Supplier Portal Overview

PACT GROUP

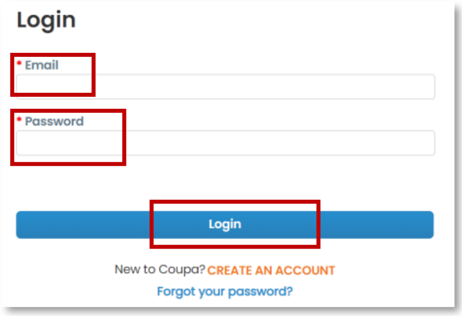
coupa

Contents

1. NAVIGATION OF COUPA

1.1 Log into Coupa

1. **CSP Registration**: This step must be completed to access the **Coupa Supplier Portal** (CSP).
2. **Login link** - [Coupa Supplier Portal (coupahost.com)]



3. **Updating Language Selection:** Scroll to bottom of the login page, click English (US) to select your preferred language. You can use your scroll wheel or move the slider (top right) to display more options.

NOTE: To select your preferred local language after you have logged into CSP, scroll to the bottom of any CSP page. Repeat step 3, above.

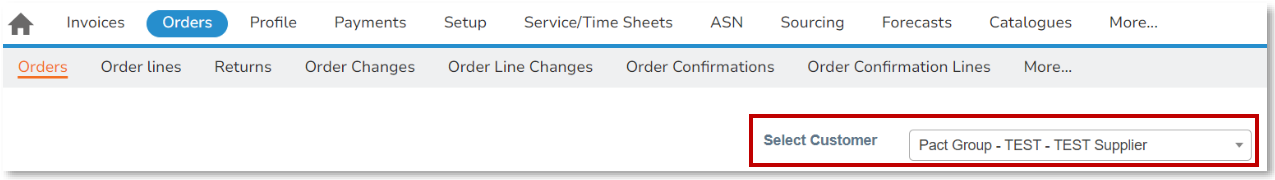
4. **Two-Factor Authentication:** If the below appears you have the option of enabling a more secure logon process

   NOTE: This is a requirement for working with Pact. See Section 1.2 for setup instructions.

5. **Coupa Home Page**: you will be logged into the Coupa Supplier Portal & can begin transacting with us.

1.2 Select Customer

1. **Select Customer** - If you are registered with Coupa for more than one Customer, please ensure you select Pact Group from the drop-down menu.

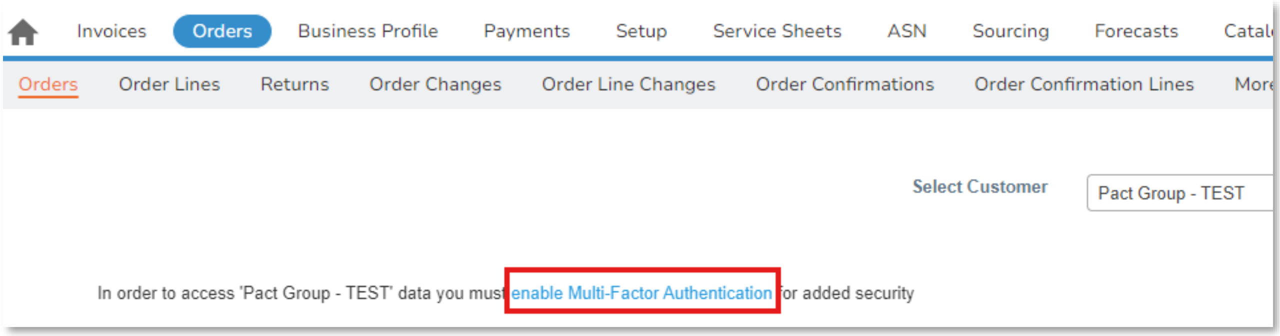


1.2.1 MFA Setup

1. You will be unable to view any Purchase Orders or Invoices until Multi-Factor Authentication (MFA) (also called 2FA) has been setup.

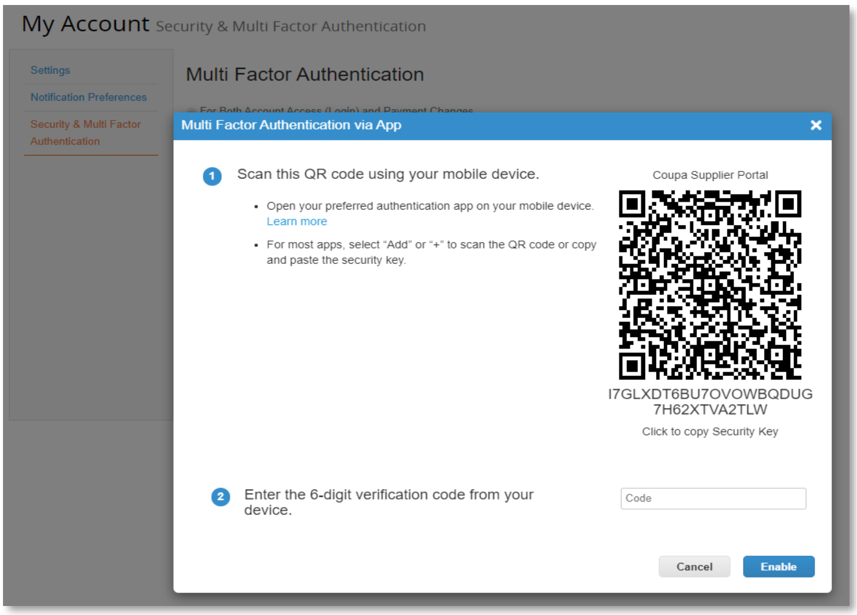
   NOTE: Pact requires Two-Factor Authentication (2FA) to enhance security and protect against unauthorized access. This extra layer of protection ensures compliance with industry standards.

2. Upon selecting Pact from the **Select Customer** drop down the below will appear if MFA hasn't been setup already, in which case you need to click on the blue link below to set this up.

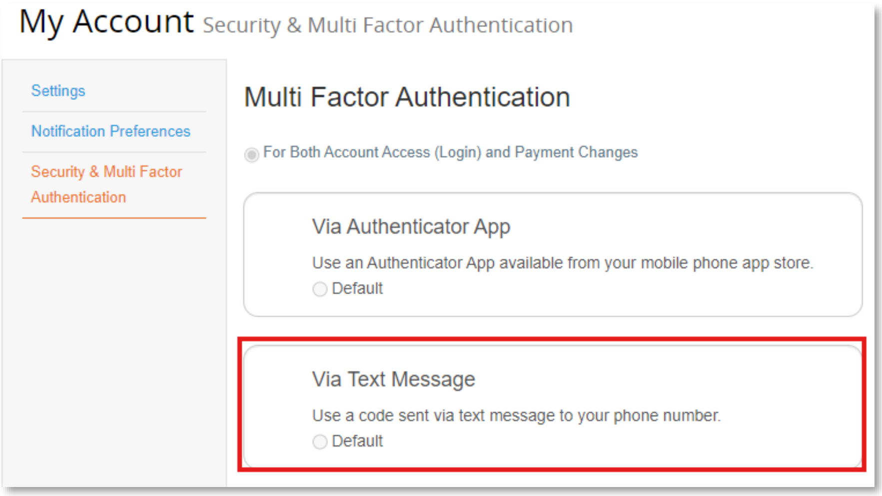


3. You will be taken to the **Security & Multi Factor Authentication** setup page where the below screen should appear. Here you will need to follow the onscreen instructions to setup MFA access via your preferred authentication app on your mobile device.

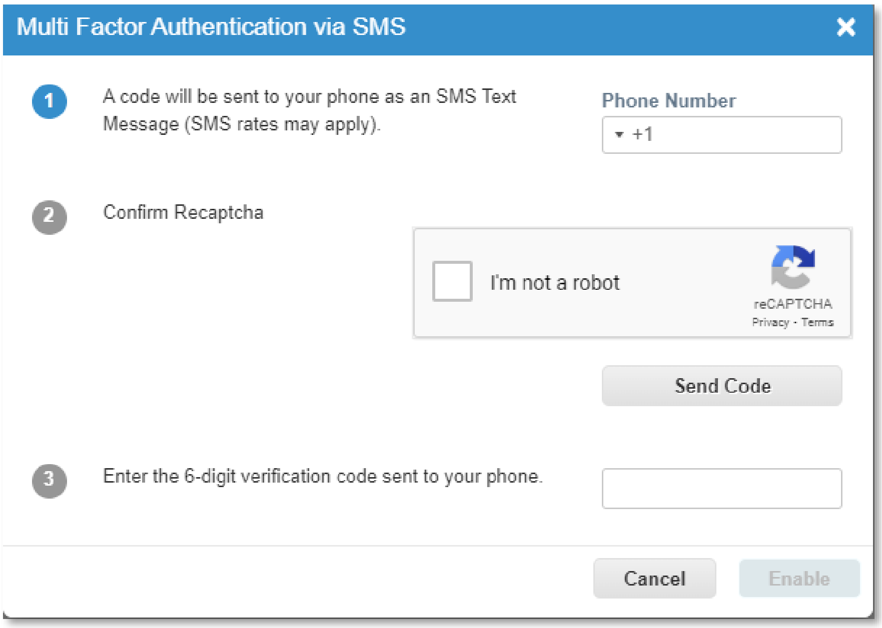
   If you wish to setup MFA via Text Message instead you can select Cancel and move to **Step 5**



4. If you select Cancel you will be taken back to the main screen where you can select **Via Authenticator App** which will bring you back to **Step 4** or you can select **Via Text Message**. In this instance, select Via Text Message which will bring you to the next screen in **Step 6**



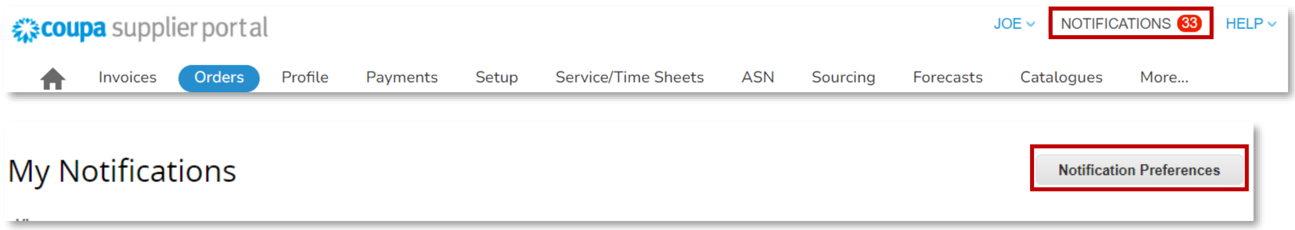
5. The below screen will appear. Here you will need to follow the onscreen instructions to setup MFA access via SMS message on your mobile device.



6. Once one of the two forms of MFA has been setup on your account you will be prompted via this method when you login to your CSP account.

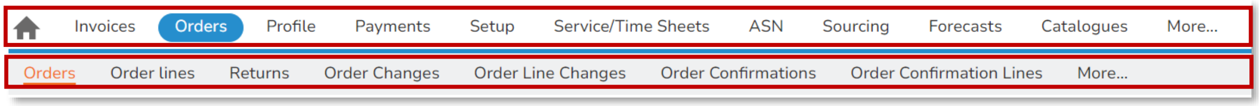
1.3 Notifications

1. Notifications are similar to an Email inbox.
2. You can set your notification preferences by clicking the Notifications, then Notification Preferences.

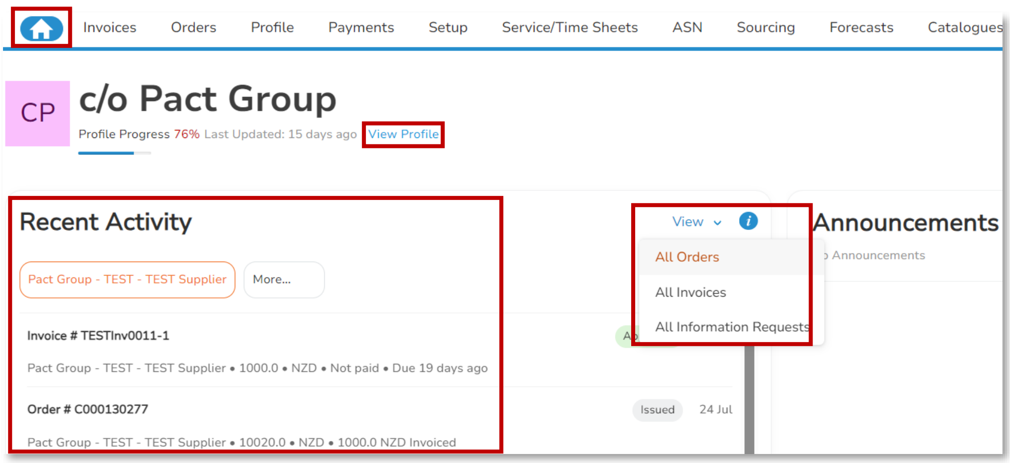


1.4 Home Tab

1. To navigate around Coupa, there are multiple Tabs (blue box) and Sub-tabs (white box) to choose from.

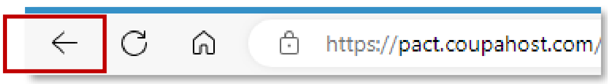


1.4.1 Main Menu:



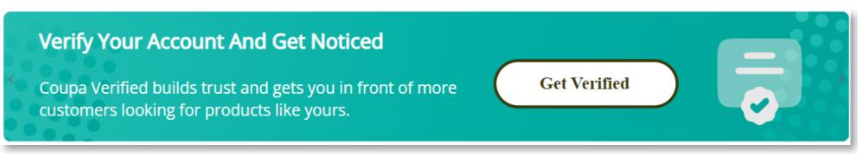
1. **Recent Activity**

   1.1 This section displays the five most recently viewed items in Coupa.
   1.2 If you require additional information, please click on the relevant activity.
   1.3 To return to the Home Page, click on the Home tab, or use the backspace arrow at the top of your screen:



2. **Coupa Banners.**

   1. These are ***optional features*** from Coupa, not Pact Group.



3. View Profile

3.1 This link opens the Profile tab which allows you to view your company's information.
3.2 Coupa users with Administration access are the only users able to edit the Company Profile section. Refer to section 1.5 for more information.

4. Announcements

4.1 Pact Group will post supplier communications in the Announcements section if there are specific changes relating to Pact Groups Coupa environment.

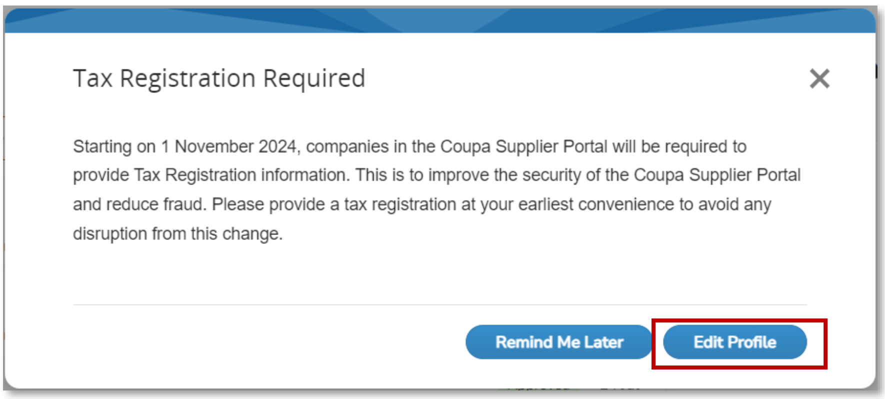
1.5 Profile Tab

1.5.1 Restricted access:

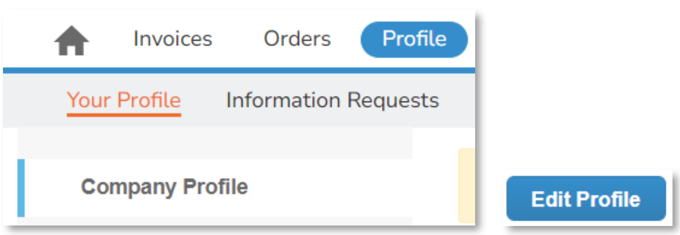
1. We recommend that only users with Administration access have access to the Profiles tab.
2. This tab contains company information that can be edited if access is given.

1.5.2 Tax Registration:

1. From 1 November 2024 onwards Coupa is requiring all companies in the CSP to provide Tax Registration Information. If this information is missing from your CSP account, the below message will appear upon logging in.

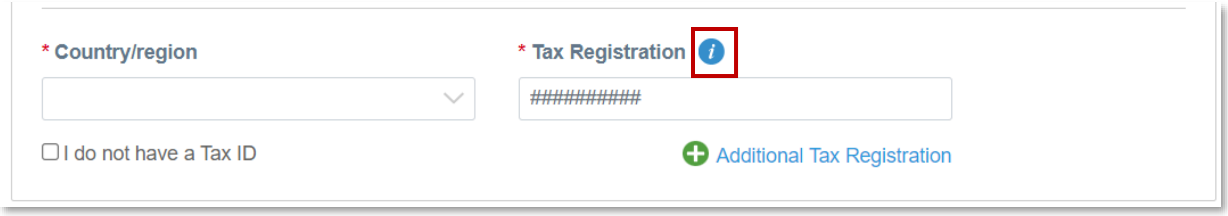


2. Click on the Edit Profile button which will take you to your profile page (shown below), from here select the Edit Profile button on the right-hand side.



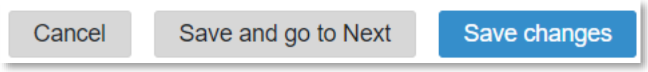
3. Scroll down and mid-way down the page you will come across the Tax Registration area on your profile. Here you need to select your relevant Country/Region and enter your Tax Registration number.

4. If you need clarification as to what the Tax Registration number should be, you can select the to display more information.



