

Quick Reference Guide

Creating a credit memo with a standard 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 the supplier Ariba Network account.

[How to create a credit memo from your Dashboard](#)

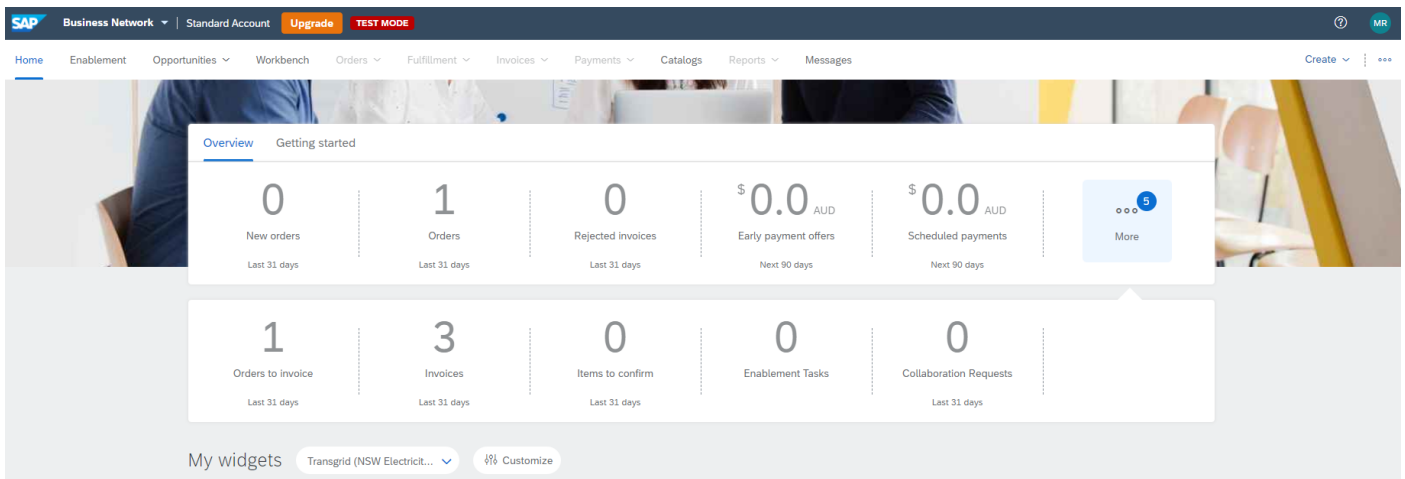
[How to create a credit memo via the interactive email order](#)

2. How to create a credit memo from your Dashboard

The easiest way to manage your invoicing is through the interactive dashboard that appears when you log into your Ariba account. Provided our accounts are linked, then your Transgrid orders and invoices will be visible on the interactive dashboard.

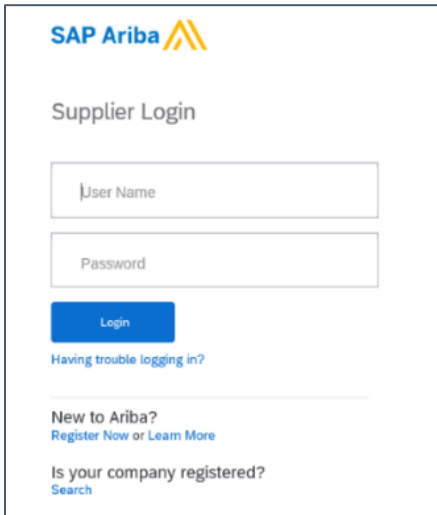
If Transgrid isn't showing up for selection, then all you need to do to link our accounts is click on the Process Order button on any of the interactive Purchase Order emails that you've received from Transgrid. Sign in with your Ariba log-in (noting it needs to be the same log-in that you used when registering as a supplier to Transgrid) and that's it, our accounts are linked.

After clicking on the Orders to Invoice tile, you'll see all of your Transgrid orders, and simply click on the blue Purchase Order number to open the order and commence the Create Line-item Credit Memo process as per step 3.6 below onwards. Note you'll need to change the search filter from the default of "Last 31 days" to view older orders.



