

Coupa Supplier Portal Training Guide

December 2025

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Introduction

AECOM is now using Coupa as our procurement tool, including the Coupa Supplier Portal (CSP), to be used our suppliers, to receive purchase orders and submit invoices electronically.

The Coupa Supplier Portal is a 3rd party tool that allows suppliers to connect to multiple customers to help manage their purchase orders and invoicing. If you are already using the Coupa Supplier Portal, you will not need to register a new account but will link to AECOM via an email invitation we will send you.

The Coupa Supplier Portal is developed and maintained entirely by Coupa so you may receive paid subscription requests, it is not required for you to sign up for these services to transact with AECOM.

The benefits of using the Coupa Supplier Portal are as follows:

- There is no cost to you to use the Coupa Supplier Portal.
- The portal provides you with increased transparency and visibility to the status of your invoices. You will be able to see if your invoice has been submitted, approved, ready for payment or paid.
- You will be able to personalize notifications to keep you informed regarding purchase orders, invoices, etc. via email.

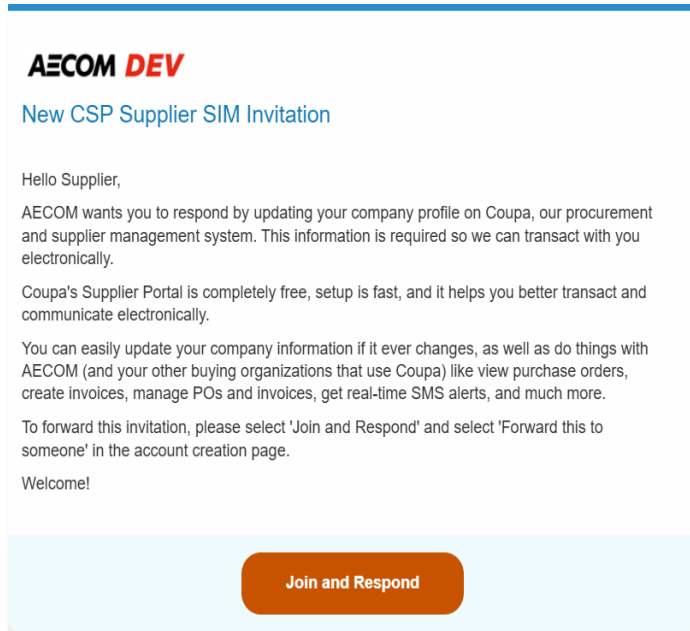
This document provides an overview of the Coupa Supplier Portal (CSP), including registration and login, responding to AECOM information requests, receiving purchase orders (POs) and invoicing.

Registering for the Coupa Supplier Portal

Setting up your account in the Coupa Supplier Portal

AECOM requires Third Parties to register for the Coupa Supplier Portal (CSP). You will use the CSP to transact with AECOM for purchase orders and invoicing. You will receive an email to register from do_not_reply@aecom.coupahost.com.

1. **The Profile Information Request** email you will receive outlines what AECOM needs you to do. Click on *Join and Respond* to create a CSP account.



AECOM DEV
New CSP Supplier SIM Invitation

Hello Supplier,

AECOM wants you to respond by updating your company profile on Coupa, our procurement and supplier management system. This information is required so we can transact with you electronically.

Coupa's Supplier Portal is completely free, setup is fast, and it helps you better transact and communicate electronically.

You can easily update your company information if it ever changes, as well as do things with AECOM (and your other buying organizations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts, and much more.

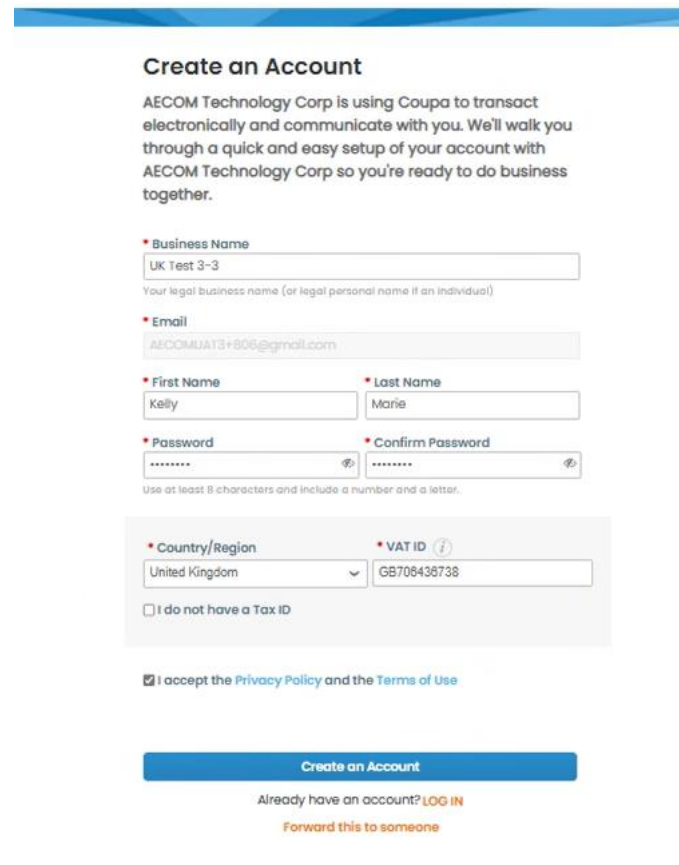
To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page.

Welcome!

[Join and Respond](#)

If you have not received this email, check your Spam folder. If you are still unable to find the email, contact your AECOM contact or supplier@aecom.com to check which email address the invite was sent to.

2. **Create your account in CSP** by entering the information required. Click *I accept the Privacy Policy and Terms of Use*. Once you click *Create an Account* you will be sent a Verification code.



Create an Account

AECOM Technology Corp is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with AECOM Technology Corp so you're ready to do business together.

* Business Name
UK Test 3-3
Your legal business name (or legal personal name if an individual)

* Email
AECOMUAT3+806@gmail.com

* First Name
Kelly

* Last Name
Marie

* Password

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

* Confirm Password

* Country/Region
United Kingdom

* VAT ID
GB706436738

☐ I do not have a Tax ID

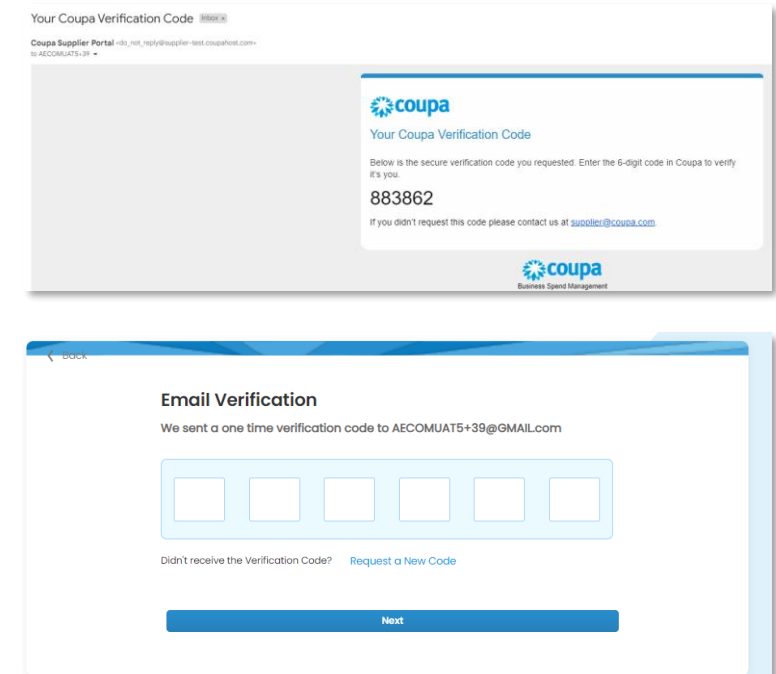
☒ I accept the [Privacy Policy](#) and the [Terms of Use](#)

[Create an Account](#)

Already have an account? [LOG IN](#)

[Forward this to someone](#)

3. **Enter the Email Verification Code** that was sent to your email address and click *Next*. You will be taken to continue setting up your profile.



Your Coupa Verification Code: 883862

coupa
Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

883862

If you didn't request this code please contact us at supplier@coupa.com

[Email Verification](#)

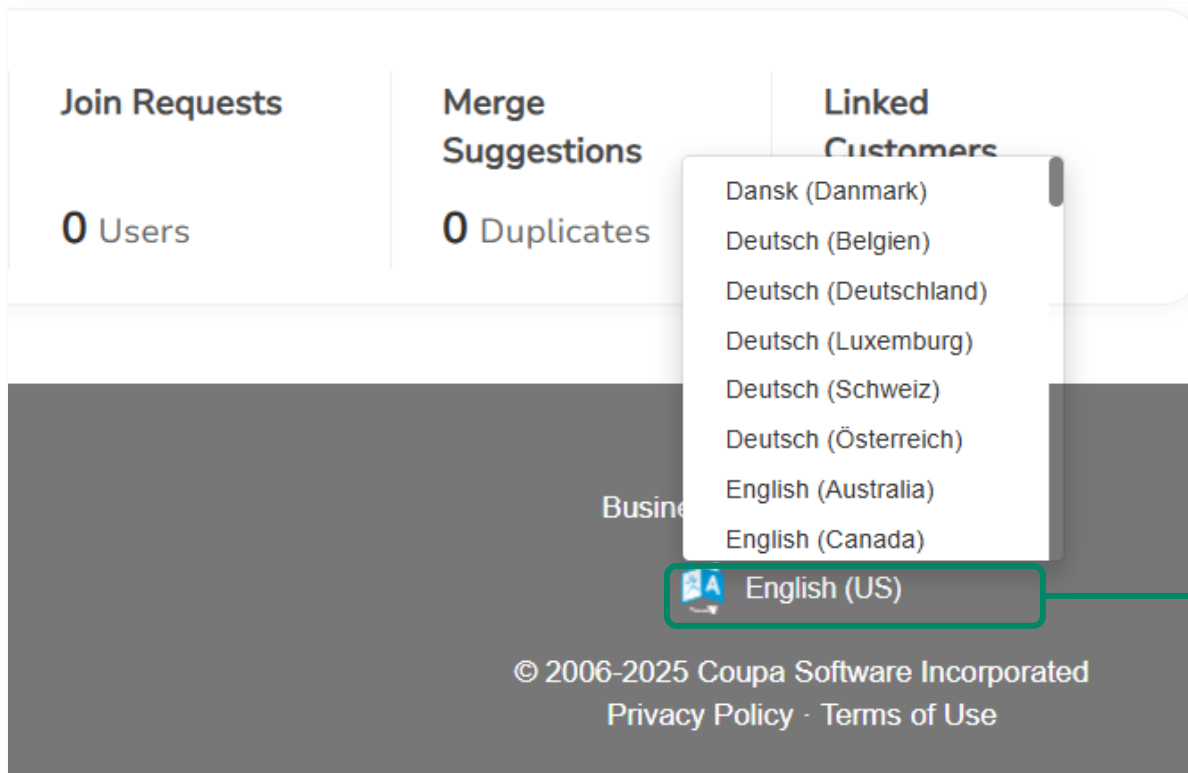
We sent a one time verification code to AECOMUAT5+39@GMAIL.com

Didn't receive the Verification Code? [Request a New Code](#)

[Next](#)

Updating Language Settings

You can change your language settings by scrolling to the bottom of the screen on any page and selecting from the language's dropdown



Select the Language icon to change the CSP Language

Setting up your profile

Entering your profile information (1/3)

When you first log into Coupa, you will be prompted to set up your profile. Please complete all the fields on the form with the required information.

Please note the important information to be entered in the following fields.

1. Enter your *Primary Address*. This should be your registered main office company address, not a personal address. You can enter addition site or office addresses later.
2. Enter how your company is legally registered in the *Type of Company* field for example whether it is a limited company, a publicly listed company etc.
3. Enter the names of Directors on the Board of your company in the *Board of Directors* field.
4. Use the *Invoice From Code* field to link your CSP invoice address with the corresponding address in your procurement system.

