

How to create a Credit Memo

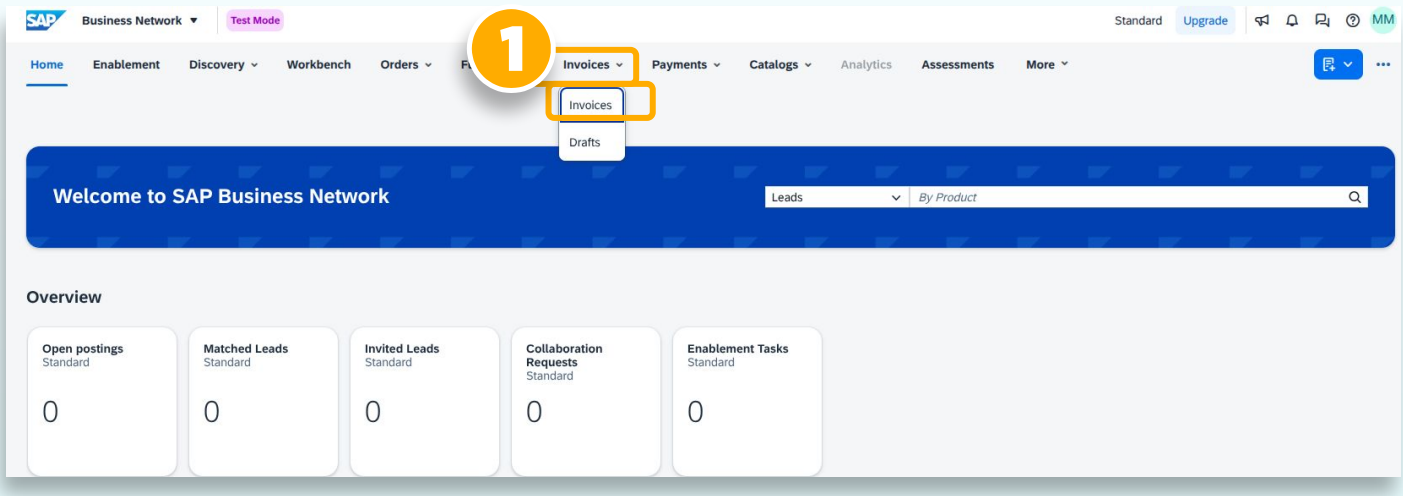
A Quick Reference Guide for Suppliers

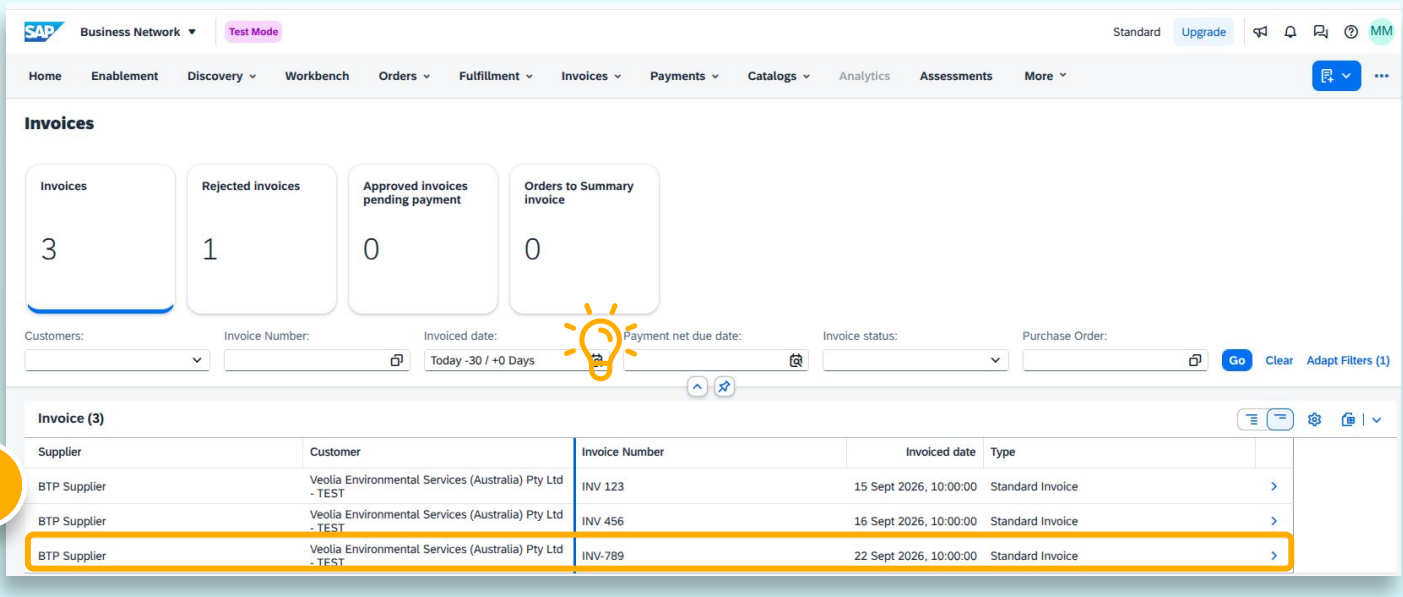
Next Gen

Version 1 Sept 2026

VEOLIA

