

# SUBMITTING A CREDIT MEMO

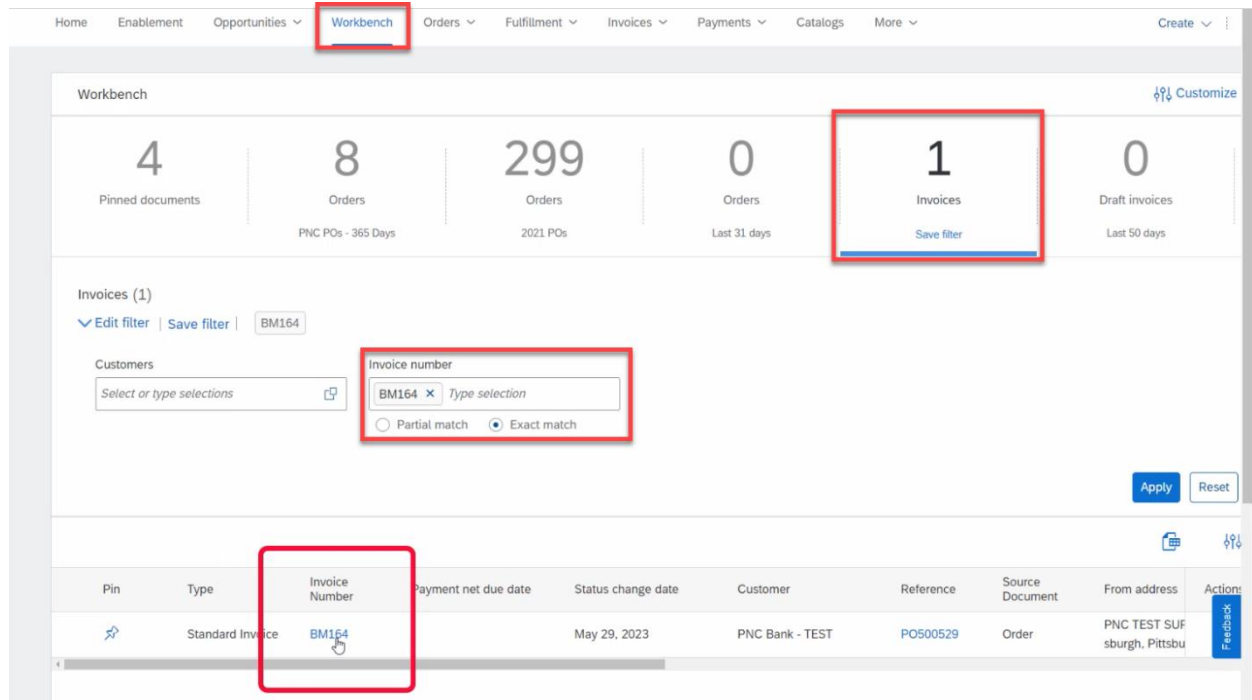
This guide will explain how to submit a **credit memo** against an invoice through the SAP Business Network.

**NOTE:** If invoicing against a **Compliance Contact (C####)**, credits can only be submitted for the entire amount of the invoice. You will be unable to submit a partial credit memo. Contact [enablement@pnc.com](mailto:enablement@pnc.com) for assistance with partial credits against a Compliance Contract.

## SUBMITTING A CREDIT MEMO

From the Ariba **Workbench**, click on the **invoices** tile and search for the invoice you want to submit your credit memo against.

Click on the invoice link to open the invoice detail.

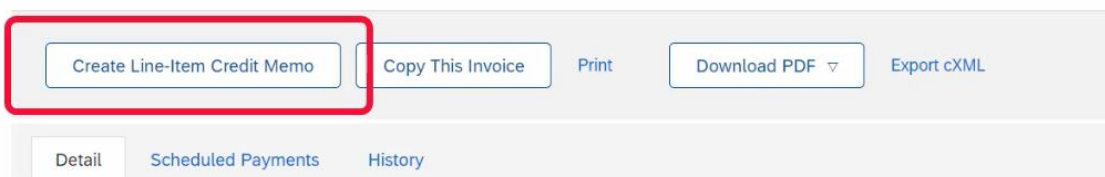


The screenshot shows the SAP Business Network Workbench interface. The 'Workbench' tab is selected. The 'Invoices' tile is highlighted with a red box, showing a count of 1 invoice. Below the tiles, the 'Invoices (1)' section is visible, with a search filter for 'Invoice number' set to 'BM164'. The 'Exact match' radio button is selected. The table below shows one invoice with the number 'BM164' highlighted in a red box.