Once all the fields are complete click *Save and Next to continue to the next page*.

The screenshot displays the 'Account Details' tab of a Coupa profile setup form. The 'Primary Address' section is highlighted with a green checkmark and a numbered callout '1'. It contains fields for Country/Region (United Kingdom), Address Line 1 (216 Strand), Address Line 2 (empty), City (London), State (Anglesey), and Postal Code (WC2R 1AP). Below this, the 'United Kingdom' section is shown with a numbered callout '2' for the 'Type of Company' field, a numbered callout '3' for the 'Board of Directors' field, and a numbered callout '4' for the 'Invoice From Code' field. The 'Preferred Language' is set to 'English (UK)'. The 'Tax Registrations' section includes fields for Country/Region and VAT ID. A blue 'Save and Next' button is located at the bottom right.

Account Details Payment Information

1 Primary Address ✓

* Country/Region United Kingdom ▼

* Address Line 1 216 Strand

Address Line 2 +

* City London

* State Anglesey ▼

* Postal Code WC2R 1AP

United Kingdom

2 * Type of Company ⓘ

3 Board of Directors ⓘ

4 Invoice From Code ⓘ

Preferred Language English (UK) ▼

Tax Registrations

* Country/Region ▼

VAT ID

Save and Next

Entering your profile information (2/3)

As part of your Coupa profile you will need to enter a payment method.

Enter your *Payment Method Name* and the related *Email Address*. The *Payment Method Name* is only for your reference but should not contain a customer name, as you may wish to share it with multiple customers.

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Primary Address saved successfully

Account DetailsPayment Information

Virtual Card

Choose a relevant and easy to remember nickname for this payment method. Avoid including customer names as you may want to share this with multiple customers.

Please enter a nickname for this payment method.

Payment Method Name

Email Address

This field is required.

Do not accept Virtual Card payments from this customer

Next

When the fields are complete click the *Next* button to enter the related banking information.

Enter your Banking information and click then click *Save and Next*.

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Great News! The payment information has been successfully shared with the following customers and has been validated: AECOM Technology Corp.

Account DetailsPayment Information

Payment Method (Virtual Card | Bank Account)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Payment Method Name

Credit Card

Bank Account Country/Region

United Kingdom

Bank Account Currency

GBP

Beneficiary Name

Tom

Bank Name

ABC

Account Number

48947847

Confirm Account Number

48947847

Sort Code

2334

My company expects to receive urgent/wire payments

Branch Code

UK948474

Beneficiary Type

Business

Remittance Email

aeomuser154@gmail.com

Remit-To Code

33f424

Supporting Documents

Drop or Browse Files

Browse


Do not accept Bank Transfer payments from this customer

Save and Next

Entering the information required by AECOM (1/3)

Your Coupa Profile is not accessible to customers by default but can be used to respond to information requests from customers. AECOM will issue Information Requests to you so that you can provide the information required to be set-up as a Supplier. When you are first set-up, AECOM will issue an Information Request to you.

To complete AECOM's Information Request click on the *Business Profile* tab on the home page, then select *Information Requests* on the menu. On the Information Requests page you will see all outstanding information requests that have been sent to you. If you have requests from multiple customers filter to those from AECOM and then select the *Supplier Profile* form.

coupa supplier portal

TOM | NOTIFICATIONS 3 | HELP

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

Business Profile Profile Submissions Legal Entities Payment Methods **Information Requests** Performance Evaluation

AECOM Technology Corp

Select Customer AECOM Technology Corp

Form Responses

View All Advanced Search

Form	Status	Created Date	Submitted At
Supplier Profile (UK)	Pending Approval	06/25/25	06/25/25

Per page 15 | 45 | 90

Entering the information required by AECOM (2/3)

1. First provide your *Primary Address* information.

This should prepopulate from the information you already provided. Remember this should be your main office, you can add additional sites or offices later.

The screenshot shows the 'Primary Address' form. At the top, there is a field for 'Doing Business As Name' with the value 'UK Test 3-3'. Below this is the 'Primary Address' section. It includes an 'Address Purpose' dropdown with 'Select Some Options'. The 'Region' section has a 'Country/Region' dropdown set to 'United Kingdom' and a 'State Region' dropdown set to 'England - ENG', with a 'State ISO Code' field showing 'GB-ENG'. The 'Address Name' field is empty. The 'Street Address' section has four lines: 'Street Address' (29 Front Street), 'Street Address 2' (empty), 'Street Address 3' (empty), and 'Street Address 4' (empty). The 'City' field is 'Chester-le-Street' and the 'Postal Code' is 'DH3 3AT'. There is also a 'Location Code' field at the bottom.

2. Attach relevant *Supporting Documents* using the *Attachments* option. To be registered as a supplier you will need to provide:

- A copy of a redacted invoice **or** your business details (e.g. legal name, postal address, contact number, web address) on official Company Headed paper, **and**
- a Bank Certificate clearly showing your registration with the bank.

The screenshot shows the 'Supporting Document' section with an 'Attachments' field and an 'Add' button. Below this is the 'Remit-To Addresses' section, which includes a note: 'Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.' and an 'Add Remit-To' button.

When you have attached the documents click *Add Remit-To*

Please ensure you provide the required attachments to avoid any delays in setting up your profile.

3. Choose your existing bank details to share with AECOM. Select the payment methods then click *Add Selected*. You will be prompted to enter a *Remit-To Address*. (In the case that [a new payment method needs to be added](#), refer to page 13)

The screenshot shows the 'How would you like to be paid?' section. It has tabs for 'All Methods', 'Bank Transfers', 'Checks', and 'Credit Cards'. Below the tabs, it says 'AECOM Technology Corp prefers Credit Cards, Bank Transfers Payments.' There are three payment methods listed: 'Card' (29 Front Street, Chester-le-Street, England, DH3 3AT, United Kingdom), 'C HOARE & CO' (29 Front Street, Chester-le-Street, England, DH3 3AT, United Kingdom) which is selected with a blue checkmark, and another 'Card' option. The 'C HOARE & CO' entry shows 'Account Number ****7150', 'Transit Code 601319', and 'Wire Routing Number'. At the bottom right are 'Cancel' and 'Add Selected' buttons. Below this is the 'Remit-To Address' section, which has an 'Active' dropdown set to 'Active'. It includes fields for 'VAT / GST ID' (GB700436738), 'PO First and Last Name' (Kelly Martyn), and 'PO Email' (Testemail@test.com).

Entering the information required by AECOM (3/3)

4. Enter the bank details associated with your selected payment methods. These should populate from your Coupa profile. Validate the data being shared.

✓ We have auto-filled some information from your Public Profile.

Bank Account Details

* Bank Country/Region

United Kingdom

* Sort Code

801319

Please enter the Sort Code
"Sort Code is 8 digits"

* Bank Account Number

*****150

IBAN Number

GB92HOAB1599004587711

SWIFT Code (BIC)

* Bank Name

C HOARE & CO

Please do not use any special characters

* Branch Name

C HOARE & CO

Please do not use any special characters

* Beneficiary Name

UK Test 3-3

Please indicate the name on the bank account

Please do not use any special characters

Account Currency

GBP

Payment Currency

Select

* Invoice Currency

GBP

✓ We have auto-filled some information from your Public Profile.

Remit-to Details

Accounts Receivable First Name

Kelly

Accounts Receivable Last Name

Martyn

Accounts Receivable Remittance Email

Testemail@test.com

Accounts Receivable Phone Number

7777777777

Street Address

29 Front Street

Street Address 2

City

Chester-le-Street

Postal Code

DH3 3AT

Region

Country/Region

United Kingdom

State Region

England - ENG

State ISO Code

GB-ENG

Intermediary Bank Details

☐

5. Complete the Information Request by clicking on the *Submit for Approval* button. This will send your information to AECOM to validate.

Decline

Save

Submit for Approval

AECOM

View All Responses

Pending Approval

If the request is submitted successfully, you will receive a notification on screen stating that the request is *Pending Approval*.

AECOM will review the submitted data. We aim to do this within 15 working days. If there are any issues we will reject the form which will then route back to you for any updates. If the data is all successfully validated, we will contact you to perform anti-fraud checks.

You, or your Accounts Receivable department, may be contacted by AECOM via phone with a request to verbally verify your information for security purposes. It is therefore essential a valid phone number is provided.

To validate the authenticity of this request, or any calls received, please contact us at supplier@aecom.com

Adding your Payment Method – Bank Transfer

If there are no suitable existing payment methods saved to your CSP account, you will need to set-up a new bank transfer or credit card payment method as part of profile setup.

How would you like to be paid?

All Methods **Bank Transfers** Checks Credit Cards

AECOM prefers Credit Cards, Bank Transfers Payments.

Currently, there are no valid accounts available for your selection

1. Select relevant payment method to add: AECOM makes payments via *Bank Transfer* or *Credit Card*.
2. Click *Add Payment Method*

Provide the
Payment Method
Name

Add Payment Method

Payment Method ()

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ①
Bank Transfer

* Bank Account Country/Region ④
United Kingdom

* Bank Account Currency
GBP

Beneficiary Name
XYZ

Bank Name
ABC Ltd.

Account Number ①
87659432

Confirm Account Number
87659432

Sort Code ①
23456

☐ My company expects to receive urgent/wire payments

Branch Code
Beneficiary Type
Business

Remittance Email ①
Remit-To Code ①

Supporting Documents ①
Drop or Browse Files
Browse

3. Provide the *Payment Method Name*.
This should not include the customer name (as you may wish to use it with multiple customers)
4. Select the *Bank Account Country/Region* and provide other country specific bank details.
5. Continue your account set-up ([see page 12](#))

Setup for Suppliers in Saudi Arabia

Note for Suppliers in Saudi Arabia

- With Compliance as a Service (CAAS) Invoicing, Coupa will issue and clear invoices on behalf of the supplier with the KSA e-invoicing clearance system.
- Legal invoices in the prescribed KSA XML format along with human readable PDF/A3 bilingual format (English and Arabic) will be available for processing.
- The Kingdom of Saudi Arabia (KSA) rolled out e-invoicing in two phases and Coupa CaaS is now supporting the second phase which requires e-invoicing generation systems (EGSs) to integrate with Zakat, Tax and Customs Authority (ZATCA) and also requires issuance of e-invoices in specific formats.
- Suppliers and Coupa CaaS customers get compliant tax invoices in both XML and human-readable PDF A-3 form, presented in bilingual Arabic and English for their invoicing transactions

Note for Suppliers in Saudi Arabia (continued)

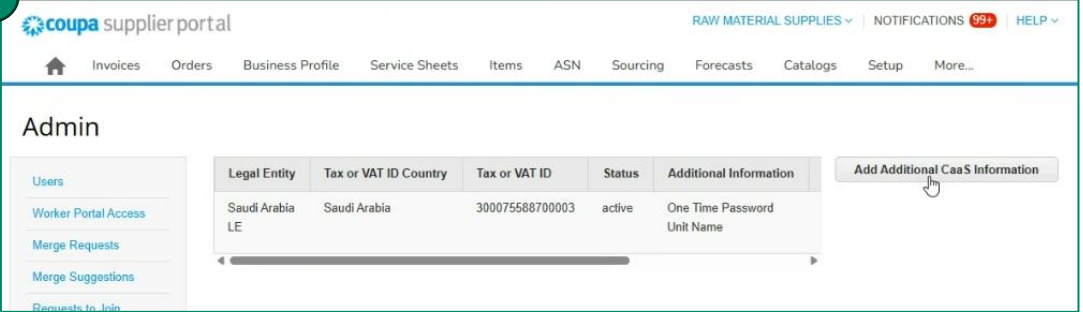
Steps to setup suppliers:

1. After setting up your legal entity in CSP, Got Setup > Additional CaaS Information > click on **Add Additional CaaS Information**
2. Select the applicable Legal Entity and Tax or VAT ID
3. Input the applicable **One Time Password (OTP)** and the **Unit Name**. For the OTP, refer to the notes below:

Persons subject to the E-Invoicing Regulation will be integrated with the FATOORA Portal where compliant E-Invoice Solutions will be able to connect to the API of the FATOORA Portal by following the below steps:

- i. Supplier accesses FATOORA portal website (FATOORA.zatca.gov.sa) and logs in using ERAD credentials
- ii. Supplier requests OTP code(s) for solution(s) to integrate
- iii. Supplier populates OTP code(s) in Coupa (CSP)
- iv. Supplier reviews if solution was successfully on-boarded

1



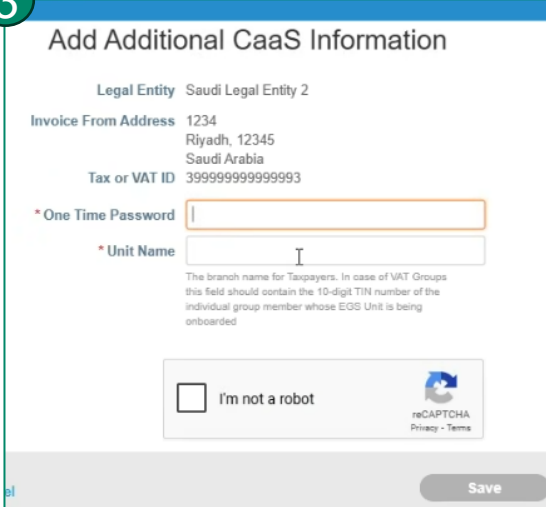
The screenshot shows the 'Admin' section of the Coupa Supplier Portal. A table lists legal entities, with 'Saudi Arabia LE' selected. To the right of the table is a button labeled 'Add Additional CaaS Information'.

