

Issue Credit Notes in the Coupa Supplier Portal (CSP)



Background: Suppliers can issue a credit note in the Coupa Supplier Portal (CSP) for a partial or a full invoice credit. A credit note can be issued when an invoice is approved (and is in OneLink for the payment) and a credit is needed (For example, return or cancelation of goods, price adjustments, rebates, or refunds).

Primary Audiences:

- Supplier
- Customer Service Accounts Payable (AP) Team



Issue Credit Notes in CSP (Cont'd.)



Open the CSP supplier.coupahost.com on the browser and log in using your credentials.

1. From the Coupa Supplier Homepage, select the **Invoices** tab

coupa supplier portal RABBANI | NOTIFICATIONS 99+ | HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** 1 logs Payments Business Performance

Sourcing Add-ons Setup

MC MC-38503-US-SOUTHERN COMPUTER WAREHOUSE INC

The **Invoices** screen is displayed.

2. Click the **Create Credit Note** button

Invoices

Instructions From Customer
{Example text - 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 *i*

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note** 2

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason
PO567_invoice	11/06/23	Voided	K000000567	10.00 USD	No	



Note: Suppliers can either cancel an invoice by posting a full credit note or can adjust the invoice by posting the partial credit note.

For questions email S2P-Transformation-Info@kp.org

Issue Credit Notes in CSP (Cont'd.)



The **Credit Note** dialog box is displayed. Follow the instructions on the dialog box. In case of tolerance failures, if the credit note is being issued regarding a problem with the invoice or goods shipped, select the invoice number from the dropdown. If the credit note is being issued to offer a credit to Kaiser Permanente (KP), select the other option.

3. In this example, selected the **Reason** as **Resolve issue for invoice number** to create a credit note based on a specific invoice number
4. Choose the invoice number from the dropdown
5. Click the **Continue** button

Supplier can now perform the following actions:

Cancel the invoice by issuing a credit note	Adjust the invoice by issuing a credit note
If the invoice changes are pertaining to shipping and/or miscellaneous charges, then it is recommended to cancel the invoice and create a new one.	If the adjustments are limited to price, quantity, Unit of Measurement (UOM), and/or description, then the invoice can be adjusted.
Cancelling the invoice by issuing a credit note is preferred over adjusting the invoice.	Adjusting the invoice is not a preferred option as it does not allow changes to the shipping and miscellaneous charges.

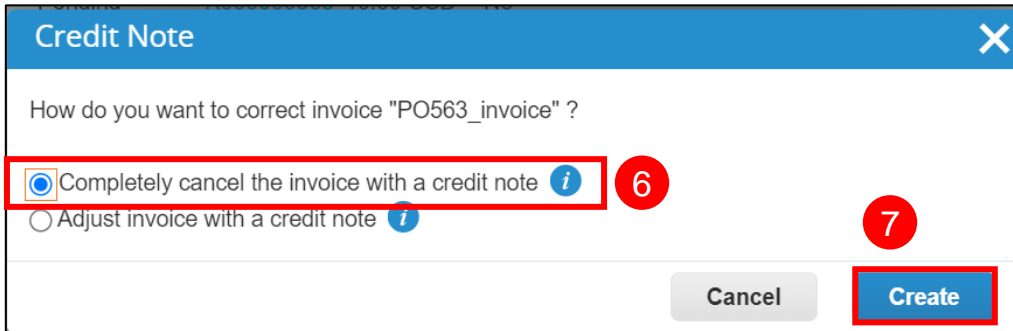
Note: The credit note should be entered as a negative value and the credit note total must be negative. This is shown later in the QRG.

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Issue Credit Notes in CSP (Cont'd.)

Cancel the invoice by issuing a credit note:

6. Select the **Completely cancel the invoice with a credit note** option if you intend to cancel the invoice
7. Click the **Create** button



Credit Note

How do you want to correct invoice "PO563_invoice" ?

