



Vendor FAQ & Training Guide

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Lilac Solutions is committed to data protection and compliance with privacy laws. Suppliers are solely responsible for setting up and managing their Coupa Supplier Portal accounts, as Lilac Solutions does not own or maintain the platform and assumes no liability for related issues.

Vendor FAQ

Registration and Onboarding

Why do I need to register on Coupa?

Registering on the Coupa Supplier Portal provides **free** access to efficiently manage your transactions with Lilac Solutions. Through the portal, you can receive purchase orders, submit invoices, track payments, and update your company information. Using Coupa streamlines communication, reduces errors, and helps ensure timely payment. Additionally, e-purchasing and e-invoicing eliminate paper, supporting Lilac Solutions' commitment to green initiatives.

Is registration mandatory?

The Coupa Supplier Portal allows for streamlined and paperless processing, which aligns with our commitment to sustainability. We hope that all our Suppliers will partner with us by signing up for a Coupa account to transact electronically.

If you are already a supplier and wish to gain access to Coupa, Contact Supplier Support at billing@lilacsolutions.com. Please include your company name and contact information so that we can reach out to you.

What if I don't want to register for the CSP?

If you prefer not to use the Coupa Supplier Portal, please contact your Lilac Solutions representative to discuss alternative options for onboarding.

Please note that the CSP has numerable benefits, as mentioned above. You will still be able to receive orders and submit invoices by email, but you can expect longer processing times and less visibility into the processing of your documents.

How do I register?

You will receive an email invitation to join Coupa. Simply click the link in the email and follow the registration steps. Reference for our guide: [Coupa Supplier Portal Registration and Information Request](#). If you encounter any issues, contact Coupa Support.

I am trying to register on the system by completing the registration section page, but I haven't received an email, what should I do?

Please check your spam folder as it may have been sent there. If that does not resolve the issue, please contact Support via the chat window on the Coupa Supplier Portal (CSP) and a member of the team will assist you.

Is there a fee to use Coupa?

No, using the Coupa Supplier Portal is completely free for suppliers.

How do I reset my password for my account?

Please use the following link to reset your password for your CSP account. You will need to use the email address that you used to register for your CSP account.

- [Forgot password](#)

What should I do if I don't have a Coupa account?

Reach out to our Supplier Support team at billing@lilacsolutions.com for assistance in setting up your account.

Maintaining Your Company Information

How do I update my company details?

If you are a current supplier, it is your responsibility to keep Lilac Solutions informed of any changes to the following:

- **Email Address Information:** Ensure that your company's email address is up to date for receiving purchase orders. If it is not correct, please email billing@lilacsolutions.com to request an information update form. Alternatively, you can reach out to your purchasing contact at Lilac Solutions and ask them to process the update.
- **Company Bank Account:** Ensure that your company's bank account information is current.
 - **To update your bank account in Coupa Supplier Portal:** Navigate to Setup > Admin > Payment Methods > Add Remit-To
 - **For more detailed training:** [Updating Payment Information](#)
- **Primary Contact Information:** Ensure that your company's primary contact is up to date in our system. If it is not correct, please email billing@lilacsolutions.com to request an information update form. Alternatively, you can reach out to your purchasing contact at Lilac Solutions and ask them to process the update.

coupa supplier portal KENZINGTON | NOTIFICATIONS 4 | HELP

[Home](#)
[Invoices](#)
[Orders](#)
[Business Profile](#)
[Payments](#)
[Setup](#)
[Service Sheets](#)
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[Catalogs](#)
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[Admin](#)
[Customer Setup](#)
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Admin Remit-To

Users

Merge Requests

Merge Suggestions

Requests to Join

Fiscal Representatives

Payment Methods

sFTP Accounts

cXML Errors

sFTP File Errors (to Customers)

Add Remit-To
View All Search

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customer Sharing Status	Actions
Chase Bank ****5678	WA 98433 United States	Bank Account	New Legal Entity	Lilac Solutions, Inc	Shared
None	Oakland 94607 Argentina	Address	Kenzington's Test Supplier	Lilac Solutions, Inc	Active
Chase Bank ****5678	Oakland	Bank Account	Kenzington's Test Supplier	Lilac Solutions, Inc	Shared

Invoicing and Payments

What are the methods for submitting invoices?

Lilac Solutions is committed to sustainability and reducing the use of paper. As part of our commitment, Lilac Solutions offers 2 paperless options for submitting invoices for payment

1. Electronic Invoicing (Preferred):

Submit invoices through the Coupa Supplier Portal using one of the following methods:

- Direct submission via the CSP
- Purchase order email link

2. Email Submission:

If electronic invoicing isn't possible, send invoices to **invoices@lilacsolutions.couphost.com**. Please note that this method may cause processing delays.

See the "[Purchase Order, Invoicing, and Credit](#)" section for instructions on submitting an invoice.

What are the standard requirements for an invoice?

Invoices that do not meet Lilac Solution's requirements or are not submitted correctly may not be processed for payment.

Required:

- An attached document.
 - The document must be an invoice. Lilac Solutions does not pay from statements, delivery documents, payment schedules, pro forma invoices, etc.
 - One payable invoice per PDF. Do not combine multiple invoices into one attachment.
- Company or remit-to name
- Remittance address
- A valid Lilac Solutions ship to/bill to address
- Invoice number and date
- A clearly labeled Purchase Order number that consists of a two or three letter prefix followed by 6 digits.
 - Each PO requires a separate invoice.
- Itemized charges (tax, freight, etc.)
 - If you are a US vendor – make sure to put tax in the "Tax" line field. Do not put tax under the Shipping, Handling, or Misc. sections. See screenshot below.
- Currency and total amount due

Can I attach documents with my invoice?

Yes, you can attach supporting documents (PDF, TIFF, DOC, JPG, XLS, XML, CSV, TXT) directly through the Coupa Supplier Portal. At least one attachment is required for us to verify the invoice.

What if I need to cancel an invoice?

Contact billing@lilacsolutions.com to request the cancellation. Once the invoice is rejected in Coupa, you will be notified and can resubmit it.

What should I do if a purchase order has issues (e.g., cancellation, insufficient funds, price discrepancies)?

Reach out directly to the Lilac Solutions contact listed on your purchase order. They can assist with resolving PO-related issues.

How can I check the status of my invoice?

Log into your Coupa Supplier Portal account to track invoice and payment status in real time.

Handling Common Issues/Technical Support and Troubleshooting

Where do I sign in to the CSP?

<http://supplier.coupahost.com>

How do I register if the admin/owner of the CSP account left the company?

