



RITUALS...®

# RITUALS

Coupa Supplier guide

November 2025



# CONTENT

---

01 COUPA INTRODUCTION

---

02 First registration

---

03 Purchase orders

---

04 Invoices

---

05 Support

This supplier information pack is to be leveraged by suppliers that transact with Rituals indirect procurement via Coupa. This pack outlines how to register for the Coupa Supplier Portal, setup your account and transact with Rituals (Purchase Orders and Invoicing).

For additional information visit <https://supplier.coupa.com/>

# WHAT IS COUPA?

- Coupa is a cloud-based business spend management platform that helps companies manage procurement, invoicing, and supply chains.
- Coupa provides Rituals with one platform that integrates procurement and invoice workflows.
- Coupa provides a Coupa Supplier Portal (CSP) to suppliers for free. There are no costs for suppliers.
- The Coupa Supplier Portal enables sharing of purchase orders, creating and sharing invoices, resolving invoice disputes and maintenance of supplier data.
- For more information about the Coupa platform, please visit:  
<https://www.coupa.com/>



## WHAT IS IN IT FOR SUPPLIERS?

---



- **Free Access** – No cost to join or use the portal.
- **Faster Payments** – Real-time invoice status and quicker processing.
- **Improved Visibility** – Track POs, invoices, and payment details in one place.
- **Easy Collaboration** – Direct communication with buyers for updates and changes.
- **Global Reach** – Connect with multiple customers through a single platform.

# KEY TERMINOLOGY

Term	Description
Coupa Supplier Portal (CSP)	An online platform provided by Coupa that allows suppliers to manage their interactions with buyers. Through CSP, suppliers can view and acknowledge purchase orders, submit invoices, track payment status, and update their company information.
Supplier Actionable Notifications (SAN)	Email notifications sent to suppliers that contain direct links to perform specific actions (e.g., acknowledge a PO, create an invoice) without logging into the Coupa Supplier Portal. These notifications streamline supplier response and improve efficiency.
Purchase Order (PO)	A formal document issued by Rituals to a supplier specifying the products or services to be provided, along with details such as quantity, price, delivery date, and terms. It serves as a contractual agreement between Rituals and supplier.
PO Acknowledgement	A confirmation from the supplier that they have received and accepted the purchase order. This may include agreeing to the terms, confirming delivery dates, or proposing changes.
Invoice	A financial document issued by the supplier to Rituals requesting payment for goods or services delivered. It typically includes details such as PO number, item descriptions, quantities, prices, and payment terms.
Disputed Invoice	An invoice that Rituals does not fully accept due to discrepancies such as incorrect pricing, missing information, or non-compliance with agreed terms. The dispute must be resolved before payment can be processed.
Credit Note	An invoice with negative value, to offer a credit or resolve the issue for an invoice.
Remit-To Accounts	Bank account details provided by the supplier where payments should be sent. These accounts must be correctly set up and verified to ensure timely and accurate payment.
Ship-From	The address whether the supplier delivers the items/service to Rituals, which is defaulted as the legal entity address.
Payment Term	The agreed-upon conditions between buyer and supplier that define when payment is due after the invoice date.
Indirect Procurement	Indirect procurement refers to the sourcing and procurement of goods and services that support daily business operations but are not part of the final product.

# ACTION BUTTONS

The following icons are action buttons in Coupa

-  Add item
-  Delete
-  Edit
-  Print
-  Create invoice
-  Create Credit Note
-  View
-  Calendar
-  Mark as read
-  Resolve

Purchase Orders

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
R150-0105419	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		 
R150-0105418	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		 
R150-0105417	12/03/25	Issued	None					

Invoices

Create Invoices 

[Create Invoice from PO](#) [Create Invoice from Contract](#) [Create Blank Invoice](#) [Create Credit Note](#)

