DISTELL
CRAFTING BRANDS SINCE 1925

Coupa Procure to Pay Training Manual

RSA Suppliers

Course outline

Description

This course explains the different processes that is required in Coupa for Procure-to-Pay (P2P) from a suppliers perspective.

Contents

The course covers the following areas:

1. Receiving and Acknowledging POs
2. How to Invoice on the CSP
3. How to Partially Invoice on the CSP
4. How to Resolve a Disputed Invoice
5. How to Create a Credit Note
6. How to Fix Remit-to Errors
7. When and How to Log a Call with Coupa

TOGETHER
TOWARDS
TOMORROW

HOW TO RECEIVE AND ACKNOWLEDGE POs ON THE CSP

DISTELL

Course Outline

Description

This course explains the process of receiving and acknowledging Purchase Orders (POs).

Objectives

After completing this course, you will be able to:

1. Navigate notifications received from Distell on the Coupa Supplier Portal (CSP)
2. View your POs
3. Acknowledge a PO
4. Communicate with Distell via the comments section on Coupa

Purchase Orders: CSP Notification

The supplier will receive a Purchase Order (PO) both an email notification and a notification in the CSP.

Process Steps:

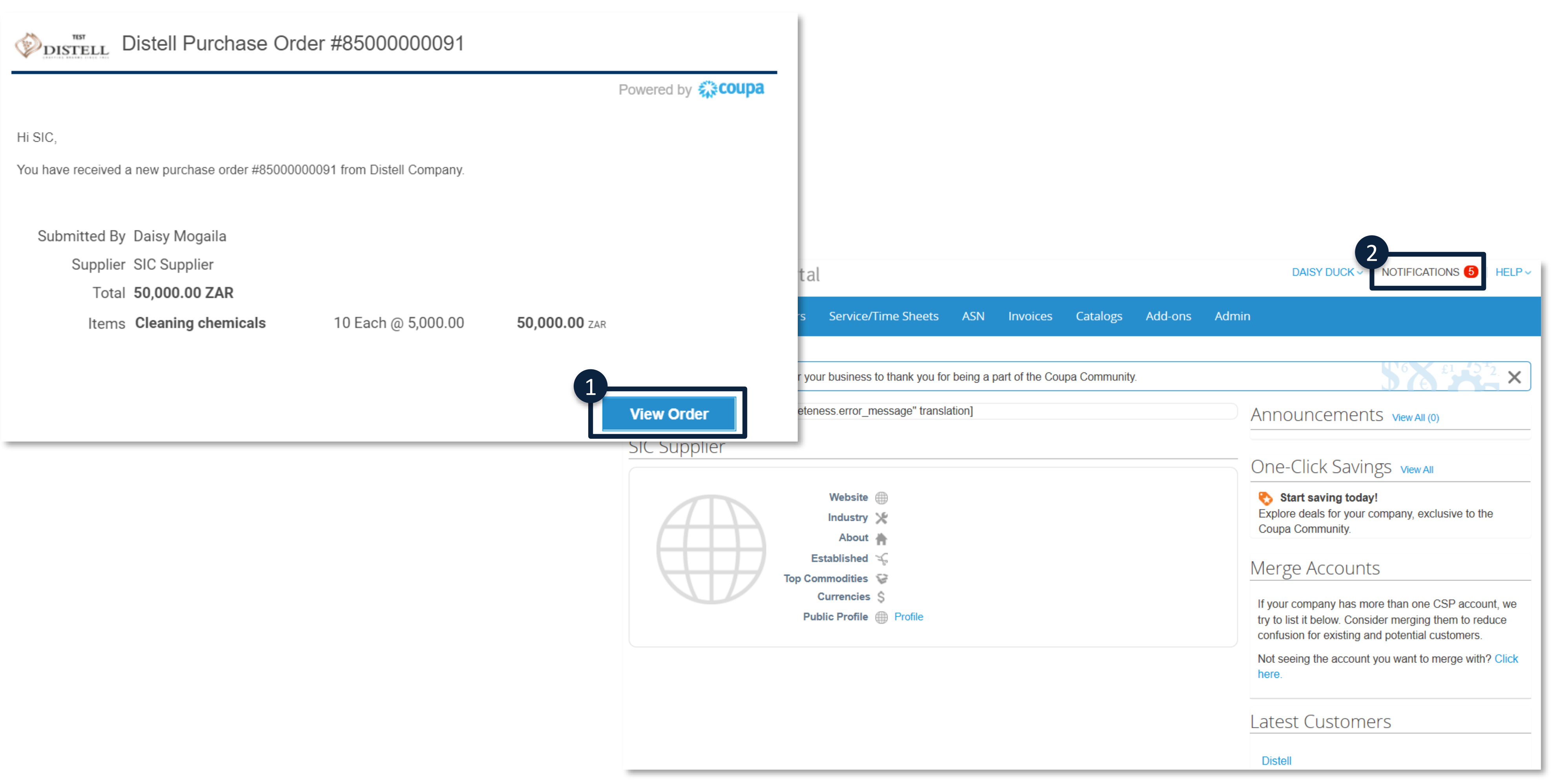
1. You will receive an email notification of a new purchase order from Distell.

   Click on the '**View Order**' button which will log you into the CSP.

2. You will also receive a notification on the Coupa Supplier Portal (CSP) .

   Click on the '**Notifications**' button to open up your notifications.

NOTE : You will receive / have access to the POs received from Distell if you have been assigned the necessary permissions by your Admin User (i.e.: the PO will go to the person responsible for handling Distell orders).



Distell Purchase Order #85000000091

Powered by coupa

Hi SIC,

You have received a new purchase order #85000000091 from Distell Company.

Submitted By	Daisy Mogaila		
Supplier	SIC Supplier		
Total	**50,000.00 ZAR**		
Items	**Cleaning chemicals**	10 Each @ 5,000.00	**50,000.00** ZAR

r your business to thank you for being a part of the Coupa Community.

eteness.error_message" translation]

SIC Supplier

Website
Industry
About
Established
Top Commodities
Currencies
Public Profile Profile

Announcements View All (0)

One-Click Savings View All

Start saving today!
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? Click here.

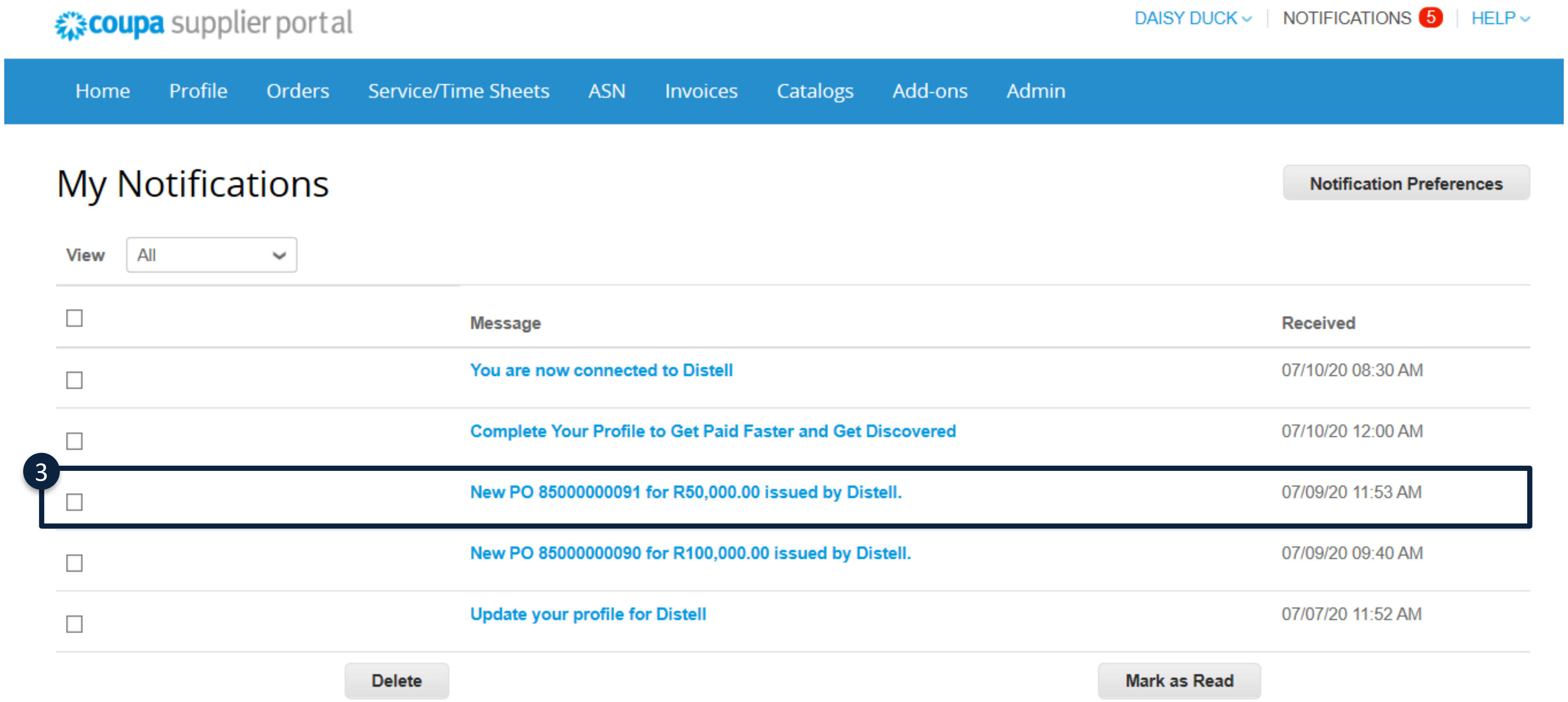
Latest Customers

Distell

Purchase Orders: CSP Notification

Process Steps:

3 Once your notifications have opened, you will find your PO on your list of notifications.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 5
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
Notification Preferences
View
All
3
Delete
Mark as Read

My Notifications

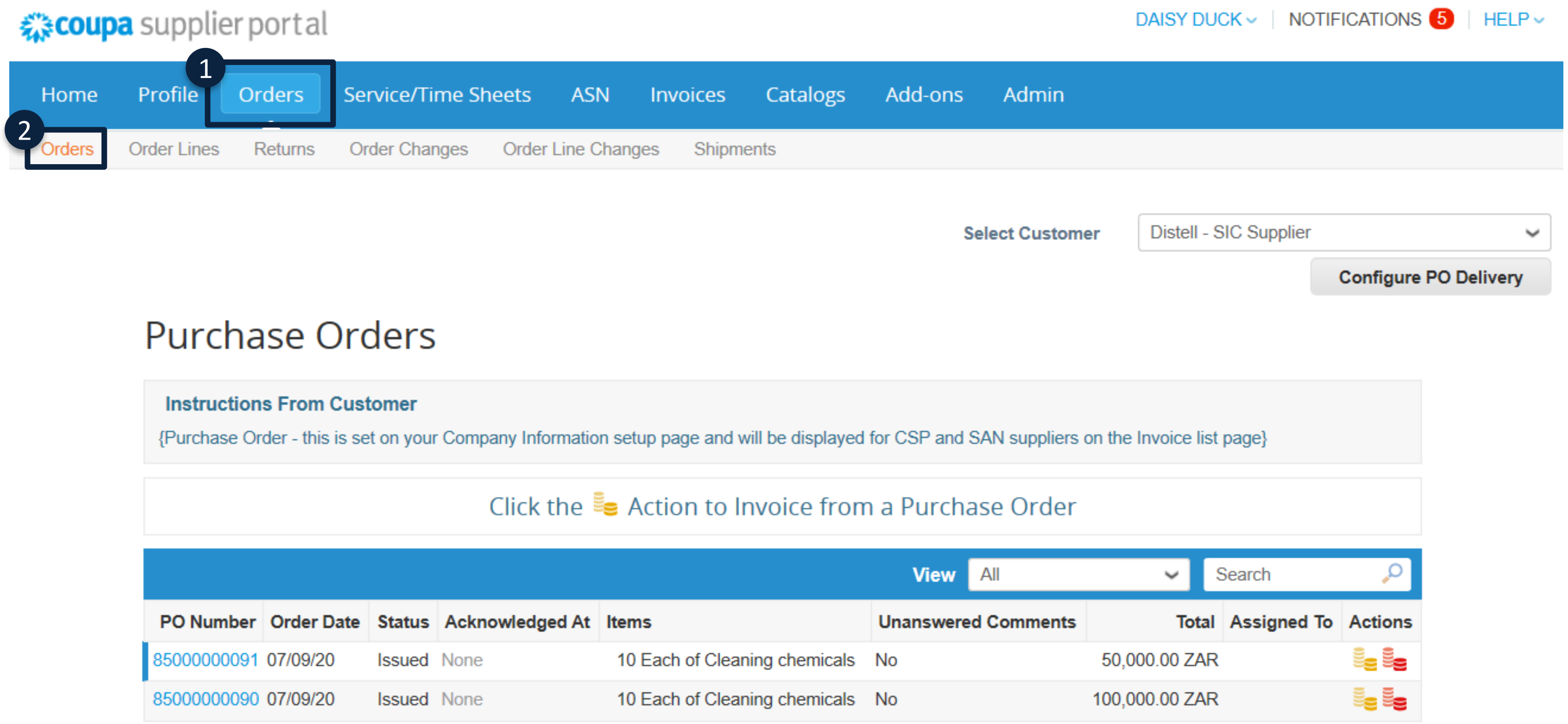
☐	Message	Received
☐	You are now connected to Distell	07/10/20 08:30 AM
☐	Complete Your Profile to Get Paid Faster and Get Discovered	07/10/20 12:00 AM
☐	New PO 85000000091 for R50,000.00 issued by Distell.	07/09/20 11:53 AM
☐	New PO 85000000090 for R100,000.00 issued by Distell.	07/09/20 09:40 AM
☐	Update your profile for Distell	07/07/20 11:52 AM

Purchase Orders: Accessing Orders

To access your orders from the CSP home page:

Navigation:

1. To view your orders., on the CSP Home page navigate to the '**Orders**' tab.
2. Make sure that you are on the '**Orders**' sub-tab to view a summary of your purchase orders .


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 5
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
1
2
Orders
Order Lines
Returns
Order Changes
Order Line Changes
Shipments
Configure PO Delivery
View
Search

Select Customer: Distell - SIC Supplier

Purchase Orders

Instructions From Customer

{Purchase Order - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Click the Action to Invoice from a Purchase Order

View: All

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000091	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	50,000.00 ZAR		
85000000090	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	100,000.00 ZAR		

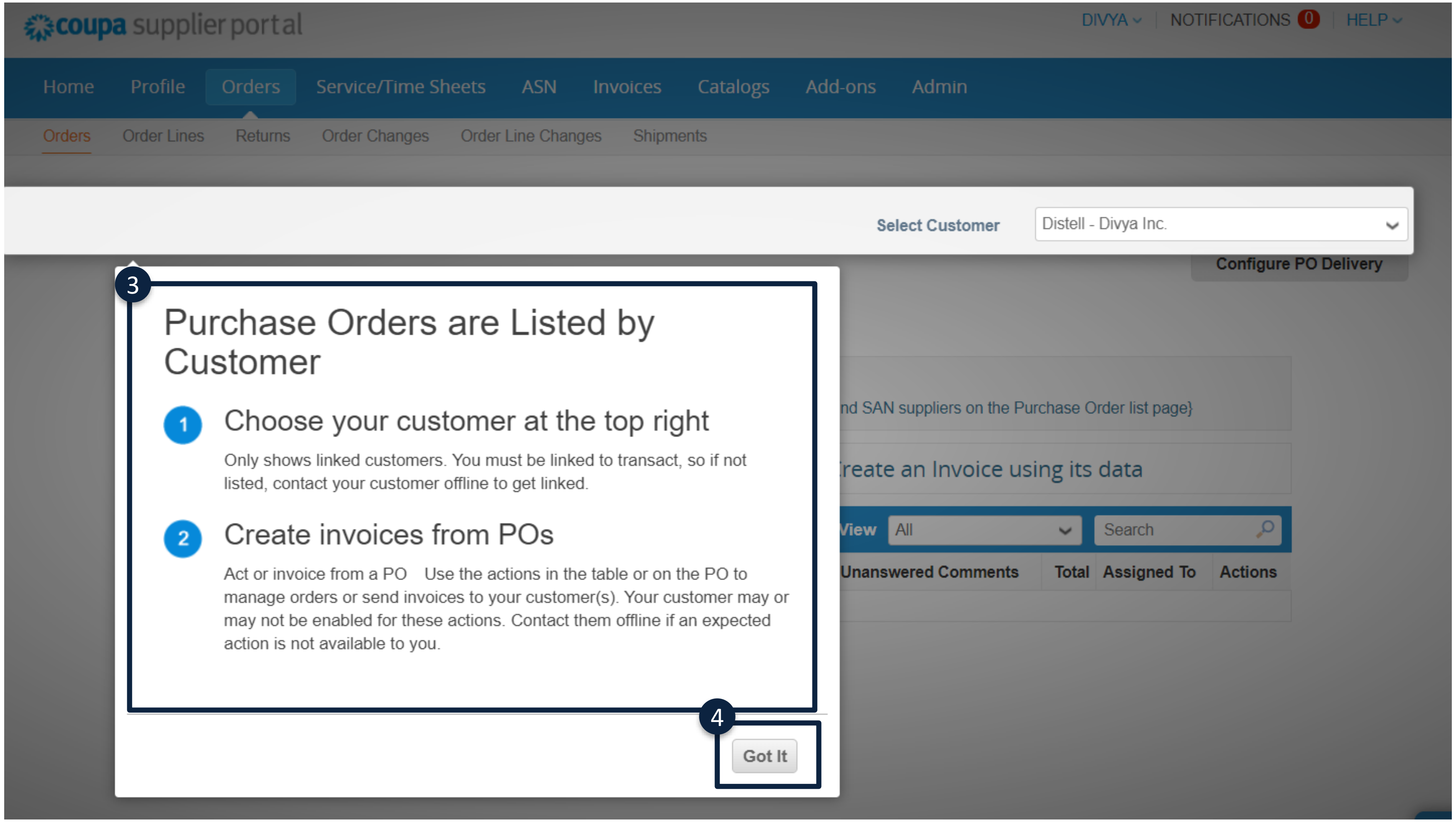
Purchase Orders: Accessing Orders

You will be greeted with the message below when you access the 'Orders' tab for the first time.

Navigation:

3 Read through the greeting message that displays when you access the '**Orders**' tab.

4 Click on '**Got It**' when you are done reading.


coupa supplier portal
DIVYA
NOTIFICATIONS 0
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
Orders
Order Lines
Returns
Order Changes
Order Line Changes
Shipments
Configure PO Delivery
nd SAN suppliers on the Purchase Order list page}
reate an Invoice using its data
View
All
Search
Unanswered Comments
Total
Assigned To
Actions
3
4
Got It

Select Customer: Distell - Divya Inc.

Purchase Orders are Listed by Customer

1. Choose your customer at the top right

   Only shows linked customers. You must be linked to transact, so if not listed, contact your customer offline to get linked.

2. Create invoices from POs

   Act or invoice from a PO Use the actions in the table or on the PO to manage orders or send invoices to your customer(s). Your customer may or may not be enabled for these actions. Contact them offline if an expected action is not available to you.

Purchase Orders: Accessing Orders

Click on the PO number to open the order

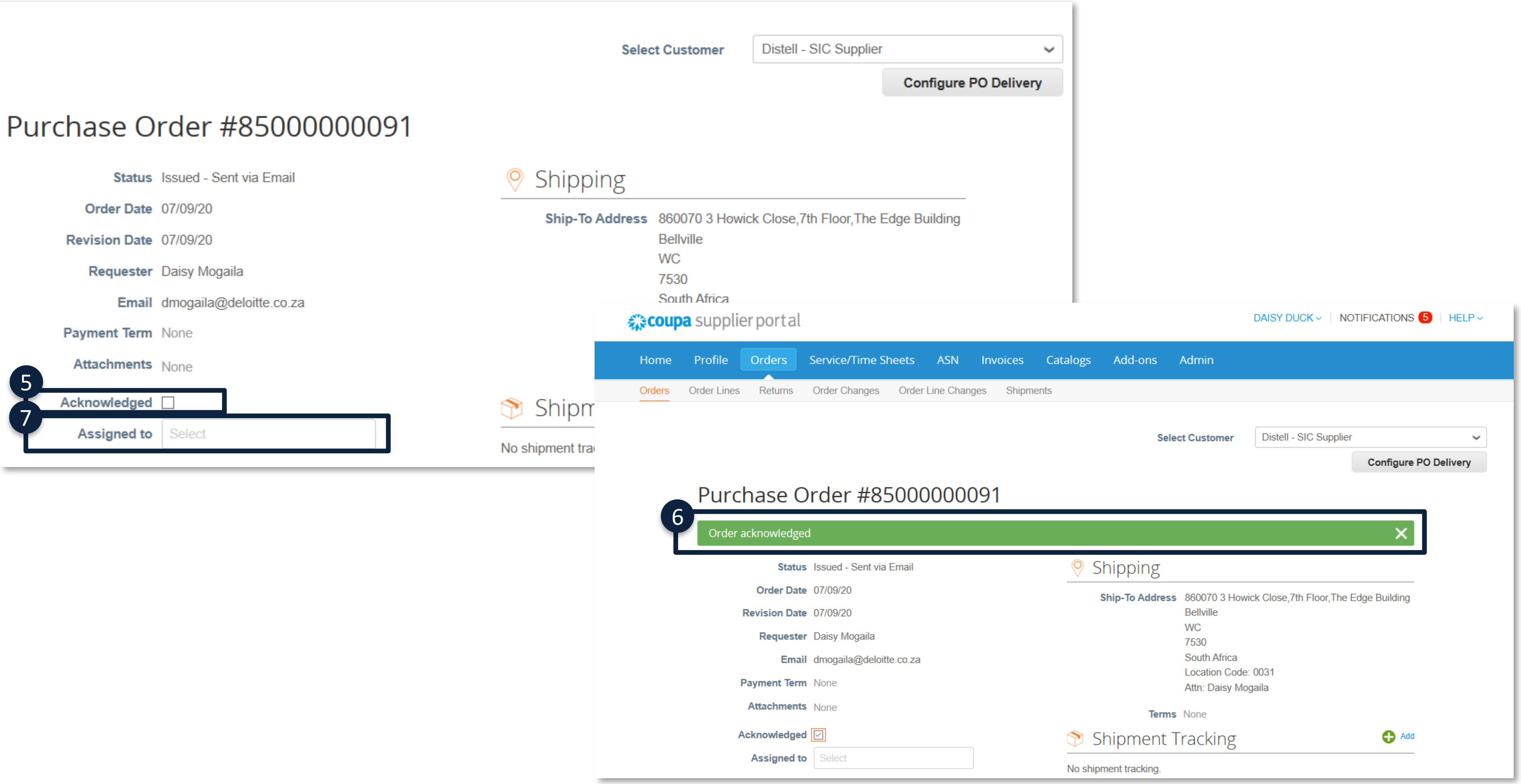
Navigation:

5 To acknowledge the Purchase order check the '**Acknowledged**' box

6 Once the box has been checked you will receive a pop-up that your PO has been acknowledged

7 '**Assigned to**' will contain the email address of the Coupa supplier portal users that have been assigned the Restricted Access to Orders and Restricted Access to Service/Time Sheets permissions. These internal users are also able to view the PO.

