Coupa Supplier Portal (CSP)

Training

What is Coupa?

As part of our continuous drive to be the world's leading service organisation, ISS has invested in a market-leading **P2P Platform, Coupa**.

Coupa platform is now live in ISS Australia & New Zealand and we require our suppliers to submit invoices electronically through Coupa.

There are several benefits to using electronic invoicing:

- Electronic Ordering and Invoicing
- Automated transmission of POs to specified email address provided
- Visibility of all POs in the Coupa Supplier Portal (CSP)
- Realtime invoice status available in CSP
- Invoice dispute and PO comments electronically via the CSP

There is **no cost** for our suppliers to join the Coupa Supplier Portal (CSP).

CSP – Account creation

Profile information request

Coupa sends suppliers an email letting them know that they have a request to complete.

- Supplier can click Join and Respond from the email to log into the CSP and complete the request using their profile information.
- Or manually entering their data into the request.

Dear Supplier,

You are receiving this email as you have either started a business relationship with ISS or are providing your annual compliance attestation to the ISS supplier code of conduct and responsible sourcing requirements.

This email contains the link to our 'Supplier Information Form'. We will need you to provide your basic company information, your acknowledgement of compliance to the ISS's policies and attach any relevant compliance documents required for your service. Please complete the form and submit the relevant documents within 3 business days.

You have two options to complete this form: -

Option 1: Click '**Join and Respond**' to create an account or login (if you already have an account with Coupa) and fill in the form.

Option 2: Click '**Respond without Joining**' if you do wish to create an account, you can complete the form as 'Guest'.

Depending on the scope of products and services you deliver, you may also receive additional emails from ISSWorldServicesAS@eumail.hiperos.com. These emails contain links to industry-specific questionnaire(s). Please complete these questionnaires within 10 business days.

Kindly note, this information is required from you irrespective of any contractual agreements made with us. ISS follows a strict policy of having purchase orders for all purchases, any delays in the onboarding process will affect your company being available in our systems. If you have questions or concerns in meeting the deadline, please contact the ISS Supplier Vetting Team directly to agree on a limited extension.

Thank you for your cooperation.

ISS Supplier Vetting Team

Join and Respond | **Respond Without Joining**

Profile information request

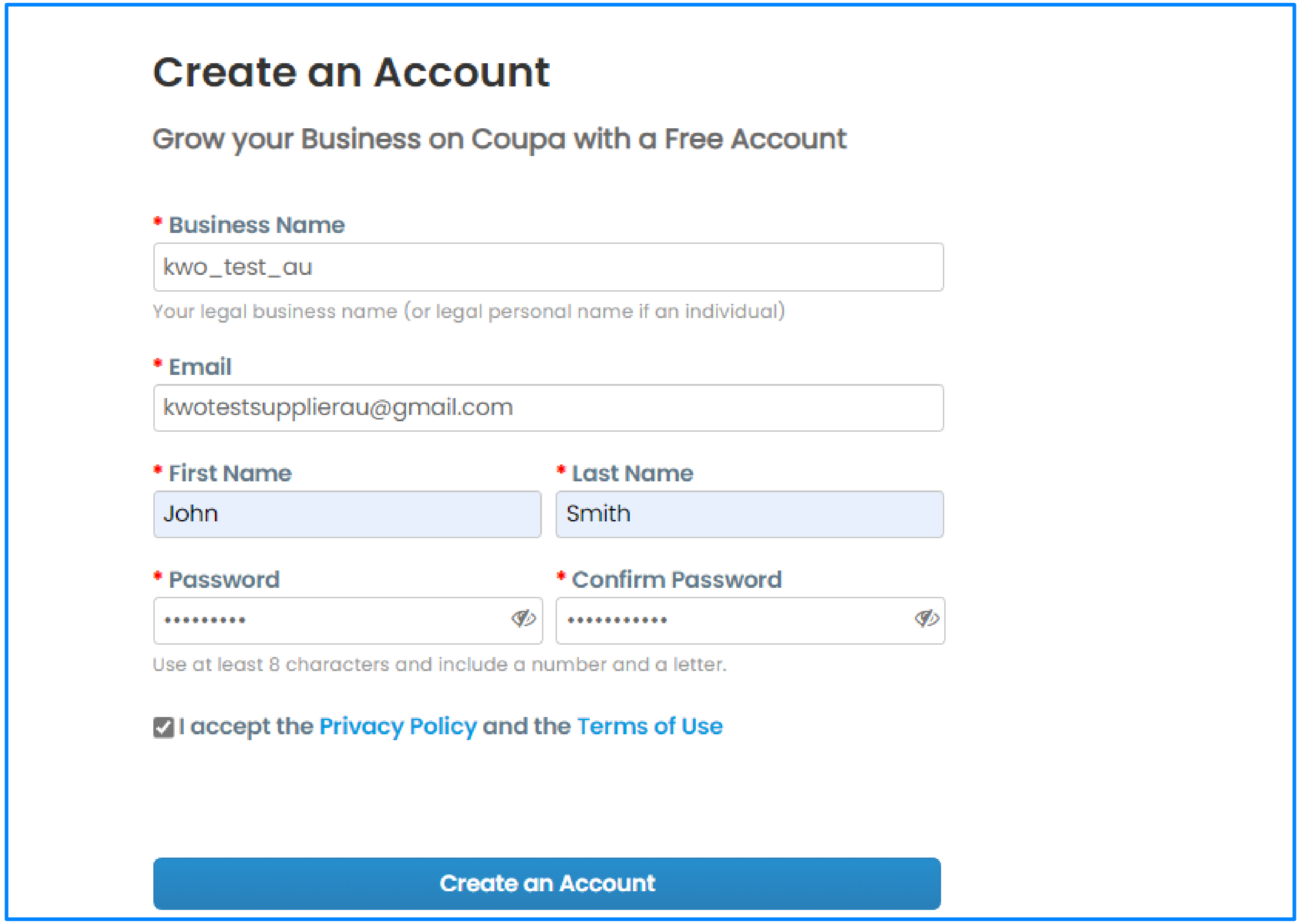
- **Join and Respond**: The supplier signs up for the CSP and is directly navigated the supplier to the Information Request form once logged in.
- **Respond Without Joining**: The supplier completes their Information Request form without joining the CSP via a single-use link.

!

If a supplier clicks **Respond Without Joining**, the following behaviors are of note:

- One-time Access: The one-time link expires upon use and cannot be reused once a response is provided.
- Supplier self-service: The supplier may only provide information updates when requested by the customer organization.
- Collaboration: The supplier cannot respond to rejection comments to take corrective action.

Account creation



Create an Account

Grow your Business on Coupa with a Free Account

* Business Name

kwo_test_au

Your legal business name (or legal personal name if an individual)

* Email

kwotestsupplierau@gmail.com

* First Name

John

* Last Name

Smith

* Password

•••••••••

* Confirm Password

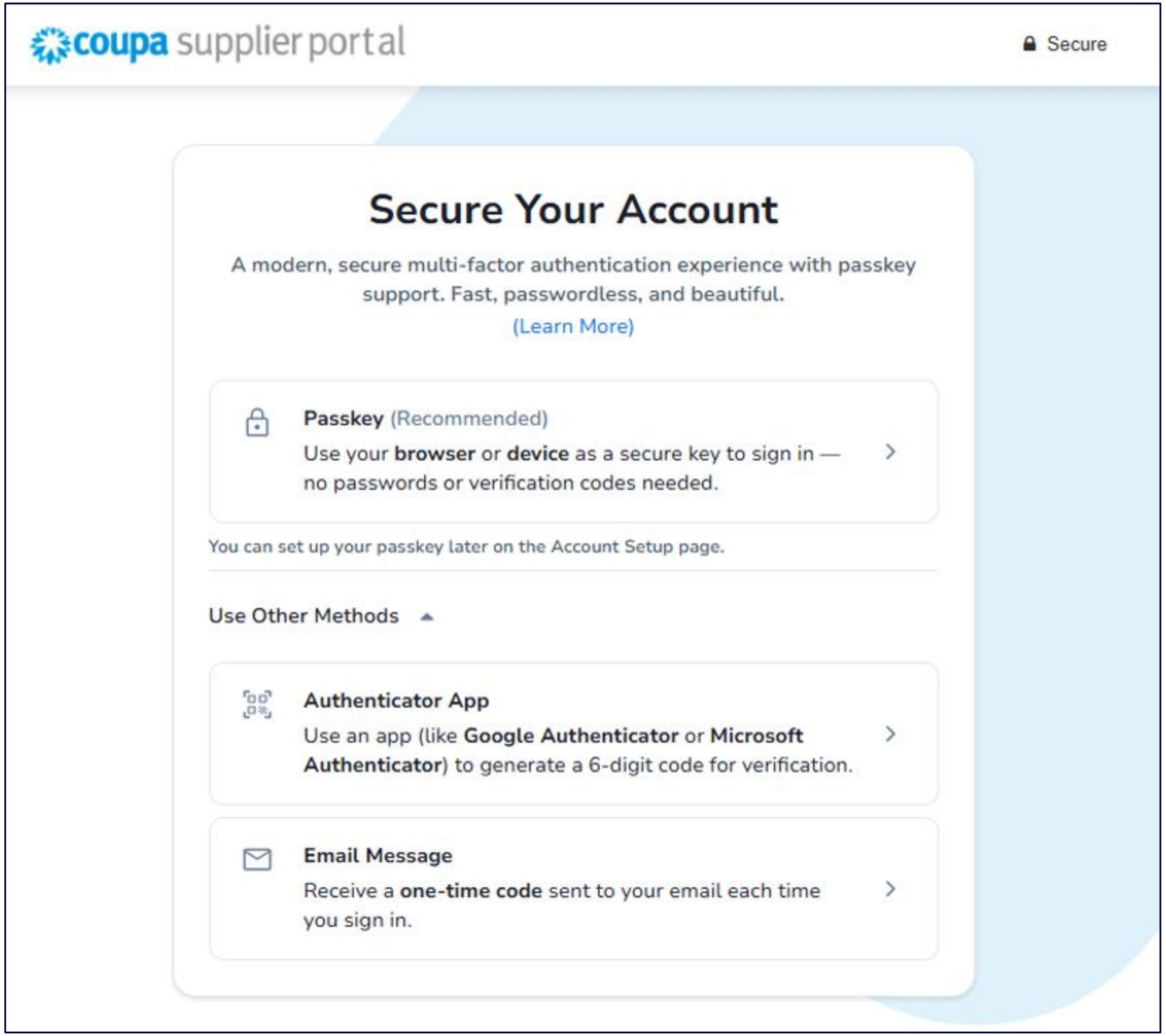
•••••••••••

Use at least 8 characters and include a number and a letter.

