CREATING A CREDIT MEMO

1. Log Into the Delphi eInvoicing System
   - On the DOT Delphi eInvoicing System Login page, enter your user name and password
   - Read the Rules of Behavior and check the box
   - Select Login

2. Select the Responsibility
   - Select the responsibility associated with the DOT agency for which you need to submit a credit memo
   - (Please note that this step is only required if you invoice more than one DOT agency; otherwise, you will be automatically directed to the Responsibility Home page to begin the process of creating a credit memo.)

3. Create Invoices
   - Select the Invoices tab
   - Select the Create Credit Memo Invoice button

4. Search for Purchase Order/Grant
   - On the Create Invoices Search page, enter search criteria for the Purchase Order(s)/grant(s) for which you need to create a credit memo
   - Select Go
   - Search results appear in the table
   - Check the box of the correct Purchase Order(s)/grant(s)
   - Select Next to begin creating the credit memo

5. Enter and Calculate Correct Credit Amount
   - Enter the credit amount (NOTE: This must be a negative amount)
   - If submitting a credit memo against more than one Purchase Order/grant, select Calculate to calculate the total
   - Select Next

6. Enter General Credit Memo Information
   - Enter the Invoice (Credit Memo) Number and Date
   - Enter a description of the credit memo
   - Electronically upload backup documentation/attachments
   - Enter the Period of Performance
   - Electronically add an SF270 or SF271 Form (if needed)
   - Select Next

7. Review and Submit the Credit Memo
   - Review the invoice information
   - Select Finish to submit the invoice

For additional training resources, please visit the Delphi eInvoicing System website:
http://www.dot.gov/cfo/delphi-einvoicing-system.html

Available Training Materials:
- Grant Recipient Web-Based Training (WBT)
- Grant Recipient User Manual
- Frequently Asked Questions (FAQs)