

Supplier Guide to submitting invoices in Coupa

Coupa Supplier Portal introduction

Macquarie Group uses the Coupa platform to process and approve all invoices globally. Suppliers should register and log into the [Coupa Supplier Portal \(CSP\)](#) to submit their invoices against a purchase order issued by your business contact at Macquarie.

Coupa is a free platform. There is no need to pay for additional verification by Coupa to be paid by Macquarie.

All invoices must include the payment remittance bank account details in the electronic invoice submission.

The benefits to suppliers of using the Coupa Supplier Portal include:

1. Visibility of all customer purchase orders issued to you;
2. Visibility of all invoices you have submitted to Macquarie, including the approval and payment status, payment amount, and payment reference number;
3. On average valid invoices submitted electronically through CSP are paid faster than invoices submitted via email.

Contents of this guide

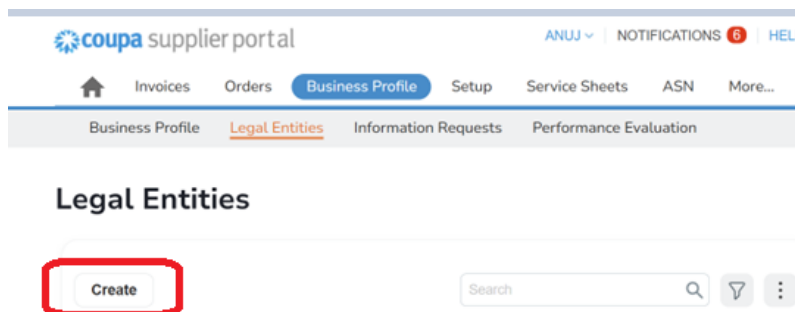
Coupa Supplier Portal introduction.....	1
1. Registration and Legal Entity / Remit-To Setup.....	2
Bank Account Changes	3
2. Submitting an invoice in the Coupa Supplier Portal	4
Submitting an invoice against a PO.....	4
Complete the Create Invoice page	4
Review/Update the section – ‘Invoice Lines’	5
3. Frequently Asked Questions.....	6
Q1. Can I add multiple users to the Coupa Supplier Portal (CSP)?	6
Q2. Can I submit an invoice without a Macquarie PO?	6
Q3. How can I check the status of my invoices?	6
Q4. Do I need to attach my PDF invoice or any additional supporting documents to support my invoice?	6
Q5. Do I need to register for two factor authentication	6
Q6. Can I submit Credit Notes in the Coupa Supplier Portal?	6
Q7. Can I add additional lines in my Invoice?	7
Q8. How do I add a new bank account or correct my setup if I forgot to include bank details when registering?	8
Q9. How will I know if I have set up my payment method correctly?	9
Q10. Guides in other languages.....	9
Q11. Coupa Video Training	9
Q12. Other CSP guides available online:	9

1. Registration and Legal Entity / Remit-To Setup

To register on CSP, simply click the link you received in invitation email from Macquarie to create your login and complete verification. If you haven't received an email from us, please reach out to Macquarie Vendor Support (vendor.support@macquarie.com) and let us know the email address of the user who will be submitting the invoices. We will re-send an invite to the user.

Once you have logged in, we recommend clicking "Skip Now" in the Coupa pop up window and instead follow these instructions. This will help you avoid entering the same information twice:

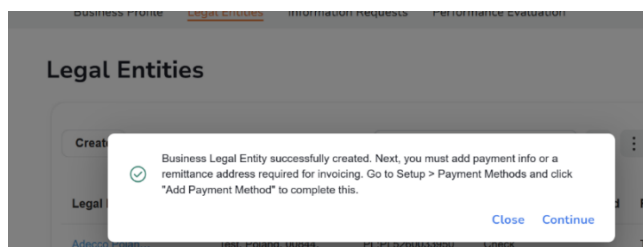
1. **Set up your Legal Entity:** – Click on "Business Profile" "Legal Entities" and "Create". Complete your legal entity name and country of operation:



2. Complete the "Create Legal Entity" form and "Save"

The screenshot shows the 'Create Legal Entity' form. It has a title bar with a close button. The form contains several sections: 'Legal Entity Name' and 'Country/Region' at the top. Below that is the 'Invoice From Address' section, which includes a dropdown for 'Country/Region', text boxes for 'Address Line 1' and 'Address Line 2', and another set of text boxes for 'City', 'State', and 'Postal Code'. There's also an 'Invoice From Code' field. At the bottom is the 'Ship From Address' section, which has a checkbox labeled 'Same as Invoice From Address'. At the very bottom of the form are 'Cancel' and 'Save' buttons, with 'Save' being highlighted in blue.