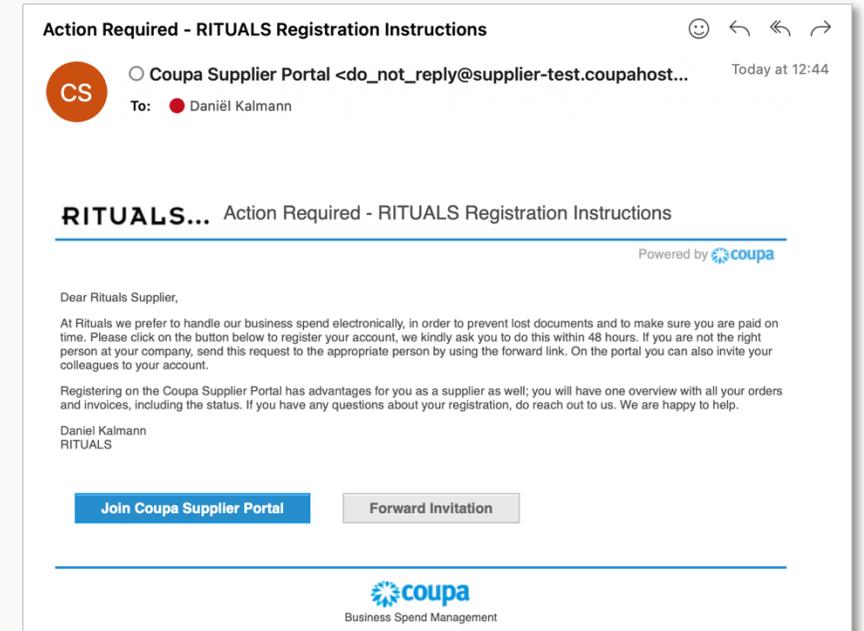
Export to	View	All	Search				
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	12/03/25	Draft	R150-0105419	12,640.00 EUR	No		 
None	12/03/25	Draft	R150-0105419	12,640.00 EUR	No		 

Per page 15 | 45 | 90

# REGISTER FOR THE SUPPLIER PORTAL

## There are four ways to register to the CSP:

Method	Benefits	Considerations
<b>Customer-created invitation</b>	You get a custom-invitation with specific instructions and a proactive message from your customer. When you accept the invitation and create your account, you are automatically connected/linked to the customer who invited you.	You have to wait for your customer to send the invitation email. This means that you might not get invited due to your customer forgetting or not having the time to send the invitations to all their suppliers.
<b>Self-created invitation</b>	You can set up your accounts ahead of time, add multiple users, set up your login preferences, and update your profile more quickly.	You need to connect manually to your customers in Coupa. Let your customer know that you registered and you want to connect with them. Customers can connect with you through their Supplier Portal Directory, or by sending an invitation email to any of the CSP supplier users on the account. However, if you are invited using a different email, that email can log in but will have to merge with the account that was set up ahead of time in order for all the supplier users to be on the same account and linked to the customer.
<b>Purchase order (PO) email</b>	Your customer does not have to proactively manage invitations and reminders for you to get connected through the CSP. You can create a CSP account without requiring an invitation if you use Supplier Actionable Notifications (SAN), InvoiceSmash, or other PO methods. As PO emails are a frequent communication channel between you and your customers, you have more opportunities to create a CSP account and enjoy its benefits.	None
<b>Forwarded invitation from a coworker</b>	You can easily invite others within your organization to the CSP by forwarding them your PO email notification or by sending them an invitation from the create account page. You end up with the right supplier user(s) linked to and transacting electronically through the CSP with less work.	You can forward the invitation only to email addresses with the same domain. However, this ensures more built-in security.



Link to access Coupa Supplier Portal:

<https://supplier.coupahost.com/>

# FIRST REGISTRATION

Suppliers can register on CSP when receiving the Coupa registration invitation email or from the PO email.

**Create an account**

RITUALS uses Coupa to transact and communicate with you.  
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

**1**

- \* Business Name**  
Rituals Supplier  
Your legal business name (or legal personal name if an individual)
- \* Email**  
daniel.kalmann@rituals.com
- \* First Name** / **\* Last Name**  
First name / Last Name  
Cannot contain special characters or symbols (like !, ?, \*, &, <, >).
- \* Password** / **\* Confirm Password**  
Use at least 8 characters and include a number and a letter.

