

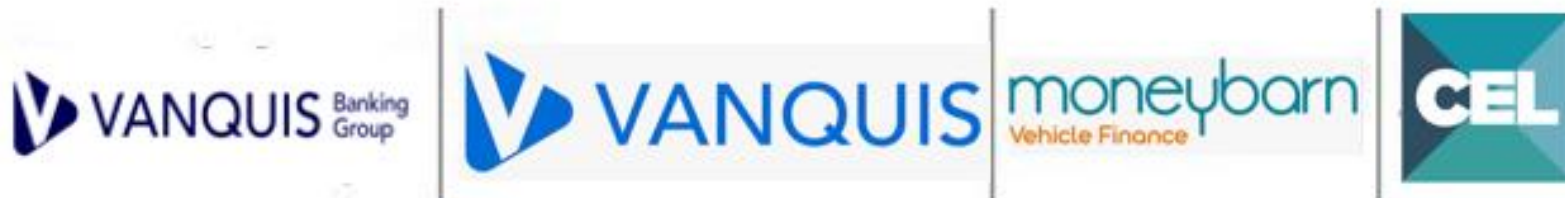
Coupa Supplier Portal Guide

User Instruction Guide

10/06/2024

VBG PLC GROUP - COMPANIES

- We're VBG Plc – A leading specialist bank, focused on underserved markets.
- We're a FTSE 250 company that's been around since 1880, and we're proud to support the 1 in 5 people in the UK who can't get access to credit products through mainstream banks and building societies.
- We want to provide a helping hand when others don't: that's why purpose is to deliver caring banking so our customers can make the most of life's opportunities.
- The below companies are part of our group:



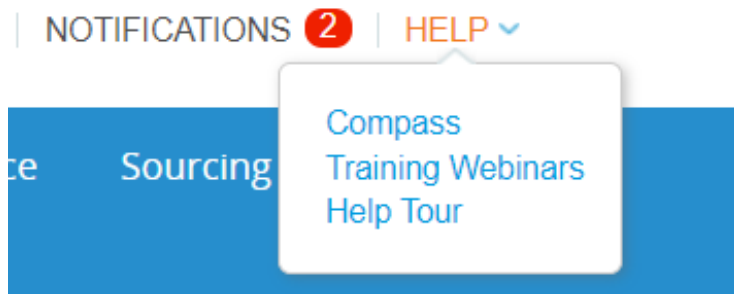
1. COUPA SUPPLIER PORTAL – SUPPORT/CONTACTS

Important

Coupa provide up to date user guides to assist suppliers to register/use the Coupa Supplier Portal – please see the links below (doesn't require registration):

- Setup/registration guide page: [Set Up the CSP | Coupa](#)
- Webinars: [Webinar Recordings | Coupa Suppliers](#)
- VBP Plc Coupa Support Contact - email: coupasysadmin@vanquisbank.co.uk

Once your account is setup, you can also access the Coupa resources via Help – Compass:



Contents

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

1. COUPA SUPPLIER PORTAL OVERVIEW

- The **Coupa Supplier Portal (CSP)** is a **free tool for suppliers** to easily do business with VBG Plc and other customers who use Coupa. There is an optional/advanced paid version available for suppliers - please refer to Coupa's documentation located [here](#) .
- Access the CSP through any web browser (i.e. Chrome, Safari)

Main Benefits:

- Receive and review Purchase Orders
- Send Invoices/Credit Notes and view their status
- Create and Manage catalog items
- Manage your Company Profile
- Work collaboratively on the platform
- Suppliers must provide only one e-mail address for the creation of the CSP account
- To register, suppliers will receive an invitation e-mail from VBG Plc

1. COUPA SUPPLIER PORTAL OVERVIEW - BENEFITS



BENEFITS FOR SUPPLIERS



Reduce risk of late payments



Enhance efficiency thanks to real-time visibility



Payment information available in CSP



Notifications can be sent by email



BENEFITS FOR VBG PLC



Improve on time payments



Facilitate the collaboration with Suppliers



Harmonise and standardise processes



Archive invoices



BENEFITS FOR BOTH



Reduce cycle time and workload



Remove PO and Invoice paper flows



Use one single tool with fully electronic flow from Ordering to Invoicing



Generation of a Legally Compliant e-Invoice

1. COUPA SUPPLIER PORTAL OVERVIEW

One of the main question asked by suppliers is “When will I get paid?”

What follows is a long exchange between you and VBG Plc

- Which invoice are you talking about?
- When did you send it?
- How did you send it?
- I haven't received it!
- I found it but there is information missing from it, so I can't pay it!
-

Not just frustrating – Expensive for both parties!!

With  **coupa** these conversations will be a thing of the past

1. COUPA SUPPLIER PORTAL OVERVIEW

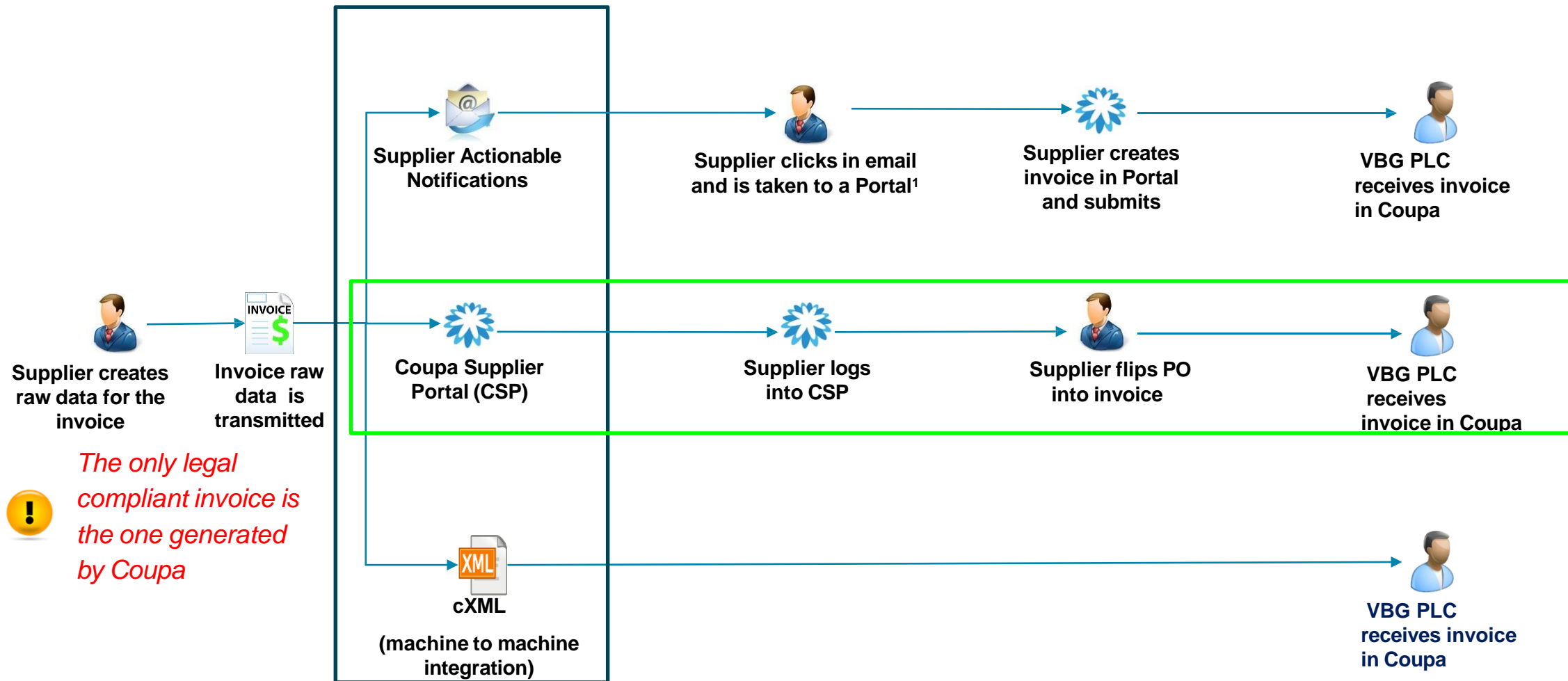
In a nutshell, Coupa:

Enables Suppliers to create legally compliant electronic invoices in their country of origin

- Coupa reviews and implements invoices under all applicable laws, going far beyond just tax related requirements.
- Uses best effort to deliver high quality data, taking structured data directly from the source instead of utilising other sources (e.g. paper scanning).
- Guaranteed delivery of invoices.
- Improved visibility and increased straight-through processing.
- Fewer exceptions, fewer calls/email exchanges, increased chance to get paid on time.
- Easier audits, increased transparency.
- Coupa invoice channels are clearly defined so everyone knows their duties.