NOTE : Acknowledge PO simply notifies the Customer contact that you have come in contact with / received the Purchase Order



Select Customer
Distell - SIC Supplier
Configure PO Delivery
Shipping
Shipm
No shipment tra
5
7
coupa supplier portal
DAISY DUCK
NOTIFICATIONS 5
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
Orders
Order Lines
Returns
Order Changes
Order Line Changes
Shipments
6
Shipment Tracking
Add

Purchase Order #85000000091

Status Issued - Sent via Email
Order Date 07/09/20
Revision Date 07/09/20
Requester Daisy Mogaila
Email dmogaila@deloitte.co.za
Payment Term None
Attachments None
Acknowledged ☐
Assigned to Select

Ship-To Address 860070 3 Howick Close,7th Floor,The Edge Building
Bellville
WC
7530
South Africa

Purchase Order #85000000091

Order acknowledged

Status Issued - Sent via Email
Order Date 07/09/20
Revision Date 07/09/20
Requester Daisy Mogaila
Email dmogaila@deloitte.co.za
Payment Term None
Attachments None
Acknowledged ☑
Assigned to Select

Ship-To Address 860070 3 Howick Close,7th Floor,The Edge Building
Bellville
WC
7530
South Africa
Location Code: 0031
Attn: Daisy Mogaila

Terms None

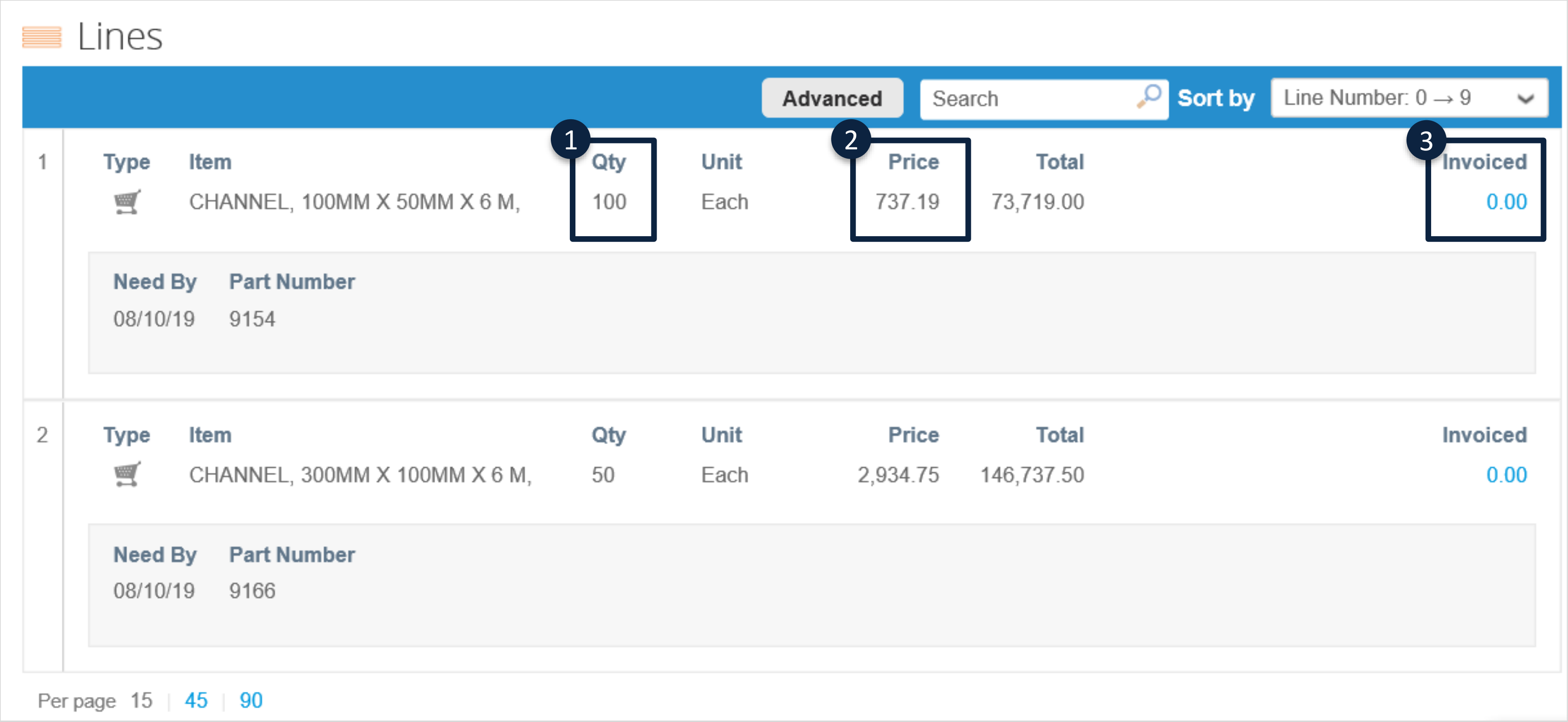
No shipment tracking.

Purchase Orders: Navigating Your PO

The 'Lines' section will contain all the line item details in the PO.

Navigation:

1. The '**QTY**' shows the amount of a specific item that is required.
2. The '**Price**' shows the unit cost per item.
3. The '**Invoiced**' section shows you what amount / value of goods you have invoiced the customer for against the specific PO.


Lines
Advanced
Search
Sort by
Line Number: 0 → 9
1
2
3
Per page 15 | 45 | 90

	Type	Item	Qty	Unit	Price	Total	Invoiced
1	🛒	CHANNEL, 100MM X 50MM X 6 M,	100	Each	737.19	73,719.00	0.00
2	🛒	CHANNEL, 300MM X 100MM X 6 M,	50	Each	2,934.75	146,737.50	0.00

Line 1:

Need By	Part Number
08/10/19	9154

Line 2:

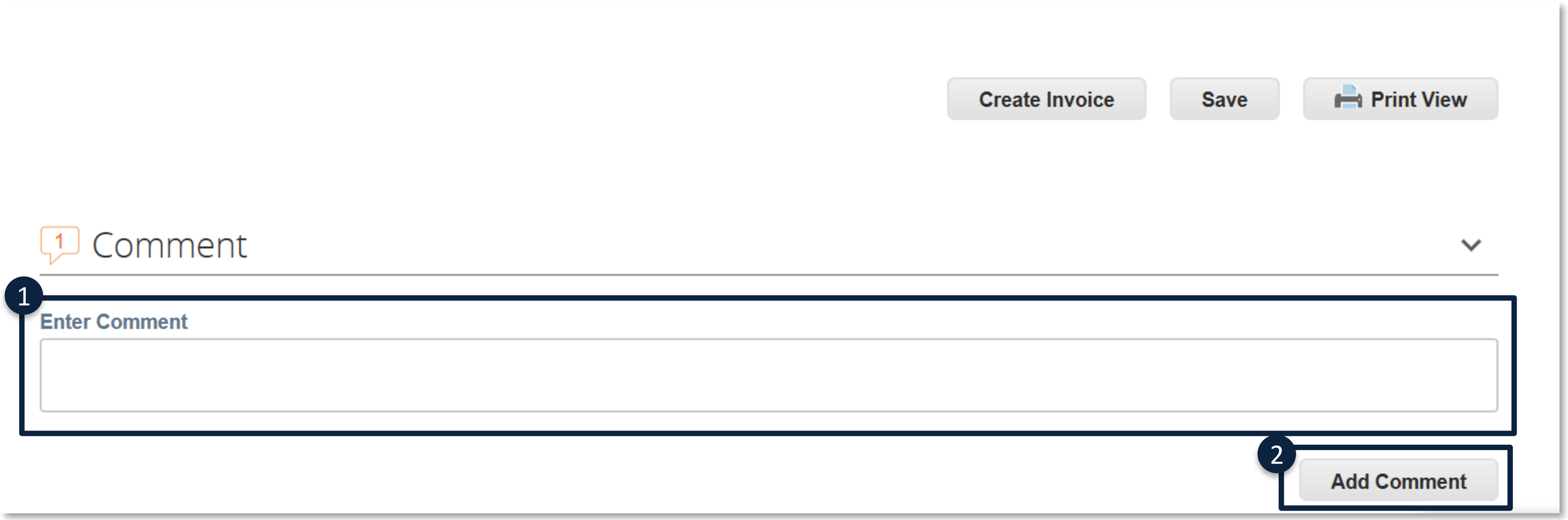
Need By	Part Number
08/10/19	9166

Purchase Orders: Communicate with Distell

If you have questions for the Distell internal team regarding the Purchase Order make use of the comments sections.

Navigation:

1. The '**Enter Comment**' box allows you to communicate with Distell.
2. The '**Add comment**' button allows you to send the text / questions typed in the box to the creator of the PO.


Create Invoice
Save
Print View
Comment
1
Enter Comment
2
Add Comment

TOGETHER
TOWARDS
TOMORROW

HOW TO INVOICE ON THE CSP

DISTELL

Course Outline

Description

This course explains the process of creating an invoice on the Coupa Supplier Portal (CSP).

Objectives

After completing this course, you will be able to:

1. Create an invoice
2. Add a remit-to address on the CSP
3. Populate an invoice
4. Submit an invoice
5. Partially invoice on the CSP
6. Send comments to Distell
7. Understand invoice statuses

How to Invoice

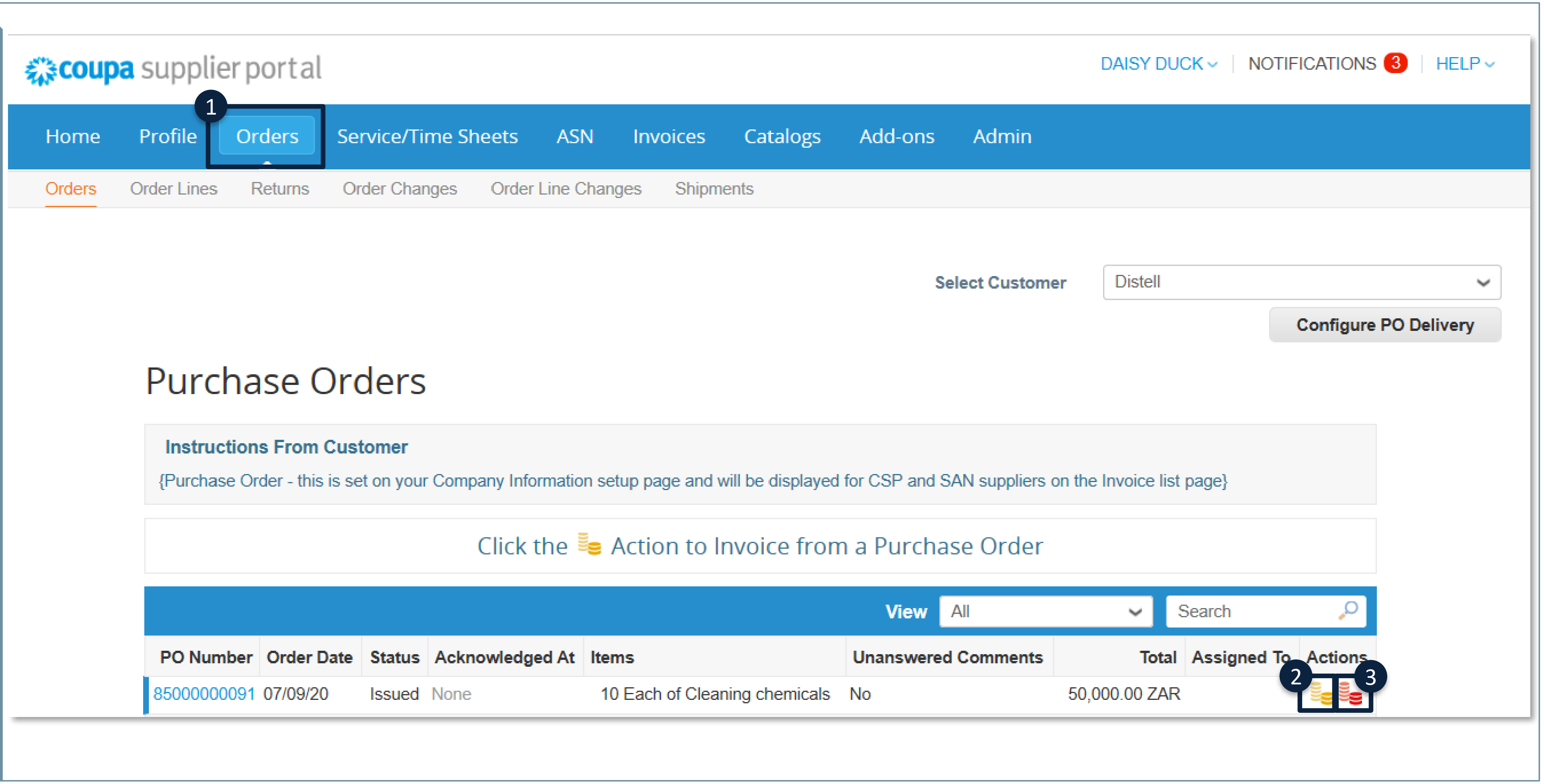
Access the Orders tab, on the CSP home page, to view purchase orders received from Distell

Process Steps:

1. **Orders**
   Provides a view of POs (Purchase orders) received from customers.

2. **Create Invoice (Gold coins)**
   To create an invoice click on the stack of **gold coins**.

3. **Create Credit Note (Red coins)**
   To create a credit note for a created invoice click on the stack of **red coins**.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 3
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
Orders
Order Lines
Returns
Order Changes
Order Line Changes
Shipments
Configure PO Delivery
View
Search
1
2
3

Select Customer: Distell

Purchase Orders

Instructions From Customer

{Purchase Order - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Click the Action to Invoice from a Purchase Order

View: All

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000091	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	50,000.00 ZAR		

How to Invoice

RAINMAKER POWERED BY coupa

If you do not have a remit to address set up against your CSP profile, Coupa will prompt you to create one prior to sending an invoice.

Process Steps:

1. **Add new**
   Click '**Add New**' to a add a remit-to address

   This will pop-up if you have not completed the request to update your information from Distell

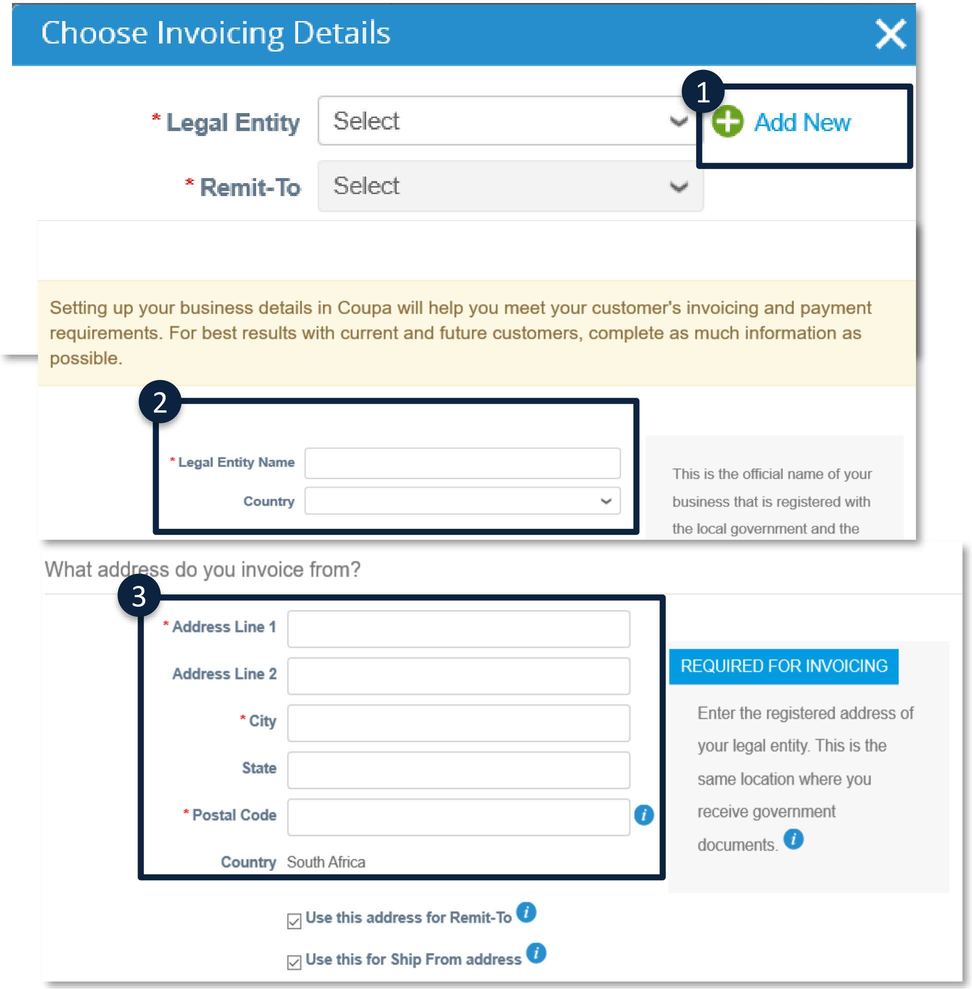
2. **Legal entity name**
   Populate the official name of your business registered with the local government.

3. **Invoice address**
   Populate the address of your legal entity .

4. **Banking details**
   Populate banking information.

   Ensure the banking details is aligned to the banking details in Distell's ERP system

NOTE : Select "Routing number" on the bank Routing number drop down and populate your universal bank code in the box next to it.



Choose Invoicing Details

1

* Legal Entity: Select

* Remit-To: Select

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.

2

* Legal Entity Name

Country

This is the official name of your business that is registered with the local government and the

What address do you invoice from?

3

* Address Line 1

Address Line 2

* City

State

* Postal Code

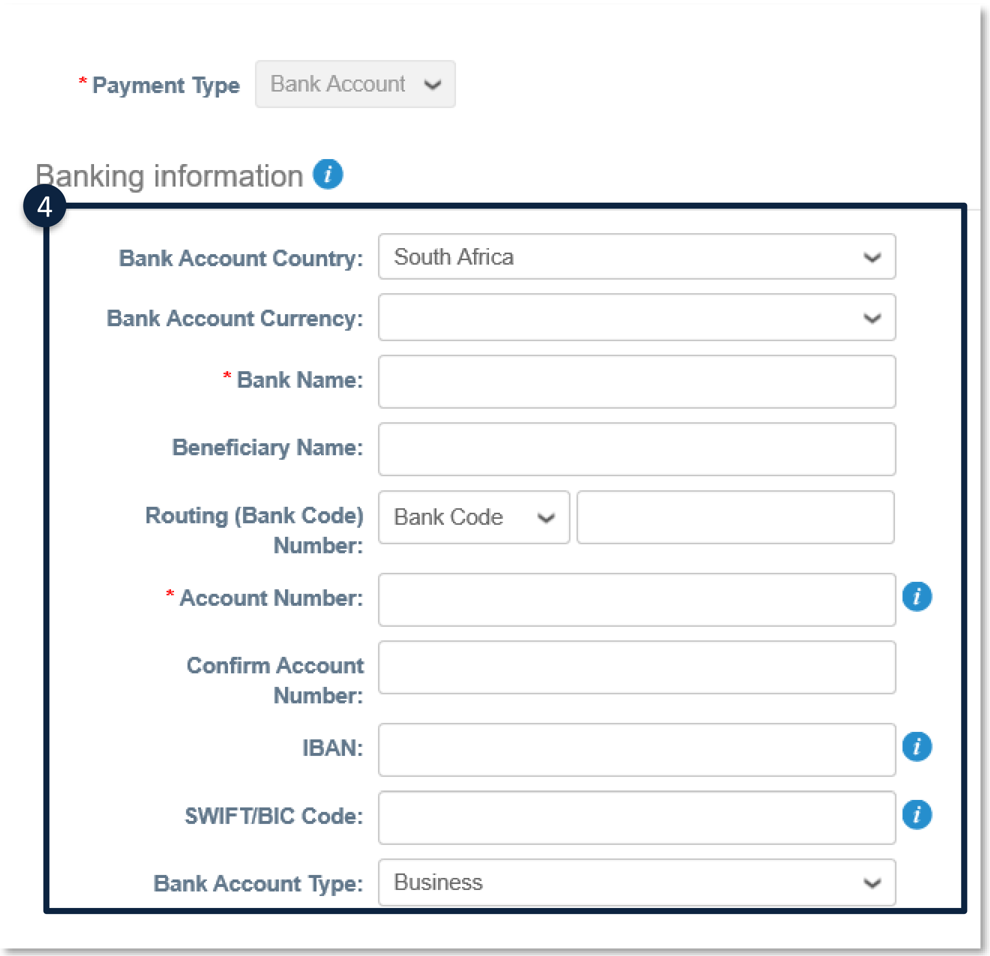
Country: South Africa

REQUIRED FOR INVOICING

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

☑ Use this address for Remit-To

☑ Use this for Ship From address



* Payment Type: Bank Account

Banking information

4

Bank Account Country: South Africa

Bank Account Currency:

* Bank Name:

Beneficiary Name:

Routing (Bank Code) Number: Bank Code

* Account Number:

Confirm Account Number:

IBAN:

SWIFT/BIC Code:

Bank Account Type: Business

How to Invoice

You are able to generate invoices from this section of the CSP.

Process Steps:

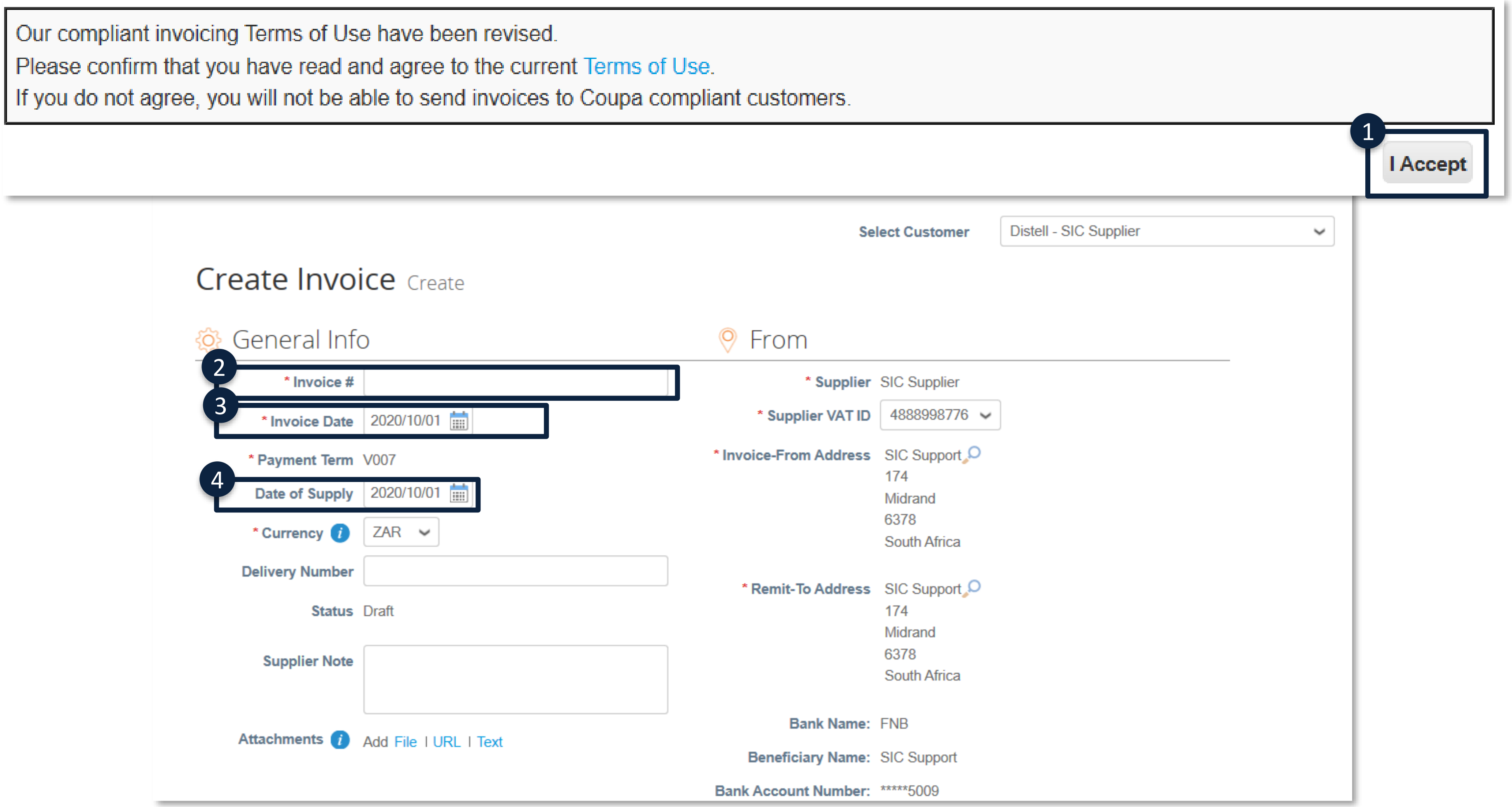
1 **Invoicing terms of use**
Accept the invoicing terms of use by clicking on '**I agree**'.

