

Coupa Supplier Portal (CSP) training

Powered Procurement KPMG

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2019



Creating credit notes



Viewing invoices & credit notes



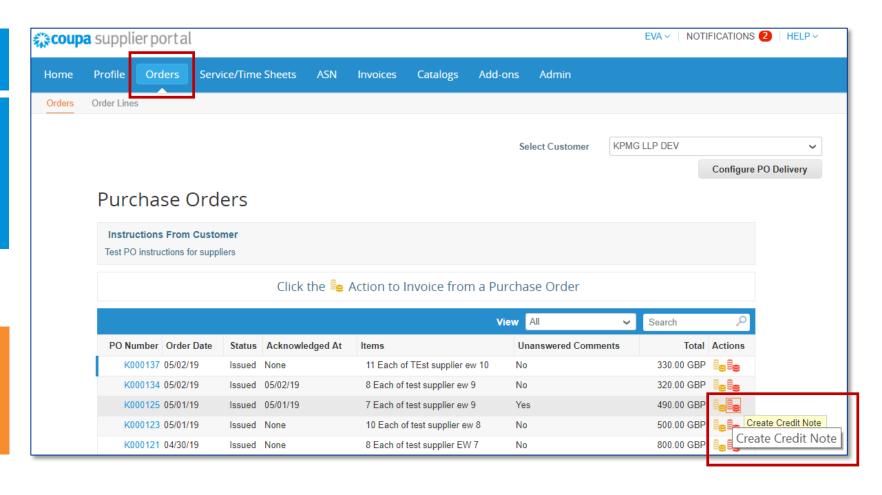


Creating credit notes - option 1

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.

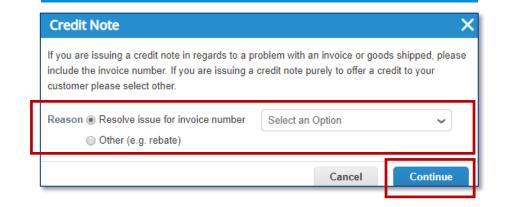


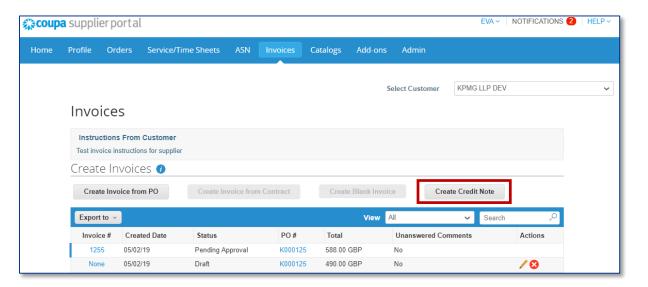


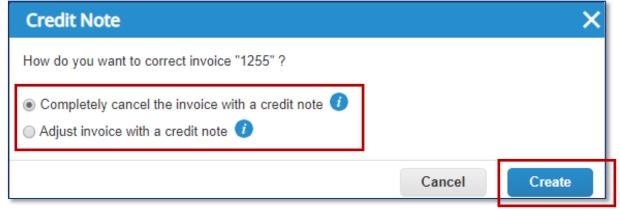
Creating credit notes - option 2

- 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.









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.

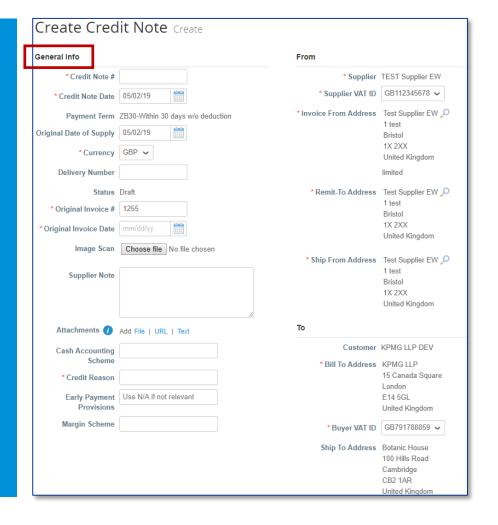
Original Invoice #: Reference the original invoice number for this credit note.

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.





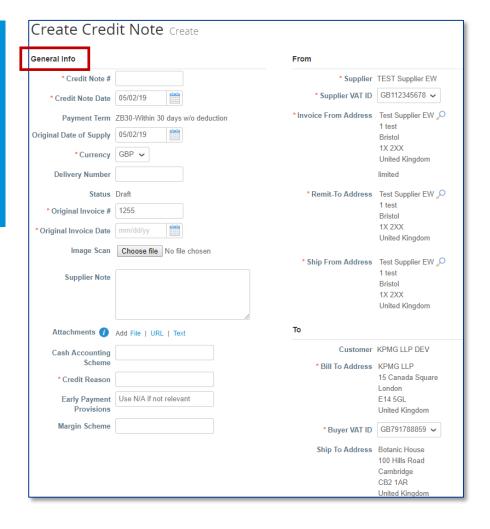
Attachments: Attach supporting documentation; all types of attachments are supported.