1. COUPA SUPPLIER PORTAL OVERVIEW - INVOICE TRANSMISSION METHODS

Transmission method



AGENDA

Coupa Supplier Portal

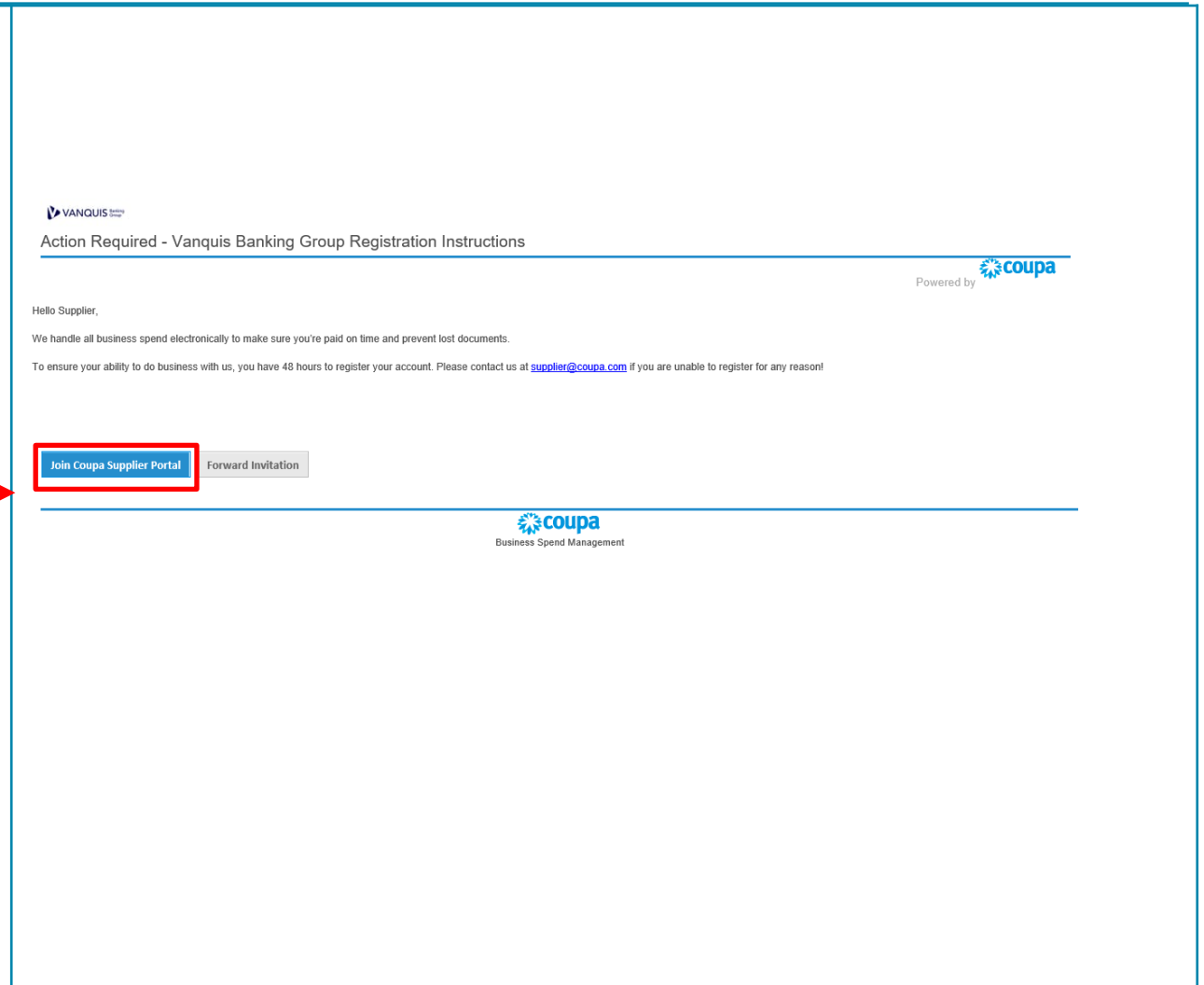
1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

2. REGISTRATION AND SETUP - INVITATION EMAIL

In order to register and connect your company to VBG Plc via the CSP, you will receive an e-mail from **Coupa Supplier Portal** inviting you to register and join the CSP.

This e-mail includes your legal consent when you accept the invitation.

- Click on 'Join Coupa' in the e-mail, which will direct you to the Coupa Supplier Portal registration page.
- Sender: do_not_reply@supplier.coupahost.com



2. REGISTRATION AND SETUP - INVITATION EMAIL

In the Coupa Supplier Portal registration page, you will need to complete the fields detailed in the screenshots to the right, create a password and accept the Privacy Policy/Terms Of Use.



Your password must be at least 8 characters in length; ideally using alphanumeric and special characters

Create an Account

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

* Business Name

Your legal business name (or legal personal name if an individual)

* Email

* First Name

* Last Name

* Password

* Confirm Password

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

* Country/Region

* Tax Registration 

I do not have a Tax ID

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

Create an Account

Already have an [Account](#)  Chat with Coupa Support

[Forward this to someone](#)

2. REGISTRATION AND SETUP - VERIFICATION/CHANGING LANGUAGE

Once you've created your account, Coupa will email you a One Time Verification code to the email address you've used to register. Refer to the email and enter the code:

Email Verification

We sent a one time verification code to

Didn't receive the Verification Code?

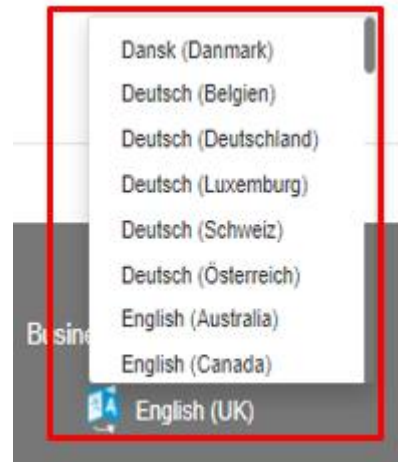
[Request a New Code](#)

Next

To change the language:

Click the **English (UK)** link at the bottom of the Coupa homepage.

Select your preferred language from the list.



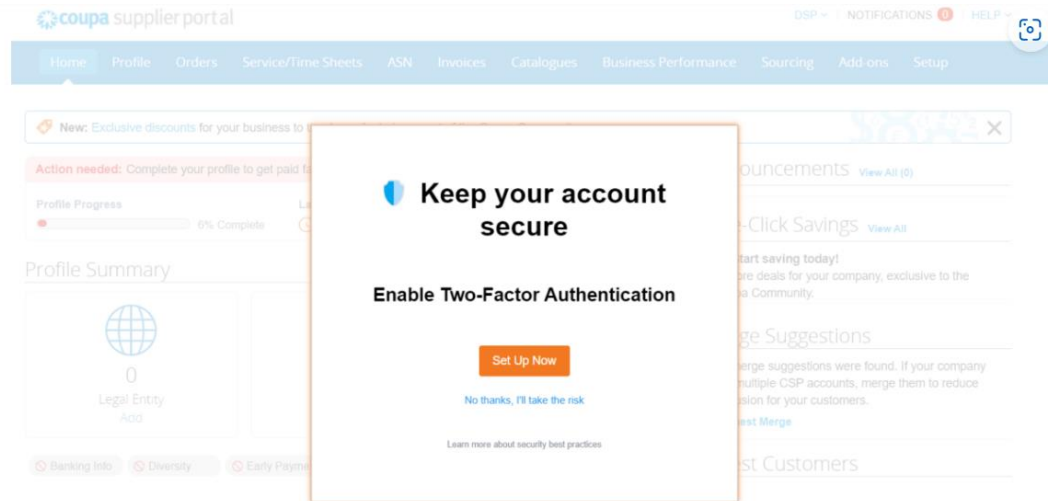
2. REGISTRATION AND SETUP - 2 Factor Authentication

Once logged in, you will reach the Coupa Supplier Portal homepage.

From here please access Setup then Legal Entity Setup: this will require Multi Factor Authentication.

For details on Multi Factor Authentication, please see the link below:

[Manage Multi-Factor Authentication | Coupa](#)



2. REGISTRATION AND SETUP - THE WEB PORTAL

Once you've completed the Multi Factor Authentication process, you will be able to access the Setup – Legal Entity section.

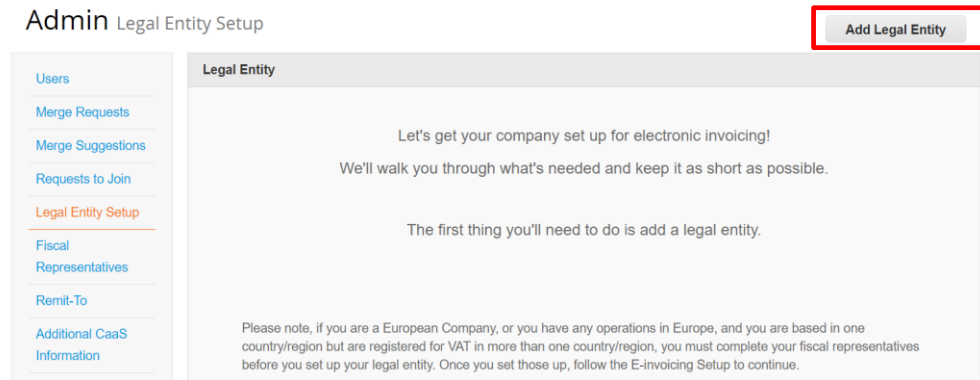
The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the following items: Home, Profile, Forecasts, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, Sourcing, Add-ons, and Setup. The 'Setup' item is highlighted with a red box. Below the navigation bar, there is a 'SL' profile card showing 'Profile Progress 6%' and 'Last Updated: 31 minutes ago'. There are also sections for 'Recent Activity' (showing 'Vanquis Banking Group' with no activity found) and 'Announcements' (showing 'No Announcements'). At the bottom, there are four cards: 'Two-factor Security' (0 of 1 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (1 Connection). A 'Chat with Coupa Support' button is visible in the bottom right corner.

