

General Presentation of the Coupa Supplier Portal (CSP)

Project @gora

Suppliers communication





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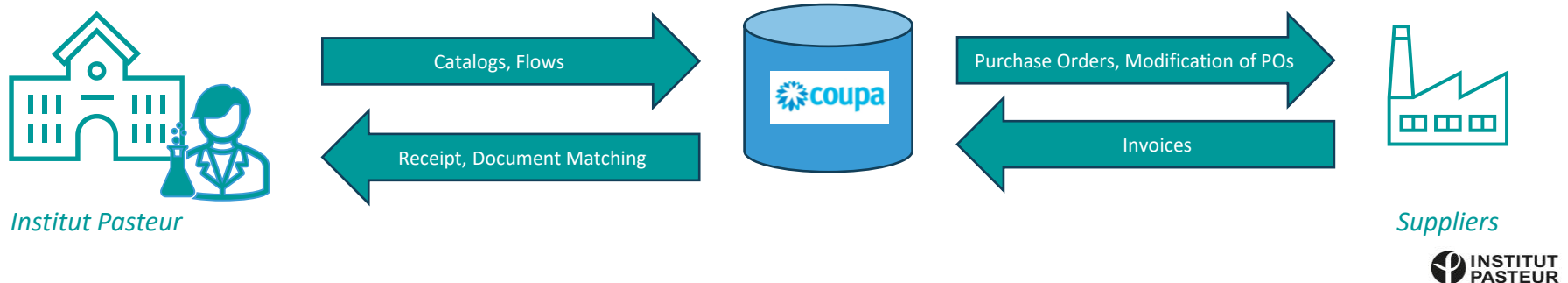
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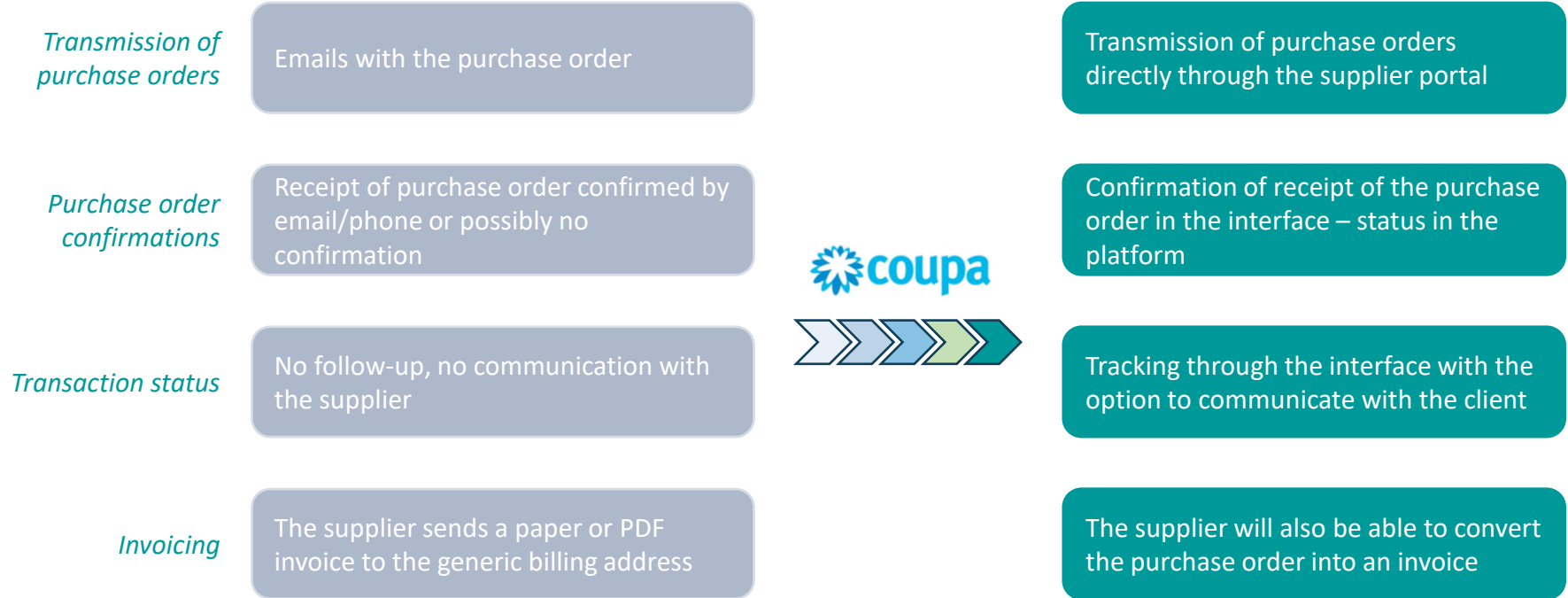
Why choose Coupa ?

