

# **Vendor Guide:**

## **How to input Credit Notes**

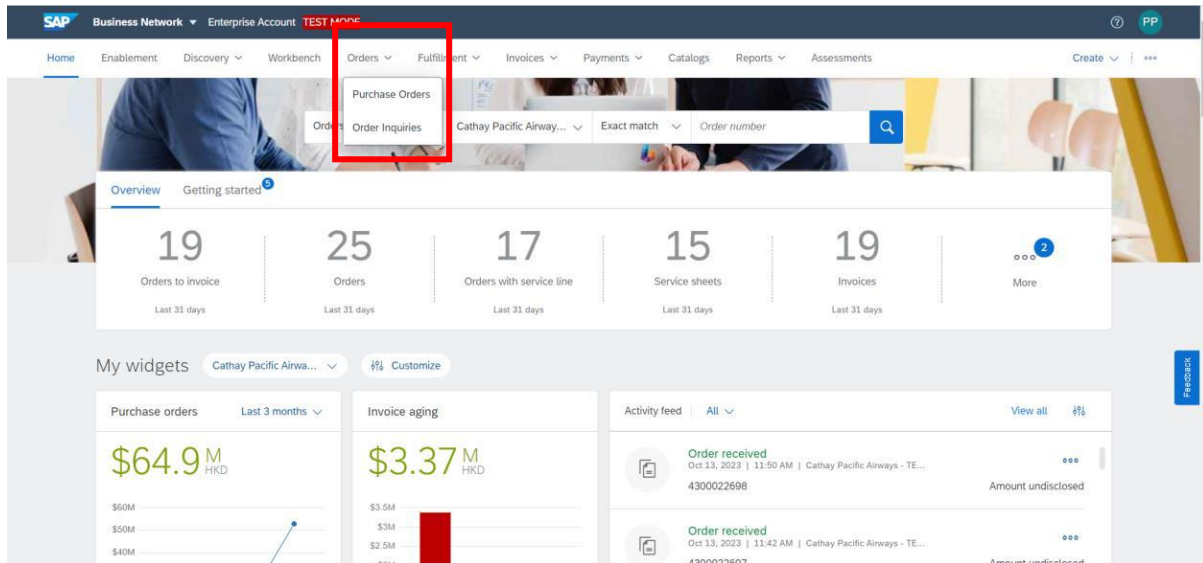
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## 1. Create Line-Item Credit Note

**Step 1.** Open Ariba Network page & Login to your user account.

**Step 2.** Go to Orders -> Purchase orders.



**Step 3.** Please follow the steps below to enter a PO number and apply an exact match:

- Enter the PO number in the designated field.
- Select the "Exact match" option.
- Click on the "Apply" button.
- These steps will ensure that the entered PO number is matched exactly, providing accurate results.

Home Enablement Discovery Workbench **Orders** Fulfillment Invoices Payments Catalogs Reports Assessments Create

Need to customize your view of the data? Create your own tiles, save filters, and more by navigating to the Workbench page. [Go to Workbench](#)

**Orders**

25 Orders Last 31 days

0 Items to confirm Last 31 days

0 Items to ship Last 31 days

0 Return items Last 31 days

6 New orders Last 31 days

2 Changed orders Last 31 days

19 Orders to invoice Last 31 days

Orders (25)

[Edit filter](#)

Customers

Select or type selections

Order numbers

4500005002 x Type selection

☐ Partial match ☒ Exact match

[Apply](#) [Reset](#)

Resend Failed Orders

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
4500005002	Cathay Pacific Airways - TEST	\$220000 HKD	Oct 10, 2023	Invoiced	\$220000 HKD	...

**Step 4.** Click on the PO Number and open.

2 Orders Last 31 days

0 Items to confirm Last 31 days

0 Items to ship Last 31 days

0 Return items Last 31 days

6 New orders Last 31 days

2 Changed orders Last 31 days

19 Orders to invoice Last 31 days

Orders (2)

[Edit filter](#) | 4500005002

Customers

Select or type selections

Order numbers

4500005002 x Type selection

☐ Partial match ☒ Exact match

[Apply](#) [Reset](#)

Resend Failed Orders

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
4500005002	Cathay Pacific Airways - TEST	\$220000 HKD	Oct 10, 2023	Invoiced	\$220000 HKD	...

