



Best Practices for Compliance

Proper compliance and careful invoicing practices are essential to maintain smooth transactions in Coupa. Here are some key best practices to help you avoid errors and ensure compliance:

1. Invoice Compliance Check

In the table below are presented the main criteria that makes an invoice complaint.

Invoice Data	Requirement
Supplier Details	Complete Supplier Name and Address
	Supplier Tax ID or local registration number, when required by local authorities
Organon details	Organon (entity billed) Tax ID when required by local authorities
	Complete Organon billing address
Nature/Date/Number	Invoice, Debit or Credit Note Number
	Invoice, Debit or Credit Note Date
	Document nature: it must clearly state if its an INVOICE, DEBIT or CREDIT NOTE
Reference/ Documents linked	Invoice, Debit or Credit note must have the reference of a VALID Purchase Order Number
	Number of Purchase Order quoted in the Invoice, Debit or Credit must be PRINTED (Not handwritten)
	Invoice, Debit or Credit note must refer to only ONE Purchase Order Number
Order Details	Invoice, Debit or Credit note must have Gross, Net, Taxes and Total amounts
	Invoice must detail the quantity of delivered Goods.
	Invoice, Debit or Credit Note must include the description of goods or services supplied
	Invoice must be issued using the same unit of measure, descriptions and unit prices than the Purchase Order
	Invoice, Debit or Credit Note must be issued in the same currency as the Purchase Order
Tax Information	Invoice must detail the tax rate for each line item, when multiple rates are applicable in the same invoice
	Invoice, Debit or Credit Note must include Withholding tax determination when required by local authorities
	Invoice, Debit or Credit Note must detail the applicable Tax Rate when required by local authorities

Example of a perfect invoice:

From:
1 **Company name**
 Suite 5A-1204
 Somewhere Street
 Your City
 AZ 12345
2 **VAT:** GB12345678

To:
3 **Organon Pharma (UK) Limited**
 SHOTTON LANE
 CRAMLINGTON
 NE23 3JU
 United Kingdom
4 **VAT:**GB213713204

Invoice

5	Invoice Number	INV-3337
	Order Number	12345
6	Invoice Date	January 25, 2024
	Due Date	February 31, 2024

	Service	Value (Ex. VAT)	VAT Rate	VAT Value	Total Value
7	Description of the services/goods	200.00	20%	40.00	240.00
8	PO: 9500011223	9	10	11	12

Sub Total	200.00 GBP
Tax Amount	40.00 GBP
Total	240.00 GBP 13

1. Company name and address
2. Company VAT ID
3. Organon entity name and address
4. Organon VAT ID
5. Invoice number
6. Invoice Date
7. Description of the services/goods
8. Purchase Order (PO) Number
9. Net Amount (Ex. VAT)
10. VAT percentage
11. VAT Amount
12. Gross Amount (in. VAT)
13. Currency

2. Check Invoice Details Before Submission

Taking a few extra minutes to verify invoice details can prevent common errors and ensure prompt payment processing. Here's what to review carefully before submitting each invoice:

a. Match Invoice with the Purchase Order (PO)

- [Line Items](#): Confirm that the line items on your invoice exactly match those listed on the PO, including descriptions, quantities, and pricing.
- [Pricing and Discounts](#): Double-check that the pricing is consistent with the agreed-upon terms. If any discounts were applied, ensure these are accurately reflected.
- [Units of Measure \(UoM\)](#): Ensure that the UoM (e.g., "each," "dozen," "kg") matches between the invoice and PO, as discrepancies here may cause processing delays.
- [Handling PO Discrepancies](#): If you notice any issues or discrepancies in the PO (incorrect pricing, quantities, or missing items), reach out to the PO owner directly to update the PO details or to provide a replacement PO if necessary. This step is essential to avoid invoicing errors and to ensure smooth processing without delays.

Lines

Type	Description	Qty	UOM	Price	
	Test line 1	550.000	Kilogram	45.67	25,118.50
PO Line 9500122995-1	Service/Time Sheet Line None	Contract 	Supplier part number <input type="text"/>		
HSN/SAC 	Billing 1007_UNITED KINGDOM-67102000-10070238				
<small>Select the required HSN code from the drop down list.</small>					

b. Verify Billing and Shipping Information

- [Billing Address](#): Confirm that the billing address on the invoice matches the billing address specified in the PO or your buyer's details in Coupa.

