



# Creating a credit note

Coupa Supplier Portal (CSP) training

Powered Procurement

KPMG

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2019

# Creating a credit note

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**Creating credit notes**

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**Viewing invoices & credit notes**

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# Creating credit notes

# Creating credit notes - option 1

1. Click on the **Orders** tab.

2. Search for the purchase order to be credited and click on the **red coin stack icon** to create credit note.

Please **Note**: Any disputed invoices by Accounts Payable will need to be resolved by issuing a credit note.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders' (highlighted with a red box), 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Add-ons', and 'Admin'. Below the navigation bar, there are tabs for 'Orders' and 'Order Lines'. A 'Select Customer' dropdown menu is set to 'KPMG LLP DEV', and a 'Configure PO Delivery' button is visible. The main content area is titled 'Purchase Orders' and contains an 'Instructions From Customer' section with the text 'Test PO instructions for suppliers'. Below this, there is a message: 'Click the Action to Invoice from a Purchase Order'. A table of purchase orders is displayed with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The table contains five rows of data. The 'Actions' column for the last two rows (PO numbers K000123 and K000121) shows a red coin stack icon, and a tooltip is visible over it with the text 'Create Credit Note'.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
K000137	05/02/19	Issued	None	11 Each of TEst supplier ew 10	No	330.00 GBP	
K000134	05/02/19	Issued	05/02/19	8 Each of test supplier ew 9	No	320.00 GBP	
K000125	05/01/19	Issued	05/01/19	7 Each of test supplier ew 9	Yes	490.00 GBP	
K000123	05/01/19	Issued	None	10 Each of test supplier ew 8	No	500.00 GBP	Create Credit Note
K000121	04/30/19	Issued	None	8 Each of test supplier EW 7	No	800.00 GBP	Create Credit Note

# Creating credit notes - option 2

1. Click the **Invoices** tab. Then click **Create Credit Note**.
2. Select the invoice number from **Resolve issue for invoice number** that you want to create a credit note against. Then click **Continue**.
3. Choose from **Completely cancel the invoice with a credit note** or **Adjust invoice with a credit note**. Then click **Create**.

The example used over the following pages is a partial credit note.

The screenshot shows the 'coupa supplier portal' interface. The 'Invoices' tab is selected in the top navigation bar. Below the navigation, there is a 'Select Customer' dropdown menu set to 'KPMG LLP DEV'. The main content area is titled 'Invoices' and contains a section for 'Instructions From Customer' with the text 'Test invoice instructions for supplier'. Below this, there is a 'Create Invoices' section with four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The 'Create Credit Note' button is highlighted with a red box. Below the buttons is a table with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, and Actions. The table contains two rows: one for invoice 1255 (Pending Approval, 588.00 GBP) and one for a draft invoice (Draft, 490.00 GBP). The 'Create Credit Note' button is highlighted with a red box.

The screenshot shows a 'Credit Note' dialog box. The text inside reads: 'If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.' Below the text is a 'Reason' section with two radio buttons: 'Resolve issue for invoice number' (selected) and 'Other (e.g. rebate)'. A dropdown menu next to the selected radio button is set to 'Select an Option'. The 'Continue' button is highlighted with a red box.

The screenshot shows a 'Credit Note' dialog box. The text inside reads: 'How do you want to correct invoice "1255" ?'. Below the text are two radio buttons: 'Completely cancel the invoice with a credit note' (selected) and 'Adjust invoice with a credit note'. Both radio buttons are highlighted with a red box. At the bottom of the dialog, there are 'Cancel' and 'Create' buttons. The 'Create' button is highlighted with a red box.

# Creating credit notes

4. Complete header fields. Please ensure that the information used to generate the Credit Note in Coupa is the same data from your own ERP system.

**Credit Note #:** Enter the number of the credit note that is generated in your ERP system.

**Credit Note Date:** Today or backdate up to 60 days. The same date rules apply as per invoice date.

**Payment Terms:** These are the payment terms from the PO.

**Currency:** This is the currency from the PO.

**Status:** Current status of this credit note.

**Original Invoice #:** Reference the original invoice number for this credit note.

**Original Invoice Date:** Reference the original invoice date for this credit note.

**Shipping Term:** Shipping term from the PO.

**Image Scan:** Please do **NOT** attach a copy of the credit note from your system. As per the T&Cs agreed, Coupa will issue the legal credit note on your behalf.