**Step 5.** Select Create Credit Invoice by selecting Line-item Credit memo.

**SAP Business Network** - Enterprise Account - TEST MODE

Purchase Order: 4500005002 Done

[Create Order Confirmation](#)
[Create Ship Notice](#)
[Create Invoice](#)

[Standard Invoice](#)
[Line-Item Credit Memo](#)
[Line-Item Debit Memo](#)

Order Detail **Order History**

From: Customer  
Cathay Pacific Airways Limited  
33rd floor, One Pacific Place, 88 Queens  
Hong Kong  
Phone:  
Fax:

To: CSL Mobile Limited - DNU - TEST  
7 Ying Tung Street  
Hong Kong  
Phone: +1 23232341  
Fax:  
Email: walter.dong@capgemini.com

Purchase Order  
(+ Invoiced)  
4500005002  
Amount: HK\$220,000.00 HKD  
Version: 2 (Previous Version)

[Track Order](#)

**Step 6.** Select the invoice you want to credit.

a. Click 'Create a Line-item Credit memo' button.

**SAP Business Network** - Enterprise Account - TEST MODE

Line-Item Memo Done

Invoices (2)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
<input type="radio"/> Invoice test	Cathay Pacific Airways - TEST	4500005002	Online	Supplier	No	Order	10 Oct 2023	HK\$110,000.00 HKD	Acknowledged	Sent
<input type="radio"/> SES testing	Cathay Pacific Airways - TEST	4500005002	Online	Supplier	No	Order	10 Oct 2023	HK\$110,000.00 HKD	Acknowledged	Sent

[Create Line-Item Credit Memo](#)
[Create Line-Item Debit Memo](#)
[Edit](#)
[Copy](#)
[Create Non-PO Invoice](#)

Done

**Step 7.** Credit information, credit invoice number, and invoice date, attachments are mandatory fields to fill in.

Ariba will automatically make the invoice a full credit, so all line-item information is already filled in. You can click next if nothing needs to be edited.

Create Line-Item Credit Memo

Update
Save
Exit
Next

**Credit Memo Type**

☒ Quantity Adjustment ⓘ
 ☐ Price Adjustment ⓘ

▼ Invoice Header \* Indicates required field Add to Header ▼

---

**Summary**

Credit Memo #:\*

Credit Memo Date:\* 13 Oct 2023

Original Invoice No: Invoice test

Original Invoice Date: 11 Oct 2023

Remit To:

hong kong  
Hong Kong

Bill To: Cathay Pacific Airways Limited

Hong Kong  
Hong Kong

Subtotal: HK\$-110,000.00 HKD

Total Tax: HK\$0.00 HKD

Amount Due: HK\$-110,000.00 HKD

[View/Edit Addresses](#)

Tax ⓘ

**Step 8.** Click 'Submit' button to submit the credit note.

← → ↺ ↻ 🏠
service.ariba.com/Supplier.aw/109561065/aw?awh=r&awssk=DP4M6rVA
🔍 📄 ⭐ ⚙️ 👤

**Insert Line Item Options**

☐ Tax Category: 0% V0 / Zero Rated ☐ Shipping Documents ☐ Special Handling ☐ Discount
 Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10	<span style="color: green;">✔</span>	MATERIAL		Catering stoc(ZCAT) for Ext. Mat. 1	000000000000000173	-50	CT	HK\$2,200 HKD	HK\$-110,000.00 HKD

**Pricing Details**

Unit Conversion: 1 Price Unit: CT ⓘ Price Unit Quantity: 1 Description:

**Tax**

Category:\*

Location:

Description: Zero Rated

Regime:

Taxable Amount: HK\$-110,000.00 HKD Remove

Rate(%): 0

Tax Amount: HK\$0.00 HKD

↩

Line Item Actions ▼
Delete

Update
Save
Exit
Next

SAP Business Network Enterprise Account TEST MODE
🔍 PP

**Create Line-Item Credit Memo**

Previous
Submit
Save
Exit

Confirm and submit the line-item credit memo. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is: Hong Kong. The document's destination country is: Hong Kong. If you want your invoices to be stored in the SAP Business Network 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: Invoice test)

