



sanofi



# Supplier Training

*Coupa Supplier Portal*



# AGENDA

## 1. Introduction

## 2. Coupa Supplier Portal

- Registration and Profile Setting
- Profile Merge and User management
- Orders management
- Creating views
- Invoice creation and submission
- Invoice management
- Resolve Disputed Invoices
- Payment Information
- Change the language

# About Sanofi Coupa supplier Portal



- Sanofi has implemented **Coupa** as its platform to standardize business processes and improve quality and speed of operations.
- Sanofi is requiring electronic invoicing through Coupa, allowing suppliers to use the **Sanofi Coupa Supplier Portal** and **Supplier Actionable Notifications** to simplify the receipt and acknowledgement of purchase orders and invoice submission to Sanofi.

## ABOUT eBuy

eBuy is an **end to end digital Source 2 Pay (S2P) platform** connecting Sanofi with supplier partners,

- **Scope** : 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.
- It's an additional electronic solutions that were being used prior to eBuy for PO and Non PO management and invoicing.

# The Coupa Supplier Portal

The Coupa Supplier Portal is a **free tool** for suppliers to easily do business with customers who use Coupa.

Once the supplier registers into the portal, there are various ways of interaction, such as:

- manage items in a catalog / uploading catalogs
- send invoices directly through Coupa`s platform
- see the POs received
- choose to participate in public sourcing events...

A supplier can have various customers on the same account in CSP :

- 1 Choose on of the following pages : **<orders>**, **<service/time sheets>**, **<ASN>** **<invoices>** and **<catalogs>**.
- 2 click on the field next to **<Select Customer>** to select the customer you need to display

The screenshot displays the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and 'BEARINGPOINT' with a dropdown arrow, 'NOTIFICATIONS 64', and 'HELP' with a dropdown arrow are on the right. Below this is a blue navigation bar with tabs: 'Home', 'Profile', 'Orders' (highlighted with a red box and a purple circle '1'), 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs' (also highlighted with a red box), 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Underneath the navigation bar is a secondary bar with links: 'Orders' (underlined), 'Order Lines', 'Returns', 'Order Changes', 'Order Line Changes', 'Order Confirmations', 'Order Confirmation Lines', 'Promised Deliveries', and 'Shipments'. At the bottom right, there is a dropdown menu labeled 'Select Customer' (highlighted with a red box and a purple circle '2') with 'eBuy DEV' selected.

# Key Benefits Of Coupa Supplier Portal



## Process Quality

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



## Transaction Efficiency

- Enhance visibility on all transactional documents (PO, invoices etc)
- Ability for all suppliers to create electronic invoices, improving efficiency of transactions
- Ability to easily resolve disputes



## 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

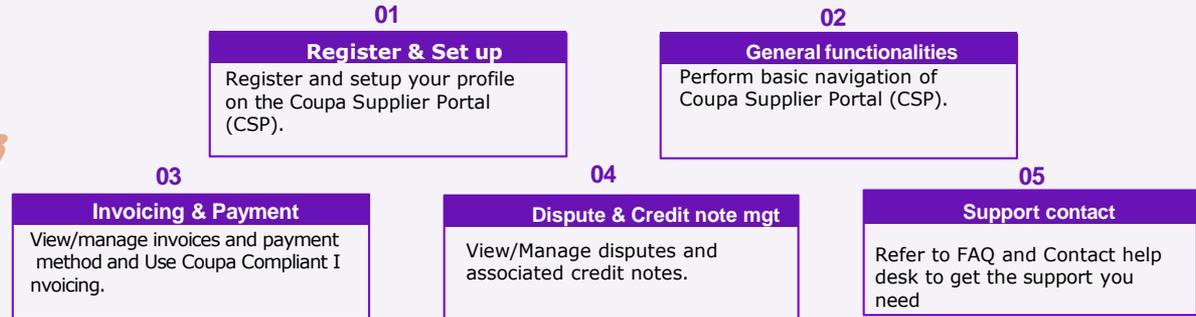


## Zero Costs

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

# Supplier Training Learning Goals

After reviewing this training documentation, you will have gained a basic understanding of Coupa and its introduction at **Sanofi**. You will be able to:



# Suppliers Help desk & Support



## Help desk support

[Coupa.vendors.support@sanofi.com](mailto:Coupa.vendors.support@sanofi.com)

# AGENDA

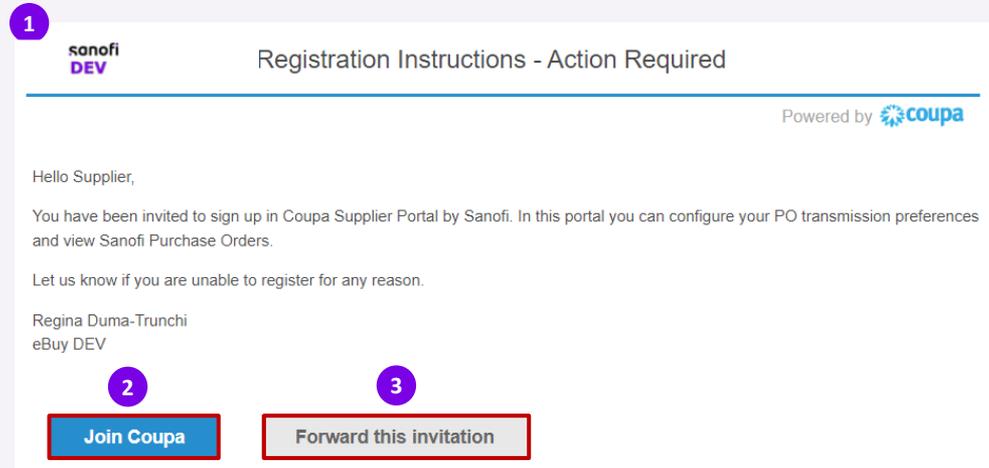
## 1. Introduction

## **2. Coupa Supplier Portal**

- **Registration and Profile Setting**
- Profile Merge and User management
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# Registration to Coupa Supplier Portal 1/5

- 1 You receive an invitation email to the **Coupa Supplier Portal** from Sanofi with the subject line: **“Registration Instructions - Action Required”**.
- 2 Once you receive the email invitation from Sanofi, click the **“Join Coupa”** button. This will take you to the registration screens where you will complete your profile.
- 3 If you’re not the right person or you’d like someone else to register instead, you can forward the invitation to register by clicking the **“Forward This invitation”** button and entering the recipient's e-mail.



# Registration to Coupa Supplier Portal 2/5

- 4 Some information is already pre-filled, but **you can modify** :
  - Business Name
  - First Name
  - Last Name
- 5 Some information are already filled-in and **you cannot modify it** :
  - The email address (it can be updated later)
- 6 Some information **must be filled-in** :
  - The Password and Confirm Password
  - Accept the **Privacy Policy** and the **Terms of Use**
- 7 Once completed, click on « **Create an Account** »

coupa supplier portal Secure

### Create an Account

using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with eBuy DEV so you're ready to do business together.

4 **\* Business Name**  
Supplier USA  
Your legal business name (or legal personal name if an individual)

**\* Email**  
summercoupa@gmail.com

4 **\* First Name** Supplier **\* Last Name** USA

6 **\* Password** ..... **\* Confirm Password** .....  
Use at least 8 characters and include a number and a letter.

