

Procure-to-Pay FAQs – Lindt & Sprüngli Coupa Supplier Portal

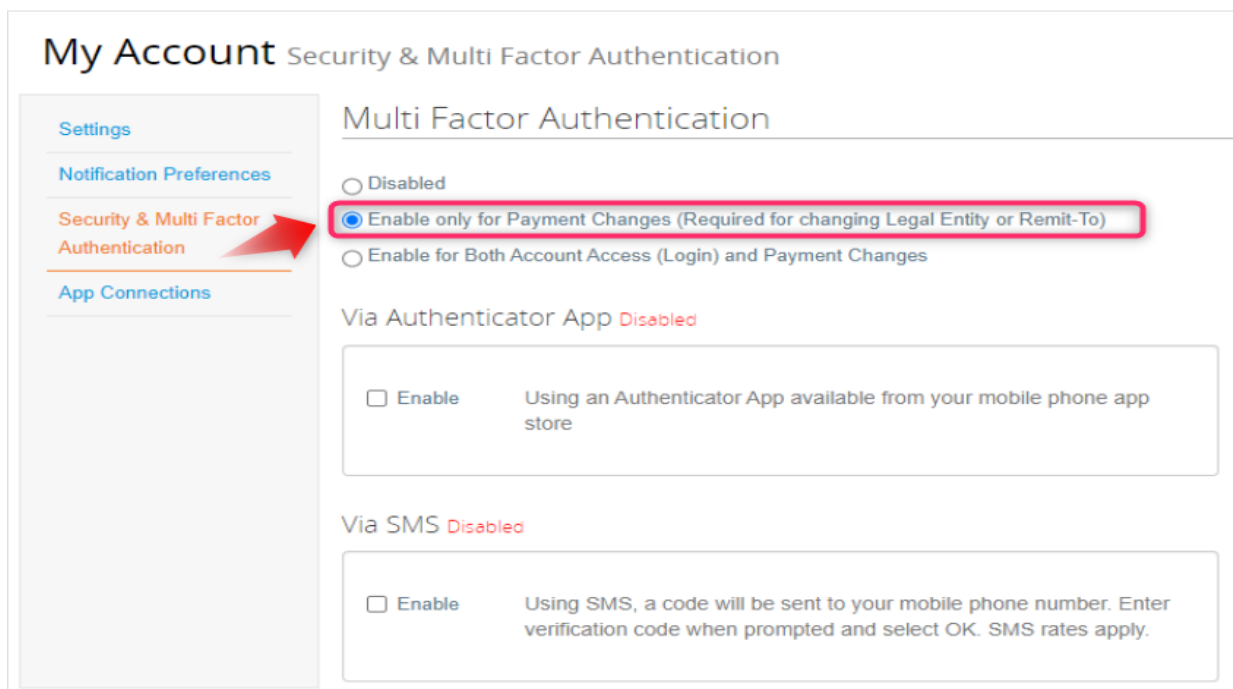
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Legal Entities

What is a Legal Entity?

A legal entity is a **representation of your company** and gives your Coupa customers the information they need to do business with you, including **addresses, payment methods**, and remit-to details. If you enabled **two-factor authentication** for financial data, the CSP prompts you to authenticate. To enable multi-factor authentication, click the **Security & Multi Factor Authentication** link on the **My Account** page:



My Account Security & Multi Factor Authentication

Multi Factor Authentication

☐ Disabled

☒ Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)

☐ Enable for Both Account Access (Login) and Payment Changes

Via Authenticator App Disabled

☐ Enable Using an Authenticator App available from your mobile phone app store

Via SMS Disabled

☐ Enable Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK. SMS rates apply.

Where do I view the Legal Entity on Coupa Supplier Portal?

