Vendor Guide:

How to input Credit Notes

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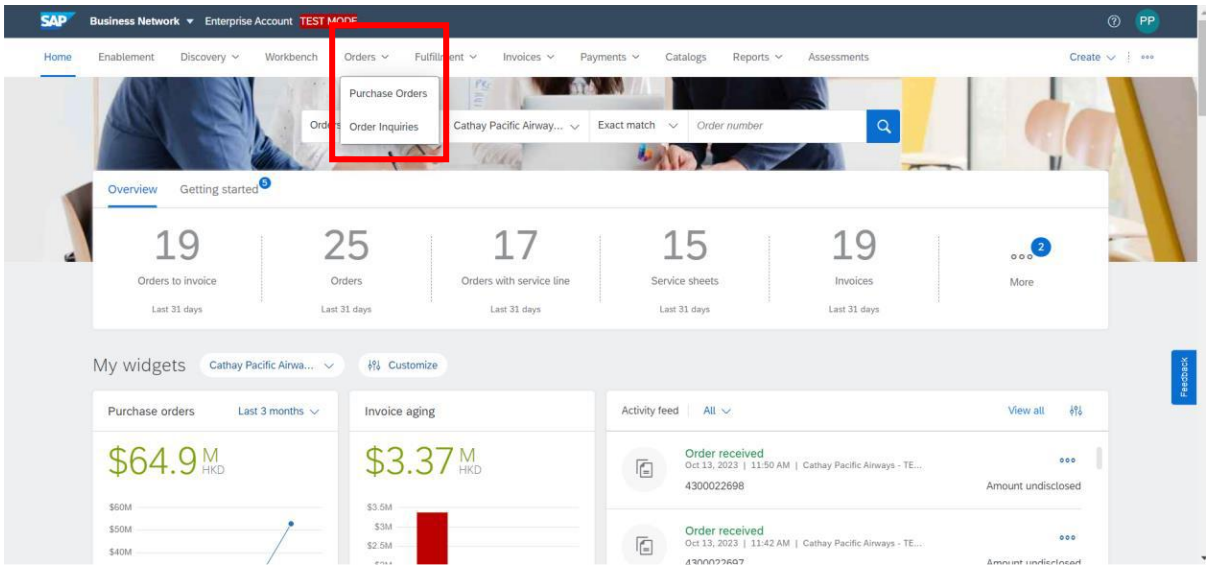
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1. Create Line-Item Credit Note

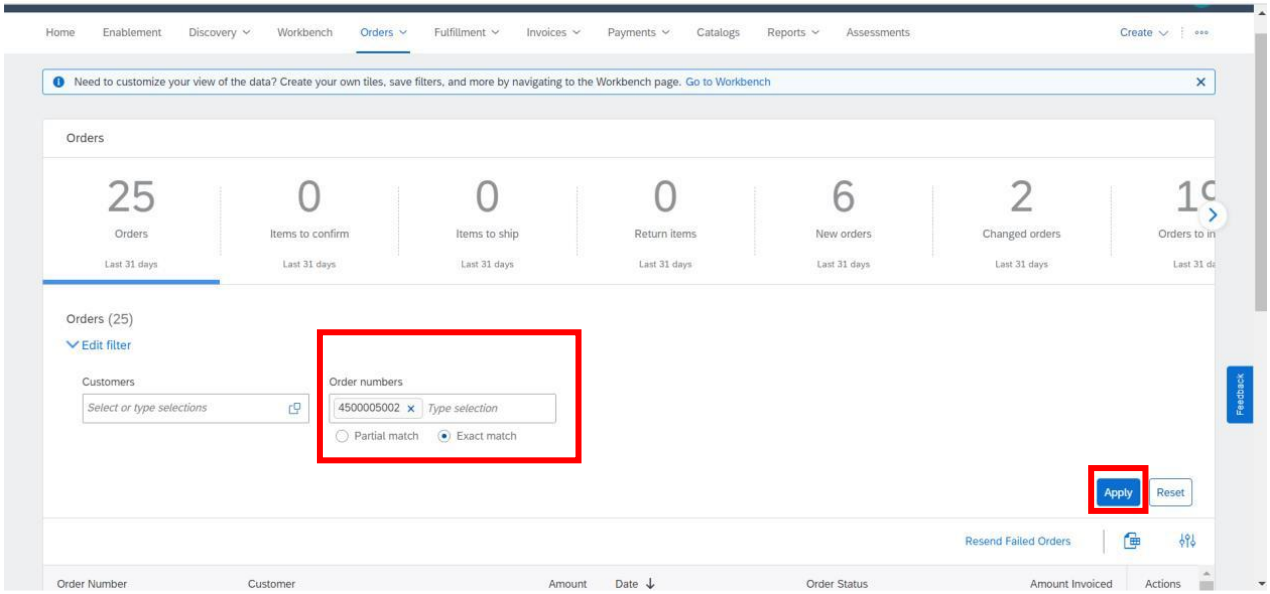
Step 1. Open Ariba Network page & Login to your user account.

