

COUPA QUICK GUIDE FOR DHL GROUP SUPPLIERS

INVOICE MANAGEMENT





First invoice – setting up a legal entity

In order to be able to issue electronic invoices, you first need to create a **legal entity**. You can skip this step if you already went through the setup for other customers.

01 Go to Business Profile, **Legal Entities**.

02 Select “**Create**”.

03 Alternatively, you can navigate to the **Purchase Order** and click “Create Invoice”.

04 You can add a **new Legal Entity** from the subsequent popup window.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'coupa supplier portal' and 'TEST' status. Below it, a menu bar contains 'Invoices', 'Orders', 'Business Profile' (highlighted with a red box and '01'), 'Setup', 'Service Sheets', 'ASN', and 'More...'. A secondary menu bar shows 'Business Profile', 'Legal Entities' (highlighted with a red box and '01'), 'Information Requests', 'Performance Evaluation', and 'More...'. The main content area is titled 'Legal Entities' and contains a 'Create' button (highlighted with a red box and '02'). Below this, there are three buttons: 'Create Invoice' (highlighted with a red box and '03'), 'Save', and 'Print View'. A popup window titled 'Choose Invoicing Details' is open, showing three dropdown menus: '* Legal Entity' (with 'Select' and '04'), '* Remit-To' (with 'Select'), and '* Ship-From Address' (with 'Select'). An '+ Add New' button is highlighted with a red box in the popup.

Important:

You don't need to log into CSP to view, manage or invoice your PO. You can complete all those actions using **SAN** (Supplier Actionable Notifications) directly from the PO email.



First invoice – setting up a legal entity

01 Provide your Company's Legal Name. This is the name that will be shown on the invoice.

02 Provide the country where the entity issuing the invoice is registered.

Countries currently supported for eInvoicing are:

Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, **Hungary***, Ireland, Italy, Korea, Luxembourg, Malaysia, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Arab Emirates, United Great Britain and Northern Ireland, USA

01

Create Legal Entity

02
✕

*** Legal Entity Name**

Country/Region

Tax Registrations

*** Country/Region** **VAT ID**

Important:

You will not be able to submit eInvoices if your company is registered in a country not supported for eInvoicing. *For Hungary, invoices can be submitted via Coupa, but an image scan of the legal invoice needs to be a part of the submission.



First invoice – setting up a legal entity

01 Fill in the required **additional information**.

In case the information is not available, you can enter N/A.

02 Specify the “**Invoice From**” Address

03 Click “Save”

04 The legal entity has been set up. Click “Continue” to add **payment methods** to your entity.

01 Additional Company Information

* Legal type of company ⓘ
Test type

* Registered seat ⓘ
Test

* Board of Directors ⓘ
N/A

* Chairman of the Board ⓘ

* Court of registration ⓘ
N/A

02 Invoice From Address

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

* Country/Region
Germany

* Address Line 1
DE Street 1

Address Line 2

* City
DE City

* State
DE State

* Postal Code
999999

Invoice From Code ⓘ

Preferred Language
German (Germany)

Cancel

Save



Business Legal Entity successfully created. Next, you must add payment info or a remittance address required for invoicing. Go to Setup > Payment Methods and click "Add Payment Method" to complete this.

Close

Continue

Important:

You will not be able to submit eInvoices if your company is registered in a country not supported for eInvoicing.



