



COUPA SUPPLIER GUIDE



COUPA SUPPLIER GUIDE

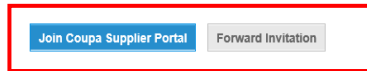
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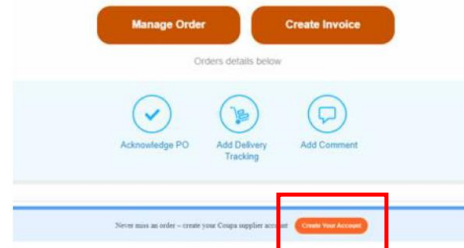
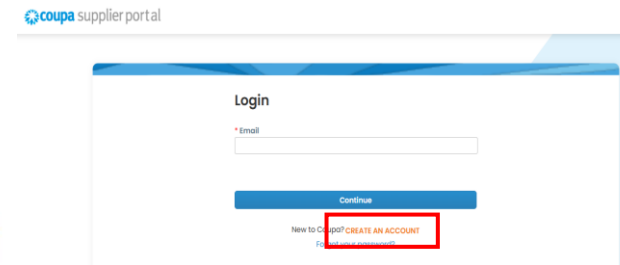
GETTING STARTED WITH COUPA SUPPLIER PORTAL (CSP)

- ❑ **New suppliers:** You will receive an email invitation from Ingham's to register with the Coupa Supplier Portal (CSP). If you have not received an invitation, reach out to your Ingham's contact.
- ❑ **Registering:** Once you receive the invitation email, click Join Coupa Supplier Portal to begin registration, or use Forward Invitation to send the link to another user in your organization. If a CSP user cannot see Ingham's in their account after registering, reach out to your Ingham's contact.

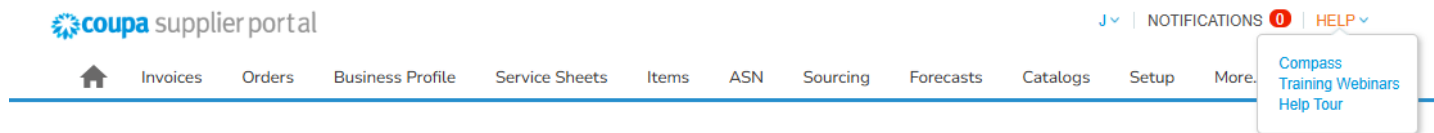


 **coupa**
Business Spend Management
To get immediate updates by SMS or change notification preferences, go to [here](#) and adjust your settings

- ❑ **Existing suppliers:** Log in at <https://supplier.coupahost.com> using your registered email address and password.
- ❑ **Creating a new account:** Click the **Create Your Account** button from the Purchase Order (PO) email or visit <https://supplier.coupahost.com/sessions/new>



- ❑ **Learning resources:** Once logged in, access the Take a Tour section within CSP, or watch recorded webinars via this link [Webinar Recordings | Coupa Suppliers](#)

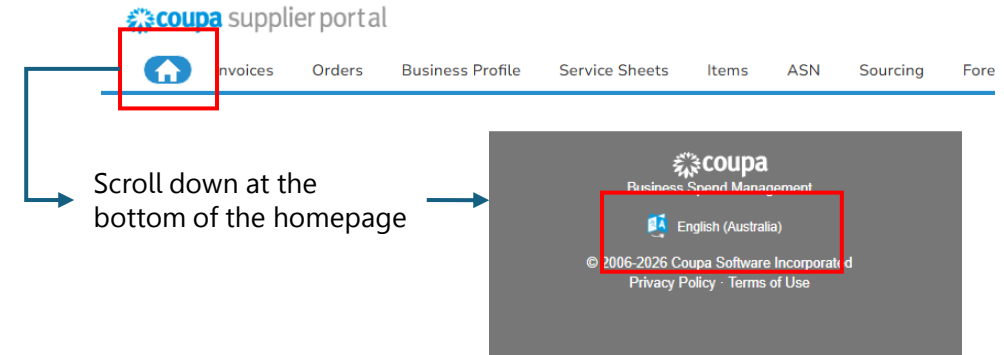




REQUIRED SETTINGS

Before transacting with Ingham's, complete the following setup steps in order:

- 1. Language & Date Format** Set your CSP account language to English (Australia). This ensures all dates display in the correct format (DD/MM/YYYY) throughout the platform.
- 2. Multi-Factor Authentication (MFA)** MFA must be configured before you can create or submit invoices. This is a one-time setup that adds a security layer to your login. Refer to page 17 for step-by-step instructions.
- 3. Legal Entity & Payment Method** Invoices can only be created once a legal entity is set up and linked to Ingham's through your payment method settings. Without this link, invoices cannot be generated. Refer to pages 9–15 for setup instructions.
- 4. Remit-To Address** When creating an invoice, confirm your remit-to address is populated with your details. If the field displays "no address selected", you will need to manually select your address each time you raise an invoice. Refer to page 16 for guidance on how to check and update this.
- 5. Managing CSP User Access** As a CSP account administrator, you can manage which users in your organisation have access to the portal, including their permission levels and customer access. Refer to pages 6–8 for instructions.



