ERGO

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Guidelines for Suppliers of the ERGO Group

3 Manage Purchase Orders, Invoices and Credit Notes with CSP

March 2022

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Dear Suppliers!

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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

- Introduction to Coupa and the Coupa Supplier Portal
- Register to CSP
- Manage your CSP-account
- Conduct ERGO supplier certification

2 Understand eInvoicing with ERGO Group

- Advantages
- Transmission methods for eInvoicing
- Overview:
  - CSP
  - SAN
  - cXML

3 Manage Purchase Orders, Invoices and Credit Notes with CSP

- Purchase Orders
- Invoices
- Credit notes

Current document

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3.1 Receive Purchase Orders

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Purchase Orders
Receive and View (1/2)

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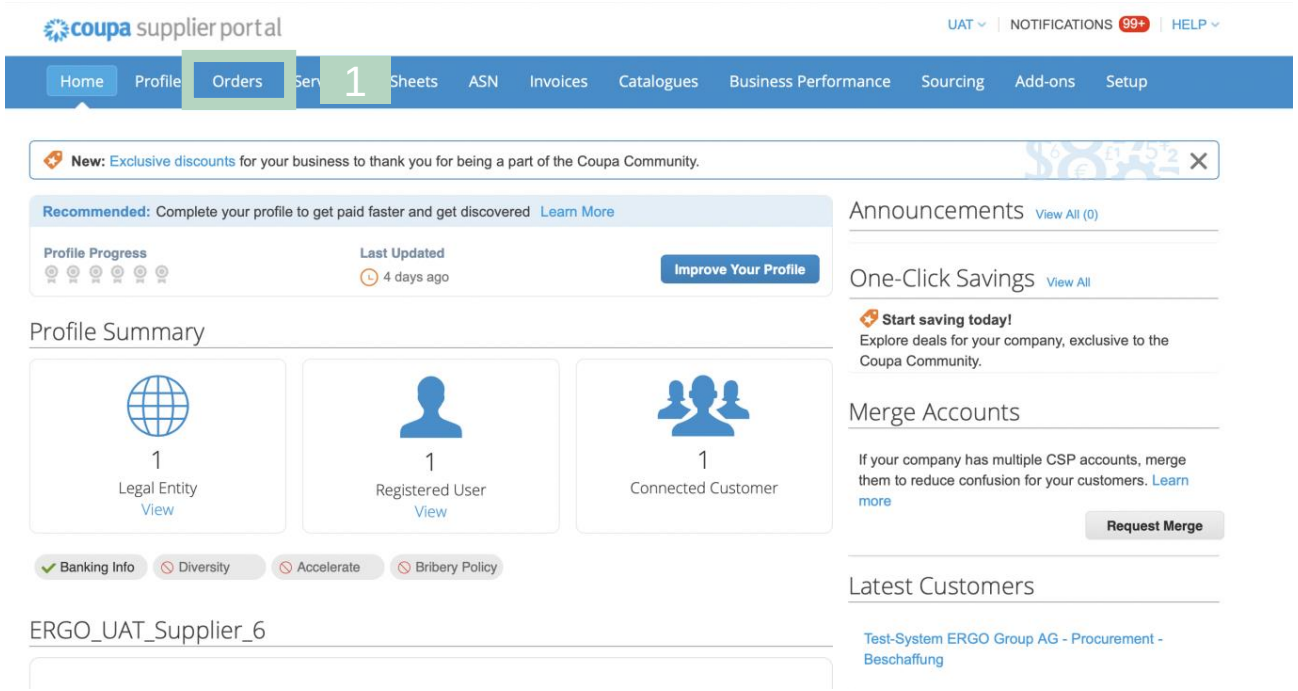
Regardless of the delivery preference set for orders, you have access to orders within CSP.

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



Purchase Orders
Receive and View (2/2)

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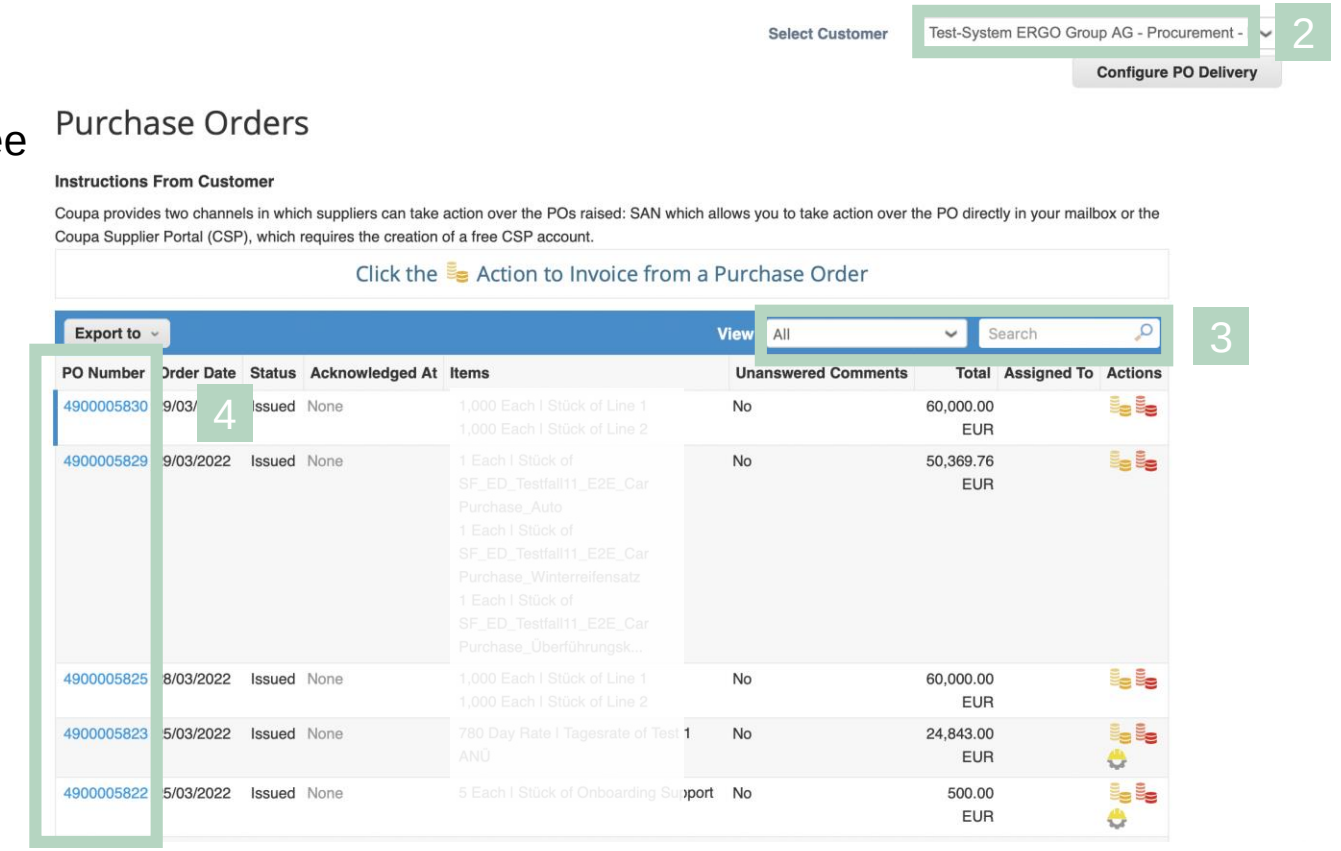
All sent orders are displayed.

