Manage Purchase Orders, Invoices and Credit Notes with CSP

ERGO
A Munich Re company

1 Purchase Orders

Receive and View

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

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

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.

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

Confirm

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.

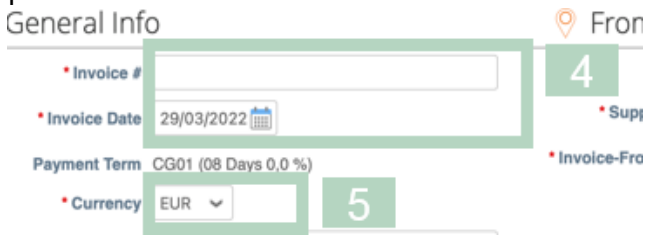
With the Print View function you can print the order. With the Save function you can save the order outside Coupa.

2 Create Invoices …

1. Open the PO as described in **1 Purchase Orders**, Step 1 to 4
2. Click **Create Invoice** to start the invoice creation.

Or:

3. Use the icon in the **Actions** column.
The data is already pre-populated with the information from the order.
4. 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.
5. Select the **Currency**.
Note: The currency must match the details of the order.
6. Optional: Add **Attachments**, e.g. delivery notes, proofs.



The individual items of the order are displayed in lines.

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

Continue next column …

3 … Create Invoices

8. Optional: Adjust the **Qty**, if a small quantity is to be charged.

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

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

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

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

13. Optional: Click Calculate to recalculate the invoice including VAT.

14. Click Submit .

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

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

Invoices from Contracts

1. Click Invoices in the menu bar.
2. Click Create Invoice from Contract and choose the relevant contract from the drop-down menu.
3. Click Create . Continue from **step 4**.

Manage Purchase Orders, Invoices and Credit Notes with CSP

ERGO
A Munich Re company

4 Status of Invoices

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

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

Or

4. Click Adjust to correct and resubmit the invoice.

5 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, based o the invoice or the order in Coupa and sent to ERGO Group.

Create Credit Notes

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

Or

2. Click on Create Credit Note in the Invoices overview then enter the **invoice number** and start the credit note creation.
3. Enter the **Credit Note #** and the **Credit Note Date**.
4. Enter the **Original Invoice Number** and **Original Invoice Date**.
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) and shown in red.

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

6 Support

This Quick Reference Card can only give you an overview of the most important steps in the Coupa Supplier Portal. Further information can be found on our website, which is updated and supplemented as required:
https://www.ergo.com/en/Unternehmen/Geschaeftspartner

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