I accept the [Privacy Policy](#) and the [Terms of Use](#)

7 **Create an Account**

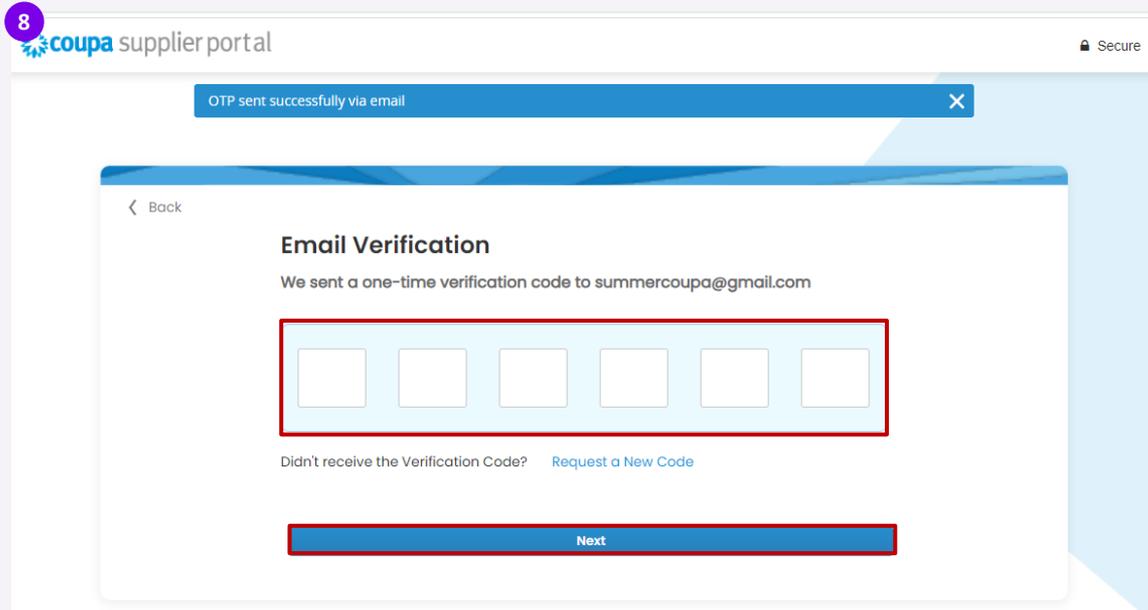
Already have an account? [LOG IN](#)  
[Forward this to someone](#)



Please note that all the information entered here will remain in CSP. If you will need to modify it, the request must be sent to your customer in order for them to have your updated information.

# Registration to Coupa Supplier Portal 3/5

- 8 A one-time verification code will be sent to your email address, fill in the code and click on Next :



The screenshot shows the 'coupa supplier portal' interface. At the top, there is a notification bar that says 'OTP sent successfully via email'. Below this, the main content area is titled 'Email Verification' and states 'We sent a one-time verification code to summercoupa@gmail.com'. There is a row of six empty input boxes for the verification code. Below the input boxes, there is a link that says 'Didn't receive the Verification Code? Request a New Code'. At the bottom of the form, there is a blue button labeled 'Next'. The entire form is enclosed in a white box with a blue header and a blue footer. The background of the page is light blue.

# Registration to Coupa Supplier Portal 4/5

## 9 Fill out your Contact information

- Once completed, click on **<Next>**

## 10 Fill out your Business information

- Once completed, click on **<Next>**

You also have the option to **<Skip for Now>** , you will be able to add the information later on your profile

9

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DEV

### Your Contact Information

\* First Name  \* Last Name

\* Phone Number

\* Country/Region  X

\* Address

\* City  State  \* Postal Code

Next

Skip for Now

10

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### Tell Us About Your Business

\* Business Website

I do not have a website

\* Tax ID (or Local ID)

Tax ID is to confirm you are a real business. Individuals may use your Social Security number.

I do not have a Tax ID

DUNS Number

Dun & Bradstreet DUNS Number is a unique nine-digit identifier for businesses.

Next

Skip for Now

# Registration to Coupa Supplier Portal 5/5

## Non mandatory information

- 11 Next, you can customize your profile
- Once completed, click on **<Next>**

- 12 Highlight your Diversity Credentials - You can choose from the list shown below. The list might differ according to your country
- Once completed, click on **<Next>**

You also have the option to **<Skip for Now>**, you will be able to add the information later on your profile

11 back

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**DEV**

### Customize Your Profile

Year Established Preferred Currency Company Size

Business Description

Share a few words about your company.

Area of Service

Global  Regional

Add a region

Exclusion Areas

If you serve an entire region but a few exceptions, you can exclude them here (up to 5).

Add an exception

Next

Skip for Now

12 back

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**DEV**

### Highlight Your Diversity Credentials

Diversity is a business advantage.

Cook Islands

Select Diversity Category

- Disability Owned Business
- Lesbian, Gay, Bisexual, Transgender Business Enterprise
- Minority Owned Business Enterprise
- Small Business Enterprise
- Woman Owned Business Enterprise

Next

Skip for Now

# Registration to Coupa Supplier Portal – Diversity 1/3

## Non mandatory information

After choosing a diversity credential from the list, you will then be asked to upload a certificate proving your diversity.

13 Click on upload to **upload** the document showing the needed information

15 Once completed, click on **<Next>**

14 Set the expiry date

Upload Diversity Certificates  
(Certificates may be added later)

Woman Owned Business Enterprise (Cook Islands)

Upload

Next

Skip for Now

Upload Diversity Certificates  
(Certificates may be added later)

Woman Owned Business Enterprise (Cook Islands)

Diversity\_document\_certificate.docx

Expiry Date  
10/31/2023

# Registration to Coupa Supplier Portal- Diversity 2/3

## Non mandatory information

If you skip this step, you will have the option to add it later from your profile :

- 16 Click on < **Your Profile** >
- 17 Click on <**Environmental, Social Governance & Diversity**>
- 18 Complete the information and click on < **Save changes**>

The screenshot displays the 'Environmental, Social, Governance & Diversity' registration page. The navigation bar includes 'Home', 'Profile' (16), 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The left sidebar lists 'Your Profile', 'Information Requests', 'Company Profile', 'Environmental, Social, Governance & Diversity' (17), 'Risk & Compliance', 'Financial Performance', 'Ratings & References', 'Quick Links', 'Learning Center', and 'Feedback'. The main content area is titled 'Environmental, Social, Governance & Diversity' and includes sections for 'Supplier Diversity & Inclusion', 'Tier Two Supplier Diversities', 'Anti-Bribery & Anti-Corruption', 'Corporate Social Responsibility', and 'Environment, Health & Safety (EHS)'. The 'Save changes' button is highlighted (18) at the bottom right.

# Registration to Coupa Supplier Portal – Diversity 3/3

## Non mandatory information

For example, your customer will then be able to see the diversity icon in the research:

Suppliers matching 'coupa supplier' [View More Suppliers→](#)

Coupa Supplier 1

Active

 Diversity supplier. Supplier that has self-declared as diverse and provided a diversity type in their Coupa Supplier Portal profile or through a customer's SIM form.

# Registration to Coupa Supplier Portal - Product Categories

- 19 identify your industry type, product and service categories
- 20 Click on **<Finish>**

The screenshot shows a web interface for identifying product categories. At the top left is the Sanofi DEV logo. The main heading is "Identify Your Product Categories" with a subtext "Buyers search Coupa to find new suppliers like you." Below this, there are two dropdown menus: "Industry" with the placeholder "Select Industry" and "Product and Service Categories" with the placeholder "Select Categories" and a subtext "Select the top 10 UNSPSC categories you serve." A red box highlights these two dropdown menus, with a purple circle containing the number 19 next to it. At the bottom of the form, there is a blue "Finish" button, which is also highlighted with a red box and a purple circle containing the number 20 next to it. The interface includes a "Back" button in the top left and a close "X" button in the top right.

# CSP Profile Settings – Update your Profile 1/2

Once you've completed the registration process, you are redirected to your profile page. If you previously skipped completing your profile, you can complete it by simply by following the next step :

- 1 Click on **<Profile>**
- 2 Open **<your Profile>**
- 3 Click on **<Update your Profile>**
- 4 Click on **<Edit profile>**

The screenshot shows the 'Review your profile details' page in the Coupa Supplier Portal. The navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Profile' menu is expanded, showing 'Your Profile', 'Information Requests', and 'Performance Evaluation'. The 'Your Profile' sub-menu is highlighted with a red box and a '2' callout. The main content area displays 'Review your profile details' with a message: 'Your profile helps you get discovered by buyers spending billions of pounds every year. Review your profile details to make sure it's up to date. You can always edit, add or remove your information in your profile at any time.' Below this is a yellow warning box: 'More than one value was found for some of the information below. Select the correct information to save to your profile.' The 'Company Name' field is set to 'Test June' with a dropdown arrow. At the bottom right, the 'Update Profile' button is highlighted with a red box and a '3' callout.

