This **Supplier Quick Guide** shows you how to...

HANDLE RETURN ORDERS AND CREDIT MEMOS

...in two simple steps

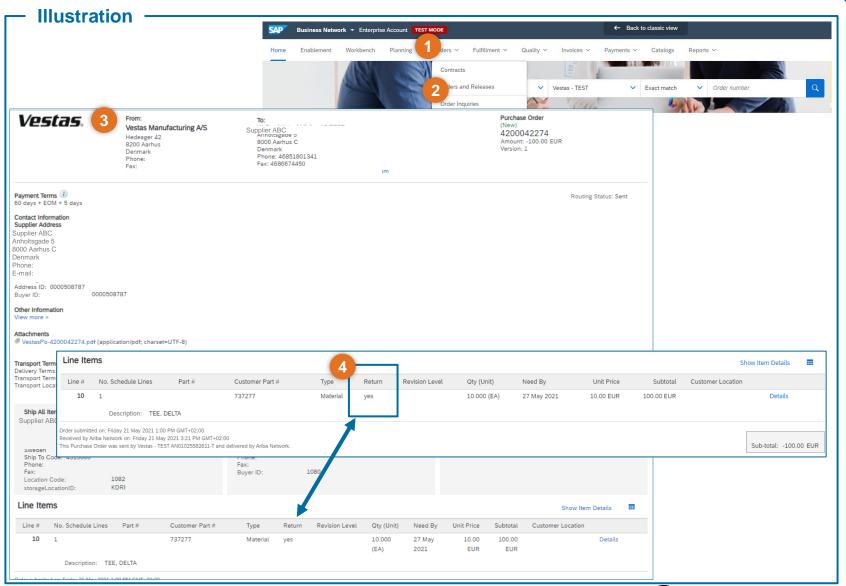




1. IDENTIFY A RETURN PO

Step-by-step

- Once you are logged in to Ariba network navigate to Orders.
- 2. From the dropdown list select Orders and Releases.
- Select a PO from the Orders and Releases list.
- 4. Under Line items there is a column, which identifies for each line on the PO if it is a Return item. If this column is empty, it is a generic PO. If it states "yes", the PO is a Return PO.



Classification: Public

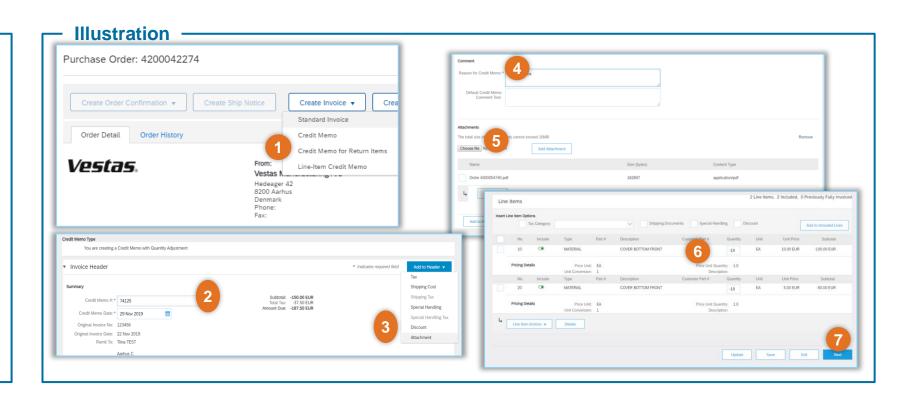




2. CREATE A CREDIT NOTE

Step-by-step

- From the PO click on top of the screen on 'Create Invoice' and select 'Credit Memo for Return Items'.
- 2. Enter the 'Credit Memo #'.
- 3. Select 'Attachment' from the 'Add to Header' dropdown.
- 4. Provide the 'Reason for Credit Memo'.
- Attach documentation for the credit memo, by clicking 'Choose File' and 'Add Attachment'.
- 6. Amend Quantity, if applicable.
- 7. Select 'Next', review the credit note and select 'Submit'.



Tips & Tricks

Please note, you can only send credit notes to invoices submitted via Ariba.





NEED HELP?

Support is available!



For **questions or technical support** please contact the <u>Vestas SSC Ariba team</u>



For **information and guides** from the Digital Procurement program in Vestas, visit our <u>website</u>



For general **Ariba resources**, visit the <u>Ariba Supplier Portal</u>

