



## Coupa Supplier Portal (CSP)

# Supplier Training Guide for Non Compliant Country

May 2020

Shanghai • 2019  
Procurement Performance Team • APAC Hub Procurement

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## Introduction to Coupa

## Introduction to Coupa

# What is Coupa?

Air Liquide has selected Coupa as the technology platform to streamline the procure-to-pay processes and enable electronic Purchase Order and Invoice (Except Air Liquide China Suppliers) transmission.

- Coupa is a leading e-Procurement platform, connecting buyers with their suppliers.
- “Coupa is an internet-based solution capable of accommodating a variety of different systems.” (plug and play)
- The Coupa Supplier Portal (CSP) will be utilized by Air Liquide to request indirect materials and services, as well as create and communicate Purchase Orders.
- The Coupa Supplier Portal (CSP) is free. There is no cost for suppliers.



## Introduction to Coupa

# How Will You Benefit?

By working with Air Liquide electronically, you will increase your order-taking efficiency, reduce mistakes and delays fulfilling orders, be able to maintain a better presence with Air Liquide.

- Efficient Purchase Order receiving and acknowledgement
- Instant visibility to Purchase Order details
- Reduced manual paper transaction processing

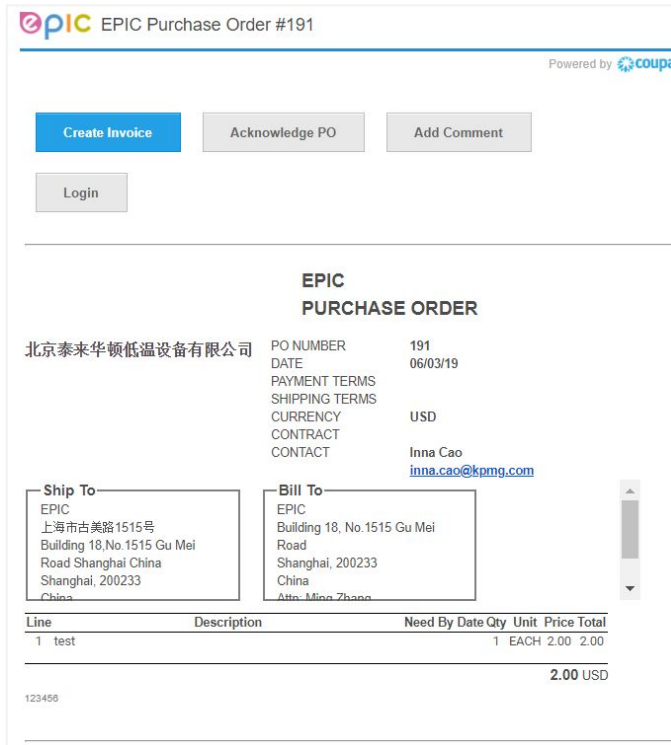


## Introduction to Coupa

# One System, Two Interaction Methods

As a supplier, you have two ways in which you can electronically interact with Air Liquide:

### 1. Through Supplier Actionable Notification (SAN)/Email



EPIC Purchase Order #191

Powered by Coupa

Buttons: Create Invoice, Acknowledge PO, Add Comment, Login

**EPIC PURCHASE ORDER**

北京泰来华顿低温设备有限公司

PO NUMBER: 191  
 DATE: 06/03/19  
 PAYMENT TERMS:  
 SHIPPING TERMS:  
 CURRENCY: USD  
 CONTRACT:  
 CONTACT: Inna Cao, [inna.cao@kpmg.com](mailto:inna.cao@kpmg.com)

**Ship To:**  
 EPIC  
 上海市古美路1515号  
 Building 18, No.1515 Gu Mei Road  
 Shanghai, China  
 200233  
 China

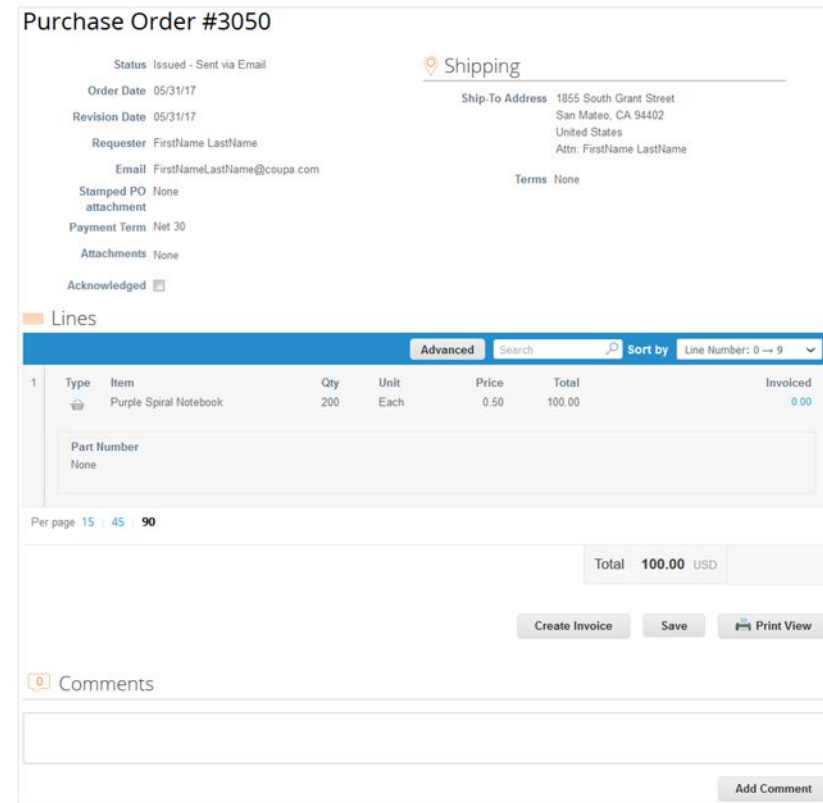
**Bill To:**  
 EPIC  
 Building 18, No.1515 Gu Mei Road  
 Shanghai, 200233  
 China  
 Attn: Ming Zhang

Line	Description	Need By Date	Qty	Unit	Price	Total
1	test		1	EACH	2.00	2.00

123456

OR

### 2. Through Coupa Supplier Portal (CSP)



Purchase Order #3050

Status: Issued - Sent via Email

Order Date: 05/31/17  
 Revision Date: 05/31/17

Requester: FirstName LastName  
 Email: FirstNameLastName@coupa.com

Stamped PO attachment: None  
 Payment Term: Net 30  
 Attachments: None  
 Acknowledged:

**Shipping**

Ship-To Address: 1855 South Grant Street  
 San Mateo, CA 94402  
 United States  
 Attn: FirstName LastName  
 Terms: None

**Lines**

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Purple Spiral Notebook	200	Each	0.50	100.00	0.00