5. If you don't have a Tax ID, select the above radio box "I do not have a Tax ID".

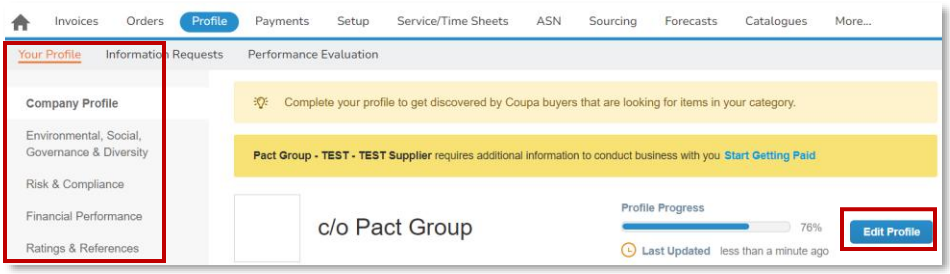
6. At the bottom of your profile. Click Save Changes



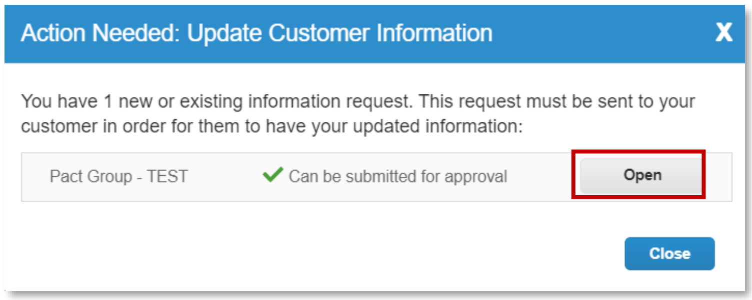
1.5.3 Additional Company Information:

1. Pact Group has received the sufficient information from you to open an account. Any **additional information** relating to the following categories is optional. You may choose to complete this information of not.

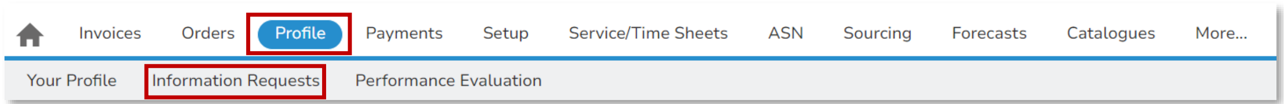
2. If you wish to add additional information into Coupa, click on Edit Profile & Save Changes



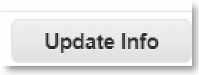
3. Once you have submitted your request, the following message will appear. Click Open.



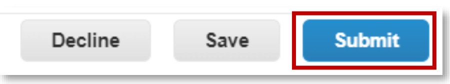
4. This will take you to the following sub-tab:



5. Click on Update Info.



6. Click on Submit. This will send the changes directly to Pact Group & it will update our records accordingly.



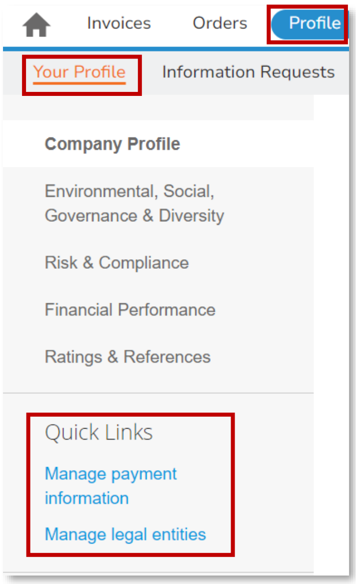
7. Click on Yes, Save to Profile.

8. The following message will appear:

1.5.4 Quick Links

1. **Quick Links:** These are available in specific areas in Coupa.

2. These links will take you directly to the screen you require. If applicable, please refer to the relevant section of this guide for more information relating to the Quick Links.



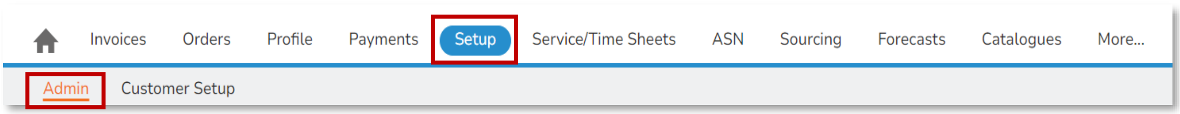
1.6 Setup Tab

1.6.1 Admin sub-tab:

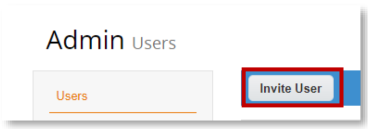
1. The Admin page of the CSP is only available to users who have Administration access.
2. This section allows you to perform a variety of tasks in managing the CSP for your organisation.
3. For more information on Administration in CSP, please click the following link: [Manage Users | Coupa]

1.6.2 Managing user accounts:

1. **New Users:**
   1.1 Click on the Setup tab and Admin sub-tab

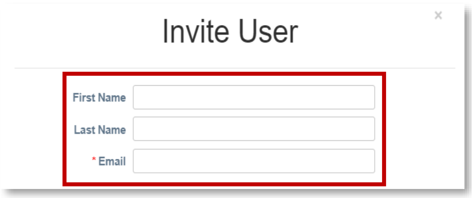


2. Click on Invite User.



3. **New User details:**

3.1 Enter the users First Name, Last Name and Email address.



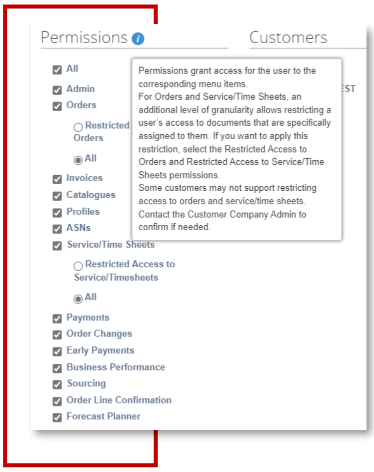
4. **User Permissions:**

4.1 To deal with Pact Group within the CSP, at a minimum we recommend the following access is given:

4.1.1 Admin: *restricted access.* This user will have access to a variety of tasks relating to managing company information & users.

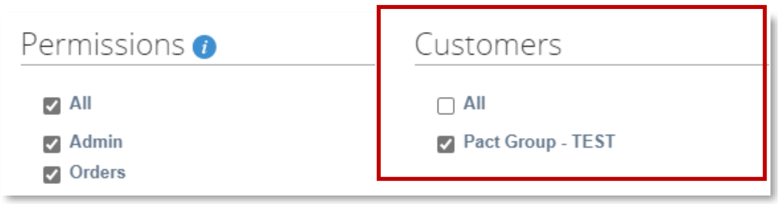
4.1.2 Orders: access to view Pact Group purchase orders.

4.1.3 Invoices: access to enter invoices to Pact Group and manage invoice disputes.

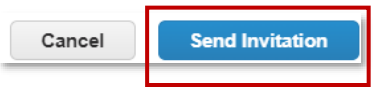


5. **Coupa Customers:**

5.1 if you have more than one customer in Coupa, select which customer(s) the user will have access to.

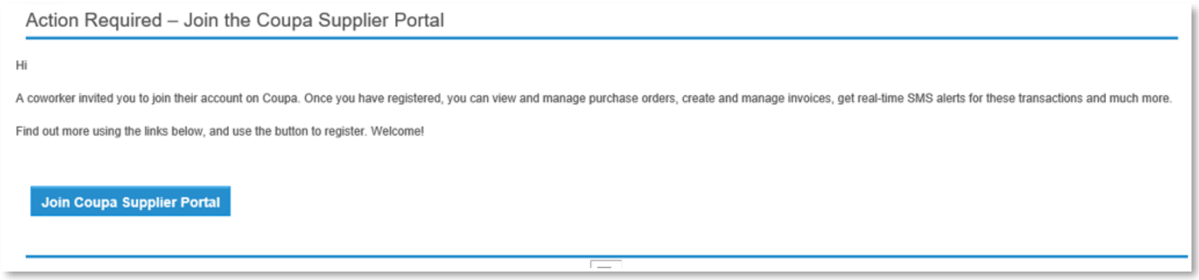


6. **Send Invitation:**

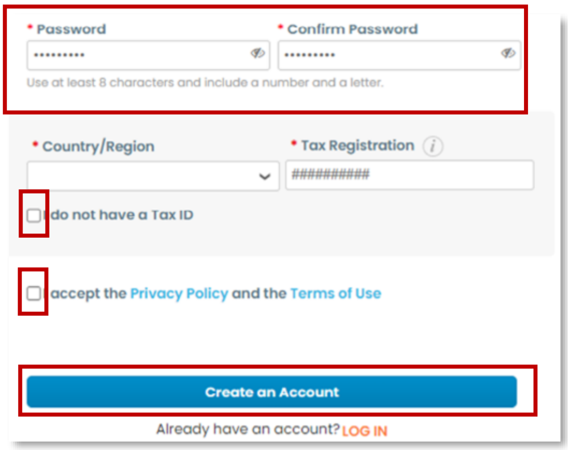


1.6.3 User Acceptance of the Invitation to Coupa

1. **Email Invitation:**
   1.1 Once the email is received, click on Join Coupa Supplier Portal.

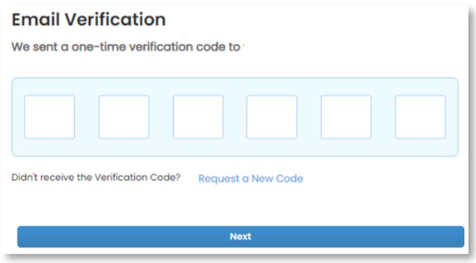


2. **Create an Account:**
   2.1 The business name, email address, first and last names will already be populated.
   2.2 Create a Password & confirm it.
   2.3 Tax Registration: tick "I do not have a Tax ID" and enter N/A in the Reason field.
   2.4 Tick "I accept the Privacy Policy and the Terms of Use".
   2.5 Click on Create an Account



3. **Email Verification**
   3.1 A one-time verification code will be email to the user.

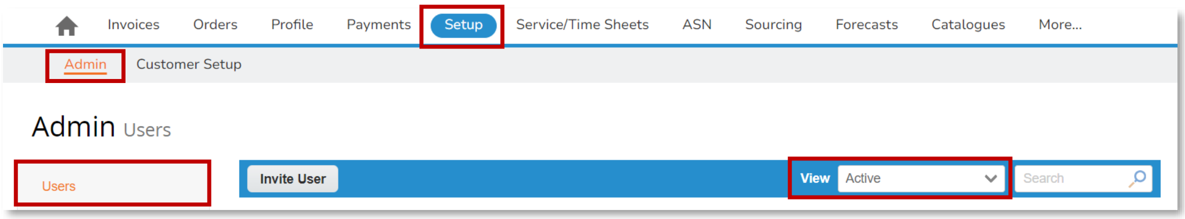
   3.2 Enter the code into the verifications screen. Click on Next.



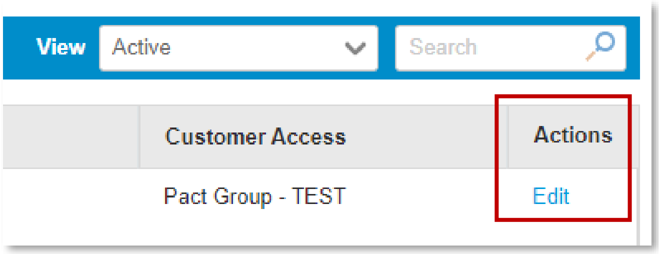
   3.3 The user will now be logged into the CSP.

1.6.4 Editing or deactivating users:

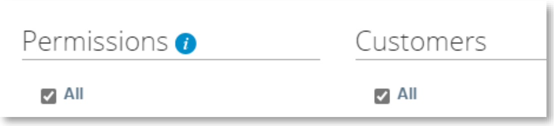
1. **Admin Sub-tab:**



2. A list of users will appear. Find the relevant User and under Actions, click Edit.



3. **Editing a user**: please tick / untick the relevant categories under Permissions and/or Customers.



4. **Users email addresses:**
   4.1 Unfortunately, this cannot be changed.
   4.2 If you need to do this, please send a new invitation to the user.

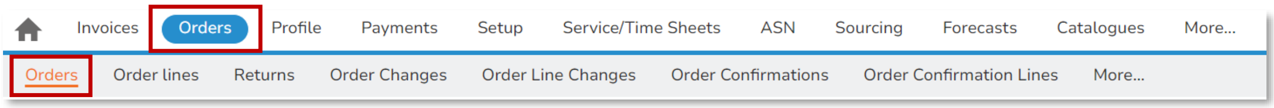
5. **Deactivating a user:** click on Deactivate User at the bottom of the screen.

6. Click on Save.

1.7 Orders Tab

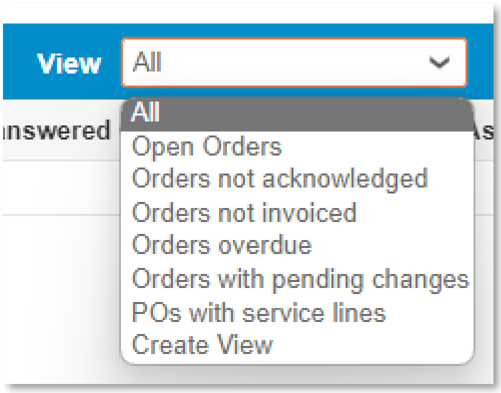
1.7.1 To view a Purchase Order:

1. Click on Orders tab, and Orders sub tab.



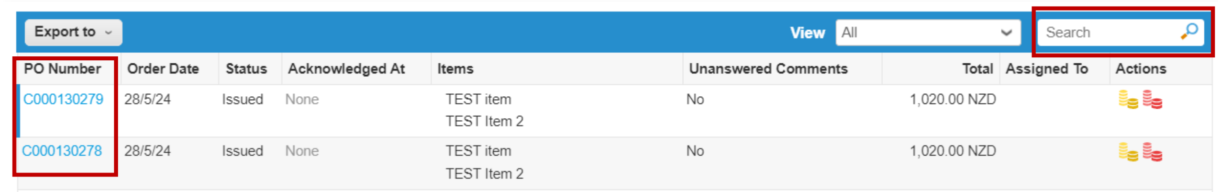
2. **Purchase Order Views:**

   2.1 Different views have been created which allows you to filter for specific types of information.
   2.2 The ability to create a customised view is also available and is covered off in section 1.9 of the guide.
   2.3 The views available to you are listed below.



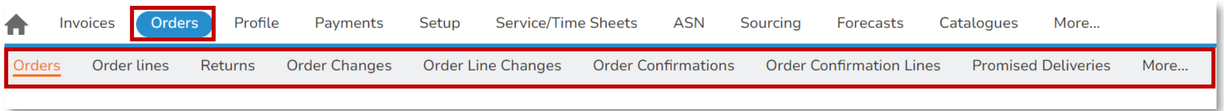
3. **Searching for a Purchase Order:**

   3.1 If you know the PO number, please enter it in the Search box and press enter.
   3.2 Alternatively click on the magnifying glass to search for all PO's.
   3.3 Once found, clicking on the PO number will take you into the PO to view details in full.



1.7.2 Other Order Information:

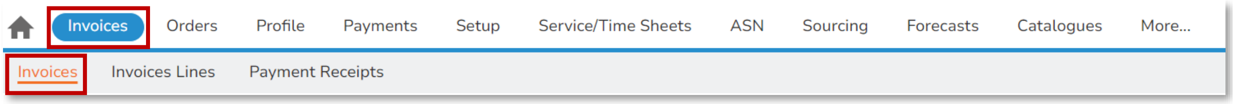
1. We recommend using the Orders sub-tab, however other tabs are available if required.



1.8 Invoices Tab

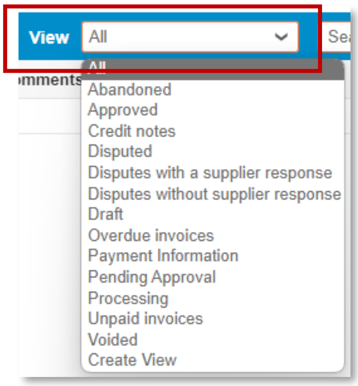
1.8.1 To view an invoice:

1. Click on Invoices tab, and Invoices sub-tab.



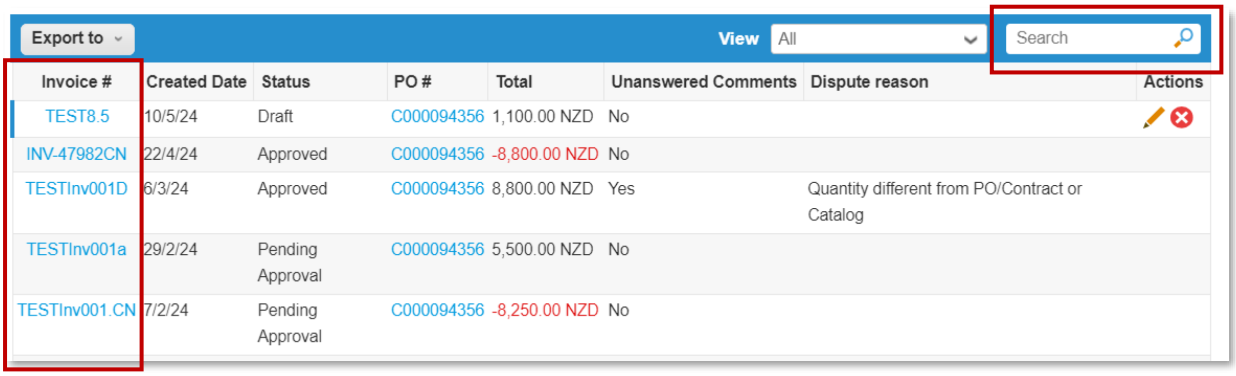
2. **Invoice views:**

2.1 Different views have been created which allows you to filter for specific types of information.
2.2 The ability to create a customised view is also available and is covered off in section 1.9 of the guide.
2.3 The views available to you are listed below.



