



sanofi



Supplier Training

Coupa Supplier Portal



AGENDA

Coupa Supplier Portal

- **Orders management**
- Creating views
- Invoice creation and submission
- Invoice management
- Resolve Disputed Invoices
- Payment Information

Viewing Orders in the CSP 1/3

- 1 The **Orders** tab at the top of the home page will display all **Purchase Orders (PO)** sent by your customer.
 - You can Use the **Search** functionality to find purchase orders by number. You can sort by column, by clicking on any of the column headers (**PO Number, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions**). **View** functionality should be set to "All".
 - All purchase orders on this screen are hyperlinked and you can view additional information about the purchase order by clicking on the blue PO# hyperlink.

If you're not seeing a particular PO you may need to select one of the other customer records using the **Select Customer** dropdown.

coupa supplier portal TEST | NOTIFICATIONS 0 | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines Promised Deliveries Shipments

Select Customer eBuy DEV

Purchase Orders

Instructions From Customer
Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the Action to Accept the Purchase Order and Create an Invoice using its data

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
ED00012274	12/22/20	Issued	None	100,000 each of Test	No	100,000,000.00 EUR		
ED00008789	03/08/17	Issued	None	1 activity unit of Item1-Test-01	No	1.00 USD		
ED00004341	04/15/16	Issued	None	1 each of test_address	No	10.00 MXN		

Viewing Orders in the CSP 2/3

- 2 When you click on a purchase order blue hyperlink, the purchase order opens.

Purchase Orders

Instructions From Customer

Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
ET00014453	06/30/23	Issued	None	Test 2 way match	No	10,000.00 EUR		
ET00014452	06/30/23	Issued	None	10 each of AGRAFADOR ALICATE FOSKA B502	No	510.00 EUR		
ET00014453	06/29/23	Issued	None	80 each of AGRAFADOR ALICATE FOSKA B502	No	4,080.00 EUR		

At the top it will show you:

- Status,
- Order Date
- Revision Date
- The Original Requester
- The Requester's Email
- The Payment Terms you've negotiated
- Attachments

Select Customer eBuy DEV

Purchase Order #ED00014446

General Info

Status Issued - Sent via Email

Order Date 06/27/23

Revision Date 06/27/23

Requester Regina Duma-Trunchi

Email regina.duma-trunchi@bearingpoint.com

Payment Term WAVE-8033

Attachments None

Acknowledged

Shipping

Ship-To Address Sanofi Winthrop Industrie - Site Boulevard Pereire
253 Boulevard Pereire
75017 PARIS
France
Location Code: F5AG-PBPE
Attn: Regina Duma-Trunchi

Terms WAVE-FOB

Shipment Tracking

No shipment tracking.

In the upper right-hand corner, you can see the shipping address.

Viewing Orders in the CSP 3/3

3 Scrolling down you can see the Lines on the purchase order. Here you can see:

- The type of order **QTY** or **AMT**
 - A **Description** of what has been ordered.
 - **Quantity** Ordered and **Price**
 - How much has been **Invoiced** against the PO
-
- **Create Invoice** will take all the PO information and turn it into an invoice.
 - **Print View** will open another window displaying additional information, such as currency, contact information and Sanofi Terms & Conditions.
 - In **The Comments** section you can add comments/ attachments to the PO which will be sent to the customer.

3 Lines

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	AGRAFADOR ALICATE FOSKA B502	100	each	51.00	5,100.00	5,610.00

* Need By 06/30/23 Supplier Part Number None Manufacturer Name None Manufacturer Part Number None Shipping Term Destination Comment Destination CAS Number None

SAP Material Number None

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Total EUR 5,100.00

Create Invoice Save Print View

0 Comments Mute Comments

Enter Comment

Add File | URL

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

Add Comment

AGENDA

Coupa Supplier Portal

- Orders management
- **Creating views**
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- Resolve Disputed Invoices
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Views - Create Custom Views (1/2)

Custom views and reports can be created from any Coupa Table:

- 1 Go to any Coupa table you wish to create a view
- 2 Click on the **View** dropdown
- 3 Click on **Create View**

1

Purchase Orders

Instructions From Customer

Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

2

Export to View All Search 

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered	Confirmed To	Actions
ED00014482	07/07/23	Issued	None	5 each of AGRAFADOR ALICATE FOSKA B502	No		 
ET00014480	07/07/23	Issued	None	5 each of AGRAFADOR ALICATE FOSKA B502	No		 
ET00014479	07/07/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No		 
ET00014478	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No		 
ET00014477	07/06/23	Issued	None	1,000 each of AGRAFADOR ALICATE FOSKA B502	No		 
ET00014476	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No		 

3

All
Confirmations Awaiting Buyer Review
Open Orders
Orders not acknowledged
Orders not invoiced
Orders past due
Orders Pending Confirmation
Orders with pending changes
Overdue Confirmations
POs with service lines
Create View

Views - Create Custom Views (2/2)

4 Fill Out the information

5 Click on **Save**

Create New data table view

General

Name

Visibility Only Me
 Everyone
 Restrict by content group

Start with view

Conditions

Match Conditions

Filter By Filter Clause Filter Text

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order. You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item, or ESC to cancel the reordering.

Available Columns	Selected Columns
Created By	Response #
Document Status	Form
Paid	Status
Payment Date	Applies To
Payment Notes	Created Date
Submitted At	Actions

Default Sort Order

Sort by in order.