Important Note: Coupa may prompt you to subscribe to their advanced plan. The CSP is a **free platform** for all Ingham's suppliers. An advanced subscription is not required to create your profile or transact with Ingham's.



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- ✓ 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.

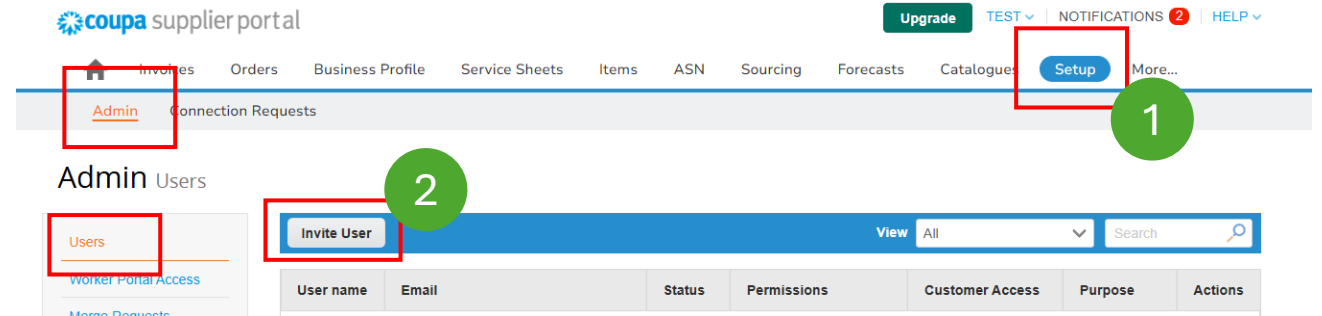


ADDING NEW CSP USER

As a CSP account administrator, you can invite users within your organisation to access the portal and connect with Ingham's.

To invite a new user:

1. Navigate to Setup > Admin > Users.
2. Click Invite User.
3. Enter the user's name, email address, and any other required details.
4. Assign the appropriate permissions and customer access.
5. Click Submit. An email invitation will be sent to the user to accept and create their CSP account.



Invite User

User Information

First Name

Last Name

* Email

Purpose ⓘ

Select Some Options

Phone Number

Country/Region

Area Code

Number

Extension

Permissions ⓘ

☒ All

Customers

☒ All



COMBINING/MERGING CSP ACCOUNTS (INITIATING THE MERGE)

- As a CSP administrator, you can merge another existing CSP account into your organisation's account. This consolidates two separate CSP accounts — for example, where a colleague registered separately — under one profile.
- Navigate to: **Setup > Admin > Merge Requests** then follow these steps:
 - Enter the **email address** of the CSP account you want to merge
 - Complete the required CAPTCHA
 - Click **Request Merge**. This will open the **Request Account Merge** page.
 - Select who will be the **account owner** after the merge. Note: the account owner retains administrator status; the other account defaults to regular user status. The CSP will display a visual preview of how data will be distributed between the two accounts.
 - Add a note in the Note for Recipient field if you wish to provide context to the other user (optional).
 - Complete the required CAPTCHA
 - Click Send Request.

