

# Coupa Supplier Portal User Guide

## Top FAQs

Question	Answer
1. How much does it cost to join and use the Coupa Supplier Portal?	Coupa doesn't charge suppliers to use the Coupa Supplier Portal.
2. Where do I register?	You need an invitation to join the Coupa Supplier Portal. Have your customer send you an invitation email.
3. Where do I sign in?	You can sign into the Coupa Supplier Portal at <a href="http://supplier.coupahost.com">http://supplier.coupahost.com</a>
4. How long does the registration process take?	The registration process takes less than 5 minutes: you access the link received in the invitation email and you fill in your name, company name and password.
5. I supply more than one organisation. Will I need to go through this all over again for those organisations?	No, you do not need to create separate accounts for each customer. You just need to make sure you provide the same email address for all your customers when they will be sending you the invite.
6. How do I receive the purchase orders and how do I see my customer's purchase orders?	You can receive the PO by email having a PDF attached, and you can check all the PO's received from you customer by going into your CSP account, access the menu and click on Orders. You are also able to see the PO and create the invoice directly from the email notification received.
7. How do I create an invoice?	Click on the menu at the top right, and then select Orders. In the Select Customer dropdown, choose the desired customer. In the PO table that appears, choose the PO you would like to invoice, and then click on the yellow coins to create an invoice. The invoice can be also created from the email notification received.

<p>8. How do I create an invoice if there's no purchase order?</p>	<p>You can't submit invoices without a backing PO.</p>
<p>9. Where can I find payment information?</p>	<p>If your customer provided payment information, you can find it on the invoice.</p>
<p>10. How do I add an employee?</p>	<p>Click on the menu icon and choose Admin. On the Admin page, choose the User tab and click Invite User. Provide the required info and permissions in the window that opens.</p>
<p>11. How do I update my banking information for direct deposits?</p>	<p>Your banking information is stored in your customer's ERP system (i.e. SAP, Oracle, etc.), and not stored in Coupa. Contact your customer directly with the updated information.</p>
<p>12. What happens if I forget my login?</p>	<p>Forgotten passwords can be retrieved via the forgotten password link on the CSP portal, at the Login stage.</p>
<p>13. What training is provided?</p>	<p>You can find extensive training materials on the Coupa Supplier Portal site, after registering, by accessing the Online Help page.</p>
<p>14. I'm a small company. Will I be able to use the Coupa Supplier Portal?</p>	<p>Coupa Supplier Portal can be used by all organisations irrespective of their size. Suppliers only need internet access to register.</p>