3. **Searching for an invoice.**

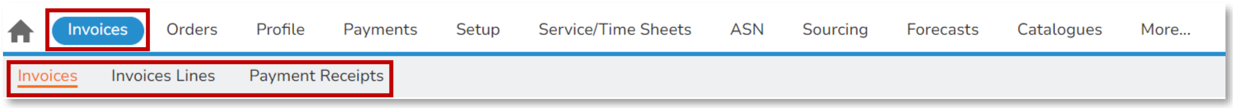
3.1 If you know the invoice number, please enter it in the Search box and press enter.
3.2 Alternatively click on the magnifying glass to search for all invoices.
3.3 Once found, clicking on the invoice number will take you into the invoice to view the details in full.



Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute reason	Actions
TEST8.5	10/5/24	Draft	C000094356	1,100.00 NZD	No		
INV-47982CN	22/4/24	Approved	C000094356	-8,800.00 NZD	No		
TESTInv001D	6/3/24	Approved	C000094356	8,800.00 NZD	Yes	Quantity different from PO/Contract or Catalog	
TESTInv001a	29/2/24	Pending Approval	C000094356	5,500.00 NZD	No		
TESTInv001.CN	7/2/24	Pending Approval	C000094356	-8,250.00 NZD	No		

4. **Other sub-tabs.**

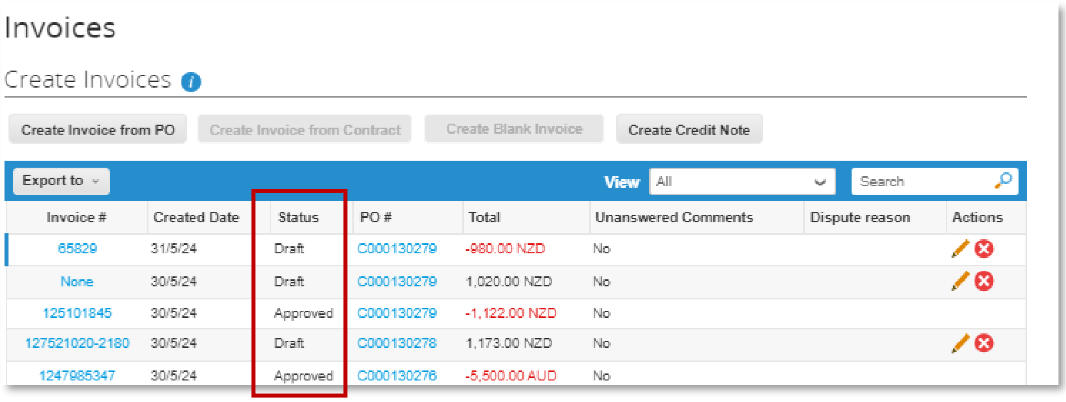
4.1 We recommend using the Invoices sub-tab, however other tabs are available if required.



1.8.2 Invoice / Credit Note Statuses

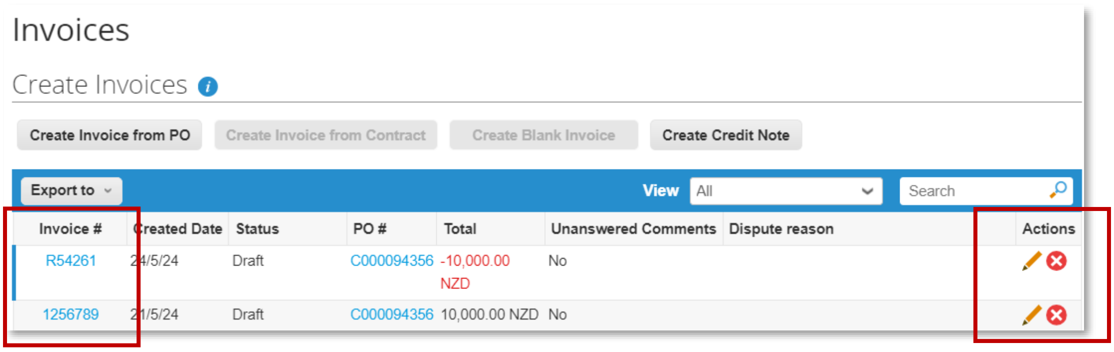
1. The status of an invoice / credit note will change depending on where it is at in the approval process.

    - **Abandoned** - the disputed invoice has been abandoned. It is null & void.
    - **Approved** - the invoice/credit note is approved for payment.
    - **Disputed** - the invoice/credit note has been disputed. Please review the comments section on the invoice for more information. The invoice will not be paid until the dispute is resolved.
    - **Draft** - the invoice/credit note has been created but it has not been submitted for payment.
    - **Pending Approval** - the invoice/credit note is currently under review by Pact Group.
    - **Processing** - the invoice/credit note is currently being processed by Pact Group.
    - **Voided -** the invoice/credit note is null & void.

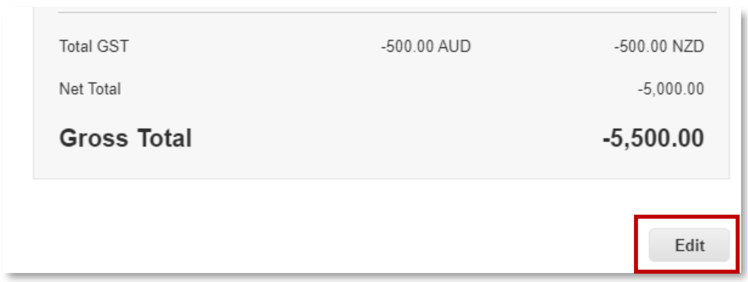


1.8.3 Draft Invoices / Credit Notes

1. Invoices and credit notes that are in draft status can be edited or deleted.
2. Under the Actions column you will see the following "Edit" and "Delete" icons 
3. Click on these icons to perform the required function.
4. Alternatively, click on the invoice number.

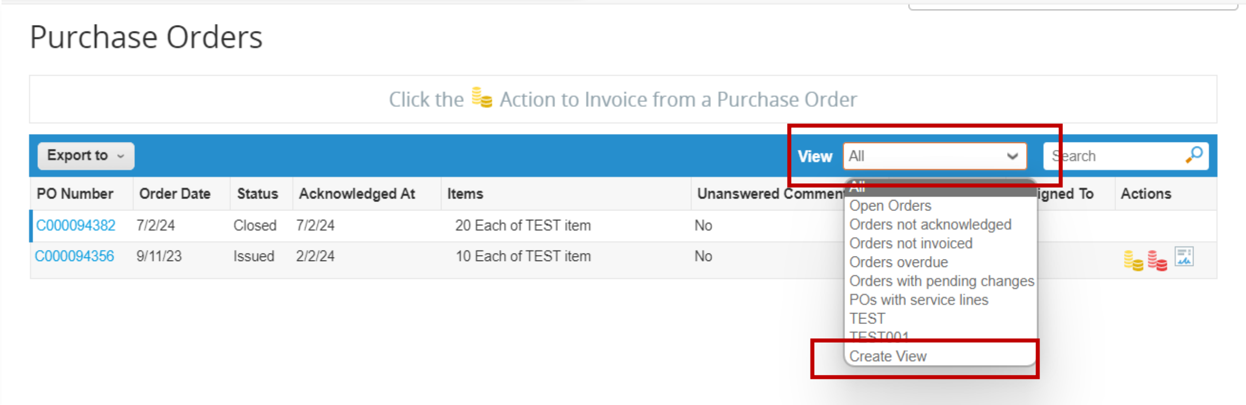


4.1 This will take you into the invoice itself.
4.2 At the bottom of the screen, you will see the Edit icon.



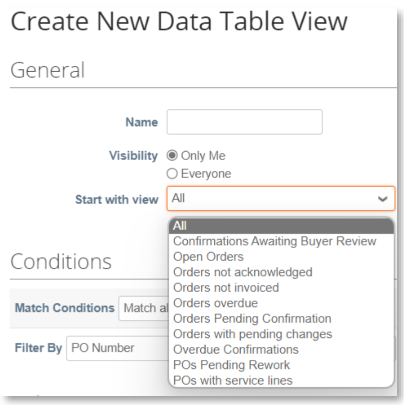
1.9 Create Customised Views

1. Coupa allows you to create your own view within the purchase order or invoices tabs.
2. From the drop-down menu select "Create View".



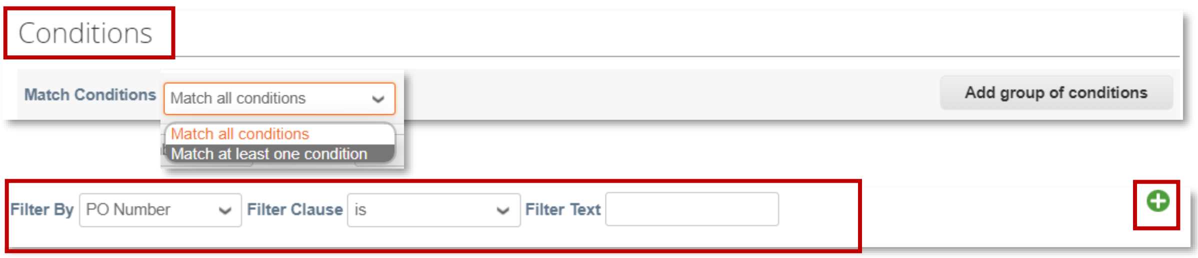
3. **General data:**

   3.1 Name: Name of the custom view, visible from the View drop-down list.
   3.2 Visibility: defines if this view can be visible only to you or other users.
   3.3 Start with view: Use this to load the settings from another view, then modify to fit your needs.



4. **Conditions:**

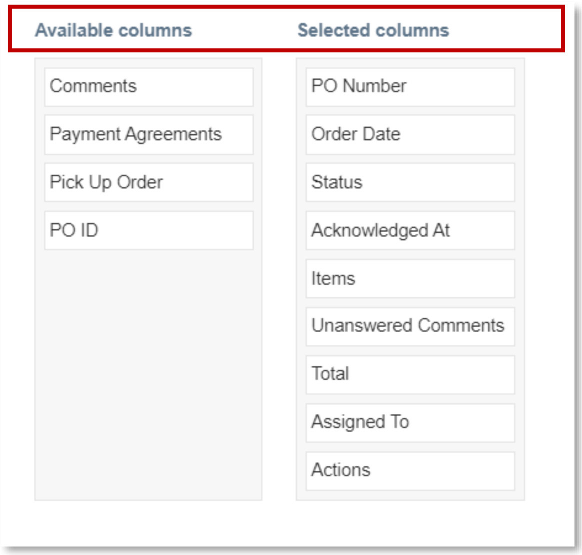
   4.1 Match all: displays results only for objects that meet all the conditions you add to the list.
   4.2 Match at least: displays results for objects that meet at least one of the conditions you add to the list. Use the "plus" sign to add more conditions.



5. Columns:

5.1 Available columns: Select any of these columns to add to your custom view.

5.2 Selected columns: These are the columns that will be displayed in your custom view. They appear from left to right, in the same order that you set them up.

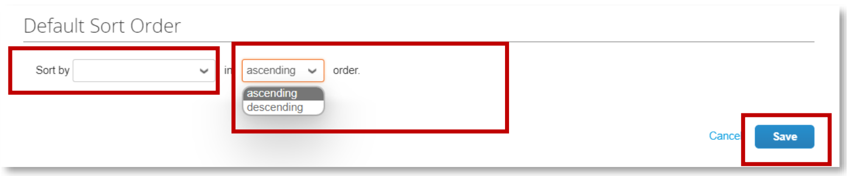


6. Default Sort Order:

6.1 Sort By: Select any of your selected columns to order the data in this view from the drop-down menu.

6.2 Ascending: Sorts the data from lowest/oldest at the top to highest/most recent at the bottom.

6.3 Descending: Sorts the data from highest/most recent at the top to lowest/oldest at the bottom.

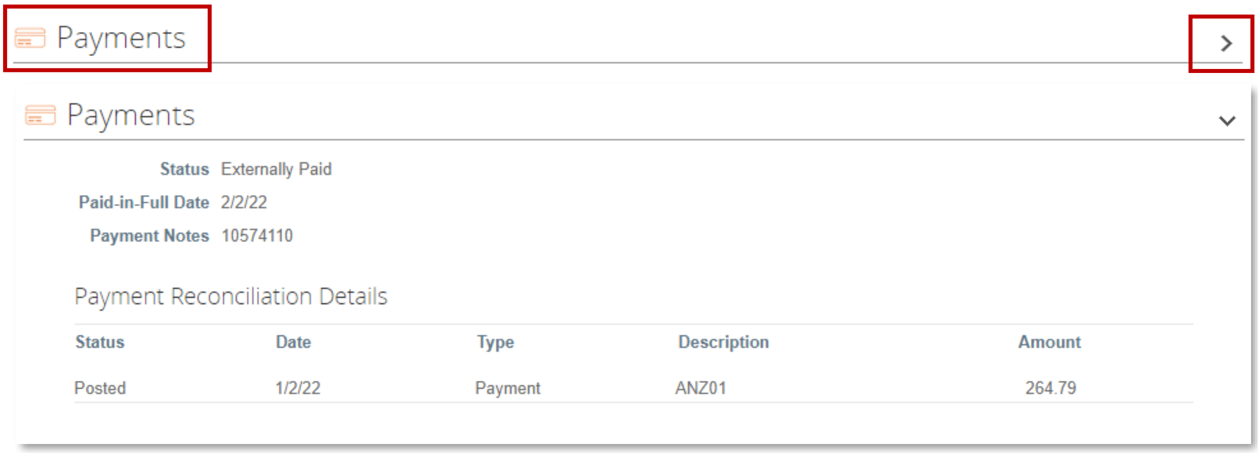


6.4 Click on "Save". The name of this view from Step 3 will now appear in the dropdown as shown in Step 2 of Create Customised Views.

1.10 Other Invoice Information

1. **Payments Section**:

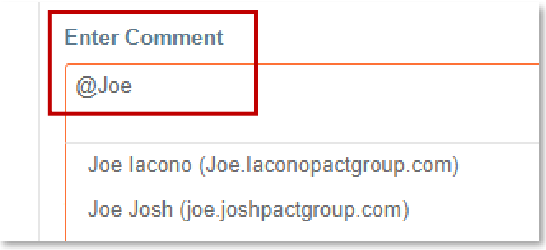
    1.1 Located at the bottom of an invoice. This can be expanded by clicking on “>”.
    1.2 Status: Will confirm the status of the invoice.
    1.3 Paid-in-Full Date: Confirms when the payment was made.
    1.4 Payment Notes: If populated this will be the Invoice #
    1.5 Payment Reconciliation Details: Confirms the amount paid.



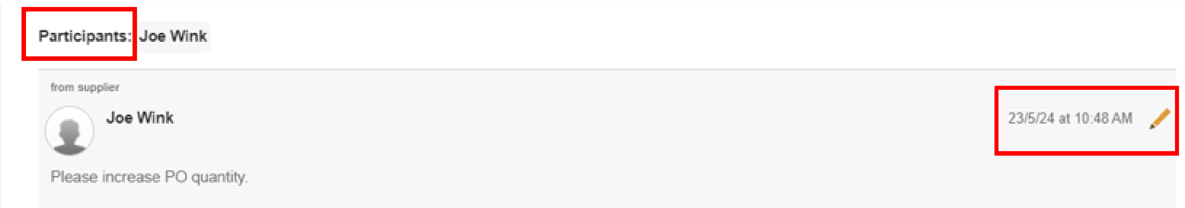
1.11 History and Comments

The History and Comments section will be found on all Purchase Orders, Invoices and Credit Notes.

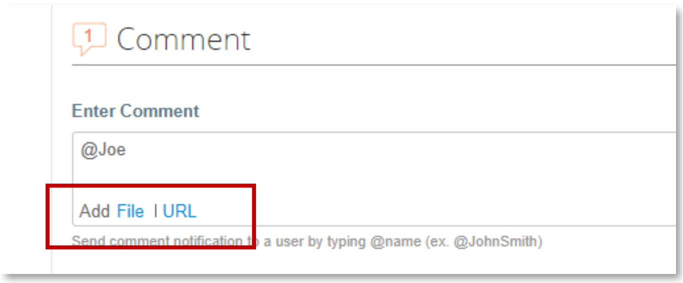
1. Suppliers can add comments to Pact Group by clicking on "Add Comment" button.
   1.1 Suppliers can mention a **specific user** by using the @ functionality.
      1.1.1 E.g. enter @Joe to find the PACT user. Please click on their name to select. Note: user must exist in Coupa to be selected.



   1.2 All communication will be visible under Participants.



   1.3 Add File | URL: Files can also be attached if required.



2. History: To review any changes, click on ">" to display the history of the item.

2. INVOICING

2.1 Purchase Order: Invoice Requirements

Please read this section prior to creating your invoice.

1. A Pact purchase order # is required for this type of invoicing. If you do not have one, contact your Pact Purchasing Officer.

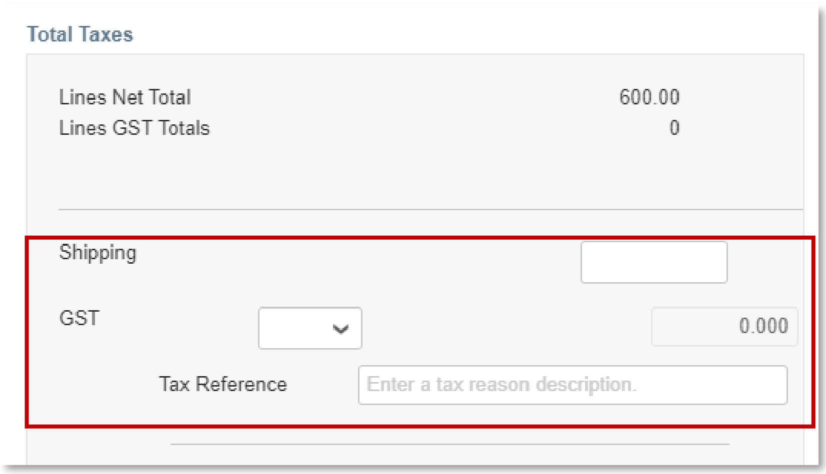
2. Multiple line Purchase Orders:
   2.1 All available lines from the PO will be displayed.
   2.2 Please **delete** the PO lines that **DO NOT** relate to the invoice you are creating.
      2.2.1 If you do not do this, the total amount of the Coupa invoice will not match your legacy invoice.

