Creating a Line-Item Credit Memo for a Purchase Order

Prerequisites for Creating a Line-Item Credit Memo for a Purchase Order

- You have been granted access by your Ariba Account Administrator to the Ariba Network ID (ANID) associated to the Intel Supplier # the purchase order was placed under.
- At a minimum, you have added the **Orders**, **Invoices**, and **Draft Invoices** tiles to your Ariba Network **Workbench**.
- The Line-Item Credit Memo must reference an Invoice previously submitted through the Ariba Network that was not rejected.
- **Suppliers in Malaysia**: Your Ariba Account Administrator has specified your SST ID is specified in the **Additional Company Addresses** section of your **Company Profile**.
  - Suppliers in Malaysia that have a Sales Tax ID and Service Tax ID must create two Malaysian addresses (one for each Tax ID) in the Additional Company Addresses section.
- **Suppliers in Singapore, Italy, and India**: Your Ariba Account Administrator has created a regulatory profile in the **Additional Company Addresses** section of your **Company Profile** with the **Set Up Legal Profile** checked.
- **Ariba Network Enterprise Account Suppliers in Japan:** Your Ariba Account Administrator has enabled the **Timestamp Rules** (to apply a timestamp to invoices in Japan) within the User Account Settings under **Settings**, **Electronic Invoice Routing, Tax Invoicing and Archiving** tab.

General Line-Item Credit Memo Creation Guidelines:

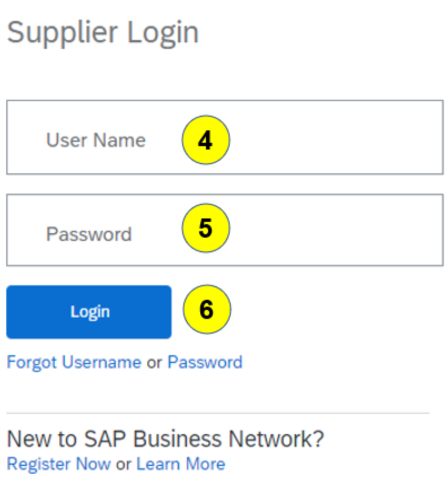
- The available fields and requirements on the Line-Item Credit Memo submission template will vary and is based on the country where the Line-Item Credit Memo is sent from as defined by your address in your Ariba Network Company Profile. **This guide reflects the requirements for all countries so disregard any country specific steps that apply to a country you don't reside in as defined by your Supplier address in your Ariba Network Company Profile.**
- **IMPORTANT: The Supplier is responsible for ensuring the Invoice they create in the Ariba Network satisfies all the following requirements:**
  - It matches their original Supplier Credit Memo.
  - It matches all the necessary documents and reporting to the Tax Authorities and will be kept in the Supplier's records if required by law.
  - It has all the required documents attached and meets all other Invoicing requirements defined in the Invoice Requirements by Country job aid.

Who to Contact for Assistance

If you experience a problem or have questions executing any of the processes in this document, go to **Supplier.intel.com**, click on **Supplier Login & Support**, **Supplier Support**, then **Request for help**, to open a Service Request with Procurement and Payment Solutions, or obtain the Contact telephone number for your region by clicking on the **Contact Us** link so you can speak to them directly.

Login to the Ariba Network

1. Go to the **Supplier.intel.com** website.
2. Click on **Supplier Login & Support**.
3. Click on **Ariba sign in**.
4. Input your **User Name**.
5. Input your **Password**.
6. Click on **Login.**



IMPORTANT:

Ariba Network Login issues are not supported by Intel Corporation. Contract your company **Ariba Account Administrator** or **SAP Ariba** for support.

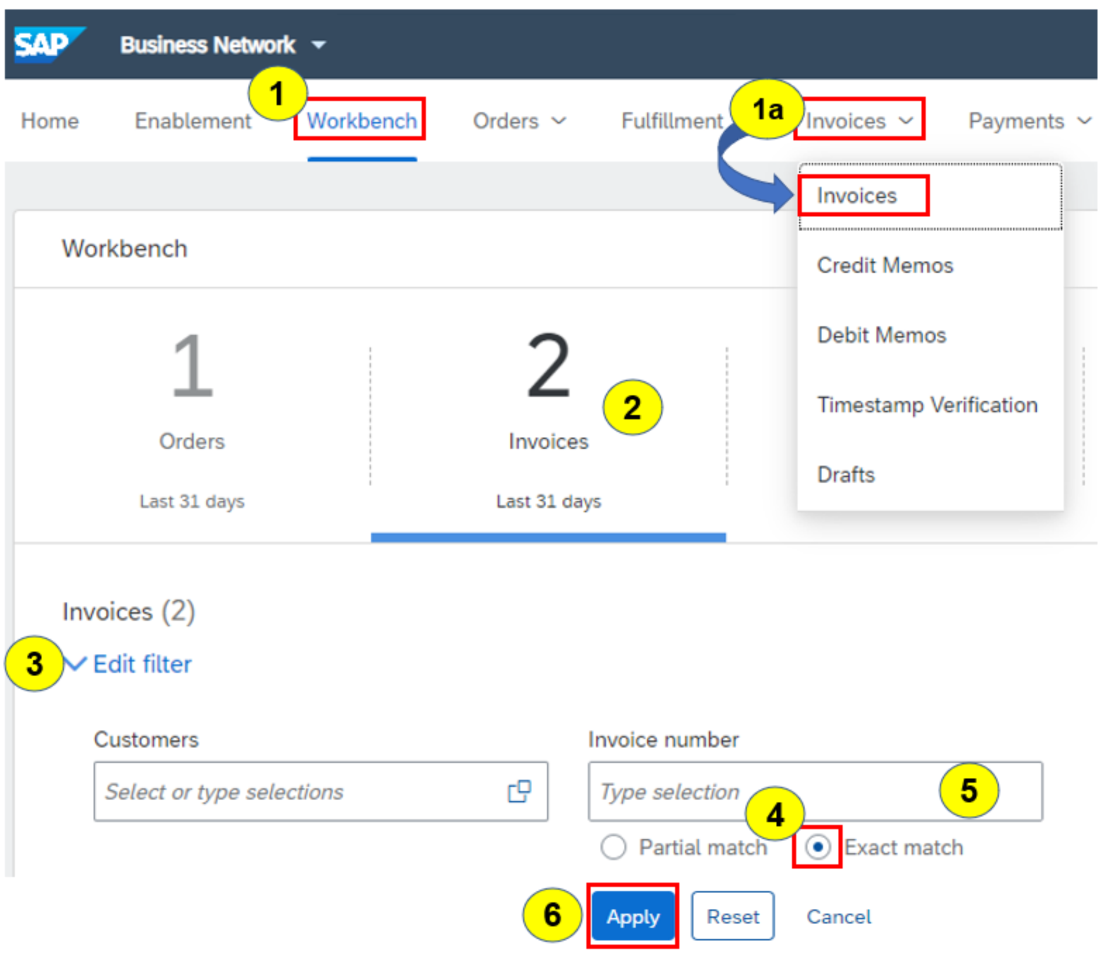
Retrieving the Invoice for the Line-Item Credit Memo

