

# BD BUYSMART (COUPA) E-INVOICING GUIDE

Step-by-Step Instructions for Seamless E-Invoicing Process

## Abstract

This guide outlines the use of BD BuySmart (Coupa) for e-invoicing, offering step-by-step instructions for suppliers to manage purchase orders (POs) and invoices, thereby improving accuracy, speeding up processing, and ensuring compliance.





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## BD BuySmart (Coupa) e-Invoice Manual Guide

### 1.0 BD Invoicing Method

BD's preferred method for submitting invoices for POs starting with "69" is via electronic invoicing. We are committed to making payments as efficiently as possible. BD has partnered with Coupa to offer three (3) electronic invoicing options: [Coupa Supplier Portal \(CSP\)](#), [Supplier Actionable Notification \(SAN\)](#), or [Coupa cXML integrated invoicing](#).

### 2.0 How Do I Enroll?

Please note that only invoices for POs starting with "69" can be submitted through e-Invoicing. Currently, only the following countries are permitted to submit e-Invoices:

**Australia, Hong Kong, Indonesia, Malaysia, New Zealand, Philippines, and Singapore.**

For countries not listed, please continue to send your invoices through the standard process designated for your location.

### 2.1 Coupa Supplier Portal (CSP)

Create invoices directly from purchase orders on the Coupa Supplier Portal. This method is ideal for suppliers with low to medium volume purchase orders and invoices, or those who want to manage all transactions from their customers who use Coupa in one place.

#### 2.1.1 Pre-requisites for Onboarding New Suppliers to the CSP

For first-time users, follow these steps to receive a Coupa invitation:

Step 1: Create a BD Services Store account

- Visit <https://www.bd.com/services>,
- Click "Create or Update User Account", fill in the required information and submit.

**Note:** Use your company's primary contact email address to register.

- You will receive an acknowledgement email from BD Services, confirming your Registration Request is pending approval.
- Once approved, you will receive an e-mail with your unique User ID and password.

Step 2: First-time log in to BD Services Store

- Use the User ID and password received via e-mail to sign in.
- You will be prompted to set up your permanent password, enter the Current Password, provide and confirm New Password, and click "Submit."

**Note:** If you are an existing user in BD Services Store, you can skip Steps 1 and 2 and proceed to log in to raise a ticket.

Step 3: Raise a ticket on BD Services Store

- Select the "Req to Pay Inquiry" menu.
- Fill in the mandatory fields and input your query details as: "Request for Coupa registration email," then submit.



Step 4: Receive and respond to the Coupa invitation

- You will receive an email invitation to Coupa within two (2) working days.
- Click the "Join Coupa" button in the email. If you don't see the invite, check your Spam or Junk folder.

**Note:** The invitation link to CSP will expire within 48 hours.

Step 5: Complete the registration

- Fill in the mandatory fields on the account creation page and complete the registration.

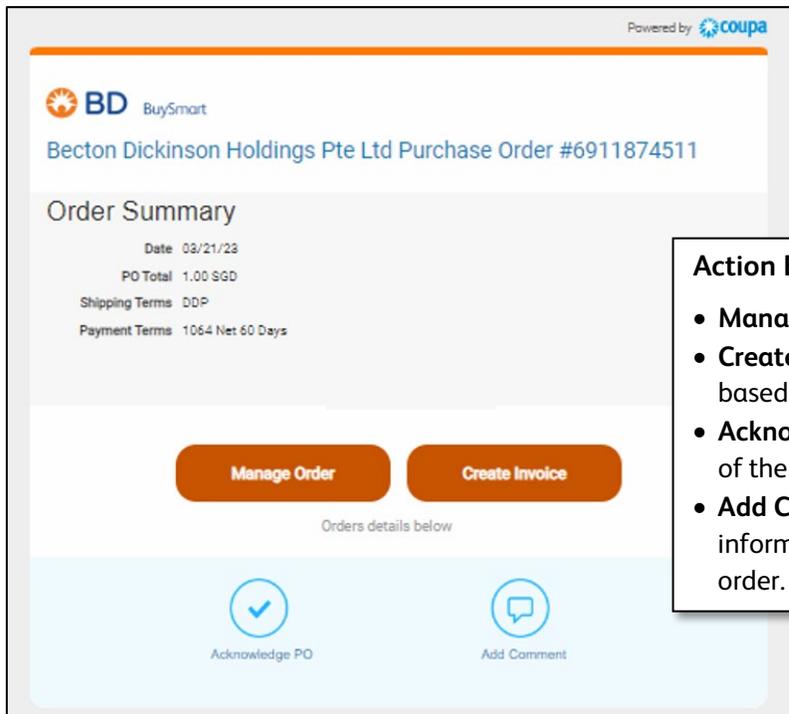
Step 6: Access the Coupa Supplier Portal

- Visit <https://supplier.coupa.com>
- On the login page, enter your registered email address and password, then click "Login."
- You will be able to view your purchase orders, create and track the status of invoices in the CSP.

**Note:** If you encounter any errors, please submit a ticket through the BD Services Store. For a step-by-step BD Services Store guide, visit <https://bd.com/invoicing-and-po-guidelines-gar>, scroll down to the "BD Services Store Guidelines" section, and choose the relevant document for more information.

## 2.2 Supplier Actionable Notification (SAN)

Suppliers can act on POs directly from email notifications for POs created in BuySmart (Coupa). This includes options to acknowledge, create an invoice from, and add a comment to a PO. All Suppliers receiving PO emails will see these options.



**Action Buttons in PO Email:**

- **Manage Order** – View the PO.
- **Create Invoice** – Generate an invoice based on the PO details via SAN.
- **Acknowledge PO** – Confirm receipt of the PO.
- **Add Comment** – Provide additional information or notes related to the order.



