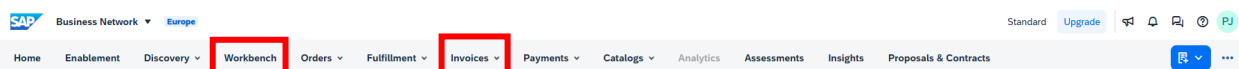
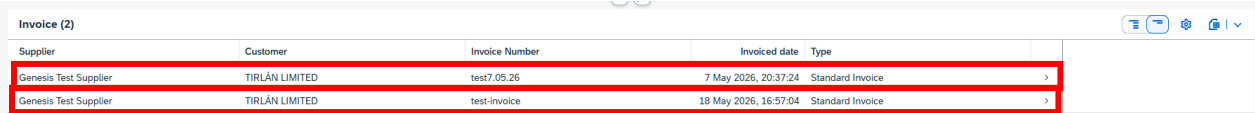


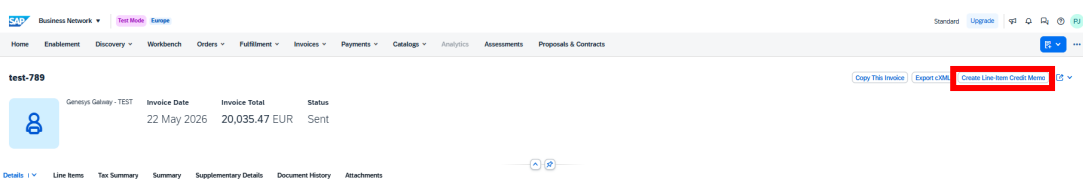
SUBMITTING CREDIT MEMOS

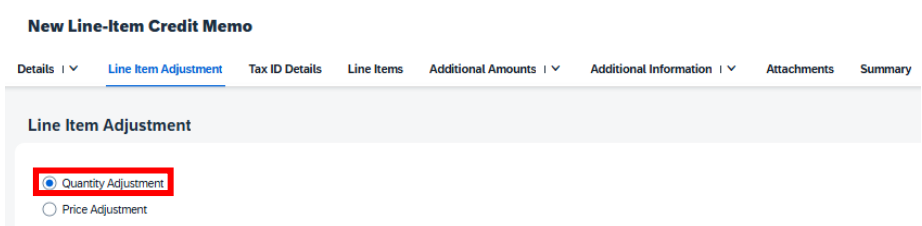
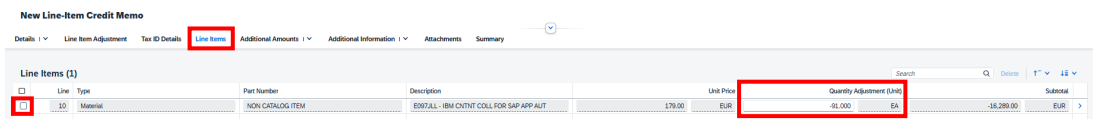
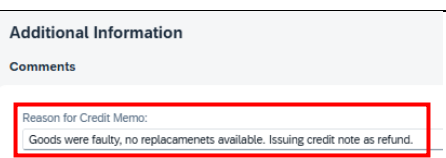
This guide is relevant if you need to submit a credit note against an invoice previously submitted through Ariba.

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

1.	Log into Ariba to locate the PO that requires action by clicking here .	Supplier sign-in Username Password Sign In
2.	Enter your username and password that you generated during the registration process. See guide: Ariba Registration Guide. Select Sign In.	
3.	When you have successfully logged in to Ariba, locate the invoice for which a credit memo needs to be issued against, and click the Invoice number to open it. Note you can find your invoices from the 'Invoices' header in Ariba, or through the 'Workbench' tab. 	
4.	When you click on the row of the invoice you need to issue the credit memo against, you will be re-directed to the invoice 	

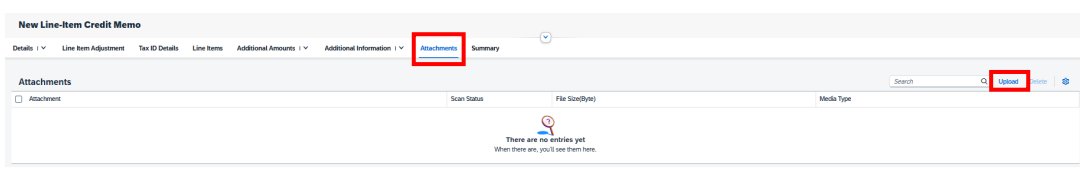
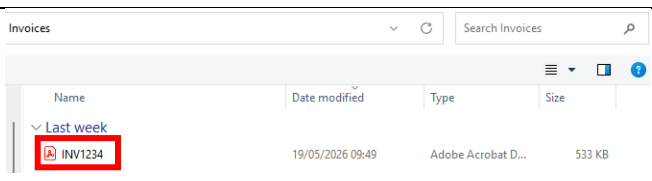
CREATING THE CREDIT MEMO

5.	At the top of the screen, click Create Line-Item Credit Memo .	
6.	Enter your Credit Memo #. Input your organisation's internal Credit Memo reference here.	New Line-Item Credit Memo Details Line Item Adjustment Tax ID Details Details Document Number *

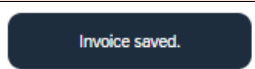
7.	Click the 'Line Item Adjustment' header and click Quantity Adjustment .
	
8.	Click the 'Line Items' header and tick the box to include the relevant line items. Choose your 'Quantity Adjustment'
	
9.	Click the 'Additional Information' header and enter a reason for the Credit Memo.
	

ADDING ATTACHMENTS TO YOUR SUBMISSION

For certain purchase types, Tirlán 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.

10.	Above the 'Attachments' section, then click Upload
	
11.	Locate a copy of your PDF credit memo from your computer. Double click on the document you wish to add to your submission.
	

SUBMITTING THE CREDIT MEMO

12.	At the bottom of the page, select Next . Your page should update to a review section, with a pop up note saying 'Invoice saved.'	
13.	Review the details of the credit note and select Submit at the bottom of the page.	