

Believing in **ASIA**



Supplier Guide



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1. Registration of Account

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[1.1 Registration of CSP Account – New Supplier](#)

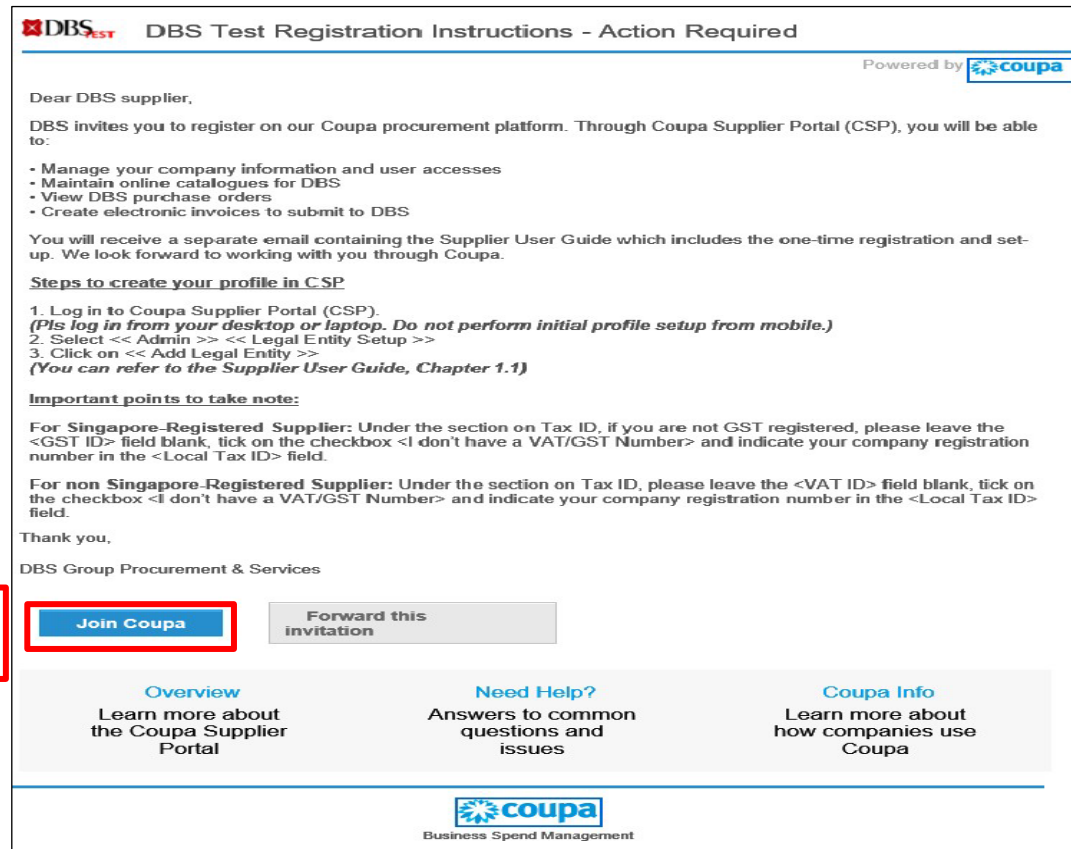
[1.2 Registration of CSP Account – Existing Supplier](#)