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.



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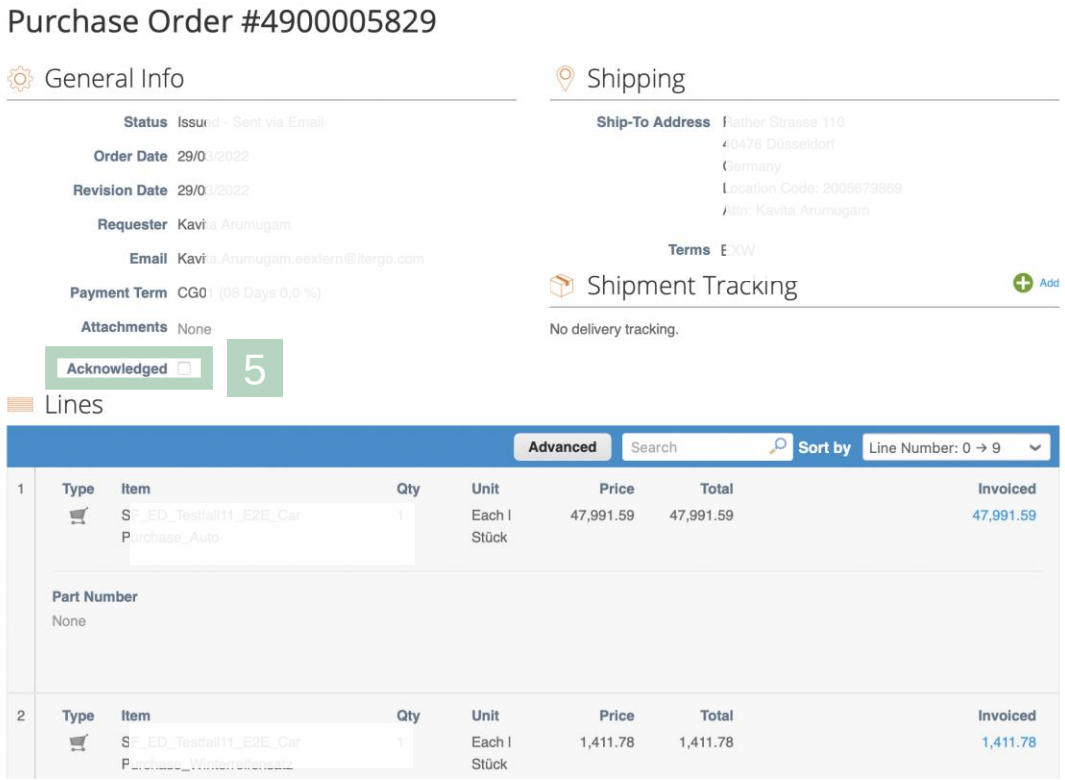
5. Check the **Acknowledged** box to confirm receipt of the order. ERGO Group can see the status update.

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



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

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Create Invoices with CSP

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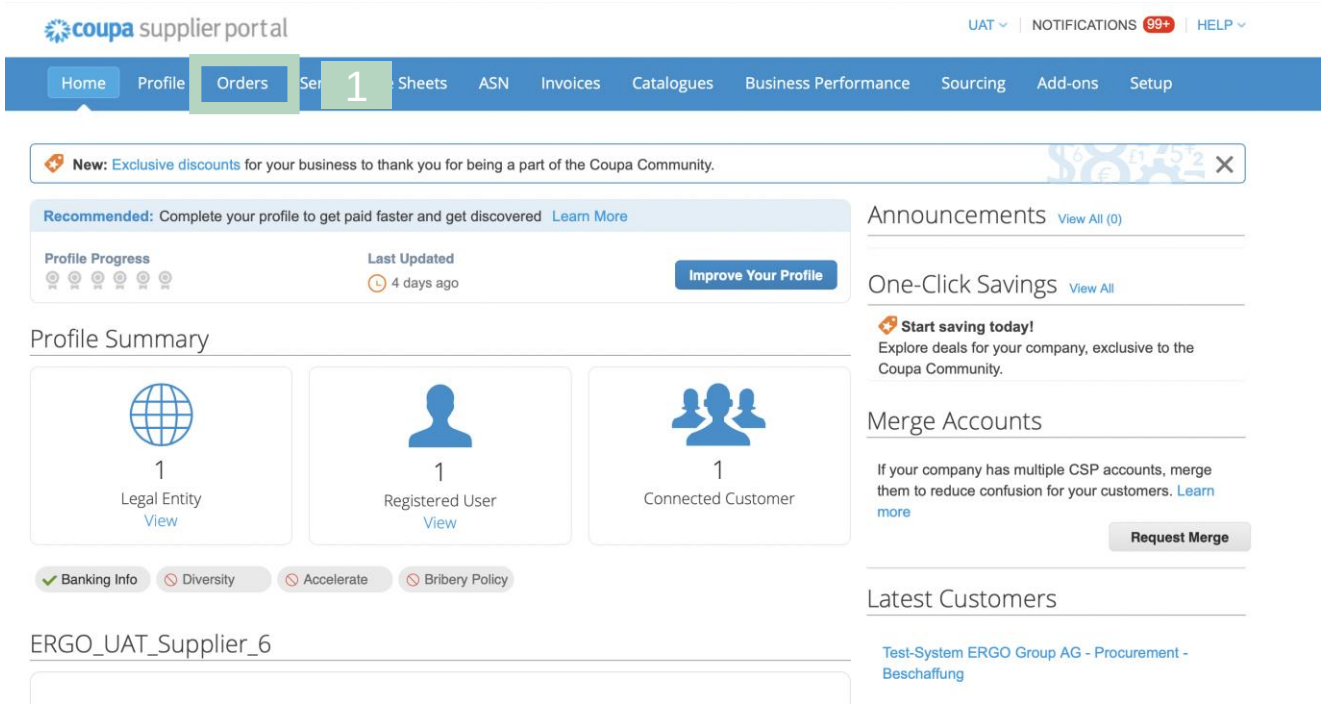
Regardless of the delivery preference set for orders, you can view these in the Coupa Supplier Portal.

