Creating a Line-Item Credit Memo for a Contract

Prerequisites for Creating a Line-Item Credit Memo for a Contract

- You have been granted access by your Ariba Account Administrator to the Ariba Network ID (ANID) associated to the Intel Supplier # the Contract was created under.
- You have been approved for Collaborative Invoicing.
- 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 in the **Additional Company Addresses** section of your **Company Profile**.
    - o 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 and Italy**: 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 Contract Line-Item Credit Memo submission template will vary and is based on the country where the invoice 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:**
    - o It matches the original Supplier Credit Memo.
    - o 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.
    - o 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 three methods that can be used to retrieve the Invoice the Line-Item Credit Memo pertains to.

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 <u>for Enterprise Suppliers only</u>, 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**.
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**.
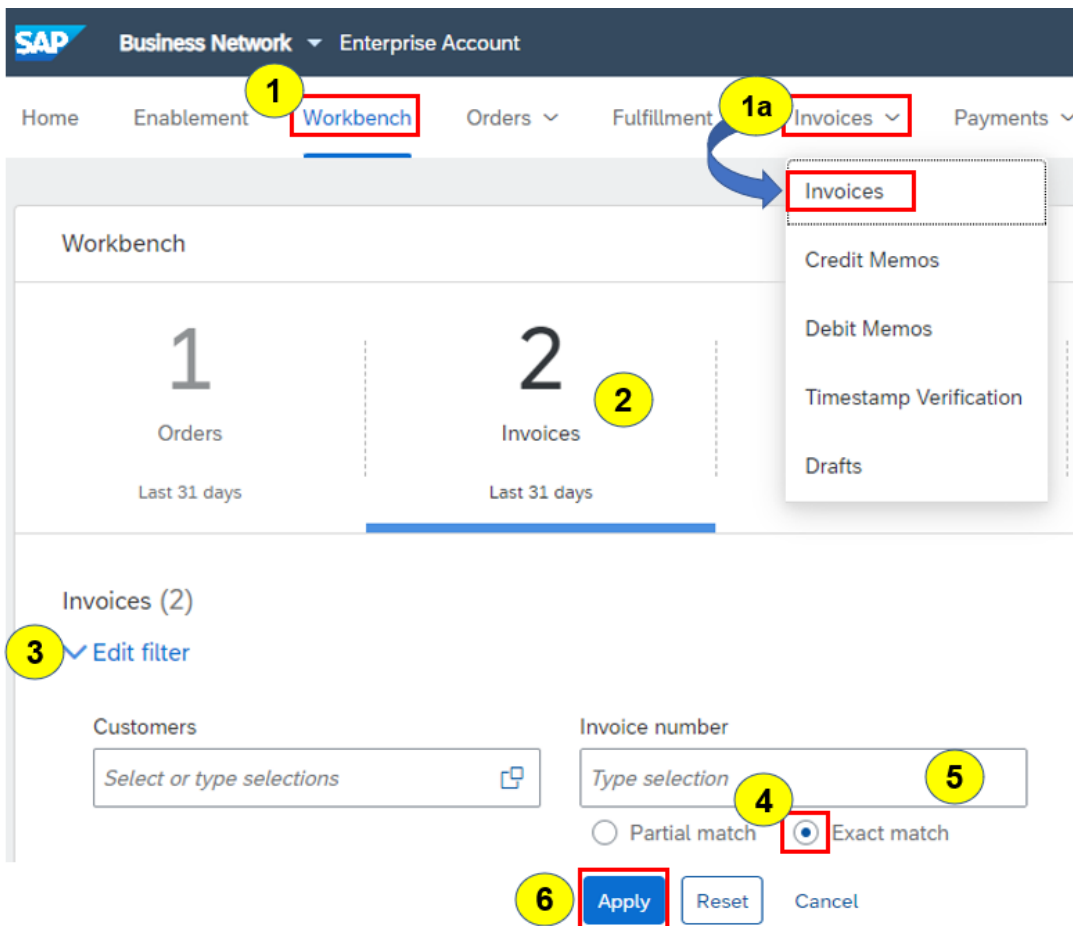
7. In the search results, click on the **Invoice Number**.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	Actions
⑦ TWC4335-T2237R	Intel Corporation - TEST	C5280-CW1953125	Jan 25, 2023	€6,587.57 EUR	Acknowledged	Paid	∘∘∘

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

SAP Business Network — Enterprise Account

Invoice: TWC4335-T2237R

⑧ Create Line-Item Credit Memo | Copy This Invoice | Print | Download PDF ▾ | Export cXML

9. Proceed to **Create Line-Item Credit Memo Against a Contract Invoice** on page 5.

Option 2: 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.

