

Coupa Supplier Portal Credit Note Instructions

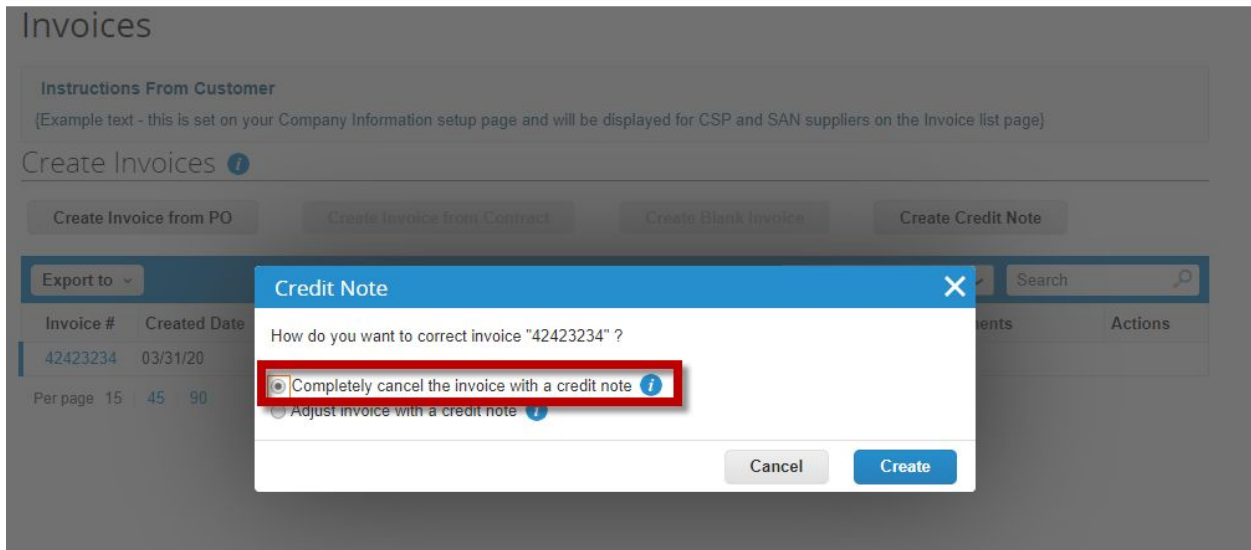
1. In Supplier portal
 - 1.1 click on Invoice tab
 - 1.2 Verify status is pending approval
 - 1.3 Click on Create Credit Note

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, **Invoices** (highlighted with a red box and arrow '1'), Catalogs, Add-ons, and Admin. Below the navigation bar, there is a sub-navigation bar with 'Invoices' and 'Payment Receipts'. On the right side, there are links for 'SUMIT', 'NOTIFICATIONS 159', and 'HE'. Below this, there is a 'Select Customer' dropdown menu showing 'Air Liquide - Email from UAT Instance for Wav'. The main content area is titled 'Invoices'. It includes an 'Instructions From Customer' section with placeholder text. Below that is a 'Create Invoices' section with buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note' (highlighted with a red box and arrow '3'). Below the buttons is a table with columns: 'Export to', 'View', 'Search', 'Invoice #', 'Created Date', 'Status', 'PO #', 'Total', 'Unanswered Comments', and 'Actions'. The 'Status' column is highlighted with a red box and arrow '2', showing an invoice with 'Status: Pending Approval'. The table also shows 'Invoice #: 42423234', 'Created Date: 03/31/20', 'PO #: MYALM00014788', and 'Total: 100.00 MYR'. At the bottom of the table, there is a pagination control: 'Per page 15 | 45 | 90'.