Completely cancel the invoice with a credit note *i* 6

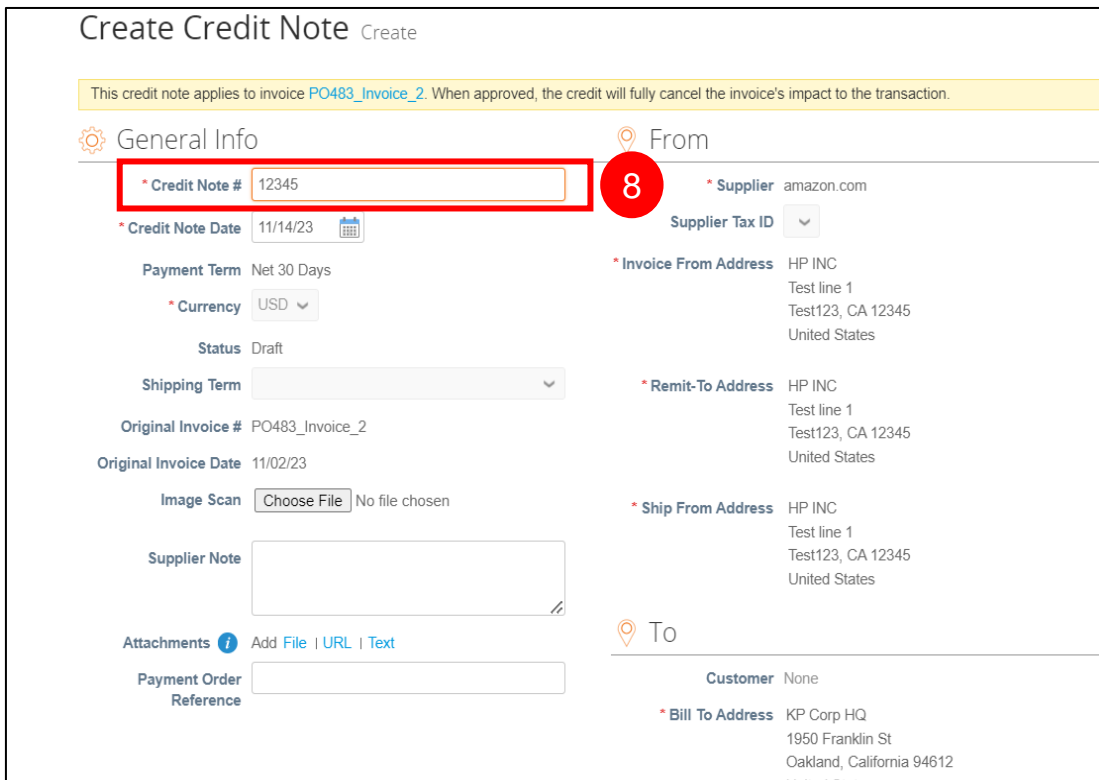
Adjust invoice with a credit note *i* 7

Cancel Create

The **Create Credit Note** page is displayed.

8. Enter the credit note number in the **Credit Note #** field

Other mandatory fields under the **General Info** section are defaulted from the invoice. If required, you can update the **Credit Note Date** field.



Create Credit Note [Create](#)

This credit note applies to invoice [PO483_invoice_2](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note # 12345 8

* Credit Note Date 11/14/23

Payment Term Net 30 Days

* Currency USD

Status Draft

Shipping Term

Original Invoice # PO483_invoice_2

Original Invoice Date 11/02/23

Image Scan [Choose File](#) No file chosen

Supplier Note

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

Payment Order Reference

From

* Supplier amazon.com

Supplier Tax ID

* Invoice From Address HP INC
Test line 1
Test123, CA 12345
United States

* Remit-To Address HP INC
Test line 1
Test123, CA 12345
United States

* Ship From Address HP INC
Test line 1
Test123, CA 12345
United States

To

Customer None

* Bill To Address KP Corp HQ
1950 Franklin St
Oakland, California 94612
United States

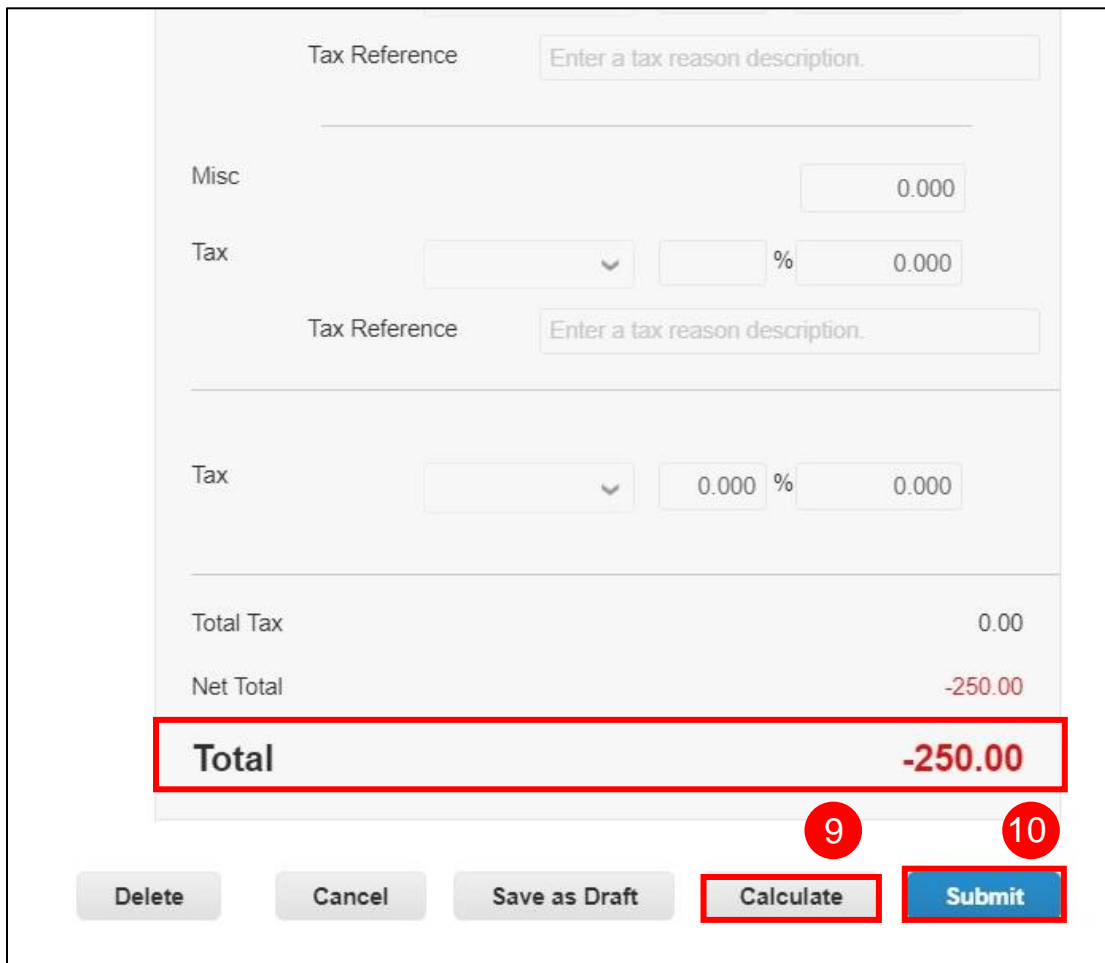
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Issue Credit Notes in CSP (Cont'd.)

9. Once all adjustments are complete, click the **Calculate** button
The corrected amount is reflected on the credit note.

 **Note:** Please note that the **Total** is negative.

10. Click the **Submit** button to submit the credit note



The screenshot shows a form with two tax reference sections. Each section has a 'Tax Reference' field with the placeholder 'Enter a tax reason description.' Below each section are 'Misc' and 'Tax' fields. The 'Tax' field includes a dropdown menu, a percentage sign, and a value field. The 'Total Tax' is 0.00 and the 'Net Total' is -250.00. The 'Total' row is highlighted with a red box and shows a value of -250.00. At the bottom, there are buttons for 'Delete', 'Cancel', 'Save as Draft', 'Calculate', and 'Submit'. The 'Calculate' and 'Submit' buttons are highlighted with red boxes and circled with the numbers 9 and 10 respectively.

Tax Reference	Enter a tax reason description.
Misc	0.000
Tax	% 0.000
Tax Reference	Enter a tax reason description.
Tax	0.000 % 0.000
Total Tax	0.00
Net Total	-250.00
Total	-250.00

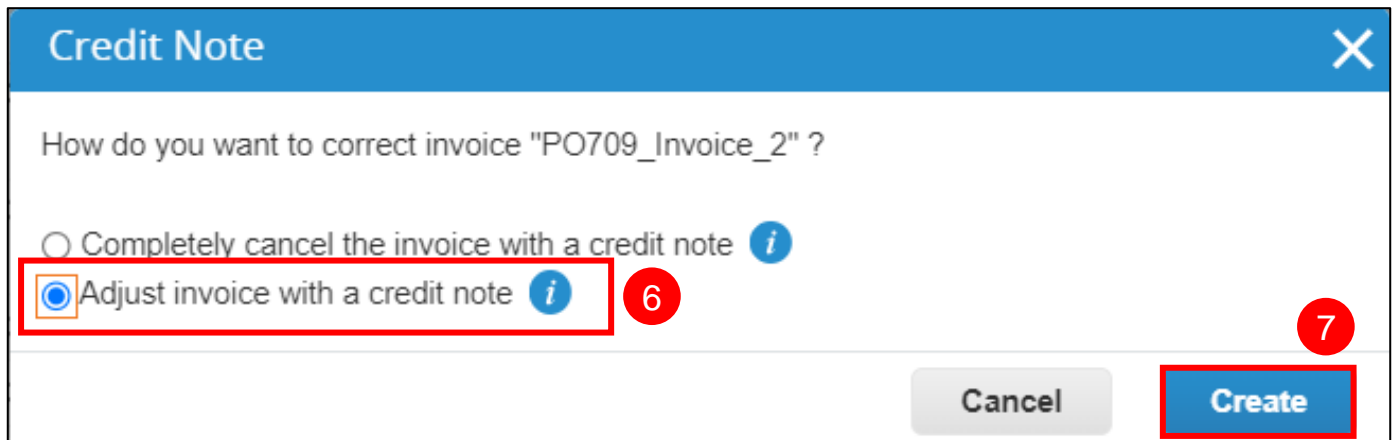
Buttons: Delete, Cancel, Save as Draft, **Calculate**, **Submit**

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Issue Credit Notes in CSP (Cont'd.)