**2**

- \* Country/Region** / **\* Tax Registration** ⓘ  
#####
- I do not have a Tax ID
- I accept the [Privacy Policy](#) and [Terms of Use](#)

**3**

[Create an account](#)

Already have an account? [Log In](#)

**Join an Existing Account?**  
Provide any of the additional info to get better suggestions.

View existing accounts matching email domain **rituals.com**

**Business Name**  
Rituals Supplier

**Country/Region**  
Netherlands

**Address Line 1**

**City** / **State** / **Postal Code**

**Tax ID** / **DUNS Number**  
NLS30081910B01

**4**

No, continue creating a new account

[Next](#)

- 1** Validate your business name, personal name and set your password.
- 2** Set your Tax registration.
- 3** Read and accept the Privacy Policy and Terms of Use. Click create an account
- 4** Merge existing accounts if your company already uses CSP for other customers. Otherwise click continue creating a new account

# FIRST REGISTRATION

## Data Privacy

Make your business information public to make it easier for customers to work with you.

- Do not publish my business profile.
- Publish all my business profile details

1

Save

## Onboarding for rituals-uat (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

1

Primary Address

Provide the main address associated with your business.

2

Payment Methods

(Virtual Card | Bank Transfer | Remit-To Address)

### Primary Address

* Country/Region	* Address Line 1	Address Line 2
<input type="text"/>	<input type="text"/>	<input type="text"/>
* City	* State	* Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

2

Save and Next

## Onboarding for rituals-uat (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

✓ Primary Address saved successfully

3

✓

Primary Address

Provide the main address associated with your business.

2

Payment Methods

(Virtual Card | Bank Transfer | Remit-To Address)

### Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname *	Beneficiary Legal Name *
<input type="text"/>	<input type="text"/>
Bank Branch Country / Region *	Bank Account Currency *
<input type="text" value="Netherlands"/>	<input type="text" value="EUR"/>
Bank Name *	IBAN *
<input type="text"/>	<input type="text" value="18 characters"/>
SWIFT / BIC Code *	Branch Code
<input type="text" value="8 or 11 characters"/>	<input type="text"/>

### Additional Information

1

Select your data privacy preference and click save.

2

Set your Primary Address and click Save and Next.

3

Set your accepted Payment Methods and click Save and Next.

*Note: check the tick box, Do not accept virtual card from Rituals, if the supplier would like to opt for bank transfer. Suppliers can bypass this and add their preferred payment method later via your Business Profile -> Payment Methods*

# CSP SETTINGS

## Overview of the CSP UI Homepage.

The screenshot displays the Coupa Supplier Portal interface for a user named Rituals Supplier. The navigation bar at the top includes a home icon (1) and several menu items: Invoices (2), Orders (3), Business Profile (4), Service Sheets, Items, ASN (5), Sourcing, Forecasts, Catalogs, Setup (6), and More... The main content area is divided into several sections. On the left, there is a 'Recent Activity' section with a 'RITUALS' filter and a message 'No activity found for RITUALS.'. On the right, there is an 'Announcements' section with 'No Announcements'. At the bottom, there are four cards: 'Multi Factor Security' (0 of 1 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (1 Connection). The top right corner shows 'FIRST NAME' dropdown, 'NOTIFICATIONS 0', and 'HELP' dropdown.

- 1 Home page. Return to the home page. View your recent activity.
  - 2 Invoices. Create and manage invoices
  - 3 Orders. View, access and manage the purchase orders received.
  - 4 Business Profile. Create and manage your profile including addresses and contacts.
  - 5 ASN. Create Advance Ship Notices to instantly notify Rituals in advance of a shipment.
  - 6 Setup. Manage users, remit-to addresses, merge requests, etc.
-  Note that the other tabs e.g. Service Sheets etc. are not (frequently) used by Rituals at this time.

