

# Coupa Suppliers Portal

## Frequently asked questions

### 1) Registration:

#### 1: How much does it cost to join the Coupa Supplier Portal?

The Coupa Supplier Portal is completely free for suppliers to Guardian Industries. Coupa does not charge providers to use the portal.

#### 2: What is link where I can enter the Coupa Supplier Portal?

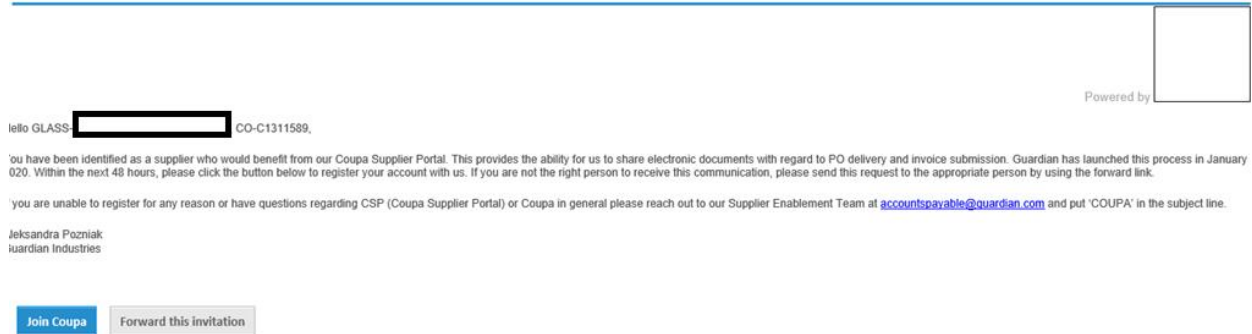
To enter the system, use the following link <http://supplier.coupahost.com>

#### 3: "Who is going to provide the username and password?"

The user is an email. The Guardian Supplier Adoption Team is going to send you a Coupa Supplier Portal invitation. When you receive the email invitation, click the "Join Coupa" button



Guardian Industries Registration Instructions - Action Required



Then the registration screen appears, that is where you must enter your name, create the password, and accept the privacy policy and terms of use. The email and company name are



already filled in. Once you have filled in that information, click on “Activate your account”.



## Create your business account

Guardian Industries is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Guardian Industries so you're ready to do business together.

Email

Password

Use at least 8 characters and include a number and a letter.

Password Confirmation

I accept the [Privacy Policy](#) and the [Terms of Use](#).

[Get Started](#)

[Having an issue with signup?](#)

[Forward this to someone](#)

#### 4: “If I already have a Coupa user, how should I register for Guardian?”

If you are already registered with Coupa, Guardian Industries will need the email you are already registered with. The Supplier Adoption Team will send you the invitation to that same email and the accounts will be automatically connected.

#### 5: “Is there a maximum number of people in our company that can register on the portal?”

No, the number of users is not limited. New ones can be invited in the settings – Administrator – Users section. There you can also manage permissions and access for each of the users.

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Add-ons **Setup**

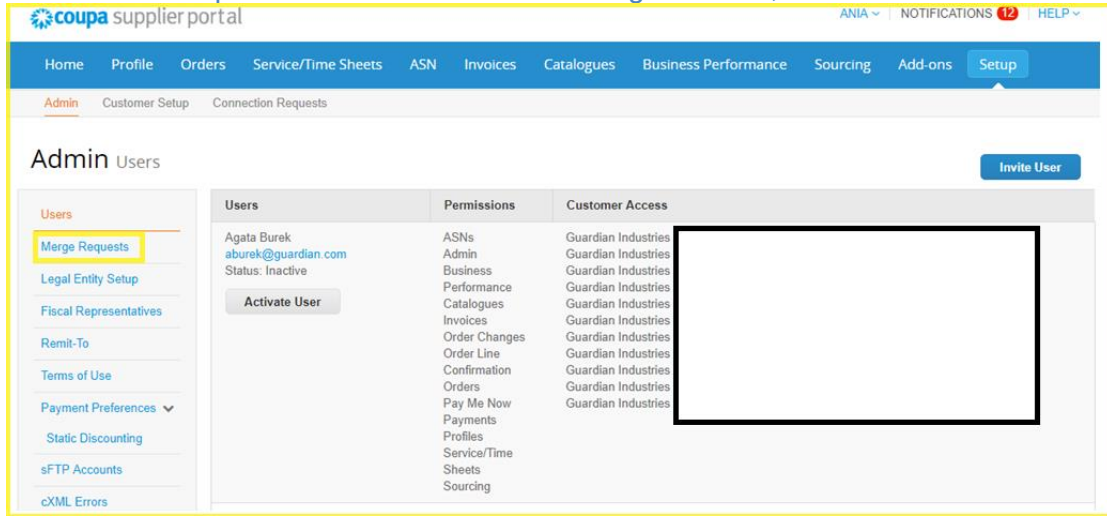
Admin Customer Setup Connection Requests

### Admin Users [Invite User](#)

Users	Permissions	Customer Access
Agata Burek aburek@guardian.com Status: Active <a href="#">Edit</a>	ASNs Admin Business Performance Catalogs Invoices Order Chang	

**6:” If I manage 2 companies, should I have a portal access for each company name?**

If you manage more than one company name, you can make the request to combine the accounts. The option can be found in the “Settings” section, the “Administrator” tab:



**7: "Trying to create the legal entity, it asks me for VAT ID and invoice origin code, which I do not know what it refers to. Could you help me to solve this doubt?"**

VAT ID is your tax ID number, if you don't have any or are tax exempt, you can put N/A, the invoice source code is not a required field, you can leave it blank.

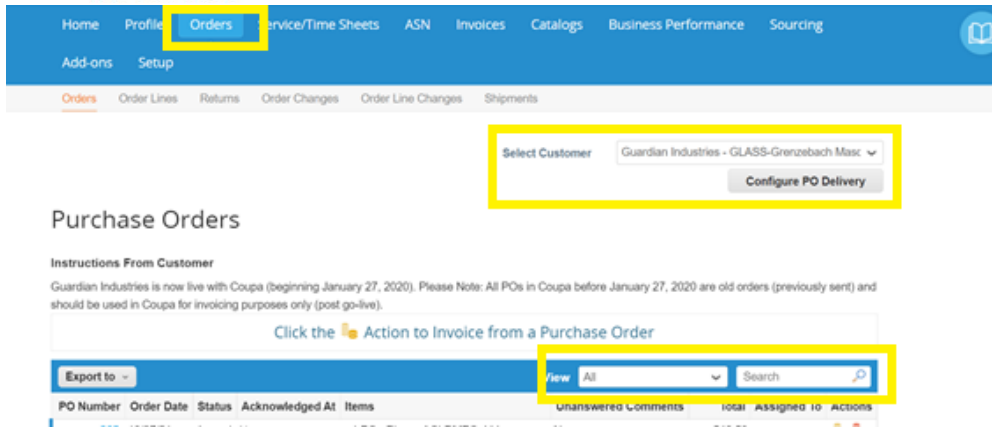
**2) The Purchase Orders:**

**8"Is a purchase order generated by invoice or by the total service?"**

A purchase order can include different services separated by different lines; therefore, a purchase order can include several invoices.

**9: “How can I view my purchase orders from Guardian?"**

In the Orders tab, select the Guardian name from the dropdown menu. The orders of the customer you have selected will be displayed. You can also use the filters to view only a group of purchase orders (for example view only invoiced orders).

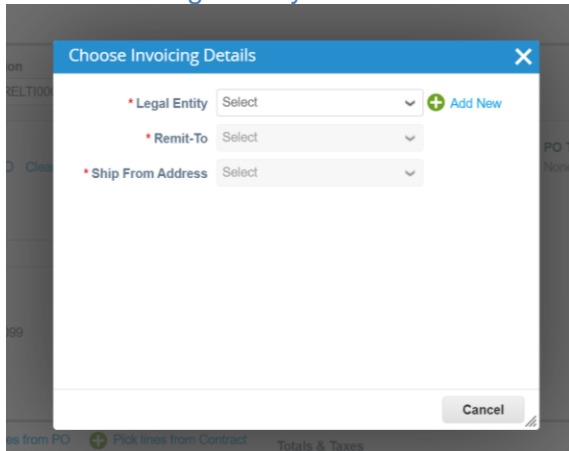


### 3) Invoices:

**10: “How do I create an invoice?”** In the CSP, select Orders. From the drop-down menu select Guardian and choose the order for which you wish to upload an invoice. You can click on the gold coin icon to create the invoice.



Choose the legal entity from the list or add a new one:



Save your settings.

- Billing and shipping addresses - Check if the data in the “FROM” and “TO” sections are correct

From

\* Supplier

Supplier VAT ID

\* Invoice From Address

\* Remit-To Address

\* Ship From Address

To

Customer

\* Bill To Address

- The lines – this is where you must choose the correct purchase order line

☰ Lines

Type	Description	Qty	UOM	Price
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The line should be selected here, if you see “None” like in the screenshot below, you need to use the magnifying glass icon and then select the correct line.

PO Line

None 🔍 Clear

**Pick Order Line(s)** ✕

Invoice Line						
Line	Type	Description	UOM	Quantity	Price	Total
1	Quantity	CLDMEC-444	PC - Piece	1.0	484.50	484.50

**PO Lines**

View All Advanced Search

Match Conditions Match all conditions Add group of conditions

Filter By PO Number Filter Clause 265-UK081730 +

Cancel Search

PO Number	Line	Item	UOM	Qty	Price	Invoiced	Actions
265-UK081730	I001	CLDMEC-444	PC - Piece	1	484.50	0	<span>Choose</span>
265-UK081730	I002	PFRT.FRELT10006	UN - Unit	1	64.00	0	<span>Choose</span>

- Totals and Taxes: You will need to put the corresponding tax rates, and click calculate button

Misc	<input type="text"/>
Tax	<input type="text" value="GB: GB-00-Ou"/> <input type="text" value="0.0"/> % <input type="text" value="0.00"/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>
<hr/>	
Tax	<input type="text" value="GB: GB-05-Zei"/> <input type="text" value="0.0"/> % <input type="text" value="0.00"/>
<hr/>	
Total Tax	22.25
Net Total	445.05
<b>Total</b>	<b>467.30</b>

You need to check if the total amount balances and if it is correct, you can send the invoice.

**14: "Is the invoice uploaded to COUPA before or after the good or service is delivered?"**

"The invoice is uploaded to Coupa after delivering the good or service"

**15: "For the same purchase order, can more than one invoice be uploaded to the portal?"**

Yes, for the same purchase order you can upload more than one invoice to the portal. You can choose one or more lines of the order.

**17: "Will you no longer receive invoices other than through this portal?", "Are invoices going to be created in the portal?"**

From the date of implementation, all invoices for which the order was created in Coupa must be sent through the Coupa Supplier Portal.

**18: How can I create (upload) a credit note?**

Login to the Coupa Supplier Portal and select Orders. Choose the PO you want to create a credit for and select the red coins.

**19: "What do I do if an invoice is rejected?"**

When the invoice is rejected, you can see a comment of the reason why the invoice has been rejected and information on the next steps to be taken.

4) Payment information:

20: "How can I check the payment status?" There are two ways to check payment information. In the Invoices section, you can choose the view and select "payment information"

coupa supplier portal

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Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer: FIVES STEIN-C11

**Invoices**

Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document

Create Invoices

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create

Export to View: Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	G000224207	280 tax0	Draft	10/21/21	NET 30	10/21/21	
No	G000224042	EUW4SIT_GLA024.4	Approved	09/07/21	NET 60	09/07/21	

If you are in the "invoices" tab, you can also check the payment status in the section below the

Enter Comment

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Attachments Add File | URL

Add Comment

**Payments**

Status Ready to Pay

Paid-in-Full Date None

Payment Reconciliation Details

Status	Date	Type	Description	Amount
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History

#### 4) Other questions:

##### 23: "are the payment conditions changed?"

There are no changes with the payment terms. Suppliers will keep their payment conditions as they are now

##### 24: "Is the bank information that is requested when creating my entity in CSP the account to which we are going to be paid?"

No, the payment is going to be made to the account that was previously provided at the beginning of the relationship with Guardian or SRG.

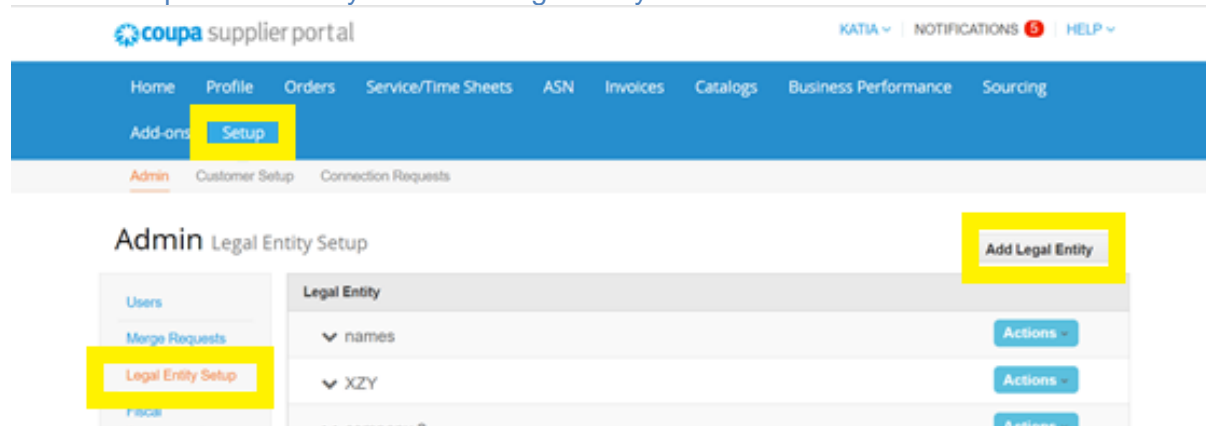
# Most common mistakes

## Error 1: "To access this page, you must associate a client and assign the permission in the administration panel to access this page"

In the Users section (inside Administrator tab) you can check if you have access to Guardian. If you still can't see Guardian / SRG Global, please contact [globalSE@guardian.com](mailto:globalSE@guardian.com). Our team will check if we sent the invitation to the correct email.

## Error 2: The address must be present on the invoice

The first step is to correctly create the legal entity in the administrator section



What address do you invoice from?

\* Address Line 1

Address Line 2

\* City

State

\* Postal Code

Country/Region

Use this address for Remit-To *i*

Use this for Ship From address *i*

**REQUIRED FOR INVOICING**

Enter the registered address of your legal entity. This is the same location where you receive government documents. *i*