Part Number: None

Per page 15 | 45 | 90

Total: 100.00 USD

Buttons: Create Invoice, Save, Print View

**Comments**

Add Comment



## Registration and Setup

## Registration and Setup

# Transactions in Coupa Via CSP

- With the help of Coupa, Suppliers will be able to quickly receive and acknowledge POs, and create electronic invoices via online platform.
- As a Supplier, you will have the ability to :
  - 1) Manage your company information
  - 2) Configure your PO and invoice transmission preferences
  - 3) Create an online catalog
  - 4) View all of your purchase orders

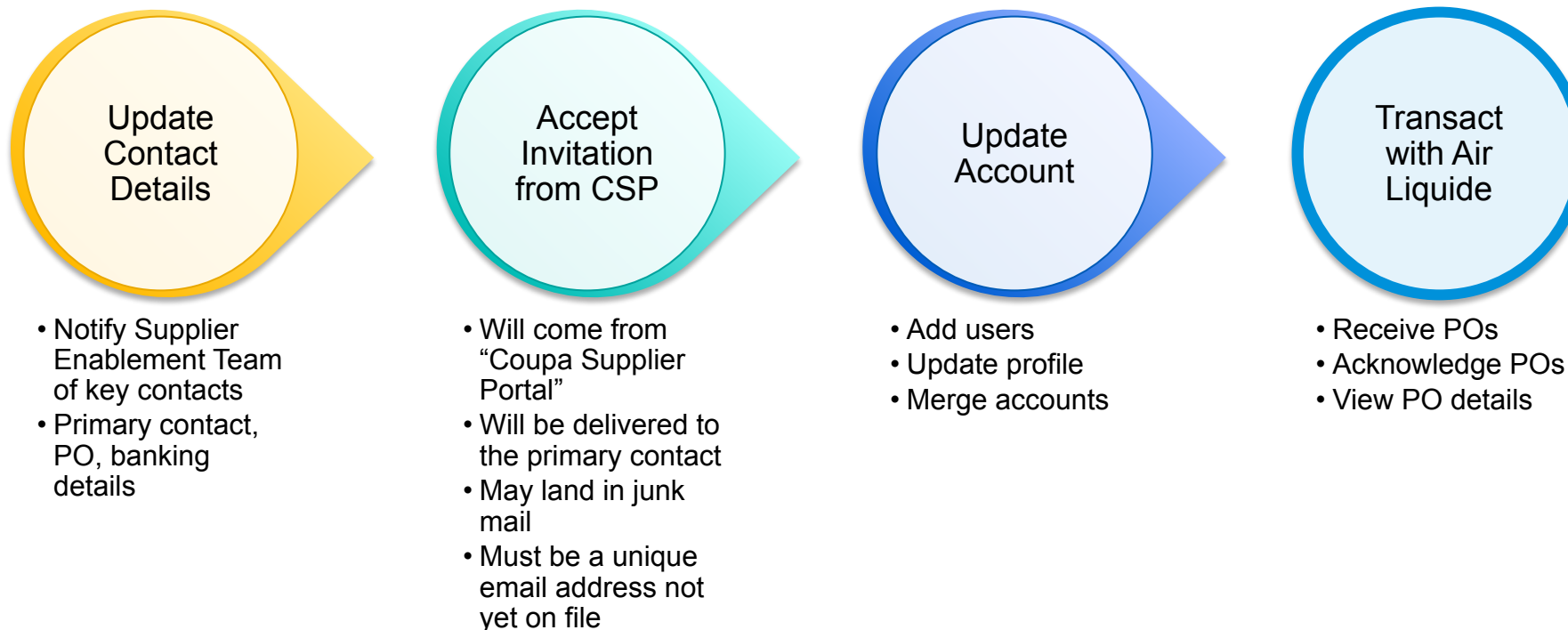




## Registration and Setup

# Connection to Air Liquide via Coupa

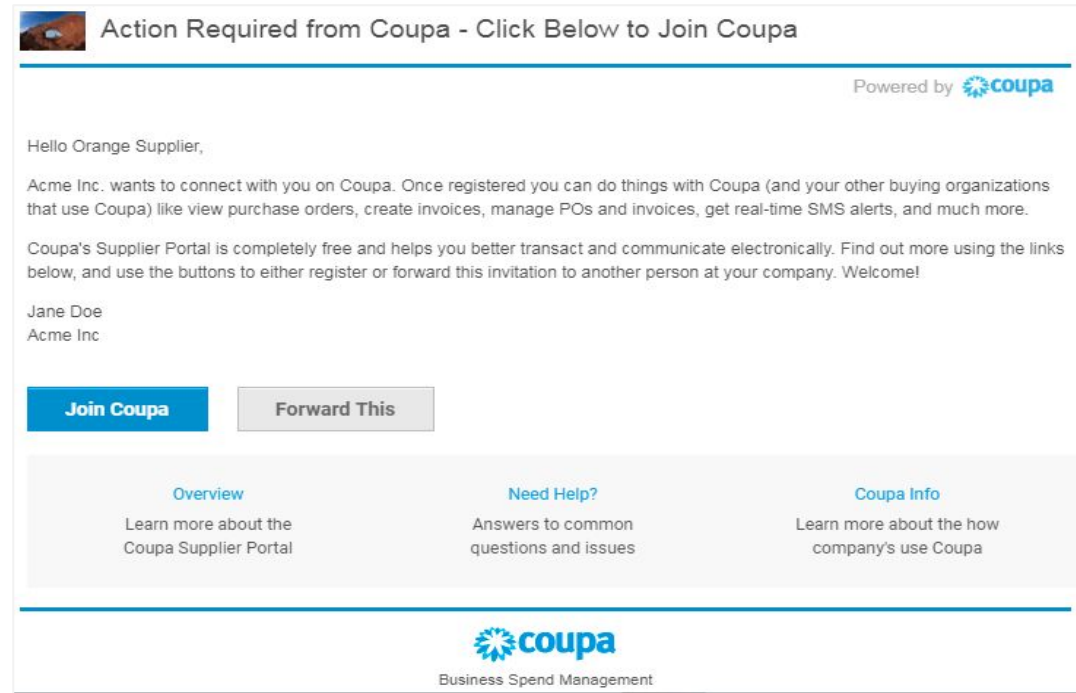
It is imperative that all suppliers connect to the Coupa platform to transact with Air Liquide successfully. Each of the below steps must happen before a supplier can properly interact with Air Liquide:



## Registration and Setup

# How to join Coupa Supplier Portal (CSP)? (1/2)

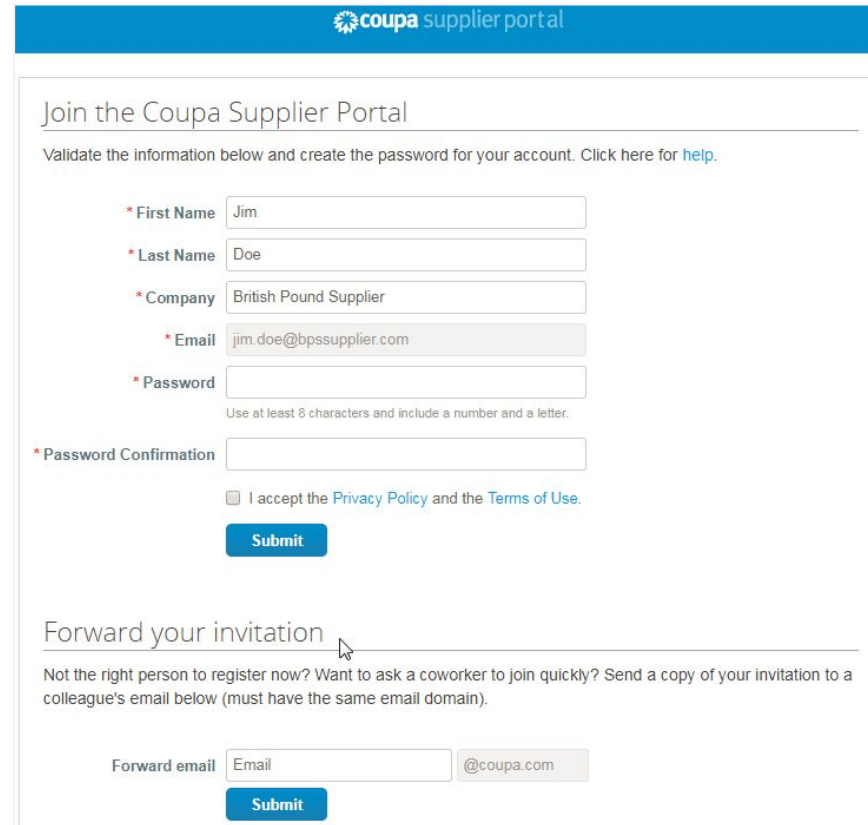
Below is a sample of the invitation letter that will come from Coupa Supplier Portal. Please alert your team to keep a look-out for this invitation and act upon it when it is received. Be sure to click only on the direct link at the bottom of the email invitation for CSP account registration.



## Registration and Setup

# How to join Coupa Supplier Portal (CSP)? (2/2)

You will automatically be redirected to the Coupa Supplier Portal account-registration page upon clicking on the direct link in your email invitation:  
Complete the required remaining information to register your linked CSP account.



The screenshot shows the 'Join the Coupa Supplier Portal' registration page. At the top, there is a blue header with the 'coupa supplier portal' logo. Below the header, the page title is 'Join the Coupa Supplier Portal'. A sub-header reads: 'Validate the information below and create the password for your account. Click here for help.' The form contains several fields: '\* First Name' (Jim), '\* Last Name' (Doe), '\* Company' (British Pound Supplier), '\* Email' (jim.doe@bpssupplier.com), '\* Password' (empty), and '\* Password Confirmation' (empty). A note below the password field states: 'Use at least 8 characters and include a number and a letter.' There is a checkbox for 'I accept the Privacy Policy and the Terms of Use.' and a blue 'Submit' button. Below this section, there is a section titled 'Forward your invitation' with a sub-header: 'Not the right person to register now? Want to ask a coworker to join quickly? Send a copy of your invitation to a colleague's email below (must have the same email domain)'. This section has a 'Forward email' field with 'Email' and '@coupa.com' as suggestions, and another blue 'Submit' button.

## Registration and Setup

# Manage Account

- Once, you click the emailed link and sign up for the CSP, you can manage your account information.
- Click on your **user** and **Account Settings**.
- Edit your **first name**, **last name**, **email\*** and **password**.

(\*Email can't be changed. If you want to change it, you have to create a new CSP account and connect it to your company.)

### My Account Password

- Settings
- Notification Preferences
- Security & Two-Factor Authentication

\* First Name

\* Last Name

\* Email

\* Current Password

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

Password Confirmation

[Save](#)

Registration and Setup

# View and Manage Notifications

- On the **Notification Preferences** page, you will be able to select notifications you want to receive as well as the channel where you want to receive the notification: **online** (to do list) - recommend, **email** - recommend, or **SMS\*** (short text message).

(\*You can choose to receive notifications in short text messages only if you have an SMS-capable device and you validate your phone number. SMS notifications are turned off by default. Your SMS notification selections are deleted if you disable mobile phone verification. You can verify your mobile phone for SMS notification receiving on **Security and Two-Factor Authentication** page.)

### My Account Notification Preferences

Settings

Notification Preferences

Security & Two-Factor Authentication

You will start receiving notifications when your customers enable them.

#### Catalogs

A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

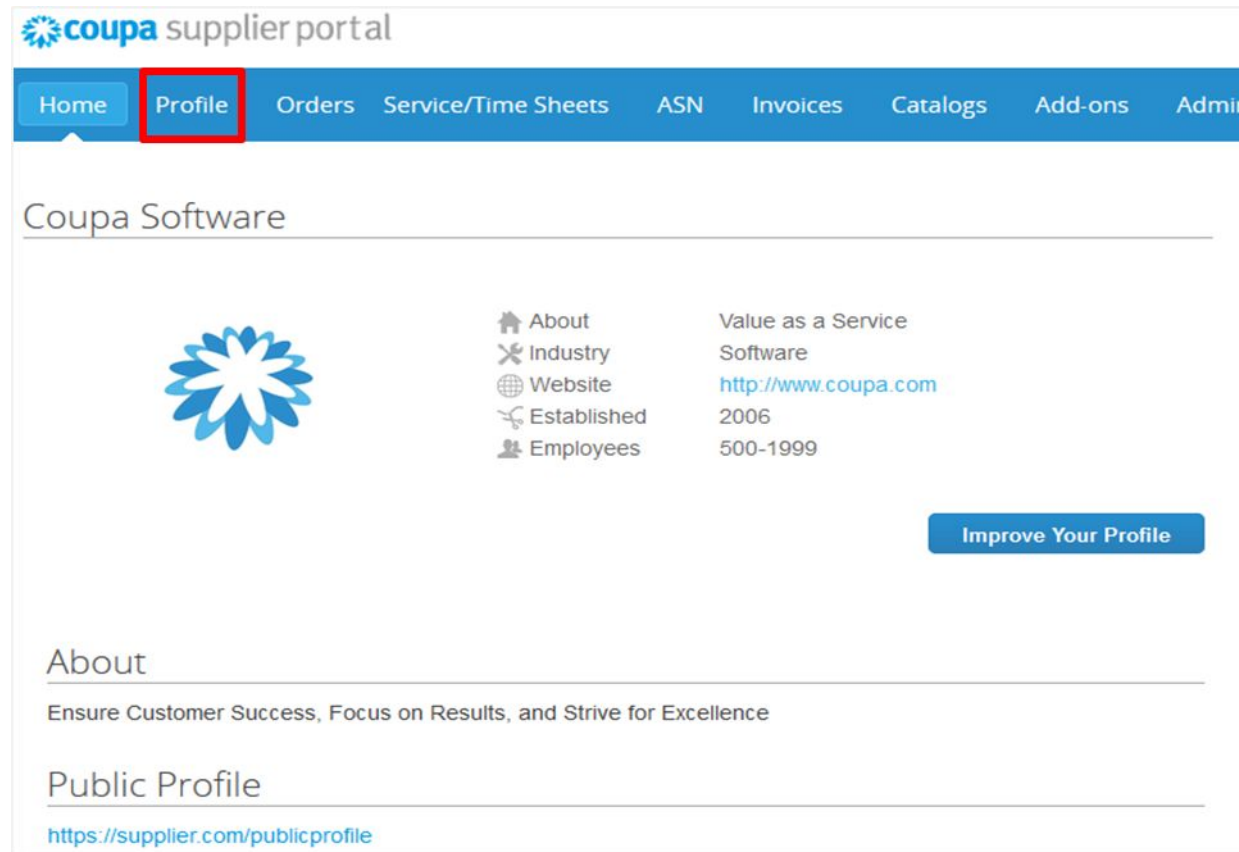
#### Coupa Accelerate

New Early Pay Customer	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
------------------------	--	---	------------------------------

