

# ONESOURCE INDIRECT TAX SOLUTION FOR COUPA

## CONFIGURATION GUIDE

PRODUCT VERSION 1.0.0.2

Document Version 1

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## DOCUMENT HISTORY

Version Number	Version Date	Summary
V1.0.0.0	February 22, 2023	This version contains the features of ONESOURCE Indirect tax solution for Coupa, required configurations for the supported use cases and tax jurisdictions necessary for external tax validation. It also contains the common tax integration errors and support protocol for users to resolve tax integration issues after implementation.
V1.0.0.2	May 10, 2023	This version contains updates for Canadian multi-tax transactions and support for seller PST/QST multi-tax registration numbers on invoices from Coupa Supplier Portal and enterprise channels.



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# INTRODUCTION

## WELCOME TO ONESOURCE INDIRECT TAX SOLUTION FOR COUPA

This solution is specifically designed for organizations who use Coupa P2P solution for buying of goods and services. The solution will enable buyer organizations to get fast and accurate tax results on all indirect spend transactions for quicker decisions, accurate tracking of tax liabilities and effective regulatory returns.

This version (OIDTC 1.0.0.0) includes Sales/Use Tax in US tax jurisdiction as well as GST, HST, PST, and VAT taxes in other international tax jurisdictions.

## WHO SHOULD READ THIS GUIDE?

This configuration guide is necessary for the guidance of all resources involved in deployment, operation or support of the ONESOURCE Indirect Tax solution integrated with Coupa procurement solution. This may include any of the resources listed below.

- Client Systems Administrators
- Coupa Business Systems Analyst
- TR Professional Services Team
- Independent Tax Consultants (Third Party)
- Coupa Customer Support Team
- TR Customer Service Team

A good understanding of this guide is required for successful deployment, operation, and support of ONESOURCE Indirect tax integration with Coupa.

## PREREQUISITES

The following tasks are expected to be completed before ONESOURCE Indirect Tax solution for Coupa may be integrated with Coupa instance.

Task	Task Name	Description/Details	Responsible Team
1	Execute Coupa/ Customer agreement	Acquire Coupa subscription license and subscribe to version (34.0.0. or higher)	Customer/ Coupa Sales/engagement Team
2	Execute Client agreement with Thomson	Acquire Thomson Reuters ONESOURCE Indirect Tax solution for Coupa Integration services and support.	Customer/Thomson Reuters Professional Services Team/ External Tax Consultants

## 8 | Introduction

### System Pre-requisites

	Reuters for Indirect tax integration service		
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## SYSTEM PRE-REQUISITES

The ONESOURCE Indirect Tax solution for Coupa integration does not require further installation of any software components as Coupa is a cloud-based solution while OIDT for Coupa solution is also hosted and managed in a cloud environment.

However, the current integration version has been developed, tested, and certified based on specific releases of Coupa and the ONESOURCE Indirect Tax solution. These applications are compatible with specific web browsers. See table below for specifications.

System	Requirements
Coupa Cloud Solution	Version 34.0.0 or higher
ONESOURCE Indirect Tax Determination	Version 5.13.x.x or higher
Coupa P2P browser compatibility	Google Chrome, Mozilla Firefox, Microsoft Edge, and Microsoft Internet Explorer
ONESOURCE IDT (5.13.x.x) for Coupa web browser Compatibility	Google Chrome 75+, Mozilla Firefox 68+ and Microsoft Edge.

## SCOPE OF THIS SOLUTION

The scope of this solution (MVP1, OIDTC v1.0.0.0) includes the following features:

- Available only on Coupa cloud Solution 34.0.0 or higher versions (shared cloud).
- Tax calculations on Invoice transactions; PO backed, and non-PO backed.
- Tax Calculations on Credit Memo Transactions: PO Backed and Non-PO backed.
- Tax Transaction logs in ONESOURCE IDT Unified Logging feature
- Support for Sales/Use Tax, HST, PST, QST, GST, and VAT/similar tax types. See appendix iii for full list of tax types supported by this version.
- Support for US, CA, Euro Tax jurisdictions. See appendix iii for list of all countries and Invoice use cases supported by OIDTC version 1.0.0.0

This is not a definitive scope as additional features will be added incrementally in subsequent releases.

## APPLICATION OVERVIEW

This chapter describes:

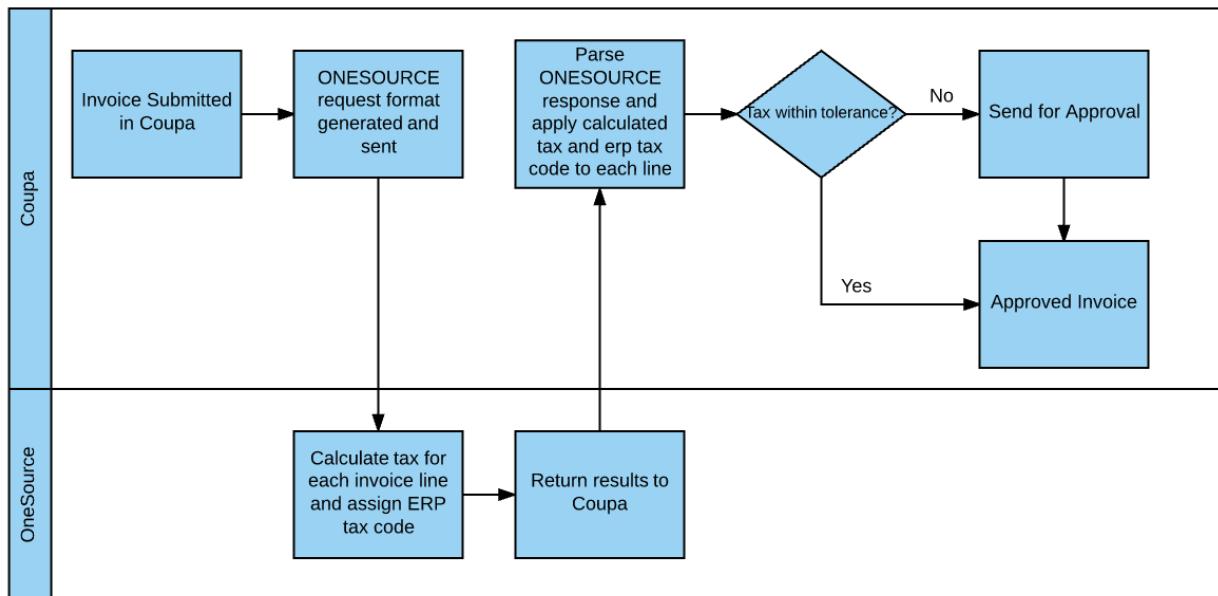
- Overview of solution architecture
- Functional Overview
- Process Overview
- Technical overview
- Benefit of the solution

The purpose of the “ONESOURCE Indirect Tax solution for Coupa” is to validate the taxes submitted by any supplier or buyer and give the buyer the ability to automatically validate or dispute the invoice based on the results provided by ONESOURCE external tax engine.

The “ONESOURCE Indirect Tax solution Coupa” integration solution will enable clients to validate the tax on a Coupa invoice by calling out to “Thomson Reuters ONESOURCE™ Indirect Tax Determination”. It provides the ability to do the following:

- Callout to ONESOURCE to retrieve tax information upon submission of invoices.
- Receive tax results from OIDTC to validate the tax amount on invoice.
- Flag invoice in Coupa for further review if supplier-entered tax amount is different when compared to ONESOURCE calculated tax based on tolerances.
- Save the ONESOURCE and Supplier tax amounts on the Okay to pay file after reconciliation and full approval.
- Populate the custom fields with Tax amount, ERP Tax codes or other custom information required for ERP integration.

## FUNCTIONAL OVERVIEW



### TAX AMOUNT VALIDATION

As each invoice is submitted, Coupa will perform a real-time callout to ONESOURCE tax engine to validate the tax amount (including tax amount provided by supplier).

If any header or line level value falls outside of the configurable tolerances set in Coupa, the invoice will be routed for adjustment and approval to the appropriate person or group.

Alternatively, the invoice may also be rejected at the approval stage for the supplier or input staff to correct the tax and resubmit the invoice for approval based on the business requirement. Coupa only keeps a record of the reconciled or rejected invoice.

### LINE LEVEL TAX CODE

As each invoice is submitted, Coupa will perform a real-time callout to apply the line level tax code returned from ONESOURCE for each invoice. The tax code returned from ONESOURCE will be stored in a custom field at the line level in Coupa. It is important to note that this custom field is different from the standard field of the same name ("Tax Code").

Both values will be available for export to ERP, but it will be up to Client to determine which value should be loaded to ERP.