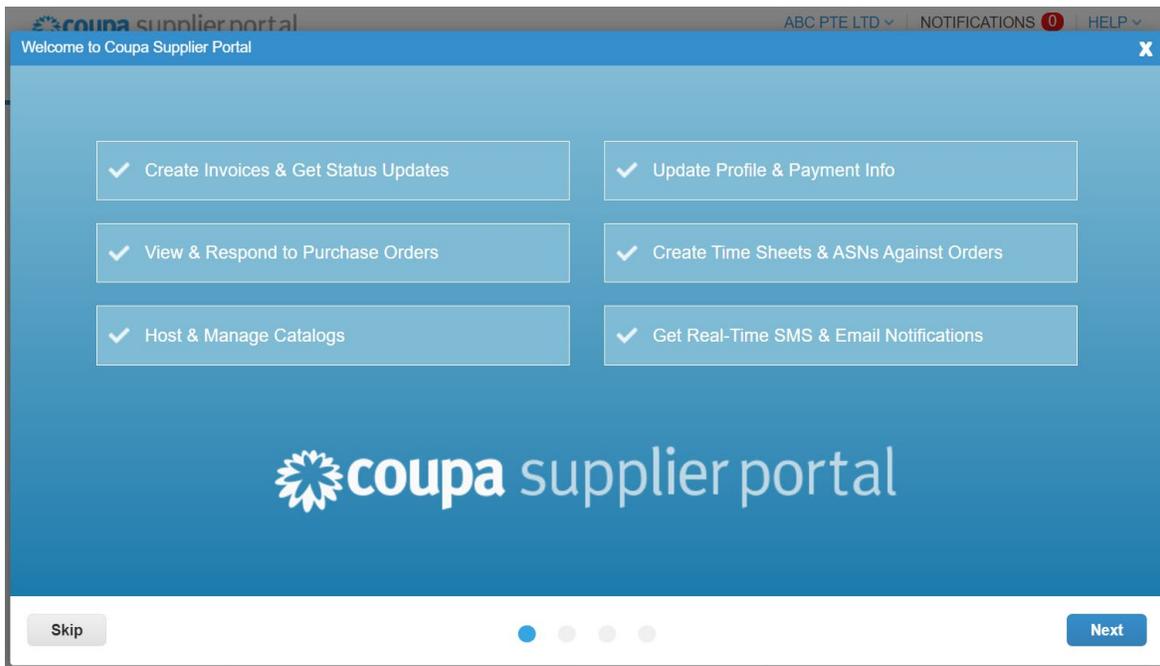
### 2.3 Coupa cXML Integrated Invoicing

System integration with BD BuySmart (Coupa) allows you to send cXML invoices directly to BuySmart (Coupa). This is ideal for suppliers with a high volume of purchase orders or those who automate their invoicing.

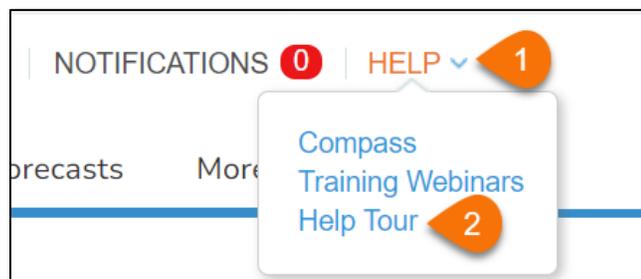
- For Suppliers interested in cXML integration, please raise a ticket via BD Services Store. For detailed instructions, visit <https://bd.com/invoicing-and-po-guidelines-gar>, scroll down to the “BD Services Store Guidelines” section and select the “Raising A Ticket” document.

### 3.0 CSP Welcome Tour

When you first log in to Coupa Supplier Portal at <https://supplier.coupa.com>, a Help Tour will appear on the Home screen to guide you through the main features and functionalities.



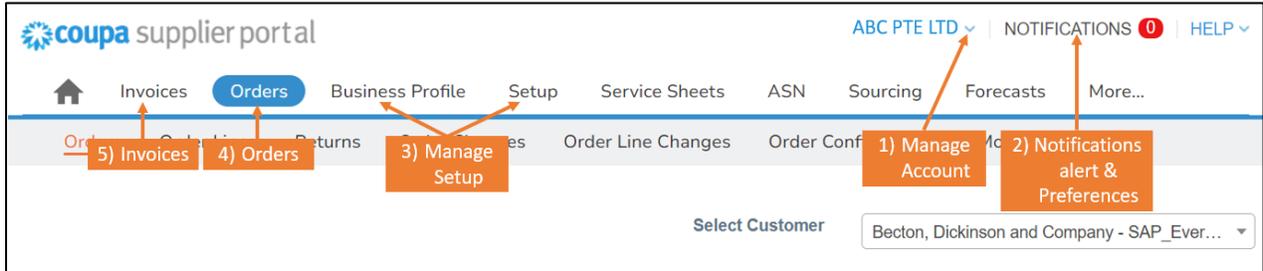
You can view the Help Tour anytime by clicking on “Help” in the top right corner of the page.





### 3.1 CSP's Home Page & Important Features – Initial Setup

The Coupa Supplier Portal (CSP) offers a range of features designed to streamline supplier management and enhance efficiency such as Notifications, Orders, Invoices, and manage your Account and Setup. Before sending any invoice, please ensure you have set up e-Invoicing with Coupa.



#### 3.1.1 Legal Entity Setup

As the Admin for this account, you can set up a legal entity by following these steps:

Step 1: Click on the “Setup” tab in the header.

Step 2: Under Admin page, go to the “Legal Entity Setup” from the left panel of the page.

Step 3: Click the “Add Legal Entity” button at the upper right corner.

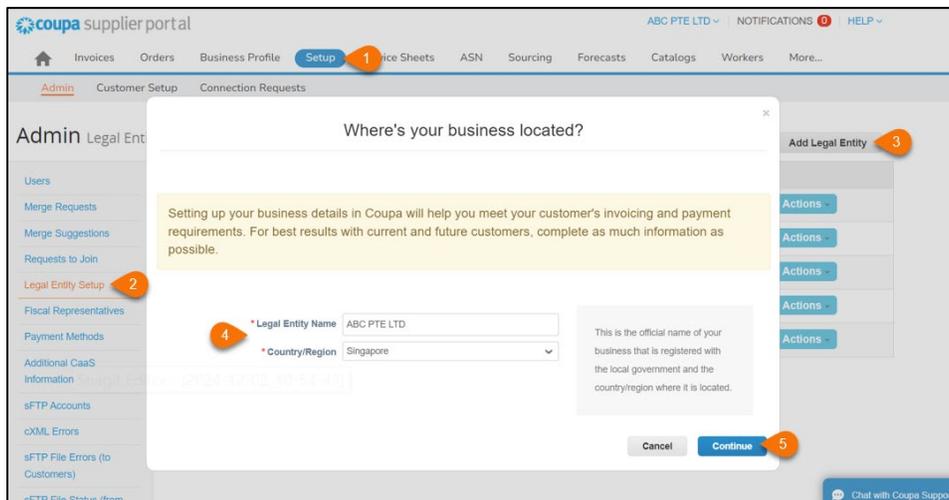
Step 4: Enter your Legal Entity Name and Country/Region. Click “Continue”

Step 5: In the next page, fill in all the required fields marked with a red asterisk (\*) and your Tax ID. If you are using the same address as the one provided above, select the checkbox “Use this address for Remit-To” and “Use this for Ship From address”. Click “Save & Continue”.

Step 6: Choose Payment Type as Address. If you are using the same address you entered in Step 5 for Remit-To address, it will already be displayed here for you. Click “Save & Continue”

Step 7: In the next page, review the information, click “Next” and click “Done”.

