

### 1. Overview

---

#### 1.1 Purpose

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

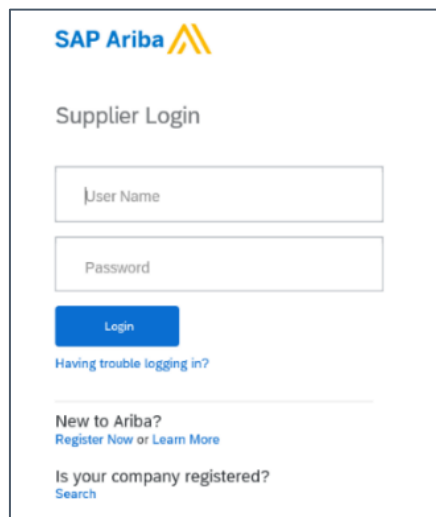
The steps below provide suppliers instructions on how to create a credit memo against an invoice through your supplier Ariba Network account.

### 2. Creating a Credit Memo

---

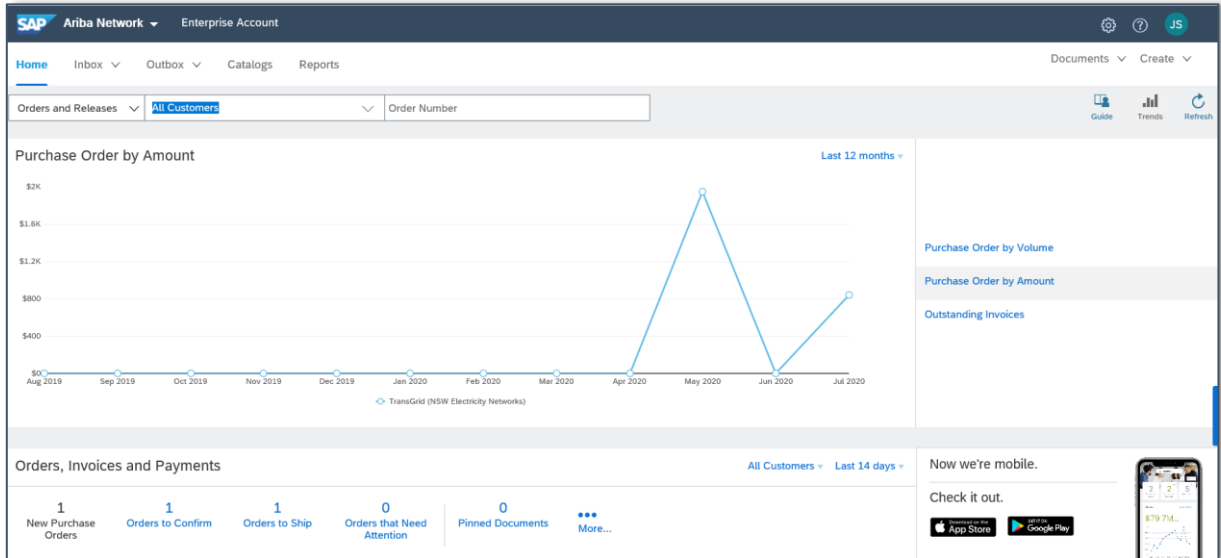
#### 2.1 Creating a Credit Memo from an Enterprise Account

- a. Go to [supplier.ariba.com](http://supplier.ariba.com) and enter your **Username** and **Password**, then click on **Login** button.

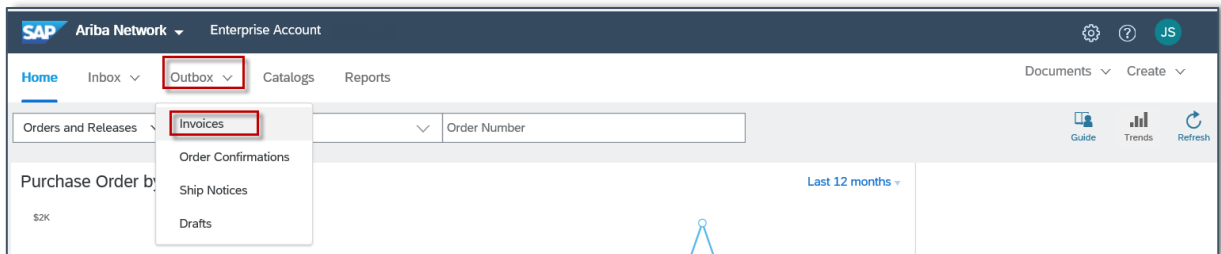


The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it is the heading "Supplier Login". There are two input fields: "User Name" and "Password". Below the password field is a blue "Login" button. Underneath the button is the text "Having trouble logging 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 a 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. To access invoices in your outbox, click the dropdown next to **Outbox**, then select **Invoices**




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

Invoices

Search Filters

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
<input checked="" type="radio"/> INV 12345	TransGrid (NSW Electricity Networks)	EP436	Online	Supplier	No	Order	12 Jul 2020	\$1,200.00 AUD	Acknowledged	Sent

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

Create Line-Item Credit Memo

**Credit Memo Type**

Quantity Adjustment ⓘ
  Price Adjustment ⓘ

▼ Invoice Header \* Indicates required field

**Summary**

Credit Memo #:* <input style="width: 90%;" type="text"/>	Subtotal: <b>-\$1,200.00 AUD</b> Total Tax: <b>\$0.00 AUD</b> Amount Due: <b>-\$1,200.00 AUD</b>	<a href="#">View/Edit Addresses</a>
Credit Memo Date:* <input type="text" value="13 Jul 2020"/> <input type="button" value="Calendar"/>		
Original Invoice No: INV 12345		
Original Invoice Date: 12 Jul 2020		
Supplier Tax ID: <input type="text"/>		
Remit To: EA Wires		
Melbourne Victoria Australia		
Bill To: <b>TransGrid Head Office Deliveries</b>		
Melbourne VIC Australia		

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

**Comment**

Reason for Credit Memo:\*

! Required field

Default Credit Memo Comment Text:

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

1 Line Items, 1 Included, 0 Previously Fully Invoiced

**Line Items**

**Insert Line Item Options**

Tax Category: 0% GST / 0% Goods and Se...
  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="checkbox"/>	MATERIAL	Not Available	Electrical Supplies		-10	EA	\$120.00 AUD	\$-1,200.00 AUD

Line Item Actions
Delete

Update
Save
Exit
Next

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

Previous
Submit
Save
Exit

**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: 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: <b>\$-1,200.00 AUD</b> Total Tax: \$0.00 AUD Amount Due: <b>\$-1,200.00 AUD</b>
---	---

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

End of process.