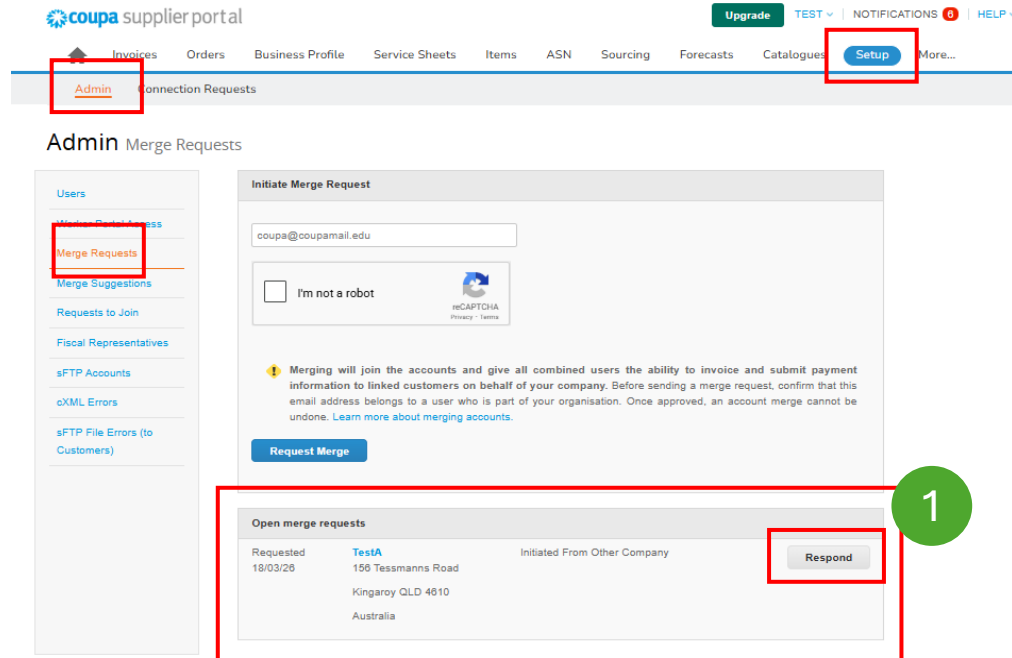
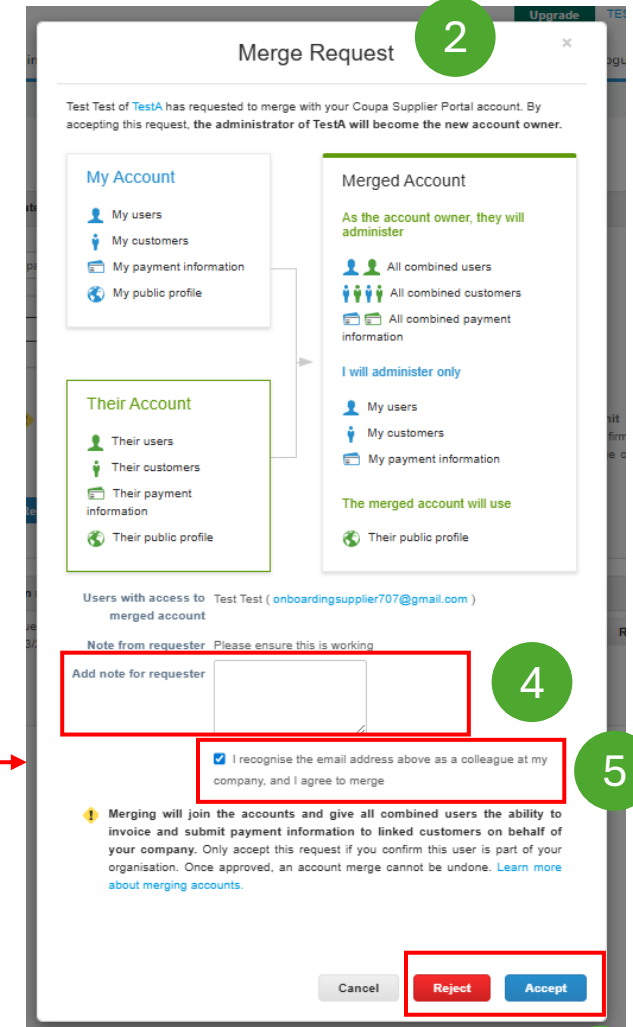
Note on Ingham's access: Merging accounts consolidates two CSP profiles but does not automatically grant access to Ingham's. User permissions and customer access should be reviewed and configured separately after the merge is complete.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogues, and a Setup button. The left sidebar has an Admin link. The main content area shows the 'Initiate Merge Request' form. The form includes a text input for the email address, a CAPTCHA, and a 'Request Merge' button. Below the form is a section for 'Open merge requests'. To the right of the form is a 'Request Account Merge' page. This page shows a preview of the merged account, including a list of users and customers. It also includes a section for 'Account Owner' with radio buttons for 'My Account' and 'Their Account', a 'Note For Recipient' text area, another CAPTCHA, and a 'Send Request' button.

RESPONDING TO A MERGE REQUEST

- When a merge request is sent to you, you will receive an email notification containing a "View Merge Request" link. Clicking this link will direct you to log in to your CSP account, after which you will be automatically taken to the Merge Requests section.
- Alternatively, you can navigate via your CSP account manually. Go to Setup > Admin > Merge Requests

- Locate the pending merge request and click **Respond**.
- A window will open displaying the details of the request, including which account has been nominated as the account owner.
- Review the request carefully. Note that the initiating user has already selected which account will hold administrator status after the merge — confirm you understand and agree with this before proceeding.
- Add a note in the Note field if you wish to provide context (optional).
- Click the tick-box confirming you recognise the email address
- Click **Accept** to approve the merge or **Reject** to decline.


☐ **Account merges cannot be undone.**
Before accepting, verify that the request has come from a colleague within your organisation. Do not accept merge requests from unknown parties.



COUPA SUPPLIER GUIDE

CREATING A LEGAL ENTITY AND PAYMENT METHOD



COUPA SUPPLIER GUIDE

WHAT'S COVERED IN THIS SECTION?

Using Coupa:

- How to create a legal entity and add a payment method in Coupa Supplier Portal (CSP)
- How to set up multi-factor authentication (MFA)



- ✓ Creating a legal entity is required for all invoicing methods.
 - ✓ You will be required to set up multi-factor authentication (MFA) once to be able to do so. Please refer to page 17 on how to set up your MFA.
- ✓ **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.



CREATING A LEGAL ENTITY

When creating an invoice for the first time, you will be prompted to set up a legal entity.

1. If you have an existing legal entity, select it from the drop-down list.
2. If you do not have an existing legal entity, click Create Legal Entity. You will be directed to the Business Profile tab to create one.



