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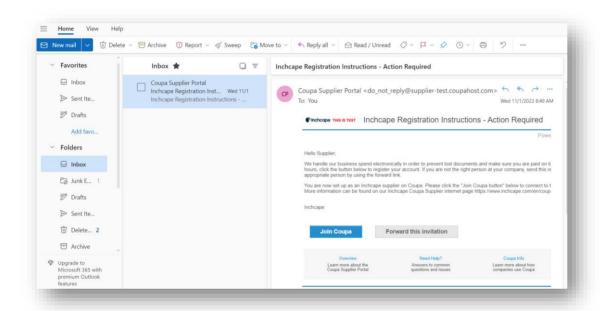
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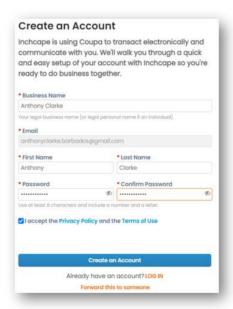


Setup CSP Account

- Open the Registration Email Inchacepe Registration Instruction- Action Required and acess the Coupa link
- 2. Click on Join Coupa



- 3. Enter your Business details, First Name, Last Name, Password.
- 4. Tick the box: Accept the Privacy Policy and Terms of Use



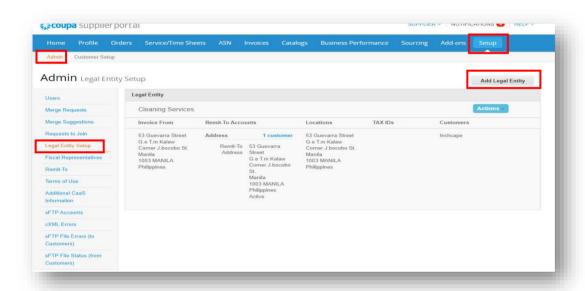
5. Click on Create the Account





Setting up Legal Entity

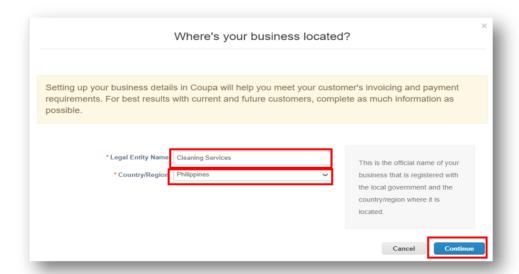
- 1. Go to the setup tab
- 2. Select Admin
- 3. Select Legal Entity Setup
- 4. Click Add Legal Entity



NOTES

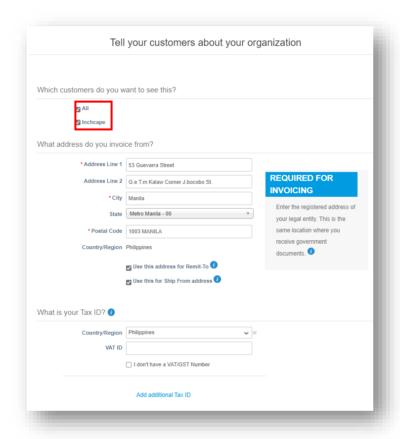
All data used in the Legal Entity pages will pull through into the legal invoices created by Coupa, so the information must be accurate

- 5. Enter your **Legal Entity Name**
- 6. Select your Country
- 7. Click Continue



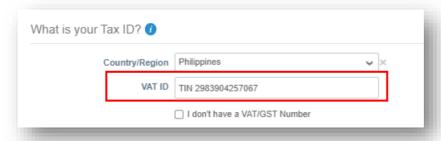


- 8. Tick ALL so you can view all Inchcape entities
- 9. Enter your registered Office address
- 10. Tick **Use this address for...** AND **Use this for Ship....** boxes. This will save you from having to enter your address multiple times



11. VAT registered?

 If your tax is registered, enter your TAX ID here, you need to add your company prefix (e.g., GT for Guatemala. Refer the table in the Appendix section at the end to check the country code for your country) before the number for it to register