First invoice – setting up a payment method

01 Navigate to Setup >> Payment Methods >> Add Payment Method

02 Select the Legal Entity to which you would like to add the Payment Method

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal', 'TEST', 'NOTIFICATIONS 0', and 'HELP'. The main navigation menu has 'Invoices', 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', and 'More...'. The 'Setup' menu item is highlighted with a red box. Below the navigation, there is a sub-menu with 'Admin' and 'Connection Requests'. The 'Admin' sub-menu is expanded, showing 'Users', 'Merge Requests', 'Merge Suggestions', 'Requests to Join', 'Fiscal Representatives', and 'Payment Methods'. The 'Payment Methods' link is highlighted with a red box. The main content area shows 'Admin Remit-To 01' and a table with columns: 'Payment Method Name', 'Remit-To Address', 'Payment Type', 'Legal Entity', 'Customer Sharing Status', and 'Action'. The table contains one row with values: 'None', 'DE Street 1, DE City, DE State', 'Address', 'Test DHL Supplier DE', and 'None'. A blue button 'Add Payment Method' is highlighted with a red box. A modal window titled 'Add Payment Method' is open, showing a dropdown menu for 'Legal Entity' with 'Test DHL Supplier DE' selected and highlighted with a red box. Other options in the dropdown include 'Test German Legal entity', 'test2 new entity', 'test new entity', 'UNITES STATES (legal entity)', 'GERMANY (Legal Entity)', and 'UNITED STATES test profile'. A 'Back' button is visible at the bottom left of the modal.

Important:

You will not be able to submit eInvoices if your company is registered in a country not supported for eInvoicing.

First invoice – setting up a payment method

01a Always select **Payment Type** as “Address”, unless you are a supplier based in **Germany**.

01b Due to legal regulations, all German suppliers are obliged to select “Bank Account” from the drop-down and provide their IBAN bank account in this step.

02 Provide all required data and click Save & Continue.

Add a new Payment Method

01a * Payment Type Address

What is your Remit-To Address?

* Address Line 1 +

* City

State

* Postal Code

* Country/Region

Recommended

If you receive payments to a different location to where your business is registered, add the address here.

01b * Payment Type Bank Account

02

Cancel

Important:

Please be advised that DHL Group will verify the **bank details** and **VAT reg.** numbers provided on the invoice against the data we hold in our vendor master database. In case of the mismatch, invoice will be stopped for clarification.

In order to change those details, please reach out to your **DHL Group contact person**.



First invoice – setting up a payment method

- 01 Add Ship From address, if different from your legal address.
- 02 Set-up is complete, no need to send any further information via Coupa. Click “Add Later”.

Add a new Payment Method

01

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Add Ship From

Manage

Deactivate Legal Entity Done

Setup Complete

Congratulations!

This legal entity can now be used on new invoices.

To get paid - Most customers require that you send them this payment info **in addition to providing it on the invoice.**

- Click on the [Profile Tab](#) to see if your customer has a form that collects payment information.
- Otherwise, you'll have to send it to them through another channel.

02

Add Later Add Now

Important:

You will not be able to submit eInvoices if your company is registered in a country not supported for eInvoicing.



Creating an invoice - CSP (Coupa Supplier Portal)

01 Go to the **Orders** page.

02 Click on the PO number link to display the PO details.

03 Alternatively, you can select “**Accept PO and Create Invoice**” directly from the Actions menu.

coupa supplier portal

TEST | NOTIFICATIONS 8 | HELP

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

Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Order Header Confirmations Deliveries

Select Customer Deutsche Post DHL - DHL Test Supplier 002

Purchase Orders

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

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

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
6000000653	7/02/2023	Issued	None	10 each of test PO	No	100.00 EUR		

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.***

*Please note that for a limited number of entities there is an exception from this rule. For details see slide 15

Creating an invoice - CSP



01 Once you have opened the PO, select on “**Create Invoice**”.

02 You may be asked to accept invoicing Terms of Use.

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		test PO	10	each	10.00	100.00	100.00

Need By	Part Number	Manufacturer Name	Manufacturer Part Number	GoSource Contract Number
31/03/2023	None	None	None	None

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Total EUR 100.00

01

Create Invoice Save Print View

Select Customer Deutsche Post DHL

Our compliant invoicing Terms of Use have been revised.
Please confirm that you have read and agree to the current [Terms of Use](#).
If you do not agree, you will not be able to send invoices to Coupa compliant customers.

02

I Accept

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.***

*Please note that for a limited number of entities there is an exception from this rule. For details see slide 15



Creating an invoice – CSP – invoice header

01 Please fill in the **required** information:

- Invoice number
- Invoice Date
- Date of Supply

02a Scan of the legal invoice may be required for some countries, such as **Hungary**

02b **Exchange rate** may be mandatory, if the invoice currency is different than your local currency.

