

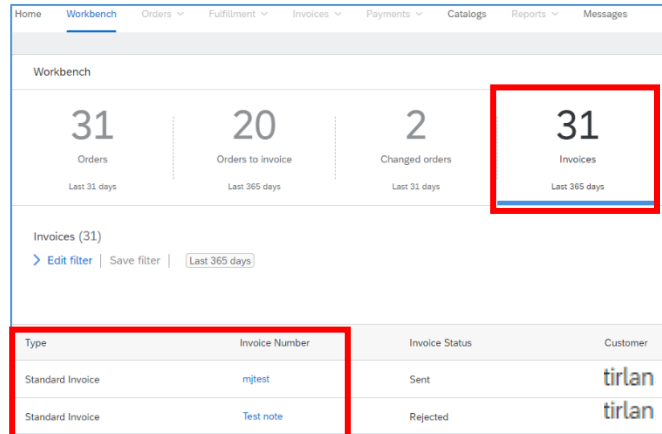
SUBMITTING CREDIT MEMOS

This guide is relevant if you need to submit a credit note against an invoice previously submitted through Ariba.

METHOD 1: ACCESSING THE INVOICE YOU WISH TO BOOK A CREDIT MEMO AGAINST

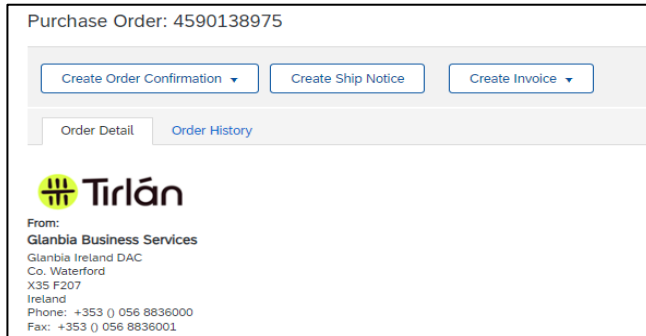
1. Log into Ariba with your username and password.

From your workbench click on the 'Invoices' tile and select the Invoice that you wish to submit a credit memo against.




Type	Invoice Number	Invoice Status	Customer
Standard Invoice	mptest	Sent	tirlan
Standard Invoice	Test note	Rejected	tirlan

2. You will be brought directly to the Invoice that you need to issue the credit memo against.

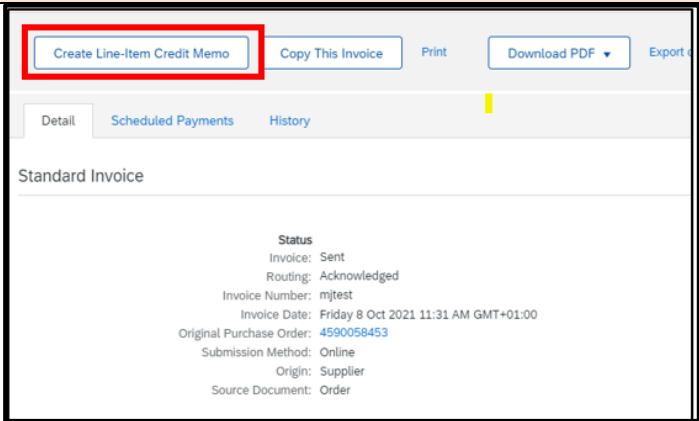


Purchase Order: 4590138975


From:
Glanbia Business Services
 Glanbia Ireland DAC
 Co. Waterford
 X35 F207
 Ireland
 Phone: +353 (0) 056 8836000
 Fax: +353 (0) 056 8836001

CREATING THE CREDIT MEMO

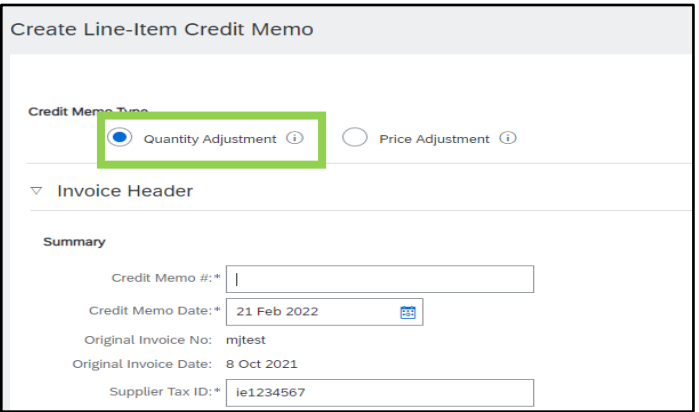
3. At the top of the screen, click **Create Line-Item Credit Memo**.