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.





4. Complete header level fields.

Supplier: Your company name.

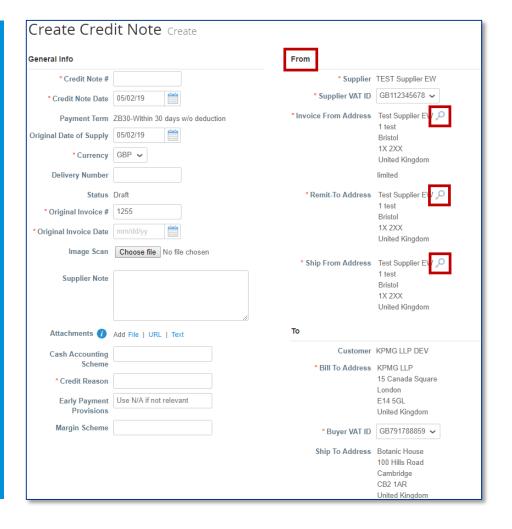
Supplier VAT ID: Choose the VAT ID that you set up in the **E-invoicing** section in **Admin**. If you have multiple VAT registrations please ensure you choose the correct VAT registration based on the Country you have supplied your goods or services. Coupa will have different invoicing rules based on 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.



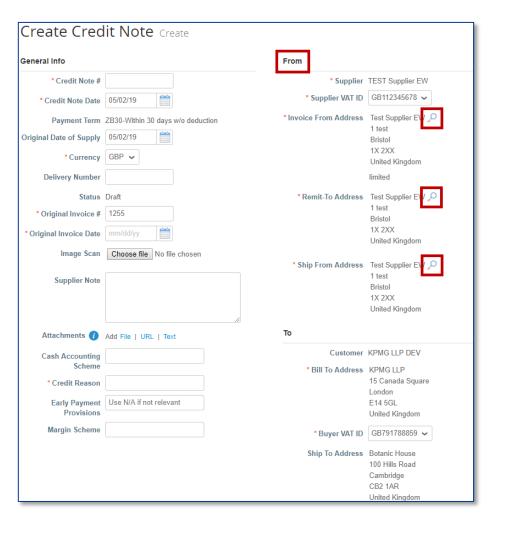


Bill to Address: The Bill To address from the PO.

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.





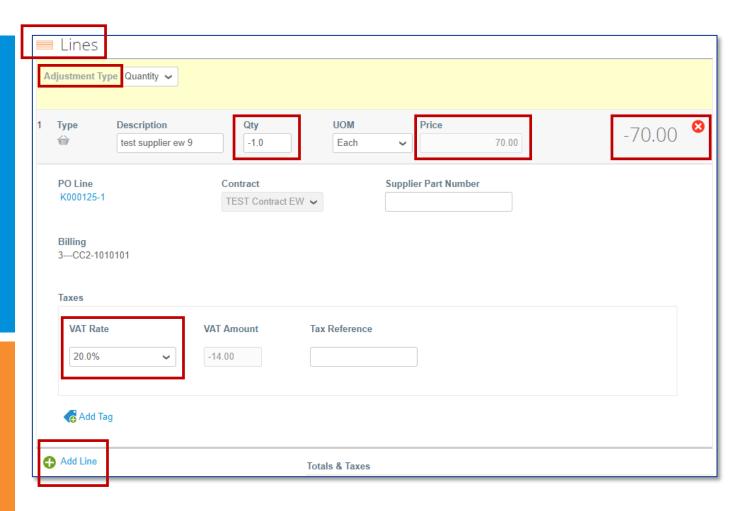
5. Complete line level information. Here you may edit the Qty and/or Price if you are sending a partial invoice. Click Adjustment type and choose Quantity or Price or Other. You can edit both quantity and price if you choose Other.

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.



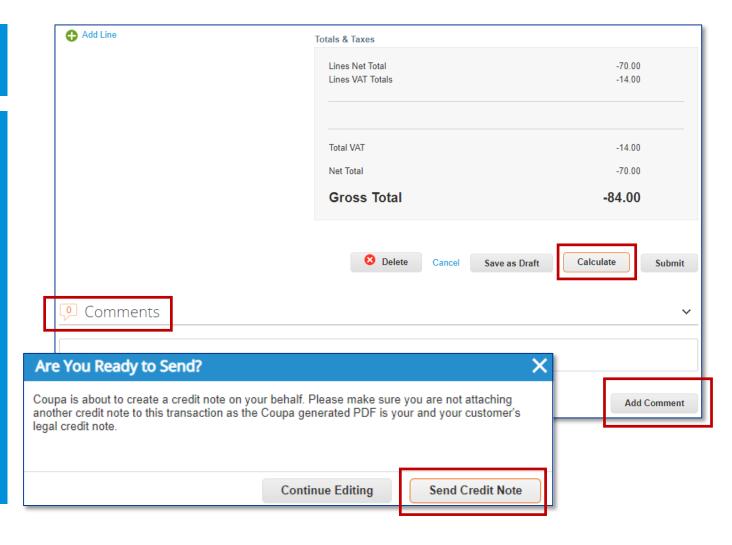


6. Click **Calculate**. This will work out the new total for the credit note.

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.



