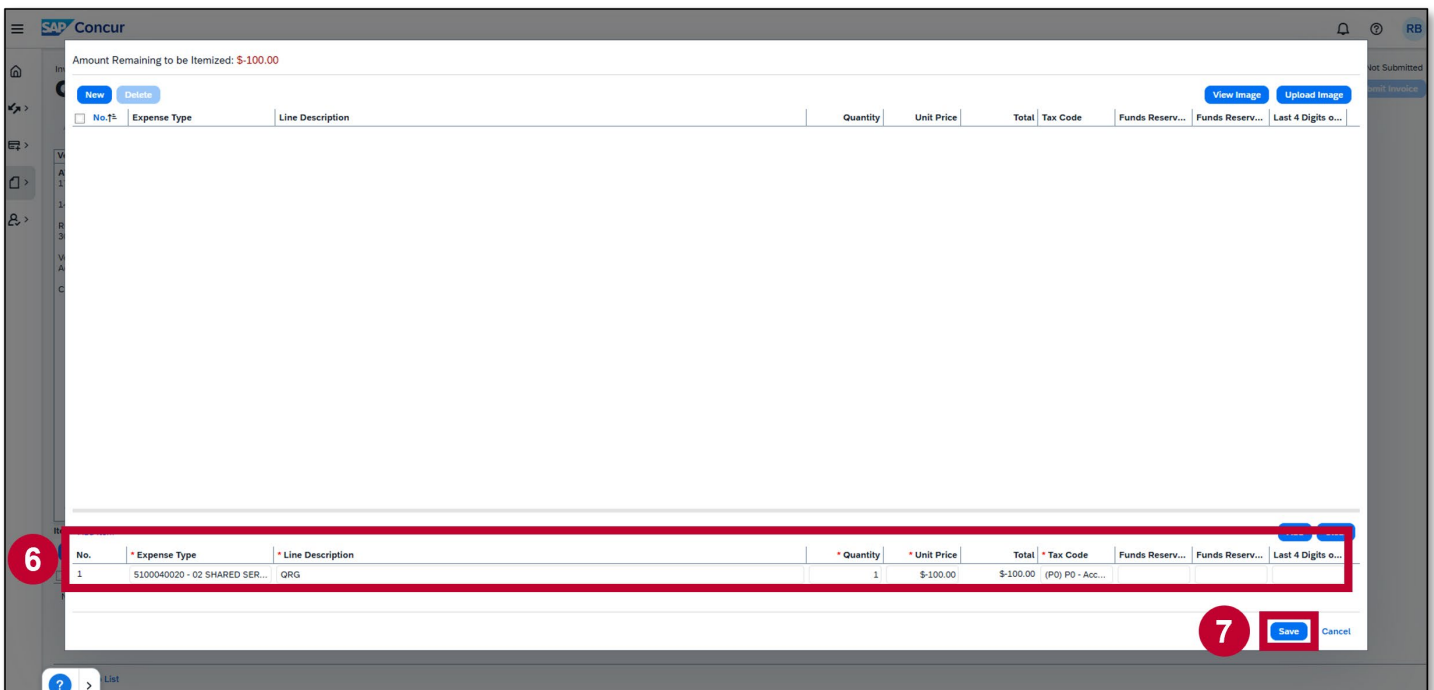
Amount Remaining to be Itemized: \$0.00

No.	Expense Type	Line Description	Quantity	Unit Price	Total	Tax Code	Funds Reservation Doc.	Funds Reservation Item	Last 4 Digits of CC
No items found.									

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**.



Amount Remaining to be Itemized: \$-100.00

New Delete View Image Upload Image

No.	Expense Type	Line Description	Quantity	Unit Price	Total	Tax Code	Funds Reserv...	Funds Reserv...	Last 4 Digits o...
1	\$100040020 - 02 SHARED SER...	ORG	1	\$-100.00	\$-100.00	(PO) PO - Acc...			

