

## Amazon Credit Memo

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When processing Amazon payments that include a credit memo, please send an email to Amazon advising how the credit should be applied. Because the ACH payment files and the remittance advices do not indicate which invoice the credit corresponds to, the credits are not always being applied correctly. This issue is especially true when the invoice associated with the credit memo has already been paid.

To help streamline this process, we have provided the email template below for communicating credit application instructions to Amazon.

*Email address:* **ar-businessinvoicing@amazon.com**

*Email subject line:* **GeorgiaFIRST Financials A31ED1YZDFX2YC**

*Body of Email:*

Invoice or Credit Memo Number	Invoice or Credit Memo	Payment Amount
Example: 12345	Invoice	\$100.00
Example: 11111	Credit Memo	-\$50.00
	Total Payment	\$50.00

Please note that Amazon credit memos do not have an indefinite validity period. They should be used as soon as possible after they are received to avoid the risk of forfeiture.

When sending the notification to Amazon, please cc Kori Pennington ([kori.pennington@usg.edu](mailto:kori.pennington@usg.edu)), Kistie Manders ([kistie.manders@usg.edu](mailto:kistie.manders@usg.edu)) and Lisa Little ([lisa.little@usg.edu](mailto:lisa.little@usg.edu)).