Coupa Supplier Portal Guide

User Instruction Guide

10/06/2024

VBG PLC GROUP - COMPANIES

- We’re VBG Plc – A leading specialist bank, focused on underserved markets.
- We're a FTSE 250 company that’s been around since 1880, and we’re proud to support the 1 in 5 people in the UK who can’t get access to credit products through mainstream banks and building societies.
- We want to provide a helping hand when others don’t: that’s why purpose is to deliver caring banking so our customers can make the most of life's opportunities.
- The below companies are part of our group:

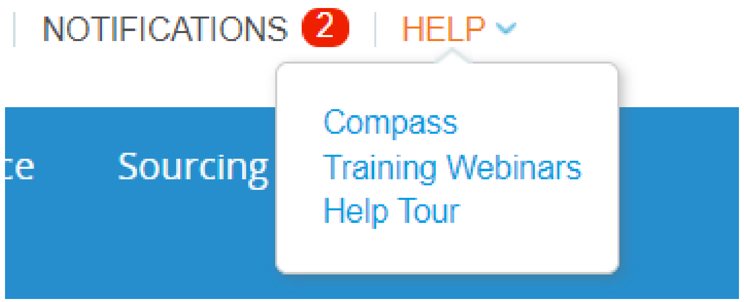
1. COUPA SUPPLIER PORTAL – SUPPORT/CONTACTS

Important

Coupa provide up to date user guides to assist suppliers to register/use the Coupa Supplier Portal – please see the links below (doesn't require registration):

- Setup/registration guide page: Set Up the CSP | Coupa
- Webinars: Webinar Recordings | Coupa Suppliers
- VBP Plc Coupa Support Contact - email: coupasysadmin@vanquisbank.co.uk

Once your account is setup, you can also access the Coupa resources via Help – Compass:



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1. COUPA SUPPLIER PORTAL OVERVIEW

- The **C**oupa **S**upplier **P**ortal (CSP) is a **free tool for suppliers** to easily do business with VBG Plc and other customers who use Coupa. There is an optional/advanced paid version available for suppliers - please refer to Coupa's documentation located here .
- Access the CSP through any web browser (i.e. Chrome, Safari)

Main Benefits:

- Receive and review Purchase Orders
- Send Invoices/Credit Notes and view their status
- Create and Manage catalog items
- Manage your Company Profile
- Work collaboratively on the platform

- Suppliers must provide only one e-mail address for the creation of the CSP account
- To register, suppliers will receive an invitation e-mail from VBG Plc

1. COUPA SUPPLIER PORTAL OVERVIEW - BENEFITS

BENEFITS FOR SUPPLIERS

- Reduce risk of late payments
- Enhance efficiency thanks to real-time visibility
- Payment information available in CSP
- Notifications can be sent by email

BENEFITS FOR VBG PLC

- Improve on time payments
- Facilitate the collaboration with Suppliers
- Harmonise and standardise processes
- Archive invoices

BENEFITS FOR BOTH

- Reduce cycle time and workload
- Remove PO and Invoice paper flows
- Use one single tool with fully electronic flow from Ordering to Invoicing
- Generation of a Legally Compliant e-Invoice

1. COUPA SUPPLIER PORTAL OVERVIEW

One of the main question asked by suppliers is “When will I get paid?”

What follows is a long exchange between you and VBG Plc

- Which invoice are you talking about?
- When did you send it?
- How did you send it?
- I haven´t received it!
- I found it but there is information missing from it, so I can´t pay it!
- ......

Not just frustrating – Expensive for both parties!!

With coupa these conversations will be a thing of the past

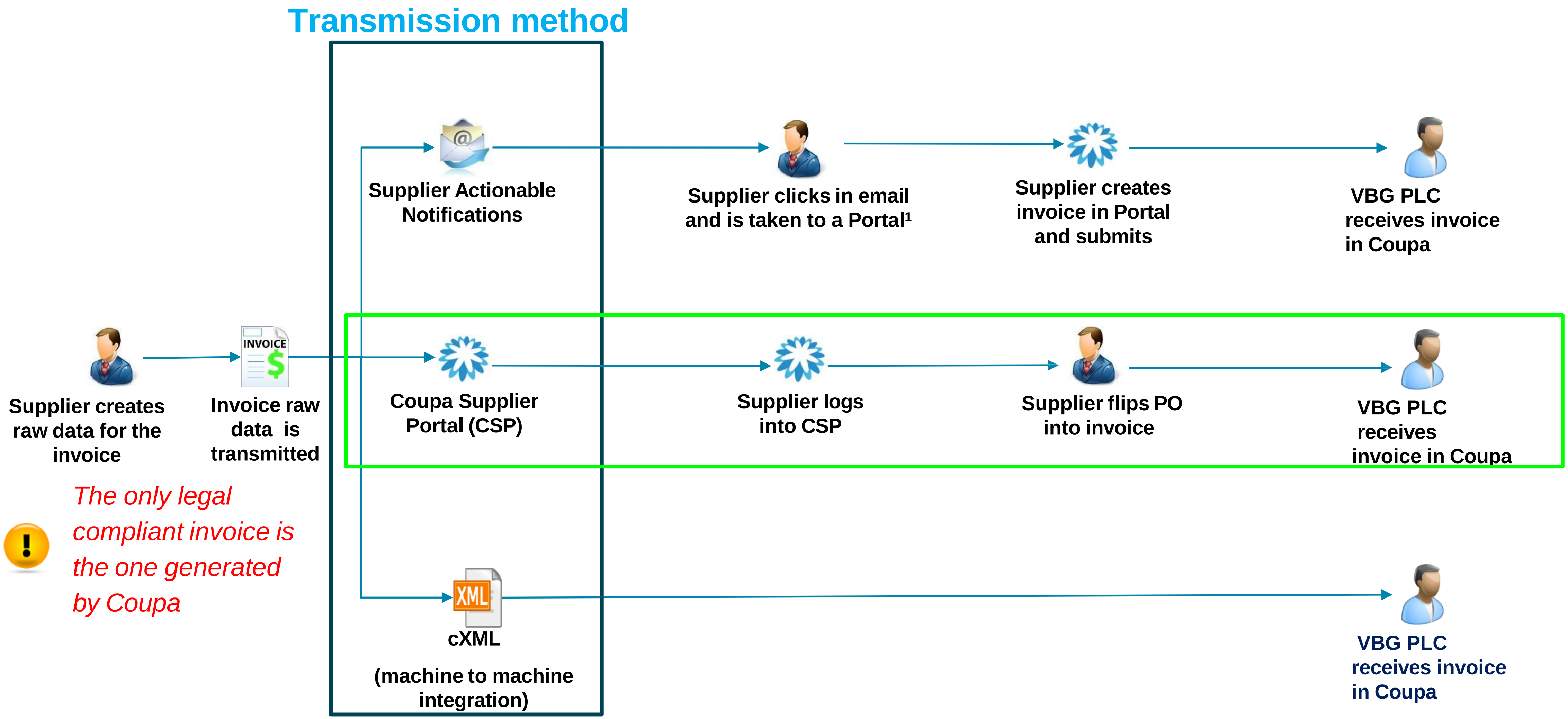
1. COUPA SUPPLIER PORTAL OVERVIEW

In a nutshell, Coupa:

Enables Suppliers to create legally compliant electronic invoices in their country of origin

- Coupa reviews and implements invoices under all applicable laws, going far beyond just tax related requirements.
- Uses best effort to deliver high quality data, taking structured data directly from the source instead of utilising other sources (e.g. paper scanning).
- Guaranteed delivery of invoices.
- Improved visibility and increased straight-through processing.
- Fewer exceptions, fewer calls/email exchanges, increased chance to get paid on time.
- Easier audits, increased transparency.
- Coupa invoice channels are clearly defined so everyone knows their duties.

1. COUPA SUPPLIER PORTAL OVERVIEW - INVOICE TRANSMISSION METHODS



AGENDA

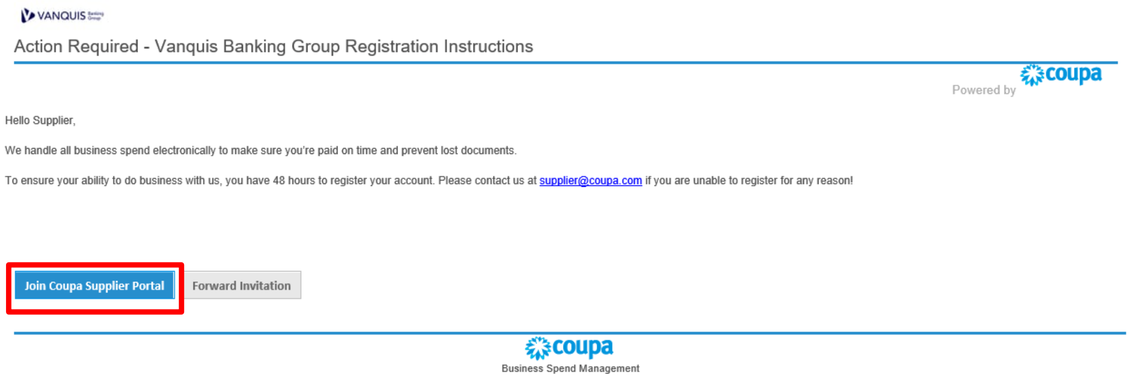
Coupa Supplier Portal

2. REGISTRATION AND SETUP - INVITATION EMAIL

In order to register and connect your company to VBG Plc via the CSP, you will receive an e-mail from **Coupa Supplier Portal** inviting you to register and join the CSP.

This e-mail includes your legal consent when you accept the invitation.

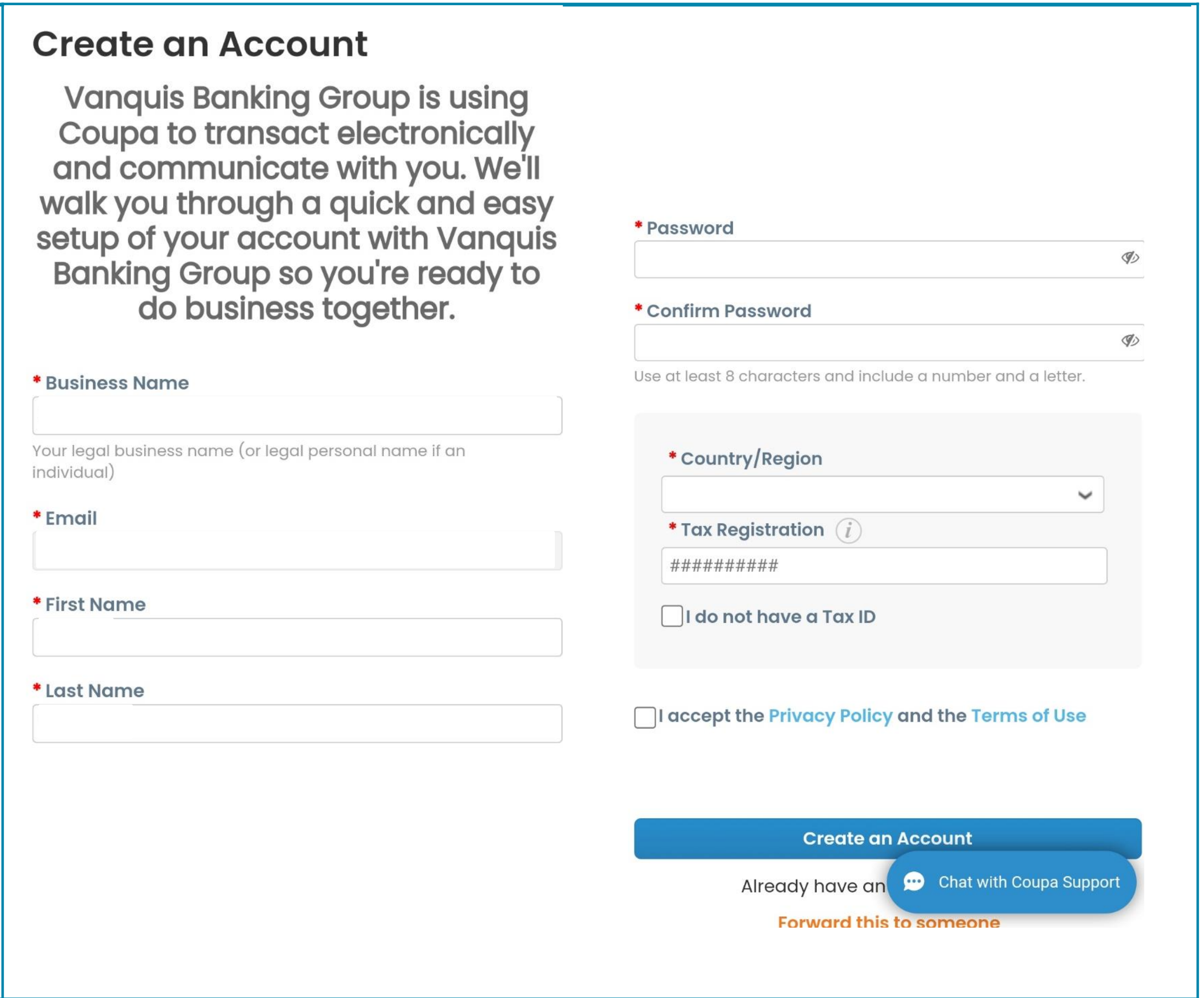
- Click on ‘Join Coupa’ in the e-mail, which will direct you to the Coupa Supplier Portal registration page.
- Sender: do_not_reply@supplier.coupahost.com



2. REGISTRATION AND SETUP - INVITATION EMAIL

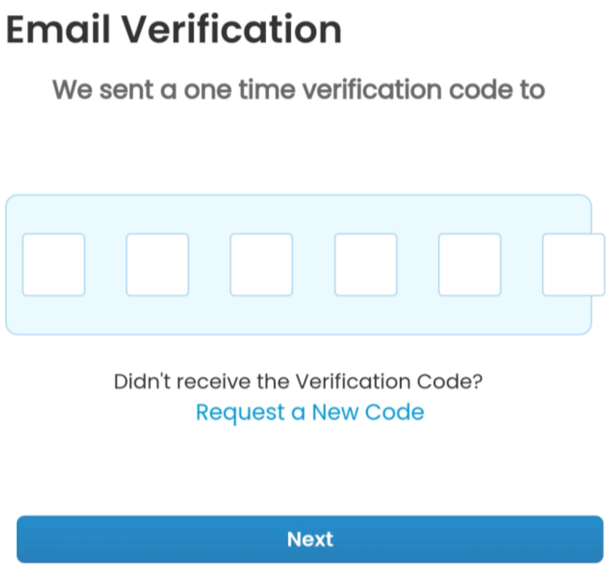
In the Coupa Supplier Portal registration page, you will need to complete the fields detailed in the screenshots to the right, create a password and accept the Privacy Policy/Terms Of Use.

Your password must be at least 8 characters in length; ideally using alphanumeric and special characters



2. REGISTRATION AND SETUP - VERIFICATION/CHANGING LANGUAGE

Once you've created your account, Coupa will email you a One Time Verification code to the email address you've used to register. Refer to the email and enter the code:



To change the language:

Click the **English (UK)** link at the bottom of the Coupa homepage.

Select your preferred language from the list.

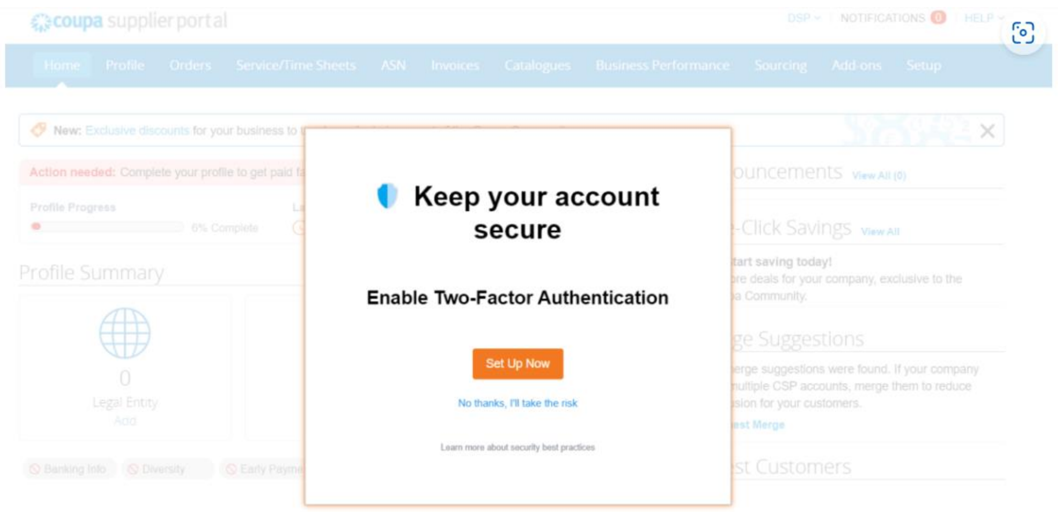
2. REGISTRATION AND SETUP - 2 Factor Authentication

Once logged in, you will reach the Coupa Supplier Portal homepage.

From here please access Setup then Legal Entity Setup: this will require Multi Factor Authentication.

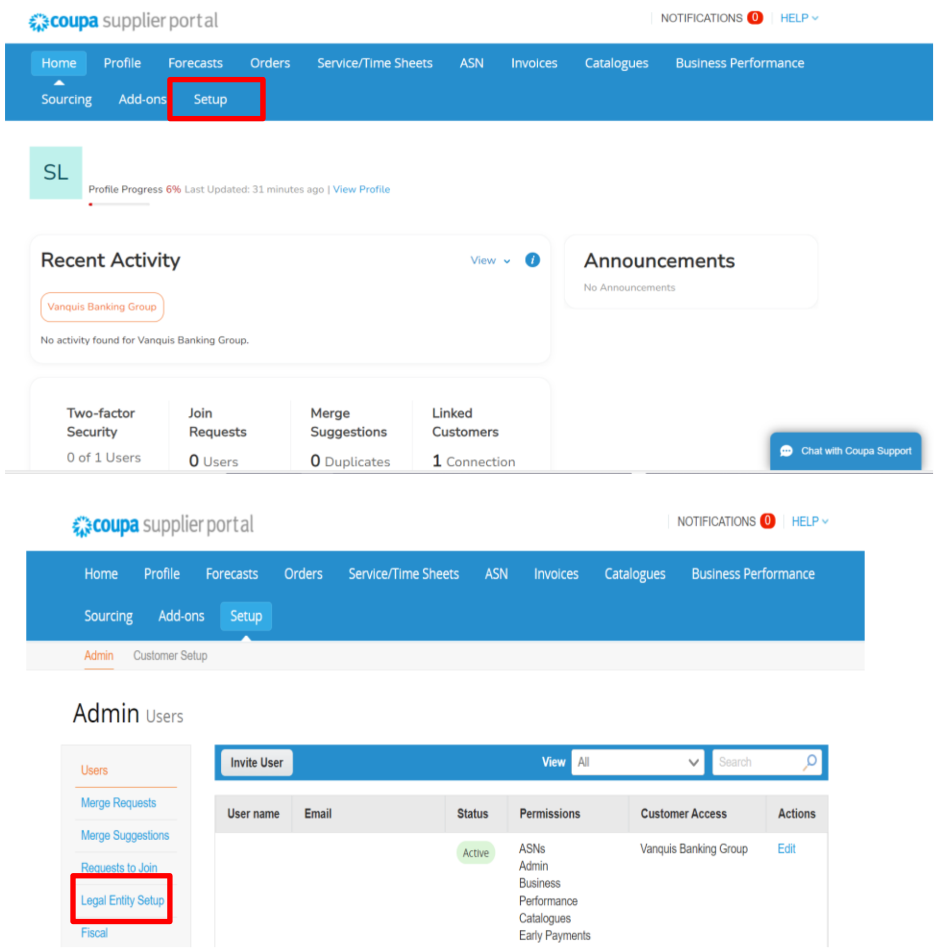
For details on Multi Factor Authentication, please see the link below:

[Manage Multi-Factor Authentication | Coupa]



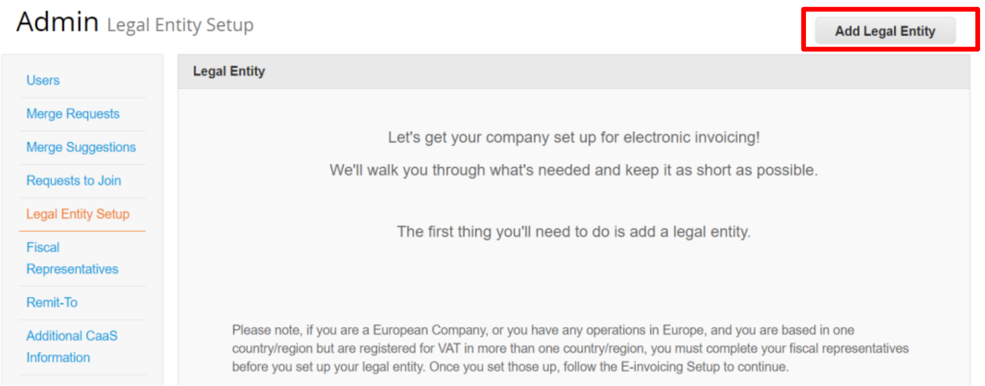
2. REGISTRATION AND SETUP - THE WEB PORTAL

Once you've completed the Multi Factor Authentication process, you will be able to access the Setup – Legal Entity section.

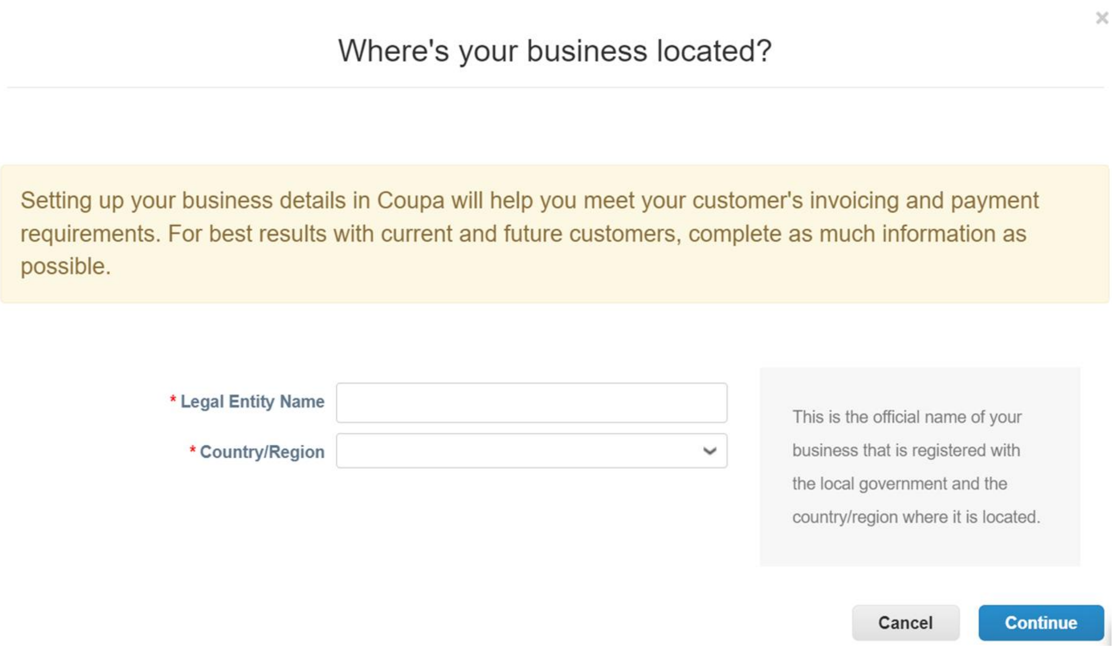


2. REGISTRATION AND SETUP - THE WEB PORTAL

The screen below will display, click “Add Legal Entity”:



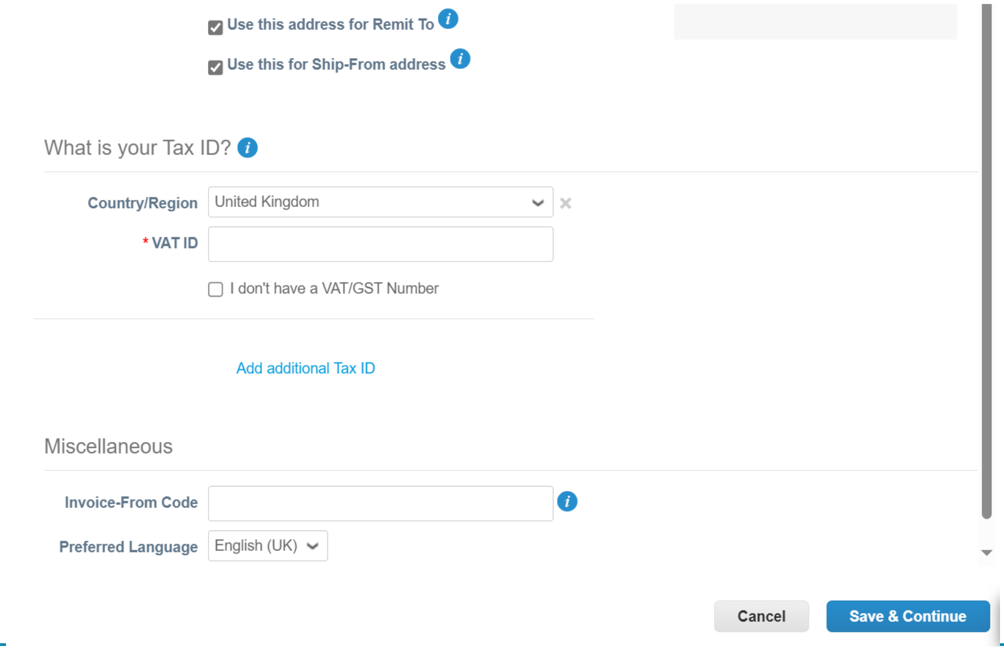
Add your Legal Entity Name and the Country/Region:



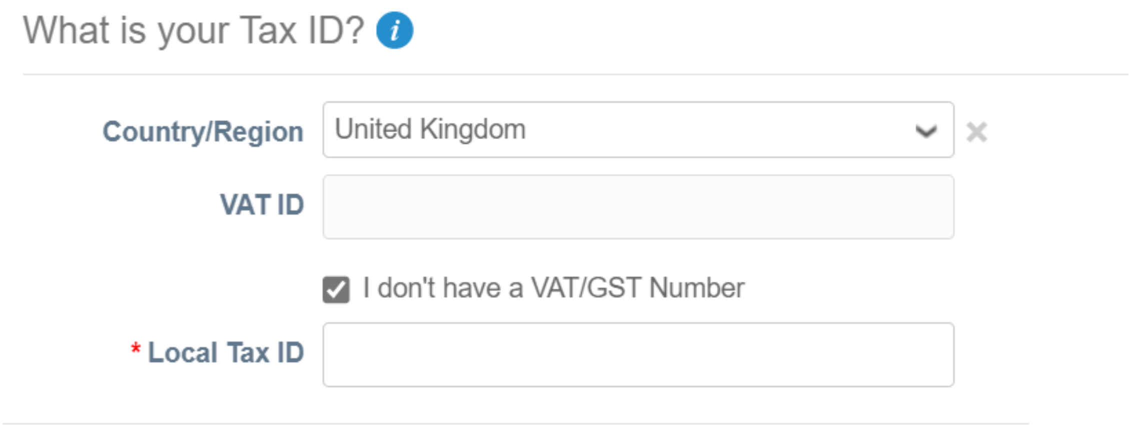
2. REGISTRATION AND SETUP - THE WEB PORTAL

The “use this address for Remit-To/Ship From Address” are selected by default - this saves you having enter a separate address later in the registration process.

Select your registered address Country/Region, and then VAT ID – please note that the “Miscellaneous” section is optional:

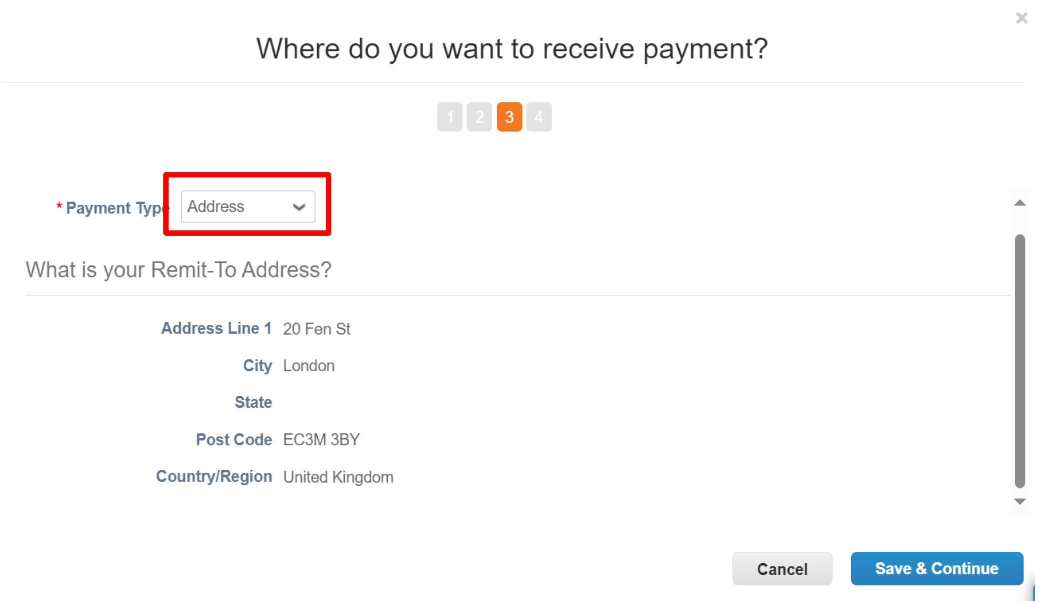


If you are VAT exempt, tick the box below and complete the Local Tax ID field. This field is used to capture your PAYE/Corporation Tax Reference – if not relevant, enter “N/A”:



2. REGISTRATION AND SETUP - THE WEB PORTAL

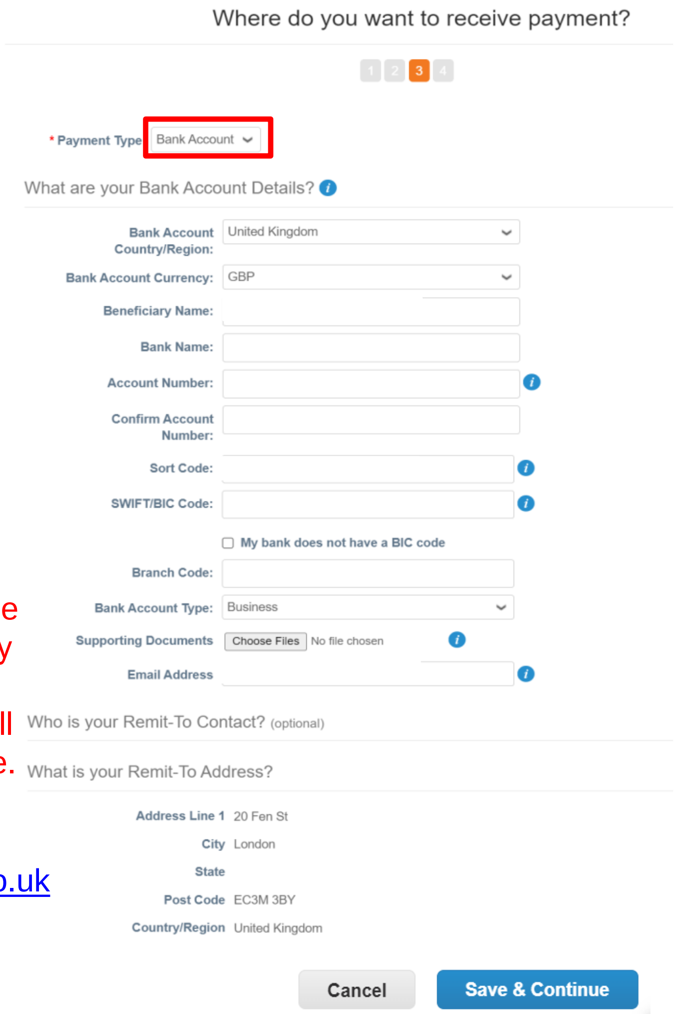
Payment Type – please select Bank Account:



Please enter your bank details.

For UK companies, please complete the Account Number, Sort Code, enter the Swift/BIC code as required (please tick “My bank does not have a BIC code” if no Swift/BIC code held).

If you create a new Bank Account in the CSP (the details of which aren’t held by VBG Plc), you will be asked to go complete an onboarding form which will cause delay to payment of your invoice. To inform VBG Plc of updated banking information, please email suppliermanagement@vanquisbank.co.uk in advance.

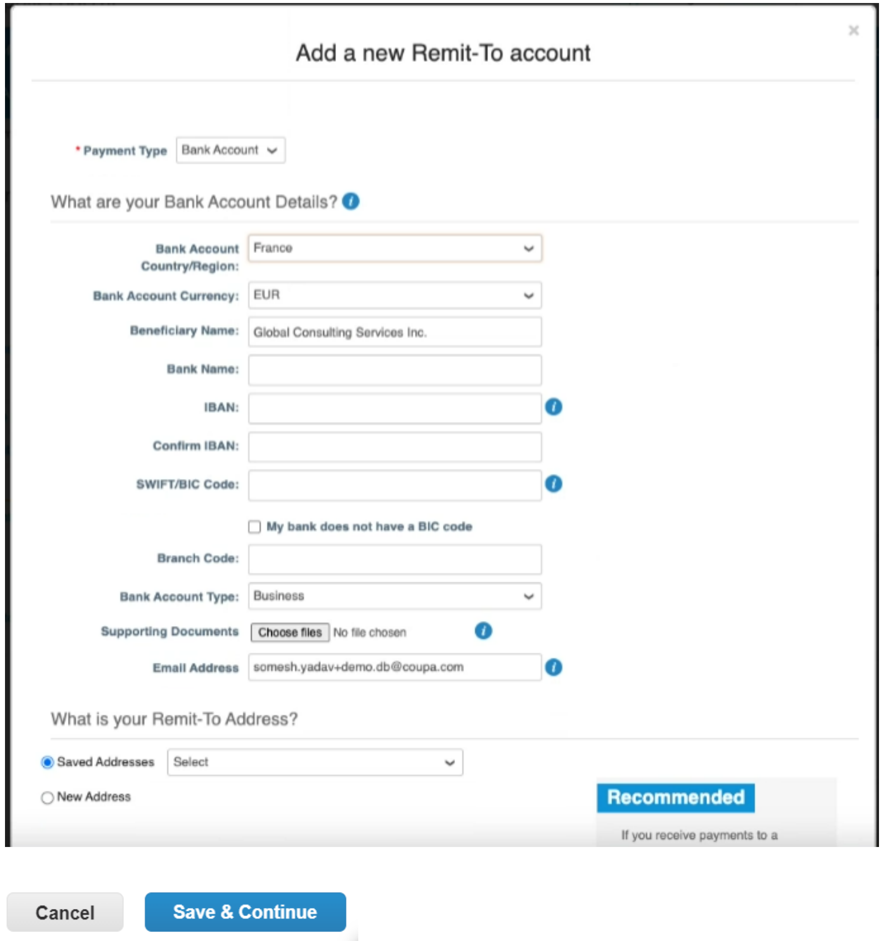


2. REGISTRATION AND SETUP - THE WEB PORTAL

Please enter your bank details.

For non-UK suppliers, the required fields in the form will change dependent on your Bank Account Country/Region. For example:

- EU foreign suppliers will need to enter your IBAN: please note that the Swift/BIC code is required.
- American suppliers will need to enter your Wire Routing/ACH/SWIFT/BIC Code.

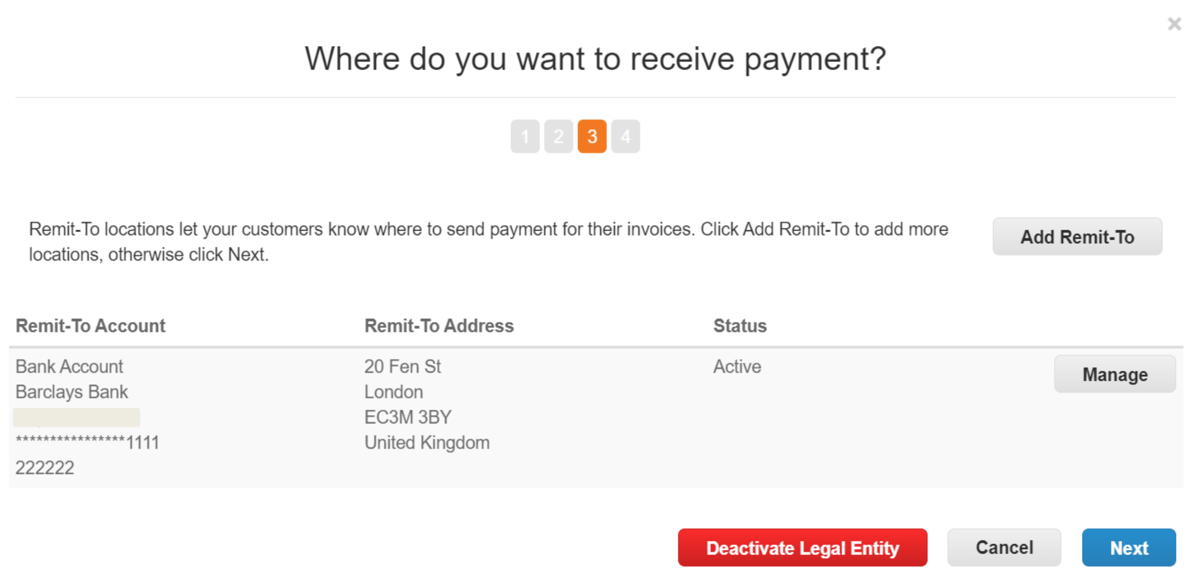


2. REGISTRATION AND SETUP - THE WEB PORTAL

Please check that the details are correct before continuing - if you have more than one bank account please click on ‘Add Remit-To’.

Please note that all bank account information should already be held by VBG Plc otherwise a delay to invoice payment could arise.

When finished, please click the next button

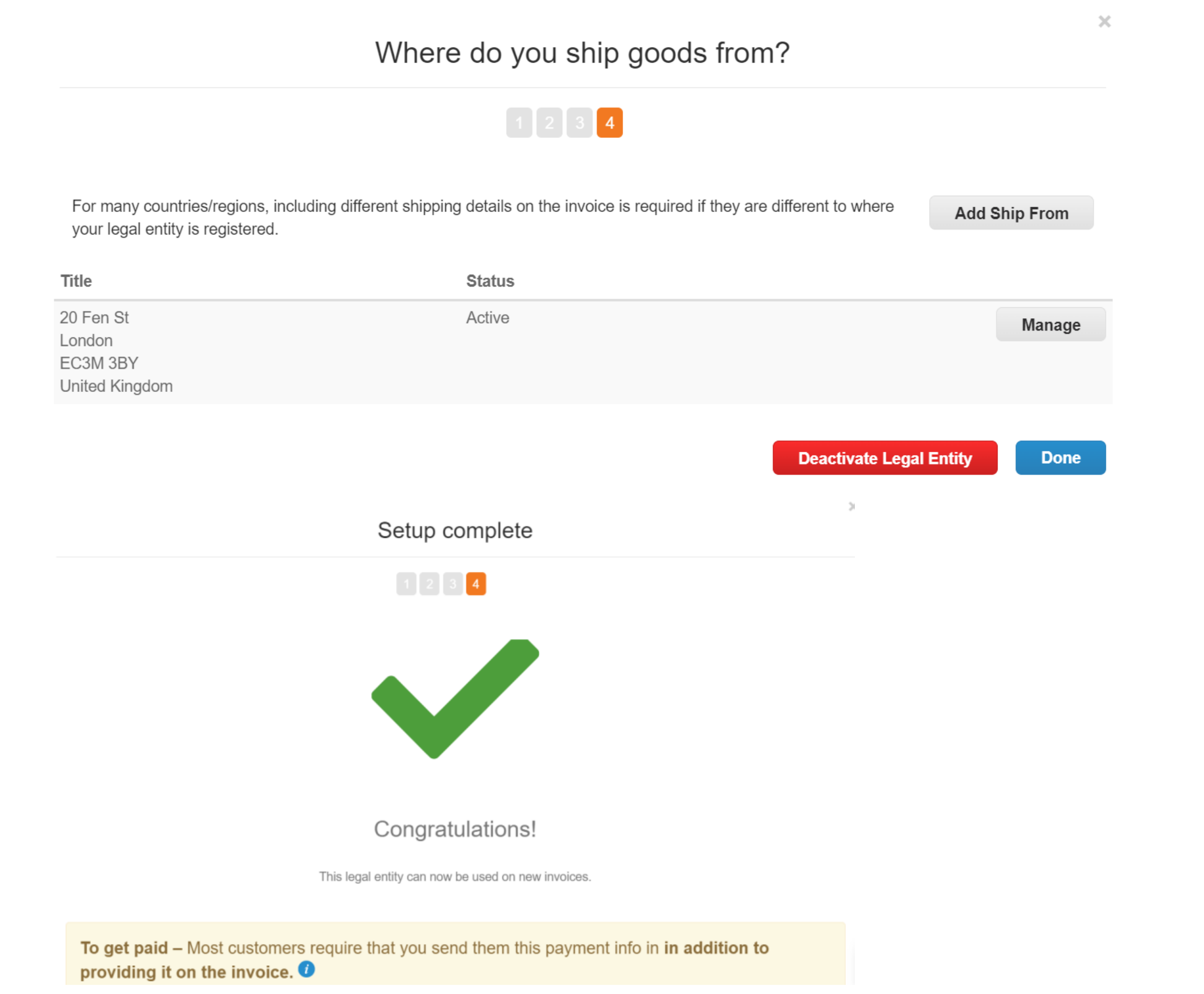


2. REGISTRATION AND SETUP - THE WEB PORTAL

Please add all addresses that you ship goods from – please note that non-UK shipping locations will incur tax implications due to import duty etc.

You can add additional ship from locations using the “Add Ship From” button.

When finished, please click the “Done” button – your setup will then be complete!

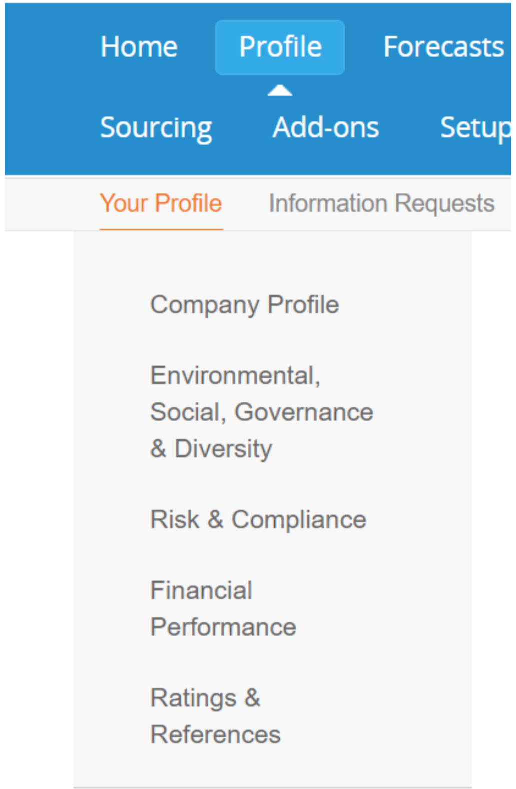


2. REGISTRATION AND SETUP - THE WEB PORTAL

You are able to enhance your profile on the Coupa Supplier Portal – please note that this isn't a requirement for Vanquis Banking Group suppliers.

You have the option to enhance your profile by detailing:

- products and services offered
- areas you operate in
- diversity and CSR statements.



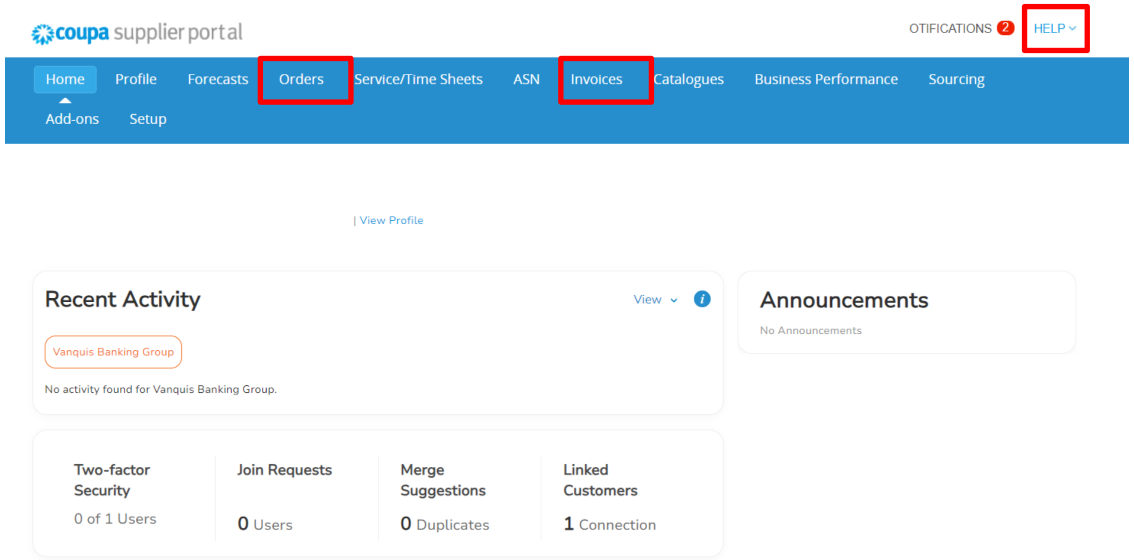
2. REGISTRATION AND SETUP – HOME PAGE

On successful registration you will see that you are now connected with VBG Plc (Vanquis Banking Group) on Coupa.

Key headers

- Orders – view all Purchase Orders received
- Invoices – all invoices created and sent

To find the Help Tour please click on Help at the top right of the screen.



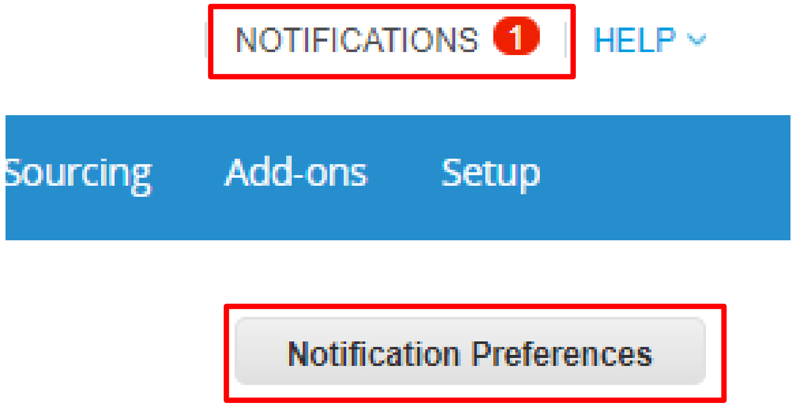
2. REGISTRATION AND SETUP – NOTIFICATIONS

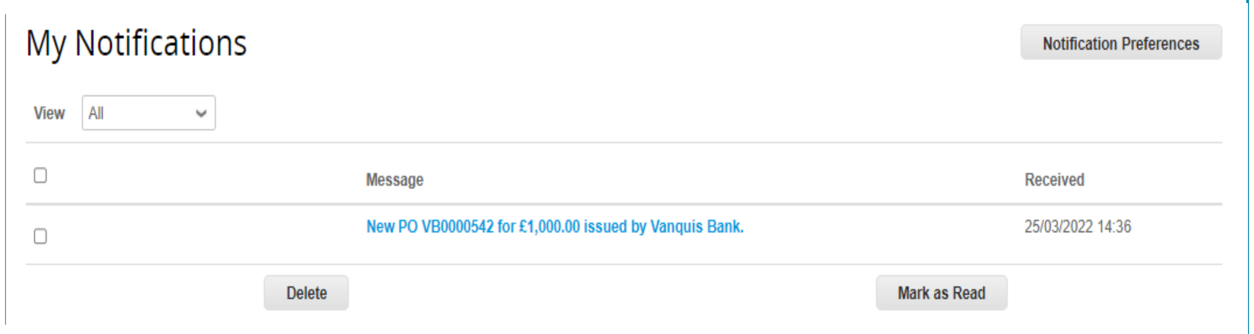
You can manage your notifications to match your needs.

Click the Notifications button to see the latest notifications for you.

Coupa provides Notifications on the Portal – these can be sent via email

Click the Notification Preferences to see and configure your Notification settings.





AGENDA

Coupa Supplier Portal

3. PURCHASE ORDERS - CHANNELS

Coupa provides two channels in which suppliers can perform actions on the POs raised from VBG Plc: SAN which allows you to action the PO directly in your mailbox, or the CSP, which requires the creation of the Coupa account

Supplier Actionable Notifications (SAN)	Coupa Supplier Portal (CSP)

▪ No CSP registration required
▪ Take immediate action over a PO on your email:
  ○ Acknowledge PO
  ○ Create an Invoice
  ○ Comment on the PO
▪ No record of documents kept
▪ Manual creation of Remit-To, Invoice From, Ship From address for each invoice
▪ No Credit Notes available
▪ As of May 2024, multifactor authentication is required to use SAN – for additional information see the link: Supplier Actionable Notifications (SAN) | Coupa
	▪ Invitation to join the portal accepted/account created
	▪ Action the POs in the account
	  ○ Create Invoice
	  ○ Create Credit Note
	  ○ Comment on the PO
	▪ All documents will be stored in your account
	▪ Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
	▪ Create and manage multiple users
	▪ Manage multiple accounts in the same location
	▪ Manage multiple clients in the same account

3. PURCHASE ORDERS - CHANNELS

PO Notification 1 (not registered in CSP yet)

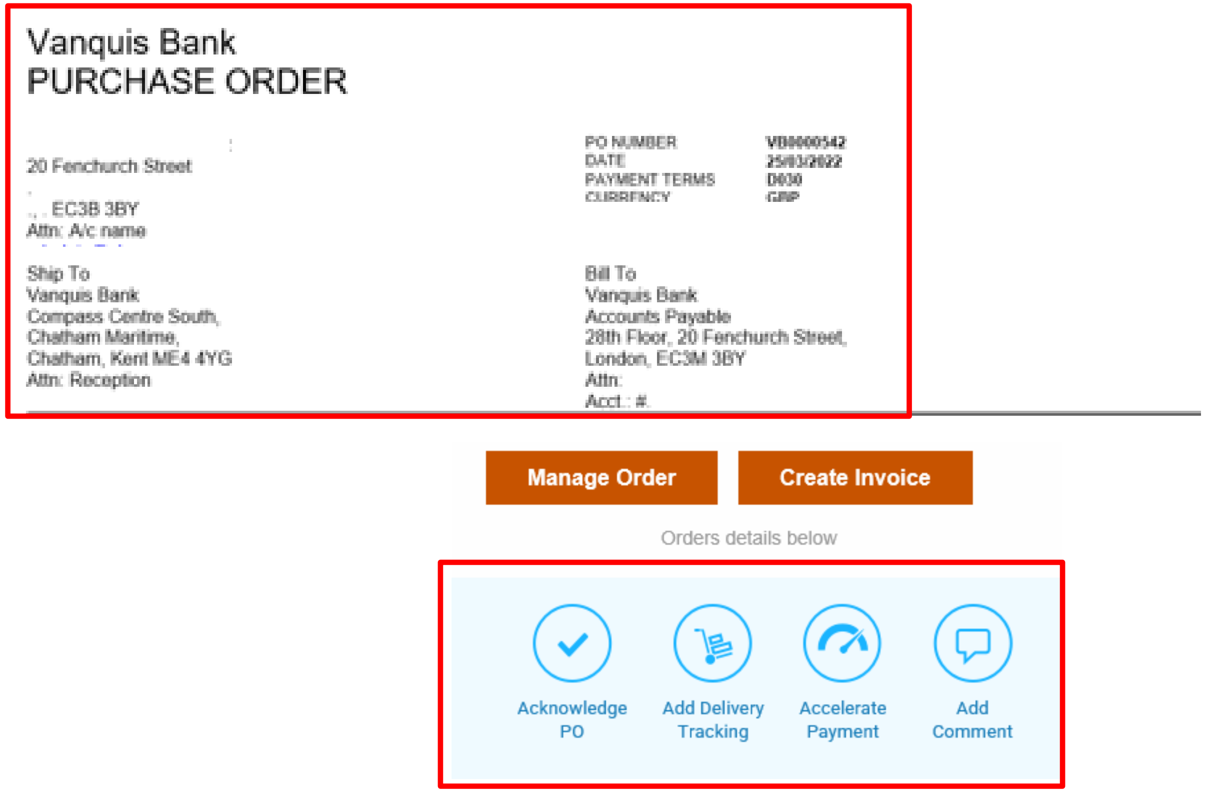
Before your CSP account is ready, you will receive a notification when there is a new PO for you. The e-mail contains an HTML version of the PO and a link to the CSP.

This e-mail contains an HTML version of the PO and the SAN

PO Number – Number of the order to be used as reference in the respective invoice

SAN – Supplier Actionable Notifications – Click on each button to take respective action (create invoice, acknowledge PO, add comment)

- When using the SAN you will be redirected to a Coupa page (not the CSP) where you can complete the respective action
- This page will allow you only to complete the selected action and does not require you to enter your log-in information



3. PURCHASE ORDERS - CHANNELS

PO Notification 1(not registered in CSP yet)

Supplier – contains supplier information (name, email address)

Purchase Order –information about the PO (Contact, currency, terms, etc.)

Ship To – Provides ship-to information

Bill-to Information – information about the buyer entity

Vanquis Bank
PURCHASE ORDER

20 Fenchurch Street
EC3B 3BY
Attn: A/c name

PO NUMBER	VB0000542
DATE	25/03/2022
PAYMENT TERMS	D030
CURRENCY	GBP

Ship To
Vanquis Bank
Compass Centre South,
Chatham Maritime,
Chatham, Kent ME4 4YG
Attn: Reception

Bill To
Vanquis Bank
Accounts Payable
28th Floor, 20 Fenchurch Street,
London, EC3M 3BY
Attn:
Acct.: #.

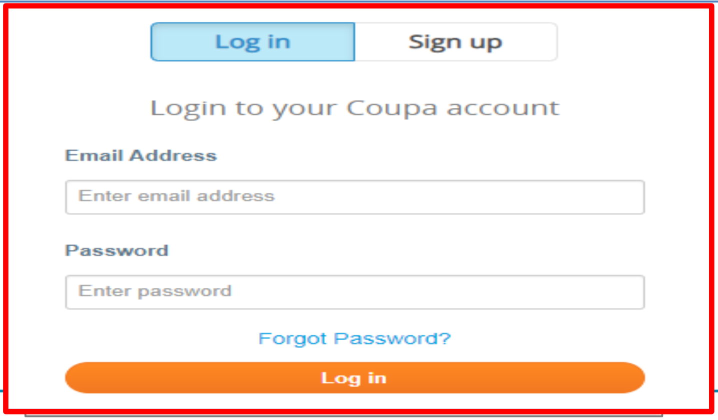
3. PURCHASE ORDERS - CHANNELS

PO Notification 2 (already registered in CSP)

Once you have set-up your CSP account, the e-mail you will receive will include the PO details,
as well as a link to review the order within the CSP.

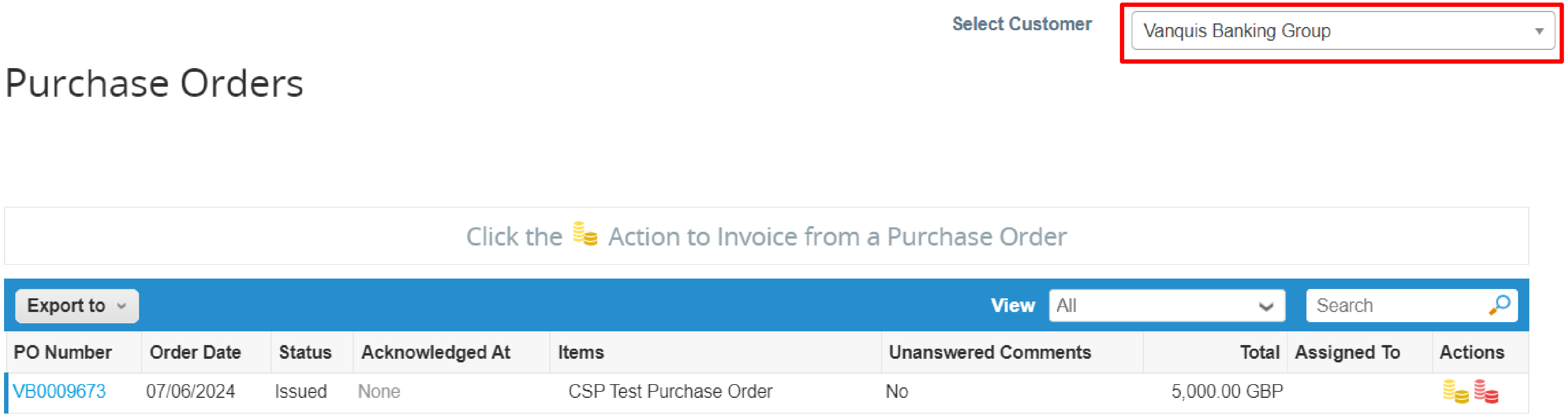
- Click on the Log In Now link to be redirected to the CSP home screen

- Enter your log-in information to access your CSP account and review the PO



3. PURCHASE ORDERS - PO MODULE

Once logged into the CSP, click on the order tab on the menu bar and there you can choose which customer you wish to view.



3. PURCHASE ORDERS - PO MODULE

Once all the required information is complete, you will see a list of POs, their status, amount, and the option to flip them into Invoice or Credit Note.

- Click on the PO number to access the complete details of the PO
- Review the status of each PO
- Review the total value of the PO
- Click the Flip to Invoice/ Flip to Credit note icons to take you to the create invoice screen (please see refer to the “Invoices/Credit Notes“ section below).

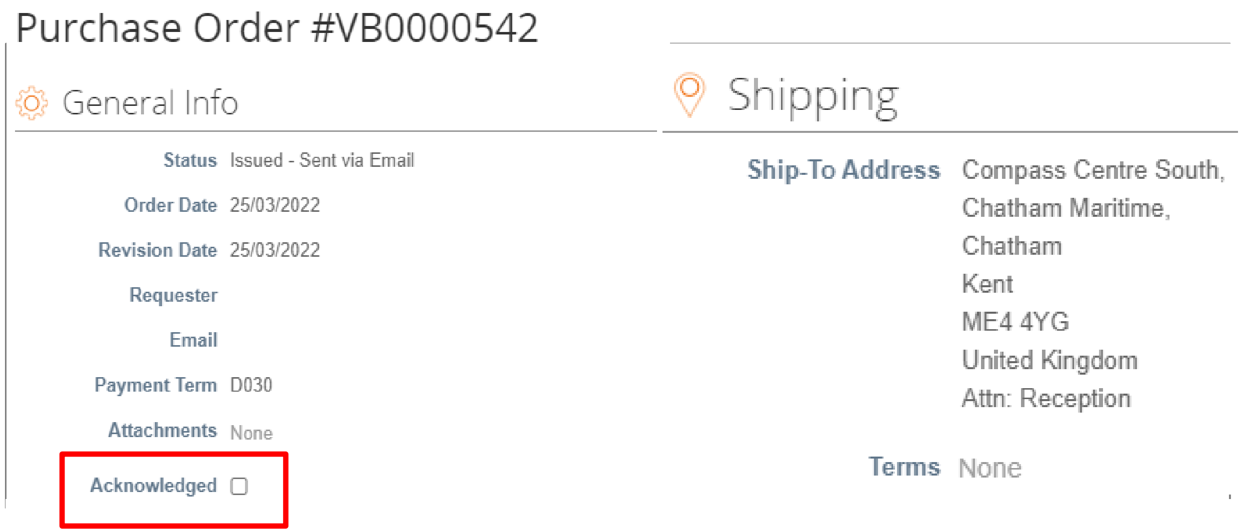
PO Number	Order Date	Status	Total	Actions
VB0000542	25/03/2022	Issued	1,000.00 GBP	

3. PURCHASE ORDERS - PO MODULE

After clicking on the PO number on the list, the system will display all the details of the PO:

- PO Number
- Status of the PO
- Order Date
- Revision Date (if applicable)
- Requester's name
- Requester's e-mail
- Payment Terms
- After the PO is reviewed, you have the option to acknowledge the PO

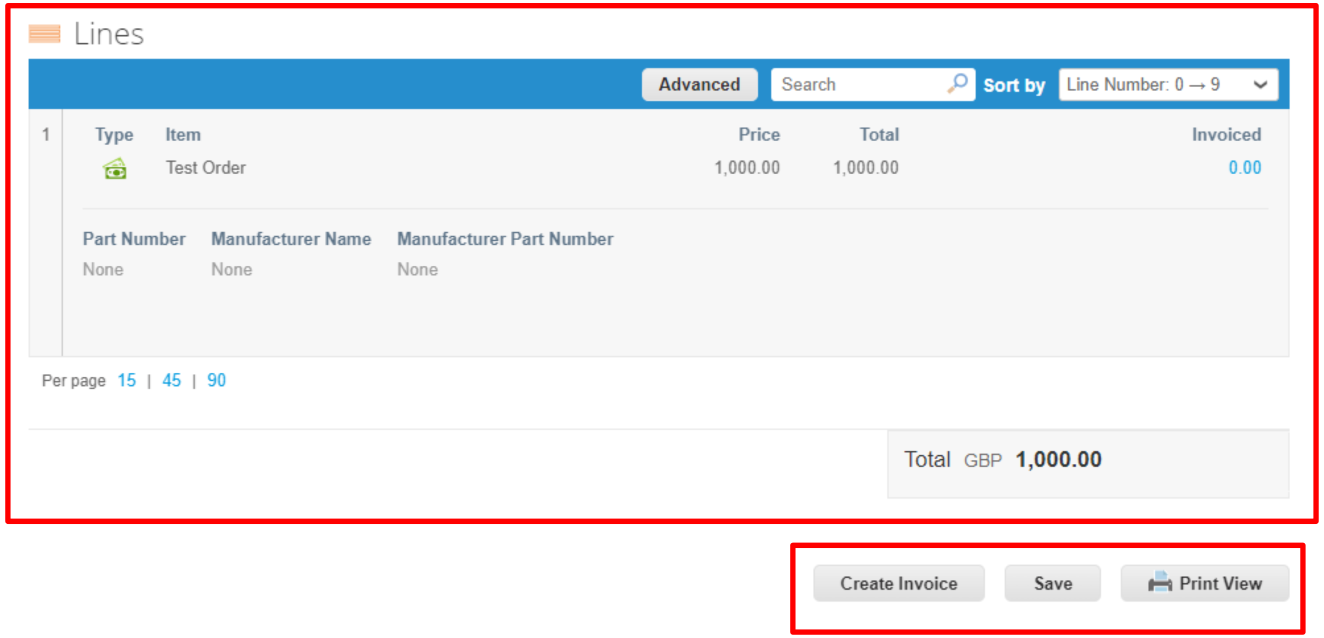
If you do not agree with any aspect of the order, please send your concerns or requests to the requester's email address or add a comment to the PO itself.



3. PURCHASE ORDERS - PO MODULE

At line level, you will be able to review all items contained within the PO:

- Review product description, quantity, UoM, price and total amount
- Review the amount already invoiced for that PO
- Review total values for the entire PO



Action buttons

a) Click on "Create Invoice" to **flip the PO** to an Invoice (see next section for details)

b) To access a PDF version, click on Print View

AGENDA

Coupa Supplier Portal

4. INVOICES/CREDIT NOTES – CREATE INVOICES

To start the invoicing process, you need to:

- Identify the PO to be invoiced
- Click on the Golden Coins icon to flip the PO into an invoice

Flip to Invoice

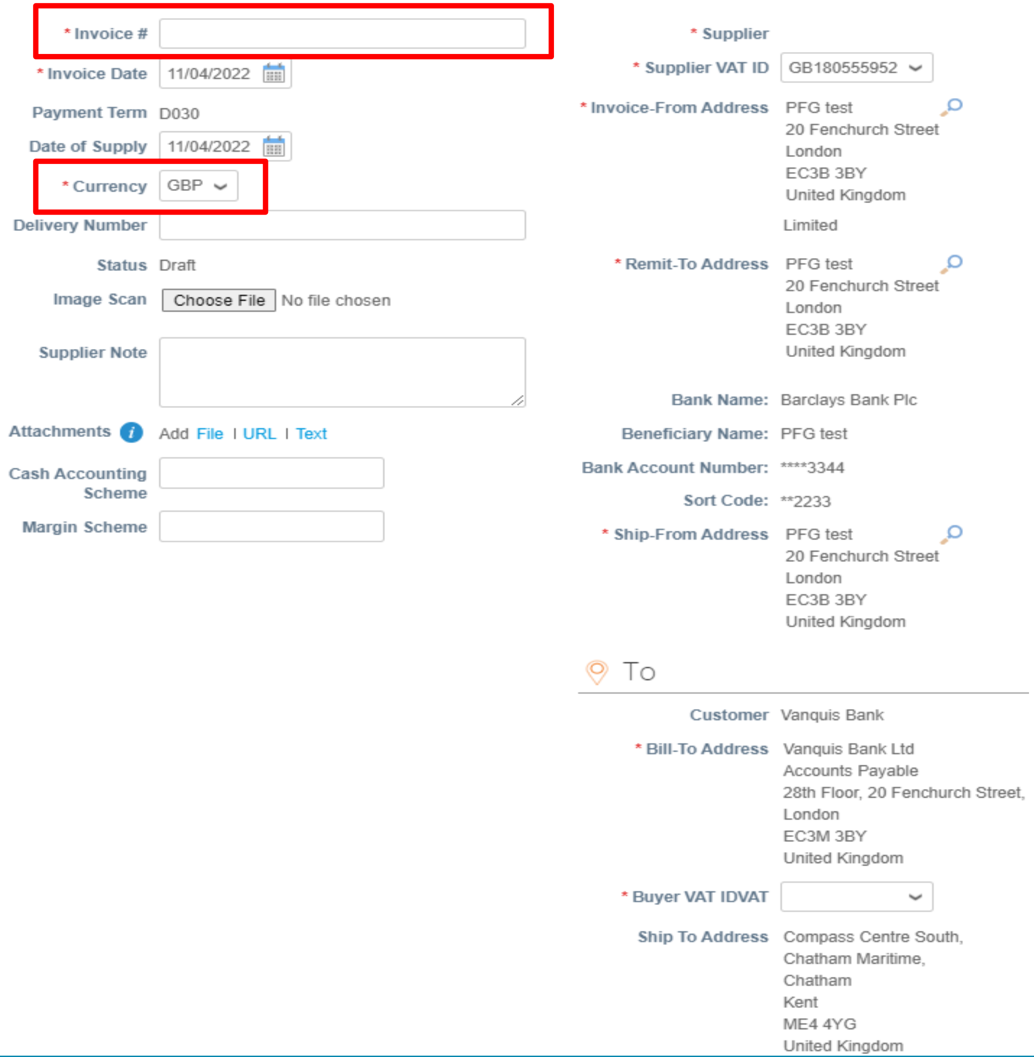
Flip to Credit note (see further in this section)

PO Number	Order Date	Status	Total	Actions
C000200619	01/17/18	Issued	1,000.00 EUR	
C000200613	01/16/18	Issued	1,000.00 EUR	
C000200612	01/16/18	Issued	500.00 EUR	
C000200607	01/15/18	Issued	1,000.00 EUR	

4. INVOICES/CREDIT NOTES – CREATE INVOICES

After clicking the Golden Coins Icon you will need to manually add information

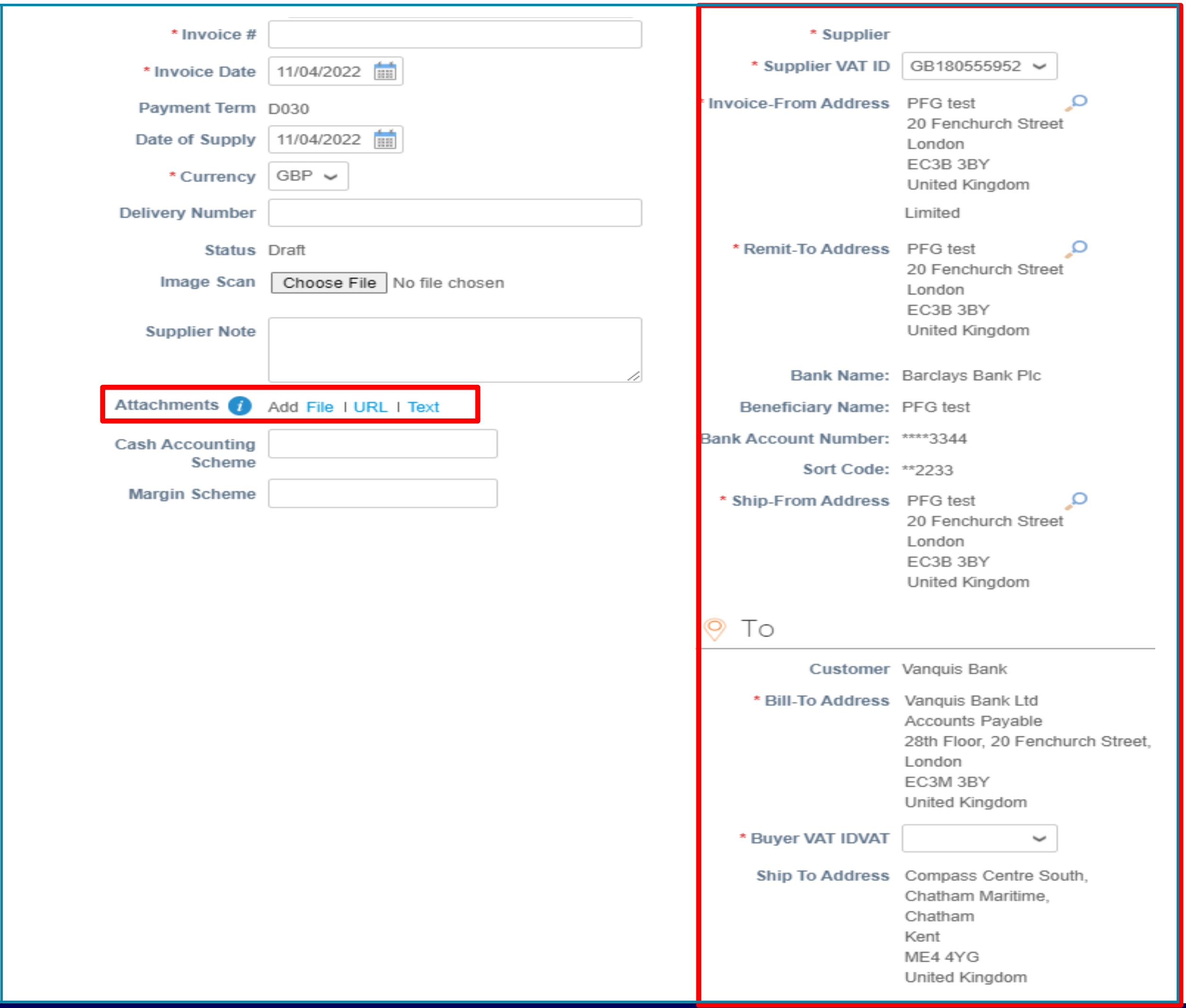
- Type in the Invoice No. provided by your ERP/Ledger system (if applicable) and the Invoice date.
- Set the currency (please ensure that this matches the PO currency)



4. INVOICES/CREDIT NOTES – CREATE INVOICES

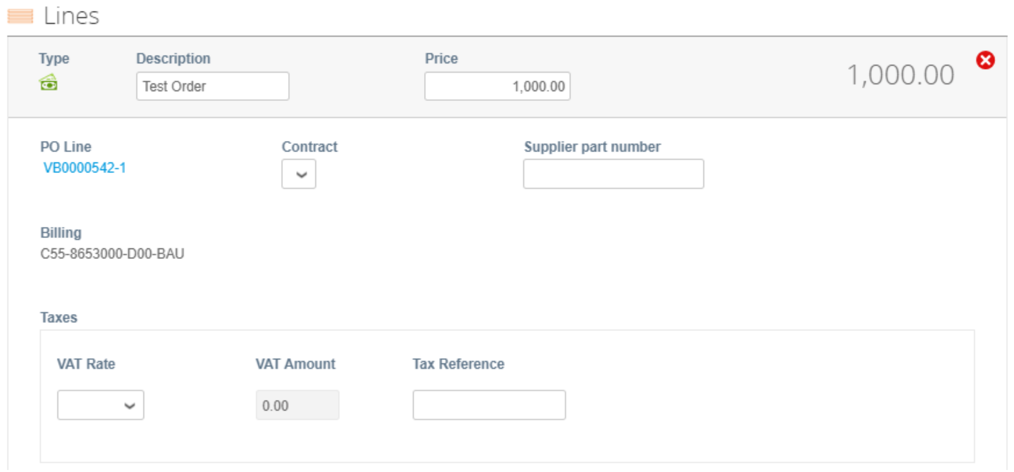
- Any additional documents can be added using the Attachment field and any comments to support your invoice can be added in the Supplier Note field. Please note VBG Plc will only consider the e- invoice created in Coupa as the one legally/fiscally binding document.

- Please review the supplier information created on the invoice is correct (this is the information added during the initial set up), and that your bank account is selected/visible. If not, please refer to the registration and setup section.



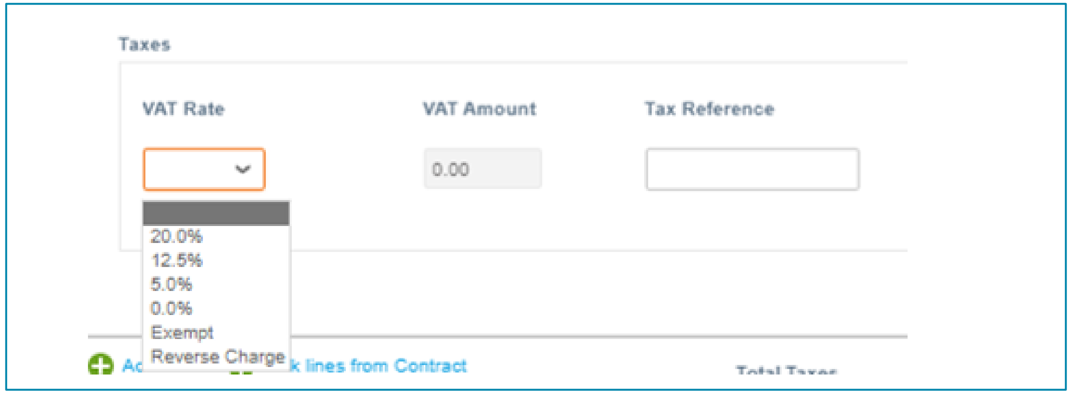
4. INVOICES/CREDIT NOTES – CREATE INVOICES

Please review the PO line - check the Descriptions and Prices:
a) If you only want to invoice some of the PO lines please delete the lines you are not invoicing for from the invoice template (we cannot process lines with a 0.00 value).
b) If you are invoicing part of a PO lines value please make sure that you have updated the amount in the price field from the PO to reflect the lower amount.



4. INVOICES/CREDIT NOTES - TAX RATE & EXEMPTION

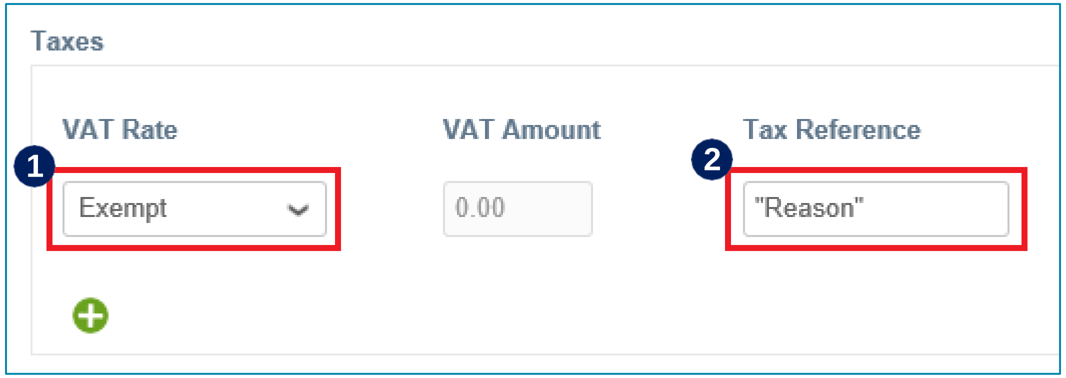
In the CSP you are able to select the tax rate from the drop down list of the "VAT Rate" field:



If you select one of the following options:

- 0.0%
- Exempt
- Reverse Charge

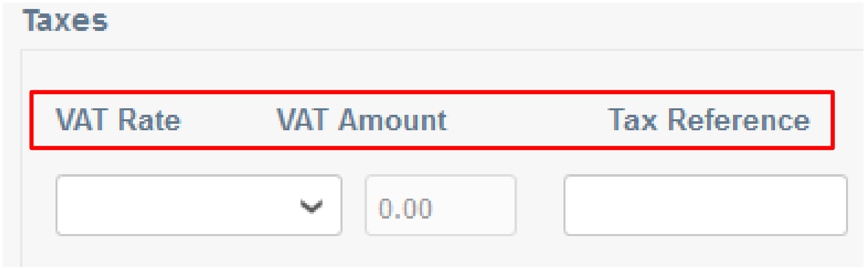
2 You must give a reason for your choice



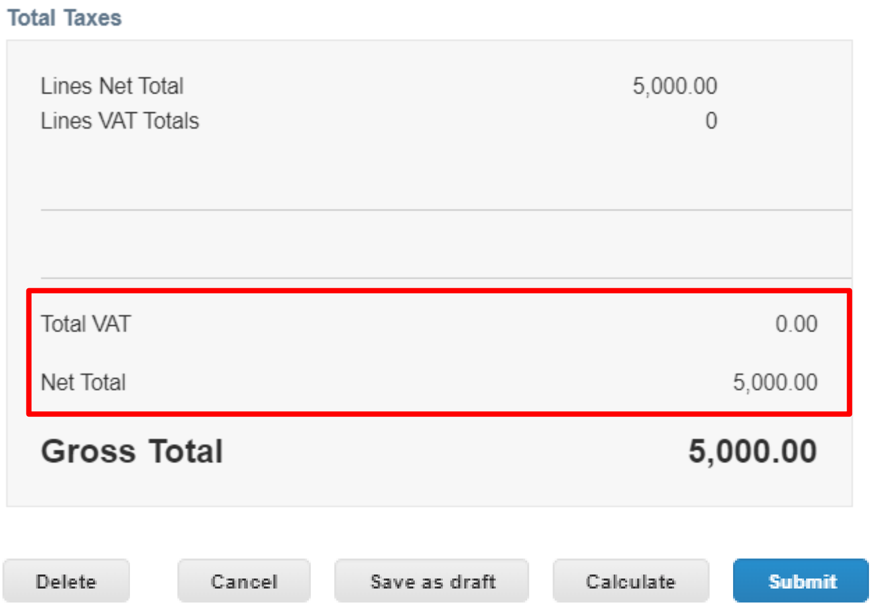
*If you select one of these three options and you do not give a reason, you won't be able to submit the invoice.

4. INVOICES/CREDIT NOTES - TAX RATE & EXEMPTION

On all CSP invoices, the correct tax rate must be selected for each invoice line:



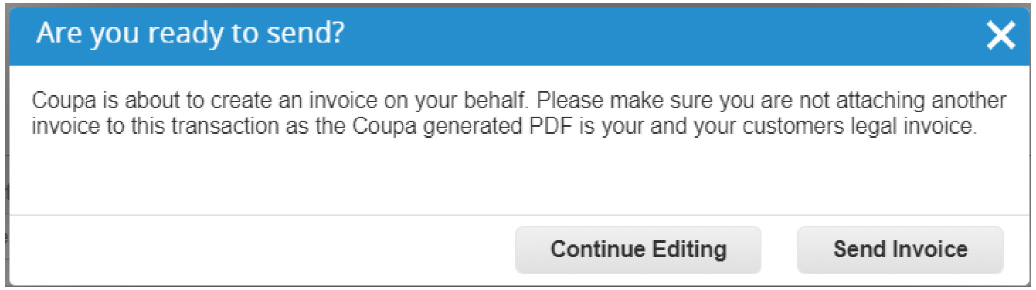
The total tax for the invoice is then calculated and shown in the subtotal box at the bottom of the screen: click on Calculate to ensure that the Net & the VAT totals match your original invoice document. Once happy, you can submit:

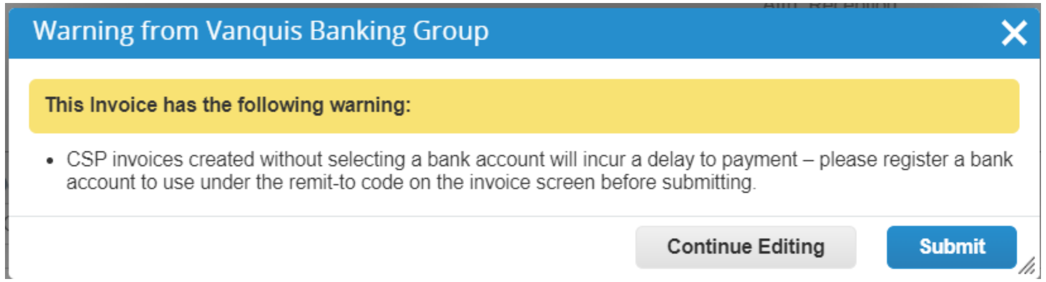


4. INVOICES/CREDIT NOTES – CREATE INVOICES

When you click on Submit, Coupa will pop up with this message advising that the Coupa generated invoice is the legal document and not any attachments you may add to the invoice.

This warning message will also display, this displays each time as a reminder:



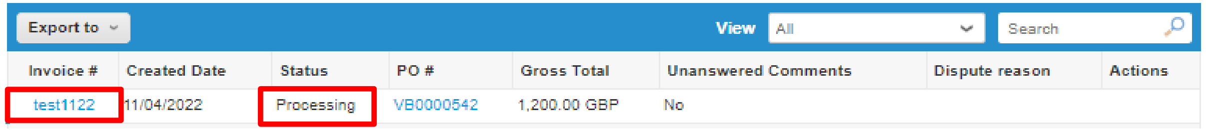


4. INVOICES/CREDIT NOTES – CREATE INVOICES

Once the invoice is submitted, the system will confirm.

- Click on the Invoice number to access the complete details of the Invoice

- Review the status of each Invoice:
  a) Draft: Invoice created but not yet submitted
  b) Processing: Invoice is transferred to VBG Plc
  c) Pending: Awaiting further processing at VBG Plc
  d) Approved: Invoice accepted for payment



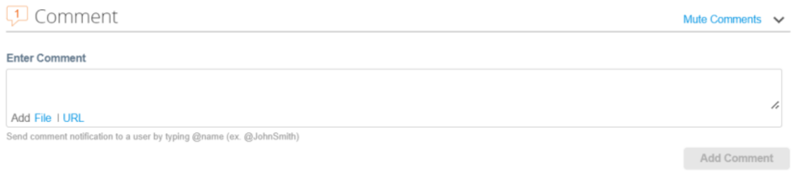
4. INVOICES/CREDIT NOTES – IMPORTANT REMARKS (INVOICES)

Non-PO invoice

- VBG Plc operates a "No PO No Pay" policy: you are unable to create an invoice for VBG Plc without the relevant Purchase Order.
- If you need to raise an invoice and don't have a Purchase Order please liaise with your contact at VBG Plc in order for them to raise a Purchase Order.

Additional charges not covered by PO

- If you need to invoice for additional charges (e.g. shipping, other costs) not estimated on the Purchase Order these should be communicated by adding a comment to the requestor - you can refer to the PO (under the general info section) to determine the requestor. In the comment section tag the PO requestor by typing "@" and then their name – this will send an email to notify the requestor), who will then need to raise an additional line:



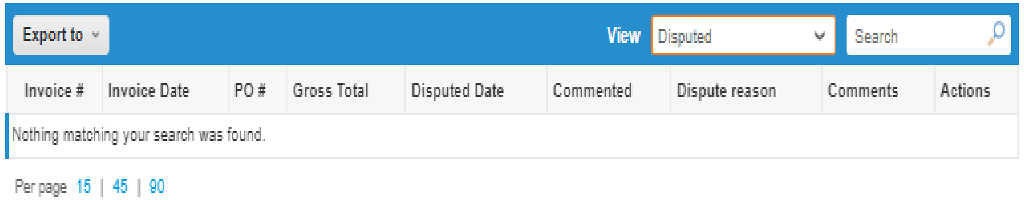
Please note - invoices that are submitted with a higher quantity or value of goods/services will be challenged.

4. INVOICES/CREDIT NOTES -

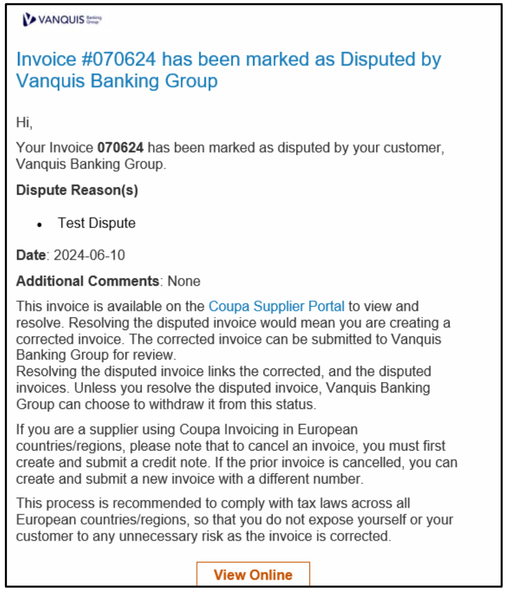
CREATING A CREDIT NOTE AFTER INVOICE DISPUTE

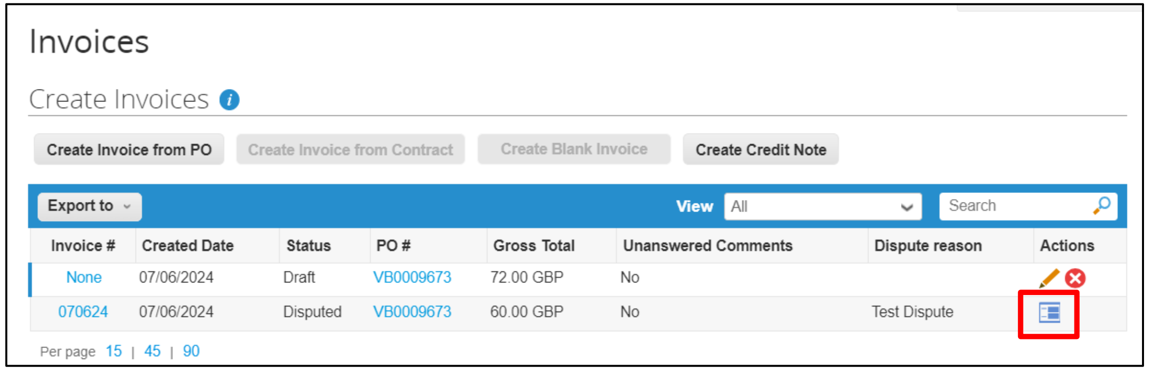
Upon dispute of invoice by VBG Plc:

- You will receive a notification email with a direct link to the disputed invoice.
- In the CSP the disputed invoices can be filtered in the Invoice tab using the “Disputed” view:



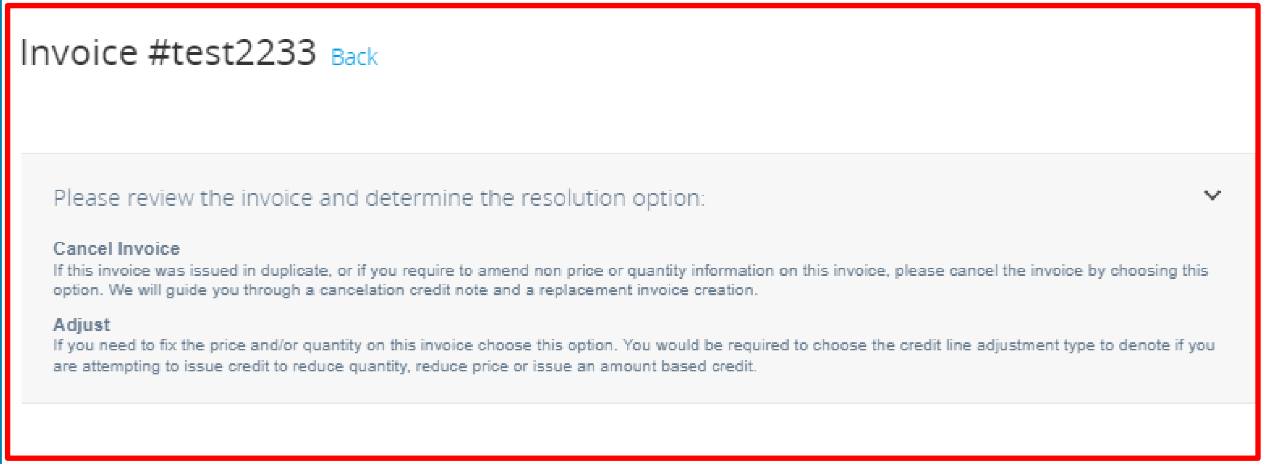
- The dispute reason and comments are documented.
- Click on the action icon to resolve the Dispute





4. INVOICES/CREDIT NOTES -
CREATING A CREDIT NOTE AFTER INVOICE DISPUTE

After clicking on the action icon:



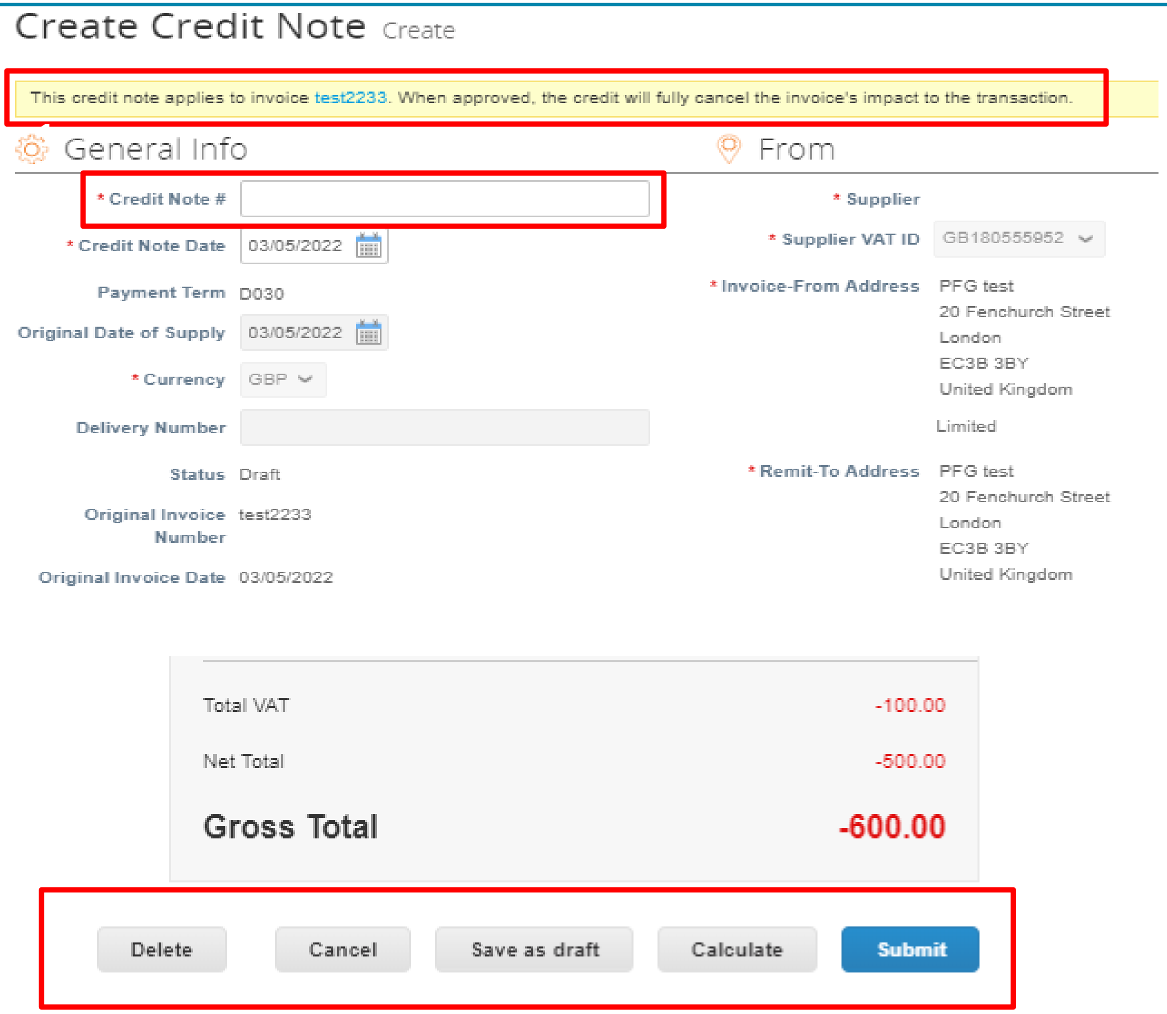
- The original invoice is displayed

- Scroll to the bottom of the screen to create a Credit Note by clicking on:
  - **Cancel Invoice** in case of invoice duplicate or non-price or non-quantity adjustments (full credit note) – see page 46
  - **Adjustments** Adjust in case of price or quantity (partial credit note) – see page 48

4. INVOICES/CREDIT NOTES -
CREATING A CREDIT NOTE AFTER INVOICE DISPUTE – CANCELLATION

After clicking on the Cancel Invoice Icon:

- The Credit Note is created based on the original invoice.
- You must input the Credit Note Nº provided by <u>your</u> system: if needed, you can also update the Credit Note date which is defaulted to the current date.
- No other adjustments are possible on the Credit Note: it can saved as a draft, deleted or submitted.



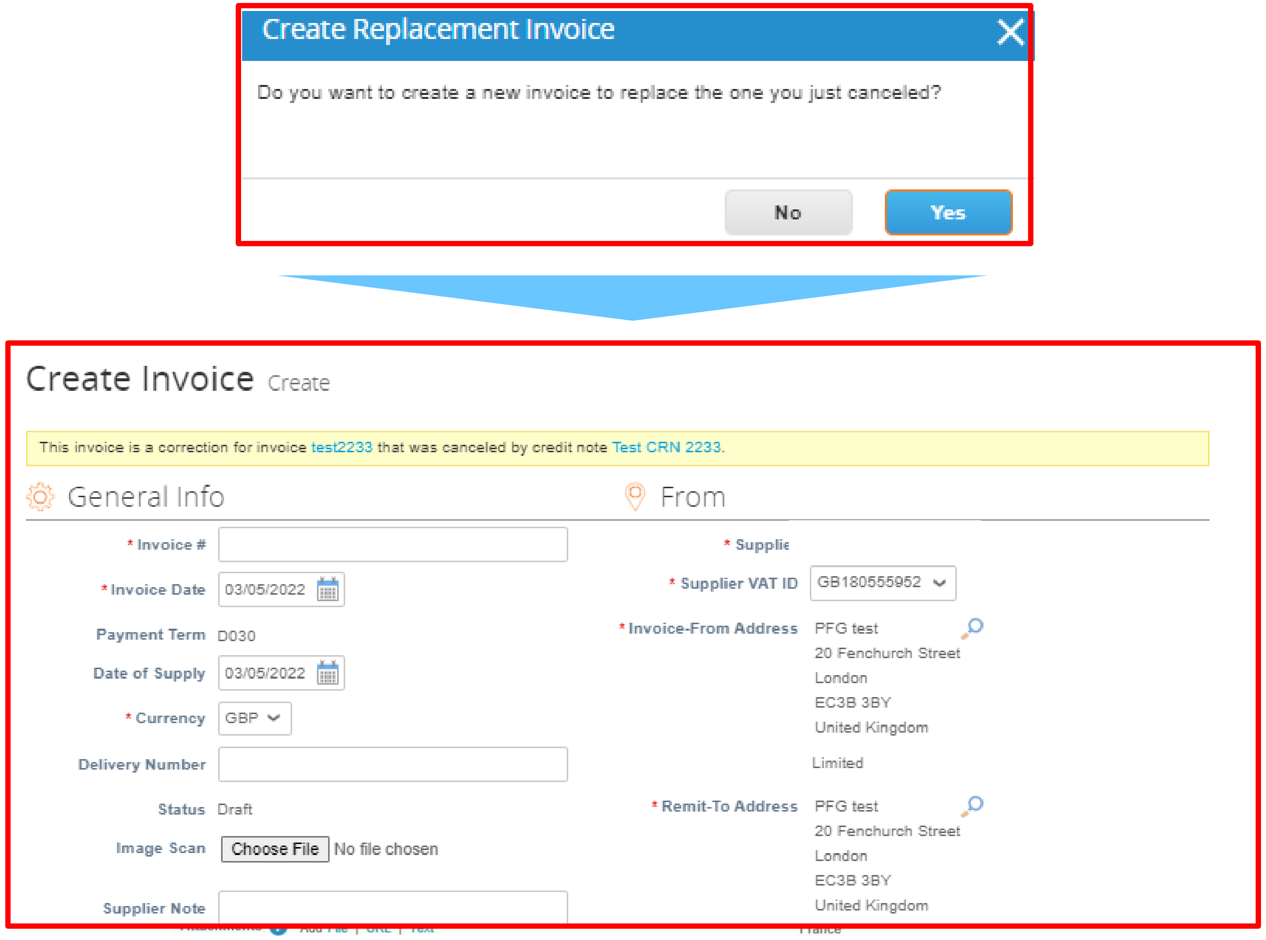
4. INVOICES/CREDIT NOTES -
CREATING A CREDIT NOTE AFTER INVOICE DISPUTE – CANCELLATION

After clicking on the Submit Icon, the Credit Note is created based on the original invoice.

- The system prompts you to create a new invoice.
- Clicking on Yes generates a new invoice. This invoice is a replica of the disputed invoice, so **make sure to correct the disputed element** (e.g. currency, date, price, …).

  If no further action is required click on No.

  If you click on No in error and you need to issue a replacement invoice a new invoice must then be created from the PO tab: in both cases, please refer to the Invoice Creation section for further details.



4. INVOICES/CREDIT NOTES -

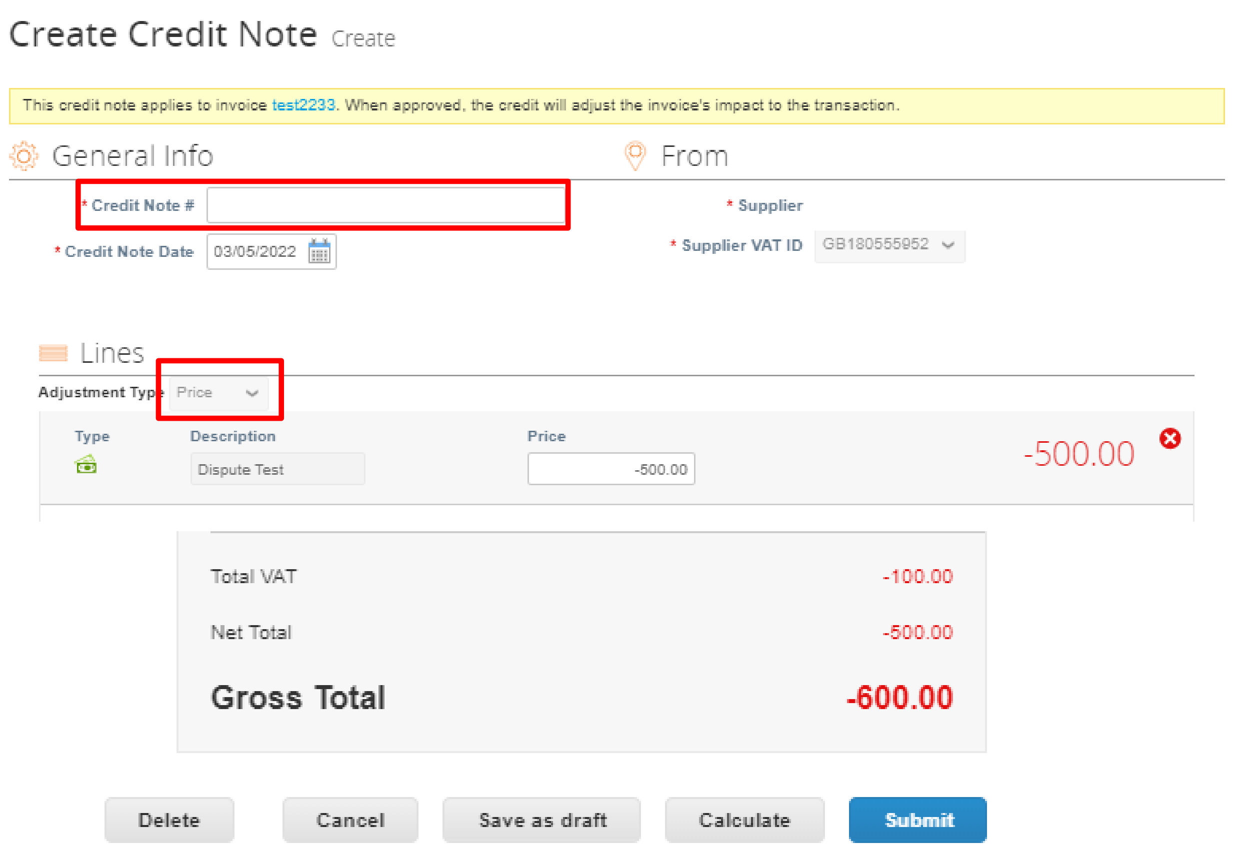
CREATING A CREDIT NOTE AFTER INVOICE DISPUTE - ADJUSTMENT

After clicking on the Adjust Invoice Icon
(see page 45):

- The Credit Note is created based on the original invoice.
- You must input the Credit Note Nº provided by <u>your</u> system: if needed, you can also adjust the Credit Note date (which is defaulted to the current date).
- Select the type of adjustment to be completed and adjust the Credit Note accordingly i.e. Qty or Price adjustment.
- Click on Calculate to Adjust the Credit Note. Then it can saved as a draft, deleted or submitted.

IMPORTANT

The Total quantity and amount of the credit note must be a ***negative value (-)*** *in order to avoid errors in the system.*

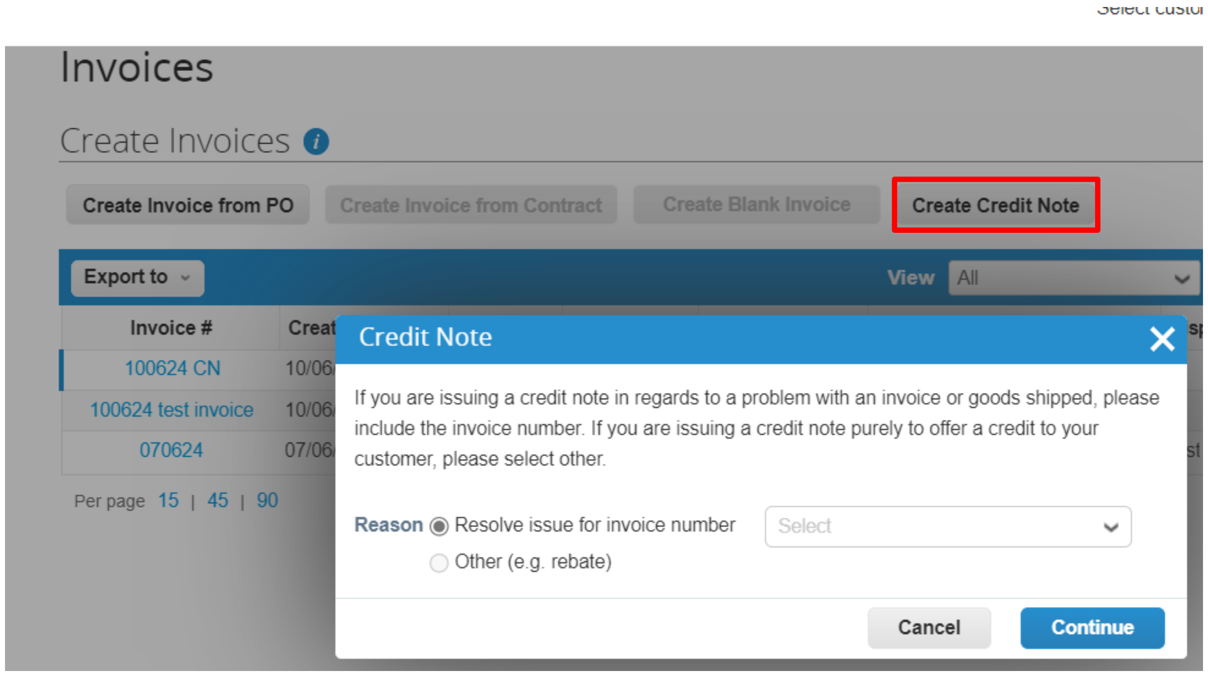


4. INVOICES/CREDIT NOTES - INCORRECT/UNDISPUTED INVOICE/NOTES

If you submit an invoice (and immediately realise you have made a mistake), you are able to submit a full cancellation credit note (without a dispute from VBG Plc). This will prevent VBG Plc from having to dispute the invoice.

If an invoice isn't disputed you will need to click the grey "Create Credit Note" box then select the reason/invoice.

Please create credit notes against an invoice (and not against a Purchase Order via the red coins) – if you create a credit note against a PO this will cause a delay.



AGENDA

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

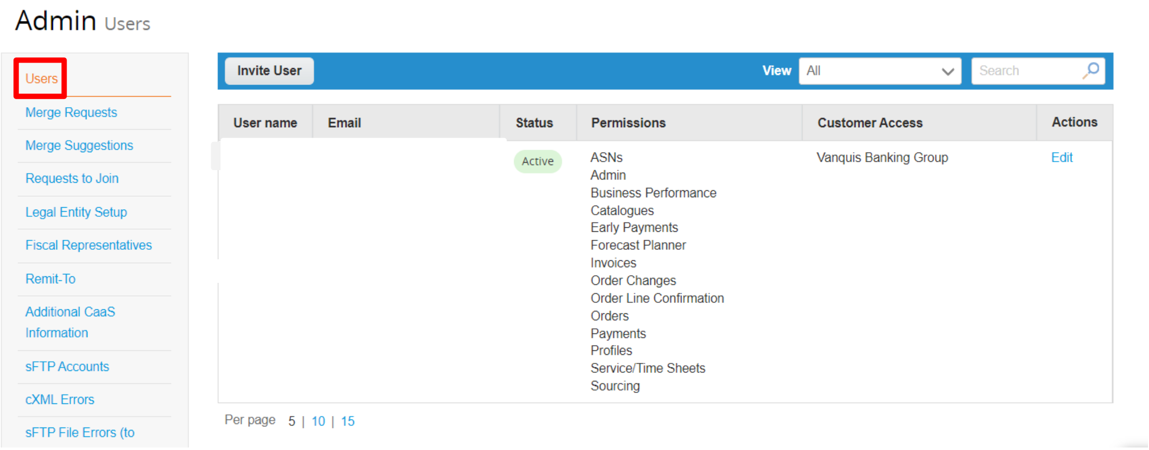
5. ADMIN - USERS

Below the Admin tab you will be able to review and edit:

- Users
- Merge requests
- Manage the Remit-To/Legal Entity

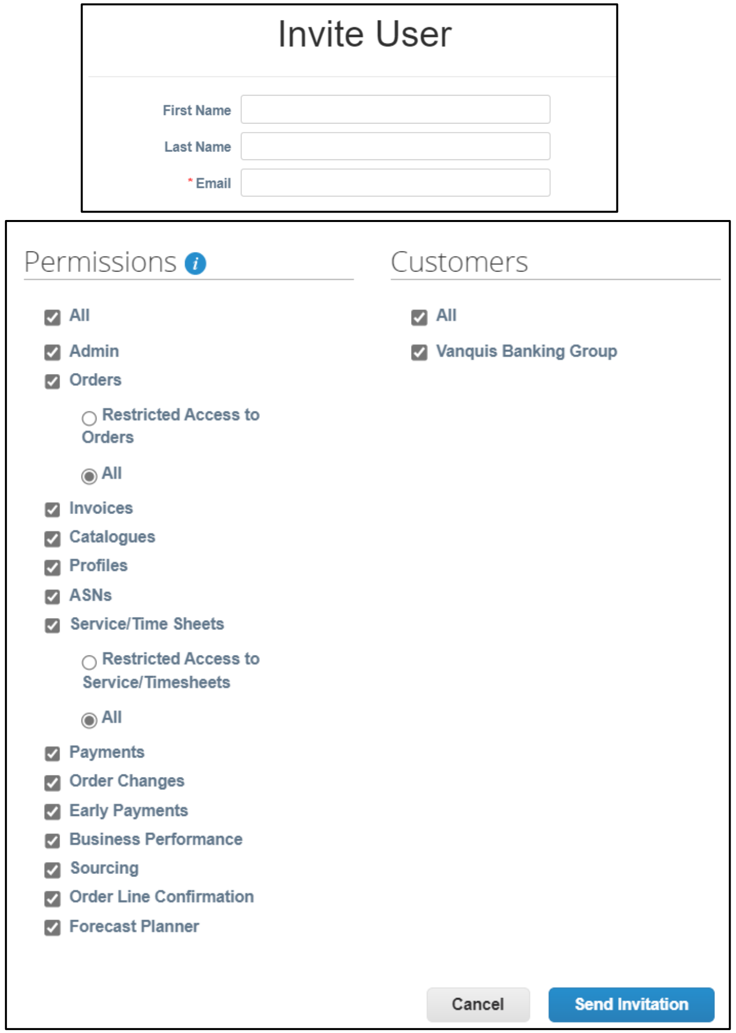
- Click on Users to access the list of active users and invite new users

- Click on Edit to amend the selected user's permissions and preferences



5. ADMIN - USERS

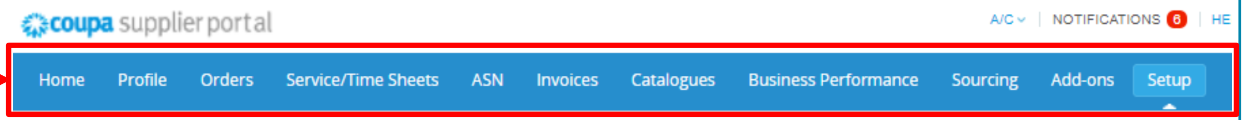
To Invite a new user, the system will require a first name, surname and e-mail address.
Please review and select the require permissions and customers to apply to the new user.



5. ADMIN - PERMISSIONS

The permissions defined for each active user will imply which tabs appear in the main menu, thus granting access to its functionalities.

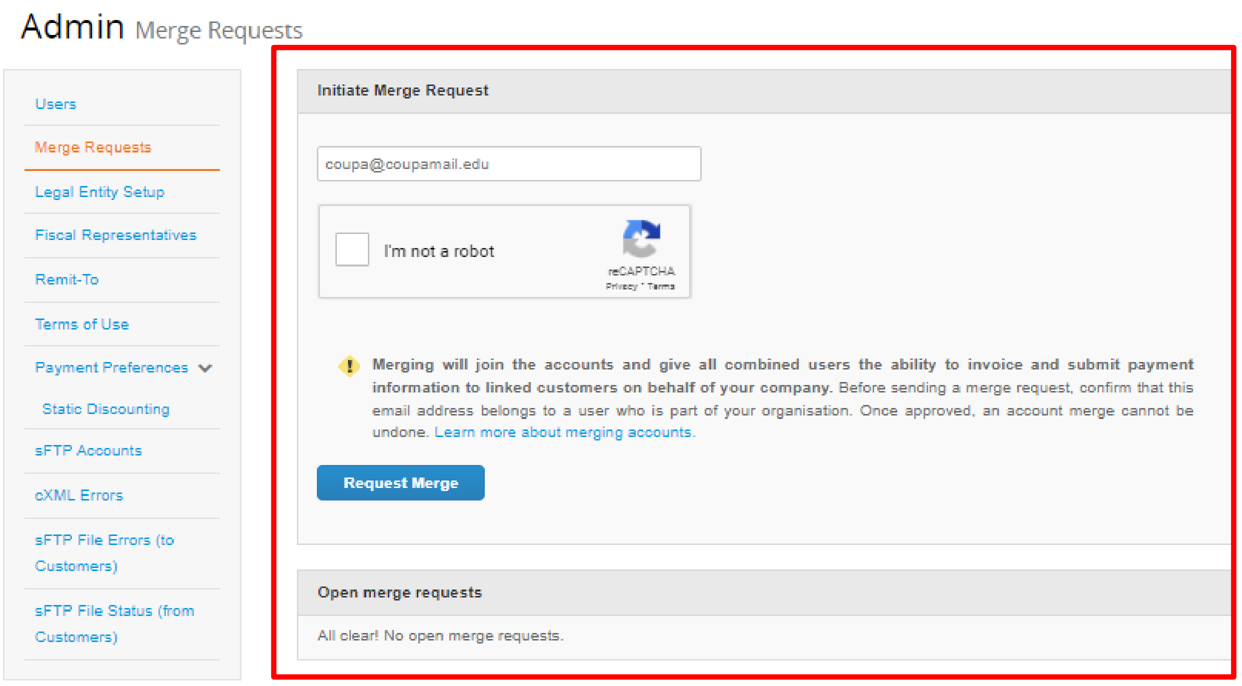
The Admin of the account will have full access and is the only one who can edit permissions for the different active users.