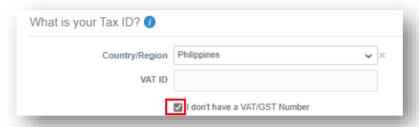




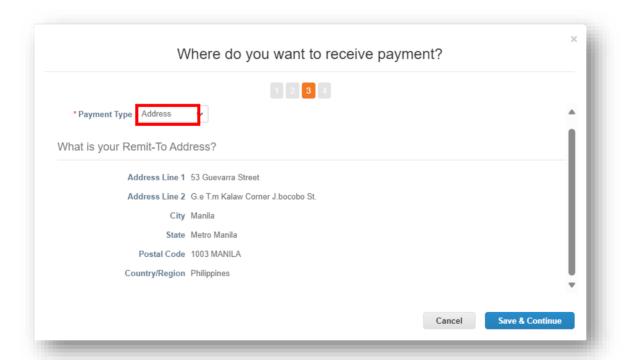


Not VAT registered?

 If tax is not registered, tick the box next to "I don't have a VAT/GST Number". The field that appears below is a required field so enter 000 to move to the next step



12. Choosing **Address** as the payment type means you do not have to enter any bank details. Remittances will continue to be emailed to you as normal



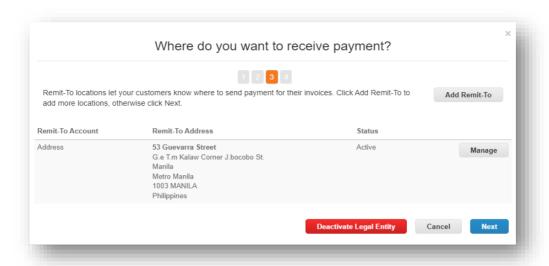
NOTES

- Do not add any bank information.
- This information is in Inchcape's ERP system and is not in Coupa.
- For any changes to your banking details, please contact your Inchcape Business representative directly

13. Payments will continue to be made via your bank account, Coupa will not change the payment process

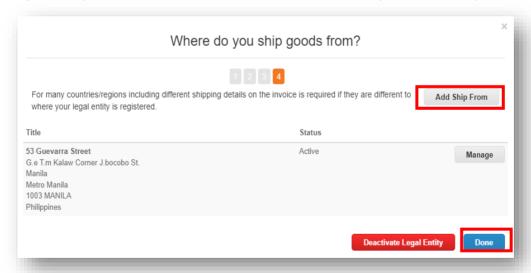






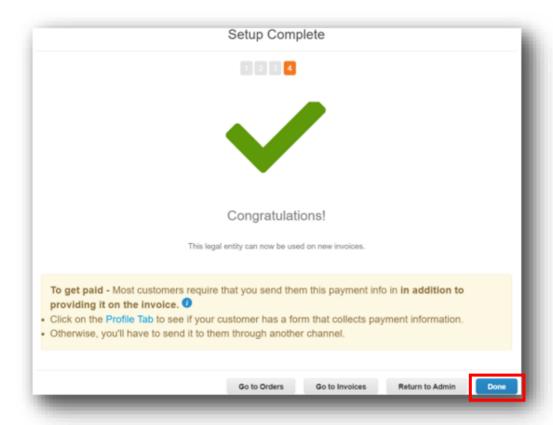
14. If the address where you ship goods from is different from your registered office address, you can add a separate 'Ship From' address

For example, if you are registered in the UK but ship goods from China, this may be required to be stated on the invoice as it may have tax implications







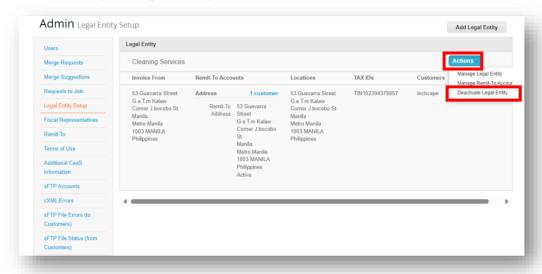






Modifying Legal Entity

1. The details of your legal entity cannot be edited once saved.



If you have made an error, click **Actions** then **Deactivate Legal Entity** to start again

NOTES

- You can deactivate a legal entity by selecting Deactivate Legal Entity from the Actions dropdown. Relevant for mistakes
- You cannot edit information once saved to correct a mistake, deactivate and set up the correct legal entity

All data used in the Legal Entity pages will be included in invoices created in Coupa.

