

Swiss Re's e-Invoicing

We welcome you to supplier information package. This document explains all about electronic invoicing in Swiss Re.

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What is e-Invoicing?

Swiss Re strongly advocates and favors receiving the invoices electronically, via one of the electronic invoicing channels. Electronic invoicing, or shortly **e-Invoicing** is a form of electronic billing which ensures high compliance.

With e-Invoicing, the invoice is issued, transmitted, and received in a structured data format which allows for its automatic and electronic processing.

How to send invoices to Swiss Re?

The primary e-Invoicing channel for submitting invoices to Swiss Re is Coupa Supplier Portal (CSP). This service is provided by Coupa, free of charge and without need for additional installation.

[CSP \(Coupa Supplier Portal\)](#)

- ✓ Open supplier portal
- ✓ Overview of approved purchase orders, all your invoices and invoice payment status
- ✓ Registration is needed, free of charge
- ✓ Portal accessible by multiple users

[cXML \(invoice generation via Code\)](#)

In case you are supporting cXML and / or submit high number of invoices to Swiss Re, we recommend using e-Invoicing channel **Direct Connection (cXML)**.

Direct Connection (cXML) is specific method where invoices are posted via cXML files directly to Coupa. The implementation of cXML might be more technically demanding and requires the system configuration. After initial setup, the process is fully automated.

- ✓ Invoices are posted via cXML files directly to Coupa

Feel free to reach out to us via SwissRe_vendors@swissre.com to let us know which option you prefer.

Important: *The content of the invoice description should not contain any personal data other than the Swiss Re contact person name. Please avoid referring/including unnecessary identifiable information in the description of the scope of service. Please only include identifiable information under the purpose of payment.*

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COUPA SUPPLIER PORTAL

The Coupa Supplier Portal, or CSP for short, offers a user-friendly platform to transparently view all invoices and approved Purchase Orders. Users can easily transform Purchase Order details into the invoice, using PO-Flip method and also generate credit notes.

If you do not use CSP yet, one-time free registration is needed.

If you already use CSP with other customers, you do not need to re-register.

Want to know more? [Coupa Website](#) might help.

Registration and set up

is done via system of CSP. We will send you the system invitation to your email address. The invitation is linked to your credentials and email address, and it can be forwarded to other colleague in your company.

If we sent you the invitation and it's nowhere to be found, please check your spam.

Example of invitation email

Action Required - Swiss Re Registration Instructions

Power

Hello Supplier,

This is a system invitation from Swiss Re to join Coupa Supplier Portal (CSP) as previously announced via email from SwissRe_Vendors@swissre.com. Please do accept it by clicking on "Join Coupa Supplier Portal" button below in next 30 days. If you wish to use Supplier Actionable Notification (SAN) instead, simply ignore this invitation.

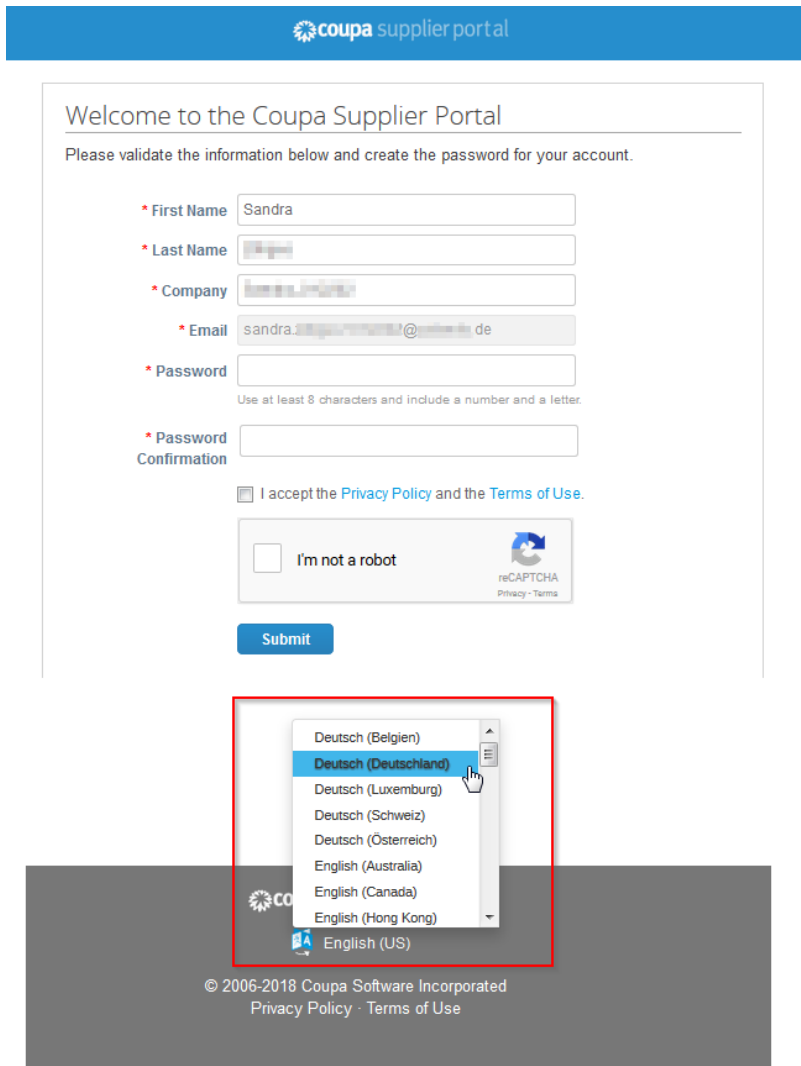
If you are not the correct recipient, please forward this invitation to your colleague (by using "Forward invitation" button). In case of any further questions, please write us to SwissRe_Vendors@swissre.com.

Swiss Re
Group Procurement & Finance Corporate Functions

[Join Coupa Supplier Portal](#) [Forward Invitation](#)

After clicking on the link your invitation, you will be redirected to registration page. Language can be changed at the bottom of the page.

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First, last name, your company name and e-mail are pre-filled.

Create a password.

Tick the box "I accept the Privacy Policy and Terms of Use" and "I'm not a robot".

Complete the registration by clicking the **Submit** button.

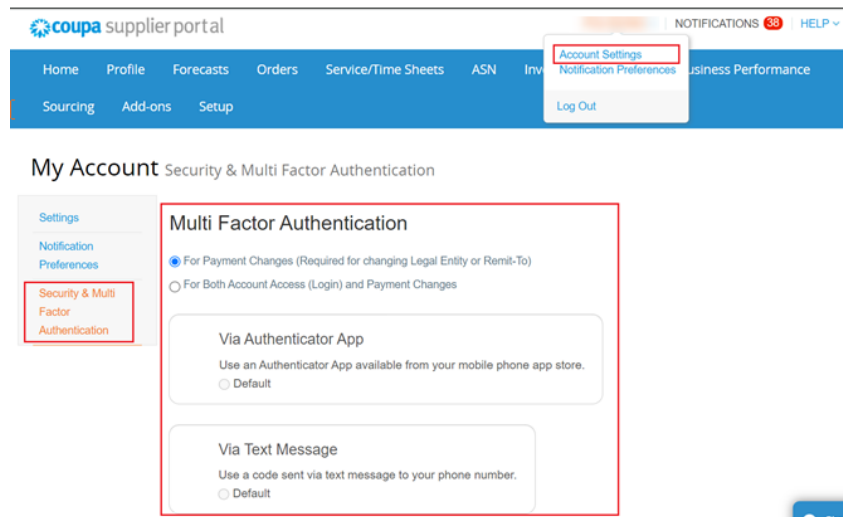
Before submitting your first invoice, you need to set up MFA and provide your details in Legal Entity setup – this is one-time activity only, described in next section.

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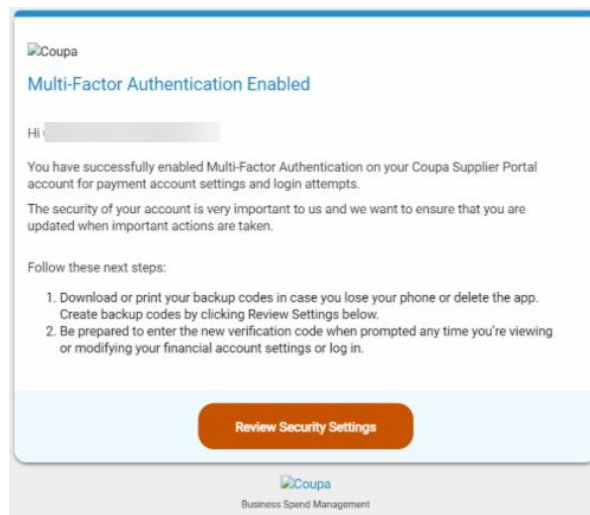
Multi Factor Authentication (MFA)

MFA requires one-time set up:

1. Select Account Setting on your account, follow to Security & Multi Factor Authentication. Set up MFA based on your preferences.



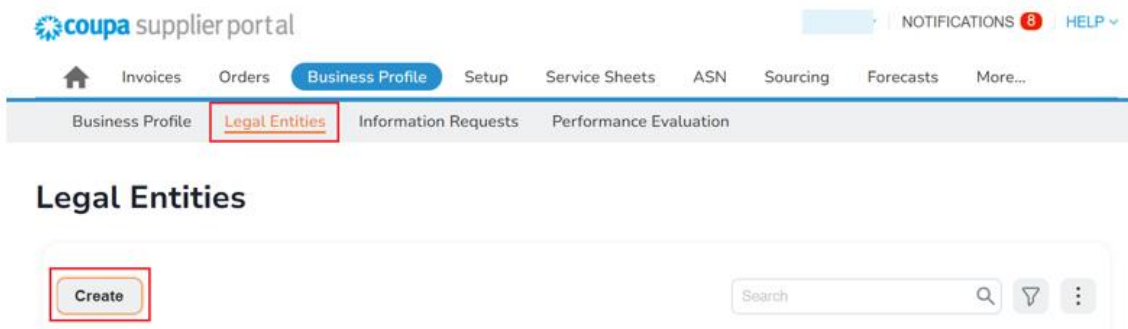
2. You will receive the confirmation email once you set up your MFA correctly.



