CREDIT NOTE

Reduces an invoice already issued - Malaysia - RM

THIS REDUCES WHAT IS OWED - it is not a request for payment, and it does not delete the original invoice

BUSINESS NAME

CREDIT NOTE NO.

ADDRESS

DATE ISSUED

TEL / SSM NO.

CUSTOMER

ORIGINAL INVOICE NO. (mandatory)

REASON FOR CREDIT

NO.	DESCRIPTION OF GOODS / SERVICES CREDITED	QTY	UNIT PRICE (RM)	AMOUNT (RM)
1				
2				
3				
4				
5				
6				

Subtotal credited

SST adjusted (only if the invoice included SST)

TOTAL CREDITED

EFFECT ON THE CUSTOMER'S BALANCE

Original invoice total

Less: total credited

REVISED BALANCE NOW OWED

- Always write the original invoice number. A credit note without it cannot be matched back to anything - it is the single field that turns a correction into a paper trail, and the one most often left blank.

- Credit note numbers run in their own sequence (CN-2026-0001, CN-2026-0002...), separate from your invoice numbers. If a credit note ever gets folded into the invoice sequence, it becomes much harder to explain which number is which later.

- Write a specific reason. "2 boxes returned - damaged in transit" is worth something months later; "return" is not. This is the line you will actually read when you reconcile the account.

- Only show an SST line if the original invoice included SST. Show it as its own line, never folded into the total, so whoever reconciles the accounts can see exactly what was reversed. If a credit note affects a period you have already filed, confirm the correct treatment with RMCD or your accountant first.

- The original invoice stays as it was issued - you do not edit or delete it. The credit note sits alongside it, and the two are read together.