



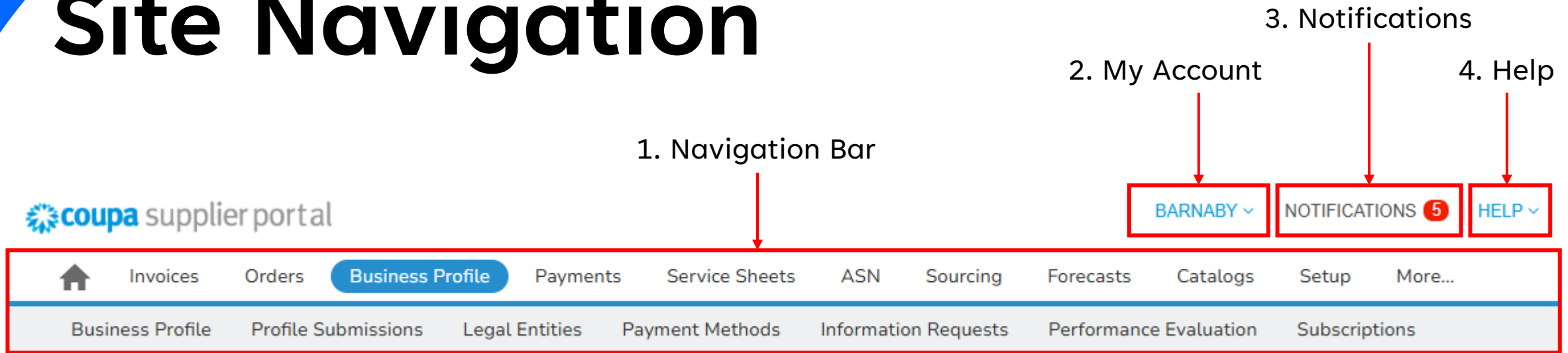
# **Coupa Supplier Portal**

## **User Guide**

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2. Navigation Bar
3. Account Settings
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7. Profile
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10. Purchase Order Changes
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# Site Navigation



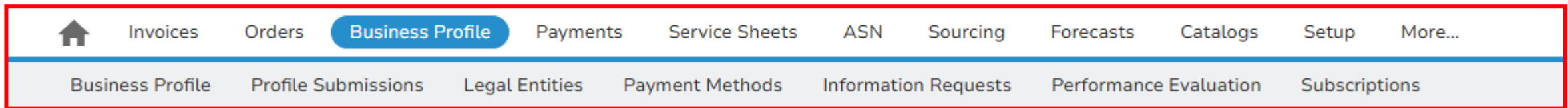
1. **Navigation Bar** – Home, Profile, Orders, and Invoices
2. **My Account** – Manage the platform and change passwords to your CSP account
3. **Notifications** – Confirm your preferences for notifications
4. **Help** – Standard Coupa videos and training modules



# Navigation Bar

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- **Business Profile** – Manage your public profile for transacting with customers in Coupa
- **Orders** – Manage purchase orders
- **Invoices** – View all created invoices and their current status
- **Setup** – User information (invite, add, or remove users) and Merge Requests (merge or unmerge other accounts)





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## My Account Settings

Settings

Notification Preferences

Security & Multi Factor  
Authentication

App Connections

### User Details

\* First Name

Barnaby

\* Last Name

Floofy

\* Email

kerry.higdon@connorgp.com

Purpose

Accounting, Diversity, Legal, Procurement, Risk, S&C

Phone Number

Country/Region

Code

Phone Number

Extension

Save

### Change Password

Change Password

# Account Settings

- **User Details** – Check that information is correct and update as needed.
- **Change Password** – Option to change your password if needed.



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# Notification Preferences

Here you can manage the way you receive notifications by enabling or disabling individual options. Grayed out fields cannot be changed.

## My Account Notification Preferences

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App Connections

You will start receiving notifications when your customers enable them.

Email

Mobile(SMS)

Verify

! Verify number to receive SMS

### Account Access

Merge Request	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Request to Join	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

### Terms of Use

New Terms of Use are received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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### Users

Add Users to account	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new customer connection is created	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

### Service Sheets

A Service Sheet is rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet is approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Cancel

Save



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## My Account Security & Multi Factor Authentication

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[Security & Multi Factor Authentication](#)

[App Connections](#)

### Multi Factor Authentication

- ☐ Disabled
- ☒ For Payment Changes (Required for changing Legal Entity or Remit-To)
- ☐ For Both Account Access (Login) and Payment Changes

#### Via Authenticator App

Use an Authenticator App available from your mobile phone app store.

