

# Coupa Supplier Portal - Complete Guide

At HammondCare we want to make it simple to do business with us. We are committed to streamlining our account processes to improve efficiency and deliver on-time invoice payments.

All HammondCare suppliers are required to create an account with our chosen Spend Management platform, Coupa.

If you are an existing supplier but have not completed a Coupa registration, please reach out to your HammondCare business contact or [email us](#).

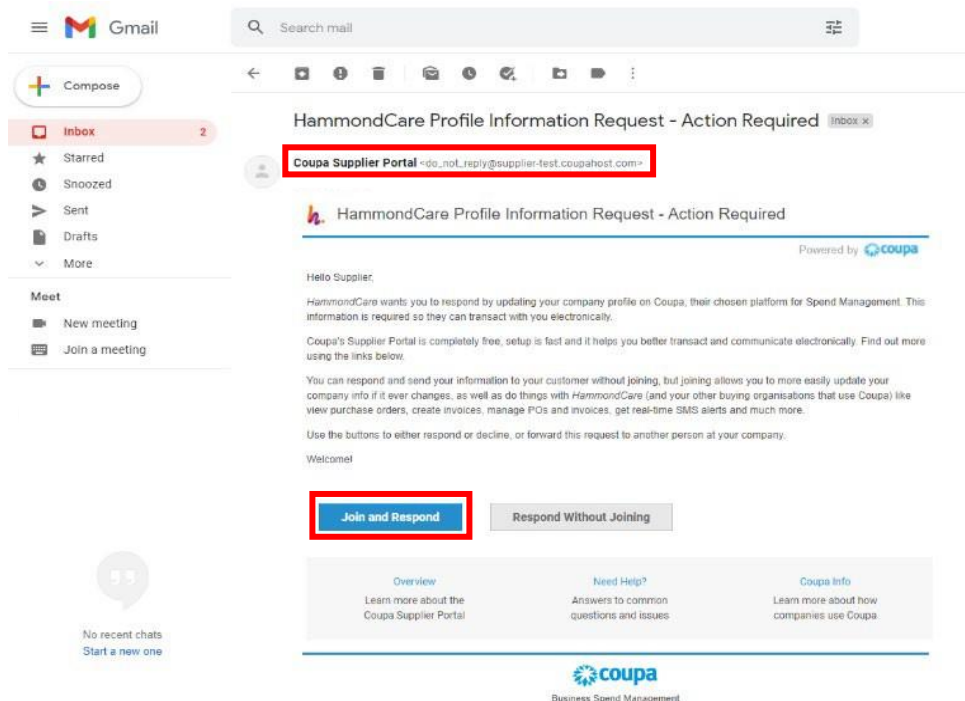
**For a quick 5 step guide for onboarding [click here](#).**

## Accessing the Coupa Supplier Portal

You will receive an email from the Coupa Supplier Portal with an invitation to join.


Click **Join and Respond** to access the Coupa Supplier Portal.

Note: this link is valid for 48 hours only. Please request for a new link from Partner Services if the link has expired.




Note: if you wish to forward your invitation (to someone in the same organisation/domain), simply enter the email address, and click **Submit** to proceed.


Submit


coupa supplier portal


NOTIFICATIONS 0
HELP


Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Payments
Business Performance
Sourcing
Add-ons
Setup


**New:** Exclusive discounts for your business to thank you for being a part of the Coupa Community.




**Recommended:** Complete your profile to get paid faster and get discovered.
[Learn More](#)


Profile Progress



Last Updated

less than a minute ago


[Improve Your Profile](#)


Profile Summary



0
Legal Entity
Add



1
Registered User
View


1
Connected Customer



Bank Info



Diversity



Accelerate



Bribery Policy


FZY9



Website


Industry


About



Established


Top Commodities


Compliance

Announcements
[View All \(0\)](#)

One-Click Savings
[View All](#)