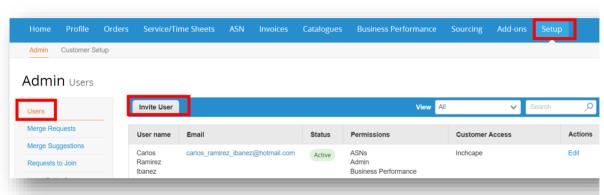




Add Addtional Users to the CSP

Inchcape is only able to set up one user on your portal. This person is defaulted as the CSP admin for your company.

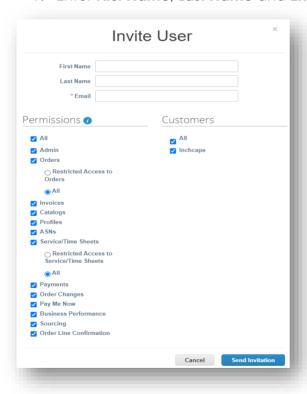
1. To add additional users, click on the Setup tab, then click Users



NOTES

- We recommend providing full admin access to at least one additional person from your company
- Only users with admin access can add / remove legal entities

1. Enter First Name, Last Name and Email



- Select the relevant user **Permissions**.Click **Send Invitation**
 - •The person you have added as a user will receive an invitation to join your company portal
 - Additional users are not required to provide any company information or set up a legal entity. They are added to your company's Coupa portal which is already setup.

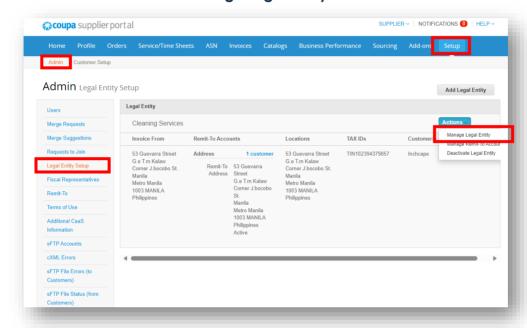


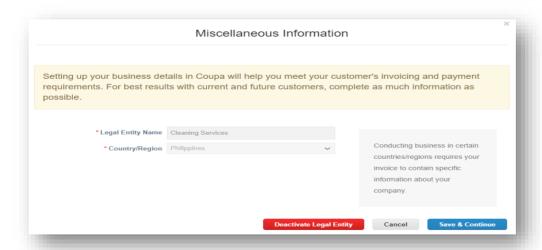


Customers Not Visible in CSP

If you cannot see any customers in your portal

- 1. Go to the **Setup** tab
- 2. Select Admin
- 3. Select Legal Entity Setup
- 4. Click Actions and select Manage Legal Entity





5. Click Save & Continue

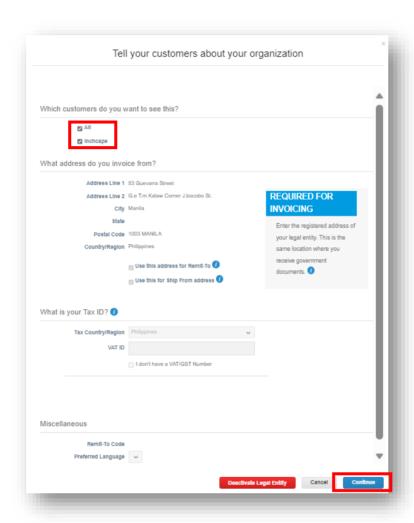
NOTES

- Under actions, you can
 'Manage' which allows you to open the legal entity details to other Coupa customers or to add Remit and Ship from addresses
- Please ensure you set up your legal entity correctly. It is extremely important the information is correct, as it will be visible on all Coupagenerated invoices



