Credit Memo Approval Form

Form No.	Date Submitted	Policy Reference	Submitted By
FORM-AR-CMA-001		POL-AR-CC-001	

ℹ Anyone in the business may initiate a credit memo request. All requests must first be routed through the AR Supervisor (Section 5) before entering the approval chain.

Select the applicable Approval Stream in Section 6. All approval levels up to and including the level that covers the total credit amount must sign in sequence.

Once fully approved, this completed form must be uploaded to Oracle for audit purposes.

Title	Amount
Approval Stream 1 — All OOS and T&M Service Activity	
RSM	Up to $500
AVP	Up to $750
VP of Field Svc	Up to $1,500
CSDO	Greater than $1,500
Approval Stream 2 — Subscriptions Only	
Service Billing / Subscription Mgr	Up to $500
VP of Customer Care Center	Up to $1,000
CSDO	Greater than $1,000

1. Customer & Request Information

Customer Name	
Customer Account #	
Oracle Customer ID	
Initiated By (Name)	
Initiated By (Title)	
Department	
Date of Request	

2. Credit Details

Service Request (SR) #		**Sales Order (SO) #**	
Customer PO #		**Oracle Invoice Ref**	

Invoice #	Invoice Date	Original Amount	Credit Amount	Balance After Credit
		TOTAL CREDIT REQUESTED:	**$**	

3. Reason for Credit

Select the applicable reason. Supporting documentation is required for all submissions.

- ☐ Service covered by contract / warranty
- ☐ Incorrect bill rates (credit / rebill)
- ☐ Labor or travel time incorrect
- ☐ Surcharges exempted under contract
- ☐ NTE approval missing
- ☐ PO not provided
- ☐ Invoice submission exceeded time limit
- ☐ Asset subscription cancelled
- ☐ Work on wrong asset
- ☐ Work not completed
- ☐ Other (requires VP of Collections & Treasury written approval)

Additional Detail / Explanation	

4. Supporting Documentation

Check all documents attached. Incomplete submissions will be returned to the initiator without processing.

- ☐ Copy of original invoice(s)

☐ Written explanation referencing the approved reason code
☐ Customer communication or dispute correspondence
☐ Corrected invoice — required for Reasons 2, 3, and 9
☐ Contract or warranty documentation — required for Reasons 1 and 4
☐ Field service report or proof of non-completion — required for Reason 10
☐ Other supporting documentation (describe in Section 3 explanation field)

5. AR Supervisor Review

ℹ The AR Supervisor must review and confirm eligibility before this form enters the approval chain. This step is required for all requests regardless of amount.

If the request does not meet eligibility criteria and is DENIED, the AR Supervisor returns it to the initiator with written comments. The process must restart from the beginning.

AR Supervisor | AR Supervisor | All amounts — required first step

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

6. Approval Chain

Select the applicable stream below. Obtain all signatures in sequence — every level up to and including the one that covers the total credit amount must sign before the form advances.

Select Stream: ☐ Stream 1 — All OOS and T&M Service Activity ☐ Stream 2 — Subscriptions Only

Approval Stream 1 — All OOS and T&M Service Activity

RSM | Stream 1 | Up to $500

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

AVP | Stream 1 | Up to $750

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

VP of Field Svc | Stream 1 | Up to $1,500

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

CSDO | Stream 1 | Greater than $1,500 ★ Final Approver ★ Final Approver

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

Approval Stream 2 — Subscriptions Only

Service Billing / Subscription Mgr | Stream 2 | Up to $500

Decision: ☐ Approved ☐ Denied

Comments:

Printed Name	Signature	Date

VP of Customer Care Center | Stream 2 | Up to $1,000		
Decision: ☐ Approved ☐ Denied		
Comments:		
Printed Name	**Signature**	**Date**

CSDO | Stream 2 | Greater than $1,000 ★ Final Approver ★ Final Approver		
Decision: ☐ Approved ☐ Denied		
Comments:		
Printed Name	**Signature**	**Date**

7. Final Disposition

To be completed by AR after the credit has been fully approved and processed in Oracle.

Credit Memo # (Oracle)	
Date Processed in Oracle	
Journal Entry Reference #	
Processed By (AR Specialist)	

- ☐ Credit Memo Register updated
- ☐ Customer notified of credit issuance
- ☐ Original invoice marked as credited in Oracle
- ☐ Completed form uploaded to Oracle customer record for audit purposes
- ☐ Supporting documents retained per 7-year retention schedule

— End of Form | FORM-AR-CMA-001 | Cennox Confidential —