☑ I accept the Privacy Policy and the Terms of Use

Create an Account

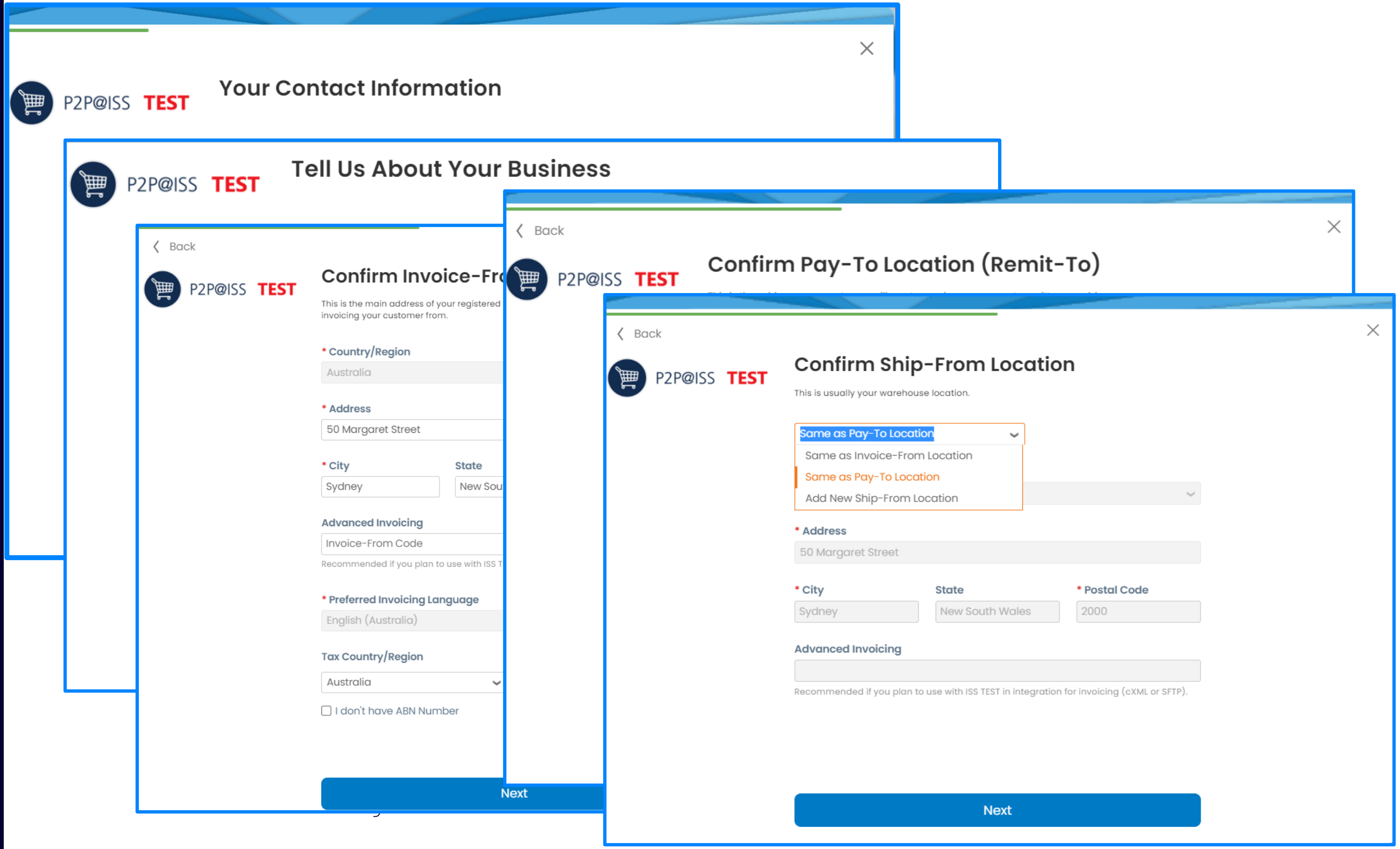
Account creation



Account creation

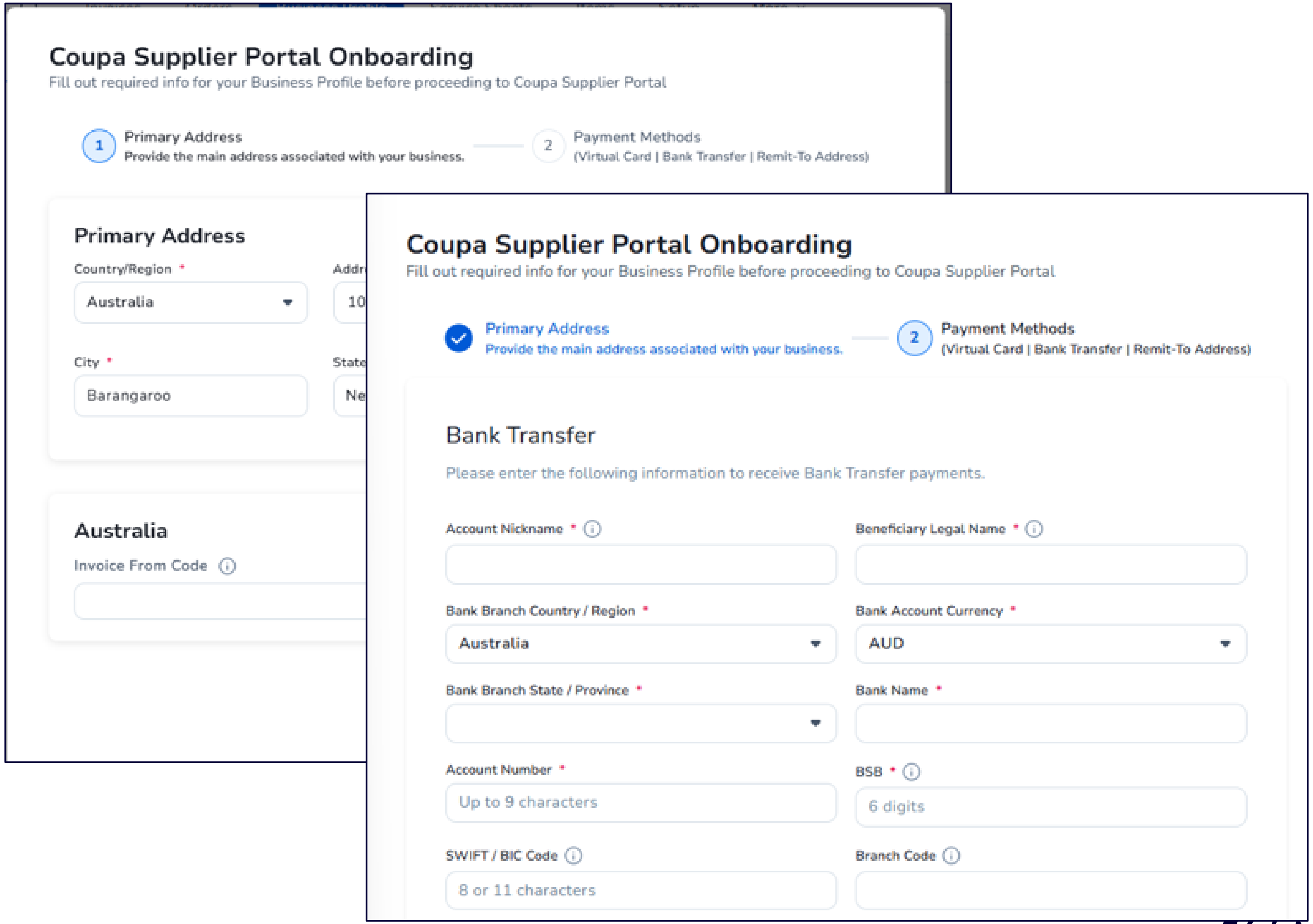
When a supplier signs up for the CSP, they complete an onboarding flow that leads them through the account setup process and collects the information the CSP needs for the supplier to be able to transact with customers.

- Company information
- Business information
- Invoice-form, pay-to and ship-to location



Account creation

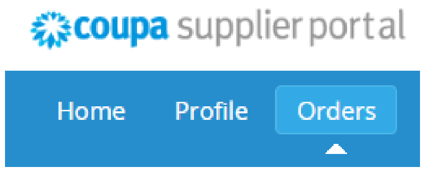
- Company's primary Address
- Payment Methods



CSP – Purchase Orders

Purchase Orders - Overview

In **Coupa Supplier Portal** you will get an insight of all the **Purchase orders** created by ISS users.

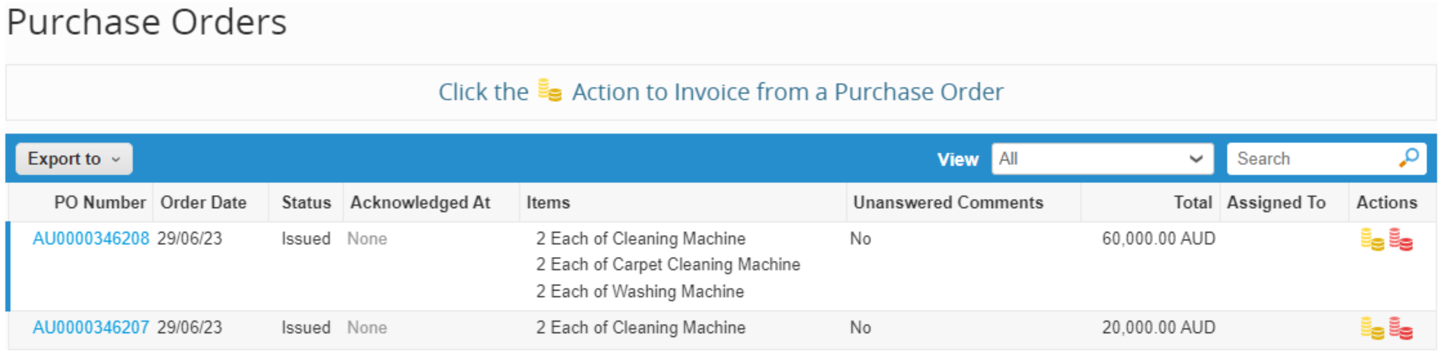


Click on the **Orders** tab in the main menu.
On this page you will find the information of all Orders created by ISS.

Press **blue colored** Order number to dive into the detailed information about it.

Order Statuses:

- **Issued** – Open/active PO – you can issue the **invoices** against it.
- **Soft Closed** – Fully utilized or closed early. Liaise with your ISS contact if closed in error
- **Closed or Cancelled** - – Fully closed unable to amend, unable to amend. Liaise with your ISS contact to obtain a new Order number if closed in error.



Purchase Orders

Click the Action to Invoice from a Purchase Order

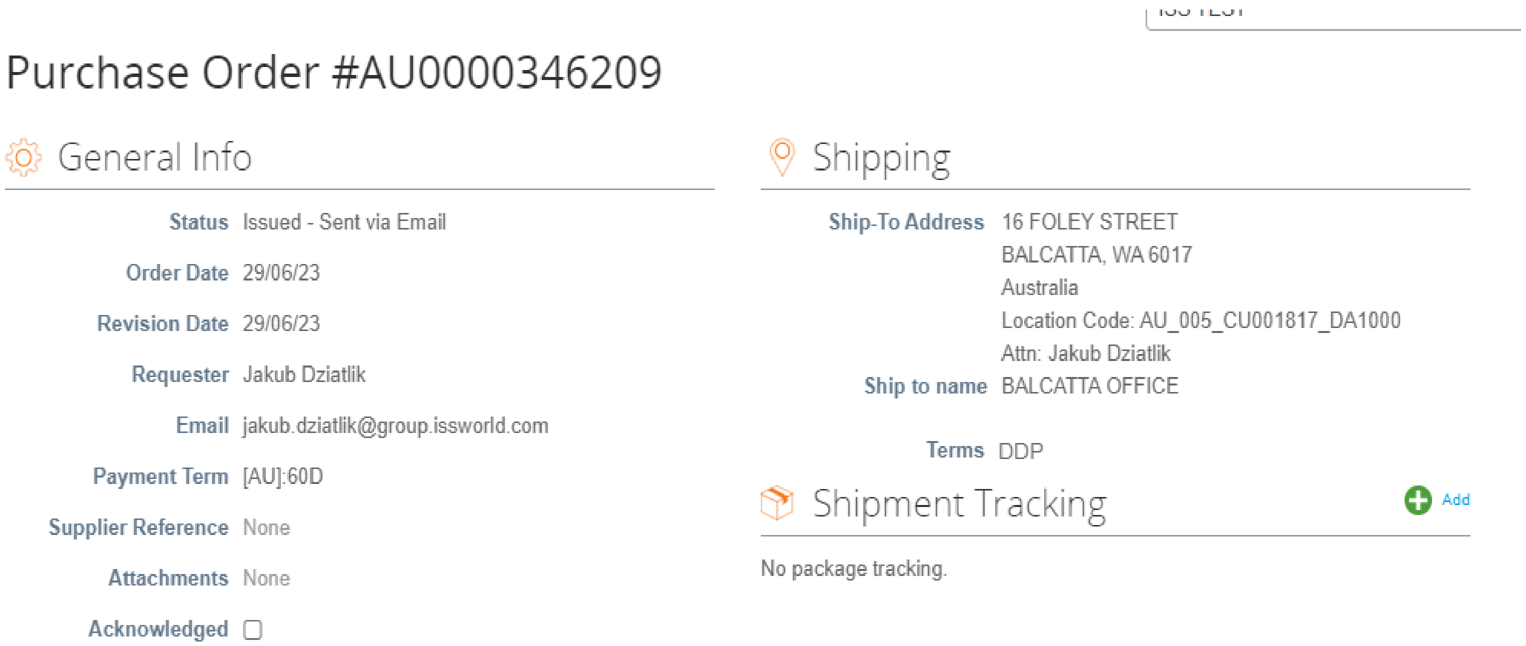
Export to | View All | Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
AU0000346208	29/06/23	Issued	None	2 Each of Cleaning Machine 2 Each of Carpet Cleaning Machine 2 Each of Washing Machine	No	60,000.00 AUD		
AU0000346207	29/06/23	Issued	None	2 Each of Cleaning Machine	No	20,000.00 AUD		

Purchase Orders – Header Information

PO Header information will provide you with **General** and **Shipping** details ab out the raised Order like:

- **Status** and delivery method – Please note that even though delivery methods can be different, CSP will always allow you to see full list of Orders raised by ISS
- **Order date and the Requester** – Person who placed the order on behalf of ISS
- Payment Terms
- Detailed shipping information with all the necessary details about the delivery



Purchase Orders – Line Information

PO Lines provides detailed information about ordered products/services.

The information you will find in this section consists of **Item/service names, prices, quantities** and **need by** requirements from ISS side.

Lines

Advanced | Search | Sort by Line Number: 0 → 9

#	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Cleaning Machine	2	Each	10,000.00	20,000.00	0.00
2		Carpet Cleaning Machine	2	Each	10,000.00	20,000.00	0.00
3		Washing Machine	2	Each	10,000.00	20,000.00	0.00

#	* Need By	Supplier Part Number	Manufacturer Name	Manufacturer Part Number
1	30/06/23	None	None	None
2	30/06/23	None	None	None
3	30/06/23	None	None	None

Per page 15 | 45 | 90

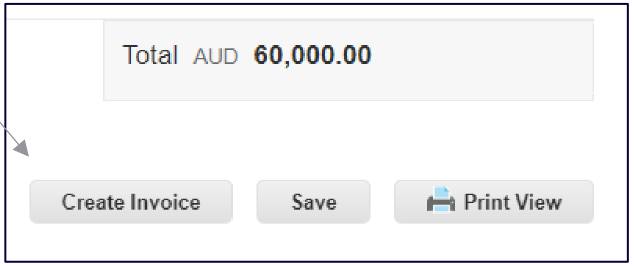
Total AUD **60,000.00**

Purchase Orders – Line Information

On the **bottom of PO page** you will find two important buttons

Create Invoice – This will allow you to automatically create the Invoice against this Order. Read more about it in Invoicing section.