# CSP SETTINGS

## Notifications and language settings.

The screenshot displays the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal', 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecast', and a user profile dropdown with '1' next to the name. The dropdown menu is open, showing 'Settings', 'Notifications Preferences', 'Security & MFA', and 'Log Out'. The main content area is titled 'My Account Notification Preferences' and includes a 'Verify' button for the user's mobile number. Below this are sections for 'Account Access', 'Announcements', 'Business Performance', and 'Catalogs', each with checkboxes for 'Online', 'Email', and 'SMS' notifications. At the bottom right, a language selection dropdown is open, showing options like 'Dansk (Danmark)', 'Deutsch (Belgien)', etc., with '3' next to the 'English (US)' option. The footer contains copyright information for Coupa Software Incorporated.

- 1 Click on your first name and notification preferences.
- 2 Select your notification preferences
- 3 Scroll down to the bottom of the page to change the language settings if preferred

# ADDING ADDITIONAL USERS

Invite additional users via the setup menu.

The screenshot shows the 'Admin Users' page in the Coupa Supplier Portal. The 'Setup' tab is active, and the 'Invite User' button is highlighted with a brown box containing the number '1'. Below the button is a table of existing users.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
First name Last Name	daniel.kalman@rituals.com	Active	ASNs Admin Catalogs Community Contracts Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	RITUALS	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

The screenshot shows the 'Invite User' modal form. The form is divided into sections: User Information, Phone Number, Permissions, and Customers. The 'Email' field is highlighted with a brown box containing the number '2'.

**User Information**

First Name:

Last Name:

\* Email:

Purpose:

**Permissions**

- All
- Admin
- Orders
- All
- Restricted Access to Orders
- Invoices
- Catalogs
- Profiles
- ASNs

**Phone Number**

Country/Region:

Area Code:

Number:

Extension:

**Customers**

- All
- RITUALS

1 Go to the setup tab and click Invite User

2 Fill in contact information of the invited user. Email is a mandatory field. Click Send Invitation.

# SETTING UP THE LEGAL ENTITY INFORMATION

Suppliers should create their legal entity information in Coupa in order to be able to create invoices on the CSP.

The image displays two screenshots of the Coupa Supplier Portal interface for editing legal entity information. The left screenshot shows the 'Edit Legal Entity' form with the following sections: 'Legal Entity Name' (Rituals Supplier), 'Country/Region' (Netherlands), 'Tax Registrations' (Country/Region: Netherlands, VAT ID: NL530081910B01), and 'Additional Company Information' (Co Reg Num.). A table of 'Legal Entities' is visible on the left side of the form. The right screenshot shows the 'Edit Legal Entity' form with the following sections: 'Invoice From Address' (Country/Region: Netherlands, Address Line 1: Streetlane 2A, Address Line 2: Address Line 2, City: Amsterdam, State: North Holland, Postal Code: 1063EA), 'Ship From Address' (Same as Invoice From Address), and 'Remit-To Address' (Same as Invoice From Address). A note at the bottom of the right screenshot states: 'Payment information and customer connections can be modified on the Payment Methods page. Click here to make changes.'

- 1 Go to Business Profile and to Legal Entities.
- 2 Validate or fill in the required details.
- 3 Validate or fill in the Invoice From Address.
- 4 Validate or fill in the Ship From Address. If this is the same as the Invoice From Address, click the box
- 5 Validate or fill in the Remit-To Address. If this is the same as the Invoice From Address, click the box
- 6 Click Save

# SETTING UP THE PAYMENT INFORMATION

Additional payment methods can be setup in CSP.