**Start saving today!**  
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts

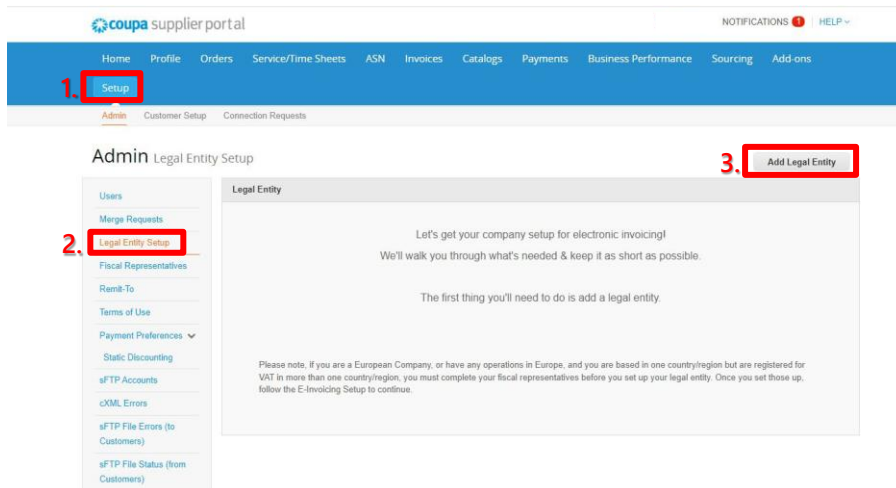
If your company has multiple CSP accounts, merge them to reduce confusion for your customers. [Learn more](#)

[Request Merge](#)

Latest Customers
[HammondCare](#)

## Add Legal Entity

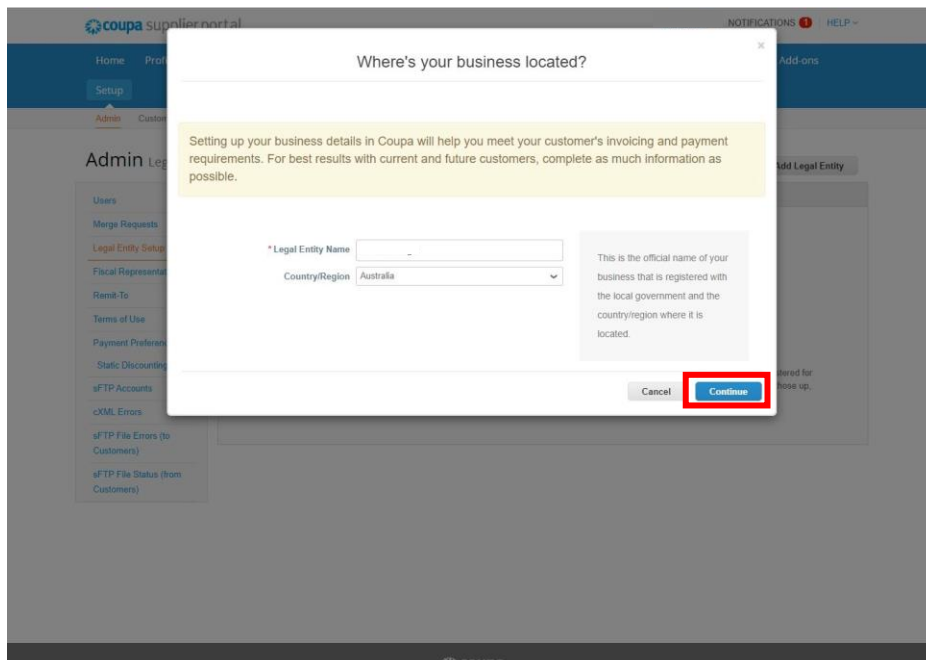
1. Go to Setup
2. Select Legal Entity Setup
3. Select Add Legal Entity.



## Where's your business located?

Enter all the mandatory details required marked with an \*.

Click **Continue** to proceed.