### PROCESS OVERVIEW

1. ONESOURCE API will be called when an invoice is submitted in Coupa through any channel (e.g. Buyer created, cXML, CSP, SAN, Invoice Inbox).
2. Tolerances can be defined by the client at the Chart of Accounts level in Coupa and can be defined for either Supplier channel invoices or Buyer channel invoices.
3. If the tax amount calculated by ONESOURCE vs. the amount entered on the invoice is outside of the tolerance defined, the invoice will be routed for approval from the "Tax Review Team",

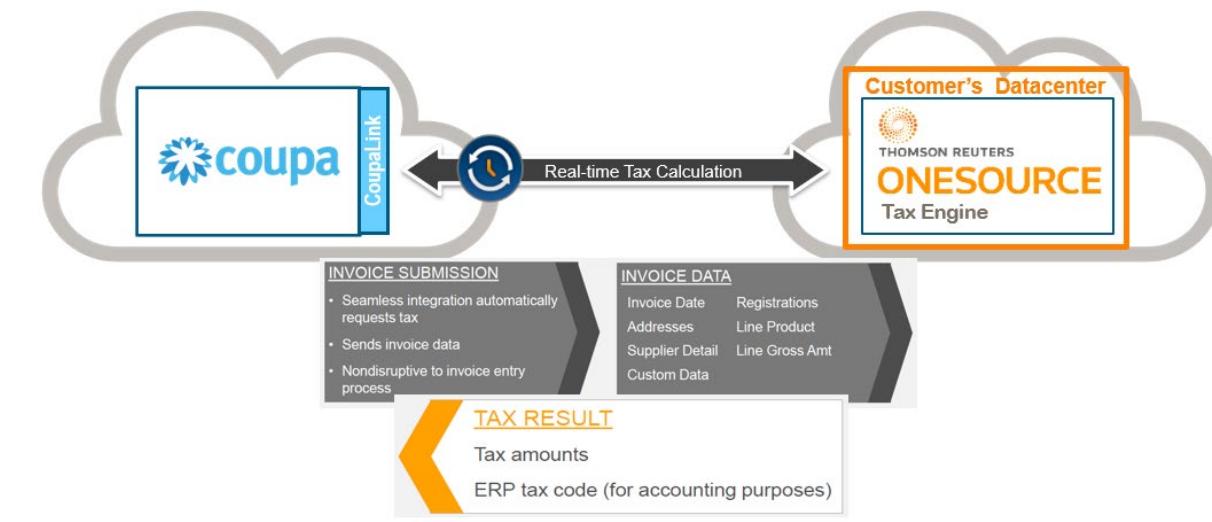
based on preconfigured business rules.

4. Any error encountered during the communication with ONESOURCE or with the calculation of tax will be applied in a custom field at the line level in Coupa and the invoice will be routed for approval from the “Tax Review Team”, an approval group defined in Coupa.
5. Fully reconciled and approved invoices are saved as approved documents on Coupa and may be further integrated into ERPs to facilitate payments.

## TECHNICAL OVERVIEW

The ONESOURCE Coupa integration is built using a combination of the Coupa REST API and ONESOURCE REST/SOAP API. The OIDI integration enables organizations using Coupa Procurement Solution to calculate, record and report taxes on standard Invoice transactions including PO backed, non-PO backed, as well as Credit Memos accurately and efficiently. It leverages tax calculation services from ONESOURCE determination engine, which is backed by world class, dynamic and up to date tax content. With very minimal master data maintenance, users can benefit from tax calculations on Coupa invoices for various tax scenarios ranging from simple to complex transactions.

## ONESOURCE Indirect Tax Determination & Coupa



## BENEFIT

The benefits of the ONESOURCE Indirect Tax solution for Coupa include the following:

- **Increased Efficiency** - Solve complex purchasing needs, including configurable supplier exceptions.

## Benefit

- **Reduce errors and increase strategic focus** - Remove user decisions and automate tax processes, saving hours for accounts payable and purchasing staff and allow more time to focus on strategic tasks.
- **Maximized Value** – Eliminate penalties and non-tax compliance as a result of overpayment or underpayment of sales or other transaction taxes charged by suppliers.

# TAX CALCULATION USING ONESOURCE INDIRECT TAX FOR COUPA (OIDTC)SOLUTION

## PROCESS AND TRANSACTION FLOW

The integration of Coupa Procurement Solution with ONESOURCE Indirect Tax for Coupa Solutions provides a seamless and real-time tax calculation service. With ONESOURCE integration, Buyer Organization need not to maintain tax rates for each tax authority instead can rely on ONESOURCE Indirect Tax Determination System for complex tax component details, dynamic rate changes. ONESOURCE Indirect Tax Determination makes use of complex algorithms on dynamic and research-based tax content to determine to calculate accurate taxes.

The tax calculation is triggered on Invoice and Credit Memo documents only. The business process flow is as follows:

1. The Procure to Pay buying business process starts with a Purchase Requisition. Coupa API does not support a tax call at this stage. Typically, requisitions may be created from Catalogs or imported through XMLs. Typical information required for PR creation include Ship from address, ShipTo location, Supplier, Buyer Company information. Coupa user can continue to process the Requisition for document to either be saved for further future processing or submitted for approval.
2. During requisition approval process, approver with appropriate edit authorizations may make changes.
3. When requisition is finally approved, a Purchase Order is created automatically. There is no tax information on the Coupa Purchase Order document.
4. When Purchase Order is routed to Supplier or either available on Coupa Network, Supplier would ship goods or provide services. Buyer user upon receiving goods/services would create receipts as a general process/as applicable.
5. Supplier may submit Invoice after supplying goods or providing services either on Coupa Supplier portal or through Invoice agent may enter it in Coupa enterprise Procurement system if it is a paper Invoice (Coupa allows different channels for submitting Invoices – enterprise P2P, CSP, CSV).
6. During Invoice approval process, Coupa makes a tax call and exports information on Vendor Invoice to the ONESOURCE tax engine through the tax call out integration.

7. ONESOURCE Indirect Tax solution for Coupa would perform tax calculation and send the expected tax rate, amount, tax authorities, the tax types and the tax code which is updated on Invoice Reconciliation line items. There are two features that may be used to trigger external tax call on Coupa. The Calculate Tax button or the Submit button. While the calculate tax button may only trigger external tax calculation, the submit button populates all tax related custom fields at header or line level in addition to updating the invoice with tax calculation results from OIDTC solution.
8. If no validation errors and invoice reconciliation exceptions occur, Invoice would be automatically approved.
9. Reconciled Invoices generate Payment Export (OK2PAY) and interfaced to backend ERP system for Invoice posting or Financial Accounting update. The tax information provided by ONESOURCE Tax is captured on OKP2AY and used during Invoice posting in backend ERP system.

## INVOICE RECONCILIATION WITH TOLERANCES

There may be tax variance between taxes submitted on an Invoice with what has been calculated by ONESOURCE Indirect Tax for Coupa solutions. ONESOURCE tax calculation logic is complex and utilizes all possible and available information to determine the most accurate and appropriate taxes for a given scenario at any given time.

There are three exceptions that may occur during invoice transaction processing.

### Under Tax Tolerance

When Vendor Charged Tax, (VCT) amount is less than tax amount calculated by ONESOURCE Tax for Coupa Solution outside tolerance the invoice will trigger an approval workflow., the invoice Manager may dispute the invoice for the supplier or input staff to prompt update the invoice with the expected tax amount before resubmission and approval. In both cases Coupa updates the invoice with the correct tax amount to facilitate approval. The integration does not keep a record of the variance and does not support tax accruals.

### Over-Tax Tolerance

When Vendor Charged Tax (VCT) amount is greater than tax amount calculated by ONESOURCE Tax for Coupa solution, this will result in a tolerance exception. Over tax variances should be disputed rejected by buyer users to facilitate correction and approval within tolerances.

### Tax Engine Calculation Failed Exception

This exception is generated as an email notification to the system administer with details of the exception to facilitate resolution. This may occur for a number of reasons which may include wrong authentication credentials or incomplete mandatory information on an invoice.

Supplier can re-submit Invoice with required invoice information if exception is due to incomplete information to make a successful tax call. For other issues refer to support protocol on page 37.

## TAX RESPONSE WITH SUMMARIZED AND GRANULAR TAX DATA

### TAX RESPONSE WITH COUPA TAX TYPES

ONESOURCE Indirect Tax for Coupa (OIDTC 1.0.0.0) supports standard tax types in all countries within the scope of the solution based on Determination Tax authority types. Please refer to list of Countries and tax types in appendix 1.

#### Use Case 1: US Invoice Documents

The standard Coupa tax Response for tax calculation requests from Coupa will have only summarized ONESOURCE Determination Authority tax types in addition to the tax amount. eg Sales Tax.. However additional information such as granular tax types, tax codes and consolidated tax amount may be seen on ONESOURCE specific custom fields including Onesource Tax Code, Onesource Tax Buckets and Onesource Tax Amount. These fields are already mapped on the integration and should be replicated on customer Coupa instances to use the same feature. The custom fields are populated only after submission and approval of invoices on Coupa

#### Use Case 2: International (Non-US) Invoices

The tax response for tax calculation requests on Invoice Reconciliation Documents with non-U.S. taxable countries (ex: Canada, UK) .Integration tax response will have Determination tax authority types at the granular level. This includes VAT and other HST, GST, PST, HST. The Determination tax codes, tax amount and Onesource Tax bucket fields are also populated after submission and approval of these invoices.

#### Canadian Multi-tax type and tax rate alignment

OIDTC 1.0.0.2 supports the multi tax calculations in India, Canada and Mexico. Coupa requires the OIDTC multi-tax calculation response in Canada to be aligned to the tax calculation request payloads. The OIDTC 1.0.0.2 tax response to Canadian multi-tax calculation requests in Manitoba, Saskatchewan, Quebec and British Columbia ship to locations is aligned to the tax types and rates received from the tax calculation request payload. This alignment is based on availability of the “Tax type” and Tax rate information on Coupa invoices irrespective of the channel of creation (CSP or enterprise). In the absence of this information on the Coupa invoices request payload, OIDTC will return taxes to Coupa UI through the source system response in the default order returned by Determination( tax engine) and this may lead to tax line mismatch and invoice reconciliation when tolerance is configured. Therefore customers and suppliers are advised to ensure that the tax type and tax rate are included on all Canadian Coupa multi-tax invoices submitted through the Coupa Supplier Portal or enterprise channels to avoid tax line mismatch or invoice reconciliations during the invoice approval process when tolerance is configured.