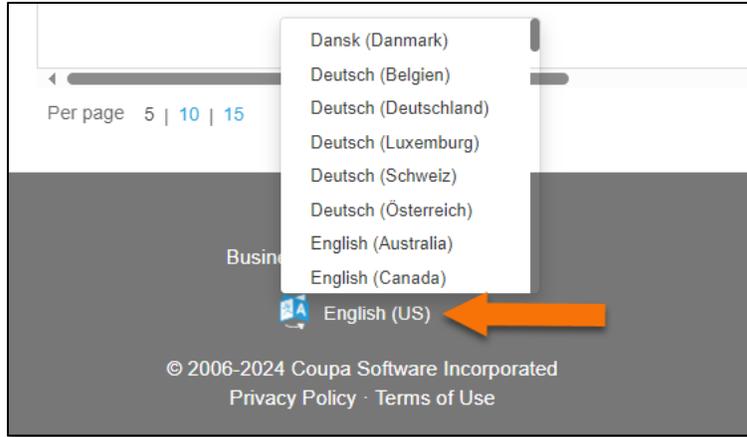
Step 8: A “Setup Complete” pop-up message will confirm that this legal entity can now be used on new invoices.





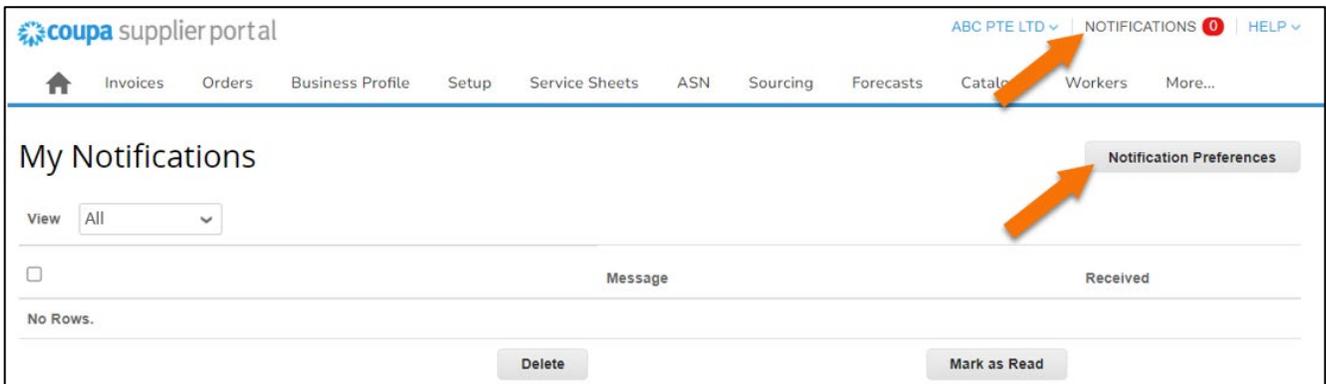
### 3.1.2 Language

Select your preferred language by clicking on the default language at the bottom middle of the page.



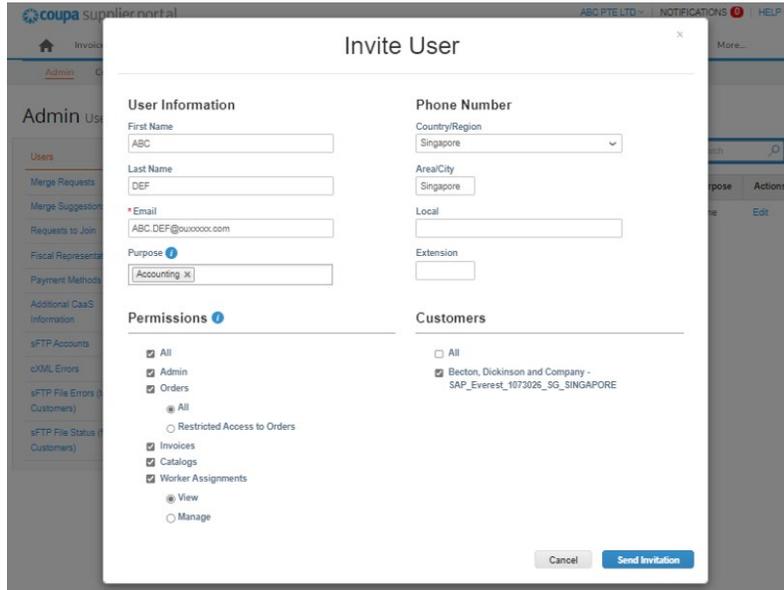
### 3.1.3 Notification Preferences

Set your notification preference by clicking on "Notifications" at the top right corner of the page. Adjust your settings and click "Save" at the bottom.



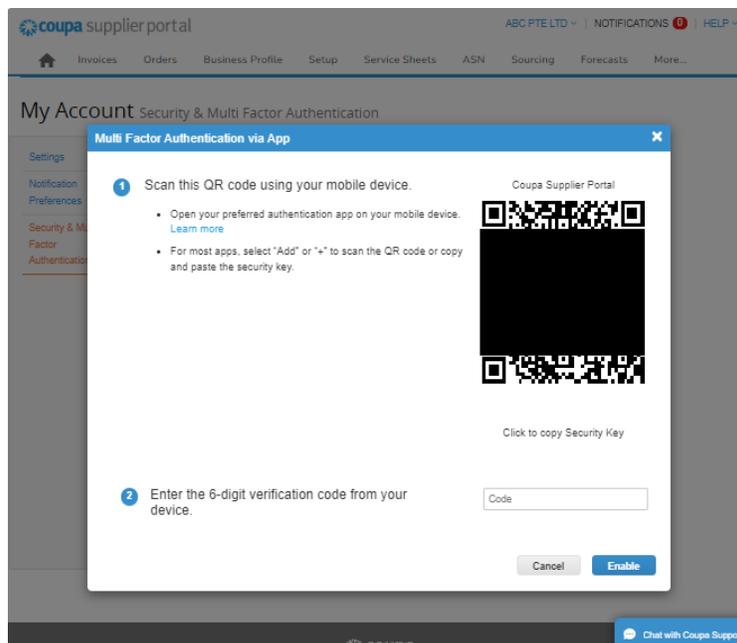
### 3.1.4 Inviting Additional Users to CSP

To invite additional users, navigate to the Setup tab and select “Invite User” on the Admin Users page. Fill in the user’s information, choose the appropriate “Permissions” levels and “Customers” for access, and click “Send Invitation.” The user will receive an email from Coupa to accept the access and create a password.



### 3.1.5 Security & Multi Factor Authentication

For enhanced security, enable Multi Factor Authentication by following the on-screen instructions. This step is optional.



