

Coupa Supplier Portal Guide

January 2021



Click n'Pay

powered by Click n'Buy

AIRBUS



OBJECTIVES



Click n'Pay
powered by Click n'Buy

Explain Click n Pay project



Explain the main functionalities on Coupa software



Indicate where to find more relevant information and support

AIRBUS

Indicate Airbus communication channel with suppliers

A large, faint network diagram in the background, consisting of a complex web of interconnected nodes and lines, resembling a globe or a data network.

AIRBUS



AGENDA

Coupa Supplier Portal

- 0 Click n' Pay**
- 1 Coupa Supplier Portal Overview
- 2 Registration and Setup
- 3 E Invoice Set-Up
- 4 Purchase Orders
- 5 Invoices
- 6 Admin
- 7 Important Remarks
- 8 Use Cases
- 9 Support



CLICK N'BUY – PROGRAM STRUCTURE



GOALS AND MAIN CHANGES



BENEFITS FOR SUPPLIERS



Reduce risk of late payments



Enhance efficiency thanks to real-time visibility



Payment information available in CSP



Notifications can be sent by email



BENEFITS FOR AIRBUS



Improve on time payments



Facilitate the collaboration with Suppliers



Harmonise and standardise processes



Archive invoices



BENEFITS FOR BOTH



Reduce cycle time and workload



Remove PO and Invoice paper flows



Use one single tool with fully electronic flow from Ordering to Invoicing



Generation of a Legally Compliant e-Invoice



CLICK N'PAY

One of the main question asked by suppliers is “When will I get paid?”

What follows is a long exchange between you and Airbus

- Which invoice are you talking about?
- When did you send it?
- How did you send it?
- I haven't received it!
- I found it but there is information missing from it, so I can't pay it!
-

Not just frustrating – Expensive for both parties!!

With  **coupa** these conversations will be a thing of the past



CLICK N'PAY

In a nutshell, Coupa:

Enables Suppliers to create legally compliant electronic invoices in their country of origin

- Coupa reviews and implements invoice under all applicable laws, going far beyond just tax related requirements.

Uses best effort to deliver high quality data, taking structured data directly from the source instead of utilizing other sources (e.g. paper scanning)

- Guaranteed delivery of invoices
- Better visibility and increased straight-through processing
- Fewer exceptions, fewer calls/email exchanges, a chance to get paid on time
- Easier audits, better transparency
- Coupa invoice channels are clearly defined so everyone knows his duties

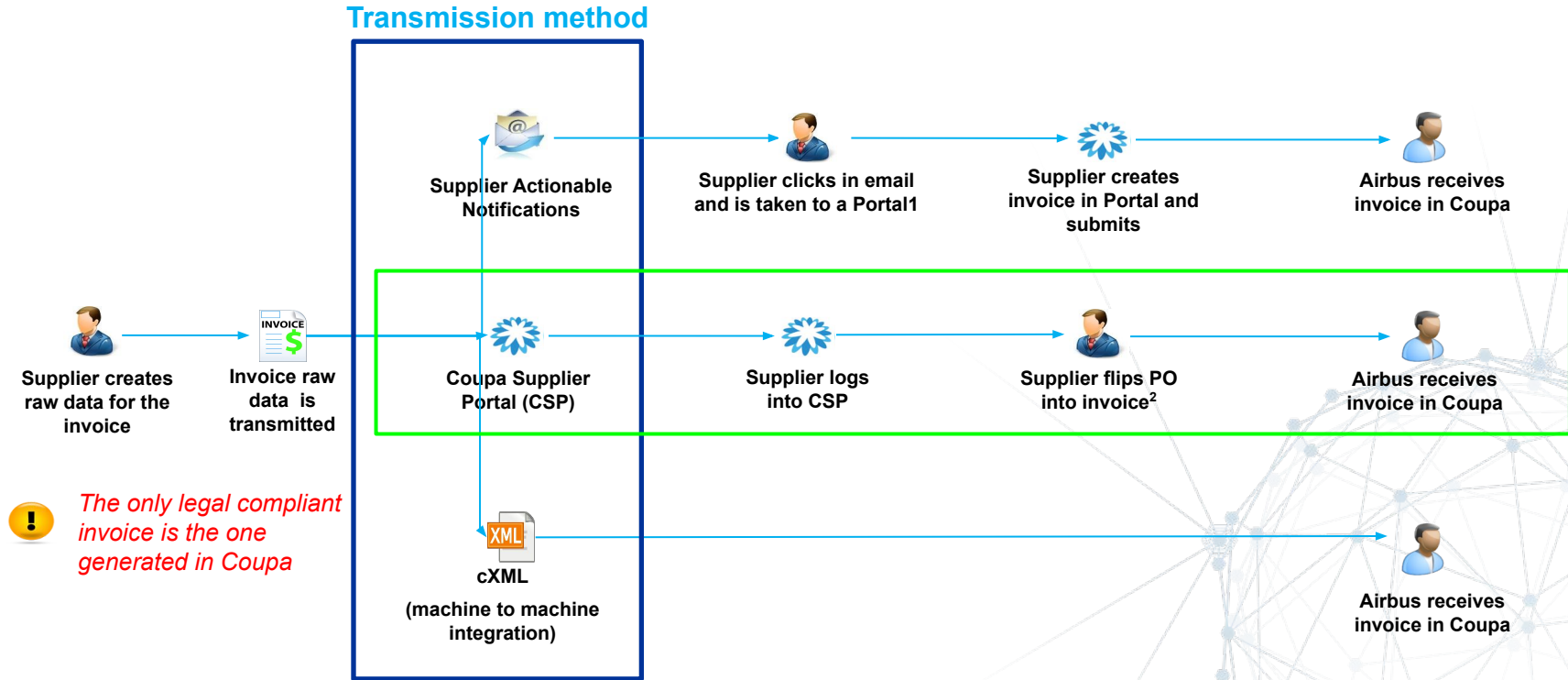


CLICK N'PAY

You Are The Most Important Part Of This Project !

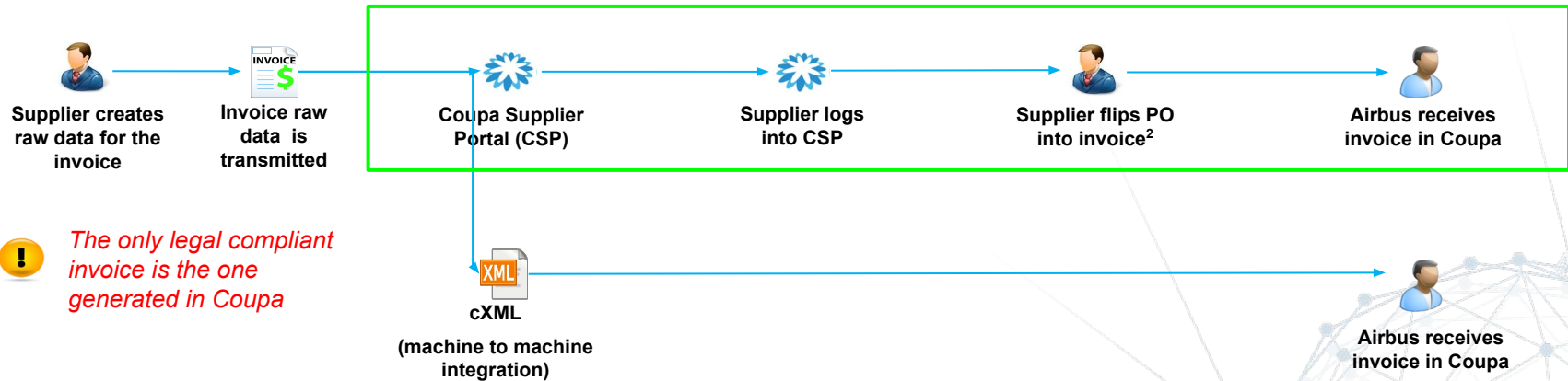
- Supplier participation is key to project success
- You will get support with requirements deriving from electronic processing if needed
- Coupa is lifting suppliers globally to new levels of legal and commercial compliance
- Coupa can enable you by:
 - Pushing legally required data fields per country (Tax and Commercial Laws)
 - Applying population rules to ensure presence of data (Line descriptions, VAT IDs etc.)
 - Applying validation rules to check accuracy of data where possible
 - Allowing you to immediately correct invoice data in case of errors
 - Using state of the art digital signatures according to locally applicable laws
- Coupa saves all legal and compliant electronic invoices in the Coupa Supplier Portal, where suppliers can access and download them

INVOICE TRANSMISSION METHODS



¹ The Portal does not require a login

INVOICE TRANSMISSION METHODS





COMPLIANT ELECTRONIC INVOICE

ARCHIVING

General requirements:

- Archiving has to fulfill integrity & authenticity principles
- Integrity: Providing proof that the content is not manipulated
- Authenticity: Providing proof that the invoice comes from the indicated supplier
- Important: Integrity & authenticity have to be proofed over the whole retention period!

Local requirements (examples):

- Switzerland requires a digital signature as proof of integrity
- Norway requires local archiving within Norway/the Nordics
- Germany has special requirements on scan processes (early- vs. late scanning)



COMPLIANT ELECTRONIC INVOICE





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COUPA SUPPLIER PORTAL OVERVIEW

- The **Coupa Supplier Portal (CSP)** is a **free tool for suppliers** to easily do business with Airbus and other customers who use Coupa.
- Access through any web browser (i.e. Internet Explorer, Chrome, Safari)

Main Benefits:

- Receive and review Purchase Orders
- Send Invoices and Credit Notes
- Create and Manage catalog items
- Manage your Company Profile
- Work collaboratively on the platform
- Suppliers must provide only one e-mail address for the creation of the CSP account
- To register, suppliers will receive an invitation e-mail from Airbus
 - Useful link: https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal



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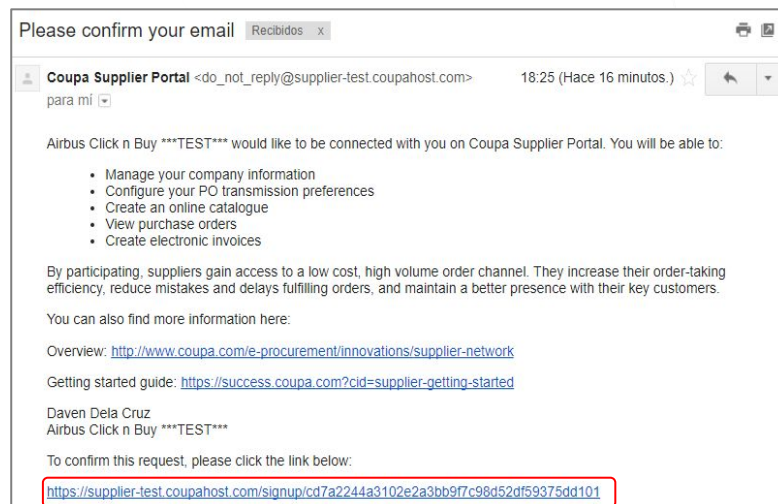
REGISTRATION AND SETUP

Invitation e-mail

In order to register and connect your company to Airbus via the CSP, you will receive an e-mail from **Coupa Supplier Portal** inviting you to register and join the CSP.

This e-mail includes your legal consent when you accept the invitation.

- Click on the link in the e-mail, which will direct you to the Coupa Supplier Portal registration page.
- Sender:
do_not_reply@supplier.coupahost.com



REGISTRATION AND SETUP

Invitation e-mail

In the Coupa Supplier Portal registration page, you will need to create the password for your account.



Your password must be at least 8 characters; ideally, with alphanumeric and special character

coupa supplier portal

Join the Coupa Supplier Portal

Complete the information below and create the password for your account. Click here for help.

* First Name

* Last Name

* Company

* Department

* Role

* Email

* Password

Use at least 8 characters and include a number and a letter.

* Password Confirmation

I accept the Privacy Policy and the Terms of Use.