CREATING A LEGAL ENTITY

Complete the Legal Entity Setup

1. Click **Create**.
2. Complete all mandatory fields marked with a red asterisk (*).
3. Click **Save** to proceed.
4. A confirmation pop-up will confirm that your legal entity has been created. Click **Continue**.
5. You will be redirected to the **Payment Methods** tab. Proceed to add your preferred payment method (see pages 13–14).

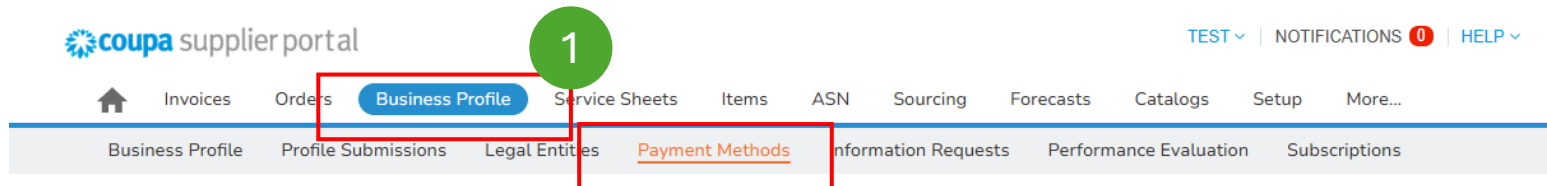
The screenshot shows the Coupa Supplier Portal interface. The 'Legal Entities' tab is selected in the top navigation bar. A green circle with the number '1' highlights the 'Create' button. The 'Create Legal Entity' form is open, showing fields for 'Legal Entity Name', 'Country/Region', 'Invoice From Address', and 'Ship-From Address'. The 'Save' button is highlighted with a red box and a green circle with the number '3'. A confirmation message at the bottom states: 'Business Legal Entity successfully created. Next, you must add payment info or a Remit-to address required for invoicing. Go to Payment Methods and click 'Add Payment Method' to complete this.' The 'Continue' button is highlighted with a red box and a green circle with the number '4'.



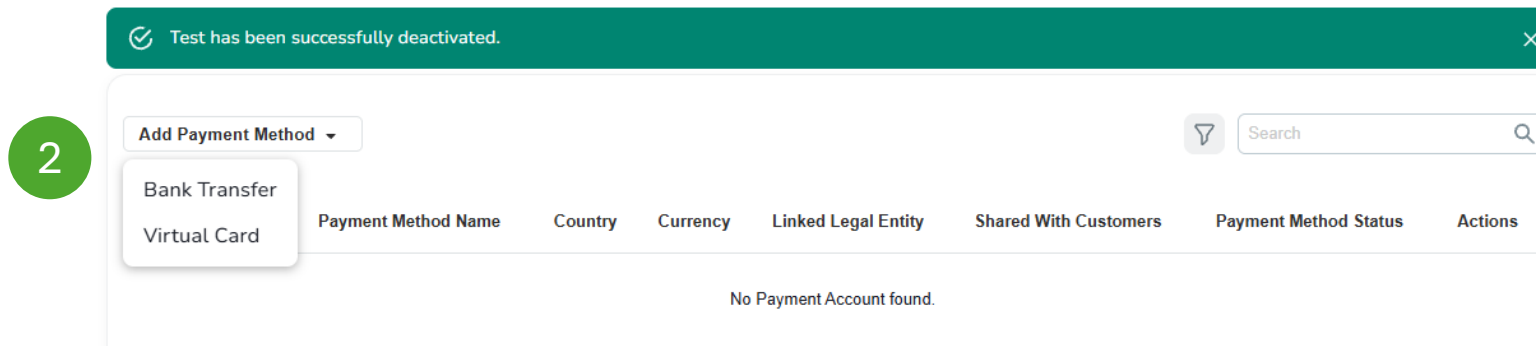
ADDING A PAYMENT METHOD

Adding a payment method

1. Navigate to Business Profile > Payment Methods.
2. Click the 'Add Payment Method' button. From the drop-down menu, select your preferred payment method.



Payment Methods





ADDING A PAYMENT METHOD

1. Choose the legal entity from the drop-down menu that you want this payment method to be associated with.
 - Name the payment method so it can be easily identified if multiple methods are set up.
2. Complete all mandatory fields marked with a red asterisk (*).
3. Click Save to continue to the next page.
4. Select Ingham's as your customer by checking the box.
5. If you work with multiple customers, select all applicable customers to enable this payment method for them.
6. Click Save to continue.
7. Your setup is complete. The new payment method will appear in the list, linked to the associated Legal Entity.

Add Payment Method

Payment Method (**Bank Account**)

Associated Legal Entity *

Ingham's

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Payment Method Name * ⓘ

Bank Account Country/Region * New Zealand

Bank Account Currency * NZD

Beneficiary Name Ingham's

Bank Name

Account Number ⓘ

Confirm Account Number

Bank Code ⓘ

☐ My company expects to receive urgent/wire payments

Branch Code

Beneficiary Type Business

Remittance Email ⓘ

Remit-To Code ⓘ

Cancel Save

Add Payment Method

Select customers with whom you want to share TestA and click Save.

