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 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.

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

The Credit Memo will pre-populate with information from the related invoice.
Enter the Credit Memo # and the Credit Memo Date

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.

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

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

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

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