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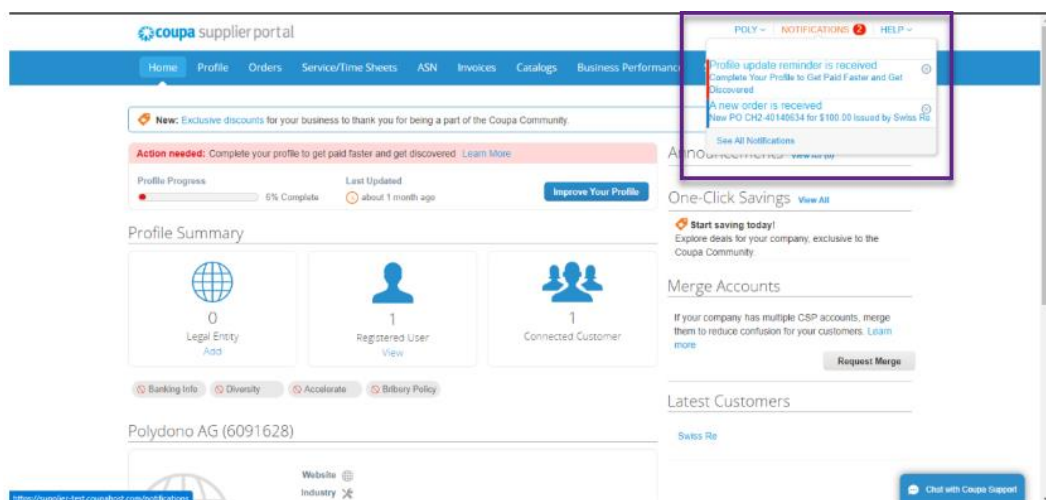
Legal Entity setup

1. Choose **Business Profile** on the top bar, follow to **Legal Entity Setup** and **Create**.
2. Enter your information, after that you will be ready to submit your invoices.



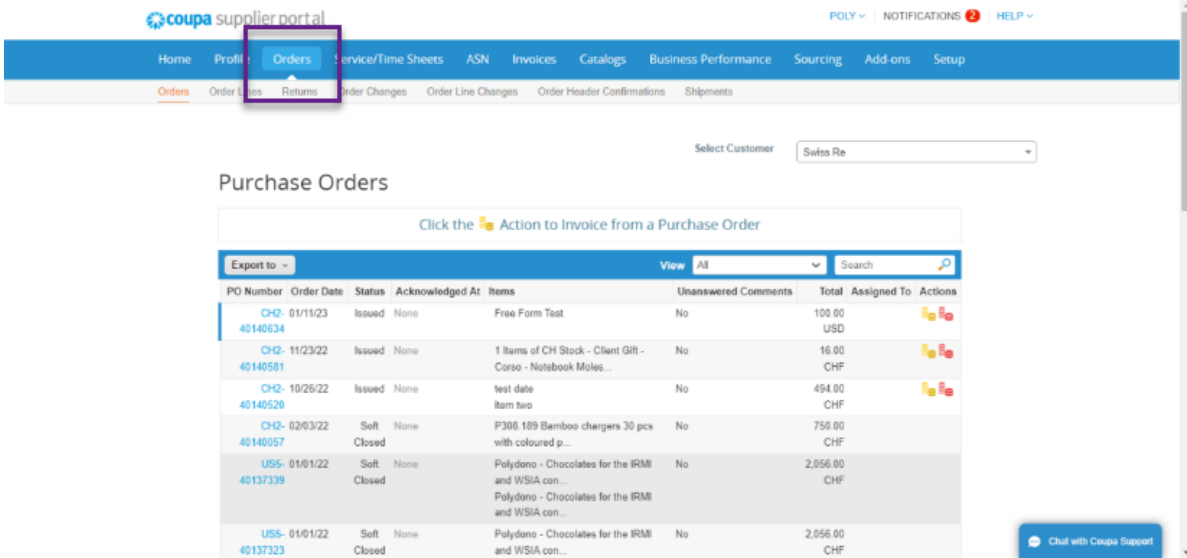
Submit invoice via CSP

1. Login to [Coupa Supplier Portal \(copenhost.com\)](http://copenhost.com) with your credentials.
2. You will be redirected to the homepage.
3. Hover to the **notifications** section:




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4. Click to the **Orders** tab to see your approved Purchase Orders (POs):



Purchase Orders

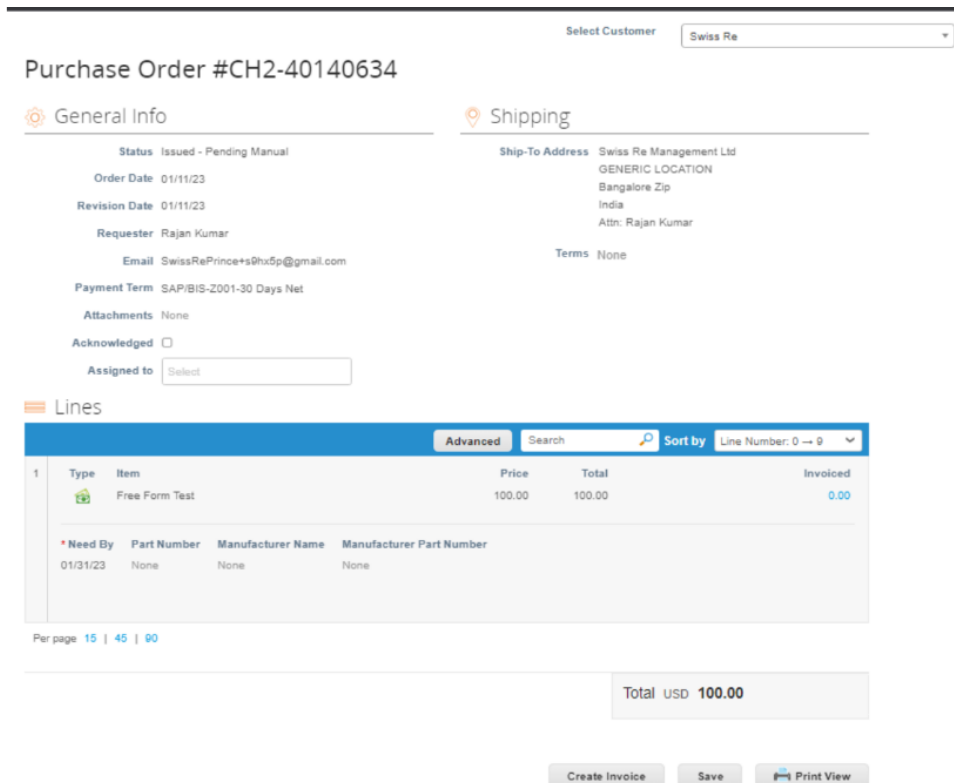
Select Customer:

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
CH2-40140634	01/11/23	Issued	None	Free Form Test	No	100.00 USD		 
CH2-40140581	11/23/22	Issued	None	1 Items of CH Stock - Client Gift - Corso - Notebook Moles...	No	16.00 CHF		 
CH2-40140520	10/26/22	Issued	None	test date Item two	No	494.00 CHF		 
CH2-40140057	02/03/22	Soft Closed	None	P308 189 Bamboo chargers 30 pcs with coloured p...	No	750.00 CHF		
US5-40137339	01/01/22	Soft Closed	None	Polydoro - Chocolates for the IRM and WSIA con...	No	2,056.00 CHF		
US5-40137323	01/01/22	Soft Closed	None	Polydoro - Chocolates for the IRM and WSIA con...	No	2,056.00 CHF		

[Chat with Coupa Support](#)

5. Open the latest POs to understand if you selected a correct one i.e., item description (in lines), shipping details.



Purchase Order #CH2-40140634

Select Customer:

General Info

Status: Issued - Pending Manual

Order Date: 01/11/23

Revision Date: 01/11/23

Requester: Rajan Kumar

Email: SwissRePrince+s@hx5p@gmail.com

Payment Term: SAP/BIS-Z001-30 Days Net

Attachments: None

Acknowledged:


Assigned to:

Shipping

Ship-To Address: Swiss Re Management Ltd
GENERIC LOCATION
Bangalore Zip
India
Attn: Rajan Kumar

Terms: None

Lines

Type	Item	Price	Total	Invoiced
	Free Form Test	100.00	100.00	0.00

* Need By: 01/31/23 | Part Number: None | Manufacturer Name: None | Manufacturer Part Number: None

Per page: 15 | 45 | 90

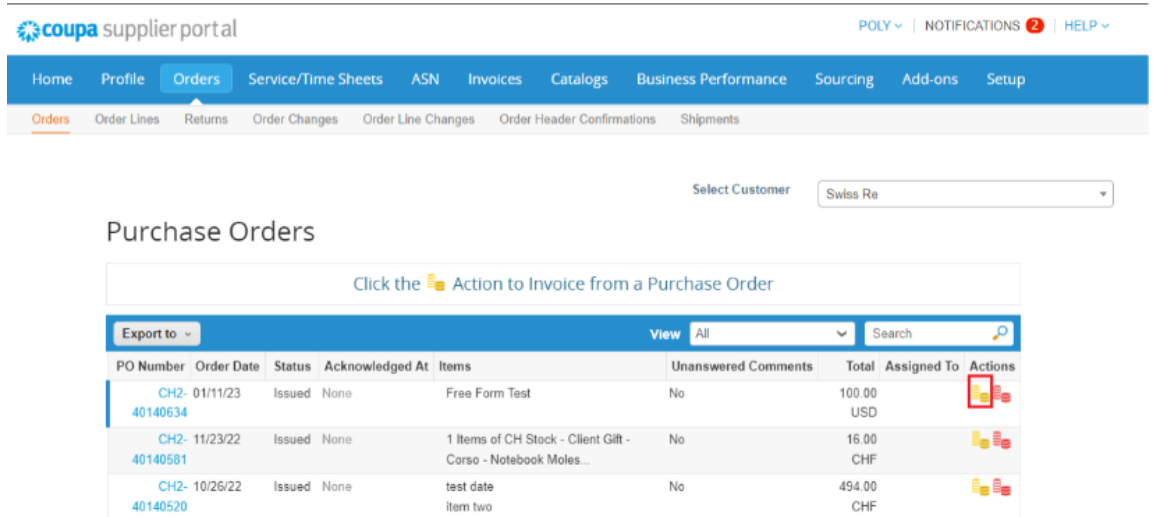
Total USD **100.00**

[Create Invoice](#) [Save](#) [Print View](#)



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6. Click on **Create Invoice** button or click on yellow stack icon (marked in red on below picture).




coupa supplier portal

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup




Orders Order Lines Returns Order Changes Order Line Changes Order Header Confirmations Shipments