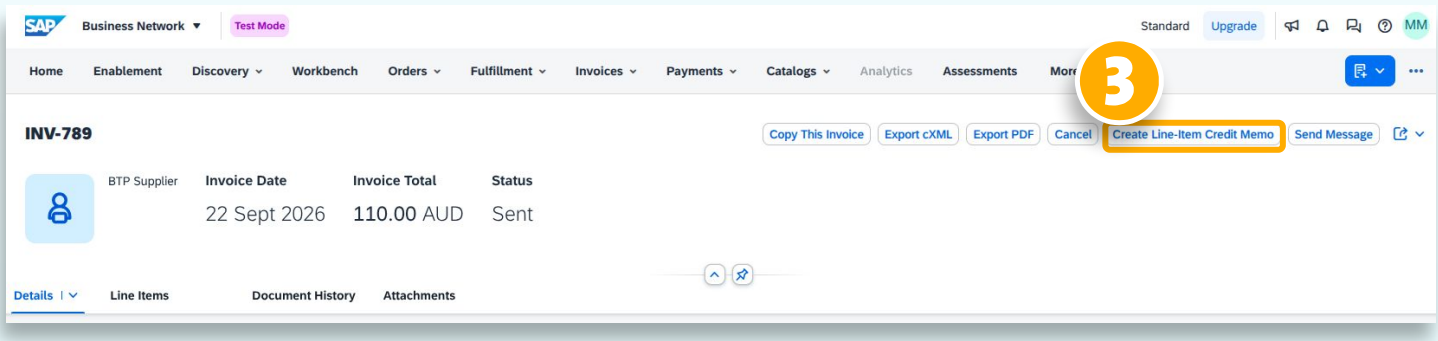
1. Access the Business Network website and navigate to **Invoices > Invoices.**
2. Locate and select the Invoice number requiring Credit Memo creation.