Step 2. Go to Orders -> Purchase orders.

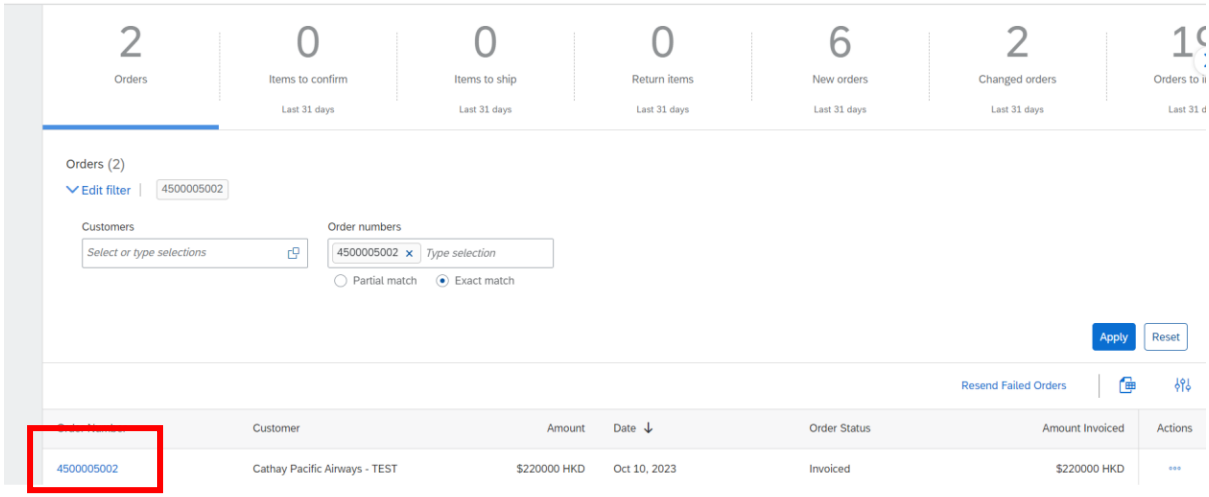


Step 3. Please follow the steps below to enter a PO number and apply an exact match:

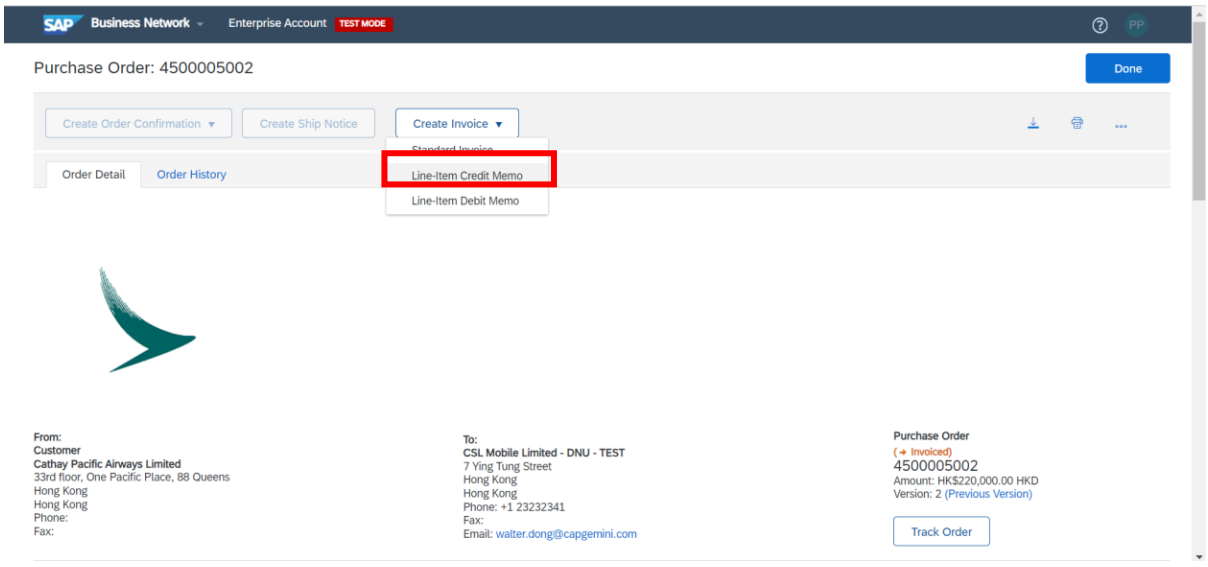
- Enter the PO number in the designated field.
- Select the "Exact match" option.
- Click on the "Apply" button.
- These steps will ensure that the entered PO number is matched exactly, providing accurate results.



