Supplier Reference Guide

Coupa Supplier Portal (CSP)

November 2017

Content

Introduction and Benefits

The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with customers who use Coupa. The CSP makes managing customers and transactions easy. Depending on your customer's specific Coupa configuration, you can manage content and settings on a customer-by-customer basis, including:

•Receive and view purchase orders, and set up delivery methods.

•Send advance ship notices (ASNs).

•Create, view, and send invoices.

•Create and manage customer-specific electronic catalogs.

•Manage your public and customer-specific company profiles and remit-to information.

•Check the status of transactions with your customers.

Register for the CSP

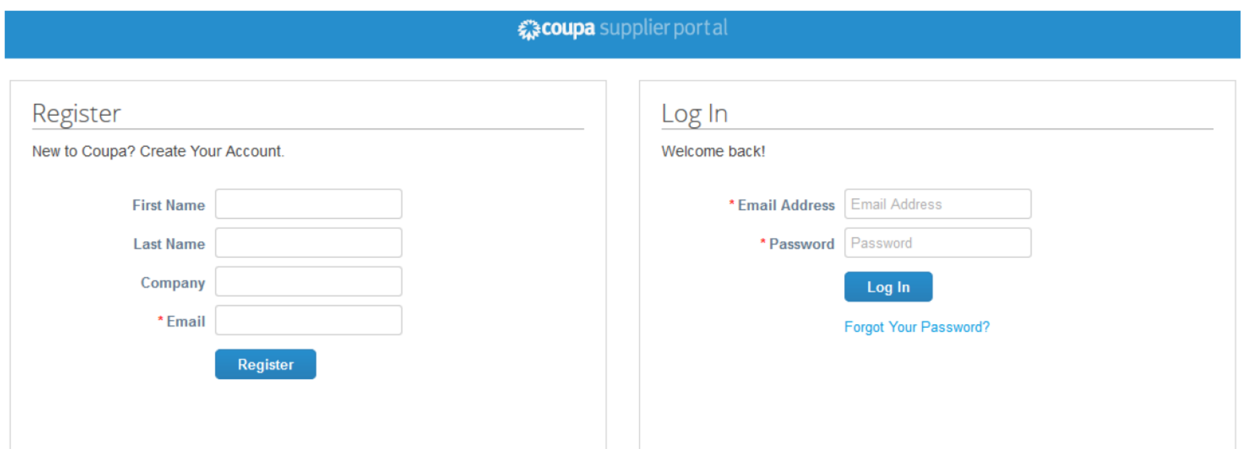
You have the following options by which to register for the CSP:

Customer-Created Invitation

Jabil sent an invitation on December TBD, 2017. When you accept the invitation and create your account, you are automatically connected/linked to the customer who invited you.

Self-Created Invitation

By proceeding with the self-created invitation, you can get started right away. You will need to connect manually by going to supplier.coupahost.com and in the Register pane on the left, fill in the mandatory (email) field (marked with an asterisk), and then click Register to request an invitation. By self-registering, you will need to contact your local Jabil procurement lead to provide your email account registration.



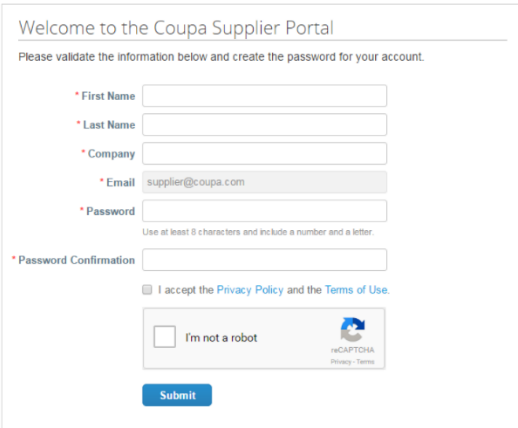
With both methods, you need access to the email address you are going to use for the account. Your CSP account is based on a specific email address. If you use an email address different from the one your Coupa customers have on file for you, you can't connect with them until you give them the email address or create a CSP account with that email address.

In both cases, you will receive an email with a link to validate your information and create your account.

NOTE: If you don't receive you invitation email, check your spam folder or email your local Jabil procurement contact

My Account Management

After following the link from the Coupa invitation email sent from Jabil, fill in the mandatory fields to provide basic information for your account and our company's public profile.



Welcome to the Coupa Supplier Portal

Please validate the information below and create the password for your account.

* First Name
* Last Name
* Company
* Email supplier@coupa.com
* Password

Use at least 8 characters and include a number and a letter.

* Password Confirmation

I accept the Privacy Policy and the Terms of Use.

I'm not a robot reCAPTCHA Privacy - Terms

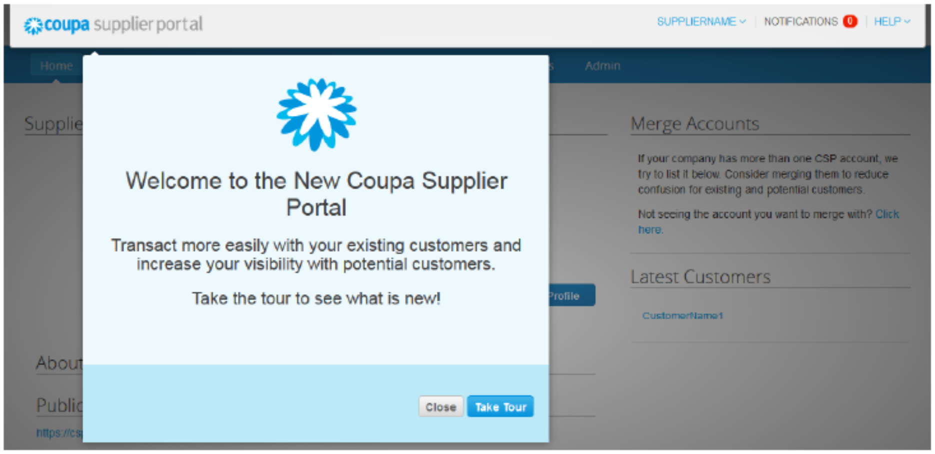
Submit

Setting	Description
*First Name	Your personal first name to be applied to your personal account.
*Last Name	Your personal last name to be applied to your personal account.
*Company	The name of your company as seen on your company's public profile.
*Email	This field can't be changed. If you want to change your email address, you have to create a different CSP account using the new email address. If you also want to use this email, create two company accounts and merge them. For more info, see Managing Merge Requests.
*Password	Use this field to create your password. It must be at least 8 characters long, and it has to include a number and a letter.

To create a CSP account, you must also accept the Privacy Policy and the Terms of Use.

