

One World.  Made Better.™



**Coupa Supplier Portal – Supplier Manual**



One World.  Made Better.™



### Check for latest browser release:

May 2022 Release (R33) supports the latest versions of these web browsers:

- Google Chrome 99.0
- Mozilla Firefox 98.0
- Microsoft Edge 99.0



# Registering to Coupa Supplier Portal

To register to Coupa Supplier Portal, click the **Join Coupa** button which you will find in the email sent to you from the Portal:



Guardian Industries Registration Instructions - Action Required

Powered by



Hello GLASS- [REDACTED] CO-C1311589,

You have been identified as a supplier who would benefit from our Coupa Supplier Portal. This provides the ability for us to share electronic documents with regard to PO delivery and invoice submission. Guardian has launched this process in January 2020. Within the next 48 hours, please click the button below to register your account with us. If you are not the right person to receive this communication, please send this request to the appropriate person by using the forward link.

If you are unable to register for any reason or have questions regarding CSP (Coupa Supplier Portal) or Coupa in general please reach out to our Supplier Enablement Team at [accounts payable@guardian.com](mailto:accounts payable@guardian.com) and put 'COUPA' in the subject line.

Aleksandra Pozniak  
Guardian Industries

Join Coupa

Forward this invitation

You can forward the invitation to another person who will be responsible for registering your company to CSP; just click the **Forward this invitation** button and provide that person's details.

Join Coupa

Forward this invitation

After clicking the button, you will see the registration form. Please, fill in your name, surname, create a password, accept the Privacy Policy and Terms of Use. Your company name and email will already be populated. Then click the **Get Started** button.



## Create your business account

Guardian Industries is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Guardian Industries so you're ready to do business together.

Email

Password

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

Password Confirmation

I accept the [Privacy Policy](#) and the [Terms of Use](#).

**Get Started**

[Having an issue with signup?](#)

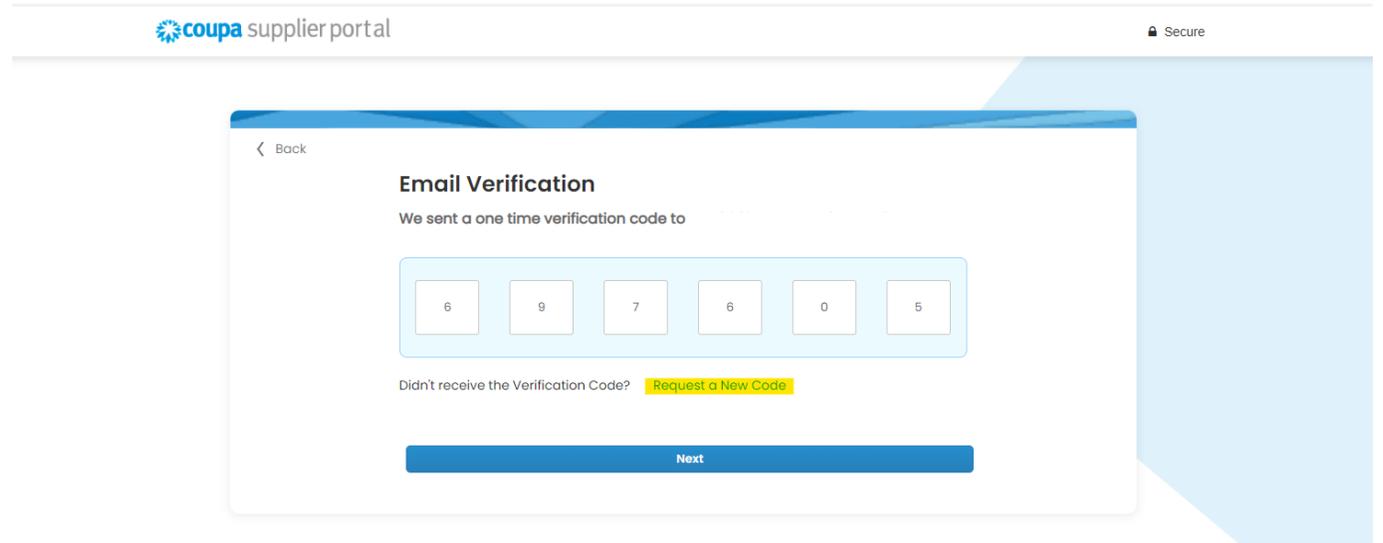
[Forward this to someone](#)

# Verify your email

After completing your business information, you will be prompted into a new page to verify your e-mail address.

Coupa will send you an e-mail that contains a six-digit code to verify you are the owner of the email address.

Check your e-mail address to see if you receive the six-digit code if you didn't you can click on "Request a new code".



# Two-Factor Authentication

Beginning in May of 2023, you **must** enable two-factor authentication for additional security. The Coupa supplier portal will now require you to use two-factor authentication to access their data in the CSP, such as:

- Legal entity
- bank details
- Remit to addresses
- Manage accesses and assign permissions to new and existing users.