- Coupa is a cloud-based online procurement and supplier collaboration software.
- Coupa provides Institut Pasteur with a leading **electronic exchange platform** that connects various departments of Institut Pasteur with its suppliers.
- The Coupa Supplier Portal (CSP) is designed to **view purchase orders, create and track invoice statuses, expedite dispute resolution, and provide visibility into the status of documents.**
- The Coupa Supplier Portal (CSP) is **FREE**: its use is completely cost-free for all suppliers.



What is changing...

If you choose to use the Coupa Supplier Portal, you will have access to the following new methods of collaboration.



Advantages and Benefits for Suppliers of Using the CSP

- ✓ **Free to use**
- ✓ View and update all **relevant profile information with multiple clients simultaneously in one go**
- ✓ Receive and respond to **requests for proposals** or quotations
- ✓ Modify, endorse, and sign **electronic contracts**
- ✓ **View Institut Pasteur's purchase orders** (and those from other clients) in real-time, in one place, at any time.
Purchase orders are sent by email and are also available on the CSP
- ✓ **Create compliant invoices** directly from the purchase order on the CSP
- ✓ **Track the status of invoice processing**
- ✓ **Conduct transactions with multiple clients connected to Coupa through a single portal**

Main Uses of the Supplier Account

The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and user information 'ELISABETH' with a dropdown arrow, 'NOTIFICATIONS 73' with a red badge, and 'HELP' with a dropdown arrow are on the right. Below this is a navigation bar with icons and labels: Home, Invoices, Orders, Profile, Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogs, and More... The 'Invoices', 'Orders', and 'Setup' items are highlighted with yellow boxes. The main content area features a profile card for 'DUTSCHER DOMINIQUE SAS' with an orange 'DD' logo, a 'Profile Progress 29%' indicator, and a 'Last Updated: 4 months ago' note with a 'View Profile' link. Below the profile card is a 'Recent Activity' section showing a transaction with 'Institut Pasteur' and 'Invoice # 3488440' marked as 'Paid' on 'Jul 11'. To the right of the activity is an 'Announcements' section stating 'No Announcements'.

Orders

Receive purchase orders, view them, track any potential changes and convert them into invoices

