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

October 2023

Classification: UNCLASSIFIED

Contents

Classification UNCLASSIFIED

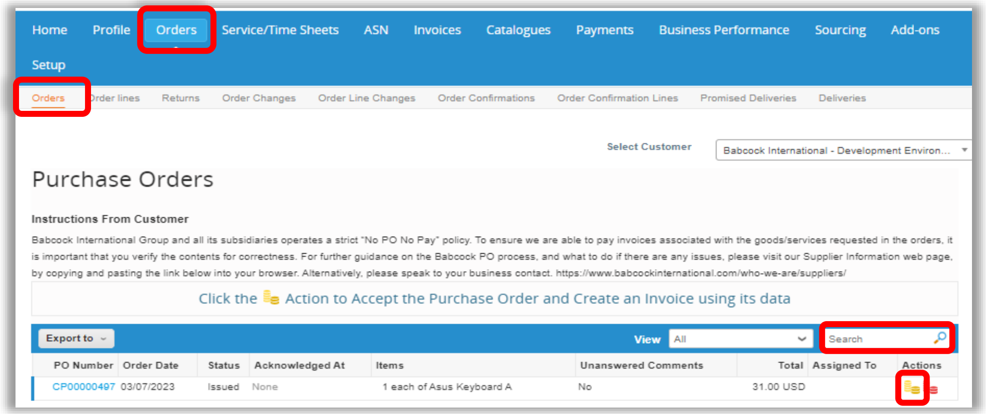
Invoice: Create Invoice from PO

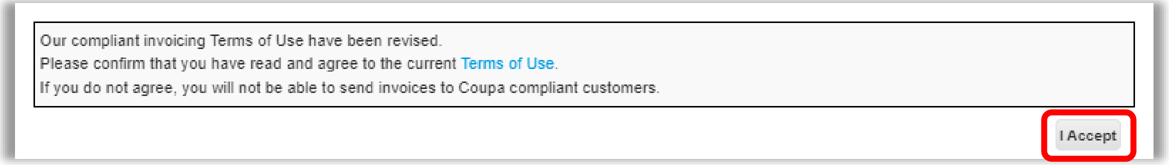
Classification:UNCLASSIFIED

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

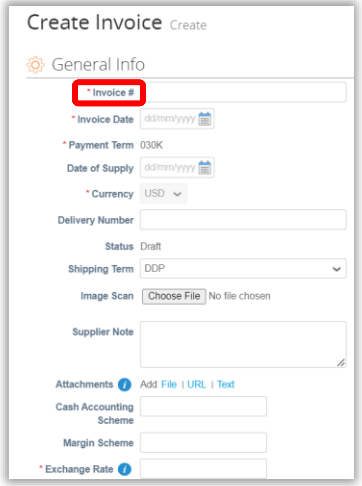


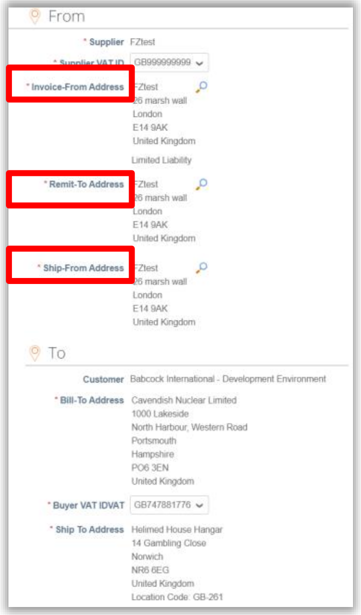


Classification:UNCLASSIFIED

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





Classification:UNCLASSIFIED

Invoice: Create Invoice from PO (3/7)

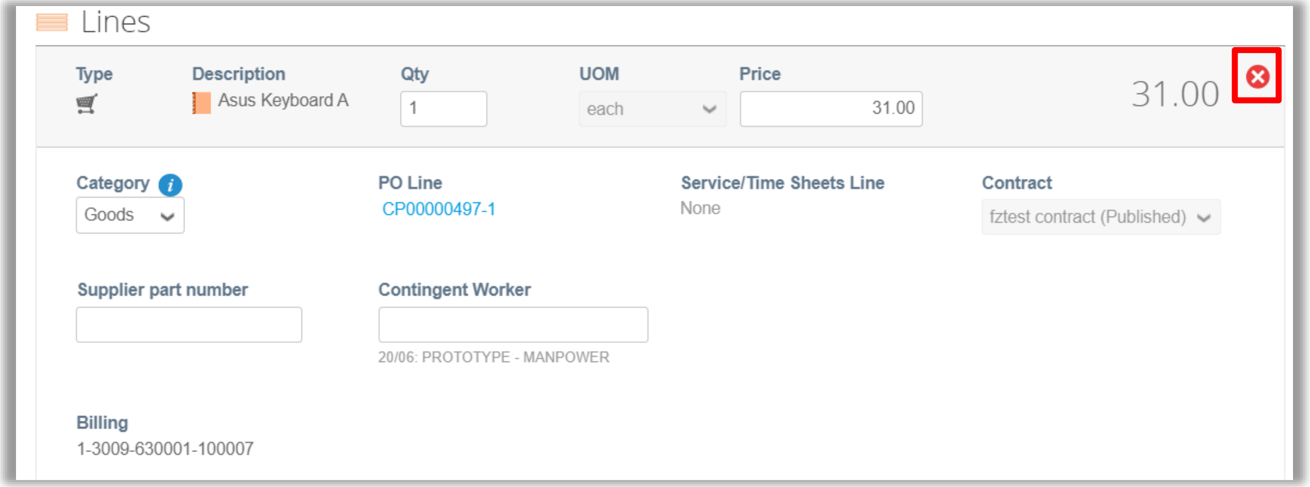
Coupa E-Invoicing is designed to enable compliance with regulatory requirements imposed on sending / receiving electronic invoices by the respective tax jurisdictions in the supported countries. See list of Coupa compliant e-invoicing countries in Additional Information Section of training document.