The screenshot shows the 'Your Profile' page in the Coupa Supplier Portal. The navigation bar is the same as in the previous screenshot. The 'Your Profile' sub-menu is highlighted with a red box and a '2' callout. The main content area displays 'Your Profile' with a message: 'Complete your profile to get discovered by Coupa buyers that are looking for items in your category.' Below this is a yellow warning box: 'eBuy DEV requires additional information to conduct business with you Start Getting Paid'. The 'Profile Progress' bar is at 53%. The 'Edit Profile' button is highlighted with a red box and a '4' callout. At the bottom right, there are links for 'Profile preview', 'Copy profile URL', and 'Download Profile as PDF'.

# CSP Profile Settings – Update your Profile 2/2

On the following page you will have the option to add a company **background & logo**.

5 Click on the pens from right top corner to update the background and logo

6 After filling in the information, click on **<Save changes>** button.

coupa supplier portal

TEST | NOTIFICATIONS 10 | HELP

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

Your Profile Information Requests Performance Evaluation

Company Profile

Environmental, Social, Governance & Diversity

Risk & Compliance

Financial Performance

Ratings & References

Quick Links

Manage payment information

Company Profile

5

5

Company Profile

LOG

6

\* Company Name  
Test June

Doing Business As ⓘ

Is Ultimate Parent  
 Yes  No

Primary Address

Address line  
Street Island

Address line 2

City  
Canary

State

Postcode  
123

Country/Region  
Spain - Canary Islands

+ Add another address

About ⓘ

Cancel Save and go to Next **6 Save changes**

# CSP Profile Settings - Public Profile

In the CSP, you have a **public profile** that is visible in the Coupa Supplier Portal Directory and allows potential customers to find your profile. Having a complete profile gives your customers the information they need to determine whether they want to do business with your organization.

- To access your profile, go to <**Profile**> - <**Your Profile**> page and click on <**Profile preview**> :

The screenshot shows the 'Your Profile' page in the Coupa Supplier Portal. The navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Profile' menu item is highlighted in red. Below the navigation bar, there are tabs for 'Your Profile', 'Information Requests', and 'Performance Evaluation'. The main content area features a 'Company Profile' section with a progress bar at 59% and a 'Profile preview' button highlighted in red. The profile preview shows the company name 'Test June', a logo, and a background image of seagulls. Below the profile preview, there are fields for 'Doing Business As', 'Primary Address', and 'Is Ultimate Parent'.

The screenshot shows the 'Profile preview' page for 'Test June'. The page displays the company name, logo, and a background image of seagulls. Below the profile preview, there are sections for 'Products/Services Categories' (Entertainment services), 'Diversity Classifications and Certifications' (Woman Owned Business Enterprise (WBE)), and 'Areas Served' (Global). The 'Registered Address' is listed as 'Street Island, Canary, 123, Spain - Canary Islands'. The 'Primary Contact' is listed as 'Test June' with email 'testcoupa2023@gmail.com' and phone '650-555-1212'. The 'Certificate ID' is 'October 31, 2023'.

# CSP Profile Settings - E-invoicing setup

If you added your remit-to address when registering, you may not need to visit this page. If you have updates to make or additional addresses, you can make the changes in the **Setup tab** :

- Click **Add Legal Entity** and fill out the legal entity name and country fields to add a new address.
- Click the blue **Actions** button to edit an existing address.

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

Admin Customer Setup

## Admin Legal Entity Setup

[Add Legal Entity](#)

[Users](#)

[Merge Requests](#)

[Merge Suggestions](#)

[Requests to Join](#)

**[Legal Entity Setup](#)**

[Fiscal Representatives](#)

[Remit-To](#)

[Terms of Use](#)

[Additional CaaS Information](#)

[Early Payments](#) ▾

Invoice From	Remit-To Accounts	Locations	TAX IDs	Customers
Avenue Quebec Quebec 12345 Canada	Bank Account <a href="#">1 customer</a> Beneficiary Name Test June SWIFT/BIC Code *****EF12 Remit-To Address Avenue Quebec Quebec 12345 Canada Active	Avenue Quebec Quebec 12345 Canada	9999999999	eBuy DEV

[Actions](#)

- [Manage Legal Entity](#)
- [Manage Remit-To Account](#)
- [Deactivate Legal Entity](#)

# CSP Profile Settings - Legal Entity 2/3

- 4 Fill out the mandatory information : **Legal Entity Name** and **Country/Region**
- 5 After filling in the information, click on **<Continue>**

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

4

Legal Entity Name

\* Country/Region

- United States
- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda

This is the official name of your business that is registered with the local government and the country/region where it is located.

5

Cancel Continue

# CSP Profile Settings - Legal Entity 3/3

- 6 Fill in the **Miscellaneous Information**
- 7 Once completed, click on **<Save & Continue>**



- The information to be filled in **differs according to the country selected.**
- Use the small blue icon  next to each field to show more information about what is required

Example for Canada

6

Miscellaneous Information

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

\* Country/Region

PST/QST Registration Number

Conducting business in certain countries/regions requires your invoice to contain specific information about your company.

7 **Save & Continue**

Example for Belgium

Miscellaneous Information

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

\* Country/Region

\* Co Reg Num.

\* Place of Reg.

\* Register Legal Entities

Liquidation State

\* Type of Company

License Number

Conducting business in certain countries/regions requires your invoice to contain specific information about your company.

Please enter the registration number of your company.

**Save & Continue**

# CSP Profile Settings – Invoice Form

8 Next, fill out your **“Invoice From”** address details

9 If your Remit-To and Ship From addresses are different, please uncheck the respective boxes and enter the information as needed

10 Once completed, click on **<Save & Continue>**



If you have more than one address for Invoice From, Remit-to or Ship From, you can add these in the “Setup” tab of the portal by clicking the “Add Legal Entity” button.

Which customers do you want to see this?

All  
 eBuy DEV

What addresses do you invoice from?

8

\* Address Line 1  
Address Line 2  
\* City  
State: Select an Option  
\* Postal Code

Country/Region: Canada

9

Use this address for Remit-To  
 Use this for Ship From address

What is your Tax ID?

Country/Region: Canada  
\* VAT ID  
 I don't have a VAT/GST Number

Add additional Tax ID

Miscellaneous

Invoice From Code  
Preferred Language: English (Canada)

Cancel **10 Save & Continue**

**REQUIRED FOR INVOICING**  
Enter the registered address of your legal entity. This is the same location where you receive government documents.

# CSP Profile Settings – Bank Information

11 Choose your **Payment Type** at the top left corner of the page. For **Bank Account** option, please fill out as much information as possible.

- All the information provided here will be used to auto-fill all your future invoices.
- You can change the information any time later from **Setup - Legal Entity Setup** and click on **<Actions>** button next to the one you want to change.

12 Click on **Save & Continue** at the bottom of the page



Banking information provided here is used exclusively to generate the invoice. For the actual payment, the current process remains in place.

Where do you want to receive payment?

1 2 3 4

11 Payment Type Bank Account

What are your Bank Account Details?

Bank Account Country/Region: Canada

Bank Account Currency: CAD

Beneficiary Name: Test June

Bank Name:

Account Number:

Confirm Account Number:

Transit/Institution Number:

SWIFT/BIC Code:

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents [Choose Files](#) No file chosen

What is your Bank's Branch Address?

Address Line 1:

Address Line 2:

City:

State: Select an Option

Postal Code:

Cancel 12 Save & Continue

# CSP Profile Settings – Remit-To 1/7

Next, you have the option to fill in The Remit-to contact information. A new page opens “Where do you want to receive payment?”. If you want to :

- Add a new Remit-to, click on **<Add Remit-to>**
- Modify the existing one, click on **<Manage>**
- Deactivate the existing, click on **<Deactivate Legal Entity>**

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next. **Add Remit-To**

Remit-To Account	Remit-To Address	Status
Bank Account Test June *****EF12	Avenue Quebec Quebec 12345 Canada	Active

**Manage**

**Deactivate Legal Entity** Cancel **Next**

# CSP Profile Settings – Remit-To 2/7

## Add Remit- to

- 13 To add a Remit-to Add address, click on <**Add Remit-to**>
- 14 Chose the legal entity you want a remit-to address
- 15 Click on <**Next**>

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

**13** Add Remit-To

Remit-To Account	Remit-To Address	Status
Bank Account Test June *****EF12	Avenue Quebec Quebec 12345 Canada	Active

Manage

Deactivate Legal Entity Cancel Next

Add Remit-To

**14** Legal Entity Test June

Invoice From Address Avenue Quebec  
Quebec, 12345  
Canada

Back **15** Next



Please note that if there is no Remit-To address stored, Coupa will ask you to create one when submitting the 1<sup>st</sup> invoice. After the address is selected/entered, you can begin submitting invoices.

