



COUPA SUPPLIER GUIDE SUPPLIER ACTIONABLE NOTIFICATION (SAN)



COUPA SUPPLIER GUIDE

Table of Contents

Section	Page
Getting Started	3
Viewing an Order	4-6
Creating an Invoice	7-11
Resolving a Disputed Invoice	12-14
Creating a Credit Note	15
Additional Resources	16
Supplier Frequently Asked Questions (FAQ)	17



COUPA SUPPLIER GUIDE

GETTING STARTED

How to Get Started & How It Works:

- ❑ When an Ingham's employee raises a purchase order (PO) for your company, you can receive the PO via email and invoice against it using Coupa Supplier Actionable Notifications (SANs). The process is straightforward. Please refer to page 7 of this guide for detailed instructions.
- ❑ 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 system will have a subject line similar to: 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: An Ingham's purchase order is created in Coupa.

Step 2: The system automatically generates and sends a PO notification email to the supplier contact nominated for PO communications.

Step 3: The supplier receives the PO and can begin transacting using Supplier Actionable Notifications (SANs).



COUPA SUPPLIER GUIDE

VIEWING ORDERS



COUPA SUPPLIER GUIDE

VIEWING ORDERS

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

1

Ingham's (TEST) <do_not_reply@ingham-test.coupahost.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](#)

Powered by

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.

3

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.



COUPA SUPPLIER GUIDE

VIEWING ORDERS

- 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 in the COUPA system. The page is divided into several sections, each highlighted with a red box and a green circle containing a number from 1 to 7.

- 1. Shipping:** Located in the top right, it contains the 'Ship-To Address' (BURTON RD, BURTON, SA 5110, Australia, Location Code: NK, Attn:) and 'Terms' (None).
- 2. General Info:** Located in the top left, it contains fields for 'Requester' and 'Email'.
- 3. Lines:** A table listing the purchase order items. The first line is 'TEST Batch #2026 Batch Payment' with a quantity of 1 and a price of 6,107.11. The table also includes columns for 'Type', 'Item', 'Qty', 'Unit', 'Price', 'Total', and 'Invoiced'.
- 4. Create Invoice:** A button located in the bottom right area of the page.
- 5. Save:** A button located in the bottom right area of the page.
- 6. Print View:** A button located in the bottom right area of the page.
- 7. Comments:** A section at the bottom left with a 'Comments' header and an 'Enter Comment' text area.

The page also includes a 'Total' of AUD 6,107.11 and a 'Mute Comments' dropdown menu.



COUPA SUPPLIER GUIDE

CREATING AN INVOICE



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 reach out to your Ingham's contact 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 CSP business profile. If you need to update your bank details, please reach out to your Ingham's contact to request a **supplier update form**.



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 11 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

COUPA SUPPLIER GUIDE

CREATING AN INVOICE

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:

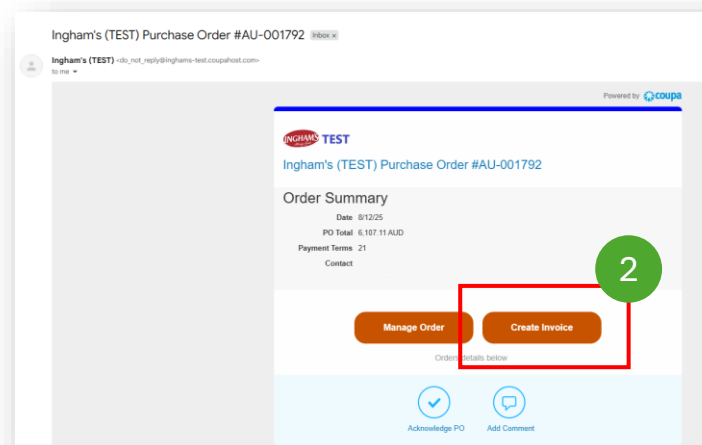
1. You will receive an email containing a Purchase Order (PO) from Ingham's
2. Click on the action button within the email i.e. **'Create Invoice'** directly from the email. Once selected, Coupa's verification page appears and you will need to click 'Generate One-Time Password (OTP)'. Enter the OTP to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

