

# **COUPA SUPPLIER PORTAL (CSP) GUIDE FOR PURCHASE ORDERS, INVOICES, AND CREDIT NOTES**

## **VERSION 1.1**

**REVISION HISTORY**

<b>Version</b>	<b>Effective Date</b>	<b>Summary of Changes</b>	<b>Author</b>
1.0	18 May 2026	Initial Version	BCT and SUSS
1.1	2 June 2026	Updated: <ul style="list-style-type: none"><li>• Para 2.4 - Forwarding the CSP email notification to another supplier user.</li><li>• Para 3.4 &amp; 3.12 f) – Include Payment method options</li></ul>	BCT and SUSS

## TABLE OF CONTENTS

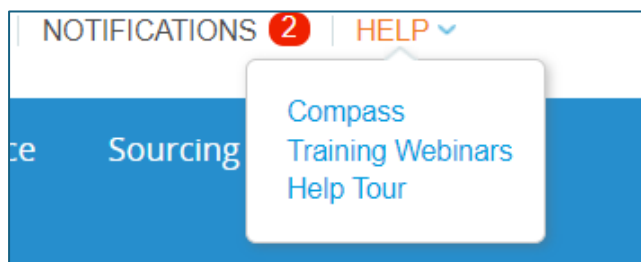
1. COUPA SUPPLIER PORTAL OVERVIEW .....	4
2. REGISTRATION - INVITATION BY EMAIL.....	5
3. SUPPLIER EXTERNAL ONBOARDING FORM .....	8
4. MANAGE USERS IN THE CSP .....	24
5. PURCHASE ORDERS .....	27
6. INVOICES .....	29
7. CREDIT NOTES .....	34
8. SOURCING EVENTS .....	40
9. MIGRATED PURCHASE ORDERS.....	46

## 1. COUPA SUPPLIER PORTAL OVERVIEW

1.1 Coupa provide up-to-date user guides to assist suppliers in registering / using the Coupa Supplier Portal. Please refer to the links below (no registration required):

- a) Setup/registration guide page: [Set Up the CSP | Coupa](#)
- b) Webinars: [Webinar Recordings | Coupa Suppliers](#)

1.2 Once your account is setup, you can also access the Coupa resources via Help – Compass:



1.3 The **Coupa Supplier Portal (CSP)** is a **free tool that enables suppliers** to easily do business with Singapore University of Social Sciences (SUSS). Suppliers can access CSP through any web browser, such as Chrome, Microsoft Edge, and Safari. There is no cost for suppliers.

1.4 The CSP makes managing your customers who use Coupa and their transactions easy. You can manage content and settings on a customer-by-customer basis, including the following key benefits:

- a) Receive and view Purchase Orders
- b) Create, view and send Invoices or Credit Notes
- c) Create and manage customer-specific catalog items
- d) Manage your public and customer-specific company profiles
- e) Check the status of transactions with your customers, such as SUSS

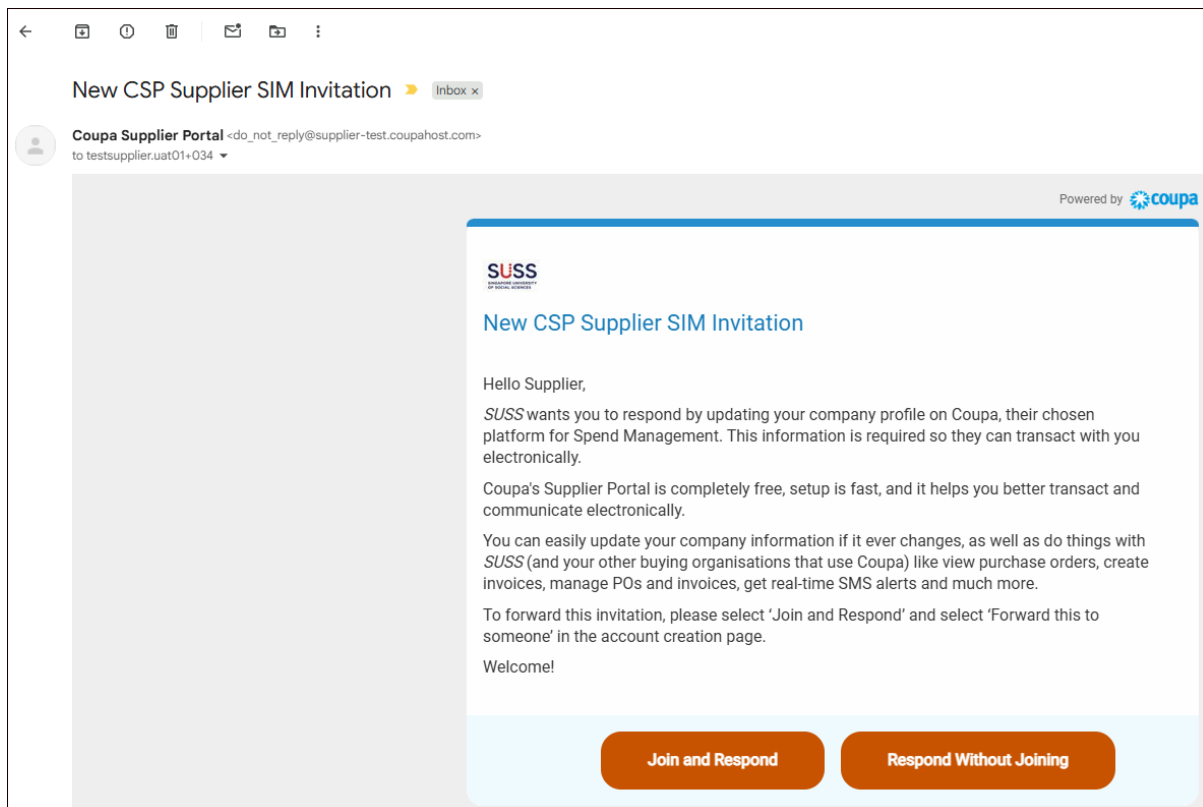
1.5 In a nutshell, Coupa:

- a) Enables suppliers to create legally compliant electronic invoices in their country of origin.
- b) Reviews and processes invoices in accordance with all applicable laws, going beyond tax-related requirements.
- c) Uses best-effort practices to deliver high-quality data by capturing structured data directly from the source, instead of utilizing other sources (e.g., paper scanning).
- d) Guarantees invoice delivery.
- e) Improves visibility and increases straight-through processing.

- f) Reduces exceptions, minimizes calls and/or email exchanges, and increases the likelihood of on time payment.
- g) Supports easier audits and greater transparency.
- h) Clearly defines Coupa invoice channels so that all parties understand their responsibilities.

## 2. REGISTRATION - INVITATION BY EMAIL

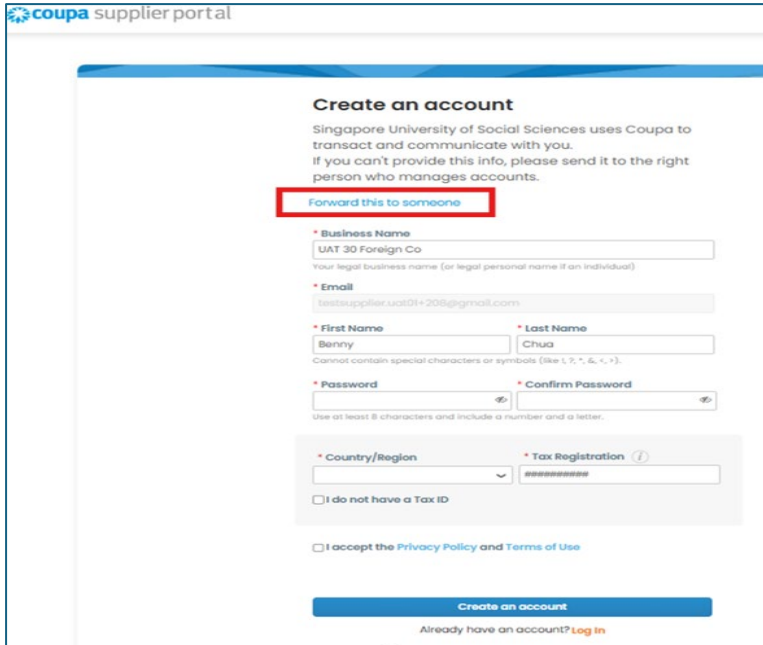
- 2.1 You will receive an email from the Coupa Supplier Portal ([do not reply@supplier.coupahost.com](mailto:do_not_reply@supplier.coupahost.com)) inviting you to register and connect your company to SUSS via the CSP.
- 2.2 For the creation of a CSP account, suppliers must provide **only one email address**.
- 2.3 This email includes a legal consent, which you acknowledge upon accepting the invitation.
- 2.4 Please click on '**Join and Respond**' in the email, which will redirect you to the CSP registration page to create your user account.



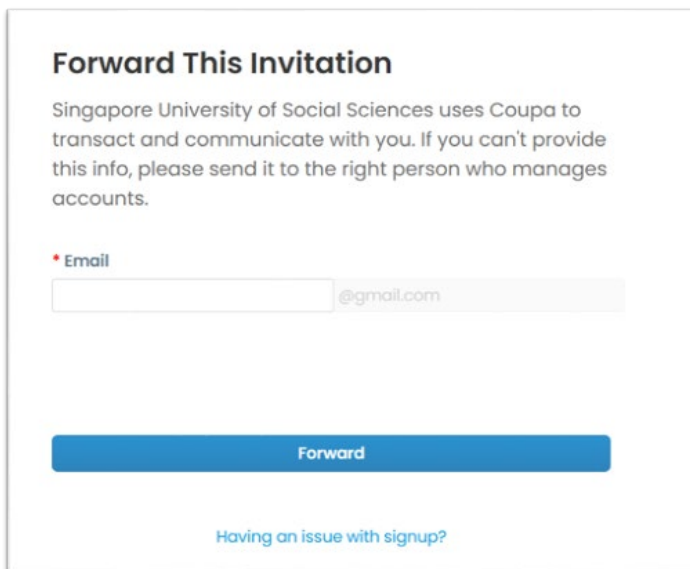
If the supplier wishes to forward the invitation to another person within their organization, they may click “**Forward this to Someone.**” The invitation can only be forwarded within the same company domain.

**Forward this invitation:**

- a) On the tab that opens, click the Forward this invitation this to someone link.
- b) Enter their email and click Forward.



The screenshot shows the 'Create an account' page in the Coupa supplier portal. At the top, it says 'Singapore University of Social Sciences uses Coupa to transact and communicate with you. If you can't provide this info, please send it to the right person who manages accounts.' A red box highlights the 'Forward this to someone' link. Below this are several form fields: Business Name (with 'UAT 3D Foreign Co' as an example), Email (with 'testsupplieruat01+205@gmail.com'), First Name (with 'Benny') and Last Name (with 'Chua'), Password and Confirm Password (with a note: 'Use at least 8 characters and include a number and a letter.'), Country/region (a dropdown menu), and Tax Registration (with a note: 'Cannot contain special characters or symbols (like !, @, #, \$, %, ^, &, \*).'). There is also a checkbox for 'I do not have a Tax ID' and another for 'I accept the Privacy Policy and Terms of Use'. At the bottom is a blue 'Create an account' button and a link for 'Already have an account? Log In'.

