

# **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.

SAP Ariba 📉	
Supplier Login	
User Name	
Password	
Login Having trouble logging in?	
New to Ariba? Register Now or Learn More	
Is your company registered? Search	

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

SAP Ariba Network - Enterprise Account		4	ş () 🕸
Home Inbox V Outbox V Catalogs Reports		Document	s ∨ Create ∨
Orders and Releases V All Customers V Order Number	]	C.	de Trends Refrest
Purchase Order by Amount	Last 12 months 🔻		
\$2K	Å		
\$1.6K		Purchase Order by Volume	
\$1.2K		Purchase Order by Amount	
\$400 /		Outstanding Invoices	
40 2019 Sec 2019 Oct 2019 Nov 2019 Dec 2019 Jan 2020 Feb 2020 Mar 2020 Apr 2020	May 2020 Jun 2020 Jul 2020		
TransGrid (MSW Electricity Networks)			
Orders. Invoices and Payments	All Customers + Last 14 days +	Now we're mobile.	
		Check it out.	
New Purchase Orders to Confirm Orders to Ship Orders that Need Pinned Documents More		App Store	\$79.7M

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





Ariba Netwo	r <b>k 🚽 Enterprise Accou</b> n	t	¢	eu ()
Home Inbox v	Outbox v Catalogs	Reports	Documents ~	Create 🗸
Orders and Releases	Invoices	V Order Number	Guide	Trends C Refresh
Purchase Order b	Ship Notices	Last 12 months +		
\$2K	Drafts	Å		

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

Inv	pices												
	► Sea	arch Filters											
	Invoi	ces (1)											
		Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status (i)	Invoice Status	i
ĺ		INV 12345	TransGrid (NSW Electricity Networks)	EP436	Online	Supplier	No	Order	12 Jul 2020	\$1,200.00 AUD	Acknowledged	Sent	
Ly Create Line-Item Credit Memo Create Line-Item Debit Memo Edit Copy Create Non-PO Invoice Create Contract Invoice													

• 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.

Create Line-Item Cre	dit Memo		Update	Save	Exit Next
Credit Memo Type  Quantity Ac	justment ①				
<ul> <li>Invoice Header</li> </ul>				* Indicates required field	Add to Header 🔻
Summary Credit Memo #:* Credit Memo Date:*	13 Jul 2020	Subtotal: Total Tax: Amount Due:	\$-1,200.00 AUD \$0.00 AUD \$-1,200.00 AUD		View/Edit Addresses
Original Invoice No: Original Invoice Date: Supplier Tax ID: Remit To:	INV 12345 12 Jul 2020 EA Wires				
Bill To:	Melbourne Victoria Australia TransGrid Head Office Deliveries Melbourne VIC Australia				

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 I	tems, 1 Included,	0 Previously Full	y Invoiced
Insert Line Item Options Tax Category:	0% GST / 0% G	oods and Se	Shippin	g Documents Special	Handling	Discount	(	Add to Included	Lines
No. Include	Туре	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subto	al
1	MATERIAL	Not Available	Electrical Supplies		-10	EA	\$120.00 AUD	\$-1,200.00 AU	ID
Line Item Actions V	Delete				_				
					Up	odate	Save	Exit	Next

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

Create Line-Item Credit Memo	Previous	t 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 Credit Memo Date: Monday 13 Jul 2020 1:49 PM GMT+09:00 Original Invoice Number: INV 12345 Original Invoice Date: Sunday 12 Jul 2020 10:40 PM GMT+09:00 Original Purchase Order: EP436		Subtotal: Total Tax: Amount Due:	\$-1,200.00 AUD \$0.00 AUD \$-1,200.00 AUD						
REMIT TO: EA Wires Postal Address: 400 La Trobe Street Melbourne VIC 3000 Australia	BILL TO: TransGrid Head Office Deliveries Postal Address (Default): 2 Melbourne VIC 3000 Australia Address ID: GD	SUPPLIER: EA Wires Postal Address: 400 La Trobe Street Melbourne VIC 3000 Australia							