



Coupa Supplier Portal: Getting Started - India

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Coupa Supplier Portal

Getting started

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Coupa Supplier Portal – Getting Started

Coupa Supplier Portal (CSP) Overview

- The Coupa Supplier Portal (CSP) is a free tool that allows users to conduct business with UPS.
- Suppliers can manage various content and settings such as:
 - Managing/updating company profile information.
 - Viewing purchase orders.
 - Sending invoices.
- For the best user experience, Google Chrome is the recommended web browser.

The screenshot displays the Coupa Supplier Portal interface for a user named VPK TEST CA. The header includes the Coupa logo and navigation links for Invoices, Orders, Profile, Payments, Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogs, and More... The user's profile progress is shown as 53% complete, with a 'View Profile' link. The 'Recent Activity' section lists activity for UPS - AEROVECT TECHNOLOGIES, UPS - BREX CORP, and UPS - EVERCHARGE. The 'Announcements' section shows 'No Announcements'. A summary section at the bottom provides key metrics: Two Factor Security (1 of 10 User), Join Requests (0 Users), Merge Suggestions (0 Duplicates), and Linked Customers (176 Connections).

Coupa Supplier Portal – Getting Started

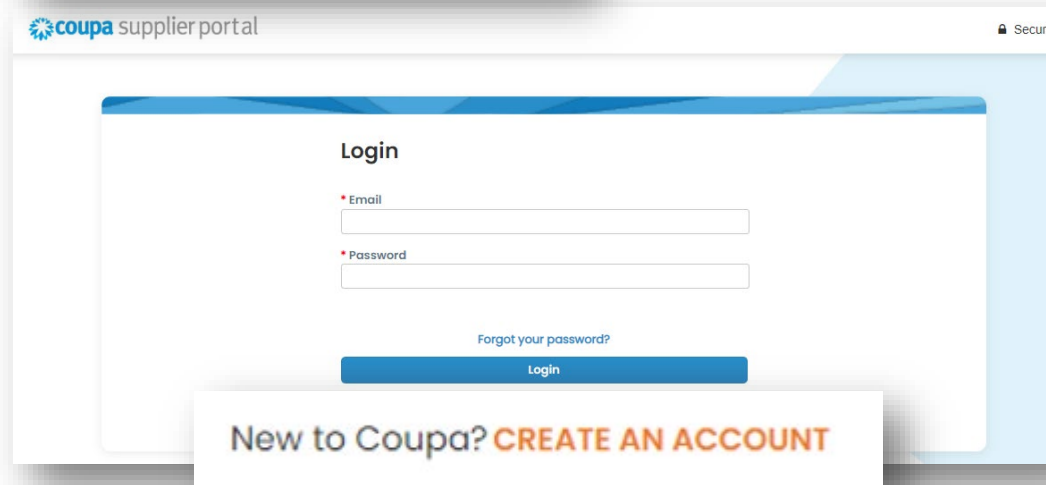
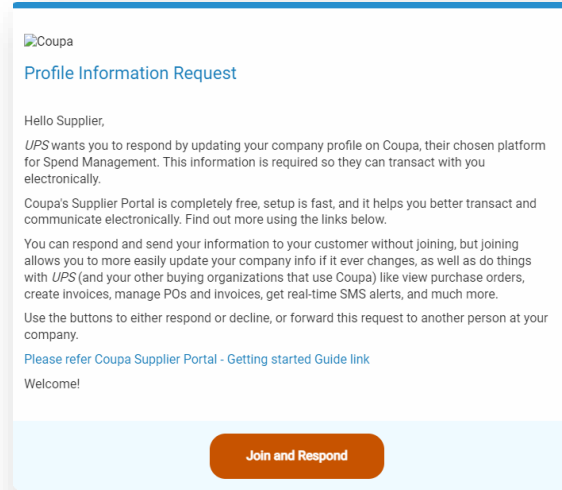
Invitation/Registration

- New and existing suppliers will receive an e-mail from our Coupa system with a unique link to join the Coupa Supplier Portal. Click [Join and Respond](#) to be redirected to the account creation page.

Note: If an invitation is not received, suppliers can send an e-mail to supplyline@ups.com, using the subject line: Coupa Supplier Enablement, to request an invitation to Coupa.

- Bookmark <https://supplier.coupahost.com/> as a favorite link for quick access, to return to the site.
- Suppliers who are new to UPS must go through the supplier onboarding process with Global Business Services (GBS).

Note: New CSP users click [Create An Account](#) and complete the registration process. Already have a CSP account? Log in using your current credentials.



Coupa Supplier Portal – Getting Started

Create CSP Account

1. On the account creation page, complete the required fields, check the box to accept the privacy policy and terms and conditions, and then click [Create an Account](#).
2. Coupa will send a verification code via email. Enter the verification code then click [Next](#).

Note: If the domain needs to be updated for your company, please email supplyline@ups.com.

1 **Create an Account**
Grow your Business on Coupa with a Free Account

* Business Name

Your legal business name (or legal personal name if an individual)

* Email

* First Name * Last Name

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

* Country/Region * Tax Registration ⓘ
 I do not have a Tax ID

I accept the [Privacy Policy](#) and the [Terms of Use](#)

[Create an Account](#)

Already have an account? [LOG IN](#)

2

< Back

Email Verification

We sent a one time verification code to ups.supplier.testing@outlook.com

5	9	6	7	5	q
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Didn't receive the Verification Code? [Request a New Code](#)

[Next](#)

Coupa Supplier Portal – Getting Started

General Information (optional)

- Once the new account has been created, Coupa will present suppliers with a series of business-related, general information pages.

Note: The information on these pages will not be used for UPS transactions and completing these forms is optional

- Complete all required fields (if elected), then click [Next](#).
- If not, click [Skip for Now](#) to continue.

The image displays a sequence of five overlapping screenshots from the Coupa Supplier Portal, illustrating the onboarding process. The screenshots are as follows:

- Identify Your Product Categories:** Shows a back arrow and a close button.
- Get Paid Faster with Early Pay Discounts:** Includes a back arrow, close button, and a small logo.
- Customize Your Profile:** Features a back arrow and close button.
- Confirm Invoice-From Location:** Has a back arrow, close button, and a small logo.
- Tell Us About Your Business:** Contains a back arrow, close button, and a small logo. Below this is a form titled "Your Contact Information" with the following fields:
 - * First Name: JOHN
 - * Last Name: JOHNSON
 - * Phone Number: [Empty field]
 - * Country/Region: [Dropdown menu]
 - * Address: [Empty field]
 - * City: [Empty field]
 - State: [Empty field]
 - * Postal Code: [Empty field]At the bottom of the form are two buttons: "Next" (highlighted in blue) and "Skip for Now".

Coupa Supplier Portal – Getting Started

Coupa Verified vs. Free

- Finally, Coupa will present you with an offer to be “Coupa Verified” for a monthly fee.
- **UPS DOES NOT recommend paying for Coupa verification.**
- Suppliers can create and update their profiles using Coupa’s free services.
- Click the “X” in the upper right corner of the dialogue box to exit the screen and return to the profile setup.

Get Verified to Grow Your Business

Verified profiles appear at the top of search results.

	Coupa Verified	Free
Searchable company profile	✓	✓
Catalog management	✓	✓
Orders management	✓	✓
Invoices management	✓	✓
Payments management	✓	✓
Payment readiness via bank account verification	✓	✗
Prominent Verified badge on your company profile	✓	✗
Top of search on buyers' search results	✓	✗

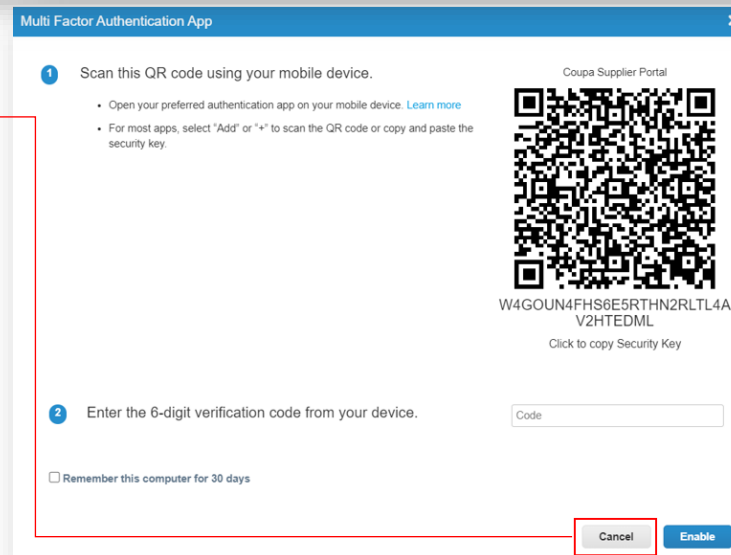
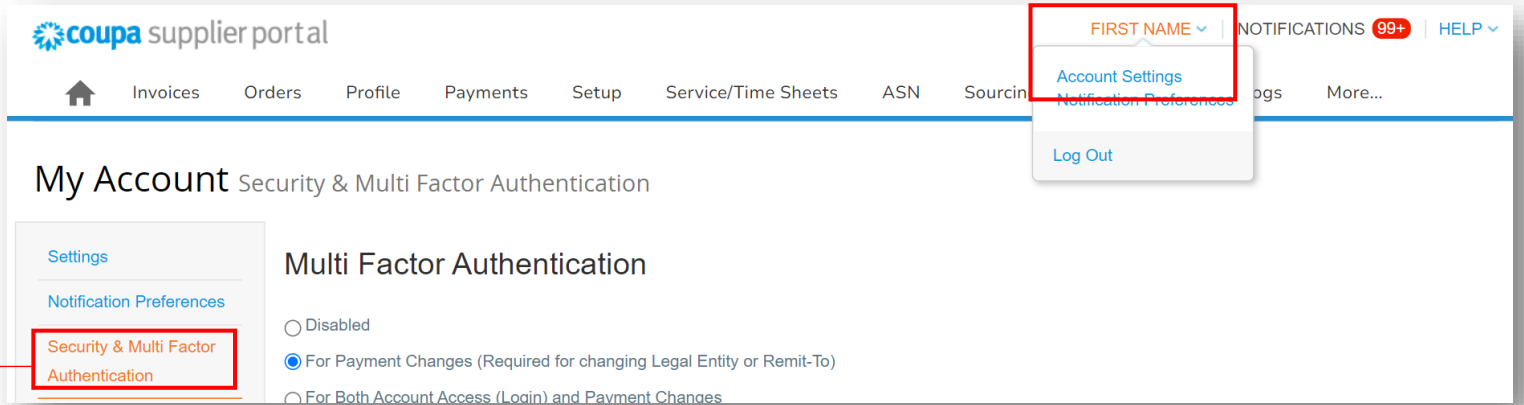
Continue with Coupa Verified
46 USD per month