2



The screenshot shows the 'Add Additional CaaS Information' form. The 'Legal Entity' dropdown is set to 'Saudi Legal Entity 2'. The 'Invoice From Address' field shows '1234 Riyadh, 12345 Saudi Arabia'. The 'Tax or VAT ID' dropdown is set to '3999999999999999'.

3



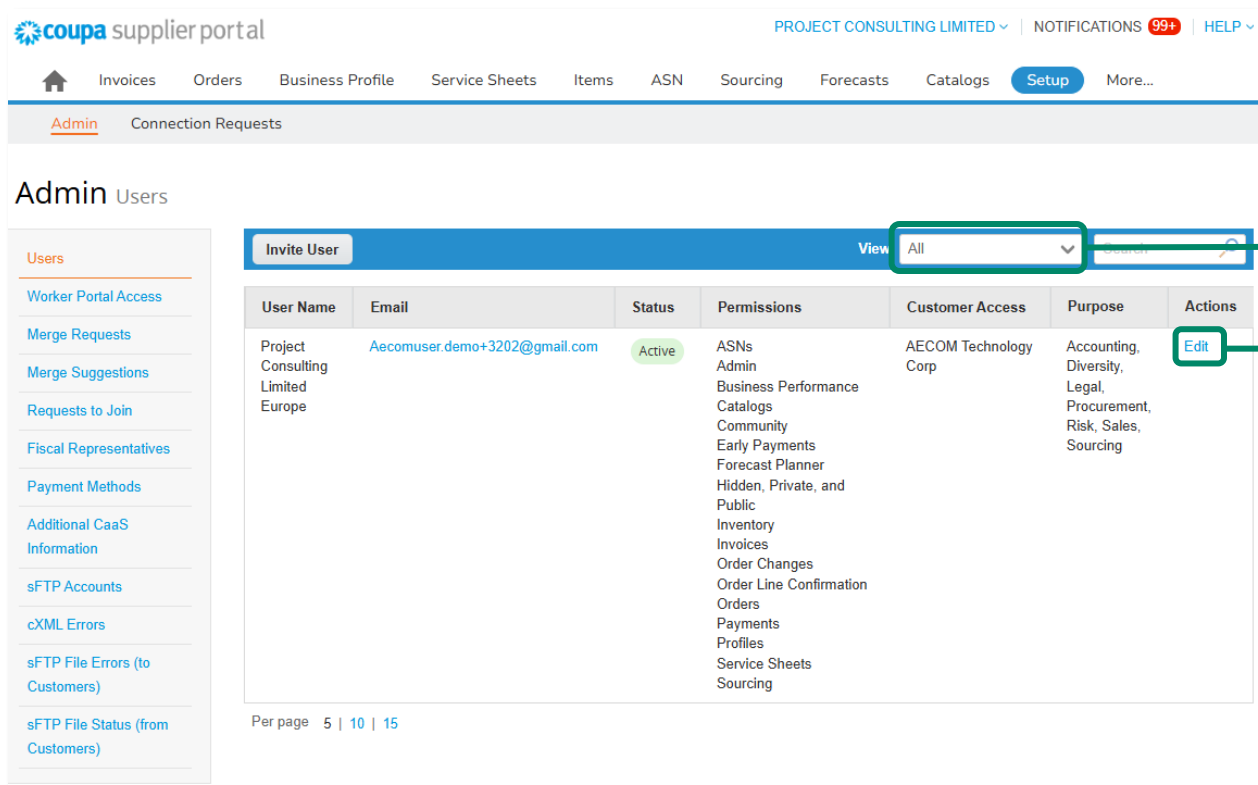
The screenshot shows the 'Add Additional CaaS Information' form. The 'Legal Entity' dropdown is set to 'Saudi Legal Entity 2'. The 'Invoice From Address' field shows '1234 Riyadh, 12345 Saudi Arabia'. The 'Tax or VAT ID' dropdown is set to '3999999999999999'. The 'One Time Password' field is empty. The 'Unit Name' field is empty. A reCAPTCHA checkbox is visible at the bottom.

Inviting others to join CSP, notifications and language and settings

Inviting Other Users at your Company

After initial account set-up, you can add additional users from your business to the Coupa Supplier Portal. This could include accounts teams, billers, account managers, sales teams or others.

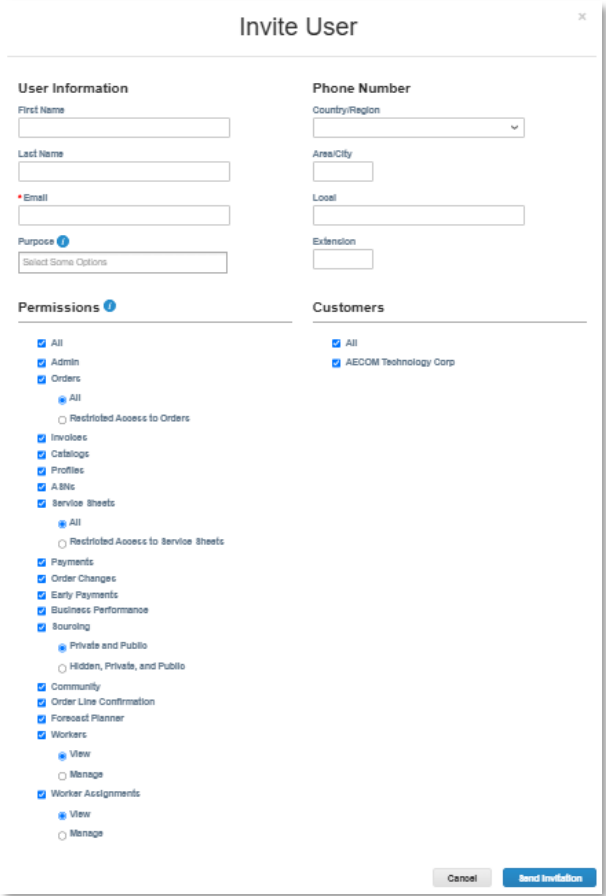
To add a user, navigate to the *Setup* tab on the homepage and then select *Admin > Users* from the menu. On the *Users* page you can see and *Edit* a list of existing users or click the *Invite User* button to add new users.



Filter Active , Inactive or Deactivated users by using the View dropdown

Click *Edit* to adjust user permissions in the CSP

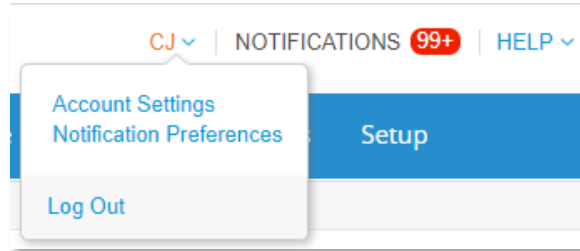
Click *Invite User* to send someone at your company an email to join the CSP. User permissions can be setup on this tab as well.



Only users with the Admin permissions set can access and change the CSP Setup. If your company is unable to access the Admin account, Coupa can help regain access. Contact them at supplier@coupa.com

Updating Coupa Supplier Portal Notifications

You can update your *Account Settings* and *Notification Preferences* by hovering over your username on the top right corner of the CSP home screen.



In the *Account Settings* section you can make changes to your personal information (name, department, role, and password). If you need to edit company information, this is done in the Business Profile section.

In the *Notification Preferences* section you can edit the notifications you receive. For each type of notification you can choose whether to receive:

- Online notifications within the CSP when logged in
- Email notifications
- SMS notifications

It is important the Email or SMS notifications are enabled for relevant business critical account functions so that you receive timely notification of account issues e.g. if an invoice is disputed, an order is received or cancelled, if information is required from a customer or if information is shared with you.

A screenshot of the 'My Account' - Notification Preferences page in the Coupa Supplier Portal. The page shows various notification settings for different account functions. The 'Email' and 'SMS' notification options are checked for most functions, while 'Online' notifications are also checked for some. The 'Verify' button is visible next to the Mobile(SMS) field.

Notification Type	Online	Email	SMS
Request to Join	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Merge Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Customer Announcement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Performance Role Granted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A new comment is received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A catalog is approved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A catalog is rejected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A catalog is about to expire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Role Given to User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Early Pay Customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

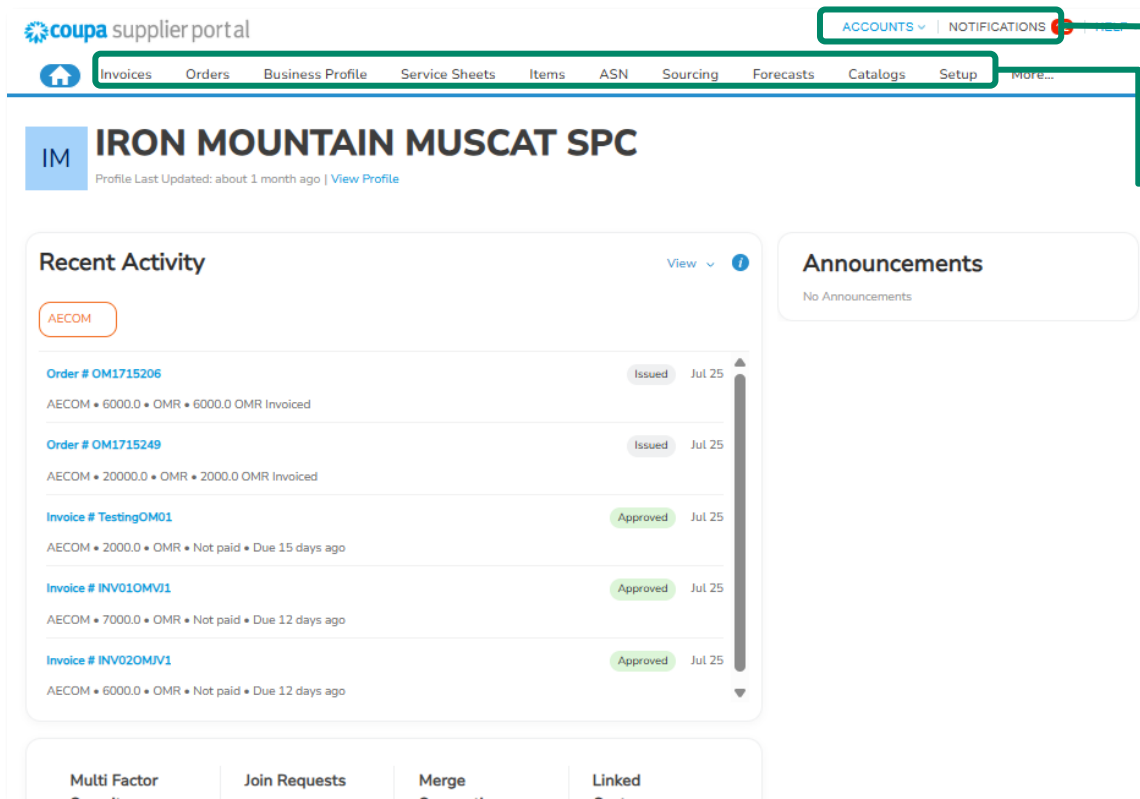
Navigating the CSP once you have created your account

How to Login to your Coupa Supplier Portal

Once your [account is created](#), you can login to the Coupa Supplier Portal at <https://supplier.coupahost.com/sessions/new>

Each user should login with their own credentials. If needed users from your company with *Admin* permissions can [Invite Other Users](#).

