

# Guidelines for Suppliers of the ERGO Group

## 3 Manage Purchase Orders, Invoices and Credit Notes with CSP

# Dear Suppliers!

**ERGO**

A Munich Re company

We look forward to taking a new approach to manage procurement with you. With the introduction of the cloud-based platform Coupa, the Corporate Procurement department is transforming ERGO Group's procurement and digitises all associated processes, from ordering to payment.

You, as a supplier, benefit from this new approach and so do we, as your customer.

We are happy to assist you with the integration of the electronic procurement solution. We look forward to a digitised collaboration with you!

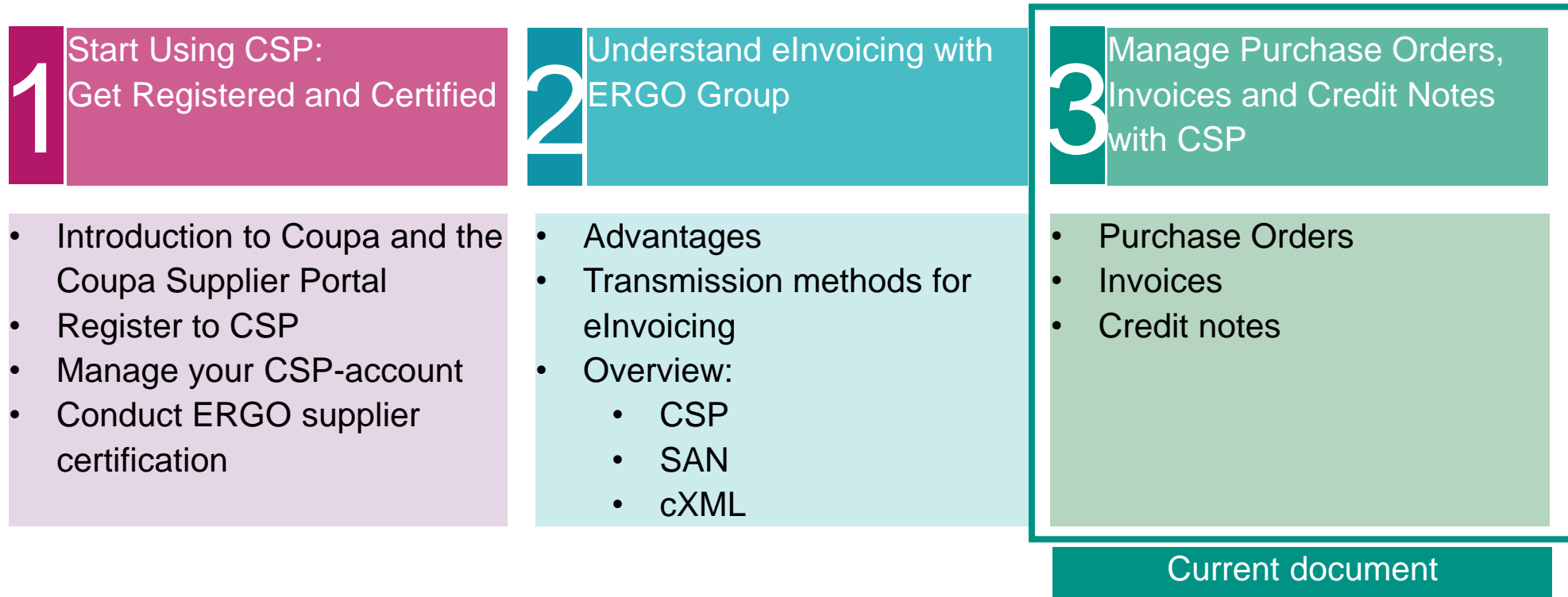
With kind regards  
Your ERGO Procurement Team



# Start working with the Coupa Supplier Portal (CSP)

## Available Guidelines

Not yet experienced in setting up, using and integrating Coupa into your order and invoicing processes? To support you, we provide the following documents and instructions. All documents are available on our [Internet Page](#).