Print View – It opens html generated Purchase order Print view presenting all the detailed information ab out this specific Order



P2P@ISS TEST

ISS Health Services Pty Limited
PURCHASE ORDER

[AU]_Supplier Portal
Stanley Street Plaza
South Brisbane, 4101
PO EMAIL: kuba.dziatlik+csp@gmail.com
Attn: Portal Training
kuba.dziatlik+csp@gmail.com
+1 (650) 555-1212

PO NUMBER	AU0000346209
DATE	29/06/23
PAYMENT TERMS	[AU]:60D - Net 60 Days from Invoice Date
CURRENCY	AUD
SHIPPING TERMS	DDP
CONTACT	Jakub Dziatlik
EMAIL	jakub.dziatlik@group.issworld.com

Ship To
ISS Health Services Pty Limited
16 FOLEY STREET
BALCATTA, WA 6017
AU_005_CU001817_DA1000
Attn: Jakub Dziatlik

Bill To
ISS Health Services Pty Limited
Level 6/ 1 Thomas Holt Drive
Macquarie Park, NSW 2113
Attn: Accounts Payable
ABN: 98 109 689 223

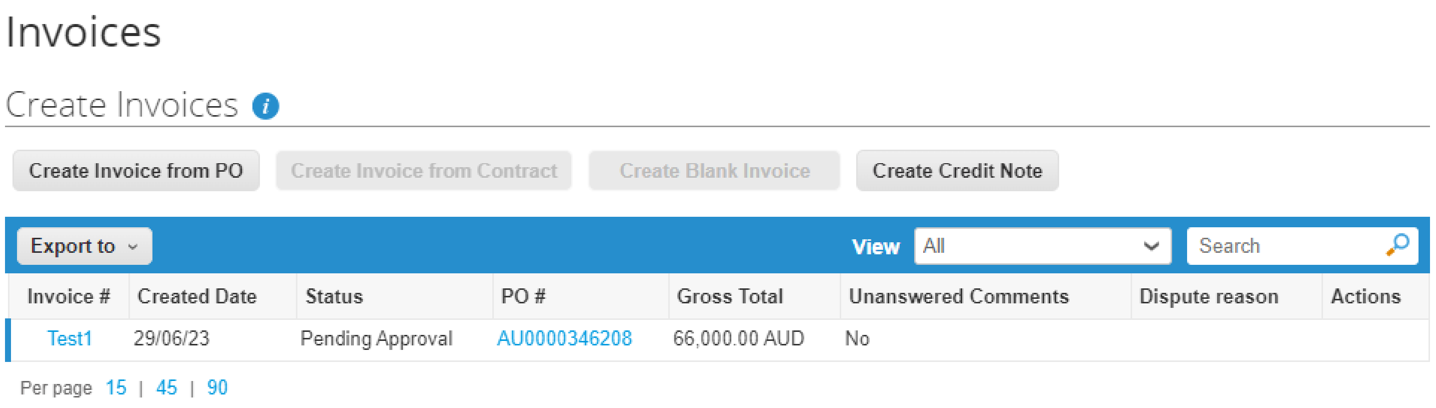
Line	Description	Need By Date	Qty	Unit	Price	Total
1	Cleaning Machine	30/06/2023	2	Each	10,000.00	20,000.00
2	Carpet Cleaning Machine	30/06/2023	2	Each	10,000.00	20,000.00
3	Washing Machine	30/06/2023	2	Each	10,000.00	20,000.00

60,000.00 AUD

- Please find full Terms & Conditions here.
- Invoices should be submitted via the Coupa Supplier Portal.
- Further details on invoicing ISS can be found here.

CSP – Invoices

Invoices - Overview



The **Invoice** tab is where your invoices submitted to ISS are located.

You can create an invoice directly in this tab by choosing Create Invoice from PO or directly from PO view mode.

Invoice status and real-time payment information:

Draft – Invoices that have been created but haven't been submitted by you to ISS yet.

Pending Approval – Invoices that have not been approved by ISS yet

Processing – Invoices that are being processed by ISS Accounts Payable department

Approved – Invoices that have been accepted for payment by ISS

Paid – Invoice has been paid by ISS

Overdue – Invoices that have not been paid yet and are past the due date

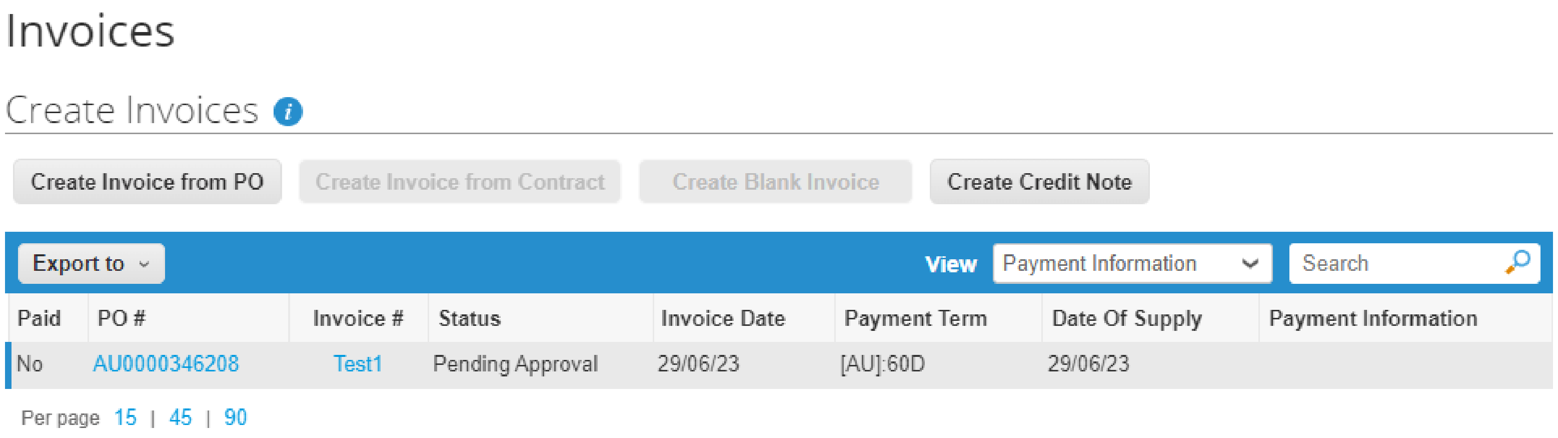
Disputed – Invoices that you or ISS have marked as disputed to indicate an invoice discrepancy

Invalid – The disputed invoice has been abandoned. ISS may notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.

Invoices – Payment Information

In the **Invoice** tab you can review real-time payment information.

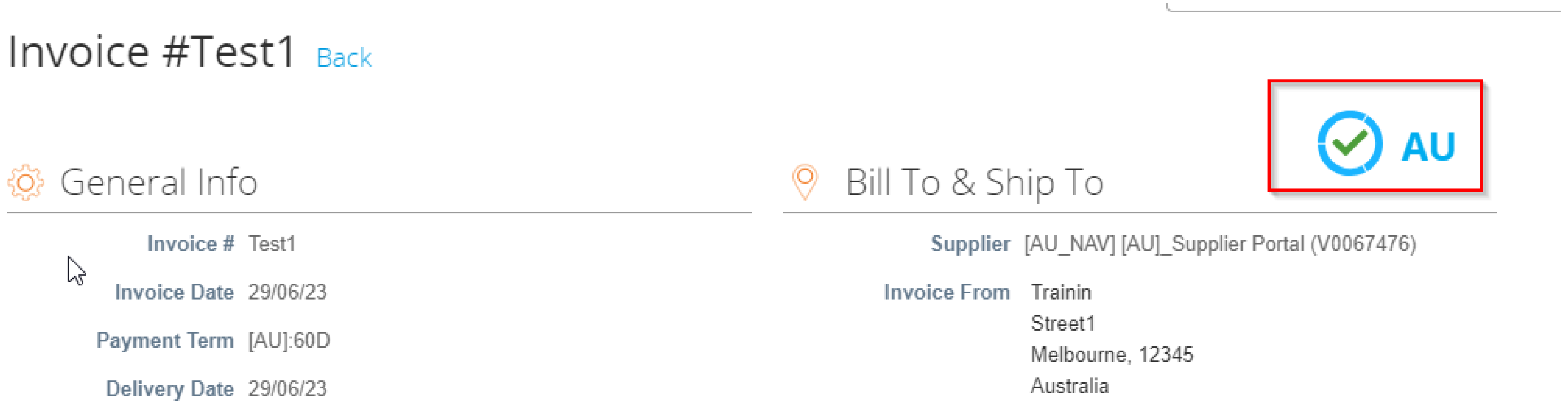
By choosing the **Payment Information** view you will be prompted to a different view of all your invoices where you can verify when to expect payment. Payment Information column will be populated with the expected payment date once invoice is approved and posted on ISS end.



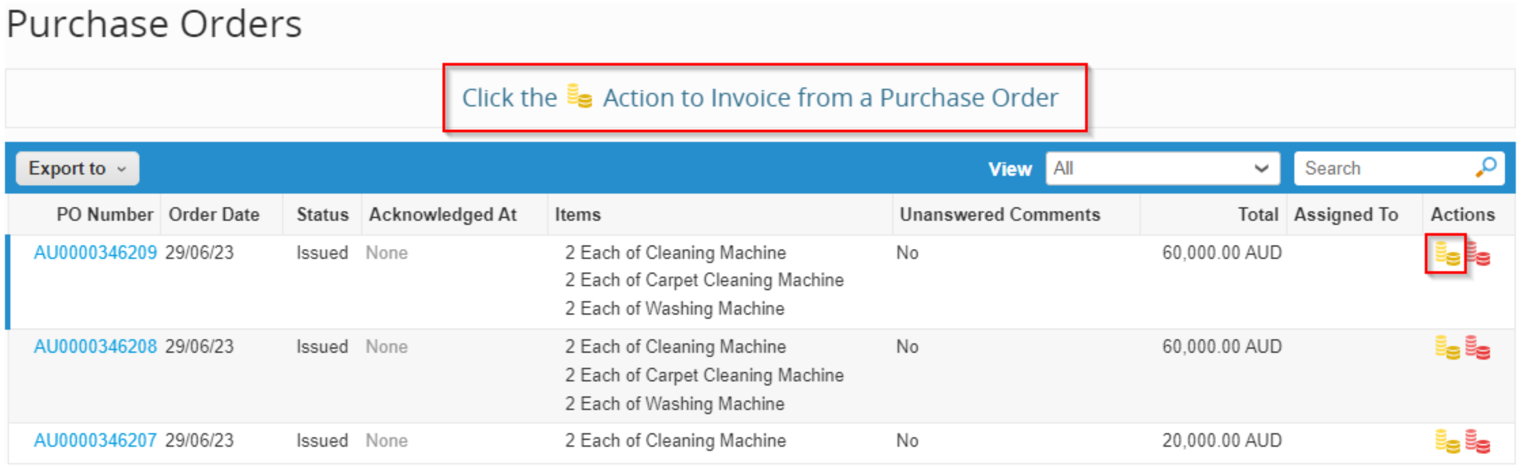
Invoices – CSP as E-Invoicing solution

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.

For Coupa compliant e-invoicing countries, as per the T&Cs, Coupa will issue the legal invoices on your behalf. Please do not attach or issue to ISS a copy of an invoice generated from your system.



Go to the **Invoice** tab and click the **Create Invoice** from PO button or use the **Create Invoice** button in the bottom section of the PO to generate Invoice creation window.


Purchase Orders

Click the Action to Invoice from a Purchase Order

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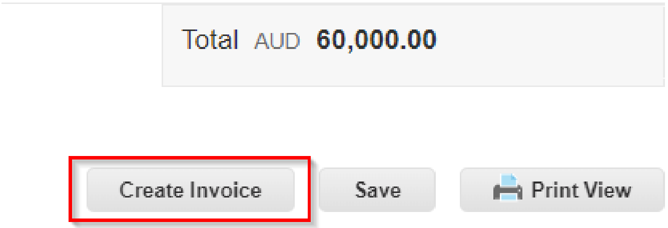
AU0000346207	29/06/23	Issued	None	2 Each of Cleaning Machine	No	20,000.00 AUD		

Invoices – How to create and submit invoice

Populate the fields on the invoice as per below instructions.

Submit the invoice.



Invoices – How to create and submit invoice

All **arterisk (*)** marked fields are mandatory.

General info:

- **Invoice#** - Invoice number from your ERP/Accounting system

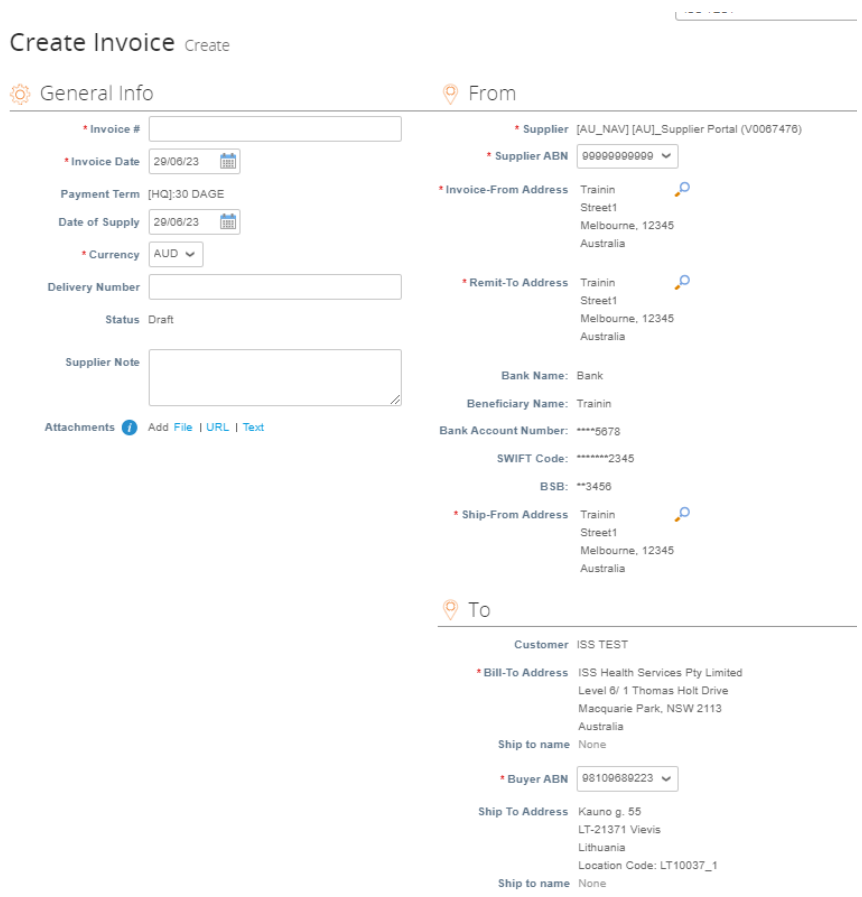
- **Attachments –** Consider these as supporting documentation. Compliant legal invoice document will be generated based on invoice details you will submit

From:

Predefined from your **account setup**. Please however **review** if all the details are correct.

