



Common CSP Errors for Mexico Suppliers

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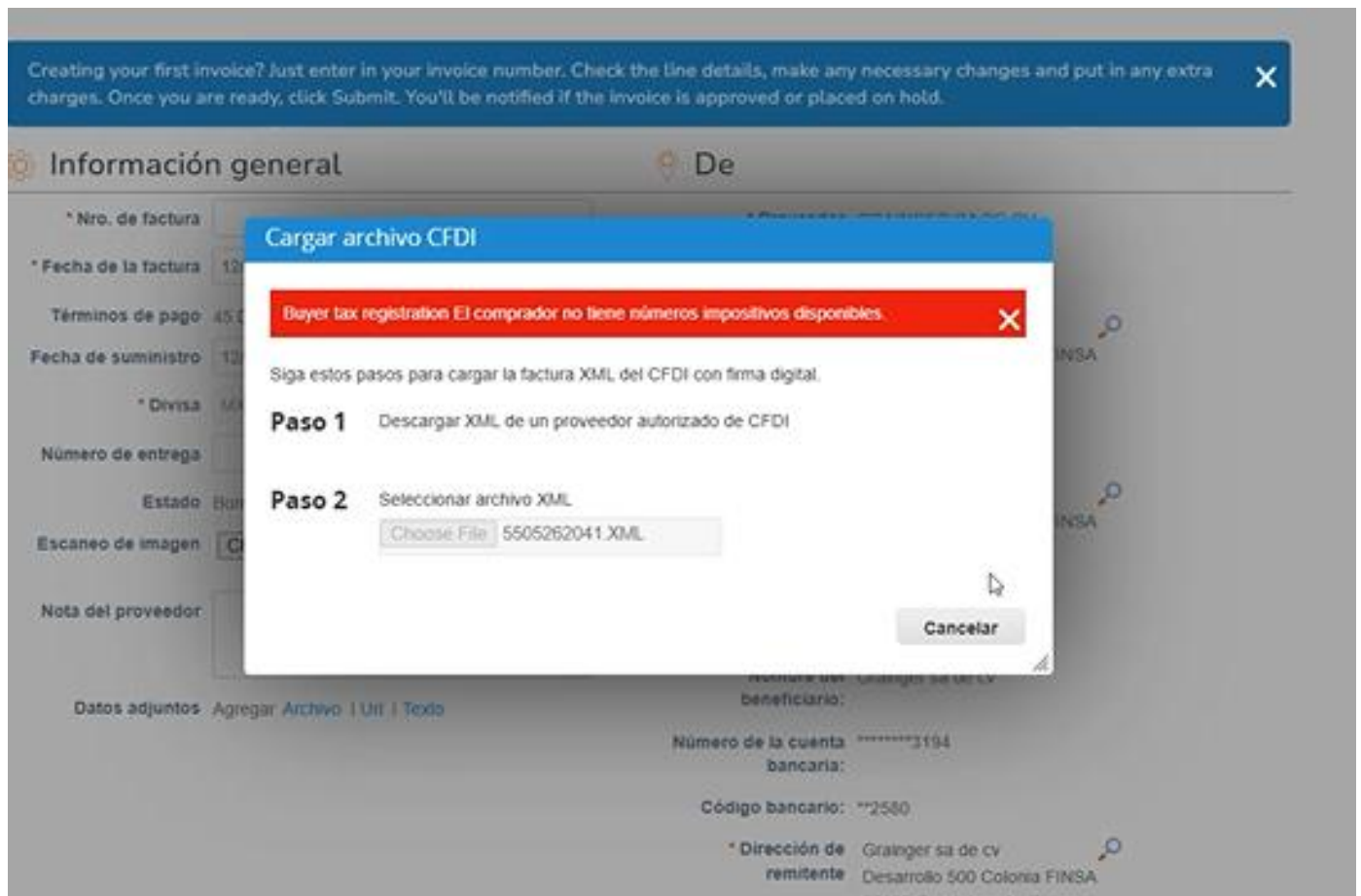
Error 1

Buyer Tax Registration

Cause

This error occurs when the Tax ID on the Purchase Order (PO) does not match the Tax ID on the CFDI document.

Error Message



Solution

- Suppliers must verify that their Tax ID is correct and update it before submitting the invoice.
- The Tax ID on the CFDI must match the information on both the Purchase Order (PO) and the CFDI XML document.

Recommended Steps

1. Create new CFDI XML document.
2. Submit XML into Coupa.
3. Verify that it corresponds to the correct PO being invoiced.