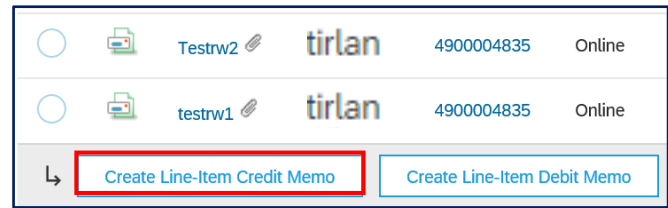
4. **Credit Memo type** will default to **Quantity Adjustment**

This type of credit memo should be used for credit memos related to POs with format **459xxxxxx** & **49xxxxxxx**

Note: Credit memo type 'Price Adjustment' should only be used for PO numbers with format 479xxxxxx (Framework Order POs)

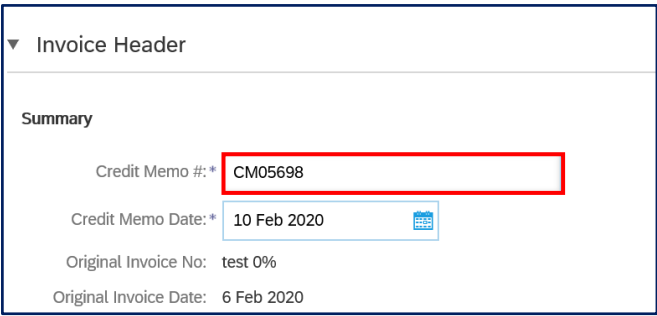


4. Scroll down to the bottom of the page and click **Create Line Item Credit Memo**.



5. Enter your **Credit Memo #**.

Input your organisation's internal Credit Memo reference here.



6.	Scroll down the page to the Comment section and enter a reason for the Credit Memo.	
7.	Select the line you wish to issue a credit note against or select all lines if you wish to issue a credit against the entire PO	

ADDING ATTACHMENTS TO YOUR SUBMISSION

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

8.	Above the 'Line Items' section click Add to Header	
9.	Select Attachment from the dropdown menu.	

<p>10. Click Choose File</p>		
<p>11. Locate a copy of your PDF credit memo from your computer.</p> <p>Double click on the document you wish to add to your submission.</p>		
<p>12. Select Add Attachment so that the document is added to your submission.</p> <p>The attachment will then appear below (you can add multiple attachments as required).</p>		

<p>SUBMITTING THE CREDIT MEMO</p>																						
<p>13. At the bottom of the page, select Next.</p>																						
<p>14. Review the details of the credit note and select Submit.</p>		<p>Line-Item Credit Memo</p> <p>(Original Invoice No: 290568)</p> <table border="0"> <tr> <td>Credit Memo Number :</td> <td>CR290568</td> <td>Subtotal :</td> <td>-106.69 EUR</td> </tr> <tr> <td>Credit Memo Date :</td> <td>Friday 2 Feb 2018 5:18 PM GMT+00:00</td> <td>Total Tax :</td> <td>0.00 EUR</td> </tr> <tr> <td>Original Invoice Number :</td> <td>290568</td> <td>Amount Due :</td> <td>-106.69 EUR</td> </tr> <tr> <td>Original Invoice Date :</td> <td>Friday 6 Oct 2017 11:00 AM GMT+00:00</td> <td></td> <td></td> </tr> <tr> <td>Original Purchase Order :</td> <td>4900000444</td> <td></td> <td></td> </tr> </table>	Credit Memo Number :	CR290568	Subtotal :	-106.69 EUR	Credit Memo Date :	Friday 2 Feb 2018 5:18 PM GMT+00:00	Total Tax :	0.00 EUR	Original Invoice Number :	290568	Amount Due :	-106.69 EUR	Original Invoice Date :	Friday 6 Oct 2017 11:00 AM GMT+00:00			Original Purchase Order :	4900000444		
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