Guidelines for Suppliers of the ERGO Group

3 Manage Purchase Orders, Invoices and Credit Notes with CSP

March 2022

Dear Suppliers!

We look forward to taking a new approach to manage procurement with you. With the introduction of the cloud-based platform Coupa, the Corporate Procurement department is transforming ERGO Group's procurement and digitises all associated processes, from ordering to payment.

You, as a supplier, benefit from this new approach and so do we, as your customer.

We are happy to assist you with the integration of the electronic procurement solution. We look forward to a digitised collaboration with you!
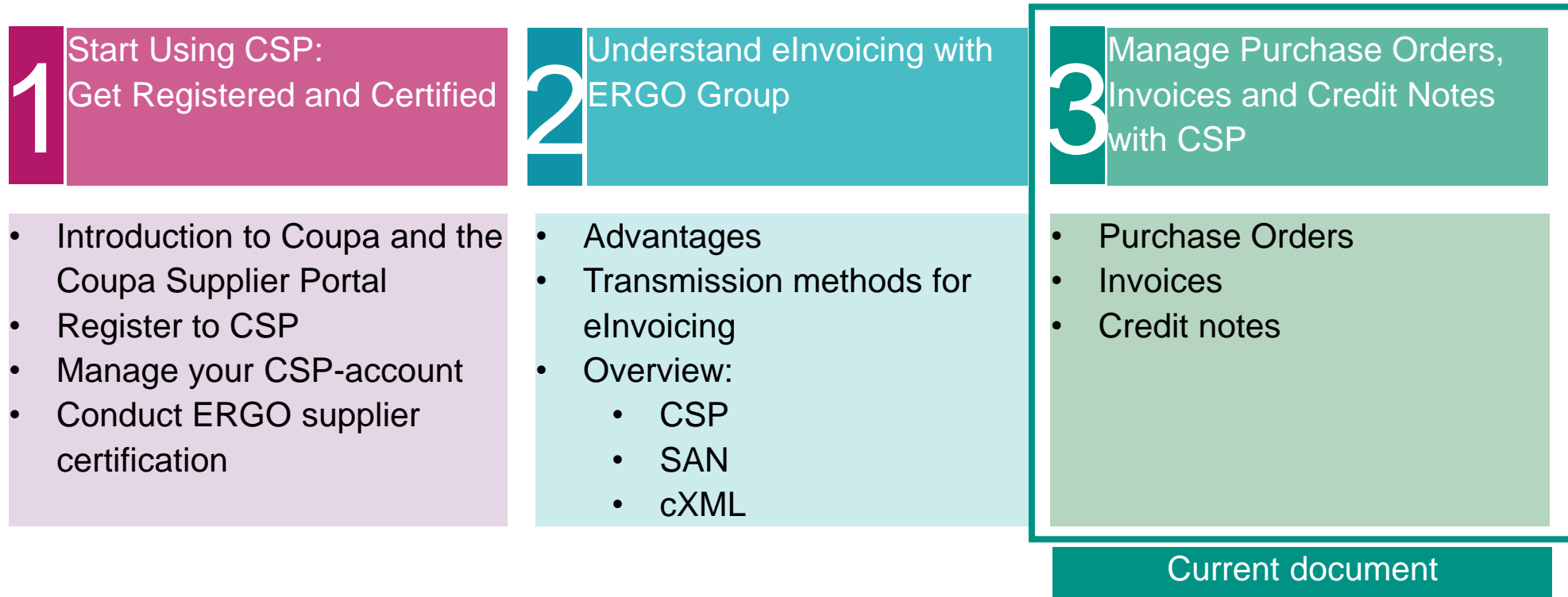
With kind regards
Your ERGO Procurement Team

Start working with the Coupa Supplier Portal (CSP) Available Guidelines

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Not yet experienced in setting up, using and integrating Coupa into your order and invoicing processes? To support you, we provide the following documents and instructions. All documents are available on our Internet Page.

