How to Transact – Invoicing in Coupa Supplier Portal (CSP)

Updated on 24 March 2025

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ComfortDelGro AP Contacts

For enquiries on invoicing and payment matters, please reach out to "Support Team" for assistance. If you do not receive any response from "Support Team" within 3 business days, please contact "AP Lead".

Business Unit	Support Team (1st level Support)	AP Lead (2nd level Support)
• SBS Transit Ltd • SBS Transit Rail Pte. Ltd.	sbs_ap@sbstransit.com.sg	Cheng Siew Ling chengsiewling@sbstransit.com.sg
• ComfortDelgro Engineering Pte Ltd (CDGE)	cdge_ap@cdge.com.sg	Julie Wong juliewong@comfortdelgro.com
• JIC Inspection Services Pte Ltd • Setsco Consultancy International Pte. Ltd. • VICOM Inspection Centre Pte Ltd • VICOM Ltd	suraya@setsco.com	Johnsy Rani johnsy@vicom.com.sg
• Setsco Services Pte Ltd	carinelim@vicom.com.sg	Johnsy Rani johnsy@vicom.com.sg
• Other Business Units not listed above	group_ap@comfortdelgro.com	Albert Goh Kim Soon ksgoh@comfortdelgro.com

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Guidelines on Invoicing

1. Only One (1) invoice number per invoice created

2. Partial invoicing per PO can be done

3. The maximum length for Invoice and Credit Note Number is 16 characters

4. Ensure to input the CORRECT tax rate. Please refer to the next slide on the different type of tax rates

5. Please refer to the general guidelines from IRAS Website

6. Only GST registered businesses are allowed to charge and collect GST on goods and services rendered.

   Please select the relevant tax codes depending on the nature of goods and services supplied.

   The commonly used tax codes are "9%", "0.0%", "Out-of-Scope".

7. Non-GST registered businesses are NOT allowed to charge GST

   Please select "Out-of-Scope" only for all goods and services.

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Guidelines on Invoicing   (2/2)

Types of Tax Rate	Used for	Reference
9%	Standard tax rate charged by all GST-registered businesses.	IRAS| When to Charge Goods and Services Tax (GST)
9% - Customer Accounting	Local sale of prescribed goods (Mobile phones, memory cards and off-the-shelf software) whose GST-exclusive sale value exceeds S$10K and is not an excepted supply.	IRAS| Customer Accounting for Prescribed Goods
4.5%	Discounted sale price scheme for second hand or used vehicle.	IRAS| Discounted Sale Price Scheme
Out-of-Scope	1. Non GST Registered Business - Supplies need not be reported in GST return. 2. Supplies fall outside the scope of the GST Act (i.e: Sales of overseas goods, etc)	IRAS| Out of Scope Suppliers Frequently Asked Questions – Reverse Charge
0% Reverse Charge	Reverse Charge brings to tax Business-to-Business (B2B) supplies of imported services.	IRAS| GST on Imported Services
0.0%	Providing international services and exporting of goods. (i.e: Air ticket, international calls, etc)	IRAS | When to charge 0% GST (zero-rate)
Exempt	Financial services, supply of digital payment token, sale & lease of residential properties, import & local supply of investment precious metals.	IRAS| Supplier Exempt from GST

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⚠ GST Rates effective 1 January 2023

- For any GST rate chargeable for supply before 1 January 2024, please continue to charge standard GST at 9%.
- Please do NOT charge or reflect GST as 9% on the invoices and payments that are issued or received before 1 Jan 2024.
- The relevant GST rate of Advance Payment Invoice is charged based on the date of full payment received.

For more details, refer to IRAS e-Tax Guide

Setting up a legal entity from an invoice in CSP
(required for all invoicing methods)

