

## CREATING INVOICES

### Creating an Invoice

Creating an invoice online gives full visibility of the invoice from creation to payment. To get started, sign into the Coupa Supplier Portal (CSP) and click on “Orders” 



This screen will show you a list of all open Purchase Orders. **Click on** the symbol of the **gold coins**  on the far right of the order you wish to invoice against.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
831578	06/03/20	Issued	None	1 Each of Test Order 4	No	250.00 GBP	
831577	06/03/20	Issued	None	1 Each of Test Order 3	No	250.00 GBP	
831576	06/03/20	Issued	None	1 Each of Test Order 2	No	250.00 GBP	

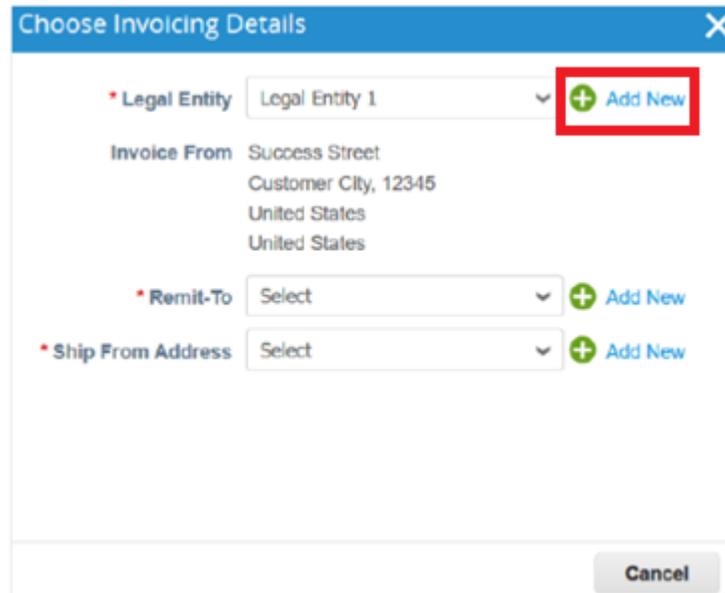
This will ‘flip’ the key information from the Purchase Order onto an invoice template.

Firstly, check that the “Invoice From Address”, “Remit-To Address” and the “Ship From Address” on the right hand side of the window are correct. The “Remit-To Address” should be configured as part of the original registration/set up process.

From

* Supplier	TEST SUPPLIER - Business Systems	* Remit-To Address	TEST Supplier - Business Systems	* Ship From Address	TEST Supplier - Business Systems
* Supplier VAT ID	GBN/A		Queensway House 11 Queensway House New Milton Hamps BH25 5NR United Kingdom		Queensway House 11 Queensway House New Milton Hamps BH25 5NR United Kingdom
* Invoice From Address	TEST Supplier - Business Systems				
	Queensway House 11 Queensway House New Milton Hamps BH25 5NR United Kingdom				

In case of multiple payment types, you might see multiple **Remit-to** and **Ship from** addresses for the different payment types. To accept a new payment type, you might need to add a new Remit-to type:



The screenshot shows a dialog box titled "Choose Invoicing Details" with a close button (X) in the top right corner. It contains three main sections, each with a dropdown menu and an "Add New" button with a plus icon:

- Legal Entity:** The dropdown menu is set to "Legal Entity 1". The "Add New" button is highlighted with a red box.
- Invoice From:** The dropdown menu is set to "Success Street", with the address "Customer City, 12345 United States United States" displayed below it.
- Remit-To:** The dropdown menu is set to "Select".
- Ship From Address:** The dropdown menu is set to "Select".

A "Cancel" button is located at the bottom right of the dialog box.

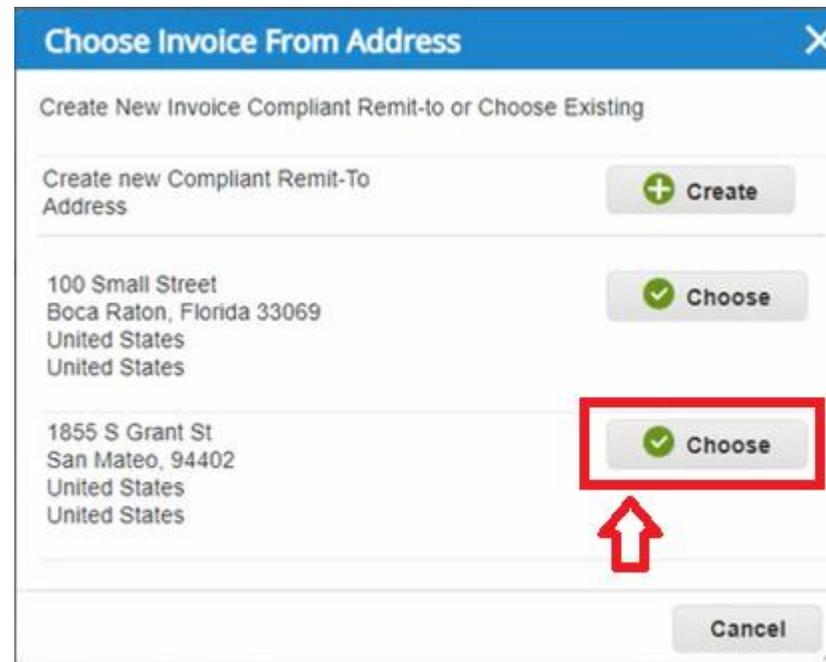
If you do not have a legal entity, you need to add one by clicking on the **Add New** link or on the add/plus (+) icon.