The screenshot shows the 'Admin Users' page in the Coupa Supplier Portal. The navigation bar is the same as in the previous screenshot, but the 'Setup' item is now highlighted. Below the navigation bar, there is a sub-navigation bar with 'Admin' and 'Customer Setup'. The main content area is titled 'Admin Users' and includes an 'Invite User' button, a 'View' dropdown set to 'All', and a search box. Below this is a table with the following columns: User name, Email, Status, Permissions, Customer Access, and Actions. The table contains one row with the following data: User name (empty), Email (empty), Status (Active), Permissions (ASNs, Admin, Business, Performance, Catalogues, Early Payments), Customer Access (Vanquis Banking Group), and Actions (Edit). In the left sidebar, there is a list of links: 'Users', 'Merge Requests', 'Merge Suggestions', 'Requests to Join', 'Legal Entity Setup' (highlighted with a red box), and 'Fiscal'.

User name	Email	Status	Permissions	Customer Access	Actions
		Active	ASNs Admin Business Performance Catalogues Early Payments	Vanquis Banking Group	Edit

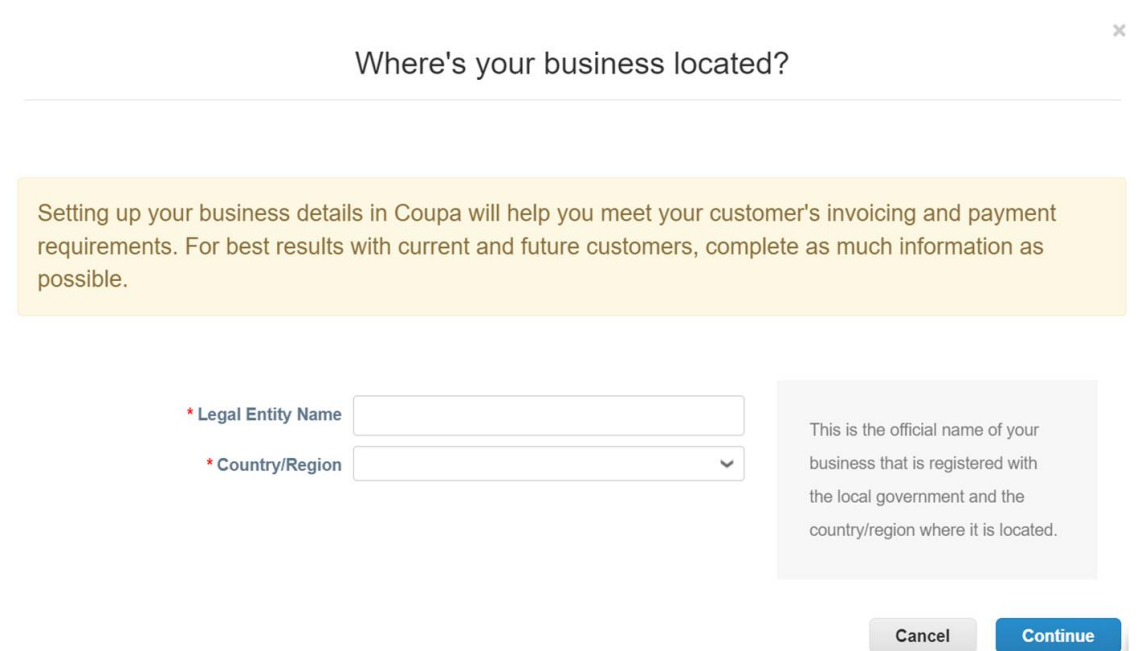
2. REGISTRATION AND SETUP - THE WEB PORTAL

The screen below will display, click “Add Legal Entity”:



The screenshot shows the 'Admin Legal Entity Setup' page. On the left is a navigation menu with items: Users, Merge Requests, Merge Suggestions, Requests to Join, Legal Entity Setup (highlighted), Fiscal Representatives, Remit-To, and Additional CaaS Information. The main content area is titled 'Legal Entity' and contains the following text: 'Let's get your company set up for electronic invoicing! We'll walk you through what's needed and keep it as short as possible. The first thing you'll need to do is add a legal entity. Please note, if you are a European Company, or you have any operations in Europe, and you are based in one country/region but are registered for VAT in more than one country/region, you must complete your fiscal representatives before you set up your legal entity. Once you set those up, follow the E-invoicing Setup to continue.' A red box highlights the 'Add Legal Entity' button in the top right corner.

Add your Legal Entity Name and the Country/Region:



The form is titled 'Where's your business located?' and includes a close button (X) in the top right. Below the title is a yellow informational box: '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.' The form contains two required fields: '* Legal Entity Name' (text input) and '* Country/Region' (dropdown menu). A grey tooltip box explains: 'This is the official name of your business that is registered with the local government and the country/region where it is located.' At the bottom right are 'Cancel' and 'Continue' buttons.

2. REGISTRATION AND SETUP - THE WEB PORTAL

The “use this address for Remit-To/Ship From Address” are selected by default - this saves you having enter a separate address later in the registration process.

Select your registered address Country/Region, and then VAT ID – please note that the “Miscellaneous” section is optional:

Use this address for Remit To *i*

Use this for Ship-From address *i*

What is your Tax ID? *i*

Country/Region x

* VAT ID

I don't have a VAT/GST Number

[Add additional Tax ID](#)

Miscellaneous

Invoice-From Code *i*

Preferred Language

If you are VAT exempt, tick the box below and complete the Local Tax ID field. This field is used to capture your PAYE/Corporation Tax Reference – if not relevant, enter “N/A”:

What is your Tax ID? *i*

Country/Region x

VAT ID

I don't have a VAT/GST Number

* Local Tax ID

2. REGISTRATION AND SETUP - THE WEB PORTAL

Payment Type – please select Bank Account:

Where do you want to receive payment?

1 2 3 4

* Payment Type: Address

What is your Remit-To Address?

Address Line 1: 20 Fen St
City: London
State:
Post Code: EC3M 3BY
Country/Region: United Kingdom

Cancel Save & Continue

Please enter your bank details.

For UK companies, please complete the Account Number, Sort Code, enter the Swift/BIC code as required (please tick “My bank does not have a BIC code” if no Swift/BIC code held).



If you create a new Bank Account in the CSP (the details of which aren't held by VBG Plc), you will be asked to go complete an onboarding form which will cause delay to payment of your invoice. To inform VBG Plc of updated banking information, please email suppliermanagement@vanquisbank.co.uk in advance.

Where do you want to receive payment?

1 2 3 4

* Payment Type: Bank Account

What are your Bank Account Details?

Bank Account Country/Region: United Kingdom
Bank Account Currency: GBP
Beneficiary Name:
Bank Name:
Account Number:
Confirm Account Number:
Sort Code:
SWIFT/BIC Code:
 My bank does not have a BIC code
Branch Code:
Bank Account Type: Business
Supporting Documents: Choose Files, No file chosen
Email Address:

Who is your Remit-To Contact? (optional)

What is your Remit-To Address?

Address Line 1: 20 Fen St
City: London
State:
Post Code: EC3M 3BY
Country/Region: United Kingdom

Cancel Save & Continue

2. REGISTRATION AND SETUP - THE WEB PORTAL

Please enter your bank details.

For non-UK suppliers, the required fields in the form will change dependent on your Bank Account Country/Region. For example:

- EU foreign suppliers will need to enter your IBAN: please note that the Swift/BIC code is required.
- American suppliers will need to enter your Wire Routing/ACH/SWIFT/BIC Code.