To:

Predefined by the information delivered with **Purchase Order**



Invoices – Important Notes

- Please note that it is important the **VAT rate is** correct in terms of the supplies being made and the place of supply for tax purposes.
- Please note that for Coupa **compliant e-invoicing** countries you **must not** attach or issue to ISS a copy of an invoice generated from your system. Recommendation is to use attachment fields to enrich invoice with additional documentation.
- Please note you must **not add a new line** when creating the invoices, as this will cause **failure** in the auto-matching of the PO and the invoice.
- Please note that ISS does not process **disputed** invoices for payment until you resolve the dispute. Once the invoice is disputed you will receive the **e-mail notification** as well as the Invoice will change the status to **Disputed** in CSP. Resolving of **Disputed** invoices is done by issuing **Credit Note**

Credit Notes – Submission

You can issue a credit note to:

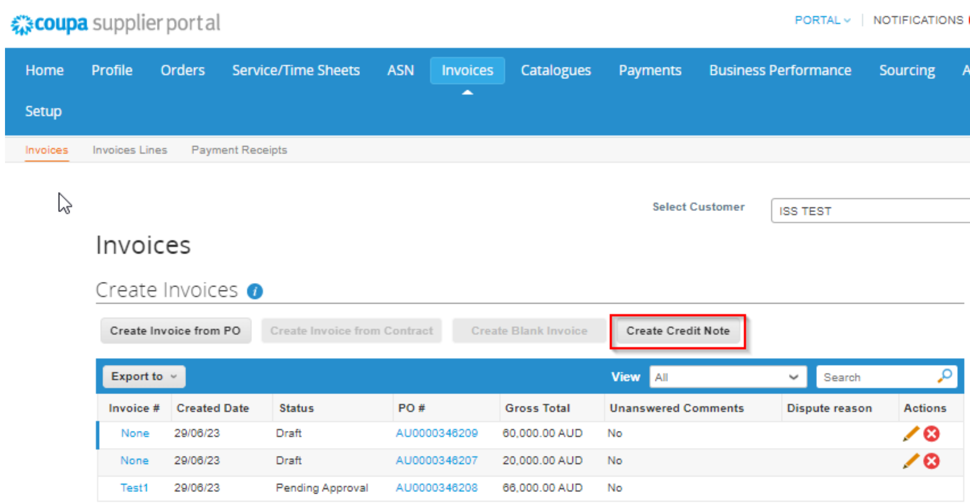
Resolve a dispute on an invoice, correct an invoice, or cancel a duplicate invoice.

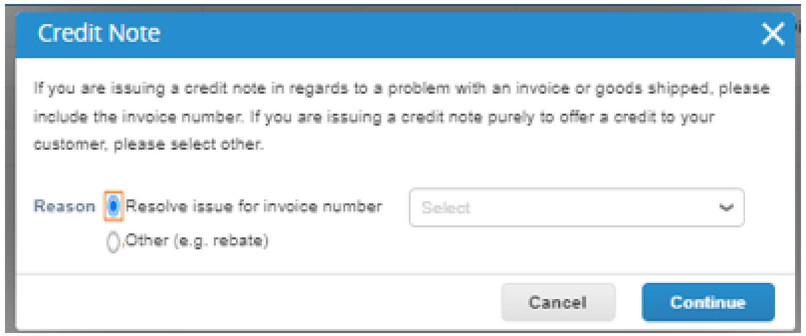
Record miscellaneous credit, for example, **return/cancellation** of goods, **price adjustments**, **rebates** and refunds.

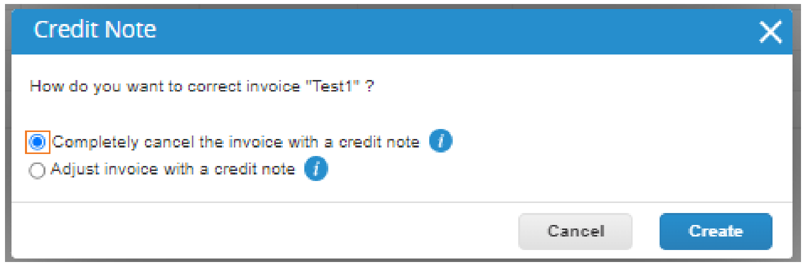
By selecting the option **Resolve issue for invoice number** you will automatically create a **link** between both documents what will help the system to offset them.

Selecting other options will require your manual action on editing fields like **quantiies** for **Item based** invoices or **amount** on **service based** invoices.

To **complete the submission** please follow the exact same steps as you do for **invoice submission**.







Video Demonstration

ISS short video demonstrations available to suppliers

https://www.au.issworld.com/iss-coupa-page

Watch the following ISS video demonstrations below:

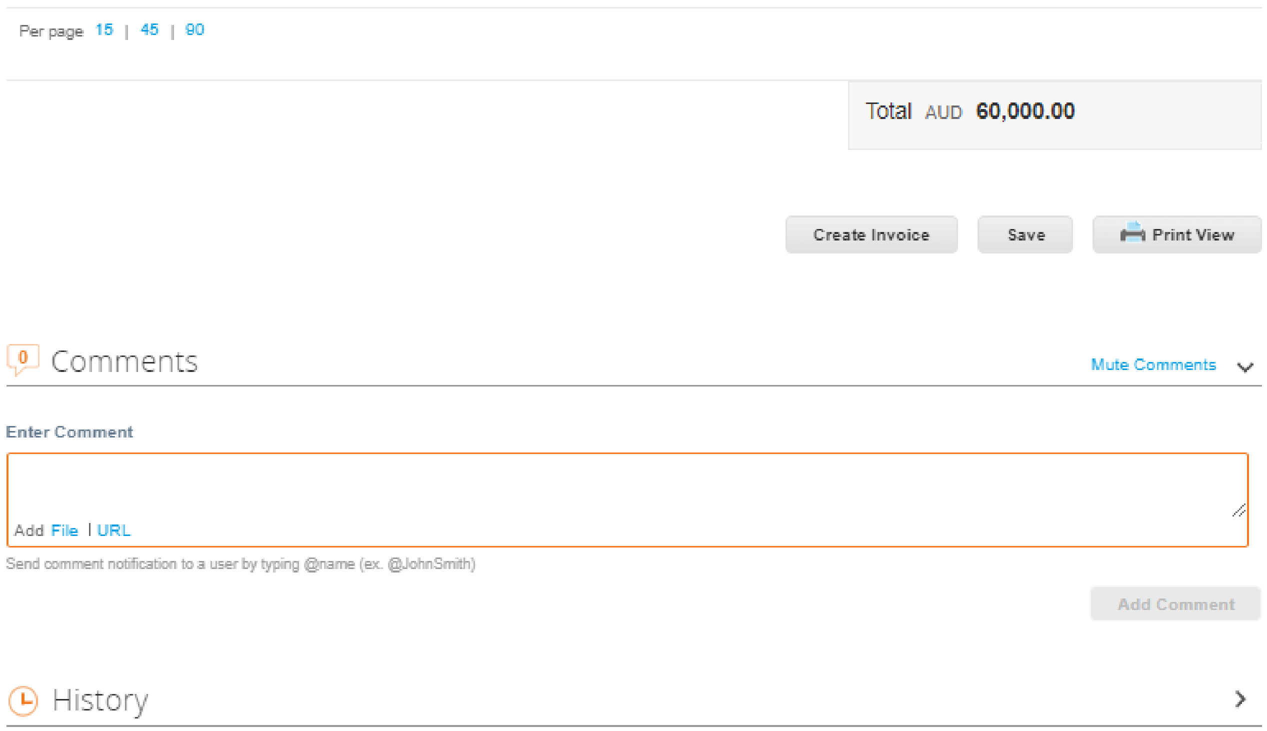
1. **How to submit an invoice on the Coupa supplier portal**
2. **How to submit an invoice via Supplier actionable notification**
3. **How to submit a credit note on the Coupa supplier portal**
4. **How to resolve a disputed invoice**

CSP – Tips and Tricks

Comments – communication channel

In the bottom section of both objects: **Purchase orders and Invoices** you will find **Comments** chat window.

This feature will **simplify and speed up** your communication with ISS. You can utilize it to ask some **questions** or to make **additional clarifications** on documents. ISS users will get notified once you will insert a comment and will **react accordingly**.

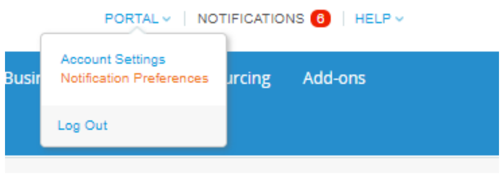


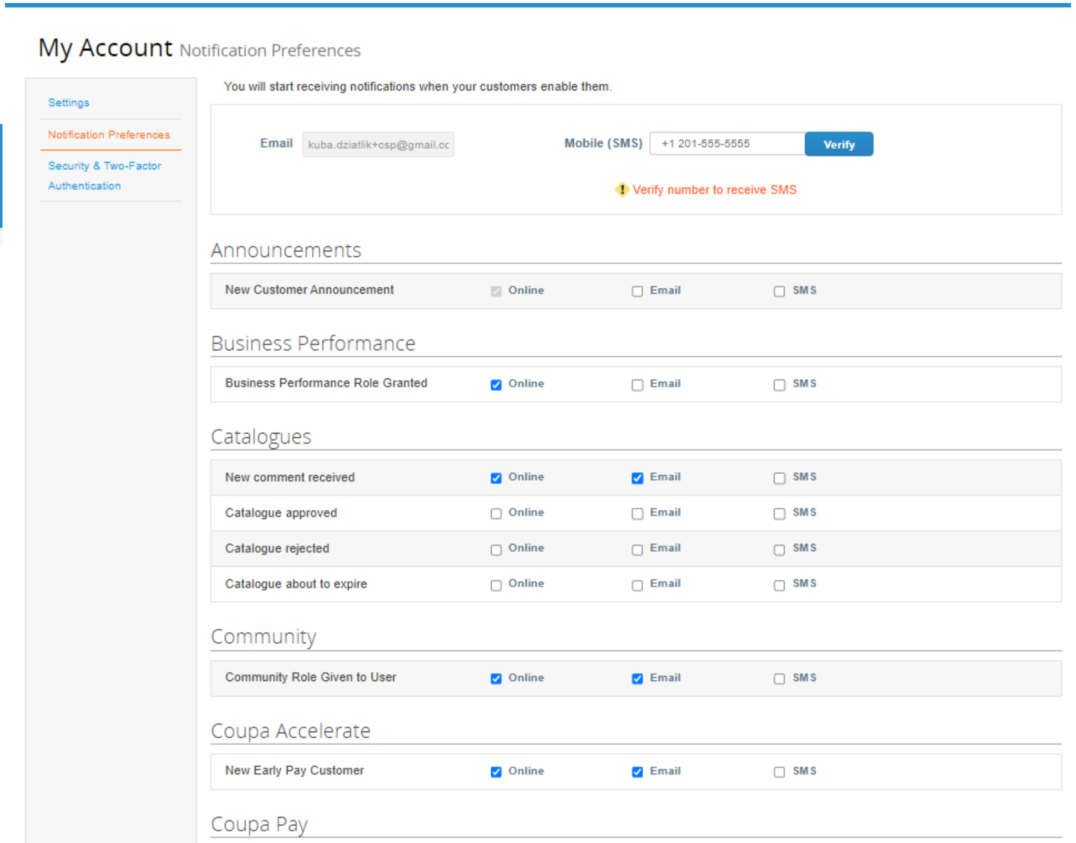
This is **you** who decide when and how to be prompted once actions are taken in Coupa.

Press your **name** on the top right corner and select **Notification Preferences**

You will find entire list of different notification possibilities through three channels: **Online** (directly on the platform), **Email** and **SMS**.

Main ones will be **preselected**, but you can manipulate the options to **fit for your purposes** in the best way





Setup - Notifications

Setup – Users and Permissions

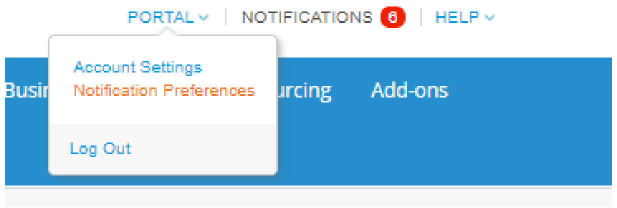
In CSP you can maintain the access to the platform by your own.

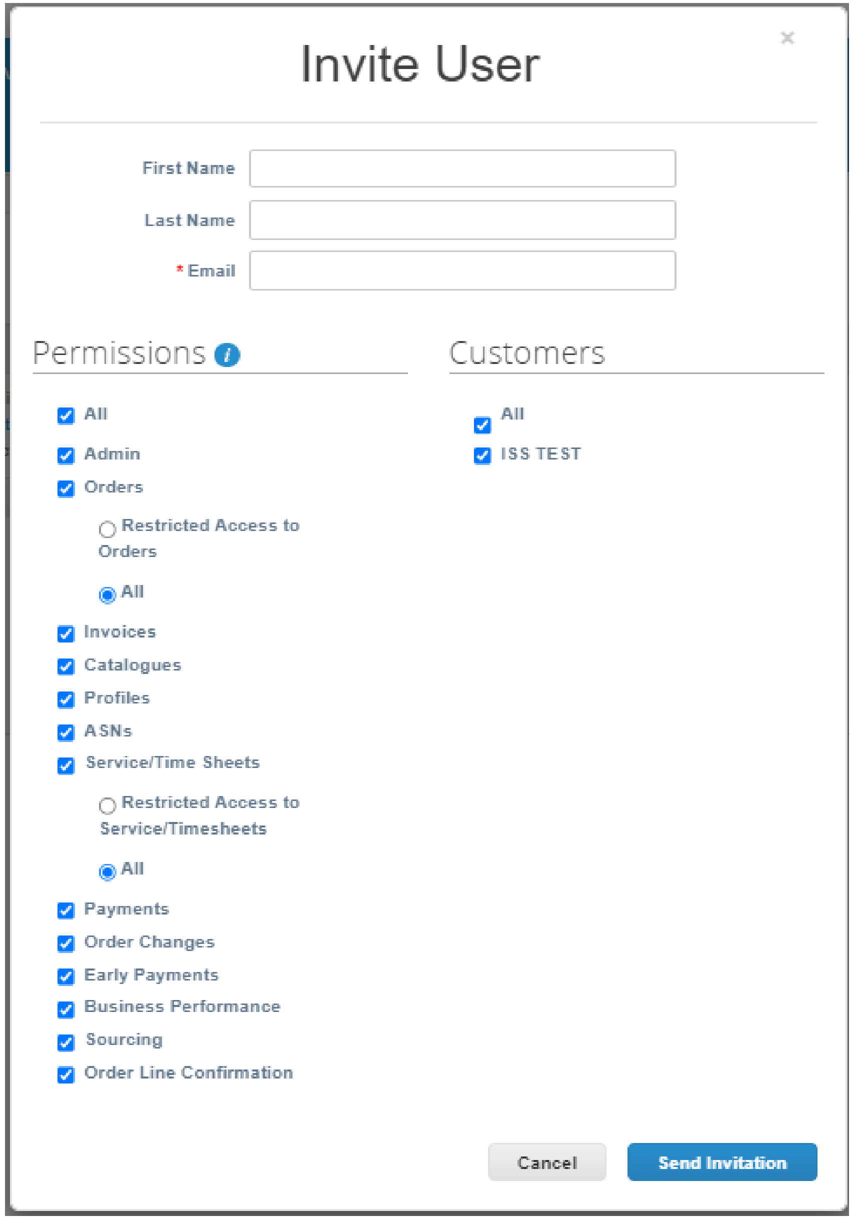
Invite other users from your company and grant permissions to utilize the product in the best way.

