



# User Guide for Supplier

Answers to Frequently Asked Questions on Coupa Supplier Portal

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## Content

Getting Started with eBuy Coupa Supplier Portal (CSP) .....	3
Orders Management: .....	5
CXML/EDI Connections:.....	6
Invoice Management:.....	7
Contact Supplier Helpdesk.....	12

## Getting Started with eBuy Coupa Supplier Portal (CSP)

### **1. Where do I sign up/log in to the eBuy (Coupa) Supplier Portal?**

The link via which you are able to register is: <https://supplier.coupahost.com/sessions/new>  
Normally, you will also receive an email from Sanofi with a link to register.

### **2. What if I have lost the invite email or I can't find it or I am unable to access it?**

You may reach out to the Supplier Helpdesk. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page :  
<https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

### **3. How much does it cost to use the CSP?**

The CSP is a cloud-based Procure-to-Pay (P2P) platform that is completely free for Suppliers to use.

### **4. What is Coupa Supplier Portal (CSP)?**

The Coupa Supplier Portal is the section for suppliers to track their activities like onboarding, purchase orders, invoicing etc.

### **5. How many employees in my company can create a user account to create invoices in eBuy Coupa Supplier Portal (CSP)?**

There are no restrictions on how many users can be connected to the CSP

### **6. How can I set up a legal entity in the eBuy Coupa Supplier Portal (CSP)?**

Enter setup and once in setup, go to legal entity. There you can create a new legal entity. The supplier only has to fill in the correct information and it cannot be filled by Sanofi.

### **7. How can a supplier add an employee to their company account on the Coupa Supplier Portal?**

From the menu, select Admin. Choose the User tab and click Invite User. Provide the required info in the window that opens.

### **8. When I register on Coupa Supplier Portal (CSP), will shipments need to be suspended?**

No, the registration on the Coupa Supplier Portal will not affect shipments.

### **9. Can you explain the "Merge Account" feature in the Coupa Supplier Portal (CSP)**

Merging is combining two accounts. Will be done automatically when the email addresses of two accounts are the same. This can be the case when wanting to create separate accounts for different customers. However, this is not needed because of CSP being a network platform. This means that you can connect all of your customers to one Coupa Supplier Portal account. When someone at your

company has created an account and another employee does the same, both with different email addresses, it will be possible to merge those two accounts into one; using the Merge Account feature. A choice has to be made which one of the two users become the owner of the newly created account.

**10. Do you use the Merge Account for different companies, meaning Sanofi and another company or only for the same company?**

Merge accounts can be used in both situations. Since Coupa is a network platform, this means that you only need one Coupa Supplier Portal account to connect to all your customers.

**11. I already have a CSP login for another customer. Do I need to create another?**

No this is not needed. If there is already an existing account with the same email address, Coupa will automatically merge those two accounts. If, however, two different accounts are created with different email addresses, it is possible to merge those two accounts. In order to do this there will be a shortcut on the CSP homepage or the supplier can go to "Setup" => "Admin" => "Merge Request". There the supplier can fill in the email address of the other they want to merge with.

**12. How do I know I'm connected to Sanofi Coupa Supplier Portal ?**

Once you're signed into the portal, scroll down to the bottom of the page. Here you'll see your Latest Customers should be visible to you. Or go to setup => Customer setup and search for Sanofi. If not a connection can be requested by asking and invitation via mail or by going to the connection requests or customer setup page to ask for a connection.

**13. How can I get the payment term corrected if it does not correspond to the term in the agreement between Sanofi and my company?**

Payment terms are not editable in the setup in the Coupa Supplier Portal (CSP). Please contact the Buyer/Procurement team for this.

**14. Can I filter the list of purchase orders to show only purchase orders that haven't been invoiced?**

Yes, this can be done by altering the "View" on the "Orders" page to "Orders not invoiced".

**15. What does the Export button do?**

You can export the rows to an Excel document or as a CSV file.

**16. How do I cancel my Coupa Supplier Portal account?**

If you're no longer doing business with Sanofi, you may ask the Supplier Helpdesk to mark you as inactive on the Sanofi Coupa Supplier Portal. You may reach out to Supplier Helpdesk teams for any queries. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page : <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

## Orders Management:

**1. How will we be informed of new orders? Will we receive an e-mail with the information, or will it be visible on the Sanofi Coupa Supplier Portal (CSP)?**

Normally, CSP will send you an email when a new order comes in. Also you will receive a notification in the CSP itself.

