

Signing Up for the Coupa Supplier Portal (CSP)

Q What is Coupa?

Coupa is a modern cloud based Procure-to-Pay (P2P) solution that offers the ease of an e-commerce shopping experience for procurement and invoicing while providing better spending visibility, a vendor portal and electronic invoicing.

Q How much does it cost to join?

This is a free service, Coupa doesn't charge suppliers to join or to use the CSP.

Q Where do I register / Sign in?

You will receive an email with an invite to register and can sign into the CSP at <https://supplier.coupa.com> . [Register for the CSP](#)

If you have not received an email to link your account to Coupa, please check your spam/junk folder or contact supply.chain.excellence@santos.com and request a resend.

Q I already have a CSP login for another customer. Do I need to create another?

No, all of your customers who use Coupa can be accessed from the one portal login. A portal login is based on your specific email address. You will be able to view all of your customers in one place if each customer has the same email address for you.

If you can't see Santos with your other customers, please let us know which email address you are using and we'll update our records.

Q Where can I get further information on how to use the CSP?

<https://success.coupa.com/Suppliers Guide>

Q What are the benefits of joining the CSP?

Santos will progressively implement transactions through the Coupa network for Purchase Orders and Invoices. By having a CSP login, you will be able to:

- *Manage your employee access to view and interact with Santos.*
- *Receive and view POs the PO status and history in one central location.*
- *Easily acknowledge POs and view previous PO details when a staff member changes roles or leaves.*
- *Submit invoices and credit notes for approval and payment. You will nearly always require a PO to be able to submit an invoice, so it is important that you ensure the business provide a PO to you.*
- *View the status of invoice approval and confirm that your invoice is approved to pay.*
- *Update comments and manage invoice disputes including the ability to view any history or interactions with Santos around invoice queries.*

Coupa Supplier Portal (CSP) Basics

Q I cannot see my transactions or see the Santos tab to list my transactions?

Once you're signed into the CSP, if you cannot see your transactions, it's probably because you registered for CSP using a different email address than Santos used for the invitation. Please contact supply.chain.excellence@santos.com and ask us to send another invitation using the address you registered with.

Q If I use the CSP, who pays me?

Santos is still responsible for paying you directly. You can follow the status of your invoice and payment through the portal.

Q Will you use the bank details I specify in the CSP?

No, Santos will continue to use the existing banking details. If you need to change your bank details, please contact the Supplier team at Vendor.Records@santos.com.

Q Can I add more employees (Sales or Accounts Receivable staff) to the CSP?

Yes. There are multiple ways to do this:

- *In the Admin menu of the CSP, select the "Invite User" button on the right to invite additional employees.*
- *Ask a co-worker to forward you their invitation from Santos or forward your invitation to a co-worker.*
- *On a Purchase Order email – using the "Create Account" button in your PO notification email.*

For further detail, please go to the link [Register for the CSP](#)

Q What does the 'Export' button do?

Allows you to extract data from the current view to Microsoft Excel™.

Purchase Orders

Q Are the POs from Coupa different to what we received previously?

Yes, POs will be emailed to you from a Santos Coupa email address and will have the following changes:

- *Changed Numbers - begin with the number sequence 200xxxx.*
- *Changed format and layout*
- *No longer have a blanket release number*

Your terms and conditions remain the same.

If you PO number starts with a 9 or '1', there is no change to the process you have today.

Q Will all historical PO's be loaded into Coupa?

No historical POs (ie POs from before the Coupa go-live date) are being transferred to Coupa.

Some Suppliers may see one combined PO and invoice loaded against your account which will relate to historical spend to date on any contracts currently in place. You will not be able to invoice against this PO.

Q Can I filter the list of purchase orders to show only purchase orders that haven't been invoiced?

Yes, you can use the "Views" or "Filters" function to hide POs which are fully invoiced and have a status "Closed". For further information on creating "Views" please refer to the guide available at [Create Custom Views](#)

Q What is the purpose of PO acknowledgment by the supplier?

This button lets users know that you have seen the purchase order and are able to fulfill the order by the promise date. It is encouraged that you use this feature to communicate back to the requisitioner.

You can also use the comments section at the bottom of the PO to communicate with the requisitioner.

Q Will we be able to arrange punchout catalogue integrations or Auto invoice transmission via Coupa??

Coupa has the capability to integrate punchout catalogues via Coupa. We also have the capability to establish auto invoice transmissions through a technology called cXML.

If you would like to setup a punchout catalogue with us, please contact supply.chain.excellence@santos.com

Q We have previously been sent a PO which relates to an extended period of time both before this change to Coupa and into the future (e.g. blanket PO, projects), does a new PO need to be raised by your rep in Coupa?

Where you have a PO that:

- was issued prior to the move to Coupa (does not begin with 200xxxx)
- Is for services delivered over an extended time period beyond May 2019
- Is For corporate services including IT, HR, Safety, Finance, PR, Facilities
- Is Not for inventory or maintenance related projects (generally field/basin related)

then please check with your business contact. If your PO is issued from Coupa (beginning 200xxxx) then you can continue to use that PO number. If it was a PO with a different number range to Coupa then a new PO may need to be raised.

Delivery of Goods & Services

Q Where should I deliver goods and services to? What is the “Alternative Ship to” address that is on my PO when I look in the CSP?