Try working internally with your IT department; sometimes they can grant temporary access to the registered email to log in as the administrator that left your company. If this is possible, you can reset your account password from https://supplier.coupahost.com/forgot_password and log in as usual. However, if you can't obtain access to the old email, you will have to create a new Coupa Supplier Portal Account. Reach out to billing@lilacsolutions.com to update the primary email address on Lilac's side for you as a supplier. We will proceed to "unlink" from the old account, and then "relink".

All the transaction data for Lilac Solutions remains. Some basic company information and payment locations/details may need to be updated in the new account, but most of the important information and transaction details are carried over automatically to the new account. For more information, see [Create Your Account](#).

Which browser should I use for the Coupa Supplier Portal?

While Coupa supports all major browsers, Google Chrome is recommended for the best experience.

I'm not receiving email notifications from Coupa. What should I do?

Check your spam or junk folder first. If the issue persists, verify that your email address is correctly listed in the Coupa Supplier Portal.

What if I'm locked out of my account?

If you cannot log in and do not have your backup validation code, please contact Coupa Support at supplier@coupa.com for assistance.

What if I can't locate my Multifactor Authentication device?

If you can't receive the six-digit authentication code or don't have storage of the backup codes, send an email to supplier@coupa.com with the [declaration form](#) and they will let you know what further actions are required from your side.

Do not share your passwords, MFA codes, or account credentials with anyone, including support personnel. Only use official Coupa support channels.

What does the “unauthorized or expired account” error mean?

This error typically occurs if your account hasn't been used recently. Contact billing@lilacsolutions.com to reactivate your access.

Additional Resources and Contact Information

If you have questions or need help, please refer to the following resources:

Where can I go for help with Coupa?

- **[Coupa Success Portal](#)**: Access guides, tutorials, and live chat support directly from your Coupa Supplier Portal account.
 - General Supplier FAQ: <https://supplier.coupa.com/help/faqs/>
- Review the training in this guide.
Commonly Used:
 - [Providing banking details / updating remit to](#)
 - [Submitting an Invoice](#)
- **[Coupa Supplier Portal Documentation](#)**
- **Utilize Coupa Live Chat**: You must be logged in to the Coupa Supplier Portal to take advantage of the live chat feature.
- **Lilac Solutions Supplier Support**: For general inquiries, email billing@lilacsolutions.com.

Training: Coupa Supplier Portal Registration and Information Request

Coupa Supplier Registration and Electronic Invoicing

About this Guide

If this is your first time using Coupa, follow the steps below to register an account.

If you are already set up in Coupa and have your Payment Method created, please skip to step 6.

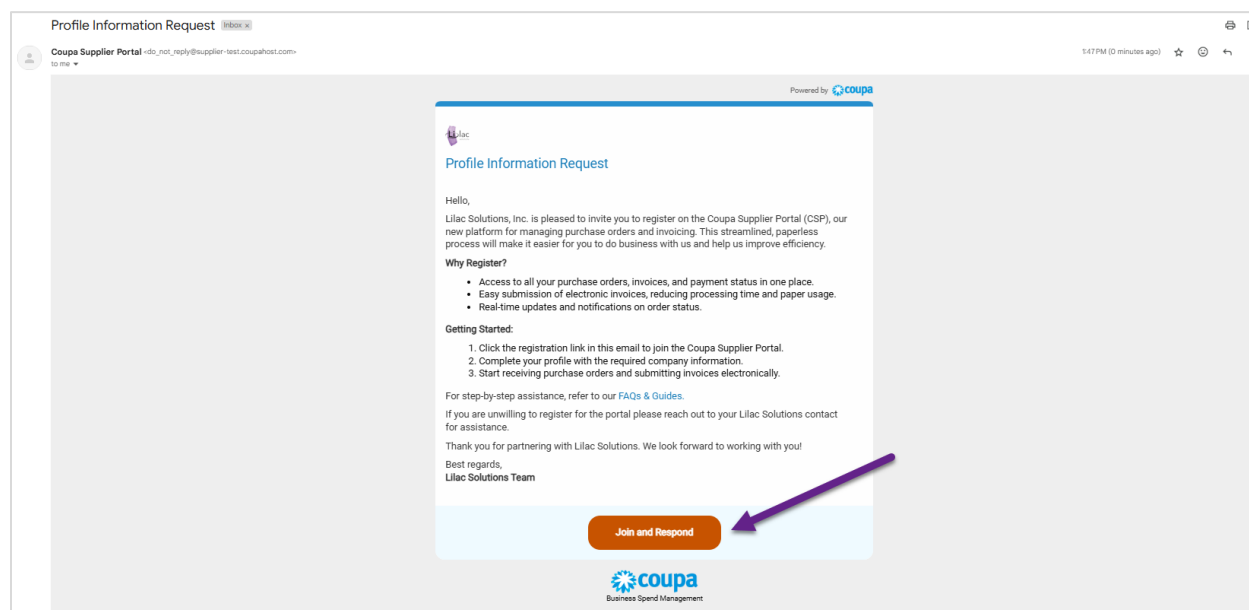
Step 1: Invitation to Enroll

Before you can start connecting with Lilac Solutions and utilizing the features of the Coupa Supplier Portal, you need to receive an invitation to enroll.

Didn't receive an invitation? Please check your spam folder as it may have been sent there. If that does not resolve the issue, please reach out to your contact at Lilac Solutions for further assistance.

To start the registration process, click **“Join and Respond”** at the bottom of the email.

If you already have an account or would like to forward this to someone please click “Join and Respond.” At the bottom of the page, you will be given the opportunity to log in or forward the invite.



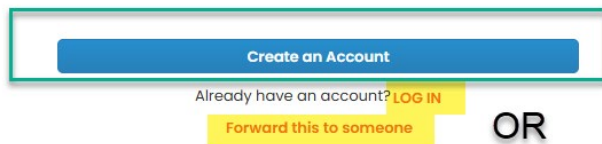
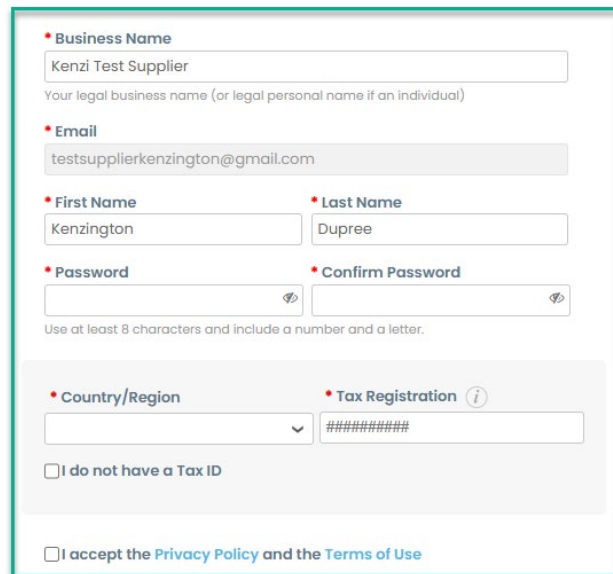
Step 2: Join the Coupa Supplier Portal

To begin registration:

- Enter your user information and create a password.
- Coupa allows multiple users per supplier account, so there's no need to share usernames or passwords.
- If you are not the appropriate contact, you can forward the invitation to a colleague.
- Review the Privacy Policy and Terms of Use. If you agree, check the box to accept the terms.
- Click **Create an Account** to log in to Coupa.