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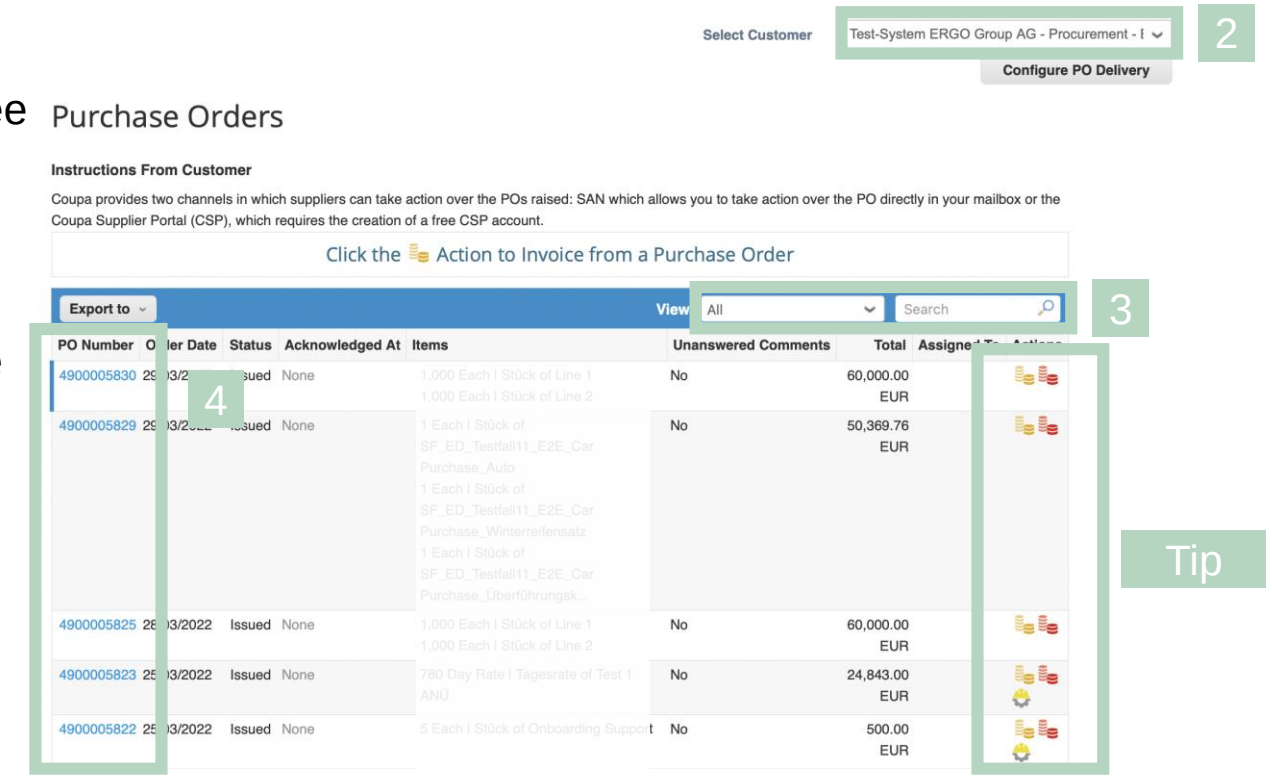
4. Click on the entry in the **PO Number** field to display the detailed view.



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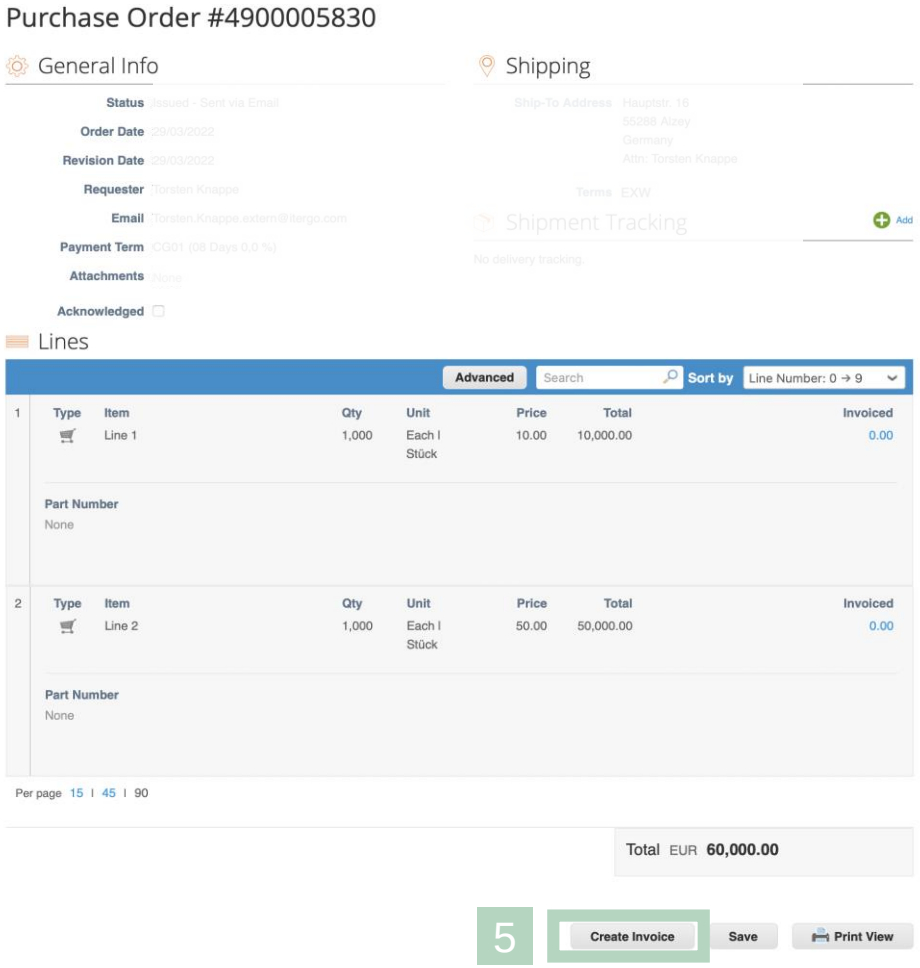
5. Click **Create Invoice** to start the invoice creation.



