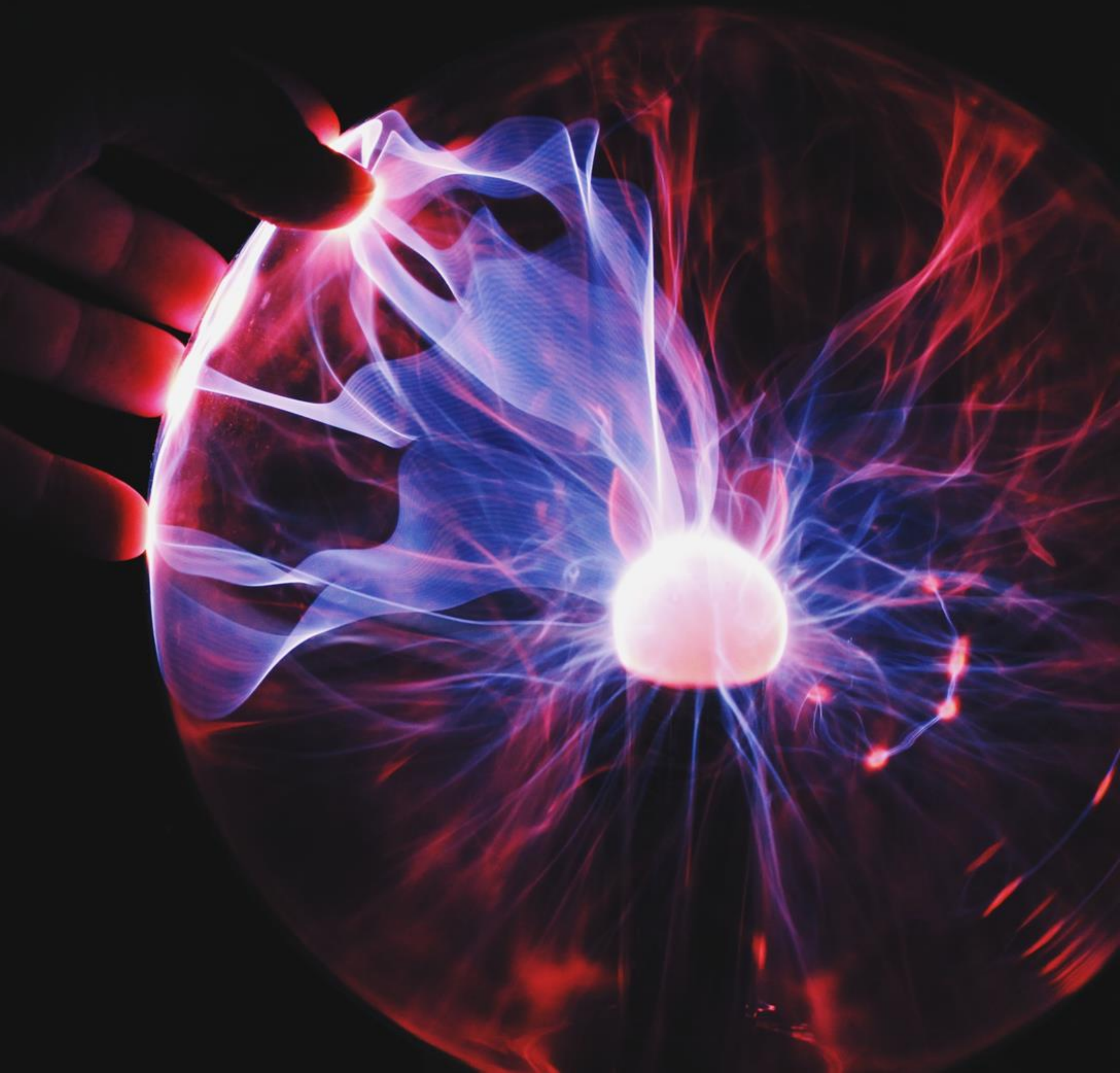
KANTAR

Coupa Supplier Portal (CSP) Training

PO Viewing, Invoices & Credit Notes Creation



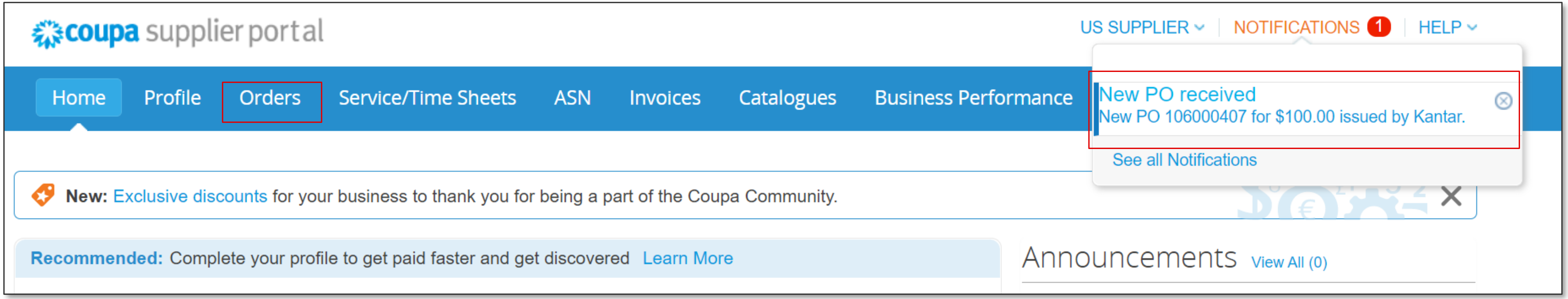
Agenda

KANTAR

1. Viewing and Acknowledging a PO

Viewing a Purchase Order

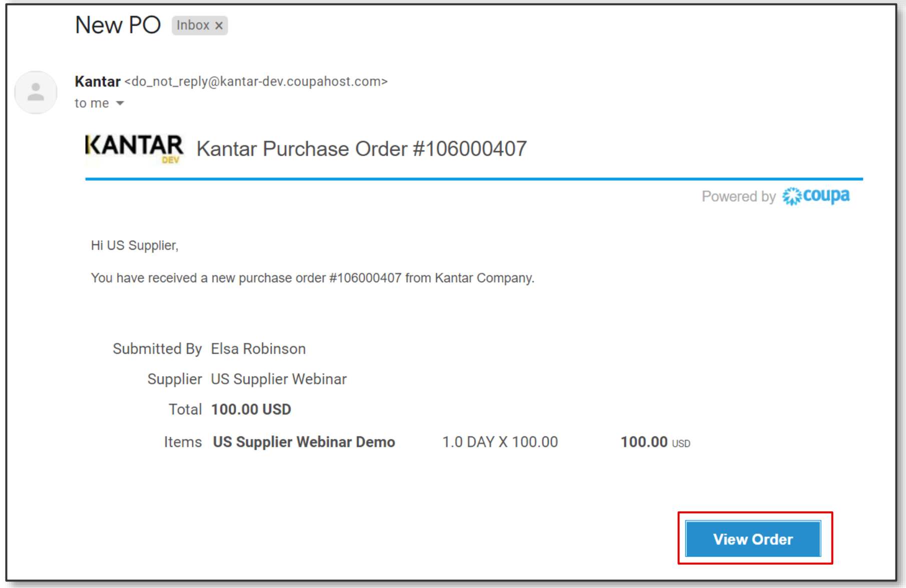
When Kantar issues a Purchase Order (PO), you will receive **Notification** in the Coupa Supplier Portal (CSP). You will be able to view the PO directly in the CSP under the **Orders** section.



Viewing a Purchase Order

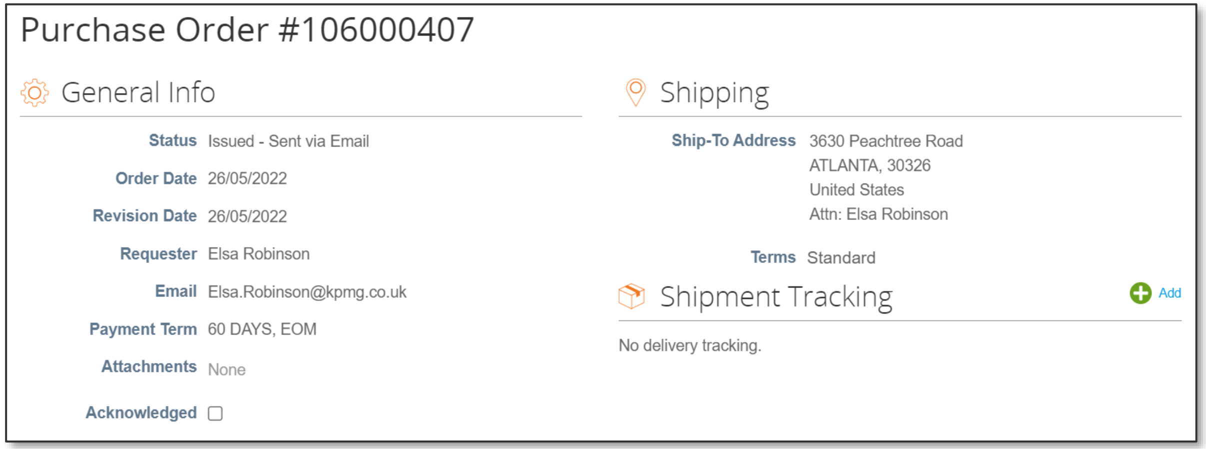
If you enable email notification for POs, you will receive an **email notification** for the new PO.

Open the email and click **View Order.** This will open the CSP - where you can view the PO.



Viewing a Purchase Order

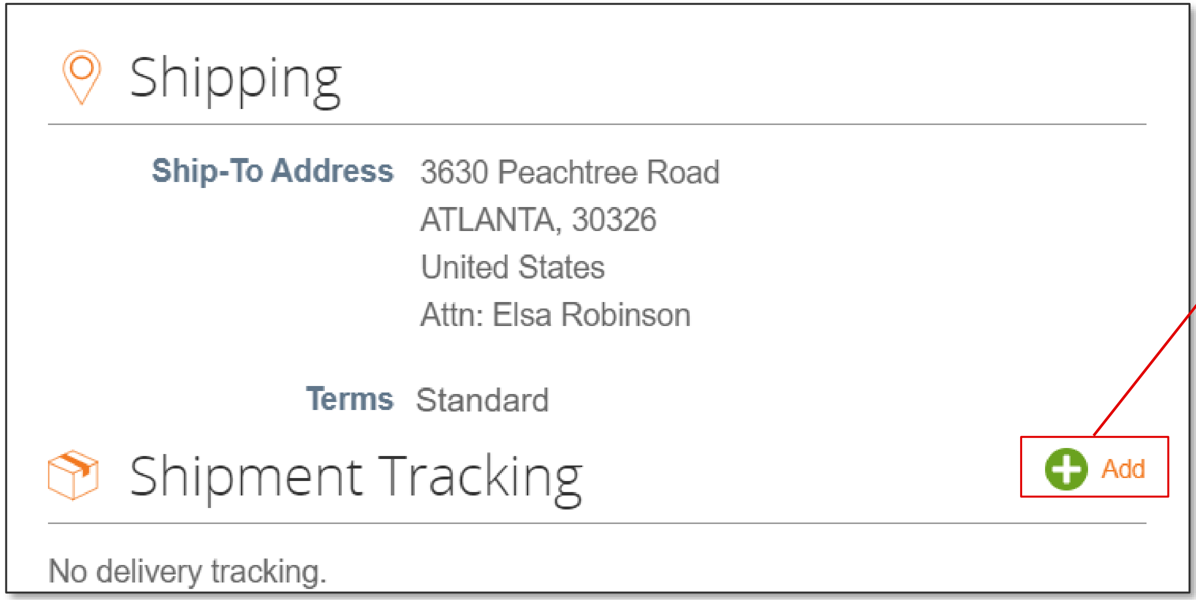
1. **Status:** The status of the PO.
2. **Order Date:** The date that the PO was created.
3. **Revision Date:** Date the PO was revised. If the PO does not have any revisions this will be the same as the Order Date.
4. **Requester:** The name of the Requester.
5. **Email:** The E-mail address of the Requester.
6. **Payment Term:** Payment term.
7. **Attachments:** Attachment from the Requester.
8. **Acknowledge:** Tick to acknowledge you can fulfil the purchase order on time
9. **Shipping:** The ship-to address
10. **Terms**: Shipping term
11. **Shipment Tracking:** Allows you to create shipment tracker for this order

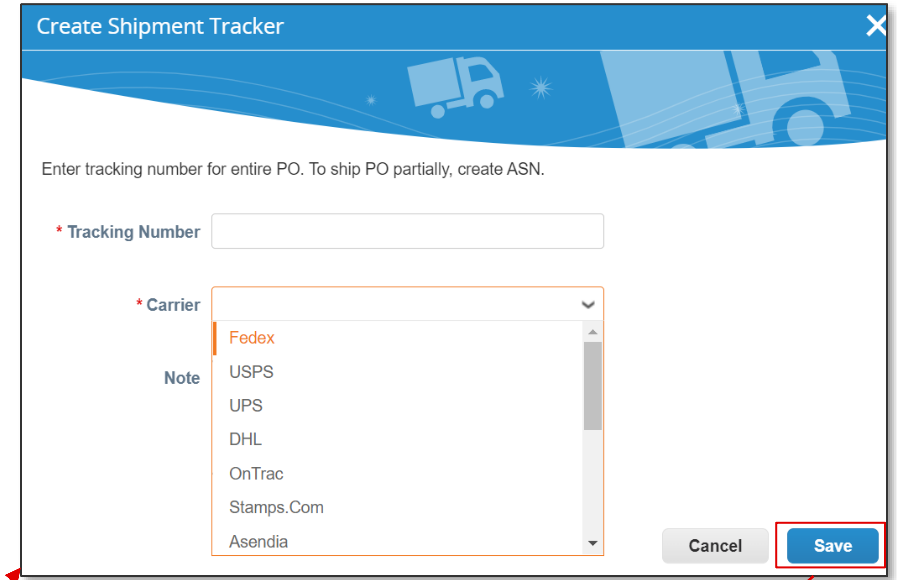


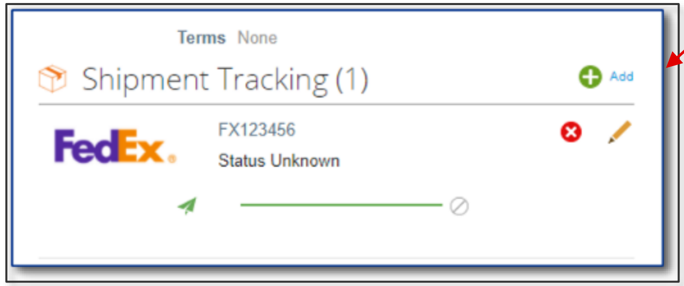
Viewing a Purchase Order- Shipping Tracking

If you wish to provide shipping information for this entire PO, click on the **Add** button at the Shipment Tracking section. Then enter **Tracking Number** and select a **Carrier** from the drop down list.