\*you can enable it for login into your account, this is optional

The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', and 'Business Performance'. A user profile dropdown for 'KATIA' is visible with 'NOTIFICATIONS 6' and options for 'Account Settings', 'Notification Preferences', and 'Log Out'. The main content area is titled 'My Account Security & Two-Factor Authentication'. On the left, a sidebar menu lists 'Settings', 'Notification Preferences', and 'Security & Two-Factor Authentication' (which is highlighted). The main content area is titled 'Two-Factor Authentication' and contains the following options:

- Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)
- Enable for Both Account Access (Login) and Payment Changes

Below these options, there are two sections for authentication methods:

- Via Authenticator App** (Status: Enabled)
  - Enabled Using an Authenticator App available from your mobile phone app store. [Change Authentication App](#)
- Via SMS** (Status: Disabled)
  - Enable Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK. SMS rates apply.

At the bottom of the page, there are two buttons: 'Show Recovery Codes' and 'Regenerate Recovery Codes'.

# Two-Factor Authentication

To enable two-factor authentication, click on account settings under your username, it will take you to **My Account page** then click on **Security & Two-Factor Authentication** link on the **My Account page**.

When you enable two-factor authentication, you can choose from the following options:

- ✓ For Payment Changes (Required for Changing Legal Entity or Remit-To)
- ✓ For both account access (login) and payment changes

Depending on how you want to receive the verification codes, you can select one of the following options, and set your preference as the default:

Via Authenticator App to use an authenticator app available from the app store on your mobile phone.

**OR**

Via Text Message to use a code sent via text message to your phone number.

The screenshot shows the 'coupa supplier portal' interface. At the top right, there is a user profile for 'KATIA' with a dropdown menu containing 'Account Settings', 'Notification Preferences', and 'Log Out'. A 'NOTIFICATIONS 6' badge is also present. The main navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. The page title is 'My Account Security & Two-Factor Authentication'. On the left, a sidebar menu lists 'Settings', 'Notification Preferences', and 'Security & Two-Factor Authentication' (which is highlighted). The main content area is titled 'Two-Factor Authentication' and contains the following options:

- Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)
- Enable for Both Account Access (Login) and Payment Changes

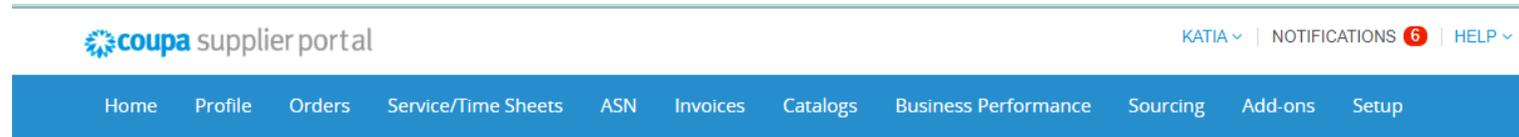
Below these options, the status is 'Via Authenticator App Enabled'. There is a section for 'Via Authenticator App' with a checked 'Enabled' checkbox and the text 'Using an Authenticator App available from your mobile phone app store'. A 'Change Authentication App' link is provided. Below that, the status is 'Via SMS Disabled'. There is a section for 'Via SMS' with an unchecked 'Enable' checkbox and the text 'Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK. SMS rates apply.' At the bottom, there are two buttons: 'Show Recovery Codes' and 'Regenerate Recovery Codes'.

# Two-Factor Authentication via text message

if you want to receive text message (SMS) notifications or verification codes, you **must** enter and validate your phone number under My Account > Notification Preferences.

After you verify your phone number, enter the verification code in the pop-up window.

Once successful validation, you receive the verification codes in text messages



## My Account Notification Preferences

Settings

**Notification Preferences**

Security & Two-Factor Authentication

You will start receiving notifications when your customers enable them.

Email  Mobile(SMS)

