



CREATING A CREDIT MEMO

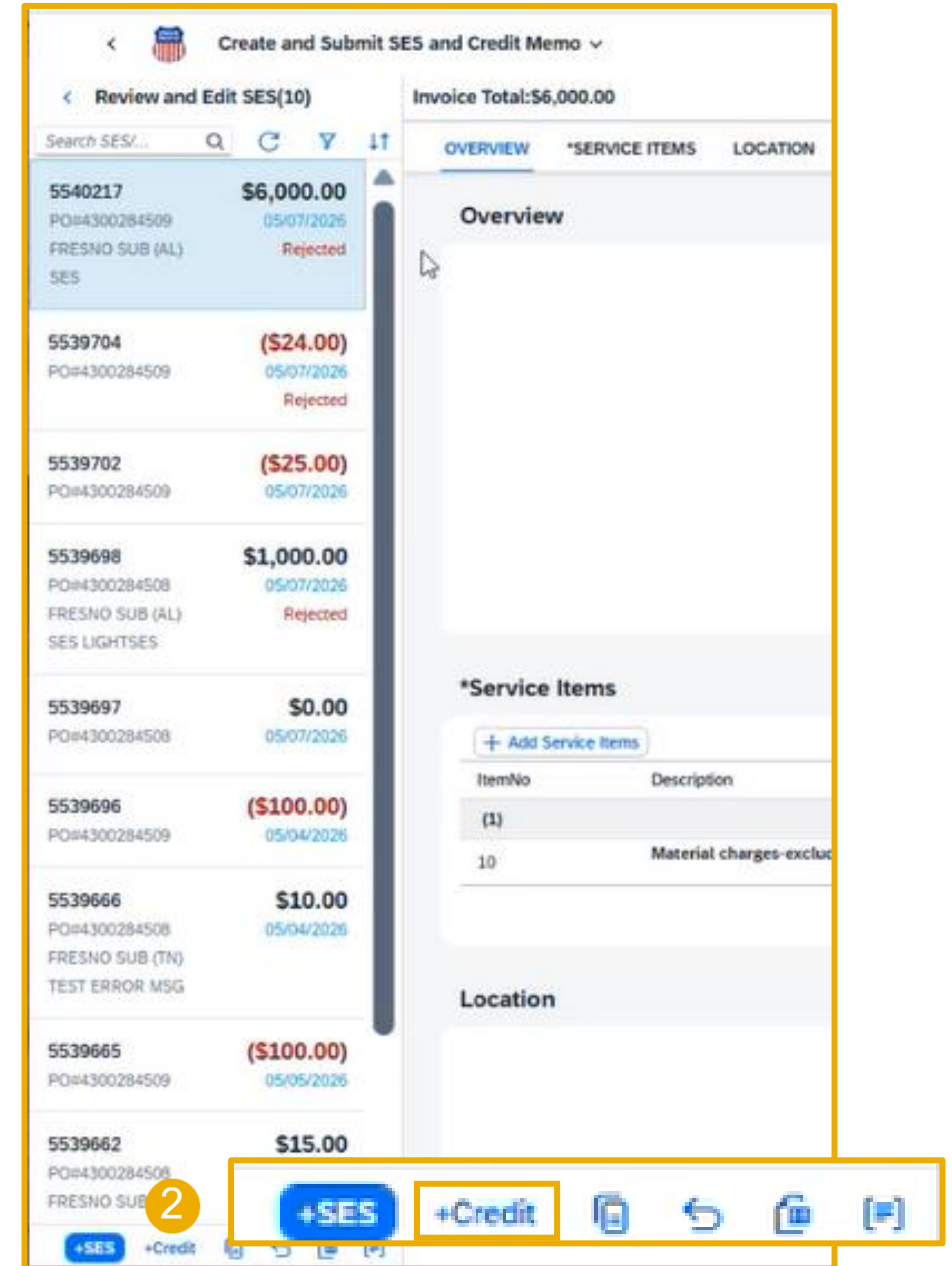
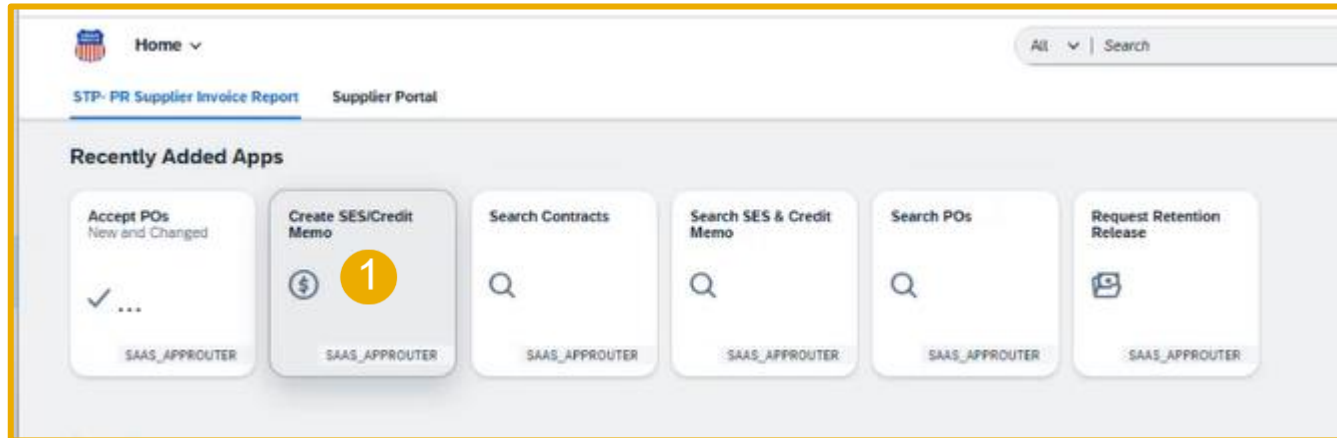
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Work Zone

