

Credit Memo Self-Service



Instructions on How to Apply a Credit Towards a GSKDirect Account Balance

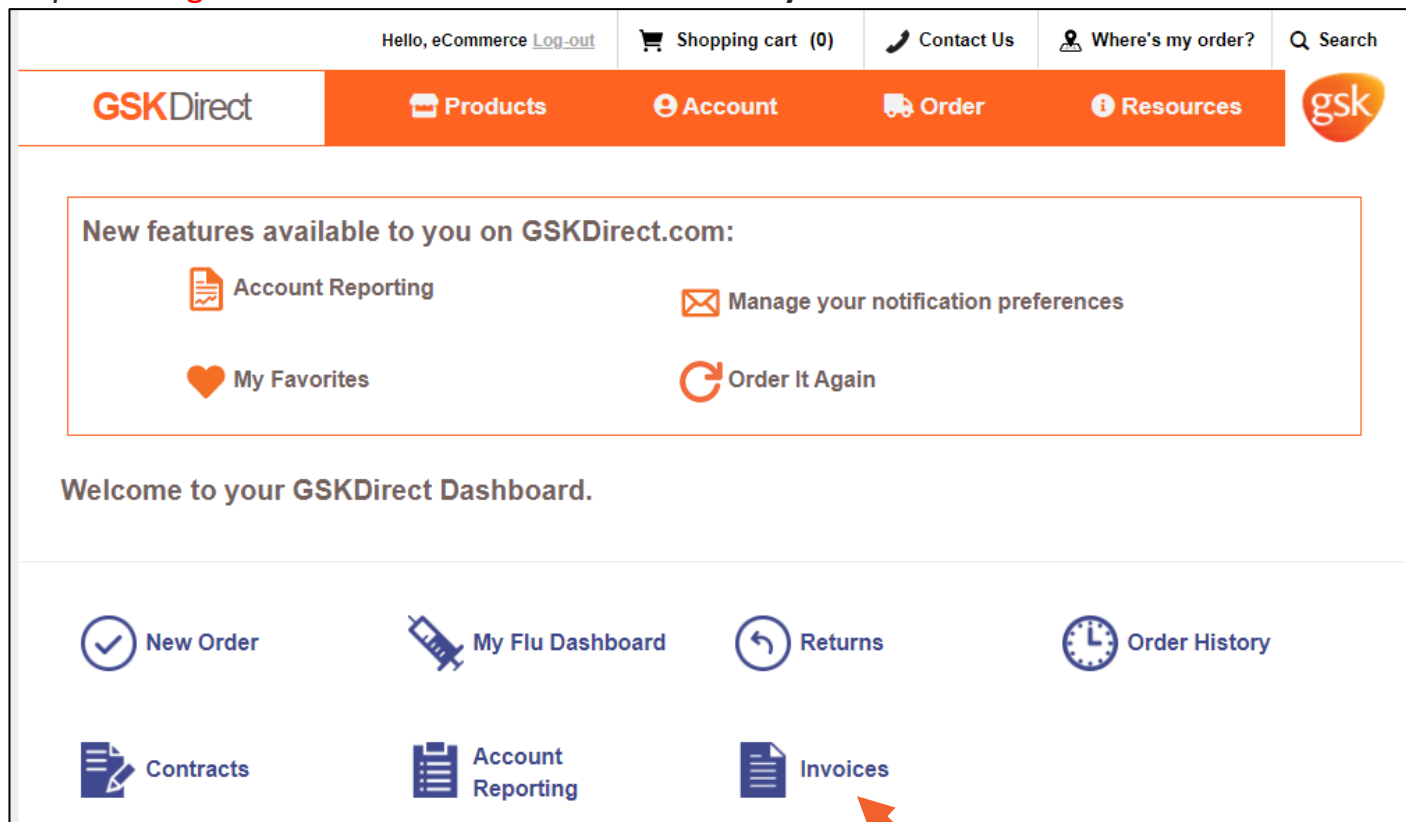
Summary:

When paying invoices through your GSKDirect.com account, a credit memo can be selected and applied to an open invoice balance.

Stepwise Instructions:

Step 1: **Log in** to your **GSKDirect** account

Step 2: **Navigate** to “**Invoices**” then **click** on the “**Pay and View Invoices**” button.



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Step 3: Navigate to “Documents.” The “Open” documents tab will be displayed. **Select** at least one open invoice and the credit document which should be applied. **Click** the “Pay” button.

- Only one credit memo can be used in one payment with a single open invoice or multiple open invoices.
- Open invoice must be of greater or equal value to the eligible credit.
- Credits are shown as a negative balance. Ensure the check mark is visible in the box to the left for each.

Scenario #1: applying a credit memo to an open invoice:
Invoice = 8253276877 (balance = \$4812.73)
Credit memo = 8268729137 (credit = \$1081.59)

Open Pending Closed

Open Open Balance \$110,022.56

Below are your open documents. Select the checkbox to the left of Customer # to "File" or "Pay". Choosing "File" will move a document to the Pending tab. Images will only be available for 13 months. Please print or save a copy of the document(s) for your records.
For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount.

Filter: None Go

	Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	View	Document History
<input checked="" type="checkbox"/>	1100383172	825327687		05/08/22	05/09/22	\$4,812.73	\$4,812.73	\$4,812.73	View	History
<input type="checkbox"/>	1100405502	82532768		04/26/22	04/27/22	\$440.97	\$440.97	\$440.97	View	History
<input checked="" type="checkbox"/>	1100405502	8268729137	sandeep_9		05/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	1100405502	8268729138	sandeep_10		05/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	1100405502	8268729139	sandeep_11		05/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	1100405502	8268729140	sandeep_12		05/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History

Pay File View Selected

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Step 4: **Review** the credit amount applied to the outstanding invoice then **click “Next.”**

The screenshot shows the GSKDirect Credit Memo Self-Service interface. On the left is a navigation menu with links: Quick Look, Documents, Payments, My Profile, Terms of Sale, Privacy Statement, Help, Contact Us, and Logout. The main content area has a header with the GSK logo and 'GlaxoSmithKline Vaccines'. A red banner states: 'Full amount of \$1081.59 in credit memo is applied'. Below this is a table with columns: Customer #, Document Number, PO Number, Discount Due Date, Document Due Date, Original Document Amount, Document Balance, Customer Adjusted Balance, Prompt Payment Discount, Payment Amount, and View. The table contains one row with the following data: Customer # 1100383172, Document Number 8253276877, PO Number vuebilltest_7, Discount Due Date 5/8/2022, Document Due Date 5/9/2022, Original Document Amount \$4,812.73, Document Balance \$4,812.73, Customer Adjusted Balance \$4,812.73, Prompt Payment Discount -94.26, Payment Amount \$1,081.59, and a View link. Below the table, a message states: 'The system has adjusted the invoices to match the credit memo. If you would like to change the amount to pay, please click Modify and change the Payment Amounts.' A 'Total Amount to Pay:' field shows '\$1,081.59' with a 'Modify' button next to it. Below this is a 'Payment Details' section with a 'Copy Ctrl+C' button. It includes a 'Payment Date' field set to '3/10/2022' and a 'Payment Account' dropdown menu set to 'CM 8268729137 (\$1,081.59)'. A message states: 'You have selected to pay by a Credit Memo or Unapplied Payment. The correct document has been set as your payment account below.' There is also a 'Memo:' field. At the bottom right are 'Next' and 'Cancel' buttons.

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	Prompt Payment Discount	Payment Amount	View
1100383172	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

Step 5: **Confirm Payment** and **click the “Pay” button.**

The screenshot shows the GSKDirect Credit Memo Self-Service interface at Step 5: Confirm Payment. The navigation menu and header are the same as in Step 4. The table now has a yellow background and the same data as in Step 4. Below the table, a message states: 'Please allow 2-3 working days for your payment to post to your GSK account. To make changes click the “Back” button otherwise click “Pay.”' A 'Total Amount to Pay:' field shows '\$1,081.59'. Below this is a 'Confirm Payment' section with a 'Copy Ctrl+C' button. It includes a 'Payment Date' field set to 'Thu 03/10/2022' and a 'Payment Account' dropdown menu set to 'CM 8268729137 (\$1,081.59)'. There is also a 'Memo:' field set to '1invoice1cm'. At the bottom right are 'Back', 'Pay', and 'Cancel' buttons.

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	Prompt Payment Discount	Payment Amount	View
1100383172	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

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Step 6: Click on the “OK” button. A print option is available for your paper records.

The screenshot shows the GSKDirect interface with a sidebar on the left containing links like Quick Look, Documents, Payments, My Profile, Terms of Sale, Privacy Statement, Help, Contact Us, and Logout. The main area has tabs for Open, Pending, and Closed. A message states: "For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount." Below this is a table with columns: Customer #, Document Number, PO Number, Discount Due Date, Document Due Date, Original Document Amount, Document Balance, Customer Adjusted Balance, Prompt Payment Discount, Payment Amount, and View. The table contains one row for Customer # 1100383172, Document Number 8253276877, PO Number vuebilltest_7, Discount Due Date 5/8/2022, Document Due Date 5/9/2022, Original Document Amount \$4,812.73, Document Balance \$4,812.73, Customer Adjusted Balance \$4,812.73, Prompt Payment Discount -94.26, and Payment Amount \$1,081.59. Below the table, a yellow box says "Successful Payment" and a button says "Copy Ctrl+C". To the right, "Total Amount to Pay:" is followed by a field showing "\$1,081.59". A message states: "Your payment has been scheduled successfully. Please allow 2-3 working days for your payment to post to your GSK account." Below this are fields for Payment Reference (546288), Payment Date (Thu 03/10/2022), Payment Account (CM 8268729137 (\$1,081.59)), and Memo (1invoice1cm). At the bottom right are "Print" and "Ok" buttons.

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	Prompt Payment Discount	Payment Amount	View
1100383172	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

Step 7: Within the SAME DAY, go back to the open invoice and pay the remaining balance via credit card, ACH, or paper check. Select the invoice and click “Pay.”

The screenshot shows the GSKDirect interface with the 'Open' tab selected. A red arrow points to the document number 8253276877 in the table, with a red text box saying: "The original open document = 8253276877 after applied credit memo is still visible in 'Open' tab with updated balance". The 'Open Balance' field shows "\$111,104.15". Below the table, a message states: "Below are your open documents. Select the checkbox to the left of Customer # to 'File' or 'Pay'. Choosing 'File' will move a document to the Pending tab. Images will only be available for 13 months. Please print or save a copy of the document(s) for your records. For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount." Below this is a filter section with a dropdown set to 'None' and a 'Go' button. The table has columns: Customer #, Document Number, PO Number, Discount Due Date, Document Due Date, Original Document Amount, Document Balance, Customer Adjusted Balance, View, and Document History. The table contains several rows, with the row for Customer # 1100383172, Document Number 8253276877, PO Number vuebilltest_7, Discount Due Date 05/08/22, Document Due Date 05/09/22, Original Document Amount \$4,812.73, Document Balance \$4,812.73, and Customer Adjusted Balance \$3,731.14 highlighted in yellow. Below the table are buttons for 'Pay', 'File', and 'View Selected'.

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	View	Document History
<input type="checkbox"/>	1100383172	8253276875	vuebilltest_5	05/08/22	05/09/22	\$2,062.60	\$2,062.60	View	History
<input type="checkbox"/>	1100383172	8253276876	vuebilltest_6	05/08/22	05/09/22	\$687.53	\$687.53	View	History
<input checked="" type="checkbox"/>	1100383172	8253276877	vuebilltest_7	05/08/22	05/09/22	\$4,812.73	\$4,812.73	View	History
<input type="checkbox"/>	1100405502	8253276864	downtime_8	04/26/22	04/27/22	\$440.97	\$440.97	View	History
<input type="checkbox"/>	1100405502	8268729138	sandeep_10	03/04/22	03/04/22	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	1100405502	8268729139	sandeep_11	03/04/22	03/04/22	(\$1,081.59)	(\$1,081.59)	View	History

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- **Apply Credit + Pay Remaining Balance by Credit Card or ACH**
 - Once the credit is applied to an invoice balance, use your credit card or ACH method to close out the remaining balance before the end of the day that the transaction is completed.
 - Applied credits will display online as open in GSKDirect for up to 7 working days until the transaction is fully executed by the bank.
- **Apply Credit + Pay Remaining Balance by Check**
 - Once the credit is applied to an invoice balance, pay the remaining balance via paper check.
 - Credits applied to an invoice and closed out with a paper check will display online until the check arrives at the bank.

Step 8: Confirm payment and click **“Pay”** to charge the remaining balance to your aligned credit card.

The screenshot shows the GSKDirect Customer Self-Service interface. At the top, a red banner reads: "Customer decides to pay off the remaining balance for invoice = 8253276877 by using a credit card". Below this, a table lists invoice details. The table has columns: Customer #, Document Number, PO Number, Discount Due Date, Document Due Date, Original Document Amount, Document Balance, Customer Adjusted Balance, Prompt Payment Discount, Payment Amount, and View. The data row shows: 1100383172, 8253276877, vuebiltest_7, 5/8/2022, 5/9/2022, \$4,812.73, \$4,812.73, \$3,731.14, -\$4.26, \$3,636.88, and a View link. Below the table, the "Total Amount to Pay" is \$3,636.88. The "Confirm Payment" section includes a note: "Please allow 2-3 working days for your payment to post to your GSK account. To make changes click the 'Back' button otherwise click 'Pay.'". The payment details are: Payment Date: Thu 03/10/2022, Payment Account: btest *****2453, and Memo: BalancepaidoffafterCM. At the bottom right are buttons for Back, Pay, and Cancel.

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	Prompt Payment Discount	Payment Amount	View
1100383172	8253276877	vuebiltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$3,731.14	-\$4.26	\$3,636.88	View

Total Amount to Pay: \$3,636.88

Confirm Payment

Please allow 2-3 working days for your payment to post to your GSK account. To make changes click the "Back" button otherwise click "Pay."

Payment Date: Thu 03/10/2022

Payment Account: btest *****2453

Memo: BalancepaidoffafterCM

[Back](#) [Pay](#) [Cancel](#)

Process complete.