Create Invoices with CSP

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

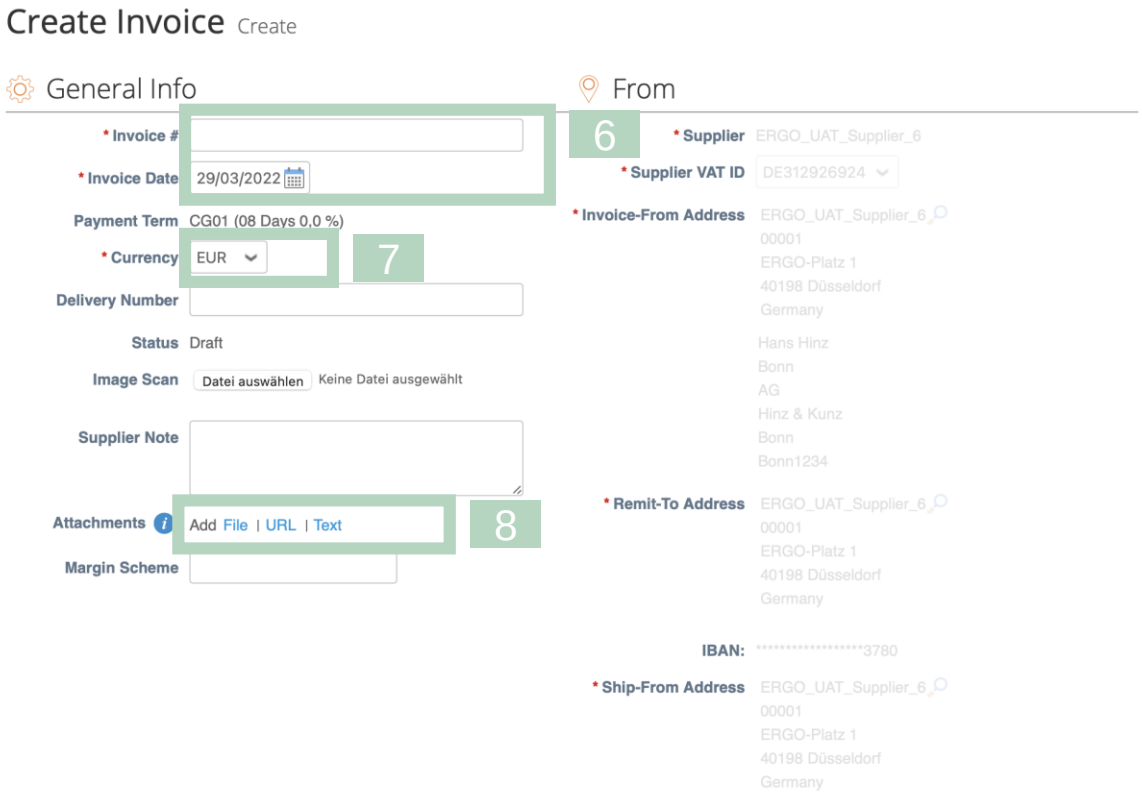
6. Enter the **Invoice Number** and the **Invoice Date.**

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 Invoices with CSP

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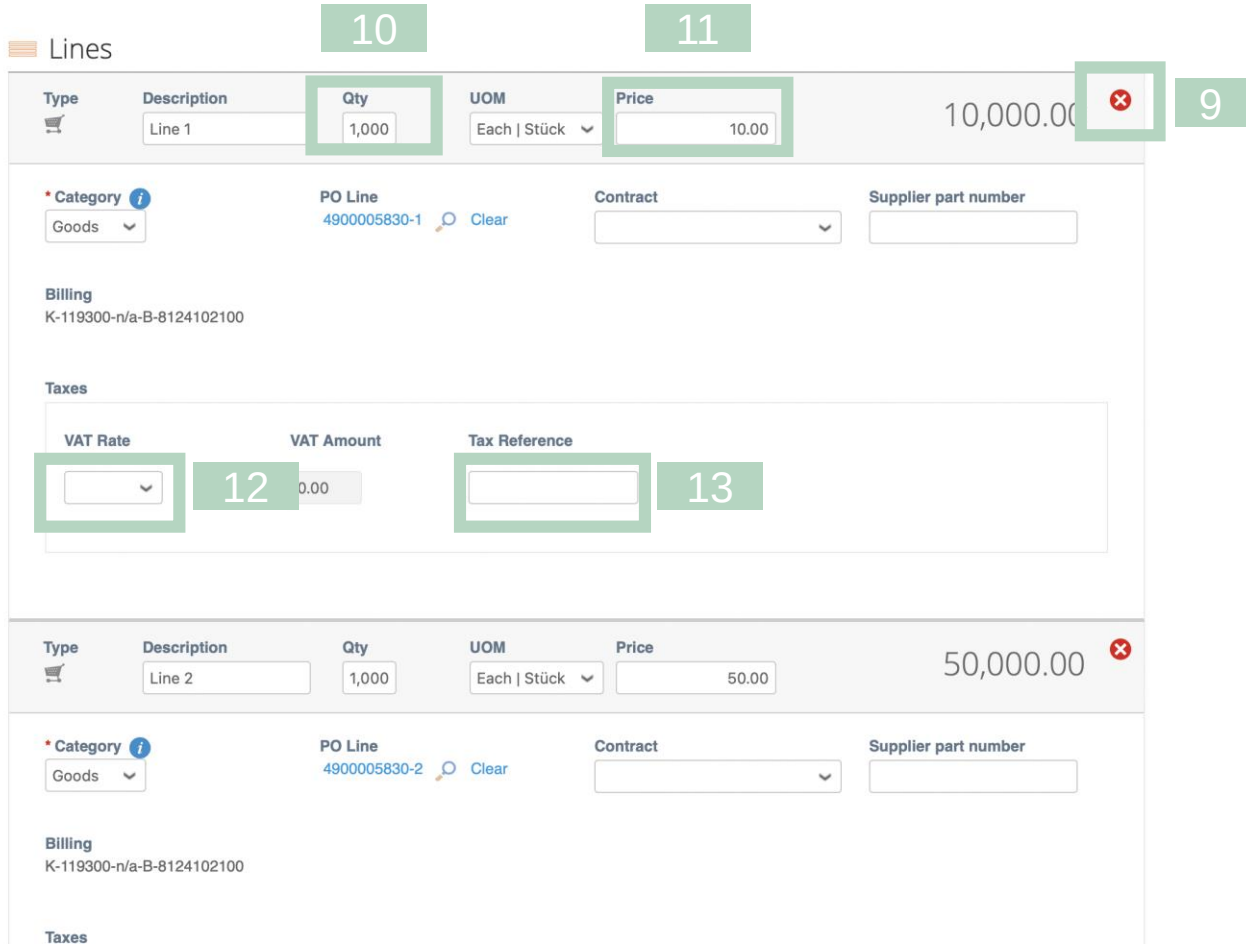
The individual items of the order are displayed in lines.

