



دائرة الخدمات العامة  
Public Services Department

# Getting Started with Ras Al Khaimah Public Services Department

[Supplier.rak.ae](https://supplier.rak.ae)  
Powered by Coupa

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# What is Coupa Supplier Portal (CSP)?

Coupa Supplier Portal (CSP) is a cloud-based platform for buyers and suppliers to collaborate.

Suppliers can use it to view and acknowledge their purchase orders (POs), create and submit invoices and even manage their invites to bid, prepare, and submit proposal for all RFIs and RFQs/

The portal also allows suppliers to check the status of all their transactions and payments, without having to contact an AP department.

View the status of  
invoices and  
payments in real  
time

Quickly flip POs  
to invoices;  
ability to do  
partial invoicing

purchase orders  
(POs) and view how  
much has already  
been invoiced

Decrease  
paperwork and  
manual effort  
through new  
automated steps

Streamline  
invoice  
processing  
through  
electronic  
workflows

Receive invites to  
bid,

Submit your  
proposal for all  
RFIs/RFQs

Send  
comments to  
PSD in real  
time



# What does this mean for you as a supplier?

*Working with Ras Al Khaimah Public Services Department now means working together via the Coupa Supplier Portal.*

*Ras Al Khaimah Public Services Department wants to work with our suppliers to improve the way we do business with each other. Through Coupa, an industry-leading procure-to-pay system, we are able to optimize how we work with you from purchase to payment and everything in between.*

**Via your Coupa Supplier Portal, you will:**

- > **Electronically receive Purchase Orders (POs) from *Ras Al Khaimah Public Services Department***
- > **Be able to acknowledge receipt of POs & communicate with RAK-PSD through 'comments'**
- > **Create electronic invoices by 'flipping' the electronic PO**
- > **View the status of your orders, invoices and payment online, in real time.**
- > **Participate in sourcing events, Response in Public tenders in the CSP.**

**For any Coupa purchase orders you receive from Public Services Department you will need to submit an invoice electronically. The good news is, it is very quick and easy to invoice us electronically.**