Step 4. Click on the PO Number and open.

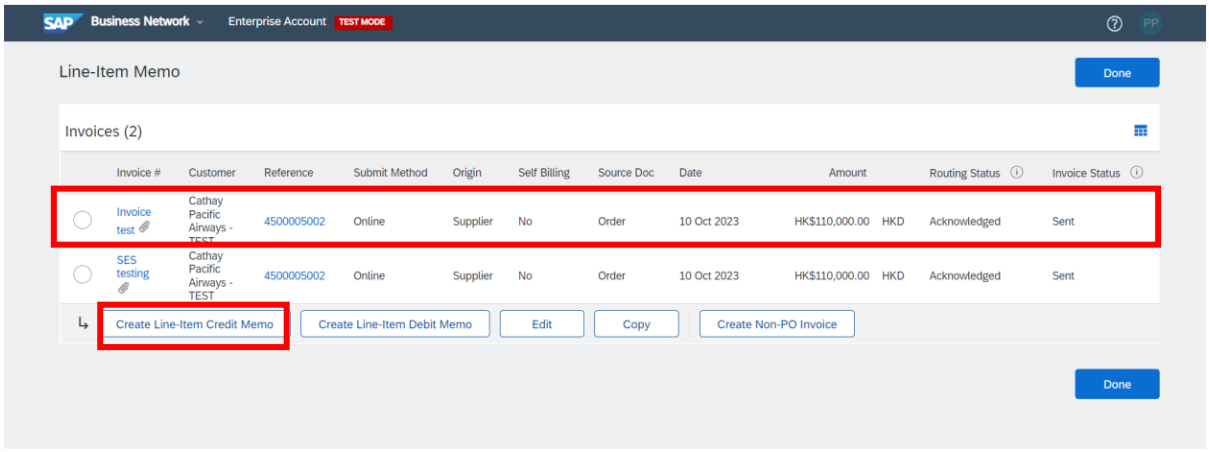


Step 5. Select Create Credit Invoice by selecting Line-item Credit memo.