## Tell your customers about your organization

Enter all the mandatory details required marked with an \*. Note: The Miscellaneous section can be skipped.

Click **Save & Continue** to proceed.

The screenshot shows a web form titled "Tell your customers about your organization" within the Coupa Supplier Portal. The form is divided into several sections:

- Which customers do you want to see this?**: Includes checkboxes for "All" and "HammondCare".
- What address do you invoice from?**: Contains fields for "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu), and "Postal Code". Below these is a "Country/Region" dropdown set to "Australia". To the right of these fields is a blue box labeled "REQUIRED FOR INVOICING" with the text: "Enter the registered address of your legal entity. This is the same location where you receive government documents." Below the address fields are two checkboxes: "Use this address for Remit To" and "Use this for Ship From address", both of which are checked.
- What is your Tax ID?**: Includes a "Country/Region" dropdown set to "Australia" and an "ABN" field. Below the ABN field is a checkbox labeled "I don't have ABN Number".
- Miscellaneous**: Includes an "Invoice From Code" field and a "Preferred Language" dropdown set to "English (Australia)".

At the bottom right of the form, there are two buttons: "Cancel" and "Save & Continue". The "Save & Continue" button is highlighted with a red rectangle.

### Where do you want to receive payment?

Enter all the mandatory details required marked with an \* on the page.

Use the Payment Type drop-down menu to select **Bank Account**, then enter your banking details. Note: The SWIFT/BIC Code, Supporting Documents and Bank Address are not required here.

Click **Save & Continue** to proceed.

coupa

supplier portal

Home

Profile

Setup

Admin

Costs

Admin

Users

Merge Requests

Legal Entity Setup

Fiscal Representative

Remit To

Terms of Use

Payment Preferences

Static Discounts

AP/TP Accounts

oXML Errors

AP/TP File Errors (Customers)

AP/TP File Status (Customers)

NOTIFICATIONS

HELP

Where do you want to receive payment?

1

2

3

4

\* Payment Type

Bank Account

▼

What are your Bank Account Details?

Bank Account Country/Region:

Australia

▼

Bank Account Currency:

AUD

▼

Beneficiary Name:

FZY cleaning2

Bank Name:

Account Number:

Confirm Account Number:

BSB:

SWIFT/BIC Code:

Bank Account Type:

Business

▼

Supporting Documents

Choose files

or file chosen

What is your Bank's Branch Address?

Address Line 1:

Address Line 2:

City:

State:

Select an Option

▼

Branch Code:

You should see Remit-To Account, a Remit-To Address, and an Active Status.

Click **Next** to proceed.

coupa supplier network

NOTIFICATIONS 1 HELP

Home Profile Setup Admin Customers

## Admin

- Users
- Merge Requests
- Legal Entity Setup
- Fiscal Representatives
- Remit To
- Terms of Use
- Payment Preferences
- Static Discounting
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)
- sFTP File Status (from Customers)

### Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
Bank Account	Level 9 Canberra City ACT 2601 Australia	Active	Manage

Deactivate Legal Entity Cancel **Next**

Please note, if you are a European Company, we have any operations in Europe, and you are based in one country/region but are registered for VAT in more than one country/region, you must complete your fiscal representatives before you set up your legal entity. Once you set those up, follow the E-Invoicing Setup to continue.

## Where do you ship goods good?

You should see your shipping address under Title. Coupa requires this for submitting invoices.

Click **Done** to proceed.

The screenshot shows the 'Where do you ship goods from?' dialog box in the Coupa Supplier Portal. The dialog has a title bar with a close button. Below the title, there are four status indicators (three grey, one orange). The main content area contains a text block: 'For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.' Below this is a table with two columns: 'Title' and 'Status'. The table has one row with the following data: Title: Level 9, Status: Active. To the right of the table is a 'Manage' button. Above the table is an 'Add Ship From' button. At the bottom of the dialog are two buttons: 'Deactivate Legal Entity' (red) and 'Done' (blue, highlighted with a red box). The background shows the Coupa Supplier Portal interface with a sidebar menu and a main content area.