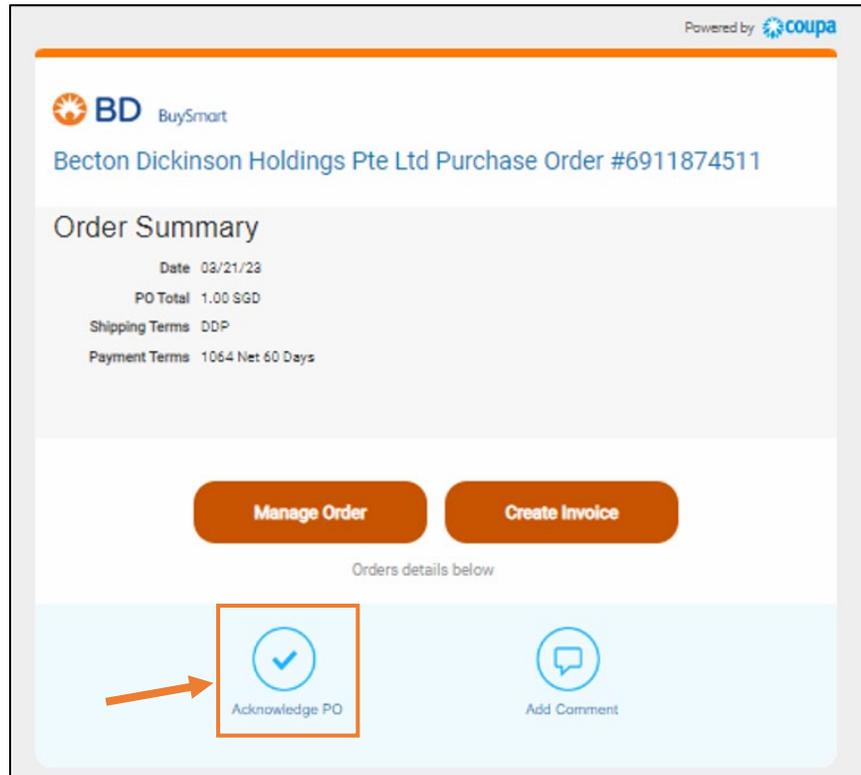
**Note:** If you encounter any errors during setup, contact the Coupa Support team via the chat box at the bottom left of the page. For assistance from the BD support team, submit a ticket through the BD Services Store.



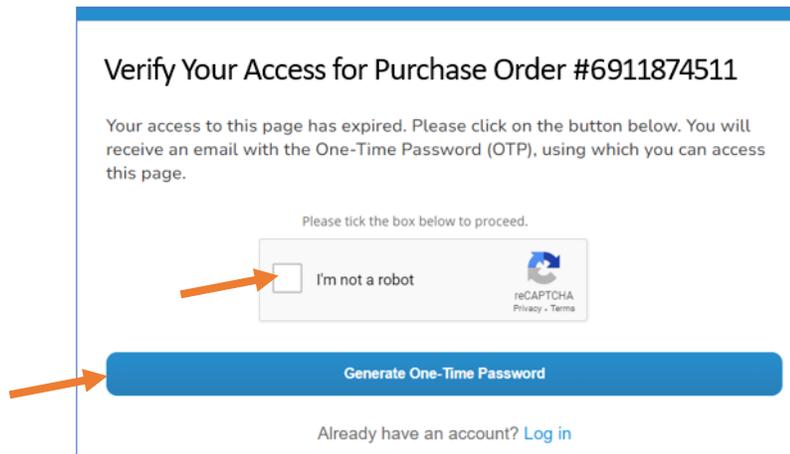
## 4.0 How to Acknowledge a Purchase Order

### 4.1 Acknowledging a PO from an HTML-formatted email – SAN

Step 1: You can acknowledge the PO directly from the email without logging into your Coupa Supplier Portal (CSP) account. Simply locate and click the “Acknowledge PO” button within the email.

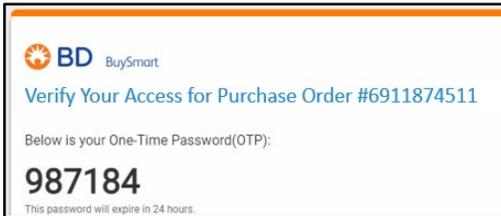


Step 2: You will be prompted to verify your access with a One-Time Password (OTP).





Step 3: Check your email for the 6-digit OTP sent to you. Enter these 6-digits on the OTP page and click "Verify OTP."



Verify Your Access for Purchase Order #6911874511

Enter the One-Time Password sent to bd\*\*\*\*\*@ou\*\*\*\*\*.

Enter One-Time Password

987184

Please tick the box below to proceed.

I'm not a robot

Verify One-Time Password

Step 4: You will be directed to the PO page. Click the "Acknowledged" checkbox to confirm receipt of the order.

#### 4.2 Acknowledging a PO in the Coupa Supplier Portal (CSP)

Step 1: Login to the CSP, go to the "Orders" tab and select your customer name from the dropdown list.

Step 2: Click on the PO number hyperlink and you will be directed to the PO page.

Step 3: Check the "Acknowledged" box to confirm the order.

coupa supplier portal

ABC PTE LTD | NOTIFICATIONS 0 | HELP

Home Invoices **Orders** Business Profile Setup Service Sheets ASN Sourcing Forecasts Catalogs Workers More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select Customer: Becton, Dickinson and Company - SAP\_Ever...

### Purchase Order #6901349457

**General Info**

- Status: Issued - Sent via Email
- Order Date: 4/14/2024
- Revision Date
- Requester
- Email
- Payment Term: None
- Compliance Approval Source: None
- Attachments: None

**Shipping**

Ship-To Address: The Strategy #U8-U8, Singapore 609935, Singapore

Terms

Shipment Tracking: No shipment tracking.

Acknowledged



## 5.0 Invoicing and Credit Notes Requirement

To ensure timely payment from BD:

- Your invoices must comply with all relevant country, legal, tax, and BD requirements.
- If your invoices do not meet these requirements, BD will dispute them and provide comments explaining the reasons for the return. A credit note may or may not be required in such cases.
- Payments are processed weekly. Invoices are paid in the next payment run following the maturity of payment terms.
- Refer [Appendix A](#) for more information.

## 6.0 How to Create an Invoice

### 6.1 Creating an Invoice against a PO

You can create invoices directly from the purchase order.

Step 1: Click the "Create Invoice" button or the "yellow coins" icon in the Actions column of the related PO line.

The screenshot shows the 'Purchase Orders' interface. At the top, there are instructions from the customer and a search bar. Below is a table with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Action. The first row is highlighted, and its 'Action' column contains a 'Create Invoice' button (represented by a yellow coins icon) which is circled in red. An arrow points from the text 'Create Invoice' to this button. The table contains the following data:

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Action
6911019379	11/05/21	Issued	None	100,000 each of item type 1 test 100,000 each of item type 2 test	No	300,000.00 SGD		
6911019357	10/21/21	Issued	None	1 each of Air-Purifier Rental	No	600.00 EUR		
6911019353	10/21/21	Issued	None	1 each of Air-Purifier Rental	No	600.00 EUR		
6911019332	10/13/21	Issued	None	1 each of test	No	100.00 SGD		

Step 2: On the Create Invoice page, complete all fields marked with a red asterisk (\*). These fields are mandatory.

Step 3: Make sure the invoice number and date matches your invoice. Note that the BD system only accepts up to 16 characters in the Invoice Number field and does not allow backdated invoices.