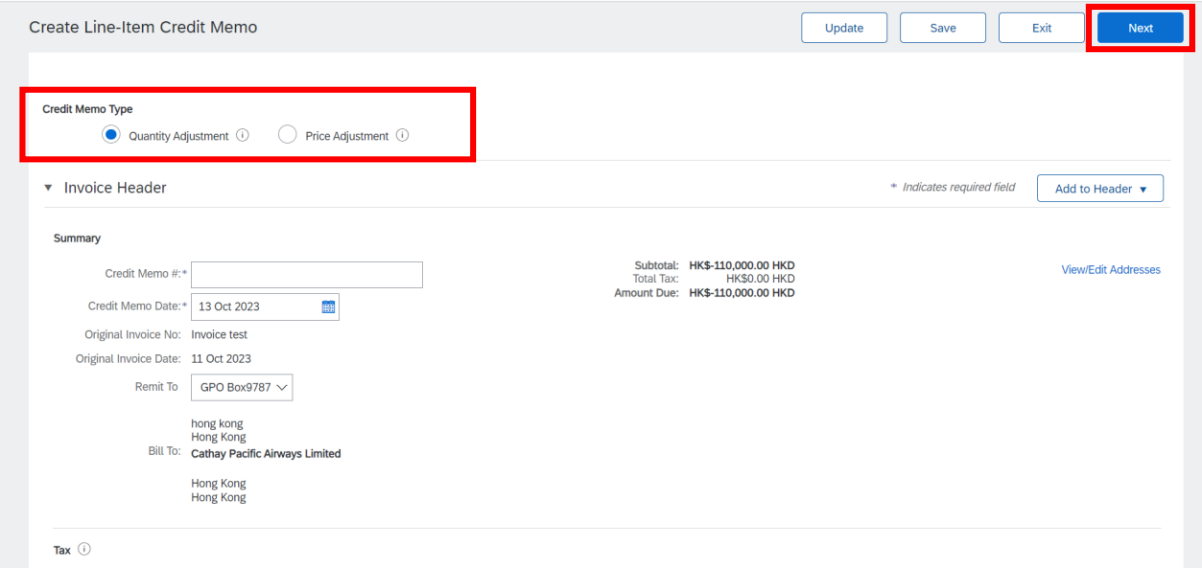


Step 6. Select the invoice you want to credit.

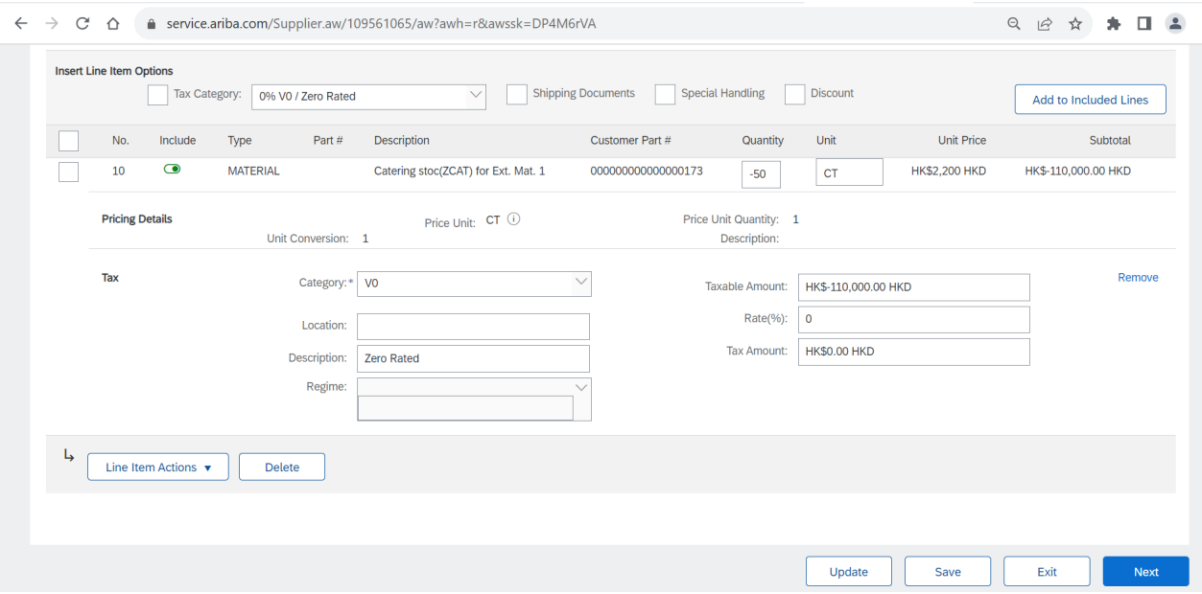
a. Click 'Create a Line-item Credit memo' button.