You are guided through creating your legal entity.

The selected or newly created legal entity is added to your invoice.

*Or*

If your remit-to address is already setup, you just need to click on the **"Choose"** button next to the corresponding address:



The screenshot shows a dialog box titled "Choose Invoice From Address" with a close button (X) in the top right corner. It contains the following elements:

- Header: "Create New Invoice Compliant Remit-to or Choose Existing"
- Section: "Create new Compliant Remit-To Address" with a "Create" button (plus icon).
- Address 1: "100 Small Street, Boca Raton, Florida 33069, United States, United States" with a "Choose" button (checkmark icon).
- Address 2: "1855 S Grant St, San Mateo, 94402, United States, United States" with a "Choose" button (checkmark icon) highlighted by a red box and a red arrow pointing to it.

A "Cancel" button is located at the bottom right of the dialog box.

Fill in the following details in the General info section of the invoice form:

**General Info**

\* Invoice #

\* Invoice Date 06/03/20

Payment Term END1M

Date of Supply 06/03/20

\* Currency GBP

Delivery Number

Status Draft

Image Scan

Supplier Note

Attachments

- Add an invoice Number
- Select the invoice Date
- Select the Date of Supply
- Add a scanned copy of the invoice in PDF format (if applicable)
- Add any additional notes relating to your work

**Note:** we recommend keeping the invoice date and date of supply as same date when creating invoice. This will allow us to review the invoice, if required, prior to the date of when the order automatically close down.

## Filling in the Lines section

There are four different types of order, which you may receive on Coupa. They are:

- Single-line, single-quantity orders
- Single-line, multiple-quantity orders
- Multiple line orders
- Value-based orders

Depending on the type of order, some fields in the Lines section may need to be completed in different ways. The following fields should be completed in the same way regardless of the order type:

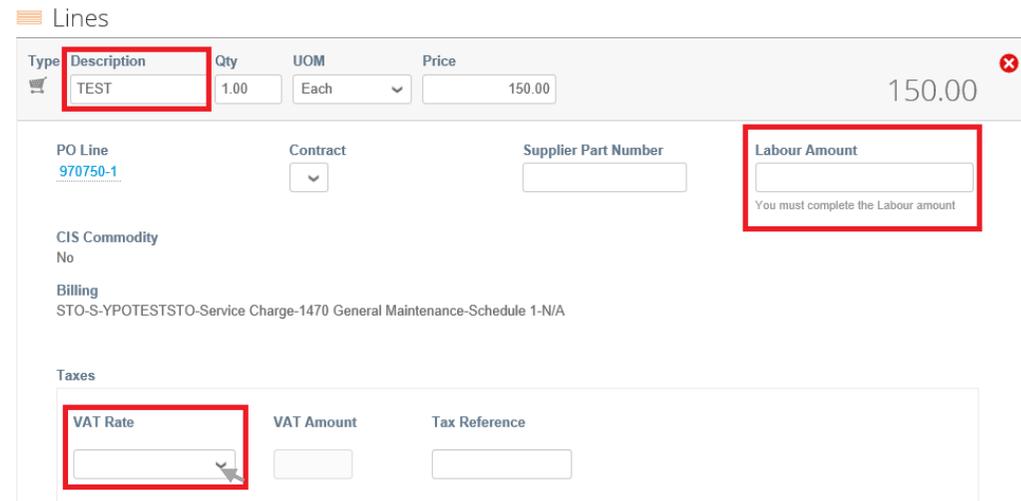
**Description:** check to ensure that the description accurately matches the work carried out

**Supplier Part Number:** where applicable

**Labour amount:** if your CIS commodity is “Yes” or “Maybe”, enter the amount of your invoice which relates to labour. Otherwise, enter a zero value.

**VAT Rate:** check that the correct VAT rate is selected

The remaining fields will depend on the type of order:



### Single-line, single-quantity orders

Single-line, single-quantity orders are the most common form of order, and represent individual jobs. If the order only has one line with a quantity of 1, you will need to do the following:

**Quantity (Qty):** Leave this at 1 even if the job required multiple attendances, unless you have already arranged with the Property/Development Manager for the quantity to be altered on the order.

