

# QRG – Do and Don'ts for suppliers submitting invoices on the CSP



**Purpose:** Use this QRG (Quick Reference Guide) as a checklist when submitting your invoices to Cleanaway via the CSP. Following the below steps will ensure your invoice will be paid promptly.

1. Please ensure you **have:**

- Attached your invoice document to the Coupa Invoice
- Checked that your attached invoice balances to the invoice total
- Deleted lines on the e-invoice that are not included in your attached invoice total
- Selected Line Level Taxation
- Clicked on the calculate button to check your invoice total after line level tax is applied
- Added a Cleanaway Requestor to the invoice header
- Checked the Cleanaway invoice date matches your invoice date
- Checked that the invoice date is not a future date
- Changed the Unit price value of the e-invoice if your attached invoice differs to the purchase order price
- Entered the same invoice number in Coupa exactly as it appears on your supporting tax invoice attachment
- Clicked the “**Acknowledged**” button on the Order at the time of creating the invoice in Coupa (CSP / SAN).



This places a date stamp against the order in the Order screen. This is a workaround while we are waiting for the CSP updates from the Coupa Community and can help you (the supplier) to monitor POs that have already been invoiced)

Please ensure you have **not:**

- × Forgotten to attach the copy of your invoice
- × Submitted an invoice with a different value to your attached invoice
- × Forgotten to select line level taxation
- × Attached multiple tax invoices to the one Coupa e-invoice, each invoice needs to be entered separately
- × Attempt to enter multiple invoice numbers in the e-invoice field