Click **Save**.







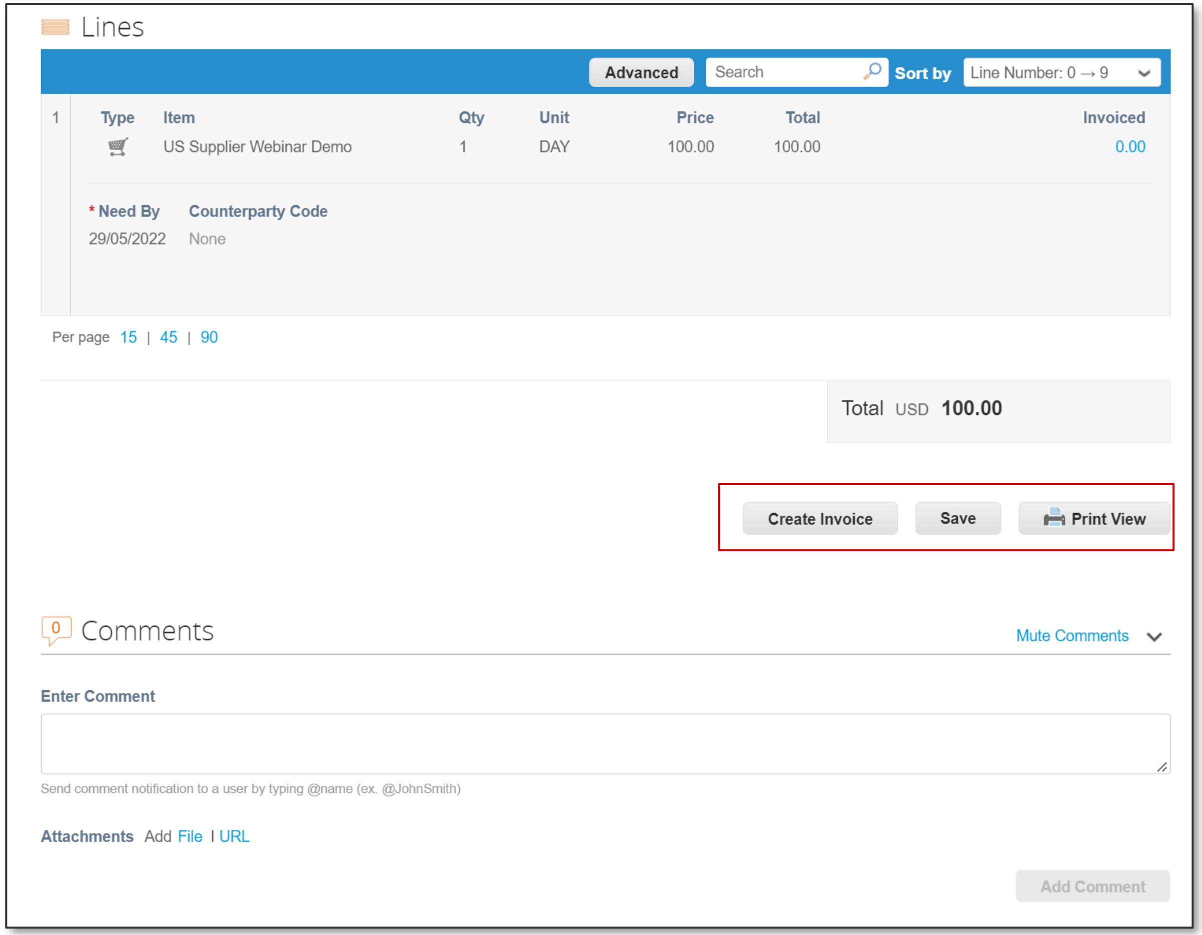
Viewing a Purchase Order

12. Lines: Line-level information for each PO.

13. Print View: Allows you to view the print view of the PO.

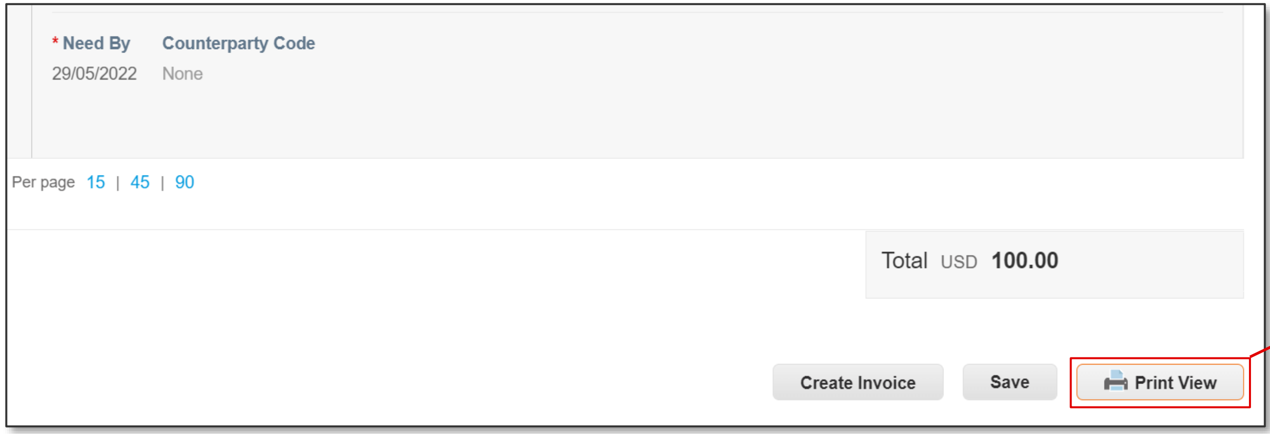
14. Create Invoice: Allows you to flip the PO to an invoice.

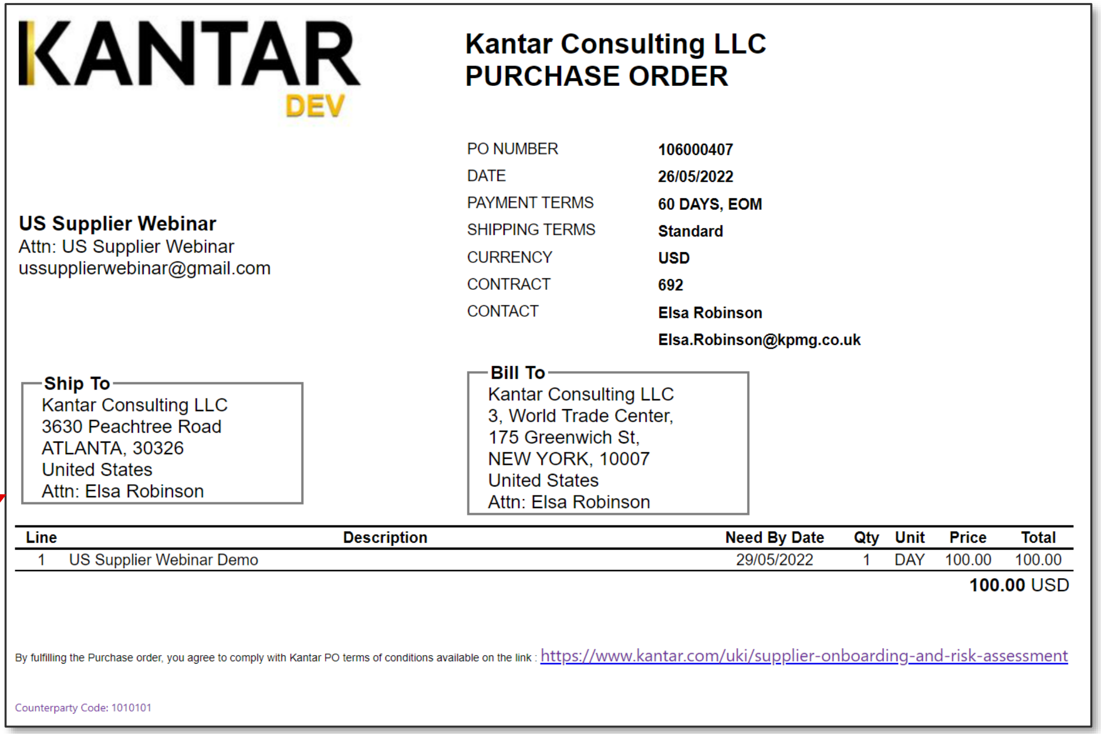
15. Add Comment: Allows you to add comments to Kantar.



Viewing a Purchase Order – Print view

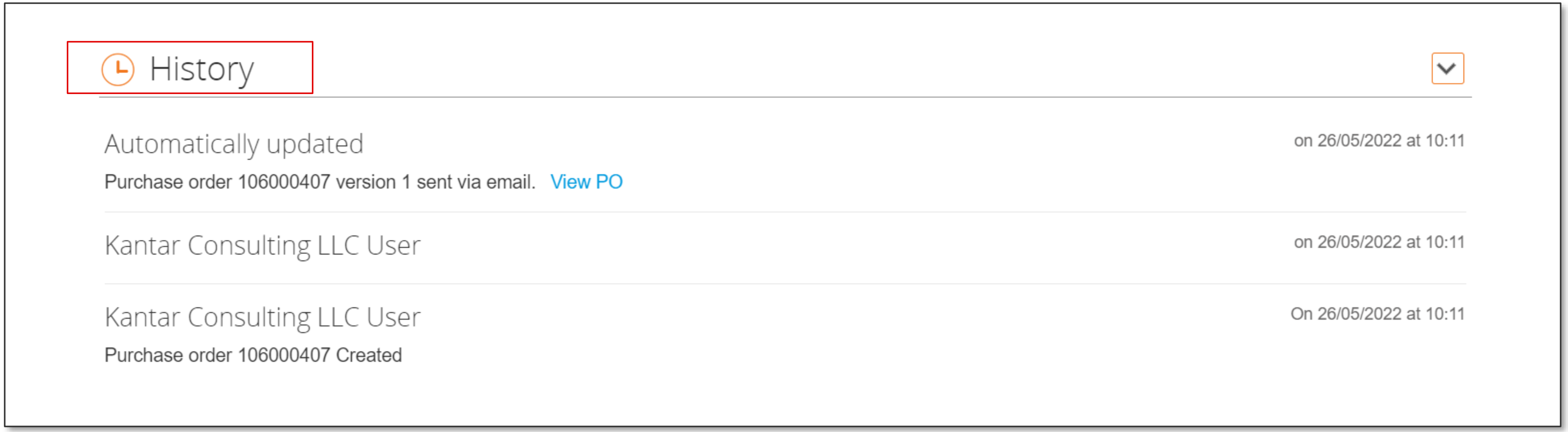
Clicking on **Print View** will allow you to view a print friendly version of the PO - which will also include terms and conditions at the bottom.





Viewing a Purchase Order – History

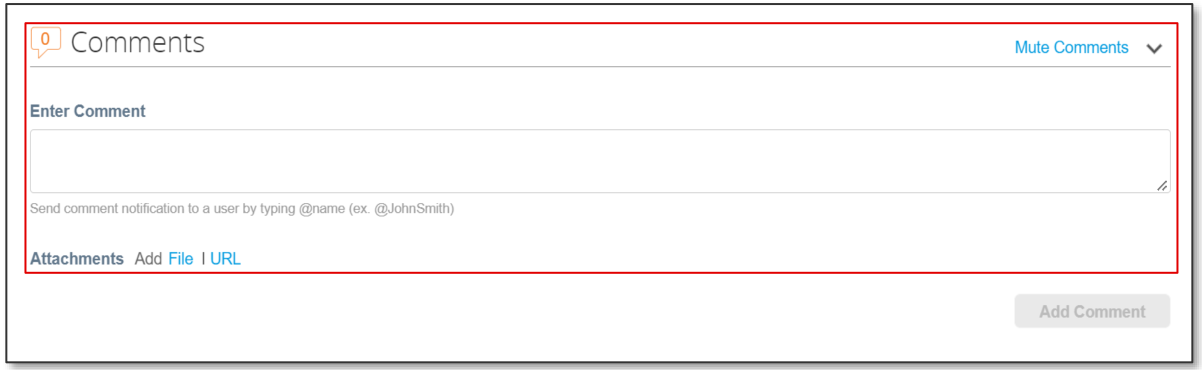
At the bottom of the PO, there is History. Expand it and you can see records all the historical activities of the PO.