SAP **Business Network** ▾ Enterprise Account

① Home Enablement Workbench Orders ▾ Fulfillment ▾ Invoices ▾ Payments ▾ Catalogs Reports ▾

② Invoices | Intel Corporation - TEST | Exact match | ③ Invoice Number | ④ 🔍

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.

Invoices (1)

	Invoice # ↑	Customer	Reference
⑤ ⦿	TWC4335-T2237R	Intel Corporation - TEST	Contract

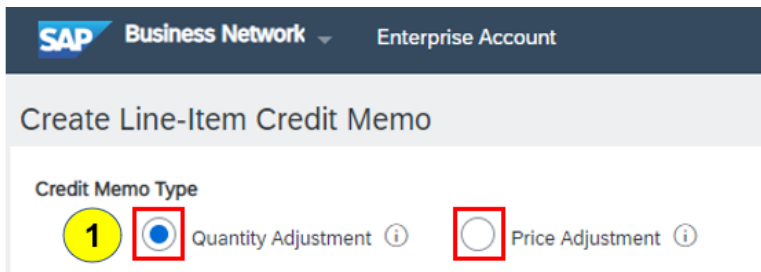⑥ Create Line-Item Credit Memo | Create Line-Item Debit Memo

7. Proceed to **Creating Line-Item Credit Memo Against a Contract Invoice** on page 5.

Creating Line-Item Credit Memo Against a Contract Invoice

After searching for the Invoice the Line-Item Credit Memo pertains 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. Click on the selection indicator next to the appropriate Credit Memo Type depending on whether the Line-Item Credit Memo is for a quantity or price adjustment.

Create Line-Item Credit Memo – Summary Section:

2. **Credit Memo #:** Input your Line-Item 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
        a. First 2 digits (23) = Year
        b. Next 3 digits (442) = District Code
        c. 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.

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.

Additional Fields

Supplier Account ID #:

Customer Reference: **4**

Supplier Reference:

Payment Note:

Supplier: **HPQ LTD.**

Zug
Switzerland

Create Line-Item Credit Memo – Comment Section:

5. **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:**

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.

Comment

Reason for Credit Memo:* **5**

Default Credit Memo
Comment Text:

Create Line-Item Credit Memo – Line Items Section:

6. Select any line items that should not be included in the Line-Item Credit Memo by checking the box to the left of the line.
7. Click on the **Delete** icon.

8. A Quantity Adjustment and Price Adjustment cannot be submitted on the same Line-Item Credit Memo. Perform the indicated action below depending on whether the Quantity Adjustment or Price Adjustment Credit Memo Type was selected.
    a. **Quantity Adjustment:** Change the **Quantity** on the Line Item to match the Quantity on your Credit Memo. The Quantity should be a negative number as shown below.
    b. **Price Adjustment:** Input the Unit Price reduction amount as a negative number in the **Decrease in Unit Price** field to match the line amount on your Credit Memo.
9. Click on **Update**.
    a. The Taxable Amount and Tax Amount is 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:
        i. **For Header Level Tax:** Click on the **Add to Header** icon and select **Tax**.
        ii. **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 original invoice 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 Invoice will be rejected.