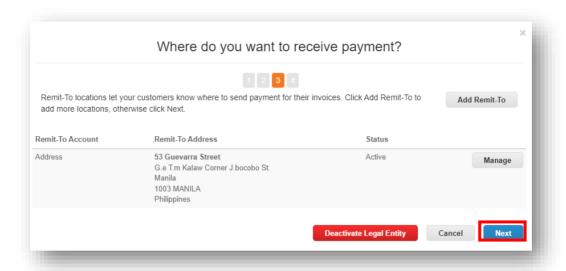


6. Make sure **All** is ticked then scroll to the bottom of the page and click **Continue**

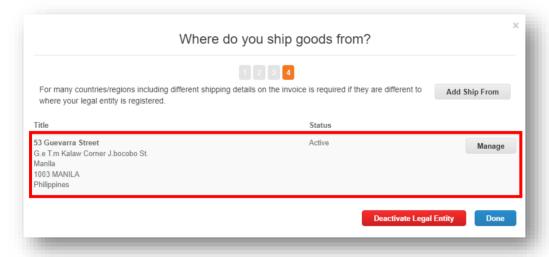








- 7. Continue to click Next on each screen until all pages are completed
- 8. You should now see customers connected to your legal entity

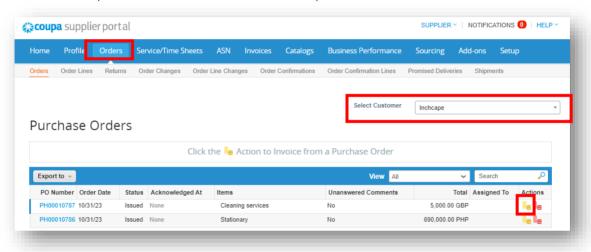






Create an Invoice from the Purchase Order

- 1. From the homepage, open the Orders tab.
- 2. Select Inchcape on the **Select Customer** dropdown menu.



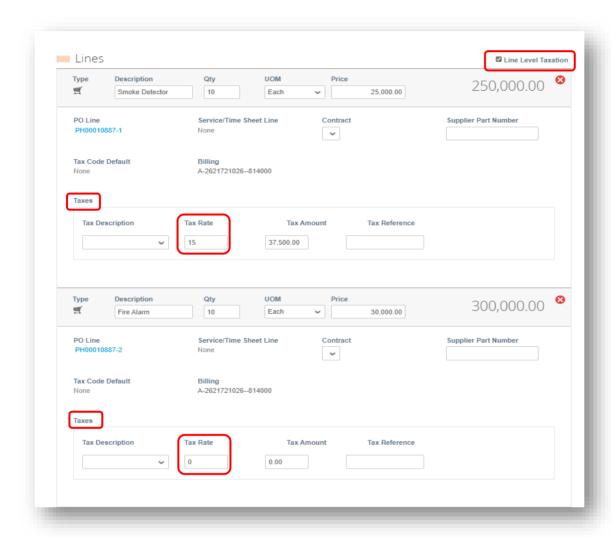
- Locate the relevant PO and click the Gold Coins icon.
- 4. Complete the relevant fields.
- 5. Click on the "Line Level Taxation" checkbox.