# CONFIGURATION SET UP – COUPA

Some mandatory configurations are required on COUPA solution to facilitate the calculation of taxes by ONESOURCE external tax engine. These configurations ensure seamless transfer of information between Coupa and ONESOURCE Indirect Tax solutions for Coupa. These configuration tasks include:

Integration Deployment Model	Prerequisite
OIDTC Cloud	<ol style="list-style-type: none"> <li>1. Tax Call Out Configuration</li> <li>2. Chart Of Account Configuration.</li> <li>3. Invoice Tolerance Configuration.</li> <li>4. Buyer Tax Registrations</li> <li>5. Seller Tax Registrations</li> <li>6. Custom Field Configurations</li> </ol>

## ONESOURCE Tax Engine Configuration Steps

# TAX CALL OUT

Call Out configuration is the first required task for integration of ONESOURCE Indirect Tax solution with Coupa. Call Out is used for services that are external to the Coupa procurement solution. Coupa Administrators have the system permission to create call outs for tax calculation calls to ONESOURCE Tax engines. Only one tax engine call out may be configured per Coupa instance. To ensure successful completion of ONESOURCE Tax engine call out configuration, customers will need Client ID, Client Secret, Scope, Token URL and Host Name information from Thomson Reuters for configuring OAuth2.0 authentication. This information should be received from (TR) Thomson Reuters Professional Services Consultant/contact as part of the Tax integration project on-boarding process.

## ONESOURCE Tax Engine Call Out Configuration

1. Go to **Setup > Integrations > Call Outs**.

Existing call outs can be managed here using the standard data table functionality.

## Benefit

2. Click create to initiate creation of a new call out for ONESOURCE Tax Engine.

## Call Outs

\* **Name**

**Call Out Type**

**Format**

**Contact Type**  User  
 Group

**Contact Name**

**Timeout (seconds)**

**Path**

**Compress**

**Endpoint Detail**

\* **Endpoint**  [Create New](#)

3. Create Name as **ONESOURCE Indirect Tax Engine**
4. Configure Call Out type as **Tax Engine**
5. Select Format as XML
6. Select default\_invoices\_filter(invoices) option from the document drop-down list as the call out document object
7. Input system Username (email address) of the Administrator who will be notified if the call out fails to successfully communicate with the configured end point. Example  
[Specific.name@newcompany.com](mailto:Specific.name@newcompany.com).
8. Configure a group contact if the preferred option is a group of Administrators instead of a named administrator and maintain the group email address for example.  
[ITAdministrators@newcompany.com](mailto:ITAdministrators@newcompany.com)

9. Leave callout timeout blank to adopt default time out configuration of 30 seconds. Otherwise configure different time out if business requirements are different from 30 seconds.
10. Under End point details section as shown below select HTTP as the end point type.
11. Path is not a mandatory field and may left blank

### Endpoint Detail

\* **Endpoint**

\* **Type**

**Path**

\* **Host Name**

**Authentication Type**  OAuth 2.0  Basic

\* **Token URL**

\* **Client ID**

\* **Client Secret**

**Scope**  

**Content Type**

12. Select **OAuth 2.0** as the Authentication type. This is the recommended specification for authentication, authorization, and communication between Coupa and ONESOURCE Indirect Tax for Coupa solution. This specification allows the Coupa UI to be updated with Server URL, Client ID, Client Secret and Verification Token.
13. Input Tax calculation URL received from Thomson Reuters contact as **Host Name**.
14. Input **Client ID** and **Client Secret** information received from Thomson Reuters under the respective Client ID and Client Secret fields.
15. Input **Token URL** information received from Thomson Reuters in the **Token URL** field.
16. Input **Scope** information received from Thomson Reuters Professional Services team in the Scope field.
17. Select **x-www.form.urlencoded** as the Content Type
18. Click **Create** to complete the new **ONESOURCE Tax Engine** call out configuration.

### Managing One Source Tax Call Out Errors

## Benefit

If a tax engine callout fails to reach the endpoint successfully, a row with the details will be added to the “Call Out Errors” page. This information is accessible by clicking the number in the “Failure” column, which tracks the number of failures for this call out over the last 30 days.

Errors										
 Resolving the row manually removes the line from the table.										
Id		Document	Status	Endpoint	Initial Attempt Time	Last Updated Date	Response Code	Response Message	Request Message	Actions
4794	InvoiceHeader	Fail	Oauth test - 54671	Endpoint: HttpInstance	01/24/23 07:19 AM	01/24/23	404	<html><head><meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1"/><title>Error 404 Unknown operation for /coupa/taxes/v1/calculate</title></head><body><h2>HTTP ERROR 404</h2><p>Problem accessing /ws/rest/coupa/taxes/v1/calculat...	<?xml version="1.0" encoding="UTF-8"?> <invoice-header> <id>54671</id> <created-at>2023-01-24T07:16:12-08:00</created-at> <updated-at>2023-01-24T07:16:33-08:00</updated-at> <compliant type="boolean"...	
4792	InvoiceHeader	Fail	Oauth test - 54670	Endpoint: HttpInstance	01/24/23 07:05 AM	01/24/23	404	<html><head><meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1"/><title>Error 404 Unknown operation for /coupa/taxes/v1/calculate</title></head><body><h2>HTTP ERROR 404</h2><p>Problem accessing /ws/rest/coupa/taxes/v1/calculat...	<?xml version="1.0" encoding="UTF-8"?> <invoice-header> <id>54670</id> <created-at>2023-01-24T07:03:18-08:00</created-at> <updated-at>2023-01-24T07:03:43-08:00</updated-at> <compliant type="boolean"...	

Here you will see the document that was attempted to be approved, the date/time the initial call out occurred, and the date/time of the most recent attempt (both automatic and manual). The status displayed will be the most recent status (if it originally failed but eventually passed, it will be listed as “resolved.”) The response code and message will also be available, which again will display the information from the most recent attempt. The ONESOURCE Tax engine call out from Coupa has an automatic retry mechanism. Below is the retry mechanism flow when a call out error occurs:

Call Out Type	Description
Tax Engine	<ol style="list-style-type: none"> <li>Initial call-out attempted and fails</li> <li>Auto-retry occurs soon after HTTPS failure response is received</li> <li>If this attempt fails, a notification is sent to user listed for the call out</li> </ol>

History is saved for each call out, and the call outs that initially failed (and thus have a row in the “Call Out Errors” page) will have each attempt, passing or failing, logged in the history section for that document. A rolling total of 500 errors are tracked for ONESOURCE Tax Engine Call outs. *All Coupa customers can only have a maximum of One Tax Engine Call out configuration.*

## Enabling ONESOURCE Indirect Tax validation on Coupa.

This is the second configuration step after ONESOURCE Tax Engine Call out configuration to enable validation of taxes by Coupa. Completion of this task ensures the validation of all types of invoices received in Coupa including cXML, SFTP or CSN. Enabling the Coupa tax callout capability activates the validation of taxes provided by the supplier on an invoice, as well as facilitates pull back of additional data into custom fields (i.e. tax code, tax buckets, etc) from the ONESOURCE tax engine. Coupa supports only XML format for tax engine call out and responses, while the ONESOURCE Indirect Tax Determination is based on the rest architecture which supports Jason format. The tax call-out request and response XML from Coupa is translated by ONESOURCE Integration. For transactions validated through the OIDTC integration, Supplier provided tax data would not be adjusted for compliance reasons, but tax pulled via callback is utilized to validate supplier's tax and also map on outbound invoice (OK2P) file to ERPs.

Two tasks are required to activate tax validations through ONESOURCE Indirect Tax solution for Coupa including enabling the tax engine and enabling tax validation on the Invoice presentation.

### Enable Tax Engine

1. Go to **Setup > Company Information** and scroll down to the **Invoice** section.
2. Select **Enable Tax Validation**.
3. Specify **Tax Engine Callback URL**.
4. URL option must begin with “http” or “https”.
5. Scroll down and click **Save**.

#### **Enable Tax Validation**

You must also select 'Use tax engine to validate taxes' for each invoice presentation template that should perform this calculation

- Only display tax validation values on invoice edit pages
- Allow multiple tax engine callouts on single submission event 

#### **Tax Engine Type**

- Native Tax Engine
- Tax Engine Call Out  **Tax Engine**

### Enable Tax engine on Invoice Presentation

1. Go to **Setup > Invoice Presentations** and choose the presentation you want to modify.
2. Select the invoice channel for configuration:
3. Select Buyer Channel for (internal or AP invoices).

## United States Presentation [Edit](#)

\* **Name**

**Country/Region**

**Description**

**Reject invoices with**    
missing compliance  
fields

**Custom Header Label:**   
Invoice

**Summary Charges**   
Considered Taxable

**Custom Header Label:**   
Credit Note

**Use tax engine to**   
validate taxes

4. On the presentation, select **Use tax engine to validate taxes**.
5. For supplier invoices select Supplier Channel invoice presentation.

