
bp
How to submit **a partial credit note against an invoice** for services
Strategy
Low carbon electricity and energy
Convenience and mobility

With regards to receiving a refund for a partial amount on a service invoice, there are some key tips to ensure this is processed correctly.

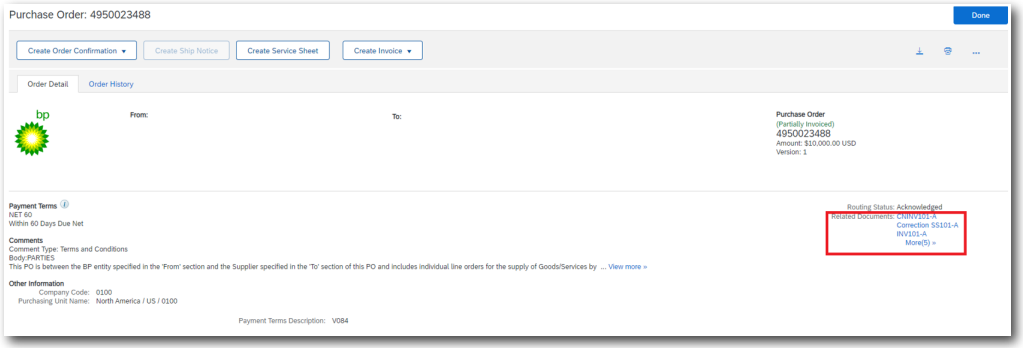
When might you need to submit a partial credit note?

If you have **invoiced the wrong amount to bp**, e.g., you may have incorrectly invoiced a service for $500 USD and this amount got paid. You then realize that you meant to invoice $300 USD not $500.

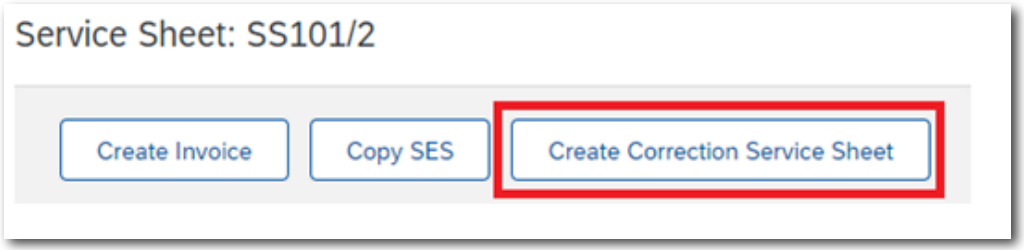


What **actions** do you need to take?

1. Locate the **original service entry sheet from the PO page** inside of Ariba.

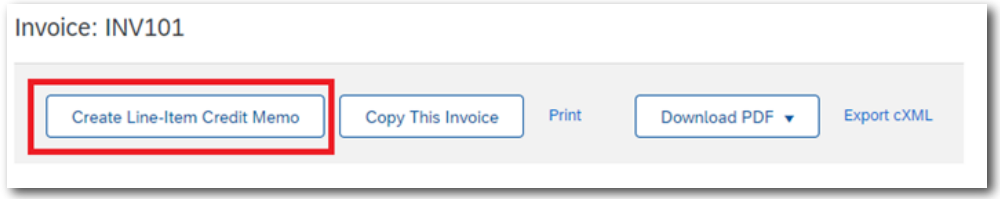


2. You will need to **create a correction service entry sheet** for the full amount noted on the service entry sheet.



Note: your **bp representative will need to approve** before you can proceed to step 3.

3. Once the correction service entry sheet is approved, **locate the original invoice**, and **submit a credit note** for the full amount.



4. Once the credit note has been **submitted and approved**, you can **proceed to step 5**.

5. **Create a new service entry sheet** with the correct amount and **submit to your bp representative** for approval.

6. Once approved, **submit a new invoice for the correct amount**.

Once all documents are in the bp systems, our Accounts Payable team will match the credit note and the new invoice. If you have any outstanding invoices, the difference will be deducted from the next payment owed to you to offset the credit.

If you don't have any invoices pending payment by bp, you will then need to manually transfer/refund the monies back to bp.

Thank you

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