 Verify number to receive SMS

Announcements

### Enter the code that you received by SMS ✕

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

\* Code

# Two-Factor Authentication via Authenticator App

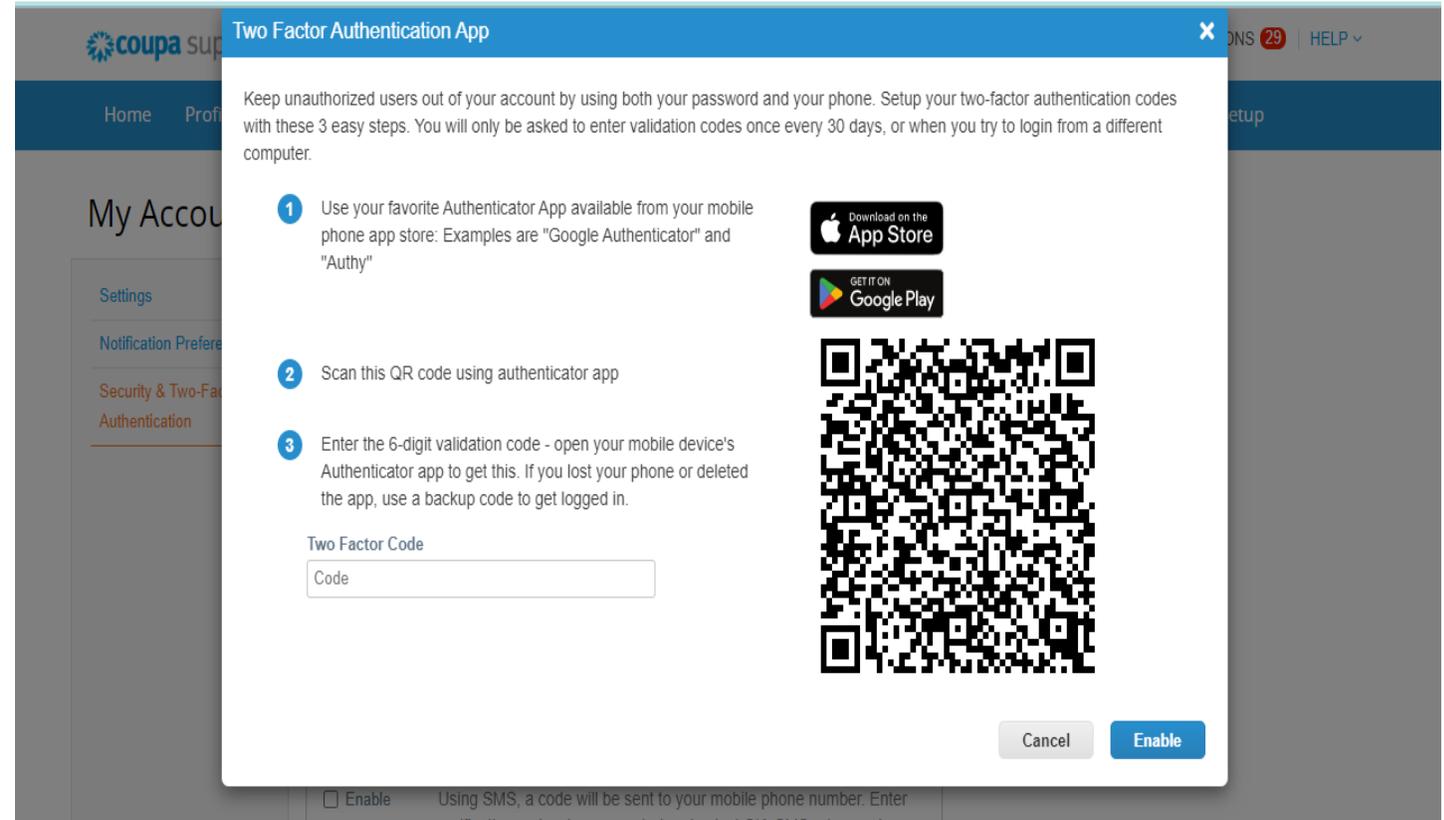
For the authentication via app, you will need to download an additional app on your phone, through your app store or google play store,

You can choose between available apps; we recommend you these two:

✓ “google authenticator” and “authy”

Once you have the app:

1. Open the app
2. Scan the QR code using the app
3. Enter the 6-digit validation code
4. Click enable.



The screenshot shows a web browser window with a modal dialog titled "Two Factor Authentication App". The dialog contains the following text: "Keep unauthorized users out of your account by using both your password and your phone. Setup your two-factor authentication codes with these 3 easy steps. You will only be asked to enter validation codes once every 30 days, or when you try to login from a different computer." Below this text are three numbered steps: 1. "Use your favorite Authenticator App available from your mobile phone app store: Examples are 'Google Authenticator' and 'Authy'", 2. "Scan this QR code using authenticator app", and 3. "Enter the 6-digit validation code - open your mobile device's Authenticator app to get this. If you lost your phone or deleted the app, use a backup code to get logged in." To the right of the steps are two buttons: "Download on the App Store" and "GET IT ON Google Play". Below the buttons is a large QR code. At the bottom of the dialog is a text input field labeled "Two Factor Code" with a placeholder "Code". At the very bottom of the dialog are two buttons: "Cancel" and "Enable".