A Line-Item Credit Memo must be referenced to a previously submitted Invoice. There are 2 types of searches that Standard or Enterprise Account Suppliers can use to retrieve the Invoice the Line-Item Credit Memo should be referenced to. There are also 2 additional methods for each type of search that only Enterprise Account Suppliers can use. The two primary types of searches are:

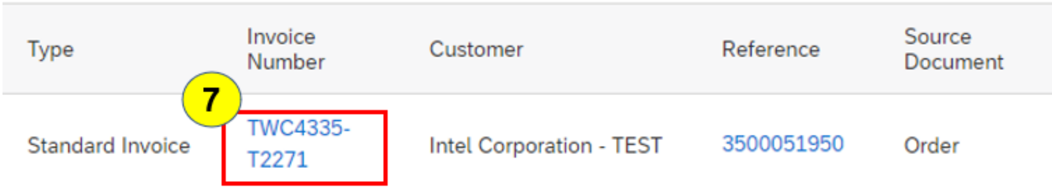
1. Search by the exact Invoice Number.
2. Search by the exact Purchase Order number and select the Invoice.

Option 1: Search by the Exact Invoice Number from the Workbench Page

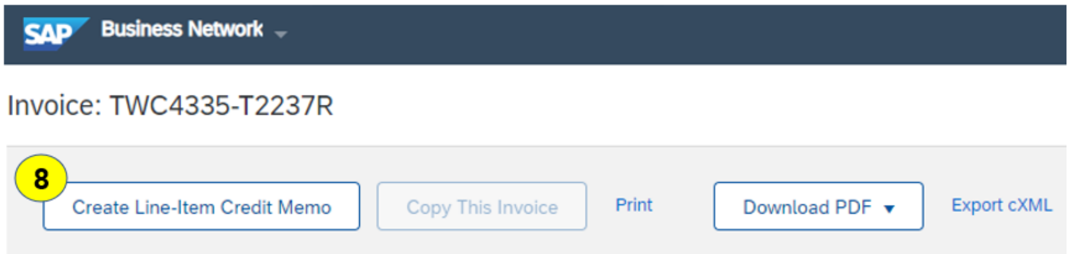
1. On the Ariba Network dashboard, click on the **Workbench** tab.
    a. **NOTE:** Additional search option available for Enterprise Suppliers only, is to click on the **Invoices** tab and select **Invoices** rather than Workbench.
2. Click on the **Invoices** tile if it is not already selected.
3. Click on **Edit filter** to expand that section.
4. Underneath the Invoice number field, click on the **Exact match** selection indicator.
5. In the **Invoice number** field, input the Invoice # in upper case the Line-Item Credit Memo pertains to.
6. Click on **Apply**.



7. In the search results, click on the **Invoice Number**.



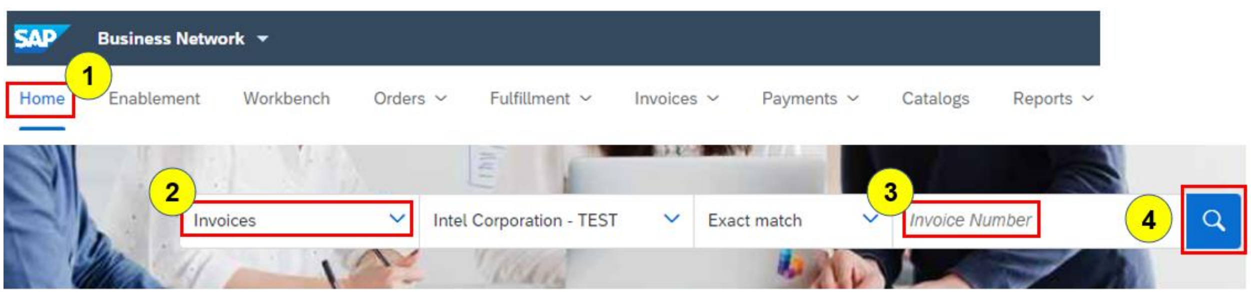
8. Click on the **Create Line-Item Credit Memo** icon.



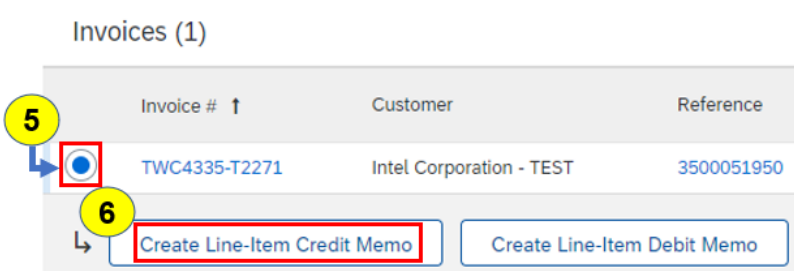
9. Proceed to [Creating Line-Item Credit Memo Against a Purchase Order](#).