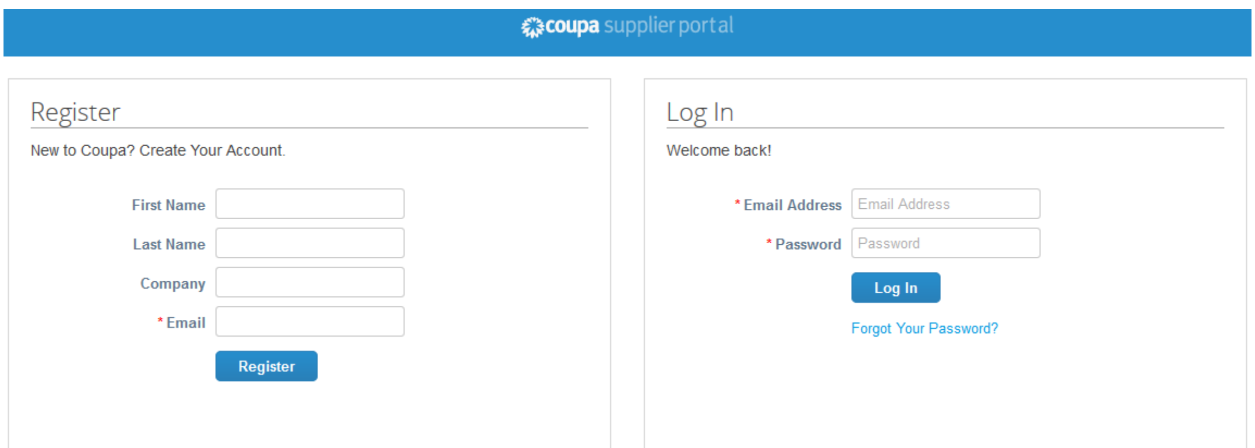
By default, this account is the admin account for your company. Once set up, you can add users and assign them roles, including account administration.

Once you are signed in, Coupa takes you on a tour of the new site.



Logging in to the CSP

Go to https://supplier.coupahost.com/ and in the Log In pane on the right, enter your email address and password and click Log In. When you log in for the first time, you are prompted to enable two-factor authentication.



Logging in with Two-Factor Authentication

Open Google Authenticator on your device and choose your CSP account. Enter the number that is shown.

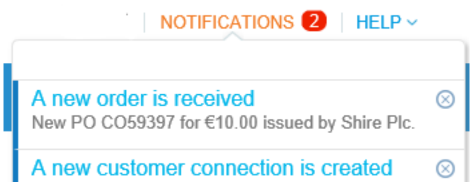
Type the two-factor authentication code in the appropriate field, choose Remember this computer for 30 days if you're not using a shared or public computer, and click Log In.

NOTE: The code that Google Authenticator provides is good only for 60 seconds. If you don't type that code on the CSP sign-in page and click Log In within 60 seconds, you have to get a new code and try again.

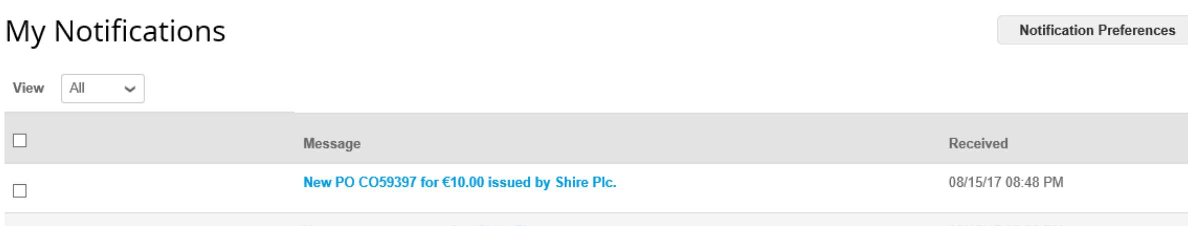
NOTE: If you are locked out and you don't have your six-digit backup validation code, contact your customer

Notifications

In the top right of your window, hover over the Notifications link to see your unread system notifications.

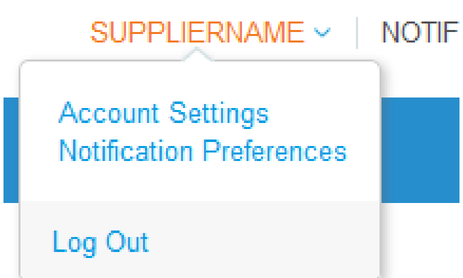


To view details of your notifications and manage them, click on the Notifications link.



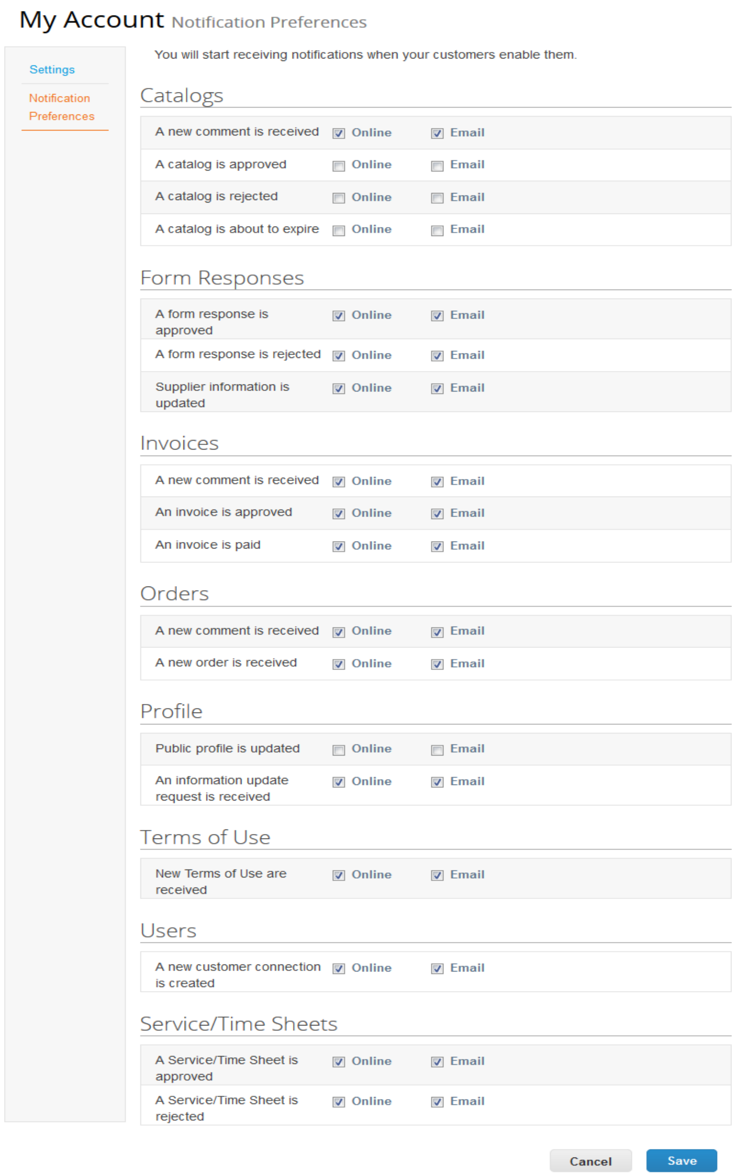
On the My Notifications page, you can view all of your (read and unread) notifications, or you can filter by category (FYI, To Do, or Unread). You can select and delete them all or one-by-one.