1 Start Using CSP: Get Registered and Certified	**2** Understand eInvoicing with ERGO Group	**3** Manage Purchase Orders, Invoices and Credit Notes with CSP

• Introduction to Coupa and the Coupa Supplier Portal
• Register to CSP
• Manage your CSP-account
• Conduct ERGO supplier certification
	• Advantages
	• Transmission methods for eInvoicing
	• Overview:
	  • CSP
	  • SAN
	  • cXML
		• Purchase Orders
		• Invoices
		• Credit notes

Current document

Content

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3.1 **Receive Purchase Orders**

Purchase Orders
Receive and View (1/2)

Regardless of the delivery preference set for orders, you have access to orders within CSP.

1. Select **Orders** in the menu bar.

Purchase Orders
Receive and View (2/2)

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All sent orders are displayed.

2. Select *ERGO Group* in the **Select Customer** field to see only ERGO Group orders.

3. Optional: Select a filter criterion in the **View** field and click **Search** to reduce the amount of orders displayed.

4. Optional: Click on the entry in the **PO Number** field to display the detailed view.

Select Customer | Test-System ERGO Group AG - Procurement - | 2

Configure PO Delivery

Purchase Orders

Instructions From Customer

Coupa provides two channels in which suppliers can take action over the POs raised: SAN which allows you to take action over the PO directly in your mailbox or the Coupa Supplier Portal (CSP), which requires the creation of a free CSP account.

Click the 🐝 Action to Invoice from a Purchase Order

| Export to ⌄ | | | | | View | All | Search | 🔍 | 3 |

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
4900005830	9/03/	Issued	None	1,000 Each I Stück of Line 1 / 1,000 Each I Stück of Line 2	No	60,000.00 EUR		
4900005829	9/03/2022	Issued	None	1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto / 1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterreifensatz / 1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Überführungsk...	No	50,369.76 EUR		
4900005825	8/03/2022	Issued	None	1,000 Each I Stück of Line 1 / 1,000 Each I Stück of Line 2	No	60,000.00 EUR		
4900005823	5/03/2022	Issued	None	780 Day Rate I Tagesrate of Test 1 ANÜ	No	24,843.00 EUR		
4900005822	5/03/2022	Issued	None	5 Each I Stück of Onboarding Support	No	500.00 EUR		

4

Tipp **You can sort the display column headings by clicking on one of the column headings.**

Purchase Orders
Confirm Receipt and Execution

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5. Check the **Acknowledged** box to confirm receipt of the order. ERGO Group can see the status update.

Note: If you disagree with any aspect of the order, send your objections to the requisitioner.

Purchase Order #4900005829

⚙ General Info

Status	Issued - Sent via Email
Order Date	29/0 /2022
Revision Date	29/0 /2022
Requester	Kavi a Arumugam
Email	Kavi a.Arumugam.eextern@itergo.com
Payment Term	CG0 (08 Days 0.0 %)
Attachments	None
Acknowledged ☐	5

📍 Shipping

Ship-To Address	ather Strasse 110
	0478 Düsseldorf
	Germany
	ocation Code: 2005679869
	ttn: Kavita Arumugam
Terms	EXW

📦 Shipment Tracking ➕ Add

No delivery tracking.

≡ Lines

| | | Advanced | Search 🔍 | Sort by | Line Number: 0 → 9 ▾ |

	Type	Item	Qty	Unit	Price	Total	Invoiced
1	🛒	S F_ED_Testfall11_E2E_Car Purchase_Auto	1	Each l Stück	47,991.59	47,991.59	47,991.59

Part Number
None

	Type	Item	Qty	Unit	Price	Total	Invoiced
2	🛒	S F_ED_Testfall11_E2E_Car Purchase_Winterreifensatz	1	Each l Stück	1,411.78	1,411.78	1,411.78

