

# Submitting a Credit Memo – Ariba Network

Description/Purpose: Use this procedure to submit a credit memo through the Ariba Network, this QRC will walk through the process of creating credit memos against invoices already submitted through the Ariba network, for both full and partial lines.

**Note:** If you are trying to submit a credit memo for an invoice that was not originally submitted through the Ariba Network, please email a copy of the credit memo to [DevonInvoicing@dvn.com](mailto:DevonInvoicing@dvn.com) (US) or [ap@dvn.com](mailto:ap@dvn.com) (Canada).

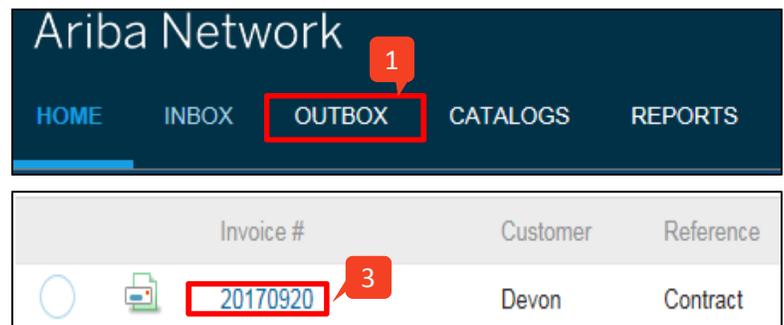
## Credit Memos in Ariba

When submitting a credit memo in the Ariba network, a credit can be submitted against any outstanding invoice, or PO invoice that has been submitted to Devon through the AN. Credits can be made for the whole invoice/line item, or for a partial invoice/line item.

**Note:** Credit memos cannot be created independently, without reference to a submitted invoice, and cannot be submitted on the same invoice as chargeable (debit) items.

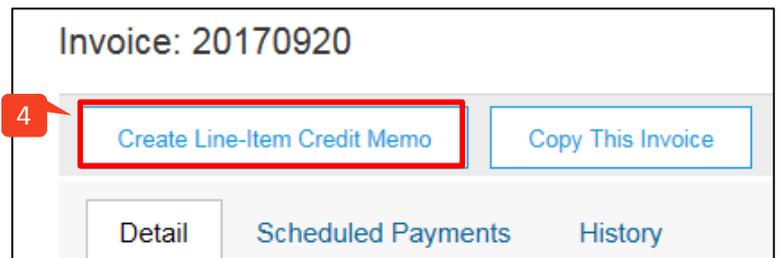
## Finding Invoice To Credit

1. Select **Outbox** from the home screen.
2. Use the **Search Filters** to search, or manually find the invoice to credit.
3. Click the **Invoice #** you would like to credit.
4. Click **Create Line-Item Credit Memo**.



The screenshot shows the Ariba Network interface. At the top, there is a navigation bar with the following options: HOME, INBOX, OUTBOX, CATALOGS, and REPORTS. The OUTBOX option is highlighted with a red box and a red callout bubble containing the number 1. Below the navigation bar is a table with the following columns: Invoice #, Customer, and Reference. The table contains one row with the following data: Invoice # 20170920, Customer Devon, and Reference Contract. The Invoice # 20170920 is highlighted with a red box and a red callout bubble containing the number 3.

Invoice #	Customer	Reference
20170920	Devon	Contract



The screenshot shows the Ariba Network interface for a specific invoice. The page title is "Invoice: 20170920". Below the title, there are two buttons: "Create Line-Item Credit Memo" and "Copy This Invoice". The "Create Line-Item Credit Memo" button is highlighted with a red box and a red callout bubble containing the number 4. Below the buttons, there are three tabs: "Detail", "Scheduled Payments", and "History".

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## Header Info

5. Enter **Credit Memo #**.

**Note:** Use internally generated CM #, if not available use original invoice number with CM suffix.

6. Enter **Credit Memo Date**.

7. Enter **Reason for Credit Memo** i.e. Damaged goods.

8. Select **departmentNo**.

9. Add supporting attachments.

**Note:** Department should be the same as the original invoice.

Summary

Credit Memo #: \*

Credit Memo Date: \* 20 Sep 2017

Comment

Reason for Credit Memo: \*

Default Credit Memo Comment Text:

departmentNo: \* [CAR] Canada Aboriginal Relation

Add to Header

## Line Item Info – Full Line Credit Memo

10. Select the line(s) that are being credited.

**Note:** To exclude a line from the credit memo, click the green 'switch' to make it grey. Alternatively, unused lines can be deleted