# Two-Factor Authentication via Authenticator App

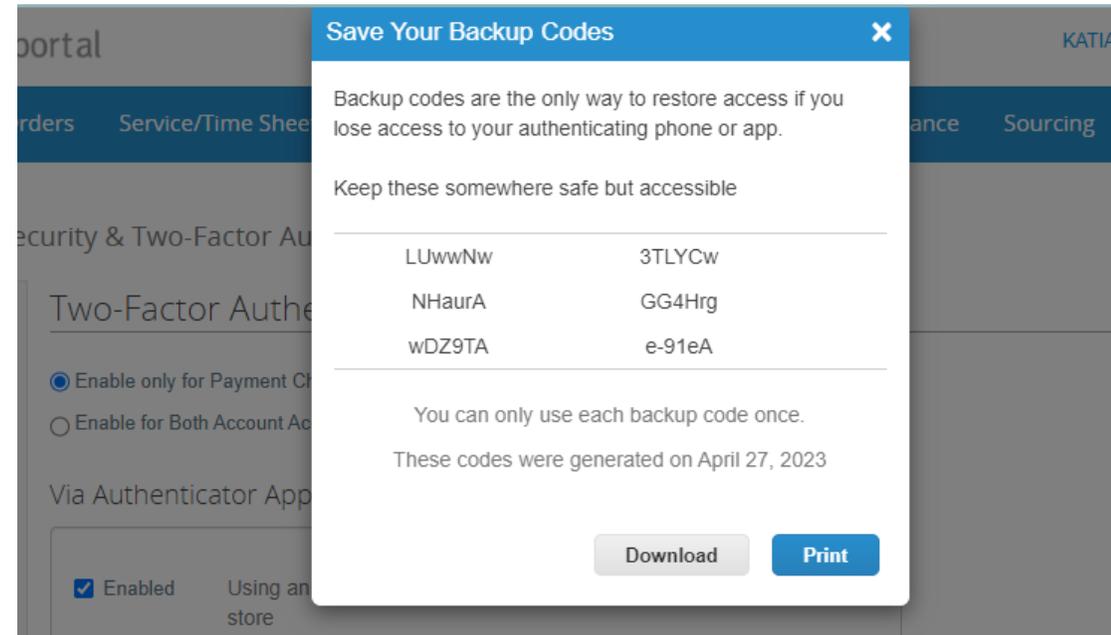
The portal will give you back up codes in case you lost, delete the app, or changed your phone,

**Print** this backup codes or email them to yourself before you click OK.

## Note

You can only use a recovery code once, so refresh your list if you must use a recovery code. Go to Account Settings > Security & Two-Factor Authentication and

click **Regenerate Recovery Codes** to get a new list of codes.

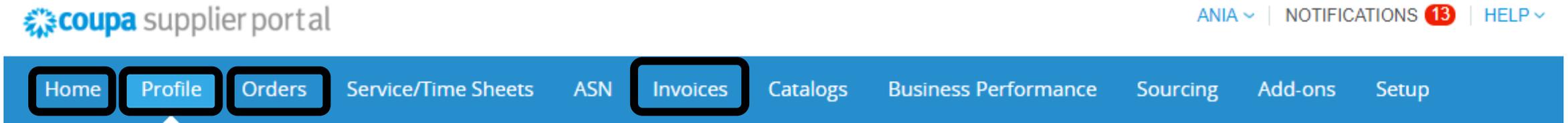


! **IMPORTANT:**

- ! THE USE OF THE CSP IS COMPLETELY **FREE**. YOU DON'T HAVE TO PAY ANYTHING TO REGISTER, HAVE ACCESS TO YOUR POs, INVOICES, etc. ,
- ! Right now, the portal is offering to get your profile verified with an additional cost. This is totally optional. We, Guardian/SRG don't require this verification.
- ! Starting May 2023, two-factor authentication will be **mandatory** for viewing or making changes to the legal entity, remit to address or bank account information on the CSP. This two-factor authentication is completely FREE (for more information visit pages 4-8)

# Introduction to Coupa Supplier Portal (CSP)

- HOME** - on the **Home** page you can see the information about your company
- PROFILE** - in the **Profile** section you can configure your profile. Your profile can be set up as public or customized for each Customer separately
- ORDERS** - in the **Orders** section you can find the Orders you receive, organized by Customer
- INVOICES** -in the **Invoices** section you can view all created invoices and verify their current status



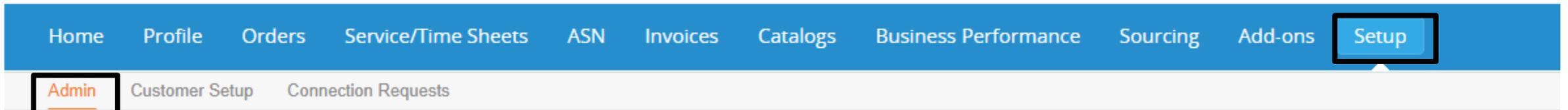
# Introduction to Coupa Supplier Portal (CSP)

**SETUP** - the most frequently used options in this tab are:

- User management – managing users' permissions and accesses;
- Legal entity setup;
- Payment preferences setup

 coupa supplier portal

ANIA ▾ | NOTIFICATIONS **12** | HELP ▾



You can change the language at the bottom of each page:



# Notifications

**NOTIFICATIONS** – You can set your notifications preferences in the top right corner by clicking in your username, then notification preferences. window:

To receive notifications about a particular action, check the relevant box in the **Online** (to receive notifications in CSP) or **Email** column, or if you have a cellphone number added in the portal you can also receive notifications via SMS. **If no option is selected, then no notification will be sent.**