If you do not agree you will not be able to send invoices to Distell via the CSP.

2 **Invoice**
Populate the invoice number generated by your finance system.

3 **Invoice date**
Populate the date the invoice was created.

4 **Date of supply**
The date when the good/service was supplied /rendered



Our compliant invoicing Terms of Use have been revised.
Please confirm that you have read and agree to the current Terms of Use.
If you do not agree, you will not be able to send invoices to Coupa compliant customers.

Select Customer: Distell - SIC Supplier

Create Invoice Create

General Info

* Invoice #
* Invoice Date: 2020/10/01
* Payment Term: V007
Date of Supply: 2020/10/01
* Currency: ZAR
Delivery Number
Status: Draft
Supplier Note
Attachments: Add File | URL | Text

From

* Supplier: SIC Supplier
* Supplier VAT ID: 4888998776
* Invoice-From Address: SIC Support
174
Midrand
6378
South Africa
* Remit-To Address: SIC Support
174
Midrand
6378
South Africa
Bank Name: FNB
Beneficiary Name: SIC Support
Bank Account Number: *****5009

How to Invoice

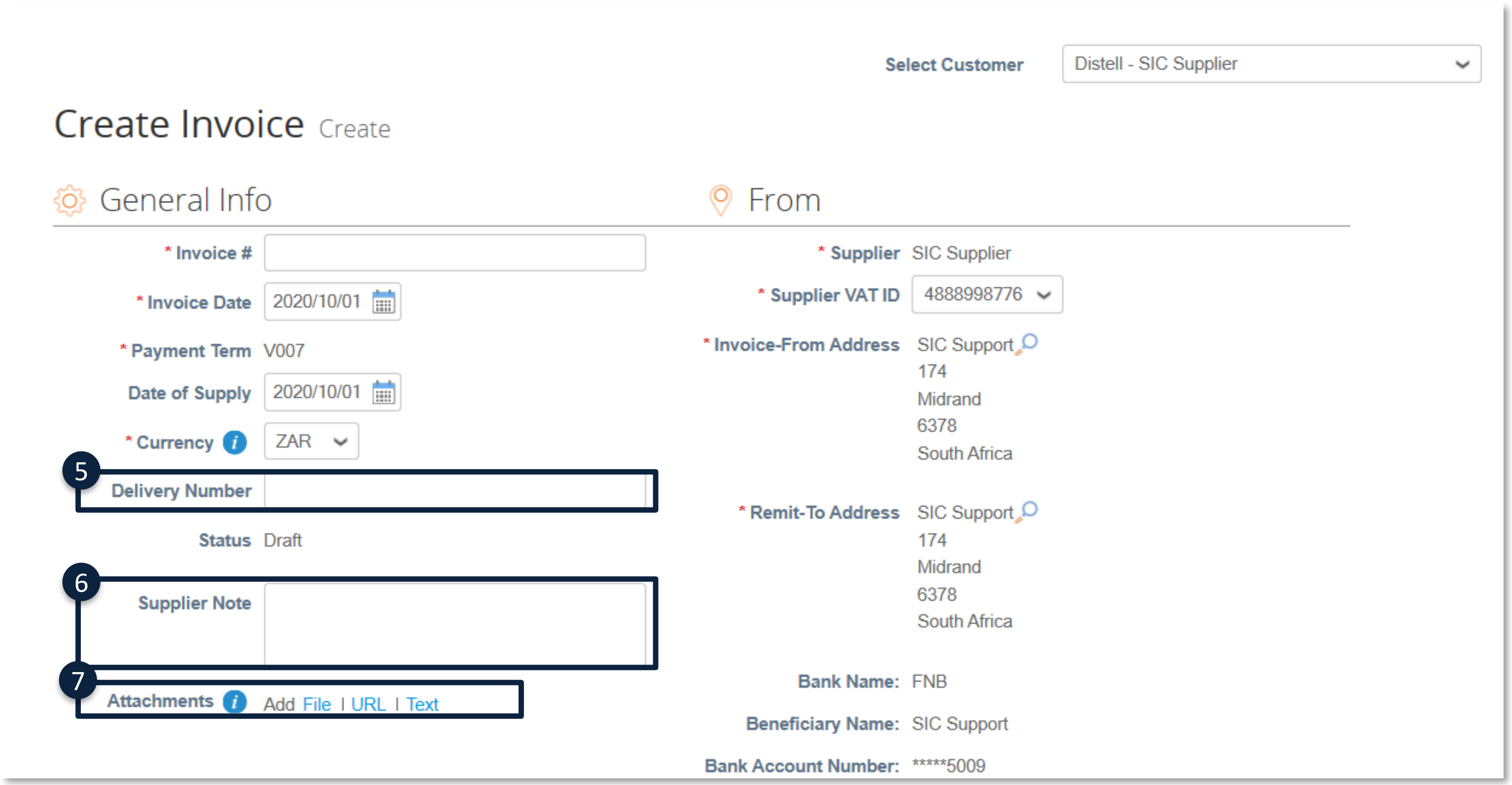
You are able to generate invoices from this section of the CSP.

Process Steps:

5 **Delivery Number**
Populate the delivery number.

6 **Supplier Note**
You can use the textbox to send a note to Distell, this note will be visible to the creator of the PO as well as the Accounts Payable team.

7 **Attachments**
Here you can attach any supporting documents (e.g. Delivery note) if necessary (this is not mandatory).



Select Customer: Distell - SIC Supplier

Create Invoice Create

General Info

* Invoice #	
* Invoice Date	2020/10/01
* Payment Term	V007
Date of Supply	2020/10/01
* Currency	ZAR
Delivery Number	
Status	Draft
Supplier Note	
Attachments	Add File | URL | Text

From

* Supplier	SIC Supplier
* Supplier VAT ID	4888998776
* Invoice-From Address	SIC Support 174 Midrand 6378 South Africa
* Remit-To Address	SIC Support 174 Midrand 6378 South Africa
Bank Name:	FNB
Beneficiary Name:	SIC Support
Bank Account Number:	*****5009

How to Invoice

You are able to generate invoices from this section of the CSP.

Process Steps:

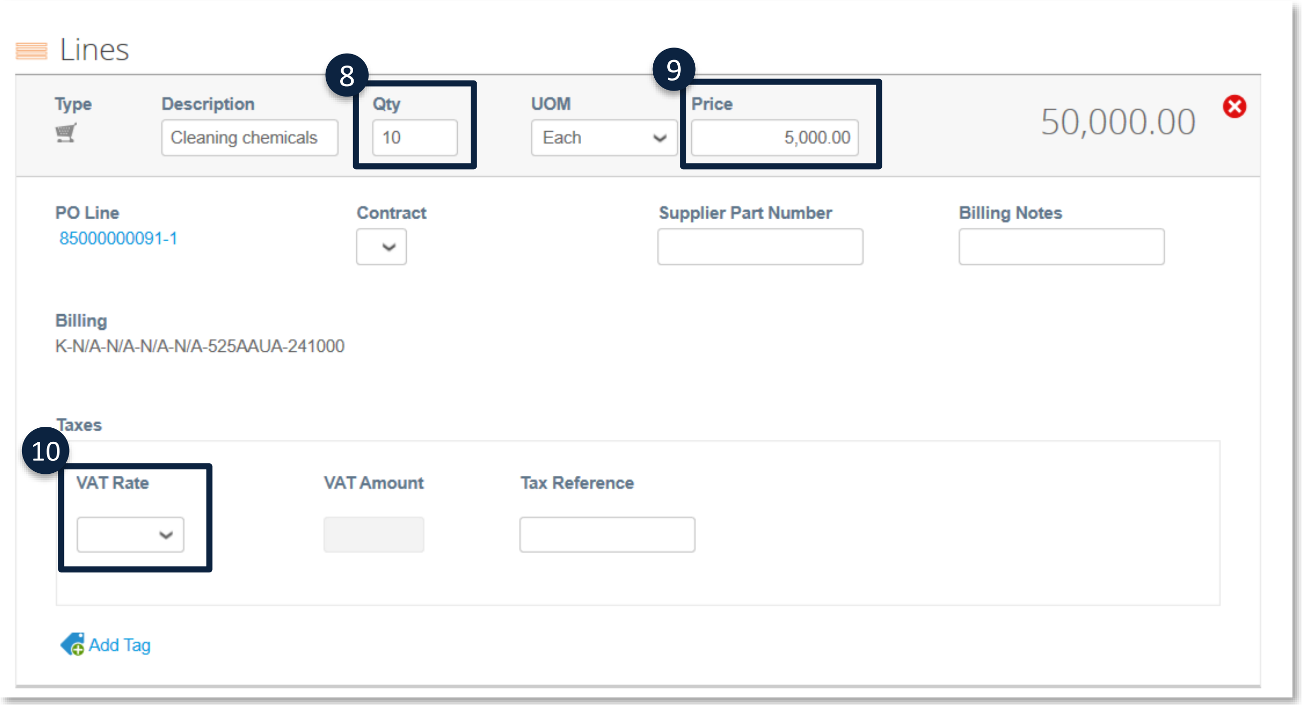
8 **Qty**
Populate the quantity you are invoicing for.

9 **Price**
Populate the price you are invoicing for.

10 **VAT rate**
Populate the VAT rate.

11 **Delete :** Deletes the invoice.
Cancel : Cancels the edit page of the invoice
Save as draft : Saves the invoice as a draft.
Calculate : calculates the total amount / value of the invoice. Click on '**Calculate**' for the total including VAT.

12 **Submit**
Submits the invoice to Distell.



Lines

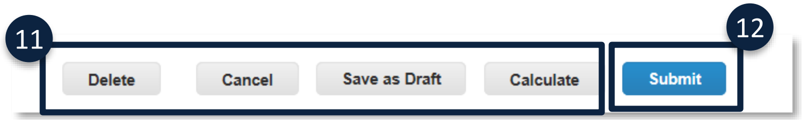
Type:
Description: Cleaning chemicals
Qty: 10
UOM: Each
Price: 5,000.00
50,000.00

PO Line: 85000000091-1
Contract:
Supplier Part Number:
Billing Notes:

Billing: K-N/A-N/A-N/A-N/A-525AAUA-241000

Taxes

VAT Rate:
VAT Amount:
Tax Reference:



TOGETHER
TOWARDS
TOMORROW

HOW TO PARTIALLY INVOICE

DISTELL

How to Partially Invoice

Coupa allows for partial invoicing

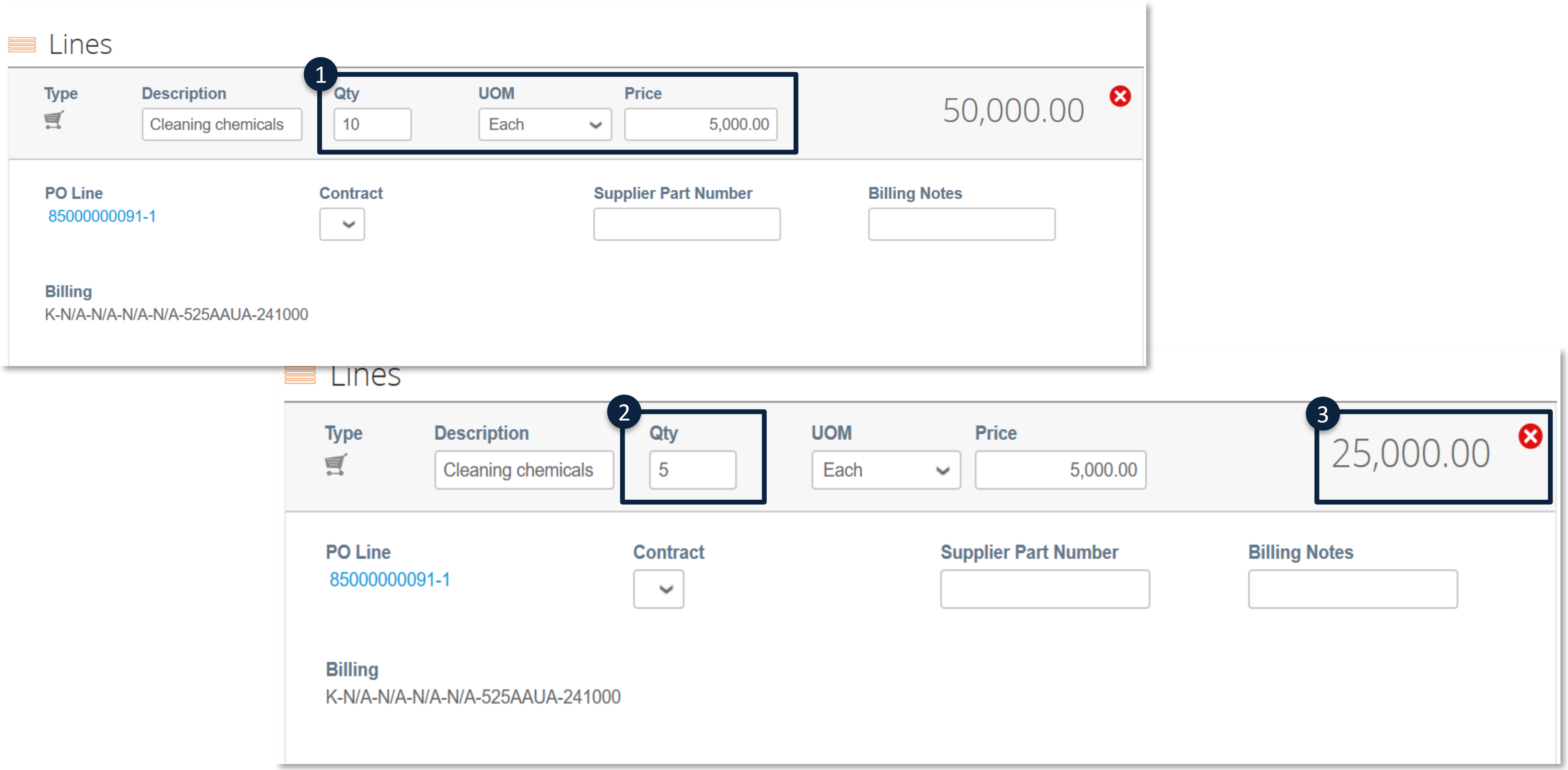
Process Steps:

1 **Qty and Amount**
Clicking on create invoice from a purchase order will generate an invoice with the pre-populated **Qty** and '**amount**' from the purchase order.

2 **Qty Change**
Click on the '**Qty**' box to change the Qty.

> ***NOTE : If you have not delivered the full QTY on the PO you change the quantity to what was delivered/rendered .***

3 **Total**
Click on '**Calculate**' to update the total amount .



Lines

Type	Description	Qty	UOM	Price	
	Cleaning chemicals	10	Each	5,000.00	50,000.00

PO Line: 85000000091-1
Contract:
Supplier Part Number:
Billing Notes:
Billing: K-N/A-N/A-N/A-N/A-525AAUA-241000

Lines

Type	Description	Qty	UOM	Price	
	Cleaning chemicals	5	Each	5,000.00	25,000.00

PO Line: 85000000091-1
Contract:
Supplier Part Number:
Billing Notes:
Billing: K-N/A-N/A-N/A-N/A-525AAUA-241000

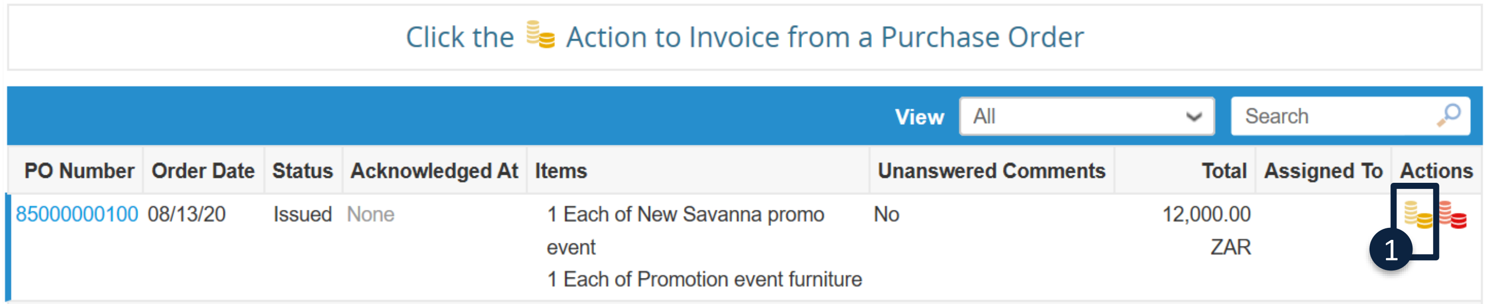
How to Partially Invoice

You can partially invoice a purchase order with multiple lines by following the steps below

Process Steps:

1. **Create Invoice**
   Click on the gold stack of coins to create an invoice.
2. **Delete lines**
   Click on the red cross to delete an invoice line you have not yet rendered services / goods for. You will be able to invoice for these items at a later stage if they are yet to be delivered.

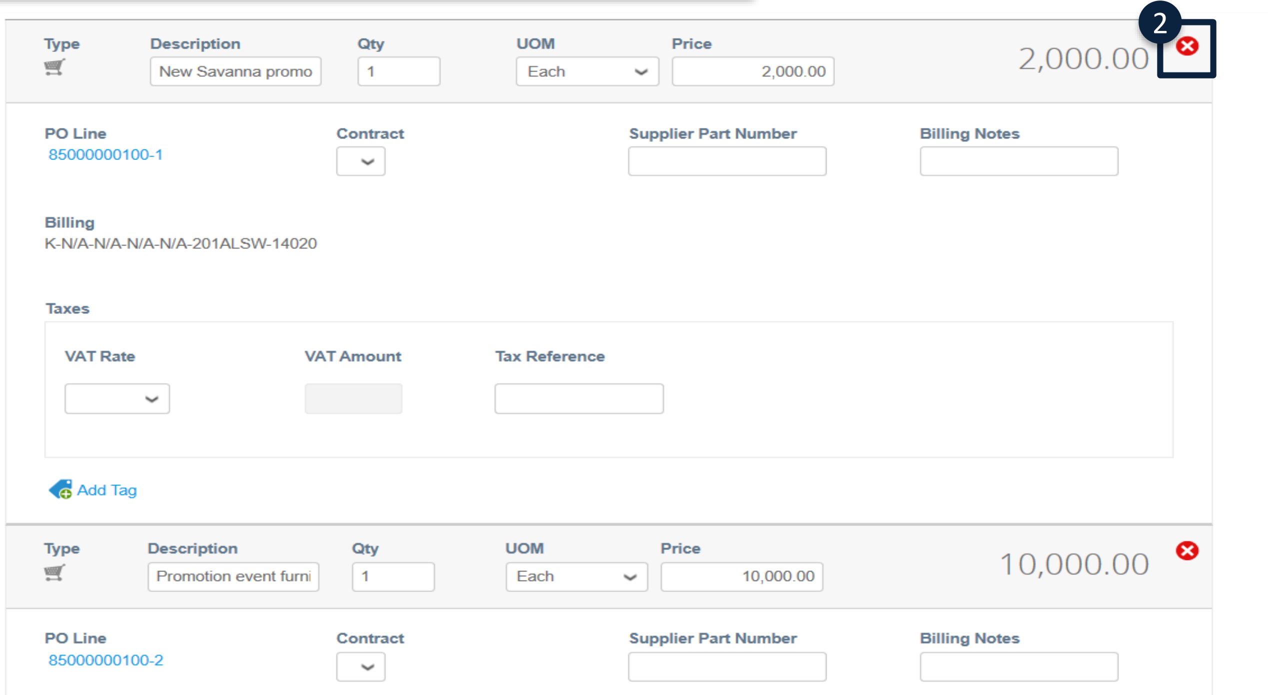
NOTE : Partial invoicing would include scenarios where partial goods and services have been delivered /rendered and upfront deposits



Click the Action to Invoice from a Purchase Order

View All
Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000100	08/13/20	Issued	None	1 Each of New Savanna promo event 1 Each of Promotion event furniture	No	12,000.00 ZAR		



Type: Description: New Savanna promo Qty: 1 UOM: Each Price: 2,000.00 2,000.00

PO Line: 85000000100-1
Contract:
Supplier Part Number:
Billing Notes:

Billing: K-N/A-N/A-N/A-N/A-201ALSW-14020

Taxes
VAT Rate:
VAT Amount:
Tax Reference:

Add Tag

Type: Description: Promotion event furni Qty: 1 UOM: Each Price: 10,000.00 10,000.00

PO Line: 85000000100-2
Contract:
Supplier Part Number:
Billing Notes:

TOGETHER
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TOMORROW

SEND COMMENTS TO DISTELL

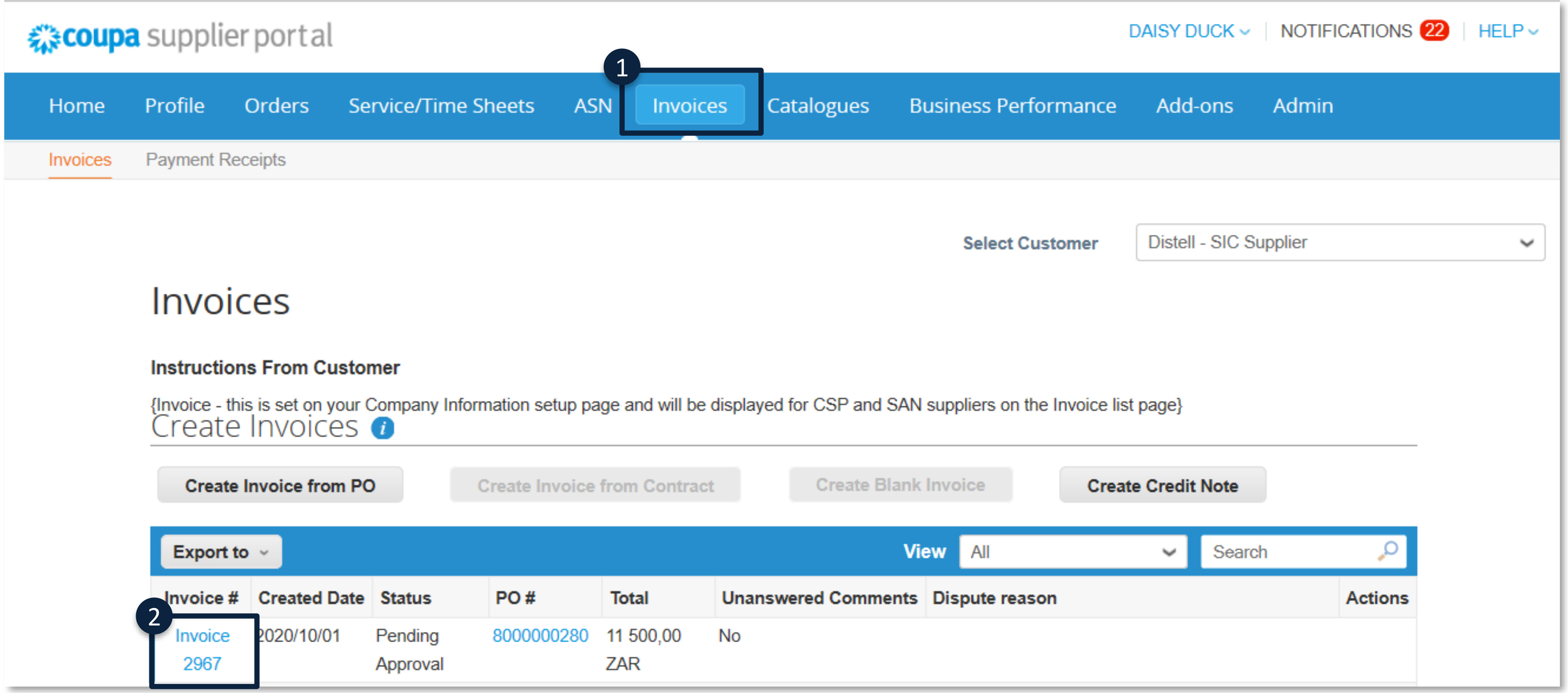
DISTELL

Send comments to Distell

Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

1. **Invoices**
   To send a comment or enquire about an invoice click on the invoice tab
2. Click on the '**Invoice number**' to open the invoice