**2. How do I see my Purchase Orders (POs) in the Sanofi Coupa Supplier Portal (CSP)?**

Click on the menu icon, and select Orders. If you are connected to more than one Coupa customer, select the relevant Sanofi entity name from the dropdown menu and you should be able to see it.

**3. What is the purpose of PO acknowledgment by the supplier?**

You can let Sanofi know that you've received the order through this. It will generate an email notification to them.

## CXML/EDI Connections:

### **1. Do I need to include accounting information on cXML invoices?**

Invoices against a PO don't need accounting information, since that information is part of the requisition, and is carried over to the PO. When an invoice references a PO line number, Sanofi Coupa takes the accounting information associated with the line and adds it to the invoice.

### **2. How can I automate sending invoices or send many invoices at once?**

There is an option to bulk upload invoices.

You may reach out to your regular point of contact at Sanofi Procurement or even the supplier helpdesk to express your interest in setting up a CXML or other bulk upload connection. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page : <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>. The team will come back to you with relevant options.

### **3. Could I set up CXML/EDI invoicing with Sanofi and the Sanofi Coupa Supplier Portal (CSP)?**

You may reach out to your regular point of contact at Sanofi Procurement or even the supplier helpdesk to express your interest in setting up a CXML or other bulk upload connection. . The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page : <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing> The team will come back to you with relevant options.

## Invoice Management:

### **1. Is it necessary to upload the invoices to a portal or do we continue working as before? Can I use any other portal to send invoices?**

Sanofi Coupa Supplier Portal is backed by Coupa technology which is, globally, a leading portal; has many benefits, is free to use for all our suppliers and is the target solution for Sanofi to receive invoices, unless explicitly stated on any other method for a particular country.

You may refer this page for more information : <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

Do remember to use the recommended method as indicated to avoid potential disappointment or delays.

### **2. If I use the Sanofi Coupa Supplier Portal (CSP), who pays me?**

Sanofi is responsible for paying suppliers directly. CSP is the technology stack powered by Coupa, and Coupa does not pay suppliers on behalf of Sanofi.

### **3. If I use the Sanofi CSP, who pays me - Sanofi or Coupa?**

Sanofi is responsible for payment when you use the Sanofi CSP. Coupa is the technology platform, but the payments are made by Sanofi.

### **4. How do I submit an invoice in Coupa?**

There are several ways on how a supplier can submit their invoices:

- Go to the "Orders" page => "Orders" and click on the PO Number in most left column (called "PO Number"). This will open the PO. Then scroll down and click the "Create Invoice" button.
- Go to the "Orders" page => "Orders" and click on the "Gold Coins" button in the "Action" column.
- Go to the "Invoices" page => "Invoices" and click on the method of invoice creation. There are 3 options: "Create Invoice From PO"; "Create Invoice from Contract" or "Create Blank Invoice".

### **5. Do I need to see a PO on the Sanofi Coupa Supplier Portal before I can invoice?**

Most likely you will need a PO prior to invoicing Sanofi. In some very limited instances, rather in case of specific exceptions, Sanofi Coupa Supplier Portal may allow for an invoice to be submitted without a PO. Contact your point of contact at Sanofi to know more or you could also ask the Supplier Helpdesk.

The email address and phone numbers (where available) of this team, per country are mentioned on this page : <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

### **6. What options are available for me to submit invoices to my customers?**

Sanofi Coupa Supplier Portal offers the following methods to submit invoices:

- The Coupa Supplier Portal, where you sign in to flip a PO to create an invoice.

- cXML, where you can automate the process of sending an invoice file using Coupa's standard cXML format.
- Supplier Actionable Notifications, where you invoice directly from the emailed PO by flipping it to an invoice.

### **7. What is the difference between an FI Invoice and a Non-FI Invoice?**

There are two kinds of invoices, namely FI and MM invoices. For a very broad understanding - FI invoices are non-PO backed invoices and MM/non-FI invoices are PO backed invoices.

