



دائرة الخدمات العامة
Public Services Department

Getting Started with Ras Al Khaimah Public Services Department

Supplier.rak.ae
Powered by Coupa

Table of Contents

Click on the topics you are interested in below to see the relevant slides

- [What is CSP?](#)
- [Invoice Management](#)
- [Credit Notes](#)
- [Resolve Disputed Invoices](#)
- [Additional Resources](#)



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



دائرة الخدمات العامة
Public Services Department

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.

Invoices

Create Invoices *i*

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

Export to **View All** **Search**

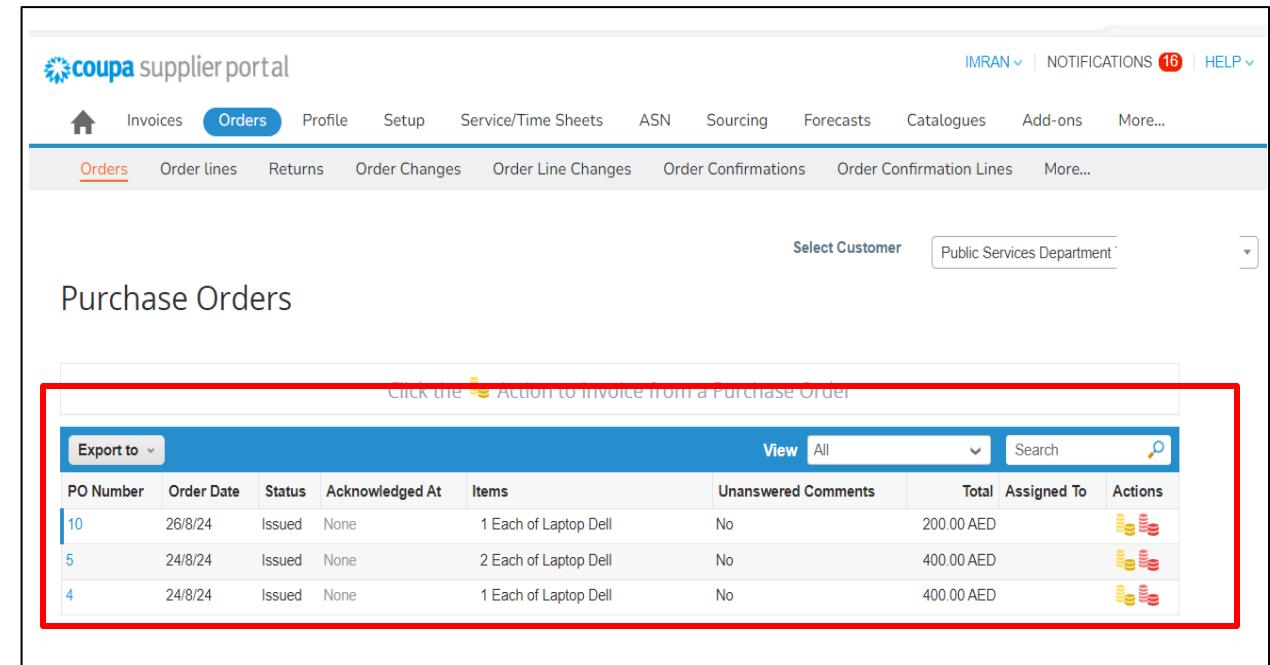
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute Reason	Action
None	2025-01-16	Draft	54	20,000.00 AED	No		 
05	2024-11-19	Disputed	None	1,100.00 AED	No	Invalid or missing PO reference	
125	2024-09-20	Pending Approval	20	105.00 AED	No		

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.



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. [X](#)

General Info

* Invoice #

* Invoice Date [Calendar](#)

Payment Term Net 15

Date of Supply [Calendar](#)

* Currency [▼](#)

Delivery Number

Status

Image Scan [Choose File](#) No file chosen

Supplier Note

From

* Supplier

* Supplier VAT ID [▼](#)

* Invoice From Address [Map](#)

* Remit-To Address [Map](#)

* Ship From Address [Map](#)



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.