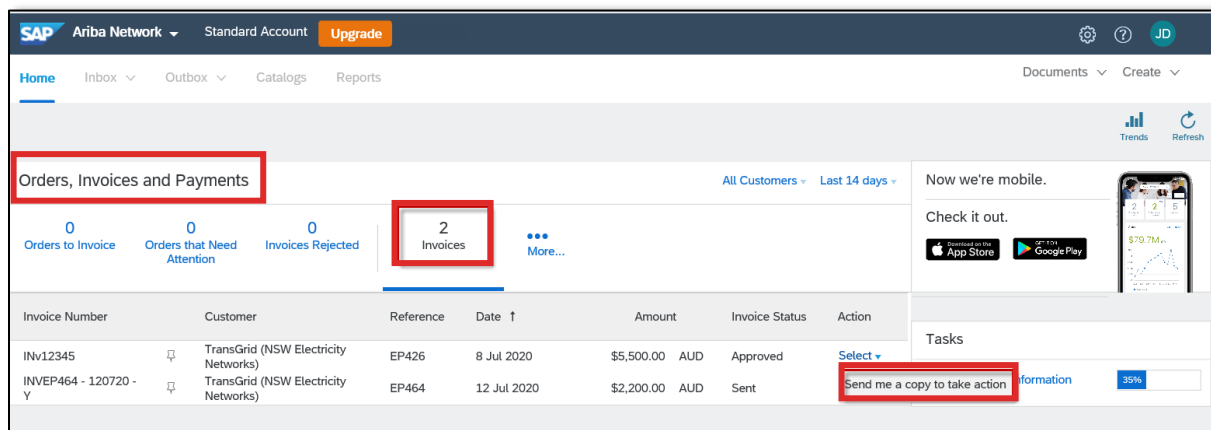
3. How to create a credit memo from a standard account via the interactive email order

3.1. Go to **supplier.ariba.com** and enter your **User Name** and Password, then click **Login**.



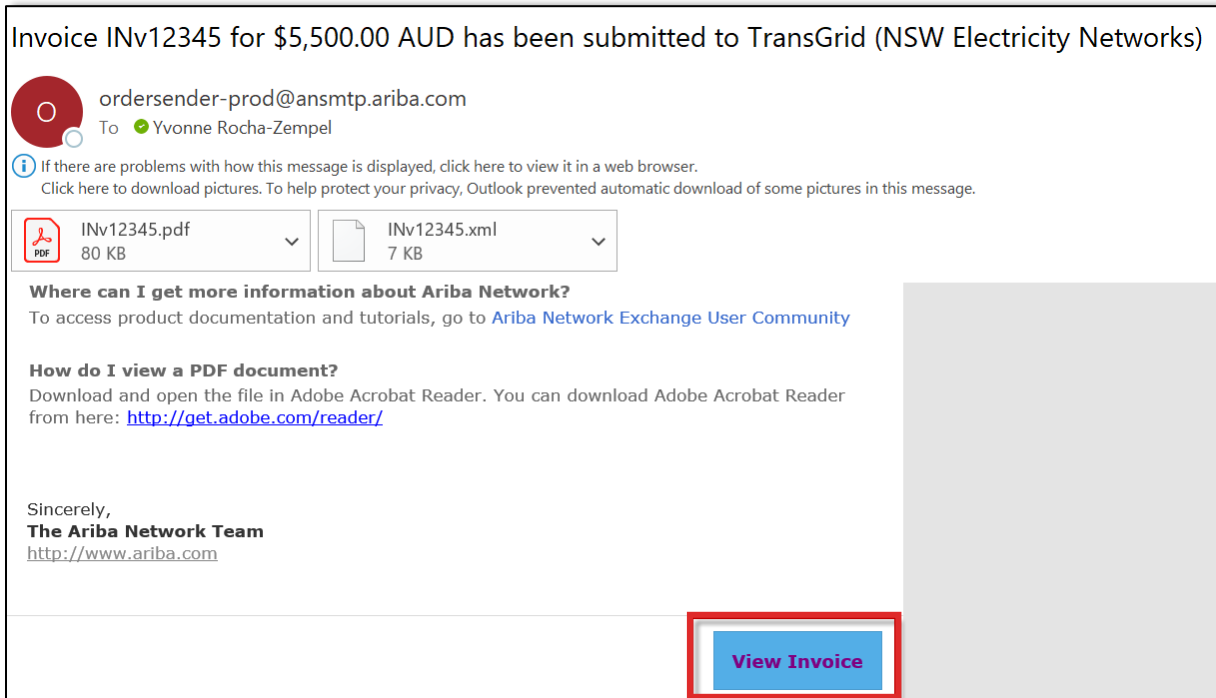
3.2. The Ariba Network Supplier home page displays. In the Orders, Invoices and Payments section, select **Invoices**.