**You can do so via Coupa Supplier Portal (CSP) or you can invoice directly from the emailed PO you receive.**

> **[More about submitting invoices via CSP](#)**

> **[More about submitting invoices from your emailed PO](#)**



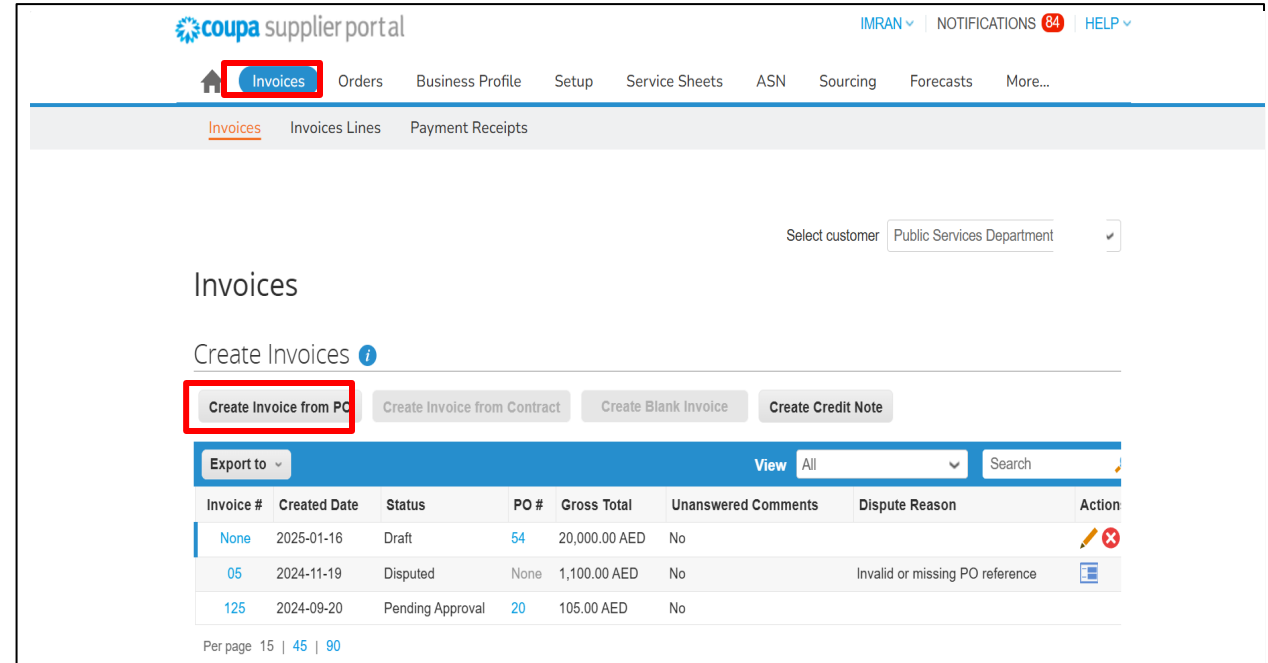
# Create Invoices & Credit Notes



# Invoice Management

The "Invoices" tab is where your invoices submitted to PSD are located.

You can create an invoice directly in this tab by choosing Create Invoice from PO or directly from PO view mode.



**coupa supplier portal** IMRAN | NOTIFICATIONS 84 | HELP

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

**Invoices** Invoices Lines Payment Receipts

Select customer: Public Services Department

### 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 #	Gross Total	Unanswered Comments	Dispute Reason	Action
None	2025-01-16	Draft	54	20,000.00 AED	No		
05	2024-11-19	Disputed	None	1,100.00 AED	No	Invalid or missing PO reference	
125	2024-09-20	Pending Approval	20	105.00 AED	No		

Per page: 15 | 45 | 90



# Invoice Management

1. Click on “Orders” on header bar.
2. Select Customer if you have more than one customer on your portal.
3. To create an invoice, click on the stack of gold coins.
4. Actions – create invoices and create credit notes against open PO.
5. Click the gold coins  to create Invoice.
6. the red coins  to create Credit note.


**coupa supplier portal** IMRAN | NOTIFICATIONS 16 | HELP







Home Invoices **Orders** Profile Setup Service/Time Sheets ASN Sourcing Forecasts Catalogues Add-ons More...

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

Select Customer Public Services Department

### 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
10	26/8/24	Issued	None	1 Each of Laptop Dell	No	200.00 AED		 
5	24/8/24	Issued	None	2 Each of Laptop Dell	No	400.00 AED		 
4	24/8/24	Issued	None	1 Each of Laptop Dell	No	400.00 AED		 



# Invoice Management

1. Populate the invoice number generated by your finance system.
2. Populate the date the invoice was created in your finance system.
3. Populate the delivery number if applicable.
4. Supplier Note: You can use the textbox to send a note to RAK PSD , this note will be visible to the creator of the PO as well as the Accounts Payable team.
5. Attachments: Here you can attach any supporting documents (e.g. Delivery note) if necessary (this is not mandatory).

### Create Invoice

Create

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

\* Invoice #

\* Invoice Date

Payment Term

Date of Supply

\* Currency

Delivery Number

Status

Image Scan  No file chosen

Supplier Note

#### From

\* Supplier

\* Supplier VAT ID

\* Invoice From Address

\* Remit-To Address

\* Ship From Address





# Invoice Line

1. Populate the quantity you are invoicing for.(You can partially invoice).
2. The price you are invoicing for.
3. Populate the VAT rate of the goods/services.
4. Submits the invoice to RAK PSD.

