



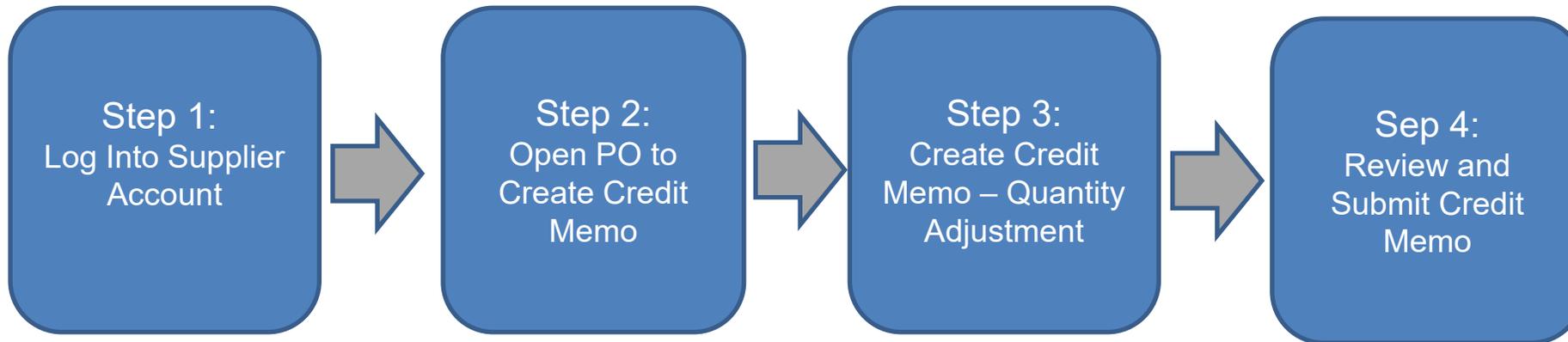
## Quick Reference Guide

# 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

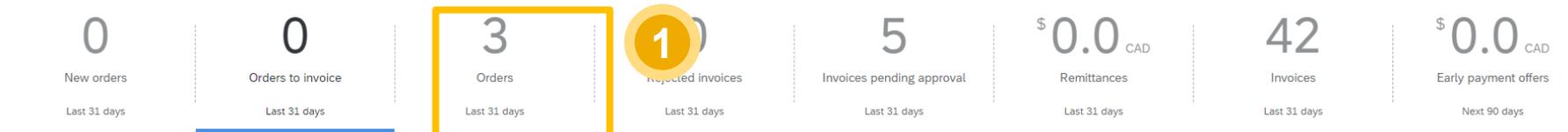
Enter your login credentials

# Credit Memo – Material/Goods PO

## Step 2 – Select PO for Credit Memo

Workbench

Customize



Orders to invoice (0)  
[Edit filter](#)

Customers:

Order numbers:  **3**

Creation date:  **3**

Order status:

Company codes:

Partial match  Exact match

Purchasing organizations:

Customer locations:

Order type:

Routing status:

Min amount:

Max amount:

Currency:

Show hidden orders only

**3**

**3**

**3**

- Last 24 hours
- Last 7 days
- Last 14 days
- Last 31 days
- Last 90 days
- Last 365 days
- Custom date range

**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"

## 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) »

Done | Previous

3

Create Line-Item Credit Memo | 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.

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

Credit Memo Type

Quantity Adjustment <sup>1</sup>  Price Adjustment <sup>1</sup>

---

▼ Invoice Header \* Indicates required field [Add to Header](#) ▼

Summary <sup>3</sup> [View/Edit Addresses](#)

<input type="text" value="Credit Memo #:* CR123456R5"/>	Subtotal: \$-11,262.99 CAD
<input type="text" value="Credit Memo Date:* 11 Apr 2022"/>	Total Tax: \$-2,926.69 CAD
	Amount Due: \$-14,189.68 CAD

Original Invoice No: 123456R1

Original Invoice Date: 25 Mar 2022

Remit To:

Ottawa ON  
Canada

Bill To: **Laurier Headquarters**

Ottawa ON  
Canada

**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 '\*'.  
*(Note: In the screenshot, the asterisk is not visible on the Credit Memo # field.)*

## 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

**2**

**Insert Line Item Options**

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

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
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 Taxable Amount: \$-11,250.00 CAD Remove  
Location: Rate(%): 13  
Description: Sales Tax - HST Tax Amount: \$-1,462.50 CAD  
Regime:

Category: Sales Tax Taxable Amount: \$-11,250.00 CAD Remove  
Location: Rate(%): 13  
Description: Sales Tax - HST Tax Amount: \$-1,462.50 CAD  
Regime:

Line Item Actions Delete

Update Save Exit Next

**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.

## 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 Taxable Amount: \$-11,250.00 CAD Remove

Location: Rate(%): 13 Tax Amount: \$-1,462.50 CAD

Description: Sales Tax - HST

Regime:

Category: \* Sales Tax Taxable Amount: \$-11,250.00 CAD Remove

Location: Rate(%): 13 Tax Amount: \$-1,462.50 CAD

Description: Sales Tax - HST

Regime:

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	

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

## 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)

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

<b>REMIT TO:</b> STANTEC CONSULTING LTD-TEST Postal Address: 123 Fake Street Ottawa ON K2H 0d2 Canada Tax ID of Supplier: TAX12465	<b>BILL TO:</b> Laurier Headquarters Postal Address (Default): 110 Laurier Ave West Ottawa ON K1P 1J1 Canada Address ID: 0200 Phone (work): +1 (613) 5606001	<b>SUPPLIER:</b> STANTEC CONSULTING LTD-TEST Postal Address: PO Box 310260 RPO Edgemont Calgary AB T3A 2B5 Canada
<b>BILL FROM:</b> STANTEC CONSULTING LTD-TEST Postal Address: PO Box 310260 RPO Edgemont Calgary AB T3A 2B5 Canada	<b>CUSTOMER:</b> 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.