

CONTRACTS

CREDIT NOTE PROCESS

Credit notes and invoices must be processed within the **current** financial period.

There are three ways to raise a contract credit note:

1. [Credit Note without Re-Invoice](#): e.g. Credit the customer without raising a new invoice.
2. [Credit Note with Auto Re-Invoice](#): e.g. Immediate prior invoice closing reading incorrect / fee or meter charges are incorrect.
3. **Credit Note with Manual Invoice**: e.g. Immediate prior invoice opening reading, or any previous readings fee or meter charges incorrect or excluded.
 - i. [Create Contract Credit Note](#)
 - ii. [Create Manual Contract Invoice](#)

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