COMPASS

How to Answer Comments in Coupa on your Order or Invoice

Log into the Coupa Supplier Portal - <u>https://supplier.coupahost.com</u> 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.

coupa supplier portal		Secure
	Login	
	• Email	
	• Password	
	Forgot your password?	
	Login	
	New to Coupa? CREATE AN ACCOUNT	

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

lome	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogs	Business Performa	nce Sourcing	Add-ons	Setup	
V co	erify upa Verif	YOUI ied makes Get V	ACCOUNT s your account more v verified	isible an	d trusted by	thousands o	f customers.				•••
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Recent	t Activ	ity					View 🗸 🧃	Annound	ements		
Compass)							Compass 14 Sep 2023			New
								Compass - Nev	w Invoice Requ	irements	
Order # 90	224	Not Invoiced	1				Issued Sep 14	9.14.23 - Co suppliers to lis	ompass now st PO number	requires and Reque	all ster
Compass . 1							Inclued Cap 14	on their Invoice	25		
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COMPASS

- 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	Compass		
rchas	<mark>e Order</mark>	S						
uctions Fro	om Customer							
er to comply	with Compass Pr	rocuremer	nt policies, please review	he PO instructions found here: h		_09000_111.0	71.2	
			Click the	Section to Invoice from	n a Purchase Order			
							_	
port to 🤟					View	~	Search	_ 0
O 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		او او
90227 90226	09/18/23	Issued	None	Consulting Services test yes	No	9,030.00 8,880.00		19 19
90227 90226 90225	09/18/23 09/18/23 09/14/23	Issued Issued	None None	Consulting Services test yes Emergency Services	No No No	9,030.00 8,880.00 100.00		
90227 90226 90225 90224	09/18/23 09/18/23 09/14/23 09/14/23	Issued Issued Issued	None None None	Consulting Services test yes Emergency Services Supplies	No No No	9,030.00 8,880.00 100.00 100.00		
90227 90226 90225 90224 90224	09/18/23 09/18/23 09/14/23 09/14/23	Issued Issued Issued Issued	None None None None	Consulting Services test yes Emergency Services Supplies Consulting Services	No No No No	9,030.00 8,880.00 100.00 100.00 150.00		

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 Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note							
Export to ~					Viev	v All 🗸 Search	P
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		10
Per page 15	45 90					-	

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		
		11
Add File TURL		
Send Comment notification to a user by typing @name (ex. @JohnSmith)		
	Add Commer	nt
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.		

 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 I URL		11
Send Comment notification to a user by typing @name (ex. @JohnSmith)	Add Commer	nt

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



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.