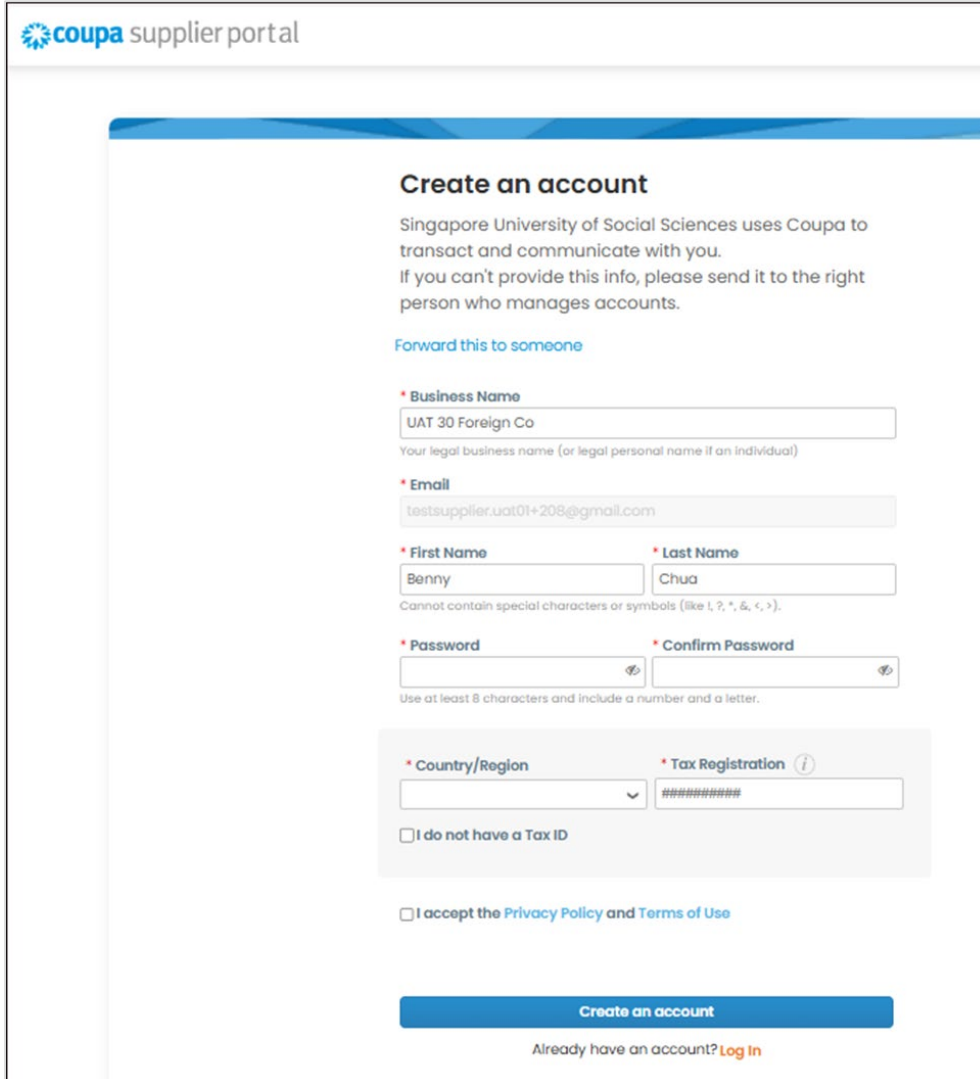


The screenshot shows the 'Forward This Invitation' page. It contains the same introductory text as the previous page: 'Singapore University of Social Sciences uses Coupa to transact and communicate with you. If you can't provide this info, please send it to the right person who manages accounts.' Below this is a form with a single field for 'Email' (with '@gmail.com' as a placeholder) and a blue 'Forward' button. At the bottom, there is a link: 'Having an issue with signup?'.

- 2.5 On the CSP registration page, the supplier must verify the details, create a **password**, complete the required fields such as **Country and Tax Code** (i.e. Tax Registration), and **accept the Privacy Policy and Terms of Use** by selecting the relevant checkbox. Thereafter, the supplier clicks on **Create an account**.

**Notes:**

- (a) Password must be at least 8 characters in length; ideally using alphanumeric and special characters.
- (b) If the supplier does not have a Tax ID or are tax-exempt, they may check the box "I don't have a Tax ID" and enter "N/A" in the local tax field if required.



The screenshot shows the 'Create an account' form on the Coupa Supplier Portal. The form includes the following fields and options:

- Business Name:** UAT 30 Foreign Co. (with a note: "Your legal business name (or legal personal name if an individual)")
- Email:** testsupplier.uat01+208@gmail.com
- First Name:** Benny
- Last Name:** Chua (with a note: "Cannot contain special characters or symbols (like !, ?, \*, &, <, >).")
- Password and Confirm Password:** Two fields with a note: "Use at least 8 characters and include a number and a letter."
- Country/Region:** A dropdown menu.
- Tax Registration:** A field containing "#####" with an information icon.
- I do not have a Tax ID
- I accept the [Privacy Policy](#) and [Terms of Use](#)
- Create an account** button
- Already have an account? [Log in](#)

## **ONBOARDING FOR SINGAPORE UNIVERSITY OF SOCIAL SCIENCES (COUPA SUPPLIER PORTAL)**

- 2.6 After clicking on **Create an account**, the supplier will be directed to the **Onboarding for Singapore University of Social Sciences – Coupa Supplier Portal (CSP)** screen. Please fill-in the **Primary Address** and click **Save and Next**.

**Onboarding for suss (Coupa Supplier Portal)**  
Fill out the required fields so your customer can pay you.

1 Primary Address Provide the main address associated with your business. 2 Payment Methods (Virtual Card | Bank Transfer | Remit-To Address)

**Primary Address**

\* Country/Region: Singapore  
\* Address Line 1: [ ] Address Line 2: [ ]  
\* City: [ ] \* State: [ ] \* Postal Code: [ ]

**Singapore**  
Invoice From Code: [ ] Preferred Language: English (Singapore)

Save and Next

2.7 When prompted on the **Subscriptions** screen, the supplier may select **Continue** (this option is free for customer to use Coupa).

Great News! The payment information has been successfully shared with the following customers and has been validated: Singapore University of Social Sciences

**Subscriptions**

Registered	Most Popular Coupa Verified	Coupa Advanced
Easily do business with customers who use Coupa	Amplify your trusted brand across Coupa's community of buyers	Optimize your cash flow and increase productivity throughout your day
<b>Free</b>	<b>\$549 / year</b>	<b>\$4,800 / year</b>
Registered user includes:	Everything in 'Registered' plus:	Everything in 'Registered' plus:
<ul style="list-style-type: none"><li>Business Profile</li><li>Orders</li><li>E-Invoices</li><li>Catalogs</li><li>Payments</li><li>Sourcing Events</li></ul>	<ul style="list-style-type: none"><li>Verified Badge</li><li>Priority Search Rank</li></ul>	<ul style="list-style-type: none"><li>Automated invoice reminders and reporting</li><li>A seamless integration with your account system</li></ul>
Continue	Purchase Verified	Purchase Advanced

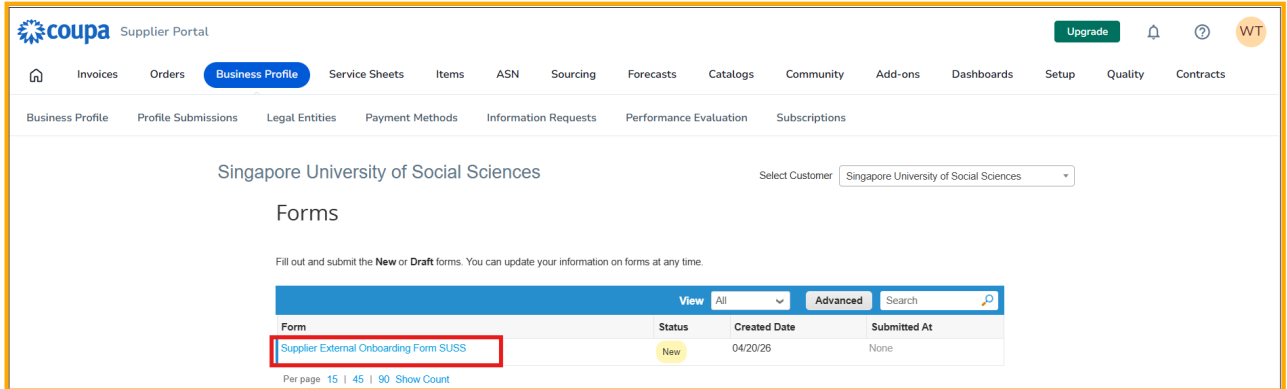
Cancel Save and Next

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

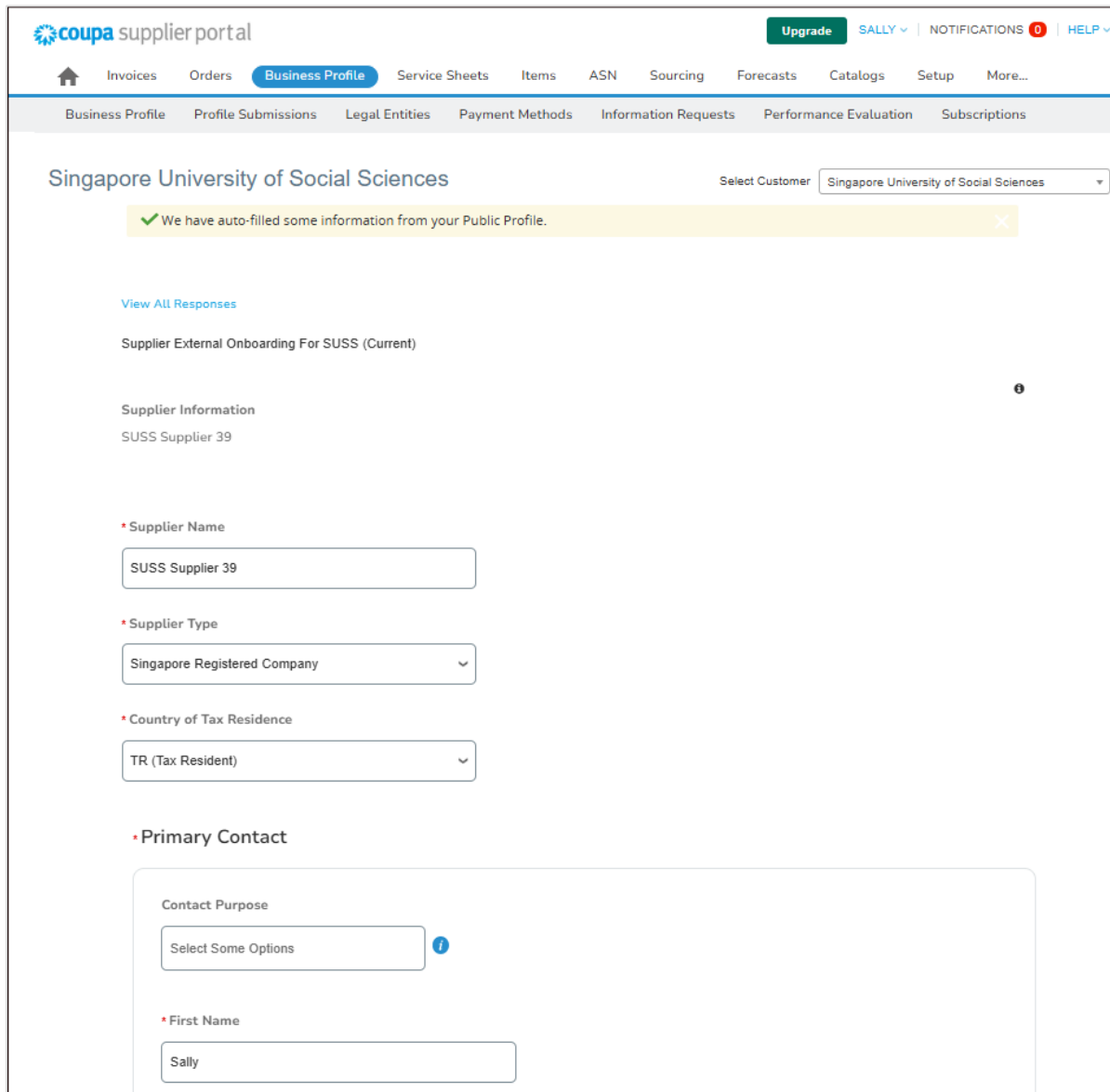
### 3. SUPPLIER EXTERNAL ONBOARDING FORM

3.1 The supplier may be prompted with the “**Supplier External Onboarding Form**” from SUSS under the Notifications tab for validation and approval of supplier information.

3.2 Alternatively, supplier may access the “**Supplier External Onboarding Form**” via the **Business Profile** tab to input the supplier profile and bank account details.



3.3 On this form, Coupa will have auto populated some key information provided previously. The supplier must complete all mandatory fields marked with a red asterisk (\*) before submitting the form.



✓ We have auto-filled some information from your Public Profile.

\* Last Name

\* Email address

\* Mobile Phone

Other ▾	+65		99991111	
Country/Region	Area/City	Local	Extension (optional)	

Please ignore US/Canada and enter the value in Other.

Work Phone

US/Canada ▾	
	650-555-1212

Please ignore US/Canada and enter the value in Other.

\* PO Email

\* Primary Address

Address Purpose

\* Region

Country/Region

✓ We have auto-filled some information from your Public Profile.

State Region

Central Singapore - 01 x v

State ISO Code

SG-01

Address Name

Line 1 Address details

• Street Address

Address Line 2

Street Address 2

Address Line 3

Street Address 3

Address Line 4

Street Address 4

• City

Singapore

• Postal Code

113099

Location Code

✓ We have auto-filled some information from your Public Profile. ✕

**\* Payment Terms**

ZP30 - 30 Days from Invoice Date ▼

### Tax Registrations

Use this section to add all your applicable tax registrations.