## United Kingdom Presentation [Edit](#)

* Name	United Kingdom Presentati	
Country/Region	United Kingdom	
Description		
Custom Header Label:	Invoice Invoice	Summary Charges <input type="checkbox"/>
Custom Header Label:	Credit Note Credit Note	Considered Taxable
Custom Label: tax	VAT	Use tax engine to <input checked="" type="checkbox"/> validate taxes
		Force invoice date to <input type="checkbox"/> be the date that Coupa processed the invoice

6. Scroll to the bottom of the screen and click **Save**.

Shipping Term	<input type="button" value="▼"/>	<input type="button" value="▼"/>
Discount Amount	<input type="checkbox"/>	<input type="checkbox"/>
Payment Order Reference	<input type="checkbox"/>	<input type="checkbox"/>
Payment Order Number	<input type="checkbox"/>	<input type="checkbox"/>

## TAX ENGINE TOLERANCE CONFIGURATION

Coupa runs invoice tolerances to determine whether invoices can be automatically approved, or if there are exceptions that need further review and approval irrespective of the how taxes are validated (Coupa Native or External tax engine). Coupa provides two types of invoice tolerance settings:

- Chart of Accounts (COA)-level tolerances
- Commodity-level tolerances

Tolerances at the COA level should be set at the base level global setting while commodity level tolerances should be set for specific commodities only. Tolerances may be set for percentage, a set amount or both. The Coupa recommended amount percentage for most scenarios is between 0-10% while a line amount tolerance should be set as \$100 or more. Invoice tolerance configurations should be uniform across supplier and buyer created invoices. Invoice tolerances should be consistent across all COA global settings and

should match to avoid risks of inconsistent tolerances across COA or in multi-ERP integrations. For customers with external tax engine enabled validation, the tax engine tolerance may be configured based on specific customer business requirements through the steps below.

### 3.1 Set up Chart of Accounts-level tolerance: Tax Engine

1. Go to **Setup > Invoicing > Invoice Tolerances**.

2. Select the Chart of Accounts you want to update.

3. Scroll to all tax engine configuration lines to select required tolerances based on business requirements.

<input checked="" type="checkbox"/>	Tax line engine %	Line tax compared to tax engine calculation	1.000	%
<input checked="" type="checkbox"/>	Tax line engine amt	Line tax compared to tax engine calculation amount difference	5.000	USD
<input checked="" type="checkbox"/>	Tax total engine %	Total tax compared to tax engine calculation	1.000	%
<input checked="" type="checkbox"/>	Tax total engine amt	Header tax compared to tax engine calculation amount difference	5.000	USD

4. Check all applicable tax engine related tolerances and set the required percentage or amount to complete the configuration.
5. Scroll down to end of the document and click **save** to complete the tax engine tolerance configuration.

<input type="checkbox"/> Invoiced amt exceeds PO pct	Invoiced amount (pending & approved) greater than PO by percent for qty-based invoices	<input type="text"/> %
<input type="checkbox"/> Tax Total % of Invoice Net Total	Total taxes as percent of invoice net total including summary charges/allowances greater than	<input type="text"/> %
<input checked="" type="checkbox"/> Contract Max Spend	Contract max (pending & approved) spend exceeded by	0.000 USD
<input type="checkbox"/> Contract Max Spend %	Contract max (pending & approved) spend exceeded by	<input type="text"/> %

**Cancel** **Save**

History >

## Set up Commodity level tolerance: Tax Engine

1. Go to **Setup > Company Setup > Commodities**.

Setup

API Keys are no longer supported. Please use [OAuth2/OpenID Connect Clients](#) for your API Integrations. View the [API keys deprecation update](#).

Find it fast! Use the Instant Filter

<b>Company Setup</b>	<b>Procurement</b>	<b>Suppliers</b>
Company Information Company Addresses Users Groups Projects User Form Responses Departments Categories Commodities	Buying Policies PO Customization Featured iRequest Sites Manage Requisitions Manage Purchase Orders Manage Work Confirmations Manage RFQs Order Lists Order List Lines	Business Entities Supplier Information Supplier Info Form Responses Tier 2 Diversity Reporting Setup Tier 2 Diversity Reports SIM Sequential Form Mapping Supplier Instructions Supplier Info Sync Setup Supplier Link Requests

2. Click the **Edit (pencil)** button next to the commodity you want to update.

## Commodities

Enforce leaf node commodity selection [i](#)

Actions		View	All	Advanced	Search	<a href="#">🔍</a>
<a href="#">Create</a>	<a href="#">Load from file</a>	<a href="#">Export to</a>				
Name	Active	Parent Commodity		Actions		
Temp Labor	Yes	Services		<a href="#">Edit</a>	<a href="#">Delete</a>	
IT	Yes			<a href="#">Edit</a>	<a href="#">Delete</a>	
Office Supplies	Yes			<a href="#">Edit</a>	<a href="#">Delete</a>	

3. Select the **Invoice Tolerance** to start configuration for the specific commodity. Example Office supplies.

## Office Supplies [Edit](#)

* Name	Office Supplies
Parent Commodity	<input type="text"/> <input type="button" value="▼"/>
Category <i>i</i>	<input type="text"/> <input type="button" value="▼"/>
Deductibility	<input type="text"/> <input type="button" value="▼"/>
Active	<input checked="" type="checkbox"/>
GL	Indirect
Common_GL_Acc	Indirect (610000) <input type="button" value="x"/> <input type="button" value="▼"/>
used for Oracle & SAP COA	
Preferred Suppliers	<input type="text"/> Office Depot (USA) <input type="button" value="x"/> <input type="text"/> Staples (USA) <input type="button" value="x"/> <input type="text"/> Corporate Express <input type="button" value="x"/> <input type="text"/> CDW (USA) <input type="button" value="x"/> <input type="text"/> CDW (APAC) <input type="button" value="x"/> <input type="text"/> CDW (UK) <input type="button" value="x"/> <input type="text"/> CDW (FR) <input type="button" value="x"/> <input type="text"/> CDW (LATAM) <input type="button" value="x"/> <input type="text"/> Office Depot (UK) <input type="button" value="x"/> <input type="text"/> Office Depot (DE) <input type="button" value="x"/> <input type="text"/> Office Depot (FR) <input type="button" value="x"/> <input type="text"/> Office Depot (Canada) <input type="button" value="x"/> <input type="text"/> Office Depot (LATAM) <input type="button" value="x"/> <input type="text"/> Office Depot (APAC) <input type="button" value="x"/> <input type="text"/> Staples (LATAM) <input type="button" value="x"/> <input type="text"/> Staples (FR) <input type="button" value="x"/> <input type="text"/> Staples (DE) <input type="button" value="x"/> <input type="text"/> Staples (UK) <input type="button" value="x"/> <input type="text"/> Staples (ANZ) <input type="button" value="x"/> <input type="text"/> Office Depot (ANZ) <input type="button" value="x"/> <input type="text"/> Office Depot (日本) <input type="button" value="x"/> <input type="text"/> Select
Preferred <i>i</i>	<input type="checkbox"/>
Commodity Level Tolerances	<input type="button" value="Invoice Tolerances"/> <input type="button" value="Receiving Tolerances"/>
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

4. Enable the tax engine tolerance conditions (percentage or line amount for the commodity code by checking the required lines.

## Internally Entered Invoices

Enabled	Condition	Tolerance
<input type="checkbox"/>	Invoice line quantity compared to PO line quantity	<input type="text"/> %
<input type="checkbox"/>	Invoice line unit price compared to PO line unit price	<input type="text"/> %
<input type="checkbox"/>	Invoice line amount compared to PO line amount	<input type="text"/> %
<input checked="" type="checkbox"/>	Line tax compared to tax engine calculation	<input type="text"/> 1 %
<input checked="" type="checkbox"/>	Line tax compared to tax engine calculation amount difference	<input type="text"/> 100
<input type="checkbox"/>	Invoice account does not match PO account	<input type="text"/>
<input type="checkbox"/>	Invoiced amount (pending & approved) greater than PO by amount for amt-based invoices	<input type="text"/>
<input type="checkbox"/>	Invoiced amount (pending & approved) greater than PO by percent for amt-based invoices	<input type="text"/> %
<input type="checkbox"/>	Invoiced quantity greater than PO by percent	<input type="text"/> %
<input type="checkbox"/>	Invoiced amount (pending & approved) greater than PO by amount for qty-based invoices	<input type="text"/>
<input type="checkbox"/>	Invoiced amount (pending & approved) greater than PO by percent for qty-based invoices	<input type="text"/> %

## Supplier Created Invoices

Enabled	Condition	Tolerance
<input type="checkbox"/>	Invoice line quantity compared to PO line quantity	<input type="text"/> %
<input type="checkbox"/>	Invoice line unit price compared to PO line unit price	<input type="text"/> %
<input type="checkbox"/>	Invoice line amount compared to PO line amount	<input type="text"/> %
<input checked="" type="checkbox"/>	Line tax compared to tax engine calculation	<input type="text"/> 1 %

5. Set the required tax engine tolerance by inputting the tolerance percentage or amount as required on both the internally created invoices as well as Supplier created invoices.
6. Complete the configuration by clicking on the save button at the bottom right of the Coupa UI.