**Delete** : Deletes the invoice.

**Cancel** : Cancels the edit page of the invoice

**Save as draft** : Saves the invoice as a draft.

**Calculate** : calculates the total amount / value of the invoice. Click on 'Calculate' for the total including VAT.

Lines

Type	Description	Qty	UOM	Price	
	Laptop Dell	1	Each	200.00	200.00

PO Line  
10-1

Service/Time Sheet Line  
None

Contract

Supplier Part Number

Billing  
1000-1200091008-1000120010-1000120004-51102004

Taxes

VAT Rate	VAT Amount	Tax Reference
	0.00	<input type="text"/>

Delete

Cancel

Save as Draft

Calculate

Submit



# Invoice Status

Status	Description
Abandoned	The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.
Approved	The invoice has been accepted for payment by your customer.
Disputed	The invoice has been disputed. For more information, see <a href="#">Disputed invoices</a> .
Draft	The invoice has been created, but it has not been submitted to your customer yet.
Pending Approval	The invoice is currently under review by your customer.
Processing	The invoice is being processed by the AP department and should be paid soon.
Voided	Something is wrong with the invoice. Contact your customer to get the invoice back on track.
Abandoned	The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.




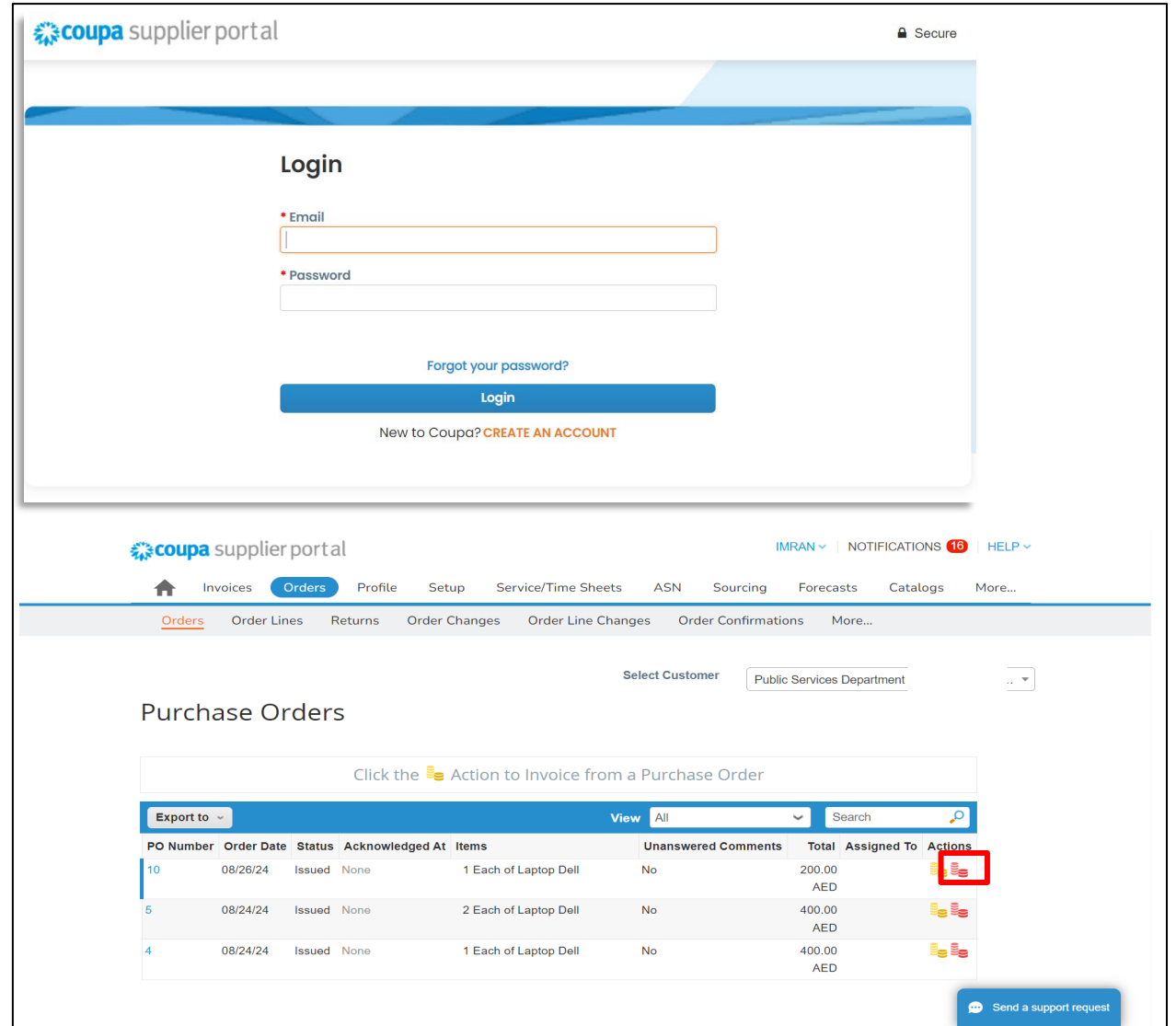
# Credit Notes






# Credit Note

To create a Credit-Note for your CSP invoice.

1. Login into your CSP account.
2. Navigate to the Orders tab. Under the listed 'Purchase Orders' identify the PO that you would like to create a credit note for.
3. Select respective customer from the "Select customer" drop down list.
4. Click on the Red Coins  to create a credit note.



The screenshot displays the Coupa Supplier Portal interface. The top section shows the 'Login' form with fields for Email and Password, a 'Forgot your password?' link, and a 'Login' button. Below the login form is a link to 'New to Coupa? CREATE AN ACCOUNT'. The bottom section shows the 'Purchase Orders' list under the 'Orders' tab. The list includes columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The first row (PO Number 10) is highlighted, and the 'Red Coins' icon in the 'Actions' column is circled in red.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
10	08/26/24	Issued	None	1 Each of Laptop Dell	No	200.00 AED		
