Request a Credit Memo or Refund Check

A Credit Memo or Refund Check is requested from a vendor when an overpayment has occurred. Whether you request a credit memo or refund check depends on frequency the vendor is used by the campus.

Is the Vendor Regularly Used?
- If you are purchasing from this vendor only once, or less than once per quarter, follow the refund check procedure.
- If you use this vendor more frequently than quarterly, follow the credit memo procedure.

Refund Check Procedure for Vendors that are Not Regularly Used
*Purchases are once a quarter or less, or this is a one-time purchase.*

1. The Department contacts the vendor and requests a refund check for the overpayment.
2. The vendor should reference the following on the Remittance Advice:
   - PO Number
   - Invoice Number
3. The vendor should send payment to
   Disbursements
   Attn: Lorane Washington
   30 University Hall, MC 1101
   Berkeley, CA 94720-1101

Credit Memo Procedure for Vendors that are Regularly Used
*Purchases are more frequent than quarterly.*

1. The Department contacts the vendor and requests a credit memo for the overpayment.
2. The vendor should reference the following on the credit memo:
   - PO Number
   - Invoice Number
3. The Vendor should send the credit memo to:
   Disbursements
   Attn: Lorane Washington
   30 University Hall, MC 1101
   Berkeley, CA 94720-1101
4. The original voucher must be approved in BFS before a received credit memo can be applied.
Department Notifies Disbursements of Credit Memo or Refund Check Request

1. Departments send an email to Disbursements at disburse@berkeley.edu. Include:
   - **Subject Heading:**
     - “Credit Memo” or “Refund Check”
     - Vendor #
     - Vendor name
     - Amount of credit
   - **Body of Email:**
     - Voucher#
     - PO#
     - Amount of original voucher
     - Quantity
     - Reason for credit memo or refund check requested
     - Date you requested the credit memo or refund check

Original Invoices Should Not Be Modified

- Disbursements cannot accept invoices that have been modified, including:
  - Quantity changed
  - Amounts changed
  - PO# corrected
- Acceptance of a modified invoice is a violation of policy.
- A credit memo or refund check should be requested for overpayments

Disbursements Receives a Credit Memo

- Creates an adjustment voucher in BFS referencing the original voucher. The chartstring information is copied to the adjustment voucher and the amounts reversed.
  - The credit voucher is used to offset future payment to the vendor.

Disbursements Receives a Refund Check

- Looks up the original voucher in BFS and obtains the chartstring information.
- Records the cash received in CDS and obtains a receipt
- Receipt information is given to the Casher’s Office.
- A credit journal entry “CASHXXXXX” is entered in BFS. The original voucher chartstring information is used and the voucher number is referenced in the description field of the journal line.

Has the Refund Check Requested Been Processed for My Department?

- Run BAIRS “GL Detail Standard Report”
- Search for journal IDs starting with CASHxxxxx
  - Journal entry shows the sum amount of credit
- The detail for the entry can be viewed in BFS
- **Navigation**: General Ledger > Journals > Journal Entry > Create/Update Journal Entries

- The **Create/Update Journal Entries** inquiry page is displayed.

Enter the Journal ID from the BAIRS report in the **Journal ID field**. Click the **Search** button.

The **Journal Header** page is displayed

Click the **Lines tab** to view the detail lines of the journal

The **Lines page** for the journal is displayed

The **Journal Line Description** column shows the original voucher number if a refund check has been received.
Has the Credit Memo Requested Been Processed for my Department?

- Access BFS

**Navigation:** Accounts Payable > Review Accounts Payable Info > Vouchers > Document Status.

Enter the Voucher ID

The Voucher Document Status page is displayed.

When an adjustment voucher has been created for a voucher it is displayed under the Document Type column heading as a voucher with the associated Adjustment Voucher ID.

Click the Adjustment Voucher Doc ID Link to drill down and find more information about the voucher.

The Voucher Inquiry page is displayed

Scroll to the bottom of the page and Click on More Details

The More Details tab is displayed
The **Voucher Style** is “Adjustment” referencing entry of an adjustment voucher. Click on the **Detail Lines Icon** to gain additional information.

The **Voucher Line Display** page is displayed

This page shows the **PO Number** and **chartstring** referenced in the Adjustment Voucher.

End of Procedure

**For Questions Regarding the Credit Memo or Refund Check Process**
- The BFS Help Desk at 3-4250 [bfsbairs@berkeley.edu](mailto:bfsbairs@berkeley.edu)
- The Disbursements Help Desk at 3-2199 or [disburse@berkeley.edu](mailto:disburse@berkeley.edu)