

SAP Ariba Quick Reference Guide

How to Submit a Credit Memo

Supplier process

**All screenshots provided are examples only*

Overview

On occasions it may be necessary to submit a credit invoice.

In these instances, please note:

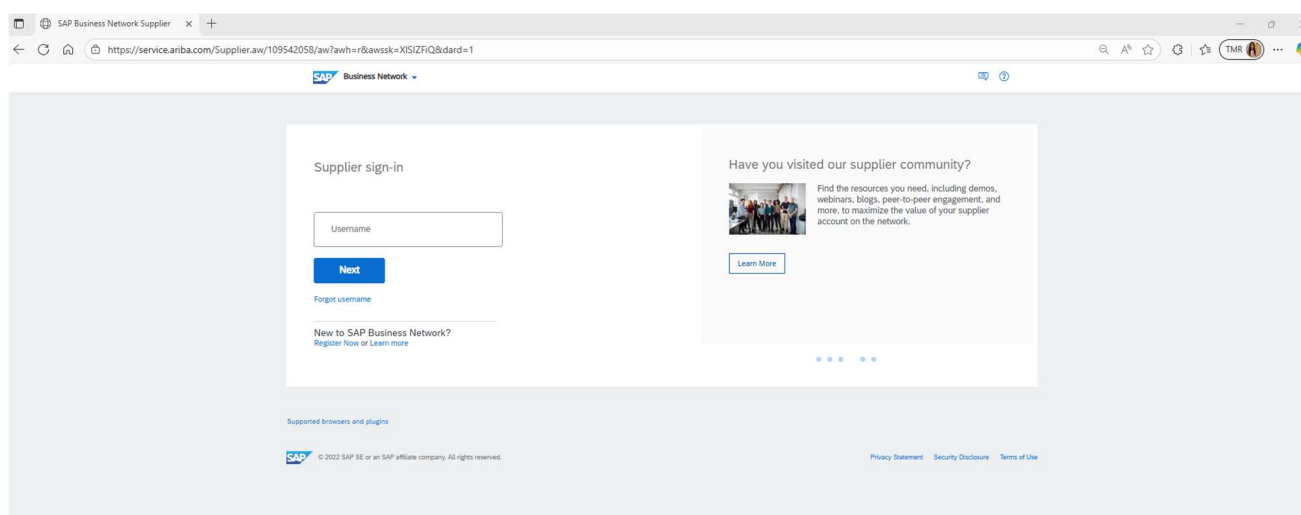
- Credits must reference an invoice
- A reason for the credit must be entered
- Upon creation of a credit, the full quantities and values from the referenced invoice will be shown, it is your responsibility to update this for partial credits
- Follow the steps below to ensure successful submission

Fields marked * within the SAP Business Network are **mandatory fields** and need to be completed.

Instructions

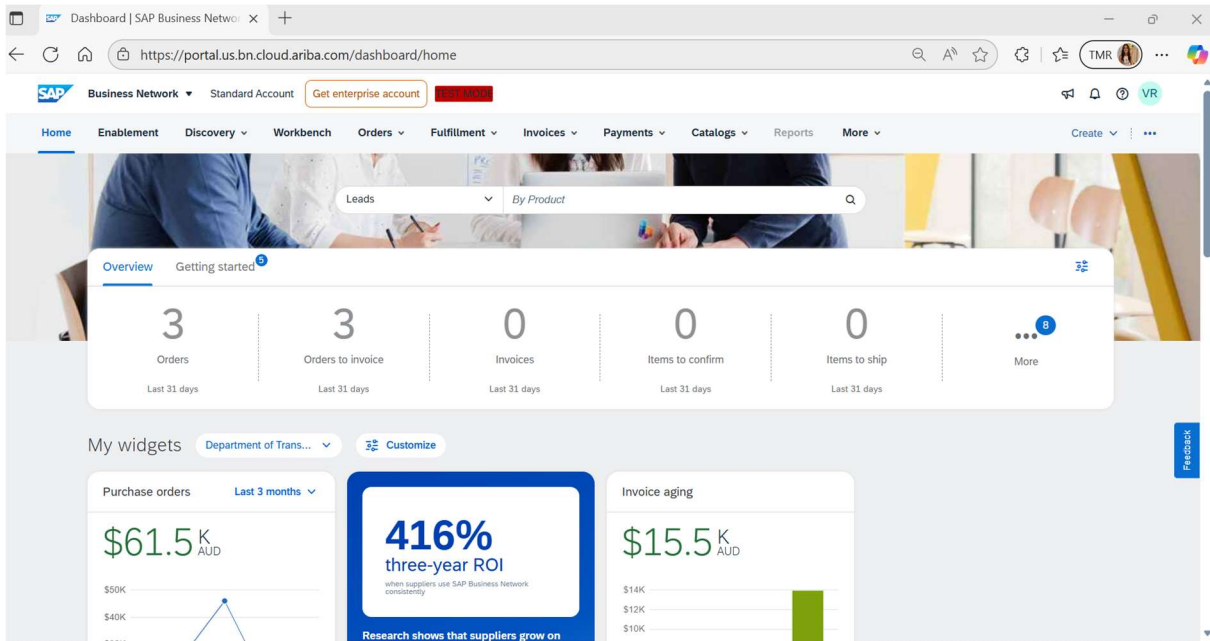
Step 1:

Navigate to the SAP Ariba Business Network Account <https://supplier.ariba.com> and enter your username and password.



Step 2:

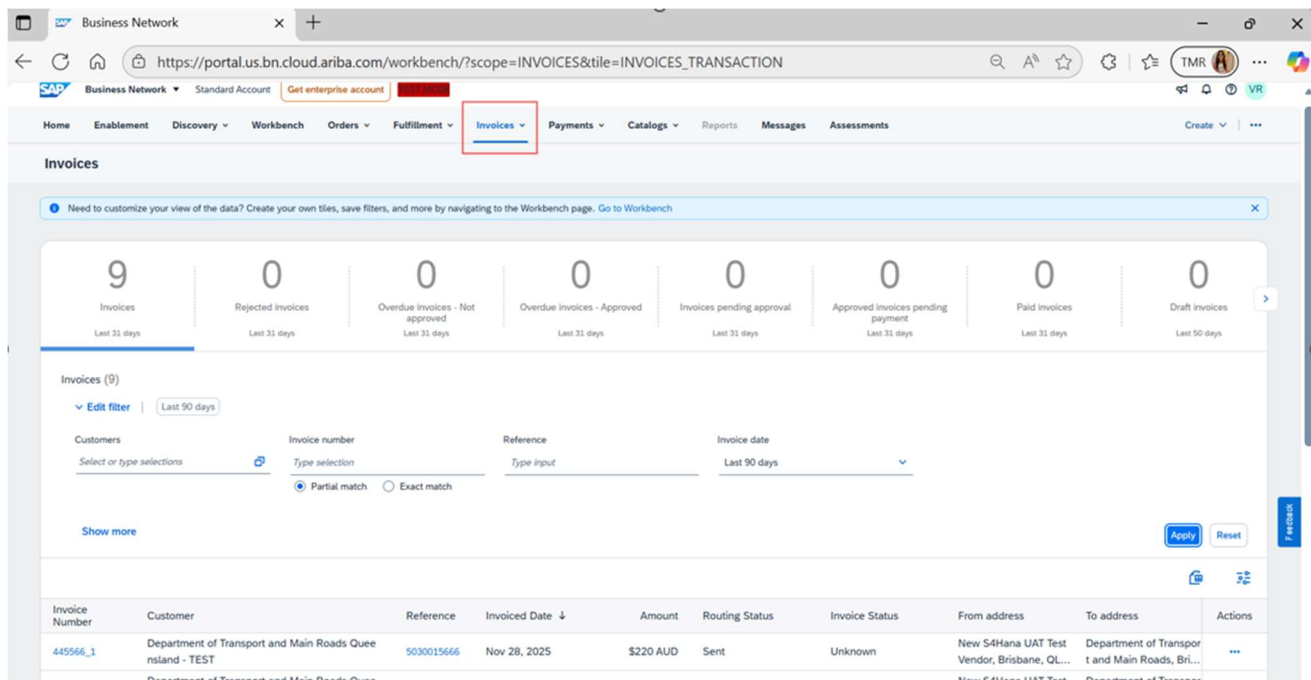
You will be navigated to the homepage and dashboard.