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

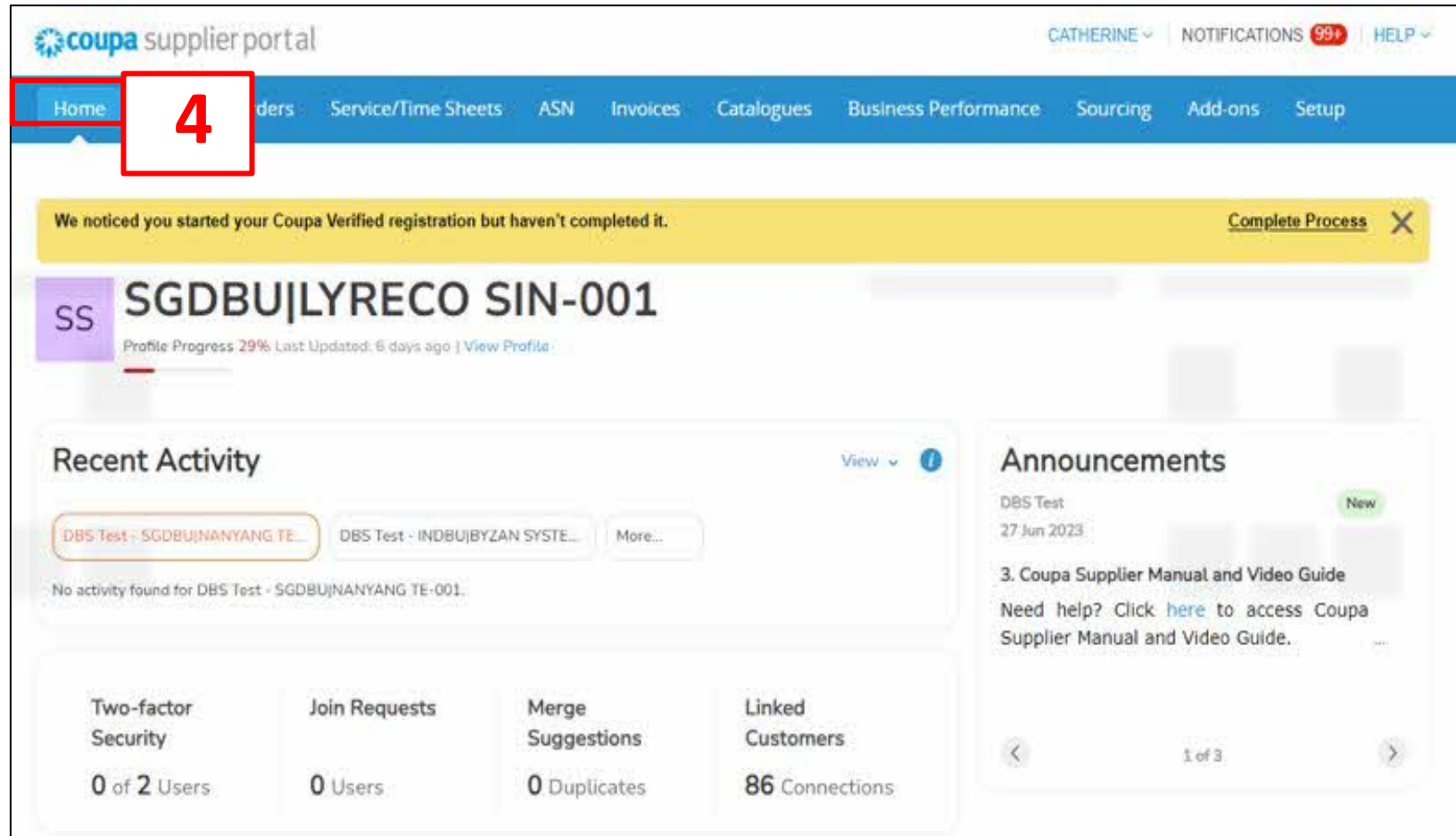
[Login to Coupa](#) **3**

 **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.



- [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



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 displays the Coupa Supplier Portal interface. At the top right, the 'NOTIFICATIONS' menu item is highlighted with a red box and labeled '1'. Below the navigation bar, the 'NOTIFICATIONS' menu is expanded, showing a list of notifications and a 'See All Notifications' link, which is also highlighted with a red box and labeled '2'. To the right, the 'My Notifications' page is shown, featuring a 'View' dropdown set to 'All' and a list of notification messages, with the page title 'My Notifications' highlighted by a red box and labeled '3'.

1

coupa supplier portal SUPPLIER ▾ NOTIFICATIONS 84

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

DBS ▾ NOTIFICATIONS 16 HELP ▾

A catalog is about to expire
Catalog with DBS will expire in 30 days. ⊗

A catalog is approved
Catalog has been approved by DBS ⊗

A catalog is approved
Catalog has been approved by DBS ⊗

See All Notifications **2**

3 My Notifications

View All ▾

Message

Catalog with DBS will expire in 30 days.

Catalog has been approved by DBS

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>>

The screenshot displays the Coupa Supplier Portal interface. The top navigation bar is blue and contains the following items: Home (highlighted with a red box and the number 2), Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. On the right side of the navigation bar, there is a 'HELP' dropdown menu (highlighted with a red box and the number 3) and a 'Help Tour' link (highlighted with a red box and the number 4). Below the navigation bar, a large blue panel titled 'Welcome to Coupa Supplier Portal' contains six action items, each with a checkmark icon: 'Create Invoices & Get Status Updates', 'Update Profile & Payment Info', 'View & Respond to Purchase Orders', 'Create Time Sheets & ASNs Against Orders', 'Host & Manage Catalogs', and 'Get Real-Time SMS & Email Notifications'. The Coupa logo and 'coupa supplier portal' text are visible at the bottom of the panel.

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 navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Add-ons', 'Setup', and 'HELP'. The 'Setup' menu item is highlighted with a red box and a red '2' in a box. Below the navigation bar, the 'Admin Merge Requests' section is visible. On the left, a sidebar menu lists 'Users', 'Merge Requests', 'Coupa Accelerate Preferences', 'SFTP Accounts', and 'cXML Errors'. The 'Merge Requests' menu item is highlighted with a red box and a red '3' in a box. In the main content area, the 'Initiate Merge Request' section contains a text input field with the email address 'coupa@coupamail.edu' and a blue 'Request Merge' button. Both the input field and the button are highlighted with a red box and a red '4' in a box. Below this, the 'Open merge requests' section shows the message '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](#).

*** Account Owner** **My Account**
 Their Account
By choosing this option I understand that I will no longer be the account owner.

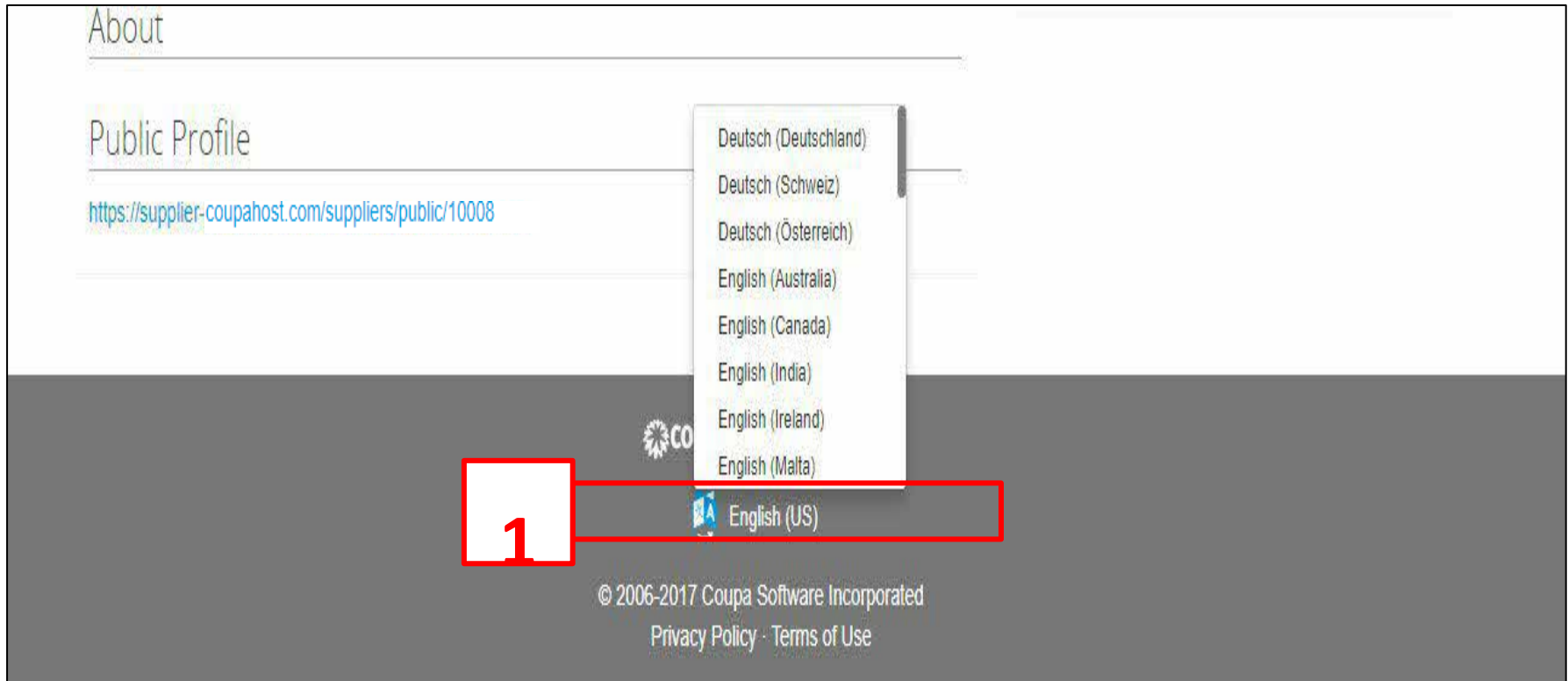
*** Note**

I'm not a robot 
reCAPTCHA
Privacy - Terms

2.5 Language Setting

The default language is English (US)

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



The screenshot shows a website interface with a language selection dropdown menu. The menu is open, displaying a list of language options: Deutsch (Deutschland), Deutsch (Schweiz), Deutsch (Österreich), English (Australia), English (Canada), English (India), English (Ireland), English (Malta), and English (US). The 'English (US)' option is highlighted with a red box, and a red number '1' is placed next to it, indicating the step to click on the default language to switch it.


