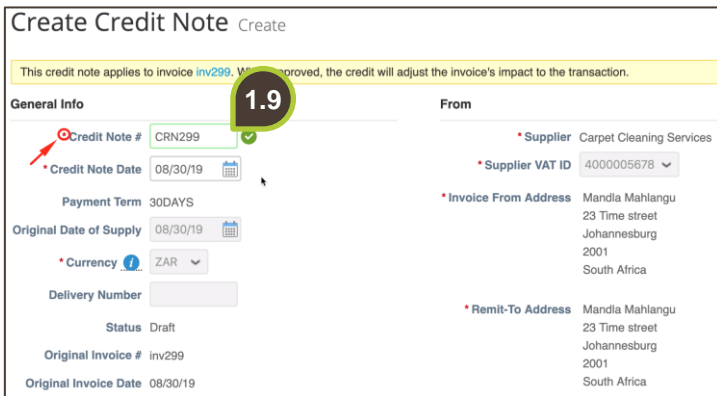
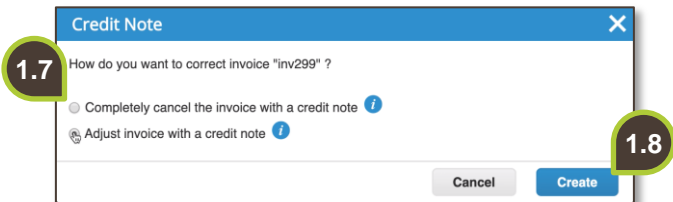
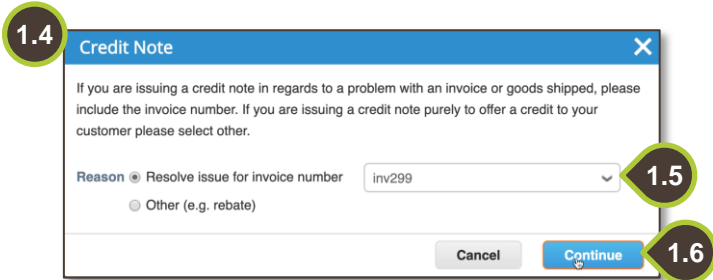
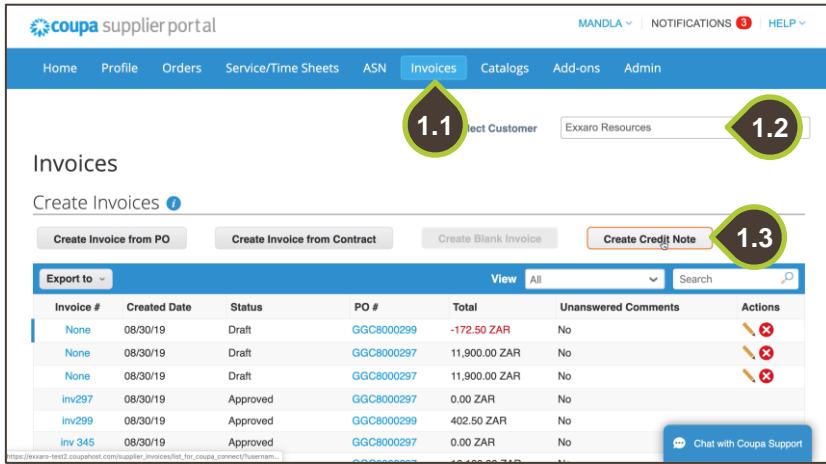


Credit Notes

To fix invoice inconsistencies or resolve invoice dispute, consider this quick reference guide. There are two ways you can create and submit a credit note:

- Through the Coupa Supplier Portal (CSP) OR
- Sending a PDF credit note via email.



1. Create credit note in the CSP

The first option is to create a credit note on the Coupa Supplier Portal.

1.1. Navigate to the **Invoices** tab.

1.2. From the **Select Customer** dropdown list, select Exxaro Resources.

1.3. Click **Create Credit Note**.

1.4. In the credit note pop-up, select the reason for your credit note.

1.5. From the drop-down list, select the **invoice number**

1.6. Click **Continue** to proceed.

1.7. Coupa will prompt for more information on how you want to rectify the invoice. To fix inaccuracies, select **Completely cancel the invoice**, or, to fix price or quantity discrepancies, select **Adjust invoice**.

1.8. Click **Create**.

1.9. Populate all the mandatory fields marked by a red asterisk.

Type	Description	Qty	UOM	Price	
	Cleaning Services	1,000	Hours	-150.00	-350.00

- 1.10. Proceed to your line items. In the **Adjustment Type** drop down options, select Price.
- 1.11. Specify the new amount.
- 1.12. Click **Submit** to submit your credit note.

To: coupa.invoices@exxaro.com

Cc:

Subject: Credit note #299

Attachments: basic-credit_note.pdf (13.6 KB)

Hi Accounts Receivable,
Herewith credit note #299
Kind regards
Mandla

2. Send a PDF credit note

The second option is to send a PDF document via email.

- 2.1. Open a new email and attach the PDF document.
- 2.2. Click **Send** to send your credit note to coupa.invoices@exxaro.com

For additional support contact 0872 839 704, or email vendor.services@exxaro.com for assistance