Select Customer Swiss Re

Purchase Orders

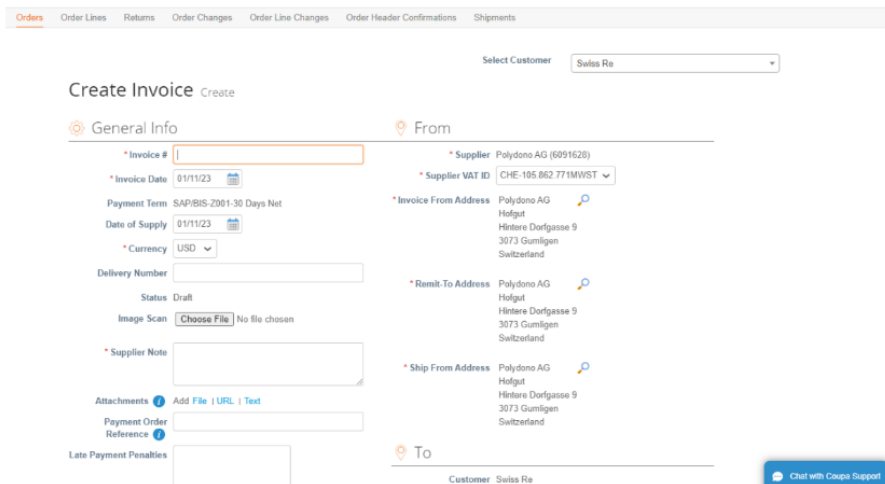
Click the  Action to Invoice from a Purchase Order

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
CH2- 01/11/23 40140634	Issued	None	Free Form Test	No	100.00 USD			
CH2- 11/23/22 40140581	Issued	None	1 Items of CH Stock - Client Gift - Corso - Notebook Moles...	No	16.00 CHF			
CH2- 10/26/22 40140520	Issued	None	test date Item two	No	494.00 CHF			

7. Fill all the necessary details such as invoice number & supplier note and attach invoice under **image scan**. **Billing note** needs to be filled lower – in **Line**. *Make sure that Invoice Date you submit in the system is identical to invoice date printed on your invoice.*

Note: System will create legally compliant invoice, so attaching your invoice is optional.



Orders Order Lines Returns Order Changes Order Line Changes Order Header Confirmations Shipments

Select Customer Swiss Re

Create Invoice Create

General Info

* Invoice #

* Invoice Date 01/11/23

Payment Term SAP/BIS-2001-30 Days Net

Date of Supply 01/11/23

* Currency USD

Delivery Number

Status Draft

Image Scan No file chosen

* Supplier Note

Attachments | URL | Text

Payment Order Reference

Late Payment Penalties

From

* Supplier Polydono AG (6991628)

* Supplier VAT ID CHE-105.862.771MWST

* Invoice From Address Polydono AG
Holgut
Hintere Dorfstrasse 9
3073 Gumligen
Switzerland


* Remit-To Address Polydono AG
Holgut
Hintere Dorfstrasse 9
3073 Gumligen
Switzerland

* Ship From Address Polydono AG
Holgut
Hintere Dorfstrasse 9
3073 Gumligen
Switzerland

To Customer Swiss Re

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Lines

Type	Description	Price
	Free Form Test	100.00

100.00 ✖

PO Line: CH2-40140634-1 Service/Time Sheet Line: None Contract: Local Agreement - IGC MSA L Supplier Part Number:

Additional Information: Billing Note: B167567

Billing: KB65-SAP_4420156500-4420156500--CCE-KB65_S84HY7

Taxes

VAT Rate	VAT Amount	Tax Reference
7.7%	7.70	<input type="text"/>

8. Click **Calculate** button to calculate the total amount and hit the **Submit** button.

+ Add Line + Pick lines from Contract

Totals & Taxes

Lines Net Total	100.00
Lines VAT Totals	7.70

Total VAT	0.00 CHF	7.70 USD
Net Total	0.00 CHF	100.00 USD
Gross Total	0.00 CHF	107.70 USD

Delete Cancel Save as Draft Calculate Submit

9. Click **Send Invoice** to send your invoice to Swiss Re.

Are You Ready to Send? ✕

Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.

Continue Editing Send Invoice

10. Your invoice will be in **Pending Approval** status and our Accounts Payable team will process it.

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Submit invoice with Multiple Tax Rate via CSP











1. Login to [Coupa Supplier Portal](#) with User Id and Password.
2. Navigate to **Orders** to find related Purchase Order.
3. Search for appropriate Purchase Order for which invoicing should be done.

Purchase Orders

Instructions From Customer

Please navigate to "Home" tab and read the announcement to connect with us.

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

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
CH2-40143352	08/01/24	Issued	None	Test Future Date invoice with contract	No	1,000.00 CHF		 
CH2-40143351	07/31/24	Issued	None	Test Invoice and CN Test Invoice and CN - line 2	No	2,000.00 CHF		 
CH2-40143350	07/31/24	Issued	None	Test Invoice and CN	No	1,000.00 CHF		 
CH2-40143344	07/31/24	Issued	None	CN-TEST via CSP	No	10,000.00 CHF		 
CH2-40143337	07/26/24	Issued	None	PO partially invoiced	No	7,000.00 CHF		 

4. Click on yellow stack icon to create invoice and provide all the address information.

Note: Please add banking information in Remit-To Address which help SwissRe Account Payable to process the invoice quickly.

5. Provide Invoice# and other details on invoice header.

Select Customer Swiss Re

Create Invoice Create

General Info

- * Invoice #
- * Invoice Date
- Payment Term SAP/BIS-2001-30 Days Net
- Date of Supply
- * Currency CHF
- Delivery Number
- Status Draft
- Image Scan No file chosen
- Supplier Note

From

- * Supplier Polydono AG (6091628)
- * Supplier VAT ID CHE-105.862.771MWST
- * Invoice-From Address Polydono AG
Hofgut
Hintere Dorfgasse 9
3073 Gumligen
Switzerland
- * Remit-To Address Polydono AG
Hofgut
Hintere Dorfgasse 9
3073 Gumligen
Switzerland
- * Ship-From Address Polydono AG
Hofgut
Hintere Dorfgasse 9


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Make sure that Invoice Date you submit in the system is identical to invoice date printed on your invoice.

Note: System will create legally compliant invoice, so attaching your invoice is optional.

6. Scroll down to invoice **Lines** level.

☰ Lines

Type	Description	Price	
	Multiple Tax Rate	1,250.00	1,250.00 ✖

PO Line: CH2-40142911-1 🔍 Clear Service/Time Sheet Line: None Contract: Supplier part number:


Additional Information: Billing Note: Billing: KB23-SAP_4420309000-4420305000--CCE-KB23_SRZALV

Taxes

VAT Rate	VAT Amount	Tax Reference
<input type="text"/>	0.00	<input type="text"/>

7. Update the Price and Tax Rate having one Tax Rate. In this case, we have taken example of 7.7%

☰ Lines

Type	Description	Price	
	Multiple Tax Rate	1,000.00	1,250.00 ✖

PO Line: CH2-40142911-1 🔍 Clear Service/Time Sheet Line: None Contract: Supplier part number:

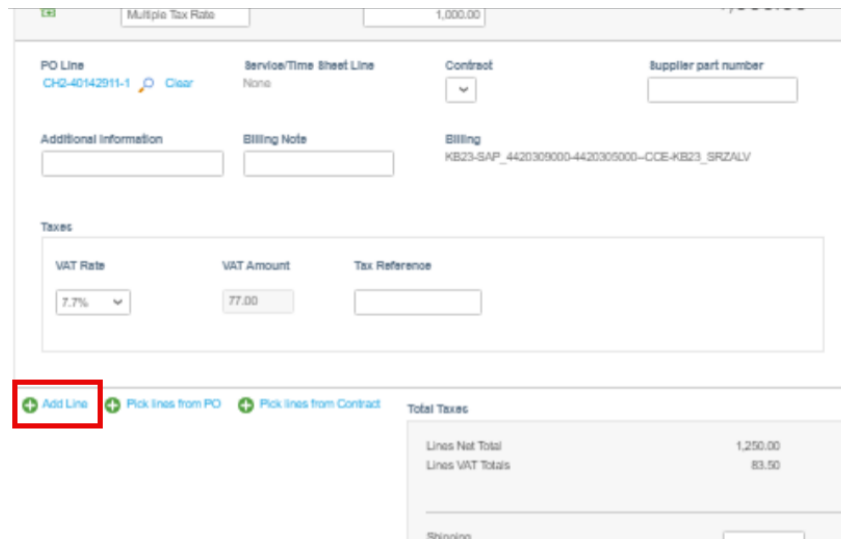
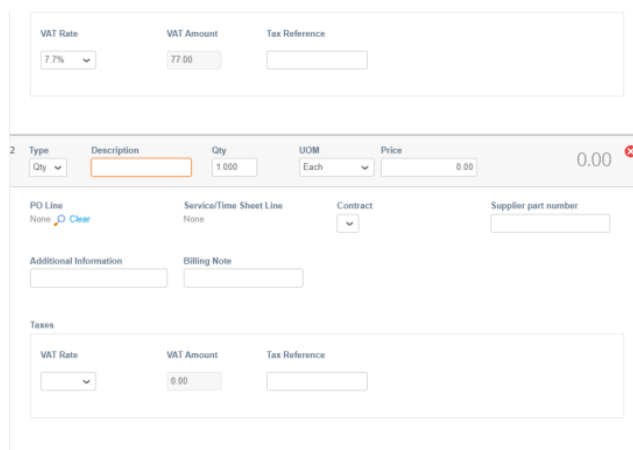
Additional Information: Billing Note: Billing: KB23-SAP_4420309000-4420305000--CCE-KB23_SRZALV

Taxes

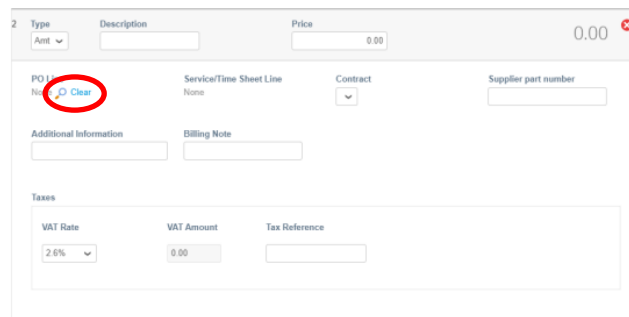
VAT Rate	VAT Amount	Tax Reference
7.7% <input type="text"/>	77.00	<input type="text"/>

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8. Click on **Add Line** button

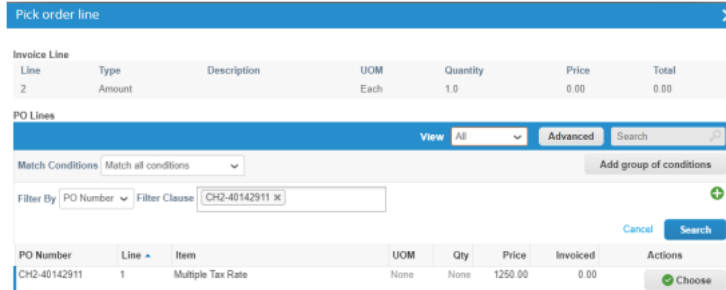



9. Change the Type same as PO type. In this case, PO is a Amount. Add the appropriate Tax Rate in line 2. In this case, we have taken example of 2.6%

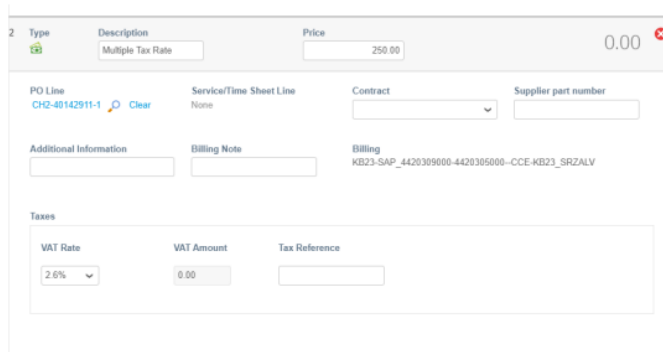


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10. Click on magnifying glass in **PO Line** (as highlighted in print screen above), enter respective PO number and click **Search**. Once you choose PO, update Price.