**1) Unique Invoice Number & Date**

**2) Currency**

**Warnings:**  
Do NOT use Image Scan field to attach your documents

**3) Supplier's company name and Remit-To Address**

**4) Attach your invoice and other supporting document**

Create Invoice Create

General Info

\* Invoice #

\* Invoice Date 11/05/21

Payment Term 1059 Net 45 Days

Date of Supply 11/05/21

\* Currency SGD

Delivery Number

Status Draft

Shipping Term DAP

Image Scan Choose File No file chosen

Supplier Note

Attachments Add File | URL | Text

From

\* Supplier SAP\_Everest\_1093938\_SG\_ABC PTE LTD

\* Supplier GST ID M2-8922515-3

\* Invoice From Address ABC PTE LTD  
xxxxxxx  
xx xx  
Singapore

\* Remit-To Address ABC PTE LTD  
xxxxxxx  
xx xx  
Singapore

\* Ship From Address ABC PTE LTD  
xxxxxxx  
xx xx  
Singapore

To

Customer Becton, Dickinson and Company

\* Bill To Address Becton Dickinson Holdings Pte Ltd  
30 Tuas Avenue 2  
Singapore 639461  
Singapore

Buyer GST ID MR85002559

Ship To Address 3A International Business Park,  
ICON@IBP #12-10/18 Tower B,  
Singapore 609935  
Singapore

**5) Enter Correct Quantity or Price To Match Vendor's Invoice**

**6) Choose Tax Percentage**

Choose the correct Tax percentage;  
The Tax Amount will automatically be calculated.  
Foreign vendor who do not charge VAT, will still need to input a tax percentage of 0%.

Lines

Type	Description	Qty	UOM	Price
	Item type 1 test	1.00	each	100.00

PO Line 6911019332-1

Contract

Billing 3150-R-3009-30090101-778000

Taxes

GST Rate	GST Amount	Tax Reference
7.0%	7.00	

**Warnings:**  
Do NOT use handling and Misc. fields

**7) Click "Calculate" to confirm the invoice total matches**

**8) Submit**

Totals & Taxes

Lines Net Total 10.00

Shipping

Tax % 0.000

Tax Reference Enter a tax reason description.

Handling

Tax % 0.000

Tax Reference Enter a tax reason description.

Misc

Tax % 0.000

Tax Reference Enter a tax reason description.

Total Tax 7.00

Net Total 100.00

Total 107.00

Delete Cancel Save as Draft Calculate Submit



**Notes:**

- If you are creating an invoice in a different currency, enter the exchange rate in the provided box. The local currency tax and total amount will be calculated based on this rate.
- If the “Invoice From Address”, “Remit-To Address”, or “Ship From Address” do not appear, click the magnifying glass to select the respective addresses. If nothing appears, setup for the [Legal Entity Setup](#).
- If there are multiple invoices for a purchase order, the invoices must be submitted separately.

**Special Condition:**

- If you do not see the “Taxes” field as shown above, please click on “Line Level Taxation” checkbox.

Click Line Level Taxation to enable line Taxes column below  Line Level Taxation

Type	Description	Qty	UOM	Price
	test	1.00	each	1,000,000.00

PO Line: 6911874652-1  
Service/Time Sheet Line: None  
Contract: [dropdown]  
Supplier Part Number: [input field]

HCP/HCO Related Payment Purpose: None

Billing: 3505-R-3309-33091103-792010

Tax Description	Tax Rate	Tax Amount	Tax Reference
ID: V0 - Input VAT - 0.0%		0	
ID: V1 - Input VAT - 10.0%			
ID: V2 - Input VAT for travel agent, courier &... - 1.0%			
ID: V8 - Input VAT - 11.0%			
ID: VA - Input VAT - 1.1%			

6) Select the correct Tax %  
Enter in the correct tax percentage; the Tax Amount will automatically be calculated. Foreign vendor who do not charge VAT, will still need to enable the Line Level Taxation and input a tax percentage of 0%.

- **For Indonesia only** – Supplier to input “Faktur Pajak Number” at the Structure Payment Reference, under “To” field. The Format is to add “FM” at the beginning, followed by 16 characters of Faktur Pajak Number without punctuation. Example: FM0100032122222222

Faktur Pajak

Kode dan Nomor Seri Faktur Pajak : 010.002-21.64531796

Pengusaha Kena Pajak

Ship To Address: Sampoerna Strategic Square - South Tower 24th FL  
Jl. Jendral Sudirman Kav 45-46  
003004,  
Karet Semanggi, Setiabudi, Jakarta Selatan  
DKI Jakarta  
ID 12930  
Indonesia  
Location Code: IDN31

Structured Payment Reference: FM01000221645317

TW VAT Type: [dropdown]  
To be filled for Taiwanese invoices only

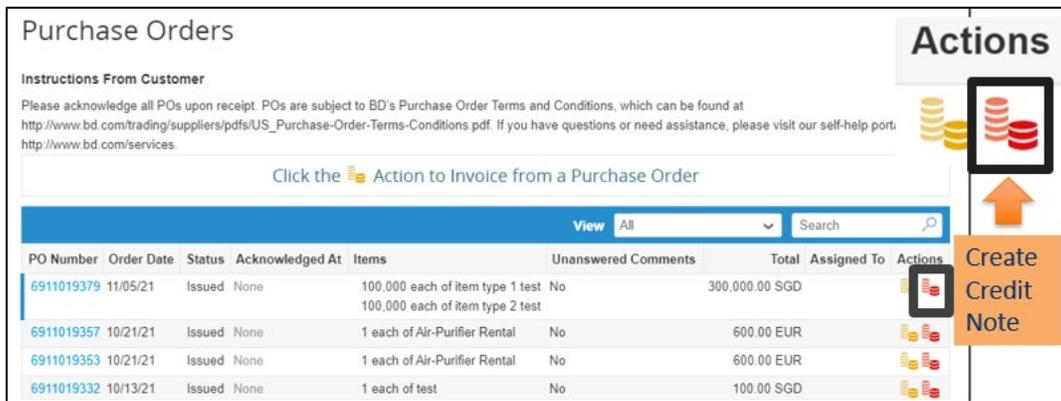
TW VAT Date: [input field]  
To be filled for Taiwanese invoices only

## 7.0 How to Create a Credit Note

### 7.1 Creating a Credit Note Against a PO

- Invoices with price or quantity discrepancies, or incorrect/incomplete information, will be rejected and disputed by the payable processor.
- When the invoice status changes to “Dispute”, you will receive an email notification from Coupa with the invoice number, the date of dispute and the dispute reason.
- The payable processor will also indicate in the dispute email if a credit note is required.
- You can create a Credit Note directly from the purchase order.

Step 1: Click the “red coins” icon in the Action’s column of the related PO line.



