

COUPA SUPPLIER PORTAL



- Sanofi CHC has implemented LEO (Coupa stack of technology for source to pay) as its platform to standardize business processes and improve quality and speed of operations.
- We invite all suppliers to use the dedicated LEO Coupa Suppliers Portal (CSP)
- Further to sessions during go-live, refresher training sessions have been conducted in April-May 2022...



ABOUT LEO

LEO (Lean. Easy. Optimized.) is an **end-to-end digital Source2Pay (S2P) platform** connecting Sanofi CHC with supplier partners,

- It replaces existing solutions that were being used prior to LEO for supplier information management/onboarding, contract management, sourcing events, PO reception*, invoicing*
- The portal is free to use for vendors of Sanofi CHC

KEYS BENEFITS OF COUPA SUPPLIER PORTAL



Process Quality

- Quicker way to manage the purchase orders
- Better quality & faster invoiceto-pay process with convenient visibility your invoices status
- One unique portal from onboarding to invoicing

Transaction Efficiency

- Enhanced control of supplier's master data (banking information etc.)
- Ability for all suppliers to create electronic invoices, improving efficiency of transactions

Easy to Use

- No installation of hardware or software required
- Web applications that are quick to set up
- Dedicated help desk support to answer questions and ease the transition process

Zero Costs

- It's free of charge for suppliers of Sanofi Consumer Healthcare
- Making the technology available for all vendors

^{*}NCOGS = non-cogs, suppliers who provide indirect materials or services will receive PO and can send invoices through the CSP. This is not applicable to suppliers of raw materials etc. which go directly into the product.





SAN notification



In the case SAN is the invoicing method, the first step in the process for a supplier is to receive the "Supplier Actionable Notification" button. The supplier will than have the possibility to react to this notification directly from their mailbox.



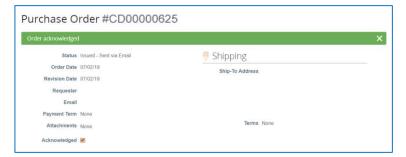
The supplier has the following options:

- Create Invoice: This button will lead the supplier to the create invoice page.
- Acknowledge PO: By clicking this, the supplier will notify the customer that they
 have received the PO well.
- Add Deliver Tracking: This will enable to supplier to add a delivery tracking to the order.
- Add Comment: Add Comment allows the supplier to write specific remarks, questions etc. to the order/invoice.
- Login: Clicking the Login button will redirect the supplier to the Coupa Supplier Portal.
- View PO: This will open the PO a separate view/screen.



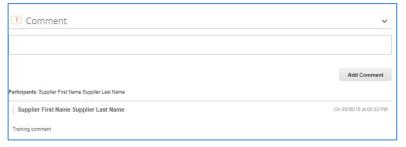
B SAN acknowledgement





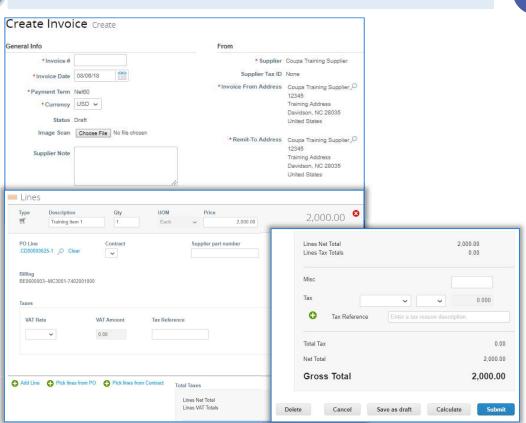
B SAN comment





SAN create invoice









Sending the invoice (SAN)



Once the invoice has been created and the supplier has clicked the "Submit" button, a new window will appear that will ask whether the supplier is sure to send the invoice. This will give the supplier the option to either edit the created invoice or the send it to the customer.

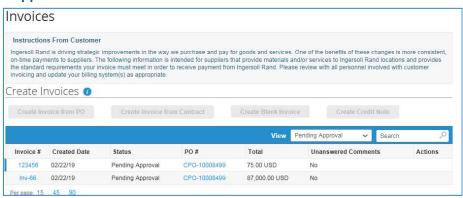




Invoices



Once the invoice has been sent, it will show up under the "Invoices" tab within the Coupa Supplier Portal menu. It will come in this list as shown under the "Pending Approval" status.