### **8. May I create an invoice that isn't backed by a PO? If yes, how do I do this?**

You can only send non-PO-backed invoices if your supplier code is set up for it in the eBuy Sanofi Coupa Supplier Portal. Please discuss this with your point of contact at Sanofi, if this is permitted in your geography, for your nature of services/goods etc

To create a non-po backed invoice, go to the "Invoices" page => "Invoices" and click on the method of invoice creation that is applicable. In this case "Create Blank Invoice".

Next, click on the magnifying glass to select a legal entity. Afterwards, the information will be filled in automatically.

### **9. Can we make partial invoices? Large amounts are sometimes billed 50% at start and 50% at completion. OR I have an annual order from Sanofi but need to send invoices monthly? Can I do that?**

Yes this can be done. Supplier may create an invoice based on the Purchase Order as you normally done; however in the table of the line items, adjust the quantity or the amount according to reflect the need.

Important Tip : Do click on the "Calculate" button at the bottom after making adjustments so that the system can take it into account before sending the invoice to Sanofi

### **10. Can a supplier enter their TAX ID in the VAT field? For example, Canada does not use VAT.**

For some countries, like Canada, which do not use VAT or GST the supplier is supposed to fill in the TAX ID instead of the VAT or GST.

### **11. In case VAT is not applicable for a transaction, how do I manage that?**

Is it possible to set VAT to 0%, please select a tax reference box and fill in a receipt. If VAT is not applicable for a transaction, you should enter a 0% VAT rate or indicate that the transaction is not subject to VAT as per the relevant tax regulations.

### **12. How do I change the price on a PO?**

You cannot change a price on a PO through the Sanofi Coupa Supplier Portal. If you need a change order on a PO, reach out to your point of contact at Sanofi.



### **13. How do I add shipping charges to an invoice?**

You may add shipping charges at the bottom of the invoice or at line item level

### **14. How do I make a partial claim on an invoice?**

You can invoice multiple times against a single PO. Just click the gold coin icon and enter the amount you'd like to appear on the invoice.

### **15. How do I invoice a blanket PO?**

You can invoice multiple times against a single PO, up to the total amount mentioned on the PO. Just click the gold coin icon for the PO as you normally would, and enter the amount you'd like to appear on the invoice. The next time you want to invoice against the PO, just do the same thing.

### **16. How do I know if an invoice has been submitted?**

This can be seen on the "invoices" page. There will be a column stating the "status" of the invoice. In this case, the "Status" will show "Pending Approval". This can also be seen by searching for the specific invoice and opening it using the advanced filter option. This is done by the following steps:

- Go to the "Invoices" page
- At the top of the table there is the "Advanced" searching option. Click on that button.
- Change the "filter by" setting to PO Number
- Leave the "Filter Clause" to be at "Is"
- Search for the specific PO Number in the last open field

### **17. What do I do when an invoice remains in "Approval Pending" status?**

You can reach out to your regular point of contact at Sanofi from whom you have received the Purchase Order (Buyer or procurement) or reach out to Supplier Helpdesk teams. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page:

<https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

### **18. What does it mean when my invoice is rejected/disputed or voided in Sanofi Coupa Supplier Portal (CSP)?**

"Disputed" is when an invoice is not agreeable to Sanofi and this leads to it being "rejected". "Voided" is an option given to the supplier to discard the invoice and create a new one after the first one was rejected/disputed.

### **19. What does the status "Tolerance Hold" on an invoice mean?**

It means your invoiced amount differs from the PO by more than Sanofi Coupa Supplier Portal allows without manual approval. If an invoice has been on hold for a while, ask your Sanofi counterpart to review it. This is a global tolerance level.

### **20. How do I create a credit memo?**

Sign into the Sanofi Coupa Supplier Portal and select Orders from the menu at the top right. Choose the PO you'd like to create a credit for and select the red coins. The other option is to go to the "Invoices" page and to click on "Create a Credit Note".

### **21. How do I credit or cancel an invoice that's already been billed?**

Once an invoice is submitted, it can't be changed in any way. You may create a credit memo or reach out to your counterpart at Sanofi to discuss on the situation.

### **22. What do I do if an invoice was rejected?**

If an invoice is rejected, the reason for this rejection will be shown to the supplier. But if it is not clear, connect with your Sanofi counterpart to determine why the invoice was rejected in the first place, then create a new invoice to replace the one that was rejected.