13 May 2026



Creating a Credit Memo

1. Log into Work Zone, and select the **Create SES/Credit Memo** tile.
2. Select **+ Credit** at the bottom left to begin the credit memo.



Starting a Credit Memo

1. Select the PO from the available list.
2. Select **Add Credit Memo**.

Select Purchase Order and Work Dates

Please enter PO# or Line/Work Description or City Or Subdivision

PO#	Line Description	Work Description	Location
<input type="radio"/> 4300284509	Line Script 14 - Estimate	Test 14	FRESNO SUB , Fresno
<input type="radio"/> 4300284508	Line Script 14 - Estimate	Script 14 - Estimate	FRESNO SUB , Fresno
<input type="radio"/> 4300284507	Line Consulting Services	Legal consulting services - Test script 13	OKLAHOMA CITY SUB , Oklahoma City
<input type="radio"/> 4300284251	Line Construction - Heavy Truck Test 2120	Laborers help shovel switches on main line Portola yard	CANYON SUB Simpco , Oroville
<input type="radio"/> 4300284245	Line Light Plant Benicia	Light Plant for Benicia 35.56	Benicia
<input type="radio"/> 4300283997	Line Construction - Heavy Truck Test 2120	Vac out riverdale lead 7/21/25 - 7/22/25	EVANSTON SUB , riverdale
<input type="radio"/> 4300283996	Line Construction - Heavy Truck Test 2120		1400 DOUGLAS ST OMAHA
<input type="radio"/> 4300283885	Line Construction - Heavy Truck Test 2120	Clean out 4 culverts at Green River 488.43	GREEN RIVER SUB , Westwater
<input type="radio"/> 4300283676	Line Construction - Heavy Truck Test 2120	Degrease end paint bridge parts with 5 man gang	ALEXANDRIA SUB , Melville
<input type="radio"/> 4300283575	Line Construction - Heavy Truck Test 2120	1 DOZER AND 1 DUMP TRUCKS TO LEVEL OUT AREA FOR NEW MATERIAL COMPOUND (28,314 SQ	MEMPHIS SUB , Wynne
<input type="radio"/> 4300283544	Line Construction - Heavy Truck Test 2120	transload ITEX 55442	OVON SUB , salt