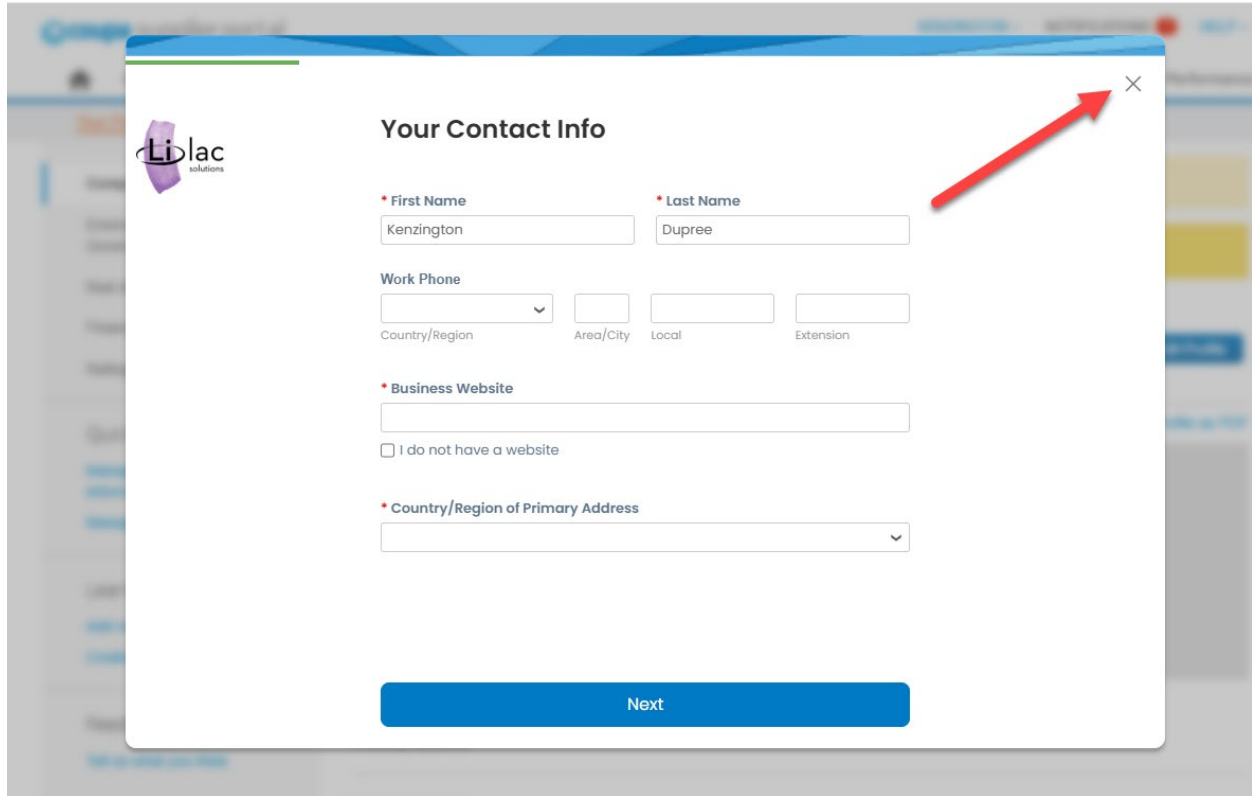
Create an Account

We use Coupa to manage purchase orders, invoices, and communicate with our suppliers. We'll walk you through a quick and easy setup for your account, so we're ready to do business together.



A one-time verification code will be sent to your email.

Step 3: Skip Initial Setup Steps



Your Contact Info

* First Name: Kenzington

* Last Name: Dupree

Work Phone: Country/Region, Area/City, Local, Extension

* Business Website:

I do not have a website

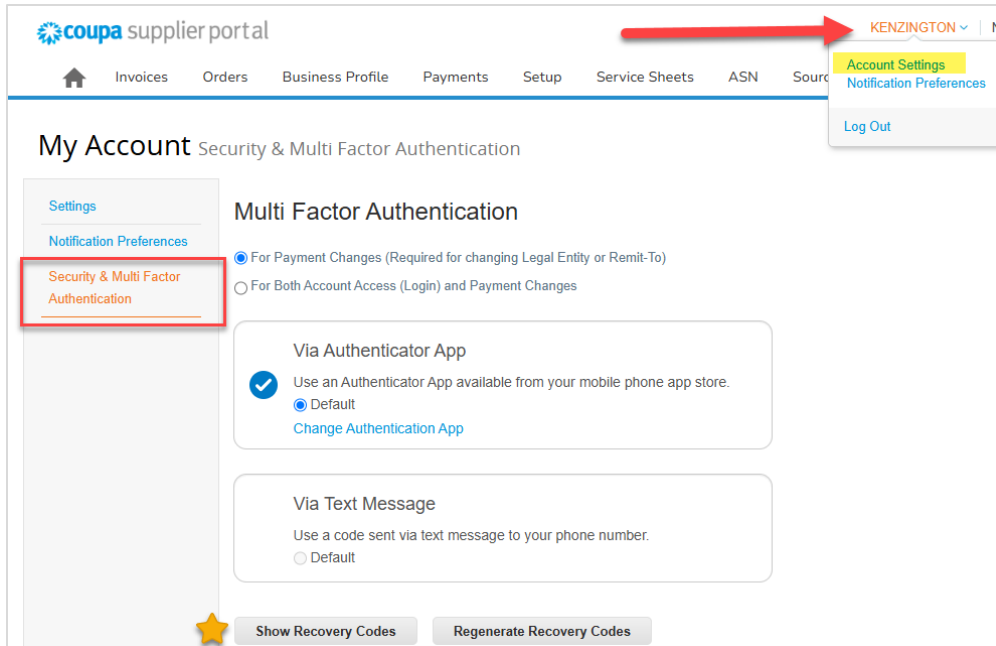
* Country/Region of Primary Address:

Next

Step 4: Enable Multi-Factor Authentication

Multi-Factor Authentication helps to protect you against hacking and payment fraud. Please set up MFA immediately to protect your banking information.