Adjust the invoice by issuing a credit note:

- After selecting the reason to issue a credit note, select the **Adjust invoice with a credit note** option if you intend to adjust the invoice
- Click the **Create** button



Credit Note

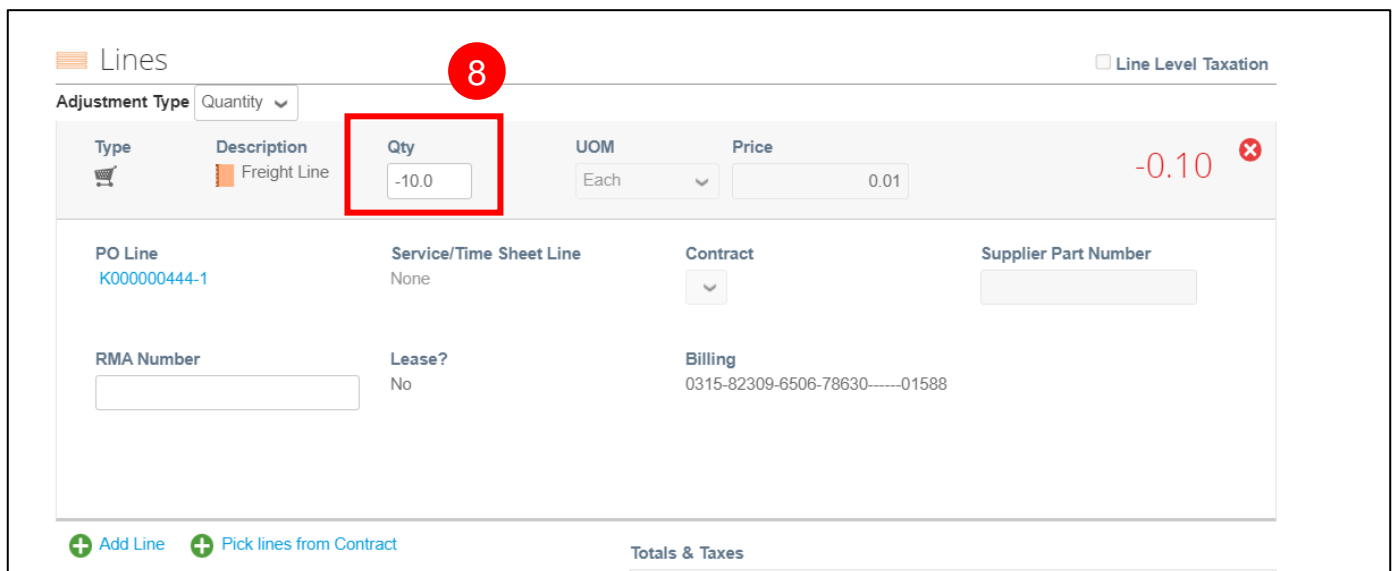
How do you want to correct invoice "PO709_Invoice_2" ?

Completely cancel the invoice with a credit note *i*

Adjust invoice with a credit note *i* 6

Cancel Create 7

- Adjust the values as required. In this example, the quantity is being adjusted in the **Qty** field under the **Lines** section



Lines

Adjustment Type Quantity 8

Type Description Qty UOM Price

Freight Line -10.0 Each 0.01 -0.10

PO Line K000000444-1 Service/Time Sheet Line None Contract Supplier Part Number

RMA Number Lease? No Billing 0315-82309-6506-78630-----01588

+ Add Line + Pick lines from Contract Totals & Taxes

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Issue Credit Notes in CSP (Cont'd.)

9. Once all adjustments are complete, click the **Calculate** button
The correct amount will now reflect on the credit note.



Note: Please note that the **Total** is negative.

10. Click the **Submit** button to submit the credit note

Lines Net Total	-0.10
Shipping	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Tax Reference	<input type="text"/> Enter a tax reason description.
Misc	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Tax Reference	<input type="text"/> Enter a tax reason description.
Tax	<input type="text"/> 0.000 % <input type="text"/> 0.000
Total Tax	0.00
Net Total	-0.10
Total	-0.10

9 **Calculate** 10 **Submit**

Once the invoice is resubmitted, it will be processed in Coupa.

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