Coupa Supplier Portal Training

May 2021

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Introduction to Coupa

Cabot CSP Supplier Training

What is Coupa?

Coupa is a user-friendly e-Procurement and supplier collaboration cloud-based software. As our partner, you stand to benefit by gaining access to a zero-cost supplier portal that provides enhanced visibility, better control, fewer mistakes and faster payments via an intuitive user interface.

The Coupa Supplier Portal enables you to:

- View and acknowledge Purchase Orders/Change Orders
- Submit invoices and monitor payment status
- Create catalogs
- Participate in sourcing events
- Manage your contact/remittance information

How will you benefit?

By working with Cabot electronically, you will increase your order-taking efficiency, invoice creation, reduce mistakes and delays fulfilling orders and maintain a better presence with Cabot users.

Benefits include, but are not limited to:

- Efficient Purchase Order receiving and acknowledgement
- Efficient invoice processing
- Direct PO-backed invoice creation
- Automated accurate routing of invoices to proper branches
- Instant visibility to Purchase Order, Timesheet, Invoice, Payment Information and catalog processing status as well as Cabot user contact details
- Reduced or even eliminated manual paper transaction processing
- Strong reporting capabilities

SAN vs CSP

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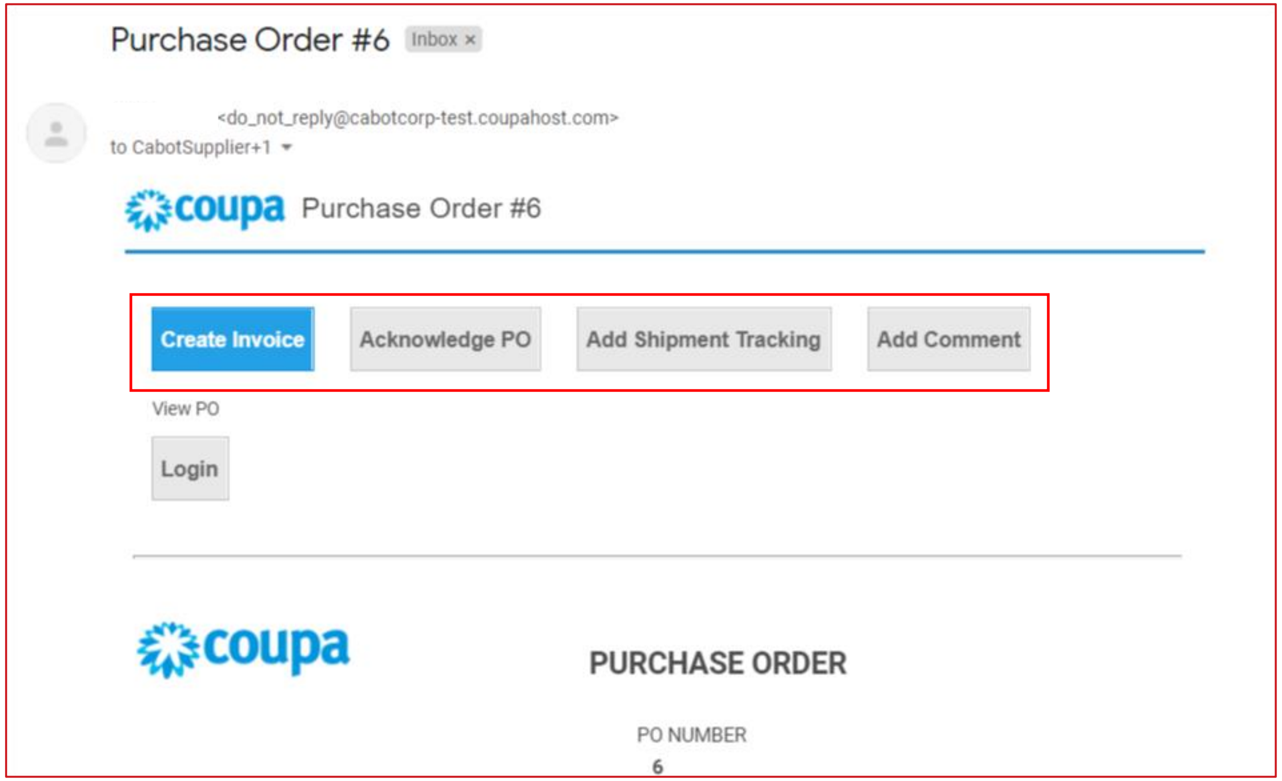
Supplier Actionable Notifications

Supplier Actionable Notifications (SAN) will allow you to create an invoice, acknowledge, or comment on a PO directly from a PO email. To have SAN enabled, your default PO method must be set to email and Cabot must enable SAN on your supplier record.

When creating an invoice from SAN, you will be brought to a landing page that looks similar to the landing page in the Coupa Supplier Portal, however the access is very limited and will not carry any invoice or PO history and not allow for any reporting.



CSP Supplier Profile and Account Setup

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Connecting to Cabot via Coupa

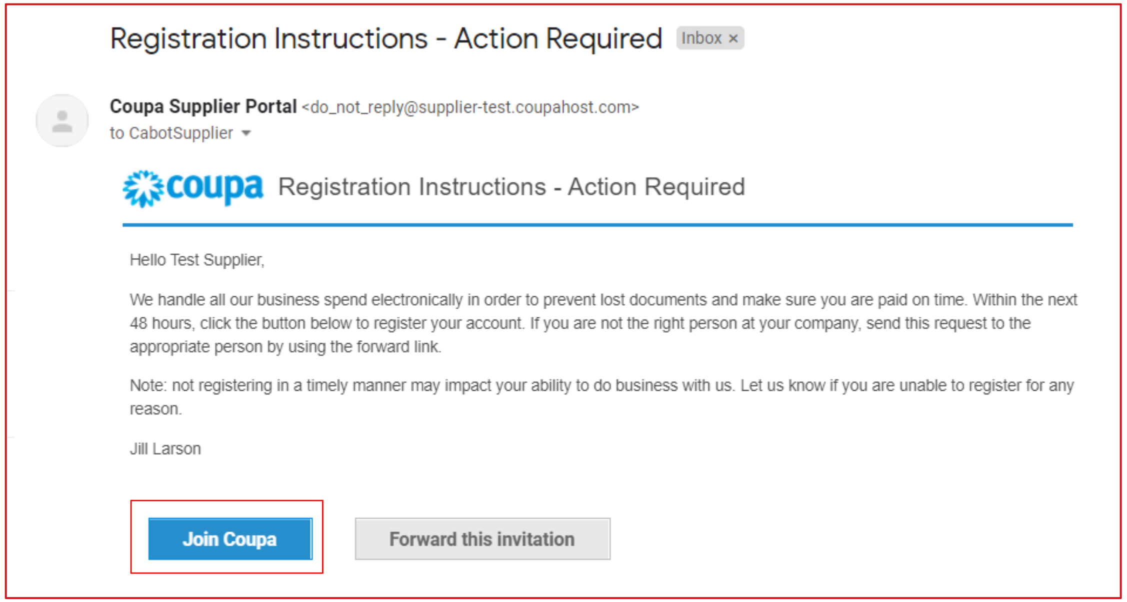
It is vital that all suppliers connect to the Coupa platform to transact with Cabot successfully.

Below is the initial e-mail invite (from Cabot) to set up your Coupa Supplier Portal account to transact with Cabot on Coupa. (email sent from)

After Cabot sends you an invitation to join the Coupa Supplier Portal (CSP), check the email address inbox which the invite was sent to and click on the link to confirm their request to interact with you as a supplier on Coupa.

By confirming this link and selecting "**Join and Respond**" you will be creating a new login on the Coupa Supplier Portal to receive Purchase Orders (POs) and send Invoices to Cabot.

If the invite was sent to the incorrect person at your company, inform your Cabot contact or contact Cabot at supplier.communication@cabotcorp.com.