Submit

Forward Your Invitation

Not the right person to register now? Want to ask a coworker to join quickly? Send a copy of your invitation to a colleague's email below (must have the same email domain).

Forward Email

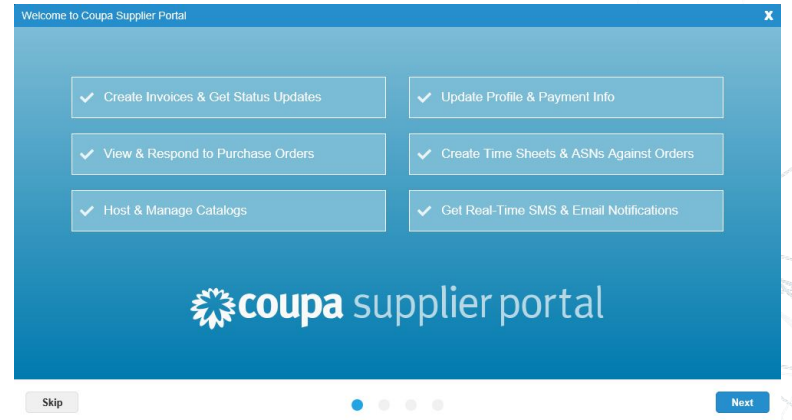
Submit

REGISTRATION AND SETUP

The Web Portal

Once your account is created, you will reach the CSP homepage.

As a pop up you will see Coupa Supplier Portal guide that can help you to set up your.

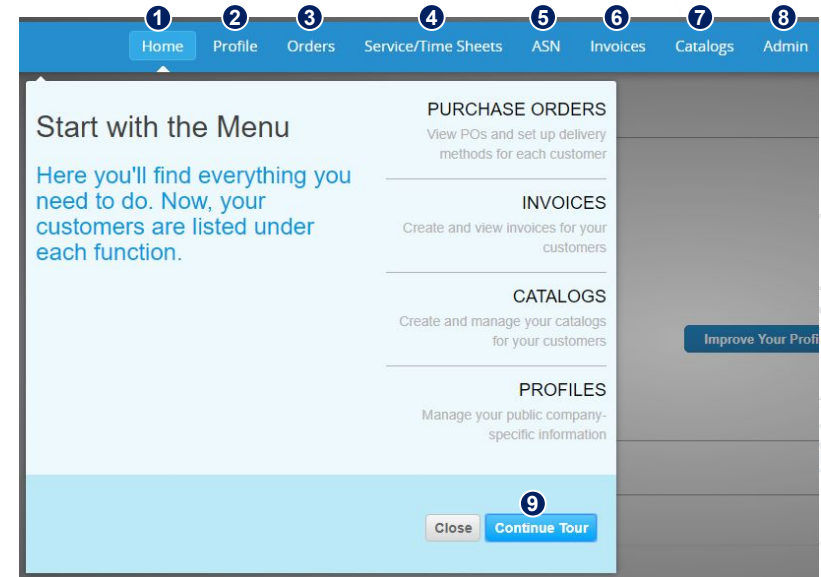


REGISTRATION AND SETUP

The Web Portal

The Coupa Supplier Portal is a user-friendly web solution. All commands can be found under the main menu at the top right corner of the screen.

1. Home – access the Home page
2. Profile – to access profile settings
3. Orders – view all Purchase Orders received
4. Service/Time Sheets – review all time sheets created
5. ASN – to access the Advanced Shipping Notice (not used with Airbus)
6. Invoices – all invoices created and sent
7. Catalogs – the catalogue section and manage customer catalogues
8. Admin – to access Admin settings
9. Continue Tour – to continue the CSP tour



CHANGING LANGUAGES

Coupa Supplier Portal

To change the language:

1. Click the **English (US)** link at the bottom of the Coupa homepage.
2. Select your language from the list.

The screenshot displays the Coupa Supplier Portal interface. At the bottom of the page, a red box highlights the 'English (US)' link, with a red circle and the number '1' next to it. A dropdown menu is open, showing a list of languages: Dansk (Danmark), Deutsch (Belgien), Deutsch (Deutschland), Deutsch (Luxemburg), Deutsch (Schweiz), Deutsch (Österreich), English (Australia), and English (Canada). A red circle and the number '2' are placed next to the 'English (Canada)' option, which is highlighted in blue.

PROFILE PROGRESS

Coupa Supplier Portal

Profile progress information:

The Coupa Supplier Portal (CSP) displays profile completeness to allow to see at a glance if there is a need to provide more details in the profile.

Red	Action needed: Complete your profile to get paid faster and get discovered.
Blue	Recommended: Complete your profile to get paid faster and get discovered.
Green	Great job! A complete profile helps you get paid faster and get discovered.

You can also spot date of the last update.

The screenshot shows the Coupa Supplier Portal interface for a user named JOHN. The profile progress is highlighted with a red box, showing a 63% completion rate and a last update date of 6 days ago. The profile summary includes 71 Legal Entities, 11 Registered Users, and 5 Connected Customers. The page also features announcements, a merge accounts section, and a list of latest customers.

Recommended: Complete your profile to get paid faster and get discovered. [Learn More](#)

Profile Progress: 63% Complete | Last Updated: 6 days ago | [Improve Your Profile](#)

Profile Summary

- 71 Legal Entities (View)
- 11 Registered Users (View)
- 5 Connected Customers

Announcements (View All (4))

- Important e-invoicing** (Airbus Click n Buy) - Due to Airbus year closure, the process for invoice creation will be slightly modified from January 1st.
- Webinars Registration** (Airbus Click n Buy) - Dear Partner, In order to support you further in working with Click n Buy ordering tool, Open Call.

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

- Airbus Click n Buy - ACCENTURE SAS - 2469838 - 133982
- Airbus Click n Buy - ACCENTURE SAS - 1292302 - 133982
- Airbus Click n Buy - ACCENTURE SAS - 4963000 - 246982

REGISTRATION AND SETUP

The Web Portal

You can manage your notifications to match your needs

1. Click the Notifications button to see the latest notifications for you.

Coupa provides Notification on the Portal (in this list) or to be sent via email



2. Click the Notification Preferences to see and configure your Notification settings

SUPPLIER ▾ | NOTIFICATIONS **2** | HELP ▾

A new order is received ✕
New PO C000200604 for €500.00 issued by Airbus Click n Buy ***TEST***.

A new customer connection is created ✕
You are now connected to Airbus Click n Buy ***TEST***

[See All Notifications](#)

My Notifications 2 [Notification Preferences](#)

View

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	New PO C000200604 for €500.00 issued by Airbus Click n Buy ***TEST***.	01/15/18 11:12 AM
<input type="checkbox"/>	You are now connected to Airbus Click n Buy ***TEST***	01/15/18 10:20 AM

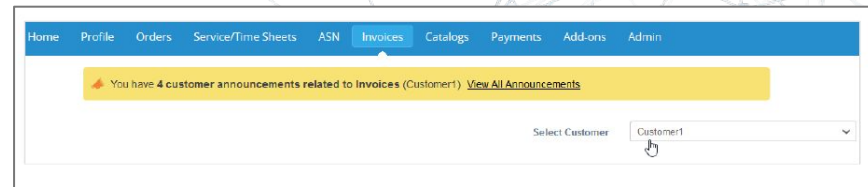
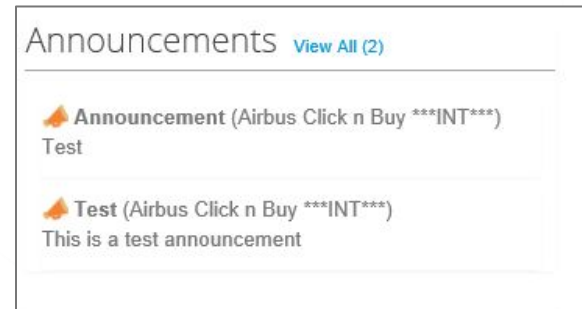
REGISTRATION AND SETUP

The Web Portal

In the notification section you can also spot announcements created by your customer

Airbus can send announcements to its suppliers through the CSP – welcome kit, specific information, general rules etc.

Announcements will be visible on the homepage and depending of the setting of each announcement it can be visible under each section (Order, Invoices etc) as a yellow bar at the top of the page.



REGISTRATION AND SETUP

The Web Portal

In the portal's home page, you will be able to edit your profile's information and manage your company profiles

1. This section displays general information of your company.
2. This section displays profile completeness information. Click on Improve Your Profile to complete your company's information.
3. This section will display a short message about your company that you entered in step 2
4. Click the link to see your public profile.

! *Public profile is what other Coupa customers, aside from Airbus, can see about your company on the CSP.*

5. Click the button if you already know how to update your profile – if not the case go back to step 2

The screenshot displays the Coupa web portal interface. At the top, a red banner reads "Action needed: Complete your profile to get paid faster and get discovered". Below this, a "Profile Progress" section shows a progress bar at 8% Complete and a "Last Updated" timestamp of 25 minutes ago. A blue button labeled "Improve Your Profile" is visible. The main content area is titled "Test Supplier" and includes a globe icon, a "Website" link, "Industry", "About", "Established", and "Employees" sections. A "Description" section is also present. At the bottom, a "Public Profile" section is shown with a URL: <https://supplier-test.coupahost.com/suppliers/public/test-supplier-BmyK>. On the right side, a sidebar titled "Profiles for Different Customers" contains two main sections: "1 Public Profile" (with a sub-note: "Any company using Coupa can find and connect to you through your public profile.") and "2 Customer Profiles" (with a sub-note: "Keep your information accurate and up to date for each of your customers."). At the bottom of the sidebar, there is a button labeled "5 I know how to update my profile".

REGISTRATION AND SETUP

Your Profile

Coupa allows companies to maintain multiple profiles (needed in case you are handling multiple customers in the same account)

Click on the **Improve your Profile** button to access the section where you can complete your company's information.



Company information in the profile section will not be used in the invoice creation module and will not be transferred to Airbus system

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

Profile Progress 8% Complete Last Updated 25 minutes ago [Improve Your Profile](#)

Test Supplier



Website 
Industry 
About 
Established 
Employees 

Description

REGISTRATION AND SETUP

Your Profile

Coupa allows companies to maintain multiple profiles.

1. Click on the drop-down menu to navigate through your company's active profiles such as client-specific or public. Choose the one you want to edit
2. The CSP will display the information already provided in the profile
3. Click on the Edit Profile button to complete your company's information
4. The CSP will display the Primary Contact information

The screenshot displays 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, Catalogs, Add-ons, and Admin. The 'Profile' tab is currently selected. In the top right corner, there are links for 'TEST', 'NOTIFICATIONS' (with a red notification icon), and 'HELP'. Below the navigation bar, there is a dropdown menu for 'Profile' currently set to 'Public Profile', marked with a circled '1'. The main content area is divided into two sections: 'Test Supplier' and 'Contact Information'. The 'Test Supplier' section, marked with a circled '2', contains a globe icon and a list of fields: Website, Industry, About, Established, and Employees. The 'Contact Information' section, marked with a circled '4', contains fields for Address, Primary Contact (Test Test), Mobile Phone (maciej.trembecki.external@airbus.com), Work Phone, and Fax Number. At the bottom right of the page, there is a blue button labeled 'Edit Profile' with a circled '3' next to it. The background of the page features a faint network diagram.

REGISTRATION AND SETUP

Your Profile

1. Provide your basic company information:
 - a.) Enter Company Name
 - b.) Upload your company's logo
 - c.) Choose your company's industry from the drop-down menu
 - d.) Change your profile background
 - e.) Enter the year in which your company was established
2. Provide additional information about your company
 - a.) Enter a short and full description
 - b.) Choose the value that best describes how many employees your company
 - c.) Register users.
3. Provide your company website information and social media information

The screenshot shows a 'General Information' form with the following fields and sections:

- Section 1 (Red Box):** Includes fields for * Name (Test Supplier), Logo (with a 'Select' button), Profile Background (with a 'Select' button), Industry (a dropdown menu with 'Select an Option'), and Year Established.
- Section 2 (Red Box):** Includes Short Description, Full Description, Employees (a dropdown menu with 'None'), and Registered Users (maciej.trembecki.external@airbus.com with an '+ Add New' button).
- Section 3 (Red Box):** Includes Web Site, LinkedIn Profile (http://www.linkedin.com/company/99595), Facebook Profile (http://www.facebook.com/yourcompany), and Twitter Profile (http://www.twitter.com/yourcompany).