Acknowledging a PO – Adding Comments

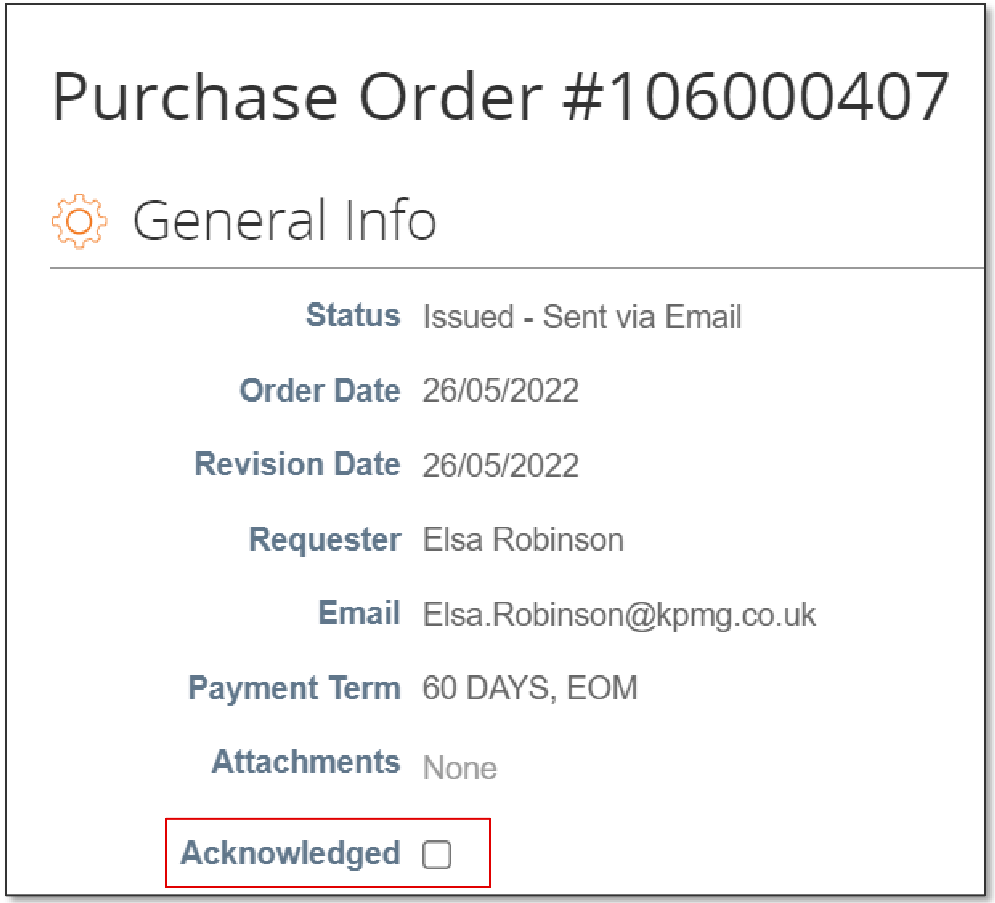
To add a comment for Kantar, enter your comment in the **Comments box** at the bottom of your PO and then click **Add Comment**.

When Kantar responds, you will receive a **Notification** in your mailbox and CSP. You will also be able to see their response here. All comments entered here will be viewable to Kantar.



Acknowledging a PO

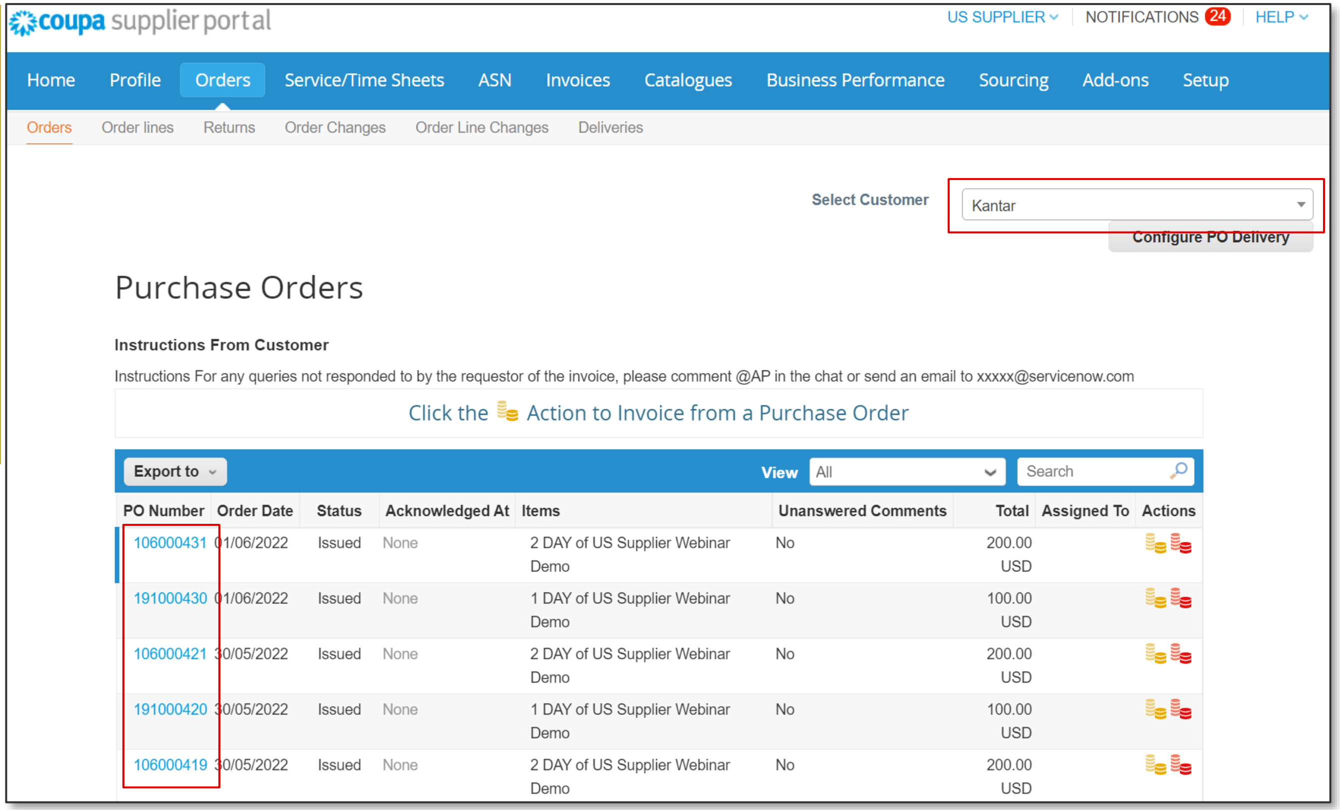
To acknowledge the PO, click the Acknowledged checkbox.



Viewing a Purchase Order – From CSP

You can also view all your Purchase Orders from CSP directly.

1. Go to your CSP account, and click on **Orders** at the top
2. Select **Kantar** from the **Select Customer** drop down
3. On top of all the POs, there is instruction from Kantar at the **Instructions From Customer** field
4. Click on the **PO number** that you wish to view

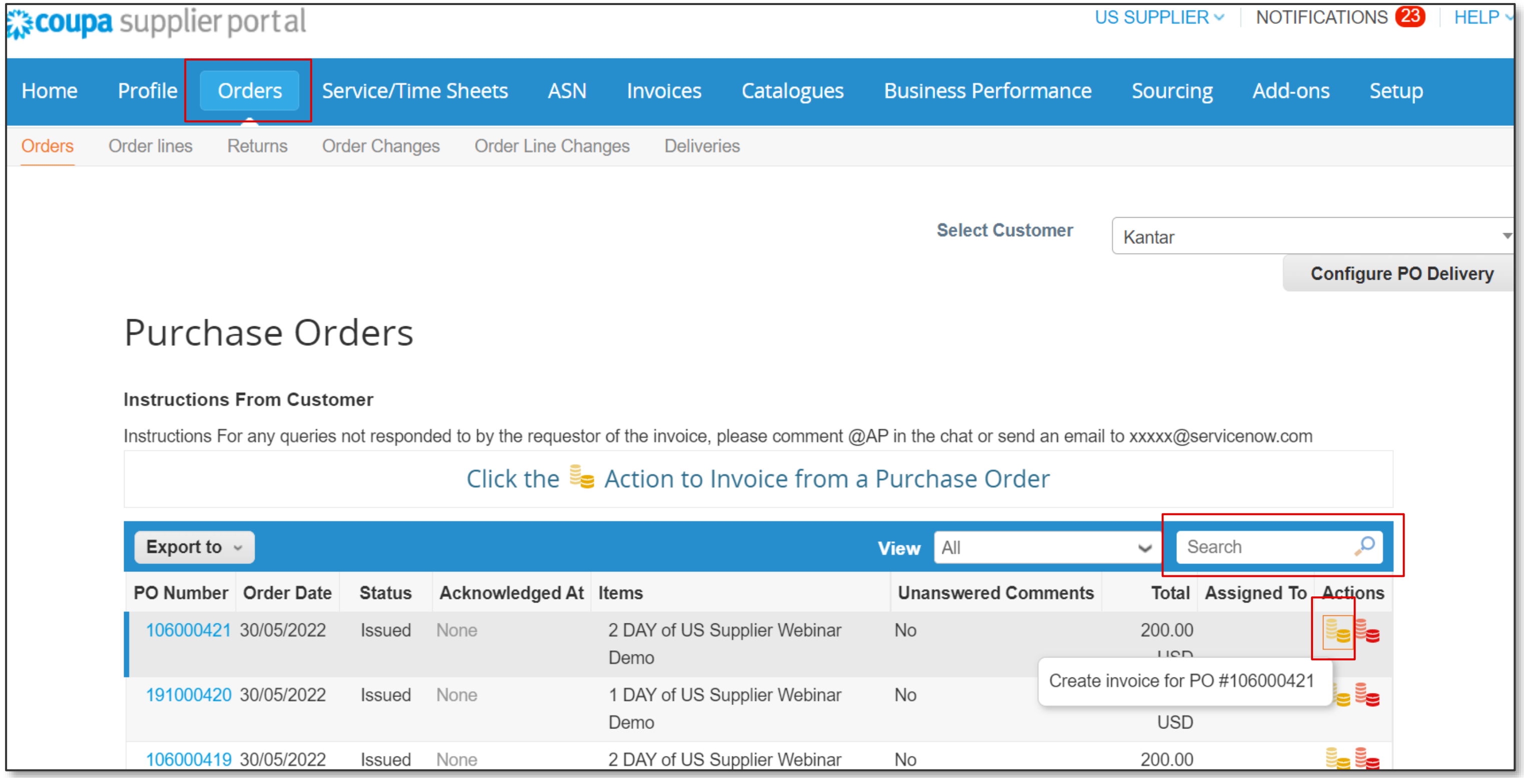


2. Flipping a PO into an Invoice

Creating invoices: Flipping a PO into an Invoice

1. Click on the **Orders** tab.

2. Search for the purchase order to be invoiced and click on the **Gold Coin Stack icon** to create the invoice.



Creating invoices: Flipping a PO into an Invoice

3. Complete header level fields. **Please ensure that the information used to generate the invoice from Coupa is the same data from your own ERP system.**

Invoice #: Enter the invoice number generated in your own ERP system.

Invoice Date: Set automatically at time of submission.

Payment Terms: The payment terms from the PO.

Currency: The currency from the PO. If the currency is different to your "home" currency an exchange rate box will appear. Please refer to **Section 8. Non-Home Currency Invoice. UK suppliers should also refer to Section 9.**

Delivery Number: Provide if applicable.

Status: Current status of this invoice.

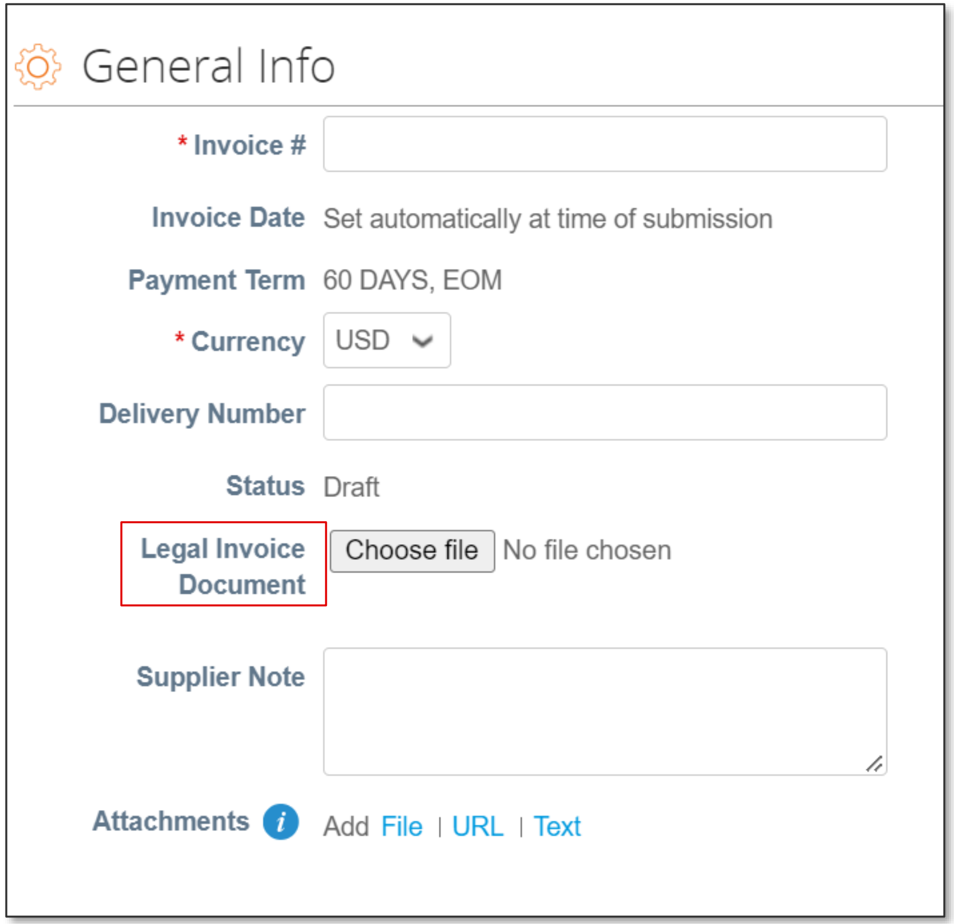
Legal Invoice Document : Please do **NOT** attach a copy of an invoice from your system. As per the T&Cs agreed, Coupa will issue the legal invoices on your behalf.

Supplier Note: Enter any notes for Kantar.