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 22
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Home
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Service/Time Sheets
ASN
Invoices
Catalogues
Business Performance
Add-ons
Admin
Invoices
Payment Receipts
Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note
Export to
View
All
Search
1
2

Select Customer: Distell - SIC Supplier

Invoices

Instructions From Customer

{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute reason	Actions
Invoice 2967	2020/10/01	Pending Approval	8000000280	11 500,00 ZAR	No		

Send comments to Distell

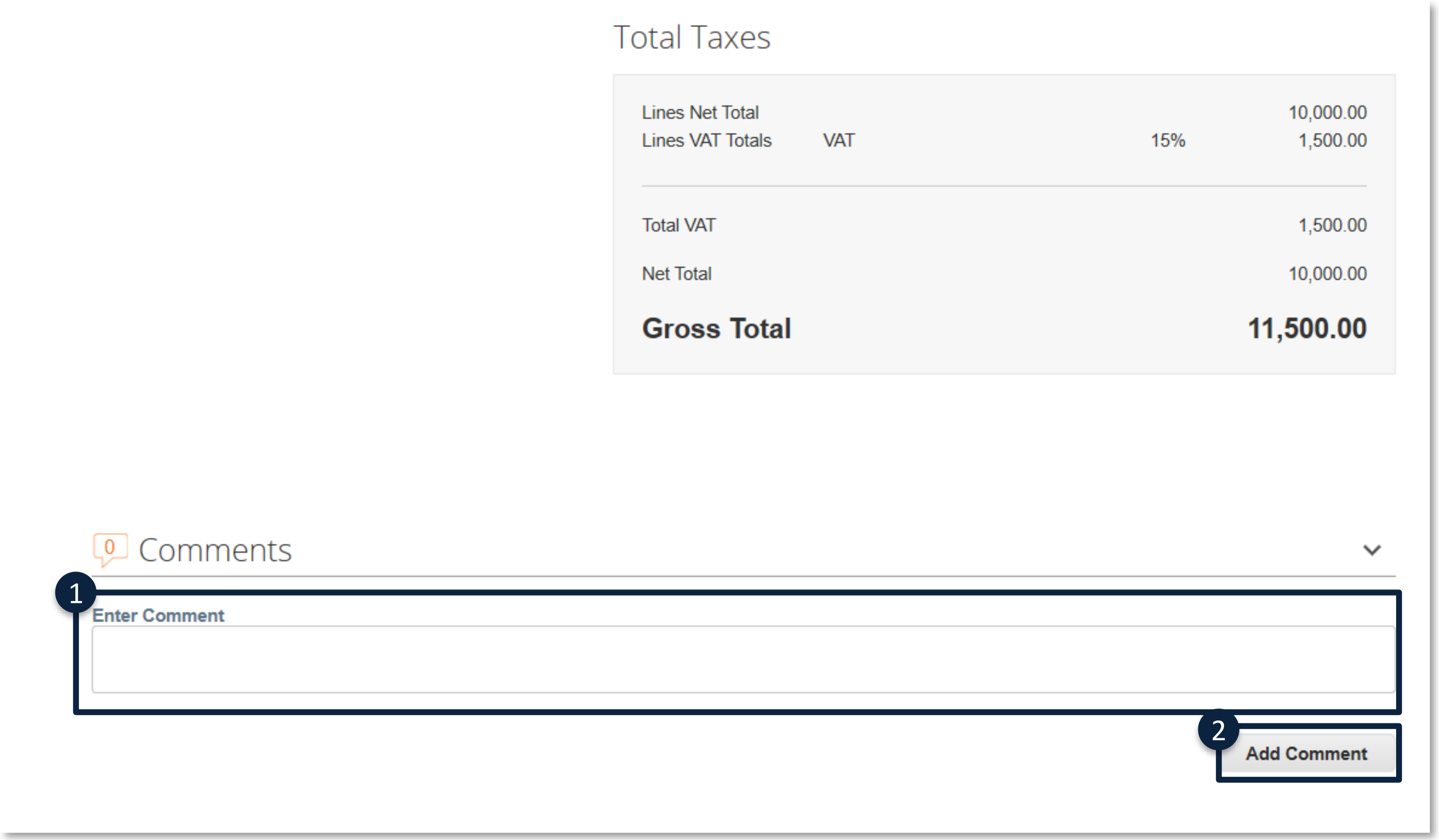
Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

3 **Enter Comment**
Populate a comment in the textbox

2 To send the comment click on '**Add comment**'

NOTE : Payment of invoices on Coupa will not be immediate but as per the agreed payment terms between Distell and the supplier



Total Taxes

Lines Net Total			10,000.00
Lines VAT Totals	VAT	15%	1,500.00
Total VAT			1,500.00
Net Total			10,000.00
Gross Total			**11,500.00**

TOGETHER
TOWARDS
TOMORROW

INVOICE STATUSES

DISTELL

Invoices Statuses

Invoices can have the following statuses:

Status	Description
Abandoned	The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.
Approved	The invoice has been accepted for payment by your customer. **Note : Payment is not immediate ,payment will be made as per agreed payment terms between Distell and Supplier**
Disputed	The invoice has been disputed. Invoices with disputed status are invoices with information that your customer does not agree to, needs clarification on, or finds incorrect.
Draft	The invoice has been created, but it has not been submitted to your customer yet.
Invalid	Specific for compliant e-invoices for clearance countries (for e.g.: Mexico). It indicates that a CFDI (Mexican legal invoice form) that you sent failed validation. Invoices with this status are visible only to you, not to your customer.
Pending Approval	The invoice is currently under review by your customer.
Processing	The invoice is being processed by the AP department for due diligence.
Voided	Something is wrong with the invoice. Contact your customer to get the invoice back on track.

TOGETHER
TOWARDS
TOMORROW

HOW TO RESOLVE A DISPUTED INVOICE

DISTELL

Course Outline

Description

This course explains the process of resolving and updating an invoice that has been disputed by your customer.

Objectives

After completing this course, you will be able to:

1. Access a disputed invoice
2. Resolve a dispute by cancelling an invoice
3. Resolve a disputed invoice by adjusting an invoice
4. Understand the different invoice statuses on Coupa

How to Resolve a Disputed Invoice

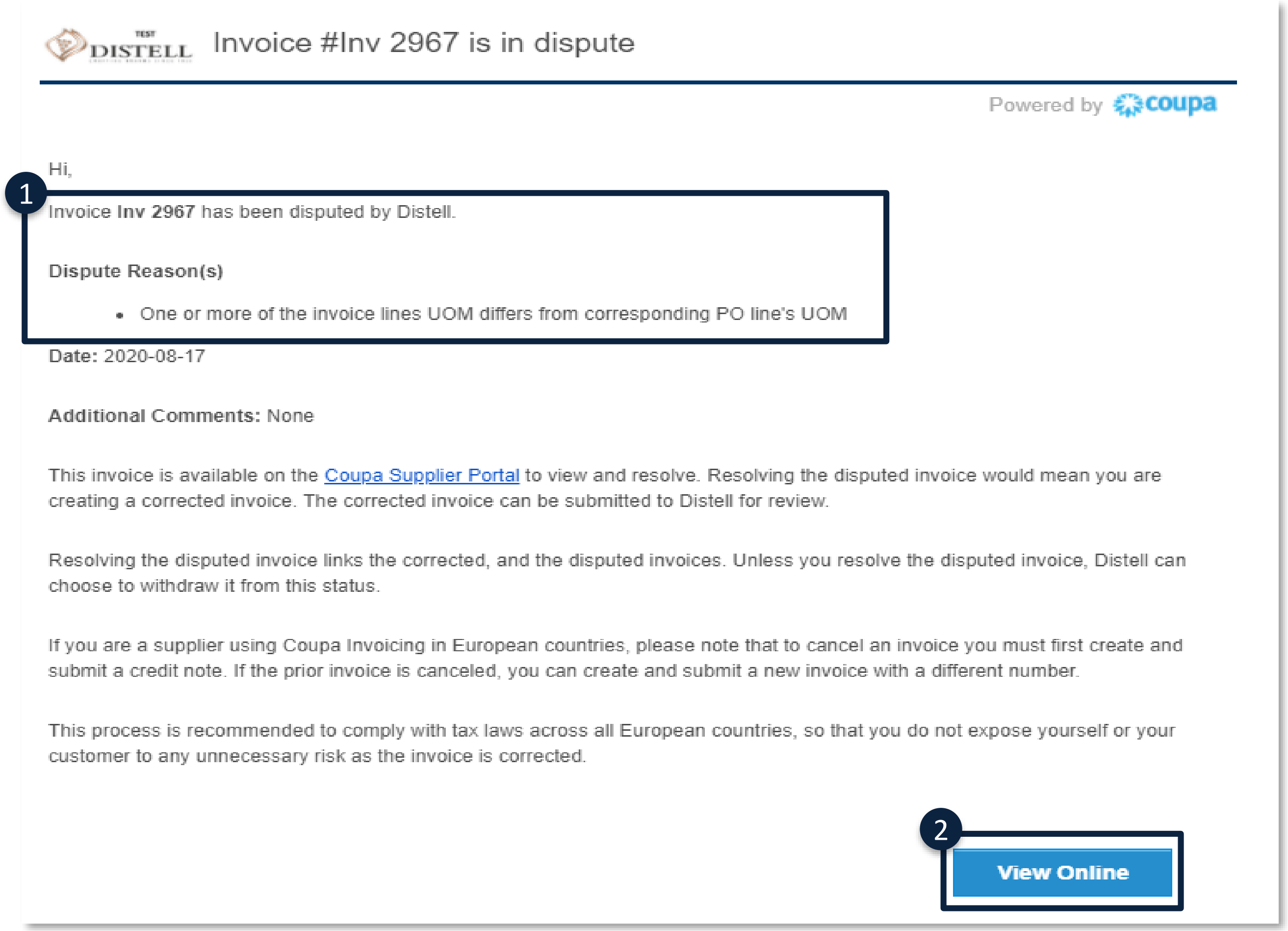
If the invoice is incorrectly captured e.g. Invoice lines are different from PO lines Distell Accounts payable will Dispute the invoice prompting you to resolve the dispute.

Navigation:

1. You will receive an email notifying you that your invoice has been disputed and the reason for the dispute .

   The email notification will be sent to the person who had created the invoice.

2. Click '**View Online**' to login to the Coupa Supplier Portal and view the invoice being disputed.



Invoice #Inv 2967 is in dispute

Powered by coupa

Hi,

1 Invoice **Inv 2967** has been disputed by Distell.

Dispute Reason(s)

- One or more of the invoice lines UOM differs from corresponding PO line's UOM

Date: 2020-08-17

Additional Comments: None

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 Distell for review.

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

If you are a supplier using Coupa Invoicing in European countries, 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, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

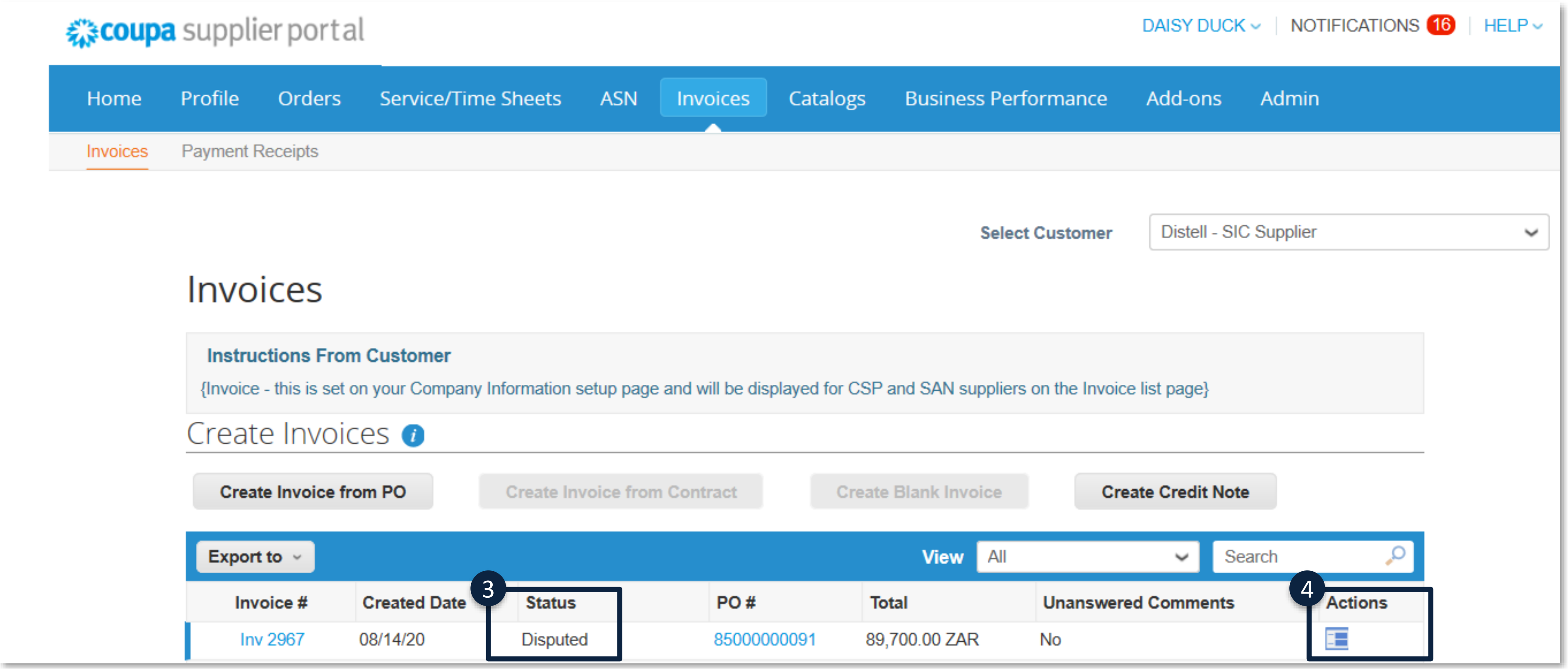
How to Resolve a Disputed Invoice

Once you have accessed the invoices tab on the CSP follow the below steps to resolve the dispute:

Navigation:

3 The status of the invoice will be '**Disputed**'.
You can filter for all your Disputed invoices by changing the View to reflect all Disputed Invoices.

4 Click on '**Resolve**', under '**Actions**' to resolve the disputed invoice.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 16
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Business Performance
Add-ons
Admin
Invoices
Payment Receipts
Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note
Export to
Search
3
4

Select Customer: Distell - SIC Supplier

Invoices

Instructions From Customer

{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices

View: All

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Inv 2967	08/14/20	Disputed	85000000091	89,700.00 ZAR	No	

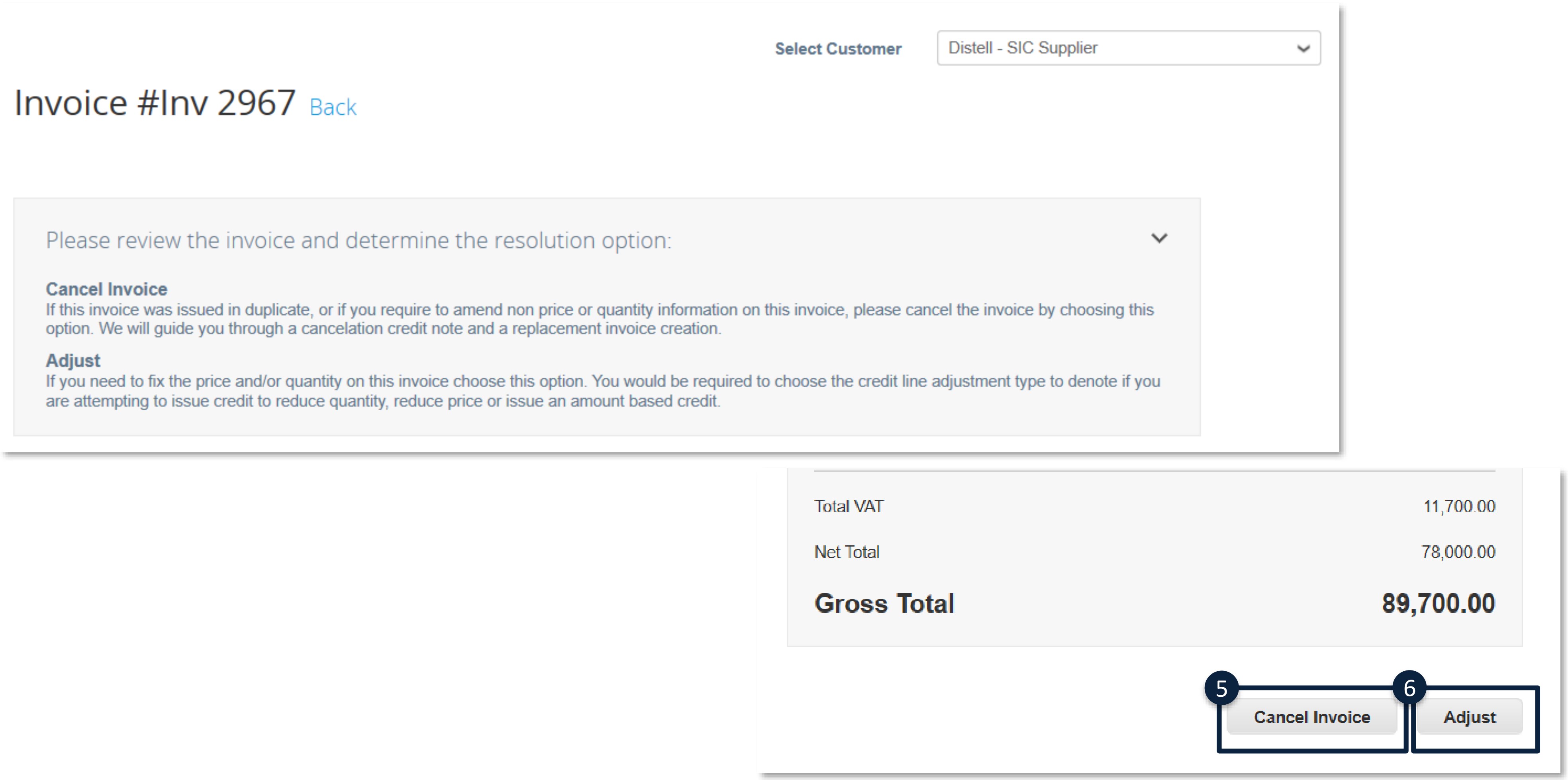
How to Resolve a Disputed Invoice

There are 2 options to resolve a disputed invoice.

Navigation:

5 The ‘**Cancel invoice**’ option allows you to resolve the disputed invoice by cancelling it.

6 The ‘**Adjust**’ option allows you to make adjustments to the invoice e.g. edit the Qty and Amount.



Select Customer Distell - SIC Supplier

Invoice #Inv 2967 Back

Please review the invoice and determine the resolution option:

Cancel Invoice
If this invoice was issued in duplicate, or if you require to amend non price or quantity information on this invoice, please cancel the invoice by choosing this option. We will guide you through a cancelation credit note and a replacement invoice creation.

Adjust
If you need to fix the price and/or quantity on this invoice choose this option. You would be required to choose the credit line adjustment type to denote if you are attempting to issue credit to reduce quantity, reduce price or issue an amount based credit.

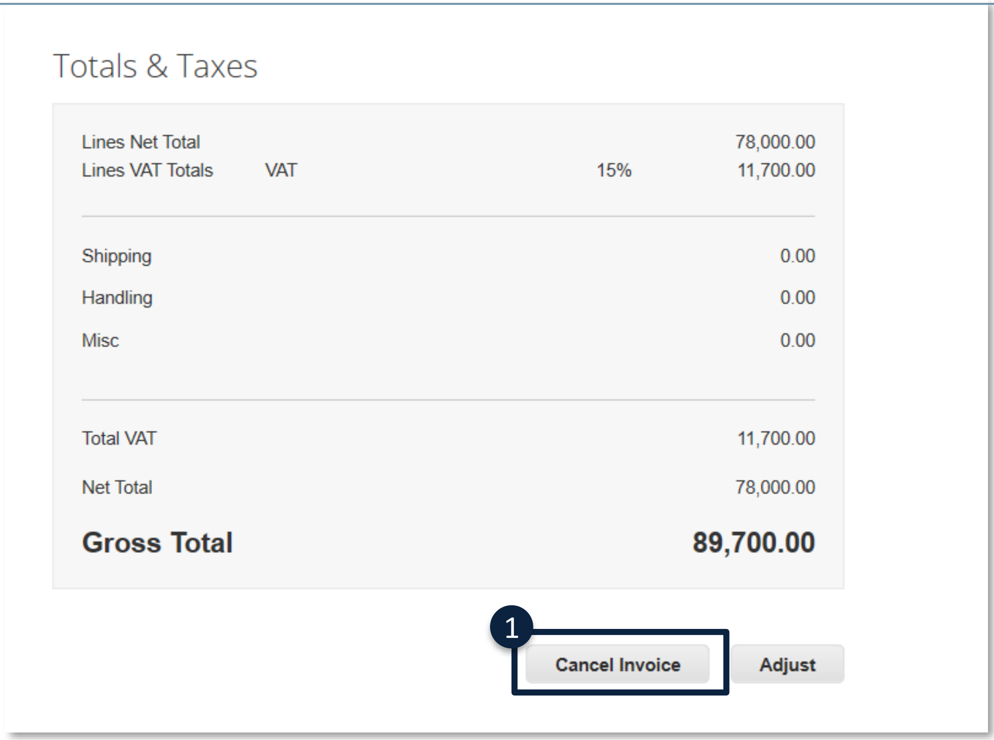
Total VAT	11,700.00
Net Total	78,000.00
Gross Total	**89,700.00**

How to Resolve a Disputed Invoice

Cancelling a disputed invoice:

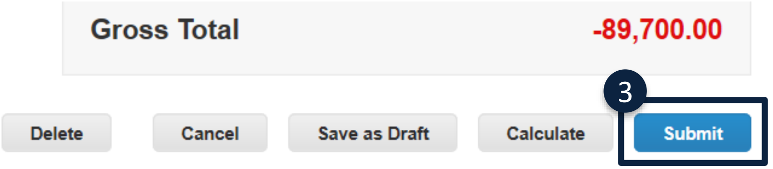
Navigation:

1. To resolve the dispute by cancelling click on ‘**Cancel Invoice**’ button.
2. Populate the **Credit Note** details to cancel the disputed invoice.
3. Once the credit note details have been populated click ‘**Submit**’ to send the credit note to Distell Accounts payable.