Type	Description	Qty	UOM	Price	
	Laptop Dell	1	Each	200.00	X
PO Line 10-1		Service/Time Sheet Line None		Contract	Supplier Part Number
Billing 1000-120091008-1000120010-1000120004-51102004					
Taxes					
VAT Rate	VAT Amount	Tax Reference			
<input type="button" value="Delete"/>	<input type="button" value="Cancel"/>	<input type="button" value="Save as Draft"/>	<input type="button" value="Calculate"/>	<input style="border: 2px solid red; background-color: #0070C0; color: white; padding: 5px; text-decoration: none; font-weight: bold; border-radius: 5px;" type="button" value="Submit"/>	

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.



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 <u>Disputed invoices</u> .
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

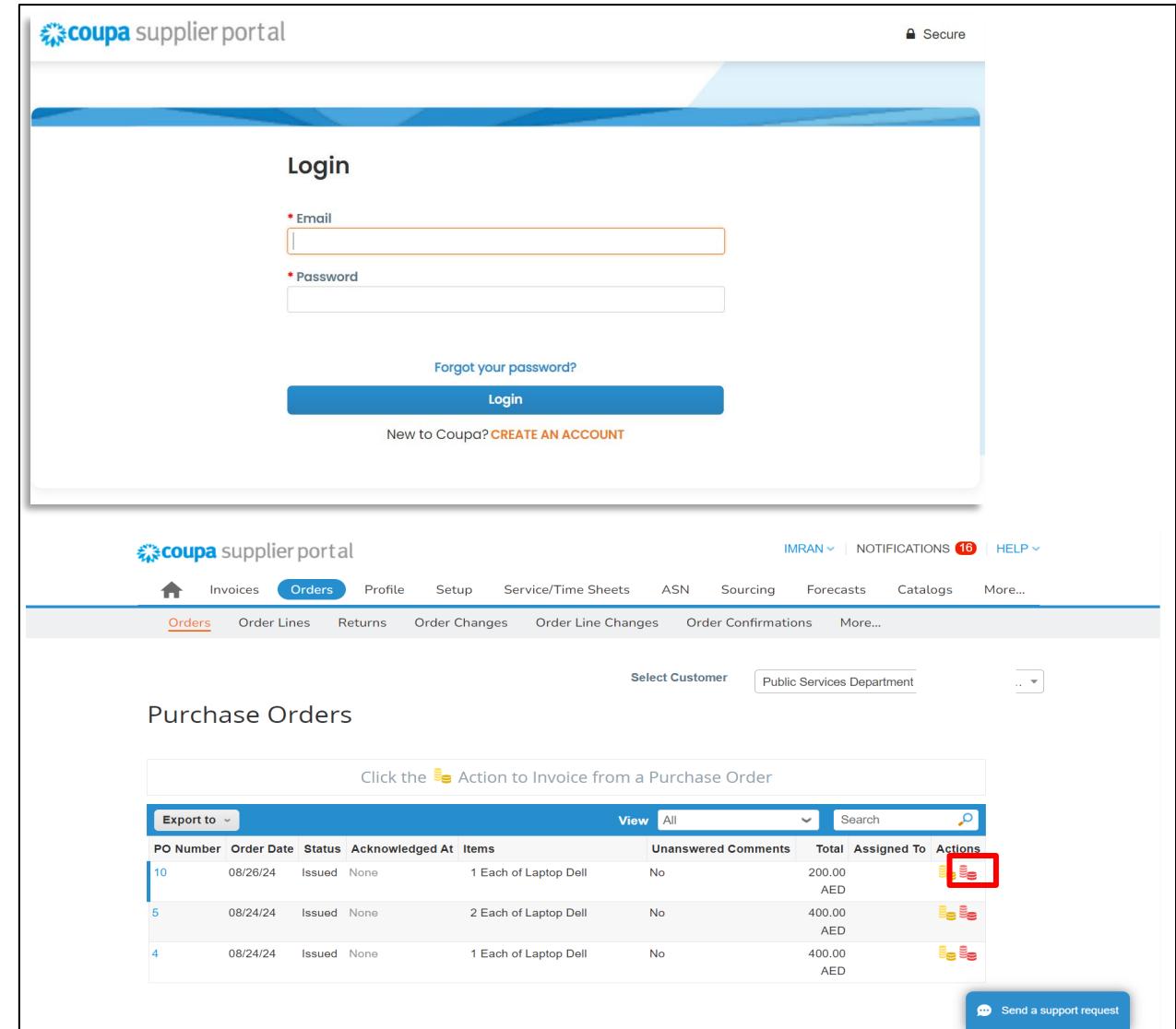


دائرة الخدمات العامة
Public Services Department

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 part shows the 'Login' page with fields for 'Email' and 'Password', and a 'Forgot your password?' link. The bottom part shows the 'Purchase Orders' page, which includes a header with 'IMRAN', 'NOTIFICATIONS 16', and 'HELP'. The 'Orders' tab is selected. A dropdown menu 'Select Customer' is set to 'Public Services Department'. The 'Purchase Orders' table lists three items:

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		  

At the bottom right of the table, there is a blue button labeled 'Send a support request'.



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

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

Credit Note

How do you want to correct invoice "Invoice76000" ?

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

Create



Credit Note