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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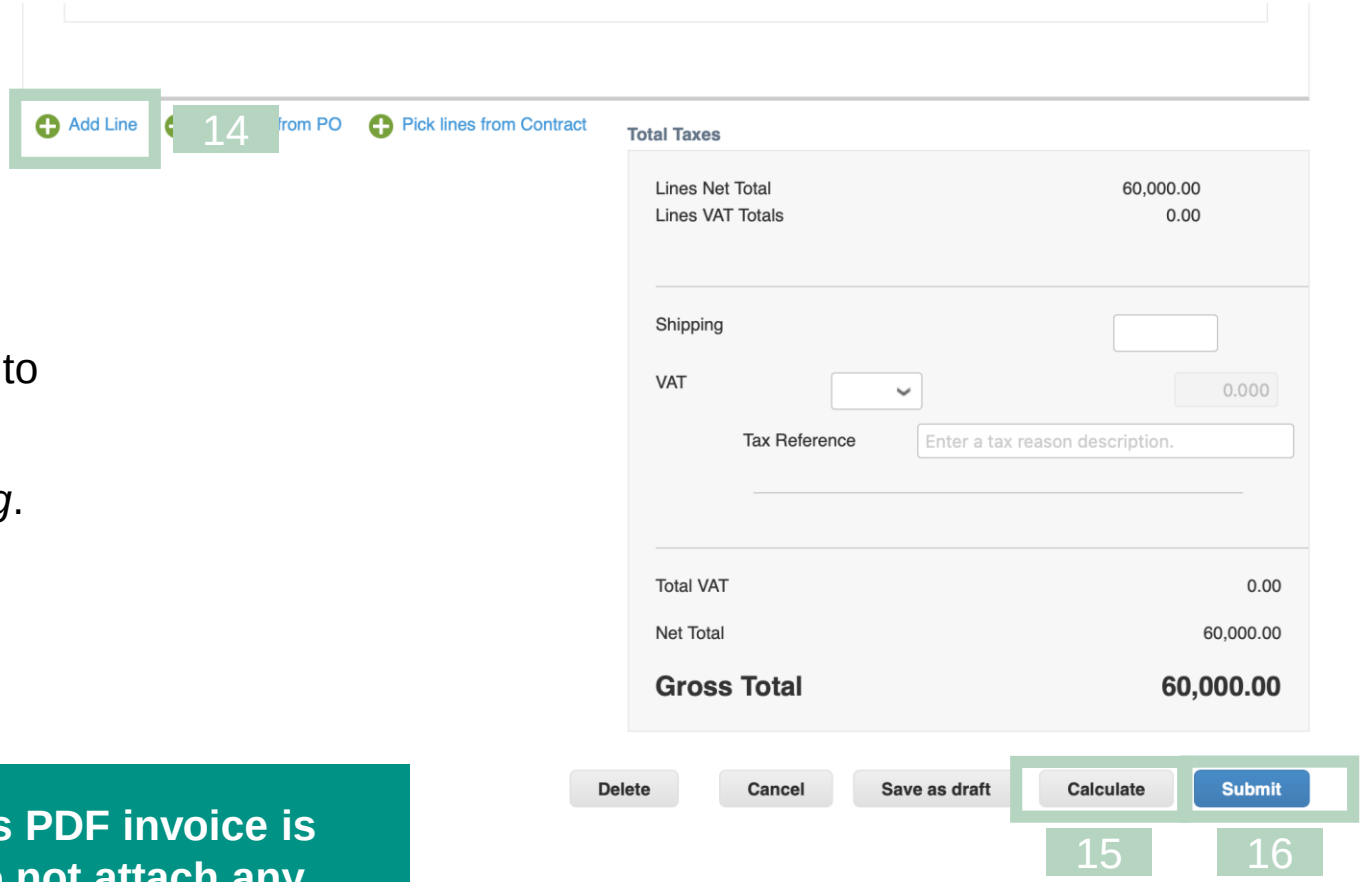
14. Optional: Click **Add Line, if** you want to add shipping costs to the invoice, for example.
15. Optional: Click **Calculate** to recalculate the invoice including VAT.
16. Click on **Submit.**
17. Click **Send Invoice** to send the ready-to-send invoice to the ERGO Group.

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



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.

Create Invoices with CSP

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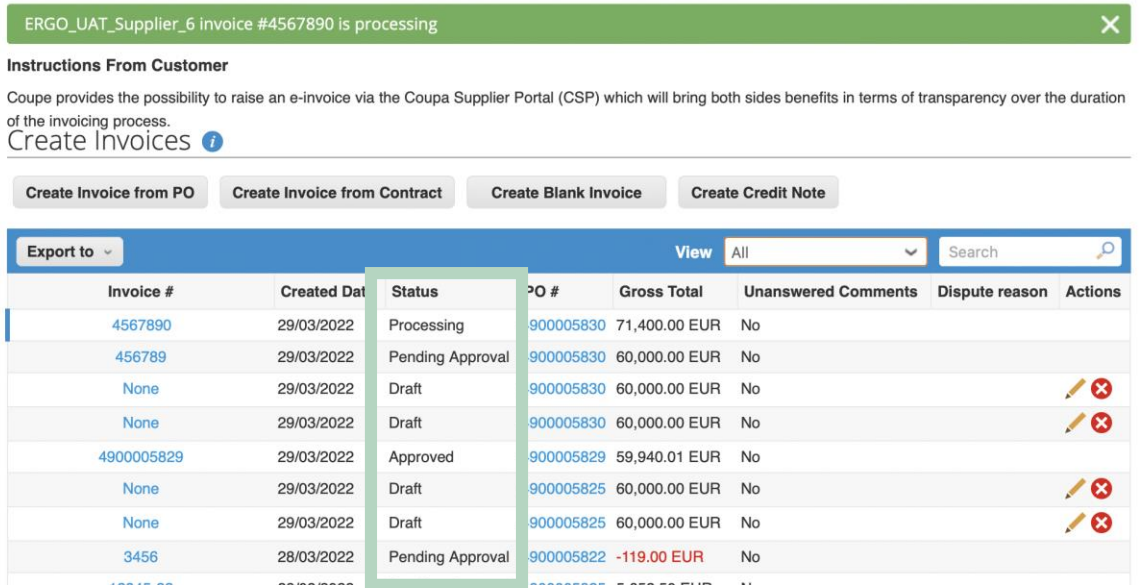
If the invoice has the **Status** *Approved,* it is paid according to the agreed payment terms and payment schedule.