4

General

- Name
- Visibility
- Start with view

Conditions

- On fields depending on the table

Columns

- Drag and drop columns you wish to display

Default Sort Order

5

Views - Apply Custom Views

- 1 Go to the Coupa table you have created a view for
- 2 Click on the **View** dropdown
- 3 Select the view you have created

Created view is applied to the table

1

Purchase Orders

Instructions From Customer

Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to 2 **View** Orders created this mon 3 Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered	Confirmed	Open Orders	Assigned To	Actions
ED00014482	07/07/23	Issued	None	5 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014480	07/07/23	Issued	None	5 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014479	07/07/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014478	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014477	07/06/23	Issued	None	1,000 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014476	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No				
ET00014475	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No			51.00 EUR	
ET00014474	07/06/23	Issued	None	1 each of AGRAFADOR ALICATE FOSKA B502	No			51.00 EUR	
ET00014473	07/06/23	Issued	None	200 each of AGRAFADOR ALICATE FOSKA B502	No			10,200.00 EUR	
ET00014472	07/06/23	Issued	None	200 each of AGRAFADOR ALICATE FOSKA B502	No			10,200.00 EUR	
ET00014471	07/06/23	Issued	None	200 each of AGRAFADOR ALICATE FOSKA B502	No			10,200.00 EUR	
ET00014470	07/06/23	Issued	None	200 each of AGRAFADOR ALICATE FOSKA B502	No			10,200.00 EUR	
ET00014469	07/06/23	Issued	None	Invoice tolerances - Use case #4	No			1,000.00 EUR	

3

Orders created this month

Orders not acknowledged

Orders not invoiced

Orders past due

Orders Pending Confirmation

Orders with pending changes

Overdue Confirmations

POs with service lines

Create View

Views - Edit Custom Views

- 1 Go to the Coupa table you have created a view for
- 2 Select the view you have created using the View dropdown
- 3 Click on the pencil icon to edit the view
- 4 Edit the view as explain on Create Custom Views process
- 5 Scroll down to perform the following actions:
 - Click on **Delete** to delete the view
 - Click on **Save as New** to create a new view
 - Click on **Save to save** the changes

1 Purchase Orders

Instructions From Customer
Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the 📄 Action to Accept the Purchase Order and Create an Invoice using its data

2 View Orders created this mon 3 Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
ED00014482	07/07/23	Issued	None	5 each of AGRAFADOR ALICATE FOSKA B502	No	255.00 EUR		

Default Sort Order

Sort by in ascending order.

5 Cancel Delete Save as New Save

coupa
Business Spend Management

English (US)

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AGENDA

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- Orders management
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- **Invoice creation and submission**
- Invoice management
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Creating an invoice from CSP

You have several way to create an invoice :

Option 1

By clicking on the **<create invoice>** button when you review your PO.

Purchase Order #ED00014458

General Info

Status Issued - Sent via Email
 Order Date 07/03/23
 Revision Date 07/03/23
 Requester Regina Duma-Trunchi
 Email regina.duma-trunchi@bearingpoint.com
 Payment Term WAVE-8041
 Attachments None
 Acknowledged

Shipping

Ship-To Address Sanofi Winthrop Industrie - Site Boulevard Perere
 253 Boulevard Perere
 75017 PARIS
 France
 Location Code: F5AG-PBPE
 Attn: Regina Duma-Trunchi
 Terms WAVE-FOB
Shipment Tracking
 No shipment tracking.

Lines

Type	Item	Qty	Unit	Price	Total	Invoiced
1	AGRAFADOR ALICATE FOSKA B502	5	each	51.00	255.00	255.00

Need By 07/10/23
 Supplier Part Number None
 Manufacturer Name None
 Manufacturer Part Number None
 Shipping Term Comment Destination
 CAS Number None
 SAP Material Number None

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Total EUR **255.00**

Create Invoice Save Print View

Option 2

You can also create an invoice from the Invoice tab and by clicking on **<create Invoice from PO>**

coupa supplier portal

BEARINGPOINT | NOTIFICATIONS 64 | HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer eBuy DEV

Invoices

Instructions From Customer
 To resolve a dispute please use the action button to submit your credit note

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
New test 0307	07/03/23	Approved	ED00014458	270.30 EUR	No		
Test 0307	07/03/23	Voided	ED00014457	269.03 EUR	No		



Buttons are active only for the actions that you can do. For example, if your customer did not enable you to create invoices without a backing document, the Create Blank Invoice button is inactive.

Creating an invoice from CSP

Clicking on the first button from the invoices page, **Create Invoice from PO**, takes you to the purchase orders, where you can see instructions on how to create an invoice from a PO by clicking on the **Golden Coins**  icon.

- This action will open a new page where you can create your invoice.

Purchase Orders

Select Customer eBuy DEV

Instructions From Customer

Reminder : when you submit an invoice please refer to a PO Click on the golden coin below to initiate PO flip

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned	Actions
ED00014458	07/03/23	Issued	None	5 each of AGRAFADOR.ALICATE FOSKA B502	No	255.00 EUR	3	
ED00014457	07/03/23	Issued	None	5 each of AGRAFADOR.ALICATE FOSKA B502	No	255.00 EUR		

Create Invoice Create

Select Customer eBuy DEV

General Info

Invoice #

Invoice Date 07/04/23

Payment Term WAVE-0041

Currency EUR

Delivery Number

Status Draft

Image Scan No file chosen

Supplier Note

Attachments | |

Payment Order Reference

Cash Accounting Scheme

Margin Scheme

From

Supplier WAVE-K401-0010262789-0010282789

Supplier VAT ID BE0399999999

Invoice From Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium
123456789
SPRL
Bruxelles
Tribunal de Bruxelles

Remit-To Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium

Ship From Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium

To

Customer eBuy DEV

Bill To Address 1 avenue Henri Martin
75116 Paris
France

Buyer VAT ID 12345678901

Creating an invoice from CSP

4

 General Info

* Invoice #

* Invoice Date 

* Payment Term WAVE-8041

* Currency 

Delivery Number

Status

* Image Scan No file chosen

Supplier Note

Attachments  Add [File](#) | [URL](#) | [Text](#)

Payment Order Reference

Cash Accounting Scheme

Margin Scheme

General info

The fields marked with asterisk * are mandatory:

- **Invoice legal number:** should be your unique invoice number - make sure the length of your Invoice # does not exceed 16 characters
- **Invoice date**
- **Payment term:** defaulted from the PO
- **Currency:** defaulted from the PO
- **Image Scan:** Upload the scan of your invoice by clicking on <**Choose File**> button
- **Payment Order Reference** (if required) - not mandatory



Mandatory fields can be different according to each country's regulation.