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.

Select Customer

Create Credit Note Create

General Info

* Credit Note #

* Credit Note Date

Payment Term Net 15

Original Date of Supply

* Currency

Delivery Number

Status Draft

* Original Invoice #

* Original Invoice Date

Image Scan No file chosen

Supplier Note

Attachments

* Credit Reason

Margin Scheme

* Credit Note

Differences with Original Invoice in AED

* Original Value of

From

* Supplier

* Supplier VAT ID

* Invoice From Address

* Remit-To Address

* Ship From Address

To

Customer

* Bill To Address

* Buyer VAT ID

Ship to Address

TYPE OF MATERIALS



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.

The screenshot shows a software interface for creating a credit note. At the top, there is a table with columns for Type, Description, Qty, UOM, Price, and a total amount of -400.00. The Qty field is highlighted with a red box. Below the table, there are sections for PO Line, Service/Time Sheet Line, Contract, and Supplier Part Number. Underneath these, there is a Taxes section with VAT Rate, VAT Amount, and Tax Reference. At the bottom of the screen, there is a table titled 'Invoices' showing a list of credit notes. The first credit note in the list has a red box around its Qty field, which is listed as -2.0. The 'Actions' column for this row contains a pencil icon and a red X icon. The 'Status' column shows 'Draft'. The 'Total' column shows -200.00 AED. The 'Actions' column for the other credit notes in the list also contains a pencil icon and a red X icon. At the bottom of the interface, there are buttons for Delete, Cancel, Save as Draft, Calculate, and Submit. The 'Submit' button is highlighted with a red box.

