

Supplier Actionable Notifications: Quick Reference Guide - For Suppliers

Overview

- SAN - Supplier Actionable Notifications
- Creating an invoice using SAN
- Completing and submitting an invoice
- Finalizing and submitting an invoice
- Acknowledging a PO
- Add comments
- Create a CSP account
- One Time Passcode (OTP)
- FAQs



Supplier actionable notifications (SAN)

MSI's preferred connection method is through the Coupa Supplier Portal. When you receive SANs, you have the option to create your own CSP account with the Create Your Account button at the top of your screen.

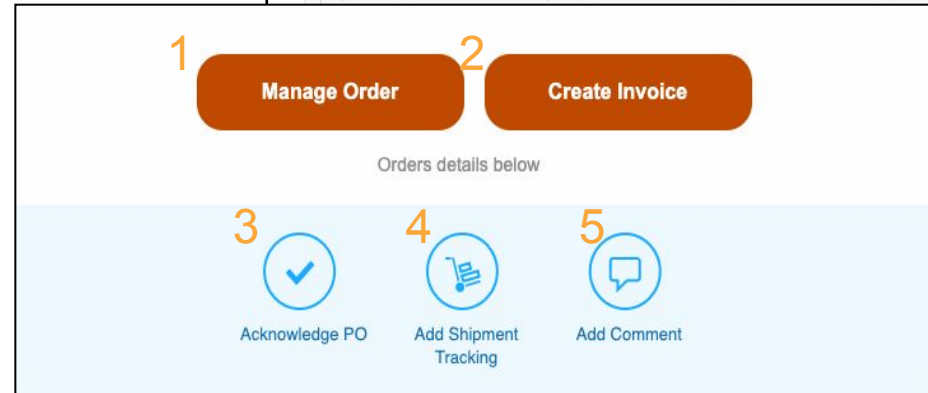
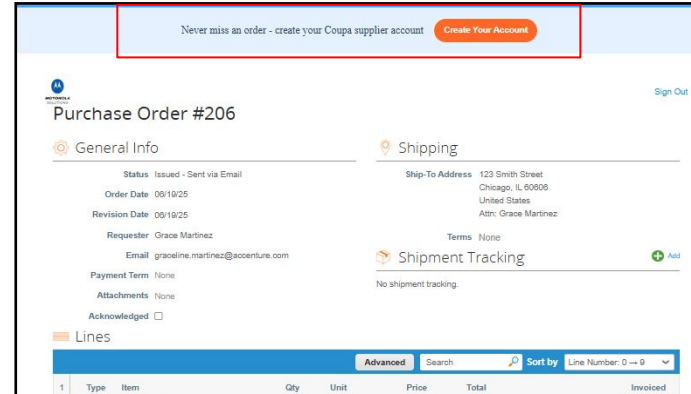
Motorola Solutions, Inc. is transitioning to a new **eProcurement system powered by Coupa.**

Through the **Supplier Actionable Notifications (SAN)** process, suppliers can take key actions **directly from their email inbox** upon receiving a **Purchase Order (PO) notification** – without needing to sign in or create a Coupa account.

Using SAN, you can:

- **View and manage Purchase Orders (POs)**
- **Create and submit invoices** directly against POs
- **Acknowledge receipt** of a PO
- **Add shipment tracking information**
- **Add comments or communicate** with Motorola Solutions about an order

Tip: SAN provides a quick and convenient way to manage transactions for suppliers who do not use the Coupa Supplier Portal (CSP) regularly.



Creating an invoice using SAN

When you click the “**Create Invoice**” button in your PO notification email, **all relevant information from the Purchase Order (PO)** will automatically populate into the invoice form.

You will need to manually enter the following details:

- **Invoice Number**
- **Shipping, Tax, and Miscellaneous charges**
- Any other **additional information** not included on the PO

The first time you create an invoice using this method, you will be prompted to enter your **Remit-To Address**.

- This address is **stored for future invoices** created via SAN.
- Please note that this Remit-To information is **not used for payment** until it has been **validated internally by Motorola Solutions, Inc.**

The screenshot shows the 'Create Invoice' interface. The 'General Info' section contains fields for Invoice #, Invoice Date (06/19/25), Payment Term, Currency (USD), Status (Draft), Image Scan (Choose File), and Supplier Note. The 'From' section includes Supplier (Test Supplier MSI (1)), Invoice From Address, Remit-To Address, and Ship From Address, all of which are currently empty. A 'To' section is also visible, showing Customer (Motorola Solutions) and Bill To Address (500 West Monroe St, Chicago, IL 60661). A modal dialog box titled 'Choose Invoice From Address' is open in the foreground, displaying the message: 'No Invoice From Addresses to choose from. To add a new address click Create New Remit-To.' The dialog has 'Cancel' and 'Create New Remit-To' buttons.