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Setting Up Legal Entity

Step 1: Whichever way you use to create your invoice in CSP, for the FIRST TIME invoice creation, you will be prompted by Coupa to click on icon to set up a new Legal Entity. If you have an existing legal entity in Coupa, please select the legal entity from the drop-down list selection.
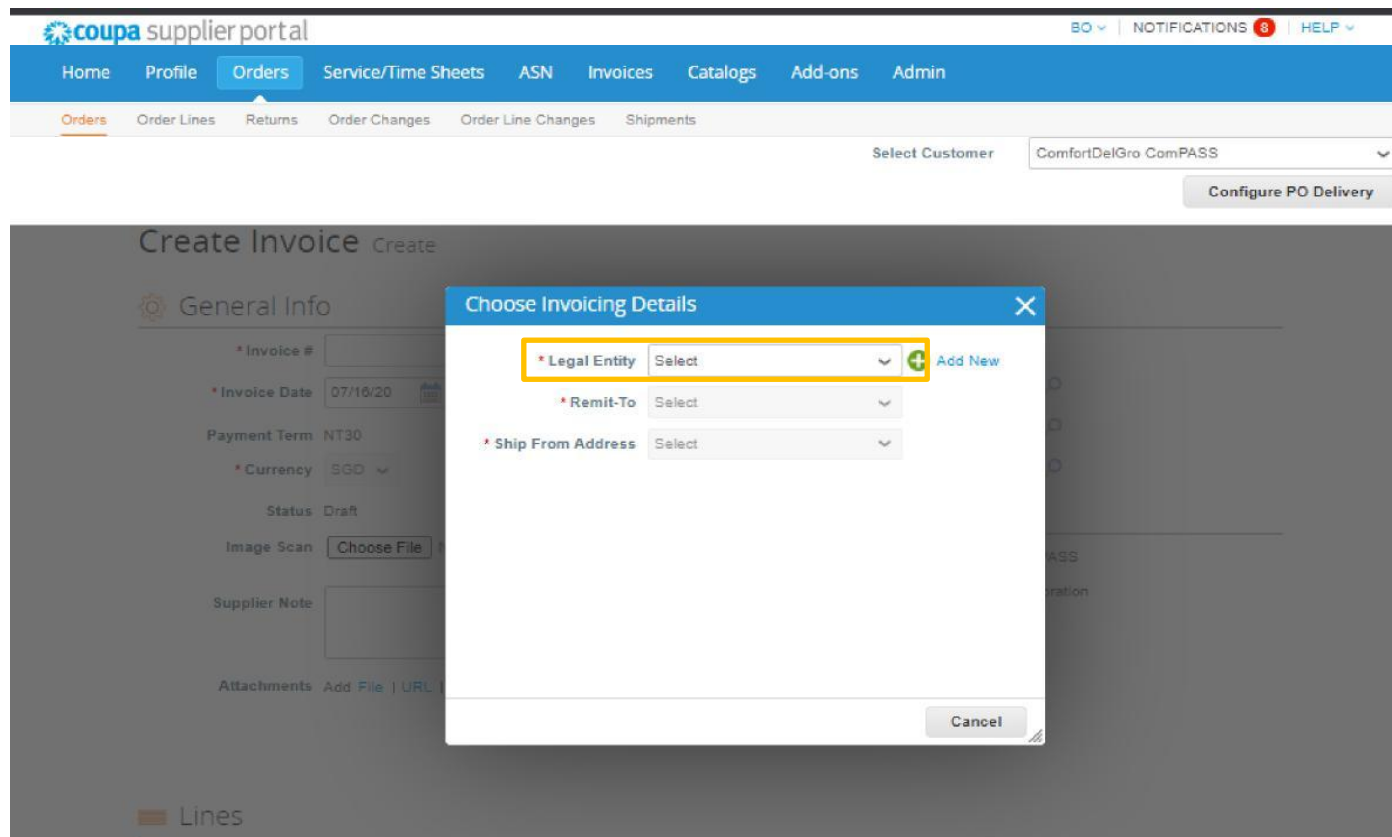
Setting Up Legal Entity

Step 2: Follow the onscreen instructions

- Ensure that your legal entity name follows exactly your ACRA or business registration documents

- Refer to the notes provided for address

Setting Up Legal Entity

Step 2: Follow the onscreen instructions

- Refer to the notes provided for Remit –To address

- Refer to the notes provided for Ship From Address

Setting Up Legal Entity

Step 2: Follow the onscreen instructions

- Tax - Not all legal entities require Tax ID information. If required, please follow the standard format

- For Payment Type field, select "Address"

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Setting Up Legal Entity

Step 2: Follow the onscreen instructions

- Click "Next"