Continue with Free
free forever

Coupa Supplier Portal – Getting Started

Two-Factor Authentication

- Suppliers must complete the Two-factor authentication process by using an authenticator app or verifying a code received via text to a mobile number.
- Hover the cursor over your name in the upper right corner then select [Account Settings](#) and [Security & Multi Factor Authentication](#).
- In the [Multi Factor Authentication App](#) pop-up window, click [Cancel](#) to receive a code via text message or download an authenticator app, click [Enable](#), and follow the additional steps.



Coupa Supplier Portal – Getting Started

Two-Factor Authentication

- To complete two-factor authentication with a code sent to your phone number, select the [Via Text Message](#) option.
- Supplier can refer the below PDF to review the Two-factor authentication process in detail.



Adobe Acrobat
Document

A screenshot of the Coupa Supplier Portal interface. The page title is 'My Account Security & Multi Factor Authentication'. The left sidebar contains a menu with 'Settings', 'Notification Preferences', and 'Security & Multi Factor Authentication' (highlighted in orange). The main content area is titled 'Multi Factor Authentication' and has three radio button options: 'Disabled', 'For Payment Changes (Required for changing Legal Entity or Remit-To)', and 'For Both Account Access (Login) and Payment Changes'. The 'For Both Account Access' option is selected. Below these are two sections: 'Via Authenticator App' and 'Via Text Message'. The 'Via Text Message' section is highlighted with a blue border, and its radio button is highlighted with a red square. A red arrow points from the 'Via Text Message' radio button to the text 'Via Text Message' in the first bullet point of the text on the left.

Coupa Supplier Portal – Getting Started

Create Profile

- On the [Profile](#) page > [Information Requests](#) tab, enter the required information in the fields AND sections marked with an asterisk.

Note: The Supplier Information name is how UPS identifies a supplier. The Tax Reporting Name is the official name of the company as it appears on tax documents. The two may be different.

Note: Suppliers who save their profile creation progress can return to this tab to complete later. Also, some fields in the Head Quarter Address section will be auto populated with information previously provided.

Note: Be sure to select the correct UPS-associated vendor profile from the Profile dropdown.

The screenshot shows the 'coupa supplier portal' interface. The navigation bar includes 'Invoices', 'Orders', 'Profile', 'Payments', 'Setup', 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', and 'More...'. The 'Profile' tab is selected, and the 'Information Requests' sub-tab is active. The page title is 'UPS - Indian Supplier Testing DOC'. A dropdown menu for 'Profile' is set to 'UPS - Indian Supplier Testing DOC'. A yellow notification bar states: 'We have auto-filled some information from your Public Profile.' Below this, the 'Supplier Update (External) - APAC' section is visible, with a note: 'This form goes out to the supplier to complete and return back to UPS for review and approvals.' The 'Supplier Information' section shows 'Indian Supplier Testing DOC'. The 'Supplier Information Request Form' section contains the instruction: 'Please provide the requested information below.' The 'Company Information' section has a required field for '* Tax Reporting Name' and a 'Doing Business As Name' field. A red box highlights the '* Tax Reporting Name' field, and another red box highlights the 'Supplier Information' dropdown. A red arrow points from the text notes on the left to these highlighted elements.

