

There is a convenient way in Coupa to create a Credit Note: You just select the invoice to be credited and **“flip” it into a Credit Note**. Please, see further details on this page.

This functionality is only available for invoices, which you have submitted electronically – so will not work for paper/PDF invoices.

Credit Note principles

- ❗ Philip Morris International can process Credit Notes electronically. You have to create a **Credit Note for the total amount to fully offset** the corresponding Invoice.
- ❗ It is important to use proper **document type (Credit Note)** As Invoices with negative total can't be processed.
- ❗ **Credit Note** has to **replicate the Invoice completely** (type/number of lines, currency, PO references...).
- ❗ **Credit Note** can be associated only to **1 initial Invoice**.
- ❗ Credit Note must have **negative total** (see details).

Flipping Invoice into a Credit Note

Login to your CSP account, go to **Invoices tab**:

RPA_CSN_3_UAT_TC2	11/14/17	Pending Approval	5710007465	-1,080.00 CHF	No
RPA_CSN_3_UAT_TC1	11/14/17	Pending Approval	5710007465	1,080.00 CHF	No
None	11/14/17	Draft	5710007465	1,000.00 CHF	No

1. Scroll to the bottom of the page and click **“Credit note”** button

Per page: 15 | 45 | 90

No Contract Invoice Against Contract Create Credit note

2. You will be prompted with a window to select a **Reason** for your Credit note. Please, select **“Resolve issue...”** Then, select the Invoice to be credited. You can start typing Invoice # to see shortened list of invoices

Credit Note ✕

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 Select an Option ▼

Other (e.g. rebate)

R20 CN 1

RPA_CSN_3_UAT_TC4.1

RPA_CSN_3_UAT_TC10

Credit Note ✕

How do you want to correct invoice "R20 CN 1" ?

Completely cancel the invoice with a credit note !

Adjust invoice with a credit note !

Cancel Create

3. On the next step it is important to select option **“Completely cancel the invoice with a credit note”**, as PMI doesn't accept partial credit notes

4. Then, as soon as you will be redirected to Credit note creation screen, populate **Credit note #** and **Credit note date**, then you can click **Submit**

* Credit Note #

* Credit Note Date 02/06/18

Delete Cancel Save as draft Calculate Submit

The alternative way of creating a Credit Note based on a PO is still valid. Please, see the following instructions.

Credit Note principles

- ❗ Philip Morris International can process Credit Notes electronically. You have to create a **Credit Note for the total amount to fully offset** the corresponding Invoice.
- ❗ It is important to use proper **document type (Credit Note)**: As Invoices with negative total can't be processed.
- ❗ **Credit Note has to replicate the Invoice completely** (type/number of lines, currency, PO references...).
- ❗ **Credit Note can be associated only to 1 initial Invoice.**
- ❗ Credit Note must have **negative total** (see details).

The screenshot shows the 'Adjustment Type' dropdown set to 'Quantity'. Below it, a table lists adjustment details:

Type	Description	Qty	UOM	Price	Total
Item		-20.00	each	10.00	-200.00

Below this table, there are fields for PO Line (5700031914-1), Contract (9-0080800200-1091550100-0000-No), Supplier Part Number, and Commodity (U80121500-Corporate Affairs Comm. and Consulting Services). A 'Taxes' section shows VAT Rate, VAT Amount (0.00), and Tax Reference.

Creating a Credit Note

You need to go into the **Orders tab** and **click the icon to create Credit Note**

1. Type Credit Note Number, set the date.
2. Indicate initial Invoice # and Date (if applicable)

IMPORTANT:

The Total amount of the Credit Note **must be a negative value** in order to avoid errors in the system:

- If your invoice had Qty, then **Qty field value** in Credit Note should be **with "-"**, while **price should remain positive**
 - If your invoice has **only Price**, put **negative value** there
3. Remember to use the same VAT rate as in initial invoice
 4. **Do not attach** PDF Credit Note to the electronic one. PDF Credit Note will not be considered as legal in such cases

Don't send us any duplicate of electronic Credit Note **by paper or PDF**

When you are creating a credit note select Adjustment type **"Quantity"** or **"Price"**. Please do not use option **"Other"**.



The dropdown menu shows 'Quantity' selected, with 'Price' and 'Other' as other options.

The screenshot shows the 'Create Credit Note' form with the following details:

- Total: 1,000.00 CHF
- Actions: Create Credit Note icon
- General Info:
 - * Credit Note #: [Field]
 - * Credit Note Date: 07/31/17
 - Payment Terms: C060
 - Original Date of Supply: 07/31/17
 - * Currency: CHF
 - Delivery Number: [Field]
 - Status: Draft
 - * Original Invoice #: [Field]
 - * Original Invoice Date: [Field]
- Image Scan: [Browse...]
- Supplier Note: [Text Area]
- Attachments: Add File | URL | Text