# Content

3.1	Receive Purchase Orders	<u>5</u>
3.2	Create Invoices	<u>13</u>
3.3	Create Credit Notes	<u>19</u>
3.4	Support	<u>23</u>



# 3.1 Receive Purchase Orders

# Purchase Orders Receive and View (1/2)

Regardless of the delivery preference set for orders, you have access to orders within CSP.

1. Select **Orders** in the menu bar.

The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and 'UAT', 'NOTIFICATIONS 99+', and 'HELP' are on the right. A blue navigation bar contains the following items: Home, Profile, Orders (highlighted with a green box and a '1' in a green circle), Sheets, ASN, Invoices, Catalogues, Business Performance, Sourcing, Add-ons, and Setup. Below the navigation bar, a notification banner reads: 'New: Exclusive discounts for your business to thank you for being a part of the Coupa Community.' Below this is a 'Recommended' section with the text: 'Complete your profile to get paid faster and get discovered. Learn More'. It includes a 'Profile Progress' indicator (5 icons, 4 filled), 'Last Updated 4 days ago', and an 'Improve Your Profile' button. The 'Profile Summary' section features three cards: '1 Legal Entity View', '1 Registered User View', and '1 Connected Customer'. Below these are tags for 'Banking Info', 'Diversity', 'Accelerate', and 'Bribery Policy'. The main content area shows 'ERGO\_UAT\_Supplier\_6'. On the right side, there are sections for 'Announcements', 'One-Click Savings', 'Merge Accounts' (with a 'Request Merge' button), and 'Latest Customers' (listing 'Test-System ERGO Group AG - Procurement - Beschaffung').

3.1 Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

# Purchase Orders Receive and View (2/2)

All sent orders are displayed.

2. Select *ERGO Group* in the **Select Customer** field to see only ERGO Group orders.
3. Optional: Select a filter criterion in the **View** field and click **Search** to reduce the amount of orders displayed.
4. Optional: Click on the entry in the **PO Number** field to display the detailed view.

Purchase Orders

Instructions From Customer

Coupa provides two channels in which suppliers can take action over the POs raised: SAN which allows you to take action over the PO directly in your mailbox or the Coupa Supplier Portal (CSP), which requires the creation of a free CSP account.

Click the Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
4900005830	9/03/2022	Issued	None	1,000 Each   Stück of Line 1 1,000 Each   Stück of Line 2	No	60,000.00 EUR		
4900005829	9/03/2022	Issued	None	1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterreifensatz 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Überführungsk...	No	50,369.76 EUR		
4900005825	8/03/2022	Issued	None	1,000 Each   Stück of Line 1 1,000 Each   Stück of Line 2	No	60,000.00 EUR		
4900005823	5/03/2022	Issued	None	780 Day Rate   Tagesrate of Test 1 ANÜ	No	24,843.00 EUR		
4900005822	5/03/2022	Issued	None	5 Each   Stück of Onboarding Support	No	500.00 EUR		

**Tipp** You can sort the display column headings by clicking on one of the column headings.

### 3.1 Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

# Purchase Orders Confirm Receipt and Execution

- 5. Check the **Acknowledged** box to confirm receipt of the order. ERGO Group can see the status update.

**Note:** If you disagree with any aspect of the order, send your objections to the requisitioner.

Purchase Order #4900005829

#### General Info

Status: Issued - Sent via Email  
Order Date: 29/01/2022  
Revision Date: 29/01/2022  
Requester: Kavita Arumugam  
Email: Kavita.Arumugam.eextern@ltergo.com  
Payment Term: CG0 (08 Days 0.0 %)  
Attachments: None

**Acknowledged**  **5**

#### Shipping

Ship-To Address: Father Strasse 110  
40476 Düsseldorf  
Germany  
Location Code: 2005679869  
/atn: Kavita Arumugam

Terms: EXW

#### Shipment Tracking

No delivery tracking.

