

HERE'S HOW GUIDE

INVOICES AND PAYMENTS

WHAT IS THE CORRECT PROCESS TO FOLLOW FROM QUOTATION TO PAYMENT?

- Participate in a Sourcing Event then provide a quote or complete a longer-term contract.
- Accept the Purchase Order, as per your quote, when received from Distell.
- Deliver the services or goods as per the agreed dates and terms.
- Flip the PO into an Invoice on the Coupa system, using the actual date & quantities of services /goods delivered. The invoice will then reflect as "Pending Approval".
- The Distell team will approve the invoice within 3 working days of the invoice being flipped. The status will change to "Approved" and an approval notification will be sent to you.
- Once approved, payment will be made according to your Distell payment terms, based on days from invoice/statement.



HOW CAN WE COLLECTIVELY IMPROVE PROCURE TO PAY PROCESSING?

- Timeous negotiation and publishing of supplier contracts on Coupa.
- Timeous onboarding and completion of Coupa Supplier Portal information.
- Check the correctness of the invoice details, including VAT, before you flip it on Coupa.



WHY IS DISTELL CONTACTING ME TO REGISTER ON COUPA?

- To do business with Distell, current and potential suppliers are required to load, update & maintain their business information on the Coupa Supplier Portal. The Coupa system is the only way that Distell can manage end-to-end procure to pay processing.
- Coupa enables the organisation to meet the various compliance requirements for certifications and legal standards applicable to Distell.

PO FLIPPING: ALL YOU NEED TO KNOW

How do I flip my PO into an Invoice?

Please follow the below link for guidelines on how to flip a PO into an Invoice

https://www.distell.co.za/Images/Supplier/Creating_an_Invoice.mp4



Why can I not flip a PO into an Invoice on Coupa?

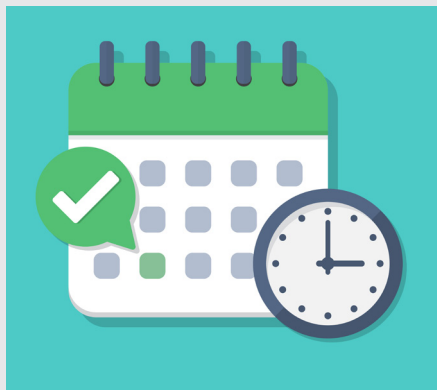
- An invoice may already have been flipped for the PO. Please check the Invoices tab for invoices already processed. Then add the bullet below about the coins.
- If you do not see the gold/red coins icon displayed on your Coupa PO, you are marked as a direct supplier to Distell and should not be submitting invoices on Coupa. Send a copy of your invoice to invoices@distell.co.za.

Why does my Invoice date change when flipping the PO into an Invoice on Coupa?

- Coupa automatically populates the date field with "today's" date, when creating an invoice.
- Amend the date displayed, to match the actual date on which the good/services were delivered, or to match your internal accounting system invoice date.
- If not changed, this may delay payment as the payment date is calculated according to invoice date.

WHY IS MY INVOICE “PENDING APPROVAL”?

- When the invoice is flipped, it can take up to 3 working days to be approved.
- If you do not receive an approval notification within 3 working days, please reach out to your Distell contact that placed the order to ask them to investigate and resolve.
- Please check to ensure that all PO details are correct before flipping the invoice on Coupa. If the invoiced amount differs from the PO, please capture an explanation in the comments field at the bottom of the invoice page for the buyer to see.



WHEN WILL I GET PAID?

- Your payment date is aligned to your payment terms agreed when you contracted with Distell. Terms are based on number of days from invoice or statement.
- If your payment terms are, for example, 60 days from INVOICE date, payment will be made on the first Friday after 60 days calculated from the Invoice date.
- If your payment terms are, for example, 60 days from STATEMENT date, payment will be made on the first Friday after the 60 days calculated from Statement date
- Payment runs are only scheduled for a Friday so you will receive payment on the first Friday after your payment terms date.
- You can view your payment terms by selecting the PRINT VIEW option at the bottom of the Coupa PO. The terms will be displayed in the top right hand section of the PO document.
- Suppliers are encouraged to apply for Addendum Financing option, using the link <https://addendum.co.za>, should earlier payments be required.

HOW DO I RE-SUBMIT NEW INVOICES FOR A PO THAT HAS AN INVOICE CREATED AGAINST IT INCORRECTLY?

- Invoices need to be credited before you can re-submit. To credit an incorrect invoice, select the “Create Credit Note” option that appears on the Invoices page and follow the prompts.
- Create a new correct invoice once the credit note has been submitted.
- Please follow the below link for guidelines on How to create a credit note <https://www.distell.co.za/Knowledge/pkViewDocument.aspx?docid=1274>.



WHY IS MY INVOICE IN A “HOLD” STATUS?

An invoice could be placed on hold for one of the following reasons:

- The PO was not generated via Coupa and does not start with #8000. If it starts with a #45/#47, the PO was not created on the Coupa system.
- If your PO starts with #45/#47, send your legal invoice via email to invoices@distell.co.za for processing.
- If there are discrepancies with amounts, VAT or quantities, compared to details on the PO, a notification will be sent to inform you of the dispute or rejection reason or next steps.
- The Distell internal billing account might be inactive and need an intervention for processing to be completed. Distell will receive a Hold notification and will take action to remedy the problem. Check the comments field on your Coupa system Invoice, for updates from Distell.



WHERE DO I SEND DELIVERY NOTES?

You can attach a delivery note in the attachment field available on the Invoice.



SHOULD I SEND INVOICES TO INVOICES@DISTELL.CO.ZA AS WELL?

- For all Coupa generated PO's, invoices can only be submitted by flipping the invoice on the Coupa system.
- Do not email invoices to any Distell email address as it will cause delays with payment processing, unless the PO was not created via the COUPA System.
- If you have a PO that starts with #45/#47, legal invoices for these PO's must be sent via email.

HOW DO I SUBMIT MY STATEMENTS TO DISTELL?

Supplier statements should be sent to supplierstatements@distell.co.za

MY COMPANY'S PRIMARY COUPA BUSINESS CONTACT HAS LEFT AND NOW WE ARE UNABLE TO ADD/DELETE USERS ON OUR COUPA COMPANY PROFILE?

Please remind any primary business contact to update your company's details before they leave.

Contact suppliers@distell.co.za to resolve.

WHERE CAN I FIND SUPPORT OR GET HELP?

There is training material available on the Supplier Hub section of Distell's corporate website: <https://www.distell.co.za/suppliers/>

For Purchase Order or Invoice queries, please type your specific question into the comments field at the bottom or the PO/Invoice on the Coupa system and click on Add Comment to post. Distell will send feedback via the comments field, supported with an email notification to alert you of the response.

If you need general assistance using Coupa you can send an email to suppliers@distell.co.za or call 0860 448 377 (select option 3 and then option 2)

To apply for Addendum Financing option, use the link <https://addendum.co.za/>

For unresolved accounts payable enquiries, invoice/payment status, send an email to APEnquiries@distell.co.za

When sending an email, always supply specific details e.g. your company details, Distell Vendor number, PO and Invoicing numbers & screen shots to facilitate speedy investigations and responses.