NOTES

The invoice date must be the same as the tax date on the invoice. Do not leave it as submission date as it will cause delays to your payments







- 6. Mannually complete the **Tax Rate** on the corresponding field. Do **not** enter or modify any other field under "**Taxes**" **section**, or else the Portal won't allow for the Invoice to be submitted.
- 7. Click Calculate to work out the VAT element of the invoice
- 8. Click Submit



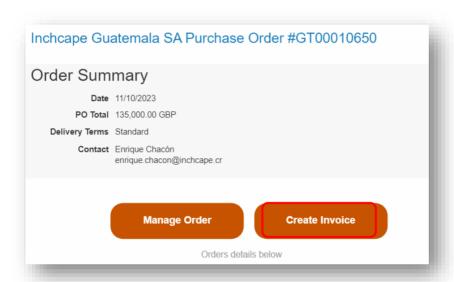
Invoicing using SAN (Supplier Actionable Notifications)

What is SAN?

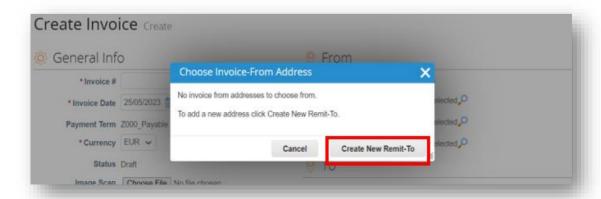
Supplier Actionable Notification (SAN) is one of the e-Invoicing channels that can push Invoices from the suppliers directly into Coupa. Supplier Actionable Notifications (SAN) allows you to act on POs directly from email notifications for POs created in Coupa, giving the option to **create an Invoice** or create a CSP account. This is an advantage of working with your customers through the CSP.

How to create an e-invoice using SAN

- 1. Open your mailbox in which you receive **Purchase Orders**(POs)
- 2. Open the email and click Create Invoice



3. Before you can create an Invoice, you must create a new Remit-to address







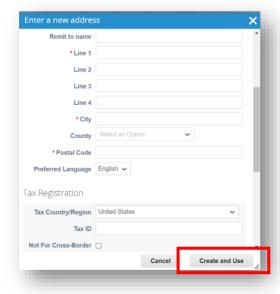
4. Fill in the required details



NOTES

- Choose your Country/Region, Company Name, Company Address
- Fields marked withare mandatory

5. Once filled, click Create and Use



NOTES

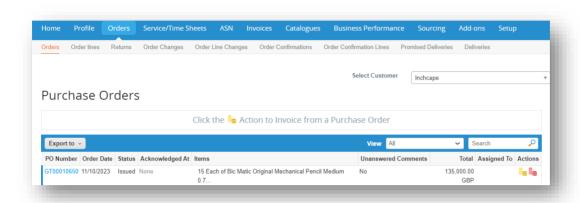
- Fill in the City, Postal Code and Tax ID
- Fields marked withare mandatory



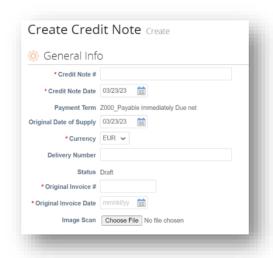


Raise Credit Note - Option 1

1. Go to Orders tab from Home Page, locate the PO and click on Red Coins icon against it



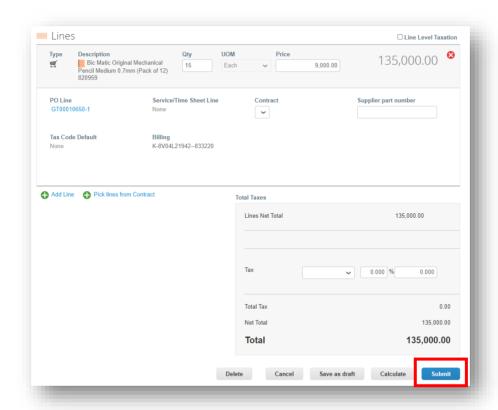
2. Complete the mandatory fields: Credit Note #, Credit Note Date, Currency, Original Invoice # and Original Invoice Date,







- 3. Complete the relevant fields,
- 4. Click Calculate to work out the VAT element of the invoice
- 5. Click Submit

