Coupa Supplier
Frequently Asked Questions (FAQs)

November 2021

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Supplier Frequently Asked Questions (FAQ)

1. Introduction

Pact Group (Pact) is implementing a new web-based on demand purchasing platform using the function of Coupa. This will help both Requisitioners and Suppliers to have better experience in end-to-end Purchasing.

Question: What is Coupa?

Answer: Coupa is a cloud-based platform that will help Pact manage spend visibility across its entities, to increase efficiency, reduce risks, and improve the bottom line. All new Purchase Orders will be generated through Coupa and copied over to Coupa Supplier (CSP) for enabled Suppliers.

Question: When will Coupa be operational?

Answer: Pact is launching the new purchasing system, Coupa on Monday, 22nd of November.

2. CSP Common questions

Question: What is Coupa Supplier Portal (CSP)?

Answer: CSP is a web-based application for Suppliers that can manage and view transactions such as Purchase Orders, Invoices directly to Pact's Coupa instance.

Question: How much is the registration fee for CSP?

Answer: CSP is free of charge

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Question: What do I need to have to access CSP?

Answer: You need a good Internet connection and the latest version or at least one of these web browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Question: How can I register to CSP?

Answer: Go to http://supplier.coupahost.com

Question: I have an existing CSP account with other clients, do I still need to register in CSP?

Answer: No, you can use your existing CSP account and establish a "Connect Request" to Pact Group

Supplier Frequently Asked Questions (FAQ)

3. What is Supplier Actionable Notification (SAN)?

Question: What is Supplier Actionable Notification (SAN)?

Answer: Suppliers that are reluctant to join CSP can transact with Pact Group without having to register or log into the (CSP).

Supplier Actionable Notifications (SAN) allow Suppliers to act on POs directly from email notifications for POs created in Coupa, having the options to acknowledge, create an invoice from or add a comment to a PO. Alternatively, they can create a CSP account if they want to take advantage of the benefits of working with through CSP.

Note: Suppliers with CSP accounts can still use SAN.

4. Common CSP (FAQs)

Question: What are the Common CSP FAQs?
Answer: As Coupa Supplier Portal is also an on-demand web-based application where it gets periodically updated with new features, the common FAQs are also updated here: https://supplier.coupa.com/help/faqs/

Question: If I use the CSP, who pays the Invoice that I raised?
Answer: Pact will pay the Supplier. Coupa does not pay suppliers on behalf of buyers.

Question: What does "pending receipt" mean?
Answer: This status shows that the Requester is in the process of receiving the goods/services into the Coupa system. Once the Requester enters the receipt; the invoice is matched against it.

Question: Is the information in the CSP archived?
Answer: No, the information in the CSP is not archived, but you can access it as long as you have a CSP account

4.1 Common CSP - Orders (FAQ)

Question: Can I set it so I can only see purchase orders that haven't been invoiced yet?
Answer: Yes, you can via the View field.

Question: How do I see Pact's purchase orders?
Answer: On the main menu, click on the Orders tab. Make sure on the Select Customer field that "Pact" is selected. You can see their purchase orders only if you have access.

Question: How do I change a price on a purchase order?
Answer: You can submit a PO change request through the CSP. Open the PO, click "Request Change" and follow the prompts

Question: How many times will Coupa try to resend a purchase order that wasn't able to be sent?
Answer: If a PO transmission results in a connection timeout because there was no response from the supplier, Coupa will try to resend the PO up to four times at five minutes intervals.

Question: What is the purpose of a PO acknowledgement by the supplier?
Answer: You can let the Requester know that you've received the order.

Question: What is a soft closed PO?
Answer: A soft closed PO is a PO that the Requester can reopen, for example, if an invoice or credit memo submission is needed, or if a PO is closed prematurely or by mistake.

Supplier Frequently Asked Questions (FAQ)

4.2 Common CSP - Invoice (FAQ)

Question: How do I submit an invoice?
Answer: Your account needs to be configured to handle invoices through Pact's Coupa system.

Question: Can I submit PDF documents to support invoices created from the CSP Portal?
Answer: Yes, you can. Log in to the CSP to create an invoice and attach the PDF.

Question: What types of files can I attach to an invoice?
Answer: For invoice image scans, attachments must be of the following types: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF. One attachment can be up to 100 MB, but for performance reasons, consider limiting the attachment size to 16 MB or so.

Question: How do I know if an invoice has been created in CSP?
Answer: On the main menu, click on the Invoices tab.

Question: What do I do if an invoice was rejected?
Answer: Just create a new invoice to replace the one that was rejected.

Question: How do I create a credit memo?
Answer: Log in to the CSP and click on the Invoices tab on the main menu. Select "Create Credit Note" for the relevant.

Question: How do I credit or cancel an invoice that's already been billed?
Answer: Click Create Credit Note, and search for the related tax invoice and select cancel.

5. Common CSP document statuses

Status	Description
Purchase Orders	
Past Due	For an issued order, if the "need by date" has passed and the order is not complete.
Not Acknowledged	The number of orders that you have not acknowledged. Shown only if you acknowledged at least one order in the past.
Change Requested	Orders for which you or the Requester's /Buyer have requested a change.
Not Invoiced	Orders that you have not invoiced yet.
Invoices	
Pending Approval	Invoices that have not been approved by Pact Group yet.
Overdue	Invoices that have not been paid yet and are past the due date.
Disputed	Invoices that you or AP Finance have marked as disputed to indicate an invoice discrepancy.

Thank you

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