Title	Status
Level 9	Active

You will see the following message once the setup has been successfully completed.

Select **Done** to proceed.

The screenshot shows the 'Setup Complete' dialog box in the Coupa Supplier Portal. The dialog has a title bar with a close button. Below the title, there are four status indicators (three grey, one orange). The main content area features a large green checkmark and the text 'Congratulations!'. Below this, it says 'This legal entity can now be used on new invoices.' At the bottom, there is a yellow box with the text 'To get paid - Most customers require that you send them this payment info in in addition to providing it on the invoice.' followed by two bullet points: 'Click on the Profile Tab to see if your customer has a form that collects payment information.' and 'Otherwise, you'll have to send it to them through another channel.' Below the yellow box are four buttons: 'Go to Orders', 'Go to Invoices', 'Return to Admin', and 'Done' (blue, highlighted with a red box). The background shows the Coupa Supplier Portal interface with a sidebar menu and a main content area.

## Complete your HammondCare Profile

1. Go to Profile
2. Select Information Requests.

Note: For contractors who have existing profiles for other organisations, be sure to select the HammondCare profile.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Home, Profile, Orders, Service/Invoice Sheets, ASN, Invoices, Catalogs, Payments, Business Performance, Sourcing, and Add-ons. The 'Profile' link is highlighted with a red box. Below the navigation bar, the 'Your Profile' section is visible, with 'Information Requests' highlighted by a red box. The 'HammondCare' profile is selected in the 'Profile' dropdown menu, also highlighted by a red box. A yellow banner indicates that some information from the Public Profile has been auto-filled. The 'Supplier Information' section is titled 'Vendor Creation / Change' and includes fields for Legal Entity Name, Trading Name, AHN, CST Registered?, Service Category, and Main Service Area. The 'Service Category' and 'Main Service Area' dropdowns are highlighted with red boxes.

Enter all the mandatory details required marked with an \*.

Select the service category and service area – follow the hint to multi-select.

For phone numbers, select "other" and ensure the first 3 boxes are filled (either work OR mobile required).

**Work Phone**

Other

Country/RegionArea/City      Local      Extension (optional)

For phone details outside of US and Canada, please select "others" to indicate country code and area code

**Mobile Phone**

Other

Country/RegionArea/City      Local      Extension (optional)

For phone details outside of US and Canada, please select "others" to indicate country code and area code

Select the action for New Suppliers under Payment Details.

Even if you're an existing supplier, tick the 2nd action and select your remit-to details, as we require your bank details to be linked to your Coupa profile to ensure payment can be processed. Ensure your bank details are visible on the main form before submitting.

## Payment Details

\* Action ☐ Existing Supplier no action (view existing bank account)

☒ New Supplier to select / add a bank account / address, or Existing Supplier to update bank account / address

To select or update your Remit-To address / bank account, please click the Add Remit-To button, then choose existing, or create a new Remit-To address / bank account

## \*Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

Choose existing (this is to link your bank details to your supplier profile).

Choose Remit-To Address

This customer requires you to choose a Remit-To Address that includes payment information.

Choose existing or create new Remit-To Address:

Level 9

Canberra City , 2601

Australia

Bank Account

Choose

Choose

Create New Remit-To Address

Scroll up to Vendor Bank Details and upload Bank Attachment/Supporting Document.

\* Vendor Bank Details

Bank Name

Account Name

BSB

Account Number

Remittance Email

All Vendor Bank Details must include a copy of supporting documents, e.g., a screenshot or picture of the top section of a bank statement or deposit slip showing the account name, BSB and account number

c. Bank Attachment

Choose file

No file chosen



Enter the accurate Expiration Date for the compliance documents.

**For Police Check, Covid Vaccination & Safe Work Risk Assessment, expiration date is 3 years from the issue date.**

Upload required compliance documents.