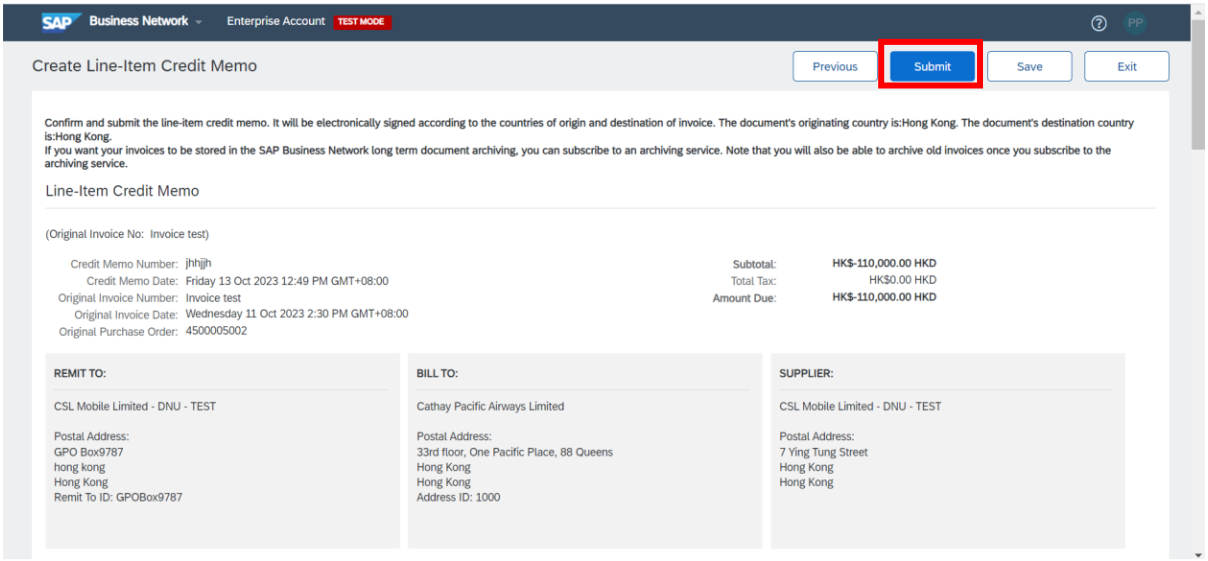


Step 7. Choose Credit Memo Type – adjusting Quantity or merely price.
Credit information, credit invoice number, and invoice date, attachments are mandatory fields to fill in.
Ariba will automatically make the invoice a full credit, so all line-item information is already filled in.
You can click next if nothing needs to be edited.