☐ Default

#### Via Text Message

Use a code sent via text message to your phone number.

☐ Default

# Security & MFA

Here you can enable or disable MFA and select how you would like to receive verification codes.

# Notifications

Select All from the View dropdown to see all of your notifications. You may delete them or mark them as read.

Hover over the Notifications link to see your three most recent unread system messages.

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supplier portal

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All

FYI

Todo

Unread

Announcements

Message

A company information update was recently sent to your customer.

The Supplier Information you submitted was approved by Meridian Adhesives Group.

Update your profile for Meridian Adhesives Group

You are now connected to Meridian Adhesives Group

Expired: QAD Coupa - Not a Gambling Website cancelled their request. If you'd like to work with them, please contact them to ask for the form.

Final reminder from QAD Coupa - Not a Gambling Website: Your information request is still pending.

Received

09/19/25 04:04 PM

09/19/25 04:04 PM

09/19/25 03:19 PM

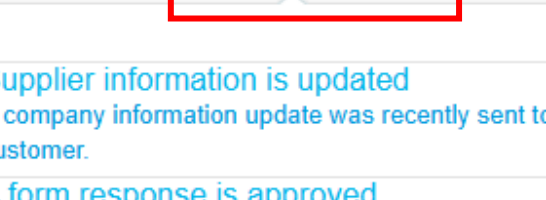
09/19/25 03:19 PM

08/28/25 07:02 AM

08/12/25 07:11 AM

Delete


Mark as Read




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Supplier information is updated 

A company information update was recently sent to your customer.

A form response is approved 

The Supplier Information you submitted was approved by Meridian Adhesives Group.

A new customer connection is created 

You are now connected to Meridian Adhesives Group

See All Notifications

1





## Totally Legitimate Business

[Profile Preview](#) | 
 [Copy Profile URL](#) | 
 [Download as PDF](#)

 Share Profile

### Company Info

Company Name  
Totally Legitimate Business

Industry

About

Tax ID  
United States - 111111111

Year Established

Commodities

Products and Services

PO Email

Website

DUNS

Company Size

Ownership Type

Areas Served

No coverage in areas

### Contacts

### Addresses

# Profile

Here you can manage your public profile on the Coupa Portal.

Your public profile is visible to Coupa users in the Supplier Directory.



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Performance Evaluation

Subscriptions

QAD Coupa - 51000674 Totally Legitimate Business

Select Customer

QAD Coupa - 51000674 Totally Legitimate Bu... ▾

## Form Responses


View All ▾ Advanced Search 🔍			
Form	Status	Created Date	Submitted At
QAD New Supplier Response v9.6	Applied	04/24/25	04/24/25
QAD New Supplier Response v9.1	Applied	04/04/25	04/04/25

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# Information Requests

Customers will often ask you to supply information to ensure they have accurate contact, billing, and other specific records. To complete an information request, navigate to the Form Responses page and select the appropriate customer. Click on the form you wish to complete and submit it when finished.


# Orders

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1

Select customerQAD Coupa - 51000674 Totally Le

Purchase Orders

Instructions From Customer

{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page}

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

2

Export to

3

PO Number

Order Date

Status

Acknowledged At





Items





Unanswered Comments

Total


Assigned To


4

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
2000-0000085	05/05/25	Issued	None	Super Important Services	No	60,000.00 USD		   

- 1. **Select Customer** – Use the drop-down to select the specific customer you would like to view.
- 2. **Export to** – Export an Excel report
- 3. **PO Number** – To view details of the order, click on the order number you wish to review.
- 4. **Actions** – Create invoices or credit notes

 Create an invoice

 Create a credit note

# Orders

Purchase Order #2000-0000085

## General Info

Status Issued - Sent Manually

Order Date 05/05/25

Revision Date 05/05/25

Requester Kerry Higdon

Email kerry.higdon@connorgp.com

Payment Term Net 45

Attachments None

**Acknowledged** ☐

Assigned to

## Shipping


Ship-To Address Verifract LLC, dba Redzone Production Systems  
1680 Meridian Avenue  
Suite 402  
Miami Beach, FL 33139  
United States  
Attn: Kerry Higdon

Terms None

## Shipment Tracking

No shipment tracking.

