

## Creating a SOR or D2C Credit Note

**IMPORTANT: PLEASE DO NOT USE THE RED COINS IN THE ORDERS SCREEN AS THIS WILL NOT CANCEL OR ADJUST YOUR INVOICE VALUE**

Select Customer

John Lewis Partnership

### Purchase Orders

Instructions From Customer

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
JL'	04/20/22	Issued	None	10 i	No	20.00 GBP		



### Navigation

**Step 1** - Login to Coupa Supplier Portal and select **Invoices** from the toolbar across the top.

**Step 2** - Click **Create Credit Note**. A message will appear requesting the reason as to why a credit note is being created. You will be able to select the invoice number or another reason as to why you are creating a credit note. Please only select **'Resolve issue for invoice number'**

#### 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  
 Other (e.g. rebate)

UAT - SOR.47

Cancel

Continue

**Step 3** - Once you have selected your invoice (or another reason) you will then be asked the following question to choose the option you wish. Select the appropriate option and click **Create**

#### Credit Note

How do you want to correct invoice "UAT - SOR.47" ?

Completely cancel the invoice with a credit note   
 Adjust invoice with a credit note 

Cancel

Create

## General Information

Fill in the details of the credit

1. Credit Note Number
2. Credit Reason = Enter reason here.

Create Credit Note [Create](#)

This credit note applies to invoice [UAT - SOR 47](#). When approved, the credit will

**General Info**

**\* Credit Note #** CRED UAT - SOR 47 ✓

**\* Credit Note Date** 28/04/2023

**Payment Term** 10 3%|10

**\* Currency** GBP

**Delivery Number**

**Status** Draft

**Original Invoice Number** UAT - SOR.47

**Original Invoice Date** 28/04/2023

**Image Scan**  No file chosen

**Invoice Description**

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

**Cash Accounting Scheme**

**\* Credit Reason** Error

**Margin Scheme**

**From** - These will all automatically populate the original invoice details.

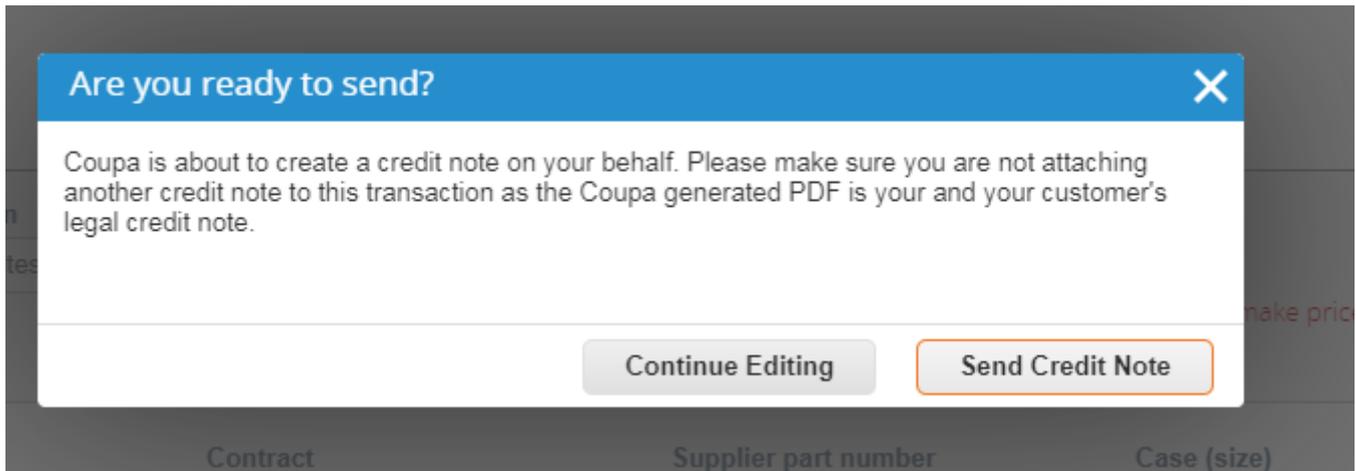
**To** - These will all automatically populate the original invoice details.

**Tax Point Date** - Will pre populate with the original invoice date

**PO Invoice Lines** - Following information is required:

1. **Description** - Must remain same as original Invoice.
2. **Quantity** - Must be a minus
3. **Price** - Must remain same as original Invoice.
4. **Vat Rate** - Must remain same as original Invoice.

Then you will need to click Calculate, Submit, then the following warning message will appear.



Click **Send Credit Note** if happy to proceed and submit. Your credit note will now be submitted to make amendments to the original invoice.

Once completed, the message '**Create Replacement Invoice**' will appear.

You will not be able to create a replacement invoice for a SOR or D2C invoice by following this option. Instead, select **No** and follow our '**Converting a D2C or SOR PO into an Invoice**' guide, which can be found [here](#), to submit your replacement invoice.