Go to **Setup > Admin > Legal Entity Setup**, then select **Expand** next to the legal entity you want to see more information about:

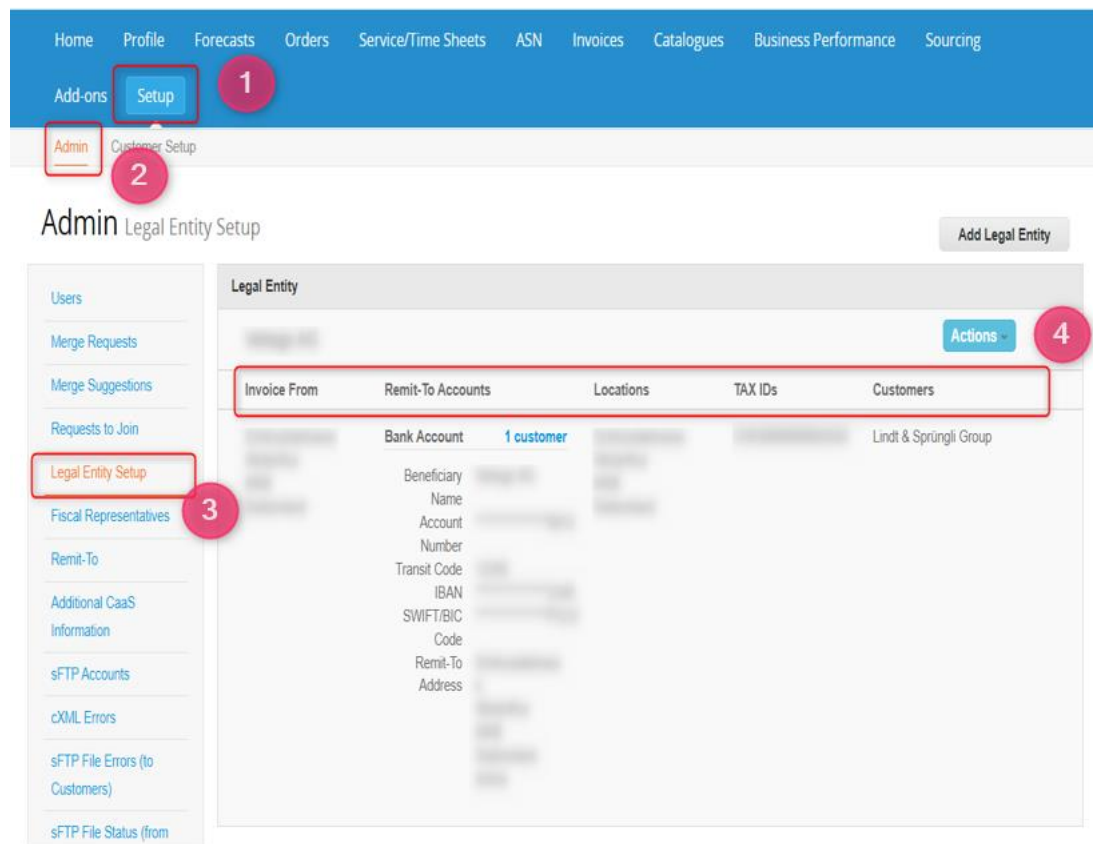


Admin Legal Entity Setup

Legal Entity

TestLE3	Actions
TestLE2	Manage Legal Entity
TestLE1	Manage Remit-To Accounts
	Deactivate Legal Entity

Review your legal entity information. Each legal entity has the following sections: **Invoice From, Remit-To Accounts, Locations, Tax IDs and Customers**:



What is the process for companies that have 1 mother company and several subsidiaries? Do they all need to register?

The parent company must register, and all the subsidiaries can be setup as fulfilment centers as long as the TAX ID is the same as the parent company. If the TAX ID is separate and they operate in the United States, the subsidiary must register separately from the parent.

Purchase Orders

How do I see Lindt & Sprüngli's Purchase Orders?

On the main menu, click on the Orders tab. If you are connected to more than one Coupa account, you will need to select Lindt & Sprüngli's from the dropdown menu.