# CSP Profile Settings – Remit-To 3/7

## Add Remit- to

- 16 Chose the Payment Type **<Bank Account>**
- 17 Fill in the information regarding your bank account :
  - The **Account Number**
  - The **ACH Routing Number**
  - The **Wire Routing Number** is needed to receive funds via a US wire transfer
  - The **SWIFT/BIC Code** is needed to receive funds internationally
  - Please upload **Supporting Documents** : a voided check, bank statement or a letter from your company to show account ownership

Please note that the requested Bank Account details might differ according to your Country/Region.

The screenshot shows the 'Add a new Remit-To account' form. A red box highlights the 'Payment Type' dropdown menu, which is set to 'Bank Account'. Another red box highlights the 'Account Number' field. A third red box highlights the 'ACH Routing Number', 'Wire Routing Number', and 'SWIFT/BIC Code' fields. A fourth red box highlights the 'Supporting Documents' section, which includes a 'Choose Files' button and the text 'No file chosen'. A lightbulb icon is present in the bottom left corner of the form area.

What are your Bank details?

Payment Type: Bank Account

Bank Account Country/Region: United States

Bank Account Currency: USD

Beneficiary Name: Test June

Bank Name:

Account Number:

Confirm Account Details:

ACH Routing Number:

Wire Routing Number:

SWIFT/BIC Code:

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents: Choose Files | No file chosen

What is your Bank's Branch Address?

Address Line 1:

Address Line 2:

City:

State: Select an Option

Postal Code:

# CSP Profile Settings – Remit-To 4/7

## Add Remit- to

- 18 Add your remit-to information (optional)
  - **The Remit-to Address** – you can choose a saved one or add a new address
  - If you receive payments to a different location to where your business is registered, add the address here.
  - The Remit-to Integration Code is used to tie your CSP Remit-to address with the corresponding address in your ERP
  - **The Remit-To Contact** – fill in the contact and the Tax ID
- 19 Select the customer who can use the account
- 20 Click on **<Save & Continue>**

18 What is your Remit-To Address?

Saved Addresses  New Address

Recommended

If you receive payments to a different location to where your business is registered, add the address here.

What is your Remit-To Integration Code? (optional) ⓘ

Code

Who is your Remit-To Contact? (optional) ⓘ

First Name

Last Name

Phone Type Country Code Phone Number

Contact Number

Country/Region Tax ID

Tax ID

Email

Web Site

19 Which customers can use this account?

All

eBay DEV

20 Cancel Save & Continue

# CSP Profile Settings – Remit-To 5/7

## Add Remit- to

On the next page you will be able to manage or add a new remit-to depending on your need

- 21 Click on **<Next>**
- 22 Click on **<Done>**

### Add a new Remit-To account

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

[Add Remit-To](#)

Remit-To Account	Remit-To Address	Status	
Address	Street New York New York VI 12345678 United States	Active	<a href="#">Manage</a>
Bank Account Test June	Street New York New York VI 12345678 United States	Active	<a href="#">Manage</a>

[Deactivate Legal Entity](#) [Cancel](#) [Next](#)

### Add a new Remit-To account

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.

[Add Ship From](#)

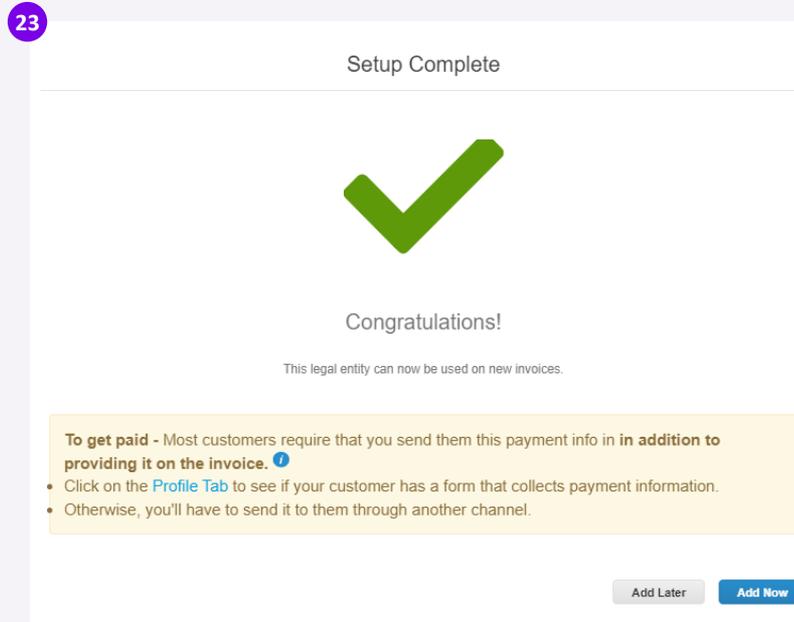
Title	Status	
Street New York New York VI 12345678 United States	Active	<a href="#">Manage</a>

[Deactivate Legal Entity](#) [Done](#)

# CSP Profile Settings – Remit-To 6/7

23 Next, you will receive a confirmation message

- If you have not completed your payment information, you are again asked to do so, otherwise you will have to send it to them through another channel

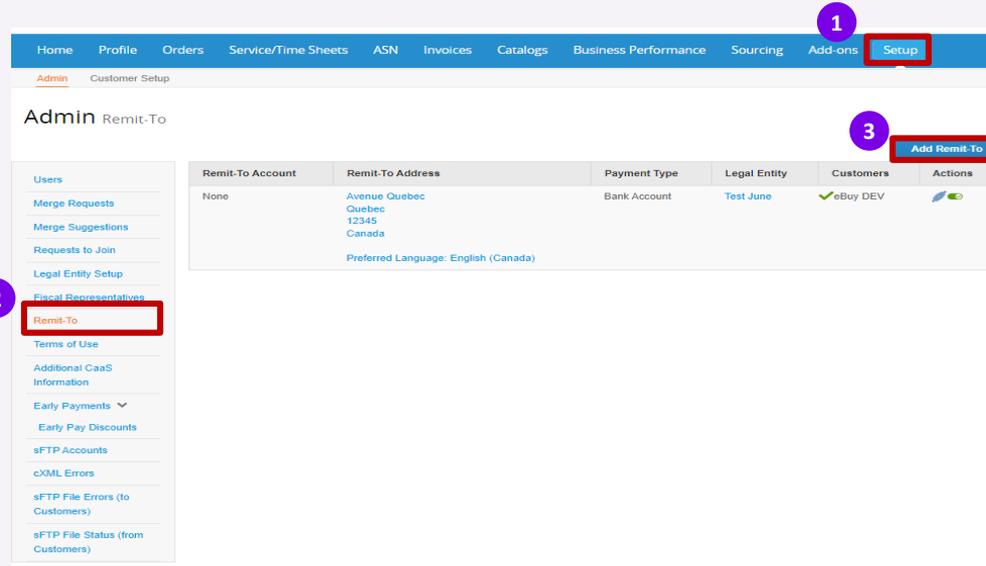


# CSP Profile Settings – Remit-To 7/7

If you skipped adding the remit-to when registering to CSP, you will have the option to add it later too.

When on the setup tab => Admin tab, there is the option to fill in remit-to addresses.

