



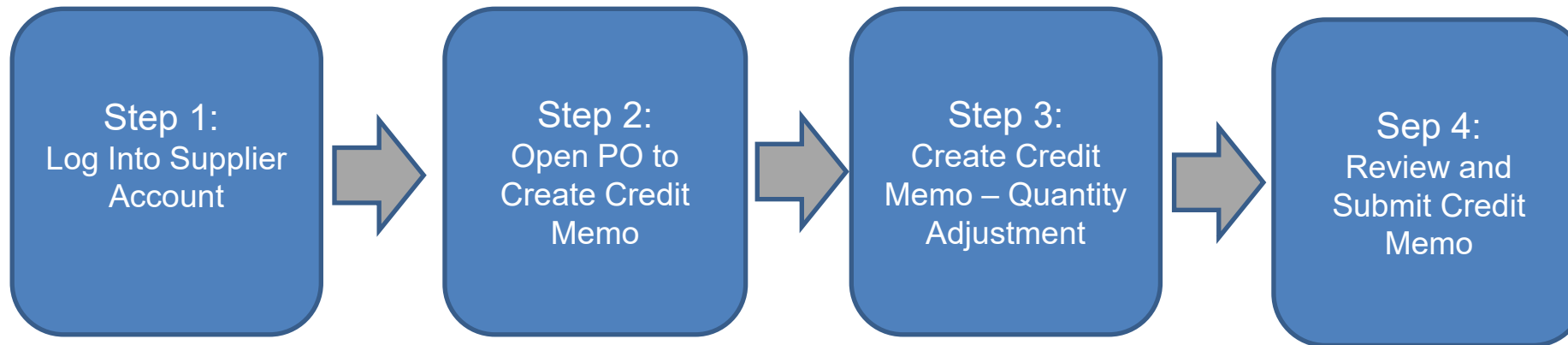
Quick Reference Guide

How to Submit Credit Memo for Material/Goods PO

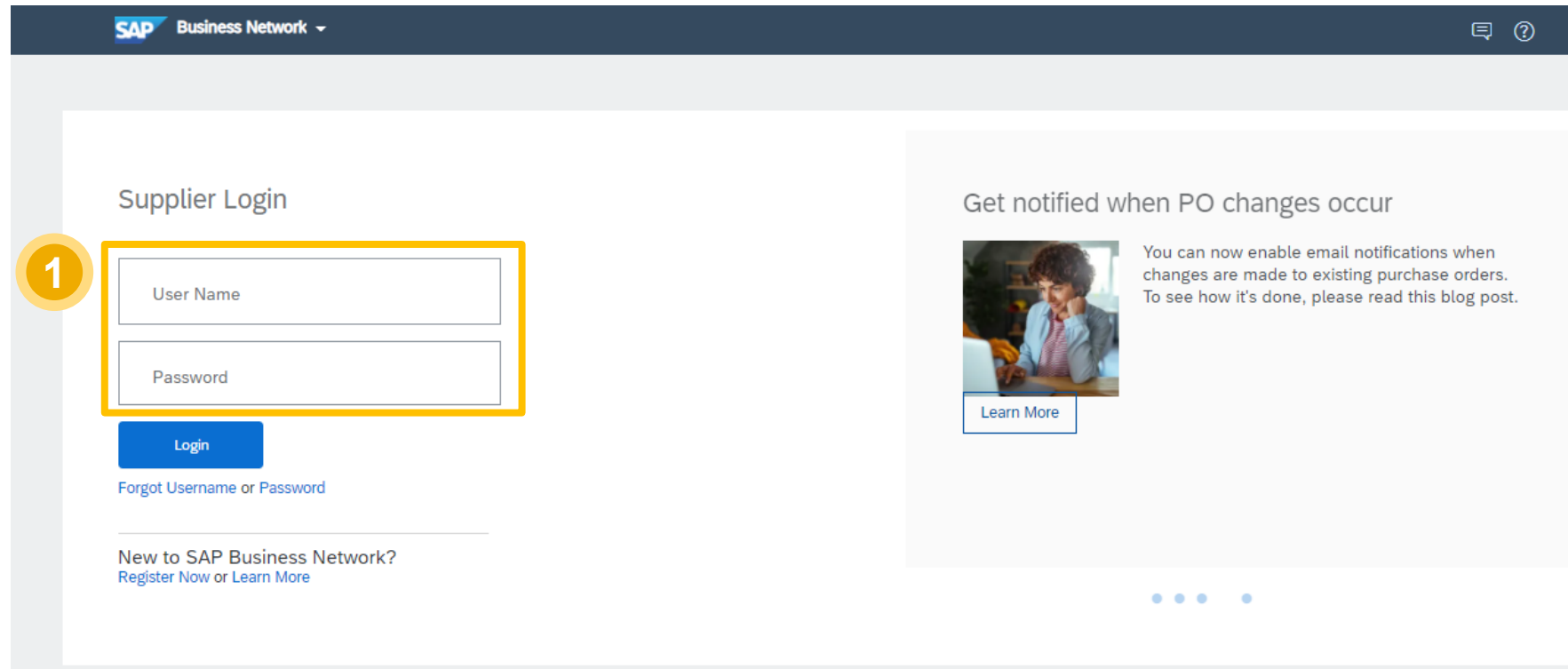
Audience: City of Ottawa – Enterprise Suppliers