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

Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines Promised Deliveries Deliveries

Select Customer: Lindt & Sprüngli Group

Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
41000000237	2024-06-28	Issued	None	2 Each 1 of Apple iPhone 13 Apple iPhone 14 Pro Max 256GB	No	2,044.00 CHF		
41000000236	2024-06-28	Issued	None	2 Each 1 of Apple iPhone 13 Apple iPhone 14 Pro Max 256GB	No	2,044.00 CHF		

Can I export my Purchase Orders from Coupa Supplier Portal?

Yes, you can do so by clicking on the “Export to” button on the top left side of the Purchase Order list, then choose one of the file formats from the drop-down list (Excel, CSV formats). The file will be automatically downloaded on your computer and you can open it from your “Downloads” list.

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Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines Promised Deliveries Deliveries

Select Customer: Lindt & Sprüngli Group

Purchase Orders

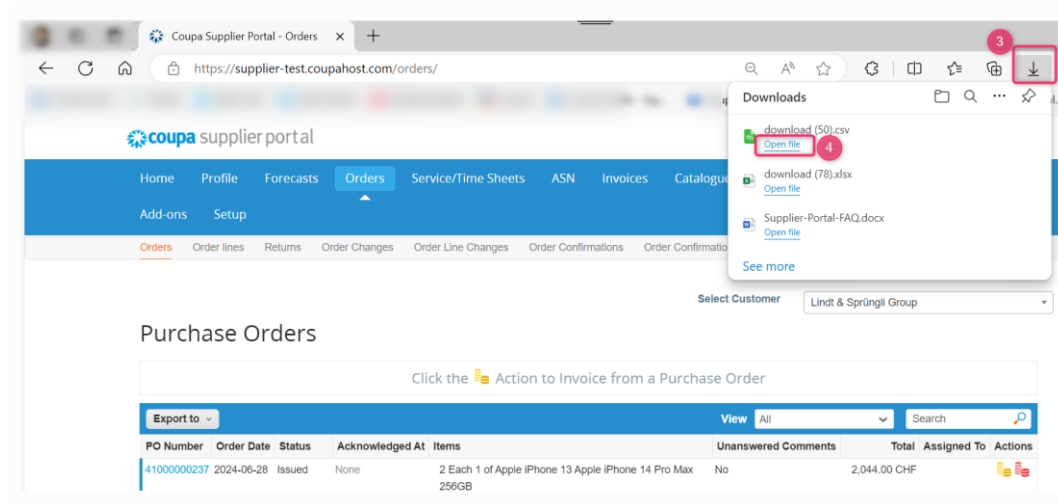
Click the Action to Invoice from a Purchase Order

Export to View All Search

- CSV plain (current columns)
- CSV for Excel (current columns)
- Excel (current columns)

UTF-8 CSV File including Byte Order Mark (BOM) Comma-Separated per your locale

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
41000000236	2024-06-28	Issued	None	2 Each 1 of Apple iPhone 13 Apple iPhone 14 Pro Max 256GB	No	2,044.00 CHF		



What do I do if the price on the purchase order I receive is wrong?

If the PO you receive is incorrect, please respond to the contact (requestor) within the PO to either amend the PO or raise another one.

Why does my Purchase Order have no value?

Some Purchase Order Requisitioners can choose to hide the value of a Purchase Order before it is released to you. You are still able to create an invoice against this purchase order, but the Requisitioner will monitor the value.

For a lump sum PO that covers the whole contract, will each individual job covered need a separate PO?

Lindt & Sprüngli can release an amount-based Purchase Order and you will be able to partially deliver/invoice against this.

If we are receiving a large number of POs, is it possible to consolidate them under one invoice via the CSP?

No, Lindt & Sprüngli allows only one invoice per purchase order.

What is a soft closed Purchase Order?

A soft closed PO is a PO that your customer can reopen, for example, if an invoice or credit memo submission is needed, or if a PO is closed prematurely or by mistake. You cannot invoice against a soft closed PO.

What happens with the orders with partially delivered quantities?

For partially shipped orders, the order stays open until all items have been received or the remainder is cancelled.

Invoices

How do I create an invoice on the Coupa Supplier Portal?

