



# Coupa Supplier Portal (CSP) Invoice & Credit Note Training Guide

October 2023

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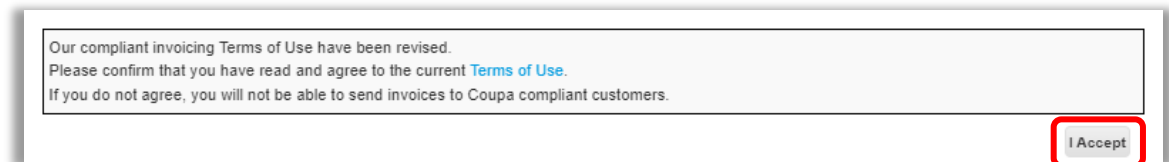
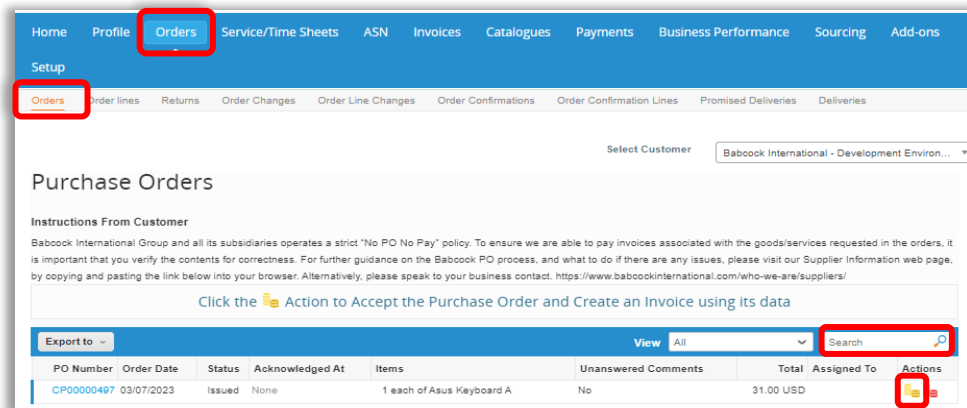


# Invoice: Create Invoice from PO

# Invoice: Create Invoice from PO (1/7)

Through the following steps you will be able to flip a PO into an invoice using the CSP.

- Login to CSP and select the “**Orders**” tab and on the sub-tab section select “**Orders**” again
- “**Search**” for the required PO or locate it in the table
- Locate the icon displaying yellow coins and select it to create an invoice
  - If the setting up in CSP has been missed, a pop up screen will prompt you to create a Legal entity, Remit to and Ship from Address
- Read and select “**I Accept**” to the terms of condition if this is your first time creating an invoice



# Invoice: Create Invoice from PO (2/7)

- Fill out the form fields in the General Info section, fields marked with \* are mandatory
  - “**Invoice #**” Fill out the fields in the From and To sections
  - If the “**Invoice From Address**”, “**Remit-To Address**” or “**Ship From Address**” do not appear, click the magnifying glass to select the respective addresses
  - If there is nothing to select, you have not completed the E-invoicing setup
- Refer to the Tax Guidance section for instructions on VAT ID

The screenshot shows the 'Create Invoice' form with the 'General Info' section expanded. The 'Invoice #' field is highlighted with a red box. Other fields include 'Invoice Date', 'Payment Term', 'Date of Supply', 'Currency', 'Delivery Number', 'Status', 'Shipping Term', 'Image Scan', 'Supplier Note', 'Attachments', 'Cash Accounting Scheme', 'Margin Scheme', and 'Exchange Rate'.

The screenshot shows the 'From' section of the 'Create Invoice' form. The 'Supplier' is 'FZtest' and the 'Supplier VAT ID' is 'GB999999999'. The 'Invoice-From Address', 'Remit-To Address', and 'Ship-From Address' fields are highlighted with red boxes. The 'To' section shows the 'Customer' as 'Babcock International - Development Environment' and the 'Bill-To Address' as 'Cavendish Nuclear Limited'.

