

Coupa Supplier Portal (CSP)

Training



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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

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

* Email

* First Name

* Last Name

* 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

coupa supplier portal

Secure

Secure Your Account

A modern, secure multi-factor authentication experience with passkey support. Fast, passwordless, and beautiful.
[\(Learn More\)](#)

**Passkey (Recommended)**

Use your **browser** or **device** as a secure key to sign in — no passwords or verification codes needed.

You can set up your passkey later on the Account Setup page.

Use Other Methods ▲

**Authenticator App**

Use an app (like **Google Authenticator** or **Microsoft Authenticator**) to generate a 6-digit code for verification.

**Email Message**

Receive a **one-time code** sent to your email each time you sign in.

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

The onboarding flow consists of the following steps:

- Your Contact Information**
- Tell Us About Your Business**
- Confirm Invoice-From Location**
 - Country/Region: Australia
 - Address: 50 Margaret Street
 - City: Sydney, State: New South Wales
 - Advanced Invoicing: Invoice-From Code
 - Preferred Invoicing Language: English (Australia)
 - Tax Country/Region: Australia
 - ☐ I don't have ABN Number
- Confirm Pay-To Location (Remit-To)** and **Confirm Ship-From Location**
 - Address: 50 Margaret Street
 - City: Sydney, State: New South Wales, Postal Code: 2000
 - Advanced Invoicing: (Empty field)

Account creation

- Company's primary Address
- Payment Methods

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

1 Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Primary Address

Country/Region *
Australia

City *
Barangaroo

Australia

Invoice From Code

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

✓ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Bank Transfer
Please enter the following information to receive Bank Transfer payments.

Account Nickname *
Beneficiary Legal Name *

Bank Branch Country / Region *
Australia

Bank Account Currency *
AUD

Bank Branch State / Province *

Bank Name *

Account Number *
Up to 9 characters

BSB *
6 digits

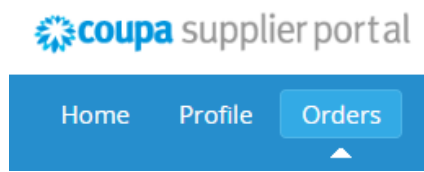
SWIFT / BIC Code *
8 or 11 characters

Branch Code *

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 about 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 Order #AU0000346209

General Info

Status Issued - Sent via Email

Order Date 29/06/23

Revision Date 29/06/23

Requester Jakub Dziallik

Email jakub.dziallik@group.issworld.com

Payment Term [AU]:60D

Supplier Reference None

Attachments None

Acknowledged ☐

Shipping

Ship-To Address 16 FOLEY STREET
BALCATT, WA 6017
Australia
Location Code: AU_005_CU001817_DA1000
Attn: Jakub Dziallik

Ship to name BALCATT OFFICE

Terms DDP

Shipment Tracking

 Add

No package tracking.

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							
1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Cleaning Machine	2	Each	10,000.00	20,000.00	0.00
* Need By 30/06/23 Supplier Part Number None Manufacturer Name None Manufacturer Part Number None							
2	Type	Item	Qty	Unit	Price	Total	Invoiced
		Carpet Cleaning Machine	2	Each	10,000.00	20,000.00	0.00
* Need By 30/06/23 Supplier Part Number None Manufacturer Name None Manufacturer Part Number None							
3	Type	Item	Qty	Unit	Price	Total	Invoiced
		Washing Machine	2	Each	10,000.00	20,000.00	0.00
* Need By 30/06/23 Supplier Part Number None Manufacturer Name None Manufacturer Part Number None							

