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

**HANDLE RETURN ORDERS AND CREDIT MEMOS**

...in two simple steps

1. Identify a Return Order
2. Create a Credit Note
1. IDENTIFY A RETURN PO

Step-by-step

1. Once you are logged in to Ariba network navigate to Orders.
2. From the dropdown list select Orders and Releases.
3. 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.

Illustration
2. CREATE A CREDIT NOTE

Step-by-step

1. From the PO click on top of the screen on ‘Create Invoice’ and select ‘Credit Memo for Return Items’.
2. Enter the ‘Credit Memo #’.
4. Provide the ‘Reason for Credit Memo’.
5. 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 [Vestas SSC Ariba team](#).

For **information and guides** from the Digital Procurement program in Vestas, visit our [website](#).

For general **Ariba resources**, visit the [Ariba Supplier Portal](#).