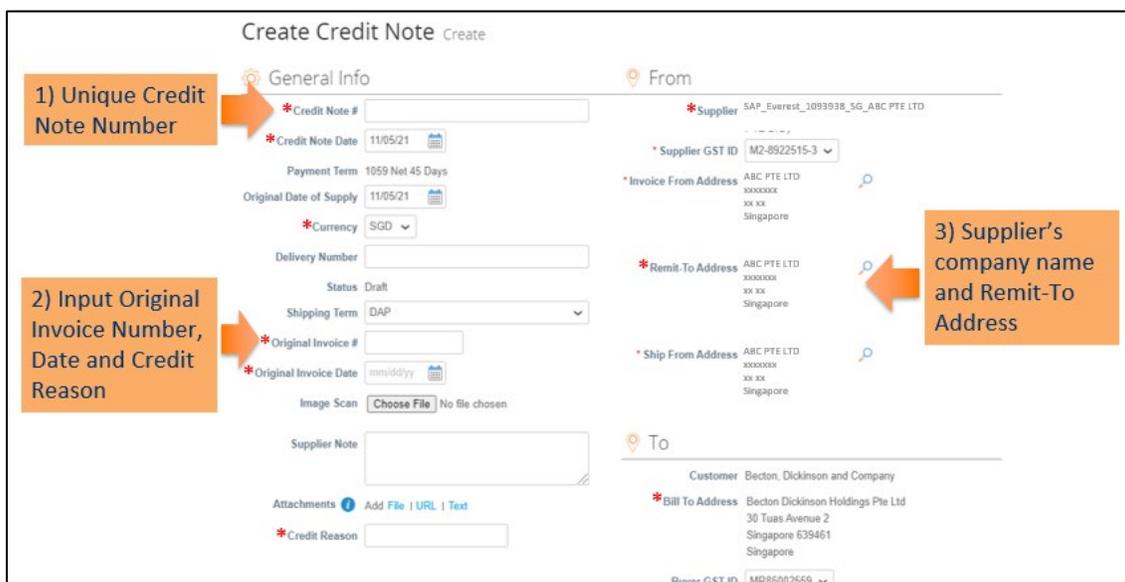
**Purchase Orders**

Instructions From Customer  
Please acknowledge all POs upon receipt. POs are subject to BD's Purchase Order Terms and Conditions, which can be found at [http://www.bd.com/trading/suppliers/pdfs/US\\_Purchase-Order-Terms-Conditions.pdf](http://www.bd.com/trading/suppliers/pdfs/US_Purchase-Order-Terms-Conditions.pdf). If you have questions or need assistance, please visit our self-help portal <http://www.bd.com/services>.

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
6911019379	11/05/21	Issued	None	100,000 each of item type 1 test 100,000 each of item type 2 test	No	300,000.00 SGD		
6911019357	10/21/21	Issued	None	1 each of Air-Purifier Rental	No	600.00 EUR		
6911019353	10/21/21	Issued	None	1 each of Air-Purifier Rental	No	600.00 EUR		
6911019332	10/13/21	Issued	None	1 each of test	No	100.00 SGD		

Step 2: On the Create Credit Note page, complete all fields marked with a red asterisk (\*). These fields are mandatory.



**Create Credit Note** Create

**1) Unique Credit Note Number**

**2) Input Original Invoice Number, Date and Credit Reason**

**3) Supplier's company name and Remit-To Address**

**General Info**

\*Credit Note #

\*Credit Note Date

Payment Term 1059 Net 45 Days

Original Date of Supply

\*Currency

Delivery Number

Status Draft

Shipping Term

\*Original Invoice #

\*Original Invoice Date

Image Scan  No file chosen

Supplier Note

Attachments

\*Credit Reason

**From**

\*Supplier SAP\_Everest\_1093938\_SG\_ABC PTE LTD

\*Supplier GST ID

\*Invoice From Address

\*Remit-To Address

\*Ship From Address

**To**

Customer Becton, Dickinson and Company

\*Bill To Address

Buyer GST ID

4) Enter negative “- NNN” figure for QTY or PRICE field

5) Choose Tax Percentage

Choose the correct Tax percentage; The Tax Amount will automatically be calculated. Foreign vendor who do not charge VAT, will still need to input a tax percentage of 0%.

Warnings: Do NOT use handling and Misc. fields

7) Submit

6) Click “Calculate” & check Total is “-NNN” and qty is correct



## 8.0 How to Check the Status of an Invoice or Credit Note

- Suppliers can check the status of invoices and credit notes in the Invoices tab.
- Invoice lines appear as positive figures, while credit notes appear as negative figures (– NNN) in the Total field.

Select Customer: Becton, Dickinson and Company - ABC PTE LTD

### Invoices

Instructions From Customer  
Instructions Area  
Create Invoices

Create Invoice from PO | Create Blank Invoice | Create Credit Note

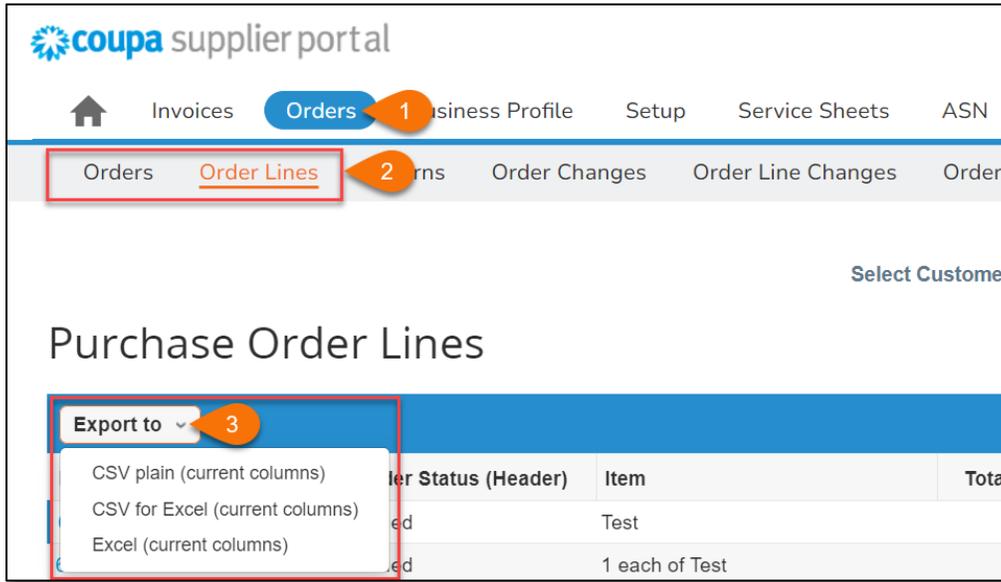
Export to: View: All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
TestYzeta102	11/09/21	Pending Approval	6911019379	-3.00 SGD	No		
TestYzeta101	11/09/21	Pending Approval	6911019379	3.00 SGD	No		
DSA123	10/21/21	Approved	6911018599	-1,000.00 USD	No		
test111	10/07/21	Pending Approval	6911019302	107,000.00 EUR	No		
10062021abc	10/06/21	Approved	6911019284	1,926.00 EUR	No		

- Invoices status description:
  - Draft: The invoice has been created but not yet submitted.
  - Processing: The invoice has been submitted and is being processed by the Accounts Payable (AP) processor.
  - Pending Approval: The invoice is currently under review.
  - Voided / Disputed: There is an issue with the invoice. Please refer to the dispute email or note for further information and any required actions.
  - Approved: The invoice has been accepted for payment.