To change your notification preferences, hover over your name in the top right and click on the Notification Preferences button. When you begin your introduction to Coupa, it is recommended that you enable all of your notifications until you are more familiar with the system.



On the My Account Notification Preferences page, select the radio buttons for the items that you want to receive any or all of the notification types: online (to do list) or email.

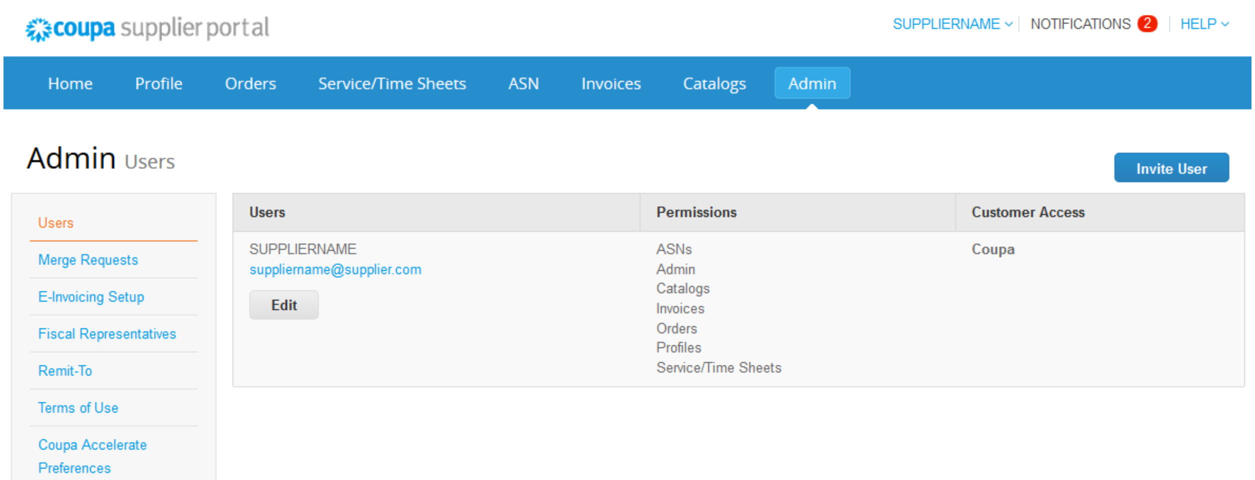
NOTE: If you have an SMS-capable device and you validate your phone number, you can also choose to receive notifications as short text messages via SMS.



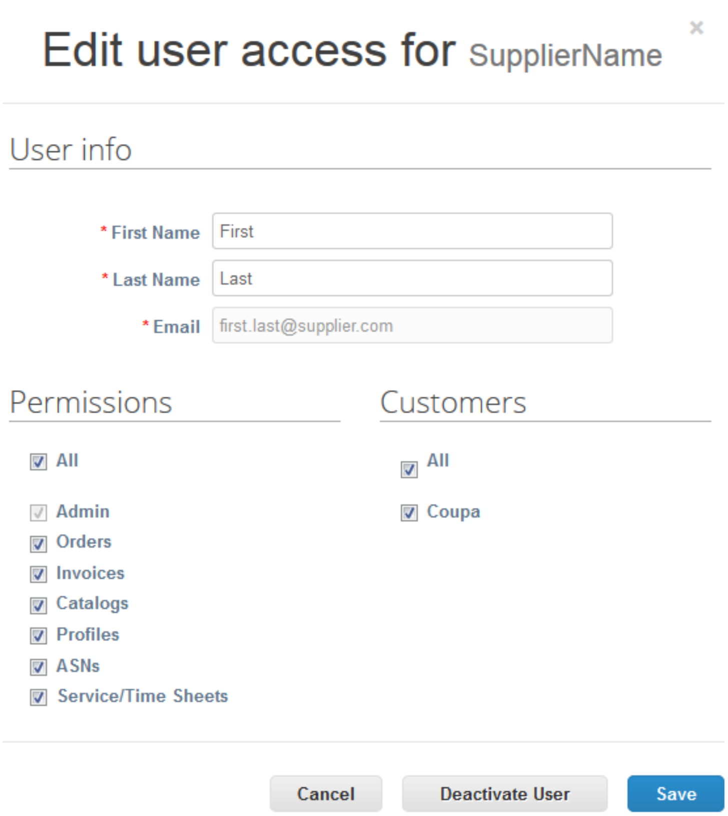
Users

From the Admin tab in the top ribbon of your window, you can manage user permissions and Jabil access by assigning certain users to certain customers, by limiting what types of documents they can access, and selecting what functions they can perform with their assigned customers.

From the top ribbon, find the Admin tab and then select the Users section on the left of your screen. The Admin Users page appears after clicking this option.



Click on the Edit button to open the Edit user access for [User Name] window.



You can change the user's name, modify the user's permissions and customer access, or deactivate the user.

You cannot change the user's email address. If a user wants to change the email address, you must send a new invitation to that user. To invite a new user, find the Invite User icon in the top right corner of the User page. It is recommended to set up at least two contacts as account Admins in the event of an absence or departure.

The Invite User and Edit user access for [User Name] windows are almost identical, but when you invite a user, you can specify an email address.

Permissions	Description
All	Gives full access to all CSP functions, except for user administration.
Admin	Has full access to all CSP functions, including user administration. Non-admin users can still view the **Users** tab of the **Admin** page and invite users, but they can't edit existing users. The permissions on the invitation can't exceed the permissions of the user creating the invitation.
Orders	Allows viewing and managing purchase orders (POs) received from customers.
Invoices	Allows creating and sending invoices to customers.
Catalogs	Allows creating and managing customer-specific electronic catalogs.
Profiles	Allows modifying customer-specific profiles. ***Note:*** *All users, regardless of permissions, can edit the public profile.*
ASNs	Allows creating and sending advance ship notices (ASNs) to customers.
Service/Time Sheets	Allows creating and submitting service/time sheets against POs.