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. On the right, the user's name 'KATIA' is displayed with a dropdown arrow, followed by 'NOTIFICATIONS 40' and 'HELP'. Below this is a blue navigation menu with items: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, and Setup. A dropdown menu is open under the user's name, showing 'Account Settings', 'Notification Preferences' (highlighted in yellow), and 'Log Out'. The main content area is titled 'My Account Notification Preferences'. It includes a sidebar with 'Settings' and 'Notification Preferences' (selected). The main content area has a heading 'My Account Notification Preferences' and a sub-heading 'Notification Preferences'. Below this is a message: 'You will start receiving notifications when your customers enable them.' The page is divided into two sections: 'Announcements' and 'Business Performance'. Each section has a table of notification types with checkboxes for 'Online', 'Email', and 'SMS'. In the 'Announcements' section, 'New Customer Announcement' has 'Online' and 'Email' checked, and 'SMS' unchecked. In the 'Business Performance' section, 'Business Performance Role Granted' has 'Online' checked, and 'Email' and 'SMS' unchecked.

To save your settings, click **Save**



# Users

The **Admin** section, which is located under the **Setup** tab, provides a list of users who have access to Coupa Supplier Portal. In this section you can deactivate users, invite new users and configure the accesses of current users.

**coupa** supplier portal

ANIA | NOTIFICATIONS 12 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons **Setup**

**Admin** Customer Setup Connection Requests

## Admin Users

[Invite User](#)

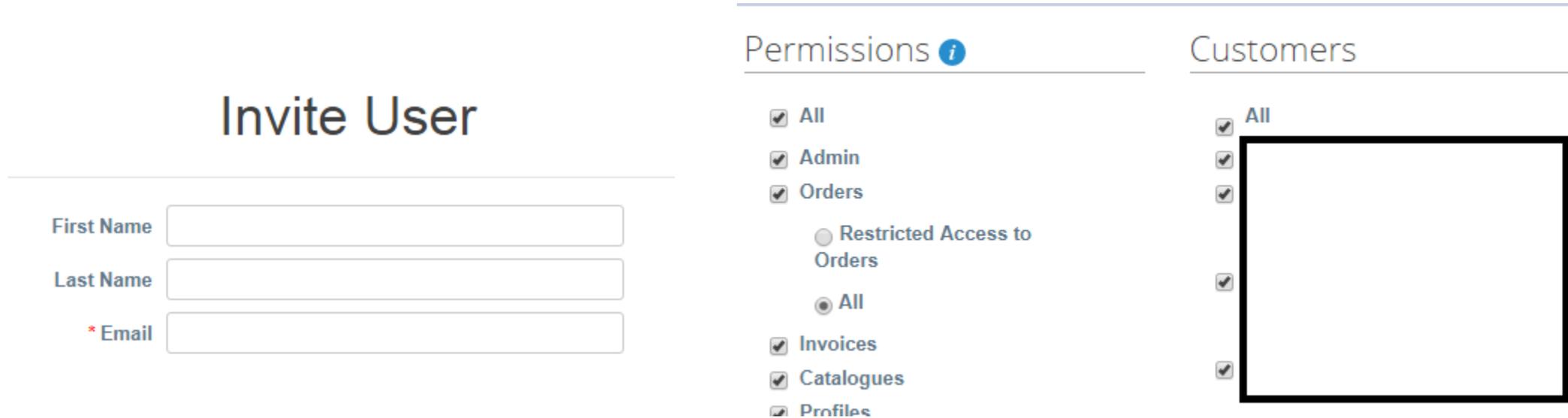
Users	Permissions	Customer Access
Agata Burek aburek@guardian.com Status: Inactive <a href="#">Activate User</a>	ASNs Admin Business Performance Catalogues Invoices Order Changes Order Line Confirmation Orders Pay Me Now Payments Profiles Service/Time Sheets Sourcing	Guardian Industries Guardian Industries

# Inviting new users

To invite a new user, use the **Invite User** button



Then fill in the fields **First Name**, **Last Name** and **Email Address**, as well as select permissions and customers.

A screenshot of a web form titled "Invite User". The form is divided into two main sections: "Permissions" and "Customers".  
The "Permissions" section has a title "Permissions" with an information icon. It contains a list of checkboxes:

- All
- Admin
- Orders
- Restricted Access to Orders
- All
- Invoices
- Catalogues
- Profiles

The "Customers" section has a title "Customers" and a list of checkboxes:

- All
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

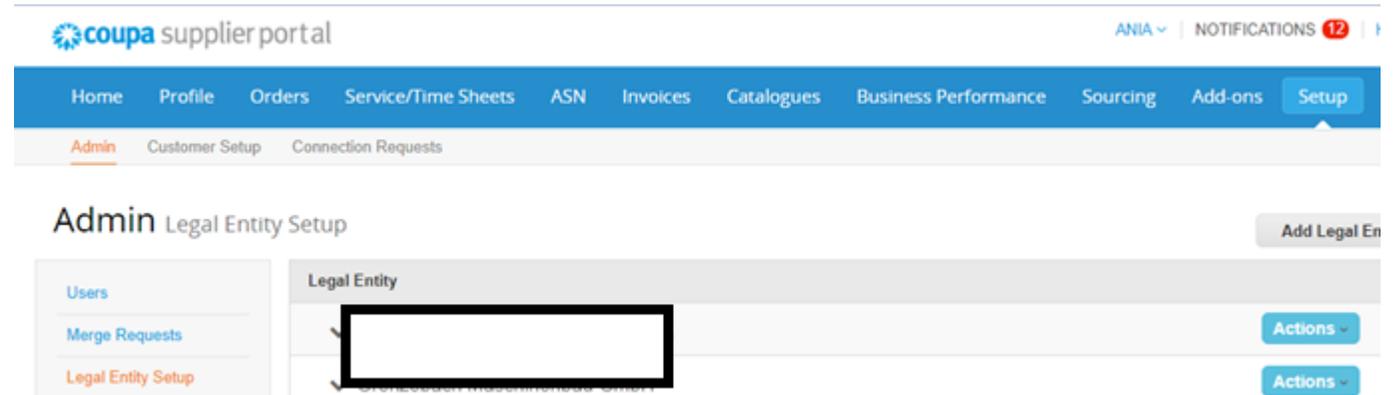
The redacted areas are represented by a large black rectangular box.

To send the invitation, click the **Send Invitation** button:



# Legal Entity Setup

To setup a legal entity, go to the **Legal Entity Setup** option. Then click **Add Legal Entity** and fill in all the fields marked with a red asterisk.



On the first page enter the Legal Entity Name and Country, and then click the **Continue** button.

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name   
Country/Region

This is the official name of your business that is registered with the local government and the country/region where it is located.

In the next window, you need to fill in the address from which the invoices will be issued, as well as indicate whether the address provided is used for remittances or as a sender address. Unchecking these options allows you to add other addresses.

### Miscellaneous Information

1 2 3 4

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

Country/Region

Place of Reg.

Type of Company

Permit Number

Permit Date

Enter a date with the following specification: YYYY-MM-DD (eg 1984-05-30)

Share Capital

Enter a number with two decimal points (eg 15096,00)

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

### Tell your customers about your organisation

1 2 3 4

Which customers do you want to see this?

All

What address do you invoice from?

\* Address Line 1

Address Line 2

\* City

State

\* Post Code

Country/Region

Use this address for Remit To

Use this for Ship-From address

**REQUIRED FOR INVOICING**

Enter the registered address of your legal entity. This is the same location as where you receive government documents.

It is also mandatory to enter your Tax ID number and country of registration. In the **Miscellaneous** section you can select your preferred language. After updating all the fields, save the data by clicking the **Save & Continue** button.

What is your Tax ID? [i](#)

Country/Region  ✕

Tax ID

I don't have Tax ID Number

[Add additional Tax ID](#)

---

Miscellaneous

Invoice-From Code  [i](#)

Preferred Language

[Cancel](#) [Save & Continue](#)

Setup complete

1 2 3 4



Congratulations!

This legal entity can now be used on new invoices.

**To get paid** – Most customers require that you send them this payment info in **in addition to providing it on the invoice.** [i](#)

- Click on the [Profile Tab](#) to see if your customer has a form that collects payment information.
- Otherwise, you'll have to send it to them through another channel.

[Go to Orders](#) [Go to Invoices](#) [Return to Admin](#) [Done](#)

After approving the changes, a message will appear on the screen indicating that the created legal entity can be used in the invoice creation process.

# Orders

In the **Orders** tab you can find the Orders you receive, organized by Customer

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Deliveries

Select Customer

Guardian Industries -

Configure PO Delivery

## Purchase Orders

### Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document using the Image Scan button

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
-----------	------------	--------	-----------------	-------	---------------------	-------	-------------	---------

Export to  View All  Search 

# Orders

You can open an order by clicking on its number. Once you open an order, you can verify the details. Each order contains the following data: number, status, order date, payment terms, shipping address. If the order was not created correctly, please contact the person who created the order - their data can be found in the **Requester** and **Email** fields.

## Purchase Order #G000224425

### General Info

Status  
Order Date  
Revision Date  
Requester  
Email  
Payment Term  
Comments to Supplier  
Attachments  
Acknowledged   
Assigned to

### Shipping

Ship-To Address  
  
Address Location Name  
Terms

In the **Lines** section you can see the list of Coupe goods/services included in the order. Please make sure that the unit prices and totals are correct.

