



CREATING A CREDIT NOTE (INTERNATIONAL & AFRICAN COUNTRIES EXCLUDING RSA)



Course Outline

Description

This course explains the process of creating a credit note on the Coupa Supplier Portal (CSP).

Objectives

After completing this course, you will be able to:

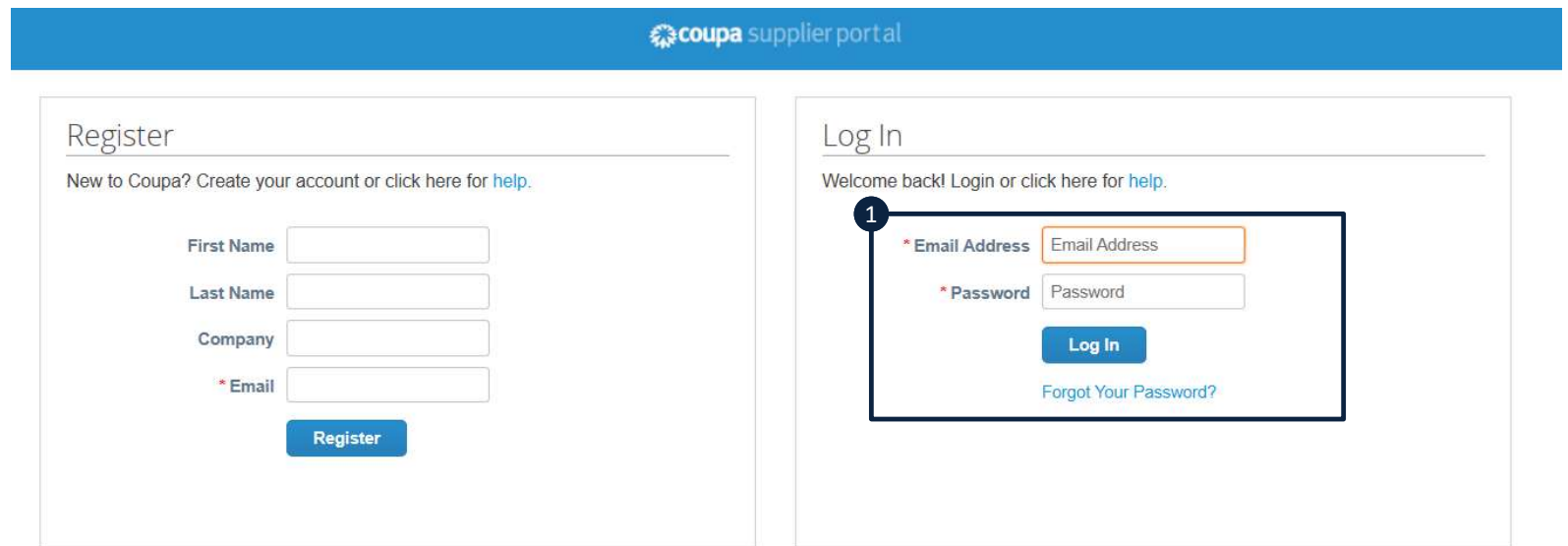
1. Create a credit note
2. Populate a credit note
3. Submit a credit note
4. Send comments to Distell

How to Create a Credit Note

To create a credit note against a submitted invoice you need to access your CSP and follow the steps :

Navigation:

- 1 Log into the CSP by populating your CSP credentials and click on 'Login' to access the portal.



The screenshot displays the Coupa supplier portal interface. At the top, a blue header bar contains the Coupa logo and the text "coupa supplier portal". Below the header, there are two main sections: "Register" and "Log In".

The "Register" section includes the text "New to Coupa? Create your account or click here for [help](#)." followed by four input fields: "First Name", "Last Name", "Company", and "* Email". A blue "Register" button is positioned below these fields.