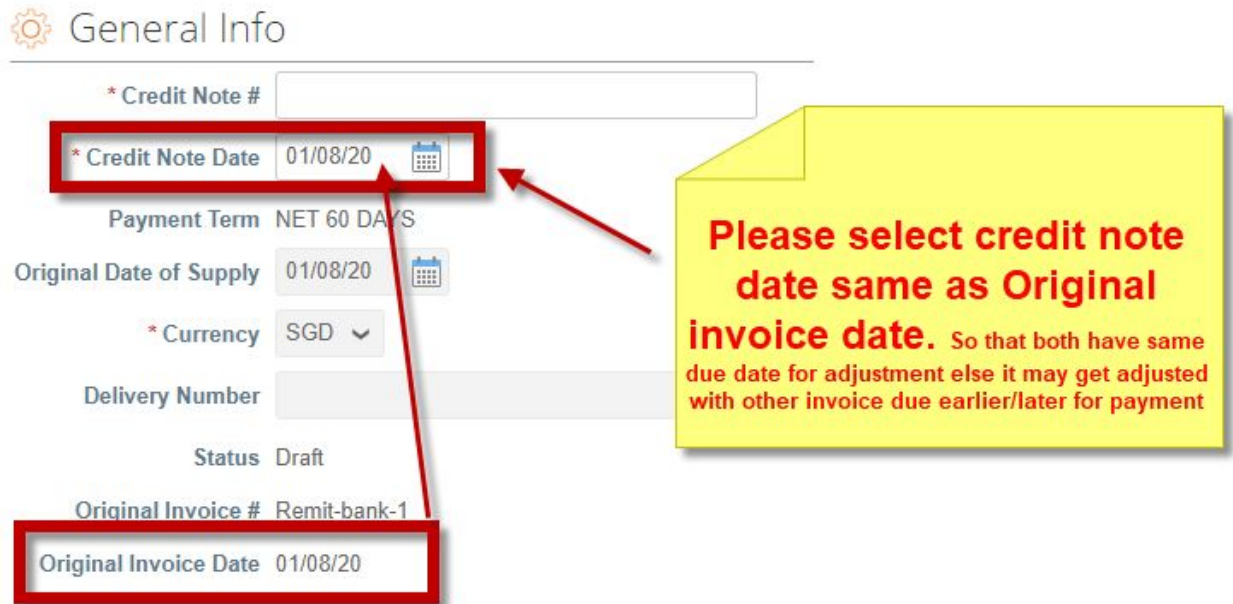
2. Select the invoice for which credit note needs to be submitted

The screenshot shows the 'Create Invoices' page with a 'Credit Note' modal dialog box open. The modal has a title bar 'Credit Note' and a close button. The main text in the modal 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 this text is a 'Reason' dropdown menu, which is highlighted with a red box. The dropdown shows 'Resolve issue for invoice number' selected and '42423234' entered. There is also an option for 'Other (e.g. rebate)'. At the bottom of the modal, there are 'Cancel' and 'Continue' buttons.

3. Select Completely cancel the invoice with credit note and click on Create



4. Enter credit note number as per your choice however date should be same as original invoice date



5. Rest of the Credit note information is copied from Original invoice and cannot be modified, review and submit

coupa supplier portal SUMIT | NOTIFICATIONS 159 | HELP

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

Invoices Payment Receipts

Select Customer Air Liquide - Email from UAT Instance for Wave

Create Credit Note Create

This credit note applies to invoice 42423234. When approved, the credit will fully cancel the invoice's impact to the transaction.

When applying Malaysian SST, create separate invoices for transactions with Service Tax and transactions with Sales Tax.

Managed bookmarks Suggested sites Imported from It Imported

Actual Due Date None

Lines

Adjustment Type Price

Type	Description	Price	
	Consulting Services - Fi	-100.00	-100.00

PO Line MYALM00014788-1	Contract ALM Malaysia Contract	Supplier Part Number <input type="text"/>	VAT Rate None
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Tax Code and Tax Code Description

If you have selected Tax Rate of 0% or 8%, please make sure you also select corresponding Tax Code in this Drop Down List.

Billing
MY01000-05-9800000000-0-0-M00061821

Totals & Taxes

Lines Net Total	-100.00
Lines SST Totals	0.00
<hr/>	
Shipping	0.000
<hr/>	
Handling	0.000
<hr/>	
Misc	0.000
<hr/>	
Total SST	0.00
Net Total	-100.00
Gross Total	-100.00

