Gartner.

Supplier FAQs

Please note: To preserve our reputation for independence and objectivity, Gartner's selection of any provider for any product or service does not constitute an endorsement or recommendation.

Contact for issues/support: : supplierprocuretopay@gartner.com

Coupa Supplier Portal (CSP)

How much does it cost to join the Coupa Supplier Portal (CSP)?

There is no charge to use the CSP.

What browser should I use to access the CSP on my computer?

Coupa supports most browsers including MS Edge, Google Chrome, and Mozilla Firefox. Beginning May 2022 Coupa will no longer support Internet Explorer.

Where do I register for the CSP?

To create an account in the CSP, you can either:

1. Check your email as you may have already received an invitation from Gartner to join the CSP.
2. Visit **Gartner supplier site**

Why didn't I receive the email invitation to join Coupa?

Check your spam/junk email folder. Emails sometimes get flagged as spam. If you still cannot find the email invitation, you can register by visiting supplier.coupahost.com and clicking the "Sign Up" tab. However, if you register, make sure to use the same email address to register that Gartner used to invite you.

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.

Invoicing in the Coupa Supplier Portal (CSP)

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 Gartner 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.

Can I submit PDF invoices created from my system instead of using online invoicing?

Yes, you can. You can upload your PDF invoices through the CSP by creating an invoice and attaching the PDF.

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.

How do I partially invoice against an order?

You can invoice multiple times against a single PO. Simply click the gold coin icon and enter the applicable amount on the invoice.

What does the status "Tolerance Hold" on an invoice mean?

It means your invoiced amount differs from the PO by more than Gartner allows without manual approval.

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

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

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.

What does "pending receipt" mean?

This status shows that Gartner is in the process of receiving the goods/services into their system. Once Gartner enters the receipt, the invoice will be matched against it.

Purchase Orders

How do I see Gartner's purchase orders?

On the main menu, click on the **Orders** tab. If you are connected to more than one Coupa customer, select Gartner from the **Select Customer** dropdown menu.

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 each time you want to invoice against the same PO.

What is the purpose of a PO acknowledgement by the supplier?

PO acknowledgement will let Gartner know that you've received the order. It is not required to acknowledge a PO.

Other Questions

I still have questions. Where can I get additional help?

You can access training videos, quick reference guides, and much more at **Gartner supplier site**

Our company would like to pay by credit card. Can we do that?

Yes, Gartner offers the option of virtual card payment through Coupa pay.