- 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

Classification:UNCLASSIFIED

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

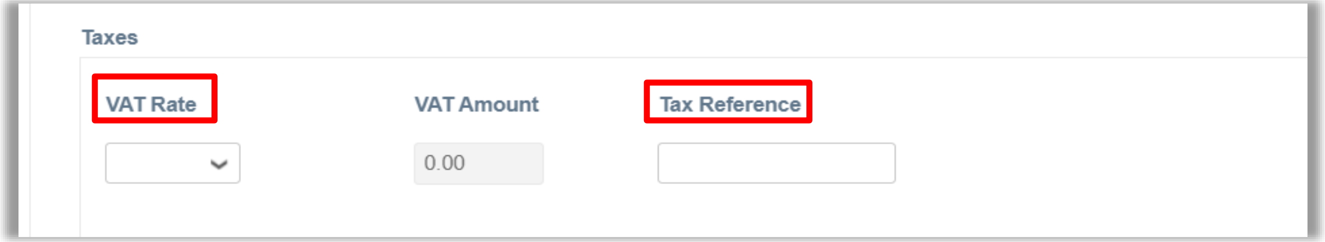


Classification:UNCLASSIFIED

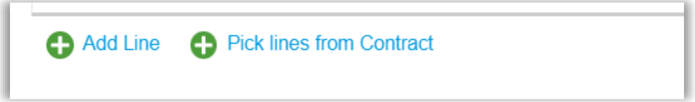
babcock

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



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.

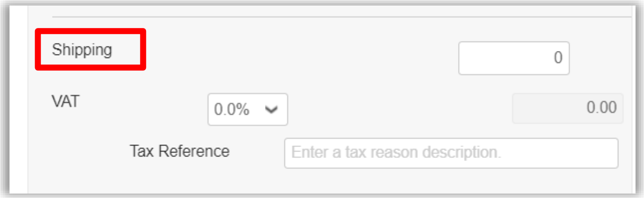


It is important the VAT rate is correct in terms of the goods or services supplied and the place of supply for tax purposes and the VAT charged and invoice references on your invoice match entries you have made in your VAT records. Refer to the Tax Guidance section for instructions on VAT ID.

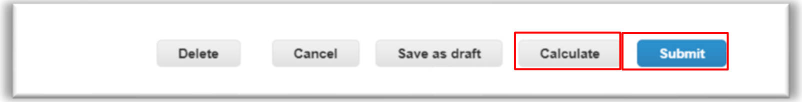
Classification:UNCLASSIFIED

Invoice: Create Invoice from PO (6/7)

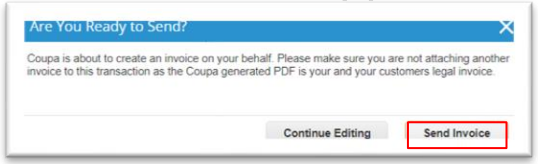
- Add **“shipping”** charges at the invoice summary if applicable
  - Assign VAT rates to shipping and handling charges like you did for the invoice lines
  - Tax Reference: For zero rated and exempt transactions, Coupa will require you to enter a relevant reference or any indication for these items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