## Lines

Advanced <input type="text" value="Search"/> Sort by Line Number: 0 → 9						
1	Type	Item	Price	Total	Invoiced	
		Super Important Services	60,000.00	60,000.00	0.00	
	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	PO Start Date	PO End Date
	None	None	None	None	None	None

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Total USD 60,000.00

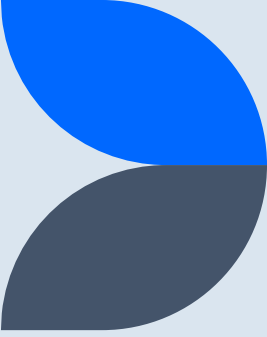
Create Invoice

Save

 Print View

1. **Acknowledged** – Check the box to acknowledge acceptance of the purchase order.
2. **Shipping** – Address linked to the purchase order
3. **Actions** – Create an invoice, save changes, or print the purchase order

# Orders




Purchase orders can have the following statuses:

- **Issued** – The PO was approved and sent to you for fulfillment.
- **Buyer Hold** – The PO is approved but requires your Coupa customer to review it.
- \*Please ensure you have completed any information requests sent to you by your customer, as this can also create a Buyer Hold.
- **Soft Closed** – The PO is closed but can be reopened. You cannot invoice against a PO in this status.
- **Closed** – The issued PO was received and then closed, either manually or automatically within Coupa.
- **Cancelled** – The PO was cancelled and does not need to be fulfilled.
- **Error** – Something is wrong with the PO. Contact your customer to get the PO back on track.

# Purchase Order Changes

Here you can view changes made to purchase orders. Be sure to check that the correct customer has been selected.

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Order Line Changes

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Select Customer

QAD Coupa - 51000674 Totally Legitimate Bu...