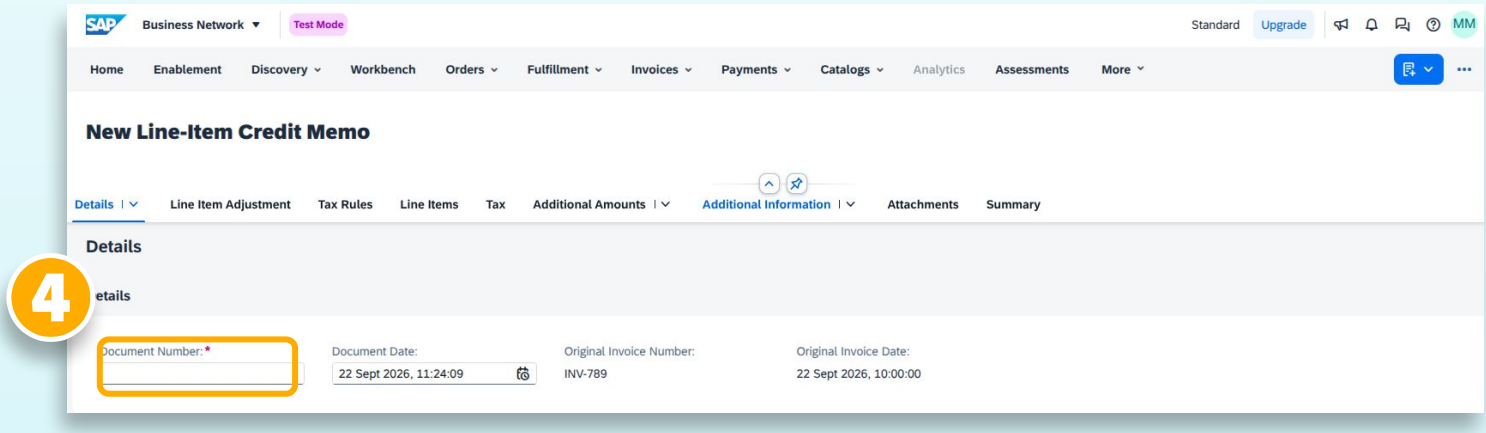


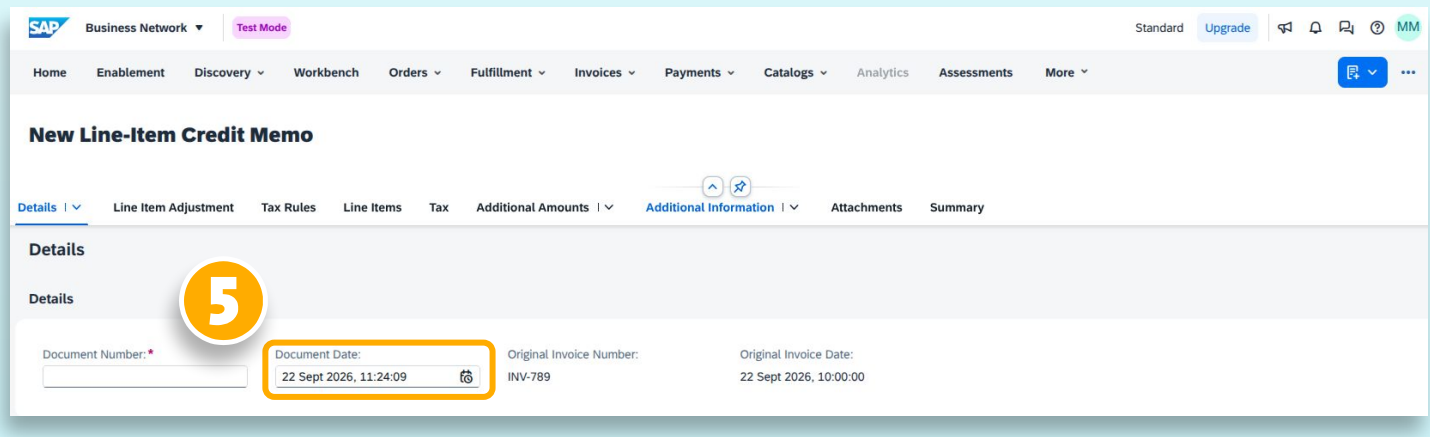


Note: Ensure the Invoiced date filter is set to the last 365 days to view all invoices from the past year, then select 'Go'.

3. After opening the Invoice, select **Create Line-Item Credit Memo**.
4. Enter the Credit Memo number, which can be your invoice number followed by "**CM**" for easy identification.
5. Select the Credit Memo **date.**



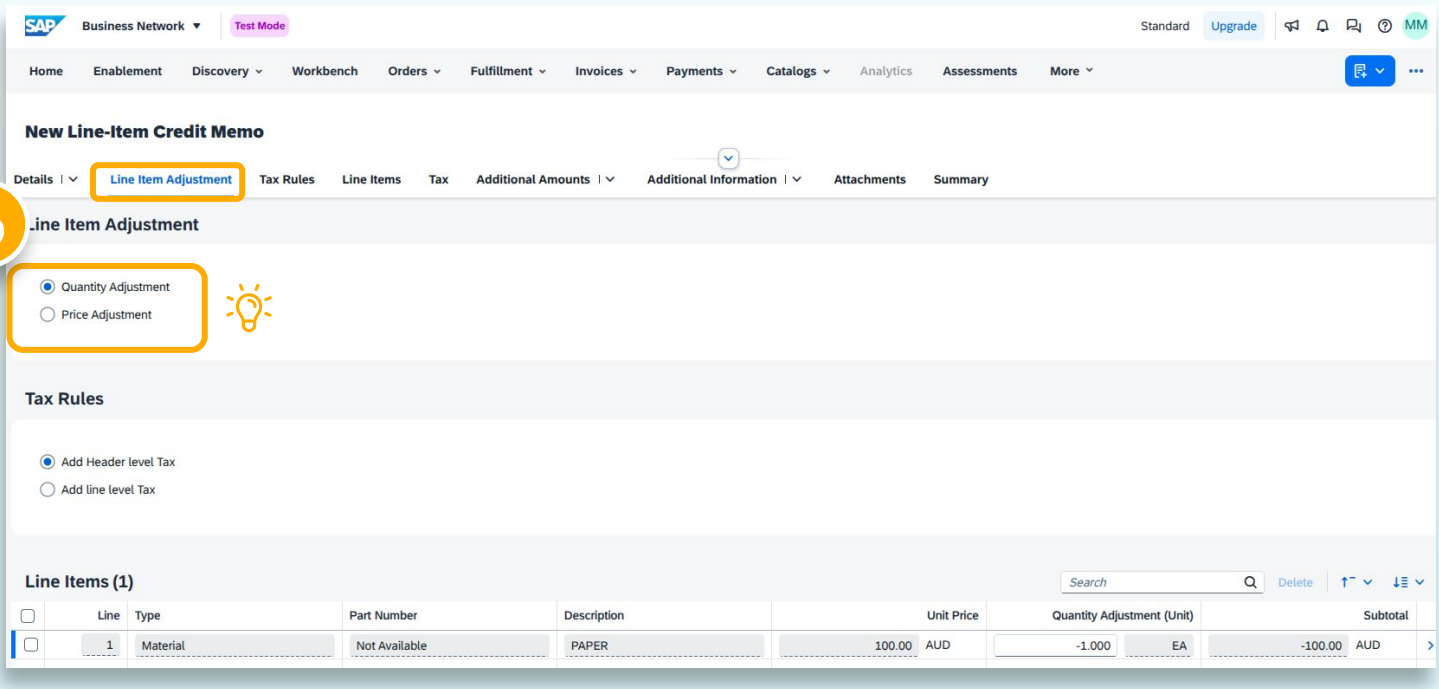




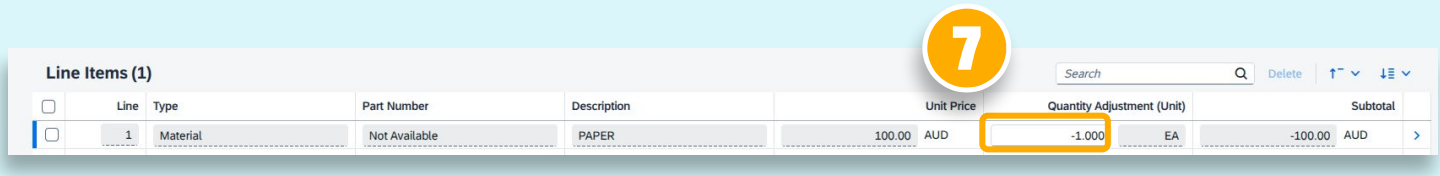
6. Navigate to the Line Item Adjustment and select the Credit Memo type "**Quantity Adjustment** " or "**Price Adjustment** ".

