



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Todos los derechos reservados. Ninguna reproducción, copia o transmisión digital de esta publicación puede ser hecha sin permiso escrito.

Ningún párrafo de esta publicación puede ser reproducido, copiado o transmitido digitalmente sin un consentimiento escrito o de acuerdo con las leyes que regulan los derechos de autor o Copyright en el país aplicable y con base en la regulación vigente.

1. OBJETIVO

Introducing the Coupa Supplier Portal with the invoicing module, where you can view purchase orders, check order acceptances in the tool, and learn how to submit invoices to Terpel

2. DESARROLLO DE ACTIVIDADES

Table of Contents

WHAT IS COUPA?	1
SUPPLIER PORTAL (Coupa Supplier Portal)	2
Coupa Supplier Portal – CSP	2
Register on the Coupa Supplier Portal (CSP)	2
Public Profile on Coupa	6
Multi-Factor Authentication	7
Invitation to Users	11
Add Legal Entity	13
Home Page	15
Notifications	16
Purchase Order Management	17
Confirmation of Reception	19
Purchase Order Statuses	20
Sending and Managing Invoices to TERPEL	20
Billing Entry Doors	20
Electronic Invoices (Mail)	21
Reference to Purchase Order	21
Considerations	22
Invoices from the CSP (Physical Invoice)	23
Credit Note Registration	27
Electronic Credit Notes (Mail)	27
Physical Credit Notes (CSP)	28
View and Manage Invoices	29
Invoice Statements	29
Inconsistency Management	30
Invoice Reporting	31
Payment Receipt	32



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

WHAT IS COUPA?



Coupa Software is a holistic expense management solution that allows you to manage the entire purchasing process automatically, centrally, and seamlessly with your organization's systems. Some key statistics about the solution:

5,000+

Clients

10M+

Suppliers

125+

Countries

Multi

Currency

Multi

Language

Rated #1 by top analysts


Gartner

Spend
Matters

PayStream
ADVISORS

FORRESTER

IDC

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

SUPPLIER PORTAL (Coupa) Supplier Portal)

Coupa Supplier Portal – CSP

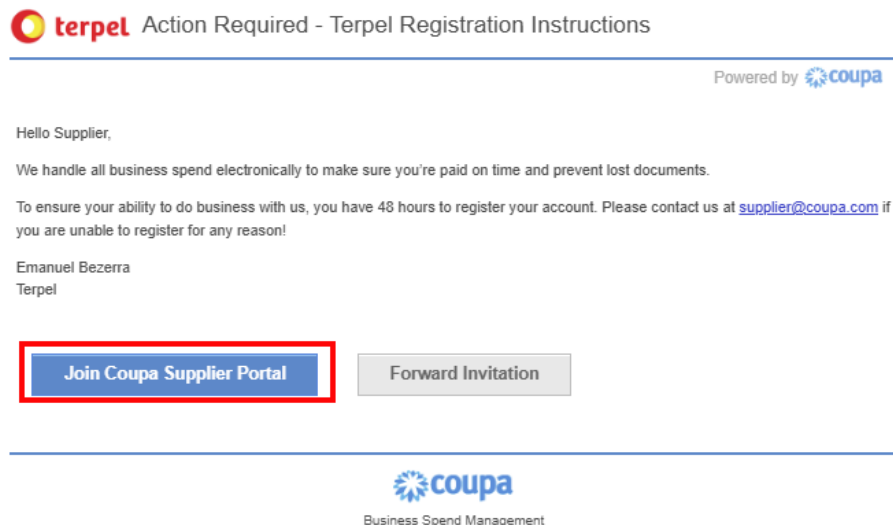
Coupa Supplier Portal is where suppliers can manage their purchase orders, create and monitor invoices and credit notes, among other services. It's a free tool for suppliers to easily interact and collaborate with **TERPEL** . Interacting on the Portal is free and provides an opportunity for other companies, Coupa customers , to find them.

These are the actions that will be enabled in the supplier portal:



Registration at the Coupa Supplier Portal (Csp)

1. You will receive an email from Coupa Supplier Portal, informing you that TERPEL has invited you to register for the Coupa Supplier Portal:



- Using the **Join Coupa button Supplier Portal** will direct you to the Coupa Supplier Portal to begin your registration.
- Using the **Resend Invitation button** , you can redirect this invitation to someone else in your organization by entering their email address.
- Once you click on the option “**Join the Coupa Supplier Portal**” you will need to complete your registration on the portal. To do so, you'll need to set a password and accept Coupa 's privacy policy and terms of use .

Create an Account

Usamos Coupa para administrar órdenes de compra y facturas de venta, y comunicarnos con nuestros proveedores. Le indicaremos una configuración rápida y sencilla para su cuenta a fin de estar listos para comenzar a hacer negocios juntos.

Proceso de alta de proveedores terpel

Señor proveedor lo invitamos a ver el video de *alta de proveedores* en el siguiente [link](#)

*** 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.

*** Country/Region**



*** Tax Registration** 

☐ I do not have a Tax ID

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#)

[Create an Account](#)

After this click on **Create an account** .

5. Enter the verification code sent to your email:



Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

384821

If you didn't request this code please contact us at supplier@coupa.com.

Email Verification

We sent a one time verification code to [redacted]

Didn't receive the Verification Code? [Request a New Code](#)

Next

6. As a next step, you can complete the following form with company information. When you select the country, additional fields will appear that you should select if required. Then select **Next**.

Joining the Coupa Supplier Portal

Complete the necessary information for your business profile before accessing the Coupa Supplier Portal

Account Details

Payment Information

Primary Address

* Country/Region

* Address Line 1

Address Line 2

* City

* State

* Zip Code

Next

You can then complete your payment information.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Onboarding to Coupa Supplier Portal

Complete the necessary information for your business profile before accessing the Coupa Supplier Portal

✓ The primary address has been saved

Account Details

Payment Information

Virtual Card ⓘ

Supported by customer

Enter the following information to receive virtual card payments.

* Payment method name ⓘ

* Email address

☐ Do not accept virtual card payments from this customer

Next

You can set up three different payment methods: virtual card, bank transfer, and check. After completing all the information, your initial profile registration will be complete.

If you do not wish to register, you can check the box at the bottom of the form: Do not accept payments by bank transfer, virtual card, or check.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Onboarding to Coupa Supplier Portal

Complete the necessary information for your business profile before accessing the Coupa Supplier Portal

✓ Good news! The payment information has been successfully shared with the following customers and validated to receive payments via Coupa Pay: Kao Chemicals Europe SLU and its affiliate Kao Corporation SAU

Account Details Payment Information

Bank Transfer

Supported by Customer

Enter the following information to receive bank transfer payments.