Attachments: Attach supporting documentation; all types of attachments are supported. If requested by Kantar, please upload your break down of costs in the agreed

Please NOTE:

- **For Coupa compliant e-invoicing countries, as per the T&Cs agreed, Coupa will issue the legal invoices on your behalf. Do NOT attach or issue to Kantar a copy of an invoice generated from your system. Please refer to section 6. Appendix for Coupa compliant e-invoicing country list**
- **For non Coupa e-compliant invoicing countries, it will be mandatory for you to attach a copy of an invoice generated from your system**
- **Coupa E-Invoicing is designed to enable compliance with regulatory requirements imposed on sending / receiving electronic invoices by the respective tax jurisdictions in the aforementioned supported countries.**



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Creating invoices: Flipping a PO into an Invoice

4. Customer: This will always default to Kantar

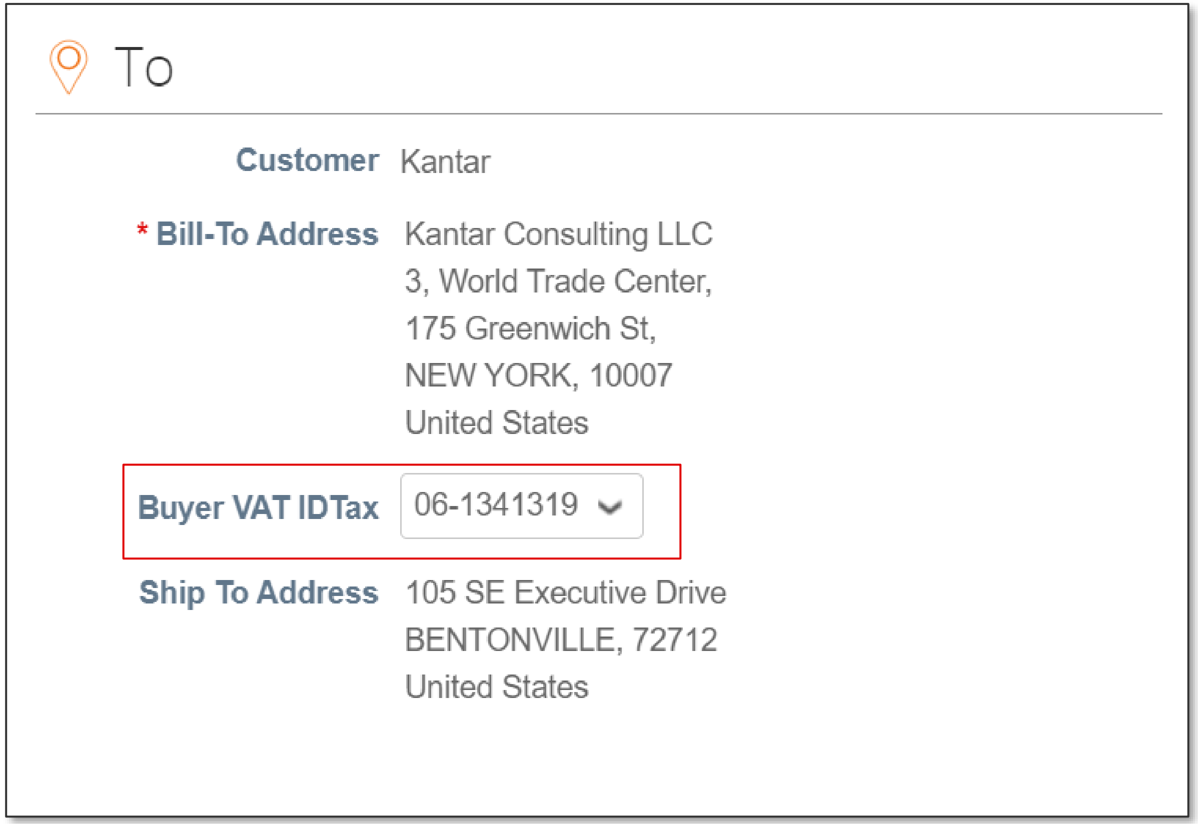
5. Bill to Address: The Bill To address from the PO. It will appear after you pick a Buyer Tax ID.

6. Buyer VAT ID/ other tax ID: Choose a Kantar Tax ID that is applicable for this transaction from the drop down. This section may not be available if invoicing from a non-UK country

7. Ship To Address: The Ship To address from the PO

Please NOTE:

- Please refer to **section 6. Tax Guidance** on instructions of how to pick your Tax ID and Kantar Tax ID.
- You can add multiple **From** info in the **Legal Entity Setup** section under **Setup** and select these options by clicking the **search icon**.



Creating invoices: Flipping a PO into an Invoice

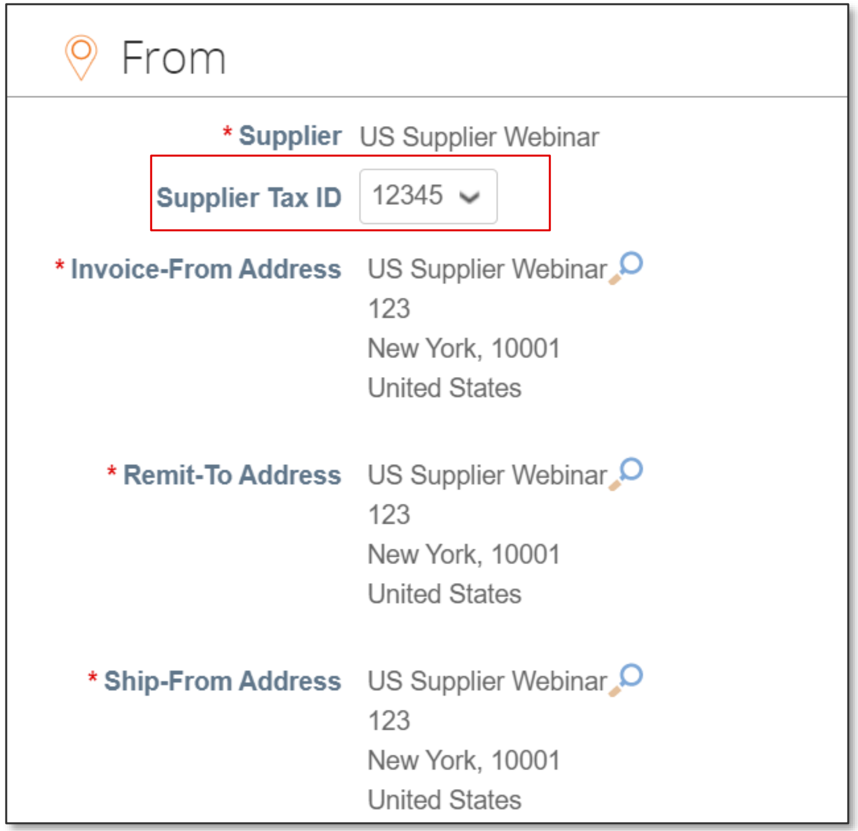
Supplier: Your company name.

Supplier VAT ID/ other tax ID: This field will be defaulted if you only have one Tax ID setup for this legal entity. If you have multiple Tax IDs, choose the Tax ID that you set up in the **Legal Entity Setup** section in **Setup**.

Invoice From Address: Choose the **Invoice From Address** that you set up in your **Legal Entity Setup** section in **Setup** for this invoice.

Remit-To Address: Choose the **Remit-To Address** that you set up in your **Legal Entity Setup** section in **Setup** for this invoice.

Ship From Address: Choose the **Ship From address** that you set up in your **Legal Entity Setup** section in **Setup** for this invoice.



Please NOTE: If you have multiple tax registrations, please ensure you choose the correct tax registration based on the Country you have supplied your goods or services. Coupa will have different invoicing rules based on the Country of the tax registration that you have selected for the invoice (and in line with tax law of that country).

If you have multiple **Ship From addresses** please ensure it is the correct address which relates to where the goods are shipped from for this specific transaction.

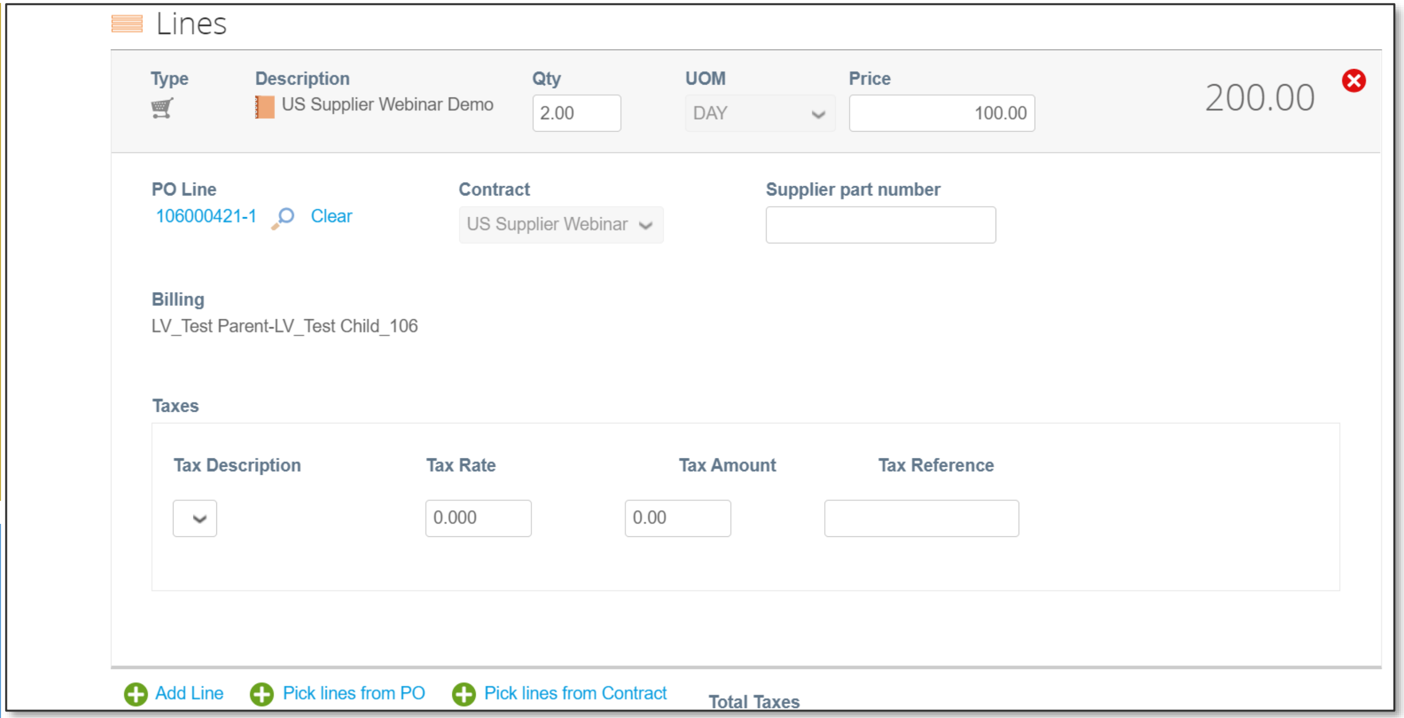
Creating invoices: Flipping a PO into an Invoice

8. Complete line level information. Here you may edit the Quantity/Price if you are sending a partial invoice.

9. Category: Select **Goods** or **Services**

Taxes: Add a **Tax Rate** for each line level item. Tax rates available will be driven by your invoicing country.

Tax Reference: For zero rated and exempt transactions, Coupa will require you to enter a "relevant reference or any indication" for these items" to indicate why the supply is not subject to Tax.



Please NOTE: It is important the Tax rate is correct in terms of the supplies being made and the place of supply for tax purposes and the tax charged and invoice references on your invoice match entries you have made in your tax records.

Please refer to section 6. Tax Guidance on instructions of how to pick the correct Tax rates.

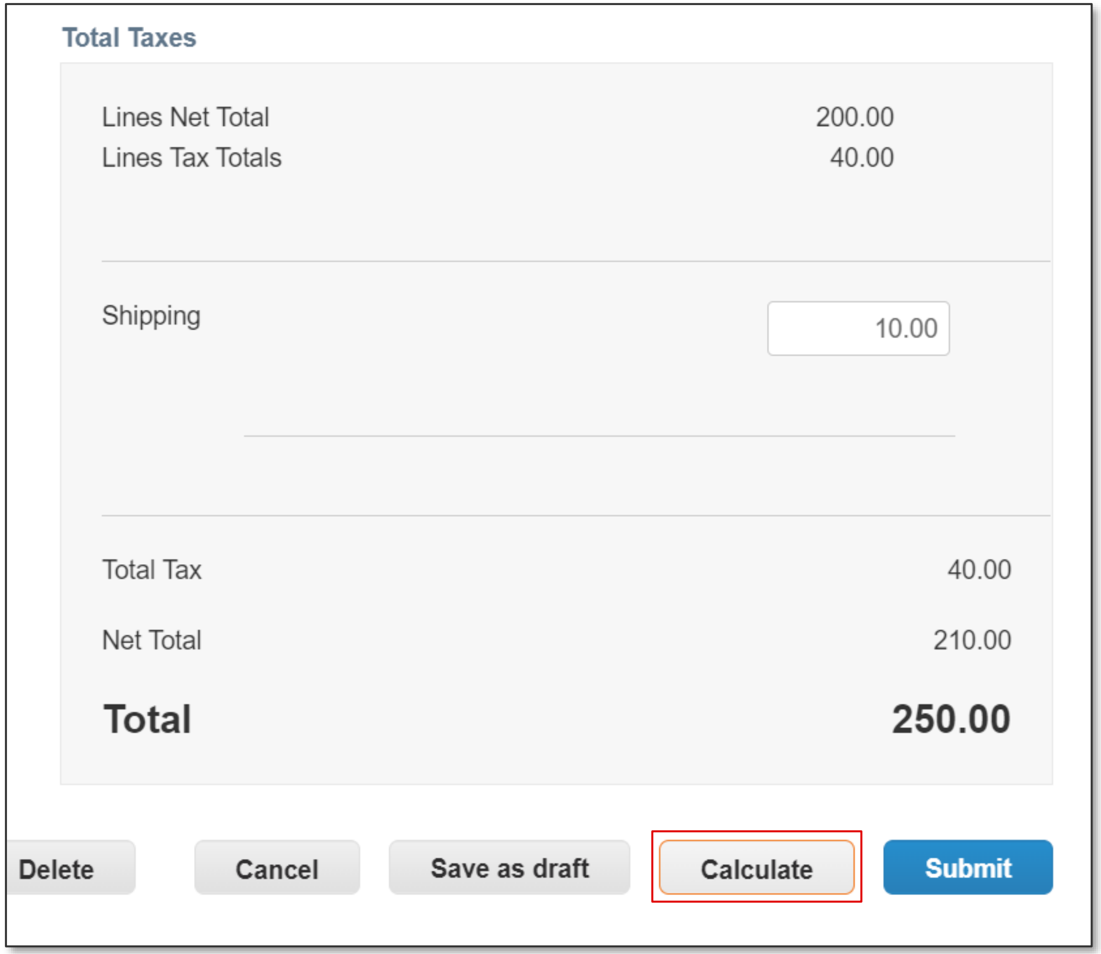
Creating invoices: Flipping a PO into an Invoice

10. After completing the invoice lines. If applicable, add shipping and handling charges at the invoice summary. Assign tax rates to shipping and handling charges like you did for the invoice lines.

