

Credit memo – Price Adjustment

How to Create and Finalise a PO Credit Memo Price Adjustment in the SAP Business Network



If you see this light bulb, it is a note or additional reminder.

“There has been a return of a material which requires a restocking charge, so I apply a partial credit”



Examples of Credit memo price adjustments may include:

1. *Applying a partial credit for restocking charges on returned materials*
2. *Crediting the price difference for materials that have been incorrectly overcharged*

Version Number

1.0

[Click here for further context on the Partial Invoicing Process](#) 

Create and Finalise a PO Line-Item Credit Memo Price Adjustment (1/2)

1. From the SBN Home Page navigate to and click the **Invoices** drop-down, then, click **Invoices**
2. Click the relevant **Invoice Number** to open the Invoice that you are wanting to create a credit memo against
3. Click **Create Line-Item Credit Memo**
4. Click the **Price Adjustment** radio button
5. Click **Yes** on the **Credit Memo Type** alert
6. Enter a **Credit Memo Number**
7. Confirm or enter the **Credit Memo Date**
8. Confirm or enter the **Supplier Tax ID**
9. If you have multiple remittance addresses, select the appropriate address from the *drop-down menu*
10. To add tax information for individual line items, click the **Line level tax** radio button under **Tax**



Note: This process should only be performed when reducing the price of a line item

Note: Toggling back and forth between quantity and price adjustments will force the network to reload the line items on the screen

1 Invoices

2 3122944906

Invoice Number	Customer	Reference	Invoiced Date	Amount	Routing Status	Invoice Status	From address	To address	Actions
3122944906	Rio Tinto - TEST	3122944906	Nov 10, 2023	\$500 CLP	Acknowledged	Approved	Retail Services, Brisbane, QLD, AUS	Rio Tinto Chile Spa, Las Condes, 13, CHL	...
3029029363	Rio Tinto - TEST	3029029363	Nov 10, 2023	\$600 CLP	Acknowledged	Approved	Retail Services, Brisbane, QLD, AUS	Rio Tinto Chile Spa, Las Condes, 13, CHL	...

3 Create Line-Item Credit Memo

4 Price Adjustment

5 Yes

6 98765432

7 6 Dec 2023

8 47073690990

9 PENSKE POWER SYSTEMS (10060204)

10 Line level tax

Subtotal: \$-500 CLP
Total Tax: \$0 CLP
Amount Due: \$-500 CLP

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11. Scroll down to *Supplier VAT/ Tax ID* to confirm or enter the **Supplier VAT/Tax ID**
12. Under *Comment*, detail the **Reason for the Credit Memo**
13. If an Attachment is required, click **Add to Header**, then, **Attachment**. Refer to *Adding an Attachment to an Invoice* to learn how to action this process
14. Click on the **Tax Category** checkbox and select the *correct Tax rate*
15. Click **Add to Included Line**
16. Enter the *price* for the relevant line item that has been reduced. For example, if the price is reduced by \$2.00, enter **-\$2.00**
17. Click **Next** to review the **Line-Item Credit Memo** and ensure the tax information has been entered correctly



Note: For **Australia region**: confirm or enter VAT ID
For **Canada region**: confirm or enter Tax ID which is equivalent to your GST/HAST
For **USA region**: confirm or enter your Tax ID
For **South African region**: confirm or enter your VAT ID

Note: Tax must be added at Line-Item level

Note: The value in the Price Change field must be negative

Supplier VAT

Supplier VAT/Tax ID: * 47073690990

Comment

Reason for Credit Memo: * Price change based on re-negotiated pricing with manufacturer.

Default Credit Memo Comment Text:

Add to Header ▾

- Shipping Cost
- Shipping Tax
- Shipping Documents
- Amount Details
- Special Handling
- Additional Reference Documents and Dates
- Comment
- Attachment

Category: Tax Category: 10% GST / GST

Part # Description Customer Part # Quantity Unit Unit Price Decrease in Unit Price Subtotal

	Ariba Test for 8405		1	EA	\$500 CLP	\$-100 CLP	\$300 CLP
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Service Period: Service Start Date: Service End Date:

Line Item Actions ▾ Delete

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Add to Included Lines

Update Save Next

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18. Click **Submit** to exit where the screen will indicate that the **Invoice has been submitted**

19. Click **Exit**

The screenshot shows the SAP 'Create Line-Item Credit Memo' interface. At the top right, there are buttons for 'Previous', 'Submit', 'Save', and 'Exit'. The 'Submit' button is highlighted with a red circle containing the number '18'. A red dashed line connects this button to a message box below. The message box contains the text 'Invoice 98765432 has been submitted.' and a list of actions: 'Print a copy of the invoice' and 'Exit invoice creation.'. The 'Exit invoice creation.' action is highlighted with a red circle containing the number '19'. A red dashed line also connects this action to the 'Submit' button. A lightbulb icon is present next to the list of actions.

Create Line-Item Credit Memo

Confirm and submit the line-item credit memo. If you want your invoices to be stored in the SAP Business Network long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Line-Item Credit Memo

(Original Invoice No: 3122944906)

Credit Memo Number: 98765432	Subtotal:	\$-5 CLP
Credit Memo Date: Wednesday 10 Jan 2024 8:52 AM GMT+08:00	Total Tax:	\$-1 CLP
Original Invoice Number: 3122944906	Amount Due:	\$-6 CLP
Original Invoice Date: Friday 10 Nov 2023 3:06 PM GMT+08:00		
Original Purchase Order: 3122944906		
Has Price Adjustment: Yes		

Invoice 98765432 has been submitted.

- Print a copy of the invoice
- Exit invoice creation.



Note: If the tax information entered is incorrect, click **Previous** to edit

Note: If it is required to **Print** the invoice, refer to *Print Finalised Invoices* to learn how to action this process

Need more help?

Complete training documentation can be found on the [Rio Tinto - Supplier Portals – SAP Business Network site](#).

If you have any further questions regarding transacting on the SAP Business Network, please visit the [Rio Tinto - Supplier Portals – SAP Business Network site](#) for dedicated support teams.