# Invoice: Create Invoice from PO (3/7)

Coupa E-Invoicing is designed to enable compliance with regulatory requirements imposed on sending / receiving electronic invoices by the respective tax jurisdictions in the supported countries. See list of Coupa compliant e-invoicing countries in Additional Information Section of training document.

- For non Coupa e-compliant invoicing countries, it is mandatory for you to attach a copy of an invoice generated from your system as well
- If there are multiple invoices for a purchase order, they must be submitted separately

# Invoice: Create Invoice from PO (4/7)

- Scroll down to the Lines section to review or edit lines
- Edit the Quantity/Price if you are sending a partial invoice
  - If you need to delete a purchase order line or you are invoicing against a purchase order with multiple lines, please click on the “**red X**” next to the line you are not using (next by the line total amount)
- Example: A purchase order was created for the entire year by months and you are invoicing only for March, you will have to delete the other 11 lines to submit the invoice correctly

Type	Description	Qty	UOM	Price	
	Asus Keyboard A	1	each	31.00	31.00

Category : Goods

PO Line: CP00000497-1

Service/Time Sheets Line: None

Contract: fztest contract (Published)

Supplier part number:

Contingent Worker:  20/06: PROTOTYPE - MANPOWER

Billing: 1-3009-630001-100007

# Invoice: Create Invoice from PO (5/7)

- Fill in the Taxes subsection for each PO line
  - Taxes: Add a **“VAT Rate”** for each line level item. VAT rates available will be driven by your invoicing country
  - Tax Reference: For the ‘Reverse Charge’ tax rate, Coupa will require you to enter a relevant **“Tax Reference”** or any indication for these items to indicate that Babcock is required to account for any VAT due

The screenshot shows a 'Taxes' section with three input fields. The first field is labeled 'VAT Rate' and is a dropdown menu. The second field is labeled 'VAT Amount' and contains the value '0.00'. The third field is labeled 'Tax Reference' and is an empty text input field. Red boxes highlight the 'VAT Rate' and 'Tax Reference' labels.

If you need to input multiple lines into the invoice, fill out the info for the first line and then click the green plus sign to add a line. If needed, adjust the price to match the billing amount for each line.

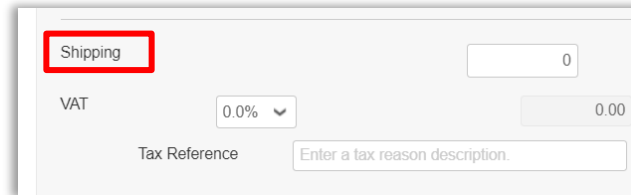
The screenshot shows two buttons: '+ Add Line' and '+ Pick lines from Contract'. Both buttons have a green plus sign icon.

It is important the VAT rate is correct in terms of the goods or services supplied and the place of supply for tax purposes and the VAT charged and invoice references on your invoice match entries you have made in your VAT records. Refer to the Tax Guidance section for instructions on VAT ID.



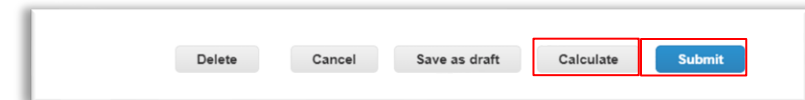
# Invoice: Create Invoice from PO (6/7)

- Add **“shipping”** charges at the invoice summary if applicable
  - Assign VAT rates to shipping and handling charges like you did for the invoice lines
  - Tax Reference: For zero rated and exempt transactions, Coupa will require you to enter a relevant reference or any indication for these items to indicate why the supply is not subject to VAT



A screenshot of a form for configuring shipping and VAT. The 'Shipping' field is highlighted with a red box and contains the value '0'. Below it, the 'VAT' field is set to '0.0%' and the 'Tax Reference' field contains the placeholder text 'Enter a tax reason description.'.

- Click on **“Calculate”** to ensure the changes are calculated
- Click **“Save as draft”** to save the invoice for later
- Click **“Submit”** when ready to submit the invoice
- After hitting Submit, a the pop-up confirmation window appears, click on the **“Send Invoice”**



A screenshot of a horizontal button bar containing five buttons: 'Delete', 'Cancel', 'Save as draft', 'Calculate', and 'Submit'. The 'Calculate' and 'Submit' buttons are highlighted with red boxes.



