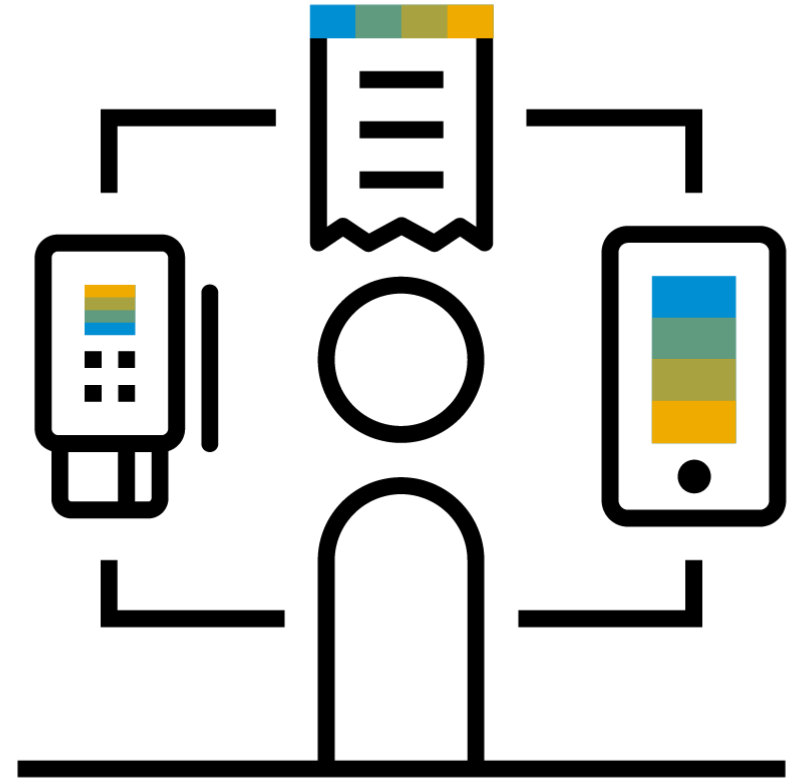


National Grid

Creating a Credit Memo

PUBLIC



1. Once you locate your previously submitted invoice and are reviewing its details, click **Create Line-Item Credit Memo**.

****NOTES**

- National Grid only accepts line-item credit memos with quantity adjustment.
- **Credit memo number specifics:**
 - 16 characters maximum
 - May be alphanumerical
 - No special characters allowed
- **Attachments** are required on credit memos
 - National Grid requires suppliers to provide supporting documentation for credit memos

Invoice: INV6200014491

Done Previous

Create Line-Item Credit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

Standard Invoice Attachment(s)

Status		Subtotal:	\$5,000.00 USD
Invoice:	Approved	Total Tax:	\$0.00 USD
Routing:	Acknowledged	Total Gross Amount:	\$5,000.00 USD
Invoice Number:	INV6200014491	Total Net Amount:	\$5,000.00 USD
Invoice Date:	Wednesday 12 Apr 2023 2:09 PM GMT-04:00	Amount Due:	\$5,000.00 USD
Original Purchase Order:	6200014491		
Submission Method:	Online		
Origin:	Supplier		
Source Document:	Order		

REMIT TO:
Test SIT3 Supplier 5 - TEST

BILL TO:
NGUSA Service Company

SUPPLIER:
Test SIT3 Supplier 5 - TEST

2. On the **Invoice Header Summary (credit memo)** fill out the following information:

- a) Credit Memo **Number**
Maximum characters: 16
Numbers: allowed
Letters: uppercase & lowercase allowed
- b) Select a Credit Memo **date**
Credit Memo cannot be backdated more than 3 days
- c) The invoice you are crediting will be populated automatically

Create Line-Item Credit Memo

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

Credit Memo Type
You are creating a Credit Memo with Quantity Adjustment

▼ **Invoice Header** * Indicates required field [Add to Header](#) ▼

Summary

Credit Memo #:	CM6200014491 A
Credit Memo Date:	18 Apr 2023 B
Original Invoice No:	INV6200014491 C
Original Invoice Date:	12 Apr 2023
Supplier Tax ID:	
Remit To:	Test SIT3 Supplier 5 - TEST Falmouth, MA United States
Bill To:	NGUSA Service Company Waltham, MA United States

Tax ⓘ

Header level tax ⓘ Line level tax ⓘ

Subtotal:	\$-5,000.00 USD
Total Tax:	\$0.00 USD
Total Gross Amount:	\$-5,000.00 USD
Total Net Amount:	\$-5,000.00 USD
Amount Due:	\$-5,000.00 USD