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

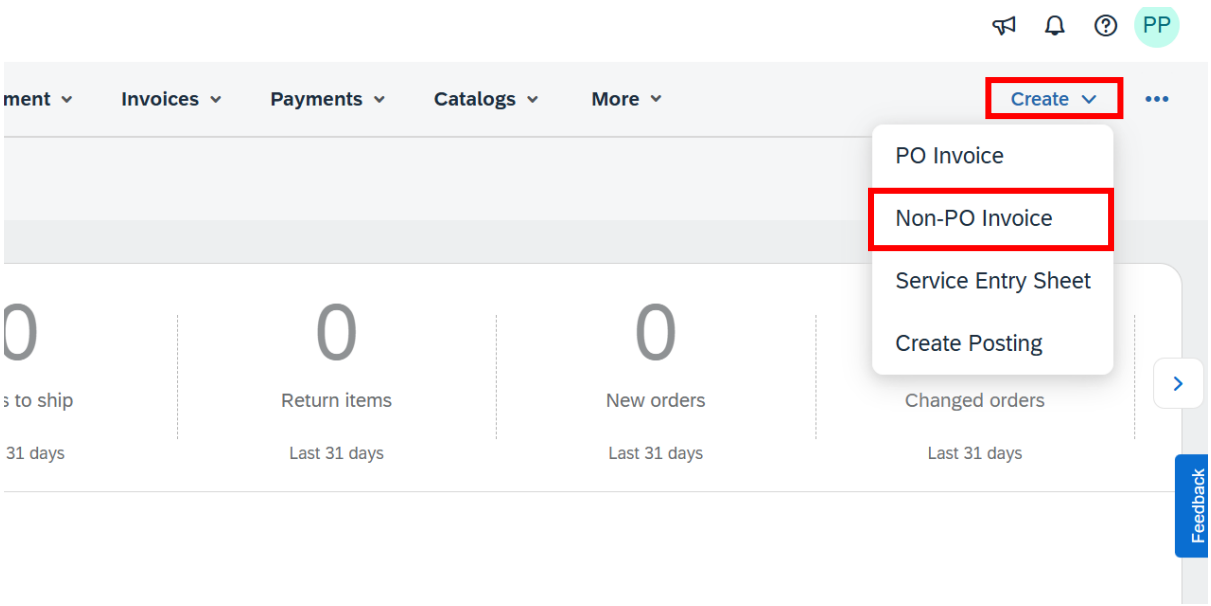




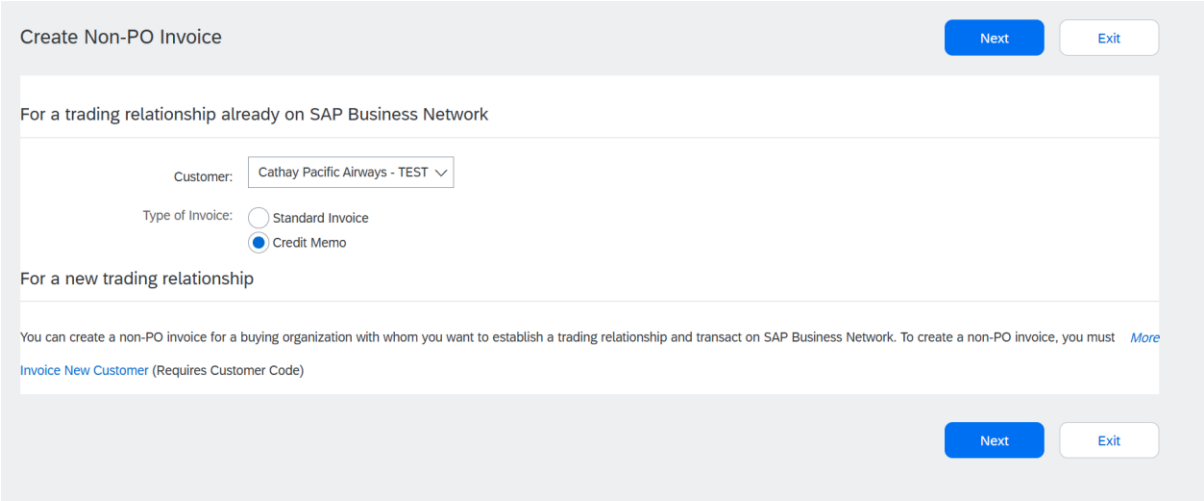
2. Create Non-PO Credit Note (Only applicable to vendors who have enabled this function by Cathay)

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

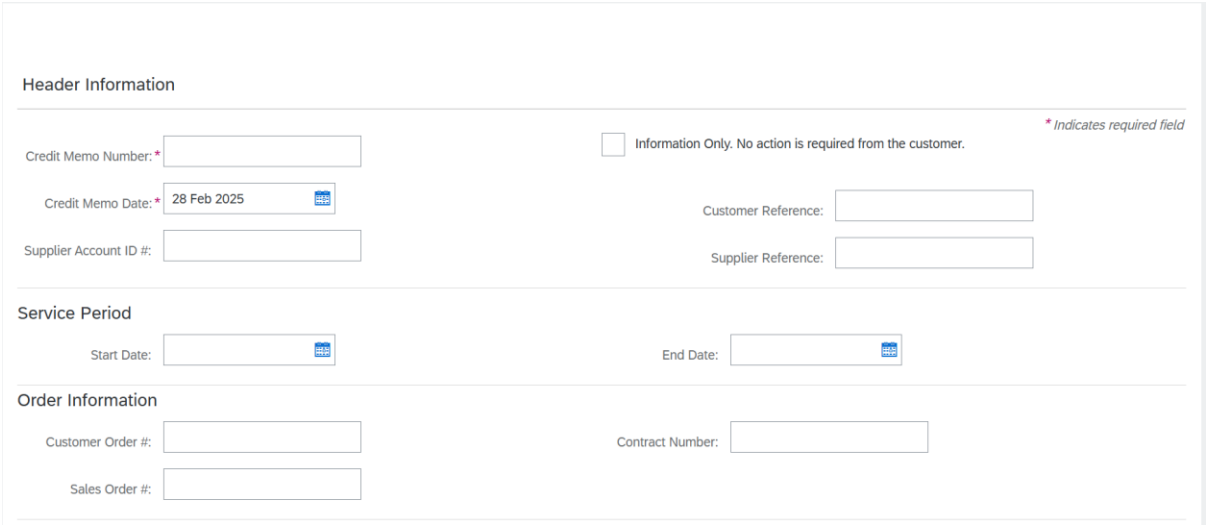
Step 2. Go to 'Create' -> 'Non-PO Invoice'