## Registration and Setup

# Updating Supplier Profile

- Once, you click the emailed link and sign up for the CSP, you can verify and complete your Profile information.
- Select **Profile** from the top menu bar.



## Registration and Setup

# Completing Public Profile

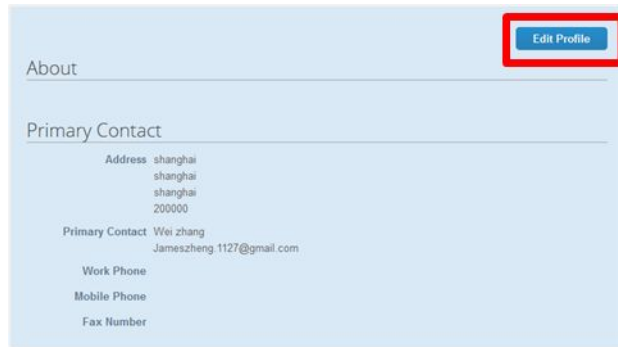


### To start, complete your Public Profile\*:

(\*Public profile is what other Coupa customers, aside Air Liquide, can see about your company on the CSP.

You can also edit specific profile for one customer, but **information in the profile will not be transferred to Air Liquide system.**)

- Select **Profile** from the top menu bar
- Click **Edit Profile**
- Confirm existing company information and complete any missing fields in at least the **General Information, Address, Primary Contact** sections (**Required fields are marked with an asterisk**)
- Click **Save** when finished



About

[Edit Profile](#)

Primary Contact

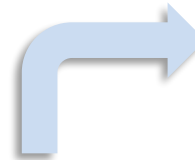
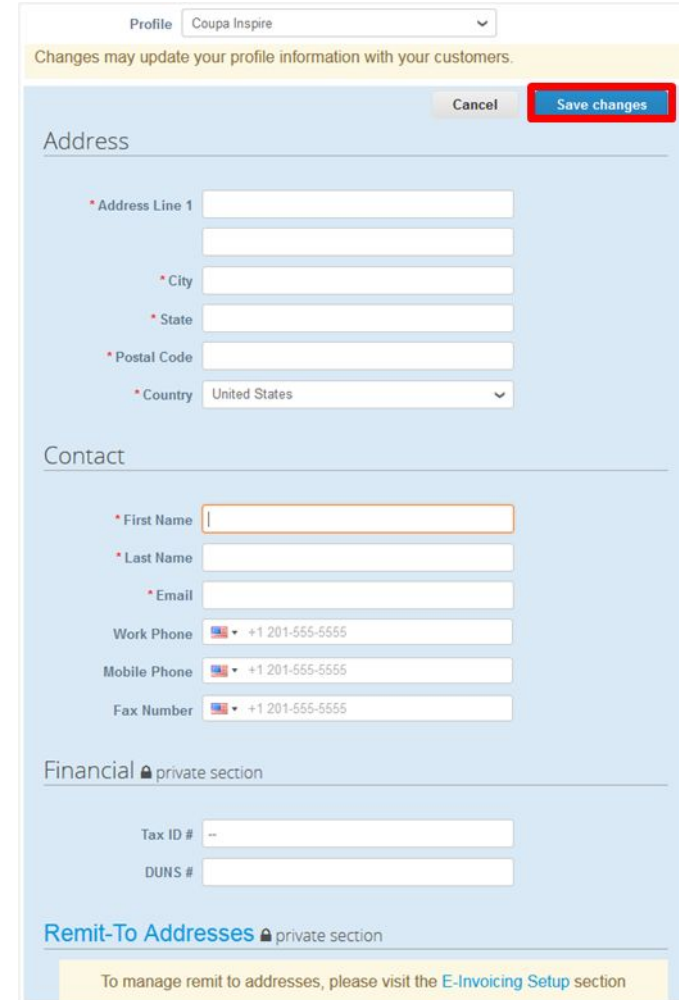
Address shanghai  
shanghai  
shanghai  
200000

Primary Contact Wei zhang  
Jameszheng.1127@gmail.com

Work Phone

Mobile Phone

Fax Number

Profile Coupa Inspire

Changes may update your profile information with your customers.

Cancel [Save changes](#)

Address

\* Address Line 1

\* City

\* State

\* Postal Code

\* Country United States

Contact

\* First Name

\* Last Name

\* Email

Work Phone +1 201-555-5555

Mobile Phone +1 201-555-5555

Fax Number +1 201-555-5555

Financial [private section](#)