Your Coupa Supplier Homepage will look something like this:



The top right sub-menu provides access to [Account Settings and Managing Notifications](#), access to view online notifications and access to the Help menu.

The tab bar provides access to the main features of the Coupa Supplier Portal. From this section users can access the *Invoices* section to [manage invoices](#), the *Orders* section to [view and manage POs](#) and the *Business Profiles* section to [manage your company information](#) and [respond to information requests](#). Admin users can also use the *Setup* option to [manage users for their company](#).

Coupa Supplier Portal is free to use, and AECOM does not require you to buy any add-on's to use the portal.

However, Coupa is a third party and do offer a [range of paid products](#) to suppliers which can be heavily promoted by Coupa within the Supplier portal.

AECOM **does not** require you to buy any of Coupa's optional add-ons. Unfortunately, we cannot restrict Coupa's promotions within the CSP. If you have any issues or complaints regarding these products, please contact verified@coupa.com for further support.

Updating your CSP supplier profile

- To update your basic CSP profile, please click on *Business Profile* tab on the Coupa homepage.
- Select the *Business Profile option* on the sub-menu to update basic company and contact information in the *Company Information*, *Contacts* and *Addresses* sections.
- Click the *pencil icon* in the sections to make edits to the fields visible in the screenshots and then save those changes.

NOTE:

Updating your CSP supplier profile does not send updates to AECOM automatically.

If you need to make changes to the data AECOM holds contact supplier@aecom.com and have a new *Information Request* sent (see next slide).

The screenshot shows the Coupa supplier portal interface. The top navigation bar includes 'coupa supplier portal', 'TOM', 'NOTIFICATIONS 3', and 'HELP'. The main navigation menu has 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The sub-menu under 'Business Profile' includes 'Business Profile' (highlighted), 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests' (highlighted), and 'Performance Evaluation'. The 'Company Info' section contains fields for Company Name (UKSIMForm1), Industry, About, Tax ID (None(New business)), Year Established, Commodities, Products and Services, PO Email, Website, DUNS, Company Size, Ownership Type, and Areas Served (No coverage in areas). The 'Contacts' section has an 'Add User' button, a search bar, and a table with columns: Name, Primary Contact, Email, Work Number, Purpose, and Actions. The table lists Stewart Dalton as a primary contact with email AECOMUAT5+114@gmail.com and purpose Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing. The 'Addresses' section has an 'Add Address' button, a search bar, and a table with columns: Address, Primary Address, City, State, Postal Code, Country/Region, and Actions. The table lists First Avenue as a primary address in MANCHESTER, England, M1 2EP, GB.


Name	Primary Contact	Email	Work Number	Purpose	Actions
Stewart Dalton	Yes	AECOMUAT5+114@gmail.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
First Avenue	Yes	MANCHESTER	England	M1 2EP	GB	

Updating and completing AECOM's supplier information requests

Update requests can be sent to suppliers after they have been onboarded in the CSP. By default notifications will be sent by email and in the CSP when Information Requests are sent.

Supplier Information Requests sent from AECOM can be completed and submitted by clicking on the *Business Profile* tab on the home page, then selecting *Information Requests* on the menu. On the Information Requests page you will see all outstanding information requests that have been sent to you. If you have requests from multiple customers filter to those from AECOM and then select the *Information Request* form(s).

coupa supplier portal

TOM | NOTIFICATIONS 3 | HELP

Home

Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogs

Setup

More...

Business Profile

Profile Submissions

Legal Entities

Payment Methods

Information Requests

Performance Evaluation

AECOM

Select Customer AECOM

Form Responses

View All

Advanced

Search


Form	Status	Created Date	Submitted At
Supplier Profile (UK)	Pending Approval	06/25/25	06/25/25

Per page 15 | 45 | 90

Managing Purchase Orders

Managing Purchase Orders (1/3)

When you have a new order from AECOM, a purchase order will be sent to you. By default you will be notified of new purchase orders and changes to orders with email and online notifications, although you can [change these notification settings](#). Purchase orders (POs) sent from AECOM can be seen and managed by going to the *Orders* tab.

coupa supplier portal

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Select Customer

AECOM







Purchase Orders

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
3001958	03/01/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		 
3001956	02/28/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		 
3001955	02/28/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		 

If your company works with multiple customers on the CSP, you can filter with the *Select Customer* dropdown

Views can be set to see specific types of orders (i.e. open orders, orders past due, etc.)

The *Actions* icons allow easy creation of invoices or credit notes against an order. Use the:

- *Yellow Coin icon* to create an invoice
- *Red Coin icon* to create a credit note

The list of purchase orders shows key information about each order. Clicking on the *PO Number* will open detailed information about the purchase order (see next page)

Managing Purchase Orders (2/3)

Clicking on the *PO Number* in the *Orders* tab will open detailed information about the purchase order.

The *Status* field shows the status of the order. The status will normally be one of the following:

Status	Description
Issued	The PO was approved and sent to Supplier.
Closed	The issued PO was received and then closed, either manually or automatically within Coupa.
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status.
Cancelled	The PO is cancelled and does not need to be fulfilled.

If you have a PO in the Coupa Supplier Portal that has a status of *Soft Closed* or *Cancelled* and you expected the PO to be open, please contact the *Requestor*.

Purchase Order #UK1691278

Revision3 (Current) Mar 11

General Info

StatusIssued

Order Date03/11/25

Revision Date03/11/25

RequesterClair Colgan

EmailClair.Colgan@aecom.com

Payment TermNET 45 DAYS

Legacy PO #None

InternationalNone

Withholding TaxApplicable

RetentionNone

Attachments

AECOM.2025.XX_Fully_Executed.pdf

T

The terms of contract AECOM/2025/XX dated 01-Mar-2025 apply to this purchase order and all goods and services associated or provided in accordance with it.

Acknowledged☐

Assigned toSelect

Shipping

Ship-To Address10 Bricket Road
St Albans
AL1 3JX
United Kingdom
Location Code: UK - St Albans, 10 Bricket Road
Attn: Clair Colgan +44 7425 646367

TermsNone

Lines

Advanced

Search

Sort byLine Number: 0 → 9

1	Type	Item	Price	Total	Invoiced
		ELECTRICAL WORKS - BIG BEN - 17-MAR-2025	10,000.00	10,000.00	0.00

Ship-To Address: For goods this is the delivery address and for services this is where the work is performed. For Goods orders a name and phone number to be shared with the Courier should be provided

Contact the *Requestor* using the name and email provided with any queries.

Reference to contract terms and attached contract document (for confidential contracts only the contract reference will be included, and the contract will be sent separately via secure communication)

Once you have reviewed the PO please acknowledge receipt using the *Acknowledged* tick box.

Managing Purchase Orders (3/3)

The *Lines* section shows the *Items* included in the order, the agreed or maximum *Price* and any amount already *Invoiced*.

Additional information may be included below each line based on the type of order being placed.

Invoices should reflect the same line structure and currency as given in the PO.

Generally, each PO can be invoiced independently upon despatch of goods, or on the agreed invoicing schedule for services. Invoices can be initiated directly from the Purchase Order detail view using the *Create Invoice* button, or using one of the Invoicing options set out in the [Invoicing section](#).

As it is not possible to raise an invoice for more than the total *Price* of a line on a PO, any changes to *Prices* should be discussed in advance with the *Requestor*, and a PO change requested.

Lines

Advanced

Search

Sort by

Line Number: 0 → 9

1	Type	Item	Price	Total	Invoiced
		Lockers for Building Ground floor doors	100,000.00	100,000.00	0.00
	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	
	None	None	None	None	

Per page 15 | 45 | 90

Total EUR 100,000.00

Create Invoice

Save

Print View

Invoicing

Invoicing Options

AECOM supports five methods of invoice submission by suppliers:

- **Submitting invoices from an emailed Purchase Order**
Suppliers who have a small number of orders may find it convenient to invoice by clicking a link on the purchase order in their mailbox. Coupa will generate an invoice automatically based on the data in the purchase order ready for review and submission.
- **Submitting a PO or Non-PO invoice in the Coupa Supplier Portal**
Most suppliers will find it beneficial to use the Coupa Supplier Portal to manage their purchase orders, invoices and payments. Invoices can be managed in the *Invoices* tab in the portal.
- **cXML Invoicing**
cXML Invoicing is a form of digital invoicing enabling large volumes of invoices to be managed and exchanged between customers' and suppliers' financial systems. Coupa can receive cXML invoicing but must be pre-configured for each supplier. High volume suppliers who are not currently configured for cXML invoicing can contact supplier@aecom.com to discuss this option further.
- **Invoicing via Government Portal**
Coupa can receive invoices via Government Invoice Portals in countries where e-invoicing applies, and invoices are mandatorily processed through a Government Portal (e.g. Romania, Italy).
- **Invoicing by exception**
By exception, and at AECOM's discretion, AECOM will also support consolidated invoices from high volume suppliers and other forms of invoicing where technological or practical issues prevent suppliers invoicing in Coupa. Suppliers need to meet specific criteria to be eligible for invoicing by exception. Contact supplier@aecom.com if you believe this is relevant to your business.

Managing Invoices: Invoice Attachments & Common Issues

AECOM has implemented a range of automated invoice checks in Coupa to help smooth the invoicing process. You should be aware of the following invoice requirements to avoid delays to your invoice processing and payment:

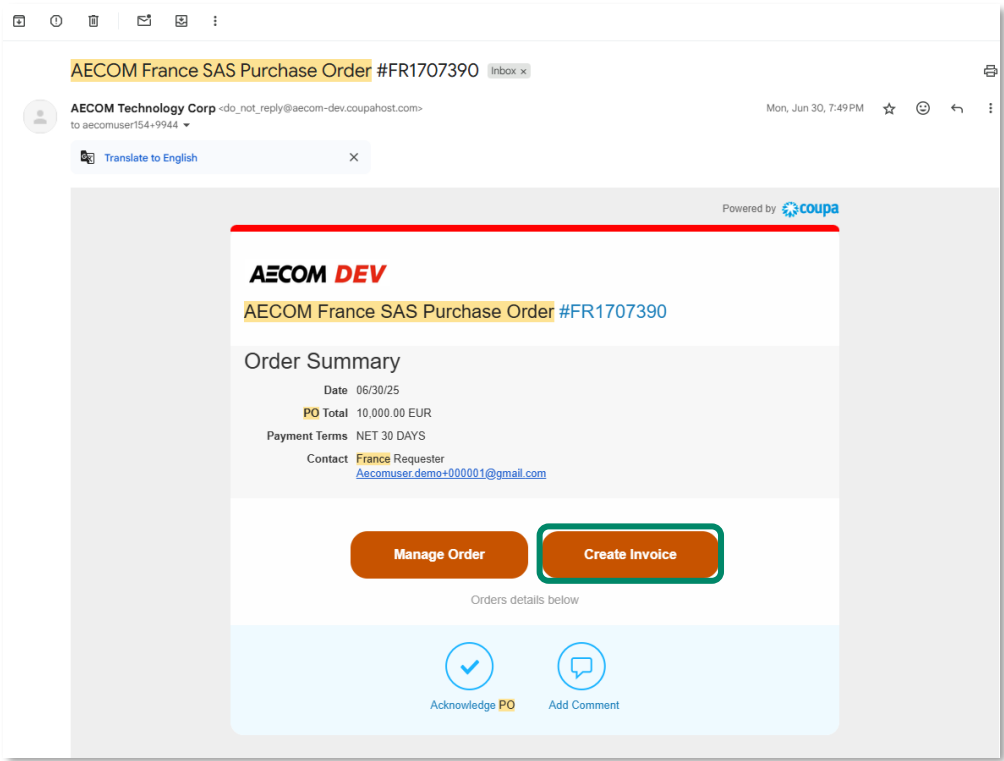
- Many invoices require backup documents. These may be required to provide invoice backup to our clients or for audit purposes. Copies of the invoices/attachments are not mandatory in all cases, but if your contract requires you to provide backup ensure it is provided otherwise the invoice will be disputed.
- Invoices are subject to automatic tolerance checks. If the invoice exceeds any tolerances set by AECOM, the invoice will be automatically disputed immediately after submission. You will usually receive warnings if your submission is out of tolerance before submission. Frequently issues arise with:
 - The invoice must be uploaded within 5 days of being generated. If the invoice is submitted more than 5 days after the invoice date the invoice will be automatically disputed. It is also important that the invoice date matches the date on any supporting documents from the supplier's financial system.
 - PO backed invoices cannot exceed the *Price* stated for each line on the PO. If you need to invoice more than the PO price you will need to request a PO change from the *Requestor* prior to invoicing.
 - The correct AECOM entity, entity address and *Buyer Tax ID* should be included in the *To* section. These should be detailed on your PO or contract.
 - The Tax rate selected must match the product type and the Invoice From, Ship From, Remit To addresses and Ship To Address.