*Payment Method Name ⓘ

* Bank Account Country/Region

Spain ▼

* Bank Account Currency

EUR ▼

Beneficiary Name

Bank Name

IBAN ⓘ

Confirm IBAN

☐ My company expects international payments

Branch No.

Bank Account Type

Business ▼

Email Address ⓘ

Recipient Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse


☐ Do not accept bank transfer payments from this customer

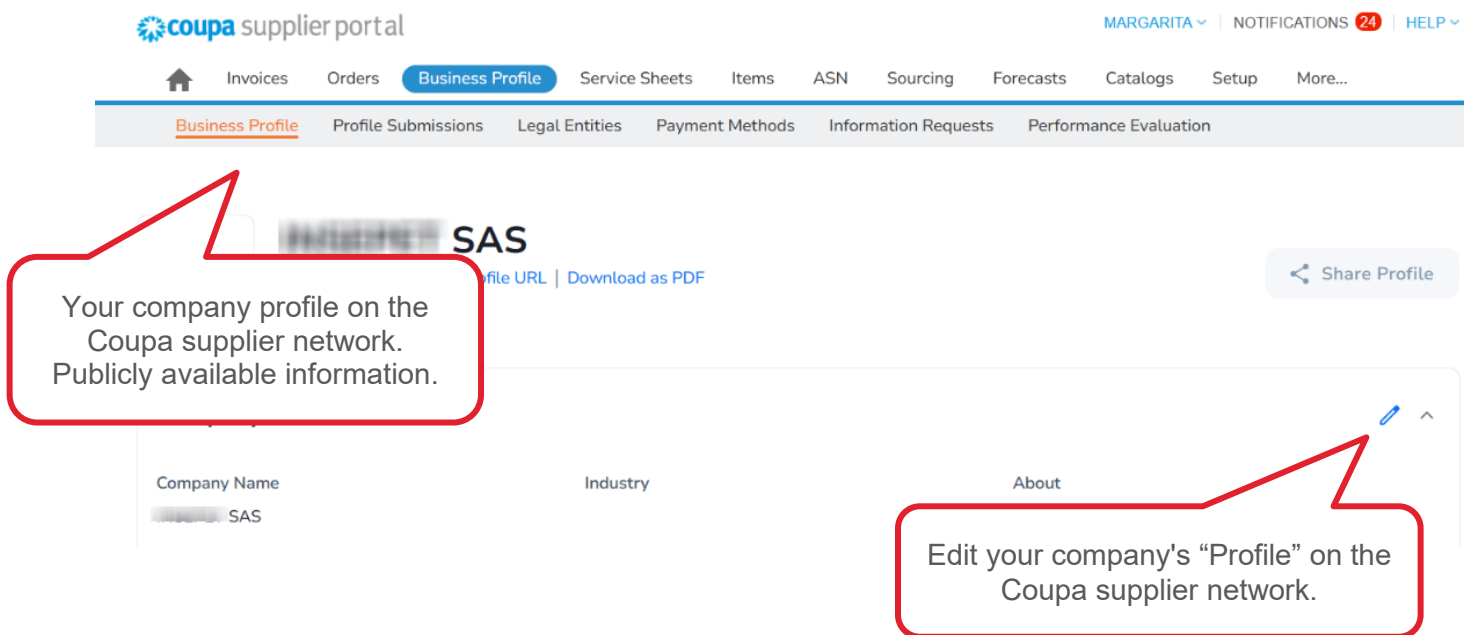
Next

Please review the [Public Profile section in Coupa](#) for more details on the purpose and use of the information requested on these screens.

Public Profile on Coupa

Coupa supplier network, when you register on the portal, the platform asks you for a series of data to create your company profile. This information is publicly available to Coupa customers, and through this information, Coupa may suggest your company as a potential supplier based on what customers are searching for. For example, based on the goods or services you offer and/or the regions in which you operate. It is your choice whether you wish to complete any of this information, understanding that this is for Coupa's use and not a request or requirement from TERPEL.

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	



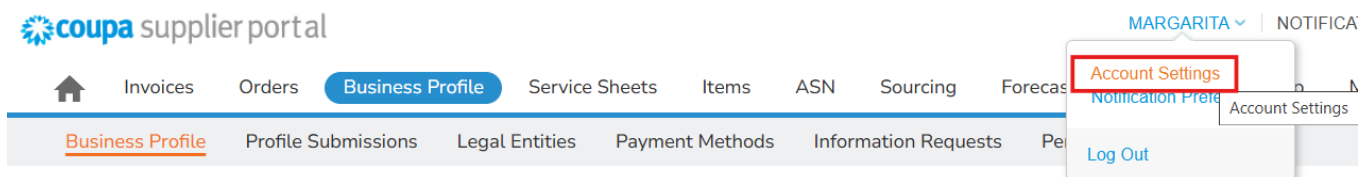
Your company profile on the Coupa supplier network. Publicly available information.

Edit your company's "Profile" on the Coupa supplier network.


Multifactor Authentication

To further protect your information, Coupa allows you to enable a second security check known as Two-Factor Authentication (2FA). This security method is very common in banking and other applications, including email, and consists of a password and a code or token. To do this, you will need an application that you will configure to connect to your Portal account and generate the code. There is a long list of applications available for this purpose. When the Portal asks you to verify your authenticity to grant it access, you will need to enter the code currently valid in your application.

The following process can only be performed by users with **administrator permission**. from the supplier/primary contact:



1. Place the mouse pointer over your name in the upper right corner and click ***"Account Settings"***

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

My Account Security & Multi Factor Authentication

[Settings](#)
[Notification Preferences](#)
[Security & Multi Factor Authentication](#)
[App Connections](#)

Multi Factor Authentication

☐ Disabled
☒ For Payment Changes (Required for changing Legal Entity or Remit-To)
☐ For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app store.

☐ Default

Via Text Message


2. In the menu on the left, click “Security and *multi-factor authentication* ”

Multi Factor Authentication via App ×

1 Scan this QR code using your mobile device.

- Open your preferred authentication app on your mobile device. [Learn more](#)
- For most apps, select “Add” or “+” to scan the QR code or copy and paste the security key.

