



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

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1. OBJETIVO

This guide is designed for Terpel's suppliers. Here you'll learn how to properly use the purchasing management tool with the new invoicing module

2. DESARROLLO DE ACTIVIDADES

Table of Contents

WHAT IS COUPA?	1
SUPPLIER PORTAL (Coupa Supplier Portal)	2
Coupa Supplier Portal – CSP	2
Coupa Supplier Portal Register (CSP)	3
Public Profile on COUPA	7
Home Page	8
Notifications	8
Sending and Managing Invoices to TERPEL	9
Invoicing Entrance	9
Considerations	10
Credit Note Register	11
Electronic Credit Notes (Email)	11
View and Manage Invoices	12
Invoice Status	12
Inconsistency Management	13
Invoice Reporting	13
Payment Receipt	14

WHAT IS COUPA?



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025



Coupa Software is a holistic spend management solution that allows you to manage the entire purchasing process automatically, centrally, and in connection with your organization's systems. Some important figures about the solution:

5.000+

Customers

10M+

Supplier

125+

Countries

Multi

Currency

Multi

Language

Rated #1 by top analysts

Gartner

**Spend
Matters**

PayStream
ADVISORS

FORRESTER

IDC

SUPPLIER PORTAL (Coupa Supplier Portal)

Coupa Supplier Portal – CSP

The Coupa Supplier Portal is where suppliers can manage, create, and monitor their invoices and credit notes, among other things. It is a free tool that allows suppliers to easily interact and collaborate with TERPEL. Interacting on the Portal is free of charge and provides an opportunity for other companies, Coupa customers, to find them.

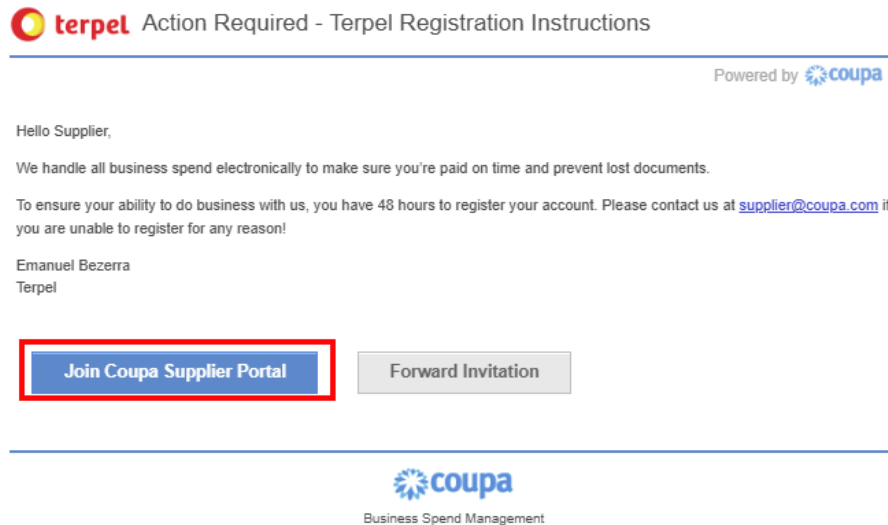
These are the actions that will be enabled on the supplier portal:

	COUPA SUPPLIERS INVOICING USER GUIDE		
CO.AF.CP.I.06	Versión	1	
	Fecha	3 de Septiembre de 2025	



Coupa Supplier Portal Register (CSP)

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



2. By clicking on the Join Coupa Supplier Portal button, you will be directed to the Coupa Supplier Portal to begin your registration.

3. Using the Resend Invitation button, you can forward this invitation to someone else in your organization by entering their email address.

4. Once you click on the “Join the Coupa Supplier Portal” option, you will need to complete your registration on the portal. To do so, you will need to set up a password and accept Coupa’s privacy policies and terms of use.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

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

* Email
supplierteste+tpbrasil2@gmail.com

* First Name
Vito

* Last Name
Kerkhoff

* Password
[password field]

* Confirm Password
[password field]
Use at least 8 characters and include a number and a letter.

* Country/Region
[dropdown menu]

* Tax Registration ⓘ
[tax ID field]

☐ 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.