Invoices

Create invoices/credit notes and track their processing

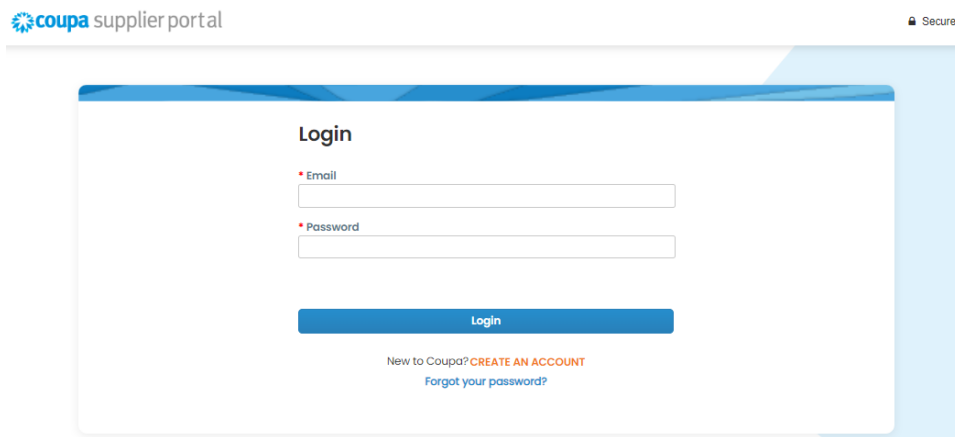
Setup

Manage your account information on the supplier portal

Supplier Account Management on the CSP

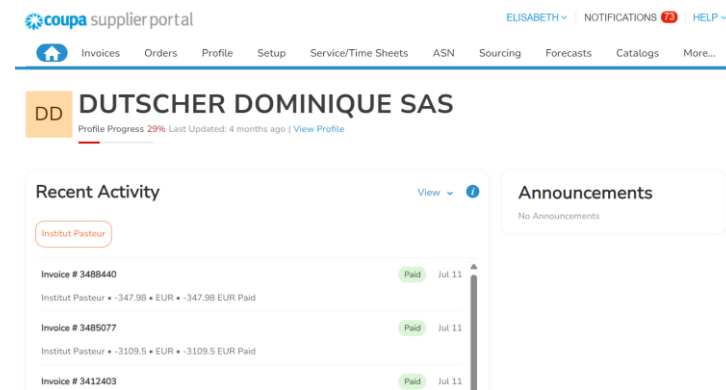
- If you do not have an account on the portal, you will receive an email inviting you, from the Institut Pasteur, to register on the CSP. Follow the instructions provided in the user guide to set up your account.
- Once registered, you must log in to the portal with your credentials.

Login page



The screenshot shows the login page of the Coupa supplier portal. The header includes the Coupa logo and 'supplier portal' text, along with a 'Secure' indicator. The main content area is titled 'Login' and contains two input fields: 'Email' and 'Password'. Below these fields is a blue 'Login' button. At the bottom, there are links for 'New to Coupa? CREATE AN ACCOUNT' and 'Forgot your password?'. A large teal arrow points from this page to the home page.

Home page



The screenshot shows the home page of the Coupa supplier portal for 'DUTSCHER DOMINIQUE SAS'. The header includes the Coupa logo, 'supplier portal' text, and user information: 'ELISABETH', 'NOTIFICATIONS', and 'HELP'. The main content area displays the company name 'DUTSCHER DOMINIQUE SAS' with a profile progress bar at 29% and a 'View Profile' link. Below this is a 'Recent Activity' section showing a list of invoices with their status (Paid) and dates (Jul 11). To the right, there is an 'Announcements' section with the text 'No Announcements'.

Profile Management on the Coupa Supplier Portal

- The supplier portal will allow you to configure and manage your information.
- You will be able to keep your company profile up to date.
- This information will be directly provided to the Institut Pasteur, which will validate it to ensure it complies with the terms of your collaboration.
- The records of your respective clients will all be updated according to the nature of the changes made to your profile and as per your preferences.

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and user information 'ELISABETH', 'NOTIFICATIONS 73', and 'HELP' are on the right. A navigation bar includes links for Home, Invoices, Orders, Profile (highlighted), Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogs, Add-ons, and More... Below this, a sub-navigation bar shows 'Your Profile', 'Information Requests', and 'Performance Evaluation'. The main content area is divided into a left sidebar and a right main panel. The sidebar contains sections: 'Company Profile' (with links for Environmental, Social, Governance & Diversity; Risk & Compliance; Financial Performance; Ratings & References), 'Quick Links' (with links for Manage payment information; Manage legal entities), 'Learning Center' (with links for Add more customers; Create a discoverable profile), and 'Feedback' (with link for Tell us what you think). The main panel has a heading 'Welcome! Do we have your details right?' followed by a message: 'Your profile helps you get discovered by buyers spending billions of dollars every year. To save you time, we have pre-filled your profile with publicly available data on your company. You can always edit, add or remove your information in your profile at any time.' Below this is a yellow warning box: 'More than one value was found for some of the information below. Select the correct information to save to your profile.' The 'Company Name' field shows 'DUTSCHER DOMINIQUE SAS' with a dropdown arrow and a warning icon. The 'Registered Address' section contains fields for Address line 1 (SODEXO ENTEGRE HIZMET YÄ-NI), Address Line 2, City (ISTANBUL), State, Postal Code (34768), and Country/Region (Türkiye). At the bottom, the 'Product and Service Categories' section shows 'Industrial optics' with a close icon and a search bar labeled 'Search product and services...'. At the very bottom right, there are two buttons: 'Skip for Now' and 'Update Profile'.

coupa supplier portal

ELISABETH | NOTIFICATIONS 73 | HELP

Home Invoices Orders **Profile** Setup Service/Time Sheets ASN Sourcing Forecasts Catalogs Add-ons More...