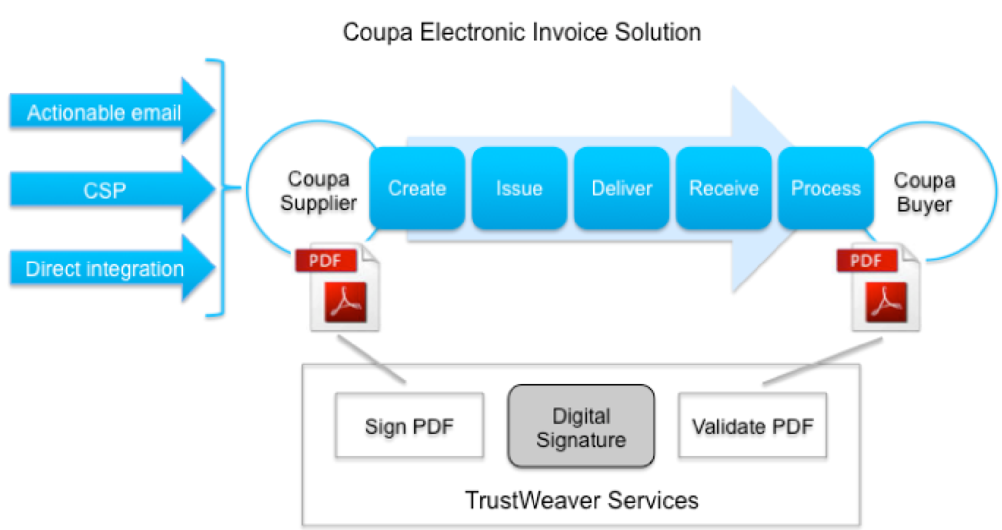
Coupa doesn't allow users to be deleted, so you can't delete a user from your profile. Instead, you can deactivate a user when you no longer want that user to be able to access the account.

If you deactivate users, you can always reactivate them later. If you reactivate a user, the customer access is reset for that user, so you will have to assign customers to that user again.

eInvoicing Set Up/ Adding a Legal Entity

Coupa provides country-specific invoices and acts as an outsourcer that creates and issues electronic invoices on behalf of, and in the name of, the supplier. The steps to invoice creation and processing are outlined below:

1. Coupa creates a PDF version of the invoice on behalf of the supplier
2. Coupa sends the PDF to a certified signing authority, where the invoice is digitally signed, becoming a legal invoice
3. Coupa delivers the signed version to the buyer and then validates the invoices digital signature on behalf of the buyer
4. Coupa attaches the legal invoice to the invoice record in Coupa making it available to the buyer



Coupa adheres to three key tenants to validate eInvoicing compliance, all of which have been reviewed by the Jabil team

- **Invoice content**
  Coupa ensures that for supported origination countries, invoices from suppliers contain all the information necessary for you to confirm that the TAX for a specific country was correctly administered, reported, and paid.
- **Authenticity**
  Coupa acts as the issuer of electronic invoices on behalf of the supplier, and ensures the invoice is digitally signed before it is delivered to the customer.
- **Integrity**
  Digital signatures provide irrefutable proof of that the electronic invoice data has not been changed for the lifetime of the invoice.

Benefits

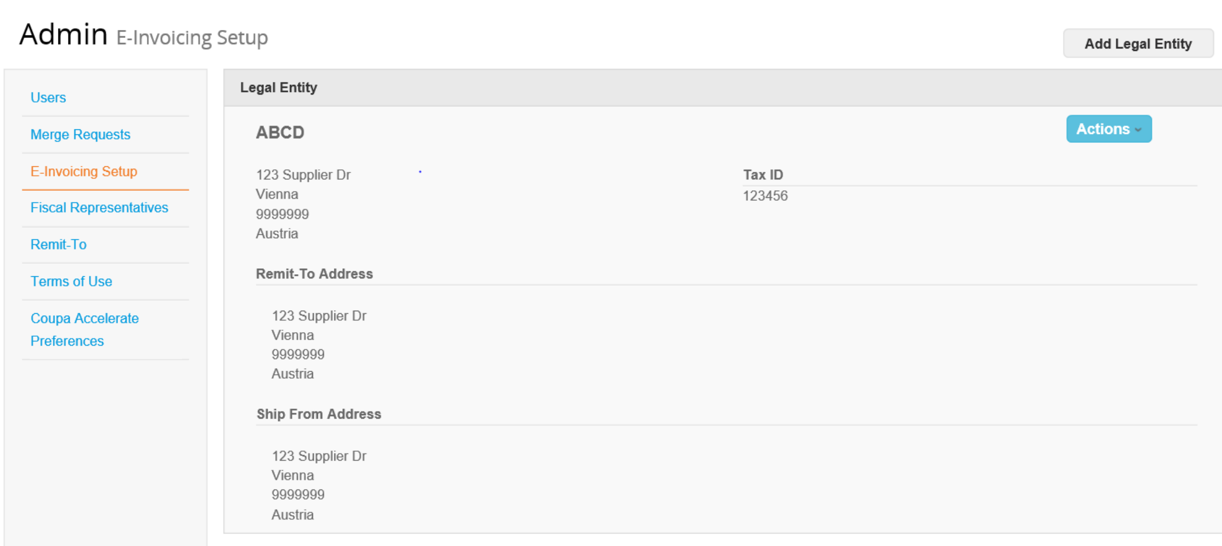
- **Visibility into outstanding obligations**
  eInvoicing capture means no more waiting for internal processing to report on obligations.

- **Global compliance**
  A visual indicator instantly verifies compliance with country specific regulations spanning Content, Authenticity, and Integrity.
- **Benchmark data**
  Compare your performance by aggregating benchmarks compiled from usage data across hundreds of Coupa customers (all shared data is anonymous).
- **Process insights**
  Identify trends and pinch points in your eInvoicing process for continual improvement and cost reduction.
- **Cloud agility**
  The eInvoicing model delivers extremely rapid time-to-value and the flexibility to optimize over time without requiring extensive (and expensive) IT resources.

Setup

On the Admin page you can manage users and merge requests, and the remit-to addresses for your customers; you can set up electronic invoicing and fiscal representatives; you can view and sign the terms of use; and set your early payment discount terms (Coupa Accelerate preferences).

Step 1: To set up your account to create eInvoices, click on the eInvoicing Setup link on the left of the Admin page. The Legal Entity page appears. You add new legal entities and manage or deactivate existing ones.



To add a legal entity, click on the Add Legal Entity button in the top right corner and enter the official name of your business that is registered with the local government and the country where it is located.