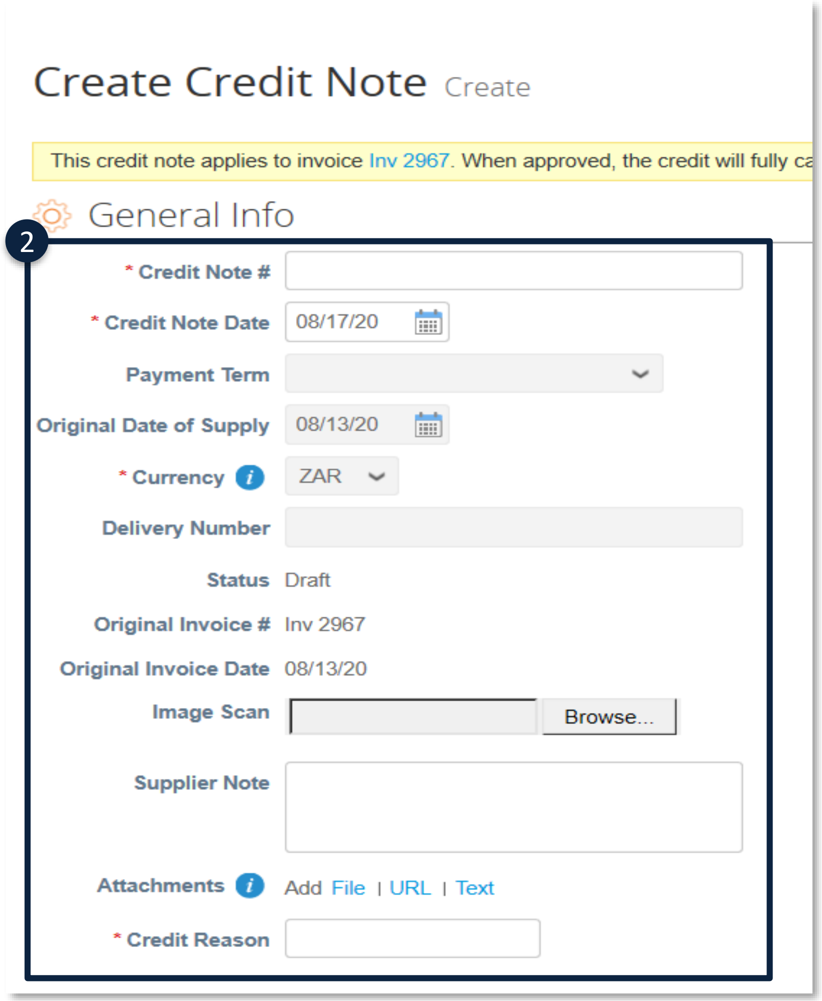


Totals & Taxes

Lines Net Total			78,000.00
Lines VAT Totals	VAT	15%	11,700.00
Shipping			0.00
Handling			0.00
Misc			0.00
Total VAT			11,700.00
Net Total			78,000.00
Gross Total			**89,700.00**



Gross Total	-89,700.00



Create Credit Note Create

This credit note applies to invoice Inv 2967. When approved, the credit will fully ca

General Info

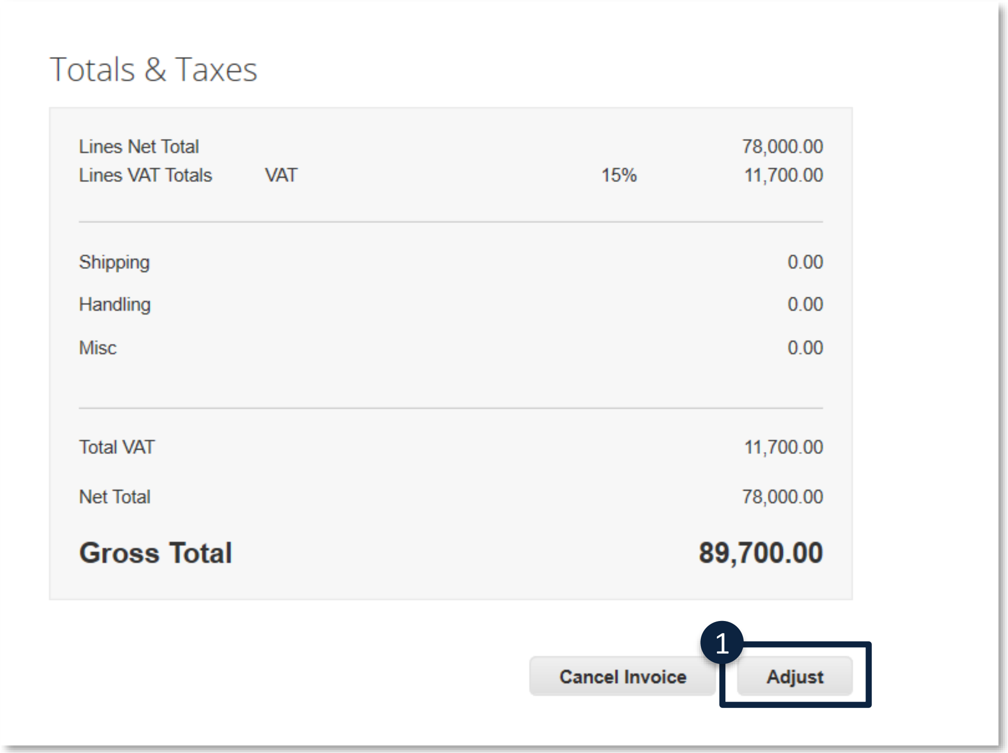
* Credit Note #	
* Credit Note Date	08/17/20
Payment Term	
Original Date of Supply	08/13/20
* Currency	ZAR
Delivery Number	
Status	Draft
Original Invoice #	Inv 2967
Original Invoice Date	08/13/20
Image Scan	
Supplier Note	
Attachments	Add File | URL | Text
* Credit Reason	

How to Resolve a Disputed Invoice

Adjusting a disputed invoice:

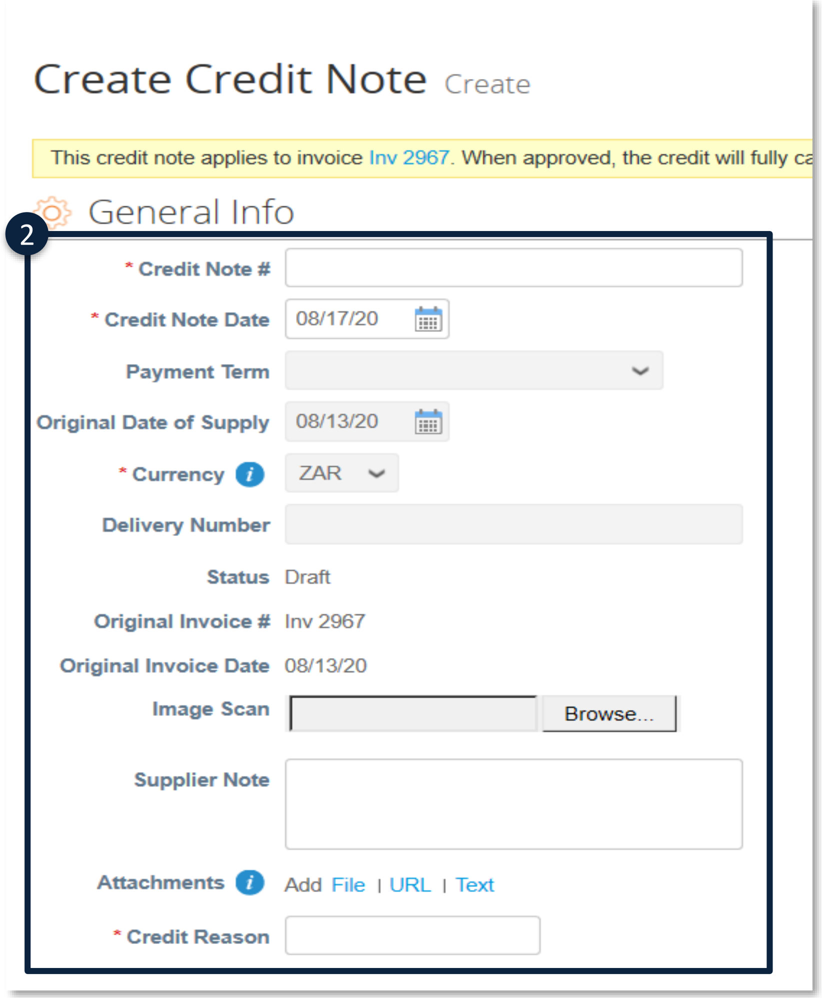
Navigation:

1. To resolve the dispute by adjusting an invoice click on the '**Adjust**' button.
2. Populate the **Credit Note** details to cancel the disputed invoice .



Totals & Taxes

Lines Net Total			78,000.00
Lines VAT Totals	VAT	15%	11,700.00
Shipping			0.00
Handling			0.00
Misc			0.00
Total VAT			11,700.00
Net Total			78,000.00
Gross Total			**89,700.00**



Create Credit Note Create

This credit note applies to invoice Inv 2967. When approved, the credit will fully ca

General Info

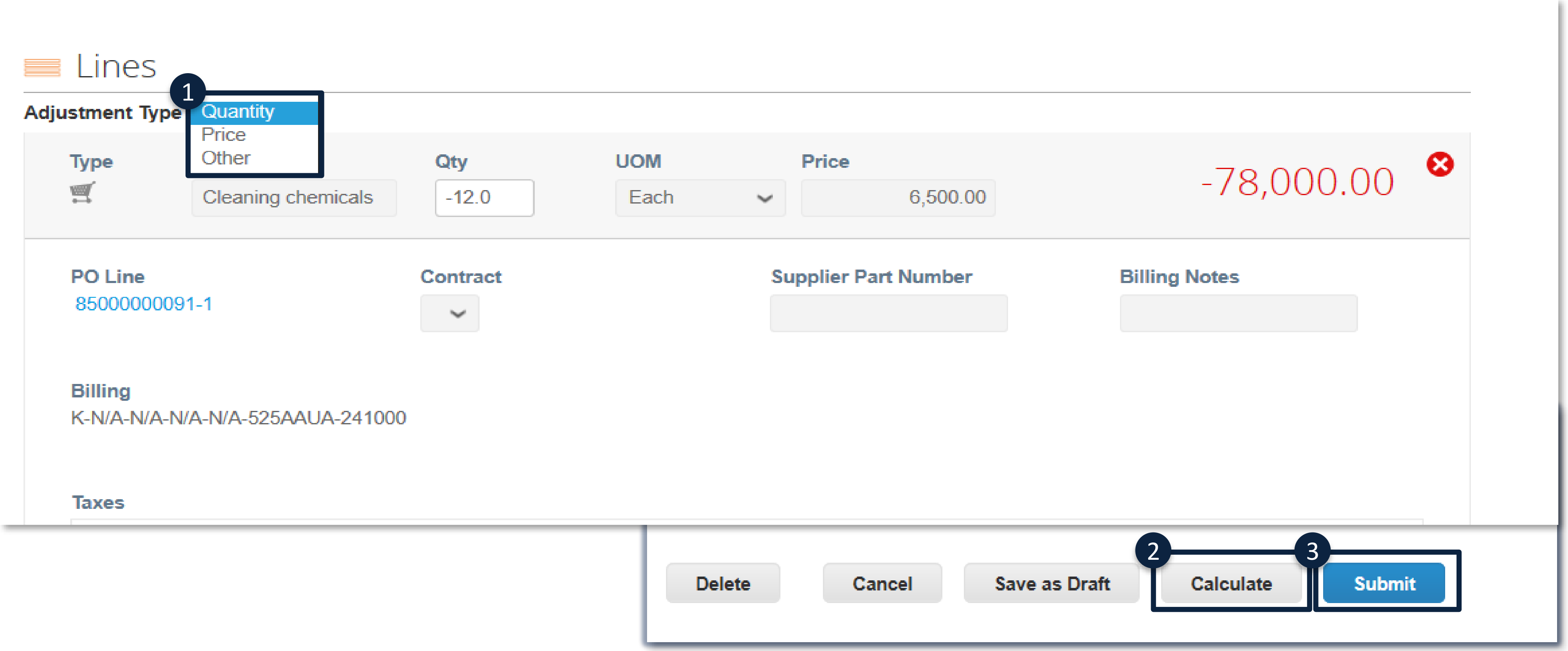
* Credit Note #
* Credit Note Date 08/17/20
Payment Term
Original Date of Supply 08/13/20
* Currency ZAR
Delivery Number
Status Draft
Original Invoice # Inv 2967
Original Invoice Date 08/13/20
Image Scan
Supplier Note
Attachments Add File | URL | Text
* Credit Reason

How to Resolve a Disputed Invoice

Adjusting a disputed invoice.

Navigation:

1. Select the '**Adjustment type**' you want to edit .
   If you click on adjustment type (e.g. Quantity) you need to edit the quantity in the **QTY** box.
2. Once you have made the adjustments click on '**Calculate**' to update the invoice amount and to cancel the disputed invoice .
3. Once the credit note details have been populated click '**Submit**' to send the credit note to Distell Accounts Payable.



Lines

Adjustment Type: Quantity

Type: Cleaning chemicals

Qty: -12.0

UOM: Each

Price: 6,500.00

-78,000.00

PO Line: 85000000091-1

Contract:

Supplier Part Number:

Billing Notes:

Billing: K-N/A-N/A-N/A-N/A-525AAUA-241000

Taxes

TOGETHER
TOWARDS
TOMORROW

INVOICE STATUSES

DISTELL

INVOICES STATUSES

Invoices can have the following statuses:

Status	Description
Abandoned	The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.
Approved	The invoice has been accepted for payment by your customer.
Disputed	The invoice has been disputed. Invoices with disputed status are invoices with information that your customer does not agree to, needs clarification on, or finds incorrect.
Draft	The invoice has been created, but it has not been submitted to your customer yet.
Invalid	Specific for compliant e-invoices for clearance countries (for e.g.: Mexico). It indicates that a CFDI (Mexican legal invoice form) that you sent failed validation. Invoices with this status are visible only to you, not to your customer.
Pending Approval	The invoice is currently under review by your customer.
Processing	The invoice is being processed by the AP department and should be paid soon.
Voided	Something is wrong with the invoice. Contact your customer to get the invoice back on track.

TOGETHER
TOWARDS
TOMORROW

HOW TO CREATE CREDIT NOTES

DISTELL

Course Outline

Description

This course explains the process of creating a credit note on the Coupa Supplier Portal (CSP).

Objectives

After completing this course, you will be able to:

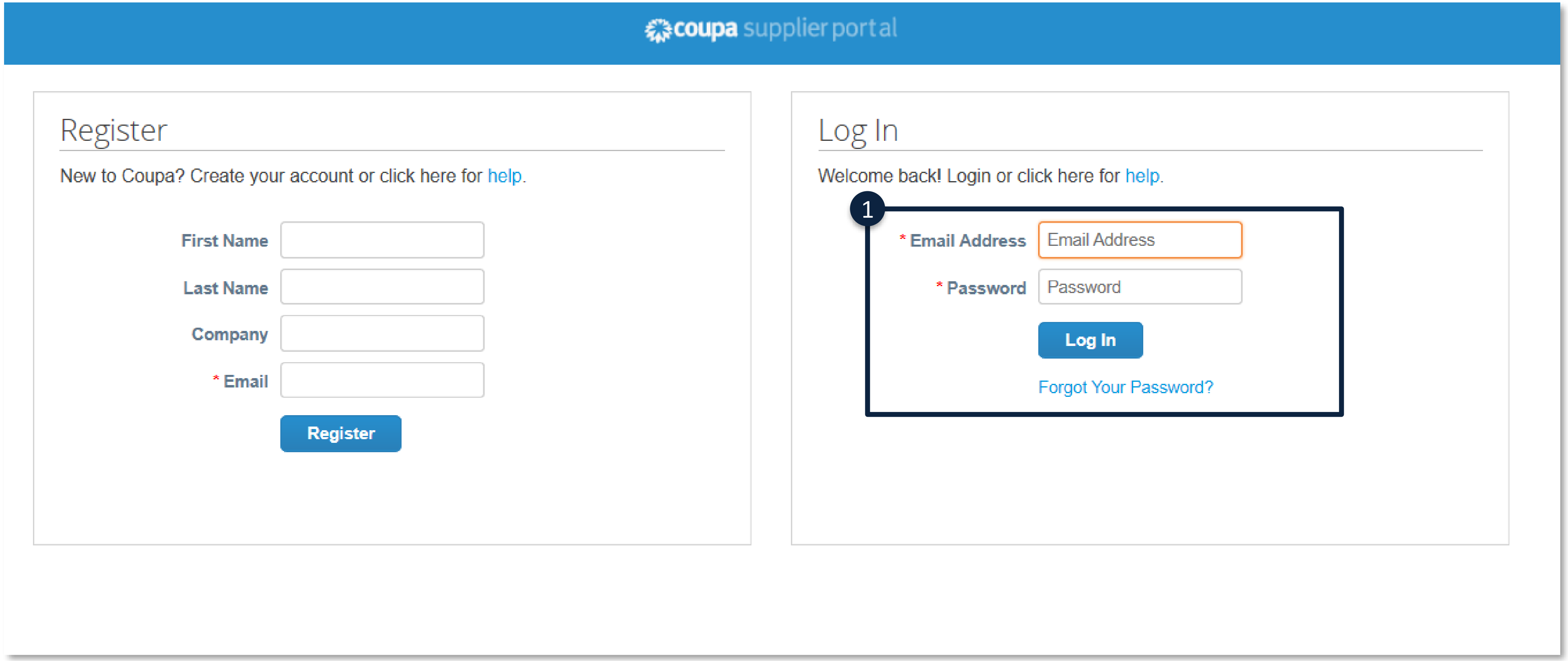
1. Create a credit note on the CSP
2. Populate a credit note
3. Submit a credit note
4. Send a comment to Distell

How to Create a Credit Note

To create a credit note against a submitted invoice you need to access your CSP and follow the steps :

Navigation:

1 Log into the CSP by populating your CSP credentials and click on '**Login**' to access the portal.



coupa supplier portal
Register
New to Coupa? Create your account or click here for help.
First Name
Last Name
Company
* Email
Register
Log In
Welcome back! Login or click here for help.
1
* Email Address
Email Address
* Password
Password
Log In
Forgot Your Password?

How to Create a Credit Note from a Purchase Order (PO)

RAINMAKER
POWERED BY coupa

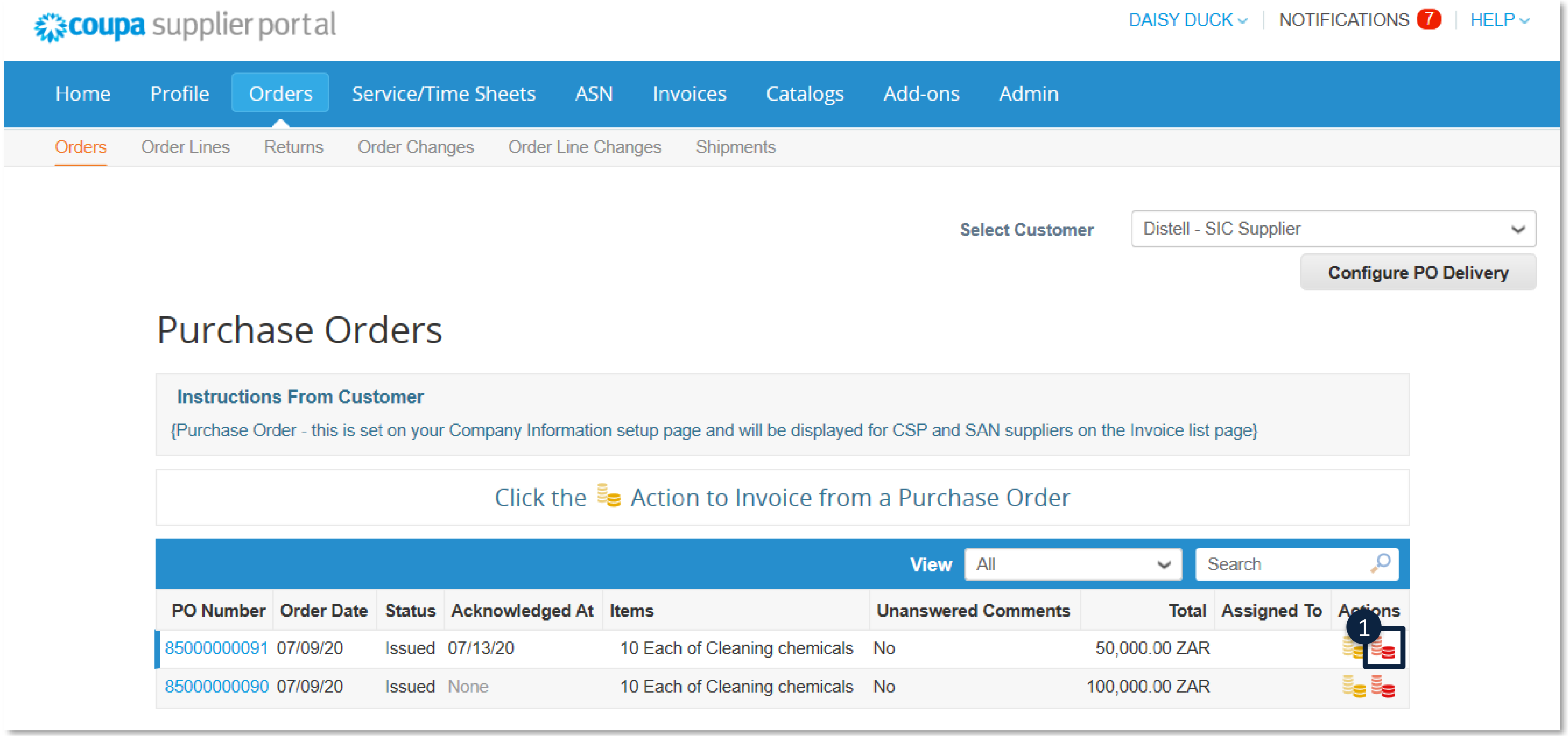
Navigate to the Orders tab to create a credit note

Navigation:

1. Navigate to the Orders tab. Under the listed ‘**Purchase Orders**’ identify the PO that you would like to create a credit note for.

   Click on the **red coins** to create a credit note.
   This will bring up the Credit Note page which you can populate and submit.