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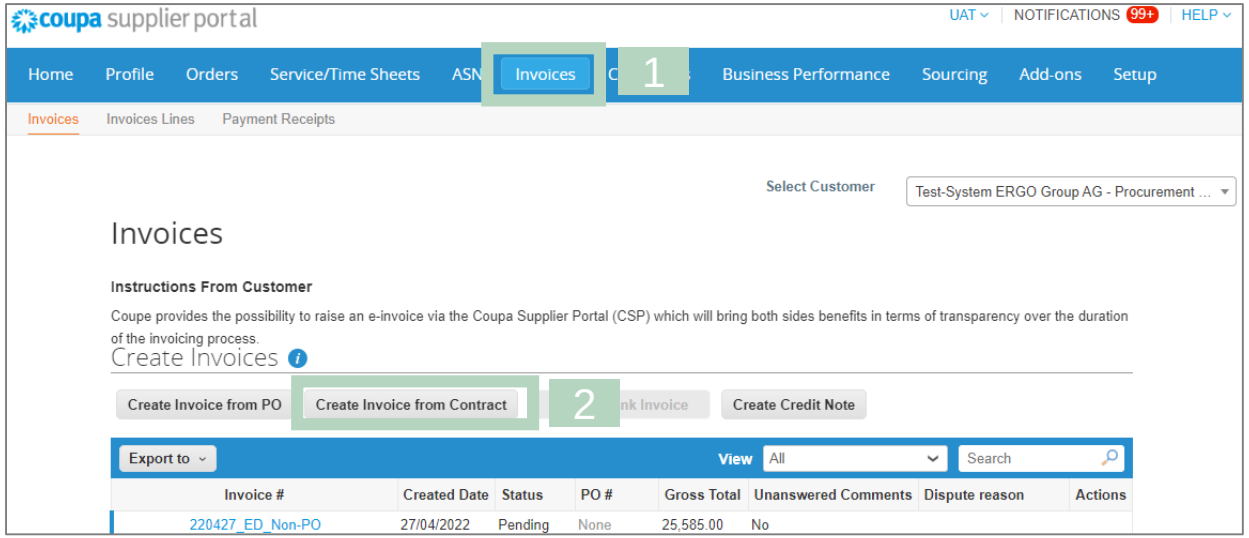
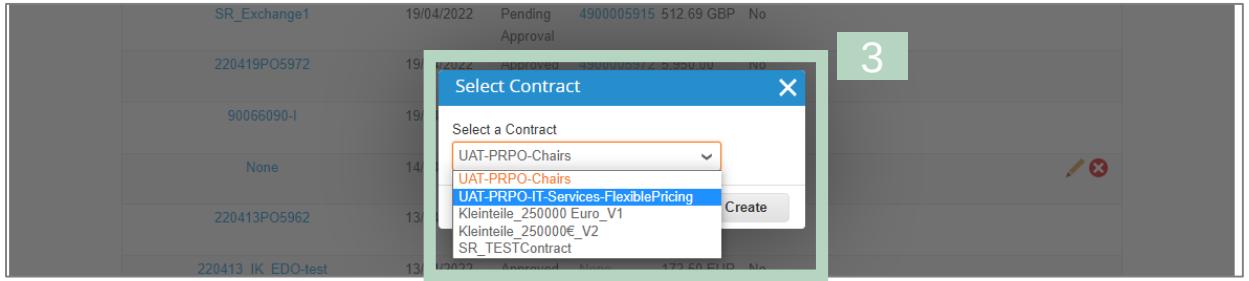
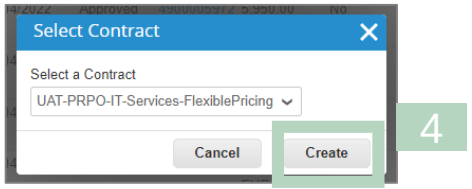
To create invoces from contract you have to follow **Invoices** in the menu bar.

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 page 13 number 6 to continue.







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

Edit Disputed Invoice

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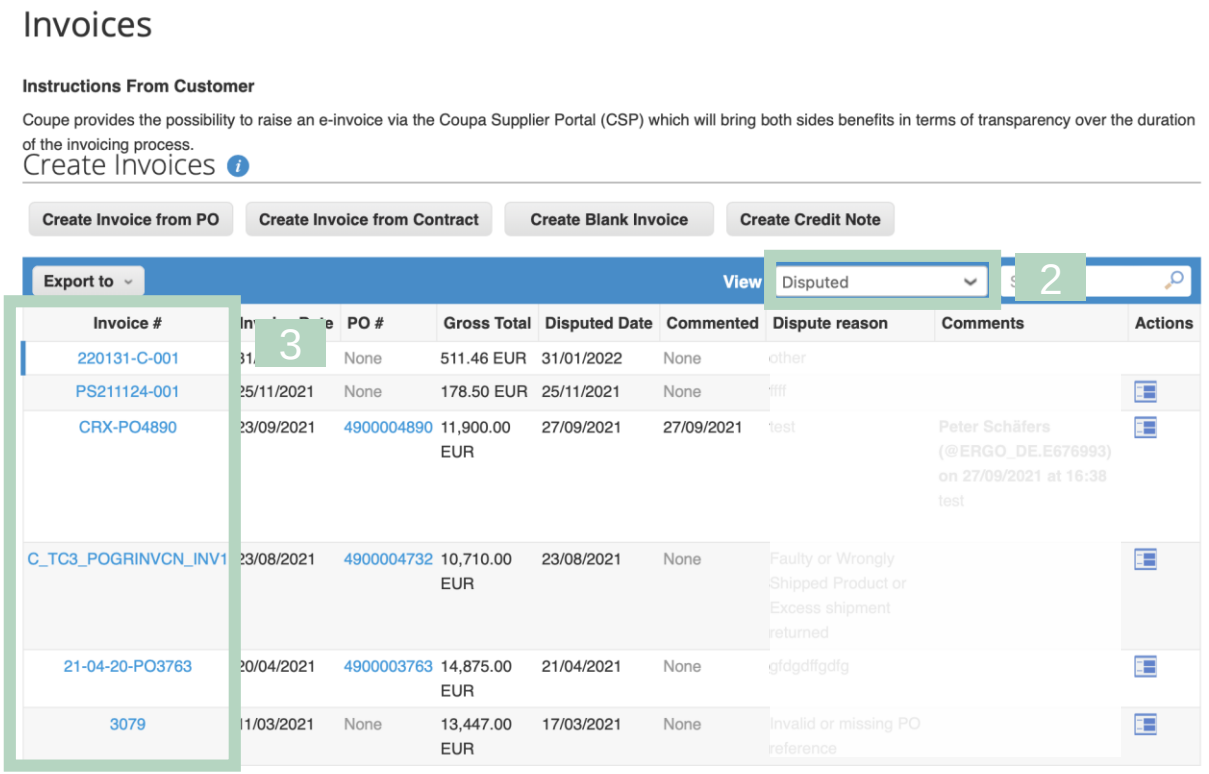
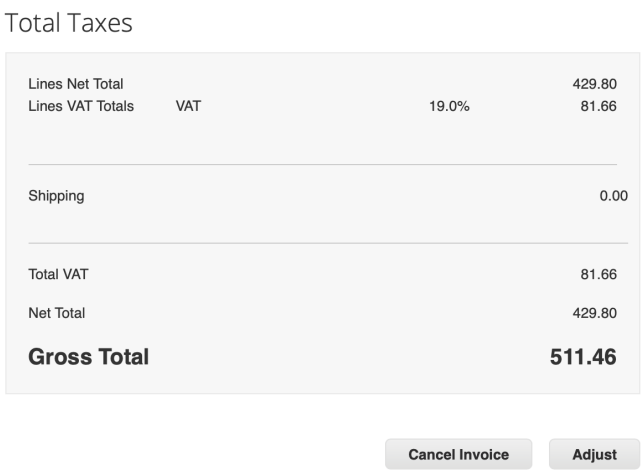
To deal with disputed invoices:

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.