Type	Description	Qty	UOM	Price	
	Laptop Dell	-2.0	Each	200.00	-400.00

PO Line
5-1 Service/Time Sheet Line
None Contract
Supplier Part Number

Billing
1000-1200051005-1000120005-51102007

Taxes

VAT Rate
5.0% VAT Amount
-20.00 Tax Reference

Invoices

Create Invoices *i*

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**



Resolve Disputed Invoice

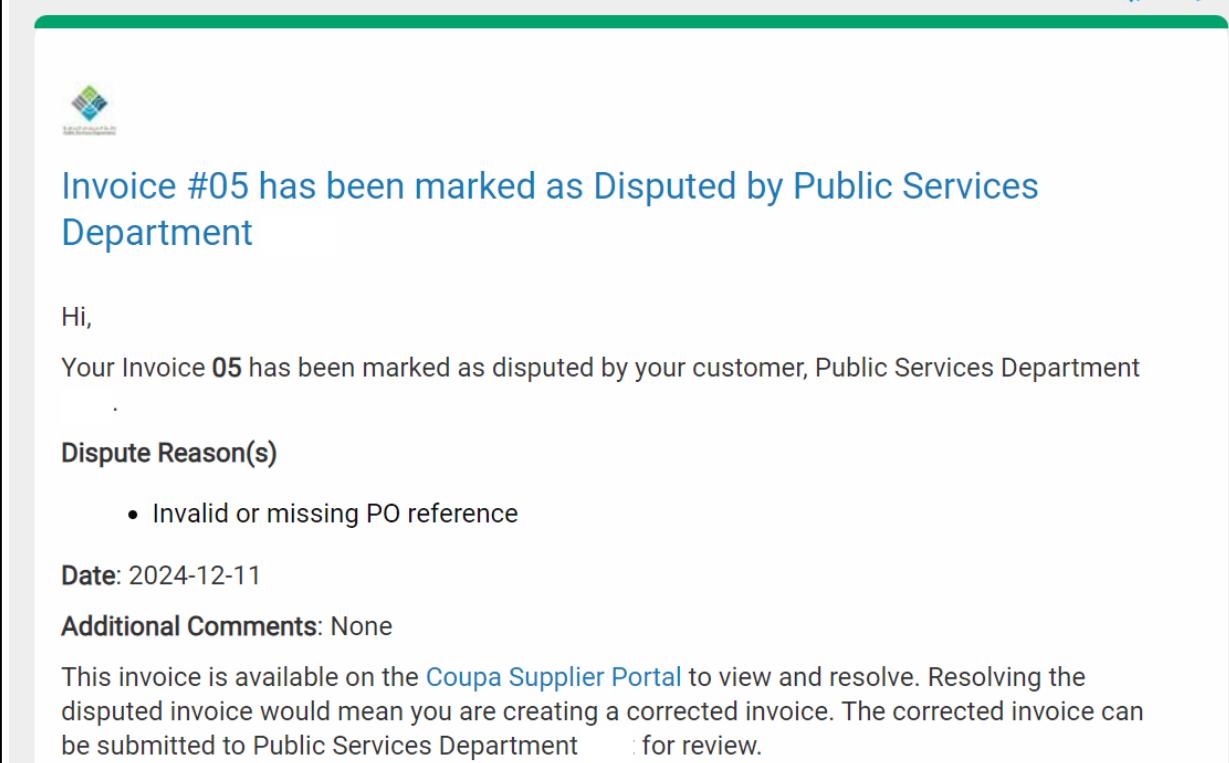


دائرة الخدمات العامة
Public Services Department

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.