Date: 01 April 2022

Process Flow



Step 1: Log into Supplier Account



SAP Business Network

Supplier Login

1

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

Get notified when PO changes occur

You can now enable email notifications when changes are made to existing purchase orders. To see how it's done, please read this blog post.

[Learn More](#)

1 Enter your login credentials

Credit Memo – Material/Goods PO

Step 2 – Select PO for Credit Memo

Workbench Customize

0 New orders Last 31 days	0 Orders to invoice Last 31 days	3 Orders Last 31 days	1 Rejected invoices Last 31 days	5 Invoices pending approval Last 31 days	\$ 0.0 CAD Remittances Last 31 days	42 Invoices Last 31 days	\$ 0.0 CAD Early payment offers Next 90 days
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Customers

Select or type selections

Order numbers

Type selection

Creation date

Last 14 days

Order status

Include

Company codes

Select or type selections

Purchasing organizations

Select or type selections

Customer locations

Type selection

Order type

All

Routing status

All

Min amount

Max amount

Currency

CAD

☐ Partial match ☐ Exact match

☐ Show hidden orders only

3

3

Last 24 hours

Last 7 days

Last 14 days

Last 31 days

Last 90 days

Last 365 days

Custom date range

Apply

Reset

Cancel

1 From the Ariba account Homepage select Orders.

Select the order number to be credited.

2 If you do not see the PO number listed, check the filters, select Edit Filters

3 Under Date Creation: Select "Last 365 days"

Credit Memo - Material/Goods PO

Step 2 – Select PO for Credit Memo

Purchase Order: 0045100367

Create Order Confirmation ▾ Create Ship Notice Create Invoice ▾

Order Detail Order History

TEST
Ottawa

From:
Laurier Headquarters
110 Laurier Ave West
Ottawa ON K1P 1J1
Canada
Phone: +1 (613) 5606001

To:
STANTEC CONSULTING LTD-TEST
PO Box 310260 RPO Edgemont
Calgary AB T3A 2B5
Canada
Phone:
Fax:
Email: shalane.dunlop@ottawa.ca, nevan.sullivan@ottawa.ca

Purchase Order
(New)
0045100367
Amount: \$28,500.00 CAD
Version: 1

Track Order

1

2

Routing Status: Acknowledged
Related Documents: CR123456R2
CR123456R1
123456R1
More(1) »

Payment Terms ⓘ
NET 30

Comments
Comment Type: Terms and Conditions
Body: The above-noted supplier agrees that upon express or deemed acceptance of this Purchase Order, the final terms of the resulting Contract with the City will be legally binding on both parties. The above-noted ... [View more »](#)

Invoice: 123456R1

Done Previous

Create Line-Item Credit Memo Co 3 Cancel Print Download PDF ▾ Export cXML

Detail Scheduled Payments History

1 Locate the Invoice that requires a Credit in Related Documents.

2 Click on the invoice to open.

The Invoice is displayed.

