

Audience	Category	Question	Answer
Supplier	Account Creation	How do I create my supplier account if I am a UK supplier and am not registered for UK VAT ?	When setting up your supplier account, tick the " <i>I don't have a VAT/GST Number</i> " box which generates the " <i>Local Tax ID</i> " box. In this " <i>Local Tax ID</i> " box you should type "Not registered for UK VAT".
Supplier	Invoice	Can I amend the PDF Invoice once sent?	No, once sent, it's not possible amend the PDF invoice
Supplier	Invoice	I don't have a 'Local Tax ID', what do I put in this box?	When setting up your supplier account, tick the " <i>I don't have a VAT/GST Number</i> " box which generates the " <i>Local Tax ID</i> " box. In this " <i>Local Tax ID</i> " box you should type "Not registered for UK VAT".
Supplier	Invoice	I do not trade through a legal entity, what should I enter in the " <i>Legal entity</i> " box ?	If you do not trade through a legal entity, you should enter either your business' trading name or your own name.
Supplier	Payment	When will I get paid?	Your remittance advice will include details regarding when you will receive payment
Supplier	CSP	I want to log into my account but I can't find the link	Please use https://supplier.coupahost.com/sessions/new
Supplier	Support	Who can I speak to if I have any questions or need support?	Please use this link https://supplier.coupa.com/help/
Supplier	CSP	What is Multi-factor Authentication (MFA)?	MFA is the requirement to present two or more methods of identity verification in order to access an application. For Coupa Portals, this means a username and password, plus a one-time code sent to your email address.
Supplier	CSP	Why am I required to use MFA in certain scenarios?	MFA is a leading security practice recommended by most major security industry bodies and Coupa. You will be prompted for a second factor based on your unique login patterns. If you regularly log in from the same devices and locations, you may only occasionally be prompted for MFA. If you log in from unrecognized devices or have an irregular login pattern, prompting will be more frequent.
Supplier	CSP	How do I view invoice lines?	Please use this link: View Invoice Lines Coupa
Supplier	CSP	What is a 'Remit to Address'?	It's your physical address where you would like to receive your remittance
Supplier	CSP	What do I need to enter in VAT ID?	You will need to enter your VAT number starting with your country code (example, GB for UK)
Supplier	CSP	How do I create an account in Coupa?	Please use this link: Creating an account with Coupa Coupa Suppliers
Supplier	CSP	How do I reset my password for my account?	Please use this link: https://supplier.coupahost.com/forgot_password
Supplier	CSP	How do I change my email address for my account?	If you need to change the email address for your CSP account, please reach out to your Coupa customer(s). They will need to update your record in Coupa. Please ask them to do the following -Log into their Coupa account and look up your supplier record. -Unlink the existing email address on your supplier account.

			<p>-Change the primary email contact to the new email address</p> <p>-Save</p> <p>-Then resend the CSP invitation to the new email address that you have specified.</p>
Supplier	CSP	If I use the CSP, who pays me?	TES, while using Coupa, is still responsible for paying you directly. Coupa does not pay suppliers on behalf of buyers.
Supplier	CSP	How do I create an invoice?	On the main menu, click on the Orders tab. In the PO table that appears, choose the PO you want to invoice, and then click on the yellow coins to create an invoice.
Supplier	CSP	How do I create an invoice that isn't backed by a purchase order?	Invoice without a PO won't be accepted. Please contact your account manager to raise a PO.
Supplier	CSP	How do I know if an invoice has been registered?	On the main menu, click on the Invoices tab. 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.
Supplier	CSP	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.
Supplier	CSP	How do I credit or cancel an invoice that's already been billed?	Once an invoice is submitted, it can't be changed in any way. To create a credit, enter a negative quantity.
Supplier	CSP	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.
Supplier	CSP	Why can't I edit, void, or delete an invoice?	<p>Once an invoice has been submitted, it can't be changed in any way. This ensures invoice processing integrity. However, you still have options:</p> <ol style="list-style-type: none"> 1. Ask your customer to reject or void the existing invoice. You can then create a new one. 2. Create a new credit memo that credits the customer for the original value, and then create a new invoice.
Supplier	CSP	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 TES to review it.
Supplier	CSP	What do I do if an invoice was rejected?	Just create a new invoice to replace the one that was rejected.
Supplier	CSP	Once an invoice has been approved, what do I need to do next?	Nothing. The invoice is TES's queue and you'll be paid based on the payment terms we have set.
Supplier	CSP	Do I need to see a purchase order on the CSP before I can invoice my customer?	Yes, we have a no PO no pay policy
Supplier	CSP	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.

Supplier	CSP	Why do I get the "VAT ID format incorrect" error?	You need to add GB or ABN in front of the VAT number for British or Australian suppliers/invoices. On the main menu, click on the Admin tab to add a legal entity with the correct VAT ID under Legal Entity Setup.
Supplier	CSP	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.
Supplier	CSP	How do I view and manage invoices?	Please use this link: View and Manage Invoices Coupa
Supplier	CSP	How do I review Payments	<ol style="list-style-type: none"> 1. Go to Payments. 2. Select your customer in the My Customers section on the left side of the page. 3. Review the Overview section to see high level payment information about this customer. 4. Review the A/R Aging Summary to learn more about invoices that haven't been marked paid in your customer's Coupa instance.
Supplier	CSP	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.
Supplier	CSP	Can I set it so I can only see purchase orders that haven't been invoiced yet?	Currently, you are unable to filter purchase orders based on their invoiced status.
Supplier	CSP	How do I add shipping to a purchase order?	You need to contact your TES account manager directly for information about adding a shipping line.
Supplier	CSP	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 TES account manager
Supplier	CSP	How can I view and manage a PO?	Please see link: View and Manage POs Coupa
Supplier	CSP	How can I view PO lines?	Please see link: View PO Lines Coupa
Supplier	CSP	When will my invoice be paid?	TES has a 30 days payment policy (unless agreed otherwise). Your invoice will be paid on the payment schedule following the invoice due date.
Supplier	CSP	Can we remove irrelevant data entry screens when the suppliers are creating their accounts in the CSP?	No, we can't edit the data entry process in CSP
Supplier	CSP	Can we set the default view for suppliers in the CSP?	No but suppliers can
Supplier	CSP	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.