Go to **Setup** on the main tab and select **Users** section.

Press **Invite user** button to **Edit** button next to created user to adjust the account.

Fill out the **names** and grant **permissions** to **objects** and **customers**.





PEOPLE MAKE PLACES

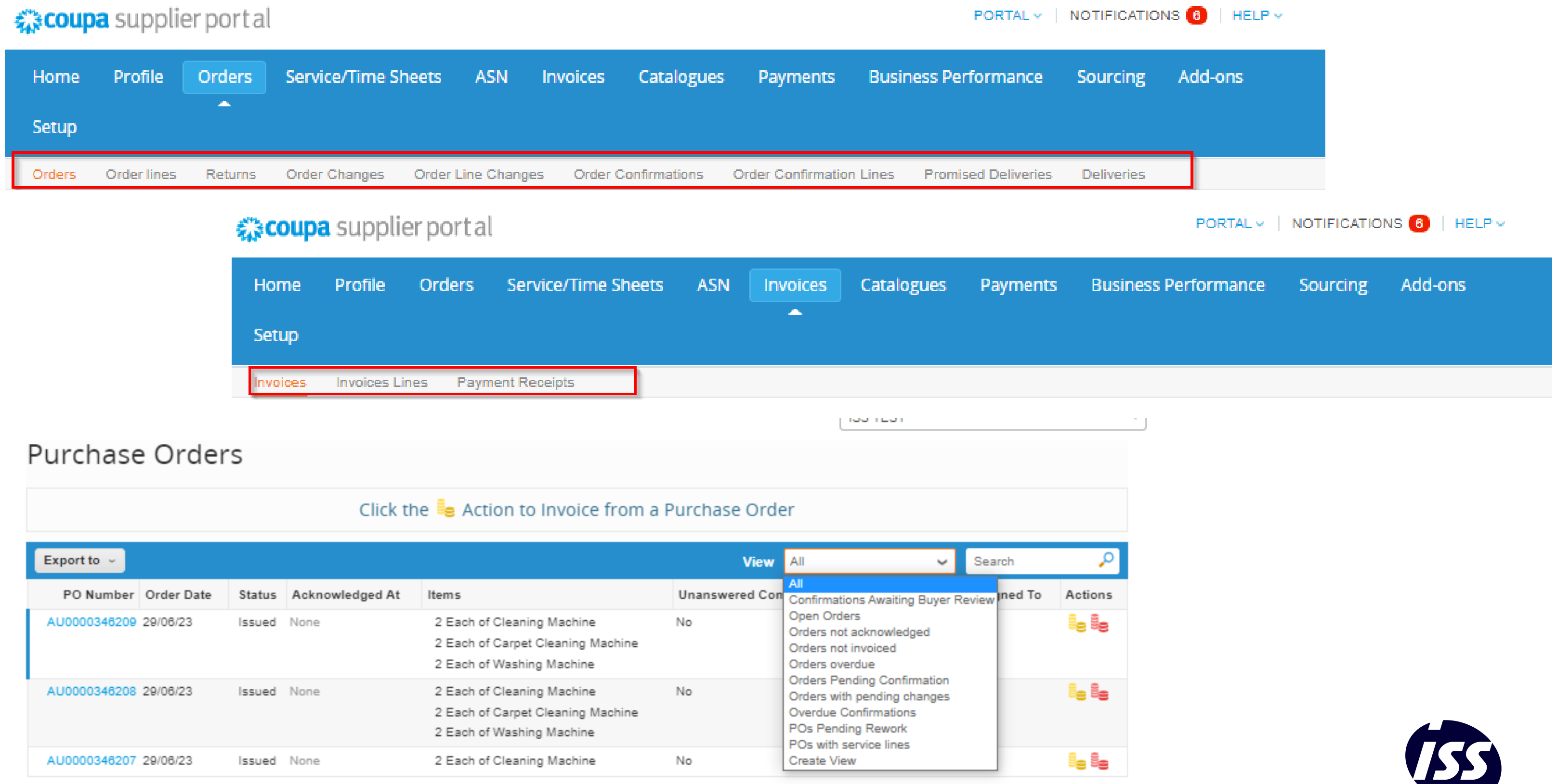
Reporting and Table views

You can **download** reports, **create views** or make a use of the **standard views** created for you.

Under the main tabs of **Orders** and **Invoices** there will be more tables offering different information. Most common ones are:

For invoices: **Invoices** and **Invoice Lines**
For orders: **Orders** and **Order Lines**

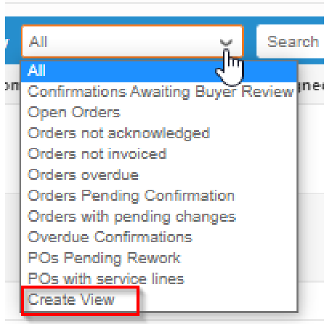
Every single table has their own **standard predefined views** which can help you a lot to see the information you will most of the times be looking for.



Reporting and Table views

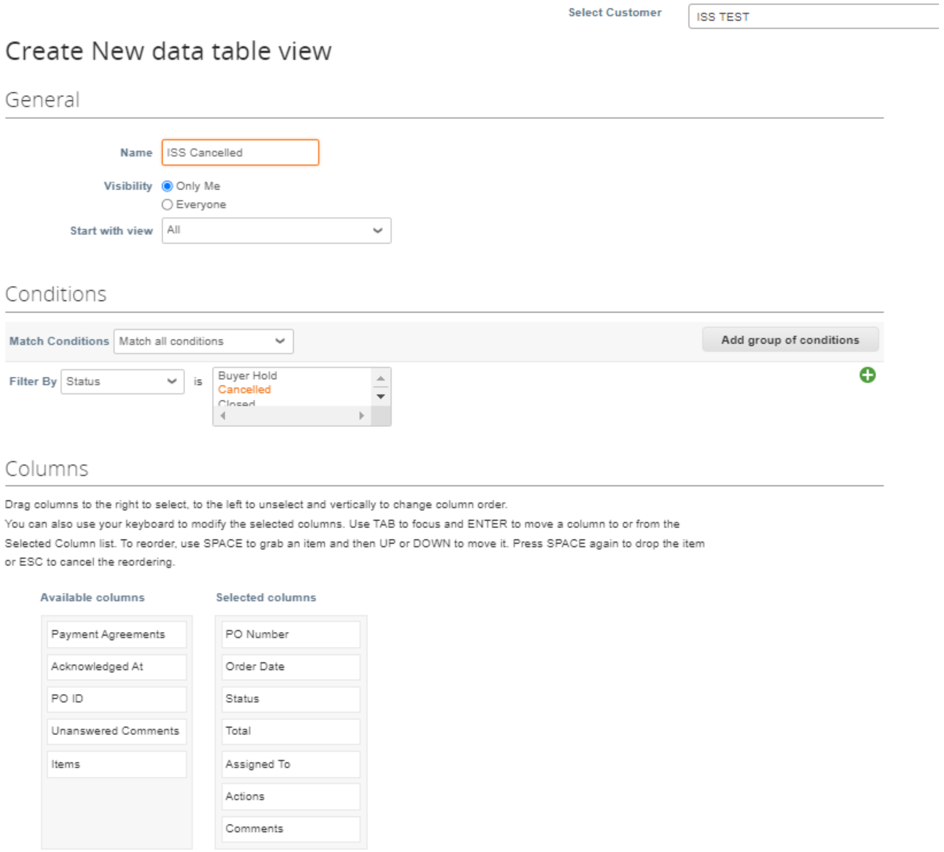
Still going deeper into the details it's obvious that sometimes there will be a need to build more detailed **custom views** based on **conditions** and **filters**.

Press **Create View** to design the report that you need.



All you need to do is to:

- **Name** your view
- Add **conditions**
- Drag the **Columns** to build the table your way

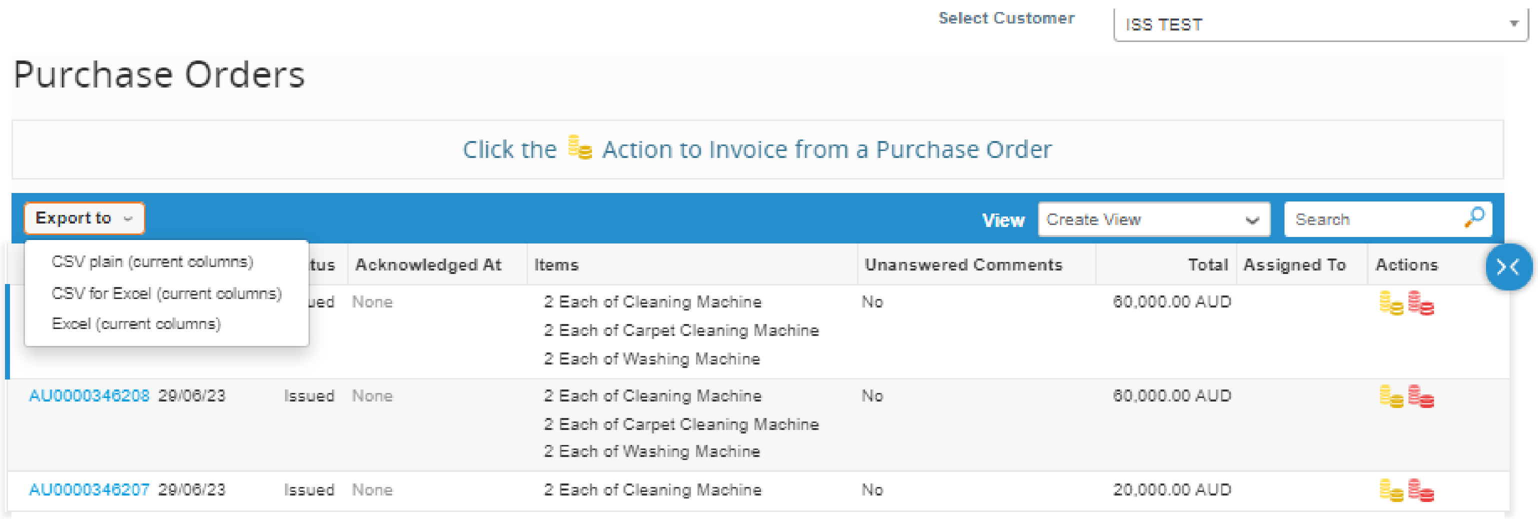


Reporting and Table views

Finally you can at any time **Export** the data from **CSP tables** in one of these formats:

CSV

XLSX



COUPA and FMS@ISS
(FMS@ISS ONLY)

Coupa and **FMS@ISS** integration

FMS@ISS - Integrated Task Management platform

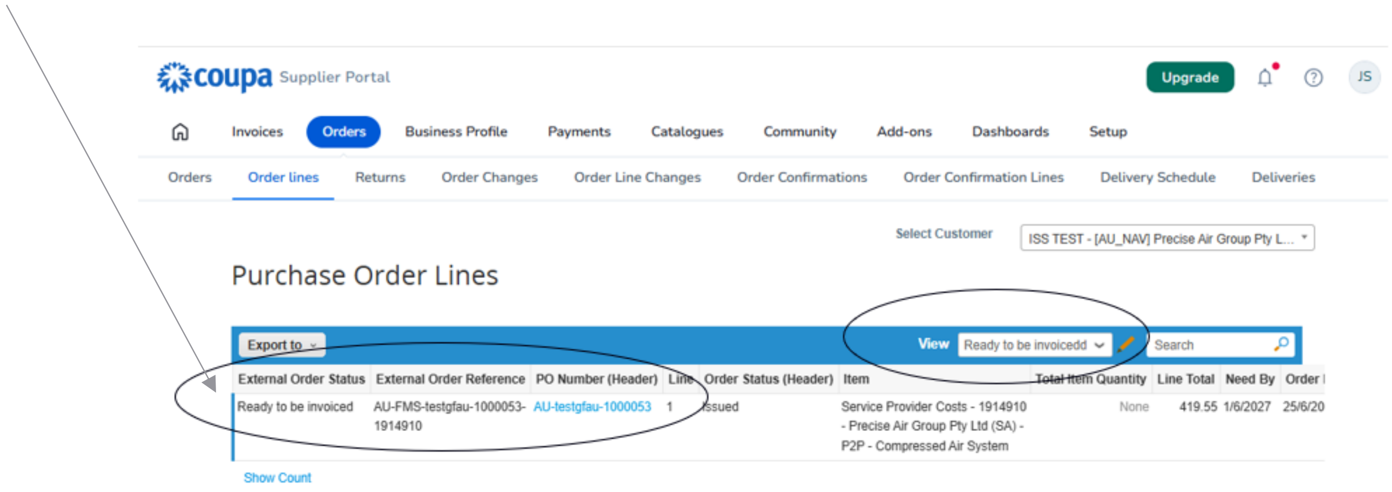
ISS is currently undertaking a strategic initiative to enhance the planning, management, and allocation of work activities performed through our **Integrated Task Management platform, FMS@ISS**.