Creating an invoice from CSP

5

 From

* **Supplier** WAVE-K401-0010262769-0010262769

* **Supplier VAT ID**

* **Invoice From Address**  Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium
123456789
SPRL
Bruxelles
Tribunal de Bruxelles

* **Remit-To Address**  Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium

* **Ship From Address**  Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium

 To

Customer eBuy DEV

* **Bill To Address** 1 avenue Henri Martin
75116 Paris
France

* **Buyer VAT ID**

* **Ship To Address** Sanofi Winthrop Industrie - Site
Boulevard Pereire
253 Boulevard Pereire
75017 PARIS
France
Location Code: F5AG-PBPE

Accounting & Remit-To

- **Supplier** – defaulted from profile
- **Supplier VAT ID** – defaulted from profile
- **Invoice From Address** – defaulted from profile
- **Remit-to Address** – defaulted from profile
- **Ship From Address** – defaulted from profile
- **Bill to Address** – defaulted from PO
- **Buyer VAT ID** – defaulted from PO
- **Ship to Address** – defaulted from PO



If there is only one Remit-To address stored in your profile, then Coupa will default to that address and there will be no pop-up to choose an address. If there is no Remit-To address stored, Coupa will ask you to create one. After the address is selected/entered, you can begin to build the invoice.

Creating an invoice from CSP

To

Customer eBuy Sandbox

* **Bill To Address** Empreendimento Lagoas Park Ed-7
2740-244 Porto Salvo
Portugal

VAT ID PT500134960

Buyer Tax ID

Ship to Address Rua Dr. Sacadura n. 2
1800-294 Lisboa
Portugal
Location Code: PTPD2

Payment Reference

5.1 **Country Specific Code**

Portugal: ATCUD code



Zoom on Portugal specificity

- 5.1 A field will appear with the **Country specific Code** where you will need to add the ATCUD code.
- The ATCUD comprises a validation code and the document number (without the prefix), separated by a minus sign. An example ATCUD can appear as follows: 87654321-210000000001

Creating an invoice from CSP

Go to the “Lines” section of the invoice, where you can review (and update if applicable) the value being invoiced.

The screenshot shows the 'Lines' section of an invoice. The 'Qty' field is highlighted with a red box and a purple circle containing the number '6'. The 'Price' field is set to 5,100.00. The 'Description' is 'AGRAFADOR ALICATE FOSKA B502'. The 'UOM' is 'each'. The 'PO Line' is 'ET00014459-1'. The 'Service/Time Sheet Line' is 'None'. The 'Contract' is a dropdown menu. The 'Supplier Part Number' is an empty text box. The 'Billing' information is '0000100006--CD6002-7461013500'. The 'Taxes' section includes 'VAT Rate', 'VAT Amount' (0.00), and 'Tax Reference'.

6

If applicable, in case of an **Amount based PO**, update the amount in the “**Price**” field with the amount you are invoicing. Delete the value shown and enter your invoice amount.

If applicable, in case of a **Quantity based PO**, update the quantity in the “**Qty**” field with the quantity you are invoicing.

Creating an invoice from CSP

Lines

Type	Description	Qty	UOM	Price	
	AGRAFADOR ALICATE FOSKA B502	100.000	each	51.00	5,100.00

PO Line: ET00014459-1 Service/Time Sheet Line: None Contract: Supplier Part Number:

Billing: 0000100006--CD6002-7461013500

7 Taxes

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

- 7 Please select the VAT rate that applies to the respective line item from the drop-down menu. VAT Amount will be automatically calculated. **Please note that it is a mandatory field.** If applicable, use the Tax Reference section to provide justification on the selected VAT Rate.



Note that if a 0% rate or a tax exemptions is applied, a justification must be provided in the Tax reference Box.

Creating an invoice from CSP

- 9 For any additional lines, add, in the **Description** box, the type of charges, and fill in the amount in the **"Price"** field.
- 10 Please select the **VAT rate** from the drop-down menu which applies to the respective line item.
VAT Amount will be automatically calculated. **Please note that it is a mandatory field.** If applicable, use the **Tax Reference** section to provide justification on the selected VAT Rate.
- 11 Under **Totals & Taxes** you can add the additional charges, the **Shipping** and **Misc** amount and their corresponding VAT rates.
- 12 Click the **<Calculate>** button: This will update the total value being invoiced based on the amount in the **"Price"** field above and any additional charges entered.

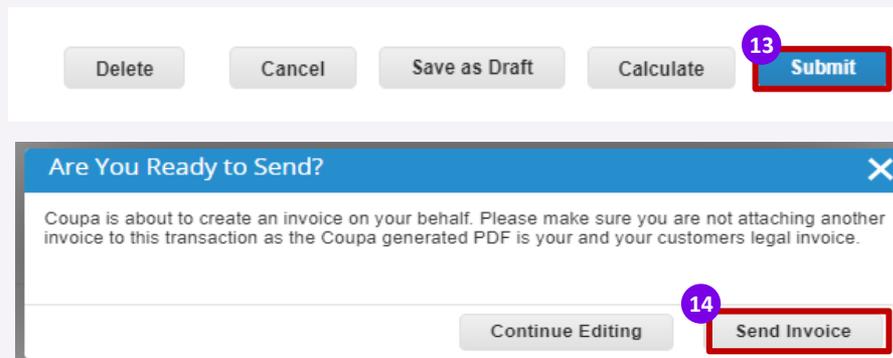
The screenshot displays the invoice creation interface with the following sections and callouts:

- Line Item 2:** Type: Qty (dropdown), Description: AGRAFADOR ALICATI, Qty: 1.000, UOM: each, Price: 51.00. Callout 9 highlights the Description field.
- Taxes Section:** VAT Rate (dropdown menu), VAT Amount: 0.00, Tax Reference. Callout 10 highlights the VAT Rate dropdown menu.
- Totals & Taxes Section:** Shipping: 10, VAT: 6.00, Misc: 0.000. Callout 11 highlights the VAT dropdown menu in this section.
- Summary Table:**

Lines Net Total	561.00
Lines VAT Totals	0.00
Total VAT	6.00
Net Total	661.00
Gross Total	667.00
- Buttons:** Delete, Cancel, Save as Draft, Calculate (Callout 12), Submit.

