Coupa Supplier Portal

A user guide to creating & managing invoices

Last updated June 2021

Introduction

Welcome to Coupa Supplier Portal guide!

Here at BMO, we leverage Coupa to ensure our suppliers have a transparent, secure and efficient invoicing and payments experience.

We ask that all our suppliers work with their BMO Contact and BMO Procurement to setup their Coupa Supplier Portal (CSP) account and begin utilizing it as the medium for transmitting invoices.

Throughout this guide helpful information is showcased to enable successful digital invoice delivery against purchase orders (PO).

Let's get started!

Please note this guide contains information that should only be shared with ***internal members of BMO and trusted suppliers/ partners.***

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Connecting to the Coupa Supplier Portal (CSP)

Setup Instructions

1. Engage with your BMO contact to establish a CSP connection with BMO.
2. Your BMO contact will initiate the setup process for your CSP registration.
**A contact name and email address will be required*
3. You will receive an email confirming the connection, asking you to complete your CSP profile and create log in credentials.
4. You're all set! Register and login to the Coupa Supplier Portal and get started.

Navigation through CSP

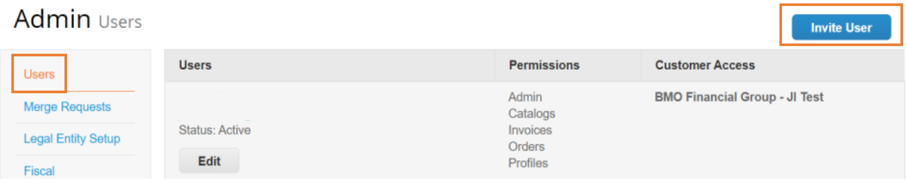
1 **Main Menu**
After completing the CSP registration you will be taken to your profile page where you can manage your CSP account settings, navigate to other sections of the portal as well as managing other features.

2 **Notification Preference**
Review your notification preferences. Customize any defaults to suit your needs. Be in the loop when updates to POs, invoices or catalogs are applied.

1. Hover over your name, top right corner, to select **Notification Preferences.**
2. Go through the list of notification options and choose those that are relevant to you.
3. Make sure to click **Save** to capture the settings.

3 **Other Setups**
From the **Setup** tab, you can:
✓ Use **Invite User** feature to add other members from your organization to the account
✓ Add or remove **Remit-To** information (DO NOT apply updates until verified with BMO)

Pro Tip: If your **Remit-to Address** has changed since the initial setup to the Coupa Supplier Portal, please communicate the change to your BMO Contact who will be required to initiate the changes through BMO's required channels. You can also send an email to Supplierrecord.Mgmt@bmo.com to request Remit-to Address changes. This synchronization is required in order to avoid disputes of your invoice(s).



Need Access?

You can **login** to the Coupa Supplier Portal via the email notification you received. You can also click [here](#).

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Pro Tip:

A PO is required to conduct invoicing. If a PO is not available, ask your BMO contact to issue a PO.

Purchase Order Types

Managing Purchase Orders within CSP

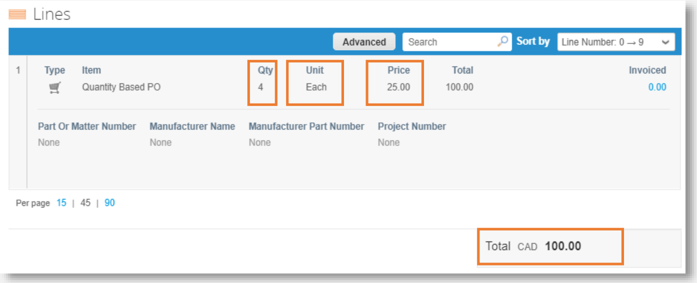
1

Quantity based PO

A quantity-based PO is defined by the following: quantity, unit of measure and price per unit. Quantity or unit price that is on the PO should never be exceeded when presented on the invoice.

If there is reason to invoice for more than what is indicated on the PO, engage with your BMO contact before invoicing to either amend the issued PO, or create a new one for the difference.

Each PO line(s) indicates quantity based on unit of measure with a price assignment per unit.



