



# **Supplier Offerings**

## **Frequently Asked Questions**

**Last updated August 2025**

## Introduction to Supplier Offerings

The Supplier Offerings team provides optional paid subscription services to suppliers who are looking for enhanced marketing, feature or support functionality in the Supplier Portal. While the Supplier Portal remains a free tool for our suppliers, our Supplier Offerings team is dedicated to providing additional value through free and paid services.

The Supplier Offerings team communicates potential offerings with suppliers who use the Supplier Portal and who show interest in any of our offerings. Suppliers can opt-in or opt-out of these communications at any time. If you have any questions about our communications or would like to get in contact with our team, reach out to us at [verified@coupa.com](mailto:verified@coupa.com).

Find more information about our subscription offerings below and let us know if you have any other questions.

## Verified

### What is Verified?

Verified is a subscription-based marketing program designed to boost your business's visibility among Coupa customers. Once your business is Verified, you will appear at the top of search results, accompanied by a blue badge that highlights your verification status. This badge can also be used in your marketing materials, such as on your website and sales collateral to improve your credibility.

### What are the benefits of Verified?

The Verified subscription empowers supplier businesses to enhance their trusted brand within the Coupa community and drive growth. Undergoing this verification process increases your businesses data quality confidence score and results in your business appearing higher in supplier searches. This priority ranking not only highlights Coupa's increased confidence in your business but also helps attract more clients and opportunities.

### What type of supplier does the Verified subscription benefit?

Verified benefits every supplier within the Coupa Supplier Portal that is looking to sustain or grow their transaction volume. The blue checkmark of verification will give customers the piece of mind to transact with those suppliers that have a high data quality confidence.

Small to medium-sized businesses, in particular, have experienced significant advantages and gained enhanced visibility among Coupa customers.

### What is the verification process?

After you've purchased Verified, our team will review your profile to make sure you have completed the required fields. Please ensure that you have these fields filled out:

- Logo (the smaller profile photo & not the large header photo or the primary contact photo)

- About
- PO Email
- Tax ID
- Commodities
- Products and Services Categories
- Areas Served
- Primary Contact
- Primary Address

Additionally, we will review the proof-of-identity (POI) that your business was prompted to submit after purchase. Acceptable forms of POI include a bank confirmation letter, voided check or business trade license.

Once a member of the Coupa team has validated your business profile, the Coupa Verified badge will be automatically added to your business profile and be visible within the Coupa Supplier Portal. Please note: **if you have not filled out the required fields, you will have paid for Verified but the blue check mark will not be visible on your profile.** You will see a banner telling you that you have not filled out the required fields if this is the case.

#### [Does Verified have any limitations?](#)

This subscription is available in specific countries only. Please reach out to our team at [verified@coupa.com](mailto:verified@coupa.com) to see if your region has been approved.

If you try and purchase the Verified subscription outside of these regions, you'll see a 'User not Allowed' error message. We apologize for the inconvenience.

#### [What is the price of the Verified subscription?](#)

Verified is currently offered at \$549 USD annually.

#### [How can I purchase Verified?](#)

You can purchase Verified a few different ways:

1. Sign in to your Supplier Portal account → toggle to your 'Profile' tab → toggle to the 'Subscriptions' subtab → select 'Get Verified' & follow the prompts
2. Click on the Verified rotating banner within the Supplier Portal (located on the home page, profile page and sourcing page)
3. Purchase directly from this [link](#)
4. Purchase on [supplier.coupa.com](#) under the Verified [tab](#) or the Pricing [tab](#)
5. Email our team at [verified@coupa.com](mailto:verified@coupa.com) to set up time with a sales representative or purchase

If you have any questions, please reach out to our team and we'd be happy to help!

#### [After I purchase Verified, what are my renewal, cancellation or refund options?](#)

Verified is an annual subscription that automatically renews. To update your payment information before renewal, please email us at [verified@coupa.com](mailto:verified@coupa.com), and we'll provide you with a secure link.

You will receive reminder emails before the renewal date, ensuring you're informed about the upcoming automatic renewal.

You can cancel your subscription at any time after purchase. Cancellations made after the first 30 days will be eligible for a prorated refund.

For a full refund, please contact us within the first 30 days of your purchase. Refunds may take 7-10 business days to process and reflect in your account.

## Premium Support

### What is Premium Support?

Premium Support offers suppliers additional levels of support in addition to the free live chat support offered in the Supplier Portal. Premium Support is offered in English **only**, via Zoom to purchasers. Depending on the level of support you choose, you will have a set number of hours allocated for use throughout your one-year subscription.

### What are the benefits of Premium Support?

Premium Support offers several benefits, including:

- Faster issue resolution
- Enhanced assistance for technical issues
- Tailored solutions that address your specific needs

### What type of supplier does Premium Support benefit?

Premium Support benefits all suppliers within the Supplier Portal. There are 3 levels of Premium Support, designed to fit all of our supplier's needs.