## Purchase Order Changes

Load from file

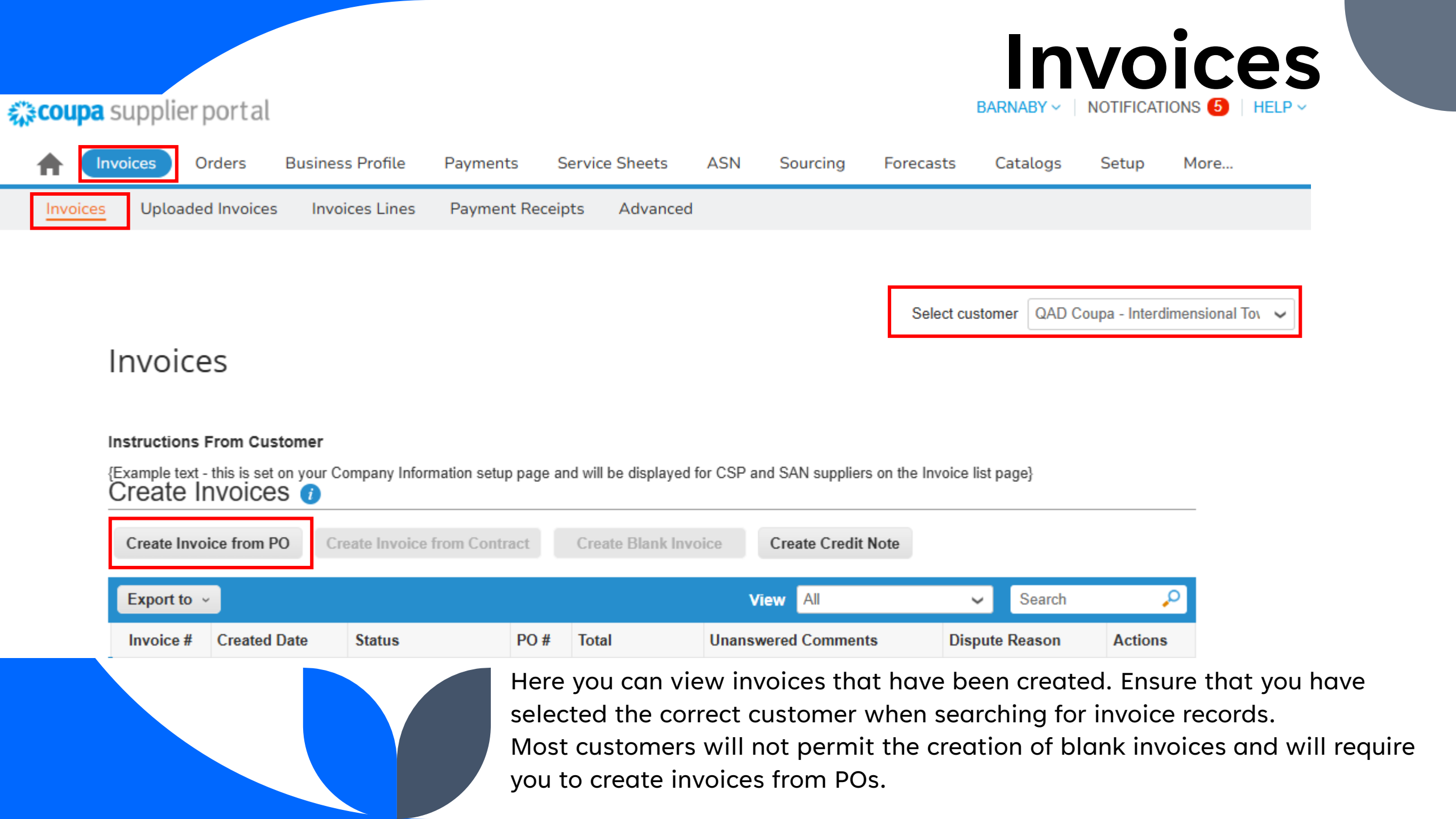
Export to

ViewAll

Advanced

Search

PO Change #	Order #	Version #	Ship To User	Status	Items	Total	Supplier Initiated	Created By	Reason Code	Assigned To	Justi
18	2000-0000066	3	Kerry Higdon	Approved	10 Each of Curious mechanisms	16,357.50 No USD		Kerry Higdon	None		



# Invoices

Select customer QAD Coupa - Interdimensional To ▾


## Invoices

### Instructions From Customer

{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

### Create Invoices

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to ▾		View All ▾		Search 			
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions

Here you can view invoices that have been created. Ensure that you have selected the correct customer when searching for invoice records. Most customers will not permit the creation of blank invoices and will require you to create invoices from POs.

# Invoices


Invoices can have the following statuses:

- **Draft** – The invoice has been created, but not yet submitted to the customer and can still be edited.
- **Pending Approval** – The invoice is currently under review and awaiting approval for payment by the customer.
- **Approved** – The invoice has been accepted/approved for payment by the customer.
- **Processing** – The invoice is being processed by AP and should be paid soon.
- **Disputed** – The invoice has been disputed by the customer.
- **Voided** – The invoice is not valid, something is wrong (the status of invoices after resolution of a disputed invoice).





# Payment Receipts

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[Select Customer](#) QAD Coupa - 51000674 Totally Legitimate Bu... ▾

## Payment Receipts

[Upload Receipt](#) [Export to ▾](#) [View](#) All ▾ [Advanced](#) [Search](#) 🔍

Receipt #Number	Date	Payment Received Date	Currency	Amount	Invoice #Number(s)	Supplier Tax ID Number	Buyer Tax ID Number	Status	Actions
No rows.									

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Here you can view the status of your payments by navigating to the payment receipts tab. Each payment is linked to the associated invoices for easy reconciliation.

# Setup

## Admin Users

### Users

- Worker Portal Access
- Merge Requests
- Merge Suggestions
- Requests to Join
- Fiscal Representatives
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)

### Invite User

User Name	Email	Status	Permissions	Customer Access	Purpose
Barnaby Floofy	kerry.higdon@connorgp.com	Active	ASNs Admin Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing Supplier Dashboard	Meridian Adhesives Group - Totally Legitimate Business QAD Coupa - 51000674 Totally Legitimate Business QAD Coupa - Exclusively Spanish Supplier QAD Coupa - Interdimensional Towing Co. QAD Coupa - Not a Gambling Website	Account Divers Legal, Procur Risk, S Sourci