Coupa Supplier Portal – Getting Started

Create Profile – Primary Address

- In the Primary Address section, complete the required fields.

*Note: Although they are not marked with an asterisk, the **Country/Region** and **State Region** fields are mandatory*

Note: If the primary address and remit-to are the same, please be sure to enter the address the same way in BOTH the Primary Address and Remit-To Address (page 18) sections

* Primary Address

Address Purpose ⓘ

* Region

Country/Region

State Region

State ISO Code

Address Name

* Street Address

Street Address 2

Street Address 3

Street Address 4

* City

* Postal Code

Location Code

Country/Region, State Region, Street Address, City, Postal Code are mandatory to be filled

Coupa Supplier Portal – Getting Started

Create Profile – Primary Contact

- In the [Primary Contact](#) section, enter the contact information of the person who will be responsible for all communications from UPS.
- Complete the remaining asterisk-marked fields as well as any applicable optional fields.

Note: The primary contact email address and the PO Email address may be different. Example: jsmith@supplier.com may be the primary contact and orders@supplier.com may be where purchase orders are received

- In the [Supplier's Country](#) select bank country. In [Preferred Currency](#) section update the currency of invoices issued to UPS.

The screenshot shows the 'Primary Contact' form in the Coupa Supplier Portal. The form is titled 'Primary Contact' and contains several fields:

- * First Name**: A text input field.
- * Last Name**: A text input field.
- * Email address**: A text input field with a blue information icon to its right.
- Mobile Phone**: A dropdown menu for country (currently 'US/Canada') and a text input field for the phone number (placeholder: '650-555-1212').
- * Work Phone**: A dropdown menu for country (currently 'US/Canada') and a text input field for the phone number (placeholder: '650-555-1212').
- Contact Purpose**: A dropdown menu with the option 'Select Some Options' and a blue information icon to its right.
- Supplier's Country**: A dropdown menu currently set to 'India'.
- * Preferred Currency**: A dropdown menu.
- * PO Email**: A text input field with a blue information icon to its right.

Coupa Supplier Portal – Getting Started

Create Profile – Tax Information

- In the [Tax Information](#) section, enter all applicable tax information and attach supporting documentation.
- Use the dropdown menus to select [Tax Classification](#).
- Enter the appropriate number in the [Enter GST/PAN ID](#) field and select [MSME Supplier](#) classification from the drop-down list.
- In Supporting Documents section click [File](#) then [Browse](#) or drag and drop a file into the [Drop files here](#) to attach the necessary documents like [company letterhead](#), [invoice](#), [bank letterhead](#) etc.
- Enter the email address where payment information should be received in the [Remittance Email](#) field.

The screenshot shows the 'Tax Information' form with the following fields:

- * Tax Classification:** A dropdown menu with 'Select' as the current value.
- * Enter GST/VAT ID:** A text input field with a note below it: 'Enter "N/A" if GST/VAT ID is not available,'.
- PAN:** A text input field with a note below it: 'Applicable for Indian Suppliers'.
- MSME Supplier?:** A dropdown menu with 'Select' as the current value.

The screenshot shows the 'Supporting Documents' section with the following elements:

- * Attachments:** A section header.
- Add File:** A link to add a file.
- Browse:** A blue button to open a file browser.
- Drop files here:** A dashed box with a cloud icon and text indicating where to drag and drop files.
- Please attach the supporting documents to verify supplier details e.g. supplier letterhead, Invoice etc.** A note at the bottom of the section.

The screenshot shows the '* Remittance Email' field, which is a large, empty text input area with a small edit icon in the bottom right corner.

Coupa Supplier Portal – Getting Started

Create Profile – Remit-To Address

- In the [Remit-To Addresses](#) section, click the [Add Remit-To](#) button then [Choose](#) to select the existing remit-to address and click on [Add Selected](#).

Note: New suppliers will not have a remit-to address to choose from and will have to create a new remit-to address.

- To create a new remit-to address click on [Bank Transfers](#) then [Add Payment Method](#).

*** Remit-To Addresses**


Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

How would you like to be paid?

All Methods **Bank Transfers** Checks Credit Cards [+ Add Payment Method](#)

UPS supports Bank Transfers, Checks Payments.

 ICICI Bank ☆ Customer Supported

PUNE 12345, PUNE 12345, Maharashtra, India, India (99AAAAA9999A9Z9)

Account Number	Transit Code	Wire Routing Number
****01700287	ICIC0000005	

Cancel [Add Selected](#)

Coupa Supplier Portal – Getting Started

Create Profile – Remit-To Address

- On the *Where's your business located* pop up window, enter the *Legal Entity Name* and select the *Country/Region* from the dropdown menu.
- Click *Continue*.