Your Profile Information Requests Performance Evaluation

Company Profile

Environmental, Social, Governance & Diversity

Risk & Compliance

Financial Performance

Ratings & References

Quick Links

Manage payment information

Manage legal entities

Learning Center

Add more customers

Create a discoverable profile

Feedback

Tell us what you think

Welcome! Do we have your details right?

Your profile helps you get discovered by buyers spending billions of dollars every year. To save you time, we have pre-filled your profile with publicly available data on your company. You can always edit, add or remove your information in your profile at any time.

More than one value was found for some of the information below. Select the correct information to save to your profile.

Company Name

DUTSCHER DOMINIQUE SAS

Select one

Registered Address

Address line 1 Address Line 2 City

SODEXO ENTEGRE HIZMET YÄ-NI

ISTANBUL

State Postal Code Country/Region

34768 Türkiye

Product and Service Categories

Industrial optics X

Search product and services...

Skip for Now Update Profile

Profile Management on the Coupa Supplier Portal

- You will also have the option to manage notifications on your profile.
- This will allow you to update how you want to communicate with the Institut Pasteur through your account on the supplier portal.
- The platform is very flexible in this regard, so you can choose the settings that best suit your needs on the platform.

The screenshot shows the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'coupa supplier portal', and user information 'ELISABETH' with a dropdown arrow. To the right of the user name are 'NOTIFICATIONS 70' and a 'HELP' link. Below the header is a navigation bar with links: Home, Invoices, Orders, Profile, Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, and More... A dropdown menu is open under the 'Profile' link, showing 'Account Settings', 'Notification Preferences' (highlighted in orange), and 'Log Out'.

The main content area is titled 'My Account Notification Preferences'. It includes a sidebar with links: 'Settings', 'Notification Preferences' (highlighted in orange), 'Security & Multi Factor Authentication', and 'Authentication'. The main content area has a heading 'My Account Notification Preferences' and a subheading 'You will start receiving notifications when your customers enable them.' Below this is a form for 'Email' and 'Mobile(SMS)'. The 'Email' field contains 'coupapasteur@dutcher@i'. The 'Mobile(SMS)' field contains '+1' and a 'Verify' button. Below the form is a red warning icon and text: 'Verify number to receive SMS'.

Below the form are three sections: 'Account Access', 'Announcements', and 'Business Performance'. Each section contains a table with checkboxes for 'Online', 'Email', and 'SMS'.

Account Access			
Merge Request	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Request to Join	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Announcements			
New Customer Announcement	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

Business Performance			
Business Performance Role Granted	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

Catalogs			
A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

Profile Management on the Coupa Supplier Portal

- From the "Configuration" tab, you can also manage your profile and invite other users from your company to access the portal.
- This way, you can use the portal under the same profile, and no documents will be blocked for processing if one of you is on leave or loses their credentials.

The screenshot displays the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and user information 'ELISABETH' with a dropdown arrow, 'NOTIFICATIONS 73', and a 'HELP' link are on the right. A navigation bar contains links: Home, Invoices, Orders, Profile, Setup (highlighted with a yellow box), Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogs, Add-ons, and More... Below this, a secondary bar shows 'Admin' (underlined), Customer Setup, and Connection Requests. The main content area is titled 'Admin Users'. On the left is a sidebar with a 'Users' section containing links: Merge Requests, Merge Suggestions, Requests to Join, Legal Entity Setup, Fiscal Representatives, Remit-To, sFTP Accounts, cXML Errors, and sFTP File Errors (to Customers). The main area features a table with columns: User Name, Email, Status, Permissions, Customer Access, and Actions. A row for 'Elisabeth Yamada' is shown with email 'coupapasteur+dutcher@gmail.com', status 'Active', and a list of permissions including ASNs, Admin, Business Performance, Catalogs, Early Payments, Forecast Planner, Invoices, Order Changes, Order Line Confirmation, Orders, Payments, Profiles, Service/Time Sheets, and Sourcing. The 'Customer Access' column shows 'Institut Pasteur' and an 'Edit' link. Above the table is a blue bar with an 'Invite User' button (highlighted with a yellow box), a 'View' dropdown set to 'All', and a search bar. A yellow arrow points from the 'Invite User' button to a modal form titled 'Invite User'. This form has fields for First Name, Last Name, and Email. Below these are two sections: 'Permissions' and 'Customers'. The 'Permissions' section has a radio button for 'All' (selected) and a list of permissions with checkboxes: Invoices, Catalogs, Profiles, ASNs, and Service/Time Sheets. The 'Customers' section has a radio button for 'All' (selected) and a checkbox for 'Institut Pasteur'.