Add Tax Registration

**VAT ID/GST ID**

**Country** ✕

Singapore

**GST ID**

M21234567X

**Local**

Refer to IRAS(GST Registered Business Search)if unsure: <https://mytax.iras.gov.sg/ESVWeb/default.aspx?target=GSTListingSearch>

- 3.4 Corporate suppliers must upload the business registration document such as ACRA registration (for Singapore entities) or a company registration certificate from the respective country of registration, by clicking the “Choose File” button. This is a mandatory requirement.

If you have additional supporting documents to add, please **combine the multiple attachments and zip them into a single ZIP file** before attaching.

**Payment method options:**

- **EFT GIRO (G):** For Singapore bank accounts (SGD)
- **PayNow (P):** Payment using UEN or NRIC
- **Telegraphic Transfer (F):** For foreign bank payment or foreign currency payment
- **Others:** SUSS controlled payment methods (where applicable). Please do not select.

ACRA/Business Registration Number

Refer to ACRA[bizfile.gov.sg]if unsure:<https://www.bizfile.gov.sg/ngbtisinternet/faces/oracle/webcenter/portalapp/pages/TransactionMain.jspx?selectedETransId=dirSearch>

ACRA/Business Registration Number attachment

**Choose File** Coupa\_test...ing Doc).pdf

\* Payment method

 x v

Additional Information

**Choose File** Coupa-Zip folder.zip

In case of multiple attachments, please combine them into a single ZIP file before attaching.

3.5 Under **Remit-To Address** section, the supplier to update the company's bank information for payment details. Select the bank swift code from the drop-down list.

✓ We have auto-filled some information from your Public Profile.

### \* Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

#### \* Remit-To Address

##### Bank Details

Bank Name

Bank Account Number

 ⓘ  
Remove "-." and space in bank account

Account Currency

 v

\* SWIFT Code - Bank Name

 x v

⚠ • can't be blank

Intermediary Bank Swift Code

 v

Correspondent Bank used to facilitate cross-currency payment. Please check with the supplier's bank if it is required.

For Singapore Bank Only  
Please fill in this part if you wish to receive the payment via PayNow. If this part is not filled in, payment will be via GIRO credited to the above bank account.

Singapore Pay Now type

Singapore PayNow Proxy

NRIC/FIN : (For Individual)  
UEN or UEN with 3 alphanumeric character suffix : (For Corporate)

For Foreign Bank Only

International Bank Account No. (IBAN)

(applicable when making payment to Europe)

Sort Code

Sort Code(for UK banks only)

BSB Number

BSB(for Australian banks only)

ABA Routing Number

(for US banks only)

- 3.6 It is mandatory for supplier to attach the latest bank statement showing the Bank account holder name, Bank name and Bank account number, under the **Banking Supporting Document** section.
- 3.7 Tick the 'I Agree' checkbox to accept all the terms and conditions. Click '**Submit for Approval**'.

✓ We have auto-filled some information from your Public Profile. ✕

▪ Banking Supporting Document

▪ Attachments

Add [File](#)

[Coupa\\_test\\_\(Supporting\\_Doc\).pdf](#)

▪ I Agree

By submitting this form, I/we am/are giving consent and hereby authorise Singapore University of Social Sciences to collect, use and disclose my/our personal data, as provided in this form, for the purpose of processing the payments as instructed by me/us.

I/We hereby authorise Singapore University of Social Sciences to credit payment due to me/us to the above account.

In the event of change in bank account, I/we shall inform Singapore University of Social Sciences in writing 30 days in advance before the change.

[Decline](#) [Save](#) [Submit for Approval](#)

**Comments** [Mute Comments](#) ▾

Enter Comment

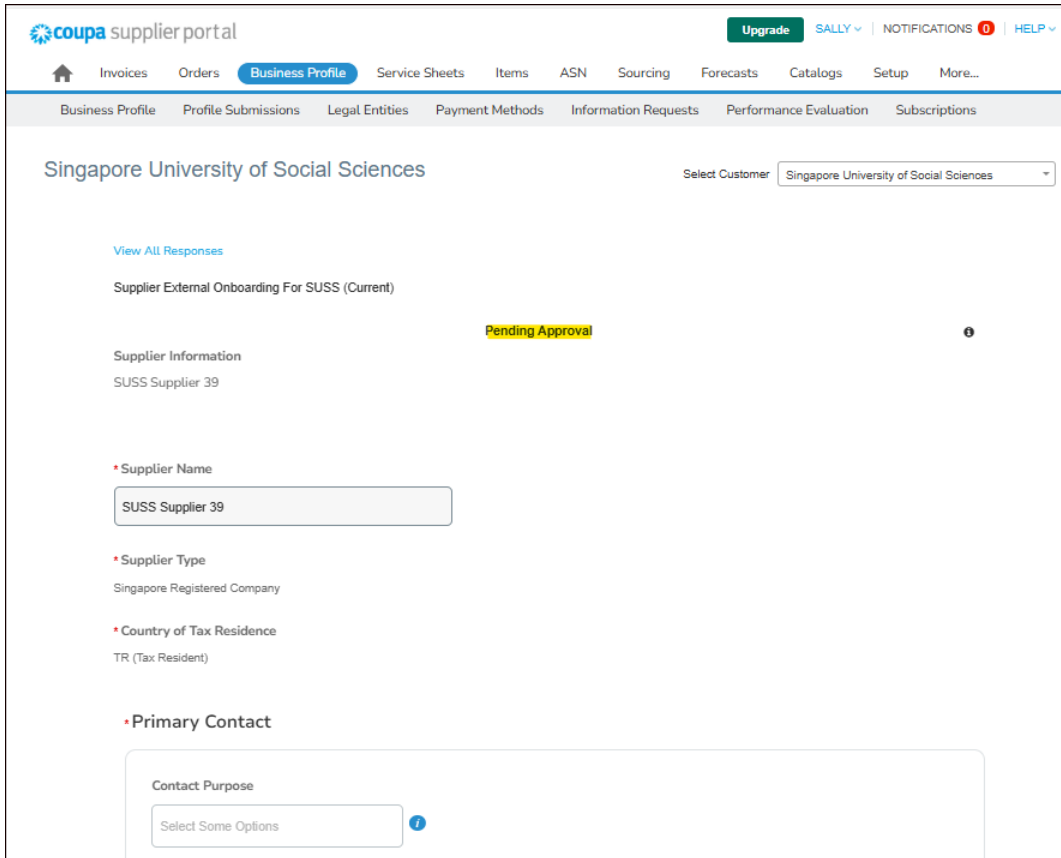
Add [File](#) | [URL](#)

Send Comment notification to a user by typing @name (ex. @JohnSmith)

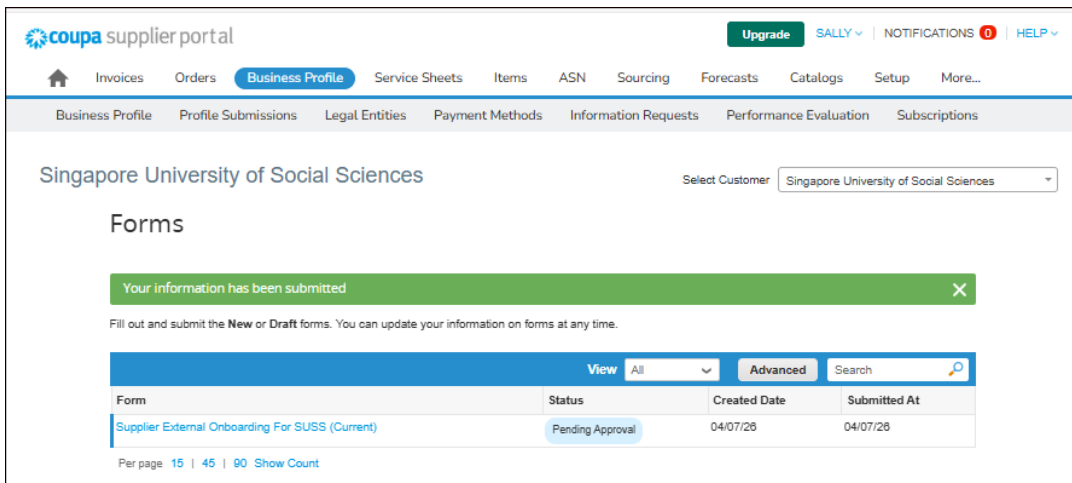
[Add Comment](#)

3.8 Once submitted for approval, the form will be pending review and approval by SUSS.

**Note:** If any additional information is required or if any information is missing, the SUSS team will reject the form, and it will be reverted to Draft status with comments.



3.9 Supplier can also view the status of the form by navigating to **Business Profile > Information Requests**.



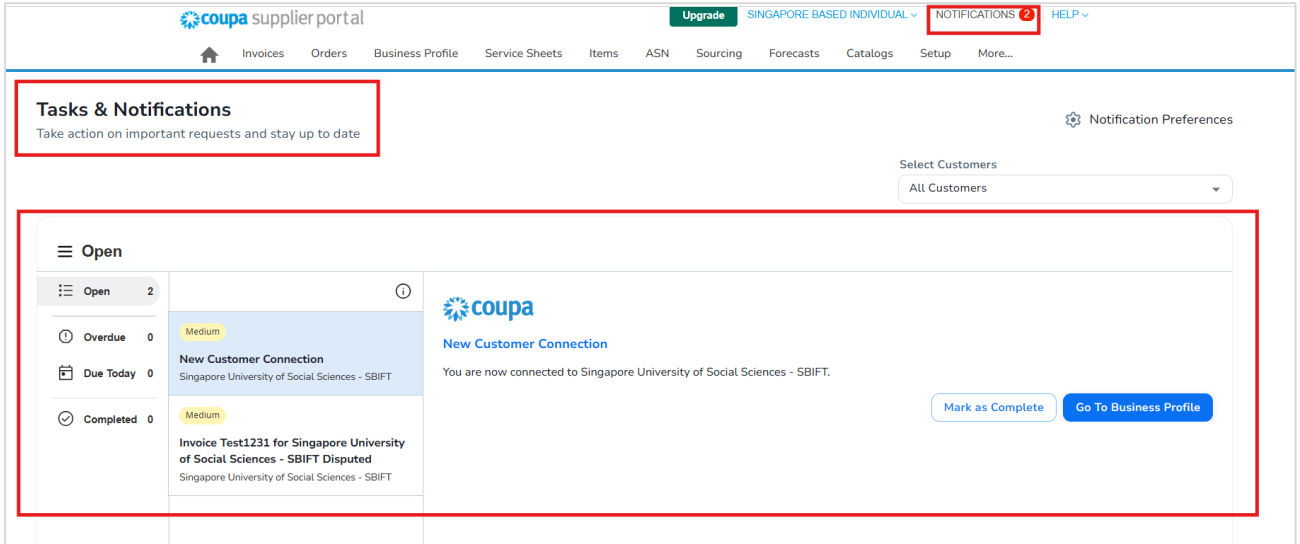
3.10 Upon successful registration, you will be connected to SUSS on the Coupa platform. You will see the following key headers on the CSP homepage:

- **Orders** – View all Purchase Orders received from SUSS
- **Invoices** – View all invoices created and submitted

To access the **Help Tour**, please click **Help** at the top-right corner of the screen.

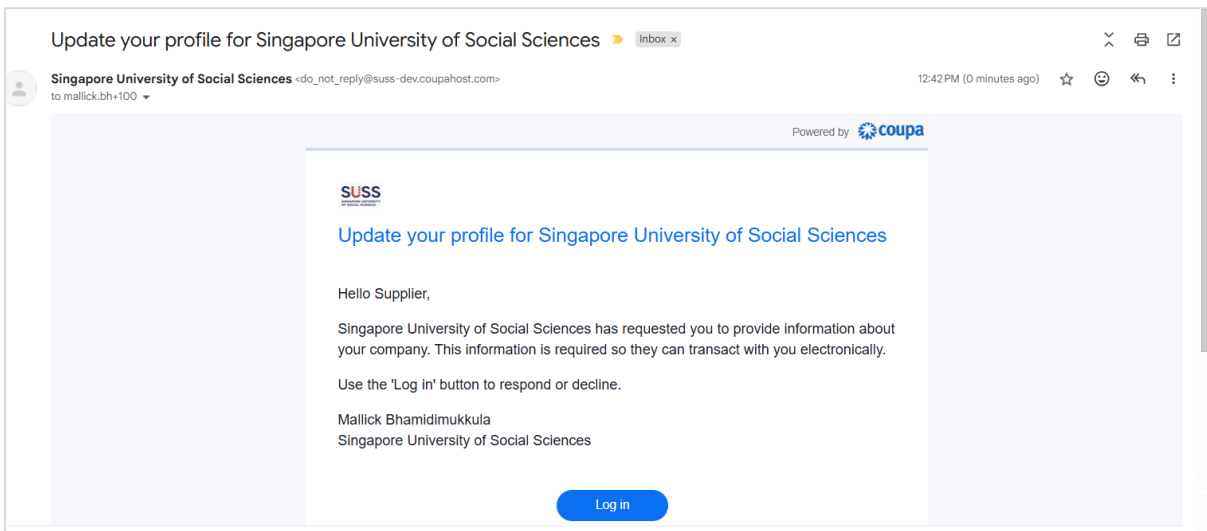
You may manage your notifications based on your preferences:

- Click the **Notifications** icon to view your latest notifications
- Coupa provides portal notifications, which can also be sent via email
- Click the **Notification Preferences** to view and configure your notification settings



3.12 Below explains the **update request** of supplier information.

- As a supplier you will receive an update notification from SUSS team to update the supplier information.
- Below is the snapshot of notification received from SUSS.