A screenshot of a confirmation dialog box titled 'Are You Ready to Send?'. The dialog contains a warning message: 'Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.' At the bottom, there are two buttons: 'Continue Editing' and 'Send Invoice', with the 'Send Invoice' button highlighted by a red box.

# Invoice: Create Invoice from PO (7/7)

- Add comments to the requester or Babcock, and then click on “**Add Comment**”
- You will receive a notification and will also be able to see their response here



Comments Mute Comments ▾

Enter Comment

Send comment notification to a user by typing @name (ex. @JohnSmith)

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

**Add Comment**



# Creating Credit Notes

# Create a Credit Note from PO (1/8)

Through the following steps you will be able to flip a PO into an Credit Note using the CSP.

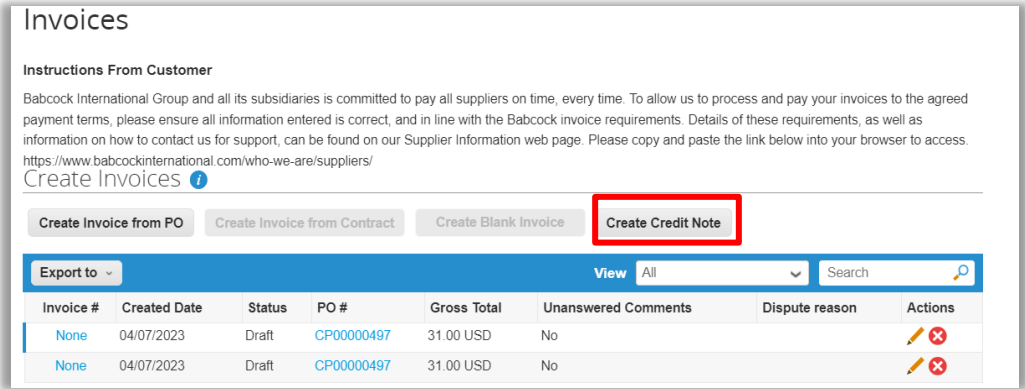
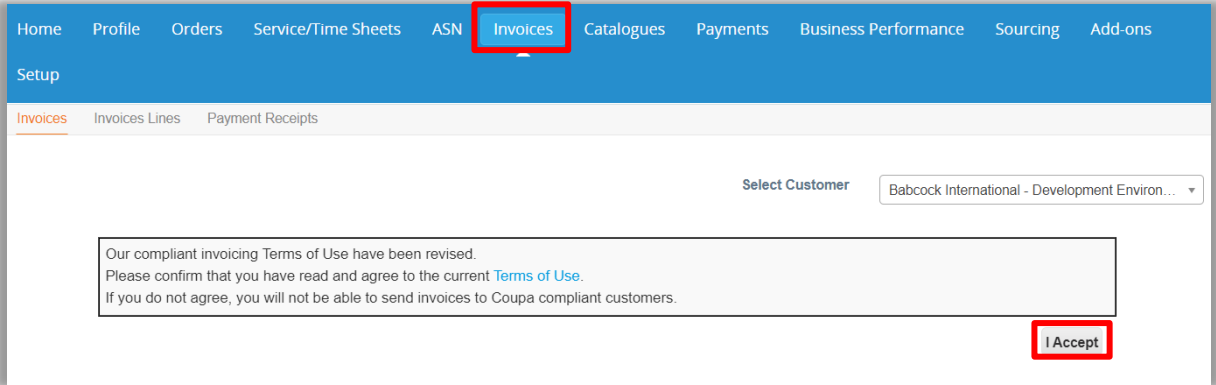
- Login to CSP and select the “**Orders**” tab and on the sub-tab section select “**Orders**” again
- “**Search**” for the required PO or locate it in the table
- Locate the icon displaying orange coins and select it to arrive on the credit note page

The screenshot shows the CSP interface. The top navigation bar has 'Orders' highlighted. Below it, the sub-navigation bar also has 'Orders' highlighted. The main content area shows 'Purchase Orders' with a search box in the table header. The table has columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned to, and Actions. The first row shows PO Number CP00000497, Order Date 03/07/2023, Status Issued, Acknowledged At None, Items 1 each of Asus Keyboard A, Unanswered Comments No, Total 31.00 USD, and an orange coin icon in the Actions column.

