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**Indiana University**

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**INDIANA UNIVERSITY  
ELECTRONIC PROCUREMENT AND INVOICE CENTER  
-EPIC-**

**Credit Memo Processing Process**

**October, 2005**

## Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
09/13-22/05	1.0	Create documentation – C. Sinex	csinex
09/22/05	1.1	Ready for PM review	csinex
09/22/05	1.2	Implement PM's recommendations	csinex
09/26/05	1.3	Final edits completed. PDP images show status = extracted. Add file name to footnote. Remove DRAFT from title.	csinex
10/13/05	1.4	Update Active X section. Remove super user reference. / Clarification of PDP extract and streamline Security to only CM users	csinex / pmaschin

## Table of Contents

1.	Overview of the PREQ / CM process .....	6
1.1	Brief Description.....	6
2.	Requisitions and PO's – where it all begins.....	7
2.1	Basic Flow .....	7
3.	Processing a credit memo .....	7
3.1	Start screen (Create a Credit Memo).....	9
3.1.1	Credit memo date must be formatted in MM/DD/YY format .....	10
3.1.2	Invoice date must be current or previous date.....	11
3.1.3	Duplicate credit memo rule .....	11
3.1.4	The PREQ, the PO or the Vendor must be identified.....	11
3.1.5	The PREQ number must be a valid payment request number.....	11
3.1.6	The PO number must be a valid purchase order number.....	11
3.1.7	The Vendor number must be a valid EPIC vendor number.....	12
3.2	Processing screen.....	12
3.2.1	Screen overview .....	12
3.2.2	Vendor folder .....	13
3.2.3	Credit memo info folder.....	13
3.2.3.1	Vendor Credit Memo # .....	13
3.2.3.2	Credit Memo Date.....	13
3.2.3.3	Credit Memo Type .....	13
3.2.3.4	PO End Date.....	13
3.2.3.5	PO Notes Indicator .....	13
3.2.3.6	Credit Stub Notes .....	14
3.2.3.7	Initiator.....	14
3.2.4	Process items folder .....	14
3.2.4.1	Process items against a PREQ.....	14
3.2.4.2	Process items against a PO.....	14
3.2.4.3	Process items against a Vendor .....	15
3.2.4.4	PREQ Qty Invoiced / PO Qty Invoiced.....	15
3.2.4.5	PREQ Unit Price / PO Unit Price.....	15
3.2.4.6	Total Invoice Cost .....	15
3.2.4.7	CM Qty .....	15
3.2.4.8	CM Unit Cost.....	15
3.2.4.9	Credit Allowed.....	15
	Rule to calculate Credit Allowed (at the line item level) .....	15
3.2.4.10	Less Restocking Fee.....	16
3.2.4.11	Miscellaneous Credit.....	16
3.2.4.12	Editing accounting strings.....	16
3.2.4.13	Processing accounting strings on CM against a Vendor .....	16
3.2.4.14	Calculate credit memo button.....	17
	Notice to calculate prior to Approve .....	17
	Total calculated does not equal total invoice amount entered on Start screen .....	17
	Total amount of credit must be positive .....	17
	Error messages associated with miscellaneous credit line.....	17

3.2.4.15	Approve Credit Memo .....	18
GL Entries .....		18
3.2.4.16	Save Credit Memo .....	19
3.2.4.17	Exit CM Processing screen .....	19
4.	OnBase Imaging .....	19
4.1	Overview of the process .....	19
4.2	Credit memo processing .....	20
4.3	Indexing images .....	20
4.3.1	Auto-fill file .....	20
4.3.2	Attaching an image to a CM .....	20
4.4	Who can view an image .....	20
4.4.1	Image viewing rights .....	20
4.5	Enabling departments to view images – setting up Active X .....	20
4.6	Exception report on images that do not attach to CM documents .....	22
5.	Modify a CM .....	23
5.1	Placing a CM on Hold .....	25
5.2	Canceling a CM .....	25
6.	Extract to PDP .....	25
6.1	Extracting CMs to PDP .....	25
6.2	ACH Payments .....	26
6.3	Check Payments .....	26
6.4	Reviewing PDP Payment Information .....	26
6.4.1	Customer .....	27
6.4.2	Disbursement Type .....	27
6.4.3	Disbursement Number .....	27
6.4.4	Payment Date .....	27
6.4.5	Disbursement Date .....	27
6.4.6	Payment status .....	27
6.4.7	Net Payment Amount .....	27
6.4.8	Number of Payments in this Payment Group .....	27
7.	Search for a Document .....	28
7.1	Search Criteria .....	29
7.1.1	Vendor Credit Memo # .....	29
7.1.2	Credit Memo # .....	30
7.1.3	PREQ # .....	30
7.1.4	Initiator ID .....	30
7.1.5	Purchase Order # .....	30
7.1.6	Credit on Hold .....	30
7.1.7	Vendor Name .....	31
7.1.8	Extracted to PDP .....	31
7.1.9	Chart/Org .....	31
7.1.10	Campus .....	31
7.1.11	Chart/ Account # .....	31
7.1.12	Credit Memo Date Range .....	32
7.1.13	Customer # .....	32
7.1.14	AP Approval Date Range .....	32
7.1.15	Vendor # .....	32
7.1.16	Credit Memo Status .....	32

7.2	Techniques to Manage searches.....	32
7.3	Special Purposes Searches .....	33
7.3.1	Creating the OnBase Image Exception Report.....	33
8.	Security .....	33
8.1	AP user.....	34
8.2	Departmental users .....	34

# User Documentation: Process an credit memo

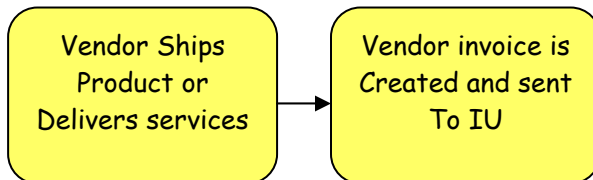
## 1. Overview of the PREQ / CM process

### 1.1 Brief Description

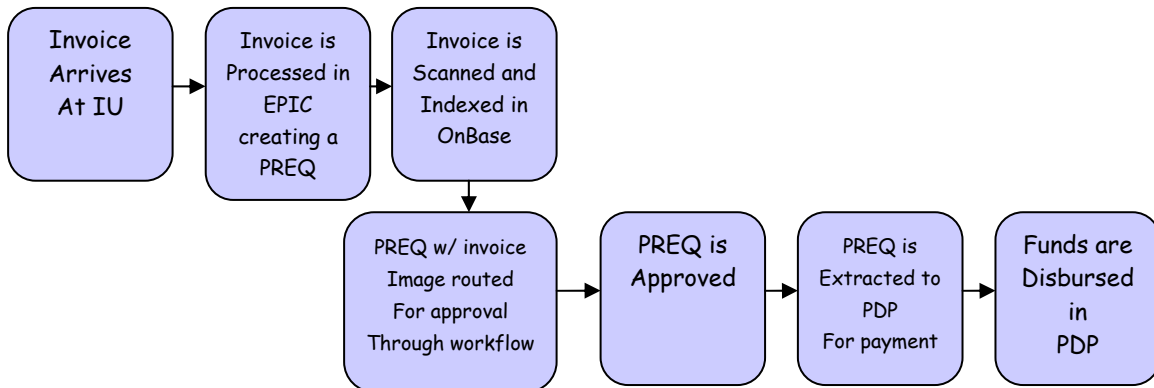
This documentation has been written to enable campus AP processors in their role of processing credit memos in EPIC and the ancillary activities involved in credit memo processing. The process begins with a department requesting goods or services:



As depicted in the diagram, the departmental user creates a requisition. Once the Requisition has been fully approved, a PO is automatically created in EPIC for B2B orders. Once approved, the PO is sent to the vendor.