**Supplier Note:** Enter any notes for KPMG LLP.

### Create Credit Note Create

**General Info**

\* Credit Note #

\* Credit Note Date

Payment Term ZB30-Within 30 days w/o deduction

Original Date of Supply

\* Currency

Delivery Number

Status

\* Original Invoice #

\* Original Invoice Date

Image Scan  No file chosen

Supplier Note

Attachments  |  |

Cash Accounting Scheme

\* Credit Reason

Early Payment Provisions

Margin Scheme

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**From**

\* Supplier

\* Supplier VAT ID

\* Invoice From Address    
1 test  
Bristol  
1X 2XX  
United Kingdom  
limited

\* Remit-To Address    
1 test  
Bristol  
1X 2XX  
United Kingdom

\* Ship From Address    
1 test  
Bristol  
1X 2XX  
United Kingdom

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**To**

Customer

\* Bill To Address    
15 Canada Square  
London  
E14 5GL  
United Kingdom

\* Buyer VAT ID

Ship To Address    
100 Hills Road  
Cambridge  
CB2 1AR  
United Kingdom

# Creating credit notes

**Attachments:** Attach supporting documentation; all types of attachments are supported.

**Cash Accounting Scheme:** Leave blank if not relevant.

**Credit Reason:** Briefly explain the reason for the credit note.

**Early Payment Provisions:** Leave blank if not relevant.

**Margin Scheme:** Leave blank if not relevant.

### Create Credit Note Create

**General Info**

\* Credit Note #

\* Credit Note Date

Payment Term ZB30-Within 30 days w/o deduction

Original Date of Supply

\* Currency

Delivery Number

Status Draft

\* Original Invoice #

\* Original Invoice Date

Image Scan  No file chosen

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

Cash Accounting Scheme

\* Credit Reason

Early Payment Provisions

Margin Scheme

**From****To**

# Creating credit notes

## 4. Complete header level fields.

**Supplier:** Your company name.

**Supplier VAT ID:** Choose the VAT ID that you set up in the **E-invoicing** section in **Admin**. If you have multiple VAT registrations please ensure you choose the correct VAT registration based on the Country you have supplied your goods or services. Coupa will have different invoicing rules based on the Country of the VAT registration that you have selected for the invoice (and in line with VAT law of that country).

**Invoice From Address:** Choose the **Invoice from address** that you set up in your **E-invoicing** section in **Admin** for this invoice.

**Remit-To Address:** Choose the **Remit-to address** that you set up in your **E-invoicing** section in **Admin** for this invoice.

**Ship From Address:** Choose the **Ship from address** that you set up in your **E-invoicing** section in **Admin** for this invoice. If you have multiple please ensure it is the correct address which relates to where the goods are shipped from for this specific transaction.

**Customer:** This will always default to KPMG LLP.

Create Credit Note Create

**General Info**

\* Credit Note #

\* Credit Note Date 05/02/19

Payment Term ZB30-Within 30 days w/o deduction

Original Date of Supply 05/02/19

\* Currency GBP

Delivery Number

Status Draft

\* Original Invoice # 1255

\* Original Invoice Date mm/dd/yy

Image Scan  No file chosen

Supplier Note

Attachments  |  |

Cash Accounting Scheme

\* Credit Reason

Early Payment Provisions Use N/A if not relevant

Margin Scheme

**From**

\* Supplier TEST Supplier EW

\* Supplier VAT ID GB112345678

\* Invoice From Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom  
limited

\* Remit-To Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom

\* Ship From Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom

**To**

Customer KPMG LLP DEV

\* Bill To Address KPMG LLP  
15 Canada Square  
London  
E14 5GL  
United Kingdom

\* Buyer VAT ID GB791788859

Ship To Address Botanic House  
100 Hills Road  
Cambridge  
CB2 1AR  
United Kingdom



# Creating credit notes

**Bill to Address:** The Bill To address from the PO.

**Buyer VAT ID:** KPMG LLP VAT ID.

**Ship To Address:** The **Ship To** address from the PO.

**Please NOTE:** You can add multiple **From** info in the **E-Invoicing** section under **Admin** and select these options by clicking the **search icon**.

Create Credit Note Create

**General Info**

\* Credit Note #

\* Credit Note Date 05/02/19

Payment Term ZB30-Within 30 days w/o deduction

Original Date of Supply 05/02/19

\* Currency GBP

Delivery Number

Status Draft

\* Original Invoice # 1255

\* Original Invoice Date mm/dd/yy

Image Scan  No file chosen

Supplier Note

Attachments  |  |

Cash Accounting Scheme

\* Credit Reason

Early Payment Provisions Use N/A if not relevant

Margin Scheme

**From**

\* Supplier TEST Supplier EW

\* Supplier VAT ID GB112345678

\* Invoice From Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom  
limited

\* Remit-To Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom

\* Ship From Address Test Supplier EW   
1 test  
Bristol  
1X 2XX  
United Kingdom

**To**

Customer KPMG LLP DEV

\* Bill To Address KPMG LLP  
15 Canada Square  
London  
E14 5GL  
United Kingdom

\* Buyer VAT ID GB791788859

Ship To Address Botanic House  
100 Hills Road  
Cambridge  
CB2 1AR  
United Kingdom

# Creating credit notes

5. Complete line level information. Here you may edit the **Qty** and/or **Price** if you are sending a partial invoice. Click **Adjustment type** and choose **Quantity** or **Price** or **Other**. You can edit both quantity and price if you choose **Other**.

You can also add additional lines by clicking **Add Line** or delete lines by clicking the delete icon.

You can then add **Taxes** by choosing a correct **VAT Rate** at each line.

**Please NOTE:** For Credits, enter a negative price if the line is amount-based and only contains a price field.

If the line is quantity-based, enter a negative quantity and leave the price as positive.

The screenshot shows a software interface for creating credit notes. At the top, a tab labeled "Lines" is highlighted with a red box. Below it, a yellow header bar contains "Adjustment Type" and a "Quantity" dropdown menu. The main table has a single row with the following fields: "Type" (with a trash icon), "Description" (test supplier ew 9), "Qty" (-1.0), "UOM" (Each), "Price" (70.00), and a total value (-70.00) with a red 'x' delete icon. Below the table, there are sections for "PO Line" (K000125-1), "Contract" (TEST Contract EW), "Supplier Part Number" (empty), "Billing" (3---CC2-1010101), and "Taxes". The "Taxes" section includes "VAT Rate" (20.0%), "VAT Amount" (-14.00), and "Tax Reference" (empty). At the bottom left, there is an "Add Tag" button and an "Add Line" button (highlighted with a red box). At the bottom right, there is a "Totals & Taxes" button.

# Creating credit notes

6. Click **Calculate**. This will work out the new total for the credit note.

7. To add a comment for KPMG LLP, enter your comment in the **Comments** box and click **Add Comment**. When KPMG LLP responds, you will receive a notification and will also be able to see their response here.

All comments entered here will be viewable to KPMG LLP. The comment function for invoices is the same as it for the PO.

If you want to save the invoice for later, click **Save as draft**. If you are ready to submit the credit note, click **Submit** and then click **Send Credit note** in the pop-up confirmation window.

The screenshot displays the Coupa credit note creation interface. At the top left, there is a '+ Add Line' button. On the right, a 'Totals & Taxes' table is shown:

Totals & Taxes	
Lines Net Total	-70.00
Lines VAT Totals	-14.00
<hr/>	
Total VAT	-14.00
Net Total	-70.00
<b>Gross Total</b>	<b>-84.00</b>

Below the table are buttons for 'Delete', 'Cancel', 'Save as Draft', 'Calculate', and 'Submit'. The 'Calculate' button is highlighted with a red box. Below the buttons is a 'Comments' section with a red box around the 'Comments' label and a text input field. A pop-up window titled 'Are You Ready to Send?' is overlaid on the bottom right, containing the text: 'Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.' The pop-up has two buttons: 'Continue Editing' and 'Send Credit Note', with the latter highlighted by a red box. Another red box highlights the 'Add Comment' button in the bottom right corner of the main interface.