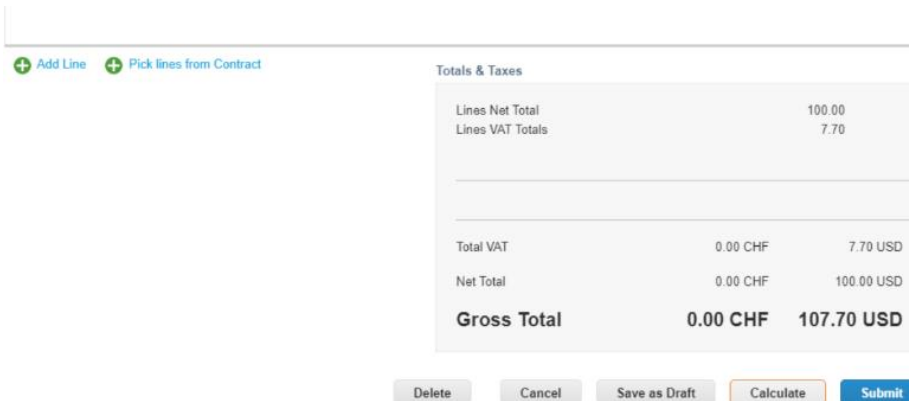


The screenshot shows a 'Pick order line' dialog box. At the top, there is a table for 'Invoice Line' with columns: Line, Type, Description, UOM, Quantity, Price, Total. Below it is a 'PO Lines' section with a search bar. The search bar has 'Filter By' set to 'PO Number' and 'Filter Clause' set to 'CH2-40142911'. A 'Search' button is highlighted.



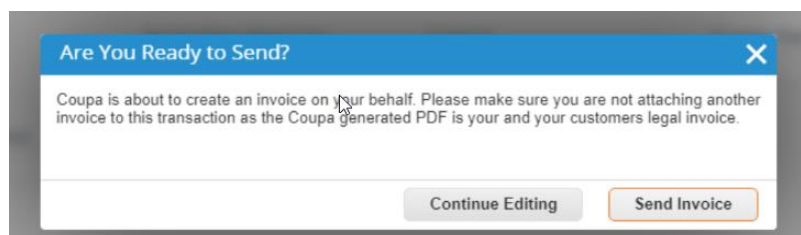
The screenshot shows the 'PO Line' details form. The 'Price' field is set to 250.00. The 'PO Line' field is set to 'CH2-40142911-1'. The 'Service/Time Sheet Line' is set to 'None'. The 'Contract' and 'Supplier part number' fields are empty. The 'Billing' field contains 'KB23-SAP_4420309000-4420305000-CCE-KB23_SRZALV'. The 'Taxes' section shows a 'VAT Rate' of 2.6% and a 'VAT Amount' of 0.00.

11. Scroll down and click on **Calculate** button.



The screenshot shows the 'Totals & Taxes' summary. The 'Lines Net Total' is 100.00 and 'Lines VAT Totals' is 7.70. The 'Total VAT' is 0.00 CHF and 7.70 USD. The 'Net Total' is 0.00 CHF and 100.00 USD. The 'Gross Total' is 0.00 CHF and 107.70 USD. The 'Calculate' button is highlighted.

12. Click on **Submit** button and send Invoice.



The screenshot shows a 'Are You Ready to Send?' dialog box. The text reads: 'Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.' The 'Send Invoice' button is highlighted.

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Handling Disputed Invoice via CSP

Once the invoice is disputed by SwissRe Accounts Payables team, you will receive the email notification over your email address.

1. Click on **View Online** which will navigate to CSP login page. Once login successfully, you will be redirected to Invoice tab, where the invoice with disputed reason can be found.

MySpend UAT

Invoice #Test-Invoice4 has been marked as Disputed by Swiss Re

Hi,

Your Invoice Test-Invoice4 has been marked as disputed by your customer, Swiss Re.

Dispute Reason(s)

- Incorrect invoice submission channel used

Date: 2024-08-06

Additional Comments: None

This invoice is available on the [Coupa Supplier Portal](#) or Supplier Actionable Notification (SAN) to Swiss Re for review. For CSP – you will find invoice to resubmit in your CSP account on Coupa Supplier Portal for Swiss Re customer.

For SAN – submit the new invoice from Purchase Order summary email notification which you received earlier.

If you have further questions, contact us:
Procurement_Support@swissreservices.com

[View Online](#)

coupa supplier portal SUPPLIER | NOTIFICATIONS

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[Invoices](#) | [Invoices Lines](#) | [Payment Receipts](#)

You have 1 customer announcements related to Invoices (Swiss Re) [View All Announcements](#)

Select customer:

Invoices

Instructions From Customer

Please navigate to "Home" tab and read the announcement to connect with us.

Create Invoices [?](#)

[Create Invoice from PO](#) | [Create Invoice from Contract](#) | [Create Blank Invoice](#) | [Create Credit Note](#)

Export to View Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test-Invoice4	06/08/2024	Disputed	CH2-40142434	1,000.00 CHF	No	Incorrect invoice submission channel used	?

2. Cancel current invoice and submit Credit Note from CSP. Click on **Resolve** button.

Invoices

Instructions From Customer

Please navigate to "Home" tab and read the announcement to connect with us.

Create Invoices [?](#)

[Create Invoice from PO](#) | [Create Invoice from Contract](#) | [Create Blank Invoice](#) | [Create Credit Note](#)

Export to View Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test-Invoice4	06/08/2024	Disputed	CH2-40142434	1,000.00 CHF	No	Incorrect invoice submission channel used	?
Test-dispute3	06/08/2024	Pending Approval	CH2-40142434	1,000.00 CHF	No		

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3. Once clicked on resolve, it will navigate to invoice record page. Follow to **Cancel Invoice**.

coupa supplier portal SUPPLIER | NOTIFICATIONS

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[Invoices](#) | [Invoices Lines](#) | [Payment Receipts](#)

You have 1 customer announcements related to Invoices (Swiss Re) [View All Announcements](#)

Select customer

Invoice #Test-Invoice4 [Back](#)

Please review the invoice and determine the resolution option:

Cancel Invoice
If this invoice was issued in duplicate, or if you require to amend non price or quantity information on this invoice, please cancel the invoice by choosing this option. We will guide you through a cancellation credit note and a replacement invoice creation.

Adjust
If you need to fix the price and/or quantity on this invoice choose this option. You would be required to choose the credit line adjustment type to denote if you are attempting to issue credit to reduce quantity, reduce price or issue an amount based credit.

General Info

Invoice # Test Invoice4

Invoice Date 06/08/2024

Payment Term SAP/ISIS 2001 30 Days Net

Delivery Date 06/08/2024

Currency CHF

Delivery Number None

Status Disputed

Dispute Reason(s) Incorrect invoice submission channel used

Shipping Term None

Legal Invoice [download](#)

Image Scan None

Supplier Notes None

Attachments None

Payment Order None

Reference

Bill To & Ship To CH

Supplier

Invoice From

Remit To

Ship From

Supplier VAT ID

Customer

Bill-To Address Swiss Re Management Ltd
Account Payable
Postfach
8022 Zurich
Switzerland

Ship To Address Swiss Re Management Ltd
Isodring 6, 8134 Adliswil
8134 Adliswil
Switzerland

Buyer VAT ID/WAT CHE-116.291.855 MVST

Exchange Rate None

Late Payment Penalties None

Lines

Line	Description	Supplier part number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line	Service/Time Sheet Line
1	CSP test again-3					None	1,000.00	1,000.00	CHZ-40142434-1	None

Additional Information: None

VAT Description	VAT Rate	VAT Amount	Tax Reference
VAT	0.0%	0.00	

Total Taxes

Lines Net Total		1,000.00
Lines VAT Totals	VAT	0.0%
Total VAT		0.00
Net Total		1,000.00
Gross Total		1,000.00

Cancel Invoice Adjust

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- The new window will appear to create Credit Note. Fill the Credit Note #, Credit Note Date and submit for approval.

