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CHECK INVOICE AND PAYMENT STATUS IN COUPA

How To Guide

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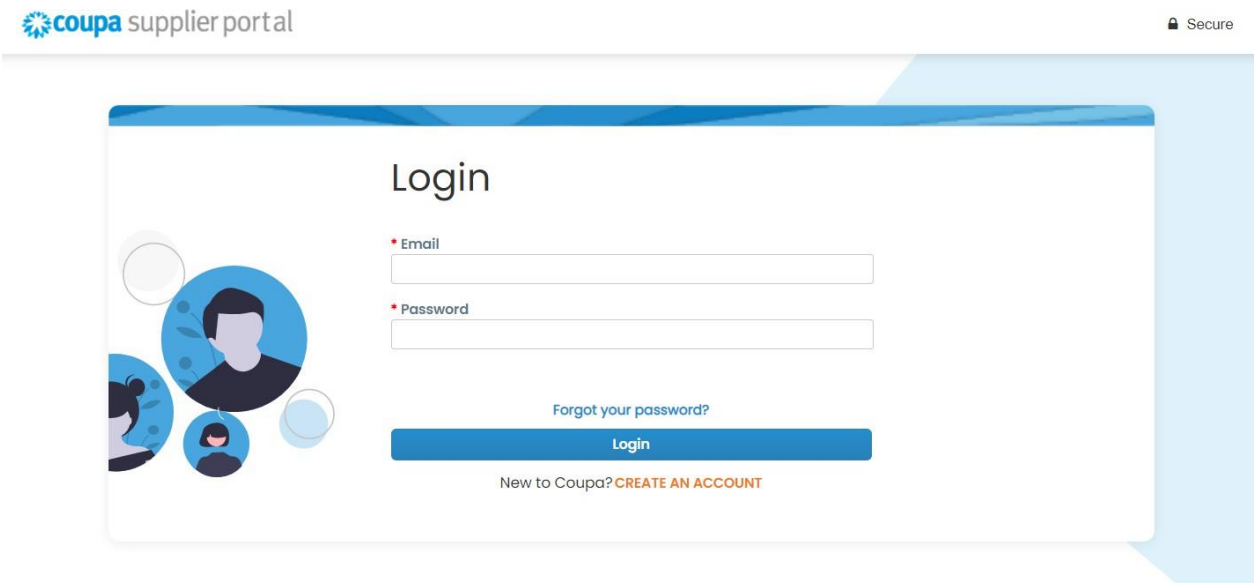
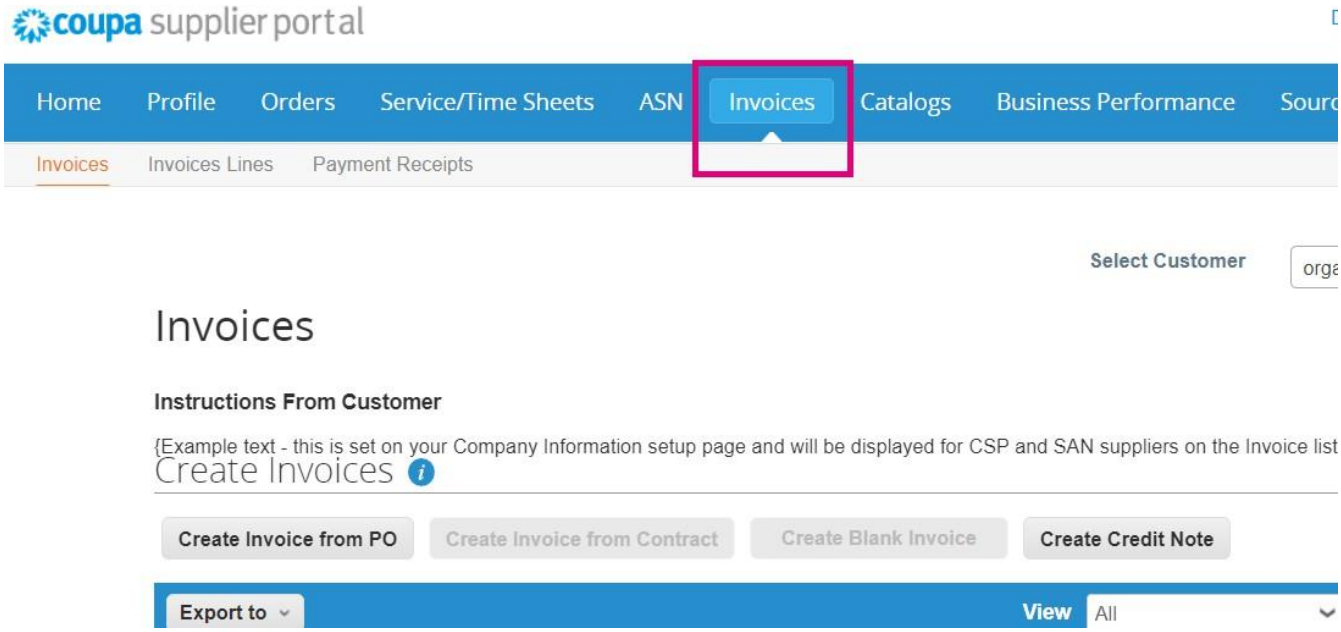
How to Check the Invoice Status in Coupa

