A simple & innovative buying experience

Coupa Supplier Portal guidelines

2025

AGENDA

CSP Guidelines

0	**PMI Coupa**
1	Coupa Supplier Portal Overview
2	Registration and Set-Up
3	Purchase Orders
4	Invoices
5	Catalogues
6	Admin
7	Q&A

PMI COUPA

One of the main questions asked by suppliers is “When will I get paid?”

What follows is a long exchange between you and PMI

- Which invoice are you talking about?
- When did you send it?
- How did you send it?
- I haven´t received it!
- I found it but there is information missing on it, so I can´t pay it!
- ...

Not just frustrating but also expensive for both parties!!

With Coupa these conversations will be a thing of the past.

PMI COUPA

In a nutshell, Coupa:

Enables Suppliers to create legally compliant electronic invoices in their country of origin.

- Coupa reviews and implements an invoice under all applicable laws, going far beyond just tax related requirements.

Uses best effort to deliver high quality data, taking structured data directly from the source instead of utilizing other sources (e.g. paper scanning).

- Guaranteed delivery of invoices.
- Better visibility and increased straight-through processing.
- Fewer exceptions, fewer calls/email exchanges, certainly to be paid on time.
- Easier audits, better transparence.
- Coupa invoice channels are clearly defined so everyone knows their duties.

PMI COUPA

You are the most important part of PMI e-invoicing enablement!

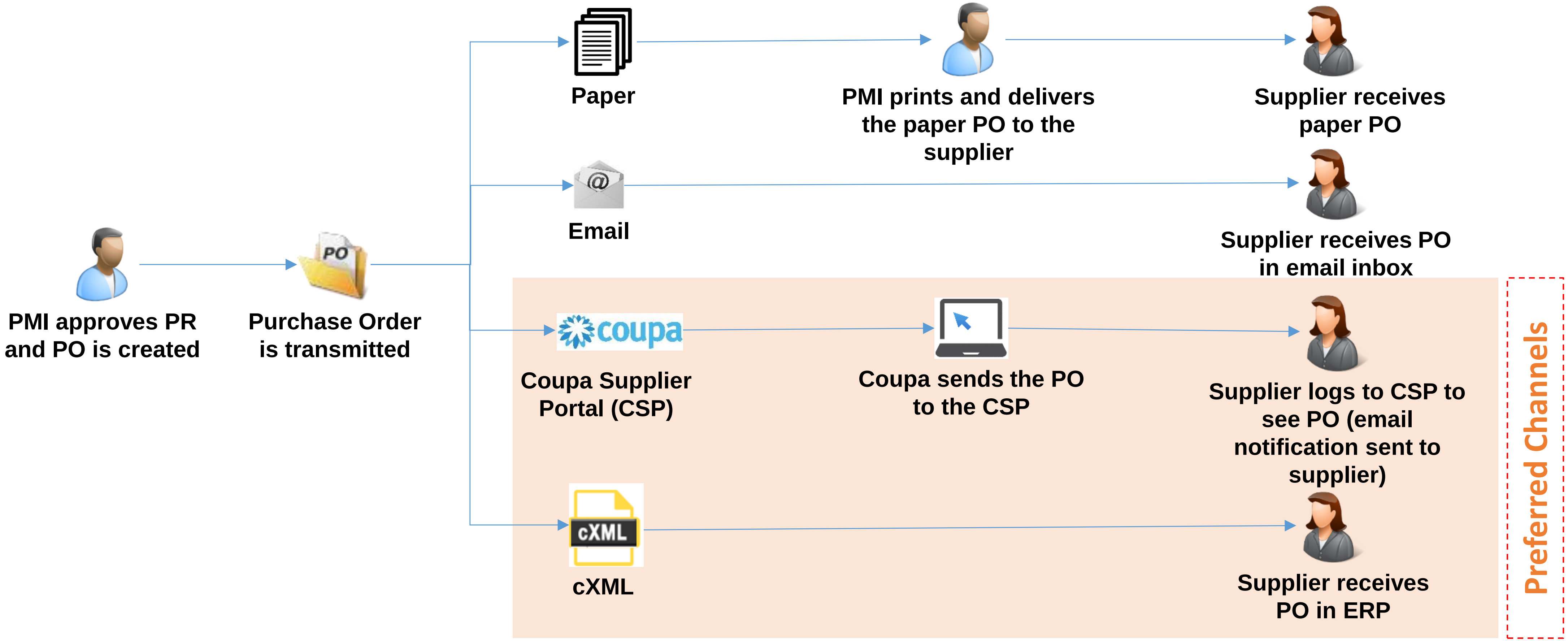
Your participation is key of PMI e-invoicing enablement success

- You will get support with requirements deriving from electronic processing if needed
- Coupa lifts suppliers globally to new levels of legal and commercial compliance

- Coupa can enable you by:
  - Pushing legally required data fields per country (Tax and Commercial Laws)
  - Applying population rules to ensure presence of data (Line descriptions, VAT IDs and other PMI mandatory fields)
  - Applying validation rules to check accuracy of data where possible
  - Allowing you to immediately correct invoice data in case of errors
  - Using state of the art digital signatures according to locally applicable laws
  - Coupa saves all legal and compliant electronic invoices on the Coupa Supplier Portal, where suppliers can access and download them

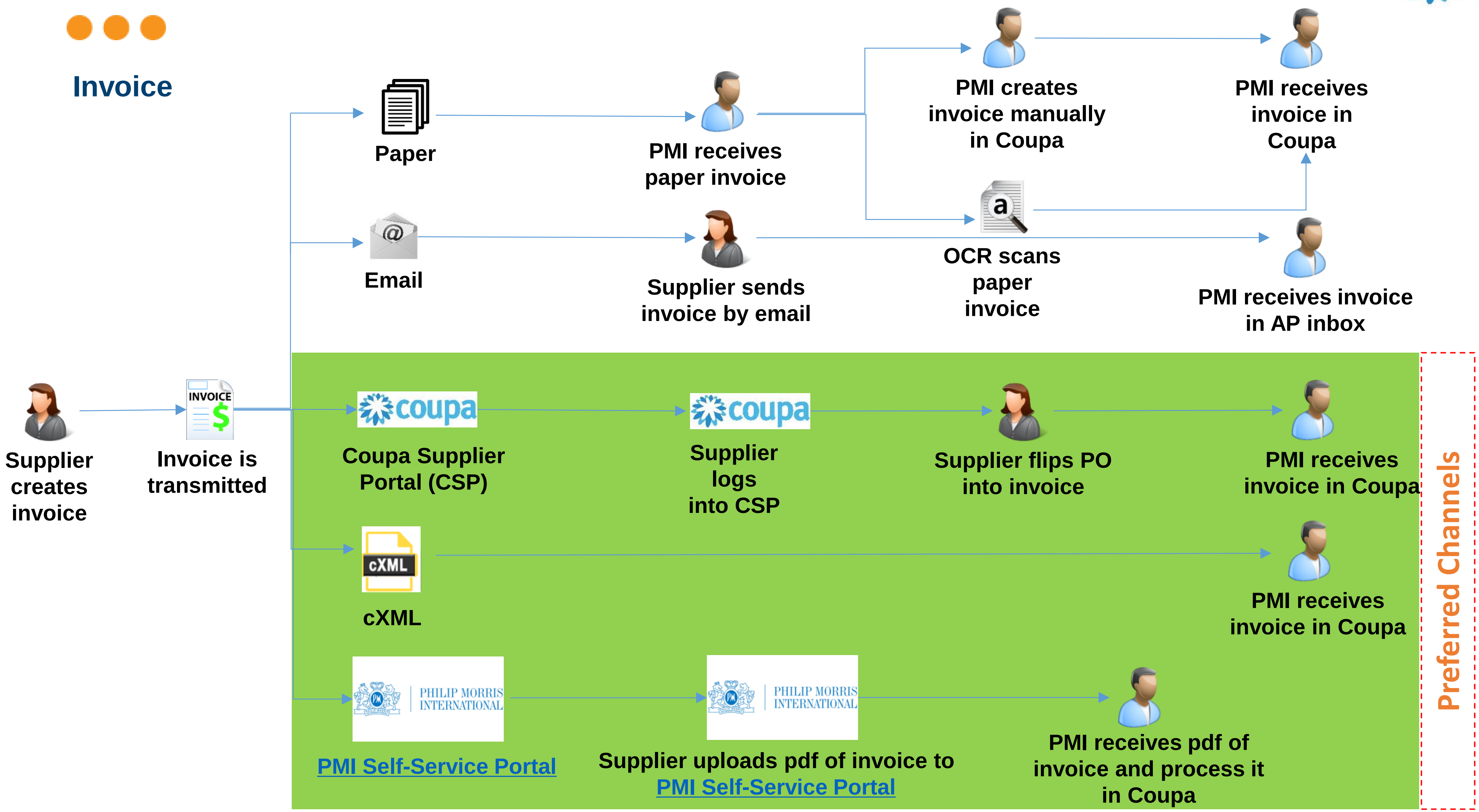
TRANSMISSION METHODS

Purchase Order



TRANSMISSION METHODS

Invoice



AGENDA

CSP Guidelines

COUPA SUPPLIER PORTAL OVERVIEW

- The Coupa Supplier Portal (CSP) is a **FREE** tool for suppliers to easily do business with PMI and other customers who use Coupa.
- Access through any web browser (i.e. Internet Explorer, Chrome, Safari).
- **Main Benefits:** Allows suppliers to manage customers and transactions in a more efficient and easy way, reducing mistakes and delays.
- In the CSP, you as a supplier, will be able to:
  - Receive and review Purchase Orders
  - Send Invoices and Credit Notes
  - Create and Manage catalog items
  - Manage your Company Business Profile
  - Work collaboratively on the platform
- Suppliers must provide **only one** e-mail address for the creation of the CSP account.
- To register, suppliers will receive an invitation e-mail from PMI.

COUPA SUPPLIER PORTAL OVERVIEW

CSP Benefits

PROCESS AS-IS:

- PO received via e-mail in PDF format
- Invoices sent via e-mail in PDF format or as paper invoice

Pros:

- Process known and mastered

Cons:

- Complexity to track documents and changes
- Not all documents can be found in the same place
- Changes in documents are not recorded in the document itself

PROCESS TO-BE:

- PO received in the Coupa Supplier Portal and in the e-mail
- Invoices sent via the Coupa Supplier Portal

Pros:

- All documents, POs and Invoices, are in the same place
- Easy to track documents and status
- Once the invoice is paid, payment date is available under Payment section of the Invoice
- Changes to orders or invoices are recorded in CSP and notifications sent via email
- Orders are received in CSP and by email
- Generation of a Legally Compliant e-Invoice

Cons:

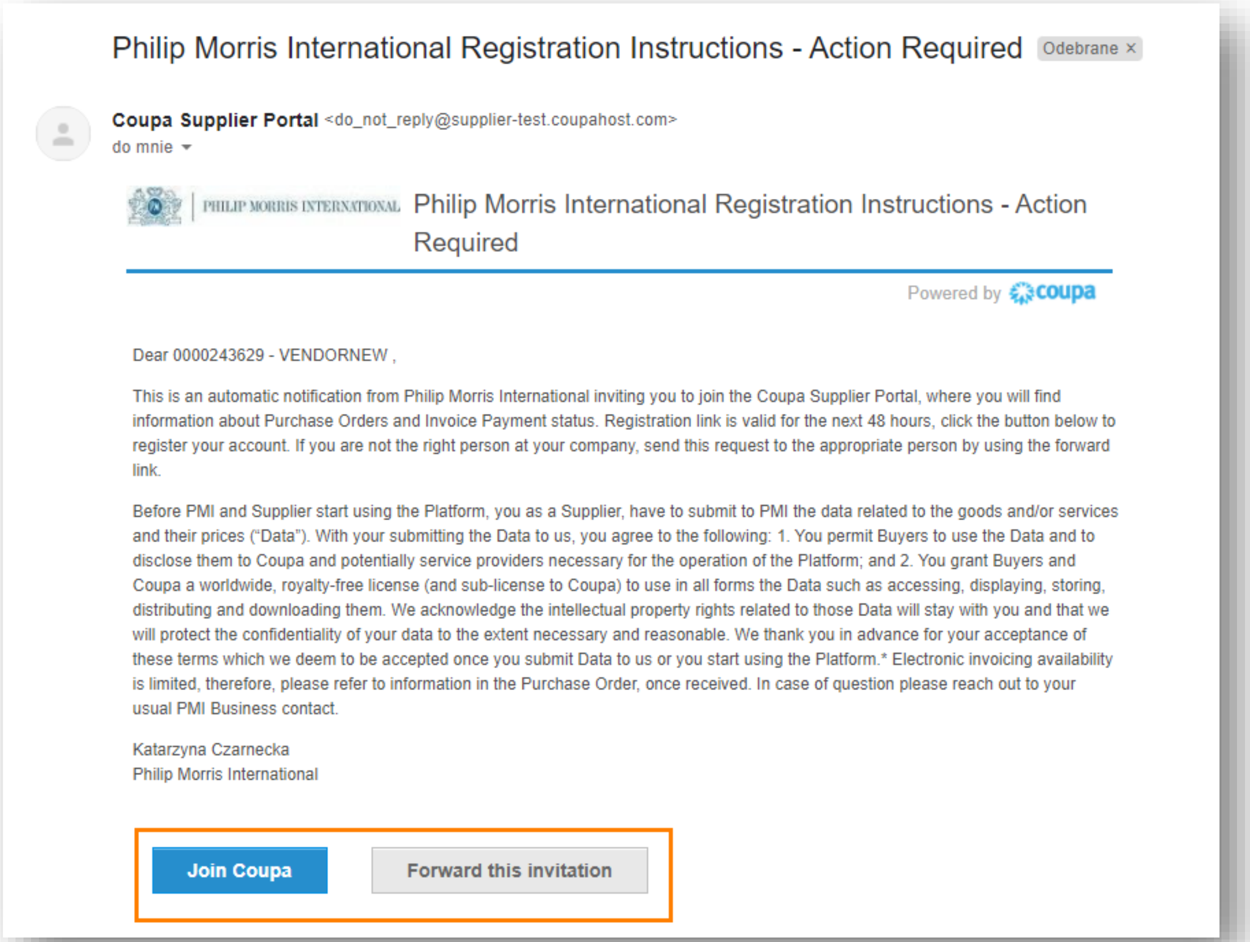
- Manual input of Invoice information

AGENDA

CSP Guidelines

REGISTRATION AND SET-UP

Invitation e-mail



Philip Morris International Registration Instructions - Action Required Odebrane ×

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
do mnie

PHILIP MORRIS INTERNATIONAL | Philip Morris International Registration Instructions - Action Required

Powered by coupa

Dear 0000243629 - VENDORNEW ,

This is an automatic notification from Philip Morris International inviting you to join the Coupa Supplier Portal, where you will find information about Purchase Orders and Invoice Payment status. Registration link is valid for the next 48 hours, click the button below to register your account. If you are not the right person at your company, send this request to the appropriate person by using the forward link.

Before PMI and Supplier start using the Platform, you as a Supplier, have to submit to PMI the data related to the goods and/or services and their prices ("Data"). With your submitting the Data to us, you agree to the following: 1. You permit Buyers to use the Data and to disclose them to Coupa and potentially service providers necessary for the operation of the Platform; and 2. You grant Buyers and Coupa a worldwide, royalty-free license (and sub-license to Coupa) to use in all forms the Data such as accessing, displaying, storing, distributing and downloading them. We acknowledge the intellectual property rights related to those Data will stay with you and that we will protect the confidentiality of your data to the extent necessary and reasonable. We thank you in advance for your acceptance of these terms which we deem to be accepted once you submit Data to us or you start using the Platform.* Electronic invoicing availability is limited, therefore, please refer to information in the Purchase Order, once received. In case of question please reach out to your usual PMI Business contact.

Katarzyna Czarnecka
Philip Morris International

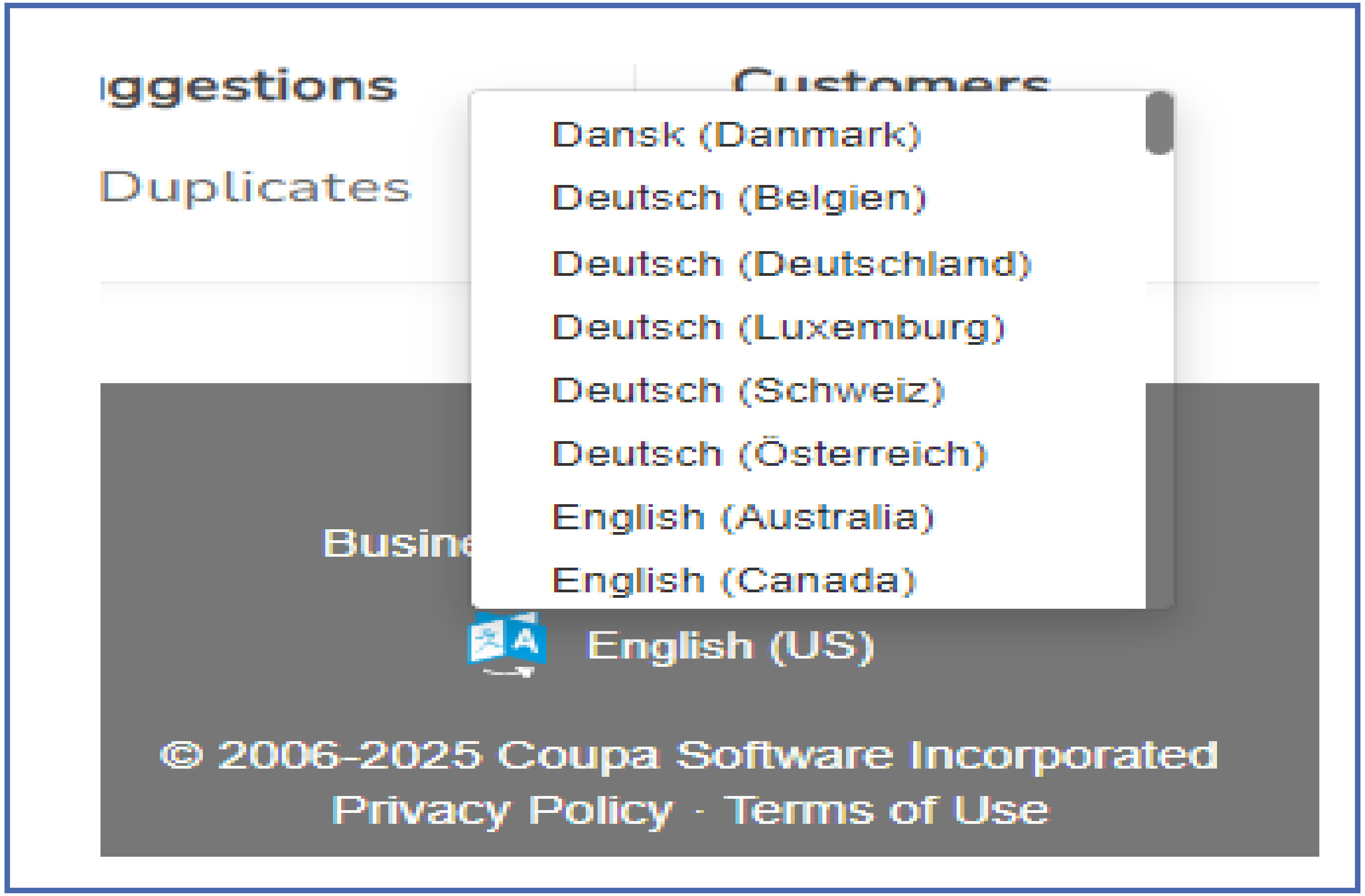
Join Coupa | Forward this invitation

In order to register and connect your company to PMI via the CSP, you will receive an e-mail from PMI inviting you to register and join the CSP

This e-mail includes the legal consent that you accept when accepting the invitation

1. **Click on "Join Coupa" button** in the e-mail to be directed to the Coupa Supplier Portal registration page
2. If you are not the right person to register, you can forward the invitation to your coworker by **clicking on "Forward this invitation" button.**
3. **Sender of invitation:** do_not_reply@supplier.coupahost.com

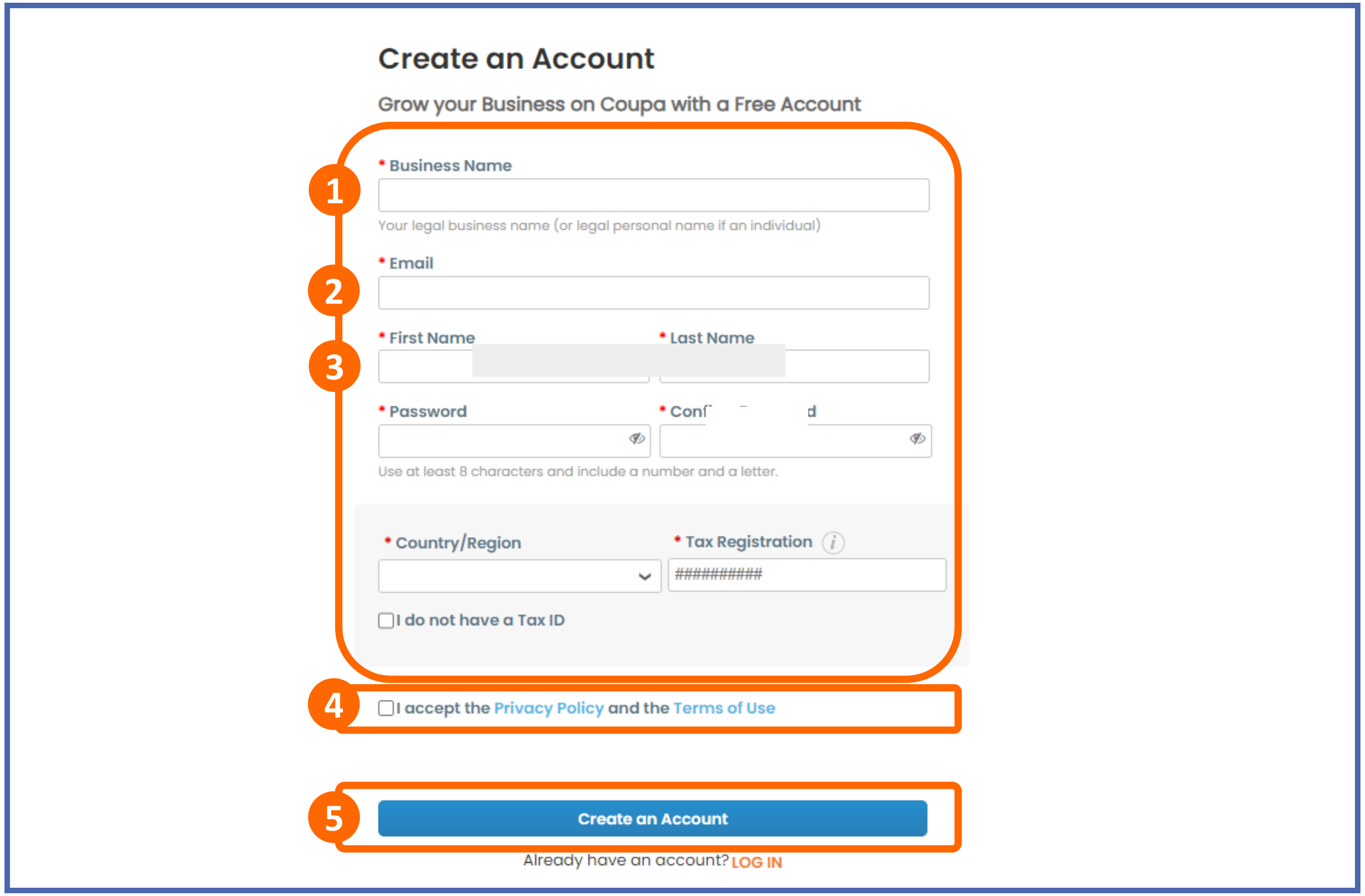
Choose your language!