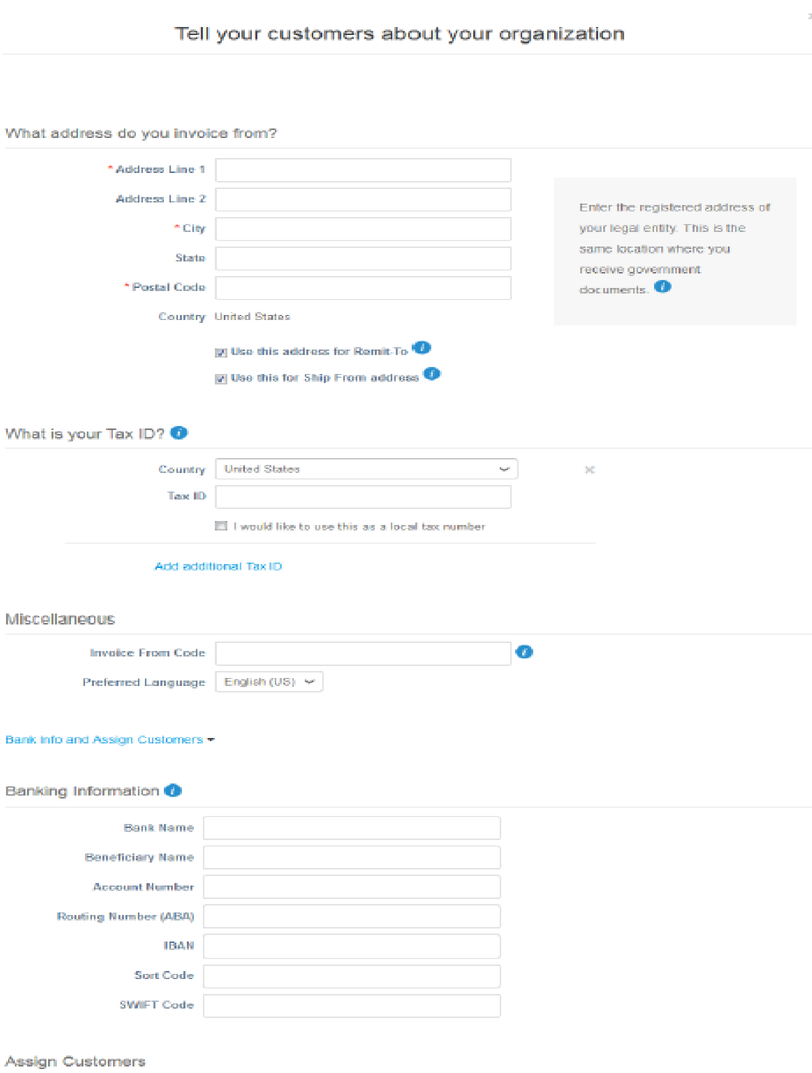
Step 2: Click Continue and you may need to fill in some compliance related fields. Once you have filled in your required fields, you fill in your invoice from address.

There are 2 check boxes Use as Remit To Address and Use as Ship from Address- you can uncheck these boxes if you have different locations where you ship from or where you receive payment.

NOTE: if you uncheck the box you need to fill in one of these addresses otherwise the invoice will fail.

Click Done.

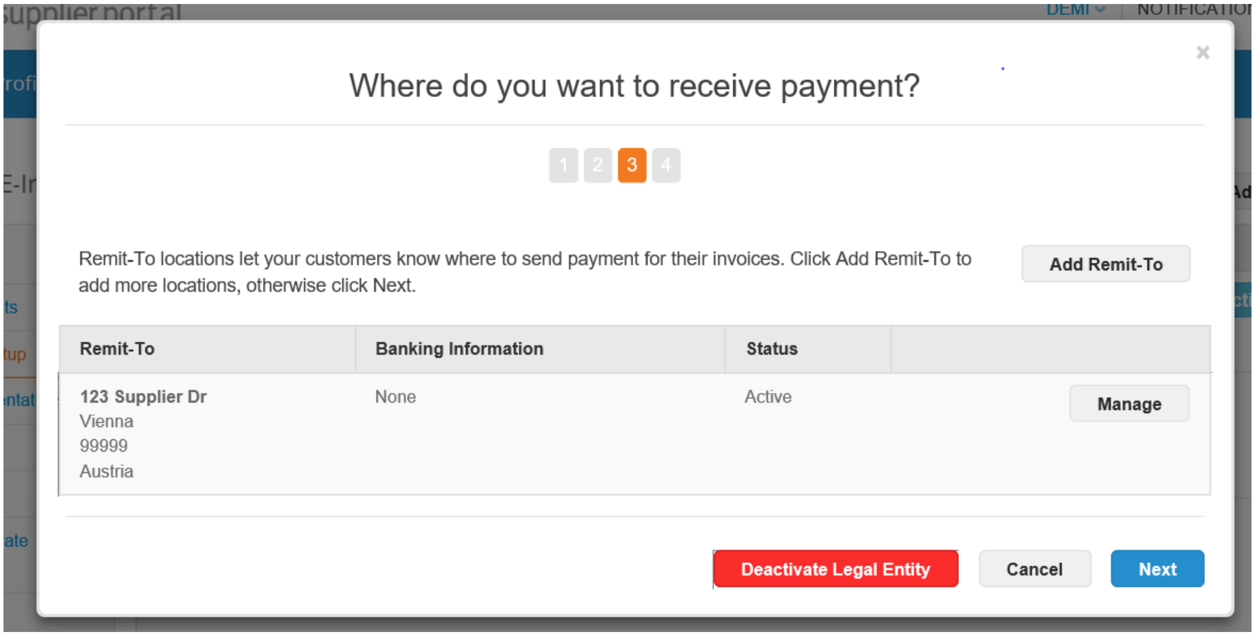
Step 3: Next, Coupa will direct you to populate your Invoice From information, banking information, and tax information.



Step 4: You can add tax registration numbers which are assigned to your legal entity, these can be multiples. You will get an error message if you do not include the tax registration number in the correct format.

To manage your legal entities, click on the Actions button, select Manage and click Continue.

Step 5: In the appearing window, you can add a new remit-to address or manage/edit existing ones. Once you have set up an invoice from and associated tax registrations, you can add ship from's and remit to's only if you want/need to.

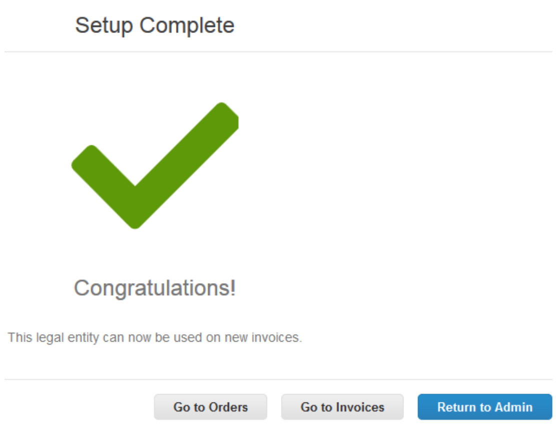


To add a new remit-to address, click on the Add Remit-To button and fill in at least the mandatory fields (marked with a red asterisk) and click Continue.