Admin Users

Users

- Merge Requests
- Merge Suggestions
- Requests to Join
- Legal Entity Setup
- Fiscal Representatives
- Remit-To
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)

User Name	Email	Status	Permissions	Customer Access	Actions
Elisabeth Yamada	coupapasteur+dutcher@gmail.com	Active	ASNs Admin Business Performance Catalogs Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	Institut Pasteur	Edit

Per page 5 | 10 | 15

Invite User

First Name

Last Name

* Email

Permissions

☒ All

☒ Admin

☒ Orders

☐ Restricted Access to Orders

☒ All

☒ Invoices

☒ Catalogs

☒ Profiles

☒ ASNs

☒ Service/Time Sheets

☐ Restricted Access to Service/Time Sheets

Customers

☒ All

☒ Institut Pasteur

Multi-Client Usage on the Coupa Supplier Portal

- You can also manage multiple clients on the portal if they use the Coupa platform.
- In the example hereafter, if the supplier has several clients linked to their Coupa supplier account, they can view the orders from each client by selecting them from the list.

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'coupa supplier portal', and user information 'ELISABETH' with a dropdown arrow, 'NOTIFICATIONS 73', and a 'HELP' link. Below the header is a navigation bar with links: Home, Invoices, Orders (highlighted with a yellow box), Profile, Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogs, Add-ons, and More... A secondary navigation bar contains links: Orders (underlined), Order Lines, Returns, Order Changes, Order Line Changes, Order Confirmations, Order Confirmation Lines, and More... On the right side, there is a 'Select Customer' dropdown menu with 'Institut Pasteur' selected, also highlighted with a yellow box.

Purchase Orders

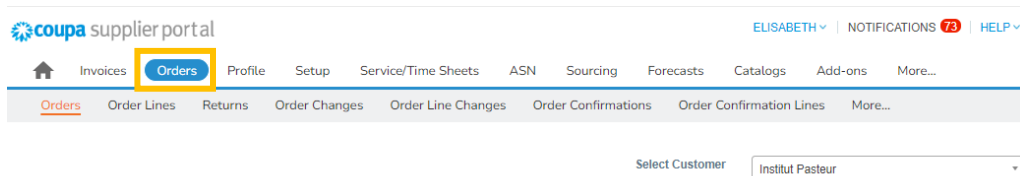
Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

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
1000002108	04/29/24	Soft Closed	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipment	No	5,020.00 EUR		
1000002107	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipment	No	5,020.00 EUR		
1000002106	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipment	No	5,020.00 EUR		
1000002105	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipment	No	5,020.00 EUR		

Viewing Orders and Tracking Invoice Payments

- In the "Orders" tab, you can view all Coupa purchase orders created by your client.
- You can click on the "Order Number" link to access the full purchase order.
- You can also search for a specific purchase order number.



coupa supplier portal

ELISABETH | NOTIFICATIONS 78 | HELP

Home Invoices **Orders** Profile Setup Service/Time Sheets ASN Sourcing Forecasts Catalogs Add-ons More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select Customer Institut Pasteur