Tip With the **Print View** function you can print the order. With the **Save** function you can save the order outside Coupa.
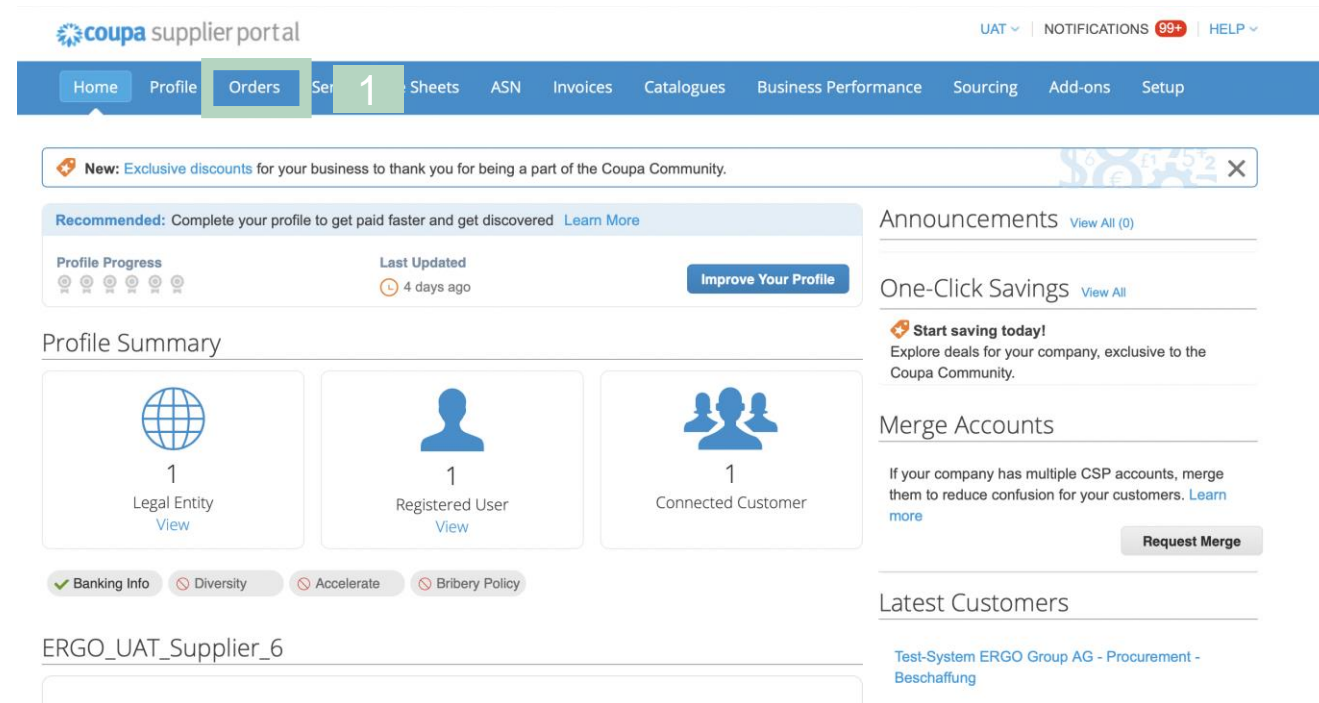
3.2 Create Invoices

Create Invoices with CSP

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Regardless of the delivery preference set for orders, you can view these in the Coupa Supplier Portal.

1.   Select **Orders** from the menu bar.

Create Invoices with CSP

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All orders are displayed.

2. Select *ERGO Group* in the **Select Customer** field to see only ERGO Group orders.

3. Optional: Select a filter criterion in the **View** field and click **Search to** reduce the amount of orders displayed.