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Total AUD 60,000.00

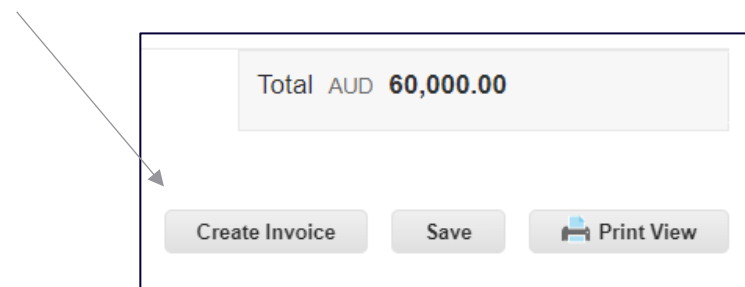


Purchase Orders – Line Information

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 about this specific Order



issworld-test.coupahost.com/supplier_order_headers/show_custom/346209?supplier_id=0&version=1 - Google Chrome

issworld-test.coupahost.com/supplier_order_headers/show_custom/346209?supplier_id=0&version=1

**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

Invoices

Create Invoices 

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to 				View 		Search 	
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test1	29/06/23	Pending Approval	AU0000346208	66,000.00 AUD	No		

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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

Create Invoices 

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to 

View

Payment Information 

Search 

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	AU0000346208	Test1	Pending Approval	29/06/23	[AU]:60D	29/06/23	

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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.

Invoice #Test1 [Back](#)

 General Info

Invoice # Test1
Invoice Date 29/06/23
Payment Term [AU]:60D
Delivery Date 29/06/23

 Bill To & Ship To

Supplier [AU_NAV] [AU]_Supplier Portal (V0067476)
Invoice From Trainin
Street1
Melbourne, 12345
Australia



Invoices – How to create and submit invoice

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

Export to					View	All	Search	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
AU0000346209	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		 
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		 

Populate the fields on the invoice as per below instructions.

Submit the invoice.

Total AUD **60,000.00**

Create Invoice

Save

 Print View

Invoices – How to create and submit invoice

All asterisk (*) 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**

Create Invoice Create

 General Info

* Invoice #

* Invoice Date

29/06/23



Payment Term

[HQ]:30 DAGE

Date of Supply

29/06/23



* Currency

AUD

Delivery Number

Status

Draft

Supplier Note

Attachments

 Add [File](#) | [URL](#) | [Text](#)

 From

* Supplier

[AU_NAV] [AU_Supplier Portal (V0067476)]

* Supplier ABN

9999999999

* Invoice-From Address

Trainin Street1 Melbourne, 12345 Australia



* Remit-To Address

Trainin Street1 Melbourne, 12345 Australia



Bank Name:

Bank

Beneficiary Name:

Trainin

Bank Account Number:

****5678

SWIFT Code:

*****2345

BSB:

**3456

* Ship-From Address

Trainin Street1 Melbourne, 12345 Australia



 To

Customer

ISS TEST

* Bill-To Address

ISS Health Services Pty Limited Level 6/ 1 Thomas Holt Drive Macquarie Park, NSW 2113 Australia

Ship to name

None

* Buyer ABN

98109889223

Ship To Address

Kauno g. 85 LT-21371 Vievis Lithuania Location Code: LT10037_1

Ship to name

None

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 **quantities** 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**.

coupa supplier portal PORTAL | NOTIFICATIONS

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogues Payments Business Performance Sourcing A

Setup

Invoices Invoices Lines Payment Receipts

Select Customer

Invoices

Create Invoices ⓘ

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note**

Export to View All Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
None	29/06/23	Draft	AU0000346209	60,000.00 AUD	No		
None	29/06/23	Draft	AU0000346207	20,000.00 AUD	No		
Test1	29/06/23	Pending Approval	AU0000346208	66,000.00 AUD	No		

Credit Note

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer, please select other.

Reason Resolve issue for invoice number

☐ Other (e.g. rebate)

Cancel Continue

Credit Note

How do you want to correct invoice "Test1" ?

☒ Completely cancel the invoice with a credit note ⓘ

☐ Adjust invoice with a credit note ⓘ

Cancel Create

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**.

Per page [15](#) | [45](#) | [90](#)

Total AUD **60,000.00**

[Create Invoice](#) [Save](#) [Print View](#)

 **Comments** [Mute Comments](#) 

Enter Comment

Add [File](#) | [URL](#)

Send comment notification to a user by typing @name (ex. @JohnSmith)

[Add Comment](#)

 **History** 

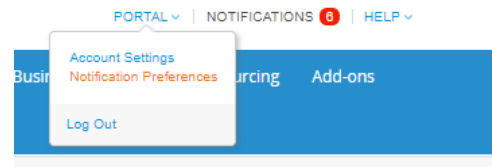
Setup - Notifications

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



My Account Notification Preferences

You will start receiving notifications when your customers enable them.