The "Log In" section includes the text "Welcome back! Login or click here for [help](#)." followed by two input fields: "* Email Address" and "* Password". A blue "Log In" button is positioned below these fields. A link "Forgot Your Password?" is located below the "Log In" button. A blue box with a white "1" in a circle highlights the "Email Address" and "Password" fields and the "Log In" button.


How to Create a Credit Note from a Purchase Order (PO)

Navigate to the Orders tab to create a credit note

Navigation:

1 Navigate to the Orders tab. Under the listed **Purchase Orders** identify the PO that you would like to create a credit note for. Click on the **red coins** to create a credit note. This will bring up the Credit Note page which you can populate and submit.

NOTE : Of the 2 methods provided, creating a credit note from the PO is the easiest and the most preferred way to create a credit note.

 supplier portal DAISY DUCK NOTIFICATIONS 7 HELP


Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Add-ons Admin





Orders Order Lines Returns Order Changes Order Line Changes Shipments

Select Customer Distell - SIC Supplier Configure PO Delivery

Purchase Orders

Instructions From Customer
{Purchase Order - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000091	07/09/20	Issued	07/13/20	10 Each of Cleaning chemicals	No	50,000.00 ZAR		 
85000000090	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	100,000.00 ZAR		 

How to Create a Credit Note from a Purchase Order (PO)

Populate the fields on the Create Credit Note screen:

Navigation:

- Credit Note**
Populate the credit note number as per your finance system.
- Credit Note Date**
Reflects the date on which the credit note was created.
- Original Invoice**
The invoice number of the invoice you are creating a credit note for.
- Original Invoice date**
The invoice date of the invoice you are creating a credit note for.
- Image Scan**
Attach the credit note created in your finance system
- Supplier Note**
You can use the textbox to send a note to Distell, this note will be visible to the creator of the PO as well as the Accounts Payable team.

Select Customer

Distell

Configure PO Delivery

Create Credit Note

Create

General Info

2

* Credit Note #

3

* Credit Note Date

2020/09/23

Payment Term

V001

* Currency

NAD

Status

Draft

4

* Original Invoice #

5

* Original Invoice Date

yyyy/mm/dd

6

Image Scan

Browse...

