Quick Reference Guide

Creating a credit memo with an enterprise account

1. Purpose

Credit memos can be created against an invoice at the line level.

The steps below provide suppliers instructions on how to create a credit memo against an invoice through your supplier Ariba Network account.

2. Creating a credit memo with an enterprise account
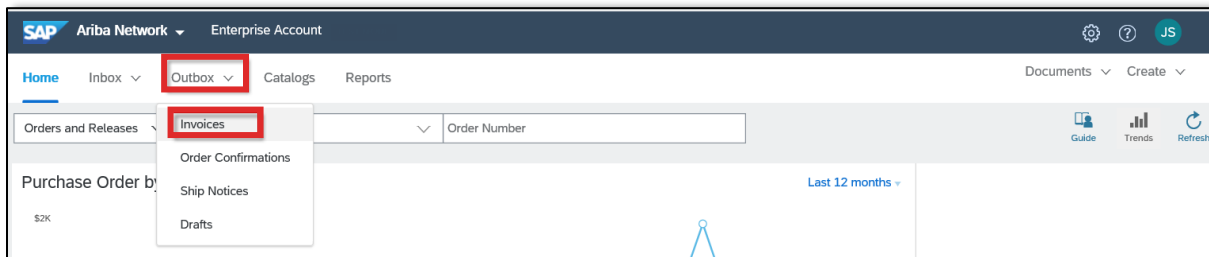
Go to supplier.ariba.com and enter your **Username** and **Password**, then click on **Login**.
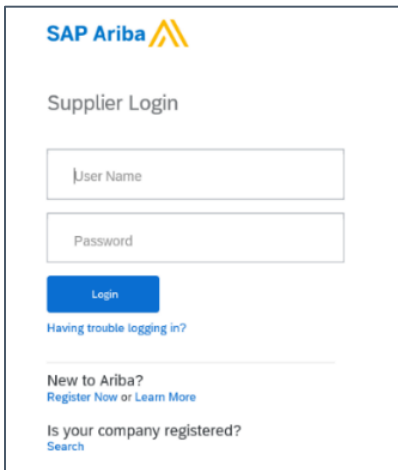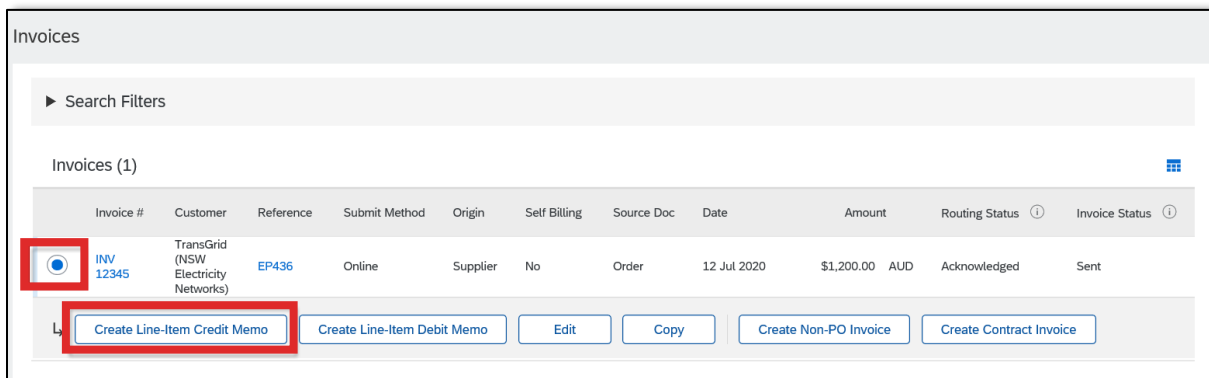