3. Enter the verification code sent to your email address:



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.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

Email Verification

We sent a one time verification code to XXXXXXXXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

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

Next

4. The next step is to fill out the form with information about your company. When you select your country, additional fields will appear that you must fill out 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

5. A continuación, podrá completar información de pago.

Página 5 de 15



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

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. Once you have completed all the information, the initial registration of your profile will be complete.

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



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

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.

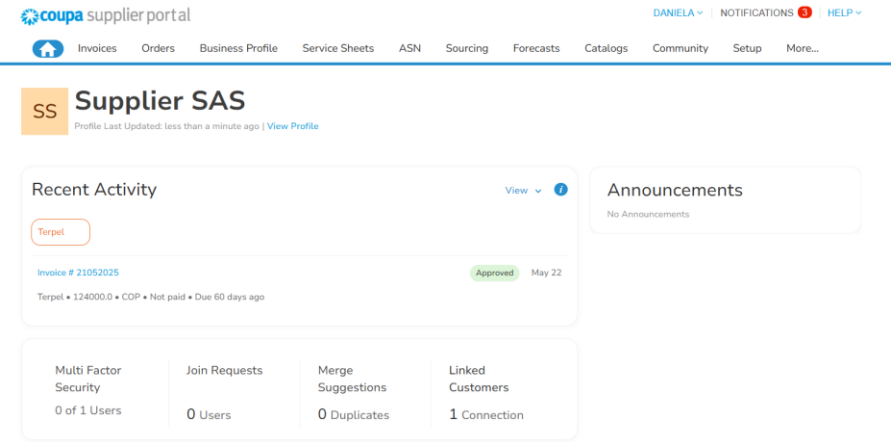
Public Profile on COUPA

As part of Coupa's supplier network, when you register on the portal, the platform asks you for a series of details to build your company profile. This information is publicly available to Coupa customers, and Coupa can use it to suggest your company as a potential supplier based on what customers are looking for. For example, based on the goods or services you offer and/or the areas in which you operate. It is your decision whether you want to fill in some of this information, understanding that it is for Coupa's use and not a request or requirement from TERPEL.

	COUPA SUPPLIERS INVOICING USER GUIDE		
CO.AF.CP.I.06	Versión	1	
	Fecha	3 de Septiembre de 2025	

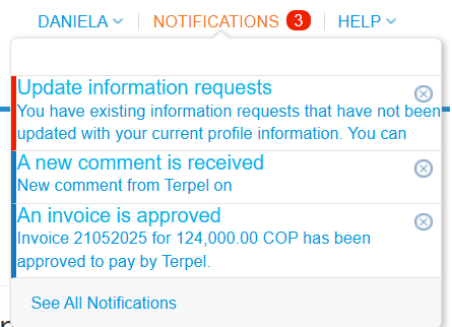
Home Page

On the portal's home page, you will find a summary of your activity with TERPEL. For example, the latest status changes on your invoices. Here you can also see any important announcements shared by TERPEL. For example, information about an upcoming interruption in invoice reception.

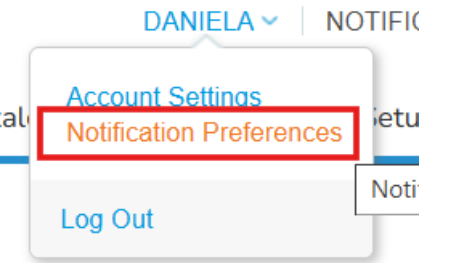


Notifications

You can receive notifications in your email, as well as directly on the portal. Once inside the portal, hover over the Notifications link to see the latest notifications received. Only the three most recent notifications will be displayed. To view all notifications in detail and manage them, click on the Notifications or View all notifications links:



To configure your notifications, select Notification Preferences.



On the My Account Notification Preferences page, you will see all notifications that can be disabled or enabled as notifications on the Platform (online) and/or by email.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

My Account Notification Preferences

Settings

Notification Preferences

Security & Multi Factor Authentication

App Connections

You will start receiving notifications when your customers enable them.

Email Mobile(SMS)

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
-----------------------------------	--	--------------------------------	------------------------------

When finished, select the Save button at the bottom of the page.