- 1 Go to the Setup tab
- 2 Go to the Remit-To tab
- 3 Click **Add Remit-To**



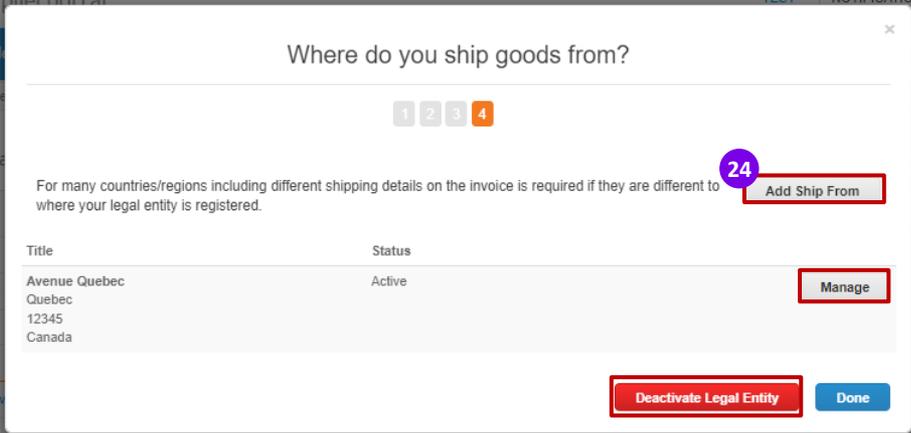
The screenshot displays the 'Admin Remit-To' page in the Coupa Supplier Portal. The navigation bar at the top includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup' (1). The left sidebar contains various administrative options, with 'Remit-To' highlighted (2). The main content area shows a table with the following data:

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customers	Actions
None	Avenue Quebec Quebec 12345 Canada Preferred Language: English (Canada)	Bank Account	Test June	✓eBuy DEV	 

An 'Add Remit-To' button (3) is located in the top right corner of the table area.

# CSP Profile Settings – Shipping 1/3

- 24 Next, the last page appears, <Where do you ship goods from?> A new page opens “Where do you want to receive payment?”. If you want to :
- Add a new ship goods from, click on <**Add Ship From**>
  - Modify the existing one, click on <**Manage**>
  - Deactivate the existing, click on <**Deactivate Legal Entity**>



Where do you ship goods from?

1 2 3 4

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.

**Add Ship From**

Title	Status
Avenue Quebec Quebec 12345 Canada	Active

**Manage**

**Deactivate Legal Entity** Done

# CSP Profile Settings – Shipping 2/3

- 25 If you click on <**Add Ship From**>, the next page will appear where you will have to add the physical address that your goods are shipped from. This can be a warehouse.
- The fields marked with asterisk are mandatory
- 25 Click on <**Continue**> once done or on <**Cancel**> if you changed your mind

Where do you ship goods from?

1 2 3 4

What is your Ship From Address?

\* Address Line 1  
Address Line 2  
\* City  
State: Select an Option  
\* Postal Code  
\* Country/Region

What is the physical address that your goods are shipped from? This can be a warehouse address.

What is your Remit-To Integration Code?

Code

Show fewer fields -

Contact Information

First Name  
Last Name  
Email  
Work Phone  
Mobile Phone  
Fax Number  
Web Site

Which customers do you want to see this?

All  
 eBuy DEV

Cancel Continue

# CSP Profile Settings – Shipping 3/3

- 26 Once you click on <**Done**>, you are redirected again on <Where do you ship goods from?> page where you will see the list of addresses previously added.
- You can modify them by clicking on <**Manage**> or click on <**Done**> button if not necessary

Where do you ship goods from?

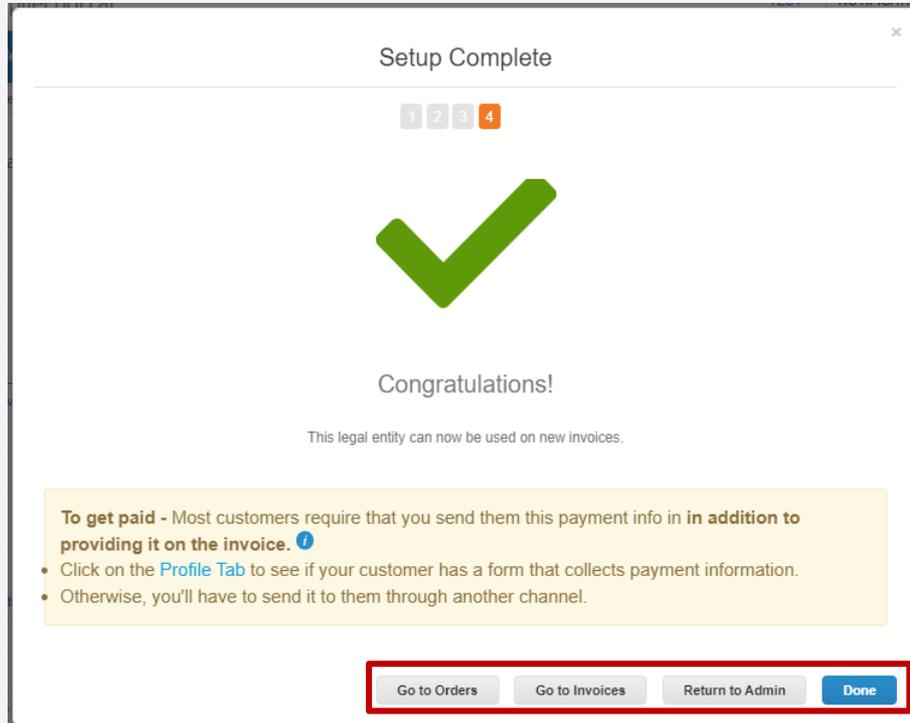
1 2 3 4

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered. [Add Ship From](#)

Title	Status	
CANADA Ontario 120000 Canada	Active	<a href="#">Manage</a>
street Green Bruxelles 12345 Belgium	Active	<a href="#">Manage</a>

[Deactivate Legal Entity](#) [Done](#)

# CSP Profile Settings



Once you've completed the legal entity setup process you can:

- **Go to the Orders** tab to see your POs and/or create invoices.
- **Go to the Invoice** tab to see previously submitted invoices and their status.
- **Return to the Admin** tab.
- Click on **Done** to close the window

# Manage the notifications

Coupa initiates email notifications to suppliers based on customer actions taken.

- 1 After registering to Coupa, you will see the notifications option at the top right corner of the home page.
- 2 Hover over the notifications to see an overview or click on **<See All Notifications>** to access them:

The screenshot displays the Coupa Supplier Portal interface. At the top right, the 'NOTIFICATIONS' menu is highlighted with a red box and a circled '1'. The dropdown menu shows several notification items: 'Update information requests', 'A new order is received', and 'An invoice is disputed'. At the bottom of the dropdown, a 'See All Notifications' link is highlighted with a red box and a circled '2'. The main page content includes the 'coupa supplier portal' logo, a navigation bar with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', and 'Business Performance', and a profile card for 'WAVE-K401-0010262769-0010262769' with a 29% profile progress indicator.

# Manage the notifications

After clicking on <See All Notifications>, the list will appear with all your notifications.

- 3 Click on <**View**> to filter the notification
- 4 You can also set the notification preferences by clicking on the button <**Notification Preferences**>:

coupa supplier portal

BEARINGPOINT | NOTIFICATIONS 99 | HELP

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

### My Notifications

View All

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	New PO ED00014780 for €100.00 issued by eBuy DEV.	08/28/23 07:14 AM
<input type="checkbox"/>	Invoice 202308071502 for €500.00 has been disputed by eBuy DEV.	08/25/23 03:07 PM
<input type="checkbox"/>	Invoice Test new line for €612.00 has been approved to pay by eBuy DEV.	08/24/23 12:44 PM

# Manage the notifications

On the **Notification Preferences** page, you have several options :

- 5 Set a cell phone number
- 6 Activate/ deactivate notifications by ticking/unticking boxes next to <Online>, <Email>, <SMS> options
- 7 Once done, click on <**Save**> at the bottom of the page

The screenshot shows the 'Notification Preferences' page in the Coupa Supplier Portal. The page is divided into several sections:

- Mobile(SMS):** A section for setting a cell phone number. It includes a text input field for the number, a 'Verify' button, and a note: 'Verify number to receive SMS'.
- Account Access:** A table with columns for 'Online', 'Email', and 'SMS' notification preferences.
- Announcements:** A table with columns for 'Online', 'Email', and 'SMS' notification preferences.
- Business Performance:** A table with columns for 'Online', 'Email', and 'SMS' notification preferences.
- Catalogs:** A table with columns for 'Online', 'Email', and 'SMS' notification preferences.