Note: MSI will complete an **internal verification process** before releasing any payments to a newly submitted Remit-To address.



Completing and submitting an invoice


1. Enter Invoice Details

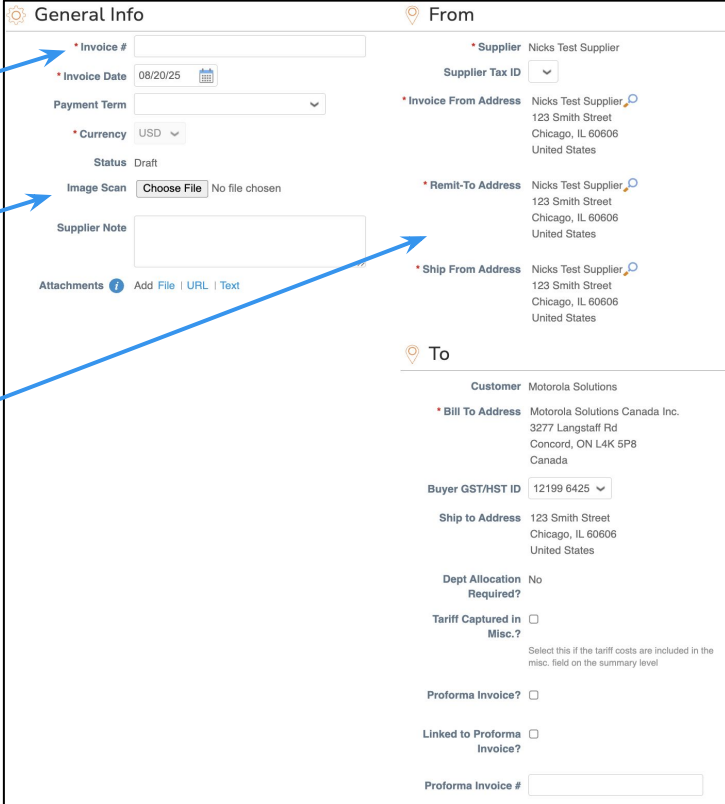
- Fill in all **mandatory fields** (marked with a **red asterisk ***), along with any additional information relevant to your invoice.

2. Attach a Copy of Your Invoice

- Upload a copy of your original invoice in the **Image Scan** field (PDF format recommended).

3. Select Address Information

- In the **From** section, click the **magnifying glass icon**  next to each field to create or select the appropriate addresses:
 - **Invoice From**
 - **Remit-To**
 - **Ship From**



The screenshot shows a web form for creating an invoice, divided into 'General Info' and 'From' sections. The 'General Info' section includes fields for Invoice #, Invoice Date (08/20/25), Payment Term, Currency (USD), Status (Draft), Image Scan (Choose File), and Supplier Note. The 'From' section includes Supplier (Nicks Test Supplier), Supplier Tax ID, Invoice From Address (123 Smith Street, Chicago, IL 60606, United States), Remit-To Address (123 Smith Street, Chicago, IL 60606, United States), and Ship From Address (123 Smith Street, Chicago, IL 60606, United States). Below the 'From' section is the 'To' section, which includes Customer (Motorola Solutions), Bill To Address (Motorola Solutions Canada Inc., 3277 Langstaff Rd, Concord, ON L4K 5P8, Canada), Buyer GST/HST ID (12199 6425), Ship to Address (123 Smith Street, Chicago, IL 60606, United States), Dept Allocation (No Required?), Tariff Captured in Misc.?, Proforma Invoice?, Linked to Proforma Invoice?, and Proforma Invoice #.

General Info

- * Invoice #
- * Invoice Date 08/20/25
- Payment Term
- * Currency USD
- Status Draft
- Image Scan No file chosen
- Supplier Note
- Attachments | |

From


- * Supplier Nicks Test Supplier
- Supplier Tax ID
- * Invoice From Address Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States
- * Remit-To Address Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States
- * Ship From Address Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States

To

- Customer Motorola Solutions
- * Bill To Address Motorola Solutions Canada Inc., 3277 Langstaff Rd, Concord, ON L4K 5P8, Canada
- Buyer GST/HST ID 12199 6425
- Ship to Address 123 Smith Street, Chicago, IL 60606, United States
- Dept Allocation No Required?
- Tariff Captured in Misc.?
- Proforma Invoice?
- Linked to Proforma Invoice?
- Proforma Invoice #