- Input Ship From Address
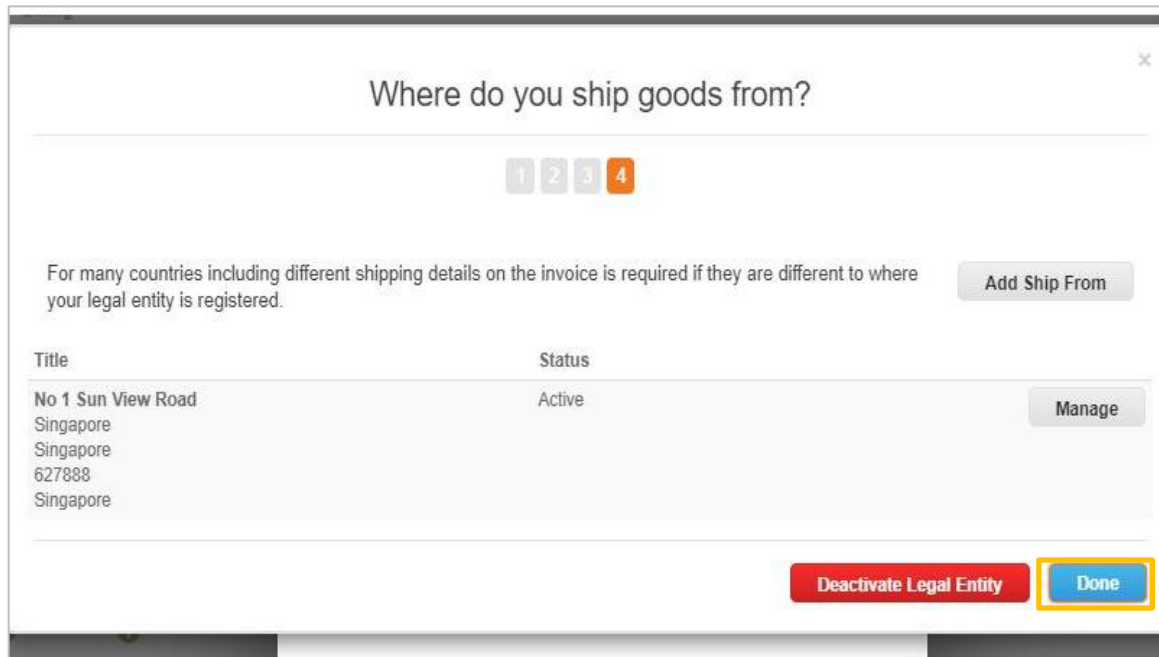
Setting Up Legal Entity

Step 2: Follow the onscreen instructions

- Click "Done"

- The screen goes back to the original invoice page.
- "Invoice From Address", "Remit-To-Address" and "Ship From Address" are populated
- Continue to fill in all mandatory fields required of your invoice

Setting Up Legal Entity

Other features:

1. Add legal entity:
   - Go to Setup → Legal Entity Setup → Add Legal Entity. You may create multiple Legal Entity for internal reference.
2. Deactivate Legal entity:
   - You may deactivate any incorrect Legal Entity by clicking "Actions" → "Deactivate Legal Entity"

Create a PO-Backed Invoice

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- In your CSP, go to "Orders" Tab
- Click on Create Invoice icon (🪙) for the PO which you want to create an invoice

- Click into the PO number link
- In the PO, click on "Create Invoice"

- Fill in all mandatory information

- Coupa will check for duplicate invoice number by supplier.

Create Invoice Create

General Info

* Invoice # (Not More Than 16 Character)	GIL786543 ✓
* Invoice Date	20/8/22 📅
Payment Term	NT30
Date of Supply	20/8/22 📅
* Currency	SGD ▾
Delivery Number	
Status	Draft
Image Scan	Choose File No file chosen
Supplier Note	

Attachments ⓘ   Add File | URL | Text

From

* Supplier	GIL Pte Ltd
Supplier Tax Number	12345678 ▾
* Invoice-From Address	GIL Pte Ltd 205 Cantonment Road Singapore 085101 Singapore
* Remit-To Address	GIL Pte Ltd 205 Cantonment Road Singapore 085101 Singapore
* Ship-From Address	GIL Pte Ltd 205 Cantonment Road Singapore 085101 Singapore

To

Customer	ComfortDelGro ComPASS

- Please attach copy of signed delivery order (if available)

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- Input Quantity
- Select Tax Rate for each line items

- Click on "Calculate" for the system to work out the correct totals
- Check your invoice before clicking on "Submit"

- Coupa will prompt you for confirmation to submit
- Click on "Send Invoice"

Create a Contract-Backed Invoiced

Create a Contract-Backed Invoice   (1/3)

⚠️ Restricted used. If you have a contract with CDG, please approach the Contract Manager to turn this option on for you.