3. Click "Continue"



The screenshot shows the 'Admin' section of the Coupa Supplier Portal. The 'Add Payment Method' button is highlighted with a red box. Below it, a table lists payment methods. The first row shows 'None' as the payment method name, '123 Test street, Sydney, NSW, 2000, Australia' as the remit-to address, 'Address' as the payment type, and 'test 1234' as the legal entity.

Payment Method Name	Remit-To Address	Payment Type	Legal Entity
None	123 Test street Sydney NSW 2000 Australia	Address	test 1234

Add Payment Method

Legal Entity

Add a new Payment Method

Payment Type

Bank Account

What are your Bank Account Details? 1

Bank Account

Australia

Country/Region

AU10

Bank Account Currency

Beneficiary Name

Test 1234

Bank Name

Account Number

Confirm Account Number

BIC

SWIFT/BIC Code

☐ My bank does not have a BIC code

Branch Code

Bank Account Type

Business

Supporting Documents

Upload File

No file chosen

Email Address

test1234@bank.com.au

What is your Remit-To Address?

Saved Address

Select

☐ New Address

Recommended

If you receive payments to a different location to where your business is registered, add the address here.

8. Once registration is complete, save the Coupa Supplier Portal link in your browser favourites.

If you change bank accounts, please notify us via email to vendor.support@macquarie.com and also make sure you update your bank account in the Coupa Supplier Portal (refer Q8 in FAQs). You can access this by clicking on “Setup” and then “Payment method”. We recommend you disable all bank accounts that you are no longer using.

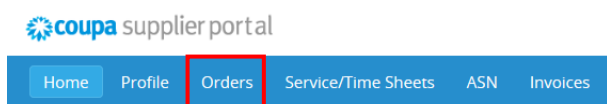
2. Submitting an invoice in the Coupa Supplier Portal

Ensure you have been issued with a purchase order to invoice against. If you haven't please reach out to your business contact to raise this for you.

Submitting an invoice against a PO

After you have setup your Legal Entity and Remit to (including entering your bank account details) you may now submit your invoice:

1. On the CSP Home Page, click “Orders” tab.





2. The Purchase Orders page will open where you can select customers to view POs sent by a specific customer (in case you have more than 1 customers using Coupa).



3. Click the gold coins icon to start creating invoice against the desired PO (or red coins icon for Credit Note).

Purchase Orders

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
PO-000001088	06/12/18	Issued	None	Test PO Line CSP	No	10,000.00 AUD	 

Complete the Create Invoice page

4. Most of the fields on the invoice should be automatically populated based on values in Purchase Order. You will need to enter the Invoice Number and Invoice Date.

Tip: Please check the Invoice Date field as it is defaulted to today's date.

5. Complete the mandatory fields and upload a valid PDF Invoice copy in “Image Scan” field or in the “Attachments” field.

Tip: Although in some countries it isn't mandatory to attach your PDF invoice copy, we recommend you do as it often includes additional detail that will help approvers have comfort in approving your invoice.

6. Attach supporting documents in the “Attachments” section.

Create Invoice Create

General Info

The image shows the 'Create Invoice' form. It has a 'General Info' section. The 'Invoice #' field is highlighted with a red box. The 'Invoice Date' field, which is defaulted to '06/12/18', is also highlighted with a red box. Below these is the 'Payment Term' field set to '14DY'. The 'Date of Supply' field is set to '06/12/18'. The 'Currency' field is set to 'AUD'. The 'Delivery Number' field is empty. The 'Status' is set to 'Draft'. The 'Image Scan' field, which includes a 'Browse...' button, is highlighted with a red box. Below this is the 'Supplier Note' field. At the bottom, the 'Attachments' section, which includes a blue information icon and links for 'Add File', 'URL', and 'Text', is highlighted with a red box.

Review/Update the section – ‘Invoice Lines’

- Update the PO line values in section if it is a partial invoice (eg if you are not invoicing for the full PO amount). The price should be entered as the amount excluding tax.

Tip: The Description field will be pre-populated based on the purchase order details. If the invoice relates to a period of time, it is advantageous to reference the period in this field. For example, submitting an invoice for consulting fees could be “Jane Smith consulting fees March 2024”.

- Select the tax rate for each Invoice line and ensure the Gross Total matches with the invoice copy attached in the Image Scan section by clicking on “Calculate”.