[View/Edit Addresses](#)

4. Continue to fill out/edit any additional information:

d) **Shipping**

e) **Additional fields**

- No fields are required here, but if desired, you may complete.

f) **Comments**

- You provide a reason for your credit memo

g) **Line Items**

- You will have the option adjust the quantity you are crediting
(number will be displayed in negative form)

Add to Header ▾

- Tax
- Shipping Cost
- Special Handling
- Attachment**

Shipping

Header level shipping ⓘ Line level shipping ⓘ

Ship From: **Test SIT3 Supplier 5 - TEST**
Falmouth, MA
United States

Ship To: **MAINTENANCE PLANT CO 5110 OPS**
WALTHAM, MA
United States [View/Edit Addresses](#)

Deliver To: **ASHISH DASH**
MAINTENANCE PLANT CO 5110 OPS

Additional Fields ⓘ

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: **Test SIT3 Supplier 5 - TEST**
Falmouth, MA
United States

Customer: **NGUSA Service Company**
Waltham, MA
United States [View/Edit Addresses](#)

Email:

Bill From: **Test SIT3 Supplier 5 - TEST**
Falmouth, MA
United States [View/Edit Addresses](#)

Comment ⓘ

Reason for Credit Memo: *

Default Credit Memo Comment Text:

Add to Header ▾

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

Insert Line Item Options

Tax Category: 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	TEST NON INVENTORY PO		-2	EA	\$1,000.00 USD	\$-2,000.00 USD

Line Item Actions ▾

5. Click **Add to Header** and select **Attachment**

As a reminder, your credit memos must contain at least one attachment.

You can also add any of the other items listed:

- Tax
- Shipping Cost
- Special Handling

5. Continued

- h) An **Attachments** section will populate between your invoice Additional Fields and Line Items. Click on Browse, to locate your file, select it and then click Add Attachment.
- i) To confirm your file has been attached, you will see it listed as a line item, with the option to delete.

*Please note, your file name **must not** contain any special characters.

***Attachments**
The total size of all attachments cannot exceed 100MB

No file selected.

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

***Attachments**
The total size of all attachments cannot exceed 100MB

No file selected.

Name	Size (bytes)	Content Type
<input type="checkbox"/> NG Test INV attachment.docx	19110	

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

6. Once you are done filling out your credit memo template, click **Next** on the top or bottom right.
7. Review the details of your credit memo.
8. Once you have verified the information and are ready to proceed, click **Submit**.

Create Line-Item Credit Memo Update Save Exit **Next**

Credit Memo Type
You are creating a Credit Memo with Quantity Adjustment

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

Credit Memo #:	CM6200014491	Subtotal:	\$-2,000.00 USD	View/Edit Addresses
Credit Memo Date:	18 Apr 2023	Total Tax:	\$0.00 USD	
Original Invoice No:	INV6200014491	Total Gross Amount:	\$-2,000.00 USD	
Original Invoice Date:	12 Apr 2023	Total Net Amount:	\$-2,000.00 USD	
		Amount Due:	\$-2,000.00 USD	

Create Line-Item Credit Memo Previous **Submit** 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:United States. The document's destination country is:United States.
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: INV6200014491)

Credit Memo Number: CM6200014491	Subtotal:	\$-2,000.00 USD
Credit Memo Date: Tuesday 18 Apr 2023 6:02 PM GMT-04:00	Total Tax:	\$0.00 USD
Original Invoice Number: INV6200014491	Total Gross Amount:	\$-2,000.00 USD
Original Invoice Date: Wednesday 12 Apr 2023 2:09 PM GMT-04:00	Total Net Amount:	\$-2,000.00 USD
Original Purchase Order: 6200014491	Amount Due:	\$-2,000.00 USD

<p>REMIT TO:</p> <p>Test SIT3 Supplier 5 - TEST</p> <p>Postal Address:</p> <p>United States</p>	<p>BILL TO:</p> <p>NGUSA Service Company</p> <p>Postal Address (Default):</p> <p>United States Address ID: 5110</p>	<p>SUPPLIER:</p> <p>Test SIT3 Supplier 5 - TEST</p> <p>Postal Address:</p> <p>United States</p>
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Thank you.

Contact information:

For business related questions, contact National Grid - NationalGridAriba@nationalgrid.com

For SAP Business Network related questions, visit the [National Grid Supplier Information Portal](#)