Edit Disputed Invoice

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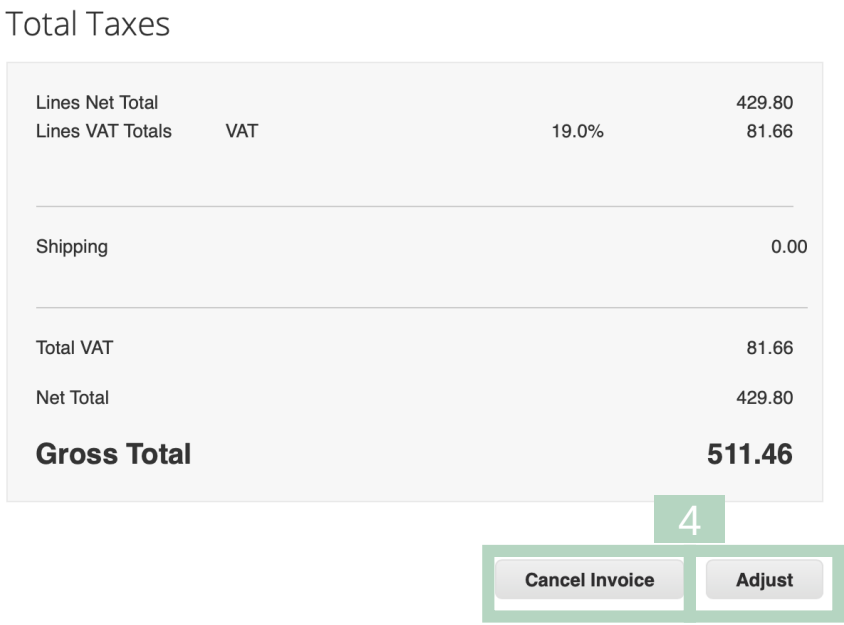
4. Click **Cancel Invoice** to cancel the invoice.

Or

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



3.3 Create Credit Notes

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Create Credit Notes

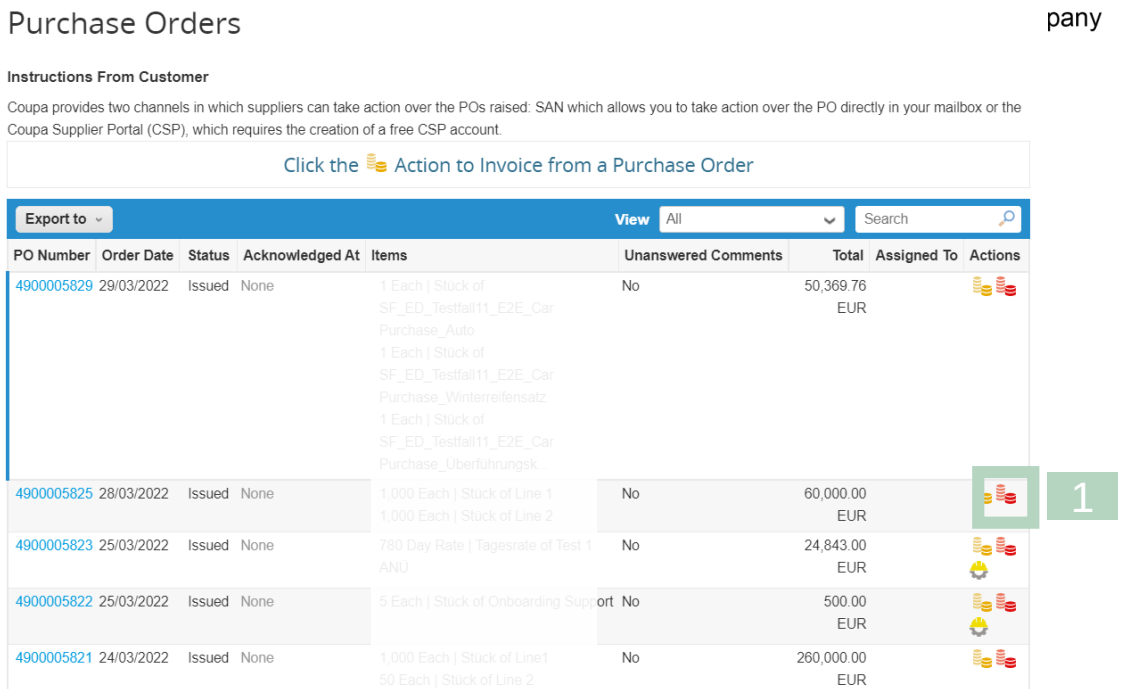
A credit note can be used to reduce an amount that has already been invoiced (and paid, if applicable). The credit note can be created directly in Coupa and sent to ERGO Group.

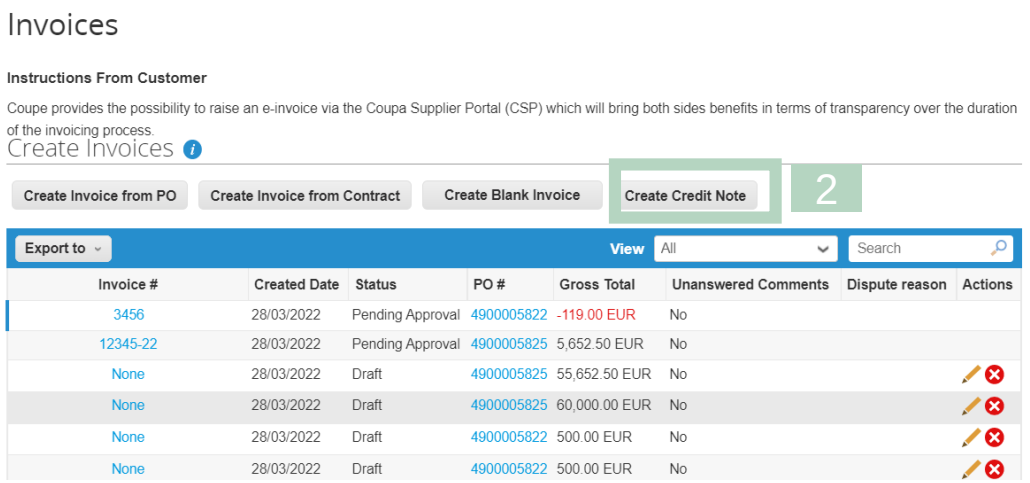
The credit note can be created on the basis of the invoice or the order. In Coupa this document is called a correction document.

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.