Information	Description
Remit-To Address	Address where you want to receive payment.
Integration Information	Code to tie your CSP remit-to address with the corresponding address in your ERP.
Banking Information	Optional banking information for the remit-to address. You can use both domestic (US) and international (global) banking information. *Note: Banking information is required for compliant invoicing when indicated (with a red asterisk). Otherwise, banking info is not required and remains private.*
Remit To Contact	Optional contact information for the remit-to address.
Assign Customers	You can select which customers can see a specific remit-to address.

NOTE: If you merge accounts, your remit-to addresses aren't merged unless you make them available for all customers. Once the merge is complete, you can assign the remit-to address to the specific customers again.

Step 6: Add the address from where you want to ship goods if it is different from the remit-to address. After completing the eInvoicing setup, by adding the legal entity, you can use it on new invoices. From the Setup Complete page, you can choose to go to purchase orders or invoices.

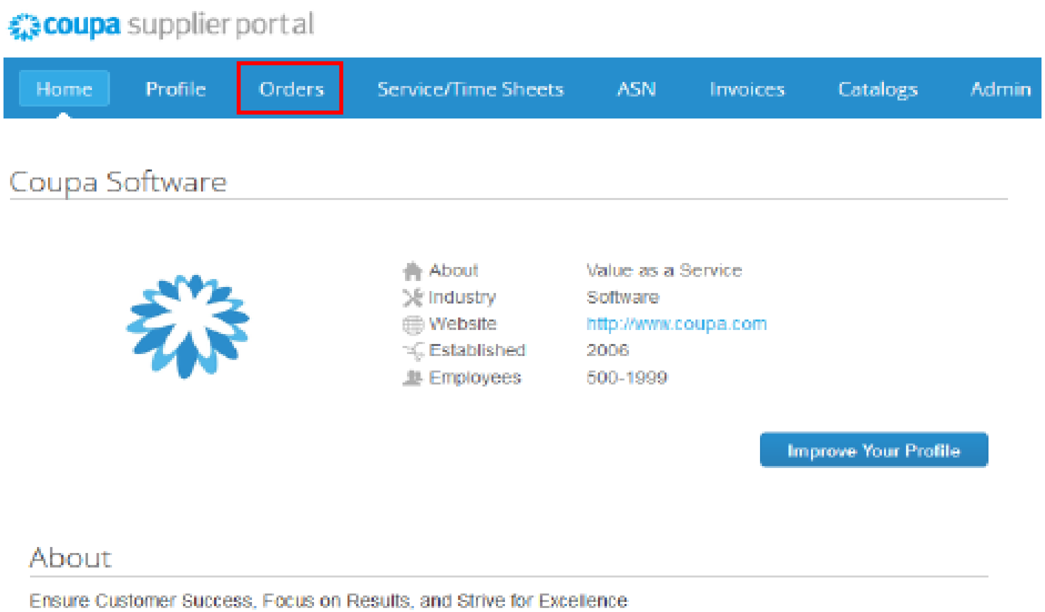


Viewing Purchase Orders and Invoices

Purchase Orders

Purchase Order Tab

To start managing Purchase orders, click Purchase Orders. Each purchase order will be given an individual number when raised through Coupa. By clicking on the PO number the details of the PO will be displayed.



It is important that you acknowledge the PO by clicking the Acknowledged box. Click the drop down and select the relevant status. Then, click the calendar and select the relevant date. The bottom section of the PO will display the requested items.

Email Notification of PO

When a purchase order is raised you will receive an email notification regarding this. The email is sent to the PO email address. The following is a copy of the email purchase order notification.

NOTE: You will need to log on to the CSP and acknowledge receipt.

PO Delivery Tab

You have the option to change the email address the Purchase Order is sent to by clicking on PO Delivery. Enter the new email address in ‘PO email’ field.

Flipping Purchase Order (PO) to Create an Invoice

You are able to flip your PO order into an invoice. Flipping the PO into an invoice transfers all the PO line information on to an invoice. To flip the purchase order to an invoice, click on the gold coin stack. The invoice screen will be displayed.

To complete the invoice follow the steps below:

Step 1: Create an invoice number

NOTE: When you create each invoice you will be asked to create an invoice number. Note that the same number cannot be used twice.

Step 2: Enter the invoice date

Step 3: The 'TAX' field should be populated (if applicable)

Step 4: Invoice the amount to be paid by amending the quantity (if applicable)

Step 5: Enter the service value (if applicable)

Step 6: When there are several PO lines, some may have already been invoiced. Please do not include these again as they will need to be deleted. Once all the information has been completed please click Submit.

NOTE: The invoice will be sent for approval before it can be paid.