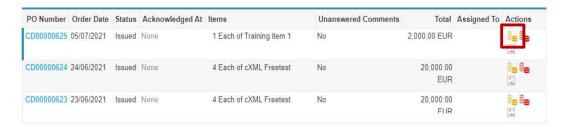


Way to create an invoice (Coupa Supplier Portal)



When wanting to create an invoice from within the CSP, there are several options on how to do this.

Firstly, it can be done from within the "Orders" page. This page will show a list of all the purchase orders for a specific customer. From this page there is the option to click the "Golden Coins" button. This leads the supplier to the "Create Invoice" page.

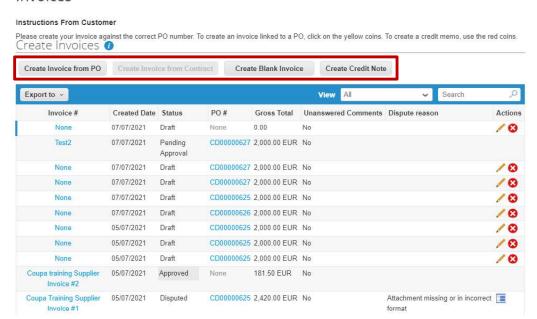


The second option is to click on the "PO Number" to open the PO. When having the PO open, scroll down to the bottom until there is the "Create Invoice" button. This will redirect the supplier to the same page as when clicking on the "Gold Coins".

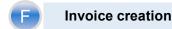


Lastly, invoices can also be created from within the "Invoices" tab. Invoices here can be created based of a PO, of a contract or a blank invoice can be created. There is also the option to create a credit note.

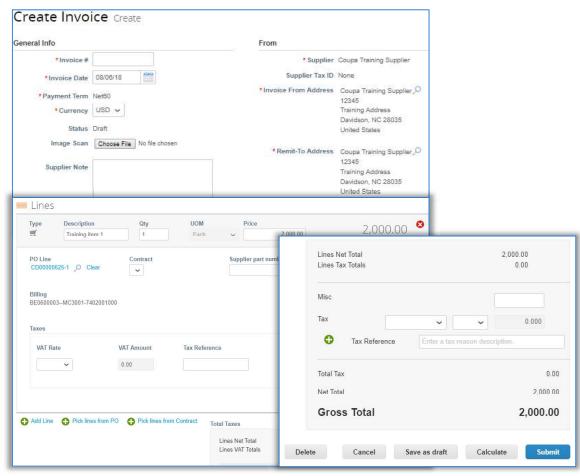
Invoices





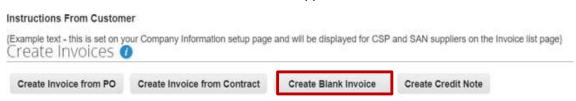


The "Create Invoice" page is similar as for the SAN method



Invoicing miscellaneous costs

In order to invoice miscellaneous costs, the supplier need to create a "Blank Invoice".







Disputed invoices

There can be the situation in which the customer does not agree with the sent invoice. In that case, the supplier will receive an email and a CSP notification regarding the disputed invoice.

Mail:



Notification in CSP:

Invoice # Disputed invoice
Invoice Date 07/07/2021
Payment Term None
Currency EUR
Status Disputed

Dispute Reason(s) Price different from PO/Contract or Catalog



Disputed invoices

There three ways in which a supplier can view or open a disputed invoice.

- Clicking on the "View Online" button in the email.
- Clicking on the notification within the Coupa Supplier Portal
- Clicking on the "Resolve" button when on the "invoices" page.







FR/BE/CA/ES Disputed invoice reaction methods

When a dispute has come in from the customer, the supplier has two ways in which they can react.

The can either chose to "Cancel" the invoice or to "Adjust" the invoice.

Cancel Invoice

Adjust

When **Canceling** the invoice, the supplier must create a credit note for the full initial invoice. Afterwards, a new invoice must be created with a new **Invoice** number.

When **Adjusting** the invoice, the supplier must create a "partial" credit note. This means creating a credit note for a part of the initial invoice. Afterwards, a new invoice must be created with a new **Invoice number**.

Note: For all countries, the invoice number and credit note number can never be longer than 16 characters



Once this process is done, the supplier has correctly submitted the invoice and sent it to the supplier. The supplier then must wait until they receive the payment.