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned to	Actions
CP00000497	03/07/2023	Issued	None	1 each of Asus Keyboard A	No	31.00 USD		

# Create a Credit Note from PO (2/8)

- Alternatively, click the “Invoices” tab
- You will be presented with a pop up banner which will ask to read the terms and conditions
  - Click “ I Accept”
- Select “Create Credit note”



# Create a Credit Note from PO (3/8)

- On the pop-up screen, select the “**Resolve issue for invoice number**” if relevant or the “**rebate**” option if applicable and click on “**Continue**”
  - If invoice related, on the next pop-up choose whether or not to “**completely cancel the invoice**” or to “**partially adjust**” the invoice
  - Finally, click “**Create**”

**Credit Note** [X]

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]

[Cancel] [Continue]

**Credit Note** [X]

How do you want to correct invoice "12345" ?

Completely cancel the invoice with a credit note [i]  Adjust invoice with a credit note [i]

[Cancel] [Create]

# Create a Credit Note from PO (4/8)

- Fill out the form fields in the General Info section, fields marked with \* are mandatory
  - “**Credit Note #**” and all the general info section
  - The “**Credit Note Date**” Should be the date you create the credit note on Coupa
- Fill out the fields in the “**From and To**” sections
  - If related to an existing invoice, ensure the information in the From and To sections are the same as the invoice

Create Credit Note Create

General Info

\* Credit Note #

\* Credit Note Date dd/mm/yyyy

\* Payment Term 030K

Original Date of Supply dd/mm/yyyy

\* Currency USD

Delivery Number

Status Draft

Shipping Term DDP

\* Original Invoice Number

\* Original Invoice Date dd/mm/yyyy

Image Scan Choose File No file chosen

Supplier Note

Attachments Add File | URL | Text

Cash Accounting Scheme

\* Credit Reason

Margin Scheme

\* Exchange Rate

From

\* Supplier FZtest

\* Supplier VAT ID GB999999999

\* Invoice-From Address FZtest  
6 marsh wall  
London  
E14 9AK  
United Kingdom  
Limited Liability

\* Remit-To Address FZtest  
6 marsh wall  
London  
E14 9AK  
United Kingdom

\* Ship-From Address FZtest  
6 marsh wall  
London  
E14 9AK  
United Kingdom

To

Customer Babcock International - Development Environment

\* Bill-To Address Cavendish Nuclear Limited  
1000 Lakeside  
North Harbour, Western Road  
Portsmouth  
Hampshire  
PO6 3EN  
United Kingdom

\* Buyer VAT IDVAT GB747881776

\* Ship To Address Holmed House Hangar  
14 Gambling Close  
Norwich  
NR6 6EG  
United Kingdom  
Location Code GB-261

# Create a Credit Note from PO (5/8)

- Scroll down to the “**Lines**” section to review or edit lines
- Edit the “**Quantity**” or “**Price**” by selecting the “**Adjustment Type**”
  - If the line is quantity-based, enter a negative “**quantity**” and leave the “**Price**” as positive
  - Enter a negative price if the line is amount-based and only contains a price field
- To delete lines, click on the X icon

The screenshot displays the 'Lines' section of a software interface. At the top, there is a 'Lines' header and an 'Adjustment Type' dropdown menu set to 'Quantity'. Below this is a table with the following columns: 'type', 'Description', 'Qty', 'UOM', 'Price', and a delete icon (X). The table contains one row with the following data: 'type' is a shopping cart icon, 'Description' is 'Asus Keyboard A', 'Qty' is '-1.0', 'UOM' is 'each', 'Price' is '31.00', and the total price is '31.00'. Below the table, there are several fields: 'Category' (Goods), 'PO Line' (CP00000497-1), 'Service/Time Sheets Line' (None), 'Contract' (fztest contract (Published)), 'Supplier part number' (empty), and 'Contingent Worker' (20/06: PROTOTYPE - MANPOWER). At the bottom, there is a 'Billing' section with the number 1-3009-630001-100007.