By strengthening the connection between work allocation, completed services, and invoicing, this initiative will deliver a **more efficient and transparent experience for our suppliers through reduced invoice reconciliation requirements, improved invoice accuracy, and timely payment processing**.

How to check if PO is ready to be invoiced? (FMS@ISS ONLY)

Invoicing – is the FMS@ISS PO Ready to be invoiced?

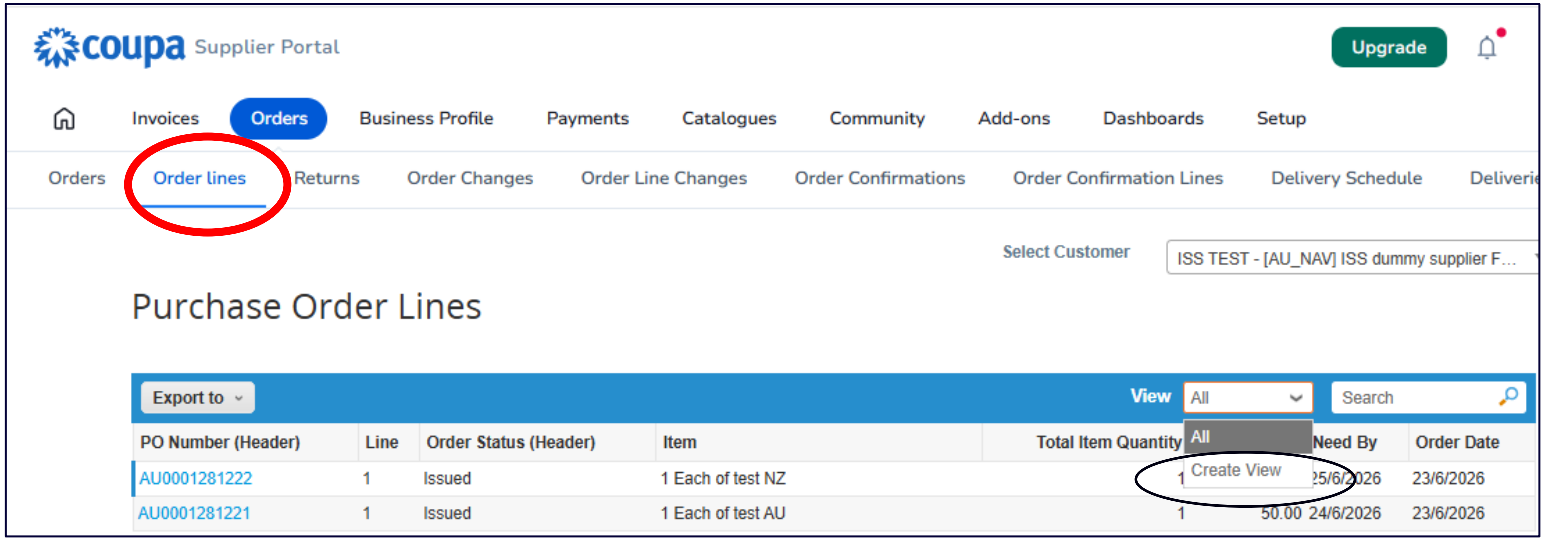
- All FMS@ISS POs require a '**work completion**' in FMS@ISS prior to an invoice for that PO to be created in CSP.
- Once 'work completion' processed in FMS then Coupa PO's '**External Order Status**' will display "**Ready to be invoiced**" . This means supplier can proceed and invoice this PO.



Invoicing FMS@ISS POs should only occur once Coupa PO's 'External Order Status' displays "Ready to be Invoiced" to avoid invoice to be disputed.

Invoicing – How to check if PO is ready to be invoiced?

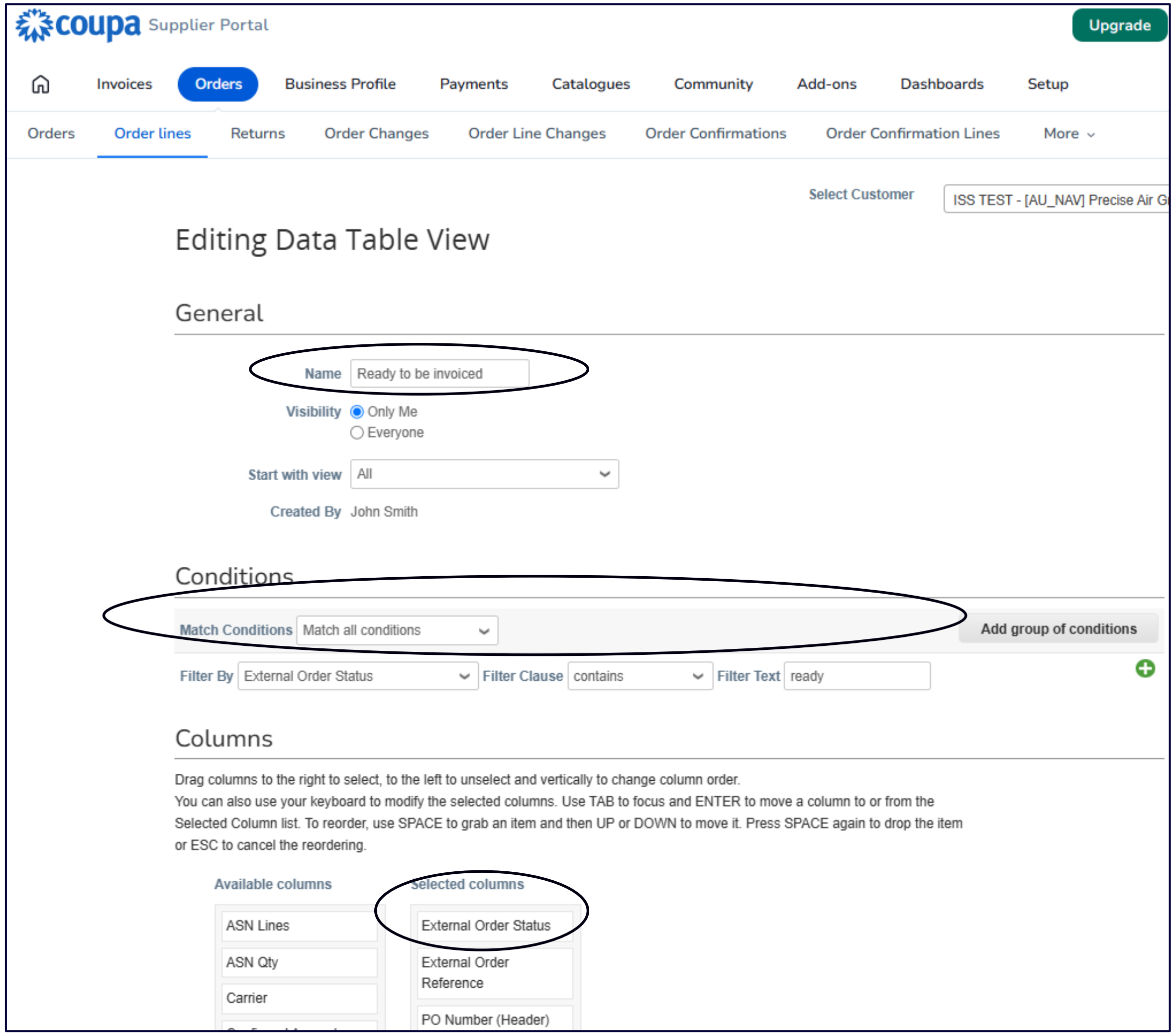
- In CSP, suppliers can filter POs to view POs that are "**Ready to be invoiced"**:
  1. Go to 'Orders'
  2. Click on 'Order Lines'
  3. Click on 'Create View'



Invoicing – How to check if PO is ready to be invoiced?

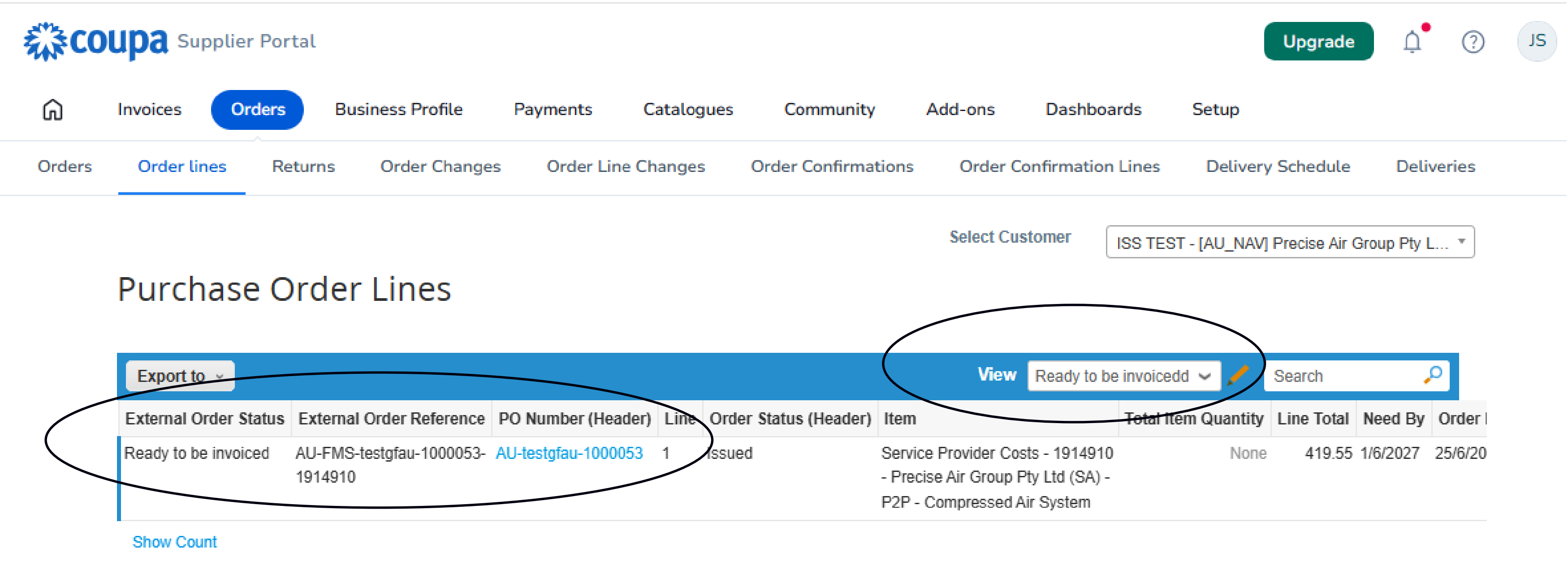
4. Enter Name.
   This will be the name of your filter.
   Filter only needs to be created once.
5. Select Conditions.
   Filter by ‘External Order Status’ contains text ‘ready’.
   This will ensure you will only see POs where PO’s 'External Order Status' will display “Ready to be invoiced”
6. Under Columns, drag ‘External Order Status’ to ‘Selected columns’
7. Click Save

The view can now be selected each time you require to only view Ready to be invoiced POs

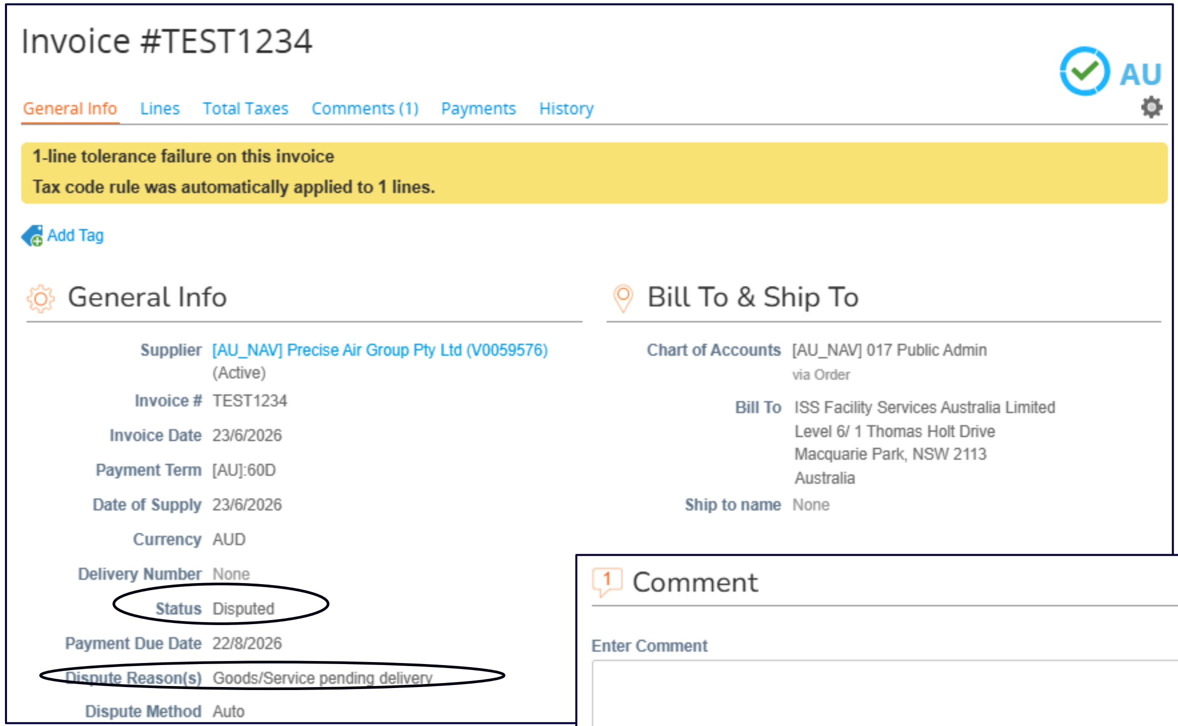


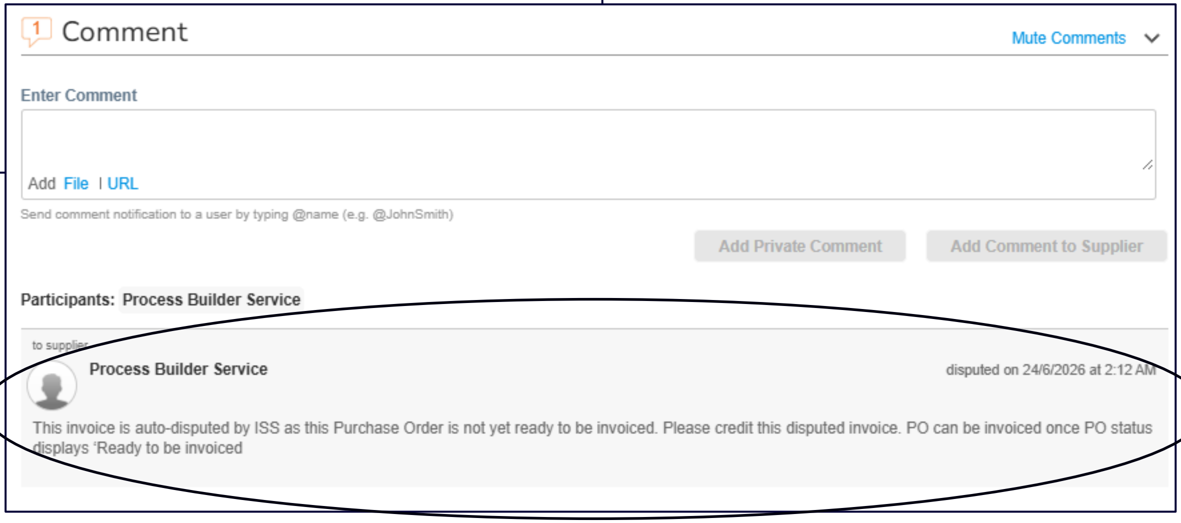
Invoicing – How to check if PO is ready to be invoiced?

