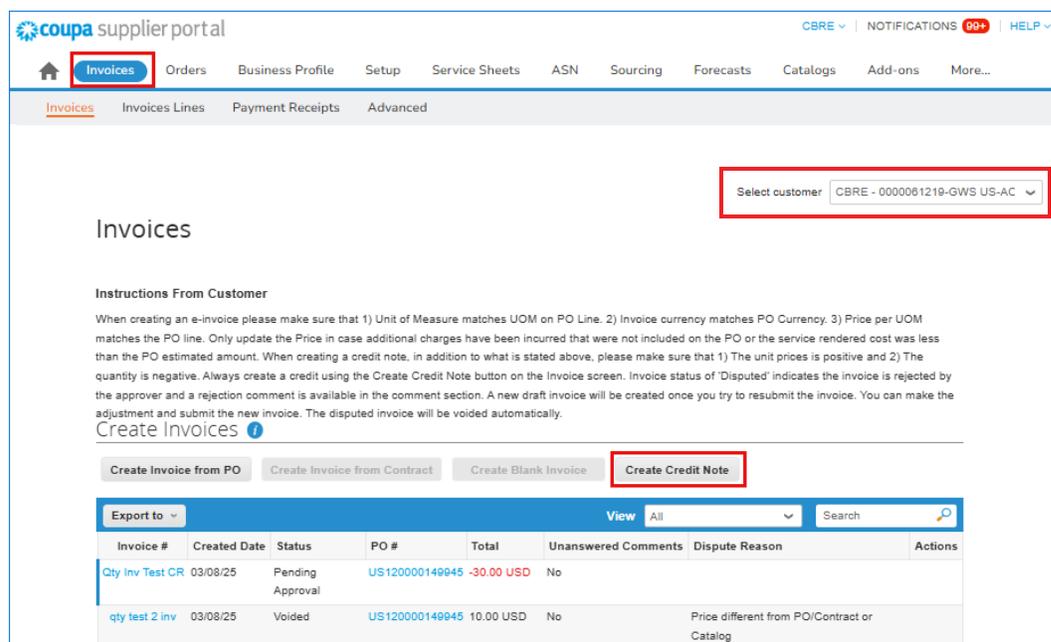


## Create a Credit Note

This document will outline how to create a credit note that can be used to resolve a dispute on an invoice or to record miscellaneous credits (e.g.: return/cancelation of goods, price adjustments, rebates and/refunds). Please follow the instructions below to perform these functions.

1. Navigate to **Invoices** and select the correct customer.
2. Select **Create Credit Note**.

**IMPORTANT Note:** Credit notes should only be created from the Invoice Screen using **Create Credit Note** button. **NEVER** create a credit note using the red coins on the Orders tab.



**Invoices**

Select customer: CBRE - 0000081219-GWS US-AC

**Instructions From Customer**

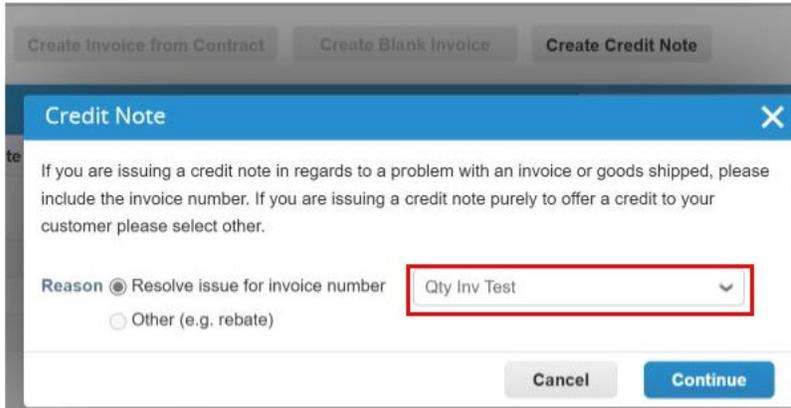
When creating an e-invoice please make sure that 1) Unit of Measure matches UOM on PO Line. 2) Invoice currency matches PO Currency. 3) Price per UOM matches the PO line. Only update the Price in case additional charges have been incurred that were not included on the PO or the service rendered cost was less than the PO estimated amount. When creating a credit note, in addition to what is stated above, please make sure that 1) The unit prices is positive and 2) The quantity is negative. Always create a credit using the Create Credit Note button on the Invoice screen. Invoice status of 'Disputed' indicates the invoice is rejected by the approver and a rejection comment is available in the comment section. A new draft invoice will be created once you try to resubmit the invoice. You can make the adjustment and submit the new invoice. The disputed invoice will be voided automatically.

