



Fortescue™

Service Order Credit Note Processing

We are Fortescue

Service Order Credit Note Processing

How to Submit a Credit Note against an Invoice for a Service Purchase Order in SAP Business Network



Partial credit notes are not accepted for service invoices. All service invoices must be credited in full; the SES must be deleted in Fortescue's ERP system before a new amended invoice can be submitted.

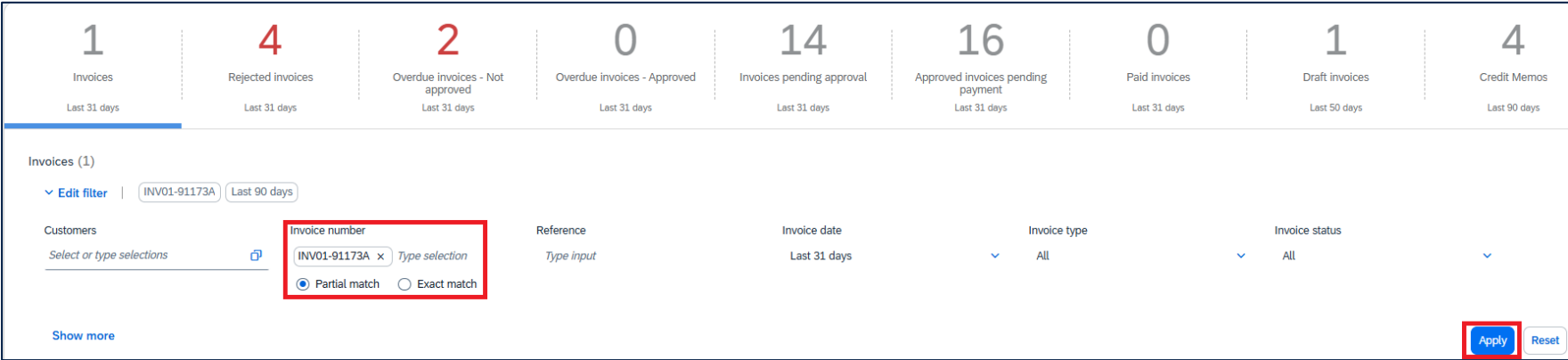
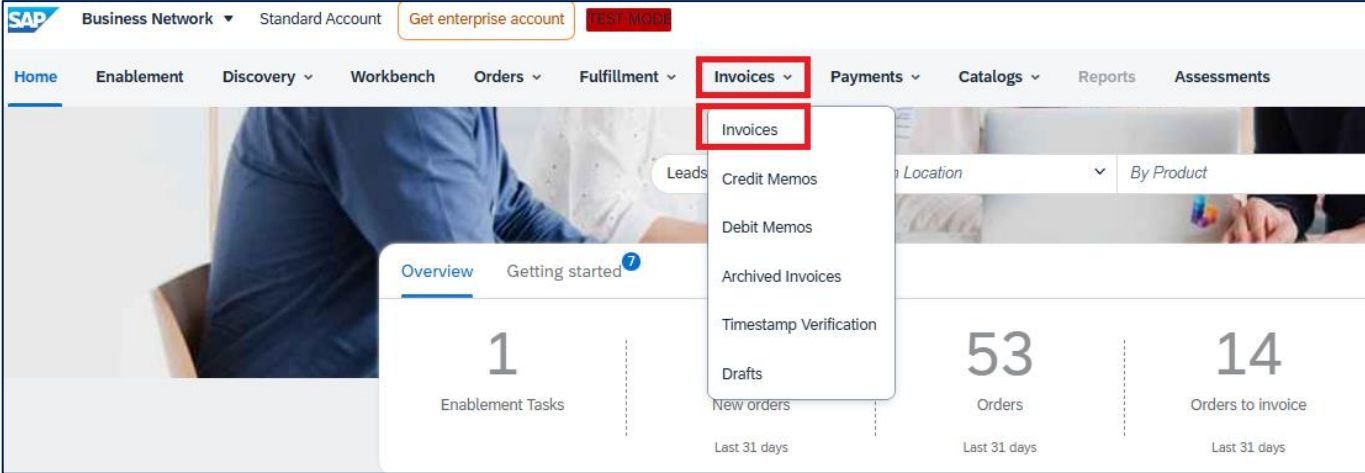
Note:

1. For partial credit notes, a full credit note must be submitted.
2. Contact your Fortescue representative/requisitioner and request the deletion of the original SES.
3. Submit an invoice for the correct or reduced amount.
 - a. A new SES will be created and once approved, the invoice will be posted and paid.

Select the Invoice to be Credited



- 1. From the SBN Home Page, navigate to **Invoices** and select **Invoices** from the drop-down selection.
- 2. Use the filter option to search for the invoice that the credit note must be entered against
 - a. Enter the invoice number
 - b. Select **Partial or Exact match**
- 3. Click on **Apply**



Enter Credit Note Details



The selected invoice will be displayed

1. Click on **Actions**
2. Select **Create line-item credit memo**
3. Enter a unique Credit Note Number

Invoices (1)

▼ Edit filter | INV01-91173A | Last 90 days

Customers | Invoice number: INV01-91173A × | Reference: Type selection | Invoice date: Last 31 days | Invoice type: All | Invoice status: All

Partial match (selected) | Exact match

Show more

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address
INV01-91173A	Fortescue Ltd - TEST	4502791173	Mar 11, 2025	\$100 AUD	Acknowledged	Approved	

1. This field accepts capital letters only
2. Specific special characters, and
3. Cannot be longer than 16 characters
4. Credit note cannot be back dated, must be current date
5. The original invoice and date will be displayed
6. Review your ABN to ensure it is correct

Create Line-Item Credit Memo

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

▼ Invoice Header

Summary

Credit Memo #: *	SERVCN-1234	Subtotal: \$-100.00 AUD
Credit Memo Date: *	28 Mar 2025	Total Tax: \$0.00 AUD
Original Invoice No:	INV01-91173A	Amount Due: \$-100.00 AUD
Original Invoice Date:	11 Mar 2025	
Supplier Tax ID: *	4512345678	
Remit To:		

Perth Western Australia
Australia

Bill To: **FMG Procurement Services Pty Ltd**

Perth WA
Australia

Enter Credit Note Details and Confirm



- 7. A comment can be added in the **Reason for Credit Memo** box.
- 8. Do not adjust the **Quantity** – credit must be for full value of invoice previously submitted
- 9. The tax details will match the previously submitted invoice
- 10. Click on **Next**

Comment

Reason for Credit Memo:

Default Credit Memo Comment Text:

[Add to Header](#) ▾

Line Items

Insert Line Item Options

Tax Category: 10% GST / Goods and Services Tax Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	00020				Test Service PO - No GST					
<input type="checkbox"/>	00020.10	<input checked="" type="checkbox"/>	SERVICE		Multi Line Service order		-100	EA	\$1.00 AUD	-\$100.00 AUD

Service Sheet Details Service Sheet #: INV01-91173A Service Line No.: 1

Pricing Details Price Unit: EA Price Unit Quantity: 1.000
Unit Conversion: 1 Description:

Service Period Service Start Date: Service End Date:

Tax Category: * GST Taxable Amount: \$-100.00 AUD
Location: Tax Rate Type:
Description: Goods and Services Tax Rate(%): 0.000
Regime: Tax Amount: \$0.00 AUD

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

Enter Credit Note Details and Confirm



11. Review the invoice details on the next screen

12. Click on **Submit**

Create Line-Item Credit Memo [Previous](#) [Submit](#)

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: INV01-91173A)	
Credit Memo Number: SERVCN-1234 Credit Memo Date: Friday 28 Mar 2025 12:45 PM GMT+08:00 Original Invoice Number: INV01-91173A Original Invoice Date: Tuesday 11 Mar 2025 10:06 AM GMT+08:00 Original Purchase Order: 4502791173	Subtotal: \$-100.00 AUD Total Tax: \$0.00 AUD Amount Due: \$-100.00 AUD
SERVICE PERIOD Start Date : 4 Mar 2025 End Date : 4 Mar 2025	

COMMENTS:
OVERCHARGE ON INVOICE, AMENDED INVOICE TO BE SUBMITTED

Request Deletion of SES



1. Contact your Fortescue representative to delete the SES relating to the credit note
2. There might not be sufficient funds available on the PO if the SES is not deleted before you submit another invoice

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	00010				Bulk PO for testing					
<input type="checkbox"/>	00010.10	<input checked="" type="checkbox"/>	SERVICE	0000000000	SBN Testing PO		300	EA	\$1.00 AUD	\$300.00 AUD

! The subtotal under this line exceeds limit.

! Subtotal exceeds the allowed limit.

Pricing Details
Price Unit: EA
Unit Conversion: 1
Price Unit Quantity: 1.000
Description:

Service Period
Service Start Date:
Service End Date:

Tax
Category: * GST
Location:
Description: Goods and Services Tax
Regime:
Taxable Amount: \$300.00 AUD
Tax Rate Type:
Rate(%): 10.000
Tax Amount: \$30.00 AUD
Exempt Detail: (no value)