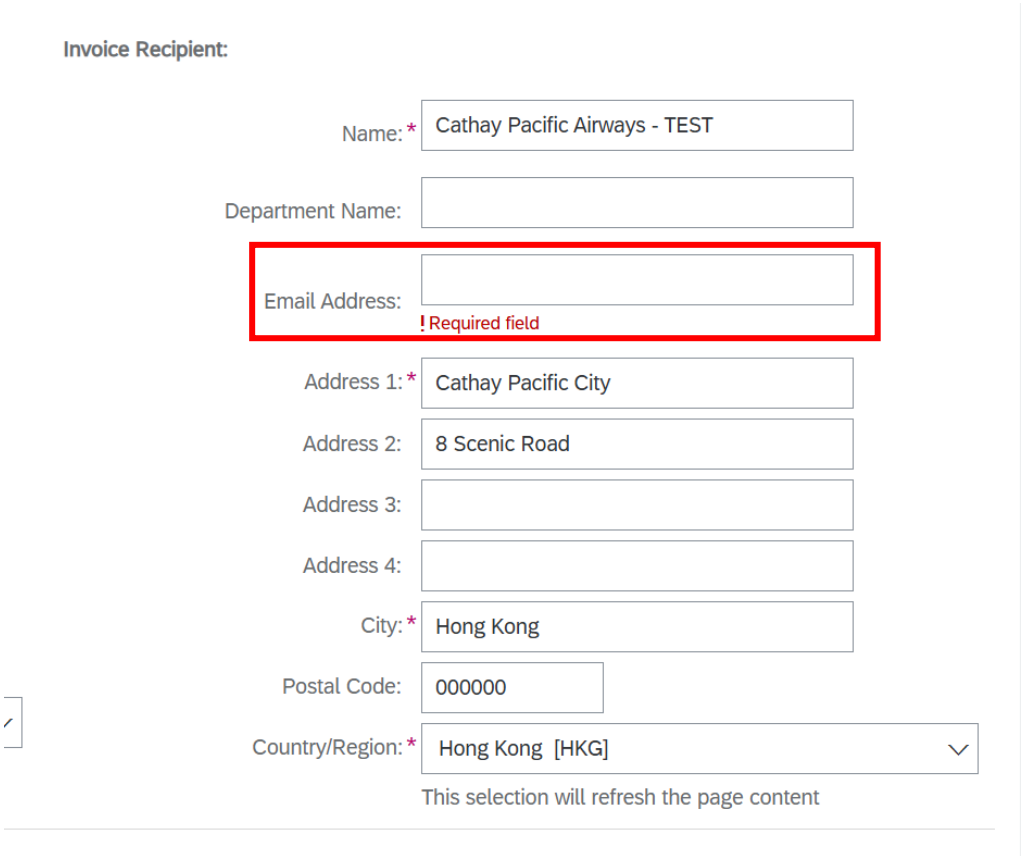
Step 3. For 'Customer', choose 'Cathay Pacific Airways' and for 'Type of invoice', select 'Credit Memo'. Then click 'Next' button.