Lines

Type	Item	Qty	Unit	Price	Total	Invoiced
1	S_ED_Testfall11_E2E_Car Purchase_Auto	1	Each / Stück	47,991.59	47,991.59	47,991.59
Part Number: None						
2	S_ED_Testfall11_E2E_Car Purchase_Winterreifen	1	Each / Stück	1,411.78	1,411.78	1,411.78

**Tip** With the **Print View** function you can print the order. With the **Save** function you can save the order outside Coupa.



## 3.2 Create Invoices

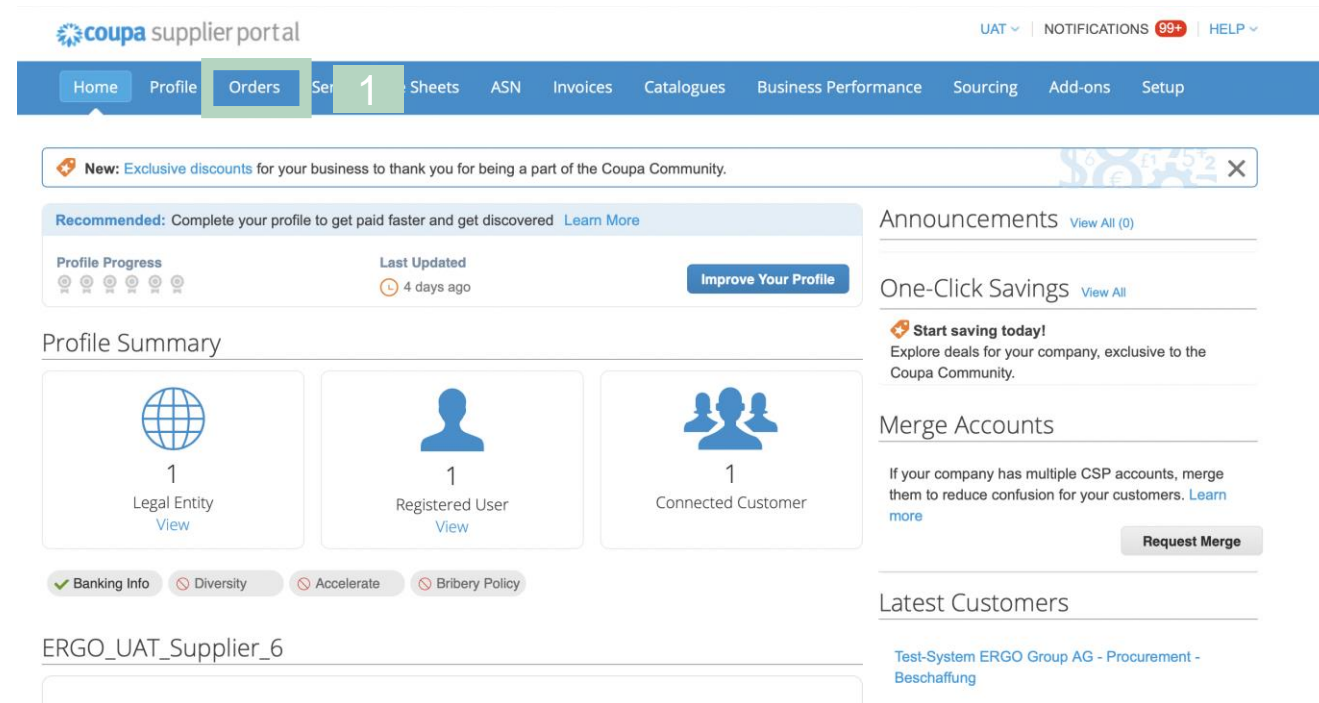
# Create Invoices with CSP



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Regardless of the delivery preference set for orders, you can view these in the Coupa Supplier Portal.

1. Select **Orders** from the menu bar.



# Create Invoices with CSP

All orders are displayed.

2. Select *ERGO Group* in the **Select Customer** field to see only ERGO Group orders.
3. Optional: Select a filter criterion in the **View** field and click **Search** to reduce the amount of orders displayed.
4. Click on the entry in the **PO Number** field to display the detailed view.

