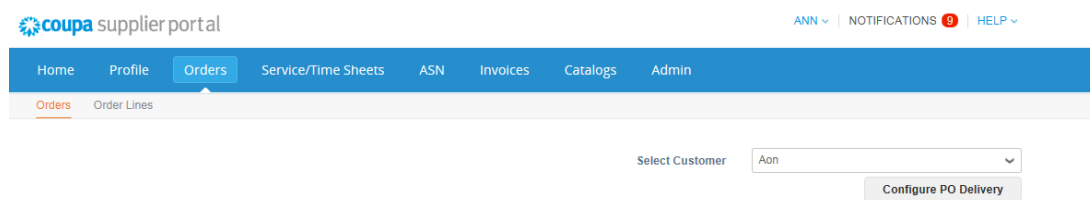# Supplier Invoicing
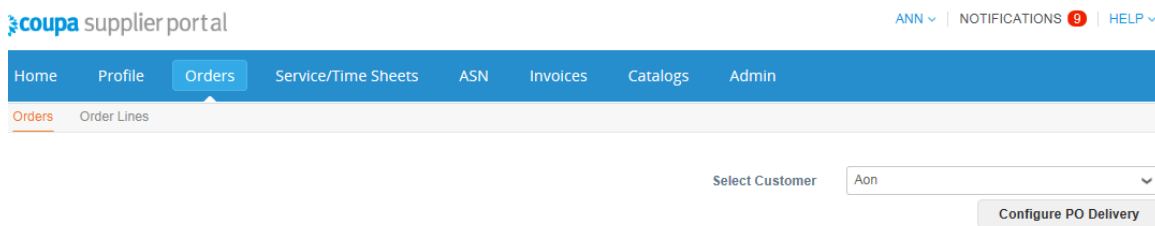
There are two ways to create electronic invoices – via the Coupa Supplier Portal (CSP) and the purchase order email (as known as "flipping the PO").

Create PO Backed Invoice via CSP

1. Log in to CSP.
2. Select the **Orders tab.**

3. Find the PO you would like to flip into an invoice. You can either scroll through the list of POs or search for it. Once you have found the specific PO row, under the **Actions** column, click the icon to flip the PO into an invoice.

4. The page refreshes to display the **Create Invoice** screen.

    4.1. The **Choose Remit-To Address** pop-up will be displayed. Select the address you would like to remit- to by clicking **Choose** (continue to step 6).

        Note: *If there is only one Remit-To address stored in your profile, then Coupa will default to that address and there will be no pop-up to choose an address. If there is no Remit-To address stored within the system, Coupa will ask you to create one.*
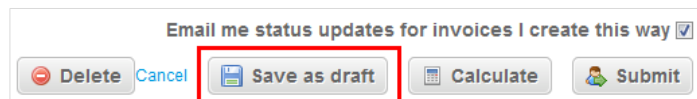

    4.2. If the correct Remit-To Address does not appear and you would like to add an address, then close the pop-up and complete the following to add a new Remit-To address:
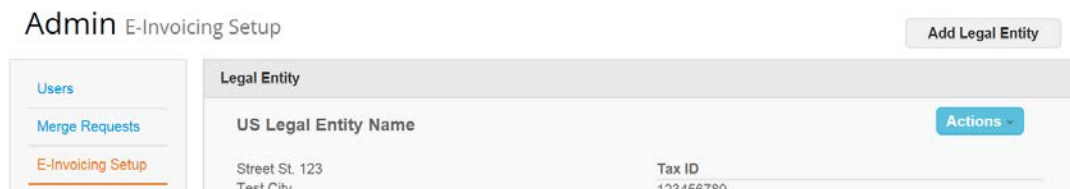
        Note: *If you submit an invoice with a new Remit-To address, the invoice will be put on hold until the new address is approved by the Aon Accounts Payable team. When you submit the invoice, you will receive a message stating that the invoice is on hold.*

        4.2.1. Scroll down and click **Save as draft** (if you do not want to lose your work thus far).

        4.2.2. To add new Remit-To, navigate to Admin tab and the E-invoicing Setup section.

        4.2.3. Click **Add Legal Entity** and input correct address, contact details and your tax ID.

4.2.4. Click **Save**.

4.2.5. Return to your invoice by clicking the **Invoices** tab from the panel..

4.2.6. Select the ✏ edit icon next to the invoice you were working on initially.

5.   On the **Create Invoice** screen, input information into the required fields.

Note that required fields are indicated by an asterisk.

- Invoice #
- Invoice Date
- Currency

6.   As you scroll down the page, in the **Lines** section you will find more fields to input information.

For Goods PO:

6.1. Enter a price in the **Price** field.

6.2. Enter the quantity in the **Quantity** field.

For Services PO:

7.1. Enter a price in the **Price** field.

7. Enter any shipping and handling information

8. Enter the tax information in the **Tax Code** fields or under each PO line if applicable. Click **Calculate** then **Submit**.

   8.1. Attach a copy of your invoice. Instructions on doing so are available on page 11.

9. After submitting, the page will refresh to display the invoice is processing.

Invoices

Invoice #	**Created Date**	**Status**	**PO #**	**Total**	**Unanswered Comments**	**Actions**
25.05.18	05/25/18	Processing	N02461000080754	129.15 EUR	No	
None	05/25/18	Draft	N02461000080754	123.00 EUR	No	

Instructions From Customer
Please include the Requester's name on the invoice. Please attach invoice image scan if you create an invoice electronically via PO flip or CSN.

Export to ⌄   View All   Search

10.

Note: If you submitted the invoice with a new Remit-To address, the status will display as 'On Hold.'

After the invoice is approved and matched with the PO, the invoice will be paid according to Aon's standard payment terms, or to the payment terms contractually agreed upon between Aon and the supplier. Payment details will be reflected in Coupa and the CSP.

Supplier Invoicing – from your PO Email address

The PO will be automatically emailed to the Supplier.

1. Log in to your email account. POs will show up as **Coupa Notifications** in your mailbox.

   Note: POs will be issued to a PO email address confirmed by the supplier and not to the primary contact email address (unless they are identical). Contact GSM Helpdesk Mailbox at gsmhelpdesk@aon.com if you are unsure which email you currently have on file or need to update.

2. Select the email of the PO you would like to flip into an invoice.

3. Click **Create Invoice**.

4. The other option for suppliers is to acknowledge the PO and then proceed to invoicing:

   4.1. Click **Acknowledge PO** in the email message. This opens Coupa in a new browser window/tab and you see the message 'Order Acknowledged.'

   4.2. On the Coupa screen, click **Create Invoice** (button with yellow stack of coins).

Note: It is recommended to acknowledge a PO when Aon sends in the order.

5. Based on whichever option you choose, you will reach the **Create Invoice** screen.

   5.1. The **Choose Remit-To Address** pop-up will display. Select the address you would like to remit-to by clicking **Choose**.

   Note: If there is only one Remit-To address stored in your profile, then Coupa will default to that address and there will be no pop-up to choose an address. If there is no Remit-To address stored within the system, Coupa will ask you to create one.

   5.2. If the correct remit-to address does not appear, click **Create New Remit-To**.

   Note: If you create a new address, the invoice will be put "on hold" as the new remit-to address will need to be approved by the Aon Accounts Payable team.

Choose Invoice From Address

Street
Clty, PC1234
United States
United States (123456789)

Most Recently Used   ✅ **Choose**

Street
City, PC1234
Canada
Canada (123456789RT0001)   ✅ **Choose**

6. On the **Create Invoice** screen, input the invoice number into the **Invoice #** field.

    Note that all other required fields are indicated by an asterisk.

Create Invoice Create

General Info

* Invoice #	
* Invoice Date	05/25/18 📅
Payment Term	45D
* Currency	EUR ⌄
Delivery Number	
Status	Draft
Image Scan	Browse...
Supplier Note	

Attachments ⓘ Add File | URL | Text

From

* Supplier CSPTS-US

Supplier Tax ID 123456789 ⌄

* Invoice From Address AON Supplier 🔍
Street
Clty, PC1234
United States

* Remit-To Address AON Supplier 🔍
Street
Clty, PC1234
United States

* Ship From Address AON Supplier 🔍
Street
Clty, PC1234
United States

To

7. Scroll down to the **Lines** section and ensure all details are accurate, specifically the Price and the Quantity.

    7.1. For Canada and UK: Select a tax code from the **Tax Code** dropdown and click **Calculate and then submit**.

    7.2. United States: Do not modify the Tax Code Field. Manually enter the **exact value** (dollar and cents) in the **Tax Amount field**, click *Calculate*, then **Submit**.

7.3. Attach a copy of your invoice. Instructions on doing so are available on page 11.

8. Keep the checkbox selected if you wish to receive email updates about the invoice status.

9. When you complete your edits, enter any comments for Aon and then click **Submit**.

10. You will be notified of the status of your invoice via email. You can click **View Status** in the acknowledgement email to check the invoice status.
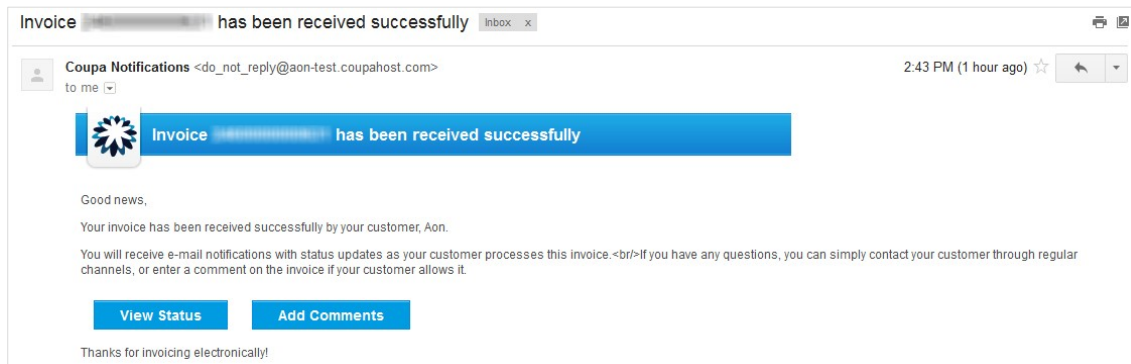
PO Backed Credit Note

For a credit note that you need to submit to Aon, you should submit the credit note PDF to the Aon Coupa inbox (invoices@aon.coupahost.com) from your registered email address.

The Aon Accounts Payable team will follow their internal processes for handling and creating the credit note in Coupa. You will be updated via *the primary contact email address* about the processing status.
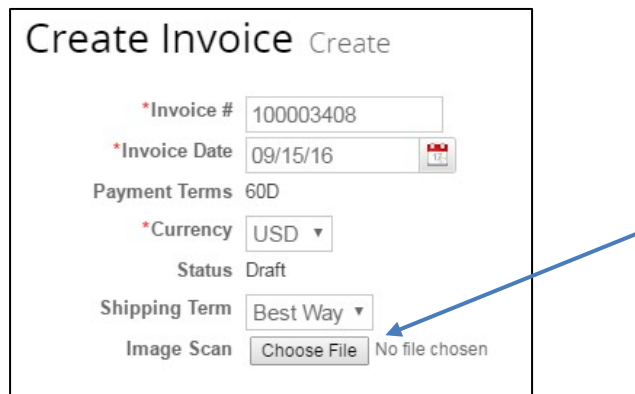
Attaching a File to an Invoice

German suppliers are required to attach either an image or a .pdf version of their invoice to each electronic   Coupa invoice.

Creating the invoice

Create the invoice from either the CSP or Email Flip as you normally would ensure all required fields are populated. For additional training on this process please click here.

Attaching the file

Select the "Choose File" button located near the "Image Scan" field. Please note: **Do not upload** an invoice under the attachments section as this is not as visible to the Aon team and they may need to re-request an invoice document.
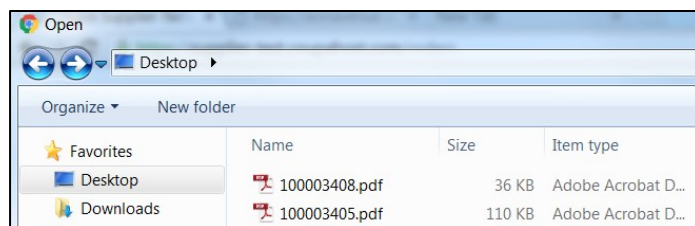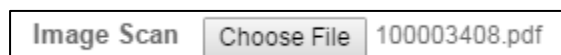

Browse for the file and select the right file to upload.

The name of the file will now be reflected next to the "Choose File" button.