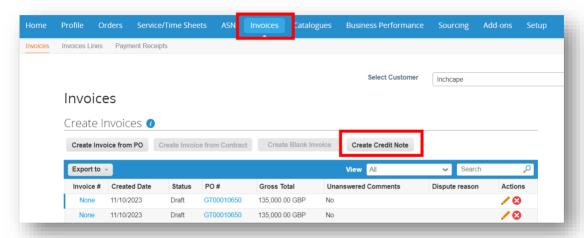






Raise Credit Note - Option 2

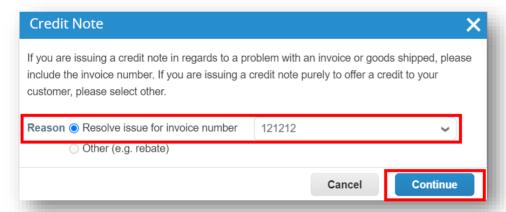
1. Go to Invoices tab and click Create Credit Note



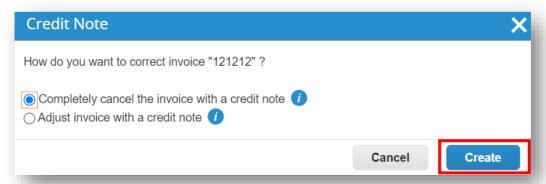
NOTES

You can only create a credit note for invoices created by you in the CSP

2. Select the Invoice from the drop-down and click Continue



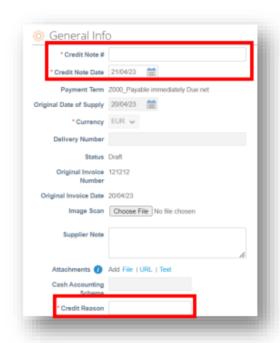
3. Choose how you want to correct the Invoice and click Create







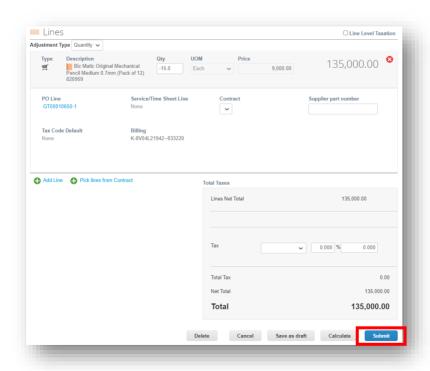
4. Enter Credit Note #, Credit Note Date and Credit Reason



NOTES

You can attach Credit Note copy in **Image Scan** field and attach additional documents in **Attachments** field

5. Click **Submit**

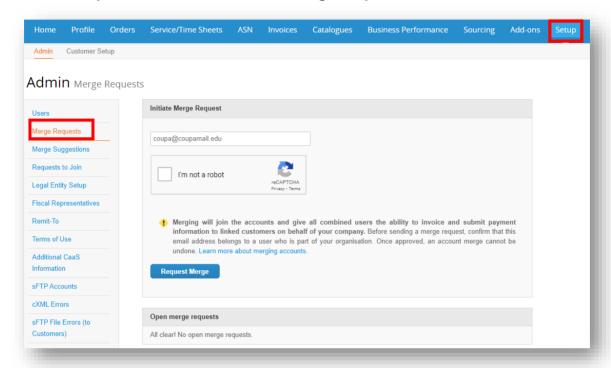




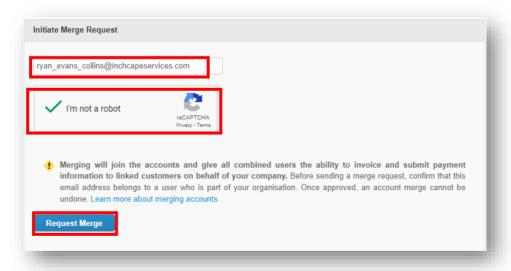


MERGE TWO ACCOUNTS

1. Go to Setup tab, under Admin, select Merge Requests

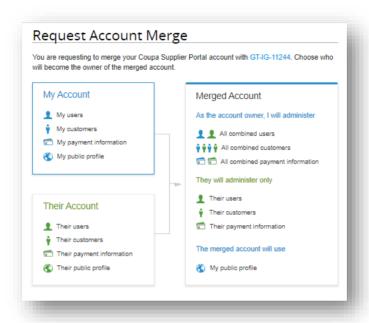


- 2. Provide the email ID you would like to merge your account with under the **Email** field.
- 3. Make sure you go through the ReCaptcha "I'm not a robot" test
- 4. Select Request Merge

