

Module	#	Questions	Answers
Account, Login, Registration	1	How much does it cost to join the CSP?	Coupa doesn't charge suppliers to use the CSP.
	2	Where do I register for the CSP?	Ask your customer to send you an invitation email.
	3	Why don't I receive the email invitation to join Coupa?	Emails sometimes get flagged as spam. Check your spam/junk email folder with your IT department support if needed.
	4	Why can't I register for the CSP?	If you received the email invitation with the link and can't register, check the I'm not a robot field. If there are any other issues, write to supplier@coupa.com .
	5	How do I register if the admin/owner of the CSP account left the company?	Contact your IT department or your customer. Your IT department can sometimes grant someone temporary access to email to log in as the Admin that left your company, and add you as a user with full access to all roles and permissions. You can also have your customer change the contact information for you as a supplier and then "unlink" from the old admin's account, then "relink" or invite using your email. All the transaction data remains. Some basic company information and payment locations/details may need to be updated in the new account, but most of the important information and transaction details are carried over automatically to the new account.
	6	Where do I sign in to the CSP?	http://supplier.coupahost.com
	7	How do I cancel my CSP account?	If you're no longer doing business with the customer who set you up on the CSP, ask the customer to make you inactive in the system.
	8	What do I do if I am locked out of the CSP?	Using two-factor authentication protects you against fraud.
	9	Why don't I get the password reset emails?	Check your spam/junk email folder. Emails sometimes get flagged as spam. Check your spam/junk email folder with your IT department support if needed. And write to supplier@coupa.com for further support
	10	Why can't I log in to the CSP?	Make sure you have followed the instructions. If you still have issues, reset your password. If the problem persists, write to supplier@coupa.com .
	11	Why can't I log in after resetting my password?	Check if you are using the correct URL: https://supplier.coupahost.com . Sometimes users bookmark the password reset URL (instead of the login URL) or bookmark a test site.
	12	How can I log in if I forgot my two-factor authentication code, the code is not working, or I lost my device?	If you don't have them, contact your customer. If you cannot log in because of missing two-factor authentication codes, try to find and recover them first by using Google Authenticator or your device for text messages (SMS) to get new codes, or by using backup codes that you were told to copy or write down. If you lost your codes, contact your customer or supplier@coupa.com . You need to provide proof of identification to ensure security of spend-related transactions for you and your customer.
	13	What do I do if I am not the admin/owner of my CSP account but I can't log in or don't have full access?	Contact your admin to activate your account or set your permissions. Some users in the CSP have more power to activate and deactivate users, and decide which customers and types of information they can access (forexample, invoices but not orders or catalogs). Contact those admins to see why your access is not correct and have them fix it. If this is not possible, contact supplier@coupa.com .
	14	Why do I get the "unauthorized or expired account" error?	Your customer has probably deactivated a setting on their end. Contact your customer to find out if this was intentional. ask them to check your supplier record or your supplier user in the system. If they can't solve the problem, they can contact Coupa support.
	15	What do I do if I receive the "We're sorry, but something went wrong" error?	Contact your customer and ask them to open a support ticket because something is wrong on their end with a configuration or an update that they need to resolve with Coupa support.

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Admin	1	How can I disable two-factor authentication?	After logging in to the CSP, go to Account Settings under your login name in the top right of the page to enable two-factor authentication. You can disable two-factor authentication from the Account Settings under your login name in the top right of the page. Note: If you disable two-factor authentication, you might not have access to your customers' information if they decided to request you to use this additional form of authentication
	3	How do I connect with my customer?	Contact your customer and send your CSP invitation email to login. You are strongly advised to create an account in the CSP by using a link from a customer. If you register with the link you received, you are automatically linked to your customer.
	4	How do I know that I'm connected to my customer?	Once you're signed in to the CSP, scroll down. On the bottom right of the page, you can see your Latest Customers.
	5	What do I do if I am connected to a customer in Coupa and a new customer also wants to connect?	If the customer uses Coupa Release 18, they can find you in their Coupa Supplier Portal Directory and add a connection to you. Also, you can provide your new Coupa customer with the same email address that you use to connect to your other Coupa customer(s). When your new customer has that email address, they need to send you an email invite to join. Once you confirm the new connection request, you are connected to your new customer and your previous customers.
	6	Where's the tab for my customer?	Once you're signed in to the CSP, if you don't have a tab for your customer, it's probably because you registered for the CSP using a different email address than the customer used for the invite. Ask your customer to send another invite using the address you registered with.
	7	How do I add an employee or coworker?	On the main menu, click on the Admin tab. On the Users tab, click on the Invite User button. Provide the required information in the window that opens.
	8	Why can't I access POs/invoices?	On the main menu, click on the Admin tab and check if you have access to the right roles and customers. If you have access but do not have the right roles or customers, add them. If you do not have access, ask your admin to give you access to the right roles or customers.
	9	Why do I receive notifications if my notification preferences are turned off?	Log in to the CSP to check if the notifications are turned off. If they are turned off, contact your Coupa customer to open a ticket with Coupa support. Note: Some PO notifications from customers are not generated by the CSP, so you can't turn those off. Contact your customer if you don't want to receive those notifications.
	Orders	1	Can I set it so I can only see purchase orders that haven't been invoiced yet?
2		How do I see my customer's purchase orders?	On the main menu, click on the Orders tab. If you are connected to more than one Coupa customer, select their name from the Select Customer dropdown menu. You can see their purchase orders only if you have access. Contact your customer and ask them to give you access.
3		How do I add a carriage to a purchase order?	You need to contact your customer directly for information about adding a carriage line.
4		How do I change a price on a purchase order?	You cannot change a price on a PO through the CSP. If you need a change order on a PO, talk to your customer about their policies.
5		How do I invoice a blanket purchase order?	You can invoice multiple times against a single PO. Just click the gold coin icon for the PO as you normally would, and enter the amount you'd like to appear on the invoice. The next time you want to invoice against the PO, just do the same thing.
6		How many times will Coupa try to resend a purchase order that wasn't able to be sent?	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 minute intervals.
7		How can I acknowledge PO? What is the purpose of a PO acknowledgement by the supplier?	Just check Acknowledge PO checkbox. You can let your customers know that you've received the order. Some Coupa customers like their suppliers to use that field. Ask them if they want you to use it.