3. Unit Measure (UoM):
   3.1 The UoM on your invoice **MUST** match the UoM on the purchase order.
   3.2 If it does not match, you will be unable to submit your invoice.
   3.3 If you believe that the UoM on the PO needs to changed, please reach out to your PACT contact.

4. Unit Price:
   4.1 The unit price on your invoice **MUST** match the unit price on the purchase order.
   4.2 If it does not match, you will be unable to submit your invoice.
   4.3 If you believe that the unit price on the PO needs to changed, please reach out to your PACT contact.

5. GST Tax Rate:
   5.1 A tax rate **MUST** be applied to each invoice line.
   5.2 If a tax rate is not selected, you will be unable to submit your invoice.
   5.3 Use the drop-down menu to select the relevant tax rate.

6. Shipping Costs:
   6.1 Shipping costs >$50.00 should be included as a **separate line** on the purchase order.
   6.2 There is also a Shipping field under the Total Taxes section.
      6.2.1 This must only be used with **approval** from the Pact Purchasing Officer.
      6.2.2 If this field is used, you must enter the relevant GST rate.
      6.2.3 **Note:** The Tax Reference field is optional.



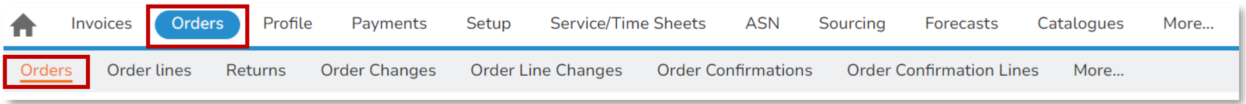
2.2 Creating a Purchase Order invoice

When creating an invoice against a purchase order, the available purchase order lines will automatically be populated into the invoice creation screen. These lines will require review to ensure they match your invoice. All other purchase order lines not pertaining to your invoice must be deleted.

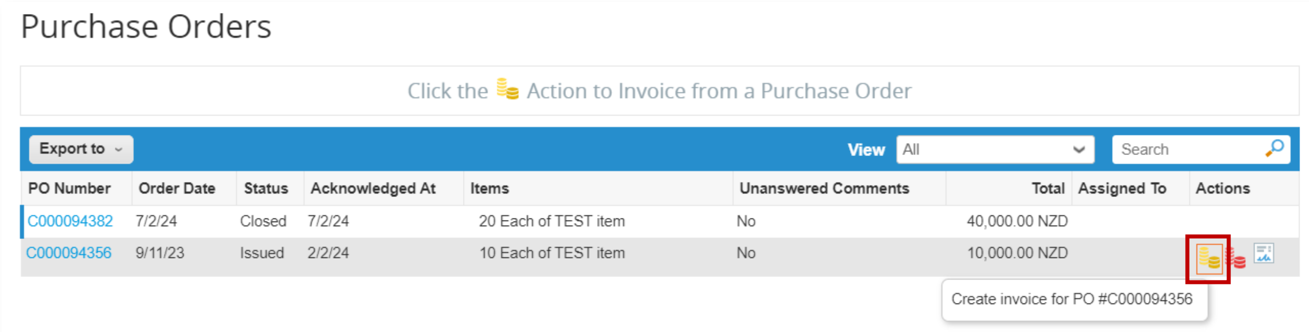
There are two ways to create an invoice:

2.2.1 Option 1: Gold Coin Stack

1. To create an invoice, click on the Orders tab, then the Orders sub tab.



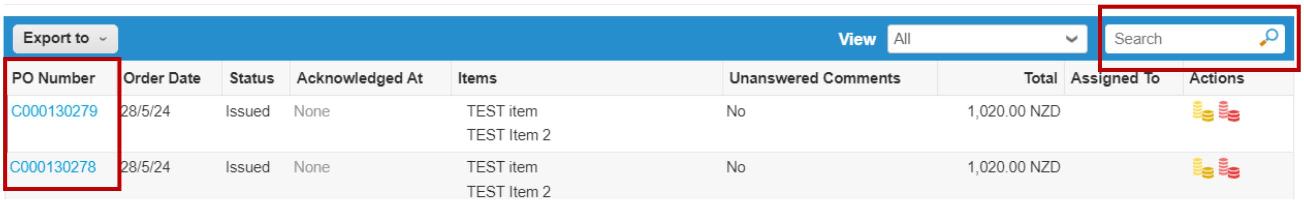
2. Search for the relevant PO and click on "Gold Coin Stack" to create the invoice.



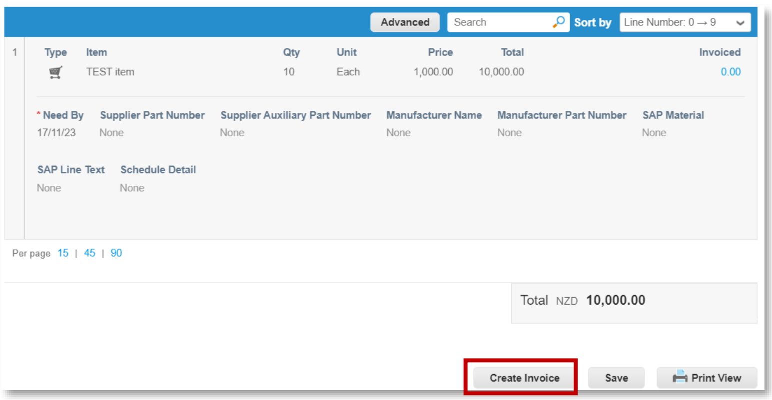
3. Please refer to Section 2.2.3 in this document to complete the process.

2.2.2 Option 2: Create from within the Purchase Order

1. Search for the relevant purchase order.
2. Click on the PO number (highlighted in blue).



3. Click on the "Create Invoice" button which is located near the bottom of the screen.

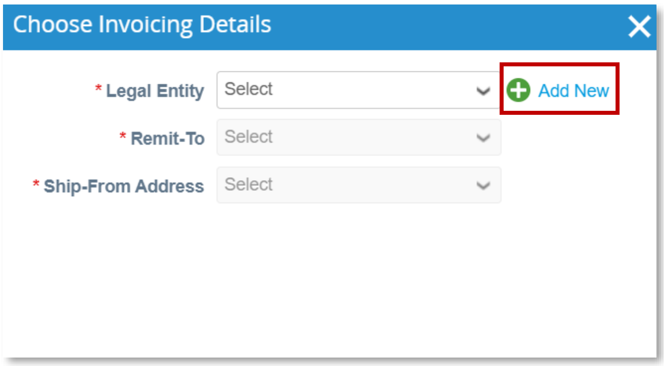


4. Please refer to Section 2.2.3 in this document to complete the process.

2.2.3 Enter Invoice Detail

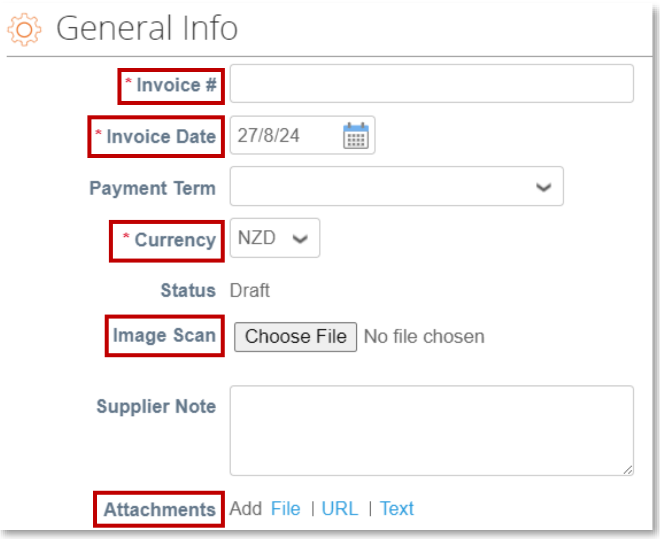
1. **Choose Invoicing Details:**

1.1 Legal Entity: Use the drop-down menu to select your legal company name or Add New.
1.2 Remit-To: Use the drop-down menu to select the Remit-To address or create a new address.
1.3 Ship-From Address: Use the drop-down menu to select the Ship-From Address or create a new address.
1.4 Click on Save.



2. **General Info Section:**

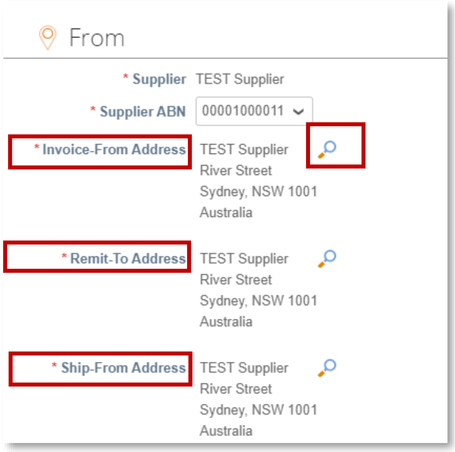
2.1 Invoice #: Enter the invoice number.
2.2 Invoice Date: Select an invoice date by using the Calendar icon. 
2.3 Currency: This will default from the purchase order. Please ensure your invoice currency is the same.
2.4 Image Scan: Optional: it would be helpful to Pact if you attach your invoice.
2.5 Attachments: Optional: upload any other attachments here.



3. From Section:

3.1 These will default from your CSP account. Please verify the data.

3.2 If changes are required, use the magnifying glass to select the appropriate address.



4. Lines Section:

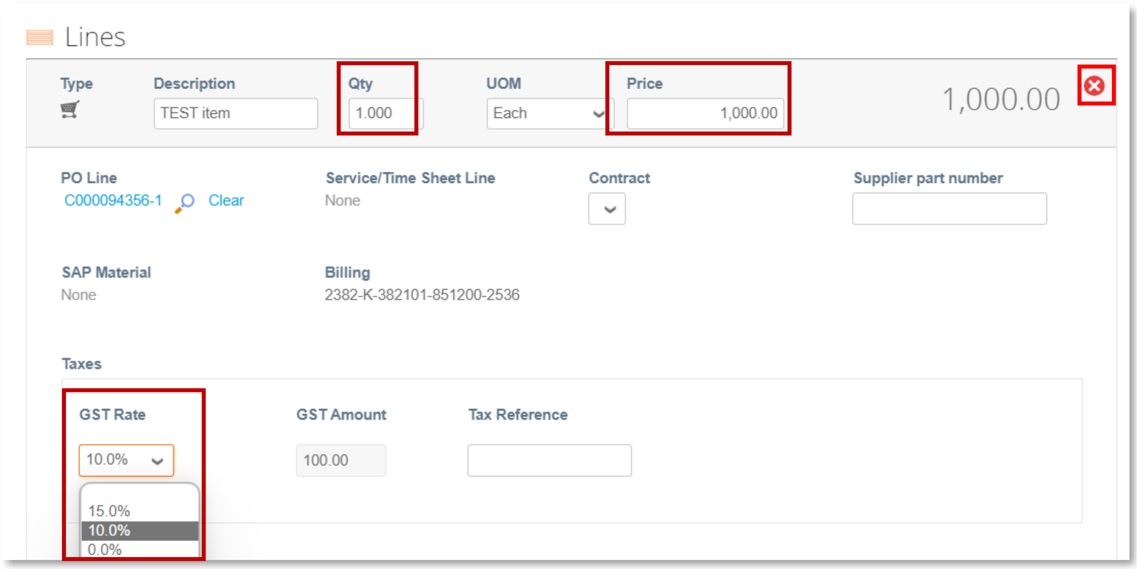
4.1 Enter the Quantity and Price of your invoice.

4.2 If you have nothing to invoice against a specific PO line click on the red "X" to delete.

5. Taxes:

5.1 GST Rate: Add relevant tax rate/code for each invoice line.

5.1.1 Use the drop-down menu to select the relevant GST Rate for your invoice.



6. Shipping Costs:

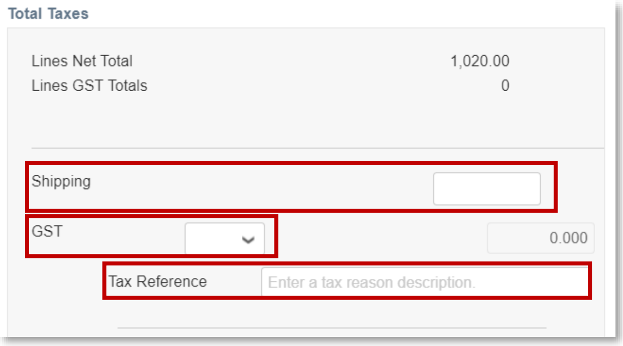
6.1 Shipping costs >$50.00 should be included as a **separate line** on the purchase order.

6.2 There is also a Shipping field under the Total Taxes section.

6.2.1 This must only be used with **approval** from the Pact Purchasing Officer.

6.2.2 If this field is used, you must enter the relevant GST rate.

6.2.3 **Note:** The Tax Reference field is optional.



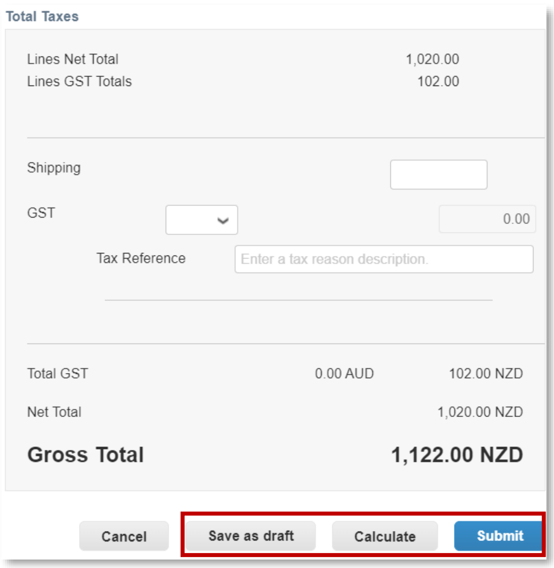
7. Submitting your Invoice:

7.1 Click on "Calculate".

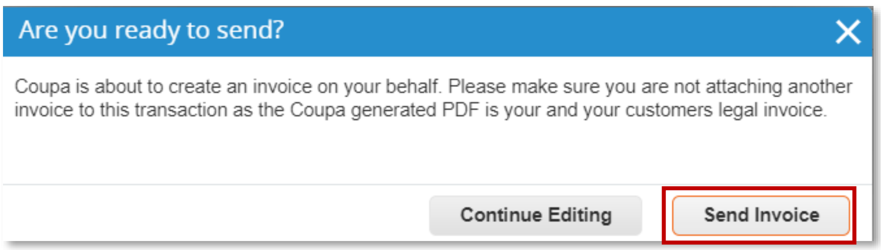
7.1.1 This will calculate the Total GST and Gross Total amounts. This should match the total you expect to invoice.

7.2 Click the "Save as draft" button to save the invoice so it can be completed at another time.

7.3 Click the "Submit" button.



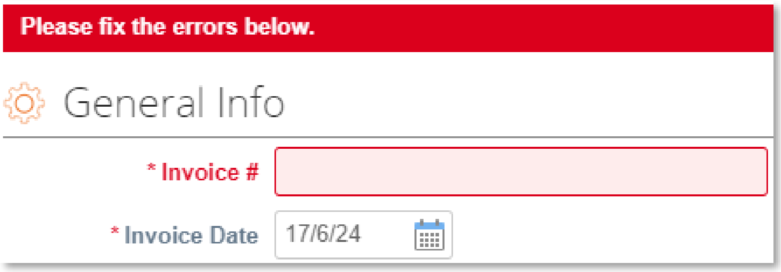
7.4 A pop-up confirmation will appear. Click on "Send Invoice".



7.5 If there are no errors the invoice will be sent to PACT for final approval.

2.2.4 Invoice creation errors

1. If your invoice hasn't submitted successfully you will need to scroll to the top of the Invoice to view the error/s that need to be resolved.
   1.1 The error will be highlighted in red as shown below example.



2. **Error messages for blocked Invoices**
   2.1 To review invoice error messages, refer to Section 4.2 in this document.

3. **Disputed Invoices**
   3.1 To resolve Disputed invoice statuses, refer to Section 4.1 in this document.

4. **Invoice Status**
   4.1 To review invoice status, refer to Section 1.8.2 in this document.

5. **History and Comments**
   5.1 To create or view comments or view history of the invoice, refer to Section 1.11 in this document.

2.3 Non-Purchase Order: Invoice Requirements

Please read this section prior to creating your invoice.

Supplier Classification

Whilst a valid purchase order is required for most purchases, there are some exceptions where a PO is not required. You will not be able to submit a non-PO invoice unless you have been classified as a PO-exempt supplier. Any questions surrounding this classification contact your Pact contact person.

1. If you have a **Purchase Order #** refer to Step 2.1 for your invoicing.

2. Requester Email & Name:

   2.1 **A valid Pact Employee email address & name must be used** for the Requester Email address. This will be the email of the person who has requested you to conduct the work you are invoicing for, unless otherwise stated.

   2.2 **NOTE:** If an incorrect email and/or name is used there may be issues submitting the invoice or delays in the approval process. Your invoice may also be returned unprocessed if this information is incorrect.

