SUBMITTING A CREDIT MEMO

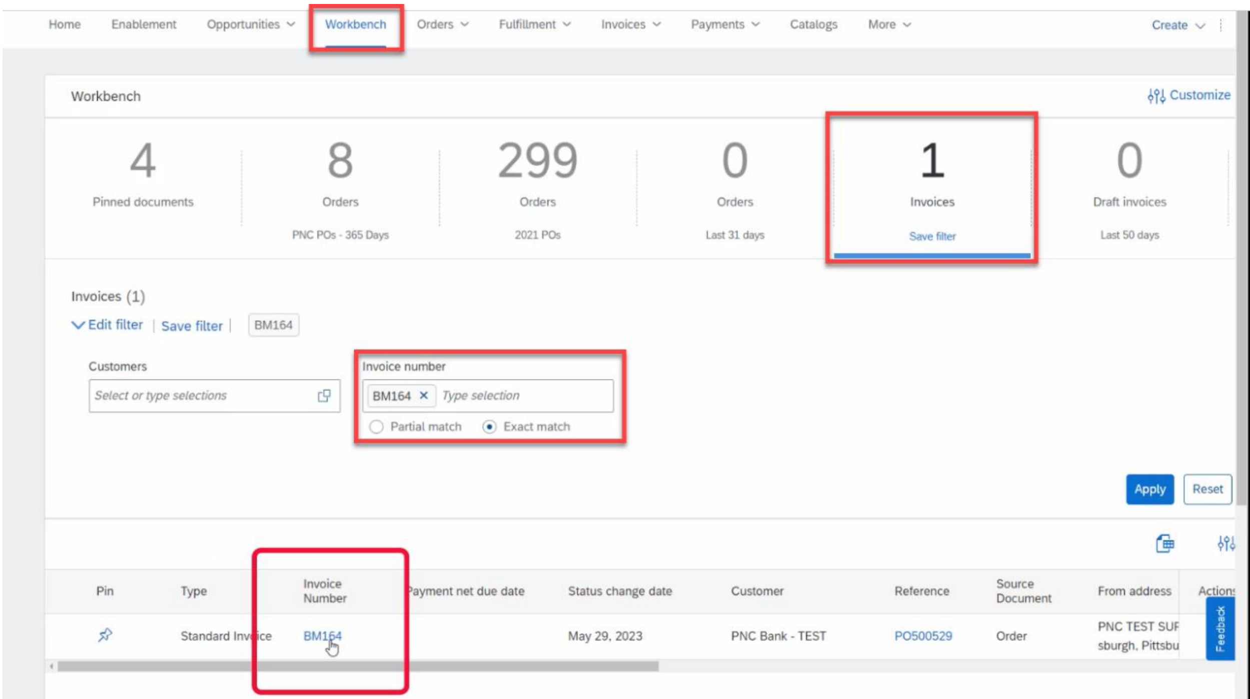
This guide will explain how to submit a **credit memo** against an invoice through the SAP Business Network.

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.

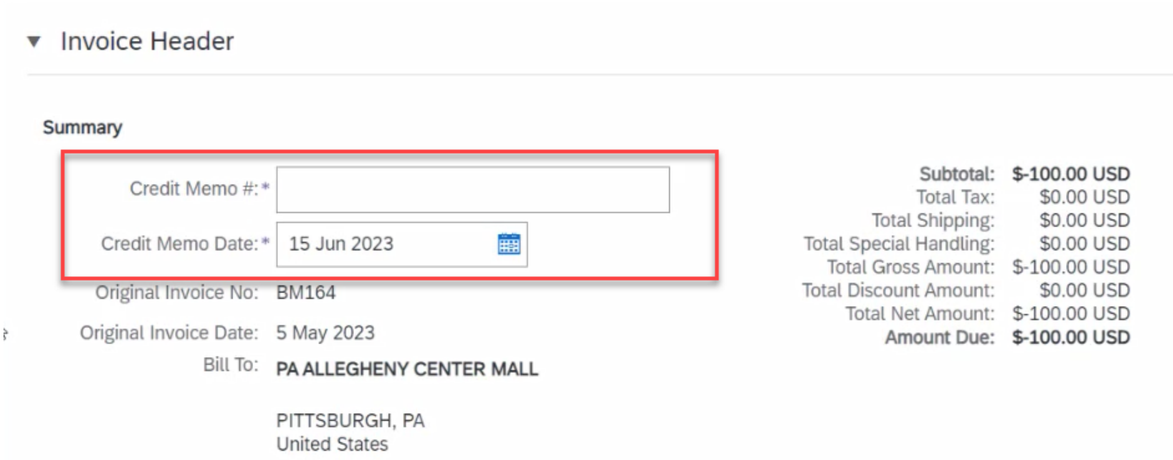
Click on the invoice link to open the invoice detail.



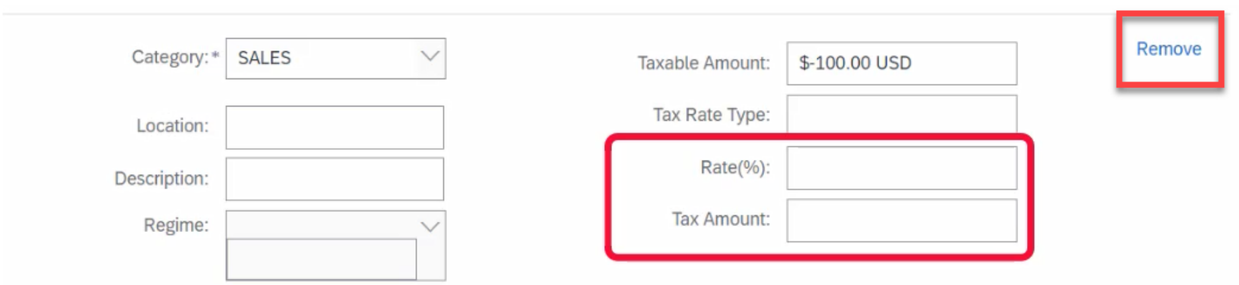
Click on the **'Create Line-Item Credit Memo'** button located at the top of the invoice.

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

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

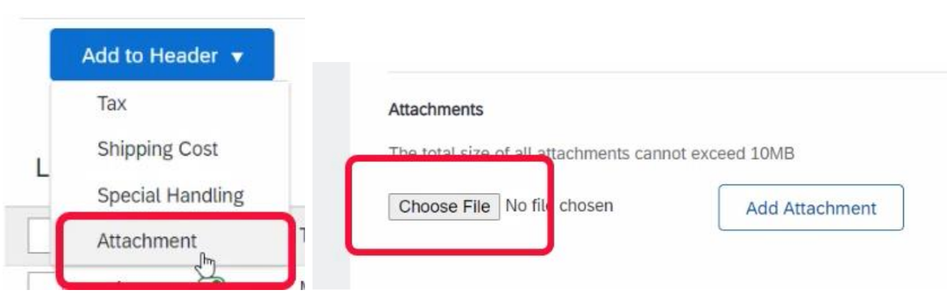


If there is a tax amount that needs to be credited - make any necessary changes. Otherwise, click **'Remove'** to remove the tax section from the credit memo.

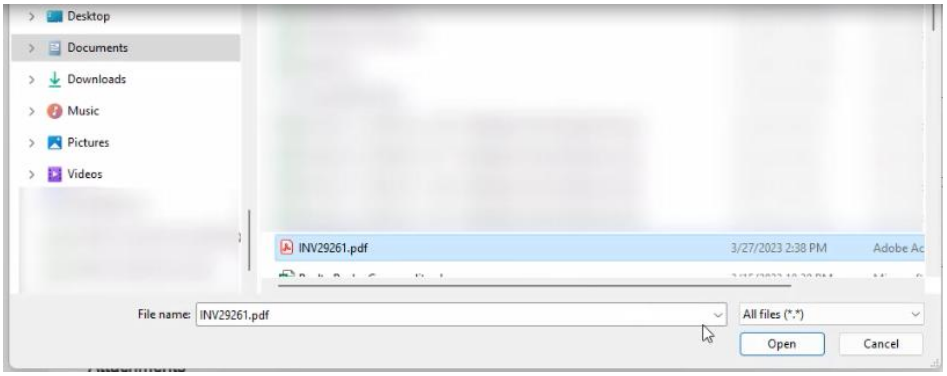


In the **Comments** section, provide the reason for the Credit Memo.

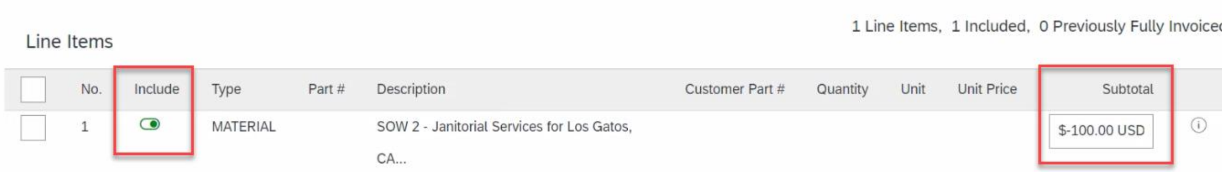
To add the Credit Memo backup **attachment**, click on Add to Header and then Attachment.



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



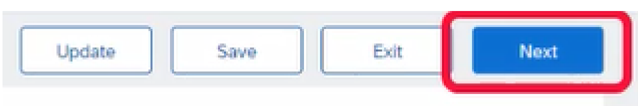
In the line-item section, make any changes to the line items including excluding line items that should not be included on this credit memo or adjusting the line-item subtotal for the amount you are crediting.

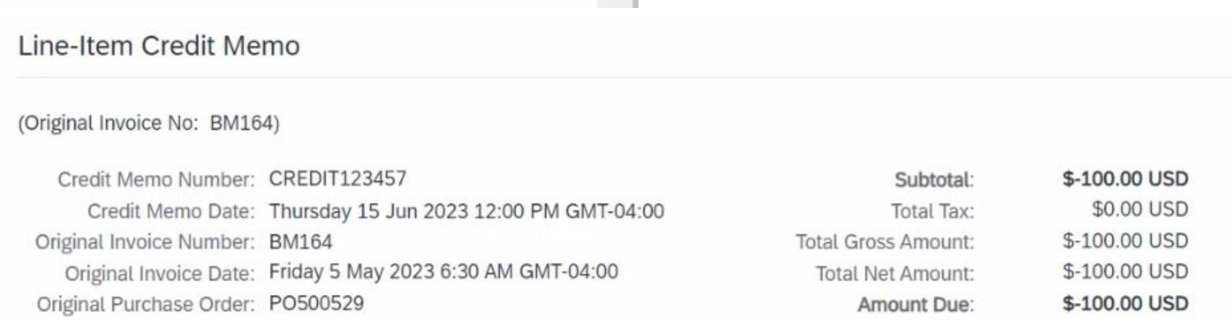

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1		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	Subtotal:	$-100.00 USD
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	Amount Due:	$-100.00 USD

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