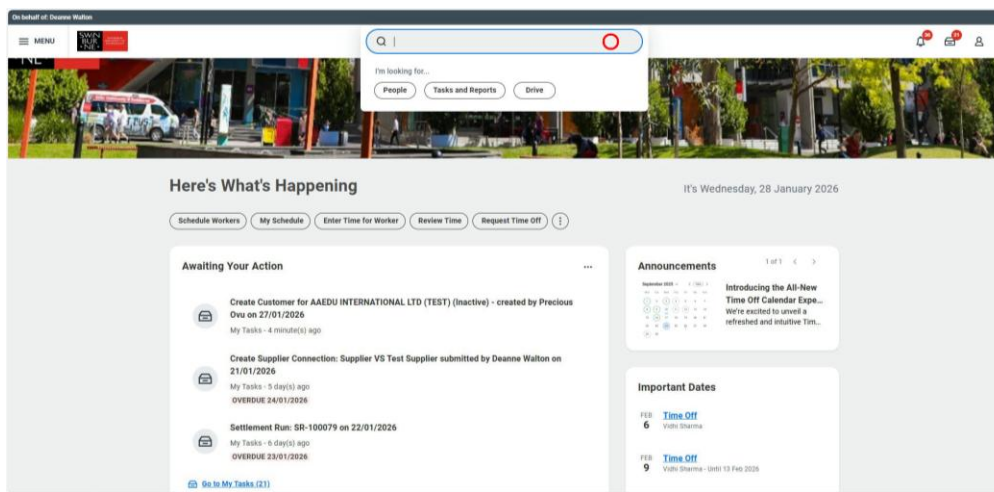


# How to Create a Credit Note

This guide helps users create and submit a price adjustment to decrease liability on a supplier invoice, including searching for the invoice, specifying adjustment details, updating tax calculations, and attaching supporting documentation. The process ensures accurate financial records and proper documentation of invoice modifications in the system.

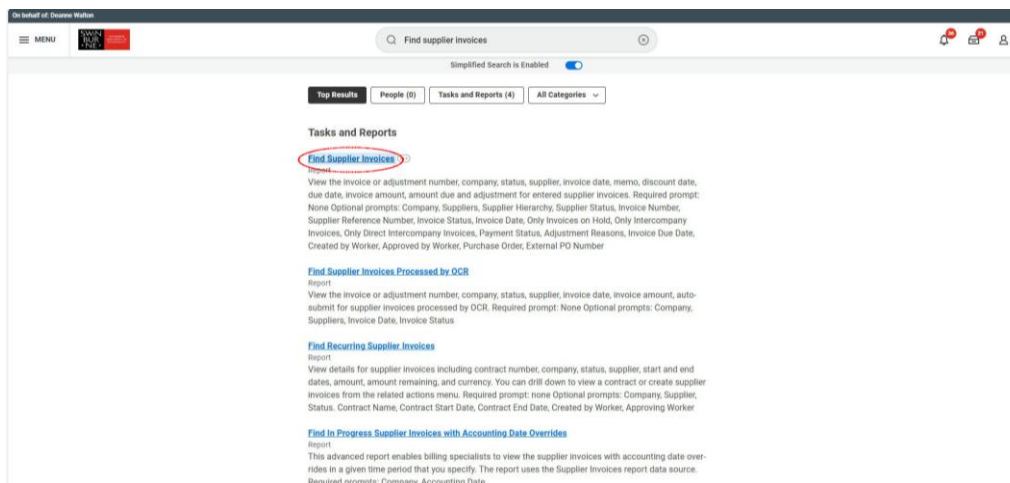
## Step 1:

In the Workday Financials Supplier Portal, type **'Find Supplier Invoices'** in the search bar and press **Enter**.



## Step 2:

Select the **'Find Supplier Invoices'** task from the search results.



### Step 3:

Click **'OK'** to search for your supplier invoices.

The screenshot shows the 'Find Supplier Invoices' search interface. It includes a search bar at the top with the text 'Find supplier invoices'. Below the search bar, there are several input fields for search criteria: Company, Supplier, Supplier Hierarchy, Supplier Status, Invoice Number, Supplier's Invoice Number, Invoice Status, Invoice Date On or After (with a date picker set to 28/12/2025), Invoice Date On or Before (with a date picker set to DD/MM/YYYY), Invoice On Hold, Intercompany Invoice, Direct Intercompany, Down Payment, Tax-Only, and Payment Status. At the bottom of the form, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is circled in red.