The screenshot shows a web form titled "Add a new Remit-To account". At the top, there is a "Payment Type" dropdown menu set to "Bank Account". Below this is a section titled "What are your Bank Account Details?". The form contains several input fields: "Bank Account Country/Region:" with a dropdown menu set to "France"; "Bank Account Currency:" with a dropdown menu set to "EUR"; "Beneficiary Name:" with the text "Global Consulting Services Inc."; "Bank Name:" (empty); "IBAN:" (empty) with a blue information icon; "Confirm IBAN:" (empty); "SWIFT/BIC Code:" (empty) with a blue information icon; a checkbox labeled "My bank does not have a BIC code" which is unchecked; "Branch Code:" (empty); "Bank Account Type:" with a dropdown menu set to "Business"; "Supporting Documents" with a "Choose files" button and the text "No file chosen" and a blue information icon; and "Email Address" with the text "somesh.yadav+demo.db@coupa.com" and a blue information icon. Below this section is another section titled "What is your Remit-To Address?". It has two radio buttons: "Saved Addresses" (selected) with a dropdown menu set to "Select", and "New Address" (unselected). At the bottom right of the form, there is a blue button labeled "Recommended" with the text "If you receive payments to a" below it. At the very bottom of the form, there are two buttons: "Cancel" and "Save & Continue".

2. REGISTRATION AND SETUP - THE WEB PORTAL

Please check that the details are correct before continuing - if you have more than one bank account please click on 'Add Remit-To'.



Please note that all bank account information should already be held by VBG Plc otherwise a delay to invoice payment could arise.

When finished, please click the next button

Where do you want to receive payment? ×

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next. Add Remit-To

Remit-To Account	Remit-To Address	Status	
Bank Account Barclays Bank *****1111 222222	20 Fen St London EC3M 3BY United Kingdom	Active	Manage

Deactivate Legal Entity Cancel Next

2. REGISTRATION AND SETUP - THE WEB PORTAL

Please add all addresses that you ship goods from – please note that non-UK shipping locations will incur tax implications due to import duty etc.

You can add additional ship from locations using the “Add Ship From” button.

When finished, please click the “Done” button – your setup will then be complete!

The screenshot shows a two-step process for adding shipping locations. The first step, titled "Where do you ship goods from?", includes a progress indicator with steps 1, 2, 3, and 4 (4 is active), a text box for a note, an "Add Ship From" button, and a table of existing locations. The second step, titled "Setup complete", shows a large green checkmark, the text "Congratulations!", and a note that the legal entity can now be used on new invoices. A yellow banner at the bottom provides information about payment requirements.

Where do you ship goods from?

1 2 3 4

For many countries/regions, including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Add Ship From

Title	Status	
20 Fen St London EC3M 3BY United Kingdom	Active	Manage

Deactivate Legal Entity Done

Setup complete

1 2 3 4

Congratulations!

This legal entity can now be used on new invoices.

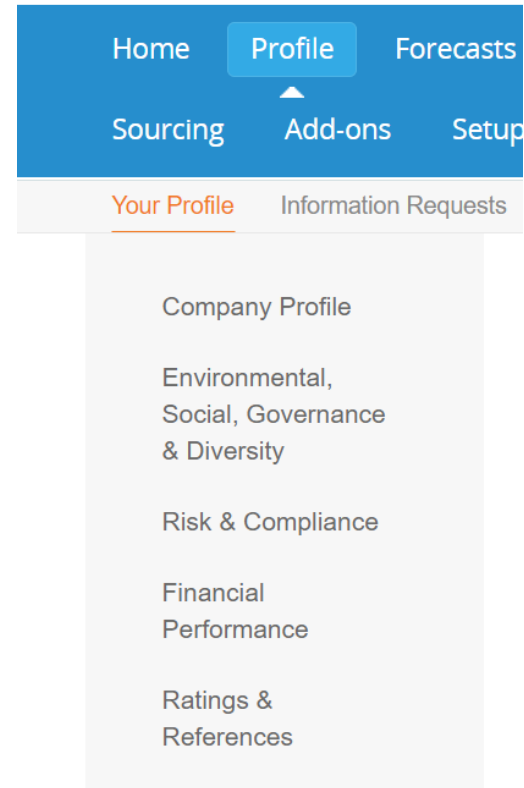
To get paid – Most customers require that you send them this payment info in addition to providing it on the invoice. ⓘ

2. REGISTRATION AND SETUP - THE WEB PORTAL

You are able to enhance your profile on the Coupa Supplier Portal – please note that this isn't a requirement for Vanquis Banking Group suppliers.

You have the option to enhance your profile by detailing:

- products and services offered
- areas you operate in
- diversity and CSR statements.



2. REGISTRATION AND SETUP – HOME PAGE

On successful registration you will see that you are now connected with VBG Plc (Vanquis Banking Group) on Coupa.

Key headers

- Orders – view all Purchase Orders received
- Invoices – all invoices created and sent

To find the Help Tour please click on Help at the top right of the screen.

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and 'NOTIFICATIONS 2' and 'HELP' are on the right. A blue navigation bar contains the following items: Home, Profile, Forecasts, Orders (highlighted with a red box), Service/Time Sheets, ASN, Invoices (highlighted with a red box), Catalogues, Business Performance, and Sourcing. Below the navigation bar, there is a 'View Profile' link. The main content area is divided into three sections: 'Recent Activity' (showing 'Vanquis Banking Group' and 'No activity found for Vanquis Banking Group.'), 'Announcements' (showing 'No Announcements'), and a grid of four cards: 'Two-factor Security' (0 of 1 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (1 Connection).

2. REGISTRATION AND SETUP – NOTIFICATIONS

You can manage your notifications to match your needs.

Click the Notifications button to see the latest notifications for you.



Coupa provides Notifications on the Portal – these can be sent via email

Click the Notification Preferences to see and configure your Notification settings.

The screenshot shows the top navigation bar of the Coupa portal. The 'NOTIFICATIONS' button is highlighted with a red box and has a red circle with the number '1' next to it. To its right is a 'HELP' dropdown menu. Below the navigation bar is a blue menu with 'Sourcing', 'Add-ons', and 'Setup' options. Below this menu is a 'Notification Preferences' button, also highlighted with a red box.

My Notifications Notification Preferences

View

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	New PO VB0000542 for £1,000.00 issued by Vanquis Bank.	25/03/2022 14:36

AGENDA

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

3. PURCHASE ORDERS - CHANNELS

Coupa provides two channels in which suppliers can perform actions on the POs raised from VBG Plc: SAN which allows you to action the PO directly in your mailbox, or the CSP, which requires the creation of the Coupa account

Supplier Actionable Notifications (SAN)

- No CSP registration required
- Take immediate action over a PO on your email:
 - Acknowledge PO
 - Create an Invoice
 - Comment on the PO
- No record of documents kept
- Manual creation of Remit-To, Invoice From, Ship From address for each invoice
- No Credit Notes available
- As of May 2024, multifactor authentication is required to use SAN – for additional information see the link: [Supplier Actionable Notifications \(SAN\) | Coupa](#)

Coupa Supplier Portal (CSP)

- Invitation to join the portal accepted/account created
- Action the POs in the account
 - Create Invoice
 - Create Credit Note
 - Comment on the PO
- All documents will be stored in your account
- Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
- Create and manage multiple users
- Manage multiple accounts in the same location
- Manage multiple clients in the same account

3. PURCHASE ORDERS - CHANNELS

PO Notification 1 (not registered in CSP yet)

Before your CSP account is ready, you will receive a notification when there is a new PO for you. The e-mail contains an HTML version of the PO and a link to the CSP.

This e-mail contains an HTML version of the PO and the SAN

PO Number – Number of the order to be used as reference in the respective invoice

SAN – Supplier Actionable Notifications – Click on each button to take respective action (create invoice, acknowledge PO, add comment)

- When using the SAN you will be redirected to a Coupa page (not the CSP) where you can complete the respective action
- This page will allow you only to complete the selected action and does not require you to enter your log-in information

The screenshot shows a purchase order notification from Vanquis Bank. The header reads "Vanquis Bank PURCHASE ORDER". The email body contains the following details:

20 Fenchurch Street EC3B 3BY Attn: A/c name	PO NUMBER: VD0000542 DATE: 25/03/2022 PAYMENT TERMS: D600 CURRENCY: GBP
Ship To: Vanquis Bank Compass Centre South, Chatham Maritime, Chatham, Kent ME4 4YG Attn: Reception	Bill To: Vanquis Bank Accounts Payable 28th Floor, 20 Fenchurch Street, London, EC3M 3BY Attn: Acct: #:

Below the order details are two buttons: "Manage Order" and "Create Invoice". Underneath these buttons is the text "Orders details below". At the bottom, there is a row of four action buttons: "Acknowledge PO", "Add Delivery Tracking", "Accelerate Payment", and "Add Comment".

3. PURCHASE ORDERS - CHANNELS

PO Notification 1(not registered in CSP yet)

Supplier – contains supplier information (name, email address)

Purchase Order –information about the PO (Contact, currency, terms, etc.)

Ship To – Provides ship-to information

Bill-to Information – information about the buyer entity

Vanquis Bank PURCHASE ORDER

20 Fenchurch Street
EC3B 3BY
Attn: A/c name

Ship To
Vanquis Bank
Compass Centre South,
Chatham Maritime,
Chatham, Kent ME4 4YG
Attn: Reception

PO NUMBER VB0000542
DATE 25/03/2022
PAYMENT TERMS D030
CURRENCY GBP


Bill To
Vanquis Bank
Accounts Payable
28th Floor, 20 Fenchurch Street,
London, EC3M 3BY
Attn:
Acct. #

3. PURCHASE ORDERS - CHANNELS

PO Notification 2 (already registered in CSP)

Once you have set-up your CSP account, the e-mail you will receive will include the PO details, as well as a link to review the order within the CSP.