Step 3:

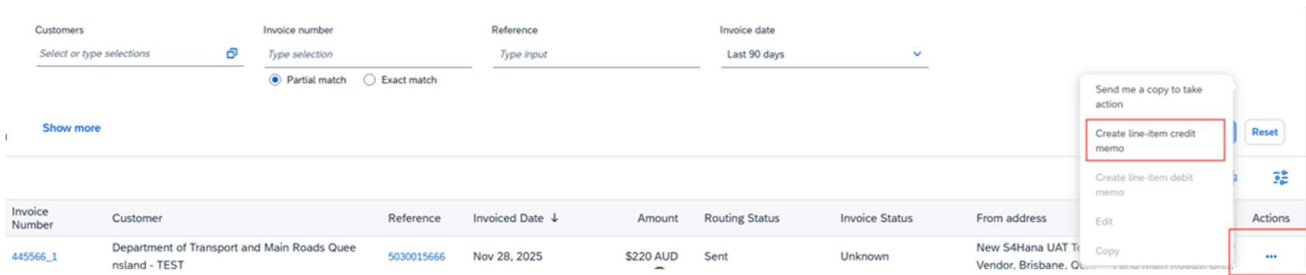
Click on the 'Invoices' tab.

You will then be navigated to a list of invoices that has been submitted to TMR.



Step 4:

Locate the invoice in the list that you wish to credit, click the ellipsis option, then click on 'Create line-item credit memo'.

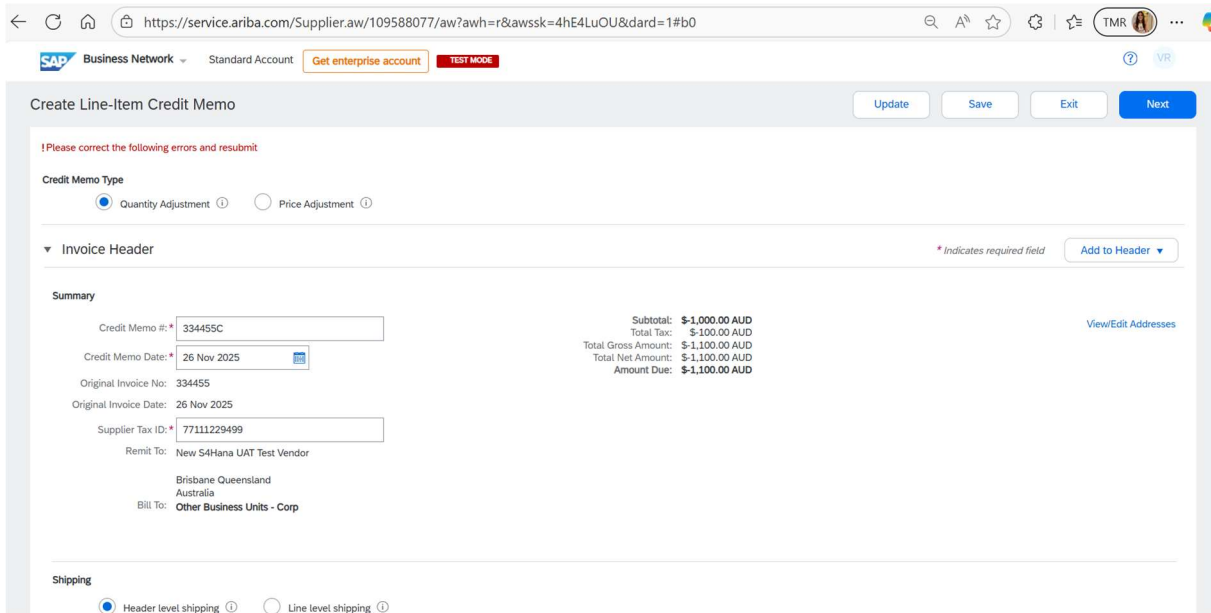


This will initiate the create Credit Memo.

Step 5:

You will notice the credit initiates as the full quantity and price of the original invoice. The first step is to update the header details including Credit Memo #, Invoice Date, Tax ID.

You can also update the radio button option if the Credit is being created due to a quantity or price discrepancy.



Step 6:

Next enter a reason for the credit. This is a free text field.