- 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”**

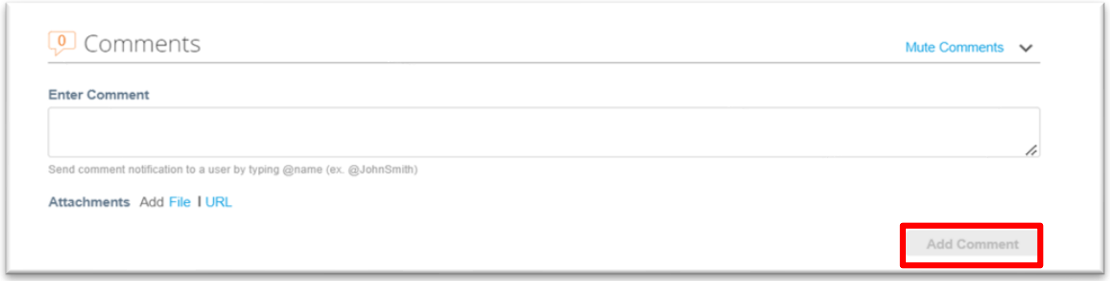


Classification:UNCLASSIFIED

babcock

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



Classification:UNCLASSIFIED

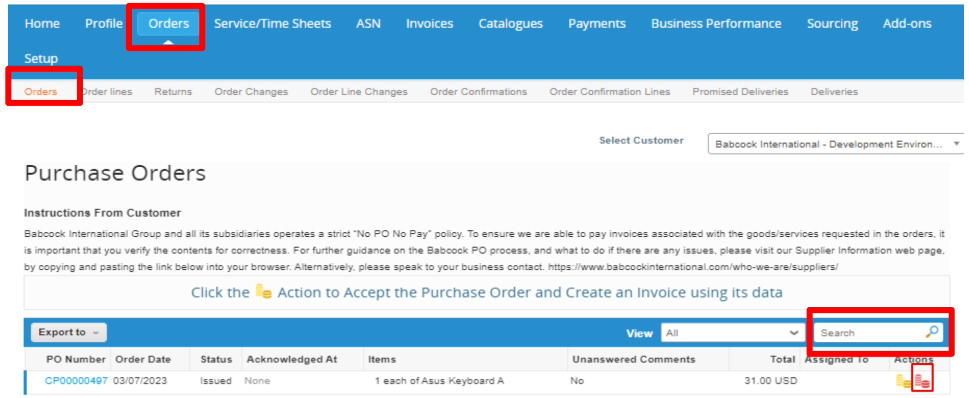
Creating Credit Notes

Classification:UNCLASSIFIED

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.

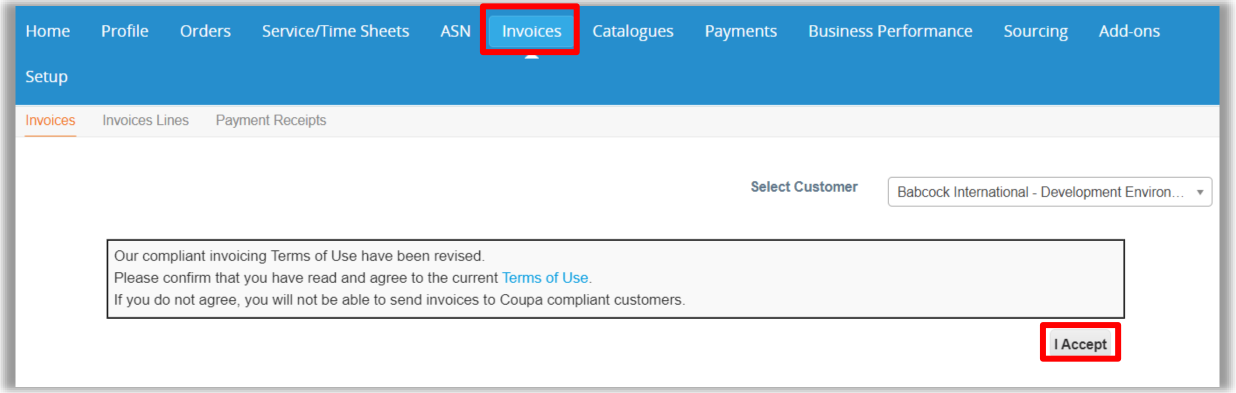
- Login to CSP and select the **“Orders”** tab and on the sub-tab section select **“Orders”** again
- **“Search”** for the required PO or locate it in the table
- Locate the icon displaying orange coins and select it to arrive on the credit note page