> **Tax Reference:** For zero rated and exempt transactions, Coupa will require you to enter a "relevant reference or any indication" for these items to indicate why the supply is not subject to tax. See section 6 for more details on tax recommendations.
>
> After completing all the invoice information, click **Calculate**. This will then work out the new total.

Please **Note:**

You should **NOT** add a new line when creating the invoices, as this will cause failure in the auto-matching of the PO and the invoice, therefore put your invoice on hold and delay your payment. Where you are supplying items where different Tax rates are applicable to the same PO line, please split these onto multiple invoices.



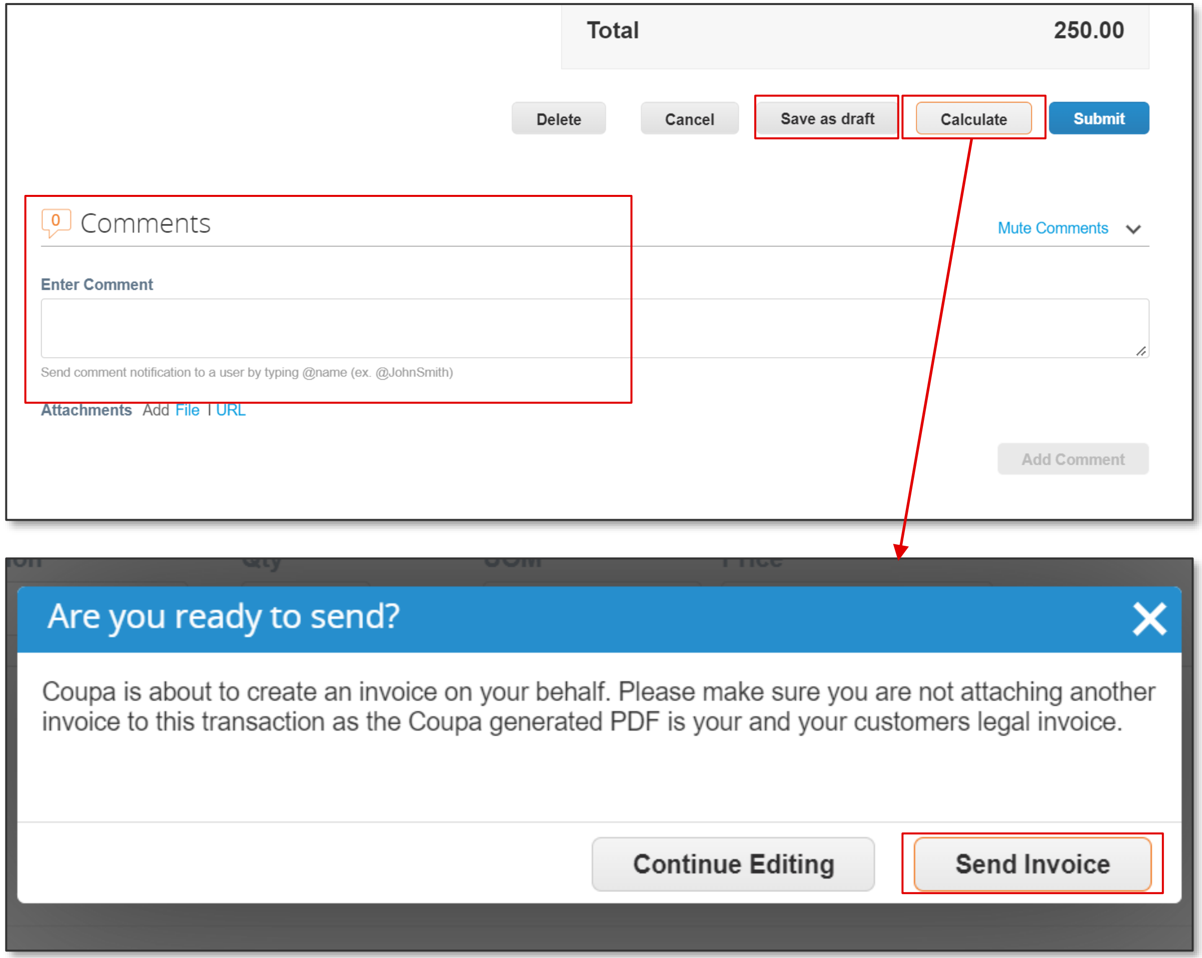
Creating invoices: Flipping a PO into an Invoice

11. To add a comment for Kantar, enter your comment in the **Comments** box and then click on **Add Comment**.

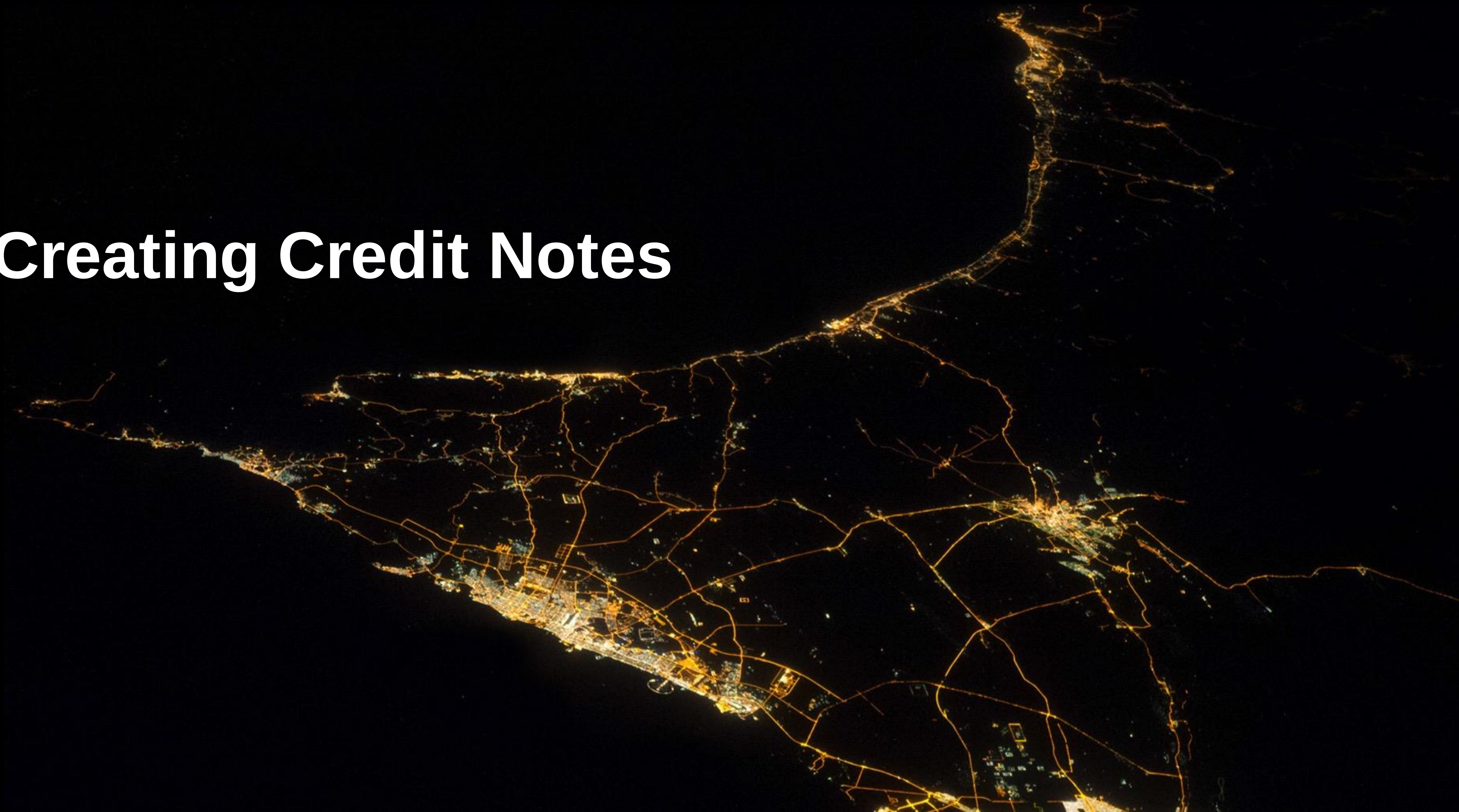
When Kantar responds, you will receive a notification and will also be able to see their response here.

All comments entered will be viewable to Kantar. The comment function for invoices is the same as it for PO.

If you want to save the invoice for later, click **Save as draft**. If you are ready to submit the invoice, click **Submit** and then click **Send Invoice** in the pop-up confirmation window.



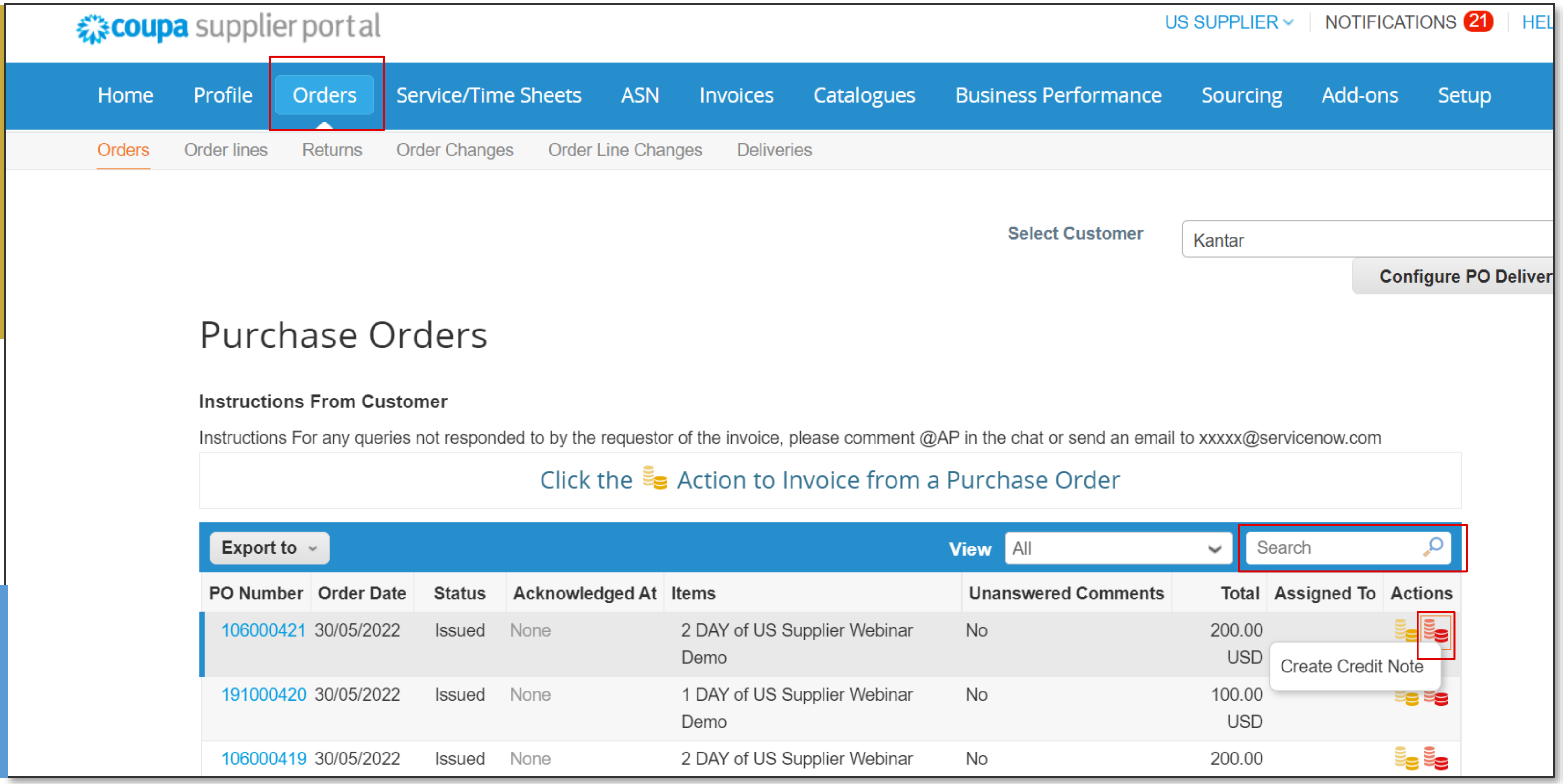
3. Creating Credit Notes



Creating Credit Notes – Option 1

1. Click on the **Orders** tab.

2. Search for the purchase order to be credited and click on the **red coin stack icon** to create credit note.

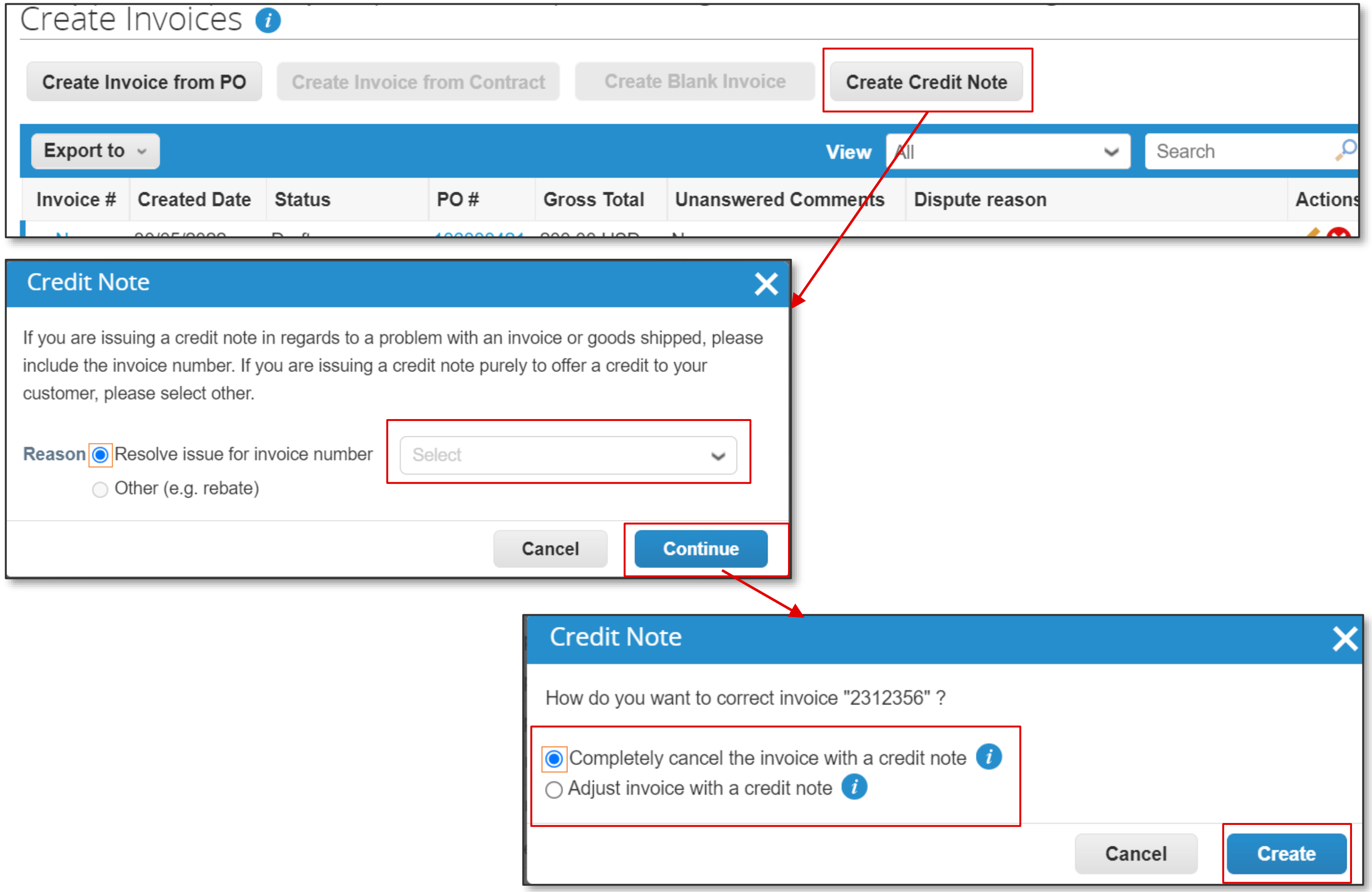


Please **Note:** Any disputed invoices by Accounts Payable will need to be resolved by issuing a credit note.

Creating Credit Notes – Option 2

1. Click the **Invoices** tab. Then click **Create Credit Note**
2. Select the invoice number from **Resolve issue for invoice number** that you want to create a credit note against. Then click **Continue**.
3. Choose from **Completely cancel the invoice with a credit note** or **Adjust invoice with a credit note**. Then click **Create.**

   The example used over the following pages is a partial credit note.



Creating Credit Notes

4. **Complete header fields. Please ensure that the information used to generate the Credit Note in Coupa is the same data from your own ERP system.**

   Credit Note #: Enter the credit note number generated in your own ERP system.

   Credit Note Date: Set automatically at time of submission.

   Payment Terms: These are the payment terms from the PO.

   Currency: This is the currency from the PO or the original invoice.

   Delivery Number: Driven by the original invoice.

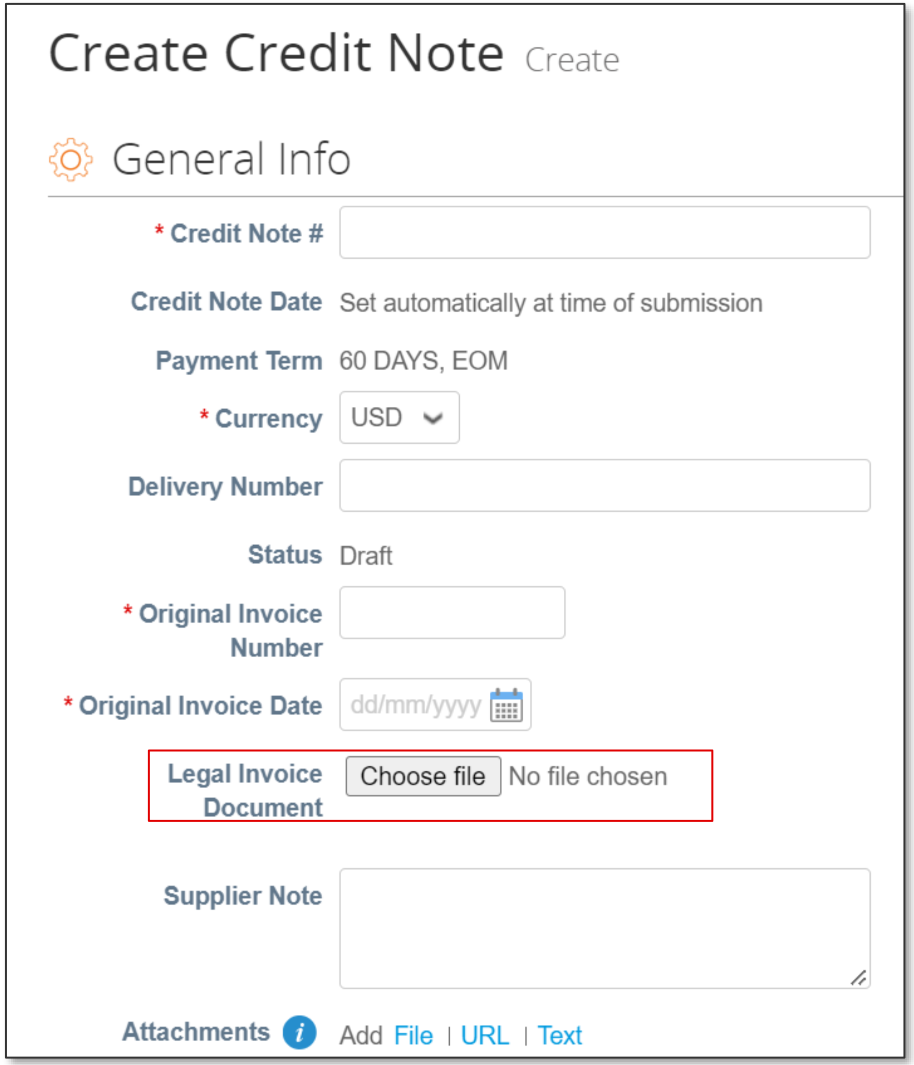
   Status: Current status of this credit note.

   Original Invoice #: Reference the original invoice number for this credit note.

   Original Invoice Date: Reference the original invoice date for this credit note.

   Legal Invoice Document: Please do **NOT** attach a copy of the credit note from your system. As per the T&Cs agreed, Coupa will issue the legal credit note on your behalf.

   Supplier Note: Enter any notes for Kantar.

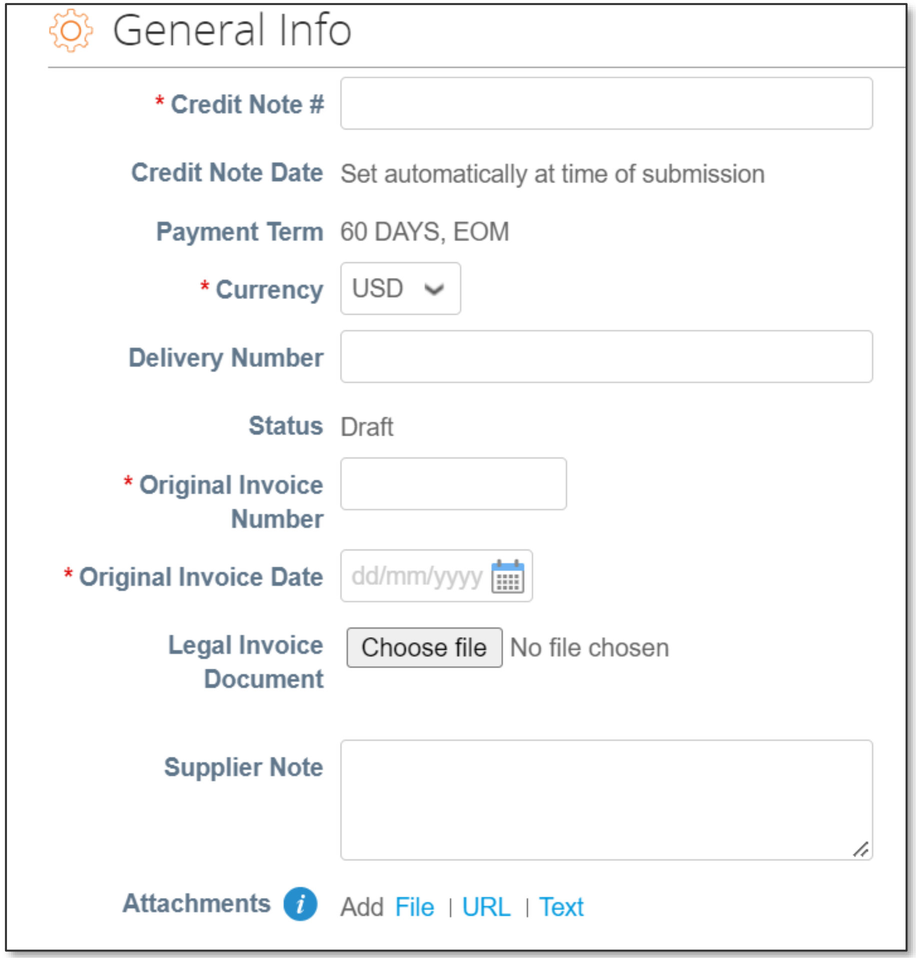


Creating Credit Notes

Attachments: Attach supporting documentation; all types of attachments are supported. Please do NOT attach a copy of the credit note from your system. As per the T&Cs agreed, Coupa will issue the legal credit note on your behalf.

Please NOTE:

- For Coupa compliant e-invoicing countries, as per the T&Cs agreed, Coupa will issue the legal invoices on your behalf. Do NOT attach or issue to Kantar a copy of an invoice generated from your system. Please refer to section 6. Appendix for Coupa compliant e-invoicing country list
- For non Coupa compliant e-invoicing countries, the Image Scan field will be mandatory for you to attach a copy of an invoice from your system
- Coupa E-Invoicing is designed to enable compliance with regulatory requirements imposed on sending / receiving electronic invoices by the respective tax jurisdictions in the aforementioned supported countries.



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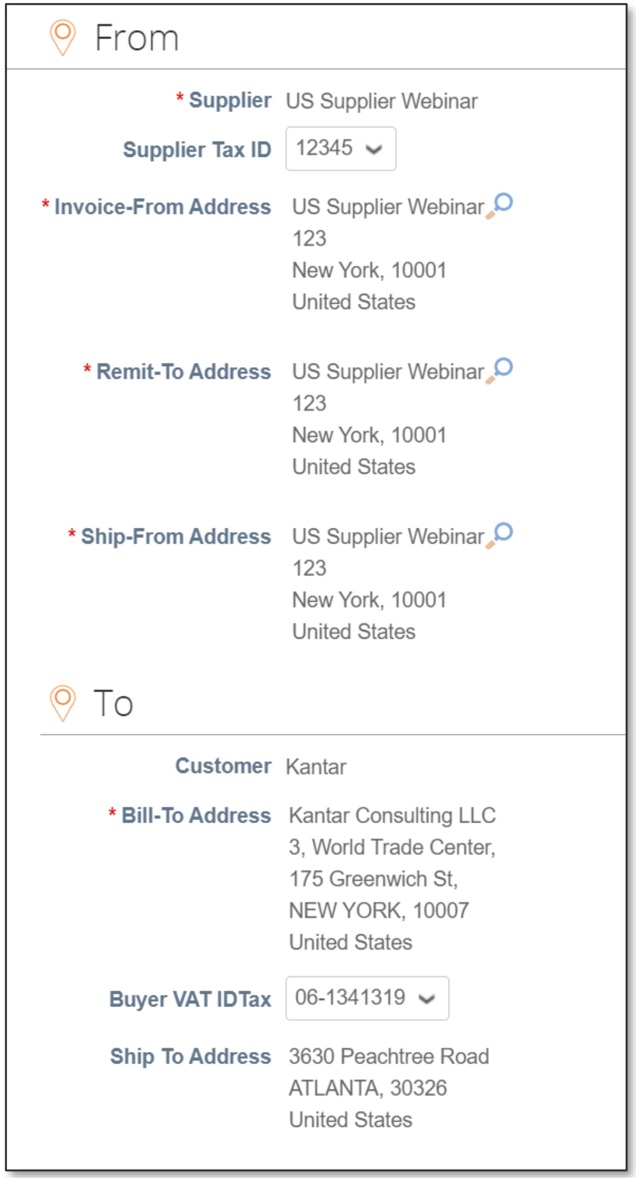
Creating Credit Notes

5. Complete header level fields.

The **From** and **To** section will be defaulted based on what you have in the original invoice.



From

* Supplier: US Supplier Webinar

Supplier Tax ID: 12345

* Invoice-From Address: US Supplier Webinar
123
New York, 10001
United States

* Remit-To Address: US Supplier Webinar
123
New York, 10001
United States

* Ship-From Address: US Supplier Webinar
123
New York, 10001
United States

To

Customer: Kantar

* Bill-To Address: Kantar Consulting LLC
3, World Trade Center,
175 Greenwich St,
NEW YORK, 10007
United States

Buyer VAT IDTax: 06-1341319

Ship To Address: 3630 Peachtree Road
ATLANTA, 30326
United States

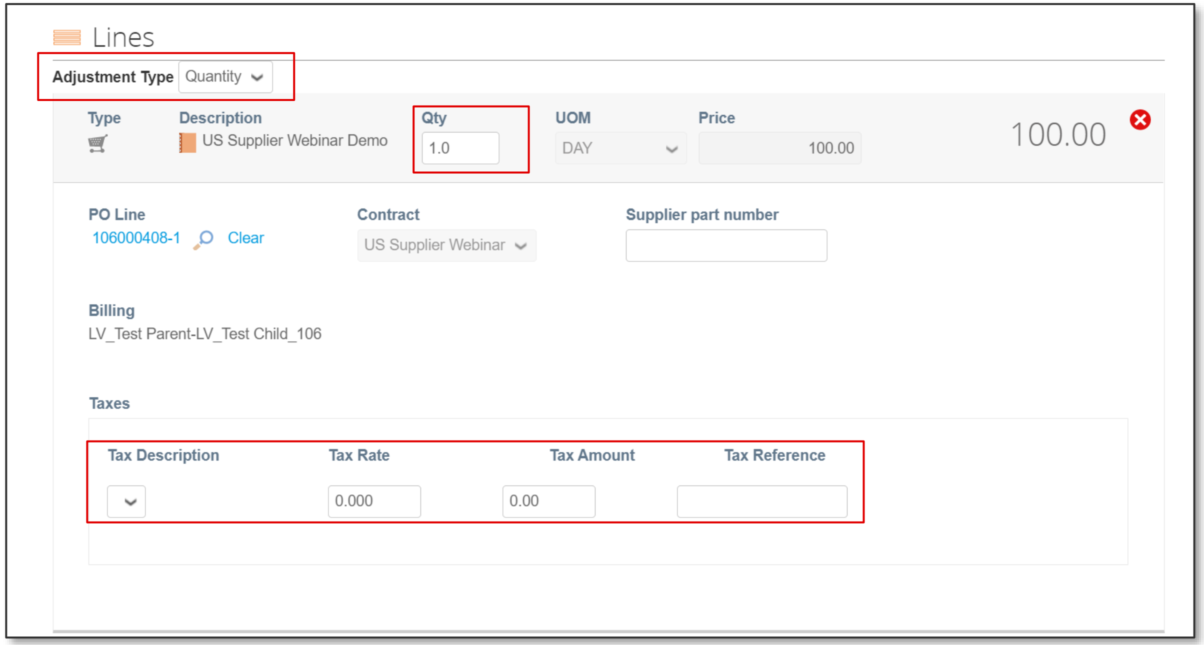
Creating Credit Notes

6. Complete line level information. Here you may edit the **Qty** and/or **Price** if you are sending a partial credit note. Click **Adjustment type** and choose **Quantity**, **Price** or **Other**. You can edit both quantity and price if you choose Other.

You can also delete lines by clicking the **delete icon.**

You can then add any applicable **Tax** by choosing the correct **Tax Rate** for each line. The Tax rate would typically be the same as that applied to the original invoice.

Please NOTE: For Credits, enter a positive price if the line is amount-based and only contains a price field.
If the line is quantity-based, enter a positive quantity and leave the price as positive.



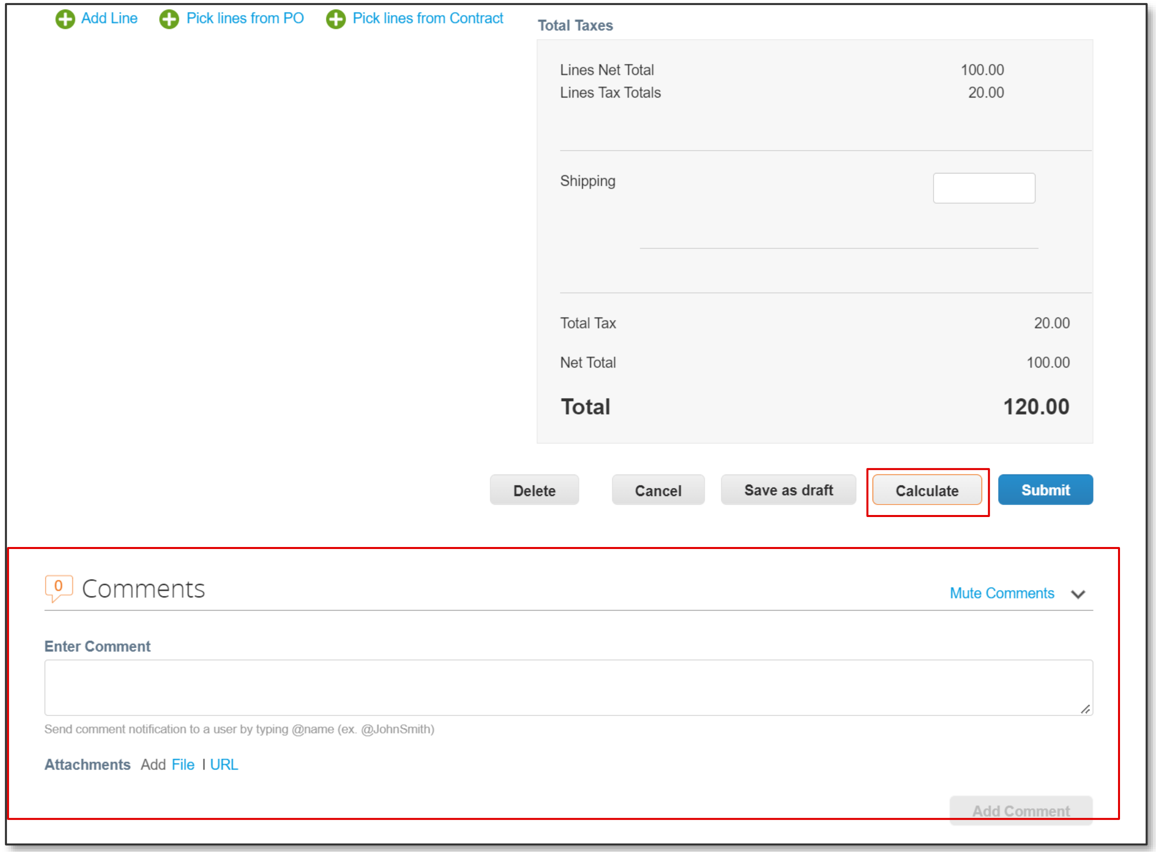
Creating Credit Notes

7. Click **Calculate**. This will work out the new total for the credit note.

8. To add a comment for Kantar, enter your comment in the **Comments** box and click **Add Comment**. When Kantar responds, you will receive a notification and will also be able to see their response here.

All comments entered here will be viewable to Kantar. The comment function for credit note is the same as it for PO and invoices.

If you want to save the credit note for later, click **Save as draft**. If you are ready to submit the credit note, click **Submit** and then click **Send Credit note** in the pop-up confirmation window.



4. Viewing Invoices and Credit Notes

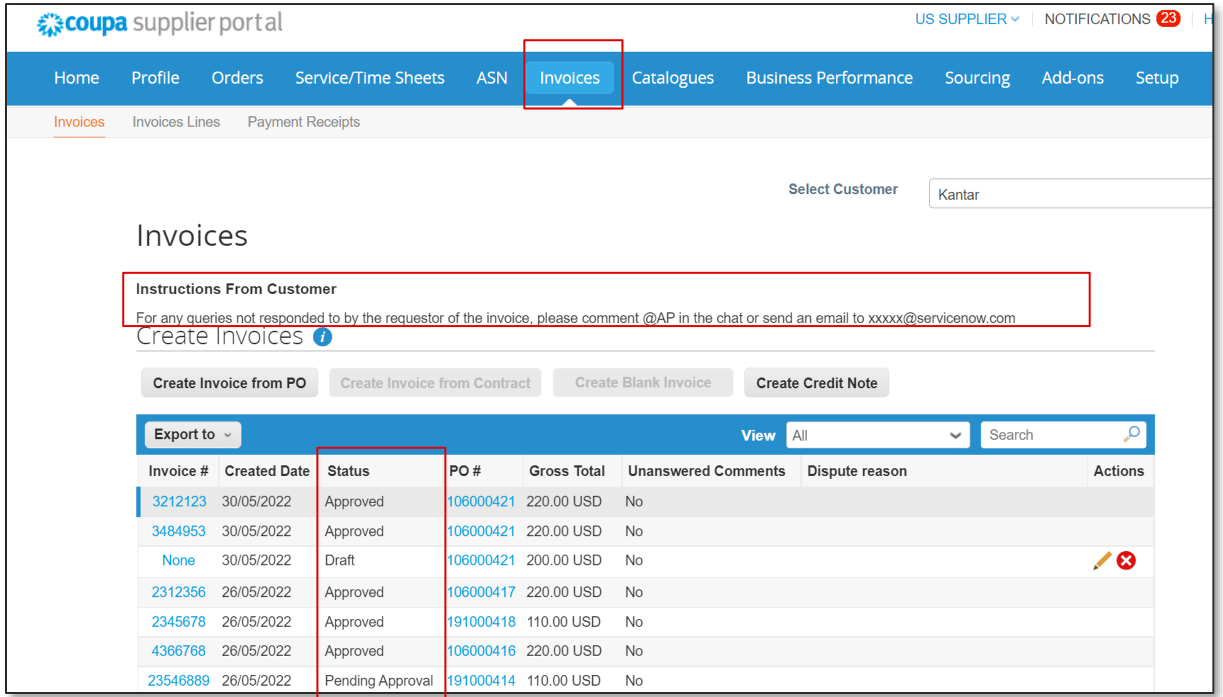
Viewing Invoices and Credit Notes

You can see the status of an invoice & credit note by clicking **Invoices** from the top menu bar and looking up the **Status** column.

On top of all the invoices, there is instruction from Kantar at the Instructions From Customer field.

The Status explanations are as follows:

1. **Approved:** The invoice/credit note has been accepted for payment by your customer.
2. **Disputed:** The invoice/credit note has been disputed.
3. **Draft:** The invoice/credit note has been created, but it hasn't been submitted to your customer yet.
4. **Invalid:** Specific for compliant e-invoices for clearance countries, for example, Mexico. It indicates that a CFDI (Mexican legal invoice form) that you sent failed validation. Invoices with this status are visible only to you, not to your customer.



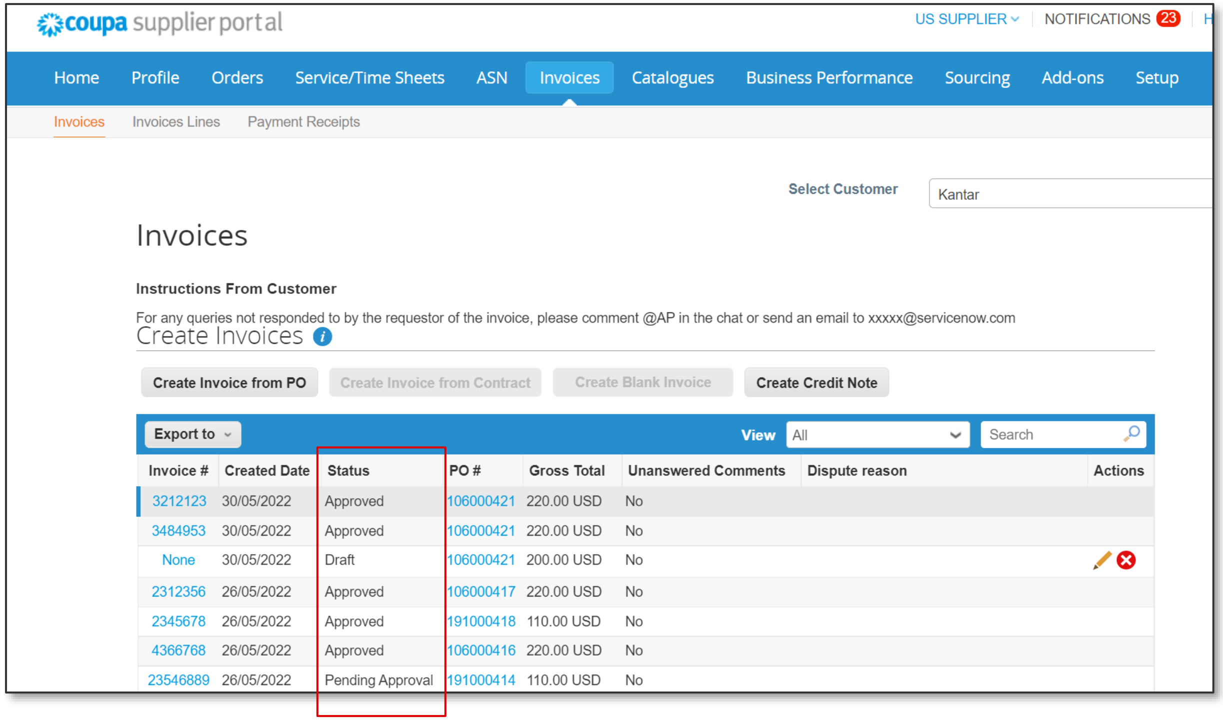
Viewing Invoices and Credit Notes

5. **Pending Approval:** The invoice/credit note is currently under review by your customer.

6. **Processing:** The invoice/credit note is being processed by the Accounts Payable department and should be paid soon.