3.3. Next to the required invoice, click the dropdown arrow next to **Select**, then select **Send me a copy to take action**.

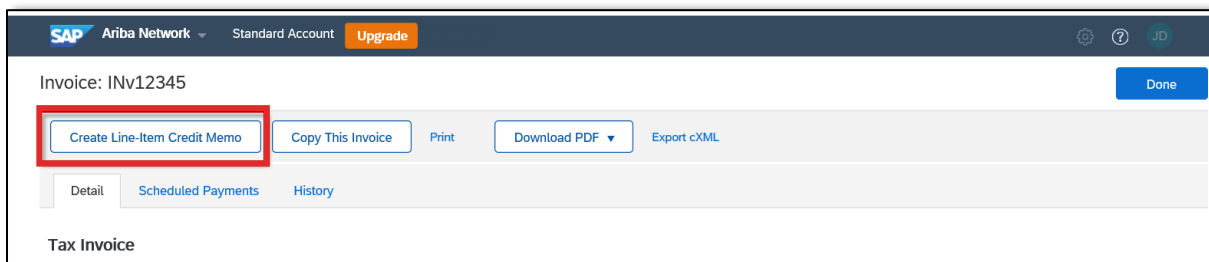


3.4. Click **Resend**

3.5. A copy of the invoice is sent to your email. Click **View Invoice**



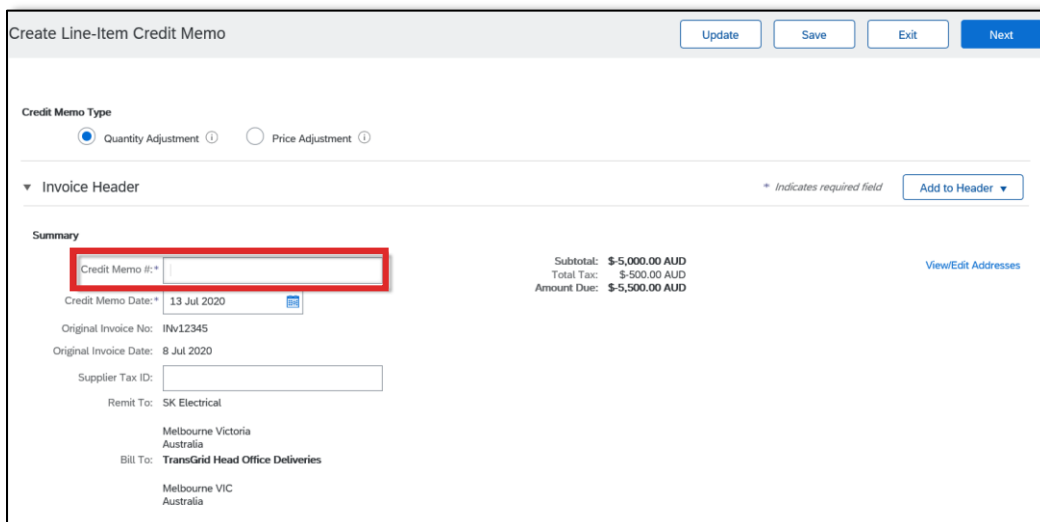
3.6. In the invoice, click **Create Line-item Credit Memo**.



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

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

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



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

Comment

Reason for Credit Memo: *

! Required field

Default Credit Memo Comment Text:

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

3.11. Click **Next**.

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="checkbox"/>	MATERIAL	Not Available	Ad-hoc service		-10	EA	\$500.00 AUD	\$-5,000.00 AUD

Line Item Actions

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

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	

REMIT TO:	BILL TO:	SUPPLIER:
SK Electrical Postal Address: 130 Collins Street Melbourne VIC 3000 Australia	TransGrid Head Office Deliveries Postal Address (Default): 2 Melbourne VIC 3000 Australia Address ID: GD	SK Electrical Postal Address: 130 Collins Street Melbourne VIC 3000 Australia