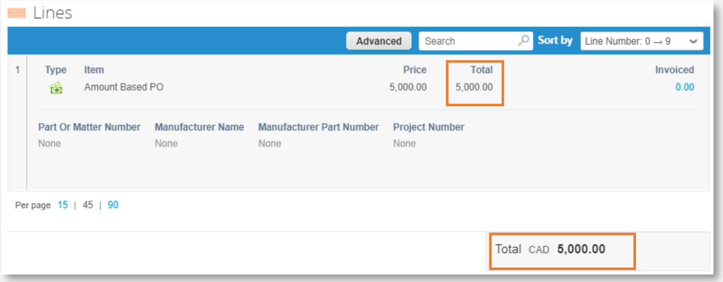
2

Amount based PO Invoice(s)

Amount based POs indicate only the amount of funds dedicated to the agreed spend. This amount should not be exceeded when invoicing.

If there is reason to invoice for more than what is indicated on the PO, engage with your BMO contact to amend the issued PO before invoicing.

Each PO line(s) indicates the specific amount reflective of the service(s) that is rendered



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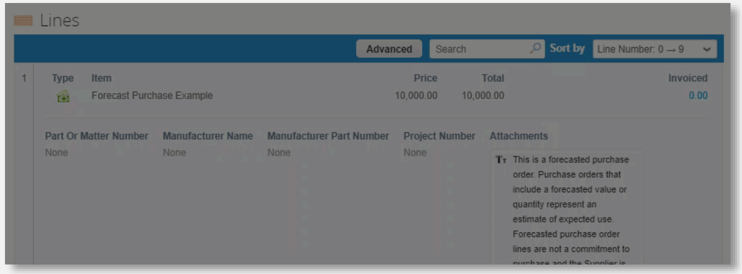
Forecast/Blanket PO

A forecast PO is the same as a regular purchase order, the difference being that it is setup for the duration of one year.

Make sure to review the forecast PO disclaimer.



Each PO line(s) indicates a forecasted value for a specific time frame that may be billed if required. Generally amount based, however can also be quantity based. Always issued for the duration of BMO's fiscal year (November 1 through October 31)

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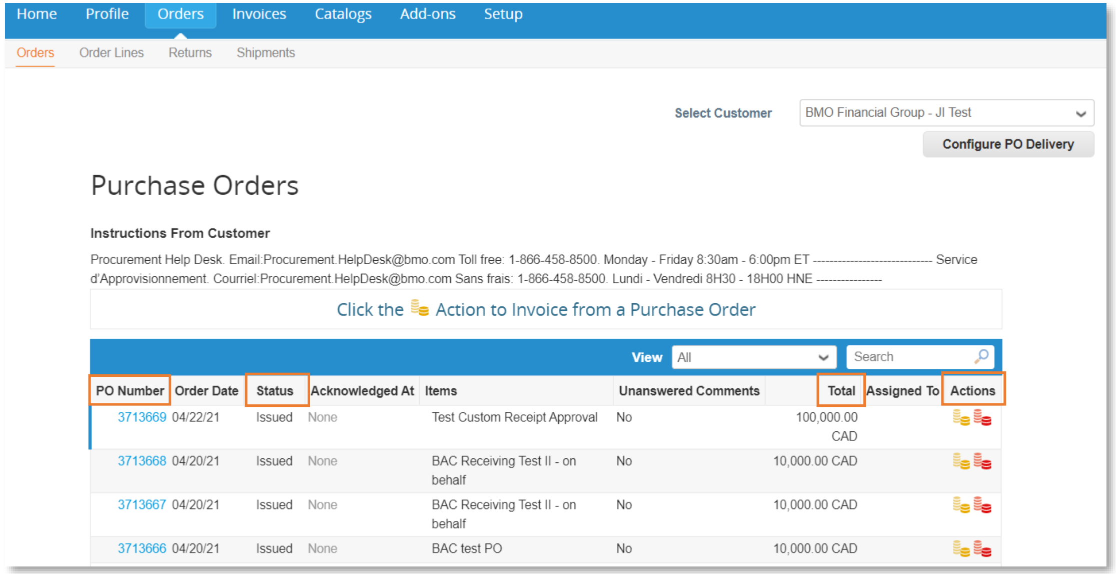
Receive Orders

Managing Purchase Orders within CSP

Orders

By clicking on the **Orders** tab, you can access:

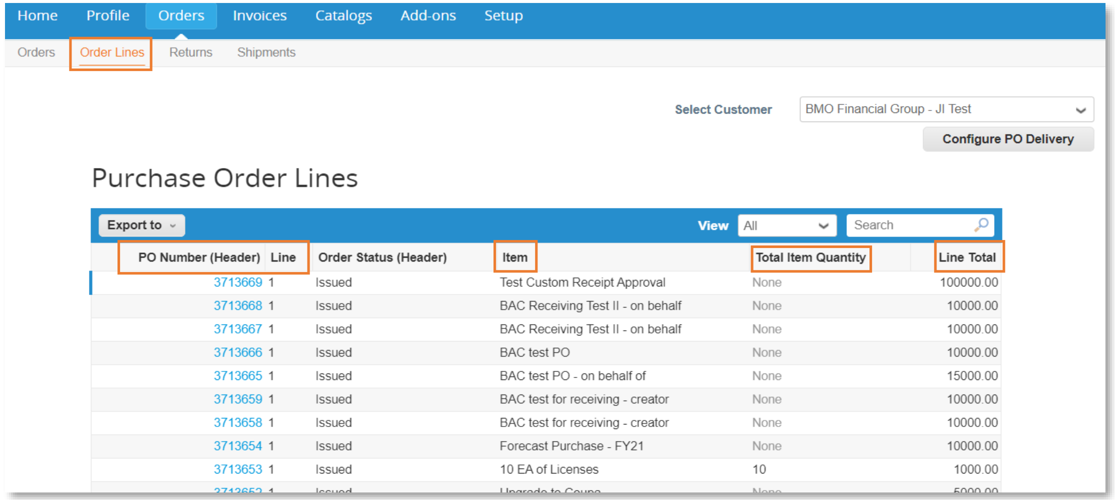
- ✓ POs available to you
- ✓ You can flip POs into invoices by clicking the Create Invoice icon under the *Actions* column
- ✓ Adjust your PO delivery method* *(change the email contact only)*
- ✓ Check the PO status *(Approved or Cancelled)*
- ✓ Dive into POs to review invoiced amounts



Order Lines

Under the **Order Lines** section of the **Orders** tab, you can see:

- ✓ Purchase orders at the line level
- ✓ The quantity* and line total amount related to that PO line
- ✓ Export reports on purchase orders at the line level



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Pro Tip:

It is important to understand PO types, invoice requirements and invoicing approaches before proceeding.

Create Invoices

Getting Started

Introduction

The Coupa Supplier Portal enables BMO suppliers to submit their invoices digitally. A BMO issued PO is required for this process. If a PO is not available, reach out to your BMO contact to request for one to be issued.

Invoicing Requirements

Most of the invoicing information is transferred from the BMO PO to the invoice in the CSP. A few final details are required to complete the invoice submission. Take note that POs are always issued pre-tax excluding shipping, handling and miscellaneous fees, where at the invoice level these values must be presented.

If there is any discrepancy with the names of legal entities and associated remittance address details, for either organization, please resolve them before issuing the invoice. Refer to FAQ section for more information.

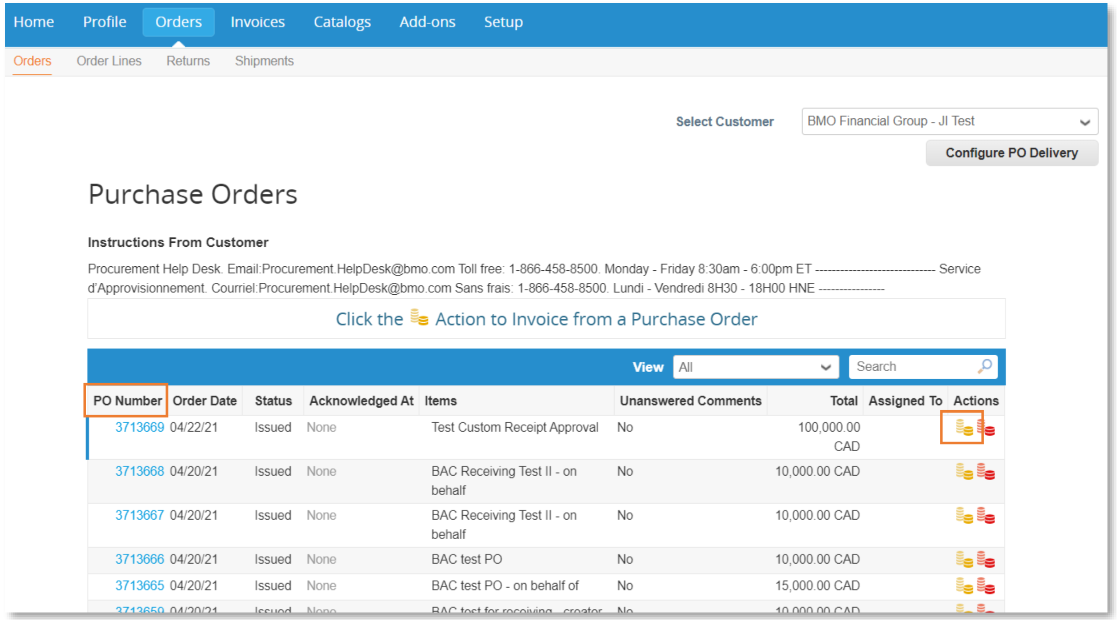
Invoicing Basics:

- ✓ Invoice header information
- ✓ Invoice line level detail
- ✓ Shipping and Handling Fee inclusion
- ✓ Tax treatment: CAN & USD

Get started! Step 1:

Navigate to the **Orders** tab and locate the PO that is to be invoiced.

Begin invoicing by clicking on **Create Invoice** button within the PO or by clicking on the Create Invoice icon under the *Actions* column.



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Invoice Header

Inputting appropriate details

1 **Invoice Number**
Input invoice number. The invoice # must be a unique value. Coupa conducts a verification instantly with a green stamp of approval.

2 **Invoice Date**
Add Invoice date. The invoice date must be accurate and if copy of the invoice is included, the dates must match exactly.

3 **Currency**
Use dropdown to select currency. Currency should not be amended. If it is not correct, connect with your BMO contact to update the PO before beginning to invoice.

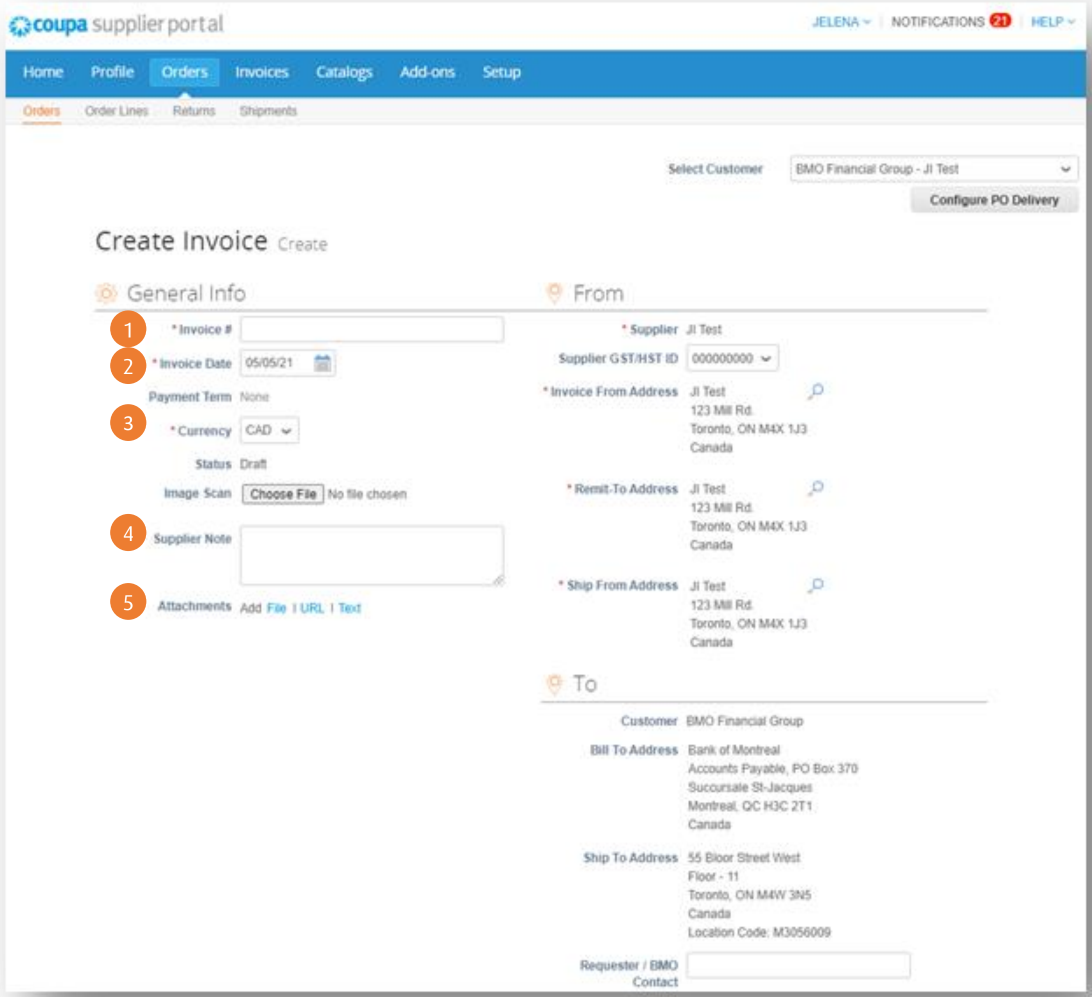
4 **Supplier Note**
Share any relevant details that would be helpful to BMO.