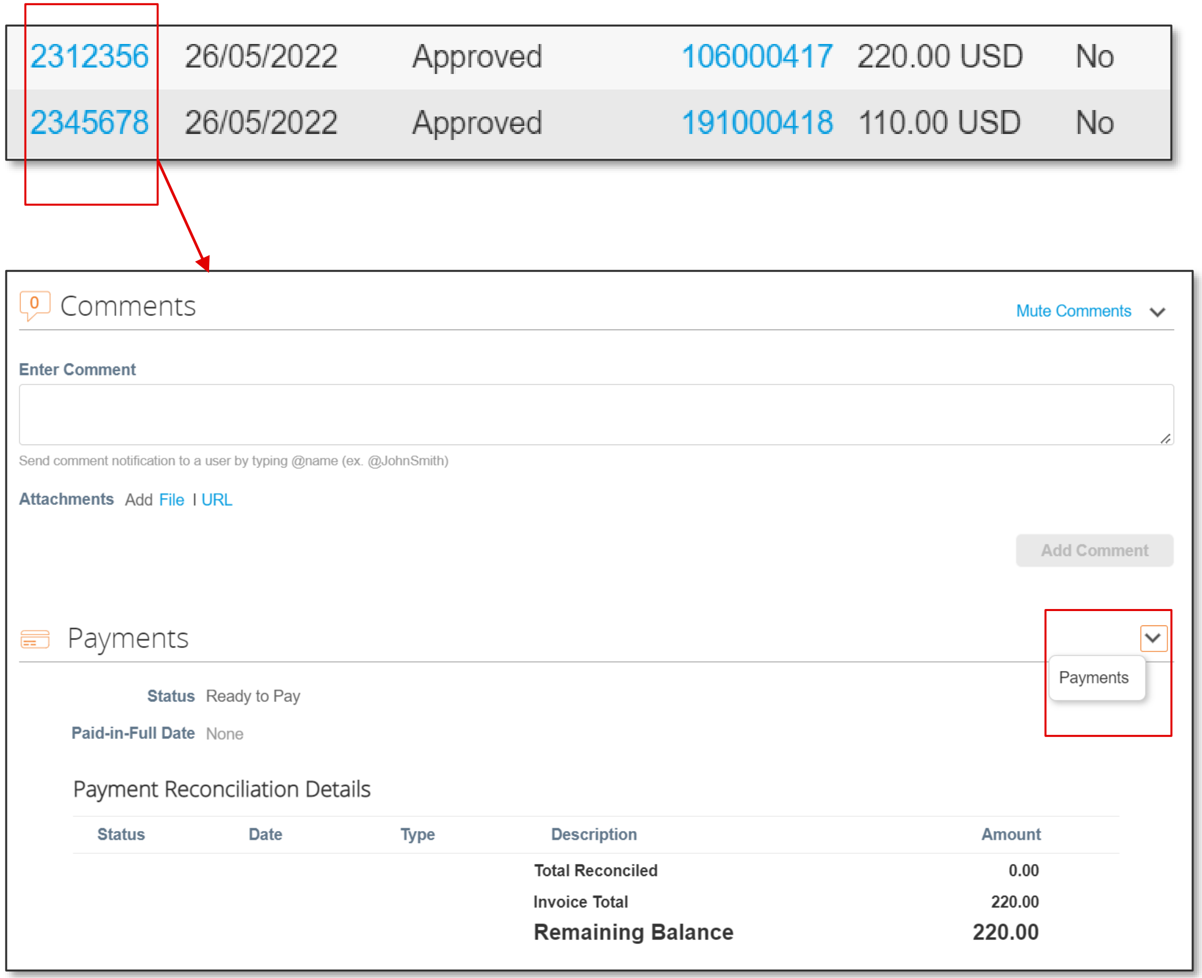
7. **Voided:** There's something wrong with the invoice/credit note. Contact your customer to get the invoice/credit note back on track.

8. **Abandoned:** The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.



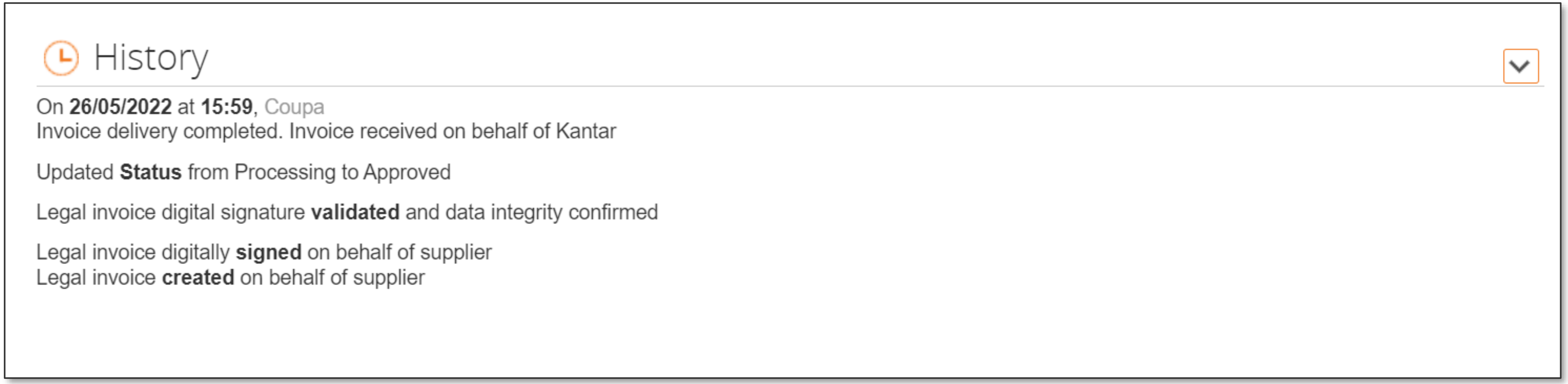
Viewing Invoices and Credit Notes - Payment status

1. **Click** and open an invoice.
2. **Scroll down** and expand the **Payments** section. You will see the payment information of that invoice.



Viewing Invoices and Credit Notes- Payment status

At the bottom of the invoice or credit note, there is **History**. Expand it and you can see all the historical activities of the invoice or the credit note.



5. Shipping Charges

Shipping Charges

- Where it is agreed that your invoice will include a separate shipping charge (as opposed to any shipping costs being factored into the underlying price of the goods), this needs to be provided to Coupa at invoice summary level.

- Where a PO line subjects to different rates of Tax are to be invoices, you will need to split your invoices to ensure Tax compliance.

6. Tax Guidance

Tax Guidance

1. You should ensure that the correct Tax is charged on your invoice. If there are set tax rates for the county you are invoicing from, these will appear as a drop down at the line level. If not, you should manually enter the value in the 'Tax Rate' field at the line level.
2. Please ensure that there is only one applicable tax rate per invoice line, for example, 20% or 5%. Where you are supplying items where different tax rates are applicable, please split these onto multiple invoice lines.
3. If a shipping charge and/or handling charge has been agreed and is not included in the price of your goods, please enter this at the invoice header/summary level. The shipping/handling charge should be inclusive of tax and will be added to the total gross amount.
4. For UK invoices, please note that there are 3 different "Zero" tax treatments in Coupa and each have different meanings. Please see below compliance requirements for them on invoices.
    1) <u>Zero rated transactions:</u> These are transactions which are subject to VAT, but the VAT rate is 0%. Please note that Coupa will require you to add a note in the "Tax Reference" field to show why these goods are zero rated (e.g. VAT zero-rate: International freight).
    2) <u>Exempt transactions:</u> These are transactions that are exempt from VAT. Please note that Coupa will require you to add you to add a note in the "Tax Reference" field to show why these goods are Exempt (e.g. VAT Exempt: Insurance).
    3) <u>Self-accounted VAT (Reverse Charge):</u> These are transactions where the customer (Kantar) is liable to self-account for any due tax. This typically relates to exported services but may apply to specific types of goods supplied in the UK. Please add the reference "Reverse Charge or locally required text" to indicate that the reverse charge is applicable.

7. Coupa compliant e-invoicing country list

Coupa compliant e-invoicing country list

Please note that Coupa continue add new countries to its complaint e-invoicing country list. This list was lastly updated at June 2022.

Compliant country list				
UK	Spain	Norway	Serbia	Pakistan
Ireland	Czech Republic	Slovenia	Romania	Namibia
Austria	Poland	Latvia	Luxembourg	Hungary
Germany	Slovakia	Estonia	Mexico	South Korea
Netherlands	Australia	Lithuania	United Arab Emirates	Brazil
France	Singapore	Bulgaria	Bahrain	
Italy	Canada	Croatia	Montenegro	
Sweden	Malta	India	Honk Kong	
Switzerland	Denmark	Japan	China	
South Africa	Finland	Malaysia	Bangladesh	
USA	Greece	New Zealand	Myanmar	

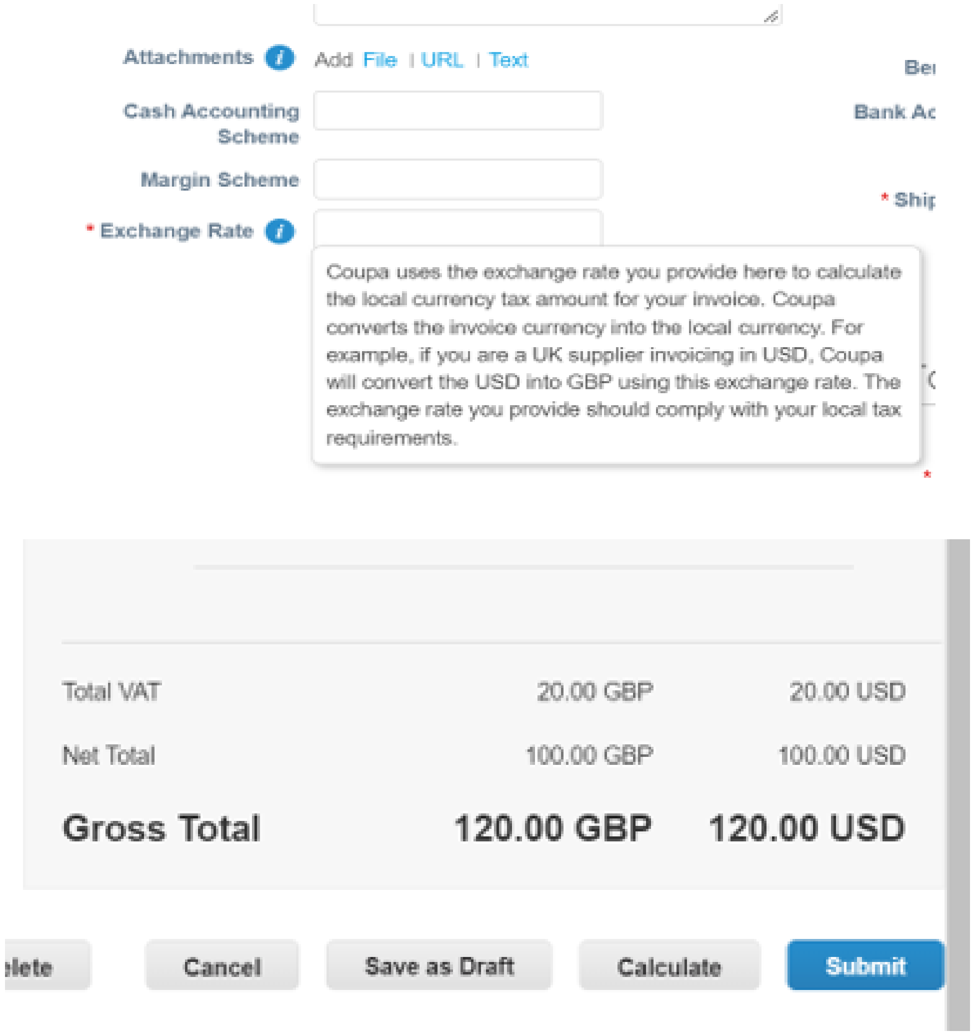
8. Non Home Currency Invoices

Non Home Currency Invoice

- **If your invoice is in a different currency to your default home currency the “Exchange Rate” box will appear.**
- Please follow your country’s specific rules to determine the exchange rate you input.
- For UK suppliers HM Revenue & Customs (HMRC) guidance is that suppliers should use one of 3 exchange rates

1. Market selling rate at time of supply. These rates are often published in national newspapers
2. Exchange rate published by HMRC
3. Custom exchange rate pre-approved from HMRC

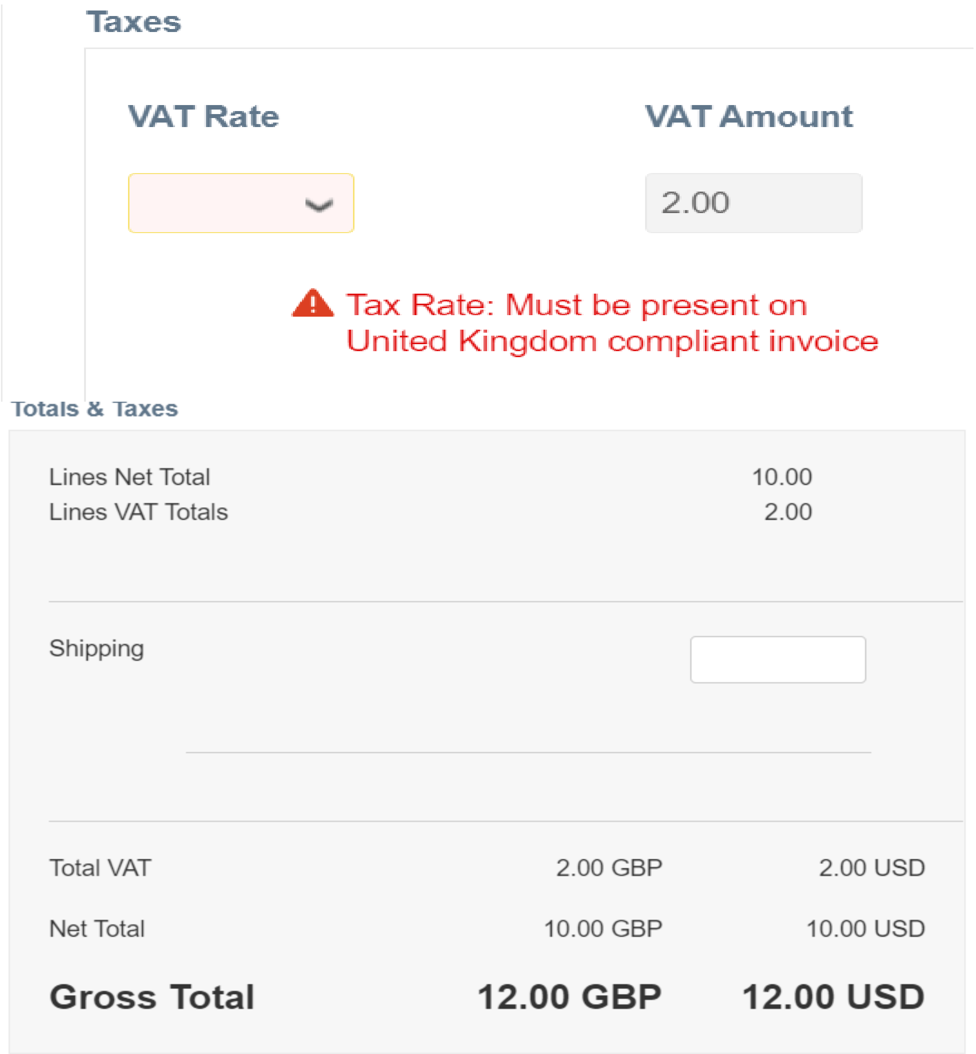
The invoice total details will show both the PO currency and your home currency amounts.



9. Foreign Currency Invoice for Suppliers with Remit to address in UK

VAT on UK Suppliers Foreign Currency Invoice

- If a supplier selects a remit to address in the UK VAT will be added to the invoice to comply with UK VAT law.
- Any VAT chargeable will need to be converted into sterling
- Select the correct VAT rate for the good/service you are providing



Thank you!