8. Now you will be able to view POs that are ‘Ready to be invoiced’
9. **Click on PO Number** to Create Invoice and follow the normal invoicing process



Invoicing – Auto-dispute





Comments

- If supplier invoices a PO where PO's 'External Order Status' is "Awaiting Processing", this invoice will be auto-disputed back to supplier advising supplier that PO is not yet ready to be invoiced.

Invoicing – Auto-dispute

Invoice #MULTITEST has been marked as Disputed by ISS TEST

Hi,

Your Invoice **MULTITEST** has been marked as disputed by your customer, ISS TEST.

Dispute Reason(s)

- Goods/Services pending delivery

Date: 2026-06-24

Additional Comments: This invoice is auto-disputed by ISS as this Purchase Order is not yet ready to be invoiced. Please credit this disputed invoice. PO can be invoiced once PO status displays 'Ready to be invoiced

This invoice is available on the Coupa Supplier Portal to view and resolve. Resolving the disputed invoice would mean you are creating a corrected invoice. The corrected invoice can be submitted to ISS TEST for review. Resolving the disputed invoice links the corrected and the disputed invoices. Unless you resolve the disputed invoice, ISS TEST can choose to withdraw it from this status.

If you are a supplier using Coupa Invoicing in European countries/regions, please note that to cancel an invoice, you must first create and submit a credit note. If the prior invoice is cancelled, you can create and submit a new invoice with a different number.

This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

Comments

- Supplier will also receive an email notification advising reason for the invoice dispute and next action required
- Supplier will be required to resubmit the invoice once the PO status is 'Ready to be Invoiced' but will not be able to resubmit with the same Invoice No

Over/Under Invoicing (FMS@ISS ONLY)

Invoicing

Invoice ABOVE the PO value

- If supplier submits an invoice in CSP **above the PO value** (over-invoice), this invoice will be auto-disputed by ISS.
  Any adjustments to PO or creation of new PO must occur in FMS@ISS.

Invoice BELOW the PO value

- If supplier submits an invoice in CSP **below the PO value** (partial invoice), the invoice is accepted and PO will automatically soft-close.
  No further invoice can be submitted against this PO in CSP.
  Any adjustments to PO or creation of new PO must occur in FMS@ISS.

To be confirmed

RCTI
(FMS@ISS ONLY)

Invoicing – RCTI

What is RCTI

- **Recipient Created Tax Invoice** is a tax invoice that is issued by the buyer (recipient) rather than the supplier

RCTI Workflow

1. Procurement to liase with supplier and organize RCTI agreement to be signed by ISS and by Supplier
2. Procurement to store **signed RCTI agreement** in Coupa **Contracts** under contract type ‘Other documents’
3. Procurement will advise RCTI start date
4. Procurement to enable RCTI on Supplier record

RCTI - Workflow

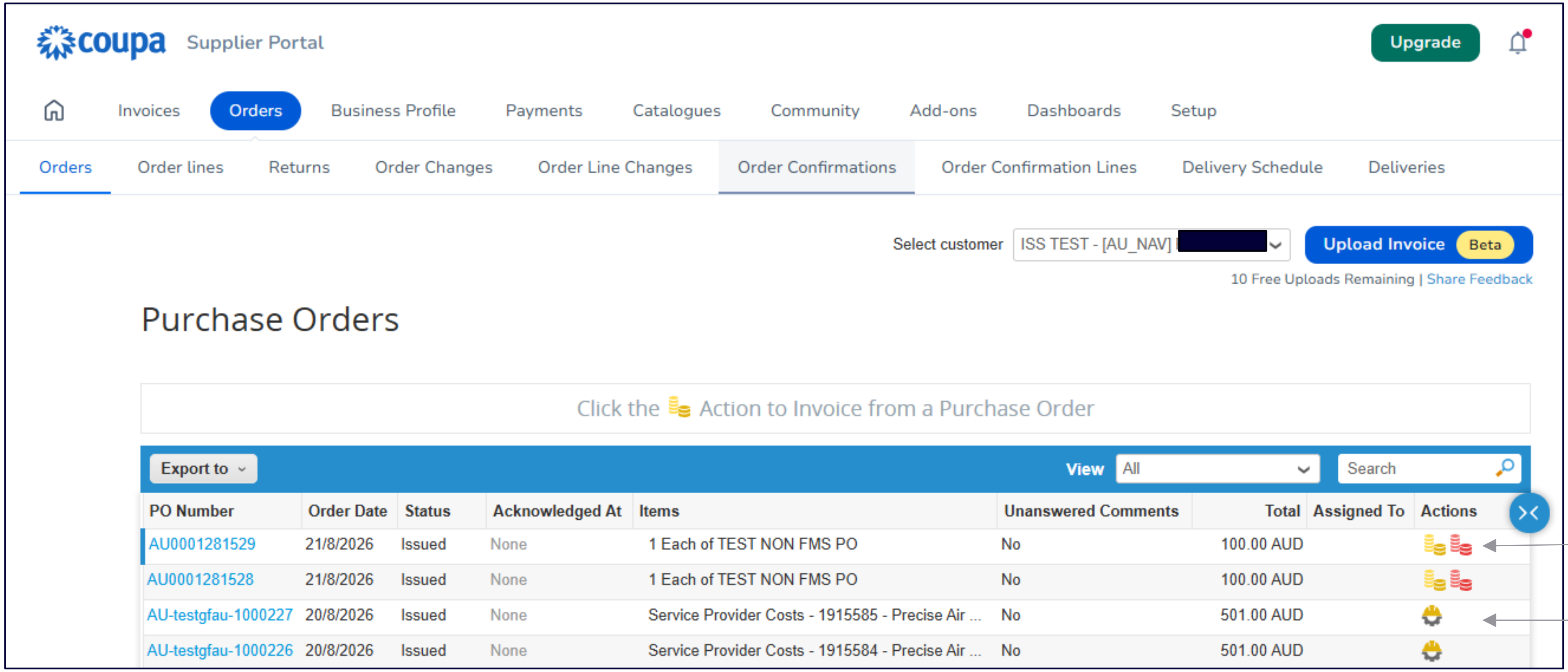
RCTI is only applicable to FMS@ISS POs

Once a PO has been receipted in FMS@ISS (supplier performed work acceptance and ISS performed final work acceptance) then **RCTI invoice auto generated in Coupa**.

RCTI invoice number is the ‘PO number’ with ‘-1’

Invoicing – RCTI in CSP

- As RCTI only applies for FMS@ISS POs supplier are required to invoice POs that are not generated in FMS@ISS (Non-FMS POs), via 'Create Invoice' Icon display under 'Actions'.
- Supplier **cannot issue invoice or credit note** against POs that are generated in FMS@ISS (FMS POs), 'Create Invoice' Icon **does not display** under 'Actions'. This is because RCTI is enabled for POs generated in FMS@ISS.

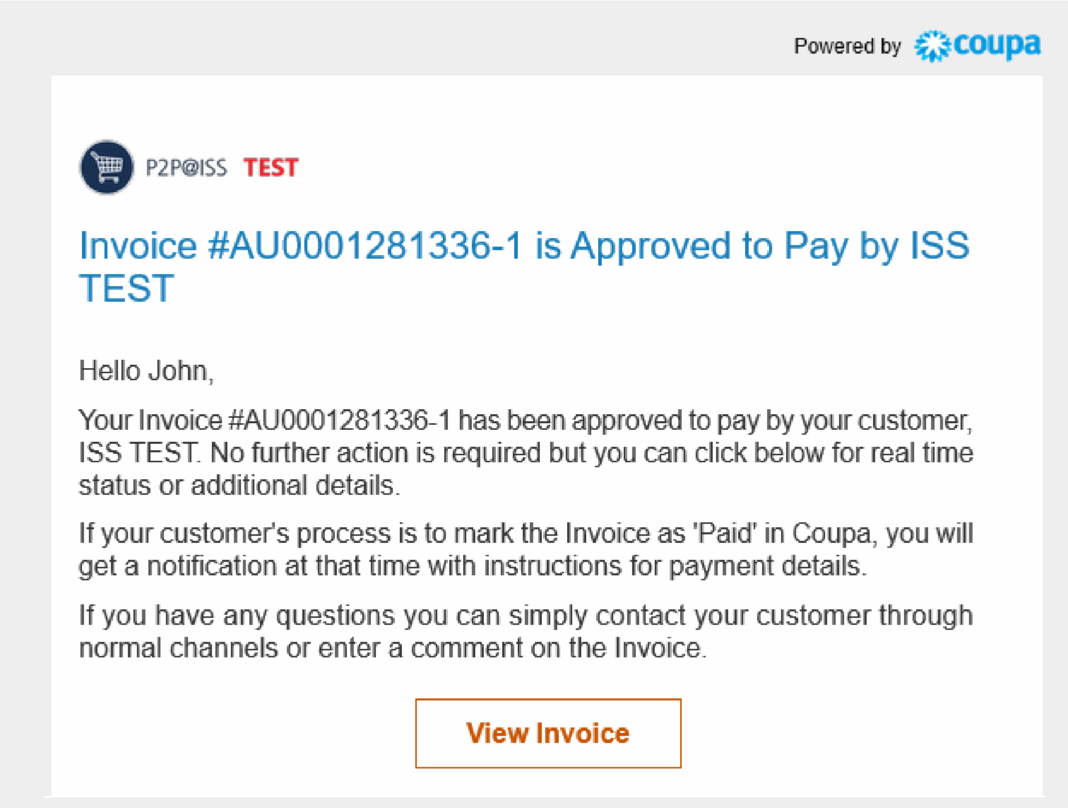


Non-FMS PO – can Invoice

FMS PO – cannot Invoice/Credit

Invoicing – RCTI Invoice

- Supper will receive RCTI invoice details via email


Powered by coupa

P2P@ISS TEST

Invoice #AU0001281336-1 is Approved to Pay by ISS TEST

Hello John,

Your Invoice #AU0001281336-1 has been approved to pay by your customer, ISS TEST. No further action is required but you can click below for real time status or additional details.

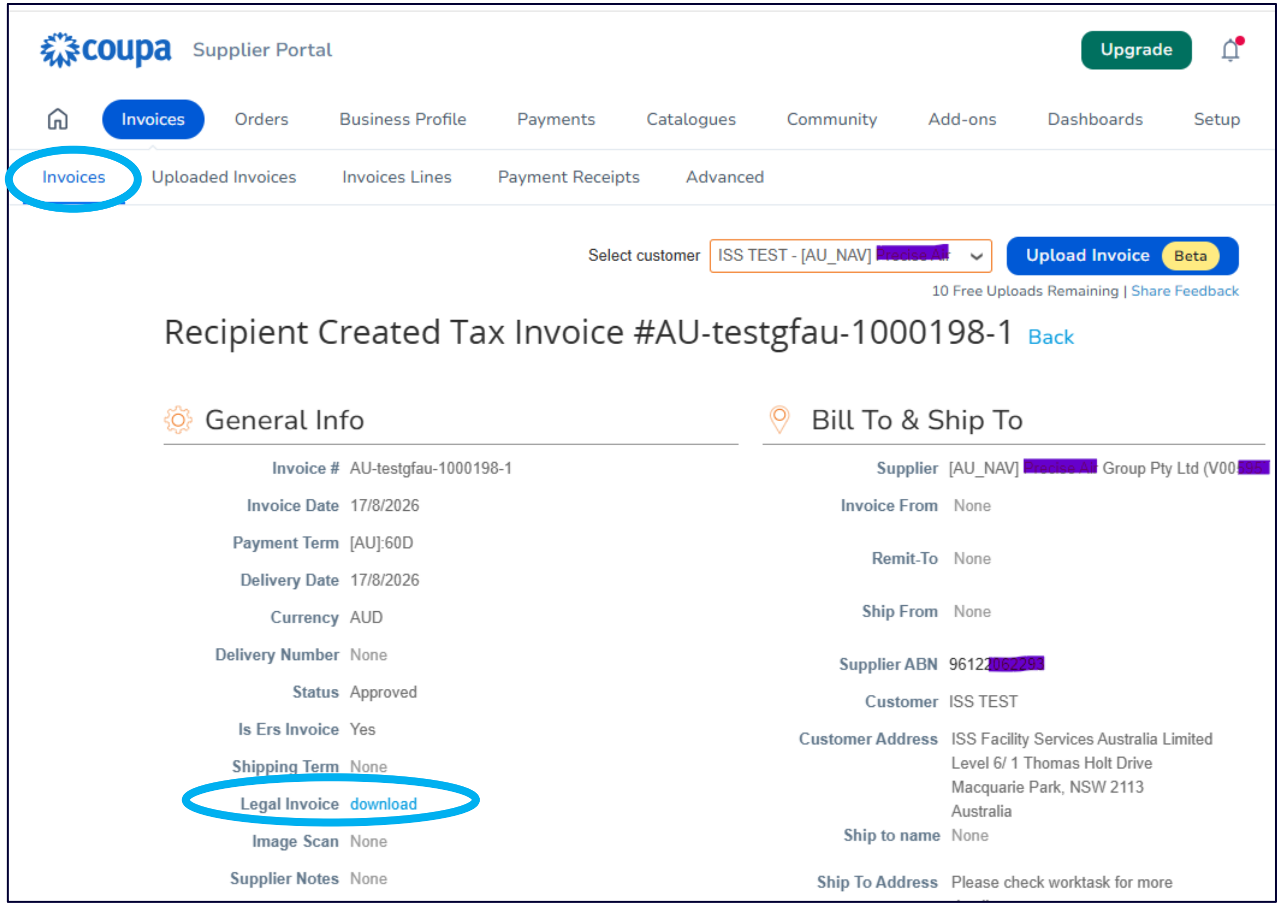
If your customer's process is to mark the Invoice as 'Paid' in Coupa, you will get a notification at that time with instructions for payment details.

