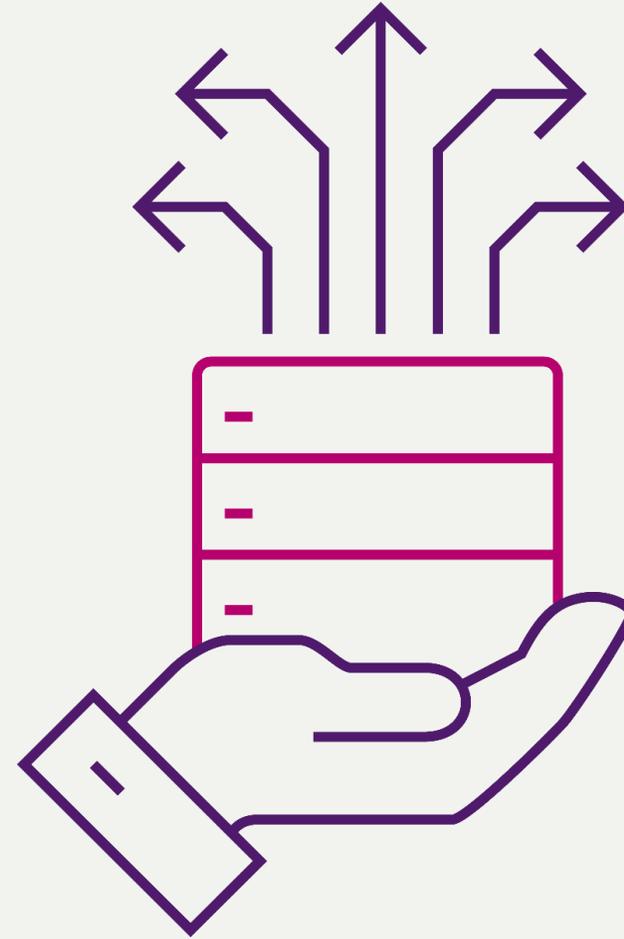


Supplier Instructions on How to create & submit a Credit Note





How to Create and Submit a Credit Note

How to Create and Submit a Credit Note



Below is a link to the Coupa Supplier Portal (CSP) where you can log into Coupa or Register. Please be aware that the email address for registering your CSP account must be the same as the one that the CSP invite was sent to

Log into Coupa using URL
<https://supplier.coupahost.com/sessions/new>



The screenshot shows the Coupa Supplier Portal login page. At the top left, it says "coupa supplier portal" with the Coupa logo. At the top right, there is a "Secure" indicator with a lock icon. The main content area features a login form with two buttons at the top: "Log in" (highlighted in blue) and "Sign up" (white with a grey border). Below these buttons, the text "Login to your Coupa account" is displayed. The form includes two input fields: "Email Address" with the placeholder text "Enter email address" and "Password" with the placeholder text "Enter password". Below the password field is a link for "Forgot Password?". At the bottom of the form is a large orange "Log In" button. The footer of the page is dark blue and contains three links: "Features", "Solutions", and "Resources".

How to Create and Submit a Credit Note



The below instructions provide the preferred method that a Supplier should use to create a Coupa credit note.
Note: Do not use the *red coins* icon to create a credit note as this leads to errors.

Click 'Invoices'



The 'Invoices' screen is displayed



Invoices

Instructions From Customer
Please select the golden coins icon next to the relevant PO to create an associated invoice. Invoices above the PO value are likely to be disputed. If the relevant PO does not fully cover the invoice, you should review the invoice for correctness and, if appropriate, contact the requester identified on the PO who can request a PO Change. You can contact the requester directly in the comments section of the PO by entering @ and the requesters name and highlighting any PO discrepancy.

Create Invoices ⓘ

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

Export to - View Simon's view Search

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Commented	Paid	Document Type
test 1	01/03/2022	23/06/2022	Pending Approval	G10000000464	120.00 GBP	No			None	No	Invoice
None	23/06/2022	23/06/2022	Draft	G10000000464	1,000.00	No			None	No	Invoice

How to Create and Submit a Credit Note



Click 'Create Credit Note'



Invoices

Instructions From Customer

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Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Commented	Paid	Document Type
test 1	01/03/2022	23/06/2022	Pending Approval	G10000000464	120.00 GBP	No			None	No	Invoice
None	23/06/2022	23/06/2022	Draft	G10000000464	1,000.00	No			None	No	Invoice

Ensure that the radio button against 'Resolve issue for invoice number' and select the invoice numbers that you are crediting, and click 'Continue'



Credit Note

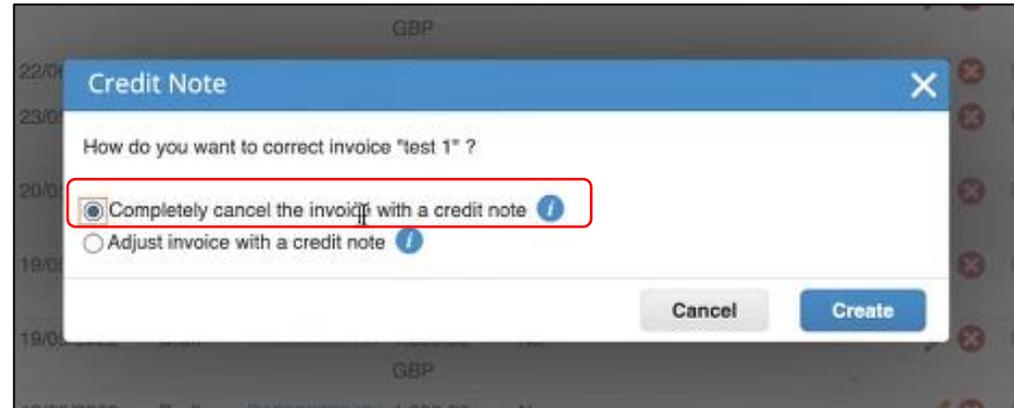
If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer, please select other.

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

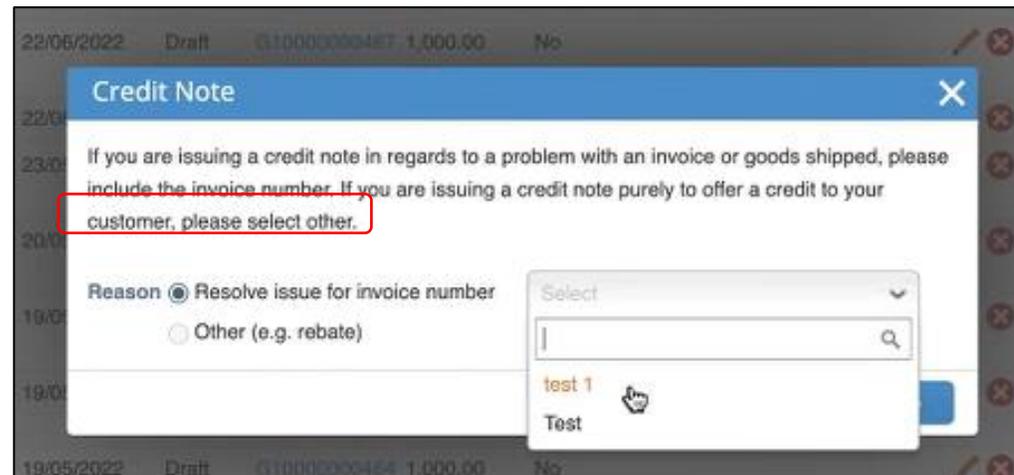
Select
test 1
Test

How to Create and Submit a Credit Note

Click 'Completely cancel the invoice with a credit note'



Select the invoice number that you are crediting, and click 'Continue'



How to Create and Submit a Credit Note



The 'Create Credit Note' screen is displayed



Select Customer Mitie Group Plc - Test Supplier SH

Create Credit Note Create

This credit note applies to invoice [test 1](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info	From
<p>* Credit Note # <input type="text"/></p> <p>* Credit Note Date <input type="text" value="27/06/2022"/></p> <p>Payment Term V060 - 60 Days (From Invoice Date)</p> <p>Original Date of Supply <input type="text" value="01/03/2022"/></p> <p>* Currency <input type="text" value="GBP"/></p> <p>Delivery Number <input type="text"/></p> <p>Status Draft</p> <p>Original Invoice Number test 1</p> <p>Original Invoice Date 01/03/2022</p> <p>Image Scan <input type="button" value="Choose file"/> No file chosen</p> <p>Supplier Note <input type="text"/></p>	<p>* Supplier Test Supplier SH</p> <p>* Supplier VAT ID <input type="text" value="GB416706654"/></p> <p>* Invoice-From Address Test Supplier SH London Bridge House London SE1 9SG United Kingdom Consultancy</p> <p>* Remit-To Address Test Supplier SH London Bridge House London SE1 9SG United Kingdom</p> <p>* Ship-From Address Test Supplier SH London Bridge House London SE1 9SG United Kingdom</p>

How to Create and Submit a Credit Note

Make the below updates:

- credit note number
- credit note date



Select Customer Mitie Group Plc - Test Supplier SH

Create Credit Note Create

This credit note applies to invoice [test 1](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info	From
* Credit Note # <input type="text" value="Test1CR"/>	* Supplier Test Supplier SH
* Credit Note Date <input type="text" value="27/06/2022"/>	* Supplier VAT ID <input type="text" value="GB416706654"/>
Payment Term V060 - 60 Days (From Invoice Date)	* Invoice-From Address Test Supplier SH London Bridge House London SE1 9SG United Kingdom Consultancy
Original Date of Supply <input type="text" value="01/03/2022"/>	* Remit-To Address Test Supplier SH London Bridge House London SE1 9SG
* Currency <input type="text" value="GBP"/>	
Delivery Number <input type="text"/>	
Status Draft	
Original Invoice Number test 1	

How to Create and Submit a Credit Note



Make the below updates:

- Input the credit reason
- Make sure that the buyer vat id is prefixed by the regional initials (i.e. **GB**)



General Info

* Credit Note # Test1CR ✓

* Credit Note Date 27/06/2022

Payment Term V060 - 60 Days (From Invoice Date)

Original Date of Supply 01/03/2022

* Currency GBP

Delivery Number

Status Draft

Original Invoice Number test 1

Original Invoice Date 01/03/2022

Image Scan Choose file No file chosen

Supplier Note

Attachments Add File | URL | Text

Cash Accounting Scheme

* Credit Reason Correction

Margin Scheme

From

* Supplier Test Supplier SH

* Supplier VAT ID GB416706654

* Invoice-From Address Test Supplier SH
London Bridge House
London
SE1 9SG
United Kingdom
Consultancy

* Remit-To Address Test Supplier SH
London Bridge House
London
SE1 9SG
United Kingdom

* Ship-From Address Test Supplier SH
London Bridge House
London
SE1 9SG
United Kingdom

To

Customer Mitie Group Plc

* Bill-To Address MITIE Group PLC
Level 12 The Shard
32 London Bridge Street
London
SE1 9SG
United Kingdom

* Buyer VAT IDVAT GB416706654

Ship To Address MITIE Group Plc
The Shard, Level 12
London
SE1 9SG
United Kingdom
Location Code: 0000793607

How to Create and Submit a Credit Note



The credit note line details are shown

The credit note has brought through lines from the invoice, and created a credit note



Type	Description	Price
Test PO		-100.00

PO Line: G1000000464-1

Contract: [Dropdown]

Supplier part number: [Input]

Billing: 140020001-L-GRPFLT-01

Taxes: VAT Rate: 20.0%, VAT Amount: -20.00

Total Taxes		
Lines Net Total	-100.00	
Lines VAT Totals	-20.00	
Total VAT		-20.00
Net Total		-100.00
Gross Total		-120.00

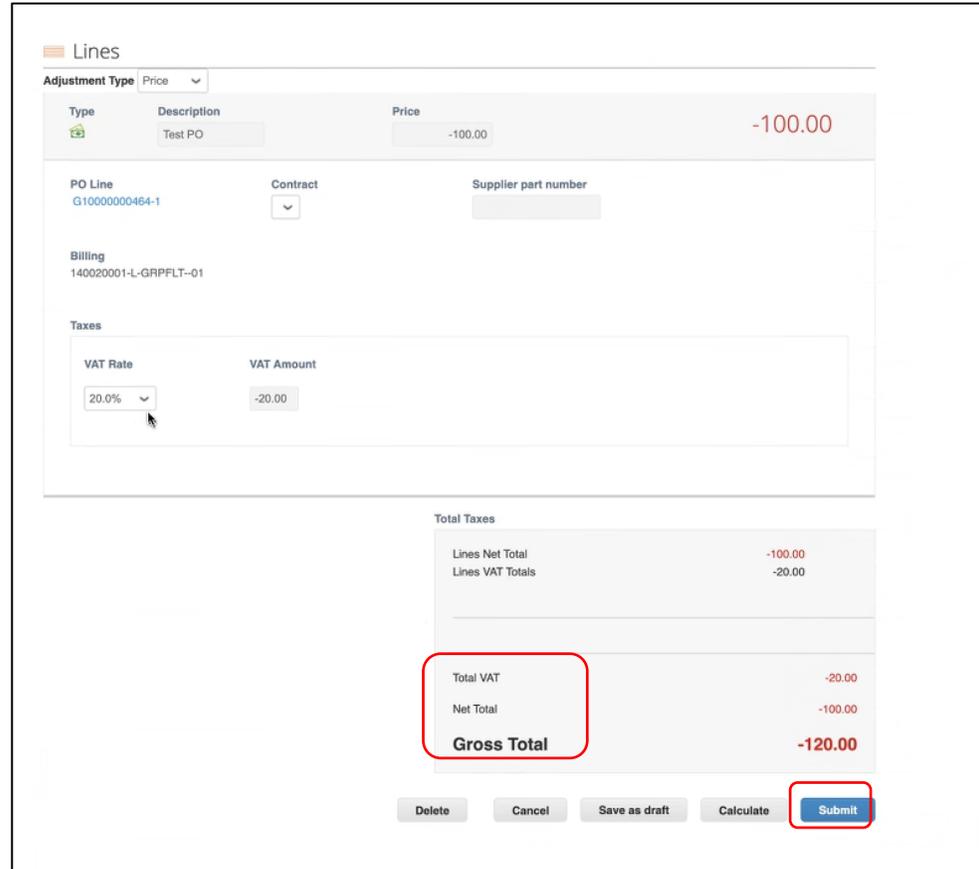
Buttons: Delete, Cancel, Save as draft, Calculate, Submit

How to Create and Submit a Credit Note

Check that the below is correct:

- Total VAT
- Net Total
- Gross Total

If all is correct, click 'Submit'



Type	Description	Price	
Price	Test PO	-100.00	-100.00

PO Line: G1000000464-1
Contract: [Dropdown]
Supplier part number: [Text Box]

Billing: 140020001-L-GRPFLT-01

VAT Rate	VAT Amount
20.0%	-20.00

Total Taxes	
Lines Net Total	-100.00
Lines VAT Totals	-20.00

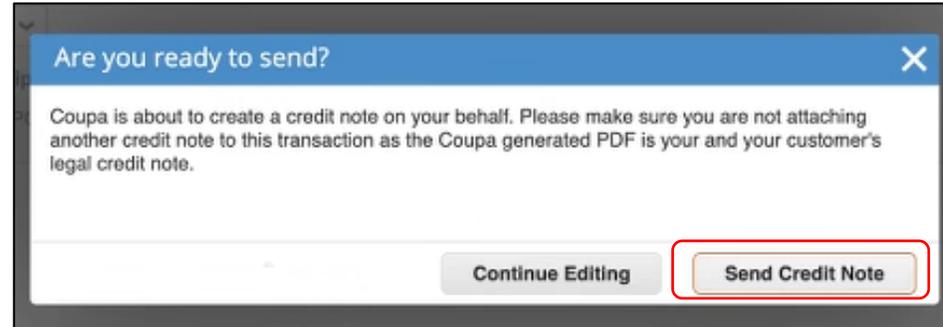
Total VAT	-20.00
Net Total	-100.00
Gross Total	-120.00

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

How to Create and Submit a Credit Note



If you are happy to continue, click 'Send Credit Note'



You are then asked if you wish to create a replacement invoice. If you click Yes you will be taken to the invoice creation screen



How to Create and Submit a Credit Note



If you click 'No' you are taken back to the 'Invoices' screen



You will see that the credit note that you have just created appears at the top of the list

The screenshot shows the 'Invoices' screen in the Mitie system. At the top right, there is a 'Select Customer' dropdown menu with 'Mitie Group Plc - Test Supplier SH' selected. Below this is a red-bordered box containing the word 'Invoices'. Underneath, there is a section titled 'Instructions From Customer' with a paragraph of text and a 'Create Invoices' link. Below the instructions are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. Below the buttons is a blue bar with an 'Export to' dropdown, a 'View' dropdown set to 'Simon's view', and a search box. Below this bar is a table of invoices. The first row of the table is highlighted with a red border and contains the following data: Invoice # 'Test1CR', Invoice Date '27/06/2022', Created Date '27/06/2022', Status 'Approved', PO # 'G10000000464', Gross Total '-120.00 GBP', Unanswered Comments 'No', Dispute reason (empty), Actions (empty), Commented 'None', Paid 'No', and Document Type 'Credit Note'. The second row is 'test 1' with Invoice Date '01/03/2022', Created Date '23/06/2022', Status 'Pending Approval', PO # 'G10000000464', Gross Total '120.00 GBP', Unanswered Comments 'No', Dispute reason (empty), Actions (empty), Commented 'None', Paid 'No', and Document Type 'Invoice'. The third row is 'None' with Invoice Date '23/06/2022', Created Date '23/06/2022', Status 'Draft', PO # 'G10000000464', Gross Total '1,000.00 GBP', Unanswered Comments 'No', Dispute reason (empty), Actions (empty), Commented 'None', Paid 'No', and Document Type 'Invoice'.

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Commented	Paid	Document Type
Test1CR	27/06/2022	27/06/2022	Approved	G10000000464	-120.00 GBP	No			None	No	Credit Note
test 1	01/03/2022	23/06/2022	Pending Approval	G10000000464	120.00 GBP	No			None	No	Invoice
None	23/06/2022	23/06/2022	Draft	G10000000464	1,000.00 GBP	No			None	No	Invoice