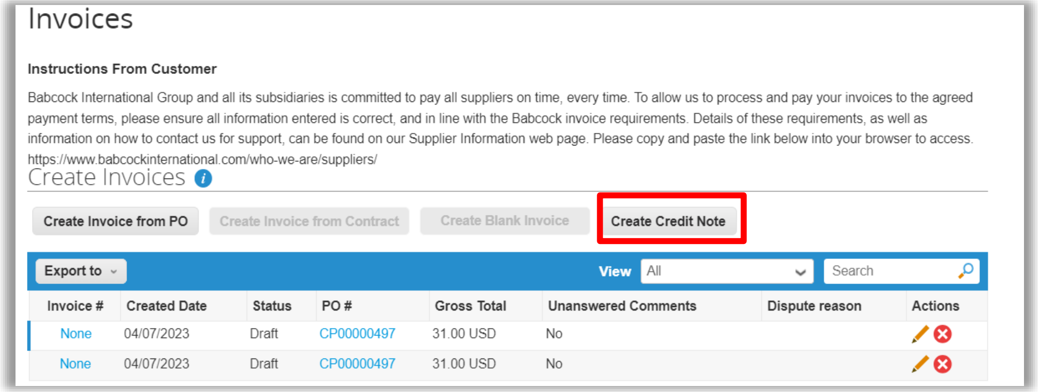


Classification:UNCLASSIFIED

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”**

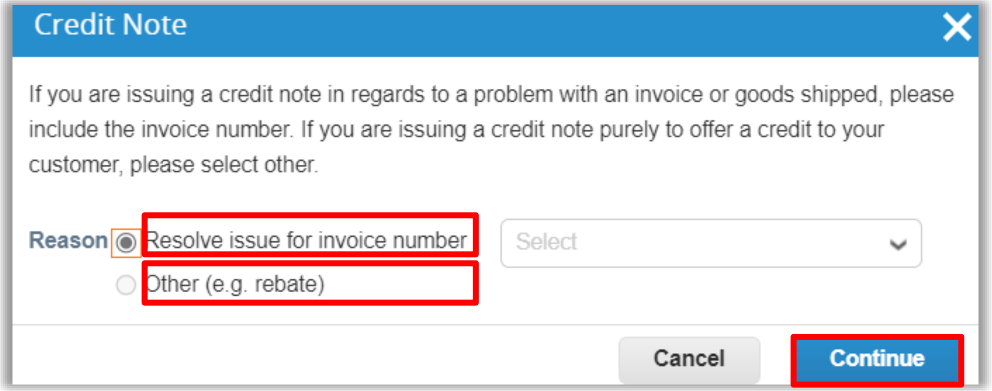


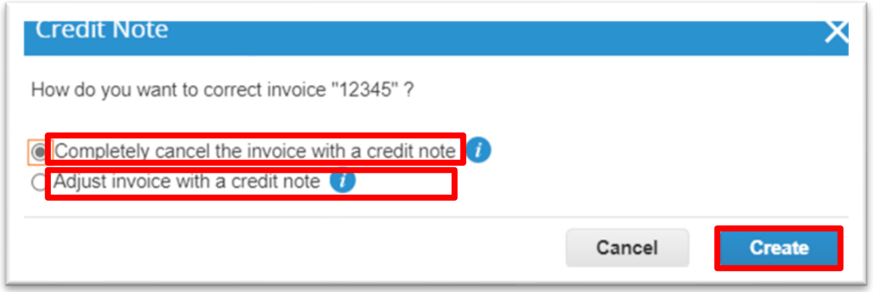


Classification:UNCLASSIFIED

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”**

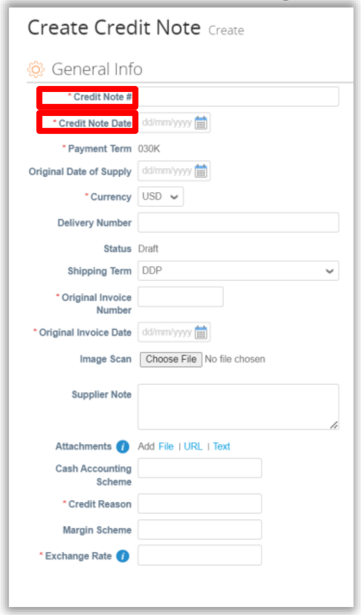


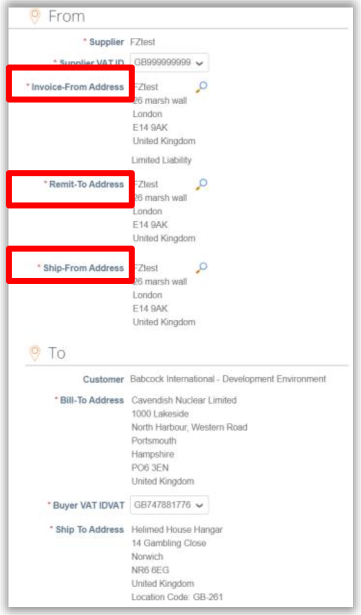


Classification:UNCLASSIFIED

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 al 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