Tax ID #

DUNS #

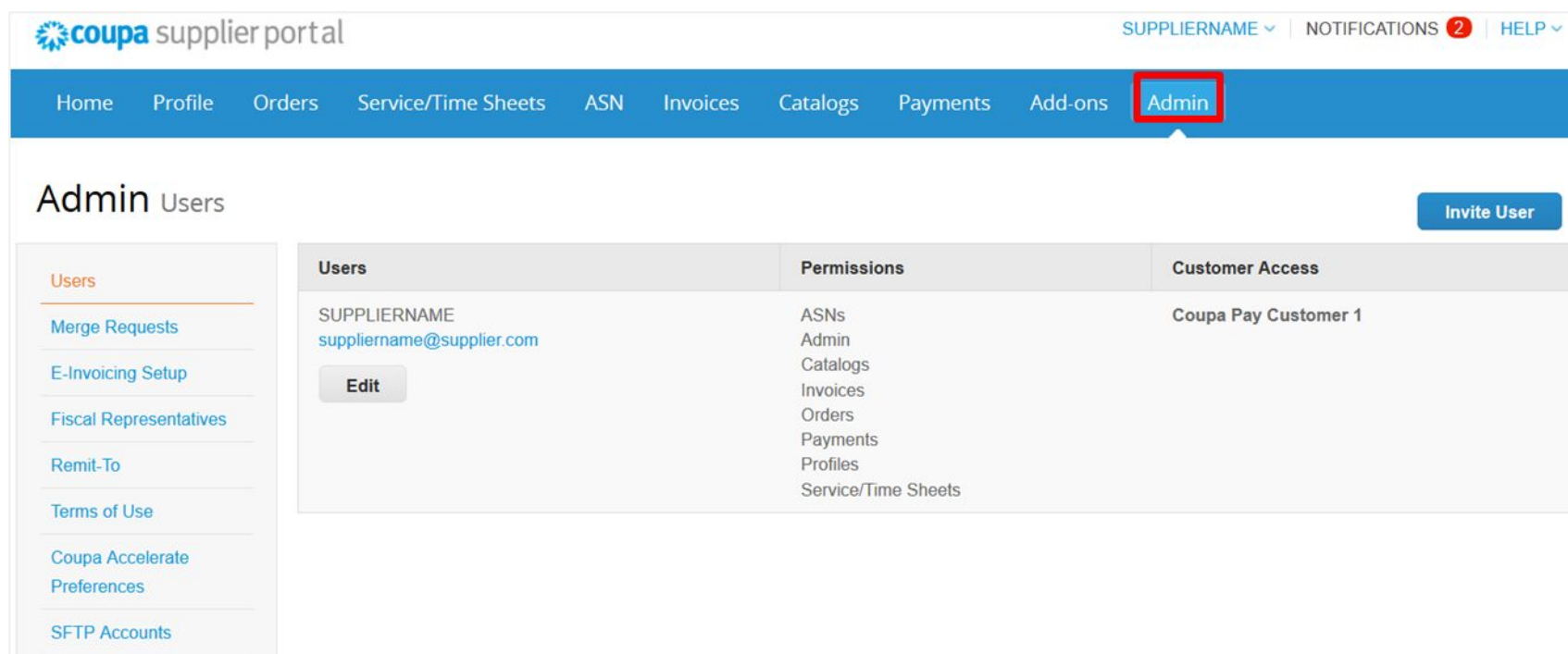
Remit-To Addresses [private section](#)

To manage remit to addresses, please visit the [E-Invoicing Setup](#) section

## Registration and Setup

# Updating the Admin Settings

- Once, you click the emailed link and sign up for the CSP, you can manage and update your Admin information.
- Select **Admin** from the top menu bar.



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Payments', 'Add-ons', and 'Admin' (highlighted with a red box). The 'Admin' section is titled 'Admin Users' and includes an 'Invite User' button. A table displays user information:

Users	Permissions	Customer Access
SUPPLIERNAME suppliername@supplier.com <input type="button" value="Edit"/>	ASNs Admin Catalogs Invoices Orders Payments Profiles Service/Time Sheets	Coupa Pay Customer 1



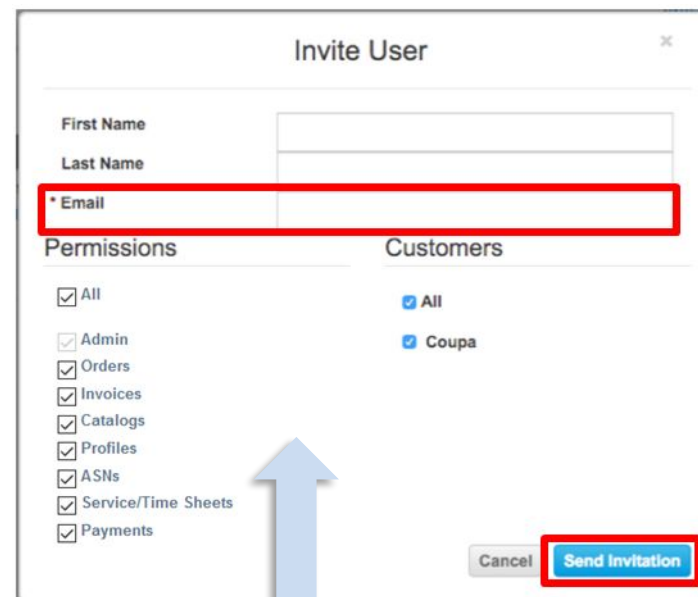
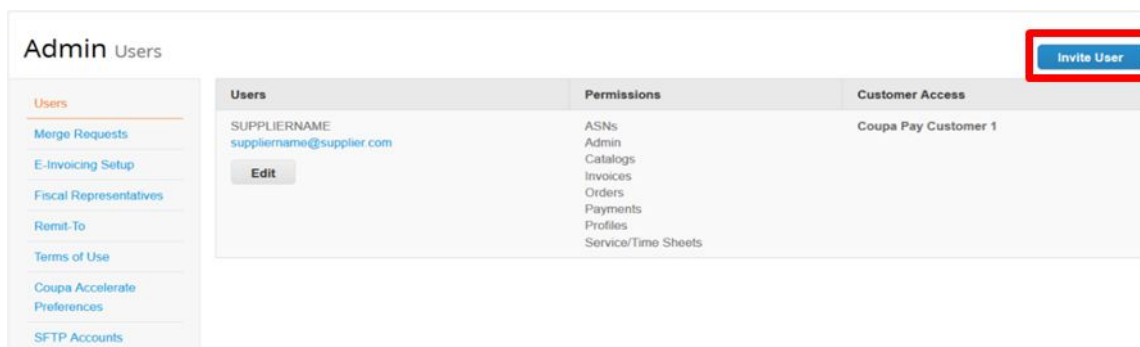
# Adding Users



**If desired, you can allow additional users access to your supplier account to perform all tasks\*:**

(\*You can manage user permissions and customer access by assigning certain users to only certain customers and by limiting what types of documents they can access and what functions they can perform with their assigned customers.)

- From the top menu bar, select **Admin**, then click **Invite User**
- Enter at least the employee's email address in the **Invite User** popup window and click **Send Invitation**
- You can restrict access to specific **customers** and **permissions** by checking/unchecking customer name boxes and permission boxes in the user table

Users	Permissions	Customer Access
SUPPLIERNAME suppliername@supplier.com Edit	ASNs Admin Catalogs Invoices Orders Payments Profiles Service/Time Sheets	Coupa Pay Customer 1

# Editing Users



You can edit and manage individual user access at any time:

- From the top menu bar, select **Admin**, then click **Edit** under the desired User's name
- Modify the specific permissions and customer access by checking/unchecking respective boxes in the popup window user table
- Click **Save** when finished
- For auditing purposes, Coupa doesn't allow users to be deleted. You can **deactivate** a user when you no longer want that user to be able to access the account. You can also **reactivate** users later.