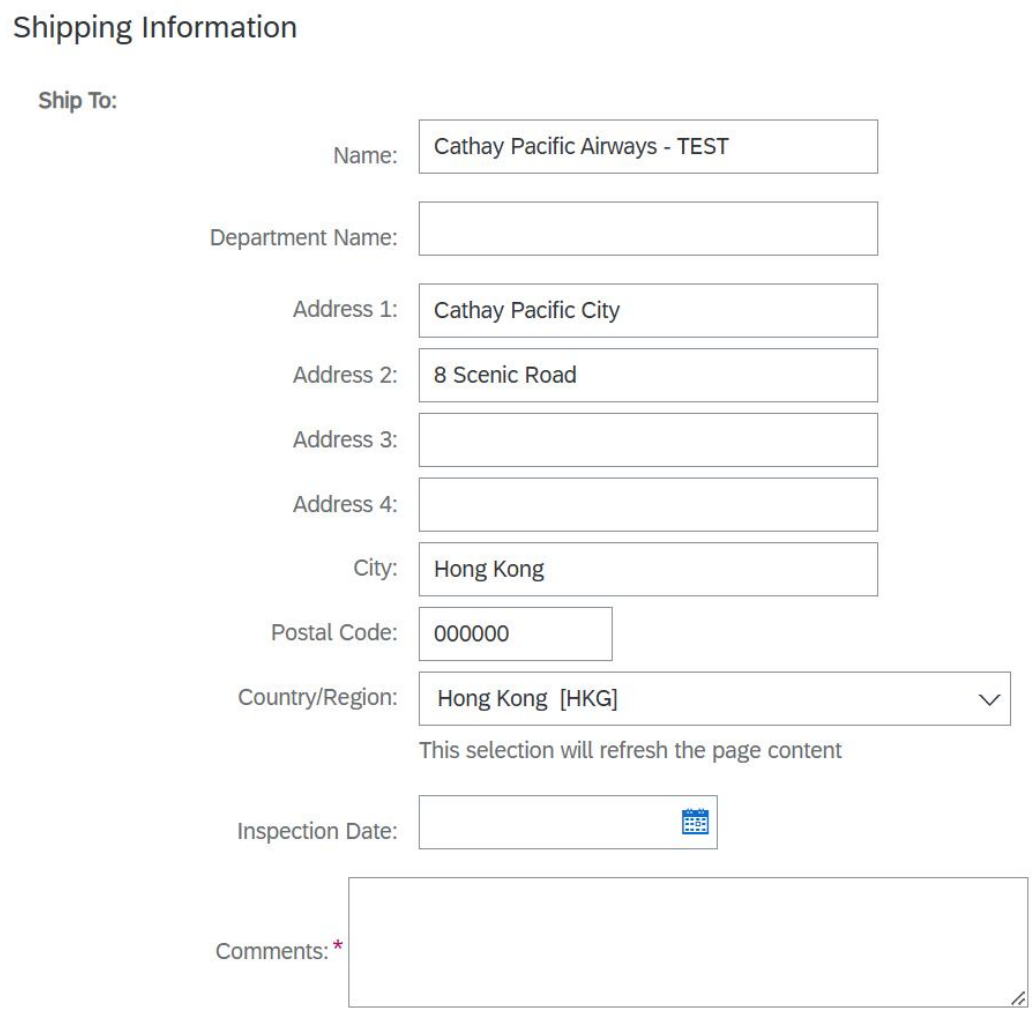
Step 4. Input the necessary credit note information. Credit Memo Number, Credit Memo Date, are mandatory fields to fill in.



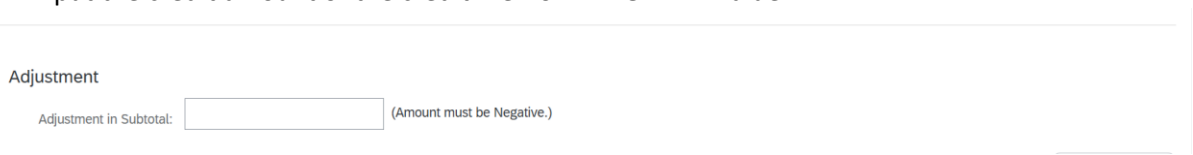
Step 5. Enter the email address of your contact point of the Business Unit (BU) in Cathay. (i.e. the corresponding BU that this credit memo is issued to)



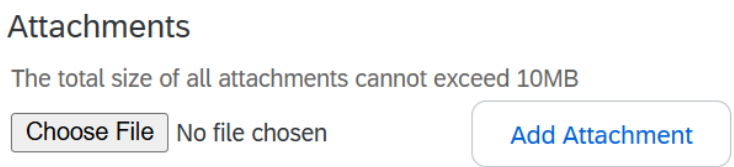
Step 6. For 'Comments', please input a brief description regarding the credit memo.



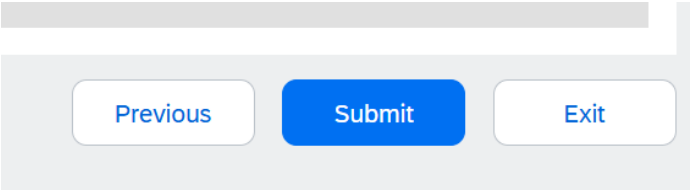
Step 7. Input the credit amount of the credit memo in NEGATIVE value.



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



Step 9. Preview the content you have input and click 'Submit' button.



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