3. Line Type:

   3.1 Select **QTY** – If you need to enter a quantity, UOM and price.

   3.2 Select **Amt** – If you only need to enter a price.

4. Unit Measure (UoM):

   4.1 Select **Each** if you are unsure what to use.

5. GST Tax Rate:

   5.1 A tax rate can be applied at an invoice line level or as one total under the total taxes.

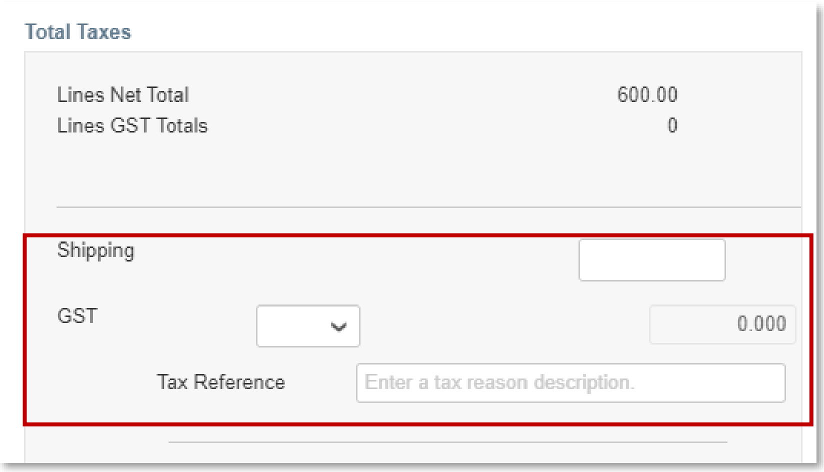
   5.2 If a tax rate is not selected, you will be unable to submit your invoice.

   5.3 Use the drop-down menu to select the relevant tax rate.

6. Shipping Costs:

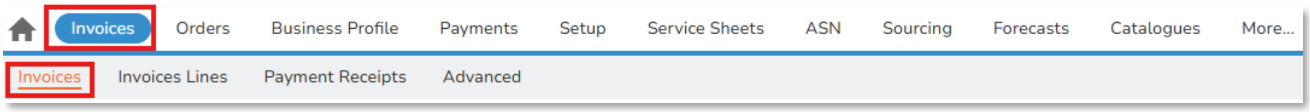
   6.1 If this field is used, you must enter the relevant GST rate.

   6.2 **Note:** The Tax Reference field is optional.

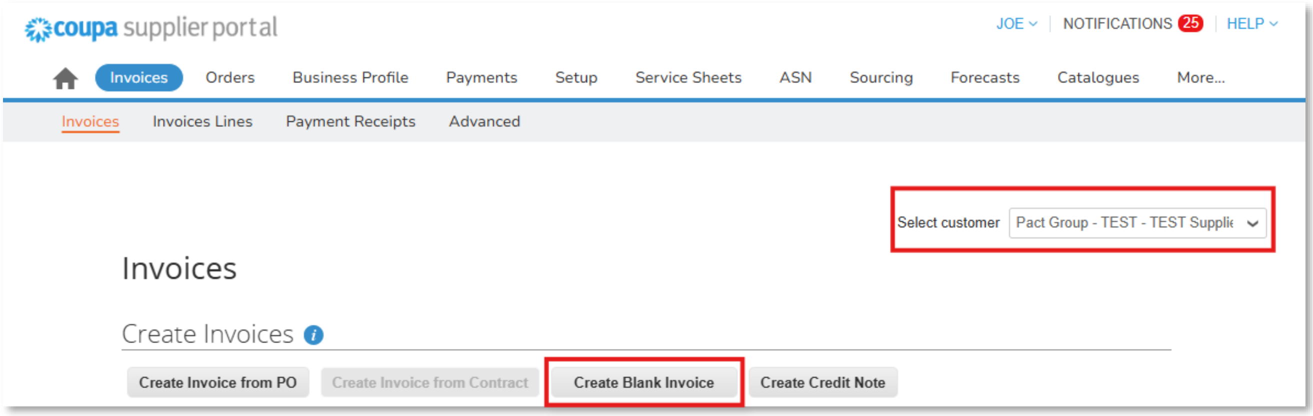


2.4 Creating a Non-Purchase Order invoice

1. To create an invoice, click on the Invoices tab, then the Invoices sub tab.



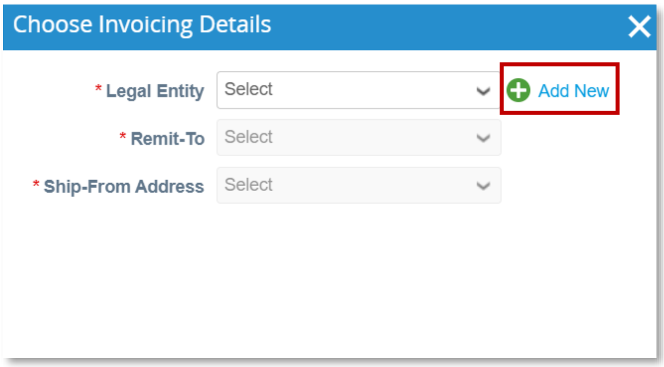
2. Select the relevant customer you want to bill from the drop-down menu (if you are unsure, reach out to the person who requested you to conduct the work). Next select the "Create Blank Invoice" button to create the invoice.



2.4.1 Enter Invoice Detail

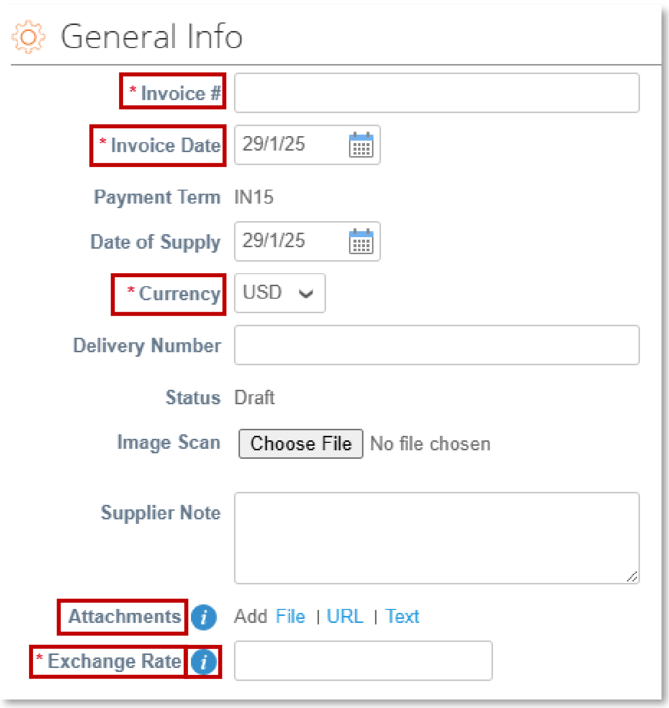
1. **Choose Invoicing Details:**

1.1 Legal Entity: Use the drop-down menu to select your legal company name or Add New.
1.2 Remit-To: Use the drop-down menu to select the Remit-To address or create a new address.
1.3 Ship-From Address: Use the drop-down menu to select the Ship-From Address or create a new address.
1.4 Click on Save.



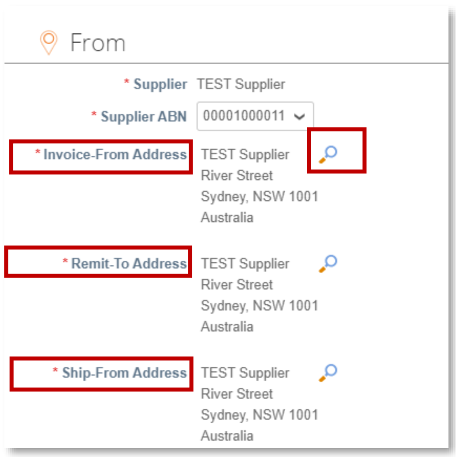
2. General Info Section:

2.1 Invoice #: Enter the invoice number.
2.2 Invoice Date: Select an invoice date by using the Calendar icon.
2.3 Date of Supply: Optional: Select a date of supply by using the Calendar icon.
2.4 Currency: Please ensure your invoice currency matches the currency shown under Allowed Currency in the **To section (Step 4 below)**. If this is incorrect you will need to reinvoice.
2.5 Attachments: **Mandatory**: Your PDF invoice attachment needs to be uploaded here.
 2.5.1 **Only use the File option**. Any attachments added under URL or Text will see your invoice rejected.
2.6 Exchange Rate: This option will only appear if your selected Invoice currency differs from your Remit-to country currency. **Enter 1** here if you don't need to store an exchange rate on your end.
 2.6.1 Click on the blue i for more information.



3. From Section:

3.1 These will default from your CSP account. Please verify the data.
3.2 If changes are required, use the magnifying glass to select the appropriate address.



4. To Section – Local Suppliers (AU & NZ):

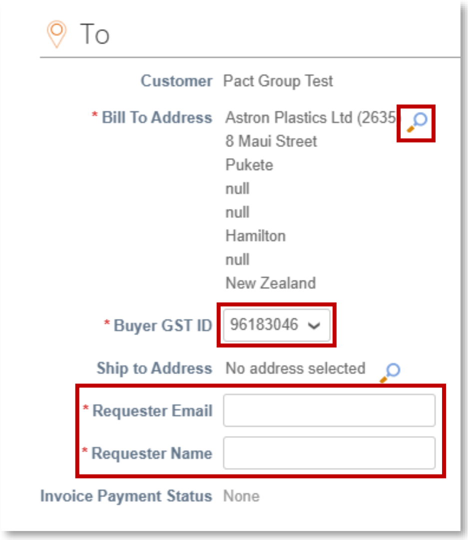
4.1 Select the Pact Site that you're billing by selecting magnifying glass on **Bill To Address**.

4.2 Select the Buyer GST ID from the drop-down menu, only 1 should appear (depending on the Customer you've selected).

4.3 Enter the Requester Email & Requester Name in their relevant areas.

4.3.1 The email & name are based on the **Pact contact** who has requested you to perform the work for which you are invoicing.

4.3.2 The person you list will be the one responsible for checking and approving or rejecting your invoice.

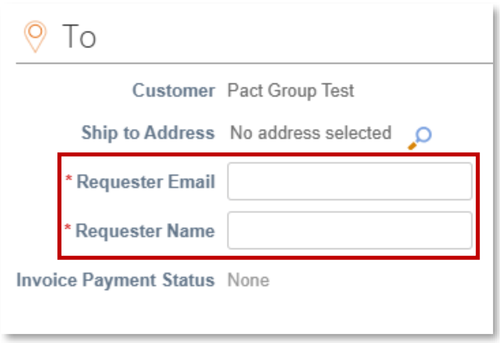


5. To Section – Foreign Suppliers (Outside of AU or NZ):

5.1 Enter the Requester Email & Requester Name in their relevant areas.

5.1.1 The email & name are based on the **Pact contact** who has requested you to perform the work for which you are invoicing.

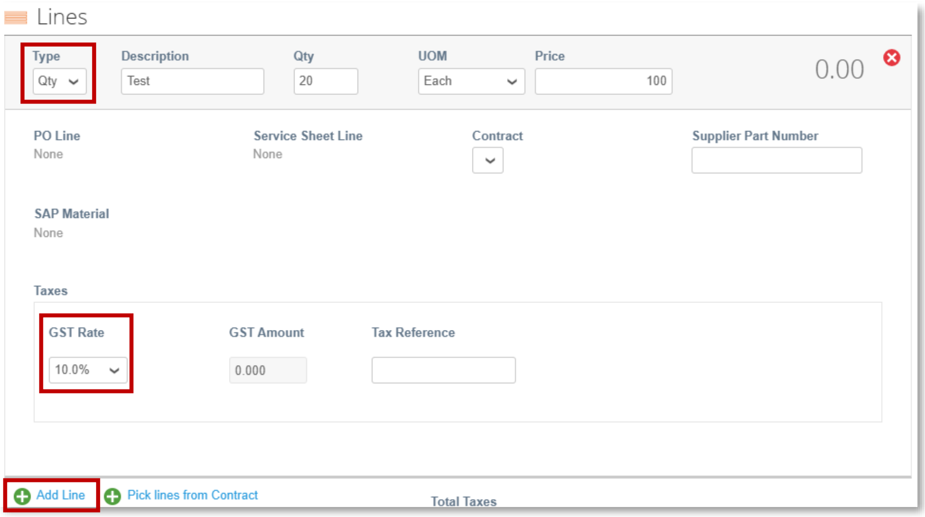
5.1.2 The person you list will be the one responsible for checking and approving or rejecting your invoice.



6. Lines Section:

6.1 Select QTY or Amt under **Type** for your invoice depending on your requirements (this will determine if quantity needs to be entered or only price).

6.2 If you need to add multiple lines to your invoice, select the green "+" Add Line button.



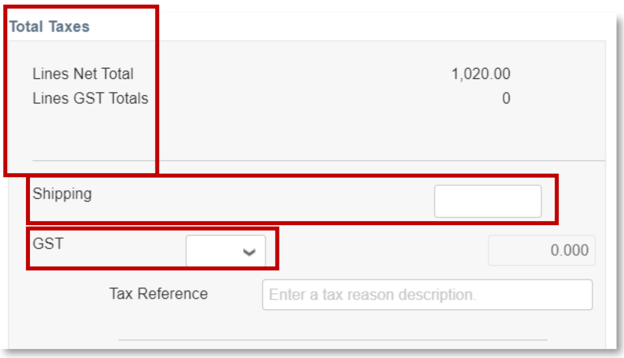
7. Taxes:

7.1 GST Rate: Add relevant tax rate/code for each invoice line.

7.1.1 Use the drop-down menu shown above to select the relevant GST Rate for your invoice.

8. Shipping Costs (Please do not use):

8.1 There is also a Shipping field under the Total Taxes section.
Our preference is that you don't use this field and instead load you shipping costs as an additional line on your invoice.



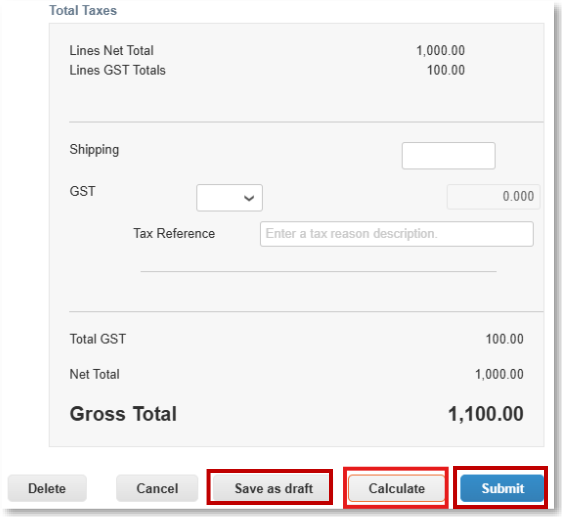
9. Submitting your Invoice:

9.1 Click on "Calculate".

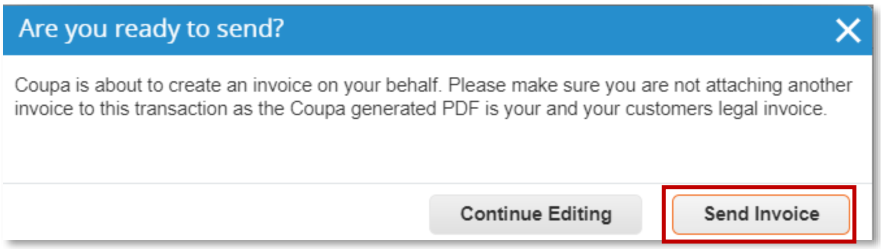
9.1.1 This will calculate the **Total GST** and **Gross Total amounts**. This should match the total you expect to invoice.

9.2 Optional: Click the "Save as draft" button to save the invoice so it can be completed at another time.

9.3 Click the "Submit" button.



9.4 A pop-up confirmation will appear. Click on "Send Invoice".



9.5 If there are no errors the invoice will be sent to PACT for approval.

2.4.2 Invoice Creation Errors

1. If your invoice hasn't submitted successfully you will need to scroll to the top of the Invoice to view the error/s that need to be resolved.
   1.1 The error will be highlighted in red as shown below example.

2. **Error messages for blocked Invoices**
   2.1 To review invoice error messages, refer to Section 4.2 in this document.
   2.2 To resolve errors with invoice attachments, refer to Section 2.4.3 below.

3. **Disputed Invoices**
   3.1 To resolve Disputed invoice statuses, refer to Section 4.1 in this document.

4. **Invoice Status**
   4.1 To review invoice status, refer to Section 1.8.3 in this document.

5. **History and Comments**
   5.1 To create or view comments or view history of the invoice, refer to Section 1.11 in this document.

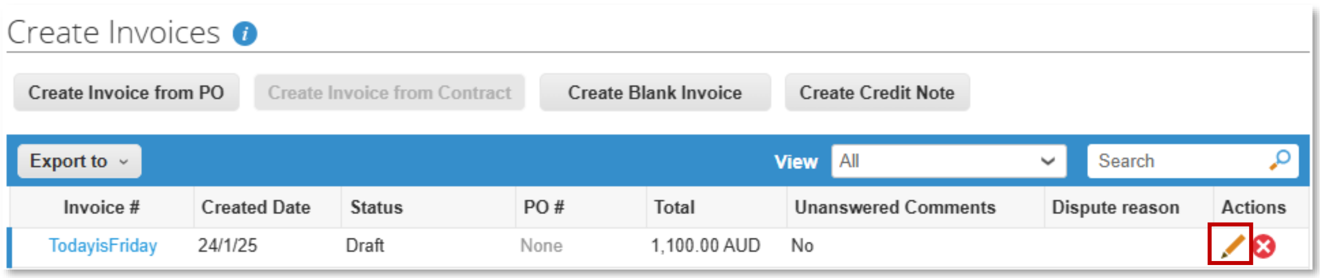
2.4.3 Attachment Invoice Error

1. If the below error appears you need to follow the steps below to resolve.

1.1 To resolve the above issue, you need to add your PDF attachment under the **Attachments** section at the top of the invoice by selecting File.