Coupa Supplier Portal



BBCAUVNMJ433U5SZICDZN2XU
NC3UASED

Click to copy Security Key

2 Enter the 6-digit verification code from your device.

Code

Cancel

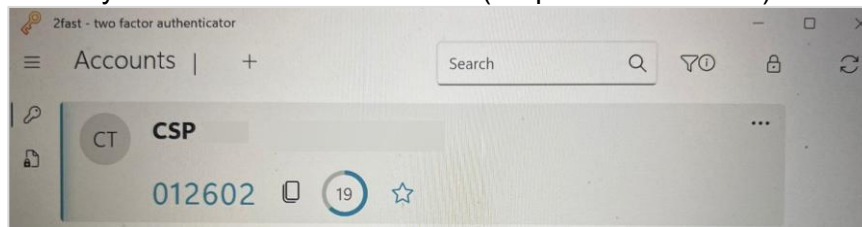
Enable

3. Download the authenticator app of your choice.

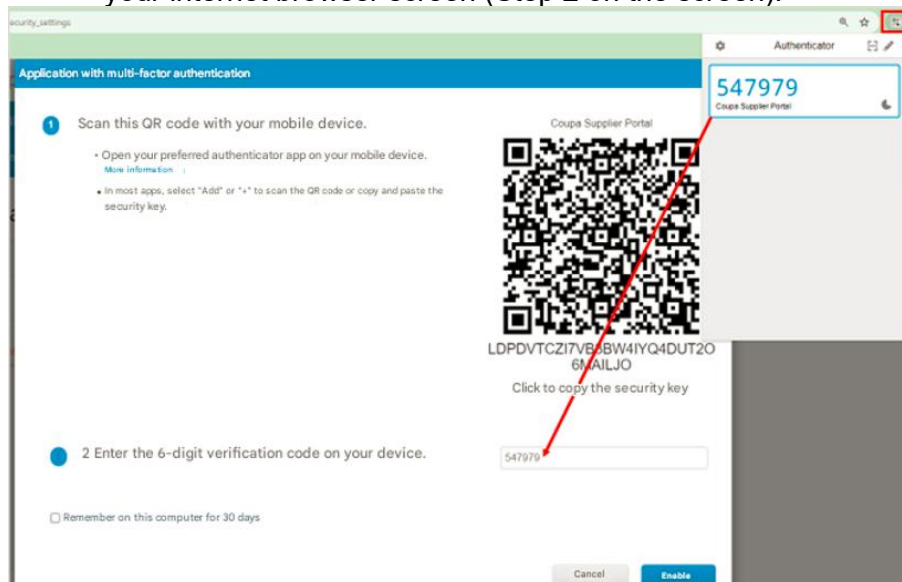
a. On your **mobile device**


- You can download an authenticator app, such as Google Authenticator or Microsoft Authenticator , from the App Store or Google Play on your computer.
- Enter the application, register (if necessary) and authorize the use of your camera
- Using your mobile phone and using the app, point the QR code at the screen. This will complete your CSP login registration in the authentication app.

- iv. Enter the 6-digit code, which you will find in the application you just downloaded, into your internet browser screen (Step 2 on the screen).
- b. On your **computer** (desktop application)
 - i. You can download a desktop (computer) authenticator app, such as 2Fast.
 - ii. Log in to the app and register if necessary.
 - iii. Enter the on-screen code (from the CSP), which you'll find just below the QR code. This will complete your CSP login registration in the authenticator app.
 - iv. Enter the 6-digit code, which you will find in the application you just downloaded, into your internet browser screen (Step 2 on the screen).



- c. From your **internet browser** (Chrome, Edge, Safari, etc.)
 - i. Download/add an authentication extension for your internet browser:
 1. Google Chrome – Google Authenticator or Authenticator
 2. Mozilla Firefox - Authenticator
 3. Microsoft Edge – 2FA
 - ii. Enter the extension and register if necessary.
 - iii. Scan the QR code from the extension or copy/paste the on-screen code (from the CSP), which you'll find just below the QR code. This will complete your CSP login registration in the authenticator app.
 - iv. Enter the 6-digit code, which you will find in the application you just downloaded, into your internet browser screen (Step 2 on the screen).



	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

- By clicking "**Enable** ," Coupa will generate backup codes to restore access if you lose your mobile device. It's recommended to download them and keep them in an easily accessible but secure location.

Save your backup codes

These codes were generated on July 10, 2024.

Emergency recovery codes are the only way to get in if you lose access to your device or authenticator app.

You can only use each recovery code once.

Store these somewhere safe but accessible.

4A00ZQ	IcLhFg
FXc-aA	VcfS8w
Ao7IHg	eZFELA

Copy

Discharge

Print

- multi-factor authentication , the settings screen will open, where you can choose which cases to enable authentication for (Payment or Login Changes), whether you want to change the authenticator app, whether you want to enable SMS authentication (with additional SMS fees), or whether you want to display or regenerate recovery codes.

My Account Security and Multi-Factor Authentication

Configuration

Notification preferences

Security and multi-factor authentication

Multi-factor authentication

☒ For payment changes (required to change legal entity or sender)
 ☐ Both for account access (Login) and for payment changes

Using the authenticator app

☒ Use an authenticator app available in your cell phone's app store.

Default

By text message

Use a code sent by text message to your phone number.

Default

Show recovery codes

Regenerate recovery codes

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

Invitation to Users

You can invite other users in your company to join the portal, either by resending the initial invitation using the "Resend this invitation" option (see the CSP Registration section) or from the settings menu.

- 1. Select **Settings** at the top of the page.
- 2. Click the **Invite User button** on the left side.

Invoices

Orders

Business Profile

Setup

Service Sheets

ASN

Sourcing

Forecasts

Catalogs

Add-ons

More...

Admin

Customer Setup

Connection Requests

Admin Users

Users

2

Merge Requests

Merge Suggestions

Requests to Join

Invite User

View All

Search

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Contacto Proveedor	supplierfestve+schindlerkao@gmail.com	Active	ASNs Admin Business Performance	Kao Chemicals Europe SLU y su afiliada Kao Corporation S.A.U.	Accounting, Diversity, Legal, Recruitment	Edit

After completing the contact information for the person you'll be inviting to the portal, you can assign permissions to the user, including viewing the different tabs and corresponding data, and sending the invitation. From this menu, administrators can assign visibility and access to the information and the client(s) the user will have access to.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

User Information

First Name

Last Name

*Email

Purpose

Select Some Options

Phone Number

Country/Region

Area Code

Number

Extension

Permissions

- ☒ All
- ☒ Admin
- ☒ Orders
 - ☒ All
 - ☐ Restricted Access to Orders
- ☒ Invoices
- ☒ Catalogs
- ☒ Profiles
- ☒ ASNs
- ☒ Service Sheets
 - ☒ All
 - ☐ Restricted Access to Service Sheets
- ☒ Payments
- ☒ Order Changes
- ☒ Early Payments
- ☒ Business Performance
- ☒ Sourcing
 - ☒ Private and Public
 - ☐ Hidden, Private, and Public
- ☒ Community
- ☒ Order Line Confirmation
- ☒ Forecast Planner
- ☒ Workers
 - ☒ View
 - ☐ Manage
- ☒ Worker Assignments
 - ☒ View
 - ☐ Manage
- ☒ Inventory


