

Quick Reference Guide

Creating a credit memo with an enterprise account

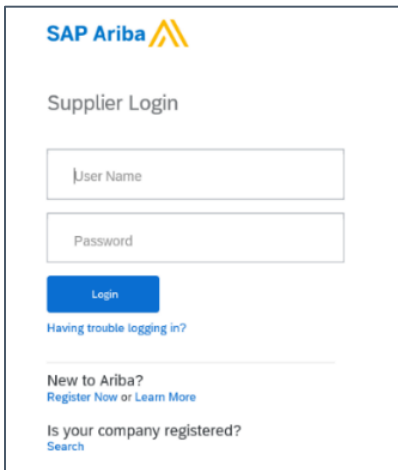
1. Purpose

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

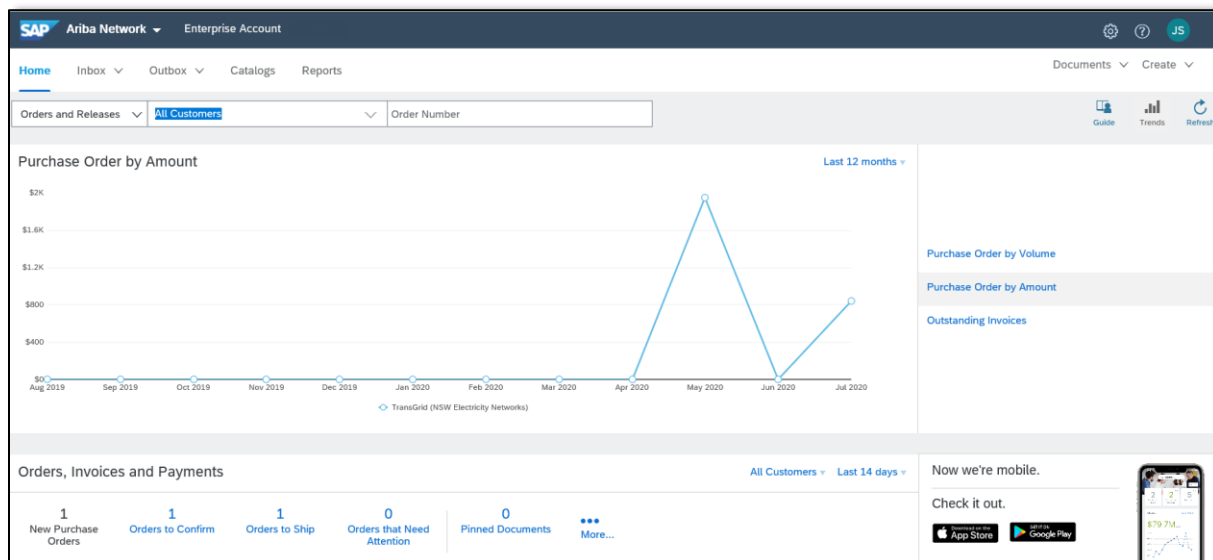
The steps below provide suppliers instructions on how to create a credit memo against an invoice through your supplier Ariba Network account.

2. Creating a credit memo with an enterprise account

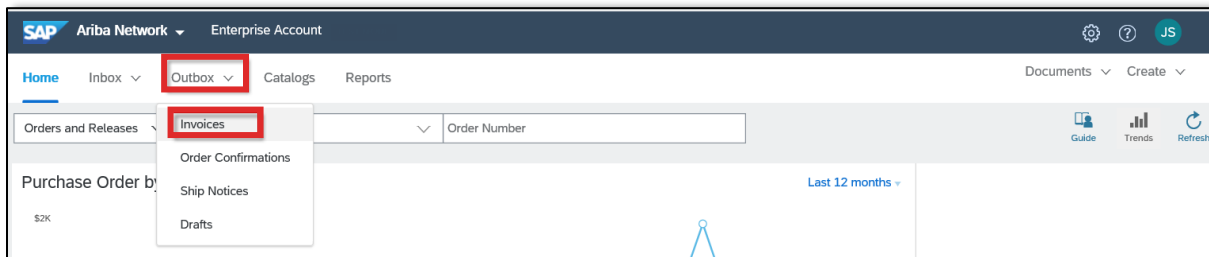
Go to supplier.ariba.com and enter your **Username** and **Password**, then click on **Login**.