NOTE : Of the 2 methods provided for creating a credit note, creating a credit note from the PO is the easiest and the most preferred way to create a credit note.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 7
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Orders
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ASN
Invoices
Catalogs
Add-ons
Admin
Orders
Order Lines
Returns
Order Changes
Order Line Changes
Shipments
Configure PO Delivery
View
Search
1

Select Customer: Distell - SIC Supplier

Purchase Orders

Instructions From Customer

{Purchase Order - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Click the Action to Invoice from a Purchase Order

View: All

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000091	07/09/20	Issued	07/13/20	10 Each of Cleaning chemicals	No	50,000.00 ZAR		
85000000090	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	100,000.00 ZAR		

Populate the fields on the Create Credit Note screen:

Navigation:

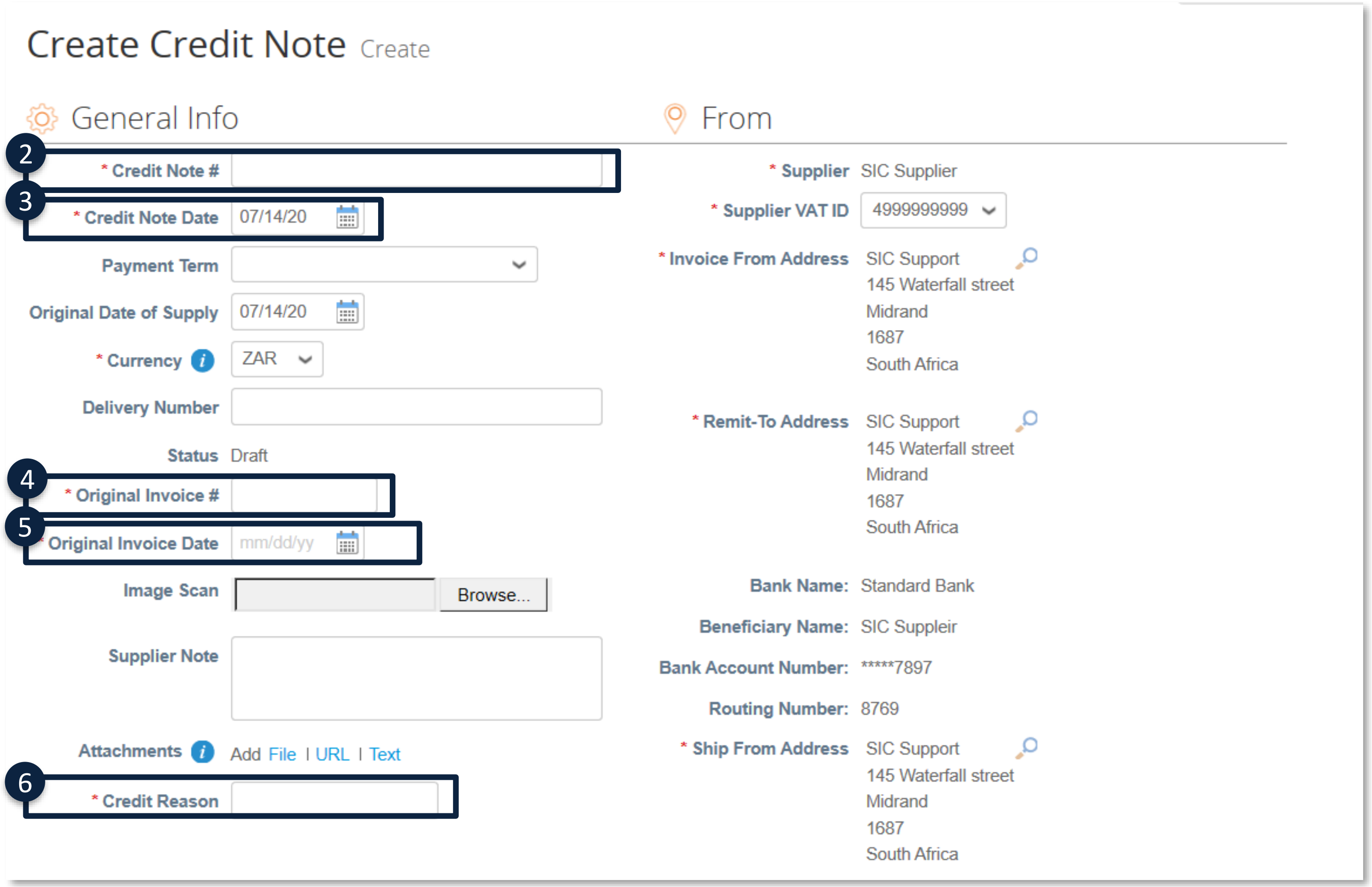
2 **Credit Note**
Populate the credit note number as per your finance system.

3 **Credit Note Date**
Reflects the date on which the credit note was created.

4 **Original Invoice**
The invoice number of the invoice you are creating a credit note for.

5 **Original Invoice date**
The invoice date of the invoice you are creating a credit note for.

6 **Credit Reason**
The reason for creating the credit note.



Create Credit Note Create

General Info

2 * Credit Note #
3 * Credit Note Date 07/14/20
Payment Term
Original Date of Supply 07/14/20
* Currency ZAR
Delivery Number
Status Draft
4 * Original Invoice #
5 * Original Invoice Date mm/dd/yy
Image Scan Browse...
Supplier Note
Attachments Add File | URL | Text
6 * Credit Reason

From

* Supplier SIC Supplier
* Supplier VAT ID 4999999999
* Invoice From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
* Remit-To Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
Bank Name: Standard Bank
Beneficiary Name: SIC Suppleir
Bank Account Number: *****7897
Routing Number: 8769
* Ship From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa

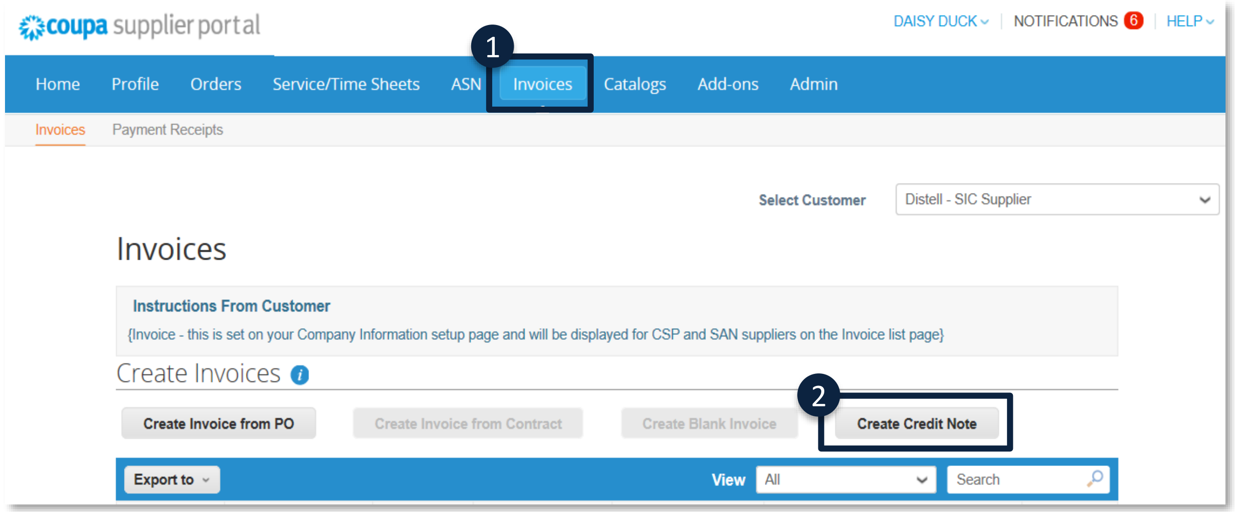
How to Create a Credit Note from an Invoice

RAINMAKER POWERED BY coupa

To create a credit note follow the process below:

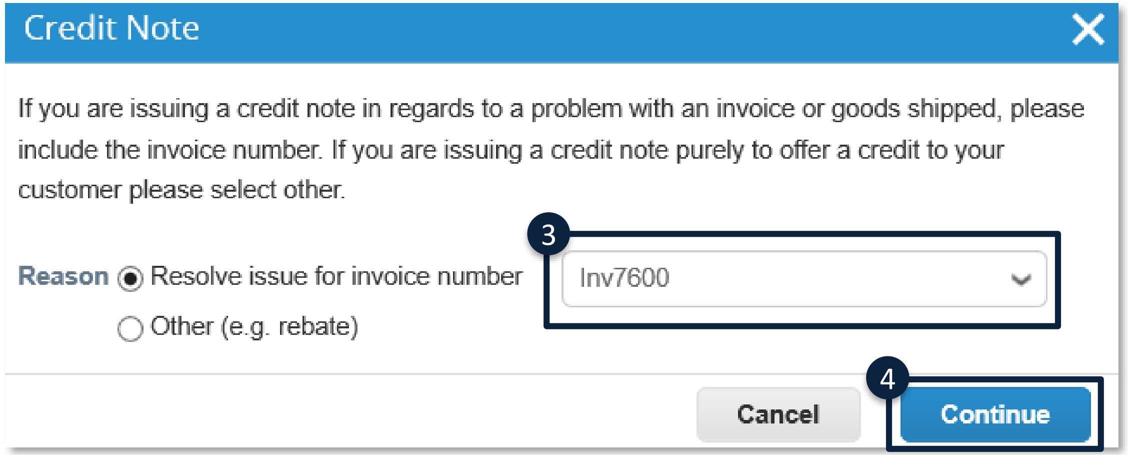
Navigation:

1. Navigate to the '**Invoices**' tab to create the credit note.
2. Click on the '**Create Credit Note**' button to create a credit note.
3. Once you have clicked on the Create Credit Note button a credit note pop-up will be displayed. Click on the **drop-down** and select the invoice you are creating a credit note for.
4. Click on the '**Continue**' button to continue with creating the credit note.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 6
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin
Invoices
Payment Receipts
Select Customer
Distell - SIC Supplier
Invoices
Create Invoices
Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note
Export to
View
All
Search
1
2

Instructions From Customer

{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}


Credit Note
3
4
Cancel
Continue

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

Reason ● Resolve issue for invoice number: Inv7600

○ Other (e.g. rebate)

How to Create a Credit Note from an Invoice

Navigate to the invoices tab to create a credit note

Navigation:

5. Select the applicable option:

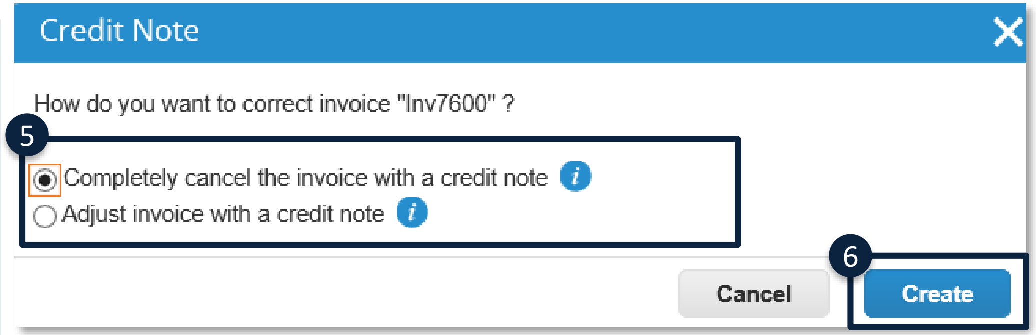
   Completely cancel the invoice with a credit note:
   Use this option to fix any inaccuracies with the invoices by **cancelling** the incorrect invoice.

   Adjust invoice with a credit note:
   Only quantity and price can be reduced through **partial** credit notes.

6. Click '**Create**' to create the credit note .

7. Populate the '**Credit note number**' as per your finance system.

8. Populate the '**Credit reason**'.

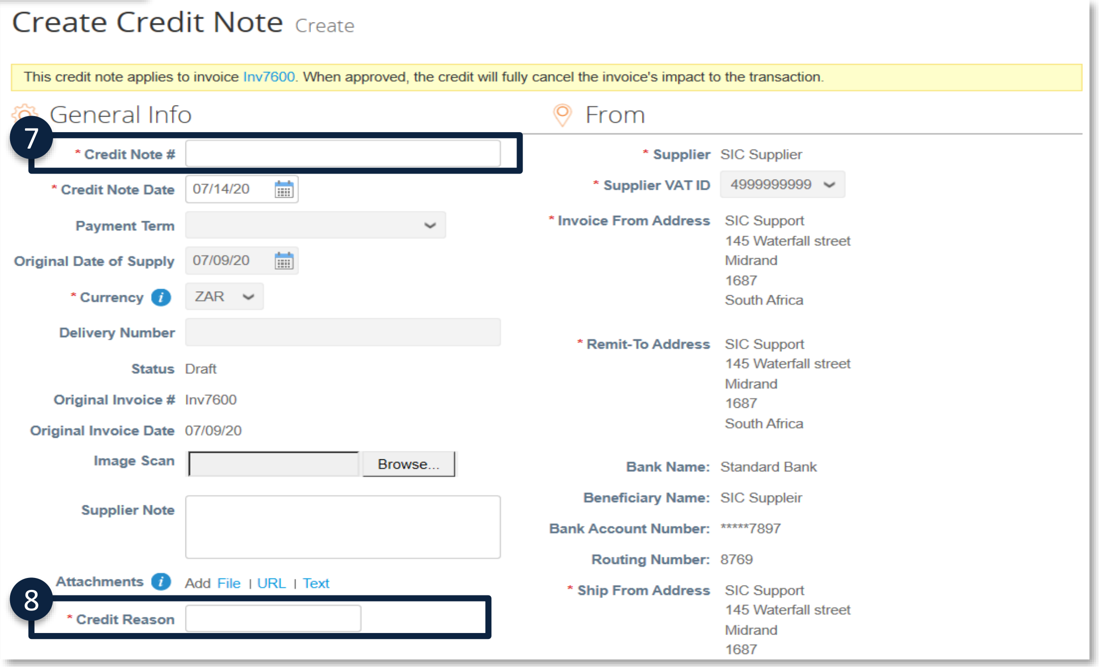


Credit Note

How do you want to correct invoice "Inv7600" ?

● Completely cancel the invoice with a credit note

○ Adjust invoice with a credit note



Create Credit Note Create

This credit note applies to invoice Inv7600. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note #

* Credit Note Date 07/14/20

Payment Term

Original Date of Supply 07/09/20

* Currency ZAR

Delivery Number

Status Draft

Original Invoice # Inv7600

Original Invoice Date 07/09/20

Image Scan

Supplier Note

Attachments Add File | URL | Text

* Credit Reason

From

* Supplier SIC Supplier

* Supplier VAT ID 4999999999

* Invoice From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa

* Remit-To Address SIC Support
145 Waterfall street
Midrand
1687
South Africa

Bank Name: Standard Bank

Beneficiary Name: SIC Supplier

Bank Account Number: *****7897

Routing Number: 8769

* Ship From Address SIC Support
145 Waterfall street
Midrand
1687

How to Create a Credit Note from an Invoice

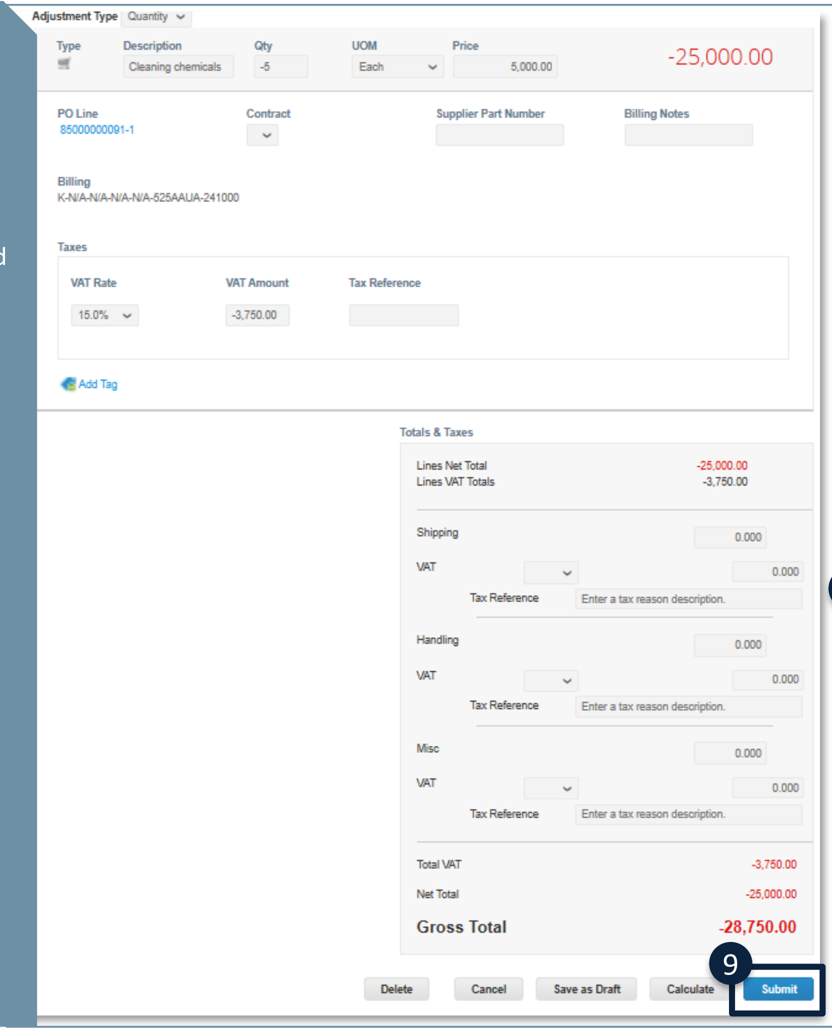
RAINMAKER
POWERED BY coupa

Navigate to the invoices tab to create a credit note

Navigation:

9 Click on '**Submit**' to submit the credit note.

10 The credit note will be displayed under the invoice tab with a minus amount in red.


9
Delete
Cancel
Save as Draft
Calculate
Submit
Add Tag

Adjustment Type: Quantity

Type	Description	Qty	UOM	Price	
	Cleaning chemicals	-5	Each	5,000.00	-25,000.00

PO Line: 85000000091-1
Contract:
Supplier Part Number:
Billing Notes:

Billing: K-N/A-N/A-N/A-N/A-525AAUA-241000

Taxes

VAT Rate	VAT Amount	Tax Reference
15.0%	-3,750.00	

Totals & Taxes

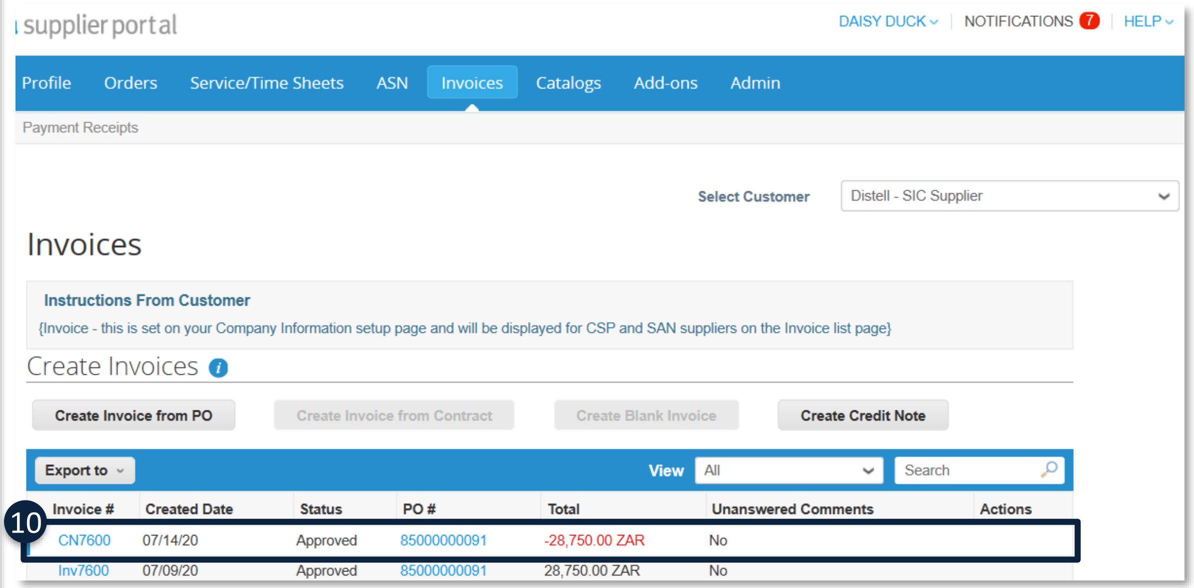
Lines Net Total -25,000.00
Lines VAT Totals -3,750.00

Shipping 0.000
VAT 0.000
Tax Reference: Enter a tax reason description.

Handling 0.000
VAT 0.000
Tax Reference: Enter a tax reason description.

Misc 0.000
VAT 0.000
Tax Reference: Enter a tax reason description.

Total VAT -3,750.00
Net Total -25,000.00
Gross Total -28,750.00


supplier portal
DAISY DUCK
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Add-ons
Admin
Payment Receipts
Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note
Export to
View
Search
10

Select Customer: Distell - SIC Supplier

Invoices

Instructions From Customer
{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices

View: All

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
CN7600	07/14/20	Approved	85000000091	-28,750.00 ZAR	No	
Inv7600	07/09/20	Approved	85000000091	28,750.00 ZAR	No	

TOGETHER
TOWARDS
TOMORROW

SEND COMMENTS TO DISTELL

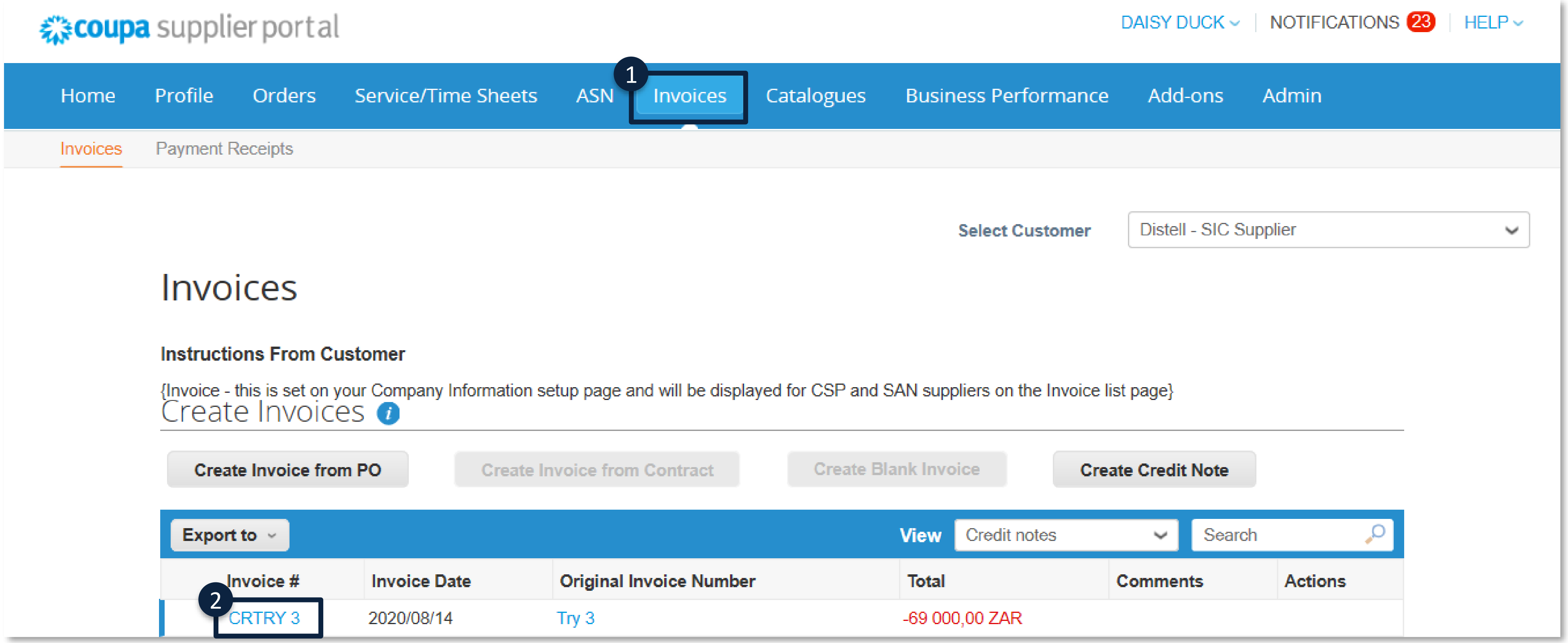
DISTELL

Send comments to Distell

Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

1. **Invoices**
   To send a comment or enquire about an credit note click on the invoice tab
2. Click on the '**credit note**' to open the invoice


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 23
HELP
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Orders
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ASN
1
Invoices
Catalogues
Business Performance
Add-ons
Admin
Invoices
Payment Receipts
Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note
Export to
View
Search
2

Select Customer: Distell - SIC Supplier

Invoices

Instructions From Customer

{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices

View: Credit notes

Invoice #	Invoice Date	Original Invoice Number	Total	Comments	Actions
CRTRY 3	2020/08/14	Try 3	-69 000,00 ZAR		

