veeam

Coupa Supplier Portal
frequently asked questions (FAQ)

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Contents

1. **What is Coupa?**
   Coupa is a leading e-procurement application for business spend management, which is used by many companies across the globe. Veeam uses Coupa for Procurement, Contract Management, Sourcing and Electronic Invoicing. If you wish to learn more about Coupa, please visit their [home page](#).

2. **What is the Coupa Supplier Portal (CSP)?**
   CSP is a free of charge portal, which enables Veeam's suppliers receive purchase orders (POs) and create invoices electronically. Suppliers can also manage their account and add a new customers, who use Coupa.

3. **What are the key benefits to use CSP?**
   It gives the following benefits to you as a supplier: 1) brings automation to the manual process 2) ensures faster processing and payment 3) lets suppliers communicate with Veeam Accounts Payable team directly, and 4) makes invoice tracking much easier.

4. **How much does it cost to transact with Veeam via CSP?**
   There is no cost for suppliers to use Coupa: neither for registration, nor for transactions.

5. **Do I need additional software to use the CSP?**
   No, you don't need any additional software to use CSP apart from using your email account for registration.

6. **How to register for the Coupa Supplier Portal?**
   Supplier Enablement team will send you an automatic invite to join the CSP to email address, you provided to Veeam during internal vendor creation / maintenance process. If you do not receive an invitation but expect to, then please check your junk email folder. If the invite is not there, please contact supplier.enablement@veeam.com.

7. **Why can't I register for the CSP?**
   If you received an email invitation with the link to join CSP but can't register, check the 'I'm not a robot' field. Also, make sure you complete the registration process within the 48 hours since invitation receipt. If there are any other issues, write to supplier@coupa.com.

8. **How do I connect with Veeam if I already use the CSP with another customer?**
   You will receive an e-mail invite from Veeam to join the CSP. If the same email address is used for connection with your other Coupa customers, then, once you confirm the new connection request, you will automatically become connected to your new customer via CSP in addition to the previous ones.

   Alternatively, you may proactively connect with a customer by using the connection request functionality. To do that:
   - Go to Setup > Connection Requests.
   - Locate your customer and click Request button.

9. **How long does it take to register for the Coupa Supplier Portal?**
   The registration takes just a couple of minutes.

10. **What to do if the owner of the CSP account left the company?**
    You need to contact your IT department or Veeam. You can reach out to Veeam via supplier.enablement@veeam.com email address to request Veeam to change the contact

information for you as a supplier. Alternatively, if allowed by your policies, your IT team could be able to grant access to the email of those who left, so that you could login to Coupa and refresh the user roles. Refer to p.18 of Supplier Enablement user guide for more details.

11. **How to login to CSP?**
To login to CSP use this https://supplier.coupahost.com/sessions/new

12. **Does Veeam have a user guide on how to get setup in the CSP?**
Yes, Veeam developed a step-by-step user instruction for its suppliers on how to get registered in the CSP, how to receive a Purchase Order (PO), submit invoices, do the credit notes, or manage your account. It can be found via link.

13. **Can I communicate with Veeam through the CSP if I need to check the payment status of the invoices?**
The CSP provides functionality for suppliers and customers to communicate between each other. Suppliers can do it by adding comments to invoices or POs. The comment section can be found at the bottom of the respective pages within the CSP.

14. **Can more than one person from our organization access the CSP, and can different roles be used within the CSP?**
More than one person in your organization can have access to the CSP. To manage users, the one with admin rights should go to 'Admin' tab and select 'Users' you wish to maintain access to.
When a new user is invited, admin can determine, which customers the user will be able to view.

15. **I didn't find an answer to my question, where I can read more?**
Yes, you may find more information by reading FAQ on Coupa's web site by clicking the following link https://supplier.coupa.com/help/faqs/