### Step 4:

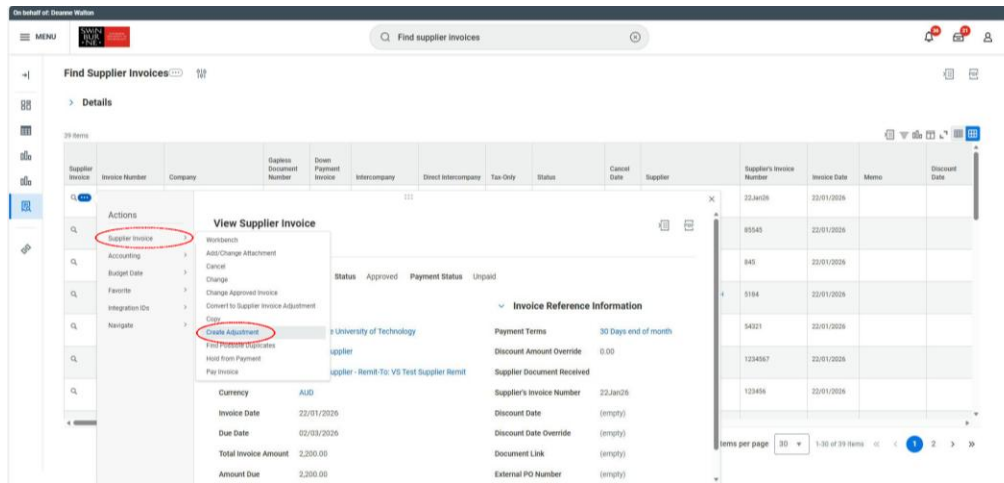
Locate the **invoice** from the search results and click **Related Actions '...'** next to the invoice.

The screenshot shows the search results for 'Find Supplier Invoices'. The table has the following columns: Supplier Invoice, Invoice Number, Company, Direct Intercompany, Tax-Only, Status, Cancel Date, Supplier, Supplier's Invoice Number, Invoice Date, Memo, and Discount Date. The first row is highlighted, and a red box highlights the 'Related Actions' icon (three dots) next to the first invoice entry.

Supplier Invoice	Invoice Number	Company	Direct Intercompany	Tax-Only	Status	Cancel Date	Supplier	Supplier's Invoice Number	Invoice Date	Memo	Discount Date
SI-100000119	SI-100000119	Swinburne University of Technology			Approved		VS Test Supplier	22Jan26	22/01/2026		
SI-100000117	SI-100000117	Swinburne University of Technology			Approved		UNIVERSITY OF SYDNEY	8545	22/01/2026		
SI-100000116	SI-100000116	Swinburne University of Technology			Approved		VICTORIA UNIVERSITY OF TECHNOLOGY	845	22/01/2026		
SI-100000115	SI-100000115	Swinburne University of Technology			Approved		FLINDERS UNIVERSITY 5TH AUST	5184	22/01/2026		
SI-100000114	SI-100000114	Swinburne University of Technology			Approved		XCELERATE IT PTY LTD	5421	22/01/2026		
SI-100000113	SI-100000113	Swinburne University of Technology			In Progress		FCM TRAVEL SOLUTIONS	1234567	22/01/2026		
SI-100000112	SI-100000112	Swinburne University of Technology			In Progress		FCM TRAVEL SOLUTIONS	123456	22/01/2026		

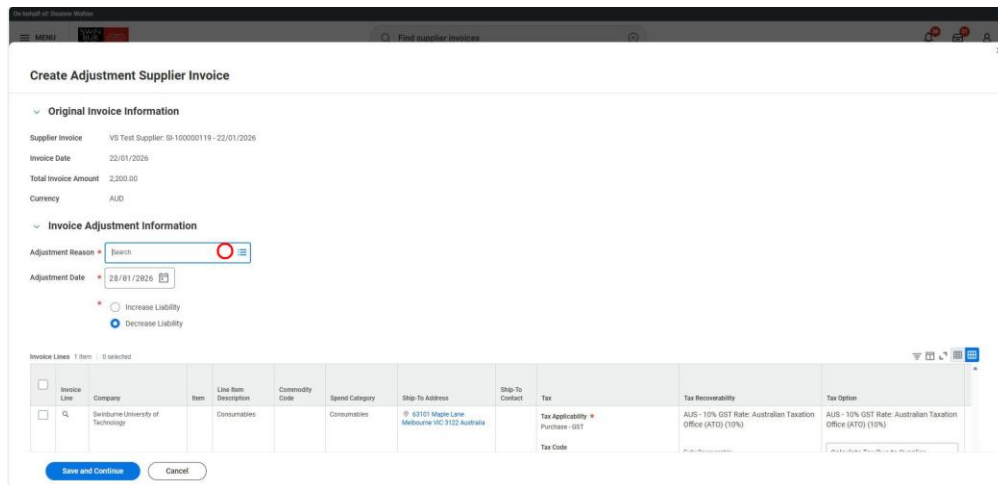
**Step 5:**

Hover over '**Supplier Invoice**' in the Actions menu and select '**Create Adjustment**' from the list.



**Step 6:**

In the 'Adjustment Reason' field, select the appropriate **reason for the credit note** from the list of options, e.g. **Price Adjustment**.



**Note:**

In the '**Adjustment Reason**' field, select the appropriate reason for the credit note from the list of options.