- Click on Log in button to access Coupa supplier portal to submit the supplier information.

- d) On this form, Coupa will have auto populated some key information provided previously. The supplier must complete all mandatory fields marked with a red asterisk (\*) before submitting the form.

Screenshot of the Coupa Supplier Portal interface. The page title is 'Singapore University of Social Sciences'. The 'Business Profile' tab is active. The 'Supplier Information' section contains the following fields:

- \* Supplier Name: Migrated Supplier Test
- \* Supplier Type: Singapore Registered Company
- \* Country of Tax Residence: (field partially visible)

Close-up of the 'Primary Contact' form. The fields are:

- \* Country of Tax Residence: TR (Tax Resident)
- \* Primary Contact:
  - Contact Purpose: Select Some Options
  - \* First name: Supplier
  - \* Last Name: SUSS
  - \* Email address: mallick.bh+100@gmail.com
  - \* Mobile Phone: US/Canada (dropdown), 650-555-1212

## Contacts

Add one or more Contacts.

[Add Contact](#)

### Standard Contact

**Contact Purpose** ✕

Select Some Options i

**First name**

Mallick

**Surname**

bh

**Email address**

mallick.bh+100@gmail.com

### \* PO Email

mallick.bh+100@gmail.com i

### \* Primary Address

**Address Purposes**

Select Some Options i

**\* Region**

**Country/Region**

Singapore ▼

**State Region**

Singapore ▼ i

**State ISO Code**

**Address Name**

**\* Street Address**

**Street Address 2**

**Street Address 3**

**Street Address 4**

**\* City**

**Addresses**

Add one or more Addresses.

[Add Address](#)

**Standard Address**

**Address Purposes** ✕

 i

\* Payment terms  
ZP30 - 30 Days from Invoice Date

**Tax Registrations**  
Use this section to add all your applicable tax registrations.  
[Add Tax Registration](#)

VAT ID/GST ID

Country/Region  
Singapore

GST ID  
S3456789

Local

- e) Corporate suppliers must upload the business registration document such as ACRA registration (for Singapore entities) or a company registration certificate from the respective country of registration, by clicking the “Choose File” button. This is a mandatory requirement.
- f) If you have additional supporting documents to add, **please combine the multiple attachments and zip them into a single ZIP file** before attaching.

**Payment method options:**

- **EFT GIRO (G):** For Singapore bank accounts (SGD)
- **PayNow (P):** Payment using UEN or NRIC
- **Telegraphic Transfer (F):** For foreign bank payment or foreign currency payment
- **Others:** SUSS controlled payment methods (where applicable). Please do not select.

ACRA/Business Registration Number  
19971b00K  
Refer to ACRA[bizfile.gov.sg]if unsure:https://www.bizfile.gov.sg/ngbtisinternet/faces/oracle/webcenter/portalapp/pages/TransactionMain.jspx?selectedETransid=dir Search

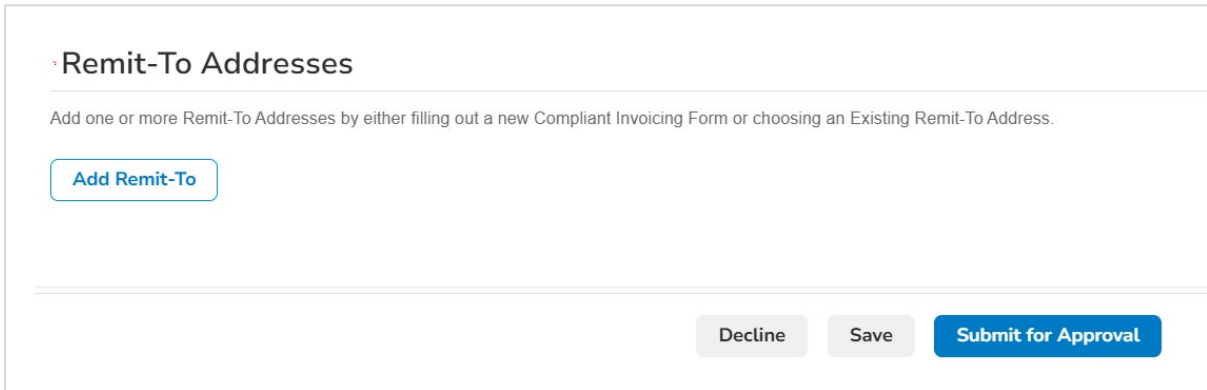
ACRA/Business Registration Number attachment  
**Choose File** Coupa\_test\_ing Doc).pdf

\* Payment method  
EFT GIRO (G)

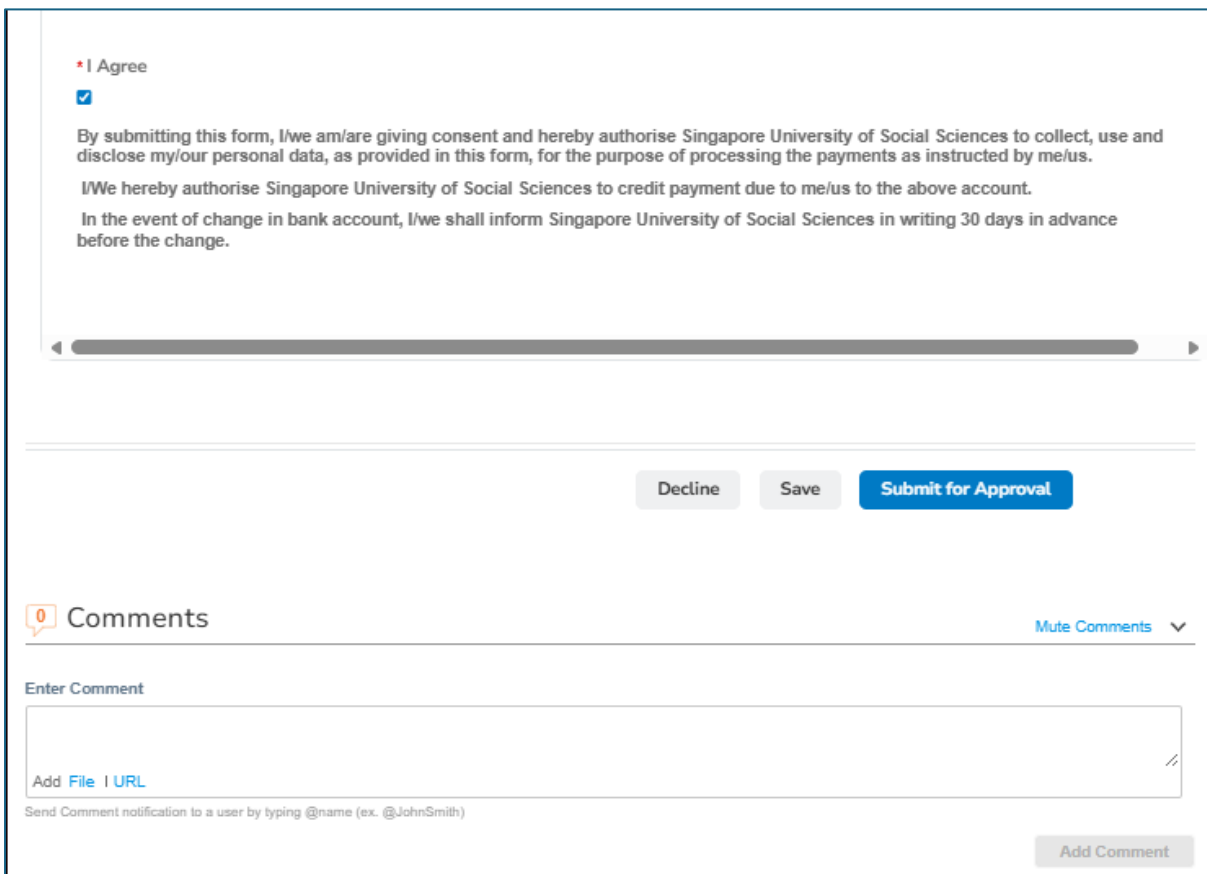
Additional Information  
**Choose File** Coupa-Zip folder.zip  
In case of multiple attachments, please combine them into a single ZIP file before attaching.

- g) Under **Remit-To Address** section, the supplier has to update the company's bank information for payment details.

**Note:** For supplier information updates, bank details are optional. Suppliers are not required to re-submit bank information if there are no changes.



- h) Tick the 'I Agree' checkbox to accept all the terms and conditions. Click '**Submit for Approval**'.



- i) Once submitted for approval, the form will be pending review and approval by SUSS.

**Note:** If any additional information is required or if any information is missing, the SUSS team will reject the form, and it will be reverted to Draft status with comments.

**coupa** supplier portal Upgrade SALLY | NOTIFICATIONS 0 | HELP

[Home](#) [Invoices](#) [Orders](#) **Business Profile** [Service Sheets](#) [Items](#) [ASN](#) [Sourcing](#) [Forecasts](#) [Catalogs](#) [Setup](#) [More...](#)

[Business Profile](#) [Profile Submissions](#) [Legal Entities](#) [Payment Methods](#) [Information Requests](#) [Performance Evaluation](#) [Subscriptions](#)

Singapore University of Social Sciences Select Customer Singapore University of Social Sciences

[View All Responses](#)

Supplier External Onboarding For SUSS (Current) **Pending Approval**

Supplier Information  
SUSS Supplier 39

\* Supplier Name

\* Supplier Type  
Singapore Registered Company

\* Country of Tax Residence  
TR (Tax Resident)

\* Primary Contact

Contact Purpose

j) Supplier can also view the status of the form by navigating to **Business Profile > Information Requests**.

**coupa** supplier portal Upgrade SALLY | NOTIFICATIONS 0 | HELP

[Home](#) [Invoices](#) [Orders](#) **Business Profile** [Service Sheets](#) [Items](#) [ASN](#) [Sourcing](#) [Forecasts](#) [Catalogs](#) [Setup](#) [More...](#)

[Business Profile](#) [Profile Submissions](#) [Legal Entities](#) [Payment Methods](#) [Information Requests](#) [Performance Evaluation](#) [Subscriptions](#)

Singapore University of Social Sciences Select Customer Singapore University of Social Sciences

### Forms

Your information has been submitted ×

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

View All Advanced

Form	Status	Created Date	Submitted At
Supplier External Onboarding For SUSS (Current)	Pending Approval	04/07/26	04/07/26

Per page: [15](#) | [45](#) | [90](#) [Show Count](#)

#### 4. MANAGE USERS IN THE CSP

4.1 The Coupa Supplier Portal (CSP) allows users to create a new supplier organization, invite other users to the existing organization, join an existing supplier organization, and merge accounts. Depending on how you created your account, you will have different permissions.

4.2 Permissions grant users the access to corresponding contents and content areas. You can manage user permissions and customer access by assigning certain users to only certain customers. You can also limit what types of documents your users can access and what functions they can perform with their assigned customers.

