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# **COUPA SUPPLIER GUIDE SUPPLIER ACTIONABLE NOTIFICATION (SAN)**



# COUPA SUPPLIER GUIDE

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# COUPA SUPPLIER GUIDE


## GETTING STARTED WITH SUPPLIER ACTIONABLE NOTIFICATION (SAN)

### How to Get Started & How It Works:

- ❑ When an employee at Ingham's raises a purchase order for your company, you are able to receive this PO via email, and invoice against it using Coupa's Supplier Actionable Notifications (SANs). The process is easy to navigate - please read the guide in page 7 to help you through this simple process.
- ❑ There is no need to access or register for the Coupa Supplier Portal (CSP) to be able to use Supplier Actionable Notifications (SANs) for invoicing.
- ❑ Purchase orders sent from Ingham's Coupa are titled: **Ingham's Purchase Order #AU-XXXXXX or #NZ-XXXXXX (6-digit number)**

☐ ☆ Ingham's (TEST)

Ingham's (TEST) Purchase Order #AU-001792 - Powered by Ingham's (TEST) Purchase Order #AU-001792 Order Summary Date 8/12/25 PO Total 6107.11 AUD Payment

 PO-AU-001792...

### SAN Process

Step 1: When Ingham's issues a PO, the system generates a notification email

Step 2: The email is sent to the supplier's contact address provided for PO communications

Step 3: Supplier receives the PO



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# **COUPA SUPPLIER GUIDE**

## **VIEWING ORDERS VIA SAN**



# COUPA SUPPLIER GUIDE

## VIEWING ORDERS VIA SAN

Ingham's (TEST) Purchase Order #AU-001792 Inbox x

1

Ingham's (TEST) <do\_not\_reply@ingham-test.coupa.com>  
to me

2

### Verify Your Access for Purchase Order #AU-001792

Your access to this page has expired. Please click on the button below. You will receive an email with the One-Time Password (OTP), using which you can access this page.

[Generate One-Time Password](#)

Already have an account? [Log in](#)

### Save Time and Money with Coupa



[Create Your Account](#)

[Learn more about Coupa](#)

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INGHAM'S TEST

### Verify Your Access for EasyFormResponse#7246

Below is your One-Time Password(OTP):

**045873**

This password will expire in 24 hours.

#### Login Information

Device: Windows Windows 10 Chrome  
Date: 09:32 AM, 20 January 2026 (AEDT)  
IP: 163.116.194.20

If you did not request for a One-Time Password, you can ignore this email.

3

Powered by Coupa

INGHAM'S TEST

### Ingham's (TEST) Purchase Order #AU-001792

#### Order Summary

Date 8/12/25

PO Total 6,107.11 AUD

Payment Terms 21

Contact

[Manage Order](#)

[Create Invoice](#)

Orders details below



[Acknowledge PO](#)



[Add Comment](#)

1. An Interactive SAN PO email from Ingham's provides you with two options – one to "**manage order**" and the other is to "create invoice"
  2. Once you click either option, Coupa's verification page appears. Select the Generate One-Time Password (OTP) button.
  3. Once clicked, an email will be sent to you with the OTP details. Enter the OTP in the verification page to proceed.
- Scrolling below the interactive section, you will be able to see the complete PO details in that email, including supplemental notes and Purchase Order Terms and Conditions.



# COUPA SUPPLIER GUIDE

## VIEWING ORDERS VIA SAN

- After the verification process, it will take you to the purchase order page showing the following:
  1. Ship-to details
  2. Name and email address of the requester
  3. PO details
  4. 'Create invoice' button
  5. Save button
  6. Print View button
  7. Comment section
    - ❑ This field allows you to tag an Ingham's employee and add comments

The screenshot displays the 'Purchase Order #AU-001792' page. The page is divided into several sections:

- General Info:** Includes fields for Status (Issued - Sent via Email), Order Date (8/12/25), Revision Date (8/12/25), Requester, Email, Payment Term (21), Attachments (None), Acknowledged (checkbox), and Assigned to (Select).
- Shipping:** Includes Ship-To Address (BURTON RD, BURTON, SA 5110, Australia, Location Code: NK, Attn) and Terms (None).
- Lines:** A table with columns: Type, Item, Qty, Unit, Price, Total, Invoiced. The first line is: 1, TEST Batch #2026 Batch Payment, 1, EACH, 6,107.11, 6,107.11, 0.00. Below the table are fields for Delivery Date (8/12/25), Supplier Part Number (None), Supplier Auxiliary Part Number (None), Manufacturer Name (None), and Manufacturer Part Number (None).
- Summary:** Total AUD 6,107.11.
- Buttons:** Create Invoice, Save, Print View.
- Comments:** A section with a 'Comments' header, a 'Mute Comments' dropdown, and an 'Enter Comment' input field.