Create Credit Note Create

This credit note applies to invoice [last invoice 4](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note # ✓
 * Credit Note Date

Payment Terms: SAP/BIS-2001-30 Days Net
 Original Date of Supply: 06/08/2024
 * Currency: CHF
 Delivery Number:
 Status: Draft
 Original Invoice Number: Test Invoice 4
 Original Invoice Date: 06/08/2024
 Image Scan: No file chosen
 Supplier Note:
 Attachments:
 Payment Order Reference:
 Credit Reason:
 Late Payment Penalties:

From

* Supplier:
 * Supplier VAT ID:
 * Invoice-From Address:
 * Remit-To Address:
 * Ship-From Address:

To

Customer: Swiss Re
 * Bill-To Address: Swiss Re Management Ltd
 Account Payable
 Postfach
 8032 Zurich
 Switzerland
 * Buyer VAT ID/VAT: CHE-116.291.855.MIVST
 Ship to Address: Swiss Re Management Ltd
 Seoding 6, 8134 Adliswil
 8134 Adliswil
 Switzerland

Lines

Adjustment Type: Price

Type	Description	Price
SP	SP test again-2	-1,000.00

PO Line: CH2-40142434-1
 Service/Time Sheet Line: None
 Contract:
 Supplier part number:

Additional Information:
 Billing Note:
 Billing: KI 50-SAP_4420154000-4420154000-CCS-40_50_SRZHEA

Taxes

VAT Rate	VAT Amount	Tax Reference
0.0%	0.00	<input type="text"/>

Total Taxes

Lines Net Total	-1,000.00
Lines VAT Totals	0.00
Total VAT	0.00
Net Total	-1,000.00
Gross Total	-1,000.00

Lines

Adjustment Type: Price

Type	Description	Price
SP	Hitachi C	-1,000.00

PO Line: CH2-40142434-1
 Service/Time Sheet Line: None
 Contract:
 Supplier part number:

Additional Information:
 Billing Note:
 Billing: KL50-SAP_4420154000-4420154000-CCS-40_50_SRZHEA

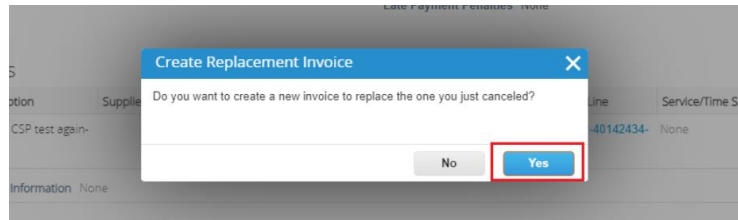
Are you ready to send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

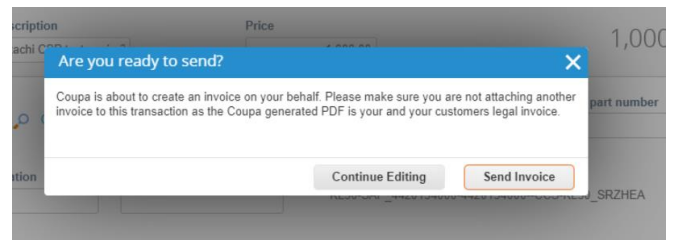
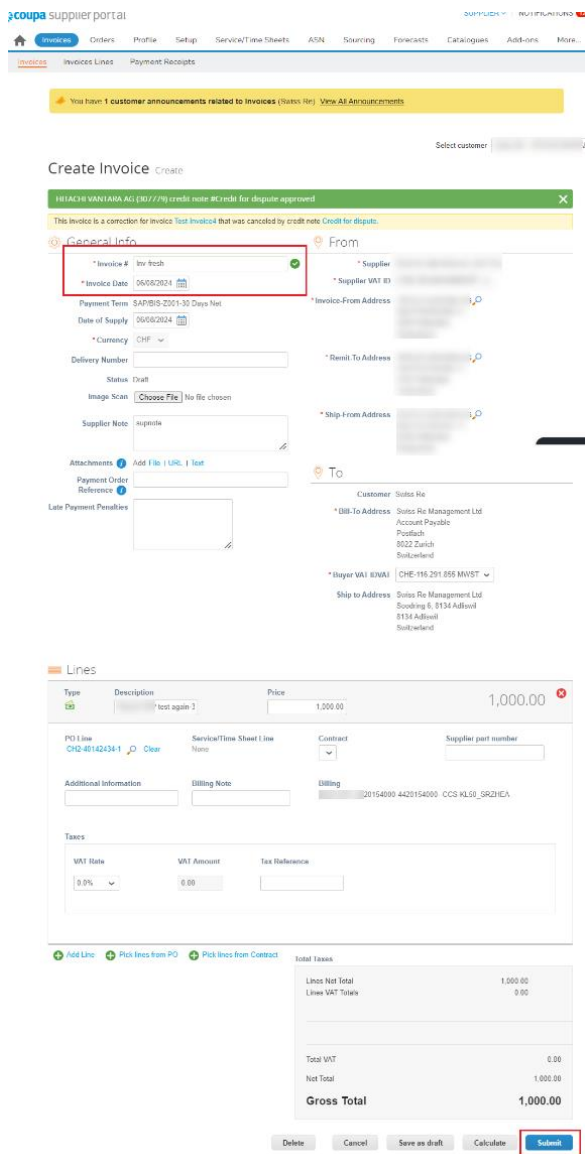
Note: Credit Note will get auto-approved.

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- Post sending Credit Note, a pop-up will appear which ask you to create a new / replacement invoice. Select **Yes**.



- Fill the required details of new invoice and submit for approval. Post submission, invoice will get submitted to Swiss Re Accounts Payables team for processing.



Create Invoices

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

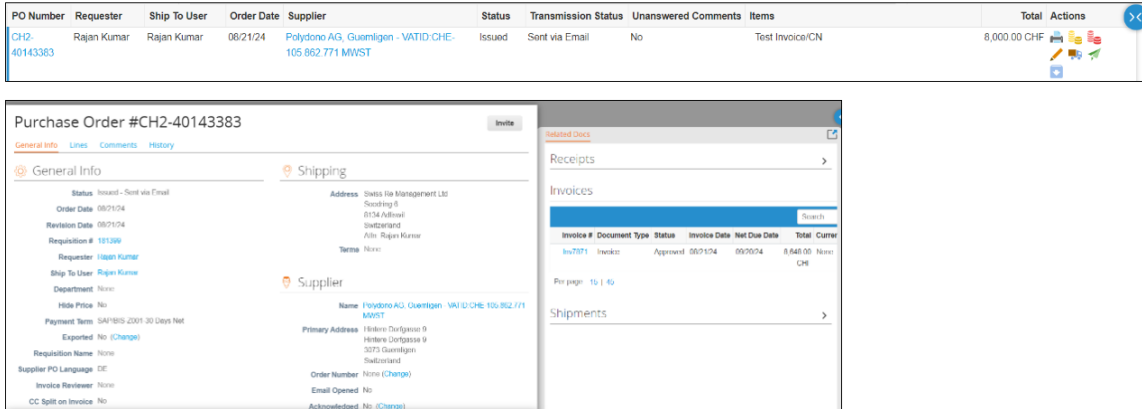
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Inv-fresh	06/08/2024	Pending Approval	CH2-40142434	1,000.00 CHF	No		
Credit for dispute	06/08/2024	Approved	CH2-40142434	-1,000.00 CHF	No		
Test-Invoice4	06/08/2024	Approved	CH2-40142434	1,000.00 CHF	No	Incorrect invoice submission channel used	

Note: Please ensure the new invoice is submitted with corrected information.

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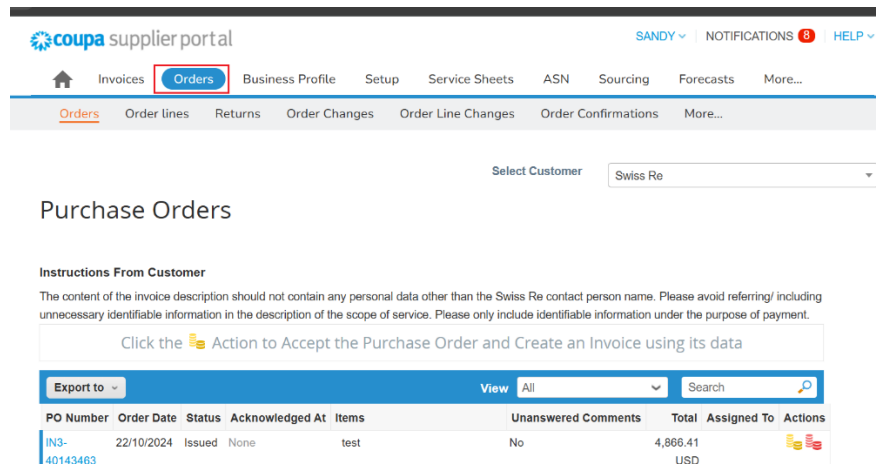
Submit credit note via CSP

Whenever Purchase Order (PO) is in status "Issued", you will be able to create Credit Note against it. For example, in the below snapshot, PO #CH2-40143383 is in issued status.



PO Number	Requester	Ship To User	Order Date	Supplier	Status	Transmission Status	Unanswered Comments	Items	Total	Actions
CH2-40143383	Rajan Kumar	Rajan Kumar	06/21/24	Polydono AG, Guemligen - VATID:CHE-105 862 771 MWST	Issued	Sent via Email	No	Test Invoice/CN	8,000.00 CHF	[Icons]

1. Login to Coupa Supplier Portal with User Id and Password. You will be able to find related PO in "Orders" tab and submitted invoice (e.g. #Inv7871) in "Invoices" tab. (as seen on printscreen above)
2. Navigate to **Orders** Tab and find the correct PO against which Credit Note should be submitted.



coupa supplier portal

SANDY | NOTIFICATIONS 8 | HELP

Home Invoices **Orders** Business Profile Setup Service Sheets ASN Sourcing Forecasts More...


Orders Order lines Returns Order Changes Order Line Changes Order Confirmations More...

Select Customer: Swiss Re

Purchase Orders

Instructions From Customer

The content of the invoice description should not contain any personal data other than the Swiss Re contact person name. Please avoid referring/ including unnecessary identifiable information in the description of the scope of service. Please only include identifiable information under the purpose of payment.

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

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
IN3-40143463	22/10/2024	Issued	None	test	No	4,866.41 USD		[Icons]

3. Click on red stack icon against the PO

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coupa supplier portal SANDY ▾ NOTIFICATIONS 8 | HELP ▾

[Invoices](#) **Orders** [Business Profile](#) [Setup](#) [Service Sheets](#) [ASN](#) [Sourcing](#) [Forecasts](#) [More...](#)


[Orders](#) [Order Lines](#) [Returns](#) [Order Changes](#) [Order Line Changes](#) [Order Confirmations](#) [More...](#)

Select Customer




Purchase Orders

Instructions From Customer

The content of the invoice description should not contain any personal data other than the Swiss Re contact person name. Please avoid referring/ including unnecessary identifiable information in the description of the scope of service. Please only include identifiable information under the purpose of payment.

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
IN3-40143463	22/10/2024	Issued	None	test	No	4,866.41 USD		
US2-40143419	12/09/2024	Issued	None	Double Payment - 1	No	1,000.00 USD		
IN2-40143055	31/01/2024	Issued	None	DF01 test with single line inv	No	50.00 INR		

- Fill all the details in Credit Note header along with **Original Invoice Number**, **Original Invoice Date**.