4. Click on the entry in the **PO Number** field to display the detailed view.

Select Customer | Test-System ERGO Group AG - Procurement - [⌄] | **2**

Configure PO Delivery

Purchase Orders

Instructions From Customer

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Click the 🪙 Action to Invoice from a Purchase Order

| Export to ⌄ | | | | | View | All ⌄ | Search 🔍 | **3** |

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
4900005830	29/03/2022	Issued	None	1,000 Each I Stück of Line 1 / 1,000 Each I Stück of Line 2	No	60,000.00 EUR		
4900005829	29/03/2022	Issued	None	1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto / 1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterreifensatz / 1 Each I Stück of SF_ED_Testfall11_E2E_Car Purchase_Überführungsk...	No	50,369.76 EUR		
4900005825	28/03/2022	Issued	None	1,000 Each I Stück of Line 1 / 1,000 Each I Stück of Line 2	No	60,000.00 EUR		
4900005823	25/03/2022	Issued	None	780 Day Rate I Tagesrate of Test 1 ANÜ	No	24,843.00 EUR		
4900005822	25/03/2022	Issued	None	5 Each I Stück of Onboarding Support	No	500.00 EUR		

4

Tip

Tip | **Use the icons in the Actions column to enter invoices 🪙, credit notes 🪙 or 👷 to produce service or time sheets.**

Create Invoices with CSP

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5. Click **Create Invoice** to start the invoice creation.

Purchase Order #4900005830

⚙ General Info

Status	Issued - Sent via Email
Order Date	29/03/2022
Revision Date	29/03/2022
Requester	Torsten Knappe
Email	Torsten.Knappe.extern@itergo.com
Payment Term	ICG01 (60 Days 0,0 %)
Attachments	None
Acknowledged	☐

📍 Shipping

Ship-To Address	Haupstr. 16
	55288 Alzey
	Germany
	Attn: Torsten Knappe
Terms	EXW

Shipment Tracking ➕ Add

No delivery tracking.

≡ Lines

Advanced | Search 🔍 | Sort by | Line Number: 0 → 9 ▾

1	Type	Item		Qty	Unit	Price	Total	Invoiced
	🛒	Line 1		1,000	Each I Stück	10.00	10,000.00	0.00

Part Number
None

2	Type	Item		Qty	Unit	Price	Total	Invoiced
	🛒	Line 2		1,000	Each I Stück	50.00	50,000.00	0.00

Part Number
None

Per page 15 I 45 I 90

Total EUR **60,000.00**

5 [Create Invoice] Save 🖨 Print View

Create Invoices with CSP

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The data is already pre-populated with the information from the order.

6. Enter the **Invoice Number** and the **Invoice Date.**

Note: Please enter your **Invoice number** here, which you may have created with your invoicing software. It is used to assign the payment to your bank account.

7. Select the **Currency.**

Note: The currency must match the details of the order.

8. Optional: Add **Attachments**, e.g. delivery notes, proofs.

Create Invoice Create

General Info | From

* Invoice #
* Invoice Date 29/03/2022
6
* Supplier ERGO_UAT_Supplier_6
* Supplier VAT ID DE312926924
Payment Term CG01 (08 Days 0,0 %)
* Invoice-From Address ERGO_UAT_Supplier_6
00001
ERGO-Platz 1
40198 Düsseldorf
Germany
* Currency EUR 7
Delivery Number
Hans Hinz
Bonn
Status Draft
AG
Image Scan Datei auswählen Keine Datei ausgewählt
Hinz & Kunz
Bonn
Bonn1234
Supplier Note

Attachments Add File | URL | Text 8
* Remit-To Address ERGO_UAT_Supplier_6
00001
ERGO-Platz 1
40198 Düsseldorf
Germany
Margin Scheme

IBAN: ****************3780

* Ship-From Address ERGO_UAT_Supplier_6
00001
ERGO-Platz 1
40198 Düsseldorf
Germany

Create Invoices with CSP

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The individual items of the order are displayed in lines.

9. Optional: Click on the **red cross** icon to remove the item that is not to be invoiced from the invoice.

10. Optional: Adjust the **Number, if** a small quantity is to be charged.

11. Optional: Adjust the unit **Price, if** a different price is to be charged.

12. Select the VAT rate in the **VAT (%)** field. The VAT is calculated automatically.

13. Optional: Enter a reason for the selected VAT rate in the **Tax Reference** field, e.g. if 0% was selected.

Create Invoices with CSP

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14. Optional: Click **Add Line, if** you want to add shipping costs to the invoice, for example.