Select Customer Test-System ERGO Group AG - Procurement - I 2  
Configure PO Delivery

Purchase Orders

**Instructions From Customer**  
 Coupa provides two channels in which suppliers can take action over the POs raised: SAN which allows you to take action over the PO directly in your mailbox or the Coupa Supplier Portal (CSP), which requires the creation of a free CSP account.

Click the Action to Invoice from a Purchase Order

Export to View All  3

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
4900005830	25/03/2022	Issued	None	1,000 Each   Stück of Line 1 1,000 Each   Stück of Line 2	No	60,000.00 EUR		
4900005829	25/03/2022	Issued	None	1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterreifensatz 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Überführungsk...	No	50,369.76 EUR		
4900005825	25/03/2022	Issued	None	1,000 Each   Stück of Line 1 1,000 Each   Stück of Line 2	No	60,000.00 EUR		
4900005823	25/03/2022	Issued	None	780 Day Rate   Tagesrate of Test 1 ANÜ	No	24,843.00 EUR		
4900005822	25/03/2022	Issued	None	5 Each   Stück of Onboarding Support	No	500.00 EUR		

**Tip**

**Tip**

Use the icons in the Actions column to enter invoices , credit notes or to produce service or time sheets.

# Create Invoices with CSP



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5. Click **Create Invoice** to start the invoice creation.

Purchase Order #4900005830

**General Info**

Status: Issued - Sent via Email  
Order Date: 29/03/2022  
Revision Date: 29/03/2022  
Requester: Torsten Knappe  
Email: Torsten.Knappe.extern@ergo.com  
Payment Term: CG01 (98 Days 0.0 %)  
Attachments  
Acknowledged:

**Shipping**

Ship-To Address: Hauptstr. 18  
55288 Alzey  
Germany  
Attn: Torsten Knappe  
Terms: EXW

**Shipment Tracking** + Add  
No delivery tracking.

**Lines**

Advanced Search Sort by Line Number: 0 → 9

Line	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Line 1	1,000	Each / Stück	10.00	10,000.00	0.00
Part Number: None							
2		Line 2	1,000	Each / Stück	50.00	50,000.00	0.00
Part Number: None							

Per page 15 | 45 | 90

Total EUR **60,000.00**

5 **Create Invoice** Save Print View

# Create Invoices with CSP

The data is already pre-populated with the information from the order.

6. Enter the **Invoice Number** and the **Invoice Date**.

**Note:** Please enter your **Invoice number** here, which you may have created with your invoicing software. It is used to assign the payment to your bank account.

7. Select the **Currency**.

**Note:** The currency must match the details of the order.

8. Optional: Add **Attachments**, e.g. delivery notes, proofs.

## Create Invoice Create

**General Info**

- Invoice #
- Invoice Date 29/03/2022
- Payment Term CG01 (08 Days 0,0 %)
- Currency EUR
- Delivery Number
- Status Draft
- Image Scan  Datei auswählen Keine Datei ausgewählt
- Supplier Note
- Attachments  Add File | URL | Text
- Margin Scheme

**From**

- 6 • Supplier ERGO\_UAT\_Supplier\_6
- Supplier VAT ID DE312926924
- Invoice-From Address ERGO\_UAT\_Supplier\_6   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany  
Hans Hinz  
Bonn  
AG  
Hinz & Kunz  
Bonn  
Bonn1234
- Remit-To Address ERGO\_UAT\_Supplier\_6   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany
- IBAN: \*\*\*\*\*3780
- Ship-From Address ERGO\_UAT\_Supplier\_6   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany



# Create Invoices with CSP

The individual items of the order are displayed in lines.

9. Optional: Click on the **red cross** icon to remove the item that is not to be invoiced from the invoice.
10. Optional: Adjust the **Number**, if a small quantity is to be charged.
11. Optional: Adjust the unit **Price**, if a different price is to be charged.
12. Select the VAT rate in the **VAT (%)** field. The VAT is calculated automatically.
13. Optional: Enter a reason for the selected VAT rate in the **Tax Reference** field, e.g. if 0% was selected.