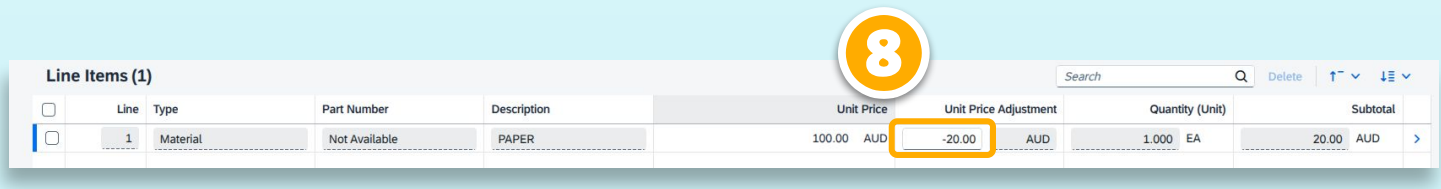
7. For a quantity adjustment, enter a negative number for the units to be credited.

8. Enter the **negative price** to adjust if it is a **Price Adjustment Credit Memo**.



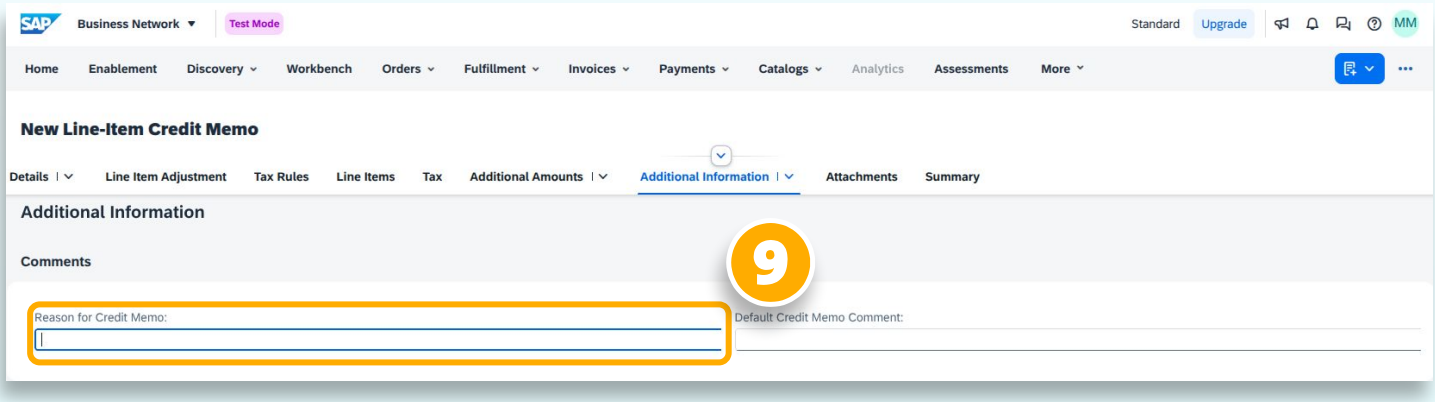
Note: When creating a Credit Memo, if the adjustment is due to a price change, any units already consumed cannot be re-invoiced. If an error requires re-submission of the invoice, select "Quantity adjustment" for the Credit Memo type.