- Delete
- Cancel
- Save as Draft
- Calculate
- Submit**

Adjustment Type Price

Type Description
Consulting

PO Line
MYALM00014788-1

Tax Code and Tax Code

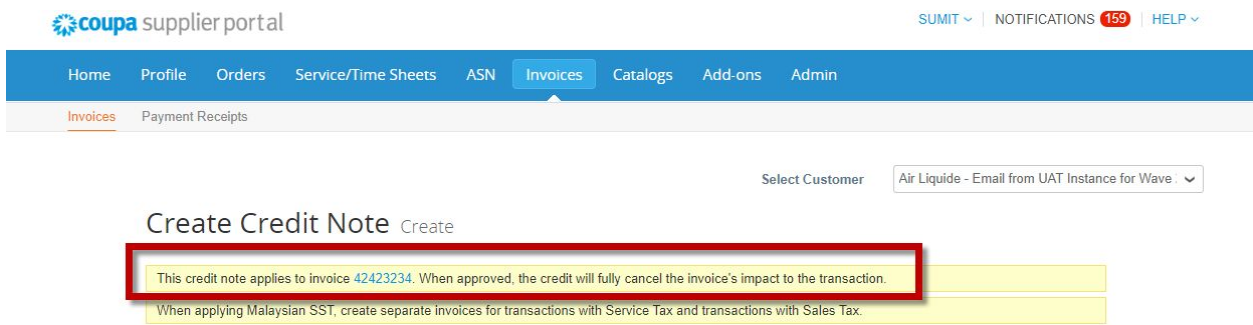
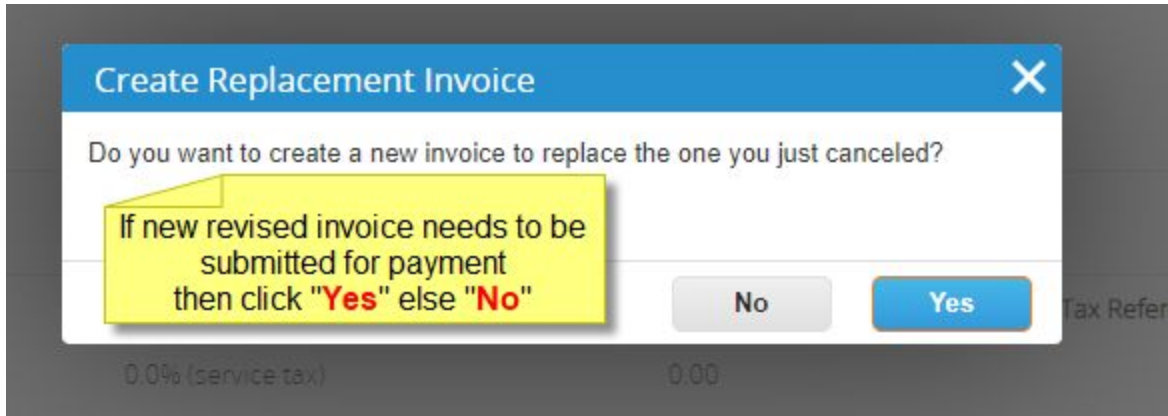
If you have selected Tax Rate of 0% or 8%

Are You Ready to Send?

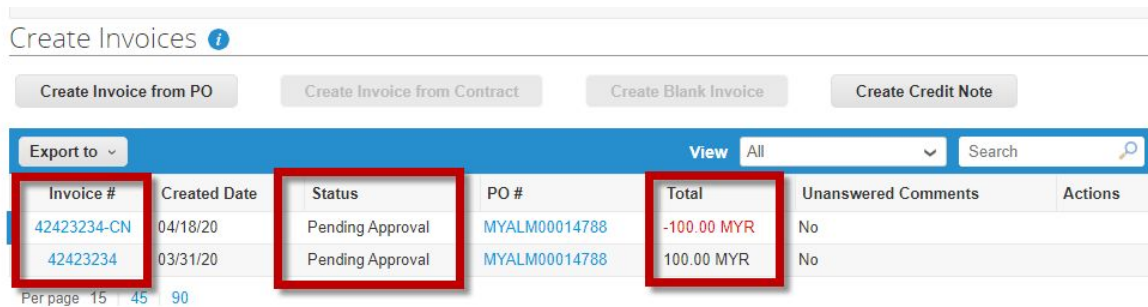
Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

Continue Editing **Send Credit Note**

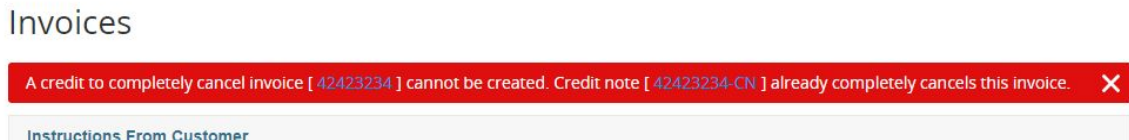
6. If you wish to submit revised invoice for payment then can do now or later



7. After submitting notice both original and credit note information is similar with opposite amounts



8. Supplier cannot submit new credit note for which a credit note is already submitted



9.In Supplier portal supplier cannot submit credit note linked to Invoice that is created by Air Liquide Accounts Payable team

Invoices

The original invoice was entered by the Buyer in Coupa. Please contact them to enter this credit note.