5 **Attachments**
Attach an invoice (this is optional).
Note: *If your payment method is wire make sure to include an invoice as an attachment.*

Additional considerations:

From
Verify remittance information. If there are any discrepancies, reach out to your BMO Contact to initiate the request with BMO Procurement to make necessary updates. See [Setup].

To
Remit to should not be changed as this information is coming in from PO.



All information is flipped over from the PO to the invoice. This information should not be altered. If it is not accurate, connect with your BMO contact to revise the PO.

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Don't Forget!

Line level taxation **must always be selected**.

☑ Line Level Taxation

Invoice Lines

Invoicing Approach

It is important to understand if the invoice will be issued for the full amount of the PO or only for a portion.

Complete Invoicing
All products and services indicated in the PO are invoiced at the same time. When applying this approach, the entire PO is to be consumed.

Partial Invoicing
Only a portion of the products or services indicated on the PO are invoiced. PO will remain available (open) for further invoicing activity for the remainder of products or services that have not been rendered.

This is commonly used with forecast/blanket POs or when only a portion of the product or services has been delivered and the supplier is ready to invoice.

Line Level Details

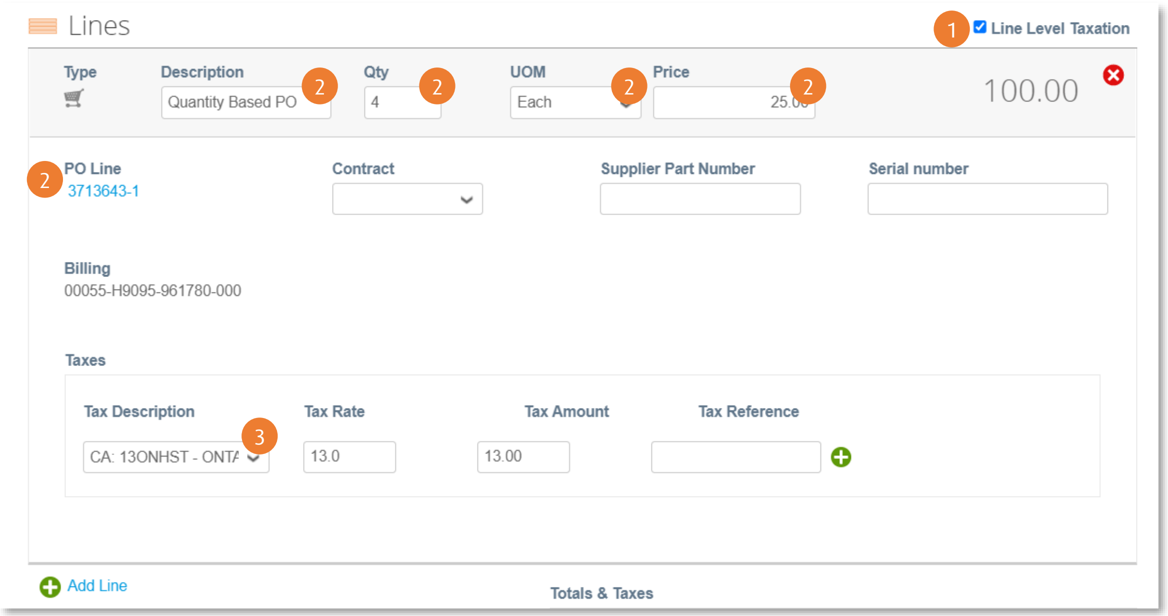
Step 1
Make sure to check off **Line Level Taxation**

Step 2
Make sure that each line of the PO is represented in the invoice that needs to be billed.

- ✓ Verify the description, quantity, unit of measure, and price.
- ✓ Make sure the PO # is correct

Step 3
Proceed to select the tax code for each line that is on the invoice.

A PO line can only have one tax code applied to it. The tax applied on the PO line should match with the tax jurisdiction of the ship to address.



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Don't Forget!

Line level taxation **must always be selected**.

☑ Line Level Taxation

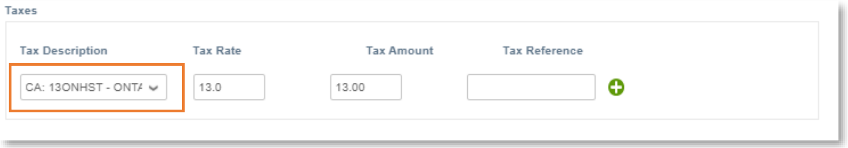
Taxes

Tax must be present at the line level

Make sure that **Line Level Taxation** was checked before continuing to invoice lines.
Note: *If it is omitted, invoice will be disputed.*

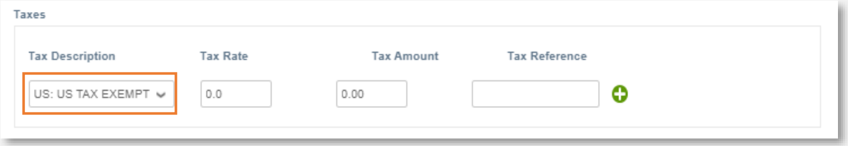
Canadian suppliers billing BMO's Canadian legal entities

✓ Select the appropriate tax from the **Tax Description** dropdown. By selection of the appropriate tax code, Tax Rate and Tax Amount will automatically be inserted against the invoice line.



US suppliers billing BMO's US legal entities

✓ Use **US: Sales Tax – US Sales Tax 0.0%** from the drop down for all US tax jurisdictions and enter the **amount** in the **Tax Amount** field. **Do not modify 0.0% in the Tax Rate field.**
✓ Include tax amount only if taxes are applicable for what is being invoiced.
✓ When invoiced item is tax exempt, use *US Tax Exempt* code.



Important: *The use of City/State combination codes is prohibited.*

Tax Codes

Tax Location	Tax Code	Tax %
Alberta	5GST	5
British Columbia GST only	5GST	5
British Columbia GST & PST	5BC.GST	12
Manitoba GST ONLY	5GST	5
Manitoba GST & PST	5MA.GST	12
New Brunswick	15NBHST	15
Newfoundland & Labrador	15NLHST	15
Northwest Territories	5GST	5
Nova Scotia	15NSHST	15
Nunavut	5GST	5
Ontario	13ONHST	13
Prince Edward Island	15PEHST	15
Quebec GST ONLY	5GST	5
Quebec GST & QST	5QC.GST	5
Saskatchewan GST	5GST	5
Saskatchewan GST & PST	5SK.GST	14.975
Yukon	5GST	5
No Tax	Tax Exempt	0
US (All states/cities)	Sales Tax	0
US No tax	US Tax Exempt	0

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Shipping & Handling

Apply shipping and/or handling if applicable

Shipping

If a shipping fee is applicable to the invoice, enter it in the **Shipping** field.

If the shipping fee is taxable, in the **Tax Description (Shipping)** field, select the appropriate tax code from the **Tax Description** drop-down.

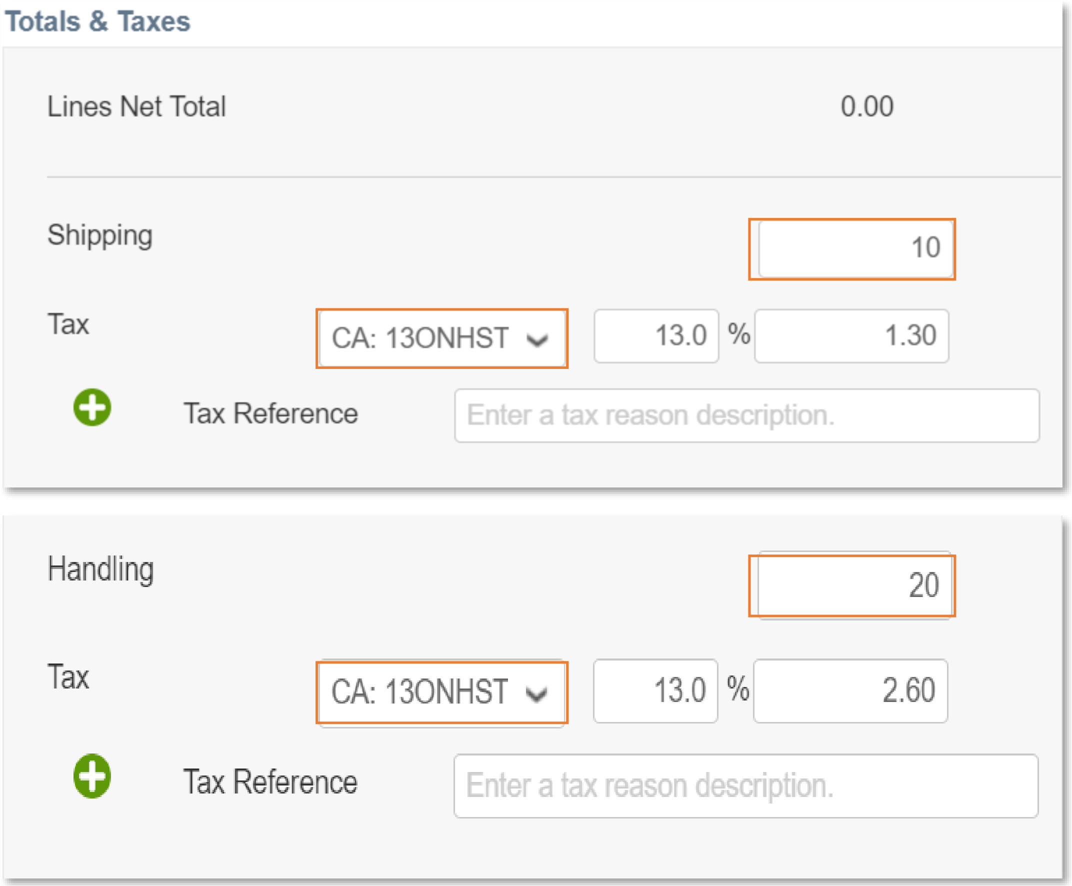
If the shipping fee is not taxable, skip this field. Refer to the Tax Guide for tax codes that are applicable.

Handling

If a handling fee is applicable to the invoice (e.g., Environmental fees, recycling fees, etc.,) enter it in the **Handling** field.

If the handling fee is taxable, in the **Tax Description (Handling)** field, select the appropriate tax code from the **Tax Description** drop-down.

If the handling fee is not taxable, skip this field. Refer to the Tax Guide for tax codes that are applicable.



Before submitting any invoice, make sure you click on **Calculate** to update the total to include all fees applied to invoice or any adjustments that were applied.
Finally, click on **Submit**.

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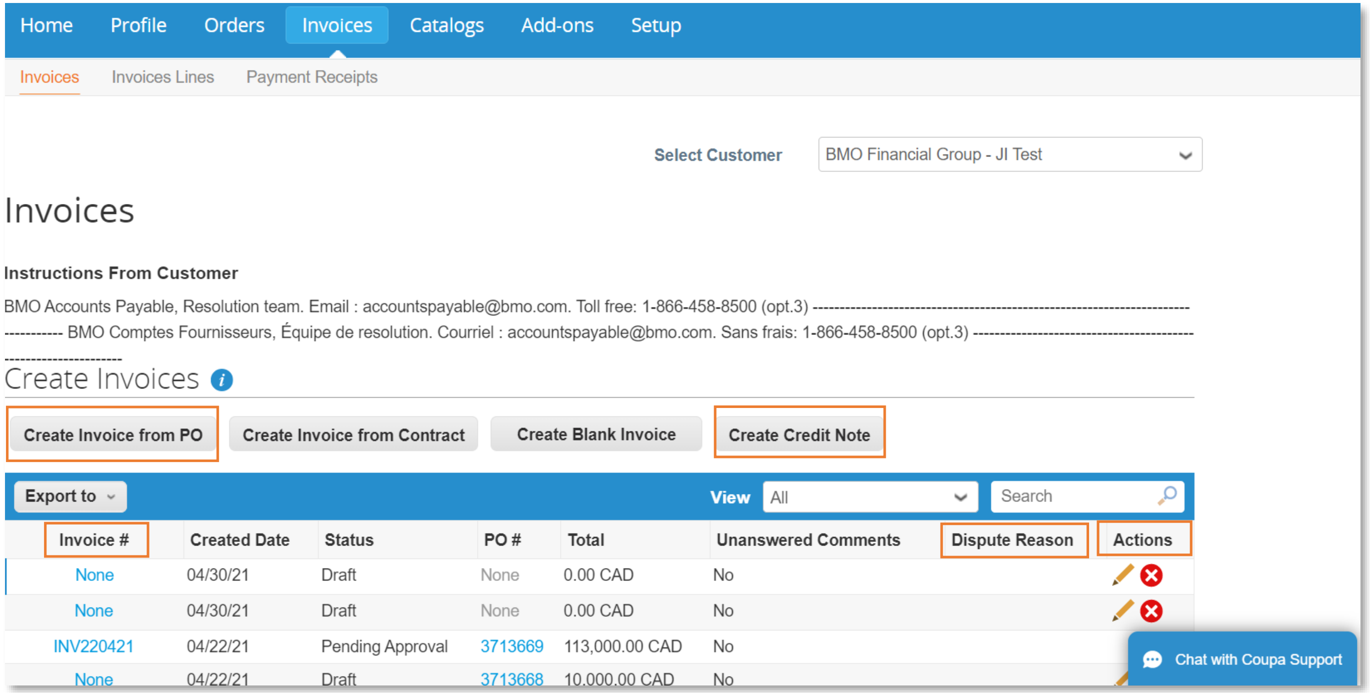
Managing Invoices

Have Questions?

Chat with Coupa Support

From the **Invoices** tab, you can:

- ✓ Create Invoices and Credits
- ✓ If you click the 'Create Invoice from PO' button, you will be taken to the Orders tab, and need to click the gold coin icon
- ✓ Check the status of individual invoices and invoice lines
- ✓ View payment receipts and invoice history within individual invoices



Credit notes

- ✓ Click **Create Credit Note**
- ✓ Choose the invoice you wish to credit and then **Continue**
- ✓ Choose between *Completely cancel the invoice with a credit*' or *Adjust invoice with a credit* for a partial credit, then click **Create**
- ✓ Proceed to fill out the credit invoice as you would with a regular invoice, ensuring that the price and tax values are negative (i.e. -100)

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Frequently Asked Questions

Troubleshoot any Coupa scenario

Learn more:
Coupa Success Portal

Multiple tax assignments for one invoice that has a single PO line?
PO should be issued in such a way to have taxable and non-taxable lines represented individually. Same applies to different tax jurisdictions. Only one tax code can be applied per PO/invoice line. Request a revised PO that will be structured based on the tax application breakdown. Tax codes should align with the ship-to address in most cases.

A PO line is missing that needs to be billed?
If there is an item or service that requires to be billed and is not present on the PO, request to have a revised PO or a new PO issued to represent what requires billing.

Remit-to information needs to be updated?
If your remittance address has changed, please advise your BMO contact who will engage with BMO's Supplier Records Management team to ensure an update is applied based on your advice.

A credit is required on the invoice?
A credit should be issued separately from the billing invoice. It should reference the original invoice that charged what is now being credited. See Create Invoices – Credit slide for more information on completing a credit note.

The PO does not include the shipping or tax. Is this an issue?
All POs are issued before tax and shipping. When creating the invoice apply tax at the line level and include any shipping and applicable shipping tax in the appropriate field.

Can an invoice be issued partially when there is a quantity of 1 indicated?
This is not a supported practice. Connect with your BMO contact to revise the PO to accommodate your billing requirements.

My invoice was rejected because the information on the digital invoice differs from the PDF copy that was attached. What do I do?
This may have occurred for several reasons:

1. The invoice date on the digital document and the PDF copy are not the same. Resubmit the invoice once it has been voided by BMO and make sure to select the date on the digital invoice that matches that of the PDF invoice document. When resubmitting the invoice, wait for the original invoice to be voided before proceeding. Once able to resubmit, make sure to use the same invoice number. Do not make any modifications to the invoice number such as assigning it a version.
2. **BMO's legal entity name, Ship-to and/or Remit-to** are not the same on the digital invoice and the PDF invoice document. To resolve this, update your PDF invoice document to reflect BMO's information accurately. Once a new version of the PDF invoice document is available, resubmit your invoice only after BMO has voided it in CSP. When able to resubmit, make sure to use the same invoice number. Do not make any modifications to the invoice number such as assigning it a version.
3. **Your organization's legal entity name and/or Remit-to** are not the same on the digital invoice/PO and the PDF invoice document. Engage with your BMO contact to make applicable updates to your supplier profile within BMO and issue an updated PO. When the PO is available, proceed with digital invoice submission.

! Still have questions? Don't stress! Reach out to your BMO contact for assistance. We're here to help.

We're here to help.

If you have questions about how to leverage this document, or are struggling to effectively utilize the Coupa Supplier Portal, contact Procurement.Enablement@bmo.com