

Key Point

Credit Note



A credit note is the opposite of an invoice. It confirms the amount to be deducted from a customer's bill due to faulty/damaged goods.

Completing the document:

Every credit note needs to include:

1. Customer Name and address.
2. Your Returns Reference (The number they wrote on the letter when they returned to goods)
3. Date and Invoice Number
4. Credit Note Number
5. Description of goods and unit (as is on original invoice)
6. Calculations are the same but instead of 'total due' you will have total refunded.

Look out for the following mistakes

- Entering the wrong quantity or other details.
- Some returned items missing.
- Discounts don't match those on the invoice.
- Faulty calculations.



Adapted from: Notes by TP