- [Shipping Address](#): Make sure the shipping address, if applicable, is correct and matches the PO. Any discrepancies could result in rejections or shipping errors.
- [Tax and VAT Details](#): Check that tax or VAT information, including applicable tax codes, is accurate and consistent with the PO. Incorrect tax details can lead to compliance issues or delayed payment.

c. Attach All Required Supporting Documents

- [Packing Slips](#): If required by the buyer, include packing slips or other proof of delivery documents.
- [Compliance Certifications](#): Attach any necessary compliance documents or certifications that the buyer may have requested for this invoice.
- [Additional Documentation](#): Ensure any additional documents (e.g., service completion certificates) are uploaded as needed to avoid follow-up requests or delays.

Supplier Note

Attachments ⓘ Add File | URL | Text

Discount Amount

Payment Order Reference

Cash Accounting Scheme

Margin Scheme

d. Confirm Accurate Payment Terms and Due Date

- [Payment Terms](#): Make sure that the payment terms (e.g., "Net 30," "Net 60") are consistent with what was agreed upon with the buyer. Incorrect payment terms may lead to delays in payment processing.

- Invoice Date and Due Date: Double-check the invoice date and due date fields to ensure that they are correct and align with the buyer’s expectations.

General Info

Status Issued - Pending Manual

Order Date 05/11/2024

Revision Date 05/11/2024

Requester

Email

Payment Term Z507-Within 30 days from invoice date due net

Attachments None

Acknowledged

Assigned to

Shipping

Ship-To Address Shotton Lane
Cramlington, Northumberland
NE23 3JU
United Kingdom
Location Code: NLE
Attn: Tanenah Malik

Terms DAP

Shipment Tracking + Add

No package tracking.

e. Verify Total Amounts and Currency

- Subtotal, Tax, and Total Amounts: Calculate and confirm that the subtotal, tax, and total amounts are correct, as even small errors in these fields can cause delays.
- Currency Consistency: Make sure that the currency used on the invoice matches the currency agreed upon in the PO to avoid exchange rate issues or payment delays.

Taxes

VAT Rate	VAT Amount	Tax Reference
<div style="border: 1px solid #ccc; padding: 2px;"> 20.0% </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;"> 20.0% 5.0% 0.0% Exempt Reverse Charge </div>	<div style="border: 1px solid #ccc; padding: 2px; text-align: center;">5,023.70</div>	<input style="width: 100%; height: 20px;" type="text"/>

+ lines from Contract

Total Taxes	
Lines Net Total	25,118.50
Lines VAT Totals	5,023.70

f. Double-Check Itemized Charges for Services

- Labor and Service Charges: If you are invoicing for services, make sure labor charges, hourly rates, or other service-related fees are clearly itemized.

- [Additional Fees](#): Clearly outline any additional fees, such as transportation, setup, or handling fees, if they were pre-approved by the buyer. Ensure these are listed in the same structure as agreed in the PO.

Total Taxes

Lines Net Total	25,118.50
Lines VAT Totals	5,023.70

Shipping	<input type="text" value="150"/>
VAT	<input type="text" value="30.00"/>
	<input type="text" value="20.0%"/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>

Handling	<input type="text" value="100"/>
VAT	<input type="text" value="20.00"/>
	<input type="text" value="20.0%"/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>

g. Run a Final Review or Peer Check

- [Internal Review](#): Consider having a colleague or team member perform a quick review of the invoice for any overlooked errors, especially if it's a complex or high-value invoice.

3. Update the Information Regularly

- [Keep Contact Details Up to Date](#): Ensure that your company's contact information, including email, phone number, and primary contacts, are up to date to avoid communication delays.
- [Primary Contact for Billing and Invoicing](#): Assign a dedicated point of contact for billing and invoicing issues.

- [Bank Account Information](#): Make sure your company's bank account details are up-to-date in Coupa and in our system by reaching out to your Organon representative.
- [Legal entity and Remit-to information](#): Make sure your company's information (name, address) are up to date in Coupa and in our system by reaching out to your Organon representative.

4. Avoid Duplicate Submissions

- [Track Submission History](#): Keep a log of invoices you've submitted to avoid accidental resubmissions. Coupa usually flags duplicates, but double-checking is crucial.
- [Confirm Submission Status](#): Before resubmitting, check the invoice status in Coupa (e.g., "Pending," "Approved," or "Rejected") to ensure it hasn't been processed or flagged already.