Enterprise Management System (EMS)

SAP Business Network (Ariba)

Guide to raising Credits

EMS Enterprise Management System | Harbour Energy

Ariba Credit Options & Info

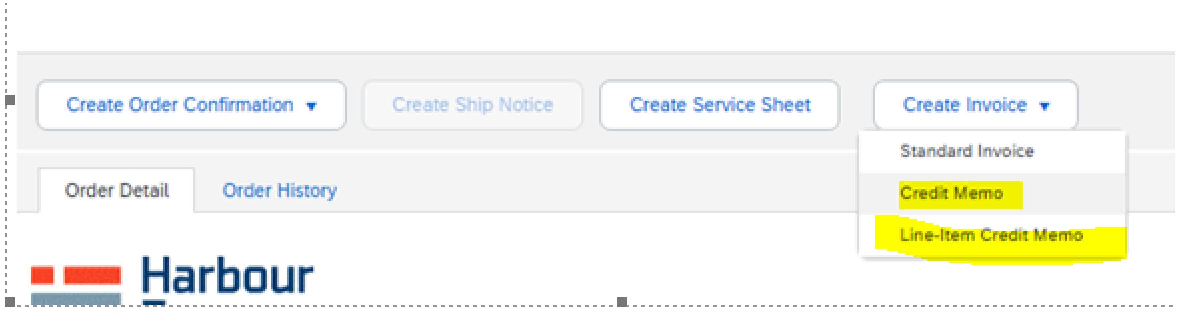
There are 2 Options when raising a Credit in Ariba.

1. Line-Item Credit Memo – is to be used when you need to raise a credit against an invoiced item
2. Credit Memo – is to be used when you aren't crediting against an invoiced item

Key Point:

- The credit won't add the value back onto the SES value in Ariba only the invoice value.
- The credit needs to be fully processed and approved etc for the re-invoice to be raised.
- If a credit memo is rejected, you cannot edit and resubmit (unlike an invoice) this must be re-created.
- If a supplier is working CSV invoicing process credits should be done via CSV.
  - If credits are raised directly in Ariba there maybe rounding variances due to system rules v CSV and the credit is likely to be rejected.

Credit Memo

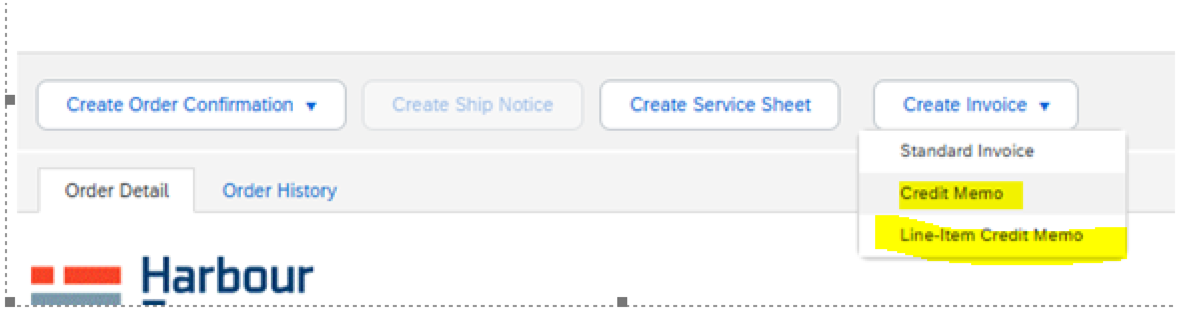


<u>Credit Memo (header level credit) - used when you aren't crediting against an invoiced item</u>

- Go into the PO, you will be raising the credit against
- Select the credit memo option
- There will be mandatory fields to populate
- The most important sections will be the adjustment
- Click Next to review then click Submit.

SUPPLY CHAIN

Line-Item Credit Memo



<u>Line-Item Credit – crediting against an invoiced item</u>

- Go into the PO, you will be raising the credit against
- Click Create Invoice > Line-Item Credit Memo for a line-item credit memo.
- Enter the invoice number and adjustment amounts (in negative numbers) in the fields provided.
- Click Next to review then click Submit.

Credit Error Messages

Error message	Action
Duplicate invoice number	If you try to submit a credit with the same number as an existing invoice or another credit Ariba will reject. You need to use alternative number. Ie add an CR or something at the end if you wish to use the same number reference as the original invoice.
Attachment errors / rejections	Like invoices it must be a PDF attachment and no symbols etc in the name of the file
Credit amount exceeds the invoiced amount in the line number XX	Ariba is identifying that the credit amount is exceeding the invoiced amount - indicates an error in the invoicing process or a discrepancy between the invoice and the underlying purchase order.