Invoicing: Submitting invoices from an emailed Purchase Order

Submitting invoices from an emailed Purchase Order (1/4)

Suppliers who have a small number of orders may find it convenient to invoice by clicking a link on the purchase order in their mailbox. Coupa will generate an invoice automatically based on the data in the purchase order ready for review and submission.

1. Open the Purchase Order email and select the Create Invoice button to start the invoicing process.



2. Generate and enter a One-Time Password. When you click the Create Invoice button, a One-Time Password is sent to your email, and you will be taken to the One Time Sign On page.

Fill the password sent to your email in the *Enter the One-Time Password* field, then click on *Verify One Time Password*

Verify Your Access for Purchase Order #FR1707390

Enter the one-time password sent to ae*****@gm*****.

Enter One-Time Password

Please check the box below to proceed.

Verify One-Time Password

Didn't receive the code. [Resend One-Time Password.](#)

Submitting invoices from an emailed Purchase Order (2/4)

After you click on Verify One-time Password, the *Create Invoice* page will appear.

3. Choose Invoice From Address. In the pop-up, select *Choose* next to the correct Remit-To address for this invoice. If the correct Remit-To address doesn't appear, you can create a new Remit-To address by selecting *Create New Remit-To*

The screenshot shows the 'Create Invoice' form with a 'Choose Invoice From Address' pop-up. The pop-up lists three addresses with a 'Choose' button next to each. The first address is 'SAN Supplier EU, DE-1234, Leopoldstraße 51, 13127 Berlin, Germany'. The second address is 'abc, 4759548, Public, 5, 10, DE123456789'. The third address is 'SAN Supplier EU, France Remit To, St 1234, 70123 Paris, France, 12345, Limited, France, 1000000.00'. The 'Create New Remit-To' button is highlighted at the bottom of the pop-up.

Note: The pop-up on this screenshot is only applicable to suppliers that are processing emailed POs and suppliers not registered on the CSP

4. Review and complete the information The Create Invoice form will pre-populate based on the PO. Enter your invoice number in the *Invoice #* field and then confirm the other data, especially the *Currency* and information in the *From* section.

If you are required to provide backing information to support your invoice, you should attach it in the *Attachments* section.


The screenshot shows the 'Create Invoice' form with the 'Invoice #' field highlighted. The form is pre-populated with data from the PO. The 'From' section shows the supplier information: 'SAN Supplier EU, DE-1234, Leopoldstraße 51, 13127 Berlin, Germany'. The 'Remit-To Address' section shows the same information. The 'Attachments' section has a 'Choose File' button. The 'Margin Scheme' field is empty.

Submitting invoices from an emailed Purchase Order (3/4)

Scroll down the *Create Invoice* page to continue validating the pre-populated information.

5. Check Customer and Tax Details. In the *To* section, ensure the correct *Buyer VAT ID* is selected from the choices in the dropdown. Check that the information for Retention and International *Withholding Tax* is correct. Contact the *Requestor* named on the PO for any questions.

For a non-PO invoice enter the email of your AECOM contact who should receive the invoice to review in the *Requester Email* and *Requester Name* fields.

 To

Customer AECOM Technology Corp

* Bill To Address

AECOM France SAS
71 Boulevard National
92250 La Garenne-Colombes
France

* Buyer VAT ID

FR59402298624

* Ship to Address

5 Allée Du Petit Verger
38450 38450 VIF
France
Location Code: FR - 38450 VIF - 5
Allée Du Petit Verger

Project

Select

International

Yes

Withholding Tax

Applicable

Retention

None


6. Validate and update the invoices lines. If you are part invoicing a line, confirm or update the *Description* and *Price* as needed to represent the portion included on this invoice. Remember that you can't exceed the purchase order price. If needed contact the Requestor named on the PO to request a PO change order.

If there are any lines you are not including, delete these zero lines by clicking on the red cross icon.

Select the *VAT Rate* that applies to the line. Lines cannot contain items with mixed VAT rates.

Lines

Type




Description

Invoice test

Price

10,000.00



PO Line

FR1707390-1

Service Sheet Line

None

Contract

Period

Supplier Part Number

Billing

05262657-01.001-Building Materials.Wood & Plastics.Carpentry-MISC-Field
Supplies-AECOM FRANCE-POET-52601

Taxes

VAT Rate

19.0%

VAT Amount

1,900.00

Tax Reference

Submitting invoices from an emailed Purchase Order (4/4)

Scroll down the *Create Invoice* page to continue validating the pre-populated information.

7. Review any shipping or handling charges that apply then submit.

If your contract allows for shipping or handling charges, enter these here.

Before you submit the invoice use the *Calculate* button to confirm the Tax that will be applied to the invoice. Once you are satisfied, press the *Submit* button.

Totals & Taxes

Lines Net Total	10,000.00
Lines VAT Totals	0

Shipping

VAT

0.000

Tax Reference

Enter a tax reason description.

Handling

VAT

0.000

Tax Reference

Enter a tax reason description.

Misc

VAT

0.000

Tax Reference

Enter a tax reason description.

Total VAT

0.00

Net Total

10,000.00

Gross Total

10,000.00

Email me status updates for invoices I create this way

☒

Delete

Cancel

Save as Draft

Calculate

Submit

8. Confirm Submission. As a final step Coupa will ask *Are You Ready to Send*. Note the comment that when you hit Send Coupa will generate a legal invoice on your behalf, containing the information you have reviewed and provided. When you are satisfied press *Send Invoice* to send to AECOM.

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

When you Send the Invoice it will go through invoice tolerance checks, and if successful will be sent directly to the Requestor to approve.

You should monitor for further updates in case the invoice fails the automatic tolerance checks, queries are raised, or the [invoice is disputed](#). You will also get notifications of invoice approval.


Once the invoice is approved then the invoice will be queued for payment in line with the payment terms detailed on the Purchase Order. You can see this status in the detailed invoice information section in the CSP.

By default, you will be emailed all invoice and payment updates, but you can [change your Notification settings](#).


Invoicing: Submitting invoices from the Coupa Supplier Portal

Submitting invoices from the Coupa Supplier Portal (1/4)

Most suppliers will find it beneficial to use the Coupa Supplier Portal to manage their invoices and payments. Invoices can be managed in the *Invoices* tab in the portal. If you have been issued with a Purchase Order (PO) then the invoice should be created from this PO. Blank invoices can be created if you don't have a PO.

coupa supplier portal

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Invoices Invoices Lines Payment Receipts Advanced

Select Customer AECOM

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to

View Payment Information

Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	3001972	PK TEST CSP 25	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	
No	3001971	PK TEST CSP 24	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	
No	3001970	PK TEST CSP 23	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	

If your company works with multiple customers on the CSP, they can be selected via the dropdown

Use the button to initiate new invoices and credit notes:

- If you have a PO use the *Create Invoice from PO* button to create an invoice
- To create a Non-PO backed Invoice, select *Create Blank Invoice*
- To create a Credit Note for an existing PO, select *Create Credit Note*

The list of invoices shows key information about each invoice. Clicking on the *PO #* will open [detailed information about the purchase order](#) associated with the invoice. Clicking on the *Invoice #* allows you to see [detailed information about the Invoice](#).

Submitting invoices from the Coupa Supplier Portal (2/4)

The process for creating an invoice in the Coupa Supplier Portal is similar whether you have a PO or not, and starts with the *Create Invoice* form. The main difference is that invoices created from a PO pre-populate based on the data in the PO.

Select Customer: AECOM

Create Invoice Create

1 General Info

* Invoice # Inv 04 UK2654 ✓

* Invoice Date 06/25/25

Payment Term NET 30 DAYS

Date of Supply 06/25/25

* Currency EUR

Delivery Number

Status Draft

Image Scan Choose File No file chosen

Supplier Note

1 Attachments Add File | URL | Text

Cash Accounting Scheme

Margin Scheme

New Means Of Transport

2 From

* Supplier Project Consulting Limited Europe

* Supplier VAT ID EL999999999

* Invoice From Address Greece LE
Street General Brasidas
570 21 Thessaloniki
Greece

* Remit-To Address Greece LE
Street General Brasidas
570 21 Thessaloniki
Greece

* Ship From Address Greece LE
Street General Brasidas
570 21 Thessaloniki
Greece

To

Customer AECOM Technology Corp

* Bill To Address AECOM Ltd (Greek Branch)
47-49 Persefonis Street
11854 Athens
Greece

* Buyer VAT ID EL 094 274 883

1. Review and complete the information

For a PO backed invoice, the *Create Invoice* form will pre-populate based on the PO. Enter your invoice number in the *Invoice #* field and then confirm the other data, especially the *Currency* and information in the *From* section.

If you are required to provide backing information to support your invoice, you should attach it in the *Attachments* section.

If you created a *Blank Invoice*, all fields will need to be populated.

2. Choose Invoice From & Remit-To Address

Choose the correct Invoice From Address, Remit-To Address and Ship From Addresses. When you click the search option a popup for choosing the correct addresses (from those in your profile) will appear. Select Add New if the required option isn't available.

Choose Invoicing Details

* Legal Entity Greece LE + Add New

Invoice From Street General Brasidas
570 21 Thessaloniki
Greece

* Remit-To Street General Brasidas, 570 2 + Add New

* Ship From Address Street General Brasidas, 570 2 + Add New

Cancel Save

Submitting invoices from the Coupa Supplier Portal (3/4)

3. Check Customer and Tax Details. In the *To* section, ensure the correct *Buyer VAT ID* is selected from the choices in the dropdown. Check that the information for Retention and International *Withholding Tax* is correct. Contact the *Requestor* named on the PO for any questions.

For a non-PO invoice enter the email of your AECOM contact who should receive the invoice to review in the *Requester Email* and *Requester Name* fields.

To

Customer AECOM

* Bill To Address

AECOM France SAS

71 Boulevard National

null

null

null

La Garenne-Colombes

null

France

* Buyer VAT ID

FR59402298624

Ship to Address

71 Boulevard National

92250 La Garenne Colombes

France

Location Code: FR - La Garenne Colombes, 71 Boulevard National

* Requester Email

* Requester Name

Project

Select

International Withholding Tax

None

Applicable

Retention

None

4. Validate and update the invoices lines. If you are part invoicing a line, confirm or update the *Description* and *Price* as needed to represent the portion included on this invoice. Remember for PO backed invoices that you can't exceed the purchase order price. If needed contact the Requestor named on the PO to request a PO change order.