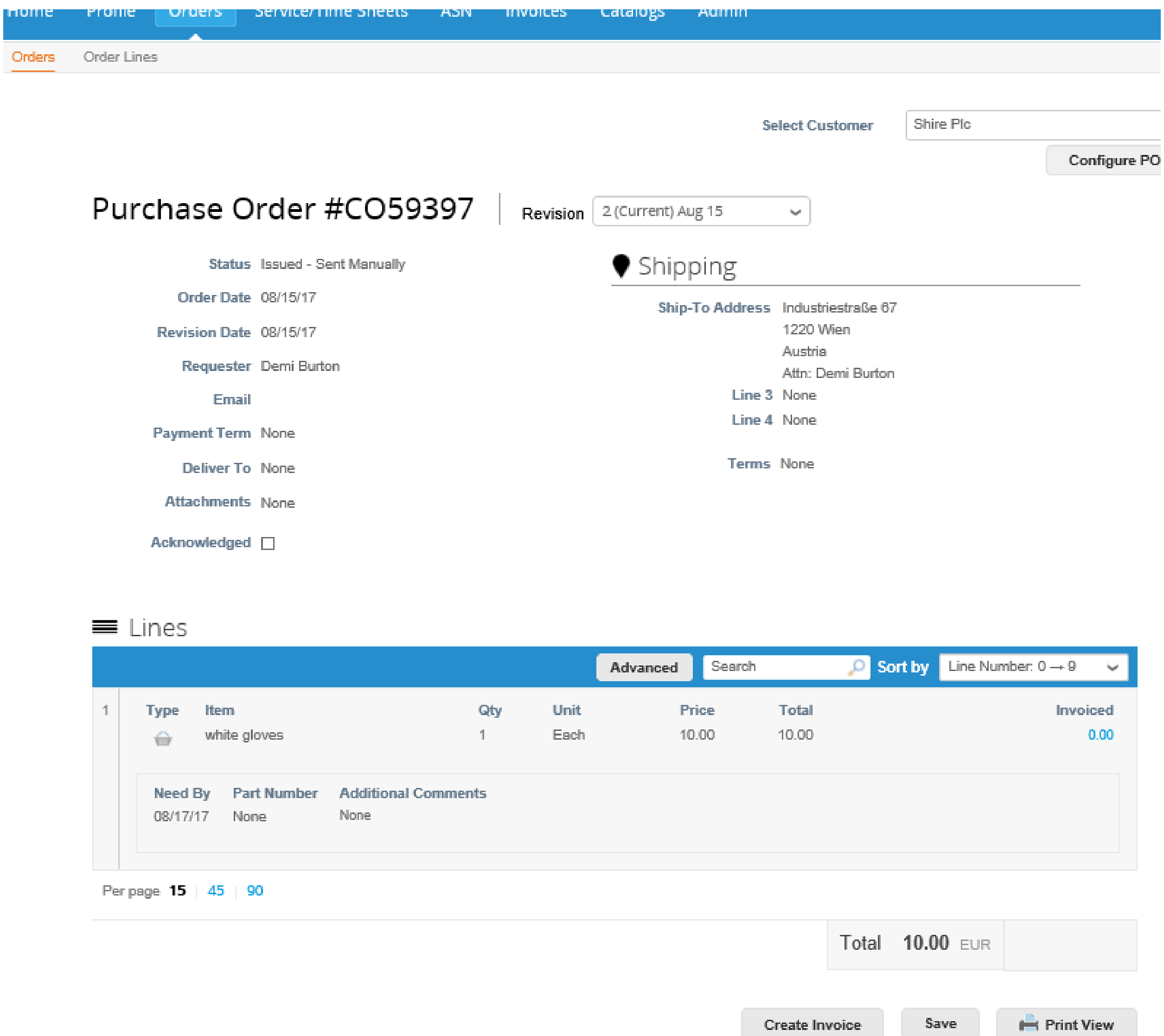
Invoices

By clicking on the Invoice tab from the main page on the CSP, you will be able to view all of your invoices, the status of each, attachments and comments on each, and the payment information for each invoice.

PO Backed Invoices

To convert or "flip" a PO into an invoice, do one of the following:

- Click on the Create Invoice icon for the PO in the Purchase Orders table.
- Click on the PO Number link to open the purchase order and click on the Create Invoice button.



In the appearing window, choose the Invoice from address. The most recently used address is at the top of the list.

On the Create Invoice page, fill in at least the mandatory fields (marked with a red asterisk) in your invoice. Some of the fields are pre-populated with information from the PO.

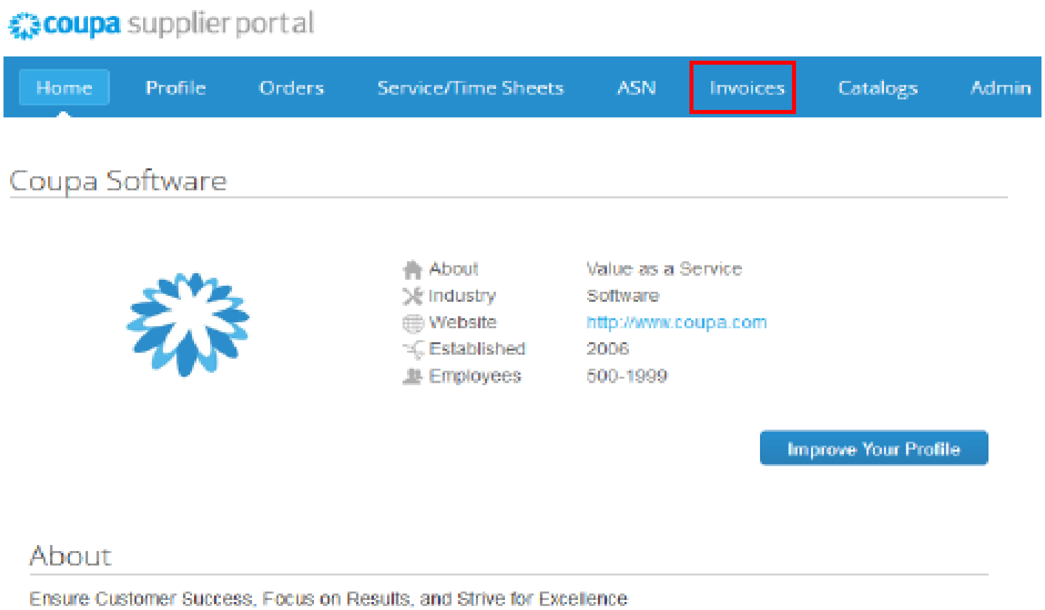
Similarly to creating an invoice, you can create a credit note by clicking on the Create Credit Note icon for the PO in the Actions column of the Purchase Orders table.

In the Actions column, you can create an Advanced Shipping Notice (ASN).

NOTE: The Advanced Shipping Notice (ASN) feature is only available if your customer enables it for you.

Non-PO Backed Invoices

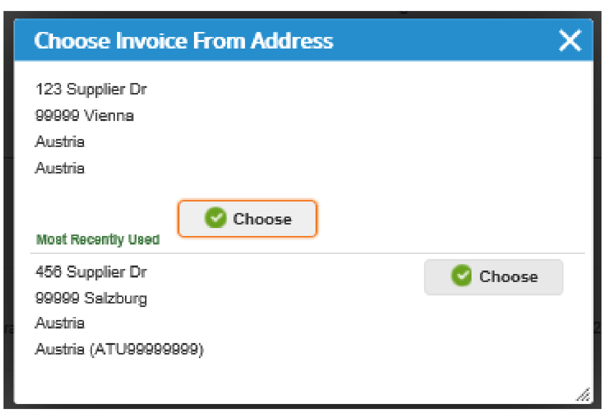
To create a non-PO backed invoice, click on the Invoices tab on the main menu. If you are connected to more than one Coupa customer, select their name form the Select Customer dropdown menu. Select the No Contract checkbox and click on the Create button on the page that appears.



To edit a draft invoice, do one of the following:

- Click on the Edit icon for the invoice in the Invoices table.
- Click on the Invoice # link to open the invoice and click on the Edit button.

In the appearing window, choose the Invoice from address. The most recently used address is at the top of the list.



On the Create Invoice page, fill in at least the mandatory fields (marked with a red asterisk). You have to select an invoice from, a remit-to, and a ship from address by clicking on the icon next to the address field.