3 Click on Create Line-Item Credit Memo.

The Create Line Item Credit Memo is displayed. See next page.

Credit Memo - Material/Goods PO

Step 3 – Line-Item Credit Memo – Header Level – Quantity Adjustment

Credit Memo Type

☒ Quantity Adjustment ¹ ☐ Price Adjustment ¹

▼ Invoice Header

* Indicates required field

Add to Header ▼

Summary

3

[View/Edit Addresses](#)

Credit Memo #:* CR123456R5

Credit Memo Date:* 11 Apr 2022

2

Original Invoice No: 123456R1

Original Invoice Date: 25 Mar 2022

Remit To: 123 Fake Street ▼

Ottawa ON
Canada

Bill To: Laurier Headquarters

Ottawa ON
Canada

Subtotal: \$-11,262.99 CAD
Total Tax: \$-2,926.69 CAD
Amount Due: \$-14,189.68 CAD

1

Quantity Adjustment should be automatically selected.

2

Enter the Credit Memo # and the Credit Memo Date.

3

Make sure to fill in all mandatory fields with an asterisk '*'. *

Credit Memo - Material/Goods PO

Step 3 – Finalizing a Line-Item Credit Memo – Quantity Adjustment

Comment

1

Reason for Credit Memo:

Default Credit Memo
Comment Text:

1

Enter the **Reason for the Credit Memo**

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 13% Sales Tax / Sales Tax - HST ☐ Shipping Documents ☐ Special Handling ☐ Discount

Add to Included Lines

2

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	Widgets for OC transpo buses for 2021		-7.50	each ⓘ	\$1.50 CAD	\$-11,250.00 CAD

Tax

Category: Sales Tax
Location:
Description: Sales Tax - HST
Regime:

Taxable Amount: \$-11,250.00 CAD
Rate(%): 13
Tax Amount: \$-1,462.50 CAD

Remove

Category: Sales Tax
Location:
Description: Sales Tax - HST
Regime:

Taxable Amount: \$-11,250.00 CAD
Rate(%): 13
Tax Amount: \$-1,462.50 CAD

Remove

Line Item Actions

Delete

2

Remove items that are not required for credit using by selecting the box on the left of the line and clicking Delete
Use the Slide bar if needed.

Update

Save

Exit

Next

Credit Memo - Material/Goods PO

Step 3 – Finalizing a Line-Item Credit Memo – Quantity Adjustment

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 13% Sales Tax / Sales Tax - HST ☐ Shipping Documents ☐ Special Handling ☐ Discount Add to Included Lines

Include	Type	Part #	Description	Customer	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	MATERIAL	Not Available	Widgets for OC transpo buses for 2021		-7,5C	each	\$1.50 CAD	\$-11,250.00 CAD

Tax

Category: Sales Tax

Location:

Description: Sales Tax - HST

Regime:

Taxable Amount: \$-11,250.00 CAD

Rate(%): 13

Tax Amount: \$-1,462.50 CAD

Remove

Category: Sales Tax

Location:

Description: Sales Tax - HST

Regime:

Taxable Amount: \$-11,250.00 CAD

Rate(%): 13

Tax Amount: \$-1,462.50 CAD

Remove

Line Item Actions

1 Locate and update the Quantity of the credit for each item

2 Check the square box, then Click on Update once all items have been actioned based on the Credit

3 Click on Next

Screen displays the Confirm Line-Item Credit Memo

Step 4 – Review and Submit Credit Memo

Create Line-Item Credit Memo

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:Canada. The document's destination country is:Canada.
If you want your invoices to be stored in the Ariba 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: 123456R1)