15. Optional: Click **Calculate** to recalculate the invoice including VAT.

16. Click on **Submit.**

17. Click **Send Invoice** to send the ready-to-send invoice to the ERGO Group.

The invoice is now submitted! It has the **status** *processing*.

Add Line · from PO · Pick lines from Contract

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Total Taxes

Lines Net Total	60,000.00
Lines VAT Totals	0.00

Shipping

VAT

Tax Reference — Enter a tax reason description.

Total VAT	0.00
Net Total	60,000.00
Gross Total	**60,000.00**

> Coupa creates an invoice in your name. This PDF invoice is the only legal one. Please make sure you do not attach any other invoice to this transaction.

Delete Cancel Save as draft Calculate Submit

15 **16**

Create Invoices with CSP

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If the invoice has the **Status** *Approved,* it is paid according to the agreed payment terms and payment schedule.

If the invoice has the **Status** *Disputed*, it has been rejected by the ERGO Group. Reasons for this can be:

- An automatic challenge takes place immediately after submission of the invoice.

- The invoice does not match the information in the order. This may be a problem with the part number, quantity or price.

- A manual challenge by the PO owner/requester.

You will receive an email notification with the invoice number and reason. All disputed invoices are also displayed in the **Tasks** tab and the **notifications.**

Create Invoices with CSP – Make use of „Invoice from Contract"

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To create invoces from contract you have to follow **Invoices** in the menu bar.

1. Click **Incoces** in the menu bar.

2. Click **Create Invoices from Contract**.

3. Select the relevant contract from the drop-down menu.

4. Click **Create** to create the invoice.

Follow the steps from to continue.
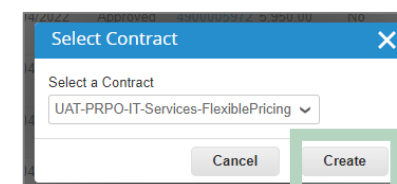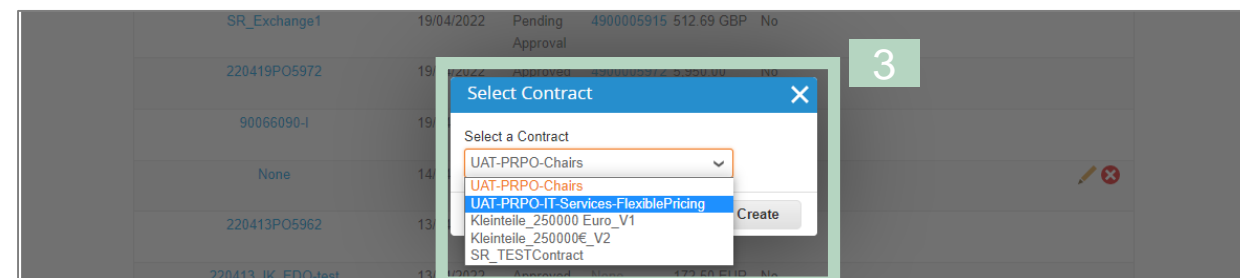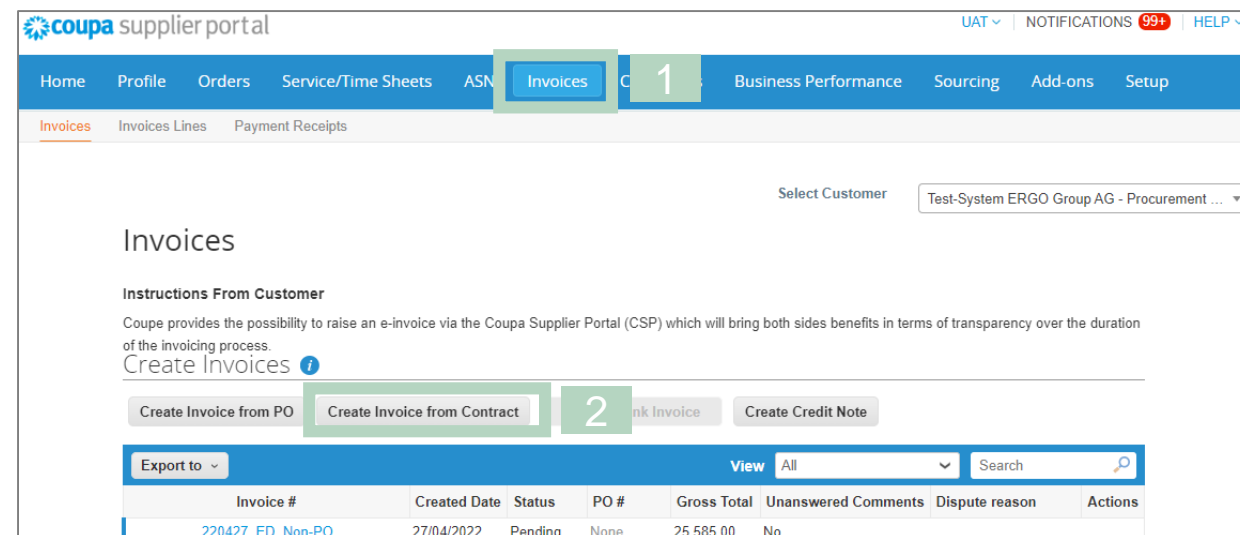
Tipp The button **Create Invoice from Contract** is only activated after the buyer has enabled this in Coupa!