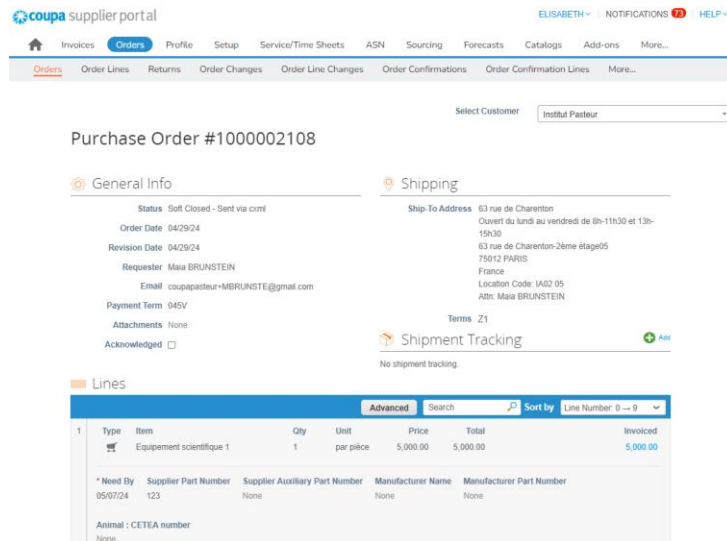
Purchase Orders

Instructions From Customer

(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

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
1000002108	04/29/24	Soft Closed	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipement	No	5,020.00 EUR		
1000002107	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipement	No	5,020.00 EUR	 	
1000002106	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipement	No	5,020.00 EUR	 	
1000002105	04/29/24	Issued	None	1 per piece of Equipement scientifique 1 10 Piece of Installation equipement	No	5,020.00 EUR	 	



coupa supplier portal

ELISABETH | NOTIFICATIONS 78 | HELP

Home Invoices **Orders** Profile Setup Service/Time Sheets ASN Sourcing Forecasts Catalogs Add-ons More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select Customer Institut Pasteur

Purchase Order #1000002108

General Info

Status: Soft Closed - Sent via email
Order Date: 04/29/24
Revision Date: 04/29/24
Requester: Maia BRUNSTEIN
Email: coupapasteur+MBRUNSTE@gmail.com
Payment Term: 045V
Attachments: None
Acknowledged: ☐

Shipping

Ship-To Address: 63 rue de Charenton
Ouvert du lundi au vendredi de 8h-11h30 et 13h-19h30
63 rue de Charenton-2ème étage05
75012 PARIS
France
Location Code: 1A02 05
Attn: Maia BRUNSTEIN

Terms: Z1

Shipment Tracking

No shipment tracking.

Lines

Type	Item	Qty	Unit	Price	Total	Invoiced
	Equipement scientifique 1	1	par pièce	5,000.00	5,000.00	5,000.00

* Need By: 05/07/24
Supplier Part Number: 123
Supplier Auxiliary Part Number: None
Manufacturer Name: None
Manufacturer Part Number: None
Animal: CETEA number
None

Viewing Orders and Tracking Invoice Payments

- Using the icons on the right side of each purchase order or on the order page, you can create invoices.

1000002107	04/29/24	Issued	None	1 per piece of Equipement scientifique 1	No	5,020.00	
				10 Piece of Installation equipment		EUR	

- You just need to fill in all the required fields and provide the information related to what you want to invoice.

coupa supplier portal ELISABETH ▾ NOTIFICATIONS 73 HELP ▾

[Invoices](#) **[Orders](#)** [Profile](#) [Setup](#) [Service/Time Sheets](#) [ASN](#) [Sourcing](#) [Forecasts](#) [Catalogs](#) [Add-ons](#) [More...](#)

[Orders](#) [Order Lines](#) [Returns](#) [Order Changes](#) [Order Line Changes](#) [Order Confirmations](#) [Order Confirmation Lines](#) [More...](#)

Select Customer

Create Invoice Create

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.

General Info

* Invoice #

* Invoice Date

Payment Term

* Currency

Delivery Number

Status

Image Scan No file chosen

Supplier Note

Attachments [Add File](#) [URL](#) [Text](#)

From

* Supplier

* Supplier VAT ID

* Invoice From Address

* Remit-To Address

* Ship From Address

To

Lines

Type	Description	Qty	UOM	Price
	Equipement scientifique	1	per piece	5,000.00

PO Line [Clear](#)

Service/Time Sheet Line

Contract

Credit Line

Supplier Part Number

Billing

Taxes

VAT Rate	VAT Amount	Tax Reference
<input type="text" value=""/>	<input type="text" value="0.00"/>	<input type="text" value=""/>

Totals & Taxes

Lines Net Total	5,020.00
Lines VAT Totals	0.00
Shipping	<input type="text" value=""/>
VAT	<input type="text" value=""/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>
Handling	<input type="text" value=""/>
VAT	<input type="text" value=""/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>
Misc	<input type="text" value=""/>
VAT	<input type="text" value=""/>
Tax Reference	<input type="text" value="Enter a tax reason description."/>
Total VAT	0.00
Net Total	5,020.00
Gross Total	5,020.00

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

Viewing Orders and Tracking Invoice Payments

There are several key advantages to invoicing through the Coupa Supplier Portal, including:

- You can monitor the status of your invoice up to payment in the "Invoices" tab.
- Invoices are processed and approved quickly.