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

* Legal Entity Name

* Country/Region

This is the official name of your business that is registered with the local government and the country/region where it is located.

Coupa Supplier Portal – Getting Started

Create Profile – Remit-To Address

- On the Miscellaneous Information popup window enter the required details marked with asterisk*.
- Click [Save & Continue](#).

Miscellaneous Information

1 2 3 4

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

* Legal Entity Name

* Country/Region

Co Reg Num.

Permanent Account Number (PAN)

Conducting business in certain countries/regions requires your invoice to contain specific information about your company.

Coupa Supplier Portal – Getting Started

Remit-To Address Setup

- On the [Tell your customers about your organization](#) screen, select the customers that should see your information and enter an invoicing address.
- In the [What address do you invoice from](#) section, complete the required fields
- If the same address will be used as the remit-to and ship-from address leave the boxes beneath the address fields checked.

Note: If the primary address and remit-to are the same, please be sure to enter the address the same way in BOTH the Primary Address (page 10) and Remit-To Address sections

*Note: Although not marked with an asterisk the **State field** is a mandatory field.*

Tell your customers about your organization

Which customers do you want to see this?

- All
- UPS - CRP Supplier 3
- UPS - P035_30754_FLDELRA2200 OL_OFFICE DEPOT
- UPS QA - P035_3313610_TXDALLAPOBOX731_BEST BUY FOR BUSINESS
- UPS QA - UAT Supplier - Milind

What address do you invoice from?

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country/Region United States

REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location where you receive government documents.

Use this address for Remit-To

Use this for Ship From address

Coupa Supplier Portal – Getting Started

Remit-To Address Setup

- Enter [VAT/GST ID](#), if applicable.
- The [Invoice From Code](#) is for use only by suppliers transacting business with UPS via cXML. The code must be obtained from UPS and must be entered correctly. It is not required to set up the remit-to address.
- Click [Save & Continue](#) to continue the setup process.

What is your Tax ID? [i](#)

Country/Region x

* VAT ID

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code [i](#)

Preferred Language

[Cancel](#) [Save & Continue](#)

Coupa Supplier Portal – Getting Started

Remit-To Address Setup

- On the [Where do you want to receive payment?](#) page, in the *Payment Type* field, select *Bank Account* if payment to a bank is preferred. Select *Address* if payment by check is preferred.
- Update valid *Account Number* and *IFSC Code*.
Note: Banking information is not stored in Coupa.
- Click [Save & Continue](#).

Where do you want to receive payment?

1 2 3 4

* Payment Type: Bank Account (dropdown menu open showing: Address, Bank Account, Virtual Card)

What are your Bank Account Details? ⓘ

Bank Account Country/Region: India

Bank Account Currency: INR

Beneficiary Name: ABC TRANSPORTATION LTD

Bank Name: [text input]

Account Number: [text input] ⓘ

Confirm Account Number: [text input]

IFSC: [text input] ⓘ

SWIFT/BIC Code: [text input] ⓘ

My bank does not have a BIC code

Branch Code: [text input]

Bank Account Type: Business

Supporting Documents: [Choose Files] No file chosen ⓘ

Email Address: dmartindale64@yahoo.com ⓘ

Resident Account

Coupa Supplier Portal – Getting Started

Remit-To Address Setup

- Verify the account and address information is correct.
- Click *Next*.
- Then click *Done*.

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
Bank Account Bank of Montreal JDL Landscape Canada *****8678 999999999	1515 Huron Line Windsor ON N9H1H6 Canada	Active	Manage