On the main menu, click on the “Orders” tab. If you are connected to more than one customer, select Lindt & Sprüngli from the dropdown menu. In the Purchase Order table that appears, choose the Purchase Order you want to invoice, and then click on the yellow coins action to create an invoice.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar has a blue header with the Coupa logo and 'supplier portal' text. Below it, a blue bar contains navigation links: Home, Profile, Forecasts, **Orders** (highlighted with a red box and number 1), Service/Time Sheets, ASN, Invoices, Catalogues, and Business Performance. Below this, a sub-navigation bar shows 'Orders' (highlighted with a red box and number 1), Order lines, Returns, Order Changes, Order Line Changes, Order Confirmations, Order Confirmation Lines, and Promised Deliveries. The main content area is titled 'Purchase Orders' and has a 'Select Customer' dropdown menu set to 'Lindt & Sprüngli Group' (highlighted with a red box and number 2). Below this, there is a table of Purchase Orders. The table has columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The first row is highlighted with a red box and number 3, showing PO Number 41000000237, Order Date 2024-06-28, Status Issued, and Items 2 Each 1 of Apple iPhone 13. The second row shows PO Number 41000000236, Order Date 2024-06-28, Status Issued, and Items 2 Each 1 of Apple iPhone 13. The 'Actions' column for the first row has a yellow coins icon (highlighted with a red box and number 4) and a 'Create invoice' button. A tooltip for the yellow coins icon shows 'Create invoice for PO #41000000237' and 'Create invoice'.

What are the best options for me to submit invoices to Lindt & Sprüngli?

Here are the three best free of charge ways to exchange invoices, as well as Purchase Orders with your customers:

- Via **cXML** (electronic exchange), a newer, XML-based standard that is more flexible, extensible, and easier to use than EDI and manages high volume PO/invoice transactions.
- Via the Coupa Supplier Portal (CSP), where you sign in to flip a Purchase Order to create an invoice.
- Via Supplier Actionable Notifications (SAN), where you act on an email without logging in to the CSP.

What does cXML stand for?

cXML stands for **Commerce eXtensible Markup Language** and is a protocol that is used for the exchange of business documents between procurement applications, such as purchase orders and invoices

It has become an **industry-standard language** for how business software communicates between eCommerce stores, eProcurement catalogs, and other business systems.

Do we need to attach an invoice in the CSP when submitting?

Although the invoice issued from the CSP is completely legal, you have the possibility to attach invoice backing data/information to it. However, it is mandatory for Coupa non-compliant countries to attach the real invoice in PDF format.

The non-compliant invoicing countries are: Taiwan Region, Macau S.A.R., Russia, Ukraine, Turkey.

Can we apply different payment terms to different invoices?

No, the payment terms are determined by the supplier record and the commercial agreement that you have negotiated with Lindt & Sprüngli. For any queries related to this subject, please contact your key business stakeholder.

Can I create more than one invoice with the same Invoice Reference?

No, the system will avoid Duplicated Invoice References and will not allow you to submit. This will also be rejected by Lindt & Sprüngli.

How do I invoice a blanket Purchase Order?

You can invoice multiple times against a single Purchase Order. Just click the gold coin icon for the Purchase Order as you normally would and enter the amount you'd like to appear on the invoice. The next time you want to invoice against the Purchase Order, just repeat the same action.

How do I know if an invoice has been submitted?

On the main menu, click on the "Invoices" tab. Search for the Invoice and view the Status. If the Invoice is still in draft status, this has not been submitted to Lindt & Sprüngli.

Once an invoice has been approved, what do I need to do next?

No further action is needed from your side. Once the invoice has been submitted to Lindt & Sprüngli, you'll be paid based on the payment terms you set with Lindt & Sprüngli. You can track the status of your invoice in the Coupa Supplier Portal.

How do I edit or delete an invoice that has already been submitted?