The screenshot displays the Coupa Supplier Portal interface for creating invoices. It shows two lines of items:

- Line 1:** Description: Line 1, Qty: 1,000, UOM: Each | Stück, Price: 10.00, Total: 10,000.00. A red cross icon is present next to the total price.
- Line 2:** Description: Line 2, Qty: 1,000, UOM: Each | Stück, Price: 50.00, Total: 50,000.00.

Below each line, there are fields for:

- Category:** Goods
- PO Line:** 4900005830-1 (Line 1) / 4900005830-2 (Line 2)
- Contract:** (Dropdown menu)
- Supplier part number:** (Text field)
- Billing:** K-119300-n/a-B-8124102100
- Taxes:**
  - VAT Rate:** (Dropdown menu, highlighted with callout 12)
  - VAT Amount:** 0.00
  - Tax Reference:** (Text field, highlighted with callout 13)

Callout boxes are numbered 9 through 13, indicating specific actions or fields mentioned in the text:

- 9: Red cross icon to remove the item.
- 10: Qty field.
- 11: Price field.
- 12: VAT Rate field.
- 13: Tax Reference field.

# Create Invoices with CSP

- 14. Optional: Click **Add Line**, if you want to add shipping costs to the invoice, for example.
- 15. Optional: Click **Calculate** to recalculate the invoice including VAT.
- 16. Click on **Submit**.
- 17. Click **Send Invoice** to send the ready-to-send invoice to the ERGO Group.

The invoice is now submitted! It has the **status processing**.

Total Taxes	
Lines Net Total	60,000.00
Lines VAT Totals	0.00
Shipping <input type="text"/>	
VAT <input type="text" value="0.000"/>	
Tax Reference	<input type="text" value="Enter a tax reason description."/>
Total VAT 0.00	
Net Total	60,000.00
<b>Gross Total</b>	<b>60,000.00</b>

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

Callouts: 14 (Add Line), 15 (Calculate), 16 (Submit)

Coupa creates an invoice in your name. This PDF invoice is the only legal one. Please make sure you do not attach any other invoice to this transaction.

# Create Invoices with CSP

If the invoice has the **Status** *Approved*, it is paid according to the agreed payment terms and payment schedule.

If the invoice has the **Status** *Disputed*, it has been rejected by the ERGO Group. Reasons for this can be:

- An automatic challenge takes place immediately after submission of the invoice.
- The invoice does not match the information in the order. This may be a problem with the part number, quantity or price.
- A manual challenge by the PO owner/requester.

You will receive an email notification with the invoice number and reason. All disputed invoices are also displayed in the **Tasks** tab and the **notifications**.

ERGO\_UAT\_Supplier\_6 invoice #4567890 is processing ✕

**Instructions From Customer**  
 Coupa provides the possibility to raise an e-invoice via the Coupa Supplier Portal (CSP) which will bring both sides benefits in terms of transparency over the duration of the invoicing process.  
 Create Invoices i

