

E-invoicing Supplier Guide

Welcome to Cloudflare's esteemed supplier network!

This guide provides a detailed overview of our mandatory e-invoicing procedures to ensure a smooth partnership. We will explain how to use Cloudflare's two electronic invoicing methods: the **Coupa Supplier Portal (CSP)** and **Supplier Actionable Email Notifications (SAN)**. Following these instructions for invoice submission will help facilitate accurate and on-time payments.

Invoicing Procedures:

Cloudflare uses e-invoicing exclusively for all vendor transactions. Invoices must be submitted through one of the following channels:

- **Coupa Supplier Portal (CSP)**
- **Supplier Actionable Notifications (SAN)** via email

For a detailed overview of each option, please refer to *page 2* of this guide.

All invoices must be attached in PDF format and include the following details:

- Vendor name and address
- Cloudflare legal entity being invoiced
- Invoice date
- Unique invoice number (no duplicates)
- Description of goods or services provided, including delivery or service dates
- Remit-to address
- Ship-to address (if different from bill-to)
- Quantity and unit price (if applicable)
- Subtotal, applicable taxes, and total amount due
- Purchase Order (PO) number

Each invoice must also reference an active Cloudflare buyer or authorized Cloudflare contact who requested or approved the goods or services.

If submitting multiple invoices, please upload each invoice as a separate PDF file rather than combining them into a single document.

Payments will be processed in accordance with the payment terms stated on your purchase order.

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How to submit invoices through Coupa Supplier Portal (CSP) or Supplier Actionable Notifications (SAN)

What is Coupa Supplier Portal?

Use CSP to manage transactions, view purchase orders, and track invoice status.

Registration

- Use the link from your Cloudflare invitation email to register. If you have not received an invitation, contact SupplierEnablement@Cloudflare.com.
- Follow the instructions to complete your registration, including setting up your remit-to address and bank details.

Submitting an Invoice via CSP

1. From the CSP home page, click the **Orders** tab.
2. Select **Cloudflare, Inc** as the customer.
3. Locate the correct PO and click the yellow coins icon  under **Actions** to create an invoice.
4. Enter the **Invoice #** and **Invoice Date**. Other fields will auto-populate from the PO.
5. Attach a PDF of your invoice in the **Attachments** section.
6. Click **Submit**.

Need help?

- Payment related inquiries, contact AP@cloudflare.com
- For portal or invoice submission support, contact SupplierEnablement@cloudflare.com

What is Supplier Actionable Notifications?

Use SAN to create and submit invoices directly from your PO email, no login required.

Submitting an Invoice via SAN

1. In the PO email, click the **Create Invoice** button.
2. Ensure all information on the PO is correct before proceeding. If changes are needed, contact the Cloudflare Procurement team to have the PO updated before you create the invoice.
3. If you are not registered in the CSP, you will be required to add a "Remit To" address.
4. Fill in all mandatory fields, which are marked with a red asterisk.
5. At the line level, select the appropriate tax rate. Suppliers in the USA must add tax in the **Totals & Taxes** section.
6. Select **Calculate** to see the gross value, and when ready, select **Submit**.

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Frequently Asked Questions (FAQs)

Please find below the Frequently Asked Questions about the Coupa Supplier Portal and Supplier Actionable Notifications

- **Can I submit an invoice without a Cloudflare PO?**
 - No, to ensure invoices have the relevant pre-approvals, all invoices submitted in the CSP must be backed by a PO.
- **How can I check status of my invoices?**
 - In the Invoice tab, you will see a list of your invoices with real-time status updates.
 - For paid invoices, payment details can be viewed by opening the invoice.
- **Do I need to attach my PDF invoice?**
 - Yes, attaching a PDF invoice facilitates a simpler and faster approval process.
- **Where can I go to read more about CSP?**
 - All necessary information about custom integration for suppliers can be found [here](#).
- **How to connect to Cloudflare via the CSP?**
 - There are several ways to connect to Cloudflare via the CSP:
 - **Cloudflare sends an invite:** Open the invitation email and click the relevant button to register/login to the CSP and connect to Cloudflare.
 - **With an existing CSP account:** Supplier can send a connection request via CSP to Cloudflare.
- **Can you add a member to the CSP?**
 - Cloudflare does not manage supplier accounts. This means that Cloudflare cannot add or manage members within your organization. Each supplier account has an Administrator (the first person to create an account for the organization) who has the ability to add members. For more information, please visit the [Manage Users page](#).
- **Why do I need to set up Multi-Factor Authentication (MFA)?**
 - Coupa recommends enabling Multi-Factor Authentication (MFA) for security reasons. To access secure payment information, MFA must be enabled. Please visit the [Multi-Factor Authentication](#) page for instructions on setting up MFA.
- **I can't submit an invoice because I can't add a Legal Entity/Remit-To address.**

A Legal Entity and Remit-To address are required to submit an invoice. To set them up, follow these steps:

 - Navigate to the Business Profile page > Legal Entities.
 - Click Create, fill out the necessary information, and save it.
 - Once saved, the information will be available in the dropdown menu when submitting an invoice.
- **How can I update my Banking/Legal details?**
 - Cloudflare manages banking and legal information internally through a vendor management platform. If you need to update your details, please contact AP@Cloudflare.com with your request. Requests submitted in the CSP will not be processed.