**1** Business Profile

**2** Add Payment Method

**3** Linked Legal Entity \*  
Rituals Supplier

**Bank Transfer**  
Please enter the following information to receive Bank Transfer payments.

Account Nickname \* ⓘ

Beneficiary Legal Name \* ⓘ  
Rituals Supplier

Bank Branch Country / Region \*  
Netherlands

Bank Account Currency \*  
EUR

Bank Name \*  
18 characters

SWIFT / BIC Code \* ⓘ  
8 or 11 characters

Branch Code ⓘ

**Additional Information**

**Bank Branch Address**  
Address Line 1

Cancel Save

- 1** Go to Business Profile and to Payment Methods.
- 2** Select add Payment Method and select the desired method.
- 3** Fill in the required fields.
- 4** Click Save

# PURCHASE ORDERS IN CSP

## Viewing your purchase orders on CSP.

coupa supplier portal

FIRST NAME | NOTIFICATIONS 4 | HELP

Home Invoicing **1** Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogs Setup More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

2 Select customer RITUALS

### Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to **4** View All **5** Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
<b>3</b> R150-0105419	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		
R150-0105418	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		
R150-0105417	12/03/25	Issued	None	20 Each of Item description	No	60,000.00 EUR		

- 1 Click Orders on the top menu. You can view all the purchase orders here.
  - 2 Ensure you have selected RITUALS as customer, in case you have more customers on Coupa.
  - 3 Here you see all Rituals Purchase Orders.
  - 4 You can select different views enabled by default. You can also create your own views.
  - 5 Use the search bar to find specific purchase orders.
- Note that Purchase Order status can be:
- Issued: Purchase Order has been created in Coupa and issued to supplier
  - Cancelled: An issued PO that has been cancelled. There is no need to deliver goods/service against this PO
  - Soft Closed: A PO is closed but still can be reopened. Supplier cannot create invoice against a PO in this status because this transaction has been marked as completed
  - Closed: A closed PO can't be reopened. Supplier cannot create invoice against a PO in this status because this transaction has been completed.

# PURCHASE ORDERS IN CSP

## Acknowledging the Purchase Order in CSP.

The screenshot shows the Coupa Supplier Portal interface for a Purchase Order. The top navigation bar includes 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The main content area displays the Purchase Order #R150-0105419 for customer RITUALS. The 'General Info' section shows the status as 'Issued - Sent via Email', order date of 12/03/25, and requester Daniel Kalmann. The 'Shipping' section shows the ship-to address in San Mateo, CA. The 'Lines' section contains a table with one line item: 'Item January' with a quantity of 40, unit of Hours, price of 79.00, and total of 3,160.00. A green bar at the bottom of the page indicates 'Order acknowledged'.

- 1 Go to Orders and click the Purchase Order Number you would like to see.
- 2 Here you can review the general information and shipping details
- 3 Click the box to acknowledge the PO
- 4 An order acknowledge bar will appear on the top of the page.

# PURCHASE ORDERS IN CSP

## Commenting on Purchase Orders.

1

Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	Start Date
None	None	None	None	04/01/26

End Date  
04/30/26

Per page 15 | 45 | 90

Total EUR 12,640.00

Create Invoice Save Print View

### Comments

Mute Comments

Enter Comment

2 Typing my comments here

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

3 Add Comment

History

- 1 Scroll to the bottom of the purchase order.
- 2 Here you can enter a comment. You can tag people by typing '@name'. Attachments can also be added if required.
- 3 Click add comment

# RITUALS INVOICE REQUIREMENTS



## INVOICE REQUIREMENTS

- Correct **Rituals entity** according to PO
- All invoices must include the Coupa **PO Number**
  - *Note, Rituals has a NO PO – NO PAY – Policy*
- **Supplier details:** Your full name and address, VAT identification number, and (if applicable) Chamber of Commerce number.
- **Invoice number:** A unique and sequential number.
- **Invoice date:** The date the invoice was created.
- **Delivery date:** The date the goods or services were delivered.
- **Description** of goods/services: A clear description of what was delivered.
- **Quantity:** The quantity of products or hours delivered.
- **Amounts:** The amount excluding VAT, the VAT rate, the VAT amount, and the total amount including VAT.
- Additional, non-mandatory but important details:
  - **Payment terms:** Clear instructions and a payment deadline.
  - **Bank account number:** So the client can pay the invoice directly.