- Country in the Supplier address is one of the following:
  - **Algeria, Argentina, Brazil, China, Colombia, Costa Rica, Egypt, 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, 880**

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

Attachments

The total size of all attachments cannot exceed 10MB

12 Choose File PROFORMA INVOICE.pdf   **14** Add Attachment

Invoice & Payment Terms

Company Code: 932
Payment Terms: Due Upon Receipt
Description:
Payment Terms ID: CA

Add to Header ▼ **10**

Shipping Documents
Additional Reference Documents and Dates
Comment
11 Attachment
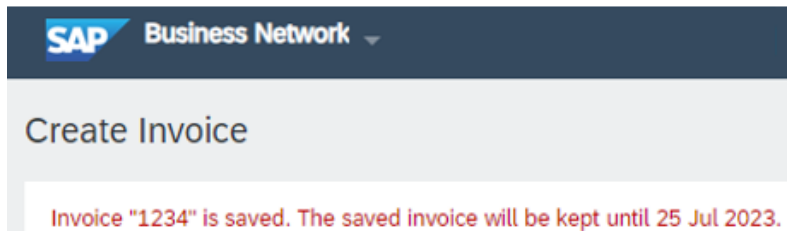
Line Items

No.
1 ◉ MATERIAL
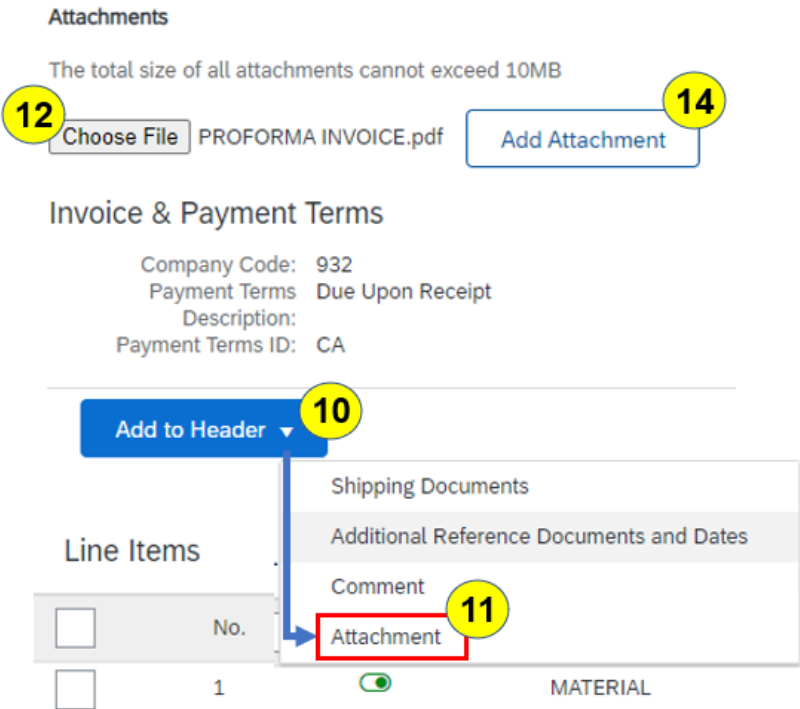
Create Line-Item Credit Memo – Invoice Submission

15. Click on the **Next** icon.
16. 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.
17. If no changes are required, you can click on **Submit** to send the invoice or you can click on **Save** to submit the invoice later.
18. If you clicked on **Submit**, a confirmation will be displayed.
    b. **Israel Suppliers:** Click on **Print** and attach the copy of the invoice you submitted to your original invoice in your records.
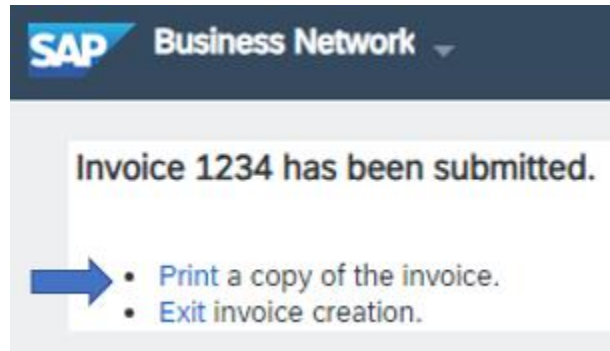
19. If you clicked on **Save**, a notification will be displayed indicating the Invoice has been saved and will be kept until the specified date (up to 50 days later).

    c. Click on **Exit**.
    d. Click on **Save** the Invoice.
    e. Click on **Done** to exit the Purchase Order page.

Retrieving a Saved Invoice

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.

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      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.

      f. **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.