Option 1A - For Enterprise Suppliers Only: Search by the Exact Invoice # from Home Page

1. Click on the **Home** tab.
2. On the Search bar, set the search parameter to **Invoices**.
3. Input the **Invoice Number**.
4. Click on the magnify glass icon.



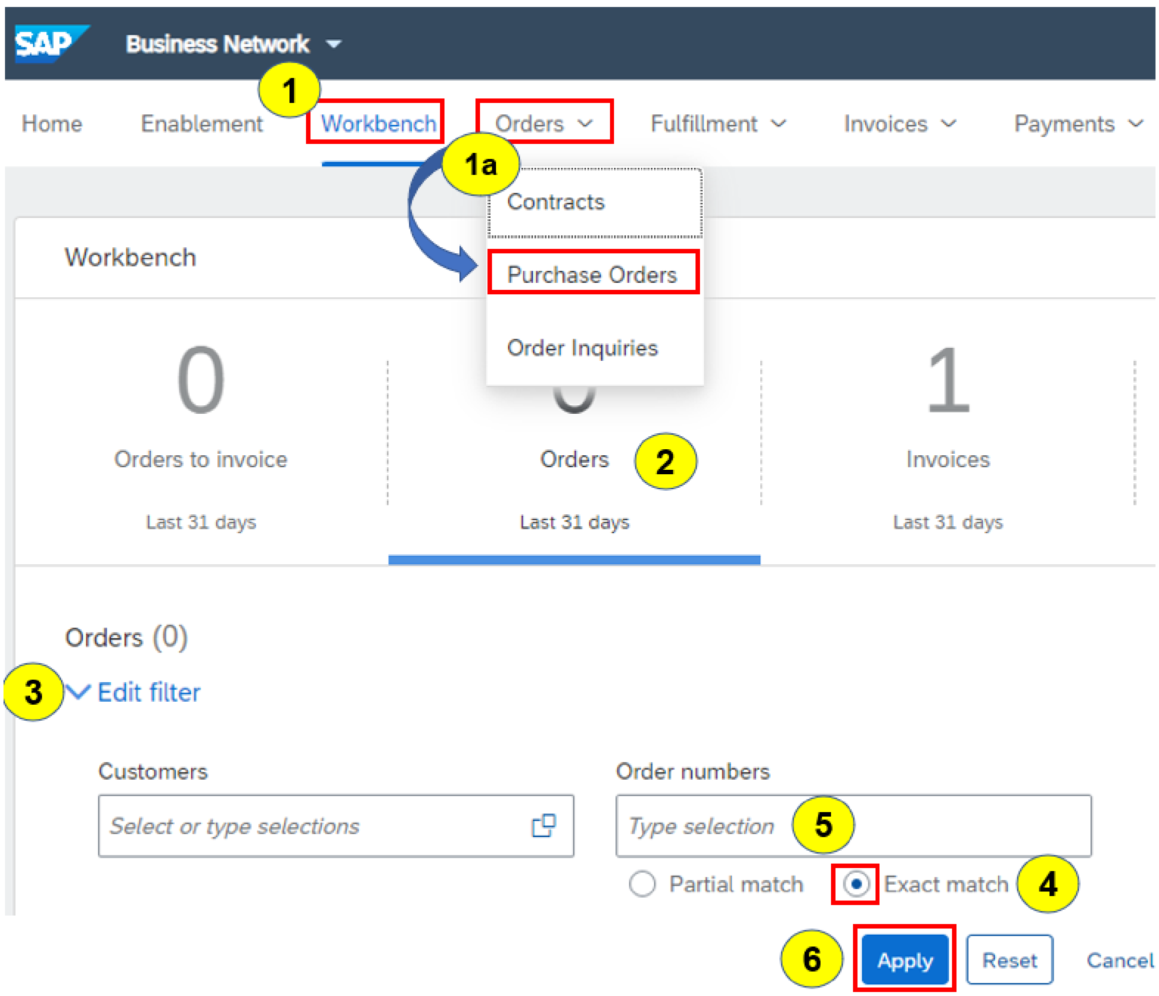
5. In the search results, click on the selection indicator to the left of the Invoice #.
6. Click on the **Create Line-Item Credit Memo** icon.



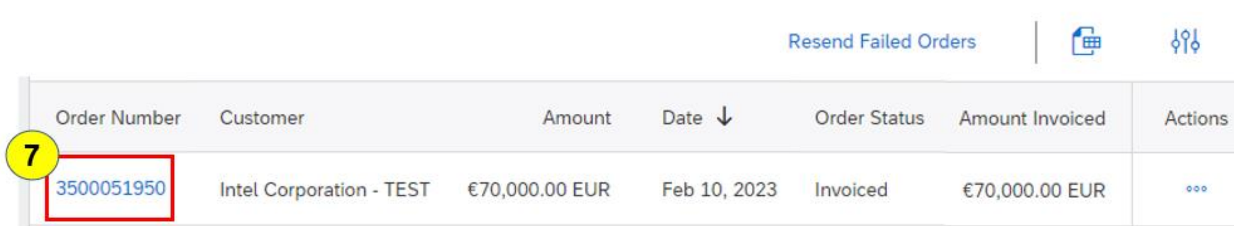
7. Proceed to [Creating Line-Item Credit Memo Against a Purchase Order](#).