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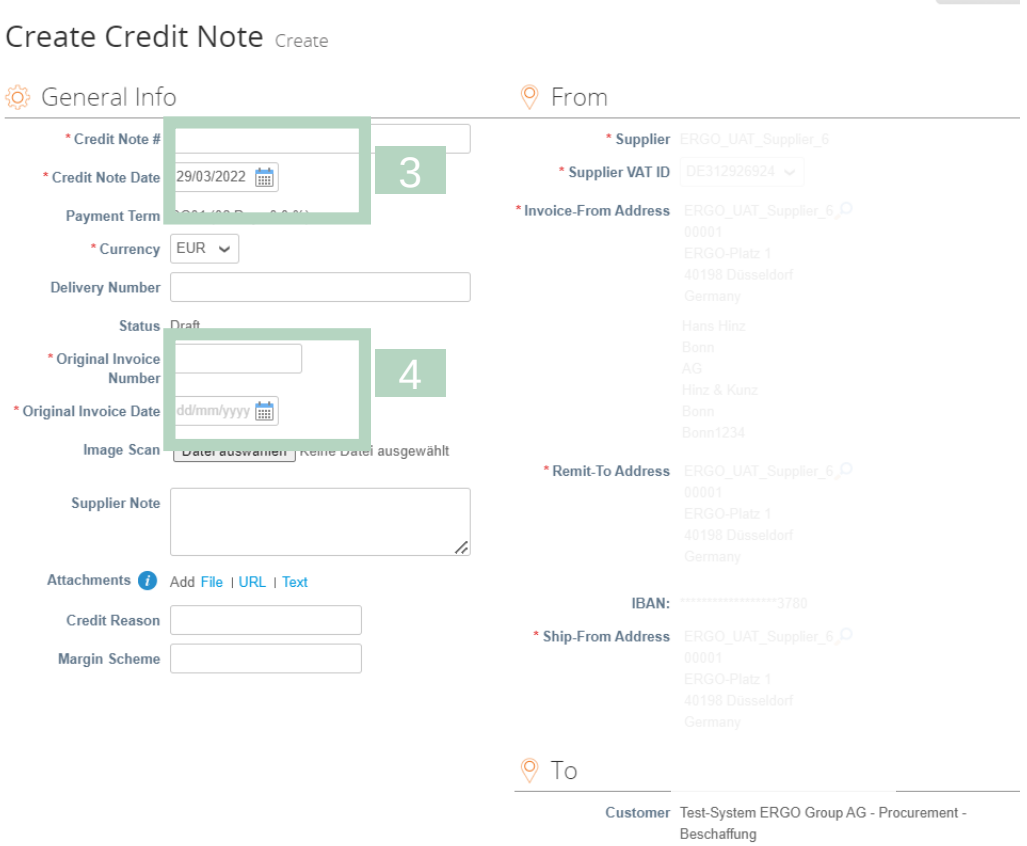
3. Enter the **Credit Note #.** and the **Credit Note Date.**

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



Create Credit Notes

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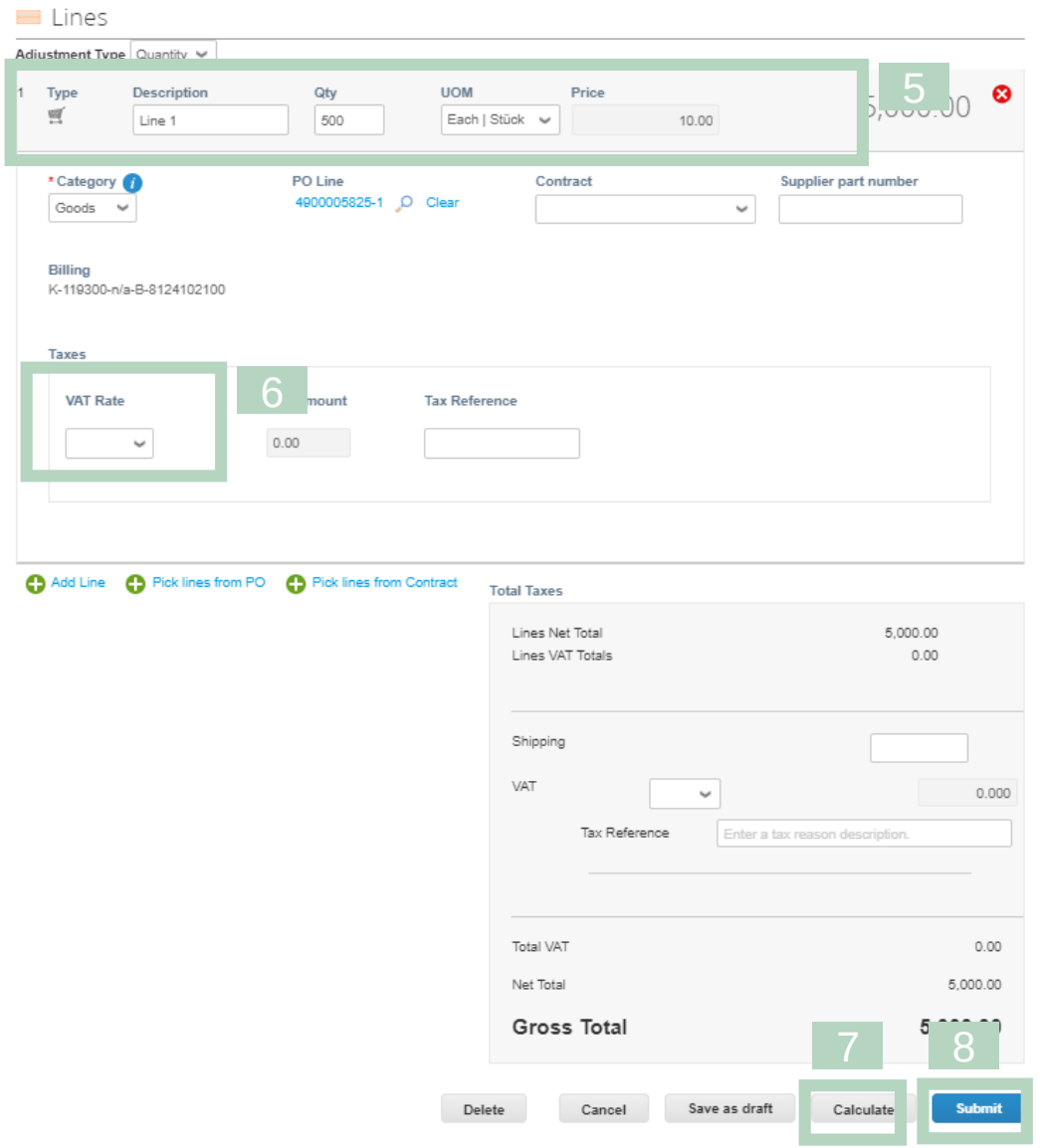
5. Optional: Correct the Quantity in the **Qty** field, e.g. *-3.0.*
6. Select the **VAT Rate.**
7. Click **Calculate**.
8. Click **Submit**.
9. Click on **Send credit note** to send the credit note to the ERGO Group.

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

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Support

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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

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Imprint

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