### **23. How do I know if my invoice has been approved for payment?**

This can be seen on the "invoices" page. There will be a column stating the "status" of the invoice. In this case, the "Status" will show "Pending Approval". This can also be seen by searching for the specific invoice and opening it using the advanced filter option. This is done by the following steps:

- Go to the "Invoices" page
- At the top of the table there is the "Advanced" searching option. Click on that button.
- Change the "filter by" setting to PO Number
- Leave the "Filter Clause" to be at "Is"
- Search for the specific PO Number in the last open field
- Open the invoice, if wanted, and scroll to the bottom to the "Payments" section.
- This will show the a more detailed payment status. However, the "Status" can already be seen in the column "Status" immediately without opening the invoice

### **24. Where can we see in the system the payment schedule of the invoices?**

This is specific to each invoice. You can go to the Invoice page and look for the specific invoice. If you open it, you will find the payment information at the bottom of the page. You can also switch to the "Payment Information" view to have an overview of the payment statuses for all invoices.

### **25. Will Sanofi let me know when I am paid? Do my payment terms change with Sanofi?**

The payment terms you have with Sanofi will continue to apply. Implementation of Sanofi Supplier Portal (CSP) doesn't change that. If you would like to have payment term related conversations, please connect with the Buyer/Procurement point of contact you have at Sanofi.

### **26. Once an invoice has been approved, what do I need to do next?**

The supplier has to do nothing. The supplier has to wait until they receive payment. The status of the invoice can be observed on the Sanofi Coupa Supplier Portal (CSP).

### **27. Can I attach a PDF file when creating an invoice?**

Yes, under the field "Image Scan" you can add ad pdf file. But the official invoice will be the one made in CSP (except if you are a supplier to Sanofi Portugal, where PDF is required to be attached when submitting the invoice in Sanofi Coupa Supplier Portal).

### **28. What if I have an invoice that hasn't been paid?**

If your invoice is within terms, you will need to wait until those term requirements are met before receiving payment. If your invoice is past due, contact your Sanofi counterpart directly to investigate. You may also reach out to the supplier helpdesk. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page:

<https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

### **29. How to see all invoices for a PO?**

This is done by the following steps:

- 1)Go to the "Invoices" page
- 2)At the top of the table there is the "Advanced" searching option. Click on that button.
- 3)Change the "filter by" setting to PO Number
- 4)Leave the "Filter Clause" to be at "Is"
- 5)Search for the specific PO Number in the last open field.

This will show all the invoices that are linked to a specific PO.

### **30. Is there a way in the Sanofi Supplier Portal to view POs that haven't yet been invoiced?**

Go to the Orders page in the CSP. Here you can change the view accordingly to suit your requirement.

### **31. When I view the Invoices section, I see many items, many of which I have created in DRAFT Status. Can I delete these?**

When on the "Invoices" page, Supplier can "view all" invoices. And in the column "Actions" a red button with a white cross in it, will be visible. On clicking this, a pop-up screen asks whether you are sure that you want to delete the invoice. In this way an invoice that you dont need in your view can be deleted. Otherwise, you can modify your view in the page so that it excludes the invoices in "Draft" status.s

### **32. Why can't I edit, void, or delete an invoice?**

Once an invoice has been submitted, it can't be changed in any way. However, you still have options:

- Ask your Sanofi counterpart to reject or void the existing invoice. You can then create a new one.
- Create a new credit memo that credits the customer for the original value, and then create a new invoice.

You may also contact the supplier helpdesk to know about how to do any of these actions. The email address and phone number (where available) of the supplier helpdesk, per country are mentioned on this page: <https://suppliers.sanofi.com/en/standards-and-procedures/invoicing>

## Contact Supplier Helpdesk:

### **1. How can I reach out to the supplier helpdesk at Sanofi?**

Contact information for the supplier helpdesk at Sanofi should be provided within the CSP or through communication from Sanofi. Look for contact details or support resources within the platform.

Please note that the specific features and procedures within the Coupa Supplier Portal may vary based on the version and configuration used by Sanofi, so it's important to refer to the platform's documentation and follow any guidance provided by Sanofi or the CSP itself for precise instructions. Additionally, direct communication with Sanofi or their support teams may be necessary for addressing specific account or transaction-related inquiries.