7

Supplier Note

Attachments

Add

File

URL

Text

From

* Supplier

Namibia Beverages

Supplier VAT ID

3932387612543267

* Invoice-From Address

Namibia beverages

44 Solingen Street

Windhoek, Namibia 1005

Namibia

* Remit-To Address

Namibia beverages

44 Solingen Street

Windhoek, Namibia 1005

Namibia

* Ship-From Address

Namibia beverages

44 Solingen Street

Windhoek, Namibia 1005

Namibia

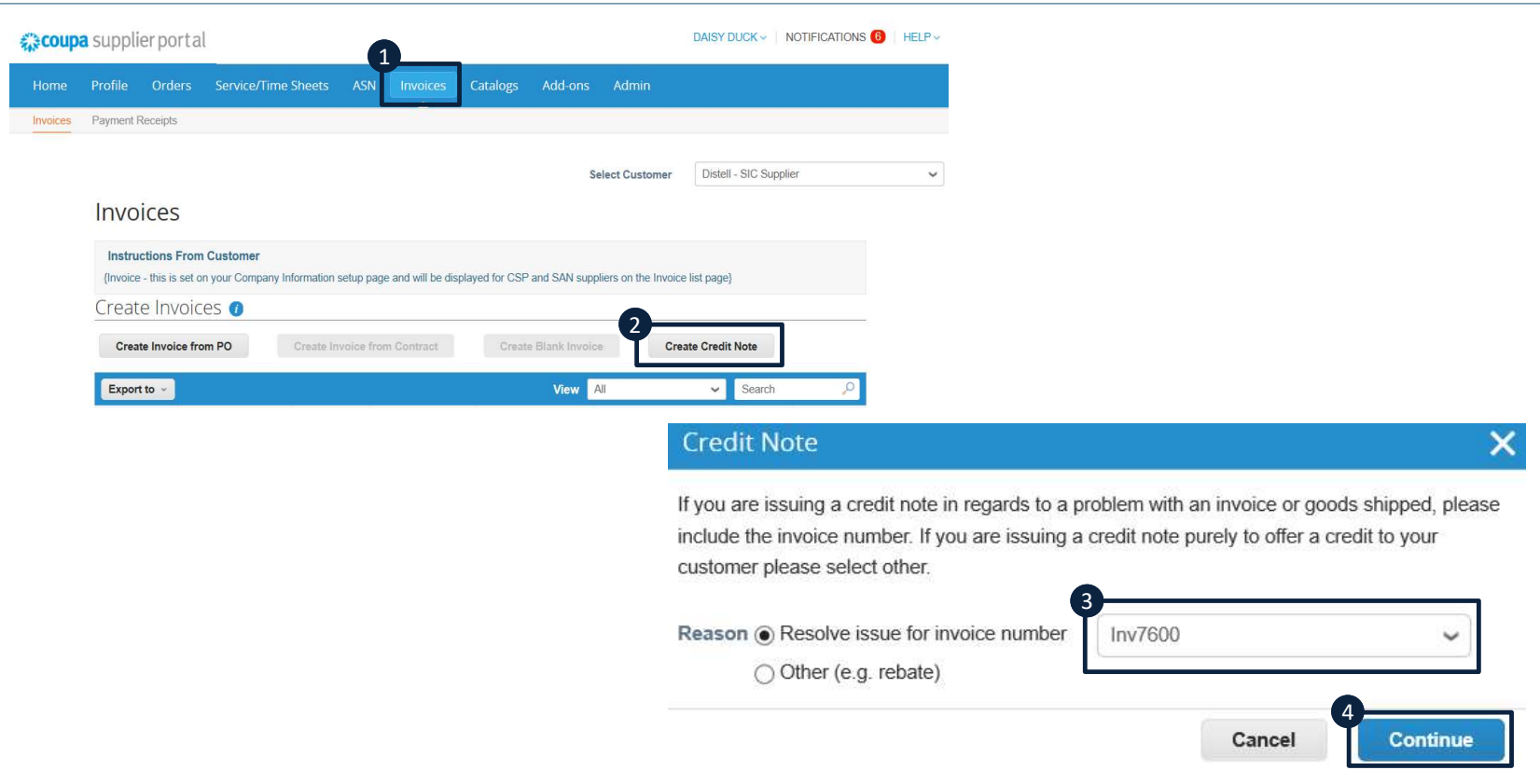
To

How to Create a Credit Note from an Invoice

To create a credit note follow the process below

Navigation:

- 1 Navigate to the 'Invoices' tab to create the credit note.
- 2 Click on the 'Create Credit Note' button to create a credit note.
- 3 Once you have clicked on the Create Credit Note button a credit note pop-up will be displayed. Click on the drop-down and select the invoice you are creating a credit note for.
- 4 Click on the 'Continue' button to continue with creating the credit note.



coupa supplier portal

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Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Add-ons Admin

Invoices Payment Receipts

Select Customer Distell - SIC Supplier

Invoices

Instructions From Customer
(Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices ⓘ

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note**

Export to View All Search

Credit Note

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.

Reason ☒ Resolve issue for invoice number ☐ Other (e.g. rebate)

Inv7600

Cancel Continue

How to Create a Credit Note from an Invoice

Navigate to the invoices tab to create a credit note

Navigation:

- 5 Select the applicable option:
Completely cancel the invoice with a credit note:
Use this option to fix any inaccuracies with the invoices by **cancelling** the incorrect invoice
- Adjust invoice with a credit note:**
Only quantity and price can be reduced through **partial** credit notes
- 6 Click 'Create' to create the credit note .
- 7 Populate the 'Credit note number' as per your finance system.
- 8 **Image Scan**
Attach the credit created in your finance system

Credit Note

How do you want to correct invoice "Inv7600" ?