- Click on the Log In Now link to be redirected to the CSP home screen
- Enter your log-in information to access your CSP account and review the PO



Insight Opportunity Collaboration

Log In Now

[Learn more about Coupa](#)

[Log in](#) [Sign up](#)

Login to your Coupa account

Email Address

Password

[Forgot Password?](#)

Log in



3. PURCHASE ORDERS - PO MODULE

Once logged into the CSP, click on the order tab on the menu bar and there you can choose which customer you wish to view.

Select Customer

Purchase Orders


Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
VB0009673	07/06/2024	Issued	None	CSP Test Purchase Order	No	5,000.00 GBP		 

3. PURCHASE ORDERS - PO MODULE

Once all the required information is complete, you will see a list of POs, their status, amount, and the option to flip them into Invoice or Credit Note.

- Click on the PO number to access the complete details of the PO
- Review the status of each PO
- Review the total value of the PO
- Click the Flip to Invoice/ Flip to Credit note icons to take you to the create invoice screen (please see refer to the “Invoices/Credit Notes“ section below).

PO Number	Order Date	Status	Total	Actions
VB0000542	25/03/2022	Issued	1,000.00 GBP	 

3. PURCHASE ORDERS - PO MODULE

After clicking on the PO number on the list, the system will display all the details of the PO:

- PO Number
- Status of the PO
- Order Date
- Revision Date (if applicable)
- Requester's name
- Requester's e-mail
- Payment Terms
- After the PO is reviewed, you have the option to acknowledge the PO



If you do not agree with any aspect of the order, please send your concerns or requests to the requester's email address or add a comment to the PO itself.

Purchase Order #VB0000542

General Info

Status Issued - Sent via Email

Order Date 25/03/2022

Revision Date 25/03/2022

Requester

Email

Payment Term D030

Attachments None

Acknowledged

Shipping

Ship-To Address Compass Centre South,
Chatham Maritime,
Chatham
Kent
ME4 4YG
United Kingdom
Attn: Reception

Terms None

3. PURCHASE ORDERS - PO MODULE

At line level, you will be able to review all items contained within the PO:

- Review product description, quantity, UoM, price and total amount
- Review the amount already invoiced for that PO
- Review total values for the entire PO

Action buttons

- a) Click on “Create Invoice” to **flip the PO** to an Invoice (see next section for details)
- b) To access a PDF version, click on Print View

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Price	Total	Invoiced
		Test Order	1,000.00	1,000.00	0.00

Part Number	Manufacturer Name	Manufacturer Part Number
None	None	None

Per page 15 | 45 | 90

Total GBP 1,000.00

Create Invoice Save Print View

AGENDA

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

4. INVOICES/CREDIT NOTES – CREATE INVOICES









To start the invoicing process, you need to:

- Identify the PO to be invoiced
- Click on the Golden Coins icon to flip the PO into an invoice

Flip to Invoice



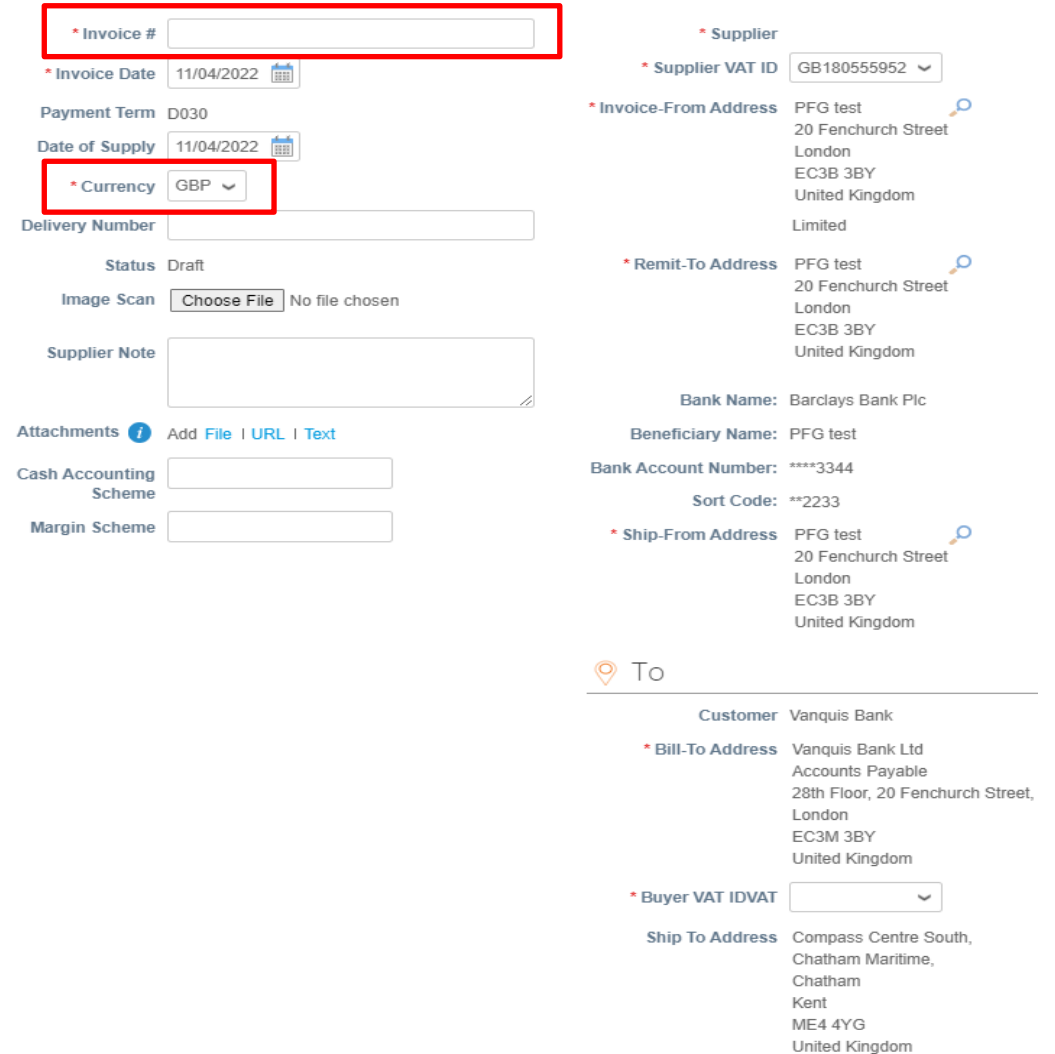
Flip to Credit note (see further in this section)

PO Number	Order Date	Status	Total	Actions
C000200619	01/17/18	Issued	1,000.00 EUR	 
C000200613	01/16/18	Issued	1,000.00 EUR	 
C000200612	01/16/18	Issued	500.00 EUR	 
C000200607	01/15/18	Issued	1,000.00 EUR	 

4. INVOICES/CREDIT NOTES – CREATE INVOICES

After clicking the Golden Coins Icon  you will need to manually add information

- Type in the Invoice No. provided by your ERP/Ledger system (if applicable) and the Invoice date.
- Set the currency (please ensure that this matches the PO currency)



The screenshot shows a form for creating an invoice. The following fields are visible:

- * Invoice #**: [Empty text box, highlighted with a red box]
- * Invoice Date**: 11/04/2022 [Calendar icon]
- Payment Term**: D030
- Date of Supply**: 11/04/2022 [Calendar icon]
- * Currency**: GBP [Dropdown menu, highlighted with a red box]
- Delivery Number**: [Empty text box]
- Status**: Draft
- Image Scan**: [Choose File] No file chosen
- Supplier Note**: [Empty text box]
- Attachments**: [Info icon] Add File | URL | Text
- Cash Accounting Scheme**: [Empty text box]
- Margin Scheme**: [Empty text box]
- * Supplier**: [Empty dropdown]
- * Supplier VAT ID**: GB180555952 [Dropdown]
- * Invoice-From Address**: PFG test, 20 Fenchurch Street, London, EC3B 3BY, United Kingdom, Limited
- * Remit-To Address**: PFG test, 20 Fenchurch Street, London, EC3B 3BY, United Kingdom
- Bank Name**: Barclays Bank Plc
- Beneficiary Name**: PFG test
- Bank Account Number**: ****3344
- Sort Code**: **2233
- * Ship-From Address**: PFG test, 20 Fenchurch Street, London, EC3B 3BY, United Kingdom
- To**: [Location pin icon]
- Customer**: Vanquis Bank
- * Bill-To Address**: Vanquis Bank Ltd, Accounts Payable, 28th Floor, 20 Fenchurch Street, London, EC3M 3BY, United Kingdom
- * Buyer VAT IDVAT**: [Empty dropdown]
- Ship To Address**: Compass Centre South, Chatham Maritime, Chatham, Kent, ME4 4YG, United Kingdom

4. INVOICES/CREDIT NOTES – CREATE INVOICES

- Any additional documents can be added using the Attachment field and any comments to support your invoice can be added in the Supplier Note field. Please note VBG Plc will only consider the e- invoice created in Coupa as the one legally/fiscally binding document.
- Please review the supplier information created on the invoice is correct (this is the information added during the initial set up), and that your bank account is selected/visible. If not, please refer to the registration and setup section.

* Invoice #

* Invoice Date 11/04/2022

Payment Term D030

Date of Supply 11/04/2022

* Currency GBP

Delivery Number

Status Draft

Image Scan No file chosen

Supplier Note

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

Cash Accounting Scheme

Margin Scheme

* Supplier

* Supplier VAT ID GB180555952

Invoice-From Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom
Limited

* Remit-To Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom

Bank Name: Barclays Bank Plc

Beneficiary Name: PFG test

Bank Account Number: ****3344

Sort Code: **2233

* Ship-From Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom

To

Customer Vanquis Bank

* Bill-To Address Vanquis Bank Ltd
Accounts Payable
28th Floor, 20 Fenchurch Street,
London
EC3M 3BY
United Kingdom

* Buyer VAT IDVAT



Ship To Address Compass Centre South,
Chatham Maritime,
Chatham
Kent
ME4 4YG
United Kingdom

4. INVOICES/CREDIT NOTES – CREATE INVOICES

Please review the PO line - check the Descriptions and Prices:

- a) If you only want to invoice some of the PO lines please delete the lines you are not invoicing for from the invoice template (we cannot process lines with a 0.00 value).
- b) If you are invoicing part of a PO lines value please make sure that you have updated the amount in the price field from the PO to reflect the lower amount.

Lines

Type	Description	Price	
	<input type="text" value="Test Order"/>	<input type="text" value="1,000.00"/>	1,000.00 

PO Line
VB0000542-1

Contract

Supplier part number

Billing
C55-8653000-D00-BAU

Taxes

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

4. INVOICES/CREDIT NOTES - TAX RATE & EXEMPTION

In the CSP you are able to select the tax rate from the drop down list of the “VAT Rate” field:

The screenshot shows the 'Taxes' section of a software interface. It features three main input fields: 'VAT Rate', 'VAT Amount', and 'Tax Reference'. The 'VAT Rate' field is a dropdown menu that is currently open, displaying a list of options: 20.0%, 12.5%, 5.0%, 0.0%, Exempt, and Reverse Charge. The 'VAT Amount' field is a text input containing the value '0.00'. The 'Tax Reference' field is an empty text input box. Below the 'VAT Rate' dropdown, there are additional options: '+ Ac Reverse Charge' and 'k lines from Contract'. At the bottom right of the section, there is a 'Total Taxes' label.

If you select one of the following options:

- 0.0%
- Exempt
- Reverse Charge

2 You must give a reason for your choice

This screenshot shows the 'Taxes' section after a selection. The 'VAT Rate' dropdown menu is now closed and shows 'Exempt' as the selected option. The 'Tax Reference' field now contains the text 'Reason'. Red rectangular boxes highlight the 'Exempt' dropdown and the 'Reason' text box. A circled number '1' is placed to the left of the dropdown, and a circled number '2' is placed to the left of the 'Reason' text box. The 'VAT Amount' field still shows '0.00'. A green plus sign is visible at the bottom left of the section.

*If you select one of these three options and you do not give a reason, you won't be able to submit the invoice.

4. INVOICES/CREDIT NOTES - TAX RATE & EXEMPTION

On all CSP invoices, the correct tax rate must be selected for each invoice line:

The total tax for the invoice is then calculated and shown in the subtotal box at the bottom of the screen: click on Calculate to ensure that the Net & the VAT totals match your original invoice document. Once happy, you can submit:

Taxes

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

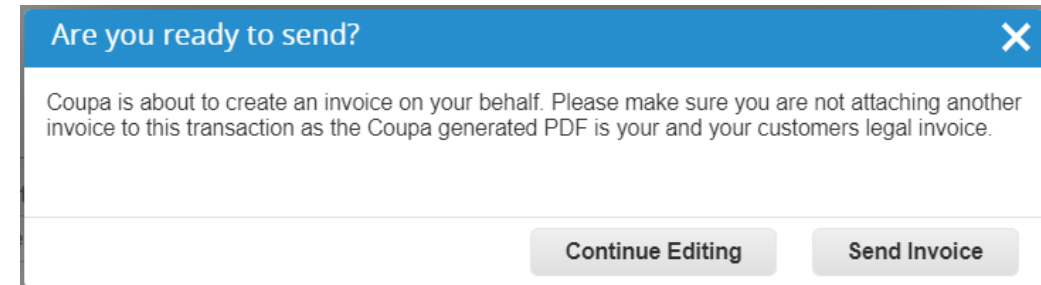
Total Taxes

Lines Net Total	5,000.00
Lines VAT Totals	0
<hr/>	
Total VAT	0.00
Net Total	5,000.00
Gross Total	5,000.00

4. INVOICES/CREDIT NOTES – CREATE INVOICES

When you click on Submit, Coupa will pop up with this message advising that the Coupa generated invoice is the legal document and not any attachments you may add to the invoice.

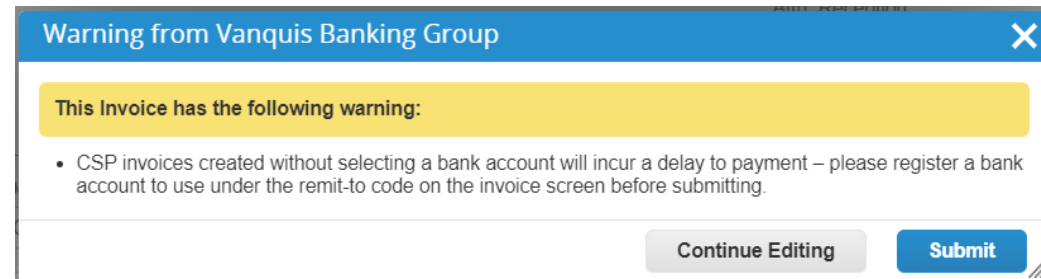
This warning message will also display, this displays each time as a reminder:



Are you ready to send? ✕

Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.

[Continue Editing](#) [Send Invoice](#)



Warning from Vanquis Banking Group ✕

This invoice has the following warning:

- CSP invoices created without selecting a bank account will incur a delay to payment – please register a bank account to use under the remit-to code on the invoice screen before submitting.

[Continue Editing](#) [Submit](#)

4. INVOICES/CREDIT NOTES – CREATE INVOICES

Once the invoice is submitted, the system will confirm.

- Click on the Invoice number to access the complete details of the Invoice
- Review the status of each Invoice:
 - a) Draft: Invoice created but not yet submitted
 - b) Processing: Invoice is transferred to VBG Plc
 - c) Pending: Awaiting further processing at VBG Plc
 - d) Approved: Invoice accepted for payment

Invoices

#070624 is processing

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
test1122	11/04/2022	Processing	VB0000542	1,200.00 GBP	No		


4. INVOICES/CREDIT NOTES – IMPORTANT REMARKS (INVOICES)

Non-PO invoice

- VBG Plc operates a “No PO No Pay” policy: you are unable to create an invoice for VBG Plc without the relevant Purchase Order.
- If you need to raise an invoice and don't have a Purchase Order please liaise with your contact at VBG Plc in order for them to raise a Purchase Order.

Additional charges not covered by PO

- If you need to invoice for additional charges (e.g. shipping, other costs) not estimated on the Purchase Order these should be communicated by adding a comment to the requestor - you can refer to the PO (under the general info section) to determine the requestor. In the comment section tag the PO requestor by typing “@” and then their name – this will send an email to notify the requestor), who will then need to raise an additional line:



The screenshot shows a comment form with the following elements:

- A header bar with a speech bubble icon, the word "Comment", and a "Mute Comments" dropdown menu.
- A text input field with the placeholder text "Enter Comment".
- A small "Add File | URL" link below the input field.
- A small note below the input field: "Send comment notification to a user by typing @name (ex. @JohnSmith)".
- An "Add Comment" button at the bottom right of the form.

Please note - invoices that are submitted with a higher quantity or value of goods/services will be challenged.

4. INVOICES/CREDIT NOTES - CREATING A CREDIT NOTE AFTER INVOICE DISPUTE

Upon dispute of invoice by VBG Plc:

- You will receive a notification email with a direct link to the disputed invoice.
- In the CSP the disputed invoices can be filtered in the Invoice tab using the “Disputed” view:

Export to [v] View Disputed [v] Search [magnifying glass]

Invoice #	Invoice Date	PO #	Gross Total	Disputed Date	Commented	Dispute reason	Comments	Actions
Nothing matching your search was found.								

Per page 15 | 45 | 90

- The dispute reason and comments are documented.
- Click on the action icon to resolve the Dispute

Invoice #070624 has been marked as Disputed by Vanquis Banking Group

Hi,
Your Invoice **070624** has been marked as disputed by your customer, Vanquis Banking Group.

Dispute Reason(s)

- Test Dispute

Date: 2024-06-10
Additional Comments: None

This invoice is available on the [Coupa Supplier Portal](#) to view and resolve. Resolving the disputed invoice would mean you are creating a corrected invoice. The corrected invoice can be submitted to Vanquis Banking Group for review. Resolving the disputed invoice links the corrected, and the disputed invoices. Unless you resolve the disputed invoice, Vanquis Banking Group can choose to withdraw it from this status.

If you are a supplier using Coupa Invoicing in European countries/regions, please note that to cancel an invoice, you must first create and submit a credit note. If the prior invoice is cancelled, you can create and submit a new invoice with a different number.

This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

[View Online](#)

Invoices

Create Invoices ⓘ

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

Export to [v] View All [v] Search [magnifying glass]

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
None	07/06/2024	Draft	VB0009673	72.00 GBP	No		[edit] [delete]
070624	07/06/2024	Disputed	VB0009673	60.00 GBP	No	Test Dispute	[edit] [delete]

Per page 15 | 45 | 90

4. INVOICES/CREDIT NOTES - CREATING A CREDIT NOTE AFTER INVOICE DISPUTE

After clicking on the action icon:

- The original invoice is displayed
- Scroll to the bottom of the screen to create a Credit Note by clicking on:
 - **Cancel Invoice** in case of invoice duplicate or non-price or non-quantity adjustments (full credit note) – see page 46
 - **Adjustments** Adjust in case of price or quantity (partial credit note) – see page 48

Invoice #test2233 [Back](#)

Please review the invoice and determine the resolution option: ▼

Cancel Invoice

If this invoice was issued in duplicate, or if you require to amend non price or quantity information on this invoice, please cancel the invoice by choosing this option. We will guide you through a cancelation credit note and a replacement invoice creation.

Adjust

If you need to fix the price and/or quantity on this invoice choose this option. You would be required to choose the credit line adjustment type to denote if you are attempting to issue credit to reduce quantity, reduce price or issue an amount based credit.

Cancel Invoice

Adjust

4. INVOICES/CREDIT NOTES - CREATING A CREDIT NOTE AFTER INVOICE DISPUTE – CANCELLATION

After clicking on the Cancel Invoice Icon:

- The Credit Note is created based on the original invoice.
- You must input the Credit Note N^o provided by your system: if needed, you can also update the Credit Note date which is defaulted to the current date.
- No other adjustments are possible on the Credit Note: it can be saved as a draft, deleted or submitted.

Create Credit Note Create

This credit note applies to invoice [test2233](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note #

* Credit Note Date 03/05/2022

Payment Term D030

Original Date of Supply 03/05/2022

* Currency GBP

Delivery Number

Status Draft

Original Invoice Number test2233

Original Invoice Date 03/05/2022

From

* Supplier

* Supplier VAT ID GB180555952

* Invoice-From Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom
Limited

* Remit-To Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom

Total VAT	-100.00
Net Total	-500.00
Gross Total	-600.00

Delete

Cancel

Save as draft

Calculate

Submit

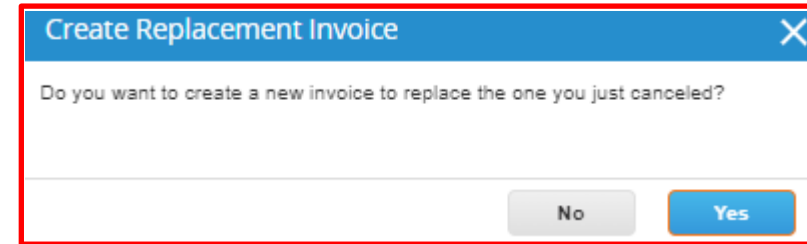
4. INVOICES/CREDIT NOTES - CREATING A CREDIT NOTE AFTER INVOICE DISPUTE – CANCELLATION

After clicking on the Submit Icon, the Credit Note is created based on the original invoice.

- The system prompts you to create a new invoice.
- Clicking on Yes generates a new invoice. This invoice is a replica of the disputed invoice, so **make sure to correct the disputed element** (e.g. currency, date, price, ...).

If no further action is required click on No.

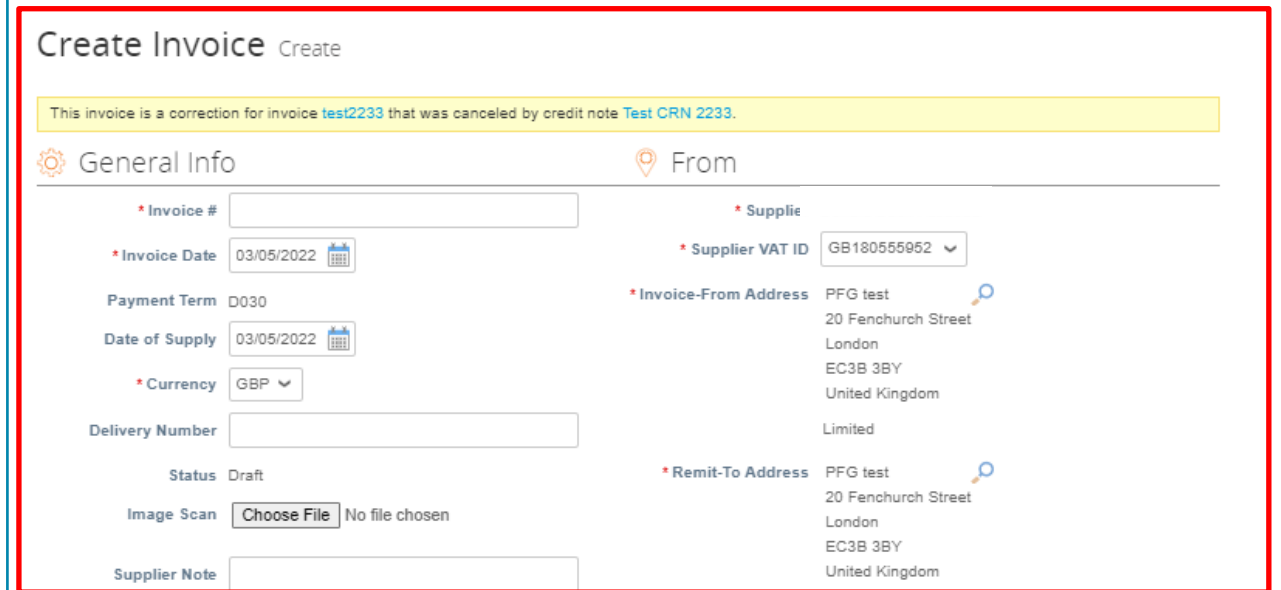
If you click on No in error and you need to issue a replacement invoice a new invoice must then be created from the PO tab: in both cases, please refer to the Invoice Creation section for further details.



Create Replacement Invoice

Do you want to create a new invoice to replace the one you just canceled?

No Yes



Create Invoice Create

This invoice is a correction for invoice test2233 that was canceled by credit note Test CRN 2233.

General Info From

* Invoice #

* Invoice Date 03/05/2022

Payment Term D030

Date of Supply 03/05/2022

* Currency GBP

Delivery Number

Status Draft

Image Scan Choose File No file chosen

Supplier Note

* Supplier

* Supplier VAT ID GB180555952

* Invoice-From Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom
Limited

* Remit-To Address PFG test
20 Fenchurch Street
London
EC3B 3BY
United Kingdom

4. INVOICES/CREDIT NOTES - CREATING A CREDIT NOTE AFTER INVOICE DISPUTE - ADJUSTMENT

After clicking on the Adjust Invoice Icon (see page 45):

- The Credit Note is created based on the original invoice.
- You must input the Credit Note N° provided by your system: if needed, you can also adjust the Credit Note date (which is defaulted to the current date).
- Select the type of adjustment to be completed and adjust the Credit Note accordingly i.e. Qty or Price adjustment.
- Click on Calculate to Adjust the Credit Note. Then it can be saved as a draft, deleted or submitted.

! IMPORTANT

*The Total quantity and amount of the credit note must be a **negative value (-)** in order to avoid errors in the system.*

Create Credit Note Create

This credit note applies to invoice [test2233](#). When approved, the credit will adjust the invoice's impact to the transaction.

General Info

* Credit Note #

From

* Supplier

* Credit Note Date 03/05/2022

* Supplier VAT ID GB180555952

Lines

Adjustment Type

Price

Type	Description	Price	
	Dispute Test	-500.00	-500.00

Total VAT	-100.00
Net Total	-500.00
Gross Total	-600.00

Delete

Cancel

Save as draft

Calculate

Submit

4. INVOICES/CREDIT NOTES - INCORRECT/UNDISPUTED INVOICE/NOTES

If you submit an invoice (and immediately realise you have made a mistake), you are able to submit a full cancellation credit note (without a dispute from VBG Plc). This will prevent VBG Plc from having to dispute the invoice.