Completing and submitting an invoice (con't)

Tariff Captured in Misc.?	<input type="checkbox"/>
Select this if the tariff costs are included in the misc. field on the summary level	
Blocked for New Transactions	<input type="checkbox"/>
Internal Credit Note Justification	<input type="text"/>
Term Date	<input type="text"/>
To calculate Term Date in ERP	
Invoice Received Date	<input type="text" value="mm/dd/yy"/> 
Proforma Invoice?	<input type="checkbox"/>
Linked to Proforma Invoice?	<input type="checkbox"/>
Proforma Invoice #	<input type="text"/>

Note - If you need to charge a **tariff**, select the checkbox to indicate it and add the fee to the **Miscellaneous** field in the invoice summary

4. Proforma Invoices (if applicable)

- Submit a clearly labeled **Proforma Invoice** to **NAinvoiceSmash@motorolasolutions.com**.
- When ready to issue the **final legal invoice**, create an invoice **against the appropriate PO via SAN**.
- Select **“Linked to Proforma Invoice?”** and include the appropriate **Proforma Invoice number** in the reference field.



Completing and submitting an invoice (con't)

Totals & Taxes

Lines Net Total	12.50
Shipping	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Tax Reference	<input type="text"/> Enter a tax reason description.
Handling	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Tax Reference	<input type="text"/> Enter a tax reason description.
Misc	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Tax Reference	<input type="text"/> Enter a tax reason description.
Tax	<input type="text"/> 0.00 % <input type="text"/> 0.000
Total Tax	0.00
Net Total	12.50
Total	12.50

5. Add Taxes and Additional Charges

- At the bottom of the invoice, enter any applicable **Shipping**, **Handling**, and/or **Tax** charges (taxes applied at the summary level for U.S. invoices).
- Click **“Calculate”** to update the total.

6. Submit the Invoice

- Once reviewed and confirmed for accuracy, click **“Submit”** to send the invoice to **Motorola Solutions, Inc.**



Finalizing and submitting your invoice

1. Once all invoice details are complete, click **“Calculate”** to update the **total amount**.
2. Carefully **review** all information to ensure accuracy.
3. When ready, click **“Submit”** to send the invoice to **Motorola Solutions, Inc.**

Note: You may adjust the **Price** or **Quantity** fields on the invoice if necessary. However, doing so may trigger **additional approval notifications** within Motorola Solutions.

Such changes could result in **payment delays if the adjustments fall outside expected thresholds.

Optional: Receive Invoice Status Updates

Before submitting your invoice, you can choose to receive automatic status updates by selecting the checkbox:

“Email me status updates for Invoices I create this way.”

Enabling this option allows you to **track the progress** of your invoice — from submission through approval and payment — directly via email notifications.

Total Tax	0.00
Net Total	4,000.00
Total	4,000.00

Email me status updates for invoices I create this way

Delete Cancel Save as Draft Calculate **Submit**

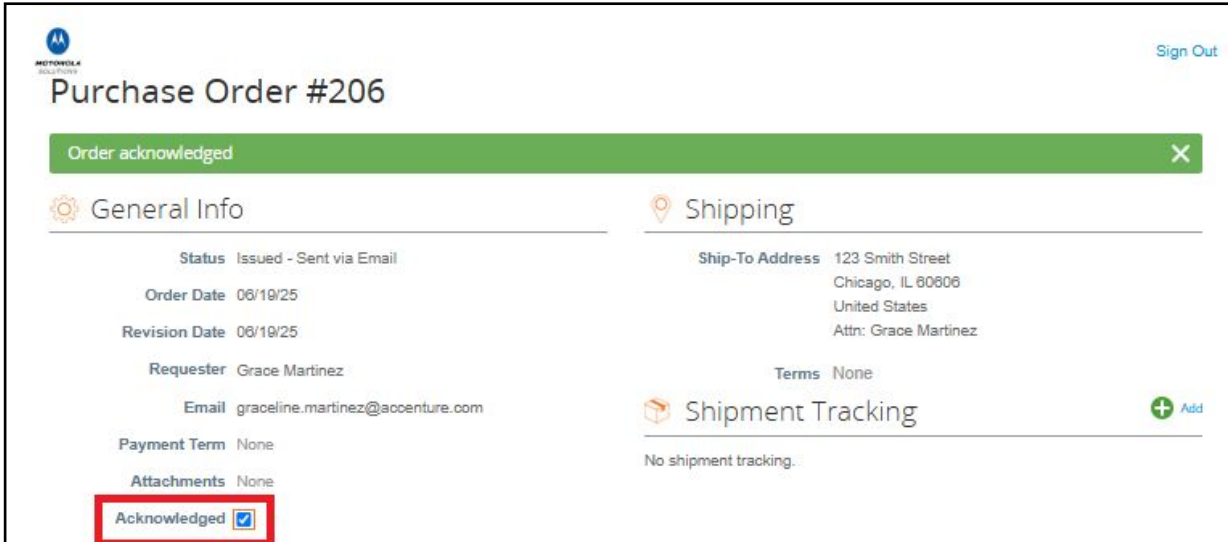


Acknowledging a purchase order

The “**Acknowledge PO**” checkbox allows you to quickly confirm receipt of a **Purchase Order (PO)** without the need for follow-up calls or emails.

When selected, the PO will be **marked as acknowledged**, and **Motorola Solutions, Inc.** will automatically be notified that you have received the order.

Tip: Promptly acknowledging POs helps ensure smoother order processing and timely communication between you and Motorola Solutions.



The screenshot displays the Motorola Solutions interface for Purchase Order #206. At the top left is the Motorola Solutions logo, and at the top right is a "Sign Out" link. A green notification bar at the top reads "Order acknowledged" with a close button. Below this are two main sections: "General Info" and "Shipping".

General Info:

- Status: Issued - Sent via Email
- Order Date: 06/19/25
- Revision Date: 06/19/25
- Requester: Grace Martinez
- Email: graceline.martinez@accenture.com
- Payment Term: None
- Attachments: None
- Acknowledged**

Shipping:

- Ship-To Address: 123 Smith Street, Chicago, IL 60606, United States, Attn: Grace Martinez
- Terms: None
- Shipment Tracking: No shipment tracking. (Add button)

A red box highlights the "Acknowledged" checkbox, which is checked.

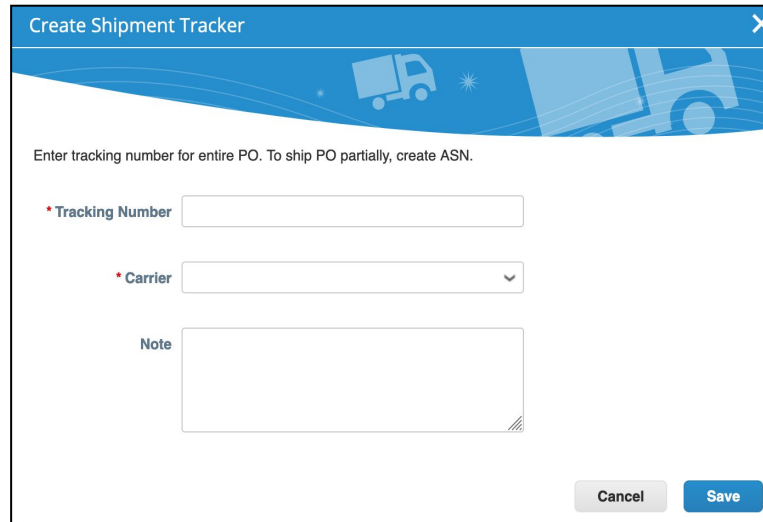


Add shipment tracking

The **“Add Shipment Tracking”** button enables buyers to receive **real-time tracking updates** for the items they’ve ordered, providing greater visibility into incoming shipments.

Click **“Add Shipment Tracker”** to open a new window where you can **enter your tracking information** (e.g., carrier, tracking number, or shipment reference).

Once the details are entered, be sure to **click “Save”** to confirm and update the shipment record.



The screenshot shows a dialog box titled "Create Shipment Tracker" with a close button (X) in the top right corner. The dialog has a blue header with a white truck icon and a white background with a blue wave pattern at the top. Below the header, there is a text prompt: "Enter tracking number for entire PO. To ship PO partially, create ASN." The form contains three fields: a text input field for "Tracking Number" with a red asterisk, a dropdown menu for "Carrier" with a red asterisk, and a text area for "Note". At the bottom right, there are two buttons: "Cancel" and "Save".

Create Shipment Tracker

Enter tracking number for entire PO. To ship PO partially, create ASN.

* Tracking Number

* Carrier

Note

Cancel Save



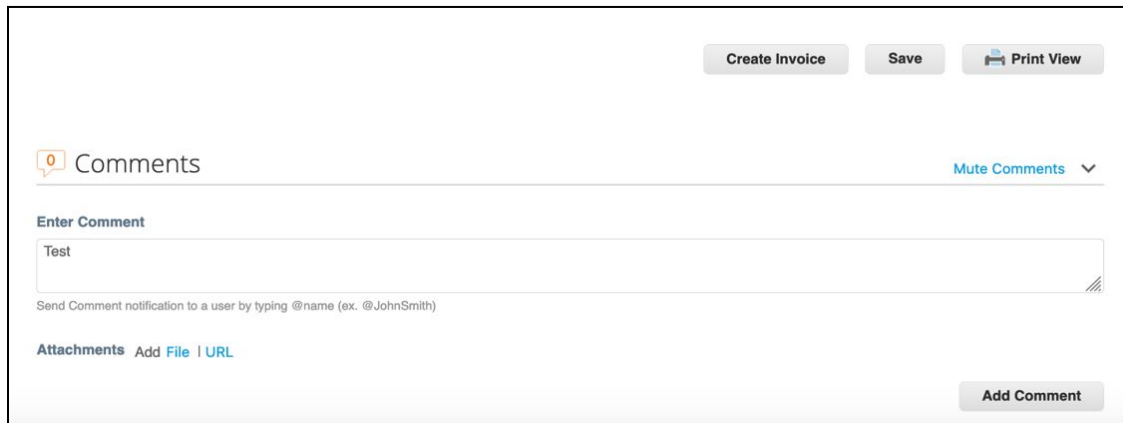
Comments section

The **Comments** section provides a convenient way to communicate directly within the **Purchase Order (PO)**.

Enter your message in the **text box**, then click **“Add Comment”** to submit it.

Your comment will be **time-stamped** and visible to both you and **Motorola Solutions, Inc.**, creating a transparent record of communication tied to the PO.

Tip: Use the Comments section to share delivery updates, clarify order details, or provide additional context without the need for separate emails.



The screenshot displays the 'Comments' section of a Purchase Order interface. At the top right, there are three buttons: 'Create Invoice', 'Save', and 'Print View'. Below these is the 'Comments' header, which includes a speech bubble icon with a '0' and a 'Mute Comments' dropdown menu. A text input field labeled 'Enter Comment' contains the word 'Test'. Below the input field, there is a small instruction: 'Send Comment notification to a user by typing @name (ex. @JohnSmith)'. At the bottom left, there is an 'Attachments' section with the text 'Add File | URL'. At the bottom right, there is an 'Add Comment' button.



Create your account

- The **“Create Your Account”** button allows you to set up a **Coupa Supplier Portal (CSP)** account directly from the **Purchase Order (PO)**.
Clicking this button will take you to the **CSP registration or login page**, where you can easily create or access your account.
- The **Coupa Supplier Portal** is **Motorola Solutions, Inc.’s preferred method** for suppliers to **transact, manage POs, and submit invoices** securely and efficiently.
- **Tip:** Registering for the CSP provides full visibility into your orders, invoices, and payment status – all in one centralized platform.



Accessing a PO via SAN

When a supplier clicks on a **PO SAN email**, they are redirected to a secure **landing page** to generate a **One-Time Password (OTP)**.

The OTP is sent directly to the supplier's registered **email address** and provides access to the **Purchase Order (PO) page** for **24 hours**.

After the 24-hour access period expires, suppliers can **generate a new OTP at any time** by clicking the same link in the original PO SAN email.

Note: SAN OTPs are generated **directly by Coupa** – no third-party authenticator apps are required.


Verify Your Access for Purchase Order #205

Your access to this page has expired. Please click on the button below. You will receive an email with the one-time password (OTP), using which you can access this page.


[Generate One-Time Password](#)

Already have an account? [Log in](#)


Save Time and Money with Coupa



Orders



Invoices



Payments

[Create Your Account](#)

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Frequently Asked Questions



Frequently asked questions

Will the Ship-To location appear on the Purchase Order (PO) in Coupa? Will there ever be multiple Ship-To addresses on one PO?

Yes, the Ship-To location will be clearly listed on each Purchase Order (PO) in Coupa.

No, each PO will include only one Ship-To address – multiple Ship-To locations will not appear on a single PO.

Can I forward Purchase Orders (POs) to someone else for review?

Yes. POs received via Supplier Actionable Notification (SAN) can be forwarded to other recipients if additional review or internal routing is required.

Can I submit non-PO-backed invoices?

No. All invoices must be PO-backed, unless explicitly authorized or communicated by Motorola Solutions, Inc. in advance.

This policy supports Motorola Solutions' "No PO, No Pay" framework to ensure accuracy and compliance in invoice processing.

If you have questions please contact
supplier.connect@motorolasolutions.com