Numbered green circles (1-7) highlight specific elements: 1 (Shipping section), 2 (Requester/Email fields), 3 (Lines table), 4 (Create Invoice button), 5 (Save button), 6 (Print View button), and 7 (Comments section).



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# **COUPA SUPPLIER GUIDE**

## **CREATING INVOICE VIA**

### **SUPPLIER ACTIONABLE NOTIFICATION (SAN)**




# COUPA SUPPLIER GUIDE

## WHAT'S COVERED IN THIS SECTION?

### Using Coupa:

How to create and submit an invoice via Supplier Actionable Notification (SAN)

- 
- ✓ You must be given access to receive an automatic email and create an invoice to be able to use Supplier Actionable Notification (SAN). Please contact your Ingham's representative to ensure you are set up correctly.
  - ✓ **All invoices must have a valid Purchase Order Number issued by Ingham's prior to supplying products and services.** A valid PO starts with AU or NZ followed by 6 digits, e.g. AU-123456 or NZ-123456.
  - ✓ **Bank details** are taken from the supplier record in Ingham's Coupa system—not from your invoice, remit-to information, or your Coupa business profile. If you need to update your bank details, please contact your Ingham's representative to request a **supplier update form**.
  - ✓ Avoid using multiple channels. You can only use one e-invoicing channel, either Coupa Supplier Portal OR Supplier Actionable Notification (SAN) to create your invoices.



# COUPA SUPPLIER GUIDE

## Guidelines on Invoicing

- ❑ The invoice must be raised against the correct site's purchase order (PO). Each PO is site-specific — invoices must match the PO issued by the relevant Ingham's site.
- ❑ For national account suppliers managing multiple sites - each invoice must reference the PO issued by the **specific** site being invoiced. Do not consolidate invoices across multiple sites under a single PO as it can be disputed. For exceptions, please contact your Ingham's representative.
- ❑ Only one (1) invoice number is permitted per invoice.
- ❑ Partial invoicing against a PO is permitted.
- ❑ If a PO line is not included in the invoice, **delete the PO line** to avoid the invoice being disputed. Refer to slide 11 for instructions
- ❑ Ensure the following invoice data is correct to avoid invoice dispute:
  - ❑ Tax rate
  - ❑ The invoice is specifically for Ingham's and not for other customers
  - ❑ PO line details are correct
  - ❑ Your attached file matches the Coupa invoice
- ❑ Adding a **non-PO line** is not allowed. Reach out to your Ingham's representative should there be a need to change the PO.



# COUPA SUPPLIER GUIDE

## CREATING AN INVOICE VIA SAN (EMAIL WITH PO)

A Supplier Actionable Notification (SAN) email can be used to flip, acknowledge, and comment on incoming PO's directly from your nominated email.

To flip a PO into an invoice via SAN, follow the steps below:

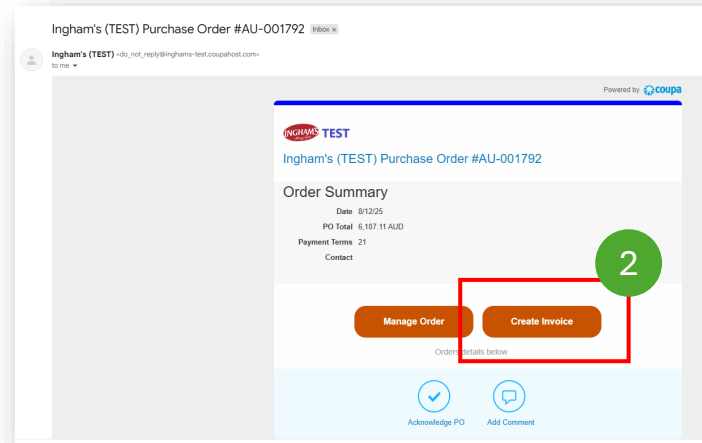
1. You will receive an email containing a Purchase Order (PO) from Ingham's
2. Click on the action button within the email i.e. '**Create Invoice**' directly from the email. Once selected, Coupa's verification page appears and you will need to click 'Generate One-Time Password (OTP)'. Enter the OTP to proceed.

❑ Note:

- The first time you use SAN to create an invoice, you will be prompted to enter your remit-to details
- Click on Create New Remit-to and complete
- Complete all required fields and click Create and Use

### 3. General info section:

- ❑ Invoice Number
- ❑ Invoice Date (will default on today's date). Ensure it is the same as your attached invoice copy



- In this section, you can add any notes about the delivery/service that you've provided.
- You can also attach supporting files (e.g. **tax invoice generated from another system**, packing list). Attaching supporting documents is recommended, as it can help validate SAN invoices should any issues arise.