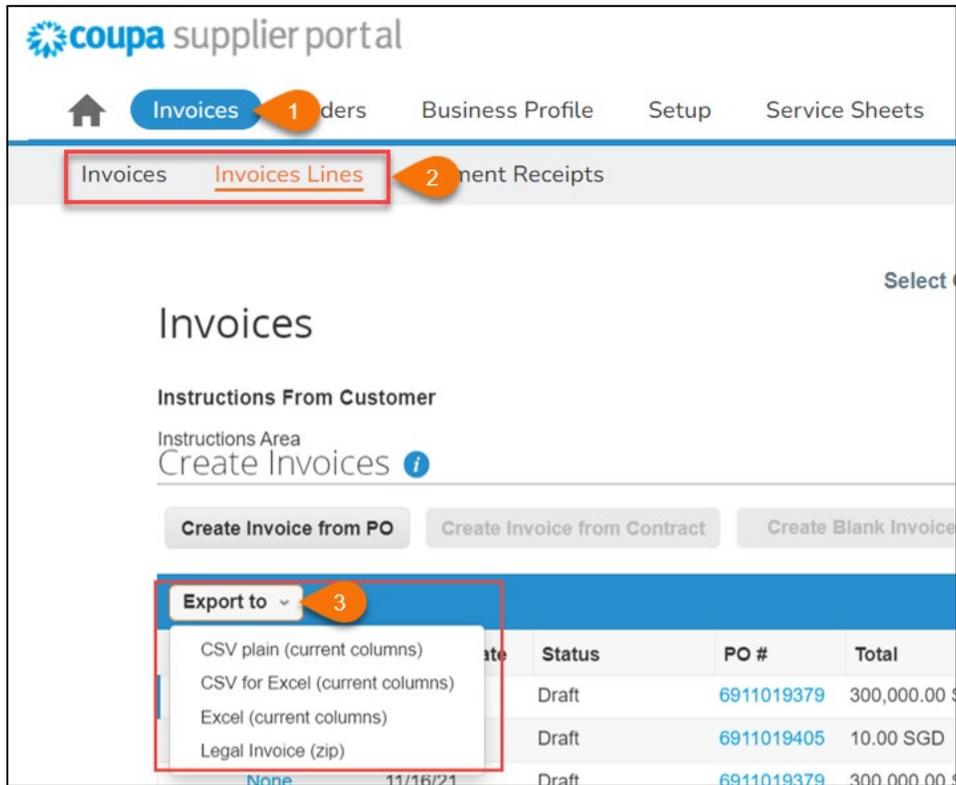
## 9.0 How to Export List of Orders and Invoices Report to Excel

- You can export your list of purchase orders and invoices as a CSV or Excel report. To generate purchase order reports, navigate to the Orders or Order Lines sub-tab.



The screenshot shows the 'coupa supplier portal' interface. The 'Orders' tab is selected in the top navigation bar (marked with a '1'). Below it, the 'Order Lines' sub-tab is selected (marked with a '2'). The main content area is titled 'Purchase Order Lines'. An 'Export to' dropdown menu is open (marked with a '3'), showing three options: 'CSV plain (current columns)', 'CSV for Excel (current columns)', and 'Excel (current columns)'. A table with columns 'Order Status (Header)', 'Item', and 'Total' is partially visible below the dropdown.

- To generate invoices reports, go to either Invoices tab or Invoices Lines tab.



The screenshot shows the 'coupa supplier portal' interface. The 'Invoices' tab is selected in the top navigation bar (marked with a '1'). Below it, the 'Invoices Lines' sub-tab is selected (marked with a '2'). The main content area is titled 'Invoices' and includes an 'Instructions From Customer' section with a 'Create Invoices' button. Below this, there are three buttons: 'Create Invoice from PO', 'Create Invoice from Contract', and 'Create Blank Invoice'. An 'Export to' dropdown menu is open (marked with a '3'), showing four options: 'CSV plain (current columns)', 'CSV for Excel (current columns)', 'Excel (current columns)', and 'Legal Invoice (zip)'. A table with columns 'Status', 'PO #', and 'Total' is partially visible below the dropdown.

## Appendices

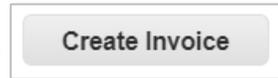
### Appendix A Guidelines for Creating Invoices and Credit Notes

#### Invoices

- Invoices can only have positive values (+).

#### For CSP:

- Invoices can be created by:
  - Selecting the yellow coins on the PO line.
  - Selecting “Create Invoice” when you have clicked onto the PO.



#### For SAN:

- Invoices can be created by:
  - Selecting “Create Invoice” from the PO email.



#### Credit Notes

#### For CSP:

- Credit notes can only be created using CSP by selecting the red coins on the PO line.
- Credit notes must always have a negative values (–).
  - For quantity-based POs, the quantity must be negative (–) and the price positive (+) to ensure the total is negative (–).
  - For amount-based POs (no quantity option), the price must be negative (–) to ensure the total is negative (–).



Type	Description	Qty	UOM	Price
	test	-1.00	each	98.00
<b>Total</b>				<b>-98.00</b>

*Correct*

Type	Description	Price
	test	-200.00
<b>Total</b>		<b>-200.00</b>

*Correct*

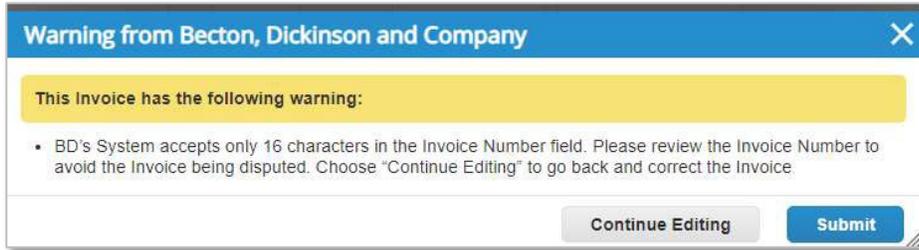
**Appendices**

**Appendix A | Guidelines for Creating Invoices and Credit Notes**

**Both Invoices and Credit Notes**

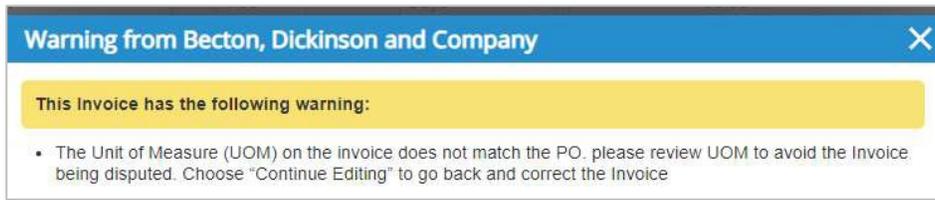
**Length**

- The Invoice/Credit Note number field is limited to 16 characters.
  - DO NOT** ignore the warning messages that appear on the screen.