## Invite User

### User Information

First Name

Last Name

\*Email

Purpose 

### Phone Number

Country/Region

Area Code

Number

Extension

### Permissions

- ☒ All
- ☒ Admin
- ☒ Orders
- ☒ All
- ☐ Restricted Access to Orders
- ☒ Invoices
- ☒ Catalogs
- ☒ Profiles
- ☒ ASNs
- ☒ Service Sheets
- ☒ All
- ☐ Restricted Access to Service Sheets
- ☒ Payments
- ☒ Order Changes
- ☒ Early Payments
- ☒ Sourcing
- ☒ Private and Public
- ☐ Hidden, Private, and Public
- ☒ Community
- ☒ Order Line Confirmation
- ☒ Forecast Planner
- ☒ Workers
- ☒ View
- ☐ Manage
- ☒ Worker Assignments
- ☒ View
- ☐ Manage
- ☒ Inventory
- ☒ Supplier Dashboard

### Customers

- ☒ All
- ☒ QAD Coupa - 51000674 Totally Legitimate Business
- ☒ QAD Coupa - Exclusively Spanish Supplier
- ☒ QAD Coupa - Interdimensional Towing Co.
- ☒ QAD Coupa - Interdimensional Towing Co
- ☒ QAD Coupa - Not a Gambling Website
- ☒ Meridian Adhesives Group - Totally Legitimate Business

To invite new users to the Coupa Supplier Portal account for your organization, the **Admin** user must click the **Invite User** button. If MFA is enabled, you will be prompted for verification. The **Invite User** window will appear. Fill in the information of the user you wish to add and grant permissions and customer access.

Customers that are not selected will be grayed out on the user's profile.

# Setup

## Admin Users

- [Users](#)
- [Worker Portal Access](#)
- [Merge Requests](#)
- [Merge Suggestions](#)
- [Requests to Join](#)
- [Fiscal Representatives](#)
- [sFTP Accounts](#)
- [cXML Errors](#)
- [sFTP File Errors \(to Customers\)](#)

Invite User						
View All Search						
User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Barnaby Floofy	kerry.higdon@connorgp.com	Active	ASNs Admin Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing Supplier Dashboard	Meridian Adhesives Group - Totally Legitimate Business QAD Coupa - 51000674 Totally Legitimate Business QAD Coupa - Exclusively Spanish Supplier QAD Coupa - Interdimensional Towing Co. QAD Coupa - Interdimensional Towing Co. QAD Coupa - Not a Gambling Website	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	<a href="#">Edit</a>

### Edit user access for Barnaby Floofy

#### User Information

First Name  
Barnaby

Last Name  
Floofy

Email  
kerry.higdon@connorgp.com

Purpose  
☒ Accounting ☒ Diversity ☒ Legal ☒ Procurement ☒ Risk ☒ Sales ☒ Sourcing

Primary Contact  
Current primary contact: Barnaby Floofy

#### Phone Number

Country/Region  
Area Code  
Number  
Extension

#### Permissions

☐ All  
☒ Admin  
☒ Orders  
☒ Invoices  
☒ Catalogs  
☒ Profiles  
☒ ASNs  
☒ Service Sheets  
☒ Payments  
☒ Order Changes  
☒ Early Payments  
☒ Sourcing  
☒ Community  
☒ Order Line Confirmation  
☒ Forecast Planner  
☐ Workers  
☐ Worker Assignments  
☐ Inventory  
☒ Supplier Dashboard

#### Customers

☒ All  
☒ QAD Coupa - 51000674 Totally Legitimate Business  
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☒ QAD Coupa - Interdimensional Towing Co.  
☒ QAD Coupa - Not a Gambling Website  
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[Cancel](#) [Deactivate User](#) [Save](#)

You can edit users, changing their permissions and customer connections, by clicking Edit next to their name. The **Edit User Access for [name]** will appear.

# Coupa Support

At any time while completing the onboarding process you need to speak with someone you can click the Chat with Coupa Support located at the bottom right-hand side of your screen.



For any general CSP technical or functional question you can try searching in the [Supplier Help Center](#). If you can't find the answer there, then you can contact the Couper Supplier Support Team at **supplier@coupa.com**.

For more information about Coupa, Supplier can visit the Coupa Supplier Page.

While logged into the CSP, you can also click the Help tab for Help Tour, Compass, and Training Webinars.