Select Service Agreement to view the document and tick the box to accept.

**Submit for Approval** or **Save** your changes if you wish to return to complete the form at a later time.

Expiration Date: mm/dd/yyyy

Attachments: Add File

Description

Download, fill & upload the Safe Work Risk Assessment template OR upload a Work Health and Safety policy

Safe Work Risk Assessment Template: Safe\_Work\_Risk\_Assessment\_Fillable\_...

Download this template and attach an updated copy to the above certificate

Service Agreement

Service Agreement: ServiceAgreement\_Coupa\_v0.2.pdf

\* Accept Service Agreement ☒

Please read and accept the Service Agreement

Decline Save Submit for Approval

The green bar will display momentarily at the top of the page to indicate the registration has been successfully completed.

Note: Contractors providing services such as transport, attach vehicle registration/insurances in the Comments section.

coupa supplier portal

NOTIFICATIONS 3 HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Payments Business Performance Sourcing Add-ons

Setup

Your Profile Information Requests

HammondCare

Profile HammondCare

Your information has been submitted

Pending Approval

## Supplier Portal Overview

Log In using your Email Address and Password that was created when you first registered.

If you forgot your password, click [Forgot Your Password?](#) and Coupa will send an autogenerated email to you. If you did not receive the email, check your Spam/Junk Folder.

There is a popup Chat with Coupa Support box in the bottom right corner of the screen if you need help.

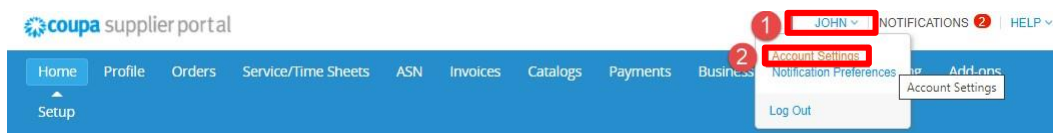
The screenshot shows the Coupa Supplier Portal interface. The browser address bar displays [supplier.coupahost.com/sessions/new](https://supplier.coupahost.com/sessions/new). The page has a blue header with the Coupa logo and "supplier portal". On the left, the "Register" section prompts new users to create an account with fields for First Name, Last Name, Company, and Email, followed by a "Register" button. On the right, the "Log In" section is highlighted with a red box; it welcomes back and includes fields for Email Address and Password, a "Log In" button, and a [Forgot Your Password?](#) link. At the bottom right, a "Chat with Coupa Support" button is also highlighted with a red box.

## Your Coupa Homepage

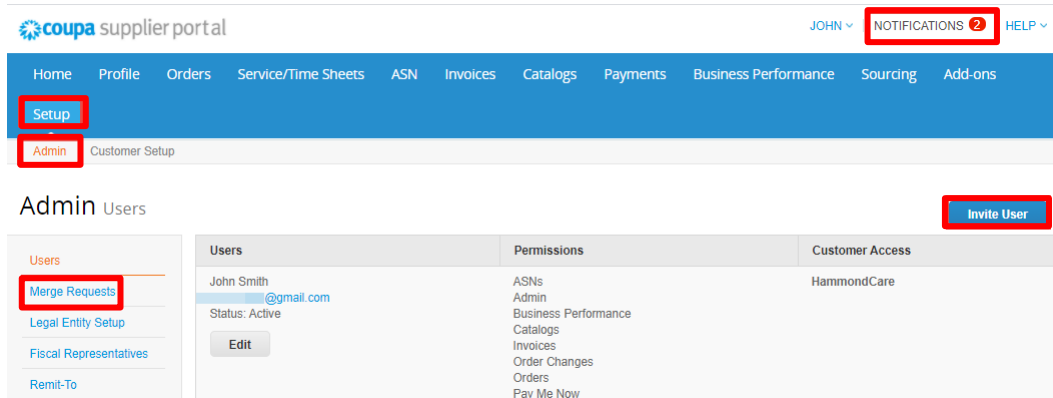
The main tabs you will be using for HammondCare are Profile, Orders, Invoices and Admin, which can be found under Setup.

