



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).

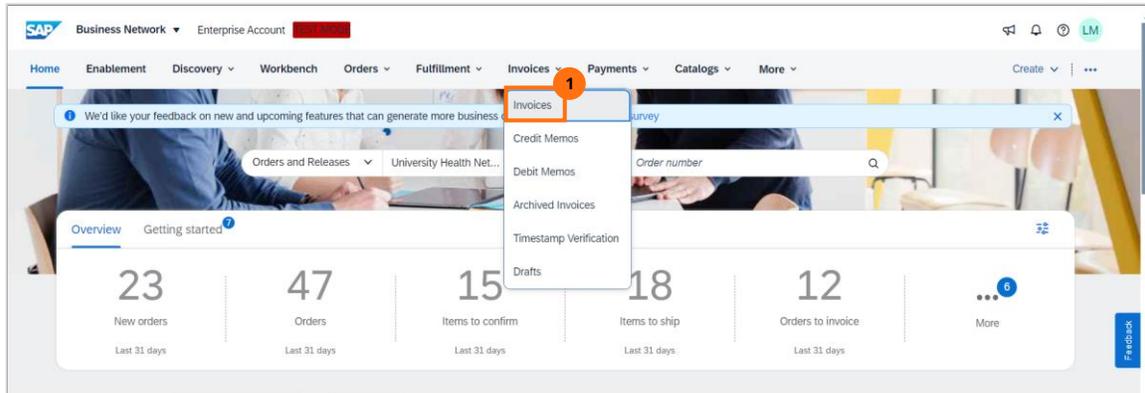
This document provides the steps on how to create/issue a **credit memo invoice** in Ariba for a PO or non-PO invoice.

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

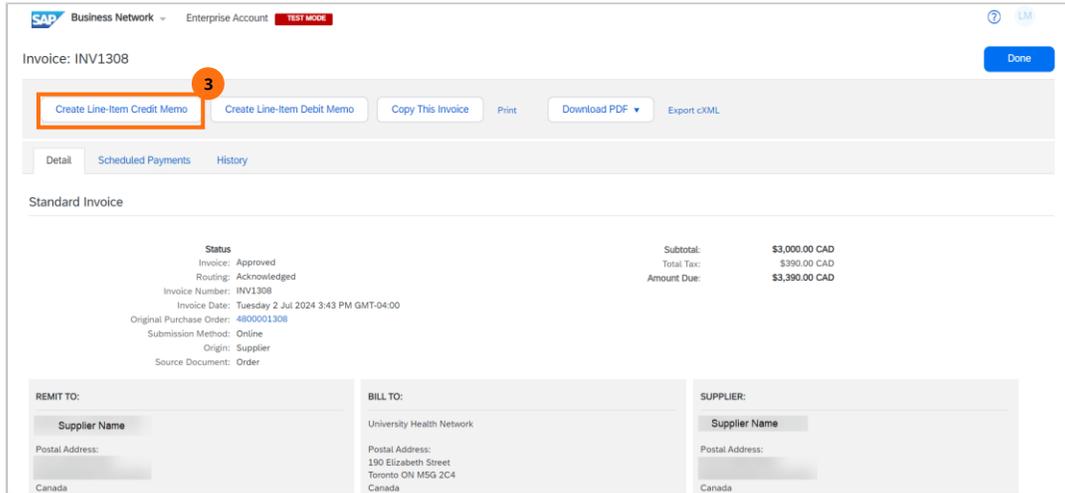
1. On the **SAP Business Network** home page, open the **Invoices** section from the Invoices tab.



2. 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 ↓	Amount	Routing Status	Invoice Status	From address	To ad	Actions
INV1287	University Health Net 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			...
CM145	University Health Net work - TEST	4800001308	Jul 2, 2024	\$-1130 CAD	Acknowledged	Approved			...
INV1308	University Health Net work - TEST	4800001308	Jul 2, 2024	\$3390 CAD	Acknowledged	Approved			...
INV0012812	University Health Net work - TEST	4800001281	Jul 2, 2024	\$9246.47 CAD	Acknowledged	Approved			...