- **Cancelled by Supplier** - when cancelled by the supplier
- **Duplicate Invoice** - when there is a duplicate invoice
- **Goods Returned** - when the goods are returned in full or part thereof
- **Order Cancelled** - when the order is cancelled
- **Price Adjustment** - for credit notes and invoice adjustments

Invoice Adjustment Information

Adjustment Reason \* Search

Adjustment Date \*

- Cancelled by Supplier
- Duplicate Invoice
- Goods Returned
- Order Cancelled
- Price Adjustment

**Step 7:**

Select '**Price Adjustment**' from the dropdown to specify the adjustment reason.

Create Adjustment Supplier Invoice

Original Invoice Information

Supplier Invoice VS Test Supplier: SI-100000119 - 22/01/2026  
Invoice Date 22/01/2026  
Total Invoice Amount 2,200.00  
Currency AUD

Invoice Adjustment Information

Adjustment Reason \* Search

Adjustment Date \*

- Cancelled by Supplier
- Duplicate Invoice
- Goods Returned
- Order Cancelled
- Price Adjustment

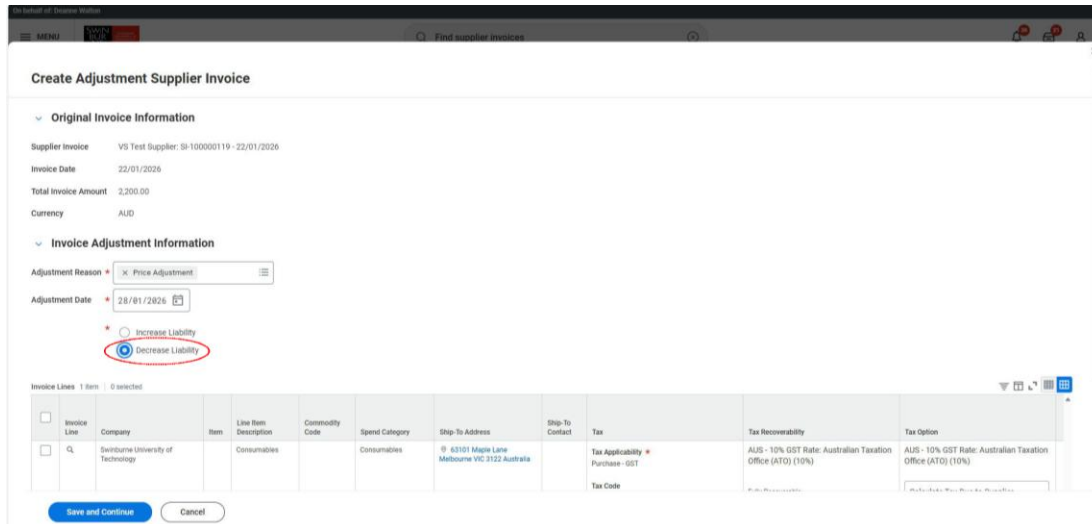
Invoice Lines 1 Item 0 selected

Invoice Line	Company	Item	Line Item Description	Commodity Code	Spend Category	Ship-To Address	Ship-To Contact	Tax	Tax Recoverability	Tax Option
1	Swinburne University of Technology		Consumables		Consumables	63101 Mays Lane Melbourne VIC 3102 Australia		Tax Applicability * Purchase - GST Tax Code	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)

Save and Continue Cancel

**Step 8:**

Select '**Decrease Liability**' as we are creating a credit note.

