WHN

User Guide – SAP Business Network – Credit Memo Invoices

Table of Contents

Description	1
Create a Credit Memo Invoice	2
Next Steps	7

DESCRIPTION

Audience: This document is relevant to suppliers who are enabled on the SAP Business Network (i.e., Ariba Network).

This document provides the steps on how to create/issue a **credit memo invoice** in Ariba for a PO or non-PO invoice.

A **credit memo invoice**, also known as a **credit note**, is a commercial document issued by the seller and sent to the buyer when there is a reduction in the amount payable to the seller. By issuing a credit memo invoice, the seller promises to pay back the reduced amount or adjust it in a subsequent transaction.

Disclaimer: Any information or numerical values shown in images are provided for training purposes only. They do not reflect actual supplier information.



CREATE A CREDIT MEMO INVOICE

1. On the **SAP Business Network** home page, open the **Invoices** section from the Invoices tab.

Business Network Ente	erprise Account				57 Q LM
ne Enablement Discover	y ~ Workbench Orders ~	Fulfillment - Invoices	Payments ~ Catalogs	More ~	Create 🗸 🚥
We'd like your feedback on r	new and upcoming features that can g	enerate more business	urvey		×
	Orders and Releases 🗸	University Health Net Debit Memos	Order number	Q	
Overview Getting started	0	Archived Invoid Timestamp Ver	rification		72
23	47	15 ^{Drafts}		12	
New orders	Orders	Items to confirm	Items to ship	Orders to invoice	More
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days	

 You will see a list of submitted invoices. Each invoice number is a link to open and view that invoice. Select the invoice you want to issue a credit memo invoice for.
 Note: The Invoice Status (i.e. Sent, Acknowledged, and Approved) will not have an impact on creating a credit memo invoice.

Invoice Number	Customer	Reference	Invoiced Date \downarrow	Amount	Routing Status	Invoice Status	From address	To ad	Actions	•
INV1287	work - TEST	4800001287	Jul 3, 2024	\$9246.47 CAD	Acknowledged	Sent				
INV1287	University Health Net work - TEST		Jul 3, 2024		Failed	Rejected				
CM1308	University Health Net work - TEST	4800001308	Jul 2, 2024	\$-1130 CAD	Acknowledged	Approved		1		
CM145	University Health Net work - TEST	4800001308	Jul 2, 2024	\$-1130 CAD	Acknowledged	Approved		1 		
INV1308	University Health Net work - TEST	4800001308	Jul 2, 2024	\$3390 CAD	Acknowledged	Approved		1 		
INV0012812	University Health Net work - TEST	4800001281	Jul 2, 2024	\$9246.47 CAD	Acknowledged	Approved				Ļ



3. The selected invoice will open. Click Create Line-Item Credit Memo.

Business Maturaly Fatancia Association			a				
Business Network - Enterprise Account	TEST MODE		© m				
voice: INV1308			Done				
Create Line-Item Credit Memo Copy This Invoice Print Download PDF ▼ Export cXML							
Detail Scheduled Payments History							
itandard Invoice							
Status		Subtotal: \$3,000.00 CAD					
Invoice: Approve Routing: Acknowl	dged	Total Tax: \$390.00 CAD Amount Due: \$3,390.00 CAD					
Invoice Number: INV1308							
Invoice Date: Tuesday Original Purchase Order: 4800001	2 Jul 2024 3:43 PM GMT-04:00 108						
Submission Method: Online							
Origin: Supplier Source Document: Order							
bonce bocament. oner							
REMIT TO:	BILL TO:	SUPPLIER:					
Supplier Name	University Health Network	Supplier Name					
Postal Address:	Postal Address: 190 Elizabeth Street Toronto ON M5G 2C4	Postal Address:					
Canada	Canada	Canada					

4. The Credit Memo invoice form will open. It is important to understand that some fields will auto populate based on the original invoice submission. Complete information in the form of a credit memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in. Fill in fields accurately to ensure proper submission of the credit memo invoice.



- a. Based on the **Credit Memo Type**, select **Quantity Adjustment** or **Price Adjustment**.
- b. Enter the **Credit Memo #.** It must match the exact number on the attached supplier invoice. Prefix the credit memo # with "CM" although this step is not mandatory.
- c. The **Credit Memo Date** must match the exact date on the attached supplier invoice.
- d. Tax must be at Line level tax. Select Line level tax if it has not defaulted to this selection.

Credit Memo Type Quantity Adjustment ① Price Adjustment	a ustment	
Invoice Header	* Indicates re	equired field Add to Header 🔻
Summary b Credit Memo #** 1 Credit Memo Date:* 23 Jul 2024	Subtotal: \$-3,000.00 CAD Total Tax: \$-390.00 CAD Amount Due: \$-390.00 CAD	View/Edit Addresses
Original Invoice No: INV1308 Original Invoice Date: 2 Jul 2024		
Supplier Tax ID:* 12378		
Remit To 🗸 🗸		
MISSISSAUGA ON Canada Bill To: University Health Network		
Toronto ON Canada		
Tax ①	d × 0	

e. No changes or additional information is required for the fields listed below. This information will be auto populated from the original invoice submission.