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Edit Disputed Invoice

To deal with disputed invoices:

1. Click on **Invoices** in the menu.

2. Select *Disputed* in the **Display** field.

Note: In the column **Reason for challenge you will** find the reason.

3. Click on the **Invoice Number** column to open the detailed display.

Total Taxes

Lines Net Total			429.80
Lines VAT Totals	VAT	19.0%	81.66
Shipping			0.00
Total VAT			81.66
Net Total			429.80
Gross Total			**511.46**

Cancel Invoice   Adjust

Invoices

Instructions From Customer

Coupe provides the possibility to raise an e-invoice via the Coupa Supplier Portal (CSP) which will bring both sides benefits in terms of transparency over the duration of the invoicing process. ⓘ

Create Invoices ⓘ

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

Export to ⌄   View: Disputed

Invoice #	Invoice Date	PO #	Gross Total	Disputed Date	Commented	Dispute reason	Comments	Actions
220131-C-001	31/...	None	511.46 EUR	31/01/2022	None	other		
PS211124-001	25/11/2021	None	178.50 EUR	25/11/2021	None	ffff		
CRX-PO4890	23/09/2021	4900004890	11,900.00 EUR	27/09/2021	27/09/2021	test	Peter Schäfers (@ERGO_DE.E676993) on 27/09/2021 at 16:38 test	
C_TC3_POGRINVCN_INV1	23/08/2021	4900004732	10,710.00 EUR	23/08/2021	None	Faulty or Wrongly Shipped Product or Excess shipment returned		
21-04-20-PO3763	20/04/2021	4900003763	14,875.00 EUR	21/04/2021	None	gfdgdffgdfg		
3079	11/03/2021	None	13,447.00 EUR	17/03/2021	None	Invalid or missing PO reference		

Edit Disputed Invoice

4. Click **Cancel Invoice** to cancel the invoice.

Or

4. Click **Adjust** to correct and resubmit the invoice.

Total Taxes

Lines Net Total			429.80
Lines VAT Totals	VAT	19.0%	81.66
Shipping			0.00
Total VAT			81.66
Net Total			429.80
Gross Total			**511.46**

4

Cancel Invoice   Adjust

3.3 Create Credit Notes

Create Credit Notes

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pany

A credit note can be used to reduce an amount that has already been invoiced (and paid, if applicable). The credit note can be created directly in Coupa and sent to ERGO Group.