Tip: Depending on the country you are invoicing from, some suppliers may need to tick the box “Line Level Taxation” which is found at the top of the Invoice Lines section in order to enter different tax rates for each line.

- Click “Submit” (or “Save as draft” if you want to complete at a later date)

The screenshot shows the 'Lines' section of an invoice system. The 'Description' field is pre-populated with 'Example Invoice' and the 'Price' is 10,000.00. The 'GST Rate' is set to 10.0%. The 'Total Taxes' summary shows a Gross Total of 11,000.00.

Type	Description	Price
PO Line	Example Invoice	10,000.00

PO Line: PO-000120457-1
Service/Time Sheet Line: None
Contract:
Supplier part number:
HSN Code:
Billing: Australia AUD-D11AUSHAUSYDHO-9023003090

Taxes

GST Rate	GST Amount	Tax Reference
10.0%	1,000.00	

Total Taxes

Lines Net Total	Lines GST Totals
10,000.00	1,000.00

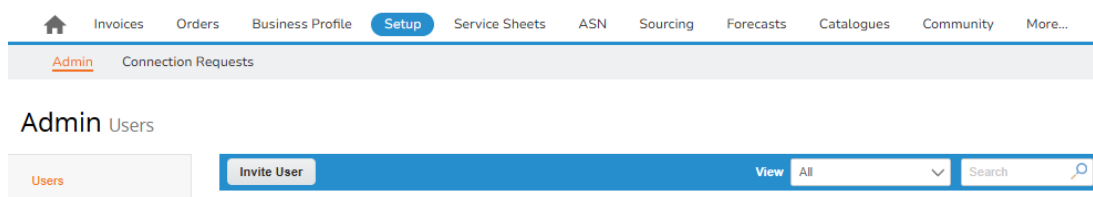
Total GST: 1,000.00
Net Total: 10,000.00
Gross Total: 11,000.00

Buttons: Delete, Cancel, Save as draft, Calculate, Submit

3. Frequently Asked Questions

Q1. Can I add multiple users to the Coupa Supplier Portal (CSP)?

Yes – you can add multiple users to your company profile. When you log into the CSP, you will see the Setup tab on the top right-hand side of the page. Here you will have access to User information. To add additional users, simply click “Invite User” and enter your colleague’s name and email address. They will then receive an email asking them to register and will have to click on the link and add their details. They may have to log back into Coupa to begin viewing Macquarie as a customer.



Q2. Can I submit an invoice without a Macquarie PO?

No, to ensure invoices have the relevant pre-approvals all invoices being submitted in the CSP to be backed by a PO. The use of our PO is part of what helps speed up our payment to you. Please note that Credit Notes may be submitted without a PO (refer below).

Q3. How can I check the status of my invoices?

Review the status of each invoice you have submitted using Coupa in the 'Invoices' section by clicking on 'Invoices' tab. This page will list each of your invoice with a real time status.

For paid invoices, payment details can be viewed by opening the invoice, or by adjusting the “View” to “Payment Information”.

Q4. Do I need to attach my PDF invoice or any additional supporting documents to support my invoice?

Yes. In most countries, the fields you are entering into Coupa become the tax compliant invoice and the PDF invoice is not mandatory, however, attaching your PDF invoice and any supporting documentation often makes the approval process easier and quicker.

You may also use the comments section at the bottom of the invoice to explain anything or reference attachments.

Q5. Do I need to register for two factor authentication

Coupa offers users the chance to set up their dual authentication when they log into the Coupa Supplier Portal. This is provided by Coupa as an added layer of security and to help prevent fraud. If you do not authenticate when you log into the portal, then you may be asked to authenticate before you are able to edit a remit-to.

There are many different authenticator apps available but if you haven't setup then you could download the “Google Authenticator” as one option. Alternatively you can provide your phone number to authenticate via SMS.

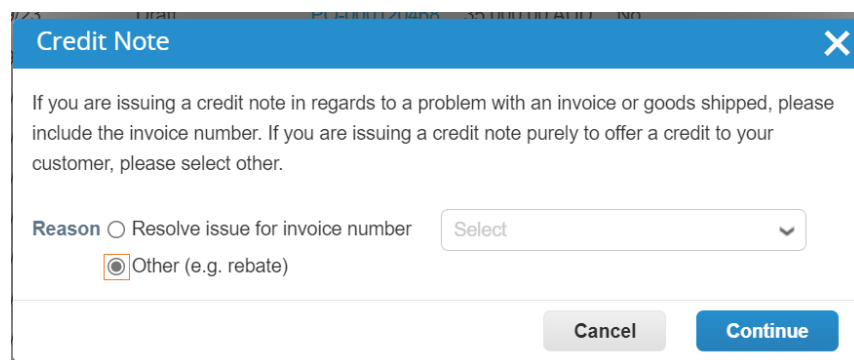
You should not be required to pay for any authenticator apps.