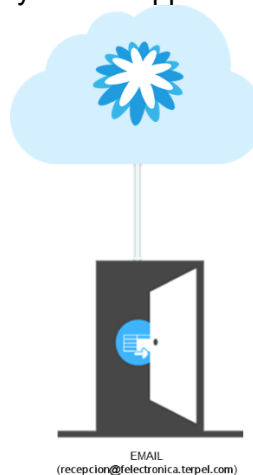
Cancel

Save

Sending and Managing Invoices to TERPEL

Invoicing Entrance

Each supplier must generate their invoice with the tax conditions of their country in their invoice system. The invoicing gateway in COUPA will be used to receive your invoices and validate them automatically or with little interaction from TERPEL, so that they can be approved for payment.



There is one way to record an invoice in Coupa:

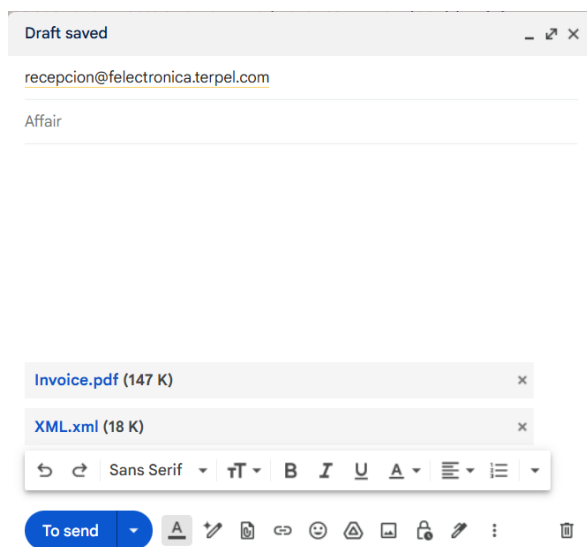
1. **Email:** When the supplier works with electronic invoicing, they will send an email with the corresponding XML and PDF files. PIF (a technological component of PARAMETA) automatically registers the invoice in COUPA.

Electronic Invoicing (Email)

	COUPA SUPPLIERS INVOICING USER GUIDE		
CO.AF.CP.I.06	Versión	1	
	Fecha	3 de Septiembre de 2025	

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

1. Send an email attaching the XML and PDF invoice files to recepcion@felectronica.terpel.com
2. The invoice is automatically created in COUPA and can be viewed on the CSP (Coupa Supplier Portal).



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

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

Considerations

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

- Use the email address provided by Terpel: recepcion@felectronica.terpel.com.
- Include the appropriate documentation in the email (PDF, XML, etc.).
- You must include the reference to the Purchase Order to which the invoice applies, applying the following regular expressions:
 - Merchandise voucher: Starts with 5 followed by 9 digits Example: 5010920829 (Coupa entry)
 - Delivery note (Transport): Starts with 6 followed by 9 digits Examples: 6006882730

	COUPA SUPPLIERS INVOICING USER GUIDE		
CO.AF.CP.I.06	Versión	1	
	Fecha	3 de Septiembre de 2025	

- Route: Starts with LST followed by 9 digits LST123456789.

Credit Note Register

Electronic Credit Notes (Email)

1. If you have electronic billing, you can send your credit notes to TERPEL by email:

- Send an email attaching the XML and PDF credit note files to recepcion@felectronica.terpel.com.
- You must include the reference to the invoice you are adjusting with the credit note. See [Reference to the Invoice](#).
- Do not include other types of files
- It will send an individual email for each credit note.