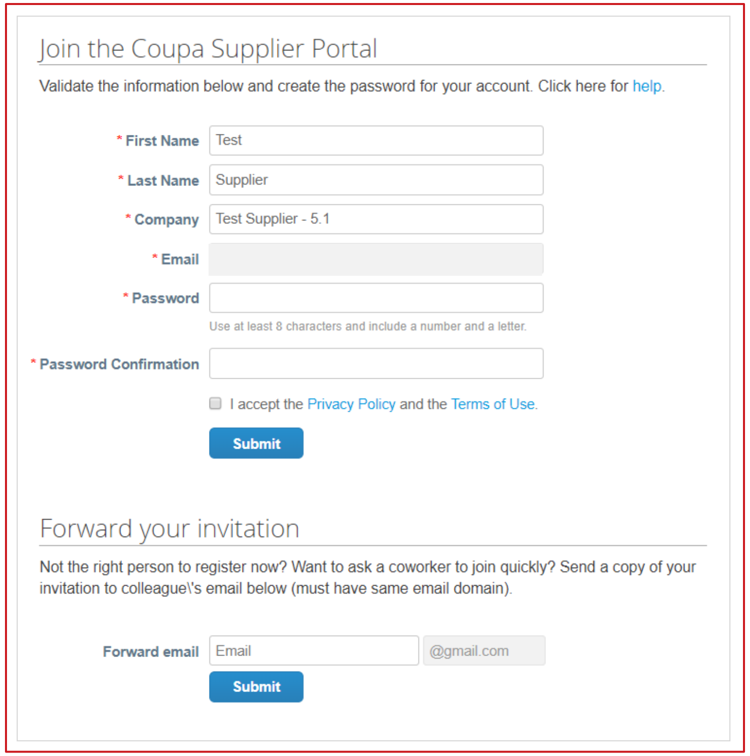


NOTE: Ensure Cabot has the correct email contact for your company

Connecting to Cabot via Coupa

- Fill out your information on the Coupa Supplier Portal to create a new account
- Review and accept the Privacy Policy and Terms of Use
- Click ‘Submit’

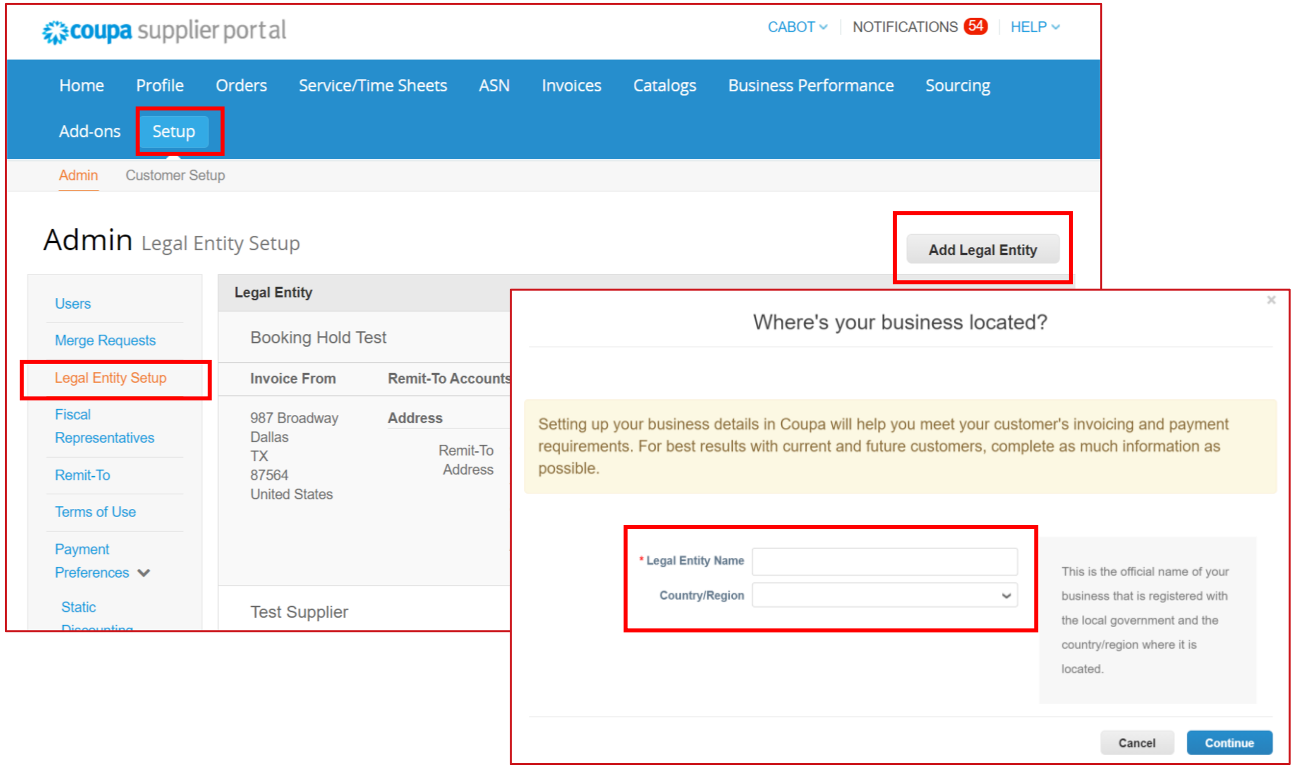
At this step, you will also have the option to forward the invitation to another employee at your company



Enabling E-Invoicing

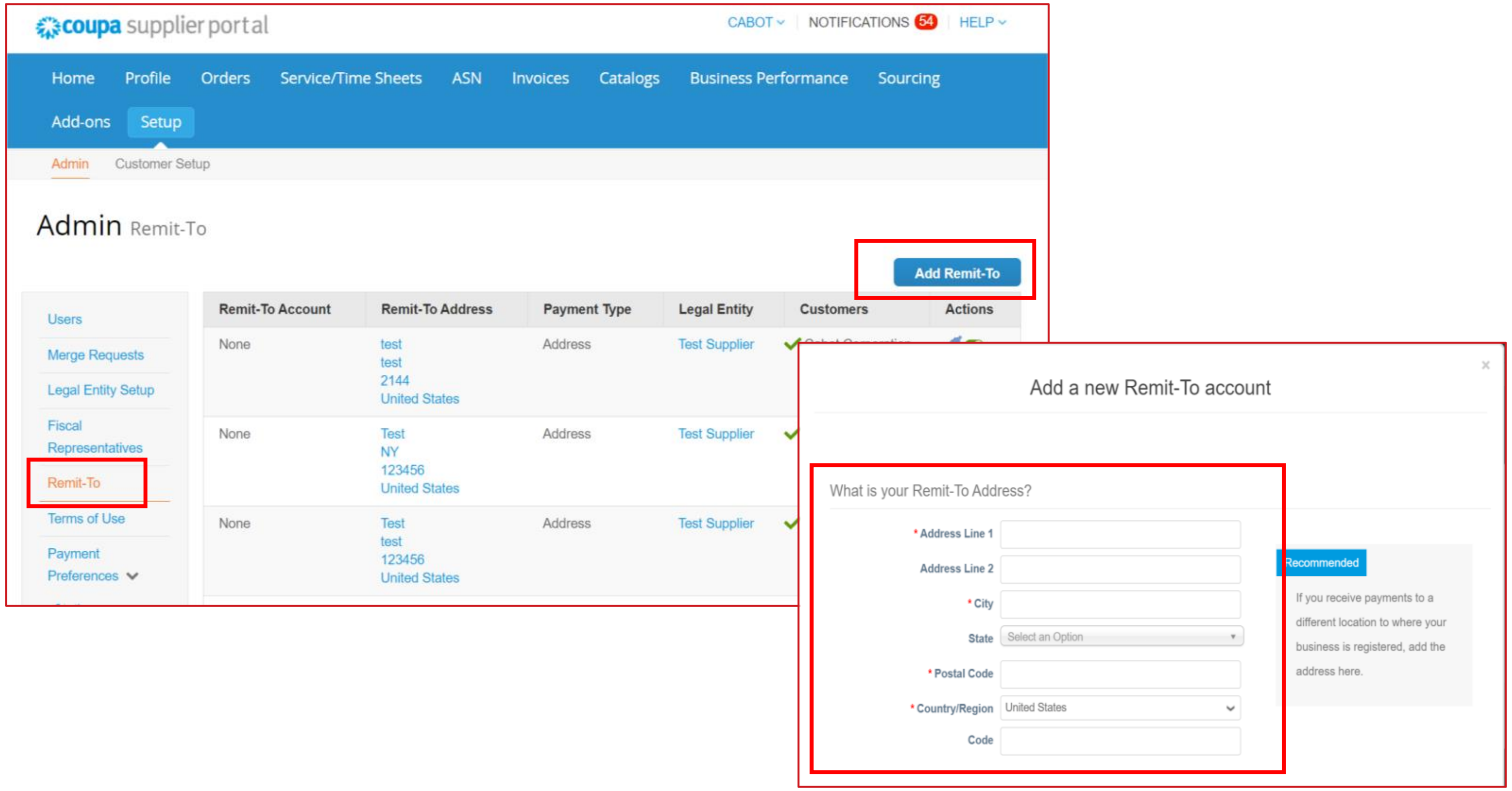
You will need to add Legal Entity information as well as Remit-To Addresses to enable E-Invoicing

- Click ‘Setup’ tab from the top menu bar then select ‘Legal Entity Setup’ from the menu on the left
- Click ‘Add Legal Entity‘
- Enter your Legal Entity information
- Click ‘Continue’



Enabling E-Invoicing – Adding Remit-To Address

- Click ‘Setup’ tab from the top menu bar then select ‘Remit-to’ from the menu on the left
- Click ‘Add Remit-To’
- Complete the invoice address details
- Enter any bank information or payment details if they have not already been provided to Cabot