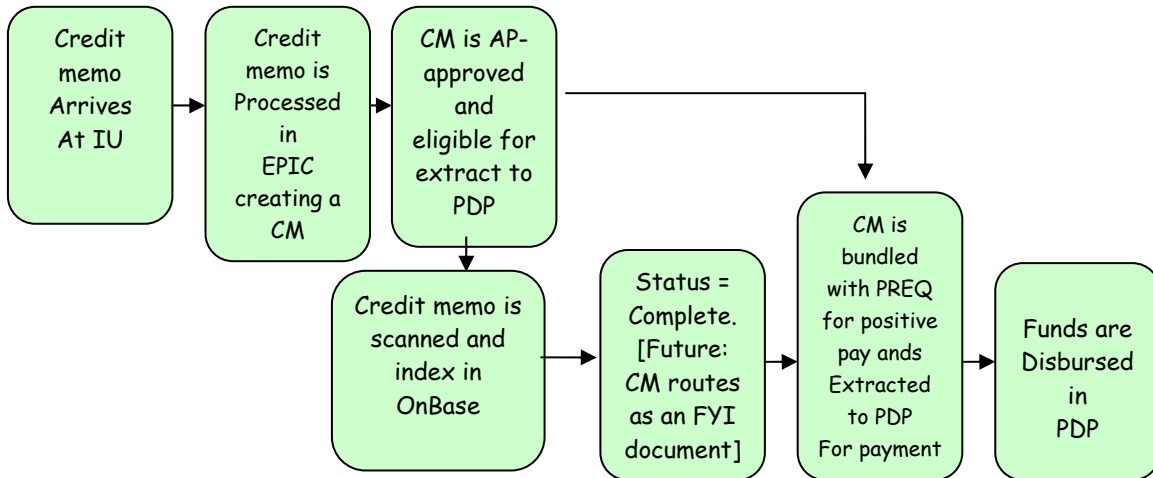


The vendor then fulfills the order by delivering products or services to the university. Once the order has been fulfilled, the vendor creates an invoice and it is mailed (generally) to IU.



The process diagram above describes at a high level the process that an invoice travels through in EPIC from the time it is received until it has been paid. The invoice arrives at IU and is then processed in EPIC thus creating a payment request (PREQ) document. Once processed, the invoice is scanned and indexed in OnBase. The process of indexing an invoice image in OnBase enables it to be attached to the PREQ document. The PREQ is then routed for approval. Upon approval, the PREQ is eligible to be extracted to the Pre-Disbursement Processor (PDP) for payment. It is in PDP that the funds are disbursed from the university. Payment completes the invoice cycle.

The vendor may issue a credit memo so that IU receives credits on goods that were received in damaged condition, if a partial shipment does not arrive, or other miscellaneous reasons. Credit memos are processed in EPIC similarly to the processing of payment requests. The flow is shown below:



## 2. Requisitions and PO's – where it all begins

### 2.1 Basic Flow

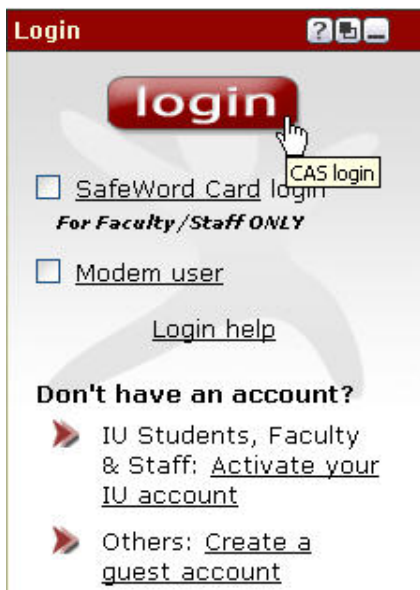
Under construction.

## 3. Processing a credit memo

Credit memos are processed in the Electronic Procurement and Invoicing Center (EPIC). EPIC is accessed through OneStart.



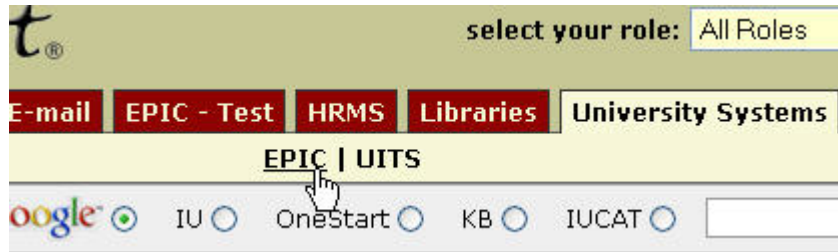
A user logs into OneStart with one's CAS identification and password.



The EPIC system is selected through University Systems.



EPIC can be selected via the link at the top of the University systems folder:




or on the EPIC window:



A credit memo processor must be set up in the ads workgroup, BL-FMOP-EPIC-AP-Users.

The system will require safeword authentication.



**INDIANA UNIVERSITY**  
central authentication service

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**Safeword Authentication**

Please enter your Safeword Response below.

Challenge: 7523


Response:

[login](#) | [login help](#)

- To use your Safeword Card, please follow these instructions:
  1. To activate your Safeword (r) card, press ON.
  2. When you see "EP," enter your PIN into your card.
  3. When you see "ECH" or "O", enter the challenge value above into your card.
  4. Press E or ENTR on the card.
  5. Enter the FIRST 4 CHARACTERS from your card in the response field above.
  6. Press ENTER on your keyboard or click the Login button above.

IF YOU MAKE A MISTAKE, YOU'LL SEE A NEW CHALLENGE.  
REACTIVATE YOUR CARD AND BEGIN AGAIN.


- You should change your PIN periodically. You'll find instructions in the user guide provided with your Safeword card. Also consult your user guide for the phone number to call if you need assistance.
- For security reasons, you will need to close your web browser when you finish using services that require authentication.



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If this security has been established, one is able to select 'Process a Credit Memo' from EPIC Tasks:

**EPIC Tasks** ? [ ] [ ]



**EPIC**  
Electronic Procurement  
and Invoicing Center

- ▶ [Shop Catalogs](#)
- ▶ [Create a Vendor](#)
- ▶ [Search for Documents](#)
- ▶ [Search for Vendors](#)
- ▶ [Process an Invoice](#)
- ▶ [Process a Credit Memo](#)
- ▶ [System Maintenance](#)

User Id is **CSINEX**  
 User Name is **Charles Sinex**  
 User Organization is **UA-FMOP**  
 User Campus is **BL**

### 3.1 Start screen (Create a Credit Memo)

Once 'Process a Credit Memo' has been selected, the credit memo processing Start screen appears.

**EPIC - Create a Credit Memo**

Enter the following required fields to create a credit memo.

\* required field  
 \*\* You must enter one and only one of the following fields: PREQ #, Purchase Order #, or Vendor #.

*Vendor Credit Memo #:	<input type="text"/>	**PREQ #:	<input type="text"/>
*Credit Memo Date:	<input type="text"/>	**Purchase Order #:	<input type="text"/>
*Amount:	<input type="text"/>	**Vendor #:	<input type="text"/>

continue process   clear   exit process

There are 4 required fields.

1. **\*Vendor Credit Memo #:** This is the number found on the credit memo; which is assigned by the vendor. (The terminology ‘vendor credit memo number’ is in contrast to the credit memo number assigned by EPIC; which is called the ‘credit memo #’ throughout this documentation.)
2. **\*Credit Memo Date:** The date that is found on the credit memo itself.
3. **\*Amount:** The net amount of the credit.
4. The 4<sup>th</sup> required field is one, and only one, of the following fields.
  - a. **\*\*PREQ #:** If the CM is processed against a specific PREQ, then one enters the EPIC payment request number in this field.
  - b. **\*\*Purchase Order #:** If the CM is processed against a specific PO, then one enters the EPIC purchase order number in this field.
  - c. **\*\*Vendor #:** If the credit memo is general in nature (not applicable to a specific PREQ or a specific PO), then one enters the EPIC vendor number in this field.

Tabbing allows the cursor to move from field to field. Following the entry of the 4 required fields, one selects ‘Enter’ to enable system validation checks. If all is okay, the system will advance to the processing screen. If not, error messages or warning messages will be returned, which must be resolved before continuing.

Alternatively, one can select the **continue process** button instead of selecting ‘Enter’.

To clear the entry fields while remaining on the initial screen, select **clear**.

When finished processing credit memos, select either the **exit process** button or .

## Start screen edits and business rules

### 3.1.1 Credit memo date must be formatted in MM/DD/YY format

Use of any other format or failure to use forward slashes will result in the following error:

**ERROR: Credit Memo Date is not a date. The format of a date must be MM/DD/YY.**

### 3.1.2 Invoice date must be current or previous date

Entering a future date in this field will result in the following error:

**ERROR: Credit Memo Date cannot be later than today's date.**

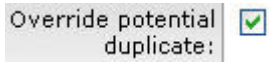

### 3.1.3 Duplicate credit memo rule

If vendor number and credit memo number match with one previously processed – potential duplicate – notify the processor of a potential duplicate and allow the processor to override and process.

**WARNING: A Credit Memo for this Vendor with the same Credit Memo Number already exists. Check override to continue.**

If the credit memo date and credit memo total amount match for one vendor number – potential duplicate – notify the processor of a potential duplicate and allow the processor to override and process.

**WARNING: A Credit Memo for this Vendor with the same date and amount already exists. Check override to continue.**

One can continue to process the credit memo by ticking the override box  if upon review, continuing is appropriate, and then by selecting . The system records the override with the user id.

### 3.1.4 The PREQ, the PO or the Vendor must be identified.

The system requires one of the EPIC payment request number, the EPIC purchase order number or the EPIC vendor number to process a credit memo. Failure to enter one or entering more than one of these three identifications will result in the following error:

**ERROR: One (and ONLY one) of the fields marked with \*\* is required.**

### 3.1.5 The PREQ number must be a valid payment request number.

System validation will check to confirm that the PREQ number is one the system has processed. If not, an error message will return.

If the number entered is not a payment request number that EPIC has processed, then the following error message will return:

**ERROR: This Payment Request Number (25000) is not in the EPIC system. Please enter a valid Payment Request Number.**

If the entry does not conform to payment request number formatting; for example, entering alpha characters, then the following error message will return:

**ERROR: Payment Request Id is invalid.**

### 3.1.6 The PO number must be a valid purchase order number.

System validation will check to confirm that the PO number is one the system has processed. If not, an error message will return.

If the number entered is not a purchase order number that EPIC has processed, then the following error message will return:

**ERROR: This Purchase Order Number (2112) is not in the EPIC system. Please enter a valid PO Number.**

If the entry does not conform to purchase order number formatting; for example, entering alpha characters, then the following error message will return:

**ERROR: Purchase Order Id is invalid.**

It is not possible to process a credit memo against a PO that has not been invoiced.

**ERROR: The specified PO has no items that have been invoiced.**

**3.1.7 The Vendor number must be a valid EPIC vendor number.**

System validation will check to confirm that the vendor number is a valid EPIC vendor. If not, an error message will return. The EPIC vendor number must be entered with the parent extension (12345-0) or the division extension (12345-1), otherwise the validation error will return.

If the number entered is not an EPIC vendor number, then the following error message will return:

**ERROR: This Vendor Number (161616) is not in the EPIC system. Please enter a valid Vendor Number.**

**3.2 Processing screen**

**3.2.1 Screen overview**

Here is the entire screen.

		Vendor #: 19764-0	CM #: Not assigned
		PO #: 1727	CM Status: In progress
		PREQ #: 1439	Create Date: 09/15/05

**\*\*THIS IS NOT PRODUCTION!! - THIS IS A TEST ENVIRONMENT (STG)\*\***

**Vendor**

Vendor Name:	Cannon IV	City/State:	Indianapolis, IN
Remit Address 1:	703 E. 30th St., Suite 11	Postal Code:	46205
Remit Address 2:		Country:	US
Remit Address 3:			

**Credit Memo Info**

Vendor Credit Memo #:	CMONP915
Credit Memo Date:	09/12/05
Credit Memo Type:	PREQ
PO End Date:	
PO Notes Indicator:	Yes
Credit Stub Notes:	<input type="text"/> <input type="text"/> <input type="text"/>
Initiator:	Sinex, Charles Alan

**Process Items**

Add/Edit Items									
#		PREQ Qty Invoiced	PREQ Unit Price	Total Invoice Cost	CM Qty	CM Unit Cost	Credit Allowed	Catalog #	Description
1	<input type="button" value="edit"/>	1.0	1503.76	1503.76	<input type="text"/>	1503.76	<input type="text"/>	EWDJ1050-3	Extended Warranty HP DJ 1050 w/o PM's
Additional Charges									
<b>Total credit allowed prior to restocking fee:</b>								<b>0.00</b>	
<input type="button" value="edit"/>	Less Restocking Fee:							<input type="text" value="0.00"/>	
<input type="button" value="edit"/>	Miscellaneous Credit:							<input type="text" value="0.00"/>	<input type="text"/>
Total									
<b>Grand Total</b>								<b>0.00</b>	

A credit memo can be processed against a payment request, a purchase order or a vendor. The example above has been processed against PREQ#1439. The differences in each process will be explained later in this document.

The process screen is delivered with 3 folders open. The folders can be closed by selecting the **hide** button and expanded by selecting the **show** button. For the user's convenience it is also possible to collapse and to expand all folders at once using the **expand all** and **collapse all** buttons located at the top right of the vendor folder.

### 3.2.2 Vendor folder

Vendor <span style="float: right;">▼ hide</span>			
Vendor Name:	Cannon IV	City/State:	Indianapolis, IN
Remit Address 1:	703 E. 30th St., Suite 11	Postal Code:	46205
Remit Address 2:		Country:	US
Remit Address 3:			

The vendor name and address information is populated directly from the source document; the PREQ, the PO, or the EPIC vendor record. This information aids to confirm accurate data entry from the initial screen.

The address can only be changed if the CM is processed against a vendor. In this case, alternate addresses, if any exist, can be selected and returned to the document via the **Alternate Address:** **additional addresses** link found on the vendor folder for that document.

Vendor <span style="float: right;">▼ hide</span>			
Vendor Name:	Cannon IV	City/State:	Indianapolis IN
Remit Address 1:	703 E. 30th St., Suite 11	Postal Code:	46205
Remit Address 2:		Country:	US
Remit Address 3:		Alternate Address:	<b>additional addresses</b>

### 3.2.3 Credit memo info folder

Credit Memo Info <span style="float: right;">▼ hide</span>			
		Vendor Credit Memo #:	CMONP915
Credit Memo Date:	09/12/05	Credit Memo Type:	PREQ
PO End Date:		PO Notes Indicator:	Yes
Credit Stub Notes:	<input type="text"/>	Initiator:	Sinex, Charles Alan
	<input type="text"/>		
	<input type="text"/>		

#### 3.2.3.1 Vendor Credit Memo #

The vendor credit memo # populates from the start screen. This number is assigned by the vendor and found on the credit memo.

#### 3.2.3.2 Credit Memo Date

The credit memo date populates from the start screen. This date originates on the vendor credit memo.

#### 3.2.3.3 Credit Memo Type

This field indicates whether the CM is processed on a PREQ, a PO or a Vendor.

#### 3.2.3.4 PO End Date

The PO End Date, if any, is populated from purchase order information.

#### 3.2.3.5 PO Notes Indicator

The indicator is yes if PO notes exist, no if not.

### 3.2.3.6 Credit Stub Notes

Three lines of credit stub notes can be added in these text boxes. Each line can be up to 90 characters. These notes will print with either the check or the ACH addendum.

### 3.2.3.7 Initiator

The initiator is the AP user who first processed the credit memo.

The only fields that are editable in the credit memo info folder are the credit stub notes.

## 3.2.4 Process items folder

### 3.2.4.1 Process items against a PREQ

The process items folder for a credit memo against a PREQ will populate with the PREQ line items and the corresponding accounting. The PREQ quantity invoiced is shown on the CM document in this folder.

Process Items <span style="float: right;">▼ hide</span>									
Add/Edit									
#		PREQ Qty Invoiced	PREQ Unit Price	Total Invoice Cost	CM Qty	CM Unit Cost	Credit Allowed	Catalog #	Description
1	<input type="button" value="edit"/>	1.0	1503.76	1503.76	<input type="text"/>	1503.76	<input type="text"/>	EWDJ1050-3	Extended Warranty HP DJ 1050 w/o PM's
<b>Additional Charges</b>									
<b>Total credit allowed prior to restocking fee:</b>								<b>0.00</b>	
<input type="button" value="edit"/>	Less Restocking Fee:						<input type="text"/>	0.00	
<input type="button" value="edit"/>	Miscellaneous Credit:						<input type="text"/>	0.00	<input type="text"/>
<b>Total</b>								<b>Grand Total</b>	<b>0.00</b>

### 3.2.4.2 Process items against a PO

The process items folder for a credit memo against a PO will populate with the PO line items and the corresponding accounting. The PO quantity invoiced is shown on the CM document in this folder.

Process Items <span style="float: right;">▼ hide</span>									
Add/Edit									
#		PO Qty Invoiced	PO Unit Price	Total Invoice Cost	CM Qty	CM Unit Cost	Credit Allowed	Catalog #	Description
1	<input type="button" value="edit"/>	5.0	299.00	1495.00	<input type="text"/>	299.00	<input type="text"/>	24887	AXIS INDOOR CORNER HOUSING
2	<input type="button" value="edit"/>	1.0	103.67	103.67	<input type="text"/>	103.67	<input type="text"/>	PMPCPC-FV-6	V.35 PATCHMATE PATCHCORD FEMALE 6FT
3	<input type="button" value="edit"/>	4.0	10.02	40.08	<input type="text"/>	10.02	<input type="text"/>	S041568	Epson 8.5x11 Dbl Sided Matte Photo Paper
4	<input type="button" value="edit"/>	2.0	170.48	340.96	<input type="text"/>	170.48	<input type="text"/>	9315A001	Canon PIXMA IP6000 Photo Inkjet Printer
5	<input type="button" value="edit"/>	3.0	410.04	1230.12	<input type="text"/>	410.04	<input type="text"/>	34125	POWERSHRED 120C-2 SHREDDER
<b>Additional Charges</b>									
<b>Total credit allowed prior to restocking fee:</b>								<b>0.00</b>	
<input type="button" value="edit"/>	Less Restocking Fee:						<input type="text"/>	0.00	
<input type="button" value="edit"/>	Miscellaneous Credit:						<input type="text"/>	0.00	<input type="text"/>
<b>Total</b>								<b>Grand Total</b>	<b>0.00</b>

### 3.2.4.3 Process items against a Vendor

The process items folder for a credit memo processed against a vendor has only the restocking fee line and a miscellaneous credit line. These lines enter without accounting information, which must be added by the AP user while processing the credit memo.

A credit memo processed against a vendor is considered to be a rare occurrence. Examples include a class action settlement offered as a credit and a negotiated payment for general relief that is not specific to a PREQ or to a PO.

Additional Charges			
<b>Total credit allowed prior to restocking fee:</b>		<b>0.00</b>	
<input type="button" value="edit"/>	Less Restocking Fee:	<input type="text" value="0.00"/>	
<input type="button" value="edit"/>	Miscellaneous Credit:	<input type="text" value="0.00"/>	<input type="text"/>
<b>Total</b>			
<b>Grand Total</b>		<b>0.00</b>	

### 3.2.4.4 PREQ Qty Invoiced / PO Qty Invoiced

The quantity invoiced is the invoiced count on the PREQ or the PO at the time the credit memo is processed.

### 3.2.4.5 PREQ Unit Price / PO Unit Price

The unit price is the price carried on the PREQ and PO from the original PO.

### 3.2.4.6 Total Invoice Cost

The total invoice cost is the cost for that line actually processed on the PREQ. For a credit memo processed against a PO, the total invoice cost is the sum of the cost for that line processed on all PREQs associated with the PO line item that are still current. Still current means the invoice cost that still remains after the total has been reduced for cancelled PREQs and for prior credit memos.

### 3.2.4.7 CM Qty

CM Qty is the quantity indicated on the vendor credit memo. The AP user enters the quantity in this field.

### 3.2.4.8 CM Unit Cost

CM Unit Cost is the unit cost on the PO. The system populates this field on the processing screen.

### 3.2.4.9 Credit Allowed

The field can be populated by entering an amount or by selecting  from the action buttons at the bottom of the screen after entering the CM Qty. The field must be blank for the system to populate a new value.

#### *Rule to calculate Credit Allowed (at the line item level)*

The processor should enter the quantity. If the Credit Allowed field is blank, the system will calculate the credit (CM Qty X CM Unit Cost) and place the calculated amount in the field when the processor selects the  button.

If the Credit Allowed field is not blank, the system will calculate the credit (CM Qty X CM Unit Cost) but will **NOT** replace the value in the field with calculated cost. The system compares the calculated credit with the value in the field and if the two are different, the system flags the amount in Credit Allowed indicating it is not the calculated amount.

**CM Qty x CM unit cost ≠ Credit Allowed**

### 3.2.4.10 Less Restocking Fee

The restocking fee is entered on this line. It can be entered as either a positive or negative value.

When **calculate** is selected, the system will change the entry to negative since it an offset to the amount of credit allowed to the university.

### 3.2.4.11 Miscellaneous Credit

Credit that is not associated with a specific line item from the PREQ or the PO is processed on the miscellaneous credit line. A description is required when this field is used. Otherwise, the error message is returned and must be satisfied.

**ERROR: A description is required when entering an Misc Amount**

### 3.2.4.12 Editing accounting strings

The accounting string on credit memos against PREQs and against POs will populate based on the accounting string from the corresponding document. If the accounting string needs to be changed during the processing of a credit memo, the AP user selects **edit** on the line needing changed. The system will return the editable line:

Line Item 1 - Accounts									
	Chart	Acct	Sub-Acct	Obj Code	Sub-Obj	Project Code	Org Ref Id	%	
1.1	UA	1915030		5200				100	<b>delete account</b>
<b>add additional accounts</b>									

If additional accounting lines are needed for a given line item, the processor selects **add additional accounts** which will deliver line 1.2 in the example above. In similar manner as processing an invoice, the total percentage allocated between lines must equal the beginning percentage – in this case 100%. Percentages must be entered as whole numbers between 1 and 100 and must sum to 100%. Otherwise, the system will return error messages that must be corrected.

**ERROR: All %s of Item 1 must be whole numbers between 1-100**

**ERROR: Item 1 has invalid totals. The total percent of the accounts must equal 100%.**

If a line is not needed, then **delete account** is selected to remove that accounting string.

### 3.2.4.13 Processing accounting strings on CM against a Vendor

A credit memo processed against a vendor will enter the processing screen without accounting information. The credit is recorded on the miscellaneous line and accounting information must be input by the AP processor. Selecting **edit** on line two, miscellaneous credit, provides:

Process Items									
Miscellaneous Credit - Detail									
Description									
Total Inv Cost		0.00							
Miscellaneous Credit - Accounts									
	Chart	Acct	Sub-Acct	Obj Code	Sub-Obj	Project Code	Org Ref Id	%	
2.1									<b>delete account</b>
<b>add additional accounts</b>									

The chart, account, object code and % boxes must be completed prior to approving the credit memo. The credit amount can be entered on the miscellaneous credit line prior to selecting **edit** or in the field titled Total Inv Cost after selecting **edit**. A description is also required.

The following error message will return if procedure is not followed.

**ERROR: Miscellaneous Credit Item does not contain at least one account.**

If the miscellaneous credit needs to be applied to more than one account, then select **add additional accounts** and enter the appropriate accounting information. As stated above, the percentages must be entered as whole numbers between 1 and 100. The sum of the entries to the % field must total 100.

**ERROR: All %s of Miscellaneous Credit Item must be whole numbers between 1-100**

**ERROR: Miscellaneous Credit Item has invalid totals. The total percent of the accounts must equal 100%.**

#### 3.2.4.14 Calculate credit memo button

When the credit memo entries are complete and the AP user has confirmed the credit memo is ready, the AP user selects **calculate**. The system will calculate line item totals where the field is blank and will calculate totals. System validation is performed. Any warning or error messages returned must be resolved prior to approving the credit memo.

*Notice to calculate prior to Approve*

#### **This document must be calculated prior to Review**

System will notify processor that a calculation must be completed if **approve** is selected following input or edits but prior to selecting **calculate**.

*Total calculated does not equal total invoice amount entered on Start screen*

#### **WARNING: This credit memo total does not match the total entered on the start screen.**

System warns AP user that totals do not match. Processor should investigate the difference. If processor would like to continue with the amounts not matching, the override warnings box must be ticked, acknowledging that processing should continue.

Override Warnings:

The override warnings box will appear when selecting **approve**.

*Total amount of credit must be positive*

**ERROR: A Credit Memo must have a total higher than zero.**

The system will deliver a error message if the amount has not been completed or is negative.

*Error messages associated with miscellaneous credit line*

The miscellaneous credit amount must be a numeric value to be valid. If the miscellaneous credit line has been blanked and then **calculate** is selected, the following error will return:

**ERROR: Total Inv Cost of Miscellaneous Credit Item must be a valid amount**

If the accounting percentages are not entered as whole numbers between 1 and 100, the following error will return.




**ERROR: All %s of Miscellaneous Credit Item must be whole numbers between 1-100**

A description is required when entering a miscellaneous credit amount. The following error returns if the description is omitted.

**ERROR: A description is required when entering an Misc Amount**

If the screen returns without error messages or warning messages, the credit memo can be approved.

### 3.2.4.15 Approve Credit Memo

When the credit memo processing is complete and after system validation messages have been resolved, the  action button is selected to approve the credit memo. The system validates accounting at this point and those errors must be resolved. Once accounting validation is complete, the user can override other system warnings by ticking the override box  and selecting  again. General ledger entries are created as described below.

Confirmation will be returned upon approval as a message at the top of the initiating screen.

**Credit Memo has been successfully approved; CM #1061, Vendor CM #CMONP915, Cannon IV.**

#### *GL Entries*

Credit entry - The accounts (full accounting string) on the Credit Memo are credited in the GL at the time of AP approval. The GL entry is made in summary for each accounting string. That is to say if three line items on a CM use the same accounting string – only one debit is created in the GL for that accounting string and not three.

Debit entry - Create one offset to object code 9041 for each account/subaccount combination on a CM.

Allowable accounting strings - The following rules apply for allowable accounts to be charged on a CM. These are the same rules as used for the PO, (based on FIS set-up):

- Only object codes with an expense object type (EE, ES or EX) or with asset type (AS) (only the level of inventory (INV) will be allowed for object code type AS).
- Object codes in the consolidations of Compensation (CMPN), Financial Aid (SCHL), Reserves (RSRX) and Assessments Expenditures (ASEX) will not be allowed.
- Object codes in the levels of Depreciation (DEPR), Indirect Cost Expense (ICOE), Valuations and Adjustments (VADJ) and Taxes (TAX) will not be allowed. The total dollar amount of the requisition is less than or equal to the dollar amount set up for the organization or the contract spending limit if a contract was selected.
- Object codes with a sub-type code for Transfers (TN) will not be allowed.

Expired and closed accounts (future improvement) - an edit will run to check the status of accounts credited on a CM at the time of AP approval and prior to the creation of the GL entries.

If the account is expired and the current date is less than or equal to 30 days from the expiration date, then the system will use the expired account.

If the account is expired and the current date is more than 30 days from the expiration date, the system will notify the processor that the account is expired and will suggest the continuation account. For example: “Account 1245600 is expired, would you like to use the continuation account 1245700?” The processor then has the option of selecting another account or using the continuation account.

If the account is closed, the system will notify the processor that the account is closed and will suggest the continuation account. For example: “Account 1245600 is closed, would you like to use the continuation account 1245700?” The processor then has the option of selecting another account or using the continuation account.

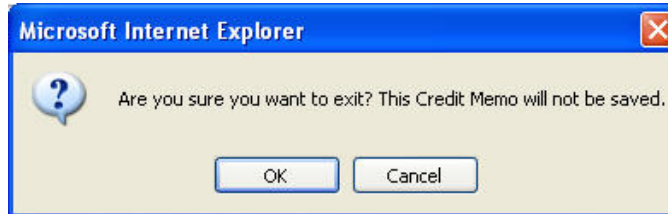
3.2.4.16 Save Credit Memo

During the processing of a credit memo, an AP user may elect to **save** the credit memo for future processing. The credit memo document is saved as ‘In progress’ status, assigned a CM number and may be retrieve at a later time to continue processing.

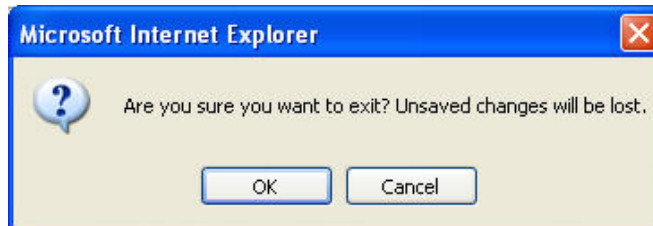
The save action is confirmed at the top of the credit memo document: **CREDIT MEMO SAVED**

3.2.4.17 Exit CM Processing screen

During the processing of a credit memo, an AP user may elect to **exit** the credit memo document. If **exit** is selected prior to saving the document then a credit memo number is not assigned and no record of the credit memo will exist in EPIC for that processing period.



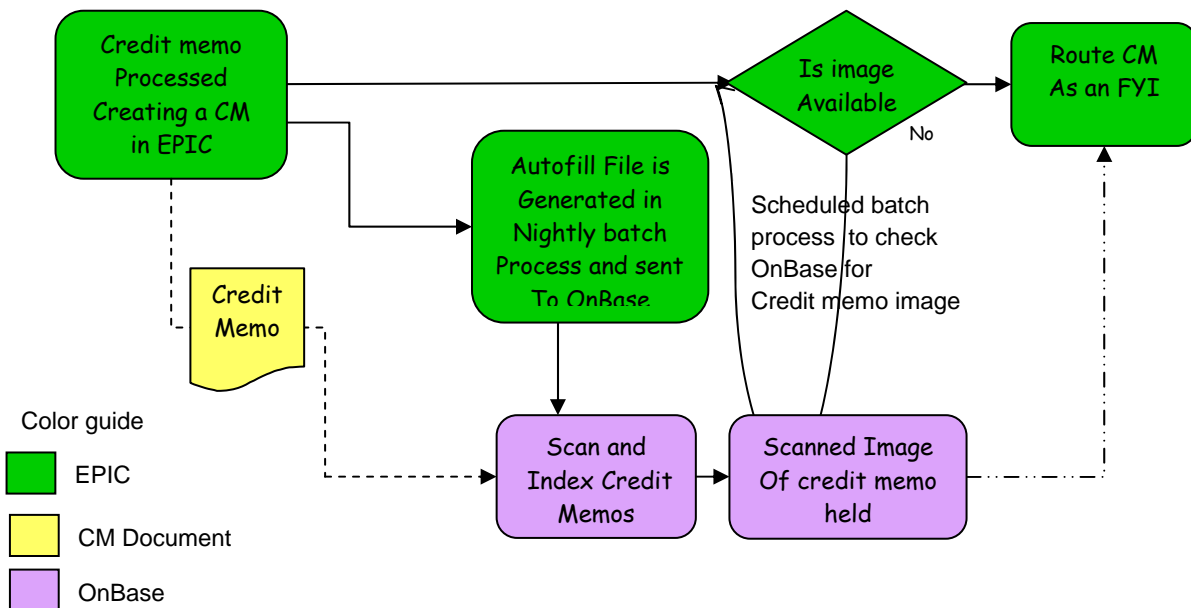
If **exit** is selected after the CM document has been saved, then any unsaved changes will be lost upon exiting.



4. OnBase Imaging

4.1 Overview of the process

The diagram below depicts how OnBase imaging works with EPIC in the process of credit memo processing. The current system process is that linking the credit memo image to the CM document results in status changing to ‘Complete’ from ‘AP-approved’. **Coming in the future:** Routing a CM as an FYI document.



## 4.2 Credit memo processing

The credit memo is first processed in EPIC according to the steps laid out in the procedure manual above. A couple of important imaging considerations in the credit memo processing step include:

1. Original credit memo quality – the original credit memo should be sufficiently legible that when scanned, all important elements of that credit memo can be easily read. Credit memos of poor quality should be returned to the vendor along with a request for a higher quality original credit memo.
2. The credit memo number assigned by EPIC is the keyword in OnBase for AP-EPIC Credit Memos documents. The EPIC CM# should be written on the face of the credit memo prior to scanning and indexing.

## 4.3 Indexing images

### 4.3.1 Auto-fill file

The auto-fill file is a file of the OnBase indices. When an image is indexed using Credit Memo ID (the EPIC CM#) key field, OnBase looks up that key in the auto-fill file and automatically fills in the other indices. The following are the OnBase indices which the auto-fill file completes upon matching the Credit Memo ID key record in the file. A credit memo image can be looked up in OnBase using the key field or any of the indices.

- Vendor Credit Memo Number
- PO Number
- Vendor Name
- Processor
- Processed Date
- Misc

The auto-fill file is created in a nightly batch process from the EPIC credit memos that were processed the previous day. Once created, the file is posted to a directory where it is available to be uploaded into OnBase. The file is then manually imported into OnBase the following morning.

### 4.3.2 Attaching an image to a CM

The invoice image is attached to the CM on the basis of the EPIC CM number. This is known as the Credit Memo ID in OnBase.

## 4.4 Who can view an image

In order to view an invoice image that is attached to a CM, a user must have the rights to view the image and the desktop setup to enable that viewing. The next section addresses the desktop setup issues.

### 4.4.1 Image viewing rights

The following individuals have the rights to view a credit memo image in OnBase today:

- All AP users
- The fiscal officer associated with any account on the CM
- A PREQ delegate of any account on the CM

EPIC does not currently enable a group of general users to view CM images. This would include users such as internal audit, C&G and others who have a need to view CM images but are not associated with any one account. This functionality is also on the list to be added.

## 4.5 Enabling departments to view images – setting up Active X

Section 4.5 provides instruction for downloading Active X, which is required for viewing images in EPIC.

The installer must have administrative rights.

Note: Most university computers do not allow administrator rights. The computer support staff will need to add administrator rights to the computer, install Active X, and then remove the administrator rights after the installation.

How does a user know if s/he has administrative rights?

A simple check to determine if the user has administrative rights is to double click on the clock in the right lower corner of the screen. If the following message returns, the user does not have rights and must seek the assistance of computer support personnel.



Requirements:

1. Internet Explorer (IE) only
2. Windows only
3. OnBase Active X components installed
  - a. One must have administrator rights to install active x components
  - b. Installation – Downloading/running MSI file from  
<http://www.indiana.edu/~onbase/support.html>



4. Right click the link on [Download ActiveX Components](#).



5. Select “Save target as”.


6. Save the zip file to a download directory on the user workstation. This directory can be the Desktop or any other directory.
7. Go to the directory where the onbase.zip file was saved
8. Double click the zip file onbase.zip
9. Select “Extract all files” (This choice is on the left under Folder Tasks.)
10. Select Next on the Folders Extraction Wizard
11. Select Next
12. Select Finish
13. Select the onbase\_activex.msi file
14. Select Run
15. Select Next the Onbase Thin Client Setup Wizard
16. Select Finish
17. Delete the onbase.zip and onbase folder
18. After installation, administrator rights are removed from the computer.

#### **4.6 Exception report on images that do not attach to CM documents**

Credit memo images are attached to CM documents on the basis of the EPIC CM number. Once approved by the AP processor, the CM status is set to “AP-approved.” The document status changes to “Complete” when an image is attached to the CM document. Future system design will route the CM document as an FYI document when it has a Complete status.

The CM document will remain in “AP-approved” status until the image is attached. The credit memo can be extracted to PDP in either “AP-approved” status or “Complete” statue. To ensure that the CM document is complete with an image link, the AP user should confirm daily that the prior day’s CMs have attached to the document. The search screen can be used to identify any CMs that do not yet have credit memo images attached. A processor need only select the combination of the status of “AP-approved” and either the campus or the initiator id. It is possible to run this query without specifying a campus or initiator id but the results will return CMs without attached images for all processors and all campuses – likely more information than any processor will need.




[Return to Credit Memo Search](#)

---

\*\*THIS IS NOT PRODUCTION!! - THIS IS A TEST ENVIRONMENT (STG)\*\*

---

Requisition
Purchase Order
Payment/Credit
Notes

**List of Payment Requests**

	PREQ #	Invoice #	PO #	PREQ Status	Hold	Req Canc	Vendor Name	Customer #	Amount	Check Stub
<a href="#">▶ show</a>	1675	1903A	1903	AP-approved	No	No	CDW Government Inc.		960.44	No
<a href="#">▶ show</a>	1676	1903B	1903	AP-approved	No	No	CDW Government Inc.		960.44	No
<a href="#">▶ show</a>	1677	1903C	1903	AP-approved	No	No	CDW Government Inc.		960.44	No

**List of Credit Memos**

	CM#	Vendor CM#	PREQ#	PO#	Credit Memo Status	Hold	Vendor Name	Customer #	Amount	Check Stub
<b>Shown Below</b>	1073	TEMPEXITEXAMPLE	1676	1903	AP-approved	No	CDW Government Inc.		480.22	No

## Credit Memo 1073

**General Description**

Vendor #: 19885-0	Credit Memo #: 1073
PO #: 1903	Credit Memo Status: AP-approved
PREQ #: 1676	Create Date: 09/20/05
Status History: <a href="#">View</a>	Initiator: Sinex, Charles Alan

**Vendor/Credit Memo**

Vendor & Remit Address: <b>CDW Government Inc.</b> <a href="#">Details</a> 230 N. Milwaukee Ave. Vernon Hills, IL, 60061 US	
Vendor #: 19885-0	AP Approval Date: 09/20/05
	Vendor Credit Memo #: TEMPEXITEXAMPLE
Credit Memo Date: 09/01/05	Credit Memo Type: PREQ
PO End Date:	PO Notes Indicator: No
Credit Stub Notes:	Hold Indicator: No

**Items**

Detail	#	PREQ Qty Invoiced	PREQ Unit Price	Total Invoice Cost	Cat #	Description	CM Qty	CM Unit Cost	Credit Allowed
<a href="#">▶ show</a>	1	2.0	480.22	960.44	323633	APC Smart-UPS 1500 USB	1.00	480.22	480.22
<b>Total:</b>									480.22

**Account Summary**

Detail	Fiscal Year	Chart	Account	Sub-Acct	Object Code	Sub-Obj	Project Code	Org Ref ID	Org Doc #	Payment Amt
<a href="#">▶ show</a>		UA	1912610		4010					480.22
<b>Total: 480.22</b>										

hold
cancel
exit

<
>

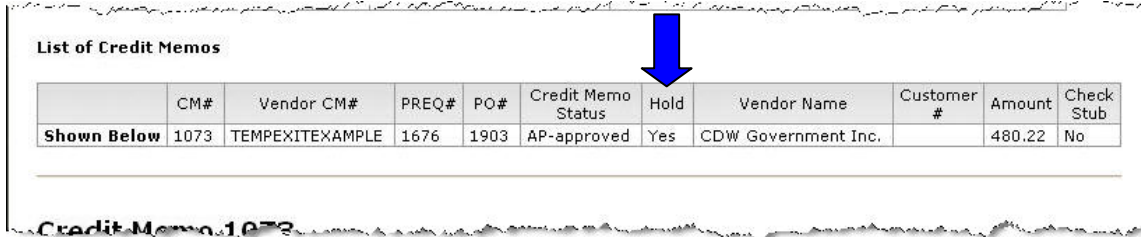
Process a Credit Memo\_1.4\_101305.doc

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Page 24 of 34

## 5.1 Placing a CM on Hold

The processor selects  on a credit memo document to prevent that credit from being bundled with PREQ payments for extract to PDP (see Section 6 Extract to PDP). The hold is indicated in the search results when searching for credit memos and in the List of Credit memos above the document when linked from the search (below).



	CM#	Vendor CM#	PREQ#	PO#	Credit Memo Status	Hold	Vendor Name	Customer #	Amount	Check Stub
<b>Shown Below</b>	1073	TEMPEXITEXAMPLE	1676	1903	AP-approved	Yes	CDW Government Inc.		480.22	No

Credit Memo 1073

The AP user selects  when it is determined the hold is no longer applicable. Removing hold allows the CM to be eligible for extraction to PDP. Removing hold also allows the AP user to cancel the document if appropriate.

## 5.2 Canceling a CM

A processor selects  on a credit memo document to cancel the document. Reasons for canceling a credit memo include the credit was entered in error or that certain information such as accounting needs to be changed. If accounting needs to be changed then the current credit memo is cancelled and a new credit memo is processed.

Credit memos that have been extracted to PDP may not be held or cancelled in EPIC.

## 6. Extract to PDP

The Pre-Disbursement Processor (PDP) takes payment files from EPIC and other PDP customers and creates bank payment files for ACH payments or formats printing files for checks.

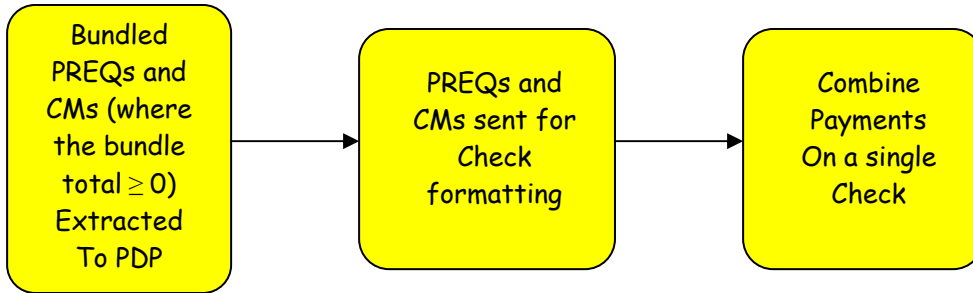
### 6.1 Extracting CMs to PDP

The system will group all PREQs and CMs eligible for extract by vendor number (divisions have unique vendor numbers) by campus, by remit address country and zip code. If the group total amount is greater than or equal to zero (invoice total  $\geq$  CM total) the grouping is bundled and extracted to PDP for payment. If the group total is negative (invoice total  $<$  CM total) the grouping will not be bundled or extracted to PDP. The bundle will carry only one remit address and that is the remit address on the credit memo.

PREQs and CMs are extracted in a nightly batch process once the following conditions are met:

- Pay date for the PREQ is the current date or earlier
- PREQ status is “Department Approved” or “Auto Approved”
- PREQ’s do not carry a “Hold” or “Request Cancel” flag
- CM status is “AP-approved” or “Complete”
- CM does not carry a “Hold” flag
- The group of PREQs and CMs have positive or zero pay (greater than or equal to zero)

Checks are formatted during the business day following the PDP extract (occurs at approximately 3am). The diagram below depicts the PDP process. Each part of the process will be described in the section below.



Once extracted, a CM can not be placed on hold.

### 6.2 ACH Payments

Credit memos cannot be paid via ACH at the current time. Any payment bundle that includes a credit memo will be paid via check.