Three numbered callouts (1, 2, 3) are placed to the left of the form, corresponding to the red boxes.

REGISTRATION AND SETUP

Your Profile

1. Edit Business Details section
 - Edit Bribery and Corruption policy
 - Select Diversity from drop down list
2. Edit Address section
 - Address lines
 - City, State, Postal Code and Country
3. Edit Address section
 - First name
 - Last name
 - Ensure the e-mail address shown by default is correct and corresponds to the Primary Contact's address
 - Fax number (optional)
 - Work phone number (optional)
 - Mobile phone (optional)
 - PO Delivery Email

Business Details **1**

Bribery and Corruption Policy Yes, we have a policy

No

Diversity

Address **2**

Address Line 1

Address Line 2

City

State

Postal Code

Country

Primary Contact **3**

* First Name

* Last Name

* Email

Work Phone

Mobile Phone

Fax Number

PO Delivery Email



Make sure to fill in all mandatory address lines

REGISTRATION AND SETUP

Your Profile

1. Fill in the Financial & Legal Information :
DUNS Number For reference and identification purposes
2. Edit Accelerate preferences such as payment terms
3. Add Legal Entity
Click on the Add Legal Entity – you will be forwarded to E-Invoicing Setup to configure invoicing entity

-  *If you do not fill in the E -Invoicing set up here, you will be asked to do it when reviewing your first PO on the CSP (please see detailed instruction in the PO section).*
4. **Click on Save to finish**

Financial & Legal Information

2  Accelerate Disabled [Edit Preferences](#)

1 **DUNS Number**

 Secure Information-not published to your public profile

3

Add Legal Entity

 Most customers require Legal Entity information for invoicing

Cancel

Save



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E-INVOICING SET-UP

Legal Entity Set-Up



EXTREMELY IMPORTANT

*In order to be able to start posting invoices, you must first complete the Legal Entity set-up and complete your legal entity details. Please remember that you must create in the CSP **exactly the same Legal Address (Address and VAT ID) that you already communicated to Airbus.***

If you need to change the Legal address - first deactivate the confirmed one and create the new one. If you create a new Legal Address in the CSP with information not provided to Airbus before, your invoice will be disputed (where legally allowed) and you will be asked to go through the Airbus Vendor Master Data process.

Please note that the information provided in the eInvoice set-up will be used in the invoice creation process and submitted to Airbus in your invoices (except Bank Details)

Admin Legal Entity Setup

Users

Merge Requests

1 Legal Entity Setup

Legal Entity

▼ Test

2 Add Legal Entity

Actions

▼ Singapore LE

Actions

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.

3

* 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.

Cancel

4

Continue

E-INVOICING SET-UP

Legal Entity Set-Up

By clicking the Admin Tab, the admin page will be displayed.

1. Click the “Legal Entity Setup” link
2. Click on add a legal entity
3. Complete legal entity name and country of your company
 - This is the official name of your business that is registered with your local government and the country where it is located
4. Click continue

The screenshot displays the 'Admin Legal Entity Setup' interface. On the left sidebar, the 'Legal Entity Setup' link is highlighted with a red box and a circled '1'. The main content area shows a table of legal entities with an 'Add Legal Entity' button highlighted with a red box and a circled '2'. Below the table, there is a form titled 'Where's your business located?' with a text input field. A yellow callout box provides instructions: '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.' Below this, there is a form with two input fields: '* Legal Entity Name' and 'Country'. A red box highlights these fields with a circled '3'. To the right of the form, there is a text box explaining: 'This is the official name of your business that is registered with the local government and the country where it is located.' At the bottom right, there are 'Cancel' and 'Continue' buttons, with the 'Continue' button highlighted with a red box and a circled '4'.

E-INVOICING SET-UP

Legal Entity Set-Up

The system will request you to provide some company information before you are able to continue

Example for France

1. **Co Reg Num.** – enter the registration number of your company in the company's commercial register
2. **Place of Reg** – where the company registered
3. **Share Capital**– place the share capital of registered company
4. **Legal Status**– include the type of the company in relation to how your company is legally registered.

Note: Depending on the country of registration of the legal entity, you could be required to fill in more detailed information.

Miscellaneous Information

1 2 3 4

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	TEST_Legal Entity	
Country	France	
* Co Reg Num.		i
* Place of Reg.		i
* Legal Status		i
* Share Capital		i

Enter a number with two decimal points (eg 15096.00)

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

Cancel Save & Continue

E-INVOICING SET-UP

Legal Entity Set-Up

The system will direct you to complete your company's invoicing information, which is required to proceed with the CSP functionality

1. Assign Customer

Select whether all or which customers can see the legal entity and be used on the compliant invoice.

2. Provide your company's Invoice From address

a.) Ensure to complete all mandatory address lines

3. Tick or Untick the checkboxes as required:

a.) Use this address for Remit-To: uncheck it if the Remit-To address is different than your legal entity address, or if your company has more than one Remit-To

b.) Use this for Ship from address: Uncheck if it is different or your company has more than one shipping from location

Tell your customers about your organization

1 2 3 4

1 Which customers do you want to see this?

All

Airbus Click n Buy ***DEV***

What address do you invoice from?

2

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country Germany

3

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.

E-INVOICING SET-UP

Legal Entity Set-Up

If your company has different Remit-To, Ship From, and Invoice From (unticked boxes from previous step), you'll need to provide these addresses in an additional step

1. Provide your company's Remit-To address
 - a) Ensure to complete all mandatory address lines
2. Provide a Remit-To Code (*only for cXML invoice transmission*)
3. Complete your Ship From address
 - a) Ensure to complete all mandatory address lines
4. Provide a Ship From Code (*only for cXML invoice transmission*)

What is your Remit-To Address?

1

* Address Line 1

Address Line 2

* City

State

* Postal Code

* Country

Integration Information ⓘ

2

Code

What is your Ship From Address?

3

* Address Line 1

Address Line 2

* City

State

* Postal Code

* Country

Integration Information ⓘ

4

Code

E-INVOICING SET-UP

Legal Entity Set-Up

Continue to fill in all mandatory data required by the system (this might change depending on the tax country):

1. Select your tax country and provide respective VAT ID
2. Check the box to provide a local tax number or local registration number for tax purposes, in case VAT ID is not available
3. Click to include multiple TAX ID's
4. Complete the Miscellaneous data (*only for cXML invoice transmission*):
 - a) Invoice from Code: Code to tie your CSP *Invoice From* address with the corresponding address in your cXML Invoice – This will go in the cXML as an AddressID
 - b) Select a preferred language
5. Click Save and Continue

What is your Tax ID? ⓘ

1 Country: Germany [x]
* VAT ID: []

2 I don't have a VAT/GST Number

3 Add additional Tax ID

4 Miscellaneous
Invoice From Code: [] ⓘ
Preferred Language: German (Germany) [v]

5 Cancel Save & Continue

E-INVOICING SET-UP

Legal Entity Set-Up

When creating a legal entity, supplier can see a modified Where do you want to receive payment window with the option to select from the following payment types: Address, Bank Account, and Virtual Card.

If supplier select:

- **Address** (default option), you can continue to the next step as you already provided the address(es) on the previous page.
- **Bank Account**, you can provide your banking information to be shown on your invoices.
- **Virtual Card**, you need to provide an email address and you can indicate if you accept credit cards.

Next two windows will show the remit to account, remit to and ship from address.

Where do you want to receive payment?

1 2 3 4

* Payment Type Address

Address

Bank Account

Virtual Card

What is your Remit to account?

Address Line 1 test

Address Line 2

City test

State

Postal Code test

Country France

Cancel Save & Continue

E-INVOICING SET-UP

Legal Entity Set-Up

Banking information is required for compliant invoicing when indicated with a red asterisk. Otherwise, banking info is not required to be added in the Legal entity, as Airbus already owns this information within your contract.

- **Address** (default option when banking information is not mandatory), you can continue to the next step as you already provided the address(es) on the previous pages.
- **Bank Account**, you can provide your banking information to be shown on your invoices (required for German companies)
- **Virtual Card**, you need to provide an email address and you can indicate if you accept credit cards.

Note: Banking information added here is NOT automatically sent to Airbus. If you need to update it (different from the one provided in your contract), please reach out to your Airbus buyer contact.

Where do you want to receive payment?

1 2 3 4

* Payment Type Address
Address
Bank Account
Virtual Card

What is your Ret...?

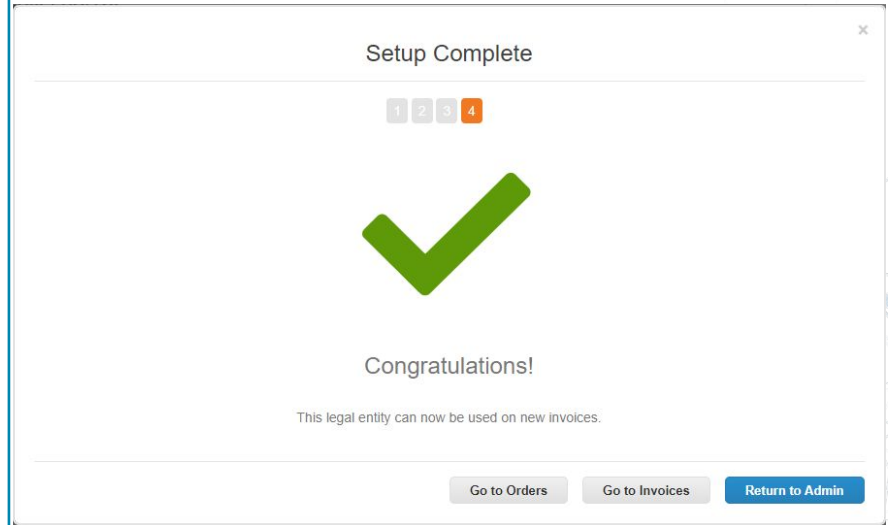
Address Line 1 test
Address Line 2
City test
State
Postal Code test
Country France

Cancel Save & Continue

E-INVOICING SET-UP

Legal Entity Set-Up

Once you are done, Setup Complete page will appear.



The screenshot shows a 'Setup Complete' notification window. At the top, it says 'Setup Complete' with a close button (x) in the top right corner. Below this is a progress indicator consisting of four numbered boxes: 1, 2, 3, and 4. Box 4 is highlighted in orange, indicating the current step. A large green checkmark is centered on the page. Below the checkmark, the text reads 'Congratulations!' followed by 'This legal entity can now be used on new invoices.' At the bottom of the window, there are three buttons: 'Go to Orders', 'Go to Invoices', and 'Return to Admin'.



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PURCHASE ORDERS

Channels

Coupa provides two channels in which suppliers can take action over the POs raised from Airbus: SAN which allows you to take action over the PO directly in your mailbox, or the CSP, which requires the creation of the Coupa account

Supplier Actionable Notifications (SAN)

- No registration to the CSP required
- Take immediate action over a PO on your email:
 - Acknowledge PO
 - Create an Invoice
 - Comment the PO
- No record of documents kept
- Manual creation of Remit-To, Invoice From, Ship From address for each and every invoice
- No Credit Notes available



Coupa Supplier Portal (CSP)

- Invitation to join the tool accepted and account created
- Take action over the POs in the account
 - Create Invoice
 - Create Credit Note
 - Comment the PO
- All documents will be stored in your account
- Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
- Create and manage multiple users
- Manage multiple accounts in the same location
- Manage multiple clients in the same account



PURCHASE ORDERS (POs)

Channels

Once your Coupa account is created in the Coupa Supplier Portal you will be able to take action over the POs raised from Airbus. Most of the time, you will also receive your POs by email.