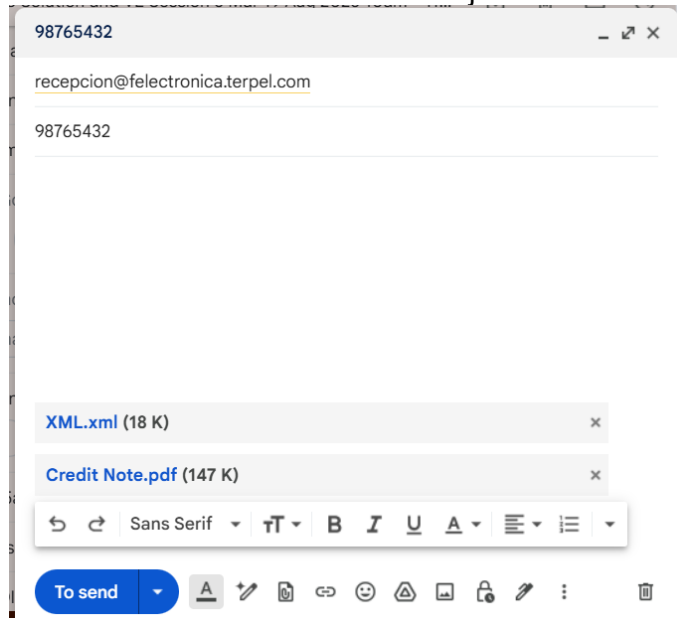
By following these steps, your credit note will be registered in Coupa and you will be able to track it from the Portal (CSP).

Reference to the Invoice

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

Option #1

Put the invoice reference in the subject line of the email.



• Option #2

Put the invoice reference on your credit note so it's included in the invoice XML.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

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:

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



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

Inconsistency Management

The customer may identify an inconsistency or discrepancy in the invoice sent by the supplier and place it in dispute. You will be notified when an invoice is placed in dispute and will be able to identify disputed invoices through the “Status” column and view the reason for the dispute in the “Reason for dispute” column:

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 COP	08/14/25	None	Duplicate Invoice. Already paid or payment review in progress		+

Please note that there is a comments section on invoices. In the case of disputed invoices, TERPEL's CxP team may have left you a comment with additional information on why the invoice was disputed.

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

In addition, you will be able to see comments corresponding to validations and internal readings in Coupa.

Participants: PIF 4 Coupa

to the supplier

PIF 4 Coupa 09/08/25 at 10:33

Statutory validation:

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

On the other hand, if you are unsure of the reason or how to proceed, you can use the “Comments” feature to communicate with the CxP team from the invoice.

Invoice Reporting

Remember that the portal aims to give you visibility and facilitate your purchasing management with TERPEL. You will be able to easily manage your reports, search for information, and export information related to your invoices.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

In the case of invoices, the portal provides a series of pre-created views that allow you to filter by invoices in a particular status (Approved, In Conflict, etc.).

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	Create Invoice from Other				
Export to						View	All	Search
Invoice #	Created Date	Status	PO #	Total	Unanswered C	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		
FINS14148-1754337887268	08/04/25	Pending Approval	None	1,842,477.00 COP	Yes	Disputed		
prueba003	08/04/25	Pending Approval	None	22,737,130.08 COP	Yes	Disputes with a supplier response		
NC000000564-1754065107824	08/01/25	Pending Approval	None	22,737,130.08 COP	Yes	Disputes without supplier response		
FINS000014129-1754062384038	08/01/25	Voided	None	22,737,130.08 COP	Yes	Draft		
						Overdue invoices		
						Payment Information		
						Pending Approval		
						Processing		
						Processing Failed		
						Unpaid invoices		
						Voided		
						Create View		

The invoice table has a “create View” option, which you will always find at the end of the list. For step-by-step instructions on how to create a custom view, please refer to the “Custom Views” section. In the case of invoices, you can create a view that shows you the estimated payment date for invoices that have already been approved. To do this, you can filter by invoices with the status “Approved”:

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 that you can see the data for each invoice.

Export to

View

Estimated Payment Date

Search

M

Invoice Number	Estimated Payment Date	Creation Date	Invoice Date	Payment Terms	Purchase Order Number
30241867CD7D20CB46AB9F8ADCA8CBFFC816PT1	24/08/24	24/06/24	16/01/24	Z060	20740

Payment Receipt

When the customer enters the payment details on the invoice, you will receive a notification by email and can view the payment details on the portal.



COUPA SUPPLIERS INVOICING USER GUIDE

CO.AF.CP.I.06

Versión

1

Fecha

3 de Septiembre de 2025

Export to

ViewPayment Information

Search

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

When you access the invoice and go to the Payments section, you will find the payment details provided by TERPEL. For example, the amount and date on which 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 notifications by email, you must have this option enabled. You can review the step-by-step instructions in the “Notifications” section of this manual.

6. CONTROL DE CAMBIOS

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

7. REVISIÓN Y APROBACIÓN

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