### 6.3 Check Payments

When a credit memo is involved, PREQ(s) and the CM are bundled and extracted as a bundle to PDP. CM bundles require that the payment be made via check. The first step in the check formatting process is for PDP to group all payments made to single vendor number together on a check. PDP will group payments if the following are met:

- All payments must have the same vendor number
- The first line of the Remit to address must match (keep in mind that the credit memo bundle contains the remit address of the credit memo only)
- The Payee name must be the same

EPIC sends to PDP one file for each campus. For this reason, payments will not be combined across campuses on a single check. Keep in mind also that a division will have a unique vendor number so payments made to a division would not be grouped on a check with payments to the parent. If there are payments in addition to those in the credit memo bundle, those may also be grouped on the same check.

### 6.4 Reviewing PDP Payment Information

CMs that have been extracted to PDP for payment will display a button on the face of the CM titled “PDP Status.” This is the document shown from the link on the search screen in EPIC.

<a href="#">show</a>	1054	CMPO1665SB		1665	Complete	No	Cannon IV	850.00	No
<b>Shown Below</b>	1060	CMPO1665LN3		1665	AP-approved	No	Cannon IV	1,286.27	No

---

**Credit Memo 1060**


[pdp status](#)

**General Description**

Vendor #:	19764-0	Credit Memo #:	1060
PO #:	1665		

AP processors as well as EPIC users can check the status of the payment by selecting [pdp status](#).

The record from PDP is returned:

Summary	Batch	Payment	Payee	Accounting	ACH Info	History	Notes
Number of Payments in this Disbursement:		5		Number of Payments in this Payment Group:		5	
Customer:		BL-FMOP-EPIC		Payee Name:		CANNON IV	
Disbursement Type:		Check		Payee ID Type:		Vendor ID	
Disbursement Number:		300004516		* Payee ID:		*****	
Invoice Date:		09/05/2005		Source Payment Document Number:		1060	
Payment Date:		09/09/2005		PO Number:		1665	
Disbursement Date:		09/26/2005		Invoice Number:		CMPO1665LN3	
Payment Status:		Extracted		Requisition Number:			
Net Payment Amount:		(\$1,286.27)		Customer Number for IU:			
							

\* You do not have access to fields with Red Asterisk

Much of the information provided is from the CM itself. Some fields, however, include information that PDP has assigned to the payment. Note the following fields:

#### 6.4.1 Customer

This refers to the PDP customer – in this case EPIC is the PDP customer which has been assigned the name of BL-FMOP-EPIC. The first two characters in the customer id indicate the processing campus.

#### 6.4.2 Disbursement Type

This field indicates whether the payment has been made via ACH or check.

#### 6.4.3 Disbursement Number

This field identifies the number associated with the disbursement. In the case of a check this field will contain the check number. In the case of an ACH, this number is the one associated with the ACH payment.

#### 6.4.4 Payment Date

For credit memo payment records, the payment date is the date the CM is created in EPIC.

#### 6.4.5 Disbursement Date

This is the actual date that funds are disbursed. It is the check date if a check is printed. In the case of ACH it is the date the funds are transferred from IU's bank to make the payment. ACH payments are typically deposited in the vendor's bank one day following the day they are transferred out of IU's bank.

#### 6.4.6 Payment status

This is the PDP payment status. The following PDP statuses are possible for CM records:

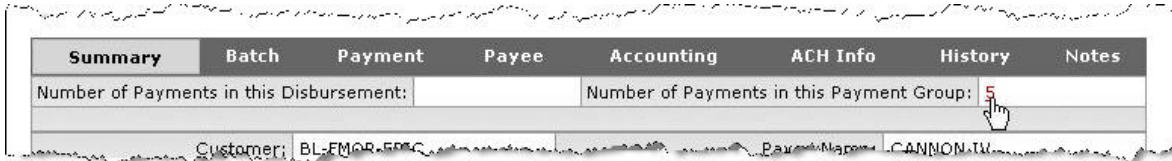
- OPEN – Payment has been loaded from EPIC to PDP
- FORM – Payment has been selected for format and PDP is in the process of formatting payments
- HELD – Payment is on Hold in PDP
- EXTRACTED – Payment has been made (extracted to PayBase)
- CPAY – Payment was cancelled in PDP before format
- CDIS – Payment was cancelled in PDP after format

#### 6.4.7 Net Payment Amount

This is the net amount disbursed by PDP. For credit memos, this is the amount of credit that will offset the invoice payment.

#### 6.4.8 Number of Payments in this Payment Group

This link shows the payments with which the credit memo is bundled.



When the link is selected, PDP returns the following screen:

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Return to: [Payment Detail Screen](#)

Summary	Batch	Payment	Payee	Accounting	ACH Info	History	Notes
Customer:	BL-FMOP-EPIC				Payee Name:	CANNON IV	
Disbursement Type:	Check				Payee ID Type:	Vendor ID	
Disbursement Number:	300004516				* Payee ID:	*****	
Disbursement Date:	09/26/2005						
Payment Status:	Extracted						

\* You do not have access to fields with Red Asterisk

**This Payment:**

Payment Detail ID	Source Payment Document Number	PO Number	Invoice Number	Requisition Number	Customer Number for IU	Pay Date	Net Payment Amount
<u>10092948</u>	1060	1665	CMPO1665LN3			09/09/2005	(\$1,286.27)

**Other Payments Associated with this Payment Group:**

Payment Detail ID	Source Payment Document Number	PO Number	Invoice Number	Requisition Number	Customer Number for IU:	Pay Date	Net Payment Amount
<u>10092952</u>	1608	1738	1738TESTYA			09/09/2005	\$600.00
<u>10092949</u>	1437	1665	1665C			09/09/2005	\$236.20
<u>10092950</u>	1573	1670	1670NEWTESTF			09/09/2005	\$299.00
<u>10092951</u>	1577	1665	1665NEWTESTJ			09/09/2005	\$258.19

As shown above, CM #1060 was bundled with PREQ #1608, #1437, #1573 and #1577 to create a positive pay extract from EPIC to PDP.

## 7. Search for a Document

Section 7 describes how to search for a document in EPIC.

Section 3 provides instruction for how to reach EPIC Tasks. In EPIC Tasks, one selects Search for Documents to conduct a search.



The PREQ search screen returns to an AP user. To search for credit memos, the user selects the folder titled ‘Credit Memo’ (shown below).

**Search for a Credit Memo**



Enter the search criteria to find credit memos:

Requisition	Purchase Order	Payment Request	Credit Memo
Vendor Credit Memo #: <input type="text"/> ( <input type="checkbox"/> Exact)			Credit Memo #: <input type="text"/>
PREQ #: <input type="text"/> ?			Initiator ID: <input type="text"/> ?
Purchase Order #: <input type="text"/> ?			Credit On Hold: <input type="button" value="v"/> ?
Vendor Name: <input type="text"/> ?			Extracted to PDP: <input type="button" value="v"/>
Chart/Org: <input type="button" value="v"/> / <input type="text"/>			Campus: <input type="button" value="v"/> ?
Chart/Account: <input type="button" value="v"/> / <input type="text"/> ?			Credit Memo Date Range: from <input type="text"/> to <input type="text"/>
Customer #: <input type="text"/> ?			AP Approval Date Range: from <input type="text"/> to <input type="text"/> ?
Vendor #: <input type="text"/> ?			
Credit Memo Status: <input type="checkbox"/> AP-approved <input type="checkbox"/> Cancelled <input type="checkbox"/> Complete <input type="checkbox"/> In progress			
<input type="button" value="search"/> <input type="button" value="clear fields"/> <input type="button" value="exit"/>			

Searches on requisition, purchase order, and payment request are also available by selecting those tabs.

**7.1 Search Criteria**

**7.1.1 Vendor Credit Memo #**

Vendor Credit Memo #: <input type="text"/> ( <input type="checkbox"/> Exact)
--

The vendor credit memo number search can either be an assumed wild card search or can be an exact search. For example, searching on the VCM# = ‘TCCM’

Vendor Credit Memo #: <input type="text" value="TCCM"/> ( <input type="checkbox"/> Exact)
---

returns any CM containing the value ‘TCCM’ whether at the beginning, middle or end of the vendor credit memo number:

CM#	Vendor CM#	PREQ#	PO#	Credit Memo Status	Hold	Vendor Name	Customer #	Amount	Check Stub	PDP Extract Date
<u>1071</u>	TCCMPREQ1650	1650	1892	AP-approved	No	Fisher Scientific		265.28	No	
<u>1070</u>	TCCMPREQ1658	1658	1893	AP-approved	No	Technology Integration Group		14,863.06	No	
<u>1069</u>	TCCMPREQ1655	1655	1893	AP-approved	No	Technology Integration Group		23,486.18	No	
<u>1068</u>	TCCMPO1898		1898	AP-approved	No	Technology Integration Group		43,994.43	No	
<u>1065</u>	TCCM20KVEN			AP-approved	No	Cannon IV		20,000.00	No	

In this case, the search for an exact vendor credit memo number ‘TCCM’

Vendor Credit Memo #:  (  Exact)

will not return any CMs because none exist in the test data base. The system will notify the user that none exists:

**No credit memos were found which match the search criteria. Please try again.**

**7.1.2 Credit Memo #**

Credit Memo #:

Credit memo numbers are assigned by EPIC as sequential numbers beginning with 1000. An error message will be returned if the number format is not valid, for example, \*565 will return the following error message:

**ERROR: Credit Memo # must be a valid number.**

A search on a valid CM# format, which does not yet have an associated CM, will return the ‘no match’ statement:

**No credit memos were found which match the search criteria. Please try again.**

**7.1.3 PREQ #**

PREQ #:  ?