[Cancel](#)

[Save](#)

[History](#)



## CHART OF ACCOUNT CONFIGURATION (COA)

Configuration of chart of account in Coupa is an important step for integration of taxes. The following information required for successful validation of tax transactions including currency, billing address, account segment structure (optional), tax registration, invoice and receiving tolerances as well as account security are all driven by the chart of account configuration. Chart of accounts must be created for every legal entity maintained in Coupa and this name must be same as the external company ID also configured in OIDTC tax engine for successful tax integration and legal compliance.

**Configurations steps for chart of accounts.**

1. Go to **Setup > Financial Setup > Chart of Accounts**

Name	Active	Actions
PREV ERP 1	Yes	
coupa_us_dev	Yes	
Oracle	Yes	
Lawson M3	No	
GPO1	No	
GPO2	No	
GPO3	No	
LINN	No	
CHART200	Yes	
PDI	No	
Retail Store ERP	Yes	
Company 100	No	
Company 200	No	

2. Click on create to create a new chart of account for a new company (legal entity) in OIDTC/Coupa.

**Chart Of Accounts Create**

**\* Name** Coupa\_Dev\_US  
**\* Enterprise** Global Enterprise  
**\* Currency** USD  
**Receipt approval**  required

3. Create name of the account and make sure name is aligned to the External ID of the legal entity configured in OIDTC tax engine.
4. Select Global Enterprise as the type of enterprise.
5. Select “default currency” for the chart of account from the drop-down option.

## TAX REGISTRATION NUMBERS

Tax registrations are required for successful non-US tax calls to the external tax engine from Coupa. Coupa displays a table of all the tax registrations. You may access this table through the steps below.

1. To go to **Setup**.
2. Click on **Financial Setup**
3. Select **Tax Registrations**.

This table provides reporting, and you can also create tax registrations directly here through the **Create** button. There are two types of tax registrations stored in Coupa and visible in this table:

- **Buyer tax registrations:** This is associated with addresses used on your COA's or other addresses that have tax registrations associated with them. These are distinguishable in the table because the supplier column is **None** for all of these addresses.
- **Supplier tax registrations:** Tax registrations associated with supplier accounts connected to your system. These are created by suppliers as part of their e-invoicing setup process.

Coupa supports creating buyer tax registrations through this table through the UI using the table's **Create** button, or through bulk upload using the **Load from file** option. In addition, Coupa also creates these tax registrations directly when addresses or COA's are loaded into Coupa.

Tax registrations can be uploaded through the tax registrations table by specifying the bill to address ID as the owner ID in the csv file. If uploaded into the instance, the owner type should always be **Address** because you cannot create supplier tax registrations directly.

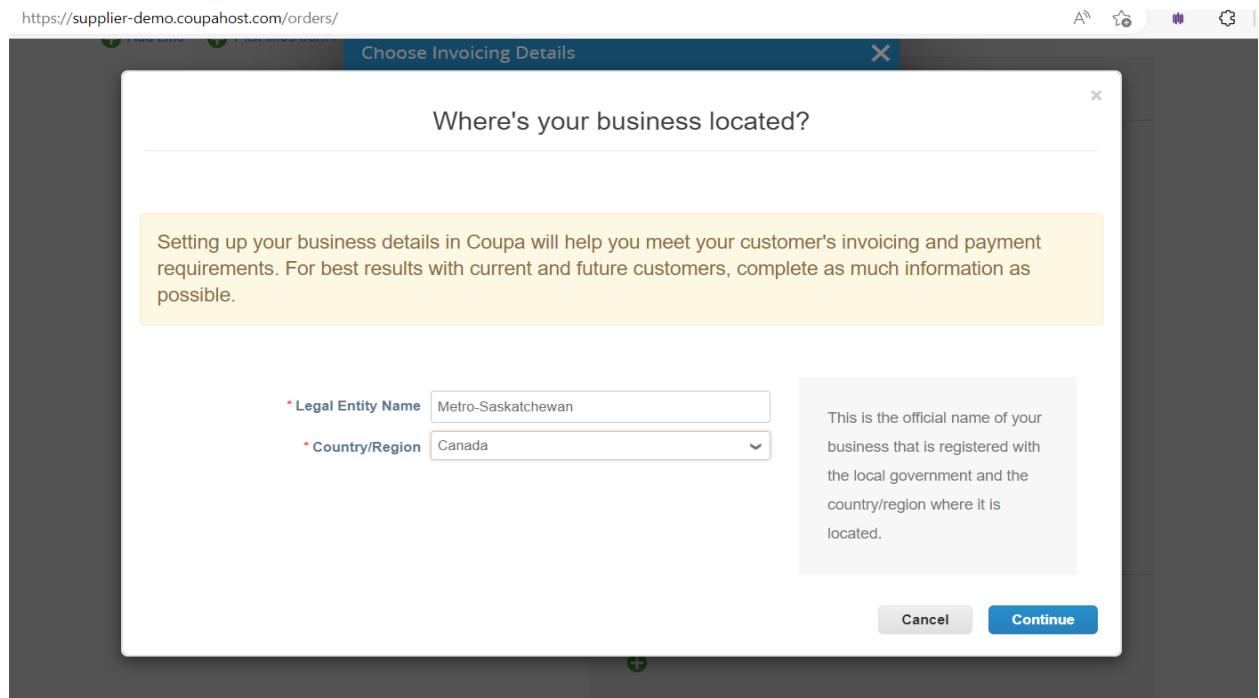
Buyer tax registrations should be maintained on Coupa as well as on the Onesource Tax engine. While supplier Tax registrations should also be maintained as part of the Supplier profile.

## CANADA PST/QST TAX REGISTRATION

For Canadian multi-taxes tax transactions ( seller company role), additional PST/QST seller tax registration is required by suppliers in addition to the standard buyer and seller tax registrations for successful multi-tax calculations on OIDTC 1.0.0.2 solution. This registration is available through the Coupa Supplier Portal registration process. This registration enables the required Tax registration field (PST/QST registration number) to be captured as part of the supplier Invoice-from information and replicated on the Enterprise Coupa P2P system during suppliers on-boarding process. All Canadian suppliers in the multi-tax jurisdictions should complete this additional tax registration process for addition of the PST/QST registration number field to standard source system request for successful processing of all tax transactions in Canada irrespective of the channel of invoice creation.

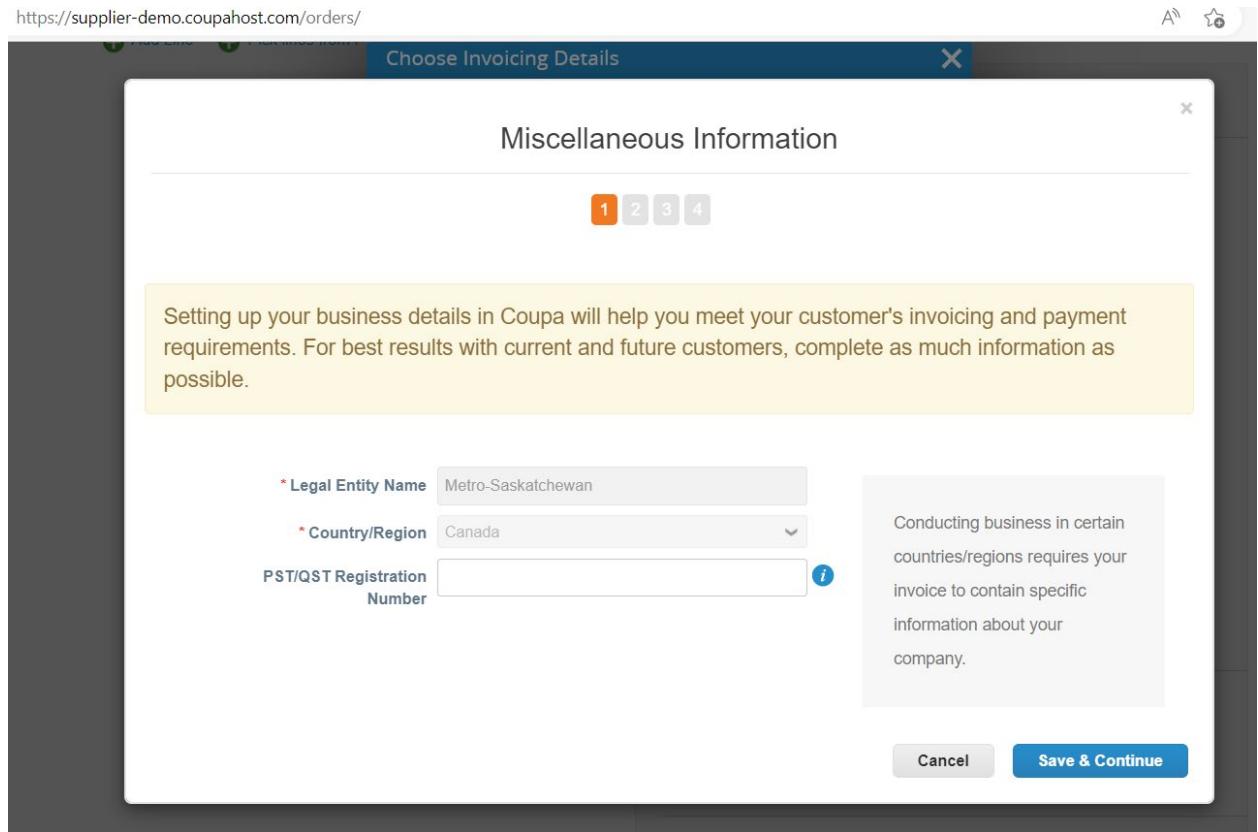
See steps below for updating of this PST/QST tax registration information on the Coupa Supplier portal.

