

# Vendor Quick Reference Guide



## Submitting and Finding a Credit Memo

### Overview

This Quick Reference Guide (QRG) shows a user with the **Vendor admin role** how to submit a Credit Memo in the eMaryland Marketplace Advantage (eMMA). It also shows how to find a submitted credit memo and view the status.

**NOTE:** For best results, use the Google Chrome browser to access eMMA.

If you need help at any time, please reach out to the eMMA helpdesk at [emma.helpdesk@maryland.gov](mailto:emma.helpdesk@maryland.gov).



### Prerequisites

- You will need an existing Purchase Order in eMMA.

### Step-by-Step Instructions

#### Submitting a Credit Memo

**NOTE:** This QRG uses diagrams with specific callouts to show required and optional fields in forms. A yellow callout with

a red border  indicates a required field, while yellow callouts with a black border  indicate optional fields. Letters within the callouts correspond to the explanations below the diagram. A red asterisk (\*) indicates a required field in the eMMA interface.

1. Navigate to eMMA at <https://emma.maryland.gov> and log in with your credentials.

Welcome to eMaryland Marketplace Advantage (eMMA)

**emma**<sup>SM</sup>  
eMaryland Marketplace Advantage

eMMA is Maryland's new online procurement platform used to connect the vendor community with contracting opportunities from state, county, and local government entities. Registered

**LOGIN**

Login\*

Email / Username

Password\*

Login

State SSO Login(SecureAuth) MDOT SSO Login(MSAzure)

Lost your password?

2. Click the **Orders** tab at the top of the webpage to open and select the **Acknowledge Orders** option from the drop-down menu that opens.

**emma**<sup>SM</sup>  
eMaryland Marketplace Advantage

General Info. Sourcing Contracts **Orders** Invoicing

< Vendor Dashboard

**Acknowledge Orders**

Manage Mass Confirmations

Manage Deliveries

Manage Shipments

Manage Deliverables

**Announcements**

The selected content contains no text

3. Use the **Keywords** field and **Search** button to find the desired purchase order.

**emma**<sup>SM</sup>  
eMaryland Marketplace Advantage

General Info. Sourcing Contracts **Orders** Invoicing

< Acknowledge Orders


Expected date format: M/d/yyyy

Keywords



Search Reset

ID	Buyer Contact	Status	Ordered	Recd
<a href="#">PO000079-1</a>	DGS END USER DGS END USER	Ordered	45.00	
<a href="#">PO000081</a>	DGS END USER DGS END USER	Completed	40.00	


4. Click the Edit (pencil) icon to the left of the Purchase Order ID, or click on the Purchase Order ID link to access the purchase order.



General Info.   Sourcing   Contracts   **Orders**   Invoicing













Accessibility      Sean M.   

Acknowledge Orders


Search 

Expected date format: M/d/yyyy

Keywords


ID	Buyer Contact	Status	Ordered ①	Received ①	Vouched ①	Currency	Progress	Delay (d) ①	PO
 PO000079-1	DGS END USER DGS END USER	Ordered	45.00			USD	Initialized; Close Order; Send to Vendor	+3	  
 PO000081	DGS END USER DGS END USER	Completed	40.00	40.00	40.00	USD	Acknowledged; Close Order		  
 PO000082	DGS END USER DGS END USER	Completed	35.00	35.00	35.00	USD	Acknowledged; Close Order		  


- Click the **Create a credit note** button at the top of the webpage.




General Info.   Sourcing   Contracts   **Orders**   Invoicing

PO: PO000081 - Maintenance Supplies for Voucher-FASTENAL CO - FA

 Purchase Order

 Deliveries

 Invoiced

**Create a credit note**

Create an advance

Header

Label

Maintenance Supplies for Voucher-FASTENAL CO

PO Vendor

FASTENAL CO

Organization

DGS - Real Estate Management

REAL ESTATE I

300 W. PRESTO

212012308 BA

Maryland


UNITED STATE

Delivery


- Enter relevant information in the fields for the **Invoice Header**, **Payment information** and **Orders/Contracts** sections. These fields are auto-populated from the purchase order or established voucher. A red asterisk (\*) indicates a required field. Some fields will not be editable

Expected date format: M/d/yyyy

Invoice header

 Code\*

Currency

 Invoice Date\*

Vendor

Contact

Organization


Payment information

Payment Terms


Due Date


Payment Type


Payment Date

 Vendor Remit-To Address\*

Orders/Contracts

 Order\*

 Contract

 Linked Invoice (credit)

- Code (\*)**: Enter the code on the Credit Memo in this field.
- Invoice Date (\*)**: Click this field and select the date on the Credit Memo.
- Vendor Remit-To Address (\*)**: Click this field and select the appropriate Remit-To Address from the drop-down menu.

