



Coupa Supplier Portal Supplier Manual March 3, 2022



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

- 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



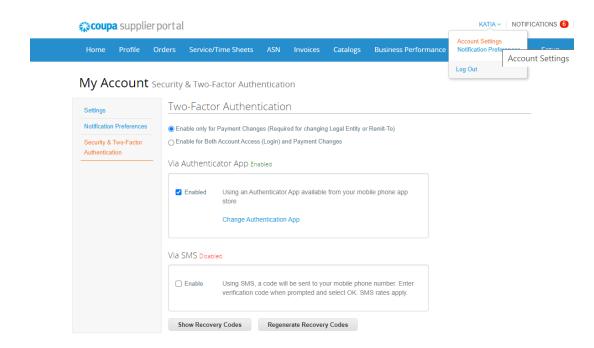


Two-Factor Authentication

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:

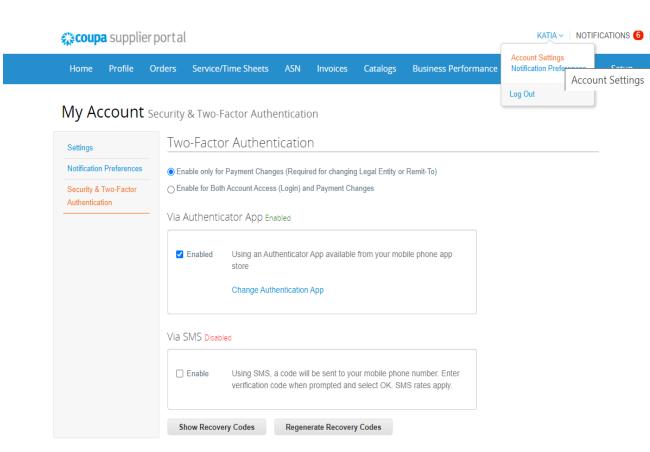
- ✓ For Payment Changes (Required for Changing Legal Entity or Remit-To)
- ✓ For both account access (login) and payment changes

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.



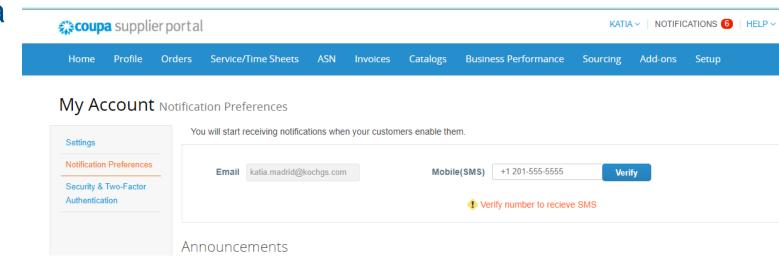


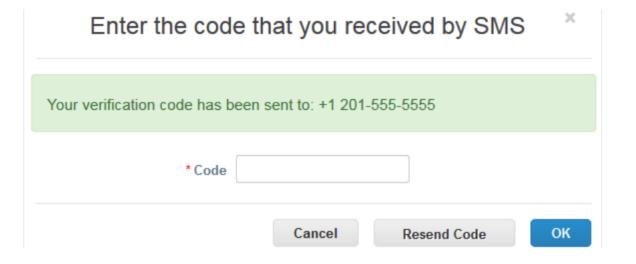
Two-Factor Authentication via text message

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







Two-Factor Authentication via Authenticator App

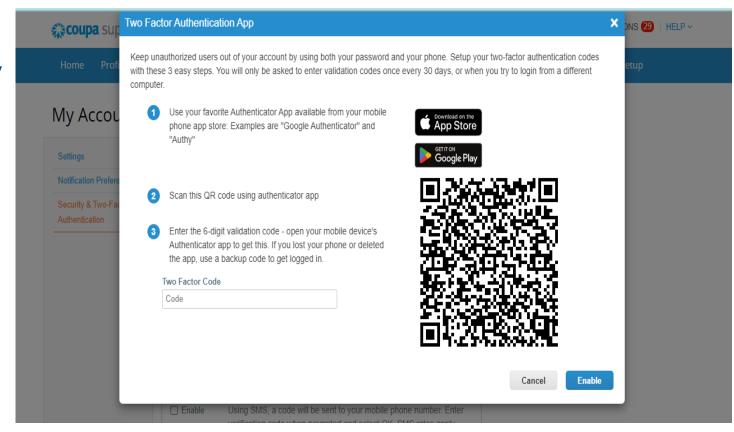
For the authentication via app, you will need to download an additional app on your phone, through your app store or google play store,

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

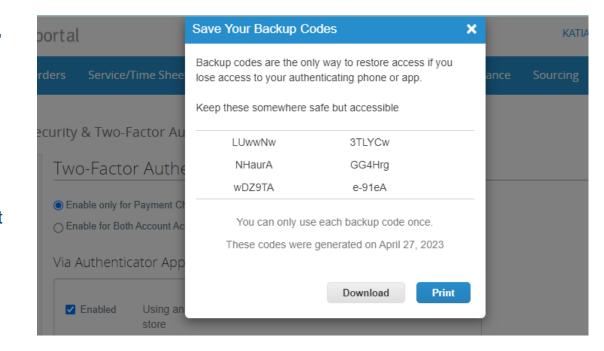
The portal will give you back up codes in case you lost, delete the app, or changed your phone,

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.





! **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)

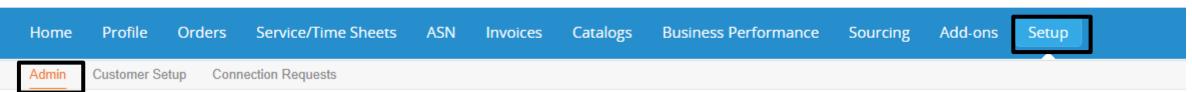


Introduction to Coupa Supplier Portal (CSP)

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

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





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





HELP ~

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Notifications

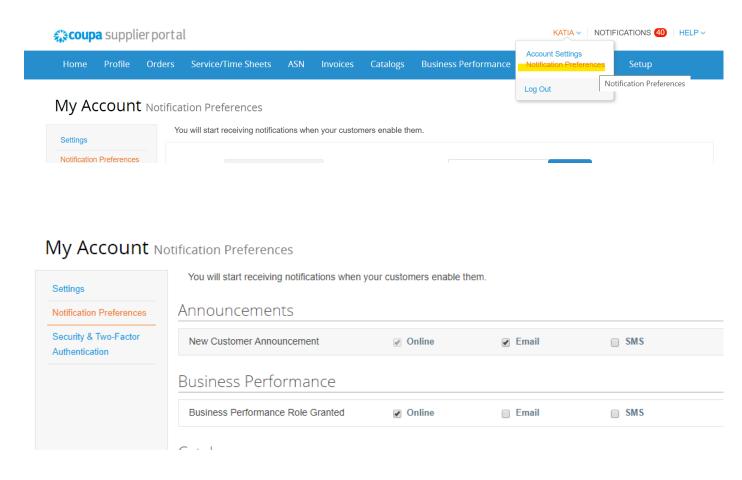
Cancel

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.

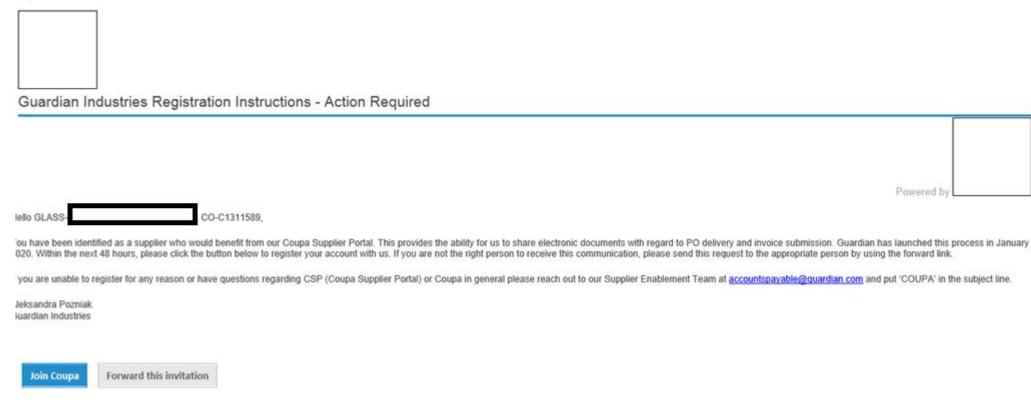
To save your settings, click **Save**





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:



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.



Create your business account

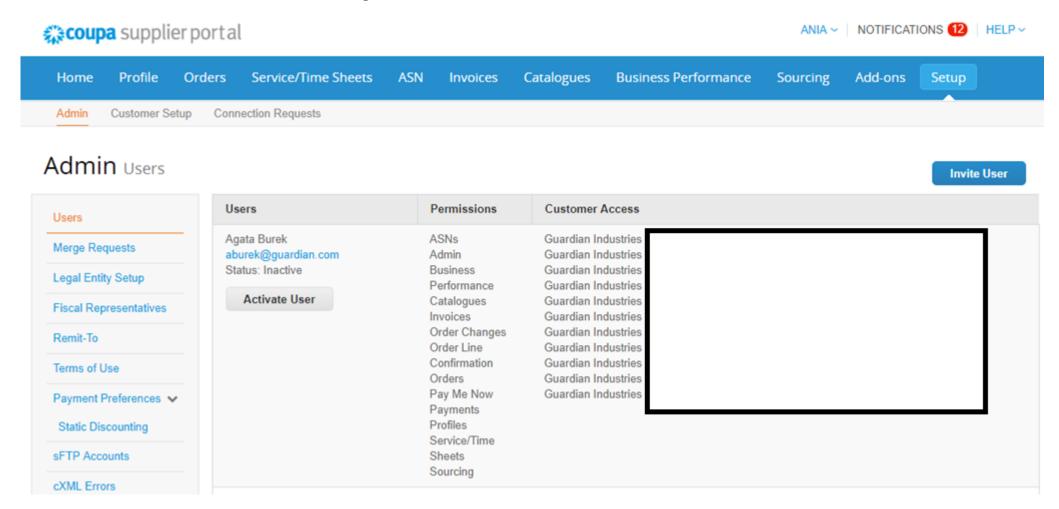
Guardian Industries is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Guardian Industries so you're ready to do business together.

Include a number and a letter.
Policy and the Terms of Use.
ted
th signup?
omeone



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.





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.

Invite User First Name Last Name *Email

Permissions (1)	Customers
✓ All✓ Admin✓ Orders	AII AII
Restricted Access to Orders All	
✓ Invoices✓ Catalogues✓ Profiles	

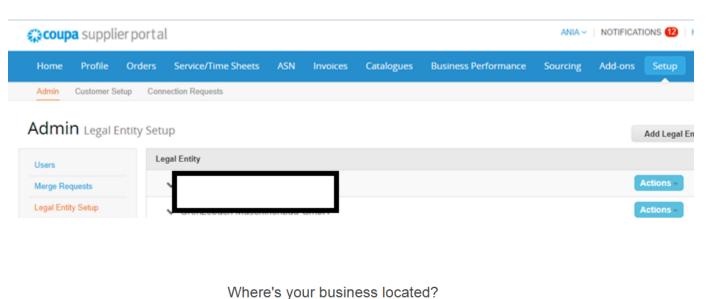
To send the invitation, click the **Send Invitation** button:

Send Invitation

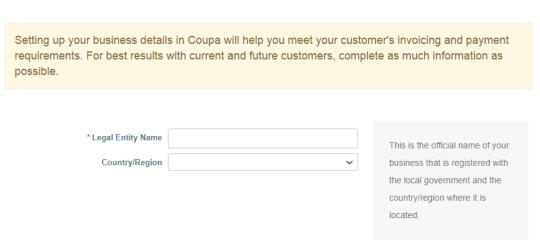


Legal Entity Setup

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.

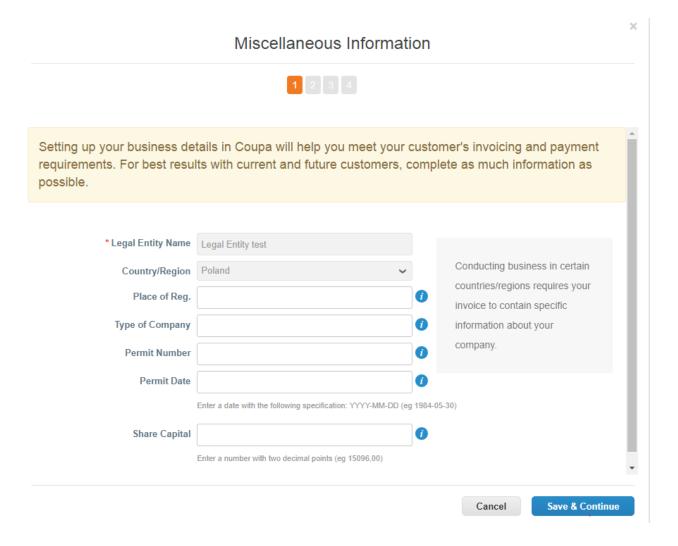


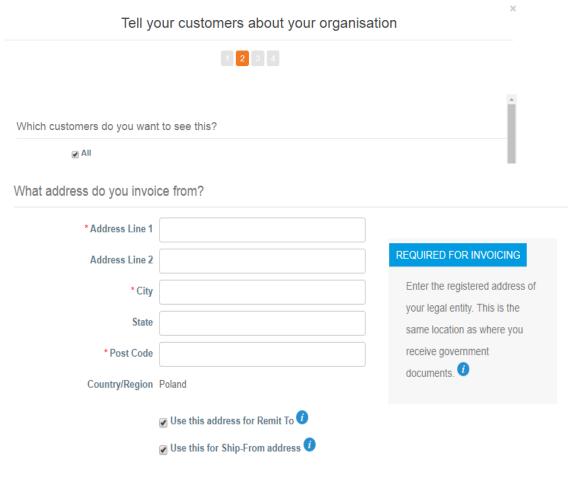
On the first page enter the Legal Entity Name and Country, and then click the **Continue** button.





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.



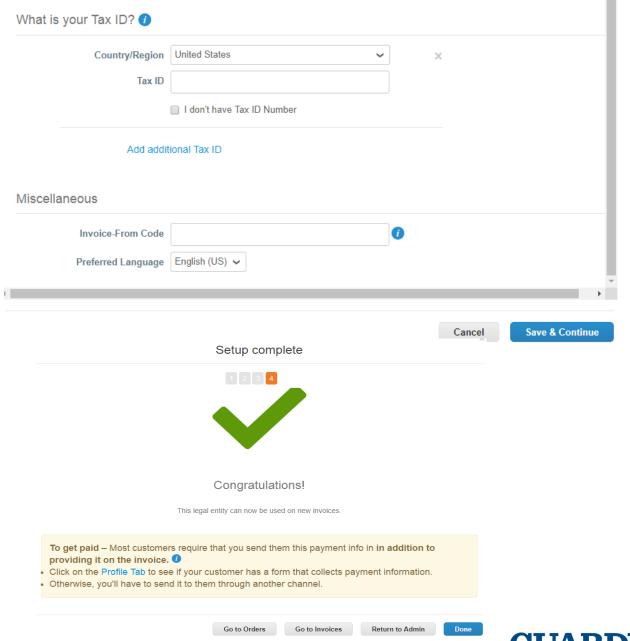




It is also mandatory to enter your Tax ID number and country of registration. In the **Miscellaneous** section you can select your preferred language.

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

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





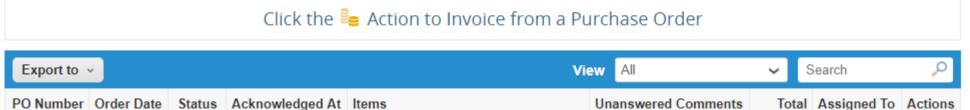




Purchase Orders

Instructions From Customer

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

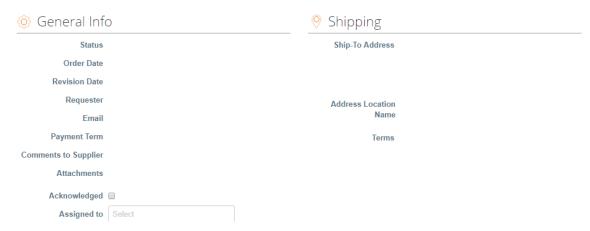




Orders

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.

Purchase Order #G000224425



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.

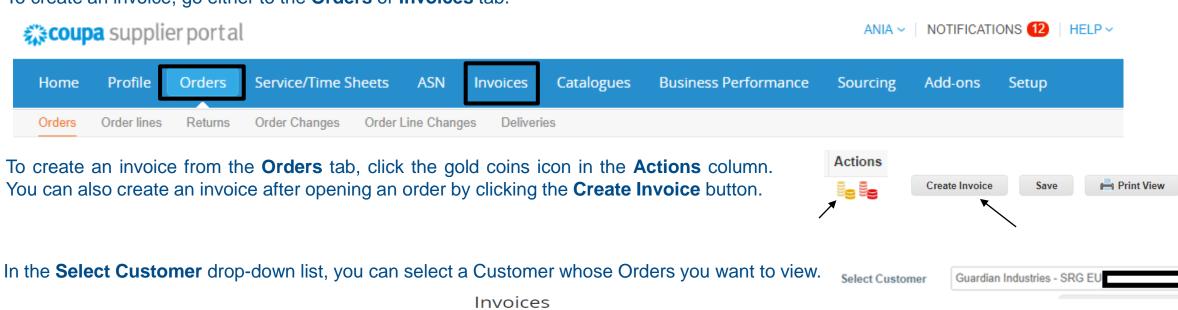
If an order has been closed or cancelled, it is not possible to create an invoice for it.



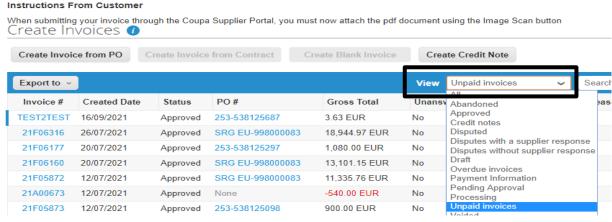


Invoices

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



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

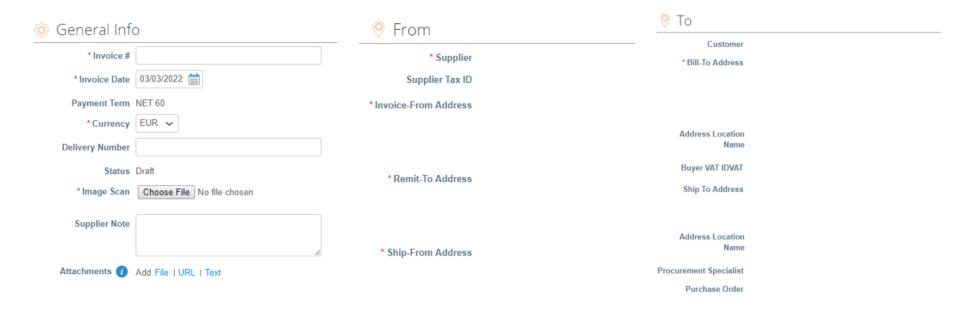


The invoice creation form will appear on the screen. Select the **Legal Entity**. You can choose from existing addresses or add a new one using the **Add New** option.





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



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 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.

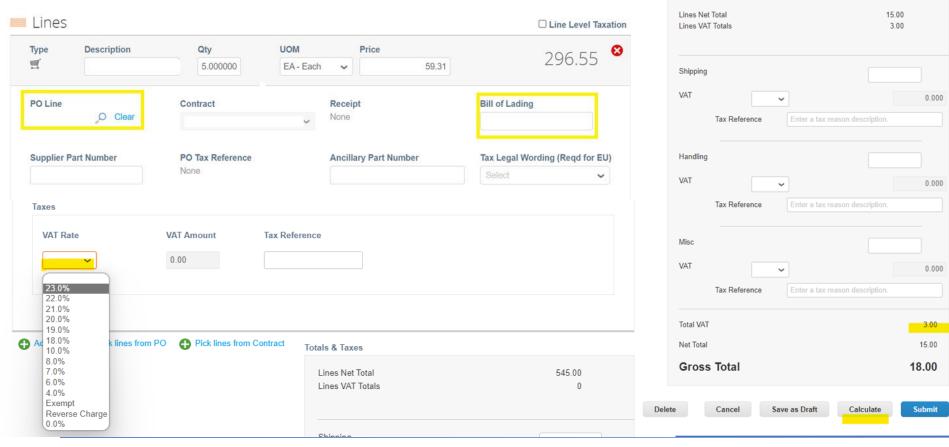
Totals & Taxes

(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)





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



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

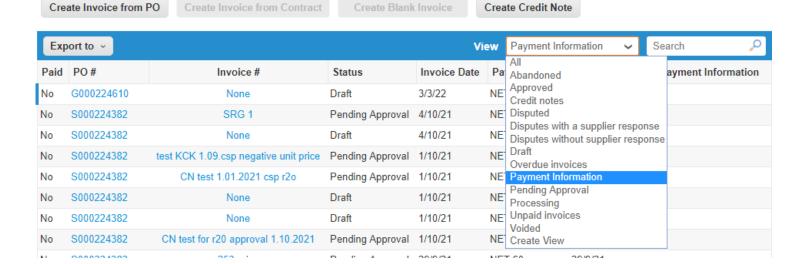


In the **Invoices** tab you can create and customize your own view. After modifying the view and applying the **Approved** filter, you can check the payment information. You can also check the **Dispute reason** for any Disputed invoices by using the **Disputed** filter.

Invoices

Instructions From Customer

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



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 Invoices ()

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

Export to
View Disputed
Search

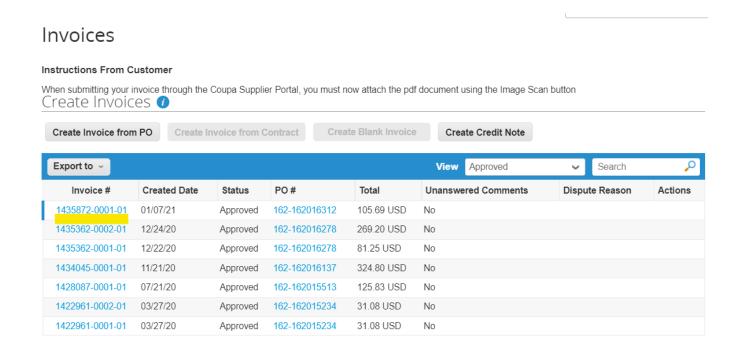
Dispute reason

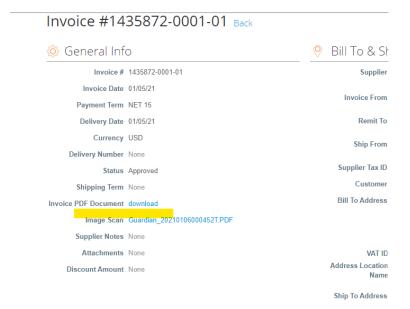
Quantity different from PO/Contract or Catalog

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.



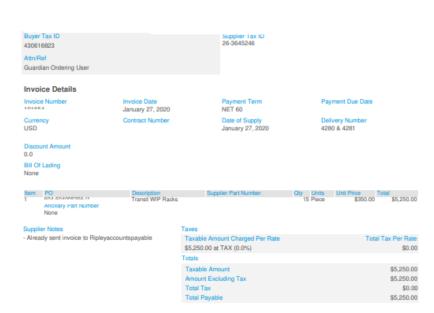




Invoice Date January 27, 2020

- 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.**









How to create invoice with multiple PO's?

To create Invoice for multiple purchase orders, please go to section "Orders" or "Invoices"



Click on the button "Select Customer" to see Guardian / SRG Global orders.



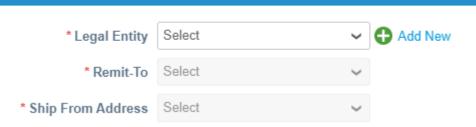
To create invoice from the Orders tab, please click on the gold icon in section "Actions" or click the button "Create invoice" (available when you open order and PO details are visible for you).





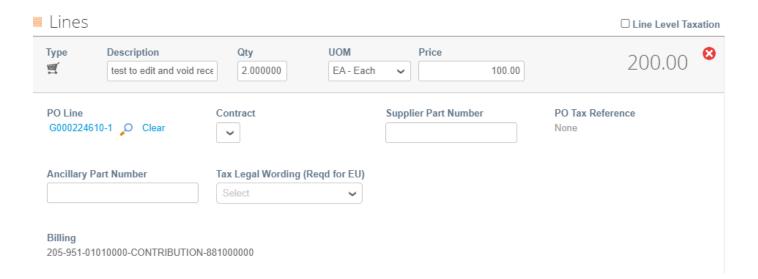
The pop-up windows appear to select the Legal Entity, Remit-to and Ship from Addresses. You can select from existing ones or add new ("Add New" button).

Choose Invoicing Details



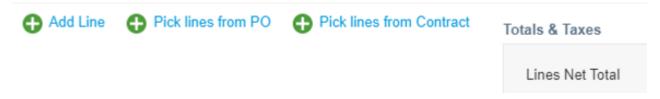
All required fields are marked with asterisk, some of them are filled out automatically based on the information from PO. Please double check information in "General Info", "From" and "To" sections.

Check the PO line which is selected





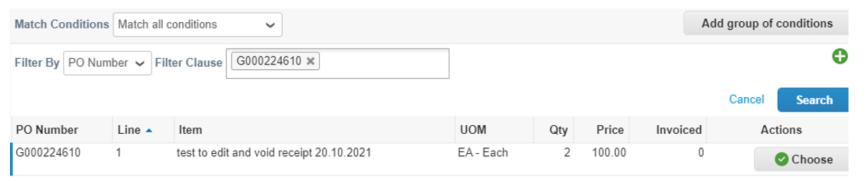
If everything is correct, you can add second PO using button "Add line"



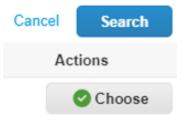
Use magnifying glass icon to select the new PO number



To find available order, please use the "x" button to delete the PO which is currently selected from the field "Filter Clause" and select the new one



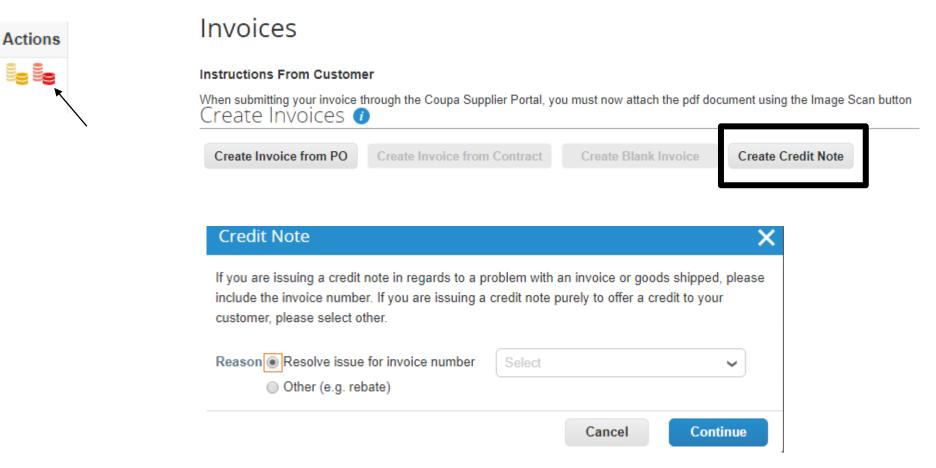
Once done click "Search" and "Choose"





Credit Notes

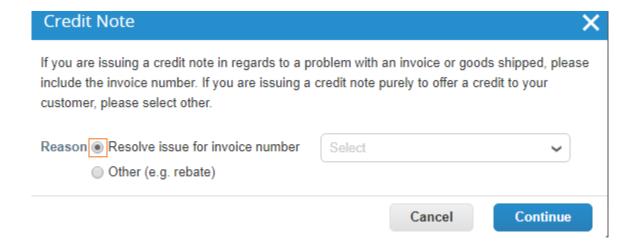
To create a credit note, click on the red coins icon in the **Actions** column. The **Create Credit Note** window will then appear and the system will ask you to provide the reason for creating a credit note. Then select the address and complete the fields marked with an asterisk. Credit notes must be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





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.





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

