Coupa – Supplier Invoices

Common Issue	Suggested Action
New to invoicing in Coupa	Review quick reference guides for processing invoices via Coupa here.
PO notification not received	Contact the buyer of the PO to resend the notification.
PO not available in Coupa	PGE requires invoices to be PO-backed. Please contact the requester or buyer for a valid Purchase Order number.
PO price, quantity, or total do not match invoice	Contact the requester to confirm if the PO is correct or needs to be updated before the invoice submittal.
PO description/lines do not match invoice	If you are unsure which PO lines to apply your invoice to, please contact the requester for clarification. If submitting via SAN, make sure to use the most recent PO notification to create the invoice. Change orders will not reflect in prior notifications.
Disputed invoice contains $0 line	Review the invoice and delete any $0 invoice lines by selecting the red 'X' to the far right of the line. Once the $0 line is removed, resubmit the invoice.
Payment details of invoice	Want more visibility? Sign up for Coupa Supplier Portal to view details on invoices in any status. **This is our preferred method.** To request an invite, contact SupplierEngagement@pgn.com. Suppliers not signed up for Coupa Supplier Portal can view payment details for invoices in 'Approved' status only on our secure external site pge.invoiceinfo.com [for research purposes only]. For questions on invoices not in 'Approved' status, contact Accounts.Payable@pgn.com for assistance.
Duplicate Invoice	Coupa does not allow duplicate invoice numbers. Please review the current invoices and confirm the submission is not a duplicate. If the error continues, contact Accounts.Payable@pgn.com.
Issues submitting a credit note	Contact Accounts.Payable@pgn.com for assistance.

Not seeing your issue? Contact Accounts.Payable@pgn.com with the specific details of the error and we will assist or route you to the correct contact for resolution.

PGE