## SUBMITTING INVOICES

- Upload invoices via **Coupa Supplier Portal** or **Supplier Actionable Notification**. The presence of a Purchase Order is a hard requirement for this.
  - Alternatively the supplier can email the invoices directly to **invoices@rituals.com**. The invoice must be attached as per underneath requirements:
    - File must be in PDF format
    - Hard copy as attachment, not provided via a link
    - Each file should contain 1 invoice, not allowed to have multiple invoices in 1 file
- Other
- Provide invoices via Peppol
  - (c)XML. Please contact your Rituals contact person for details on how to enable this

# CREATING INVOICES IN CSP

## Flipping a PO into an invoice.

Purchase Orders

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	
R150-0105419	12/03/25	Issued	12/03/25	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		 <b>1</b>
R150-0105418	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR		
R150-0105417	12/03/25	Issued	None	20 Each of Item description	No	60,000.00 EUR		

*Note: A tooltip for the first row shows 'Create invoice for PO #R150-0105419' and 'Create Invoice'.*

- 1** From your purchase order overview click the gold coin stack to create an invoice. *Note, the red coin stack creates an Credit Note.*
  - 2** Alternatively, you can create an invoice from the invoices tab, by clicking Create Invoice from PO.
-  Depending on the configuration and our agreements, some buttons might be unavailable for you as supplier (Create blank invoice for example).

coupa supplier portal

FIRST NAME | NOTIFICATIONS 4 | HELP

Home Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogs Setup More...

Invoices Invoices Lines Payment Receipts

Select customer: RITUALS

### Invoices

Create Invoices **1**

**2** 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
No rows.							

Per page 15 | 45 | 90

# CREATING INVOICES IN CSP

## Create an invoice directly against the PO in CSP.

1

2

3

4

5

6

7

- 1 The first time, the system might request you to select the legal entity for this invoice. Select the correct legal entity and click save.
- 2 You are now in the Create Invoice page.
- 3 Fill in the invoice details, such as the invoice number, Invoice Date, Currency et cetera.
- 4 The image scan can be upload if the current invoice has a printed version.
- 5 Attachments that are supporting the invoice can be uploaded here
- 6 The From fields will be auto populated if there is only one legal entity created. Select the correct addresses for Invoice from, Remit-to and Ship-from if required by clicking on the magnifying glass.
- 7 The To section is defaulted from the Purchase Order

# CREATING INVOICES IN CSP

## Create an invoice directly against the PO in CSP.

☰ Lines
 Line Level Taxation

Type	Description	Qty	UOM	Price	
	Item January	40.00	Hours	79.00	3,160.00 <span style="color: red;">✕</span>
PO Line R150-0105418-1		Contract ▼		Supplier Part Number <input type="text"/>	Start Date 01/01/26
End Date 01/31/26		Billing 8130-Office-81309920-NoProject-103002			
	Item February	40.00	Hours	79.00	3,160.00 <span style="color: red;">✕</span>
PO Line R150-0105418-2		Contract ▼		Supplier Part Number <input type="text"/>	Start Date 02/01/26
End Date 02/28/26		Billing 8130-Office-81309920-NoProject-103002			
	Item March	40.00	Hours	79.00	3,160.00 <span style="color: red;">✕</span>
PO Line R150-0105418-3		Contract ▼		Supplier Part Number <input type="text"/>	Start Date 03/01/26

- 1 Edit any data like quantities or amounts as needed. For example if the actuals differ, or to create a partial invoice
- 2 **Important:** By default, all PO lines are copied to your invoice! To create partial invoices for multiple line purchase orders, **remove** the lines that are not being invoiced by clicking on the **red circle** with the white cross. Only keep the applicable lines for the particular invoice.
- 3 If different taxation is applicable to different lines, click the Line Level Taxation box to enable tax fields per line.