5. ADMIN - MERGE REQUEST

If you have already activated a CSP account for another client, you will be able to merge these accounts and access all your clients in the same place. You can manually request the merge via the Admin tab in the menu.

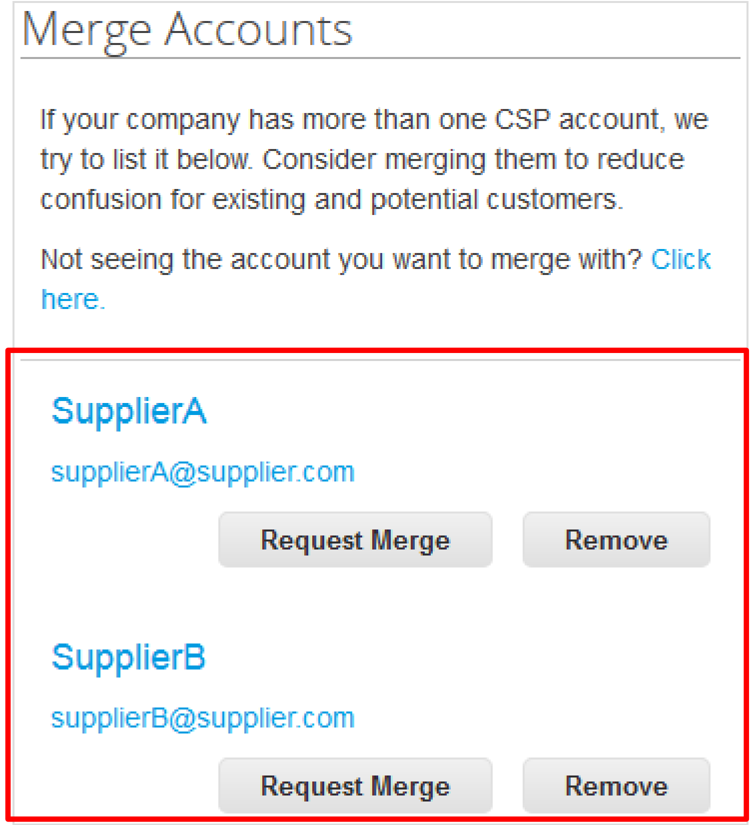
- Click on Merge Requests to access your requests or request a new merge
- Write the e-mail of the account to merge (this is based on your email domain)
- Click to send request
- Review all merge requests



5. ADMIN - MERGE REQUEST

Also, when setting up the new VBG Plc account, Coupa will automatically display other CSP accounts that can be merged with yours: Coupa uses your email domain (@email.com) to provide suggestions.

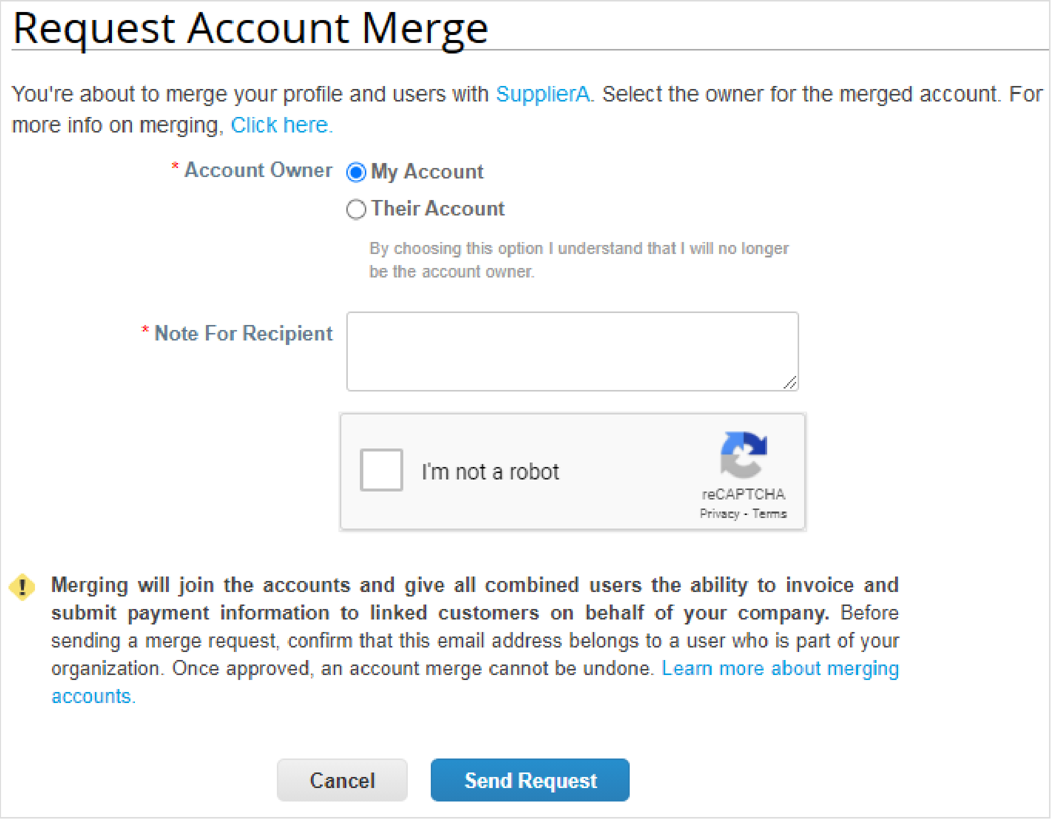
- The CSP will display the customers you are linked with, and provide the option to merge.



5. ADMIN - MERGE REQUEST

When merging accounts, the CSP will send an e-mail requesting the owner of the other account(s) to merge. Here you will be able to request ownership or give ownership of the newly created account:

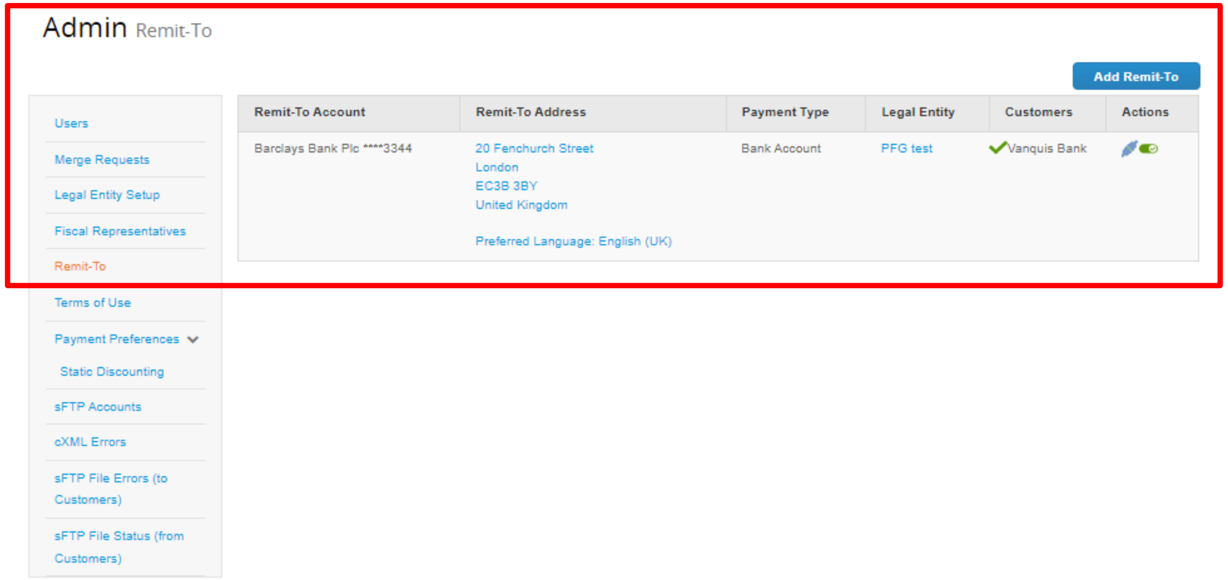
- Review the user you are requesting the merge with
- Click on the link to access more information on Merging Accounts
- Select the option with which you want the accounts to be merged: Give ownership or request ownership of the merged accounts
- Write any additional comments using the “Note For Recipient” field



5. ADMIN - REMIT-TO

You will be able to manage your different Remit-To addresses under this tab

- Click on Remit-To to access your Remit-To records
- Review your active Remit-To addresses
- Click to add a Remit-To address



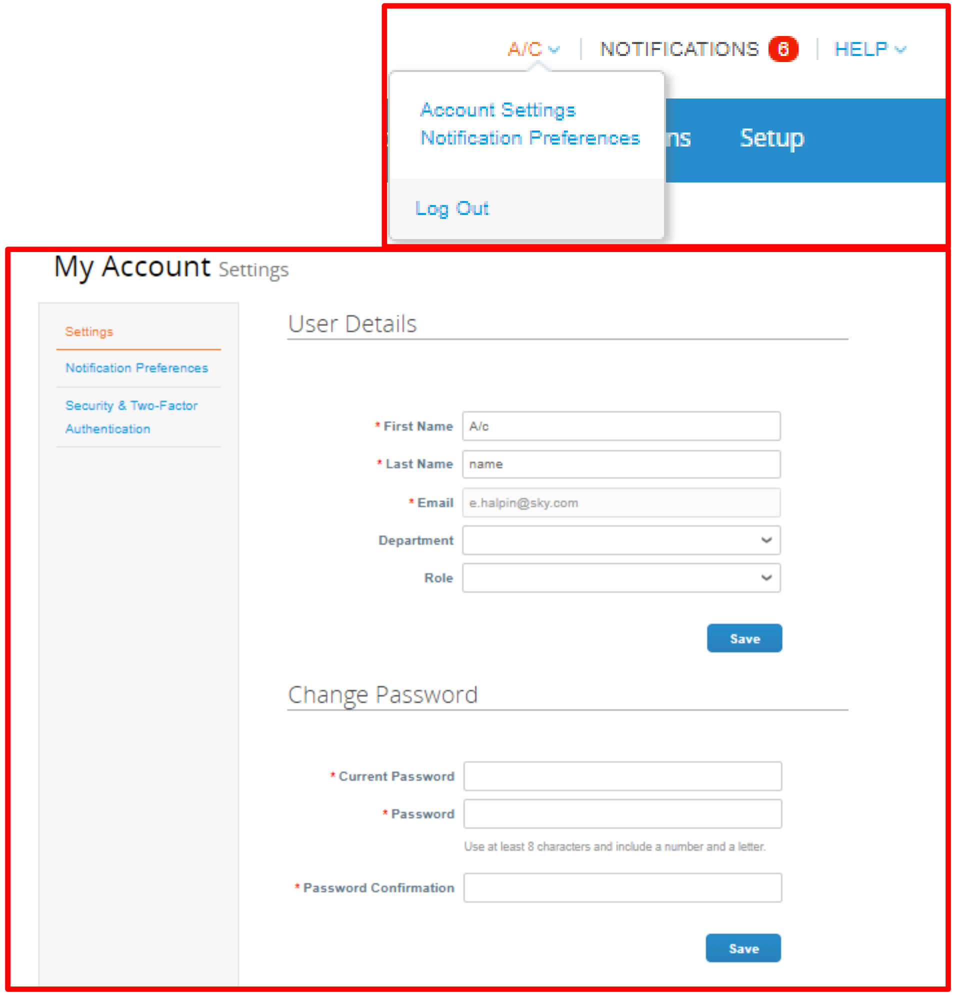
5. ADMIN - PERMISSIONS

Under the My Account tab you will be able to edit your information

- Click on your user name, then Account Settings
- Edit your first name, last name and email

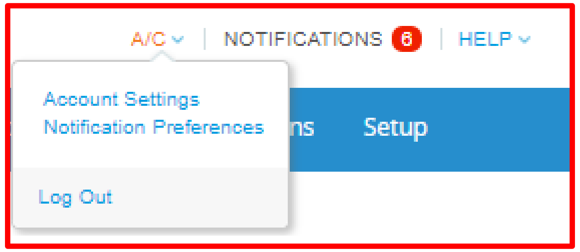
To change your password:

- Write your current password
- Write new password
- Re-write new password
- Confirm Captcha
- Click on Save



5. ADMIN - MANAGING NOTIFICATIONS

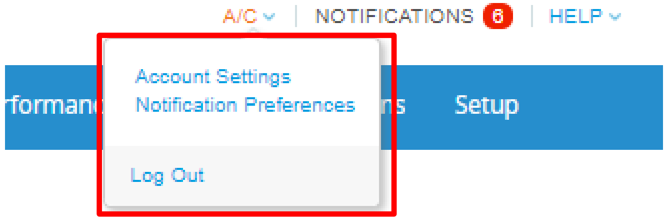
- You will receive notifications regarding newly created Purchase Orders on dedicated email addresses (to all users that are linked to the CSP account). The system will generate three notifications:
    - One notification received directly on the Coupa Supplier Portal
    - Email notifications – generated by Coupa Supplier Portal and Supplier Actionable Notification (SAN will only be sent if you have not yet created your account)
- To adjust your notification preferences, access the notifications menu
- Then click Notification Preferences

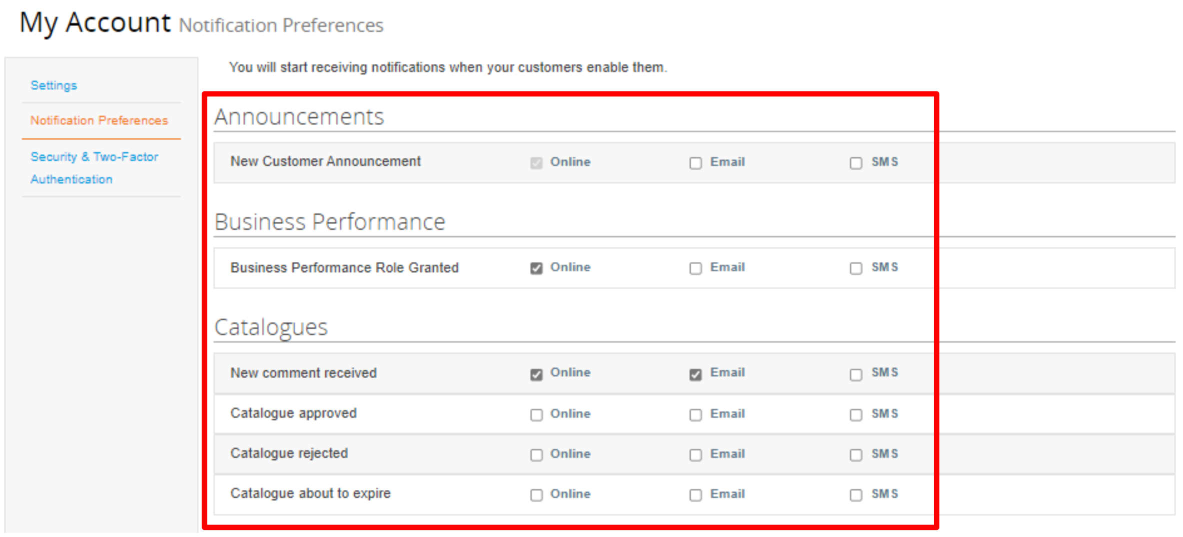


5. ADMIN - MANAGING NOTIFICATIONS

Under My Account - Notification Preferences you will be able to select the notifications you want to receive, as well as the channel where you want to receive the notification.

- Click on your user and Notification Preferences
- Select the type of notification(s) you want to receive and your preferred channel(s) on where you want to receive the notification.
- On the My Account - Notification Preferences page, select the radio buttons for the items that you want to receive any or all of the notification types: online (to do list), email, or SMS (short text message).





AGENDA

Coupa Supplier Portal

Thanks for being part of the
VBG PLC
community!