Search

Customer	
Select All	☐
Ingham's (TEST)	☒



LINKING A CUSTOMER TO AN EXISTING LEGAL ENTITY

1. **Open the Legal Entity** — Hover over the legal entity name and click the pencil icon to open the Edit Legal Entity page.
2. **Update the Remit-To Address** — Scroll down to the Remit-To Address section. Untick "Same as Invoice From Address" and click Manage.
3. **Edit or Add a Remit-To Address** — If a remit-to address already exists, click the edit icon under the Actions column. To add a new one, click Add Remit-To.
4. **Link Ingham's as a Customer** — Scroll down to "Which customer do you want to see this?" and select the checkbox for Ingham's. Click Submit.
5. **Confirm the Change** — A confirmation pop-up will appear. Click Confirm to proceed.
6. **Verify the Update** — Return to the Legal Entities tab. Ingham's should now appear under the Customer column for that legal entity.

coupa Supplier Portal

Business Profile | Legal Entities | Payment Methods | Information Requests

Legal Entities

Legal Entity Name	Invoice From Address
Test	14 University Drive, Robina, Queensland, 4226, Australia

Edit Legal Entity

Invoice From Address

Country/Region: Australia, Address Line 1: 14 University Drive, Address Line 2: , City: Robina, State: Queensland, Postcode: 4226

Remit-To Address

Same as Invoice-From Address

Manage

Remit-To Addresses

These are the addresses you would like customers to associate with your invoices.

Address	Status	Action
14 University Drive, Robina, Queensland, 4226, Australia	Active	

Add Remit-To

Edit Remit-To Address

These are the addresses you would like customers to associate with your invoices.

What is your Remit-To Address?

Country/Region: Australia, Address Line 1: 14 University Drive, Address Line 2: , City: Robina, State: Queensland, Postcode: 4226

What is your Remit-To Integration Code?

Code:

Which customer do you want to see this?

All, Ingham's (TEST) - TestA



ADDITIONAL GUIDELINES

1. Once the legal entity and payment method have been set up, you'll now be able to create an invoice.
2. **Important:** Always check the **remit-to address** section of the invoice creation page. If it shows 'no address selected,' click this first before going through the invoice line details.
 - Under the remit-to field, you can choose to display the **address only** or include your **bank account** detail.
3. The **remit-to address is a mandatory field**. If you don't want to include the bank account details, unlink Ingham's in the payment method. Go to business profile > payment methods > click the 'Manage Linked Customers' icon.

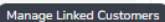
coupa supplier portal

TEST | NOTIFICATIONS 1 | HELP

Business Profile | Profile Submissions | Legal Entities | **Payment Methods** | Information Requests | Performance Evaluation | Subscriptions

Payment Methods

Add Payment Method

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	Test	Australia	AUD	Bio	Ingham's (TEST) - TestA, Ingham's (TEST) - BIOPROPERTIES (AUST) PTY LTD_AU-AUD-GNL1	Active	 

From

* Supplier BIOPROPERTIES (AUST) PTY LTD_AU-AUD-GNL1

* Supplier ABN 12345678911

* Invoice From Address Bio
156 Tessmanns Road
Kingaroy, QLD 4610
Australia

* Remit-To Address No address selected

* Ship From Address Bio
156 Tessmanns Road
Kingaroy, QLD 4610
Australia

Choose Invoicing Details

* Legal Entity Bio

Invoice From 156 Tessmanns Road
Kingaroy, QLD 4610
Australia

* Remit-To Select

* Ship From Address Select

Addresses
156 Tessmanns Road, Kingaroy, QLD 4610, Australia

Bank Accounts
WestPac ***789 (156 Tessmanns Road, Kingaroy, QLD 4610, Australia)



SETTING MULTI-FACTOR AUTHENTICATION (MFA)

1. When creating a legal entity in Coupa, you will be prompted to set up multi-factor authentication (MFA).
2. You can go directly to Security & MFA from your Coupa account settings. A pop-up window will appear prompting you to set up MFA **via an authenticator app**. If you prefer this method, you can follow the on-screen instruction and click the **enable** button.
3. If you prefer to create an MFA via **text message**, you can dismiss the prompt by clicking X in the top-right corner. You will be taken back to the MFA options page.
4. If you choose Via Text Message, a new pop-up will appear prompting you to enter your mobile number. Follow the on-screen steps and enter the verification code. Click Enable to finalise the setup.

Security & Multi Factor Authentication

App Connections

☒ For Payment Changes (Required for changing Legal Entity or Remit-To)

☐ For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app

☐ Default

Via Text Message

Use a code sent via text message to your phone number.