- In your CSP, go to "Invoices" Tab
- Click on "Create Invoice from Contract button"

- Select the contract that you are invoicing against and click on "Create"

- Fill in the mandatory fields
- Attached a signed delivery order (if applicable)

- At each line, key in the first word for the item inside the contract
- When the correct item is selected, contracted pricing will be populated
- Select Tax Rate for <u>each line item</u>

- Click on "Calculate" for the system to work out the correct totals
- Check your invoice before clicking on "Submit"

- Coupa will prompt you for confirmation to submit
- Click on "Send Invoice"

Create a Blank Invoice

⚠️ **Restricted used, upon approval of CDG AP Team**

i. By default, all purchases are to be supported by a PO from CDG
ii. To request, write in to the CDG AP contacts listed in slide 3
iii. Upon review and approval, CDG AP will inform ComPASS Supplier Support to turn on this function

- In your CSP, go to "Invoices" Tab
- Click on "Create Blank Invoice"

- Fill in the mandatory fields
- Attached a signed delivery order (if applicable)

- Input item description, quantity, unit of measure (UOM) and price
- Select Tax Rate for each line item

- Click on "Calculate" for the system to work out the correct totals
- Check your invoice before clicking on "Submit"

- Coupa will prompt you for confirmation to submit
- Click on "Send Invoice"

Invoice Dispute Resolution

Invoice Status: "Approved" → Supplier need to raise Credit Note (CN)

Type (A) : Resolve a Dispute = For cancellation of approved invoice
Go to: "Create Credit Note" → Select "Resolve Issue for Invoice" → Enter the invoice number → Select "Completely cancel the invoice a Credit Note" → Click on "Create" → Continue

Type (B) : Record a Credit = For rebates
Go to: "Create Credit Note" → Select "Other (e.g: Rebate)" → Click on "Continue"

Invoice Status: "Disputed" → Supplier need to re-submit the invoice

- CDG Requestor is able to reject and dispute the invoice before approval.
- When the invoice status is "Disputed", please re-submit a new invoice without issuing Credit Note.

Common issue to take note:
1. Supplier has created a Credit Note but it is in "draft" status and hence unable to create a "new" Credit Note.
2. Credit Note is in "pending approval" status and hence unable to proceed to re-issue a "new" invoice.
3. Credit Note can only be created when supplier logs in to Coupa Supplier Portal.

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You can issue a credit note to:
- Resolve a dispute on an invoice
- Record a miscellaneous credit, e.g. return/cancellation of goods, price adjustment, rebates and refunds

How to create a credit note?

- **Create** credit note is similar to create an invoice. For more information, refer to the article Edit Invoice
- Go to "Invoice" Tab
- Click on "Create Credit Note"

- If the credit note is related to a problem with an invoice or the goods shipped, select the **Resolve issue for invoice number** radio button and, from the drop-down list, select the invoice number. Click **Continue** to select how you want to resolve the issue.
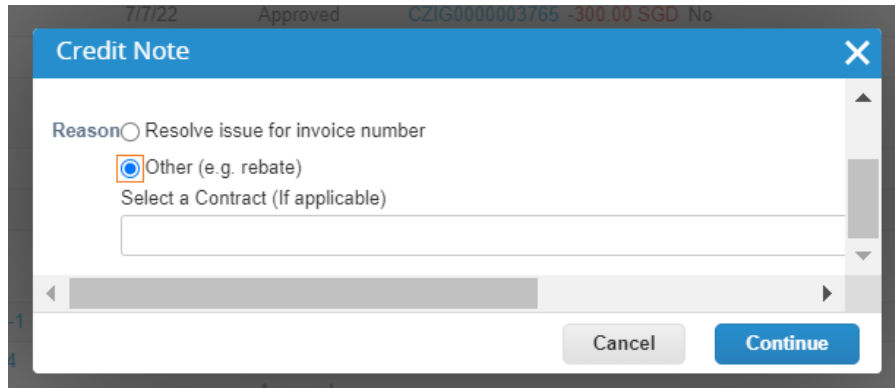

- You can choose to issue a credit note to cancel and optionally correct the invoice or to adjust it.
- Only quantity or price can be reduced through partial credit notes.
- For more information, read Disputed invoices.

- If the credit note is not related to a dispute, select "Other"
- If a contract is available, you can also select it from the drop-down list. Otherwise, click "Continue"

More Resources in CSP

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For more information on Invoicing, you may look up Coupa Guides posted in their website below:
https://success.coupa.com/Suppliers/For_Suppliers/Core/Invoices or contact supplier@coupa.com if you encounter difficulties in using the system.

Watch a training video by Coupa:

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Additional_Resources/CSP_Videos#Invoices

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