Coupa Supplier Portal (CSP)

- Invitation to join the tool accepted and account created
- Take action over the POs in the account
 - Create Invoice
 - Create Credit Note
 - Comment the PO
- All documents will be stored in your account
- Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
- Create and manage multiple users
- Manage multiple accounts in the same location
- Manage multiple clients in the same account

PURCHASE ORDERS

PO e-mail notification

The e-mail contains an HTML version of the PO and a link to the CSP.

1. **PO Number** – Number of the order to be used as reference in the respective invoice
2. Click on each button to take respective action (create invoice, acknowledge PO*, add comment)

* refer to [Airbus Back of Order Terms and Conditions](#)

AIRBUS Click n'Buy **DEV** Airbus SAS (FR89383474814) Purchase Order
1 #C000001686

Powered by coupa

2

Create Invoice Acknowledge PO Add Comment

Create Account

AIRBUS Click n'Buy **DEV**

3 **Supplier**

TEST GMBH
HELENA-RUBINSTEIN-STR. 4
ERKRATH, 40090
Germany
Attn: Test GmbH
gzbtest123@gmail.com
Phone: +1 (850) 555-8308
Fax: +1 (850) 555-8308

PURCHASE ORDER 4

Po number C000001686
Date 26/12/2019
Payment terms 30 days end of month, due 10th following month
Shipping terms
Currency EUR
Contact Customer Care
+33 1 57 32 48 95
support.customercare@airbus.com

TEST PO - NOT CONTRACTUAL

5 **Ship To**

Airbus Central Entity
1 Rond-Point Maurice Bellonte
BLAGNAC CEDEX, 31707
France
EU-FR-BLA-001
Attn: Charlene TAGAPAN

6 **Bill To**

AIRBUS SAS
Facturation ACC PAYABLE
2 Rond-Point Emile Dewoitine
Blagnac Cedex, 31700
France

Paper invoices shall be sent to:

PURCHASE ORDERS

PO e-mail notification

- 3. Supplier** – contains supplier information (name, email address)
- 4. Purchase Order** – information about the PO (Contact, currency, terms, etc.)
- 5. Ship To** – Provides ship-to information
- 6. Bill-to Information** – information about the buyer entity

AIRBUS Click n'Buy **DEV** Airbus SAS (FR89383474814) Purchase Order
1 #C000001686

Powered by  coupa

2

AIRBUS Click n'Buy **DEV**

3 **Supplier**

TEST GMBH
HELENA-RUBINSTEIN-STR. 4
ERKRATH, 40090
Germany
Attn: Test GmbH
gzbhbs1123@gmail.com
Phone: +1 (850) 565-9308
Fax: +1 (850) 565-9308

PURCHASE ORDER 4

Po number C000001686
Date 26/12/2019
Payment terms 30 days end of month, due 10th following month
Shipping terms
Currency EUR
Contact Customer Care
+33 1 57 32 48 95
support.customercare@airbus.com

TEST PO - NOT CONTRACTUAL

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France
EU-FR-BLA-001
Attn: Charlene TAGAPAN

6 **Bill To**

AIRBUS SAS
Facturation ACC PAYABLE
2 Rond-Point Emile Dewoitine
Blagnac Cedex, 31700
France

Paper invoices shall be sent to:

PURCHASE ORDERS

PO e-mail notification

1. **Line-Item information**
2. Click on each button to take respective action (create invoice, acknowledge PO, add comment)
3. **PO in HTML format** – you can save it for your records

1

Line	Description	Date	Qty	Unit	Price	Total
1	test PO Building/Room: Accenture ATCP	10/01/2020	1	Each	1.00	1.00

Total net value excluding taxes EUR 1.00

Please find below the Back of Order Terms and Conditions ("BoOTCs") Airbus Commercial - French Law applicable to this Purchase Order:
<http://www.airbus.com/be-an-airbus-supplier/bootc.html>

Airbus
Société par actions simplifiée
au capital de 3.285.789 Euros
383 474 814 R.C.S. Toulouse
Siret 38347481400035 APE 353B
T.V.A. FR69383474814

Address
2 Rond-Point Emile Dewoitine
31700 Blagnac cedex
Phone +33 (0)5 61 93 33 33

2

Create Invoice Acknowledge PO Add Comment

Create Account

3

< />

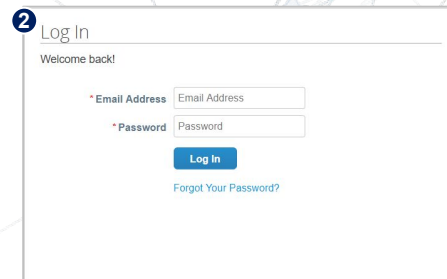
purchase_order.html

PURCHASE ORDERS

PO e-mail notification

Once you have set-up your CSP account, the e-mail you will receive will include the PO details as well, and a link to review the order in your CSP account

1. Click on the View Order link to be redirected to the CSP home screen
2. Enter your log-in information to access your CSP account and review the PO



PURCHASE ORDERS

PO Module

If you have not completed the Remit-To address information, when you access the PO module the system will ask you to do it



















1. Click on the finish E-Invoicing Setup, to be redirected to the E-Invoicing Setup to complete the Remit-To information



PURCHASE ORDERS

PO Module

A specific view has been created for you to select only the POs that are part of Click n Pay scope

Purchase Orders							
Instructions From Customer							
"Back of Order Terms & Conditions", please make sure to agree with our GTC before proceeding: http://www.airbusgroup.com/int/en/group-vision/for-suppliers.html (make sure to select the applicable law Under the section "Standard Terms and Conditions of Purchase and Supply")							
View Airbus commercial invoi <input type="text" value="Search"/>							
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
C900001704	04/09/18	Issued	None	10 Each of Test Item Test Service	No	3,000.00 EUR	  
C900001703	04/09/18	Issued	None	Test supplier view	No	540.00 EUR	  
C900001702	04/09/18	Issued	None	Hotel	No	260.00 EUR	  
C900001701	04/09/18	Issued	None	Test supplier view	No	540.00 EUR	  
C900001700	04/09/18	Issued	None	Test supplier view	No	540.00 EUR	  
C900001699	04/09/18	Issued	None	5 Each of Catalog Item ACN SAS02	No	175.00 EUR	  

PURCHASE ORDERS









PO Module

Once all information is completed, you will see a list of all POs, their status, amount, and the option to flip them into Invoice or Credit Note

1. Click on the PO number to access the complete details of the PO
2. Review the status of each PO
3. Review the total of the PO
4. Click the golden icons to start creating your invoice



Flip to Invoice

1	2	3	4	
PO Number	Order Date	Status	Total	Actions
C000200619	01/17/18	Issued	1,000.00 EUR	 
C000200613	01/16/18	Issued	1,000.00 EUR	 
C000200612	01/16/18	Issued	500.00 EUR	 
C000200607	01/15/18	Issued	1,000.00 EUR	 

PURCHASE ORDERS

PO Module

After clicking on the PO number on the list, the system will display all the details of the PO:

1. PO Number
2. Status of the PO
3. Order Date
4. Revision Date (if applicable)
5. Requester's name
6. Requester's e-mail
7. Payment Terms
8. After the PO is reviewed, ensure to acknowledge the PO by ticking the box



If you do not agree with any aspect of the order, please send your concerns or requests to the requester's email address (6)

1 Purchase Order #C000200619

2 Status Issued - Sent via Email

3 Order Date 01/17/18

4 Revision Date 01/17/18

5 Requester Charlene Tagapan

6 Email charlene.j.t.tagapan@accenture.com

7 Payment Terms 6010

Attachments None

8 Acknowledged

9 Shipping

Ship-To Address Airbus-Allee 1
28199 BREMEN
Germany
Location Code: EU-DE-BRE-001
Attn: Charlene Tagapan

Terms None

PURCHASE ORDERS

PO Module

At line level, you will be able to review all order detailed items:

1. Review product description, quantity, UoM, price and total amount
2. Review the amount already invoiced for that PO
3. Review required dates of delivery
4. Review total values for the entire PO
5. Action buttons

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	2
		InvoiceTest_quantitybase	10	Each	100.00	1,000.00	Invoiced 0.00

3 *Delivery Date
01/18/18

Part Number
None

*Building / Room
Accenture PDC

Catalogue ID
None

Commercial contract ref.
None

Work Specification ref.
None

Per page 15 | 45 | 90

4 Total 1,000.00 EUR

5 Create Invoice Save Print View



AGENDA

Coupa Supplier Portal

- 0 Click n' Pay
- 1 Coupa Supplier Portal Overview
- 2 Registration and Setup
- 3 E Invoice Set-Up
- 4 Purchase Orders
- 5 Invoices**
- 6 Admin
- 7 Important Remarks
- 8 Use Cases
- 9 Support

INVOICES

Create Invoices

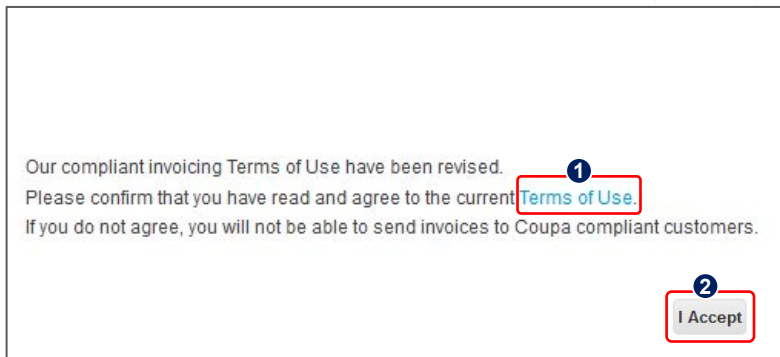
EXTREMELY IMPORTANT

Electronic invoice can be created via Coupa ONLY in countries that are confirmed to have enabled legally compliant e-invoicing with a related e-invoice template. We are referring here to a country where supplier is registered and where invoice would be generated.

After clicking the Golden Coins Icon, or the “Create Invoice” button, the system will request you accept the terms of use of the platform:

1. Click on “Terms of Use” to access the document
2. After reviewing the terms, click on “I Accept” to continue.

Please note that acceptance of these terms also means you agree that Coupa will generate e-invoices on your behalf and that e-invoices in Coupa MUST mirror exactly the invoices in your accounting system.



INVOICES









Create Invoices

To start the invoicing process, you need first to identify the order to be invoiced

1. Identify the PO to be invoiced
2. Click on the Golden Coins icon to flip the PO into an invoice



Flip to Invoice

PO Number	Order Date	Status	Total	Actions
C000200619	01/17/18	Issued	1,000.00 EUR	 
C000200613	01/16/18	Issued	1,000.00 EUR	 
C000200612	01/16/18	Issued	500.00 EUR	 
C000200607	01/15/18	Issued	1,000.00 EUR	 

INVOICES

Create Invoices

After clicking the Golden Coins Icon you will need to manually add some information

1. Type in the invoice N° provided by your system and the Invoice date. The invoice # is a free text field up to 16 characters.
If the invoice date is more than 7 days in the past, it will be automatically disputed
2. Review the payment terms (are set by default on POs and Invoices), and the date of supply (set by default to today but can be edited)
3. Set the currency (has to match the PO currency, if there's a mismatch between PO and invoice currency there will be systematically disputed), and type in delivery number
4. Review the status of the invoice:
 - a) Draft: Invoice created but not yet submitted
 - b) Processing : Invoice is transferred to Airbus
 - c) Pending: Awaiting further processing at Airbus
 - d) Approved: Invoice accepted for payment
 - e) Disputed: Invoice is rejected as contains an error. Credit note has to be created to fully offset the invoice
 - f) Abandoned: Disputed Invoice without further action required *.