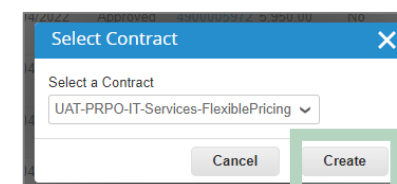
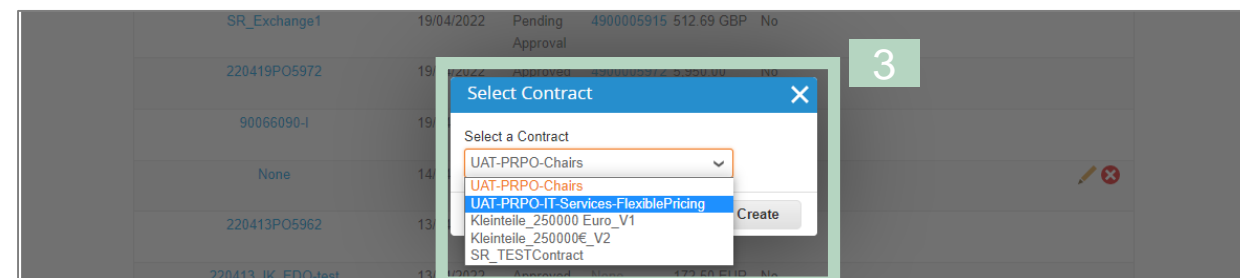
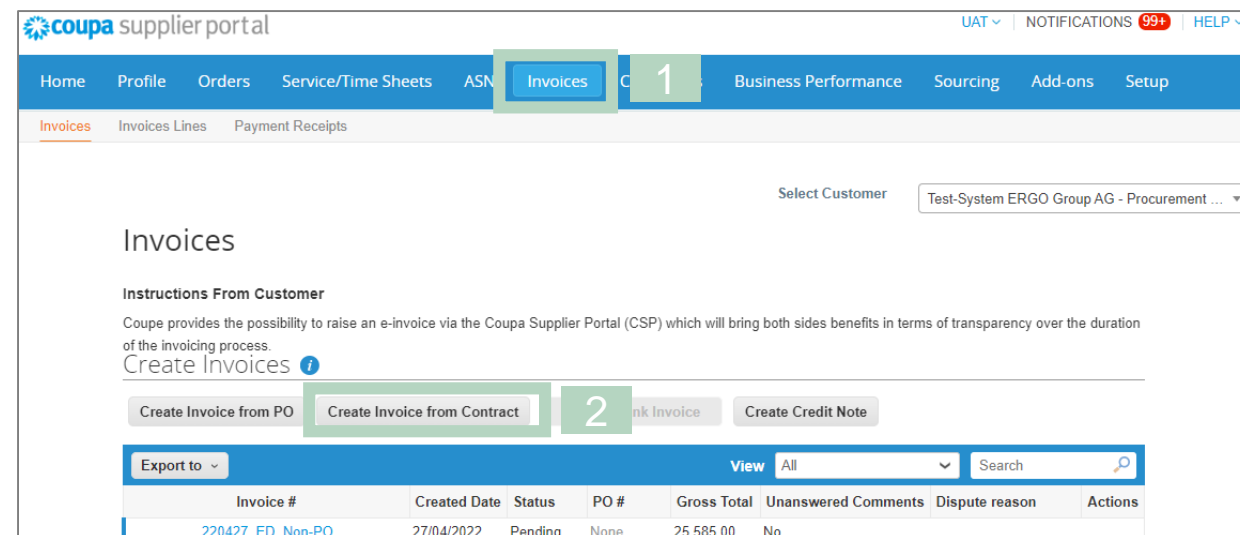
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
4567890	29/03/2022	Processing	900005830	71,400.00 EUR	No		
456789	29/03/2022	Pending Approval	900005830	60,000.00 EUR	No		
None	29/03/2022	Draft	900005830	60,000.00 EUR	No		
None	29/03/2022	Draft	900005830	60,000.00 EUR	No		
4900005829	29/03/2022	Approved	900005829	59,940.01 EUR	No		
None	29/03/2022	Draft	900005825	60,000.00 EUR	No		
None	29/03/2022	Draft	900005825	60,000.00 EUR	No		
3456	28/03/2022	Pending Approval	900005822	-119.00 EUR	No		

# Create Invoices with CSP – Make use of „Invoice from Contract“

To create invoices from contract you have to follow **Invoices** in the menu bar.

1. Click **Invoices** in the menu bar.
2. Click **Create Invoices from Contract**.
3. Select the relevant contract from the drop-down menu.
4. Click **Create** to create the invoice.

Follow the steps from [page 13 number 6](#) to continue.



## Tipp

The button **Create Invoice from Contract** is only activated after the buyer has enabled this in Coupa!