1. Go to your name at the top and click **Account Settings**
2. On the left hand side you will see a section called “Security & Multi Factor Authentication” - as soon as you click into the section, you will get a pop up with a QR code to scan and begin your setup.
3. Complete setup.
4. It is recommended that you click “Show Recovery Codes” and store these on your computer. If you lose your MFA device these will help you regain access.

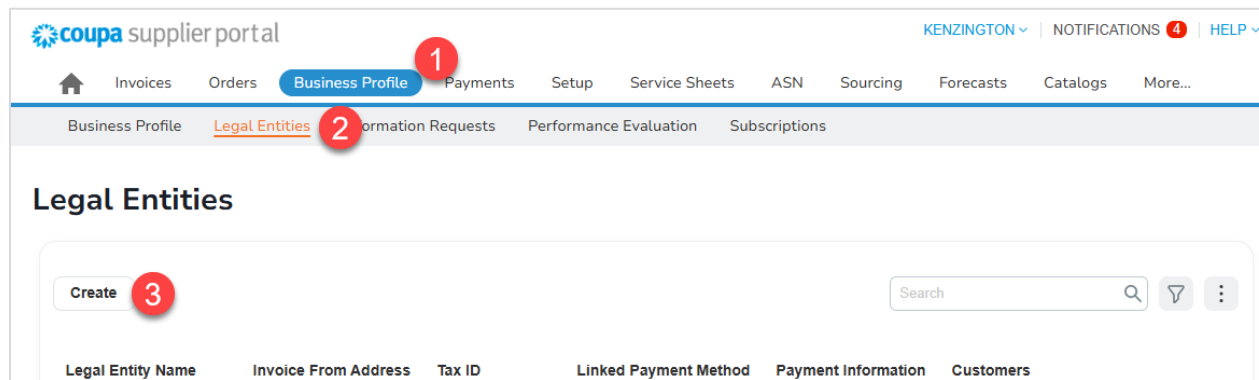


Do not share your passwords, MFA codes, or account credentials with anyone, including support personnel. Only use official Coupa support channels.

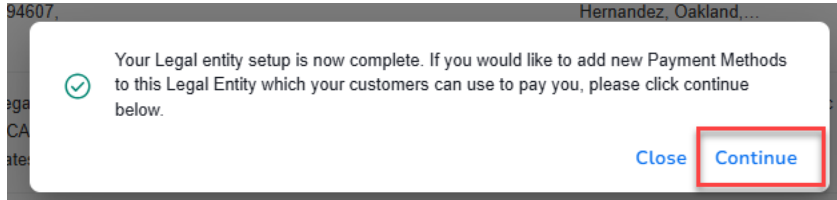
Step 5: Set Up a Legal Entity for e-Invoicing

Once your account is created, set up your Legal Entity for electronic invoicing:

1. Click on the **Business Profile** tab in the upper-right corner of the page.
2. Select **Legal Entities** from the options in the gray ribbon.
3. Click “Create”



4. Provide the Legal Entity information. Fill out the required fields marked with a red asterisk (*) and include your tax details. Please be sure to also include the "State." Failing to include this will cause complications.
 - *Note: The options "Use this address for Remit-To" and "Use this for Ship From" are selected by default. Uncheck these boxes if you need to provide different addresses.*
5. Click "Save"
6. You will receive a pop up confirming successful save of your Legal Entity. Click "Continue" to add payment information.



Step 6: Set Up Payment Method

1. Navigate to the Payment Method Screen.
Skip this step if you clicked "Continue" in the last section
Navigate to "Setup" > "Admin" > "Payment Methods"

The screenshot shows the Coupa Supplier Portal interface. The navigation path is: Home > Invoices > Orders > Business Profile > Payments > **Setup** > **Admin** > **Payment Methods**. The 'Payment Methods' section is highlighted with a red circle '3'. The 'Add Remit-To' button is highlighted with a red circle '4'. The table below shows existing remittance methods:

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customer Sharing Status	Actions
None	Argentina	Address	Kenzington's Test Supplier	Lilac Solutions, Inc	Active
Chase Bank ****5678	CA 94607 United States	Bank Account	Kenzington's Test Supplier	Lilac Solutions, Inc	Shared

2. Click "Add Remit – To"
3. Select the Legal Entity.
4. Provide Payment Information. Note the "Payment Type" – it will default to Bank Account. Note, we do not accept "Address" (check) as a payment type. The **Country and Currency selected will**

determine the banking fields shown. Please be sure to pay special attention to fills boxed in red. Please be sure to include State.

Where do you want to receive payment?

1 2 3 4

* Payment Type Bank Account

What are your Bank Account Details?

Bank Account United States

Country/Region: United States

State: Washington - WA

Bank Account Currency: USD

Beneficiary Name: Kenzington's Test Supplier

Bank Name: Chase Bank

Account Number: 12345678910

Confirm Account Number: 12345678910

ACH Routing Number: 123456789

Wire Routing Number:

SWIFT/BIC Code:

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents Choose Files No file chosen

Email Address testsupplierkenzington@gmail.com

Who is your Remit-To Contact? (optional)

What is your Remit-To Address?

Address Line 1 8242 Eagle Circle

City Tacoma

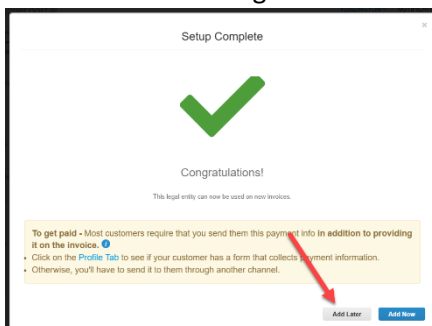
State WA

Postal Code 98005

Country/Region United States

If your bank does not have a BIC code click “My bank does not have a BIC code”

5. Enter your remit-to address under the “What is your Remit-To Address” section. You may choose an existing address or enter a new one. **Please be sure to include the state field.**
6. Skip “What is your Remit-To Integration Code” and “Who is your Remit-To Contact.”
7. Be sure Lilac Solutions, Inc. is selected under “Which customers can use this account?”
8. Save & Continue.
9. A pop up labeled “Add a new Remit-To Account” will appear. Click “Next” and then “Done.”
10. You will then be navigated to a “Setup Complete” screen. Click “Add Later.”