**Price:** Ensure that this matches the true value of your work before tax is added. Amend the price accordingly if necessary

### Single-line, multiple-quantity orders

Single-line, multiple-quantity orders are the primary method of recording annual maintenance orders and other jobs with a repeated, scheduled attendance. If the order only has one line but a higher quantity than 1, you will need to do the following:

**Quantity (Qty):** Coupa will default the invoice options to complete the order. In most instances, each scheduled attendance should have a single invoice raised and so the quantity should be changed to 1. If you are raising an invoice to cover several attendances, however, then alter the quantity to match the number of attendances you are invoicing for.

**Price:** Ensure that this matches the true value of your work before tax is added, bearing in mind that the Price field is *per item* (attendance/work) **not** the value of the whole order.

## Multiple line orders

Multiple line orders are used for when an order includes several different jobs. Sometimes they are also used for annual maintenance orders, with each month's work set up as a separate line. Multiple line orders can have either a quantity of 1 or a higher quantity on each line of the order, as per the above types. If the order has multiple lines, you will need to do the following:

**Quantity (Qty):** Check the quantity against each line to ensure that it matches the work you intend to invoice for. If the quantity of the order on any line is higher than 1, change this to match the number of scheduled attendances you have carried out if this is not the same as the total on the order. If you do not need to invoice for a particular line then do not set the quantity to zero but instead remove the line from the invoice – how to do this is detailed in the note below.

**Price:** Ensure that the price of each line matches the true value of your work before tax is added, bearing in mind that the Price field is *per item* (attendance/work) **not** the value of the whole line (if the quantity is 1 then this is irrelevant).

**Note!** Coupa will default your created invoice to the details necessary to complete the order, but in many cases you will only want to invoice one or several lines on one invoice rather than fulfilling the order as a whole. If there are any lines on the order which you do not wish to invoice for, you can remove them from the order by clicking the white cross in a red circle in the top right corner of the relevant line.



**Also note!** that changing the quantity and/or value of a line to zero **is not sufficient** to remove the invoice from this line and doing this can cause issues for FirstPort when receipting and approving the invoice.

## Value-based orders

If the order raiser is unsure of how many invoices will be received, they may choose to create the order as a value-based order. Value-based orders can be distinguished from quantity-based orders by the money symbol which appears in the Lines section (quantity orders instead have a shopping trolley).

**Quantity (Qty):** Value-based orders do not have a quantity. Only the price is relevant.

**Price:** Set the price at the value of the work you wish to invoice for. If only part of the job has been completed and further invoices will be needed, set only the price you intend to bill on this invoice. If the total price of the order does not match the expected cost of the works, please contact the Property/Development Manager to request the order be adjusted.

Lines

Type	Item	Price
👛	Value order 2	250.00
Part Number None		

## Completing the invoice

After completing the Lines section, calculate the full (gross) value of the invoice by clicking the “**Calculate**” button. Once the value has been updated, select “**Submit**” to send your invoice for processing and confirm the submission on the dialogue box which appears.

After submitting your invoice, the Coupa Supplier Portal will bring up a dialogue box asking you to confirm that you wish the order to be submitted. If told to proceed, the CSP will load a list of all of your invoices and a green bar will appear to confirm that your invoice has been submitted. Your invoice will appear as *Processing* for a few minutes and it will change to *Pending Approval* when visible for us.

GROSS TOTAL 00.00

**Note!** If you have not entered a value in a mandatory field, or otherwise there is an issue with your order, then an error message will be displayed in a red box after confirming the submission of your invoice. The error message will prompt you with the action(s) needed to successfully submit the invoice.

## Checking if an invoice has been paid

To see if an invoice has been paid, **click** on the **invoice number** in the Invoices section.

### Create Invoices i

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

Export to <span style="font-size: small;">v</span>		View	All <span style="font-size: small;">v</span>	Search <span style="font-size: small;">🔍</span>		
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Test Invoice 4	06/05/20	Pending Approval	831578	250.00 GBP	No	
Test Invoice 3	06/05/20	Pending Approval	831577	250.00 GBP	No	
Test Invoice 2	06/05/20	Pending Approval	831576	300.00 GBP	No	
Test Invoice 1	06/05/20	Pending Approval	831575	300.00 GBP	No	

In the Payments section, there are three fields which relate to your payment. Check these to see if you have been paid. If payment has been made, the date will also show up here:

### Payments

**Status** Externally Paid

**Paid-in-Full Date** 02/06/20

**Payment Notes** FULLY PAID

**Note!** *The date specified will relate specifically to the date the transaction was processed by FirstPort. Payment will take between three and five working days to appear in your designated bank account.*

## VERSION CONTROL

<b>Version:</b>	2.1
<b>Author:</b>	Susana Santos
<b>Date:</b>	30/12/2020
<b>Authorised by:</b>	Vedant Prajapati
<b>Date:</b>	30/12/2020

### Document Review

The document will be reviewed annually to ensure the procedures remain accurate.

Review Details		
Author	Summary of changes	Date
Matthew Rossall	Guide rewritten taking into account R25 changes	05/06/2020
Susana Santos	Guide reviewed into account R28 upgrade	30/12/2020