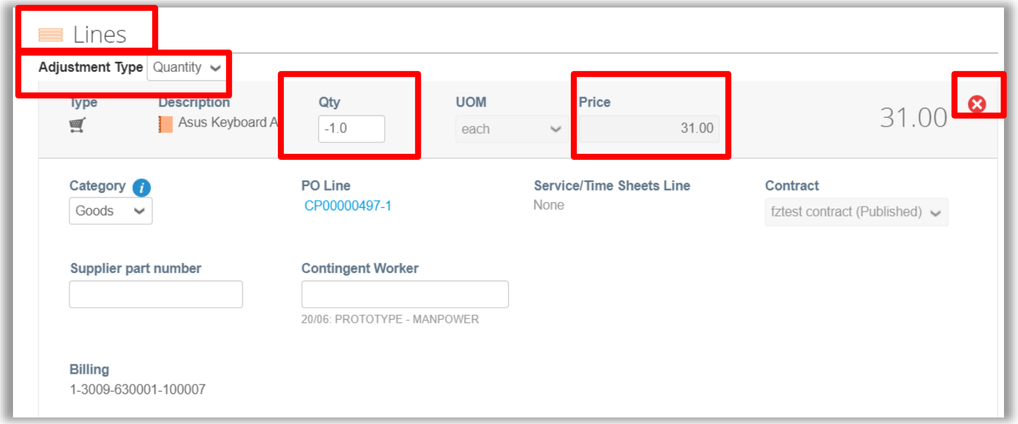




Classification:UNCLASSIFIED

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

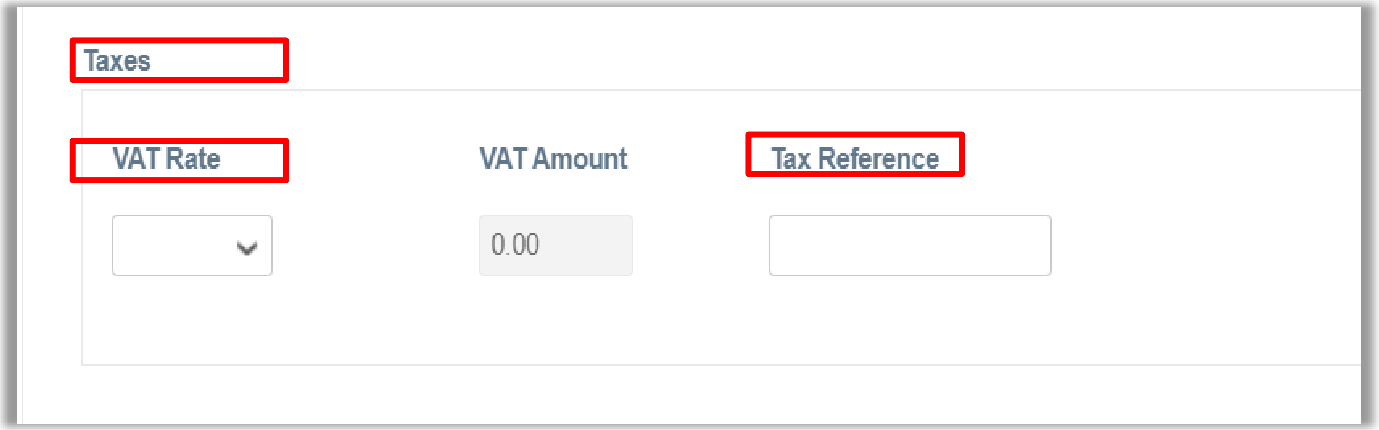


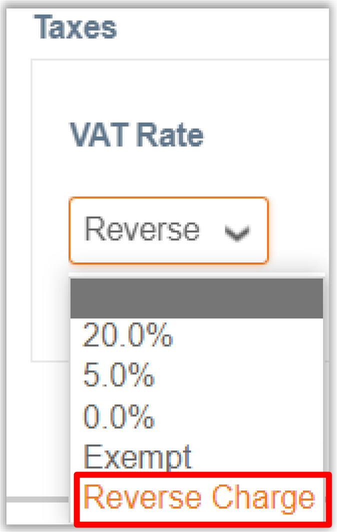
Classification:UNCLASSIFIED

babcock™

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





Create a Credit Note from PO (6/8)

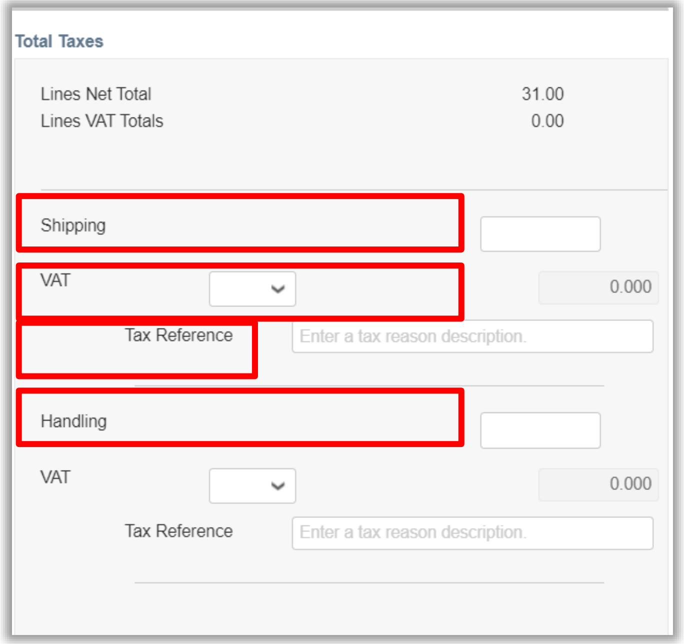
- If you need to input multiple lines into the credit note, fill out the info for the first line and then click the green plus sign to add a line
- Alternatively you can **“Pick lines from Contract”**

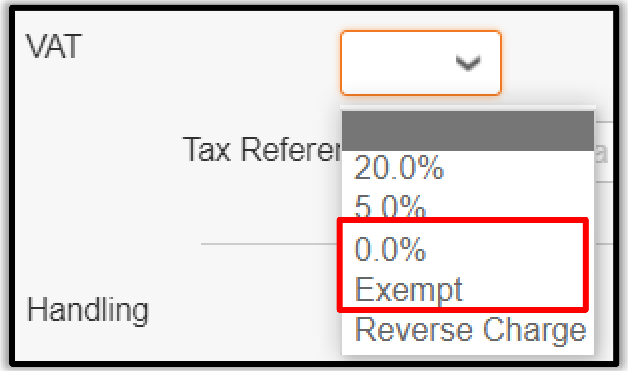
- It is important the VAT rate is correct in terms of the goods or services supplied and the place of supply for tax purposes and the VAT charged and invoice references on your credit note match entries you have made in your VAT records
- Refer to the Tax Guidance section for instructions on VAT ID

Classification:UNCLASSIFIED

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

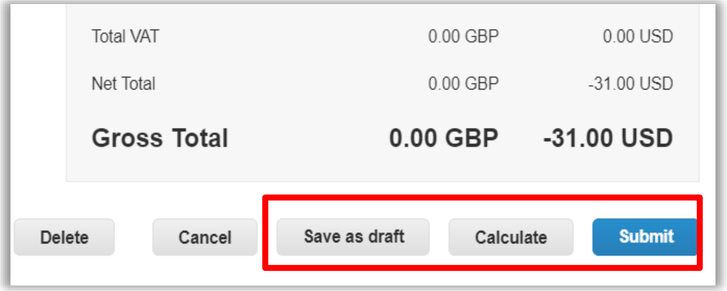




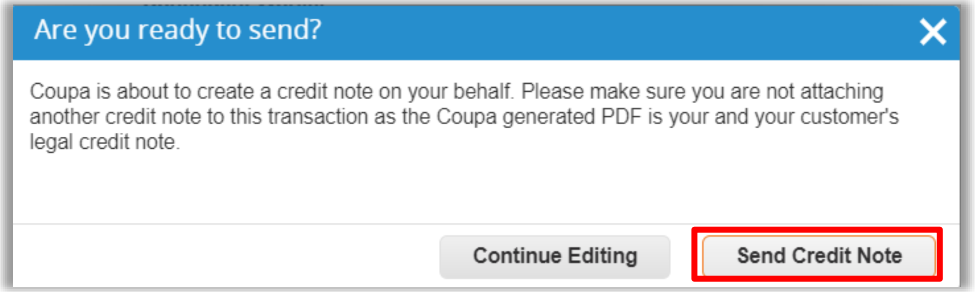
Classification:UNCLASSIFIED

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



- 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.



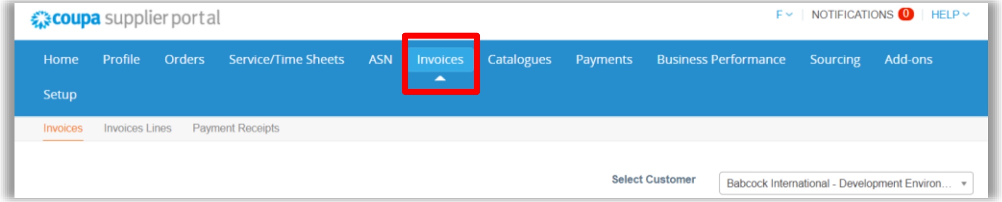
Classification:UNCLASSIFIED

Viewing Invoices & Credit Notes

Classification:UNCLASSIFIED

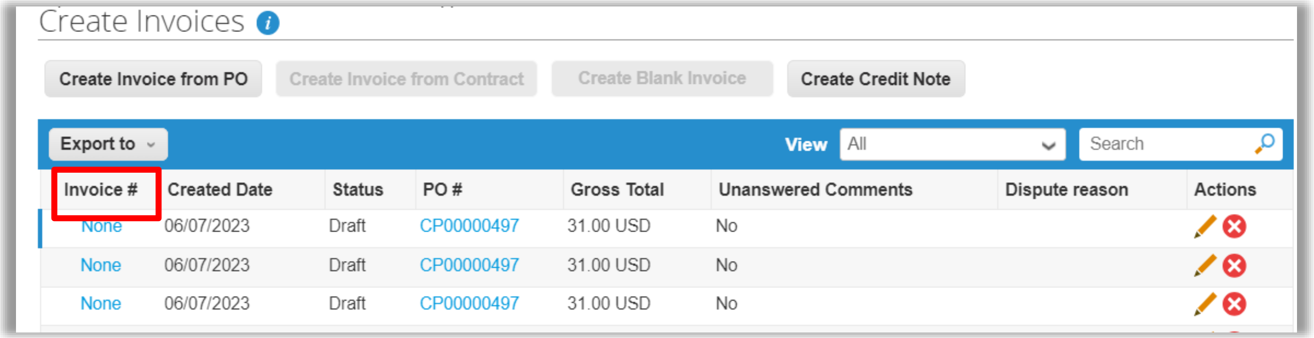
Viewing Invoices & Credit Notes (1/2)

- 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.