5	08/24/24	Issued	None	2 Each of Laptop Dell	No	400.00 AED		
4	08/24/24	Issued	None	1 Each of Laptop Dell	No	400.00 AED		



# Credit Note

1. A credit note pop-up will be displayed. Click on the drop-down and select the invoice you are creating a credit note for.
2. Click on “Create” to create the credit note.
3. Select the applicable option:
  - Scenario A. “Completely cancel the invoice with a credit note” if you would like to completely cancel the invoice”.
  - Scenario B. “Adjust invoice with a credit note” in case you would like to adjust the price or quantity.

**Credit Note** [X]

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)

Invoice76009

Cancel Continue

---

**Credit Note** [X]

How do you want to correct invoice "Invoice76000" ?

☒ Completely cancel the invoice with a credit note *i*

☐ Adjust invoice with a credit note *i*

Cancel **Create**

- 1. Populate the credit note number as per your finance system.**
- 2. Reflects the date on which the credit note was created.**
- 3. The reason for creating the credit note.**
- 4. Quantity and price will be displayed in red negative values for credit notes.**

# Credit Note

1. Quantity and price will be displayed in red negative values for credit notes.
2. Click on “Submit” to submit the credit note to RAK PSD.
3. Credit notes will be displayed on the invoices tab with red negative values.

Lines

Adjustment Type

Quantity

Type

Description

Qty

UOM

Price

Laptop Dell

-2.0

Each

200.00

-400.00

PO Line

Service/Time Sheet Line

Contract

Supplier Part Number

5-1

None

Billing

1000-1200051005-1000120005--51102007

Taxes

VAT Rate

VAT Amount

Tax Reference

5.0%

-20.00

Select Customer

Public Services Department T

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	09/16/24	Draft	10	200.00 AED	No		 
125	09/16/24	Pending Approval	10	-210.00 AED	No		
None	09/15/24	Draft	10	200.00 AED	No		 
None	09/15/24	Draft	10	200.00 AED	No		 
None	09/15/24	Draft	10	200.00 AED	No		 
None	09/15/24	Draft	10	200.00 AED	No		 
None	09/15/24	Draft	10	200.00 AED	No		 

Delete

Cancel

Save as Draft

Calculate

Submit

Chat with Coupa Support



# Resolve Disputed Invoice






# Resolve Disputed Invoice

You will receive an email notifying you that your invoice has been disputed and the reason for the dispute.