#### 4.3 Admin users in the CSP

4.3.1 By default, a new user who creates a new supplier organization in the CSP is assigned the Administrator (Admin) role. **Administrators can invite new users and manage their roles and permissions. Admin users have full permissions by default.**

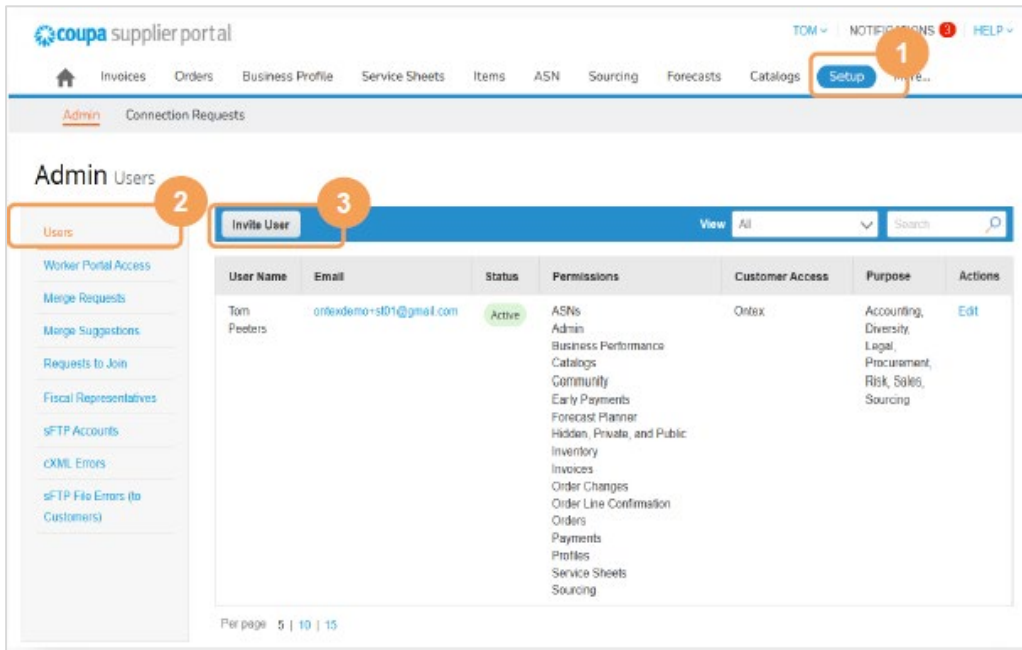
4.3.2 As an Admin user, follow the steps below to manage users in your supplier account:

1. Log in to the CSP and select the **Setup** tab.
2. Click on the **Admin** tab located below the main navigation bar.
3. Select the **Users** option on the left menu. The screen will display:
  - a. A list of options on the left side of the window, depending on your set up.
  - b. The **Invite User** option - Select this to invite an existing or new user to your supplier organization. A new window will appear with a form requesting the new user's email and other details. You can also assign their initial permissions in this window.
  - c. A table of users, where each row represents a user registered under your organization. You can use the search box at the top to find a specific user by name or email. The table includes the following columns:
    - **User Name:** The user's registered name.
    - **Email:** The email address used for registration in the CSP. This is typically the email where the invitation was sent or the one used during the initial (first time) registration.
    - **Permissions:** Displays the user's assigned permissions (refer to the permission section for more details).

4.3.3 To invite additional users, log in to your organization or company's CSP account and follow the steps below:

- 1) Navigate to the **Setup** tab.
- 2) Select **Users**.
- 3) Click on **Invite User**.
- 4) Enter the user's contact details (email address is mandatory).
- 5) Assign the relevant permissions based on the actions the user is expected to perform in the CSP. (Refer to the permissions section for more details.)
- 6) Assign the customers that the user should have access to.

- 7) Click **Send Invitation** to notify the user and create their account in the CSP.  
The user will receive an email notification to **'Join the Coupa Supplier Portal'**.



### Invite User


---

**User Information**  
First Name   
Last Name   
\* Email   
Purpose ?

**Phone Number**  
Country/Region   
Area Code   
Number   
Extension

**Permissions** ?  
 All  
 Admin  
 Orders  
 All  
 Restricted Access to Orders  
 Invoices  
 Catalogs  
 Profiles  
 ASNs  
 Service Sheets  
 All  
 Restricted Access to Service Sheets  
 Payments  
 Order Changes  
 Early Payments  
 Worker Assignments  
 View  
 Manage  
 Inventory

**Customers**  
 All  
 Ontex



## Action Required - Join the Coupa Supplier Portal


---

Hi

A coworker invited you to join their account on Coupa. Once registered, you can view and manage purchase orders, create and manage invoices, get real-time SMS alerts for these transactions, and much more.

Find out more using the links below, and use the button to register. Welcome!

---

  
Business Spend Management

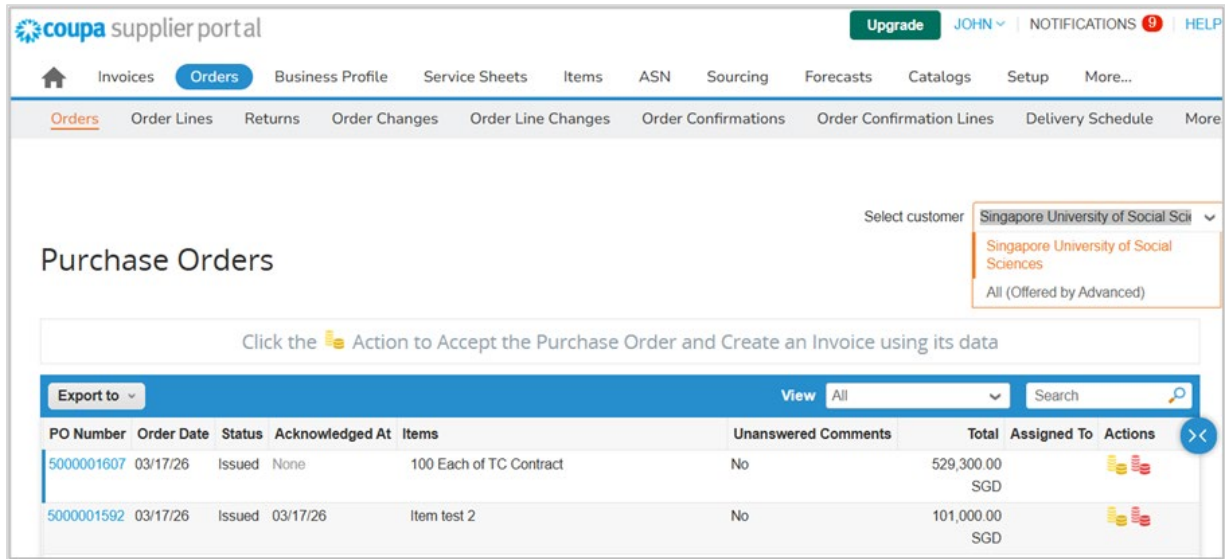
## 5. PURCHASE ORDERS

- 5.1 After approval of the Supplier External Onboarding Form by the SUSS team, Coupa enables access and provides the necessary information for suppliers to perform actions to access the purchase orders (PO) raised by Singapore University of Social Sciences (SUSS).
- 5.2 The supplier will receive an email notification (sent from: **do\_not\_reply@suss.coupahost.com**) containing the Purchase Order (PO) details, along with a link to review the order in the CSP. Alternatively, you may login to Coupa CSP (<https://supplier.coupahost.com/sessions/new>)
- 5.3 On the CSP home page, click on **Orders** tab on the menu bar. Under **Select customer**, choose **Singapore University of Social Sciences** to view the Purchase Orders (POs).
- 5.4 Once the customer is selected, a list of POs will be displayed, including their statuses, total amounts, and available actions to flip them into an Invoice or a Credit Note.

You may:

- a) Click on the PO number to view the full details of the PO
  - b) Review the status of each PO (refer to the PO Status with Definitions table below)
  - c) Review the total value of the PO
  - d) In the “Actions” column, click the Flip to Invoice or Flip to Credit Note icon to proceed to the create invoice or create credit note screen. Refer to **Section 5 - Invoices/Credit Notes** for details.
- 5.5 A PO can be in one of the following statuses:

Status	Definition
<b>Issued</b>	The PO has been fully approved by the customer and sent to the supplier. The supplier can now act on it (e.g., acknowledge the PO or create an invoice).
<b>Acknowledged</b>	The supplier has confirmed receipt of the PO and verified that they are able to fulfil it.
<b>Soft Closed</b>	The PO is closed but may be reopened by the customer if required. <b>Note:</b> Invoices cannot be created against a Soft Closed PO.
<b>Closed</b>	The PO process is complete. This occurs automatically when all items or services have been received or completed and invoiced, or manually when the customer finalizes the order.
<b>Cancelled</b>	The PO has been cancelled and does not need to be fulfilled.



5.6 The supplier can click on the PO number to open the relevant PO. The system will display the PO information, including:

- PO Number
- PO Status
- Order Date
- Revision Date (if applicable)
- Requester’s Name
- Requester’s Email
- Payment Term

5.7 The supplier can also review all items within the PO at the line level, such as:

- Product description, quantity, unit of measurement (UoM), price, and total amount
- Amount already invoiced for the relevant PO
- Total value of the entire PO

5.8 After reviewing both the PO header and line-level details, the supplier can confirm acceptance by clicking the “**Acknowledged**” checkbox.

5.9 If any discrepancies are identified in the PO, the supplier can contact the PO Requester directly.

Select customer Singapore University of Social Sci

### Purchase Order #5000001646

#### General Info

Status Issued - Pending Manual  
Order Date 03/20/26  
Revision Date 03/20/26  
Requester Subha R  
Email subhasri.r@bahwancybertek.com  
Payment Term ZP30 - 30 Days from Invoice Date  
Migrated PO? No  
SAP PO number None  
Attachments None  
**Acknowledged**

#### Shipping

Ship-To Address Singapore University of Social Sciences  
463 Clementi Road  
Singapore 599494  
Singapore  
Location Code: SUSS  
Attn: Subha R  
VAT ID 200504979Z  
Terms DDP

#### Lines

Type	Item	Qty	Unit	Price	Total	Invoiced
	Non Contract	2	Each	5,293.00	10,586.00	0.00

Need By	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number
03/27/26	None	None	None	None

Per page 15 | 45 | 90

Total SGD **10,586.00**

Create Invoice **Save** **Print View**

5.10 The supplier can click **Print View** to view the PO in PDF format. The supplier can also click **Create Invoice** to create an invoice from the PO (refer to the next section for details).

## 6. INVOICES

6.1 There are 2 ways to create an invoice against the PO:

- a) Click on the **“Golden Coin”** icon under the **Actions** column; or
- b) Open the PO, scroll to the bottom of the page, and click the **“Create Invoice”** button.

### General Info

**Status** Issued - Sent Manually

**Order Date** 1/4/26

**Revision Date** 1/4/26

**Requester** Mallick Bhamidimukkula

**Email** mallick.bhamidimukkula@bahwancybertek.com

**Payment Term** ZP30 - 30 Days from Invoice Date

**Migrated PO?** No

**SAP PO number** None

**Attachments** None

**Acknowledged**

### Shipping

**Ship-To Address** Singapore University of Social Sciences  
463 Clementi Road  
Singapore 599494  
Singapore  
Location Code: SUSS  
Attn: Mallick Bhamidimukkula

**Tax Registration** 200504979Z

**Terms** DDP

---

### Lines

Advanced Search  Sort by Line Number: 0 → 9

1	Type	Item	Price	Total	Invoiced										
		Test Order Released For SUSS	50,000.00	50,000.00	0.00										
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Delivery Date</th> <th style="width: 15%;">Supplier Part Number</th> <th style="width: 15%;">Supplier Auxiliary Part Number</th> <th style="width: 15%;">Manufacturer Name</th> <th style="width: 15%;">Manufacturer Part Number</th> </tr> </thead> <tbody> <tr> <td>31/5/26</td> <td>None</td> <td>None</td> <td>None</td> <td>None</td> </tr> </tbody> </table>						Delivery Date	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	31/5/26	None	None	None	None
Delivery Date	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number											
31/5/26	None	None	None	None											

Per page 15 | 45 | 90

Total SGD **50,000.00**

Create Invoice
Save
Print View

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
5000001557	03/16/26	Issued	None	5 Each of Test Item-1	No	25,000.00 SGD		
5000001556	03/16/26	Issued	None	5 Each of Test Item-1	No	25,000.00 SGD		
5000001552	03/16/26	Issued	None	1 Each of Test 1	No	70,000.00 SGD		
5000001542	03/16/26	Issued	None	1 Each of test	No	35,000.00 SGD		
5000001541	03/16/26	Issued	None	1 Each of test	No	90,000.00 SGD		
5000001540	03/16/26	Issued	None	1 Each of test	No	90,000.00 SGD		

6.2 On the **Create Invoice** page, the supplier can start filling in the mandatory details, such as:

- 1) Invoice number
  - Must be in uppercase and should not contain spaces, blanks, or special characters (e.g. @ # . ! %), with a maximum of 16 characters.
- 2) Invoice Date
  - Date must match the date on the invoice.
- 3) Currency
  - Must match the PO currency.
- 4) Under Invoice Document, to add Image Scan (this is mandatory)

- Max file size is 7.5MB
  - Accepted formats include PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF
- 5) Add the invoice document and any additional documents using the **Attachment** field and include any relevant comments in the **Supplier Note** field. (**Note:** SUSS will only consider the e-invoice created in Coupa as the legally and fiscally binding document).
  - 6) The supplier can review the supplier information reflected on the invoice to ensure it is correct (as provided during the initial setup), and that the correct bank account is selected and visible. If not, the supplier can refer to the registration and setup section.
  - 7) The supplier can review the PO line items and verify that the descriptions and prices are correct:
    - i) If the supplier wishes to invoice only selected PO lines, the PO lines that are not being invoiced must be deleted from the invoice, as PO lines with a **\$0.00** value cannot be processed.
    - ii) If the supplier is invoicing a partial value of a PO line, the amount in the **Price** field can be updated to reflect the lower invoiced amount.