Send comments to Distell

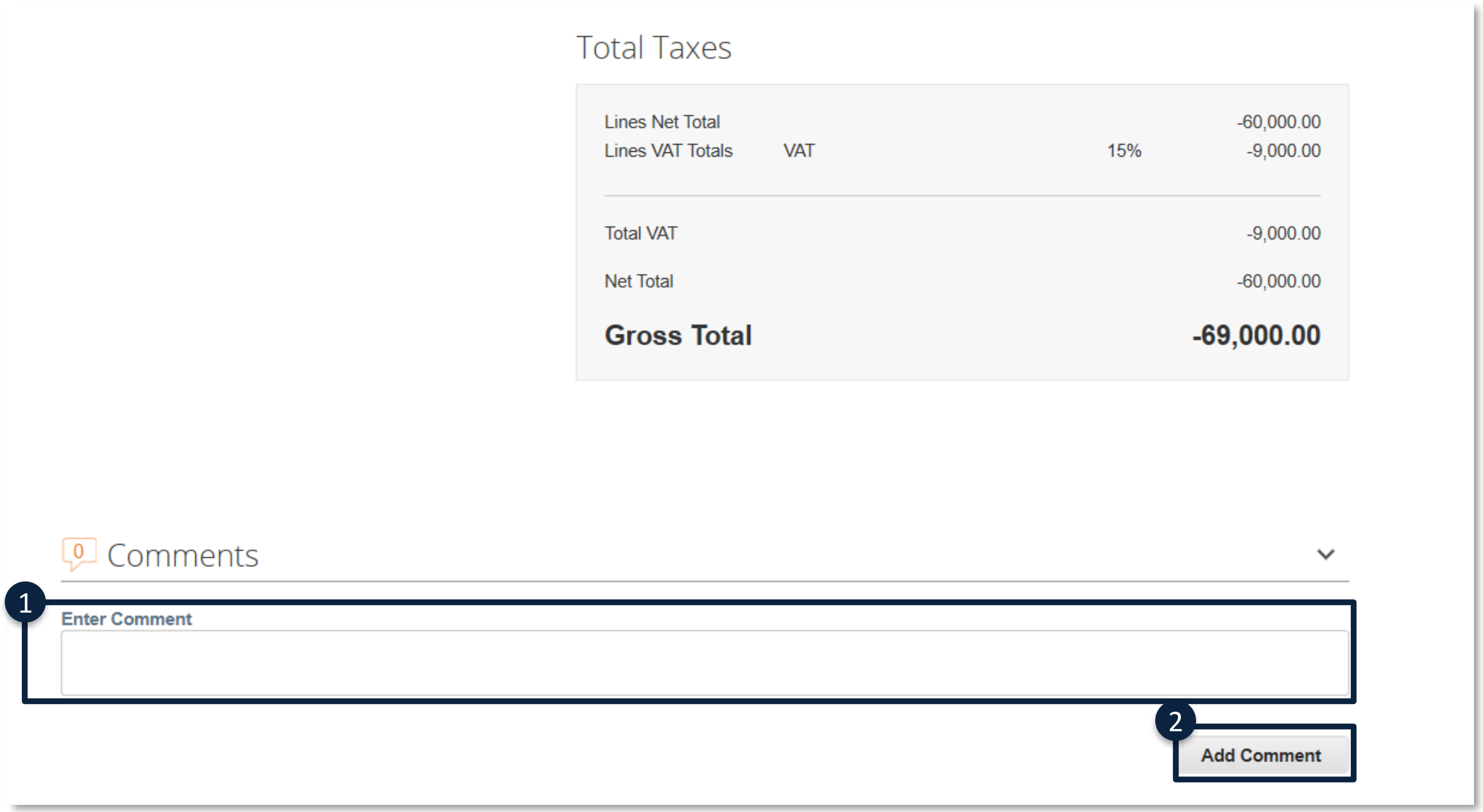
Coupa allows for communication with Distell via the comments section to send notes or enquires

Process Steps:

3 **Enter Comment**
Populate a comment in the textbox

2 To send the comment click on '**Add comment**'

NOTE : Payment of invoices on Coupa will not be immediate but as per the agreed payment terms between Distell and the supplier



Total Taxes

Lines Net Total			-60,000.00
Lines VAT Totals	VAT	15%	-9,000.00
Total VAT			-9,000.00
Net Total			-60,000.00
Gross Total			**-69,000.00**

TOGETHER
TOWARDS
TOMORROW

HOW TO FIX REMIT-TO ADDRESS NOT APPLIED ERROR

DISTELL

Course Outline

Description

This course explains the process of fixing a ‘Remit-to Not Applied’ error on the Coupa Supplier Portal (CSP).

Objectives

After completing this course, you will be able to:

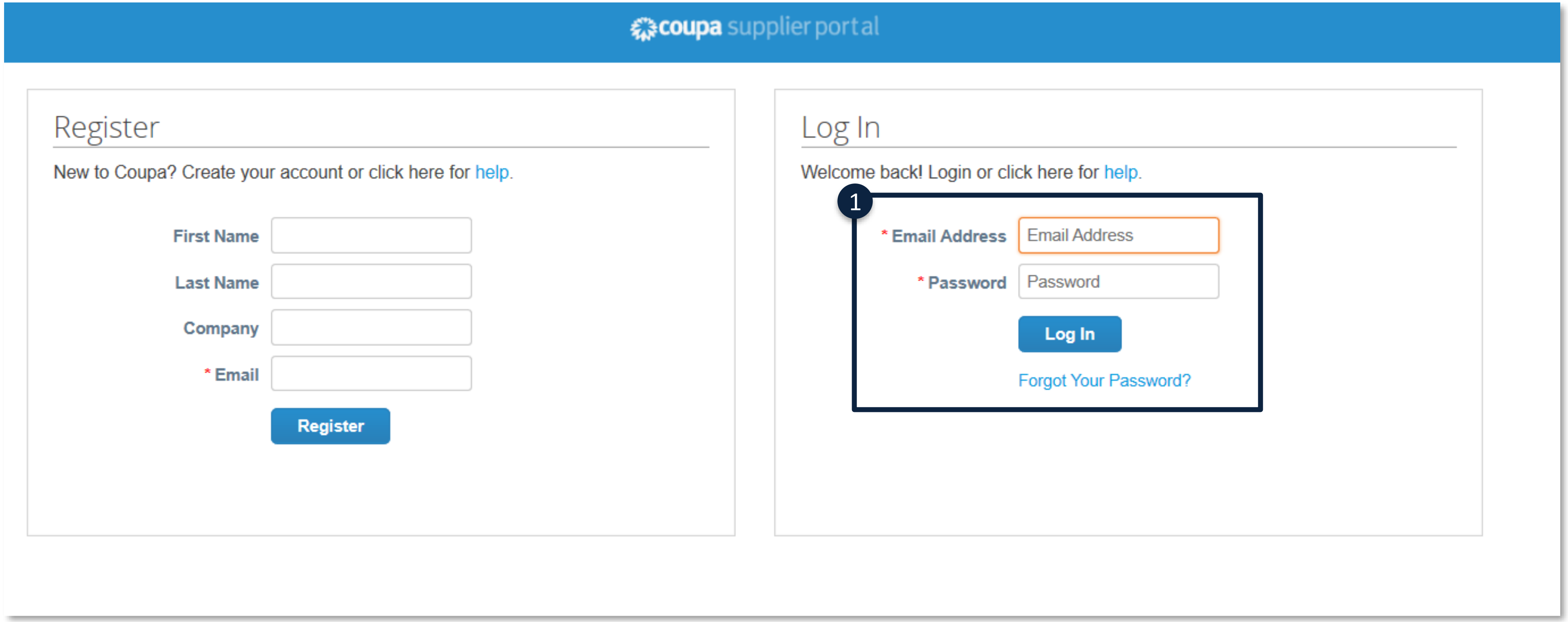
1. Deactivate a legal entity
2. Add a legal entity

Fixing Remit-to Address Not Applied Error

The following steps need to be followed when you as a supplier create an invoice and a 'Remit-to address not applied' error pops up:

Process Steps:

1. Populate your login credentials to access the CSP.


coupa supplier portal
Register
New to Coupa? Create your account or click here for help.
First Name
Last Name
Company
* Email
Register
Log In
Welcome back! Login or click here for help.
1
* Email Address
Email Address
* Password
Password
Log In
Forgot Your Password?

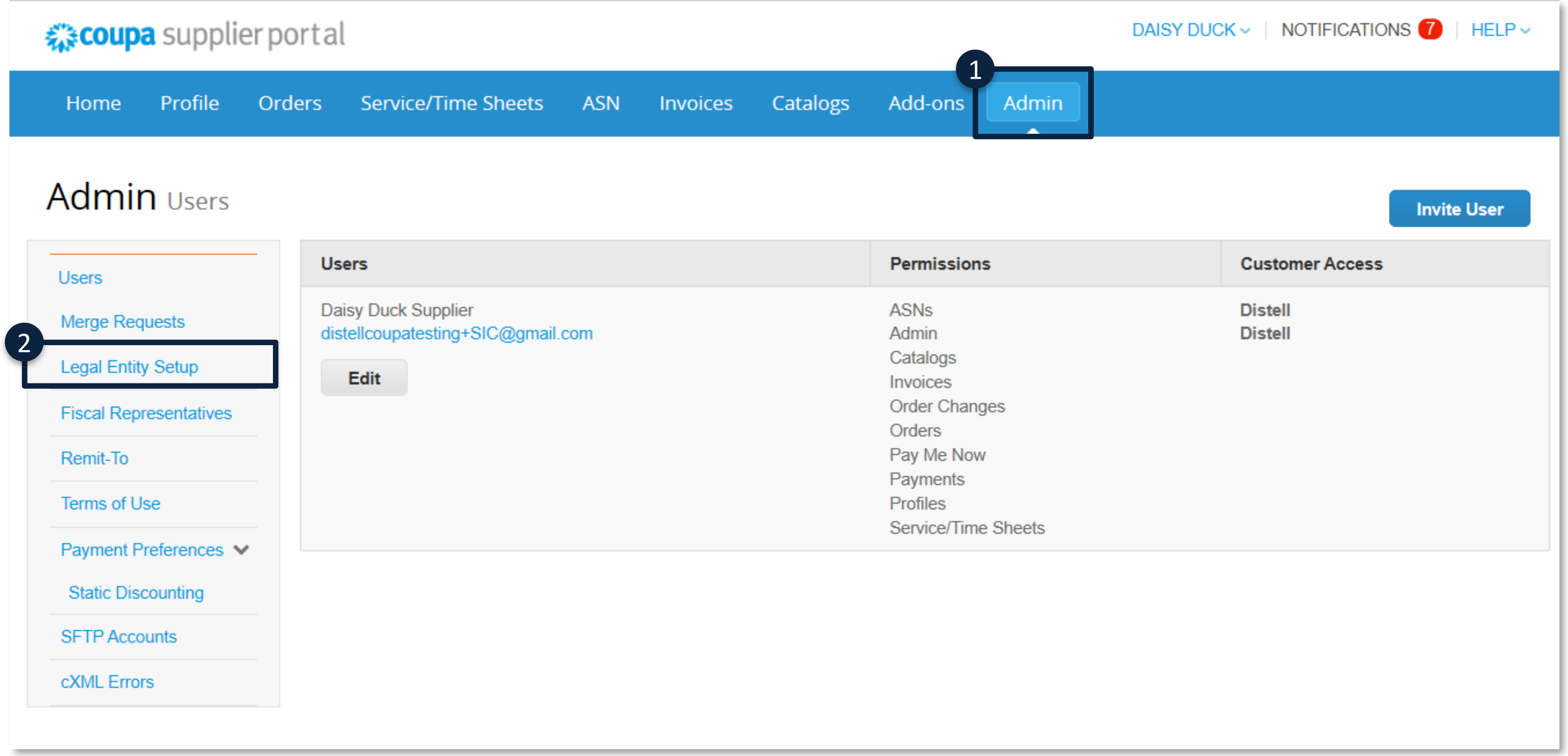
Fixing Remit-to Address Not Applied Error

Access the Admin tab:

Process Steps:

1. Once you have accessed the CSP click on the '**Admin**' tab.
2. Click on '**Legal entity setup**' to deactivate the existing entity.

NOTE : Only users with Admin Access will be able to access and amend this. The admin of your portal would be the person that completed the CSP registration for your company


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 7
HELP
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ASN
Invoices
Catalogs
Add-ons
Admin
1
Admin Users
Invite User
Users
Merge Requests
2
Legal Entity Setup
Fiscal Representatives
Remit-To
Terms of Use
Payment Preferences
Static Discounting
SFTP Accounts
cXML Errors
Edit

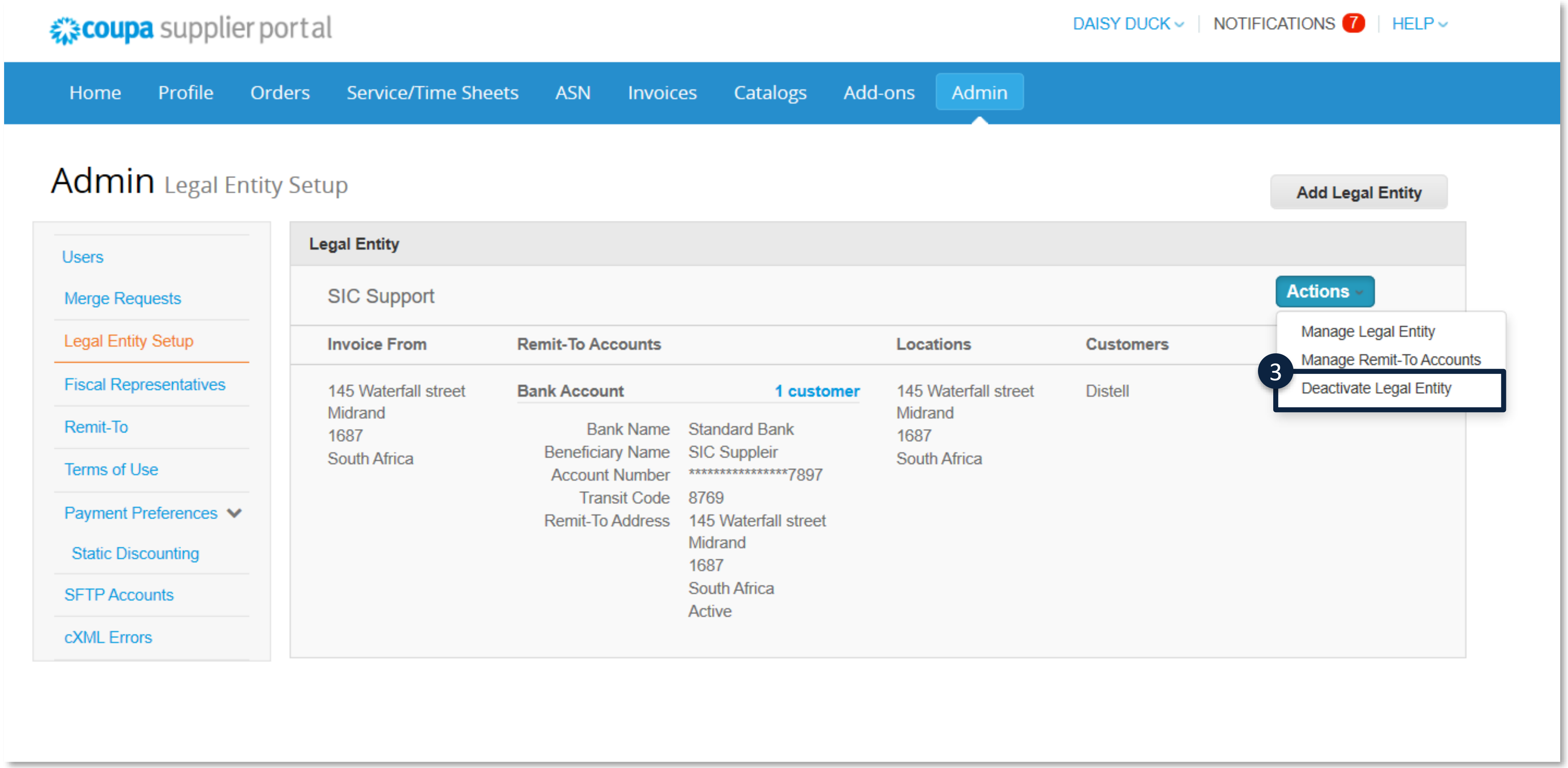
Users	Permissions	Customer Access
Daisy Duck Supplier distellcoupatesting+SIC@gmail.com	ASNs Admin Catalogs Invoices Order Changes Orders Pay Me Now Payments Profiles Service/Time Sheets	Distell Distell

Fixing Remit-to Address Not Applied Error

Deactivate the legal entity:

Process Steps:

3 Click on '**Deactivate legal entity**' to deactivate the current remit-to.



coupa supplier portal
DAISY DUCK
NOTIFICATIONS 7
HELP
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Profile
Orders
Service/Time Sheets
ASN
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Catalogs
Add-ons
Admin
Admin Legal Entity Setup
Add Legal Entity
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SFTP Accounts
cXML Errors
Actions
Manage Legal Entity
Manage Remit-To Accounts
Deactivate Legal Entity
3

Legal Entity

SIC Support

Invoice From	Remit-To Accounts		Locations	Customers
145 Waterfall street Midrand 1687 South Africa	**Bank Account**	**1 customer**	145 Waterfall street Midrand 1687 South Africa	Distell
	Bank Name	Standard Bank		
	Beneficiary Name	SIC Suppleir		
	Account Number	***************7897		
	Transit Code	8769		
	Remit-To Address	145 Waterfall street Midrand 1687 South Africa Active		

Fixing Remit-to Address Not Applied Error

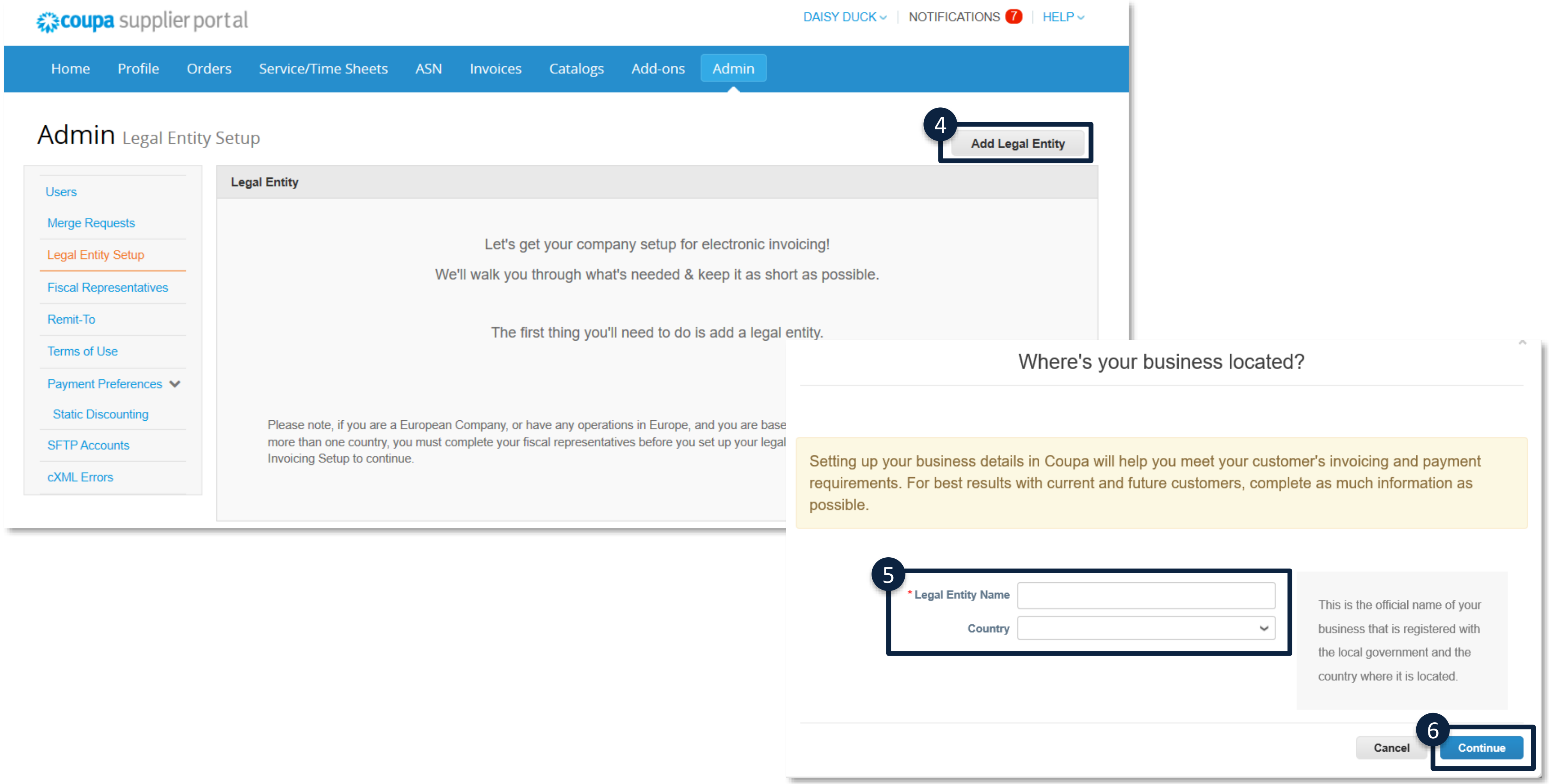
Click add legal entity

Process Steps:

4 Click on ‘**Add Legal Entity**’ to make the current remit-to inactive.

5 Populate your ‘**Legal Entity Name**‘ and ‘**Country**‘.

6 Click on ‘**Continue**‘ to fill out the rest of your company information.


coupa supplier portal
DAISY DUCK
NOTIFICATIONS 7
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Service/Time Sheets
ASN
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Add-ons
Admin
4
Add Legal Entity
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Merge Requests
Legal Entity Setup
Fiscal Representatives
Remit-To
Terms of Use
Payment Preferences
Static Discounting
SFTP Accounts
cXML Errors
5
6
Cancel
Continue

Admin Legal Entity Setup

Legal Entity

Let's get your company setup for electronic invoicing!

We'll walk you through what's needed & keep it as short as possible.

The first thing you'll need to do is add a legal entity.

Please note, if you are a European Company, or have any operations in Europe, and you are base
more than one country, you must complete your fiscal representatives before you set up your legal
Invoicing Setup to 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.

* Legal Entity Name	
Country	

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

Fixing Remit-to Address Not Applied Error

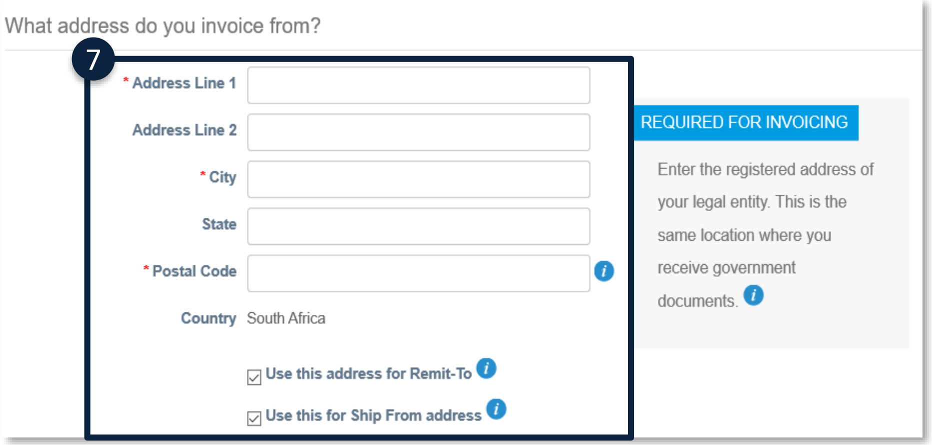
Populate your invoice address and banking details :

Process Steps:

7 **Invoice address**
Populate the address of your legal entity.

8 Populate your '**Banking Information**'.

NOTE : Select ***"Routing number"*** *on the bank Routing number drop down and populate your universal bank code in the box next to it*



What address do you invoice from?