1. Click 'View online' to login to the Coupa Supplier Portal and view the invoice being.



**Invoice #05 has been marked as Disputed by Public Services Department**

Hi,

Your Invoice **05** has been marked as disputed by your customer, Public Services Department

**Dispute Reason(s)**

- Invalid or missing PO reference

**Date:** 2024-12-11

**Additional Comments:** None

This invoice is available on the [Coupa Supplier Portal](#) to view and resolve. Resolving the disputed invoice would mean you are creating a corrected invoice. The corrected invoice can be submitted to Public Services Department for review.

This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

[View Online](#)



# Resolve Disputed Invoice

You will receive an email notifying you that your invoice has been disputed and the reason for the dispute.

1. The status of the invoice will be 'Disputed'.
2. Click on 'Resolve', under 'Actions' to resolve the disputed invoice.

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'coupa supplier portal', and user information: 'IMRAN', 'NOTIFICATIONS 72', and a 'HELP' link. Below the header is a navigation bar with tabs: 'Invoices' (selected), 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', and 'More...'. Under the 'Invoices' tab, there are sub-tabs: 'Invoices' (selected), 'Invoices Lines', and 'Payment Receipts'. On the right side, there is a 'Select customer' dropdown menu showing 'Public Services Department Test'. The main content area is titled 'Invoices' and includes a 'Create Invoices' link with an information icon. Below this are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table is displayed with columns: 'Invoice #', 'Created Date', 'Status', 'PO #', 'Gross Total', 'Unanswered Comments', 'Dispute Reason', and 'Action'. The table contains three rows. The second row, representing a disputed invoice, is highlighted with a red border. This row has an invoice number of '05', a created date of '2024-11-19', a status of 'Disputed', a PO number of 'None', a gross total of '1,100.00 AED', no unanswered comments, a dispute reason of 'Invalid or missing PO reference', and an 'Action' column with a 'Resolve' icon. The first row has an invoice number of 'None', a created date of '2025-01-16', a status of 'Draft', a PO number of '54', a gross total of '20,000.00 AED', and no unanswered comments. The third row has an invoice number of '125', a created date of '2024-09-20', a status of 'Pending Approval', a PO number of '20', and a gross total of '105.00 AED'.

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute Reason	Action
None	2025-01-16	Draft	54	20,000.00 AED	No		
05	2024-11-19	Disputed	None	1,100.00 AED	No	Invalid or missing PO reference	Resolve
125	2024-09-20	Pending Approval	20	105.00 AED	No		



# Resolve Disputed Invoice

You will receive an email notifying you that your invoice has been disputed and the reason for the dispute.

1. Review the applicable resolution for the disputed invoice.
2. The 'Correct Invoice' option allows you to adjust the invoice e.g. edit the Qty and Amount.

**coupa** supplier portal

IMRAN | NOTIFICATIONS 72 | HELP

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

Invoices Invoices Lines Payment Receipts

Select customer: Public Services Department Test -

Invoice #05 [Back](#)

Please review the invoice and determine the resolution option:

**Void**  
If this invoice was issued in duplicate or has been already paid for, you can Void this invoice from here.

**Correct Invoice**  
If the disputed invoice has some incorrect detail, please choose this option to allow for an in place correction to the invoice.

Totals & Taxes

Lines Net Total			1,100.00
Lines VAT Totals	VAT	0.0%	0.00
Shipping			0.0
Handling			0.0
Misc			0.0
Total VAT			0.00
Net Total			1,100.00
<b>Gross Total</b>			<b>1,100.00</b>

[Correct Invoice](#)



# Additional Resources



# Helpful Resources

To help you get up and running, we've put together several helpful resources that address some frequently asked questions.

> [FAQs about CSP](#)

> [Helpful Tutorial Videos](#) – Short tutorial videos to help get you started

> [How to Create an Invoice](#) – Video showing how to create an invoice

**Note:** Please contact Coupa directly for login issues or technical issues submitting an invoice:

- Email: [supplier@coupa.com](mailto:supplier@coupa.com) or use the [Supplier Support Chat window](#)