Email Mobile (SMS) Verify

⚠️ Verify number to receive SMS

Announcements

New Customer Announcement	☒ Online	☐ Email	☐ SMS
---------------------------	--	--------------------------------	------------------------------

Business Performance

Business Performance Role Granted	☒ Online	☐ Email	☐ SMS
-----------------------------------	--	--------------------------------	------------------------------

Catalogues

New comment received	☒ Online	☒ Email	☐ SMS
Catalogue approved	☐ Online	☐ Email	☐ SMS
Catalogue rejected	☐ Online	☐ Email	☐ SMS
Catalogue about to expire	☐ Online	☐ Email	☐ SMS

Community

Community Role Given to User	☒ Online	☒ Email	☐ SMS
------------------------------	--	---	------------------------------

Coupa Accelerate

New Early Pay Customer	☒ Online	☒ Email	☐ SMS
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Coupa Pay

Setup – Users and Permissions

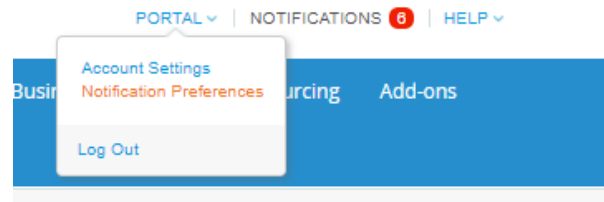
In CSP you can maintain the access to the platform by your own.

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**.

A screenshot of the 'Invite User' form. It has a title bar with a close button. The form contains three input fields: 'First Name', 'Last Name', and 'Email' (with a red asterisk indicating it's required). Below the inputs are two tabs: 'Permissions' (active) and 'Customers'. The 'Permissions' tab has a list of checkboxes: 'All' (checked), 'Admin' (checked), 'Orders' (checked), 'Restricted Access to Orders' (unchecked), 'All' (selected with a radio button), 'Invoices' (checked), 'Catalogues' (checked), 'Profiles' (checked), 'ASNs' (checked), 'Service/Time Sheets' (checked), 'Restricted Access to Service/Timesheets' (unchecked), 'All' (selected with a radio button), 'Payments' (checked), 'Order Changes' (checked), 'Early Payments' (checked), 'Business Performance' (checked), 'Sourcing' (checked), and 'Order Line Confirmation' (checked). The 'Customers' tab has two checkboxes: 'All' (checked) and 'ISS TEST' (checked). At the bottom right are 'Cancel' and 'Send Invitation' buttons.

PEOPLE MAKE PLACES



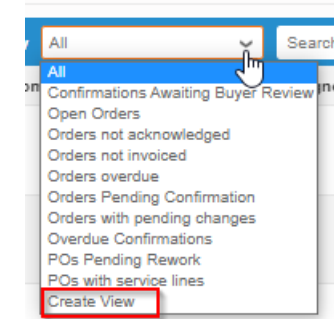
Reporting and Table views

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



Create New data table view

General

Name

Visibility ☒ Only Me
☐ Everyone

Start with view

Conditions

Match Conditions

[Add group of conditions](#)

Filter By is

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order.

You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns	Selected columns
☐ Payment Agreements	☒ PO Number
☐ Acknowledged At	☒ Order Date
☐ PO ID	☒ Status
☐ Unanswered Comments	☒ Total
☐ Items	☒ Assigned To
	☒ Actions
	☒ Comments

Reporting and Table views

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

CSV

XLSX

Select Customer

ISS TEST

Purchase Orders

Click the  Action to Invoice from a Purchase Order

Export to

CSV plain (current columns)

CSV for Excel (current columns)

Excel (current columns)

View

Create View

Search

		Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
		Issued	None	2 Each of Cleaning Machine 2 Each of Carpet Cleaning Machine 2 Each of Washing Machine	No	60,000.00 AUD		  
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		  

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.

