

Coupa Supplier Portal for ADM suppliers

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1. What is the purpose of implementing Coupa?

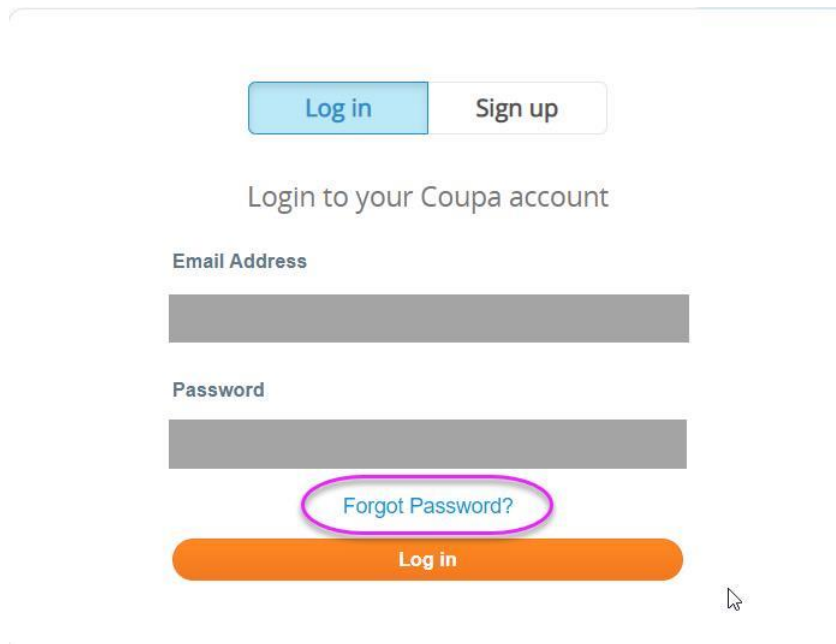
Our goal is to switch to an electronic process and use electronic invoices to make the invoicing process faster, easier and more transparent. Coupa Supplier Portal is a tool designed for suppliers to enable control over incoming purchase orders, facilitate invoicing and to guarantee visibility into the status of invoices.

2. I haven't received an invitation to CSP from you, how can I request it?

Please email us via CoupaEMEA@adm.com and we will guide you through the process.

3. I forgot my password/I do not know my login credentials; how can I retrieve them?

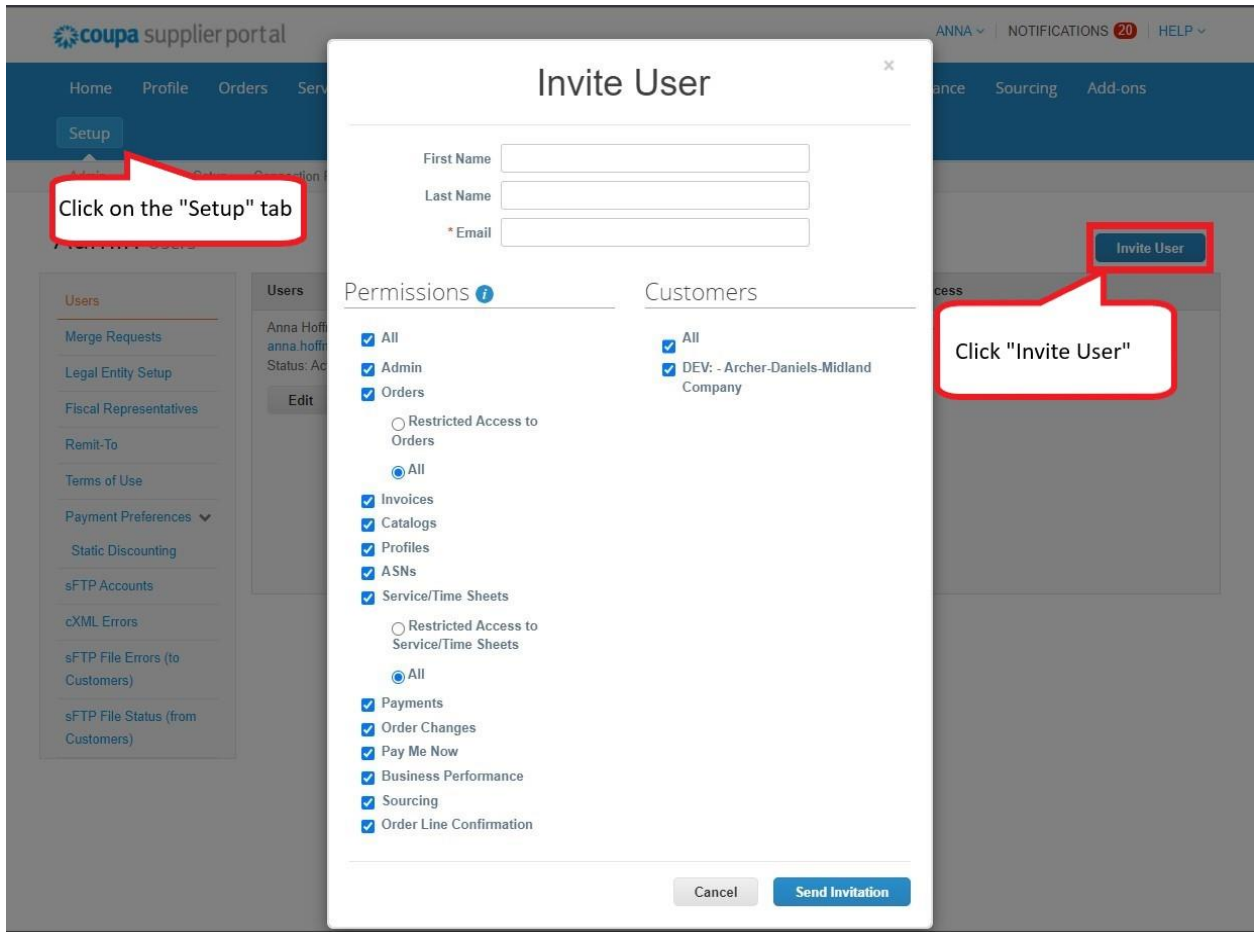
Unfortunately, ADM is unable to assist with forgotten sign in information. You will need to click the "Forgot Password" link on the sign in screen.



For further assistance on password reset, at the bottom of the log in screen, there should be a "Chat with Coupa Support" option.

4. How to add additional users to an existing Coupa Supplier Portal account?

To add users to your CSP account, go to the Setup tab on the top of the screen and then click "Invite user". In the "Invite User" pop-up window you can define the user details and permissions.



5. I have two accounts on Coupa - can I merge them and how?

Yes, accounts can be merged on the home tab of your profile by clicking "Merge accounts". Accounts with the same email address are merged automatically.

Please note that an account merge cannot be undone, please make sure the account you are merging with is part of your organization.

More about merging accounts can be found on the Coupa Success Portal:

[https://success.coupa.com/Suppliers/For Suppliers/Coupa Supplier Portal/Administer the CSP/03_Manage_Merge_Requests#:~:text=suggestion%20prevents%20merging,-To%20merge%20accounts,is%20part%20of%20your%20organization.](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Administer_the_CSP/03_Manage_Merge_Requests#:~:text=suggestion%20prevents%20merging,-To%20merge%20accounts,is%20part%20of%20your%20organization.)

6. Can I use Coupa for other customers' transactions?

Yes, you are able to use your CSP account to do business with other customers using Coupa.

7. Can ADM see other customers' data that I might have in CSP?

No, ADM can only see the documents we share between each other. We can also see your public profile, nothing else. Coupa guarantees the security of your data.

8. How to I change VAT ID (Tax ID) in my CSP account?

VAT ID cannot be changed in the CSP account – a new account is required for the new VAT ID.

9. What is the difference between SAN and CSP?

Supplier Actionable Notification (SAN) is a function within Coupa. It is an actionable button within the email allowing you to convert a Purchase Order to an invoice without creating a Coupa Supplier Portal (CSP) account. Below you can see the main differences for using SAN and CSP.

[Supplier Actionable Notification](#)

- Receive purchase orders (PO) via email.
- The email contains actionable buttons allowing you to convert a PO into an invoice without creating a Coupa Supplier Portal (CSP) account

Coupa Supplier Portal (CSP) Account

- Receive POs via CSP Portal
- Optional PO notification is sent to the supplier's email
- The Supplier and ADM WILD accounts are linked allowing fast PO and Invoice creation, status updates, and transmission.
- CSP provides catalog functionality

10. I have earlier chosen to use SAN. Can I switch to CSP?

Yes, you can set up your CSP account and give it a try at any time. If you like it and would like to start co-operating with ADM via CSP, just contact us via CoupaEMEA@adm.com and we will guide you through the process.

11. How do I know if there is a new PO for my organization?

You will always receive an email from Coupa alerting you of a new PO in your inbox. It will either be an actionable notification with buttons (if you have chosen SAN), or a notification with a link to log in to CSP (if you have opted for CSP).

12. What should I do after receiving a PO and how do I send an order confirmation to ADM?

Once you receive the PO from ADM, you can confirm it by going to the "Orders" tab on the top of the screen, clicking on the PO number and checking the "Acknowledged" checkbox.

Click on the "Orders" tab

Click on the number of the PO that you would like to confirm

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

Setup

Orders Order Lines Returns Order Changes Order Line Changes Shipments

Select Customer DEV: - Archer-Daniels-Midland Company

Purchase Orders

Instructions From Customer
If you need assistance with any invoice issues, please contact our AP Customer Service Team at APCSTeam@adm.com or (217)424-5292.

Filter by PO #

View All Search

PO #	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
5600003291	02/10/22	Issued	None	TEST	No	2,500.00 EUR		

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

Setup

Orders Order Lines Returns Order Changes Order Line Changes Shipments

Select Customer DEV: - Archer-Daniels-Midland Company

Purchase Order #5600003291

General Info

Status Issued - Sent via Email
Order Date 02/10/22
Revision Date 02/10/22
Requester ANNA HOFFMANN
Email Anna.Hoffmann@adm.com
Payment Term None
Quote None
Buyer Contact None
Down Payment Date None
Down Payment None
Header Delivered None
Attachments None

Shipping

Ship-To Address Capriweg 4
1044 AL Amsterdam
Netherlands
Attn: ANNA HOFFMANN
Terms None

Acknowledged

Lines

Advanced Search Sort by Line Number: 0 → 9

13. Is it possible to link more than one email address for receiving PO's?

There can be only one PO email address set up from ADM's view, however you can add multiple users in your CSP profile – see **How to add additional users to existing Coupa Supplier Portal account? Depending on the permissions set up, the user can receive email notifications on new PO's.**

14. How do I submit invoices in Coupa?

You can convert a Purchase Order to Invoice in Coupa Supplier Portal by going to "Orders" tab on the top of the screen and clicking the coins icon on the appropriate PO record.

On the next screen you need to complete all of the required invoice details. The invoice date is automatically populated to the current day's date. Please make sure to re-enter the correct invoice date (it should match the date on your original invoice).

If the PO includes multiple lines and not all are included on your invoice, delete the redundant lines as shown on the screenshot. If you create an original invoice in your own system outside Coupa, please attach a PDF in the "Image Scan" section.

Select Customer DEV: -Archer-Daniels-Midland Company

Purchase Orders


Instructions From Customer

If you need assistance with any invoice issues, please contact our AP Customer Service Team at APCSTeam@adm.com or (214) 434-6888

Click the  Action to Invoice from a Purchase Order

Click on the yellow coins to flip the PO into the invoice

Find the PO that you want to invoice

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total Assigned	Actions
5600003291	02/10/22	Issued	None	TEST	No	2,500.00 EUR	

Select Customer DEV: -Archer-Daniels-Midland Company

Create Invoice Create

General Info **From**

* Invoice # **Make sure to enter correct invoice date**

* Invoice Date 02/17/22

Payment Term

* Supplier Hoffmann&Hoffmann_2

* Supplier VAT ID PL999999999

Date of Supply 02/17/22

* Invoice From Address TEST
test
61-619 Poznań
Poland

* Currency

Delivery Number

Status Draft

* Remit-To Address TEST
test
61-619 Poznań
Poland

Image Scan No file chosen

* Ship From Address TEST
test
61-619 Poznań

Supplier Note



Beneficiary Name: TEST

Attachments | |

Attach pdf invoice generated in your system in the "Image Scan" section

If needed, delete the lines that you are not invoicing, leave only the lines included in your invoice.

Lines

Type	Description	Price	2,500.00 						
	TEST	2,500.00							
PO Line	Contract	Supplier Part Number							
5600003291-1	<input type="text"/>	<input type="text"/>							
Billing	Non-Maintenance-CC-0000003008-0000414701								
Taxes	<table border="1"> <thead> <tr> <th>VAT Rate</th> <th>VAT Amount</th> <th>Tax Reference</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td>0.00</td> <td><input type="text"/></td> </tr> </tbody> </table>			VAT Rate	VAT Amount	Tax Reference	<input type="text"/>	0.00	<input type="text"/>
VAT Rate	VAT Amount	Tax Reference							
<input type="text"/>	0.00	<input type="text"/>							

Totals & Taxes

15. My invoice has been put in dispute status - what does it mean and what should I do?

If the invoice has been submitted incorrectly, it will be put to Dispute status by ADM. In such case you will be contacted by email for the next steps (if you haven't, please reach out to your Accounts Payable contact). No need to do anything with a disputed invoice.

16. How to attach an original invoice in CSP?

If the original invoice is created outside Coupa, in your ERP/Invoicing system, the image must be attached in the "IMAGE scan" section (see [How to submit invoices in Coupa?](#)). For invoice image scans, attachments must be in the following file types: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF. One attachment can be up to 100 MB, but for performance reasons, the recommended attachment size is 16 MB.

If you create the invoice within Coupa, you can ignore this section.

17. I have my own invoicing system; how can I use SAN or CSP?

If you generate invoices in your own system, you can still submit them via Coupa.

All you will need to do is to create an invoice using SAN or the CSP portal and then attach PDF image of your internally generated invoice using "IMAGE scan" option. It is also possible to integrate your invoicing system with Coupa via the cXML transmission method. If you are interested in this type of integration, please contact us at CoupaEMEI@adm.com (it is free of charge).