



Coupa Supplier Portal – Supplier Manual March 3, 2022

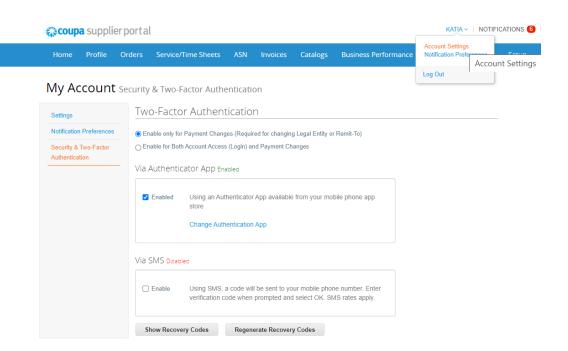


Two-Factor Authentication

Beginning in May of 2023, you **must** enable two-factor authentication for additional security. The Coupa supplier portal will now require you to use two-factor authentication to access their data in the CSP, such as:

- Legal entity
- bank details
- Remit to addresses
- Manage accesses and assign permissions to new and existing users.

*you can enable it for login into your account, this is optional





Two-Factor Authentication

To enable two-factor authentication, click on account settings under your username, it will take you to **My Account page** then click on **Security & Two-Factor Authentication** link on the **My Account page**.

When you enable two-factor authentication, you can choose from the following options:

- ✓ For Payment Changes (Required for Changing Legal Entity or Remit-To)
- ✓ For both account access (login) and payment changes

Depending on how you want to receive the verification codes, you can select one of the following options, and set your preference as the default:

Via Authenticator App to use an authenticator app available from the app store on your mobile phone.

OR

Via Text Message to use a code sent via text message to your phone number.

	çoupa s	supplie	erportal	l							KATIA ~	NOTIF	FICATIONS 6
	Home P	Profile	Orders	Service/T	ime Sheets	ASN	Invoices	Catalogs	Business Performa	nce	Account Settings Notification Prefe		Cotup
	Му Ассо	ount	Security	& Two-Fa	actor Authe	enticatio	on				Log Out	Αссοι	unt Settings
	Settings		Two	o-Factor	r Authent	icatio	n						_
	Notification Pre	eferences	🖲 En	able only for I	Payment Chang	es (Requir	ed for changin	g Legal Entity or	Remit-To)				
Security & Two-Factor Authentication Via Authenticator App Enabled								anges					
				Enabled	Using an Aut store Change Auth			from your mol	bile phone app				
			Via	SMS Disable	d								
Enable Using SMS, a code will be sent to your mobile phone verification code when prompted and select OK. SMS Show Recovery Codes Regenerate Recovery Codes													



Two-Factor Authentication via text message

if you want to receive text message (SMS) notifications or verification codes, you must enter and validate your phone number under My Account > Notification Preferences.

After you verify your phone number, enter the verification code in the pop-up window.

Once successful validation, you receive the verification codes in text messages



My Account Notification Preferences

Settings	You will start receiving notifications when your customers enable them.								
Notification Preferences	Energi I			14 204 555 5555					
Security & Two-Factor	Email k	atia.madrid@kochgs.com	Mobile(SMS)	+1 201-555-5555	Verify				
Authentication	Verify number to recieve SMS								
	Announcen	hents							

Enter the code that you received by SMS							
Your verification code has been so	ent to: +1 201-5	55-5555					
* Code							
	Cancel	Resend Code	ОК				



Two-Factor Authentication via Authenticator App

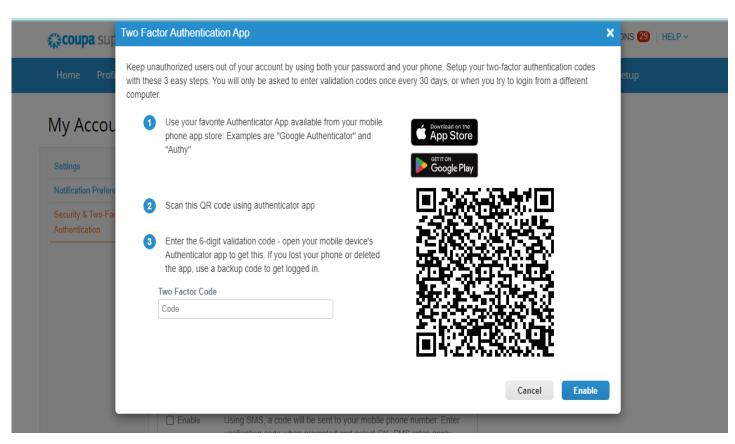
For the authentication via app, you will need to download an additional app on your phone, through your app store or google play store,

You can choose between available apps; we recommend you these two:

✓ "google authenticator" and "authy"

Once you have the app:

- 1. Open the app
- 2. Scan the QR code using the app
- 3. Enter the 6-digit validation code
- 4. Click enable.





Two-Factor Authentication via Authenticator App

The portal will give you back up codes in case you lost, delete the app, or changed your phone,

Print this backup codes or email them to yourself before you click OK.

Note

You can only use a recovery code once, so refresh your list if you must use a recovery code. Go to Account Settings > Security & Two-Factor Authentication and

click Regenerate Recovery Codes to get a new list of codes.

portal	Save Your Backup Codes	× KATIA
rders Service/Time Shee	Backup codes are the only way to restore access if you lose access to your authenticating phone or app.	ance Sourcing
	Keep these somewhere safe but accessible	
ecurity & Two-Factor Au	LUwwNw 3TLYCw	
Two-Factor Authe	NHaurA GG4Hrg	
	wDZ9TA e-91eA	
Enable only for Payment Cl Enable for Both Account Account Account	Vou can anly use each backup code enco	
Via Authenticator App		
✓ Enabled Using an store	Download	



IMPORTANT:

- THE USE OF THE CSP IS COMPLETELY **FREE**. YOU DON'T HAVE TO PAY ANYTHING TO REGISTER, HAVE ACCESS TO YOUR POS, INVOICES, etc. ,
- ! Right now, the portal is offering to get your profile verified with an additional cost. This is totally optional. We, Guardian/SRG don't require this verification.
- Starting May 2023, two-factor authentication will be **mandatory** for viewing or making changes to the legal entity, remit to address or bank account information on the CSP. This two-factor authentication is completely FREE (for more information visit pages 3-7)



Introduction to Coupa Supplier Portal (CSP)

HOME	- on the Home page you can see the information about your company
PROFILE	- in the Profile section you can configure your profile. Your profile can be set up as public or customized for each Customer separately
ORDERS	- in the Orders section you can find the Orders you receive, organized by Customer
INVOICES	-in the Invoices section you can view all created invoices and verify their current status





Introduction to Coupa Supplier Portal (CSP)

SETUP - the most frequently used options in this tab are:

- User management managing users' permissions and accesses;
- Legal entity setup;
- Payment preferences setup

coupa supplier portal ANIA - NOTIFICATIONS 12 HELP ~ Service/Time Sheets Add-ons Profile ASN **Business Performance** Home Orders Invoices Catalogs Sourcing Setup Customer Setup Connection Requests Admin

You can change the language at the bottom of each page:



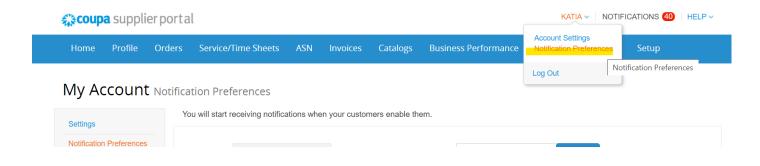


Notifications

NOTIFICATIONS - You can set your notifications preferences in the top right corner by clicking in your username, then notification

preferences. window:

To receive notifications about a particular action, check the relevant box in the **Online** (to receive notifications in CSP) or **Email** column, or if you have a cellphone number added in the portal you can also receive notifications via SMS. If no option is selected, then no notification will be sent.



My Account Notification Preferences

Settings	You will start receiving notifications when your customers enable them.								
Notification Preferences	Announcements								
Security & Two-Factor Authentication	New Customer Announcement			SMS					
	Business Performance								
	Business Performance Role Granted	Online	🔲 Email	SMS					
	C · 1								

To save your settings, click **Save**

Cancel Save



Registering to Coupa Supplier Portal

To register to Coupa Supplier Portal, click the Join Coupa button which you will find in the email sent to you from the Portal:

Guardian Industries Registration Instructions - Action Required

CO-C1311589

ou have been identified as a supplier who would benefit from our Coupa Supplier Portal. This provides the ability for us to share electronic documents with regard to PO delivery and invoice submission. Guardian has launched this process in January 020. Within the next 48 hours, please click the button below to register your account with us. If you are not the right person to receive this communication, please send this request to the appropriate person by using the forward link.

you are unable to register for any reason or have questions regarding CSP (Coupa Supplier Portal) or Coupa in general please reach out to our Supplier Enablement Team at accountspayable@quardian.com and put 'COUPA' in the subject line.

Jeksandra Pozniak Juardian Industries

Join Coupa	Forward this invitation
and the second se	

You can forward the invitation to another person who will be responsible for registering your company to CSP; just click the **Forward this invitation** button and provide that person's details.

Join Coupa Forward this invitation



After clicking the button, you will see the registration form. Please, fill in your name, surname, create a password, accept the Privacy Policy and Terms of Use. Your company name and email will already be populated. Then click the **Get Started** button.

©coupa

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



Users

The **Admin** section, which is located under the **Setup** tab, provides a list of users who have access to Coupa Supplier Portal. In this section you can deactivate users, invite new users and configure the accesses of current users.

🎇 coupa supplier p	ortal			ANIA ~ N	IOTIFICATIONS 12 HELP
Home Profile Or	ders Service/Time Sheets	ASN Invoices	Catalogues Business Performan	nce Sourcing A	dd-ons Setup
Admin Customer Setup	Connection Requests				
Admin Users	Users	Permissions	Customer Access		Invite User
Merge Requests	Agata Burek aburek@guardian.com	ASNs Admin	Guardian Industries Guardian Industries		
Legal Entity Setup	Status: Inactive	Business Performance	Guardian Industries Guardian Industries Guardian Industries		
Fiscal Representatives	Activate User	Catalogues Invoices Order Changes	Guardian Industries Guardian Industries Guardian Industries		
Terms of Use		Order Line Confirmation Orders	Guardian Industries Guardian Industries Guardian Industries		
Payment Preferences 🗸		Pay Me Now Payments	Guardian Industries		
Static Discounting		Profiles Service/Time			
sFTP Accounts		Sheets Sourcing			

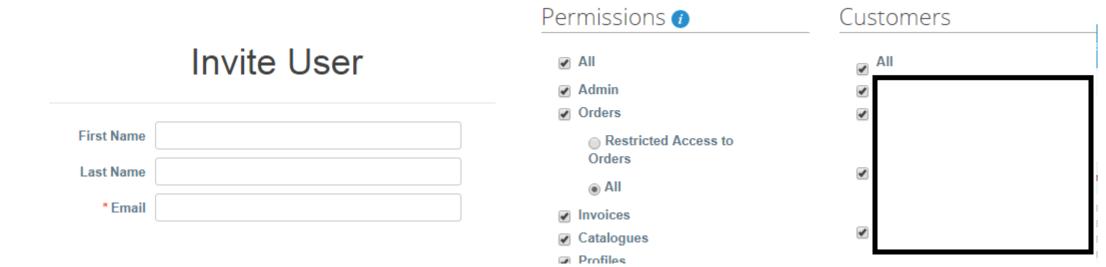


Inviting new users

To invite a new user, use the **Invite User** button

Invite User

Then fill in the fields First Name, Last Name and Email Address, as well as select permissions and customers.



To send the invitation, click the **Send Invitation** button:





Legal Entity Setup

To setup a legal entity, go to the **Legal Entity Setup** option. Then click **Add Legal Entity** and fill in all the fields marked with a red asterisk.

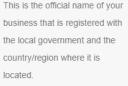
Coupa supplier portal ANIA - NOTIFICATIONS 12										
Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogues	Business Performance	Sourcing	Add-ons	Setup
Admin	Customer S	etup Conr	nection Requests							
Admin Legal Entity Setup										Add Legal Er
Users		Le	gal Entity							
Merge Rec	quests		`						- 1	Actions -
Legal Entit	y Setup			nomo da	onori				- 1	Actions -

Where's your business located?

On the first page enter the Legal Entity Name and Country, and then click the **Continue** button.

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.







In the next window, you need to fill in the address from which the invoices will be issued, as well as indicate whether the address provided is used for remittances or as a sender address. Unchecking these options allows you to add other addresses.

	Miscellaneous Informat	ion		×	Tell your customers about your organisation			
	1234					1 2 3 4	*	
Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.					Which customers do you want to see this?			
* Legal Entity Name Country/Region Place of Reg. Type of Company Permit Number Permit Date Share Capital	Poland Poland Poland P	0 0 0 0	Conducting business in certain countries/regions requires your invoice to contain specific information about your company.		* Address Line 1 Address Line 2 * City State * Post Code Country/Region	Poland	REQUIRED FOR INVOICING Enter the registered address of your legal entity. This is the same location as where you receive government documents.	
	Enter a number with two decimal points (eg 15096,00)		Cancel Save & Continue		(☑ Use this for Ship-From address 🕡		



It is also mandatory to enter your Tax ID number and country of registration. In the **Miscellaneous** section you can select your preferred language.

After updating all the fields, save the data by clicking the **Save & Continue** button.

What is your Tax ID? 🥡 Country/Region United States \sim × Tax ID I don't have Tax ID Number Add additional Tax ID Miscellaneous Invoice-From Code Preferred Language | English (US) V Cancel Save & Continue Setup complete Congratulations! This legal entity can now be used on new invoices. To get paid - Most customers require that you send them this payment info in in addition to providing it on the invoice. Click on the Profile Tab to see if your customer has a form that collects payment information. Otherwise, you'll have to send it to them through another channel. Return to Admin Go to Orders Go to Invoices Done **GUAR**

|ND||S

After approving the changes, a message will appear on the screen indicating that the created legal entity can be used in the invoice creation process.

Orders

In the Orders tab you can find the Orders you receive, organized by Customer

Coupa supplier portal

ANIA - NOTIFICATIONS 12 HELP -

Home Pr	ofile Orde	rs Service/Time S	Sheets AS	SN In	voices	Catalogues	Business Performance	Sourcing	Add-ons	Setup
Orders Ord	er lines Retu	rns Order Changes	Order Line (Changes	Deliverie	S				

Select Customer Guardian Industries - Configure PO Delivery

Purchase Orders

Instructions From Customer

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

	Click the 🤤 Action to Invoice from a Purchase Order										
Export to	~]			V	ïew	All	~	Search	ρ		
PO Number	Order Date	Status	Acknowledged At	Items	U	nanswered Comments	Tota	I Assigned To	Actions		



Orders

You can open an order by clicking on its number. Once you open an order, you can verify the details. Each order contains the following data: number, status, order date, payment terms, shipping address. If the order was not created correctly, please contact the person who created the order - their data can be found in the **Requester** and **Email** fields.

11

Purchase Order #G000224425

🔅 General Info	С	💡 Shipping	
Status		Ship-To Address	
Order Date			
Revision Date			
Requester		Address Location	
Email		Name	
Payment Term		Terms	
Comments to Supplier			
Attachments			
Acknowledged	0		
Assigned to	Select		

In the Lines section you can see the list of Coupe goods/services included in the order. Please make sure that the unit prices and totals are correct.

If an order has been closed or cancelled, it is not possible to create an invoice for it.

				Advance	ed Sear	ch	🔎 Sort by	Line Number: $0 \rightarrow 9$	~
1 C	tem COMPUTER SOFT	WARE	Qty 6	Unit PC - Piece	Price 100.00	Total 600.00		Invoid 0	ced).00
Need By 07/10/2019	Part Number None	Manufacturer Name None	Manufa None	acturer Part Number	Incoterm None	is Location			
Tax Refere	nce				Iten Nor	n Description			



Invoices

To create an invoice, go either to the **Orders** or **Invoices** tab.

coupa supplier portal

Home	Profile	Orders	Service/Time Sl	heets ASN	Invoices	Catalogues	Business Performance	Sourcing	Add-ons	Setup
Orders	Order lines	Returns	Order Changes	Order Line Cha	nges Deliver	ies				

To create an invoice from the **Orders** tab, click the gold coins icon in the **Actions** column. You can also create an invoice after opening an order by clicking the Create Invoice button.

In the Select Customer drop-down list, you can select a Customer whose Orders you want to view.

Select Customer

Actions

9**. 9**.

Guardian Industries - SRG

GUAR

Save

HELP ~

📥 Print View

ANIA - NOTIFICATIONS (12)

Create Invoice

Invoices

Instructions From Customer

Create Invoices 🕧

The Portal allows you to filter your created invoices with the View option.

Create Invoid		Teate myoice	from Contract C	reate Blank Invoice	Clea	ate Credit Note
Export to ~					View	Unpaid invoices
Invoice #	Created Date	Status	PO #	Gross Total	Unansv	Abandoned 20
TEST2TEST	16/09/2021	Approved	253-538125687	3.63 EUR	No	Approved Credit notes
21F06316	26/07/2021	Approved	SRG EU-998000083	18,944.97 EUR	No	Disputed
21F06177	20/07/2021	Approved	253-538125297	1,080.00 EUR	No	Disputes with a supplier response Disputes without supplier response
21F06160	20/07/2021	Approved	SRG EU-998000083	13,101.15 EUR	No	Draft Overdue invoices
21F05872	12/07/2021	Approved	SRG EU-998000083	11,335.76 EUR	No	Payment Information
21A00673	12/07/2021	Approved	None	-540.00 EUR	No	Pending Approval Processing
21F05873	12/07/2021	Approved	253-538125098	900.00 EUR	No	Unpaid invoices

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

The invoice creation form will appear on the screen. Select the **Legal Entity**. You can choose from existing addresses or add a new one using the **Add New** option.

Choose Invoicing Details							
* Legal Entity	Select	Add New					
* Remit-To	Select	•					
* Ship-From Address	Select						



All fields marked with a red asterisk are mandatory. Verify whether the **General Information** and **From** and **To** sections are filled out correctly.

🔅 General Info)	🔗 From	⊘ To	
* Invoice #		* Supplier	Customer * Bill-To Address	
* Invoice Date	03/03/2022	Supplier Tax ID		
Payment Term	NET 60	* Invoice-From Address		
* Currency	EUR 🗸		Address Location	
Delivery Number			Name	
Status	Draft	* Remit-To Address	Buyer VAT IDVAT	
* Image Scan	Choose File No file chosen	Neint-10 Address	Ship To Address	
Supplier Note		* Ship-From Address	Address Location Name	
Attachments 🕧	Add File URL Text		Procurement Specialist	
-			Purchase Order	

You need to add the pdf invoice file in the "Image Scan" filed and check if the correct invoice line was selected. If not, please add it by clicking on magnifying glass icon:

			PO Line		
Image Scan	Choose File	No file chosen	S000225355-3	Q	Clear



PO lines

It's important to review that the correct purchase order lines are selected in each line. As well as filling the Bill of lading in each line with your internal folio and at the line level choose the appropriate tax rate from the "**VAT Description**" dropdown.

(if you are tax exempt you can choose "exempt")

When complete, select "Calculate" to see the gross value of the invoice.

When are finished, select "**Submit**". (Remember that the total amount in orders doesn't include taxes. Those are calculated separately when creating the invoices)

Lines			□ Line Level Taxation	Lines Net Total Lines VAT Totals	15.00 3.00
Type Description		JOM Price EA - Each V 59.31	296.55 🏾 😣	Shipping	
PO Line	Contract	Receipt None	Bill of Lading	VAT Tax Reference Enter a	0.000 tax reason description.
Supplier Part Number	PO Tax Reference None	Ancillary Part Number	Tax Legal Wording (Reqd for EU) Select	Handling VAT	0.000
Taxes				Tax Reference Enter a	tax reason description.
VAT Rate		Reference		Misc	
23.0% 22.0% 21.0%	0.00			VAT Carter a Enter a	0.000 tax reason description.
20.0%				Total VAT	3.00
Ac 18.0% k lines from 10.0%	m PO 🕒 Pick lines from Contrac	t Totals & Taxes		Net Total	15.00
8.0% 7.0% 6.0% 4.0% Exempt Reverse Charge		Lines Net Total Lines VAT Totals	545.00 0	Gross Total Delete Cancel Save as Draf	18.00 t Calculate Submit
0.0%		Chinning			

You can view the details of an invoice by clicking on its number:

Export to	×				View All	~	Search	P
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Disp	ute reason	Actions
123	03/03/2022	Draft	S000224498	119.00 EUR	No			10

You can also see the comments and history of the selected invoice in the invoice details.



Invoice statuses:

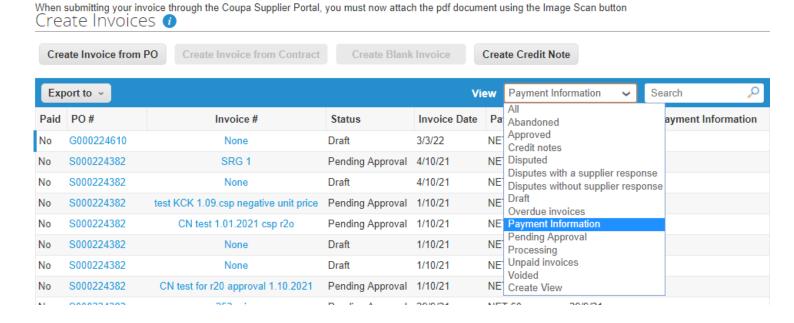
- Draft
 – the invoice has not yet been sent to the customer
- **Pending Approval** the invoice has not yet been fully approved by the customer
- **Disputed** the invoice has been disputed by the Accounts Payable team
- Voided the invoice was cancelled after it was fully approved
- Approved the invoice has been approved and will be paid in accordance with the payment terms



In the **Invoices** tab you can create and customize your own view. After modifying the view and applying the **Approved** filter, you can check the payment information. You can also check the **Dispute reason** for any Disputed invoices by using the **Disputed** filter.

Invoices

Instructions From Customer



Invoices

Instructions From Customer

When submitting your invoice through the Coupa Supplier Portal, you must now attach the pdf document using the Image Scan button									
Create Invoice from PO	Create Invoice from Contract	Create Blank Invoice	Crea	ate Credit Note					
Export to ~			View	Disputed	~	Search			

Dispute reason

Quantity different from PO/Contract or Catalog

Quantity different from PO/Contract or Catalog



 To download a copy from the invoce that you created, you will need to enter the Invoice details by clicking on the Invoice# and in the General Info section you will see the field Invoice PDF document and the option for download a copy.

Invoices

Instructions From Customer

reate Invoice fron	n PO Create I	nvoice from C	Crea	ate Blank Invoice	Create Credit Note		
xport to 🗸					View Approved	✓ Search	
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
435872-0001-01	01/07/21	Approved	162-162016312	105.69 USD	No		
435362-0002-01	12/24/20	Approved	162-162016278	269.20 USD	No		
435362-0001-01	12/22/20	Approved	162-162016278	81.25 USD	No		
434045-0001-01	11/21/20	Approved	162-162016137	324.80 USD	No		
428087-0001-01	07/21/20	Approved	162-162015513	125.83 USD	No		
422961-0002-01	03/27/20	Approved	162-162015234	31.08 USD	No		
422961-0001-01	03/27/20	Approved	162-162015234	31.08 USD	No		

Invoice #1435872-0001-01 Back

🔅 General Inf	0	0	Bill To & Sł
Invoice #	1435872-0001-01		Supplier
Invoice Date	01/05/21		
Payment Term	NET 15		Invoice From
Delivery Date	01/05/21		Remit To
Currency	USD		Ship From
Delivery Number	None		ompirion
Status	Approved		Supplier Tax ID
Shipping Term	None		Customer
Invoice PDF Document	download		Bill To Address
Image Scan	Guardian_20210106000452T.PDF		
Supplier Notes	None		
Attachments	None		VAT ID
Discount Amount	None		Address Location Name
			Ship To Address



- After clicking on download a window will pop up with the copy of the invoice in this format, and you will be able to save it as PDF.
- You must know that this copy of the invoice is **not a tax invoice**.

		From	
Bill To	Ship To	Invoice From	
Buyer Tax ID 430616823		Supplier Lax ID 26-3645246	
Attn/Ref Guardian Ordering User			
Invoice Details			
Invoice Number	Invoice Date January 27, 2020	Payment Term NET 60	Payment Due Date
Currency USD	Contract Number	Date of Supply January 27, 2020	Delivery Number 4280 & 4281
Discount Amount 0.0			
Bill Of Lading None			
Item PO 1 End e	Description Transit WIP Racks	Supplier Part Number	Oty Units Unit Price Total 15 Piece \$350.00 \$5,250.00
Supplier Notes		Taxes	
 Already sent invoice to Ripleyac 	countspayable	Taxable Amount Charged Per Rate \$5,250.00 at TAX (0.0%)	Total Tax Per Rate \$0.0
		S5,250.00 at TAX (0.0%) Totals	\$0.0
		Taxable Amount	\$5.250.00
		Amount Excluding Tax	\$5,250.0
		Total Tax	\$0.0
		Total Payable	\$5,250.0

Invoice

101654



Credit Notes

To create a credit note, click on the red coins icon in the **Actions** column. The **Create Credit Note** window will then appear and the system will ask you to provide the reason for creating a credit note. Then select the address and complete the fields marked with an asterisk. Credit notes must be created in the negative.



Invoices

Instructions From Customer

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

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

Credit Note		×
If you are issuing a credit note in regards to a p include the invoice number. If you are issuing a customer, please select other.	-	
Reason Resolve issue for invoice number Other (e.g. rebate)	Select	~
	Cancel	Continue



Disputed Invoices

When an invoice has been disputed, the supplier has to take action to correct it. You can find additional information in the comment section. If a credit note is issued in regards to a problem with an invoice or goods shipped, choose the relevant invoice by using the **Resolve issue for invoice number** option from the drop-down list.

Credit Note	×
If you are issuing a credit note in regards to a princlude the invoice number. If you are issuing a customer, please select other.	roblem with an invoice or goods shipped, please credit note purely to offer a credit to your
Reason Resolve issue for invoice number Other (e.g. rebate)	Select
	Cancel Continue



If you have any addiotional questions or comments, please let us know, we would like to hear from you. Please send us an email to globalSE@guardian.com