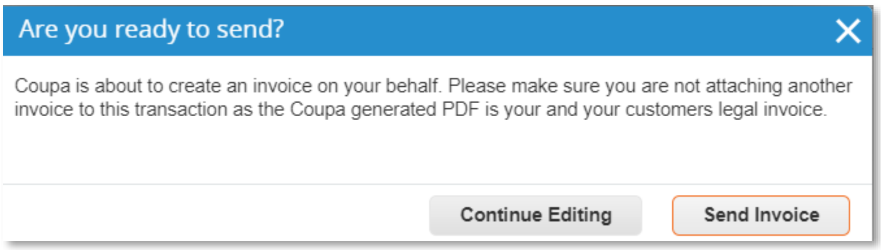
1.2 If you already have an attachment on the invoice and this error appears you will need to click "Save as draft" located at the bottom of your invoice.

1.3 Now we need to re-open the invoice by clicking on the pencil shown below.



1.4 Once the Invoice has been re-opened you can scroll down to the bottom of the invoice click on "Submit".

1.5 A pop-up confirmation will appear. Click on "Send Invoice".



1.6 If there are no errors the invoice will be sent to PACT for final approval.

2.5 Local & International Tax Regulations

As a rule, and to ensure we comply with local tax regulations, we have configured our Coupa system to stop suppliers from:

1. Charging cross-border taxes (international).
2. Charging local taxes to an overseas Pact bill-to entity.

We **do acknowledge** however that there are exceptions to this rule. If you believe your company should be charging either of the above taxes, please email us at css@pactgroup.com

Please provide as much information as possible so our Tax team can validate your request. Once validated, we will issue the appropriate tax rates to your company so you can submit your invoices.

2.5.1 Trading with "Tecpak Industries Limited"

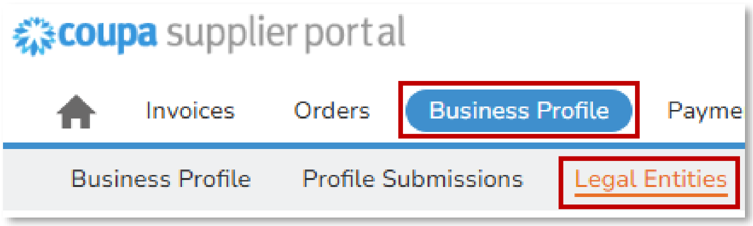
Tecpak Industries Limited is a Pact NZ-based company which is registered in both New Zealand and Australia for tax purposes. If your company meets the 3 criteria below, please contact us so we can issue the appropriate 10% tax rate to you:

1. Australian-based supplier.
2. Goods / services are provided within Australia for Tecpak.
3. Registered for Australian GST.

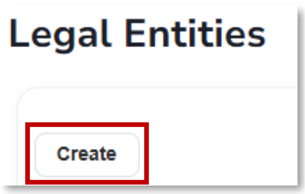
2.5.2 Post-validation setup in Coupa Supplier Portal:

Once we have validated your request, we require you to create a new "**legal entity"** in your Coupa Supplier Portal. This new entity must be based in **same country** as the "**Pact Bill-to"** company. Once created you will be able to submit your invoices to Pact with the correct tax rate.

1. Click on Business Profile.
2. Select Legal Entities.



3. Click on Create.



4. Please populate the following fields. If you **do not** have a legal entity based in the country the Pact bill-to party is in, please create a "**dummy"** legal entity:

4.1 Legal Entity Name:

4.1.1 Enter the name of your legal entity, or

4.1.2 If you are not based in that country, please create a "dummy "legal entity

4.1.3 Ensure the "name" is easily identifiable when invoicing.

4.2 Country/Region:

4.2.1 This is the "country" where the Pact bill-to party is located.

4.3 ABN / VAT ID:

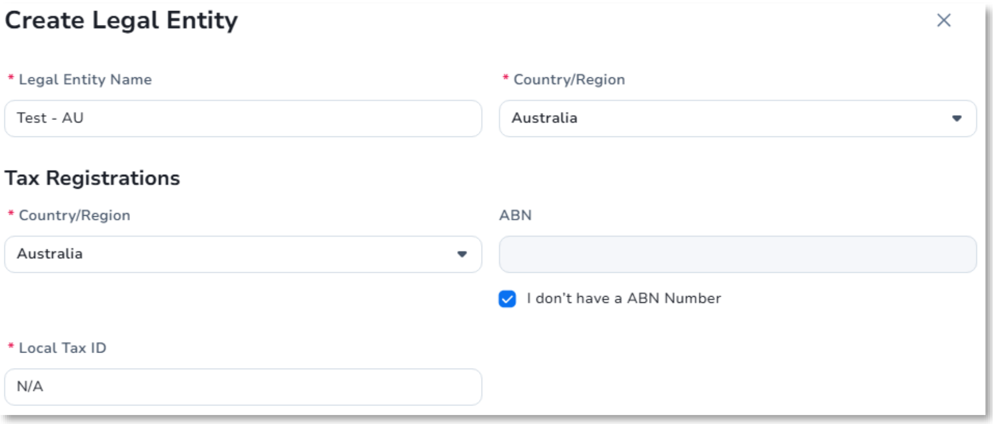
4.3.1 Enter your number or tick "**I don't have an ABN Number"** if you do not have one.

4.3.2 Note: for other countries "VAT ID" appears instead of "ABN".

4.4 Local Tax ID:

4.4.1 Enter your local tax number if applicable.

4.4.2 Alternatively enter "N/A"

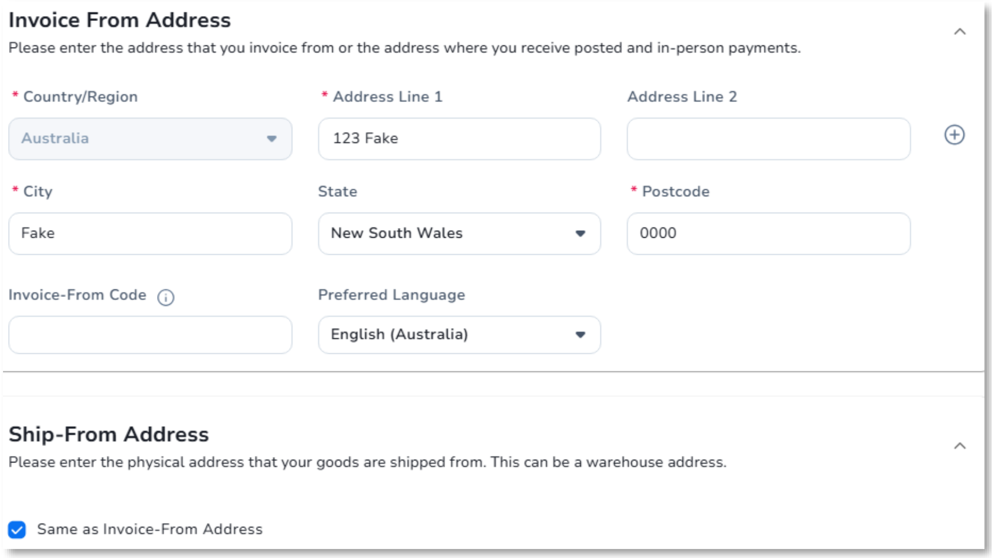


5. Invoice From Address:

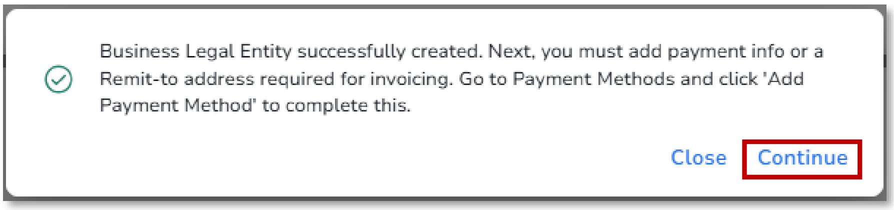
5.1 Enter the address of your business premises, or

5.2 If using a "dummy" entity, please enter a "dummy" address.

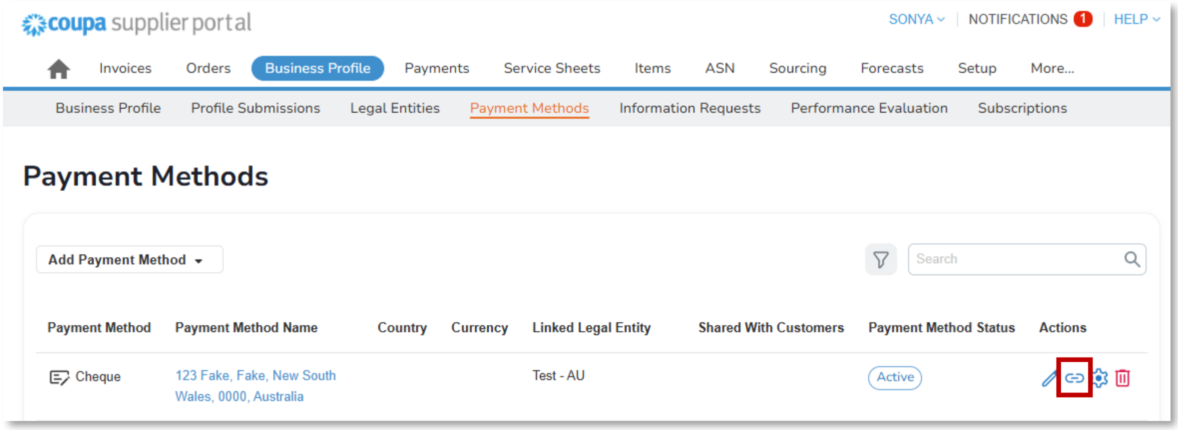
5.3 Under **Ship-From address**, tick Same as Invoice-From Address button.



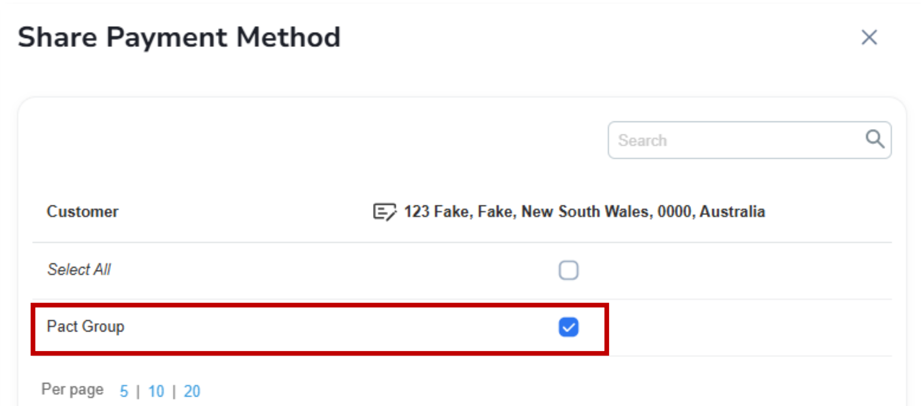
6. Click on Continue



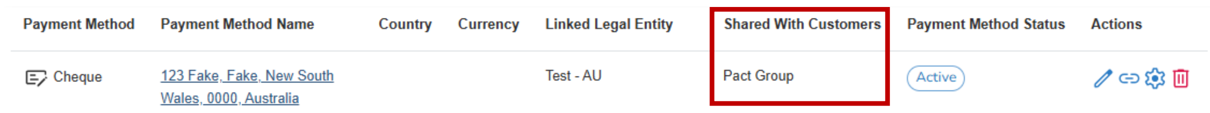
7. Payment Methods – Sharing to Pact Group:
   7.1 Find the **new legal entity** that you've created.
   7.2 Select the icon that looks like a paperclip.



8. Select Pact Group.
   8.1 Scroll down to the bottom of the page and select Share Payment Method

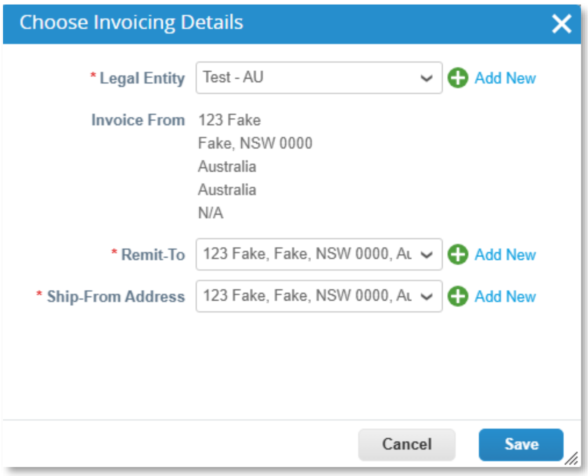


9. The Shared with Customers should now show **Pact Group**. This completes the set-up process.



Note: Change to invoicing process:

When creating invoices, a pop-up will appear prompting you to select the Legal Entity to bill from. Select the newly created **Legal Entity** for the relevant invoices.



The tax rate that you were previously unable to select should now be available for you within the Coupa Supplier Portal.

3. CREDIT NOTES

3.1 Purchase Order: Credit Note Requirements

All quantities & prices for a credit note must be a negative value. Please read this section prior to creating your credit note.

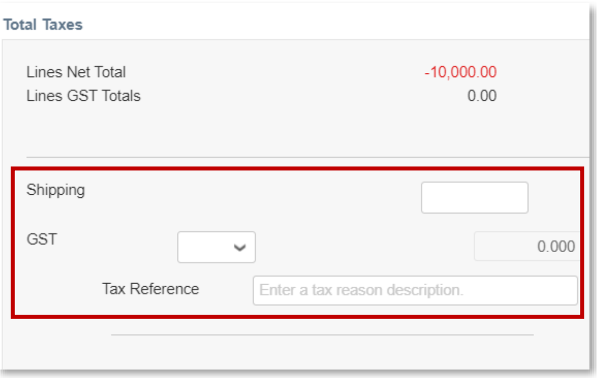
1. PACT Group's business rule is for suppliers to credit an invoice in full.

2. Unit Measure (UoM):
   2.1 The UoM on your invoice **MUST** match the UoM on the purchase order.
   2.2 If it does not match, you will be unable to submit your credit note.
   2.3 If you believe that the UoM on the PO needs to changed, please reach out to your PACT contact.

3. Unit Price:
   3.1 The unit price on your invoice **MUST** match the unit price on the purchase order.
   3.2 If it does not match, you will be unable to submit your credit note.
   3.3 If you believe that the unit price on the PO needs to changed, please reach out to your PACT contact.

4. GST Tax Rate:
   4.1 A tax rate **MUST** be applied to each credit note line.
   4.2 If a tax rate is not selected, there will be issues processing your credit note.
   4.3 Use the drop-down menu to select the relevant tax rate.

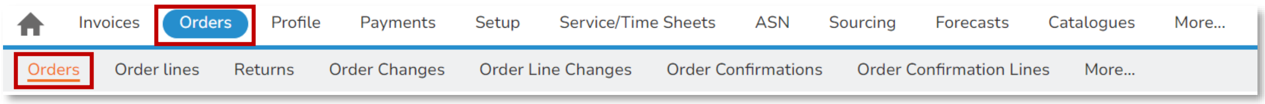
5. Shipping Costs:
   5.1 If a value was entered on the invoice, then you need to credit this section.
      5.1.1 **Note:** The Tax Reference field is optional.



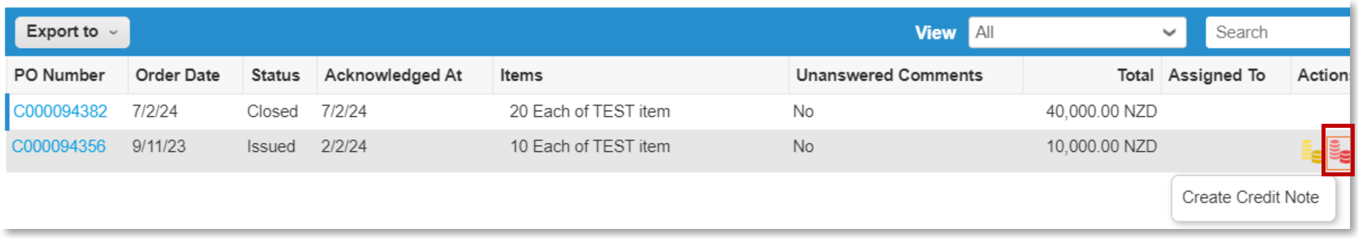
3.2 Creating a Credit Note

3.2.1 Option 1: Red Coin Stack

1. To create an invoice, click on the Orders tab, then the Orders sub tab.



2. Search for the relevant PO and click on "Red Coin Stack" to create the invoice.

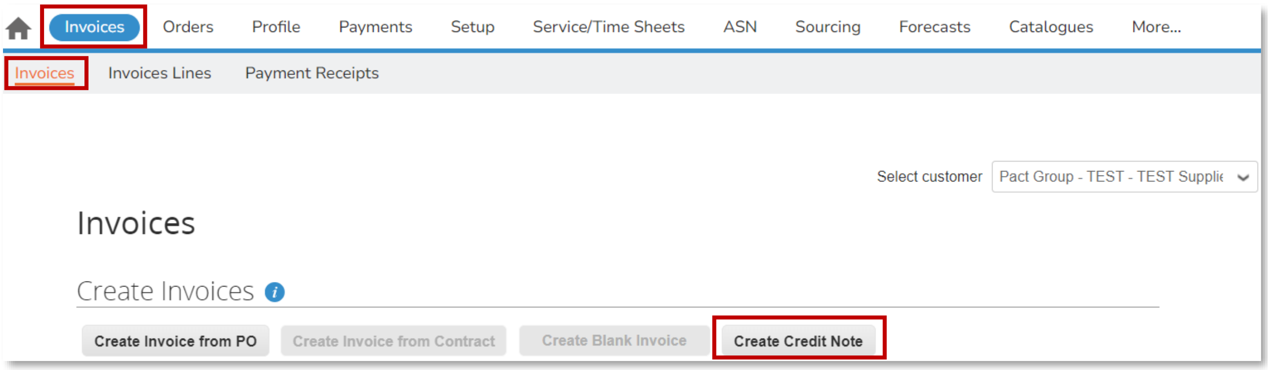


3. Please refer to refer to Section 3.2.3 in this document to complete the process.

3.2.2 Option 2: Create from the Invoices Tab

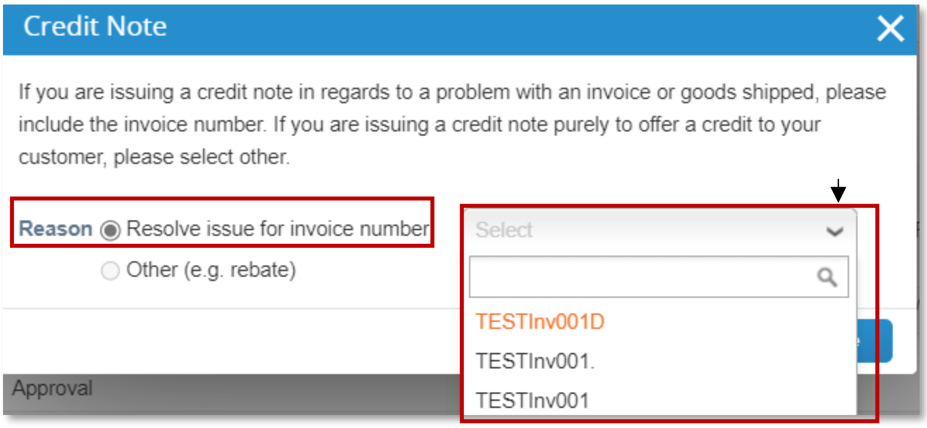
1. Navigate to your list of Invoices by clicking on "Invoices" followed by clicking the "Invoices" sub tab.