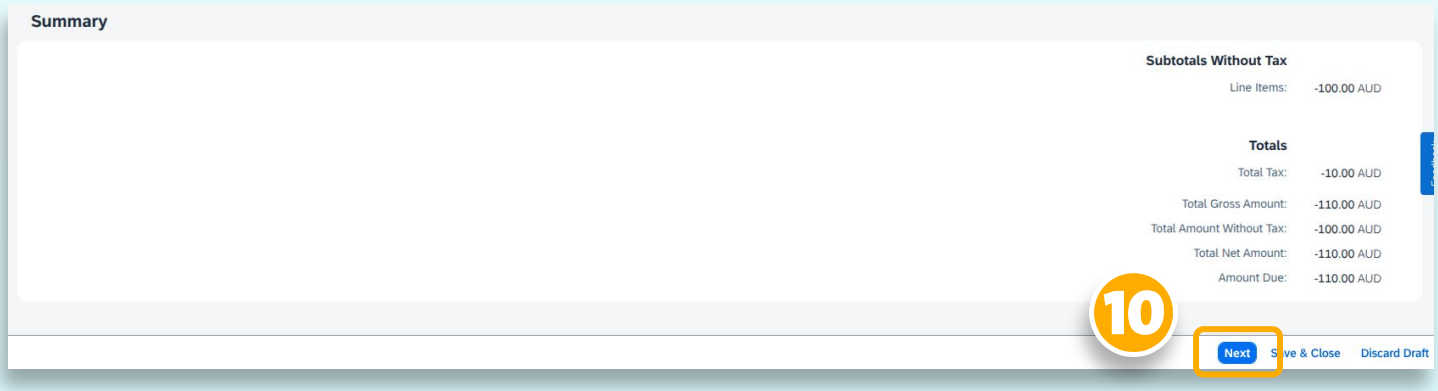


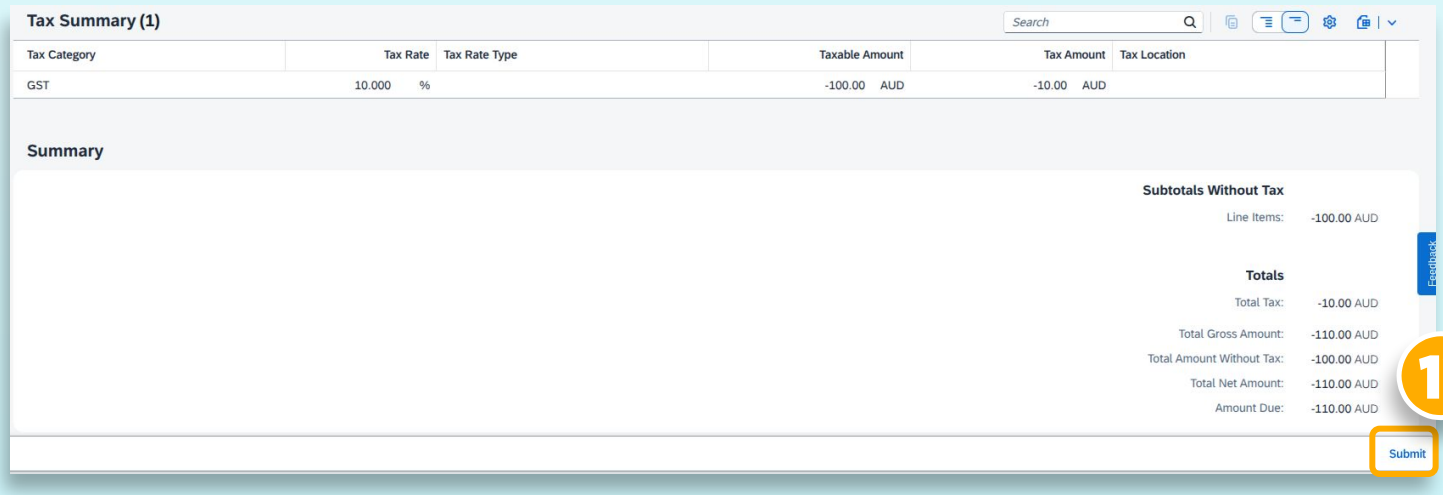


Note: Ensure a minus sign precedes the amount or quantity adjustment.

9. Add the **reason** for the credit Memo in the comments section.
10. Once the price or the quantity has been adjust click on **Next**
11. Review the summary of the Credit Memo just to make sure that the amount to credit is correct and Click on **Submit.**







Need more help? [Visit our dedicated supplier page]