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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. At the top, the logo reads "coupa supplier portal". A blue navigation bar contains the following items: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. Below this, the user's name "Supplier Donna" is displayed. To the right of the name, a "SUPPLIER" dropdown menu is open, showing options for "Account Settings", "Notification Preferences", and "Log Out". A red box with the number "1" highlights the "Profile" menu item in the navigation bar. Another red box with the number "2" highlights the "Notification Preferences" option in the dropdown menu. Below the user name, there is a globe icon and a list of links: About, Industry, Website, Established, and Employees. A blue button labeled "Improve Your Profile" is located at the bottom right of the main content area. The page also shows a "NOTIFICATIONS 87" badge and a "HELP" link in the top right corner.

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 

My Account Notification Preferences

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



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 user is logged in as CATHERINE, with a NOTIFICATIONS badge showing 99+ and a HELP link. The navigation bar includes Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, and Buy. A red box highlights the 'Account Settings' menu item, with a large red number '6' next to it. Below the navigation bar, the user's profile is shown as SGDBU|LYRECO SIN-001, with a profile progress of 29% and a 'View Profile' link. The main content area is divided into three sections: 'Recent Activity' (showing no activity for DBS Test - SGDBU|NANYANG TE-001), 'Announcements' (featuring a 'New' announcement about the '3. Coupa Supplier Manual and Video Guide'), and a summary of key metrics: 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*

My Account Notification Preferences

Settings **7**

Notification Preferences

Security & Two-Factor Authentication

You will start receiving notifications when your customers enable them. **7**

Email cocolawpy@gmail.com

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

! Verify number to receive SMS

Announcements

New Customer Announcement Online Email SMS

2.6 Setting Notification Preferences for Suppliers

8. 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):
Invalid number or SMS format

Enter the code that you received by SMS [X]

Your verification code has been sent to: +6598228888

8 Code:

Announcements

New Customers

Businesses

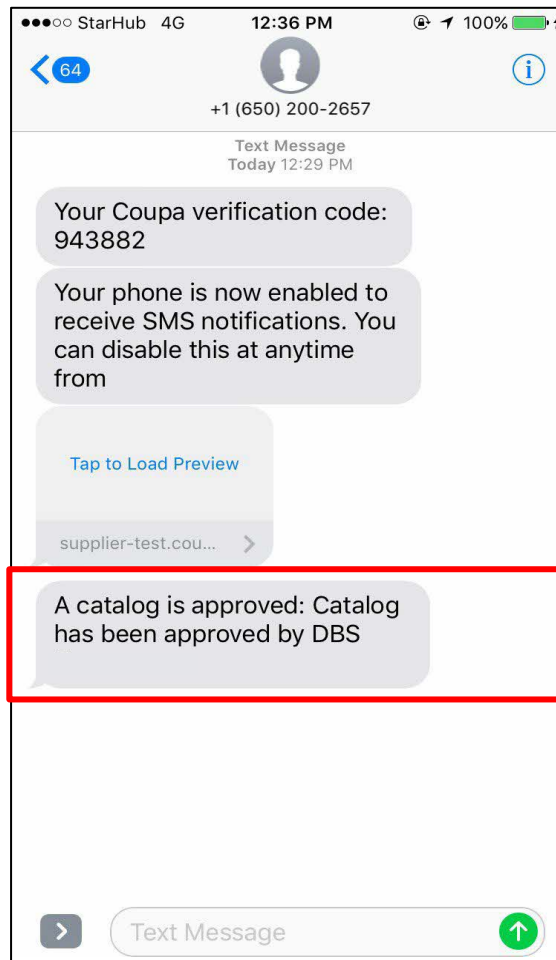
Businesses

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

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

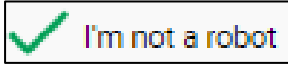

2.7 Resetting Supplier's Account Password

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" (highlighted in blue) and "Sign up". Below them is the heading "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". At the bottom, there is a "Forgot Password?" link (highlighted with a red box and the number 2) and a "Log In" button (highlighted with a red box and the number 1).

The screenshot shows the "Forgot Your Password?" page. The heading is "Forgot Your Password?". Below it is the instruction: "Provide your email address and we'll send you a link to reset your password." There is an "Email" input field (highlighted with a red box and the number 2). Below the input field is a checkbox labeled "I'm not a robot" (highlighted with a red box and the number 3) and a reCAPTCHA logo (highlighted with a red box and the number 3). At the bottom, there is a "Submit" button (highlighted with a red box and the number 3).


2.7 Resetting Supplier's Account Password

- You will receive a URL link to change the password associated with the email account. Click on the link as shown below.
- 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.

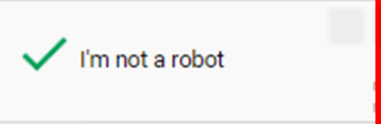
 **4**


Reset your password

Please enter a new password and confirm it.

Password
.....

Password Confirmation
.....

 **5**



RECAPTCHA
Privacy - Terms


2.8 Adding Users to CSP Account for Suppliers

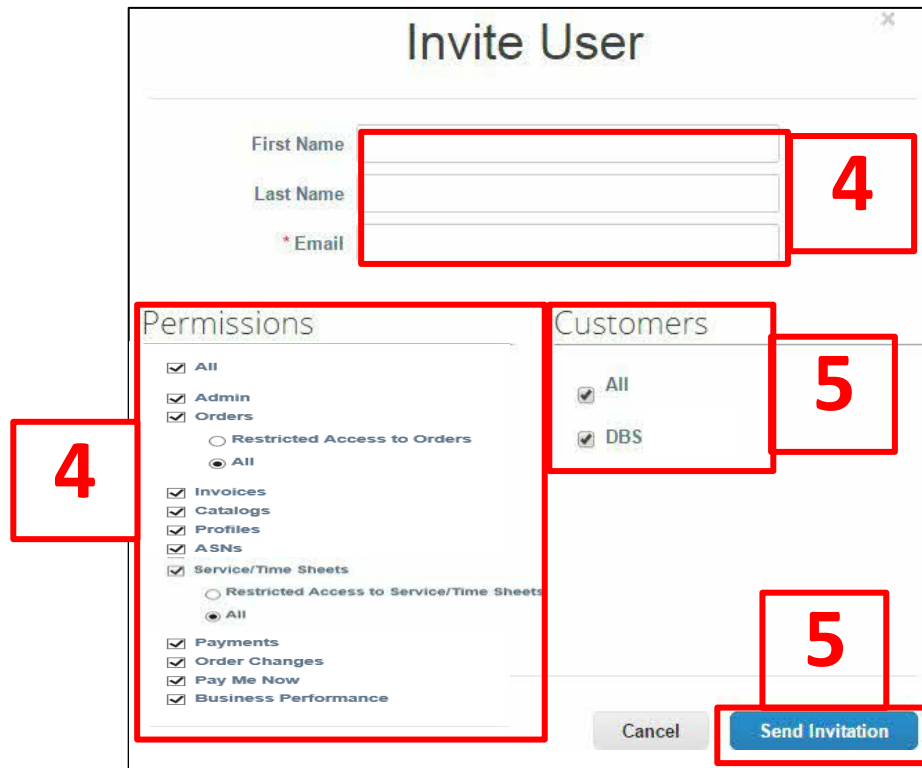
1. At homepage, click on the *Setup*
2. Click on *Users*
3. Click on **Invite User**

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 the number 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 the number 2. The Invite User button in the top right of the Admin Users section is highlighted with a red box and the number 3. The main content area displays a table of users with columns for User name, Email, Status, Permissions, Customer Access, and Actions. A single user is listed: CATHERINE FOO, with email cocolawpy@gmail.com and status Active. The Permissions list includes ASNs, Admin, Business Performance, Catalogues, Early Payments, Invoices, Order Changes, Order Line Confirmation, Orders, Payments, Profiles, Service/Time Sheets, and Sourcing. The Customer Access is DBS.

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 
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:

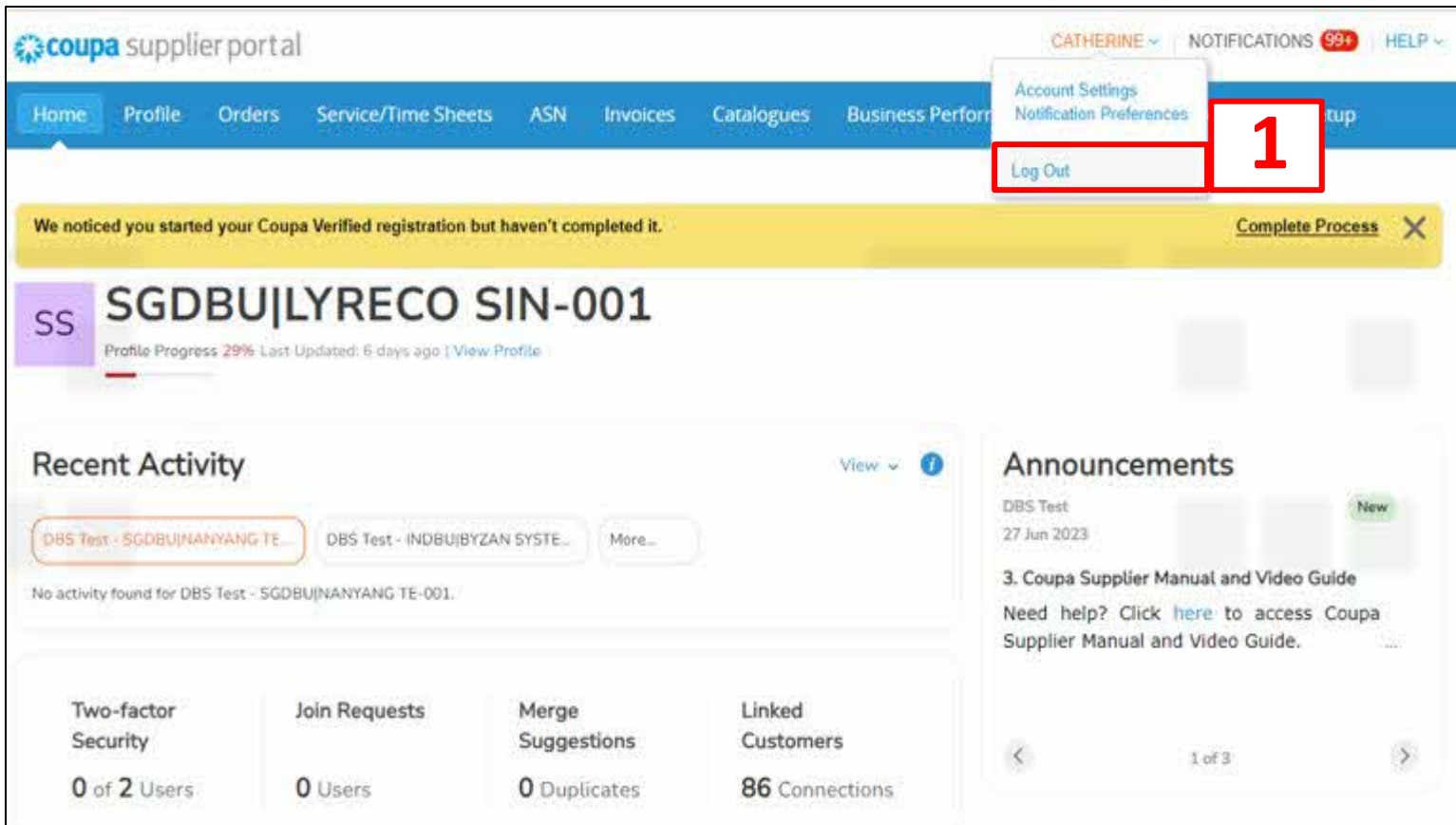
- First Name** and **Last Name** input fields, both highlighted with a red box and the number 4.
- * Email** input field.
- Permissions** section with a list of checkboxes: All, Admin, Orders, Invoices, Catalogs, Profiles, ASNs, Service/Time Sheets, Payments, Order Changes, Pay Me Now, and Business Performance. A red box and the number 4 highlight the 'All' radio button under the 'Orders' and 'Service/Time Sheets' sections.
- Customers** section with checkboxes for 'All' and 'DBS'. A red box and the number 5 highlight the 'DBS' checkbox.
- Buttons**: 'Cancel' and 'Send Invitation'. A red box and the number 5 highlight the 'Send Invitation' button.

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 customer 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.



The screenshot displays the Coupa Supplier Portal interface. At the top right, the user's name "CATHERINE" is shown with a dropdown arrow. A dropdown menu is open, listing "Account Settings", "Notification Preferences", and "Log Out". The "Log Out" option is highlighted with a red box and a red number "1". The main navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, and Setup. A yellow notification banner at the top states: "We noticed you started your Coupa Verified registration but haven't completed it." with a "Complete Process" link. Below the banner, the user's profile "SGDBU|LYRECO SIN-001" is shown with a "Profile Progress 29%" indicator. The "Recent Activity" section lists "DBS Test - SGDBU|NANYANG TE..." and "DBS Test - INDBU|BYZAN SYSTE...". The "Announcements" section features a "DBS Test" announcement dated "27 Jun 2023" with a "New" tag and a link to the "Coupa Supplier Manual and Video Guide". At the bottom, a summary card shows: "Two-factor Security: 0 of 2 Users", "Join Requests: 0 Users", "Merge Suggestions: 0 Duplicates", and "Linked Customers: 86 Connections".


3.1 Updating New Changes in Supplier's Company Profile

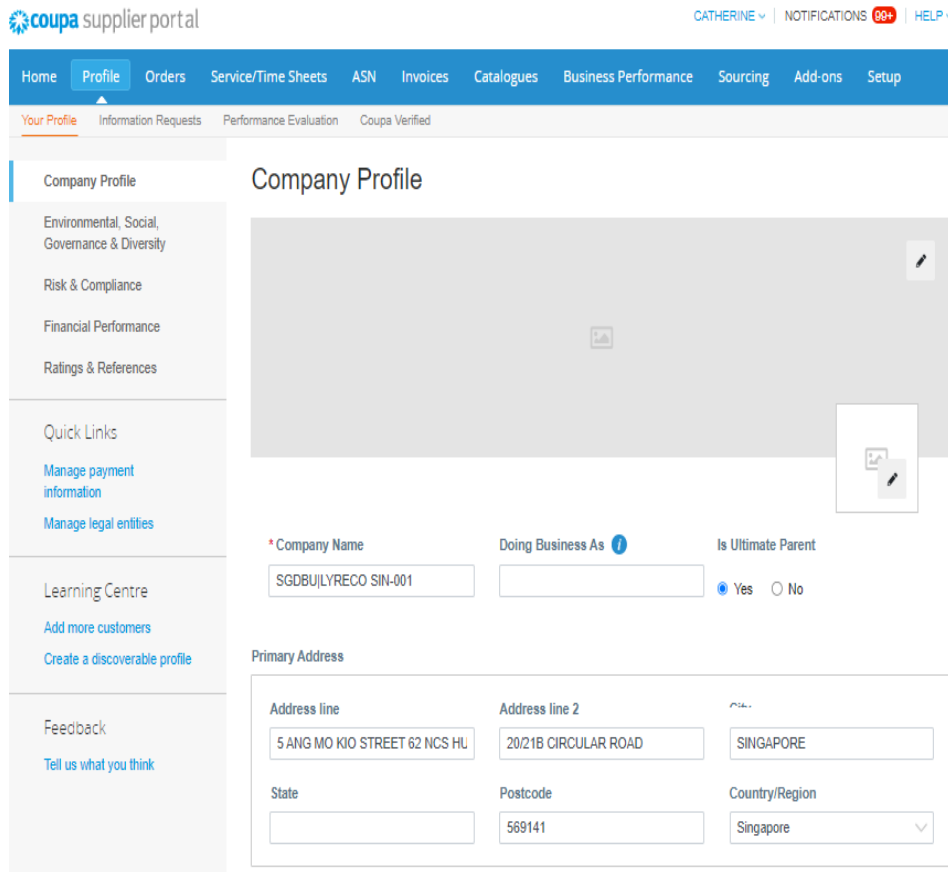
3.1 Updating New Changes in Supplier's Company Profile

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 user is identified as CATHERINE with 99+ notifications and a help menu. The main navigation bar includes Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, Sourcing, Add-ons, and Setup. The 'Profile' and 'Orders' tabs are highlighted with red boxes and a red '1'. Below the navigation bar, the 'Your Profile' section is active, showing a 'Company Profile' overview with categories like Environmental, Social, Governance & Diversity, Risk & Compliance, Financial Performance, and Ratings & References. A yellow notification bar indicates 2 customer announcements related to the profile. A progress bar shows the profile is 41% complete, with a 'Last Updated' timestamp of 4 minutes ago. A red '2' and a red box highlight the 'Edit Profile' button. Below the progress bar, there are links for 'Profile preview', 'Copy profile URL', and 'Download Profile as PDF'. A final yellow notification bar states that the Coupa Verified registration is not complete, with a 'Complete Process' link and a close button.

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  to complete the changes



Coupa supplier portal

CATHERINE | NOTIFICATIONS 00+ | HELP

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

Your Profile Information Requests Performance Evaluation Coupa Verified

Company Profile

Environmental, Social, Governance & Diversity

Risk & Compliance

Financial Performance

Ratings & References

Quick Links

Manage payment information

Manage legal entities

Learning Centre

Add more customers

Create a discoverable profile

Feedback

Tell us what you think

Company Profile

* Company Name: SGDBUJLYRECO SIN-001

Doing Business As: []

Is Ultimate Parent: Yes No


Primary Address

Address line	Address line 2	City
5 ANG MO KIO STREET 62 NCS HL	20/21B CIRCULAR ROAD	SINGAPORE
State	Postcode	Country/Region
[]	569141	Singapore

- 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 sgprocurement@dbs.com
- Most customers require Legal Entity information for invoicing.

3.1 Updating New Changes in Supplier's Company Profile

Primary Contact

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

- Continue from page 32

[+ Add another contact](#)

Company Information

Year Established <input type="text" value="1957"/>	Company Size <input type="text"/>	Number of Employees <input type="text"/>
Ownership Type <input type="text"/>	Industry <input type="text" value="Select an Option"/>	PO Delivery Email <input type="text"/>
Tax ID <input type="text" value="200501663H"/>	DUNS <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

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 shows a web application interface for setting up a legal entity. At the top, a navigation bar contains several tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. The 'Setup' tab is highlighted with a red box and labeled '1'. Below the navigation bar, the page title is 'Admin Legal Entity Setup'. On the left side, there is a sidebar menu with options: Users, Merge Requests, Legal Entity Setup (highlighted with a red box and labeled '2'), Fiscal, Representatives, and Remit-To. In the main content area, there is a large button labeled 'Add Legal Entity' (highlighted with a red box and labeled '3'). Below this button, the text reads: '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.' The form below contains two input fields: '* Legal Entity Name' (highlighted with a red box and labeled '4') and 'Country' (a dropdown menu). To the right of these fields, there is a text box explaining: '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 of the form, there are two buttons: 'Cancel' and 'Continue' (highlighted with a red box and labeled '5').

4 Setup Legal Entity for Invoicing

- 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

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

[Return to ContentPage](#)

9. For your Tax ID,

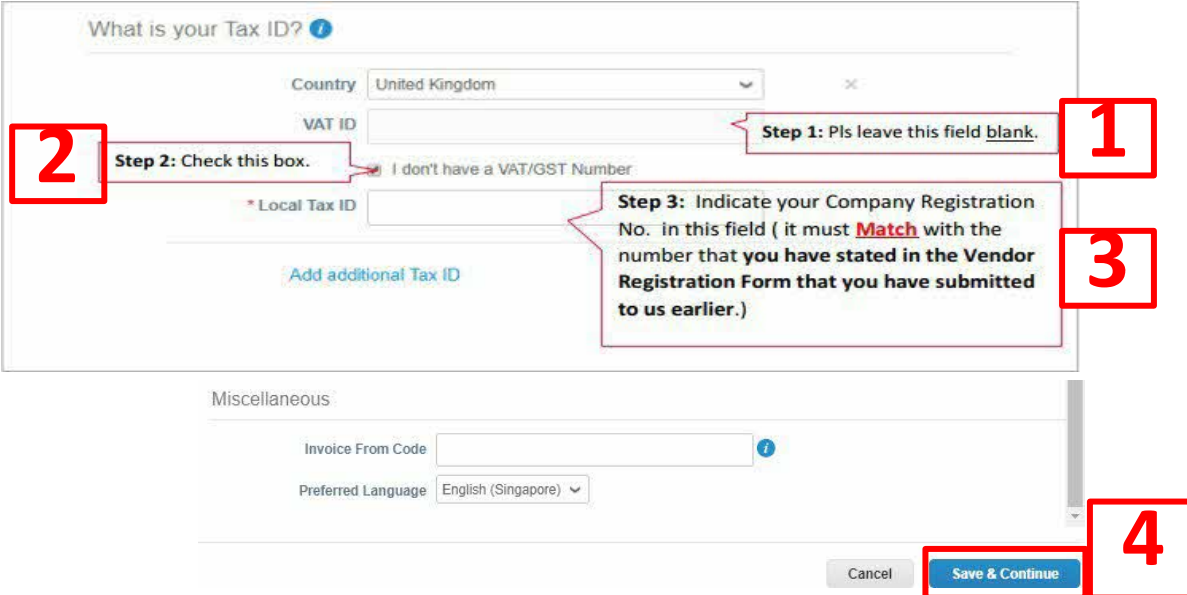
➤ Non-Singapore Registered Entity (all countries except Singapore)

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  then  [Click here to slide to continue the Legal Entity Setup](#)



The screenshot shows a form titled "What is your Tax ID?". The form includes a "Country" dropdown menu set to "United Kingdom", a "VAT ID" field, a checkbox labeled "I don't have a VAT/GST Number", and a "Local Tax ID" field. Below these fields is a link "Add additional Tax ID". At the bottom of the form, 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. Red callout boxes with numbers 1 through 4 point to specific elements: 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.** 1

Step 2: Check this box. 2 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.)** 3

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code ⓘ

Preferred Language English (Singapore) ▾

Cancel **Save & Continue** 4

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**

The screenshot shows a web form titled "What is your Tax ID?". The form includes a "Country" dropdown menu set to "Singapore", a "GST ID" field, a checked checkbox labeled "I don't have GST ID Number", and a "Local Tax ID" field. Below these fields is a link "Add additional Tax ID". At the bottom of the form, 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.

Numbered callouts (1-4) are placed over the form to indicate steps:

- 1**: Points to the "GST ID" field with the text: "Step 1: Please leave the <GST ID> field blank."
- 2**: Points to the "I don't have GST ID Number" checkbox with the text: "Step 2: Check the box."
- 3**: Points to the "Local Tax ID" field with the text: "Step 3: Indicate your Company Registration No. (same as ACRA) in the < Local Tax ID > field."
- 4**: Points to the "Save & Continue" button.

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 progress indicators, with the third one (numbered '3') highlighted in orange. Below the title, there is a dropdown menu for "Payment Type" with the following options: "Address" (selected), "Address", "Bank Account", and "Virtual Card". A red callout box with the number "10" points to the "Address" option in the dropdown, containing the text: "Leave the default Payment Type as Address." Another red callout box with the number "10" points to the "Bank Account" option, containing the text: "Do not select Bank Account, you will receive Payment from the Bank Account Information that you provided to us earlier." The form also includes a label "What is your Re" and a "Next" button.

4 Setup Legal Entity for Invoicing

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	Manage

Deactivate Legal Entity **Cancel** **Next** **12**

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

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 **13**

Title	Status	
123 Singapore 123456 Singapore	Active	Manage

Deactivate Legal Entity **Done** **13**

14. Updates to Legal Entity Address will not be reflected in DBS system. Suppliers have to update DBS at sgprocurement@dbs.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

1. 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'.

The screenshot shows the Coupa supplier portal navigation bar. The 'Orders' link is highlighted with a red box and the number '1'. Below it, the 'Select Customer' dropdown menu is also highlighted with a red box and the number '1', showing two options: 'DBS - SGDBU' and 'DBS - SGVSG'. Other navigation links include Home, Profile, Orders, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup.

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

Purchase Orders

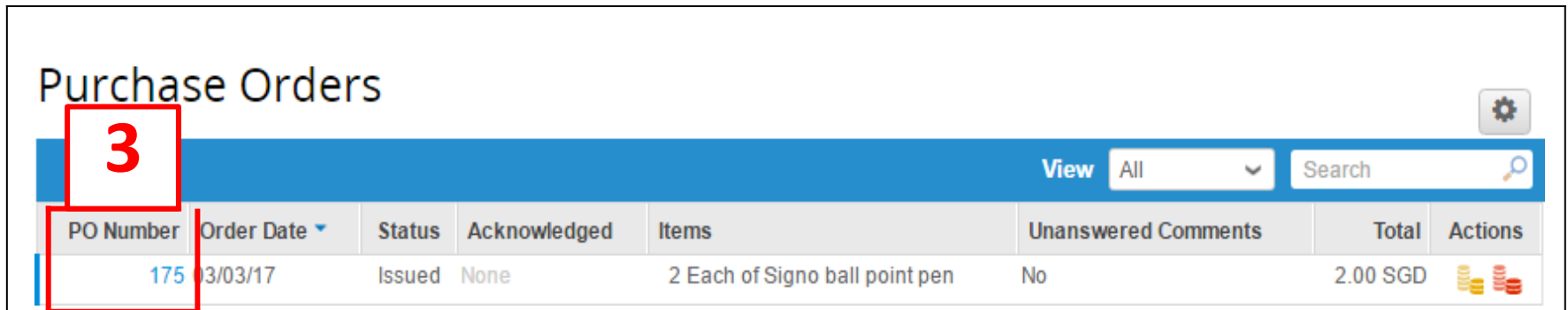
Instructions From Customer
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

Click the Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
POSGP000002628	12/27/18	Issued	None	1 Lot of 50 Sets of Divider, A4, 230g, beige with 2 holes punched (...)	No	70.00 SGD	
POSGP000002607	11/22/18	Issued	None	1 Each of DBSC 2018_428, Core Banking CTB Time (Priyanka C...)	No	50,000.00 SGD	
POSGP000002606	11/22/18	Issued	None	10 Piece of Yamayo mechanical pencil 0.5mm (YMYYM821A)	No	3.00 SGD	
POSGP000002538	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 the purchaseorder



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	

5.1 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**

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

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 196800306E

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
[+65 62131234](tel:+6562131234)

Ship To

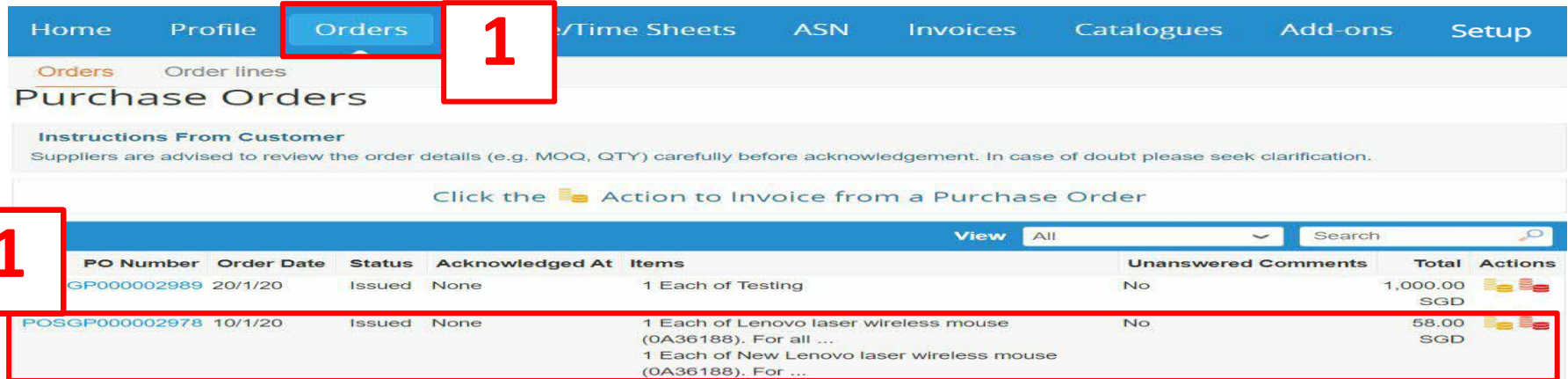
Bill To
Send invoices to:

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

1. 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
2. Tick the *Acknowledged* button to indicate that the PO is accepted
 - a. Please ensure to tick the acknowledged button for all PO acceptance

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



Home Profile **Orders** /Time Sheets ASN Invoices Catalogues Add-ons Setup

Orders Order lines

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
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 (QA36188). For all ... 1 Each of New Lenovo laser wireless mouse (QA36188). 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

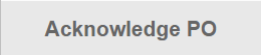
Acknowledged

Shipping

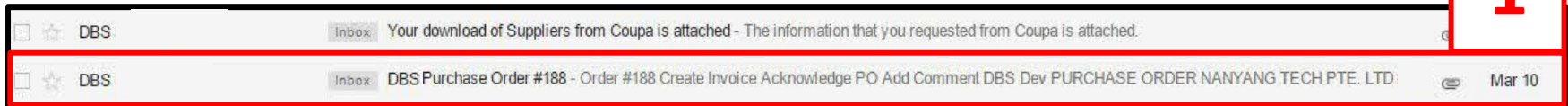
Ship-To Address 2 Changi Business Park Crescent
DAH
Singapore 486029
Singapore
Location Code: DBS ASIA HUB_DAH
Attn: Vivian Jiak Koon LEE

Terms BY ROAD

5.2.2 Acknowledgement of Accepted PO via email

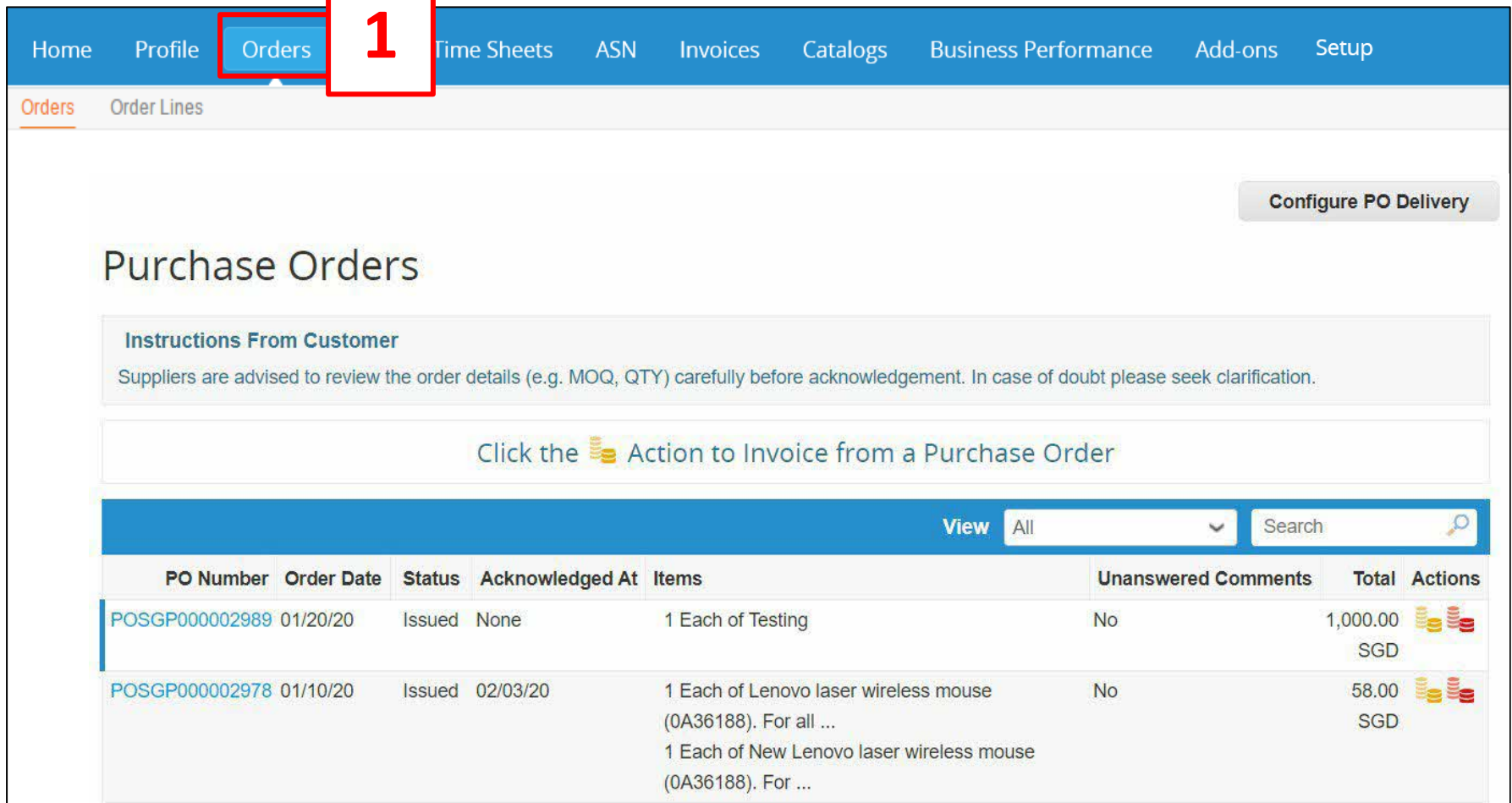
1. From your inbox, click on the email that indicates that the PO has been issued
 - a. Please note that notification settings for email have to be turned on
2. In the email, details of the PO will be displayed. You can acknowledge the PO by clicking 
 - a. Please ensure to tick the acknowledged button 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 displays the CSP interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Add-ons', and 'Setup'. The 'Orders' menu item is highlighted with a red box, and a red '1' in a box is placed next to it. Below the navigation bar, the 'Orders' section is active, showing 'Order Lines' and a 'Configure PO Delivery' button. The main content area is titled 'Purchase Orders' and contains an 'Instructions From Customer' section with the text: 'Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.' Below this is a message: 'Click the  Action to Invoice from a Purchase Order'. At the bottom, there is a table 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
POSGP000002989	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	 
POSGP000002978	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