The credit note can be created on the basis of the invoice or the order. In Coupa this document is called a correction document.

1. Click on the **Create credit note** icon 🪙 in the **Actions** column of the **Purchase Orders** overview.

Or

2. Click on **Create credit note in** the overview of **Invoices**, then enter the invoice number and start the credit note creation.

Purchase Orders

Instructions From Customer

Coupa provides two channels in which suppliers can take action over the POs raised: SAN which allows you to take action over the PO directly in your mailbox or the Coupa Supplier Portal (CSP), which requires the creation of a free CSP account.

Click the 🪙 Action to Invoice from a Purchase Order

Export to ⌄					View All		Search 🔍		
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments		Total	Assigned To	Actions
4900005829	29/03/2022	Issued	None	1 Each | Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto 1 Each | Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterreifensatz 1 Each | Stück of SF_ED_Testfall11_E2E_Car Purchase_Überführungsk...	No		50,369.76 EUR		🪙🪙
4900005825	28/03/2022	Issued	None	1,000 Each | Stück of Line 1 1,000 Each | Stück of Line 2	No		60,000.00 EUR		🪙 **1**
4900005823	25/03/2022	Issued	None	780 Day Rate | Tagesrate of Test 1 ANU	No		24,843.00 EUR		🪙🪙 ⚙
4900005822	25/03/2022	Issued	None	5 Each | Stück of Onboarding Support	No		500.00 EUR		🪙🪙 ⚙
4900005821	24/03/2022	Issued	None	1,000 Each | Stück of Line1 50 Each | Stück of Line 2	No		260,000.00 EUR		🪙🪙

Invoices

Instructions From Customer

Coupa provides the possibility to raise an e-invoice via the Coupa Supplier Portal (CSP) which will bring both sides benefits in terms of transparency over the duration of the invoicing process.

Create Invoices ⓘ

Create Invoice from PO	Create Invoice from Contract	Create Blank Invoice	Create Credit Note	**2**

Export to ⌄				View All		Search 🔍	
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
3456	28/03/2022	Pending Approval	4900005822	-119.00 EUR	No		
12345-22	28/03/2022	Pending Approval	4900005825	5,652.50 EUR	No		
None	28/03/2022	Draft	4900005825	55,652.50 EUR	No		✏❌
None	28/03/2022	Draft	4900005825	60,000.00 EUR	No		✏❌
None	28/03/2022	Draft	4900005822	500.00 EUR	No		✏❌
None	28/03/2022	Draft	4900005822	500.00 EUR	No		✏❌

Create Credit Notes

3. Enter the **Credit Note #.** and the **Credit Note Date.**

4. Enter the **Original Invoice Number** and **Original Invoice Date.**

Create Credit Notes

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5. Optional: Correct the Quantity in the **Qty** field, e.g. *-3.0.*

6. Select the **VAT Rate.**

7. Click **Calculate**.

8. Click **Submit**.

9. Click on **Send credit note** to send the credit note to the ERGO Group.

Note: The credit notes are displayed in the **invoice** overview. The **gross invoice amount** is marked with a - (minus) + shown in red.

3.4 Support

Support

This document can only give you an overview of the most important steps in the Coupa Supplier Portal. Further information can be found on our website (link), which is updated and supplemented as required.

You will find much more information on the Coupa website:

- The Coupa Success Portal for additional information, videos and help: https://success.coupa.com.

- Coupa Supplier Portal Login: https://supplier.coupahost.com.

If you have any questions, please contact your ERGO Group buyer or the following mailbox coupa@ergo.de.

Thank you very much!

Your ERGO Procurement Team

Imprint

ERGO Group AG | Central Procurement

ERGO-Platz 1

40198 Düsseldorf

www.ergo.com

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