Creating an invoice from CSP

- 13 Click on the **Submit** button
- 14 Please acknowledge that Coupa will create an invoice on your behalf and Click the “**Send Invoice**” button in the pop up.



Congratulations, your invoice is now submitted!

Creating an invoice from CSP – Submission warnings

Please note that the following submission warnings might appear as a pop-up message after you click on **<Submit>**, depending on the information you provided on the invoice.

- You will then need to simply check and confirm that the information is correct/present on the invoice.

Case	Submission warnings
Blank remit-to when vendor submits invoice	Submission warning to make sure the remit-to has been filled in by the vendor.
Withholding tax when creating an invoice	Submission warning for some countries. If WHT: "This country does not allow withholding tax, please remove any withholding tax in order to process the invoice."
Swiss invoice origin when creating an invoice with Switzerland as country of origin	Submission warning if invoice origin country is Switzerland. "If you wish to be paid through QR IBAN, please make sure you provide your QR IBAN in the "Payment Order Number" field and your QR Reference in the "Payment Order Reference" field, as well as your QR bill in attachment."
Portuguese invoice origin when creating an invoice with Portugal as country of origin	Submission warning if invoice origin country is Portugal "Please make sure you provide the ATCUD code in the "ATCUD code" field."
Invoice dates	Submission warning appears when a CSP invoice has an invoice date more than 15 days older than the actual invoice submission date

Creating an invoice from CSP – Submission blockers

Please note that the following submission blockers might appear as a pop-up message after you click on <**Submit**> (depending on the information provided on the invoice).

- You will then need to correct the information and submit again, otherwise the invoice cannot be created/ sent to the customer

Case	Submission blockers
Invoice minimum amount	Minimum amount for an invoice: 0.
Acceptance of Coupa Supplier Portal Invoices	Only legal entities who have deployed Coupa invoicing will accept invoices from suppliers via the CSP. A submission blocker is implemented at CoA level to prevent any wrong invoice submission.



The list of warnings and blockers are updated in the future according to the customer's need or other regulations.

Non PO or blank invoice

To invoice costs that are not backed by PO's, you should create a new invoice with naming convention for the description field.

- This invoice must be a non PO backed invoice.

1

2

Go to the **Invoice** tab and click on **Create Blank Invoice** to create a non-PO backed invoice

The screenshot shows the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices' (highlighted with a red box and a '1' in a purple circle), 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Below this, there's a sub-navigation bar with 'Invoices', 'Invoices Lines', and 'Payment Receipts'. The main content area is titled 'Invoices' and includes a 'Select Customer' dropdown menu set to 'eBuy DEV'. Below that, there's a section 'Instructions From Customer' with a note about resolving disputes. The 'Create Invoices' section has four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice' (highlighted with a red box and a '2' in a purple circle), and 'Create Credit Note'. At the bottom, there's a table with columns for 'Invoice #', 'Created Date', 'Status', 'PO #', 'Total', 'Unanswered Comments', 'Dispute Reason', and 'Actions'. The table contains two rows: 'New test 0307' (Approved, 270.30 EUR) and 'Test 0307' (Voided, 269.03 EUR).

Unbacked invoicing

Header level of this invoice must be filled in as any other invoices, as indicated on the previous slides, except the fields that are normally defaulted from PO. The following fields must be filled in manually:

- Fill in the information from **General Info** section, on the left side. The fields marked with asterisk * are mandatory:
 - Invoice legal number:** should be your unique invoice number - the length of your Invoice # should not exceed 16 characters
 - Invoice date**
 - Payment term:** defaulted from profile
 - Currency:** choose the currency by clicking on the small arrow
 - Image Scan:** Upload the scan of your invoice by clicking on **<Choose File>** button

Create Invoice Create

General Info

* Invoice #

* Invoice Date 08/29/23

* Payment Term WAVE-8041

* Currency EUR

Delivery Number

Status Draft

* Image Scan No file chosen

Supplier Note

Attachments i Add [File](#) | [URL](#) | [Text](#)

Payment Order Reference

Cash Accounting Scheme

Margin Scheme

Unbacked invoicing

The <**From**> section is defaulted with information you previously added in your profile. You can choose other addresses (if available on your profile), by clicking on the loops.

4 Fill in the mandatory information from the <**To**> section, on the right side:

- **Bill to Address** – click on the loop to choose it
- **Buyer VAT ID** – click on the field to choose it
- **Ship to Address** – click on the loop to choose it
- **Requester Email** – add the email address of the requester
- **Requester Name** – add the name of the requester

The screenshot shows the 'From' and 'To' sections of an invoice form. The 'From' section is pre-filled with the following information:

- Supplier:** WAVE-K401-0010262769-0010262769
- Supplier VAT ID:** BE1234567890
- Invoice From Address:** AMA EUROPE SA NV, RUE DE L'AQUEDUC 118, 1050 Brussels, Belgium
- Remit-To Address:** AMA EUROPE SA NV, RUE DE L'AQUEDUC 118, 1050 Brussels, Belgium
- Ship From Address:** AMA EUROPE SA NV, RUE DE L'AQUEDUC 118, 1050 Brussels, Belgium

The 'To' section is highlighted with a red box and contains the following fields:

- Customer:** eBuy DEV
- Bill To Address:** No address selected
- Buyer VAT ID:** [Dropdown menu]
- Ship To Address:** No address selected
- Requester Email:** [Text input field]
- Requester Name:** [Text input field]
- ATCUD code (for Portuguese suppliers):** [Text input field]

Unbacked invoicing

5 Line level must be filled in manually, as follows:

- Choose the line type: **<Qty>** for quantity (products) or **<Amt>** for amount (services).
- Add the description of your item/service
- Fill in the fields for **quantity** or **price** and choose a unit of measure from the field **<UOM>**
- Select the **VAT rate** from the drop-down menu which applies to the respective line item.
- VAT Amount will be automatically calculated. **Please note that it is a mandatory field.** If applicable, use the **Tax Reference** section to provide justification on the selected VAT Rate.