If an invoice isn't disputed you will need to click the grey "Create Credit Note" box then select the reason/invoice.



Please create credit notes against an invoice (and not against a Purchase Order via the red coins) – if you create a credit note against a PO this will cause a delay.

The screenshot shows the 'Invoices' management interface. At the top, there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note' (which is highlighted with a red box). Below these buttons is a table of invoices with columns for 'Invoice #' and 'Created'. A modal window titled 'Credit Note' is open, containing the following text: '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 text is a 'Reason' section with two radio button options: 'Resolve issue for invoice number' (which is selected) and 'Other (e.g. rebate)'. A dropdown menu is next to the selected option, currently showing 'Select'. At the bottom of the modal are 'Cancel' and 'Continue' buttons.

Invoice #	Created
100624 CN	10/06
100624 test invoice	10/06
070624	07/06

AGENDA

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

5. ADMIN - USERS

Below the Admin tab you will be able to review and edit:

- Users
- Merge requests
- Manage the Remit-To/Legal Entity
- Click on Users to access the list of active users and invite new users
- Click on Edit to amend the selected user's permissions and preferences

The screenshot displays the 'Admin Users' interface. On the left is a sidebar with a menu where 'Users' is highlighted with a red box. The main content area features a table with columns for 'User name', 'Email', 'Status', 'Permissions', 'Customer Access', and 'Actions'. A single user is listed with a status of 'Active' and a list of permissions. At the top right, there is an 'Invite User' button, a 'View' dropdown set to 'All', and a search field. At the bottom left of the table, it says 'Per page 5 | 10 | 15'.

User name	Email	Status	Permissions	Customer Access	Actions
		Active	ASNs Admin Business Performance Catalogues Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	Vanquis Banking Group	Edit

5. ADMIN - USERS

To Invite a new user, the system will require a first name, surname and e-mail address. Please review and select the require permissions and customers to apply to the new user.

Invite User

First Name

Last Name

* Email

Permissions i

- All
- Admin
- Orders
- Restricted Access to Orders
- All
- Invoices
- Catalogues
- Profiles
- ASNs
- Service/Time Sheets
- Restricted Access to Service/Timesheets
- All
- Payments
- Order Changes
- Early Payments
- Business Performance
- Sourcing
- Order Line Confirmation
- Forecast Planner

Customers

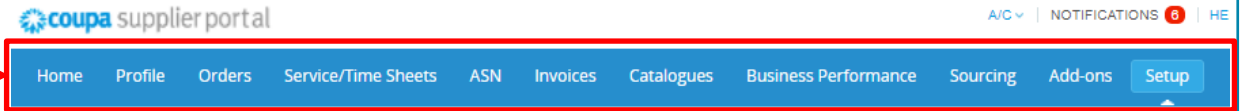
- All
- Vanquis Banking Group

Cancel Send Invitation

5. ADMIN - PERMISSIONS

The permissions defined for each active user will imply which tabs appear in the main menu, thus granting access to its functionalities.

The Admin of the account will have full access and is the only one who can edit permissions for the different active users.



5. ADMIN - MERGE REQUEST

If you have already activated a CSP account for another client, you will be able to merge these accounts and access all your clients in the same place. You can manually request the merge via the Admin tab in the menu.

- Click on Merge Requests to access your requests or request a new merge
- Write the e-mail of the account to merge (this is based on your email domain)
- Click to send request
- Review all merge requests

Admin Merge Requests

The screenshot shows the 'Admin Merge Requests' page. On the left is a navigation menu with items: Users, Merge Requests (highlighted), Legal Entity Setup, Fiscal Representatives, Remit-To, Terms of Use, Payment Preferences (with a dropdown arrow), Static Discounting, sFTP Accounts, cXML Errors, sFTP File Errors (to Customers), and sFTP File Status (from Customers). The main content area is titled 'Initiate Merge Request' and contains a text input field with 'coupa@coupamail.edu'. Below the input is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Request Merge' button. A warning message states: '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 organisation. Once approved, an account merge cannot be undone. Learn more about merging accounts.' Below this is a section 'Open merge requests' with the text 'All clear! No open merge requests.'

5. ADMIN - MERGE REQUEST

Also, when setting up the new VBG Plc account, Coupa will automatically display other CSP accounts that can be merged with yours: Coupa uses your email domain (@email.com) to provide suggestions.

- The CSP will display the customers you are linked with, and provide the option to merge.

Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? [Click here.](#)

SupplierA

supplierA@supplier.com

Request Merge

Remove

SupplierB

supplierB@supplier.com

Request Merge

Remove

5. ADMIN - MERGE REQUEST

When merging accounts, the CSP will send an e-mail requesting the owner of the other account(s) to merge. Here you will be able to request ownership or give ownership of the newly created account:

- Review the user you are requesting the merge with
- Click on the link to access more information on Merging Accounts
- Select the option with which you want the accounts to be merged: Give ownership or request ownership of the merged accounts
- Write any additional comments using the “Note For Recipient” field

Request Account Merge

You're about to merge your profile and users with [SupplierA](#). Select the owner for the merged account. For more info on merging, [Click here](#).

* Account Owner My Account
 Their Account

By choosing this option I understand that I will no longer be the account owner.

* Note For Recipient

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](#).

Cancel



Send Request

5. ADMIN - REMIT-TO

You will be able to manage your different Remit-To addresses under this tab

- Click on Remit-To to access your Remit-To records
- Review your active Remit-To addresses
- Click to add a Remit-To address

The screenshot displays the 'Admin Remit-To' interface. A red box highlights the main content area. On the left is a sidebar menu with the following items: Users, Merge Requests, Legal Entity Setup, Fiscal Representatives, Remit-To (highlighted in red), Terms of Use, Payment Preferences (with a dropdown arrow), Static Discounting, sFTP Accounts, cXML Errors, sFTP File Errors (to Customers), and sFTP File Status (from Customers). The main area features a table with the following data:

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customers	Actions
Barclays Bank Plc ****3344	20 Fenchurch Street London EC3B 3BY United Kingdom Preferred Language: English (UK)	Bank Account	PFG test	✓ Vanquis Bank	 

An 'Add Remit-To' button is located in the top right corner of the table area.

5. ADMIN - PERMISSIONS

Under the My Account tab you will be able to edit your information

- Click on your user name, then Account Settings
- Edit your first name, last name and email

To change your password:

- Write your current password
- Write new password
- Re-write new password
- Confirm Captcha
- Click on Save

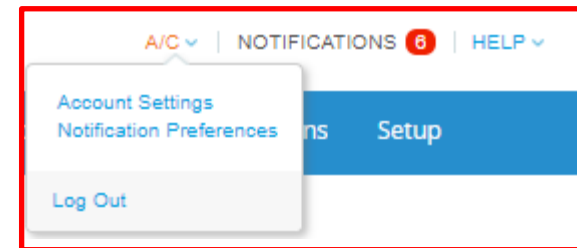
The screenshot displays the 'My Account Settings' interface. At the top, there is a navigation bar with 'A/C', 'NOTIFICATIONS 6', and 'HELP'. A dropdown menu is open under 'A/C', showing 'Account Settings', 'Notification Preferences', 'Log Out', and 'Setup'. The main content area is titled 'My Account Settings' and features a sidebar with 'Settings', 'Notification Preferences', and 'Security & Two-Factor Authentication'. The 'User Details' section contains input fields for 'First Name' (A/c), 'Last Name' (name), and 'Email' (e.halpin@sky.com), along with dropdown menus for 'Department' and 'Role'. A 'Save' button is located below these fields. The 'Change Password' section includes input fields for 'Current Password', 'Password', and 'Password Confirmation', with a note: 'Use at least 8 characters and include a number and a letter.' A second 'Save' button is positioned at the bottom of this section.

5. ADMIN - MANAGING NOTIFICATIONS

- You will receive notifications regarding newly created Purchase Orders on dedicated email addresses (to all users that are linked to the CSP account). The system will generate three notifications:
 - One notification received directly on the Coupa Supplier Portal
 - Email notifications – generated by Coupa Supplier Portal and Supplier Actionable Notification (SAN will only be sent if you have not yet created your account)

- To adjust your notification preferences, access the notifications menu

- Then click Notification Preferences → 



5. ADMIN - MANAGING NOTIFICATIONS

Under My Account - Notification Preferences you will be able to select the notifications you want to receive, as well as the channel where you want to receive the notification.

- Click on your user and Notification Preferences
- Select the type of notification(s) you want to receive and your preferred channel(s) on where you want to receive the notification.
- On the My Account - Notification Preferences page, select the radio buttons for the items that you want to receive any or all of the notification types: online (to do list), email, or SMS (short text message).

My Account Notification Preferences

You will start receiving notifications when your customers enable them.

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
Catalogues			
New comment received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

AGENDA

Coupa Supplier Portal

1	Coupa Supplier Portal Overview
2	Registration and Setup
3	Purchase Orders
4	Invoices/Credit Notes
5	Admin

Thanks for being part of the
VBG PLC
community!