1. On every page of Coupa Supplier Portal, by scrolling it down to the bottom, you may find the language button.
2. Hover your mouse over the button and choose your language from drop down list.

REGISTRATION AND SET-UP

Setting up the account

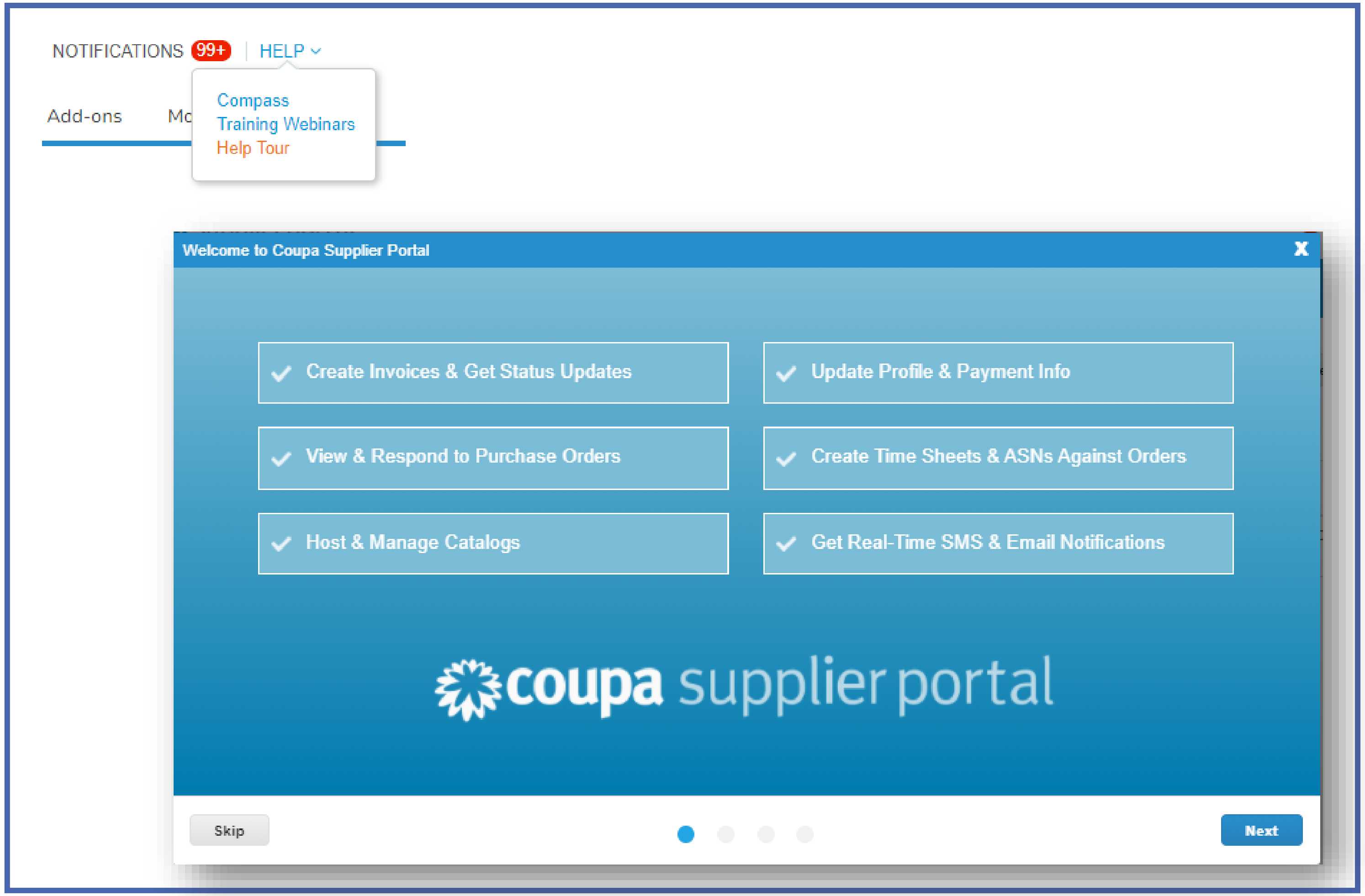


Once you have confirmed your e-mail address in the previous step, you will be asked to provide basic company information:

1. **Populate** Business Name field with a legal name of your Company for invoicing – this name will appear in the invoices you send to PMI or other customers
2. **Set** the e-mail address
3. **Enter** the First and Last name of the owner of the CSP account. More users may be added to the same Company account later
4. As your company joins the Coupa platform, a responsible person needs to **accept Coupa's Terms of Use. Tick** the Checkbox to accept Coupa's Terms of Use and Privacy Policy. **Click** on **Privacy Policy** and **Terms of Use** to access the details
5. **Click** the **Create an Account** to finish

REGISTRATION AND SET-UP

The Web Portal



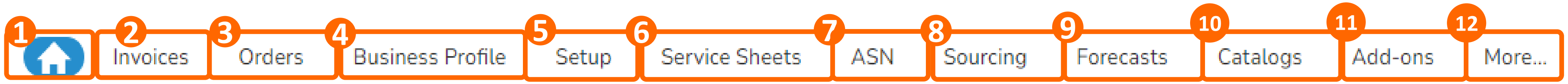
Once your account is created, you will reach the CSP homepage.

Coupa offers an online Help tour. We recommend you take the tour to get familiar with the CSP features.

1. **Hover Help** section and click **Help Tour** option to proceed with a tour of the CSP.

REGISTRATION AND SET-UP

The Web Portal

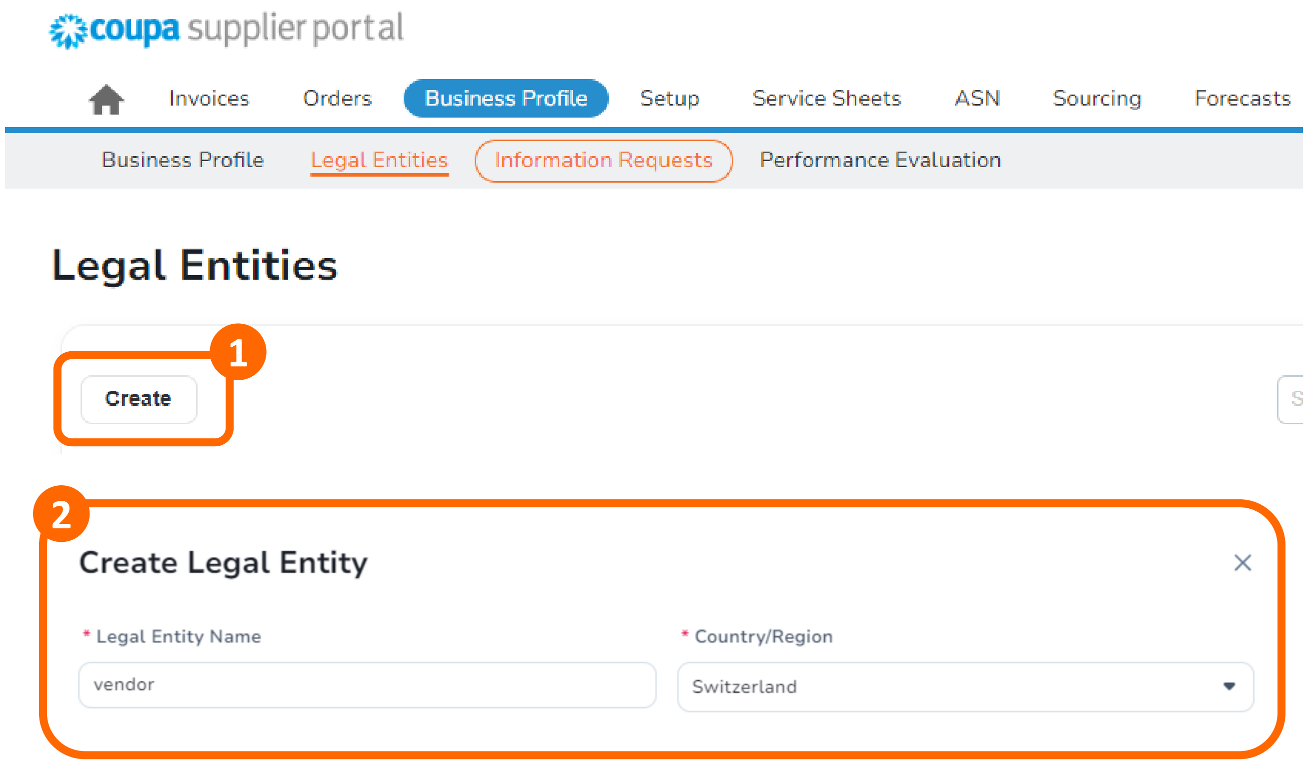


The Coupa Supplier Portal is a user-friendly web solution. All commands can be found under the main menu at the top right corner of the screen

1. **Click** the Home button to access the Home page of the CSP
2. **Click** the Invoices button to access the Invoices section and see all Invoices created and sent (Credit Notes included)
3. **Click** the Orders button to access to Order section and see all POs received
4. **Click** the Business Profile button to access business profile and legal entities
5. **Click** the Setup to access Admin features (eg. Payment Methods, Users invitations). Available only for users with Admin rights.
6. **Service Sheets** are out of scope for PMI suppliers.
7. **Click** the ASN button to access the Advanced Shipping Notice
8. **Click** the Sourcing to check public sourcing events created by your customer(s) and all the other customers that use Coupa. **Out of scope** for PMI suppliers.
9. **Click** the Forecasts to use Forecast Collaboration to help make better-informed supply decisions that estimate the total sales and revenue for a future period of time. **Out of scope** for PMI suppliers.
10. **Click** the Catalogs button to access the catalogue section and manage customer catalogues. **Out of scope** for PMI suppliers.
11. **Click** the Add-ons to check value-creating product or service that you can begin to use or express interest in using, for example, Coupa Advantage or Early Payment Discounts
12. **Click** More to check the Business Performance for summary of orders and invoices that may need attention, your year-to-date order and invoice trends, and your lead time to shipping goods.

REGISTRATION AND SET-UP

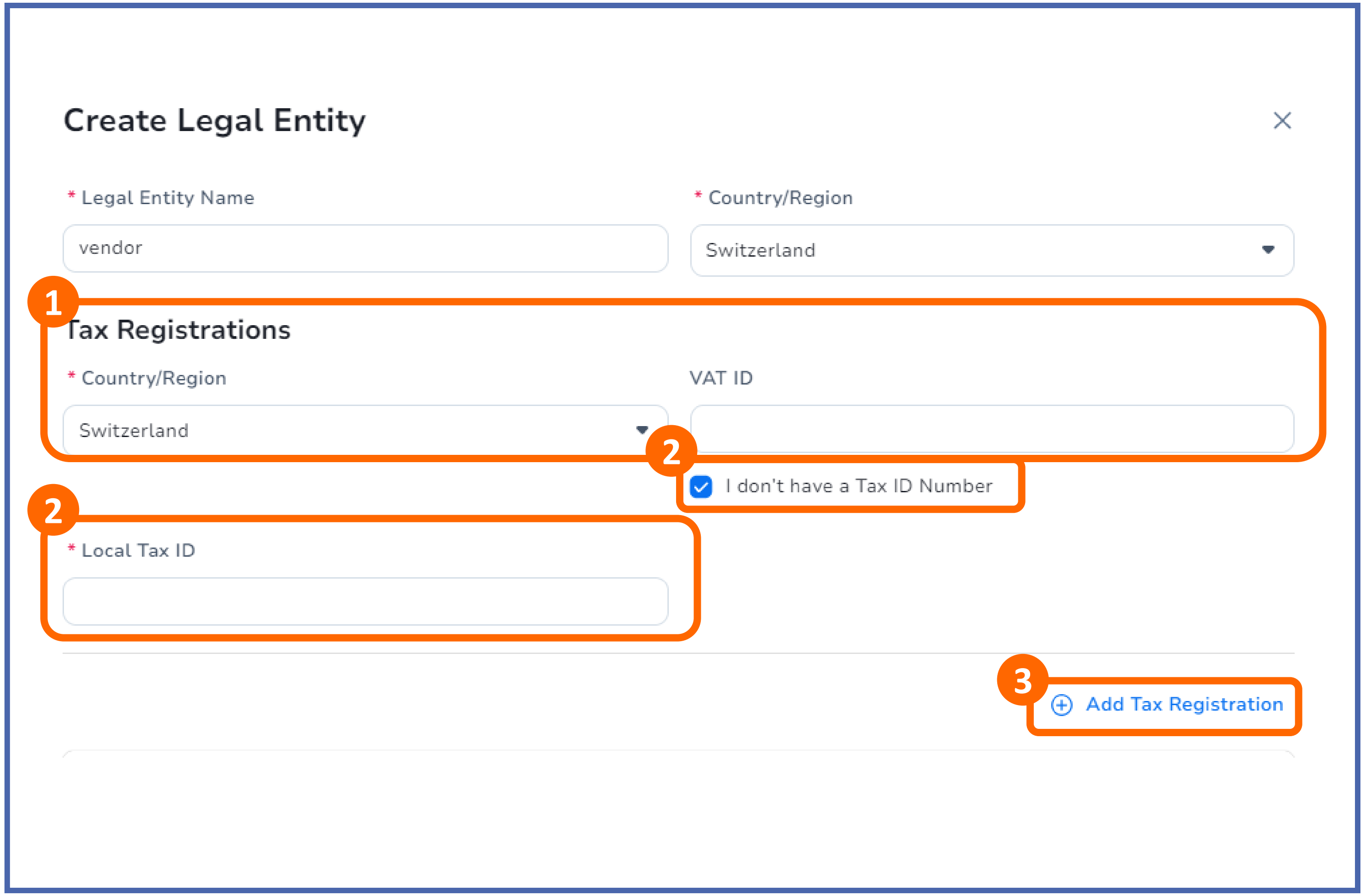
Add Your Legal Entity



1. **Go** to Business Profile tab, Legal Entities Subtab and **click** on Create button.
2. **Complete** legal entity name and country of your company: this is the official name of your business that is registered with your local government and the country where it is located.
3. Once you have completed the Legal Entity Name and Country/Region, a new section will pop up.

REGISTRATION AND SET-UP

Add Your Legal Entity

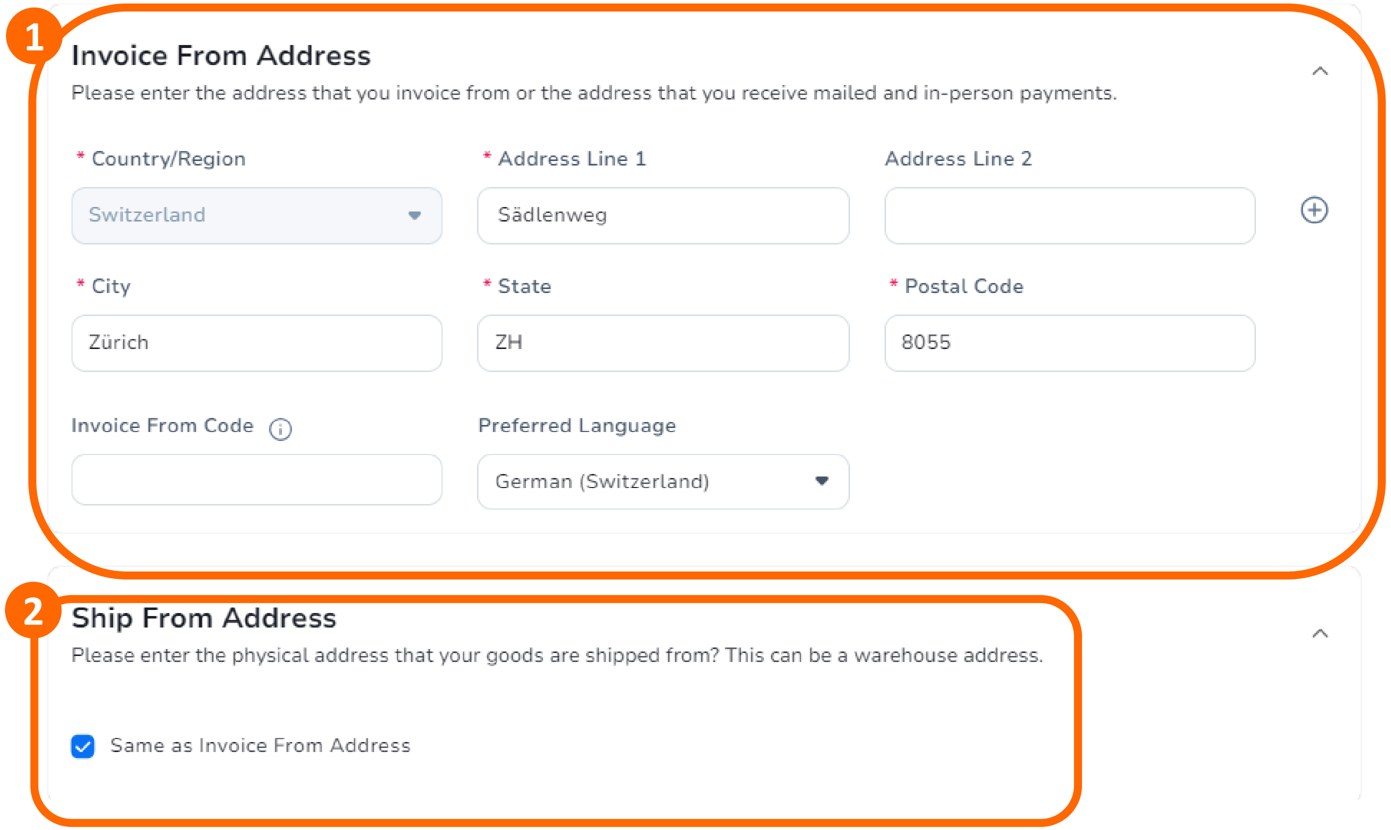


Once you have filled Legal Entity Name and Country/Region, Tax Registration will pop up:

1. **Select** your tax country and provide respective VAT ID.
2. In case VAT ID is not available, **check** the box and Local Tax ID will pop up, in which you can provide a local tax number or local registration number for tax purposes.
3. **Click** to include multiple TAX ID's.

REGISTRATION AND SET-UP

Add Your Legal Entity

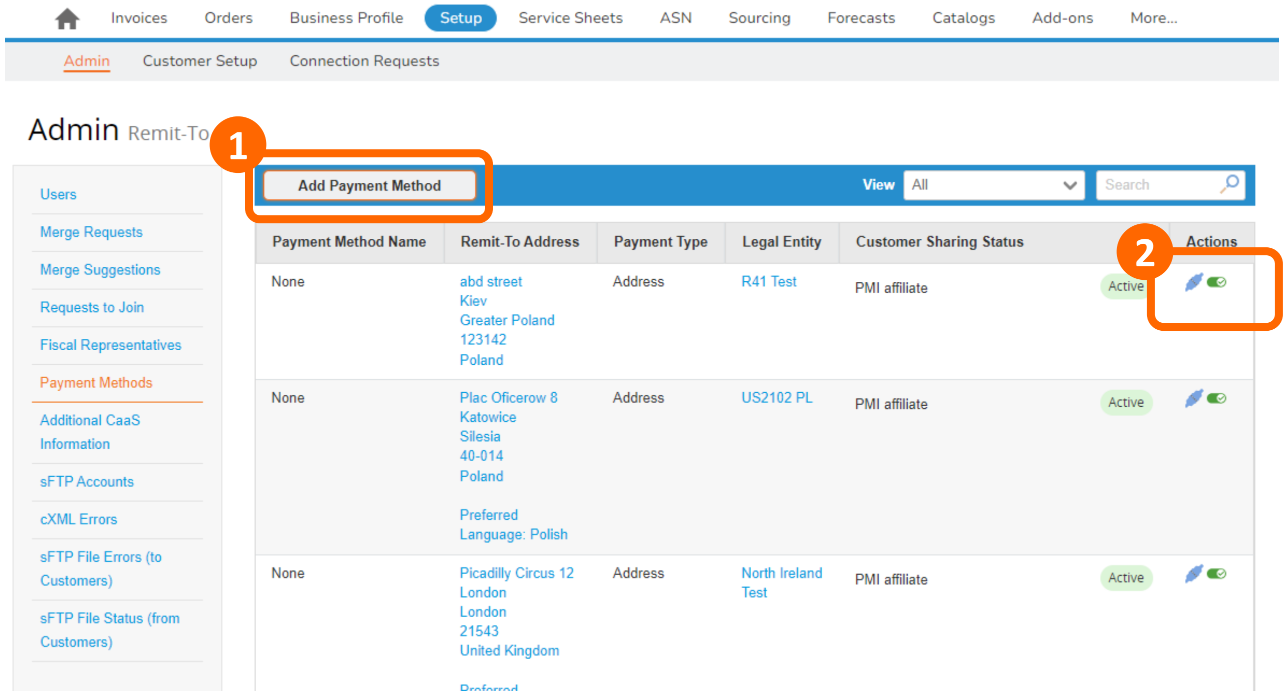


The system will direct you to complete your company's invoicing information, which is required to proceed with the CSP functionality.

1. **Provide** your company's invoicing address. Ensure to complete all mandatory address lines
2. **Tick or Untick** the checkboxes as required: Uncheck if the shipping address is different than invoicing one or your company has more than one shipping from location.

REGISTRATION AND SET-UP

Add Payment Method

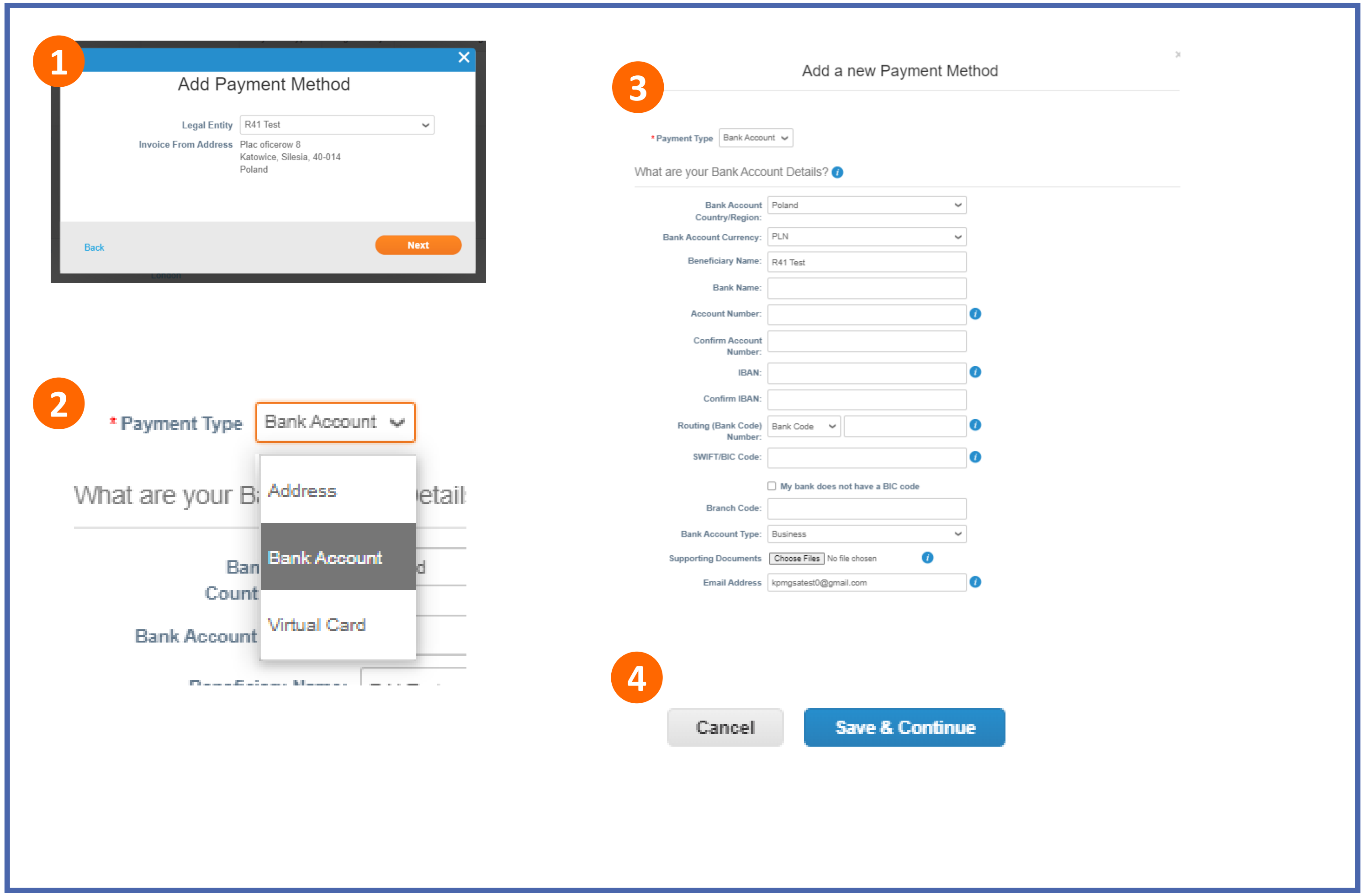


Before invoicing, you will also need to add Payment Methods (previously named Remit-to). This can be done by going to Setup Tab, Admin Subtab, and choose Add Payment Methods.

1. **Click** Add Payment Method button to create new Payment Method related to legal entities.
2. **These Buttons** are to activate or deactivate existing Payment Method.

REGISTRATION AND SET-UP

Add Payment Method



1. Choose the legal entity you want to associate the Payment Method to
2. Choose the Payment Type (Address option is preferable for PMI)
3. Fill in the details based on the Payment Type
4. Click Save & Continue

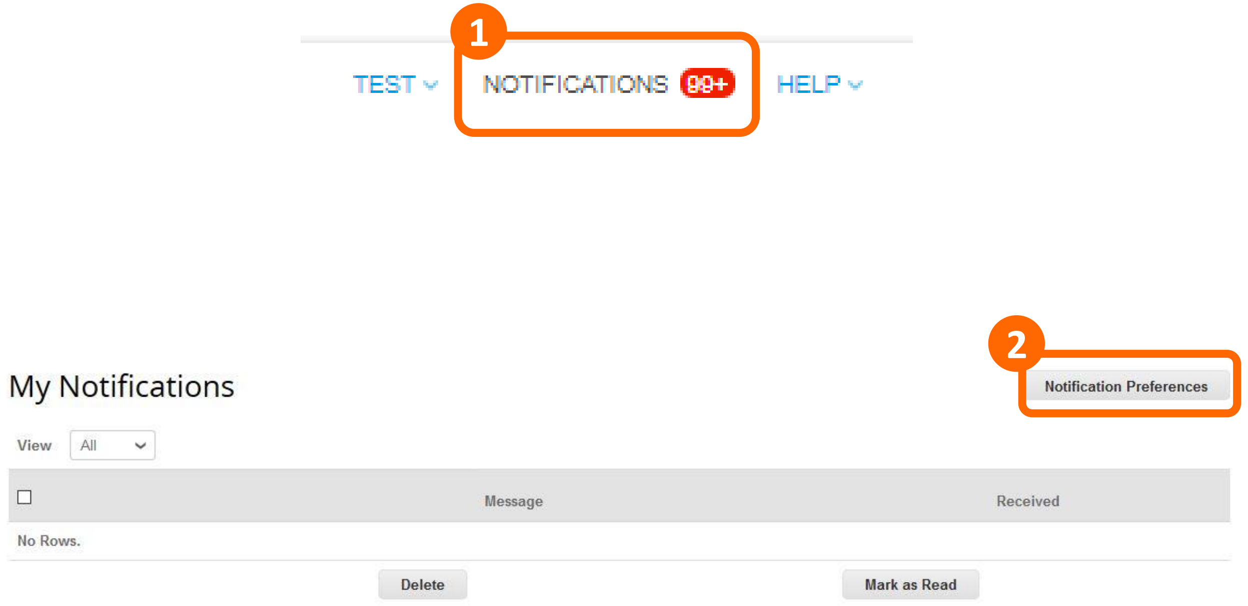
IMPORTANT:

*Please remember that you must create in the Coupa Supplier Portal (CSP) **exactly the same Payment Method (Address and Bank Information) that you have already communicated to PMI**.*
If you need to change the Payment Method - first deactivate the confirmed one and create the new one. If you create a new Payment Method Address in the CSP with information not provided to PMI before, your invoice will be disputed (where legally allowed) and you will be asked to go through PMI's Vendor Master Data process. If dispute is not allowed by law, a credit note needs to be issued for the invoice with incorrect Payment Method and a new one needs to be submitted with the Payment Method properly registered with PMI.

- New Payment Method will only be created for new VAT numbers and will be done following the standard VMD process
- If the supplier is only changing the address and not VAT number, it will have to follow the standard VMD process.

REGISTRATION AND SET-UP

The Web Portal



Notifications settings can be set and maintained for each CSP account

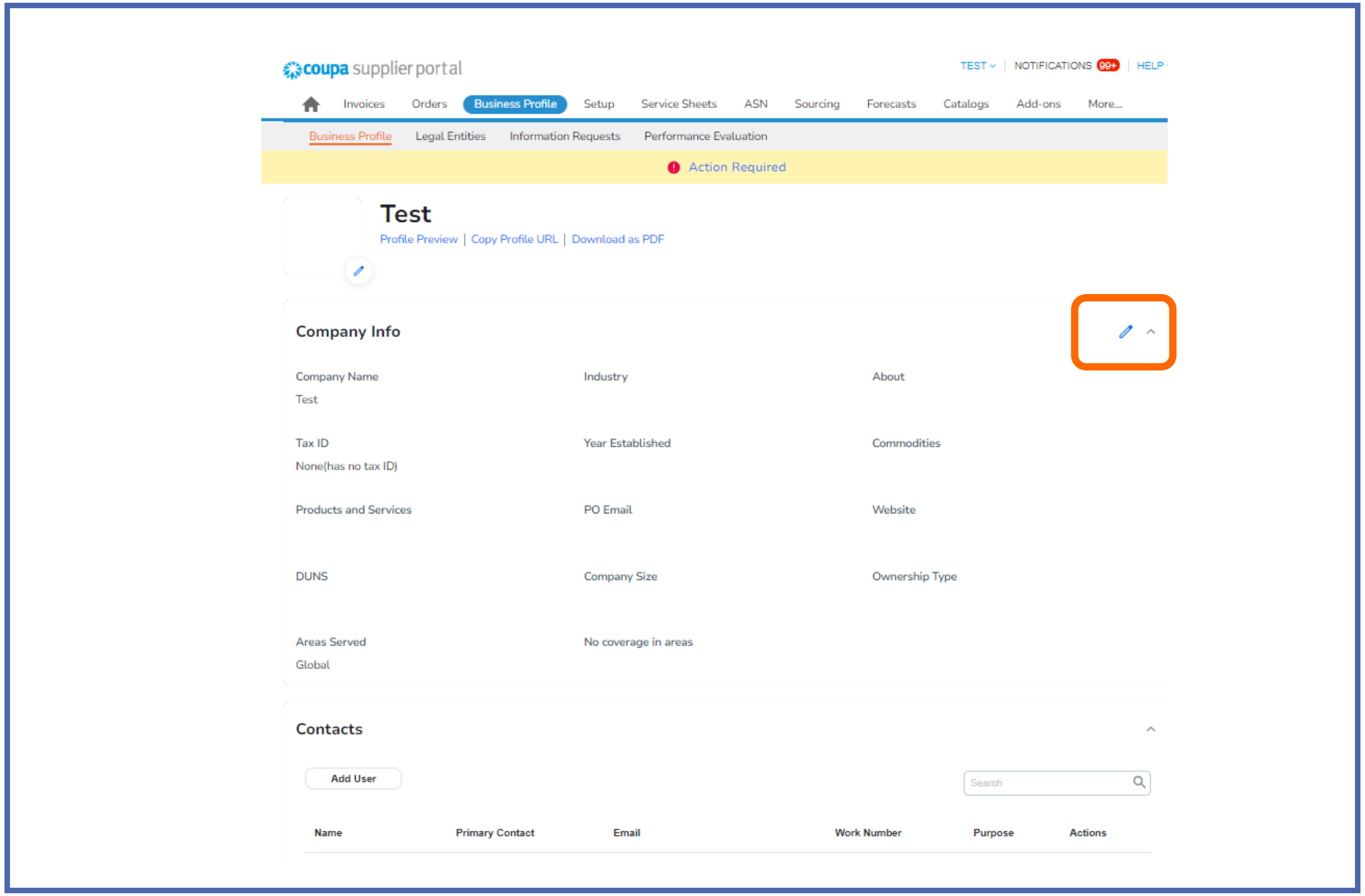
1. **Click** the Notifications button to see the latest notifications for you

   Coupa provides Notifications on the Portal (in this list), to be sent via email or SMS

2. **Click** the Notification Preferences to see and configure your Notification settings. To enable SMS notifications, you need to verify your phone number.

REGISTRATION AND SET-UP

Your Profile

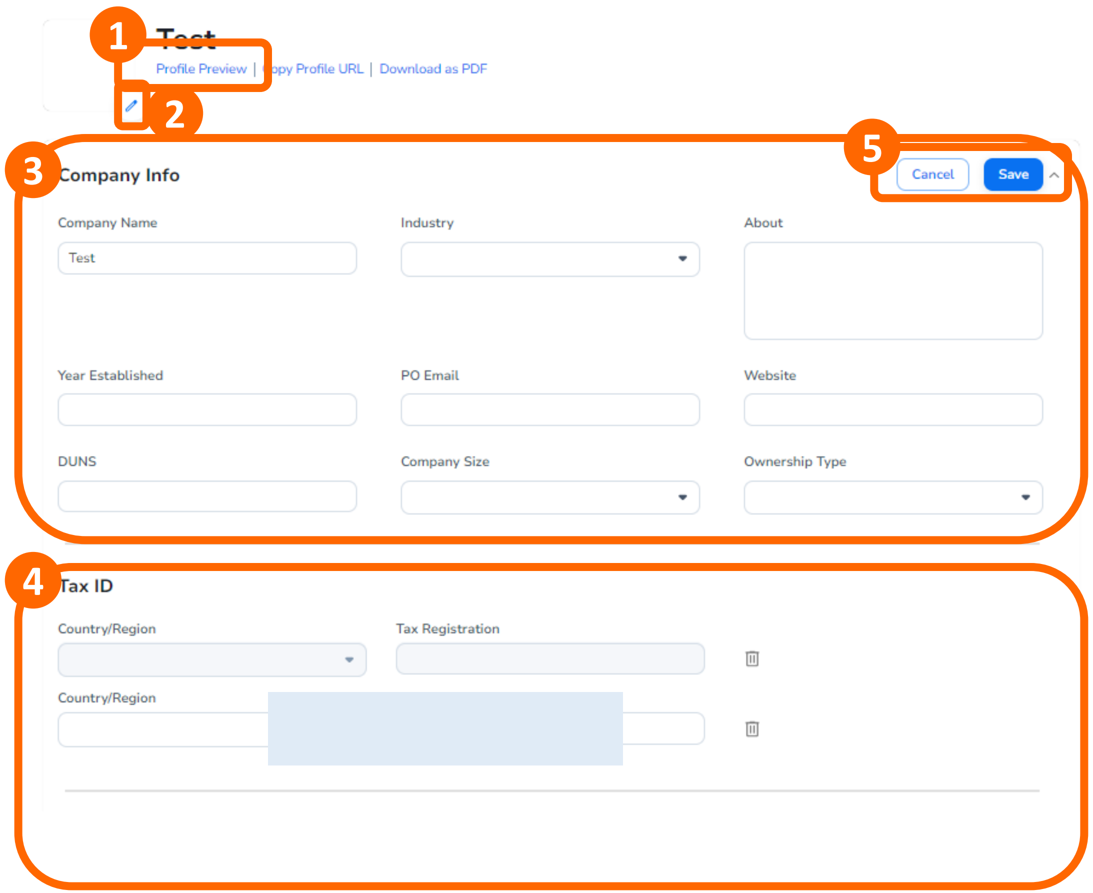


To maintain your company profile, you can edit the information by going to Business Profile tab, Business Profile subtab.

Then click the pencil icon as shown in the image.

REGISTRATION AND SET-UP

Your Profile



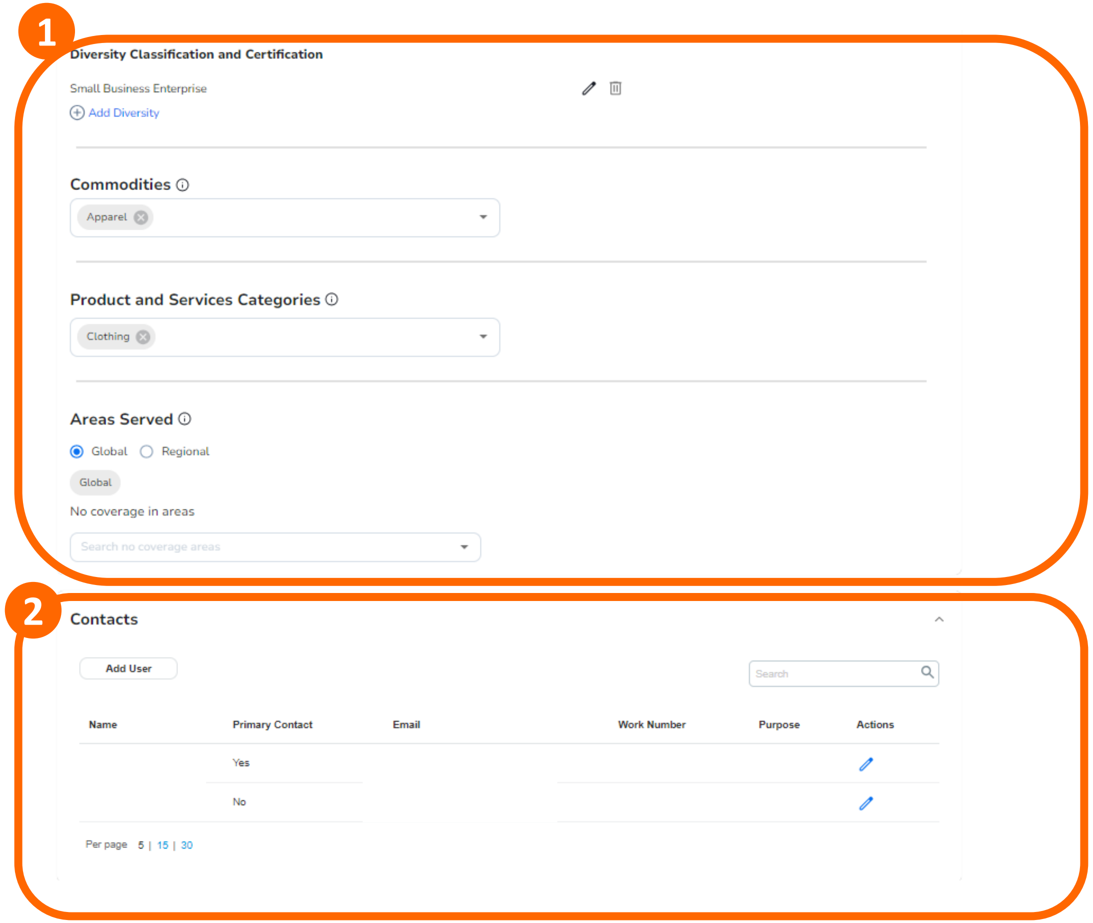
Once you click the edit button, you can edit the company profile

1. **Profile Preview** will show you how your company profile will be seen in public
2. **Background Edit Button** to edit the image you want to show in your company profile
3. **Company Info** can be filled to show the information you want to display
4. **Tax ID** can be filled here, although it will not be shown in the company profile
5. **Save** button for when you have completed the information

(continue to the next page)

REGISTRATION AND SET-UP

Your Profile

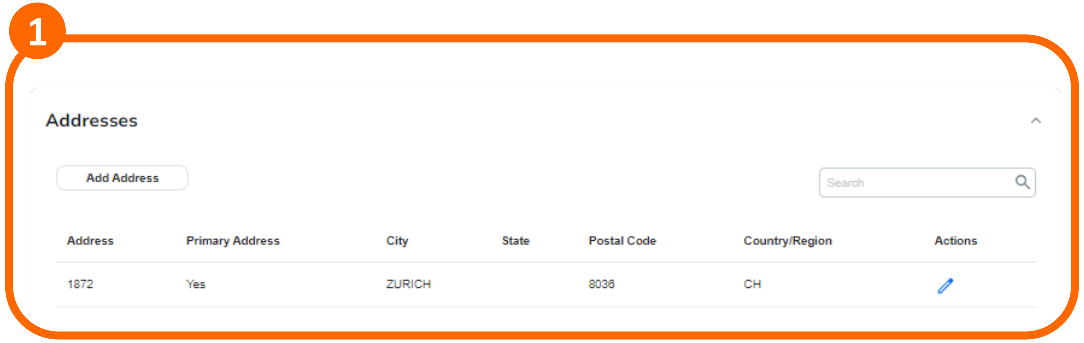


1. **Information** such as Diversity, Commodities, Product Services Categories, and Areas Served can be edited here
2. **Contacts** can be seen here, however if you are to add or edit, you will be redirected to the Users page The Primary Contact will be shown in the Business Profile

(continue to the next page)

REGISTRATION AND SET-UP

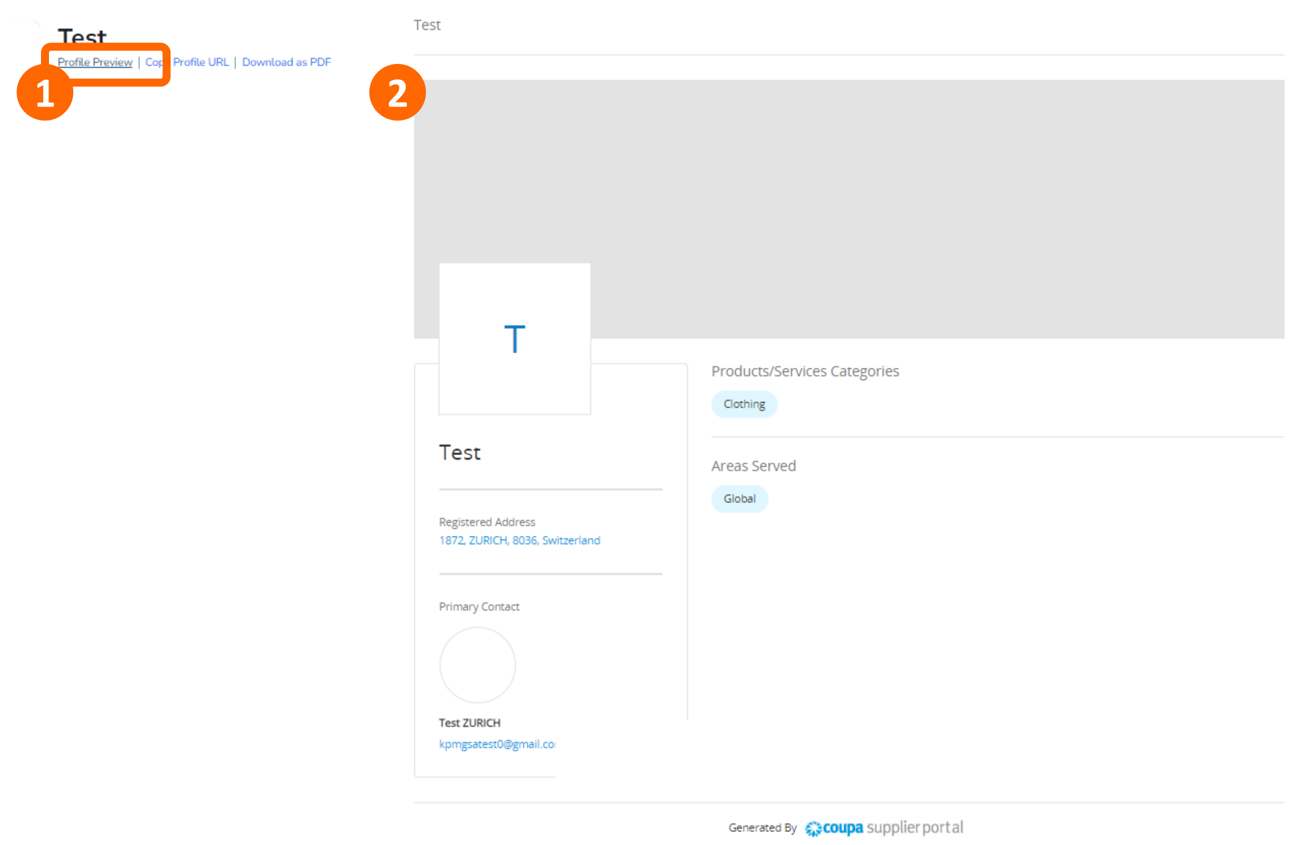
Your Profile



1. **Addresses** for your business can be added here. The Primary Address will be shown in the Business Profile
2. Once all the information have been completed as needed, you can go back to the top of the page and click Save

REGISTRATION AND SET-UP

Your Profile



1. To see your Business Profile shown to the public, you can click the button
2. The Business Profile will be shown alongside the information you have provided beforehand

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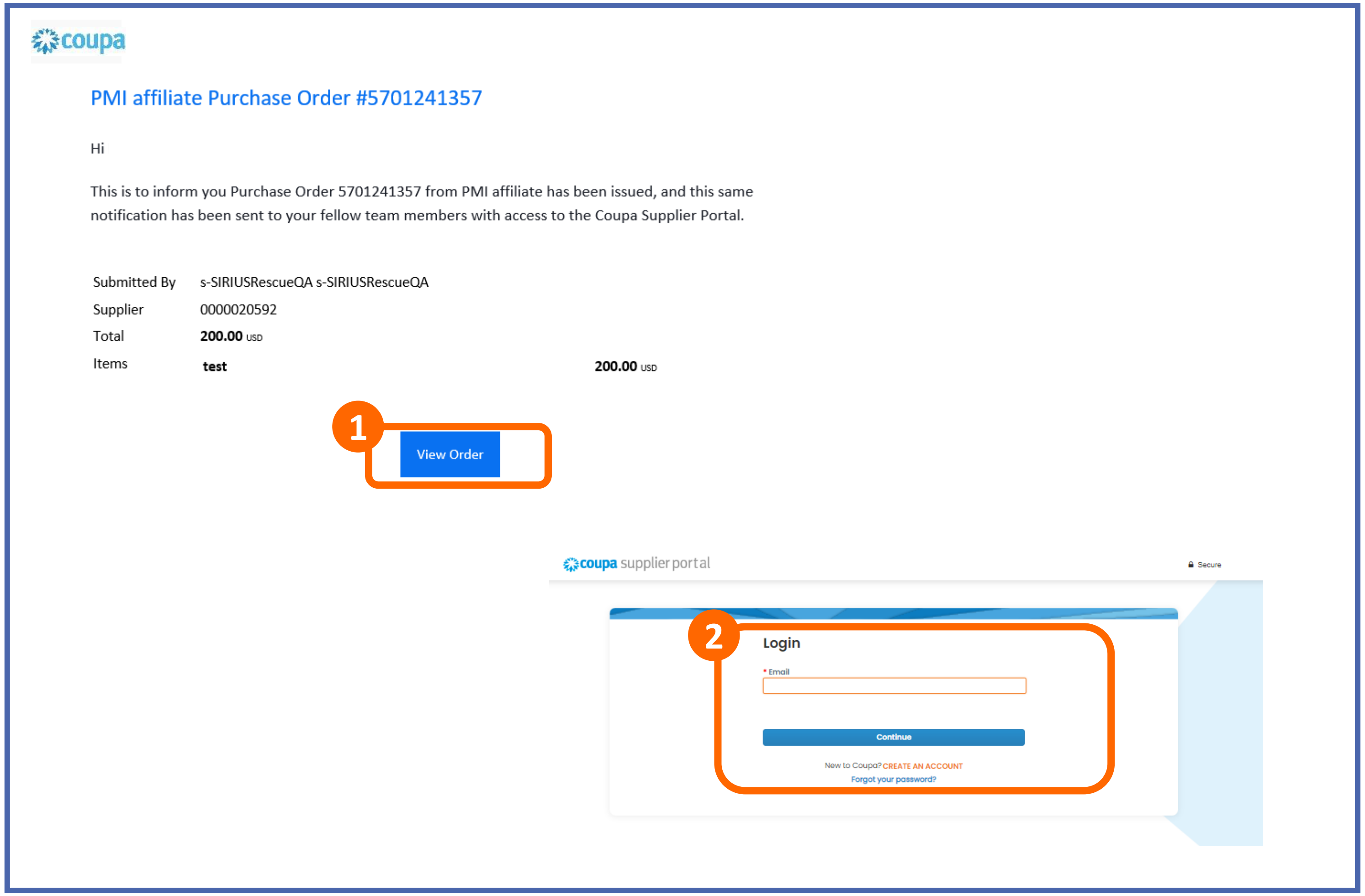
PURCHASE ORDERS

PO Notification

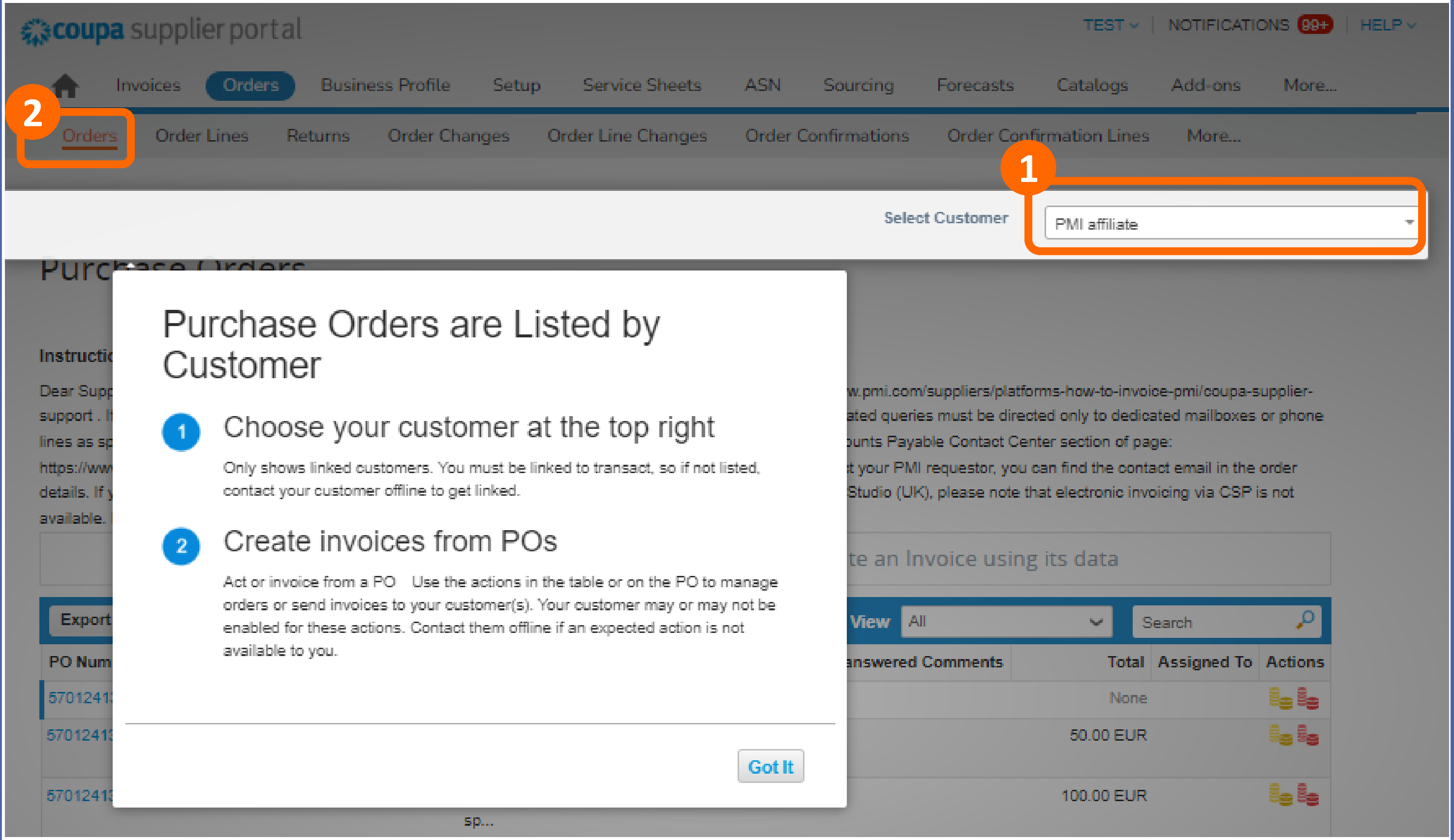


Your Company will receive an email which includes the PO details and a link to review the order in your CSP account

1. **Click** on the View Order link to be redirected to the CSP home screen
2. **Enter** your log-in information to access your CSP account and review the PO

PURCHASE ORDERS

PO Module

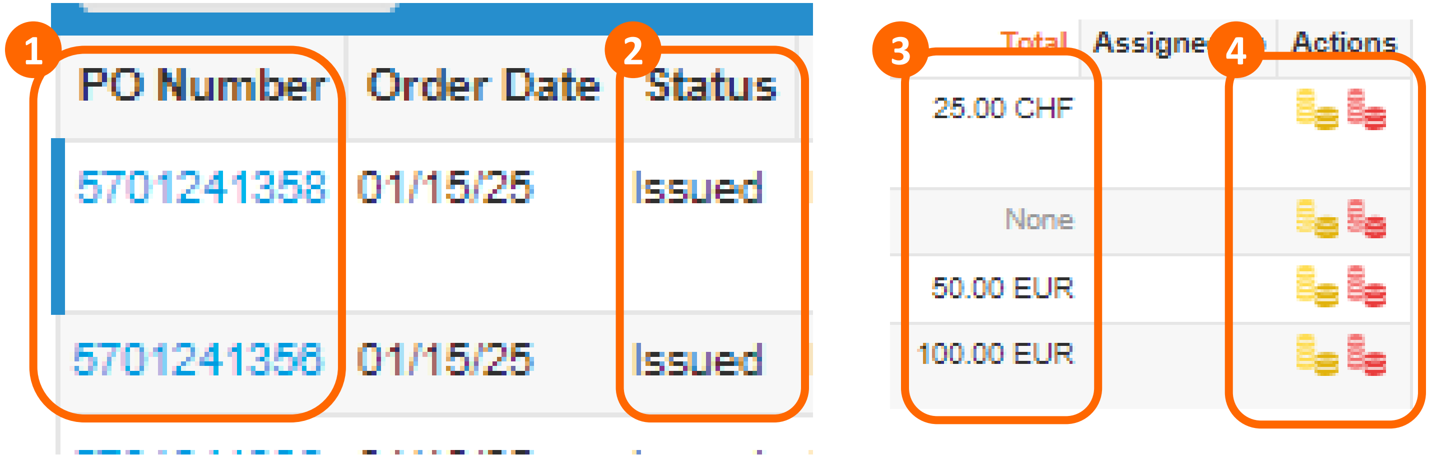


To review Purchase Orders raised by PMI:

1. **Go** to the Home Page and **select** Customer PMI affiliate.
2. **Click** on the Orders button.

PURCHASE ORDERS

PO Module



Once all information is completed, you will see a list of all POs, their status, amount, and the option to flip them into Invoice or Credit Note

1. **Click** on the PO number to access the complete details of the PO

Please ensure to acknowledge the PO

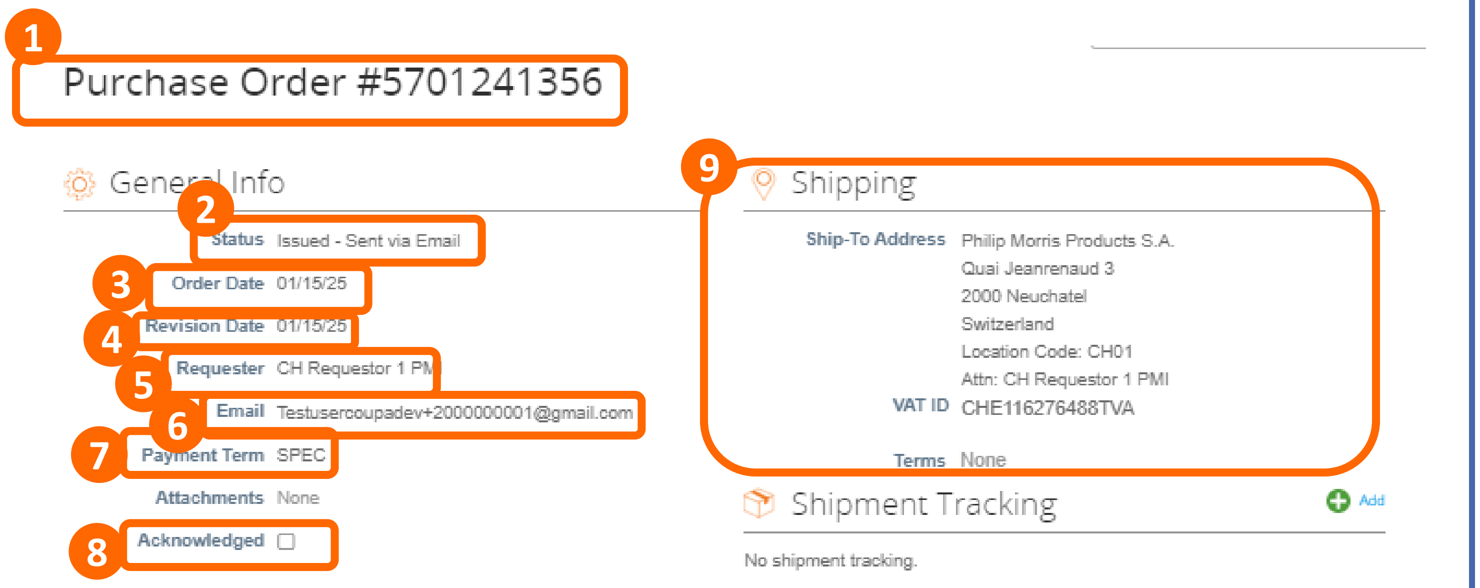
2. **Review** the status of each PO
3. **Review** the total of the PO
4. **Click** the icons to take an action:

Flip to Invoice

Flip to Credit Note

PURCHASE ORDERS

CSP PO Details

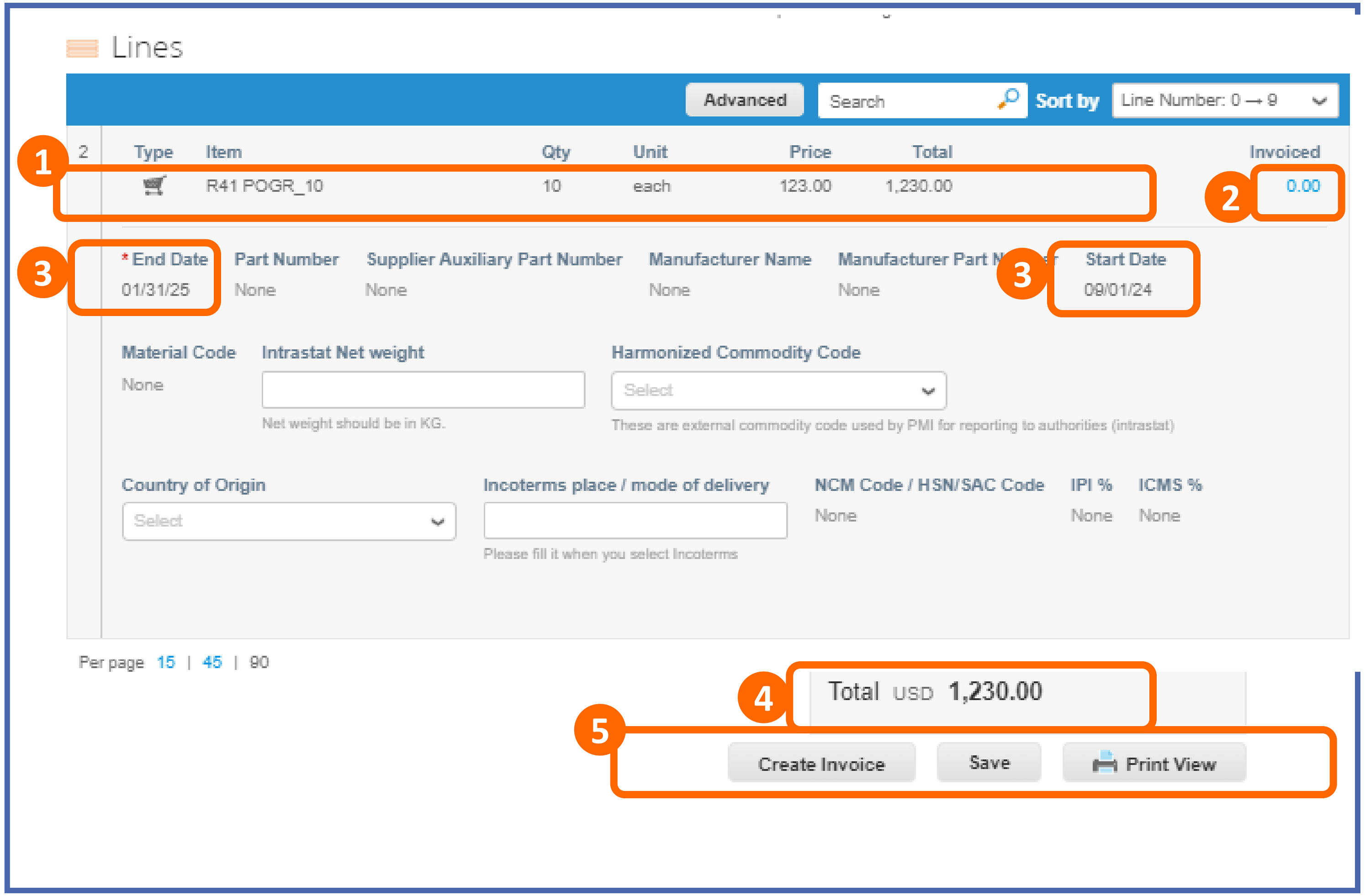


After clicking on the PO number on the list, the system will display all the details of the PO:

1. PO Number
2. PO Status
   a) Issued
   b) Cancelled
   c) Closed
   d) Soft closed
3. Order Date
4. Revision Date (if any change was performed by PMI Requester)
5. Requester's name
6. Requester's e-mail
7. Payment Terms
8. After the PO is reviewed, **ensure** <u>to acknowledge the PO</u>
9. Delivery address
   a) If you do not agree with any aspect of the order, please send your concerns or requests to the requester's email address (**6**)

PURCHASE ORDERS

CSP PO Details



At line level, you will be able to review all order detailed items:

1. **Review** product description, quantity, UoM, price and total amount
2. **Review** the amount already invoiced for that PO
3. **Review** required dates of delivery (for goods Start and End date should be the same)
4. Review total values for the entire PO
5. Action buttons
   a) Click on “Create Invoice” to flip the PO to an invoice
   b) For PDF version, click on Print View

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COMPLIANT ELECTRONIC INVOICE

TYPES OF INVOICES

Paper based Invoices

- Classical paper, typically received via postal services
- Paper based archiving as one option
- Scan & OCR processes / non-paper based archiving as alternative options
- Paper based or digital archiving has to comply to local regulations (integrity & authenticity)

Electronically submitted invoices (via e-mail or PMI Self Service Portal)

- .tiff/.pdf invoices / sometimes received via file service
- Digital archiving has to comply to local regulations (integrity & authenticity)

Compliant Electronically Submitted Invoices

- Invoices which legally comply to local requirements and to integrity & authenticity
- Invoices are created by a service provider on behalf of the supplier
- Relevant invoice criteria will be evaluated during the invoicing process (varies by country)
- The one and only legal digital invoice has to be digitally archived according to local regulations

PMIs TARGET

COMPLIANT ELECTRONIC INVOICE

ARCHIVING

General requirements:

- Archiving has to fulfill integrity & authenticity principles
- Integrity: Providing proof that the content is not manipulated
- Authenticity: Providing proof that the invoice comes from the indicated supplier
- Important: Integrity & authenticity have to be proofed over the whole retention period!

Local requirements (examples):

- Switzerland requires a digital signature as proof of integrity
- Norway requires local archiving within Norway/the Nordics

Note:

- Coupa leverages services with its partners Trustweaver and PricewaterhouseCoopers to deliver electronic invoicing compliance for PMI
- For invoices created via Coupa's Compliant Invoicing Service Coupa provides compliant archiving

COMPLIANT ELECTRONIC INVOICE

▪Electronic invoicing is PMI's preferred method of invoicing for PMI entities registered in Switzerland, US and UK (Global Studio). Your company needs to be registered in one of following country:

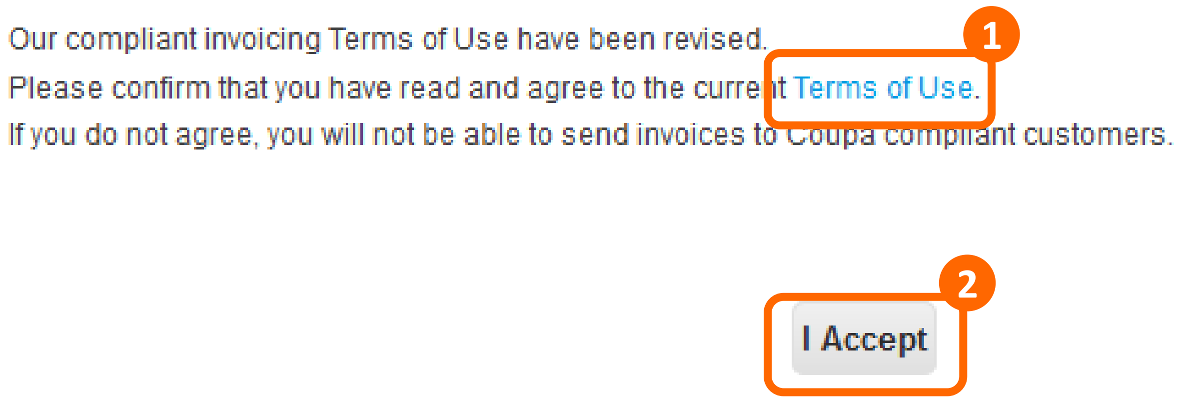
Australia	Denmark	Ireland	Montenegro	Slovenia	United States
Austria	Estonia	Italy	Netherlands	South Africa	
Belgium	Finland	Japan	New Zealand	Spain	
Bulgaria	France	Latvia	Norway	Sweden	
Canada	Germany	Lithuania	Poland	Switzerland	
Croatia	Greece	Luxembourg	Singapore	United Arab Emirates	
Czech Republic	India	Malta	Slovakia	United Kingdom	

Check the page for the most recent list of countries:
Coupa supplier support | PMI - Philip Morris International

▪Invoices templates for these countries have been activated in the system, which means that all legally required fields in each country will be reflected in the Coupa Supplier Portal Invoice template

INVOICES

Create Invoices



IMPORTANT:

Electronic invoice can be created via Coupa **ONLY** in countries from list mentioned in the previous slide. We are referring here to a country where supplier is registered and where invoice would be generated.

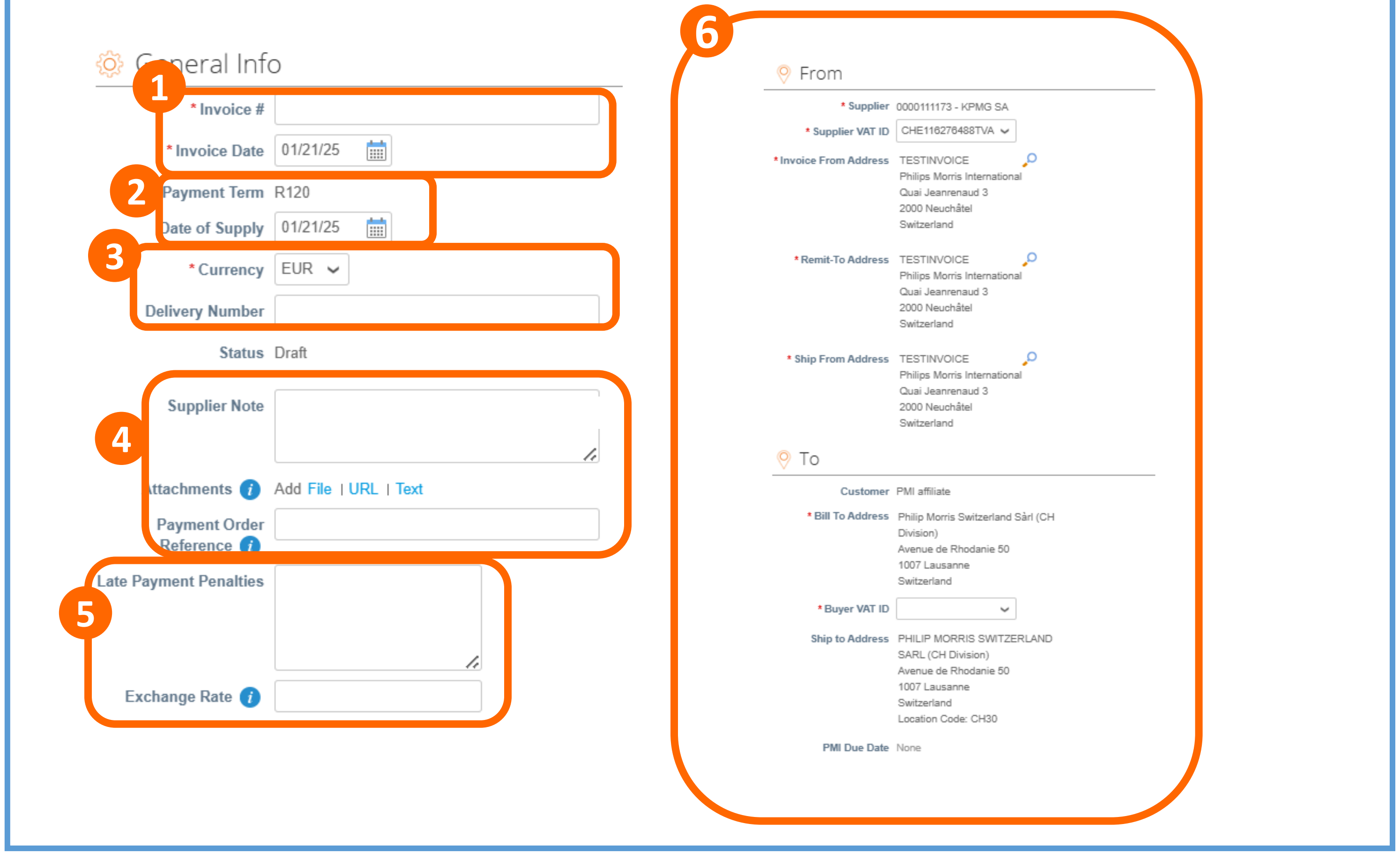
After clicking the Golden Coins Icon, or the "Create Invoice" button, the system will request a responsible person from your Company to **accept Coupa's Terms of Use**:

1. **Click** on "Terms of Use" to access the document
2. After reviewing the terms, **click** on "I Accept" to continue.

Please note that acceptance of these terms also means you agree that Coupa will generate e-invoices on your behalf and that e-invoices in Coupa **MUST** mirror exactly the invoice information in your accounting system.

INVOICES

Create Invoices - example of the template for European based entity. Please note that fields to be filled on invoice template may vary due to relevant country legislation.

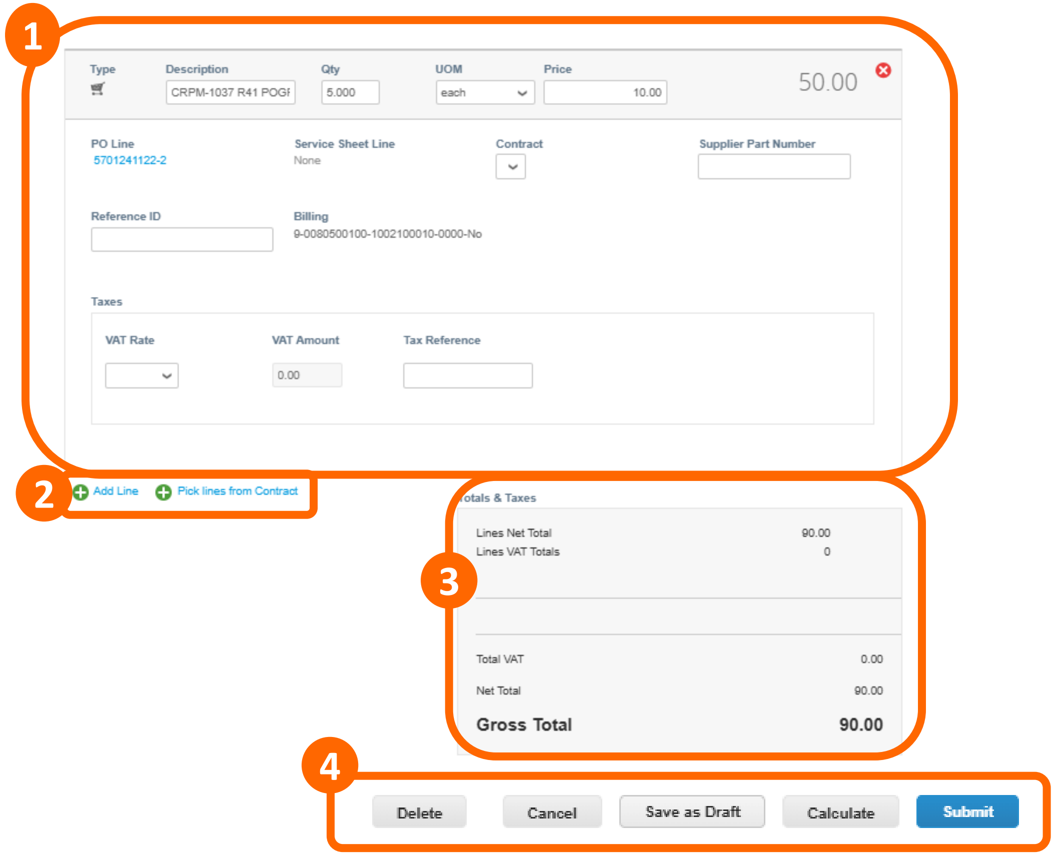


After clicking the Golden Coins icon, you will need to manually add some information:

1. **Type in** the unique invoice no. provided by your system. Remember that number must be unique within different years. **Review** the invoice date (will be set as today by default but can be edited)
2. **Review** the payment terms (are set by default on POs and Invoices), and the date of supply (set by default to today but ca be edited)
   Taxation period is identified based on **Date of Supply** – this is why it is important to fill it carefully.
3. **Set** the currency (has to match the PO currency, if there's a mismatch between PO and invoice currency there will be an error), and **type in** delivery number
4. **Add** any additional document to support your invoice, but please do not attach any image of your invoice (PMI will only consider the e-invoice generated by CSP as the legally/fiscally binding one and will disregard the attached image). **Add** comments to clarify the attachments.
   Use Payment Order Reference field to provide POR/ISR details (input only relevant number - no other information or comments - in the following sequence: **"Short number/ Long number"** (ISR number/ISR reference)
5. **State** late payment penalties arranged and the exchange rate
6. **Review** the information imported from the PO and make sure its correct (From an To addresses)
   Buyer VAT ID should be driven by the country of delivery.

INVOICES

Create Invoices - example of the template for European based entity. Please note that fields to be filled on invoice template may vary due to relevant country legislation.

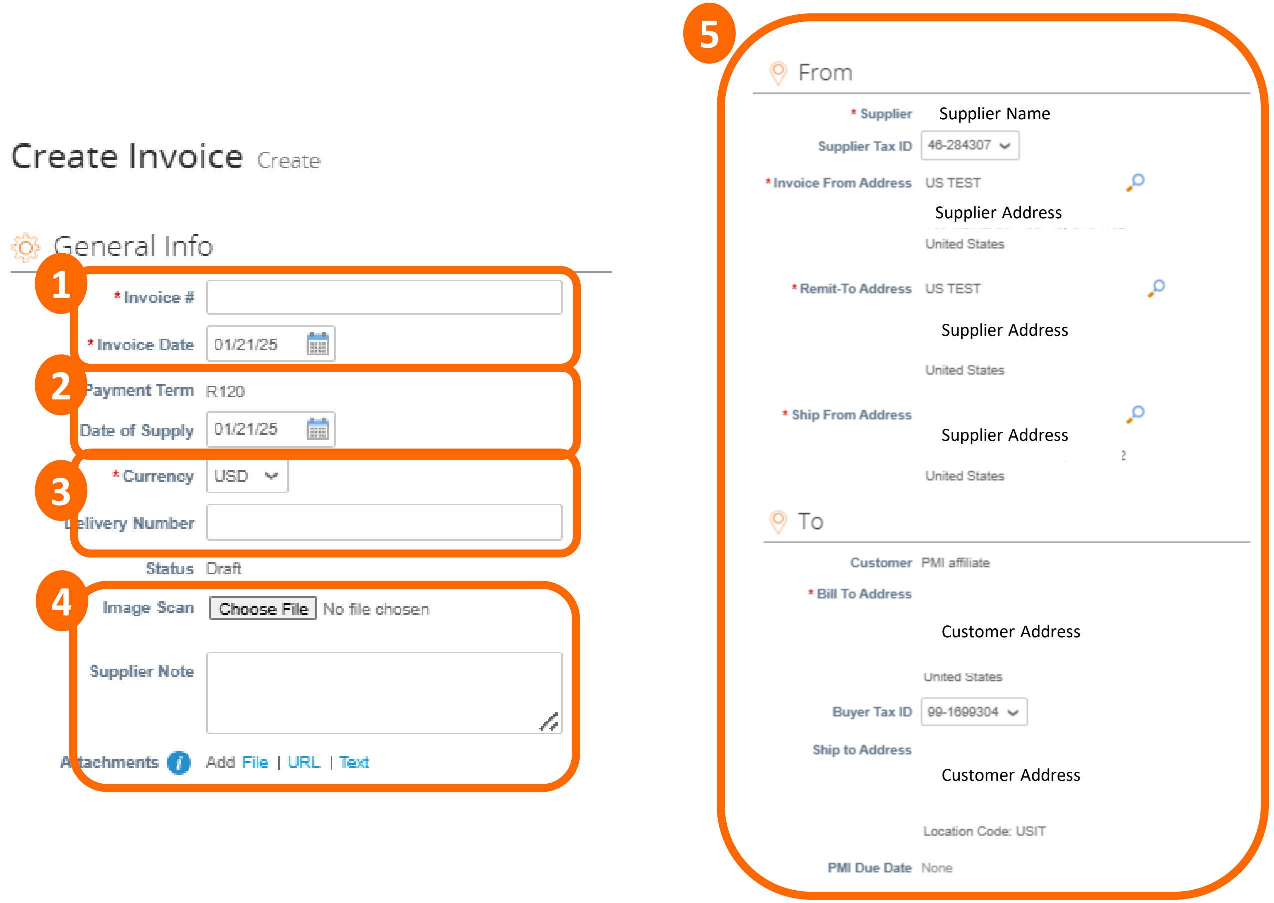


After clicking the Golden Coins icon, you will need to manually add some information

1. **Review** PO line-item migrated data – Select VAT and calculate VAT tax at line level
   a) The Vat Rate in the drop-down menu will be a generic tax code that differentiates Goods/Services and EU/Non-EU type of transaction – supplier must choose the most appropriate one
   b) If you invoice partially (only vs. selected PO lines) then please delete the lines you do not invoice against and **please do not submit them with the value of 0.**
2. Add new non-PO invoice line to include additional costs not covered with a PO, e.g. Shipping, Handling etc.
3. Review subtotal, VAT and total amounts. Please remember to click „Calculate" each time you change value/price, to ensure correct VAT amount gets calculated.
4. Take an action using the Action Buttons – Only submit the invoice when finished

INVOICES

Create Invoices - example of the template for US based entity

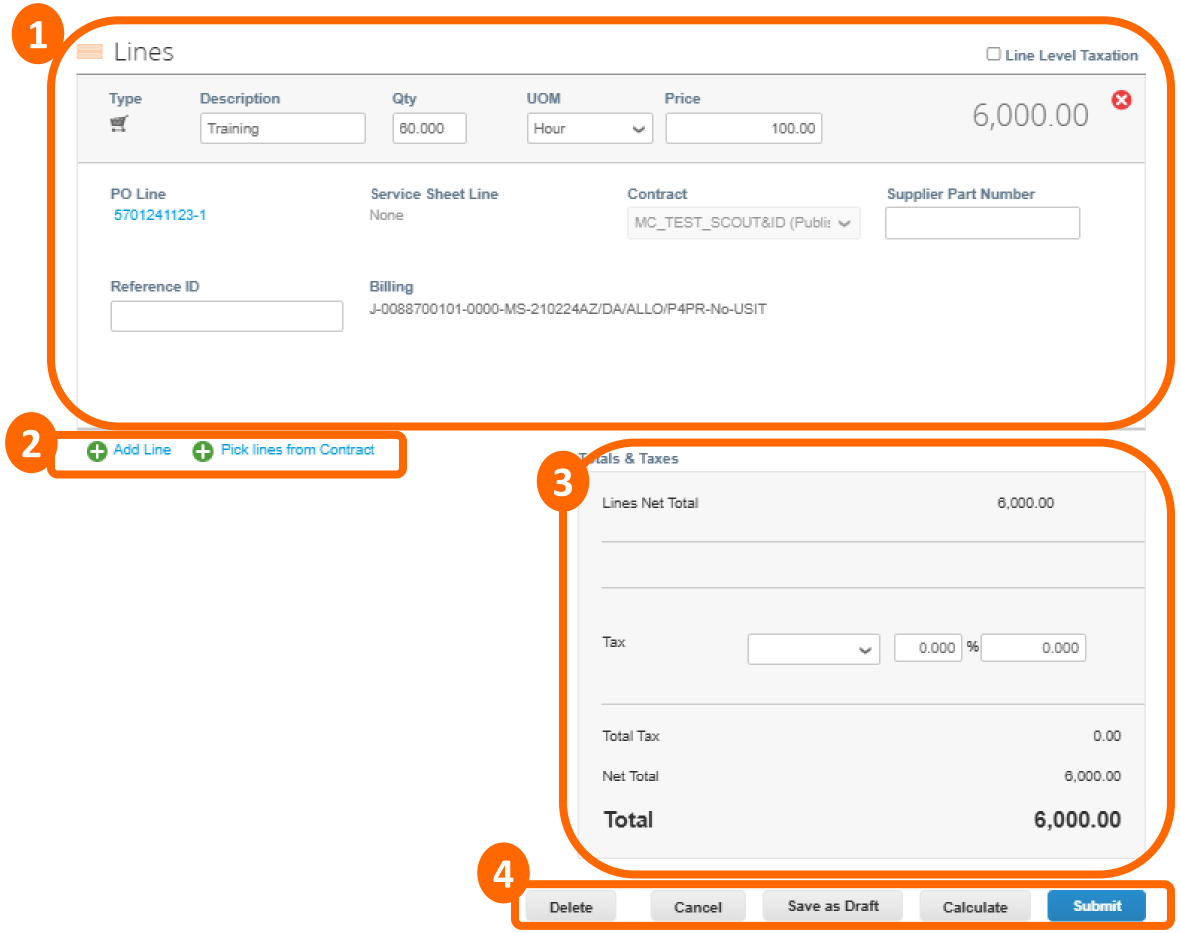


After clicking the Golden Coins icon, you will need to manually add some information

1. **Type in** the invoice no. provided by your system and review the invoice date (will be set as today by default but can be edited)
2. **Review** the payment terms (are set by default on POs and Invoices), and the date of supply (set by default to today but ca be edited).
3. **Set** the currency (has to match the PO currency, if there's a mismatch between PO and invoice currency there will be an error), and **type in** delivery number
4. **Add** any additional document to support your invoice, but please do not attach any image of your invoice (PMI will only consider the e-invoice generated by CSP as the legally/fiscally binding one and will disregard the attached image). **Add** comments to clarify the attachments.
5. **Review** the information imported from the PO and make sure its correct (From an To addresses) Buyer VAT ID should be driven by the country of delivery.

INVOICES

Create Invoices - example of the template for US based entity



After clicking the Golden Coins Icon ,you will need to manually add some information

1. **Review** PO line-item migrated data

Input the tax rate relevant for your State to calculate tax amount at line level.

Tax description can be left blank, in case any clarification is needed please include it under tax reference.

If you invoice partially (only vs. selected PO lines) then please delete the lines, you do not invoice against and please do not submit them with the value of 0.

2. **Add new non-PO** invoice line if you need to include additional costs not covered with a PO, e.g. Shipping, Handling etc.
3. **Review** subtotal, TAX and total amounts. Please remember to click „Calculate" each time you change value/price, to ensure correct TAX amount gets calculated.
4. **Take** action using the Action Buttons – Only submit the invoice when finished

INVOICES

Create Invoices

Once the invoice is submitted, the system will confirm it.

1. **Click** on the Invoice number to access the complete details of the Invoice.
2. **Review** the invoice status:
   a) New: new invoice created
   b) Draft: Invoice created but not yet submitted
   c) Processing: The invoice is being transferred to PMI
   d) Pending Approval: Currently with business approver and with AP, awaiting further processing at PMI
   e) Approved: Invoice accepted for payment
   f) Voided: There was an error in the invoice thus it must be checked by you
3. **Click** the associated PO number to see details of PO.

