



# HOW TO FIX REMIT-TO ADDRESS NOT APPLIED ERROR

## 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:

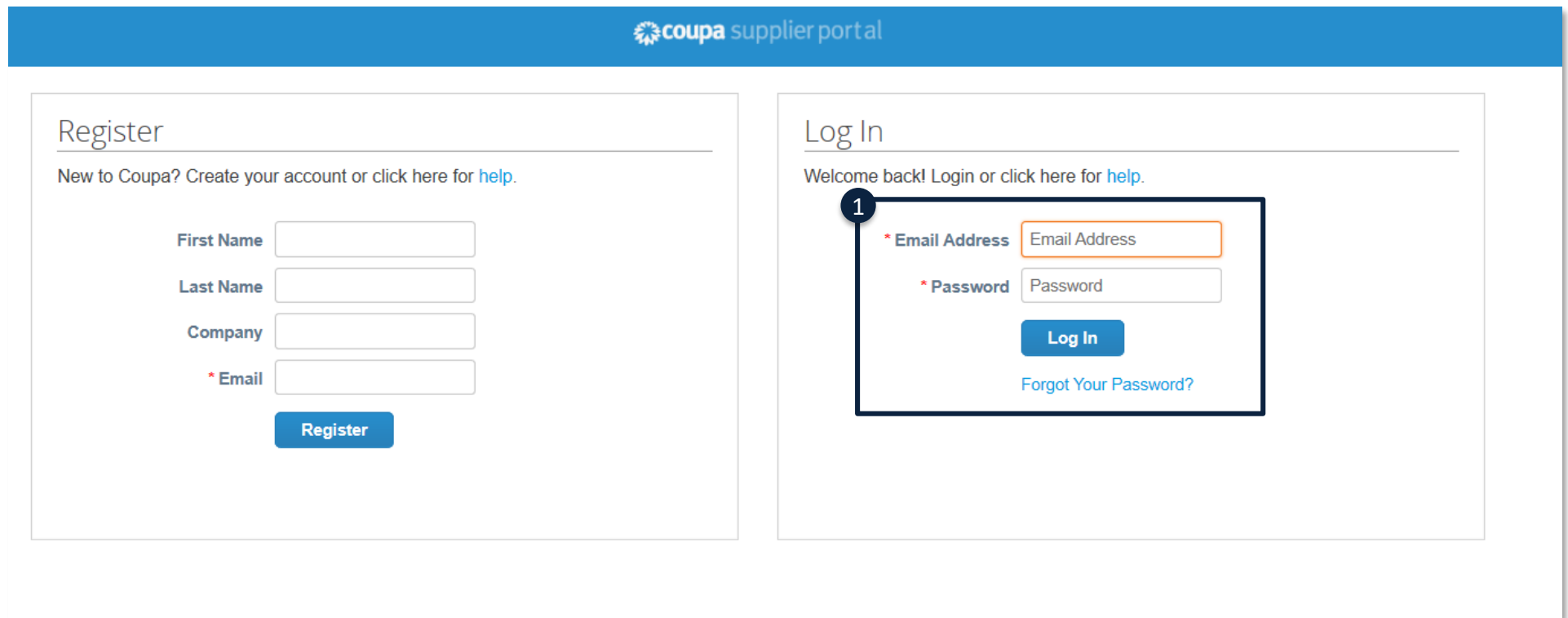
1. Deactivate a legal entity
2. Add a legal entity

# 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.



The screenshot displays the Coupa Supplier Portal interface. At the top, a blue header bar contains the "coupa supplier portal" logo. Below the header, there are two main sections: "Register" and "Log In".

The "Register" section includes the text "New to Coupa? Create your account or click here for [help](#)." followed by four input fields: "First Name", "Last Name", "Company", and "\* Email". A blue "Register" button is positioned below these fields.