Classification:UNCLASSIFIED

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

Classification:UNCLASSIFIED

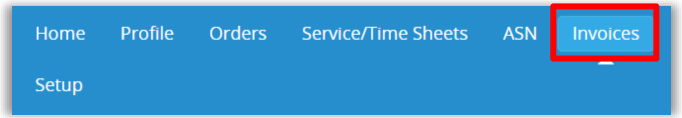
Creating Reports & Downloading Invoices

Classification:UNCLASSIFIED

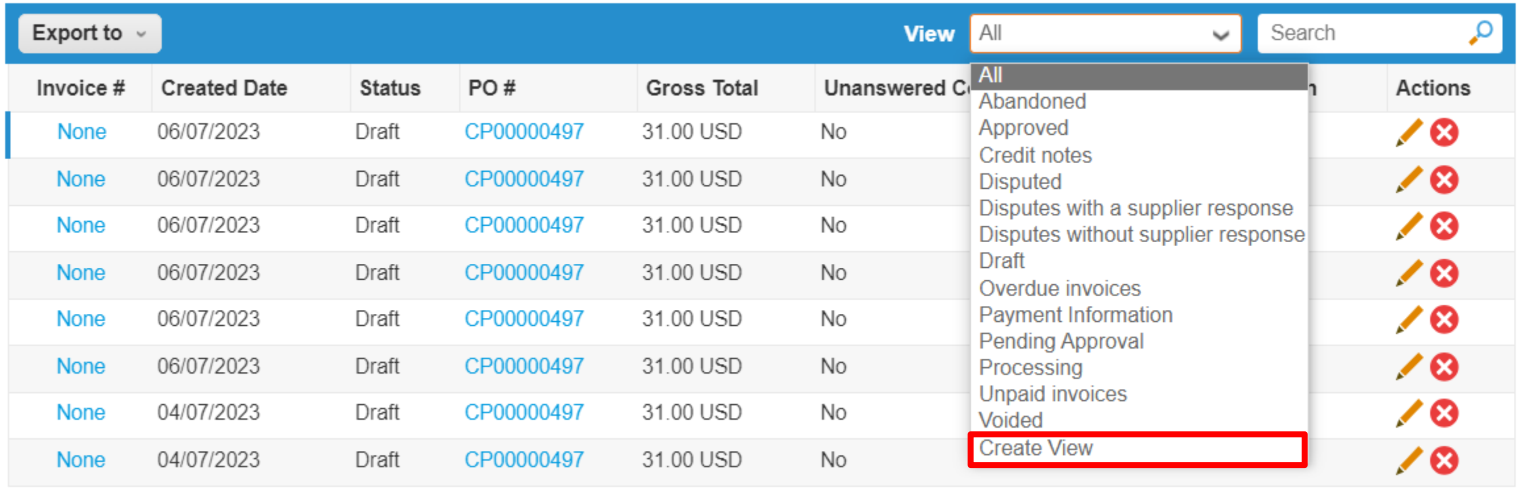
Creating Reports (1/5)

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



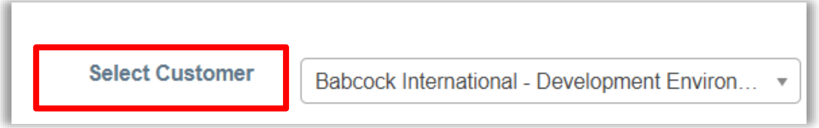
- Click on the View drop down field and select Create View



Classification:UNCLASSIFIED

Creating Reports (2/5)

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

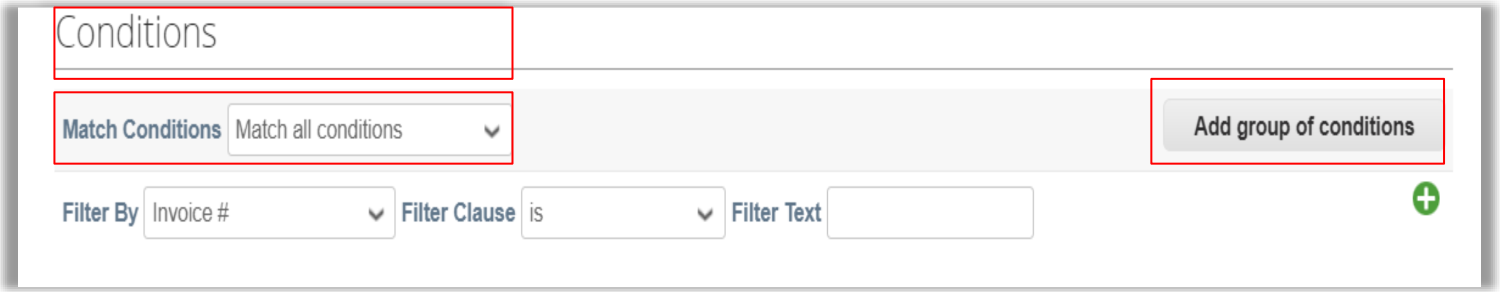


- Fill in the general section
  - Name field to name your report (must be less than 30 characters)
  - Set Visibility setting to **“Only me”** or **“Everyone”**
  - **“Start with View”:** Allows you to set a starting condition for your report

Classification:UNCLASSIFIED

Creating Reports (3/5)