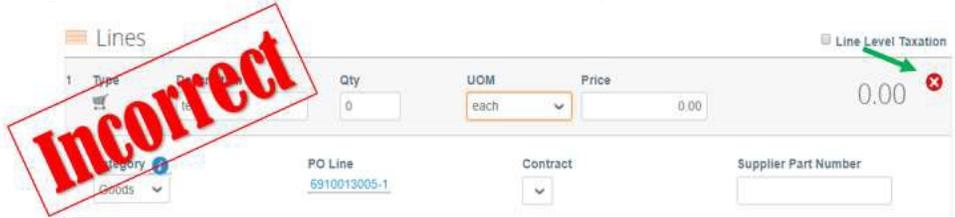
**Unit of Measure (UOM) & Currency**

- The **UOM and currency** must be consistent with the original PO.
  - DO NOT** ignore the warning messages that appear on the screen.



**Lines**

- If the Invoice/Credit Note does not include one of the lines on a PO, **DELETE** the line by selecting this button . **DO NOT** leave a "0" quantity or "0" price.



**Decimal Place**

- BD allows pricing only up to two decimal places.

Qty	Unit	Price	Total
30,000	each	<del>0.0975 USD</del>	2,925.00 USD

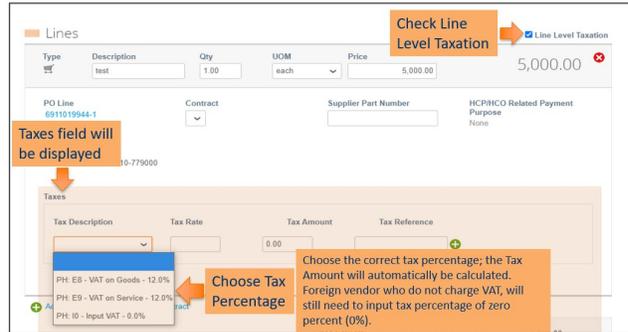
**Appendices**

**Appendix A | Guidelines for Creating Invoices and Credit Notes**

**Both Invoices / Credit Notes – continued**

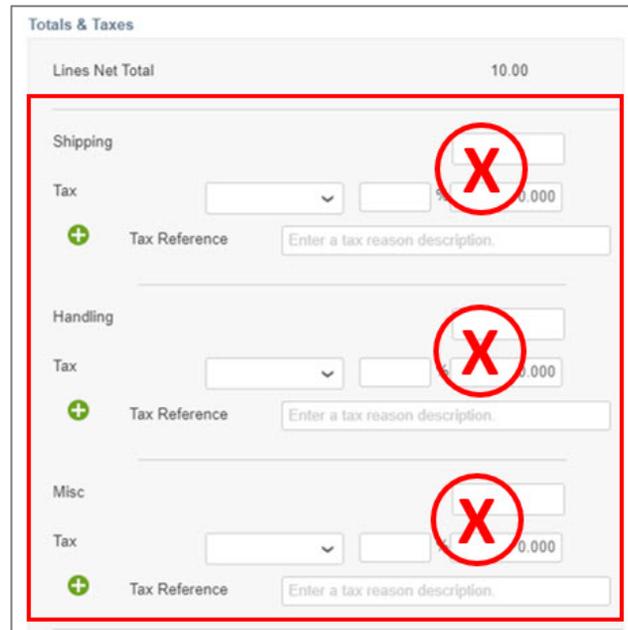
**Tax**

- Ensure the appropriate tax percentage is selected for each invoice line in the "Taxes" field.
- If the tax rate is 0%, choose the 0% code; do not leave the field blank.
- If the "Taxes" field Ensure the appropriate tax percentage is selected for each invoice line in the "Taxes" field.



**Shipping, Miscellaneous and Handling**

- Do not input any information under "Shipping", "Handling" and "Miscellaneous" fields.





## Appendices

### Appendix B | FAQ – Frequently Asked Questions

#### Log In/Access/Notifications

- ❑ **Is there a fee to enroll with CSP?**  
**It's free!** There is no cost for registration and usage of Coupa Supplier Portal (CSP).
- ❑ **How do I access the CSP login portal?**  
Sign in at <https://supplier.coupahost.com/> (Please use Google Chrome).
- ❑ **What do we do if we forgot our password?**  
Select 'Forgot username or password?' and follow the reset process.
- ❑ **Can more than one person receive access to my company's CSP account?**  
Yes, multiple users can be provided access by your company's CSP admin.
- ❑ **How do suppliers add additional employees?**  
Click on **Setup**, then select **Admin** from the menu. Choose the **Users** tab and click **Invite User**. Provide the required information in the window that opens.
- ❑ **I cannot view PO's or submit invoices within CSP.**  
Contact your company's CSP Admin; they can review your access permissions.

#### Purchase Orders

- ❑ **How do I see my BD purchase orders?**  
Click on **Orders** in the menu. If you are connected to more than one Coupa customer, select **Becton, Dickinson & Company** from customer dropdown menu.
- ❑ **What if the pricing is incorrect on the PO even after confirmation?**  
If you find that the pricing, quantity, or any other information on the PO is incorrect after confirmation, you can reach out to the respective BD contact person for resolution.
- ❑ **I am not receiving email notifications when a PO is Received.**  
You can update your notification preferences through your CSP account settings by selecting the "PO is Received" checkbox.
- ❑ **Can I set it so I can only see purchase orders that haven't been invoiced yet?**  
Yes. In the **Purchase Orders** table, select "Orders not invoiced" from the **View** dropdown.
- ❑ **How do I change a price on a purchase order in CSP?**  
You cannot change a price on a PO through the CSP. If a change is needed, talk to your BD contact person and provide proper justification.



## Appendices

### Appendix B | FAQ – Frequently Asked Questions

#### Invoices

❑ **Where does the invoice number come from?**

The invoice number is generated by the supplier's system and entered into the CSP. Upon creating the invoice, suppliers must update the Invoice Number text field, which has a maximum of 16 characters.

❑ **How do I invoice a blanket purchase order?**

You can invoice multiple times against a single PO. Click the yellow coins icon for the PO and enter the amount to invoice. Follow the same steps each time you need to invoice against the PO.

❑ **Can I reuse an invoice number once my customer has “Disputed” it?**

No, you cannot reuse an invoice number for a compliance invoice, even if the BD AP processor has disputed or voided the invoice.

❑ **Once an invoice has been approved, what do I need to do next?**

No further action is needed. The invoice is in your customer's queue, and payment will be made based on the agreed terms/schedule.

❑ **What should I do if an invoice hasn't been paid?**

For any payment-related inquiries, please submit a ticket via the BD Services Store. Our customer service team will respond to your query and provide the necessary information.

❑ **What should I do if the PO amount/quantity is insufficient for creating an invoice in CSP?**

If the PO amount/quantity is insufficient for creating an invoice, follow these steps:

- a) **Contact the BD contact person** to request a revision of the PO amount/quantity, providing proper justification and a quotation.
- b) **The BD contact person will advise** if a PO revision or a new PO is required.
- c) **Once you receive the PO**, review it to ensure it accurately reflects the required amount/quantity.
- d) **Ensure that the PO number** on your system-generated invoice is updated before creating and submitting the invoice in CSP.



## Reference

(Coupa Compass, n.d.). *Getting Started with the Coupa Supplier Portal*. Retrieved May 10, 2022 from <https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal>