

Believing in **ASIA**



# Supplier Guide

1. [Registration of Coupa Supplier Portal \(CSP\) Account](#)
2. [Homepage and Navigation](#)
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# 1. Registration of Account

[Return to ContentPage](#)

1.1 Registration of CSP Account – New Supplier

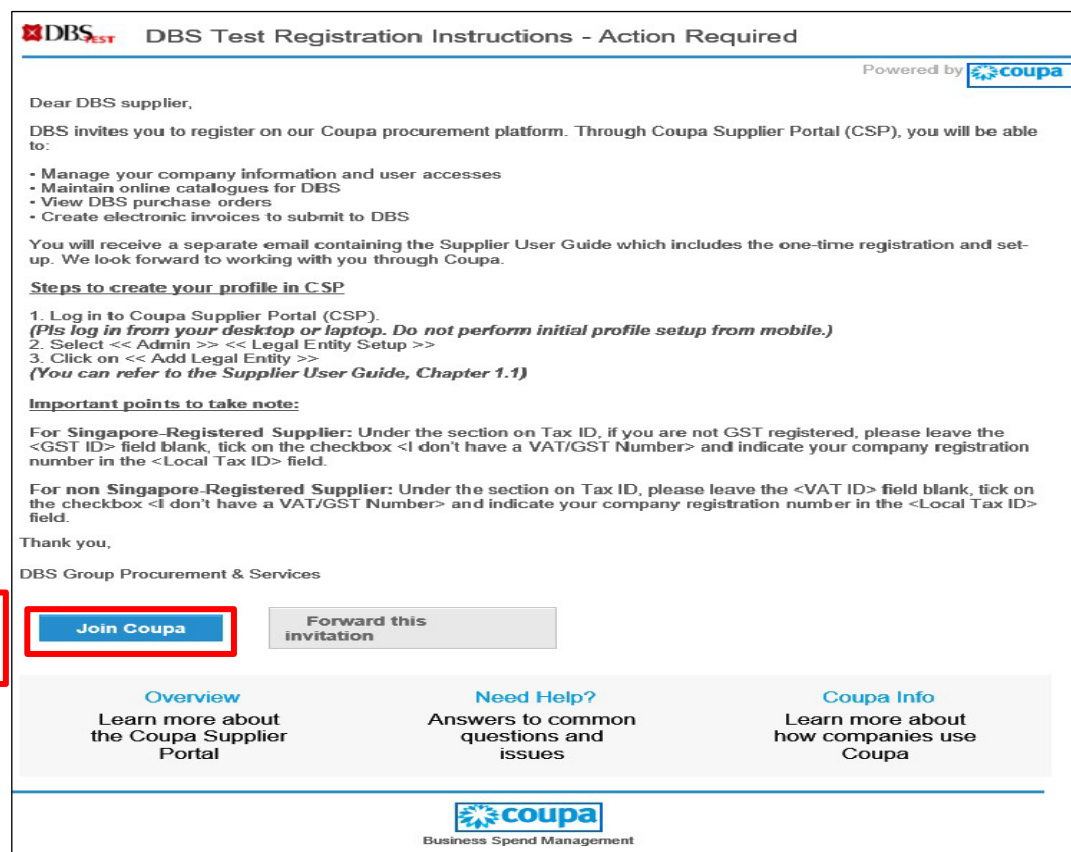
1.2 Registration of CSP Account – Existing Supplier

# 1.1 Registration of CSP Account – New Supplier


An email invitation will be sent to your email to register Coupa Supplier Portal (CSP).

*(Pls log in from your desktop or laptop. Do not perform initial profile setup from mobile.)*

1. Click On  in the email.



**DBS** TEST DBS Test Registration Instructions - Action Required

Powered by 

Dear DBS supplier,

DBS invites you to register on our Coupa procurement platform. Through Coupa Supplier Portal (CSP), you will be able to:

- Manage your company information and user accesses
- Maintain online catalogues for DBS
- View DBS purchase orders
- Create electronic invoices to submit to DBS

You will receive a separate email containing the Supplier User Guide which includes the one-time registration and set-up. We look forward to working with you through Coupa.

**Steps to create your profile in CSP**

1. Log in to Coupa Supplier Portal (CSP).  
*(Pls log in from your desktop or laptop. Do not perform initial profile setup from mobile.)*
2. Select << Admin >> << Legal Entity Setup >>
3. Click on << Add Legal Entity >>  
*(You can refer to the Supplier User Guide, Chapter 1.1)*



**Important points to take note:**

**For Singapore-Registered Supplier:** Under the section on Tax ID, if you are not GST registered, please leave the <GST ID> field blank, tick on the checkbox <I don't have a VAT/GST Number> and indicate your company registration number in the <Local Tax ID> field.

**For non Singapore-Registered Supplier:** Under the section on Tax ID, please leave the <VAT ID> field blank, tick on the checkbox <I don't have a VAT/GST Number> and indicate your company registration number in the <Local Tax ID> field.

Thank you,


DBS Group Procurement & Services

**1**  


**Overview**  
Learn more about the Coupa Supplier Portal

**Need Help?**  
Answers to common questions and issues

**Coupa Info**  
Learn more about how companies use Coupa

  
Business Spend Management

# 1.1 Registration of CSP Account – New Supplier

- ✓ Enter <Password>, <Password Confirmation>. Password to include at least 8 characters, a letter and a number
- ✓ “Accept” the privacy Policy and Terms of Use.
- ✓ Click on  to continue.
- ✓ After logging in successfully, you will be in the site at the homepage of CSP.



## Create your business account

DBS Test is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with DBS Test so you're ready to do business together.

Email

Password

Use at least 8 characters and include a number and a letter.

Password Confirmation

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#).

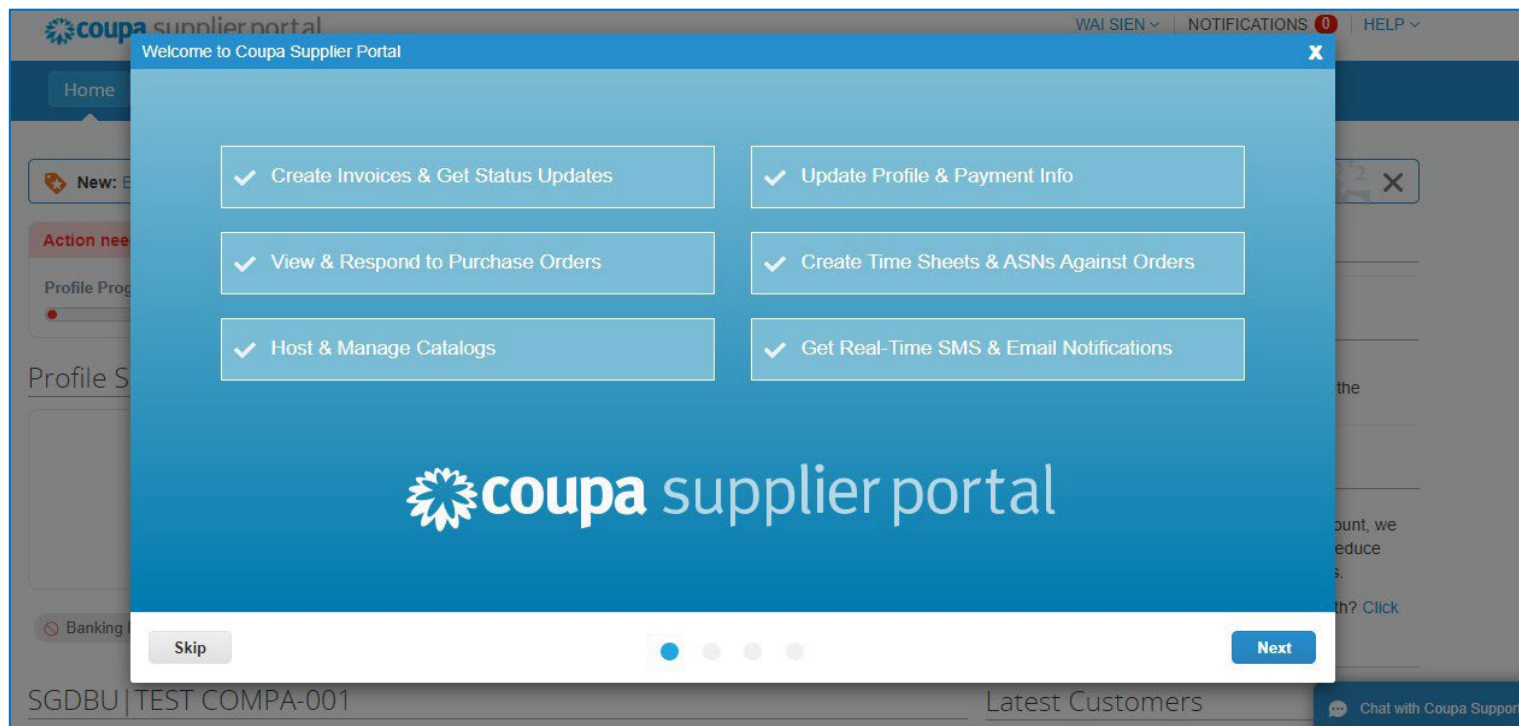
[Get Started](#)

[Having an issue with signup?](#)

[Forward this to someone](#)

# 1.1 Registration of CSP Account – New Supplier

- ✓ You will see this page after logging in successfully.
  - ✓ Create Legal Entity for your New Company Name in Coupa Supplier Portal.
- (For Legal Entity Setup, refer to Point 4 : [Setup Legal Entity for Invoicing](#)).



## 1.2 Registration of CSP Account – Existing Supplier

1. This only applies if you are an existing Coupa user. Firstly, ensure that the email ID used to register for CSP is the same as the email that you will be using for DBS Coupa
2. Using the email in step 1, you will receive an email invitation to register with CSP (shown in the screenshot below)
3. Click on *Click here*, which is provided in the email, to add DBS as your Customer

Steps to create your profile in CSP

1. Log in to Coupa Supplier Portal (CSP)  
(Pls log in from your desktop or laptop. Do not perform initial profile setup from mobile.)
2. Select << Admin >> << Legal Entity Setup >>
3. Click on << Add Legal Entity >>  
(You can refer to the Supplier User Guide, Chapter 1.1)

Important points to take note:

**For Singapore-Registered Supplier:** Under the section on Tax ID, if you are not GST registered, please leave the <GST ID> field blank, tick on the checkbox <I don't have a VAT/GST Number> and indicate your company registration number in the <Local Tax ID> field.

**For non Singapore-Registered Supplier:** Under the section on Tax ID, please leave the <VAT ID> field blank, tick on the checkbox <I don't have a VAT/GST Number> and indicate your company registration number in the <Local Tax ID> field.

Thank you,  
DBS Group Procurement & Services

[Login to Coupa](#)

**3**

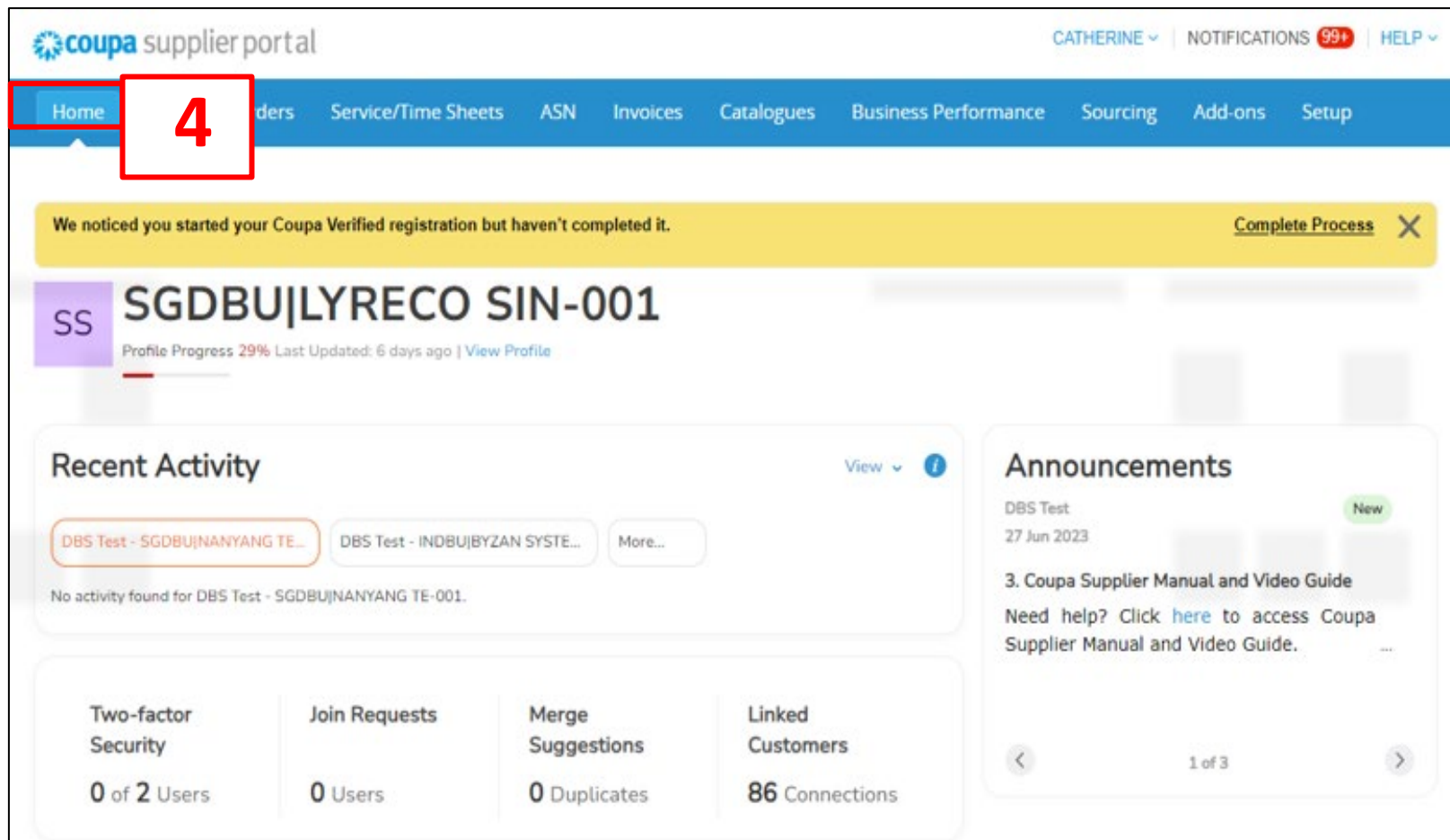
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 **coupa**  
Business Spend Management

To get immediate updates via SMS or change notification preferences, go [here and adjust your settings](#)

## 1.2 Registration of CSP Account – Existing Supplier

4. Click on *Home*. There is an Announcements section available on this page.



**coupa** supplier portal

CATHERINE ▾ | NOTIFICATIONS 99+ | HELP ▾

Home **4** Orders Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons Setup

We noticed you started your Coupa Verified registration but haven't completed it. [Complete Process](#) ✕

**SS** **SGDBU|LYRECO SIN-001**  
Profile Progress 29% Last Updated: 6 days ago | [View Profile](#)

**Recent Activity** View ▾ ⓘ

DBS Test - SGDBU|NANYANG TE... DBS Test - INDBU|BYZAN SYSTE... More...

No activity found for DBS Test - SGDBU|NANYANG TE-001.

**Announcements**

DBS Test 27 Jun 2023 New

3. Coupa Supplier Manual and Video Guide  
Need help? Click [here](#) to access Coupa Supplier Manual and Video Guide.

1 of 3

Two-factor Security 0 of 2 Users

Join Requests 0 Users

Merge Suggestions 0 Duplicates

Linked Customers 86 Connections

- [2.1 Homepage – Description of Functionality](#)
- [2.2 Notifications Menu](#)
- [2.3 Help Tour](#)
- [2.4 Merge Accounts](#)
- [2.5 Language Setting](#)
- [2.6 Setting Notification Preferences for Suppliers](#)
- [2.7 Resetting Supplier's Account Password](#)
- [2.8 Adding Users to CSP Account for Suppliers](#)
- [2.9 Definition of Roles Allowed in CSP](#)
- [2.10 Log Out](#)

## 2.1 Homepage

1. You can switch between the different tabs on the homepage. The functionality of the different tabs is shown below

 **coupa** supplier portal

WAI SIEN  | NOTIFI

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Add-ons Setup

1

Pages tab	Description of Functionality
Home	Bring Suppliers to Homepage of the Coupa Supplier Portal
Profile	Allow Suppliers to create, modify, and manage their public and DBS-specific profiles. Add remit-to addresses
Orders	Allow Suppliers to manage purchase orders
Service/Time Sheets	Allow Suppliers to view, create, edit, and submit service/time sheets against purchase orders (POs). Currently not utilized by DBS.
ASN	Allow Suppliers to send notifications to DBS when they ship their items. Currently not utilised by DBS
Invoices	Allow Suppliers to create and manage invoices to send to DBS
Catalogues	Allow Suppliers to create and manage DBS specific catalogues
Business Performance	View a summary of orders, invoices & delivery time trends
Add-ons	Access information about all additional features
Setup	Allow Supplier Admins to manage user profiles, merge requests, and remit-to addresses

## 2.2 Notifications Menu

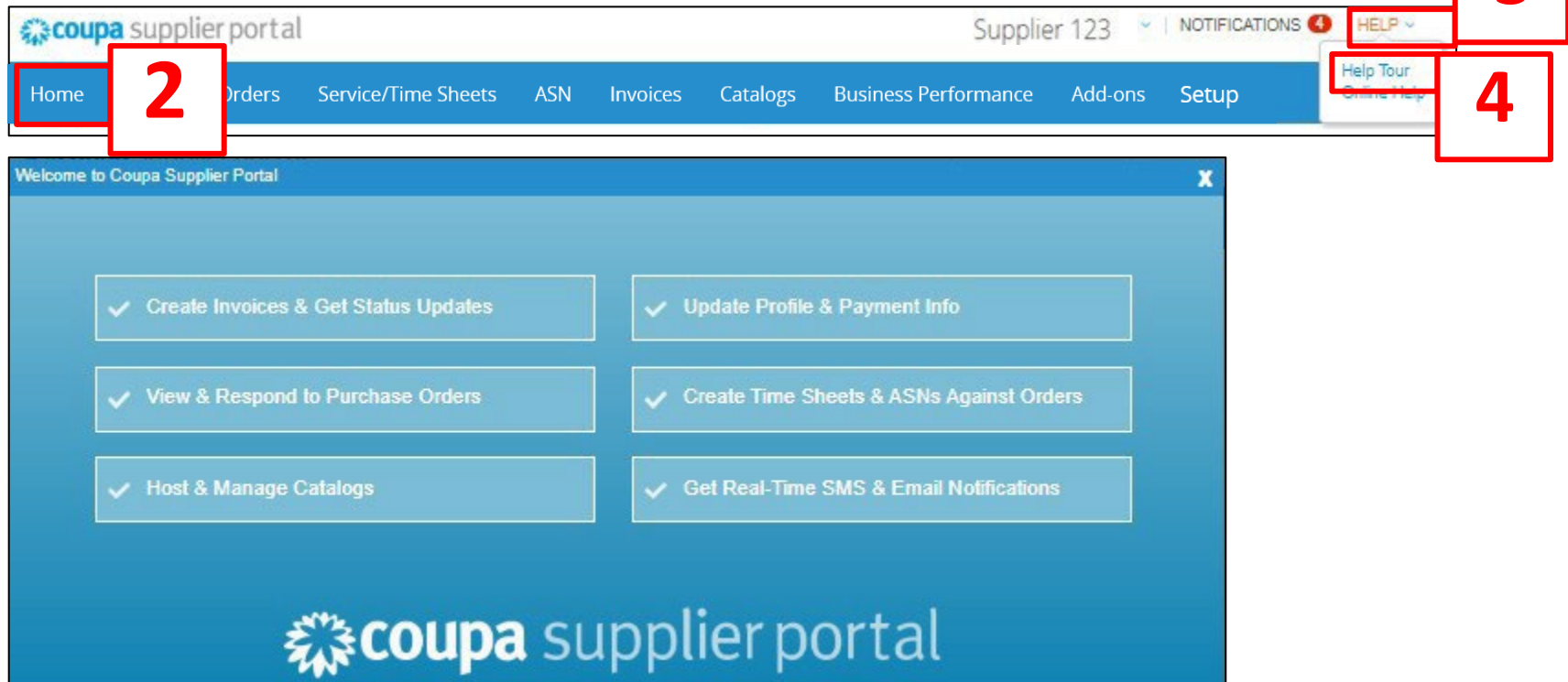
1. Click on *NOTIFICATIONS* to view the latest notification and messages
2. Click on *See All Notifications*
3. View your inbox at *My Notifications* page

The screenshot shows the Coupa Supplier Portal interface. At the top right, there is a 'NOTIFICATIONS' link with a red badge showing '84', highlighted with a red box and the number '1'. Below this is a blue navigation bar with various menu items. On the left side, there is a 'NOTIFICATIONS' dropdown menu with a red badge showing '16', highlighted with a red box and the number '2'. Below this menu is a 'See All Notifications' link, also highlighted with a red box and the number '2'. On the right side, there is a 'My Notifications' section, highlighted with a red box and the number '3'. This section includes a 'View' dropdown set to 'All' and a list of notifications. The notifications are as follows:

<input type="checkbox"/>	Message
<input type="checkbox"/>	Catalog with DBS will expire in 30 days.
<input type="checkbox"/>	Catalog has been approved by DBS
<input type="checkbox"/>	Catalog has been approved by DBS
<input type="checkbox"/>	Catalog has been approved by DBS

## 2.3 Help Tour

1. To retrieve the HelpTour
2. Select <<Home>> tab
3. Click on <<Help>> at the right top corner
4. Click on <<Help Tour>>



## 2.4 Merge Accounts

1. If you wish to combine two accounts into one single administrative account, you may choose to utilise the *Merge Account* function (Note: You can only merge one account with another per *Merge Account* function)
2. Click on *Setup*
3. Click on *Merge Requests*
4. Fill up the email address associated with the other accounts and click *Request Merge* to send an email invitation

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, 'supplier portal', and navigation links for 'SUPPLIER', 'NOTIFICATIONS' (with a red badge showing '84'), and 'HELP'. Below the header is a blue navigation bar with links: 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Add-ons', and 'Setup'. The 'Setup' link is highlighted with a red box and a red number '2'. On the left side, there is a sidebar menu with 'Admin' and 'Merge Requests' highlighted with a red box and a red number '3'. The main content area is titled 'Initiate Merge Request' and contains a text input field with the email address 'coupa@coupamail.edu' and a blue 'Request Merge' button, both highlighted with a red box and a red number '4'. Below this, there is a section titled 'Open merge requests' which states 'All clear! No open merge requests.'

## 2.4 Merge Accounts

5. Tick *My Account/Their Account* to choose the appropriate account owner. Input an explanatory note under *Note* to explain the reasons for merging. Tick the *I'm not a robot* checkbox
6. Click *Send Request* to complete the process
7. When accounts are merged, both admins would be given admin rights

### Request Account Merge

You're about to merge your profile and users with **DBS Test Supplier 123**. Select the owner for the merged account. For more info on merging, [Click here](#).

5

**\* Account Owner**


☒ **My Account**

☐ **Their Account**

By choosing this option I understand that I will no longer be the account owner.

**\* Note**

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Cancel

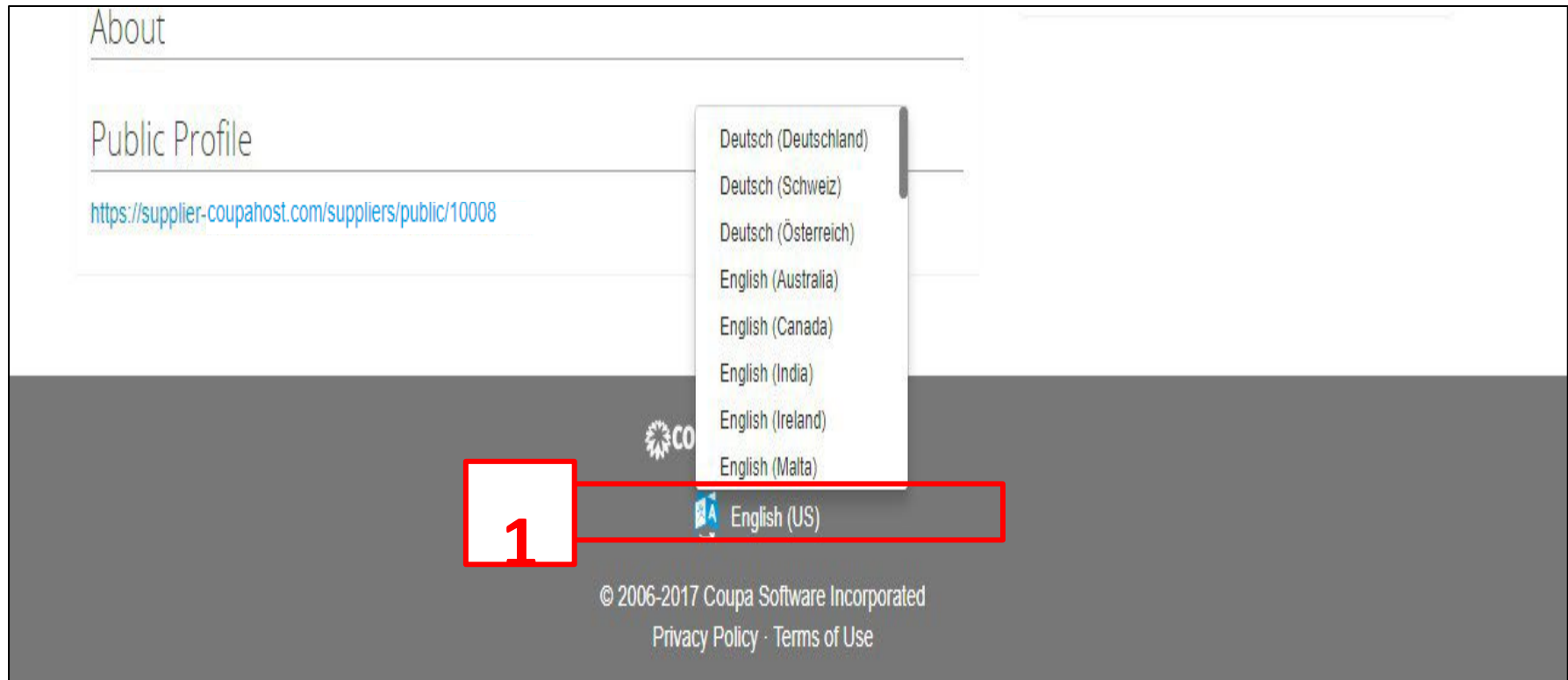
6

Send Request

## 2.5 Language Setting

The default language is English (US)

1. Click on the default language to switch the language, e.g. *English(Singapore)*



## 2.6 Setting Notification Preferences for Suppliers

1. Move the cursor to your profile name
2. Click on *Notification Preferences*

The screenshot displays the Coupa Supplier Portal interface. The top navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. The user's profile name, 'Supplier Donna', is visible. A dropdown menu is open under the 'SUPPLIER' header, showing options for Account Settings, Notification Preferences, and Log Out. The 'Notification Preferences' option is highlighted with a red box and the number 1. Another red box with the number 2 highlights the 'Notification Preferences' option in the main content area. The bottom right corner shows the DBS logo.

## 2.6 Setting Notification Preferences for Suppliers

3. Click on all checkbox if you wish to receive your notifications through *Online interface*, *SMS & Email* (Note: You can customise your notifications for different items, e.g. catalogues, Orders etc)
4. If none of the checkboxes are checked, you will not receive any notifications
5. Once preferences are set up, click [Save](#)

### My Account

#### Notification Preferences

[Settings](#)  
[Notification Preferences](#)  
[Security & Two-Factor Authentication](#)

You will start receiving notifications when your customers enable them.

#### Catalogs

A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is approved	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is rejected	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is about to expire	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

☐ [Save](#)

## 2.6 Setting Notification Preferences for Suppliers

6. Before setting up service for SMS notifications, you have to validate your contact number with Coupa. Click on *Account Settings*

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'supplier portal', and user information: 'CATHERINE' with a dropdown arrow, 'NOTIFICATIONS 99+', and a 'HELP' link. Below the header is a navigation bar with links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Buy, Add-ons, and Setup. A red box with the number '6' highlights the 'Account Settings' dropdown menu, which is open and shows options for 'Account Settings', 'Notification Preferences', and 'Log Out'. The main content area features a profile card for 'SGDBUJLYRECO SIN-001' with a 'View Profile' link. Below this is a 'Recent Activity' section showing a list of activities, including 'DBS Test - SGDBUJNANYANG TE...' and 'DBS Test - INDBUJBYZAN SYSTE...'. To the right is an 'Announcements' section with a 'New' badge and a link to the 'Coupa Supplier Manual and Video Guide'. At the bottom, there are four summary cards: 'Two-factor Security' (0 of 2 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (86 Connections).

## 2.6 Setting Notification Preferences for Suppliers

7. Click on *Security & Two-Factor Authentication*. Keyin your mobile contact number and click *Validate*

The screenshot displays the 'My Account' interface with a sidebar on the left and a main content area. The sidebar contains three links: 'Settings', 'Notification Preferences', and 'Security & Two-Factor Authentication'. The 'Settings' link is highlighted with a red box and the number 7. The 'Notification Preferences' link is also highlighted with a red box and the number 7. The main content area has a heading 'Notification Preferences' and a sub-heading 'You will start receiving notifications when your customers enable them.' Below this, there are two input fields: 'Email' with the value 'cocolawpy@gmail.com' and 'Mobile (SMS)' with the value '+1 201-555-5555'. The 'Mobile (SMS)' field is highlighted with a red box and the number 7. To the right of the 'Mobile (SMS)' field is a blue 'Verify' button. Below the 'Mobile (SMS)' field is a yellow warning icon and the text 'Verify number to receive SMS'. At the bottom of the page, there is an 'Announcements' section with a table showing 'New Customer Announcement' and three checkboxes: 'Online' (checked), 'Email' (unchecked), and 'SMS' (unchecked).

My Account Notification Preferences

Settings 7

Notification Preferences 7

Security & Two-Factor Authentication

You will start receiving notifications when your customers enable them.

Email cocolawpy@gmail.com

Mobile (SMS) +1 201-555-5555 Verify

! Verify number to receive SMS

Announcements

New Customer Announcement	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
---------------------------	--	--------------------------------	------------------------------

## 2.6 Setting Notification Preferences for Suppliers

- Follow the on-screen instructions and key in the verification code that you have received via SMS. Click OK to proceed

**My Account** Notification Preferences

You will start receiving notifications when your customers enable them.

**Email**  **Mobile (SMS)**  **Verify**

Invalid number or SMS format

**Enter the code that you received by SMS**

Your verification code has been sent to: +6598228888

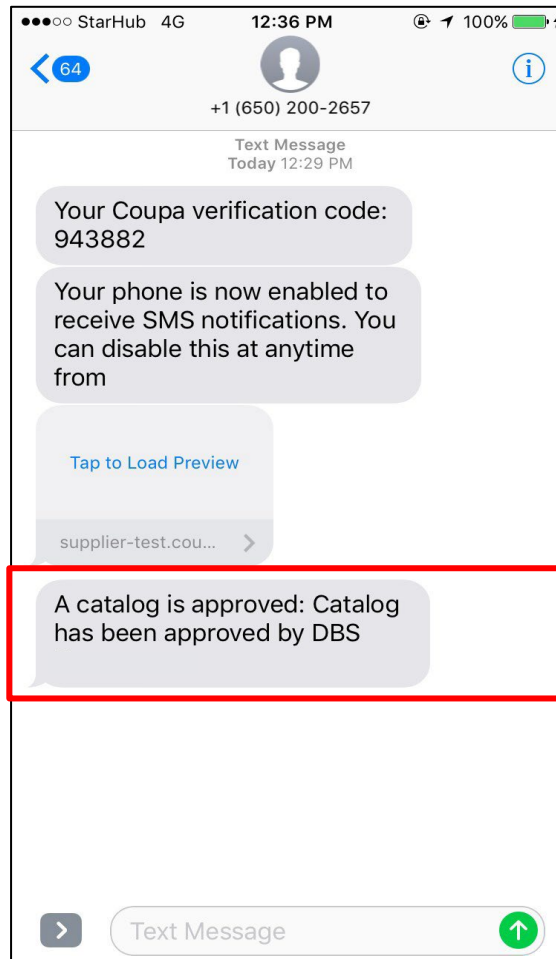
**8** Code

**Catalogues**

New comment received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

## 2.6 Setting Notification Preferences for Suppliers

9. You will be able to receive updates via text messages once SMS notifications have been set up accurately

**9**

## 2.6 Setting Notification Preferences for Suppliers

10. To change your notifications preference, go to My Account settings and click on

### Notification Preferences

Announcements			
New Customer Announcement	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Business Performance			
Business Performance Role Granted	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogues			
New comment received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

10

## 2.6 Setting Notification Preferences for Suppliers

11. For Security & Two-Factor Authentication, it is not a requirement for supplier to setup. If you wish to continue and encounter issue, please contact [supplier@coupa.com](mailto:supplier@coupa.com)

**My Account** Security & Two-Factor Authentication

Settings  
Notification Preferences  
**Security & Two-Factor Authentication**

**11**

**Two-Factor Authentication**

Authentication

☐ Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)  
☒ Enable for Both Account Access (Login) and Payment Changes

Via Authenticator App Disabled

☐ Enable Using an Authenticator App available from your mobile phone app store

Via SMS Disabled

☐ Enable Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK

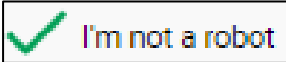
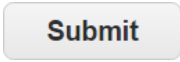
## 2.7 Resetting Supplier's Account Password

1. Click on *Forgot your password* at the *Log In* page
2. Input the email associated with the Coupa account
3. Check the tickbox for ☒ I'm not a robot and click *Submit*

The screenshot shows the Coupa login page. At the top, there are two buttons: "Log In" (blue) and "Sign up" (grey). Below them is the text "Login to your Coupa account". There are two input fields: "Email Address" with the placeholder "Enter email address" and "Password" with the placeholder "Enter password". Below the password field is a link "Forgot Password?" and a large orange "Log In" button. Red annotations include a box around the "Forgot Password?" link and a box with the number "1" around the "Log In" button.

The screenshot shows the "Forgot Your Password?" page. It has the heading "Forgot Your Password?" and the text "Provide your email address and we'll send you a link to reset your password." Below this is an input field for "Email" with a red box and the number "2" next to it. Below the email field is a checkbox labeled "I'm not a robot" with a red box and the number "3" next to it. To the right of the checkbox is a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". Below the checkbox is a blue "Submit" button with a red box and the number "3" next to it.


## 2.7 Resetting Supplier's Account Password

4. You will receive a URL link to change the password associated with the email account. Click on the link as shown below.
5. Enter your new password. Click  and  to confirm password reset

### Requested Password Reset Instructions for Coupa

A password reset request was initiated for your user's account. You can click the button below to create a new password.

If you did not initiate this request, please review your login settings, add two-factor authentication to improve security, and notify someone at your company per your internal policies if you think this may have been malicious.

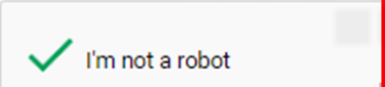
 **4**


### Reset your password

Please enter a new password and confirm it.

**Password**

**Password Confirmation**

 **5**

  
CAPTCHA  
[Privacy](#) - [Terms](#)

## 2.8 Adding Users to CSP Account for Suppliers

1. At homepage, click on the *Setup*
2. Click on *Users*
3. Click on **Invite User**

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, Sourcing, Add-ons, and Setup. The Setup link is highlighted with a red box and a red '1'. Below the navigation bar, the Admin Users section is visible. The Users link in the left sidebar is highlighted with a red box and a red '2'. The Invite User button in the top right of the Users section is highlighted with a red box and a red '3'. The main table displays user information for CATHERINE FOO, including email, status (Active), permissions, and customer access (DBS).

**coupa** supplier portal

CATHERINE ▾ NOTIFICATIONS 99+ HELP ▾

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

Admin Customer Setup

Admin Users

**Users** Invite User View All Search

User name	Email	Status	Permissions	Customer Access	Actions
CATHERINE FOO	cocolawpy@gmail.com	Active	ASNs Admin Business Performance Catalogues Early Payments Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	DBS	

## 2.8 Adding Users to CSP Account for Suppliers

4. You will receive an *Invite User* pop up. Fill in the relevant information, <First Name>, <Last Name>, <Email> as well as the permission for the CSP account
5. Select which Customer (e.g. DBS) the user can access and click [Send Invitation](#)
6. Your employee will receive an email notification with a link to register

The screenshot shows the 'Invite User' pop-up form. It contains the following elements:

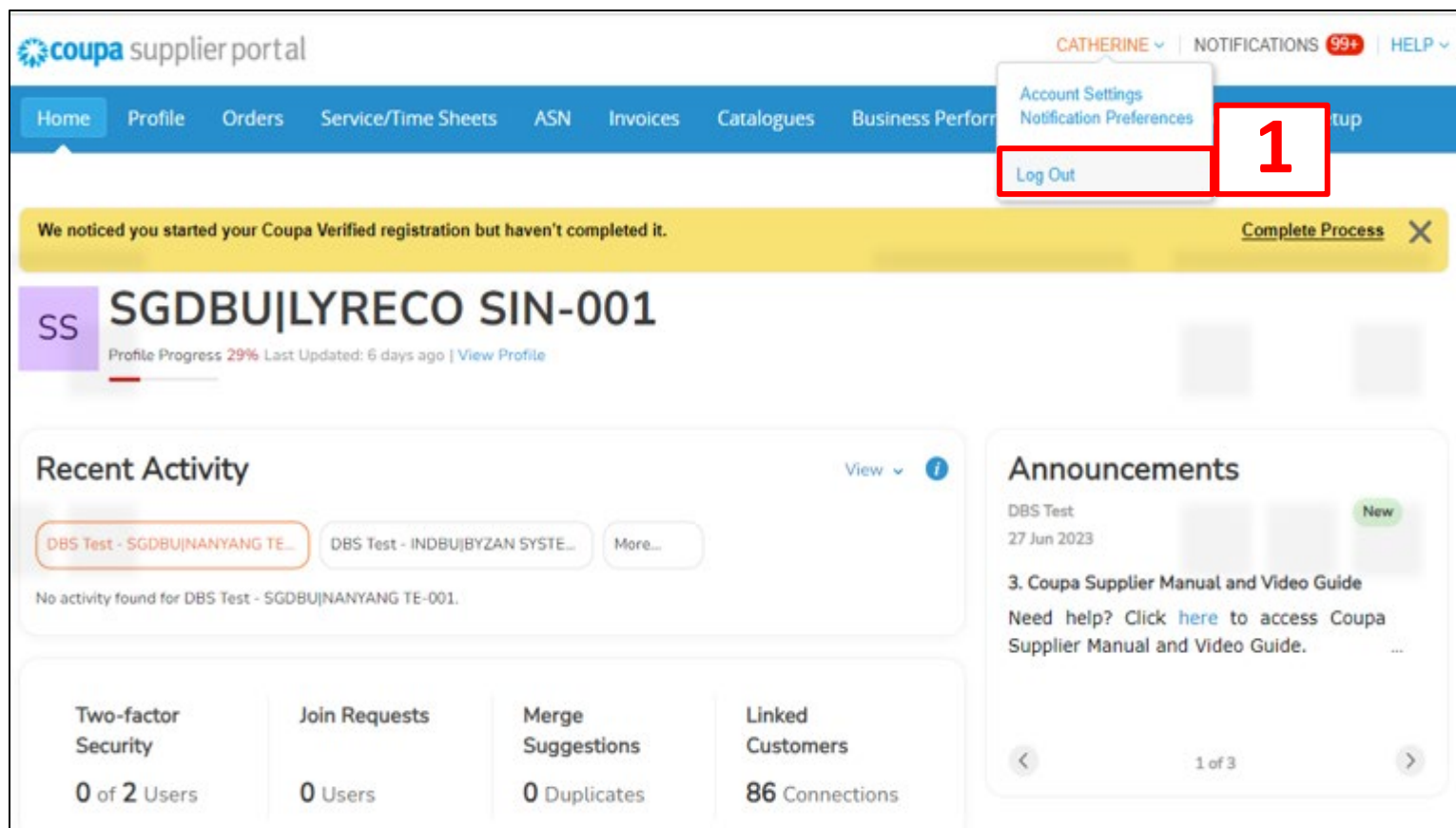
- First Name** and **Last Name** text input fields, with a red box labeled '4' highlighting both.
- \* Email** text input field.
- Permissions** section with a red box labeled '4' highlighting the entire list of permissions. The permissions are:
  - ☒ All
  - ☒ Admin
  - ☒ Orders
  - ☐ Restricted Access to Orders
  - ☒ All
  - ☒ Invoices
  - ☒ Catalogs
  - ☒ Profiles
  - ☒ ASNs
  - ☒ Service/Time Sheets
  - ☐ Restricted Access to Service/Time Sheets
  - ☒ All
  - ☒ Payments
  - ☒ Order Changes
  - ☒ Pay Me Now
  - ☒ Business Performance
- Customers** section with a red box labeled '5' highlighting the list of customers. The customers are:
  - ☒ All
  - ☒ DBS
- Buttons** at the bottom: **Cancel** and **Send Invitation**. The **Send Invitation** button is highlighted with a red box labeled '5'.

## 2.9 Definition of Roles Allowed in CSP

User Roles	Description
All	Supplier can perform all roles
Admin	Supplier have full access to all CSP functions, including Supplier administration. Non-admin Suppliers can still view the Users tab of the Admin page and invite users, but they cannot edit existing users. The permissions on the invitation cannot exceed the permissions of the user creating the invitation
Orders	Adds the ability for Supplier to view and work with purchase orders (POs)
Invoices	Adds the ability for Supplier to view and work with invoices
Catalogues	Adds the ability for Supplier to view and work with catalogues
Profiles	Adds the ability for Supplier to modify DBS-specific profiles. All users, regardless of permissions, can edit the public profile
ASNs	Adds the ability for Supplier to view and work with advance ship notices (ASNs)
Service/Time Sheets	Allow creating and submitting service/time sheets against POs
Payments	Allows viewing payments and downloading digital checks
Order Changes	Allow submitting PO change requests
Pay Me Now	Available only if customers uses Coupa Pay
Business Performance	Allows viewing of business performance information (e.g. order, invoice and delivery trends)

## 2.10 Log Out

1. Mouse over the header which states your name and click on the “Log Out” option which appears on the drop-down menu that follows.



### 3.1 Updating New Changes in Supplier's Company Profile

## 3.1 Updating New Changes in Supplier's Company Profile

1. Click on **Profile** tab to start editing your profile.
2. Click on **Edit Profile**

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'supplier portal', and user information: 'CATHERINE' with a dropdown arrow, 'NOTIFICATIONS 99+', and 'HELP' with a dropdown arrow. Below the header is a navigation bar with tabs: 'Home', 'Profile' (highlighted with a red box and a red '1'), 'Orders' (also highlighted with a red box and a red '1'), 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Under the 'Profile' tab, there are sub-tabs: 'Your Profile' (active), 'Information Requests', 'Performance Evaluation', and 'Coupa Verified'. The main content area on the left is titled 'Company Profile' and lists several categories: 'Environmental, Social, Governance & Diversity', 'Risk & Compliance', 'Financial Performance', and 'Ratings & References'. Below these are 'Quick Links' for 'Manage payment information' and 'Manage legal entities', a 'Learning Centre' with links to 'Add more customers' and 'Create a discoverable profile', and a 'Feedback' section. The right side of the page features a yellow banner stating 'You have 2 customer announcements related to Profile (DBS Test)' with a link to 'View All Announcements'. Below this is another yellow banner with a lightbulb icon and the text 'Complete your profile to get discovered by Coupa buyers that are looking for items in your category.' A 'Profile Progress' section shows a red progress bar at 41% and a clock icon indicating 'Last Updated 4 minutes ago'. A blue 'Edit Profile' button is highlighted with a red box and a red '2'. At the bottom right, there are links for 'Profile preview', 'Copy profile URL', and 'Download Profile as PDF'. A final yellow banner at the bottom states 'We noticed you started your Coupa Verified registration but haven't completed it.' with a link to 'Complete Process' and a close icon.

## 3.1 Updating New Changes in Supplier's Company Profile


3. Make the desired changes to your profile
  - a. Changes may include <Company Profile>, <Address> and <Primary Contact>
4. Click **Save** to complete the changes

The screenshot displays the 'Company Profile' page in the Coupa Supplier Portal. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Profile' tab is active. The left sidebar lists various profile sections: 'Company Profile', 'Environmental, Social, Governance & Diversity', 'Risk & Compliance', 'Financial Performance', 'Ratings & References', 'Quick Links', 'Learning Centre', and 'Feedback'. The main content area shows the 'Company Profile' form. It includes a large grey box for a profile picture. Below this are fields for 'Company Name' (SGDBUILYRECO SIN-001), 'Doing Business As', 'Is Ultimate Parent' (Yes/No), and 'Primary Address' (Address line, Address line 2, City, State, Postcode, Country/Region).

- Fields marked as (\*) are mandatory
- Changes Profile will be reflected on the public CSP. However, these changes will not be reflected in the DBS system. Suppliers have to contact DBS if they wish to make any changes to their company information. Contact DBS at [gpssg\\_supplier@db.com](mailto:gpssg_supplier@db.com). Most customers require Legal Entity information for invoicing.

# 3.1 Updating New Changes in Supplier's Company Profile



## Primary Contact

* First Name	* Last Name
<input type="text" value="CATHERINE"/>	<input type="text" value="FOO"/>
* Email	Role
<input type="text" value="cocolawpy@gmail.com"/>	<input type="text"/>
Preferred Phone	Mobile number
<input type="text" value="Work"/>	<input type="text"/>
Work number	Photograph
<input type="text"/>	
Public	
<input type="text"/>	

- Continue from page 32

[+ Add another contact](#)

## Company Information

Year Established	Company Size	Number of Employees
<input type="text" value="1957"/>	<input type="text"/>	<input type="text"/>
Ownership Type	Industry	PO Delivery Email
<input type="text"/>	<input type="text" value="Select an Option"/>	<input type="text"/>
Tax ID	DUNS	
<input type="text" value="200501663H"/>	<input type="text"/>	
 Secure Information – not published to your public profile	 Secure Information – not published to your public profile	

## 4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

1. To setup Legal Entity and Select <<Setup>> tab
2. Click on <<Legal Entity Setup>>
3. Click on <<Add LegalEntity>>
4. Input your Legal Entity Name and select Company Registered Country
5. Click on <<Continue>>

The screenshot displays the DBS 'Legal Entity Setup' interface. At the top, a blue navigation bar contains links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup (highlighted with a red box and number 1). Below the navigation bar, the page title is 'Admin Legal Entity Setup'. On the left, a sidebar menu lists: Users, Merge Requests, Legal Entity Setup (highlighted with a red box and number 2), Fiscal, Representatives, and Remit-To. The main content area is titled 'Legal Entity' and contains the text: 'Let's get your company setup for electronic invoicing! We'll walk you through what's needed & keep it as short as possible. The first thing you'll need to do is add a legal entity.' A button labeled 'Add Legal Entity' is highlighted with a red box and number 3. Below this, a form section is shown with a red box and number 4 around the input fields. The first field is labeled '\* Legal Entity Name' and the second is a dropdown menu labeled 'Country'. To the right of these fields, a text box explains: 'This is the official name of your business that is registered with the local government and the country where it is located.' At the bottom right, there are two buttons: 'Cancel' and 'Continue' (highlighted with a red box and number 5).

## 4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

6. Tick the box to select DBS.
7. Input your Company Address.
8. Must tick the boxes for both Remit-To and Ship From address.
9. For your Tax ID, please Click on your Type of Entity to refer to slide for particular guide:

Refer to Slide for guide (Tax ID):

[Type 1: Non-Singapore Registered Entity](#)  
[\(all countries except Singapore\)](#)

[Type 2: Singapore GST Registered Entity](#)

[Type 3: Singapore Non-GST Registered Entity](#)

The screenshot shows the 'Tell your customers about your organization' setup page. It includes a progress bar at the top with steps 1, 2, 3, and 4. The main section is titled 'Which customers do you want to see this?' and contains a list of entities with checkboxes. A red box labeled '6' highlights the list. Below this is the 'What address do you invoice from?' section, which includes fields for Address Line 1, Address Line 2, City, State, Postal Code, and Country. A red box labeled '7' highlights these fields. To the right of these fields is a blue 'INVOICING' button and a note: 'This is the same location where you receive government documents'. Below the address fields are two checkboxes: 'Use this address for Remit-To' and 'Use this for Ship From address'. A red box labeled '8' highlights these checkboxes. At the bottom is the 'What is your Tax ID?' section, which includes a dropdown for Country (set to Singapore), a field for GST ID, and a checkbox for 'I don't have GST ID Number'. A red box labeled '9' highlights the GST ID field. A link 'Add additional Tax ID' is at the bottom of this section.

Tell your customers about your organization

1 2 3 4

Which customers do you want to see this?

- ☒ All
- ☒ DBS Test - SGDBUJA & F CONC-001
- ☒ DBS Test - SHOWCASE SUPPLIER 8
- ☒ DBS Test - SGDBUJA SIAWIDE P-001
- ☒ DBS Test - SGDBUJ31STUDIO C-001

What address do you invoice from?

\* Address Line 1

Address Line 2

\* City

State

\* Postal Code

Country: Singapore

☒ Use this address for Remit-To

☒ Use this for Ship From address

**INVOICING**

This is the same location where you receive government documents

What is your Tax ID?

Country: Singapore

\* GST ID

☐ I don't have GST ID Number

[Add additional Tax ID](#)

## 4 Setup Legal Entity for Invoicing (Non-Singapore Registered Entity)

[Return to ContentPage](#)

9. For your Tax ID,

➤ Non-Singapore Registered Entity (all countries except Singapore)

Step 1: Pls leave this field blank.

Step 2: Check this box.

Step 3: Indicate your Company Registration No. in this field ( it must Match with the number that you have stated in the Vendor Registration Form that you have submitted to us earlier.)

Step 4: Click on [Save & Continue](#) then ⑦ [Click here to slide to continue the Legal Entity Setup](#)

The screenshot shows a web form titled "What is your Tax ID?". It includes a "Country" dropdown menu set to "United Kingdom", a "VAT ID" field, a checkbox labeled "I don't have a VAT/GST Number" (which is checked), and a "Local Tax ID" field. Below these is a link "Add additional Tax ID". At the bottom, there is a "Miscellaneous" section with "Invoice From Code" and "Preferred Language" (set to "English (Singapore)"). At the very bottom are "Cancel" and "Save & Continue" buttons. Four red boxes with numbers 1 through 4 are overlaid on the form to indicate steps: 1 points to the VAT ID field, 2 points to the "I don't have a VAT/GST Number" checkbox, 3 points to the "Local Tax ID" field, and 4 points to the "Save & Continue" button.

What is your Tax ID? ⓘ

Country United Kingdom ×

VAT ID

Step 1: Pls leave this field blank.

Step 2: Check this box.

☒ I don't have a VAT/GST Number

\* Local Tax ID

Step 3: Indicate your Company Registration No. in this field ( it must **Match** with the number that **you have stated in the Vendor Registration Form that you have submitted to us earlier.**)

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code ⓘ

Preferred Language English (Singapore) ▾

Cancel [Save & Continue](#)

## 4 Setup Legal Entity for Invoicing (Singapore GSTRegistered Entity)

[Return to ContentPage](#)

9. For yourTax ID,

➤ Singapore GSTRegistered Entity

Step 1: Pls indicate your business GST Reg No. (same as IRAS) in the <<GST ID>> field.

Step 2: Do not check the box.

Step 3: Click on **Save & Continue** then ⑦ [Click here to slide to continue the Legal Entity Setup](#)

- If you are Singapore GST registered

What is your Tax ID? ⓘ

Country Singapore

\* GST ID

☐ I don't have GST ID Number

**2** Step 2: Do not check the box.

**1** Step 1: Pls indicate your business GST Reg No. (same as IRAS) in the < GST ID > field.

Add additional Tax ID

Miscellaneous

Invoice From Code

Preferred Language English (Singapore)

Cancel **3** Save & Continue

## 4 Setup Legal Entity for Invoicing (Singapore Non-GST Registered Entity)

[Return to ContentPage](#)

9. For your Tax ID,

➤ Singapore Non-GST Registered Entity

Step 1: Please leave the <GST ID> field blank.

Step 2: Check the box.

Step 3: Indicate your Company Registration No. (*same as ACRA*) in the <<Local Tax ID>> field.

Step 4: Click on **Save & Continue** then ⑦ [Click here to slide to continue the Legal Entity Setup](#)

- If you are Singapore **Non-GST registered**

What is your Tax ID? ⓘ

Country

GST ID

☒ I don't have GST ID Number

\* Local Tax ID

[Add additional Tax ID](#)

**Step 1:** Please leave the <GST ID> field blank. ①

**Step 2:** Check the box. ②

**Step 3:** Indicate your Company Registration No. (same as ACRA) in the < Local Tax ID > field. ③

Miscellaneous

Invoice From Code

Preferred Language

④

## 4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

10. Leave the default Payment Type as Address. Do not select Bank Account, you will receive Payment from the Bank Account Information that you provided to us earlier.

11. Click on **Next** to proceed then click on **Done** to Finish.

The screenshot shows a web form titled "Where do you want to receive payment?". At the top, there are four numbered steps: 1, 2, 3 (highlighted in orange), and 4. Below the steps, there is a dropdown menu labeled "Payment Type" with the following options: "Address" (selected), "Address", "Bank Account", and "Virtual Card". To the left of the dropdown, the text "What is your Re" is partially visible. Two red callout boxes with the number "10" in a red box provide instructions: the first points to the "Address" option in the dropdown and says "Leave the default Payment Type as Address."; the second points to the "Bank Account" option and says "Do not select Bank Account, you will receive Payment from the Bank Account Information that you provided to us earlier."

## 4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

12. Proceed to click **Next**. Do not add additional Remit-To addresses. If you need to change remit-to address, please write to your local DBS Procurement office.

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

**Add Remit-To**

Remit-To Account	Remit-To Address	Status	
Address	123 Singapore 123456 Singapore	Active	<b>Manage</b>

**Deactivate Legal Entity** **Cancel** **Next**

12

13. Click on “Add Ship From” to register another Ship From address, otherwise click

**Done**

Where do you ship goods from?

1 2 3 4

For many countries including different shipping details on the invoice is required if they are different to where your legal entity is registered.

**Add Ship From**

Title	Status	
123 Singapore 123456 Singapore	Active	<b>Manage</b>

**Deactivate Legal Entity** **Done**

13

13

14. Updates to Legal Entity Address will not be reflected in DBS system. Suppliers have to update DBS at [gpssg\\_supplier@db.com](mailto:gpssg_supplier@db.com) for changes made to Legal Entity Address.

[5.1 Viewing Purchase Order](#)

[5.2 Acknowledgement of PO](#)

[5.2.1 Acknowledgement on PO via CSP](#)

[5.2.2 Acknowledgement via email](#)

[5.3 Rejecting Purchase Order](#)

[5.4 Cancelling Purchase Order](#)

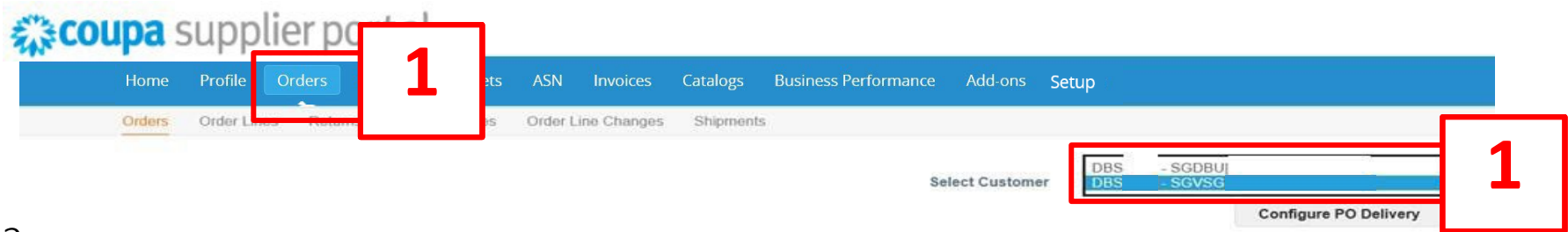
[5.5 Printing Purchase Order](#)

[5.6 Saving Purchase Order as PDF](#)

[5.7 Purchase Order Status Definitions](#)






# 5.1 Viewing Purchase Order

- To view your purchase orders, click on **Orders**. If you're a supplier to both DBS Bank and DBS Vickers, select required entity under 'Select Customer'.



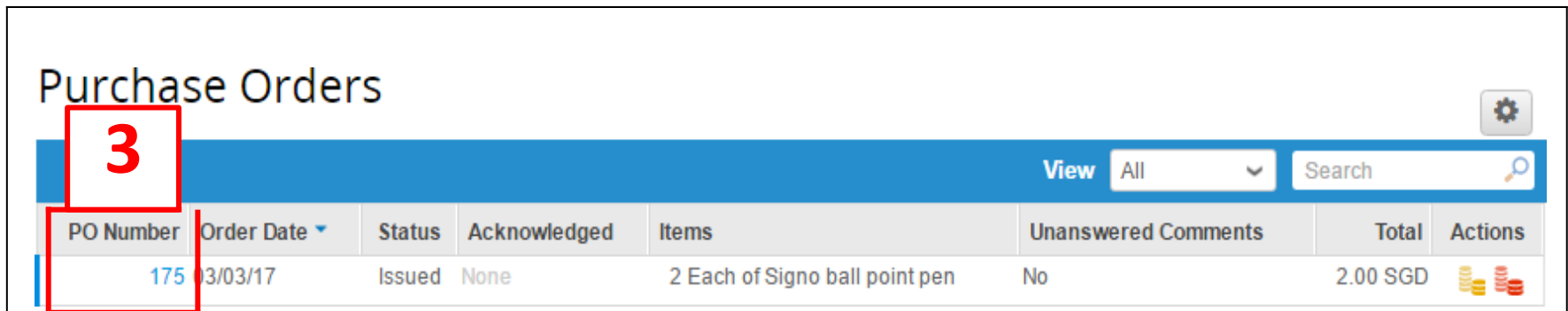
- At purchase orders page, you will be able to see the list of POs.

## Purchase Orders

Instructions From Customer								
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.								
Click the  Action to Invoice from a Purchase Order								
View All Search								
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions	
<a href="#">POSGP000002628</a>	12/27/18	Issued	None	1 Lot of 50 Sets of Divider, A4, 230g, beige with 2 holes punched (...)	No	70.00 SGD		
<a href="#">POSGP000002607</a>	11/22/18	Issued	None	1 Each of DBSC 2018_428, Core Banking CTB Time (Priyanka C...	No	50,000.00 SGD		
<a href="#">POSGP000002606</a>	11/22/18	Issued	None	10 Piece of Yamayo mechanical pencil 0.5mm (YMYM821A)	No	3.00 SGD		
<a href="#">POSGP000002538</a>	08/30/18	Issued	None	150,000 Piece of Goldkraft envelope 12x16x2" with string fastene...	No	67,500.00 SGD		

## 5.1 Viewing Purchase Order



3. Click the *PO Number* (e.g. 175) which you wish to view
  - a. Details of the purchaseorder will be displayed. Refer to the next slide for an example of thepurchaseorder



Purchase Orders

3

View All Search

PO Number	Order Date ▾	Status	Acknowledged	Items	Unanswered Comments	Total	Actions
175	03/03/17	Issued	None	2 Each of Signo ball point pen	No	2.00 SGD	 

# 5.1 Viewing Purchase Order

This is the purchase number generated by Coupa → **Purchase Order #734**

Current status of the PO → **Status Issued - Sent via Email**

The date when the PO was created → **Order Date 28/5/17**

\*Always acknowledge Purchase Orders to let DBS know that you have accepted their PO. Select "check" on the Acknowledged checkbox. → **Acknowledged ☒**

Total amount of the PO → **Total 2.00 SGD**

Create Invoice to turn the PO into an invoice → **Create Invoice**

**Order acknowledged** [X]

**Shipping**

Ship-To Address 2 Changi Business Park Cres  
Singapore 486029  
Singapore  
Attn: Test  
Tax Registration X12345678X  
Terms None

Revision Date 28/5/17  
Requester Shi Tian Lim  
Email dbsdevuser+limshitian@gmail.com  
Payment Term None  
Contact details & Instruction to Vendor None  
GUI None  
Attachments None

**Lines**

Line	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Signo ball point pen	2	Each	1.00	2.00	0.00

**Create Invoice** **Save** **Print View**

## 5.1 Viewing Purchase Order

4. Alternatively, you may view your purchase orders via your email
5. Your account notification for purchase orders have been switched on to receive email notifications. Refer to *3.2 Setting Notification Preferences for Suppliers* if you wish to set up email notifications

4

Inbox DBS Dev Purchase Order #188 - Order #188 Create Invoice Acknowledge PO Add Comment DBS Dev PURCHASE ORDEF  Mar 10


*A sample image of an electronic PO in the email inbox*

## 5.1 Viewing Purchase Order

6. Details of PO will be displayed in the email

**DBS Purchase Order #965**

[Create Invoice](#) [Acknowledge PO](#) [Add Comment](#)

  
DBS BANK LTD  
12 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 018982  
Co. Registration Number 1988003088

**DBS  
PURCHASE ORDER**

PO NUMBER 965  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE 27/06/2017  
PAYMENT TERMS NETT30  
CURRENCY SGD  
REQUISITION NO. 2028  
REQUESTER User2 Singapore  
[dbadevuser+BU2@gmail.com](mailto:dbadevuser+BU2@gmail.com)  
[+65 62131234](tel:+6562131234)

**Ship To**

**Bill To**  
Send invoices to:

S/N	Part Number	Description	Need By Date	Qty	Unit	Unit Price	Total
1	-	Software	-	1	Each	1,000.00	1,000.00

## 5.2.1 Acknowledgement of Accepted PO via CSP

- Once you receive a PO from DBS, click on **Orders** . Click on the *PO Number*(e.g. 652) and check/review that the PO details are correct
- Tick the *Acknowledged* button to indicate that the PO is accepted
  - Please ensure to tick the acknowledged button for all PO acceptance

Please call requestor to confirm details(e.g. address) before delivery

The screenshot shows the DBS CSP interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Add-ons', and 'Setup'. The 'Orders' tab is selected and highlighted with a red box and the number '1'. Below the navigation bar, the 'Purchase Orders' section displays a table of orders. The table has columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The first row is highlighted with a red box and the number '1'. The second row is also highlighted with a red box. Below the table, the details for Purchase Order #POSGP000002978 are shown. The 'Order acknowledged' status is displayed. The 'Acknowledged' checkbox is checked and highlighted with a red box and the number '2'.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
GP000002989	20/1/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	
POSGP000002978	10/1/20	Issued	None	1 Each of Lenovo laser wireless mouse (0A36188). For all ... 1 Each of New Lenovo laser wireless mouse (0A36188). For ...	No	58.00 SGD	

Purchase Order #POSGP000002978

Order acknowledged

Status: Issued - Sent via Email

Order Date: 10/1/20

Revision Date: 10/1/20

Requester: Vivian Jiak Koon LEE

Email: vivianleejk@db.com

Payment Term: None

Contact details & Instruction to Vendor: None

GUI: None

Attachments: None

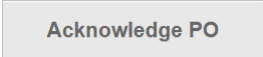
Acknowledged ☒

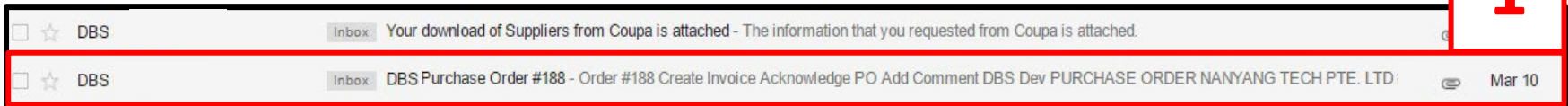
Shipping

Ship-To Address: 2 Changi Business Park Crescent  
DAH  
Singapore 486029  
Singapore  
Location Code: DBS ASIA HUB\_DAH  
Attn: Vivian Jiak Koon LEE

Terms: BY ROAD

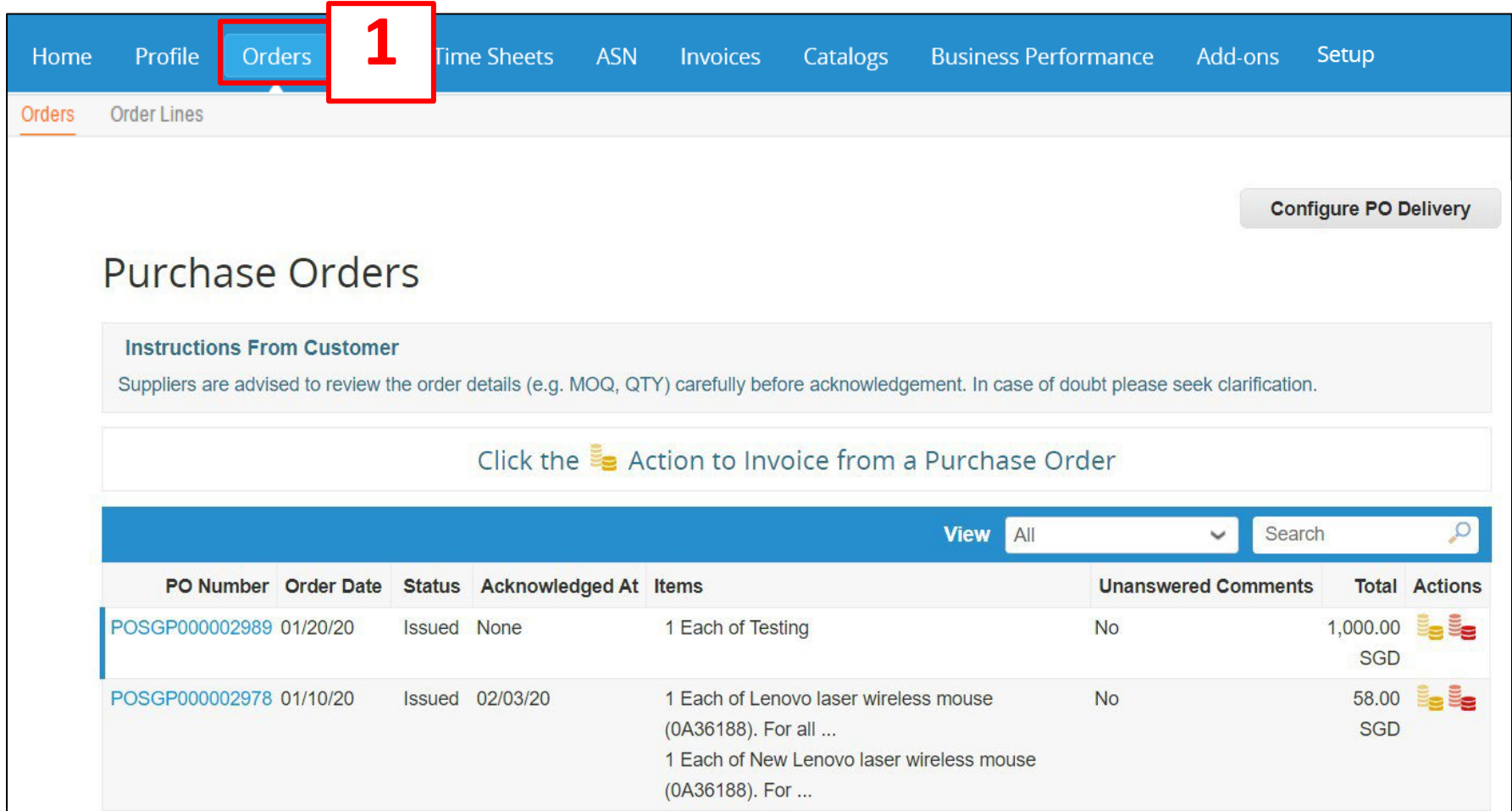
## 5.2.2 Acknowledgement of Accepted PO via email

1. From your inbox, click on the email that indicates that the PO has been issued
    - a. Please note that notification settings for email have to be turned on
  2. In the email, details of the PO will be displayed. You can acknowledge the PO by clicking 
    - a. Please ensure to tick the acknowledged button for all PO acceptance
- Please call requestor to confirm details (e.g. address) before delivery



## 5.3 Rejecting Purchase Order

1. In the CSP there is no “Reject” action button. To reject POs, you have to insert a comment in the PO. Click on **Orders** to begin the rejection process



The screenshot shows the CSP interface with the 'Orders' tab selected in the navigation bar. A red box highlights the 'Orders' tab with a large red number '1' next to it. The main content area displays 'Purchase Orders' with a table of order details.


**Navigation Bar:** Home, Profile, **Orders**, Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, Setup





**Order Lines:** Orders, Order Lines

**Configure PO Delivery**

### Purchase Orders

**Instructions From Customer**  
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<a href="#">POSGP000002989</a>	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	 
<a href="#">POSGP000002978</a>	01/10/20	Issued	02/03/20	1 Each of Lenovo laser wireless mouse (0A36188). For all ... 1 Each of New Lenovo laser wireless mouse (0A36188). For ...	No	58.00 SGD	 


## 5.3 Rejecting Purchase Order

2. Click on the *PO Number* (e.g. 175) to view entire PO

Purchase Orders				
PO Number	Date ▾	Status	Acknowledged	Items
175		Issued	None	2 Each of Signo ball point pen

## 5.3 Rejecting Purchase Order

3. Indicate a comment that you would like to reject the PO. E.g. "Purchase Order is rejected due to ... please send a revised PO"
4. Click Add Comment

 Comments

Purchase Order is rejected due to incorrect information. | Please revise PO


3

4

Add Comment


## 5.3 Rejecting Purchase Order

- Once the comment has been added, it will appear on the PO at the comments section.  
DBS would have to revise and update the PO

 Comment

Add Comment

Participants: Test Supplier Donna



**Test Supplier Donna**  
Purchase Order is rejected due to incorrect information. | Please revise PO

5

On 06/27/17 at 11:07 am

## 5.3 Rejecting Purchase Order

- Once the PO is revised and updated, there will be a dropdownselector to view past versions (and dates) of the Purchase Order
- There will be no indication on what are the changes that were made to the PO. The PO has to be compared manually. You have to act on the latest version of the PO

**Purchase Order #205**

Revision

2 (Current) Mar 13 ▾  
2 (Current) Mar 13  
1 Mar 13

**Status** Issued - Sent via Email

**Order Date** 03/13/17

**Revision Date** 03/13/17

**Requester** User1 Singapore

**Email** dbsdevuser+BU@gmail.com

**Payment Term** None

**Attachments** None

**Acknowledged** ☐

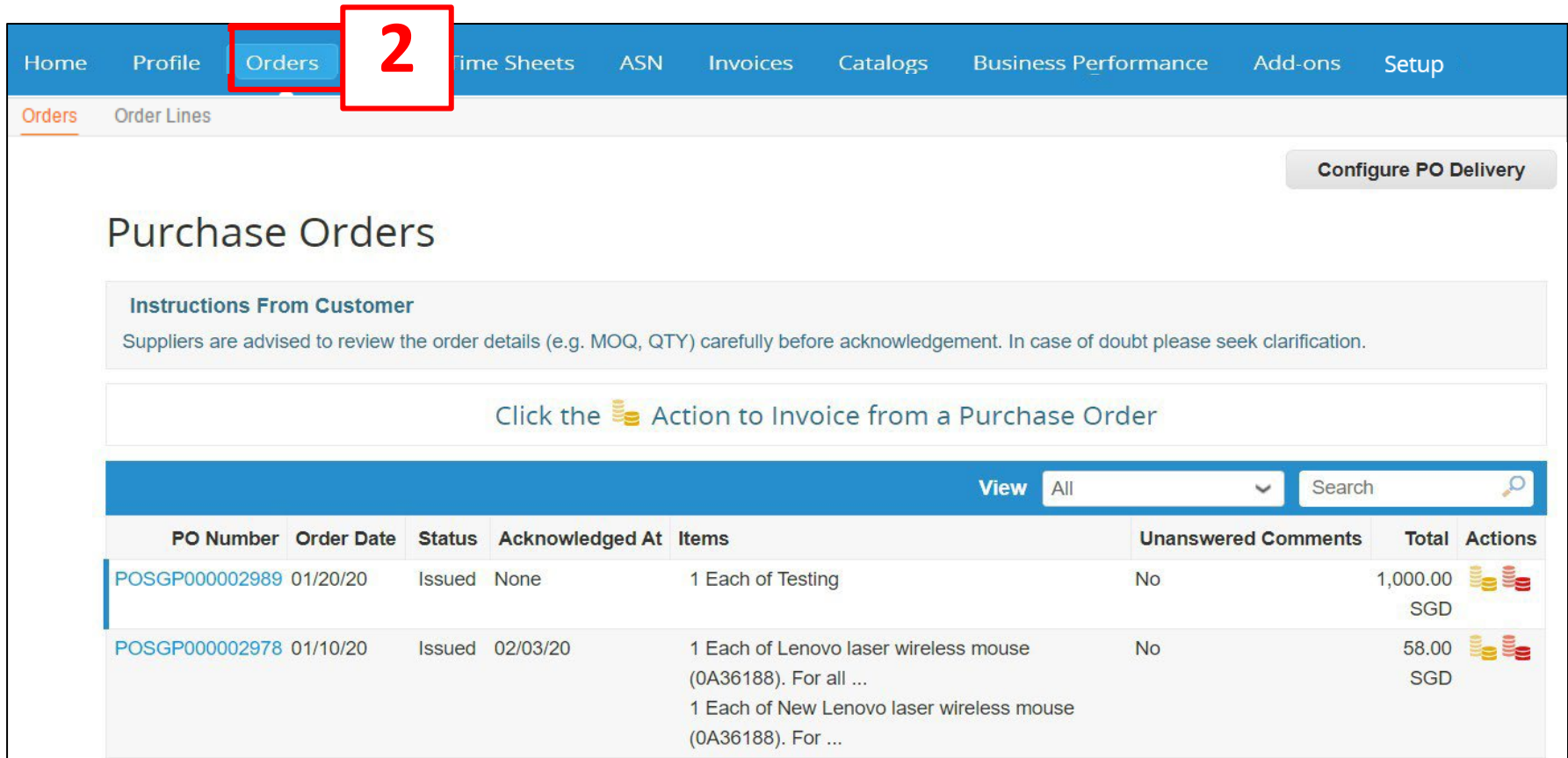
**Ship-To Address** 2 Changi Business Park Cre  
Singapore 486029  
Singapore  
Attn: User1 Singapore


**VAT ID** X12345678X







**Terms** None

## 5.4 Cancelling Purchase Order

1. There is no “cancel” action button for the cancellation of POs. Cancellation has to be done via inserting a comment into the PO
2. To begin, at your homepage, click on [Orders](#)



The screenshot shows the DBS system interface. The navigation bar at the top includes links for Home, Profile, Orders, Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. The 'Orders' tab is highlighted with a red box, and a red square with the number '2' is placed next to it. Below the navigation bar, the 'Purchase Orders' section is displayed. It includes a sub-header 'Order Lines' and a button 'Configure PO Delivery'. A message box states: 'Instructions From Customer: Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.' Below this, a text prompt says: 'Click the  Action to Invoice from a Purchase Order'. A table of purchase orders is shown with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The table contains two rows of data.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<a href="#">POSGP000002989</a>	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	  
<a href="#">POSGP000002978</a>	01/10/20	Issued	02/03/20	1 Each of Lenovo laser wireless mouse (0A36188). For all ... 1 Each of New Lenovo laser wireless mouse (0A36188). For ...	No	58.00 SGD	  

## 5.4 Cancelling Purchase Order

- Click on the *PO Number* (e.g. 175) to view entire PO

Purchase Orders					
3					
PO Number	Order Date ▼	Status	Acknowledged	Items	
175	03/03/17	Issued	None	2 Each of Signo ball point pen	

## 5.4 Cancelling Purchase Order

4. Indicate a comment that you would like to cancel the PO. E.g. "Purchase Order is cancelled due to ... please submit a new PO"
5. Click Add Comment

 Comments

Purchase order is cancelled due (reason). Please re-submit a new PO.

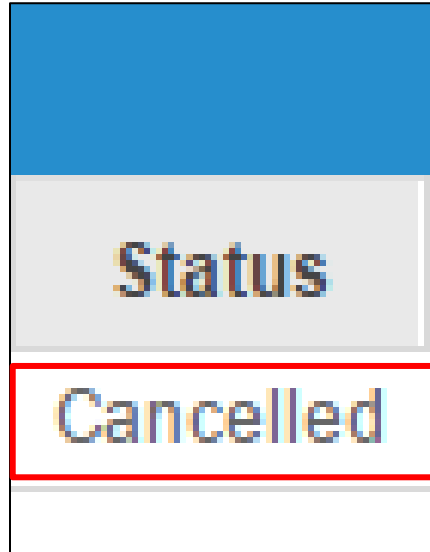
4

5

Add Comment

## 5.4 Cancelling Purchase Order

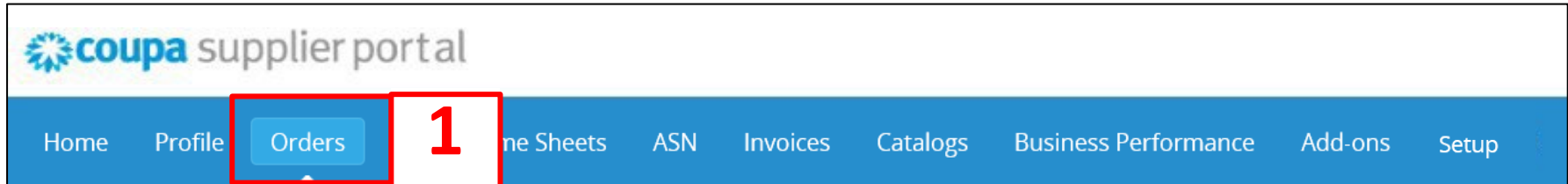
6. DBS would have to review if PO will be cancelled. Once the cancellation is made, the status of the PO will be indicated as *Cancelled* on the *Purchase Order* page



\* It is important to note that there is no alert function/notification whenever there is a new comment added to the PO. Suppliers have to determine what is the best way to communicate urgent matters.

## 5.5 Printing Purchase Order

1. To view your purchase orders, click on **Orders**



2. At purchase orders page, you will be able to see the list of POs.





[Configure PO Delivery](#)

### Purchase Orders

#### Instructions From Customer

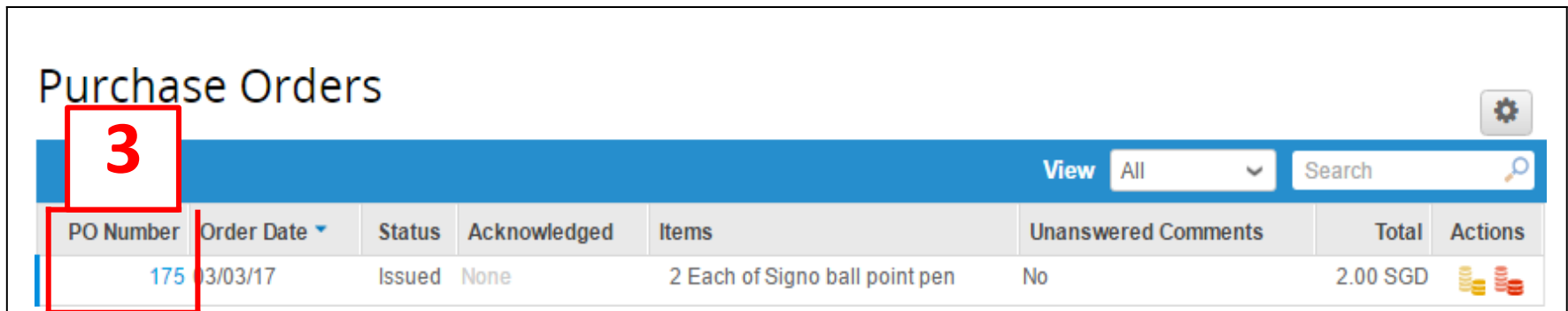
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

Click the  Action to Invoice from a Purchase Order

View <span>All</span> <span>Search</span>							
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<a href="#">POSGP000002989</a>	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	 
<a href="#">POSGP000002978</a>	01/10/20	Issued	02/03/20	1 Each of Lenovo laser wireless mouse (0A36188). For all ... 1 Each of New Lenovo laser wireless mouse (0A36188). For all ...	No	58.00 SGD	 



## 5.5 Printing Purchase Order

3. Click the *PO Number*(e.g. 175) which you wish to view
  - a. Details of the purchaseorder will be displayed. Refer to the next slide for an example of thepurchaseorder




Purchase Orders

View All Search


PO Number	Order Date ▾	Status	Acknowledged	Items	Unanswered Comments	Total	Actions
175	03/03/17	Issued	None	2 Each of Signo ball point pen	No	2.00 SGD	 


## 5.5 Printing Purchase Order

4. Scroll to the bottom and click on  Print View


Details of the purchaseorder will be displayed. Refer to the next slide for an example of the print view of the purchaseorder

Lines

Line	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Signo ball point pen	2	Each	1.00	2.00	0.00
Total 2.00 SGD							

 Create Invoice

Save

 Print View

4

## 5.5 Printing Purchase Order

### 5. Right click and print the purchaseorder

DBS Bank Ltd  
12 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 018982  
Co. Registration Number 196800306E

#### DBS Bank Ltd PURCHASE ORDER

**NANYANG TECH PTE LTD**  
BLK 809 FRENCH ROAD UNIT 01-158  
KITCHENER COMPLEX  
200809  
India  
Attn: Test Supplier  
dbsdevuser+ny4@gmail.com

PO NUMBER  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE  
PAYMENT TERMS  
CURRENCY  
REQUISITION NO.  
REQUESTER

POSGP0000000590  
  
20/07/2017  
NETT30  
SGD  
761  
IT PM User  
dbsdevuser+itpm@gmail.com

#### Ship To

460 ARC (Alexandra Retail Ctr)  
ARC (Alexandra Retail Ctr) 460  
Alexandra Rd, #02-33/34 PSA Bldg  
Singapore, 119963  
Singapore  
Attn: IT PM User

#### Bill To

DBS BANK LTD  
ROBINSON ROAD  
POST OFFICE, P. O. BOX 780  
SINGAPORE, 901530  
Singapore

S/N	Part Number	Description	Need By Date	Qty	Unit	Unit Price	Total
1		test approval chain		5,000	Each	3,500.00	17,500,000.00
						17,500,000.00	SGD

## 5.5 Printing Purchase Order

6. Alternatively, you may print the purchase orders via your email
7. Your account notification for purchase orders have been switched on to receive email notifications. Refer to *3.2 Setting Notification Preferences for Suppliers* if you wish to set up email notifications




## 5.5 Printing Purchase Order

8. Scroll down and click on the attachment

DBS Purchase Order #802 Inbox x

DBS  
to me ▾ Aug 31 (4 days ago) ☆

**DBS Purchase Order #802**

 **DBS  
PURCHASE ORDER**

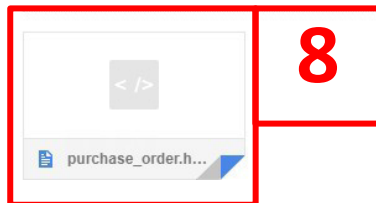
**BYZAN SYSTEMS**  
SIMRAN CENTRE, 5th floor, 30/H  
Parsi Panchayat Road, Andheri E  
MUMBAI, MAHARASHTRA 400069  
Attn: Ramchandran S  
[dbpdevuser+byzan@gmail.com](mailto:dbpdevuser+byzan@gmail.com)

PO NUMBER 802  
DATE 31/8/17  
PAYMENT TERMS  
SHIPPING TERMS BY ROAD  
CURRENCY INR  
CONTACT Stella JIA  
[stellajia@kpmg.com.sg](mailto:stellajia@kpmg.com.sg)

**Ship To**  
DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, India 400021  
MUM  
Attn: Stella JIA

**Bill To**  
DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, Maharashtra 400021  
Attn: Stella JIA

Line	Description	Qty	Unit	Price	Total
1	notebook	10	Each	2,000.00	20,000.00
					<b>20,000.00 INR</b>



## 5.5 Printing Purchase Order

9. The Purchase Order will be displayed, from here, right click and choose print



### DBS PURCHASE ORDER

**BYZAN SYSTEMS**

SIMRAN CENTRE, 5th floor, 30/H  
Parsi Panchayat Road, Andheri E  
MUMBAI, MAHARASHTRA 400069  
Attn: Ramchandran S  
[dbsdevuser+byzan@gmail.com](mailto:dbsdevuser+byzan@gmail.com)

PO NUMBER

802

DATE

31/8/17

PAYMENT TERMS

SHIPPING TERMS

**BY ROAD**

CURRENCY

**INR**

CONTRACT

CONTACT

**Stella JIA**[stellajia@kpmg.com.sg](mailto:stellajia@kpmg.com.sg)**Ship To**

DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, India 400021  
MUM  
Attn: Stella JIA

**Bill To**

DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, Maharashtra 400021  
Attn: Stella JIA

Line	Description	Qty	Unit	Price	Total
1	notebook	10	Each	2,000.00	20,000.00
					<b>20,000.00 INR</b>

## 5.6 Saving Purchase Order as PDF

1. Follow the steps of *5.5 Printing Purchase Order* till when you see the Purchase Order in print view, right click and print

DBS Bank Ltd  
12 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 018982  
Co. Registration Number 196800306E

### DBS Bank Ltd PURCHASE ORDER

**NANYANG TECH PTE LTD**  
BLK 809 FRENCH ROAD UNIT 01-158  
KITCHENER COMPLEX  
200809  
India  
Attn: Test Supplier  
dbsdevuser+ny4@gmail.com

PO NUMBER  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE  
PAYMENT TERMS  
CURRENCY  
REQUISITION NO.  
REQUESTER

POSGP0000000590  
  
20/07/2017  
NETT30  
SGD  
761  
IT PM User  
dbsdevuser+itpm@gmail.com

#### Ship To

460 ARC (Alexandra Retail Ctr)  
ARC (Alexandra Retail Ctr) 460  
Alexandra Rd, #02-33/34 PSA Bldg  
Singapore, 119963  
Singapore  
Attn: IT PM User

#### Bill To

DBS BANK LTD  
ROBINSON ROAD  
POST OFFICE, P. O. BOX 780  
SINGAPORE, 901530  
Singapore

S/N	Part Number	Description	Need By Date	Qty	Unit	Unit Price	Total
1		test approval chain		5,000	Each	3,500.00	17,500,000.00
						17,500,000.00	SGD

## 5.6 Saving Purchase Order as PDF

2. Click the *change* button and select *Save as PDF*

The screenshot shows a print dialog on the left and a purchase order document on the right. The print dialog has a 'Print' button and a 'Cancel' button. Below them, the destination is 'RICOH MP 9003 (SGSG...)' with a 'Change...' button. The 'Pages' section has 'All' selected. The 'Copies' section has '1' selected. The 'Layout' section has 'Portrait' selected. The 'Options' section has 'Two-sided' checked. A '+ More settings' link is at the bottom. A 'Print using system dialog... (Ctrl+Shift+P)' link is at the bottom. The purchase order document is titled 'DBS Bank Ltd PURCHASE ORDER'. It contains details for 'NANYANG TECH PTE LTD' and 'DBS Bank Ltd'. A red box with the number '2' highlights the 'Change...' button in the print dialog. Another red box with the number '2' highlights the 'Save as PDF' option in the 'Recent Destinations' list. A third red box with the number '1' highlights the 'Cancel' button in the bottom right corner of the print dialog.

Print

Total: **1 sheet of paper** (2 pages)

**Print** **Cancel**

Destination RICOH MP 9003 (SGSG...)  
Pharos Controlled Queue

**Change...**

Pages ☒ All

☐ e.g. 1-5, 8, 11-13

Copies

Layout

Options ☒ Two-sided

+ More settings

Print using system dialog... (Ctrl+Shift+P)

9/4/2017 https://dbse-dev.coupa.com/supplier\_order\_headers/show\_custom?supplier\_id=0

DBS Bank Ltd  
11 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 049503  
Co-Registration Number: 19882300E

NANYANG TECH PTE LTD  
BLK 809 FRENCH ROAD UNIT 01-158  
KITCHENER COMPLEX  
200809  
India  
Attn: Test Supplier  
dbseuser+ny4@gmail.com

PO NUMBER  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE  
PAYMENT TERMS  
CURRENCY  
REQUESTION NO.  
REQUESTER

POSGP0000000590  
26/07/2017  
NETT30  
USD  
761  
17 PM User  
dbseuser+ipm@gmail.com

Ship To  
460 APC (Alexandra Retail Ctr)  
ARC (Alexandra Retail Ctr) 460

Bill To  
DBS BANK LTD  
ROBINSON ROAD

1

Search destinations

**Recent Destinations**

Save as PDF

RICOH MP 9003 (SGSGAPRT19A)

**Local Destinations** [Manage...](#)

Save as PDF

Send To OneNote 2013

RICOH MPC 8003 (SGSGAPRT19D)

RICOH MP 9003 (SGSGAPRT19A)

**Show All...** (9 total)

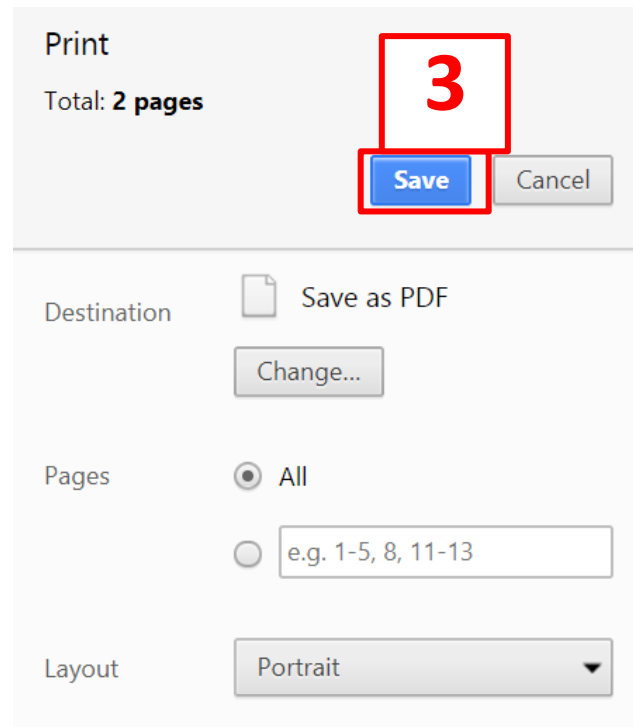
**Google Cloud Print** [Set up to add printers...](#)

Save to Google Drive

**Cancel**

## 5.6 Saving Purchase Order as PDF

3. Click save and choose a location in your computertosave in



The screenshot shows a 'Print' dialog box. At the top, it says 'Print' and 'Total: 2 pages'. Below this, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'. Above the 'Save' button, there is a red box containing the number '3'. Below the buttons, there are three sections: 'Destination' with a document icon and the text 'Save as PDF', a 'Change...' button, and a 'Pages' section with two radio buttons. The first radio button is selected and labeled 'All'. The second radio button is labeled 'e.g. 1-5, 8, 11-13'. At the bottom, there is a 'Layout' section with a dropdown menu set to 'Portrait'.

## 5.6 Saving Purchase Order as PDF

4. Similarly for the Purchase Order in the email, right click and print. Follow the steps 2 and 3 of this section.



### DBS PURCHASE ORDER

**BYZAN SYSTEMS**

SIMRAN CENTRE, 5th floor, 30/H  
Parsi Panchayat Road, Andheri E  
MUMBAI, MAHARASHTRA 400069  
Attn: Ramchandran S  
[dbsdevuser+byzan@gmail.com](mailto:dbsdevuser+byzan@gmail.com)

PO NUMBER  
DATE  
PAYMENT TERMS  
SHIPPING TERMS  
CURRENCY  
CONTRACT  
CONTACT

802  
31/8/17  
  
**BY ROAD**  
**INR**

**Stella JIA**  
[stellajia@kpmg.com.sg](mailto:stellajia@kpmg.com.sg)

**Ship To**

DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, India 400021  
MUM  
Attn: Stella JIA

**Bill To**

DBS  
1st Floor Express Towers  
Nariman Point,  
Mumbai, Maharashtra 400021  
Attn: Stella JIA

Line	Description	Qty	Unit	Price	Total
1	notebook	10	Each	2,000.00	20,000.00
					<b>20,000.00 INR</b>

## 5.7 Purchase Order Status Definitions

### Purchase Order Status Definitions

PO Status	Description
Buyer Hold	The Purchase Order is approved but pending buyer review
Cancelled	The order has been cancelled and does not need to be fulfilled
Closed	The issued Purchase Order has been received, and was then closed, either manually or automatically within Coupa
Currency Hold	The Purchase Order is on hold due to a currency exchange rate issue
Error	There is a problem with the PO. Contact DBS to get your PO back on track. This status is usually due to technical system issues; the error status is not commonly observed.
Issued	The PO has been approved and sent to the Supplier
Supplier Window Hold	The PO was approved outside of the order window schedule under contract terms

## 6.1 Creating Invoice

[6.1.1 Creating Invoice with PO – In CSP](#)

[6.1.2 Creating Invoice with PO – Via Email](#)

[6.1.3 Creating Invoice without PO \(No Contract\)](#)

## 6.2 Viewing Invoice

[6.2.1 Viewing Invoice](#)

[6.2.2 Saving Invoice as PDF](#)

[6.2.3 Printing Invoice](#)

[6.3 Managing Disputed Invoice](#)

[6.4 Invoice Description](#)

[6.5 Invoice Status Definition](#)

[6.6 Invoice Fields Definition](#)

## 6.1.1 Creating Invoice with PO - In CSP

1. To create an invoice through a PO in CSP, click on *Orders*. Refer to 7.6 *Invoice Fields Definition* for more information, especially on *Invoice#*





2. Select *Customer*. Refer to the table for more information




The screenshot shows the 'Select Customer' dropdown menu. The dropdown is open, showing 'DBS' as the selected option. A red box and a large red number '2' highlight the dropdown area to indicate the second step in the process.

Code	Legal Entity Name	Customer
SGDBU	DBS BANK LTD	SGDBU   <Supplier Company Name>
SGVSG	DBS VICKERS SECURITIES (SINGAPORE) PTE LTD	SGVSG   <Supplier Company Name>
HKDHB	DBS Bank (Hong Kong) Ltd	HKDHB   <Supplier Company Name>
INDAH	DBS Asia Hub 2 Private Limited	INDAH   <Supplier Company Name>
INDBU	DBS Bank India Limited	INDBU   <Supplier Company Name>
IDDBS	PT. Bank DBS Indonesia	IDDBS   <Supplier Company Name>
CNDBS	星展銀行(中国)有限公司	CNDBS   <Supplier Company Name>
TWDBS	星展(台灣)商業銀行股份有限公司	TWDBS   <Supplier Company Name>
TWSDU	星展(台灣)商業銀行股份有限公司	TWSDU   <Supplier Company Name>

## 6.1.1 Creating Invoice with PO - In CSP


3. Click on the PO Number that you wish to create an Invoice with. Alternatively, you may click on  to create invoice directly.

Click the  Action to Invoice from a Purchase Order

View								All	Search	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions			
<a href="#">POSGP000002989</a>	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD				
<a href="#">POSGP000002978</a>	01/10/20	Issued	02/03/20	1 Each of Lenovo laser wireless mouse (0A36188). For all ... 1 Each of New Lenovo laser wireless mouse (0A36188). For ...	No	58.00 SGD				

4. Click on **Create Invoice** to generate invoice for that selected Purchase Order

Lines

Line	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Signo ball point pen	2	Each	1.00	2.00	0.00
Total 2.00 SGD							

**4** **Create Invoice** **Save** **Print View**

## 6.1.1 Creating Invoice with PO - In CSP

5. You will receive a popup box on screen to select your Legal Entity, Remit-To Address and Ship From Address, which will appear in the invoice.
  - a. First, make sure your Legal Entity is set up – Refer to Section 4 if you have not
  - b. Next, select your registered Legal Entity via the drop down
  - c. The Remit-To and Ship From Address will be auto-populated once you have selected your registered Legal Entity

**5b**

Choose Invoicing Details

\* Legal Entity  + Add New

\* Remit-To

\* Ship From Address

Cancel

Choose Invoicing Details

\* Legal Entity  + Add New

Invoice From 123 Changi Road  
Singapore 123456  
Singapore  
Singapore

\* Remit-To  + Add New

\* Ship From Address  + Add New

Cancel Save


## 6.1.1 Creating Invoice with PO - In CSP

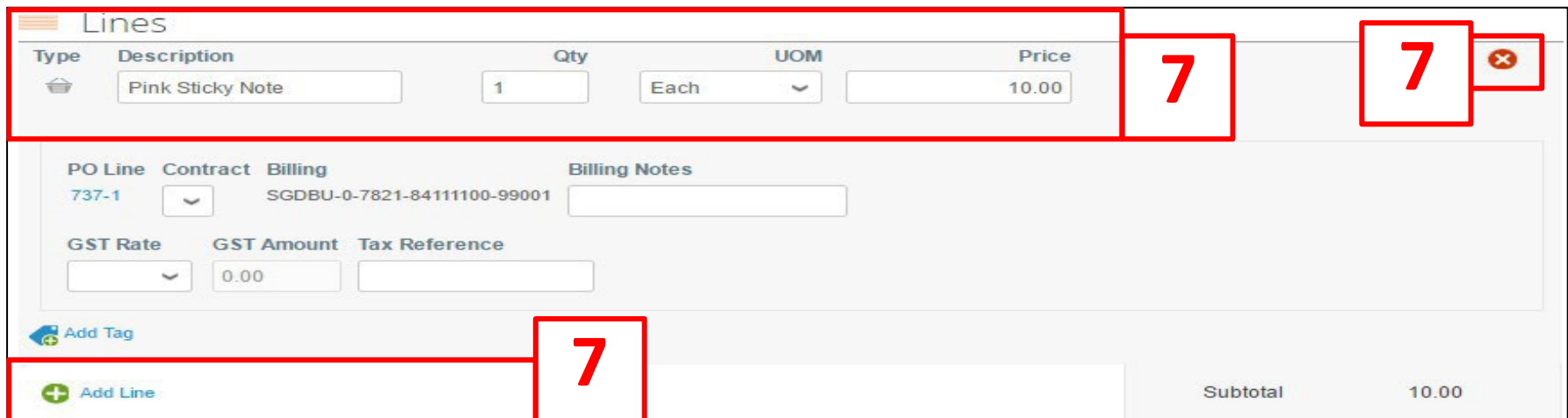
6. Fill in the mandatory fields (Refer to next slide for screenshot)
  - a. Please fill in actual supplier invoice numbers and take note of the special requirements, i.e. no duplication, spaces, special characters (e.g. @, #, %) or trailing alphabets (e.g. 123a, 123B, 123-1, 123-2)
  - b. Please note that invoice numbers must be in uppercase
  - c. It is mandatory to select *NETT30* in the *Payment Term* field
  - d. It is mandatory for foreign suppliers to select *Withholding Tax* field as *Applicable* and attach documents as per 8.1 Foreign Suppliers Withholding Tax Attachments
  - e. It is mandatory to select *Ship To and Bill To Address*
  - f. Ensure that the currency is correctly populated (e.g. SGD, USD)
  - g. Invoices will be rejected if mandatory fields are not filled up correctly
  - h. If an invoice has multiple items, delete any invoice line that is not being invoiced. Do not indicate \$0 in the line amount.
  - i. If invoice currency is not SGD, exchange rate field will be required to be filled.


## 6.1.1 Creating Invoice with PO - In CSP

<div><div><div><div><div>* Invoice #</div><div></div></div><div><div>* Invoice Date</div><div>07/24/17</div><div></div></div><div><div>Payment Terms</div><div>NETT30</div></div><div><div>Date of Supply</div><div>07/24/17</div><div></div></div><div><div>* Currency</div><div>USD</div><div></div></div></div></div><div><div>Delivery Number</div><div></div></div><div><div>Status</div><div>Draft</div></div><div><div>Image Scan</div><div>Choose File</div><div>No file chosen</div></div><div><div>Supplier Note</div><div></div></div><div><div>Attachments</div><div></div><div>Add File   URL   Text</div></div><div><div>* Exchange Rate</div><div></div><div></div></div></div>	6	<div><div>* Supplier</div><div>SGDBU NANYANG TE-001</div></div> <div><div>Supplier GST ID</div><div>123456789X</div></div> <div><div>* Invoice From Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div> <div><div>* Remit-To Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div> <div><div>* Ship From Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div> <div><div>To</div><div></div></div> <div><div>Customer</div><div>DBS Dev</div></div> <div><div>Buyer GST ID</div><div></div><div></div></div> <div><div>* Bill To Address</div><div>No address selected</div><div></div></div> <div><div>* Ship To Address</div><div>No address selected</div><div></div></div> <div><div>* Requester Email</div><div></div></div> <div><div>* Requester Name</div><div></div></div> <div><div>Withholding Tax / LLP</div><div></div><div></div></div> <div><div>For Foreign Vendors: WHT confirmation document and original invoice For LLP: ACRA report of company or email to verify that partner is Singaporean.</div></div>
--	---	---

## 6.1.1 Creating Invoice with PO - In CSP


7. Fill in the mandatory fields on the invoice. Refer to 7.6 *Invoice fields definition* for descriptions of the mandatory fields
  - a. Please note that the prices you fill in should be after discount
  - b. For multiple line items, click  for items not meant to be invoiced yet
  - c. For milestone billing, you can voice multiple times against a single PO as long as the total invoice amount does not exceed the PO amount




Type	Description	Qty	UOM	Price
	Pink Sticky Note	1	Each	10.00

PO Line: 737-1 Contract: SGDBU-0-7821-84111100-99001 Billing Notes:

GST Rate:  GST Amount: 0.00 Tax Reference:

 Add Tag

 Add Line

Subtotal: 10.00

## 6.1.1 Creating Invoice with PO - In CSP

8. Add the relevant GST Rate
9. Click **Calculate** to determine the subtotal of the invoice and click **Submit** to submit invoice to DBS

The screenshot shows the 'Lines' form in a system. The form has a table with columns: Type, Description, Qty, UOM, Price, and Total. The first row shows 'Pink Sticky Note' with Qty 1, UOM 'Each', and Price 10.00. Below the table, there are fields for PO Line (737-1), Contract (SGDBU-0-7821-84111100-99001), Billing, and Billing Notes. A red box highlights the 'GST Rate' field, which is currently set to 0.00. Another red box highlights the 'Calculate' button at the bottom right of the form. The 'Calculate' button is labeled with a large red '9'.

Type	Description	Qty	UOM	Price	Total
	Pink Sticky Note	1	Each	10.00	10.00

PO Line: 737-1 Contract: SGDBU-0-7821-84111100-99001 Billing: Billing Notes:

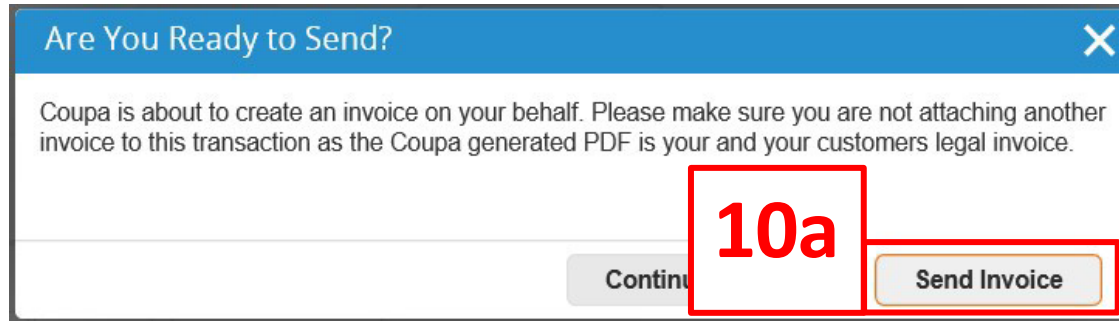
GST Rate: 0.00 GST Amount: 0.00

Subtotal: 10.00  
Shipping:   
Handling:   
Misc:   
Total GST: 0.00  
Gross Total: 10.00

Buttons: Delete, Cancel, Save as draft, Calculate, Submit

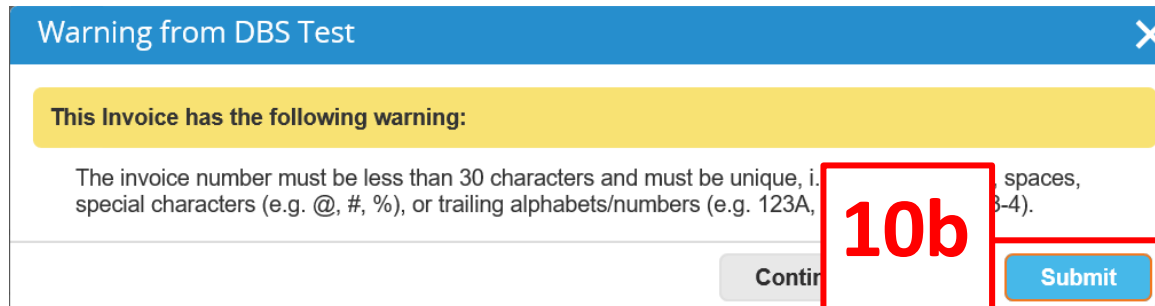
## 6.1.1 Creating Invoice with PO - In CSP

10. a. Click on *Send Invoice*



A dialog box titled "Are You Ready to Send?" with a close button (X) in the top right corner. The text inside reads: "Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice." At the bottom, there are two buttons: "Continue" and "Send Invoice". The "Send Invoice" button is highlighted with a red box and labeled "10a".

10. b. Do *ensure that you adhere to the subsequent message*. If you have, please proceed to click on submit for the invoice to be processed.



A dialog box titled "Warning from DBS Test" with a close button (X) in the top right corner. It features a yellow warning bar that says "This Invoice has the following warning:". Below this, the text reads: "The invoice number must be less than 30 characters and must be unique, i.e. no spaces, special characters (e.g. @, #, %), or trailing alphabets/numbers (e.g. 123A, 123-4)." At the bottom, there are two buttons: "Continue" and "Submit". The "Submit" button is highlighted with a red box and labeled "10b".

## 6.1.1 Creating Invoice with PO - In CSP

- Back at the *Invoices* page, the submitted invoice will also be listed and the status of the invoice can be monitored by Suppliers

### Invoices


test supplier 1234 invoice #501 is processing						
Export to <span>▼</span>		View <span>All</span> <span>▼</span>		Search <span>🔍</span>		
123	09/07/20	Pending Approval	None	2,000.00 SGD	No	
None	09/07/20	Draft	11	2,000.00 SGD	No	

## 6.1.2 Creating Invoice with PO – Via Email

1. You have to ensure that your account notification for PO have been switched on for emails. Refer to *3.2 Setting Notification Preferences for Suppliers*
2. Start by signing into the email associated with the Coupa Account. There should be a copy of the PO similar to the one displayed below

**DBS Dev Purchase Order #965**

[Create Invoice](#) [Acknowledge PO](#) [Add Comment](#)

  
DBS BANK LTD  
12 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 018982  
Co. Registration Number 1988003088

**DBS  
PURCHASE ORDER**

PO NUMBER 965  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE 27/06/2017  
PAYMENT TERMS NETT30  
CURRENCY SGD  
REQUISITION NO. 2028  
REQUESTER User2 Singapore  
[dbadevuser+BU2@gmail.com](mailto:dbadevuser+BU2@gmail.com)  
[+65 62131234](tel:+6562131234)

**Ship To**

**Bill To**  
Send invoices to:


S/N	Part Number	Description	Need By Date	Qty	Unit	Unit Price	Total
1	-	Software	-	1	Each	1,000.00	1,000.00

## 6.1.2 Creating Invoice with PO – Via Email

3. Ensure that the details of PO is correct
4. Click on [Create Invoice](#)

**DBS Dev Purchase Order #965**

[Create Invoice](#) [Acknowledge PO](#) [Add Comment](#)

  
DBS Bank Ltd  
12 Marina Boulevard  
Marina Bay Financial Centre Tower 3  
Singapore 018982  
Co-Registration Number 1988002088

**DBS  
PURCHASE ORDER**

PO NUMBER  
CONTRACT NO.  
CONTRACT START DATE  
CONTRACT END DATE  
PO DATE  
PAYMENT TERMS  
CURRENCY  
REQUISITION NO.  
REQUESTER

965  
  
27/06/2017  
NETT30  
SGD  
2028  
User2 Singapore  
[dbpdevuser+BU2@gmail.com](mailto:dbpdevuser+BU2@gmail.com)  
[+65 62131234](tel:+6562131234)

Ship To

Bill To  
Send invoices to:

S/N	Part Number	Description	Need By Date	Qty	Unit	Unit Price	Total
1	-	Software		-	1	Each	1,000.00 1,000.00

5. You will be redirected to the Create Invoice page to generate the Invoice. Fill in the mandatory fields. Click **Submit** and **Send Invoice**. The invoice will be sent to DBS

Are you ready to send?

You're about to send an invoice to **DBS Dev** for a total amount of **13,389.20**. Or you can cancel the invoice. If you have to contact your customer directly to make changes to the invoice.

5

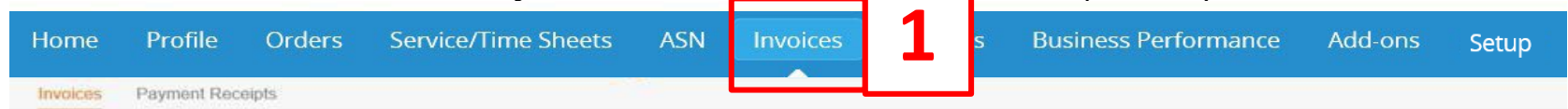
Continue Editing

Send Invoice

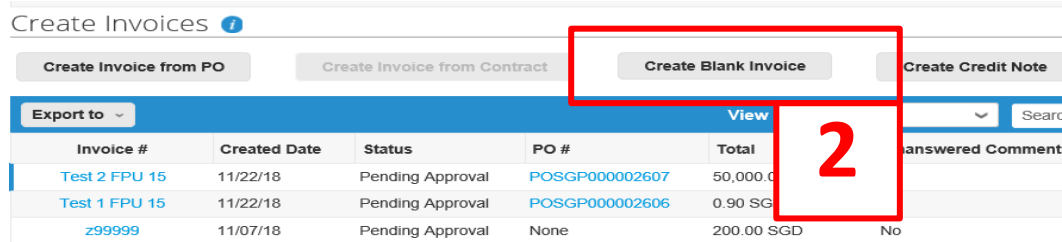
## 6.1.3 Creating Invoice without PO (NoContract)

1. To create an invoice without a corresponding PO, click on *Invoice*. If you're a supplier to both DBS Bank and DBS Vickers, select required entity under '*Select Customer*'. Refer to the table for more information

Refer to 7.6 *Invoice Fields Definition* for more information, especially on *Invoice#*



2. At the *Invoice* page, click "Create Blank Invoice".



Select Customer		
<div> <div>DBS</div> <div>SGDBU</div> <div>DBS</div> <div>SGVSG</div> </div>		
Code	Legal Entity Name	Customer
SGDBU	DBS BANK LTD	SGDBU   <Supplier Company Name>
SGVSG	DBS VICKERS SECURITIES (SINGAPORE) PTE LTD	SGVSG   <Supplier Company Name>
HKDHB	DBS Bank (Hong Kong) Ltd	HKDHB   <Supplier Company Name>
INDAH	DBS Asia Hub 2 Private Limited	INDAH   <Supplier Company Name>
INDBU	DBS Bank India Limited	INDBU   <Supplier Company Name>
IDDBS	PT. Bank DBS Indonesia	IDDBS   <Supplier Company Name>
CNDBS	星展銀行(中国)有限公司	CNDBS   <Supplier Company Name>
TWDBS	星展(台灣)商業銀行股份有限公司	TWDBS   <Supplier Company Name>
TWSDU	星展(台灣)商業銀行股份有限公司	TWSDU   <Supplier Company Name>

Note: Invoice Against Contract option is inactive and not in use.



## 6.1.3 Creating Invoice without PO (No Contract)

3. You will receive a popup box on screen to select your Legal Entity, Remit-To Address and Ship From Address, which will appear in the invoice.
  - a. First, make sure your Legal Entity is set up – Refer to Section 4 if you have not
  - b. Next, select your registered Legal Entity via the drop down
  - c. The Remit-To and Ship From Address will be auto-populated once you have selected your registered Legal Entity

**3b**

Choose Invoicing Details

\* Legal Entity Select + Add New

\* Remit-To Select

\* Ship From Address Select

Cancel

Choose Invoicing Details

\* Legal Entity TEST PTE LTD + Add New

Invoice From 123 Changi Road  
Singapore 123456  
Singapore  
Singapore

\* Remit-To 123 Changi Road, Singapore 1 + Add New

\* Ship From Address 123 Changi Road, Singapore 1 + Add New

Cancel Save

## 6.1.3 Creating Invoice without PO (No Contract)

4. Fill in the mandatory fields (Refer to next slide for screenshot)
  - a. Please fill in actual supplier invoice numbers and take note of the special requirements, i.e. no duplication, spaces, special characters (e.g. @, #, %) or trailing alphabets (e.g. 123a, 123B, 123-1, 123-2)
  - b. Please note that invoice numbers must be in uppercase
  - c. It is mandatory to select *NETT30* in the *Payment Term* field
  - d. It is mandatory for foreign suppliers to select *Withholding Tax* field as *Applicable* and attach documents as per 8.1 Foreign Suppliers Withholding Tax Attachments
  - e. It is mandatory to select *Ship To and Bill To Address*
  - f. *Requester Email* should end with @dbs.com
  - g. Ensure that the currency is correctly populated (e.g. SGD, USD)
  - h. Invoices will be rejected if mandatory fields are not filled up correctly
  - i. If an invoice has multiple items, delete any invoice line that is not being invoiced. Do not indicate \$0 in the line amount.
  - j. If invoice currency is not SGD, exchange rate field will be required to be filled.

[Return to ContentPage](#)





## 6.1.3 Creating Invoice without PO (No Contract)

To

Customer DBS Dev

Buyer GST ID

\* Bill To Address No address selected 

\* Ship To Address No address selected 

\* Requester Email

\* Requester Name

Withholding Tax / L.P.

4e

4f

4. Fill in the mandatory fields
  - e. Click on the magnifying glass to select the right *Bill to Address*. Refer to the table below for more information
  - f. *Requester email* should be the user who purchased your Goods & Services (it should end with @dbs.com)

Code	Legal Entity Name	Address (Line 1)	Address (Line 2)	City & State	Postal Code	Country
SGDBU	DBS BANK LTD	Robinson Road	Post Office P. O. BOX 780	Singapore	901530	Singapore
SGVSG	DBS VICKERS SECURITIES (SINGAPORE) PTE LTD	12 Marina Boulevard, #10-01, Marina Bay Financial Centre	Tower 3	Singapore	018982	Singapore
HKDHB	DBS Bank (Hong Kong) Ltd	Level 6, Two Harbour Square	180 Wai Yip Street, Kwun Tong	Attn: Procurement Operations	Hong Kong	Hong Kong
INDAH	DBS Asia Hub 2 Private Limited	15th Floor, Tower 2.1, TSI Business Parks (Hyderabad) Pvt. Ltd., Sy. 115 (Part), Waverock Building	TSIIC IT/ITES SEZ, Nanakramguda village, Serilingampally Mandal, Gachibowli, Ranga Reddy District	Hyderabad; Telangana	500008	India
INDBU	DBS Bank India Limited	First Floor Express Towers	Nariman Point	Mumbai	400021	India
IDDBS	PT. Bank DBS Indonesia	Gedung DBS Bank Tower Lantai 37, Ciputra World 1 Jakarta Jl. Prof. Dr. Satrio Kav. 3-5	Karet Kuningan Setiabudi, Jakarta Selatan	Jakarta	12940	Indonesia
CNDBS	星展银行(中国)有限公司	星展银行大厦16楼	浦东新区陆家嘴环路1318号	上海市	200120	China
TWDBS	星展(台灣)商業銀行股份有限公司	DBS Bank (Taiwan) Ltd.	1F, No. 399, Ruiguang Rd., Neihu Dist	Taipei City	114	Taiwan
TWSDU	星展(台灣)商業銀行股份有限公司	DBS Bank (Taiwan) Ltd.	1F, No. 399, Ruiguang Rd., Neihu Dist	Taipei City	114	Taiwan

## 6.1.3 Creating Invoice without PO (NoContract)

5. You may attach supporting documents for adhoc invoices (invoice without PO) for verification purposes, e.g.
  - a. Proof of engagement
  - b. Proof of delivery/completion
  - c. Fulfilment of order
6. It is mandatory for suppliers to attach their original bill (e.g. telephone bills to indicate the number of minutes consumed). You can attach the PDF e-invoice as an attachment (with company header, etc.) or an image scan of a actual copy of the invoice

6

Image Scan  No file chosen

Supplier Note

5

6

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

Customer DBS

\* Bill To Address DBS Asia Hub  
2 Changi Business Park Cres  
Singapore 486029  
Singapore

Ship To Address 2 Changi Business Park Cres  
Singapore 486029  
Singapore

## 6.1.3 Creating Invoice without PO (NoContract)

7. Click *Add Line* and fill in the description of the items as per supplier's invoice. Refer to 6. *Invoice fields definition* for descriptions of the mandatory fields
  - a. Please note that the prices you fill in should be after discount
  - b. Add multiple lines if required, e.g. if GST rate is only applicable to one component of the invoice
  - c. If an invoice has multiple items, delete any invoice line that is not being invoiced. Do not indicate \$0 in the line amount.

**Lines**

Type	Description	Qty	UOM	Price	Total
	<input type="text" value="Pink Sticky Note"/>	<input type="text" value="1"/>	<input type="text" value="Each"/>	<input type="text" value="10.00"/>	10.00

**PO Line** 737-1 **Contract**  **Billing**   
**Billing Notes**

**GST Rate**  **GST Amount**  **Tax Reference**

**Add Tag**

**Add Line**

**Subtotal** 10.00  
**Shipping**   
**Handling**   
**Misc**   
**Total GST** 0.00  
**Gross Total** 10.00

**Delete** **Cancel** **Save as draft** **Calculate** **Submit**

## 6.1.3 Creating Invoice without PO (NoContract)

8. Add the relevant GST Rate and click **Calculate** to determine the subtotal of the invoice. Click **Submit** to submit the invoice to DBS

Lines

Type	Description	Qty	UOM	Price	Total
	<input type="text" value="Pink Sticky Note"/>	<input type="text" value="1"/>	<input type="text" value="Each"/>	<input type="text" value="10.00"/>	<input type="text" value="10.00"/>

PO Line

737-1

Contract

Billing

Billing Notes

GST Rate

GST Amount

Tax Reference

Add Tag

Add Line

Subtotal

10.00

Shipping

Handling

Misc

Total GST

0.00

Gross Total

10.00

Delete

Cancel

Save as draft

Calculate

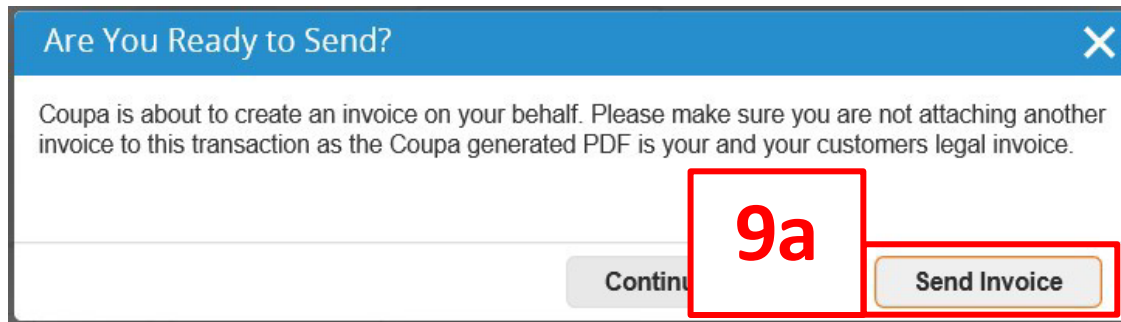
Submit

8

8

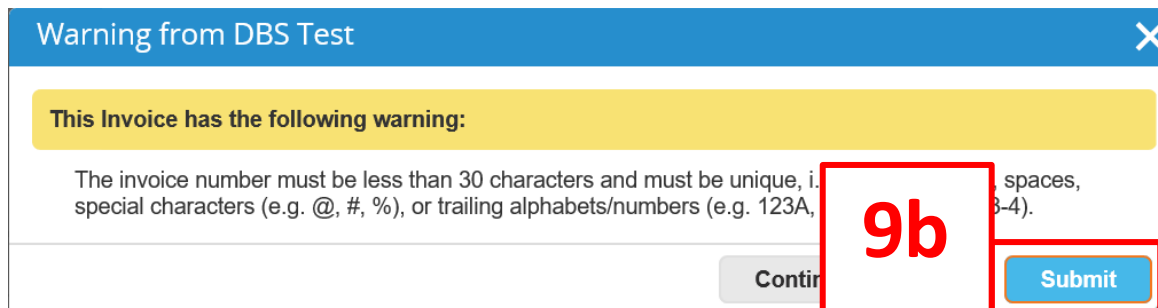
## 6.1.3 Creating Invoice without PO (NoContract)

9. a. Click on *Send Invoice*



A dialog box titled "Are You Ready to Send?" with a close button (X) in the top right corner. The text inside reads: "Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice." At the bottom, there are two buttons: "Continue" (disabled) and "Send Invoice" (active). A red box labeled "9a" is drawn around the "Send Invoice" button.

9. b. Do *ensure that you adhere to the subsequent message*. If you have, please proceed to click on submit for the invoice to be processed.



A dialog box titled "Warning from DBS Test" with a close button (X) in the top right corner. The text inside reads: "This Invoice has the following warning: The invoice number must be less than 30 characters and must be unique, i.e., no spaces, special characters (e.g. @, #, %), or trailing alphabets/numbers (e.g. 123A, 123-4)." At the bottom, there are two buttons: "Continue" (disabled) and "Submit" (active). A red box labeled "9b" is drawn around the "Submit" button.

## 6.1.3 Creating Invoice without PO (NoContract)

- Back at the *Invoices* page, the submitted invoice will also be listed and the status of the invoice can be monitored by Suppliers

Invoices						
test supplier 1234 invoice #501 is processing						
Export to ▾		View All ▾		Search 🔍		
Invoice #	Created Date ▾	Status	PO #	Total	Unanswered Comments	
123	09/07/20	Pending Approval	10		2,000.00 SGD	No
None	09/07/20	Draft			2,000.00 SGD	No

## 6.2.1 Viewing Invoice

1. To view summary of invoices, at your homepage go to the *Invoices* tab




2. The *Invoices* page will display all the invoices you sent to DBS

The screenshot shows the 'Invoices' page. A red box with a red number '2' highlights the top navigation bar of the Invoices page. The page displays a table of invoices with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, and Actions. The table contains four rows of invoice data.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
<a href="#">MY015C</a>	05/05/17	Pending Approval	<a href="#">501</a>	786.45	No	
<a href="#">MY015</a>	05/05/17	Pending Approval	<a href="#">501</a>	1,123.50	No	
<a href="#">MY015</a>	05/05/17	Draft	<a href="#">478</a>	1,050.00	No	
<a href="#">MY011</a>	05/04/17	Pending Approval	<a href="#">479</a>	1,000.00	No	

## 6.2.1 Viewing Invoice

- Click on the *Invoice #* to view invoice in detail. Refer to 7.5 *Invoice Status Definition*

Invoices						
Export to ▾			View All ▾		Search 🔍	
Invoice #	Created Date ▾	Status	PO #	Total	Unanswered Comments	Actions
<a href="#">MY015C</a>	05/05/17	Pending Approval	<a href="#">501</a>	786.45	No	
<a href="#">MY015</a>	3	Pending Approval	<a href="#">501</a>	1,123.50	No	
<a href="#">MY015</a>		Draft	<a href="#">478</a>	1,050.00	No	
<a href="#">MY011</a>	05/04/17	Pending Approval	<a href="#">479</a>	1,000.00	No	

## 6.2.2 Saving Invoice as PDF

1. Enter the Invoicenumber to be printed in the search field under the *Invoice* tab.

Select Customer DBS Dev - SGDBUJNANYANG TE-001

### Invoices

**Instructions From Customer**  
Suppliers are to provide unique invoice numbers, i.e. NO duplication, spaces, special characters (e.g. @, #, %), or trailing alphabets (e.g. 123a, 123b). Invoice numbers must be in uppercase

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered	Comments	Actions
1788	10/03/17	Approved	None	-1,070.00 SGD	No		
<a href="#">None</a>	10/03/17	Draft	None	0.00	No		
<a href="#">None</a>	10/03/17	Draft	None	0.00	No		
<a href="#">None</a>	10/03/17	Draft	None	0.00	No		
<a href="#">None</a>	10/03/17	Draft	None	0.00	No		
1788	10/03/17	Disputed	None	1,070.00 SGD	No		
<a href="#">None</a>	10/03/17	Draft	None	0.00	No		

2. Click on *download* under *Legal Invoice*

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

Select Customer DBS Dev - SGDBUJNANYANG TE-001

### Invoice #1789 [Back](#)

Invoice #	1789	Supplier	SGDBUJNANYANG TE-001
Invoice Date	10/03/17	Invoice From	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Payment Terms	NETT30	Remit To	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Delivery Date	10/03/17	Ship From	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Currency	SGD	Supplier GST ID	123456789X
Delivery Number	None	Customer	DBS Dev
Status	Approved	Bill To Address	DBS BANK LTD ROBINSON ROAD POST OFFICE, P. O. BOX 780 SINGAPORE 901530 Singapore
Shipping Term	None	State Code	None
Legal Invoice	<a href="#">download</a>	Ship To Address	ARC (Alexandra Retail Ctr) 460 Alexandra Rd, #02-33/34 PSA Bldg Singapore 119963 Singapore
Image Scan	None	State Code	None
Supplier Notes	None	Buyer Tax Number	VAT1111
Attachments	None		

## 6.2.2 Saving Invoice as PDF

3. The invoice will be downloaded in PDF format with the invoice number at the top.

3

**Invoice**  
1789

**To**

**Address**  
DBS BANK LTD  
ROBINSON ROAD  
POST OFFICE, P. O.  
BOX 780  
SINGAPORE  
901530  
Singapore

**Buyer Tax Number**  
VAT1111

**Attn/Ref**  
Latiff AMIR

**Ship To**  
460 ARC (Alexandra Retail Ctr)  
ARC (Alexandra Retail Ctr)  
460 Alexandra Rd, #02-33/34 PSA Bldg  
Singapore  
119963  
Singapore

**From**

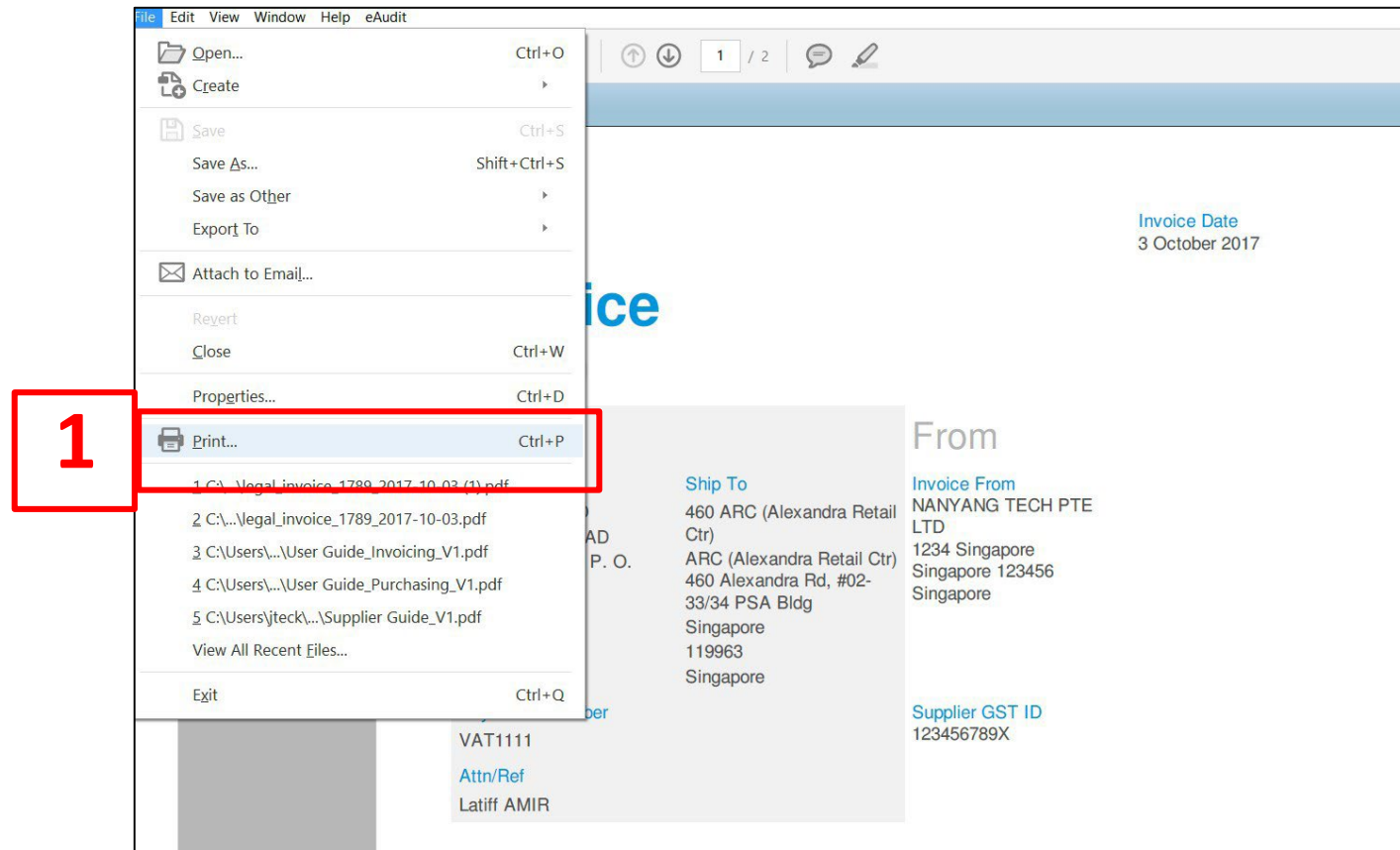
**Invoice From**  
NANYANG TECH PTE LTD  
1234 Singapore  
Singapore 123456  
Singapore

**Supplier GST ID**  
123456789X


**Invoice Date**  
3 October 2017

## 6.2.3 Printing Invoice

1. When invoice has been downloaded in the PDF format, click on *File* and *Print*.



## 6.3 Managing Disputed Invoice

1. For Disputed Invoices– Credit Note is no longer required
  - i. You will first receive a notification on CSP
2. If you are required to resubmit the invoice, DO NOT Click on  to resolve the dispute.
  - i. Please proceed to create and submit new invoice with a new invoice number. The new invoice number should be a new number and not by adding special characters prefix or suffix to the disputed invoice number.
    - a. Refer to [Section 6.1.1 & 6.1.2](#) on how to create a PO-backed invoice
    - b. Refer to [Section 6.1.3](#) on how to create a Non-PO backed invoice

## 6.4 Invoice Description

For physical assets, please ensure that the invoice description indicates clearly what the asset is (e.g. server, switch, router etc.) and include any additional information, such as the model/make of the product, as it will help the owner to identify the asset in future when performing stocktake/FA impairment reviews

For IT professional fees, please include the following in the PR, PO and invoice description:

1. SOW/UR no./CR no. and/or
2. Service provided (e.g. development, design, testing, implementation etc.) & month and year that the service is provided,
3. Consultant role and name,
4. System/application

## 6.5 Invoice Status Definition

Invoice Status	Description
Approved	The invoice has been accepted for payment by DBS
Draft	The invoice has been created, but hasn't been submitted to DBS yet
Pending Approval	The invoice is currently with a business approver
Voided/Disputed	The invoice is voided/disputed and you will not receive payment for it
Processing	The invoice is currently being sent to DBS

Note: The status will remain as *Approved* even when the invoice is exported/paid in Coupa. You can view the payment status by selecting the *Payment Information* view on the invoice page. You can also receive an email notification if you turn on the *An invoice is paid* notification on notification preference page

## 6.6 Invoice Fields Definition

Invoice item fields	Description
Invoice #	<p>This is a required field. You will need to enter your invoice number. Invoice number cannot exceed 40 characters and must be in uppercase</p> <p>Invoice reference no.:</p> <ul style="list-style-type: none"><li>• Must be unique</li><li>• Must not include trailing alphabets, e.g. X: 123a</li><li>• Must not contain any specialcharacters</li></ul>
Invoice Date	The invoice date will default to the date the invoice is created
Payment Terms	This field displays the code for your current payment terms that were agreed upon between your company and the Supplier
Currency	Displays the currencyoptions for the invoice
Delivery Number	The delivery number, if available
Status	The status of yourinvoice
Image Scan	Allows you to upload an image to be attach to the invoice
Supplier Notes	Use this field to enter a message for the invoice approver
Attachments	<p>Allows you to add various attachments to the Invoice:</p> <ul style="list-style-type: none"><li>• File – This option allows you to upload a document to the invoice. Use the Browse button to upload the file from your desktop</li><li>• URL – Use this option to include an external URL</li><li>• Text – Use this option to include text</li></ul> <p>Ensure your document is a standard attachment file, not an image. Types of files that can be uploaded: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.</p>
Supplier	Auto-populates from the PO with the Supplier's name
Remit To	Auto-populates from the PO with the Supplier's remit to address
Customer	Please select from the PO with customer's name
Bill To Address	Please select from the PO with the bill to address
Ship To Address	Please select from the PO with the ship to address

## 6.6 Invoice Fields Definition

Invoice item field	Description
Line Level Taxation	Allows you to tax line items at different rates if enabled
Type	Displays the line items type
Description	Provides a description of the good(s) and/or service(s) purchased
Qty	Shows the number of items
UOM	Shows the unit of measure
Price	Displays the unit price
Total	Displays the item total
PO Line	Provides the PO line number associated with the invoice
Contract	Displays contract information, if any
Billing	Displays the billing department associated with the PO
Subtotal	Displays the total price of only the items
Shipping	Displays shipping costs
Handling	Displays handling costs
Misc	Displays miscellaneous costs
Tax code	Provides an editable tax code for the Supplier to select when invoicing
Total Tax	Displays the total tax amount
Gross Total	Displays the gross total of invoice
Character Limits	A total of 255 characters are allowed on Coupa. However, only 254 characters will flow to PSAP

[7.1 Foreign Supplier Withholding Tax Attachments](#)

[7.2 Limited Liability Partnership Attachments](#)

## 7.1 Foreign Suppliers Withholding Tax Attachments

To verify Withholding Tax applicability for all foreign suppliers' transactions, please:

1. Attach the Withholding Tax Confirmation form and original invoice
  - a. Refer to 12.1 Document Repository for the Withholding Tax Confirmation form
2. Indicate if the service provided is Withholding Tax applicable by selecting *<Applicable>* or *<Not Applicable>*

The screenshot shows a web interface with two main sections. The left section contains an 'Image Scan' area with a 'Choose File' button and 'No file chosen' text, a 'Supplier Note' text area, and an 'Attachments' section with links for 'Add', 'File', 'URL', and 'Text'. This section is highlighted with a red box and a large red number '1'. The right section shows 'Customer DBS' and fields for '\* Bill To Address' and '\* Ship To Address', both with 'No address selected' and a magnifying glass icon. Below these are fields for '\* Requester Email' and '\* Requester Name'. A red box and a large red number '2' highlight the 'Withholding Tax / LLP' dropdown menu and its explanatory text: 'For Foreign Vendors: WHT confirmation document and original invoice For LLP: ACRA report of company or email to verify that partner is Singaporean'.

*Note: Non-adherence to instructions on Withholding tax will result in non-payment to Suppliers*

## 7.2 Limited Liability Partnership Attachments

- For all Limited Liability Partnership (LLP) suppliers, kindly provide either of the documents below to help DBS verify your business structure
  - ACRA report of your company
  - Email to verify that your partner is a Singaporean
- Indicate if the service provided is Withholding Tax applicable by selecting <Applicable> or <Not Applicable>

The screenshot displays a web form for DBS suppliers. On the left, there is an 'Image Scan' section with a 'Choose File' button and 'No file chosen' text. Below it is a 'Supplier Note' text area. At the bottom left, an 'Attachments' section is highlighted with a red box and a large red number '1'. This section includes links for 'Add', 'File', 'URL', and 'Text'. On the right, the 'Customer' is set to 'DBS'. Below this are fields for '\* Bill To Address' and '\* Ship To Address', both showing 'No address selected' with a magnifying glass icon. Further down are fields for '\* Requester Email' and '\* Requester Name'. A red box and a large red number '2' highlight the '\* Requester Email' and '\* Requester Name' fields. At the bottom right, the 'Withholding Tax / LLP' section is highlighted with a red box. It features a dropdown menu and a detailed instruction: 'For Foreign Vendors: WHT confirmation document and original invoice For LLP: ACRA report of company or email to verify that partner is Singaporean'.

*Note: Non-adherence to instructions on Withholding tax will result in non-payment to Suppliers*

## 8. Credit Note



To create *Credit Note* from PO and Non-Disputed Invoice, please refer to the following table


Scenario(s)	Supplier	Types of Credit Note	Refer to Slides
Creating Credit Note from PO	Local and Foreign Supplier	For PO-Backed Invoice	<a href="#">8.1 Creating Credit Note from PO</a>
Creating Credit Note from Non-Disputed Invoice	Local and Foreign Supplier	For Non-PO Backed Invoice	<a href="#">8.2 Creating Credit Note from Non-Disputed Invoice</a>

- For *Disputed Invoices* – Credit Note is no longer required
  - Refer to [Section 6.3](#) for more information

## 8.1 Creating Credit Note from PO

Suppliers will be taking initiative to create Credit Note on behalf of DBS when the need arises (e.g. Supplier owes DBS money for defective goods)

1. To create a credit note from a PO, click *Orders*. Next, click on   
(Inform DBS to re-open PO in order to view  )






[Home](#) [Profile](#) [Orders](#) [Purchase Sheets](#) [ASN](#) [Invoices](#) [Catalogs](#) [Business Performance](#) [Add-ons](#) [Setup](#)

### Purchase Orders

**Instructions From Customer**  
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

**View** All

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<a href="#">POSGP000002381</a>	06/04/18	Issued	None	100 Lot of 5 Sets of Mcpro divider, paper, 10 part, colour (MCP99100...	No	150.00 SGD	
<a href="#">POSGP000002360</a>	05/11/18	Issued	05/11/18	ASG-12345-UR - Title of UR	No	SGD	
<a href="#">POSGP000002358</a>	05/11/18	Issued	None	IBM Training session - 11 May 2018 Training Session - 2nd Term	No	50,000.00 SGD	

## 8.1 Creating Credit Note from PO

2. You will receive a popup box on screen to select your Legal Entity, Remit-To Address and Ship From Address, which will appear in the invoice.
  - a. First, make sure your Legal Entity is set up – Refer to Section 4 if you have not
  - b. Next, select your registered Legal Entity via the drop down
  - c. The Remit-To and Ship From Address will be auto-populated once you have selected your registered Legal Entity

**2b**

Choose Invoicing Details

\* Legal Entity Select + Add New

\* Remit-To Select

\* Ship From Address Select

Cancel

Choose Invoicing Details

\* Legal Entity TEST PTE LTD + Add New

Invoice From 123 Changi Road  
Singapore 123456  
Singapore  
Singapore

\* Remit-To 123 Changi Road, Singapore 1 + Add New

\* Ship From Address 123 Changi Road, Singapore 1 + Add New

Cancel Save

## 8.1 Creating Credit Note from PO

3. On the *Create Credit Note* page, fill in the mandatory credit note fields, <Credit Note #>, <Credit Note Date>, <Payment Terms>, <Currency>, <Original Invoice>, <Original Invoice Date>, <Credit Reason>
  - a. *Credit Note #* must be unique and must not contain special characters and trailing alphabets, e.g. X: 123a, 123b, 123c, etc.

**General Info**

3

\* Credit Note #

\* Credit Note Date

06/07/18

Payment Term

Original Date of Supply

06/07/18

3

\* Currency

SGD

Delivery Number

Status

Draft

3

\* Original Invoice #

\* Original Invoice Date

mm/dd/yy

Attachments


Add File | URL | Text

3

\* Credit Reason

Payment Provisions

Use N/A if not relevant

 DBS

## 8.1 Creating Credit Note from PO

4. Indicate the item *<Description>*, as well as *<Price>* and *<Qty>* if applicable. Click to proceed
  - a. Note that credit note amount must be negative
  - b. You can either change price or quantity but not both
  - c. Please note that quantity should be an integer value
5. Click *Send Invoice* to send the Credit Note to DBS for approval

[Submit](#)

Lines

1	Type	Description	Qty	UOM	Price	Total
	Qty ▾	IT Professional Service (red)	1	Each ▾	50.00	50.00

4

Line Contract  
▾

GST Rate  
0.0% ▾

GST Amount  
0.00

Tax Reference

Are You Ready to Send?

5

You're about to send an invoice to DBS for a total amount of 50.00. Once sent, you'll have to contact your customer directly to make changes to the invoice.

Continue Editing

Send Invoice

Delete

Cancel

Save as draft

Ca

4

Submit

Subtotal 50.00

Total GST 0.00

Gross Total 50.00

## 8.1 Creating Credit Note from PO

6. Once the Credit Note has been approved, you should receive a notification. Click on the notification to verify that the Credit Note has been approved

### My Notifications

View All

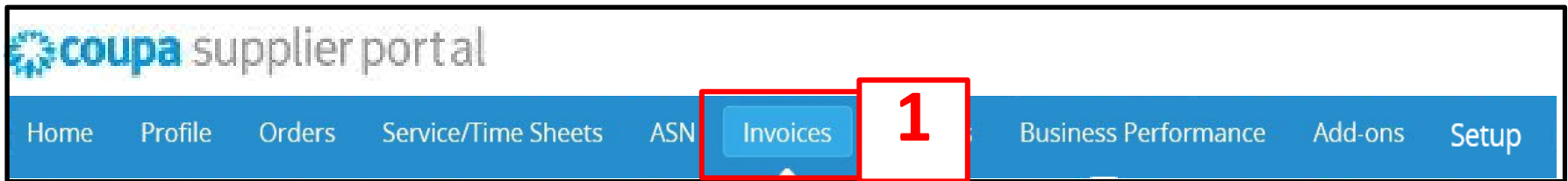
	Message
	Invoice Test for \$1,591.00 has been approved to pay by DBS Dev.
	New PO 846 for \$1,591.00 issued by DBS Dev.
	New PO SGP844 for \$1,591.00 issued by DBS Dev.

### View Credit Note #Test

Credit Note Number	Test
Credit Note Date	06/05/17
Payment Terms	NETT30
Original Date Of Supply	06/05/17
Currency	SGD
Number	None
Status	Approved
Original Invoice #	Test123
Original Invoice Date	06/05/17
Legal credit note	<a href="#">download</a>
Image Scan	None
Supplier Notes	None
Attachments	None

## 8.2 Creating Credit Note from Non-Disputed Invoice

1. You can create a credit note without a PO. To create a credit note without PO, click on *Invoices*.



The screenshot shows the Coupa Supplier Portal navigation bar. The 'Invoices' menu item is highlighted with a red box, and a red '1' is placed next to it, indicating the first step in the process.

**Create Invoices** ⓘ

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

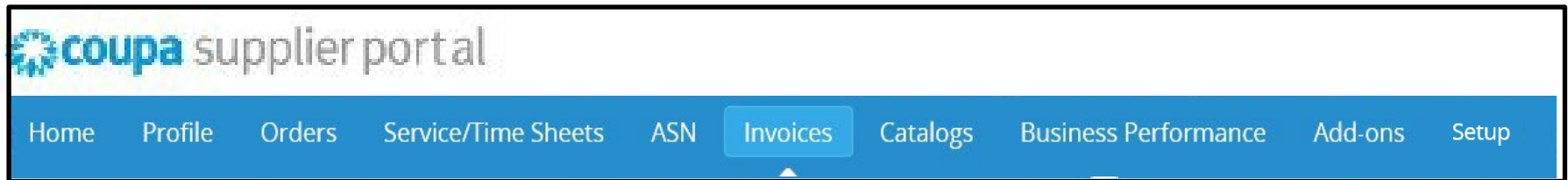
Export to ▾   View All ▾   Search 🔍

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">DBS TEST INV 4</a>	15/10/17	Pending Approval		<a href="#">POSGP000001363</a>	3,000.00 SGD	No	
<a href="#">DBS TEST INV 3</a>	15/10/17	Pending Approval	None		100,000.00 USD	No	
<a href="#">DBS TEST INV 2</a>	15/10/17	Pending Approval	None		10,000.00 SGD	No	
<a href="#">DBS TEST INV 1</a>	15/10/17	Pending Approval	None		400.00 SGD	No	

Per page 15 | [45](#) | [90](#)

## 8.2 Creating Credit Note from Non-Disputed Invoice

2. At the Invoice page, click on Credit Note



Create Invoices i

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

2

Export to <span>▼</span>				View	All <span>▼</span>	Search <span>🔍</span>	
Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">DBS TEST INV 4</a>	15/10/17	Pending Approval	<a href="#">POSGP000001363</a>	3,000.00 SGD	No		
<a href="#">DBS TEST INV 3</a>	15/10/17	Pending Approval	None	100,000.00 USD	No		
<a href="#">DBS TEST INV 2</a>	15/10/17	Pending Approval	None	10,000.00 SGD	No		
<a href="#">DBS TEST INV 1</a>	15/10/17	Pending Approval	None	400.00 SGD	No		

Per page 15 | [45](#) | [90](#)

## 8.2 Creating Credit Note from Non-Disputed Invoice

3. At the pop-up, select Other (e.g. rebate) and click

Continue

### Credit Note

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer, please select other.

Reason ☐ Resolve issue for invoice number ☐ Other (e.g. rebate)

Select an Option

Cancel **3** Continue

## 8.1 Creating Credit Note from PO

4. You will receive a popup box on screen to select your Legal Entity, Remit-To Address and Ship From Address, which will appear in the invoice.
  - a. First, make sure your Legal Entity is set up – Refer to Section 4 if you have not
  - b. Next, select your registered Legal Entity via the drop down
  - c. The Remit-To and Ship From Address will be auto-populated once you have selected your registered Legal Entity

The image displays two screenshots of a 'Choose Invoicing Details' popup window. The left screenshot shows the initial state where the 'Legal Entity' dropdown is set to 'Select' (highlighted with a red box and label '4b'). The right screenshot shows the state after selection, where 'Legal Entity' is set to 'TEST PTE LTD', and the 'Remit-To' and 'Ship From Address' fields are auto-populated with '123 Changi Road, Singapore 1' (highlighted with a red box and label '4c').

**Left Screenshot (Initial State):**

- Legal Entity:** Select (dropdown menu)
- Remit-To:** Select (dropdown menu)
- Ship From Address:** Select (dropdown menu)

**Right Screenshot (After Selection):**

- Legal Entity:** TEST PTE LTD (dropdown menu)
- Invoice From:** 123 Changi Road, Singapore 123456, Singapore, Singapore
- Remit-To:** 123 Changi Road, Singapore 1 (dropdown menu)
- Ship From Address:** 123 Changi Road, Singapore 1 (dropdown menu)

## 8.2 Creating Credit Note from Non-Disputed Invoice

5. On the Create Credit Note page, fill in the mandatory credit note fields, <Credit Note #>, <Credit Note Date>, <Payment Term>, <Currency>, <Original Invoice #>, <Original Invoice Date>, select <Bill-To-Address> as SG PO Box, select <Ship To Address> as delivery address, fill in DBS <Requestor Email> and <Requestor Name>.
- a. Credit Note # must be unique and must not contain special characters and trailing alphabets, e.g. X: 123a, 123b, 123c, etc.

**General Info**

\* Credit Note #

\* Credit Note Date

06/07/18

Payment Term

Original Date of Supply

06/07/18

\* Currency

SGD

Delivery Number

Status

Draft

\* Original Invoice #

\* Original Invoice Date

mm/dd/yy

5

5

5

To

Customer DBS Test

\* Bill To Address

DBS BANK LTD - NEW  
ROBINSON ROAD  
POST OFFICE, P. O. BOX 780  
Singapore 901530  
Singapore

\* Buyer GST ID

\* Ship To Address

No address selected

\* Requester Email

\* Requester Name

5

## 8.2 Creating Credit Note from Non-Disputed Invoice

6. Click on **Choose File** to upload Credit Note copy.
7. Click on **AddFile** to upload remaining supporting documents.

### Create Credit Note Create

#### General Info

\* Credit Note #

\* Credit Note Date

7/3/18

Payment Term

\* Currency

SGD

Status

Draft

\* Original Invoice Number

\* Original Invoice Date

d/m/yy

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File

URL | Text

6

7

### To

Customer

DBS Test

\* Bill To Address

DBS BANK LTD - NEW  
ROBINSON ROAD  
POST OFFICE, P. O. BOX 780  
Singapore 901530  
Singapore

\* Buyer GST ID

\* Ship To Address

No address selected

\* Requester Email

\* Requester Name

## 8.2 Creating Credit Note from Non-Disputed Invoice

8. At the *Lines* section of the Credit Note, indicate the item *<Description>*, as well as the price amount to be credited *<Price>* and *<Qty>* if applicable. Click  to proceed
- Note that **credit note amount must be negative**
  - You can either change price or quantity but not both
  - Please note that quantity should be an integer value

### Lines

Type Amt ▼	Description CREDIT NOTE	Price -100.00	-100.00	✕
8	Contract ▼	Supplier Part Number <input type="text"/>	Commodity None	
Billing Notes <input type="text"/>				
Taxes				
GST Rate 0.0% ▼	GST Amount -0.00	Tax Reference <input type="text"/>		
Totals & Taxes				
Subtotal			-100.00	
Total GST			0.00	
<b>Gross Total</b> <small>must be negative</small>			<b>-100.00</b>	
<input type="button" value="✕ Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Save as draft"/> <input type="button" value="Calculate"/> <input type="button" value="Submit"/>				

## 8.2 Creating Credit Note from Non-Disputed Invoice

9. Click *Send Credit Note* to submit Credit Note to DBS for approval.

### Are You Ready to Send?



Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

Continue Editing

Send Credit Note

9

## 8.2 Creating Credit Note from Non-Disputed Invoice

10. Once the Credit Note has been approved, you should receive a notification. Click on the notification to verify that the Credit Note has been approved

### My Notifications

View All

	Message
	Invoice Test for \$1,591.00 has been approved to pay by DBS Dev.
	New PO 846 for \$1,591.00 issued by DBS Dev.
	New PO SGP844 for \$1,591.00 issued by DBS Dev.

### View Credit Note #Test

Credit Note Number	Test
Credit Note Date	06/05/17
Payment Terms	NETT30
Original Date Of Supply	06/05/17
Currency	SGD
Number	None
Status	Approved
Original Invoice #	Test123
Original Invoice Date	06/05/17
Legal credit note	<a href="#">download</a>
Image Scan	None
Supplier Notes	None
Attachments	None

# 9 Creating Reports

- 1. Click on the relevant tab to create your report, i.e. *Orders/Invoices/Catalogues*
- 2. Click on *Create View*

HomeProfileOrdersService/Time SheetsASNInvoicesCatalogsPerformanceAdd-onsSetup

Select CustomerDBS Dev - SGDBU|NANYANG TE-001

Invoices

Instructions From Customer

Suppliers are to provide unique invoice numbers, i.e. NO duplication, spaces, special characters (e.g. @, #, %), or trailing alphabets (e.g. 123a, 123b). Uppercase alphabets in front of numbers are allowed."

Export to

ViewPO-Invoice track

Search

PO #	Invoice #	Invoice Date	Paid	Status	Created Date	Comments	Actions
521	None	13/7/17	No	Draft	13/7/17		
510	None	13/7/17	No	Draft	13/7/17		
521	PendingApp	12/7/17	No	Pending Approval	12/7/17		
520	ChangeAIV	12/7/17	No	Pending Approval	12/7/17		
519	ChangeBIV	12/7/17	No	Pending Approval	12/7/17		
517	None	12/7/17	No	Draft	12/7/17		

All  
Approved  
Disputed  
Disputes with a supplier response  
Disputes without supplier response  
Draft  
Payment Information  
Pending Approval  
PO-Invoice track  
Processing  
Voided  
Create View

# 9 Creating Reports

- 3. Fill in the *Name* of report and set the appropriate *Visibility*
- 4. Set the appropriate condition for your report, e.g. *Status is Approved*
  - a. You will be able to view a report where all invoice statuses are presented as *Approved*

## Create New data table view

### General

Name

Visibility ☒ Only Me  
☐ Everyone

3

Start with view 

All

### Conditions

Match Conditions 

Match all conditions

Filter By 

Status

 is 

Buyer Hold

Cancelled

Closed

Currency Hold

4

# 9 Creating Reports

[Return to ContentPage](#)

5. Ensure that the information which you wish to see is placed under *Selected columns*
  - a. If it is not under *Selected columns*, please pull them over from *Available columns*
6. Click *Save* to view the report

### Columns

Available columns	Selected columns
Commented	Invoice #
Comments	Created Date
Date Of Supply	Status
Delivery Number	PO #
Disputed Date	Total
Invoice Date	Unanswered Comments
Linked Document	Actions
Original Invoice Date	
Original Invoice Number	
Paid	
Payment Information	
Payment Term	
Withholding Tax	

5

### Default Sort Order

Sort by  in  order.

6

Save

To maximise the user experience on the CSP, please be sure to upgrade your web browsers to the latest version. Having an up-to-date browser will ensure added security, increased performance, better backward compatibility, and greater support from web technologies

### Internet Explorer(IE)

- IE11 recommended

### Mozilla Firefox

- Mozilla Firefox 49.x

### Google Chrome

- Google Chrome 53.x

[11.1 Viewing Catalogue](#)

[11.2 Creating Catalogue](#)

[11.3 Uploading Catalogue Item](#)

[11.3.1 Uploading Catalogue Item – Manual Upload](#)

[11.3.2 Uploading Catalogue Item – Bulk Upload](#)

[11.3.3 Uploading Catalogue Item – Approval](#)

[11.4 Editing Catalogue](#)

[11.5 Definition of Fields for Catalogue](#)

[11.6 Catalogue Status Definitions](#)

## 11.1 Viewing Catalogue

1. To view *Catalogs*, click on [Catalogs](#) tab.
2. You will be able to view the catalogues and their status. E.g. <Start Date>, <Expiration Date>, <Status>

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, **Catalogs** (highlighted with a red box and a red '1'), Performance, Add-ons, and Setup. Below the navigation bar, there is a 'Select Customer' dropdown menu set to 'DBS' and a 'Configure Punchout' button. The main section is titled 'Catalogs' and contains a table with columns: Catalog Name, Created Date, Submitted Date, **Start Date**, **Expiration Date**, **Status** (highlighted with a red box and a red '2'), Unanswered Comments, Error, and Actions. The table lists several catalogs, including 'Test Supplier 123 TE Catalog 5', 'Product 3', 'Product 2 Test', 'Product Testing', and 'Test Supplier 123 TE Catalog 2'. The 'Status' column shows values like 'Draft' and 'Pending Approval'. At the bottom, there is a pagination bar showing 'Per page 15 | 45 | 90'.

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
Test Supplier 123 TE Catalog 5	04/23/20	None	None	None	Draft	No		
Product 3	04/23/20	None	None	None	Draft	No		
Product 2 Test	04/23/20	04/23/20	04/17/20	08/08/20	Pending Approval	No		
Product Testing	04/23/20	None	04/10/20	08/13/20	Draft	No		
Test Supplier 123 TE Catalog 2	03/14/19	None	None	None	Draft	No		

## 11.2 Creating Catalogue

1. Click on **Catalogs** tab.
2. To create a new catalogue, click **Create**
  - a. If you have a catalogue of items with different currencies, you should create each item individually in the catalogue and set the currency accordingly.

**coupa** supplier portal OH KWANG LEONG | NOTIFICATIONS 8 | [HELP](#)

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

Select Customer DBS ▼ Configure Punchout

### Catalogs

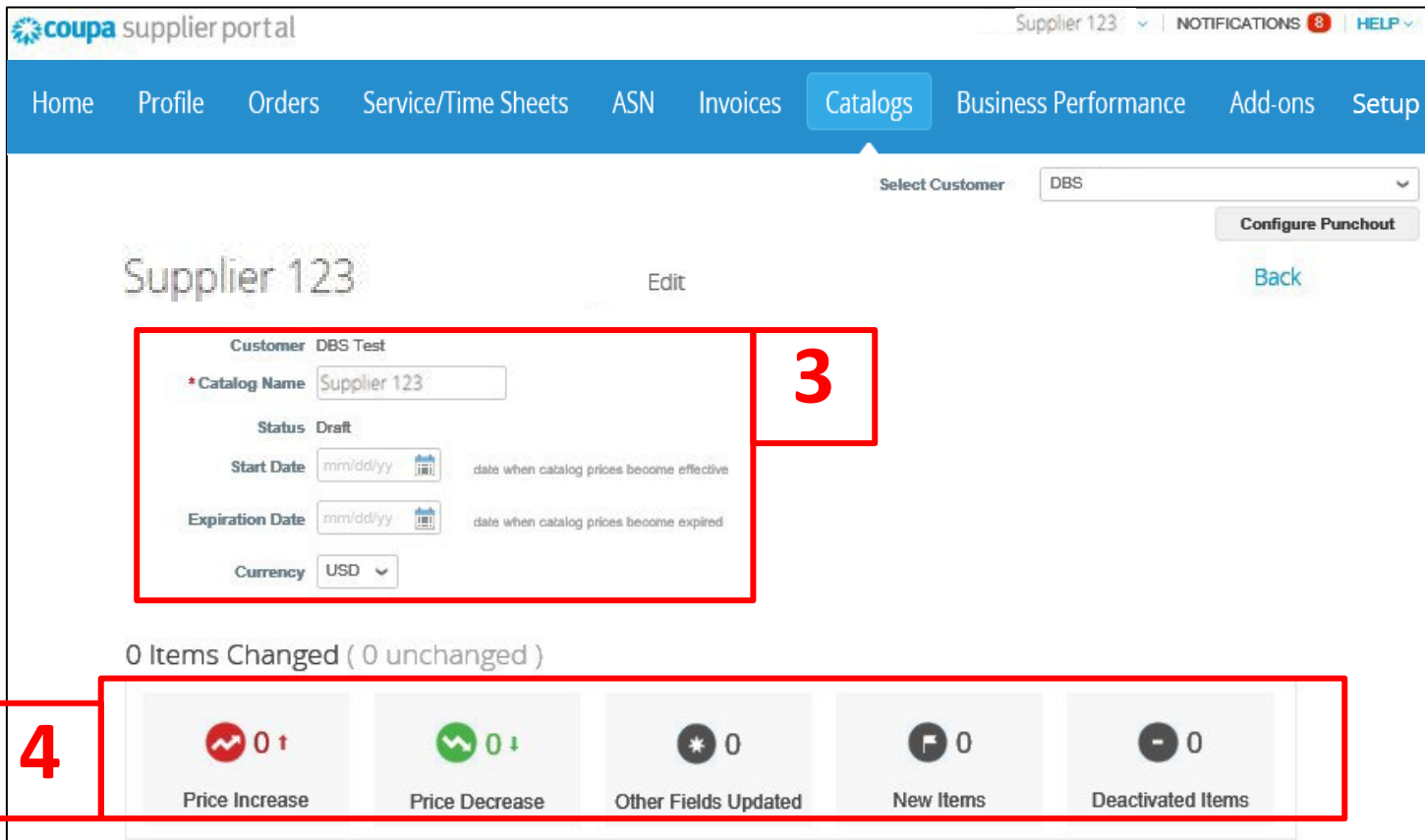
Create Export to View All Advanced Search

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
<a href="#">HKDHB NANYANG TE Catalog 5</a>	04/23/20	None	None	None	Draft	No		
<a href="#">Product 3</a>	04/23/20	None	None	None	Draft	No		
<a href="#">Product 2 Test</a>	04/23/20	04/23/20	04/17/20	08/08/20	Pending Approval	No		
<a href="#">Product Testing</a>	04/23/20	None	04/10/20	08/13/20	Draft	No		
<a href="#">HKDHB NANYANG TE Catalog 2</a>	03/14/19	None	None	None	Draft	No		

Per page 15 | 45 | 90

## 11.2 Creating Catalogue

3. Fill up the mandatory fields, i.e. <Catalog Name>, <Start Date>, <Expiration Date>, <Currency>
  - a. Please set <End Date> to one day after the actual date (e.g. if you want your items to remain purchasable on 28<sup>th</sup> June, please set <End Date> as 29<sup>th</sup> June)
  - b. Please send in your catalogue for approval 5 days prior to the <Start Date> of your catalogue
4. There will be a summary section which keeps track of the edits made to a catalogue.



The screenshot displays the 'Supplier 123' catalog creation page in the Coupa Supplier Portal. The page header includes the Coupa logo, 'supplier portal', and navigation links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs (selected), Business Performance, Add-ons, and Setup. The 'Supplier 123' header shows the customer selection (DBS) and a 'Configure Punchout' button. The main form area is titled 'Supplier 123' and includes an 'Edit' link. The form fields are:

- Customer: DBS Test
- \*Catalog Name: Supplier 123 (highlighted with a red box labeled 3)
- Status: Draft
- Start Date: mm/dd/yy (date when catalog prices become effective)
- Expiration Date: mm/dd/yy (date when catalog prices become expired)
- Currency: USD

Below the form, the status is '0 Items Changed ( 0 unchanged )'. A summary section (highlighted with a red box labeled 4) shows the following metrics:

Metric	Value
Price Increase	0
Price Decrease	0
Other Fields Updated	0
New Items	0
Deactivated Items	0

## 11.3 Uploading Catalogue Item

- Items can be added to the catalogue:
  - Manual upload through the interface by clicking **Create** (5.3.1)
  - Bulk upload via a CSV file by clicking **Load from file** (5.3.2)

### Items Included in Catalogue

**Create** **1** **Load from file** **Export to**

Name	Part Number	Status Change
No rows.		

Per page 15 | 45 | 90

# 11.3 Uploading Catalogue Item

- Items can be added to the catalogue:
  - Manual upload through the interface by clicking **Create** [\(5.3.1\)](#)
  - Bulk upload via a CSV file by clicking **Load from file** [\(5.3.2\)](#)

1

Items Included in Catalog

Create

Load from file

Export to ▾

View All ▾

Advanced

Search 🔍

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Actions
No rows.							

Per page 15 | 45 | 90

Items Offered to DBS Test

Export to ▾

View All ▾

Advanced

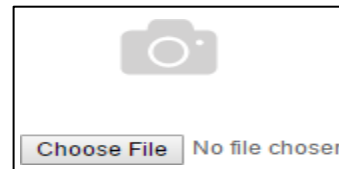
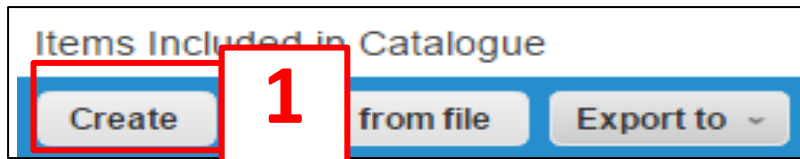
Search 🔍

Name	Description	Part Number	Price	Currency	UOM	Purchasable	Last Submitted to Buyer	Catalog	Actions
No rows.									

Per page 15 | 45 | 90

## 11.3.1 Uploading Catalogue Item – Manual Upload

1. Click **Create** to start a manual upload of catalogue. Fill up all mandatory fields, which are denoted by (\*), i.e. <Name>, <Description>, <Unit of Measure (UOM)>, <Purchasable>, <MOQ>, <Part Number>, <Lead Time>, <Contract>, <Price>, <Currency>, <Image> and click **Save**
  - a. Uncheck the “Purchasable” checkbox if it is a new item not previously supplied to DBS
  - b. Please contact DBS for a dummy contract number if you are a new supplier



**Catalogue Item** Create

\* Name

\* Description

\* Unit of Measure

Purchasable ☒

Manufacturer Name

Manufacturer Part Number

\* MOQ

DBS Manufacturer

**Supplier Item Attributes**

\* Part Number

Auxiliary Part Number

Manufacturer

Lead Time

Unspsc Code

Contract

Pricing Type

\* Price

\* Currency

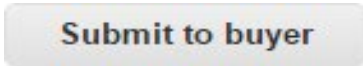
Savings %

Order Increment

Minimum Order Quantity

**1** **Save**

## 11.3.1 Uploading Catalogue Item – Manual Upload


2. Review the catalogue containing the newly added items. Click  to complete upload
  - a. There will be a green notification box to indicate that catalogue is submitted and buyer will be notified.

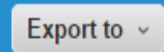


10 Items Changed ( 3 unchanged )


 0 ↑ Price Increase	 0 ↓ Price Decrease	 11 Other Fields Updated	 1 New Items	 2 Deactivated Items
---	---	--	--	--

 **2**

### Catalogues

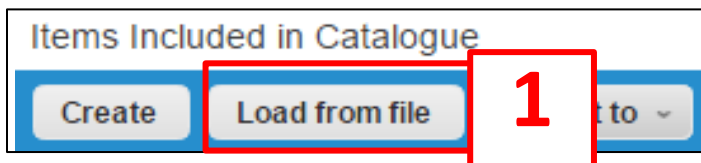
Catalogue was submitted and buyer will be notified. 

**2**  View All  Advanced  

Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Actions
<a href="#">Test Catalog 19</a>	27/6/17	27/6/17	30/6/17	1/7/17	Pending Approval	No	

## 11.3.2 Uploading Catalogue Item – BulkUpload

1. Click **Load from file** to perform a bulk upload
2. Perform either one of the two steps below:
  - a. To add new items, click on **Download** and fill up the next empty field/row of the CSV file
  - b. To edit and update existing items in the catalogue, click on **Export to** to download and update the affected fields
3. Select [Click here](#) for a description of the required and optional fields in the template



### Bulk Load Item Updates for DBS LED Supplier Catalogue

Follow these steps to upload items

1. Download the CSV template or export the current list.

**Download** or **Export to**

2

2. Fill in or update the CSV file. [Click here](#) for a description of the required and optional fields in the template

- Fields marked with a "\*" are mandatory.
- Each row uploaded will create a new item.
- Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.

3

3. Load the updated file

**Choose File** No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

## 11.3.2 Uploading Catalogue Item – BulkUpload

4. Open the CSV file to edit the fields. The mandatory fields for Suppliers to fill are as follows:

- Supplier Part Number
- Name
- Description
- UOM code
- Lead Time
- Active\* (All new items to be uploaded with active fields as “NO”)
- Contract Number
- MOQ
- Image URL
- Price
- Currency

*Please contact DBS for a dummy contract number if you are a new supplier*

A	B	C	D	E	F	G	H	I	J	K	L
Supplier F	Supplier A	Name*	Description*	Price*	Currency*	UOM code	active*	Item Class	Lead Time	Manufact	Contract
123456T		Test Item	Test Item	1.5	SGD	UN	Yes				
S00009		Equipment	Equipment	25	SGD	EA	Yes				
AA1234		New New	Description	12	SGD	EA	Yes				
A01234		Bigger Equ	Bigger Equ	50	SGD	EA	Yes				
A01235		Medium E	Medium E	30	SGD	EA	Yes				
A01236		Smaller Ec	Smaller Ec	20	SGD	EA	Yes				
50417		0504 test i	0504 test i	5	SGD	EA	Yes				
LD1234567		Frosted LE	Wattage:	10.5	SGD	EA	Yes				
1.23E+09		Test for d	Test for d	10	USD	EA	No				
LD2234567		Ceiling Lig	LED	68	SGD	EA	No				

## 11.3.2 Uploading Catalogue Item – BulkUpload

5. Once the CSV file is updated, save the file and load it into the system. Click
  - a. Follow the same steps for making changes/edits to items in a catalogue

[Start Upload](#)

### Bulk Load Item Updates for DBS LED Supplier Catalogue

Follow these steps to upload items

1. **Download** the CSV template or **export** the current list.

[Download](#) or [Export to](#)

2. **Fill in or update the CSV file.** [Click here](#) for a description of the required and optional fields in the template.

- Fields marked with a "\*" are mandatory.
- Each row uploaded will create a new item.
- Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.

3. **Load the updated file**

[Choose File](#) No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

5

[Start Upload](#)

## 11.3.2 Uploading Catalogue Item – BulkUpload

6. A summary page indicating the changes made to the catalogue will be displayed. Click

Finish Upload

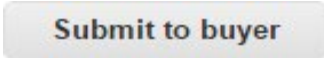
	Row 5		Row 6	
	Existing	Updated	Existing	Updated
Supplier Part Num*	A01235	A01235	A01236	A01236
Supplier Aux Part Num				
Name*	Medium Equipment	Medium Equipment	Smaller Equipment	Smaller Equipment
Description*	Medium Equipment Description	Medium Equipment Description	Smaller Equipment Description	Smaller Equipment Description
Price*	30	30	20	20
Currency*	SGD	SGD	SGD	SGD
UOM code*		EA		EA
active*	Yes	Yes	Yes	Yes
Item Classification Name				
Lead Time				
Manufacturer				
Contract Number				
Contract Term				
Savings %				
Price (Tier 1)				
Price (Tier 2)				
Price (Tier 3)				

Finish Upload

6

Cancel

## 11.3.2 Uploading Catalogue Item – BulkUpload

7. Review the catalogue containing the newly added items. Click  to complete upload

- a. There will be a green notification box to indicate that catalogue is submitted and buyer will be notified.

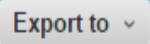
10 Items Changed ( 3 unchanged )


 0 ↑ Price Increase	 0 ↓ Price Decrease	 11 Other Fields Updated	 1 New Items	 2 Deactivated Items
---	---	---	--	--



### Catalogues

Catalogue was submitted and buyer will be notified.

 View All Advanced Search

Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Actions
<a href="#">Test Catalog 19</a>	27/6/17	27/6/17	30/6/17	1/7/17	Pending Approval	No	

# 11.3.3 Uploading Catalogue Item – Approval

- Once the catalogues have been approved by DBS, the status will be shown as “Accepted by Customer”. DBS can now make purchases from the catalogue

## Catalogues

Create		Export to ▾		View		Accepted	1	Advanced	Search	
Catalogue Name	Created Date ▾	Submitted Date	Start Date	Expiry Date	Status			Unanswered Comments	Actions	
<a href="#">expire 9.6.17 (31 days)</a>	9/5/17	None	9/5/17	9/6/17	Accepted by Customer	No				
<a href="#">expire 8.6.17 (30 days)</a>	9/5/17	None	9/5/17	8/6/17	Accepted by Customer	No				
<a href="#">Expire 7.6.17 (29days)</a>	9/5/17	None	9/5/17	7/6/17	Accepted by Customer	No				
<a href="#">11.5.17</a>	9/5/17	None	9/5/17	11/5/17	Accepted by Customer	No				
<a href="#">10.5.17</a>	9/5/17	None	9/5/17	10/5/17	Accepted by Customer	No				
<a href="#">Expire 9.5.17</a>	9/5/17	None	9/5/17	9/5/17	Accepted by Customer	No				
<a href="#">DBS Test Supplier 12345 101</a>	9/5/17	None	8/5/17	9/5/17	Accepted by Customer	No				
<a href="#">DBS Test Supplier 12345 100</a>	9/5/17	None	1/5/17	8/5/17	Accepted by Customer	No				

## 11.4 Editing Catalogue

1. When a catalogue is approved by DBS, it cannot be edited
2. The edits can be made through creating a new catalogue and then deleting the old catalogue that is now no longer valid
3. The new catalogue will have to be sent to DBS for approval following the same steps earlier
  - a. Please remember to send the new catalogue for approval 5 days prior to the start date of the catalogue

## 11.5 Definition of Fields for Catalogue

*Below are the definition of the fields in the catalogue item loader with (\*) indicating mandatory fields:*

Coupa validates	Description
Part Number*	Supplier part number is a mandatory field in Coupa. In the case wherein the Supplier items has no part number or the part number is duplicated with another item, a dummy part number will be included in this field by DBS. Going forward, please substitute with an actual Supplier part number. (Part number can be in any format 255 characters). E.g.SG12345678900
Name*	This is the product description to be printed on the PO. The naming convention for all items to follow DBS convention of – “Item Name (Part Number)”
Description*	Description of the item and any additional relevant information that the Supplier requires
Price*	Required field. Unit price of item. Will default to zero if it is not a number

## 11.5 Definition of Fields for Catalogue

*Below are the definition of the fields in the catalogue item loader with (\*) indicating mandatory fields:*

Coupa validates	Description
Currency*	Required field. Must match currencycode within system(e.g. USD). Refer to the dropdownlist of currencies.
UOM Code*	Only a specific list of UOM codes are allowedin Coupa. Refer to list of <i>UOM Codes</i> .
Active*	Yes for active, No for inactive. To be set to “Yes” for items available on Coupa. To set active field to “No” for new items.
Lead Time*	Delivery Lead Time(days)
Contract No.*	Contract number to befilled by Supplier should be as indicatedin the CSV file fromthe initial DBS load. Note: NotMCR or quotationnumber

## 11.5 Definition of Fields for Catalogue

*Below are the definition of the fields in the catalogue item loader with (\*) indicating mandatory fields:*

Coupa validates	Description
Image URL* Image Url0-5*	<p>URL link to the image on the web. If adding images, this is a valid and publically accessible URL for an image.</p> <p>Should be a direct link to a .jpg, .png image online. Item image have to be added through a direct link to a .jpg, .png image online. Alternatively, the image can be added through the user interface at a per item basis</p> <p>Image formats allowed: PNG, GIF, JPG, JPEG,</p> <p>Image formats not allowed: EXE, BAT, COM, ZIP, SH, DEB, SO, ELF, BIN, RPM, TAR, GZ, TAR.GZ, KO, PY, PHP, MSI, AXF, PRF, PUFF, PJPEG, TIFF or PDF</p> <p>Image size should have a minimum pixel resolution of 300 x 450</p>
MOQ*	Minimum Order Quantity of all Items is 1 unit (i.e. 1 carton/box/packet)

## 11.5 Definition of Fields for Catalogue

These fields are non mandatory. Only fill these if required

Coupa validates	Description
Formatting offile	Column order does not affect the upload, but if a column with a Required Field is missing, it will result in an error. Example of error during upload: "The system found 1 error when attempting to load the sample rows. Column header <column name> is not valid."
DBS Manufacturer	Manufacturer of item. Suppliers should only fill up 'DBS Manufacturer' field with the relevant manufacturer details instead of the 'Manufacturer' field in the CSV template
Supplier Aux PartNum	An optional field for showing another part number, which can be unique or non-unique

## 11.5 Definition of Fields for Catalogue

These fields are non mandatory. Only fill these if required

Coupa validates	Description
Pack Weight	The weight of onepack
Pack WeightUOM	The UOM for a Pack
Net Weight	The weight of oneitem
Net Weight UOM	The UOM for oneItem
Receive CatchWeight	Forces the item to be received as catch weight

## 11.5 Definition of Fields for Catalogue

These fields are non mandatory. Only fill these if required

### Fields not required by DBS

Item Classification Name	Item Number
UNSPSC Code	Pack Quantity
Contract Number	Price (Tier 1-20)
Contract Term	Link Title/URL 0-5
Savings %	Use Pack Weight

# 11.5 Definition of Fields for Catalogue

Unit of Measurement (UOM) (Refer to document repository)

UOM Code	UOM Name
B10LT	Batch of 10 Lots
B20LT	Batch of 20 Lots
B3LT	Batch of 3 Lots
B30LT	Batch of 30 Lots
B32LT	Batch of 32 Lots
B400LT	Batch of 400 Lots
B5LT	Batch of 5 Lots
B50LT	Batch of 50 Lots
B500LT	Batch of 500 Lots
B8LT	Batch of 8 Lots
B96LT	Batch of 96 Lots
B20PC	Batch for 20 Pieces
10BX	Lotof 10 Boxes
10PD	Lotof 10 Pads
10PC	Lotof 10 Pieces
10RM	Lotof 10 Reams
10RL	Lotof 10 Rolls
10ST	Lotof 10 Sets
10TK	Lotof 10 Token
100BK	Lotof 100 Books

UOM Code	UOM Name
100BX	Lotof 100 Boxes
100CG	Lotof 100 Cartridges
100PD	Lotof 100 Pads
100PC	Lotof 100 Pieces
100RL	Lotof 100 Rolls
100ST	Lotof 100 Sets
1KBK	Lotof 1000 Books
1KEA	Lotof 1000 Each
1KPD	Lotof 1000 Pads
1KPC	Lotof 1000 Pieces
1KST	Lotof 1000 Sets
1KSH	Lotof 1000 Sheets
1KTK	Lotof 1000 Tokens
10KPC	Lotof 10000 Pieces
10KST	Lotof 10000 Sets
10KSH	Lotof 10000 Sheets
100KPC	Lotof 100000 Pieces
100KST	Lotof 100000 Sets
100KSH	Lotof 100000 Sheets
101EA	Lotof 101 Each

To edit in excel - neater

# 11.5 Definition of Fields for Catalogue

Unit of Measurement (UOM) (Refer to document repository)

UOM Code	UOM Name
107ST	Lotof 107 Sets
11PC	Lotof 11 Pieces
11K5PC	Lot of11500 Pieces
12BX	Lotof 12 Boxes
12PD	Lotof 12 Pads
12PC	Lotof 12 Pieces
1K3BK	Lotof 1300 Books
14KPC	Lot of14000 Pieces
1K5PC	Lotof 1500 Pieces
16BX	Lotof 16 Boxes
2BK	Lotof 2 Books
2BT	Lotof 2 Bottles
2BX	Lotof 2 Boxes
2CT	Lotof 2 Cartons
2PK	Lotof 2 Packets
2PD	Lotof 2 Pads
2PC	Lotof 2 Pieces
2RM	Lotof 2 Reams
2RL	Lotof 2 Rolls
20BK	Lotof 20 Books

UOM Code	UOM Name
20BX	Lotof 20 Boxes
20PK	Lotof 20 Packets
20PD	Lotof 20 Pads
20PC	Lotof 20 Pieces
20RM	Lotof 20 Reams
200BK	Lotof 200 Books
200PD	Lotof 200 Pads
200PC	Lotof 200 Pieces
200RM	Lotof 200 Reams
200ST	Lotof 200 Sets
2KPD	Lotof 2000 Pads
2KPC	Lotof 2000 Pieces
2KST	Lotof 2000 Sets
20KPC	Lotof 20000 Pieces
20KST	Lotof 20000 Sets
20KSH	Lotof 20000 Sheets
200KSH	Lotof 200000 Sheets
25PC	Lotof 25 Pieces
250PC	Lotof 250 Pieces
250RM	Lotof 250 Reams

# 11.5 Definition of Fields for Catalogue

Unit of Measurement (UOM) (Refer to document repository)

UOM Code	UOM Name
2K5SH	Lotof 2500 Sheets
28KPC	Lot of28000 Pieces
3BT	Lotof 3 Bottles
3CT	Lotof 3 Cartons
3MN	Lotof 3 Monitors
3PC	Lotof 3 Pieces
3RM	Lotof 3 Reams
30BX	Lotof 30 Boxes
30EA	Lotof 30 Each
30PD	Lotof 30 Pads
30PC	Lotof 30 Pieces
300BK	Lotof 300 Books
300PC	Lotof 300 Pieces
300ST	Lotof 300 Sets
3KPK	Lotof 3000 Packs
3KPD	Lotof 3000 Pads
3KPC	Lotof 3000 Pieces
3KST	Lotof 3000 Sets
3KSH	Lotof 3000 Sheets
30KPC	Lot of30000 Pieces

UOM Code	UOM Name
30KST	Lotof 30000 Sets
30KSH	Lotof 30000 Sheets
300KPC	Lotof 300000 Pieces
301EA	Lotof 301 Each
3K5PC	Lotof 3500 Pieces
4BX	Lotof 4 Boxes
4PC	Lotof 4 Pieces
4RM	Lotof 4 Reams
4ST	Lotof 4 Sets
40PD	Lotof 40 Pads
400PC	Lotof 400 Pieces
4KST	Lotof 4000 Sets
40KPC	Lotof 40000 Pieces
40KSH	Lotof 40000 Sheets
5BX	Lotof 5 Boxes
5CT	Lotof 5 Cartons
5CP	Lotof 5 Copies
5PK	Lotof 5 Packets
5PA	Lotof 5 Packs
5PD	Lotof 5 Pads

# 11.5 Definition of Fields for Catalogue

Unit of Measurement (UOM) (Refer to document repository)

UOM Code	UOM Name
5PC	Lotof 5 Pieces
5RM	Lotof 5 Reams
5ST	Lotof 5 Sets
50BK	Lotof 50 Books
50BX	Lotof 50 Boxes
50EA	Lotof 50 Each
50PK	Lotof 50 Packets
50PD	Lotof 50 Pads
50PC	Lotof 50 Pieces
50ST	Lotof 50 Sets
50SH	Lotof 50 Sheets
500BK	Lotof 500 Books
500PD	Lotof 500 Pads
500PC	Lotof 500 Pieces
500ST	Lotof 500 Sets
5KBK	Lotof 5000 Books
5KPC	Lotof 5000 Pieces
5KST	Lotof 5000 Sets
5KSH	Lotof 5000 Sheets
50KPC	Lot of 50000 Pieces

UOM Code	UOM Name
50KSH	Lotof 50000 Sheets
6PK	Lotof 6 Packets
60PD	Lotof 60 Pads
60RM	Lotof 60 Reams
6KPC	Lotof 6000 Pieces
8RM	Lotof 8 Reams
8RL	Lotof 8 Rolls
80PD	Lotof 80 Pads
80RL	Lotof 80 Rolls
101PC	Lotof 101 Pieces
301PC	Lotof 301 Pieces
EA	Each
ST	Set
PD	Pad
PC	Piece
BK	Book
BX	Box
PK	Packet
RL	Roll
LN	Line

# 11.5 Definition of Fields for Catalogue

Unit of Measurement (UOM) (Refer to document repository)

UOM Code	UOM Name
UN	Unit
LS	LumpSum
JB	Job
CT	Carton
BT	Bottle
TN	Tin
MO	Month
NO	No.
CP	Copy
DZ	Dozen
TU	Tube
CN	Can
LO	Lot
TR	Trip
PVU	Processor ValueUnit
PROC	Processor
PA	Pack
AU	Authorised User
SVR	Server
RM	Ream

UOM Code	UOM Name
TK	Token
CG	Catridges
MN	Monitor
SH	Sheet
AP	Application
AUVU	Authorised User ValueUnit
RVU	Resource Value Unit
CU	Concurrent User
CS	Concurrent Session
FU	Floating User
UVU	User ValueUnit
36RL	Lotof 36 Rolls

# 11.6 Catalogue Status Definitions

Status	Definition
Accepted/Accepted by Customer	The catalogue has been accepted by DBS, and all the items in it are now available for purchase within Coupa
Awaiting/Pending Approval	The catalogue has been received by DBS, but it has not gone through the approval chain yet
Draft	The catalogue has been created, but may be missing information necessary to send it to DBS
Error	There is an issue with the catalogue. Please contact DBS to get the catalogue back on track
Rejected	The catalogue has been rejected. Contact DBS to find out why, and then resubmit

### Unit of Measurement(UOM List)



### Withholding Tax Confirmation(Click on “Paperclip” logo)

For all foreign (non-Singapore resident) suppliers to take note:

It is mandatory for all foreign (non-Singapore resident) suppliers to complete the attached Singapore Withholding Tax Checklist form and attach it to the invoice before submission. The invoice will be rejected if the form is not attached or incomplete.



Tax Residency  
Decision Tree



SG Withh  
Tax Checkl

Now, you are ready to use Coupa Supplier Portal for DBS



For more information on other CSP functionality, refer to Supplier Enablement—Training Manual

For any issues, please contact DBS helpdesk([gpssg\\_supplier@dbs.com](mailto:gpssg_supplier@dbs.com))