Create Invoice Create

01 **General Info**

* Invoice #

* Invoice Date

* Payment Term N060_Within 60 days net

* Date of Supply

* Currency EUR

Delivery Number

Status Draft

* Image Scan No file chosen

Supplier Note

Attachments Add File | URL | Text

Cash Accounting Scheme

Margin Scheme

New Means Of Transport

* Exchange Rate i

From

* Supplier DHL Test Supplier 002

* Supplier VAT ID HU12345678

* Invoice-From Address HUNGARY (Legal Entity)
Hungary City
Hungary Line 1
71034
Hungary

* Remit-To Address HUNGARY (Legal Entity)
Hungary City
Hungary Line 1
71034
Hungary

* Ship-From Address HUNGARY (Legal Entity)
Hungary City
Hungary Line 1
71034
Hungary

To

Customer Deutsche Post DHL

* Bill-To Address PP99_DPDHL Express_Dev_2
Heinrich-Brüning-Straße 5
53113 Bonn

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.***

*Please note that for a limited number of entities there is an exception from this rule. For details see slide 15

Creating an invoice – CSP – Unites States supporting documentation



To ensure TAX compliance, when submitting an invoice to any **DHL entities based in the Unites States**, you are required to attach documentation, such as the invoice generated from supplier's system, contract, or statement of work, which describes, in **detail the services or goods sold**, and the **amounts associated** with each service or good.

01 Please note that an error will occur in case the attachment is missing.

02 In order to attach the supporting documentation, please use the 'Attachments' option.

Invoice #inv6000001728-3 [Edit](#)
01

Please fix the errors below.

- Attach supporting documents that has detailed description of the services/goods e.g. delivery receipts. You can also attach your invoice as supporting document.

General Info

* Invoice #

* Invoice Date

* Payment Term N060_Within 60 days net

* Date of Supply

* Currency

Delivery Number

Status Draft

Supplier Note

From

* Supplier DHL Test Supplier 002

Supplier Tax ID

* Invoice-From Address UNITES STATES (legal entity)

US Address Line 1
US City, 111111
United States

* Remit-To Address UNITES STATES (legal entity)

US Address Line 1
US City, 111111
United States

* Ship-From Address UNITES STATES (legal entity)

US Address Line 1
US City, 111111
United States

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

Important:

Please note that the Coupa generated invoice is the legal invoice. Any attachments you may provide are considered as supporting documentation.



Creating the invoice – CSP – invoice lines

Lines

01

01 Enter the quantity. It cannot be higher than the ordered quantity.

02 Select the tax rate.

03 Additional lines can be added, if necessary.

Type	Description	Qty	UOM	Price
	test PO	5	each	10.00
50.00				

PO Line: 600000653-1

Service/Time Sheets Line: None

Contract:

Credit Line: None

Supplier part number:

Billing: 3602100010-PP99004701--999900--K

Taxes

VAT Rate	VAT Amount	Tax Reference
<div style="border: 1px solid red; padding: 2px;"> <input type="text" value="20.0%"/> <ul style="list-style-type: none"> <li style="background-color: #0070C0; color: white; padding: 2px;">20.0% <li style="padding: 2px;">5.0% <li style="padding: 2px;">0.0% <li style="padding: 2px;">Exempt <li style="padding: 2px;">Reverse Charge </div>	0.00	<input type="text"/>

02

03

Add Line Pick lines from PO Pick lines from Contract

Total Taxes

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.***

*Please note that for a limited number of entities there is an exception from this rule. For details see slide 15



Creating an invoice – CSP – shipping cost and summary

01 In the summary section below, you can see the **Gross Total** including Net Total + Taxes.

02 You can add the **unforeseen shipping costs**, however, be advised that this may trigger additional approvals on DHL Group side.

All shipping costs should be agreed upfront, whenever necessary and created as a separate PO line.