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Vendor QRG - Submitting a Credit memo

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- d. **Order (\*)**: This field is auto-populated from the purchase order. Click this field to change it if necessary.
- e. **Contract**: This field is auto-populated from the purchase order. Click this field to change it if necessary.
- f. **Linked Invoice (credit)**: This field is auto-populated from the purchase order.

**NOTE:** If there is more than one voucher related to this purchase order, this field will be blank. Click the field and select the appropriate voucher from the drop-down menu.

7. Scroll horizontally to the right and click the **Click or Drag to add a file** button to choose a file from your device or drag and drop the file on this spot to add it. The added file displays below this button. Click the **X** to the left of the document to remove it.

**NOTE:** You cannot upload documents over 307,200 KB in size.

**NOTE:** Only gif, jpg, jpeg, png, pdf, xml format(s) are accepted.

8. Scroll down to the **Product/services** section and select the checkbox to the left of the line-item.

9. Adjust line-items as needed in the fields. The total amount excluding tax and total amount including tax is shown to the right in the area below the line-items.

Products / services

1 Selected [Delete Selected Items](#) [Apply Selected Taxes](#) [Apply Default Taxes](#) [PR/Order items](#)

PO / Contract	Item Name	Due	QTY	UP Pretax	Amnt (pretax)	Taxes	Amnt (tax incl.)	Diff.
PO000081 - Maintenance Supplies for Voucher-FASTENAL CO/1	MAINTENANCE SUPPL...		8.00	5.00	40.00		40.00	
			1.00					

Total Amount (Excl. Tax) 40.00 USD

Total Amount (Incl. Tax) 40.00 USD

- Item Name:** Enter or adjust the name of this item.
- QTY:** Enter the quantity of the items in this field.
- UP Pretax:** Enter the Unit Price before taxes are added in this field.
- Amnt (pretax):** Enter the cost amount of the unit order before taxes are added in this field.
- Taxes:** Leave this field blank. You will get an error message if you try to save.

10. Click the **Save** button at the top of the webpage.

emme General Info. Sourcing Contracts Orders Invoicing

Credit note

Save Save & Close Submit

Info gen. Add. Information Workflow Payments

Products / services

1 Selected [Delete Selected Items](#) [Apply Selected Taxes](#) [Apply Default Taxes](#)

11. Click on **Submit** button at the top of the webpage and click **OK** in the prompt that displays.

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Credit note

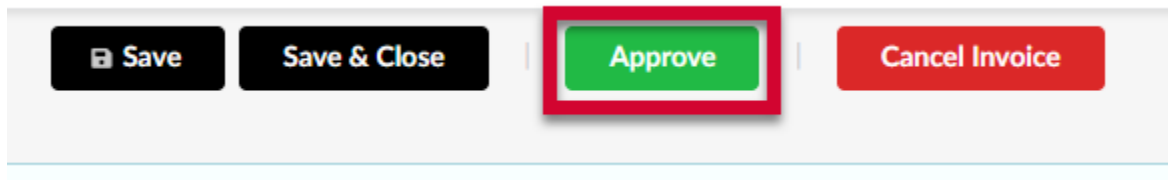
Save Save & Close Submit Cancel Invoice

Info gen. Add. Information Workflow Payments

Products / services

1 Selected [Delete Selected Items](#) [Apply Selected Taxes](#) [Apply Default Taxes](#)

12. Click the **Approve** button at the top of the webpage.

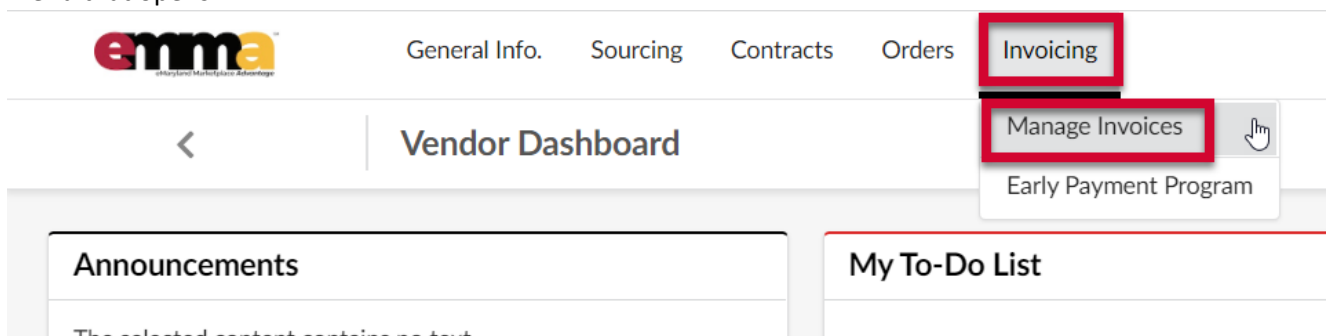


Once you approve the Credit Memo, it is transmitted to the appropriate contact at the state for review.

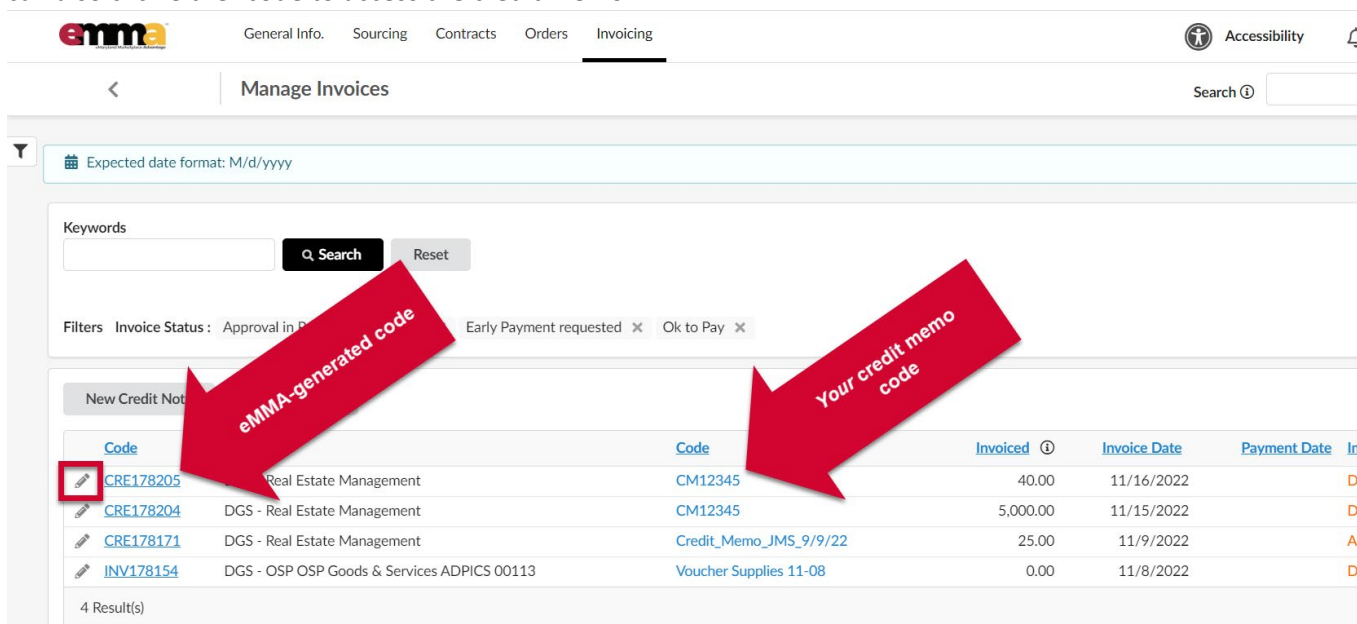
## Navigate to Your Credit Memo

If you need to find your credit memo invoice in eMMA, this section demonstrates the steps for how to do that. It starts from the eMMA homepage. Click the eMMA logo on your webpage to go to the homepage.

1. Click the **Invoicing** tab at the top of the webpage and select the **Manage Invoices** option from the drop-down menu that opens.



2. The Code you entered for your credit memo (Step 6a above) is shown on the Manage Invoices page, as is the specific code generated from eMMA. Click the Edit (pencil) icon to the left of the credit memo to access it. You can also click either code to access the credit memo.



Click the **Workflow** tab on the left-hand side-panel in case you need to contact State Employees regarding this Credit Memo. You can also use the Workflow tab to see which State resource has received the Credit Memo or it's processing status. Click the name of the person reviewing the information for contact info, if necessary.

**Workflow**

Credit note CRE178205 - 40.00 - Approval in Progress - FISCAL CO

✓ Data has been saved  
i Validated successfully

Expected date format: M/d/yyyy

Activity	Name	Delegated	Created on UTC-4	Validated on UTC-4
Accountant validation	<a href="#">Richard</a>		16 Nov 2022 14:54:05:490	
Accountant validation	<a href="#">DGS FISCAL TECH DGS FISCAL TECH</a>		16 Nov 2022 14:54:05:490	
Accountant validation	<a href="#">fiscal.techDGS TESTER00</a>		16 Nov 2022 14:54:05:490	
Creation	<a href="#">Sean J</a>		16 Nov 2022 14:54:05:490	16 Nov 2022 14:54:05:490

Shows who is reviewing the credit memo

Shows the credit memo status