Invoice Cancellation Process

This document is intended to suppliers who wanted to cancel the invoices or credit memos submitted to WR Grace, this document is applicable only to invoices with “Sent” invoice status.

For invoices with Approved Status please follow Pre-cancellation procedure only to request the cancellation of invoice to WR Grace AP team. This is applicable to both Standard and Enterprise Account.

Things to remember:

- For Enterprise account – Log in Directly to https://supplier.ariba.com.

- For Standard account – Locate the latest email received from WR Grace regarding the purchase order and click process order. This will direct you to the Ariba Network site after logging in the purchase order will open automatically.
Pre-cancellation procedure:

1. Open the Purchase order.
2. Locate and Open the invoice needed to be cancelled.
3. Use the message option in the invoice to inform WR Grace AP team that a specific invoice or credit memo will be cancelled.
4. Follow the steps provided to send your message to our AP team.
   a. Select messages on the lower right corner of the page
   b. Open and select post
   c. On the subject line please enter: Invoice Cancellation / INV#
d. Enter the message to inform WR Grace’s accounts payable team

e. Click send, close the chat box and minimize the message box

5. Proceed in cancellation process of the invoice(s).

How to cancel the invoice:

1. In the invoice locate and click the “Cancel” option.
2. Click Yes.

3. System will automatically close the invoice and purchase order and the invoice has been cancelled.

How to check if my invoice has been cancelled successfully?

1. For Standard Account: Open again the PO by locating the email you received from WR Grace.

   Click the Process Order button in the PO notification (interactive email)
2. For Enterprise Account search and Open again the purchase order.

3. Go to related documents
4. Locate the invoice number you previously cancelled
5. If this is successfully cancelled the invoice number will have _1
e.g. Original invoice number is: INV_TEST_123
   Cancellation invoice number is: INV_TEST_123_1

6. Open the cancellation invoice to see and check details as highlighted.
Option B for Enterprise Account.

1. Go to Outbox

2. Search for the invoice

3. The status of invoice should reflect as Cancelled
FAQ Section:

Q: Why I cannot see cancel option on some invoices?

A: Cancel Option is available only to invoices with Invoice status “Sent” and Routing Status “Acknowledge”. Approved, and Paid invoice cannot be cancelled as these invoice status means that the invoice was processed already by AP team.

Q: How can I cancel invoice with Approved status?

A: To cancel the invoice with Approved status a request must be submitted to WR Grace’s accounts payable team using the messaging tool in Ariba.

Q: How can I cancel invoice with Paid Status?

A: Invoices with Paid status cannot be cancelled from both Ariba network and from WR Grace’s Accounts Payables side. To address this a Line item Credit memo must be submitted.

Q: Why I cannot submit new invoice after submitting Line Item credit memo?

A: The Line item credit memo created was using price adjustment instead of quantity adjustment. Since invoicing is based on Quantity the option to select when sending line item credit memo should be Quantity adjustment and system will return the Quantity to the supplier as an available quantity to invoice.