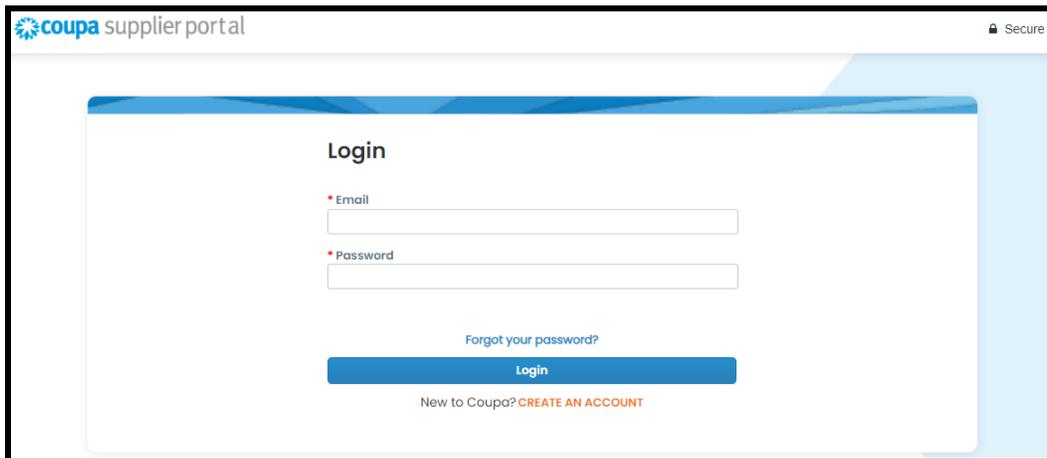


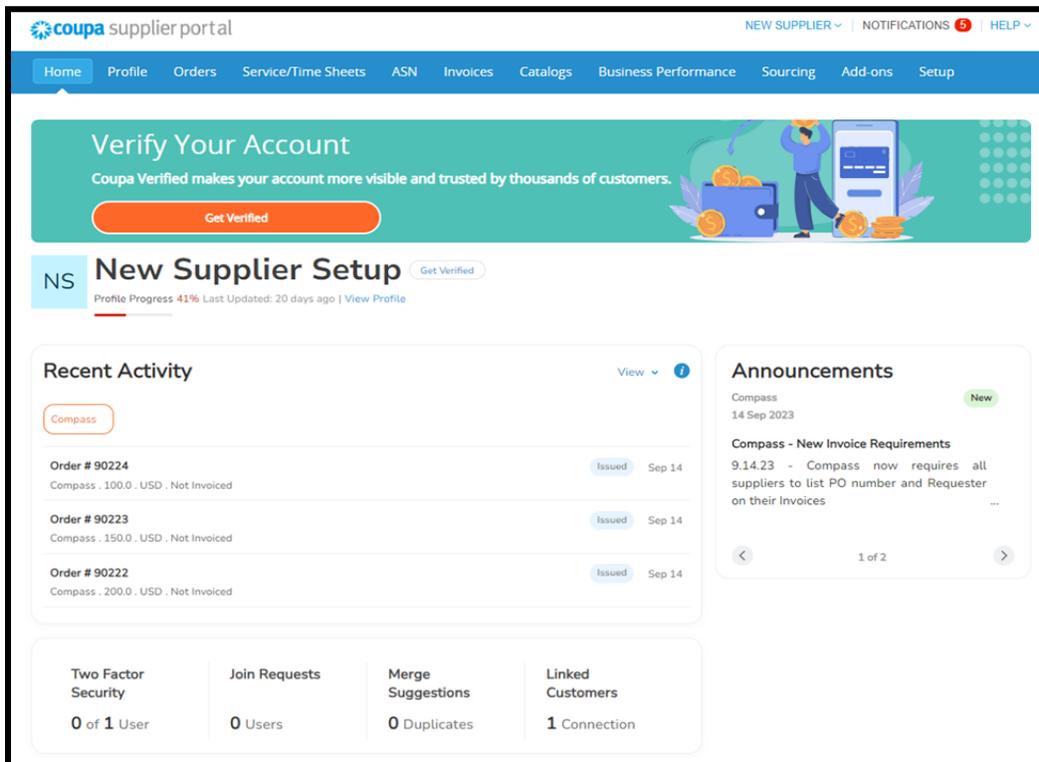
COMPASS

How to Answer Comments in Coupa on your Order or Invoice

Log into the Coupa Supplier Portal - <https://supplier.coupa.com> with your credentials when you first registered. If you forgot your password, click on “Forgot Your Password?” and Coupa will send an auto generated email to you. If you did not receive the email, check your Spam/Junk Folder.



After logging in, you will see the Homepage of your CSP.



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- 1) Click on the appropriate tab either “Orders” or “Invoices” tab in the blue ribbon.
 - a) Select your customer by clicking the dropdown menu on the top right section.

Select Customer

Purchase Orders

Instructions From Customer
In order to comply with Compass Procurement policies, please review the PO instructions found here: [\[Redacted URL\]](#)
usp=sharing

Click the Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
90228	09/19/23	Issued	None	sub block test	No	330.00		
90227	09/18/23	Issued	None	Consulting Services test	No	9,030.00		
90226	09/18/23	Issued	None	yes	No	8,880.00		
90225	09/14/23	Issued	None	Emergency Services	No	100.00		
90224	09/14/23	Issued	None	Supplies	No	100.00		
90223	09/14/23	Issued	None	Consulting Services	No	150.00		
90222	09/14/23	Issued	None	Janitorial	No	200.00		

- 2) On either the Order or Invoices tab you can find any Unanswered Comments under the Unanswered Comments column to verify if there are any comments pending answers. Then click on the appropriate PO Number or Invoice number to review.

Create Invoices

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

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
PMK0914	09/14/23	Pending Approval	90225	100.00	Yes		
091423	09/14/23	Approved	90224	-200.00	No		
CSP 091423	09/14/23	Disputed	90223	300.00	Yes	Price different from PO/Contract or Catalog	
CSP0914	09/14/23	Approved	90224	200.00	No		
None	09/14/23	Draft	90224	100.00	No		

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- 3) The Order or Invoice screen will open up. Scroll down to the “Comments” section and review the comment from your customer.

COMPASS

Comment Mute Comments ^

Enter Comment

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

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Participants: Maria Panchenko

to supplier

Maria Panchenko 09/14/23 at 12:29 PM

Dear Supplier, the services have not been provided yet. This invoice will be paid after this service concludes.

4) In the Comments section provide your response by typing @name and the message. Then click “Add Comment”

Comment Mute Comments ^

Enter Comment

[@Maria Panchenko (MariaPanchenko_14729)] Noted. Thanks

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

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Once you click Add Comment it will notify the specific customer you have named and also appear here

Comment Mute Comments ^

Participants: Maria Panchenko new supplier setup

from supplier

new supplier setup 10/10/23 at 12:31 PM

Maria Panchenko | updated the price

Add Comment

When you go back to your Order or Invoices tab you will now see that the Unanswered Comments for that specific item has changed from Yes to No - indicating that you have answered that open comment.