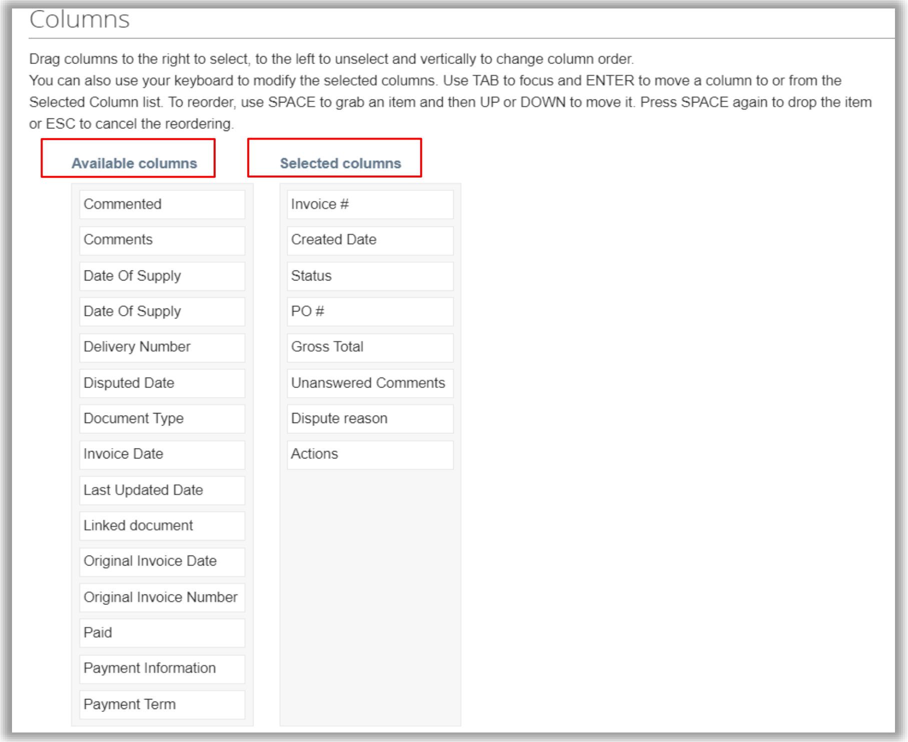
- Fill in the **“Conditions”** section
  - Select “**Match All Conditions”** or Match at least one condition to identify if you want your report to match all conditions or any conditions
  - Click on **“Add group of conditions”** to add groups of conditions and then select Match all conditions from at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



Classification:UNCLASSIFIED

Creating Reports (4/5)

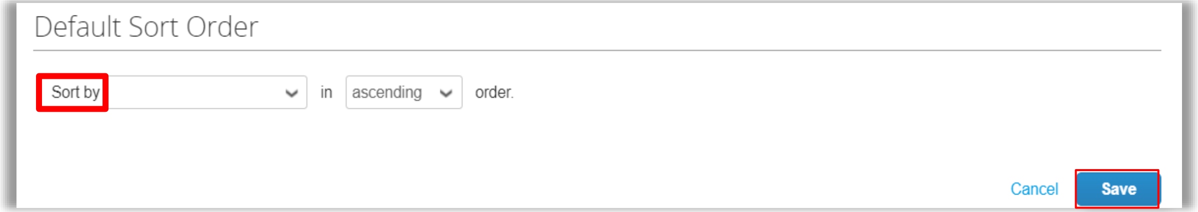
- To determine visible fields in your report, drag and drop fields from the **“Available Columns”** section to the **“Selected Columns”** section
  - All fields under Selected Columns will be viewable in your report



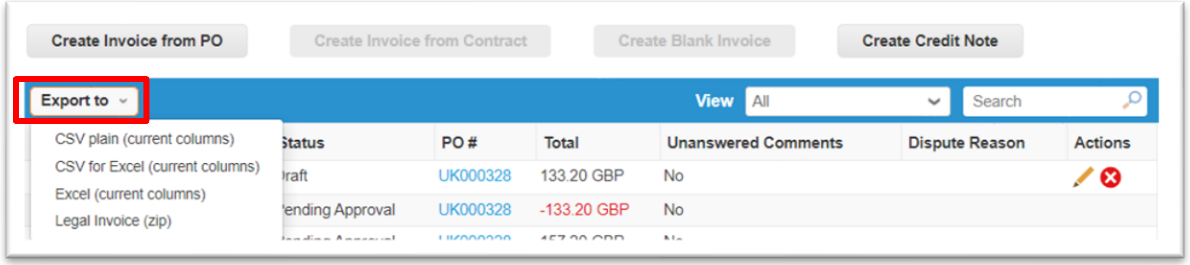
Classification:UNCLASSIFIED

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



- 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)



Classification:UNCLASSIFIED

Tax Guidance

Classification: UNCLASSIFIED

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.

Classification:UNCLASSIFIED

Information is still under review and subject to change

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.

Classification:UNCLASSIFIED

Additional Information

Classification: UNCLASSIFIED

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™