Customers

- ☒ All
- ☒ Terpel

Cancel

Send Invitation

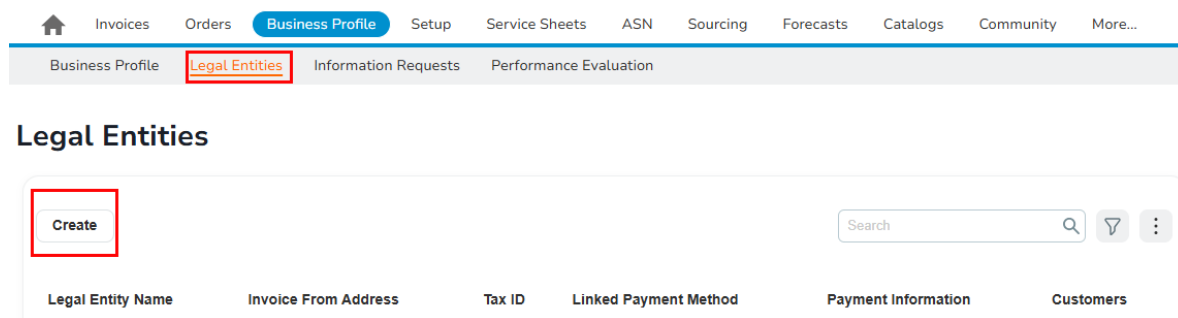
Upon receiving the invitation, the user must accept the Terms and Conditions to **join Coupa**. They must also verify their email address using the automatically generated code. Once these steps are completed, they will not be asked to enter any company profile information. However, if the user has access to their profile, they can update it at any time.

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

Add Legal Entity

To **create invoices** in the CSP, you must add your "legal entity." Legal entity is a generic term used by Coupa and basically refers to the address from which you will be invoicing. This information is independent of whether you are a company or an individual. This information is required by the CSP to register invoices. It will not be sent to TERPEL's systems, nor will it impact on the records maintained by TERPEL.


As you'll see below, the portal will ask you for address information for each applicable client(s). This way, the address can be automatically assigned to invoices you record in the future. This configuration can only be performed by the **administrator user** of the primary supplier/contact:



The screenshot shows the Coupa portal navigation bar with 'Business Profile' selected. Below it, the 'Legal Entities' submenu item is highlighted. The main content area shows the 'Legal Entities' page with a 'Create' button highlighted by a red box. The page also includes a search bar and a table with columns: Legal Entity Name, Invoice From Address, Tax ID, Linked Payment Method, Payment Information, and Customers.

1. Select **Business Profile** at the top of the page.
2. Select **Legal Entity** from the bottom submenu.
3. Click the **Create button**.

You must complete the requested information:

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

Create Legal Entity

* Legal Entity Name

* Country/Region

Invoice From Address

Please enter the address that you invoice from or the address that you receive mailed and in-person payments.

* Country/Region

* Address Line 1

Address Line 2

+

* City

* State

* Postal Code

Invoice From Code

Ship From Address

Please enter the physical address that your goods are shipped from? This can be a warehouse address.

When you select the country from which you operate and from which you will be billing, the portal may ask you to complete additional information on this screen.

You'll see that the box to use the same address as the Return Address and the invoice's From address is selected by default. If they are different addresses, uncheck the box and you can enter the corresponding address in the following fields. Then click **Save**.

Shipper Address

Enter the physical address from which your goods are shipped. This can be a warehouse address.

☒


The same as the invoice address.


Cancel

Save

Then click continue”:

Página 14 de 34

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

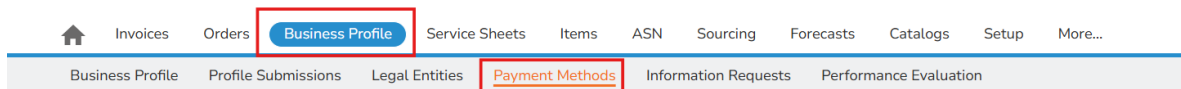


Your Legal entity setup is now complete. If you would like to add new Payment Methods to this Legal Entity which your customers can use to pay you, please click continue below.

Close
Continue

Add return address

1. Select **Settings** at the top of the page.
2. Select **Manager** in the bar and **Payment Methods**
3. Click the **Add Return Address** button







Payment Methods

Add Payment Method

Bank Transfer

Remit-To Address

Virtual Card

Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
R 90 17B 81, Bogotá D.C., Capital District, 11001, Colombia			INSEPET SAS	Terpel	Active	   

Select the Payment Type field. Depending on what you choose a form will open when you need to complete the information shown (fields marked with * are mandatory) then click the **Save and Continue button**.

Once all the requested information has been completed, Coupa will display that the legal entity has been successfully added. Click the **Add Now button**.

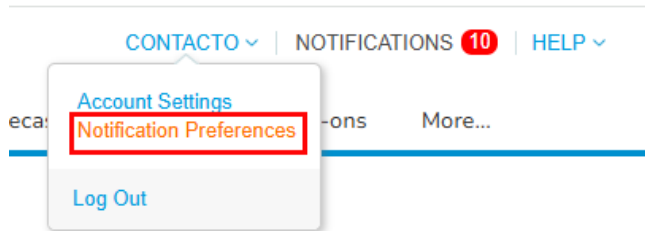
You must have at least one legal entity registered on the portal to register and send invoices. However, if you have multiple entities/companies and invoices from different addresses, you can register multiple entities. Then, for each invoice, you must indicate which entity/address applies.

Note: The addresses used in this manual are fictitious examples.

Home Page

On the portal's home page, you'll find a summary of your activity with TERPEL. For example, you can see the latest Purchase Orders received, as well as the latest status changes on your invoices. Here you can also see any important announcements shared by TERPEL, such as information about an upcoming invoice cutoff.

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	



On the **My Account Notification Preferences** page, you will see all notifications that you can disable or enable as notifications about the Platform (online) and/or by email.

My Account Notification Preferences

Settings

Notification Preferences

Security & Multi Factor Authentication

You will start receiving notifications when your customers enable them.

Email

supplier@terpel.com

Mobile(SMS)

+1

Verify

Verify number to receive SMS

Account Access

Merge Request	<input type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Request to Join	<input type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Announcements

New Customer Announcement	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
---------------------------	---------------------------------	--------------------------------	------------------------------

Business Performance

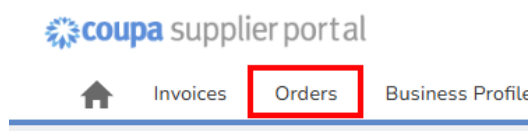
Business Performance Role Granted	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
-----------------------------------	--	--------------------------------	------------------------------

Save button at the bottom of the page.



Purchase Order Management

In the main menu, click the **Orders** tab. The Orders page will appear, along with the **Purchase Orders** table. In this section, you'll have complete visibility of the purchase orders your customer has issued to you.





COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

On this screen, you'll find a summary of the orders you've received from TERPEL. If you're connected to multiple clients, you can select the client whose orders you want to review from the portal.

coupa supplier portal

[CONTACTO](#) | [NOTIFICATIONS](#) | [HELP](#)



Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogs

Setup

More...

[Orders](#)

[Order Lines](#)

[Returns](#)

[Order Changes](#)

[Order Line Changes](#)

[Order Confirmations](#)

[Order Confirmation Lines](#)

[More...](#)

Select Customer

Terpel

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)

Export to					View	All	Search	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Action
551	04/30/25	Issued	None	2 Unidad de Refrigerador Exhibidor 1 Puerta Tdc	No	3,892.00 USD		
4800322278	04/07/25	Issued	None	1 Unidad de Refrigerador Exhibidor Vert 3 Ptas Tdc	No	7.00 USD		
4800322275	04/03/25	Issued	None	1 Unidad de Refrigerador Exhibidor Vert 3 Ptas	No	7.00 USD		

In this summary, you can see the order status, the goods/services ordered, and the order total. To view order details, click on the order number (blue link).

Purchase Order #4800322278

General Info

Status Issued - Created
Order Date 04/07/25
Revision Date 04/07/25
Requester PIF PIF
Email hcastro+PIF@parameta.co
Payment Term 0006

Comentarios

Attachments None

Acknowledged ☐

Shipping

Ship-To Address Carrera 7 No. 75 - 51
Bogotá, Cundinamarca 11011
Colombia
Location Code: 27
Attn: PIF PIF

Terms Nacional



Shipment Tracking

[Add](#)

No shipment tracking.

Within each purchase order you will find different options:

Create Invoice

Save

Print View

Comments

[Mute Comments](#)


Enter Comment

Complete lines

Add File | URL

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

Add Comment

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

Within each purchase order, you'll find different options. **Print Preview** will show you the purchase order in the format it arrived in your email.



PURCHASE ORDER No. 4800322401

Bill To Address
Terpel

Cra 7 # 75 - 51
Bogotá, 11011
Requerido por: PIF PIF
Commutador (571)3175353

Ship To Address
Terpel

Avenida 6 Comuneros No 47-38
Bogotá, Cundinamarca 11001
324
Nombre Administrador:
Correo Administrador:

Supplier Details

CR 90 17B 75 BG 20
EDIFICIO
BOGOTÁ D.C., BOGOTÁ
Contacto: MARGARITA OSORIO ROJAS

General Info

PO Date: 07/21/25
Payment terms: Pago En 30 Dias
Shipping terms: Nacional
Currency: COP

Line #	Item Details	Quantity	Unit	Price (COP)	Total (COP)
1	Flexo Electrico 1 X 18 Need By Date: 07/31/25 Commodity: Accesorios Eléctricos	1	Unidad	50,000.00	50,000.00
2	Mantenimiento Mq Y Eq Prevent Electromec. Need By Date: 08/31/25 Commodity: Ferrería Service Start Date: 07/22/25 Service Due Date: 08/31/25 Service End Date: 08/31/25			200,000.00	200,000.00
				Total: 250,000.00 COP	

De acuerdo con los precios y condiciones especificadas en su cotización, le solicitamos suministrar los materiales y/o servicios relacionados.

Confirmation of Receipt

When the TERPEL user has confirmed successful receipt of the order or part of it (partial delivery), you can be notified and view the acceptance details from the Purchase Order. When you access the purchase order, you will see the **“ERP Reception Code”** field with a code. Remember that you can receive a notification on the portal and in your email when a new comment is registered on the order.


Lines

Advanced

Search

Sort by

Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Flexo Electrico 1 X 18	1	Unidad	50,000.00	50,000.00	0.00
Need By	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number			
07/31/25	None	None	None	None			
ERP Reception Code							
5011606745							

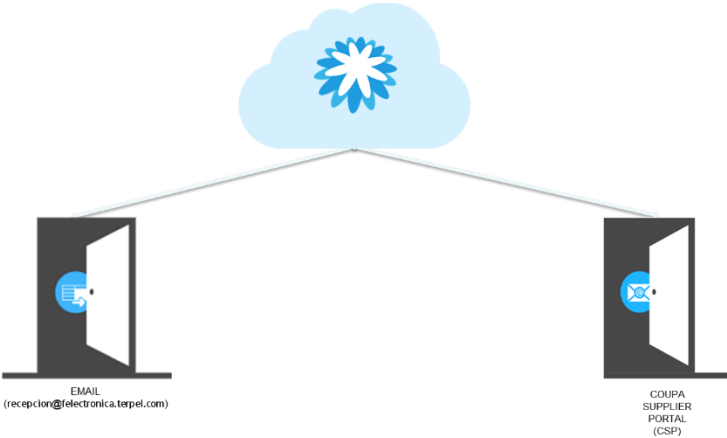
Purchase Order Statuses

Status	Detail
Issued	Purchase Order was created
Canceled	Purchase Order was cancelled and does not need to be processed.
Provisionally Closed	The purchase order was closed and you will not be able to issue an invoice for it. In case of an error, you can contact your customer to open the order.
Closed	The purchase order was permanently closed. No action can be taken with respect to this purchase order.


Sending and Managing Invoices at ERPEL

Billing Entry Gates

Each supplier must generate their invoice with their country's tax conditions in their billing system. The invoicing gateways in COUPA will be used to receive their invoices and validate them automatically, or with minimal interaction from TERPEL, so they can be approved for payment.



There are 2 different ways to register an invoice in Coupa:

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

1. **Email:** When the supplier works with electronic invoicing, they will send an email with the corresponding XML and PDF. PIF (PARAMETA's technological component) automatically registers the invoice in COUPA.
2. **Coupa Supplier Portal (CSP):** The supplier portal where the supplier can register invoices and track them.

Electronic Invoices (Mail)

If you have electronic invoicing, you can send your invoices to TERPEL as follows:

1. Confirm that the Purchase Order you intend to invoice already has an entry from TERPEL. Refer to the [Receipt Confirmation section](#) for details on how to confirm that the entry has been created.
2. **XML and PDF** invoice files to **recepcion@felectronica.terpel.com**
 - the purchase order number or the voucher or acceptance certificate number in the subject of the email.

Note: Reference the purchase order only if all materials and/or services in the PO have been delivered.

By following these steps, your invoice will be registered in Coupa and you can track it from the Portal (CSP).

If the quantity, value, and tax information are accurate, the invoice continues the approval process with little or no human intervention and can be approved within minutes.

Reference to the Purchase Order

Including the reference to the Purchase Order you are invoicing is essential; otherwise, your invoice will not be processed, and you will need to resubmit it, this time meeting all requirements.