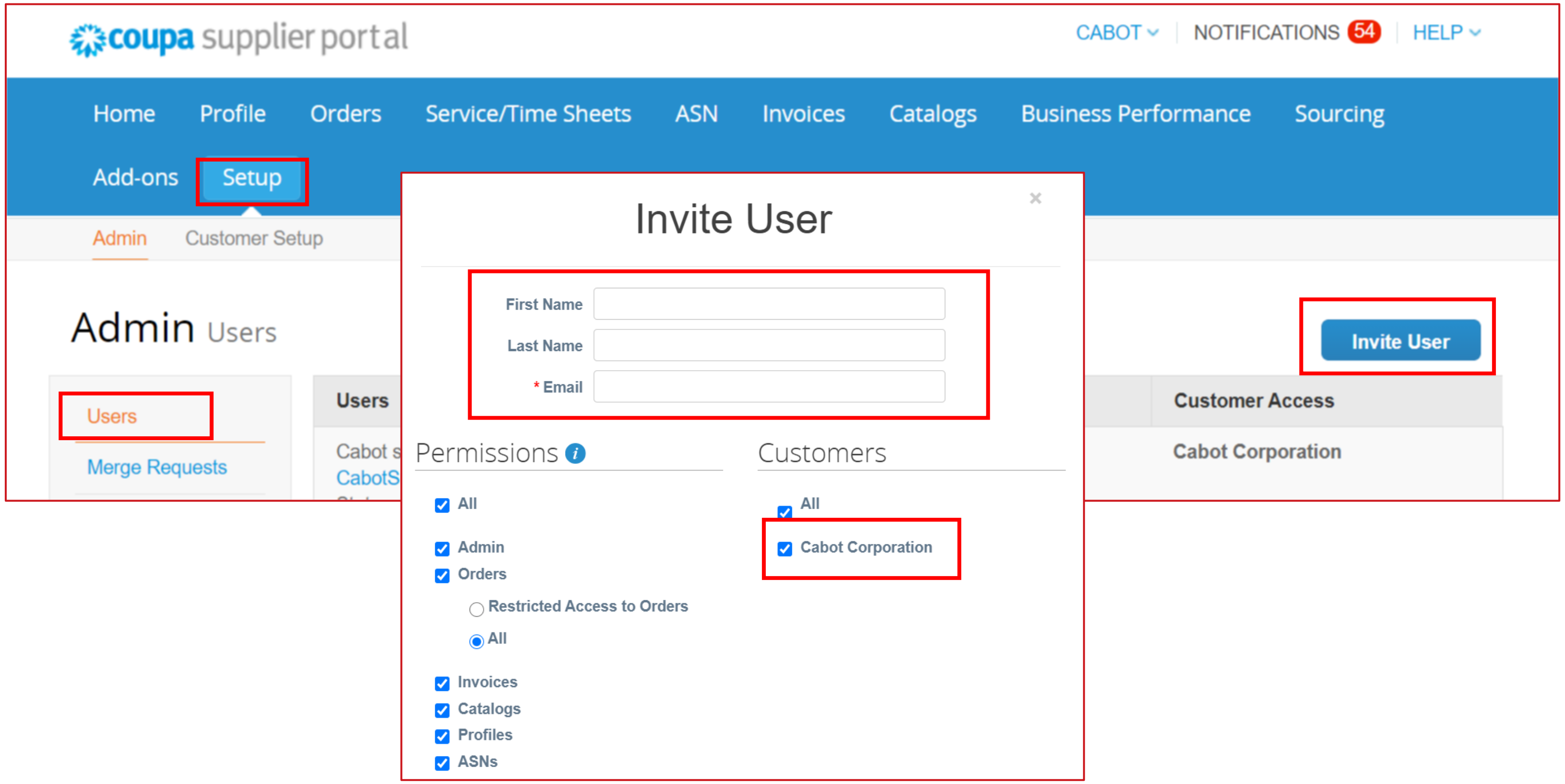


NOTE: Ensure Cabot has your current remit-to address on file to avoid processing delays in Coupa

Adding Users

If desired, you can allow additional users to access your supplier account to perform all tasks

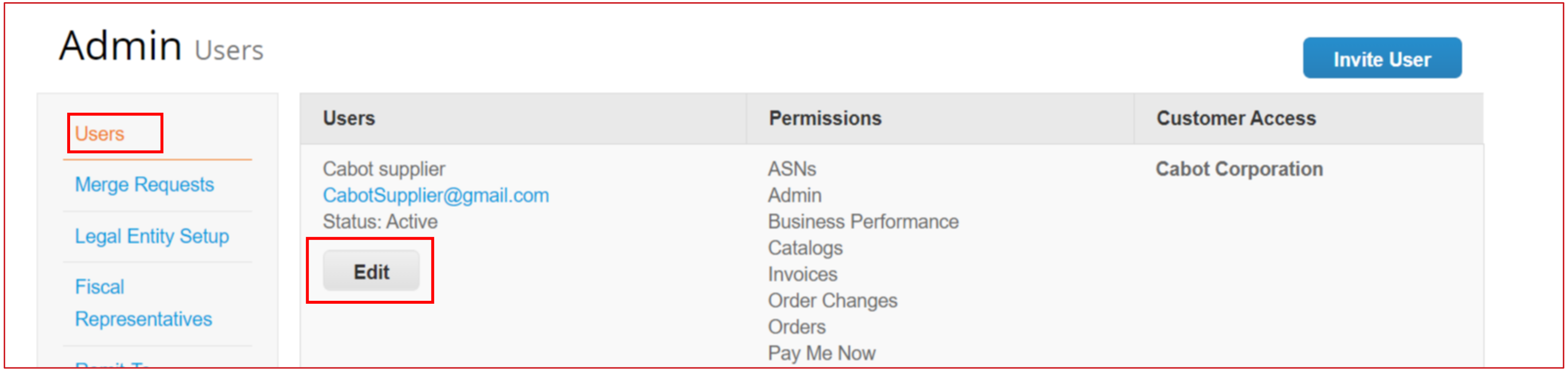
- From the top menu bar, select ‘Setup’, then click ‘Users’ tab and then click ‘Invite User’
- Enter at least the employee’s email address in the ‘Invite User’ popup window and click ‘Send Invitation’
- You can restrict access to specific customers by checking/unchecking customer name boxes under ‘Customers’ section



Editing Users

If desired, you can edit existing users

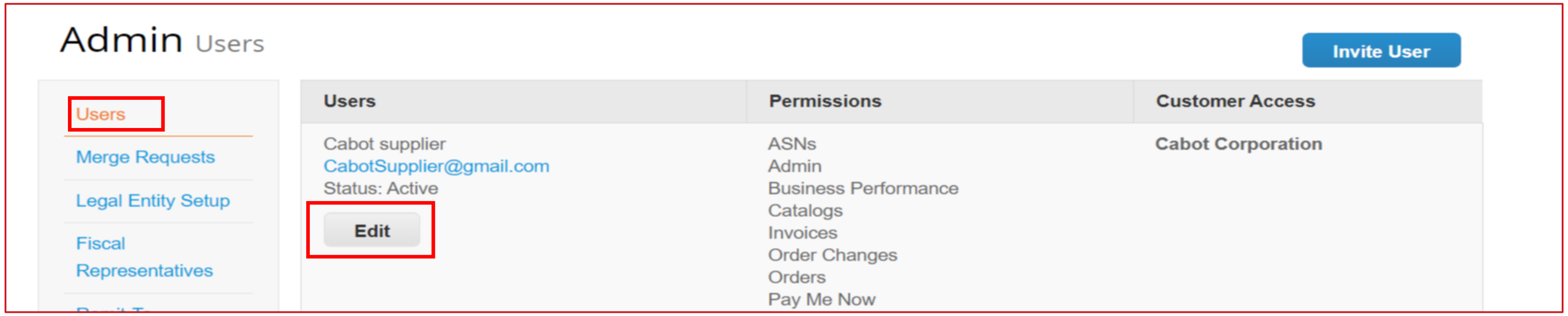
- From the top menu bar, select ‘Admin’ then click ‘Users’ tab
- Click ‘Edit’
- Review and edit User Info
- Enable or disable permissions under Permissions section
- You can restrict access to specific customers by checking/unchecking customer name boxes under ‘Customers’ section
- Click ‘Save’



Employee Terminations

If an employee with access to CSP is terminated from your company, it is the CSP Admin's responsibility to revoke that employee's access.