INVOICES – IMPORTANT REMARKS

Availability of legally compliant e-invoicing

- If your Company is registered in one of the countries mentioned in table below and would like to invoice CH, US or Global Studio PMI entity, please continue or start using simple and innovative e-invoicing via CSP.

Australia	Denmark	Ireland	Montenegro	Slovenia	United States
Austria	Estonia	Italy	Netherlands	South Africa	
Belgium	Finland	Japan	New Zealand	Spain	
Bulgaria	France	Latvia	Norway	Sweden	
Canada	Germany	Lithuania	Poland	Switzerland	
Croatia	Greece	Luxembourg	Singapore	United Arab Emirates	
Czech Republic	India	Malta	Slovakia	United Kingdom	

- If your Company is not registered in these countries, please continue sending your invoices as per instructions from PO Print view.

Requirements for legally compliant e-invoicing

- Invoices submitted via Coupa Supplier Portal (CSP) should represent and fully match invoices registered in your accounting system.
- After completing all the fields included in the country specific invoice template and submitting it to PMI, Coupa will generate a legally compliant invoice on your behalf. In this regard no paper/PDF version of the invoice should be sent via post/e-mail to PMI.
- No PDF invoice should be attached to the legally compliant invoice in Coupa. If any, PMI will disregard it.
- Currency of the invoice should be the same as in the corresponding Purchase Order. The Units of Measure applied in the Purchase Order must not be modified in the invoice.
- In case you need to partially invoice a particular PO, in the Coupa Supplier Portal you must delete the entire PO line(s) not to be invoiced. In any case, invoice lines should not be sent with zero quantity on it.

INVOICES – IMPORTANT REMARKS

Non-PO invoice

- Only invoices with reference to Purchase Order are acceptable by PMI in Coupa.
- In case invoices without reference to Purchase Order must be issued, please continue sending them as usual in paper or PDF format.

Additional charges not covered by PO

- Additional charges (e.g. shipping, other costs) not estimated on Purchase Order should be added as non-PO backed invoice lines. To do this, select "Add Line" in the invoice template.

Payment information

- When creating the Payment Method (previously called Remit To Address) under your company Business Profile in the Coupa Supplier Portal, please provide banking information. In case your banking information is changed, please create a new Payment Method and inform PMI about the update using standard communication channels.
- Once the invoice is paid, payment date is available under Payment Information section of invoice in Coupa Supplier Portal. Stated payment date is only for informative purposes. Please validate with your bank exact payment date.

INVOICES – IMPORTANT REMARKS

Credit Note

- When an invoice needs to be corrected you will need to send a Credit Note that fully offsets the invoice. For quantity-based Credit Notes, the quantity value needs to be negative for a correct processing of the document in the Coupa Supplier Portal.
- For other cases in which you will need to send Credit Notes (Volume related, volume-based discount, partial, etc.), such document must be sent to PMI outside of Coupa using the other transmission channels.

Authenticity, integrity and readability guaranteed within Coupa Supplier Portal

- Authenticity - Coupa assures that the invoice originates from the supplier company as stated on the legal invoice document. Coupa then sends the draft legal invoice to TrustWeaver using a secure (https) web services call, along with parameters indicating the Invoice Origin and Invoice Destination countries of the transaction. Depending on these country parameters, TrustWeaver will then apply one or two signatures of behalf of the authenticated supplier.
- Integrity - Coupa and its partner Trustweaver guarantee the integrity of the invoices, both on the transaction and during the period of legal archiving.
- Readability - Coupa produces a human readable image of the invoice data in PDF format.

INVOICES – IMPORTANT REMARKS

Coupa Supplier Portal vs local requirements

- E-invoices from the Coupa Supplier Portal are compliant with local VAT and tax regulations. Coupa works with PricewaterhouseCoopers to ensure that local fiscal and e-invoicing regulations are met on a continuous basis

Digital signatures vs local applicable law

- With regards to digital signatures, Coupa works together with TrustWeaver. The TrustWeaver solution is seamlessly integrated with the Coupa infrastructure, to provide a legal compliant electronic invoicing service to all of Coupa's clients. Coupa produces a human readable image of the invoice data in PDF format. The signatures created in this process are Qualified Electronic Signatures adhering to the CAdES-A standard

Avoiding duplicates

- You must not send duplicates of e-invoices created in Coupa in PDF/paper via other channels.

Prepayment

- Invoices related to prepayment should be issued according to special instructions. Please, contact Accounts Payable Contact Center – contact details can be found on the website: https://www.pmi.com/suppliers/platforms-how-to-invoice-pmi#contact

INVOICES – IMPORTANT REMARKS

Swapping quantity and price

- You should never swap quantity and price values once you invoice against an acknowledged Purchase Order – please see the following example:
- Example of PO in Coupa (5700003967):

Lines

	Type	Item	Qty	Unit	Price	Total	Received	Invoiced
1		VB - FG ACTIVITIES 2017	1,314,000	Activity unit	1.00	1,314,000.00	140,956.15	370,146.03

* End Date	Part Number	* Commodity	Savings (%)
12/31/17	None	U78120000-Material packing and handling	0

Account
CH1002-PM PRODUCTS SA
9-Cost Center-0084100109 - Handling - Other-1002370010 - Finished Goods Bulk Storage-0000-No
9-0084100109-1002370010-0000-No

Period

* Start Date	Valuated Contract
01/01/17	None

Incoterms place / mode of delivery
None

PO Language	* Change Request
French	None

Total 1,314,000.00 CHF

Example of incorrect invoice against PO 5700003967:

Lines

1 Type	Description	UOM	Quantity	Price	Total	PO Line	Contract	Billing	Period
	VB - FG ACTIVITIES 2017	AU	1	11,351.52	11,351.52	5700003967-1	None	CH1002-PM PRODUCTS SA 9-Cost Center-0084100109 - Handling - Other-1002370010 - Finished Goods Bulk Storage-0000-No 9-0084100109-1002370010-0000-No	None

VAT Code	VAT Rate	VAT Amount	Tax Reference	VAT Supply Date
None	8.000%	908.12		

PMI Tax code	Contract Payment Terms
CH:DD-8% In-Goods & Services DOMESTIC	None

Tags None

Taxes

Tax Summary

VAT (8.0%)	908.12
Total VAT	908.12

Totals

Line Net Total	11,351.52
Subtotal	11,351.52
Total VAT	908.12
Gross Total	**12,259.64**

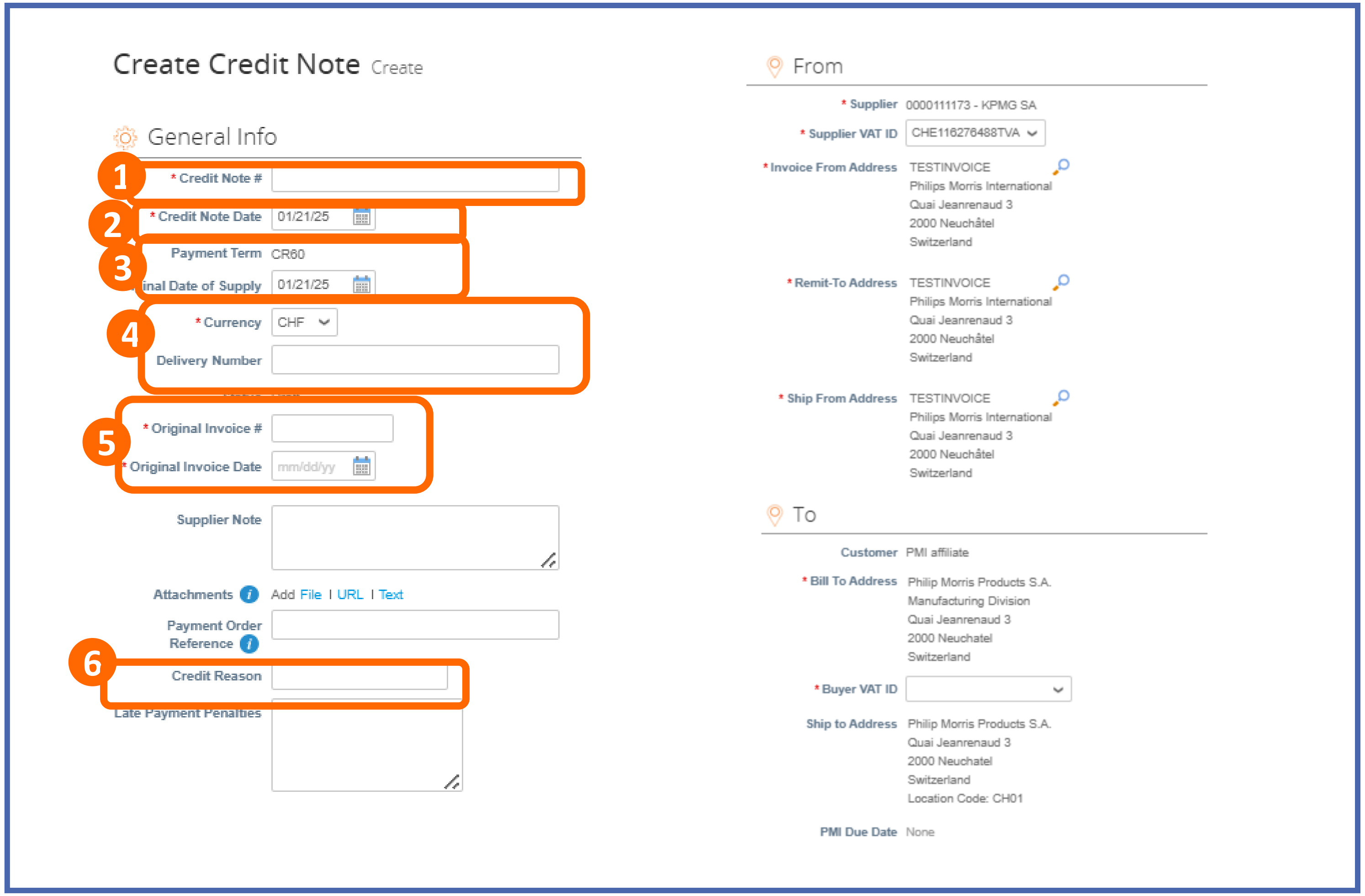
CREDIT NOTE

Important Remarks:

- When an invoice needs to be corrected, you should only submit Credit Notes that fully offset the invoice, prior to sending a new correct invoice.
- If you need to send a Credit Note that for instance relates to a volume-based discount on yearly transactions, such Credit Note must be sent to PMI outside Coupa using other transmission channels.

CREDIT NOTE

Create Credit Note by flipping PO - example of the template for European based entity. Please note that fields to be filled on invoice template may vary due to relevant country legislation.



After clicking the Copper Coins icon, you will need to manually add some information

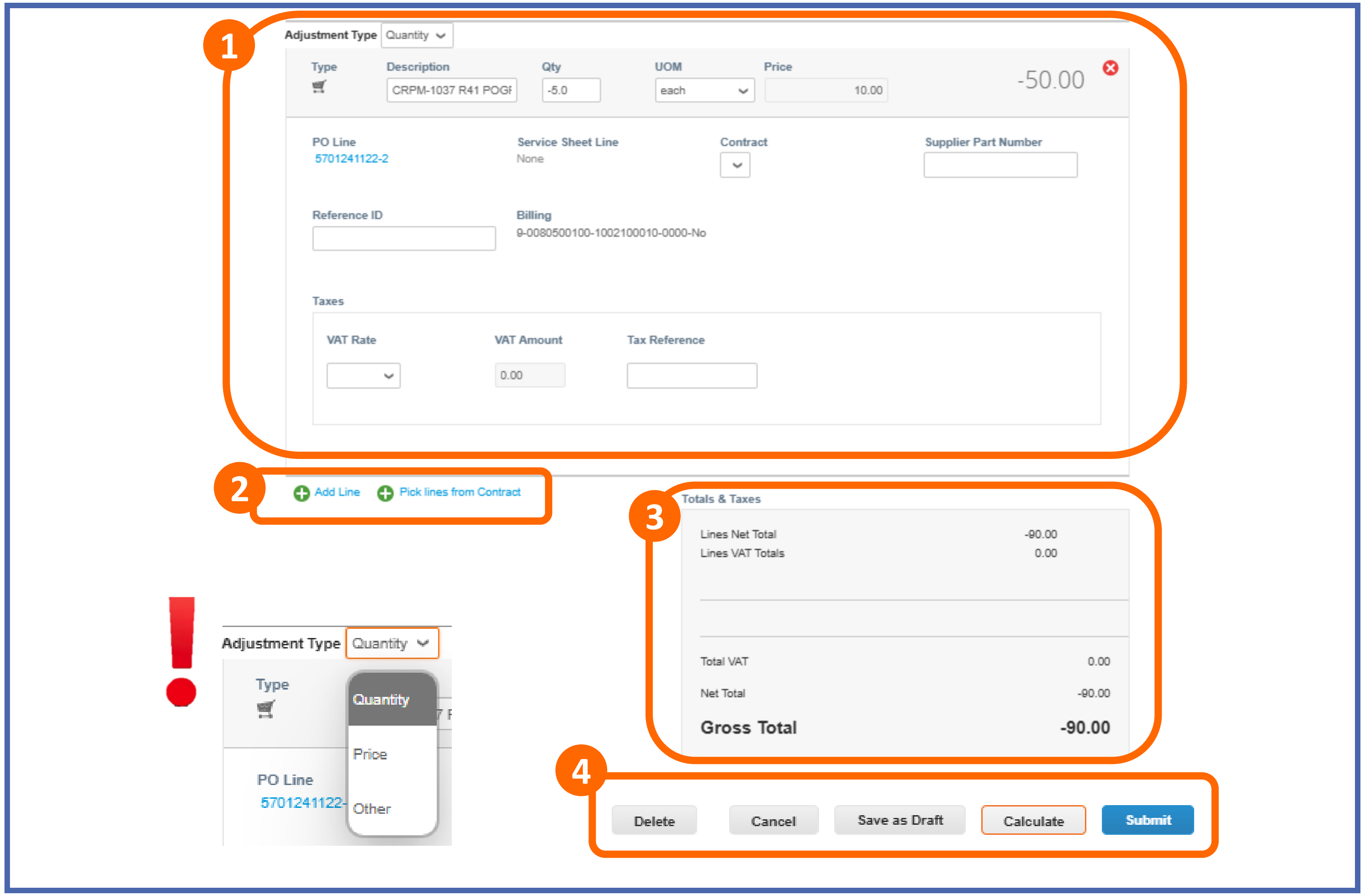
1. **Type in** the Credit Note no. provided by your system and
2. **Review** the Credit Note date (will be set as today by default but can be edited)
3. **Review** the payment terms (are set by default), and the original date of supply (set by default to today but ca be edited)
4. **Set** the currency (has to match the PO and original invoice currency, if there's a mismatch between PO and invoice currency there will be an error), and **type in** delivery number
5. **Add** the original invoice number and original invoice date associated to the Credit Note

   Only one invoice can be associated to a Credit Note (1:1 relation)
6. **Add** the reason of the credit note creation

The input in a Credit note that fully cancels the invoice must be the same as in the original invoice

CREDIT NOTE

Create Credit Note by flipping PO - example of the template for European based entity. Please note that fields to be filled on invoice template may vary due to relevant country legislation.



After clicking the Copper Coins Icon (red one), you will need to manually add some information

1. Review PO line-item migrated data – Select VAT rate and calculate VAT tax at line level
   a) The VAT Rates in the drop-down menu are generic tax rates – you must choose the appropriate one.

      For VAT Exempt, please provide the legal basis for exemption of VAT in the Tax Reference field.

   a) In case an invoice line is issued as q'ty x price, please put a negative value in q'ty, not in price.
2. Add new non-PO invoice line if you need to include additional costs not covered with a PO, e.g. Shipping, Handling etc.
3. Review subtotal, VAT and total amounts
4. Take action using the Action Buttons – Only submit the invoice when finished. Prior submitting, please click the Calculate button

IMPORTANT:

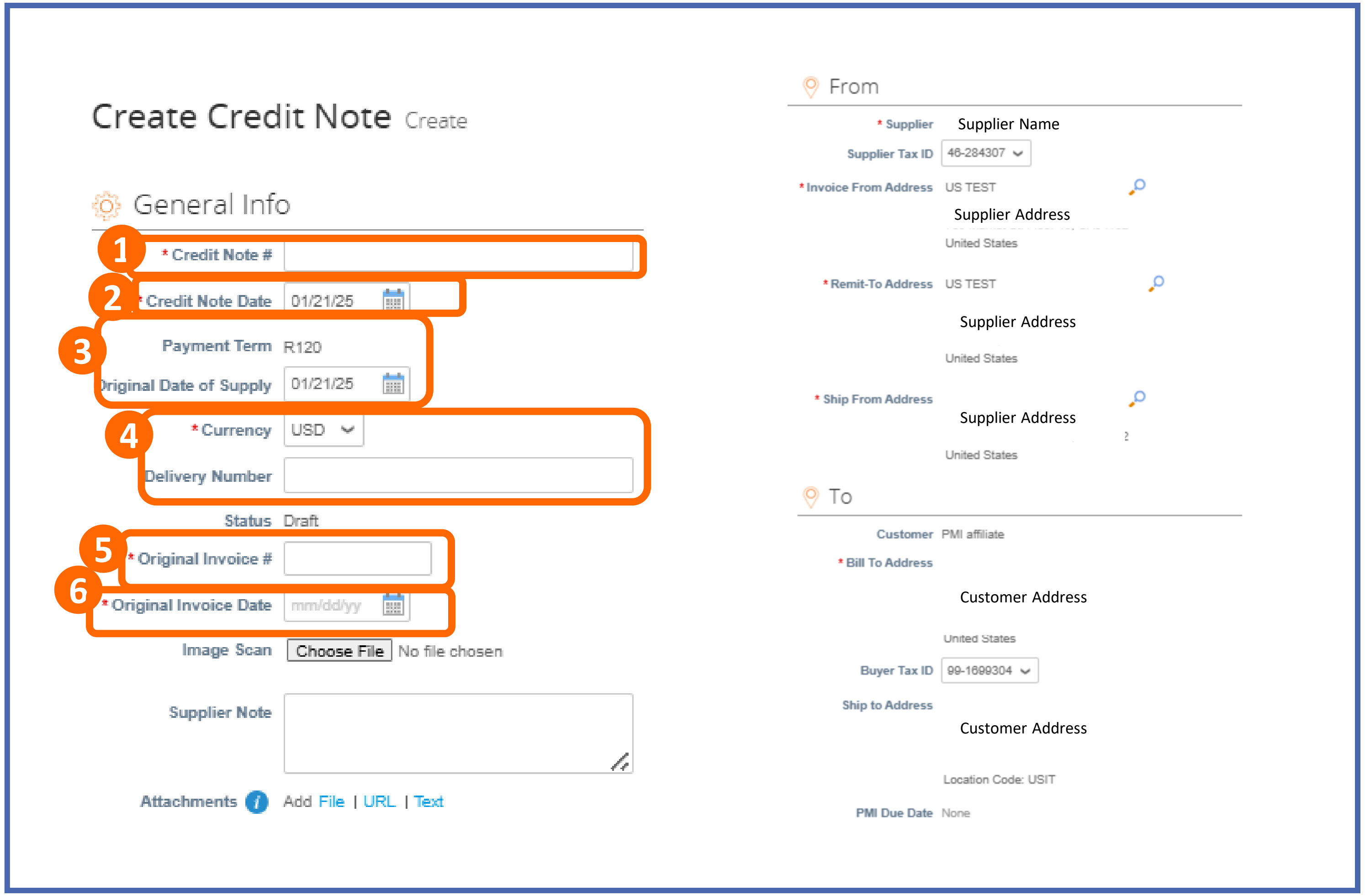
The quantity and total amount of the credit note must be negative values (-) in case of quantity-based PO

The Unit Price and total amount of the credit note must be negative values (-) in case of amount-based PO

! Please choose "Quantity" or "Price" for adjustment type, not "Other". Usually if you flip credit note, it will be adjusted already

CREDIT NOTE

Create Credit Note by flipping PO - example of the template for US based entity



After clicking the Copper Coins Icon you will need to manually add some information

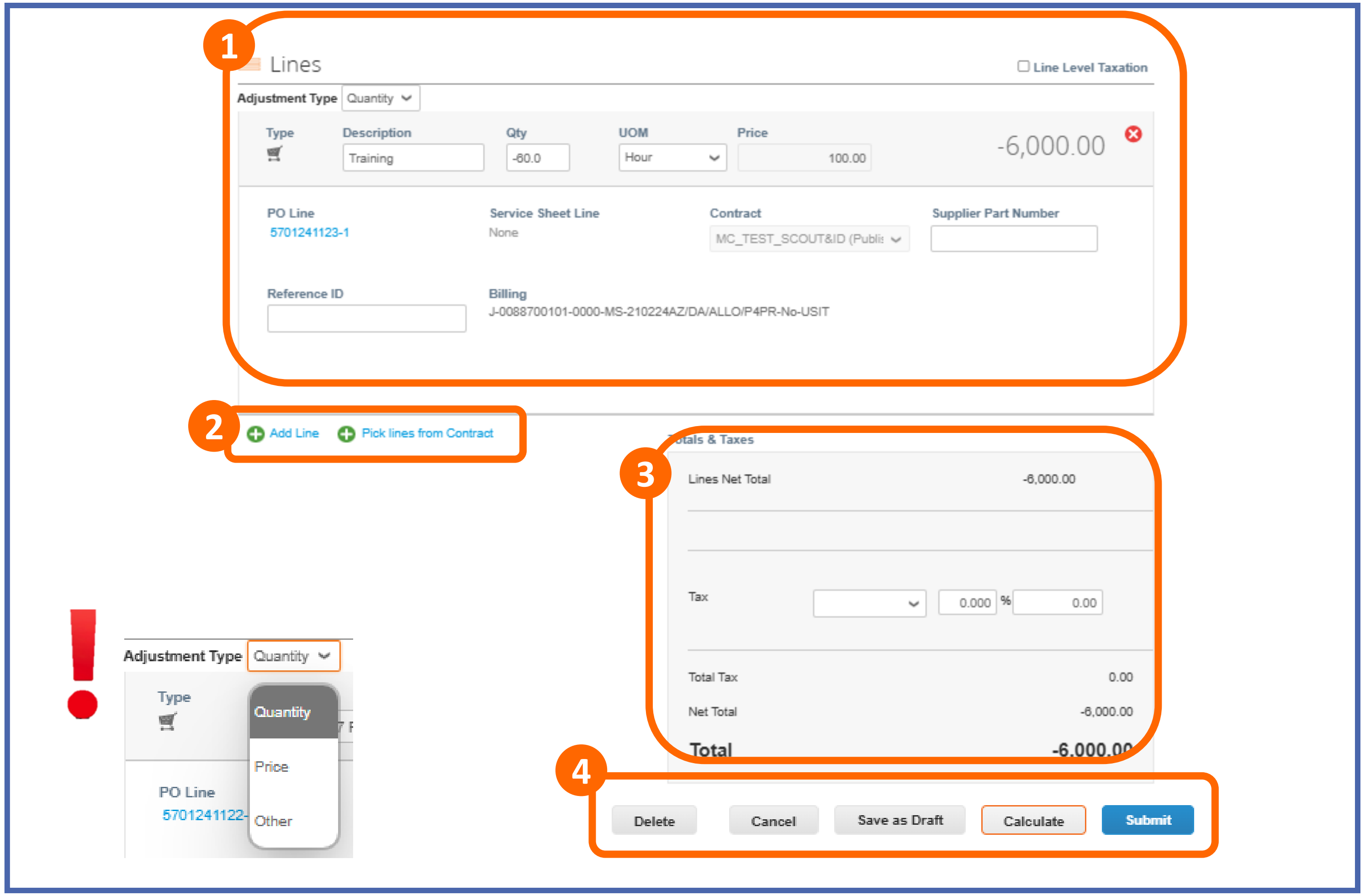
1. **Type in** the Credit Note no. provided by your system and
2. **Review** the Credit Note date (will be set as today by default but can be edited)
3. **Review** the payment terms (are set by default), and the original date of supply (set by default to today but ca be edited)
4. **Set** the currency (has to match the PO and original invoice currency, if there's a mismatch between PO and invoice currency there will be an error), and **type in** delivery number
5. **Add** the original invoice number associated to the Credit Note

   Only one invoice can be associated to a Credit Note (1:1 relation)
6. **Add** the original invoice date associated to the Credit Note

The input in a Credit note that fully cancels the invoice must be the same as in the original invoice

CREDIT NOTE

Create Credit Note by flipping PO - example of the template for US based entity



After clicking the Copper Coins Icon (red one), you will need to manually add some information

1. Review PO line-item migrated data – Select VAT rate and calculate VAT tax at line level
   a) The VAT Rates in the drop-down menu are generic tax rates – you must choose the appropriate one.

      For VAT Exempt, please provide the legal basis for exemption of VAT in the Tax Reference field.

   a) In case an invoice line is issued as q'ty x price, please put a negative value in q'ty, not in price.
2. Add new non-PO invoice line if you need to include additional costs not covered with a PO, e.g. Shipping, Handling etc.
3. Review subtotal, VAT and total amounts
4. Take action using the Action Buttons – Only submit the invoice when finished. Prior submitting, please click the Calculate button

IMPORTANT:

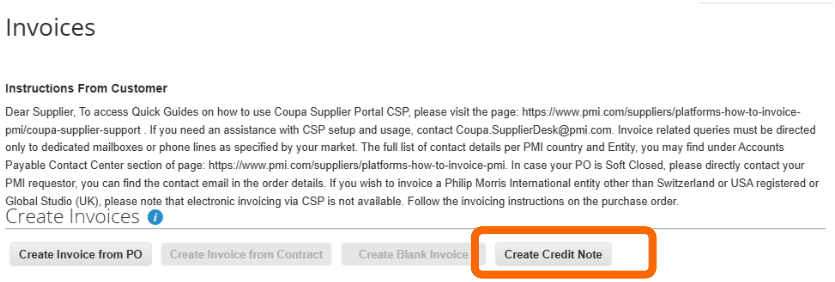
The quantity and total amount of the credit note must be negative values (-) in case of quantity-based PO

The Unit Price and total amount of the credit note must be negative values (-) in case of amount-based PO

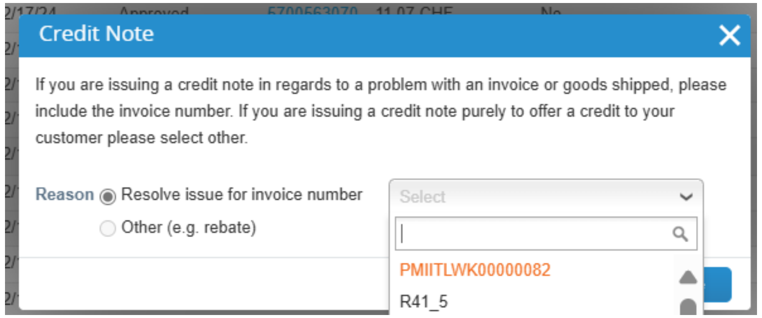
Please choose "Quantity" or "Price" for adjustment type, not "Other". Usually if you flip credit note, it will be adjusted already

Improved Credit Note tie-in to related invoice

- Now you can flip an invoice to a credit note and associate it to the original invoice.
  For these purposes, the button is already available for suppliers in “Invoices” tab in CSP:



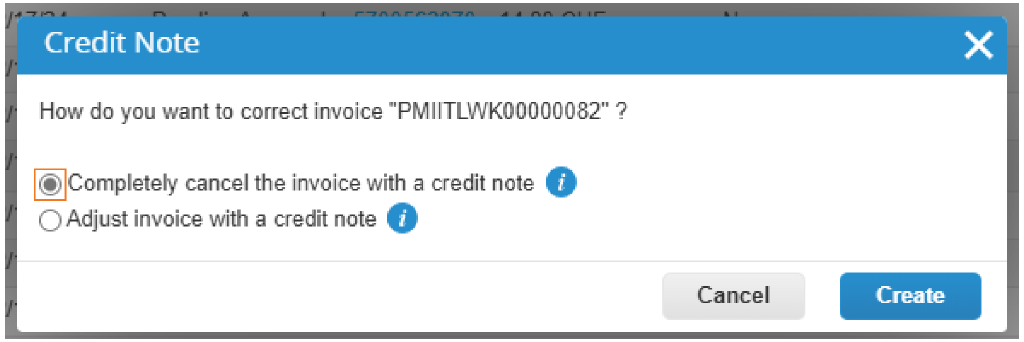
- After clicking on it a pop-up window appears on the screen:



- Please always choose “Resolve issue for invoice number” option and select invoice you need to cancel in a drop-down list. **Tip**: if you don’t see the invoice in a drop-down list, start typing the number of the invoice.

Improved Credit Note tie-in to related invoice

- After selecting the invoice, another pop-up window appears:



- Only “Completely cancel the invoice with a credit-note” can be used in order to cancel incorrect invoice issued previously to PMI.
- After choosing “Completely cancel…” option a Credit-note fully replicating invoice fields but with negative sign “-” will be created automatically by the system.
  Fields from the invoice are not editable and locked by system.
- Before submitting the Credit-note, please make sure that minus “-” is on Qty or Amount (in case of service type of PO)
- Flip PO functionality is still in place and can be used

AGENDA

CSP Guidelines

CATALOGUES

PMI Approach

PMI wishes to transact with suppliers in the **most automated way** and as lean as possible.

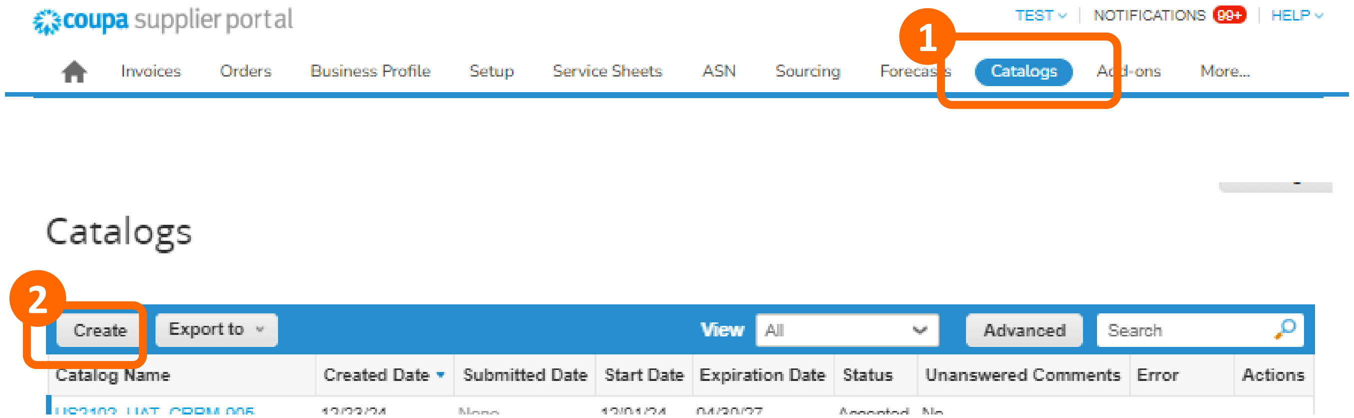
The electronic **catalogue containing items/services is the preferred buying channel for PMI**.

Purchase Orders would be generated on a basis of items picked up from the catalogue.

Next slides explain how to download existing catalogues and/or the empty template to be populated and provided to PMI Procurement contact person (offline).

CATALOGUES

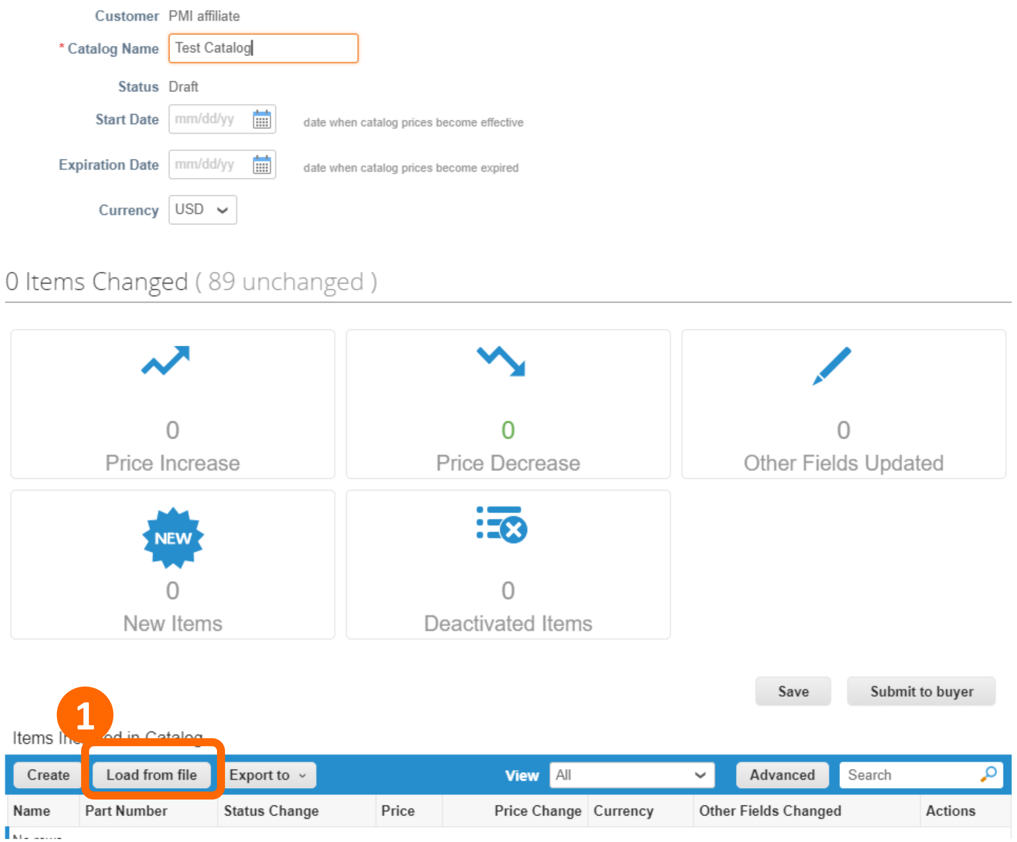
Download Existing Catalogues and/or Empty Template from CSP (1/3)



1. **Click** the Catalogs tab to access the module
2. **Click** „Create” to access catalogue management options.

CATALOGUES

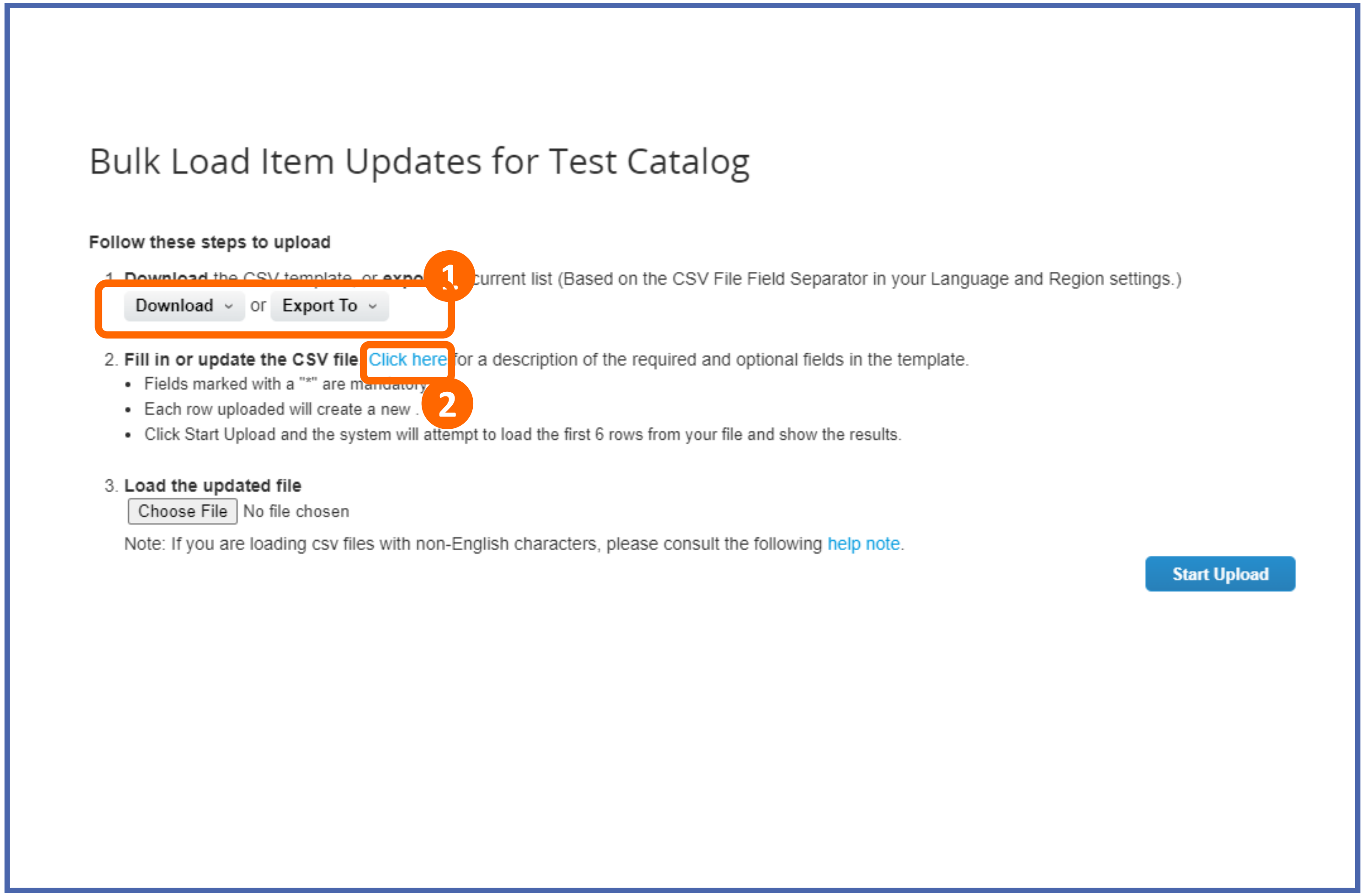
Download Existing Catalogues and/or Empty Template from CSP (2/3)



1. **Click** „Load from file” to enter the section where catalogue files and template can be downloaded.

CATALOGUES

Download Existing Catalogues and/or Empty Template from CSP (3/3)



1. **Download** the „CSV (Excel Comma Separated Values) template" (with no data populated) or export the same template with „current list of items", in case you already have catalogue(s) with PMI.
2. **Click** this link to open a table explaining fields used in the template.

CATALOGUES

Remarks Re. Use of Catalogue Template

1. „Contract Number" needs to be populated with a value PMI Procurement contact person can provide. It represents a technical contract created in Coupa reflecting the commercial agreement closed between PMI and the supplier. If left blank, PMI Procurement contact person has to populate it prior to catalogue loading in Coupa.

2. EU suppliers should populate Intrastat-relevant fields (for material/product items only):

BO	BP	BQ
Intrastat Net weight	Country of Origin	Harmonized Commodity Code

CATALOGUES

Manage Catalogues with PMI

Once the template / previous version of the catalogue is dowloaded and then properly updated (a.o. based on mutually agreed prices) it can be sent by e-mail (in the CSV format) to PMI Procurement contact person who will proceed with PMI internal catalogue maintenance process.

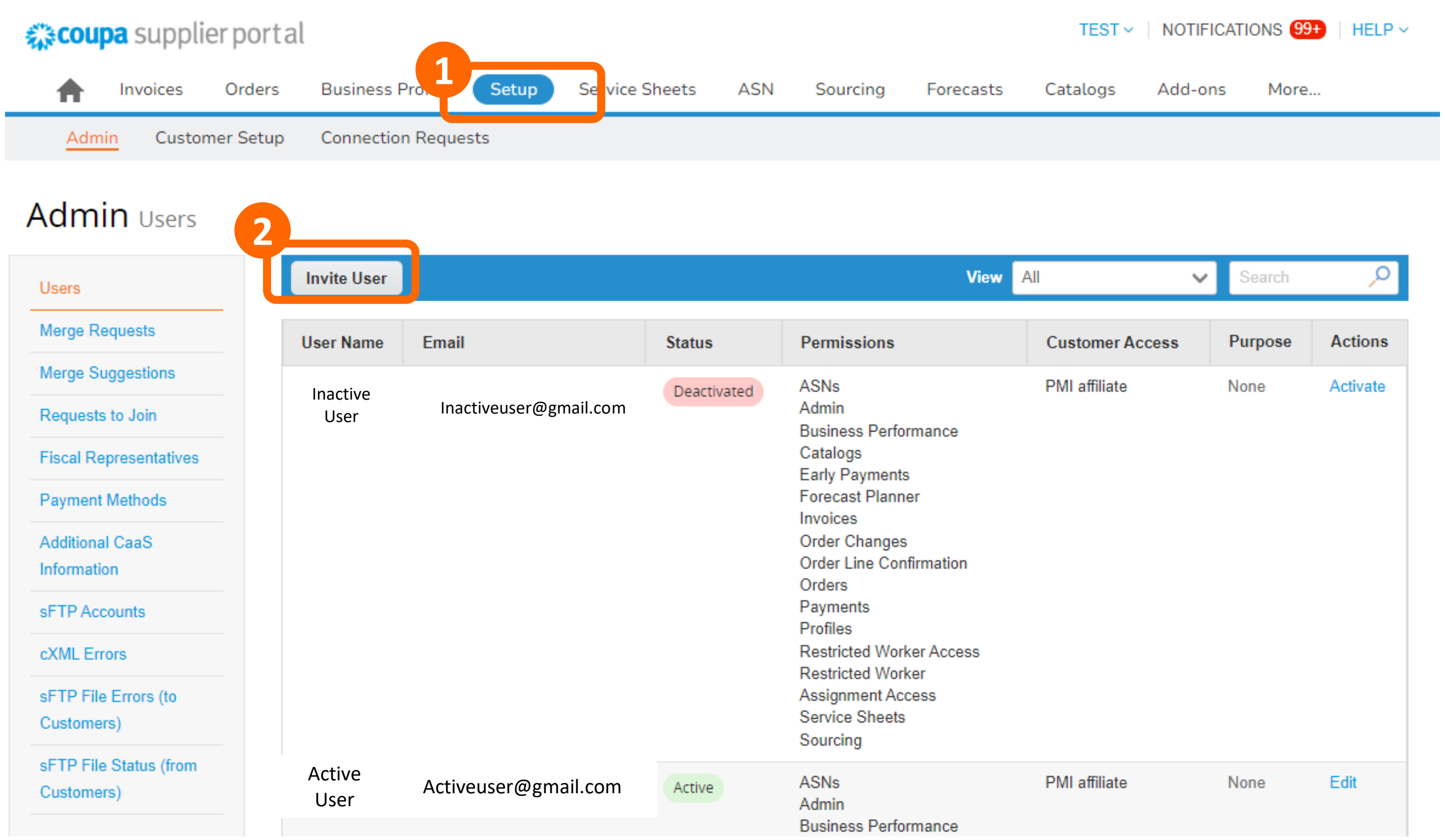
AGENDA

CSP Guidelines

0	PMI Coupa
1	Coupa Supplier Portal Overview
2	Registration and Set-Up
3	Purchase Orders
4	Invoices
5	Catalogues
6	**Admin**
7	Q&A

ADMIN

Users

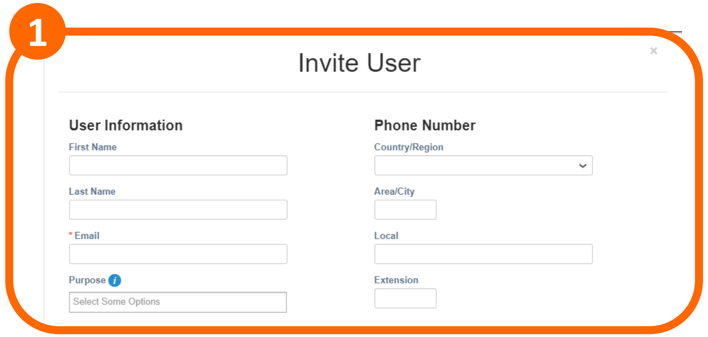


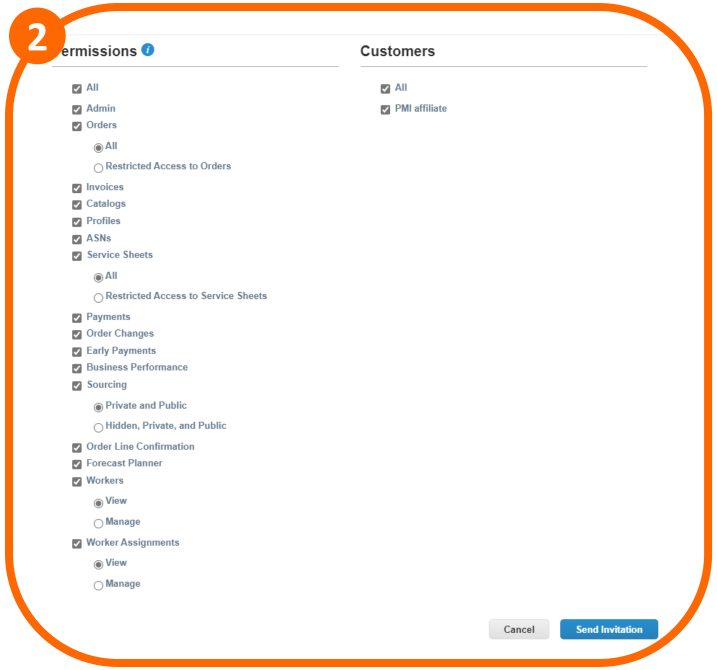
Under the **Setup** tab you will be able to review and edit users, permissions, merge requests, the remit-to and CSP terms of use

1. **Click** on Setup tab – Admin subtab - Users section to access list of active users and invite the new ones
2. **Click** on Edit under Actions column to edit selected user's permissions and preferences (details in next slide)

ADMIN

Users





To Invite a new user, the system will require complete name, surname and the e-mail address

1. **Type** in the data of the new account
2. **Review** and **select / deselect** all the permissions and customer profiles to be granted to the new user.

