

Suppliers: Submit a Credit Memo

Suppliers are able to submit a credit memo by sending the credit memo as a PDF attachment to suppliercredits@avalonbay.com

Credit Memo Process Instructions

1. Direct all non-electronic invoicing credit memos to suppliercredits@avalonbay.com.
 - Only credit memos should be sent to this address; no other documents or correspondence will be processed through this inbox.
 - All Punchout catalog suppliers, or suppliers using csv worksheet to submit invoices should continue to process credits through those methods.
2. You may only reference one purchase order (PO) per credit memo.
3. The invoice amount must be denoted as a negative to process the credit.
4. Submit credit memos exclusively in PDF format. Credit memos received in other file formats will not be processed.
5. Provide clear descriptions and reference all relevant information within the credit memo to help expedite processing. Include the Purchase Order number, amount, date of service, and description of services provided, reason for the credit. For orders rendered to specific communities, please include the community's name and ID found in the PO