The reference to the OC must follow the format "OCXXX" and you can include this reference by following one of the following options:

- **Option #1**
Place the reference to the Purchase Order in the "Subject" of the email.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Draft saved

recepcion@felectronica.terpel.com

Affair

Invoice.pdf (147 K)

XML.xml (18 K)



Option #2

The internal validation team at TERPEL must find the value of the purchase order, merchandise voucher, entry sheet and/or delivery note in the electronic invoice created in Coupa. To do this, either the purchase order or the receipt must be related in the XML field (OrderReference, note (Header), Note (Line), Description (Line), Email Subject). This reference must be included in the electronic invoice. Keep in mind that this option may involve adjustments to your billing system, but it will facilitate validation in our system; you will enter the PO information only once, regardless of how many items you are invoicing.

Order Reference

```
<cbc:Note />
<cbc:Note />
<cbc:Note>001|ORGANIZACION TERPEL SA|1950445.00</cbc:Note>
<cbc:documentCurrencyCode>COP</cbc:documentCurrencyCode>
<cbc:lineCountNumeric>2</cbc:lineCountNumeric>
<cac:OrderReference>
  <cbc:ID>4800322351</cbc:ID>
</cac:OrderReference>
<cac:AccountingSupplierParty>
  <cbc:AdditionalAccountID>1</cbc:AdditionalAccountID>
```

Note(Head)

```
<cbc:IssueDate>2025-06-21</cbc:IssueDate>
<cbc:IssueTime>11:23:38-05:00</cbc:IssueTime>
<cbc:DueDate>2025-07-21</cbc:DueDate>
<cbc:InvoiceTypeCode>11</cbc:InvoiceTypeCode> listAgencyName="CO, DIAN (DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES)" listSchemeURI="http://www.dian.gov.co/contratos/facturaelectronica/v1/InvoiceType">01</cbc:InvoiceTypeCode>
<cbc:Note>MENSAJERIA WEB SERV MAYO
FEE FIJO MENSUAL ( 3.000 CONVERSACIONES)+
3 LICENCIAS DE USUARIO
HOJA DE ENTRADA 1004390007
OC 4800322351</cbc:Note>
```

Note (Line)


```
<cbc:PayableAmount CurrencyID="COP">1950445.00</cbc:PayableAmount>
</cac:LegalMonetaryTotal>
<cac:InvoiceLine>
  <cbc:ID>1</cbc:ID>
  <cbc:Note>MENSAJERIA WEB SERV ABRIL FEE FIJO MENSUAL ( 3.000 CONVERSACIONES)+ 2 LICENCIAS DE USUARIO HOJA DE ENTRADA 1004390007 OC 4800322351</cbc:Note>
</cac:InvoiceLine>
<cbc:Note />
<cbc:Note />
```

Description (Line)

```
<cbc:FreeOfChargeIndicator>false</cbc:FreeOfChargeIndicator>
<cac:Item>
  <cbc:Description>MENSAJERIA WEB NR</cbc:Description>
  <cac: SellersItemIdentification>
    <cbc:ID>VS477020</cbc:ID>
  </cac: SellersItemIdentification>
```

Considerations



It is important that you consider the following considerations so that your electronic invoice can be registered and processed:

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

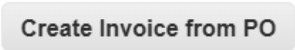
- Make sure the Order has the entry for the units you will be billing.
- Use the recipient's email address according to the country you are billing to.
- Include the reference to the Purchase Order you are invoicing.
- Please include the appropriate documentation in the email (PDF, XML, etc.)
- Send each invoice (email) associated with a **single purchase order**, you cannot send an invoice for items on different purchase orders.
- You can send as many invoices as necessary for a purchase order – partial invoicing of the order.
- Partial Billing - You can send multiple invoices for the same PO, but each one in a separate email.
- You must include the reference to the Purchase Order to which the invoice applies, apply the following regular expressions:
 - Purchase order: Start with 48 or 47 or 53 or 45 followed by 8 numbers Example: 480031885
 - Entry Sheet (HES): Starts with 1 followed by 9 numbers Example: 1004441917 (Coupa Entry)
 - Merchandise voucher: Starts with 5 followed by 9 numbers Example: 5010920829 (Coupa Entry)
 - Delivery note (Transportation): Starts with 6 followed by 9 numbers. Examples: 6006882730
 - Heading: Starts with LST followed by 9 numbers LST123456789.


Invoices from the CSP (Physical Invoice)

For invoice registration, CSP offers several options from which to start:

1. **Orders** menu, locate the order you will invoice and under the Actions heading select the yellow coins icon: 
2. Entering the purchase order you are going to invoice, at the bottom, find the **“Create Invoice”** button: 
3. Directly from the **Invoices menu** , from there click on “Create invoices from purchase orders”:

transporte será hasta el día 15

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	


Each of the fields displayed in an invoice record plays an important role and is data that can be migrated from a purchase order or entered manually based on information from the invoice issued by the supplier.

- An invoice is made up of different sections:

- General Information
- Lines
- Totals and taxes
- Comments


In **General Information** you will find the fields that make up the header:

Create Invoice [Create](#)

 General Info

* Invoice #


* Invoice Date

08/19/25 

Payment Term

0006

* Currency

COP 


Status

Draft

Image Scan

Ningún archivo seleccionado

Supplier Note



- **Invoice No.:** Invoice number, invoices with the same number cannot be created.
- **Invoice Date:** Date the invoice was created in Coupa.
- **Payment Terms:** Payment terms defined in the Purchase Order (field not editable by the supplier).
- **Currency:** Invoice currency.
- **Status:** Status of the invoice.
- **Supplier Notes:** Field for you to add any important comments/notes.
- **Attachments:** The invoice **PDF and any supporting documentation related to the invoice** must be attached.

The information regarding the supplier (From) and customer (To) must be reviewed and completed by the supplier. Remember to register with your legal entity to register and send an invoice. The data in the "From" section of the invoice comes from the legal entity you previously defined. If you have more than one entity, when registering the invoice, you can select the entity that applies to the invoice, and the corresponding data will be assigned. To review the details of how to register with the entity, refer to the "[Legal Entity](#)" section.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

From

* Supplier

Tax Registration
Number (TRN) 830006334

* Invoice From Address

CR 90 17B 81
Bogotá D.C., Capital District 11001
Colombia

* Remit-To Address

CR 90 17B 81
Bogotá D.C., Capital District 11001
Colombia

* Ship From Address

CR 90
Bogotá
Colombia District 11001

To

Customer Terpel

Tax Registration
Number (TRN) 830095213

Fecha estimada de
pago None

Tipo de transaccion Select

Indique el tipo de movimiento que se está
realizando

Referencia XML

Código de ERP PO o entradas identificado en el
XML

Lines section contains the details of the invoice you are invoicing. Keep in mind that the invoice entry screen will be assigned by default with the Purchase Order data from which you are creating the invoice. You must validate/adjust the quantities and prices for each line so that they match the invoice data.