# CREATING INVOICES IN CSP

## Create an invoice directly against the PO in CSP.

1 [+ Add Line](#) [+ Pick lines from Contract](#)

2

Totals & Taxes

Lines Net Total	6,320.00
-----------------	----------

Shipping

Tax

Tax Reference

Handling

Tax

Tax Reference

Misc

Tax

Tax Reference

Tax

NL: DOM/HS -	21.0 %	1,327.20
--------------	--------	----------

Total Tax

Net Total

**Total**

	1,327.20
	6,320.00
<b>Total</b>	<b>7,647.20</b>

Delete Cancel Save as Draft Calculate Submit

- 1 If required, add additional lines (if allowed).
- 2 Select all correct and applicable tax rates from the drop down.
- 3 Click the calculate button to update the total value being invoiced based on the amount and any additional charges entered.
- 4 Click on submit.
- 5 A pop-up will appear that Coupa will create an invoice in your behalf. Confirm by clicking Send Invoice.

Are You Ready to Send? X

You're about to send an invoice to **RITUALS** for a total amount of **7,647.20**. Once sent, you'll have to contact your customer directly to make changes to the invoice.

5

Continue Editing Send Invoice

# CREATING CREDIT NOTES IN CSP

Purchase Orders

Click the  Action to Invoice from a Purchase Order

Export to  View All Search  **1**

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To
R150-0105419	12/03/25	Issued	12/03/25	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR	 
R150-0105418	12/03/25	Issued	None	40 Hours of Item January 40 Hours of Item February 40 Hours of Item March 40 Hours of Item April	No	12,640.00 EUR	 
R150-0105417	12/03/25	Issued	None	20 Each of Item description	No	60,000.00 EUR	 

Create invoice for PO #R150-0105419 Create invoice

1

From your purchase order overview click the red coin stack to create a credit note.

2

Alternatively, you can create a credit note from the invoices tab, by clicking Create Invoice from PO.



Depending on the configuration and our agreements, some buttons might be unavailable for you as supplier (Create blank invoice for example).

# CREATING CREDIT NOTES IN CSP

1 Create Credit Note Create

Select customer RITUALS

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.

**General Info**

\* Credit Note #

\* Credit Note Date 12/04/25

Payment Term 30

\* Currency EUR

Status Draft

Original Invoice #

Original Invoice Date

\* Image Scan  No file chosen

Supplier Note

Attachments Add File | URL | Text

**From**

\* Supplier Rituals Supplier

\* Invoice From Address No address selected

\* Remit-To Address No address selected

\* Ship From Address No address selected

**To**

Customer RITUALS

Bill To Address Rituals Cosmetics Enterprise B.V.  
Keizersgracht 679-889  
1017 DW Amsterdam  
Netherlands

VAT ID NL809215160B01

Buyer VAT ID NL809215160B01

Ship to Address 2711 Upgrade street  
2711 Upgrade street2  
San Mateo, CA 11111  
United States  
Location Code: Rituals Herengracht  
Hoofdkantoor  
VAT ID NL808817036B01

2 Lines Line Level Taxation

Adjustment Type  Quantity  Price  Other

Type	Qty	UOM	Price	
<input type="checkbox"/>	-2.0	Each	3,000.00	-6,000.00

PO Line R150-0105417-1

Contract

Supplier Part Number

Start Date 12/03/25

End Date 12/31/25

Billing 8130-Office-81309920-NoProject-103002

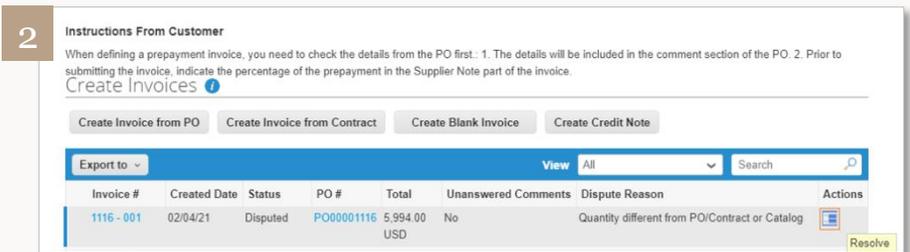
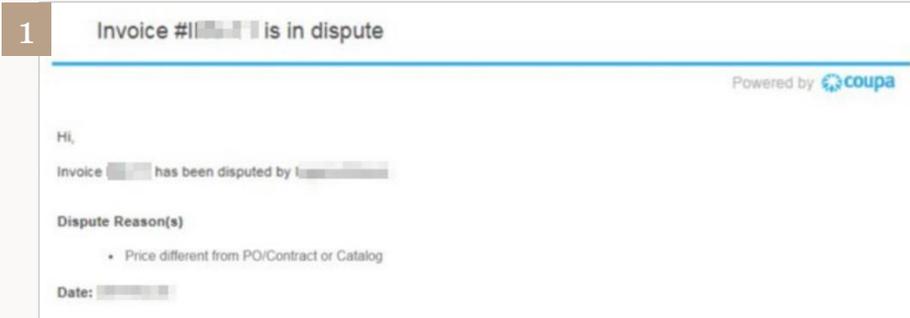
+ Add Line + Pick lines from Contract

- 1 Fill in the credit note details, such as the number, Date, Currency et cetera, just like a regular invoice.
  - 2 Modify the corresponding line details to create the credit note. Select the adjustment type drop down to select the correct type to edit. Quantity, Amount or other.
-  Note that the **total amount** of the credit note must always be **negative**
- Follow the remaining steps just as a regular invoice to submit the Credit Note to Rituals.

# MANAGING DISPUTED INVOICES

There are several reason an invoice can be disputed:

- The invoice does not match what is on the PO. This could be a data issue, a quantity issue or a price issue.
- A manual dispute done by the PO Requestor.
- Any disputed invoices will also show in your To Do and Notifications tab on the Coupa Supplier Portal.



- 1 You will receive an email notification with the invoice number and the dispute reason
  - 2 Any disputed invoices will also show in your To Do and Notifications tab on the Coupa Supplier Portal and in your invoice overview.
  - 3 If you use the Coupa Supplier Portal, please correct and resubmit the invoice directly there.
- ⚠ For suppliers in the **EU**, it is **mandatory** to issue a **credit note** before submitting the corrected invoice. This credit note needs to be uploaded to the Coupa Supplier Portal.
- Similarly, if your credit note has been disputed, you need also cancel the disputed credit note with an invoice for correction. Then, you can create a new credit note if needed.

Type of invoice	Possible solution actions
Standard e-invoice	<p><b>Void</b> - If an invoice was issued in duplicate or has already been paid for through an earlier invoice, void it.</p> <p><b>Correct Invoice</b> - If an invoice has some incorrect information, correct it. When submitting a corrected invoice, you can use the same invoice number.</p>
Country Compliant e-Invoice	<p><b>Cancel Invoice</b> - If an invoice was issued in duplicate, create a credit note to cancel it. If an invoice has some incorrect information (other than price or quantity), for example, incorrect tax rate or item description, create a credit note to cancel it and issue a new corrected invoice. The original invoice remains in disputed status and the corrected invoice is submitted for approval.</p> <p><b>Adjust</b> - If the price and/or the quantity for invoice lines(s) is incorrect on an invoice, issue an adjustment credit note (partial credit) to correct it. You can adjust credit line quantity also in case of returned goods or if an invoice has already been paid for.</p>

# SUPPORT

Note: Rituals is not responsible and able to manage configurations on the Coupa Supplier Portal.

For any issues related to CSP functionality, please contact Coupa. We advise these channels:

- <https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal>
- <https://supplier.coupa.com/help/>
- [supplier@coupa.com](mailto:supplier@coupa.com)

Coupa Supplier Portal Log In: <https://supplier.coupahost.com>



If you have any questions to be directed to Rituals please contact our Indirect Procurement Team: [indirect.procurement@rituals.com](mailto:indirect.procurement@rituals.com)

