Credit Memo

For Purchase Order Invoices
Credit Memo

1. To create credit memo for PO e-invoices, log in to the Ariba supplier account homepage. Select [Invoices] under Overview.
Credit Memo

2. Click on [Edit filter] to have a dropdown.
3. Input the invoice number you would like to create credit memo against and click on [exact match].
4. Click [Apply]
Credit Memo

5. When the invoice number you had search appeared. Click on the invoice number.

6. In the invoices page, On the top left click on “Create Line-Item Credit Memo” button.

For credit note of **full quantity** from the invoice, please follow steps 7-14.
For credit note of **partial amount** from the invoice, please follow steps 15-22.
Credit Note (Quantity Adjustment)

7. For credit note of full quantity, select “Quantity Adjustment”.
8. Key in the credit memo number and select the credit memo date.
9. Key in the supplier tax ID
Credit Note (Quantity Adjustment)

10. Key in the reasons for credit memo of the invoice.
11. Key in the supplier GST ID.
Credit Note (Quantity Adjustment)

12. In the line items, verify that the quantity, amount and GST indicated per line to credit note is correct (negative value “-“ in front of the value).

13. Click “Next” button at the bottom of the page to proceed.
Credit Note (Quantity Adjustment)

14. In the summary screen, you are given a final opportunity to confirm the credit note details. Once ready, click on “Submit” button to send the credit note to NTU.
Credit Note (Price Adjustment)

15. For credit note of partial invoice amount, select “Price Adjustment”.
16. Key in the credit memo number and select the credit memo date.
17. Key in the supplier tax ID
Credit Note (Price Adjustment)

18. Key in the reasons for credit memo of the invoice.
19. Key in the supplier GST ID.
Credit Note (Price Adjustment)

20. Please key in the amount to credit note from the line item. The value must be negative “-“ in front of the amount. Tax will be auto-calculated according to the credit amount. If it didn’t auto update, you may click on the update at the bottom of the page.

21. Once complete, click “Next” button at the bottom of the page to proceed.
Credit Note (Price Adjustment)

22. In the summary screen, you are given a final opportunity to confirm the credit note details. Once ready, click on “Submit” button to send the credit note to NTU.