5

Lines

Type	Description	Qty	UOM	Price	
Qty	Blank invoice test	1.000	activity unit	100.00	100.00 ✖

PO Line: None Service/Time Sheet Line: None Contract: Supplier Part Number:

Taxes

VAT Rate	VAT Amount	Tax Reference
6.0% <input type="text"/>	6.00	<input type="text"/>

The next steps must be followed as in any other invoice, previously indicated in this document. To access them, **CTRL + click** the following arrow: 

Invoice follow up

After creating and submitting the invoice, it will appear on Invoices page, with **<Pending Approval>** status

coupa supplier portal

BEARINGPOINT | NOTIFICATIONS 99+

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer eBuy DEV

Invoices

Instructions From Customer

To resolve a dispute please use the action button to submit your credit note

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
29	08/29/23	Disputed	ET00014562	8,109.00 EUR	No	Price different from PO/Contract or Catalog	
29010	08/29/23	Approved	ED00014765	540.60 EUR	No		
290823 Test FI invoice 3	08/29/23	Pending Approval	None	512.60 EUR	No		
None	08/29/23	Draft	None	0.00 EUR	No		



One of the benefits of the Coupa Supplier Portal is that you can follow the invoice status.

Invoice follow up

After the invoice is in **Approved** status, it will be paid according to the payment terms and payment schedule contractually agreed upon between Sanofi and the supplier.

The screenshot displays the 'Invoices' section of a web application. At the top, there is a navigation menu with 'Invoices' highlighted. Below the menu, there is a 'Select Customer' dropdown menu currently showing 'eBuy DEV'. The main heading is 'Invoices', followed by 'Instructions From Customer' and a note about resolving disputes. Below this are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A search bar contains 'Test 2 way'. A table lists invoice details with columns: Paid, PO #, Invoice #, Status, Invoice Date, Payment Term, Date Of Supply, and Payment Information. A red box highlights the 'View' button and the 'Payment Information' dropdown in the table header. Another red box highlights the 'Paid' column in the table rows. The table contains three rows of data.

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	ED00014511	COUPA 2 way invoice to dispute	Disputed	07/14/23	WAVE-8041	07/14/23	
Yes	ED00014508	Test 2 way	Approved	07/14/23	WAVE-8041	07/14/23	Payment# Payment Test on 08/22/23 for EUR 756.84
No	ET00014452	Test 2 way 1	Approved	06/30/23	WAVE-8041	06/30/23	

Per page 15 | 45 | 90

AGENDA

Coupa Supplier Portal

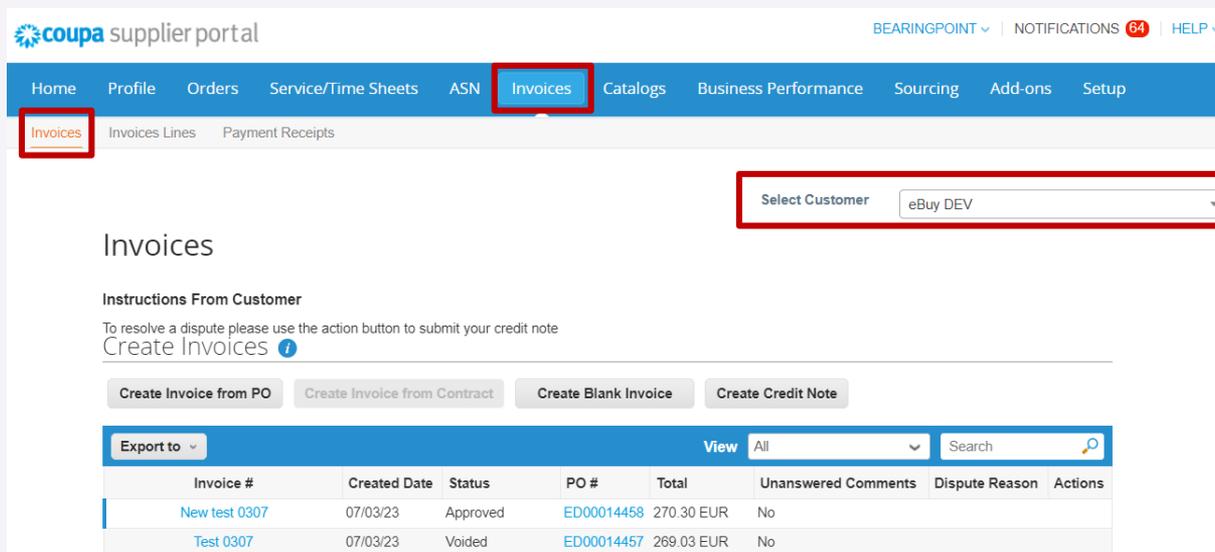
- Orders management
- Creating views
- Invoice creation and submission
- **Invoice management**
- Resolve Disputed Invoices
- Payment Information

Invoices

Select Invoice tab to access to the list of all your invoice. You can select the customer you wish to see the information for.

The invoices lines table shows the following information for all the invoices:

- Invoice number
- Created date
- Status
- PO number
- Total
- Unanswered Comments
- Dispute Reason (if applicable)
- Available actions



coupa supplier portal

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Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer eBuy DEV

Invoices

Instructions From Customer
To resolve a dispute please use the action button to submit your credit note
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
New test 0307	07/03/23	Approved	ED00014458	270.30 EUR	No		
Test 0307	07/03/23	Voided	ED00014457	269.03 EUR	No		

If needed, custom views can be created.

Invoices – Invoice lines

Click on the Invoice Lines tab to see information on the invoice lines for each invoice. You can select the customer you wish to see the information for.