If there are any lines you are not including, delete these zero lines by clicking on the red cross icon.

Select the *Tax Rate* that applies to the line. Lines cannot contain items with mixed Tax rats. You can switch between Line Level Taxation and Invoice level taxation as needed, using the *Line Level Taxation* checkbox.

Lines

Line Level Taxation

Type

Description

Price

TRA- Mileage

15,000.00

15,000.00

PO Line

GR1707352-1

Service Sheet Line

None

Contract

Supplier Part Number

Billing

60744286-1.1-IT Products, Services & Telecoms Software.Desktop Software-OFF - Computer SW/HW-AECOM LTD GREEK-POET-50201

Taxes


Tax Description

Tax Rate

Tax Amount

Tax Reference

0.00

Note: Line-level taxation will need to be validated by the supplier in countries where Coupa does not support a country specific invoice template  aecom.com

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Submitting invoices from the Coupa Supplier Portal (3/4)

3. Check Customer and Tax Details. In the *To* section, ensure the correct *Buyer VAT ID* is selected from the choices in the dropdown. Check that the information for Retention and International *Withholding Tax* is correct. Contact the *Requestor* named on the PO for any questions.

For a non-PO invoice enter the email of your AECOM contact who should receive the invoice to review in the *Requester Email* and *Requester Name* fields.

To

Customer AECOM

* Bill To Address

AECOM France SAS

71 Boulevard National

null

null

null

La Garenne-Colombes

null

France

* Buyer VAT ID

FR59402298624

Ship to Address

71 Boulevard National

92250 La Garenne Colombes

France

Location Code: FR - La Garenne Colombes, 71 Boulevard National

* Requester Email

* Requester Name

Project

Select

International

None

Withholding Tax

Applicable

Retention

None

4. Validate and update the invoices lines. If you are part invoicing a line, confirm or update the *Description* and *Price* as needed to represent the portion included on this invoice. Remember for PO backed invoices that you can't exceed the purchase order price. If needed contact the Requestor named on the PO to request a PO change order.

If there are any lines you are not including, delete these zero lines by clicking on the red cross icon.

Select the *Tax Rate* that applies to the line. Lines cannot contain items with mixed Tax rates.

Lines

Type

Description

Qty

UOM

Price

1,100,000.00

Building maintenance

10

EACH

110,000.00

PO Line

Service Sheet Line

Contract

Supplier Part Number

CH1707402-1

None

Billing

53501-000-0000-131006-AECOM SUISSE-GL-53501

Taxes

VAT Rate

VAT Amount

Tax Reference

0.00

Note: Line-level taxation will need to be validated by the supplier in countries where Coupa does not support a country specific invoice template

Submitting invoices from the Coupa Supplier Portal (4/4)

5. Review any shipping or handling charges that apply then submit.

If your contract allows for shipping or handling charges, enter these here.

Before you submit the invoice use the *Calculate* button to confirm the Tax that will be applied to the invoice. Once you are satisfied, press the *Submit* button.

Totals & Taxes

Lines Net Total	15,000.00
Lines VAT Totals	3,600.00

Shipping

VAT

0.000

Tax Reference

Enter a tax reason description.

Handling

VAT

0.000

Tax Reference

Enter a tax reason description.

Misc

VAT

0.000

Tax Reference

Enter a tax reason description.

Total VAT

3,600.00

Net Total

15,000.00

Gross Total

18,600.00

Delete

Cancel

Save as Draft

Calculate

Submit

6. Confirm Submission. As a final step Coupa will ask *Are You Ready to Send*. Note the comment that when you hit Send Coupa will generate a legal invoice on your behalf, containing the information you have reviewed and provided. When you are satisfied press *Send Invoice* to send to AECOM.

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

When you Send the Invoice it will go through invoice tolerance checks, and if successful will be sent directly to the Requestor to approve.

You should monitor for further updates in case the invoice fails the automatic tolerance checks, queries are raised, or the [invoice is disputed](#). You will also get notifications of invoice approval.

Once the invoice is approved then the invoice will be queued for payment in line with the payment terms detailed on the Purchase Order. You can see this status in the detailed invoice information section in the CSP.

By default, you will be emailed all invoice and payment updates, but you can [change your Notification settings](#).

Invoice Statuses

When an invoice is submitted it will go through invoice tolerance checks, and if successful will be sent directly to the Requestor to approve. Once the invoice is approved then the invoice will be queued for payment in line with the payment terms detailed on the Purchase Order.

You should monitor your invoice for further updates in case the invoice fails the automatic tolerance checks, queries are raised, or the [invoice is disputed](#). You can see the current *Status* of an invoice by accessing the detailed invoice information. This is accessed from the [Invoices Homepage](#) in the CSP. You will also get notifications of invoice status changes unless you have [changed your Notification settings](#).

Select Customer

AECOM

Invoice #PK TEST CSP 25 [Back](#)

General Info

Invoice #

PK TEST CSP 25

Invoice Date

03/01/23

Payment Term

NET 60 DAYS

Delivery Date

03/01/23

Currency

USD

Delivery Number

None

Status

Pending Approval

Shipping Term

None

Invoice PDF Document

[download](#)

Image Scan

None

Supplier Notes

None

Attachments

T

PK TEST CSP 25

Payment Order Reference

None

Payment Order Number

None

Bill To & Ship To

Supplier

CJ HENSCH & ASSOCIATES INC

Invoice From

Test CJ Legal Entity
Test Address 1
Test Address 2
Atlanta , GA 30305
United States

Remit To

Test CJ Legal Entity
Test Address 1
Test Address 2
Atlanta , GA 30305
United States

Ship From

Test CJ Legal Entity
Test Address 1
Test Address 2
Atlanta , GA 30305
United States

Supplier Tax ID

4586325

Customer

AECOM Technology Corp

Bill To Address

AECOM Technical Services Inc.
PO Box 203970
Austin, TX 78720-3970
United States

VAT ID

54-8965486

Status	Description
Draft	The invoice has been created, but it has not been submitted to AECOM yet.
Pending Approval	The invoice is currently under review by AECOM
Processing	The invoice is being processed by the Accounts Payable Team.
Approved	The invoice has been accepted for payment by AECOM and will be paid in line with payment terms
Disputed	The invoice has been disputed and needs to be reconciled or cancelled. You will need to issue a credit or resolve via your local government invoicing system (as applicable).
Abandoned	The disputed invoice has been abandoned. AECOM can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.

If you have any queries regarding invoice status or payment, please contact us:

• Africa:

AfricaAECOM.AccountsPayable@aecom.com

• Europe:

accountspayable.europe@aecom.com

• Middle East & KSA:

MEAP.DisbursementCentre@aecom.com

• UK & Ireland:

accounts.payable.europe@aecom.com

• United States & Canada:

Aphelpdesk@aecom.com

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Credit notes and disputes

Credit Notes and Disputes

In Coupa Credit Notes are used for 3 purposes:

- to correct an invoice,
- to cancel a duplicate invoice, or
- to resolve a dispute on an invoice.

An invoice will be disputed by AECOM:

- automatically if the invoice violates any of the invoice [tolerances](#) defined by AECOM,
- if it was rejected by an AECOM approver,
- if it fails Accounts Payable validation e.g. if the tax details are incorrect

When an invoice is disputed you will receive a notification unless you have changed your [notification settings](#), and you should receive a note on the invoice to indicate the reason for dispute and the expected action.

Disputed invoices are managed from the Invoices Homepage in the Coupa Supplier Portal.

AECOM does not support rebate submission via Credit Note. Please contact supplier@aecom.com for support.

1. **To start a credit note** (to correct an invoice or cancel it) click the *Create Credit Note* button which will take you to [Create a Credit Note](#).
2. **Change the View to All invoices** to see more details about invoices with the Disputed status.
3. **Review the details for Disputed invoices** including the Dispute Reason and whether there are Unanswered Comments. Click the Invoice # to view the invoice details.
4. **Click the Resolve Icon** to enter the disputed invoice and start [Resolving Invoice Disputes](#).

coupa supplier portal

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Invoices Invoices Lines Payment Receipts Advanced

Select Customer AECOM Technology Corp

Invoices

Create Invoices ⓘ

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

Export to View Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	3001972	PK TEST CSP 25	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	02/28/25	Draft	RO1691233	50,000.00 RON	No		
28/02/24	02/28/25	Pending Approval	None	123.00 EUR	No		
ROREVALIDATE	02/27/25	Pending Approval	RO1691137	20,000.00 RON	No		
CSPNONPO26FEB25	02/26/25	Disputed	None	1,230.00 EUR	Yes	Tax rate missing or incorrect	

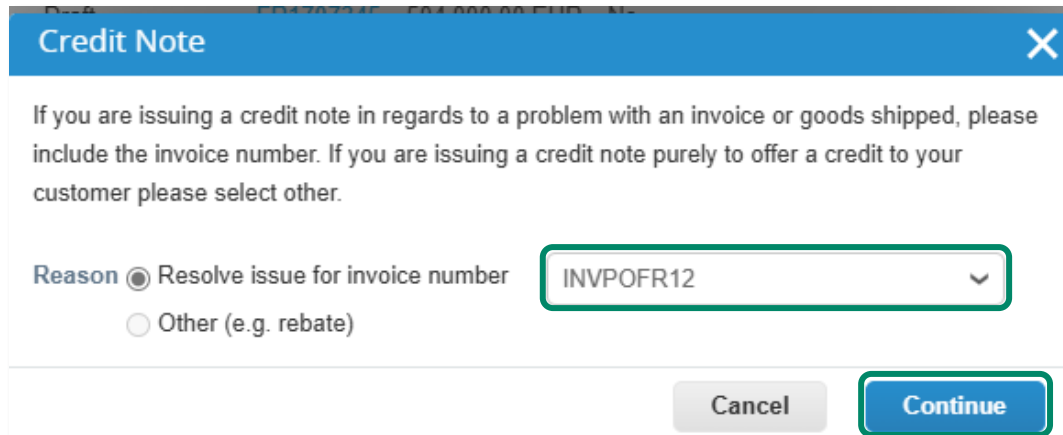
Create a Credit Note (1/3)

The Create Credit Note option is used to correct an invoice that is not disputed.

1. Select an invoice to resolve

When you select *Create a Credit Note* on the Invoice Homepage you will be presented with a pop-up to select an invoice to resolve then click *Continue*.

AECOM does not support rebate submission via Credit Note. Please contact supplier@aecom.com for support on rebates.

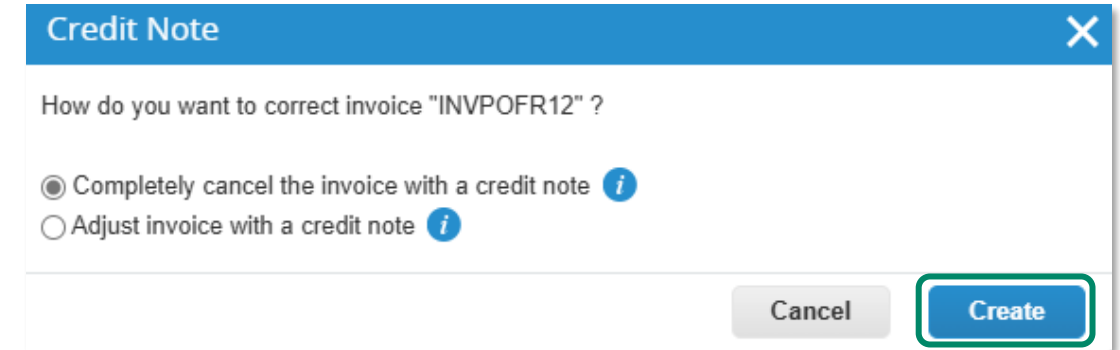


2. Confirm how to correct the invoice

A second pop-up will prompt you to choose whether to:

- *Completely cancel the invoice with a credit note*
Choose this if you have duplicated the invoice, or if the order has been cancelled and you need to cancel the order.
- *Adjust invoice with a credit note*
Choose this if there was an error or issue with the invoice e.g. it was the wrong value, wrong quantity or failed tolerance checks.

