

# Credit Memo Self-Service



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

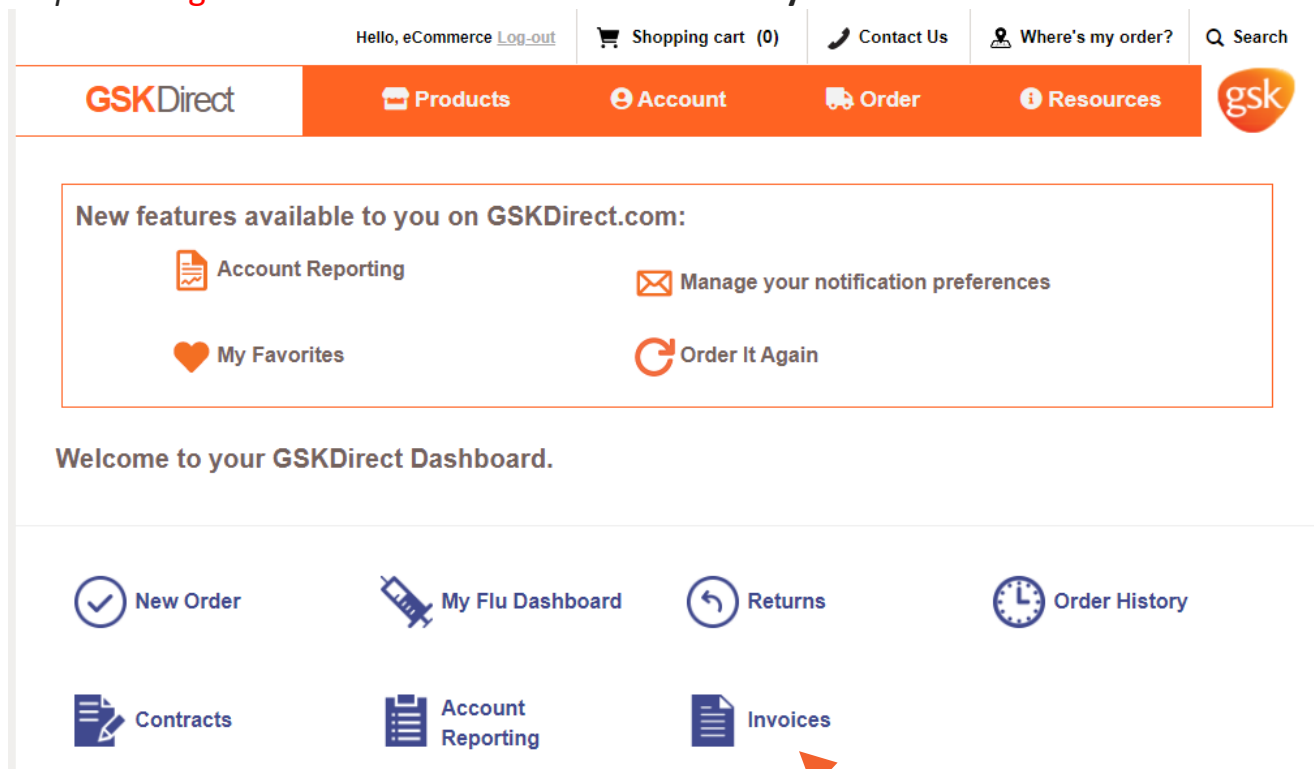
## Summary:

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

<input type="checkbox"/>	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"/>	11003831	825327687		05/08/22	05/09/22	\$4,812.73	\$4,812.73	\$4,812.73	View	History
<input type="checkbox"/>	11004055	82532769		04/26/22	04/27/22	\$440.97	\$440.97	\$440.97	View	History
<input checked="" type="checkbox"/>	11004055	8268729137	sandeep_3	05/08/22	05/09/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	11004055	8268729138	sandeep_10	05/08/22	05/09/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	11004055	8268729139	sandeep_11	05/08/22	05/09/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
<input type="checkbox"/>	11004055	8268729140	sandeep_12	05/08/22	05/09/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History

Pay File View Selected

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

Full amount of \$1081.59 in credit memo is applied

Open Pending Closed

For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount.

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
11003831	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

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.

Copy Ctrl+C Total Amount to Pay: \$1,081.59

**Payment Details**

Enter the date you would like this payment made and the payment account you would like to use to pay the document(s).

Payment Date: 3/10/2022

You have selected to pay by a Credit Memo or Unapplied Payment. The correct document has been set as your payment account below.

Payment Account: CM 8268729137 (\$1,081.59)

Memo:

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

The screenshot shows the GSKDirect Credit Memo Self-Service interface. On the left is a navigation menu with options: Quick Look, Documents, Payments, My Profile, Terms of Sale, Privacy Statement, Help, Contact Us, and Logout. The main content area has tabs for Open, Pending, and Closed. Below the tabs is a message: "For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount." A table displays invoice details:

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
11003831	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

Below the table, the "Total Amount to Pay:" is \$1,081.59. A "Confirm Payment" button is visible, along with a "Copy Ctrl+C" button. Below this, there are input fields for "Payment Date:" (Thu 03/10/2022), "Payment Account:" (CM 8268729137 (\$1,081.59)), and "Memo:" (1invoice1cm). At the bottom right, there are "Back", "Pay", and "Cancel" buttons.

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

The screenshot shows the GSKDirect Credit Memo Self-Service interface after a successful payment. The navigation menu and tabs are the same as in Step 5. The table below the message "For eligible customers, invoices paid by the cash discount date will qualify for a prompt pay discount." is identical to the one in Step 5:

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
11003831	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$4,812.73	-94.26	\$1,081.59	View

Below the table, the "Total Amount to Pay:" is \$1,081.59. A "Successful Payment" message is displayed in a yellow box, along with a "Copy Ctrl+C" button. Below this, there are input 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, there are "Print" and "OK" buttons.

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**Step 7:** **Within the SAME DAY**, go back to the open invoice and **pay the remaining balance** via credit card. Select the invoice and **click "Pay."**

The original open document = 8253276877 after applied credit memo is still visible in 'Open' tab with updated balance

Customer #	Document Number	PO Number	Discount Due Date	Document Due Date	Original Document Amount	Document Balance	Customer Adjusted Balance	View	Document History
11003831	8253276875	vuebilltest_5	05/08/22	05/09/22	\$2,062.60	\$2,062.60	\$2,062.60	View	History
11003831	8253276876	Copy Ctrl+C	05/08/22	05/09/22	\$687.53	\$687.53	\$687.53	View	History
11003831	8253276877	vuebilltest_7	05/08/22	05/09/22	\$4,812.73	\$4,812.73	\$3,731.14	View	History
11004055	8253276864	downtime_8	04/26/22	04/27/22	\$440.97	\$440.97	\$440.97	View	History
11004055	8268729138	sandeep_10		03/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History
11004055	8268729139	sandeep_11		03/04/22	(\$1,081.59)	(\$1,081.59)	(\$1,081.59)	View	History

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

Customer decides to pay off the remaining balance for invoice = 8253276877 by using a credit card

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
11003831	8253276877	vuebilltest_7	5/8/2022	5/9/2022	\$4,812.73	\$4,812.73	\$3,731.14	-94.26	\$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.**