### Edit user access for suppliername

---

User info

\* First Name

\* Last Name

\* Email

---

Permissions

All

Admin

Orders

Invoices

Catalogs

Profiles

ASNs

Service/Time Sheets

Payments

Customers

All

Coupa Pay Customer 1

Cancel
Deactivate User
Save

Admin Users

Users	Permissions	Customer Access
<p>SUPPLIERNAME suppliername@supplier.com</p> <p style="border: 2px solid red; display: inline-block; padding: 2px;">Edit</p>	<p>ASNs</p> <p>Admin</p> <p>Catalogs</p> <p>Invoices</p> <p>Orders</p> <p>Payments</p> <p>Profiles</p> <p>Service/Time</p>	<p>Coupa Pay Customer</p>






## Purchase Orders

## Purchas Orders

# Email and CSP are Linked

- You will be notified of the status of your Purchase Order via email.
- You can click **View Order** in the acknowledgement email to check the order in the Coupa Supplier Portal.

epic Purchase Order #191

Powered by 

Hi Mr.,  
This is PO #191

Submitted By Inna Cao  
Supplier 北京泰来华顿低温设备有限公司  
Total **2.00 USD**

Items	test	1.0 @ 2.00	2.00 USD
-------	------	------------	----------

[View Order](#)

**More Detail**

PO ID 191	Department None
Status Issued - Scheduled for email	Last Opened None
Order Date 06/03/19	Acknowledged At None
Revision Date 06/03/19	Payment Term None
Req # 441	Incoterms None

<b>Supplier</b>	<b>Shipping</b>
北京泰来华顿低温设备有限公司	上海市古美路1515号 Building 18, No.1515 Gu Mei Road Shanghai China 200233 Shanghai China Attn: Inna Cao

**Lines**

1.0 x test for 2.00 USD  
Supplier 北京泰来华顿低温设备有限公司 • Commodity HCD401400 - Liquid hydrogen - Bulk - Account CNCH010-Project Number 1-Task Code 3-Expend Type 3-03-101021002-0-C02020103M000

Total 2.00 USD



epic Purchase Order #191 Sign Out

Status Issued - Sent via Email

Order Date 06/03/19  
Revision Date 06/03/19  
Requester Inna Cao  
Email inna.cao@kpmg.com

Payment Term None  
Stamped PO None  
attachment  
Attachments None  
Acknowledged

**Shipping**

Ship-To Address 上海市古美路1515号  
Building 18, No.1515 Gu Mei Road Shanghai  
China  
200233 Shanghai  
China  
Attn: Inna Cao

Terms None

**Lines**

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	test	1	EACH	2.00	2.00	0.00

Part Number: None  
Special Requirements: None

Per page 15 | 45 | 90

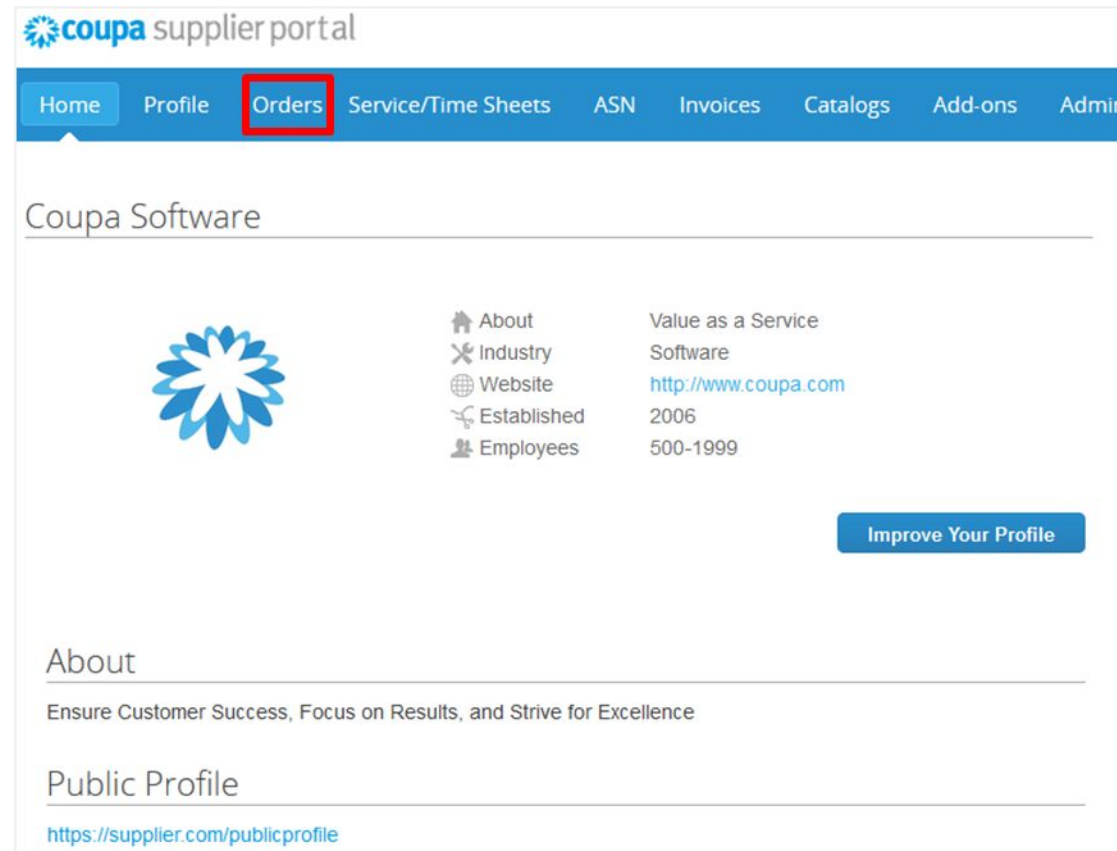
Total **2.00 USD**

[Create Invoice](#) [Save](#) [Print View](#)

## Purchas Orders

# Receive & View Orders (1/2)

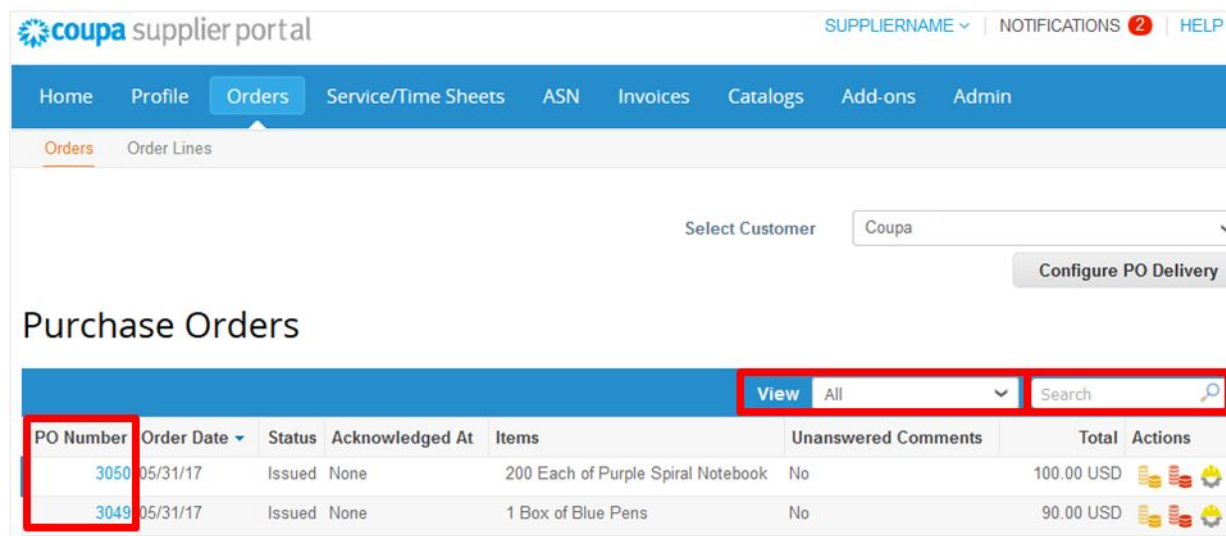
- Regardless of the PO delivery preference set, you will have access to POs within CSP.
- Select **Orders** from the top menu bar.



