

User Guide – Create and View Credit Memos

Version 1.0 December 1, 2014

OVERVIEW

This User Guide aims to describe how iSupplier Users can create Credit Memos.

HOW TO USE THIS USER GUIDE

If familiar with the iSupplier Portal Functionalities and the CRC process, refer to the one-page Quick Reference (Cheat sheet) on page 2. Otherwise, review the Process Overview section to better understand the processes. Next, review the Content/Checklist section, as this section lists the required and optional steps for each of the processes. Last, complete the required steps according to the detailed written instructions which follow the numbering sequence shown in the screenshots for how each of the tasks shall be executed.

When completing the steps in the iSupplier Portal, refer to the Content/Checklist column to validate the required steps have been completed. In addition, this User Guide provides high-lighted and / or framed notes, tips and important messages to assist in some tasks when creating an invoice.

PROCESS OVERVIEW

Suppliers can submit a Credit Memos to CRC in the iSupplier Portal when the credit memo amount is a negative. First, Supplier must prepare the Credit Memos with all the information required by CRC. The original Invoice number, Field Ticket number or agreement information fields are optional. But, this information is very valuable to the Accounts Payable department when determining where the credit should be applied and it can help prevent delays in processing. Finally, Supplier must submit the Credit Memo and CRC will confirm if it has been exported for processing.

IMPORTANT: Suppliers will not be able to change a Credit Memo after it has been submitted.



User Guide – Create and View Credit Memos

Version 1.0 December 1, 2014

QUICK REFERENCE (CHEAT SHEET)

1. Login to the iSupplier Portal

- In the "Main Menu" panel click on the "Supplier User Invoicing" responsibility.
- From the "Home" page, click on the "Finance" tab.

2. Complete the Credit Memo Details.

- On the **"Finance"** tab, click on the **"Create Credit Memos"** hyperlink.
- Click on the "Create" button at the top-right corner of the screen.

IMPORTANT: It is critical to complete all the required fields, marked with an asterisks, among the **"Credit Memo Details"** sections.

- In the "Business Unit" field enter the Business Unit.
- Click on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of Business Units and click on the respective "Quick Select" icon for the associated Business Unit that the Credit Memo is billing.
- In the **"AP Location"** field enter the location within the Business Unit.
- Click on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of locations and click on the respective "Quick Select" icon for the associated location within the Business Unit previously selected.
- In the "Supplier Site" field enter the remittance company name.
- Click on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of site name(s) and click on the respective "Quick Select" icon for the company name to receive the credit payment.
- Populate the "Credit Memo #" field.
- Only numerical and alpha characters are allowed in this field. <u>Do not</u> enter any special characters.
- Populate the "Credit Memo Amount" field.
- IMPORTANT: The amount must be a Negative amount. • In the "Currency" field enter the type of currency being
- used by clicking on the "Magnifying Glass" icon.
 In the "Credit Memo Date" field, click on the "Calendar" icon to select the effective credit date.
- Do not select a future date.
- If applicable, populate any of the reference fields.
 IMPORTANT: These fields will be very valuable to the Accounts Payable department when determining where the credit should be applied to. All information that can be provided in these fields can help prevent delays in processing.
- Populate the "Original Invoice #" field if the credit applies to a specific invoice(s).

IMPORTANT: Only numerical and alpha characters are allowed in this field. Do not enter any special characters.

- Populate the "Original Field Ticket #" field if the credit applies to a specific field ticket(s).
- Populate the "Agreement # (SPO/BPA)" field if applicable.
- In the **"Credit Memo Description"** field, provide/summarize the Credit Memo content as clearly as possible.
- Alternatively, click on the **"Save"** button if is required to attach any attachment.
- On the "Header Attachments" section, attach any required or support documentation to the credit memo. Click on the "+" symbol located next to the "Header Attachments" title to expand this section, and then click on the "Add Attachment" button.
- Click on the **"Submit"** button. A confirmation message will be displayed indicating that the Credit Memo has been submitted.
- **3.** Search for a Draft copy of a Credit Memo or Credit Memo that was submitted before.
 - Click on the "Create Credit Memos" hyperlink below the "Finance" tab.
 - As needed, populate any of the search criteria to search for specific credit memo or leave the search fields blank to view all credit memos.
 - Click on the "Go" button.
 - Identify the Credit Memo and click on the applicable "Credit Memo #" hyperlink to see the Credit Memo detailed information.
 - The "Status" column indicates the current status the Credit Memo is in. It can show the following credit memo statuses.
 - Draft The Credit Memo has been started, but not submitted for processed. You can open the draft and resume completing your memo.
 - Submitted The Credit Memo was created and has been submitted for processing. Changes to the Credit Memo are not allowed.
 - ➤ Confirmed The Credit Memo has successfully exported for processing. Account Payable department can now view and work the Credit Memo.
 - As needed and <u>only</u> when the Credit Memo is in 'Draft' status, click on the "**Penci**l" icon to continue completing the Credit Memo for submission.



User Guide – Create and View Credit Memos

Version 1.0 December 1, 2014

CONTENT / CHECKLIST

	Steps	Page No	Required	Check
1.	Access the iSupplier Portal	4	Required	
2.	Create a Credit Memo	5	Required	
	2.1. Complete the Credit Memo Details	5	Required	
	2.1.1. Add Attachments	8	Optional	
3.	Search for Credit Memos	10	Optional	



User Guide – Create and View Credit Memos

Version 1.0 December 1, 2014

INSTRUCTIONS

1. ACCESS THE ISUPPLIER PORTAL

Login to the iSupplier Portal at: http://CRCsupplier.CRC.com/OA HTML/AppsLocalLogin.jsp

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(1) Enter Username and Password and click on the "Login" button.

Note: The **"Password"** field is case sensitive. If there is a problem accessing to the iSupplier Portal, click at the **"Login Assistance"** hyperlink. Alternatively, view the <u>User Guide– Overview Access and Passwords, Navigation,</u> <u>Notification</u>

After logging in to the portal, the **"Oracle Application Home Page"** will be displayed if more than one responsibility is assigned to the user. If the user only has one responsibility the **"Home"** tab screen for that responsibility will automatically be displayed.

Main Menu	Worklis	st			
Personalize					Full List
iSupplier Portal Full Access	From	Туре	Subject	Sent 🔻	Due
Supplier User - Finance View Supplier User - Full Access	-	AP Invoice Hold Notification	And the second second second second	28-Feb-2013	28-Feb-201
Supplier User - Full View Supplier User - Transactions Supplier User - Invoicing	Sector Sector	AP Invoice Hold Notification		26-Feb-2013	26-Feb-201

(2) To access and view the invoice, click on the "Supplier User – Invoicing" responsibility to view and create an invoice.

Once in the required responsibility, the **"Home"** tab screen for that responsibility will then be displayed. Click on the **"Finance"** tab to see and create Invoices.



2. CREATE A CREDIT MEMO

2.1. COMPLETE THE CREDIT MEMO DETAILS

On the "Finance" tab, create and submit a Credit Memo.

Home Orders Finance Admin	
Create Invoices Create Credit Memos View Invoices View Payments	
Credit Memos Search (1)	(2)
	Create
Simple Search	
Note that the search is case insensitive	Advanced Search
Business Unit 🔄 🚽 🔍 Credit Memo #	
AP Location 🔄 🔍 Submit Date 🗐	
Supplier Name CDW DIRECT LLC Credit Memo Date	
Supplier Site Status	
Go Clear	

- (1) Click on the "Create Credit Memos" hyperlink.
- (2) Click on the "Create" button, then the "Create Credit Memos" screen will appear.

IMPORTANT: It is critical to complete all the required fields among the **"Credit Memo Details"** sections before proceeding to complete the other Credit Memo sections.

Home Orders Finance	e Admin							
		nos View Invoice	s View Payment	5				
Finance: Create Credit Men	10S >						0	0
Create Credit Memos							(13)	(15)
						C	ose Save	Submit
Credit Memo Details			3			0		
* Business Un				in at least one of the follow	ring fields	(10)		
~		K	-	Original Invoice # 123A	ning meius			
	n L	10.	9					
Supplie	-		Or	iginal Field Ticket #				
* Supplier Sit	e (L	Agre	ement # (SPO/BPA) 21%123	4			
* Credit Memo	# 1234			Requestor Name				
* Credit Memo Amour	nt -100.00	6			and of Trucing 1004. There	(12)		
(8) * Currence	y USD		cicu	ovcipuji	nent of Invoice 123A. Item n PO 21%1234 was returned	a î Y		
* Credit Memo Dat	-			1 1120 0				
Credit Memo Dat	e 15-Feb-20	(9)						
		\cup				-		
						100		
🛛 🖃 Header Attachme	nts							
<u>ل</u>	_							
1 ⁴								
	1							
Add Attachment								
Title	Туре	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								
						C	ose Save	Submit
						U.	And Ande	Subilit

Note: Asterisks (*) indicates a field is required.



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- (3) In the "Business Unit" field enter the Business Unit by clicking on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of Business Units and click on the respective "Quick Select" icon for the associated Business Unit that the Credit Memo is billing. Note: The AP Location Field will appear after the Business Unit is selected.
- (4) In the "AP Location" field enter the location within the Business Unit by clicking on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of locations and click on the respective "Quick Select" icon for the associated location within the Business Unit previously selected.
- (5) In the "Supplier Site" field enter the remittance company name by clicking on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of site name(s) and click on the respective "Quick Select" icon for the company name to receive the credit payment.
- (6) Populate the "Credit Memo #" field. Note: Do not enter any special character in this field (i.e. '/', '#', '-'), otherwise an error message will be shown at the top of the screen and the credit memo cannot be submitted.
- (7) Populate the "Credit Memo Amount" field. Note: The amount must be a **<u>Negative</u>** amount.
- (8) In the "Currency" field enter the type of currency being used by clicking on the "Magnifying Glass" icon; a "Search and Select" window will appear. Then click on the "Go" button for listing of currencies and click on the respective "Quick Select" icon for the appropriate currency. Note: If the appropriate currency is not available on the list, select the "Next" button to populate the next set

of currencies. They are listed in alphabetical order. (9) In the "Credit Memo Date" field, click on the "Calendar" icon to select the effective credit date.

Note: Do not select a future date.

- (10) These fields are to reference what the credit is taken against.
 - Populate the "Original Invoice #" field if the credit applies to a specific invoice(s). Note: Do not enter any special characters in this field (i.e. '/', '#'. '-'), otherwise an error message will be shown at the top of the screen.
 - Populate the "Original Field Ticket #" field if the credit applies to a specific field ticket(s).
 - Populate the "Agreement # (SPO/BPA)" field if applicable.
 - Note: If an SPO number is known, provide the respective number that the credit should be applied to. You could type a complete SPO number or a partial value. Use the percentage wild character (%) to represent unknown values, for example, type the first two digits of the SPO number followed by the '%' symbol and the last four digits of the SPO number (i.e.: 21%3321, 25%9876, etc.).

IMPORTANT: This information will be very valuable to the Accounts Payable department when determining where the credit should be applied to. All information that can be provided in these fields can help prevent delays in processing.

- (11) As needed, provide the CRC personnel requester in the "Requestor Name" field.
- (12) In the "Credit Memo Description" field, describe/summarize the Credit Memo content as clearly as possible. Use this field for any additional comments or details as to why CRC is due the credit. (i.e.: Overpayment of invoice XXXX. Item on PO 21%4567 was returned)
- (13) Click on the "Save" button. This step is only necessary to allow for an attachment to be added, otherwise you can skip this step and go directly to step 15.

Note: It is best to complete and submit all parts of the Credit Memo at one time, if for any reason it is not possible to complete and submit the Credit Memo, you can use the "Save" option. The information provided



CALIFORNIA RESOURCES CORPORATION AND ITS AFFILIATES (COL	LECTIVELY, CRC)
Llear Cuide Create and View Credit Morres	Version 1.0
User Guide – Create and View Credit Memos	December 1, 2014

will be saved and the Credit Memo will be available for future completion. For further instructions on how to search for a saved credit memo, see section <u>3. - Search for Credit Memos</u>.

- (14) As needed, on the "Header Attachments" section, attach any required or support documentation to your credit memo. Click on the "+" symbol located next to the "Header Attachments" title to expand this section, the "Add Attachment" button will be shown. For further instructions on how to attach documents, see section 2.1.1 - Add Attachments.
- (15) After completing all of the Credit Memo sections, review it and ensure all the information is accurate. Click on the **"Submit"** button. A confirmation message as shown below will appear on the screen to indicate that Credit Memo has been submitted.

Home Ord	lers Finar	nce Admi		View Invoice	es View Payme	nts								
Informat														
Credit Mem		runy Subinio	teu											
														Create
Simple Sea	arch													
Busir AP Suppli	Location	case insensi	тегсее <u>и</u> и		Credit Memo # Submit Date redit Memo Date Status								Advanced Se	earch
Business Unit	AP Location	Go	Clear Supplier Site	Credit Memo #	Credit Memo Description	Credit Memo Date	Submitted Date	Status	Curronga		Original Invoice #		Agreement # (SPO/BPA)	Update
ELK HILLS POWER LLC	LawoneR	T	(1234			15-Feb-2013	Submitted		-100.00		*	21%1234	
ELK HILLS POWER LLC	FURDOWER	-	(************	LAM13113A	STATUS TEST	31-Jan-2013		Draft	USD	-25.00				1

IMPORTANT: A Credit Memo cannot be modified after it has been submitted. However, the submitted Credit Memo can be viewed in the Finance Tab. For further instructions on how to view an Invoice, see section <u>3. -Search for Credit Memos</u>. For any Credit Memo questions please contact the Account Payable department at 1-855-272-4732 or through the <u>CRC webpage</u>.



User Guide – Create and View Credit Memos

Version 1.0 December 1, 2014

2.1.1. ADD ATTACHMENTS

As needed, use this section to attach any required or support documentation to your credit memo.

IMPORTANT: Use this section to attach all required documents (Excel documentation, Word documentation, etc.) and any support documents.

ste Credit Memos										
									Cluse Save	Sob
adit Memo Details										
* Business Unit	-	Transfer on	P	Please fill	in at least one of I	the following field		_		
* AP Location			ja.		Original Invoice #	123A				
				01	iginal Field Ticket #					
* Supplier Site	lares to be		, Q	Agra	ernent # (SPD/BPA)	21%1234				
* Creskt Memo #	* Credit Memo # 1234			Requestor Name						
	* Currency USD _ 9			* Cred	t Memo Description	Overpayment of Invoice 123A. Item Per123 on PO 21951234 was returned.		*		
* Gredit Memo Date	15-Feb-20	113 📰								
Beader Attachment	φ									
Add Attachment	D									
itle	Туре	Description		Stepery	Last Updated B	v La	st Updated	Usage	Update	Dele
o results found.		-						-		

- (1) On the Click on the "+" symbol located next to "Header Attachment" title, this section will expand.
- (2) Click on the "Add Attachment" button and the following screen will appear.

Home Orders Finance Admin	
Create Invoices Create Credit Memos View Invoices View Payments	
Finance: Create Credit Memos > Create Credit Memos >	
Add Attachment	(6)
	Cancel Add Another Apply
Attachment Summary Information	
(3)	
Title	
Description	
Category Miscellaneous	
Define Attachment	
Type File Browse	
O URL	
© Text	
\bigcirc	

- (3) In the **"Title"** field, enter the file name.
- (4) In the "Description" field, describe/summarize the file content as clearly as possible.
- (5) In the "Define Attachment" section select the appropriate attachment type.

Туре	Description
File	Attach a file by selecting the "File" radio button, then click on the "Browse" button and search
File	for the file in r computer.
URL	Attach a URL by selecting the "URL" radio button, enter (or paste) the applicable URL address (it
UKL	must not be an internal webpage of the Supplier. CRC must be able to access it).

Note: Do not select the Text radio button.



User Guide – Create and View Credit Memos	version 1.0
User Guide – Create and View Credit Memos	December 1, 2014

Note: As needed, click on **"Add Another"** button to continue attaching documentation by repeating the steps above. Every time an attachment is added a confirmation message will be displayed.

(6) Click on the "Apply" button to add the attachments. A confirmation message as shown below is displayed on the "Create Credit Memos: Details" screen to indicate that the attachment has been added.

eate Invoices		e Credit Memos	View Inv	oices	Viev	v Payments											
Confirmation	eipt (co		ed successfull	y but no	ot comr	nitted; it would b	e commit	ted when you c	ommit the rest of th			9 Sub <u>m</u> it					
redit Memo Det	tails																
* Busin	less Un	t Future new			Pleas	e fill in at least	one of	the following f	ields	_							
* AP	Locatio Supplie	n entranter	100			Original I Original Field	nvoice #	-									
* Supp	lier Sit	e Millionitieni.		<u> </u>		Agreement # (S	PO/BPA)	21%1234									
* Credit I			Requestor N														
* (Currenc	y USD 🔟 🔍	USD 🔟 🔍			USD 🔟 🔍		*			Credit Memo Des	scription		of Invoice 123A. Ite 21%1234 was retur			
* Credit Me	mo Dat	e 15-Feb-2013															
🖃 Header Att	tachm	ents								Ŧ							
Add Attachm	ent											(8					
		Description				Category	Last Up	odated By	Last Updated	Usage	Update	Dele					
Receipt (copy)	File	Receipt (copy) to	support Cred	t Memo)	Miscellaneous			15-Feb-2013	One-Time	1	1					

- (7) As needed, update the attachment by clicking on the "Pencil" icon on the "Update" column.
- (8) As needed, to delete the attachment, click on the "Trash can" icon on the "Delete" column.
- (9) Click on the **"Submit"** button. A confirmation message as shown will appear on the screen to indicate that the Credit Memo has been submitted.

IMPORTANT: A Credit Memo cannot be modified after it has been submitted. However, the submitted Credit Memo can be viewed in the Finance Tab. For further instructions on how to view an Invoice, see section <u>3. - Search for Credit Memos</u>. For any Credit Memo questions please contact the Account Payable department at 1-855-272-4732 or through the <u>CRC webpage</u>.



3. SEARCH FOR CREDIT MEMOS

Search for a Credit Memo that have been submitted before to review the status of it; or search for a Draft Copy that was created for continue completing the Credit Memo by following the steps outlined below.

Home Orders	Finance	Admin	-											
Create Invoices	Create	Credit Me	mos	iew Invoices \	/iew Payments									
Credit Memos S	Search		-(1)	1										
			\cup											Create
Simple Search														
Simple Search														
							~							
Note that the se	earch is case	insensitive					(2)						Advanced Se	arch
Business	Unit		2	Credit	Memo #		Y							
AP Location Submit Date														
Supplier Na	ame (0000714	61	Credit Me	mo Date									
Supplier	Site		3	2	Status									
					Status		_							
		GO	Clear											
		(3)										0.0	4.40	
		\smile						G				S Previous	1-10 ▼ <u>N</u>	ext 10 >
	AP		Supplier		Credit Memo	Credit	Submitted	ഘ			Original Invoice	Original Field	Agreement	ே
Business Unit	Location	Supplier		Credit Memo #		Memo Date		Status	Currency				# (SPO/BPA)	Update
ELK HILLS POWER LLC	ER	Пл	C. C. Brenderson		Credit memo for Invoice 21%1234	15-Feb-2013		Draft	USD	-100.00	123A		21%1234	1
OXY LONG BEACH INC - THUMS	1.000		(MPID7	Training Credit Memo	14-Feb-2013	14-Feb-2013	Confirmed	USD	-24.25			21000031846	1

- (1) Click on the "Create Credit Memos" hyperlink below the "Finance" tab.
- (2) As needed, populate any of the search criteria to search for specific credit memo or leave the search fields blank to view all credit memos.
- (3) Click on the **"Go"** button.

Note: Click on the "Advanced Search" button to narrow the search criteria further

- (4) Identify the Credit Memo and click on the applicable "Credit Memo #" hyperlink to see the Credit Memo detailed information.
- (5) The "**Status**" column indicates the current status the Credit Memo is in. It can show the following credit memo statuses.

Status	Description											
Draft	The Credit Memo has been started, but not submitted for processed. You can open the											
Dialt	draft and resume completing your memo											
Submitted	The Credit Memo was created and has been submitted for processing. Changes to the											
Submitted	Credit Memo are not allowed.											
Confirmed	The Credit Memo has successfully exported for processing. Account Payable											
Confirmed	department can now view and work the Credit Memo.											

(6) As needed and <u>only</u> when the Credit Memo is in 'Draft' status, click on the "**Pencil**" icon to continue completing the Credit Memo for submission.