Option 2: Search by Exact Purchase Order Number from Workbench Page

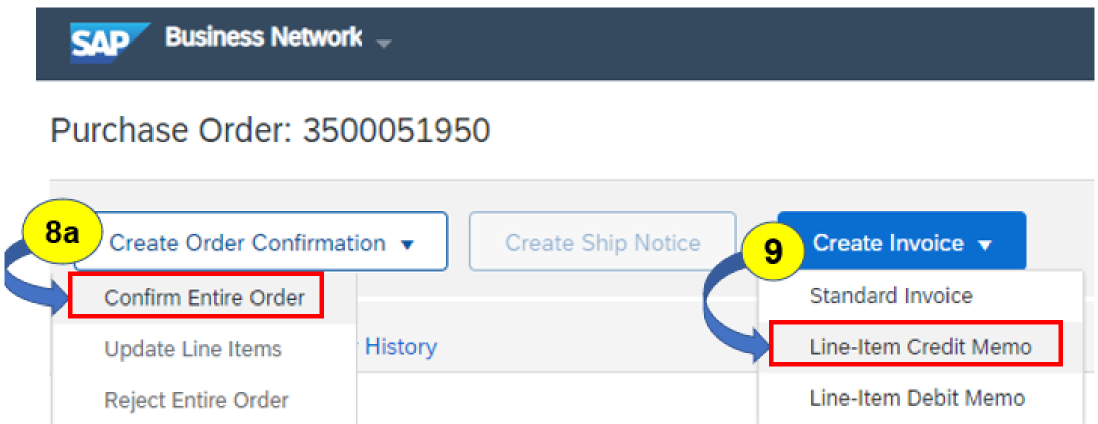
1. On the Ariba Network dashboard, click on the **Workbench** tab.
    a. **NOTE:** Additional search option available for Enterprise Suppliers only, is to click on the **Orders** tab and select **Purchase Orders** rather than Workbench.
2. Click on the **Orders** tile.
3. Click on **Edit filter** to expand that section.
4. Underneath the Order numbers field, click on the **Exact match** selection indicator.
5. In the **Order numbers** field, input the Purchase Order number that was invoiced.
6. Click on **Apply**.



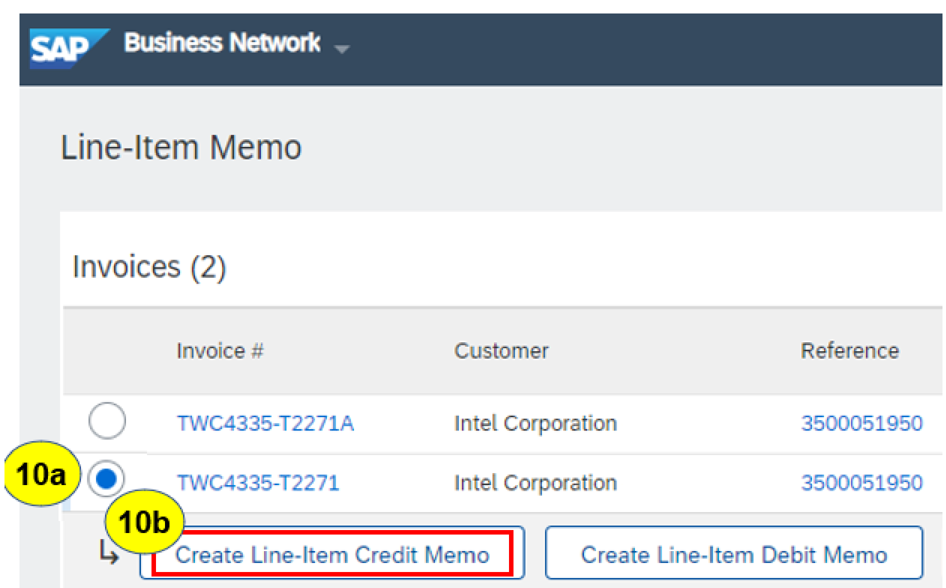
7. Click on the **Order Number** in the search results.



8. If the Purchase Order was changed after it was invoiced, an Order Confirmation must be submitted first, otherwise the **Create Invoice** option will be unavailable.
    a. If the **Create Invoice** option is not available:
        i. Click on the **Create Order Confirmation** icon and select **Confirm Entire Order**.
        ii. Input an alpha-numeric reference number of your choice in the **Confirmation #** field or leave it blank and it will be automatically generated.
        iii. Click on the **Next** icon.
        iv. Click on the **Submit** icon on the next screen.
9. Click on the **Create Invoice** icon and select **Line-Item Credit Memo**.



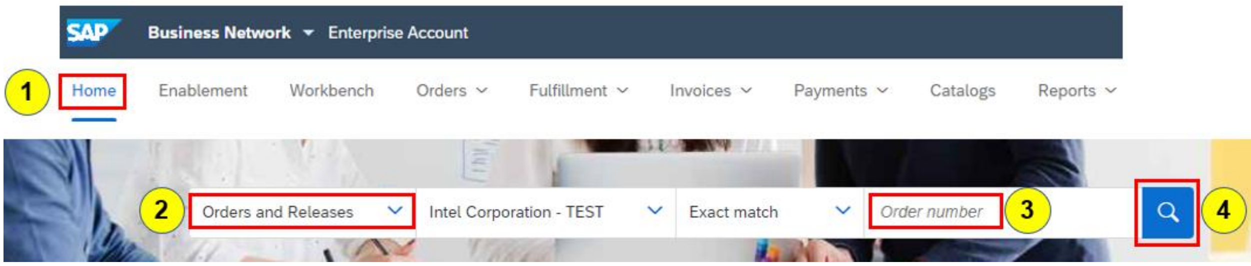
10. If multiple invoices have been submitted against the Purchase Order, a list of those invoices will be displayed.
    a. Click on the selection indicator next to the Invoice the Line-Item Credit Memo should be applied against.
    b. Click on the **Create Line-Item Credit Memo** icon.



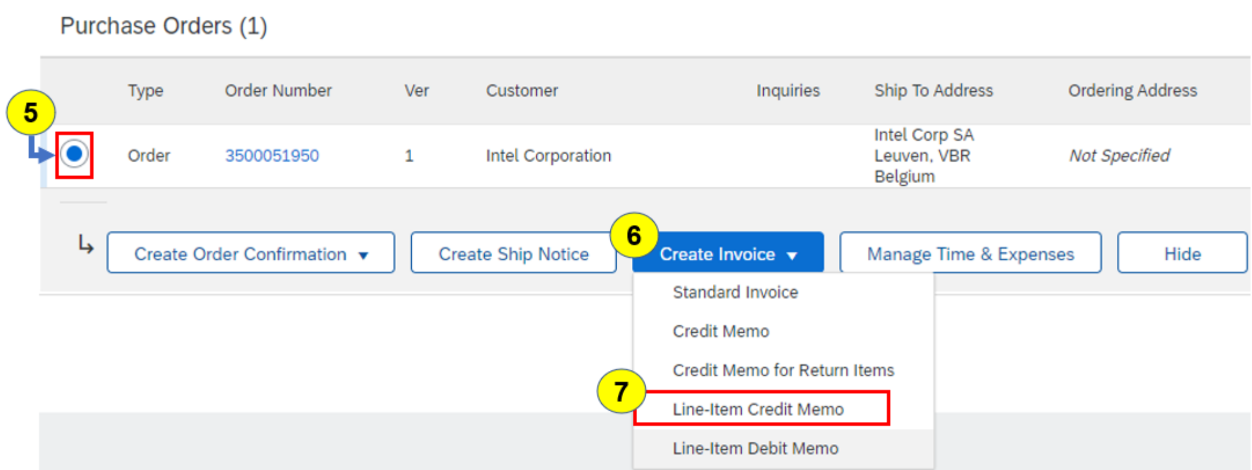
10. Proceed to [Creating Line-Item Credit Memo Against a Purchase Order](#).

Option 2A - For Enterprise Suppliers Only: Search by Exact Purchase Order # from Home Page

1. Click on the **Home** tab.
2. Set search parameter as **Orders and Releases**.
3. Input the **Order Number**.
4. Click on the magnify glass icon.



5. In the search results, click on the selection indicator to the left of the Order.
6. Click on the **Create Invoice** icon.
7. Select **Line-Item Credit Memo**.



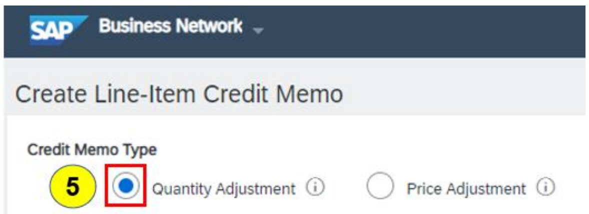
8. Proceed to [Creating Line-Item Credit Memo Against a Purchase Order](#).

Creating a Line-Item Credit Memo Against a Purchase Order Invoice

After searching for the Invoice to reference the Line-Item Credit Memo to, you are then presented with the Create Line-Item Credit Memo page where you input the document details.

Create Line-Item Credit Memo – Credit Memo Type Section:

1. Ensure the **Quantity Adjustment** is selected.
    a. **Price Adjustment** functionality is currently not configured for use on Line-Item Credit Memos against Purchase Orders so it should not be selected even for Limit or Service type purchase orders that are amount based rather than quantity based.



Create Line-Item Credit Memo – Summary Section:

2. **Credit Memo #:** Input your Credit Memo number in all upper case. It cannot exceed 16 characters in length or be the same number previously used in the current calendar year.
    a. **China Suppliers:** **Invoice # format to use for Fully Digitalized Invoices:**
        - Input the letter **F**, followed by the **District Code** then the **Running number** of the FDI number (excluding the preceding zeros in the middle).

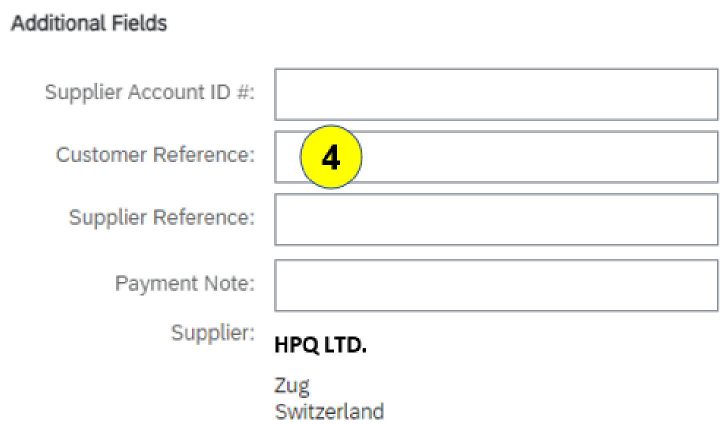
    EXAMPLE: **Original FDI Invoice# = 23442000000106933226**
    Modified FDI Invoice# = F442106933226
        - First 2 digits (23) = Year
        - Next 3 digits (442) = District Code
        - Ending digits (106933226) = Running Number

    b. **Korea Suppliers:** **Invoice# format to use for NTS#:**
        - Omit first 8 digits (the date) and dash (if present).

    c. **Invoice # format to resubmit an Invoice:** Add a letter of the alphabet (i.e., A, B, C) to the end of the original Invoice Number to make it unique.
3. **Invoice Date:** The current date will be automatically populated in this field.
    a. The Invoice Date can be changed to any date that is not more than 120 days prior to the current date.
        - **Exception for MSME India Suppliers:** If the Invoice Date is backdated more than 10 days prior to the date the Invoice is submitted, the invoice is rejected.
        - **Exception for India Company Code (831, 834, 841) Purchase Orders:**
            1. **Foreign Suppliers shipping to India:** If the Invoice Date is backdated more than 30 days prior to the date the Invoice is submitted, the invoice is rejected.
            2. **India Suppliers shipping to India:** If the Invoice Date is backdated more than 60 days prior to the date the Invoice is submitted, the invoice is rejected.

Create Line-Item Credit Memo – Additional Fields Section:

4. **Customer Reference:** Input your entire original Credit Memo number if it is longer than 16 characters.

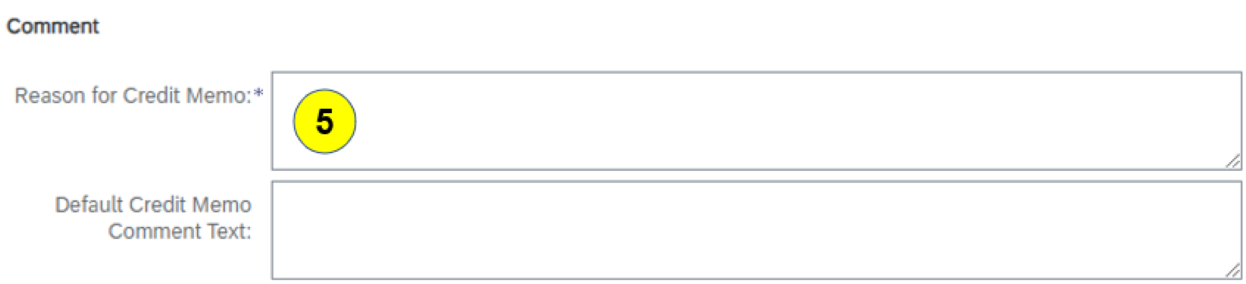


Create Line-Item Credit Memo – Comment Section:

5. **<u>Algeria, Argentina, Austria, Brazil, Chile, Columbia, Costa Rica, Czech Republic, Finland, Indonesia, Ireland, Italy, Kenya, Mexico, Nigeria, Peru, Poland, Portugal, South Africa, Spain, Switzerland, & United Arab Emirates Suppliers</u>:**

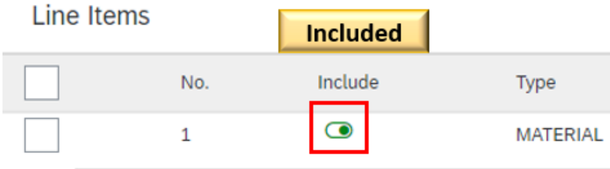
   Reason for Credit Memo: Input the reason for the Line-Item Credit Memo.

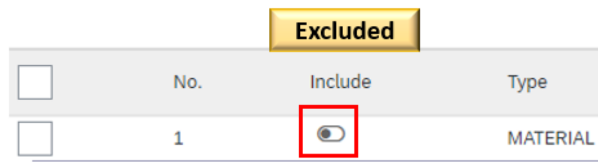
   a. **All Other Countries:** Providing the reason for the Line-Item Credit Memo is optional.



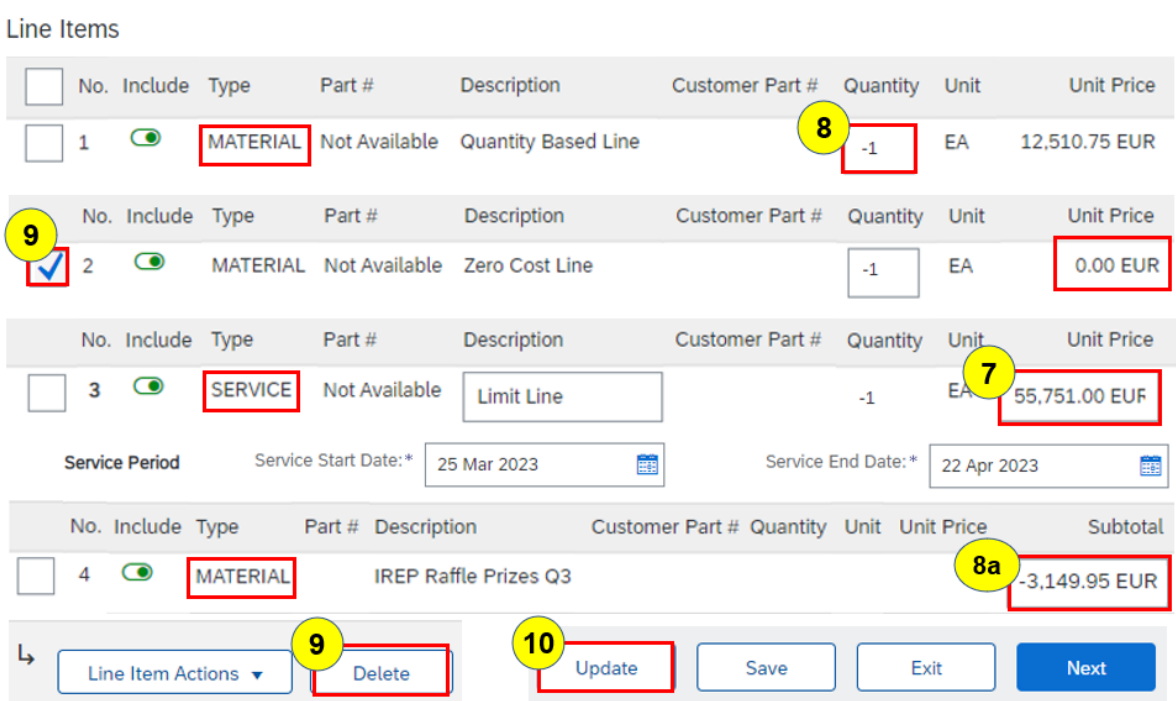
Create Line-Item Credit Memo – Line Items Section:

6. Click on the **Include** toggle switch on each line item you want to exclude from your Line-Item Credit Memo.





7. When the Line-Item **Type** is **SERVICE**, change the **Unit Price** to reflect the line amount on the Credit Memo without a negative sign.
8. When the Line-Item **Type** is **MATERIAL**, change the **Quantity** to reflect the quantity on the Line-Item Credit Memo with a negative sign in front.
    a. For 30 series Purchase Orders, you may have **MATERIAL** line items that only allows you to change the Subtotal. Change the **Subtotal** amount to reflect the amount on your Line-Item Credit Memo with a negative sign in front.
9. Delete any line item with a 0.00 **Unit Price** by checking the box to the left of the line item and click on the **Delete** icon to prevent the Line-Item Credit Memo from being rejected.
10. Click on **Update** once all the changes to the Line Items have been applied.
    a. The **Taxable Amount** and **Tax Amount** are automatically updated. A **"! Tax information is required**" error will generate if the Tax detail is missing. To add the Tax section back to specify the Tax Rate or Tax Amount, complete one of the following:
        - **For Header Level Tax:** Click on the **Add to Header** icon and select **Tax**.
        - **For Line Level Tax:** Select all the line items, click on the **Line-Item Actions** icon, and select **Tax**.

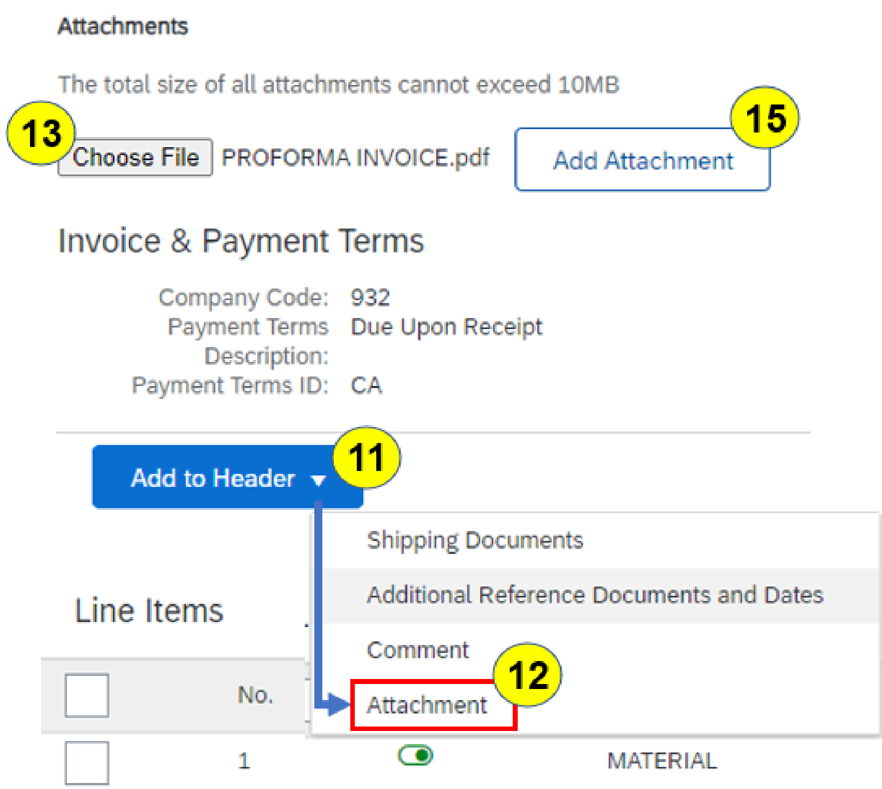


Create Line-Item Credit Memo – Attachment Section:

Attach a copy of the Credit Memo in PDF and XML* (*for Vietnam only) format to the Invoice Header by completing the following procedure if one of the following conditions is present, otherwise the Line-Item Credit Memo will be rejected.

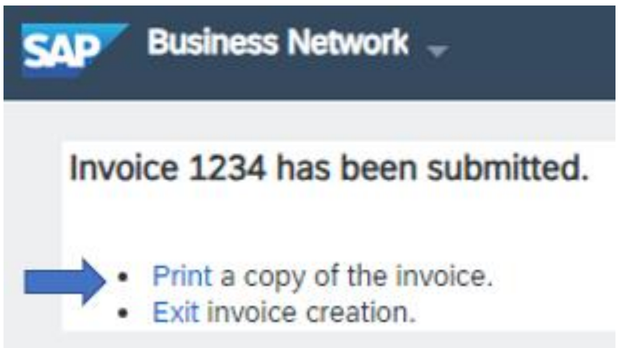
- Country in the Supplier address is one of the following:
    - **Algeria, Argentina, Brazil, China, Colombia, Costa Rica, Egypt, India, Indonesia, Israel, Kazakhstan, Kenya, Mexico, Nigeria, Peru, Philippines, Poland, Portugal, Russia, Saudi Arabia, Serbia, South Korea, Taiwan, Thailand, Turkey, & Vietnam**
- Company Code (found under the **Invoice & Payment Terms** section) is one of the following:
    - **154, 800, 831, 834, 841, 880**

11. Click on **Add to Header** icon right above the Line Items section.
12. Select **Attachment** from the drop down.
13. In the Attachments section, click on the **Choose File** icon.
14. Select the document you want to attach and click on **Open**.
15. Click on the **Add Attachment** icon.

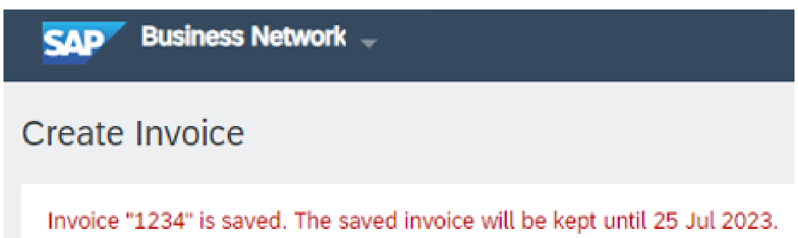


Create Line-Item Credit Memo – Line-Item Credit Memo Submission

16. Click on the **Next** icon.
17. Review the Line-Item Credit Memo for accuracy.
    a. If a change is required, click on the **Previous** icon to go back to the prior page to make the desired change, then click on **Next** to return to the Invoice submission preview.
    b. If no changes are required, you can click on **Submit** to send the invoice or you can click on **Save** to submit the Line-Item Credit Memo later.
18. If you clicked on **Submit**, a confirmation will be displayed.
    a. **Israel Suppliers:** Click on **Print** and attach the copy of the invoice you submitted to your original invoice in your records.



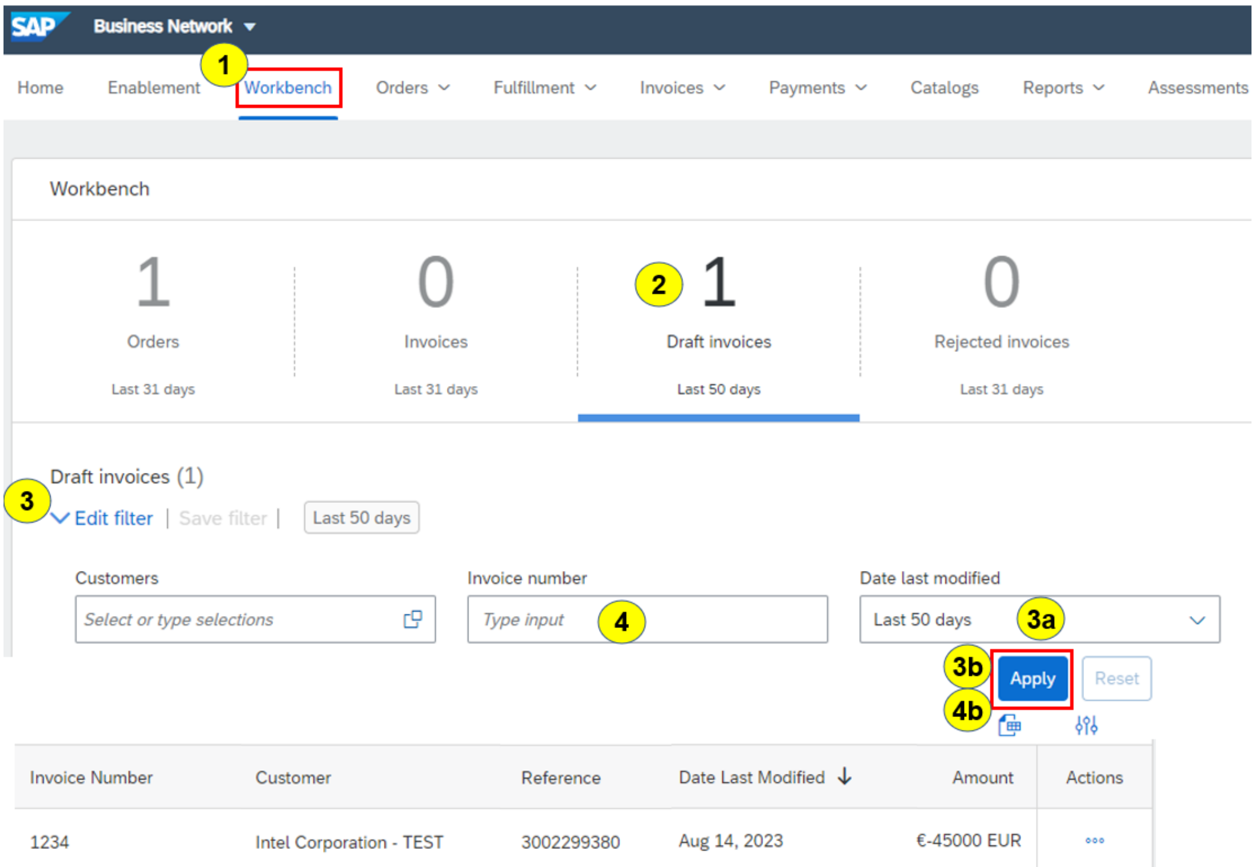
19. If you clicked on **Save**, a notification will be displayed indicating the Invoice has been saved and will be kept until the specified date (up to 50 days later).



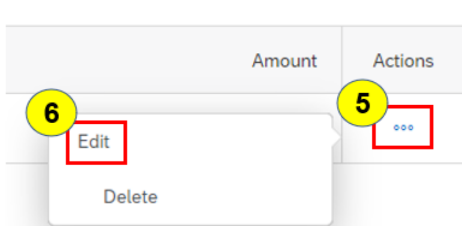
    a. Click on **Exit**.
    b. Click on **Save** the Invoice.
    c. Click on **Done** to exit the Purchase Order page.

Retrieving a Saved Line-Item Credit Memo

1. To retrieve the saved Line-Item Credit Memo, click on the **Workbench** menu.
2. Click on the **Draft Invoices** tile.
3. Click on **Edit filter** to expand that section.
    a. Ensure the **Date last modified** is **Last 50 days** to return all saved invoices.
    b. Click on **Apply**.
    c. Your Line-Item Credit Memo should be listed in the search results area.
4. If you don’t see the Line-Item Credit Memo you want in the search results area:
    a. Input your Line-Item Credit Memo number in the **Invoice number** field.
    b. Click on **Apply**.



5. On the line containing the Line-Item Credit Memo you want, click on the 3 dots (**. . .**) in the **Actions** column.
6. Select **Edit**.



7. Review the Line-Item Credit Memo for accuracy.
    a. If a change is required, click on the **Previous** icon to go back to the prior page to make the desired change, then click on **Next** to return to the Invoice submission preview.
    b. If no changes are required, click on **Submit** to send the Line-Item Credit Memo.
8. A confirmation will be displayed.
    d. **Israel Suppliers:** Click on **Print** and attach the copy of the Line-Item Credit Memo you submitted to your original Credit Memo in your records.