☐ Default

Multi Factor Authentication via SMS

1 A code will be sent to your phone as an SMS Text Message (SMS rates may apply).

Phone Number

2 Confirm Recaptcha

☐ I'm not a robot

Send Code

3 Enter the 6-digit verification code sent to your phone.

Cancel Enable

coupa supplier portal

Business Profile

Legal Entities

Multi-Factor Authentication via App

1 Scan this QR code using your mobile device.

• Open your preferred authentication app on your mobile device. [Learn more](#)

• For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

2 Enter the 6-digit verification code from your device.

Code

Cancel Enable



COUPA SUPPLIER GUIDE

VIEWING ORDERS IN CSP



VIEWING ORDERS

1. The Order tab displays all Purchase Orders (POs) that have been approved and issued by Ingham's. To access your orders:
 - a) Select **Ingham's** in the **Select Customer** field.
 - b) Use the **Custom View** field to filter and report on applicable PO lines.
 - c) Click a **PO number** to view its details.
2. From within the PO, scroll down to create an invoice directly or add comments via the comment field.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
AU-001820	02/10/26	Issued	None	10 EACH of SuppliesA 100 EACH of SuppliesB 50 EACH of SuppliesC SuppliesD	No	11,080.00 AUD		
AU-001816	02/03/26	Issued	None	20 EACH of Test - CouPaB	No	2,000.00 AUD		

Total AUD 11,080.00

Create Invoice Save Print View

Comment

Enter Comment

Add File | URL

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

Add Comment



COUPA SUPPLIER GUIDE

CREATING INVOICE FROM PURCHASE ORDER IN CSP

WHAT'S COVERED IN THIS SECTION?

Using Coupa:

How to create and submit an invoice in the Coupa Supplier Portal (CSP)



- ✓ You must be registered on the Coupa Supplier Portal (CSP) to generate invoices using this method.
- ✓ **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
- ✓ It is mandatory to attach a tax invoice generated from your accounting or invoice-generation system in the Image Scan section. The invoice cannot be submitted unless this document has been attached.



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 page 25 for instructions.
- ❑ Before submitting, verify the following to avoid an invoice dispute:
 - The correct tax rate has been applied.
 - The invoice is raised for Ingham's only and does not include charges for other customers.
 - PO line details, including quantities and pricing, are accurate.
 - **The invoice created in Coupa matches the invoice generated from your accounting system.**
 - **A copy of your actual invoice is attached when submitting through Coupa**
- ❑ Adding non-PO lines is not permitted. If you attempt to do so, you will receive the message: *"Adding non-PO lines is not permitted."* If changes are required to the PO, such as pricing or quantities, **please contact your Ingham's site contact before submitting the invoice.**
- ❑ Similar to any other invoice-generation system, invoices cannot be amended once they have been submitted. In these cases, a credit note must first be processed, and the invoice can then be resubmitted with the correct details.
- ❑ Invoice status can be tracked at any time under the Invoices tab



CREATING AN INVOICE FROM A PURCHASE ORDER

- 1. Go to the Orders page and select Ingham's in the select customer field
- 2. Locate the Purchase Order (PO) number you wish to raise an invoice against
- 3. Click on the Create Invoice using the Gold Stack icon

1

HomeInvoicesOrdersBusiness ProfileService SheetsItemsASN SourcingForecastsCatalogsSetupMore...

OrdersOrder LinesReturnsOrder ChangesOrder Line ChangesOrder ConfirmationsOrder Confirmation LinesMore...

Select CustomerIngham's (TEST)

Purchase Orders

Instructions From Customer

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export toViewAllSearch

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
<div>2</div> <div>AU-001566</div>	09/08/25	Issued	None	Test V2 PO email	No	2,000.00 AUD		<div><div>3</div><div></div></div>
AU-001565	09/08/25	Issued	None	Test	No	2,000.00 AUD		



CREATING AN INVOICE FROM A PURCHASE ORDER

The invoice creation page opens up with pre-populated information from the Purchase Order (PO) in the invoice entry. Follow the steps to complete the invoice (note all fields with * are mandatory and must be populated)

1. General information section:

- Invoice Number
 - Invoice Date (will default to **today**. Ensure it is the same as your attached invoice copy)
2. Supplier Info – The 'Remit To' section will populate automatically (after you have completed your initial set-up in your CSP account)



▪ It is mandatory to attach a tax invoice generated from your accounting or invoice-generation system in the Image Scan section. The invoice cannot be submitted unless this document has been attached.

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

Create Invoice Create

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.

 **General Info**

 **From**

1

* Invoice #

* Invoice Date

02/18/26



Payment Term

21

* Currency

AUD



Delivery Number

Status

Draft

Image Scan

Choose File

No file chosen

Supplier Note

Attachments



Add

File

|

URL

|

Text

2

* Supplier

BRIDGE

* Supplier GST ID

12345

* Invoice From Address

Ingham's

127 G

Wellington

Wellington

New Zealand

* Remit-To Address

Ingham's

127 G

Wellington

Wellington

New Zealand

* Ship From Address

Ingham's

127 G

Wellington

Wellington

New Zealand

▪ Derived from the legal entity you've created and shared

▪ If the remit-to is showing "no address selected," refer to page 16 for instructions



CREATING AN INVOICE FROM A PURCHASE ORDER

- 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 line has not been fully invoiced or closed.
- Select Calculate. Ensure total is correct and click Submit to send your invoice.