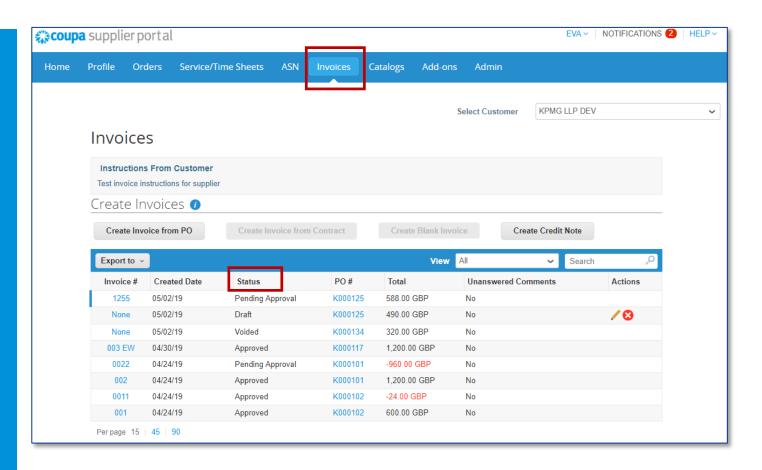




You can see the status of an invoice & credit note by clicking **Invoice** from the top menu bar and looking up the **Status** column.

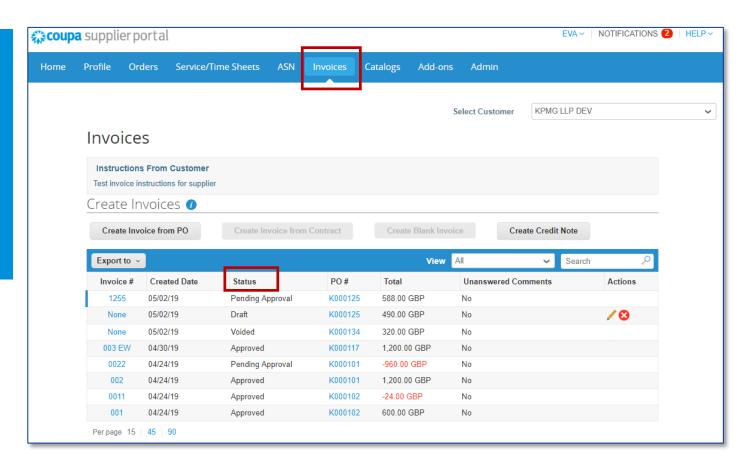
The Status explanations are as follows:

- **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.



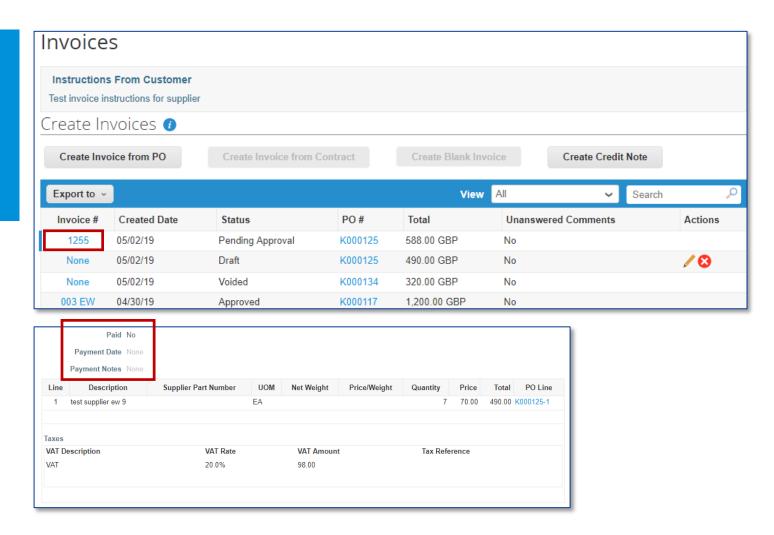


- **5. Pending Approval:** The invoice/credit note is currently under review.
- **6. Processing:** The invoice/credit note is being processed by the Accounts Payable department and should be paid soon.
- **7. Voided:** There's something wrong with the invoice/credit note. Contact your customer to get the invoice/credit note back on track.





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.







Thank you









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