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold. ✕

**General Info**

\* Invoice #

\* Invoice Date

Payment Term ZP30 - 30 Days from Invoice Date

Date of Supply

\* Currency

Delivery Number

Status Draft

Invoice Document  No file chosen

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

**From**

\* Supplier SBIFT

\* Supplier GST ID

\* Invoice From Address    
 10-Street  
 Singapore 048423  
 Singapore

\* Remit-To Address    
 10-Street  
 Singapore 048423  
 Singapore

\* Ship From Address    
 10-line  
 Singapore 188392  
 Singapore

**To**

Customer Singapore University of Social Sciences

\* Bill To Address SUSS  
 463  
 Clementi Road  
 Singapore 599494  
 Singapore

Buyer GST ID

Ship to Address Singapore University of Social Sciences  
 463 Clementi Road  
 Singapore 599494  
 Singapore

**Lines**

Type	Description	Qty	UOM	Price	
	Test Item-1	5	Each	5,000.00	25,000.00

**PO Line**  
5000001557-1

**Contract**

**Credit Line**  
None

**Supplier Part Number**

**Billing**  
K--GF1003 -MEF00031A-GF1003 -520048

**Taxes**

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

6.3 The supplier can select the applicable tax (**GST rate**) for each invoice line. The total tax for the invoice is then calculated and displayed in the subtotal section at the bottom of the page. The supplier can click on “**Calculate**” to ensure that the Net and the GST total match the original invoice document.

**Lines**

Type	Description	Qty	UOM	Price	
	Test Item-1	5	Each	5,000.00	25,000.00

**PO Line**  
5000001557-1

**Contract**

**Credit Line**  
None

**Supplier Part Number**

**Billing**  
K--GF1003 -MEF00031A-GF1003 -520048

**Taxes**

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

**Totals & Taxes**

Lines Net Total	25,000.00
Lines GST Totals	0.00

Taxes

GST Rate	GST Amount	Tax Reference
9.0% - C	2,250.00	

+ Add Line + Pick lines from PO + Pick lines from Contract

Totals & Taxes

Lines Net Total	25,000.00
Lines GST Totals	2,250.00
Shipping	
Handling	
Misc	
Total GST	2,250.00
Net Total	25,000.00
<b>Gross Total</b>	<b>27,250.00</b>

Delete Cancel Save as Draft **Calculate** Submit

6.4 Once all mandatory details have been completed and the review is done, the supplier can click **Submit** to proceed, and then click **Send Invoice** to submit the invoice to our Accounts Payable (AP) Team.

Are you ready to send?

Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.

Continue Editing Send Invoice

6.5 Once the invoice is submitted, the system will display a confirmation message to confirm successful submission.

coupa supplier portal Upgrade SINGAPORE BASED INDIVIDUAL NOTIFICATIONS 1 HELP

Home Invoices **Orders** Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogs Setup More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select customer Singapore University of Social Sci

### Invoices

SBIFT invoice #Test1231 is processing

Create Invoices

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

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
Test1231	03/17/26	Processing	5000001441	545,000.00 SGD	No		

6.6 The supplier can click on the Invoice number to view the complete details of the invoice and review the status of each Invoice.

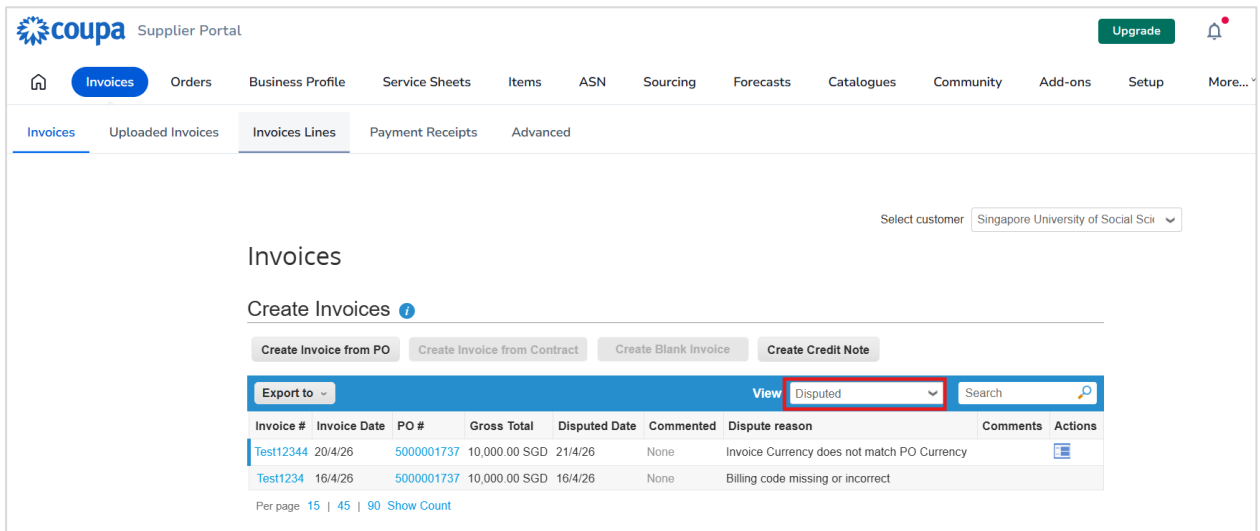
6.7 An Invoice can be in one of the following statuses:

Status	Definition
<b>Draft</b>	Invoice created but not yet submitted to SUSS.
<b>Processing</b>	Invoice is currently being sent to SUSS.
<b>Pending</b>	Invoice is awaiting further processing at SUSS end.
<b>Approved</b>	Invoice accepted for payment by SUSS.

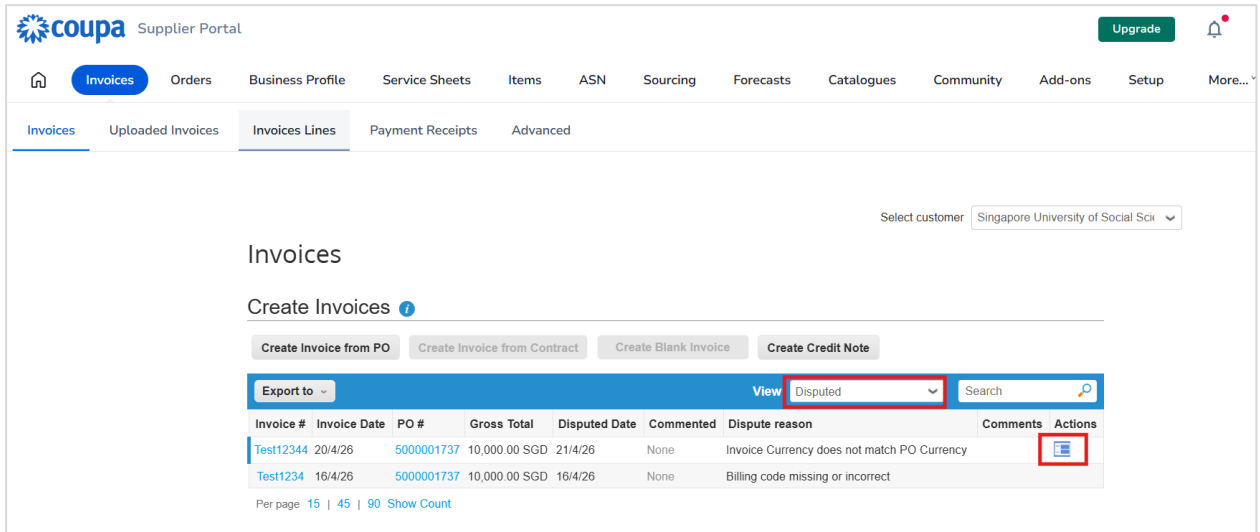
**7. CREDIT NOTES**

7.1 Credit notes are required only when an invoice is formally disputed by SUSS. Credit notes should not be issued for non-disputed invoices. In such cases:

- a) An email notification with a direct link to the disputed invoice will be sent to the supplier.
- b) Supplier can view disputed invoices in the CSP by selecting the “**Disputed**” view under the **Invoices** tab.

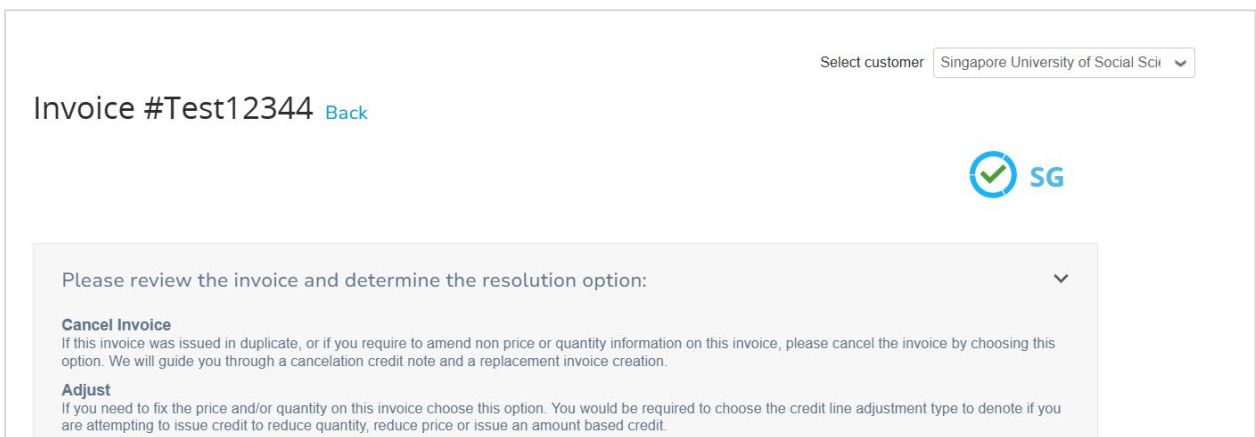


7.2 The dispute reason and comments are documented. Please click on the **Action** icon to resolve the dispute.



7.3 After clicking the **Actions** icon:

- a) The original invoice is displayed.
- b) Scroll to the bottom of the screen and select the appropriate option to create a Credit Note:
  - i) **Cancel Invoice (Full Credit Note)** – applicable for duplicate invoices or cases not involving price or quantity adjustments; or
  - ii) **Adjust (Partial Credit Note)** – applicable for price or quantity adjustments.



7.4 When click **Cancel Invoice**, the supplier will land on the **Create Credit Note** page. The supplier is required to complete all mandatory details. Once all mandatory fields have been completed and the review is finalised, the supplier can click **Submit** to proceed. A credit note will then be created based on the original invoice.

Select customer Singapore University of Social Sci ▼

## Create Credit Note Create

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold. ✕

This credit note applies to invoice Test1231. When approved, the credit will fully cancel the invoice's impact to the transaction.

