Jazz Pharmaceuticals

How do I submit a credit note?

You can submit a credit note through the Coupa Supplier Portal (CSP) by creating it against an existing invoice or purchase order.

A few things to note before you start:

Make sure you have:

- The original invoice or purchase order
- The credit amount and reason

Step 1: Login to the Coupa Supplier Portal

Go to the Coupa Supplier Portal and sign in using your email address and password.

Step 2: Initiate the credit note

From the main menu, select **Invoices**

Click **Create Credit Note.**

Step 3: Select the invoice

Choose the invoice you want to credit from the list provided.

If the credit note is not related to a specific invoice, select:

Other (e.g. rebate)

Step 4: Create the credit note

You'll be asked how you want to correct the invoice.

Select either:

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

Then click **Create**.

Step 5: Complete the credit note details

Check and complete all required fields, including:

- credit note number
- credit amount
- reason for the credit

Make sure the information accurately reflects the adjustment being made.

Step 6: Attach supporting documents

Upload a copy of the credit note or any supporting documentation.

Make sure the attached document matches the information entered in Coupa.

Step 7: Submit the credit note

Click **Submit**

You'll see a confirmation message once the credit note has been successfully submitted.

What happens next?

Jazz will review your credit note and, if approved, apply it against the relevant invoice or account.

Quick tip

Always create the credit note against the correct invoice where possible. This helps Jazz to process and apply the credit note and approve the placement invoice more quickly .

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Need help?

- For questions about Jazz's accounts payable, email accountspayable@jazzpharma.com
- Alternatively, please reach out to your Jazz representative.

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