Step 7: Provide Company Information

1. Return to the home screen.
2. Click on the “Information Request” for Lilac Solutions.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the following tabs: Home (indicated by a red arrow), Invoices, Orders, Business Profile, Payments, Setup, Service Sheets, ASN, and Sour. Below the navigation bar is a purple banner with the text "Need help? Get access to a team of dedicated support specialists via phone or Zoom web conferencing." and a "Get Sta" button. Below the banner is a section for "Kenzi's Test Supplier Updated Name" with a "Get Verifi" button. Below that is a "Recent Activity" section with a "View" dropdown and an information icon. The activity list shows three entries for "Lilac Solutions, Inc":

Activity	Status	Date
Information Request	Due Now	Nov 18
Lilac Solutions, Inc • Received		18 days ago
Information Request	Approved	Sep 09
Lilac Solutions, Inc • Received		88 days ago

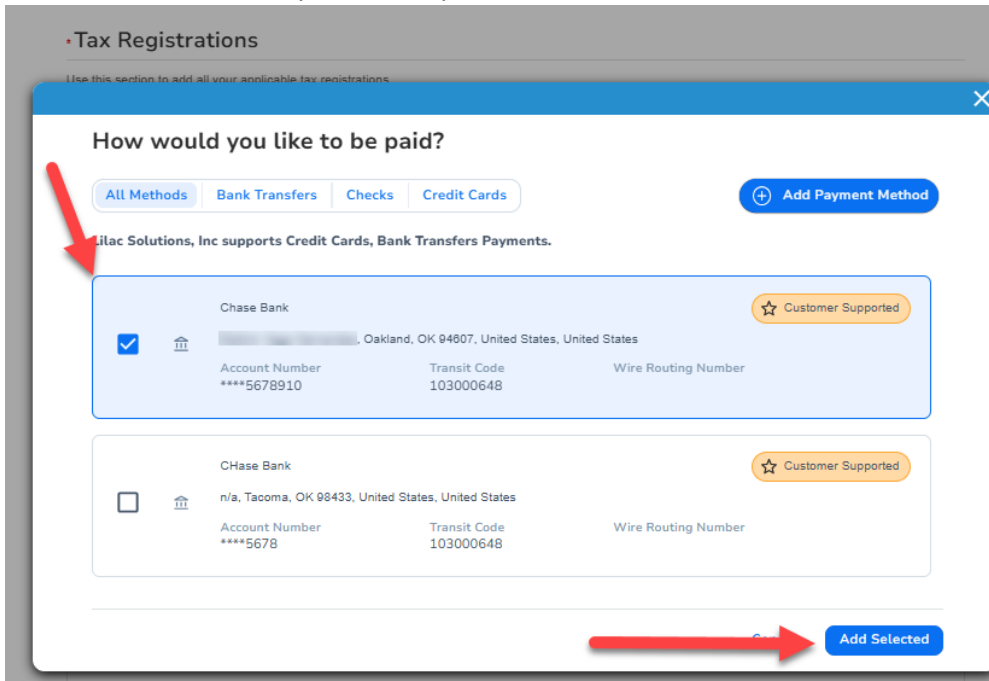
A red arrow points to the "Information Request" entry in the activity list.

3. Complete the required fields.
4. At the bottom of the form you will add the Remit To and Payment information you created above. Click “Add Remit-To.”

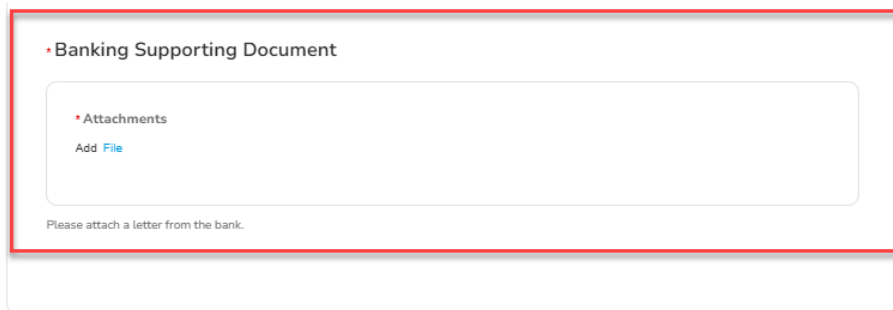
The screenshot shows the "Remit-To Addresses" section. It has a title "Remit-To Addresses" and a subtitle "Add one or more Remit-To Addresses. Either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address." Below the subtitle is a blue button labeled "Add Remit-To" with a red arrow pointing to it.

Please ensure you click "Submit for Approval" to return the form to Lilac Solutions for review.
Clicking "Save" will save your progress on the form, but it will not submit it to Lilac Solutions for review.

5. Select the bank account you wish to provide Lilac Solutions. Click “Add Selected.”



6. You will be taken back to the form. Depending on the country where you are doing business you may be required to add a “Banking Supporting Document” or bank letter. Please add that if required.
7. Click Submit for Approval.



Please ensure you click "Submit for Approval" to return the form to Lilac Solutions for review.
Clicking "Save" will save your progress on the form, but it will not submit it to Lilac Solutions for review.



Step 8: Setup Complete

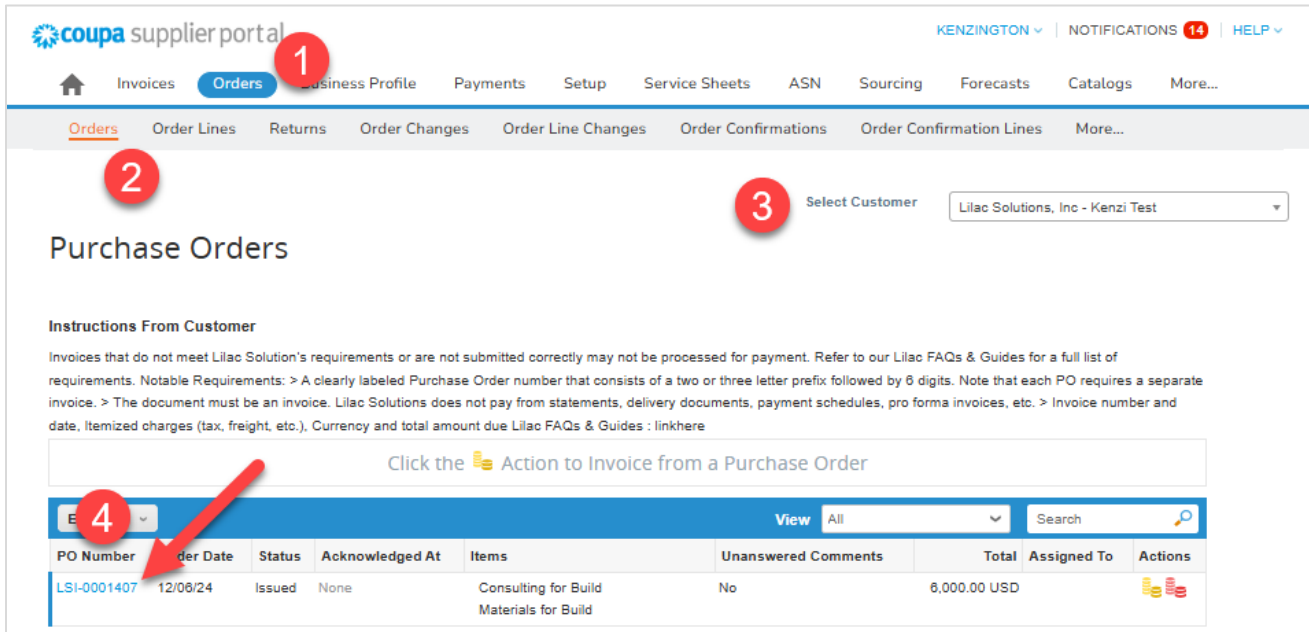
Congratulations! Your setup is complete, and this Legal Entity is now ready for use in creating new invoices.