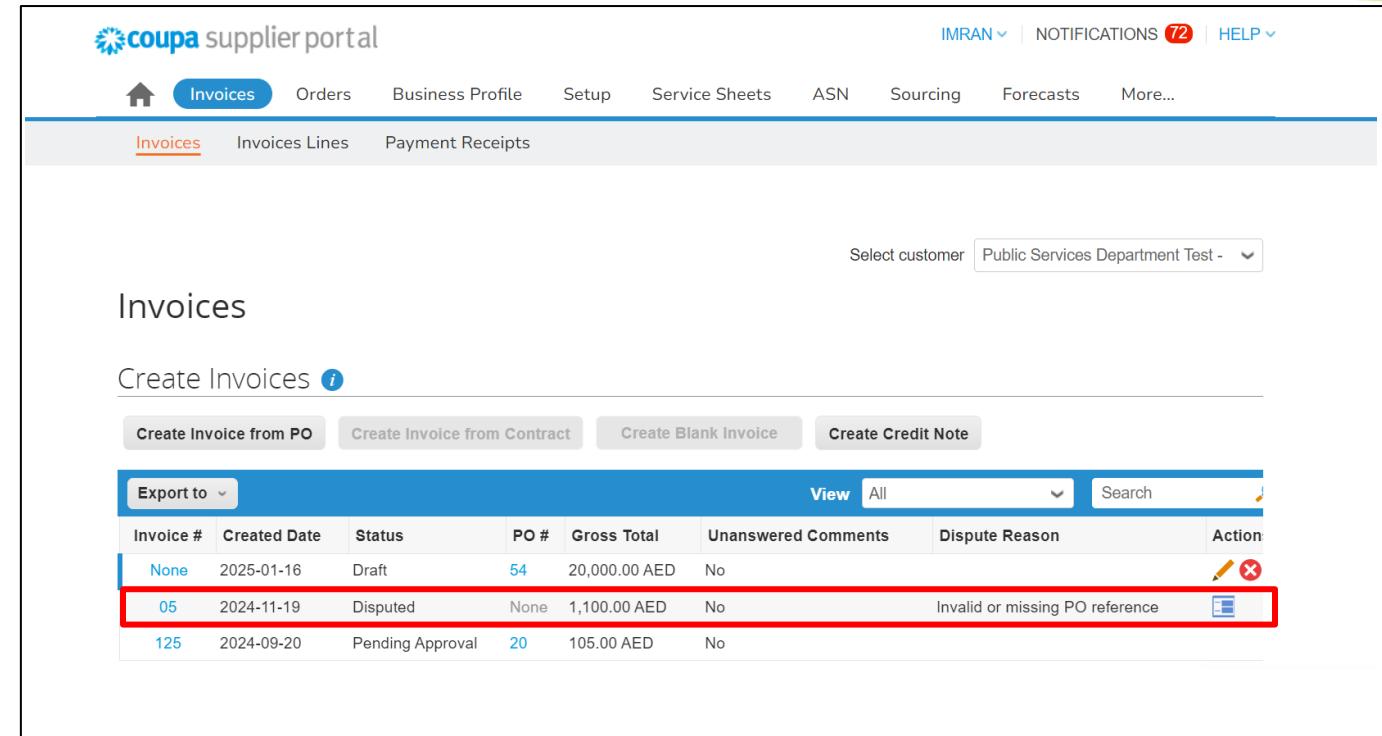
The image shows an email notification with a green header bar. The main content area has a light gray background. At the top left is a small logo of the Public Services Department. The main text reads: "Invoice #05 has been marked as Disputed by Public Services Department". Below this is a greeting "Hi," followed by the message "Your Invoice 05 has been marked as disputed by your customer, Public Services Department". A section titled "Dispute Reason(s)" lists a single reason: "• Invalid or missing PO reference". The date "Date: 2024-12-11" is shown. The "Additional Comments" section says "None". Below this, a note states: "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](#)." At the bottom, a note says: "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." A prominent orange button at the bottom right contains the text "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.**