# Edit Disputed Invoice

To deal with disputed invoices:

1. Click on **Invoices** in the menu.
2. Select *Disputed* in the **Display** field.

**Note:** In the column **Reason for challenge** you will find the reason.

3. Click on the **Invoice Number** column to open the detailed display.

### Total Taxes

Lines Net Total		429.80
Lines VAT Totals	VAT	19.0%
		81.66
<hr/>		
Shipping		0.00
<hr/>		
Total VAT		81.66
Net Total		429.80
<b>Gross Total</b>		<b>511.46</b>

Cancel Invoice Adjust

## Invoices

### Instructions From Customer

Coupa provides the possibility to raise an e-invoice via the Coupa Supplier Portal (CSP) which will bring both sides benefits in terms of transparency over the duration of the invoicing process.

Create Invoices

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

Export to View Disputed

Invoice #	Invoice Date	PO #	Gross Total	Disputed Date	Commented	Dispute reason	Comments	Actions
<a href="#">220131-C-001</a>	31/01/2022	None	511.46 EUR	31/01/2022	None	other		
<a href="#">PS211124-001</a>	25/11/2021	None	178.50 EUR	25/11/2021	None	ffff		
<a href="#">CRX-PO4890</a>	23/09/2021	4900004890	11,900.00 EUR	27/09/2021	27/09/2021	test	Peter Schäfers (@ERGO_DE.E676993) on 27/09/2021 at 16:38 test	
<a href="#">C_TC3_POGRINVCN_INV1</a>	23/08/2021	4900004732	10,710.00 EUR	23/08/2021	None	Faulty or Wrongly Shipped Product or Excess shipment returned		
<a href="#">21-04-20-PO3763</a>	20/04/2021	4900003763	14,875.00 EUR	21/04/2021	None	gfdgdfgdfg		
<a href="#">3079</a>	11/03/2021	None	13,447.00 EUR	17/03/2021	None	Invalid or missing PO reference		





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# Edit Disputed Invoice

- 4. Click **Cancel Invoice** to cancel the invoice.
- Or
- 4. Click **Adjust** to correct and resubmit the invoice.

### Total Taxes

Lines Net Total			429.80
Lines VAT Totals	VAT	19.0%	81.66
<hr/>			
Shipping			0.00
<hr/>			
Total VAT			81.66
Net Total			429.80
<b>Gross Total</b>			<b>511.46</b>

4

**3.3**

# Create Credit Notes



# Create Credit Notes

A credit note can be used to reduce an amount that has already been invoiced (and paid, if applicable). The credit note can be created directly in Coupa and sent to ERGO Group.

The credit note can be created on the basis of the invoice or the order. In Coupa this document is called a correction document.

1. Click on the **Create credit note** icon  in the **Actions** column of the **Purchase Orders** overview.

Or










2. Click on **Create credit note** in the overview of **Invoices**, then enter the invoice number and start the credit note creation.

## Purchase Orders

### Instructions From Customer

Coupa provides two channels in which suppliers can take action over the POs raised: SAN which allows you to take action over the PO directly in your mailbox or the Coupa Supplier Portal (CSP), which requires the creation of a free CSP account.

[Click the !\[\]\(d605de375c07e70a4c336904b8546a92\_img.jpg\) Action to Invoice from a Purchase Order](#)

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
4900005829	29/03/2022	Issued	None	1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Auto 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Winterrefensatz 1 Each   Stück of SF_ED_Testfall11_E2E_Car Purchase_Uberführungsk...	No	50,369.76 EUR		 
4900005825	28/03/2022	Issued	None	1,000 Each   Stück of Line 1 1,000 Each   Stück of Line 2	No	60,000.00 EUR		 <b>1</b>
4900005823	25/03/2022	Issued	None	790 Day Rate   Tagesrate of Test 1 ANU	No	24,843.00 EUR		 
4900005822	25/03/2022	Issued	None	5 Each   Stück of Onboarding Support	No	500.00 EUR		 
4900005821	24/03/2022	Issued	None	1,000 Each   Stück of Line1 50 Each   Stück of Line 2	No	260,000.00 EUR		 









## Invoices

### Instructions From Customer

Coupa provides the possibility to raise an e-invoice via the Coupa Supplier Portal (CSP) which will bring both sides benefits in terms of transparency over the duration of the invoicing process.

