

Frequently Asked Questions

- 1) **As an ISS Supplier, am I able to Invoice without a Purchase Order?**
 - **NO** - ISS Operate a strict NO PO NO PAY policy. All Invoices without PO's will be rejected back. COUPA PO's (All start AUXXXXXXXXXX or NZXXXXXXXXXX)
- 2) **Can I consolidate invoices in Coupa when they are separate on my Accounting system?**
 - **NO** - Invoices consolidated in Coupa which show separately on your Statement (I.e. Invoice 123 and 124 are merged into 123,124 in Coupa will be disputed back and will cause payment delays.

For ISS to comply with local tax laws, Supplier Invoices entered COUPA must match those in the Suppliers Accounting System and Statement. I.e. If 3 separate Invoices cover one Order, 3 Invoices need to separately input against the Order in COUPA not consolidated into 1. **DO NOT MERGE INVOICE NUMBERS.** All incorrectly processed Invoices will require a Credit note.)

- 3) **Does it matter which line of the Purchase Order I match the Invoice to?**
 - **YES** - Multiple line Orders which have multiple Invoices require the correct line to be Billed against. I.e. Invoice 1 which is for line 1, should be submitted against line 1. If it is submitted against line 2, a dispute will be raised by ISS requesting this is credited and the correct invoice is submitted against line 2.
- 4) **When trying to load Invoices onto the Portal, I receive an error message.**
 - Ensure your legal entity details are complete, delete invoice and resubmit when your profile is complete.
- 5) **When will I be paid?**
 - If Invoice is showing as 'Pending Approval' work with your ISS contact to resolve issue
 - If showing as approved and past its due date please contact ap.enquiries@au.issworld.com
- 6) **How can I get a Coupa Portal invite?**
 - Email supply.chain@au.issworld.com with the below information of where you would like the invite sent to
 - First Name:
 - Surname:
 - Email address:
- 7) **How can I add users to my account**
 - This can be managed by your portal admin – Go to Set Up, Users and then invite user
- 8) **Does the Coupa Supplier Portal cost?**
 - No, there is a verified option which comes at a monthly cost but you **do not** require this to transact with ISS. Please select the free option and close any prompts that may pop up to become verified unless your organisation wishes to be become verified members.