☒ Completely cancel the invoice with a credit note
 ☐ Adjust invoice with a credit note

Cancel

Create

Create Credit Note

This credit note applies to invoice Inv287. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

Credit Note #

Credit Note Date 2020/09/23

Payment Term V001

Currency NAD

Status Draft

Original Invoice # Inv287

Original Invoice Date 2020/09/23

Image Scan

Supplier Note

Attachments Add File | URL | Text

From

Supplier Namibia Beverages

Supplier VAT ID 3932387612543267

Invoice-From Address Namibia beverages
44 Solingen Street
Windhoek, Namibia 1005
Namibia

Remit-To Address Namibia beverages
44 Solingen Street
Windhoek, Namibia 1005
Namibia

Ship-From Address Namibia beverages
44 Solingen Street
Windhoek, Namibia 1005
Namibia

To

Customer Distell

How to Create a Credit Note from an Invoice

Navigate to the invoices tab to create a credit note

Navigation:

- 9 Click on 'Submit' to submit the credit note.
- 10 The credit note will be displayed under the invoice tab with a minus amount in red.

Adjustment Type Quantity

Type	Description	Qty	UOM	Price	
	Cleaning chemicals	-5	Each	5,000.00	-25,000.00

PO Line: 85000000091-1 Contract: Supplier Part Number: Billing Notes:

Billing: K-NA-NIA-NIA-NIA-525AAUA-241000

Taxes:

VAT Rate	VAT Amount	Tax Reference
15.0%	-3,750.00	

[Add Tag](#)

Totals & Taxes

Lines Net Total	-25,000.00
Lines VAT Totals	-3,750.00
Shipping	0.000
VAT	0.000
Tax Reference	Enter a tax reason description.
Handling	0.000
VAT	0.000
Tax Reference	Enter a tax reason description.
Misc	0.000
VAT	0.000
Tax Reference	Enter a tax reason description.
Total VAT	-3,750.00
Net Total	-25,000.00
Gross Total	-28,750.00

[Delete](#)
[Cancel](#)
[Save as Draft](#)
[Calculate](#)
[Submit](#)

supplier portal

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[Profile](#)
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[Admin](#)

Payment Receipts

Select Customer: Distell - SIC Supplier

Invoices

Instructions From Customer
(Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices

[Create Invoice from PO](#)
[Create Invoice from Contract](#)
[Create Blank Invoice](#)
[Create Credit Note](#)

Export to: View: All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
CN7600	07/14/20	Approved	85000000091	-28,750.00 ZAR	No	
Inv7600	07/09/20	Approved	85000000091	28,750.00 ZAR	No	



TOGETHER
TOWARDS
TOMORROW

SEND COMMENTS TO
DISTELL



Send comments to Distell


Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

- 1

Invoices
To send a comment or enquire about an credit note click on the invoice tab
- 2

Click on the **'credit note'** to open the invoice

 supplier portal

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Home | Profile | Orders | Service/Time Sheets | ASN | **Invoices** | Catalogues | Business Performance | Add-ons | Admin

Invoices | Payment Receipts


Select Customer

Distell - SIC Supplier

Invoices

Instructions From Customer

{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices 

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to

View

Credit notes

Search

Invoice #	Invoice Date	Original Invoice Number	Total	Comments	Actions
CRTRY 3	2020/08/14	Try 3	-69 000,00 ZAR		

Send comments to Distell

Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

- 3

Enter Comment
Populate a comment in the textbox
- 2

To send the comment click on 'Add comment'

NOTE : Payment of invoices on Coupa will not be immediate but as per the agreed payment terms between Distell and the supplier

Total Taxes

Lines Net Total			-60,000.00
Lines VAT Totals	VAT	15%	-9,000.00
Total VAT			-9,000.00
Net Total			-60,000.00
Gross Total			-69,000.00

0

Comments

Enter Comment

1

2

Add Comment



» » **END- THANK YOU**