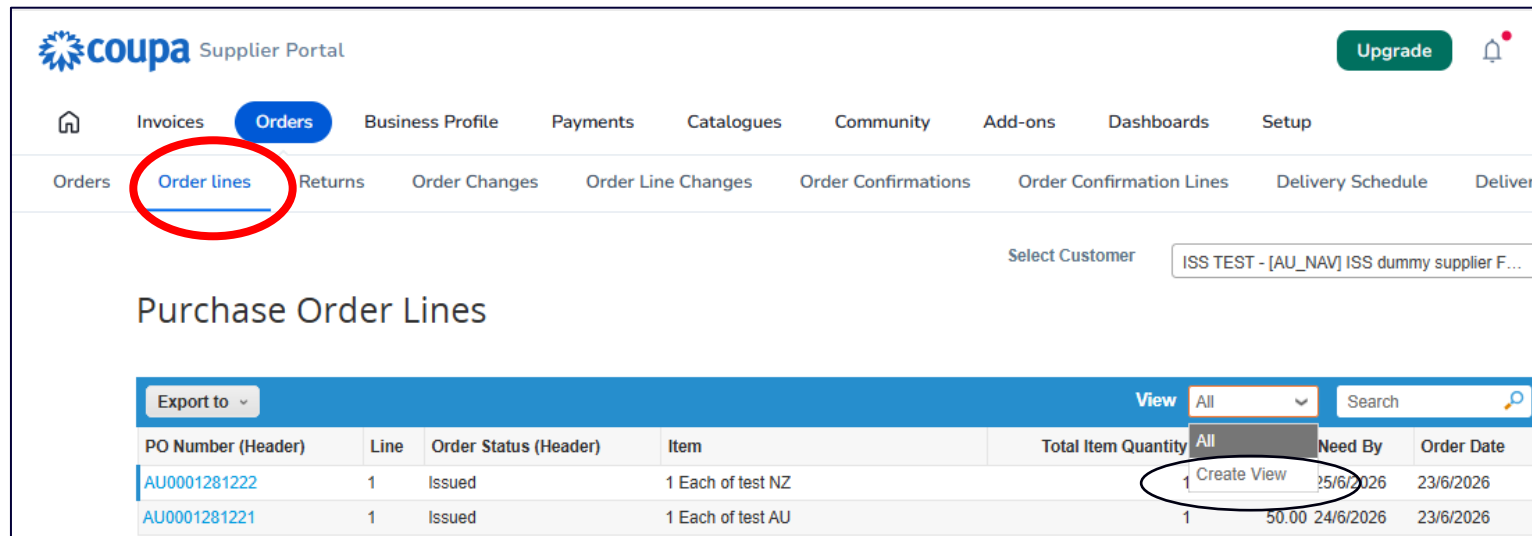
The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is selected, and the 'Order lines' sub-tab is active. A dropdown menu for 'Select Customer' shows 'ISS TEST - [AU_NAV] Precise Air Group Pty L...'. Below this, the 'Purchase Order Lines' section is displayed. A table lists the order lines, with the first line highlighted. The 'External Order Status' for this line is 'Ready to be invoiced'. A 'View' button next to the status is circled, and a 'Show Count' link is visible below the table.

External Order Status	External Order Reference	PO Number (Header)	Line	Order Status (Header)	Item	Total Item Quantity	Line Total	Need By	Order
Ready to be invoiced	AU-FMS-testgfau-1000053-1914910	AU-testgfau-1000053	1	Issued	Service Provider Costs - 1914910 - Precise Air Group Pty Ltd (SA) - P2P - Compressed Air System	None	419.55	1/6/2027	25/6/20

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’



The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is selected in the top navigation bar. Under the 'Orders' sub-menu, 'Order Lines' is highlighted with a red circle. The main content area displays 'Purchase Order Lines' for a customer named 'ISS TEST - [AU_NAV] ISS dummy supplier F...'. A table lists two order lines, both with a status of 'Issued'. The 'View' dropdown menu is open, and the 'Create View' option is circled in black.