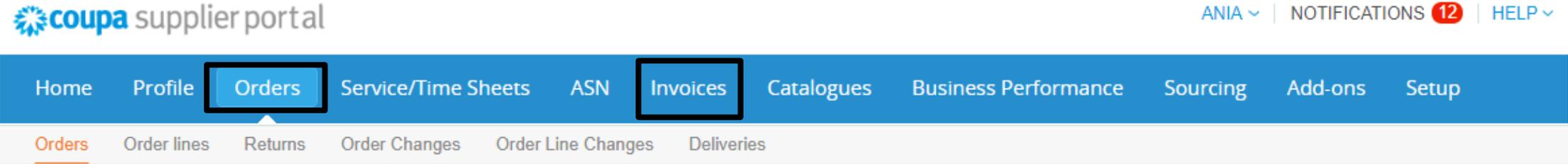
### Lines

Advanced Search Sort by Line Number: 0 → 9							
Line	Type	Item	Qty	Unit	Price	Total	Invoiced
11		COMPUTER SOFTWARE	6	PC - Piece	100.00	600.00	0.00
Need By		Part Number	Manufacturer Name	Manufacturer Part Number	Incoterms	Location	
07/10/2019		None	None	None	None	None	
Tax Reference				Item Description			
				None			

If an order has been closed or cancelled, it is not possible to create an invoice for it.

# Invoices

To create an invoice, go either to the **Orders** or **Invoices** tab.



To create an invoice from the **Orders** tab, click the gold coins icon in the **Actions** column. You can also create an invoice after opening an order by clicking the **Create Invoice** button.



In the **Select Customer** drop-down list, you can select a Customer whose Orders you want to view.



## Invoices

### Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document using the Image Scan button  
Create Invoices

Invoice #	Created Date	Status	PO #	Gross Total	Unansv	View
TEST2TEST	16/09/2021	Approved	253-538125687	3.63 EUR	No	Unpaid invoices
21F06316	26/07/2021	Approved	SRG EU-998000083	18,944.97 EUR	No	Abandoned
21F06177	20/07/2021	Approved	253-538125297	1,080.00 EUR	No	Approved
21F06160	20/07/2021	Approved	SRG EU-998000083	13,101.15 EUR	No	Credit notes
21F05872	12/07/2021	Approved	SRG EU-998000083	11,335.76 EUR	No	Disputed
21A00673	12/07/2021	Approved	None	-540.00 EUR	No	Disputes with a supplier response
21F05873	12/07/2021	Approved	253-538125098	900.00 EUR	No	Disputes without supplier response

The Portal allows you to filter your created invoices with the **View** option.

The invoice creation form will appear on the screen. Select the **Legal Entity**. You can choose from existing addresses or add a new one using the **Add New** option.

### Choose Invoicing Details ✕

\* Legal Entity  + Add New

\* Remit-To

\* Ship-From Address

All fields marked with a red asterisk are mandatory. Verify whether the **General Information** and **From** and **To** sections are filled out correctly.

 General Info

\* Invoice #

\* Invoice Date  

Payment Term NET 60

\* Currency  

Delivery Number

Status Draft

\* Image Scan  No file chosen

Supplier Note

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

 From

\* Supplier

Supplier Tax ID

\* Invoice-From Address

\* Remit-To Address

\* Ship-From Address

 To

Customer

\* Bill-To Address

Address Location Name

Buyer VAT IDVAT

Ship To Address

Address Location Name

Procurement Specialist

Purchase Order

You need to add the pdf invoice file in the “Image Scan” filed and check if the correct invoice line was selected. If not, please add it by clicking on magnifying glass icon:

Image Scan  No file chosen

PO Line  
S000225355-3  [Clear](#)

# PO lines

It's important to review that the correct purchase order lines are selected in each line. As well as filling the Bill of lading in each line with your internal folio and at the line level choose the appropriate tax rate from the "VAT Description" dropdown.

(if you are tax exempt you can choose "exempt")

When complete, select "Calculate" to see the gross value of the invoice.

When are finished, select "Submit". (Remember that the total amount in orders doesn't include taxes. Those are calculated separately when creating the invoices)

Lines ☐ Line Level Taxation

Type	Description	Qty	UOM	Price	
	<input type="text"/>	5.000000	EA - Each	59.31	296.55 <span style="color: red;">✖</span>

**PO Line** Clear    Contract:     Receipt: None    **Bill of Lading**

Supplier Part Number:     PO Tax Reference: None    Ancillary Part Number:     Tax Legal Wording (Reqd for EU):

**Taxes**

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

23.0%  
22.0%  
21.0%  
20.0%  
19.0%  
18.0%  
10.0%  
8.0%  
7.0%  
6.0%  
4.0%  
Exempt  
Reverse Charge  
0.0%

Calculate    Submit

Totals & Taxes

Lines Net Total	15.00
Lines VAT Totals	3.00

---

Shipping:

VAT:  0.000  
Tax Reference:

---

Handling:

VAT:  0.000  
Tax Reference:

---

Misc:

VAT:  0.000  
Tax Reference:

---

Total VAT: 3.00  
Net Total: 15.00  
**Gross Total: 18.00**

Delete    Cancel    Save as Draft    Calculate    Submit

# How to Invoice an Open Purchase Order

If you received a purchase order that contains several lines that you will be supplying in different periods of time, you can partially create invoices utilizing that same purchase order by deleting the PO lines you did not supply, that will allow you to use those lines for later.