Amount-based PO

Quantity-based PO

NZ Tax

AU Tax

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



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CREATING A CREDIT NOTE AGAINST AN INVOICE



CREATING A CREDIT NOTE AGAINST AN INVOICE

Credit Notes are to be raised against an existing invoice if the purpose is to negate that original invoice charge. There are two methods on how to create a credit note in Coupa. Use the following method to raise a credit note to negate an existing invoice entry (or partial):

1. Open your Coupa Supplier Portal (CSP) and navigate to the Invoices tab. Click Create Credit Note button
2. In the popup box ensure the 'Resolve issue for invoice number' is ticked and select the relevant invoice number from the drop-down list. Select Continue
3. Choose how you want to resolve the issue: Select if you want to 1) Completely cancel the invoice or 2) Adjust the invoice with your credit note
4. Select Create

STOP

- ☐ An invoice entry needs to exist to be able to upload a credit note against
- ☐ When creating a credit note, use the same invoice number but with a 'CN' at the beginning of the number. For example, if your invoice number is **#1234**, the credit note should be **#CN1234**
- ☐ The **credit note's date should be the original invoice's date.**

1

Invoices

Instructions From Customer

To ensure efficient and accurate transactions, we kindly ask that you review and follow our guidelines for invoice processing through the Coupa Supplier Portal. Ingham's recommend confirming that all details including, quantities, pricing and tax codes are correct before submission. Once transacting through the Coupa Supplier Portal, ensure no further invoices are being sent via email.

Create Invoices

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

2

Reason ☒ Resolve issue for invoice number 834995

☐ Other (e.g. rebate)

Cancel Continue

3

Credit Note

How do you want to correct invoice "834995" ?

☒ Completely cancel the invoice with a credit note

☐ Adjust invoice with a credit note

Cancel Create



CREATING A CREDIT NOTE AGAINST AN INVOICE

5. The 'Create Credit Note' screen of your chosen PO opens. Enter your Credit Note # into this field.
Important notes:
 - When creating a credit note, use the same invoice number but with a 'CN' at the beginning of the number. For example, if your invoice number is #1234, the credit note should be #CN1234.
 - The **credit note's date should be the original invoice's date.**
6. Scroll down to the lines section and enter the value (ensure it is a negative value e.g. **-900.00**) for all relevant lines required
- Note: You can enter a partial value if the credit amount is lesser than the invoice line
7. Under Taxes section, check that the GST rate is correct. Review page 25 if unsure of what GST rate is applicable
8. Select Calculate. Ensure total is correct and click Submit
9. A confirmation prompt will appear asking you to verify before sending. Click Send Credit Note to proceed
10. A **Create Replacement Invoice** prompt will appear. Click Yes to create a new invoice to replace the cancelled one, or No to skip.

The screenshot shows the 'Create Credit Note' interface with several sections and callouts:

- Callout 5:** A red box highlights the 'General Info' section, specifically the 'Credit Note #' field, which is empty. A red arrow points to this field from the left.
- Callout 6:** A green circle highlights the 'Lines' section, specifically the 'Price' field, which is set to '-900.00'.
- Callout 7:** A green circle highlights the 'Taxes' section, specifically the 'GST Rate' dropdown, which is set to '10.0%'.
- Callout 8:** A green circle highlights the 'Total Taxes' section, specifically the 'Gross Total' field, which is set to '-990.00'.
- Callout 9:** A green circle highlights the 'Are you ready to send?' confirmation prompt, specifically the 'Send Credit Note' button.

The 'Are you ready to send?' prompt includes the following text: "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." The prompt has two buttons: 'Continue Editing' and 'Send Credit Note'.



COUPA SUPPLIER GUIDE



- ✓ Please also note that a credit note cannot be raised against an original invoice if the associated purchase order (PO) has already been fully invoiced and paid. In this scenario, your Ingham's contact will be able to advise on the appropriate next steps.



COUPA SUPPLIER GUIDE

RESOLVING A DISPUTED INVOICE



RESOLVING A DISPUTED INVOICE

Ingham's will dispute an invoice if it is incorrect. Each disputed invoice will include a comment to highlight the reason for the Dispute. Suppliers will need to action the entry to either cancel or resubmit. Actioning Disputed invoices is managed via the Coupa Supplier Portal (CSP).