Category	Online	Email	SMS
Request to Join	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Merge Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Customer Announcement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Performance Role Granted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A new comment is received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A catalog is approved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A catalog is rejected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A catalog is about to expire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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# CSP Supplier Merge 1/3

Your company may have more than one account/profile in the CSP. This can happen when several users from the same company register or are invited to the CSP through different email addresses.

Follow the step to merge your different account:

- 1 Click first on **Setup** tab
- 2 Then on **Admin**
- 3 Click on Merge Request
- 4 Add the email address of the recipient and Tick the CAPTCHA box
- 5 Click on the <**Request Merge**> button



Note: Accounts with the same email address are merged automatically (regardless of which invite message you use to create your account, since both invites are sent to the same email address).

The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add on...', and 'Setup'. A red box and callout '1' highlight the 'Setup' tab. Below the navigation bar, the 'Admin' section is active, with a red box and callout '2' highlighting the 'Admin' link. The 'Merge Requests' section is expanded, with a red box and callout '3' highlighting the 'Merge Requests' link. The 'Initiate Merge Request' form is shown, with a red box and callout '4' highlighting the email address field containing 'coupa@coupamail.edu' and the CAPTCHA checkbox labeled 'I'm not a robot'. A red box and callout '5' highlight the 'Request Merge' button. The page also shows a list of 'Open merge requests' which is currently empty.

# CSP Supplier Merge 2/3

- 6 After clicking on **<Request Merge>**, select the Account Owner of the record:
  - **My Account** means that you are retaining ownership, and the merged user will be under your administration.
  - **Their Account** means that they are retaining ownership, and you will be under their administration.
- 7 Add a note about your request to help avoid any confusion and then
- 8 Click on **<Send Request>** button.



Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Once approved, an account merge cannot be undone.

### Request Account Merge

You are requesting to merge your Coupa Supplier Portal account with **WAVE-K401-0010262769-0010262769**. Choose who will become the owner of the merged account.

**My Account**

- My users
- My customers
- My payment information
- My public profile

**Their Account**

- Their users
- Their customers
- Their payment information
- Their public profile

**Merged Account**

As the account owner, I will administer

- All combined users
- All combined customers
- All combined payment information

They will administer only

- Their users
- Their customers
- Their payment information

The merged account will use

- My public profile

6 Account Owner  My Account  
 Their Account  
By choosing this option I understand that I will no longer be the account owner.

7 Note For Recipient

I'm not a robot 

! Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)

8

# CSP Supplier Merge 3/3

- 9 Once the request is sent you will receive a confirmation.

Merge request submitted successfully. [LEHIGH VALLEY SAFETY SUPPLY CO (US-PA-ALLEN-01)-89], or the account owner, will only be notified if they have an active account. X

The person requested to Merge will receive a notification on their CSP account to accept or reject the merger request. Once accepted the merge will be complete.

- You can see purchase orders and create invoices for both supplier records after selecting a customer from the Select Customer drop-down.

# Managing Users in CSP 1/3

Using the supplier portal, you can invite additional users in your company to access the CSP.

- 1 Click first on **Setup** tab
- 2 Then on **Admin** tab at the top of the home page
- 3 On the left, you will see a list of actions you can perform:
- 4 Click on **Edit** button if you would like to edit the existing user
- 5 Click on **Invite User** button to add a new user

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. The Setup tab is highlighted with a red box and a purple circle labeled '1'. Below the navigation bar, there is a sub-navigation bar with 'Admin' and 'Customer Setup' tabs. The Admin tab is highlighted with a red box and a purple circle labeled '2'. On the left side, there is a sidebar menu with various options: Merge Requests, Merge Suggestions, Requests to Join, Legal Entity Setup, Fiscal Representatives, Remit-To, Terms of Use, and Additional CaaS Information. This sidebar menu is highlighted with a red box and a purple circle labeled '3'. In the main content area, there is a table with columns: Users, Permissions, and Customer Access. The table contains one user entry: Test June (testcoupa2023@gmail.com, Status: Active). An 'Edit' button is highlighted with a red box and a purple circle labeled '4'. In the top right corner of the main content area, there is an 'Invite User' button highlighted with a red box and a purple circle labeled '5'.

Users	Permissions	Customer Access
Test June testcoupa2023@gmail.com Status: Active	ASNs Admin Business Performance Catalogs Early Payments Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	eBuy DEV

# Managing Users in CSP 3/3

- 6 Enter the user's information.
- 7 Select the user's **permissions**
- 8 Select which **customer(s)** the user can access.
- 9 Click on **Send Invitation**.

**Invite User**

6 First Name   
Last Name   
\* Email

7 **Permissions**

- All
- Admin
- Orders
- Restricted Access to Orders
  - All
- Invoices
- Catalogs
- Profiles
- ASNs
- Service/Time Sheets
  - Restricted Access to Service/Time Sheets
  - All
- Payments
- Order Changes
- Early Payments
- Business Performance
- Sourcing
- Order Line Confirmation

8 **Customers**

- All
- eBuy DEV

9 **Send Invitation**

Cancel

# Managing Users in CSP 3/3

- 10 After you have sent the invitation, the employee will receive an email notification, with a link to register.

10

 **coupa**

Action Required for - Click Below to Join Coupa

---

Hi

A coworker invited you to join their account on Coupa. Once registered, you can view and manage purchase orders, create and manage invoices, get real-time SMS alerts for these transactions, and much more when working with buying organizations that use Coupa.

The Coupa Supplier Portal is completely free and helps you better transact and communicate electronically. Find out more using the links below, and use the buttons to either register or forward this invitation to another person at your company. Welcome!

[Join Coupa](#) [Forward This](#)

[Overview](#) Learn more about the Coupa Supplier Portal   [Need Help?](#) Answers to common questions and issues   [Coupa Info](#) Learn more about how companies use Coupa

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# 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** portal

TEST | NOTIFICATIONS | 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

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
<a href="#">ED00012274</a>	12/22/20	Issued	None	100,000 each of Test	No	100,000,000.00 EUR		
<a href="#">ED00008789</a>	03/08/17	Issued	None	1 activity unit of Item1-Test-01	No	1.00 USD		
<a href="#">ED00004341</a>	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
<a href="#">ET00014453</a>	06/30/23	Issued	None	Test 2 way match	No	10,000.00 EUR		
<a href="#">ET00014452</a>	06/30/23	Issued	None	10 each of AGRAFADOR ALICATE FOSKA B502	No	510.00 EUR		
<a href="#">ET00014453</a>	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

Per page 15 | 45 | 90

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

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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

Export to

2 View All

3

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		🪙 🪙 🪙

# 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 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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# 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

Per page 15 | 45 | 90

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  | URL | Text

Payment Order Reference

Cash Accounting Scheme

Margin Scheme

From

Supplier WAVE-K401-0010262789-0010282769

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** 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

\* **Buyer VAT ID** 12345678901

\* **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 main table has the following data:

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

Below the table, there are several sections:

- PO Line:** ET00014459-1
- Service/Time Sheet Line:** None
- Contract:** (dropdown menu)
- Supplier Part Number:** (input field)
- Billing:** 0000100006--CD6002-7461013500
- Taxes:** VAT Rate (dropdown), VAT Amount (0.00), Tax Reference (input field)

At the bottom, there are buttons for '+ Add Line' and '+ Pick lines from Contract', and a 'Totals & Taxes' label.

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.