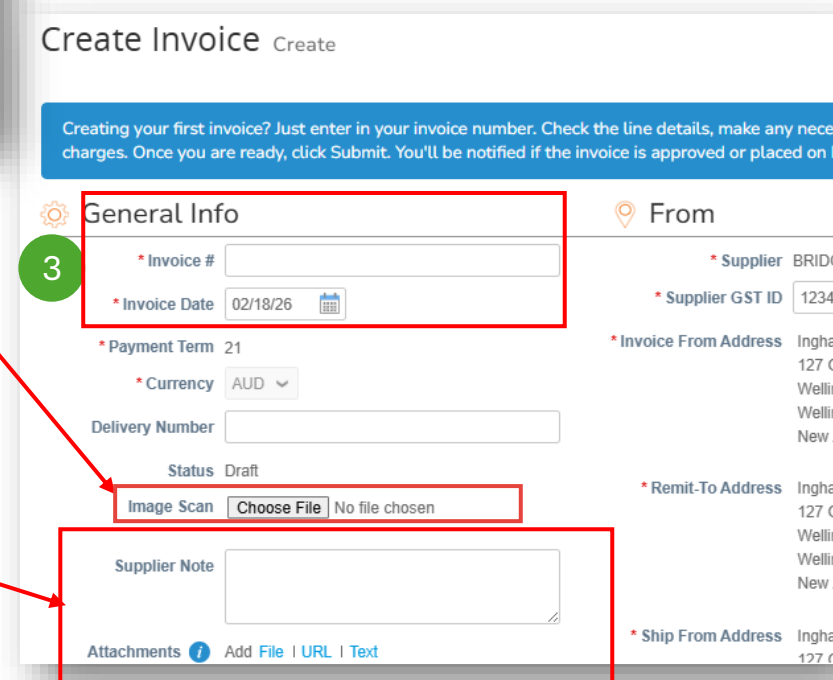
- ❑ Invoice Number
- ❑ Invoice Date (will default on today's date). Ensure it is the same as your attached invoice copy



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.



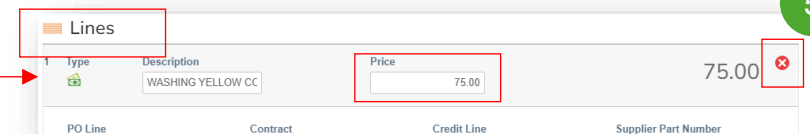


COUPA SUPPLIER GUIDE

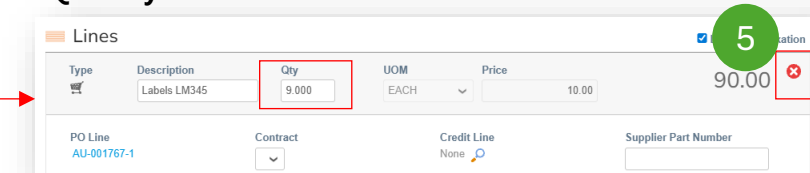
CREATING AN INVOICE

- 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, reach out to your Ingham's contact 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 matches your attached invoice. Click Submit to send your invoice.