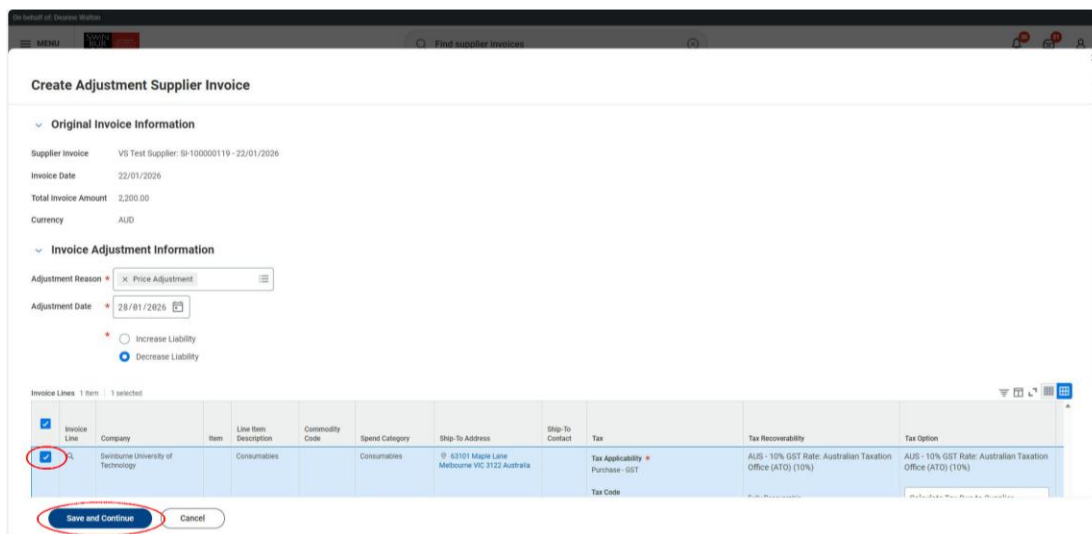


The screenshot shows the 'Create Adjustment Supplier Invoice' form. Under 'Invoice Adjustment Information', the 'Adjustment Reason' is 'Price Adjustment' and the 'Adjustment Date' is '28/01/2026'. The 'Decrease Liability' radio button is selected and circled in red. Below, the 'Invoice Lines' table has one row selected.

Invoice Line	Company	Item	Line Item Description	Commodity Code	Spend Category	Ship To Address	Ship To Contact	Tax	Tax Recoverability	Tax Option
<input checked="" type="checkbox"/>	Swinburne University of Technology		Consumables		Consumables	9 43101 Maple Lane Melbourne VIC 3122 Australia		Tax Applicability * Purchase - GST	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)

**Step 9:**

Click the **checkbox** next to the invoice to select the invoice line item, then click '**Save and Continue**' to proceed with the adjustment and validate the entered information.



The screenshot shows the same form as Step 8. The 'Decrease Liability' radio button is still selected. In the 'Invoice Lines' table, the checkbox for the first row is now checked and circled in red. The 'Save and Continue' button at the bottom is also circled in red.

Invoice Line	Company	Item	Line Item Description	Commodity Code	Spend Category	Ship To Address	Ship To Contact	Tax	Tax Recoverability	Tax Option
<input checked="" type="checkbox"/>	Swinburne University of Technology		Consumables		Consumables	9 43101 Maple Lane Melbourne VIC 3122 Australia		Tax Applicability * Purchase - GST	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)

**Step 10:**

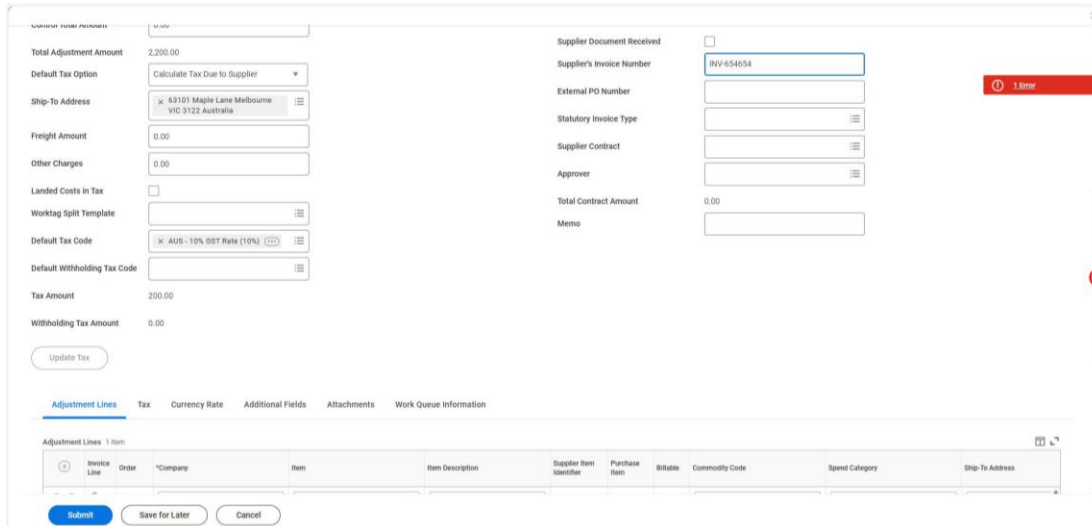
Scroll down to view further fields.

**Step 11:**

In the 'Supplier's Invoice Number' field, enter the **supplier's invoice number**.

**Step 12:**

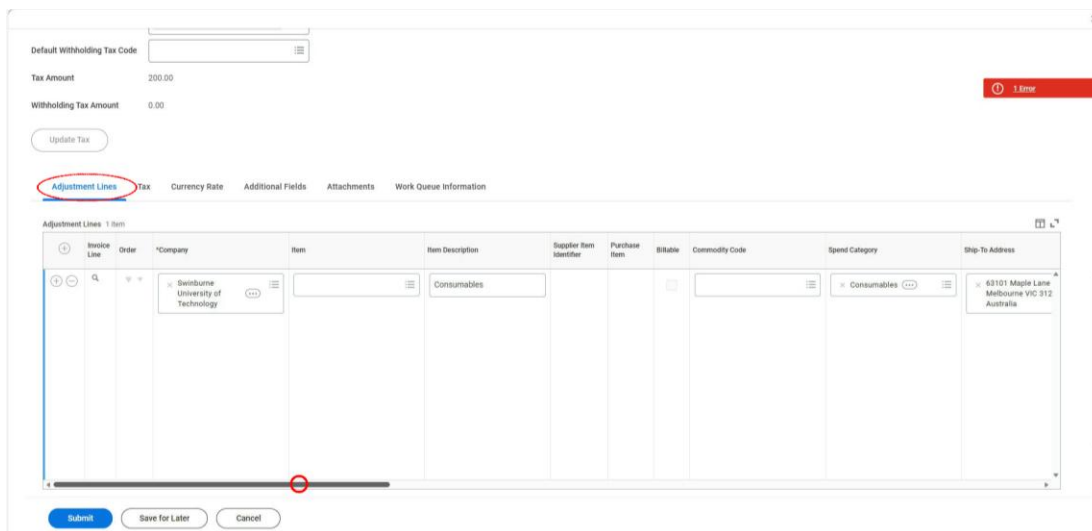
Scroll down to view additional invoice line details.