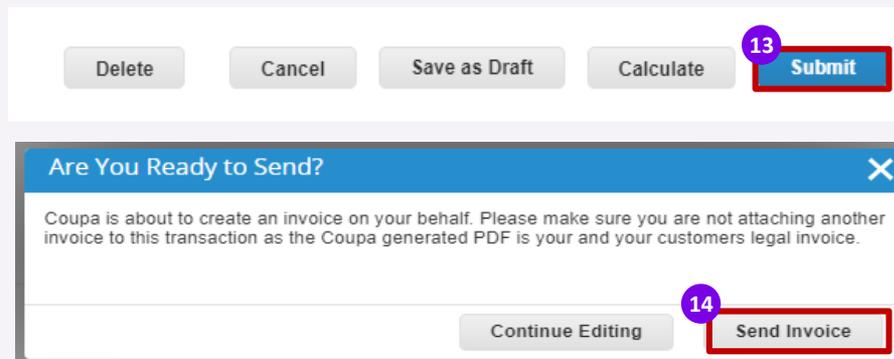
The screenshot displays the invoice creation interface with the following sections and callouts:

- Line Item 2:** Type: Qty, Description: AGRAFADOR ALICATI, Qty: 1.000, UOM: each, Price: 51.00. Callout 9 highlights the Description field.
- Taxes Section:** VAT Rate dropdown menu is open, showing options: 21.0%, 12.0%, 6.0%, 0.0%, Exempt, Reverse Charge. Callout 10 highlights this dropdown.
- Totals & Taxes Section:** Shipping: 10, VAT: 6.00, Misc: 0.000. Callout 11 highlights the VAT dropdown menu.
- Summary Table:**

Lines Net Total	561.00
Lines VAT Totals	0.00
Total VAT	6.00
Net Total	661.00
<b>Gross Total</b>	<b>667.00</b>
- 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
<b>Blank remit-to</b> when vendor submits invoice	Submission warning to make sure the remit-to has been filled in by the vendor.
<b>Withholding tax</b> 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."
<b>Swiss invoice origin</b> 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."
<b>Portuguese invoice origin</b> 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."
<b>Invoice dates</b>	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
<b>Invoice minimum amount</b>	Minimum amount for an invoice: 0.
<b>Acceptance of Coupa Supplier Portal Invoices</b>	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.

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 is a navigation bar with the following items: 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 the navigation bar, there is a sub-navigation bar with 'Invoices' (highlighted), 'Invoices Lines', and 'Payment Receipts'. On the right side of the page, there is a 'Select Customer' dropdown menu with 'eBuy DEV' selected. The main content area is titled 'Invoices' and contains the following information:

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

Below the instructions, there are 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 is a table with the following columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table contains two rows of data:

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">New test 0307</a>	07/03/23	Approved	ED00014458	270.30 EUR	No		
<a href="#">Test 0307</a>	07/03/23	Voided	ED00014457	269.03 EUR	No		

# 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 <span>✖</span>

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

The screenshot displays the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Invoices' menu item is highlighted with a red box. Below the navigation, the 'Invoices' section shows a table of invoice records. The 'Status' column for the '290823 Test FI invoice 3' is highlighted with a red box and shows 'Pending Approval'.

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 navigation, 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, there 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' and a 'View' button is highlighted with a red box. A dropdown menu next to 'View' is also highlighted with a red box and shows 'Payment Information'. Below the search bar, a table shows the results for 'Test 2 way'. The table has columns for 'Paid', 'PO #', 'Invoice #', 'Status', 'Invoice Date', 'Payment Term', 'Date Of Supply', and 'Payment Information'. The first row is highlighted with a red box and shows 'No' in the 'Paid' column, 'ED00014511' in 'PO #', 'COUPA 2 way invoice to dispute' in 'Invoice #', 'Disputed' in 'Status', '07/14/23' in 'Invoice Date', 'WAVE-8041' in 'Payment Term', '07/14/23' in 'Date Of Supply', and 'Payment# Payment Test on 08/22/23 for EUR 756.84' in 'Payment Information'. The second row shows 'Yes' in 'Paid', 'ED00014508' in 'PO #', 'Test 2 way' in 'Invoice #', 'Approved' in 'Status', '07/14/23' in 'Invoice Date', 'WAVE-8041' in 'Payment Term', '07/14/23' in 'Date Of Supply', and 'Payment# Payment Test on 08/22/23 for EUR 756.84' in 'Payment Information'. The third row shows 'No' in 'Paid', 'ET00014452' in 'PO #', 'Test 2 way 1' in 'Invoice #', 'Approved' in 'Status', '06/30/23' in 'Invoice Date', 'WAVE-8041' in 'Payment Term', '06/30/23' in 'Date Of Supply', and 'Payment# Payment Test on 08/22/23 for EUR 756.84' in 'Payment Information'. At the bottom, there is a pagination bar showing 'Per page 15 | 45 | 90'.

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	

# AGENDA

## 1. Introduction

## 2. Coupa Supplier Portal

- Registration and Profile Setting
- Profile Merge and User management
- Orders management
- Creating views
- Invoice creation and submission
- **Invoice management**
- Resolve Disputed Invoices
- Payment Information
- Change the language

# 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

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		

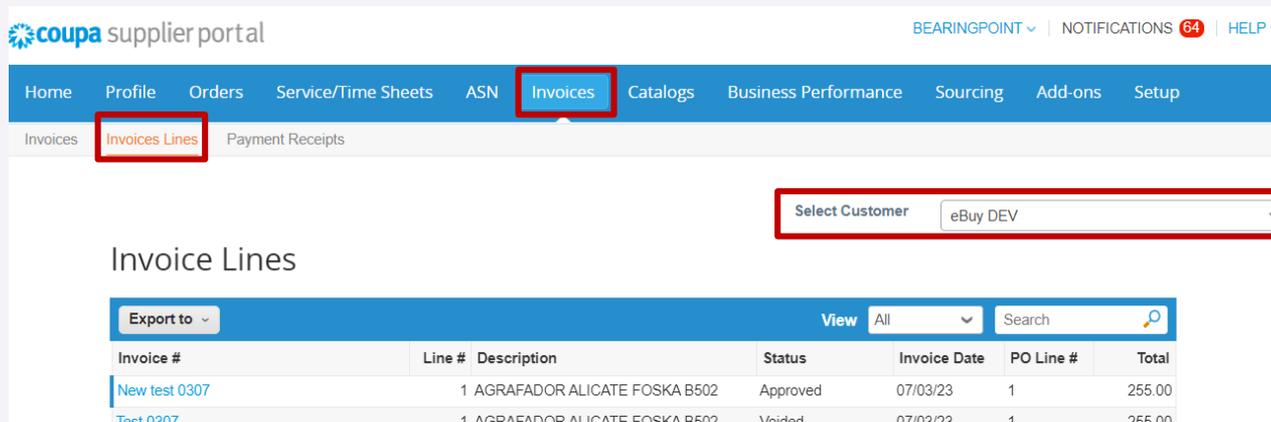
If needed, custom views can be created.

# 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, the 'coupa supplier portal' logo is on the left, and 'BEARINGPOINT', 'NOTIFICATIONS 64', and 'HELP' are on the right. A navigation bar contains 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Below this, a sub-navigation bar shows 'Invoices', 'Invoices Lines', and 'Payment Receipts'. A 'Select Customer' dropdown menu is set to 'eBuy DEV'. The main content area is titled 'Invoice Lines' and features an 'Export to' dropdown, a 'View' dropdown set to 'All', and a search bar. The table below lists invoice lines:

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

If needed, custom views can be created.

# AGENDA

## 1. Introduction

## 2. Coupa Supplier Portal

- Registration and Profile Setting
- Profile Merge and User management
- Orders management
- Creating views
- Invoice creation and submission
- Invoice management
- **Resolve Disputed Invoices**
- Payment Information
- Change the language

# 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**

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**

**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

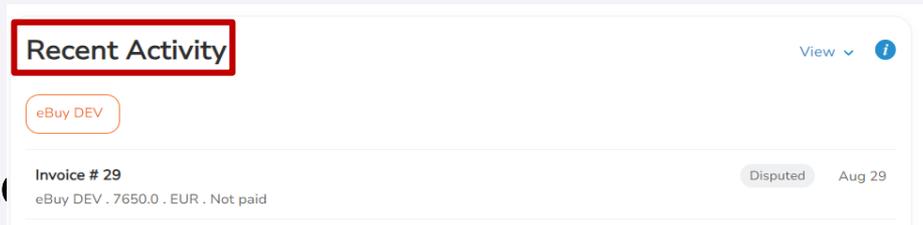
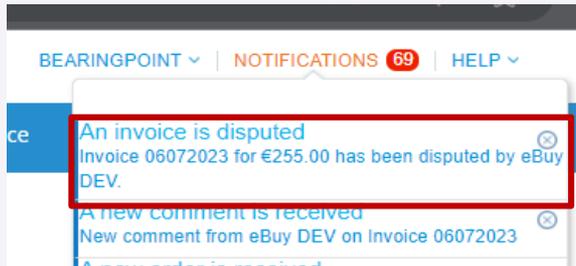
**Cancel** **Dispute**