The screenshot displays the Coupa Supplier Portal homepage. The top navigation bar includes "Home", "Profile", "Orders", "Service/Time Sheets", "ASN", "Invoices", "Catalogs", "Payments", "Business Performance", "Sourcing", and "Add-ons". A "Setup" link is located below the "Home" tab. The user's name "JOHN" and notification count "2" are shown in the top right. A banner at the top promotes "Exclusive discounts". Below this, an "Action needed" section indicates the user's profile is 17% complete, with a progress bar and an "Improve Your Profile" button. The "Profile Summary" section features three cards: "1 Legal Entity", "1 Registered User", and "1 Connected Customer", each with a "View" link. Below these are links for "Banking Info", "Diversity", "Accelerate", and "Bribery Policy". The "Always travelling" section provides quick links to "Website", "Industry", "About", "Established", "Top Commodities", "Currencies", and "Public Profile". On the right side, there are sections for "Announcements", "One-Click Savings", "Merge Accounts" (with a "Start saving today!" message), and "Latest Customers" (listing "HammondCare").

Additional features include Account Settings, Notifications, Invite Users, and Merge Requests. Account settings can be accessed by going to the top right corner and hovering or clicking on your name.

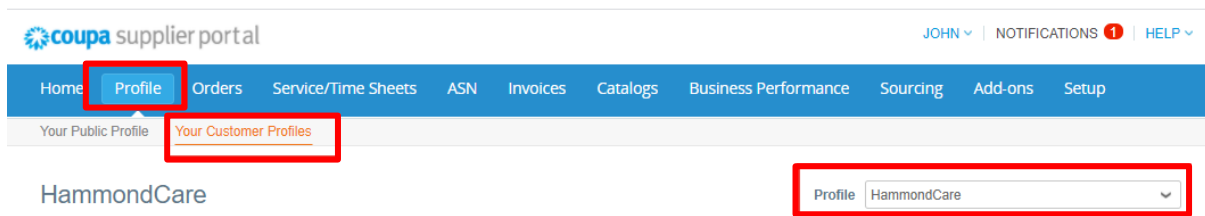


Invite User and Merge Requests are located on the Admin page.



## Profile

To submit or update your company's information to HammondCare, click the Profile tab, then click Your Customer Profiles and choose HammondCare in the dropdown.



Click **Submit for Approval** to continue.

## Orders (Purchase Orders)

This is where HammondCare purchase orders (PO) are located. You can select your customer to view different purchase orders. You will be able to create an invoice from this page by clicking on the gold stack of coins or clicking into the PO number.

Note: If you do not see any purchase orders, please reach out to your HammondCare Contact.

**coupa** supplier portal NOTIFICATIONS 12 | HELP ▾

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Payments Business Performance Sourcing Add-ons

Setup


Orders Order Lines Returns Order Changes Order Line Changes Shipments





Select Customer HammondCare ▾

Configure PO Delivery

### Purchase Orders

**Instructions From Customer**  
{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page}

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
187	12/11/20	Issued	None	Test for matching	No	1.50 AUD		 
179	12/10/20	Issued	None	Test for Alice	No	1.00 AUD		 

## Invoices

From your Invoices Page you will be able to see the status of your submitted invoices. You can use the view function to sort by status or Create View to create your own view.

Note: You will not be able to edit an invoice once it is submitted.

**coupa** supplier portal AARON ▾ | NOTIFICATIONS 12 | HELP ▾

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Payments Business Performance Sourcing Add-ons


Setup

Invoices Invoices Lines Payment Receipts



Select Customer HammondCare ▾

### Invoices

**Instructions From Customer**  
{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices 

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

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	02/17/21	Draft	None	0.00	No		 
852	12/11/20	Approved	187	1.50 AUD	No		
22222222	12/10/20	Approved	179	1.00 AUD	No		

Per page 15 | 45 | 90

## Submitting an Invoice via the Coupa Supplier Portal

When you are ready to submit an invoice for payment, login to the Coupa Supplier Portal.

### From a Purchase Order

1. Select Orders from the Navigation Bar.
2. Locate the PO you are invoicing and Click the "Gold Coins" icon to create an invoice.

Note: To create a credit note select the "Red Coins".

**coupa supplier portal** TEST | NOTIFICATIONS 4 | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Payments Business Performance Sourcing Add-ons

Setup

Orders Order Lines Returns Order Changes Order Line Changes Shipments

Select Customer HammondCare

Configure PO Delivery

### Purchase Orders

**Instructions From Customer**  
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

Click the Action to Accept the Purchase Order and Create an Invoice using its data

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
619	01/24/22	Issued	None	Test 2	No	20.00 AUD		
618	01/24/22	Issued	None	1 Each of Test	No	500.00 AUD		

### Blank Invoice (not from a Purchase Order)

1. Select Invoices from the Navigation Bar.
2. Select Create Blank Invoice tab.

**coupa supplier portal** TEST | NOTIFICATIONS 4 | HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Payments Business Performance Sourcing Add-ons

Setup

Invoices Invoices Lines Payment Receipts

Select Customer HammondCare

### Invoices

**Instructions From Customer**  
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices

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

## Continue for both PO and Blank Invoice Creation

3. Choose Invoicing Details screen will pop up. Fill in the required fields (\* are mandatory). Select from the dropdowns or Add New and **Save**.

The screenshot shows a modal window titled "Choose Invoicing Details" with a close button (X) in the top right corner. Below the title bar is a yellow informational banner that reads "i This customer offers payment by Credit Card." The main form area contains several fields: a mandatory "Legal Entity" dropdown menu with a green "+ Add New" button; an "Invoice From" section with a blurred address and "Australia" as the country; a mandatory "Remit-To" dropdown menu with a green "+ Add New" button; and a mandatory "Ship From Address" dropdown menu with a green "+ Add New" button. A red rectangular box highlights the "Legal Entity", "Invoice From", "Remit-To", and "Ship From Address" fields. At the bottom of the modal are two buttons: a grey "Cancel" button and a blue "Save" button, which is also highlighted with a red rectangular box.

4. Enter invoice number exactly as per your TAX invoice (PDF Attachment).

Note: This is the invoice number generated by your accounting system. Do not list multiple invoice numbers in this field or any additional letters or numbers.

5. Select invoice date (amend if required) from the calendar.

6. Attach your PDF invoice by clicking Choose File or Add File to attach the PDF copy of tax invoice.

7. For non-PO-backed invoices, enter the Name and Email address of the HammondCare employee that placed the order.

## Create Invoice Create

### General Info

\* Invoice #

\* Invoice Date

Payment Term

\* Currency

Status

Image Scan  No file chosen

Supplier Note

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

### From

\* Supplier

Supplier ABN

\* Invoice From Address   
test  
eee, 2120  
Australia

\* Remit-To Address   
test  
eee, 2120  
Australia

Beneficiary Name:

\* Ship From Address   
test  
eee, 2120  
Australia

Enter the Name and email address the HammondCare employee that placed this order

### To

Customer

Ship To Address

Requester Email

Requester Name

8. GST can be added:

- at line level if tax is not consistent across all lines by selecting the Line Level Taxation box in the top right corner, or
- at the bottom of the invoice if GST is standard across all lines

9. Select the correct Tax Description from the dropdown, either at line level or at the bottom of the invoice depending on your previous choice.

### Lines

Select tick box if Line Level Tax is required ☒ Line Level Taxation

Type	Description	Qty	UOM	Price
<input type="text" value="Qty"/>	<input type="text" value="Test 2"/>	<input type="text" value="1.000"/>	<input type="text" value="Bag"/>	<input type="text" value="0.00"/>

PO Line  Contract  Supplier Part Number

Taxes

Tax Description	Tax Rate	Tax Amount	Tax Reference
<input type="text" value="AU: C - Capital Acquisition 10% GST - 10.0%"/> <input type="text" value="AU: F - GST Free - 0.0%"/> <input type="text" value="AU: S - Standard 10% GST - 10.0%"/>	<input type="text" value="0.000"/>	<input type="text" value="0.000"/>	<input type="text" value=""/>

Select Tax Description here for line level tax

The GST amount at the bottom of the e-invoice must be the same as your attached PDF invoice.

Lines						<input type="checkbox"/> Line Level Taxation	
Type	Description	Qty	UOM	Price	Total		
	128388 - GLOVES DELUXE BLACK	0.500	Each	6.38	3.19	 	

### For Invoice from PO only

10. Delete any PO lines for items/services that you are not delivering/charging for on this invoice by clicking the **X** sign.


### For Blank Invoices only

11. Fill in the line details for each item on your invoice

### Continue for both PO and Blank Invoice Creation

12. Click **Calculate** and ensure the values being invoiced are the same as the value on your attached PDF tax invoice.

13. Click **Submit**. Coupa will ask for your confirmation to submit the invoice. Once you have clicked the **Send Invoice** button you will be directed to the invoices screen. Where you can see the invoice you have just submitted.



 supplier portal TEST SUPPLIER NOTIFICATIONS 4 HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Admin

Select Customer Cleanaway

### Invoices

**Instructions From Customer**  
Supplier must quote Purchase Order Number on Invoice and Delivery Document.

Export to		View				
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
<a href="#">None</a>	05/19/17	Draft	<a href="#">19082260</a>	6.00	No	
<a href="#">None</a>	05/16/17	Draft	<a href="#">19082260</a>	6.00	No	



## Creating multiple invoices for a single purchase order

If a single PO relates to multiple invoices from your accounting system, you must delete the irrelevant PO lines for each Coupa invoice created. In this example we use the one PO to create two invoices.

If a single PO relates to multiple invoices from your accounting system, you must delete the irrelevant PO lines for each Coupa invoice created. In this example we use the one PO to create two invoices.	Example Invoice 1234 PO 1001 Line 1 – Verify Qty supplied on this invoice. Line 2 Delete (as not charging) Line 3 Verify Qty and Price Line 4 Delete (as not charging).	Example Invoice 1235 Go back into PO 1001 and select create invoice Line 1 – Delete Line 2 Verify Qty and Price Line 3 Delete Line 4 Verify Qty and Price.
If a single PO relates to multiple invoices from your accounting system due to backorder, you must change the quantity for the amount supplied. In this example we use the one PO to create two invoices.	Example Invoice 1236 PO 1002 Line 1 – Update Qty supplied on this invoice.	Example Invoice 1237 Go back into PO 1002 and select create invoice Line 1 – Update Qty supplied on this invoice.

## Disputes

If there is a misalignment between the supplier generated tax invoice and the e-invoice submitted in Coupa, HammondCare will dispute the Coupa invoice and ask you to resubmit. Note: Invoices created via the Coupa Supplier Portal can only be corrected by the supplier.

HammondCare cannot modify the data entered into Coupa by the Supplier.

Disputes are communicated to you with the identified reason for the dispute. A comment from HammondCare will be shown regarding the action to be taken.

As a supplier you are required to correct the discrepancy and resubmit. In your Invoices List, a disputed invoice will have a Disputed status with an edit button to the far right (pencil image).

None	04/13/18	Draft	20317427	159.50 AUD	No	 
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When you click on the edit button you will be taken back to the Tax invoice create screen you originally used to submit the invoice. There you can correct the error and resubmit.

If you need help at any time, you can always chat with Coupa Support by clicking on the blue pop-up in the bottom right corner of your screen.