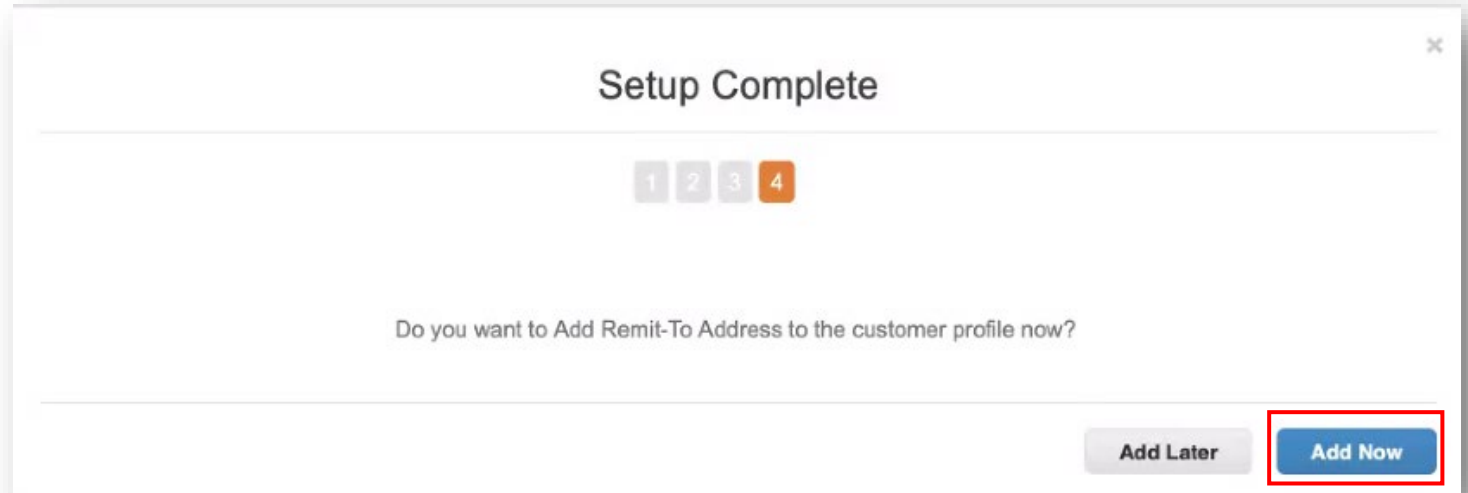
Deactivate Legal Entity Cancel **Next**

Deactivate Legal Entity **Done**

Coupa Supplier Portal – Getting Started

Remit-To Address Setup - Setup Complete

- Supplier setup is now complete, and invoice processing can begin.
- To add the remit-to address to the customer profile, click the [Add Now](#) button and see the next slides, if applicable.



Coupa Supplier Portal – Getting Started

Remit-To Address

- Ensure to Review [Remit-To Address](#) section and complete all fields with asterisk mark.*
- Note: If the Remit-To address is incorrect, click the red "X" in the upper right corner to delete it. Follow the steps beginning on page 15 to create a new one.

* Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

* Remit-To Address

* Account Currency

INR

* Street Address

ABC Road

Street Address 2

* Postal Code

12345

* City

Pune

Coupa Supplier Portal – Getting Started

Remit-To Address

- Select the valid *Account Type*.
- Update the IFSC code in *Bank Number & Swift Code (BIC)* field.
- Update last 7 digits of IFSC code in *Branch Number* field.
- Scroll to the bottom of the page

The screenshot shows a form with the following fields:

- * Account Type**: A dropdown menu with "Select" and a downward arrow.
- * Bank Name**: A text input field containing "ICICI Bank".
- * Bank Number/IFSC**: An empty text input field with an information icon (i) to its right. Below the field is the text "Provide IFSC code for India".
- * Branch Number**: An empty text input field with an information icon (i) to its right. Below the field is the text "Provide last 7 digit for IFSC code for India".
- * Bank Account Number**: A text input field containing "*****678" with an information icon (i) to its right.

Coupa Supplier Portal – Getting Started


Remit-To Address Setup

- Review the [GIC/PO Terms and Conditions](#)
- If agreeable, check the box next to GIC/PO Terms & Conditions Flag and click [Submit for Approval](#)

Validation Results

GIC / PO Terms and Conditions "By submitting this onboarding form, I (Supplier) am entering into an agreement with UPS. If Supplier and UPS have entered into an existing agreement that covers the subject matter of the goods and/or services being provided by Supplier ("Existing Agreement"), then the Existing Agreement will govern the subject matter of the goods and/or services provided by Supplier and Existing Agreement will supersede the UPS Terms & Conditions found under the URL below. If the Supplier and UPS do not have an Existing Agreement, then the UPS Terms & Conditions will Govern the subject matter of this transition. Business conduct and terms and conditions (ups.com)" Click below URL.

UPS GIC / PO Terms and Conditions URL

 <https://about.ups.com/us/en/our-company/suppliers/...>

*** GIC / PO Terms & Conditions Flag**

You must check this box - GIC / PO Terms & Conditions Flag

By submitting this onboarding form, I warrant and represent that I am duly authorized and providing consent to Equifax to furnish my consumer report to UPS and providing consent to UPS to use my consumer report for the purpose of validating the address, tax and banking information provided in the onboarding form.

Decline Save Submit for Approval

Coupa Supplier Portal – Getting Started

Remit-To Address Setup

- Once submitted, a green banner will appear and the new or updated remit-to address will be pending approval by UPS
- Need assistance? Got questions? Email supplyline@ups.com.