Pin	Type	Invoice Number	Payment net due date	Status change date	Customer	Reference	Source Document	From address	Action
	Standard Invoice	BM164		May 29, 2023	PNC Bank - TEST	PO500529	Order	PNC TEST SUF sburgh, Pittsbu	

Click on the '**Create Line-Item Credit Memo**' button located at the top of the invoice.

Invoice: BM164



The screenshot shows the invoice detail page for invoice BM164. The 'Create Line-Item Credit Memo' button is highlighted with a red box. Other buttons visible include 'Copy This Invoice', 'Print', 'Download PDF', and 'Export cXML'. Below the buttons, there are tabs for 'Detail', 'Scheduled Payments', and 'History'.

The Credit Memo will pre-populate with information from the related invoice.

Enter the **Credit Memo #** and the **Credit Memo Date**

▼ Invoice Header

Summary

Credit Memo #:\*   
Credit Memo Date:\* 15 Jun 2023

Original Invoice No: BM164

Original Invoice Date: 5 May 2023

Bill To: PA ALLEGHENY CENTER MALL

PITTSBURGH, PA  
United States

Subtotal: **-\$100.00 USD**  
Total Tax: \$0.00 USD  
Total Shipping: \$0.00 USD  
Total Special Handling: \$0.00 USD  
Total Gross Amount: **-\$100.00 USD**  
Total Discount Amount: \$0.00 USD  
Total Net Amount: **-\$100.00 USD**  
Amount Due: **-\$100.00 USD**

If there is a tax amount that needs to be credited - make any necessary changes. Otherwise, click **'Remove'** to remove the tax section from the credit memo.

Category:\* SALES   
Location:   
Description:   
Regime:

Taxable Amount: \$-100.00 USD  
Tax Rate Type:   
Rate(%):   
Tax Amount:

Remove

In the **Comments** section, provide the reason for the Credit Memo.

Comment

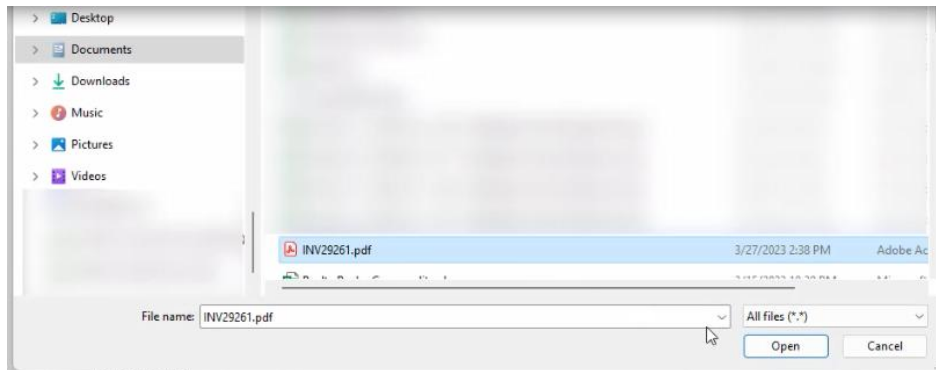
Reason for Credit Memo:\*   
Default Credit Memo Comment Text:

To add the Credit Memo backup **attachment**, click on Add to Header and then Attachment.

Add to Header ▼  
Tax  
Shipping Cost  
Special Handling  
Attachment

Attachments  
The total size of all attachments cannot exceed 10MB  
Choose File No file chosen Add Attachment

Click **Choose File**, **Select the document** from computer, and click **Add Attachment**.



In the line-item section, make any changes to the line items including excluding line items that should not be included on this credit memo or adjusting the line-item subtotal for the amount you are crediting.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL		SOW 2 - Janitorial Services for Los Gatos, CA...					\$-100.00 USD

Click **Next** and Review your credit memo for accuracy.



### Line-Item Credit Memo

(Original Invoice No: BM164)

Credit Memo Number: CREDIT123457	<b>Subtotal:</b>	<b>\$-100.00 USD</b>
Credit Memo Date: Thursday 15 Jun 2023 12:00 PM GMT-04:00	Total Tax:	\$0.00 USD
Original Invoice Number: BM164	Total Gross Amount:	\$-100.00 USD
Original Invoice Date: Friday 5 May 2023 6:30 AM GMT-04:00	Total Net Amount:	\$-100.00 USD
Original Purchase Order: PO500529	<b>Amount Due:</b>	<b>\$-100.00 USD</b>

Click **Submit** to transmit the credit memo to PNC



Invoice CREDIT123457 has been submitted.

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