

FUSION



COUPA TRAINING

Coupa Supplier Portal (CSP)

GLENCORE

07

Create a credit note

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7.1 CREATE A CREDIT NOTE

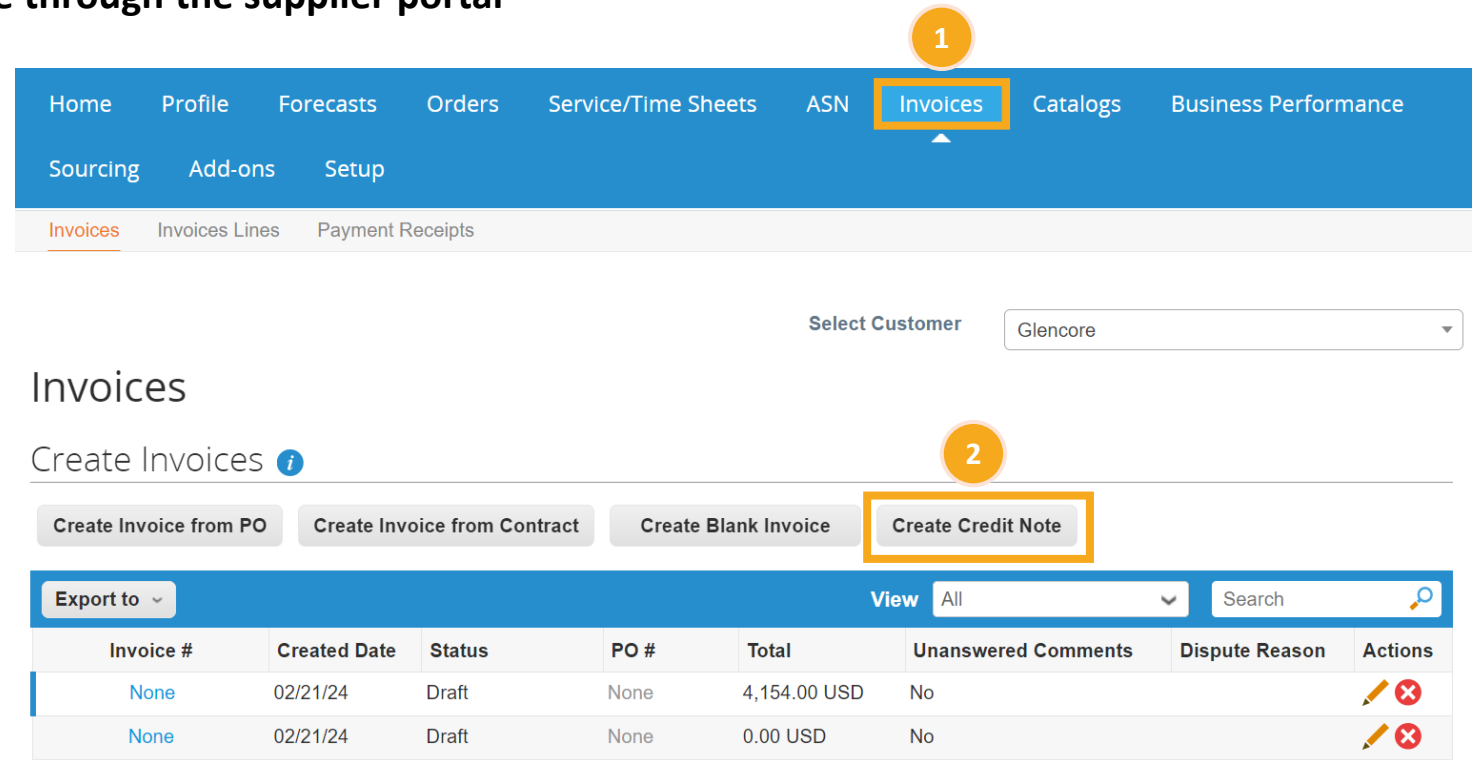
In this section you will learn how to create a credit note through the supplier portal

1 In the invoice tab you can view invoice previously created and create credit notes





2 In the create invoices section click create Credit Note
a credit note should not be created directly against an invoice.



NOTE: In the orders tab you will find all the history you have with Glencore.

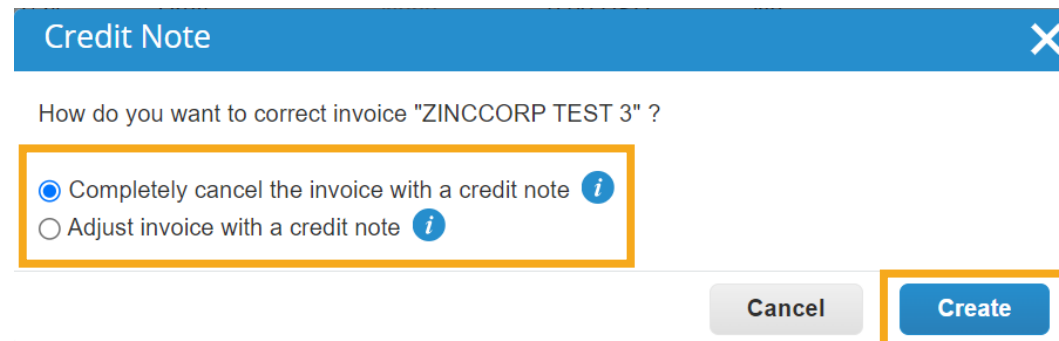
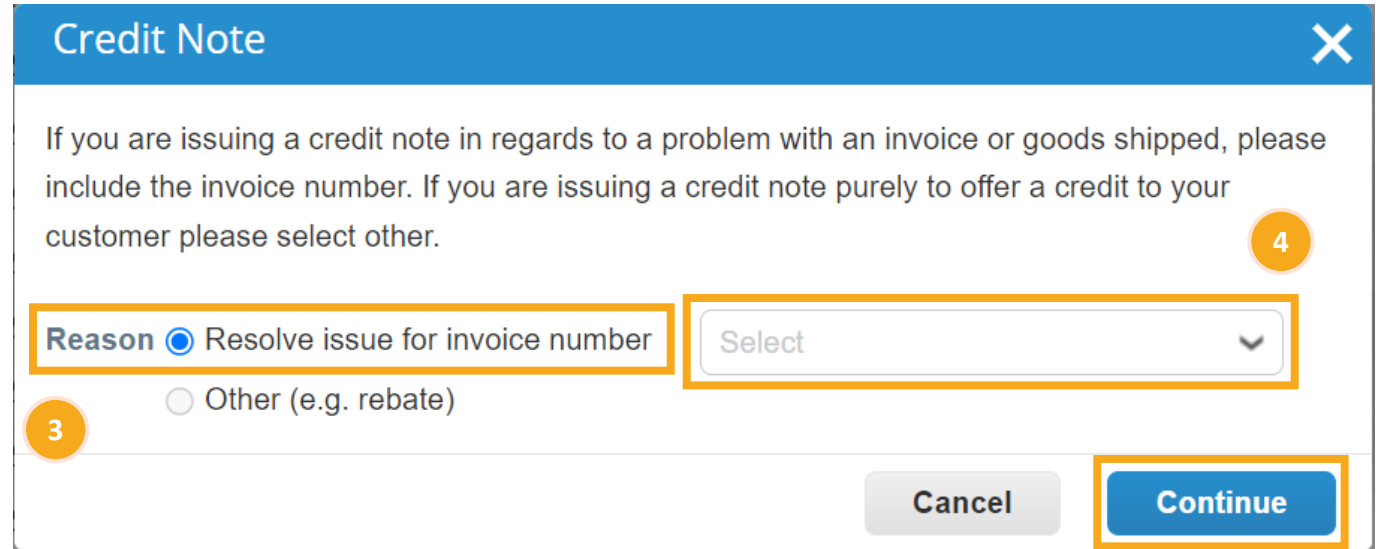


The screenshot shows the COUPA Supplier Portal interface. At the top, a navigation bar contains links for Home, Profile, Forecasts, Orders, Service/Time Sheets, ASN, **Invoices** (highlighted with a yellow box and a '1' in a circle), Catalogs, and Business Performance. Below this, a secondary bar includes Sourcing, Add-ons, and Setup. Underneath, there are sub-links for Invoices, Invoices Lines, and Payment Receipts. A 'Select Customer' dropdown menu is set to 'Glencore'. The main heading is 'Invoices', followed by 'Create Invoices' with an information icon. Below this, four buttons are visible: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and **Create Credit Note** (highlighted with a yellow box and a '2' in a circle). At the bottom, there is a table with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table contains two rows of draft invoices.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	02/21/24	Draft	None	4,154.00 USD	No		 
None	02/21/24	Draft	None	0.00 USD	No		 

In this section you will learn how to create a credit note through the supplier portal

- 3 The credit note reason will be defaulted to resolve issue for invoice number
- 4 Select the invoice number that you want to create a credit note for
- 5 Select the invoice number that you want to create a credit note for
- 6 Choose the option to either completely cancel the invoice with credit note or to adjust the invoice with credit note
- 7 Click create to create the credit note



7.1 CREATE A CREDIT NOTE

7 In the general info section, populate the general info of the credit note such as the credit note #, credit note date and attach a copy of the invoice


8 In the line section, select the type of adjustment you wish to make.

a **Quantity:** Only allows changes related to the quantity of the purchase order.


b **Price:** Only allows changes related to price adjustments. Must be negative (-)

c **Other:** This change allows for price and quantity changes.

Create Credit Note Create

7  **General Info**

*** Credit Note #**


*** Credit Note Date** 08/06/21 

Payment Term None

*** Currency** ZAR

Status Draft

Original Invoice #

Original Invoice Date mm/dd/yy 


Attach Copy Of Invoice Here No file chosen


Supplier Note


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

From

*** Supplier** TriForce Supplier

*** Invoice From Address** TriForce Services 
Test
Test, NY 10001
United States


*** Remit-To Address** TriForce Services 
Test
Test, NY 10001
United States

*** Ship From Address** TriForce Services 
Test
Test, NY 10001
United States



To

Customer Glencore Dev

Buyer VAT ID 4510226931

8  **Lines** Line Level Taxation

Adjustment Type **Quantity**

Type	Qty	UOM	Price	
	-1.0	Pièce / Each / <input type="text"/>	1,000.00	1,000.00 

PO Line 342345-1

Contract Service Contract

Supplier Part Number

Billing 2300-2302100015-3000

[+ Add Line](#) [+ Pick lines from Contract](#) **Totals & Taxes**

7.1 CREATE A CREDIT NOTE

- 9 Section where you can add sales taxes (VAT)
- 10 Available options for credit note management
 - a **Delete:** Delete the invoice, you will have to go through the whole process again.
 - b **Save as draft:** You can save the invoice and continue editing it later.
 - c **Calculate:** The invoice is updated and a final version can be viewed.
 - d **Send:** The invoice is sent to Glencore.

5 **Totals & Taxes**

Lines Net Total	1,000.00
Shipping	<input type="text"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/>
Total Tax	0.00
Net Total	1,000.00
Total	1,000.00

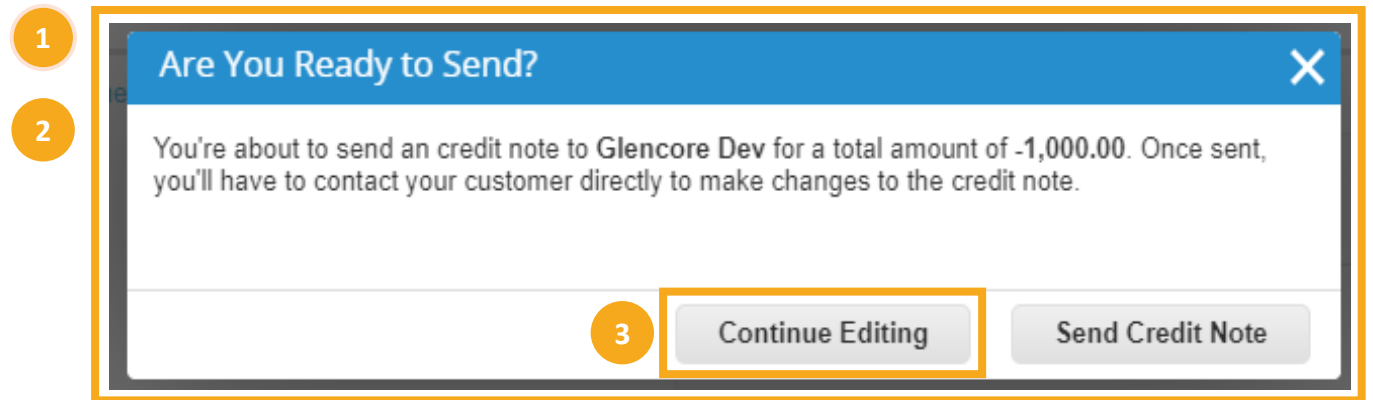
6

Notifications when sending credit notes

- 1 A notification box will appear each time you send a credit note, it refers to the confirmation of the information provided.
- 2 In case you do not attach an cXML file and try to send a credit note a notification box will appear referring to the missing document.
- 3 Click continue edit to return to the invoice and complete the missing information.



NOTE: In case the information is incomplete the platform will not show this notification.



7.3 CREATE A CREDIT NOTE FROM THE INVOICES TAB

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In this section you will see the status of the credit note

1 In the invoice tab, you will find the status of the credit notes you have created. You will be able to track their status. Which statuses can be displayed :

- a **Approved: The credit note has been approved**
- b **Pending approval: The credit note is pending approval by Glencore.**
- c **Draft: Refers to a credit note that is being managed but has not yet been sent.**

The screenshot shows the 'Invoices' tab selected in the navigation menu. Below the navigation, there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table displays the following data:

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
Credit Note-INV080621-1	08/06/21	Approved	342337	-20.00 ZAR	No		

Additional support

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- ✓ Coupa Guides
- ✓ Glossary

SUPPLIER PORTAL GUIDES

Dedicated to suppliers on success portal and available directly on CSP

Coupa Success Portal Information

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal

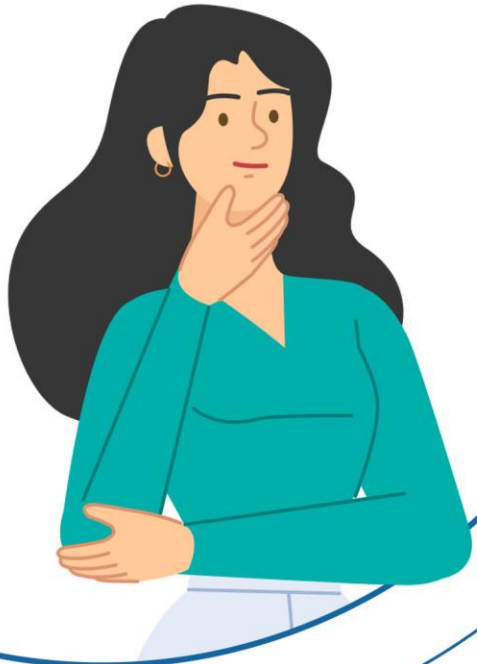
Purchase Orders

<https://www.coupa.com/success/purchase-orders>

Invoices

<https://www.coupa.com/success/suppliers-invoices>

Glossary



- **CSP:** Coupa Supplier Portal means suppliers will be able to make inquiries and upload information related to their invoices. The CSP also allows monitoring the invoice payment status, including payment problems. In addition, all related notifications will be sent to the registered email account.
- **Change request:** Make change requests on a purchase order, it can be for example price or quantity.
- **Credit note:** Document through which you can cancel invoices previously made.
- **Invoice:** Through Coupa you will have the possibility to generate an invoice against a purchase order (PO) and be able to follow it up
- **Sourcing Event:** RFX Events consist of Request for Information, Request for Quotation, and Request for Proposal defined by one buyer and many sellers.

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Glossary

RFX: RFI, RFQ or RFP

- **RFI:** Request for Information. Type of sourcing event used to collect qualitative information about suppliers or initiatives.
- **RFQ:** Request for quotation. Type of sourcing event that is used to obtain specific prices for products or services
- **RFP:** Proposal request. Type of sourcing event used when the product or service you obtain is complex in nature and requires a qualitative and quantitative assessment of the suppliers.
- **Lots:** Group of Items/Services That Need to Be Purchased Together from the Same Provider.
- **Items:** Lists of items to be procured. These can be set-up to be purchased together or from multiple suppliers if needed.
- **GC/GA/GZ - _____:** Taxonomy that users must follow for the names of sourcing events (GC _Glencore Coal /GA Glencore Alloys/ GZ Glencore Zinc)
- **Questionnaire:** Form that the supplier must complete with the options indicated (checkbox, text, attachments, or radio buttons) for further evaluation in the event evaluation process.

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QUESTIONS?

We are here to support you every step of the way.

**Project “Fusion”
Key Contact**

ZincFusionSupplier@glencore.ca

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