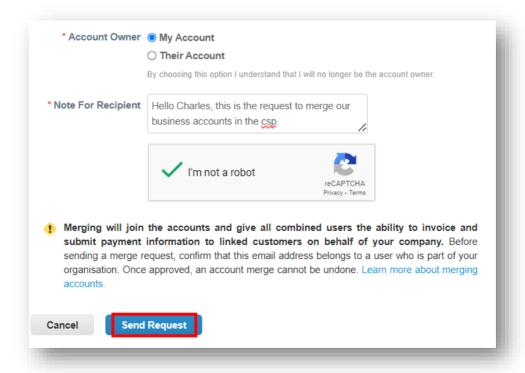








- 5. You can select the account owner as your account or their account
- 6. You can add a **note for recipient** to explain the merging request.
- 7. Make sure you go through ReCaptcha "I'm not a robot" test
- 8. Select Send Request.

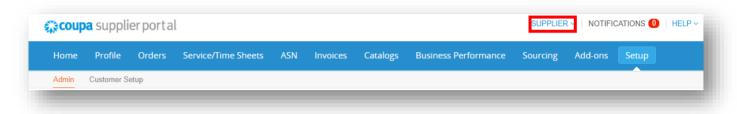




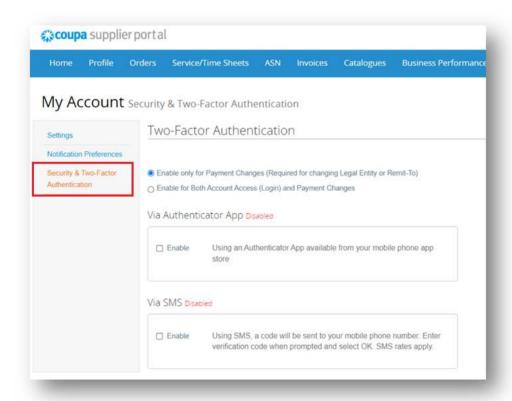


ENABLE TWO FACTOR AUTHENTICATOR

1. Under your username at the top right bar, select Account Settings on the dropdown



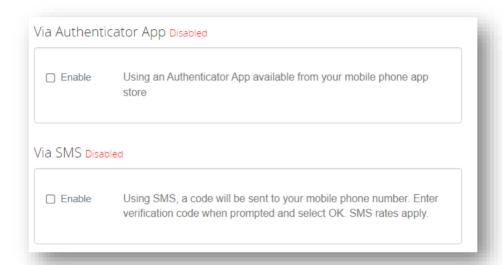
2. Select Security & Multi Factor Authentication







- 3. You can select to Enable only for Payment Changes (Required for changing Legal Entity or Remit-to) or Enable for Both Account Access (Login) and Payment Changes.
- 4. There are two options in which you can enable two factor authenticator in your account. It can be **Via the Authenticator App** or **Via SMS**.
- 5. You should select on the **Enable** checkbox the preferred option for the two factor authentication.