PO Number (Header)	Line	Order Status (Header)	Item	Total Item Quantity	Need By	Order Date
AU0001281222	1	Issued	1 Each of test NZ	1	25/6/2026	23/6/2026
AU0001281221	1	Issued	1 Each of test AU	1	50.00 24/6/2026	23/6/2026

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

The screenshot displays the 'Coupa Supplier Portal' interface for editing a data table view. The 'General' section includes a 'Name' field with the value 'Ready to be invoiced', a 'Visibility' section with 'Only Me' selected, and a 'Start with view' dropdown set to 'All'. The 'Conditions' section shows a 'Match Conditions' dropdown set to 'Match all conditions', and a filter rule where 'Filter By' is 'External Order Status', 'Filter Clause' is 'contains', and 'Filter Text' is 'ready'. The 'Columns' section shows two lists: 'Available columns' (ASN Lines, ASN Qty, Carrier) and 'Selected columns' (External Order Status, External Order Reference, PO Number (Header)). The 'External Order Status' column is circled in red in the 'Selected columns' list.

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

- Now you will be able to view POs that are 'Ready to be invoiced'
- Click on PO Number** to Create Invoice and follow the normal invoicing process

The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is selected in the top navigation bar. Below it, the 'Order lines' sub-tab is active. A dropdown menu for 'Select Customer' shows 'ISS TEST - [AU_NAV] Precise Air Group Pty L...'. The main section is titled 'Purchase Order Lines'. A table displays the order line details, with the first row circled in red. The row shows the status 'Ready to be invoiced', the PO number 'AU-testgfau-1000053', and the line number '1'. The 'View' button is also circled in red.

External Order Status	External Order Reference	PO Number (Header)	Line	Order Status (Header)	Item	Total Item Quantity	Line Total	Need By	Order I
Ready to be invoiced	AU-FMS-testgfau-1000053-1914910	AU-testgfau-1000053	1	Issued	Service Provider Costs - 1914910 - Precise Air Group Pty Ltd (SA) - P2P - Compressed Air System	None	419.55	1/6/2027	25/6/20

[Show Count](#)

Invoicing – Auto-dispute

Invoice #TEST1234

General Info Lines Total Taxes Comments (1) Payments History

1-line tolerance failure on this invoice
Tax code rule was automatically applied to 1 lines.

Add Tag

General Info

Supplier [AU_NAV] Precise Air Group Pty Ltd (V0059576) (Active)

Invoice # TEST1234

Invoice Date 23/6/2026

Payment Term [AU]:60D

Date of Supply 23/6/2026

Currency AUD

Delivery Number None

Status Disputed

Payment Due Date 22/8/2026

Dispute Reason(s) Goods/Service pending delivery

Dispute Method Auto

Bill To & Ship To

Chart of Accounts [AU_NAV] 017 Public Admin via Order

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

Ship to name None

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.

Comment

Mute Comments

Enter Comment

Add File | URL

Send comment notification to a user by typing @name (e.g. @JohnSmith)

Add Private Comment Add Comment to Supplier

Participants: Process Builder Service

to supplier

Process Builder Service

disputed on 24/6/2026 at 2:12 AM

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'

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 liaise 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.

coupa Supplier Portal Upgrade

Home Invoices **Orders** Business Profile Payments Catalogues Community Add-ons Dashboards Setup

Orders Order lines Returns Order Changes Order Line Changes **Order Confirmations** Order Confirmation Lines Delivery Schedule Deliveries

Select customer ISS TEST - [AU_NAV] Upload Invoice Beta
10 Free Uploads Remaining | Share Feedback

