Thurrock Council – Oracle supplier guide

How to submit a credit

Once you are registered and have logged in:

- select 'Supplier Portal'
- select 'Create Invoice' from the menu on the left side of the screen

The first step in the 'Create Invoice' screen is to enter or select your Purchase Order (PO) number in the '**Identifying PO**' field. The PO number you need to search or select is the same PO number against which you originally submitted the invoice for which you are now submitting a credit. If you are not sure, you can view all your purchase orders via '**Manage Orders**'.
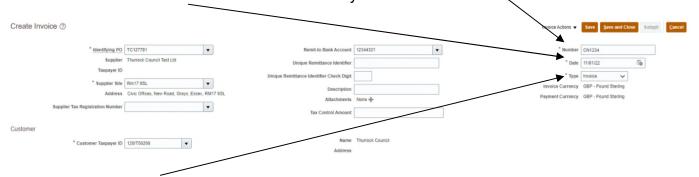

Next select '**Remit to Bank Account**'. Even though we will not be making payment to your bank account for the credit, the system still needs an entry in 'Remit to Bank Account' so the credit can be processed.

Open the '**Remit to Bank Account**' drop-down list and choose the required account from the options available.

Next you must enter your Credit Note number. Enter this in the '**Number**' field and then select the calendar next to the '**Date**' field and choose today's date.
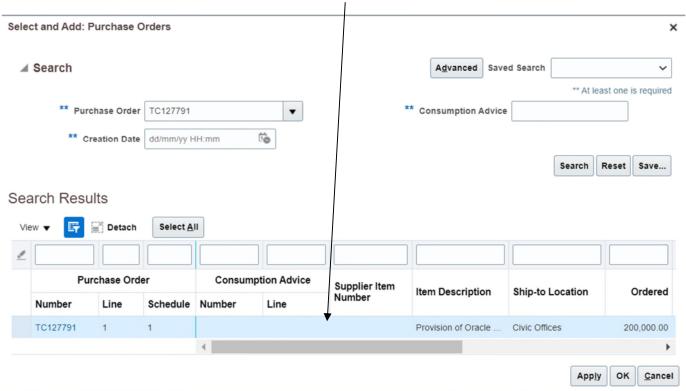

Now change the '**Type**' field to '**Credit memo**' and select '**OK**' when a message appears.

When 'Number', 'Date' and 'Type' have all been set correctly, go to the 'Lines' of items at the bottom of the screen and use the '**Select and Add**' icon.

In the 'Select and Add' area that appears, at the bottom of the area click or tap just to the right of the Purchase Order so the line is highlighted, as below.
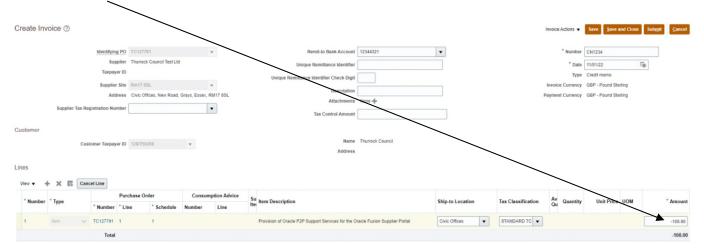

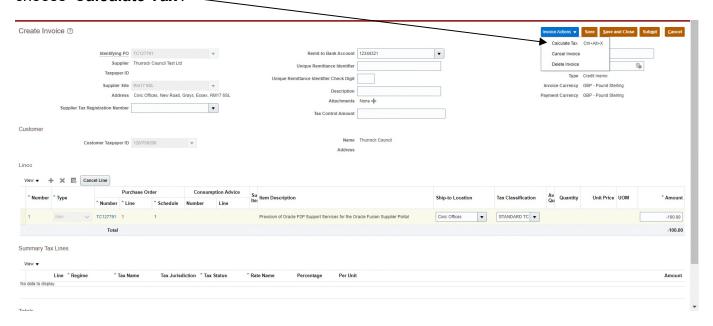Now select the '**Apply**' button, followed by the '**OK**' button.

This will put the Purchase Order details into the items section.

Scroll to the far right and you will see an '**Amount**' box. You will need to change the amount in this box so it matches the **net** cost of the credit (excluding VAT). If there is no VAT on the credit, enter the gross total of the credit and make sure you select a relevant '**Tax Classification**' that does not include VAT – for example, 'ZERO TC', 'EXEMPT TC', 'OUTOFSCOPE TC'.

In the example below, credit totals are -£120 Gross, -£100 Net with 20% VAT, so the correct figure to enter is -100 into the 'Amount' box.

If the credit total is subject to VAT, add 20% VAT to the credit total and select 'STANDARD TC' as the 'Tax Classification'. Next select the '**Invoice Actions**' drop-down list at the top of the page and choose '**Calculate Tax**'.

This will apply 20% VAT. Check your credit totals at the bottom to make sure everything is correct.

In the example below, the credit total show as -120 in the invoice amount field, so this is correct.

Once you have confirmed the totals are correct, select '**Submit**' at the top right of the page.

A confirmation message will display to confirm the submission was successful.