# Viewing invoices and credit notes



# Viewing invoices and credit notes

You can see the status of an invoice & credit note by clicking **Invoice** from the top menu bar and looking up the **Status** column.

The Status explanations are as follows:

1. **Approved:** The invoice/credit note has been accepted for payment .
2. **Disputed:** The invoice/credit note has been disputed.
3. **Draft:** The invoice/credit note has been created, but it hasn't been submitted to your customer yet.
4. **Invalid:** Specific for compliant e-invoices for clearance countries, for example, Mexico. It indicates that a CFDI (Mexican legal invoice form) that you sent failed validation. Invoices with this status are visible only to you, not to your customer.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices' (highlighted with a red box), 'Catalogs', 'Add-ons', and 'Admin'. A 'Select Customer' dropdown is set to 'KPMG LLP DEV'. Below the navigation, the 'Invoices' section is displayed. It includes an 'Instructions From Customer' box with the text 'Test invoice instructions for supplier'. Below this, there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table of invoices is shown with columns: Invoice #, Created Date, Status (highlighted with a red box), PO #, Total, Unanswered Comments, and Actions. The table contains the following data:

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
1255	05/02/19	Pending Approval	K000125	588.00 GBP	No	
None	05/02/19	Draft	K000125	490.00 GBP	No	 
None	05/02/19	Voided	K000134	320.00 GBP	No	
003 EW	04/30/19	Approved	K000117	1,200.00 GBP	No	
0022	04/24/19	Pending Approval	K000101	-960.00 GBP	No	
002	04/24/19	Approved	K000101	1,200.00 GBP	No	
0011	04/24/19	Approved	K000102	-24.00 GBP	No	
001	04/24/19	Approved	K000102	600.00 GBP	No	

At the bottom of the table, it says 'Per page 15 | 45 | 90'.



# Viewing invoices and credit notes

**5. Pending Approval:** The invoice/credit note is currently under review .

**6. Processing:** The invoice/credit note is being processed by the Accounts Payable department and should be paid soon.

**7. Voided:** There's something wrong with the invoice/credit note. Contact your customer to get the invoice/credit note back on track.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices' (highlighted with a red box), 'Catalogs', 'Add-ons', and 'Admin'. The 'Invoices' section is active, showing a 'Select Customer' dropdown set to 'KPMG LLP DEV'. Below this, there are instructions from the customer and a 'Create Invoices' section with buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table of invoices is displayed with columns: Invoice #, Created Date, Status (highlighted with a red box), PO #, Total, Unanswered Comments, and Actions. The table contains several rows with different statuses, including 'Pending Approval', 'Draft', and 'Voided'. At the bottom, there is a pagination control showing 'Per page 15 | 45 | 90'.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
1255	05/02/19	Pending Approval	K000125	588.00 GBP	No	
None	05/02/19	Draft	K000125	490.00 GBP	No	 
None	05/02/19	Voided	K000134	320.00 GBP	No	
003 EW	04/30/19	Approved	K000117	1,200.00 GBP	No	
0022	04/24/19	Pending Approval	K000101	-960.00 GBP	No	
002	04/24/19	Approved	K000101	1,200.00 GBP	No	
0011	04/24/19	Approved	K000102	-24.00 GBP	No	
001	04/24/19	Approved	K000102	600.00 GBP	No	

# Viewing invoices and credit notes



If you click and open an invoice/credit note, you can see if this invoice/credit note is **Paid** and **Payment Date** and **Payment Notes** just above the line level information.

## Invoices

**Instructions From Customer**  
Test invoice instructions for supplier

Create Invoices i

Export to v View All v Search 🔍

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
1255	05/02/19	Pending Approval	K000125	588.00 GBP	No	
None	05/02/19	Draft	K000125	490.00 GBP	No	 
None	05/02/19	Voided	K000134	320.00 GBP	No	
003 EW	04/30/19	Approved	K000117	1,200.00 GBP	No	

Paid No  
 Payment Date None  
 Payment Notes None

Line	Description	Supplier Part Number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line
1	test supplier ew 9		EA			7	70.00	490.00	K000125-1

Taxes

VAT Description	VAT Rate	VAT Amount	Tax Reference
VAT	20.0%	98.00	



Thank you





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