2.1. Ariba Network Supplier home page displays. In the Orders, Invoices and Payments section, select **Invoices**.
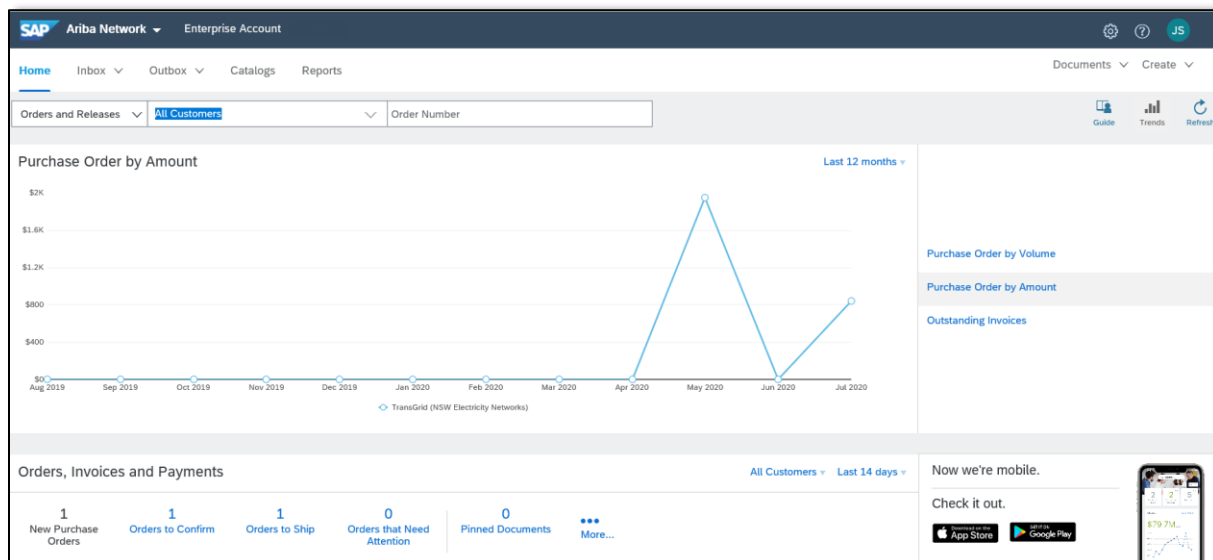
2.2. To access invoices in your outbox, click the dropdown next to Outbox, then select **Invoices.**
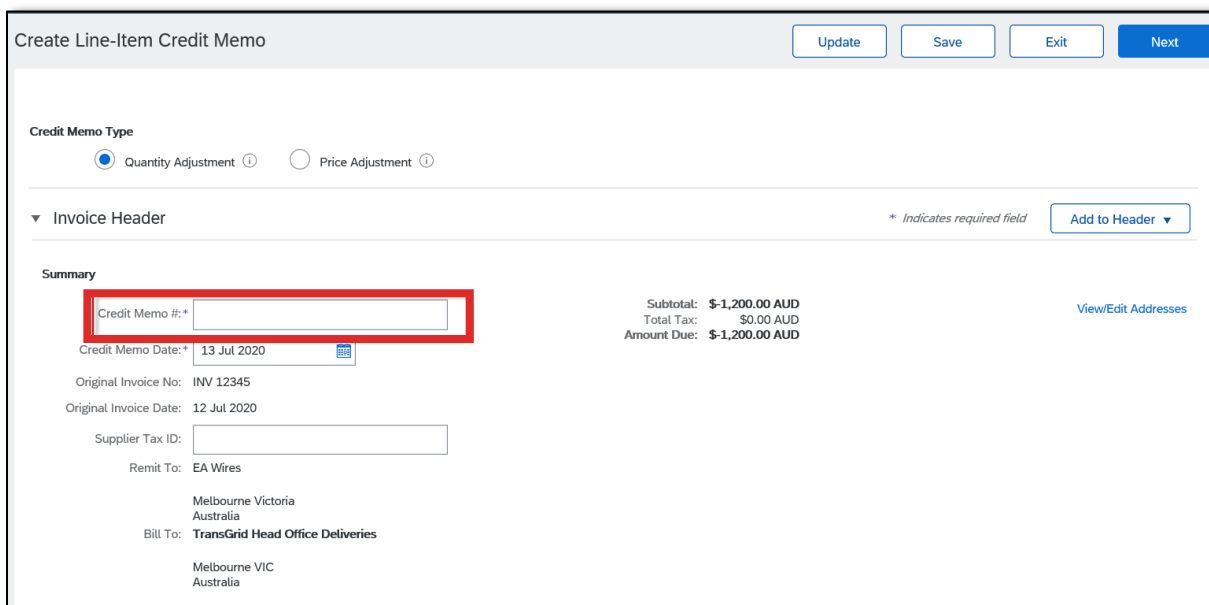
2.3. Select the radio button next to the required invoice number, then click **Create Line-item Credit Memo** button.

- The *Create Line-Item Credit Memo* screen displays and is pre-populated based on the invoice date.

2.4. In the Credit Memo Type section, select the **Quantity Adjustment** or **Price Adjustment** radio button.

2.5. Enter a **Credit Memo** number in the **Credit Memo** field.

2.6. In the Comment section, enter **Reason for Credit Memo**.

2.7. Adjust Quantity (or Amount if Price Adjustment was selected) for a partial credit memo by adding a negative (-) value into the required field.

2.8. Click **Next**

2.9. Review the credit memo, then click **Submit**