1. Log into supplier portal with credentials and click on create invoice start invoicing process
2. Provide name of Supplier (legal entity) and country of operation/supplies



3. Provide the PST/QST registration tax number and click on continue to capture the tax registration number for the province.

## Benefit



4. Update the invoice from address and check Remit To address and Ship-from addresses fields to replicate same information to both addresses.
5. Fill Supplier Registration number under VAT/GST tax registration field to update the GST registration number as well.
6. Select address to replicate address as Remit-To address if applicable.
7. Click on next and done to complete the registration process.

## ONESOURCE TAX ENGINE CONFIGURATION SET UP- ONESOURCE TAX

### PREREQUISITES

#### ONESOURCE TAX ENGINE SYSTEM AND USER ACCOUNT PREREQUISITES

Integration Deployment Model	Requirements
Multi-Tenant Hosted	<ul style="list-style-type: none"> <li>Determination User Accounts for different tasks including configuration, Tax calculations and Logging.</li> <li>Access the ONESOURCE Tax for Coupa Solutions Integration UI through web browser.</li> </ul>
IDT 2019 Cloud	



All Multi-Tenant hosted customers using the IDT 2019 Cloud deployment models of ONESOURCE Tax for Coupa Solutions are identified as Cloud Users in this document.

### AUTHENTICATION

User Authentication is required for ONESOURCE Determination. This will be provided as part of the onboarding task during implementation to facilitate access and configuration of ONESOURCE Determination.

Once logged in to ONESOURCE Determination UI, username and tenant will be displayed on the top right-hand corner of each page.

### AUTHORIZATION

User's authorization to configure all required Integration tasks for client ERP Companies depends on the Companies that are assigned to User account in the ONESOURCE Determination.

Authorization to UI screens depends on the Roles that are assigned to the User in the ONESOURCE Determination. To perform most of the activities in determination mention below please make sure user has sufficient privileges. For user roles in ONESOURCE Determination please refer to [User Roles](#)

## TAX CODE QUALIFIER BASED COUPA TAX TYPE

### FUNCTIONALITY

ONESOURCE Determination out of the box uses Authority types (tax authorities which charge tax for a purchase or sales transaction). This ensures application of default tax codes when there are no defined tax code qualifiers configured in Onesource Tax engine. Tax code qualifiers may be configured to trigger specific tax codes, account instruction and tax types as part of the integration tax response whenever necessary. These Tax Code qualifiers are typically configured by TR Professional Services team or other tax consultants during the integration implementation. There is no validation on Coupa for the Onesource Tax types or tax code returned by Determination with or without TCQ as the output is populated only on custom fields.. To use the TCQ feature customers will need to do the following in Onesource tax engine.

- Maintain required Coupa Tax Types on ONESOURCE Determination Tax Code Qualifiers and activate the feature in the ONESOURCE Tax for Coupa Solutions.
- Ensure the TCQ's are in the advised format to facilitate Integration of the tax results from Onesource to Coupa based on the summarization logic.
- Please refer to the Determination documentation and help guides on Tax Code Qualifiers configuration if you need further assistance setting up the proper TCQ conditions and other steps.

### SAMPLE SCENARIOS

Here are some of the possible sample scenarios listed for illustration purpose.

For the examples shown in the table below the first 6 characters represent the two-digit tax code, a hyphen, followed by the three-digit account assignment key that is required for the ONESOURCE Tax. The following [ATT] encapsulated designator is the portion required for the Coupa Tax Type mapping. Together they represent the field that will be returned by Determination as the ERP\_TAX\_CODE field in the XML response from Determination when Tax Code Qualifier is enabled.

Coupa Tax Type maintained on the Tax Code Qualifier	Determination Authority Type returned during tax calculation	Coupa Tax Response
USCA_S vendor charged to expense acct V1-VST-[ATT]salestax[ATT]	Document Line1: State Sales/Use Tax City Sales/Use Tax, District Sales/Use Tax, County Sales/Use Tax	Summarized tax with Coupa Tax Type "salestax"
GB_B_Domestic Standard rate V1-VST-[ATT]vat[ATT]	: VAT	Granular tax with Coupa Tax Type "vat"
FR_B_StandardRate V1-VST-[ATT]vat[ATT]	IVA	No summarization with Coupa tax type "vat"
CA_B_Standard GST V1-HST-[ATT]gst[ATT]	GST	No summarization with Coupa tax type "gst"
CA_B_StandardHST V1-PST-[ATT]pst[ATT]	HST	No summarization with Coupa tax type "pst"

## CONFIGURATION

### MAINTAIN COUPA TAX TYPES USING ONESOURCE DETERMINATION TAX CODE QUALIFIER

The Tax Code in each applicable Tax Code Qualifier needs to be updated with the required and appropriate Coupa Tax Type. This can be uploaded or created through Coupa UI

The Coupa Tax Type that is being maintained on Tax Code Qualifier should be a valid tax type in Coupa Buying Solutions.

#### Steps:

1. Update each applicable Tax Code Qualifier with a valid Coupa Tax Type (both input and output tax code qualifiers in a Determination Company).
2. The Coupa tax type segment format on the Tax Code Qualifier should be as below:
  - a) Enclosed within the tagged brackets. ex: [ATT]vat[ATT],
  - b) Added anywhere after the Tax Code and Account Key segment on the Tax Code field of TCQ configuration.
    - XX-YYY-[ATT]vat[ATT] or
    - XX-YYY-[ATT]SalesTax[ATT]

3. Please make sure that all Tax Code Qualifiers currently present, are updated with the right combination of Coupa Tax Type, Country that tax type belongs to, and Determination Company. Here is an illustration of what is valid what is not:

AP Coupa Tax Type	Country that Coupa Tax Type belongs to	Example Determination Company that belongs to Country	Valid?
salestax	US	Coupa_Dev_US	Yes
sales	GB	Coupa_Dev_GB	No
vat	GB	Coupa_Dev_GB	Yes
vat	DE	Coupa_Dev_DE	Yes
vat	US	Coupa_Dev_US	No
vat or TVA	FR	Coupa_Dev_FR	Yes
vat or MWST		Coupa_Dev	Yes
gst, hst, qst, pst	CA	Coupa_Dev_CA	Yes

## TRANSACTION LOGGING

Note: The below section is applicable only for customers using ONESOURCE Determination on Cloud. This is not applicable for ON Premise customers

ONESOURCE Indirect Tax for Coupa Solution enables users to configure logging at desired levels and access the transactions logs via the Unified logging feature on the Determination UI. For help in unified logging please refer to be [unified logging](#) help section in ONESOURCE Determination



## CUSTOM FIELD MAPPING

Coupa allows Custom fields to cover functionality not available through out of the box standard fields. ONESOURCE Determination also enables Customers to use custom fields known as Determination User Elements for tax calculation and audit purposes.

The Custom Field Mapping functionality on Coupa Integration allows you to map Coupa Custom fields to ONESOURCE Determination User Elements.

ONESOURCE allows Determination User Elements from 1 to 40 only. Coupa Integration has validation in place to check this reservation.



Customers need to work with Coupa Customer Support to have Custom fields enabled in their Coupa Buying Solution.