Ship From:	Supplier Name	Ship To:	Toronto General Hospital	View/Edit Addres
	and Address Canada	Deliver To:	Canada Toronto General Hospital	
litional Fields				
Supplier Account ID #:		Service Start Date:		
Customer Reference:		Service End Date:		
Supplier Reference:				
Payment Note:				
Supplier:	Supplier Name	Customer:	University Health Network - TEST	View/Edit Addres
	Canada		Toronto ON Canada	
		Email:	apexceptions@uhn.ca	
Bill From:	Supplier Name and Address			View/Edit Addres
	Canada			
oplier VAT		Customer VAT		
0	12379	Customer MAT/Tax ID:		



f. **Comment** field is mandatory for a credit memo invoice.

Comment		
Reason for Credit Memo:*	o:* Test credit memo	,
Default Credit Memo Comment Text:	no ct:	

- 5. The Line Items section will display the same number of lines on the original invoice.
- 6. If a **Quantity Adjustment** credit memo invoice type is selected, in the line item, the **Quantity** field will reflect a negative number.
- 7. Click Update.
- 8. Click Next.

Line Items			1 Line Items, 1 Included, 0 Previously Fully Invoiced
Insert Line Item Options Tax Category: 044 No Tax			Add to Included Lines
No. Include Type Part #	Description	Customer Part # Quantity 6	Unit Unit Price Subtotal
1 SERVICE	Test	-2	EA \$20.00 CAD \$-40.00 CAD
Service Period Service Start Date: Tax Cetegory: Location: Description: Regime:	20 Jun 2024	Service End Date: 20 Jun 2024 Tanable Amount: 440.00 CAD Tax Rate Type: Rate(Tay): 13 Tax Amount: \$-5.20 CAD	P Quantity Remove
Line Item Actions 🔻 Delete			
			7 Bit Next

9. Message will appear to confirm and submit the line-item credit memo. Scroll down to review the entire details for accuracy and then click **Submit.**



SAP Business Network - Enterprise Account TEST MODE					9 0	LM	-
Create Line-Item Credit Memo				Previous	Save E	a	1
Confirm and submit the line-item credit memo. It will not be electronically signed acc if you want your involces to be stored in the SAP Business Network long term docum Line-Item Credit Memo	unding to the countries of origin and destination of invoice. The document's engineting country and archiving, you can subscribe to an archiving service. Note that you will also be able to arc	is:Canada. The docu nive old invoices once	ment's destination country is:Canada. you subscribe to the archiving service.				l
(Original Invace No. NonPOTestcv22) Credit Manio Xumber: CM70TEST Credit Manio Dark: Indenselay J JA 2004 325 MI GMT 04.00 Original Invace Dark: Vieldenselay JA Ja 2004 100 MI GMT 04.00 Original Invace Dark: Vieldenselay JA Ja 2004 100 MI GMT 04.00 Seart Care: 20 Jan 2004 Edit Care: 20 Jan 2004		Subtotal: Total Tax: Amount Due:	\$-40.00 CAD \$-5.20 CAD \$-45.20 CAD	ß			l
REMIT TO:	BILL TO:		SUPPLIER:				
Supplier Name Postal Address: Canada Tax ID of Supplier: 12378	University Health Network Postal Address: 190 Elizaben Street Taronto ON MSG 20:4 Canada Address ID: 11:00		Supplier Name Postal Address: Canada				
BILL FROM:	CUSTOMER:						
Supplier Name Postal Addess: Canada	University Health Network - TEST Protoi Address: 190 Bitzachet Street Toronto OH MiG 2C4 Canada Email: rotoms mechado@uhn.ca						

10. Confirmation message will appear to confirm submission of the credit memo invoice. You have the option to **Print** or **Exit**.

SAP Business Network - Enterprise Account	10	() LM
Invoice CM76TEST has been submitted.	P	
Print a copy of the invoice. Exit invoice creation.		

11. If a **Price Adjustment** credit memo invoice type is selected, you will enter in the **Decrease Unit Price.**

Line Items	1 Line Items, 1 Included, 0 Previously Fully Invoiced
Insert Line item Options Tax Category: OH No Tax Discount.	Antho Included Lines
No. Include Type Part # Description 1 ••• SERVICE psy Test	Clustomer Part # Quantity Unit Unit Price Decrease in Unit Price 11 Subtolal NA 2 HR \$100 CAD \$500 CAD \$500 CAD \$500 CAD
Service Period Service Start Date: 27 Jun 2024	Service End Date: 30 Jun 2024
Tax Category:* No Tax	Tavable Amount: \$100.00 CAD Decrease in Unit Price
Location: Description: Regime:	Tax Rate Type: Rate(%): 0 Tax Amount: 50.00 CAD 10 5-50 CAD 10 10 10
Line Item Actions Delete	
	Updat [m] Save Exit Next

12. Follow steps 7-10 to complete the credit memo invoice submission.

If tax was applied to the original invoice sumission, it will be creditted as well. Suppliers do not need to change the tax fields in the line level.



NEXT STEPS

After submitting the credit memo invoice, the UHN Accounts Payable department will receive the credit memo invoice for review and approval.