

## COMPLETING A REQUEST FOR CREDIT

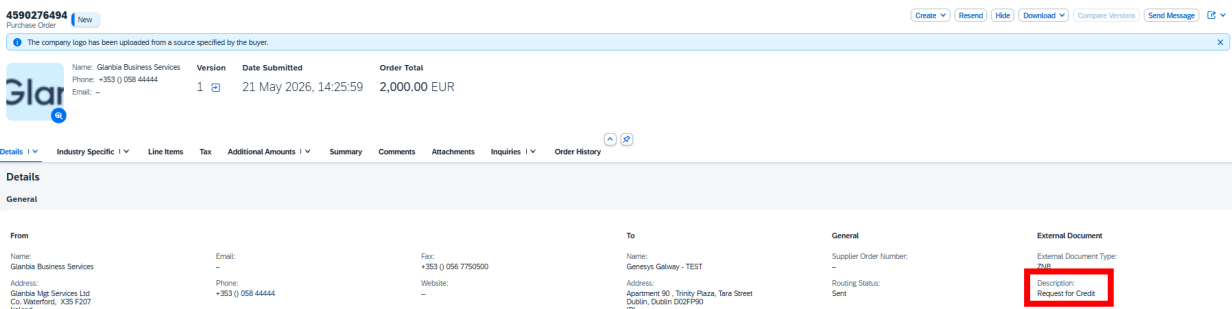
This guide is relevant if you have received a Request for Credit PO against an order previously invoiced through Ariba.

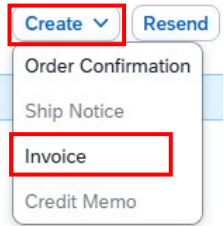
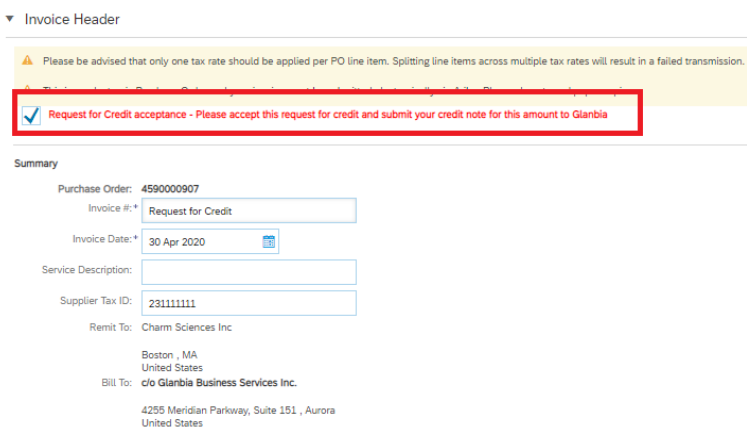
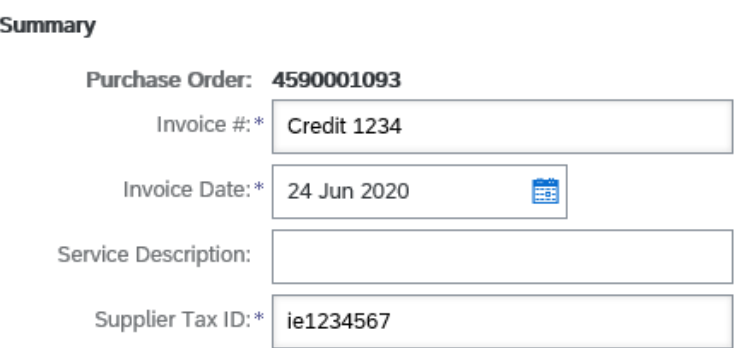
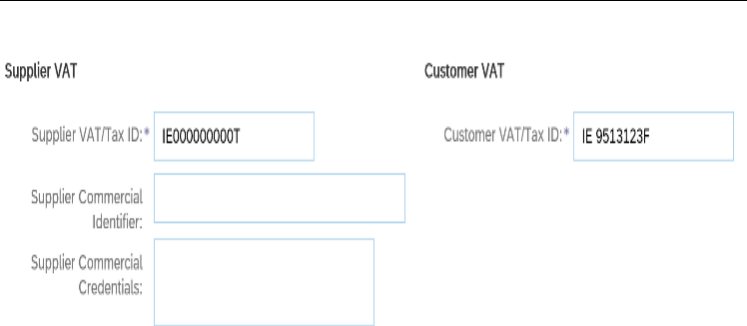
A Request for Credit is created by Tirlán where a Credit Memo against the original Purchase order is not possible. For example the goods were sourced over multiple POs, the POs have been closed, or are not identifiable.

