

1. Overview

1.1 Purpose

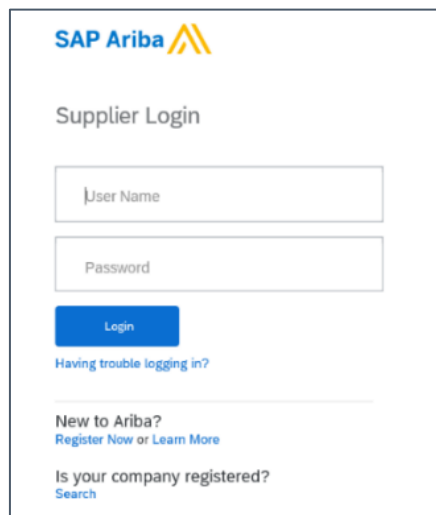
Credit memos can be created against an invoice, at the line level.

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

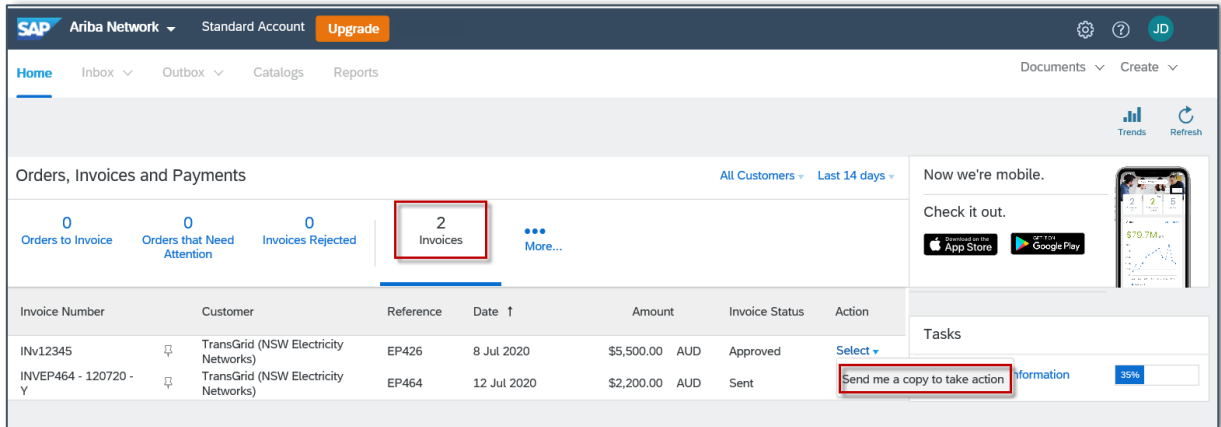
2.1 Creating a Credit Memo from a Standard Account

- a. Go to supplier.ariba.com and enter your **User Name** and **Password**, then click on **Login** button.



The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it is the heading "Supplier Login". There are two input fields: "User Name" and "Password". Below the "Password" field is a blue "Login" button. Underneath the button is the text "Having trouble logging in?". At the bottom of the page, there is a section titled "New to Ariba?" with links for "Register Now" and "Learn More". Below that is another section titled "Is your company registered?" with a "Search" link.

- b. The Ariba Network Supplier home page displays. In the **Orders, Invoices and Payments** section, select **Invoices**.
- c. Next to the required invoice, click the dropdown arrow next to **Select**, then select **Send me a copy to take action**.



Invoice Number	Customer	Reference	Date ↑	Amount	Invoice Status	Action
INv12345	TransGrid (NSW Electricity Networks)	EP426	8 Jul 2020	\$5,500.00 AUD	Approved	Select ▾
INVEP464 - 120720 - Y	TransGrid (NSW Electricity Networks)	EP464	12 Jul 2020	\$2,200.00 AUD	Sent	Send me a copy to take action

- d. Click **Resend** button.