Purchase Orders

Click the Action to Invoice from a Purchase Order

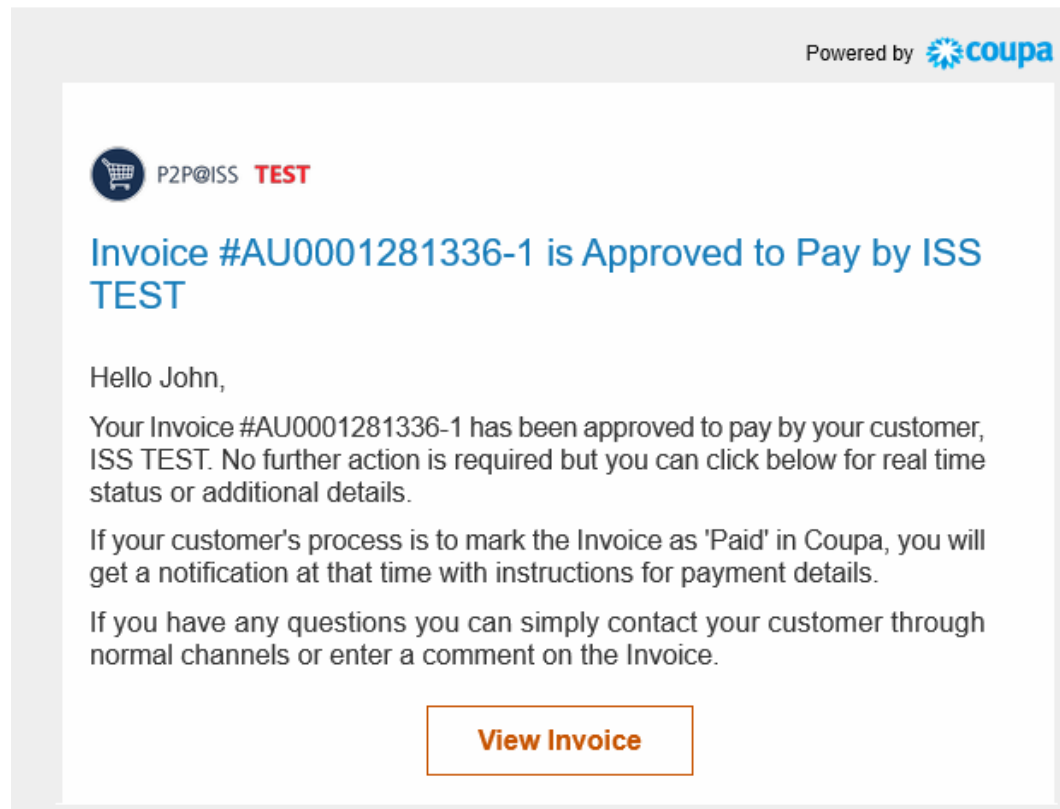
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
AU0001281529	21/8/2026	Issued	None	1 Each of TEST NON FMS PO	No	100.00 AUD		
AU0001281528	21/8/2026	Issued	None	1 Each of TEST NON FMS PO	No	100.00 AUD		
AU-testgfau-1000227	20/8/2026	Issued	None	Service Provider Costs - 1915585 - Precise Air ...	No	501.00 AUD		
AU-testgfau-1000226	20/8/2026	Issued	None	Service Provider Costs - 1915584 - Precise Air ...	No	501.00 AUD		

Non-FMS PO – can Invoice

FMS PO – cannot Invoice/Credit

Invoicing – RCTI Invoice

- Supper will receive RCTI invoice details via email



Invoicing – How to download RCTI invoice?

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

 Supplier Portal Upgrade 

[Invoices](#) [Orders](#) [Business Profile](#) [Payments](#) [Catalogues](#) [Community](#) [Add-ons](#) [Dashboards](#) [Setup](#)

[Invoices](#) [Uploaded Invoices](#) [Invoices Lines](#) [Payment Receipts](#) [Advanced](#)

Select customer ISS TEST - [AU_NAV]  Upload Invoice Beta

10 Free Uploads Remaining | [Share Feedback](#)

Recipient Created Tax Invoice #AU-testgfau-1000198-1 [Back](#)