Invoices

Create Invoices *i*

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

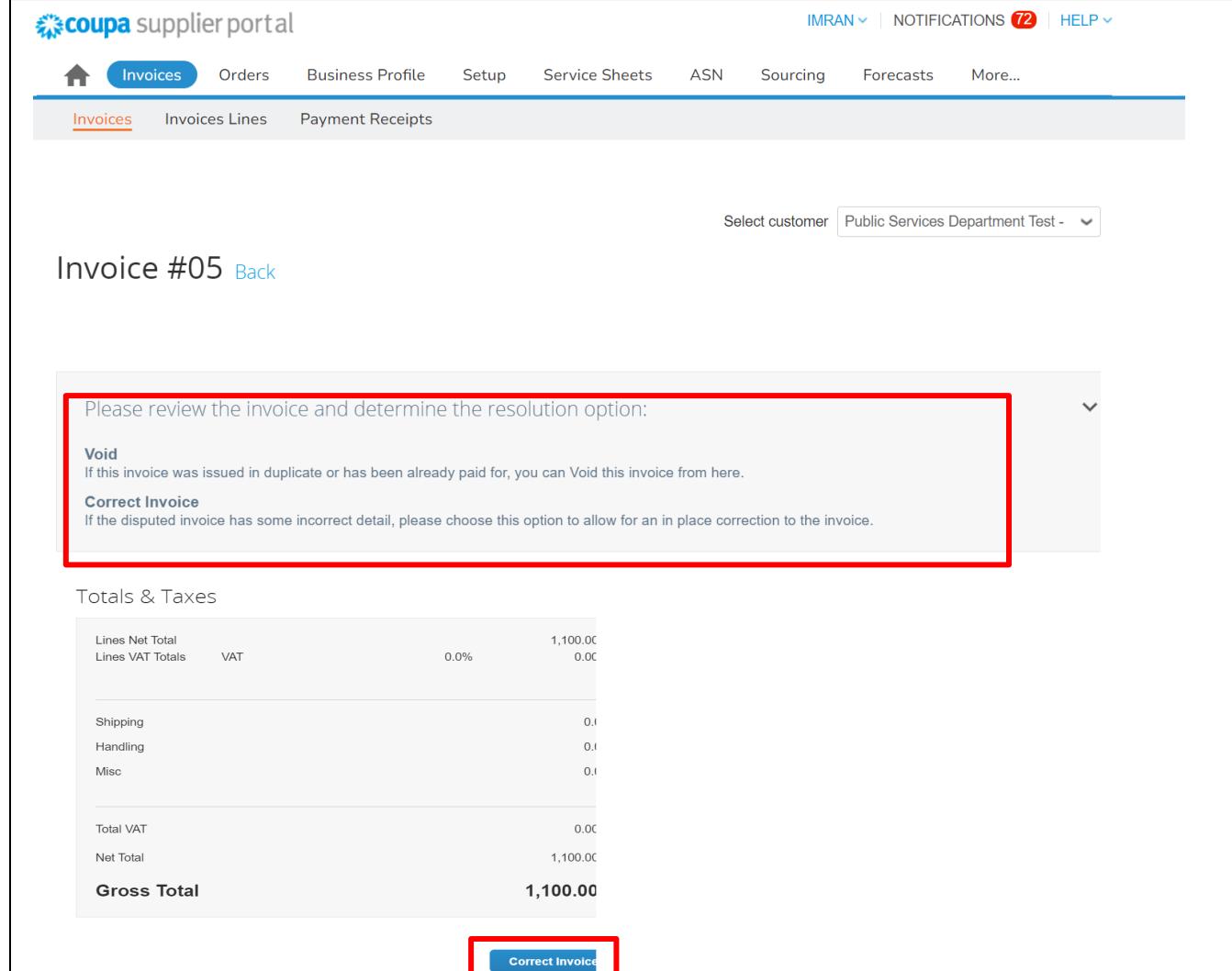
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute Reason	Action
None	2025-01-16	Draft	54	20,000.00 AED	No		 
05	2024-11-19	Disputed	None	1,100.00 AED	No	Invalid or missing PO reference	
125	2024-09-20	Pending Approval	20	105.00 AED	No		



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.**



The screenshot shows the Coupa supplier portal interface. At the top, there is a navigation bar with the Coupa logo, user name 'IMRAN', notifications (72), help, and more options. Below the navigation bar, there is a secondary navigation bar with 'Invoices' (which is highlighted in blue), 'Invoices Lines', and 'Payment Receipts'. On the right side of the header, there is a dropdown for 'Select customer' set to 'Public Services Department Test -'. The main content area shows an invoice with the number '#05'. Below the invoice number, there is a message: 'Please review the invoice and determine the resolution option:'. This message is enclosed in a red box. Underneath this message, there are two options: 'Void' and 'Correct Invoice'. The 'Correct Invoice' option is described as allowing for an in-place correction to the invoice if it has some incorrect detail. At the bottom of the page, there is a table for 'Totals & Taxes' and a blue button labeled 'Correct Invoice' at the bottom right, which is also enclosed in a red box.

Lines Net Total	VAT	1,100.00
Lines VAT Totals	0.0%	0.00
Shipping		0.0
Handling		0.0
Misc		0.0
Total VAT		0.00
Net Total		1,100.00
Gross Total		1,100.00



Additional Resources



دائرة الخدمات العامة
Public Services Department

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 or use the [Supplier Support Chat window](#)