– From the top menu bar, select 'Setup' then click 'Users' tab
– Click 'Edit'
– Select 'Deactivate User'



CSP Supplier Activities

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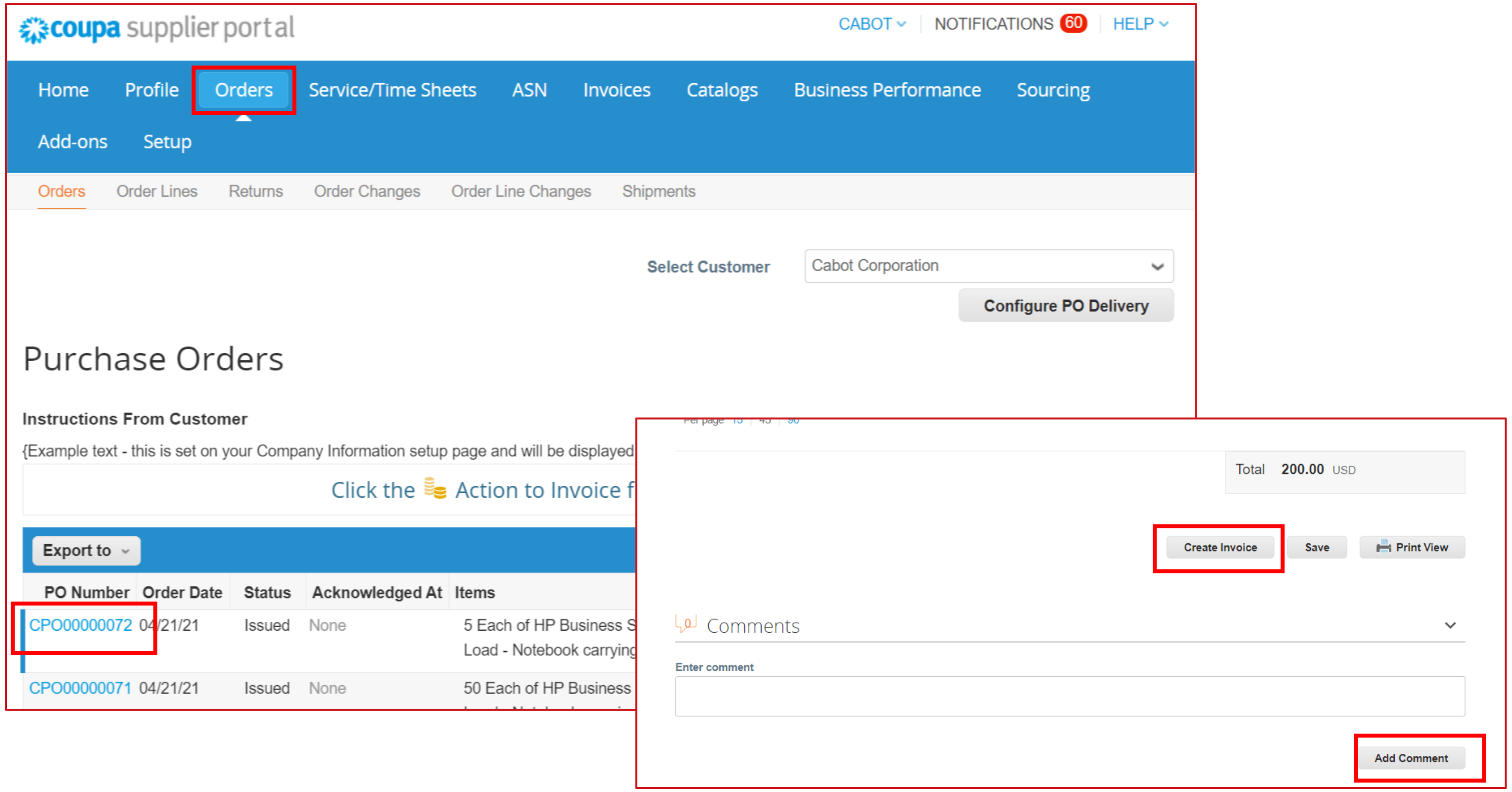
Receiving/Viewing a Purchase Order

Regardless of the PO delivery preference (email, cXML, etc.), you will have access to all open POs within the CSP

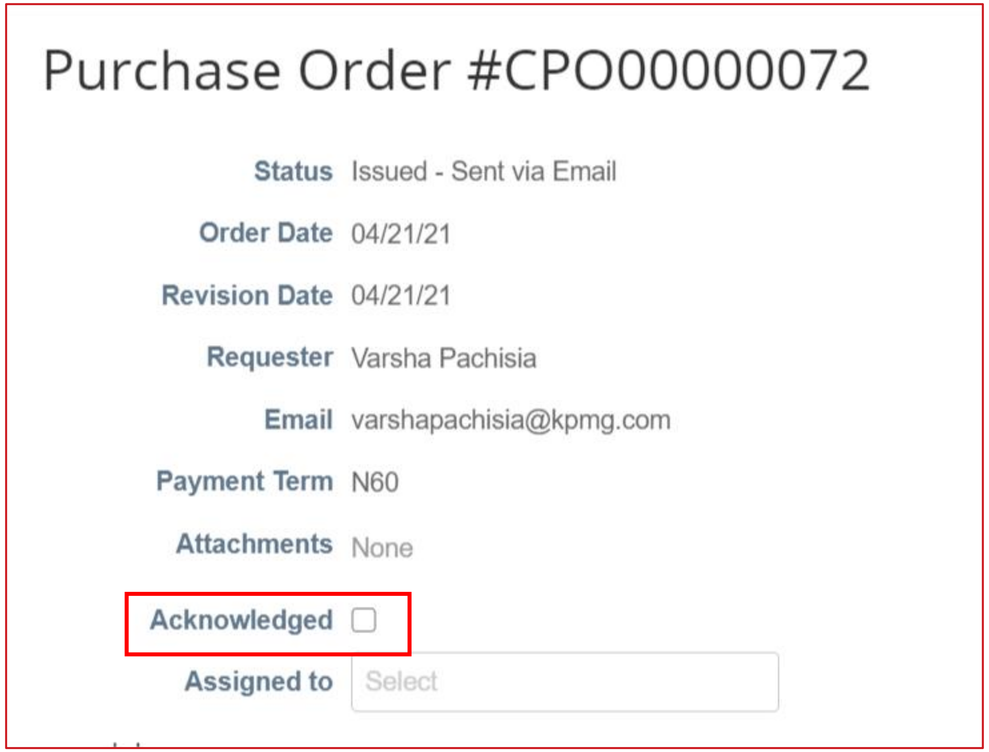
- Select Orders from the top menu bar
- When the page refreshes, select the applicable PO number from the list of Purchase Orders. You can also use the Search bar to locate the PO
- Click PO Number hyperlink to view the complete PO details



Acknowledging a Purchase Order

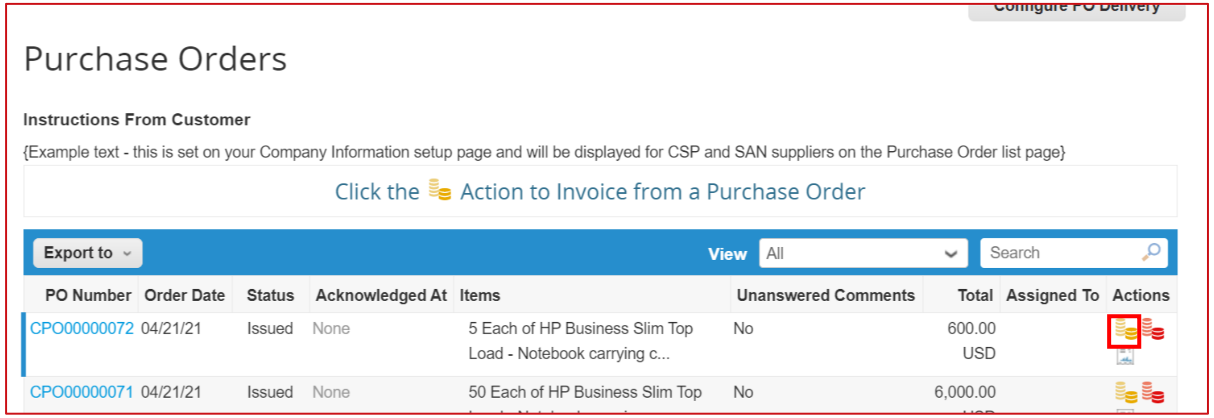
On the specific PO details page, select ‘Acknowledged’ check box to acknowledge the receipt of PO

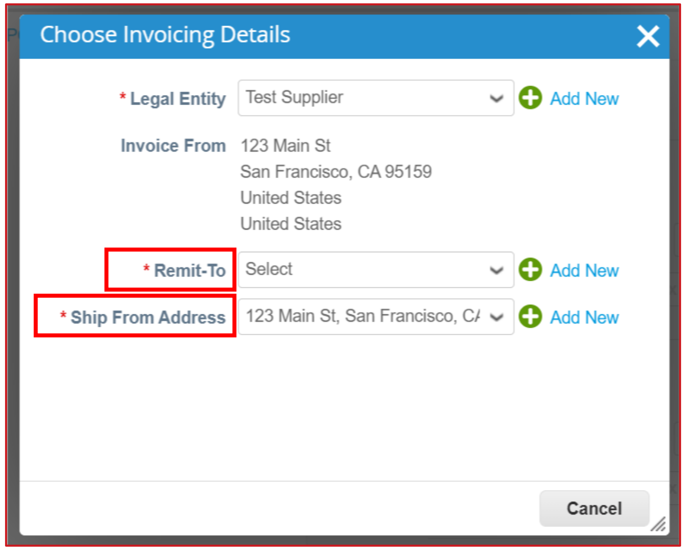
Cabot will receive this acknowledgement in their Coupa system



