

# Standard Operating Procedures For Coupa Random Review

## Purpose

The purpose of this SOP document is to aid in the completion of the monthly Coupa Random Review. This review monitors prior day activity of invoices processed from ABBYY into Coupa, correcting errors and reporting issues to the appropriate parties as necessary.

## Summary

Below you will find the criteria, goals, and procedures necessary to complete the Coupa Random Review. Instructions and examples have been provided throughout this document to aid responsible parties in the creation and maintenance of the review, as well as the upkeep of this aid. Correct any errors found and provide notes in the Comments section or email the necessary parties for assistance. Each Friday the report is should be emailed to **Chuck Zemlick, Verina Kennedy, and Courtney Walker** as a screenshot or PDF.

## Context

Use this document to help set up emailed reports from views in Coupa, create the monthly review using the template provided, and review the number of invoices necessary to meet the goals listed below.

## Table of Contents

Criteria for reviewing Utilities, Disconnects, and Other Invoices.....	2
Extracting from Coupa.....	3
Preparing for Review.....	4
Reviewing Invoices.....	5
Creating Pivot Tables for Dashboard .....	6

## Related Links

- [Daily Coupa Review \(shared file\)](#)
- [Coupa Random Review Template.xlsx](#)
- [PRO - locations file folder](#)

# Standard Operating Procedures For Coupa Random Review

## Criteria for reviewing Utilities, Disconnects, and Other Invoices

- **Utilities (Goal: Review 15% of extracted Utility invoices per day)**
  - **Created Date:** Yesterday
  - **Total:** less than \$30,000.00
  - **Status:** Approved
  - **AP Tome Id:** starts with "WBZ\_AP"

The screenshot shows the Coupa filter configuration interface for Utilities. At the top, there is a 'Match Conditions' section with a dropdown set to 'Match all conditions from at least one group' and an 'Add group of conditions' button. Below this, the filter is built using a series of 'Filter By' and 'Filter Clause' fields. The first filter is 'Billing' is in 'ORACLE CHART' and is '72010000'. Below this, there are fields for 'Location', 'Account', and 'Dept'. The second filter is 'Created Date' is 'yesterday'. The third filter is 'Total' is 'less than' '30000'. The fourth filter is 'Status' is 'Approved' (selected from a dropdown menu). The fifth filter is 'AP Tome Id' starts with 'WBZ\_AP'. Each filter row has a red 'X' and a green '+' icon on the right.

Filter By	Filter Clause	Filter Text
Billing	is in	ORACLE CHART
	and is	72010000
Created Date	yesterday	
Total	less than	30000
Status	is	Approved
AP Tome Id	starts with	WBZ_AP

- **Other Invoices (Goal: Review 5% of extracted Other Invoices per day)**
  - **Created Date:** Yesterday
  - **Total:** less than \$30,000.00
  - **Document Type:** contains "Other"
  - **Status:** On Hold
  - **AP Tome Id:** starts with "WBZ\_AP"

The screenshot shows the Coupa filter configuration interface for Other Invoices. The filter is built using a series of 'Filter By' and 'Filter Clause' fields. The first filter is 'Created Date' is 'yesterday'. The second filter is 'Total' is 'less than' '30000'. The third filter is 'Document Type' is 'Other Invoices'. The fourth filter is 'Status' is 'On Hold' (selected from a dropdown menu). The fifth filter is 'AP Tome Id' starts with 'WBZ\_AP'. Each filter row has a red 'X' and a green '+' icon on the right.

Filter By	Filter Clause	Filter Text
Created Date	yesterday	
Total	less than	30000
Document Type	is	Other Invoices
Status	is	On Hold
AP Tome Id	starts with	WBZ_AP

# Standard Operating Procedures For Coupa Random Review

## Extracting from Coupa

- There are four views in Coupa, already created with the necessary criteria for both Utilities and Other Invoices. The last two shown, in the list below, compile both Saturday and Sunday invoices for review on Mondays. (2 in Coupa's Invoices tab and 2 in the Invoices Lines tab)
  - Coupa Random Review
  - Coupa Random Review w/ GL
  - Coupa Random Review (Mon)
  - Coupa Random Review (Mon) w/ GL
- Choosing which view(s) to extract.
  - **Non-GL reports from Invoices** contain invoice header information and links to image scans, but do not contain billing code strings. **GL reports from Invoice Lines** contain all of the invoice header information and the billing code strings; however, invoice numbers are duplicated due to this report showing multiple line items when applicable. **You can choose to use the Non-GL report without the billing codes. Should you choose use the billing codes, the ideal solution is:**
    - a. Have both the **Non-GL** and **GL** reports sent to your email.
    - b. Open the files from the emails at the same time.
    - c. In both files, create a helper column to the left of the "Date Worked" column by concatenating the Invoice Date, Account Number, Invoice #, and Supplier for each row.
    - d. In the Non-GL file, add a "**Billing**" column to the right of the Document Type column.
    - e. Then, click the first cell in the **Billing** column and run a VLOOKUP with the helper column as reference to return the specific billing codes for each row.
    - f. Copy the values now returned in the **Billing** column and paste in the same column using the "Paste Values" function. The reason for this step is that active, open workbooks are being used for the VLOOKUP reference. Once the GL file is closed, the values in the Billing column would show a #REF error if they aren't copied and re-pasted as values instead of formulas.