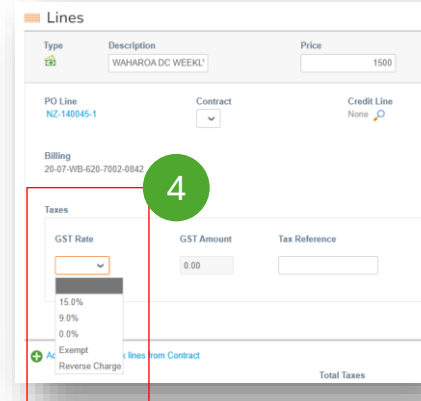
Amount-based PO



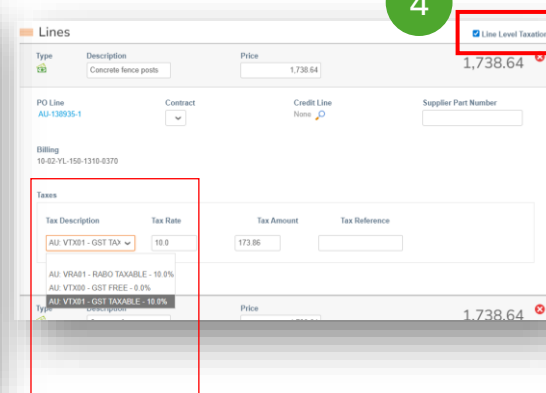
Quantity-based PO



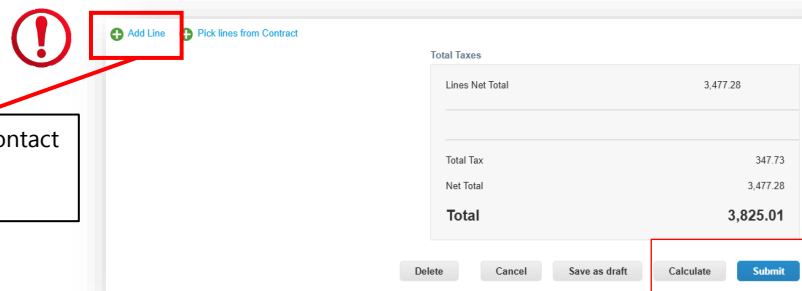
NZ Tax



AU Tax



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



6



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.

The screenshot shows the 'Lines' section of an invoice. It includes a table with columns: Line, Description, Supplier Part Number, UOM, Net Weight, Price/Weight, Quantity, Price, Total, PO Line, and Service Sheet Line. Below this is a 'Taxes' section with columns: GST Description, GST Rate, GST Amount, and Tax Reference. At the bottom, there is a 'Total Taxes' summary table and two buttons: 'Cancel Invoice' and 'Adjust'. A green circle with the number '2' is placed over the 'Cancel Invoice' button.

Line	Description	Supplier Part Number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line	Service Sheet Line
1	TestB					None	100.00	100.00	AU-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
<hr/>			
Total GST			10.00
Net Total			100.00
Gross Total			110.00

The screenshot shows an email notification from Ingham's (TEST). It includes a subject line, a greeting, a message about the disputed invoice, a 'Dispute Reason(s)' section, a date, and additional comments. At the bottom, there is a 'View Online' button. A green circle with the number '1' is placed over the 'View Online' button.

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.



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 process 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.

General Info

* Credit Note # 3

* Credit Note Date 26/2/26 4

* Payment Term ST

* Currency AUD

Delivery Number

Status Draft

Original Invoice Number InvTest-56789

Original Invoice Date 15/1/26

Image Scan No file chosen

Supplier Note

From

* Supplier PROMINENT FLUID CONTROL P/LTD_AU-AUD-GNL1

* Supplier ABN 12345678909

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

Beneficiary Name: PROMINENT FLUID CONTROL P/LTD

Bank Account Number: **3456

SWIFT Code: **3456

- ☐ 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**.

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.

Create Replacement Invoice

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

Total Taxes

Lines Net Total	-100.00
Lines GST Totals	-10.00

Total GST	-10.00
Net Total	-100.00
Gross Total	-110.00

Email me status updates for invoices I create this way ☒



HOW TO UPLOAD A CREDIT NOTE AGAINST AN INVOICE



- ✓ If you need to process a credit note for an incorrect invoice, please reach out to your Ingham's contact and request that the invoice be disputed through our Accounts Payable team. Once disputed, refer to page 13 on how to resolve a disputed invoice
- ✓ 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

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



COUPA SUPPLIER GUIDE

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?

Reach out to your Ingham's contact 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 13.