

Global Invoicing Guidelines for Solenis suppliers

(Vendors Engaged Through Coupa Portal)

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1. Purpose & Applicability

This document is the global base guideline for vendors using the Coupa platform and is supported by region-specific annexures published on the Solenis vendor website. Together, these resources form a single framework that reduces invoice errors and supports faster, more predictable payments.

These guidelines apply to all vendors submitting invoices via:

- Coupa Supplier Portal (CSP)
- Designated invoice submission email
- Integrated electronic channels (EDI / cXML)

2. How to Submit Invoices

A. Coupa Supplier Portal (CSP)

- Flip Purchase order to Invoice
- Enter invoice details including tax, freight, shipping charges
- Upload supporting documents
- Submit for approval and track status in real-time

B. Submission via Email

- Submit invoices as PDF attachments to the designated regional email addresses (*Country-specific invoice submission addresses*)
- Use the PO number and invoice number in the email subject line wherever possible.
- Attach only one invoice per PDF; however, you may include multiple PDF invoices in a single email.
- Do not submit scanned images, Word documents, or handwritten copies as invoice submissions
Ensure file clarity and avoid scanned images or photos
- The total size of all attachments in a single email must not exceed 25 MB, in line with standard Outlook limits.

C. Integrated Channels (cXML)

- Reserved for high-volume vendors
- Must comply with Solenis' cXML standards and PO-tagging conventions (*Applicable for NAM Region*)

D. Physical Invoice (Only if Required)

- Submit physical invoices to the local mailing address specified in the relevant regional annexure; these will be scanned by the designated team and forwarded to the appropriate AP email address, with scans accepted only in PDF format in line with the electronic submission standards (*Details of legal entity with tax identification no*).
- Include all relevant supporting documents, such as goods received notes, delivery challans, proofs of delivery, packing lists, timesheets, approval emails, and tax certificates, ensuring a clear and well-organized invoice packet so that AP can quickly match, verify, and post the invoice without follow-up for missing details.
- Mention the PO number and vendor code on the envelope, where applicable.

E. Country-specific electronic invoice format

- If country regulations require a specific format or submission method for electronic invoicing, all applicable local laws and regulations must be strictly followed.
- Solenis will accept electronic invoices that are submitted in full compliance with the country-specific legal and regulatory requirements.

3. Mandatory Invoice Information

All invoices must include:

- Valid Coupa Purchase Order Number
- Supplier Legal Name and Address
- Invoice Number (unique)
- Invoice Date
- Solenis Legal Entity Name
- Ship-to Address (as per Purchase Order)
- Invoice Currency (match Purchase Order)
- Tax Registration Numbers (Supplier and Solenis)
- Line-Item Details (Description, Unit of Measure, Quantity, Unit Price)
- Total Tax Breakdown
- Gross Invoice Value
- Payment Terms (as per Purchase Order /contract)
- Remit-to Address
- Validated Bank Details
- Attachments (delivery notes, tax certificates, etc.)

4. Invoicing Without Purchase Order (Exceptional Cases)

Solenis maintains a "No PO, No Pay" policy. Invoices that do not include a valid PO number will be returned to the vendor and will not be processed for payment, except where a pre-approved exception applies.

Such invoices must:

- Refer a valid contract or internal transaction number
- Be pre-approved by the designated Solenis contact
- Include approver name and email address for validation

This method should only be used if explicitly communicated by the Solenis procurement or finance team.

5. Common Rejection Reasons

- Missing or invalid Purchase Order Number
- Incorrect Solenis legal entity or remit-to address
- Unsupported format (e.g., non-accepted file type such as image-only scans, Word/Excel/ZIP files, or files that are corrupted or not machine-readable)"
- Mismatched quantity or pricing details
- Incomplete tax or bank details
- Missing mandatory documents (Goods received note / delivery challan / proof of delivery/Packing list, timesheets, approval emails, tax certificates etc)

6. Resubmission of Rejected Invoices

- Rejected invoices must not be amended and re-used; instead, cancel the original invoice and issue a new, corrected invoice.
- The new invoice should reference the original invoice number and the reason for resubmission
- Payment processing timelines will restart from the date the corrected invoice is received.

7. Invoice Status & Payment Tracking

- Vendors which have CSP access are encouraged to track invoice and payment status through the COUPA Portal. Alternatively, vendors may contact the regional Helpdesk mailbox (*Country-specific query submission addresses*) to raise a ticket for invoice-related queries.

8. Help & Support

For region-specific contacts and requirements, please refer to the relevant regional annexure

9. Regional Annexures

Refer to the Regional Annexures section for country-specific information, as each annexure provides:

- Solenis legal entities and corresponding tax registration numbers for that country/region
- Country-specific invoice submission email IDs
- Country-specific query helpdesk email IDs

Please refer to the links below to get information on the COUPA Portal Invoice flow:

<https://www.solenis.com/globalassets/resources/supplier-documents/for-suppliers-docs/for-suppliers--understanding-invoice-statuses.pdf> - Understand Invoicing status

<https://www.solenis.com/globalassets/resources/supplier-documents/for-suppliers-docs/for-suppliers--how-to-create-an-invoice-in-coupa.pdf> - How to create Invoice in CSP (COUPA Supplier Portal)

<https://www.solenis.com/globalassets/resources/supplier-documents/for-suppliers-docs/for-suppliers--stay-tuned.pdf> - How to create Credit note in CSP (COUPA Supplier Portal)