Training: Purchase Order, Invoicing, and Credit Memo

Review Purchase Order

To review a purchase order:

1. Navigate to Orders
2. Select the Customer “Lilac Solutions, Inc.”
3. You will see a list of purchase orders. Click the blue hyperlinked purchase order number.



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


Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

2 **3** Select Customer Lilac Solutions, Inc - Kenzi Test


Purchase Orders

Instructions From Customer

Invoices that do not meet Lilac Solution's requirements or are not submitted correctly may not be processed for payment. Refer to our Lilac FAQs & Guides for a full list of requirements. Notable Requirements: > A clearly labeled Purchase Order number that consists of a two or three letter prefix followed by 6 digits. Note that each PO requires a separate invoice. > The document must be an invoice. Lilac Solutions does not pay from statements, delivery documents, payment schedules, pro forma invoices, etc. > Invoice number and date, Itemized charges (tax, freight, etc.), Currency and total amount due Lilac FAQs & Guides : linkhere

Click the  Action to Invoice from a Purchase Order

4 View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
LSI-0001407	12/06/24	Issued	None	Consulting for Build Materials for Build	No	6,000.00 USD		

4. Review the purchase order information
5. You can take action on the PO. If you make any changes be sure you click “Save.”
 - a. Acknowledge the PO. This lets the requestor know that you’ve received the purchase order.
 - b. Provide tracking information. This allows the requestor to know when a shipment will arrive.
 - c. Assign the PO to someone within your organization.
 - d. Leave a comment if desired. This comment will be shown to the Lilac Solutions employee who submitted the order.
 - e. Print View. This allows you to print the purchase order PDF.

Select Customer Lilac Solutions, Inc - Kenzi Test

Purchase Order #LSI-0001407

General Info

Status Issued - Pending Manual
Order Date 12/06/24
Revision Date 12/06/24
Requester Kenzington Dupree
Email kenzington.dupree@lilacsolutions.com
Payment Term Net 30
Vendor Instructions Supplier instructions.
Attachments None
Acknowledged
Assigned to

Shipping

Ship-To Address 1700 20th Street
 Oakland, CA 94607
 United States
 Location Code: 1100| Oakland West
 Attn: Kenzington Dupree
Terms None

Shipment Tracking



No shipment tracking.

Lines

		Advanced	Search	Sort by	Line Number: 0 → 9
1	Type Consulting for Build Price 1,000.00 Total 1,000.00 Invoiced 0.00				
	* Need By 12/06/24 Supplier Auxiliary Part Number None Quote / Contract Number None				
2	Type Materials for Build Price 5,000.00 Total 5,000.00 Invoiced 0.00				
	* Need By 12/06/24 Supplier Auxiliary Part Number None Quote / Contract Number None				

Per page 15 | 45 | 90

Total USD **6,000.00**

Create Invoice


Invoices must be associated with a purchase order. We do not accept standalone invoices. If you do not see a valid open purchase order available, please reach out to your purchase contact at Lilac Solutions.



1. You can create an invoice from the PO page using the “Create Invoice” button. Alternatively, you can create an invoice by clicking the gold coins that are shown in the Purchase Order list under “actions.”

Select Customer Lilac Solutions, Inc - Kenzi Test

Purchase Orders

Instructions From Customer
 Invoices that do not meet Lilac Solution's requirements or are not submitted correctly may not be processed for payment. Refer to our Lilac FAQs & Guides for a full list of requirements. Notable Requirements: > A clearly labeled Purchase Order number that consists of a two or three letter prefix followed by 6 digits. Note that each PO requires a separate invoice. > The document must be an invoice. Lilac Solutions does not pay from statements, delivery documents, payment schedules, pro forma invoices, etc. > Invoice number and date, Itemized charges (tax, freight, etc.), Currency and total amount due Lilac FAQs & Guides : linkhere

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned	Actions
LSI-0001407	12/06/24	Issued	None	Consulting for Build Materials for Build	No	6,000.00 USD		

2. Please review these important fields: Invoice Number, Invoice Date, and Attachments.

Create Invoice 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.

General Info

Invoice #

Invoice Date

Payment Term: Net 30

Currency

Status: Draft

Supplier Note:

Attachments Add File | URL | Text

From

Supplier Kenzi Test

Supplier Tax ID:

Invoice From Address 📍
 Kenzington's Test Supplier
 Melkim Vega Hernandez
 Oakland, OK 94607
 United States

Remit-To Address 📍
 Kenzington's Test Supplier
 Melkim Vega Hernandez
 Oakland, OK 94607
 United States

Bank Name: Chase Bank
 Beneficiary Name: Kenzington's Test Supplier
 Bank Account Number: *****8910
 Routing Number: ****0848

Ship From Address 📍
 Kenzington's Test Supplier
 Melkim Vega Hernandez
 Oakland, OK 94607
 United States

To
Customer: Lilac Solutions, Inc

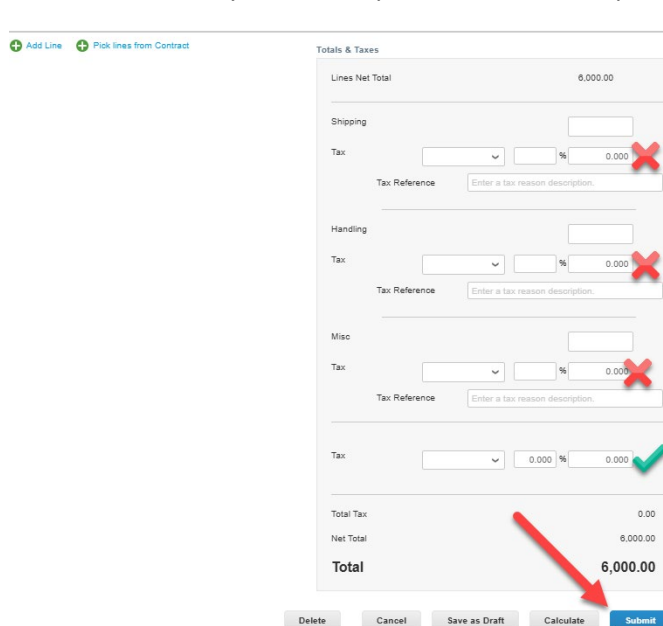
3. At the line level please review the “Price”
4. Review our requirements below. Please ensure your invoice meets all requirements to avoid any delays.