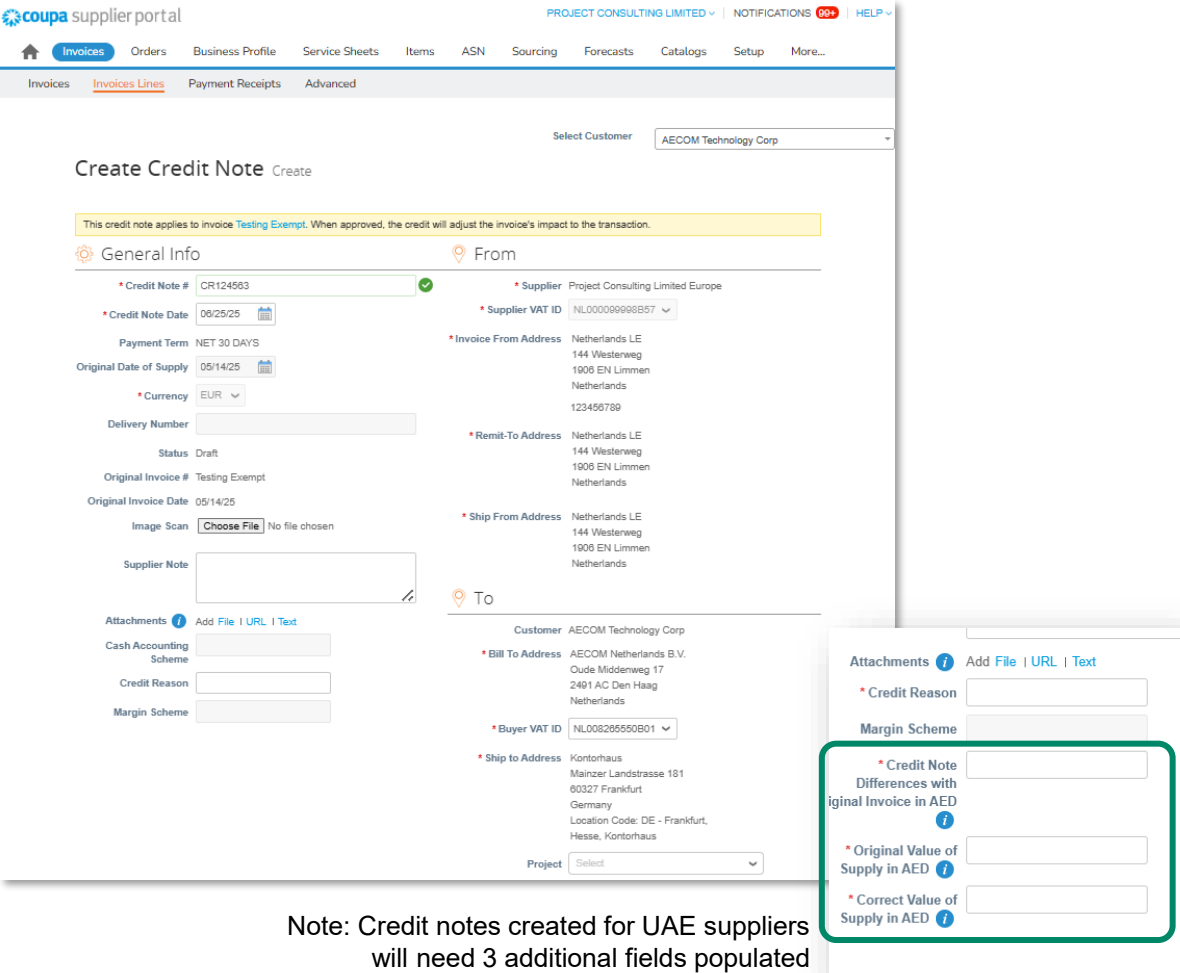
After selecting an option click on *Create* to continue.



Create a Credit Note (2/3)

3. Complete and validate the Credit Note

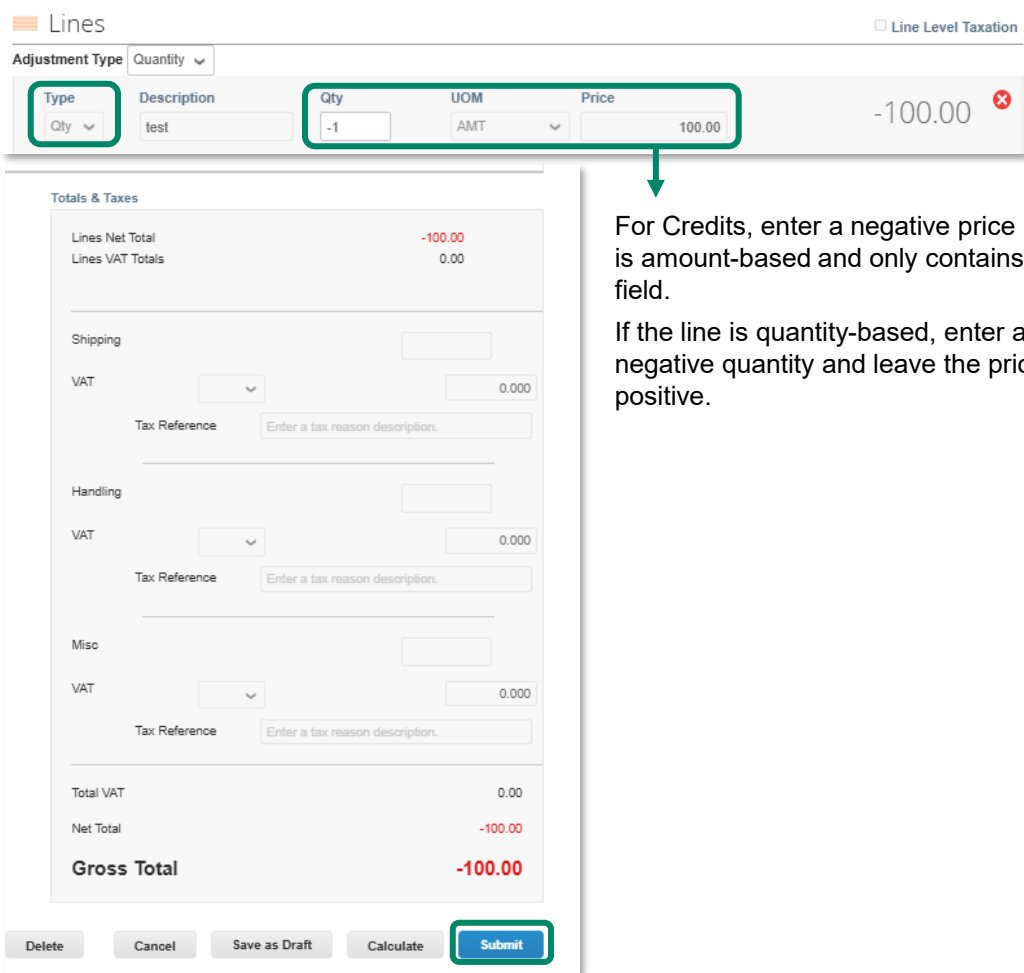
The *Create Credit Note* page should pre-populate with information for the invoice. Enter a *credit note number* add any *Attachments*, and then validate the remaining information.



Note: Credit notes created for UAE suppliers will need 3 additional fields populated

4. Complete the lines and total section

Scroll down into the *Lines* section and make any required adjustments, then click *Submit*.



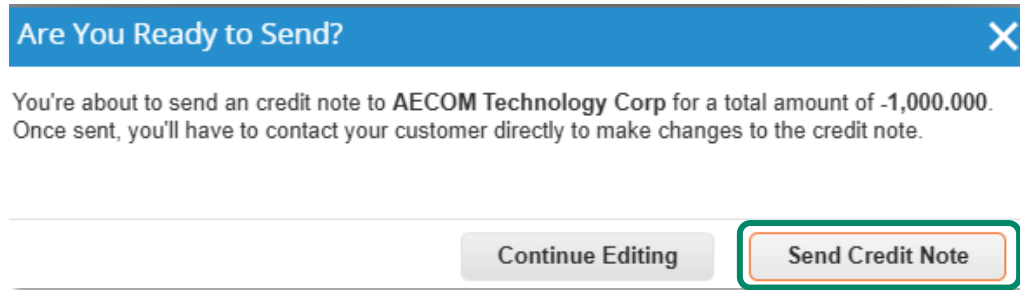
For Credits, enter a negative price if the line is amount-based and only contains a price field.

If the line is quantity-based, enter a negative quantity and leave the price as positive.

Create a Credit Note (3/3)

5. Confirm submission

After clicking submit you'll be prompted to confirm *Are You Ready to Send?* If you are, click *Send Credit Note* to issue the credit note.

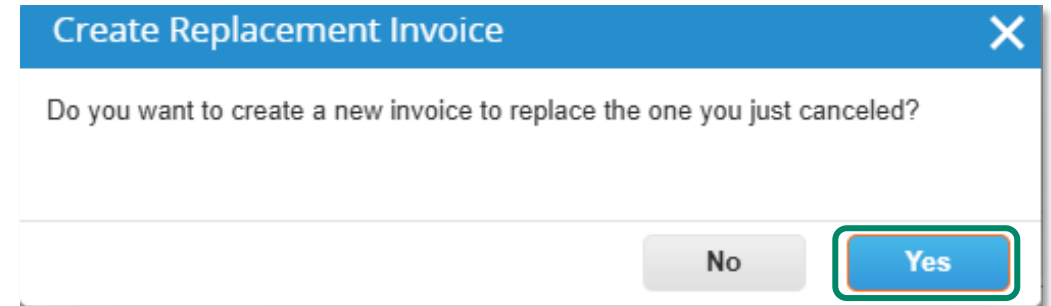


A confirmation dialog box with a blue header bar containing the text "Are You Ready to Send?" and a close button (X). The main body of the dialog contains the text: "You're about to send an credit note to AECOM Technology Corp for a total amount of -1,000.000. Once sent, you'll have to contact your customer directly to make changes to the credit note." At the bottom, there are two buttons: "Continue Editing" and "Send Credit Note". The "Send Credit Note" button is highlighted with a green border.

6. Create Replacement Invoice

You will be asked *Do you want to create a new invoice to replace the one you just cancelled?*

- If the credit note changes the previous invoice and you need to issue a new Invoice which has changes at Line level to the Qty or Prices, click *Yes*.
- If your credit note cancelled an invoice, and you do not want to create any new Invoices, click *No*.



A dialog box with a blue header bar containing the text "Create Replacement Invoice" and a close button (X). The main body of the dialog contains the text: "Do you want to create a new invoice to replace the one you just canceled?". At the bottom, there are two buttons: "No" and "Yes". The "Yes" button is highlighted with a green border.

Resolving Invoice Disputes (1/4)

If an invoice has Disputed status, clicking the Resolve icon for that invoice on the Invoice Homepage will bring you to the Invoice Resolution Options page.

Select customer: AECOM Technology Corp

Invoice #FRPOINV1123 [Back](#)

FR

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		Bill To & Ship To	
Invoice #	FRPOINV1123	Supplier	Project Consulting Limited Europe
Invoice Date	08/23/25	Invoice From	France LE
Payment Term	NET 30 DAYS		19 Place de la Madeleine
Delivery Date	08/23/25		75008 Paris
Currency	EUR		France
		Company Registration	123456789

Net Total	420,000.00
Gross Total	504,000.00

2 Cancel Invoice **1** Adjust

Two options will be presented for resolution. In most countries (those where 'compliant' invoices are generated in Coupa) you will be able to resolve the disputed invoice by either:

1. Clicking on **Adjust**

The *Adjust* options allows you to modify the invoice by adding or removing lines, adjusting quantities, or correcting pricing.

2. Clicking on **Cancel Invoice**

This option prompts you to create a cancellation credit note and then submit a new invoice with a new number.