Creating a PO-Backed Invoice

- Click ‘Orders’ from the top menu bar
- Under the ‘Actions’ column of the specific PO row, select the yellow coin stack icon to flip the PO into an invoice. This will take you to the invoice creation screen
- Select a remit-to and ship from address
  - If the correct Remit-To Address does not appear, click magnifying glass icon and then click ‘Create’

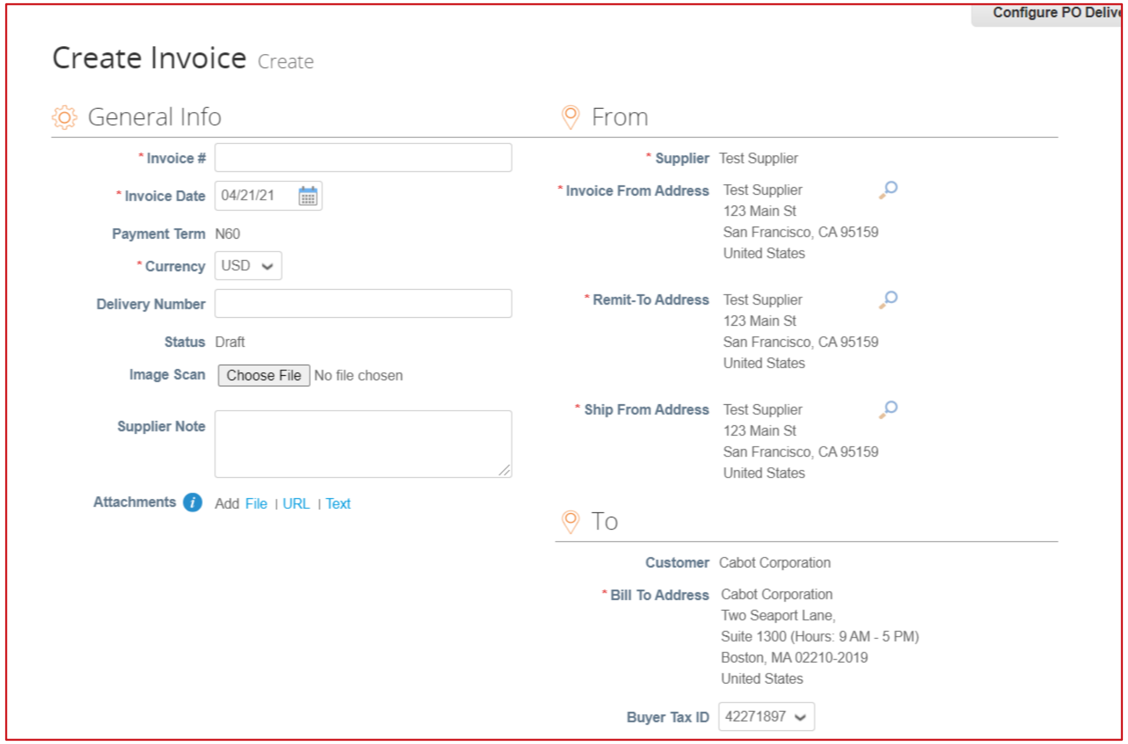




Creating a PO-Backed Invoice

On the invoice creation screen, complete all the necessary information (all required fields are indicated with an asterisk)

- Use your own invoice numbering convention for the Invoice # field
- Attach your organization's invoice file
- Details from the PO are automatically populated to the invoice draft
- Verify auto populated invoice information at the header and line level and adjust as necessary

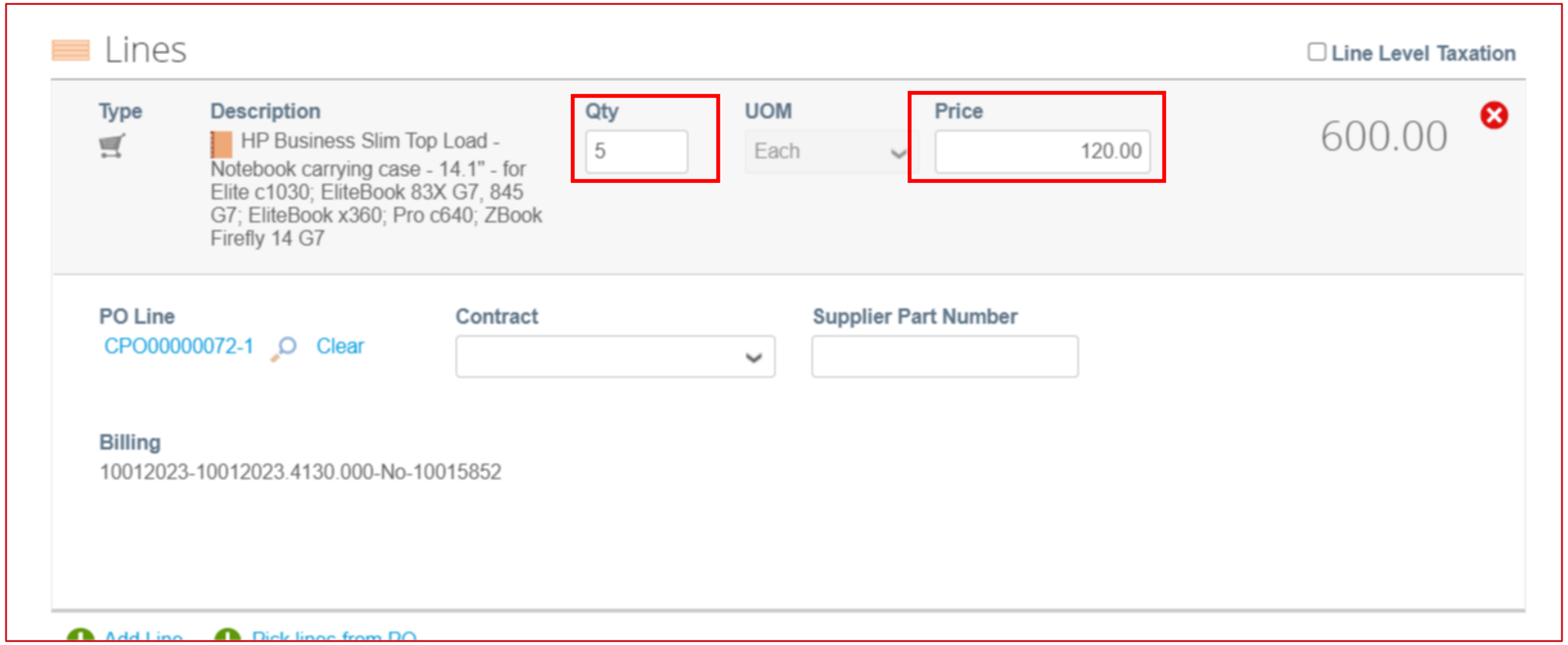


NOTE: You can add multiple invoice attachments or only partially invoice a PO as needed

Creating a PO-Backed Invoice

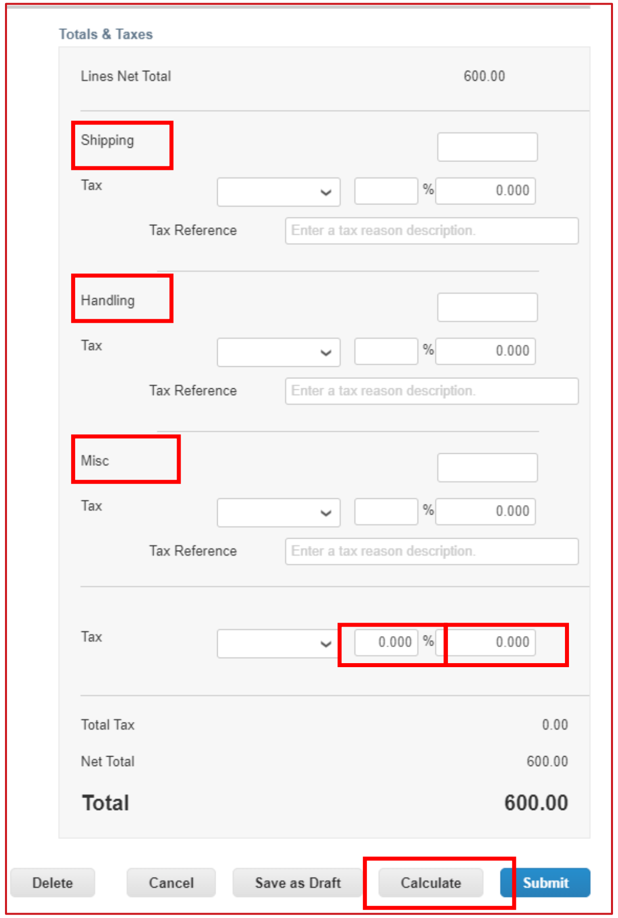
– Update the price in the ‘Price’ field, if needed

– Update the quantity in the ‘Qty’ field, if needed



Creating a PO-Backed Invoice

– If applicable, add any shipping, handling and tax information
  - You can add applicable tax in the proper section by one of the following methods:
    - Manually enter a tax percentage
    - Manually enter a tax amount ($)
  - Click 'Calculate' to update the invoice total after all additional charges are added

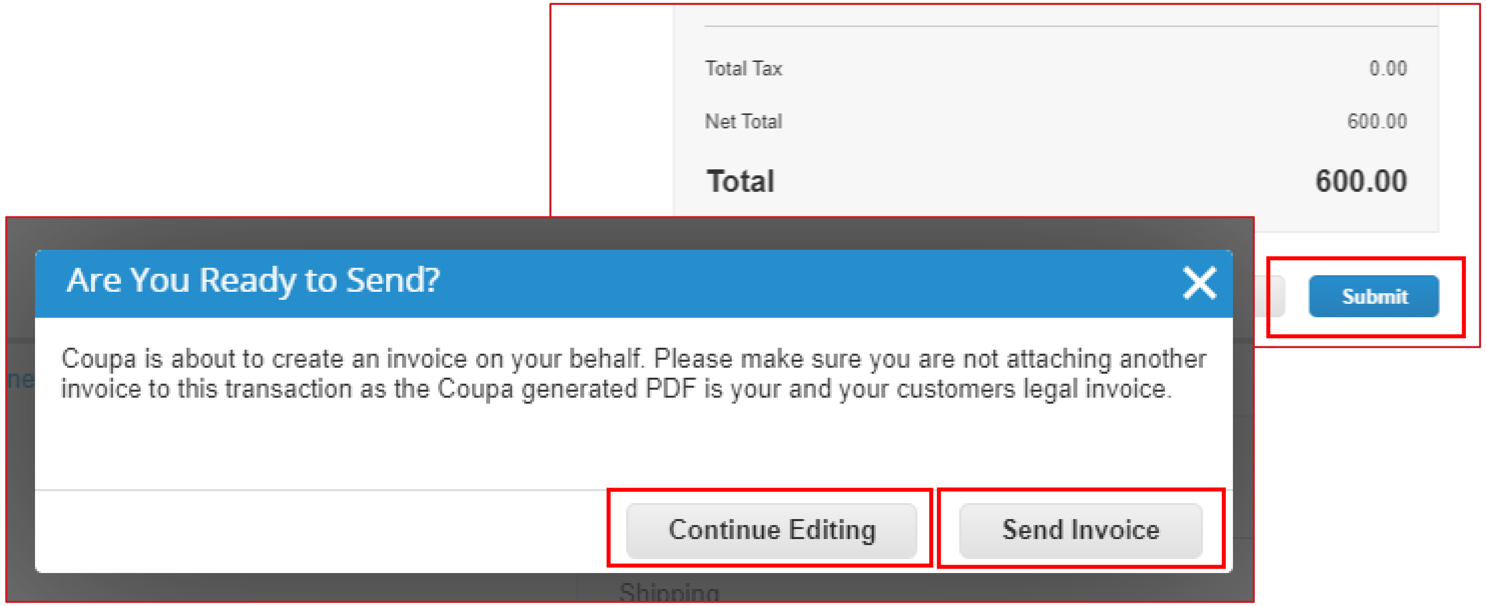


Creating a PO-Backed Invoice

- Enter any necessary comments for Cabot, then click 'Add Comment'
- Add additional attachments if necessary

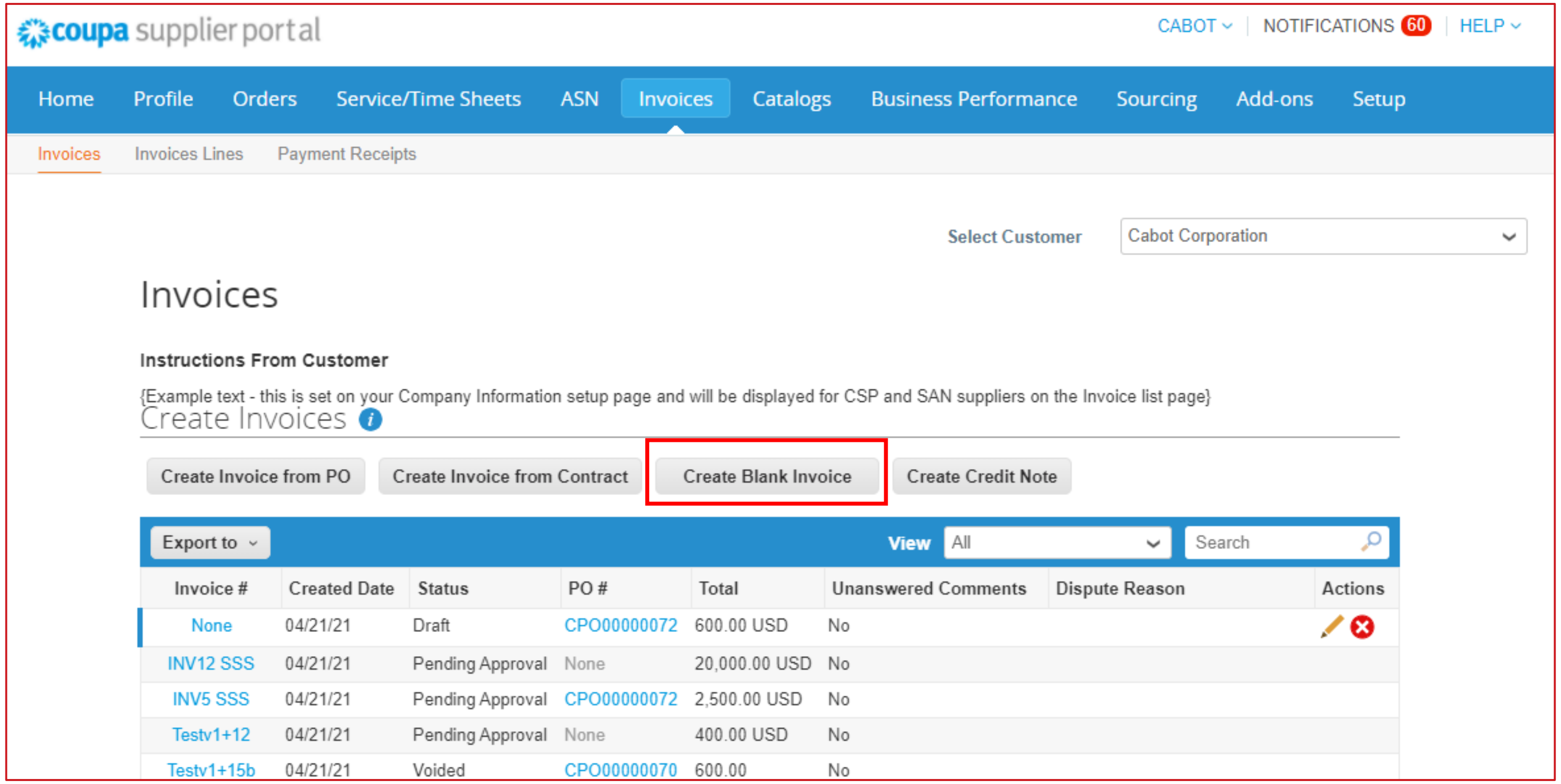
Creating a PO-Backed Invoice

- When you have completed all information on the invoice, click ‘Submit’
- After you click ‘Submit’, a popup will appear to confirm if you are ready to send the invoice. **Once submitted, an invoice cannot be edited via CSP unless disputed by Cabot**
- If you wish to go back to edit, click ‘Continue Editing’
- Click ‘Send Invoice’ to send the confirmed complete invoice to Cabot



Creating a Non-PO Backed Invoice

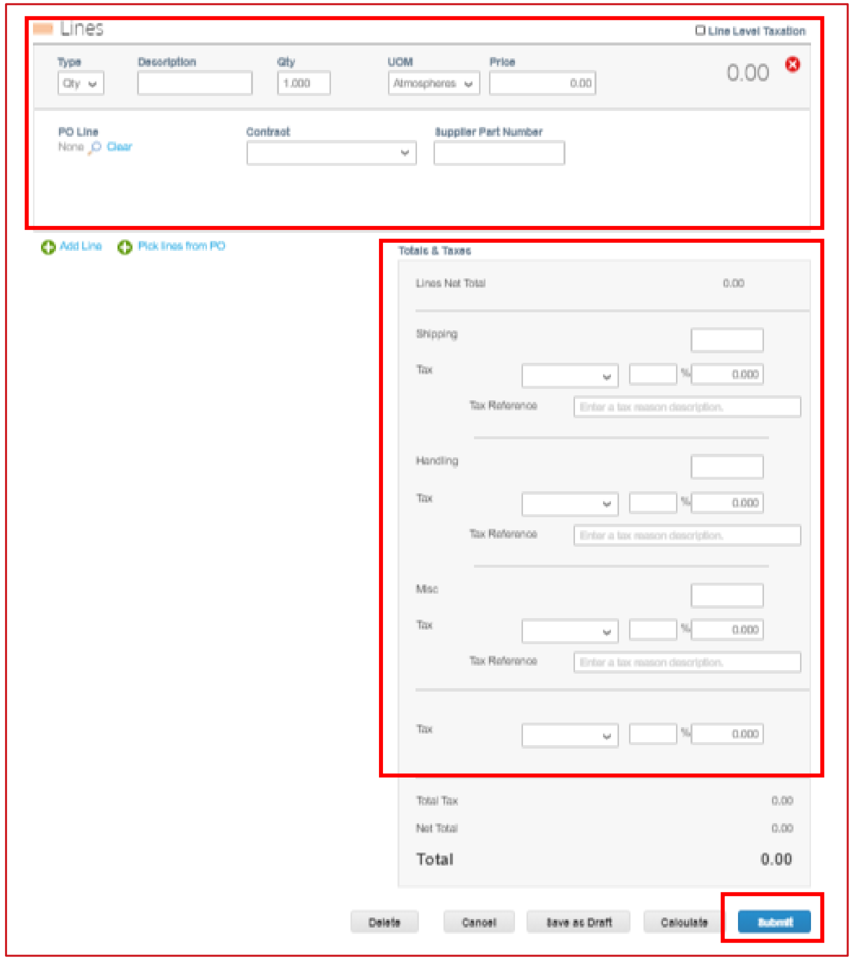
- Click ‘Invoices’ from the top menu bar
- Click ‘Create Blank Invoice’
- Fill out invoice header details



NOTE: Correct requester name and email will be mandatory to submit a non-PO backed invoice

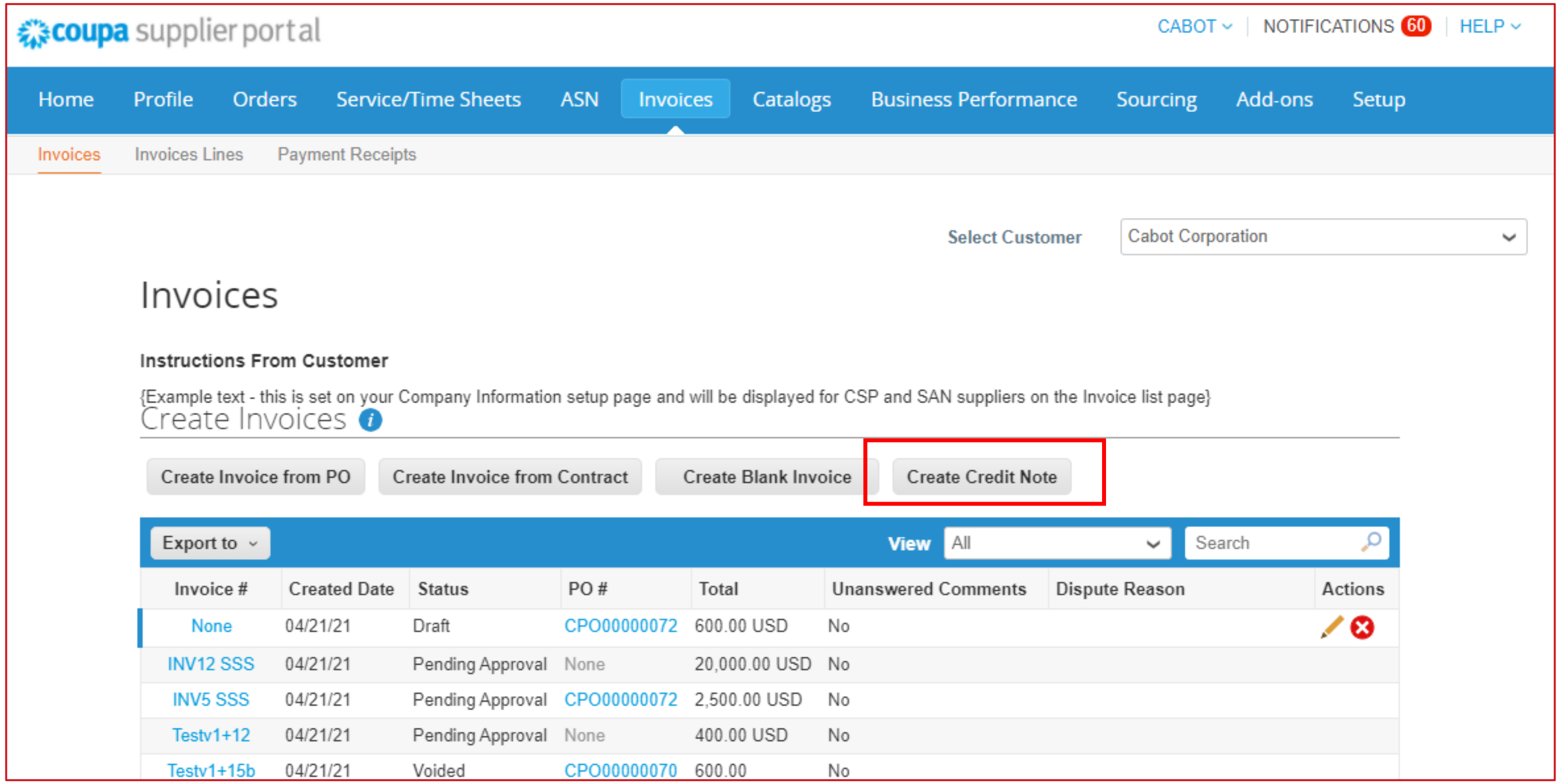
Creating a Non-PO Backed Invoice

- Fill out line level details (Type, Description, Qty (for Qty based only), UOM (for Qty based only), Price, Contract)
- If applicable, add any shipping, handling and tax information
- Click Submit and Send Invoice



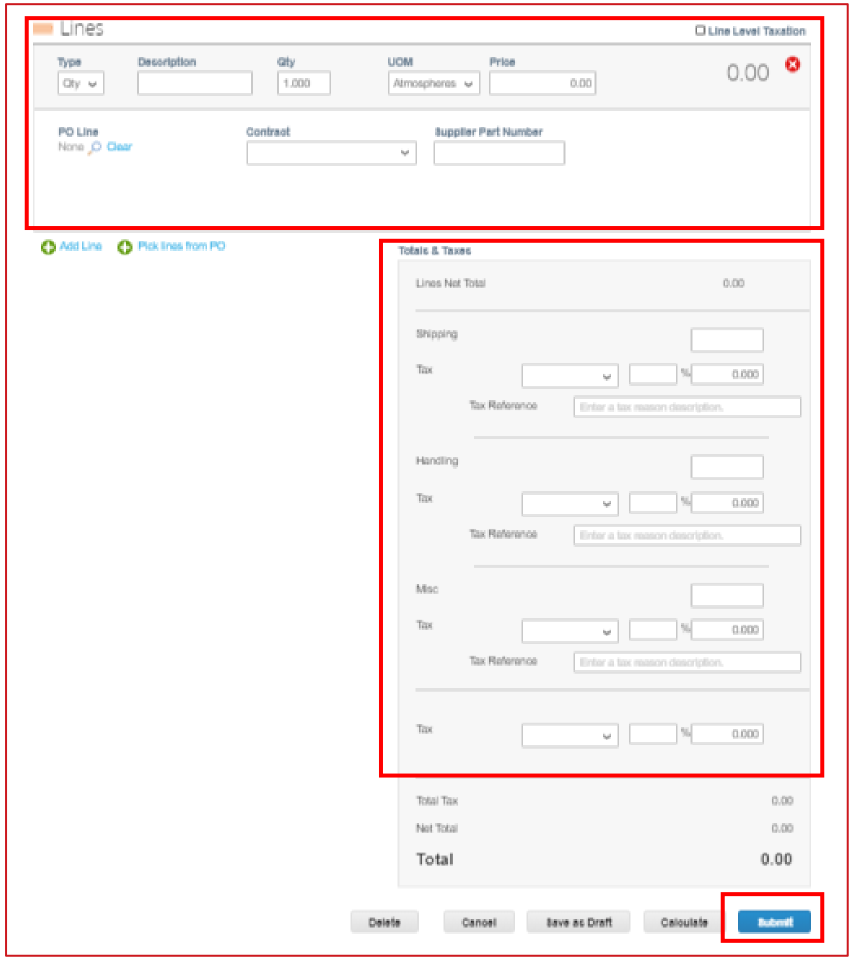
Creating a Credit Note

- Click ‘Invoices’ from the top menu bar
- Click ‘Create Credit Note’
- Fill out invoice header details