* The Abandoned status is processed as last option for Disputed invoices; therefore, make sure to always first create a credit note to cancel the Disputed invoice.

The screenshot shows a web form for creating an invoice, divided into 'General Info' and 'From' sections. Four red boxes with numbered circles highlight specific fields:

- 1**: Invoice # (text input)
- 2**: Date of Supply (calendar icon, value: 02/16/18)
- 3**: Currency (dropdown menu, value: EUR)
- 4**: Status (dropdown menu, value: Draft)

Other visible fields include:

- Supplier Note (text area)
- Attachments (Add File | URL | Text)
- Cash Accounting Scheme (text input)
- Early Payment Provisions (text input, value: Use N/A if not relevant)
- Late Payment Penalties (text input)
- Margin Scheme (text input)
- Pre-Payment Date (calendar icon, value: mm/dd/yy)
- Reverse Charge Reference (text input)
- Supplier (TEST NW)
- Supplier VAT ID (FR12345678910)
- Invoice From Address (TEST NW, 0000 City, France, 123, 123, 123)
- Remit-To Address (TEST NW, 0000 City, France)
- Ship From Address (TEST NW, 0000 City, France)
- To Customer (Airbus Click n Buy ***TEST***)
- Bill To Address (Airbus Operations SAS, (FR)13420916918, 316 Route de Bayonne, 31060 Toulouse Cedex 9, France)
- Buyer VAT ID (VAT1111)
- Ship To Address (Chemin de L'Espeissiere, 31300 TOULOUSE, France, Location Code: EU-FR-TLS-003)

INVOICES

Create Invoices

5. Add any additional document to back your invoice, but please do not attach any image of your invoice (Airbus will only consider the e-invoice created in Coupa as the one legally/fiscally binding). Add comments to clarify the attachments.
6. State early payment provisions, late payment penalties arranged, and prepayment date
 - **Early Payment Provisions**
Known as Early payment incentives and is used for positively incentivizing customers to pay you early. Incentives might include a 1 to 2 percent discount if payment is received within a specific “early” time frame.
 - **Late Payment Penalties**
For when payments are not made within certain number of set days.

General Info

* Invoice #

Invoice Date Set automatically at time of submission

Payment Term 3010

Date of Supply 02/16/18

* Currency EUR

Delivery Number

Status Draft

5 **Supplier Note**

Attachments Add File | URL | Text

Cash Accounting Scheme

6 * Early Payment Provisions Use N/A if not relevant

* Late Payment Penalties

Margin Scheme

* Pre-Payment Date

Reverse Charge Reference

From

* Supplier TEST NW

Supplier VAT ID FR12345678910

* Invoice From Address TEST NW
Address Line 1 0000 City
France
123
123
123

* Remit-To Address TEST NW
Address Line 1 0000 City
France

* Ship From Address TEST NW
Address Line 1 0000 City
France

To

Customer Airbus Click n Buy ***TEST***

* Bill To Address Airbus Operations SAS
(FR13420916918)
316 Route de Bayonne
31060 Toulouse Cedex 9
France

Buyer VAT ID VAT1111

Ship To Address Chemin de L'Espessiere
31300 TOULOUSE
France
Location Code: EU-FR-TLS-003

INVOICES

Create Invoices

- Margin Scheme

The scheme is optional and it applies to the sale of second-hand goods.

- Pre-Payment Date

A prepayment is the settlement of an installment payment before its official due date.

- Reverse Charge Reference

VAT is normally charged and accounted by the supplier for the goods or services. However, in certain limited circumstances the recipient of goods or services, rather than the supplier, is obliged to account for the VAT due.

One example is cross-border invoicing.

8. Review the information imported from the e-invoice set up Legal Entity provided in earlier steps and make sure its correct (select proper VAT ID)
9. Review the information imported from the PO and make sure its correct

The screenshot shows a 'General Info' form for creating an invoice. It is divided into two main columns: 'From' (Supplier) and 'To' (Customer). Red boxes highlight specific sections:

- From (Supplier):** Includes fields for Supplier (TEST NW), Supplier VAT ID (FR12345678910), Invoice From Address (TEST NW, 0000 City, France), Remit-To Address (TEST NW, 0000 City, France), and Ship From Address (TEST NW, 0000 City, France).
- To (Customer):** Includes fields for Customer (Airbus Click'n Buy ****TEST**), Bill To Address (Airbus Operations SAS, 316 Route de Bayonne, 31060 Toulouse Cedex 9, France), Buyer VAT ID (VAT1111), and Ship To Address (Chemin de L'Espéssière, 31300 TOULOUSE, France, Location Code: EU-FR-TLS-003).
- General Info (Left Column):** Includes Invoice #, Invoice Date (Set automatically at time of submission), Payment Term (3010), Date of Supply (02/16/18), Currency (EUR), Delivery Number, Status (Draft), Supplier Note, Attachments, Cash Accounting Scheme, Early Payment Provisions (Use N/A if not relevant), Late Payment Penalties, Margin Scheme, Pre-Payment Date (16/03/18), and Reverse Charge Reference.

INVOICES

Create Invoices

9. Review the Cash Accounting Scheme

Applicable only for European suppliers sending invoices with a French VAT ID

- For VAT on payment: the Cash Accounting Scheme field should contain "TVA sur encaissement"

⚠ If you invoice with a different currency than your local one, do not indicate an exchange rate as Airbus will apply the monthly exchange rate from the European Central Bank that is valid on the invoicing payment date.

- For VAT on debit: the Cash Accounting Scheme field should contain "TVA sur les débits"

⚠ If you invoice with a different currency than your local one, do not indicate an exchange rate and keep it as close as the daily rate and round it on 2 decimals.

Note: If you leave the field blank/empty, Cash Accounting Scheme will be determined depending if you are invoicing services or goods:

- If you invoice services, Cash Accounting Scheme will be "TVA sur encaissement"
- If you invoice goods, the Cash Accounting Scheme will be "TVA sur les débits".

The screenshot shows an invoice creation interface with two main columns: 'General Info' and 'From'. The 'General Info' column contains fields for Invoice #, Invoice Date, Payment Term (3010), Date of Supply (02/16/18), Currency (EUR), Delivery Number, Status (Draft), and Supplier Note. The 'From' column contains fields for Supplier (TEST NW), Supplier VAT ID (FR12345678910), Invoice From Address, Remit-To Address, Ship From Address, Customer (Airbus Click n Buy), Bill To Address, Buyer VAT ID (VAT1111), and Ship To Address. A red box highlights the 'Attachments' section, specifically the 'Option out of Cash Accounting Scheme' dropdown menu, which has 'TVA sur encaissement' selected. Other options in the dropdown include 'Early Payment' and 'Provisions'. A circled '9' is next to the dropdown menu.

INVOICES

Create Invoices

10. Review PO line-item migrated data

11. If you invoice partially (only vs. selected PO lines) then please **delete the lines you do not invoice against and please do not submit them with the value of 0.**

12. You can also partially invoice the line-item by changing the quantity (for a good based PO) or the Amount (for a service based PO)

13. The tax Rate in the drop-down menu will be a generic tax code that differentiates Goods/Services – supplier must choose the appropriate one. Note: you can have a different VAT rate by item-line.

The screenshot displays a software interface for creating invoices, divided into two main sections: 'Lines' and 'Taxes'.

Lines Section: This section contains a table with columns for 'Type', 'Description', 'Qty', 'UOM', and 'Price'. The 'Qty' field is highlighted with a red box and a circled '12'. The 'Price' field is also highlighted with a red box and a circled '11'. Below the table, there are fields for 'PO Line' (C900018009-1), 'Contract', and 'Supplier Part Number'. A 'Billing' field contains the text 'EU-FR-BLA-L111-1-CA00080115-#6063000000'. A red box labeled '10' encompasses the entire 'Lines' section.

Taxes Section: This section features a 'VAT Rate' drop-down menu and a 'VAT Amount' input field. The 'VAT Rate' menu is open, showing options: 20%, 10%, 5.5%, 2.1%, and Exempt. The '2.1%' option is selected and highlighted with a blue bar. A red box labeled '13' encompasses the 'VAT Rate' menu. At the bottom of the 'Taxes' section, there are buttons for '+ Add Line' and '+ Pick Lines from PO', and a 'Totals & Taxes' label.

INVOICES

Create Invoices

A tax reference might be mandatory to submit your invoice via the Coupa Supplier Portal if you select one of the VAT Zero Tax Rate options hereby:

- **0% Reverse Charge & VAT amount 0.00**
- **Exempt & VAT amount 0.00**

Option 1: Selecting 0% Reverse Charge VAT Rate

In this case, providing a tax reference value is not mandatory but **highly recommended**. If you leave this field empty, the invoice will be pending approval until Airbus Financial team manually reviews and approves it.

1Type	Description	Qty	UOM	Price
	STAND,LAPTOP RIS	1,000	Each	32.15

PO Line: C000000087-1 Contract: PJM_GUERNSEY_US_PUNK Period: Supplier part number

Taxes

VAT Rate	VAT Amount
0% Rev	0.00

Tax Reference: A

Start entering text to see the list of available tax reference values*

- [CR262-GB] Zero-rated Intra-community supply of goods - Article 138 of EC Directive 2006/112 - [CR262-GB] Zero-rated Intra-community supply of goods - Article 138 of EC Directive 2006/112
- [RC196-FR] Service B2B European supplier, reverse-charge by the customer - Article 196 of EC Directive 2006/112 - [RC196-FR] Service B2B European supplier, reverse-charge by the customer - Article 196 of EC Directive 2006/112
- [RC283-FR] Customer to self-assess VAT (reverse-charge) on domestic sales by a non-established taxable persons - Article 194 of EC Directive 2006/112 - [RC283-FR] Customer to self-assess VAT (reverse-charge) on domestic sales by a non-established taxable persons - Article 194 of EC Directive 2006/112
- [CR262-FR] Zero-rated Intra-community supply of goods - Article 138 of EC Directive 2006/112 - [CR262-FR] Zero-rated Intra-community supply of goods - Article 138 of EC Directive 2006/112

* The list of the available Tax reference values have been validated by Airbus Tax Managers and **will be displayed based on your company country VAT ID**. Not finding the tax reference value used by your company? Please contact [Customer Care](#) to request a new value creation

INVOICES

Create Invoices

A tax reference might be mandatory to submit your invoice via the Coupa Supplier Portal if you select one of the VAT Zero Tax Rate options hereby:

- **0% Reverse Charge & VAT amount 0.00**
- **Exempt & VAT amount 0.00**

Option 2: Selecting Exempt VAT Rate

In this case, providing the tax reference value is **mandatory**. If you leave **the tax reference field empty** while completing the invoice data, you **won't be able to submit the invoice** until a tax reference value is selected.

1Type	Description	Qty	UOM	Price
	STAND_LAPTOP RIS	1.000	Each	32.15

PO Line: C00000087-1 Contract: PJM_GUERNSEY_US_PUNK Period: Supplier part number: FEL9038401

Taxes

VAT Rate	VAT Amount
Exempt	0.00

Tax Reference

Start entering text to see the list of available tax reference values*

- [EX261-FR] Organisme d'utilité générale, exonération de TVA - Article 261-7 du Code Général des Impôts - [EX261-FR] Organisme d'utilité générale, exonération de TVA - Article 261-7 du Code Général des Impôts
- [EX156-FR] Zero-rated Customs regime - Article 156 & 161 of EC Directive 2006/112 - [EX156-FR] Zero-rated Customs regime - Article 156 & 161 of EC Directive 2006/112
- [EX262-FR] Zero-rated International airlines - Article 148(f) of EC Directive 2006/112 - [EX262-FR] Zero-rated International airlines - Article 148(f) of EC Directive 2006/112
- [EX146-FR] Zero-rated Exportation supply of goods - Article 146 of EC Directive 2006/112 - [EX146-FR] Zero-rated Exportation supply of goods - Article 146 of EC Directive 2006/112
- [EF277A-FR] Entrepôt fiscal Airbus délivré le 8 juin 2004 par décision ministérielle, suspension de TVA - Article 277 A.1.2' e) du Code Général des Impôts - [EF277A-FR] Entrepôt fiscal Airbus délivré le 8 juin 2004 par décision ministérielle, suspension de TVA - Article 277 A.1.2' e) du Code Général des Impôts
- [CR275-FR] Achats en franchise - Article 275 du Code Général des Impôts - [CR275-FR] Achats en franchise - Article 275 du Code Général des Impôts

* The list of the available Tax reference values have been validated by Airbus Tax Managers and **will be displayed based on your company country VAT ID**. Not finding the tax reference value used by your company? Please contact [Customer Care](#) to request a new value creation

INVOICES

Create Invoices

14. Review subtotal, VAT and total amounts. Please remember to click “Calculate” each time you change value/price, to ensure correct VAT amount gets calculated.

15. Take action using the Action Buttons – Only submit the invoice when finished.

Lines

Type	Description	Qty	UOM	Price
	EA	2	Each	500.00

1,000.00

PO Line: C900018009-1 Contract: Supplier Part Number:

Billing: EU-FR-BLA-L111-1-CA00080115--#-6063000000

Taxes

VAT Rate	VAT Amount
	<input type="text"/>

Totals & Taxes

Lines Net Total	100,000.00
Lines VAT Totals	20,000.00
<hr/>	
Total VAT	20,000.00
Net Total	100,000.00
Gross Total	120,000.00

Action Buttons: Delete, Cancel, Save as Draft, Calculate, Submit

INVOICES

Create Invoices

Once the invoice is submitted, the system will confirm it

1. Click on the Invoice number to access the complete details of the Invoice
2. Review the status of each Invoice:
 - a) Draft: Invoice created but not yet submitted
 - b) Processing: Invoice is transferred to Airbus
 - c) Pending: Awaiting further processing at Airbus
 - d) Approved: Invoice accepted for payment
 - e) Disputed: Invoice is rejected as contains an error. Credit note has to be created to fully offset the invoice
 - f) Abandoned: Disputed Invoice without further action required *
**The Abandoned status is processed as last option for Disputed invoices; therefore, make sure to always first create a credit note to cancel the Disputed invoice.*
3. Click the associated PO number to see details of PO

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Test_invoice	01/18/18	Pending Approval	C000200619	1,070.00 EUR	No	



INVOICES

Disputed invoices

Invoices which are posted with the following type of errors will be disputed by Airbus:

- Price different from PO/Contract or Catalog
- Quantity different from PO/Contract or Catalog
- Duplicate Invoice. Already paid or payment review in progress.
- Faulty or Wrongly Shipped Product or Excess shipment returned
- Currency different from PO/Contract or Catalog
- Tax rate incorrect
- Invoice date above tolerance
- Credit Note requires negative line amount
- Payment terms incorrect
- Unit of Measure different from PO
- Extra charges not accepted
- Wrong exchange rate

The steps to correct these invoices are:

1. Invoice is disputed
2. CSP and/or Email notification is sent to the supplier (please review your notification preferences)
3. Supplier needs to create a Credit Note to fully offset the invoice (this CN has to come with the same error as the original invoice)
4. Supplier needs to create a new and correct invoice and post it



WHEN TO USE A CREDIT NOTE

Due to configuration of Coupa, and considering the legal framework in which the system will operate for Airbus, a **Credit Note** needs to be issued in the following cases:

1. Invoice disputed (see previous section on the topic for detailed steps)
 - a. Full CN is to be issued by the supplier to offset the incorrect invoice
 - b. New invoice is corrected and posted

Example: If Invoice is created with wrong currency (mismatch from PO currency or UoM).

1. CN must be created with same wrong currency to reflect invoice error
 2. New invoice is to be created with proper currency (to match PO)
-
2. Credit Note for an Invoice created before the Coupa activation, in reference of a Coupa PO (see use case [here](#))

CREDIT NOTE

Credit note creation - following a disputed invoice

Upon invoice dispute by Airbus:

1. You will receive an information email with a direct link to the disputed invoice
2. In the CSP the disputed invoices can be filtered in the Invoice tab
3. The dispute reason and comments are documented
4. Click on the action icon to resolve the Dispute

The screenshot shows an email from Airbus Click n Buy and a corresponding web interface. The email, marked with a '1', is titled 'Invoice #TEST PRP is in dispute' and includes details about the dispute reason (Price different from PO/Contract or Catalog) and date (2018-03-08). The web interface, marked with a '2', shows the 'INVOICES' section with a table of disputed invoices. The table has columns for Invoice #, Invoice Date, PO #, Total, Disputed Date, Commented, Linked Document, Dispute Reason, Comments, and Actions. A specific invoice is highlighted with a red box, showing a dispute reason of 'Billing code incorrect' and a comment of 'Test ABO'. A 'View Online' button is also visible.

1 Airbus Click n Buy ***INT*** <do_not_reply@clicknbuy-int.coupahost.com>
to me

AIRBUS Click n Buy **INT** Invoice #TEST PRP is in dispute
Powered by **coupa**

Hi,
Invoice TEST PRP has been disputed by Airbus Click n Buy ***INT***.
Dispute Reason: Price different from PO/Contract or Catalog
Date: 2018-03-08

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 Airbus Click n Buy ***INT*** for review.

Resolving the disputed invoice links the corrected, and the disputed invoices. Unless you resolve the disputed invoice, Airbus Click n Buy ***INT*** 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.

View Online

INVOICES

Instructions From Customer
It is not allowed to change the currency and unit of measure when creating the invoice. It is not allowed to create the credit note without a valid invoice reference. In case of down payment, enter the down payment number(s) and down payment total amount.

2 Export to View Disputes without supplier Search

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Linked Document	3 Dispute Reason	Comments	4 Actions
ABO_260318	03/26/18	C000000627	2,200.00 EUR	03/26/18	03/26/18		Billing code incorrect	Test ABO	

CREDIT NOTE

Credit note creation - following a disputed invoice

After clicking on the Resolves Icon,

1. The original invoice is displayed,
2. Scroll at the bottom of the screen to create a Credit Note by clicking on:Cancel Invoice

Note: The “Adjust” option is not available for sending e-invoicing

1 Invoice #ABO_260318 [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 cancellation 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.

Invoice # ABO_260318
Invoice Date 03/26/18
Payment Term 3010
Delivery Date 03/26/18
Currency EUR

FR
Supplier DERICHEBOURG ATIS AERONAUTIQUE - 2439483 - 139237
Invoice From Derichebourg 2
Rue A talazac
31300 Toulouse
France

2

Cancel Invoice

Adjust

CREDIT NOTE

Credit note creation - following a disputed invoice

After clicking on the **Cancel Invoice Icon**,

1. The Credit Note is created based on the original invoice
2. You must input the Credit Note N° provided by your system.
If needed, you can also the Credit Note date which is defaulted to the current date.
3. No other adjustments are possible on the Credit Note.
It can saved as a draft, deleted or submitted.

Create Credit Note Create 1

This credit note applies to invoice ABO_260318. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note # 123456 X 2

* Credit Note Date 03/26/18

Payment Term 30/10

Original Date of Supply 03/26/18

* Currency EUR

Delivery Number

Status Draft

Original Invoice # ABO_260318

Original Invoice Date 03/26/18

Supplier Note

From

* Supplier DERICHEBOURG ATIS AERONAUTIQUE - 2439483 - 139237

Supplier VAT ID FR9999999999

* Invoice From Address Derichebourg 2
Rue A talazac 123456
31300 ToulouseSA
France France
100

* Remit-To Address Derichebourg 2
Rue A talazac
31300 Toulouse
France

* Ship From Address Derichebourg 2
Rue A talazac
31300 Toulouse
France

Subtotal	-2,000.00
Misc	0.000
VAT Rate (Misc) 10.0%	0.000
Total VAT	-200.00
Gross Total	-2,200.00

3
Delete Cancel Save as draft Calculate Submit

CREDIT NOTE

Credit note creation - following a disputed invoice

After **clicking on the Adjust Invoice Icon**,

1. The Credit Note is created based on the original invoice
2. You must input the Credit Note N° provided by your system. If needed, you can also the Credit Note date which is defaulted to the current date.
3. Select the type of adjustment to be done and adjust the Credit Note accordingly.
4. Click on Calculate to Adjust the Credit Note. Then it can saved as a draft, deleted or submitted.

EXTREMELY IMPORTANT



*The Total quantity and amount of the credit note must be a **negative value (-)** in order to avoid errors in the system.*

Create Credit Note Create ①

This credit note applies to invoice Remit1. When approved, the credit will adjust the invoice's impact to the transaction.

General Info

* Credit Note #

②

* Credit Note Date

From

* Supplier DERICHEBOURG ATIS AERONAUTIQUE - 2439483-139237

Supplier VAT ID FR19390688422

Lines

Type	Description	Qty	UOM	Price	Total
☰	Test multi VAT supplier	-1.00	Each	100.00	-100.00

Adjustment Type

Quantity

Price

Other

③

Subtotal	-2,000.00
Misc	0.000
VAT Rate (Misc) 10.0%	0.000
Total VAT	-200.00
Gross Total	-2,200.00

④

Delete Cancel Save as draft Calculate Submit

CREDIT NOTE

Credit note creation - following a disputed invoice

After clicking on the Submit Icon, the Credit Note is created based on the original invoice.

1. The system prompts you, to propose to create a new invoice .
2. Clicking on Yes, generates a new invoice. This invoice is a replication of the disputed one, so **make sure to correct the disputed element** (e.g. currency, date, price, ...).

In case, you click on No, a new invoice must be created from the PO tab.

In both case, please refer to the Invoice Creation section for further details.

1 Create Replacement Invoice

Do you want to create a new invoice to replace the one you just canceled?

No

Yes

Create Invoice Create 2

This invoice is a correction for invoice ABO_260318 that was canceled by credit note 123456.

General Info

* Invoice #

* Invoice Date 03/26/18

Payment Term 3010

Date of Supply 03/26/18

* Currency EUR

Delivery Number

Status Draft

Supplier Note

Attachments Add File | URL | Text

From

* Supplier DERICHEBOURG ATIS AERONAUTIQUE - 2439483 - 139237

Supplier VAT ID FR9999999999

* Invoice From Address Derichebourg 2
Rue A talazac 123456
31300 ToulouseSA
France France
100

* Remit To Address Derichebourg 2
Rue A talazac
31300 Toulouse
France

* Ship From Address Derichebourg 2
Rue A talazac
31300 Toulouse
France

CREDIT NOTE

Credit note creation - following a disputed invoice

As an other alternative, you can click on the button Create Credit note from the invoice tab,

A pop-up window will open

- Click on the resolve issue option
- Add the corresponding invoice number

Invoices

Instructions From Customer

Invoices must be created from Purchase Orders on Coupa Supplier Portal | Invoice can be submitted electronically only for Airbus legal entities deployed on Click n'Pay, otherwise invoice will be disputed | Invoice backdated more than 7 days or with currency and/or unit of measure discrepancy with the PO will be disputed | Modifying price and/or quantity may result in invoice being disputed. In case of doubt, contact your Airbus counterpart | Invoice with down payment submitted electronically will be disputed | Credit Note must always be created from the Invoices tab on Coupa Supplier Portal. For disputed invoice, a full Credit Note is required | For French compliant invoices, the VAT on payment [TVA sur les encaissements] must be populated in cash accounting scheme with the value "VAT on payment". For the VAT on the debts [TVA sur les debits] must be empty

Create Invoices

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note**

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
None	12/18/19	Draft	C800007478	-76.30 EUR	No	
None	12/18/19	Draft	C800007808	11,100.00 EUR	No	
EXDI02	12/17/19	Approved	C800007440			
None	12/17/19	Draft	C800007808			
AFIAHT1VAL	12/17/19	Pending Approval	C800007804			
None	12/17/19	Draft	C800006743			

Credit Note

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
 Other (e.g. rebate)

Select an Option

EXDI02
AFIAHT1VAL
01UK28
01UK27
01UK26
01UK25
01UK24
01TESTUK01-23
TESTUK01-22
TFSTUK01-21
01UK23

CREDIT NOTE



Credit Note Report

From the invoice tab, Credit Notes can be displayed by filtering the list on the document type.