Additional Fields

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: **New S4Hana UAT Test Vendor**
Brisbane Queensland
Australia

Customer: **Department of Transport and Main Roads**
Brisbane Queensland
Australia

Bill From: **New S4Hana UAT Test Vendor**
Brisbane Queensland
Australia

Comment

Reason for Credit Memo: * Required field

Default Credit Memo Comment Text:

[Add to Header](#)

Step 7:

Next update the line-item field detail to the value you want to credit.

In the example below, the original invoice was valued at a quantity of \$1000, the credit required is for \$200 this is the value typed into the field.

Please note – the full line value including tax detail will not automatically update. The ‘update’ button at the bottom of the page needs to be clicked before these values update.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 10% GST / Goods and Services Tax Shipping Documents Special Handling Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	test t&c's		<input type="text" value="200"/>	LS	\$1.00 AUD	\$-1,000.00 AUD

Tax

Category: *

Location:

Description: Goods and Services Tax

Regime:

Taxable Amount: [Remove](#)

Rate(%): 10

Tax Amount:

Exempt Detail:

[Line Item Actions](#) [Delete](#)

[Update](#) [Save](#) [Exit](#) [Next](#)

Step 8:

Next click the ‘Update’ button at the bottom of the page. This will update the line-item value and tax.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 10% GST / Goods and Services Tax Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	test t&c's		-200	LS	\$1.00 AUD	\$-200.00 AUD

Tax

Category: GST Remove

Location:

Description: Goods and Services Tax

Regime:

Taxable Amount: \$-200.00 AUD

Rate(%): 10

Tax Amount: \$-20.00 AUD

Exempt Detail: (no value)

Line Item Actions

Then click 'Next'.

Step 9:

Now review the Credit Memo detail to ensure the value, tax and information is correct.

Once reviewed, click 'Submit'

SAP Business Network Supplier TMR

https://service.ariba.com/Supplier.aw/109588077/aw?awh=r&awssk=4hE4LuOU&dard=1#b0

Business Network Standard Account Get enterprise account TEST MODE

Create Line-Item Credit Memo Previous Save Exit

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 SAP Business Network 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: 334455)

Credit Memo Number: 334455C	Subtotal: \$-200.00 AUD
Credit Memo Date: Wednesday 26 Nov 2025 12:00 pm GMT+10:00	Total Tax: \$-20.00 AUD
Original Invoice Number: 334455	Total Gross Amount: \$-220.00 AUD
Original Invoice Date: Wednesday 26 Nov 2025 12:00 pm GMT+10:00	Total Net Amount: \$-220.00 AUD
Original Purchase Order: 5030015666	Amount Due: \$-220.00 AUD

<p>REMIT TO:</p> <p>New S4Hana UAT Test Vendor</p> <p>Postal Address: Mary St Brisbane QLD 4000 Australia</p> <p>Tax ID of Supplier: 77111229499</p>	<p>BILL TO:</p> <p>Other Business Units - Corp Address ID: MROT</p>	<p>SUPPLIER:</p> <p>New S4Hana UAT Test Vendor</p> <p>Postal Address: Mary St Brisbane QLD 4000 Australia</p>
<p>BILL FROM:</p> <p>New S4Hana UAT Test Vendor</p> <p>Postal Address:</p>	<p>CUSTOMER:</p> <p>Department of Transport and Main Roads</p> <p>Postal Address:</p>	

Step 10:

You will now be navigated to a screen where a submission message will be displayed with the options to Print or Exit.

SAP Business Network Supplier TMR

https://service.ariba.com/Supplier.aw/109588077/aw?awh=r&awssk=4hE4LuOU

Business Network Standard Account Get enterprise account TEST MODE

Invoice 334455C has been submitted.

- Print a copy of the invoice.
- Exit invoice creation.

SAP © 2022 SAP SE or an SAP affiliate company. All rights reserved. Privacy Statement Security Disclosure Terms of Use

Need further assistance?

For assistance with creating your SAP Business Network account contact the Supplier Enablement Team on supplier_enablement@tmr.qld.gov.au

For SAP Ariba purchase order, payment and invoicing queries please contact the Ariba Support team on Ariba_Support@tmr.qld.gov.au

For SAP Fieldglass enquiries please contact the Fieldglass Central PMO team on Fieldglass_CentralPMO@tmr.qld.gov.au

Document control

Version	Date	Additions/Amendments	Author / Reviewer	Peer review / Approver
1.0	15/01/26	Creation	Christine McQuilty	