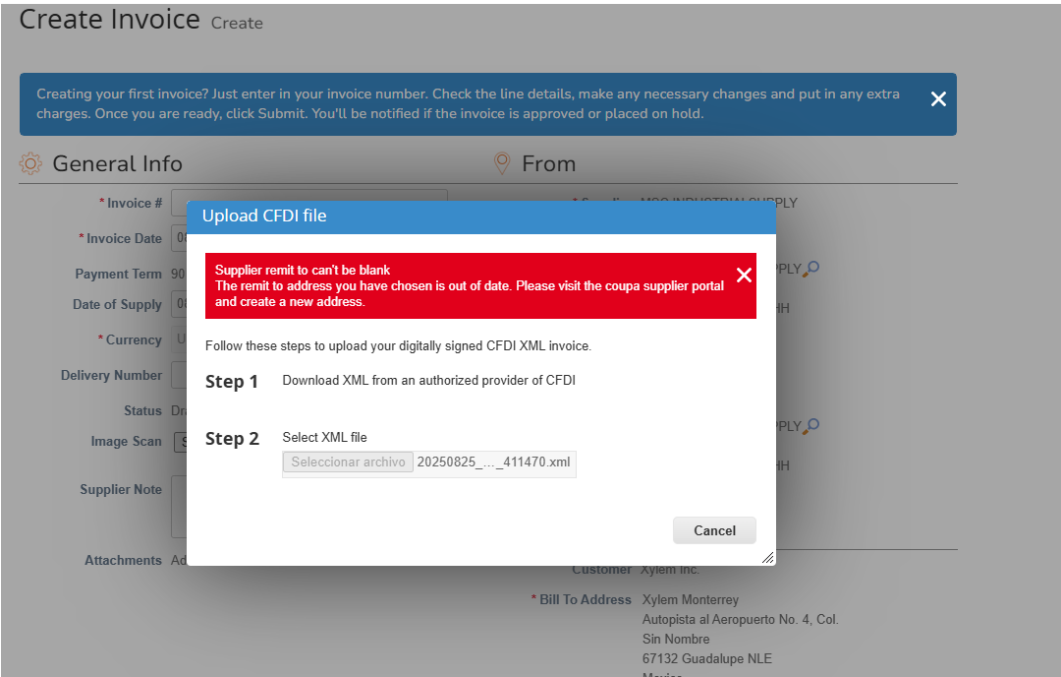
Error 2

Supplier Remit To Cannot Be Blank

Cause

If you have received this error, it is due to the Remit to address blank under legal entities.

Error Message

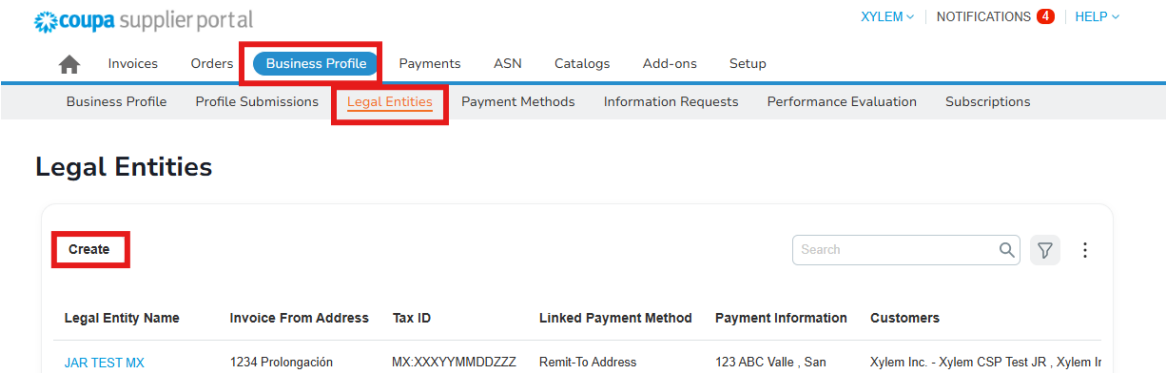


Solution

- Make sure that the supplier has updated their address using step found in the CSP.
- We recommend you make sure that all information in the CSP is updated in order to avoid any future issues.

Recommended Steps

1. Navigate to **Business Profiles**.
2. Navigate to **Legal Entities**.
3. Select the **Create** only if you do not already have a Legal Entity Name or if you need to create a new one. If not, skip to Step 5.