11. Select **Next**.

12. Ensure totals match.

13. Select **Submit**.

No.	Include	Type	Part #
6	<input checked="" type="checkbox"/>	MATERIAL	Overtime - Rate 003

Update Exit Next

Previous Submit Exit

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## Line Item Info – Partial Line Credit Memo

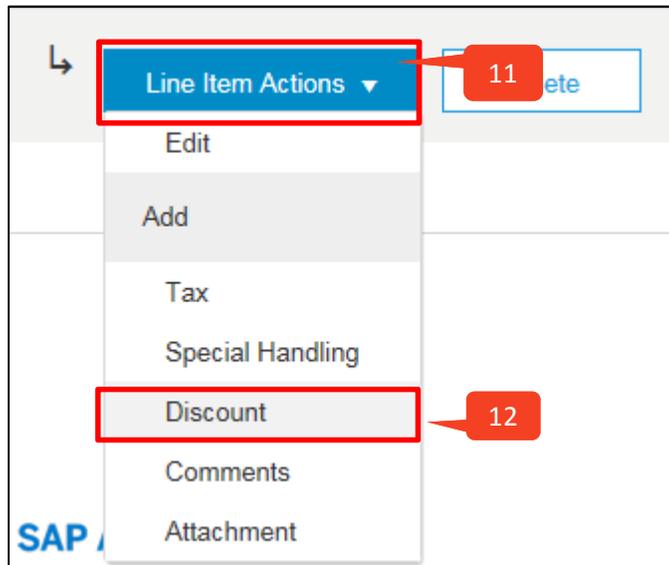
**Note:** To submit a partial line item credit memo, a credit memo will have to be submitted against the full line item, and 'discounted' down to the amount of the desired credit. For example, if the line item is \$100, and you wish to credit back \$10, the line item credit will have to be discounted \$90 (100-10). Essentially, the discount is reducing the amount of the line item credit.

10. Select the line that that is being partially credited.

**Note:** To exclude a line from the credit memo, click the green 'switch' to make it grey, Alternatively unused lines can be deleted.

11. Select **Line Item Actions**.
12. Select **Discount**.
13. Enter **Discount Amount**.
14. Click **Update**.
15. Make sure the **Taxable Amount** equals the total credit amount (if taxes apply).
16. Click **Next**.
17. Click **Submit**.

No.	Include	Type	Part #
6	<input checked="" type="checkbox"/>	MATERIAL	Overtime - Rate 003



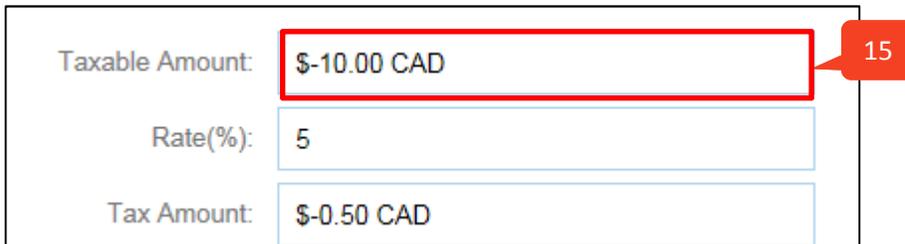
A screenshot of the SAP interface showing a dropdown menu for 'Line Item Actions'. The menu options are: Edit, Add, Tax, Special Handling, Discount, Comments, and Attachment. The 'Discount' option is highlighted with a red box and labeled with a callout '12'. The 'Line Item Actions' dropdown itself is also highlighted with a red box and labeled with a callout '11'.



A screenshot of the SAP interface showing input fields for discount information. The 'Discount Amount' field is highlighted with a red box and labeled with a callout '13'. The 'Update' button is highlighted with a red box and labeled with a callout '14'.



A screenshot of the SAP interface showing three buttons: 'Update', 'Exit', and 'Next'. The 'Update' button is highlighted with a red box and labeled with a callout '14'.



A screenshot of the SAP interface showing tax calculation fields. The 'Taxable Amount' field is highlighted with a red box and labeled with a callout '15', containing the value '\$-10.00 CAD'. The 'Rate(%)' field contains the value '5'. The 'Tax Amount' field contains the value '\$-0.50 CAD'.