Credit Memo Number: CR123456R5	Subtotal: \$-11,262.99 CAD
Credit Memo Date: Monday 11 Apr 2022 1:10 PM GMT-04:00	Total Tax: \$-2,926.69 CAD
Original Invoice Number: 123456R1	Amount Due: \$-14,189.68 CAD
Original Invoice Date: Friday 25 Mar 2022 12:53 PM GMT-04:00	
Original Purchase Order: 0045100367	

REMIT TO: STANTEC CONSULTING LTD-TEST Postal Address: 123 Fake Street Ottawa ON k2h 0d2 Canada Tax ID of Supplier: TAX12465	BILL TO: Laurier Headquarters Postal Address (Default): 110 Laurier Ave West Ottawa ON K1P 1J1 Canada Address ID: 0200 Phone (work): +1 (613) 5606001	SUPPLIER: STANTEC CONSULTING LTD-TEST Postal Address: PO Box 310260 RPO Edgemont Calgary AB T3A 2B5 Canada
BILL FROM: STANTEC CONSULTING LTD-TEST Postal Address: PO Box 310260 RPO Edgemont Calgary AB T3A 2B5 Canada	CUSTOMER: Laurier Headquarters Postal Address: 110 Laurier Ave West Ottawa ON K1P 1J1 Canada	

Previous **Submit** Save Exit

1 Verify all the information. If all is correct, click on **Submit**

2 Click on **Exit** invoice creation

Note: There is no requirement to print the Credit Memo or send a copy to your Buyer

Invoice CR123456R5 has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.

2

Credit Memo - Material/Goods PO

Step 4 – Review and Submit Credit Memo

1

Invoice: CR123456R5
[Done](#)
[Previous](#)

[Copy This Invoice](#)
[Cancel](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
[History](#)

Line-Item Credit Memo

(Original Invoice No: 123456R1)

<p>Status</p> <p>Invoice: Sent</p> <p>Routing: Acknowledged</p> <p>Credit Memo Number: CR123456R5</p> <p>Credit Memo Date: Monday 11 Apr 2022 1:10 PM GMT-04:00</p> <p>Original Invoice Number: 123456R1</p> <p>Original Invoice Date: Friday 25 Mar 2022 12:53 PM GMT-04:00</p> <p>Original Purchase Order: 0045100367</p> <p>Submission Method: Online</p> <p>Origin: Supplier</p> <p>Source Document: Order</p>	<p>Subtotal:</p> <p>Total Tax:</p> <p>Amount Due:</p>	<p>\$-11,262.99 CAD</p> <p>\$-2,926.69 CAD</p> <p>\$-14,189.68 CAD</p>
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REMIT TO:

STANTEC CONSULTING LTD-TEST

Postal Address:

123 Fake Street

Ottawa ON K2H 0d2

Canada

Tax ID of Supplier: TAX12465

BILL TO:

Laurier Headquarters

Postal Address (Default):

110 Laurier Ave West

Ottawa ON K1P 1J1

Canada

Address ID: 0200

Phone (work): +1 (613) 5606001

SUPPLIER:

STANTEC CONSULTING LTD-TEST

Postal Address:

PO Box 310260 RPO Edgemont

Calgary AB T3A 2B5

Canada

BILL FROM:

STANTEC CONSULTING LTD-TEST

Postal Address:

PO Box 310260 RPO Edgemont

Calgary AB T3A 2B5

Canada

CUSTOMER:

Laurier Headquarters

Postal Address:

110 Laurier Ave West

Ottawa ON K1P 1J1

Canada

1

Click on **Done** or **Previous**

Done brings you back to the list of invoices/credit memos submitted.

Previous bring you back to the list of invoices/credit memos submitted and if clicked again brings you back to the Purchase Order.