Credit Memo Number: jhhjh

Credit Memo Date: Friday 13 Oct 2023 12:49 PM GMT+08:00

Original Invoice Number: Invoice test

Original Invoice Date: Wednesday 11 Oct 2023 2:30 PM GMT+08:00

Original Purchase Order: 4500005002

Subtotal: HK\$-110,000.00 HKD

Total Tax: HK\$0.00 HKD

Amount Due: HK\$-110,000.00 HKD

**REMIT TO:**

CSL Mobile Limited - DNU - TEST

Postal Address:  
GPO Box9787  
hong kong  
Hong Kong  
Remit To ID: GPOBox9787

**BILL TO:**

Cathay Pacific Airways Limited

Postal Address:  
33rd floor, One Pacific Place, 88 Queens  
Hong Kong  
Hong Kong  
Address ID: 1000

**SUPPLIER:**

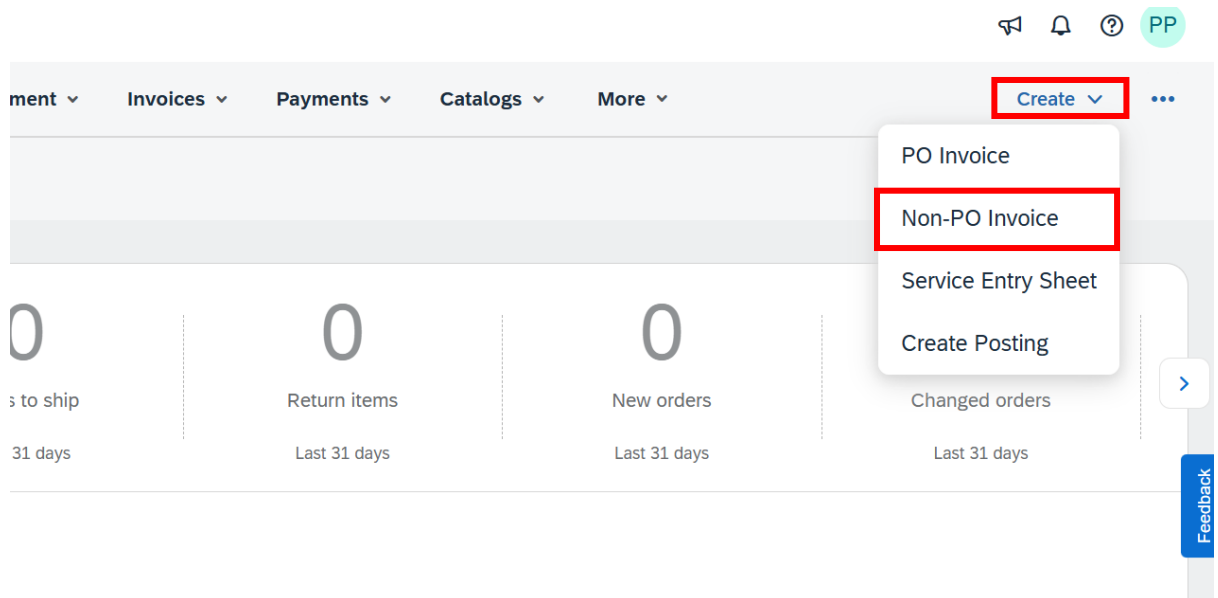
CSL Mobile Limited - DNU - TEST

Postal Address:  
7 Ying Tung Street  
Hong Kong  
Hong Kong

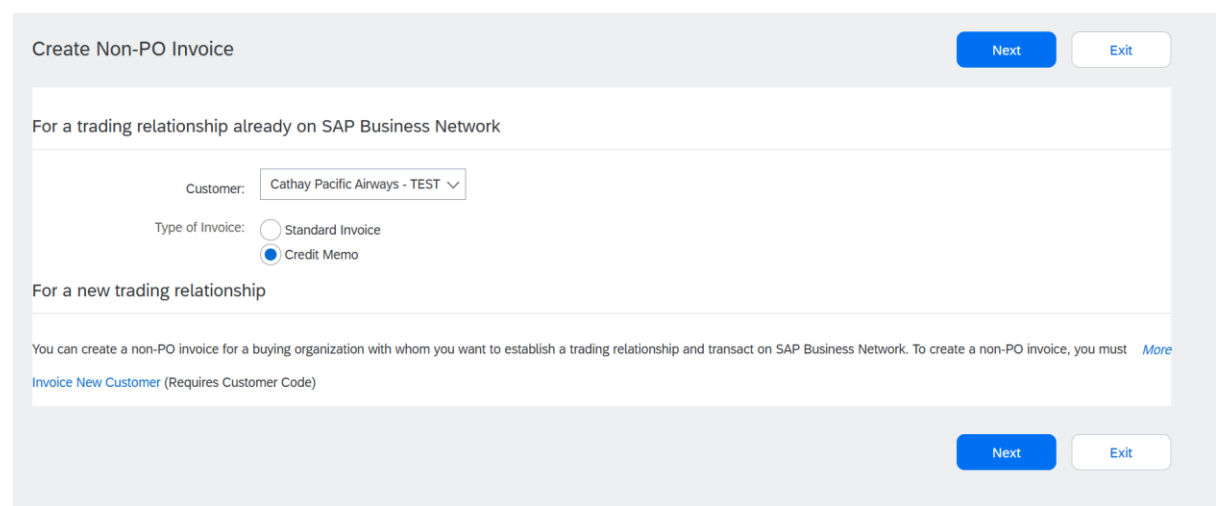
## 2. Create Non-PO Credit Note (Only applicable to vendors who have enabled this function by Cathay)