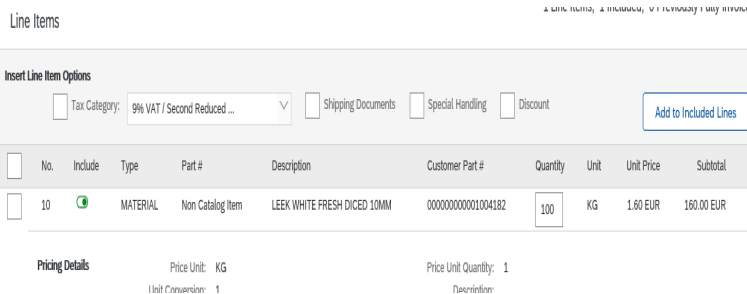
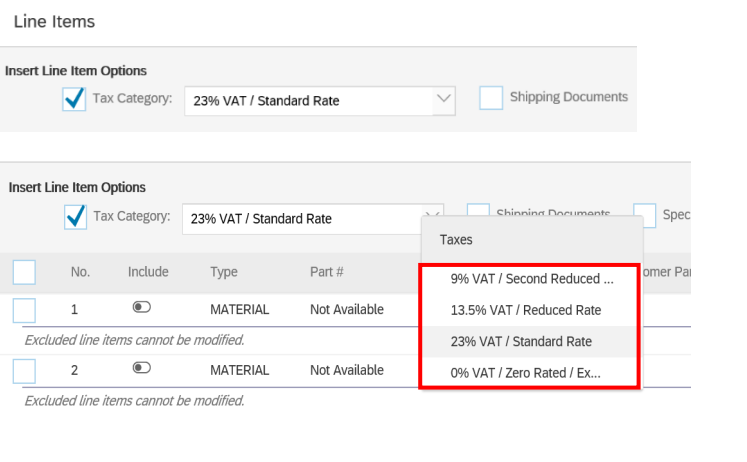
Request for Credit POs will be clearly identifiable as they will contain the text

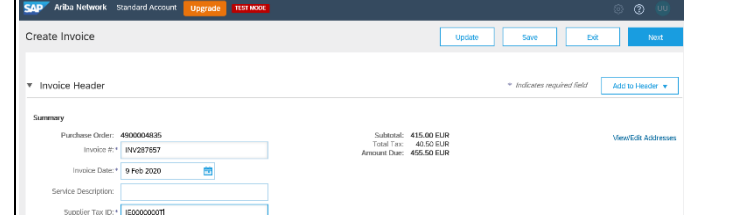
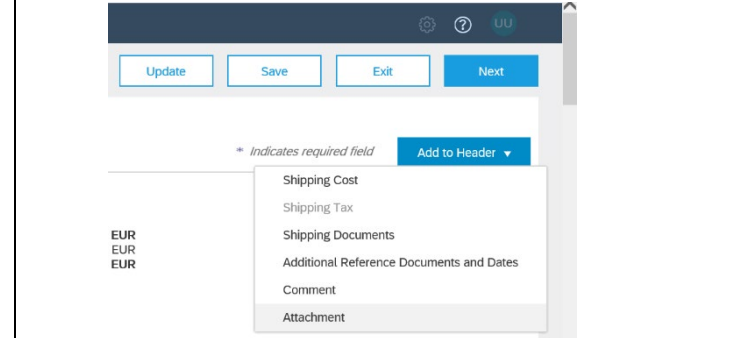
**'This is a Request for Credit – This is not a Purchase Order (PO) Please submit the credit amount using the 'Create Invoice' button above.'**

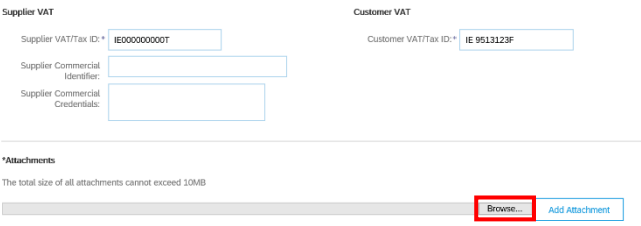
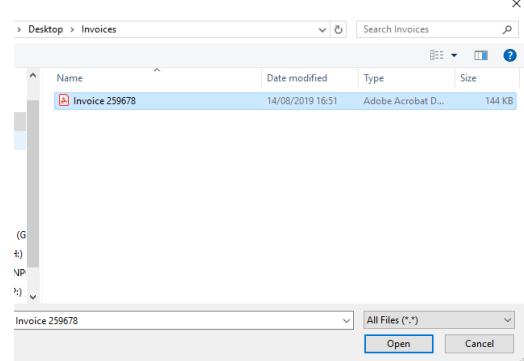
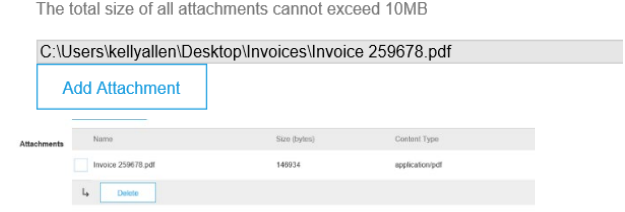
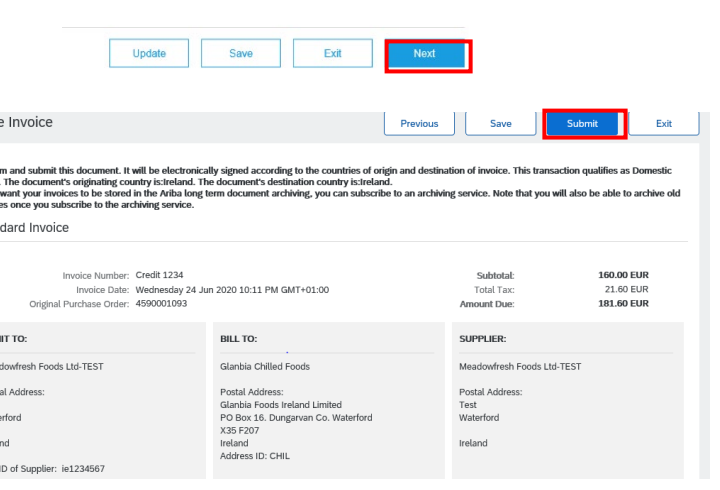
### INSTRUCTIONS:

| ACCESSING THE 'REQUEST FOR CREDIT' PO |                                                                                                                                                                                                                                                 |                                                                                                                                                                                       |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                    | Log into Ariba to locate the PO that requires action by clicking <a href="#">here</a> .                                                                                                                                                         | <p>Supplier sign-in</p> <div> <input type="text" value="Username"/> </div> <div> <input type="password" value="Password"/> </div> <div> <input type="button" value="Sign in"/> </div> |
| 2.                                    | <p>Enter your <b>username</b> and <b>password</b> that you generated during the registration process.</p> <div> <p>See guide: <a href="#">Ariba Registration Guide</a>.</p> </div> <p>Select <b>Sign In</b>.</p>                                |                                                                                                                                                                                       |
| 3.                                    | <p>When you have successfully logged in to Ariba, locate the Request for Credit PO that an Invoice needs to be issued against, and click the PO number to open it.</p> <div> <p>See guide: <a href="#">Locating Purchase Orders</a>.</p> </div> |                                                                                                                                                                                       |
| 4.                                    | <p>You will be brought directly to the Request for Credit PO</p>                                                                                            |                                                                                                                                                                                       |

| COMPLETING THE REQUEST FOR CREDIT |                                                                                                                                                                                                   |                                                                                      |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 5.                                | <p>Select Create <b>'Create'</b>, then select <b>'Invoice'</b> at the top of the screen.</p> <div> <p>If Create Invoice is unavailable, please refer to <a href="#">ARIBA FAQ's</a></p> </div>    |   |
| 6.                                | Accept Request for credit checkbox                                                                                                                                                                |   |
| 7.                                | <p>Enter your <b>invoice number</b></p> <div> <p>Input your organisation's internal invoice reference here.</p> </div> <p>Enter your <b>invoice date</b></p> <p>Enter your <b>Tax/ Vat ID</b></p> |  |
| 8.                                | <p><b>Skip</b> the section called <b>Additional Fields</b> and scroll down until you reach the <b>Supplier VAT section</b>.</p> <p>Enter your <b>VAT/Tax ID</b> again here</p>                    |  |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <p>9.</p>  | <p><b>Scroll down the page to the Line Items section.</b></p> <p>The Request for credit PO should match exactly the amount you have agreed to credit to Tirlán.</p>                                                                                                                                                                                                                                              |   |
| <p>10.</p> | <p><b>Select Tax Category</b></p> <p><b>A) EMEA Suppliers:</b></p> <p>Select the applicable VAT/Tax rate from the dropdown menu.</p> <p><b>B) US Suppliers:</b></p> <p>Select the applicable <b>Sales Tax</b> from the dropdown menu.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>You must apply the same level of VAT/TAX that you entered on the original invoice</p> </div> |  |

| <h2>ADDING ATTACHMENTS TO YOUR SUBMISSION</h2>                                                                                                                                                                                                                                       |                                                                      |                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>For certain purchase types, Tirlán 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.</p> |                                                                      |                                                                                      |
| <p>11.</p>                                                                                                                                                                                                                                                                           | <p>Scroll to the top of the page and click <b>Add to Header</b>.</p> |  |
| <p>12.</p>                                                                                                                                                                                                                                                                           | <p>Select <b>Attachment</b> from the dropdown menu.</p>              |  |

|                                          |                                                                                                                                                                              |                                                                                      |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 13.                                      | <p>Scroll down the page to the <b>Attachment</b> section (beneath Supplier VAT).</p> <p>Click <b>Browse</b>.</p>                                                             |    |
| 14.                                      | <p>Locate a copy of your PDF credit memo from your computer.</p> <p><b>Double click</b> on the document you wish to add to your submission.</p>                              |    |
| 15.                                      | <p>Select <b>Add Attachment</b> so that the document is added to your submission.</p> <p>If you have added your document successfully, it will appear as per screenshot.</p> |   |
| <b>SUBMITTING THE REQUEST FOR CREDIT</b> |                                                                                                                                                                              |                                                                                      |
| 16.                                      | <p>At the bottom of the page, select <b>Next</b>.</p> <p>Review the details of the credit and select <b>Submit</b>.</p>                                                      |  |