Create Invoices

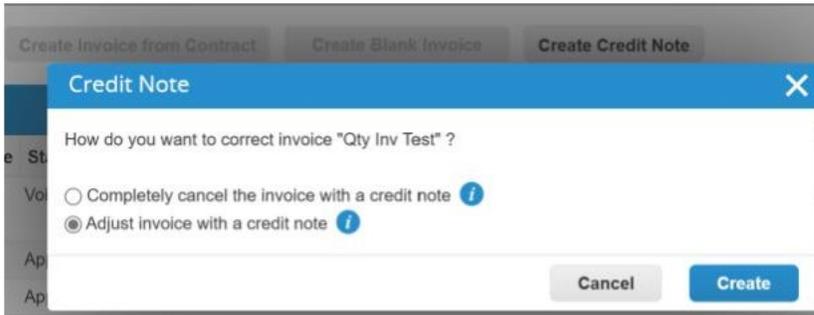
Create Invoice from PO   Create Invoice from Contract   Create Blank Invoice   **Create Credit Note**

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
Qty Inv Test CR	03/08/25	Pending Approval	US120000149945	-30.00 USD	No		
qty test 2 inv	03/08/25	Voided	US120000149945	10.00 USD	No	Price different from PO/Contract or Catalog	

- From the drop down, select the invoice that the credit applies to and click **Continue**.



- Select **Completely cancel the invoice with a credit note** to cancel the entire invoice. Or select **Adjust invoice with a credit note** to correct the invoice. Click **Create**.



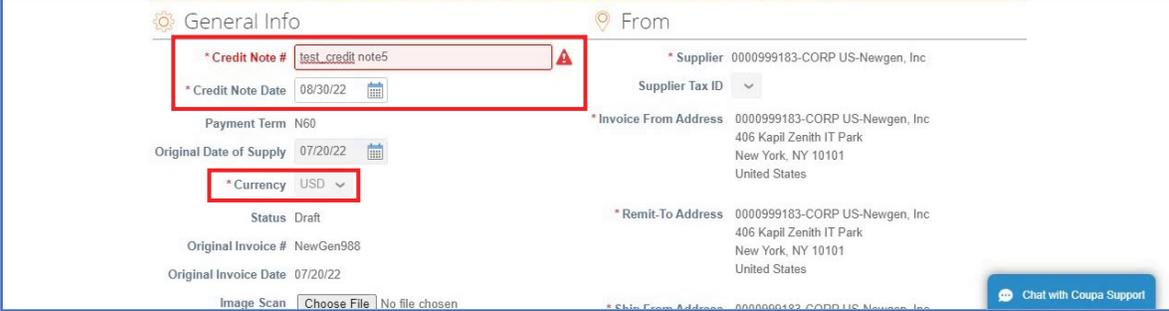
**Note:**

- Whether completely cancelling the invoice or adjusting the invoice lines, only the following fields can be edited: Credit Note Number, Credit Reason, and line adjustment information (e.g., price, quantity, and other). The other fields are pre-populated with information from the original invoice and are not editable.
- Line-level taxes are carried over from the invoice and prorated based on the credit amount.

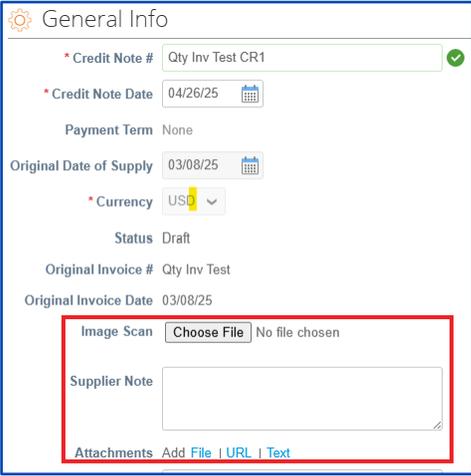
If credit is submitted for an original invoice and tax and freight were billed, the credit for tax and freight will need to be included on the credit memo. CBRE will not accept freight or tax-only invoices.

- Ensure all required fields are completed. Enter in the **Credit Note #**, **Credit Note Date** and ensure you have the correct **Currency** selected.

**NOTE:** The credit number can be up to 25 characters, including special characters. A best practice is to add CR at the end of the credit note number. (i.e. 124443TST\_creditCR).

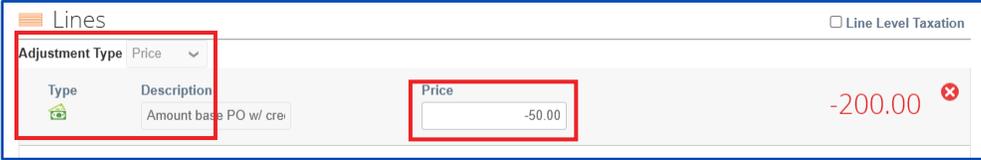


- Attach/upload a copy of the credit note, (Optional: add Supplier Notes or additional attachments to support the credit note)



## Adjusting an invoice for an Amount Type Purchase Order

- Scroll to the line and update enter the amount of the credit as a negative amount. In the example below, we are going to create a credit note for **-50.00**.



**NOTE:** In this example, the line type is Amount and the Adjustment Type can not be changed.

8. Select **Calculate** to confirm amount to reflect on the Credit Note and then select **Submit**

Total Tax	0.00
Net Total	-50.00
<b>Total</b>	<b>-50.00</b>

### Adjusting an invoice for a Quantity Type Purchase Order: Select the correct Adjustment type Quantity, Price, or Other.

- Adjustment Type **Quantity** is used when issuing a credit note for quantity or units. This type of credit note should have a negative quantity. When this is selected, the Price will be greyed out and you will be unable to change it.
- Adjustment Type **Price** is used when a credit note is due to incorrect pricing. This type of credit note will have a negative price amount. When this is selected, the qty will be greyed out and you will be unable to change it.
- Adjustment Type **Other** is used when a combination of quantity and price need to be adjusted. Both the Quantity and Price options are open to be edited.

9. Select the Adjustment Type and Quantity or Price based on the examples below:

- Select **Quantity** if adjustment is needed to the quantity of the original invoice. *For example, you invoiced Qty of 5 and should have only invoices Qty of 3; enter **Qty** as a negative amount (i.e. -2.0).*

Lines  Line Level Taxation

Adjustment Type: Quantity

Type	Qty	UOM	Price	
Quantity	-2.0	Each	20.00	-40.00
Price				
Other				

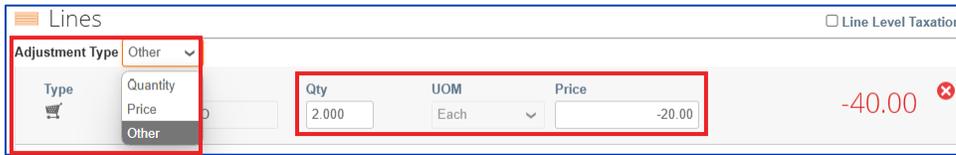
- Select **Price** if adjustment is needed to the unit price of the original invoice. *For example, the original invoice had a price of \$220 and should have only invoices at \$200; enter **Price** as a negative amount (i.e. -20.00).*

Lines  Line Level Taxation

Adjustment Type: Price

Type	Qty	UOM	Price	
Quantity	2.000	Each	-20.00	-40.00
Price				
Other				

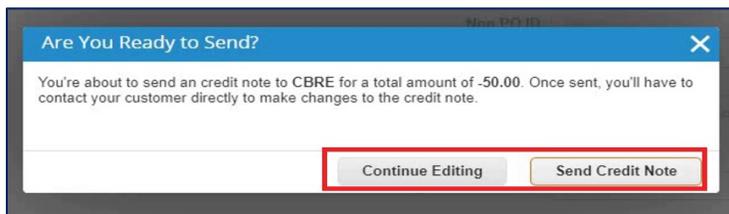
- c. Select **Other** if adjustment is needed to the quantity & the unit price of the original invoice. For example, the original invoice was issued for 3 units at \$220 each. Only 1 unit was received and should have been billed at \$200; always enter **Price** as a negative amount when using Other (i.e. **-20.00**).



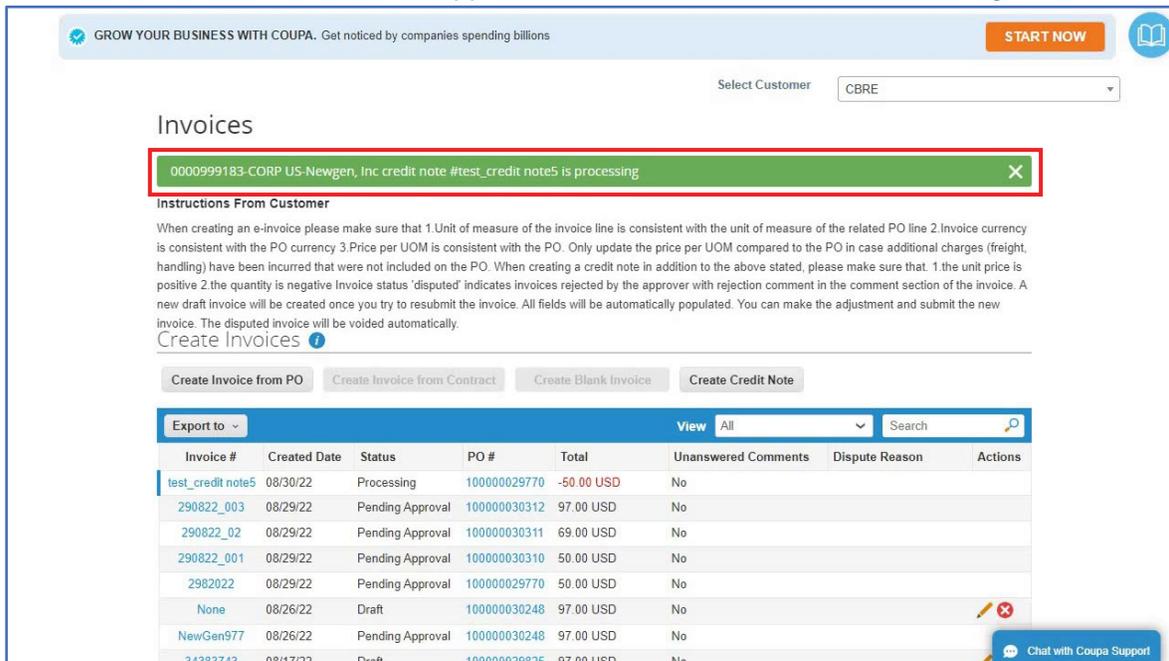
- 10. Select **Calculate** to confirm amount to reflect on the Credit Note and then select **Submit**.



- 11. **Are You Ready to Send?** message will display. Select **Send Credit Note** if the Credit is ready to submit. Select **Continue Editing** if you wish to revise the Credit Note.



- 12. The Submitted Credit Note will appear on the Invoices tab and will have a negative amount.

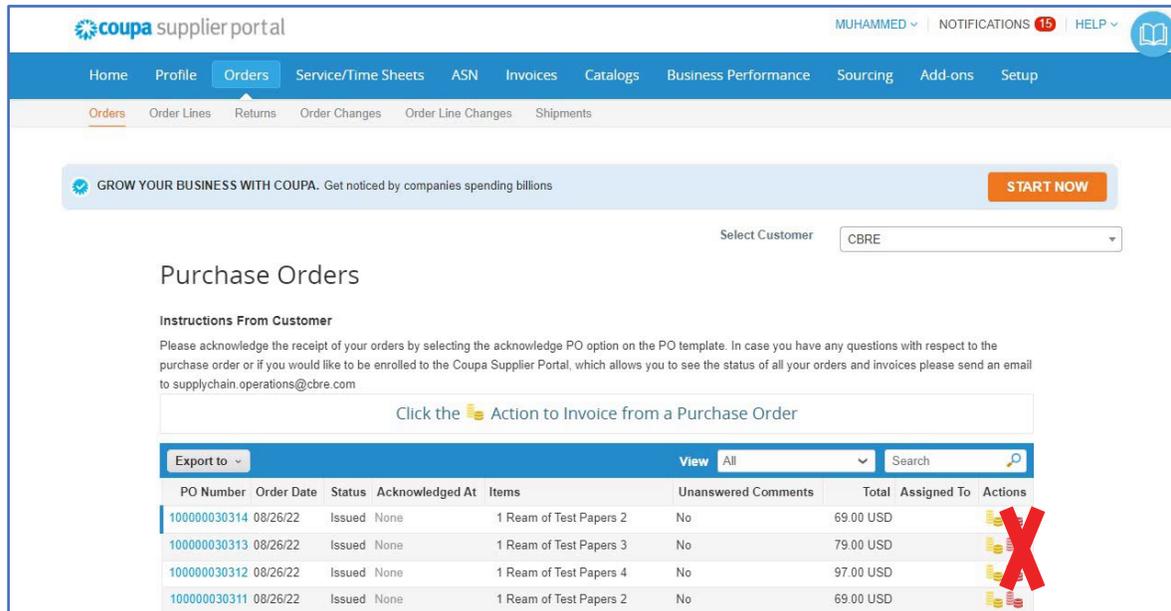


**Instructions From Customer**

When creating an e-invoice please make sure that 1. Unit of measure of the invoice line is consistent with the unit of measure of the related PO line 2. Invoice currency is consistent with the PO currency 3. Price per UOM is consistent with the PO. Only update the price per UOM compared to the PO in case additional charges (freight, handling) have been incurred that were not included on the PO. When creating a credit note in addition to the above stated, please make sure that 1. the unit price is positive 2. the quantity is negative Invoice status "disputed" indicates invoices rejected by the approver with rejection comment in the comment section of the invoice. A new draft invoice will be created once you try to resubmit the invoice. All fields will be automatically populated. You can make the adjustment and submit the new invoice. The disputed invoice will be voided automatically.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
test_credit note5	08/30/22	Processing	100000029770	-50.00 USD	No		
290822_003	08/29/22	Pending Approval	100000030312	97.00 USD	No		
290822_02	08/29/22	Pending Approval	100000030311	69.00 USD	No		
290822_001	08/29/22	Pending Approval	100000030310	50.00 USD	No		
2982022	08/29/22	Pending Approval	100000029770	50.00 USD	No		
None	08/26/22	Draft	100000030248	97.00 USD	No		
NewGen977	08/26/22	Pending Approval	100000030248	97.00 USD	No		
34383743	08/17/22	Draft	100000029825	97.00 USD	No		

**IMPORTANT Note:** Never create a credit note from the Red Coins located on the **Orders Tab**.



**coupa supplier portal** MUHAMMED | NOTIFICATIONS 15 | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Orders Order Lines Returns Order Changes Order Line Changes Shipments

GROW YOUR BUSINESS WITH COUPA. Get noticed by companies spending billions **START NOW**

Select Customer: CBRE

### Purchase Orders

**Instructions From Customer**  
Please acknowledge the receipt of your orders by selecting the acknowledge PO option on the PO template. In case you have any questions with respect to the purchase order or if you would like to be enrolled to the Coupa Supplier Portal, which allows you to see the status of all your orders and invoices please send an email to [supplychain.operations@cbre.com](mailto:supplychain.operations@cbre.com)

Click the  Action to Invoice from a Purchase Order

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
100000030314	08/26/22	Issued	None	1 Ream of Test Papers 2	No	69.00 USD		
100000030313	08/26/22	Issued	None	1 Ream of Test Papers 3	No	79.00 USD		
100000030312	08/26/22	Issued	None	1 Ream of Test Papers 4	No	97.00 USD		
100000030311	08/26/22	Issued	None	1 Ream of Test Papers 2	No	69.00 USD		

For additional support, please submit a ServiceNow ticket to your Procurement Buyer Support team.

Region & Line of Business	Support Email Contact
GWS APAC	<a href="mailto:APAC_ProcurementBuyerSupport@cbre.com">APAC_ProcurementBuyerSupport@cbre.com</a>
GWS EMEA	Use the links below to get support for the following countries AUSTRIA - <a href="mailto:CBRE-GWS-AT-Resolution@cbre.com">CBRE-GWS-AT-Resolution@cbre.com</a> BELGIUM - <a href="mailto:CBRE-GWS-BE-Resolution@cbre.com">CBRE-GWS-BE-Resolution@cbre.com</a> CZECH REPUBLIC - <a href="mailto:CBRE-GWS-CZ-Resolution@cbre.com">CBRE-GWS-CZ-Resolution@cbre.com</a> DENMARK - <a href="mailto:CBRE-GWS-DK-Resolution@cbre.com">CBRE-GWS-DK-Resolution@cbre.com</a> FINLAND - <a href="mailto:CBRE-GWS-FI-Resolution@cbre.com">CBRE-GWS-FI-Resolution@cbre.com</a> FRANCE - <a href="mailto:CBRE-GWS-FR-Resolution@cbre.com">CBRE-GWS-FR-Resolution@cbre.com</a> GERMANY - <a href="mailto:CBRE-GWS-DE-Resolution@cbre.com">CBRE-GWS-DE-Resolution@cbre.com</a> HUNGARY - <a href="mailto:CBRE-GWS-HU-Resolution@cbre.com">CBRE-GWS-HU-Resolution@cbre.com</a> IRELAND - <a href="mailto:CBRE-GWS-IR-Resolution@cbre.com">CBRE-GWS-IR-Resolution@cbre.com</a> ITALY - <a href="mailto:CBRE-GWS-IT-Resolution@cbre.com">CBRE-GWS-IT-Resolution@cbre.com</a> LUXEMBOURG - <a href="mailto:CBRE-GWS-LU-Resolution@cbre.com">CBRE-GWS-LU-Resolution@cbre.com</a>

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	POLAND - <a href="mailto:CBRE-GWS-PL-Resolution@cbre.com">CBRE-GWS-PL-Resolution@cbre.com</a>
	SLOVAKIA - <a href="mailto:CBRE-GWS-SK-Resolution@cbre.com">CBRE-GWS-SK-Resolution@cbre.com</a>
	SLOVENIA - <a href="mailto:CBRE-GWS-SI-Resolution@cbre.com">CBRE-GWS-SI-Resolution@cbre.com</a>
	SPAIN - <a href="mailto:CBRE-GWS-ES-Resolution@cbre.com">CBRE-GWS-ES-Resolution@cbre.com</a>
	SWEDEN - <a href="mailto:CBRE-GWS-SE-Resolution@cbre.com">CBRE-GWS-SE-Resolution@cbre.com</a>
	SWITZERLAND - <a href="mailto:CBRE-GWS-CH-Resolution@cbre.com">CBRE-GWS-CH-Resolution@cbre.com</a>
	UNITED KINGDOM - <a href="mailto:CBRE-GWS-UK-Resolution@cbre.com">CBRE-GWS-UK-Resolution@cbre.com</a>
GWS Latin America	<a href="mailto:LATAM_ProcurementBuyerSupport@cbre.com">LATAM_ProcurementBuyerSupport@cbre.com</a>
GWS US & Canada	<a href="mailto:GWSNAM_ProcurementBuyerSupport@cbre.com">GWSNAM_ProcurementBuyerSupport@cbre.com</a>
Corporate/Advisory APAC	<a href="mailto:APACSupplyChainBuyers@cbre.com">APACSupplyChainBuyers@cbre.com</a>
Corporate/Advisory EMEA	<a href="mailto:ADVEMEA_ProcurementBuyerSupport@cbre.com">ADVEMEA_ProcurementBuyerSupport@cbre.com</a>
Corporate U.S.	<a href="mailto:USProcurement@cbre.com">USProcurement@cbre.com</a>