Delivery details are outlined on the purchase order issued to you. They can be referenced either on the email received with a PO attached or in the Coupa Supplier Portal (CSP).

Santos operates in many regional and remote areas. A purchase order shows a number of addresses which are used to ensure goods are delivered to the place they are needed. The table below shows the different addresses which appear on a purchase order and what these addresses are used for.

Address	PO - Email Layout	PO – CSP View	Requirement
Alternative Ship To	The address that you should supply the goods to.	Where specified, you should always supply goods to the “Alternative Ship-To Address”. This address if specified is usually a freight hub where load is consolidated for shipping to the field locations.	You will always supply goods to this address. Santos will then forward the goods internally to the final destination.
Ship To	The address that you should supply the goods to if “Alternative Ship To” is blank	Where specified, you should always supply goods to the “Alternative Ship-To Address”.	You will always supply goods to this address if “Alternative Ship To” is blank. Santos will then forward the goods internally to the final destination.
Final Destination	FOR INFORMATION PURPOSES ONLY This is the “Final Destination” field on the PO document sent. This is where Santos will eventually send the goods to within their network. Do not ship to this address	“Ship-To Address” in the CSP is the same address as the “Final Destination” field on the PO document sent.	This is where Santos intends the goods to be sent to internally within their network and is required for Santos Internal routing purposes only. Santos’ internal logistics will arrange for transport to that address.

Bill To	This is address is Santos' business address for the purpose of a valid tax invoice.	Not displayed in CSP	Invoices should be loaded to the Coupa portal.
Attention:	Where shown, this is the name of the person who will receive the goods.	Where shown, this is the name of the person who will receive the goods.	Where feasible, add this to shipping documentation.

Invoicing

Q How do I submit an invoice in Coupa?

For all Coupa issued POs (beginning with "200xxxx") you will need to load the Invoice into Coupa. To load invoices, you have two options to create and submit an invoice:

1. Use the "Create Invoice" button that comes on the received purchase order email.
2. Using the Coupa Supplier Portal (CSP). After login you can find the Santos purchase order. Select the yellow 'coins' icon can create the invoice.

If you have an invoice for work performed where the PO is from Coupa (200xxxx), the invoice needs to be entered by the supplier into Coupa. Please do not send invoices to the business contact or accounts payable if it relates to goods or services provided where the PO begins 200xxxx. If you do not have a PO to invoice against, please contact the business requestor for a PO to be raised.

If you PO number begins with a '9' or '1', please email your invoice to accounts.payable@santos.com and do not enter into Coupa.

Q Should I load all invoices into Coupa?

You will be able to invoice against PO's raised in Coupa.

- Only PO's starting with a "200xxxx" are issued from and should be invoiced through Coupa.
- Invoices relating to PO's before this date beginning with a '9' or '1', (i.e. not '200xxxx') please email your invoice to accounts.payable@santos.com as previously done and do not enter into Coupa.

Q Do I still need to submit a copy of our invoice in Coupa ?

Yes, you are still required to include the tax invoice. Use the required attachments field to attach your invoice copy when creating the invoice.

Note: the invoice number and date that you enter into Coupa should be EXACTLY the same as what is on your attachment.

Q How do I create an invoice that does not have a purchase order?

All purchases made from Santos must have a purchase order unless agreed to by Santos. Please email supply.chain.excellence@santos.com for details if you fit this scenario.

Q How do I know if an invoice has been submitted?

You are able to see the submitted invoices and their status using the Coupa Supplier Portal (CSP)

Q How do I know if my invoice has been approved for payment?

Invoice approval status for your invoices will appear in your CSP account under the Invoice history. If registered with the CSP, you will receive an email and notification from Coupa when an invoice is approved for payment

Q Once an invoice has been approved, what do I need to do next?

Nothing. The invoice is in the queue and you'll be paid based on the payment terms you have with us.

Q What does the status "Pending Approval" mean?

It means your invoice requires Santos internal review and approval. Once approved, your invoice will be paid according to the payment terms.

Q What do I do if an invoice was rejected?

When an Invoice is rejected, Santos will provide details explaining the rejection in the comments section at the bottom of the invoice. If you have notifications setup, a notification will also be sent to you. If you are not clear on the reason, you can either enter questions into the comments section on the invoice which will be sent to the PO requestor or alternatively contact the requestor for further details to resolve the matter. Once confirmed, all you need to do is to create a new invoice to replace the one that was rejected.

Q Why can't I edit/void/delete a submitted invoice?

Once an invoice has been submitted, it cannot be changed in any way. Please contact accounts.payable@santos.com if you wish to cancel or recall an invoice.

Q Can I submit a Credit Note?

Yes, using the same invoicing steps you can submit a credit for quantity or amount using the red coins icon. [How to Create a Credit Note](#)

Q How do I check if an invoice has been paid?

Payment information for your invoice will appear in your CSP account under the Invoice history. If registered, you will receive an email and notification from Coupa confirming approval for payment. For questions regarding payment information email accounts.payable@santos.com

Q How do we receive remittance advices, and can they be automatically emailed to us?

Remittance advices will be generated and automatically sent to suppliers once the invoice has been paid.

If you have any further queries please contact supply.chain.excellence@santos.com

For further information on the Coupa Supplier Portal, please go to <https://success.coupa.com/Suppliers/>