# Create a Credit Note from PO (5/8)

- Fill in the “**Taxes**” subsection for each PO line
  - Taxes: Add a “**VAT Rate**” for each line level item
  - “**Tax Reference**”: For the “**Reverse Charge**” tax rate, Coupa will require you to enter a relevant reference or any indication for these items to indicate that Babcock is required to account for any VAT due

Taxes	VAT Amount	Tax Reference
VAT Rate <input type="text" value=""/>	0.00	<input type="text" value=""/>

**Taxes**

VAT Rate

Reverse ▾

- 20.0%
- 5.0%
- 0.0%
- Exempt
- Reverse Charge

# Create a Credit Note from PO (6/8)

- If you need to input multiple lines into the credit note, fill out the info for the first line and then click the green plus sign to add a line
- Alternatively you can “**Pick lines from Contract**”



- It is important the VAT rate is correct in terms of the goods or services supplied and the place of supply for tax purposes and the VAT charged and invoice references on your credit note match entries you have made in your VAT records
- Refer to the Tax Guidance section for instructions on VAT ID

# Create a Credit Note from PO (7/8)

- If applicable, add “**Shipping**” and “**Handling**” charges at the credit note summary. Assign VAT rates to shipping and handling charges
- Tax Reference: For “**zero rated**” and “**Exempt**” transactions, Coupa will require you to enter a “**Tax Reference**” for these items to indicate why the supply is not subject to VAT

Total Taxes

Lines Net Total	31.00
Lines VAT Totals	0.00

Shipping

VAT 0.000

Tax Reference Enter a tax reason description.

Handling

VAT 0.000

Tax Reference Enter a tax reason description.

VAT

Tax Reference

20.0%

5.0%

0.0%

Exempt

Reverse Charge

Handling

# Create a Credit Note from PO (8/8)

- Click on **“Calculate.”** This will work out the new total for the credit note
- Click on **“Submit”** or **“Save as draft”** if you want to submit later

Total VAT	0.00 GBP	0.00 USD
Net Total	0.00 GBP	-31.00 USD
<b>Gross Total</b>	<b>0.00 GBP</b>	<b>-31.00 USD</b>

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

- Click on Send Credit Note on the confirmation pop-up screen to send the credit note.
- To add comments to the requester or Babcock type your comment in the Enter Comment field and then click on **“Add Comment.”** you will receive a notification and will also be able to see their response here.

Comments Mute Comments

Enter Comment

Add File | URL

Send comment notification to a user by typing @name (ex. @JohnSmith)

**Add Comment**

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.