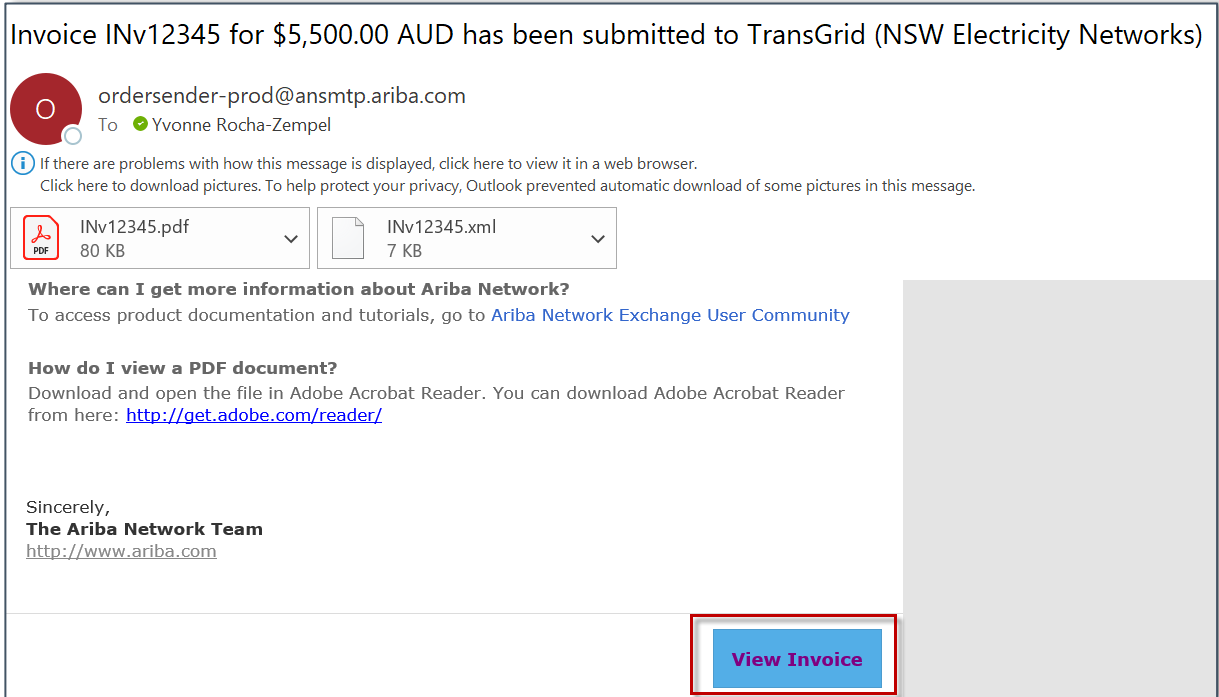
SEND ME A COPY TO TAKE ACTION

Email the document to Yvonne.Rocha-Zempel@excelerateds2p.com

You can change this email address in [My Account](#)

Resend
Cancel

- e. A copy of the invoice is sent to your email. Click **View Invoice** button.



Invoice INv12345 for \$5,500.00 AUD has been submitted to TransGrid (NSW Electricity Networks)

ordersender-prod@ansmtp.ariba.com
To Yvonne Rocha-Zempel

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

INv12345.pdf 80 KB
INv12345.xml 7 KB

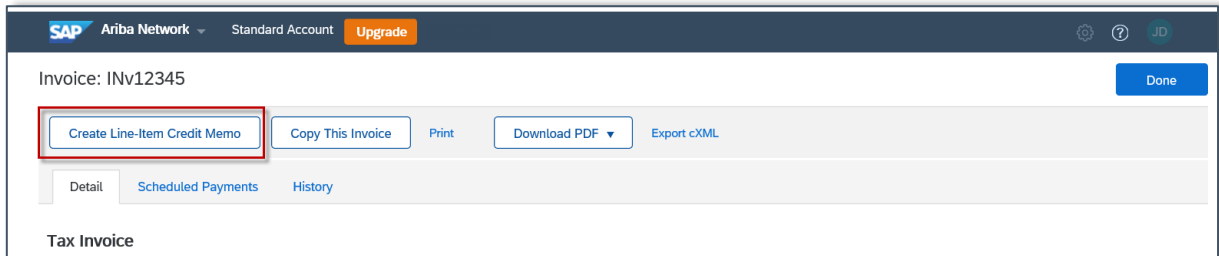
Where can I get more information about Ariba Network?
To access product documentation and tutorials, go to [Ariba Network Exchange User Community](#)

How do I view a PDF document?
Download and open the file in Adobe Acrobat Reader. You can download Adobe Acrobat Reader from here: <http://get.adobe.com/reader/>

Sincerely,
The Ariba Network Team
<http://www.ariba.com>

View Invoice

- f. In the invoice, click **Create Line-item Credit Memo** button.




SAP Ariba Network Standard Account Upgrade

Invoice: INv12345 Done

Create Line-Item Credit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

Tax Invoice

-  The *Create Line-Item Credit Memo* screen displays and is pre-populated based on the invoice date.
- g. In the **Credit Memo Type** section, select the **Quantity Adjustment** or **Price Adjustment** radio button.
 - h. Enter a **Credit Memo** number in the **Credit Memo** field.

Create Line-Item Credit Memo

Update Save Exit Next

Credit Memo Type

Quantity Adjustment ⓘ
 Price Adjustment ⓘ

▼ Invoice Header

* Indicates required field Add to Header ▼

Summary

Credit Memo #:* <input style="width: 90%;" type="text"/>	Subtotal: \$-5,000.00 AUD	View/Edit Addresses
Credit Memo Date:* <input style="width: 80%;" type="text" value="13 Jul 2020"/>	Total Tax: \$-500.00 AUD	
Original Invoice No: INV12345	Amount Due: \$-5,500.00 AUD	
Original Invoice Date: 8 Jul 2020		
Supplier Tax ID: <input style="width: 80%;" type="text"/>		
Remit To: SK Electrical		
Melbourne Victoria Australia		
Bill To: TransGrid Head Office Deliveries		
Melbourne VIC Australia		

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

Comment

Reason for Credit Memo:*

! Required field

Default Credit Memo Comment Text:

- j. Adjust **Quantity** (or **Amount** if **Price Adjustment** was selected) for a partial credit memo by adding a negative (-) value into the required field.
- k. Click **Next** button.

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

Insert Line Item Options

Tax Category: 10% GST / 10% Goods and S... Shipping Documents Special Handling Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="radio"/>	MATERIAL	Not Available	Ad-hoc service		-10	EA	\$500.00 AUD	\$-5,000.00 AUD

Line Item Actions

- l. Review the credit memo, then click **Submit** button.

Create Line-Item Credit Memo


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: INV12345)

Credit Memo Number: CM-12345	Subtotal: \$-2,500.00 AUD
Credit Memo Date: Monday 13 Jul 2020 1:31 PM GMT+09:00	Total Tax: \$-250.00 AUD
Original Invoice Number: INV12345	Amount Due: \$-2,750.00 AUD
Original Invoice Date: Wednesday 8 Jul 2020 11:23 PM GMT+09:00	
Original Purchase Order: EP426	

<p>REMIT TO:</p> <p>SK Electrical</p> <p>Postal Address: 130 Collins Street Melbourne VIC 3000 Australia</p>	<p>BILL TO:</p> <p>TransGrid Head Office Deliveries</p> <p>Postal Address (Default): 2 Melbourne VIC 3000 Australia Address ID: GD</p>	<p>SUPPLIER:</p> <p>SK Electrical</p> <p>Postal Address: 130 Collins Street Melbourne VIC 3000 Australia</p>
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 End of process.