ADMIN

Permissions

Permissions

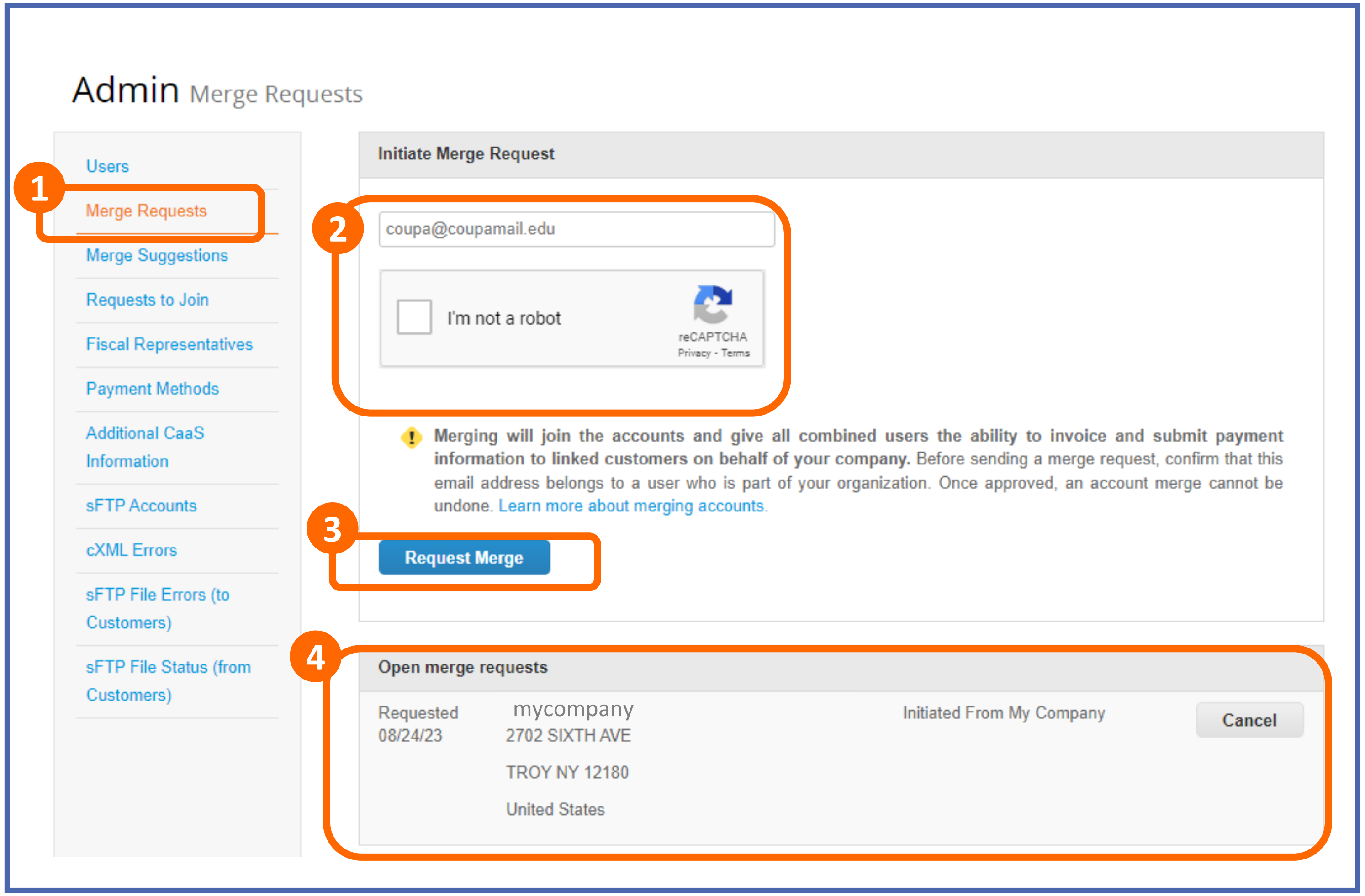
ASNs
Admin
Business Performance
Catalogs
Early Payments
Forecast Planner
Invoices
Order Changes
Order Line Confirmation
Orders
Payments
Profiles
Restricted Worker Access
Restricted Worker
Assignment Access
Service Sheets
Sourcing

The permissions defined for each active user will imply which tabs appear in his main menu, thus granting access to its functionalities.

The Admin of the account will have full access and is the only one who can edit permissions for the different active users.

ADMIN

Merge Requests



If you have already activated a CSP account for another client, you will be able to merge these accounts and have all your clients in the same place

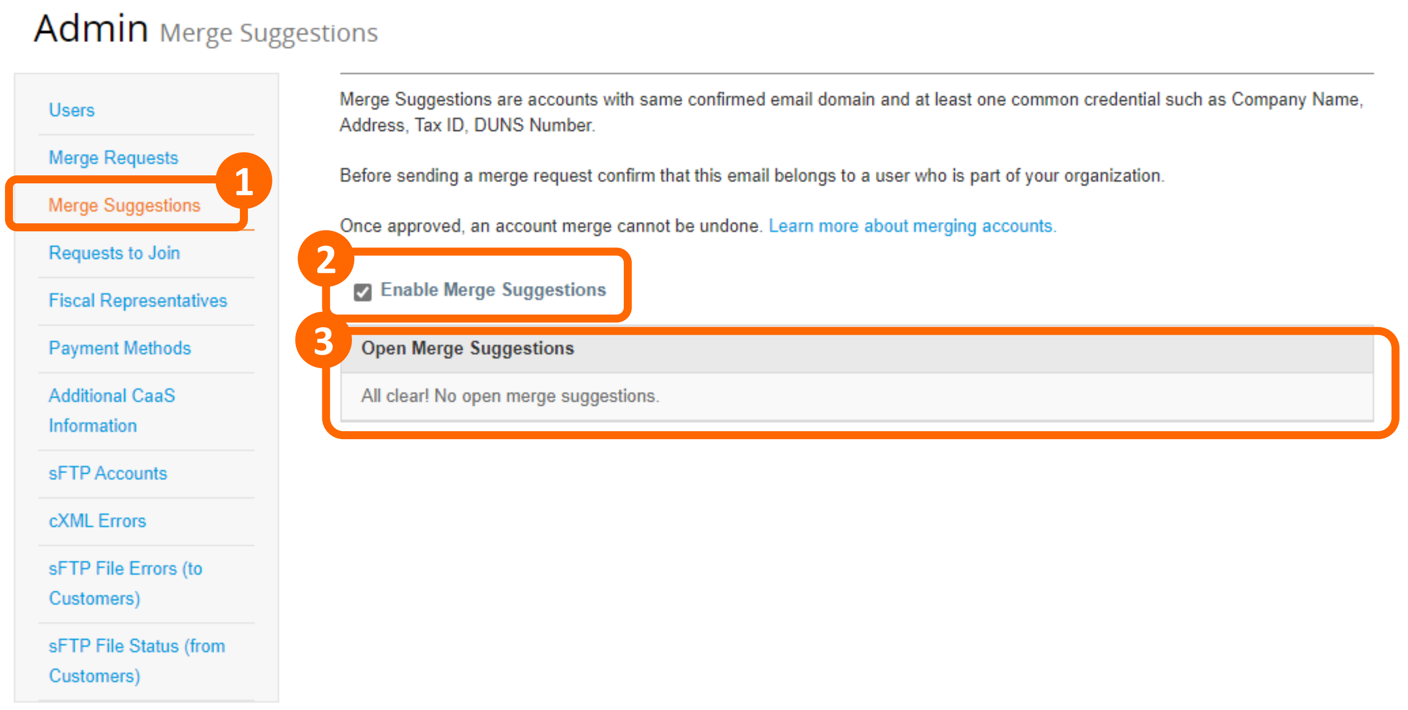
You can manually request the merge by the Admin tab in the menu.

Also, Coupa will identify automatically when you accept the invitation if your company has an account and will display it

1. **Click** on Merge Requests to access your requests or request a new merge
2. **Type** the e-mail address of the account to merge, tick I'm not a robot reCAPTCHA
3. **Click** to send merging request
4. **Review** all merge requests

ADMIN

Merge Request

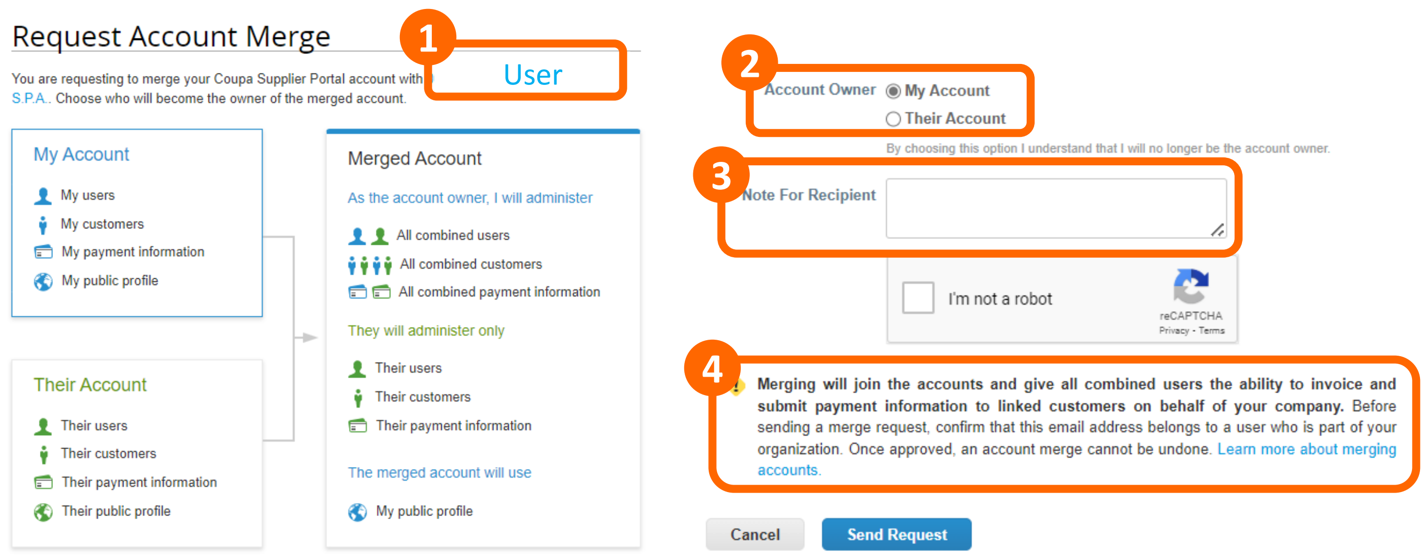


Coupa can also provide suggestions to merge accounts based on your email domain (@email.com)

1. Click on the link to access the *Merge Suggestions* on Admin
2. Tick the checkbox Enable Merge Suggestions
3. Should there be any accounts suggested, it will be shown here

ADMIN

Merge Request

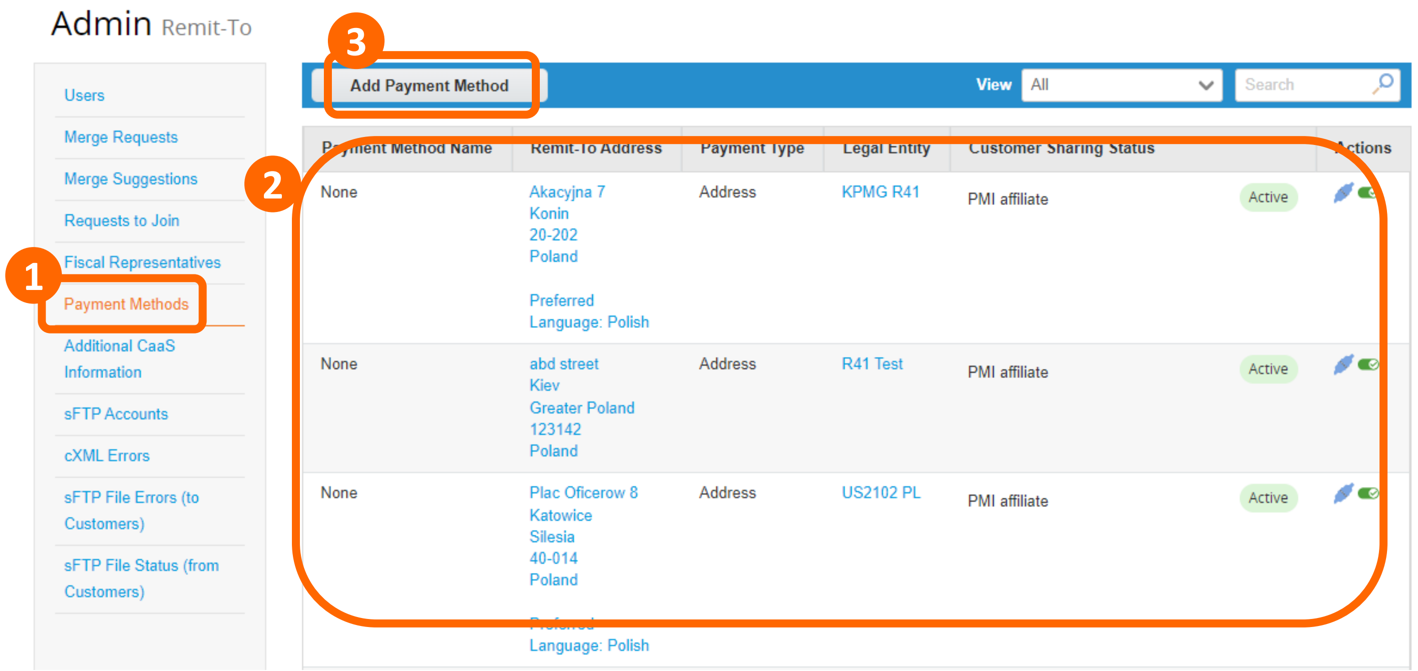


When merging accounts, CSP will send an e-mail requesting the owner of the other(s) account(s) to merge. Here you will be able to request ownership or give ownership of the newly created account

1. **Review** the user you are requesting the merge to
2. **Select** the option with which you want the accounts to be merged: Give ownership or request ownership of the merged accounts
3. **Write** any additional comments
4. Read and click on the link for additional info regarding merging accounts

ADMIN

Remit To

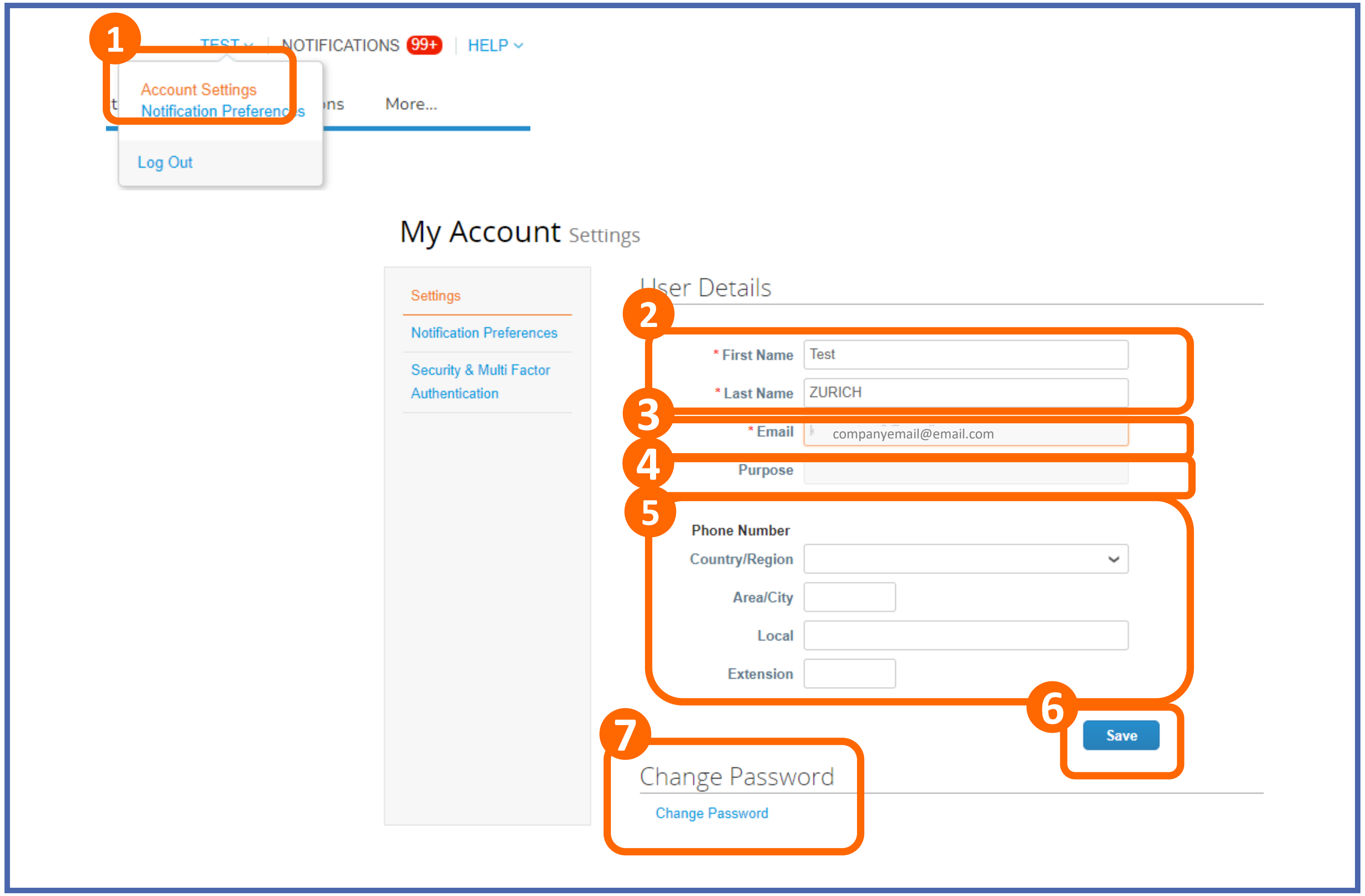


You will be able to manage your different Payment Methods under this tab

1. **Click** on *Payment Methods* for accessing all your Payment Method records
2. **Review** active your Payment Methods addresses
3. **Click** to Add Payment Method to add new details

ADMIN

My Account



Under My Account tab you will be able to edit your information

1. **Click** on your user name and Account Settings
2. **Edit** your first and your last name
3. **Edit** your e-mail
4. Purpose field does not need to be filled
5. **Fill in** your phone number information
6. **Click** to save the edit
7. **To change password** you can click here

MANAGING NOTIFICATIONS

- Your Company will receive notifications regarding newly created Purchase Orders on dedicated email addresses (all users linked to the CSP account).
- System will generate two notifications:
  - One notification directly in the Coupa Supplier Portal
  - Email notification generated by Coupa Supplier Portal
- To adjust your notification preferences, access the notifications menu (NOTIFICATIONS 1) and go to Notification Preferences (Notification Preferences)

AGENDA

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Q&A

CSP FAQ: https://supplier.coupa.com/help/faqs/

Should you have any questions related to CSP, please review our webpage: https://www.pmi.com/suppliers/platforms-how-to-invoice-pmi/coupa-supplier-support

or contact the PMI Coupa Supplier Desk: Coupa.SupplierDesk@pmi.com