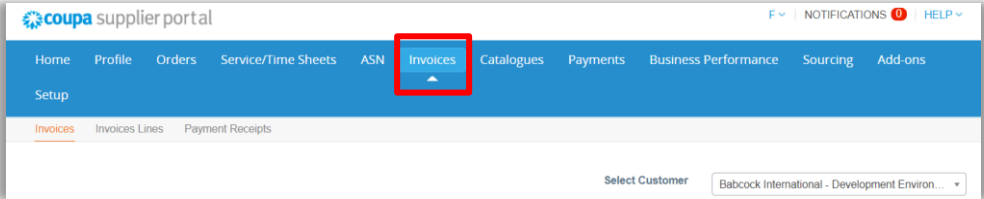
Continue Editing **Send Credit Note**



# Viewing Invoices & Credit Notes

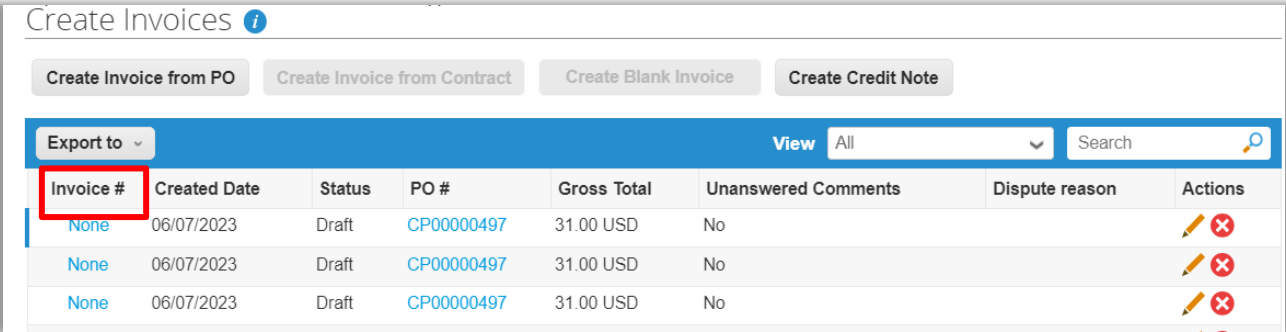
# Viewing Invoices & Credit Notes (1/2)

- Login to CSP and click on the **“Invoices”** tab



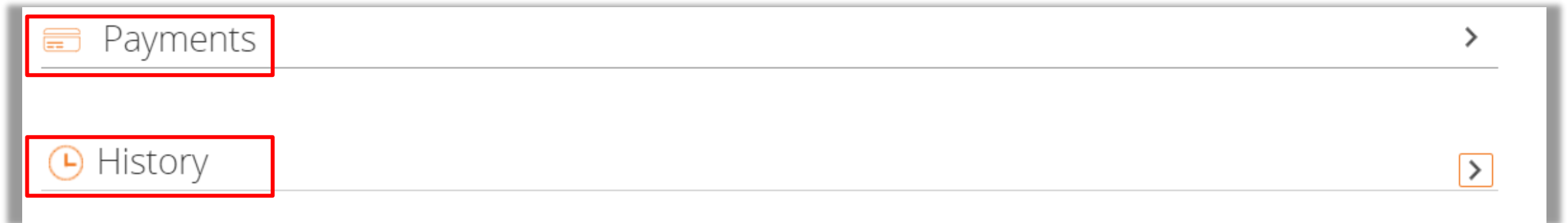
- Search for invoice or credit note and click on the **“invoice #”** to show details. The Status could be any of the below:

Status	Definition
Approved	The invoice/credit note has been accepted for payment by Babcock.
Disputed	The invoice/credit note has been disputed. Review comments and action to resolve dispute.
Draft	The invoice/credit note is in draft mode, therefore not submitted yet.
Invalid	Specific for compliant e-invoices for clearance countries, for example, current fields do not match legal requirements.
Pending Approval	The invoice/credit note is currently under review by Babcock.
Processing	The invoice/credit note is being processed by the Accounts Payable department.
Voided	There is an issue with the invoice/credit note and invoice is cancelled.
Abandoned	The disputed invoice has been abandoned.



# Viewing Invoices & Credit Notes (2/2)

- The “**History**” section at the bottom of all invoices or credit notes provides an audit trail of all changes made to the document
- You can also view the “**Payments**” section for payments details





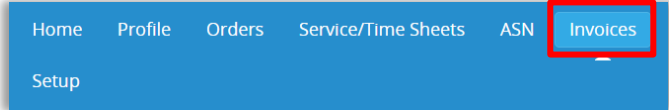
# Creating Reports & Downloading Invoices



# Creating Reports (1/5)

You can create a custom report anywhere where you see a View drop down field. This example shows how to create a report in Invoices section.

- Click on the “Invoices” tab



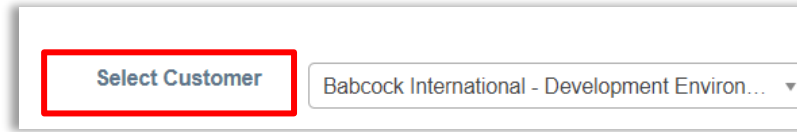
- Click on the View drop down field and select Create View

A screenshot of a table displaying a list of invoices. The table has columns for Invoice #, Created Date, Status, PO #, Gross Total, and Unanswered C. The 'View' dropdown menu is open, showing various options like 'All', 'Abandoned', 'Approved', etc., with 'Create View' highlighted in a red box. The 'Actions' column contains edit and delete icons for each row.

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered C	View	Actions
None	06/07/2023	Draft	CP00000497	31.00 USD	No	All	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Abandoned	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Approved	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Credit notes	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Disputed	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Disputes with a supplier response	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Disputes without supplier response	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Draft	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Overdue invoices	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Payment Information	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Pending Approval	✎ ✕
None	06/07/2023	Draft	CP00000497	31.00 USD	No	Processing	✎ ✕
None	04/07/2023	Draft	CP00000497	31.00 USD	No	Unpaid invoices	✎ ✕
None	04/07/2023	Draft	CP00000497	31.00 USD	No	Voided	✎ ✕
None	04/07/2023	Draft	CP00000497	31.00 USD	No	Create View	✎ ✕

# Creating Reports (2/5)

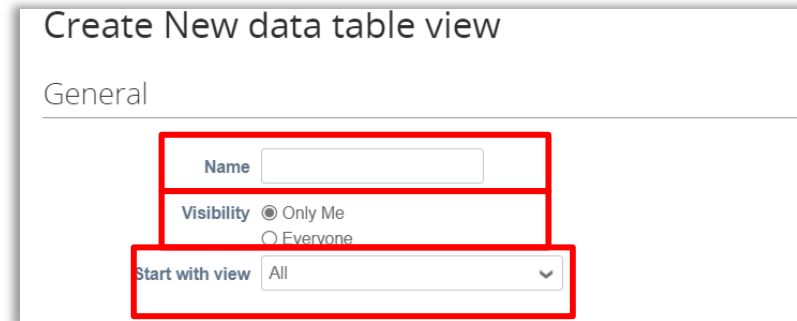
- Select Babcock in the “**Select Customer**” drop-down



A screenshot of a web form showing a dropdown menu. The dropdown is open, displaying the text "Babcock International - Development Environ...". A red rectangular box highlights the "Select Customer" label on the left side of the dropdown.

- Fill in the general section

- Name field to name your report (must be less than 30 characters)
- Set Visibility setting to “**Only me**” or “**Everyone**”
- “**Start with View**”: Allows you to set a starting condition for your report



A screenshot of a web form titled "Create New data table view". The form is divided into a "General" section. Three fields are highlighted with red boxes: the "Name" text input field, the "Visibility" section which includes radio buttons for "Only Me" (selected) and "Everyone", and the "Start with view" dropdown menu which is currently set to "All".

# Creating Reports (3/5)

- Fill in the “**Conditions**” section
  - Select “**Match All Conditions**” or Match at least one condition to identify if you want your report to match all conditions or any conditions
  - Click on “**Add group of conditions**” to add groups of conditions and then select Match all conditions from at least one group or Match at least one condition from every group

The screenshot shows a user interface for defining report conditions. At the top is a text input field labeled "Conditions". Below it is a "Match Conditions" section with a dropdown menu currently set to "Match all conditions". To the right of this dropdown is a button labeled "Add group of conditions". Below the "Match Conditions" section is a "Filter By" section with three dropdown menus: "Filter By" (set to "Invoice #"), "Filter Clause" (set to "is"), and "Filter Text" (an empty text input field). A green plus sign icon is located to the right of the "Filter Text" field.

# Creating Reports (4/5)

- To determine visible fields in your report, drag and drop fields from the “**Available Columns**” section to the “**Selected Columns**” section
- All fields under Selected Columns will be viewable in your report

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order.  
You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns	Selected columns
Commented	Invoice #
Comments	Created Date
Date Of Supply	Status
Date Of Supply	PO #
Delivery Number	Gross Total
Disputed Date	Unanswered Comments
Document Type	Dispute reason
Invoice Date	Actions
Last Updated Date	
Linked document	
Original Invoice Date	
Original Invoice Number	
Paid	
Payment Information	
Payment Term	

# Creating Reports (5/5)

- Use the “**Sort by**” function to sort the report as preferred in the Default Sort Order section
- Click Save to “**Save**” the report

Default Sort Order

Sort by  in ascending order.