1. Log in to the Coupa Supplier Portal with **Email** and **Password.**

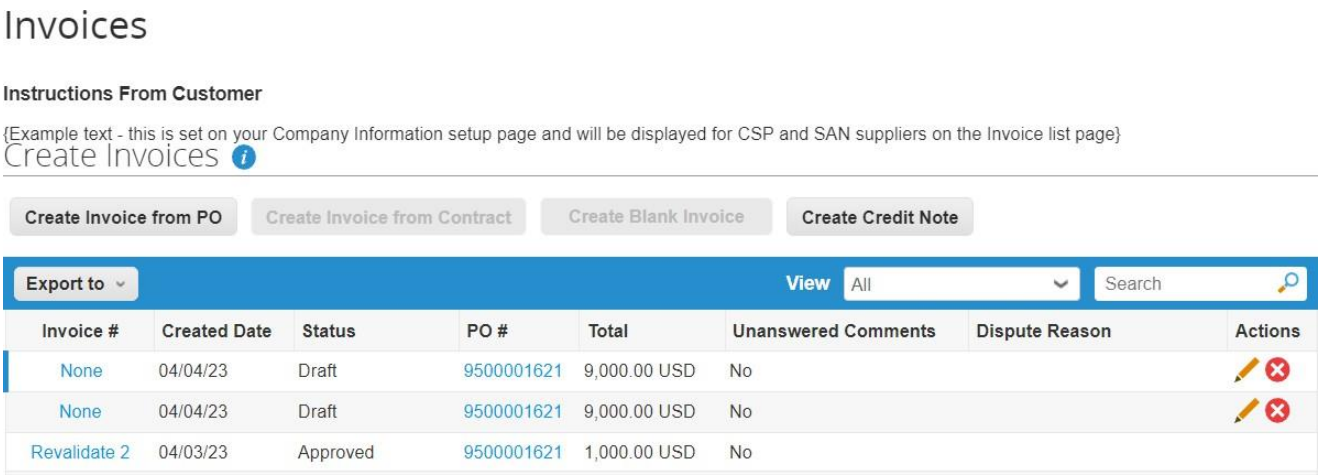


2. Click on **Invoices** Tab.



3. Select your customer from the drop-down list.

4. Once the costumer is selected, Coupa will display the list of invoices and their statuses.



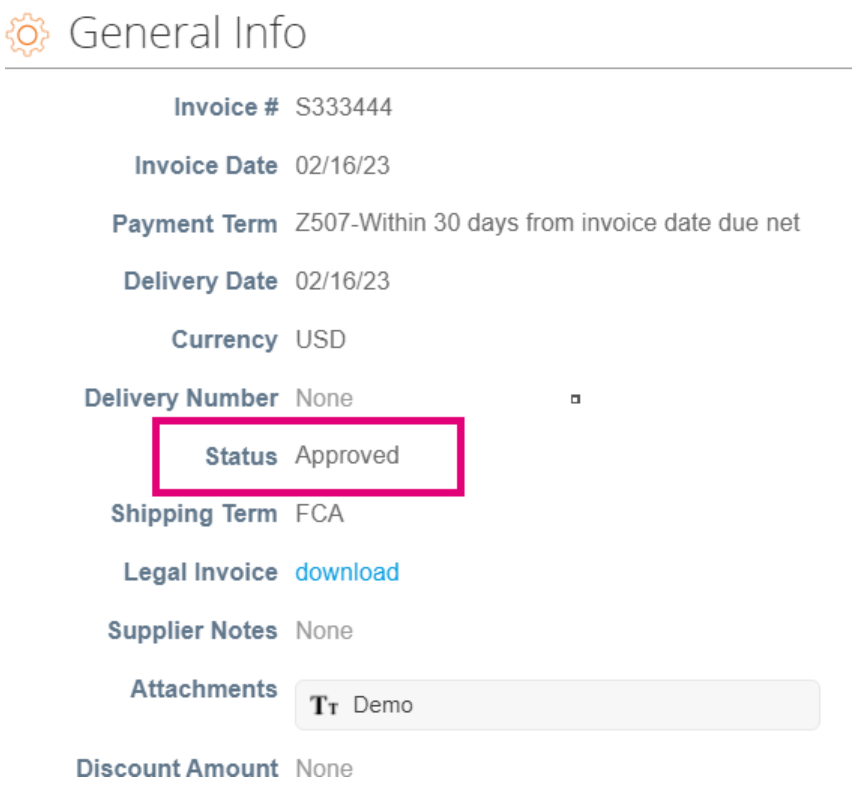
Below you can see a list of invoices status and the meaning of each:

Invoice Status	Meaning
AP Hold	Requires accounts payable review
Approved	The invoice has been approved for payment
Disputed	Requester requires changes to the invoice
Draft	Document is saved, but not submitted
On Hold	Requires review by someone outside of AP
Pending Approval	Waiting for the current approver
Pending Receipt	Waiting for the invoice items to be received
Rejected	The invoice has been rejected by an approver
Voided	The invoice was voided

Withdrawn	The invoice was withdrawn

5. To check more details on a specific invoice, click on its number.

6. Invoice will be displayed, and you will be able to see the status.



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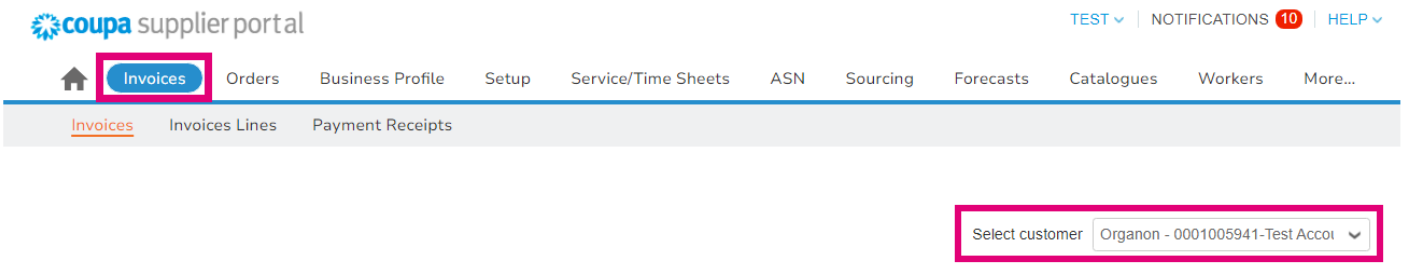
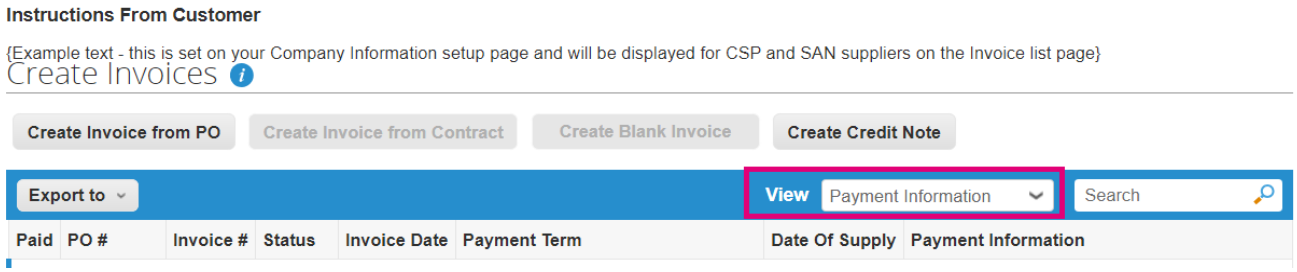
How to Check the Payment Status in Coupa

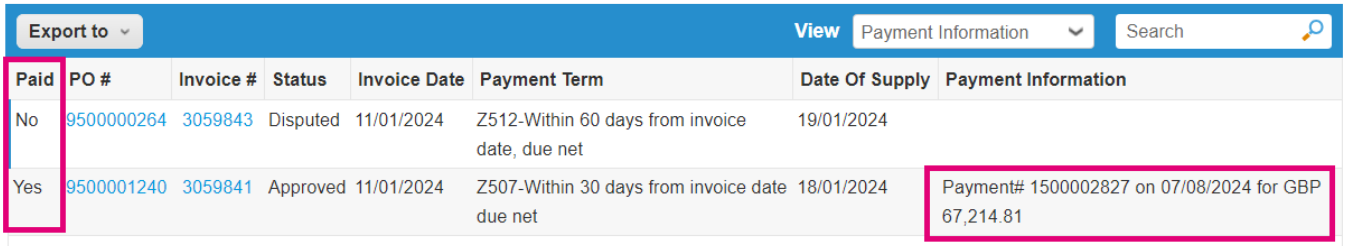
1. Click on **Invoices** Tab, Select your **Customer** from the drop-down list.



2. Select the View **Payment information.**



3. Once the view is selected, Coupa will display the payment information for the invoices.



***Note**: A Coupa invoice payment details may not be found because of the following reasons:*

a. *The invoice payment date is not due yet*

b. *If invoice has a status different than "Approved" (or invoice didn't show up at all in Coupa report), supplier can request additional information by contacting the Helpdesk department.*