Once an invoice has been submitted, it can't be changed in any way. However, you still have the below two options:

1. Ask Lindt & Sprüngli to reject/dispute the existing invoice. You can then create a new one in the CSP.
2. Create a new credit note that credits Lindt & Sprüngli for the original value. You can then create a new invoice in the CSP.

Is the information in the Coupa Supplier Portal archived?

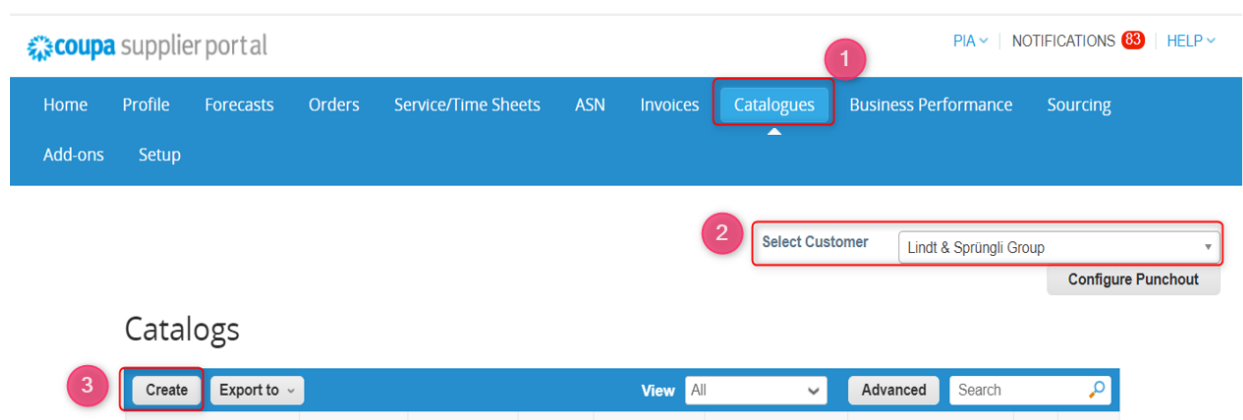
Invoices in the CSP are available for you to download as long as you are connected to Lindt & Sprüngli through the CSP.

Catalogues

How do I set up a supplier hosted catalogue on Coupa Supplier Portal?

With the CSP, each Supplier can create and host their own Catalogues and offer them digitally to Lindt & Sprüngli or any other customer. Enabling Lindt & Sprüngli business users to order directly from a Catalogue ensures the most up-to-date accuracy of products, descriptions and prices.

- 1) After logging in to the CSP, click on the **Catalogue** tab at the top of the page. If this tab is hidden, ask your CSP administrator to adjust your permissions via the Setup tab.
- 2) Click on the **Create** button, to create a new catalogue:



How do I bulk load multiple catalogue items?

You can add multiple items to a Catalogue in one go. This is done via the bulk load function in the CSP. You should start by downloading the Coupa upload template.

- 3) Click on the Load from file option on the Catalogue Items page.
- 4) Click on Download to get the most recent upload template. Populate the .CSV file and save the file.
- 5) Choose File: locate the file you created and saved and select it from your computer
- 6) Document name: the name of the upload document will appear here once you have selected it
- 7) Start Upload: click on Start Upload to begin the upload process. You will get a message to confirm if the upload was successful.

It is possible that you have to repeat these steps, to fix potential errors that Coupa detects when uploading the items. Upload issues might be an incorrect UoM or dates in the wrong format for example.

Items Included in Catalog

Create Load from file Export to ▾ View All ▾ Advanced Search 🔍

Select Customer Lindt & Sprüngli Group ▾ Configure Punchout

Bulk Load Item Updates for

Follow these steps to upload

1. **Download the** CSV template, or **export** the current list (Based on the CSV File Field Separator in your Language and Region settings.)
Download ▾ or Export To ▾
2. **Fill in or update the CSV file.** [Click here](#) for a description of the required and optional fields in the template.
 - Fields marked with a "*" are mandatory.
 - Each row uploaded will create a new .
 - Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.
3. **Load the updated file**
Choose File Catalogue test.csv

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

Start Upload