Create Credit Note Create

General Info

* Credit Note # ✓

* Credit Note Date

Payment Term

Original Date of Supply

* Currency

Delivery Number


Status

* Original Invoice Number

* Original Invoice Date

Image Scan No file chosen

Supplier Note

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

Payment Order Reference

From

* Supplier

Supplier Tax ID

* Invoice-From Address
P.O. BOX 52501
Newark, _ 07101-4402
United States

* Remit-To Address
P.O. BOX 52501
Newark, _ 07101-4402
United States

* Ship-From Address
P.O. BOX 52501
Newark, _ 07101-4402
United States

To

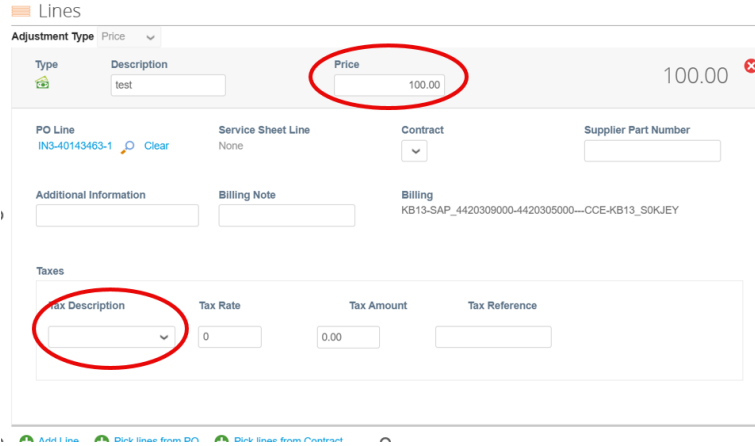
Customer

* Bill-To Address
Unit 1B, 10th Floor, Parcel 3 - Orwell Block, Salarpuria Sattva Knowledge City,
S.No. 83/1, Plot No. 2,

Note: Fill the correct Credit Note#, Credit Note Date and attach the pdf copy of the credit note document (optional).

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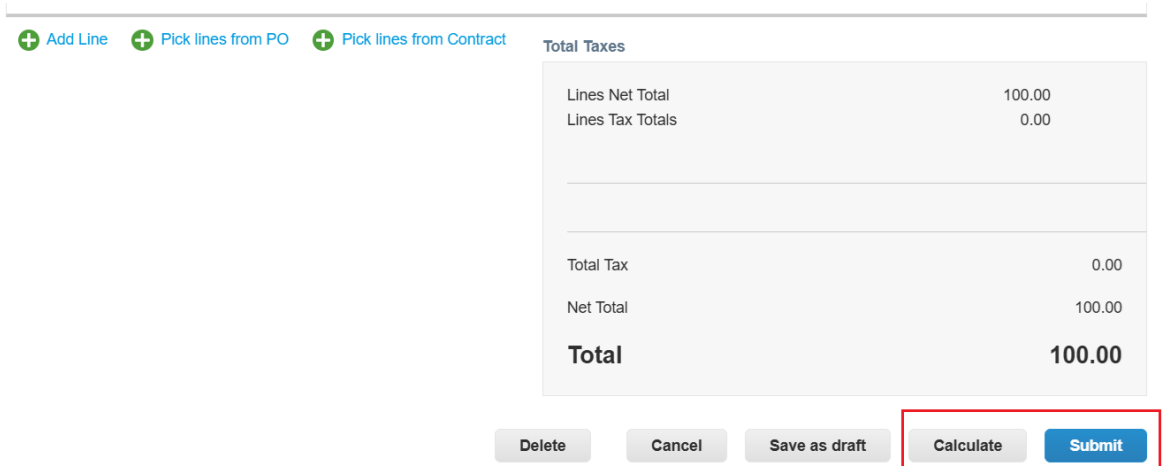
5. Navigate to Credit Note line level and update the Price/amount accordingly. Fill the Tax related information.



The screenshot shows the 'Lines' form with the following details:

- Adjustment Type:** Price
- Type:** test
- Price:** 100.00 (circled in red)
- PO Line:** IN3-40143463-1
- Service Sheet Line:** None
- Contract:** [Dropdown]
- Supplier Part Number:** [Field]
- Additional Information:** [Field]
- Billing Note:** [Field]
- Billing:** KB13-SAP_4420309000-4420305000---CCE-KB13_S0KJEY
- Taxes:**
 - Tax Description:** [Dropdown, circled in red]
 - Tax Rate:** 0
 - Tax Amount:** 0.00
 - Tax Reference:** [Field]

6. Click on **Calculate** and **Submit** button.

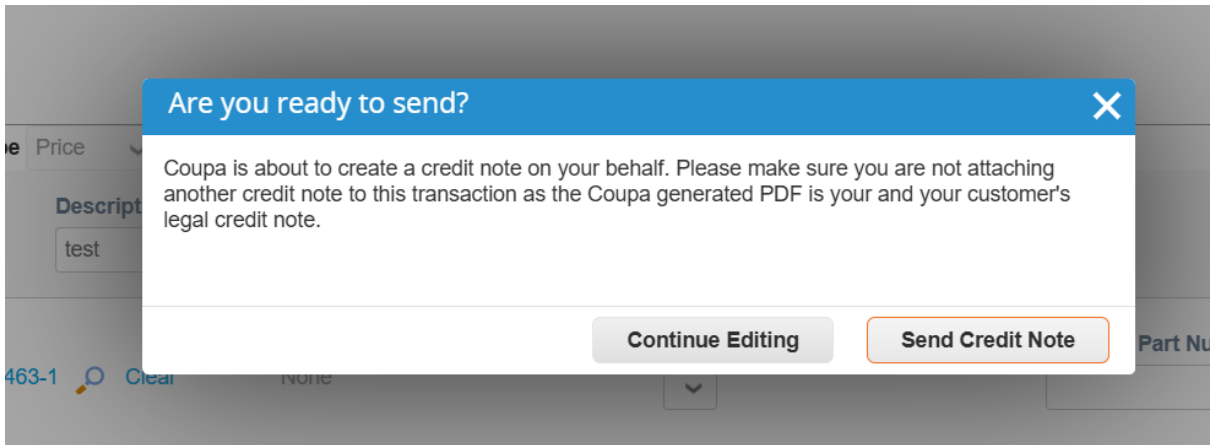


The screenshot shows the 'Total Taxes' summary and action buttons:

Total Taxes	
Lines Net Total	100.00
Lines Tax Totals	0.00
Total Tax	0.00
Net Total	100.00
Total	100.00

Buttons: Delete, Cancel, Save as draft, **Calculate**, **Submit** (highlighted with a red box)

7. Click on **Send Credit Note**.



The screenshot shows a confirmation dialog box with the following content:

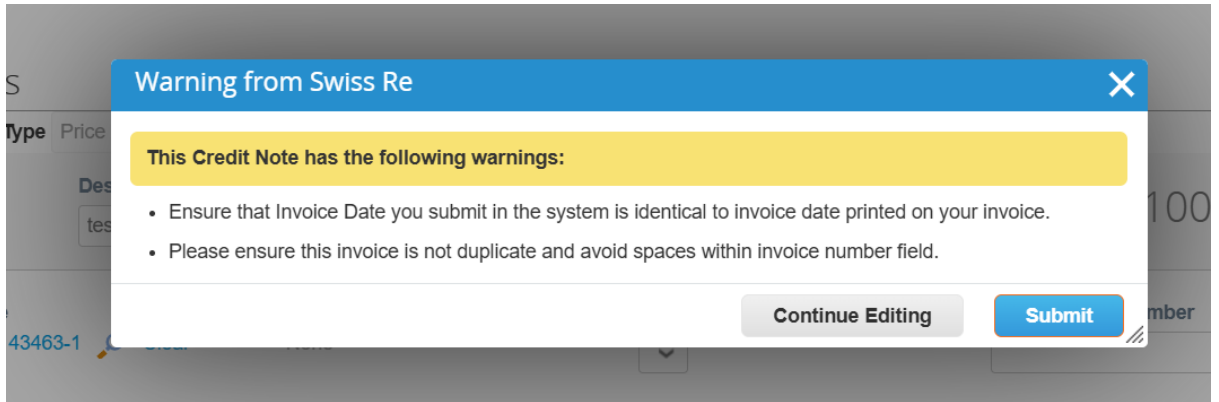
Are you ready to send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

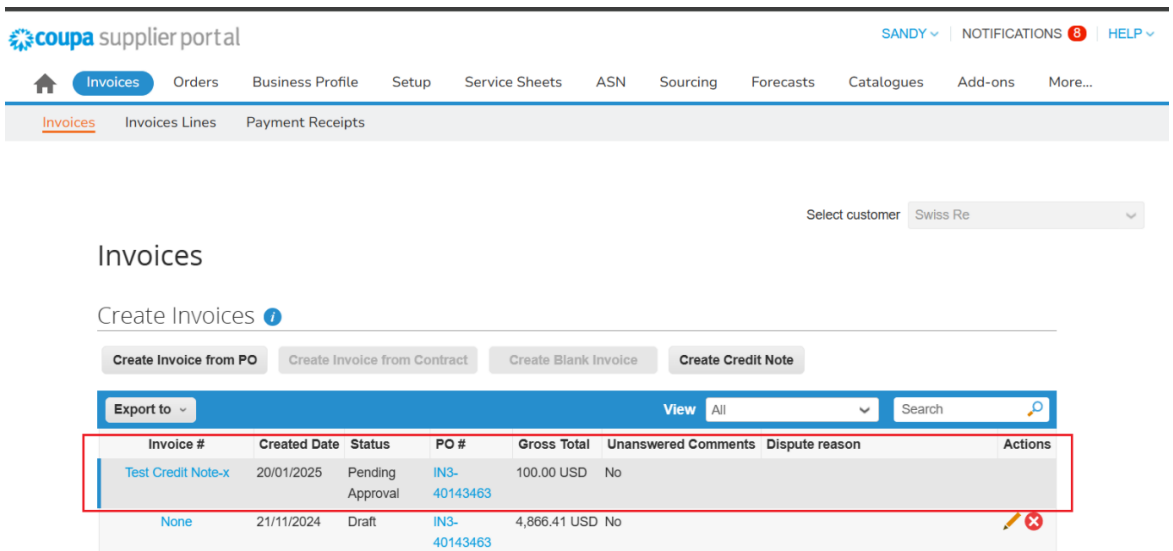
Buttons: Continue Editing, **Send Credit Note**

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8. Click on **Submit**.



Credit Note submitted successfully.



coupa supplier portal

SANDY | NOTIFICATIONS 8 | HELP

Invoices Orders Business Profile Setup Service Sheets ASN Sourcing Forecasts Catalogues Add-ons More...

Invoices Invoices Lines Payment Receipts



Select customer Swiss Re

Invoices

Create Invoices

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

Export to View All Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test Credit Note-x	20/01/2025	Pending Approval	IN3-40143463	100.00 USD	No		
None	21/11/2024	Draft	IN3-40143463	4,866.41 USD	No		 


NOTE:





If Purchase Order is in status "Soft Closed" or "Closed" it is not possible to submit credit note against the PO. See screenshot below, there is no option to create invoice or credit note.

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Purchase Orders

Instructions From Customer
Please navigate to "Home" tab and read the announcement to connect with us.