No PO / Multiple POs

Add Credit Memo Cancel

1

2

Entering Credit Memo Details

1. Enter the Credit Memo description.
2. Enter the invoice date.
3. Enter a unique reference number. Duplicate reference numbers generate system errors.
4. Enter the credit amount.

OVERVIEW REFERENCE TO SESS ROUTING COMMENTS (2) *MISCELLANEOUS *ATTACHMENTS (0)

Overview

Request Description: * Over paid invoice#29393 1

Vendor Account to Credit: 1000027450

PO Item: 4300283575

Invoice Date: * 05/07/2026 2

Supplier Reference #: * XC34848 3

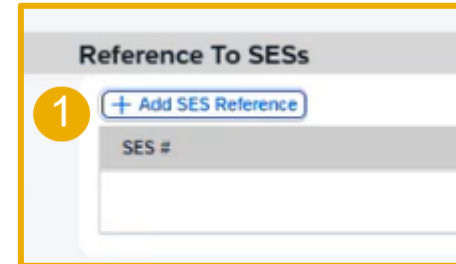
Remit to Message: sneha

Entered by/Phone:

Requested Credit: * \$123.00 4

Associating SES Documents

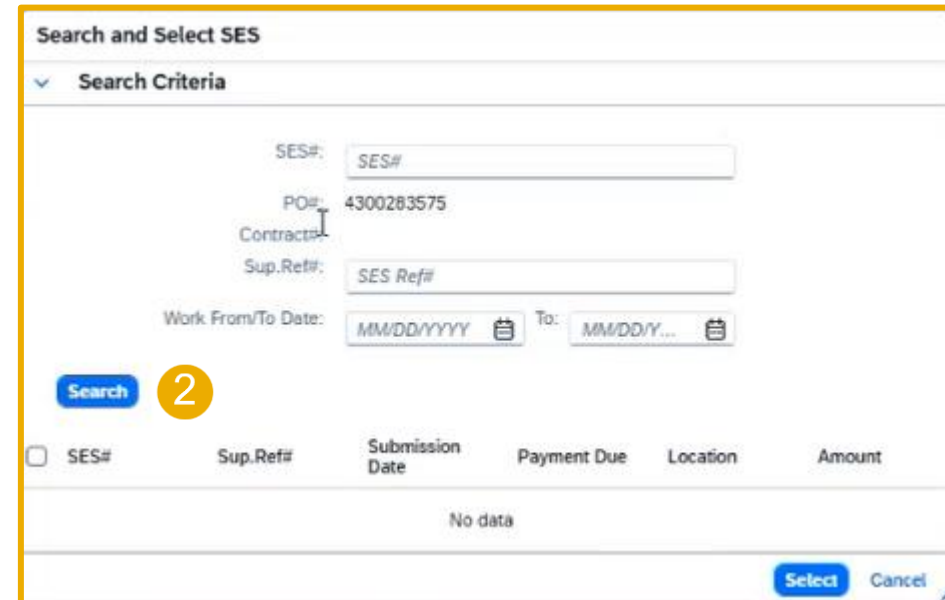
1. To associate the credit memo with a SES, select **+ Add SES Reference**.
2. Search for and select the SES.
3. Verify all related SES references are included. Multiple SES records may be associated with one credit memo.



Reference To SESs

1 + Add SES Reference

SES #



Search and Select SES

Search Criteria

SES#: SES#

PO#: 4300283575

Contract#:

Sup.Ref#: SES Ref#

Work From/To Date: MM/DD/YYYY To: MM/DD/Y...

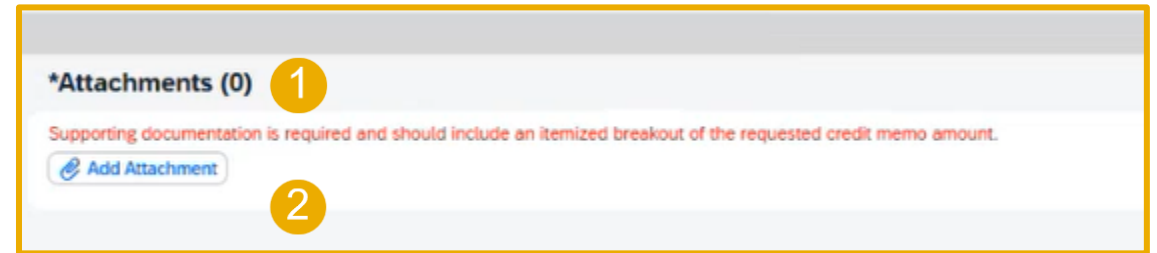
Search 2

<input type="checkbox"/>	SES#	Sup.Ref#	Submission Date	Payment Due	Location	Amount
No data						

Select Cancel

Uploading Supporting Documentation

1. Navigate to the **Attachments** section.
2. Select **Add Attachment**.
3. Upload supporting documentation.
4. Select documentation category from the drop-down options.
5. Select **Add & Close**.
6. Select **Submit Credit Memo** for UP approval.
7. Suppliers will receive an email notification when the credit memo is approved.



Examples of Supporting Documentation

- Adjustment explanation
- Backup invoices
- Pricing corrections

Reviewing Credit Memo Status

1. Locate the credit memo in the SES list. Credit memos are identified by red parentheses.
2. Review the status and workflow history for the current approval status.
3. Rejected credit memos display a red status indicator.
4. Select the credit memo from the left panel to view additional details and approver comments.

Review and Edit SES(11)

Search SES/...

5540217	\$6,000.00	PO#4300284509	05/07/2026	Rejected
5539704	(\$24.00)	PO#4300284509	05/07/2026	Rejected
5539702	(\$25.00)	PO#4300284509	05/07/2026	Rejected
5539698	\$1,000.00	PO#4300284508	05/07/2026	Rejected
5539697	\$0.00	PO#4300284508	05/07/2026	Rejected
5539696	(\$100.00)	PO#4300284509	05/04/2026	Rejected
5539666	\$10.00	PO#4300284508	05/04/2026	Rejected
5539665	(\$100.00)			Rejected