2. Click on "Create Credit Note".



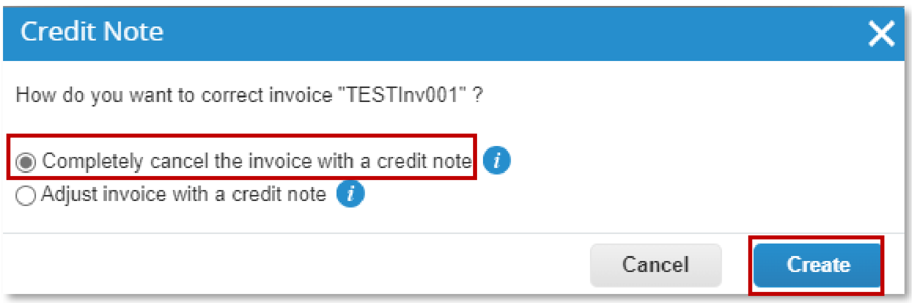
3. A new window will appear, select the reason for the credit note e.g. Resolve issue for invoice number.

4. Use the drop-down menu to select the invoice # to credit against.



5. Click on "Continue".

6. A new window will appear, click on "Completely cancel the invoice with credit note".
7. Click on "Create".



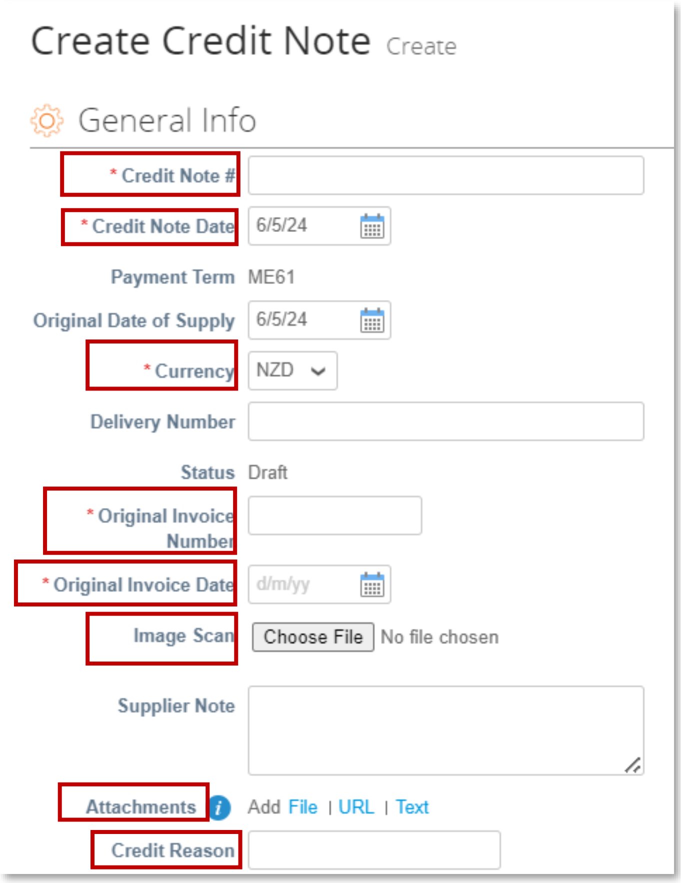
8. Please refer to refer to Section 3.2.3 in this document to complete the process.

3.2.3 Enter Credit Note Detail

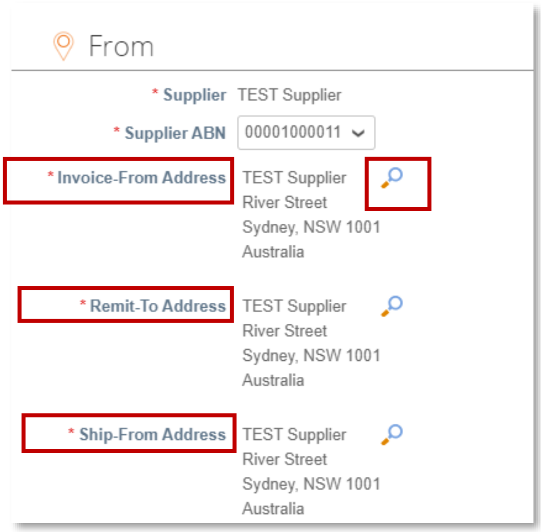
1. It is Pact Groups policy that any incorrect invoice(s) are credited in full and reissued at the revised amount.
   1.1 Submitting a partial credit note into Coupa may cause issues. If this happens, there may be delays in resolving the issue which may result in delayed payment.
   1.2 When entering your price/quantity ensure that it is being entered as a negative amount (e.g. -10.0).

2. **Credit Note Requirements:** Fill out the required information as detailed below

   2.1 Credit Note #: Enter your credit note number.
      2.1.1 Credit notes need to be raised for the total amount to the invoice.
   2.2 Credit Note Date: Select a credit note date by using the Calendar icon.
   2.3 Currency: This will default from the invoice Please ensure your credit note currency is the same.
   2.4 Original Invoice Number: Enter the original invoice # you are crediting.
   2.5 Original Invoice Date: Enter the original invoice date you are crediting.
   2.6 Image Scan: Optional: it would be helpful to Pact if you attach your credit note.
   2.7 Attachments: Optional: upload any other attachments here.
   2.8 Credit Reason: This field is mandatory if creating a credit note in NZD



1. **From Section:**
   1.1 These will default from your CSP account. Please verify the data.
   1.2 If changes are required, use the magnifying glass to select the appropriate address.

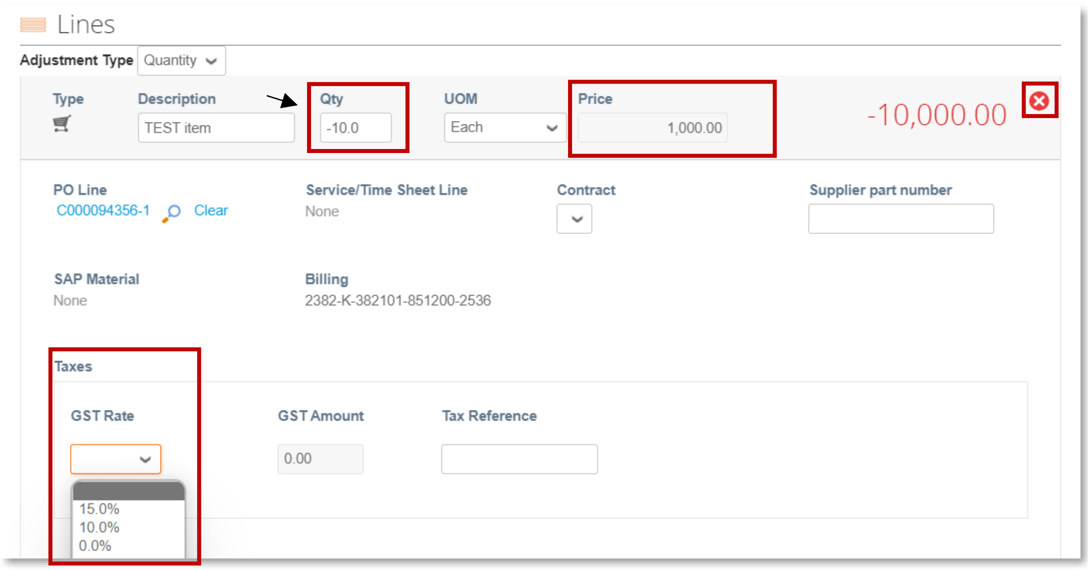


2. **Line Information:**

2.1 Enter the Quantity and Price of your credit note while ensuring these values are negative.
2.2 If you have nothing to invoice against a specific PO line click on the red "X" to delete.

3. **Taxes:**

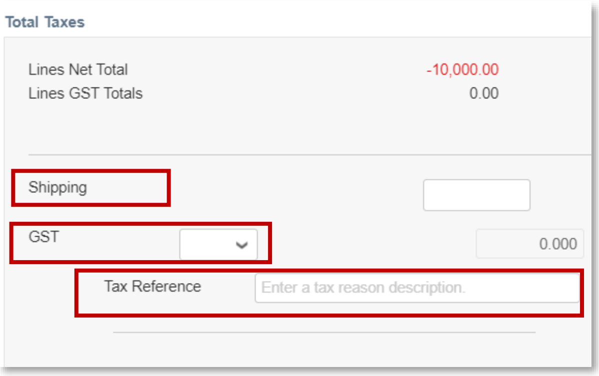
3.1 GST Rate: Add relevant tax rate/code for each credit note line.
    3.1.1 Use the drop-down menu to select the relevant GST Rate for your credit note.



3 Shipping Costs:

4.1 If a value was entered on the invoice, then you need to credit this section.

4.1.1 **Note:** The Tax Reference field is optional.



4 Shipping Costs:

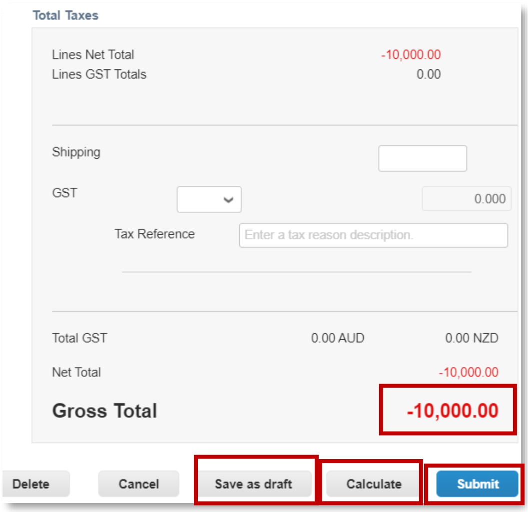
5.1 Click on "Calculate".

5.1.1 This will calculate the Total GST and Gross Total amounts. This should match the total you expect to credit.

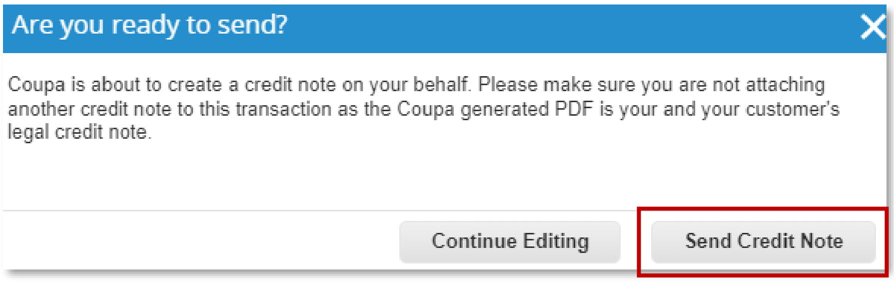
5.1.2 Ensure that the Gross Total is displaying as a negative number.

5.2 Click the "Save as draft" button will save the invoice to be completed at a later time.

5.3 Click the "Submit" button.



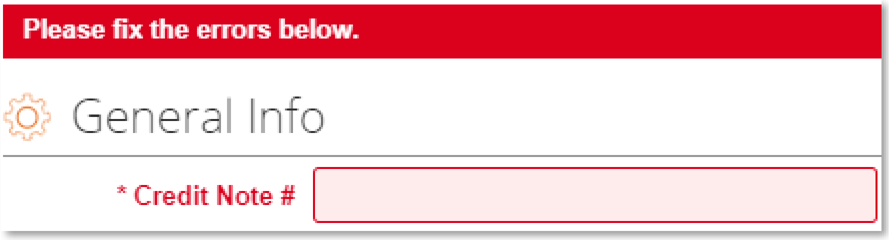
5.4 A pop-up confirmation will appear. Click on "Send Credit Note".



5.5 If there are no errors the credit note will be sent to PACT for final approval.

3.2.4 Resolution of errors

1. If your credit note hasn't submitted successfully you will need to scroll to the top of the credit note to view the error/s that need to be resolved.
   1.1 The error will be highlighted in red as shown below example.



2. **Error messages for blocked Credit Notes**
   2.1 To review invoice error messages, refer to Section 4.2 in this document.

3. **Disputed Credit Notes**
   3.1 To resolve Disputed invoice statuses, refer to Section 4.1 in this document.

4. **Credit Notes Status**
   4.1 To review invoice status, refer to Section 1.8.3 in this document.

5. **History and Comments**
   5.1 To create or view comments or view history of the invoice, refer to Section 1.11 in this document.

3.3 Non-Purchase Order: Credit Note Requirements

Please read this section prior to creating your credit.

1. PACT Group's business rule is for suppliers to credit an invoice in full.

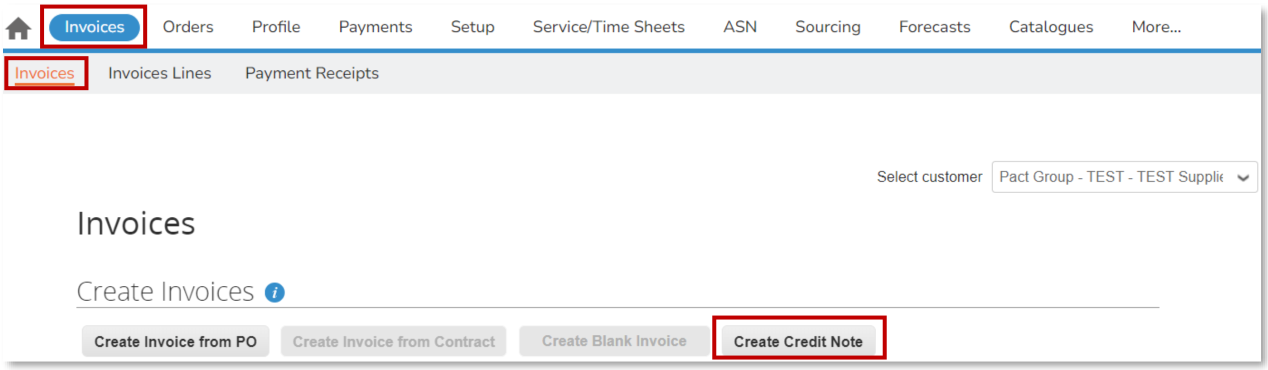
2. If you have a **Purchase Order #** refer to Step 3.1 for your Credit Note.

3. The Credit note data is pre-populated based upon the Invoice you select to credit in the CSP. The only information you need to add are,
    - Credit Note #
    - Credit Note Date
    - Attachment if required
    - Credit Reason

3.4 Creating a Credit Note – Non-Purchase Order

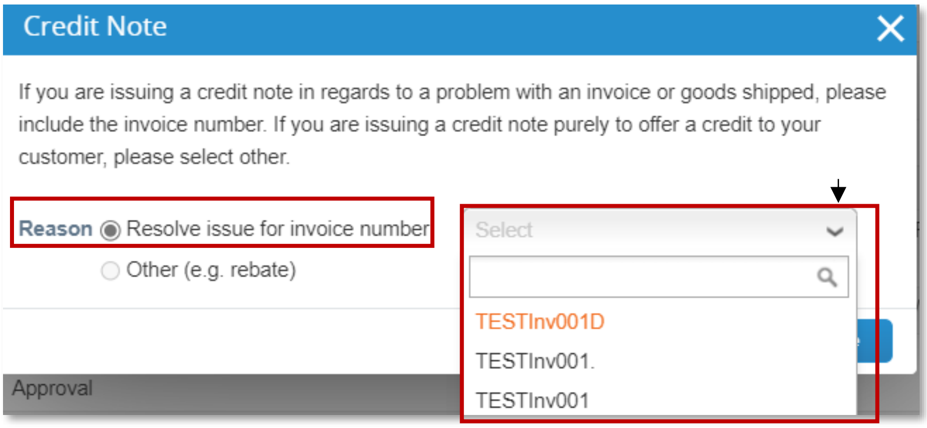
1. Navigate to your list of Invoices by clicking on "Invoices" followed by clicking the "Invoices" sub tab.

2. Click on "Create Credit Note".



3. A new window will appear, select the reason for the credit note e.g. Resolve issue for invoice number.

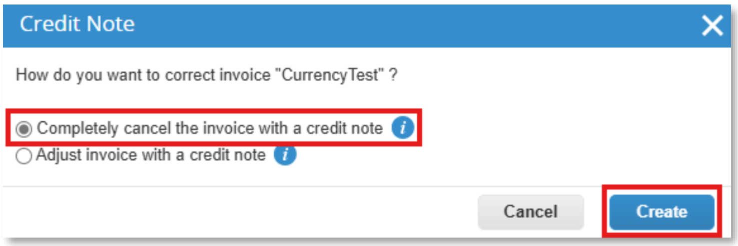
4. Use the drop-down menu to select the invoice # to credit against.



