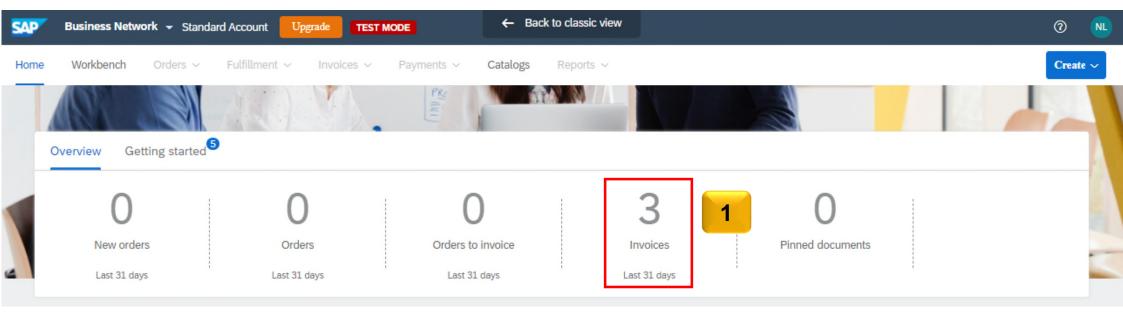
For Purchase Order Invoices





1. To create credit memo, log in to the Ariba supplier account homepage. Select [Invoices] under Overview.

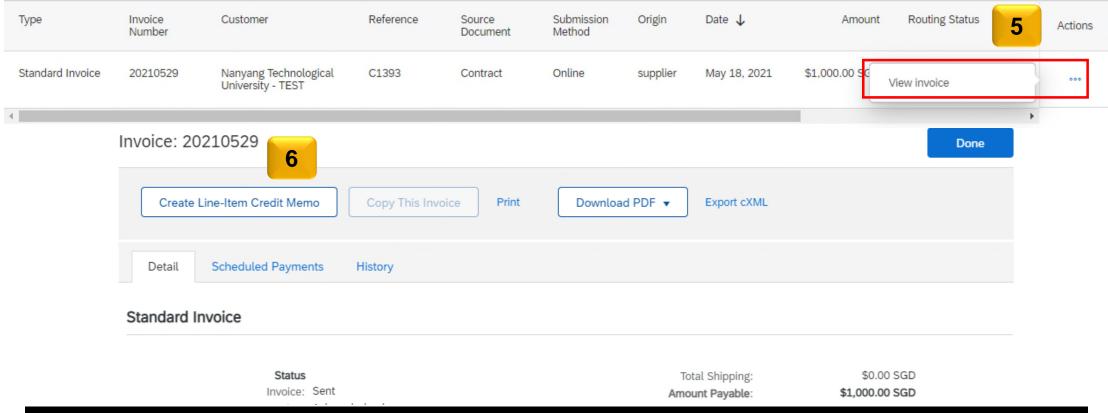


- Click on [Edit filter] to have a dropdown.
- Input the invoice number you would like to create credit memo against and click on [exact match].
- Click [Apply]

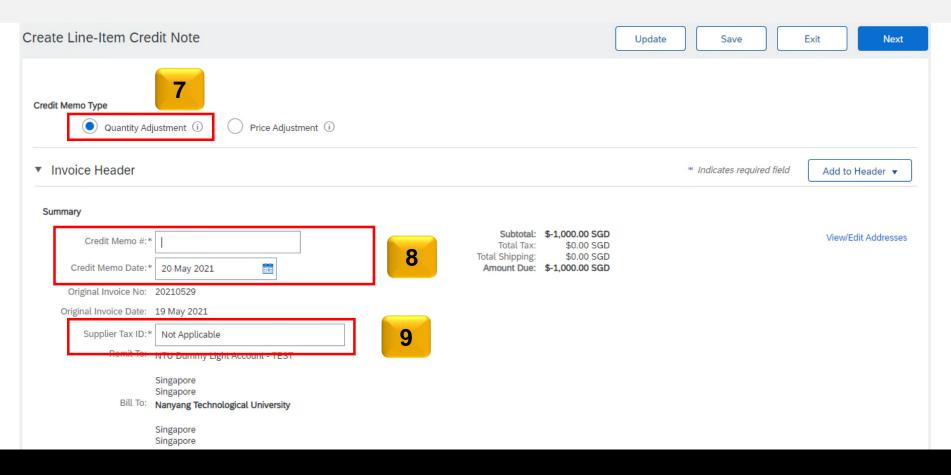
र्री Customize Workbench New orders Orders Pinned documents Orders to invoice Invoices Last 31 days Last 31 days Last 31 days Last 31 days Invoices (1) 2 Edit filter Customers Invoice number Type selection Select or type selections G Partial match Exact match Reset Cancel

- 5. When the invoice number you had search appeared. Click on [...] and [View Invoice]
- 6. In the invoices page, On the top left click on "Create Line-Item Credit Memo" button.