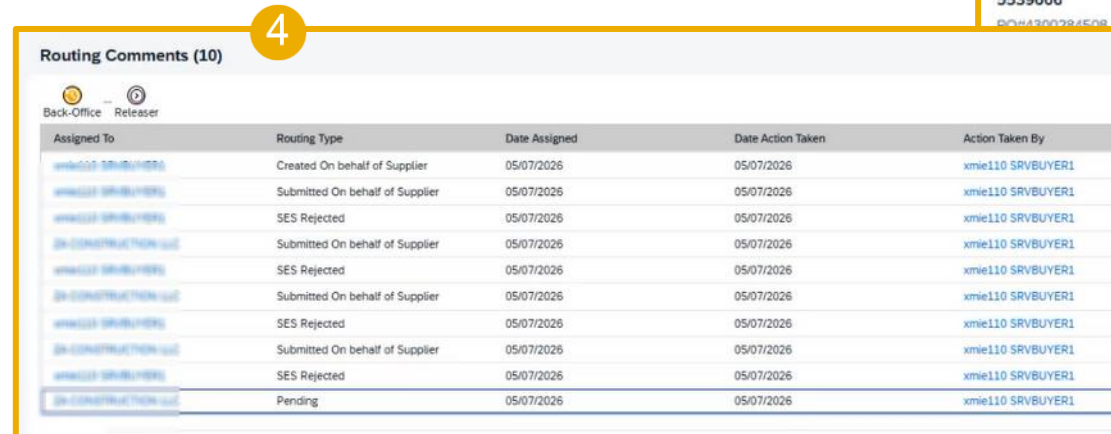
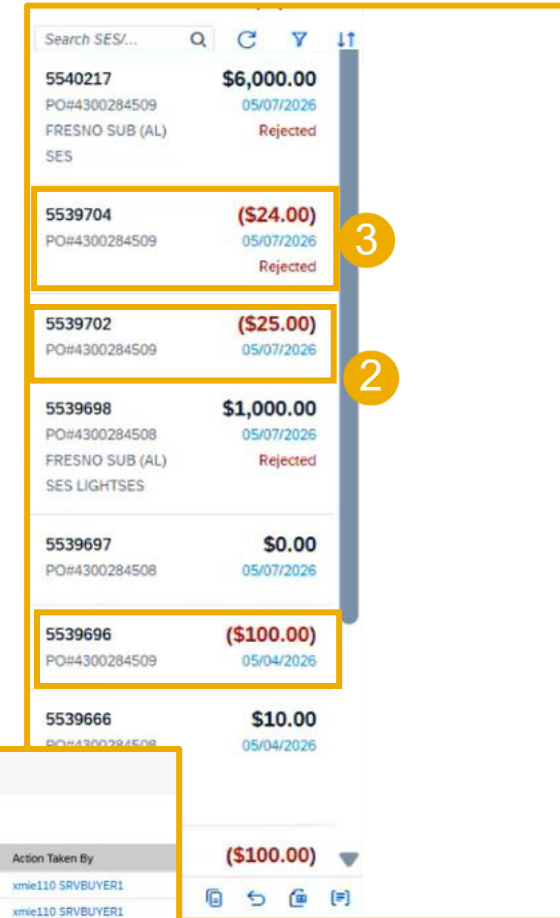
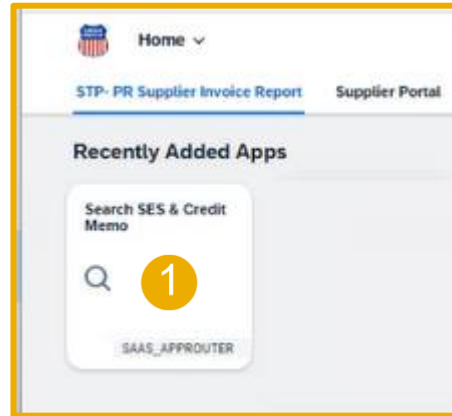
+SES +Credit

Routing Comments (10)

Assigned To	Routing Type	Date Assigned	Date Action Taken	Action Taken By	Comments
	Created On behalf of Supplier	05/07/2026	05/07/2026		
	Submitted On behalf of Supplier	05/07/2026	05/07/2026		
	SES Rejected	05/07/2026	05/07/2026		
	Submitted On behalf of Supplier	05/07/2026	05/07/2026		
	SES Rejected	05/07/2026	05/07/2026		
	Submitted On behalf of Supplier	05/07/2026	05/07/2026		
	SES Rejected	05/07/2026	05/07/2026		
	Submitted On behalf of Supplier	05/07/2026	05/07/2026		
	SES Rejected	05/07/2026	05/07/2026		
	Pending	05/07/2026	05/07/2026		

Reviewing Credit Memo Status

1. Credit memos can be reviewed by using the Search SES/Credit Memo tile.
2. Locate the credit memo in the SES list. Credit memos are identified by red parentheses.
3. Rejected credit memos display a red status indicator.
4. Select the credit memo from the left panel to view additional details and approver comments.



Troubleshooting / FAQs

Why was my Credit Memo rejected?

Review rejection comments in the workflow section.

Why is my Credit Memo displayed differently?

Credit Memos display in red or parentheses to distinguish them from SES documents.