7 Save Cancel

Credit Memo (5 of 6)

Invoice Details

8. Upload documentation for the credit memo.

QRG Credit Memo DI

Actions ▾ **Details** ▾

- Unassign
- Upload Image**
- Delete Image
- Delete Invoice
- Print
- Extend Due Date
- Change Policy
- Create Recurring Invoice

Invoice Details

Policy: *ARK Invoice Policy | Invoice Name: QRG Credit Memo DI | Invoice Description: QRG Credit Memo DI | Invoice Number: 10002000 | Invoice Reference (Credit Memo Only): 45000000033 | PO Number: [Blank]

Invoice Received Date: 05/13/2026 | Invoice Date: 05/15/2026 | Net Payment Terms(Days): 0 | Payment Due Date: 05/15/2026 | Remittance Description: [Blank] | Logical System: (S4GCLNT200) Migration Client 200

Company Code: (ARK) State of Arkansas | Cost Object Type: (CC) Cost Center | Cost Object Value: (445225) Ozark Folk Center S | Fund: (TAC0100000) Accountability Cou | Statistical Object Type: [Blank] | Statistical Object Value: [Blank]

Currency: USD-US, Dollar | Total Invoice Amount (incl Taxes): -100.00 | Tax: 0.00 | Tax Code: PO - Accounts Payable Sales 1 | Withholding Tax: [Blank] | ☒ Calculate Tax

Comments: Request Total: -100.00 | House Bank: BA001 | Payment Method Type: C - Check | Partner Bank Identifier: [Blank] | Payment Method Supplement: [Blank]

Payment Reference: [Blank] | Check Number: [Blank] | Payment Status: Not Paid | Payment Status Date: [Blank] | Payment Amount: [Blank] | Payment Adjustment Notes: [Blank]

Itemization Summary

Add Item **Delete Item** **Edit** **Distribute** ☒ Show Distributions

No.	Expense Type	Line Description	Quantity	Unit Price	Total	Tax Code	Funds Reservation Doc.	Funds Reservation Item	Last 4 Digits of CC
1	S100040020 - 02 SHARED SERVICES - IT	ORG	1	\$-100.00	\$-100.00	(PO) PO - Accounts Payab...			
						Percentage: 100	Net Amount: \$-100.00	Gross Amount: \$-100.00	

Amount Remaining to be Itemized: \$0.00

Upload Image

For best results, scan images in black & white with a resolution of 300 DPI or lower.
Click Browse and select a .png, .jpg, .jpeg, .pdf, .tif or .tiff file for upload. 10 MB limit per file.

Files selected for uploading: Browse... Upload

image (1).png Uploaded

Close

Credit Memo (6 of 6)

Invoice Details

9. Click **Submit Invoice**.

SAP Concur

Invoice

QRG Credit Memo DI

9 **Submit Invoice**

Vendor Information

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ROSWELL, GA
30076
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Statistical Object Type:
Statistical Object Value:
Currency: USD-US, Dollar
Total Invoice Amount (incl Taxes): -100.00
Tax: 0.00
Tax Code: PO - Accounts Payable Sales 1
Withholding Tax:
Calculate Tax: ☒
Comments:
Request Total: -100.00
House Bank: BA001
Payment Method Type: C - Check
Partner Bank Identifier:
Payment Method Supplement:
Payment Reference:
Check Number:
Payment Status: Not Paid
Payment Status Date:
Payment Amount:
Payment Adjustment Notes:
View Invoice

Itemization Summary

Add Item **Delete Item** **Edit** **Distribute** ☒ Show Distributions

No.	Expense Type	Line Description	Quantity	Unit Price	Total	Tax Code	Funds Reservation Dec.	Funds Reservation Item	Last 4 Digits of CC
1	5100040020 - 02 SHARED SERVICES - IT	QRG	1	\$-100.00	\$-100.00	(PO) PO - Accounts Payab...			
					Percentage	Net Amount	Gross Amount		
Account Code: 5100040020 (System Default)					100	\$-100.00	\$-100.00		

Amount Remaining to be Itemized: \$0.00

List

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.