- Complete all required fields (marked with a red asterisk).
- Once completed select **Save** in the blue box at the bottom of the page.
- In the Legal Entity Name column hover, over the Legal Entity Name (in blue text). A blue pencil icon will appear, select the blue pencil.
- Scroll down to the bottom of the page and locate the message:
"Payment information and customer connections can be modified on the Payment Methods page. Click here to make changes."
 Select **Click Here**.
- Select Add **Payment Method** a drop-down menu will appear with three options: *Bank Transfer, Remit-To Address, and Virtual Card*. Choose all applicable methods. (Note: You can add multiple methods if needed.) Select the second icon (a blue paperclip). A splash page will appear select the checkmark next to the customer's name and choose Share Payment Method. See image below

The screenshot shows the 'Payment Methods' page in the Coupa Supplier Portal. The table lists four payment methods:

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Remit-To Address	ABC Financial Bank ****6789-v2			JAR TEST MX	Xylem DevS4 Inc. - Test Supplier SE, Xylem Inc. - Xylem CSP Test JR +1 more	Active	[Edit] [Share] [Settings] [Delete]
Bank Transfer	ABC Financial Bank ****6789	United States	USD	Jazmine Test Supplier	Xylem DevS4 Inc. - Test Supplier SE, Xylem Inc. - Xylem CSP Test JR +1 more	Active	[Edit] [Share] [Settings] [Delete]
Remit-To Address	123 ABC St, Phoenix, Arizona, 85001, United States			Jazmine Test Supplier	Xylem DevS4 Inc. - Test Supplier SE, Xylem Inc. - Xylem CSP Test JR +1 more	Active	[Edit] [Share] [Settings] [Delete]
Remit-To Address	Test Address, Test City, North Carolina, 28216, United States			Test LLC	Xylem DevS4 Inc. - Test Supplier SE, Xylem Inc. - Xylem CSP Test JR +1 more	Active	[Edit] [Share] [Settings] [Delete]

The image below shows the splash page after selecting the paperclip to share payment information with customer:

The 'Share Payment Method' splash page displays a list of customers for selection. The second customer, 'Xylem DevS4 Inc. - International Industrial Suppliers and Services Corporation Inc.', is highlighted with a red arrow pointing to its selection checkbox.

Refer to [Reference Guide](#) for further assistance located on the Xylem website

Error 3

Supplier Shipping Address Cannot Be Blank

Cause

This error occurs when the supplier has not added a shipping address to the PO, preventing invoice submission.

Error Message

The shipping address you selected is out of date. Visit the Coupa Supplier Portal and create a new address.

Upload CFDI file

Ship to address Must be present on invoice X

Follow these steps to upload your digitally signed CFDI XML invoice.

Step 1 Download XML from an authorized provider of CFDI

Step 2 Select XML file

Choose File

6657_SEG... TERREY.xml

Solution

Suppliers should ensure that all information in the CSP is updated to avoid future issues.

Verify the information has been update and matches on the XML CFDI before submitting in Coupa.

Recommended Steps

1. Log into the Coupa Supplier Portal (CSP).
2. Go to Business Profiles.
3. Scroll down to the Addresses section at the bottom of the screen.
4. Click Add Address (You will be able to add you invoice from and ship from addresses.

Review screenshots below

Error 3 (continuation)

The image below provides an example of an invoice in Coupa. All fields in the 'From' and 'To' address sections marked with a red asterisk are required:

The screenshot shows the 'Create Invoice' page in the Coupa supplier portal. The 'From' and 'To' address sections are highlighted with a red box. The 'From' section includes fields for Supplier, Invoice From Address, Remit-To Address, and Ship From Address. The 'To' section includes fields for Customer, Bill To Address, Ship to Address, Requester Email, and Requester Name. All fields marked with a red asterisk are required.

Select the magnifying glass icon to open the splash page, which will display a dropdown menu containing all available addresses within Coupa example below:

The screenshot shows the 'Choose Invoicing Details' splash page. A red arrow points to the magnifying glass icon in the 'Legal Entity' dropdown menu. The page displays a dropdown menu for 'Legal Entity' with 'Test LLC' selected. Below this, the 'Invoice From' and 'Remit-To' address sections are shown, each with a dropdown menu and an 'Add New' button. The 'Ship From Address' section is also shown with a dropdown menu and an 'Add New' button. The page includes 'Cancel' and 'Save' buttons at the bottom.

Error 4

Multi Factor Authentication


Cause

Suppliers no longer have access to their Multi-Factor Authentication phone number and do not have backup codes available.

Solution

Contact Coupa Support for assistance.

Email: supplier@coupa.com



Multi Factor Authentication

Enter the 6-digit verification code from your authenticator app.

* Multi Factor Authentication

☐ Remember this browser

Cancel

Log in

Support

For Additional Support

- If you require further assistance regarding any functionality of the Coupa Supplier Portal, please contact Coupa Help Desk Team via the following mailbox:

Coupahelpdesk@xylem.com

Xylem Support

The Xylem Website we offer support materials for suppliers including:

- [FAQs for suppliers transitioning to Coupa for Xylem Monterrey | Xylem US](#)
- [Coupa Supplier Portal \(CSP\) training webinar 1 | Xylem US](#)

Coupa Support

Coupa also offers various support materials for suppliers transacting via the Coupa Supplier Portal, including:

- [FAQ | Coupa Suppliers](#)
- [Help Page | Coupa Suppliers](#)
- Mailbox: supplier@coupa.com