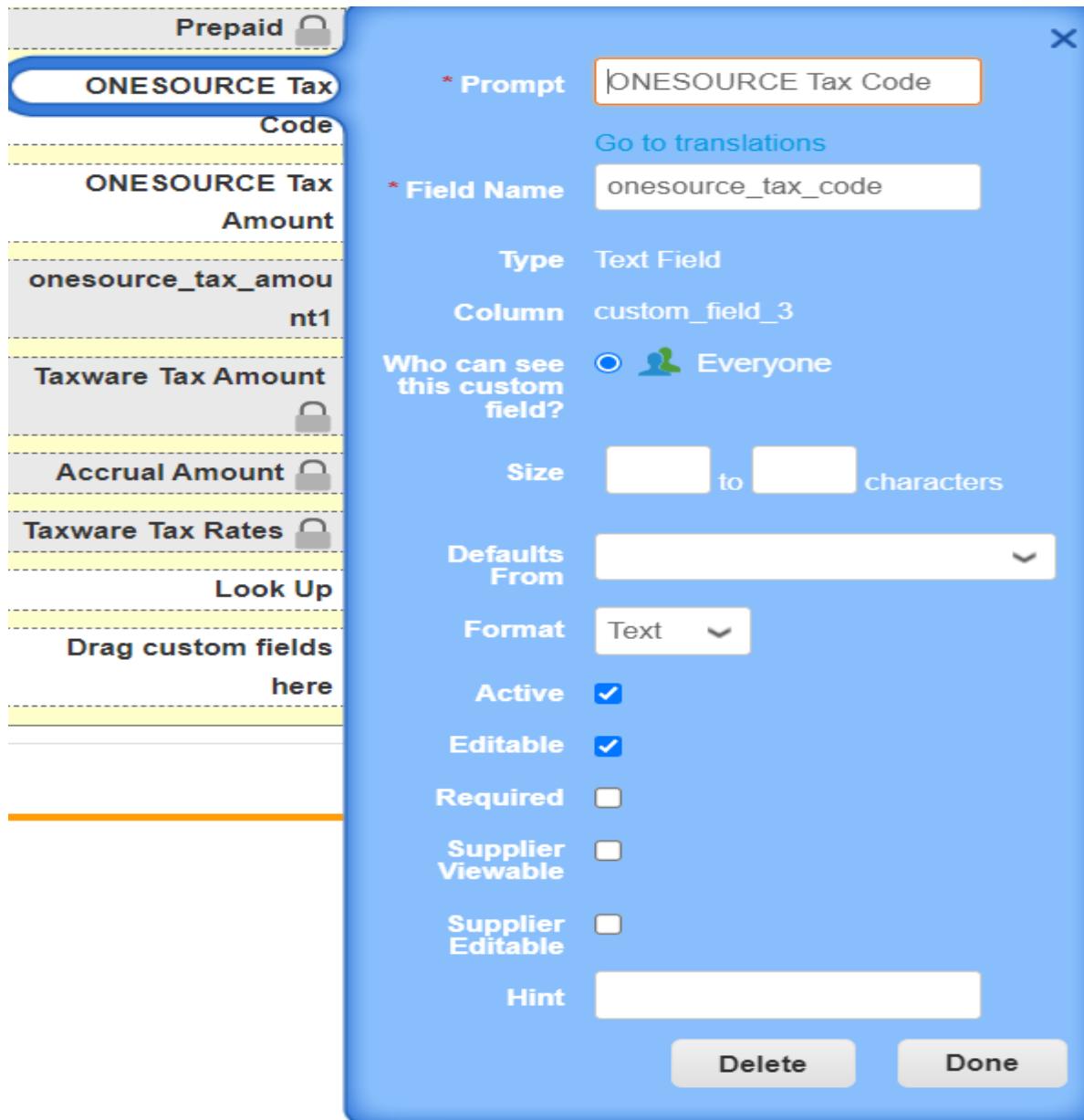
To have Custom fields work on ONESOURCE tax calculation and or audit, it should be first defined in Coupa Buying Solution and those custom fields should be mapped to Determination User Elements.

Contact Coupa support to activate the custom field.

## CREATE CUSTOM FIELD ON COUPA

To configure the Custom Field Mapping on Coupa, please follow the navigation steps below:

1. Log in to Coupa Solution.
2. On Home screen, go to Setup > Custom Field Mapping
3. Select invoice from object drop down list to create custom fields on Invoice documents.
4. Drag required custom field from the customization tab and drop field on either invoice Header or line level as required.
5. Configure name of the Coupa on prompt field
6. Specify field mapping name on Onesource using “Onesource attribute ID (number 2–16). These fields are already mapped and would return values to the specified prompt field after submission and approval of invoices.
7. To replicate the Onesource Tax buckets, One Source Tax Code and One Source Tax amount in customers Coupa instance, see configurations screen shots below.
8. One Source Tax code – Line level



9. One Source Tax Amount-Line Level

Code X

**ONESOURCE Tax Amount**

**onesource\_tax\_amount1**

**Taxware Tax Amount**

**Accrual Amount**

**Taxware Tax Rates**

**Look Up**

Drag custom fields here

**\* Prompt**

[Go to translations](#)

**\* Field Name**

**Type** Text Field

**Column** custom\_field\_7

**Who can see this custom field?**   Everyone

**Size**  to  characters

**Defaults From**

**Format**  ▼

**Active**

**Editable**

**Required**

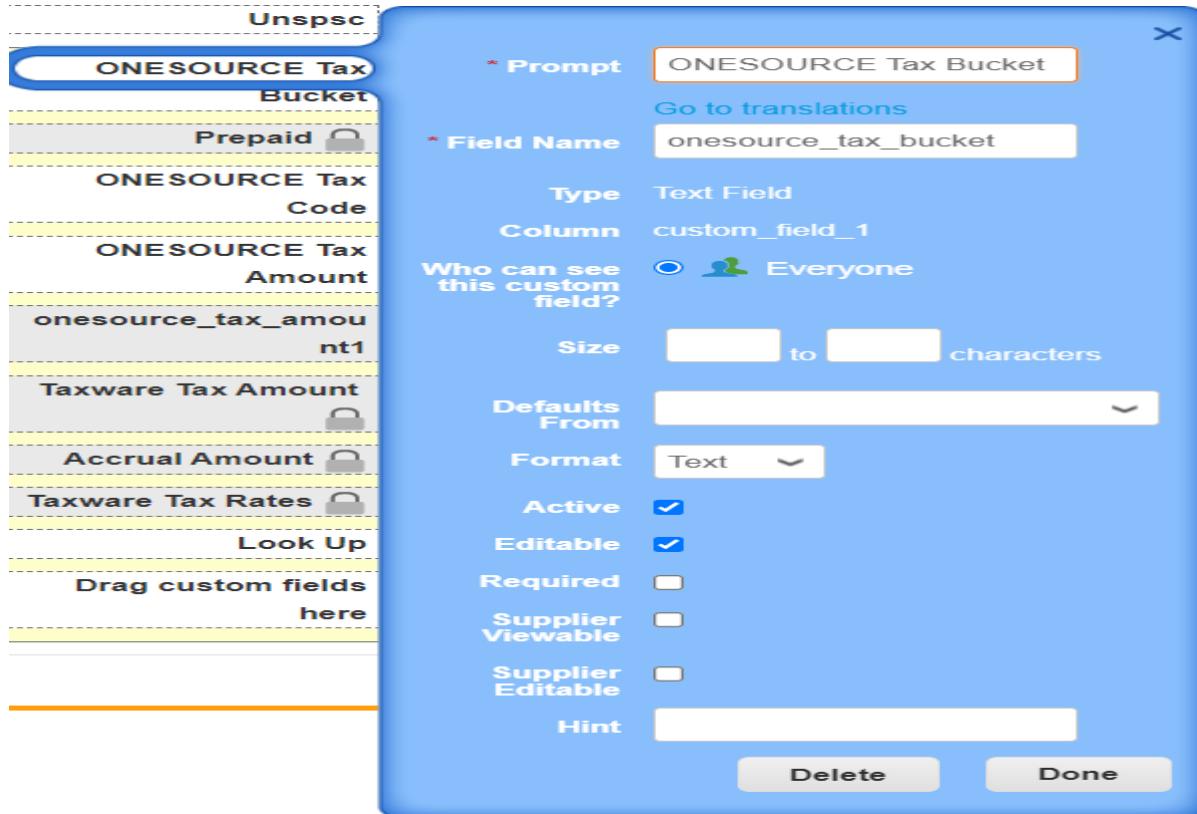
**Supplier Viewable**

**Supplier Editable**

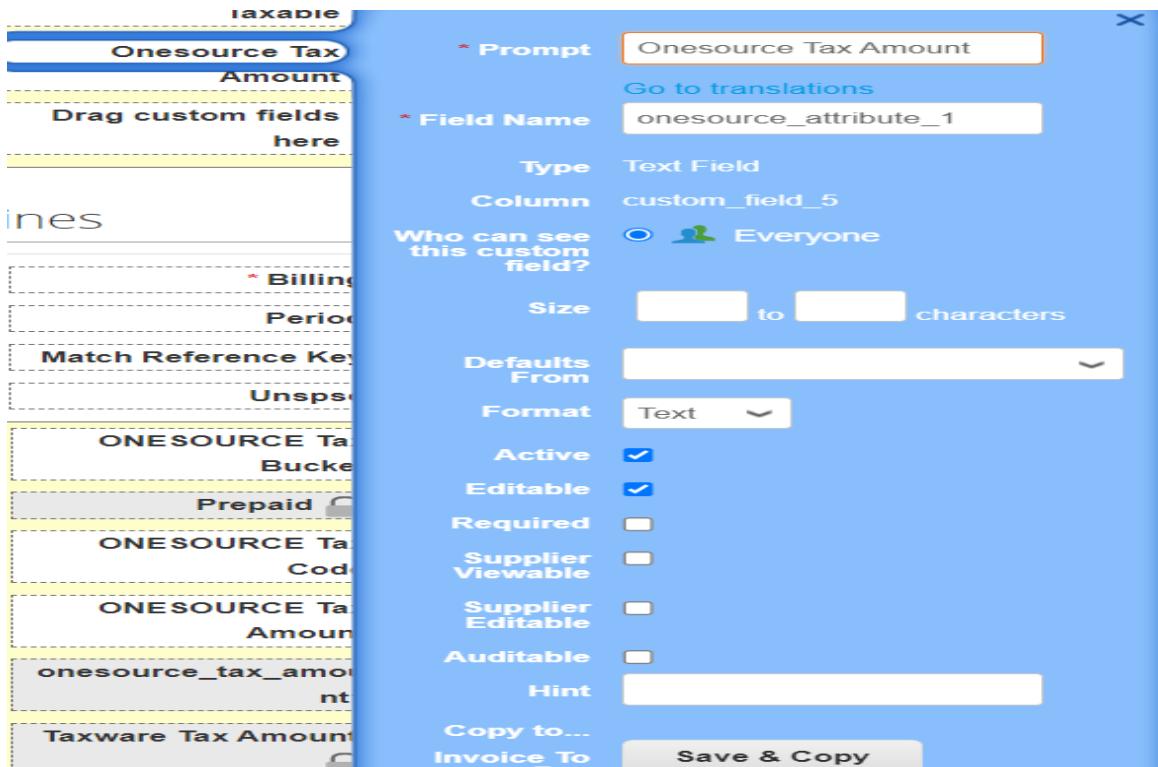
**Hint**

**Delete** **Done**

## 10. Onesource Tax Bucket-Line Level



## 11. One Source Tax amount-Invoice Level



12. Check the Active and Editable fields and click on Copy to invoice to copy the custom fields to the invoice.
13. Click on Done to complete the custom field configuration.

