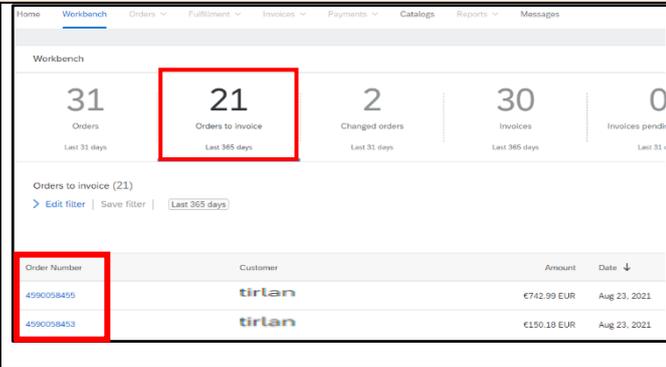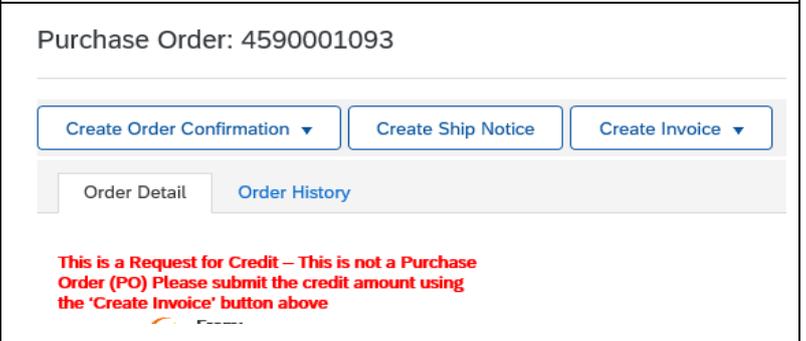⊕ Tirlán

COMPLETING A REQUEST FOR CREDIT

This guide is relevant if you have received a Request for Credit PO against an order previously invoiced through Ariba.

A Request for Credit is created by Tirlan where a Credit Memo against the original Purchase order is not possible. For example the goods were sourced over multiple POs, the POs have been closed, or are not identifiable.

Request for Credit POs will be clearly identifiable as they will contain the text;

'**This is a Request for Credit – This is not a Purchase Order (PO) Please submit the credit amount using the 'Create Invoice' button above.**'

INSTRUCTIONS:

ACCESSING THE 'REQUEST FOR CREDIT' PO		
1.	Log into Ariba with your username and password. From your workbench click on the 'Orders to Invoice' tile and select the PO that you wish to submit an invoice against.	
2.	You will be brought directly to the Request for Credit PO	

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Version: 02
Last Updated: 8th Sept 2023
Updated By: Maryjane Ahern

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3.	At the top of the screen, click **Create Invoice** and then select **STANDARD INVOICE**.
	
	Do not select Credit memo here or your submission will be rejected!
		Purchase Order: 4590001093
		
		Create Order Confirmation ▾ Create Ship Notice Create Invoice ▾ | Prin
		
		                      Standard Invoice
		Order Detail Order History Line-Item Credit Memo
		                      Line-Item Debit Memo
		
		This is a Request for Credit – This is not a Purchase Order (PO) Please submit the credit amount using the 'Create Invoice' button above

4.	Accept Request for credit checkbox	▾ Invoice Header
		
		⚠ Please be advised that only one tax rate should be applied per PO line item. Splitting line items across multiple tax rates will result in a failed transmission.
		
		☑ Request for Credit acceptance - Please accept this request for credit and submit your credit note for this amount to Glanbia
		
		Summary
		Purchase Order: 4590000907
		Invoice #:* Request for Credit
		Invoice Date:* 30 Apr 2020
		Service Description:
		Supplier Tax ID: 231111111
		Remit To: Charm Sciences Inc
		    Boston , MA
		    United States
		Bill To: c/o Glanbia Business Services Inc.
		    4255 Meridian Parkway, Suite 151 , Aurora
		    United States

5.	Enter your **invoice number** Input your organisation's internal invoice reference here. Enter your **invoice date** Enter your **Tax/ Vat ID**	**Summary** **Purchase Order:** **4590001093** Invoice #:* Credit 1234 Invoice Date:* 24 Jun 2020 Service Description: Supplier Tax ID:* ie1234567
6.	**Skip** the section called **Additional Fields** and scroll down until you reach the **Supplier VAT section**. Enter your **VAT/Tax ID** again here	Supplier VAT Customer VAT Supplier VAT/Tax ID:* IE000000000T Customer VAT/Tax ID:* IE 9513123F Supplier Commercial Identifier: Supplier Commercial Credentials:

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7.	**Scroll down the page** to the **Line Items** section. The Request for credit PO should match exactly the amount you have agreed to credit to Tirlan.	*(screenshot of Line Items section showing MATERIAL Non Catalog Item, LEEK WHITE FRESH DICED 10MM, Quantity 100 KG, Unit Price 1.60 EUR, Subtotal 160.00 EUR)*
8.	Select **Tax Category** **A) EMEA Suppliers:** Select the applicable VAT/Tax rate from the dropdown menu. **B) US Suppliers:** Select the applicable **Sales Tax** from the dropdown menu. You must apply the same level of VAT/TAX that you entered on the original invoice	*(screenshot of Line Items with Tax Category "23% VAT / Standard Rate" selected and Taxes dropdown showing: 9% VAT / Second Reduced ..., 13.5% VAT / Reduced Rate, 23% VAT / Standard Rate, 0% VAT / Zero Rated / Ex...)*

ADDING ATTACHMENTS TO YOUR SUBMISSION

For certain purchase types, Tirlan may require you to attach a PDF copy of your own Credit Document to your submission. If you are required to attach a copy of your credit document, an error will occur if you try to submit your credit memo without adding an attachment.

9.	Scroll to the top of the page and click **Add to Header.**	*(screenshot of Create Invoice page, Invoice Header Summary with Purchase Order: 4900004835, Invoice #: INV287857, Invoice Date: 9 Feb 2020, Supplier Tax ID: IE0000000T, Subtotal: 415.00 EUR, Total Tax: 40.50 EUR, Amount Due: 455.50 EUR)*
10.	Select **Attachment** from the dropdown menu.	*(screenshot of Add to Header dropdown menu showing: Shipping Cost, Shipping Tax, Shipping Documents, Additional Reference Documents and Dates, Comment, Attachment)*

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11.	Scroll down the page to the **Attachment** section (beneath Supplier VAT). Click **Browse**.	
12.	Locate a copy of your PDF credit memo from your computer. **Double click** on the document you wish to add to your submission.	
13.	Select **Add Attachment** so that the document is added to your submission. If you have added your document successfully, it will appear as per screenshot.	

SUBMITTING THE REQUEST FOR CREDIT

14.	At the bottom of the page, select **Next.** Review the details of the credit and select **Submit**.	