For example, for an annual purchase order you may be submitting invoices partially according to the services provided in each month so you need to make sure **to only invoice the lines you effectively supplied that month** by deleting the rest of the lines, that way you will have available those lines to create invoices later.

To delete the lines you won't be invoicing, simply click on the **x** situated in the top right of the line.

You can also invoice the lines partially; you just need to adjust the quantity in the “Qty” field.

**! Note: Leaving the line in 0.00 is not the right procedure and it will cause a rejection of the invoice.**

Lines ☐ Line Level Taxation

Type	Description	Qty	UOM	Price				
	January service	1.000000	LB - Pound	1.192	1.19			
PO Line	SRG NA-10000526-11		Service/Time Sheet Line	None	Contract	None	Receipt	None
Bill of Lading			Credit Line	None	Supplier Part Number	01598700	PO Tax Reference (Rec Tax Amount= 00;NonRec Tax Amount= 00;TaxGroupCode=EXE;GoodsTaxRateCode=1)	
Ancillary Part Number			Tax Legal Wording (Reqd for EU)	Select	Billing	6173100050000000		

Type	Description	Qty	UOM	Price				
	February service	0.000000	LB - Pound	1.773	0.00			
PO Line	None		Service/Time Sheet Line	None	Contract	None	Receipt	None
Bill of Lading			Credit Line	None	Supplier Part Number		PO Tax Reference (Rec Tax Amount= 00;NonRec Tax Amount= 00;TaxGroupCode=EXE;Go	

You can view the details of an invoice by clicking on its number:

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
123	03/03/2022	Draft	S000224498	119.00 EUR	No		 

You can also see the comments and history of the selected invoice in the invoice details.

## History

## Comments

Mute Comments 

Enter Comment

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

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

### Invoice statuses:

- **Draft**– the invoice has not yet been sent to the customer
- **Pending Approval**– the invoice has not yet been fully approved by the customer
- **Disputed** – the invoice has been disputed by the Accounts Payable team
- **Voided** – the invoice was cancelled after it was fully approved
- **Approved** – the invoice has been approved and will be paid in accordance with the payment terms

In the **Invoices** tab you can create and customize your own view. After modifying the view and applying the **Approved** filter, you can check the payment information. You can also check the **Dispute reason** for any Disputed invoices by using the **Disputed** filter.

## Invoices

### Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document using the Image Scan button  
[Create Invoices](#)

[Create Invoice from PO](#)
[Create Invoice from Contract](#)
[Create Blank Invoice](#)
[Create Credit Note](#)

Export to		View				Payment Information	Search
Paid	PO #	Invoice #	Status	Invoice Date	Pa	Payment Information	
No	<a href="#">G000224610</a>	None	Draft	3/3/22	NE	All	
No	<a href="#">S000224382</a>	<a href="#">SRG 1</a>	Pending Approval	4/10/21	NE	Abandoned	
No	<a href="#">S000224382</a>	None	Draft	4/10/21	NE	Approved	
No	<a href="#">S000224382</a>	<a href="#">test KCK 1.09.csp negative unit price</a>	Pending Approval	1/10/21	NE	Credit notes	
No	<a href="#">S000224382</a>	<a href="#">CN test 1.01.2021 csp r2o</a>	Pending Approval	1/10/21	NE	Disputed	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Disputes with a supplier response	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Disputes without supplier response	
No	<a href="#">S000224382</a>	<a href="#">CN test for r20 approval 1.10.2021</a>	Pending Approval	1/10/21	NE	Draft	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Overdue invoices	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Payment Information	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Pending Approval	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Processing	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Unpaid invoices	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Voided	
No	<a href="#">S000224382</a>	None	Draft	1/10/21	NE	Create View	

## Invoices

### Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document using the Image Scan button  
[Create Invoices](#)

[Create Invoice from PO](#)
[Create Invoice from Contract](#)
[Create Blank Invoice](#)
[Create Credit Note](#)

Export to		View		Search
		Disputed		

### Dispute reason

Quantity different from  
 PO/Contract or  
 Catalog

Quantity different from  
 PO/Contract or  
 Catalog

# Disputed Invoices

When an invoice has been disputed, the supplier has to take action to correct it. You can find additional information in the comment section. If a credit note is issued in regards to a problem with an invoice or goods shipped, choose the relevant invoice by using the **Resolve issue for invoice number** option from the drop-down list.

### Credit Note ✕

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer, please select other.

Reason  Resolve issue for invoice number  ▼

Other (e.g. rebate)

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If you have any additional questions or comments, please let us know, we would like to hear from you. Please send us an email to [globalSE@guardian.com](mailto:globalSE@guardian.com)