The screenshot shows a form with two main sections. The left section contains tax-related fields: Total Adjustment Amount (2,200.00), Default Tax Option (Calculate Tax Due to Supplier), Ship-To Address (63101 Maple Lane Melbourne VIC 3122 Australia), Freight Amount (0.00), Other Charges (0.00), Landed Costs in Tax (checkbox), Worktag Split Template, Default Tax Code (AUS - 10% GST Rate (10%)), Default Withholding Tax Code, Tax Amount (200.00), and Withholding Tax Amount (0.00). The right section contains supplier-related fields: Supplier Document Received (checkbox), Supplier's Invoice Number (RW-634654), External PO Number, Statutory Invoice Type, Supplier Contract, Approver, Total Contract Amount (0.00), and Memo. A red 'Error' banner is visible on the right. Below the form is a tabbed interface with 'Adjustment Lines' selected. The table below has columns: Invoice Line, Order, Company, Item, Item Description, Supplier Item Identifier, Purchase Item, Billable, Commodity Code, Spend Category, and Ship-To Address. Buttons for 'Submit', 'Save for Later', and 'Cancel' are at the bottom.

**Step 13:**

The 'Adjustment Lines' tab is the default. Scroll across to locate the fields you need to edit.



This screenshot is similar to the previous one but highlights the 'Adjustment Lines' tab in the tabbed interface. The table below shows one item with the following details: Invoice Line (1), Order (1), Company (Swinburne University of Technology), Item (Consumables), Item Description (Consumables), Supplier Item Identifier, Purchase Item, Billable (checkbox), Commodity Code, Spend Category (Consumables), and Ship-To Address (63101 Maple Lane Melbourne VIC 312 Australia). A red circle highlights the 'Adjustment Lines' tab, and another red circle highlights the horizontal scrollbar at the bottom of the table.

**Note:**

Depending on what edits you need to make, you may need to adjust the **quantity, unit of measure, unit cost, or extended amount.**

When you edit any of these fields, you'll need to click '**Update Tax**' to recalculate the tax amount.

Tax Amount 200.00  
Withholding Tax Amount 0.00  
Update Tax

Adjustment Lines Tax Currency Rate Additional Fields Attachments Work Queue Information

Adjustment Lines 1 item

Tax	Tax Recoverability	Tax Option	Quantity	Unit of Measure	Unit Cost	Extended Amount
Tax Applicability * × Purchase - GST ... Tax Code × AUS - 10% GST Rate (10%) ... Withholding Tax Code Tax Point Date Type * × Invoice/Adjustment Date ... Tax Point Date	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%) × Fully Recoverable ...	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%) Calculate Tax Due to Supplier	0		0.00	2,000.00

Submit Save for Later Cancel

**Step 14:**

In the 'Extended Amount' field, enter the **amount** the line item has decreased by.

Default Withholding Tax Code

Tax Amount 200.00  
Withholding Tax Amount 0.00  
Update Tax

Adjustment Lines Tax Currency Rate Additional Fields Attachments Work Queue Information