For credit note of quantity **full amount** from the invoice, please follow steps 7-14. For credit note of quantity **partial amount** from the invoice, please follow step 15.



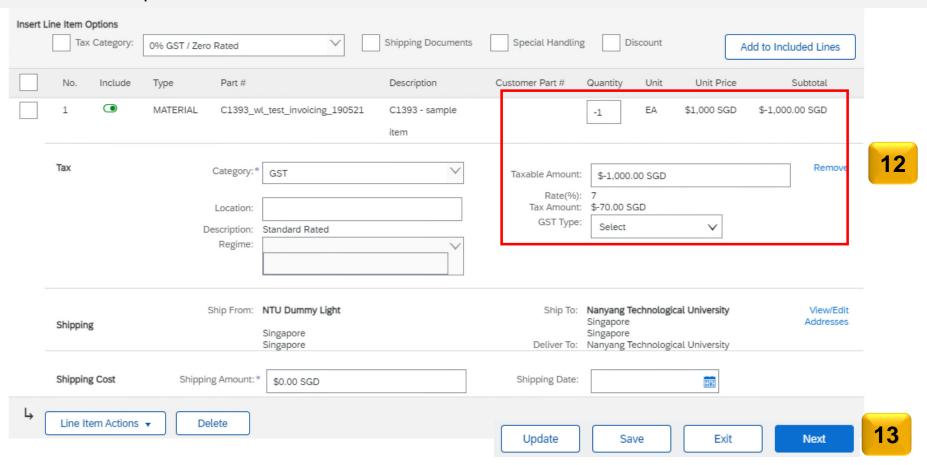
- 7. For credit note of full invoice amount, select "Quantity Adjustment".
- 8. Key in the credit memo number and select the credit memo date.
- 9. Key in the supplier tax ID



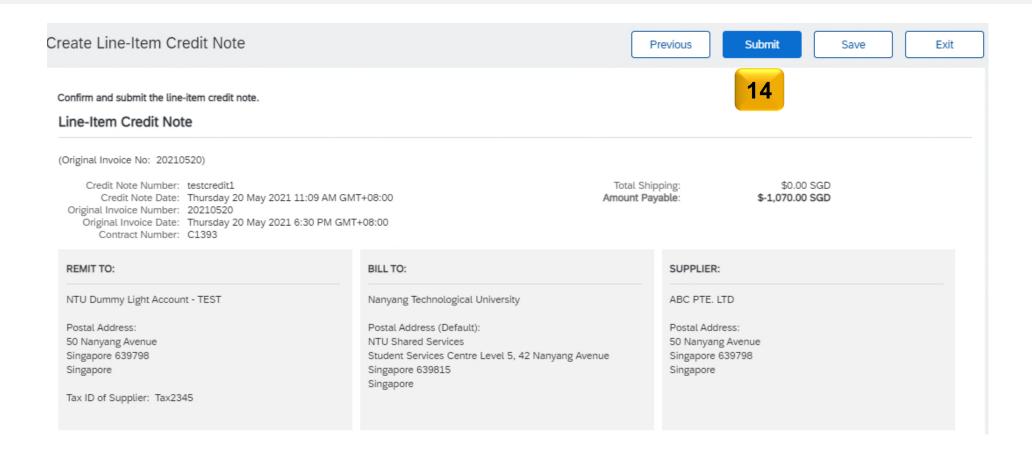
- 10. Key in the reasons for credit memo of the invoice.
- **11**. Key in the supplier GST ID.



- 12. In the line items, verify that the amount and GST indicated per line to credit note is correct (negative value "-" in front of the value).
- 13. Click "Next" button to proceed.



14. In the summary screen, you are given a final opportunity to confirm the credit note details. Once ready, click on "Submit" button to send the credit note to NTU.



Credit Note (Partial Amount)

- 15. For credit note of quantity partial amount from the invoice, please send by PDF softcopy with your company letterhead to NSS Finance Accounts Payable Invoicing Team at ap-invoicing@ntu.edu.sg. The credit note is to include the following details:
- NTU purchase order (PO) number (9xxxxxxxxxx).
- Invoice number related to the credit note.