How to Create a Credit in the Coupa Supplier Portal

1. **Find the Purchase Order**

   a. Click on the Orders tab and find the PO number.
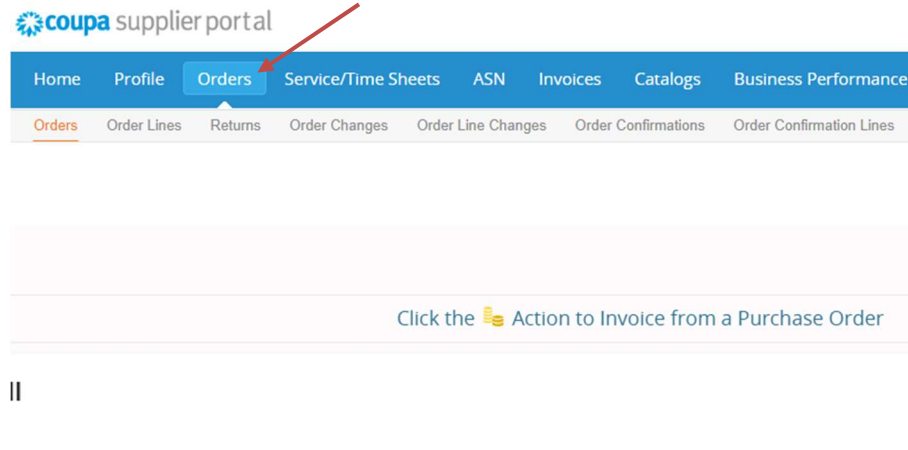
2. **Click on the icon to create a credit note**

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3. **Input Information**

   a. Type the necessary information such as credit note number, date, item details, original invoice number and date.

      i. Attach a file.

      ii. Comments may be added in the Supplier Note field.

Create Credit Note Create

⚙ General Info

* Credit Note #	
* Credit Note Date	08/08/23 📅
Payment Term	Net Due in 30 Days - Z009
* Currency	USD
Status	Draft
* Original Invoice #	
* Original Invoice Date	mm/dd/yy 📅
Image Scan	Choose File No file chosen
Supplier Note	

Attachments Add File | URL | Text

4. **Click Calculate for any changes in quantity or price. Then Submit.**

   a. Make any necessary changes to the quantity or price. Click the calculate button when done.

   b. After calculations are confirmed, click the Submit button to submit the credit note.

      i. Note: Credit note should be a positive amount. The system automatically deducts the amount of the invoice or cancels the invoice completely.

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Lines Net Total	100.00
Shipping	
Handling	
Misc	
Tax	0.000 % 0.000
Total Tax	0.00
Net Total	100.00
Total	**100.00**

Delete   Cancel   Save as Draft   Calculate   **Submit**

5. Send Credit Note

b. Click the Send Credit Note to submit the credit note.

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**