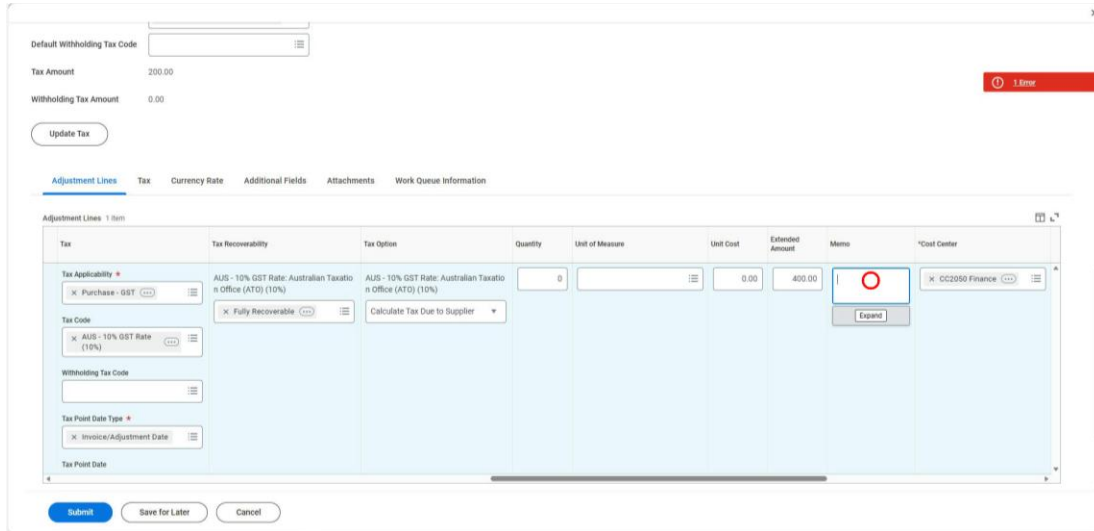
Adjustment Lines 1 item

Tax	Tax Recoverability	Tax Option	Quantity	Unit of Measure	Unit Cost	Extended Amount	Memo	*Cost Center
Tax Applicability * × Purchase - GST ... Tax Code × AUS - 10% GST Rate (10%) ... Withholding Tax Code Tax Point Date Type * × Invoice/Adjustment Date ... Tax Point Date	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%) × Fully Recoverable ...	AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%) Calculate Tax Due to Supplier	0		0.00	2,000.00		× CC2050 Finance ...

Submit Save for Later Cancel

**Step 15:**

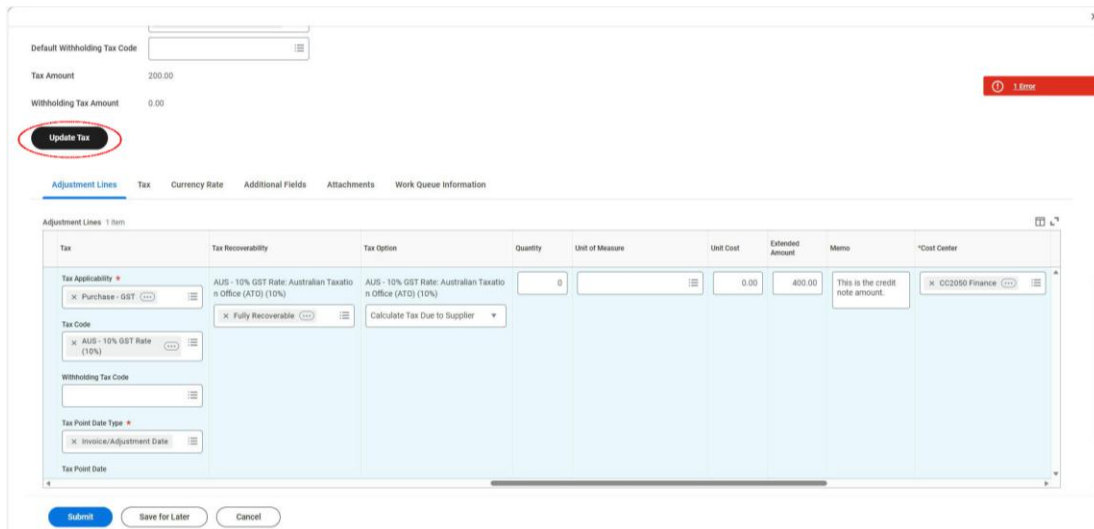
In the 'Memo' field, enter a **description** of what edits you are making, e.g. This is the credit note amount.



The screenshot shows a software interface for tax calculation. At the top, there are fields for 'Default Withholding Tax Code', 'Tax Amount' (200.00), and 'Withholding Tax Amount' (0.00). A red '1 Error' indicator is visible. Below these fields is an 'Update Tax' button. A navigation bar includes 'Adjustment Lines', 'Tax', 'Currency Rate', 'Additional Fields', 'Attachments', and 'Work Queue Information'. The main area is a table titled 'Adjustment Lines 1 Item' with columns: Tax, Tax Recoverability, Tax Option, Quantity, Unit of Measure, Unit Cost, Extended Amount, Memo, and Cost Center. The table contains one row with the following data: Tax: AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%); Tax Recoverability: Fully Recoverable; Tax Option: Calculate Tax Due to Supplier; Quantity: 0; Unit of Measure: (empty); Unit Cost: 0.00; Extended Amount: 400.00; Memo: (empty); Cost Center: CC2050 Finance. A red circle highlights the 'Memo' field in the table. Below the table are 'Submit', 'Save for Later', and 'Cancel' buttons.