Cancel Save

- Your new report view is created and you can click “**Export to**” to export the report to a CSV or Excel file
- Coupa stores all the invoices that you have created. If you need to acquire all the invoices, click “**Export to**” download Legal Invoice (zip)

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

Export to   View All   Search

Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
Draft	UK000328	133.20 GBP	No		
Pending Approval	UK000328	-133.20 GBP	No		
Legal Invoice	UK000328	133.20 GBP	No		



# Tax Guidance

# Guidance on choosing the correct supplier VAT ID

Supplier VAT ID: Your VAT ID in the legal invoice that Coupa creates on your behalf will be driven from your Remit to Address setup in CSP.

Therefore, if your business is VAT registered in multiple countries you need to ensure that you set up the correct VAT ID against each remit to address in Coupa.

Please see below some high-level guidance on selecting the correct VAT ID.

## Where VAT is applicable

If you are **charging VAT** on your supply (including VAT at a reduced or zero-rate):

- Your VAT ID should match the country where VAT is being charged (for example, if you have imported goods into the UK and you will charge UK VAT, then please put your UK VAT ID)

## Where VAT is not applicable

If you are not charging VAT:

- If goods are being supplied to a customer located in a different country, your VAT ID (if applicable) normally matches the country where the goods are being shipped from
- If services are being provided, your VAT ID country will normally match the country where your establishment providing the services is located

If you are not sure of the correct VAT ID to use for your supply, seek help from your tax team or the local tax authorities as appropriate.

# Guidance on choosing the correct VAT rates

You should ensure that the correct VAT is charged on your invoice. The VAT rates that are available to choose in CSP when you create invoices are driven by your invoicing country.

Please ensure that there is only one applicable VAT rate per purchaser order line, for example, 20% or 5%. Where you are supplying items where different VAT rates are applicable to the same PO line, please split these onto multiple invoices.

If a shipping charge has been agreed and is not included in the price of your goods, please enter this at the invoice header/summary level and put the appropriate VAT against them. The VAT rate for the shipping charge should be the same as that applied to the goods being supplied on the invoice.

Please note that there are 3 different “Zero” tax treatments in Coupa and each have different meanings. Please see below compliance requirements for them on invoices.

- a) Zero rated transactions: These are transactions which are subject to VAT, but the VAT rate is 0%. Please note that Coupa will require you to add a “relevant reference or any indication” to show why these goods are zero rated (e.g. VAT zero-rate: International freight).
- b) Exempt transactions: These are transactions that are exempt from VAT. Please note that Coupa will require you to add a “relevant reference or any indication” to show why these goods are Exempt (e.g. VAT Exempt: Insurance).
- c) Self-accounted VAT (reverse charge): These are transactions where Babcock is liable to self-account for any due tax. This typically relates to exported services but may apply to specific types of goods supplied in the UK. Please add the reference “Reverse Charge or locally required text” to indicate that the reverse charge is applicable.



A person wearing a full-body yellow protective suit, a white hood, and gloves is working at a computer workstation in a laboratory. The person is leaning over a desk with a monitor and keyboard. The background is filled with various pieces of scientific equipment, including pipes, valves, and a large grey cylindrical tank with a 'CLOSE' label. The scene is lit with a greenish-yellow light.

# Additional Information

# Coupa Compliant E-Invoicing Country List

Coupa compliant e-invoicing country list
Australia
Austria
Bahrain
Bangladesh*
Belgium
Brazil*
Bulgaria
Canada
Colombia*
China*
Croatia
Czech Republic
Denmark
Estonia
Finland
France
Germany
Greece

Coupa compliant e-invoicing country list
Hong Kong
Hungary*
India
Ireland
Italy
Japan
Latvia
Lithuania
Luxembourg
Malaysia
Malta
Mexico
Montenegro
Myanmar*
Namibia
Netherlands
New Zealand

Coupa compliant e-invoicing country list
Norway
Pakistan*
Poland
Romania
Saudi Arabia
Serbia
Singapore
Slovakia
Slovenia
South Africa
South Korea*
Spain
Sweden
Switzerland
United Arab Emirates
UK
USA

**Notes**

List correct as of 05/2023

\* Validation only invoice - Invoice content checks; Coupa does not create the legal invoice on behalf of the supplier; No support for digital

signatures and Trustweaver archiving.

**babcock<sup>TM</sup>**