 General Info

 Bill To & Ship To

Invoice # AU-testgfau-1000198-1

Invoice Date 17/8/2026

Payment Term [AU]:60D

Delivery Date 17/8/2026

Currency AUD

Delivery Number None

Status Approved

Is Ers Invoice Yes

Shipping Term None

Legal Invoice download

Image Scan None

Supplier Notes None

Supplier [AU_NAV]  Group Pty Ltd (V00 

Invoice From None

Remit-To None

Ship From None

Supplier ABN 96122062293

Customer ISS TEST

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

Ship to name None

Ship To Address Please check worktask for more

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

Customer ABN
87001827041

Attn/Ref
Megan Sherry

Ship To

AU_FMS
Please check worktask for more details
FMS, 0
Australia

From

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

Supplier Local Tax
Number For Au
96122062293

Invoice Details

Invoice Number
AU-testgfau-1000198-1

Invoice Date
17 August 2026

Currency
AUD

Payment Term
[AU]:60D

Contract Number

Date of Supply
17 August 2026

Payment Due Date
16 October 2026

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

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'.**

The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is selected. A modal window titled 'Pick Lines to Add' is open, displaying a table of PO lines. A 'Finish' button is circled in red.

Invoice #tets

Line	Desc	Total
3	1222873 ANZAC Day - WAUR coach & driver	1,350.00
2	1222810 ANZAC Day - SASR coach & driver	3,640.00
1	1222906 ANZAC Day - Navy band coach & dr...	1,480.00

3 Lines Delete Invoice Finish

PO Number	Line	Description	UOM	Qty	Price	Invoiced	Actions
AU0001274458	1	1223623 RIC Course - 13 BDE coach & driver support	None	None	3150.00	0.00	+
AU0001274461	1	1223404 - 9058 movement id	None	None	5000.00	0.00	+
AU0001274706	1	1223091 ANZAC Day - 13 BDE coach & driver support	None	None	17050.00	0.00	+
AU0001281043	1	1223338 - 20465	None	None	22960.00	0.00	+

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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**

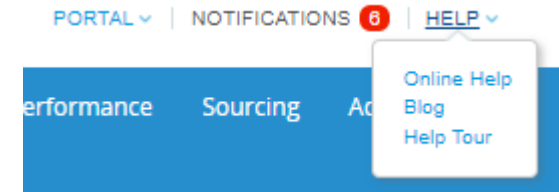
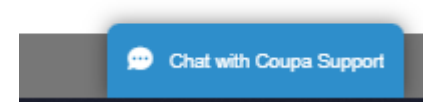
- **FMS@ISS ONLY - How to view POs that are ready to be invoiced**
- **FMS@ISS ONLY - How to bulk invoice**

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

A chat form titled "Chat with Coupa Support". It includes fields for "First Name" (Portal), "Last Name" (Training), "Email" (kuba.dziatlik+csp@gmail.com), "Phone", and "Issue Related To" (Select Issue). A "Start Chat" button is at the bottom. A link to "Terms of Use and Privacy Policy" is also present.

Chat with Coupa Support

* First Name: Portal

* Last Name: Training

* Email: kuba.dziatlik+csp@gmail.com

Phone:

* Issue Related To: Select Issue

Subject to Coupa [Terms of Use](#) and [Privacy Policy](#).

Start Chat

A help tour guide titled "Purchase Orders are Listed by Customer". It contains two numbered steps: 1. Choose your customer at the top right. Only shows linked customers. You must be linked to transact, so if not listed, contact your customer offline to get linked. 2. Create invoices from POs. Act or invoice from a PO. Use the actions in the table or on the PO to manage orders or send invoices to your customer(s). Your customer may or may not be enabled for these actions. Contact them offline if an expected action is not available to you. A "Got It" button is at the bottom right.

Purchase Orders are Listed by Customer

- 1 Choose your customer at the top right
Only shows linked customers. You must be linked to transact, so if not listed, contact your customer offline to get linked.
- 2 Create invoices from POs
Act or invoice from a PO Use the actions in the table or on the PO to manage orders or send invoices to your customer(s). Your customer may or may not be enabled for these actions. Contact them offline if an expected action is not available to you.

Got It

Coupa Support

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

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

