

Credit Memo – Quantity Adjustment

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



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

“I’ve identified the quantity of goods supplied was less than previously invoiced, so we need to initiate a credit memo.”



Rio Tinto Business Rules stipulate that you must confirm a PO before creating an invoice. If the Create an Invoice button is greyed out it is an indication that the PO needs to be confirmed.

Version Number	1.0
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[Click here for further context on the Partial Invoicing Process](#) 

Create Credit Memo Quantity 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 **Quantity Adjustment** radio button
5. Enter a **Credit Memo Number**
6. Confirm or enter the **Credit Memo Date**
7. Confirm or enter the **Supplier Tax ID**
8. If you have multiple remittance addresses, select the appropriate address from the drop-down menu
9. To add tax information for individual line items, click the **Line level tax** radio button under **Tax**



Note: This process is only applicable for invoices that have been Approved.

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

Note: Toggling back and forth between quantity adjustment and price adjustment will reload the line items.

SAP Business Network - Enterprise Account

Home Enablement Discovery Workbench Orders Fulfillment **Invoices** Payments Catalogs Reports Messages Assessments Create

Invoices

85 Invoices (Last 31 days) | 12 Rejected Invoices (Last 31 days) | 0 Overdue invoice approved (Last 31 days) | 42 Invoices pending approval (Last 31 days) | 22 Approved invoices pending payment (Last 31 days) | 0 Paid Invoices (Last 31 days) | 2 Draft Invoices (Last 50 days)

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	...

Invoice: 3122944906

Create Line-Item Credit Memo | Line-Item Debit Memo | Copy This Invoice | Print | Download PDF | Export cXML

Credit Memo Type

Quantity Adjustment | Price Adjustment

Invoice Header

Summary

Credit Memo #: * 98765432

Credit Memo Date: * 6 Dec 2023

Original Invoice Date: 10 Nov 2023

Supplier Tax ID: * 47073690990

Remit To: PENSKE POWER SYSTEMS (10060204)

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

Tax

Header level tax | Line level tax

Create Credit Memo Quantity Adjustment (2/2)

10. Scroll down to **Supplier VAT** and confirm or enter the **Supplier VAT/Tax ID**
11. Enter the **Reason for Credit Memo** under **Comment**
12. Scroll down to **Line Items** and confirm or enter the **Quantity**
13. Click on the **Tax Category** checkbox and select the *correct Tax rate*
14. Click **Add to Included Lines**
15. Click **Next** to review the **Line-Item Credit Memo** and ensure the tax information has been entered correctly
16. Click **Submit** to exit where the screen will indicate that the **Invoice has been submitted**
17. Click **Exit**



Note: For **Australia region:** confirm or enter VAT ID
 For **Canada region:** confirm or enter Tax ID which is equivalent to your GST/HST
 For **USA region:** confirm or enter your Tax ID
 For **South African region:** confirm or enter your VAT ID
Note: All totals are shown as a Negative

Note: Tax must be added at Line-Item Level

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

The screenshot shows the SAP Business Network interface for creating a credit memo. It is divided into several sections:

- Supplier VAT:** A field for 'Supplier VAT/Tax ID' with the value '156841653' (callout 10).
- Comment:** A field for 'Reason for Credit Memo' with the value 'Defective goods delivered.' (callout 11).
- Line Items:** A table with columns for 'No.', 'Incl.', 'Type', 'Part #', 'Description', 'Customer Part #', 'Quantity', 'Unit', 'Unit Price', and 'Subtotal'. A line item is shown for 'SERVICE' with a quantity of '-1' and a subtotal of '\$-500 CLP'. The 'Tax Category' is set to '10% GST / GST' (callout 13). A button 'Add to Included Lines' is visible (callout 14).
- Tax:** A section for tax information.
- Navigation:** Buttons for 'Update', 'Save', 'Exit', and 'Next' (callout 15).
- Review:** A section titled 'Create Line-Item Credit Memo' with a 'Submit' button (callout 16) and a 'Previous' button.
- Summary:** A table showing totals: Subtotal: \$-500 CLP, Total Tax: \$-50 CLP, Amount Due: \$-550 CLP.
- Confirmation:** A message box stating 'Invoice 3122944906 has been submitted.' (callout 17).

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.