Lilac Solutions' standard requirements for an invoice

Invoices that do not meet Lilac Solution's requirements or are not submitted correctly may not be processed for payment.

- An attached document.
 - The document must be an invoice. Lilac Solutions does not pay from statements, delivery documents, payment schedules, pro forma invoices, etc.
 - One payable invoice per PDF. Do not combine multiple invoices into one attachment.
- Company or remit-to name
- Remittance address
- A valid Lilac Solutions ship to/bill to address
- Invoice number and date
- A clearly labeled Purchase Order number that consists of a two or three letter prefix followed by 6 digits.
 - Each PO requires a separate invoice.
- Itemized charges (tax, freight, etc.)
 - If you are a US vendor – make sure to put tax in the "Tax" line field. Do not put tax under the Shipping, Handling, or Misc. sections. See screenshot below.
- Currency and total amount due

5. Double check that you haven't put tax in an unaccepted field.



6. Click "Calculate" to see the final total.

7. Click "Submit" once complete.

Review Payments

Checking Invoice Payment Status

1. Navigate to Invoices
2. Set the Customer as Lilac Solutions
3. Locate the Invoice you are inquiring about. Click the blue hyperlinked invoice number.

Invoices

Instructions From Customer
Please attach supporting documentation, such as a PDF invoice. The invoice submitted must match the supporting documentation. Do not submit partial invoices in order to match the PO. If a PO needs to be adjusted please reach out to your Lilac contact.

Create Invoices

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

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
testinvoicekd	12/06/24	Approved	LSI-0001407	750.00 USD	No		

4. Scroll down to the Payments section and expand it.
5. The “Status” will tell you the status of your payment. It will either be Awaiting Payment Account Creation, Ready to Pay, Payment in Progress, or Paid in Full.
6. Once paid, payment details will appear under the “Payment Reconciliation Details” section.

Comments

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Payments

Status Ready to Pay

Paid-in-Full Date None

Payment Reconciliation Details

Status	Date	Type	Description	Amount
			Total Reconciled	0.00
			Invoice Total	750.00
			Remaining Balance	750.00

Create Credit Note


1. Navigate to Orders
2. Find the purchase order you wish to create a credit against. Use the red coins to create a credit note.


Select Customer Lilac Solutions, Inc - Kenzi Test

Purchase Orders

Instructions From Customer

Invoices that do not meet Lilac Solution's requirements or are not submitted correctly may not be processed for payment. Refer to our Lilac FAQs & Guides for a full list of requirements. Notable Requirements: > A clearly labeled Purchase Order number that consists of a two or three letter prefix followed by 6 digits. Note that each PO requires a separate invoice. > The document must be an invoice. Lilac Solutions does not pay from statements, delivery documents, payment schedules, pro forma invoices, etc. > Invoice number and date, Itemized charges (tax, freight, etc.). Currency and total amount due Lilac FAQs & Guides : [linkhere](#)

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
LSI-0001407	12/06/24	Issued	None	Consulting for Build Materials for Build	No	6,000.00 USD		

3. Credit notes should meet the same guidelines as an invoice. Please be sure to include a valid attachment.
4. On the “Lines” section, please enter negative amounts in the price fields.



To



Customer Lilac Solutions, Inc



Lines

Line Level Taxation

Adjustment Type Price

Type	Description	Price	
	Consulting for Build	-250.00	-250.00 
PO Line	Service/Time Sheet Line	Contract	Supplier Part Number
LSI-0001407-1	None		
Billing			
1-630020-7-404			

Type	Description	Price	
	Materials for Build	-250.00	-250.00 
PO Line	Service/Time Sheet Line	Contract	Supplier Part Number
LSI-0001407-2	None		
Billing			
1-640040-7-404			

 Add Line  Pick lines from Contract Totals & Taxes

5. Click “Calculate” to see the final total. It should be negative since this is a credit.
6. Click “Submit.”

Training: Updating Payment Information in the CSP

Step 1: Set Up a Legal Entity for e-Invoicing

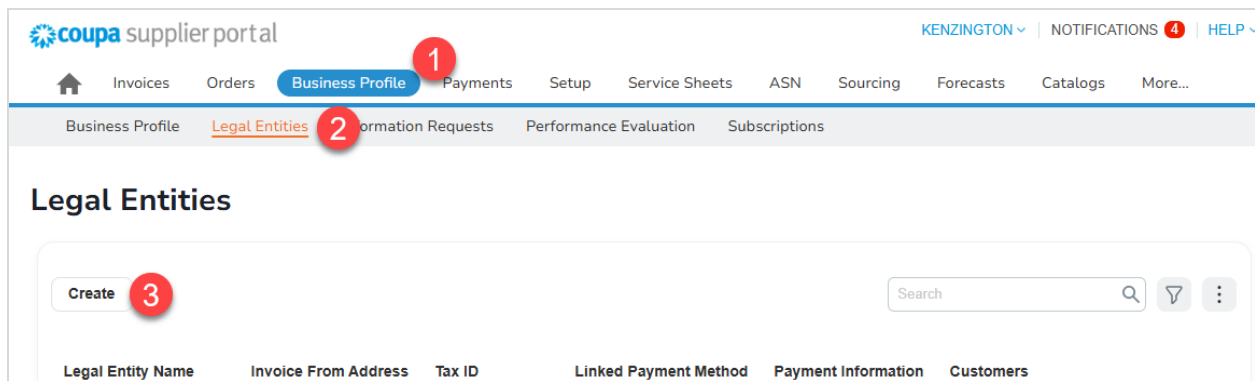
If you are an existing supplier and/or already have legal entities set up in Coupa you can skip to step 2.

Set up your Legal Entity for electronic invoicing:

7. Click on the **Business Profile** tab in the upper-right corner of the page.

Select **Legal Entities** from the options in the gray ribbon.

8. Click “Create”

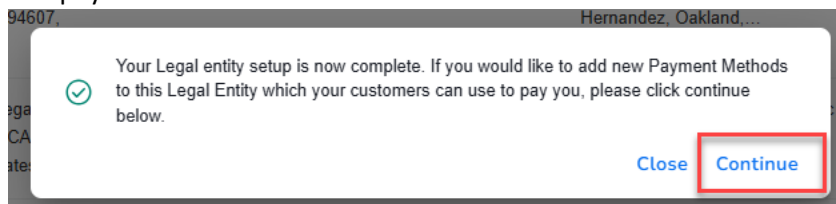


9. Provide the Legal Entity information. Fill out the required fields marked with a red asterisk (*) and include your tax details. Please be sure to also include the “State.” Failing to include this will cause complications.