The invoices lines table shows the following information for all the invoices:

- Invoice number
- Line number
- Description
- Status
- Invoice date
- PO line number
- Total

The screenshot displays the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'Invoices' highlighted. Below it, a sub-navigation bar shows 'Invoices Lines' selected. A 'Select Customer' dropdown menu is set to 'eBuy DEV'. The main content area is titled 'Invoice Lines' and features a table with the following data:

Invoice #	Line #	Description	Status	Invoice Date	PO Line #	Total
New test 0307	1	AGRAFADOR ALICATE FOSKA B502	Approved	07/03/23	1	255.00
Test 0307	1	AGRAFADOR ALICATE FOSKA B502	Voided	07/03/23	1	255.00

If needed, custom views can be created.

AGENDA

Coupa Supplier Portal

- Orders management
- Creating views
- Invoice creation and submission
- Invoice management
- **Resolve Disputed Invoices**
- Payment Information

Disputed Invoice: Introduction 1/2

There are several reasons an invoice can be disputed by the PO Owner/requester or Account Payable:

- The invoice does not match what is on the PO. This could be a quantity issue or a price issue.
- Duplicate invoice
- The invoice does not have appropriate tax rate etc.

Below is an example of reasons that the customer can choose when he opens a dispute:

Dispute [X]

Please provide an explanation for moving the invoice to disputed status. The dispute notification with reason and any comments you provide will be sent to the supplier email listed here and any additional emails you enter.

Supplier Email Bearingpoint.ebuy+ama@gmail.com

Additional Recipients
jimmy.dough@acme.com, katy.pie@acme.com

*** Dispute Reason** [v] +

Comments

- Price different from PO/Contract or Catalog
- Quantity different from PO/Contract or Catalog
- Duplicate Invoice. Already paid or payment review in progress.
- Attachment missing or in incorrect format
- Invalid or missing PO reference

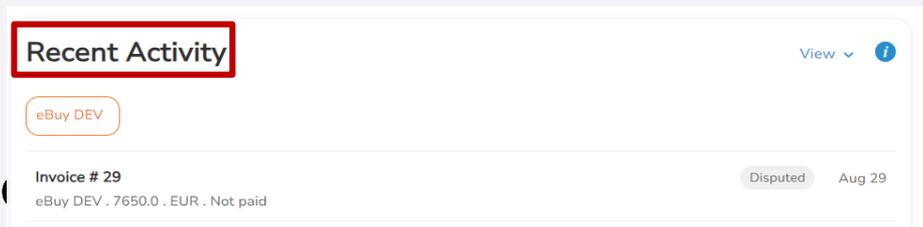
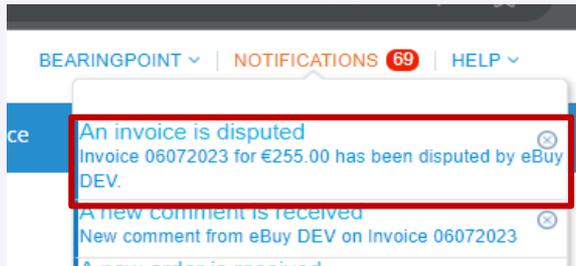
Cancel **Dispute**

Disputed Invoice: Introduction 2/2

How will I know if the invoice is disputed?

- You will receive an e-mail notification with the invoice number and the dispute reason
- Any disputed invoices will also show in your **Recent Activity** and **Notifications** tab on the Coupa Supplier Portal home page.

Please see below the examples:



Powered by Coupa

sanofi DEV

Invoice #06072023 has been marked as Disputed by eBuy DEV

Hi,

Your Invoice **06072023** has been marked as disputed by your customer, eBuy DEV.

Dispute Reason(s)

- Goods/Service pending delivery

Date: 2023-07-06

Additional Comments: We have not received the goods

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 eBuy DEV for review.

Resolving the disputed invoice links the corrected, and the disputed invoices. Unless you resolve the disputed invoice, eBuy DEV can choose to withdraw it from this status.

If you are a supplier using Coupa Invoicing in European countries/regions, please note that to cancel an invoice you must first create and submit a credit note. If the prior invoice is canceled, you can create and submit a new invoice with a different number.

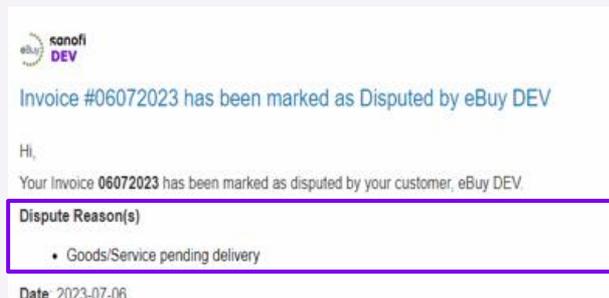
This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

[View Online](#)

Resolving a Disputed Invoice 1/2

First, you'll need to review the reason for dispute. If it's unclear what the issue is, please reach out directly to the PO requestor for details.

*Example of what the **e-mail notice** will look like:*



*Example of what the disputed invoice will look like in **Notifications**:*

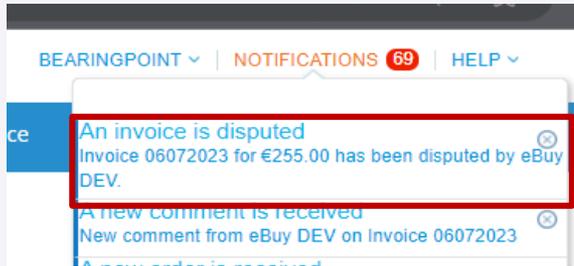


Next, you'll start the invoice resolution process.