In the United States, Oman and Qatar (where Coupa invoices are not 'compliant') the options presented are slightly different and option 2 will be *Void Invoice*. Voiding an invoice has a similar effect to invoice cancellation but a Credit Note does not need to be generated.

Resolving Invoice Dispute (2/4)

Choosing the *Cancel Invoice* resolution option presents the *Create Credit Note* screen. Most details will carry over from the invoice but the *General Info* section, *Credit Reason* and *Attachments* should be populated prior to pressing *Submit*. When you are happy, choose the Send Credit Note option. As this is a full cancelation of the invoice no changes can be made at line level.

Create Credit Note Create

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.

This credit note applies to invoice INVBH01. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note # CCINVBH1

* Credit Note Date 07/29/25

Payment Term NET 30 DAYS

Original Date of Supply 07/01/25

* Currency BHD

Delivery Number

Status Draft

Original Invoice # INVBH01

Original Invoice Date 07/01/25

Image Scan Choose File No file chosen

Supplier Note

Attachments Add File | URL | Text

* Credit Reason

Margin Scheme

From

* Supplier Raw Material supplies ME

* Supplier VAT ID BH123456789

* Invoice From Address Bahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

* Remit-To Address Bahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

* Ship From Address Bahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

To

Customer AECOM Technology Corp

* Bill To Address AECOM Middle East Limited Foreign
Branches Company
32nd Floor Building 316, Road 4609
Block 346
640 Manama
Bahrain

Attachments Add File | URL | Text

* Credit Reason

Margin Scheme

* Credit Note Differences with Original Invoice in AED

* Original Value of Supply in AED

* Correct Value of Supply in AED

Note: Credit notes created for UAE suppliers will need 3 additional fields populated

Lines

Adjustment Type Quantity

Type	Description	Qty	UOM	Price	
City	Testing	-1	EACH	500.00	-500.000

PO Line None

Service Sheet Line None

Contract

Supplier Part Number

Taxes

VAT Rate 10.0%

VAT Amount -50.000

Tax Reference

Totals & Taxes

Lines Net Total -500.000

Lines VAT Totals -50.000

Shipping 0.000

VAT 0.000

Tax Reference

Handling 0.000

VAT 0.000

Tax Reference

Misc 0.000

VAT 0.000

Tax Reference

Total VAT -50.000

Net Total -500.000

Gross Total -550.000

Delete

Cancel

Save as Draft

Calculate

Submit

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.

Continue Editing

Send Credit Note

Resolving Invoice Dispute (3/4)

Choosing the *Adjust* resolution option presents the *Create Credit Note* screen. Most details will carry over from the invoice but the *General Info* section, *Credit Reason* and *Attachments* should be populated prior adjusting the *Price* or *Quantity* on the lines you wish to adjust. When you are satisfied, press *Submit* and then choose the *Send Credit Note* option.

This credit note applies to invoice test00001. When approved, the credit will adjust the invoice's impact to the transaction.

General Info

Credit Note #CR01923

Credit Note Date07/29/25

Payment TermNET 30 DAYS

Original Date of Supply07/10/25

CurrencyBHD

Delivery Number

StatusDraft

Original Invoice #test00001

Original Invoice Date07/10/25

Image ScanChoose FileNo file chosen

Supplier Note

AttachmentsAdd File | URL | Text

Credit Reason

Margin Scheme

From

SupplierRaw Material supplies ME

Supplier VAT IDBH123456789

Invoice From AddressBahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

Remit-To AddressBahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

Ship From AddressBahrain LE
Road 4626, Sea Front
973 Manama
Bahrain

To

CustomerAECOM Technology Corp

Bill To AddressAECOM Middle East Limited Foreign
Branches Company
32nd Floor Building 316, Road 4609
Block 346
640 Manama
Bahrain

Buyer VAT ID200009116100002

Ship to AddressAl Saffar
Rd 3621,
Box 640

Lines

Adjustment TypePrice

TypeDescriptionPrice

Installing Wireless mobil-5,500.00

-5,500.00

PO LineBh1707367-1

Service Sheet LineNone

Contract

Supplier Part Number

Billing

07801054-05-IT Products, Services & Telecoms Telecoms Wireless Hardware
- Wireless-OFF-MobilePhones/WirelessCards-AECOM ME LTD BHR-POET-78001

Taxes

VAT RateVAT AmountTax Reference

0.0%0.000

Totals & Taxes

Lines Net Total-5,500.000

Lines VAT Totals0.000

Shipping

VAT0.000

Tax ReferenceEnter a tax reason description.

Handling

VAT0.000

Tax ReferenceEnter a tax reason description.

Misc

VAT0.000

Tax ReferenceEnter a tax reason description.

Total VAT0.000

Net Total-5,500.000

Gross Total-5,500.000

DeleteCancelSave as DraftCalculateSubmit

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.

Continue EditingSend Credit Note

Note: Credit notes created for UAE suppliers will need 3 additional fields populated

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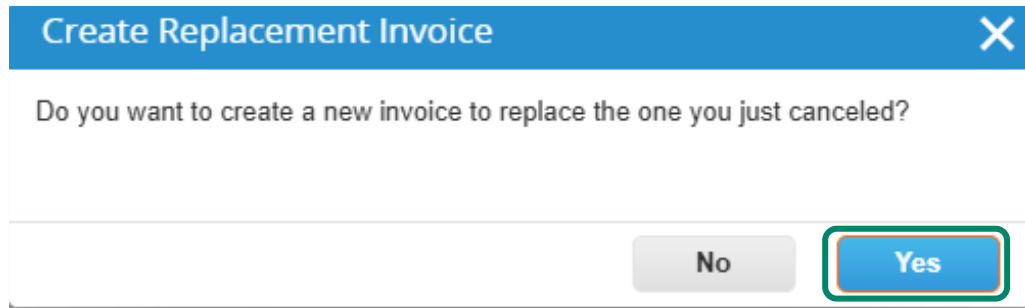
aecom.com

Resolving Invoice Dispute (4/4)

Create Replacement Invoice

After issuing the Credit Note you will be asked *Do you want to create a new invoice to replace the one you just cancelled?*

- If the credit note changes the previous invoice and you need to issue a new Invoice which has changes at Line level to the Qty or Prices, click *Yes*.
- If your credit note cancelled an invoice, and you do not want to create any new Invoices, click *No*.



Setup for Suppliers in Saudi Arabia

Note for Suppliers in Saudi Arabia

- With Compliance as a Service (CAAS) Invoicing, Coupa will issue and clear invoices on behalf of the supplier with the KSA e-invoicing clearance system.
- Legal invoices in the prescribed KSA XML format along with human readable PDF/A3 bilingual format (English and Arabic) will be available for processing.
- The Kingdom of Saudi Arabia (KSA) rolled out e-invoicing in two phases and Coupa CaaS is now supporting the second phase which requires e-invoicing generation systems (EGSs) to integrate with Zakat, Tax and Customs Authority (ZATCA) and also requires issuance of e-invoices in specific formats.
- Suppliers and Coupa CaaS customers get compliant tax invoices in both XML and human-readable PDF A-3 form, presented in bilingual Arabic and English for their invoicing transactions

Note for Suppliers in Saudi Arabia (continued)

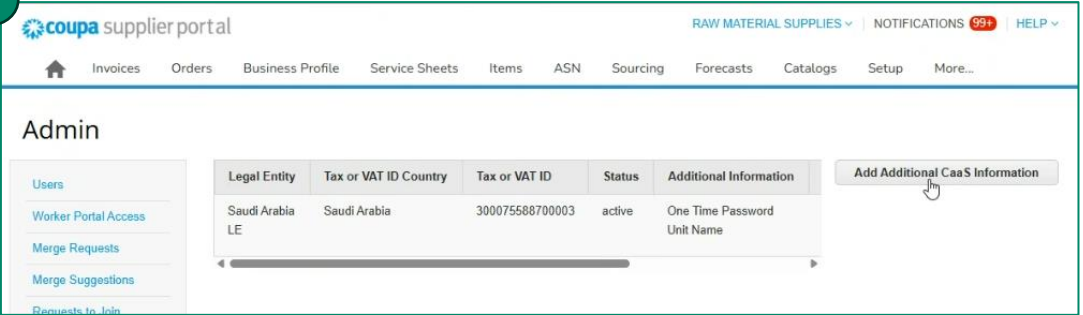
Steps to setup suppliers:

1. After setting up your legal entity in CSP, Got Setup > Additional CaaS Information > click on **Add Additional CaaS Information**
2. Select the applicable Legal Entity and Tax or VAT ID
3. Input the applicable **One Time Password (OTP)** and the **Unit Name**. For the OTP, refer to the notes below:

Persons subject to the E-Invoicing Regulation will be integrated with the FATOORA Portal where compliant E-Invoice Solutions will be able to connect to the API of the FATOORA Portal by following the below steps:

- i. Supplier accesses FATOORA portal website (FATOORA.zatca.gov.sa) and logs in using ERAD credentials
- ii. Supplier requests OTP code(s) for solution(s) to integrate
- iii. Supplier populates OTP code(s) in Coupa (CSP)
- iv. Supplier reviews if solution was successfully on-boarded

1



The screenshot shows the 'Admin' section of the Coupa Supplier Portal. A table lists legal entities, with 'Saudi Arabia LE' selected. To the right of the table is a button labeled 'Add Additional CaaS Information'.

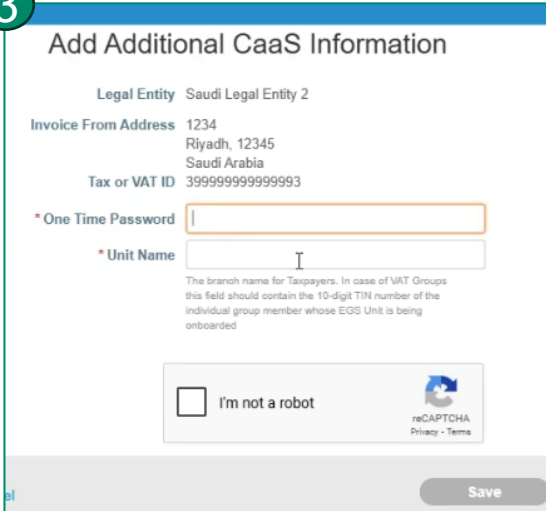
Legal Entity	Tax or VAT ID Country	Tax or VAT ID	Status	Additional Information
Saudi Arabia LE	Saudi Arabia	300075588700003	active	One Time Password Unit Name

2



The screenshot shows the 'Add Additional CaaS Information' form. The 'Legal Entity' dropdown is set to 'Saudi Legal Entity 2'. The 'Invoice From Address' is '1234 Riyadh, 12345 Saudi Arabia'. The 'Tax or VAT ID' dropdown is set to '399999999999999'.

3



The screenshot shows the 'Add Additional CaaS Information' form. The 'Legal Entity' dropdown is set to 'Saudi Legal Entity 2'. The 'Invoice From Address' is '1234 Riyadh, 12345 Saudi Arabia'. The 'Tax or VAT ID' dropdown is set to '399999999999999'. The 'One Time Password' field is empty. The 'Unit Name' field is empty. A reCAPTCHA checkbox is visible at the bottom.

Resources for Suppliers

For Guidance and Support using the Coupa Supplier Portal

Self Service Support

Guidance on registering and using the Coupa Supplier Portal is available on our [AECOM Supplier webpage](#).

In addition, [Coupa](#) offers extended resources and training for suppliers on how to use their system

1:1 Support

If you need additional help with registering or using the Coupa Supplier Portal, email us at supplier@aecom.com

This page includes a guide to AECOM's Inherent Risk Questionnaire that suppliers may also be asked to complete

Our Supplier Enablement team can provide support in local language.

If you have any queries regarding invoice status or payment, please contact us:

Africa: AfricaAECOM.AccountsPayable@aecom.com

Europe: accountspayable.europe@aecom.com

Middle East & KSA: MEAP.DisbursementCentre@aecom.com

UK & Ireland: accounts.payable.europe@aecom.com

United States & Canada: Aphelpdesk@aecom.com