Creating a Credit Note

- Fill out line level details (Type, Description, Qty (for Qty based only), UOM (for Qty based only), Price, Contract)
- If applicable, add any shipping, handling and tax information
- Click Submit and Send Invoice

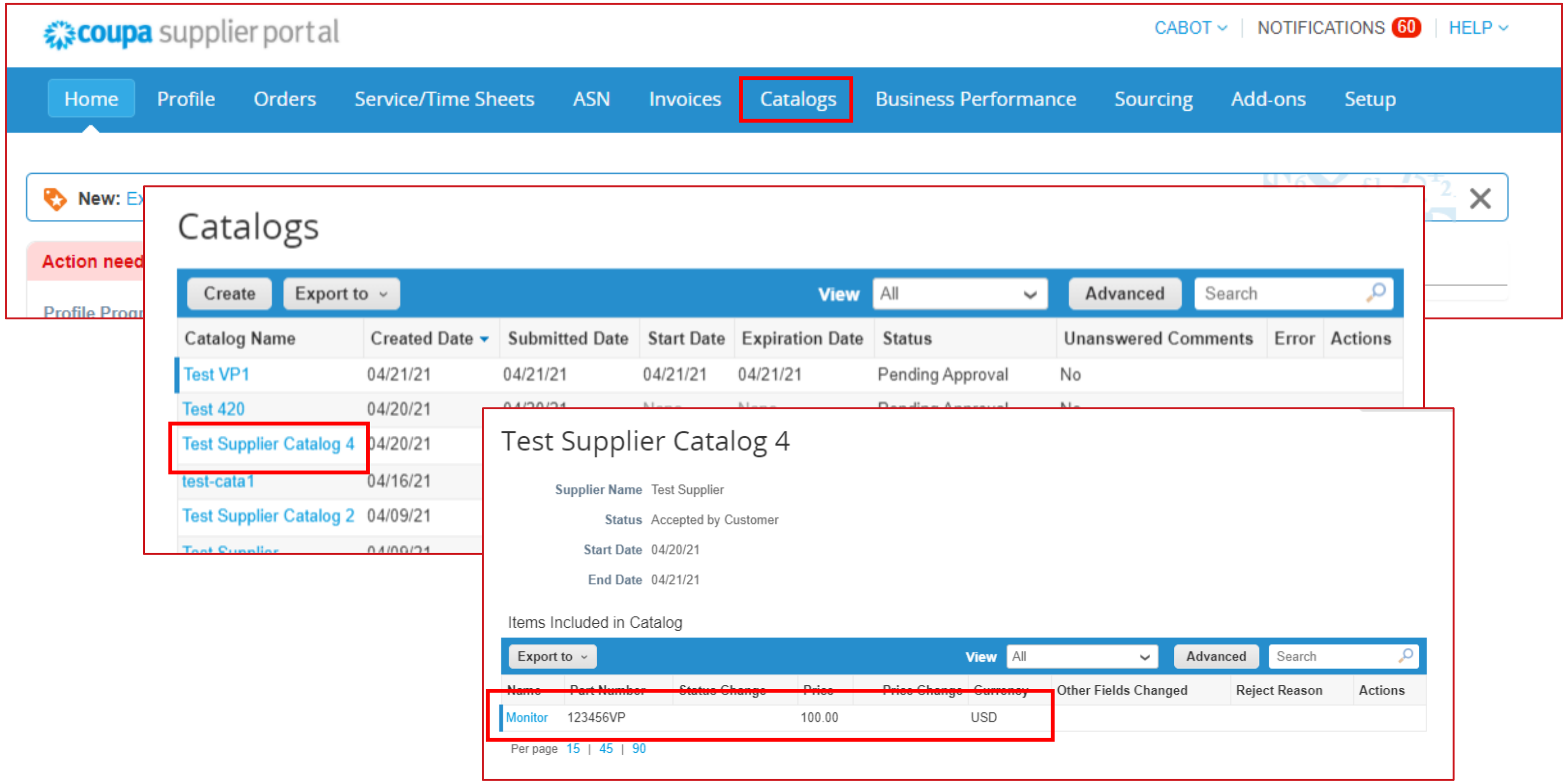


NOTE: Credit note lines can be negative or positive, but credit note total should be negative

Viewing and Managing Catalogs

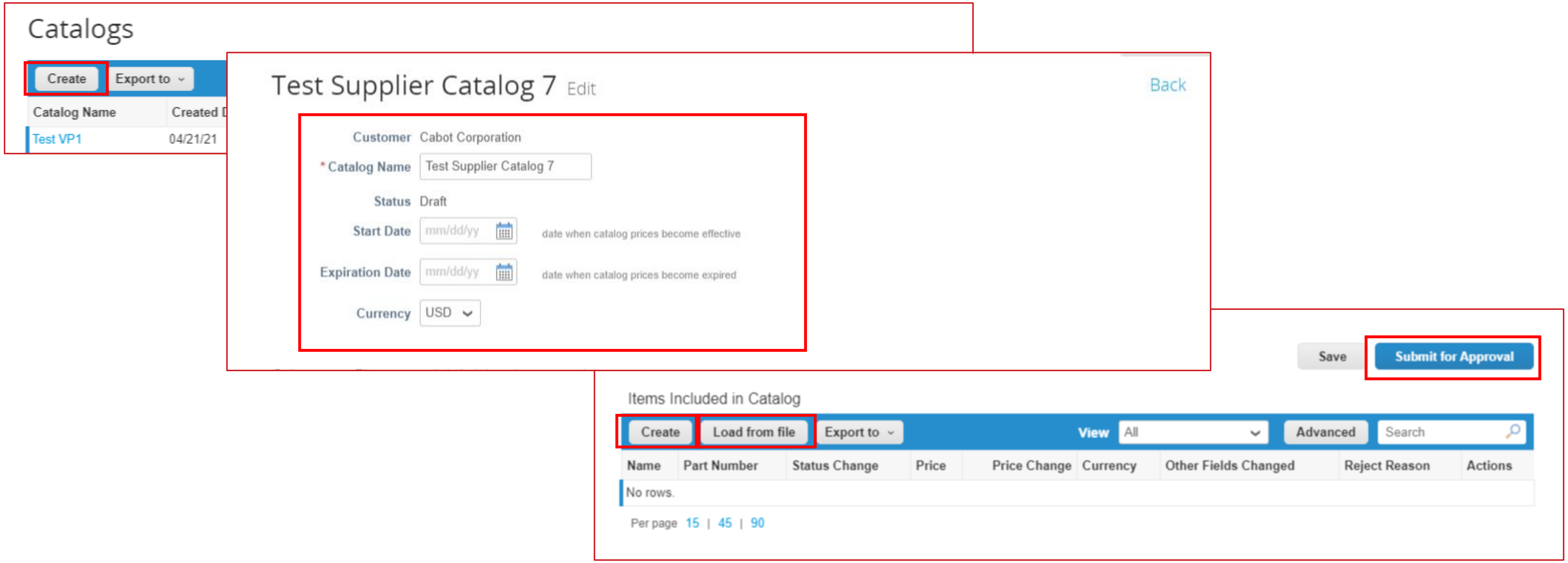
- Select Catalogs from the top menu bar to view your Cabot catalog information and available actions*
- Export to: Export catalog details to CSV or Excel
- Click on the Catalog Name to view the list of individual catalog items
- Click on the Item Name in your catalog to view the detailed item page

*Note: Only Draft status catalogs not submitted for Cabot Buyer approval can be directly edited or deleted



Viewing and Managing Catalogs

- Click Create to create an update catalog request
- Enter catalog information including start and end date
- You can either bulk upload catalog item updates via Load from File or individually via Create
- Click 'Submit for Approval' when catalog updates, additions or changes are complete to automatically send for Cabot's review



Next Steps

Cabot CSP Supplier Training

Next Steps for CSP Enablement

- Make sure to accept the Coupa Supplier Portal email invitation
- Verify and complete CSP profile and account information after invitation acceptance, along with any information update requests
- Review training and onboarding materials and communications, completing requested supplier information confirmation or updates, i.e. Primary Contact information, PO email, required certifications or documentation
- Align with your Accounts Receivable team for invoicing, if you have not already
- Contact the Cabot Procurement Team to discuss potential for punchout or hosted catalog set up

Additional Resources

- General Information:

  https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal

  https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Get_Started_with_the_CSP/03_CSP_Videos

- Coupa Supplier Portal Log In: https://supplier.coupahost.com/

- Supplier Enablement: Contact Cabot’s Procurement Team to set up a hosted catalog: supplier.communication@cabotcorp.com.