

## 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.couphost.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 [vendor.records@santos.com](mailto:vendor.records@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](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 [vendor.records@santos.com](mailto:vendor.records@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 in our Vendor Master data. If you need to change your bank details, please contact [vendor.records@santos.com](mailto: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 Why am I seeing different PO numbering in my profile?**

*Depending on the original source the PO was raised in the numbering will have different ID’s*

- *Coupa generated PO’s start with 20xxxxx or 30xxxxx*
- *SAP generated PO’s start with 45xxxxxxxx or 48xxxxxxxx*
- *Oracle generated POs start with 1xxxxx and 1xxxxx-xxx*

*All Purchase Orders from all originating systems are visible in your Supplier Portal for you to view, acknowledge, print and submit invoices.*

**Q What happened to my previous SAP Purchase Orders that are still open?**

- *All pre-existing Purchase Orders raised in SAP (ECC6) have now transitioned into SAP S/4 HANA and Coupa with a new Purchase Order ID number from September 2020 ie 45xxxxxx or 48xxxxxx*
- *The original PO number can be found within the new PO Order ID available in the portal*
- *The migrated POs contain the remaining portion of the purchase order which has not been fully completed (supplied and received) as at transition on September 2020*

*Entity and Terms and Conditions remain the same.*

**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 [purchasing@santos.com](mailto:purchasing@santos.com)*

## Invoicing

- Q How do I submit an invoice in Coupa?**  
*All Santos Purchase Orders are visible in the Coupa Supplier Portal. 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 (only available for purchase orders starting with 30xxxxx or 20xxxxx or 1xxxxx and 1xxxxx-xxx).*
  - 2. Using the Coupa Supplier Portal (CSP). After login you can find the Santos purchase order. Select the yellow 'coins' icon to create an invoice.*
- Q Should I load all invoices into Coupa?**  
*Yes, you will be able to upload invoices against all POs that are visible in the portal.*
- Please note: we encourage Suppliers to submit invoices electronically via the CSP to take advantage of the streamlined functionality, however you can email your invoice directly to [accounts.payable@santos.com](mailto:accounts.payable@santos.com).*
- 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?**  
*You cannot submit an invoice via the Coupa Supplier Portal (CSP) unless there is an existing Purchase Order.*
- 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](mailto: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](mailto: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.*

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

*If you have any further queries please contact the relevant email:*

**Purchase Orders** – nominated Santos Contact as per the Purchase Order

**Invoicing** – [accounts.payable@santos.com](mailto:accounts.payable@santos.com)

**Vendor Record Data** – [vendor.records@santos.com](mailto:vendor.records@santos.com)