

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

HANDLE RETURN ORDERS AND CREDIT MEMOS

...in **two simple steps**



1 Identify a Return Order



Create a Credit Note

2



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

From: Vestas Manufacturing A/S
Hedeager 42
8200 Aarhus
Denmark
Phone:
Fax:

To: Supplier ABC
Anholtsgade 5
8000 Aarhus C
Denmark
Phone: 46851801341
Fax: 4686674450

Purchase Order (New)
4200042274
Amount: -100.00 EUR
Version: 1

Payment Terms: 60 days + EOM + 5 days
Routing Status: Sent

Contact Information
Supplier Address
Supplier ABC
Anholtsgade 5
8000 Aarhus C
Denmark
Phone:
E-mail:
Address ID: 0000508787
Buyer ID: 0000508787

Other Information
View more »

Attachments
VestasPo-4200042274.pdf (application/pdf, charset=UTF-8)

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	1		737277	Material	yes		10.000 (EA)	27 May 2021	10.00 EUR	100.00 EUR	

Description: TEE, DELTA

Order submitted on: Friday 21 May 2021 1:00 PM GMT+02:00
Received by Ariba Network on: Friday 21 May 2021 3:21 PM GMT+02:00
This Purchase Order was sent by Vestas - TEST AN01025582611-T and delivered by Ariba Network.

Ship To Code: 4213000
Phone:
Fax:
Location Code: 1082
storageLocationID: KDRI

Phone:
Fax:
Buyer ID: 1080

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	1		737277	Material	yes		10.000 (EA)	27 May 2021	10.00 EUR	100.00 EUR	

Description: TEE, DELTA

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 #'.
3. Select 'Attachment' from the 'Add to Header' dropdown.
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'.

Illustration

The illustration shows the Ariba interface for creating a credit note. It is divided into several sections with numbered callouts:

- 1:** The 'Create Invoice' dropdown menu is open, showing 'Credit Memo for Return Items' as the selected option.
- 2:** The 'Credit Memo Type' form shows the 'Credit Memo #' field with the value '74125' entered.
- 3:** The 'Add to Header' dropdown menu is open, showing 'Attachment' as the selected option.
- 4:** The 'Reason for Credit Memo' text area is highlighted.
- 5:** The 'Attachments' section shows a file named 'Ordre 4300054740.pdf' attached.
- 6:** The 'Line Items' table shows two items with quantities of -10.
- 7:** The 'Next' button is highlighted at the bottom right of the 'Line Items' section.

Purchase Order: 4200042274

Order Detail | **Order History**

Vestas

From: Vestas N
Hedeager 42
8200 Aarhus
Denmark
Phone:
Fax:

Credit Memo Type
You are creating a Credit Memo with Quantity Adjustment

Invoice Header * Indicates required field **Add to Header**

Summary

Credit Memo #:	74125	Subtotal:	-150.00 EUR
Credit Memo Date:	29 Nov 2019	Total Tax:	-37.50 EUR
Original Invoice No:	123456	Amount Due:	-187.50 EUR
Original Invoice Date:	22 Nov 2019		
Remit To:	Tina TEST		
	Aarhus C		

Attachments
The total size of attachments cannot exceed 10MB

Name	Size (bytes)	Content Type
Ordre 4300054740.pdf	182897	application/pdf

Line Items 2 Line Items, 2 Included, 0 Previously Fully Invoiced

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		COVER BOTTOM FRONT		-10	EA	10.00 EUR	-100.00 EUR
		Pricing Details		Price Unit: EA Unit Conversion: 1		Price Unit Quantity: 1.0			
20	<input checked="" type="checkbox"/>	MATERIAL		COVER BOTTOM FRONT		-10	EA	5.00 EUR	-50.00 EUR
		Pricing Details		Price Unit: EA Unit Conversion: 1		Price Unit Quantity: 1.0			

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](#)