Payment request numbers are assigned by EPIC as sequential numbers beginning with 1000. Error messages and statements regarding the search will return similarly to CM# searches.

**7.1.4 Initiator ID**

Initiator ID:  ?

The initiator id is the university system id of the AP user who processed the credit memo.

**7.1.5 Purchase Order #**

Purchase Order #:  ?

Purchase order numbers are assigned by EPIC as sequential numbers beginning with 1000. Error messages and statements regarding the search will return similarly to CM# searches.

**7.1.6 Credit on Hold**

Credit On Hold:  ?

The Hold indicator can be specified as part of the search. Select ‘yes’ to return matches for CMs that are currently on hold. Note: Hold is not a status in EPIC.

Credit On Hold:  ?

Extracted to PDP:

Campus:

7.1.7 Vendor Name

Vendor Name:  ?

The vendor name search criterion assumes wild cards. Any of the following entries, ‘Can’, ‘non’ or ‘IV’, will return Cannon IV credit memo matches. It is advisable to include additional search criteria with vendor name in order to limit the number of the matches returned.

7.1.8 Extracted to PDP

Extracted to PDP:

Searches on extracted to PDP can specify yes, no or the default, null, which returns both extracted and non-extracted to PDP credit memos. One selects ‘yes’ to return credit memos that have been extracted.

Extracted to PDP:

Campus:

Credit Memo Date:

7.1.9 Chart/Org

Chart/Org:  /

Searches are performed on Chart and organization. Most users will need to input either a chart/org combination or a chart/account combination for searches. This is not true for AP users. The dropdown menu for chart is:

Chart/Org:

Chart/Account:

Customer #:

Vendor #:

Credit Memo Status:

7.1.10 Campus

Campus:  ?

The campus criterion returns matches for the campus that originated the credit memo. The dropdown menu is shown:

Campus:

Credit Memo Date Range:

Approval Date Range:

7.1.11 Chart/ Account #

Chart/Account:  /  ?

Searches are performed on Chart and account. Most users will need to input either a chart/org combination or a chart/account combination for searches. This is not true for AP users. The chart dropdown menu is identical to the menu for the Chart/Org dropdown.

### 7.1.12 Credit Memo Date Range

Credit Memo Date Range:	from <input style="width: 60px;" type="text"/>	to <input style="width: 60px;" type="text"/>
-------------------------	--	--

Date ranges should be entered as MM/DD/YY.

Entering a date in only the ‘from’ field will search on matches dated from that date through the current date. The system will advise with an error message if the date is not a valid format:

**ERROR: 9/20/05 is not a valid date for the Credit Memo Date Range, the date format is MM/DD/YY.**

The date must be entered with slashes. An error message will return if the slashes are omitted:

**ERROR: 092005 is not a valid date for the Credit Memo Date Range, the date format is MM/DD/YY.**

### 7.1.13 Customer #

Customer #:	<input style="width: 150px;" type="text"/> ?
-------------	--

The customer number field assumes wild cards and is case insensitive. The customer number is the number the vendor assigns to Indiana University as its customer.

### 7.1.14 AP Approval Date Range

AP Approval Date Range:	from <input style="width: 60px;" type="text"/>	to <input style="width: 60px;" type="text"/>	?
-------------------------	--	--	---

Date ranges should be entered as MM/DD/YY.

Entering a date in only the ‘from’ field will search on matches dated from that date through the current date. AP Approval Date Range validation is similar to Credit Memo Date Range validation.

### 7.1.15 Vendor #

Vendor #:	<input style="width: 150px;" type="text"/> ?
-----------	--

A search can be performed on the EPIC vendor number. The number can be input with the division extension or without. For example, Cannon IV may be input (in test) as ‘19764’ or ‘19764-0’. EPIC ignores leading zeros in the matching logic so 019764 is the same input as 19764.

If an invalid vendor number is input, then an error message will return:

**ERROR: 10000000019764 is not a valid Vendor #**


### 7.1.16 Credit Memo Status

Credit Memo Status:	<input type="checkbox"/> AP-approved <input type="checkbox"/> Cancelled <input type="checkbox"/> Complete <input type="checkbox"/> In progress
---------------------	---

The default search is all statuses: AP-approved, Cancelled, Complete and In Progress. A search on one status or on multiple statuses can be performed by ticking the box left of the status.

## 7.2 Techniques to Manage searches

It is often preferable to limit the search result by including additional criteria. For example, a search on vendor name is more likely to return the needed result if criteria such as campus, date ranges or initiator are included. It may be important to combine a vendor name with extracted to PDP = yes. The use of multiple criteria is likely to improve the search results in many cases.


It is advisable to use the  button between searches because inputted fields from a prior search may contaminate the current search. The result could be that no search results are returned when in fact the credit memo does exist.

## 7.3 Special Purposes Searches

### 7.3.1 Creating the OnBase Image Exception Report


Credit memo images are attached to CM documents on the basis of the CM number. Once approved by the AP processor, the CM status is set to “AP-approved.” The document status changes to “Complete” when an image is attached to the credit memo. In the future, a credit memo document with a status of Complete will route through fiscal officer routing as an FYI document. This functionality is not currently available.


The CM document will remain in “AP-approved” status until the image is attached. The credit memo can be extracted to PDP in either “AP-approved” status or “Complete” status. To ensure that the CM document is complete with an image link, the AP user should confirm daily that the prior day’s CMs have attached to the document. The search screen can be used to identify any CMs that do not yet have credit memo images attached. A processor need only select the combination of the status of “AP-approved” and either the campus or the initiator id. It is possible to run this query without specifying a campus or initiator id but the results will return CMs without attached images for all processors and all campuses – likely more information than any processor will need.

**Search for a Credit Memo** 

Enter the search criteria to find credit memos:

Requisition	Purchase Order	Payment Request	Credit Memo
Vendor Credit Memo #: <input type="text"/> ( <input type="checkbox"/> Exact)			Credit Memo #: <input type="text"/>
PREQ #: <input type="text"/> ?			Initiator ID: <input type="text"/> ?
Purchase Order #: <input type="text"/> ?			Credit On Hold: <input type="text"/> ?
Vendor Name: <input type="text"/> ?			Extracted to PDP: <input type="text"/>
Chart/Org: <input type="text"/> / <input type="text"/>			Campus: <input type="text"/> Kokomo ?
Chart/Account: <input type="text"/> / <input type="text"/> ?			Credit Memo Date Range: from <input type="text"/> to <input type="text"/>
Customer #: <input type="text"/> ?			AP Approval Date Range: from <input type="text"/> to <input type="text"/> ?
Vendor #: <input type="text"/> ?			
Credit Memo Status: <input checked="" type="checkbox"/> AP-approved <input type="checkbox"/> Cancelled <input type="checkbox"/> Complete <input type="checkbox"/> In progress			
<input type="button" value="search"/> <input type="button" value="clear fields"/> <input type="button" value="exit"/>			

Search 

 Internet

The following advice should be heeded when running the image exception report.

- This query should not be run until after all of the credit memos from the previous day have been scanned, indexed and committed in OnBase.
- Once invoices have scanned, indexed and committed in OnBase, the processor should wait at least ½ hour before running this report as the batch script used to connect credit memo images with CM documents runs every ½ hour.

## 8. Security

EPIC security is managed by ADS user groups. The following user groups are important to the processing of invoices and credit memos in EPIC.

**8.1 AP user**

AP users are set up in the AP user ads group. AP users are the only users who are allowed to process invoices (thus creating PREQs), cancel a PREQ or modify the following on an AP-approved PREQ: pay date, attachment flag, special handling instructions and immediate pay flag (functionality to be implemented in November). AP users are the only users who are allowed to process credit memos, place a CM on hold, or cancel a CM.

**8.2 Departmental users**

Departmental users include anyone who is faculty or staff of IU. A departmental user must be set up in the workflow approval chain in order for a document to route to that user for approval. Departmental users receive an FYI routing of a credit memo. The CM will route to the PREQ delegate, if none exists, it will route to the doc type All delegate and if none exists, it will route to the fiscal officer.