### Create Invoices

**2**

Export to	View	All	Search				
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
3456	28/03/2022	Pending Approval	4900005822	-119.00 EUR	No		
12345-22	28/03/2022	Pending Approval	4900005825	5,652.50 EUR	No		
None	28/03/2022	Draft	4900005825	55,652.50 EUR	No		 
None	28/03/2022	Draft	4900005825	60,000.00 EUR	No		 
None	28/03/2022	Draft	4900005822	500.00 EUR	No		 
None	28/03/2022	Draft	4900005822	500.00 EUR	No		 

# Create Credit Notes

3. Enter the **Credit Note #.** and the **Credit Note Date.**

4. Enter the **Original Invoice Number** and **Original Invoice Date.**

## Create Credit Note Create

**General Info**

\* Credit Note #

\* Credit Note Date  **3**

Payment Term

\* Currency

Delivery Number

Status

\* Original Invoice Number  **4**

\* Original Invoice Date

Image Scan

Supplier Note

Attachments  [File](#) | [URL](#) | [Text](#)

Credit Reason

Margin Scheme

**From**

\* Supplier

\* Supplier VAT ID

\* Invoice-From Address   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany  
Hans Hinz  
Bonn  
AG  
Hinz & Kunz  
Bonn  
Bonn1234

\* Remit-To Address   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany

IBAN:

\* Ship-From Address   
00001  
ERGO-Platz 1  
40198 Düsseldorf  
Germany

**To**

Customer

# Create Credit Notes

- 5. Optional: Correct the Quantity in the **Qty** field, e.g. **-3.0**.
- 6. Select the **VAT Rate**.
- 7. Click **Calculate**.
- 8. Click **Submit**.
- 9. Click on **Send credit note** to send the credit note to the ERGO Group.

**Note:** The credit notes are displayed in the **invoice** overview. The **gross invoice amount** is marked with a - (minus) + shown in red.

The screenshot shows the 'Lines' form in the Coupa Supplier Portal. The form is divided into several sections:

- Line 1:** Type (Shopping cart icon), Description (Line 1), Qty (500), UOM (Each | Stück), Price (10.00). A red '5' is next to the Price field.
- Category:** Goods.
- PO Line:** 4900005825-1.
- Contract:** (empty dropdown).
- Supplier part number:** (empty text field).
- Billing:** K-119300-n/a-B-8124102100.
- Taxes:** VAT Rate (dropdown), Amount (0.00), Tax Reference (text field). A red '6' is next to the VAT Rate field.
- Total Taxes:** Lines Net Total (5,000.00), Lines VAT Totals (0.00).
- Shipping:** (empty text field).
- VAT:** (dropdown), Amount (0.00).
- Tax Reference:** Enter a tax reason description.
- Total VAT:** 0.00.
- Net Total:** 5,000.00.
- Gross Total:** 5,000.00. A red '7' is next to the Gross Total field.

At the bottom of the form, there are buttons: Delete, Cancel, Save as draft, Calculate (highlighted with a red box and red number '7'), and Submit (highlighted with a red box and red number '8').



# 3.4 Support



## Support



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This document can only give you an overview of the most important steps in the Coupa Supplier Portal. Further information can be found on our website ([link](#)), which is updated and supplemented as required.

### **You will find much more information on the Coupa website:**

- The Coupa Success Portal for additional information, videos and help: <https://success.coupa.com>.
- Coupa Supplier Portal Login: <https://supplier.coupahost.com>.

If you have any questions, please contact your ERGO Group buyer or the following mailbox [coupa@ergo.de](mailto:coupa@ergo.de).

Thank you very much!

Your ERGO Procurement Team

**ERGO**

A Munich Re company

# Imprint

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