# COUPA SUPPLIER GUIDE

## CREATING AN INVOICE USING SAN (EMAIL WITH PO)

- Below the general info section is the **Lines** section. Update the relevant fields based on your PO type:
  - Amount-based PO:** Review and update the **Price** field for each line to match your invoice amount (**enter the GST-exclusive amount**).
  - Quantity-based PO:** Update the Quantity field to match your invoice. **Important Note:** If the PO price or quantity is incorrect, contact your Ingham's representative before proceeding with invoicing.
- Under Taxes section, select the relevant Tax code
  - AU Suppliers
    - Select GST Taxable 10% for GST-applicable lines (do not select Rabo Taxable 10%). Select 0% for non-GST lines.
    - If invoicing multiple PO lines with different GST rates, select the **Line Level Taxation checkbox**.
  - NZ Suppliers
    - Select GST Taxable 15% for GST-applicable lines (do not select 9%, Exempt, or Reverse Charge; Select 0% for non-GST lines.
    - **Important Note:** Selecting an incorrect tax code will result in the invoice being disputed.
- Continue for all lines in the invoice entry. **Delete any lines** that are NOT required for your invoice, using the icon). These lines can still be invoiced in the future, provided the PO has not been fully invoiced or closed.
- Select Calculate. Ensure total is correct and click Submit to send your invoice.

**Amount-based PO**

Type	Description	Price	
1	WASHING YELLOW CC	75.00	75.00

**Quantity-based PO**

Type	Description	Qty	UOM	Price	
	Labels LM345	9.000	EACH	10.00	90.00

**NZ Tax**

GST Rate	GST Amount	Tax Reference
15.0%	0.00	
9.0%		
0.0%		
Exempt		
Reverse Charge		

**AU Tax**

Tax Description	Tax Rate	Tax Amount	Tax Reference
AU VTX01 - GST TAX	10.0%	173.86	
AU VRA01 - RABO TAXABLE - 10.0%			
AU VTX00 - GST FREE - 0.0%			
AU VTX01 - GST TAXABLE - 10.0%			

Total Taxes	
Lines Net Total	3,477.28
Total Tax	347.73
Net Total	3,477.28
<b>Total</b>	<b>3,825.01</b>

Adding non-PO lines is not permitted. Contact your Ingham's representative if any PO changes are required.



# **COUPA SUPPLIER GUIDE**

## **RESOLVING A DISPUTED INVOICE**



# COUPA SUPPLIER GUIDE

## RESOLVING A DISPUTED INVOICE

Ingham's will dispute an invoice if it is incorrect. Each disputed invoice will include a comment explaining the reason for the dispute. You will need to action the entry to either cancel or resubmit.

Any invoice that is disputed needs to be negated on your end (similar to cancelling out that entry).

1. For disputed invoices, you will receive an email with subject line "Invoice #InvXXXXX has been marked as Disputed by Ingham's."
  - ❑ Click "**View Online**" button to review. Note that you will be required to enter the OTP to proceed.
2. Once opened, scroll to the bottom to **Cancel or Adjust** the invoice. Selecting either option will bring up a credit note screen. This is an entry to negate the original invoice entry.

Line	Description	Supplier Part Number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line	Service Sheet Line
1	TextB						100.00	100.00	AJ-001794-1	None

GST Description	GST Rate	GST Amount	Tax Reference
VTX01	10.0%	10.00	

Total Taxes			
Lines Net Total			100.00
Lines GST Totals	GST	10.0%	10.00
Total GST			
			10.00
Net Total			
			100.00
Gross Total			
			110.00

Cancel Invoice Adjust

**INGHAM'S TEST**

Invoice #Test 241026 has been marked as Disputed by Ingham's (TEST)

Hi,

Your Invoice **Test 241026** has been marked as disputed by your customer, Ingham's (TEST).

**Dispute Reason(s)**

- Quantity does not match the quantity from PO, Contract or Catalogue

**Date:** 2026-01-15

**Additional Comments:** Check Invoice details please

This invoice is available on the [Coupa Supplier Portal](#) to view and resolve. Resolving the disputed invoice would mean you are creating a corrected invoice. The corrected invoice can be submitted to Ingham's (TEST) for review.

Resolving the disputed invoice links the corrected and the disputed invoices. Unless you resolve the disputed invoice, Ingham's (TEST) can choose to withdraw it from this status.

If you are a supplier using Coupa Invoicing in European countries/regions, please note that to cancel an invoice, you must first create and submit a credit note. If the prior invoice is cancelled, you can create and submit a new invoice with a different number.

This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

**View Online**



# COUPA SUPPLIER GUIDE

## RESOLVING A DISPUTED INVOICE

3. In the credit note screen, use the same invoice number with 'CN' at the beginning (e.g., Invoice #1234 → Credit Note #CN1234).
4. Use the **original invoice date** in the credit note date field. This is critical.
5. Click the **calculate button** and review the details. Select **submit**.
  - ❑ A popup screen appears asking if you are ready to send. Choose the applicable option.
6. Once submitted, Another screen appears asking if you want to create a replacement invoice – choose the applicable option.
7. If creating a replacement invoice, use a completely new invoice number.
  - ❑ Tax code: Use the correct tax code. Refer to page 11.

INGHAM'S TEST  
Create Credit Note Create

This credit note applies to invoice InvTest-56789. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info From

\* Credit Note # [ ] 3

\* Supplier PROMINENT FLUID CONTROL P/LTD\_AU-AUD-GNL1

\* Supplier ABN 12345678909

\* Payment Term ST 4

\* Invoice-From Address PROMINENT FLUID CONTROL P/LTD test A Melbourne, 3210 Australia

\* Remit-To Address PROMINENT FLUID CONTROL P/LTD test A Melbourne, 3210 Australia

Bank Name: Westpac

Original Invoice Number: InvTest-56789

Original Invoice Date: 15/1/26

Image Scan: Choose File No file chosen

Are you ready to send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa-generated credit note is your and your customer's legal credit note.

Continue Editing Send Credit Note 5

Create Replacement Invoice

Do you want to create a new invoice to replace the one you just cancelled?

No Yes 6

Total Taxes

Lines Net Total	-100.00
Lines GST Totals	-10.00
Total GST	-10.00
Net Total	-100.00
<b>Gross Total</b>	<b>-110.00</b>

Email me status updates for invoices I create this way

Delete Cancel Save as draft Calculate Submit 5



## HOW TO UPLOAD A CREDIT NOTE AGAINST AN INVOICE



- ✓ A credit note cannot be created against the original invoice if the purchase order (PO) linked to that invoice has been fully invoiced and paid.
- ✓ For this scenario, please reach out to your Ingham's representative or email [supplier.enablement@ingham.com.au](mailto:supplier.enablement@ingham.com.au).



# COUPA SUPPLIER GUIDE

## ADDITIONAL RESOURCES

For more information on Supplier Actionable Notification (SAN), you can refer to Coupa's official documentation on their website below:

- For Suppliers | Coupa
  - [https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/core-supplier-onboarding/supplier-actionable-notifications-\(san\)](https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/core-supplier-onboarding/supplier-actionable-notifications-(san))

If you encounter difficulties in using the system (e.g., SAN access), please contact [supplier@coupa.com](mailto:supplier@coupa.com)



# COUPA SUPPLIER GUIDE

## SUPPLIER FREQUENTLY ASKED QUESTIONS (FAQ)

### 1 What is the Supplier Actionable Notification (SAN)?

SAN is Coupa's email-based invoicing method. When Ingham's raises a PO, you automatically receive an interactive email. You can flip it into an invoice, acknowledge the order, or add comments — all directly from your inbox, with no portal login required.

### 2 Is there a cost to join the SAN?

No. SAN is free — no registration required. Once Ingham's raises a PO, the SAN email is sent automatically to your nominated contact address. If you are not receiving PO emails, contact your Ingham's representative.

### 3 Do I need to create an account to use SAN?

No. SAN requires no account or sign-in. Simply open the PO email, click the action button (e.g., Create Invoice), enter the One-Time Password (OTP) sent to your email, and proceed.

### 4 How do I submit an invoice to Ingham's?

Open the SAN email sent by Ingham's, click Create Invoice, and verify your identity using the One-Time Password (OTP). Review all line details, update quantities as needed, delete unrelated lines, attach your tax invoice copy (if available), and click Submit.

### 5 Does my invoice need to reference a PO number?

Yes. All invoices must reference a valid Ingham's Purchase Order number. If you haven't received a PO, contact your Ingham's representative before invoicing.

### 6 What does 'Pending Receipt' mean on my invoice?

'Pending Receipt' means the Ingham's team is confirming delivery of the goods or services in the system. Once receipted, your invoice will be matched and progress to approval, unless there is an issue with the invoice (e.g., amount or quantity).

### 7 Can I attach my own tax invoice copy when submitting?

Yes. When creating an invoice in the SAN, you can attach a copy of your tax invoice.

### 8 What do the invoice statuses mean?

**Received successfully:** received and under review.  
**Approved to pay:** queued for payment.  
**Marked as Paid:** payment done.  
**Disputed:** requires correction.

### 9 Can I make changes after submitting an invoice?

Submitted invoices are locked. If a correction is needed, contact your Ingham's representative to have it disputed. You can then create a credit (to Cancel or Adjust) and resubmit a corrected version.

### 10 How do I raise a credit note or correct a billed invoice?

Contact your Ingham's representative so the invoice can be disputed. Once disputed, You can then create a credit (to Cancel or Adjust) and resubmit a corrected version. Refer to slide 12.