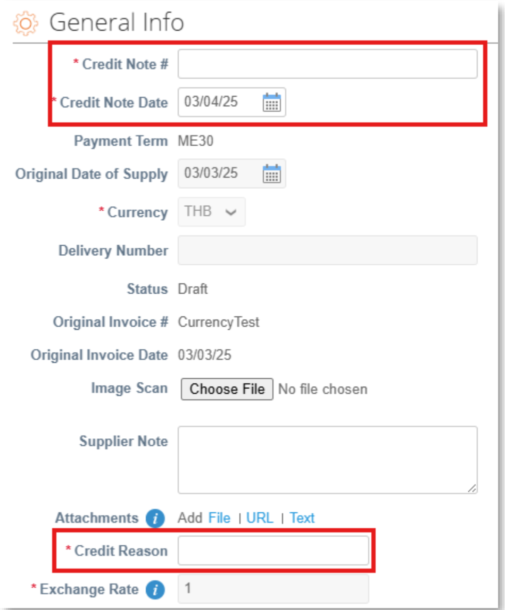
5. Click on "Continue".

6. A new window will appear, click on "Completely cancel the invoice with credit note".

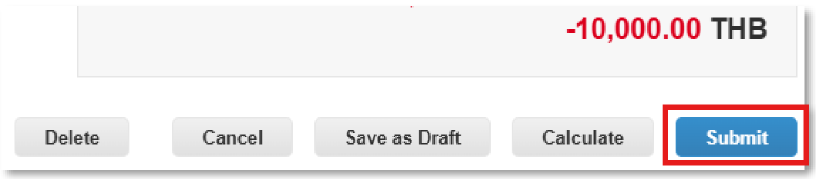
7. Click on "Create".



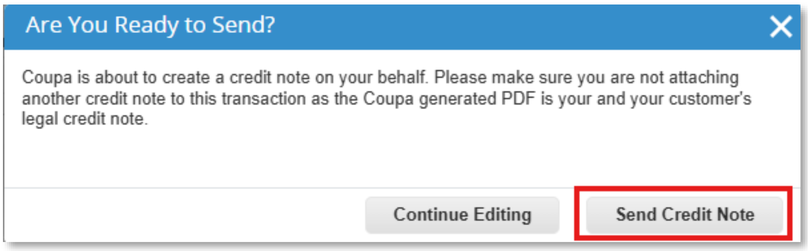
8. Enter your **Credit Note #** and **Credit Note Date** along with a **Credit Reason**. Please add your credit note as an attachment.



9. Double check all details on the credit note which have automatically pulled from the invoice and click on the "Submit" button to create your Credit Note.

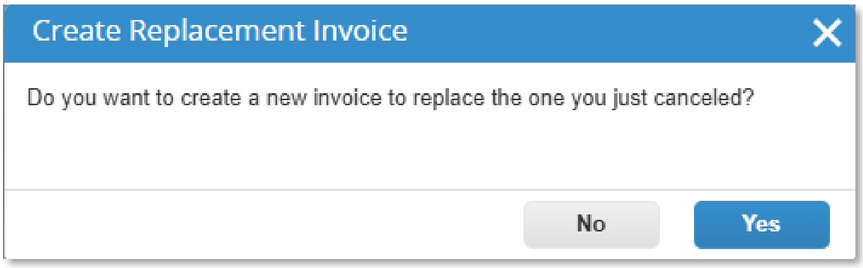


10. Click on "Send Credit Note" on the window that appears to create your Credit Note.



11. If there are any errors with your Credit Note these will display highlighted in red and need to be resolved see section 3.2.4 Resolution of errors to resolve any issues. Re attempt from **Step 9.**

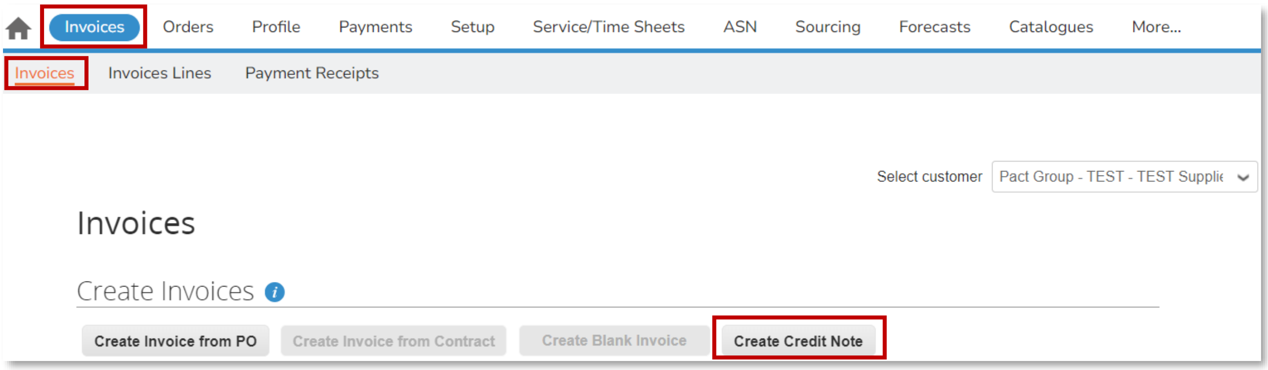
12. If no errors have been found the below box should appear, here you can select **Yes** or **No** depending on your requirements. Selecting **No** will return you to the Invoices Screen while selecting **Yes** will bring you into a new Invoice so you can correct any errors and resubmit.



3.4.1 Creating a Rebate

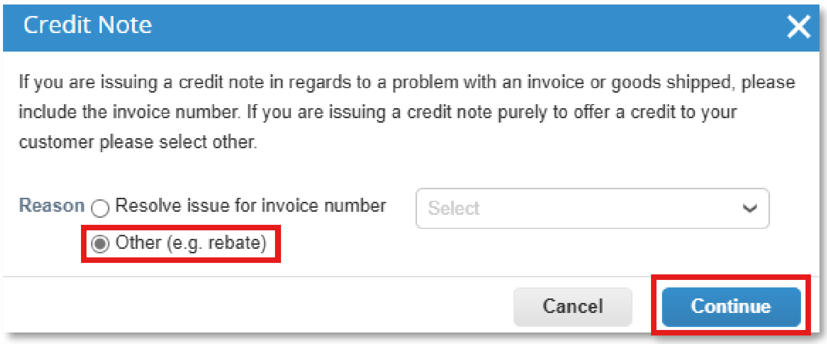
1. Navigate to your list of Invoices by clicking on “Invoices” followed by clicking the “Invoices” sub tab.

2. Click on “Create Credit Note”.



3. A new window will appear, select “Other (e.g. rebate)”.

4. Click on the “Continue” button to proceed.



5. Please refer to refer to Section 3.2.3 in this document to complete the process.

4. BLOCKED AND DISPUTED INVOICES AND CREDIT NOTES

4.1 Disputed Invoices and Credit Notes

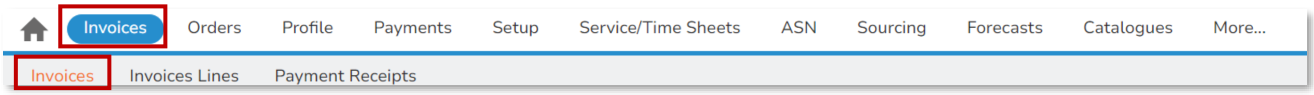
1. **Finding a disputed invoice**:

   Invoices with a disputed status contain incorrect information or require clarification. When the status of an invoice changes to "**Disputed**", a notification will be sent via email and also via the Coupa Supplier Portal (based on your notification preferences).

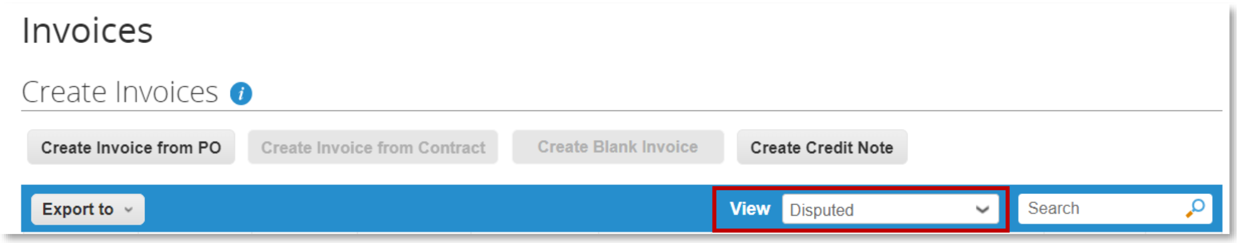
   Important: Disputed invoices cannot be paid until you resolve the dispute. If an invoice has been submitted in error and is in disputed status, you will need to create a credit note against the invoice.

   To resolve the dispute, you will need to review and correct the mistakes as follows.

1.1 From the Invoices tab, click on the Invoices sub tab.



1.2 Change the **View** to Disputed to display any invoices with a Disputed status.



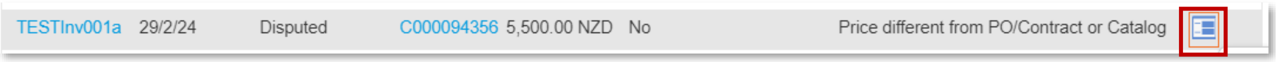
1.3 The disputed reason will be displayed to the right of the screen.

2. **Disputed invoice - No change required**:

2.1 If you believe your invoice is correct, please co-ordinate with the Pact PO requester to adjust the PO to match your invoice.

3. **Disputed invoice - Invoice change required to match PO**:

3.1 If you wish to amend the invoice, go back to the Invoices tab, then under the Actions header, click the "Resolve" button shown below which will take you into the invoice.

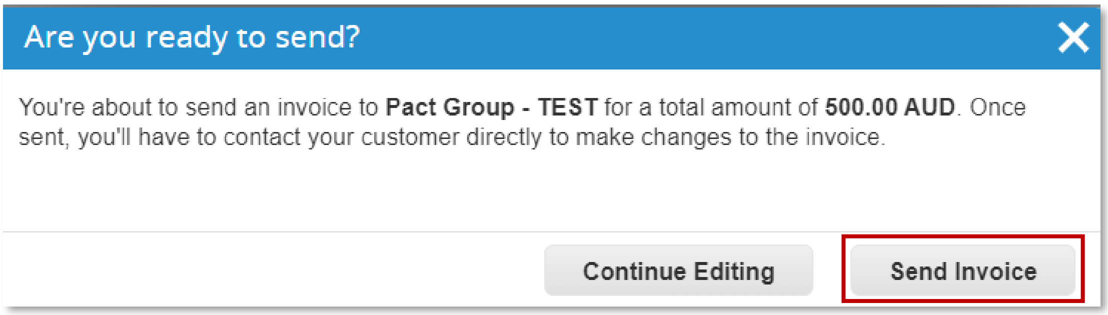


3.2 In the top right corner of the invoice if a tick is shown (similar to the below) you will be unable to amend the invoice and resubmit. Please see **Step 4** below as a full credit and re-invoice is required.

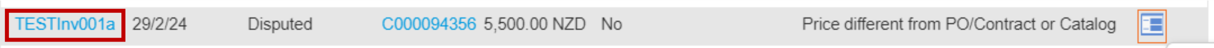
3.3 If the tick doesn't appear you should have the below options showing at the bottom of the screen. Click on "Correct Invoice" if you wish to amend the invoice.

3.4 Enter a new invoice number as this will create a new invoice.

3.5 Amend the relevant Invoice lines and once changed & the invoice matches the PO, please click on "Submit", then "Send Invoice".

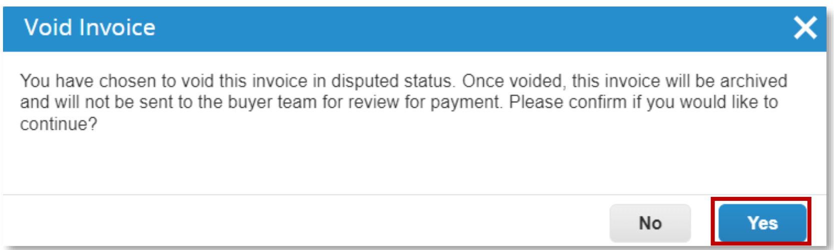


3.6 Navigate back to the Invoices tab and open the Disputed invoice by clicking on the Invoice number.



3.7 Scroll down to the bottom of the Invoice and click on "Void" to remove the original Disputed invoice as a corrected new invoice has been raised in its place.

3.8 Click on "Yes" to void this invoice

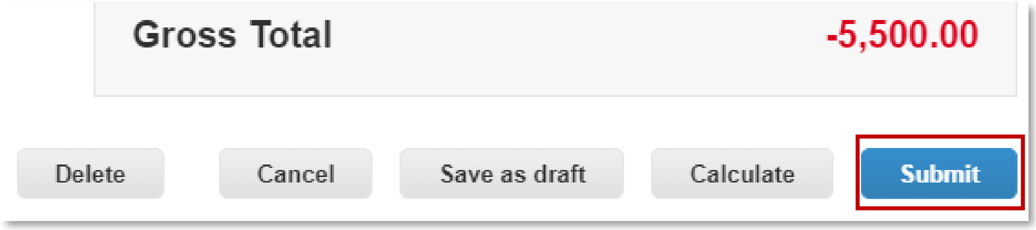


4. Disputed invoice – Cancel invoice & create credit note:

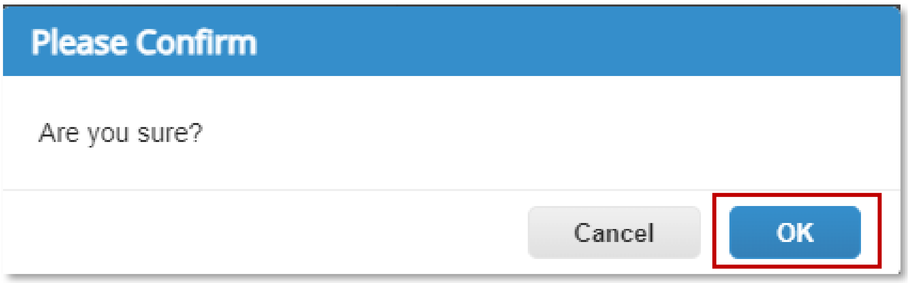
4.1 If this invoice is to be cancelled & credited in full scroll down to the bottom of the screen and click on "Cancel Invoice".

4.1.1 PACT Group's business rule is for suppliers to credit an invoice in full.

4.2 A Credit note will generate with all the invoice data prepopulated as negative values. You need to enter a **Credit Note #** and if you need to amend any information this can be done now, otherwise click on "Submit".



4.3 A new window will appear, click on the "Ok" button to create this credit note.



4.4 Once created, the credit note will negate the invoice, and a new invoice can be re-created as required.

4.2 Error messages for Blocked Invoices

1. If you are unable to resolve the errors from the table below, please co-ordinate with your Pact PO requester for assistance.

ERROR	RESOLUTION
The **Requester name and/or Requester email address** is invalid. Please check these details and try again.	Please contact the Pact Requester to confirm the name & email details are correct and that they are a Coupa user for Pact Group.
Please add your invoice under "**Attachments**". Then please wait 1-2 minutes for the system to recognise your invoice has been attached before submitting your invoice to Pact.	Remove any existing attachment, then reattach your invoice. Please wait a few moments to ensure the file uploads completely before submitting.
The tax rate you have selected is not applicable to the country where the billing company is located. Please check the rate and try again, or alternatively contact the Pact Requester for assistance	If you believe the tax rates available to your company are incorrect, please contact the Pact Requester to verify the applicable rates.
Invoice #(number) cannot exceed more than 16 characters	Unfortunately, Coupa can only accept invoice numbers up to **16 characters** in length. Please amend your invoice or credit note accordingly.
The **shipping amount** exceeds the allowed threshold. Please contact the Pact PO Requester before submitting this Invoice again.	An amount has been entered in the **"Shipping"** section of the invoice. Please check the purchase order to see if this cost has been added as a separate PO line. If so, please amend your invoice & process the cost against the PO line. If no PO line exists, please ask the Pact PO Requestor to add a separate shipping PO line to the purchase order.
The **invoice currency** is different from the Purchase Order. Please contact the Pact PO Requester before submitting this Invoice again.	Check the **currency** on your invoice or credit note. The currency on the invoice or credit note must match the currency on the purchase order.
Invoice **unit of measure (UOM)** differs from the PO. Please change the UOM	Check the **UOM** on your invoice or credit note. The UOM must match the PO UOM.
The **invoice line unit price** differs from the PO line unit price.	The unit price on your invoice or credit note is greater than the unit price on the PO.
The **invoice line unit price percentage** (%) is above the threshold from the PO. Please contact the Pact PO Requester before submitting this Invoice again.	The invoice unit price on your invoice or credit note is greater than the unit price on the PO.
The **invoice amount is greater than the PO** amount. Please contact the Pact PO Requester before submitting this Invoice again	The total on your invoice (excl. GST) is greater than the total on the purchase order.
The **invoice amount % is greater than the PO**. Please contact the Pact PO Requester before submitting this Invoice again.	The total on your invoice (excl. GST) is greater than the total on the purchase order.
The **invoice quantity is greater than the PO** quantity. Please contact the Pact PO Requester before submitting this Invoice again.	The invoice quantity on your invoice is greater than the quantity on the purchase order.
There is a PO line attached to **the invoice that equals $0**. Please delete the PO line before submitting your invoice again.	Invoice or credit note cannot be submitted with a zero value PO line item. If the line is not required, please delete the line.

Invoice line Total **cannot be zero (0.00)**. Please update the amount or delete the line.	One or more lines on your invoice have a total value of 0.00. Please review and either remove these lines or update them with the appropriate values.
The **contract maximum spend limit has been exceeded.** Please contact the Pact PO Requester before submitting this Invoice again.	The contract assigned to your invoice has **exceeded the maximum spend allowed.** Please contact the Pact PO requester for assistance.
Tax Code field cannot be empty	A **Tax Code (%)** must be provided for each invoice line when line-level taxation is applied, or alternatively, this can be applied under the Total Taxes section