# Standard Operating Procedures For Coupa Random Review

	Non-GL Report From Invoices	GL Report From Invoice Lines
Invoice Header Information	✓	✓
GL Code – Billing String	✗	✓
Image Scan	✓	✗
Duplicate Invoice Numbers (Due to Multiple Line Items)	✗	✓

- Use the steps below to have these views emailed to you as Excel spreadsheets for the review.
  - Click the **“Schedule Emails”** button.
  - Next to **“Send Report,”** use the dropdown to choose **“Weekly”** which would send the report, based on the criteria, every week on the days of your choice.
  - For **“Run Window,”** choose to have the report emailed between **4 CDT and 7 CDT**, which would be 4am and 7am, except for the Monday reports. Run the Monday reports **“Weekly”** on Sundays between **22:00 CDT and 1:00 CDT**, which is 10pm and 1am.
  - For **“Send As”**, choose XLSX Report to send the report as an Excel spreadsheet.
  - Lastly, check the **“Do Not Send Empty Reports”** box to avoid receiving empty files.

## Preparing for Review

- Use the steps below to begin creating the monthly file for the Coupa Random Review.
  - Copy the Coupa Review Template file and save it as “[Month] [Year]”.xlsx for the current month and year - (i.e. April 2023.xlsx)
  - Open and clear the examples from each sheet of your new Review workbook.
  - Open your Coupa Random Review from the current day’s email and copy/paste the rows, without the headings, into the **“All Invoices”** sheet. Repeat this step each day for each Coupa Review email.

# Standard Operating Procedures For Coupa Random Review

## Reviewing Invoices

- **Below is a list of items to check when reviewing invoices:**
  - **Invoice Date** – filter to check if there are any invoice later than the current date to avoid late payments and disconnects.
  - **Account Number** – review account numbers to ensure that the account number and invoice number is not the same. ABBYY likely only selected the account number for the invoice number without adding the invoice date. This could result in invoices being rejected as duplicate invoices.
  - **Supplier** – review the image scan of the invoice to ensure the correct supplier was selected
  - **Total** – check the total of each invoice reviewed to ensure the correct amount was entered for payment.
- **The goal is to review 5% of the Other invoices and 15% of the Utility invoices that enter Coupa from being processed in ABBYY. Use the following steps to split the Utility and Other invoices into their respective sheets.**
  - In the All Invoices sheet, filter the “Document Type” column to show only Utility and Utility Disconnect invoices.
  - Also in the All Invoices sheet, filter the “Date Worked” column to the days you would like to review, typically being the current date.
  - Once filtered, select and review **15%** of the shown invoices at random. Refer back to the above bullet for questions on how to complete the daily review.
  - Copy all of information for each invoice reviewed and paste it into the Utility Invoices Reviewed sheet.
  - Repeat the steps above to review **5% of the Other invoices**, and paste them into the Other Invoices Reviewed sheet.

# Standard Operating Procedures For Coupa Random Review

## Creating Pivot Tables for Dashboard

- Pivot tables will be used to track progress and a screenshot or PDF will need to be sent via email each Friday to: **Chuck Zemlick, Verina Kennedy, and Courtney Walker**. The steps for creating each Pivot table are as follows:
  - The first Pivot table is created by clicking a cell in the **All Invoices** sheet, clicking Insert from the menu, and selecting PivotTable.
  - The table would be “**All\_Invoices**”, choose **New Worksheet**, and be sure to check the box for “**Add this data to the Data Model**”.
  - Name this new worksheet “**Random Review Dashboard**” and use the tables below for guidance as to where to place the necessary fields.
  - The three additional tables can now be created by clicking a cell in the Random Review Dashboard sheet, clicking “**Use this workbook’s Data Model**”, and choosing “**Existing Worksheet**” if not already selected. There are also guides below for these tables.

Total Invoices Pivot Table	
<u>Filters</u>	<u>Columns</u>
<u>Rows</u>	<u>Values</u>
Move “Σ Values” from the <b>Columns</b> area to the <b>Rows</b> area.	<b>Total Other Invoices Received</b> (custom measure) from All_Invoices table <b>Total Utility Invoices Received</b> (custom measure) from All_Invoices table <b>Invoice #</b> from Other Invoices Reviewed table <b>Invoice #</b> from Other Invoices Reviewed table <b>Invoice #</b> from Utility Invoices Reviewed table <b>Invoice #</b> from Comments table
<p>The third column of this table was manually added to help calculate the percentage of received invoices reviewed based on the entries in the Utility Invoices Reviewed and Other Invoices Reviewed sheet. It provides an easy means of demonstrating that the 5% and 15% goals have been met to date.</p> <p>The “Reviewed” rows were calculated by dividing C7 by C5.</p> <p>The “Issues Commented” row was calculated by dividing C9 by (C5+C6).</p>	

# Standard Operating Procedures For Coupa Random Review

Comments Pivot Table	
<u>Filters</u>  <b>Document Type</b> from Comments table	<u>Columns</u>  Leave “ <b>Σ Values</b> ” in <b>Columns</b> area
<u>Rows</u>  <b>Document Type</b> from Comments table	<u>Values</u>  <b>Invoice #</b> from Comments table <b>Total</b> from Comments table

Utility Invoices Comments Pivot Table	
<u>Filters</u>  <b>Document Type</b> from Comments table  *Click the filter on the actual Pivot table and filter for Utility only*	<u>Columns</u>  Leave “ <b>Σ Values</b> ” in <b>Columns</b> area
<u>Rows</u>  <b>Comments</b> from Comments table <b>Supplier</b> from Comments table	<u>Values</u>  <b>Invoice #</b> from Comments table <b>Total</b> from Comments table

Other Invoices Comments Pivot Table	
<u>Filters</u>  <b>Document Type</b> from Comments table  *Click the filter on the actual Pivot table and filter for Other only*	<u>Columns</u>  Leave “ <b>Σ Values</b> ” in <b>Columns</b> area
<u>Rows</u>  <b>Comments</b> from Comments table <b>Supplier</b> from Comments table	<u>Values</u>  <b>Invoice #</b> from Comments table <b>Total</b> from Comments table