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	8	How can I view historical (closed) purchase orders in my customer's instance?	Your customer can provide you with information on closed purchase orders.
	9	What is a soft closed PO?	A soft closed PO is a PO that your customer can reopen, for example, if an invoice or credit memo submission is needed, or if a PO is closed prematurely or by mistake. You cannot invoice against a soft closed PO.
Invoices	1	How do I create an invoice?	On the main menu, click on the Orders tab. If you are connected to more than one Coupa customer, select their name from the Select Customer dropdown menu. In the PO table that appears, choose the PO you want to invoice, and then click on the yellow coins to create an invoice.
	2	Can I act directly on CSP notification email if I do not provide a PO email address?	No, if you only provide a CSP contact email and no PO email, then you can only find one button on CSP notification email which will link you to login to the CSP website to act.
	3	Can I reuse an invoice number once my customer has deleted it on their end?	Yes, if a customer deleted an invoice number, you can reuse it.
	4	How do I know if an invoice has been registered?	On the main menu, click on the Invoices tab. For the desired customer, look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice is not there, it's not in the system.
	5	How do I add shipping charges to an invoice?	You can add shipping charges at the bottom of the invoice or at the line item level.
	6	How do I credit or cancel an invoice that's already been billed?	To create a credit, enter a negative quantity. Once an invoice is submitted, it can't be changed in any way.
	7	How do I make a part claim on an invoice?	You can invoice multiple times against a single PO. Just click the gold coin icon and enter the amount you'd like to appear on the invoice.
	8	Why can't I edit, void, or delete an invoice?	Once an invoice has been submitted, it can't be changed in any way. This ensures invoice processing integrity. However, you still have options: 1. Ask your customer to reject or void the existing invoice. You can then create a new one. Note: If your customer is using compliant invoicing, they can only reject invoices but not void them. 2. Create a new credit memo that credits the customer for the original value, and then create a new invoice.
	9	What does the status "Tolerance Hold" on an invoice mean?	It means your invoiced amount differs from the PO by more than your customer allows without manual approval. If an invoice has been on hold for awhile, ask your customer to review it.
	10	What are the potential reasons for my invoices to be rejected?	-Overbilling -Invoice tolerance rejection -Wrong GST ID (only for Air Liquide Singapore suppliers) -Invoice Date backdated more than specified calendar days. You will receive email for rejection with reason.
	11	What do I do if an invoice was rejected?	Just create a new invoice to replace the one that was rejected.
	12	Once an invoice has been approved, what do I need to do next?	Nothing. The invoice is your customer's queue and you'll be paid based on the payment terms you set with your customer.
	13	What if I have an invoice that hasn't been paid?	For questions regarding payment information, contact your customer directly. Some payment details might be on the invoice document in Coupa, but not all customers update this information. Also, in your notification settings you can choose to receive payment notifications via email or short text message (SMS).

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	14	What does the Export to button do?	You can export the rows to a CSV file, an Excel document, or bulk export legal invoices in a compressed (.zip) file. By default, the maximum number of rows that you can export is 200,000. If you try to export a larger table, you receive an error message stating that only 200,000 rows are exported. Note: There is no limitation on the number of invoices or file size when exporting legal invoices. Tip: For the best performance, it is recommended not to export more than 1,000 invoices at a time. When you export a table with less than 500 rows, the file downloads to your computer immediately. When a table has more than 500 rows, you receive the exported file zipped in an email.
	15	How do I create a credit memo?	Log in to the CSP and click on the Orders tab on the main menu. Choose the PO you'd like to create a credit for and select the red coins. You'll create a negative invoice with either a negative quantity or a negative amount.
	16	What do I do if I get the "Please fix the below error" message?	Something is wrong on the customer's end. Ask your customer to check their Coupa instance to see if there is any custom mandate field which can't be viewed on your side or if the billing account is active. Your customer can open a ticket with Coupa support if they can't solve the problem.
	17	What types of files can I attach to an invoice?	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.
Other	1	How do I update my banking information for direct deposits?	Your banking information maser is stored in your Air Liquide ERP system (Oracle) and your bank account information in CSP should be aligned with it. Contact your customer directly with the updated information.
	2	Where can I find payment information?	You can find it on the invoice in CSP.
	3	If I use the CSP, who pays me?	Your customer, who uses Coupa, is still responsible for paying you directly. Coupa does not pay suppliers on behalf of buyers.
	4	What does "pending receipt" mean?	This status shows that the customer is in the process of receiving the goods/services into their system. Once the customer enters the receipt, the invoice is matched against it.
	5	Is the information in the CSP archived?	No, the information in the CSP is not archived, but you can access it as long as you have a CSP account.