Invoices

Instructions From Customer

(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)
Create Invoices

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

Export to				View		All	Search
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	09/05/24	Draft	000002107	5,020.00 EUR	No		
None	09/05/24	Draft	000002107	5,020.00 EUR	No		
None	09/05/24	Draft	000002107	5,020.00 EUR	No		
None	09/05/24	Draft	000002107	5,020.00 EUR	No		
None	07/23/24	Draft	000002107	5,020.00 EUR	No		
3770037	07/19/24	Voided	000000580	4,475.00 EUR	No		
INVLN936V2	06/11/24	Pending Approval	000000935	6,599.40 EUR	No		
3770040	06/04/24	Pending Approval	000000580	-93.60 EUR	No		
FACT10002	05/15/24	Approved	000001000	120.00 EUR	No		
FACT1000	05/15/24	Voided	000001000	60.00 EUR	No		
INVLN2108V2	05/15/24	Approved	000002108	6,024.00 EUR	No		
INVLN877-060524	05/06/24	Pending Approval	000000877	6,024.00 EUR	No		



Payments

Status Pending Document Approval

Paid-in-Full Date None

Payment Reconciliation Details

Status	Date	Type	Description	Amount
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Contact Support

- The COUPA support team at the Pasteur Institute is available to answer your questions at the following address:

supportfournisseursCOUPA@pasteur.fr

- If you encounter any technical difficulties, please contact COUPA technical support directly at the following address:

supplier@coupa.com

A female scientist with dark hair tied back, wearing a white lab coat and clear safety goggles, is focused on examining a test tube held in her right hand. She is standing in front of a laboratory fume hood, which has several glassware items on its shelves. The scene is bathed in a cool blue light, creating a professional and scientific atmosphere. The background is slightly blurred, emphasizing the scientist and her work.

APPENDICES

Invoice Statuses in the Supplier Portal

Status	Description
Draft	The invoice is being processed by the Pasteur Institute when the invoice is submitted outside the CSP or it is a situation where the supplier creates an invoice on the CSP before submitting it.
Processing	Temporary technical status that will only appear when the system takes into account the creation of an invoice.
Pending Approval	The invoice is currently being approved by the Institut Pasteur. Whether you created the invoice on the CSP or sent it via another channel, the document may be subject to different validations according to certain criteria on the Institut Pasteur side.
Rejected or Disputed	Invoices that end up with these statuses have been rejected by the Pasteur Institute because they are considered disputed. You will receive a notification email with the invoice number indicating the reason for the dispute as well as comments to understand the dispute detected.
Approved	The invoice has been approved for payment by the Pasteur Institute.
Voided	An invoice with the status "Voided" means that the Accounting department of the Pasteur Institute has noted a compliance problem with a legal item on the document. You will need to contact your client to remedy the situation.

N.B: The invoice payment information is visible directly on the CSP invoice – in the “Payments” section

Invoice Statuses in the Supplier Portal

Statuts	Description
Abandoned	The disputed invoice has been voided. Your client has the option to notify you of this status change and provide further instructions. On your end, you can set notification preferences for voided invoices.
Approved	The invoice has been accepted for payment by your client.
Disputed	Invoices marked as "Disputed" contain information that your client considers inadequate, inaccurate, or incorrect. When the status of an invoice changes to "Disputed," you will receive an email notification with the invoice number, date, reason for the dispute, and any additional comments. When an invoice is marked as "Disputed," your client may also leave comments on the invoice.
Draft	The invoice has been created but has not yet been sent to your client.
Invalid	This status is specific to compliant electronic invoices for customs clearance countries (e.g., Mexico). It indicates a failure in the validation of a CFDI (Mexican legal invoice form) that was sent. Only you can view invoices with this status, not your client.
Pending Approval	The invoice is under review by your client.
Processing	The invoice is being processed by the Accounts Payable department and is expected to be paid soon.
Voided	The invoice has an issue, please contact your client to resolve the situation.

Thank you