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
CH2-40143352	08/01/24	Issued	None	Test Future Date invoice with contract	No	1,000.00 CHF		
CH2-40143351	07/31/24	Issued	None	Test Invoice and CN Test Invoice and CN - line 2	No	2,000.00 CHF		
CH2-40143350	07/31/24	Soft Closed	None	Test Invoice and CN	No	1,000.00 CHF		
CH2-40143344	07/31/24	Issued	None	CN-TEST via CSP	No	10,000.00 CHF		
CH2-40143337	07/26/24	Issued	None	PO partially invoiced	No	7,000.00 CHF		

Invoices

Cannot submit the invoice as the PO has been closed or cancelled by the buyer.

Instructions From Customer
Please navigate to "Home" tab and read the announcement to connect with us.


Create Invoices 

Export to	View	All	Search				
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
Invoice with line 1	07/31/24	Approved	CH2-40143350	1,081.00 CHF	No		

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Purchase Orders

Instructions From Customer
Please navigate to "Home" tab and read the announcement to connect with us.

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
CH2-40007019	03/16/16	Closed	None	Delivery L113577	No	4,905.00 CHF		
CH2-40006962	03/15/16	Closed	None	Delivery L113538	No	283.70 CHF		

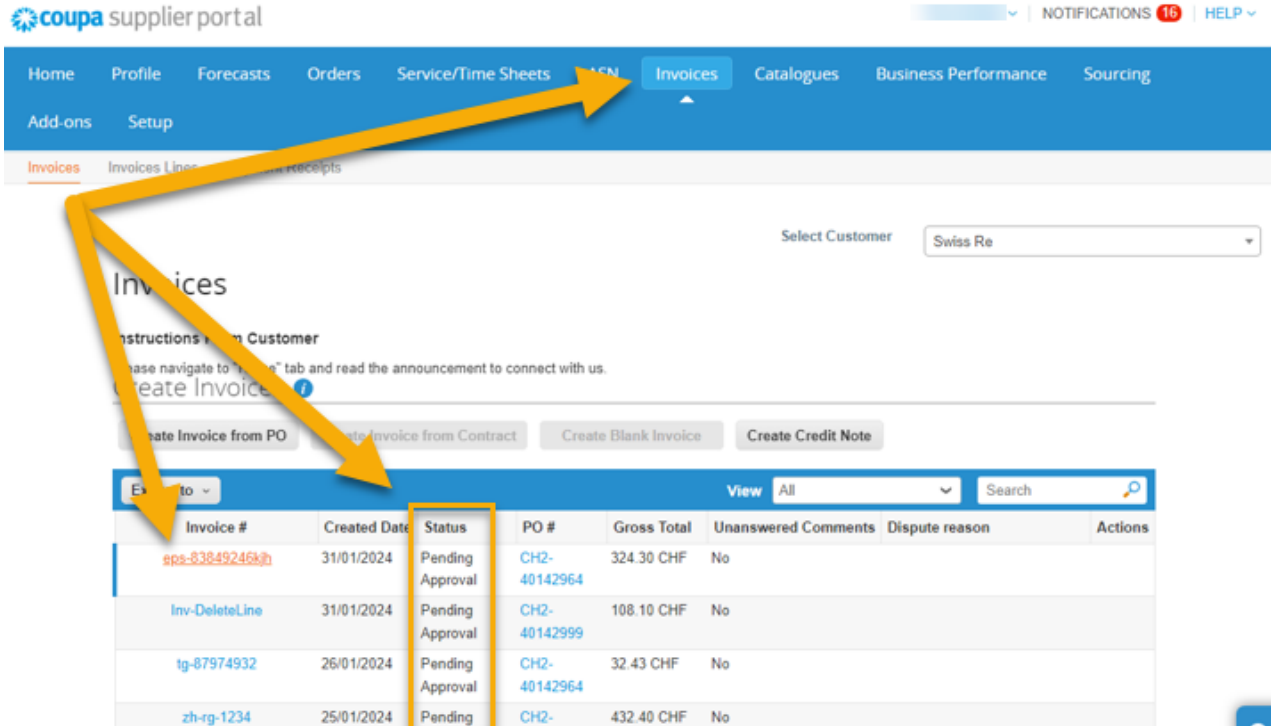
Error message appears (as seen below) and you need to send credit note via email to SwissRe_vendors@swissre.com.

Cannot submit the invoice as the PO has been closed or cancelled by the buyer.

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Check invoice status

1. Go into tab Invoices. You will see Invoices and its Status as marked below



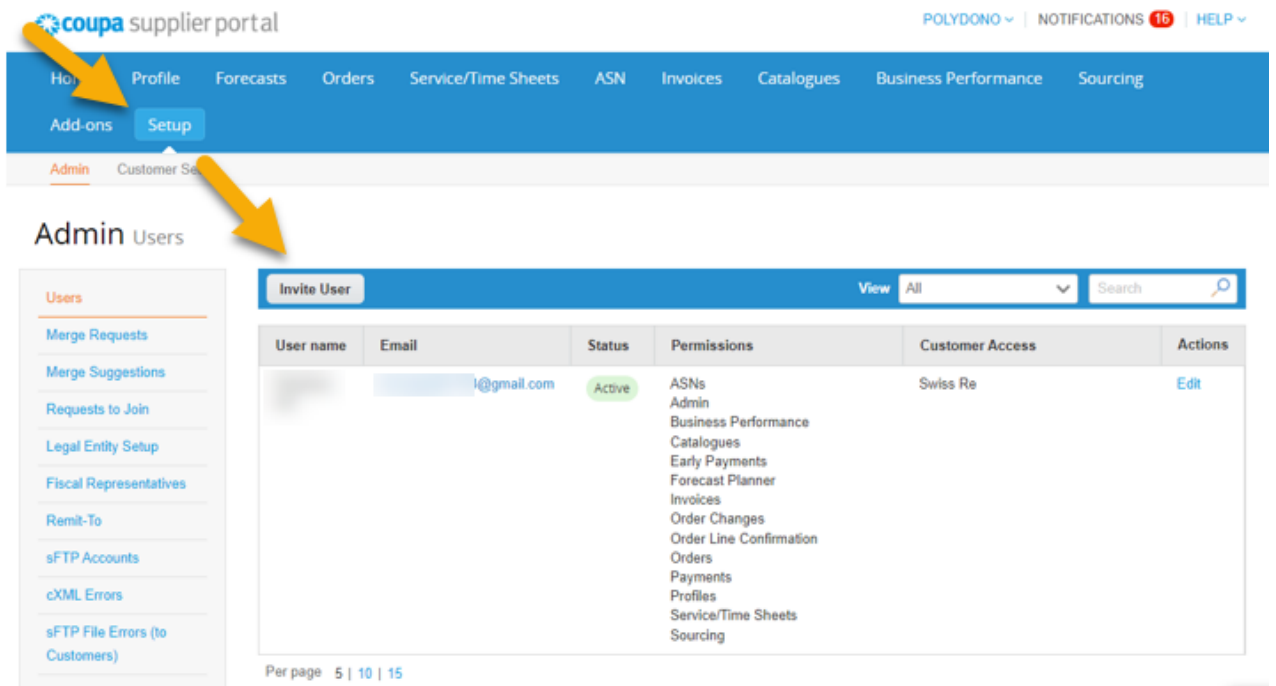
The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Forecasts', 'Orders', 'Service/Time Sheets', 'Invoices', 'Catalogues', 'Business Performance', and 'Sourcing'. The 'Invoices' tab is selected. Below the navigation bar, there are options to 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table of invoices is displayed with the following data:

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
sps-83849246kjh	31/01/2024	Pending Approval	CH2-40142964	324.30 CHF	No		
Inv-DeleteLine	31/01/2024	Pending Approval	CH2-40142999	108.10 CHF	No		
tg-87974932	26/01/2024	Pending Approval	CH2-40142964	32.43 CHF	No		
zh-rg-1234	25/01/2024	Pending	CH2-	432.40 CHF	No		

Add another user to CSP account

Have the responsibilities within your company changed or do you want to add another user to your CSP account?

1. Log into [Coupa Supplier Portal \(copenhost.com\)](https://copenhost.com), go to the tab **Setup** and click on **Invite User** to add your colleague



coupa supplier portal POLYDONO | NOTIFICATIONS 16 | HELP

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

Add-ons **Setup**

Admin Customer Setup

Admin Users

Users

- Merge Requests
- Merge Suggestions
- Requests to Join
- Legal Entity Setup
- Fiscal Representatives
- Remit-To
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)

Invite User View All Search

User name	Email	Status	Permissions	Customer Access	Actions
	l@gmail.com	Active	ASNs Admin Business Performance Catalogues Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	Swiss Re	Edit

Per page 5 | 10 | 15

2. Enter the information of your colleague and adjust the permissions. After clicking **Send Invitation**, the new user will receive a system email including a link to create a login and account will be created.