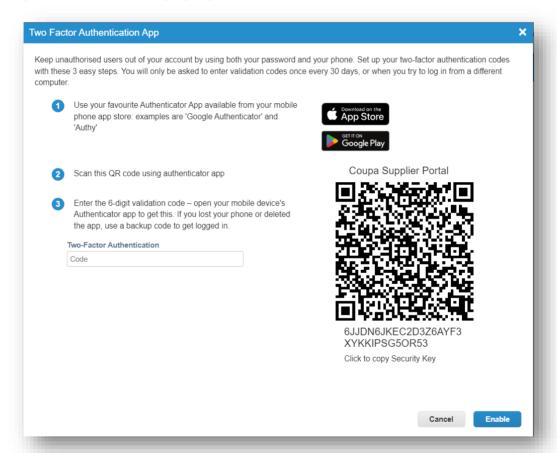






VIA AUTHENTICATOR APP

- 1. If you would like to enable your two factor authentication via **Authenticator App**, once you select on the **Enable** checkbox, you will get a pop-up with a **3-step process** you can follow to proceed with this authentication.
- 2. As you can see on the pop-up,

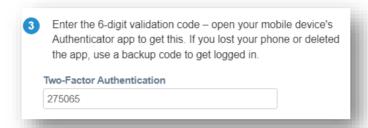


- the first step would be to download the Authenticator App. Here, you will have a
 direct link to download it both through the App Store and Google Play.
- The second step would be to scan the QR shown in the pop-up to enable the authentication.
- The **third step** would be to **enter the verification code** that appears in your app to finish the authentication.





3. Once you provide your code shown in the Authenticator app, you can click on Enable.



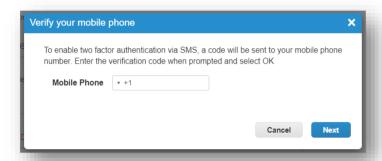
4. The authentication Via Authenticator App would be enabled and you will get **backup codes** in case you lose your authentication access.



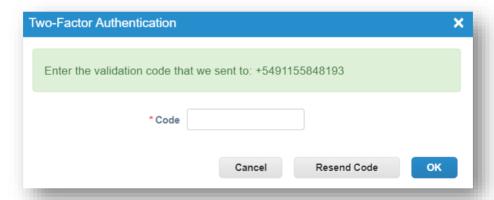


VIA SMS

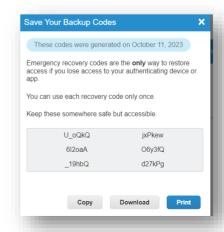
 If you would like to enable your two factor authentication via SMS, once you select the Enable checkbox, you will get a pop-up where you will have to provide your phone number to receive an SMS.



2. Once you provide your phone number, you can click on **Next**, and you will have to **enter this code** sent to you via SMS



- Please enter the code you received via SMS and click Ok, the two factor authenticator will be enabled.
- Please store your provided backup codes in a secure place for emergency access. Copy, Download or Print

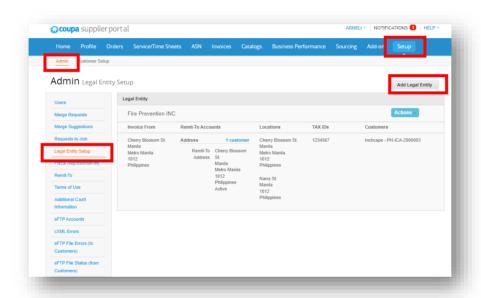




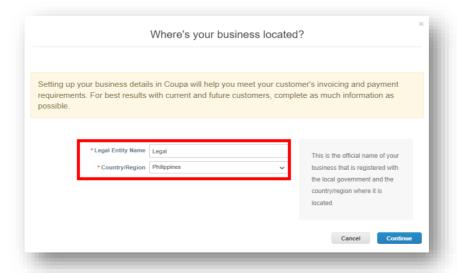
Manage multiple legal entities

IMPORTANT NOTES: If you have multiple legal entities, it is essential to treat each legal entity separately and provide all the necessary information specific to each legal entity:

- 1. Select Setup tab, Admin tab, select Legal Entity Setup
- 2. Click Add Legal Entity



3. Please complete all Mandatory fields with RED Asterix, click continue



NOTE: For detailed information on Setting up a legal entity, please visit "Set up Legal Entity" Section





- 4. Once you provide all required information about your legal entity, please click on **Done**.
- 5. Now you have added your Second Legal entity

