This chapter:

- explains the need for the buyer to check invoices and credit notes received from suppliers for goods or services ordered, or goods returned
- describes the documents involved in this checking process; these include:
  - the purchase order – issued by the buyer ordering goods and services and setting out all the details of the order in the first place
  - the delivery note – issued and sent by the supplier – which sets out the details of the items being supplied
  - the supplier (purchase) invoice – issued by the supplier, setting out the details of the price charged, discounts given, Value Added Tax, and the total amount due
  - the supplier (purchase) credit note – issued by the supplier, normally when goods have been returned
  - the goods returned note – issued by the buyer and sent with the goods being returned – the details of which will have to be checked against the supplier’s credit note to make sure the amount refunded is correct
- describes how errors and discrepancies in the documentation can be identified and what to do if a discrepancy is discovered

OCR assessment criteria covered

Unit M1: Preparing and processing bookkeeping documents

2.1 Check the accuracy of supplier invoices and credit notes against purchase orders, goods received and delivery notes

2.2 Check that agreed trade and bulk discounts have been applied accurately

2.3 Code supplier invoices and credit notes
PURCHASE DOCUMENTS

In the last chapter we described the processes carried out when, as the seller of goods and services, you issue:

• sales invoices – to obtain payment from the buyer for what you have sold on credit

• sales credit notes – to reduce the amount owed by the buyer, if, for example, goods have been returned

In this chapter we deal with the same documents, but from the point of view of the buyer of goods and services, who will need to check them carefully:

• supplier invoices – received from the supplier and payable by you

• supplier credit notes – to reduce the amount owed by you, if, for example, you return goods

If you look at the diagram below – it is basically the same diagram as shown in the last chapter – you will see that the documents involved are the same.

---

**flow of documents in a credit purchase**

**BUYER**

- the order is placed by the buyer
- the receipt of goods is recorded by the buyer
- the buyer receives a request for payment
- a reduction in the amount owing may be needed if there is a problem; the goods will be returned with a goods returned note and followed by a supplier credit note

**SELLER**

- the order is received and processed
- the goods (or services) are supplied
- payment is requested and the credit period set out in the invoice
- a refund may be agreed if there is a problem and a supplier credit note will be issued

---
CHECKING THE DOCUMENTS

checking by the seller

In the last chapter it was seen as being very important to check for accuracy the main sales documents issued – the invoice and credit note. For example, checking:

- that the product codes of the goods invoiced are correct
- that the price charged is correct
- the calculations on the invoice, including the Value Added Tax, are all correct

If you make a mistake it could prove costly. Your level of customer service would look rather poor and payment could be delayed.

checking by the buyer

In this chapter we describe what checking has to be done by the buyer. If you are the buyer, you will need to check the purchase documents, and for very specific reasons: you will want to make sure that:

- the goods provided are the goods you have ordered in the first place – you can tell this from the product codes used
- the correct unit price has been charged
- any discounts you are entitled to have been correctly calculated and deducted
- any VAT charged has been correctly calculated
- the calculations on the supplier invoice or supplier credit note are all accurate

what to do if you find an error

If the buyer finds any errors or discrepancies on a supplier invoice or supplier credit note the document must be rejected and a reason given. This reason may be written on the document itself or in a separate record. In your assessments you will be given a table in which to record errors and discrepancies.

The golden rule is that you should never alter the document – an invoice total, for example – and process it as if it were correct. It should always be referred back to the seller.

On the next page we will explain in outline the main documents that need to be checked by the buyer who receives a supplier invoice. We will then set out a Case Study to illustrate all these principles.
what needs to be checked?

There are three documents involved in the checking process:

- **purchase order**
  This is the first document to be issued. It is drawn up by the buyer to order the goods and will set out all the details of the purchase:
  - quantity
  - product code
  - description
  - unit price

- **delivery note**
  This document is normally sent with the goods and is likely to be the first document relating to the transaction received by the buyer from the seller. The details on this document should be checked with the purchase order. The main question the buyer is asking here is “Has the supplier sent what we ordered?”

- **supplier (purchase) invoice**
  This sets out what is owed by the buyer and when it has to be paid. This should be checked against the purchase order and delivery note. The questions the buyer is asking here are: “Are we being charged for what we ordered?” and “Are we being charged the right amount?”

This process is summarised on the diagram below and also explained in full in the Case Study which follows over the next few pages.

---

**checking the three purchase documents**

**SUPPLIER INVOICE**
This is the amount charged – is it correct?
- what is the amount owed?
- when does it have to be paid?
- are discounts and VAT included?
- are the calculations correct?
- are the quantity, product code, description and unit price correct?
- is the purchase order number correct?

**PURCHASE ORDER**
Does the invoice relate to what we ordered?
- check the details

**DELIVERY NOTE**
Has the supplier sent what we ordered?
- check the details
In this Case Study we will track the purchase (and return) of some memory sticks from a computer company. There are two businesses involved:

- Aztex Limited, the buyer – a computer shop
- Zilon Computers, the seller – a computer equipment supplier

We will concentrate on the process from the point of view of the buyer.

**the purchase order is sent**

Aztex Limited a computer shop, needs more memory sticks because stocks are running low. The order is placed by Aztex who send a purchase order on 9 December to its regular supplier, Zilon Computers.

The purchase order is shown at the top of the next page. It has been given a unique reference number (1095) and sets out details of product codes, quantities, descriptions and prices.

**the order is received**

On 14 December Aztex Limited receives delivery of the order. It is accompanied by a delivery note issued by Zilon Computers. This is shown at the bottom of the next page.

The staff at Aztex will count and check the actual delivery to make sure:

- the correct number of items have been received
- the correct goods have been sent
- the goods are in acceptable condition

Any discrepancies or damage should be noted so that the matter can be taken up with the supplier. This is not the case here.

**checking the documents**

When the order has been received the purchase order should be checked against the delivery note. The specific checks (see opposite page) include:

- the purchase order number should be the same on both documents – here it is 1095
- the product codes, quantities and descriptions of the two types of memory stick should be the same – as they are here

Note that the delivery note may not show the price of the goods. The reason for this is that prices are not needed when goods are delivered. They are dealt with on the supplier’s invoice, which may come with the consignment or it may follow separately. This is dealt with on pages 26 and 27.
checking the purchase order and the delivery note
The specific checks to be made are shown in the grey boxes below.

### PURCHASE ORDER

**Aztex Limited**
29, Commercial Road
Witton WT1 2HJ
Tel 01723 654298 Fax 01723 654322 Email sales@aztex.co.uk
VAT REG GB 0347 7383 01

**Supplier**
Zilon Computers
8 Circus Place
Southbury
SB2 8VJ

**Purchase Order**

- **Purchase order no**: 1095
- **Date**: 9 December 2011

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDX08</td>
<td>10</td>
<td>8GB Ulex Memory Stick @ £15.00</td>
</tr>
<tr>
<td>UDX16</td>
<td>8</td>
<td>16GB Ulex Memory Stick @ £30.00</td>
</tr>
</tbody>
</table>

### DELIVERY NOTE

**Zilon Computers**
8 Circus Place, Southbury, SB2 8VJ
Tel 01402 776152 email sales@ziloncomputers.com
VAT Reg 298 1662 85

**Supplier**
Aztex Limited
29, Commercial Road
Witton
WT1 2HJ

**Delivery Note**

- **Number**: 10972
- **Delivery Method**: Parcelswift
- **Purchase Order**: 1095
- **Date**: 12 12 2011

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDX08</td>
<td>10</td>
<td>8GB Ulex Memory Stick</td>
</tr>
<tr>
<td>UDX16</td>
<td>8</td>
<td>16GB Ulex Memory Stick</td>
</tr>
</tbody>
</table>
checking the supplier's (purchase) invoice

The invoice for the memory sticks is received by Aztex Limited from Zilon Computers the following day. It is shown on the next page. The invoice is checked against the delivery note and the purchase order. The specific points to look at (shown with a grey background) are:

- **invoice and delivery note**
  Are the details of the goods on the invoice and delivery note the same? The product code, description and quantity of the goods should agree.

- **invoice and purchase order**
  Has the invoice quoted the correct purchase order number? Has the correct price been charged? The unit price quoted by the supplier or obtained from the supplier's catalogue will be stated on the purchase order, and should agree with the unit price stated on the invoice. If there is a difference, it should be queried with the supplier.

checking the calculations on the invoice

All the calculations on the invoice should be checked; they are shown on the next page within dotted lines. If any of these calculations is incorrect, the final total will be wrong, and the invoice will have to be queried with the supplier. The checks to be made are:

- **quantity \times unit price**
  The quantity of the items multiplied by the unit price must be correct. The result is used for the calculation of any discounts applicable.

- **trade discount**
  Trade discount is a percentage deduction from the normal list price; it is normally given to approved ‘trade’ customers. This discount is deducted from the total price. In the case of the invoice shown opposite, the total price worked out is £390. The 25% trade discount is shown and deducted on the line below the £390. The calculation is:

  \[
  \frac{390 \times 25}{100} = 97.50
  \]

  The price charged (on which VAT will be charged) is therefore:

  \[
  390.00 - 97.50 = 292.50
  \]

- **bulk discount**
  Bulk discount is given for bulk purchases – ie large quantity purchases. If, for example, Aztex was to order 500 8GB memory sticks rather than just 10 it may be able to negotiate a further bulk discount.

  Bulk discount is calculated on the invoice in the same way as trade discount, ie it is deducted from the total price before the VAT is calculated and added on.
• **Value Added Tax (VAT)**

Value Added Tax is a tax on sales. In this book VAT is calculated at 20%. On an invoice VAT is added to the total after the deduction of discount. The calculation on the invoice below is:

\[
\frac{292.50 \times 20}{100} = 58.50 = \text{VAT amount}
\]

If you are using a calculator, all you need to do is to multiply the total by 0.2 to give the VAT, which is then added to the total.

Note that fractions of a penny are normally ignored when calculating VAT. If the VAT comes out on the calculator as £56.666666, the actual VAT should be £56.66 and is not rounded up to £56.67.

Now study the invoice shown below and check the arithmetic.

---

**INVOICE**

Zilon Computers
8 Circus Place, Southbury, SB2 8VJ
Tel 01402 776152 email sales@ziloncomputers.com
VAT Reg 298 1662 85

Aztex Limited
29, Commercial Road
Witton
WT1 2HJ

invoice number 2741
purchase order number 1095
date 12 December 2011

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>UDX08</td>
<td>8GB Ulex Memory Stick</td>
<td>15.00</td>
<td>150.00</td>
</tr>
<tr>
<td>8</td>
<td>UDX16</td>
<td>16GB Ulex Memory Stick</td>
<td>30.00</td>
<td>240.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 25%

<table>
<thead>
<tr>
<th></th>
<th>VAT @ 20%</th>
<th>Invoice total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>390.00</td>
<td>292.50</td>
</tr>
<tr>
<td>97.50</td>
<td></td>
<td>351.00</td>
</tr>
</tbody>
</table>

terms: Net 30 days
DEALING WITH ERRORS AND DISCREPANCIES

what can go wrong?

There are a number of situations where a buyer checking the purchase documents and the delivered goods will find errors and discrepancies. In each case action will have to be taken by the buyer.

Some common examples of errors and discrepancies are listed below, together with examples of the action that will need to be taken in each case. You will find in commercial practice that the actions taken may vary to some extent, but the examples given below are fairly common. As you will see from the table there are two main situations:

- an invoice with an error on it should be rejected and a new invoice issued by the seller
- a problem involving the goods themselves – in these cases the goods should be returned to the supplier with a goods returned note and a credit note requested from the supplier

<table>
<thead>
<tr>
<th>error/discrepancy</th>
<th>action to be taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>error in calculation on invoice</td>
<td>invoice rejected and not processed for payment</td>
</tr>
<tr>
<td>incorrect discount given on invoice</td>
<td>invoice rejected and not processed for payment</td>
</tr>
<tr>
<td>incorrect application of VAT on invoice</td>
<td>invoice rejected and not processed for payment</td>
</tr>
<tr>
<td>quantity of goods sent is too low</td>
<td>balance of goods sent or credit note requested</td>
</tr>
<tr>
<td>wrong goods sent</td>
<td>goods returned and credit note requested</td>
</tr>
<tr>
<td>faulty goods sent</td>
<td>goods returned and credit note requested</td>
</tr>
<tr>
<td>goods damaged in transit</td>
<td>goods returned and credit note requested</td>
</tr>
</tbody>
</table>

At the top of the next page is a goods returned note issued by Aztex to Zilon Computers and sent back with a faulty pocket hard drive supplied by Zilon. The credit note issued by Zilon Computers is at the bottom of the page. The following checks will need to be carried out on these documents:

- is the purchase order number the same?
- are the product code, quantity, description and unit price the same?
- has the trade discount (25%) been calculated and deducted correctly?
- has the VAT (20%) been calculated and added on correctly?

If there is an error or discrepancy on the credit note it will need to be recorded and the credit note will not be able to be passed on for processing. It would appear that the two documents shown here are in order.
## GOODS RETURNED NOTE

**Supplier:**
Zilon Computers  
8 Circus Place  
Southbury  
SB2 8VJ

**Purchase Order No:** 977  
**Date:** 14 November 2011

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD109</td>
<td>1</td>
<td>Lazio 500GB pocket hard drive</td>
<td>Faulty goods</td>
</tr>
</tbody>
</table>

**Price Information:**
- @ £80.00
- 25% Trade discount.
- VAT @ 20%

**Total:** £72.00

---

## CREDIT NOTE

**Supplier:**
Zilon Computers  
8 Circus Place, Southbury, SB2 8VJ  
Tel 01402 776152 email sales@ziloncomputers.com  
VAT Reg 298 1662 85

**Credit Note Number:** 151  
**Purchase Order Number:** 977  
**Date:** 21 November 2011

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HD109</td>
<td>Lazio 500GB pocket hard drive</td>
<td>80.00</td>
<td>80.00</td>
</tr>
</tbody>
</table>

**Less trade discount @ 25%**  
- £20.00
- 60.00

**VAT @ 20%**  
- £12.00

**Credit Note Total:** £72.00
AN EXAMPLE OF ERRORS AND DISCREPANCIES

The documents on the previous page are both in order and therefore the credit note can be processed through the books of Aztex Limited. The result of this returns transaction will be that the amount owed by Aztex to Zilon Computers, its supplier, will be reduced by £72, ie the total of the credit note issued by Zilon Computers.

Your assessment is likely to require you to identify errors and discrepancies on these documents and to record them in a table. As an initial exercise, you should check the goods returned note below against the credit note on the next page. You will find a number of basic errors. Write them down, using the table at the bottom of this page if you wish, and compare your findings with the upside-down answer on the bottom of the next page. Hopefully errors on this scale will not be too common in the workplace!

GOODS RETURNED NOTE

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>WLK2W</td>
<td>1</td>
<td>Wireless keyboard (white) @ £60. 25% Trade discount.</td>
<td>Goods damaged in transit</td>
</tr>
</tbody>
</table>

Supplier

Zilon Computers
8 Circus Place
Southbury
SB2 8VJ

Aztex Limited
29, Commercial Road
Witton WT1 2HJ
Tel 01723 654298 Fax 01723 654322 Email sales@aztex.co.uk
VAT REG GB 0347 7383 01

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Purchase order number</th>
<th>Credit note number</th>
<th>Reason why credit note cannot be processed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# CREDIT NOTE

**Zilon Computers**

8 Circus Place, Southbury, SB2 8VJ
Tel 01402 776152 email sales@ziloncomputers.com
VAT Reg 298 1662 85

<table>
<thead>
<tr>
<th>Aztex Limited</th>
<th>29, Commercial Road</th>
<th>Witton</th>
<th>credit note number</th>
<th>2732</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel 01402 776152 email <a href="mailto:sales@ziloncomputers.com">sales@ziloncomputers.com</a></td>
<td>VAT Reg 298 1662 85</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>WLK2W</td>
<td>Wireless keyboard (white)</td>
<td>60.00</td>
<td>60.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 25%

<table>
<thead>
<tr>
<th>less trade discount £</th>
<th>60.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAT @ 20%</td>
<td>9.60</td>
</tr>
</tbody>
</table>

**reason for credit:**
Goods damaged in transit

| Credit note total | 38.40 |

**Supplier Purchase Credit Reasons why credit note cannot be processed**

- Wrong purchase order number
- Trade discount incorrectly calculated at 20%
- VAT should be added, not deducted
Chapter summary

- It is necessary for the buyer to check financial documentation relating to purchases in order to ensure that the goods received are:
  - the correct goods (ie the right quantity and the right specification)
  - charged at the correct price (including any discounts and Value Added Tax)
- When goods arrive from the supplier they should be checked against the delivery note sent with the goods.
- A purchase invoice should be checked against the purchase order issued by the buyer and the delivery note sent with the goods. If there are any errors or discrepancies, they should be noted and the purchase invoice should not be processed for payment.
- If goods are returned to the supplier, they should be sent back with a goods returned note. A purchases credit note will then be issued by the supplier.
- The purchases credit note should be checked against the goods returned note issued by the buyer. Any errors or discrepancies should be noted.
- When checking documents, particular attention should be paid to arithmetic accuracy, the level of discounts and treatment of Value Added Tax.

Key terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>supplier invoice</td>
<td>an invoice issued to the buyer by the supplier, setting out what is owed by the buyer and when it has to be paid</td>
</tr>
<tr>
<td>supplier credit note</td>
<td>a credit note issued to the buyer by the supplier, setting out a reduction in the amount owed to the supplier</td>
</tr>
<tr>
<td>purchase order</td>
<td>a document completed by the buyer of goods or services and sent to the seller, setting out details of what is required</td>
</tr>
<tr>
<td>delivery note</td>
<td>a document which goes with the goods from the seller to the buyer</td>
</tr>
<tr>
<td>goods returned note</td>
<td>a document which goes with goods returned by the buyer to the seller</td>
</tr>
<tr>
<td>trade discount</td>
<td>a percentage reduction in the selling price of goods or services, normally given to trade customers who buy regularly</td>
</tr>
<tr>
<td>bulk discount</td>
<td>a percentage reduction in the selling price of goods or services, given for large quantity ('bulk') purchases</td>
</tr>
</tbody>
</table>
2.1* The documents that need to be checked when processing a supplier invoice for payment include:

A  the invoice, the purchase order and the goods returned note
B  the invoice, the price list and the goods returned note
C  the invoice, the purchase order and the delivery note

Choose the correct option.

2.2 The documents that need to be checked when processing a supplier credit note when calculating the payment due include:

A  the credit note and the delivery note
B  the credit note and the goods returned note
C  the invoice and the goods returned note

Choose the correct option.

2.3* Which of the following options best describes the term ‘bulk discount’?

A  a discount given to a customer who buys large quantities of goods
B  a discount given to a very large customer
C  a discount which avoids the need to charge VAT on an invoice

2.4 VAT is a tax which is shown on an invoice and

A  is calculated on the cost of goods before discount is added on
B  is calculated on the cost of goods after discount has been deducted
C  is deducted from the cost of goods after discount has been calculated

Choose the correct option.

2.5* If you find that a supplier has made a simple arithmetic mistake on an invoice total, you should:

A  not process the invoice because it is incorrect
B  change the total to avoid further problems
C  pass the invoice for payment because the total is lower than it should be

Choose the correct option.
2.6* The question that follows is based on the computer shop business, Aztex Limited, featured in this chapter. You are employed by this business as a bookkeeper.

During the course of November 2011 you are required to process a number of supplier credit notes which relate to items ordered which you have had to return for various reasons.

Your job here is to check the five credit notes and goods returned notes set out on the next five pages. If you find any errors or discrepancies you are required to complete the table below, setting out your reasons for not processing the credit notes. These pairs of documents are labelled (a) to (e) for ease of reference.

The current Value Added Tax (VAT) rate is 20%.

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Purchase order number</th>
<th>Credit note number</th>
<th>Reason why credit note cannot be processed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(a) **GOODS RETURNED NOTE**

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD110</td>
<td>2</td>
<td>Lazio 1TB pocket hard drive @ £120. 25% Trade discount.</td>
<td>Goods damaged in transit</td>
</tr>
</tbody>
</table>

**CREDIT NOTE**

<table>
<thead>
<tr>
<th>Credit note number</th>
<th>Purchase order number</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2703</td>
<td>950</td>
<td>10 November 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HD110</td>
<td>Lazio 1TB pocket hard drive</td>
<td>120.00</td>
<td>120.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 20%

96.00

VAT @ 20%

19.20

Credit note total

115.20
## GOODS RETURNED NOTE

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>LMS16</td>
<td>10</td>
<td>Letho 16GB memory sticks @ £19.95. 20% Trade discount.</td>
<td>Goods damaged in transit</td>
</tr>
</tbody>
</table>

## CREDIT NOTE

### Droitwich Digital
19 Kidder Estate, Droitwich, DW3 8JG
Tel 01905 772191 email sales@droitwichdigital.co.uk
VAT Reg 244 1694 88

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Credit note number</th>
<th>Purchase order number</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Droitwich Digital</td>
<td>1789</td>
<td>955</td>
<td>8 November 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>LMS08</td>
<td>Letho 16GB memory sticks</td>
<td>8.00</td>
<td>80.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 20%

<table>
<thead>
<tr>
<th>VAT @ 20%</th>
<th>Credit note total</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.20</td>
<td>115.20</td>
</tr>
</tbody>
</table>
### GOODS RETURNED NOTE

**Supplier**
Delphic Limited  
34 Oracle Street  
Wavern  
WA1 7ST

**Aztex Limited**
29, Commercial Road  
Witton WT1 2HJ
Tel 01723 654298  Fax 01723 654322  Email sales@aztex.co.uk  
VAT REG GB 0347 7383 01

**Purchase Order No.** 977  
**Date** 9 November 2011

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>OM120</td>
<td>5</td>
<td>Topo optical mouse @ 18.00. Trade discount @ 15%.</td>
<td>Incorrect goods supplied.</td>
</tr>
</tbody>
</table>

### CREDIT NOTE

**Delphic Limited**
34 Oracle Street  
Wavern WA1 7ST
Tel 01706 654281  Email info@delphiclimited.co.uk  
VAT Reg GB 2645 3383 26

**Supplier**
Aztex Limited  
29, Commercial Road  
Witton  
WT1 2HJ

**Credit Note Number** 1924  
**Purchase Order Number** 977  
**Date** 16 November 2011

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>OM120</td>
<td>Topo optical mouse</td>
<td>18.00</td>
<td>90.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 15%  

VAT @ 20%  

**Reason for Credit:** Incorrect goods supplied  

<table>
<thead>
<tr>
<th>Less trade discount @ 15%</th>
<th>13.50</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAT @ 20%</td>
<td>15.50</td>
</tr>
<tr>
<td>Credit note total</td>
<td>92.00</td>
</tr>
</tbody>
</table>
### GOODS RETURNED NOTE

**supplier**

Presto Supplies  
18 Fencote Road  
Worcester  
WR2 6HY

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNC6</td>
<td>10</td>
<td>Sticky Notes (coloured) 6 pack @ 6.95. 20% Trade discount.</td>
<td>Duplicated order</td>
</tr>
</tbody>
</table>

**GOODS RETURNED NOTE**

**supplier**

Aztex Limited  
29, Commercial Road  
Witton WT1 2HJ

**purchase order no** 981  
**date** 10 November 2011

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNC6</td>
<td>10</td>
<td>Sticky Notes (coloured) 6 pack @ 6.95. 20% Trade discount.</td>
<td>Duplicated order</td>
</tr>
</tbody>
</table>

### CREDIT NOTE

**Presto Supplies**  
18 Fencote Road, Worcester WR2 6HY  
Tel 01905 334482 email info@prestosupplies.com  
VAT Reg 987 5441 21

<table>
<thead>
<tr>
<th>Aztex Limited</th>
<th>credit note number 907</th>
<th>purchase order number 981</th>
<th>date 17 November 2011</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>SNC6</td>
<td>Sticky notes (coloured) 6 pack</td>
<td>6.95</td>
<td>69.50</td>
</tr>
</tbody>
</table>

| 10       | SNC6         | Sticky notes (coloured) 6 pack | 6.95 | 69.50 |

Less trade discount @ 20%  
55.60

**reason for credit:**  
Duplicated order

**VAT @ 20%**  
11.12

**Credit note total**  
66.72
### GOODS RETURNED NOTE

<table>
<thead>
<tr>
<th>Product code</th>
<th>Quantity</th>
<th>Description</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB100</td>
<td>1</td>
<td>Troybuster anti-virus software @ £48.00. Trade discount 25%.</td>
<td>Wrong version of software sent</td>
</tr>
</tbody>
</table>

### CREDIT NOTE

<table>
<thead>
<tr>
<th>Credit note number</th>
<th>2732</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase order number</td>
<td>928</td>
</tr>
<tr>
<td>Date</td>
<td>22 November 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Product code</th>
<th>Description</th>
<th>Unit price £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TB100</td>
<td>Troybuster anti-virus software</td>
<td>40.00</td>
<td>40.00</td>
</tr>
</tbody>
</table>

Less trade discount @ 25%

<table>
<thead>
<tr>
<th>40.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.00</td>
</tr>
<tr>
<td>32.00</td>
</tr>
</tbody>
</table>

**Reason for credit:**
Wrong version of software sent

**VAT @ 20%**

<table>
<thead>
<tr>
<th>Credit note total</th>
<th>38.40</th>
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</table>