## Purchas Orders

### Receive & View Orders (2/2)

- A **Purchase Orders** screen will display and show all purchase orders sent by Air Liquide.
- To find purchase orders, you can use the **Search** functionality. You can also sort by column headers by clicking on any of the column headers (**PO Number, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions**).
- In addition, as you start to receive multiple purchase orders, you can use the **View** functionality to filter the purchase orders.
- All purchase orders on this screen are hyperlinked, and you can view additional information about the purchase order by clicking on that blue hyperlink, i.e. **PO Number**.



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Add-ons', and 'Admin'. Below this, there is a 'Select Customer' dropdown menu set to 'Coupa' and a 'Configure PO Delivery' button. The main section is titled 'Purchase Orders' and contains a table with the following data:

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<a href="#">3050</a>	05/31/17	Issued	None	200 Each of Purple Spiral Notebook	No	100.00 USD	
<a href="#">3049</a>	05/31/17	Issued	None	1 Box of Blue Pens	No	90.00 USD	

## Purchas Orders

# Acknowledge Orders

- The page refreshes to display the PO details and shipping address.
- Click the **Acknowledged** checkbox to notify the customer whose PO you have received. Air Liquide can also see the statue update.  
(\*If you do not agree with any aspect of the order, please send your concerns or requests to the requester's email address)
- You can also attach supporting document in **Supplier Attachment** field, and click on **Save**. Air Liquide can also see documents you attached.
- You can print the PO in PDF version by clicking **Print View**.

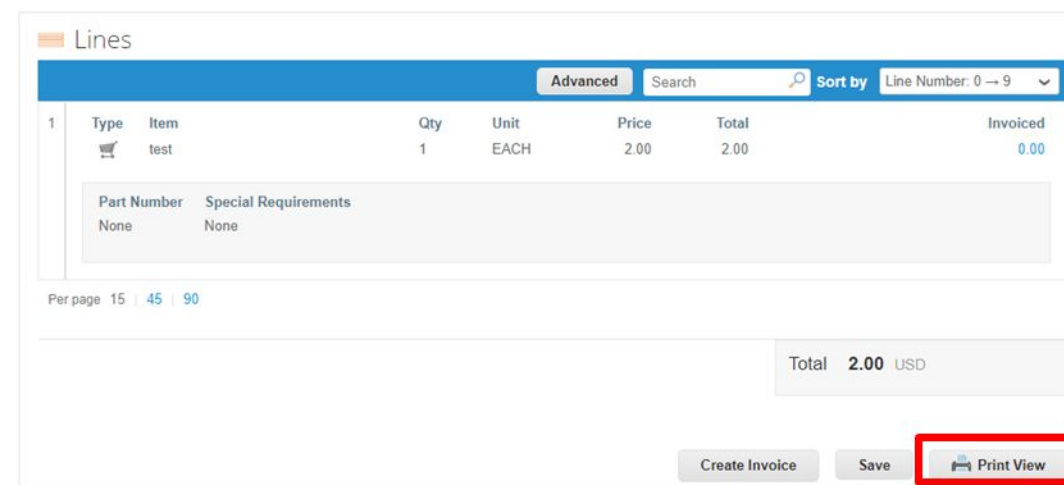


**epic** Purchase Order #191 Sign Out  
 Status Issued - Sent via Email  
 Order Date 06/03/19  
 Revision Date 06/03/19  
 Requester Inna Cao  
 Email inna.cao@kpmg.com  
 Payment Term None  
 Stamped PO attachment None  
 Attachments None  
**Acknowledged**

**Shipping**  
 Ship-To Address 上海市吉美路1515号  
 Building 18, No. 1515 Gu Mei Road Shanghai  
 China  
 200233 Shanghai  
 China  
 Attn: Inna Cao  
 Terms None



*PO view screen continued*



**Lines** Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		test	1	EACH	2.00	2.00	0.00
Part Number		Special Requirements					
None		None					

Per page 15 | 45 | 90

Total 2.00 USD

Create Invoice Save **Print View**



Select Customer Air Liquide - Email from UAT Instance

## Invoices

**Instructions From Customer**  
 {Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

### Create Invoices i

Create Invoice from PO
Create Invoice from Contract
Create Blank Invoice
Create Credit Note

Export to		View		Payment Information		Search		
Created Date	PO #	Invoice #	Total	Status	Paid	Payment Information	Unanswered Comments	Actions
12/27/19	ALIS00014548	235343345	10.70 SGD	Approved	No	Payment# ALFW WHT 10% on 12/27/19 for SGD 5.00	No	
12/27/19	ALIS00014548	42423234	10.70 SGD	Draft	No		No	

- Suppliers can check the status of the invoice by creating a view from the dropdown in the invoice tab by adding “Paid” and “Payment Information” columns.
- Until invoice is fully paid, the status will show “No”. However, partial pay information will is still visible to suppliers as highlighted above.





**Support**

## Support

# Additional Resources

The purpose of this training is to review best practices and provide a training overview for working with Air Liquide via Coupa. This group will not be addressing other potential areas of interest, such as Coupa punch-out.

- **Air Liquide page:** <https://www.airliquide.com/cn/china/gong-ying-shang>
  - CSP Guide
  - Quick Guide
  - SAN/Email Guide
  - Videos
  - FAQ
- **General Information for Coupa Supplier Portal (CSP):** [https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal)
- **Coupa Supplier Portal Log In:** <https://supplier.coupahost.com/>
- **Supplier Enablement:** If you have any question or any willingness to set up a punch-out or supplier hosted catalog, please contact Air Liquide's Coupa Procurement Team below : [cnproc-public@airliquide.com](mailto:cnproc-public@airliquide.com)
- **Legacy POs should continue to be processed using your legacy (pre-Coupa) process**

# Status List

Below lists all of the PO, Invoices and Catalog statuses in Coupa Supplier Portal (CSP):

POs Statuses	
Status	Description
Buyer Hold	The PO is approved but pending buyer review.
Cancelled	The PO is cancelled and doesn't need to be fulfilled.
Closed	The issued PO was received and then closed, either manually or automatically within Coupa.
Currency Hold	The PO is on hold due to a currency exchange rate issue.
Error	There's something wrong with the PO. Contact your customer to get the PO back on track.
Issued	The PO was approved and sent to you.
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status.
Supplier Window Hold	The PO was approved outside of the order window schedule under contract terms.