Resolving a Disputed Invoice 2/2

There are two options to access the invoice, either by simply clicking on the **notification**, or from the **Invoices** page, find your disputed invoice and click the **<Resolve>** button  in the Actions column:

Option 1



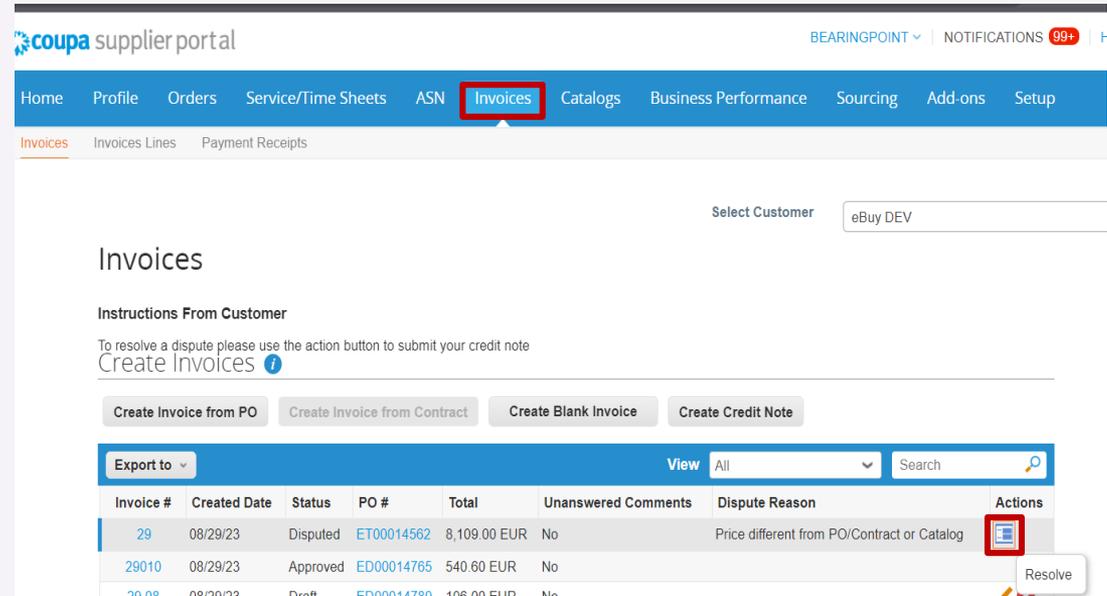
BEARINGPOINT ▾ | NOTIFICATIONS 69 | HELP ▾

ce

An invoice is disputed
Invoice 06072023 for €255.00 has been disputed by eBuy DEV.

A new comment is received
New comment from eBuy DEV on Invoice 06072023

Option 2



coupa supplier portal

BEARINGPOINT ▾ | NOTIFICATIONS 99+ | ▾

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer eBuy DEV

Invoices

Instructions From Customer

To resolve a dispute please use the action button to submit your credit note

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
29	08/29/23	Disputed	ET00014562	8,109.00 EUR	No	Price different from PO/Contract or Catalog	
29010	08/29/23	Approved	ED00014765	540.60 EUR	No		
20 08	08/29/23	Disputed	ED00014780	108.00 EUR	No		

Resolve

Resolving a Disputed Invoice with full credit note 1/2

A credit note is an official legal document, just like an invoice or a purchase order, that suppliers provide to customers to notify the customer that credit is being applied to their account for any number of reasons. It's a way to issue **full** or **partial** refunds for invoices that have already been issued or paid.

- You can resolve an invoice with a **full credit note** by using the option **Cancel Invoice**.

- 1 Click on the **Cancel Invoice** button : This button will automatically open a new page where you can create a credit note
- 2 Fill in the mandatory fields behalf and Click the **"Send Invoice"** button in the pop up.

Totals & Taxes

Lines Net Total		255.00
Lines VAT Totals	VAT 6.0%	15.30
<hr/>		
Shipping		0.00
Misc		0.00
<hr/>		
Total VAT		15.30
Net Total		255.00
Gross Total		270.30

1 **Cancel Invoice** Adjust

Create Credit Note Create

Select Customer eBuy DEV

This credit note applies to invoice 06072023. When approved, the credit will fully cancel the invoice's impact to the transaction.

2

General Info

- * Credit Note #
- * Credit Note Date 07/09/23
- * Payment Term WAVE-8041
- * Currency EUR
- Delivery Number
- Status Draft
- Original Invoice # 06072023
- Original Invoice Date 07/06/23
- * Image Scan No file chosen
- Supplier Note

From

- * Supplier WAVE-K401-0010262769-0010262769
- * Supplier VAT ID BE0999999999
- * Invoice From Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium
123456789
SPRL
Bruxelles
Tribunal de Bruxelles
- * Remit-To Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium
- * Ship From Address Bearingpoint SPRL
20, rue des Sables
1000 Bruxelles
Belgium

To

Customer eBuy DEV

- * Bill To Address 1 avenue Henri Martin
75116 Paris
France

Attachments Add File | URL | Text

Payment Order Reference

Cash Accounting Scheme

Credit Reason

Margin Scheme



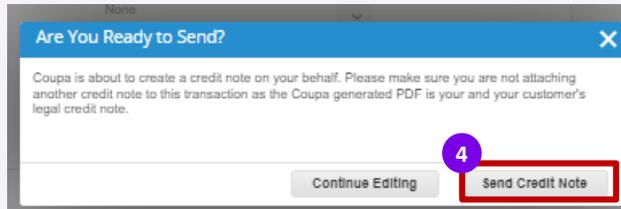
Please make sure to always cancel in full a goods invoice with price issues.

Resolving a Disputed Invoice with full credit note 2/2

- The data related to the invoice lines appears automatically filled in, with the Total in red and minus because it is a credit note.

3 Click on **Submit**. This will generate a pop-up window asking for confirmation.

4 Click on **Send Credit Note**.



Type	Description	Qty	UOM	Price	Total
AGRAFADOR	ALICATE FOSKA 8502	-5.000	each	51.00	-255.00

PO Line	Service/Time Sheet Line	Contract	Supplier Part Number
ED00014463-1	None		

VAT Rate	VAT Amount	Tax Reference
6.0%	-15.30	

Totals & Taxes	
Lines Net Total	-255.00
Lines VAT Totals	-15.30
Shipping	0.000
VAT	0.000
Tax Reference	Enter a tax reason description.
Misc	0.000
VAT	0.000
Tax Reference	Enter a tax reason description.
Total VAT	-15.30
Net Total	-255.00
Gross Total	-270.30

Resolving a Disputed Invoice with partial credit note

The Partial Credit Note provides the ability to designate a proforma as a partial payment against an existing invoice.

- You can resolve an invoice with a **Partial credit note** by using the option **Adjust**.
 - 1 Click on the **Adjust** button : This button will automatically open a new page where you can create a credit note
 - 2 Fill in all information just as any invoice/credit note creation The amount of the credit note should be less than the amount of the invoice, this amount should be negative.
 - For **Quantity** based invoice line, adjustment must be performed only on the **quantity**
 - For **Amount** based invoice line, adjustment must be performed only on the **price**

Totals & Taxes			
Lines Net Total			255.00
Lines VAT Totals	VAT	6.0%	15.30
Shipping			0.00
Misc			0.00
Total VAT			15.30
Net Total			255.00
Gross Total			270.30

Lines				
Adjustment Type		Quantity		
Type	Qty	UOM	Price	
Qty	Price	Other	Cancelled invoice	
	-5.0	each	20.00	-100.00
PO Line	Service/Time Sheet Line	Contract	Supplier Part Number	
None	None			
Taxes				
VAT Rate	VAT Amount	Tax Reference		
21.0%	-21.00			



If adjustment for Quantity based invoice cannot be done on qty, please fully cancel.

AGENDA

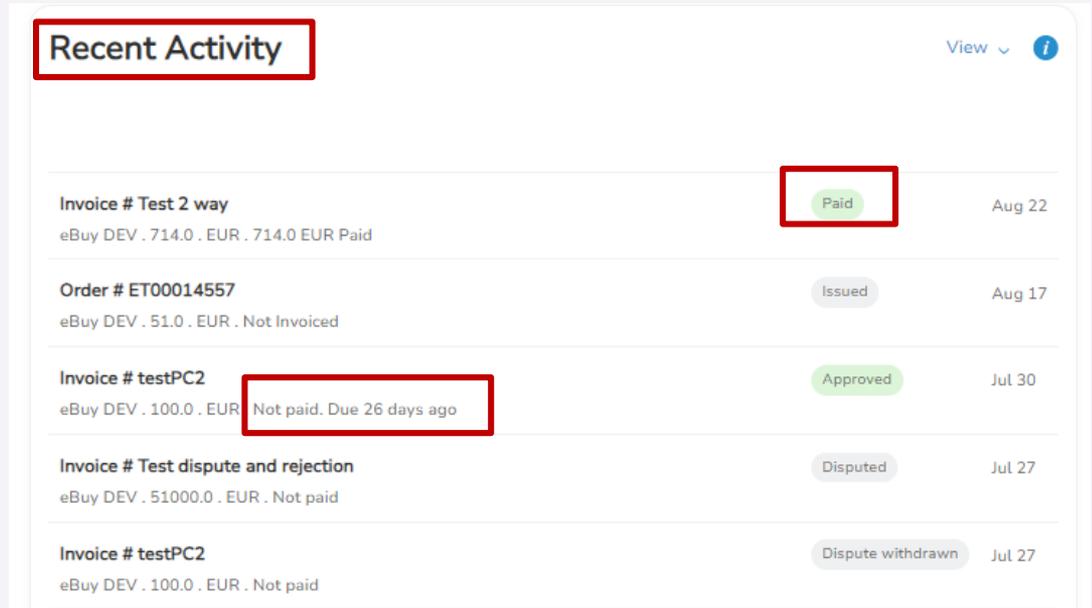
Coupa Supplier Portal

- Orders management
- Creating views
- Invoice creation and submission
- Invoice management
- Resolve Disputed Invoices
- **Payment Information**

View the Payment Information 1/3

Once an invoice is paid, you will receive a **notification** related to it.

- The invoice payment status can be observed on the home page too, in **Recent Activity**:



View the Payment Information 3/3

If you click on the notification, or on the invoice number from recent activity, the invoice page will open.

- Scroll down to the bottom of the page to see the information regarding the payment in the **Payments** section
- Click on the small arrow to see more details:

The screenshot displays the 'Payments' section of a software interface. At the top, there is a navigation bar with a 'Payments' label and a right-pointing arrow. Below this, the 'Payments' section is expanded, showing a status of 'Fully Paid' and a 'Paid-in-Full Date' of '08/22/23'. A table titled 'Payment Reconciliation Details' provides a breakdown of the payment. The table has five columns: Status, Date, Type, Description, and Amount. A single payment is listed with a status of 'Posted', a date of '08/22/23', a type of 'Payment', and a description of 'Payment Test' for an amount of 756.84. Below the table, the 'Total Reconciled' is 756.84, the 'Invoice Total' is 756.84, and the 'Remaining Balance' is 0.00. At the bottom of the interface, there is a 'History' link with a clock icon.

Status	Date	Type	Description	Amount
Posted	08/22/23	Payment	Payment Test	756.84
Total Reconciled				756.84
Invoice Total				756.84
Remaining Balance				0.00

View the Payment Information 3/3

The payment information is also available on the **Invoices** page by selecting the **Payment Information** view

- In the **Paid** column, the invoices will be marked with <Yes> if paid, or <No> if not

The screenshot shows the 'Invoices' page with the 'View' dropdown set to 'Payment Information'. The table below shows the following data:

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	D00014511	COUPA 2 way invoice to dispute	Disputed	07/14/23	WAVE-8041	07/14/23	
Yes	D00014508	Test 2 way	Approved	07/14/23	WAVE-8041	07/14/23	Payment# Payment Test on 08/22/23 for EUR 756.84
No	T00014452	Test 2 way 1	Approved	06/30/23	WAVE-8041	06/30/23	

•
Thank you
•

sanofi