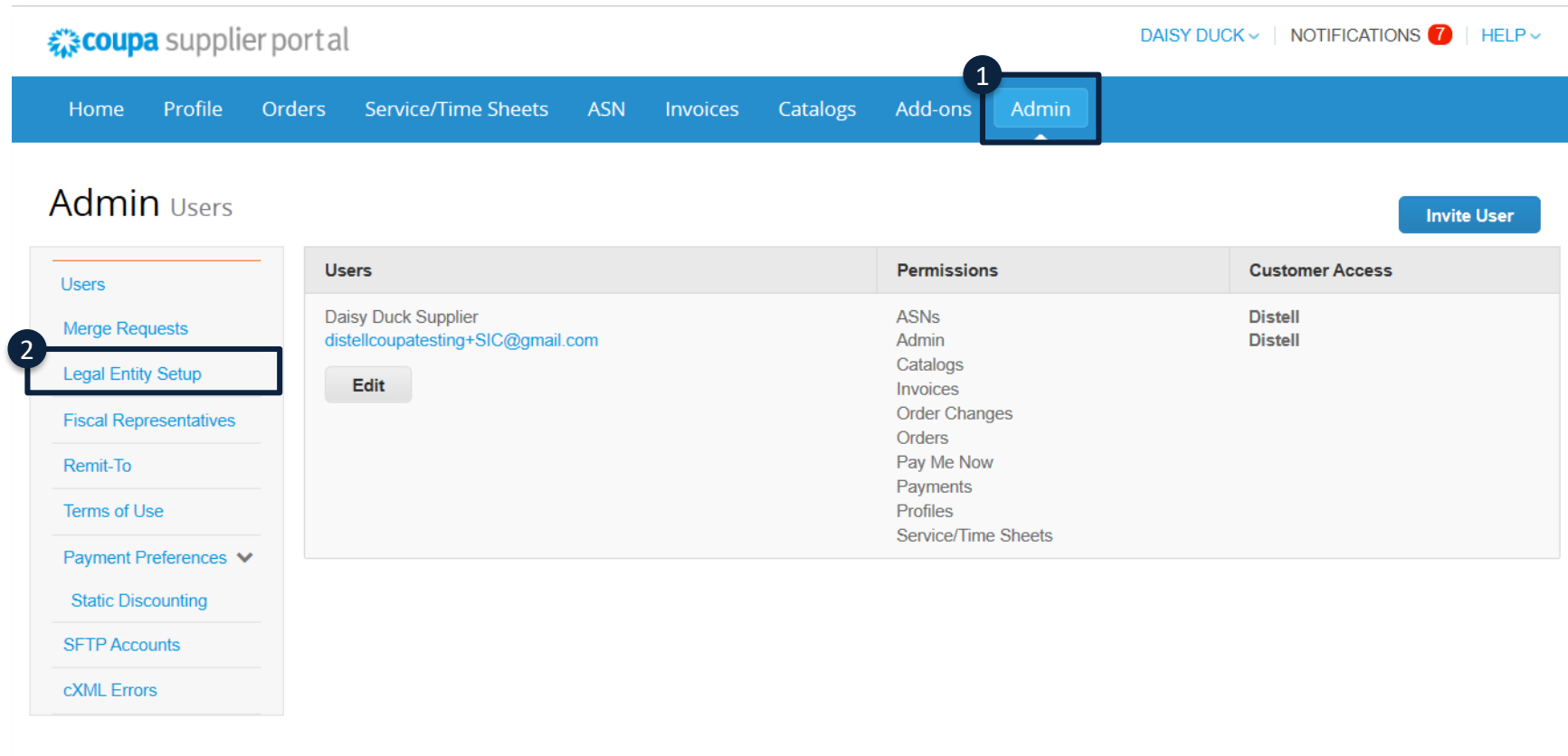
The "Log In" section includes the text "Welcome back! Login or click here for [help](#)." followed by two input fields: "\* Email Address" and "\* Password". A blue "Log In" button is positioned below these fields, and a link for "Forgot Your Password?" is located below the button. A blue box with a circled "1" highlights the "Log In" section, indicating the first step in the process.

# 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.



**coupa** supplier portal

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Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Add-ons **Admin**

### Admin Users

[Invite User](#)

Users	Permissions	Customer Access
Daisy Duck Supplier <a href="#">distellcoupatesting+SIC@gmail.com</a> <a href="#">Edit</a>	ASNs Admin Catalogs Invoices Order Changes Orders Pay Me Now Payments Profiles Service/Time Sheets	Distell Distell

**Left Sidebar Menu:**

- Users
- Merge Requests
- Legal Entity Setup**
- Fiscal Representatives
- Remit-To
- Terms of Use
- Payment Preferences ▾
- Static Discounting
- SFTP Accounts
- cXML Errors


**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

# 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.

 supplier portal

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HomeProfileOrdersService/Time SheetsASNInvoicesCatalogsAdd-onsAdmin

Admin

Legal Entity Setup

Add Legal Entity

Legal Entity			
SIC Support			
Invoice From	Remit-To Accounts	Locations	Customers
145 Waterfall street Midrand 1687 South Africa	<div>Bank Account1 customer</div> <div>Bank NameStandard Bank</div> <div>Beneficiary NameSIC Suppleir</div> <div>Account Number*****7897</div> <div>Transit Code8769</div> <div>Remit-To Address145 Waterfall street Midrand 1687 South Africa</div> <div>Active</div>	145 Waterfall street Midrand 1687 South Africa	Distell

Actions

Manage Legal Entity

Manage Remit-To Accounts

Deactivate Legal Entity

# 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.

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Home

Profile

Orders

Service/Time Sheets

ASN

Invoices

Catalogs

Add-ons

Admin

Admin

Legal Entity Setup

Users

Merge Requests

Legal Entity Setup

Fiscal Representatives

Remit-To

Terms of Use

Payment Preferences

Static Discounting

SFTP Accounts

cXML Errors

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.

4

Add Legal Entity

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.

5

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.

6

Cancel

Continue

6

# 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 will be displayed, click 'Next'.
- 10 Click on 'Done' to apply the new remit to address.

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 Standard Bank SIC Support *****6543 6789	174 Fransis baard SIC business park Pretoria 0001 South Africa	Active

Manage

Deactivate Legal Entity

Cancel

9 Next

Where do you ship goods from?

1 2 3 4

For many countries 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
174 Fransis baard SIC business park Pretoria 0001 South Africa	Active

Manage

Deactivate Legal Entity

10 Done



# 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

1234

✓

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 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.

Go to Orders

Go to Invoices

Return to Admin

Done

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HomeProfileOrdersService/Time SheetsASNInvoicesCatalogsAdd-onsAdmin

Admin Legal Entity Setup

Add Legal Entity

UsersMerge RequestsLegal Entity SetupFiscal RepresentativesRemit-ToTerms of UsePayment PreferencesStatic DiscountingSFTP AccountscXML Errors

Legal Entity

SIC Support

Invoice From	Remit-To Accounts	Locations	Customers
174 Fransis baard SIC business park Pretoria 0001 South Africa	<div>Bank Account1 customer</div> <div>Beneficiary NameSIC Support</div> <div>Account Number*****6543</div> <div>Transit Code6789</div> <div>Remit-To Address174 Fransis baard SIC business park Pretoria 0001 South Africa Active</div>	174 Fransis baard SIC business park Pretoria 0001 South Africa	Distell

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»»» **END- THANK YOU**