### What are the levels of Premium Support?

**Essential Support:** offers 6 hours of support annually. Excludes cXML, SFTP & Punchout catalog assistance. Level 1 support is offered at \$499 USD/year.

**Growth Support:** offers 12 hours of support annually. Level 2 includes troubleshooting of existing cXML, SFTP & Punchout catalog connections. Advanced subscription product assistance also included. Level 2 is offered at \$1,499 USD/year.

**Strategic Support:** includes 240 hours of support annually. Troubleshooting of existing customer connections and providing guidance on new connection configurations across cXML, SFTP, Punchout Catalogs is included. Additionally, users will have access to a dedicated Account Manager and support for account management activities (e.g., list of accounts, account merge requests, supplier

admin update requests, and account disable requests). Strategic Support is offered at \$50,000 USD/year.

Offering	Essential	Growth	Strategic
<b>Price</b>	\$499	\$1,499	Contact Sales
<b>Offering</b>	<ul style="list-style-type: none"> <li>- 6 hours of support annually</li> <li>- No cXML, sFTP &amp; Punchout Catalog coverage</li> </ul>	<ul style="list-style-type: none"> <li>- 12 hours of support annually</li> <li>- cXML, sFTP &amp; Punchout Catalog support included</li> <li>- 'Advanced' product support</li> </ul>	<ul style="list-style-type: none"> <li>- 240 hours of support annually</li> <li>- Supplier Account Manager</li> <li>- cXML, sFTP &amp; Punchout Catalog support and new integration setup included</li> <li>- 'Advanced' product support</li> <li>- Dedicated SLAs per service type</li> </ul>
<b>Support Details</b>	<ul style="list-style-type: none"> <li>- Login Failure</li> <li>- Inviting External Users</li> <li>- Connecting &amp; Merging a Customer</li> <li>- Purchase Orders, Invoices</li> <li>- Remit-to Address</li> <li>- Account Setup (Legal Entity, 2FA, Profile, Info Forms, Early Pay/Dynamic Discounting)</li> <li>- Bank Validation Errors</li> </ul>	<p><i>Everything in Essential plus</i></p> <ul style="list-style-type: none"> <li>- cXML and SFTP Troubleshooting (existing connections)</li> <li>- Hosted / Punchout Catalog Troubleshooting (existing connections)</li> <li>- Advanced Subscription Support</li> </ul>	<p><i>Everything in Growth plus</i></p> <ul style="list-style-type: none"> <li>- cXML and SFTP New Integration Setup</li> <li>- Hosted / Punchout Catalog New Integration Setup</li> <li>- cXML and SFTP Troubleshooting</li> <li>- Hosted / Punchout Catalog Troubleshooting</li> <li>- Account Governance Support</li> <li>- Supplier Account Manager</li> <li>- New Feature Walkthrough</li> </ul>

**What if our team can't help you with issue resolution? / What if our team can't resolve the issue on the call?**

If our team is unable to resolve your issue on a call, you can expect a follow up time within our standard SLA window of 48 hours. Level 3 contains specific SLAs based on issue type. Level 3 SLAs will be discussed prior to purchase.

**Is the chat support function still free?**

Yes, our live chat support is available free of charge to all suppliers. Our team of agents is here to assist you around the clock through the Supplier Portal. If you prefer email support, you can reach us at [supplier@coupa.com](mailto:supplier@coupa.com).

**Does Premium Support have any limitations?**

Our support team is at your service year-round, ensuring you get the assistance you need with 24/5 Zoom support in **English only**. Premium support is available in

specific countries only. Please reach out to our team at [verified@coupa.com](mailto:verified@coupa.com) to see if your region has been approved.

Support turnaround times may be limited throughout globally recognized Holiday periods.

\*Please note you are limited to the number of allocated support hours within your purchased level.

Depending on the level of Premium Support purchased, there may be limitations to the topics covered. You can review exclusions in the 'What are the levels of Premium Support?' section.

### How can I purchase Premium Support?

You can purchase Premium Support a few different ways:

1. Sign in to your Supplier Portal account → toggle to your 'Profile' tab → toggle to the 'Subscriptions' subtab → select 'Get Premium Support' & follow the prompts
2. Click on the Premium Support rotating banner within the Supplier Portal (located on the home page, profile page and sourcing page)
3. Purchase on [supplier.coupa.com](https://supplier.coupa.com) under the Premium Support [tab](#) or the Pricing [tab](#)
4. Email our team at [verified@coupa.com](mailto:verified@coupa.com) to set up time with a sales representative or purchase

If you have any questions, please reach out to our team and we'd be happy to help!

### After I purchase Premium Support, what are my renewal, cancellation or refund options?

The Premium Support subscription is an annual service that automatically renews. If you need to update your payment information before renewal, please email us at [verified@coupa.com](mailto:verified@coupa.com), and we'll provide you with a secure link. You will receive

reminder emails prior to your renewal date to keep you informed about the upcoming automatic renewal.