03 Click “**Submit**” to issue the invoice.

act

Total Taxes

Lines Net Total	50.00
Lines VAT Totals	10.00

02

Shipping

VAT

Tax Reference

01

Total VAT	13.44 GBP	12.00 EUR
Net Total	67.20 GBP	60.00 EUR
Gross Total	80.64 GBP	72.00 EUR

03

Delete Cancel Save as draft Calculate **Submit**

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.***

*Please note that for a limited number of entities there is an exception from this rule. For details see slide 15

Creating an invoice – CSP - Contract and blank invoice



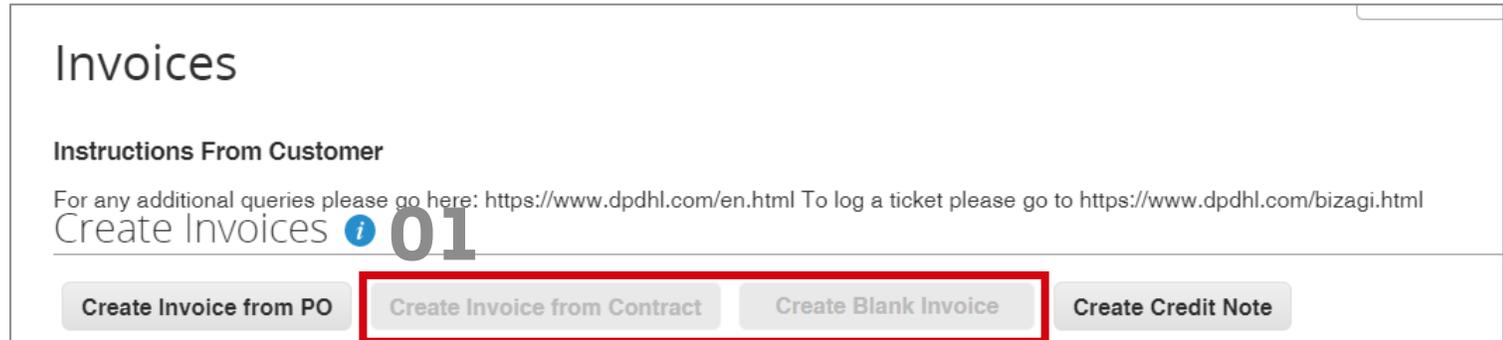
01 Please be advised that currently DHL Group does not support creating Invoices from **Contract** or Blank (**non-PO**) Invoices for **most** of it's entities.

Those invoicing options have been grayed-out deliberately.

02 However, creation of **Blank Invoices** is currently allowed on **trial** basis for:

- **DHL Express Ireland Ltd.**

Suppliers for this business entity will be able to submit Blank Invoices for goods and services which do not require a Purchase Order creation.



Important:

It's **not possible** to issue Blank Invoices using SAN (Supplier Actionable Notifications) functionality. In order to create a Blank Invoice you will need to register on the Coupa Supplier Portal.

Creating an invoice – CSP - Creating a blank invoice

Available for DHL Express Ireland Ltd. suppliers only!



- 01** Go to the **Invoices** page.
- 02** Select **Create Blank Invoice**.
- 03** Ensure that all **the required fields** are filled in.

coupa supplier portal

01 **Invoices** Orders Profile Setup Service/Time Sheets ASN Sourcing

Invoices Invoices Lines Payment Receipts

Create Invoices **02**

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

General Info **03** From

* Invoice #

* Invoice Date 10/03/24

* Payment Term N060_ Within 60 days net

Date of Supply 10/03/24

* Currency EUR

* Supplier Global Collect Services B.V., NL Hoofddorp (5198631832)

* Supplier VAT ID NL809075118B01

* Invoice From Address Global Collect Services B.V., NL
Hoofddorp (5198631832)
Neptunusstraat 41 - 63
2132 JA Hoofddorp

Important:

Blank invoices should not be issued for goods or services which require a Purchase Order. Your DHL contact person will be able to confirm if you should expect a Purchase Order from DHL Group.

Creating an invoice – CSP - Creating a blank invoice - continued

Available for DHL Express Ireland Ltd. suppliers only!



04 Choose **billing account** by clicking on the magnifying glass on the item section.

05 Once open, a "**DUMMY**" GL account will default (**Please do not update**).

06 If a Cost center is provided to you, please kindly provide the same on the **Cost Center Field**.

Not being able to provide this information may cause delays on posting your invoices for payment.

04

Supplier Part Number

Early Invoice No

Billing: None

Choose an account

05

Choose an Account

Choose Chart Of Accounts IE40_DHL Express (Ireland) Ltd.|Shape

* GL - GL Account DUMMY (DUMMY)

CC - Cost Center

WBS

Crest - SAP Segment

AC - Asset Class

AAC - Account Assignment Category Cost Center (K)

COMM - Commodities

SUP - Supplier

06

Choose

Important:

Blank invoices should not be issued for goods or services which require a Purchase Order. Your DHL contact person will be able to confirm if you should expect a Purchase Order from DHL Group.

Creating an invoice – CSP - Creating a blank invoice - continued

Available for DHL Express Ireland Ltd. suppliers only!



Any additional cost should be populated as a separate line. If not followed, the invoice is automatically disputed back to you for correction.

07 Click **Add Line** on the bottom of the first line item.

08 Fill in all the **required fields**.

09 **Submit** the invoice.

05

07

08

Type	Description	Qty	UOM	Price	
Qty ▾	test - handling fees	1	each ▾	25.00	25.00 ✕

PO Line: None
 Service/Time Sheet Line: None

Contract: ▾

 Period: ▾

Supplier Part Number:
 Early Invoice: No

08 Billing: IE40_DHL Express (Ireland) Ltd.|Shape DUMMY-Cost Center DUMMY----K

08 Taxes:

VAT Rate	VAT Amount	Tax Reference
21.0% ▾	5.25	<input type="text"/>

Important:

Blank invoices should not be issued for goods or services which require a Purchase Order. Your DHL contact person will be able to confirm if you should expect a Purchase Order from DHL Group.

Creating credit notes – CSP

- 01** In order to create a credit note, navigate to the “**Invoices**” tab.
- 02** Select “**Create Credit Note**”.
- 03** Select the **invoice number** from the drop-down and then “**Continue**”.

01

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogues

Invoices Invoices Lines Payment Receipts

Invoices

Instructions From Customer

For any additional queries please go here: <https://www.dpdhl.com/en.html>

Create Invoices *i*

02

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 Other (e.g. rebate)

6000000653-1

6000000653-1

Continue

Create Credit Note

Important:

It's **not possible** to issue credit notes using SAN (Supplier Actionable Notifications) functionality. In order to create a credit note you will need to register on the Coupa Supplier Portal.

Creating credit notes – CSP continued

04 Select the type of the correction. You can either cancel the **entire** invoice or issue a **partial correction**. Click “**Create**”

04

Credit Note ✕

How do you want to correct invoice "6000000653-1" ?

Completely cancel the invoice with a credit note i
 Adjust invoice with a credit note i

Cancel
Create

05 In the next screen fill in the mandatory information:

- Credit note number
- Credit note date
- Credit note reason

05

⚙️ **General Info**

* **Credit Note #** ✓

* **Credit Note Date** 📅

* **Payment Term** N060_Within 60 days net

* **Original Date of Supply** 📅

* **Currency** ▼

* **Credit Reason**

Important:

It's **not possible** to issue credit notes using SAN (Supplier Actionable Notifications) functionality. In order to create a credit note you will need to register on the Coupa Supplier Portal.



Creating credit notes – CSP continued

06 On the line level, please enter the quantity to be corrected.

Do not forget to add the minus (-) sign. Corrections need to be done in the negative value.

07 Check the Totals and “**Submit**”.

Lines
06

Adjustment Type	Quantity	UOM	Price		
Type	Description	Qty			
	test PO	-2	each	10.00	-20.00 ✖
PO Line	Service/Time Sh				
6000000653-1	None				

Total Taxes

Lines Net Total	-20.00
Lines VAT Totals	-4.00
Shipping	
VAT	0.000
Tax Reference <input type="text" value="Enter a tax reason description."/>	
Total VAT -4.48 GBP -4.00 EUR	
Net Total -22.40 GBP -20.00 EUR	
Gross Total -26.88 GBP -24.00 EUR	

07

Delete
Cancel
Save as draft
Calculate
Submit

Important:

It's **not possible** to issue credit notes using SAN (Supplier Actionable Notifications) functionality. In order to create a credit note you will need to register on the Coupa Supplier Portal.



View and Manage Invoices - CSP

- 01 Click on the **Invoices** tab on the main menu. The **Invoices** page appears.
- 02 From the **Select Customer** drop-down list in the top right corner, select the customer whose invoices you want to see.
- 03 See the list of the selected invoices with their statuses.

01

coupa supplier portal SUPPLIERNAME | NOTIFICATIONS 2 | HELP

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

02 Select Customer Coupa

Invoices

Create Invoices *i*

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

03 Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
123	06/01/17	Draft	3050	113.20	No		
456	06/01/17	Disputed	None	150.00	No		
789	05/27/17	Pending Approval	2949	3,750.00	No		
121314	05/16/17	Approved	2891	15,000.00	No		

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Important:

When you visit the page again, it shows you the invoices for the customer you selected last time.



Invoice statuses

Status	Definition
Draft	The invoice has been created, but has not been submitted to DHL Group
Processing	The invoice is being processed by DHL Group and should be paid soon
Pending Approval	The invoice is currently under review by DHL Group
Approved	DHL Group has accepted the invoice payment
Abandoned	The disputed invoice has been abandoned. DHL Group can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices

Important:

To learn more about invoicing go to [Coupa Compass Portal](#).

Payment information - CSP

You can check the payment status of your invoices in CSP.

01 Select “**Payment information**” in the View dropdown.

02 In the invoice tab, select “**Yes**” in the Paid column.

Invoices

Instructions From Customer
For any additional queries please go here: <https://www.dpdhl.com/en.html> To log a ticket please go to <https://www.dpdhl.com/bizagi.html>

Create Invoices 

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

Export to View Payment Information Search 

Paid <input type="text"/>	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
Yes	6000002623	DNUInvPR00004	Approved	07/09/2022	0001_[UPDATE]Payable immediately Due net	07/09/2022	Payment# 3400000000 on 14/07/2022 for -EUR 1,000.00, Payment# 3400000000 on 14/07/2022 for -EUR 1,000.00, Payment# 3400000000 on 14/07/2022 for -EUR 1,000.00

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.**



Creating the invoice – SAN - (Supplier Actionable Notifications)

Invoice creation can be initiated from the SAN Purchase Order email.

01 Simply select “Create Invoice” under the Order Summary.

From this point on you will need to follow the same steps as described for CSP suppliers:

- Legal Entity creation
- Invoice creation

First invoice – setting up a legal entity

01 Provide your Company's Legal Name. This is the name that will be shown on the invoice.

02 Provide the country where the entity issuing the invoice is registered.

03 Create Legal Entity

04 Provide the country where the entity issuing the invoice is registered.

05 Tax Registrations

Creating an invoice – CSP – invoice header

01 Please fill in the required information:

- Invoice Number
- Invoice Date
- State of Supply

02a Scan of the legal invoice may be required for some countries, such as **Hungary**.

02b Exchange rate may be mandatory, if the invoice currency is different than your local currency.

Important: DHL Group is not supporting Invoice from Contract or Blank Invoice options. All invoices created in Coupa must be created from a PO.

Deutsche Post DHL Purchase Order #3625 Inbox x

Deutsche Post DHL <do_not_reply@dphl-test.coupa.com> to me

Dec 21, 2022, 2:26 PM

Powered by **coupa**

DHL logo

Deutsche Post DHL Purchase Order #3625

Order Summary

Date 21/12/2022

PO Total 1.00 USD

Contact Tomasz Barnowski
tomasz.barnowski@dhl.com

01

Manage Order

Create Invoice

Orders details below

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.**



Invoice status and payment information - SAN

01 In order to monitor the status of invoices created via SAN, please check indicated box during the invoice submission.

02 You will receive an email when the status of your invoice is updated.

Click on **“View Status”** to see your invoices with related statuses and payment information.

01

Email me status updates for invoices I create this way

Delete Cancel Save as draft Calculate Submit

do_not_reply@dpdhl-qa.coupa.com
to me

11:03AM (1 minute ago) ☆ ↶ ⋮

Powered by coupa

DHL

Invoice inv600000675-1 has been received successfully

Good news,
Your invoice has been received successfully by your customer, Deutsche Post DHL.

You will receive e-mail notifications with status updates as your customer processes this invoice. If you have any questions, you can simply contact your customer through regular channels, or enter a comment on the invoice if your customer allows it.

02

View Status Add Comments

coupa
Business Spend Management

Important:

Currently DHL Group is not supporting Invoice from Contract or Blank Invoice options. **All invoices created in Coupa must be created from a PO.**



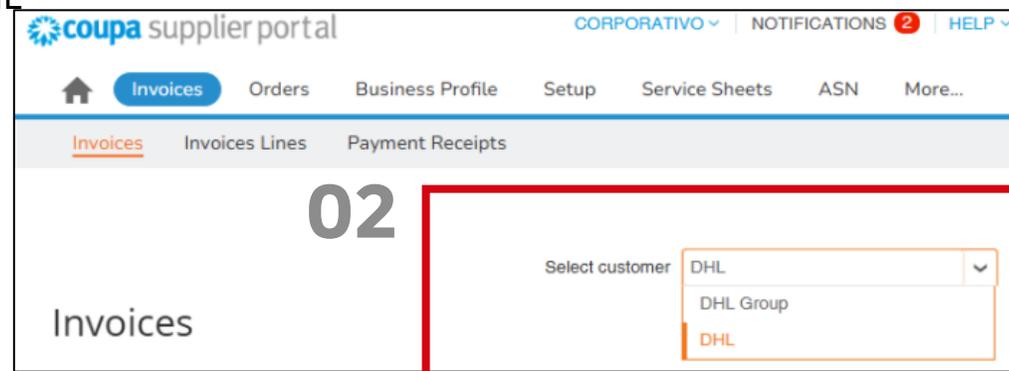
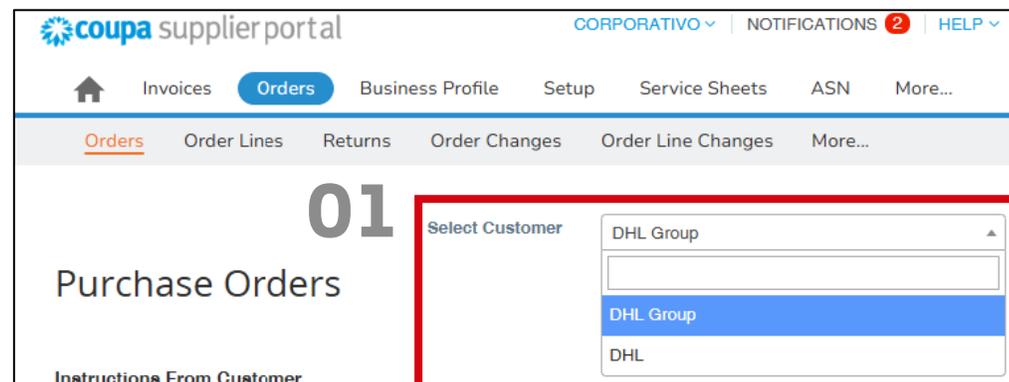
Invoicing process for DGF Latin America

Please note that the below DGF entities use a separate Coupa instance for invoice processing. This instance is **not connected** with the DHL Group purchasing module.

- DHL (Costa Rica) S.A.
- DHL Management CENAM S.A.
- DHL Global Forwarding Zona Franca (Costa Rica) S.A.
- DHL Transportes (Brazil) Ltda.
- DHL Global Forwarding Argentina S.A.
- DHL Global Forwarding (Brazil) Logistics Ltda.

This means that suppliers trading with those entities will see two separate DHL Customers in Coupa:

- 01** • DHL Group (select this Customer to see your **Purchase Orders**)
- 02** • DHL (select this Customer to manage your **Invoices**)



Important:

Please remember that there is no change to the invoicing process for DHL DGF/Freight entities with the introduction of Coupa purchasing. **Further instructions related to DGF Latin America (only!) can be found here:** <https://dgf-aml.parameta.co/materialproveedoresdhl.zip>

THANK YOU