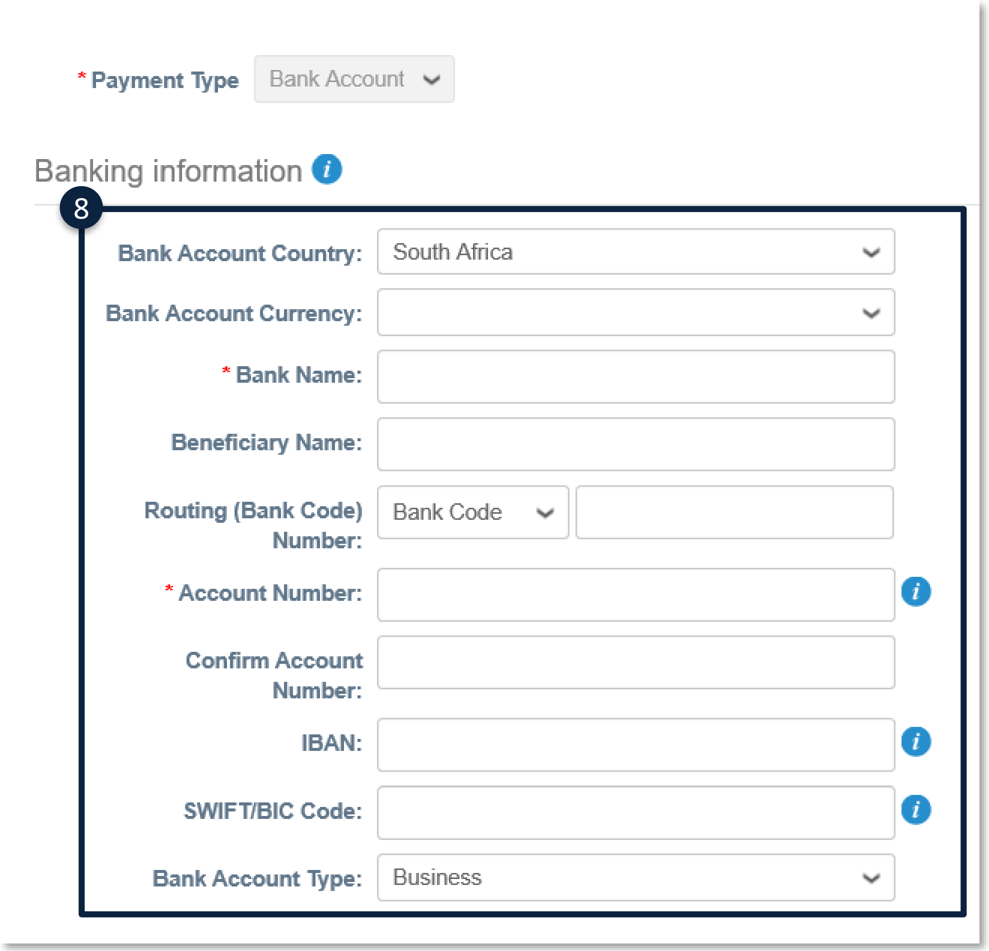
7

* Address Line 1
Address Line 2
* City
State
* Postal Code
Country South Africa

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

REQUIRED FOR INVOICING

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



* Payment Type: Bank Account

Banking information

8

Bank Account Country: South Africa
Bank Account Currency:
* Bank Name:
Beneficiary Name:
Routing (Bank Code) Number: Bank Code
* Account Number:
Confirm Account Number:
IBAN:
SWIFT/BIC Code:
Bank Account Type: Business

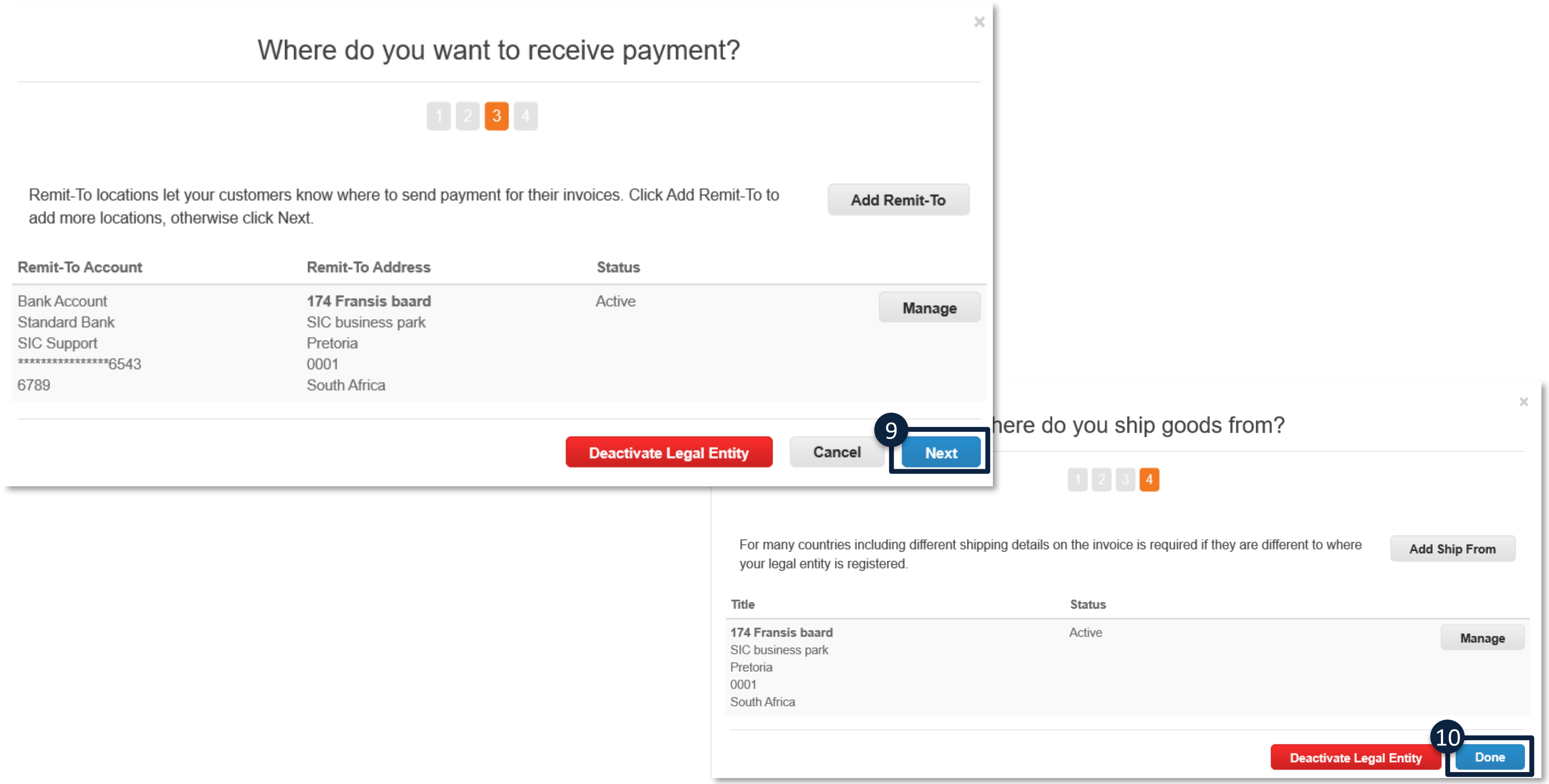
Fixing Remit-to Address Not Applied Error

Apply the remit to address by following the below steps

Process Steps:

9 Once the remit to address has been populated, the address with be displayed, click '**Next**'.

10 Click on '**Done**' to apply the new remit to address.



Where do you want to receive payment?

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.

Remit-To Account	Remit-To Address	Status
Bank Account Standard Bank SIC Support ****************6543 6789	**174 Fransis baard** SIC business park Pretoria 0001 South Africa	Active

...here do you ship goods from?

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

Title	Status
174 Fransis baard SIC business park Pretoria 0001 South Africa	Active

1 2 3 4
Add Remit-To
Manage
Deactivate Legal Entity
Cancel
Next
9
1 2 3 4
Add Ship From
Manage
Deactivate Legal Entity
Done
10

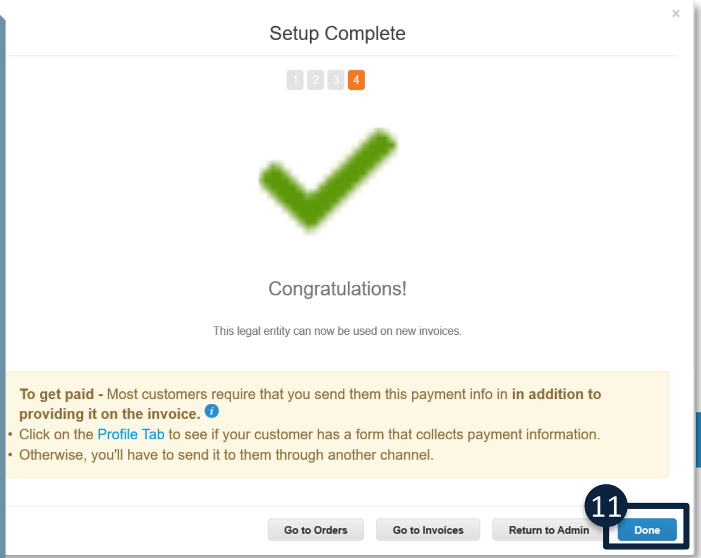
How to Create a New Remit-to Address

The remit to address will be applied

Process Steps:

11 The remit to address has been setup click '**Done**'.

12 The new remit to address will be displayed under Legal entity setup.



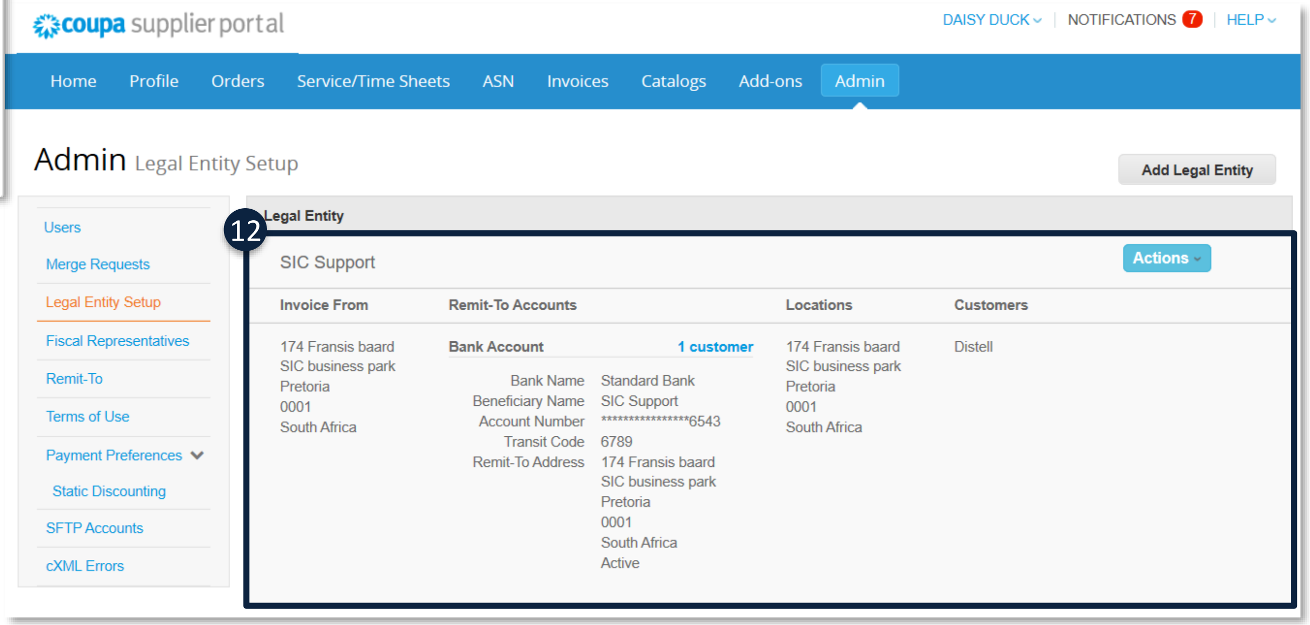
Setup Complete

Congratulations!

This legal entity can now be used on new invoices.

To get paid - Most customers require that you send them this payment info in **in addition to providing it on the invoice.**
- Click on the Profile Tab to see if your customer has a form that collects payment information.
- Otherwise, you'll have to send it to them through another channel.

1 2 3 4
Go to Orders
Go to Invoices
Return to Admin
Done
11



coupa supplier portal
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Admin Legal Entity Setup

Legal Entity

SIC Support

Invoice From	Remit-To Accounts		Locations	Customers
174 Fransis baard SIC business park Pretoria 0001 South Africa	**Bank Account**	**1 customer**	174 Fransis baard SIC business park Pretoria 0001 South Africa	Distell
	Bank Name	Standard Bank		
	Beneficiary Name	SIC Support		
	Account Number	****************6543		
	Transit Code	6789		
	Remit-To Address	174 Fransis baard SIC business park Pretoria 0001 South Africa Active		

TOGETHER
TOWARDS
TOMORROW

HOW TO LOG A CALL WITH COUPA

DISTELL

Course outline

Description

This course explains the process of logging a support / help call with Coupa.
Please note that Distell does have an internal support desk for supplier queries - should you require assistance with a non-technical query (described in the course content), you can contact us on suppliers@distell.co.za.

Objectives

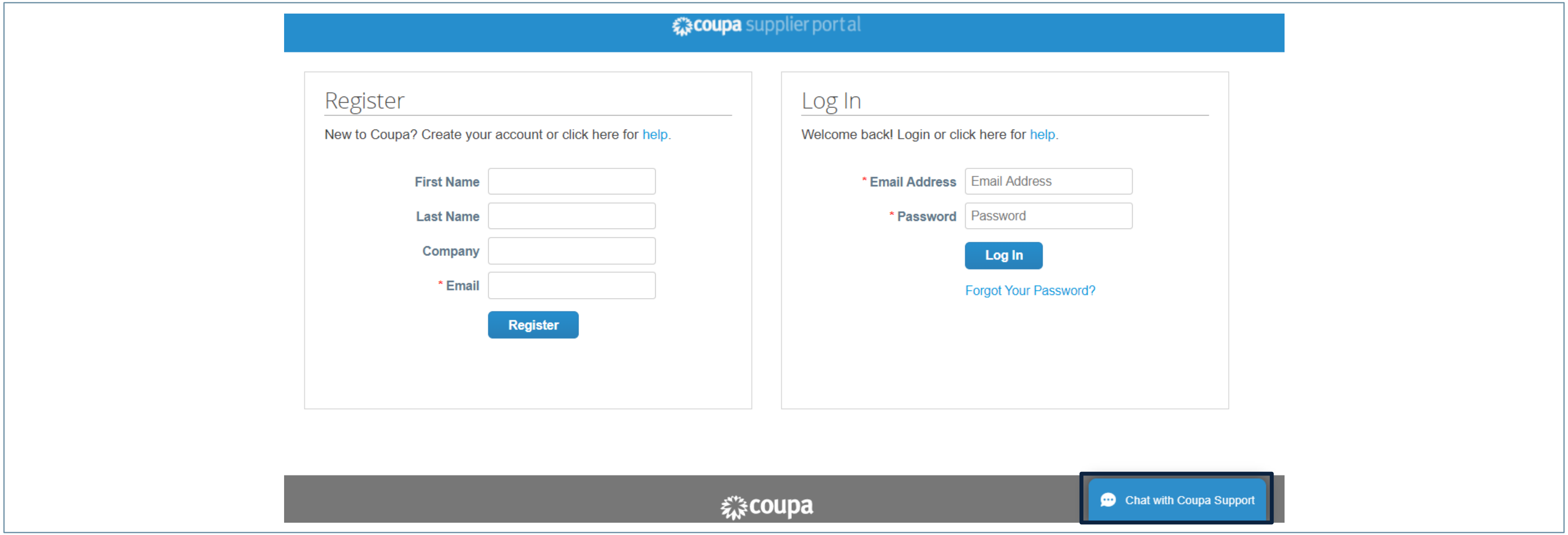
After completing this course, you will be able to:

1. Identify when to log a call with Coupa
2. Log a call with a Coupa support agent

When Can I Log a Call with Coupa?

Distell does not have visibility and access to your Coupa Supplier Portal (CSP), therefore as a Supplier you will need to log a call when:

- You are experiencing technical issues on the CSP
- You have requested password reset emails but are not receiving the requested emails
- You cannot access your portal

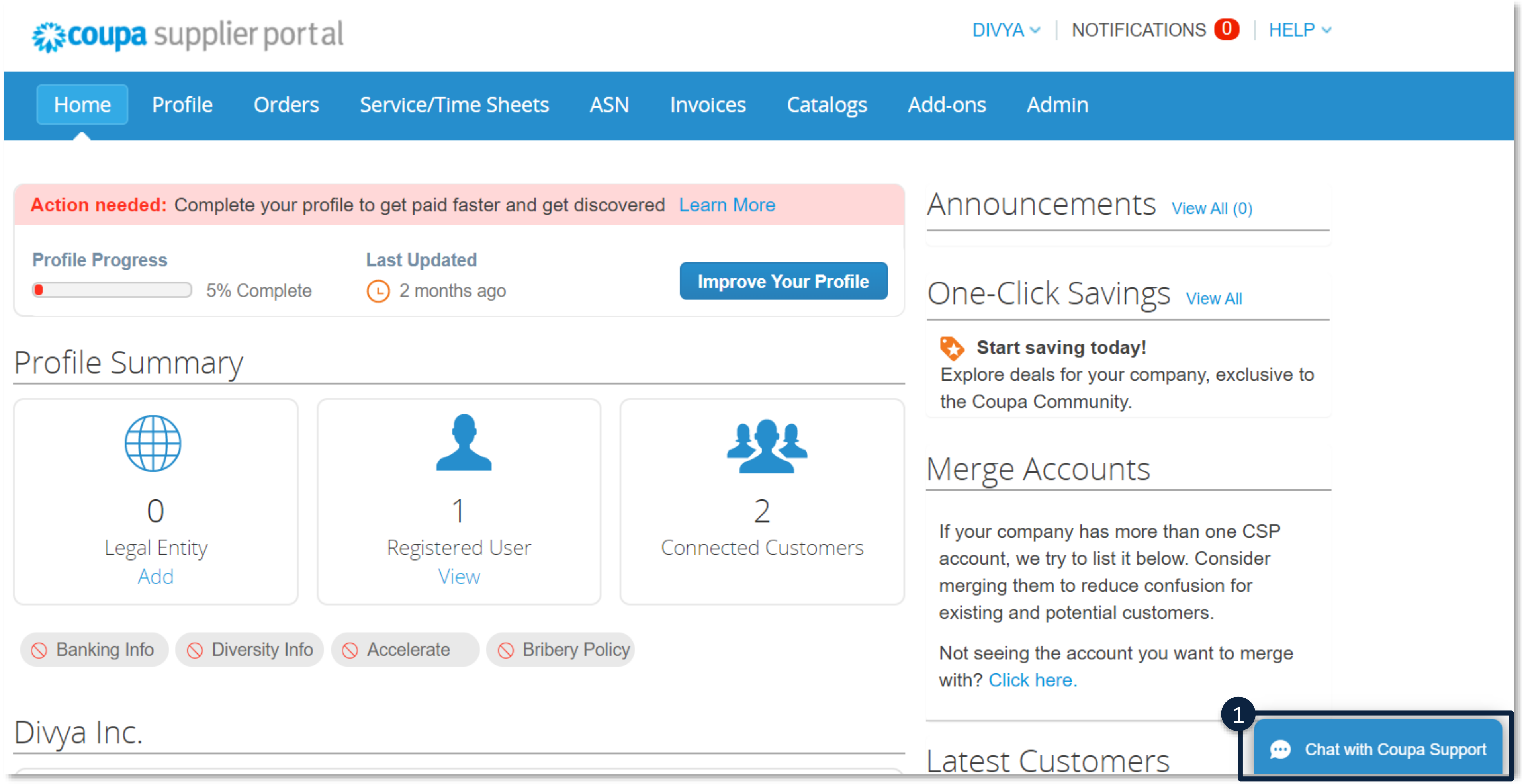

coupa supplier portal
Register
New to Coupa? Create your account or click here for help.
First Name
Last Name
Company
* Email
Register
Log In
Welcome back! Login or click here for help.
* Email Address
Email Address
* Password
Password
Log In
Forgot Your Password?
coupa
Chat with Coupa Support

How to Log a Call with Coupa

Below, we have outlined steps you can follow when logging a call with Coupa:

Process Steps:

1. Log into the CSP.
   Once logged into the CSP, scroll to the bottom of the page and click on '**Chat with Coupa Support**' button.


coupa supplier portal
DIVYA
NOTIFICATIONS 0
HELP
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Add-ons
Admin

Action needed: Complete your profile to get paid faster and get discovered Learn More

Profile Progress 5% Complete

Last Updated 2 months ago

Improve Your Profile

Profile Summary

0 Legal Entity Add

1 Registered User View

2 Connected Customers

Banking Info
Diversity Info
Accelerate
Bribery Policy

Divya Inc.

Announcements View All (0)

One-Click Savings View All

Start saving today!
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? Click here.

Latest Customers

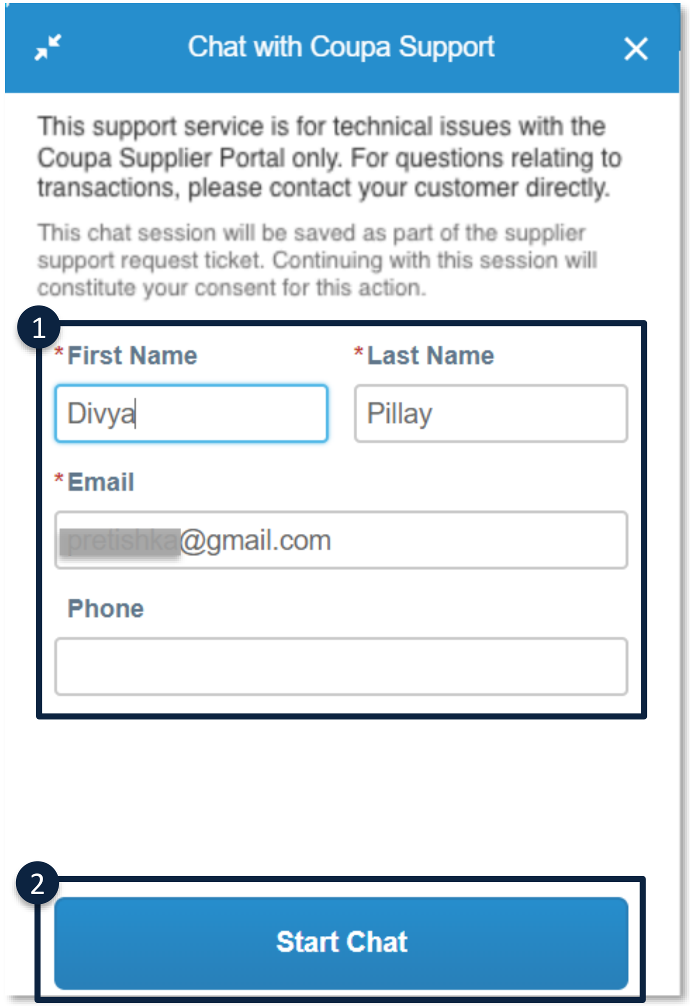
1
Chat with Coupa Support

How to Log a Call with Coupa

Populate the mandatory fields:

Process Steps:

1. Once you have clicked on '**Chat with Coupa Support**' a pop-up will appear. Populate all the mandatory fields on the pop-up.
2. Click on '**Start Chat**' for assistance from a Coupa agent.



Chat with Coupa Support

This support service is for technical issues with the Coupa Supplier Portal only. For questions relating to transactions, please contact your customer directly.

This chat session will be saved as part of the supplier support request ticket. Continuing with this session will constitute your consent for this action.

1

*First Name: Divya

*Last Name: Pillay

*Email: [redacted]@gmail.com

Phone:

2

TOGETHER
TOWARDS
TOMORROW

END- THANK YOU

DISTELL