

## Create a Credit Note

This document will outline how to create a credit note that can be used to resolve a dispute on an invoice or to record miscellaneous credits (e.g.: return/cancelation of goods, price adjustments, rebates and/refunds). Please follow the instructions below to perform these functions.

- 1. Navigate to **Invoices** and select the correct customer.
- 2. Select Create Credit Note.

**IMPORTANT** Note: Credit notes should only be created from the Invoice Screen using **Create Credit Note** button. **NEVER** create a credit note using the red coins on the Orders tab.

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		Export to	<b>.</b>					View All		✓ Sea	arch	$\mathbf{P}$	
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	1	qty test 2 in	v 03/08/25	Voided	US12000014994	5 10.00 USD	No		Price diff Catalog	erent from PO/Contr	ract or		



3. From the drop down, select the invoice that the credit applies to and click **Continue**.



4. Select **Completely cancel the invoice with a credit note** to cancel the entire invoice. Or select **Adjust invoice with a credit note** to correct the invoice. Click **Create.** 

			Create Credit Note	
	Credit Note			×
e St	How do you want to correct	invoice "Qty Inv Test" ?		
Vol	<ul> <li>Completely cancel the inv</li> <li>Adjust invoice with a cred</li> </ul>	roice with a credit note 👔		
Ар			Cancel	Create

## Note:

- Whether completely cancelling the invoice or adjusting the invoice lines, only the following fields can be edited: Credit Note Number, Credit Reason, and line adjustment information (e.g., price, quantity, and other). The other fields are pre-populated with information from the original invoice and are not editable.
- Line-level taxes are carried over from the invoice and prorated based on the credit amount.

If credit is submitted for an original invoice and tax and freight were billed, the credit for tax and freight will need to be included on the credit memo. CBRE will not accept freight or tax-only invoices.



 Ensure all required fields are completed. Enter in the Credit Note #, Credit Note Date and ensure you have the correct Currency selected.
 NOTE: The credit number can be up to 25 characters, including special characters. A best practice is to add CR at the end of the credit note number. (i.e. 124443TST\_creditCR).



6. Attach/upload a copy of the credit note, (Optional: add Supplier Notes or additional attachments to support the credit note)

🔅 Ge	neral Info	C	
*	Credit Note #	Qty Inv Test CR1	>
* Cre	edit Note Date	04/26/25	
F	ayment Term	None	
Original D	ate of Supply	03/08/25	
	* Currency	US <mark>D</mark> 🗸	
	Status	Draft	
Orig	jinal Invoice #	Qty Inv Test	
Origina	I Invoice Date	03/08/25	
	Image Scan	Choose File No file chosen	
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	Attachments	Add File   URL   Text	

## Adjusting an invoice for an Amount Type Purchase Order

7. Scroll to the line and update enter the amount of the credit as a negative amount. In the example below, we are going to create a credit note for -50.00.

💻 Lines			Line Level Taxation
Adjustment Ty Type	Price V Description Amount base PO w/ cre	Price	-200.00

NOTE: In this example, the line type is Amount and the Adjustment Type can not be changed.



8. Select **Calculate** to confirm amount to reflect on the Credit Note and then select **Submit** 

Net Total     -50.00       Total     -50.00       Delete     Cancel       Save as Draft     Calculate       Submit	Total	Tax	0.0	0	
Total     -50.00       Delete     Cancel     Save as Draft     Calculate     Submit	Net To	otal	-50.0	0	
Delete Cancel Save as Draft Calculate Submit	Tota	al		-50.00	)
	Delete	Cancel	Save as Draft	Calculate Subm	it

## Adjusting an invoice for a Quantity Type Purchase Order: Select the correct Adjustment type <u>Quantity</u>, <u>Price</u>, or <u>Other</u>.

- Adjustment Type **Quantity** is used when issuing a credit note for quantity or units. This type of credit note should have a negative quantity. When this is selected, the Price will be greyed out and you will be unable to change it.
- Adjustment Type **Price** is used when a credit note is due to incorrect pricing. This type of credit note will have a negative price amount. When this is selected, the qty will be greyed out and you will be unable to change it.
- Adjustment Type **Other** is used when a combination of quantity and price need to be adjusted. Both the Quantity and Price options are open to be edited.
- 9. Select the Adjustment Type and Quantity or Price based on the examples below:
  - a. Select **Quantity** if adjustment is needed to the quantity of the original invoice. For example, you invoiced Qty of 5 and should have only invoices Qty of 3; enter **Qty** as a negative amount (i.e. -2.0).

💻 Lines						□ Line Level Taxation
Adjustment Typ	e Quantity 🗸					
Туре	Quantity	Qty	UOM	Price		40.00 8
<b>A</b>	Price D	-2.0	Each	~	20.00	-40.00 -
	Other					

b. Select **Price** if adjustment is needed to the unit price of the original invoice. For example, the original invoice had a price of \$220 and should have only invoices at \$200; enter **Price** as a negative amount (i.e. -20.00).

💻 Lines	5					□ Line Level Taxation
Adjustment Ty	ype Price 🗸					
Туре	Quantity	Qty	UOM	Price		40.00 8
<b></b>	Price D Other	2.000	Each	~	-20.00	-40.00



c. Select **Other** if adjustment is needed to the quantity & the unit price of the original invoice. For example, the original invoice was issued for 3 units at \$220 each. Only 1 unit was received and should have been billed at \$200; <u>always</u> enter **Price** as a negative amount when using Other (i.e. -20.00).

💻 Lines							Line Level Taxation
Adjustment Ty	<b>/pe</b> Other 🗸						
Туре	Quantity		Qty	UOM	Price		40.00 8
<b>1</b>	Price	D	2.000	Each	~	-20.00	-40.00
	Other						

10. Select Calculate to confirm amount to reflect on the Credit Note and then select Submit.



11. Are You Ready to Send? message will display. Select Send Credit Note if the Credit is ready to submit. Select Continue Editing if you wish to revise the Credit Note.

	Non PC	10 Clinical States and State
Are You Ready to Send?		×
You're about to send an credit note to	CBRE for a total amount of -50.00	). Once sent, you'll have to
contact your customer directly to make	e changes to the credit note.	

12. The Submitted Credit Note will appear on the Invoices tab and will have a negative amount.

					Select Customer	CBRE				
Invoices										
0000999183-CORP US-Newgen, Inc credit note #test_credit note5 is processing										
Instructions From	n Customer									
Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note										
Create Invo	from PO Cre	eate Invoice from C	ontract Cri	eate Blank Invoice	Create Credit Note	✓ Search	ام			
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**IMPORTANT** Note: Never create a credit note from the Red Coins located on the Orders Tab.



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Home	Profile	Orders Se	ervice/Time S	Sheets A	SN Invoices Ca	atalogs Busi	ness Performance	Sourcing	Add-ons	Setup	
Orders	Order Lines	Returns C	rder Changes	Order Line	Changes Shipments						
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For additional support, please submit a ServiceNow ticket to your Procurement Buyer Support team.

Region & Line of Business	Support Email Contact
GWS APAC	APAC_ProcurementBuyerSupport@cbre.com
GWS EMEA	Use the links below to get support for the following countries
	AUSTRIA - <u>CBRE-GWS-AT-Resolution@cbre.com</u>
	BELGIUM - <u>CBRE-GWS-BE-Resolution@cbre.com</u>
	CZECH REPUBLIC - <u>CBRE-GWS-CZ-Resolution@cbre.com</u>
	DENMARK - <u>CBRE-GWS-DK-Resolution@cbre.com</u>
	FINLAND - <u>CBRE-GWS-FI-Resolution@cbre.com</u>
	FRANCE - <u>CBRE-GWS-FR-Resolution@cbre.com</u>
	GERMANY - <u>CBRE-GWS-DE-Resolution@cbre.com</u>
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	IRELAND - CBRE-GWS-IR-Resolution@cbre.com
	ITALY - <u>CBRE-GWS-IT-Resolution@cbre.com</u>
	LUXEMBOURG - <u>CBRE-GWS-LU-Resolution@cbre.com</u>



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	NORWAY - <u>CBRE-GWS-NO-Resolution@cbre.com</u>
	POLAND - <u>CBRE-GWS-PL-Resolution@cbre.com</u>
	SLOVAKIA - <u>CBRE-GWS-SK-Resolution@cbre.com</u>
	SLOVENIA - <u>CBRE-GWS-SI-Resolution@cbre.com</u>
	SPAIN - <u>CBRE-GWS-ES-Resolution@cbre.com</u>
	SWEDEN - CBRE-GWS-SE-Resolution@cbre.com
	SWITZERLAND - <u>CBRE-GWS-CH-Resolution@cbre.com</u>
	UNITED KINGDOM - <u>CBRE-GWS-UK-Resolution@cbre.com</u>
GWS Latin America	LATAM_ProcurementBuyerSupport@cbre.com
GWS US & Canada	GWSNAM_ProcurementBuyerSupport@cbre.com
Corporate/Advisory APAC	APACSupplyChainBuyers@cbre.com
Corporate/Advisory EMEA	ADVEMEA_ProcurementBuyerSupport@cbre.com
Corporate U.S.	USProcurement@cbre.com