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



SAP Business Network - Enterprise Account TEST MODE

Invoice: INV1308

Buttons: Create Line-Item Credit Memo (highlighted), Create Line-Item Debit Memo, Copy This Invoice, Print, Download PDF, Export cXML

Detail | Scheduled Payments | History

Standard Invoice

Status	Invoice: Approved	Subtotal:	\$3,000.00 CAD
	Routing: Acknowledged	Total Tax:	\$390.00 CAD
	Invoice Number: INV1308	Amount Due:	\$3,390.00 CAD
	Invoice Date: Tuesday 2 Jul 2024 3:43 PM GMT-04:00		
	Original Purchase Order: 4800001308		
	Submission Method: Online		
	Origin: Supplier		
	Source Document: Order		

REMIT TO:	BILL TO:	SUPPLIER:
Supplier Name	University Health Network	Supplier Name
Postal Address:	Postal Address:	Postal Address:
Canada	190 Elizabeth Street Toronto ON M5G 2C4 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 Price Adjustment

Invoice Header

Summary

Credit Memo #:		Subtotal:	\$-3,000.00 CAD	View/Edit Addresses
Credit Memo Date:	23 Jul 2024	Total Tax:	\$-390.00 CAD	
Original Invoice No.:	INV1308	Amount Due:	\$-3,390.00 CAD	
Original Invoice Date:	2 Jul 2024			
Supplier Tax ID:	12378			
Remit To:				
MISSISSAUGA ON Canada				
Bill To:	University Health Network			
Toronto ON Canada				

Tax

Header level tax Line level tax

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

Shipping

Header level shipping Line level shipping

Ship From: **Supplier Name and Address**
Canada

Ship To: Toronto General Hospital
Toronto ON
Canada

Deliver To: **Supplier Name and Address**
Toronto General Hospital

Additional Fields

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

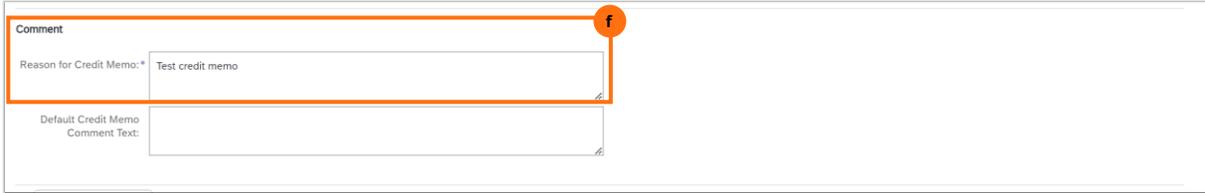
Supplier: **Supplier Name and Address**
Canada

Customer: University Health Network - TEST
Toronto ON
Canada

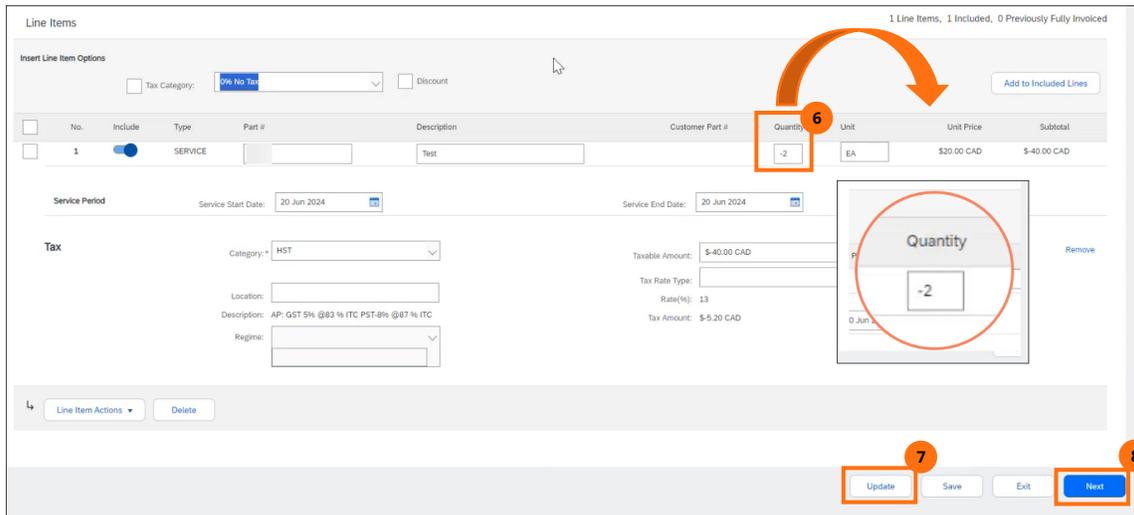
Supplier VAT:

Customer VAT:

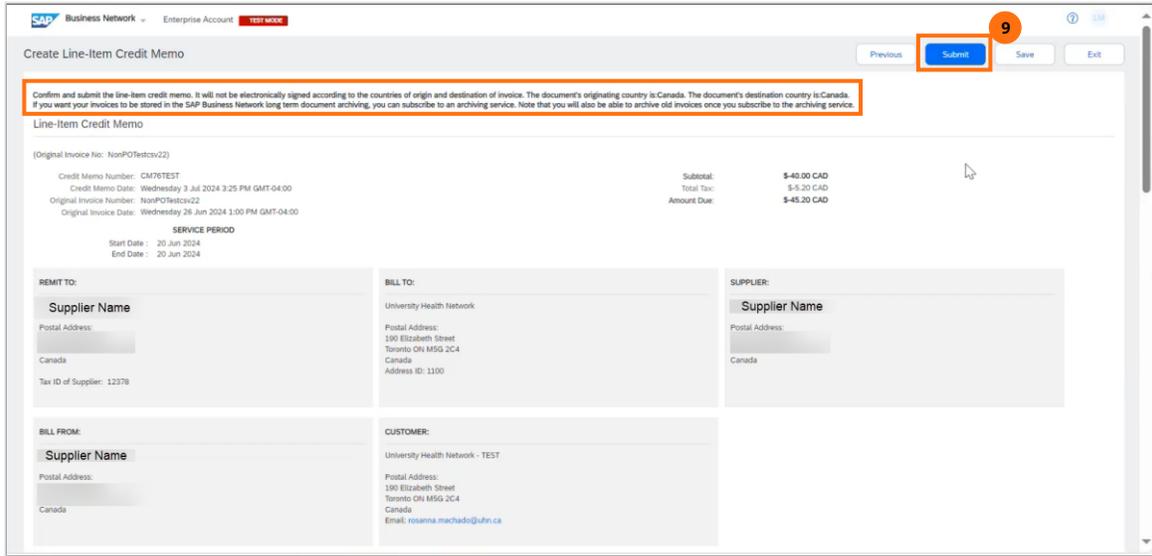
f. **Comment** field is mandatory for a credit memo invoice.



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**.



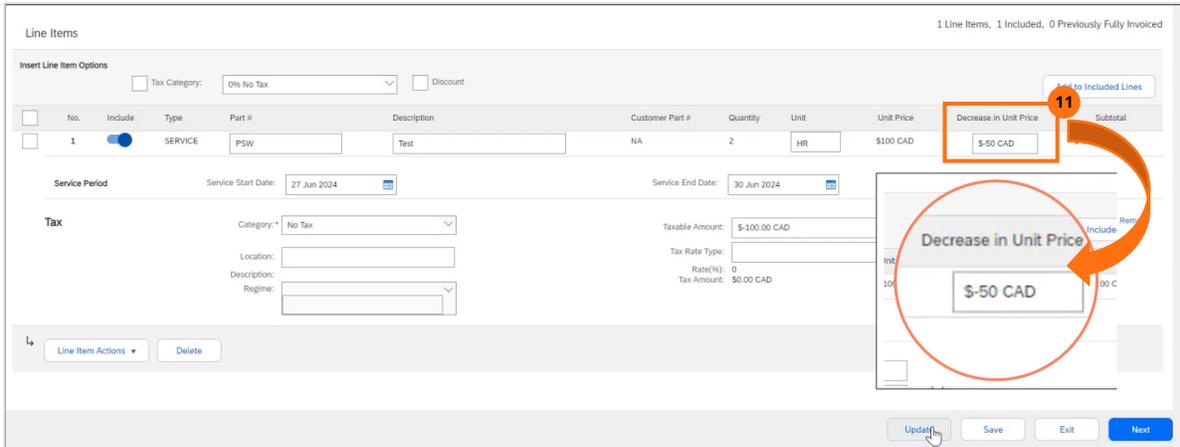
9. Message will appear to confirm and submit the line-item credit memo. Scroll down to review the entire details for accuracy and then click **Submit**.



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



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



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



If tax was applied to the original invoice submission, it will be credited 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.