**Step 16:**

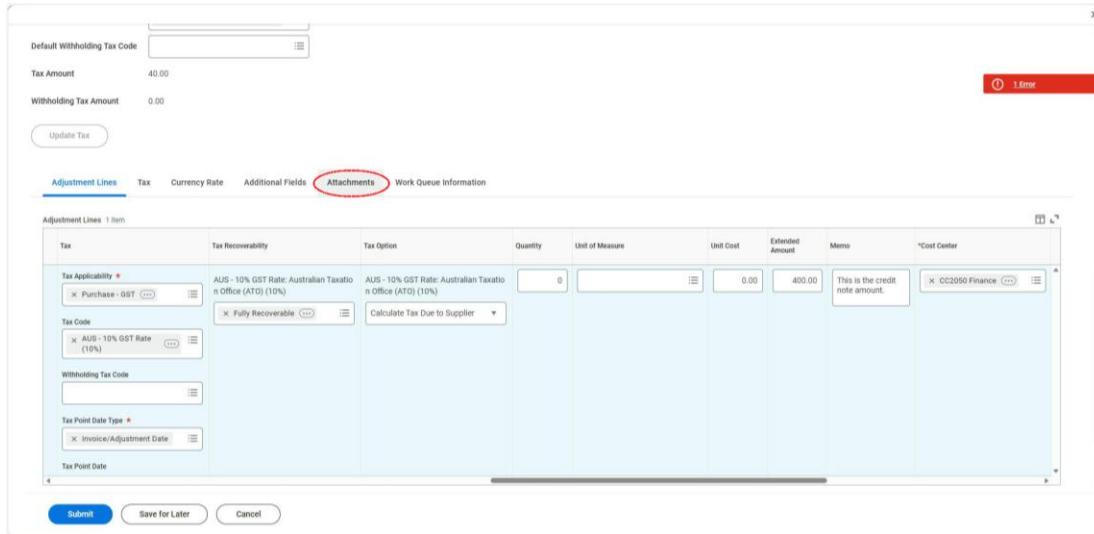
Click 'Update Tax' to recalculate the tax amount.



The screenshot shows the same software interface as in Step 15. The 'Update Tax' button is now highlighted with a red circle. The 'Memo' field in the table now contains the text 'This is the credit note amount.' The 'Tax Amount' and 'Withholding Tax Amount' fields remain the same. The 'Submit', 'Save for Later', and 'Cancel' buttons are still visible at the bottom.

**Step 17:**

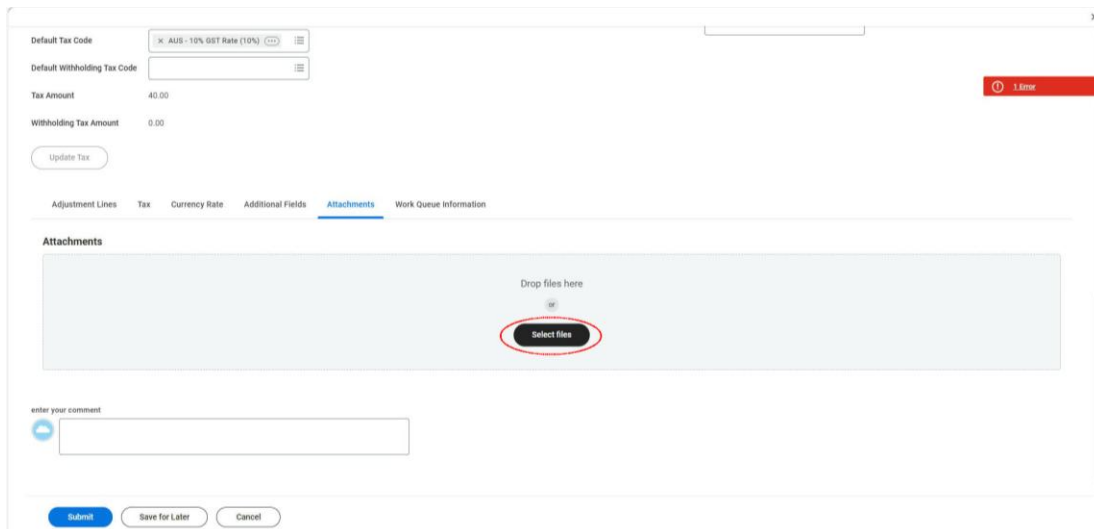
Click the '**Attachments**' tab to attach evidence of the decrease.



The screenshot shows a software interface for creating a credit note. At the top, there are fields for 'Default Withholding Tax Code', 'Tax Amount' (40.00), and 'Withholding Tax Amount' (0.00). Below these is an 'Update Tax' button. A navigation bar contains tabs: 'Adjustment Lines', 'Tax', 'Currency Rate', 'Additional Fields', 'Attachments' (highlighted with a red circle), and 'Work Queue Information'. The main area displays a table with columns: Tax, Tax Recoverability, Tax Option, Quantity, Unit of Measure, Unit Cost, Extended Amount, Memo, and Cost Center. The table contains one row with the following data: Tax: 'Purchase - GST', Tax Recoverability: 'AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)', Tax Option: 'AUS - 10% GST Rate: Australian Taxation Office (ATO) (10%)', Quantity: 0, Unit of Measure: (empty), Unit Cost: 0.00, Extended Amount: 400.00, Memo: 'This is the credit note amount.', Cost Center: 'CC2050 Finance'. Below the table are 'Submit', 'Save for Later', and 'Cancel' buttons.