Catalogs Statuses	
Status	Description
Draft	The catalog has been created, but may be missing information necessary to send it to the customer.
Awaiting/Pending Approval	The catalog has been received by your customer, but it has not gone through the approval chain yet.
Accepted	The catalog has been accepted by your customer, and all the items in it are now available for purchase within Coupa.
Rejected	The catalog has been rejected. Contact your customer to find out why, and then resubmit.
Error	There's something wrong with the catalog. Contact your customer to get the catalog back on track.

# Coupa Supplier Quick Start Guide

## Quick Start Guide - Supplier

### Introduction

You will find the Coupa Supplier Portal, very easy to use. This guide will help you to create a catalog, view POs and create Invoices.

### Signing-in


1. **Activate your account:** You should have received an email invitation to join the Coupa Supplier Portal. Follow the instructions provided. You can also register directly on <https://supplier.coupahost.com>
2. **Reset your account:** If you have forgotten your username or password, click on the link at the bottom of the Sign In screen.

### Edit Your Company Info

The first thing you should do is complete your Public Profile. Select the Company Info tab and click Edit. Ensure all mandatory fields are filled in then click Save. Your public profile is visible to ALL Coupa customers, not just customers with whom you are connected.

**Add users:**  
You can add users to access your supplier account and perform all tasks:

1. Under Company Info, select User Accounts. Then click on Invite an Employee.
2. Enter the employee's email address in the text box provided and click on Send Invitation. They will receive an email with instructions to activate their account.
3.  You can restrict access to specific customers by checking/unchecking the box under the customer name in the user table.
4.  You can delete a user by clicking on the Delete icon under the Actions column.

 When enabled for a given customer, a user can access all POs and create Invoices for that customer.

### Configure Customers

Settings for PO delivery Option and Punchout are maintained individually for each customer. You can also setup specific customer profiles:


1. Click on the customer tab (labeled with your customer's name).
2. Edit the information under the Profile section. You can select to compare with other profile to easily copy information across.

Set PO Delivery Preference:

1. Under the customer name tab, select PO Delivery.
2. Enter your Email or cXML configuration details. You will still be able to view POs on the CSP.



Configure Punchout Site:

1. Under the customer name tab, select Punchout.
2. Enter the customer Punchout configuration details. It will be effective immediately.

 If your customer chooses to receive updates, this information is automatically propagated to the customer's Coupa environment.

### View Orders

Regardless of the PO delivery preference set, you will also have access to POs within the Coupa Supplier Portal. To view customer orders:


1. Select the customer name tab, then click on Purchase Orders.
2.  Click on the PO# to view the PO.
3.  To acknowledge a PO, tick the Acknowledged check box.
4.  You can print the PO by clicking on Print View.

### Create Invoice

Not enabled for Air Liquide China suppliers

### Manage Catalogs

In order for your customers to buy products or services from you, you need to have an agreed Catalog in place.

1.  **Create Catalog:** Click on the customer tab and select Catalogs. Click on Create. You can set start and expiry dates.
2. **Submit Catalog:** When you have included all the items required click on Submit to buyer. This automatically sends a notification to the buyer to review the catalog and approve. You can view the status in realtime in the Catalogs view. Once the catalog is approved, your products and services are immediately available to your customer's employees.

### Tips

#### Creating Invoices

Not enabled for Air Liquide China suppliers

#### Managing Catalogs

- Once a catalog is accepted, it cannot be edited. You can create and submit new catalogs to reflect changes in price or product/service offering.

Does your company have more than one CSP account? Merge them!

- On your Home page you will see a list of accounts that you can request to merge. Click on Merge. Add a comment in the text box (this will be sent to the other account's owner) and then click Send Request. Have the other account owner log in and on their Home page, click on Merge then Accept on the next screen.

#### MORE INFORMATION

For more resources, visit the Coupa Online Training

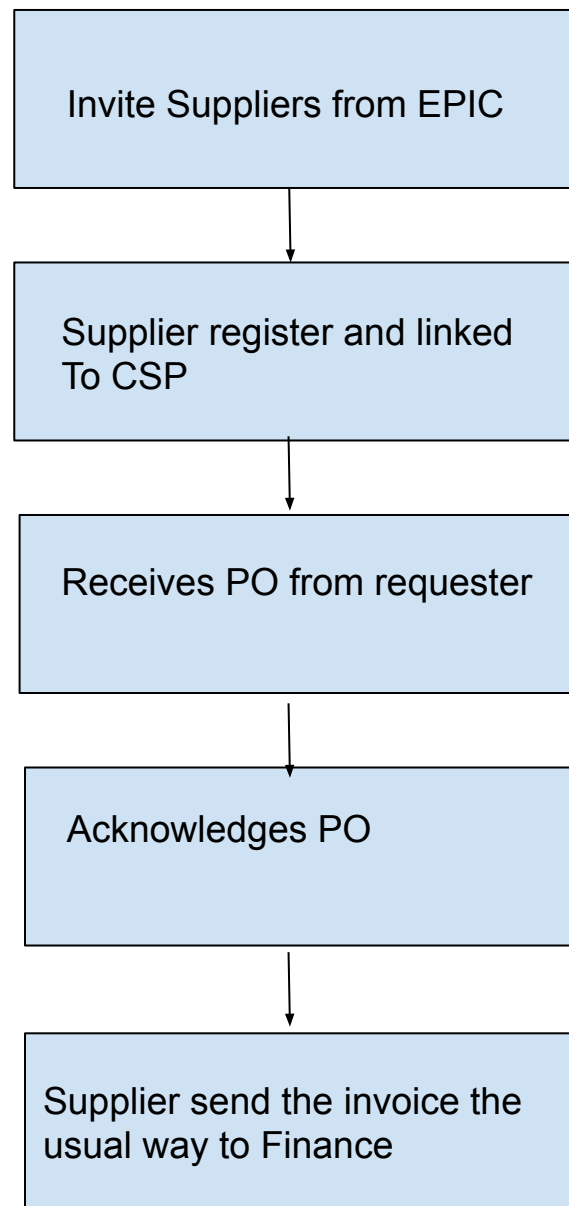


## Support

# Summary

- Coupa centralizes Air Liquide's procure-to-pay processes and practices, providing our strategic supplier relationships bringing about additional several benefits.
- Suppliers online capabilities have been expanded: Receive/acknowledge Purchase Orders, and create hosted catalogs (if enabled on CSP).
- Supplier expectations: Working online (no paper) to review and acknowledge Purchase Orders, ensure that purchase order information can be directly corresponding to the invoice.
- When the purchase order amount matches the receipt amount and the invoice amount, the invoice will be automatically paid (according to the payment method set by Air Liquide); no follow-up action by Air Liquide staff is required (to ensure the timeliness of payments).





# Thank You!

Shanghai • 2019  
Procurement Performance Team • APAC Hub Procurement

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