1. Any invoice entry that is disputed needs to be negated at the Supplier's end (like cancelling out that entry). On the right-hand side of the disputed invoice entry is a square (hover over it and it'll reveal 'Resolve')

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute reason	Actions
INV 7236	12/5/26	Disputed	NZ-033739	563.50 NZD	Yes	PO Number missing or incorrect	 Resolve

2. Click the Resolve button
3. At the bottom, you are given the option to **cancel or adjust**
 - Selecting either option will bring up a credit note screen. This is an entry to negate the original invoice entry. When creating a credit note, use the same invoice number but with a 'CN' at the beginning of the number. For example, if your invoice number is #1234, the credit note should be #CN1234. The credit note's date should be the original invoice's date.
4. Follow the prompts in creating a credit note, and ensure all details are correct and accurate. Select Calculate and then Submit.
5. A confirmation prompt will appear asking you to verify before sending. Click **Send Credit Note** to proceed
6. A **Create Replacement Invoice** prompt will appear. Click Yes to create a new invoice to replace the cancelled one, or No to skip.
 - If creating a replacement invoice, you will need to create a new invoice number



- ☐ When creating a credit note, use the same invoice number but with a 'CN' at the beginning of the number. For example, if your invoice number is #1234, the credit note should be #CN1234
- ☐ The credit note's date should be the original invoice's date.
- ☐ Use a **new invoice number** for the replacement invoice,

Lines Net Total	490.00
Lines GST Totals	73.50
GST	15.0%
Total GST	73.50
Net Total	490.00
Gross Total	563.50

Cancel Invoice Adjust

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



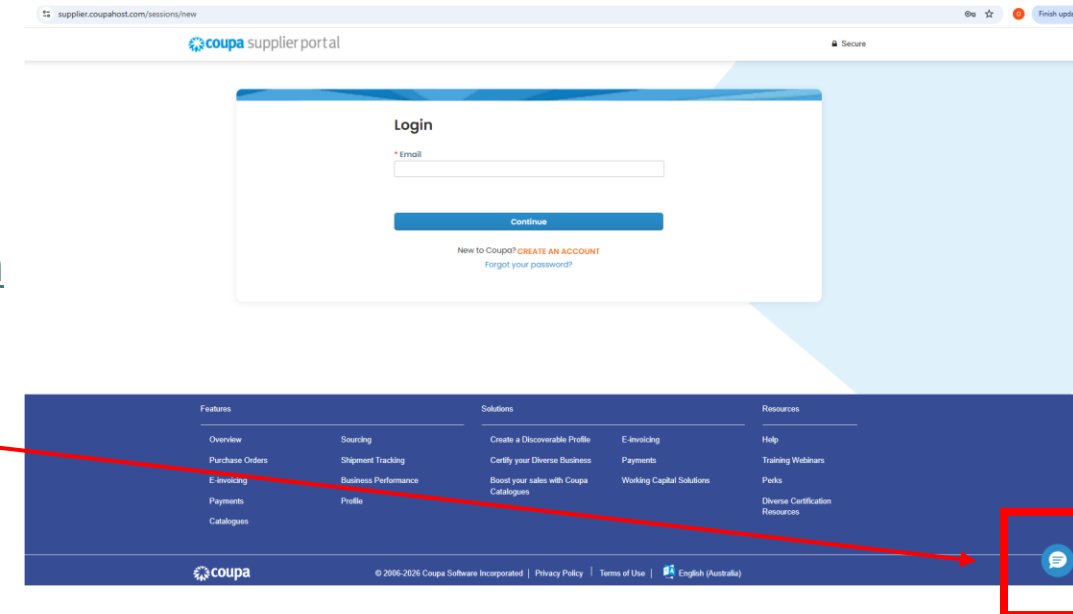
ADDITIONAL RESOURCES

For more information on Coupa Supplier Portal (CSP), 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#Invoices>
- [Webinar Recordings | Coupa Suppliers](#)
 - <https://supplier.coupa.com/webinar-recordings/>

If you encounter difficulties in using the system (e.g., CSP access, MFA issues), please contact supplier@coupa.com

You can also contact Coupa support via the site's chat icon.





FREQUENTLY ASKED QUESTIONS (FAQ)

1

What is the Coupa Supplier Portal (CSP)?

The CSP is a free, secure online platform Ingham's uses to manage supplier transactions. Through it, you can receive purchase orders, submit invoices, and track transaction status — all in one place.

2

Is there a cost to join the CSP?

No. Registering and using the CSP is completely free for all Ingham's suppliers. You will receive an email invitation from us to get started. If you haven't received any, please contact your Ingham's representative.

3

I have an existing CSP account. Do I need to re-register?

No. Simply use your existing account and connect to Ingham's when you receive our invitation. There is no need to create a new account. If you don't see Ingham's in the list, please contact your Ingham's representative.

4

How do I submit an invoice to Ingham's?

Log in to the CSP, go to the Orders tab, open the relevant PO, and select the option to create an invoice directly from it. Ensure all details match your tax invoice before submitting.

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/quantity)

7

Can I attach my own tax invoice copy when submitting?

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

8

What do the invoice statuses mean?

Draft: saved, not yet sent. **Processing:** received and under review. **Approved:** queued for payment. **Pending Receipt:** awaiting goods confirmation. **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 contact to have it disputed. You can then resubmit a corrected version.

10

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

In the CSP, go to the Invoices tab and select 'Create Credit Note' against the relevant invoice. For further assistance, contact your Ingham's representative.