The screenshot displays the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is visible on the left, and user information 'FIRST NAME' with a dropdown arrow, 'NOTIFICATIONS 99+' with a red badge, and 'HELP' with a dropdown arrow are on the right. A navigation bar below the logo contains icons and labels for 'Home', 'Invoices', 'Orders', 'Profile' (highlighted in blue), 'Payments', 'Setup', 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', and 'More...'. Below this is a secondary navigation bar with 'Your Profile', 'Information Requests', 'Performance Evaluation', and 'Subscriptions'. The main content area shows the profile name 'UPS - ABC TAX Authority APAC 2' and a 'Profile' dropdown menu with the same name. A prominent green banner with a white 'X' icon on the right contains the text 'Your information has been submitted'. Below the banner, the text reads 'Supplier Update (External) - APAC' and 'This form goes out to the supplier to complete and return back to UPS for review and approvals.' At the bottom of the main content area, the status 'Pending Approval' is displayed in bold, accompanied by an information icon (i).

Coupa Supplier Portal – Getting Started

Admin

- To access administrative functions, click [Setup](#) in menu bar to be redirected to the [Admin](#) tab.
- Need assistance? Got questions? Email supplyline@ups.com.

The screenshot displays the Coupa Supplier Portal interface. At the top, the logo and 'supplier portal' text are visible. The navigation bar includes 'Invoices', 'Orders', 'Profile', 'Payments', 'Setup' (highlighted), 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', and 'More...'. Below this, a sub-menu shows 'Admin' (underlined), 'Customer Setup', and 'Connection Requests'. The main content area is titled 'Admin Users'. On the left, a sidebar lists various administrative functions: 'Users' (highlighted), 'Merge Requests', 'Merge Suggestions', 'Requests to Join', 'Legal Entity Setup', 'Fiscal Representatives', 'Remit-To', 'Additional CaaS Information', 'Early Pay Discounts', and 'sFTP Accounts'. The main table has a header with 'Invite User', 'View' (set to 'All'), and a search box. The table contains one user entry:

User Name	Email	Status	Permissions	Customer Access	Actions
ADAM CAMBRIA	acambria@gmail.com	Inactive	ASNs Business Performance Catalogs Early Payments Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	UPS - P590_2177017_UBEMELLEGONTROD_ASSA ABLOY ENTRANCE SYSTEMS BELUX	Activate

Coupa Supplier Portal – Getting Started

Admin – Invite User

- Click the [Invite User](#) button.
- On the [Invite User](#) pop up type the first name, last name and email of the user being invited, in the appropriate fields.
- In the [Permissions](#) section, select access options for the user being invited.

Note: UPS does not use the Service/Time Sheets, Order Changes, or Pay Me Now functions in the CSP.
- In the [Customers](#) section, select the customers the invited user will have access to.
- When complete, click [Send Invitation](#) and the user will receive an email inviting him/her to access the CSP.

The screenshot shows the 'Admin Users' page in the Coupa Supplier Portal. The 'Invite User' modal is open, displaying the following fields and options:

- First Name:** [Text Input]
- Last Name:** [Text Input]
- * Email:** [Text Input]
- Permissions:**
 - All
 - Admin
 - Orders
 - Restricted Access to Orders
 - All
 - Invoices
 - Catalogs
 - Profiles
 - ASNs
 - Service/Time Sheets
 - Restricted Access to Service/Time Sheets
 - All
 - Payments
 - Order Changes
 - Pay Me Now
 - Business Performance
 - Sourcing
- Customers:**
 - All
 - UPS - CRP Supplier 3
 - UPS - P035_30754_FLDELRA2200_OL_OFFICE DEPOT
 - UPS QA - P035_3313610_TXDALLAPOB...
 - UPS QA - UAT Supplier - Milind