Click here for [Coupa Support for two factor authentication](#) (including if you do not have a mobile phone).

Q6. Can I submit Credit Notes in the Coupa Supplier Portal?

Yes. If your Purchase Order is still open (Issued status), please click on the Orders tab (at the top of screen) and the red coins icon next to the PO to create your credit note. Please reference the original invoice number that you are offsetting.

If your Purchase Order is closed you may still create a credit note by clicking on Invoices Tab (at the top of the screen) and clicking the “Create Credit Note” button. Select “Other”. Note that you will be required to select the correct Macquarie “Customer Address” by clicking on the magnifying glass next to this field, so best to make sure you know which Macquarie entity you are invoicing and search for that exact name otherwise your invoice may be rejected. You will be able to see the Macquarie entity on your PO even if it is closed.



Credit Note [X]

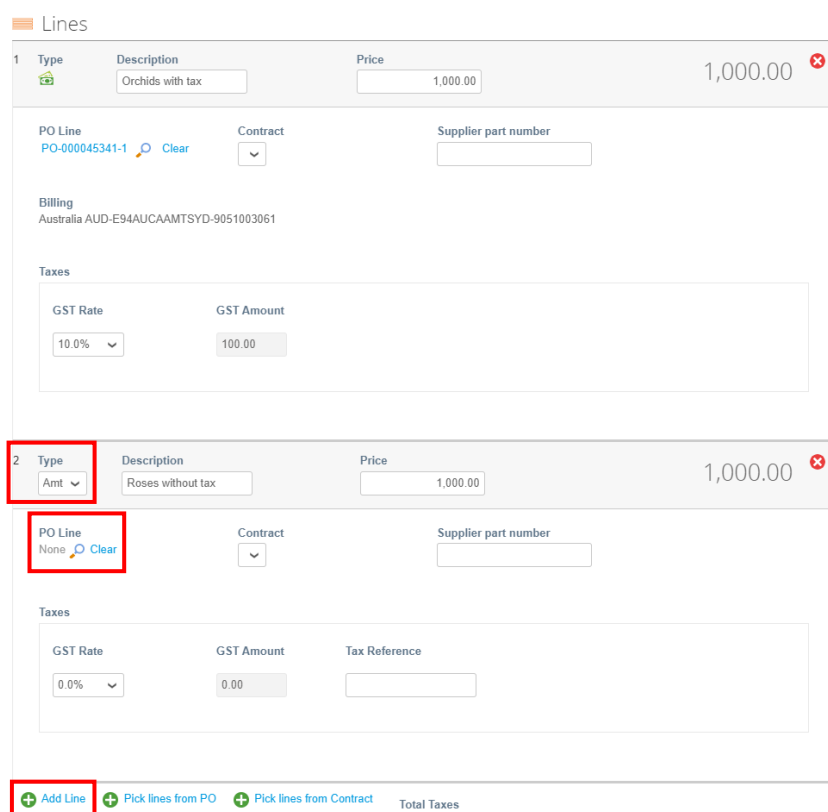
If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer, please select other.

Reason ☐ Resolve issue for invoice number
☒ Other (e.g. rebate)

Q7. Can I add additional lines in my Invoice?

Yes. If your invoice includes some items with tax and some without, you will need to itemise these on your invoice. If your PO was raised as an all inclusive amount, you will need to add these lines in your invoice:

1. Create your invoice as per normal against a PO.
2. Click on “Add line”
3. Ensure the “Type” matches line 1 of the invoice (Tip: most will be “Amount” based – if this field doesn’t match line 1 you will not be able to pick the PO line)
4. Enter the Description, Price, and GST/Tax Rate.
5. Click on the magnifying glass under PO Line



Lines

1	Type	Description	Price	
1		Orchids with tax	1,000.00	1,000.00

PO Line: PO-00045341-1 Contract: Supplier part number:

Billing: Australia AUD-E94AUCAAMTSYD-9051003061

Taxes

GST Rate	GST Amount
10.0%	100.00

2	Type	Description	Price	
2	Amt	Roses without tax	1,000.00	1,000.00

PO Line: None Contract: Supplier part number:

Taxes

GST Rate	GST Amount	Tax Reference
0.0%	0.00	

Total Taxes:

6. Choose the PO Number and Line.

Pick order line

Line	Type	Description	UOM	Quantity	Price	Total
2	Amount	Roses without tax			1,000.00	1,000.00

PO Lines

View: All | Advanced | Search

Match Conditions: Match all conditions | Add group of conditions

Filter By: PO Number | Filter Clause: PO-000045341 X

Cancel | Search

PO Number	Line	Item	UOM	Qty	Price	Invoiced	Actions
PO-000045341	1	Orchids	None	None	50000.00	0.00	Choose

Q8. How do I add a new bank account or correct my setup if I forgot to include bank details when registering?

Step 1: Log into the [Coupa Supplier Portal](#) (CSP)

Step 2: Click on “Setup” then “Payment Methods”.

If you have several customers using Coupa, you may find that there are multiple Legal Entities with multiple payment methods set up (which can go over several pages). Some may already have the Bank Account information and some might just have a street address (like below in yellow). **The goal is to only have one active Legal Entity for the customer Macquarie - Group Procurement and it should have the Bank Account.**

In the example below – there are two Payment Methods setup that are shared to Macquarie. In order to prevent error in submission – it is best to only share active bank accounts. Therefore – in this situation the best approach is to click the green slider button to inactivate the Payment Method and create a new one altogether. You are not able to edit a Payment Method, so if you have made a mistake you need to create a new one and inactivate the old ones.

If you are sharing the Payment Information with multiple customers you can click the blue edit button (in the Actions column) to remove or add customers. If you wish to inactivate altogether, you can click the green slider button.

Admin | Invoices | Orders | Business Profile | Setup | Service Sheets | ASN | Sourcing | Forecasts | Catalogues | Community | More...

Admin | Connection Requests

Admin Remit-To

Users

Merge Requests

Merge Suggestions

Requests to Join

Fiscal Representatives

Payment Methods

Additional CaaS Information

sFTP Accounts

cXML Errors

sFTP File Errors (to Customers)

sFTP File Status (from

To receive payments from Coupa Pay customers, you need to add or re-add the customer to your preferred bank account or virtual card. This will change the Customer Sharing Status from Active to Shared, enabling the customer to make payments to you through that account.

Add Payment Method | View: Active | example legal enti

Showing results for example legal entity X

Payment Method Name	Remit-To Address	Payment Type	Legal Entity	Customer Sharing Status	Actions
CBA ****6547	Street Address Sydney NSW 2000 Australia	Bank Account	Example Legal Entity	Macquarie - Group Procurement (Test) Pty Ltd SN10523 Active	[Edit] [Toggle]
None	Street Address Sydney NSW 2000 Australia	Address	Example Legal Entity	Macquarie - Group Procurement (Test) Pty Ltd SN10523 Active	[Edit] [Toggle]

Step 3: To add a new Payment Method, click “Add Payment Method” in the left menu bar (note – at this stage you may be asked to authenticate – refer FAQs).

Q9. How will I know if I have set up my payment method correctly?

When you submit your next invoice, the Create Invoice screen should automatically populate with the Payment Method (as long as you only have one Payment Method active) and you will see the bank details displayed (circled below).

Here is an example of a correctly configured remit-to in the invoice screen.

Select Customer: Macquarie - Group Procurement (Test)

Create Invoice [Create](#)

General Info **From**

* Invoice #		* Supplier	Chapman Commercial Pty Ltd 199
* Invoice Date	mm/dd/yy	* Supplier ABN	ABN9999999999
Payment Term	Net 30	* Invoice From Address	Legal Entity Test 700 Martin Place Sydney, NSW 2000 Australia
Date of Supply	mm/dd/yy	* Remit-To Address	Legal Entity Test 700 Martin Place Sydney, NSW 2000 Australia
* Currency	AUD	Bank Name:	Bank Name
Delivery Number		Beneficiary Name:	Legal Entity Test
Status	Draft	Bank Account Number:	**3654
Supplier Note		BSB:	**2182
Attachments	Add File URL Text	* Ship From Address	Legal Entity Test 700 Martin Place Sydney, NSW 2000 Australia

Q10. Guides in other languages

Please refer to the [Coupa User guides](#).

Q11. Coupa Video Training

Getting started with CSP – [Video Training](#)

Q12. Other CSP guides available online:

Coupa guides: [Get started with CSP](#).