Invoices

Instructions From Customer

It is not allowed to change the currency and unit of measure when creating the invoice. It is not allowed to create the credit note without a valid invoice reference. In case of down payment, enter the down payment number(s) and down payment total amount.

Credit Note Number	Credit Note Date	Original Invoice Number	Total	Comments	Actions
None	12/18/19	C800007478-1	-76.30 EUR		 
cn-chateau	12/03/19	Chateau/02/12	-2,500.00 EUR		
Dfat00	12/02/19	FaDis6741	-1,200 JPY		
AHTestUATCN1	11/20/19	AHTestUAT1	-6,000.00 EUR		



CREDIT NOTE

Important Remarks

- When an invoice needs to be corrected, you should only submit Credit Notes that **fully offset the invoice**, prior to sending a new correct invoice
- If you need to send a Credit Note that does not relate to the correction of a specific invoice but that for instance relates to a **volume-based discount on yearly transactions**, such Credit Note must be sent to Airbus using old channels (**paper / PDF**)
- The CN has to come with the **same error as the original invoice**
- **DO NOT create credit notes through order tab – using red coins icon**



CREDIT NOTE

Abandoned reasons

Credit notes issued can be moved to status Abandoned by Airbus representatives, for example if a provided CN is mistakenly issued or have some invalid data or is a duplication. In case this happens, you will receive notification (based on your notifications preferences) along with respective abandoned reason. You can also see the appropriate status in the Coupa Supplier Portal

See below the status for abandoned reasons:

- This Credit Note has been abandoned because it was issued prior invoice being disputed. Please wait for the Dispute process in order to correct your invoice according to Airbus procedures.
- This Credit Note has been abandoned because it refers to a wrong original invoice. Please create correct Credit Note with appropriate original invoice number.
- This Credit Note has been abandoned because it refers to a wrong original invoice date. Please create correct Credit Note with appropriate original invoice date.
- This Credit Note has been abandoned because it refers incorrect Unit of Measure. Please create correct Credit Note with appropriate Unit of Measure to match your original invoice.
- This Credit Note has been abandoned because it refers incorrect line item Unit Price. Please create correct Credit Note with appropriate Unit Price information to match original invoice.
- This Credit Note has been abandoned because it refers incorrect VAT Rate. Please create correct Credit Note with appropriate VAT Rate to match original invoice.
- This Credit Note has been abandoned because of the item quantity being positive. Please create correct Credit Note with appropriate (negative) quantity to correct original invoice.
- This Credit Note has been abandoned because it is not a full cancellation of the original invoice which has been disputed. Please create correct, full Credit Note to balance original invoice.
- This Credit Note has been abandoned because the reference number is too long. Please create correct Credit Note and shorten your document number to max. 16 characters.



AGENDA

Coupa Supplier Portal

- 0 Click n' Pay
- 1 Coupa Supplier Portal Overview
- 2 Registration and Setup
- 3 E Invoice Set-Up
- 4 Purchase Orders
- 5 Invoices
- 6 Admin**
- 7 Important Remarks
- 8 Use Cases
- 9 Support

ADMIN

Users

Below this tab you will be able to review and edit users, permissions, merge requests, the Remit-To and CSP terms of use

1. Click on Users to access list of active users and invite new ones
2. Click on Edit to edit selected user's permissions and preferences (details in next slide)
3. Click to invite new users

Admin Users

1 Users

Merge Requests

Legal Entity Setup

Fiscal Representatives

Remit-To

Terms of Use

Payment Preferences

Static Discounting

SFTP Accounts

cXML Errors

Users	Permissions	Customer Access
John Sas scritencesas@gmail.com	ASNs Admin Catalogs Invoices Order Changes Orders Payments Profiles Service/Time Sheets	Airbus Click n Buy ""DEV"" - ACCENTURE SAS - 2469838 - 133982 Airbus Click n Buy ""INT"" - Accenture sas - 2129678 - 133982 Airbus Click n Buy ""INT"" - ACCENTURE SAS - 1292302 - 133982 Airbus Click n Buy ""MAINT"" - ACCENTURE SAS - 2469838 - 133982 Airbus Click n Buy ""TEST"" - ACCENTURE SAS - 1292302 - 24658

2 Edit

3 Invite User

ADMIN

Users

To Invite a new user, the system will require complete name and e-mail address

1. Type in the data of the new account
2. Review and select all the permissions and customer profiles to be granted to the new user



Companies already being registered in CSP as part of click n Buy project, the current user will need to invite their colleagues managing invoices.

Invite User

1

First Name

Last Name

* Email

2

Permissions ⓘ

Customers

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

Pay Me Now

All

Airbus Click n Buy ***DEV*** - ACCENTU

Airbus Click n Buy ***INT*** - ACCENTU

Airbus Click n Buy ***TEST*** - ACCENTU

Airbus Click n Buy ***INT*** - Accenture

Airbus Click n Buy ***MAINT*** - ACCEN

Cancel Send Invitation

ADMIN

Permissions

The permissions defined for each active user will imply which tabs appear in the main menu, thus granting access to its functionalities.

The Admin of the account will have full access and is the only one who can edit permissions for the different active users.



In order to be able to create invoices, a user needs to have permissions granted for both orders & invoices.

The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Add-ons', and 'Admin'. The 'Admin' tab is selected. Below the navigation bar, a 'Permissions' dialog box is open, displaying a list of permissions with checkboxes and radio buttons. The permissions listed are:

- 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
- Pay Me Now

ADMIN

Merge Request

If you have already activated a CSP account for another client, you will be able to merge these accounts and have all your clients in the same place. You can manually request the merge by the Admin tab in the menu.

The merge request has to be initiated from the main account.

Also, Coupa will identify automatically when you accept the invitation if your company has an account and will display it

1. Click on Merge Requests to access your requests or request a new merge
2. Write the e-mail of the account to merge
3. Click to send request
4. Review all merge requests

The screenshot shows the 'Admin Merge Requests' interface. On the left is a navigation menu with 'Merge Requests' highlighted. The main content area has two sections: 'Initiate Merge Request' and 'Open merge requests'. The 'Initiate Merge Request' section contains an email input field and a 'Request Merge' button. The 'Open merge requests' section contains a message: 'All clear! No open merge requests.' Red boxes and numbers 1-4 highlight the 'Merge Requests' menu item, the email input field, the 'Request Merge' button, and the 'Open merge requests' section respectively.

ADMIN

Merge Request

Also, when setting up the new Airbus account, Coupa will automatically display other CSP accounts that can be merged with yours, Coupa uses your email domain (@email.com) to provide suggestions

1. Click on the link to access the Merge Request module on Admin
2. The CSP will display the customers you are linked with

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.

1 Not seeing the account you want to merge with? [Click here.](#)

Latest Customers

2 [Airbus Click n Buy ***TEST***](#)

ADMIN

Merge Request

When merging accounts, CSP will send an e-mail requesting the owner of the other(s) account(s) to merge. Here you will be able to request ownership or give ownership of the newly created account

1. Review the user you are requesting the merge to
2. Click on the link to access more information on Merging Accounts
3. Select the option with which you want the accounts to be merged: Give ownership or request ownership of the merged accounts
4. Write any additional comments

The screenshot shows a web form titled "Request Account Merge". The form contains the following elements:

- A heading "Request Account Merge" with a horizontal line below it.
- Introductory text: "You're about to merge your profile and users with **1 User**. Select the owner for the merged account. For more info on merging **2 Click here**." The text "User" and "Click here" are highlighted with red boxes.
- A section for "Account Owner" with two radio button options: "3 My Account" (selected) and "Their Account". Below these options is the text: "By choosing this option I understand that I will no longer be the account owner". This entire section is enclosed in a red rounded rectangle.
- A "4 Note" text area with a small icon in the top right corner, also enclosed in a red rounded rectangle.
- A reCAPTCHA widget with the text "I'm not a robot" and the reCAPTCHA logo. Below the widget are two buttons: "Cancel" and "Send Request".

ADMIN

Remit To

You will be able to manage your different Remit-To addresses under this tab

1. Click on Remit-To for accessing all your Remit-To records
2. Review active your Remit-To addresses
3. Click to add a Remit-To address

The screenshot shows a web application interface for managing Remit-To addresses. A yellow banner at the top states: "To manage remit to addresses, please visit the **Legal Entity Setup** section". On the left, a navigation menu includes "Remit-To" (highlighted with a red box and a '1' callout). The main content area has three tabs: "Remit-To Address" (highlighted with a red box and a '2' callout), "Banking information", and "Customers". The "Remit-To Address" tab is active, displaying the following details:

Remit-To Location	Remit-To Code	Address
DE34568901	**0000	Postfach 10 01 65 Bad Oyerhausen Germany 32547 Preferred Language: German (Germany)

At the bottom of the active tab, there is a "View Details" button. A '3' callout points to the "Legal Entity Setup" link in the top banner.

ADMIN

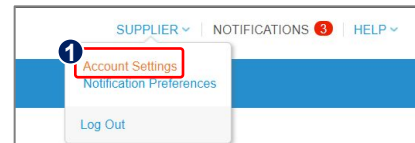
Account Settings

Under My Account tab you will be able to edit your information

1. Click on your user and Account Settings
2. Edit your first name, last name and email as mandatory fields.

To change your password:



3. Write your current password
4. Write new password
5. Re-write new password
6. Click on Save



My Account Settings

A screenshot of the 'My Account Settings' page. On the left is a sidebar with 'Settings' selected, and other options like 'Notification Preferences' and 'Security & Two-Factor Authentication'. The main content area is titled 'User Details' and contains several input fields: 'First Name' (Test), 'Last Name' (GmbH), 'Email' (gmbhtest123@gmail.com), 'Department' (Other), 'User Specified Department' (test), 'Role' (Other), and 'User Specified Role' (test). A blue 'Save' button is below these fields. Below the 'User Details' section is a 'Change Password' section with three input fields: 'Current Password', 'Password', and 'Password Confirmation'. A blue 'Save' button is at the bottom right. Red boxes and numbered callouts (1-6) highlight the 'Account Settings' link, the user details fields, the current password field, the new password field, the password confirmation field, and the final 'Save' button.

MANAGING NOTIFICATIONS

- Following the launch of Airbus you will receive notifications regarding newly created Purchase Orders on dedicated email addresses (all users linked to the CSP account). System will generate three notifications:
 - One notification directly on the Coupa Supplier Portal
 - Two email notifications – generated by Coupa Supplier Portal and Supplier Actionable Notification (SAN will only be sent if you have not yet created your account)
- To adjust your notification preferences, access the notifications menu () and go to Notification Preferences ()

Notification Preferences

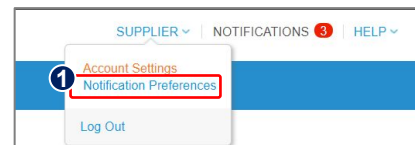
NOTIFICATIONS 

MANAGING NOTIFICATIONS

Notification Preferences

Under My Account Notification Preferences you will be able to select notifications you want to receive as well as the channel where you want to receive the notification.

1. Click on your user and Notification Preferences
2. Select the type of notification(s) you want to receive and your preferred channel(s) on where you want to receive the notification.



My Account Notification Preferences

You will start receiving notifications when your customers enable them.

Announcements

New Customer Announcement	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
---------------------------	--------------------------------------------	--------------------------------	------------------------------

Catalogs

A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

MANAGING NOTIFICATIONS

Notification Preferences

On the My Account Notification Preferences page, select the radio buttons for the items that you want to receive any or all of the notification types: online (to do list), email, or SMS (short text message).



You can choose to receive notifications in short text messages only if you have an SMS-capable device and you validate your phone number. SMS notifications are turned off by default. Your SMS notification selections are deleted if you disable mobile phone verification.

Setting	Description
Catalogs	
A new comment is received	Enabled by default: Online and Email
A catalog is approved	Disabled by default.
A catalog is rejected	Disabled by default.
A catalog is about to expire	Disabled by default.
Form Responses	
A form response is approved	Enabled by default: Online and Email
A form response is rejected	Enabled by default: Online and Email
Supplier information is updated	Enabled by default: Online and Email
A new comment is received	Notifies you if your customer sends you a new comment or a reply to your question/comment regarding a Supplier Information Management (SIM) form request/response. Disabled by default.
Invoices	
A new comment is received	Enabled by default: Online and Email
An invoice is approved	Enabled by default: Online and Email
An invoice is paid	Enabled by default: Online and Email
Orders	
A new comment is received	Enabled by default: Online and Email
A new order is received	Enabled by default: Online and Email
Profile	
Public profile is updated	Disabled by default.
An information update request is received	Enabled by default: Online and Email
Terms of Use	
New Terms of Use are received	Enabled by default: Online and Email
Users	
A new customer connection is created	Enabled by default: Online and Email
Service/Time Sheets	
A Service/Time Sheet is approved	Enabled by default: Online and Email
A Service/Time Sheet is rejected	Enabled by default: Online and Email

MANAGING NOTIFICATIONS

Notification Preferences

On the My Account page, click on the Security and Two-Factor Authentication link to validate mobile phone device you want to receive the notification.

1. Enter Mobile Phone number of the device that will receive SMS notifications.
2. Click Validate.
3. Enter the validation code in the pop-up window then click OK.
4. Check under Mobile Phone Verification that it has been verified.



Your customers can require you to use two-factor authentication to access their data in the CSP, in which case you have to enable it.

My Account Security & Two-Factor Authentication

Settings

Notification Preferences

Security & Two-Factor Authentication

1 Mobile Phone Verification

Mobile Phone : Not verified

+1 201-555-5555

This phone will receive SMS Notifications

2 Validate

Enter the code that you received by SMS

Your verification code has been sent to: +1 201-555-5555

3 Code

Cancel Resend Code OK

My Account Security & Two-Factor Authentication

Settings

Notification Preferences

Security & Two-Factor Authentication

4 Mobile Phone Verification

Mobile Phone : Verified

+6392

Disable



AGENDA

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MAIN REQUIREMENTS

Airbus requirement at invoice creation level

Airbus required to avoid any discrepancy for **currency, unit of measure, unit price, quantity and extra charges**, between invoice and PO.

Within Coupa those fields will be editable during the invoice creation **BUT**:

Currency and Unit of measure:

- Invoices with discrepancy will be systematically disputed (sent back to supplier) for currency and unit of measure.
- The supplier will receive a warning message (Release 21 – Sept. 18)

Unit price, quantity and extra charges:

- Invoices with discrepancy will be automatically submitted to the correct approver (Requesters and/or Buyers) for unit price, quantity and extra charges



INVOICES

Requirements for legally compliant e-invoicing

- Invoices submitted via Coupa Supplier Portal (CSP) should represent and fully match invoices registered in your accounting system
- After completing all the fields included in the country specific invoice template and submitting it to Airbus, Coupa will generate a legally compliant invoice on your behalf. In this regard no paper/PDF version of the invoice should be sent via post/e-mail to Airbus
- No PDF invoice should be attached to the legally compliant invoice in Coupa. If any, Airbus will disregard it
- Currency of the invoice should be the same as in the corresponding Purchase Order
- The Units of Measure applied in the Purchase Order must not be modified in the invoice
- In case you need to partially invoice a particular PO, in the Coupa Supplier Network you must delete the entire PO line(s) not to be invoiced. In any case, invoice lines should not be sent with zero quantity on it



INVOICES

Non-PO invoice

- Only invoices with reference to Purchase Order in Coupa are acceptable in Airbus
- In case invoices without reference to Purchase Order must be issued, please continue sending them as usual in paper or PDF format

Payment information

- When creating the Remit-To Address under your company profile in the Coupa Supplier Portal, please do not provide banking information unless it is marked as a mandatory field (identified with a red *) based on the tax country selected. In order to change or update Airbus on banking information, please use the standard communication channels
- Once the invoice is paid, you will receive the payment date indication in Coupa Supplier Portal. Stated payment date is only for informative purposes. Please validate with your bank exact payment date



INVOICES

Credit note

- When an invoice needs to be corrected you will need to send a Credit Note that fully offsets the invoice. For quantity based Credit Notes, the quantity value needs to be negative for a correct processing of the document in the Coupa Supplier Portal
- For other cases in which you will need to send Credit Notes (Volume related, volume based discount, partial, etc.), such document must be sent to Airbus using old channels

Authenticity, integrity and readability guaranteed within Coupa Supplier Portal

- **Authenticity** - Coupa assures that the invoice originates from the supplier company as stated on the legal invoice document. Coupa then sends the draft legal invoice to TrustWeaver using a secure (https) web services call, along with parameters indicating the Invoice Origin and Invoice Destination countries of the transaction. Depending on these country parameters, TrustWeaver will then apply one or two signatures of behalf of the authenticated supplier
- **Integrity** - Coupa and its partner Trustweaver guarantee the integrity of the invoices, both on the transaction and during the period of legal archiving
- **Readability** - Coupa produces a human readable image of the invoice data in PDF format



INVOICES

Coupa Supplier Portal vs local requirements

- E-invoices from the Coupa Supplier Portal are compliant with local VAT and tax regulations. Coupa works with PricewaterhouseCoopers to ensure that local fiscal and e-invoicing regulations are met on a continuous basis

Digital signatures vs local applicable law

- With regards to digital signatures, Coupa works together with TrustWeaver. The TrustWeaver solution is seamlessly integrated with the Coupa infrastructure, to provide a legal compliant electronic invoicing service to all of Coupa's clients. Coupa produces a human readable image of the invoice data in PDF format. The signatures created in this process are Qualified Electronic Signatures adhering to the CAdES-A standard

Avoiding duplicates

- You should not send duplicates of e-invoices created in Airbus in PDF/paper via other channels.

Prepayment

- Invoices requiring prepayment should be issued for the total amount include the amount of the prepayment in order to be cleared with the open prepayment amount.



AGENDA

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INVOICE DATE

Invoice in the CSP will be **automatically disputed** if the Invoice date is **more than 7 days in the past**. In this case, you will receive a notification informing you that the invoice is under dispute and you should proceed as explained in the Dispute section

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Test_Invoice Date_-8 days	03/22/18	Disputed	C000000990	120.00 EUR	Yes	

Invoice Test_Invoice Date_-8 days has been Disputed [Inbox x](#)

Airbus Click n Buy *DEV***** <do_not_reply@clicknbuy-dev.coupahost.com>
to me

AIRBUS Click n Buy **DEV** Invoice Test_Invoice Date_-8 days has been Disputed

Powered by

Your invoice has been disputed by your customer, Airbus Click n Buy ***DEV***
If you have any questions you can add comments there, or you can simply contact your customer through normal channels.
To check the status of the invoice or payment, use the button below:

[View Online](#)

Note: As default, Date of Supply will be equal to the Invoice Date

TAX RATE & EXEMPTION

In all CSP invoices, proper tax rate must be selected for each invoice line and calculated at header level:

Taxes

VAT Rate	VAT Amount	Tax Reference
<input type="text"/>	0.00	<input type="text"/>

Make sure to click on Calculate to ensure taxes are properly added up and calculated:

Subtotal	100.00	
VAT Rate (Misc)	<input type="text"/>	0.000
Total VAT	0.00	
Gross Total	100.00	

cel

TAX RATE

Customer Accounting rate for Singapore

Coupa has a feature to support those suppliers applying the Singapore presentation at invoice creation. This supports the new government regulations that took effect on January 1, 2019.

GST Rate	GST Amount	Tax Reference
0.0%	0.00	
7.0%		
7.0% - Customer Accounting		
Reverse Charge		
0.0%		
Exempt		

Totals & Taxes

On all inbound supplier channels, suppliers will be able to specify a new tax rate for tax lines that fall within customer accounting requirements.

Customer to account for GST of	1,812.00
Other GST	388.50
Total GST	2,200.50
Net Total	35,750.00
Gross Total	37,950.50
Distribution	
Amount due to Supplier	36,138.50
Amount due to Authority	1,812.00

Coupa calls out the invoice's Gross Total, amount due to tax authority (customer accounting total), and amount due to supplier.

NOTE: This feature is disabled by default, but the tax rate will automatically be available on January 1, 2019 for Singapore. Be sure to review your integrations and set up your ERP to account for taxes in accordance with the new regulations. Coupa's design is made to work with existing tax codes to help streamline the process.

CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

After clicking the “Create Credit Note” button on invoice tab, you will need to manually add some information

1. Type in the Credit Note N° provided by your system
2. Review the Credit Note date (will be set as today by default but can be edited)
3. Review the payment terms (are set by default), and the original date of supply (set by default to today but can be edited)
4. Set the currency (has to match the PO and original invoice currency, if there’s a mismatch between PO and invoice currency there will be an error), and type in delivery number

Create Credit Note Create

This credit note applies to invoice **test invoice001**. When approved, the credit

General Info

1 * Credit Note #

2 * Credit Note Date 01/09/20

Payment Term 3010

3 Original Date of Supply 01/08/20

4 * Currency EUR

Delivery Number

Status Draft

Original Invoice # test invoice001

Original Invoice Date 01/08/20

Supplier Note

Attachments Add File | URL | Text

CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

After adding some information in creating Credit Note page,

1. Review PO line-item migrated data – Select VAT and calculate VAT tax at line levels
 - a) The tax code in the drop-down menu will be a generic tax code that differentiates Goods/Services and EU/Non-EU type of transaction – supplier must choose the most appropriate
 - b) In case an invoice line is issued as q'ty x price, please put a negative value in q'ty, not in price

①

Lines

Adjustment Type Quantity

Type	Description	Qty	UOM	Price	Total
	Test PO	-1.00	Each	100.00	-100.00

PO Line Contract Billing Supplier Part Number

C90000749-1 EU-FR-BLA-L212-1-CA00470566-#-6110110000

Commodity

L212 - Application Project & Services - Bundled activities

Taxes

VAT Rate	VAT Amount	Tax Reference
	0.00	

CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

2. Review subtotal, VAT and total amounts
3. Take action using the Action Buttons – Only submit the invoice when finished

! EXTREMELY IMPORTANT

*The Total quantity and amount of the credit note must be a **negative value (-)** in order to avoid errors in the system.*

Lines

Adjustment Type: Quantity

Type	Description	Qty	UOM	Price	Total
	Test PO	-1.00	Each	100.00	-100.00

PO Line: C90000749-1 | Contract: EU-FR-BLA-L212-1-CA00470566-#-6110110000 | Billing: | Supplier Part Number: | Commodity: L212 - Application Project & Services - Bundled activities

Taxes

VAT Rate	VAT Amount	Tax Reference
	0.00	

Total Taxes

Net Total	-28,000.00
Tax Code	% 0.000
Total Tax	0.00

Total: -28,000.00

2

3

Delete Calculate Save Submit



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SUPPORT

- **AIRBUS**

- **Airbus.com page:** www.airbus.com/be-an-airbus-supplier/click-and-buy/click-and-pay.html
 - Quick guides
 - CSP Guide
 - Videos
 - FAQ

- **Support:**

- **Airbus Customer Care:**
 - **Telephone:** +33 (0)1 57 32 48 95
 - **Email:** support.clicknbuy@airbus.com

- **COUPA**

- **FAQ:** https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_FAQ
- **Overview Coupa** <http://www.coupa.com/supplier-network>
- **Getting started guide:** <http://support.coupa.com/forums/33150/entries>



Thank you!