Create Invoice Create

General Info

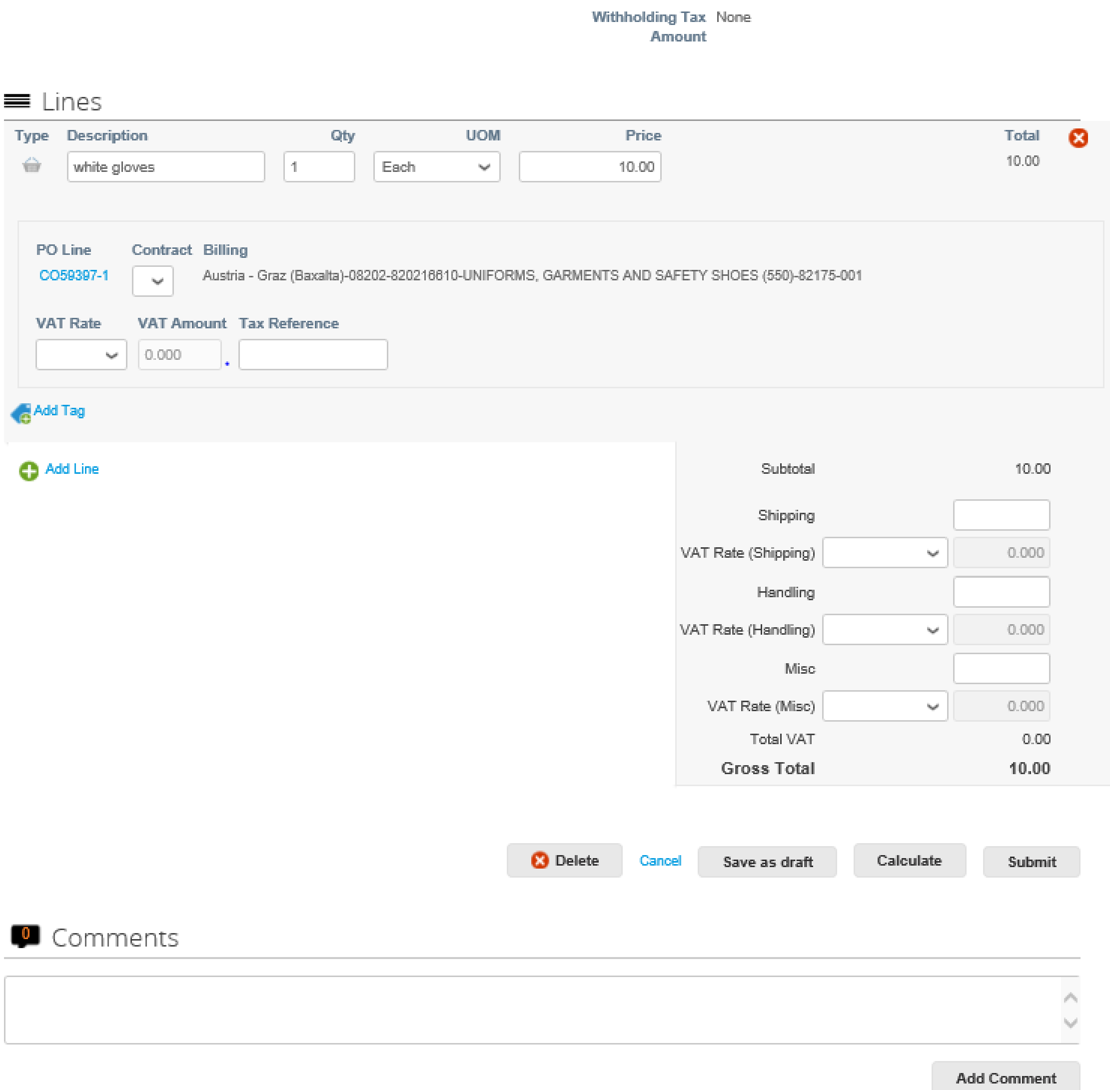
* Invoice #	
* Invoice Date	08/15/17
Payment Term	
Date of Supply	08/14/17
* Currency	EUR
Delivery Number	
Status	Draft
Image Scan	Browse...
Supplier Note	
Attachments	Add File | URL | Text
Cash Accounting Scheme	

From

* Supplier	DB Test Supplier
Supplier VAT ID	123
* Invoice From Address	DB Test Supplier 123 Supplier Dr 123 99999 Vienna Vienna, Austria Austria
* Remit-To Address	DB Test Supplier 123 Supplier Dr 99999 Vienna Austria
* Ship From Address	DB Test Supplier 123 Supplier Dr 99999 Vienna Austria

To

Customer	Shire Plc
Buyer VAT ID	ATUU50560808
* Bill To Address	BAXTER AKTIENGESELLSCHAFT INDUSTRIESTRASSE 67 1221 WIEN Austria
Line 3	None
Line 4	None
Ship To Address	Industriestraße 67 1220 Wien Austria
Line 3	None
Line 4	None
Request Type	For PO-Backed invoices, the request type used at the time of Purchase Requisition is displayed here for reference. This is not applicable to Non-PO Invoices.
Supplier Indicated Shire Requester	Enter the Requester's name
Supplier Payment Method	None
Payment Method	None
Supplier Withholding Tax Type and Code	None
Withholding Tax Type and Code	None
Withholding Tax Base	None

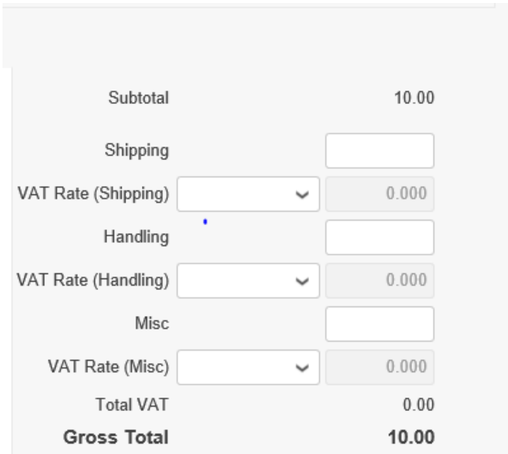


NOTE: All country-specific fields will appear beneath the Attachments on the header level of the invoice.

NOTE: You must attach the .pdf/Word invoice file generated out of your invoicing system in the attachment field.

In the Subtotal section, you can enter values and select tax rates for shipping, handling, and miscellaneous costs.

Applicable tax rates are determined by the tax code on the invoice. The tax rate is a government-regulated rate to be paid to the tax authorities as part of the sale and it is shown as a percentage. It applies to all commodities sold in a specified geographical area.



Clicking Calculate will give you the gross total amount considering the tax values.

You can add invoice lines to your invoice by clicking on the Add Line link or the Add icon next to it.

Submit the invoice or save it as a draft to submit it later. You can also add comments for your customer. Before submitting the invoice, you can cancel or delete it. You can delete only draft invoices.

NOTE: If you want to make changes to the invoice after submitting it, you have to contact your customer.

Frequently Asked Questions (FAQs)

CSP:
https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/FAQ

Additional Resources

Feel free to explore the Coupa site for all things CSP! Here you can find additional videos, supplier guides, and more.

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal