



# COUPA SUPPLIER PORTAL TRAINING GUIDE





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# 01 INTRODUCTION TO COUPA

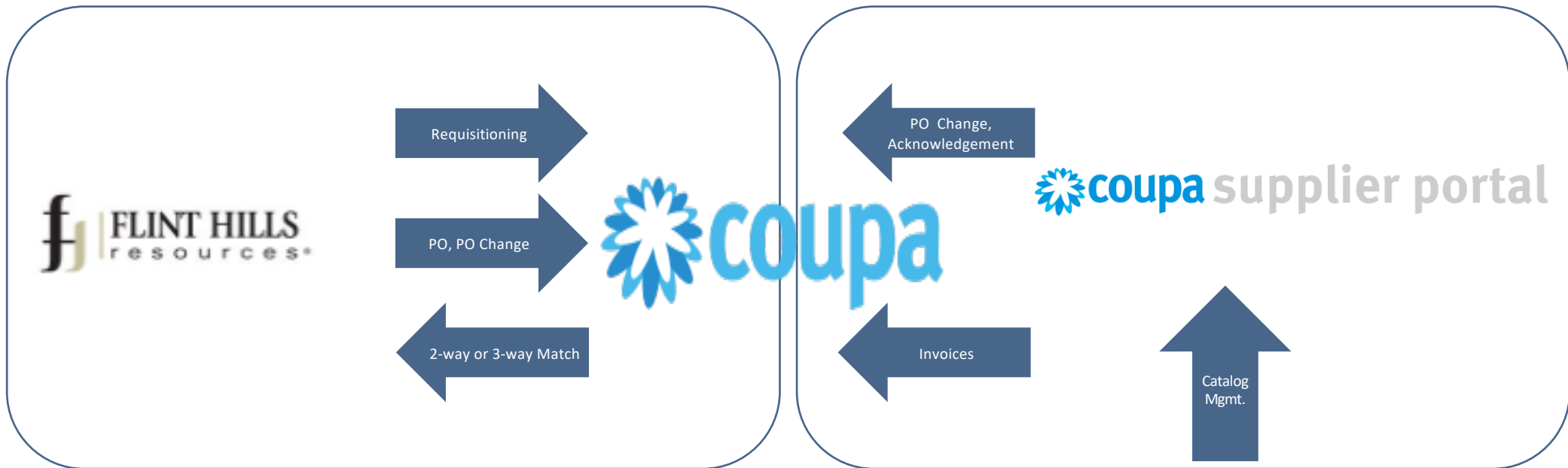
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# What is Coupa?

Flint Hills Resources has selected Coupa, a procure-to-pay platform that specializes in connecting buyers with their suppliers.

- Coupa is a user-friendly e-Procurement and cloud-based supplier collaboration software
- Coupa is an internet-based solution capable of accommodating a variety of different systems (plug and play)
- The Coupa Supplier Portal (CSP) allows suppliers to become more efficient by automating activities as much as possible to fit their capabilities (i.e., PO flip, order routing, invoice creation, partial invoicing)
- The Coupa Supplier Portal (CSP) is free - there is no cost for suppliers





# How Will You Benefit?

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By working with Flint Hills Resources electronically, you will increase your order-taking efficiency, reduce fulfillment errors and delays, and maintain a better relationship with Flint Hills Resources users.

Benefits include, but are not limited to:

- Efficient purchase order receiving and acknowledgement
- Efficient invoice processing
- PO-backed invoice creation
- Automated and accurate routing of invoices to proper branches
- Instant visibility to purchase orders, invoice status, and payment information
- Efficient catalog management
- Reduced or eliminated manual paper transaction processing
- Strong reporting capabilities



## 02 CSP SUPPLIER PROFILE & ACCOUNT STEUP



# Connecting to Flint Hills Resources via Coupa

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It is preferred that all suppliers connect to the Coupa platform to transact with Flint Hills Resources electronically. In order to receive an invitation to the Coupa Supplier Portal, Flint Hills Resources needs your primary contact details.

- After Flint Hills Resources sends you an invitation to join the Coupa Supplier Portal (CSP), open the email containing the invitation and click on the link to confirm the request to interact with you as a supplier in Coupa
- By confirming this link and selecting “**Join Coupa**” you will be creating a new login on the Coupa Supplier Portal to receive purchase orders (POs) and send invoices to Flint Hills Resources
- If the invite was sent to the incorrect person at your company, inform your Flint Hills Resources Supplier Enablement contact. If you received the invite incorrectly and need to send to another person within your company, select “**Forward this Invitation**”






# Connecting to Flint Hills Resources via Coupa


Fill out your information on the Coupa Supplier Portal to create a new account

Click the check box to accept the Terms of Use

Click **Get Started**

From: **Coupa Supplier Portal** <do\_not\_reply@supplier-test.coupahost.com>  
Date: Fri, Apr 29, 2022, 20:44  
Subject: Flint Hills Resources Registration Instructions - Action Required  
To: <fhrcoupatesting+10034@gmail.com>

 **Flint Hills Resources Registration Instructions - Action Required**

Powered by 

Hello **Demo Supplier Name**


We handle all our business spend electronically in order to prevent lost documents and make sure you are paid on time. Within the next 48 hours, click the button below to register your account. If you are not the right person at your company, send this request to the appropriate person by using the forward link.

Note: not registering in a timely manner may impact your ability to do business with us. Let us know if you are unable to register for any reason.

Ruchi Chauhan  
Flint Hills Resources

[Join Coupa](#)

[Overview](#) Learn more about the Coupa Supplier Portal    [Need Help?](#) Answers to common questions and issues    [Coupa info](#) Learn more about how companies use Coupa



## Create your business account

Flint Hills Resources is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Flint Hills Resources 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](#).

[Having an issue with signup?](#)

[Forward this to someone](#)

# Merging Accounts

Select **Setup** from the top menu bar

Under **Admin**, click **Merge Request** to see the requests

Click on **Respond**

Check the box if you agree to merge and click **Accept**

Click **Reject** if you do not agree to merge

Users with access to Demo Supplier Name . (fhrcoopatesting+100@gmail.com) merged account

Note from requester Merge request

Add note for requester

I recognize the email address above as a coworker at my company, and I agree to merge

! Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Only accept this request if you confirm this user is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)

Cancel Reject Accept

*\*Once two accounts are merged, they are not able to be unmerged*

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Admin Customer Setup Connection Requests

Admin Merge Requests

Users Merge Requests Legal Entity Setup Fiscal Representatives Remit-To Terms of Use Payment Preferences Static Discounting sFTP Accounts cXML Errors sFTP File Errors (to Customers) sFTP File Status (from Customers)

Initiate Merge Request

coupa@coupamail.edu

I'm not a robot

! Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)

Request Merge

Open merge requests

04/29/22 Demo Supplier Name 4111 E 37TH ST N WICHITA KS 67220 United States Respond

*Note: You can also initiate the merge request by providing the account email ID and clicking on **Request Merge***



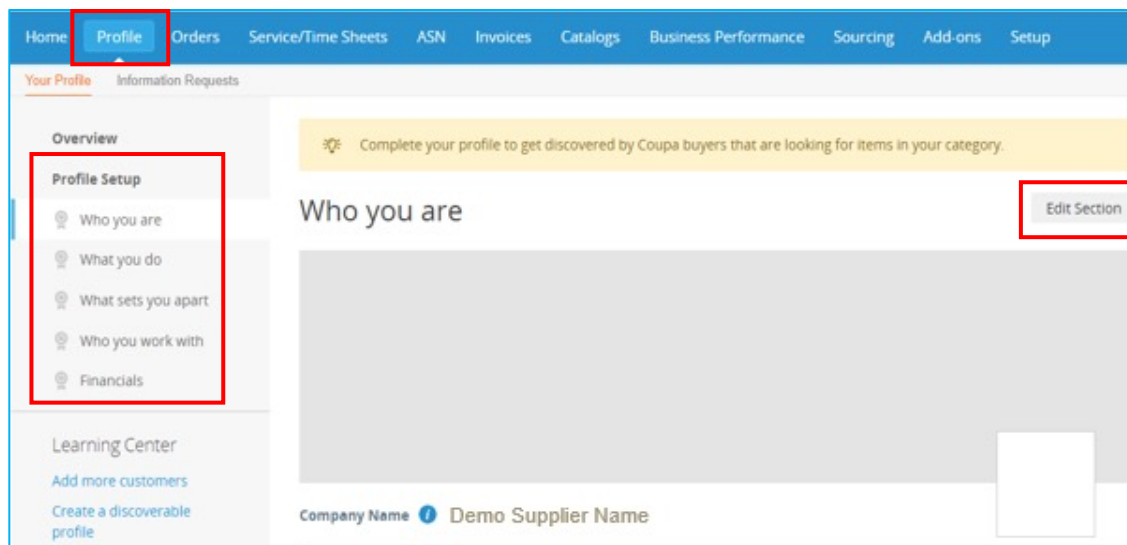
# Create or Update the Supplier Profile

Under the **Profile** tab, select **Profile Setup** and choose a section that you want to update

You will use this section to fill out additional company information

Click **Edit Section**

Update the information and click on **Save Changes**



Website <input type="text"/>	Twitter <input type="text"/>	LinkedIn <input type="text"/>
Facebook <input type="text"/>	Instagram <input type="text"/>	YouTube <input type="text"/>
Tax ID <input type="text" value="111111111"/>	DUNS <input type="text"/>	PO Delivery Email <input type="text"/>
<small>Secure Information - not published to your public profile</small>	<small>Secure Information - not published to your public profile</small>	
<b>Primary Contact</b>		
* First Name <input type="text" value="CONCEPT MACHINE"/>	* Last Name <input type="text" value="TOOL"/>	
Role <input type="text"/>	* Email <input type="text" value="fhrcoupatesting+100@gmail.com"/>	
Mobile number <input type="text"/>	Photograph <input type="text"/>	
Work number <input type="text"/>		
<input type="button" value="Cancel"/> <input type="button" value="Save changes"/>		



# Information Requests – Respond to SIM Request

When FHR needs more information from you, they will send a SIM (Supplier Information Management) request via a SIM form

When the information request is sent, a notification will trigger

At the top right corner of the screen click on **Notifications** and then click on **See All Notifications**

Under **My Notifications**, search for the notification asking you to update your profile

Click on the **Update your profile** notification

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, 'supplier portal', 'Demo Supplier Name', a 'NOTIFICATIONS 99+' badge, and a 'HELP' dropdown. A navigation bar contains links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. The main content area is titled 'My Notifications' and features a 'View' dropdown set to 'All'. A list of notifications is shown, including a 'Profile update reminder is received' notification with a 'See All Notifications' link. Below this, there are two notifications for 'New PO 5001099 for \$2,500.00 issued by Flint Hills Resources.' and one for 'Update your profile for Flint Hills Resources' dated 04/25/22 07:45 PM.



# Information Requests – Respond to SIM Request

The system will take you to the **Information Requests** section under the **Profile** tab

You can also manually navigate to the **Information Requests** section to respond to the form

The information icon at the right will provide the information that the form originated from the buyer

Add/Update the details

Scroll down and click on **Submit for Approval**

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Your Profile Information Requests

Flint Hills Resources Profile Flint Hills Resources

✓ We have auto-filled some information from your Public Profile.

Supplier Information Demo Supplier Name

\* Legal Name

\* Business Name

\* Legal Address

Country/Region United States

Address Name

Street Address Demo Supplier Name

Street Address 2

The form originated from the Buyer

Physical Address State

\* Physical Address Postal

\* Physical Address Country

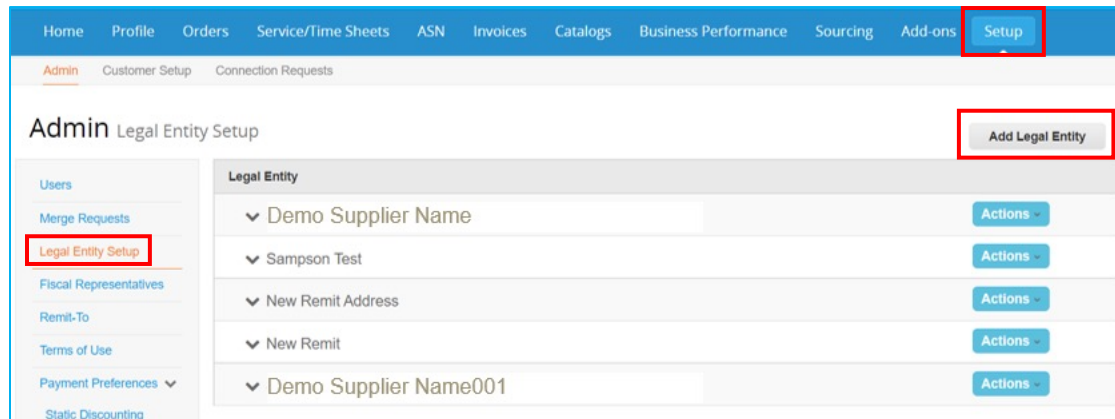
Procurement Review No

Decline Save **Submit for Approval**

# Legal Entity Setup

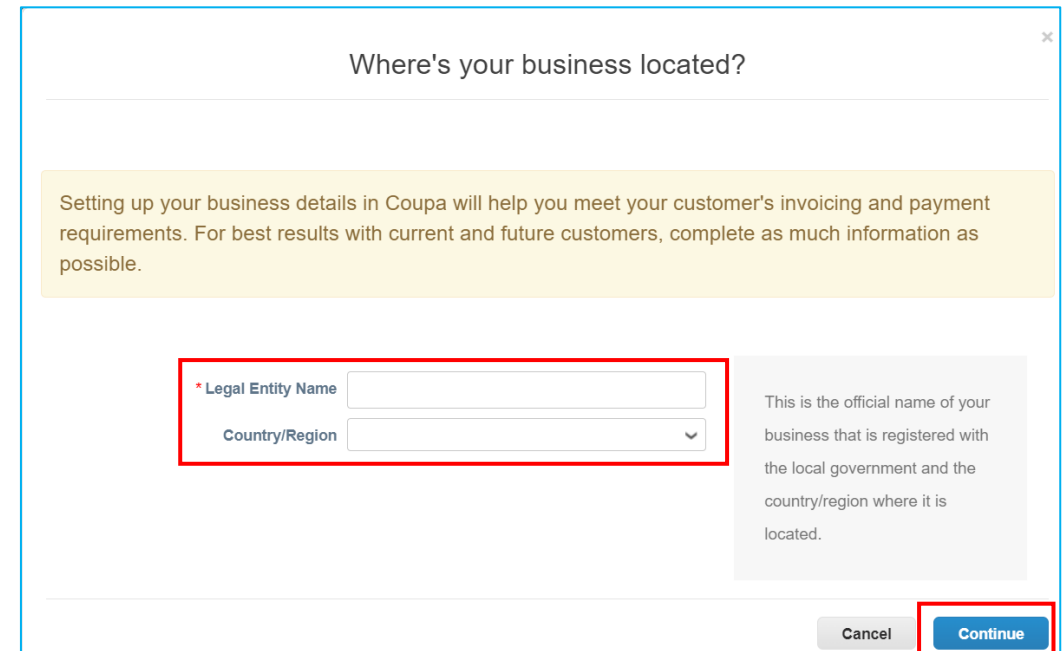
You need to add Legal Entity information as well as Remit-To and Ship From Addresses to enable E-Invoicing.

- Click on the **Setup** tab from the top menu bar and select **Legal Entity Setup** from the menu on the left
- Click **Add Legal Entity**
- Enter your Legal Entity information
- Click **Continue**



The screenshot shows the Coupa Admin interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Setup' tab is highlighted. Below the navigation bar, the 'Admin' section is active, and 'Legal Entity Setup' is selected in the left sidebar. The main content area shows a table of legal entities with columns for 'Legal Entity' and 'Actions'. The 'Add Legal Entity' button is highlighted in red. The table contains the following entries:

Legal Entity	Actions
▼ Demo Supplier Name	Actions -
▼ Sampson Test	Actions -
▼ New Remit Address	Actions -
▼ New Remit	Actions -
▼ Demo Supplier Name001	Actions -



The dialog box titled 'Where's your business located?' contains the following information:

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.

\* Legal Entity Name

Country/Region

This is the official name of your business that is registered with the local government and the country/region where it is located.

Cancel **Continue**



# Legal Entity Setup: Enabling E-Invoicing

Complete the invoice address details

Enable the below checkboxes if Remit-To and Ship-From addresses are the same as the invoice address:

- Use this address for Remit-To\*
- Use this address for Ship From address\*

If either Remit-To or Ship From address is different, disable the corresponding checkbox and enter different address details

Click **Save & Continue** when finished

Review the information and click **Done**

*\*NOTE: If Ship From address and Remit-To address checkboxes are not selected, the user will have to provide this information after selecting **Save & Continue**\**

Tell your customers about your organization

Which customers do you want to see this?

All  
 Flint Hills Resources

What address do you invoice from?

\* Address Line 1   
Address Line 2   
\* City   
State   
\* Postal Code   
Country/Region

Use this address for Remit-To ?  
 Use this for Ship From address ?

**REQUIRED FOR INVOICING**  
Enter the registered address of your legal entity. This is the same location where you receive government documents. ?

What is your Tax ID? ?

Country/Region    
Tax ID   
 I don't have Tax ID Number

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code  ?  
Preferred Language

# Adding and Editing Users

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

- Click on the **Setup** tab from the top menu bar
- Select **Users** from the menu on the left
- Click **Invite User**
- Enter (at least) the employee's email address in the **Invite User** pop-up window and click **Send Invitation**
- You can restrict access to specific customers by checking/unchecking customer name boxes under **Customers** section.

Users	Permissions	Customer Access
Demo Supplier Name fhrcoopatesting+200@gmail.com Status: Active <a href="#">Edit</a>	ASNs Admin Business Performance Catalogs Invoices Order Changes Order Line Confirmation Orders Pay Me Now Payments Profiles Service/Time Sheets Sourcing	Flint Hills Resources

**Invite User**

First Name

Last Name

\* Email

Permissions ⓘ

**Customers**

- All
- Flint Hills Resources

All

Admin

Orders

Restricted Access to Orders

All

Invoices

Catalogs

Profiles

ASNs

Service/Time Sheets

Restricted Access to Service/Time Sheets

All

Payments

Order Changes

Pay Me Now

Business Performance

Sourcing

Order Line Confirmation



# Adding and Editing Users

If desired, you can edit existing users.

- Click **Setup** tab from the top menu bar
- Select **Users** from the menu on the left
- Click **Edit**
- Edit **User Info**, if required. Enable or disable permissions under the **Permissions** section
- You can restrict access to specific customers by checking/unchecking customer name boxes under the **Customers** section
- Click **Save**

The screenshot shows the 'Admin Users' page. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup' (highlighted). The left sidebar has 'Admin' (highlighted) and 'Customer Setup', 'Connection Requests'. The main area shows a table with columns: Users, Permissions, and Customer Access. The 'Edit' button for the selected user is highlighted.

Users	Permissions	Customer Access
Demo Supplier Name fhrcoopatesting+200@gmail.com Status: Active <b>Edit</b>	ASNs Admin Business Performance Catalogs Invoices Order Changes Order Line Confirmation Orders Pay Me Now Payments Profiles Service/Time Sheets Sourcing	Flint Hills Resources

The screenshot shows the 'Edit user access for SAMPSON' dialog box. The user information is: First Name: SAMPSON, Last Name: STEEL CORP, Email: fhrcoopatesting+200@gmail.com. The permissions list includes: All, Admin, Orders, Restricted Access to Orders, Invoices, Catalogs, Profiles, ASNs, Service/Time Sheets, Restricted Access to Service/Time Sheets, Payments, Order Changes, Pay Me Now, Business Performance, Sourcing, Order Line Confirmation. The customers list includes: All, Flint Hills Resources. The 'Save' button is highlighted.



# Managing Notifications

Your notification preferences can be changed.

- Hover over your **name** at the right top corner and then click on the **Notification Preferences** link from the dropdown menu
- On the **My Account Notification Preferences** page, select the radio buttons for the items that you want to receive notifications for and specify the notification type: online (to do list), email, or SMS (short text message)

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo and 'supplier portal' text. On the right, it shows 'Demo Supplier Name' with a dropdown arrow, 'NOTIFICATIONS 43', and a 'HELP' link. Below the header is a navigation bar with links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, and Setup. A dropdown menu is open over the user's name, containing 'Account Settings', 'Notification Preferences', and 'Log Out'. The 'Notification Preferences' link is highlighted with a red box. The main content area is titled 'My Account Notification Preferences'. On the left, a sidebar contains 'Settings', 'Notification Preferences', 'Security & Two-Factor Authentication', and 'Authentication'. The 'Notification Preferences' link in the sidebar is also highlighted with a red box. The main content area features a heading 'You will start receiving notifications when your customers enable them.' and sections for 'Announcements', 'Business Performance', and 'Catalogs'. Under 'Announcements', there is a row for 'New Customer Announcement' with radio buttons for 'Online' (checked), 'Email', and 'SMS'. Under 'Business Performance', there is a row for 'Business Performance Role Granted' with radio buttons for 'Online' (checked), 'Email', and 'SMS'.



# Viewing and Managing Catalogs

After initial setup with Flint Hills Resources, you can manage catalog update requests from the CSP.

- Select **Catalogs** from the top menu bar to view your Flint Hills Resources 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

Select Customer: Flint Hills Resources

Configure Punchout

### Catalogs

Create Export to View All Advanced Search

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
<a href="#">Demo Supplier Name Catalog 15</a>	04/27/22	04/27/22	04/27/22	04/29/22	Accepted by Customer	No		✘
<a href="#">Demo Supplier Name Catalog 14</a>	04/27/22	04/27/22	None	None	Accepted by Customer	No		✘



# Viewing and Managing Catalogs

Once the **Catalog Name** is clicked, the list of individual catalog items will be visible

Click on the **Item Name** in your catalog to view the detailed item page

### Demo Supplier Name Catalog 15

Supplier Name Demo Supplier Name

Status Accepted by Customer

Start Date 04/27/22

End Date 04/29/22

Items Included in Catalog

Export to View All  Search

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Reject Reason	Actions
<a href="#">Honda Truck</a>	12		70,000.00		USD			
<a href="#">Ford Truck</a>	213		756,654.00		USD			

Per page 15 | 45 | 90

### Honda Truck

- Name Honda Truck
- Description Honda Truck
- Unit of Measure EACH
- Purchasable Yes
- Is Chemical N

Catalog	Currency	Part Number	UNSPSC	Auxiliary Part Number	Lead Time	Manufacturer
<a href="#">Demo Supplier Name Catalog 15</a>	USD	12	None	None	None	<a href="#">Demo Supplier Name Catalog 15</a>

Contract	Pricing Type	Price	Savings %	Availability	Availability Date
None	Fixed Price	70,000.00	None	None	None

Minimum Order Quantity	Order Increment
None	None

# Viewing and Managing Catalogs

Under the **Catalogs** tab, click **Create** to create a catalog request

You can either bulk upload catalog item updates via the **Load from File** button or individually via the **Create** button

Click **Submit for Approval** when catalog updates, additions, or changes are complete to automatically send for FHR's review

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
Demo Supplier Name	04/27/22	04/27/22	04/27/22	04/29/22	Accepted by Customer	No		

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Reject Reason	Actions
Nothing matching your search was found.								

0 Items Changed ( 20 unchanged )

- Price Increase: 0
- Price Decrease: 0
- Rejected Items: 0
- Other Fields Updated: 0
- New Items: 0
- Deactivated Items: 0



# Viewing and Managing Catalogs

If applicable and you are a punch-out catalog capable supplier, fill out your punch-out catalog credentials in the form below by clicking the **Configure Punchout** button under the **Select Customer** dropdown menu at the top of the screen

The screenshot shows a navigation bar with 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Below the bar, there is a 'Select Customer' dropdown menu with 'Flint Hills Resources' selected. A red box highlights the 'Configure Punchout' button located below the dropdown menu. A 'Back' link is visible below the button.

The screenshot shows a dialog box titled 'Configure Punch Out for Flint Hills Resources'. Below the title, there is a text prompt: 'If your website supports it, you can configure punchout for your Coupa customers here.' A red box highlights a form containing the following fields, each with an asterisk indicating it is required:

- \* Name
- \* URL
- \* Buyer Identity
- \* Buyer Domain
- \* Supplier Identity
- \* Supplier Domain
- \* Shared Secret
- \* Protocol

At the bottom right of the dialog box, there are 'Cancel' and 'OK' buttons.



## 03 SUPPLIER ACTIONABLE NOTIFICATION (SAN)

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# Supplier Actionable Notification (SAN) Overview

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Suppliers that are reluctant to join another “network”, remember another password, or go to another website to occasionally receive a purchase order (PO) or send an invoice, can transact with their Coupa customers without having to register for or log in to the Coupa Supplier Portal (CSP)

Supplier Actionable Notifications (SAN) allow suppliers to act on POs directly from email notifications for POs created in Coupa and have the options to acknowledge a PO, create an invoice, add a comment to a PO, or create a CSP account if they later decide to take advantage of the benefits of working with their customers through the CSP

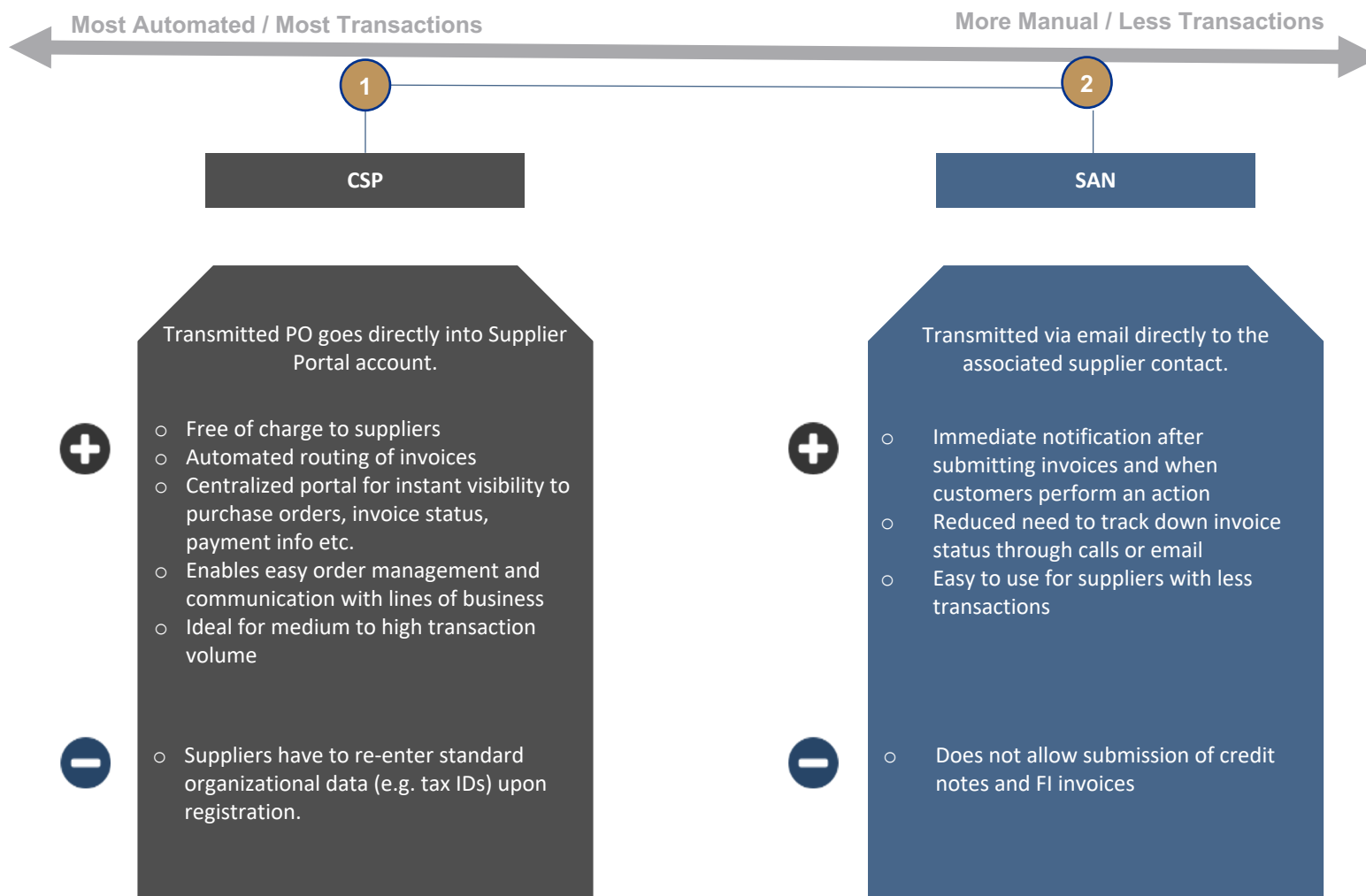
Suppliers also get notifications after they submit an invoice, letting them know when their customers perform an action. This improves transparency and further reduces the need for suppliers to track down the status of their invoices through phone calls or emails

*Note: Suppliers that are already registered for the CSP can also take advantage of SAN*





# Supplier Actionable Notification (SAN)/Email vs. Coupa Supplier Portal





# Supplier Actionable Notification (SAN)/Email vs. Coupa Supplier Portal

	CSP	SAN
<b>How does it work in Coupa?</b>	<ul style="list-style-type: none"><li>○ If a supplier is linked to the Coupa Supplier Portal (CSP), they will be able to automatically view the purchase orders as soon as they are created in Coupa</li></ul>	<ul style="list-style-type: none"><li>○ PO transmission method is maintained in the supplier record for Coupa along with the associated email address</li><li>○ Each time a PO is created for that supplier, the PO is automatically emailed to the supplier's email address</li></ul>
<b>When to enable?</b>	<ul style="list-style-type: none"><li>○ High transaction volume suppliers</li></ul>	<ul style="list-style-type: none"><li>○ Low transaction volume suppliers when the supplier does not support joining the CSP</li></ul>

# Supplier Actionable Notification (SAN)/Email Process

Using SAN, suppliers will be able to quickly **receive and acknowledge POs via email**

As a supplier, you will have the ability to act directly from your inbox when you receive a purchase order (PO) notification email

The notification email will include action buttons:

- **Acknowledge PO** – ability to acknowledge the incoming purchase order
- **Create Invoice** – ability to create invoice against a PO (PO flip)
- **Add Comment**

Powered by Coupa

FLINT HILLS RESOURCES

Flint Hills Resources Purchase Order #5001540

**Order Summary**

Date 05/05/22

PO Total 10,000.00 USD

Shipping CPT  
Terms

Payment NET 30  
Terms

Contact TestUser 01  
[ruchichauhan9843+TestUser01@gmail.com](mailto:ruchichauhan9843+TestUser01@gmail.com)

**Manage Order** **Create Invoice**

Orders details below

Acknowledge PO

Add Shipment Tracking

Accelerate Payment

Add Comment

# Supplier Actionable Notification (SAN)/Email Process

Manage your Flint Hills Resources orders and more with Coupa [Create Your Account](#)

**Purchase Order #5001540** [Sign Out](#)

**General Info**

Status Issued - Sent via Email  
 Order Date 05/05/22  
 Revision Date 05/05/22  
 Requester TestUser 01  
 Email ruchichauhan9843+TestUser01@gmail.com  
 Payment Term NET 30  
 Quote Number None  
 Legal Entity FLINT HILLS RESOURCES PINE BEND, LLC  
 Attachments None  
 Acknowledged

**Shipping**

Ship-To Address 2160 W. 106th St  
 Cleveland, OH 44102  
 United States  
 Location Code: ATCLEVELANDWHS  
 Attn: TestUser 01  
 Terms CPT

**Shipment Tracking** [Add](#)

No shipment tracking.

**Lines**

1	Type	Item	Qty
		Test PR	100

Total USD 10,000.00

[Create Invoice](#)
[Save](#)
[Print View](#)

Manage your Flint Hills Resources orders and more with Coupa [Create Your Account](#)

**Create Invoice** [Create](#) [Sign Out](#)

**General Info**

\* Invoice #   
 \* Invoice Date 05/05/22   
 Payment Term NET 30  
 \* Currency USD  
 Status Draft  
 Shipping Term CPT  
 Image Scan [Choose File](#) No file chosen  
 Supplier Note   
 Attachments [Add File](#) | [URL](#) | [Text](#)

**From**

\* Supplier SAMPSON STEEL CORPORATIONS (194-ECOM EFT01-PT)  
 Supplier Tax ID   
 \* Invoice From Address Sampson Supplier  
 12  
 NY, NY 100010  
 United States  
 \* Remit-To Address Sampson Supplier  
 12  
 NY, NY 100010  
 United States  
 \* Ship From Address Sampson Supplier  
 12  
 NY, NY 100010

Total Tax	0.00
Net Total	10,000.00
Total	10,000.00

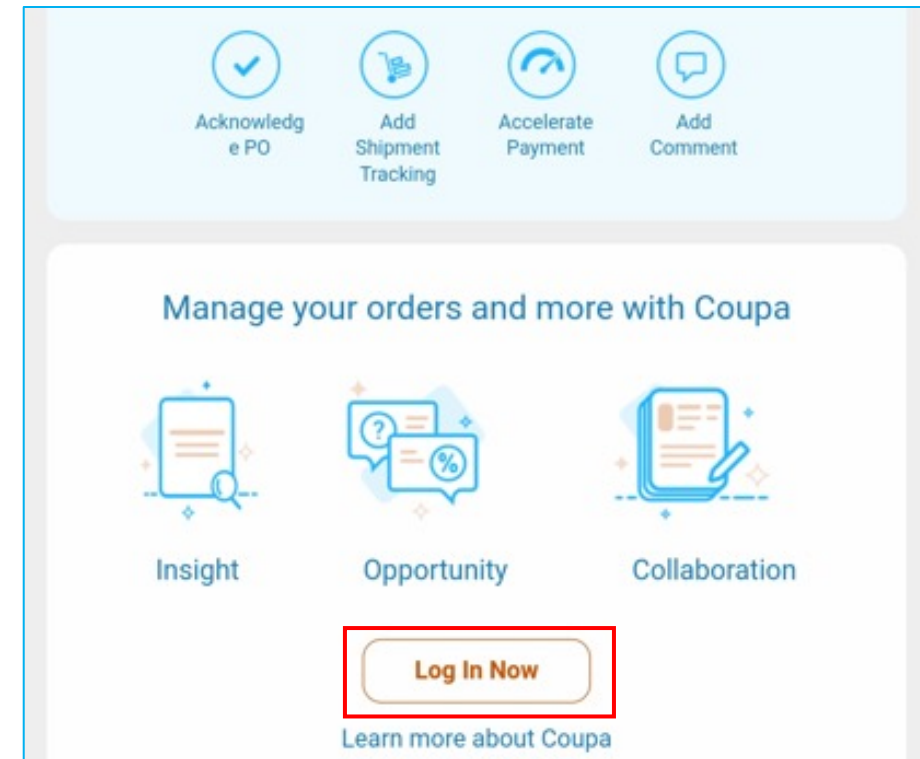
Email me status updates for invoices I create this way

[Delete](#)
[Cancel](#)
[Save as Draft](#)
[Calculate](#)
[Submit](#)



# Supplier Actionable Notification (SAN)/Email Process

If applicable, suppliers who are already registered on the Coupa Supplier Portal can manage orders by clicking on the **Log In Now** button and access a PO via their CSP account directly from the email notification of the PO





# 04 CSP SUPPLIER ACTIVITIES

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# Receiving/Viewing a Purchase Order

Select the **Orders** tab 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 the **PO Number hyperlink** to view the complete PO details

The screenshot shows the 'Orders' tab selected in the top navigation bar. Below the navigation bar, there are sub-tabs for 'Orders', 'Order Lines', 'Returns', 'Order Changes', 'Order Line Changes', and 'Shipments'. A 'Select Customer' dropdown is set to 'Flint Hills Resources'. The main content area is titled 'Purchase Orders' and contains a message: 'Click the [Action Icon] Action to Invoice from a Purchase Order'. Below this is a table with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The table lists three purchase orders. The 'PO Number' column is highlighted with a red box. A search bar is also highlighted with a red box.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
<a href="#">5001310</a>	04/28/22	Issued	None	15 EACH of PO Backed Invoice Tolerance Test 123	No	30,000.00 USD		[Action Icons]
<a href="#">5001295</a>	04/28/22	Issued	None	Test PO for E2E10	No	45,000.00 USD		[Action Icons]
<a href="#">5001288</a>	04/27/22	Issued	None	Test PO for E2E12	No	45,000.00 USD		[Action Icons]



# Acknowledge a Purchase Order

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

*Note: User/Buyer will receive this supplier's acknowledgement in their Coupa system*

Select Customer Flint Hills Resources

## Purchase Order #5001246

**General Info**

Status Issued - Pending Manual  
Order Date 04/27/22  
Revision Date 04/27/22  
Requester Ruchi Chauhan  
Email ruchichauhan@kpmg.com  
Payment Term NET 30  
Quote Number None  
Legal Entity FLINT HILLS RESOURCES PINE BEND, LLC  
Attachments None

**Acknowledged**

**Shipping**

Ship-To Address 13775 Clark Rd  
Rosemount, MN 55068  
United States  
Location Code: PB-SHIPTO(CONSTWHS)  
Attn: Ruchi Chauhan

Terms None

**Shipment Tracking** + Add

No shipment tracking.

**Lines**

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Item 1	20	EACH	250.00	5,000.00	5,000.00





# Requesting PO Changes – Requesting

You can request PO changes if your customer allows you to submit PO change requests and you have the Order Changes permission.

- At the bottom of the purchase order page, click **Request Change**

*Note: Only one change request per PO can be pending approval at a time. You cannot submit multiple change requests while a PO has a current pending change approval*

The screenshot shows the 'Lines' section of a purchase order. At the top, there is a header with 'Advanced', a search bar, and a 'Sort by' dropdown set to 'Line Number: 0 → 9'. Below this is a table with columns: Type, Item, Qty, Unit, Price, Total, and Invoiced. The first row shows 'Item 1' with a quantity of 100, a unit of 'EACH', a price of 24.00, a total of 2,400.00, and an invoiced amount of 2,376.00. Below the table are several fields: 'Need By' (05/31/22), 'Part Number' (None), 'Manufacturer Name' (None), 'Manufacturer Part Number' (None), 'Item Long Description' (None), 'Drop Point' (None), and 'Confirmed' (checkbox). Further down are 'Expected Delivery Date' (mm/dd/yy with a calendar icon), 'Line Class' (None), and 'Contract T&C' (None). At the bottom right, a box displays 'Total USD 2,400.00'. At the very bottom, there are four buttons: 'Create Invoice', 'Request Change' (highlighted with a red box), 'Save', and 'Print View'.



# Requesting PO Changes – Submitting

Edit the fields (Quantity/Price/Need By Date)

Select the **Reason for Change** from the dropdown

- If **Other** is selected, provide comments

Click **Submit Change Request**

You can also save the changes and submit later by clicking **Save Change Request**

Changes become effective when a change request is approved. When a PO change request is rejected, you will receive an **Order change request is rejected** notification

Type	Item	* Qty	Unit	* Price	Total
1	Item 1	90.000000	EACH	24.000000	2,400.00

Need By Date: 06/15/22

Item Long Description	Drop Point	Confirmed	Expected Delivery Date
None	None	No	None

Line Class	Contract T&C
None	None

Total 2,400.00 USD

\* Reason for Change

- Cannot fulfill order quantity/amount
- The ordered item is no longer available
- Cannot fulfill orders by the Need-by date
- Other

Buttons: Cancel, Save Change Request, Submit Change Request

# Requesting PO Changes - Reviewing and Withdrawing

On the PO, select the **Click to view pending change hyperlink** (if any changes are pending approval)

At the top of the page, review **Pending Change Request** details

Scroll down and click **Withdraw** to withdraw the PO changes

Purchase Order #5001089

There is a pending change request on this purchase order. [Click to view pending change](#)

General Info

Status Issued - Pending Manual

Order Date 04/26/22

Revision Date 04/26/22

Purchase Orders #5001089

Pending Change Request

Initiated By Supplier

Submitted On 04/29/22

Change Reason Cannot fulfill orders by the Need-by date

Justification

General Info

Change Status Pending Approval

Status Issued - Pending Manual

Shipping

Address 13775 Clark Rd  
Rosemount, MN 55068  
United States

Lines

Type	Item	Qty	Unit	Price	Total
1	Item 1	100	EACH	24.00 USD	2,400.00 USD

Need By  
06/15/22  
06/24/22


Total 2,400.00 USD

Withdraw



# Creating PO-Backed Invoices


Click the **Orders** tab 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

*NOTE: Clicking  will create a credit note*

Purchase Orders

Select Customer: Flint Hills Resources

Click the  Action to Invoice from a Purchase Order

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
5001310	04/28/22	Issued	None	15 EACH of PO Backed Invoice Tolerance Test 123	No	30,000.00 USD		 
5001295	04/28/22	Issued	None	Test PO for E2E10	No	45,000.00 USD		 

The page will refresh to display the **Create Invoice** screen

If you have more than one Remit-To Address in your CSP profile, the **Choose Remit-To Address** pop-up window will display

- If there is only one Remit-To address stored in your profile, Coupa will default to that address and there will be no pop-up window to choose an address

If the correct Remit-To Address does not appear, click the magnifying glass icon and then click the **Create** button to create new Remit-To address

# Creating PO-Backed Invoices

On the invoice creation page, populate the required fields with the appropriate information (all required fields are indicated with an asterisk)

- Use your own invoice numbering convention for the **Invoice #** field
- Input the correct **Invoice Date**
- Attach your **Invoice Image Scan** (optional)
- Verify auto populated invoice information at the header and line levels and adjust as necessary

*NOTE: Invoice scan should be a JPG, PNG, TIFF, PDF or GIF file*

Select Customer Flint Hills Resources

## Create Invoice Create

**General Info**

\* Invoice # Test 01 ✓

\* Invoice Date 04/29/22

Payment Term NET 30

\* Currency USD

Status Draft

Shipping Term FCA

Image Scan Choose File No file chosen

Supplier Note

Attachments Add File | URL | Text

**From**

\* Supplier Demo Supplier Name

Supplier Tax ID

\* Invoice From Address Demo Supplier Address

\* Remit-To Address Demo Supplier Address

\* Ship From Address Demo Supplier Address

**To**

Customer Flint Hills Resources

Bill To Address 4111 E 37th St N  
P.O. Box 2938  
Wichita, KS 67201  
United States



# Creating PO-Backed Invoices

For a Goods PO:

- Update the price in the **Price** field, if needed
- Update the quantity in the **Quantity** field, if needed

*Note: It is not recommended to change the catalog/order unit price*

Lines					<input type="checkbox"/> Line Level Taxation
Type	Description	Qty	UOM	Price	
	Item 1	1.000000	EACH	24.00	24.00

For a Services PO:

- Update the price in the **Price** field, if needed

Lines					<input type="checkbox"/> Line Level Taxation
Type	Description	Price			
	Blanket PO Test 2	48,000.00			48,000.00



# Creating PO-Backed Invoices

If applicable, add any **Shipping, Handling** and **Tax** information

- You can add applicable tax in the proper section using 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

Enter any necessary comments for Flint Hills Resources, then click **Add Comment**

When you have populated all information on the invoice, click **Submit**

Net Total 24.00  
Total 24.00

Delete Cancel Save as Draft Calculate Submit

Comments Mute Comments

Enter Comment  
Comment

Attachments Add File | URL

Add Comment

Totals & Taxes

Lines Net Total	24.00
Shipping	
Handling	
Misc	
Tax	
Total Tax	0.00
Net Total	24.00
<b>Total</b>	<b>24.00</b>



# Creating PO-Backed Invoices

After you click Submit, a pop-up window will appear to confirm if you are ready to send the invoice since invoices cannot be changed via email or CSP once submitted

If you wish to go back to edit, click Continue Editing

Click Send Invoice to send the confirmed and complete invoice to Flint Hills Resources

Are You Ready to Send?

You're about to send an invoice to **Flint Hills Resources** for a total amount of **24.00**. Once sent, you'll have to contact your customer directly to make changes to the invoice.

Continue Editing Send Invoice

*NOTE: User will be taken back to the invoice page after sending the invoice*



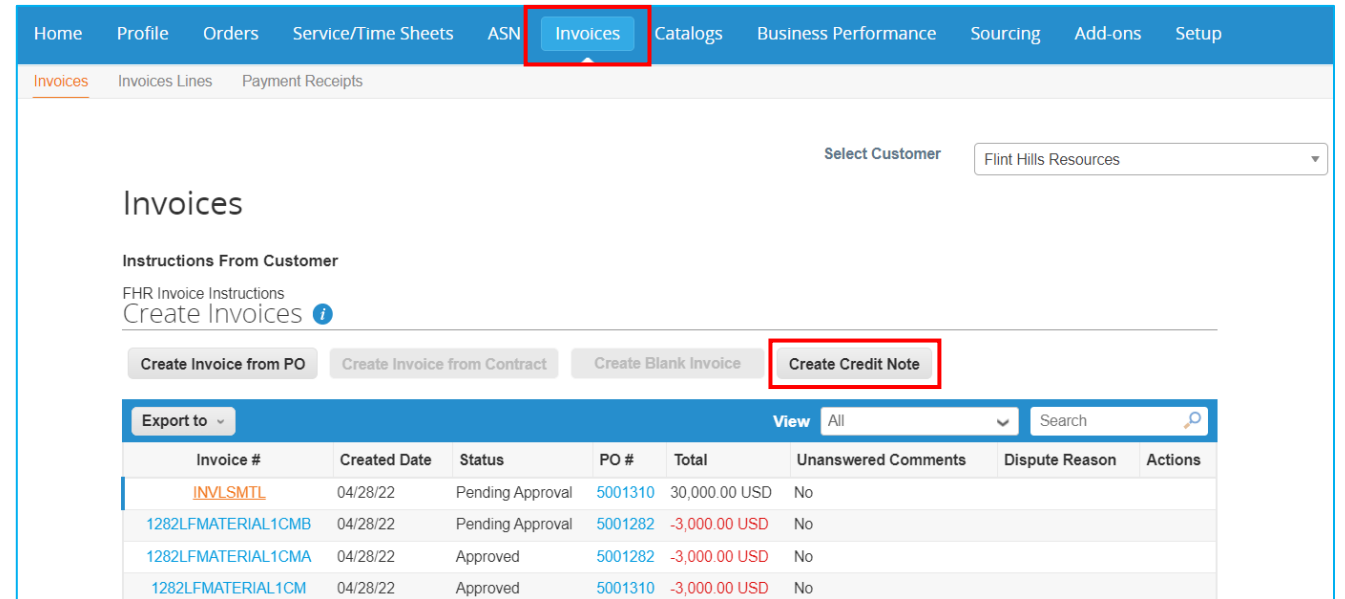
# Creating Credit Notes

Click the **Invoices** tab from the top menu bar

Click on the **Create Credit Note** button

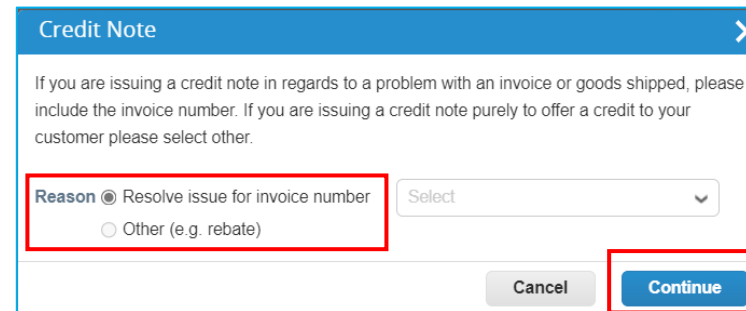
Select the reason by selecting the invoice/contract against which the credit will be issued in the credit note pop-up window

Click **Continue**




The screenshot shows the 'Invoices' page in a web application. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Invoices' tab is highlighted. Below the navigation bar, there are tabs for 'Invoices', 'Invoices Lines', and 'Payment Receipts'. A 'Select Customer' dropdown menu is set to 'Flint Hills Resources'. The main heading is 'Invoices'. Underneath, there are 'Instructions From Customer' and 'FHR Invoice Instructions' with a 'Create Invoices' link. Below this, there are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The 'Create Credit Note' button is highlighted with a red box. Below the buttons is a table with columns: 'Invoice #', 'Created Date', 'Status', 'PO #', 'Total', 'Unanswered Comments', 'Dispute Reason', and 'Actions'. The table contains four rows of data.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">INVL SMTL</a>	04/28/22	Pending Approval	5001310	30,000.00 USD	No		
<a href="#">1282LFMATERIAL1CMB</a>	04/28/22	Pending Approval	5001282	-3,000.00 USD	No		
<a href="#">1282LFMATERIAL1CMA</a>	04/28/22	Approved	5001282	-3,000.00 USD	No		
<a href="#">1282LFMATERIAL1CM</a>	04/28/22	Approved	5001310	-3,000.00 USD	No		



The screenshot shows a 'Credit Note' pop-up window. It contains a text area with instructions: 'If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.' Below this, there is a 'Reason' section with two radio buttons: 'Resolve issue for invoice number' (selected) and 'Other (e.g. rebate)'. To the right of the radio buttons is a dropdown menu with 'Select' and a downward arrow. At the bottom of the window, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

**NOTE:** Credit Notes can be also be created by locating a PO and selecting the  from the Orders page



# Creating Credit Notes

Select the credit note correction type and click **Create**

Complete all the necessary information (all required fields are indicated with an asterisk) on the credit note page

- Adding original invoice number and original invoice date values help to link the credit note to a specific invoice

Scroll down and click **Submit**

### Credit Note

How do you want to correct invoice "RCTestINV1" ?

Completely cancel the invoice with a credit note *i*

Adjust invoice with a credit note *i*

Total Tax	0.00
Net Total	-2,400.00
<b>Total</b>	<b>-2,400.00</b>


*NOTE: Credit Note total should be negative*




# How to respond to Sourcing Events

Sourcing events begin when a Sourcing Manager sends a sourcing invitation to suppliers  
Suppliers receive an email from the buying organization to participate in a sourcing event  
Open the email and click on **View Event**

From: **Flint Hills Resources** <[do\\_not\\_reply@fhr-qa1.coupa.com](mailto:do_not_reply@fhr-qa1.coupa.com)>  
Date: Mon, May 2, 2022, 10:50  
Subject: Test Sourcing Event - 0502 invitation - Sourcing Event #297  
To: <[fhrcoupatesting+100@gmail.com](mailto:fhrcoupatesting+100@gmail.com)>

 **Test Sourcing Event - 0502 invitation - Sourcing Event #297**

Powered by 

Flint Hills Resources has invited you to the sourcing event: **Test Sourcing Event - 0502**.

If you intend to participate, review the event timeline and accept the terms and conditions of the event, if applicable. Click the "My Responses" tab to provide your response, which may include Attachments, Forms, and Items and Lots.

Response due date: Tuesday, 17 May 2022 12:12 AM CDT

Your username is 331f89f5-eb25-4c9a-a64a-37fe8faa8696

**Want to participate later?**  
Click I intend to Participate button to let the buyer know.

**Need more info?**  
Click View Event and you will be taken to the event page.

I intend to Participate **View Event**



# How to respond to Sourcing Events

Follow the instructions in the email to go to the event

Check the box **I intend to participate in this event**

Review and accept the **Terms and Conditions**

Click on **Send to Event Owner**

Click on the **Enter Response** button at the bottom of the page to view details of the event

Test Sourcing Event - ... - Event #297 Active

Event Ends **14:23**  
days hrs

Event Info

Flint Hills Resources has invited you to the sourcing event: **Test Sourcing Event - 0502**. If you intend to participate, review the event timeline and accept the terms and conditions of the event, if applicable. Click the "My Responses" tab to provide your response, which may include Attachments, Forms, and Items and Lots.

Do you intend to participate in this event?

**I intend to participate in this event**  
Event owner will be notified of your intent to participate.

**Accept Terms and Conditions**

Terms and Conditions Do you accept these Terms and Conditions?  
[ABC\\_Document.docx](#)  Yes  
 No

**Send to Event Owner**

**Timeline**

Event Start **May 2** 12:20 AM America/Chicago  
14d : 23h : 51min

Event End **May 17** 12:12 AM America/Chicago  
00:00

**Enter Response**



# How to respond to Sourcing Events

Provide all the details on the fields marked with asterisk sign (\*)

Depending on the event, you can see one or more of the following sections:

- Attachments - files you receive from the buyer that you may need to send back
- Questionnaires – questions that the buyer needs you to answer
- Items and Lots - pricing section

Test Sourcing Event - ... - Event #297 Active

Event Ends 14:23 days hrs

Event Info My Responses Demo Supplier Name

\* Name

Attachments

Provided by Ruchi Chauhan	Your response
Test Attachment Attachment None	Response to Test Attachment Attachment Add File

Forms

1. RFP - Base Chemical (QA)

Please answer the questions below.

1 Introduction

Notes: Coupa Sourcing does not support **.zip or .exe attachment files** for security reasons



# How to respond to Sourcing Events

You have the following options to respond:

- Export to Excel - exports the questionnaires and the items and lots into Excel where you can fill in your responses
- Import from Excel - uploads your Excel responses
- Save - saves your responses, but does not submit them to the buyer
- Submit Response to Buyer - submits your responses. You can change your responses before the sourcing event is over and re-submit if needed

Name	My Capacity	Expected Qty	My Price	Price x Expected Qty >
<b>Lot: Unnamed Lot</b>	<input type="text" value="1"/>	1 Lots x		= 0.0000 USD
Item lot 1		50.000000 per Lot (EACH) x	<input type="text"/>	= 0.00 USD
Item lot 2		20.000000 per Lot (EACH) x	<input type="text"/>	= 0.00 USD
<b>Lot: Unnamed Lot</b>	<input type="text" value="1"/>	1 Lots x		= 0.0000 USD
Item lot 3		18.000000 per Lot (EACH) x	<input type="text"/>	= 0.00 USD
Item lot 4		20.000000 per Lot (EACH) x	<input type="text"/>	= 0.00 USD
<b>Items Not In Lots (2 items)</b>				0.0000 USD
Item 1		10.000000 (EACH) x	<input type="text"/>	= 0.00 USD
Item 2		8.000000 (EACH) x	<input type="text"/>	= 0.00 USD
				Total 0.00 USD

[Export to Excel](#) [Import from Excel](#) [Load History](#) [Save](#) [Submit Response to Buyer](#)



# How to respond to Sourcing Events

After submitting your response, a **Response submitted to Buyer** notification is displayed as a green banner across the top of the screen

To check and confirm if your response was received, check the **History** at the bottom of the page by clicking on **Load History**

Test Sourcing Event - ... - Event #297 Active

Response submitted to Buyer

Event Ends 14:23 days hrs

Event Info My Responses Demo Supplier Name

Responded on 05/02/22

\*Name Concept Supplier

Attachments

Items Not In Lots (2 items)		570.0000 USD
Item 1	10.000000 (EACH) x	29.00 * = 290.00 USD
Item 2	8.000000 (EACH) x	35.00 * = 280.00 USD

Total 3,690.00 USD

Load History Edit Response



# 05 REPORTING

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# Creating Custom Views

You can create your own custom view on any object (Orders, Order Lines, Invoices, Catalogs)

- Click on the **Invoices** tab
- Select **Create View** option from **View** dropdown menu

The screenshot shows the 'Invoices' page with a navigation bar at the top containing 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', and 'Sourcing'. The 'Invoices' tab is highlighted. Below the navigation bar, there are sub-tabs for 'Invoices', 'Invoices Lines', and 'Payment Receipts'. The main content area is titled 'Invoices' and includes 'Instructions From Customer' and 'FHR Invoice Instructions'. There are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create View'. A dropdown menu is open from the 'View' button, showing options like 'All', 'Abandoned', 'Approved', 'Credit Notes', 'Disputed', 'Disputes with a supplier response', 'Disputes without supplier response', 'Draft', 'Overdue invoices', 'Payment Information', 'Pending Approval', 'Processing', 'Unpaid invoices', 'Voided', and 'Create View'. The 'Create View' option is highlighted in red. Below the dropdown is a table of invoices.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">INVLSMTL</a>	04/28/22	Pending Approval	<a href="#">5001310</a>	30,000.00 USD	No		
<a href="#">1282LFMATERIAL1CMB</a>	04/28/22	Pending Approval	<a href="#">5001282</a>	-3,000.00 USD	No		



# Creating Custom Views

Name the view

Select **Visibility** (Only Me will limit the view to yourself)

With **Start with view**, you can create your view with reference to other existing views

Provide required **Conditions**. By clicking on the green plus icon you can add conditions. Clicking on red cross icon allows you to delete conditions

Drag columns from the **Available Column** to the **Selected Column** to include the columns in the view on the main object table

Select **Sort by** (if needed)

Click **Save**

The screenshot shows the 'Create New data table view' interface for 'Flint Hills Resources'. The 'General' section includes a 'Name' field with 'Test Approved Invoices', 'Visibility' set to 'Only Me', and 'Start with view' set to 'All'. The 'Conditions' section shows a filter for 'Status' is 'Pending Approval', with 'Invoice #' and 'Filter Clause' also visible. The 'Columns' section shows a table with 'Available Columns' and 'Selected Columns'. The 'Default Sort Order' section shows 'Sort by' set to 'Invoice #' in 'ascending' order. Red boxes highlight the Name, Visibility, Start with view, Conditions section, the filter controls, the Available/Selected Columns table, and the Sort by field.

Select Customer: Flint Hills Resources

### Create New data table view

General

Name: Test Approved Invoices

Visibility:  Only Me  Everyone

Start with view: All

Conditions

Match Conditions: Match all conditions

Filter By: Status is Pending Approval

and Filter By: Invoice # Filter Clause is Filter Text

Columns

Available Columns	Selected Columns
Commented	Invoice #
Comments	Created Date
Date Of Supply	Status
Date Of Supply	PO #

Default Sort Order

Sort by: Invoice # in ascending order.

Cancel Save



# 06 PAYMENTS

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# Supplier Payment Information

Click on the **Invoice** Tab

Using the **Payment Information** view, you can check on invoice payment status

The **Paid** column will tell you whether you have been paid or not

You can also click on the **invoice number hyperlink** to see more detailed information

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer Flint Hills Resources

## Invoices

Instructions From Customer  
FHR Invoice Instructions  
Create Invoices *i*

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



Export to **View** Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	<a href="#">5001310</a>	<a href="#">INVLSMTL</a>	Pending Approval	03/31/22	NET 30	03/31/22	
No	<a href="#">5001282</a>	<a href="#">1282LFMATERIAL1CMB</a>	Pending Approval	04/28/22	NET 30	04/28/22	
No	<a href="#">5001282</a>	<a href="#">1282LFMATERIAL1CMA</a>	Approved	04/28/22	NET 30	04/28/22	
No	<a href="#">5001310</a>	<a href="#">1282LFMATERIAL1CM</a>	Approved	04/28/22	NET 30	04/28/22	



# Supplier Payment Information

Scroll down to the bottom of the page for payment information and click the **Payments** arrow to review more details.



 Payments 

Status Ready to Pay

Paid-in-Full Date None

Payment Reconciliation Details

Status	Date	Type	Description	Amount
--------	------	------	-------------	--------

 History 



# 07 NEXT STEPS

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# Next Steps for CSP Enablement

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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 and complete requested supplier information

- 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 FHR's Procurement Team to begin punchout or hosted catalog set up prior to adding any catalog information in the CSP



# Additional Resources

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## General Information:

- [https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal](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](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Get_Started_with_the_CSP/03_CSP_Videos)

## Coupa Supplier Portal Login:

- <https://supplier.coupahost.com/>

If you require any further information, contact FHR's supplier enablement team at:

- [supplierenablement@fhr.com](mailto:supplierenablement@fhr.com)