**Step 18:**

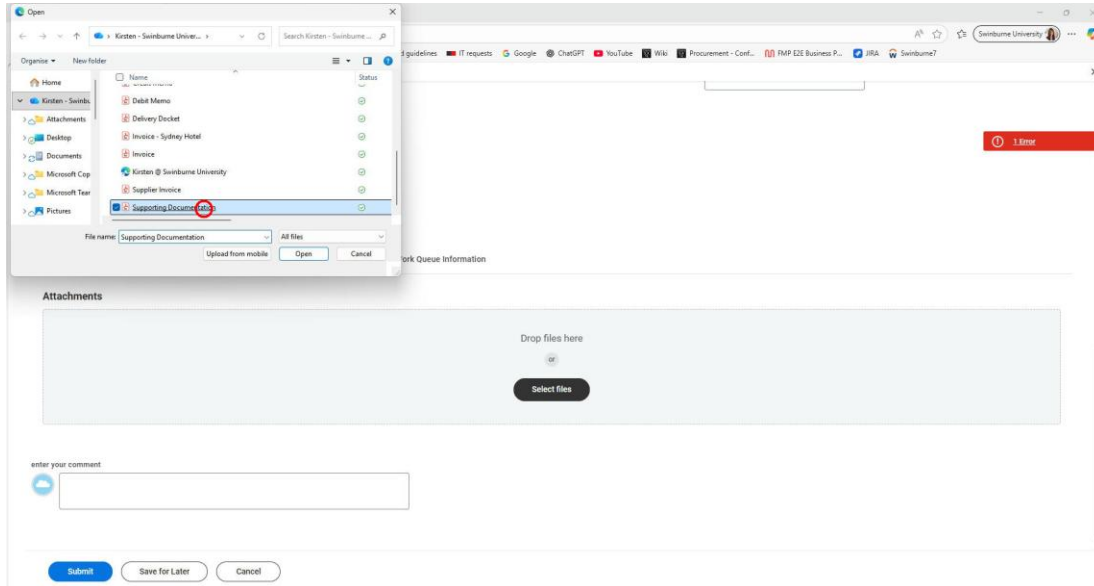
Click '**Select Files**' to upload supporting documents for the credit note.



The screenshot shows the same software interface as Step 17, but with the 'Attachments' tab selected. The 'Attachments' section features a large grey area with the text 'Drop files here' and a 'Select file' button (circled in red). Below this is a text input field labeled 'enter your comment' and 'Submit', 'Save for Later', and 'Cancel' buttons.

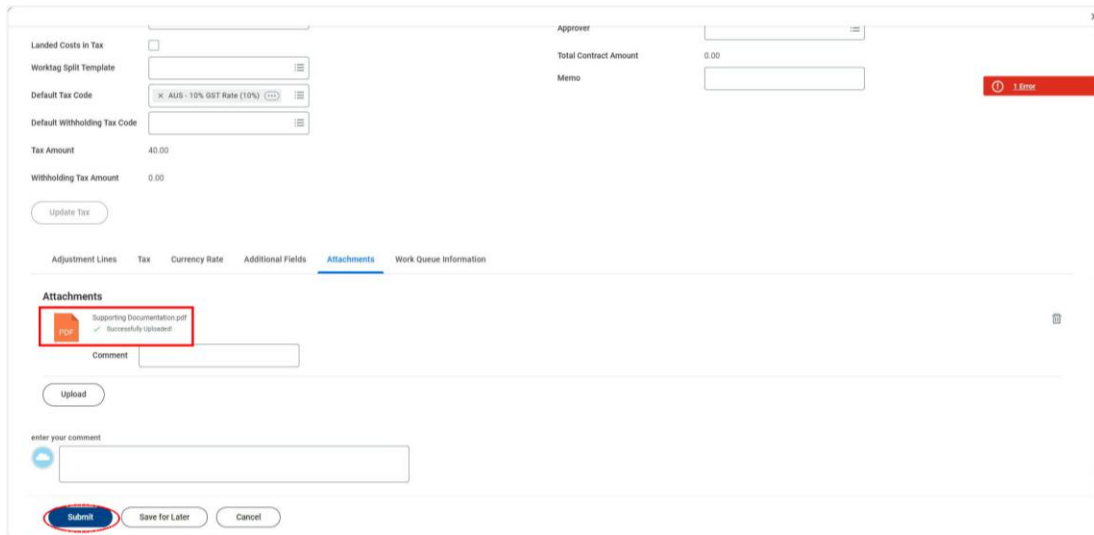
**Step 19:**

Select the **file** you wish to attach to the supplier credit note.



**Step 20:**

Click **'Submit'** to finalise and submit the credit note with the attached documentation.



**Step 21:**

A **success notification** displays, indicating the submission is sent for the relevant approvals.