**Step 1.** Open Ariba Network page & Login to your user account.

**Step 2.** Go to 'Create' -> 'Non-PO Invoice'



**Step 3.** For 'Customer', choose 'Cathay Pacific Airways' and for 'Type of invoice', select 'Credit Memo'. Then click 'Next' button.



The screenshot shows the 'Create Non-PO Invoice' form. At the top, there are 'Next' and 'Exit' buttons. The form is divided into two sections: 'For a trading relationship already on SAP Business Network' and 'For a new trading relationship'. In the first section, the 'Customer' is set to 'Cathay Pacific Airways - TEST' and the 'Type of Invoice' is set to 'Credit Memo' (selected with a radio button). In the second section, there is a message: 'You can create a non-PO invoice for a buying organization with whom you want to establish a trading relationship and transact on SAP Business Network. To create a non-PO invoice, you must [Invoice New Customer](#) (Requires Customer Code)'. At the bottom, there are 'Next' and 'Exit' buttons.

**Step 4.** Input the necessary credit note information. Credit Memo Number, Credit Memo Date, are mandatory fields to fill in.

Header Information

Credit Memo Number: \*

☐ Information Only. No action is required from the customer.

\* Indicates required field

Credit Memo Date: \*

28 Feb 2025

Customer Reference:

Supplier Account ID #:

Supplier Reference:

Service Period

Start Date:

End Date:

Order Information

Customer Order #:

Contract Number:

Sales Order #:

**Step 5.** Enter the email address of your contact point of the Business Unit (BU) in Cathay. (i.e. the corresponding BU that this credit memo is issued to)

Invoice Recipient:

Name: \*

Cathay Pacific Airways - TEST

Department Name:

Email Address:

! Required field

Address 1: \*

Cathay Pacific City

Address 2:

8 Scenic Road

Address 3:

Address 4:

City: \*

Hong Kong

Postal Code:

000000

Country/Region: \*

Hong Kong [HKG]

⌵



This selection will refresh the page content

**Step 6.** For 'Comments', please input a brief description regarding the credit memo.



## Shipping Information

Ship To:

Name:	<input type="text" value="Cathay Pacific Airways - TEST"/>
Department Name:	<input type="text"/>
Address 1:	<input type="text" value="Cathay Pacific City"/>
Address 2:	<input type="text" value="8 Scenic Road"/>
Address 3:	<input type="text"/>
Address 4:	<input type="text"/>
City:	<input type="text" value="Hong Kong"/>
Postal Code:	<input type="text" value="000000"/>
Country/Region:	<input type="text" value="Hong Kong [HKG]"/> 
This selection will refresh the page content	
Inspection Date:	<input type="text"/> 
Comments: *	<div><div></div></div>

**Step 7.** Input the credit amount of the credit memo in NEGATIVE value.

Adjustment
Adjustment in Subtotal: <input type="text"/> (Amount must be Negative.)

**Step 8.** Upload the credit memo document and then click 'Next' button.

## Attachments

The total size of all attachments cannot exceed 10MB

<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Add Attachment"/>
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**Step 9.** Preview the content you have input and click 'Submit' button.

Previous

Submit

Exit

**Step 10.** The non-PO credit note is submitted successfully.

Invoice test1234567 has been submitted.

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