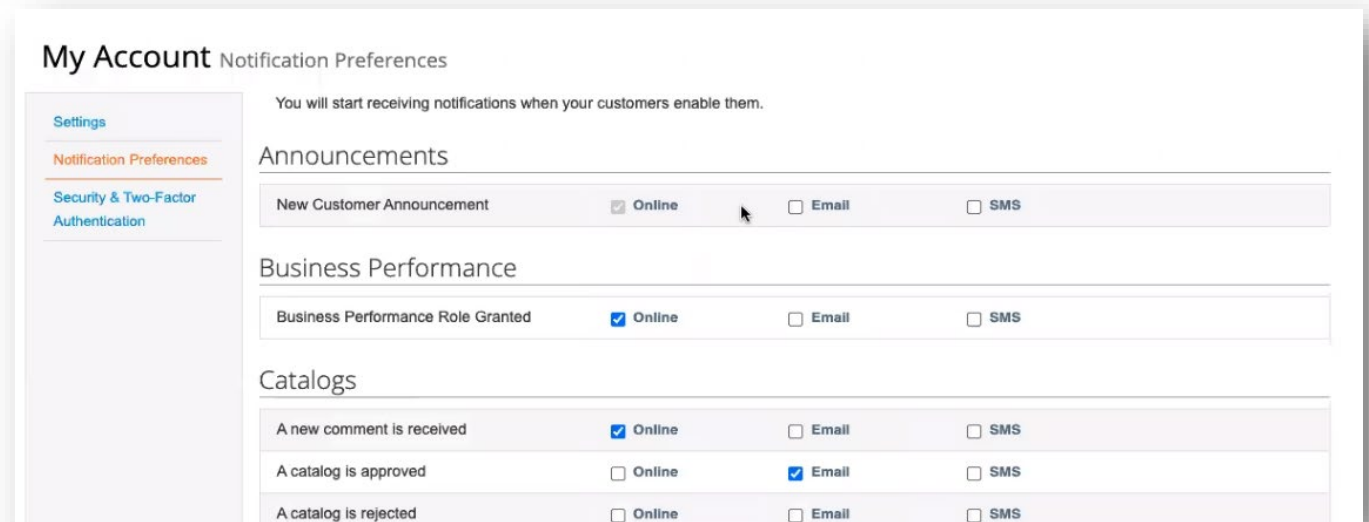
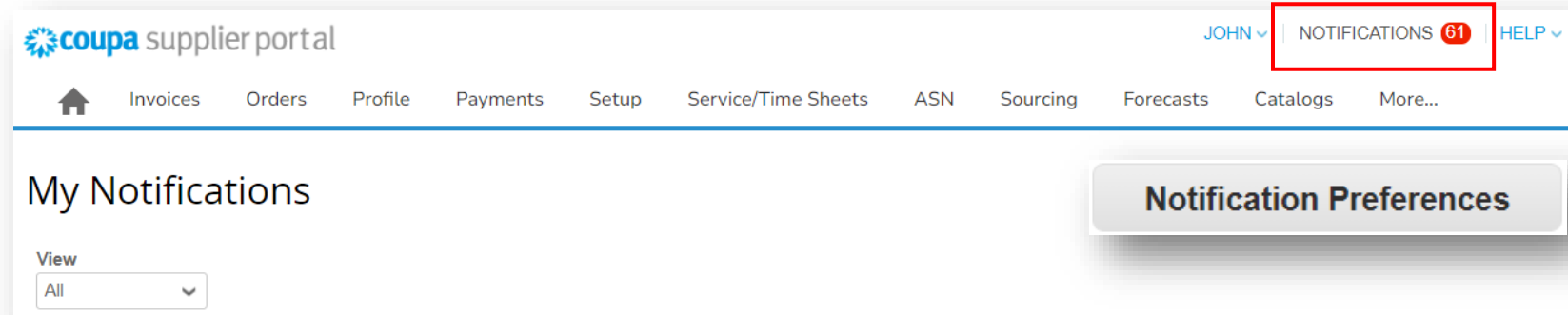
Buttons: Cancel, Send Invitation

Coupa Supplier Portal – Getting Started

Notifications Setup

- Select [Notifications](#) in the top right corner to be redirected to the My Notifications screen.
- Click [Notification Preferences](#) to customize supplier notifications.
- Choose how notifications of functions in the CSP are received – Online, Email, or SMS (text).

Note: Suppliers will be prompted to set up a phone number in My Account settings. Mobile phone verification will be needed; follow prompts to verify number.



Coupa Supplier Portal – Getting Started

Merging Accounts

- If suppliers are already using the CSP, accounts can be merged to eliminate duplication.
- Click the link in the task menu, to the right of the profile summary to access step-by-step instructions for completing the merge process.
- Please have additional customer account information ready to complete the merge.

The screenshot shows the Coupa Supplier Portal interface for a supplier named UPS. The top navigation bar includes the Coupa logo, the text 'supplier portal', and user information 'JOHN' with a dropdown arrow, 'NOTIFICATIONS 61', and 'HELP' with a dropdown arrow. Below the navigation bar is a task menu with icons and labels for 'Invoices', 'Orders', 'Profile', 'Payments', 'Setup', 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', and 'More...'. The 'Invoices' icon is highlighted with a red box. The main content area features a profile summary for 'SUPPLIER TESTING UPS' with a 'Profile Progress 24%' indicator and a 'View Profile' link. Below the profile summary is a 'Recent Activity' section with a 'View' dropdown and an information icon. It lists two 'Information Request' items, both from 'UPS - S2P Testing Supplier' and received 10 days ago. The first item is 'Submitted' on Oct 11, and the second is 'Due Now' on Oct 11. To the right of the 'Recent Activity' section is an 'Announcements' section with 'No Announcements'. At the bottom of the page is a task menu with four items: 'Two Factor Security' (1 of 1 User), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (36 Connections). The 'Merge Suggestions' item is highlighted with a red box.



Thank you for being a valued partner.