

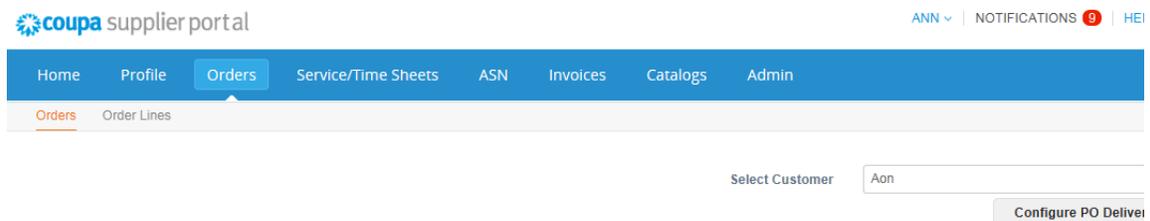
A German Supplier would like an introduction to the document outlining its purpose.

Supplier Invoicing

Credit notes can be created via the Coupa Supplier Portal (CSP). The process to create and submit a credit note is outlined below.

Create a PO Backed Credit Note via CSP

1. Log into [CSP](#).
2. Select the Orders tab.



3. Find the PO you would like to flip into a credit note. You can either scroll through the list of POs or search for it. Once you have found the specific PO row, under the **Actions** column, click the 📦 icon to flip the PO into a credit note.

The screenshot shows the 'Purchase Orders' page in the Coupa Suppliers portal. The page title is 'Purchase Orders' and the user email is 'aonvendor+2@gmail.com'. Below the title, there is a section for 'Instructions From Customer' with the text 'Please acknowledge the purchase order'. The main content is a table of purchase orders with columns for PO #, Order Date, Status, Acknowledged, Items, Unanswered Comments, Total, and Actions. The first row is highlighted in blue and has a red box around the 📦 icon in the Actions column.

PO #	Order Date	Status	Acknowledged	Items	Unanswered Comments	Total	Actions
N02460000000515	07/31/15	Issued	None	50 Each of a4 paper - 200 sheets	No	200.00 GBP	
N02460000000505	07/30/15	Issued	None	50 Each of postage	No	100.00 GBP	

4. The page refreshes to display the **Create Credit Note** screen.
 - 4.1. The **Choose Remit-To Address** pop-up (dialogue box) will be displayed. Select the address you would like to remit-to by clicking **Choose** (then continue to step 7).

Note: *If there is only one Remit-To address stored in your profile, then Coupa will default to that address and there will be no pop-up to choose an address. If there is no Remit-To address stored within the system, Coupa will ask you to create one.*

Choose Remit-To Address

Aon Vendor New York , NY5 United States United States (US)	<input type="button" value="Choose"/>
test1 test1 test test1 United Kingdom United Kingdom (GB)	<input type="button" value="Choose"/>
10, Westminster (003) Downing Street London E1CW 6CL United Kingdom United Kingdom (GB)	<input type="button" value="Choose"/>

- 4.2. If the correct Remit-To Address does not appear and you would like to add an address, then close the pop-up and complete the following to add a new Remit-To address:

Note: *If you submit a credit note with a new Remit-To address, the credit note will be put on hold until the new address is approved by the Aon Accounts Payable team. When you submit the credit note, you will receive a message stating that it is on hold.*

- 4.2.1. Scroll down in the **Create Credit Note** screen and click **Save as draft** (if you do not want to lose your work thus far).

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To add new Remit-To navigate to Admin tab and the E-invoicing Setup section.

- 4.2.2.

Admin E-Invoicing Setup

Legal Entity

US Legal Entity Name

Street St. 123
Test City

Tax ID
123456789

- 4.2.3.

- 4.2.4. Click **Add Legal Entity** and input the correct address, contact, and customers.



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4.2.5. Click **Save**.

4.2.6. Return to your invoice by clicking the **Invoices tab from the panel**.

coupa supplier portal

ANN | NOTIFICATIONS 9 | HE

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

Select Customer Aon

Invoices

Instructions From Customer
Please include the Requester's name on the invoice. Please attach invoice image scan if you create an invoice electronically via PO flip or CSN.

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
None	07/03/17	Draft	NL0011000034150	2,000.00	No	
Inv 280602017	06/28/17	Pending Approval	NL0011000034150	2,120.00	No	
Inv 280602017	06/28/17	Disputed	NL0011000034150	4,028.00	Yes	

4.2.7.

Select the edit icon below the action column of the invoice you were working on initially.

5. On the **Create Credit Note** screen, input information into the required fields.

Note that required fields are indicated by an asterisk.

- Credit Note #
- Credit Note Date
- Currency
- Original Invoice #
- Original Invoice Date



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Create Credit Note Create

General Info

* Credit Note #

* Credit Note Date

Payment Term 45D

* Currency

Delivery Number

Status Draft

* Original Invoice #

* Original Invoice Date

Image Scan

Supplier Note

From

* Supplier CSPTS-US

Supplier Tax ID

* Invoice From Address AON Supplier
Street
City, PC1234
United States

* Remit-To Address AON Supplier
Street
City, PC1234
United States

* Ship From Address AON Supplier
Street
City, PC1234
United States

To

Customer Aon

6. As you scroll down the page, in the **Lines** section you will find more fields to input information.

For a Goods PO:

6.1. Enter a price in the **Price** field.

6.2. Enter the quantity in the **Quantity** field.

Note: Since this is a Credit Note, negative quantity needs to be entered for goods.

Lines

Line Level Taxation

Type	Description	Qty	UOM	*Price	Total
	a4 paper - 200 sheets	-25	Each	4.00	-100.00

PO Line Contract Billing Billing Notes

Subtotal	-100.00
Shipping	<input type="text" value="0.000"/>
Handling	<input type="text" value="0.000"/>
Misc	<input type="text" value="0.000"/>
Tax Code <input type="text" value="Standard"/>	<input type="text" value="20"/> % -20.00
Tax	-20.00
Total	-120.00

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For a Services PO:

7.1. Enter a price in the **Price** field. Since it is a Services only PO, only the amount is required.



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Note: Since this is a Credit Note, negative amount needs to be entered in the Price field.

Lines Line Level Taxation

Type	Description	Price	Total
	Poster lamination service	-100.00	-100.00

PO Line: [N0246000000488-1](#) Contract: Billing: Not Applicable--25102 - Corporate Head Office-Commercial Printing-6861020

Billing Notes:

[Add Line](#)

Subtotal	-100.00
Shipping	<input type="text" value="0.000"/>
Handling	<input type="text" value="0.000"/>
Misc	<input type="text" value="0.000"/>
Tax Code	Standard <input type="text" value="20"/> % <input type="text" value="-20.00"/>
Tax	-20.00
Total	-120.00

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8. Enter the tax information in the **Tax Code** fields. Click **Calculate** then **Submit**.

9. After submitting, the page will refresh to display the credit note is pending approval.

Note: If you submitted the credit note with a new Remit-To address, the status will display as 'On Hold.'

 coupa suppliers

Invoices

A3 DESIGN & PRINT LTD credit note #2460000000651 is pending approval

Export to View All

Invoice #	Created Date	Status	PO #	Total
2460000000651	08/12/15	Pending Approval	N02460000000621	-100.00

Once approved, Aon will process the credit voucher and details will be reflected in Coupa.