# 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  
eBuy 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.

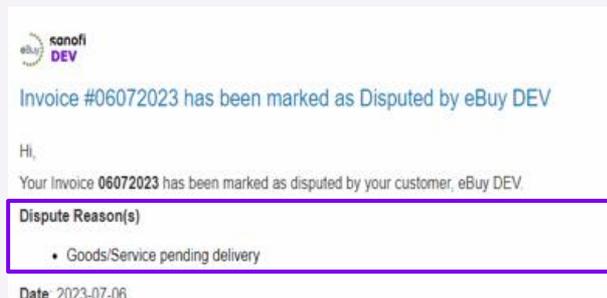
This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

[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**:*

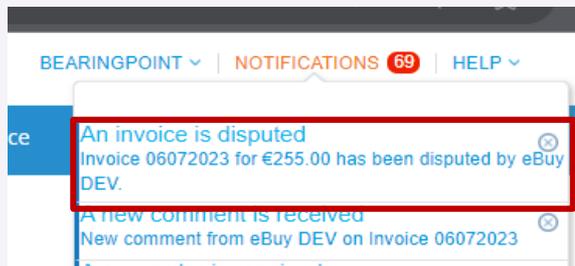


Next, you'll start the invoice resolution process.

# 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



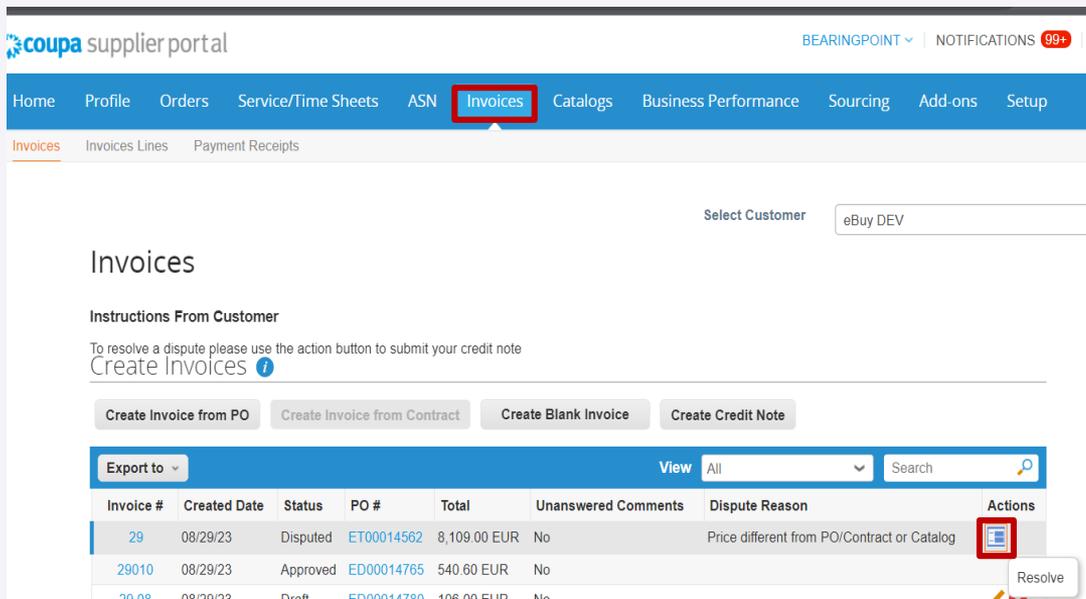
BEARINGPOINT ▾ | NOTIFICATIONS 69 | HELP ▾

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
<hr/>			
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

Payment Order Reference

Cash Accounting Scheme

Credit Reason

Margin Scheme



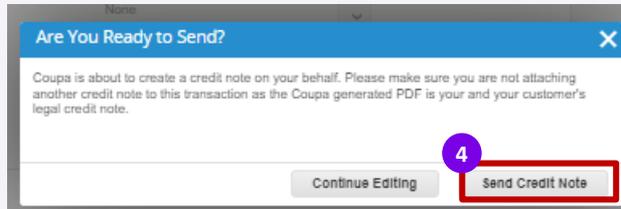
Please make sure to always cancel in full a goods invoice with price issues.

# 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**.



# 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
<b>Gross Total</b>			<b>270.30</b>

Lines				
Adjustment Type: Quantity				
Type	Quantity	Qty	UOM	Price
Qty	Price	Other	each	20.00
		ed invoice		-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

## 1. Introduction

## 2. Coupa Supplier Portal

- Registration and Profile Setting
- Profile Merge and User management
- Orders management
- Creating views
- Invoice creation and submission
- Invoice management
- Resolve Disputed Invoices
- **Payment Information**
- Change the language

# 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**:

BEARINGPOINT | NOTIFICATIONS 99+ | HELP

Update information requests  
You have existing information requests that have not been updated with your current profile information. You can

**An invoice is paid**  
Invoice Test 2 way for €714.00 has been marked as paid by eBuy DEV

An invoice is approved  
Invoice testPC2 for €100.00 has been approved to pay by eBuy DEV.

[See All Notifications](#)

## Recent Activity

View ⓘ

<b>Invoice # Test 2 way</b> eBuy DEV . 714.0 . EUR . 714.0 EUR Paid	<b>Paid</b>	Aug 22
<b>Order # ET00014557</b> eBuy DEV . 51.0 . EUR . Not Invoiced	<b>Issued</b>	Aug 17
<b>Invoice # testPC2</b> eBuy DEV . 100.0 . EUR . Not paid. Due 26 days ago	<b>Approved</b>	Jul 30
<b>Invoice # Test dispute and rejection</b> eBuy DEV . 51000.0 . EUR . Not paid	<b>Disputed</b>	Jul 27
<b>Invoice # testPC2</b> eBuy DEV . 100.0 . EUR . Not paid	<b>Dispute withdrawn</b>	Jul 27

# 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 shows the 'Payments' section of a Sanofi interface. At the top, there is a header with a 'Payments' label and a right-pointing arrow. Below this, the 'Payments' section is expanded, showing a card with the following details:

- Status:** Fully Paid
- Paid-in-Full Date:** 08/22/23

Below the card is the 'Payment Reconciliation Details' table:

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

At the bottom of the screenshot, there is a 'History' link with a clock icon and a left-pointing arrow.

# 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 'Payment Information' view selected. The 'Paid' column is highlighted, and a specific invoice's payment details are shown in a red box.

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 Payment Information Test 2 way

Showing results for Test 2 way X

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	

Per page 15 | 45 | 90

# AGENDA

## 1. Introduction

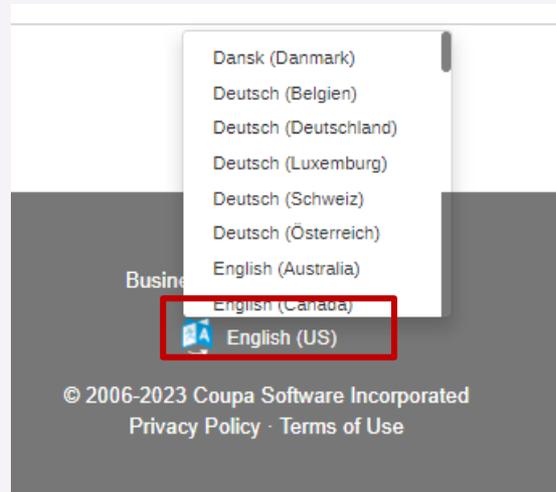
## **2. Coupa Supplier Portal**

- Registration and Profile Setting
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- Resolve Disputed Invoices
- Payment Information
- **Change the language**

# Change the language

To change the CSP language, select the language picker at the bottom of the page and choose your language and region

- This option is available on all CSP pages



Regions share the same base language but can have different region-specific formats for numbers, date, time, currency, calendar, and starting day of week. For example, English for Australia uses the date format dd/mm/yyyy, while English for the US uses mm/dd/yyyy.

•  
Thank you  
•

sanofi