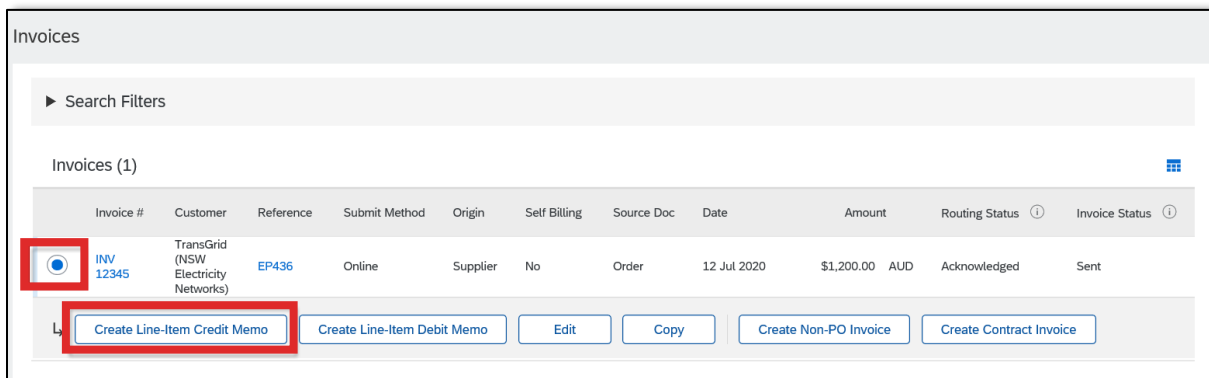
2.1. Ariba Network Supplier home page displays. In the Orders, Invoices and Payments section, select **Invoices**.



2.2. To access invoices in your outbox, click the dropdown next to Outbox, then select **Invoices**.



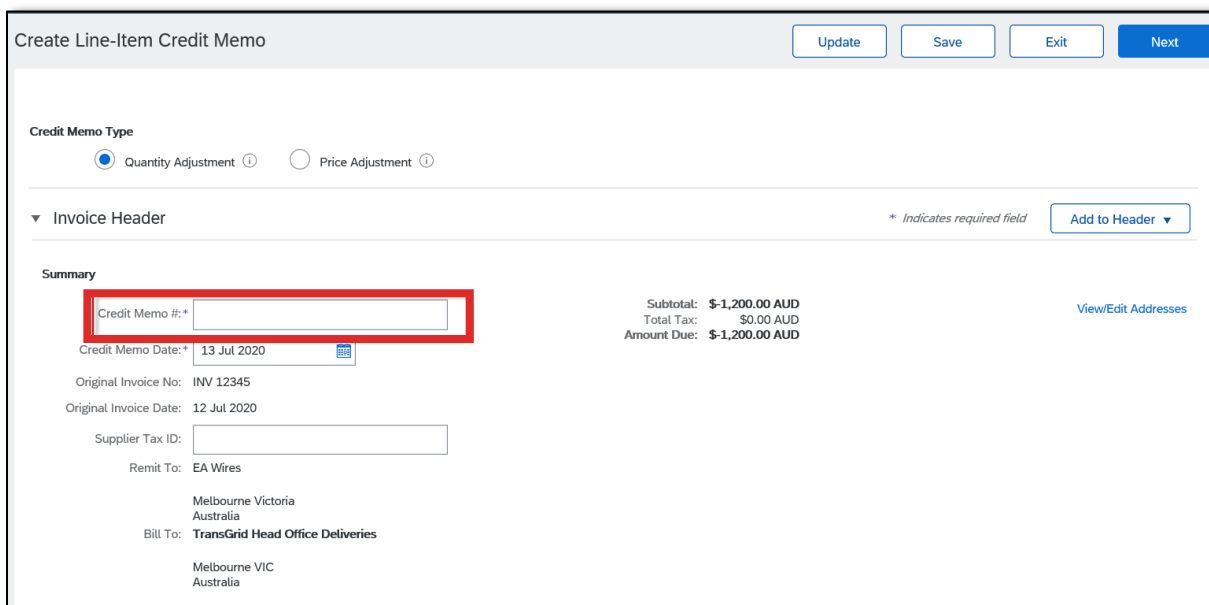
2.3. Select the radio button next to the required invoice number, then click **Create Line-item Credit Memo** button.



- 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**.

Comment

Reason for Credit Memo: *

! Required field

Default Credit Memo Comment Text:

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**

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 0% GST / 0% Goods and Se... Shipping Documents Special Handling Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Electrical Supplies		-10	EA	\$120.00 AUD	-\$1,200.00 AUD

[Line Item Actions](#) [Delete](#)

[Update](#) [Save](#) [Exit](#) [Next](#)

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

Create Line-Item Credit Memo [Previous](#) [Submit](#) [Save](#) [Exit](#)

Confirm and submit the line-item credit memo. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Australia. The document's destination country is:Australia.
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Line-Item Credit Memo

(Original Invoice No: INV 12345)

Credit Memo Number: CM-Test 2 YRZ	Subtotal: \$-1,200.00 AUD
Credit Memo Date: Monday 13 Jul 2020 1:49 PM GMT+09:00	Total Tax: \$0.00 AUD
Original Invoice Number: INV 12345	Amount Due: \$-1,200.00 AUD
Original Invoice Date: Sunday 12 Jul 2020 10:40 PM GMT+09:00	
Original Purchase Order: EP436	

REMIT TO:	BILL TO:	SUPPLIER:
EA Wires	TransGrid Head Office Deliveries	EA Wires
Postal Address: 400 La Trobe Street Melbourne VIC 3000 Australia	Postal Address (Default): 2 Melbourne VIC 3000 Australia Address ID: GD	Postal Address: 400 La Trobe Street Melbourne VIC 3000 Australia