If you have any questions you can simply contact your customer through normal channels or enter a comment on the Invoice.

View Invoice

Invoicing – How to download RCTI invoice?

- As RCTI invoice is the legal document, supplier can download invoice in CSP for tax control purposes.



Invoice Date
17 August 2026

Recipient Created Tax Invoice

AU-testgfau-1000198-1

To

Customer Address
ISS Facility Services Australia Limited
Level 6/ 1 Thomas Holt Drive
Macquarie Park, NSW 2113
Australia

Ship To
AU_FMS
Please check worktask for more details
FMS, 0
Australia

Customer ABN
87001827041

Attn/Ref
Megan Sherry

From

Invoice From
[AU_NAV] Precise Air Group Pty Ltd (V0059576)
Level 14, 60 Castlereagh Street
Sydney, NSW 2000
Australia
Australia (96122062293)
96122062293

Supplier Local Tax Number For Au
96122062293

Invoice Details

Invoice Number: AU-testgfau-1000198-1
Invoice Date: 17 August 2026
Payment Term: [AU]:60D
Payment Due Date: 16 October 2026
Currency: AUD
Contract Number
Date of Supply: 17 August 2026

Item	PO	Description	Supplier Part Number	Unit Price	Total GST	GST Rate	Rate Type	Total
1	AU-testgfau-1000198-1 External Order Reference AU-FMS-testgfau-1000198-1915546-1000257	Replacement Quote External Order Status Ready to be invoiced		3,750.00 AUD	375.00 AUD	10.0%	GST	3,750.00 AUD

Taxes

Taxable Amount Charged Per Rate	Total Tax Per Rate
3,750.00 AUD at GST (10.0%)	375.00 AUD

Totals

Taxable Amount	3,750.00 AUD
Amount Excluding GST	3,750.00 AUD
Total GST	375.00 AUD
Gross Total	4,125.00 AUD

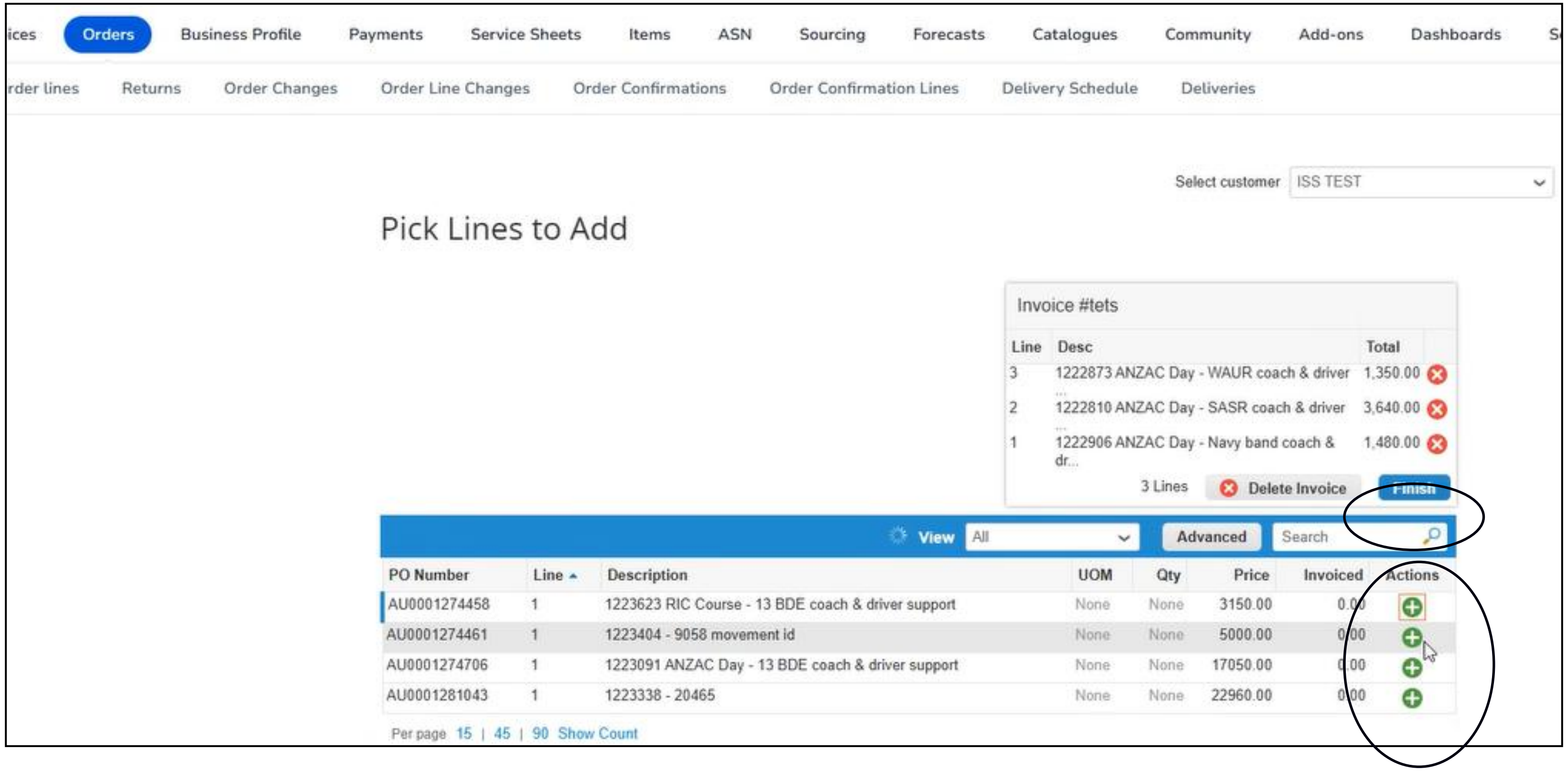
The recipient and the supplier declare that this agreement applies to supplies to which this tax invoice relates. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for VAT and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for VAT and that it will notify the supplier if it ceases to be registered for VAT. Acceptance of this RCTI constitutes acceptance of the terms of this written agreement. Both parties to this supply agree that they are parties to an RCTI agreement. The supplier agrees to notify the recipient if the supplier does not wish to accept the proposed agreement within 21 days of receiving this document.

Bulk Invoicing
(FMS@ISS ONLY)

Invoicing – CSP Bulk Invoicing

What is Bulk Invoicing?

- In Coupa Supplier Portal, supplier can "Bulk invoice“. This means supplier can create one invoice, add multiple POs to this invoice then submit to ISS (multiple POs under one invoice). **Watch ISS’s short video on ‘How to bulk invoice’.**



Help for Suppliers

Video Demonstration

ISS short videos demonstrations available to suppliers

https://www.au.issworld.com/iss-coupa-page

Watch the following ISS video demonstrations below:

- **How to submit an invoice on the Coupa supplier portal**
- **How to submit a credit note on the Coupa supplier portal**
- **How to resolve a disputed invoice**

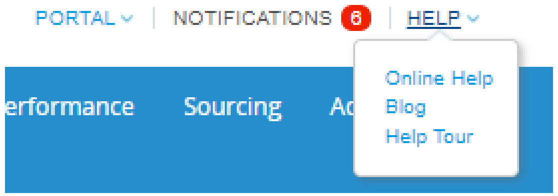
- **FMS@ISS ONLY - How to view POs that are ready to be invoiced**
- **FMS@ISS ONLY - How to bulk invoice**

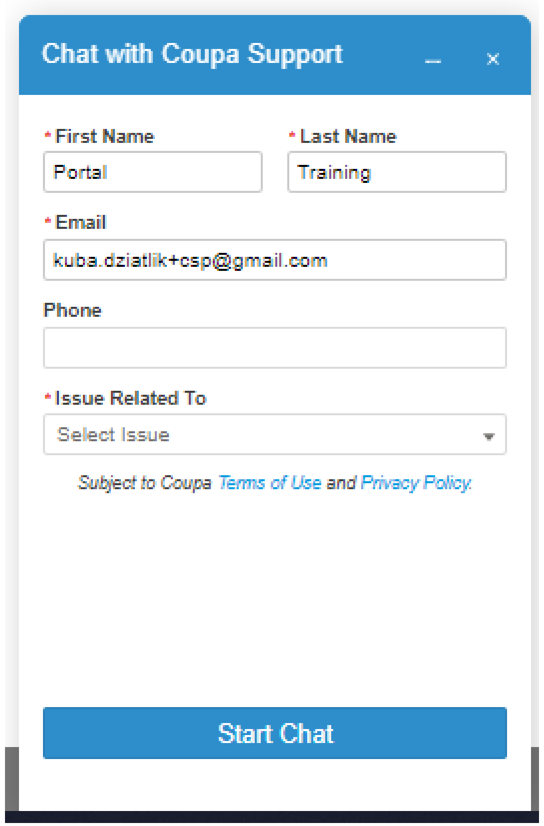
Coupa Support Chat

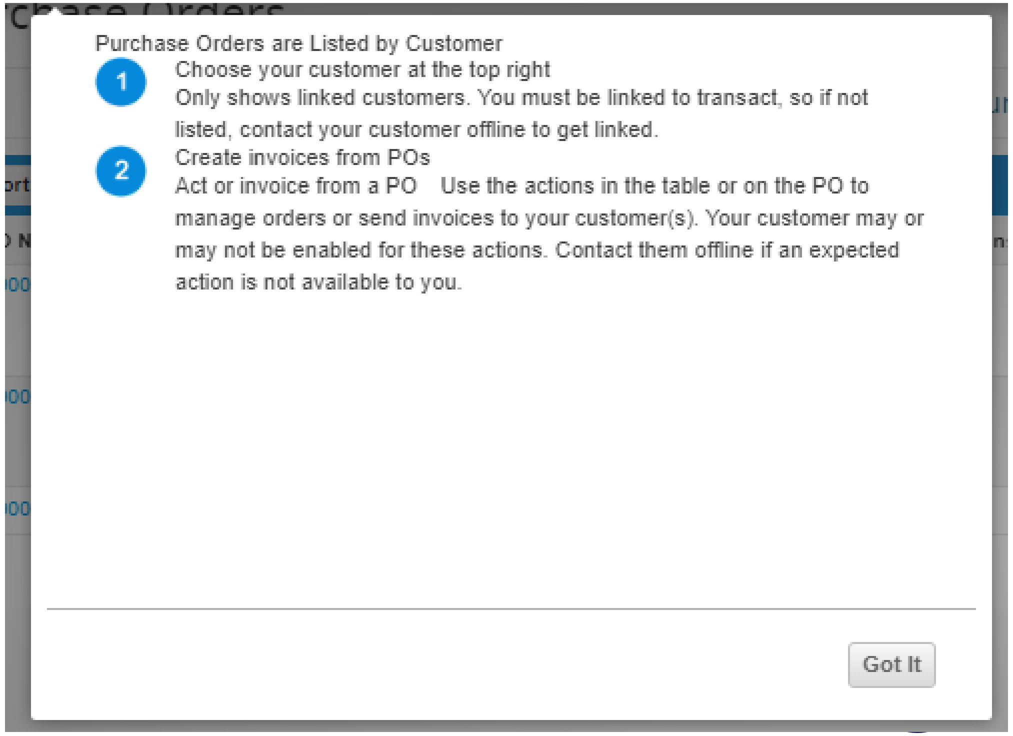
At anytime with if you will have some issues using the Portal, you can use the **Coupa Support chat** which is embedded into the platform or support yourself with the **Help Tour** guide.

Chat is available for you in bottom right corner

Help tour can be found next to your name in top right corner







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Coupa Support offers help with log in issues, multi-factor authentication, and access to the Coupa Supplier portal CSP as well as errors within the CSP.

Coupa Help for Suppliers: https://compass.coupa.com/en-us/support/help-for-suppliers

Key ISS Contacts:

- ISS's **Coupa Supplier Portal Page** https://www.au.issworld.com/iss-coupa-page suppliers can watch the following ISS video demonstrations:
    - **How to submit an invoice on the Coupa supplier portal**
    - **How to submit a credit note on the Coupa supplier portal**
    - **How to resolve a disputed invoice**
- **Update your bank details** Vendor.maintenance@au.issworld.com
- **Payment** related queries ap.enquiries@au.issworld.com
- **Statements** can be sent to accountspayable.statements@au.issworld.com

P2P@ISS

Thank you