

Frequently Asked Questions – Suppliers

1) What is Coupa?

- Coupa is a market-leading P2P Platform.
ISS Pacific is transitioning to a new Procurement to Pay (P2P) system. P2P@ISS is based on the Coupa software solution, a leading cloud-based e-Commerce tool which is designed to enhance how we connect with our suppliers.
Read More about Coupa here: [Coupa for Suppliers](#) | [Coupa Documentation](#)

2) What are the benefits for suppliers to use 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.

3) What is the Coupa Supplier Portal Login page? <https://supplier.coupahost.com/>

4) Does the Coupa Supplier Portal cost?

- No, there is a verified option which comes at a monthly cost but you do not require this to transact with ISS. Please select the free option and close any prompts that may pop up to become verified unless your organization wishes to become verified members.

5) How do I get access to Coupa Supplier Portal?

- For **supplier onboarding enquiries** please email procurepass.apac@group.issworld.com
- To receive **Portal Invite** email supply.chain@au.issworld.com with the following information of where you would like an invite sent to: **First Name and Surname** and **Email address**

6) How can I add additional users to Coupa Supplier Portal?

- This can be managed by your portal admin – Go to Set Up, Users and then invite user

7) How do I get trained using Coupa Supplier Portal?

- Visit [ISS Coupa Support](#) | [ISS Australia](#) to view guides and videos
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

8) As an ISS Supplier, am I able to Invoice without a Purchase Order?

- **NO** - ISS Operate a strict NO PO NO PAY policy. All Invoices without PO's will be rejected back. COUPA PO's (All start AUXXXXXXXXXX or NZXXXXXXXXXX)

- 9) **Can I consolidate invoices in Coupa when they are separate on my Accounting system?**
- **NO** - Invoices consolidated in Coupa which show separately on your Statement (I.e. Invoice 123 and 124 are merged into 123,124 in Coupa will be disputed back and will cause payment delays.
For ISS to comply with local tax laws, Supplier Invoices entered COUPA must match those in the Suppliers Accounting System and Statement. I.e. If 3 separate Invoices cover one Order, 3 Invoices need to separately input against the Order in COUPA not consolidated into 1. **DO NOT MERGE INVOICE NUMBERS.** All incorrectly processed Invoices will require a Credit note.)
- 10) **Does it matter which line of the Purchase Order I match the Invoice to?**
- **YES** - Multiple line Orders which have multiple Invoices require the correct line to be Billed against. I.e. Invoice 1 which is for line 1, should be submitted against line 1. If it is submitted against line 2, a dispute will be raised by ISS requesting this is credited and the correct invoice is submitted against line 2.
- 11) **When trying to load Invoices onto the Portal, I receive an error message.**
- Ensure your legal entity details are complete, delete invoice and resubmit when your profile is complete.
- 12) **Who can assist with Coupa invoice payment related queries?**
- If Invoice is showing as 'Pending Approval' work with your ISS contact to resolve issue
 - If showing as approved and past its due date please contact ap.enquiries@au.issworld.com
- 13) **Who can assist with statements?**
- Statements can be sent to accountspayable.statements@au.issworld.com
- 14) **What do I do if my bank details change?**
- Contact Vendor.maintenance@au.issworld.com to receive an Information Request Form from ISS. Fill out form with new bank details and Submit for ISS review and approval.
- 15) **I need help. Additional Coupa Help for Supplier can be found here:**
- <https://compass.coupa.com/en-us/support/help-for-suppliers>
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.

FMS@ISS related FAQ

16) What is FMS@ISS?

- 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.

17) What is RCTI?

- **Recipient Created Tax Invoice** is a tax invoice that is issued by the buyer (ISS) rather than the supplier.
- Only applicable for **FMS@ISS Purchase Orders**
- Only applicable if supplier has **signed RCTI agreement**
- Only applicable for **FMS contracts** where moved to OTC_PTP
For more information please reach out to ISS Procurement

18) Why was my invoice auto-disputed

- 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.
- 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.
Refer to video demo '**How to view POs that are ready to be invoiced**'
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19) What is Bulk invoicing?

- In Coupa Supplier Portal, supplier have the ability to "Bulk invoice". This means supplier is able to create one invoice, add multiple POs to this invoice then submit to ISS (multiple POs under one invoice)

20) How to bulk invoice multiple POs in CSP?

- Follow step-by-step guide at <https://www.au.issworld.com/iss-coupa-page>