You can cancel your subscription at any time after purchase. Cancellations made after the first 30 days or after using allocated hours will be eligible for a prorated refund.

For a full refund, please contact us within the first 30 days of your purchase. To be eligible for a full refund within the first 30 days, you also must not have used any of your allocated hours. Prorated refunds will be offered to people who have used any allotment of their allocated hours. Refunds may take 7-10 business days to process and appear in your account.

If you need to purchase additional hours throughout the course of your one year subscription, please reach out to our team.

## Advanced

### What is Advanced?

Advanced is our first feature based subscription designed to help you generate more revenue, get paid faster and transact more efficiently in the Supplier Portal. The current Advanced subscription comes with five additional product features largely focused on the way you invoice with your customers.

### What product features come with the Advanced subscription?

1. An integration with your company's Single Sign-On (SSO) in the Coupa Supplier Portal, allowing for simplified login and access management. To set this up, you'll need to be an account Admin.
2. An 'All' view in your invoices tab that allows you to view all of your invoices across customers in one streamlined view. You can apply different filters to this view, such as a filter that shows you all of your unpaid invoices across customers, and save for convenience.
  - a. Based on supplier feedback, we've also added an export ability to the 'All' view and any applied filters
3. Automated weekly reports that are sent to your email at the end of each week with invoices in the open or unpaid status
4. Personal reminders sent to your customers with past due invoices at the end of each week, reminding them to pay
5. A one-direction sync with your Quickbooks Online or Netsuite Online accounting solutions that send invoices from Coupa to your accounting solution. We're working on expanding the available integrations and establishing bi-directional syncs for data flow.

You can view more information on the features available in our Advanced subscription [here](#).

#### Are there any limitations on these features?

Weekly reports are currently limited to 10 customers at a time. Invoice reminders will only send on invoices with associated payment terms and invoice exports are currently limited to 10,000 invoices per file.

This subscription is available in specific countries only. Please reach out to our team at [verified@coupa.com](mailto:verified@coupa.com) to see if your region has been approved.

If you try and purchase the Advanced subscription outside of these regions, you'll see a 'User not Allowed' error message. We apologize for the inconvenience.

#### What type of supplier does the Advanced subscription benefit?

While Advanced is available to any supplier, we believe that the Advanced subscription is most beneficial to our medium to large suppliers with more than 5 connected customers within Coupa. These medium to large suppliers will get the greatest benefit from the above mentioned features.

However, if you're a small business that believes you'd benefit from the features listed above, we encourage you to purchase the Advanced subscription.

#### What is the future of the Advanced subscription?

As mentioned in the beginning of this section, the goal with the Advanced subscription is to help you generate more revenue, get paid faster and transact more efficiently in the Supplier Portal.

We've received some great feedback from suppliers on what product features would be beneficial and fall within these categories. Some of the proposed enhancements include:

- Streamline the customer connection process making it easier for you to onboard with a new customer, storing some of your pre-filled data and creating common forms amongst customers
- Invoice Smash - automatically generate an electronic invoice record in the Supplier Portal from a PDF
- Better Reporting - create benchmark reports that focus on your businesses efficiency and effectiveness. Give you insights on how your transaction characteristics compare to peers in your industry, give you additional market and category insights, flag common issues with your businesses POs, tell you buyer behavior in your industry, etc.

We are committed to developing this subscription to best serve your needs. If you have suggestions on how the Advanced subscription could better support your business, please reach out to us at [verified@coupa.com](mailto:verified@coupa.com). We'd love to hear from you!

### [What is the price of the Advanced subscription?](#)

Advanced is currently offered at \$4,800 USD annually.

### [How can I purchase Advanced?](#)

You can purchase Advanced a few different ways:

1. Sign in to your Supplier Portal account → toggle to your 'Profile' tab → toggle to the 'Subscriptions' subtab → select 'Get Advanced' & follow the prompts
2. Click on the Advanced rotating banner within the Supplier Portal (located on the home page, profile page and sourcing page)
3. Purchase directly from this [link](#)
4. Purchase on [supplier.coupa.com](https://supplier.coupa.com) under the Advanced [tab](#) or the Pricing [tab](#)
5. Email our team at [verified@coupa.com](mailto:verified@coupa.com) to set up time with a sales representative or purchase

If you have any questions, please reach out to our team and we'd be happy to help!

### [After I purchase Advanced, what are my renewal, cancellation or refund options?](#)

The Advanced subscription is an annual subscription that automatically renews. If you need to update your payment information before renewal, please email us at [verified@coupa.com](mailto:verified@coupa.com), and we'll provide you with a secure link.

You will receive reminder emails prior to your renewal date to keep you informed about the upcoming automatic renewal.

You can cancel your subscription at any time after purchase. Cancellations made after the first 30 days will be eligible for a prorated refund.

For a full refund, please contact us within the first 30 days of your purchase. Refunds may take 7-10 business days to process and appear in your account.