Coupa solution is only able to support 20 custom fields at line and header levels. These fields may be used by customers for any custom values they wish to implement in their integration.

However the field name must be maintained as below irrespective of the name maintained in the prompt name.

One\_source\_custom\_attributes (2-17) - Invoice line level

One\_source\_custom\_attributes (2-20) -Invoice header level..

These fields are already mapped on the integration and available for customers use without any additional mapping

Prompt name should contain the name of the custom field being configured by customer eg Cost Center, Department etc

# ERROR HANDLING

## RESOURCES

Resource	Description
<a href="#">Customer Support</a>	Look for answers in the Knowledge Base, or open a support ticket on <a href="https://tax.thomsonreuters.com/support/ONESOURCE/indirect-tax">https://tax.thomsonreuters.com/support/ONESOURCE/indirect-tax</a>
Configuration Guide	This guide instructs how to configure and setup the integration product to enable tax calculations using ONESOURCE Indirect Tax Determination.

## SUPPORT PROTOCOL

The ONESOURCE Tax for Coupa Solutions is built, maintained, and owned by Thomson Reuters Tax & Accounting Indirect Tax. The business unit has a dedicated group of employees who have built this product. Coupa built the tax API within Coupa hence they support the process of gathering data within Coupa and making it available to the tax API. Thomson Reuters Integration maps data between Coupa Tax API and Determination. In case of an issue with the ONESOURCE Tax for Coupa Solutions, please follow the steps mentioned below to open a support ticket with Thomson Reuters.

1. Identify the potential issue and gather all necessary facts (log files, scenarios, configurations, screen prints).
2. Provide steps to reproduce the scenario leading to the issue.
3. Provide system environment information such as your Coupa Procurement Solution version, ONESOURCE Indirect Tax Determination version and ONESOURCE Tax Integration for Coupa Solutions integration version.
4. Open a support ticket with Indirect Tax at <https://tax.thomsonreuters.com/support/ONESOURCE/indirect-tax>

## STYLE CONVENTIONS

Style conventions provide a guide as to how to interpret information.

**Bold** text indicates most user interface elements, such as:

- Data you are expected to enter, such as in a text field
- Pages, buttons, tabs, and field names
- Dialog boxes, drop-down lists, selections within lists, and check box titles
- Windows
- Menu items

*Italic* text indicates the following:

- File and folder names
- Software programming terminology and executable files
- Document titles

CAPITALIZED text indicates keyboard commands, such as ENTER, or database components.

Courier text indicates command-line input/output.

<brackets> indicate user entry. For example, <host> indicates you should replace the text and angle brackets with your server's name.

Book titles are shown in italics and sections within a book are in quotation marks, such as “Tips and Tricks” in the *ONESOURCE Indirect Tax User Guide*.



Indicates suggestions or additional, detailed information.



Indicates important text that should be carefully reviewed before proceeding.

## APPENDIX I

a. List of Coupa P2P test scenario supported by ONESOURCE IDT solution for Coupa 1.0.0.0

S/N	STATUS	USE CASES	COMMENTS
1	Yes	Invoice Type - Unbacked Invoices – With single amount based	
2	Yes	Invoice Type - Unbacked Invoices- With multiple lines, qty based	
3	Yes	Invoice Type - Unbacked Invoices – With single qty based	
4	Yes	Invoice Type - Unbacked Invoices- With multiple lines, amount based	
5	Yes	Invoice Type - Unbacked Credit Note – With single amount based	
6	Yes	Invoice Type - Unbacked Credit Note - With multiple lines, qty based	
7	Yes	Invoice Type - Unbacked Credit Note – With single qty based	
8	Yes	Invoice Type - Unbacked Credit Note - With multiple lines, amount based	
9	Yes	Invoice Type - PO Backed Invoices – With single amount based	
10	Yes	Invoice Type - PO Backed Invoices- With multiple lines, qty based	
11	Yes	Invoice Type - PO Backed Invoices – With single qty based	
12	Yes	Invoice Type - PO Backed Invoices- With multiple lines, amount based	
13	Yes	Invoice Type - PO Backed Credit Note – With single amount based	
14	Yes	Invoice Type - PO Backed Credit Note- With multiple lines, qty based	
15	Yes	Invoice Type - PO Backed Credit Note – With single qty based	
16	Yes	Invoice Type - PO Backed Credit Note- With multiple lines, amount based	
17	Yes	Invoice Type - Invoice with multiple PO references, Qty/Amt based	
18	Yes	Attachments - Original Invoice Image	
19	Yes	Support Buyer channel invoice presentations	
20	Yes	Taxes - No Tax	
21	Yes	Taxes - Line level tax	

## a. List of Coupa P2P test scenario supported by ONESOURCE IDT solution for Coupa 1.0.0.0

22	Yes	Taxes - Header tax	
23	Yes	Supplier RTAs - Single	
24	Yes	Supplier RTAs - Multiple	
25	Yes	Error handling	
26	Yes	Invoice Type - Unbacked Invoices – With single amount based	
27	Yes	Invoice Type - Unbacked Invoices- With multiple lines, qty based	
28	Yes	Invoice Type - Unbacked Invoices – With single qty based	
29	Yes	Invoice Type - Unbacked Invoices- With multiple lines, amount based	
30	Yes	Invoice Type - Unbacked Credit Note – With single amount based	
31	Yes	Invoice Type - Unbacked Credit Note - With multiple lines, qty based	
32	Yes	Invoice Type - Unbacked Credit Note – With single qty based	
33	Yes	Invoice Type - Unbacked Credit Note - With multiple lines, amount based	
34	Yes	Invoice Type - PO Backed Invoices – With single amount based	
35	Yes	Invoice Type - PO Backed Invoices- With multiple lines, qty based	
36	Yes	Invoice Type - PO Backed Invoices – With single qty based	
37	Yes	Invoice Type - PO Backed Invoices- With multiple lines, amount based	
38	Yes	Invoice Type - PO Backed Credit Note – With single amount based	
39	Yes	Invoice Type - PO Backed Credit Note- With multiple lines, qty based	
40	Yes	Invoice Type - PO Backed Credit Note – With single qty based	
41	Yes	Invoice Type - PO Backed Credit Note- With multiple lines, amount based	

## b. List of Countries supported by Coupa for ONESOURCE IDT integration version 1.0.0.0

S/N	SUPPORT STATUS	NAME OF COUNTRIES	TAX TYPES
1	Yes	United States	Sales/Use, IM
2	Yes	Canada	HST, PST, QST, GST
3	Yes	United Kingdom	VAT
4	Yes	Ireland	VAT
5	Yes	Austria	VAT
6	Yes	Germany	VAT
7	Yes	Netherlands	VAT
8	Yes	France	VAT
9	Yes	Italy	VAT
10	Yes	Sweden	VAT
11	Yes	Switzerland	VAT
12	Yes	Belgium	VAT
13	Yes	Spain	VAT
14	Yes	Czech Republic	VAT
15	Yes	Poland	VAT
16	Yes	Slovakia	VAT

17	Yes	Malta	VAT
18	Yes	Denmark	VAT
19	Yes	Finland	VAT
20	Yes	Greece	VAT
21	Yes	Norway	VAT
22	Yes	Slovenia	VAT
23	Yes	Latvia	VAT
24	Yes	Estonia	VAT
25	Yes	Lithuania	VAT
26	Yes	Bulgaria	VAT
27	Yes	Croatia	VAT
28	Yes	Serbia	VAT
29	Yes	Romania	VAT
30	Yes	Luxembourg	VAT
31	Yes	Montenegro	VAT
32	Yes	Hungary	VAT
33	Yes	Australia	VAT
34	Yes	India	CGST, IGST, UTGST
35	Yes	Mexico	IVA, IEPS,

## APPENDIX II

### 1. Coupa Tax engine call out error notification

#### Tax Engine Calculation Failed for Invoice 54595

---

There was an error when the application tried to call the tax engine callback URL to get the tax values for an invoice.

The tax engine callback url was:

<https://api-uat.onesourcetax.com/indirect-tax-determination/integrations/coupa/taxes/v1/calculate>

The specific error message was:

Tax engine failed.

The request Coupa send to the callback URL was:

```
<?xml version="1.0" encoding="UTF-8"?>
<invoice-header>
  <id type="integer">54595</id>
  <created-at type="dateTime">2023-01-19T11:38:48-08:00</created-at>
  <updated-at type="dateTime">2023-01-19T11:39:12-08:00</updated-at>
  <comments nil="true"/>
  <compliant type="boolean">false</compliant>
  <handling-amount type="float">0.0</handling-amount>
  <internal-note nil="true"/>
  <invoice-date type="dateTime">2023-01-19T00:00:00-08:00</invoice-date>
  <delivery-number></delivery-number>
```