### General Info

\* Credit Note #

\* Credit Note Date

Payment Term ZP30 - 30 Days from Invoice Date

Original Date of Supply

\* Currency SGD ▼

Delivery Number

Status Draft

Original Invoice # Test1231

Original Invoice Date 03/13/26

Invoice Document [Choose File](#) No file chosen

Supplier Note

Attachments ? [Add File](#) | [URL](#) | [Text](#)

\* Credit Reason

### From

\* Supplier SBIFT

\* Supplier GST ID X999999999 ▼

\* Invoice From Address legal  
10-Street  
Singapore 048423  
Singapore

\* Remit-To Address legal  
10-Street  
Singapore 048423  
Singapore

\* Ship From Address legal  
10-line  
Singapore 188392  
Singapore

### To

Customer Singapore University of Social Sciences

\* Bill To Address SUSS  
463  
Clementi Road  
Singapore 599494  
Singapore

PO Line 5000001441-1

Contract Test SR (Published) ▼

Supplier Part Number

Billing  
K-GF1049-SUSSFUND1-GF1049-550023-----Select GL

GST Rate	GST Amount	Tax Reference
<span>9.0%</span> <span>▼</span>	<span>-45,000.00</span>	<input type="text"/>

#### Totals & Taxes

Lines Net Total	-500,000.00
Lines GST Totals	-45,000.00
<hr/>	
Shipping	<input type="text" value="0.000"/>
<hr/>	
Handling	<input type="text" value="0.000"/>
<hr/>	
Misc	<input type="text" value="0.000"/>
<hr/>	
Total GST	-45,000.00
Net Total	-500,000.00
<b>Gross Total</b>	<b>-545,000.00</b>

Delete Cancel Save as Draft Calculate Submit

7.5 Next, the system will prompt the supplier to create a new invoice:

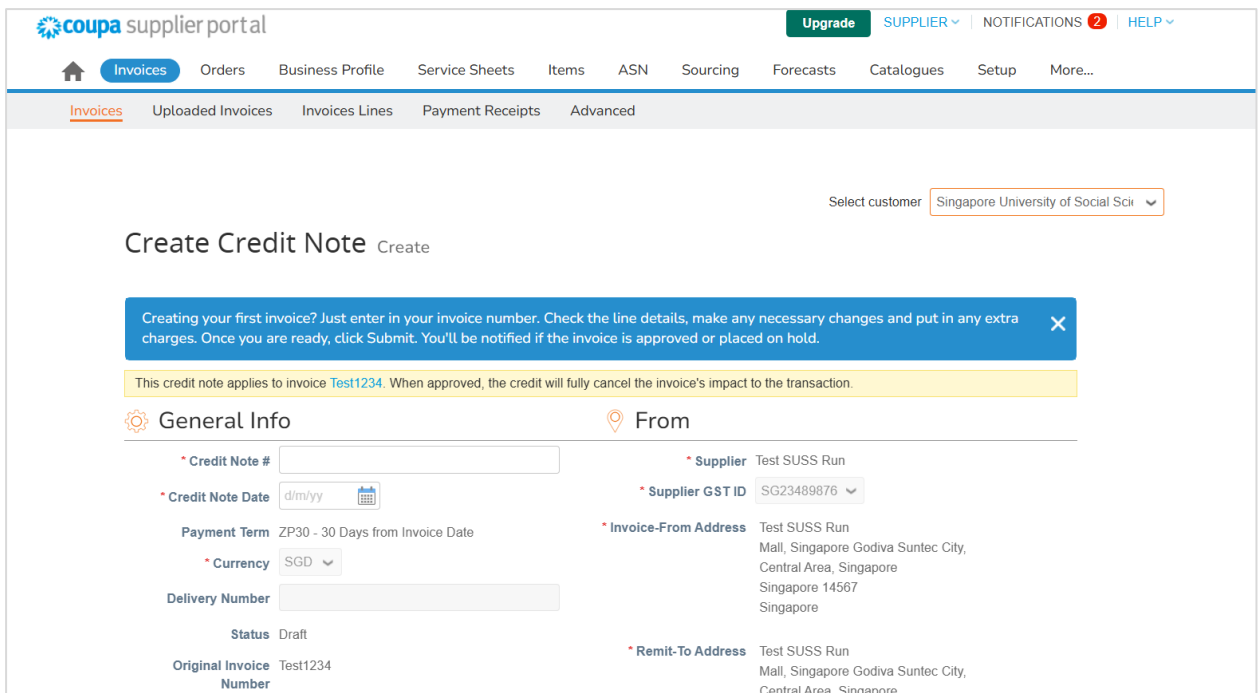
- a) **Click “Yes” to generate a new invoice.** The new invoice will be a replica of the disputed invoice. The supplier to ensure that any disputed details (e.g., currency, invoice date, price) are corrected, where applicable.
- b) **Click “No” if no further action is required.** If “No” is selected in error and a replacement invoice is required, the supplier must create a new invoice from the PO tab.

In both cases, please refer to the Invoices section for further details.



7.6 Clicking the **Adjust invoice** option will direct the supplier to the **Create Credit Note** page. The supplier is required to complete all mandatory fields, including selecting the type of adjustment (i.e. Quantity or Price) and adjust the credit note accordingly. Once all mandatory fields have been completed, the supplier can click **Submit** to proceed. A credit note will then be created based on the original invoice.

**IMPORTANT:** The total quantity and amount reflected in the Credit Note must be negative values (-ve) to avoid system errors.



**Status** Draft

**Original Invoice Number** Test1234

**Original Invoice Date** 16/4/26

**\* Invoice Document**  No file chosen

**Supplier Note**

**Attachments** Add [File](#) | [URL](#) | [Text](#)

**\* Credit Reason**

**\* Remit-To Address** Test SUSS Run  
Mall, Singapore Godiva Suntec City,  
Central Area, Singapore  
Singapore 14567  
Singapore

**Bank Name:** Bank Of Singapore

**Beneficiary Name:** Suss

**Bank Account Number:** \*\*\*\*\*7989

**SWIFT Code:** \*\*\*\*7654

**Bank Code:** \*4567

**\* Ship-From Address** Test SUSS Run  
Mall, Singapore Godiva Suntec City,  
Central Area, Singapore  
Singapore 14567  
Singapore

**To**

**Customer** Singapore University of Social Sciences

**\* Bill-To Address** SUSS  
463  
Clementi Road  
Singapore 599494  
Singapore

**Buyer GST ID**

**Lines**

**Adjustment Type** Price

Type	Description	Price	
	Test Order Released F	-10,000.00	<b>-10,000.00</b>

**PO Line** 5000001737-1

**Contract**

**Supplier Part Number**

**Billing**  
K--GF1028-CPD00005-GF1028-238003-----Select GL

**Taxes**

GST Rate	GST Amount	Tax Reference
0.0% <input type="button" value="v"/>	0.00	<input type="text"/>

Total Taxes	
Lines Net Total	-10,000.00
Lines GST Totals	0.00
<hr/>	
Total GST	0.00
Net Total	-10,000.00
<b>Gross Total</b>	<b>-10,000.00</b>

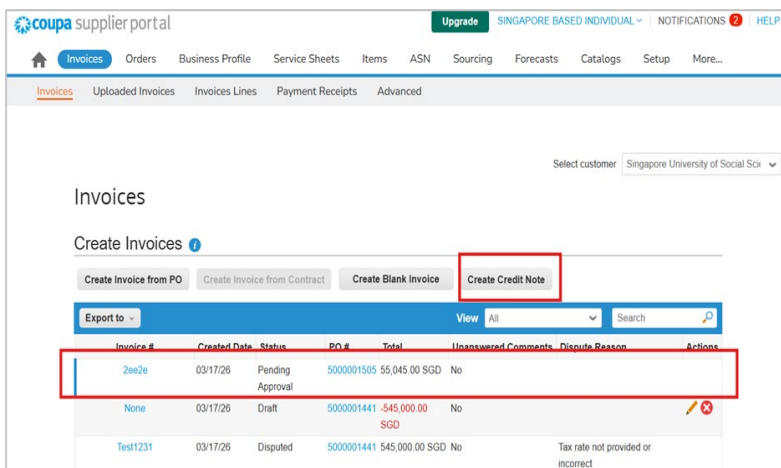
### 7.7 Invoice submitted in error

When a supplier realises that an invoice was submitted in error (e.g. incorrect details, duplicate submission, or incorrect charges):

- If no action has been taken by the Accounts Payable team, the supplier can **withdraw the invoice**.
- If the supplier realises the error after submission but **before any dispute is raised**, the supplier may issue a **full cancellation credit note** to avoid the need for SUSS to dispute the invoice.
  - Select **“Create Credit Note”** and choose the relevant reason and invoice.
- If the invoice is **reversed by the Accounts Payable team**, it will be treated as a **dispute**, and a correction will be required.

**Note:**

Please create the credit note **against the invoice** using **“Create Credit Note”**, and not against the Purchase Order via the red coins, as creating a credit note against the PO may cause delays.



## 8. SOURCING EVENTS

8.1 There are several ways you can begin to participate in a sourcing event:

### 1) Receive an email invitation:

You will receive an email notification inviting you to participate in a specific sourcing event. Depending on the event settings, this might lead you to participate through the Coupa Platform or through the Coupa Supplier Portal (CSP).

### 2) Log in to the platform independently and participate in event:

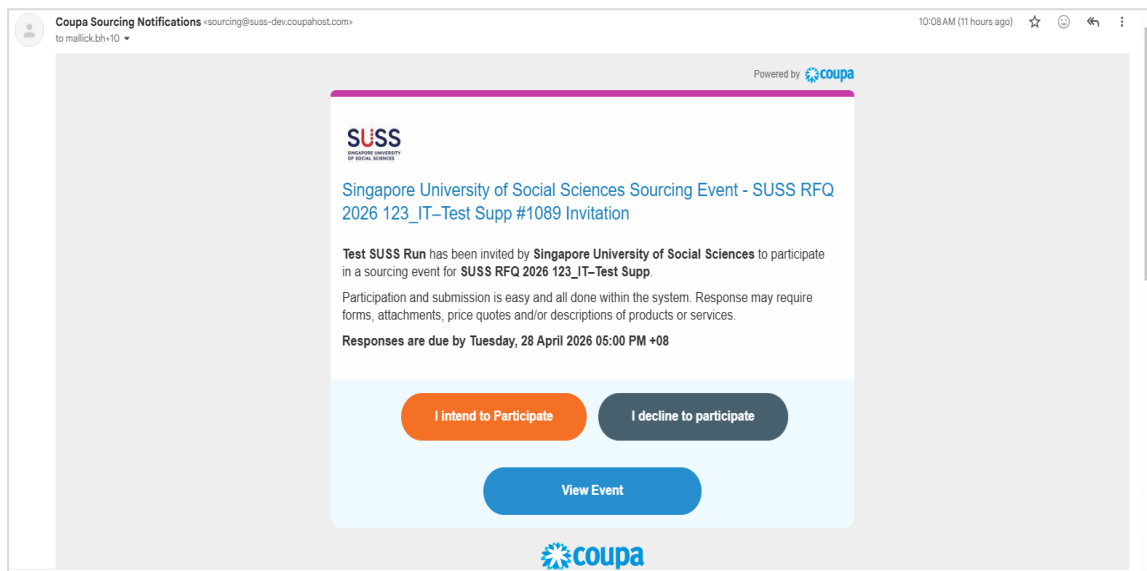
You may register or log in to the CSP and participate in public sourcing events without an invitation.

8.2 Supplier will receive an email invitation from SUSS with the subject: *Singapore University of Social Sciences Sourcing Event*.

- a) Click on “I intend to participate” to indicate that your company would like to submit a bid to the event.
- b) Click on “View Event” to see the event details. Please note that event items will not be visible until you accept the Terms of Acceptance.
- c) Click on “I decline to participate” to indicate that your company will not submit a bid for the event. In this scenario, you will be requested to enter a reason for rejection to participate.

### Note:

Suppliers do not need to log into your CSP account to submit an offer for a sourcing event. If another team member is responding on your behalf, you may forward the email invitation to them.



8.3 To participate in the sourcing event, please complete the following steps:

8.3.1 Select 'I intend' from the dropdown list under the question 'Do you intend to participate?'

- 8.3.2 Download the 'SUSS Terms and Conditions' by clicking on the blue hyperlink. Use the radio buttons to accept or decline. Event details become visible only after all the Terms and Conditions are accepted.
- 8.3.3 Review the Event information, Timeline and Bidding Rules. If applicable, review the Buyer Attachments.
- 8.3.4 Click on 'Send to Event Owner' to confirm your intention to participate and your acceptance of the Event's Terms and Conditions.
  - (a) **Terms and Conditions:** This apply only to this sourcing event and are separate from the SUSS Purchase Order Terms and Conditions.
  - (b) **Instant Messages:** Use the 'Instant Messages' feature if you have any questions for the SUSS authorized sourcing users.

forward

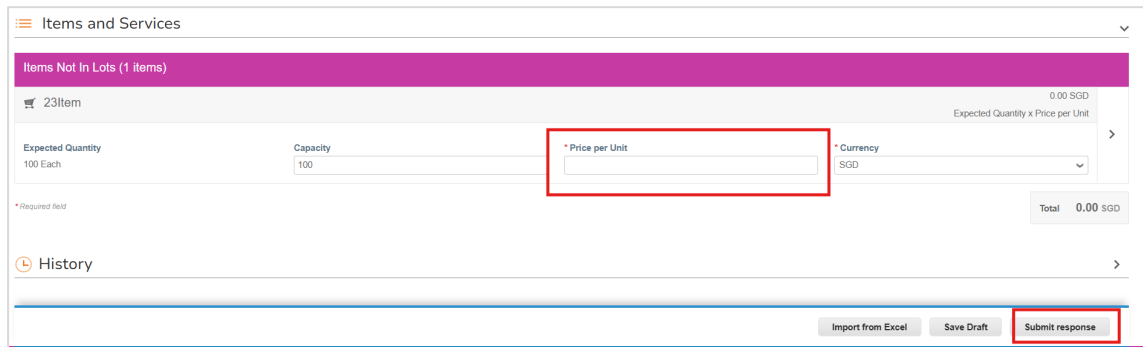
A **confirmation message** indicating that the **Terms and Conditions** have been **accepted** will be displayed.