Lines

☐ Line Level Taxation

Type	Description	Qty	UOM	Price
	Flexo Electrico 1 X 18	1.000000	Unidad	50,000.00
50,000.00				
PO Line 4800322401-1	Service Sheet Line None	Contract None	Credit Line None	
Supplier Part Number	Billing 2-126AF001-OT			

If the invoice has multiple lines and different tax codes/rates apply, you can select the **Line-level tax code checkbox**. This will allow you to select the corresponding code (tax code) for each line. If, on the other hand, the same tax rate applies to the entire invoice, you can assign it at the end of the invoice.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Lines

☒ Line Level Taxation

Type	Description	Qty	UOM	Price	
	Flexo Elctrico 1 X 18	1.000000	Unidad	50,000.00	50,000.00

PO Line	Service Sheet Line	Contract	Credit Line
4800322401-1	None		None

Supplier Part Number	Billing
<input type="text"/>	2-126AF001-OT

Taxes

Tax Description	Tax Rate	Tax Amount	Tax Reference
	<input type="text"/>	0.00	<input type="text"/>

Totals and Taxes box, you'll find information about the net total, additional costs, total taxes, and more. Here, you can select a tax code to apply to the invoice total.

Totals & Taxes

Lines Net Total	250,000.00
-----------------	------------

Tax		0.000 %	0.000
-----	--	---------	-------

Total Tax	0.00
Net Total	250,000.00
Total	250,000.00

Delete


Cancel

Save as Draft

Calculate

Submit

Once you've finished entering your data and attaching the corresponding documentation, click the **Calculate button** or proceed with sending the invoice directly. When you click **Send**, the portal will perform the corresponding calculations, update the Total Tax and Invoice Total, and verifying whether the invoice includes the necessary information and documentation.

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

Delete
Cancel
Save as Draft
Calculate
Submit

If you pass the initial validations, the portal will display a message asking you to confirm that you indeed want to invoice that customer for that amount.

Are You Ready to Send?

You're about to send an invoice to Terpel for a total amount of 250,000.00. Once sent, you'll have to contact your customer directly to make changes to the invoice.

Continue Editing
Send Invoice

The portal applies this validation to every invoice you register before sending it to the client. Once it's sent, you can only track it. After clicking "Submit," TERPEL will begin the validation and approval process in COUPA. In the case of physical invoicing, part of the validation process is to ensure that the required physical documentation has been submitted. Otherwise, your invoice will remain in the "Pending Approval" status until it is received at the counter.

TERPEL's accounts payable team will perform the analysis and, if there are no inconsistencies, approve the invoice.

Credit Note Registry

Electronic Credit Notes (Mail)

If you have electronic invoice, you can send your credit notes to TERPEL by email:

- Send an email attaching the **XML credit note and PDF files**.
 - You must include the reference to the invoice you are adjusting with the credit note. See [Invoice Reference](#)
 - Do not include other types of files
 - An individual email will be sent for each credit note.

By following these steps, your credit note will be registered in Coupa and you can track it from the Portal (CSP).

Reference to the Invoice

You can include the reference to the invoice you are adjusting by following one of the following options:

- Option #1**
Place the reference to the Invoice in the "Subject" of the email.



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

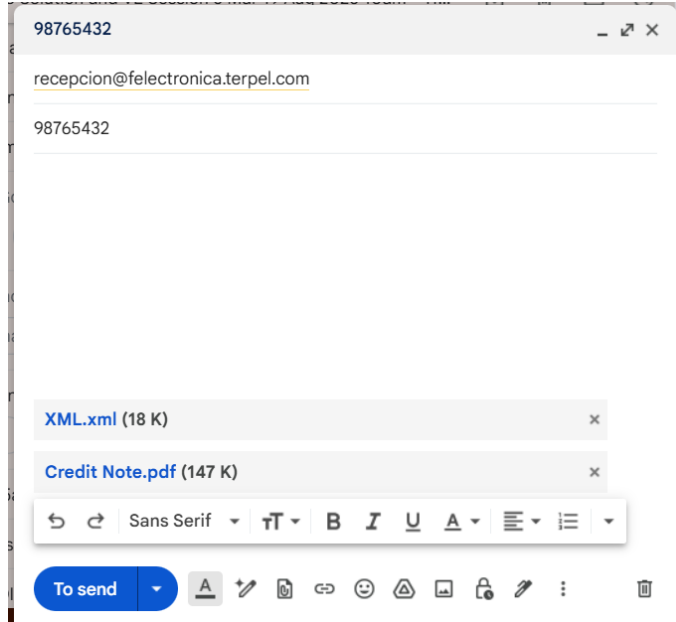
CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025



- **Option #2**

Enter the invoice reference in your credit note format so that it is included in the invoice XML.

Physical Credit Notes (CSP)

For Credit Notes, you can register a Credit Note on the Portal if the invoice you are adjusting has already been processed. The Credit Note is registered on the Portal, from the Invoices tab.

Invoices

Instructions From Customer

Señor proveedor recuerde que la fecha máxima de radicación se sugiere radicar oportunamente su factura hasta el 20 de cada mes. Para proveedor de tipo transporte será hasta el día 15 del mes.

Create Invoices

Create Invoice from PO Create Invoice from Service Sheet 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	4800322401	None	Draft	08/19/25	0006	08/19/25	
No	None	FAPB12345	Pending Approval	08/13/25	0006	08/13/25	

You will need to choose the invoice you wish to adjust.

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

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

Select

☐ Other (e.g. rebate)

Cancel

Continue

And then indicate whether the Credit Note is to cancel the entire invoice or to partially adjust it.

Credit Note

How do you want to correct invoice "INS1234FT" ?

☒ Completely cancel the invoice with a credit note

☐ Adjust invoice with a credit note

Cancel

Create

At the line level of the Note, you'll need to indicate the type of adjustment you want to make. That is, whether you'll adjust based on the quantity on the invoice line or based on the amount (price).

Lines

Adjustment Type

Quantity

Type

Amount

Price

Other

Once you complete the information and attach the corresponding supporting document, you can send the Credit Note. As with invoices, the portal will ask you to confirm that the credit note is for that TERPEL client and for that amount.

View and Manage Invoices

Invoice Status

The supplier can check the status of their invoices in the "Invoices" menu of the CSP and in the invoice table under the "Status" heading:



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Invoices

Instructions From Customer

Señor proveedor recuerde que la fecha máxima de radicación se sugiere radicar oportunamente su factura hasta el 20 de cada mes. Para proveedor de tipo transporte será hasta el día 15 del mes.

Create Invoices

Create Invoice from PO

Create Invoice from Service Sheet

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to					View	All	Search	
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions	
11082025	08/11/25	Pending Approval	None	500,000.00 COP	Yes			
FAPB12345	08/13/25	Pending Approval	None	1,000,000.00 COP	Yes			
FINS000014129-1754062384038	08/01/25	Voided	None	22,737,130.08 COP	Yes			
FINS13977-1753206181963	07/22/25	Approved	4800322373	11,900,000.00 COP	Yes			
FINS13978-1753204753511	07/22/25	Pending Approval	None	297,500.71 COP	No			
FINS13979-1753205373543	07/22/25	Pending Approval	None	13,685,000.71 COP	No			
FINS14022	07/22/25	Pending Approval	4800322401	297,500.00 COP	Yes			
FINS14023	07/22/25	Voided	4800322400	1,011,500.00 COP	Yes	Price does not match the amount from PO, Contract or Catalog		

Status	Description
<u>Abandoned</u>	The "disputed" invoice has been abandoned.
<u>Approved</u>	The customer has accepted and will pay the invoice.
<u>In Conflict</u>	The invoice was put into dispute, and the reason was stated.
<u>Draft</u>	The invoice was created but has not been sent to the customer.
<u>Pending Approval</u>	The customer is reviewing the invoice.
<u>Processing</u>	CxP is processing the invoice.
<u>Void</u>	The Invoice was cancelled

Inconsistency Management

The customer may identify any inconsistencies or discrepancies in the invoice sent by the supplier and file a dispute. You will be notified when an invoice is disputed and can identify the disputed invoices in the "Status" column. You can view the reason for the dispute in the "Reason for Dispute" column:



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Invoices

Instructions From Customer

Señor proveedor recuerde que la fecha máxima de radicación se sugiere radicar oportunamente su factura hasta el 20 de cada mes. Para proveedor de tipo transporte será hasta el día 15 del mes.

Create Invoices [?](#)

[Create Invoice from PO](#) [Create Invoice from Service Sheet](#) [Create Invoice from Contract](#) [Create Blank Invoice](#) [Create Credit Note](#)

Export to

View Disputed

Search

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
PRB123456	07/24/25	4800322407	10,631,344.70	08/14/25	None	Duplicate Invoice. Already paid or payment review in progress		?
			COP					

Please note that invoices also have a comments section, just like purchase orders. For conflicting invoices, the TERPEL Accounting team may have left you a comment with additional information about why the invoice was conflicted.

Participants:

from the supplier

07/09/24 at 08:35

The 3 units were delivered.

to the supplier

in conflict on 04/24/24 at 1:00 PM

Please correct the amount in the entry as we are being overbilled

Additionally, you will be able to comment on internal validations and readings in Coupa.

Participants: PIF 4 Coupa

to the supplier

PIF 4 Coupa

01/08/25 at 10:33

Statutory validation:
- XML Validation: OK
- Cufe Validation: OK
- Productive XML validation: OK
- Resolution date validation: OK
- ID validation within range: OK

Alternatively, if you're not sure why or how to proceed, you can use the "Comments" feature to contact the A/C team from the invoice.

Invoice reporting

Remember that the portal aims to give you visibility and facilitate your purchase management with TERPEL. Just like with Orders, you can easily manage your reports, search for information, and export information about your invoices.

For invoices, the portal provides a series of pre-built views that allow you to filter invoices with a particular status (Approved, In Dispute, etc.).



COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE

CO.AF.CP.I.07

Versión

1

Fecha

3 de Septiembre de 2025

Invoices

Instructions From Customer

Señor proveedor recuerde que la fecha máxima de radicación se sugiere radicar oportunamente su factura hasta el 20 de cada mes. Para proveer transporte será hasta el día 15 del mes.

Create Invoices [?](#)

Create Invoice from PO	Create Invoice from Service Sheet	Create Invoice from Contract	Create Blank Invoice	Cre				
Export to						View	All	Search
Invoice #	Created Date	Status	PO #	Total	Unanswered Co	All		
FAPB12345	08/13/25	Pending Approval	None	1,000,000.00 COP	Yes	Abandoned		
INS1234FT	08/13/25	Pending Approval	4800322410	297,500.00 COP	Yes	Approved		
11082025	08/11/25	Pending Approval	None	500,000.00 COP	Yes	Credit Notes		
						Disputed		
						Disputes with a supplier response		
						Disputes without supplier response		
						Draft		
FINS14148-1754337887268	08/04/25	Pending Approval	None	1,842,477.00 COP	Yes	Overdue invoices		
						Payment Information		
prueba003	08/04/25	Pending Approval	None	22,737,130.08 COP	Yes	Pending Approval		
						Processing		
NC000000564-1754065107824	08/01/25	Pending Approval	None	22,737,130.08 COP	Yes	Processing Failed		
						Unpaid invoices		
FINS000014129-1754062384038	08/01/25	Voided	None	22,737,130.08 COP	Yes	Voided		
						Create View		

Just like the purchase orders table, the invoices table also has a **"Create View"** option, which you'll always find at the end of the list. For step-by-step instructions on how to create a custom view, see the "[Custom Views](#)" section. For invoices, you can create a view that shows the estimated payment date for invoices that have already been approved. To do this, you can filter by invoices with an "Approved" status:

Conditions

Match Conditions	Match all conditions	Add group of conditions		
Filter By	Invoice #	Filter Clause is	Filter Text	

Be sure to include the **Estimated Payment Date** field in your view so you can see the data for each invoice.


Proof of Payment

When the customer uploads the payment information to the invoice, you'll receive an email notification and view the payment details on the portal.

Export to

ViewPayment InformationSearch

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
Yes	4800322407	FCR27533-1753285036575	Approved	06/10/25	0006	06/10/25	Payment# REF #4215425 on 08/14/25 for COP 12,651,300.19

	COUPA SUPPLIER PURCHASE ORDER AND INVOICING USER GUIDE		
CO.AF.CP.I.07	Versión	1	
	Fecha	3 de Septiembre de 2025	

When you access the invoice and go to the **Payments** section, you'll find the payment details provided by TERPEL. For example, the amount and date the payment was made.

Payments

Status

Fully Paid

Paid-in-Full Date

08/14/25

Payment Reconciliation Details

Status	Date	Type	Description	Amount
Posted	08/14/25	Payment	REF #4215425	12,651,300.19

To receive email notifications, you must have this option enabled. You can review the step-by-step instructions in the "[Notifications](#)" section of this manual.

3. CONTROL DE CAMBIOS

Versión Inicial	Identificación del Cambio	Versión Final	Fecha
0	Initial document	1	3/sep/2025

4. REVISIÓN Y APROBACIÓN

Elaboró	Revisó	Aprobó
Cargo: Proveedor Parameta – Proyecto Nexus Terpel	Cargo: Proveedor Parameta – Proyecto Nexus Terpel	Cargo: Proveedor Parameta – Proyecto Nexus Terpel