- *Note: The options “Use this address for Remit-To” and “Use this for Ship From” are selected by default. Uncheck these boxes if you need to provide different addresses.*

10. Click “Save”

11. You will receive a pop up confirming successful save of your Legal Entity. Click “Continue” to add payment information.

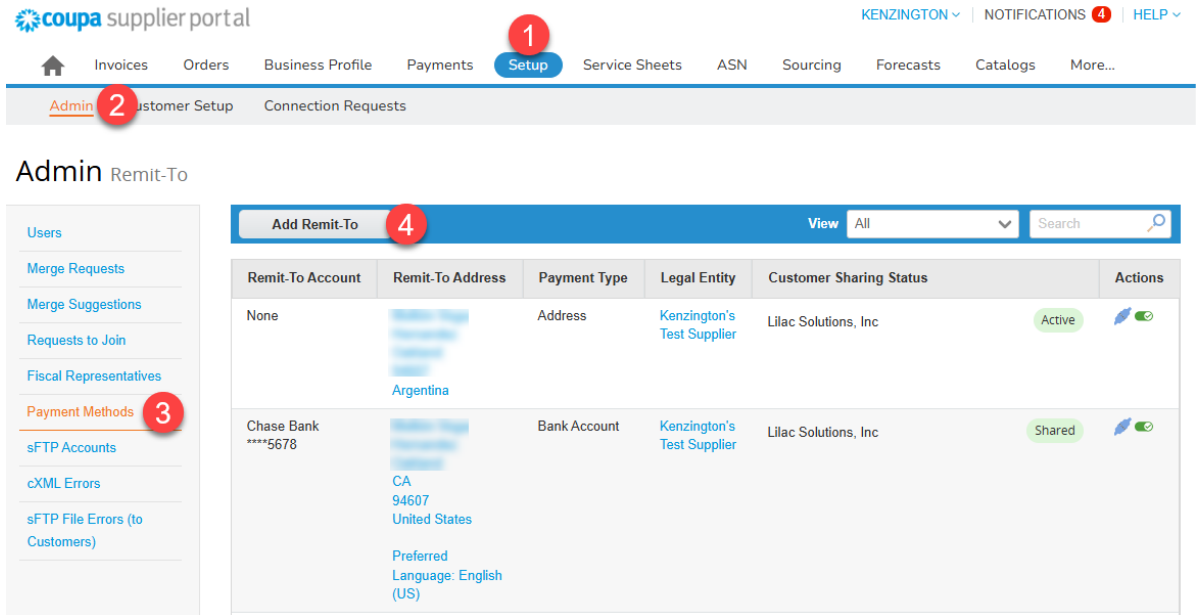


Step 2: Set Up Payment Method

11. Navigate to the Payment Method Screen.

Skip this step if you clicked “Continue” in the last section

Navigate to “Setup” > “Admin” > “Payment Methods”



coupa supplier portal KENZINGTON ▾ | NOTIFICATIONS 4 | HELP ▾

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Admin Remit-To

- Users
- Merge Requests
- Merge Suggestions
- Requests to Join
- Fiscal Representatives
- Payment Methods 3**
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)

Add Remit-To 4 View All ▾ Search 🔍

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customer Sharing Status	Actions
None	Argentina	Address	Kenzington's Test Supplier	Lilac Solutions, Inc	Active 🔍 🔄
Chase Bank ****5678	CA 94607 United States Preferred Language: English (US)	Bank Account	Kenzington's Test Supplier	Lilac Solutions, Inc	Shared 🔍 🔄

12. Click “Add Remit – To”

13. Select the Legal Entity.

14. Provide Payment Information. Note the “Payment Type” – it will default to Bank Account. Note, we do not accept “Address” (check) as a payment type. The **Country and Currency selected will determine the banking fields shown.** Please be sure to pay special attention to fills boxed in red. Please be sure to include State.

Where do you want to receive payment?

1 2 3 4

* Payment Type Bank Account

What are your Bank Account Details?

Bank Account United States

Country/Region:

State: Washington - WA

Bank Account Currency: USD

Beneficiary Name: Kenzington's Test Supplier

Bank Name: Chase Bank

Account Number: 12345678910

Confirm Account Number: 12345678910

ACH Routing Number: 123456789

Wire Routing Number:

SWIFT/BIC Code:

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents Choose Files No file chosen

Email Address testsupplierkenzington@gmail.com

Who is your Remit-To Contact? (optional)

What is your Remit-To Address?

Address Line 1 9242 Eagle Circle

City Tacoma

State WA

Postal Code 98065

Country/Region United States

If your bank does not have a BIC code click “My bank does not have a BIC code”

15. Enter your remit-to address under the “What is your Remit-To Address” section. You may choose an existing address or enter a new one. **Please be sure to include the state field.**

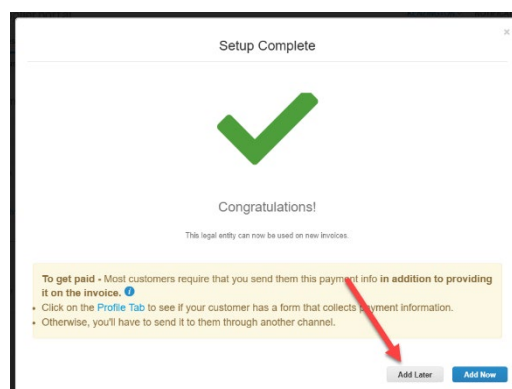
16. Skip “What is your Remit-To Integration Code” and “Who is your Remit-To Contact.”

17. Be sure Lilac Solutions, Inc. is selected under “Which customers can use this account?”

18. Save & Continue.

19. A pop up labeled “Add a new Remit-To Account” will appear. Click “Next” and then “Done.”

20. You will then be navigated to a “Setup Complete” screen. Click “Add Later.”



Disclaimer

Lilac Solutions is dedicated to protecting your data and ensuring compliance with applicable data privacy laws. Please do not share sensitive or personal data outside secure systems or processes defined within this document.

Lilac Solutions does not own, manage, or maintain the Coupa Supplier Portal. Responsibility for the setup, maintenance, and ongoing management of your Coupa Supplier Portal account lies solely with you, the supplier. Lilac Solutions is not liable for any issues, errors, or disruptions related to the Coupa Supplier Portal.

Suppliers are expected to adhere to strict data privacy standards and ensure compliance with all applicable laws and regulations.