SUSS-RFQ-YYYY-EventID - Test Notification 2 - Event #1143 *Active*

8.3.5 Click on 'Enter Response' to see the details of the sourcing event.

8.3.6 Sourcing events in Coupa Sourcing consist of 3 sections:

- (a) **Attachments:** These may include informative attachments shared by SUSS to support the preparation of your bid. This section also contains documents that suppliers are required to download, complete, and upload as part of their pricing submission.
- (b) **Forms:** This section covers additional questions or questionnaires that suppliers are required to complete as part of the sourcing event.
- (c) **Items and Services:** This section lists the items and/or services for which bids are required. For certain sourcing events, suppliers may submit multiple responses to reflect different bidding scenarios. Suppliers should use the "Response Name" field to clearly distinguish each bid scenario and upload the corresponding pricing proposal.



Items and Services

Items Not In Lots (1 items)

23Item

Expected Quantity: 100 Each

Capacity: 100

\* Price per Unit

\* Currency: SGD

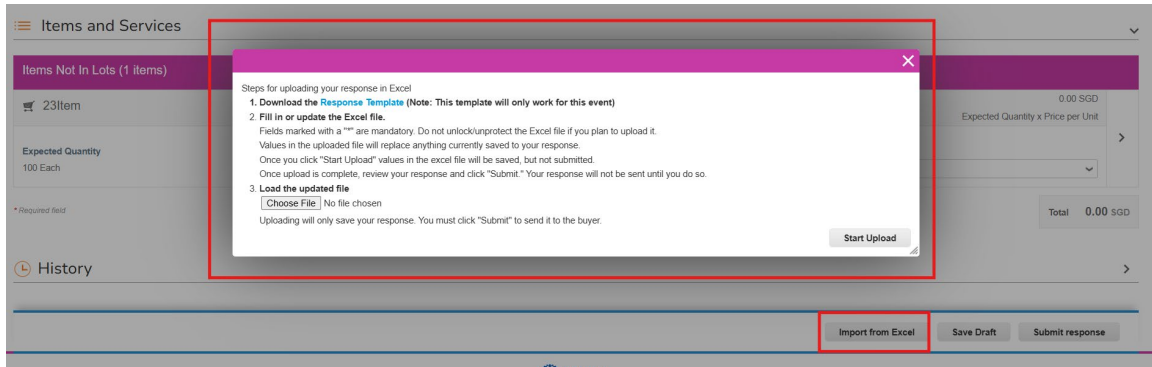
Expected Quantity x Price per Unit: 0.00 SGD

Total: 0.00 SGD

History

Import from Excel Save Draft Submit response

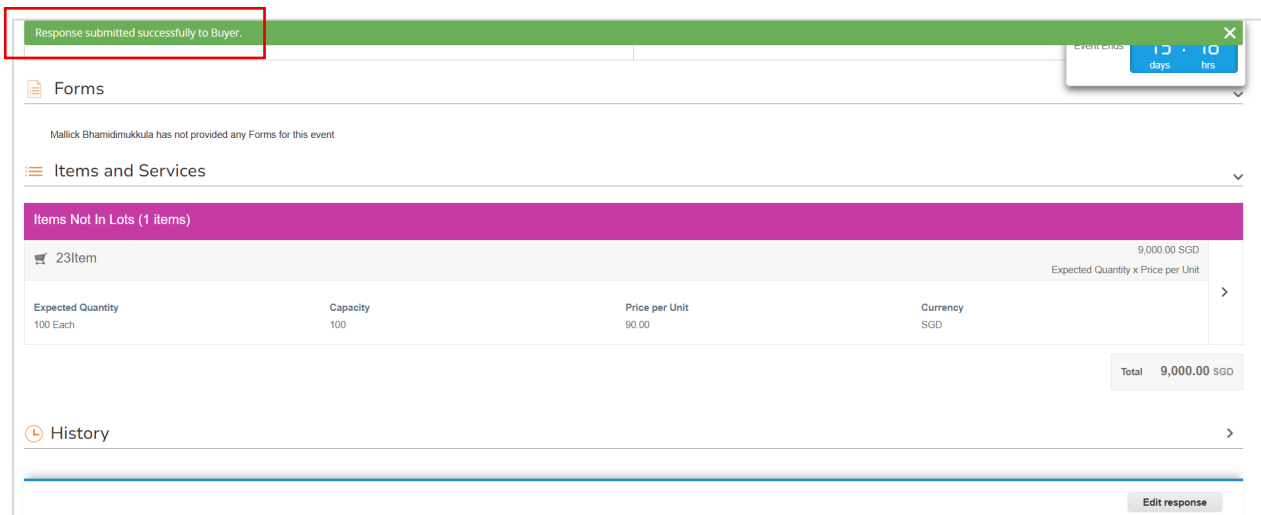
- 8.3.7 In **Attachments** section, kindly review and/or upload any requested attachments via the 'Add File' button (if applicable). If attachments are available, download and review them. These documents may contain additional information from the event owner or may request further information from you.
- 8.3.8 In **Forms** section, kindly review the forms and respond to the questions as applicable. Forms may include a variety of question types, if applicable.
- 8.3.9 Click on 'Save Draft' to confirm your responses. Always remember to save when switching between sections, as unsaved answers will be lost.
- 8.3.10 Complete all required information for each item or service, including quantity, price, and any other mandatory fields e.g.
- 'Expected Quantity': Indicates the quantity required by SUSS for the specified item.
  - Enter your quotation by providing the following information:
    - Capacity: The maximum quantity you are able to deliver.
    - Price per unit: The price per unit for the item or service.
    - Currency: Default to SGD dollar. If the event allows bidding in multiple currencies, select the appropriate currency accordingly.
  - Click on the 'arrow' icon on the right to view additional details for the specific item. Mandatory fields are indicated with an asterisk (\*).
- 8.3.11 Bids may also be submitted by Excel Upload:
- Click the "Import from Excel" button.
  - A pop-up window will appear. Download the Excel template by clicking on 'Response Template'.
  - Complete the Excel file with your bids.
  - This includes (i) Bids for items & services and (ii) Responses to form questions.
  - Click "Import from Excel" button and upload your completed Excel file by clicking 'Choose File'.
  - Click 'Start Upload' to submit your responses. Once the upload is complete, a confirmation message will appear indicating that the Excel import was successful.



8.3.12 Carefully review all your responses for accuracy and completeness, then click on **'Submit Response'** to formally finalise and submit your bid.

**Note:** Any attachments must be uploaded directly to the Coupa platform, not via Excel.

8.3.13 After submitting, a 'Response submitted to Buyer' message will appear at the top of your screen, confirming your successful participation in the event.



8.3.14 While the sourcing event remains open, you may amend/edit your submitted responses (bids) by clicking the 'Edit Response' button.

Response submitted successfully to Buyer.

Forms

Mallick Bhamidimukkula has not provided any Forms for this event

Items and Services

Items Not In Lots (1 items)

23Item				9,000.00 SGD
Expected Quantity x Price per Unit				>
Expected Quantity	Capacity	Price per Unit	Currency	
100 Each	100	90.00	SGD	

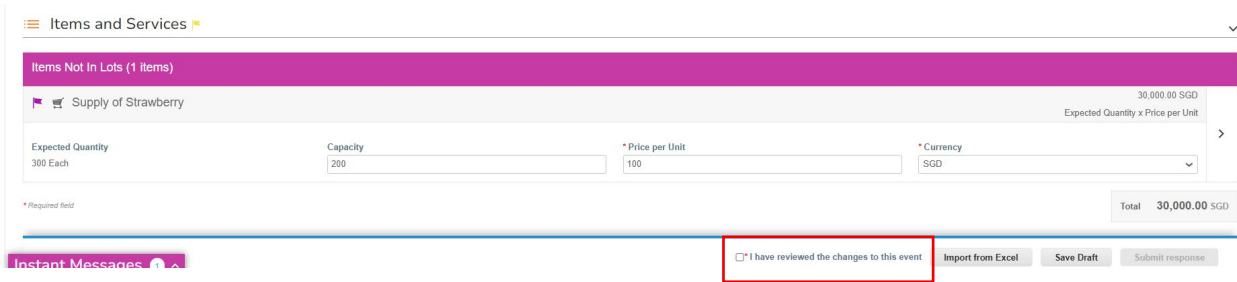
Total 9,000.00 SGD

History

Edit response

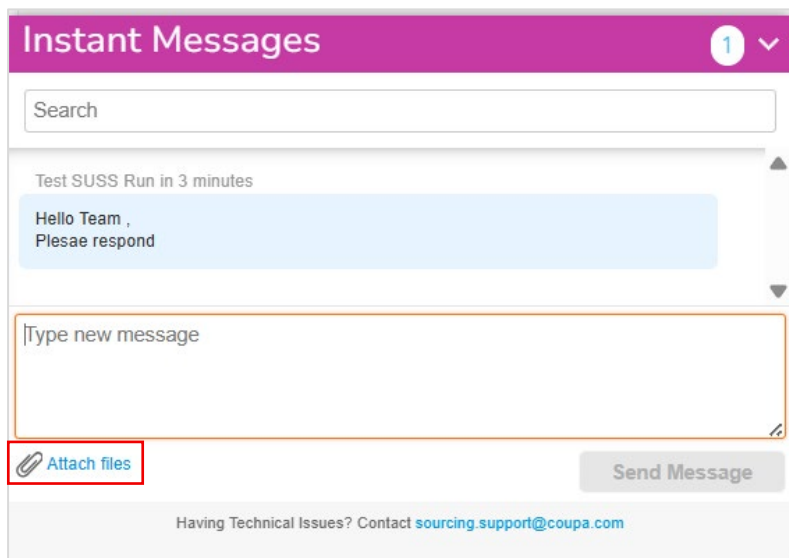
8.3.15 Suppliers will be notified of any changes or corrigendum issued for the sourcing event via email. Click on 'View Event' to review the changes.

8.3.16 The suppliers are required to review and formally acknowledge the revised information before re-submitting their bids, if applicable.



8.3.17 After event closure, all supplier submissions will be evaluated. Where applicable, an additional round of bidding may be initiated, and the same process and steps will apply. Award notifications will not be issued via the Coupa Supplier Portal. SUSS will communicate the award outcome to the successful vendor via a formal Letter of Acceptable (LOA) or Acceptance of Quotation to the awarded vendor offline via email.

8.3.18 All clarification requests must be submitted via the ‘Instant Messages’ function in the Coupa Supplier Portal. Please submit your clarification queries in the ‘Instant Messages’ window using the “Vendor Clarification Template” provided in the RFQ/ITT event. Messages sent via this function are only visible to SUSS and will not be shared with other suppliers participating in the sourcing event.



## 9. MIGRATED PURCHASE ORDERS

- 9.1 Outstanding Purchase Orders (POs) in the legacy SAP system will be migrated at a later date, approximately a few months after the system rollout. During the transition period, for goods or services that have not yet been delivered or completed, please continue to invoice us using the current process.
- 9.2 In the meantime, all existing POs will remain unchanged. This means that:
  - a) You should continue to issue Delivery Orders (DOs) or Service Orders (SOs) as usual.
  - b) You should continue to invoice us based on the existing POs.

- 9.3 Once the migration has been confirmed, we will inform you if any of your POs are affected.
- 9.4 Migrated POs are open (outstanding) POs that were originally created in our legacy SAP system and were not fully received, delivered, or completed at the point of system transition. These open POs will be migrated into Coupa to allow requesters and suppliers to continue submitting invoices and for transactions to be processed in Coupa, instead of SAP.
- 9.5 Open quantity POs will be migrated into Coupa as **Service POs**. This enables invoice amounts to be matched accurately in Coupa. There is no change to the supplier, pricing, or contractual terms. This approach supports accurate invoice matching and timely payment processing.
- 9.6 Additional notes for migrated POs:
- a) **Scope of migration**
    - Only the open (unreceived) portions of SAP POs are migrated into Coupa.
    - Quantities already received in SAP **will not appear in Coupa** and must continue to be invoiced using the current invoicing process.
  - b) **Invoicing method**
    - Invoices for migrated POs must be submitted via Coupa.
    - Suppliers should submit invoices for migrated POs directly through the CSP. Invoices submitted outside Coupa may not be processed.
  - c) **Invoice type**
    - Migrated POs are Service POs and require amount-based invoicing.
    - Suppliers should ensure that invoice amounts match and do not exceed the available PO amount. Item-based or quantity-based invoicing is not applicable for migrated POs.
  - d) **GST treatment**
    - Where applicable, GST should be reflected correctly on the invoice in accordance with Coupa invoicing requirements.
    - Receipt amounts, where applicable, should exclude GST.
  - e) **PO reference**
    - The Coupa PO number should be referenced on all invoices and correspondence.
    - While the Legacy (SAP) PO number may be displayed for reference, suppliers should use the Coupa PO number when submitting invoices.