Invite User

First Name

Last Name

* Email

Permissions ⓘ

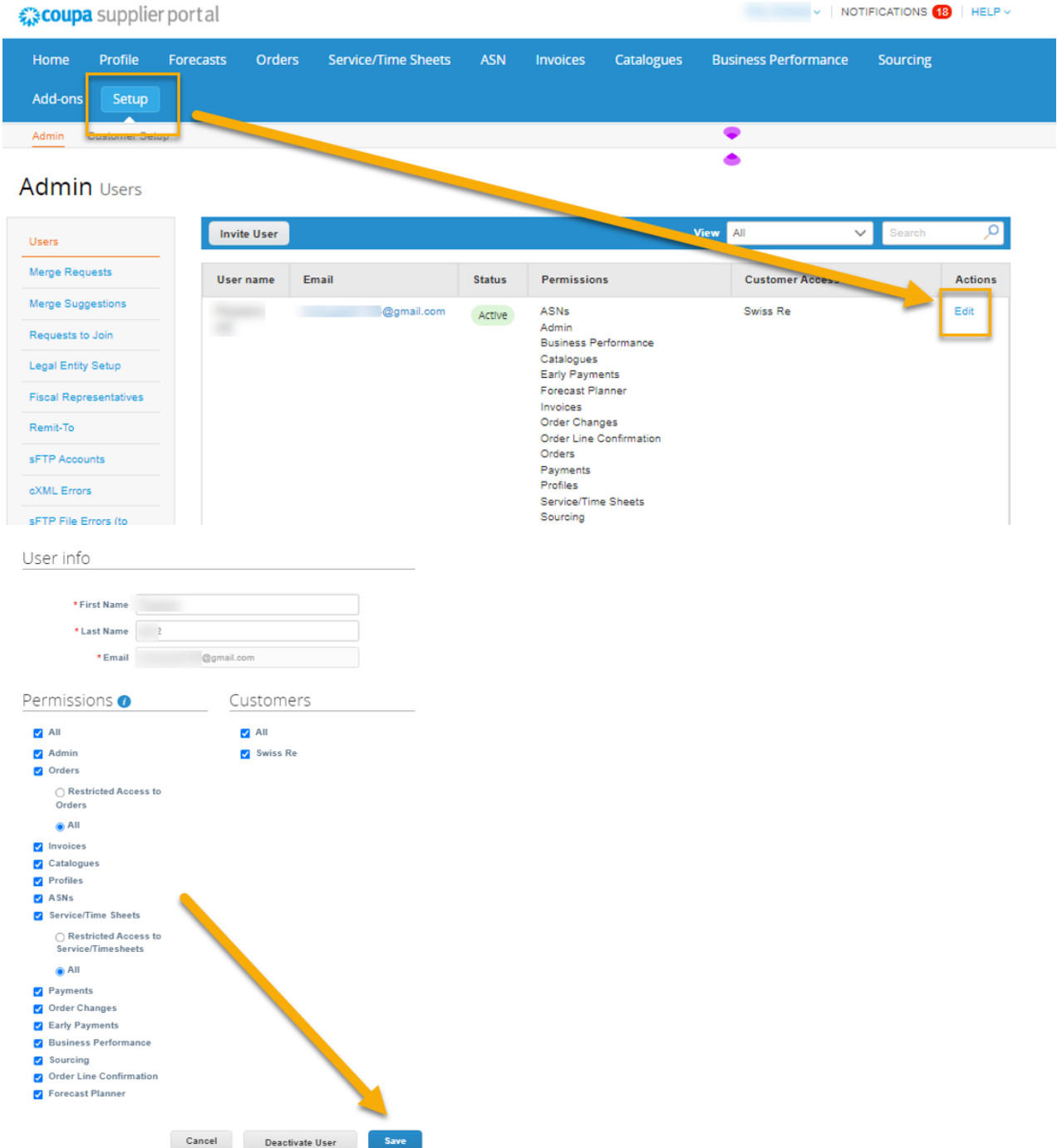
- All
- Admin
- Orders
- Restricted Access to Orders
- All
- Invoices
- Catalogues
- Profiles
- ASNs
- Service/Time Sheets
- Restricted Access to Service/Timesheets
- All
- Payments
- Order Changes
- Early Payments
- Business Performance
- Sourcing
- Order Line Confirmation
- Forecast Planner

Customers

- All
- Swiss Re

Deactivation of a user

1. To deactivate someone from your company account please go to **Setup** tab, choose the respective user, and click on **Edit** and **Save**.



coupa supplier portal

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

Add-ons **Setup**

Admin Customer Setup

Admin Users

Users

- Merge Requests
- Merge Suggestions
- Requests to Join
- Legal Entity Setup
- Fiscal Representatives
- Remit-To
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to

Invite User View All Search

User name	Email	Status	Permissions	Customer Access	Actions
	@gmail.com	Active	ASNs Admin Business Performance Catalogues Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	Swiss Re	Edit

User info

* First Name
* Last Name
* Email @gmail.com

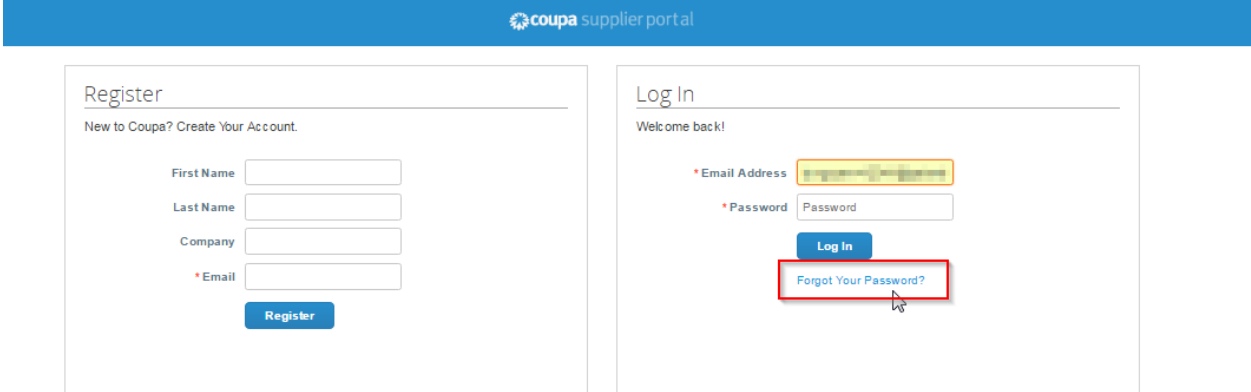
Permissions Customers

All
 Admin
 Orders
 Restricted Access to Orders
 All
 Invoices
 Catalogues
 Profiles
 ASNs
 Service/Time Sheets
 Restricted Access to Service/Timesheets
 All
 Payments
 Order Changes
 Early Payments
 Business Performance
 Sourcing
 Order Line Confirmation
 Forecast Planner

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Reset password for CSP account

1. Click "Forgot your password?" and you will receive an email to reset it.



coupa supplier portal

Register
New to Coupa? Create Your Account.

First Name

Last Name

Company

* Email

Register

Log In
Welcome back!

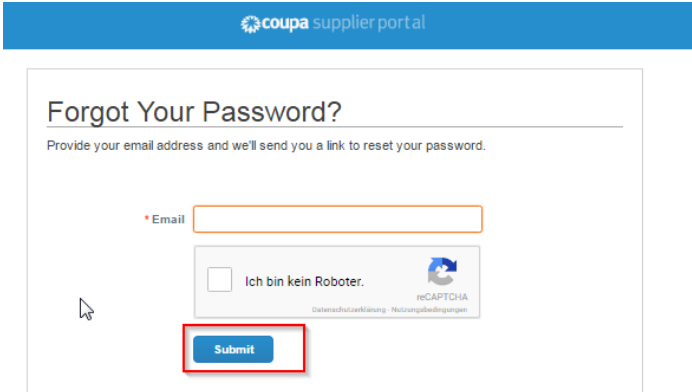
* Email Address

* Password

Log In

Forgot Your Password?


2. Insert email address you use for CSP registration, check the box to verify you are not a robot and click "Submit" button.



coupa supplier portal

Forgot Your Password?
Provide your email address and we'll send you a link to reset your password.

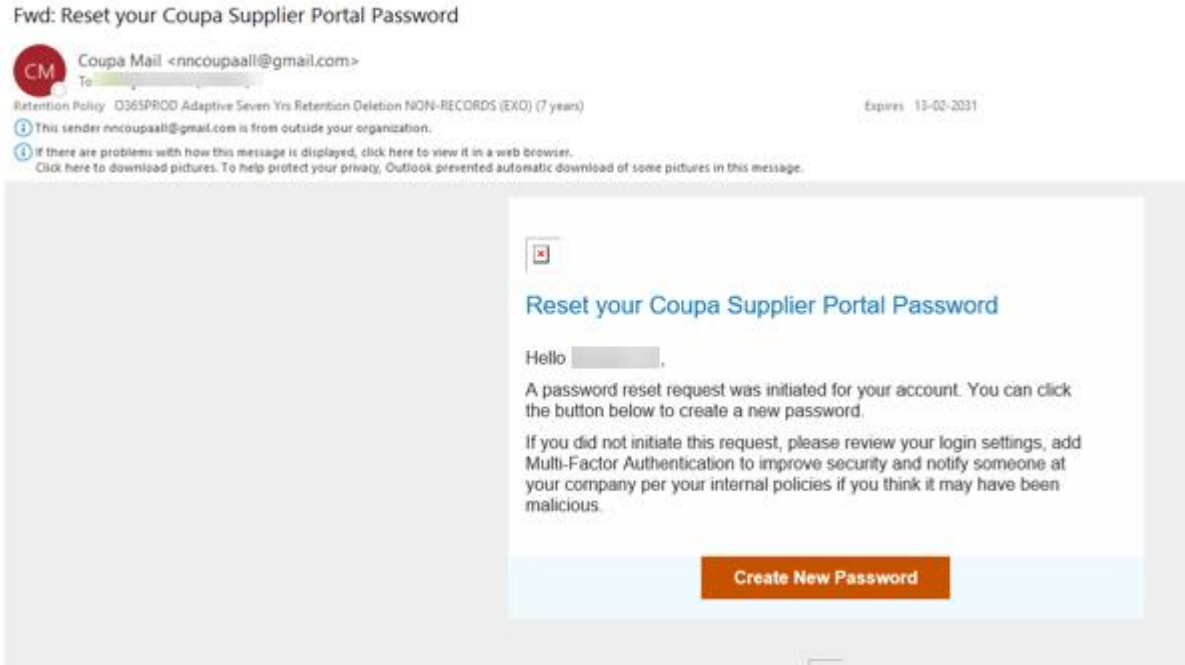
* Email

Ich bin kein Roboter. 
reCAPTCHA
Datenschutzerklärung - Nutzungsbedingungen

Submit

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3. You will receive an email to reset your password.



4. In a newly opened window, you can enter your new password, confirm, and submit it.
Now you can log into CSP with your newly set password.





Reset Your Password

Provide a new password and confirm your new password.

* Password
Use at least 8 characters and include a number and a letter.

* Password Confirmation

Ich bin kein Roboter. 
reCAPTCHA
Datenschutzerklärung · Nutzungsbedingungen

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CSP videos

intro and registration: <https://player.vimeo.com/video/385127394>

create invoice from PO: <https://player.vimeo.com/video/363804257>

PO-Flip: <https://player.vimeo.com/video/355318308>

help: <https://player.vimeo.com/video/355318234>

DIRECT CONNECTION (cXML)

In case you are supporting cXML and / or submit high number of invoices to Swiss Re, we recommend using e-Invoicing channel **Direct Connection (cXML)**.

Direct Connection (cXML) is specific method where invoices are posted via cXML files directly to Coupa. The implementation of cXML might be more technically demanding and requires the system configuration. After initial setup, the process is fully automated.

FAQ

Which channels do you offer for e-Invoicing?

CSP (Coupa Supplier Portal)

cXML (invoice generated via code)

What are the advantages?

1. Increases automation within invoice handling i.e. accelerates process, saves cost and time,
2. creates invoices based on data that you share and your explicit approval,
3. guarantees transfer of your invoice to Swiss Re within seconds,
4. tightens security for invoicing,
5. incorrect info on invoices is minimized i.e. pre-check of tax info,
6. documentation is legally compliant i.e. digitally signed PDF documents,
7. gives you transparency on your invoice's status.

How can I contact you?

You can reach us via e-mail on SwissRe_vendors@swissre.com.