Credit Memo

For Purchase Order Invoices
Credit Memo

1. To create credit memo, 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 […] and [View Invoice]
6. In the invoices page, On the top left click on “Create Line-Item Credit Memo” button.

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

7. For credit note of full invoice amount, 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 (Full Amount)

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

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

13. Click “Next” button to proceed.
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.
15. For credit note of quantity partial amount from the invoice, please send by PDF softcopy with your company letterhead to NSS Finance Accounts Payable Invoicing Team at ap-invoicing@ntu.edu.sg. The credit note is to include the following details:

- NTU purchase order (PO) number (9xxxxxxxxx).
- Invoice number related to the credit note.