

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.

The screenshot displays the SAP Business Network interface for a supplier account. The top navigation bar includes the SAP logo, 'Business Network', 'Standard Account', 'Upgrade', 'TEST MODE', and a 'Back to classic view' link. The main navigation menu contains 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. A 'Create' button is visible in the top right. The 'Overview' section is active, showing a 'Getting started' notification with a '5' badge. Below this, a dashboard displays five key metrics for the last 31 days: 'New orders' (0), 'Orders' (0), 'Orders to invoice' (0), 'Invoices' (3), and 'Pinned documents' (0). The 'Invoices' card is highlighted with a red border, and a yellow badge with the number '1' is positioned above it.

Metric	Value	Period
New orders	0	Last 31 days
Orders	0	Last 31 days
Orders to invoice	0	Last 31 days
Invoices	3	Last 31 days
Pinned documents	0	

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]

Workbench

 Customize

0

New orders

Last 31 days

0

Orders

Last 31 days

0

Orders to invoice

Last 31 days

1


Invoices

Last 31 days

0

Pinned documents

Invoices (1)

 Edit filter

2

Customers

Select or type selections



Invoice number

Type selection



Partial match



Exact match

3

4

Apply

Reset

Cancel

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.

Type	Invoice Number	Customer	Reference	Source Document	Submission Method	Origin	Date ↓	Amount	Routing Status	Actions
Standard Invoice	20210529	Nanyang Technological University - TEST	C1393	Contract	Online	supplier	May 18, 2021	\$1,000.00 SGD		View invoice ⋮

Invoice: 20210529

6

Done

[Create Line-Item Credit Memo](#) [Copy This Invoice](#) [Print](#) [Download PDF](#) [Export cXML](#)

[Detail](#) [Scheduled Payments](#) [History](#)

Standard Invoice

Status
Invoice: Sent

Total Shipping:
Amount Payable:

\$0.00 SGD
\$1,000.00 SGD

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

Create Line-Item Credit Note

Update

Save

Exit

Next

Credit Memo Type

7



Quantity Adjustment *i*



Price Adjustment *i*

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

Credit Memo #:*

8

Credit Memo Date:* 20 May 2021



Original Invoice No: 20210529

Original Invoice Date: 19 May 2021

Supplier Tax ID:* Not Applicable

9

Remit To: NTO Dummy Light Account - TEST

Singapore
Singapore

Bill To: Nanyang Technological University

Singapore
Singapore

Subtotal: \$-1,000.00 SGD
Total Tax: \$0.00 SGD
Total Shipping: \$0.00 SGD
Amount Due: \$-1,000.00 SGD

[View/Edit Addresses](#)

Credit Note (Full Amount)

- 10. Key in the reasons for credit memo of the invoice.
- 11. Key in the supplier GST ID.

Comment

Reason for Credit Memo:*

10

! Required field

Default Credit Memo
Comment Text:

Additional Singapore Specific Fields

Supplier GST ID:

11

Customer GST ID:

Type of Supply:

Credit Note (Full Amount)

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.

Create Line-Item Credit Note

Previous Submit Save Exit

14

Confirm and submit the line-item credit note.

Line-Item Credit Note

(Original Invoice No: 20210520)

Credit Note Number: testcredit1	Total Shipping: \$0.00 SGD
Credit Note Date: Thursday 20 May 2021 11:09 AM GMT+08:00	Amount Payable: \$-1,070.00 SGD
Original Invoice Number: 20210520	
Original Invoice Date: Thursday 20 May 2021 6:30 PM GMT+08:00	
Contract Number: C1393	

REMIT TO: NTU Dummy Light Account - TEST Postal Address: 50 Nanyang Avenue Singapore 639798 Singapore Tax ID of Supplier: Tax2345	BILL TO: Nanyang Technological University Postal Address (Default): NTU Shared Services Student Services Centre Level 5, 42 Nanyang Avenue Singapore 639815 Singapore	SUPPLIER: ABC PTE. LTD Postal Address: 50 Nanyang Avenue Singapore 639798 Singapore
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Credit Note (Partial Amount)

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 (9xxxxxxxx).
 - Invoice number related to the credit note.