 Comments

Purchase Order is rejected due to incorrect information. | Please revise PO **3**


4

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

Participants: Test Supplier Donna



Test Supplier Donna

On 06/27/17 at 11:07 am

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

5

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 **6**

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

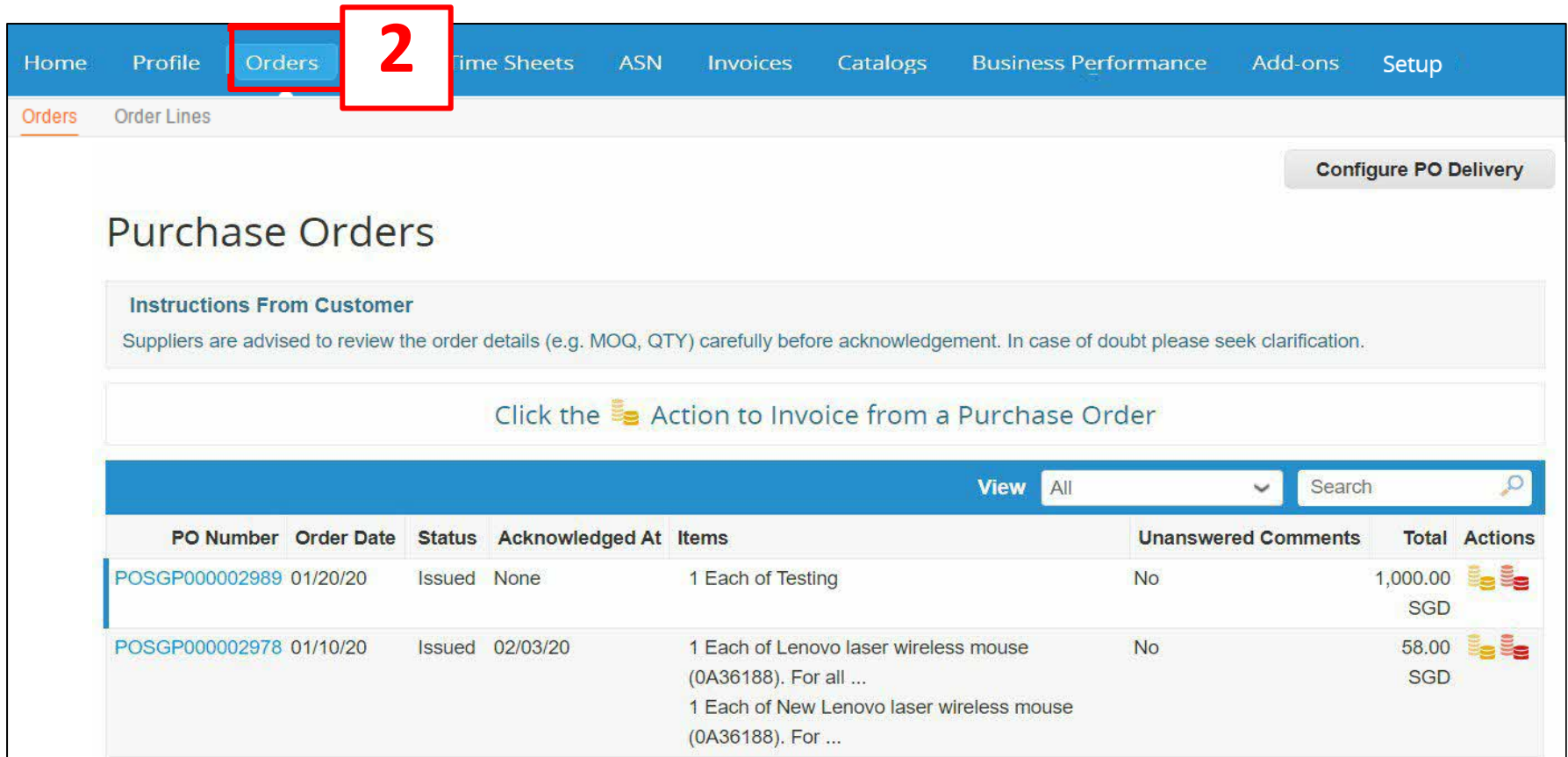
Ship-To Address 2 Changi Business Park Cre
Singapore 486029
Singapore
Attn: User1 Singapore


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 top navigation bar includes links for Home, Profile, **Orders** (highlighted with a red box and a red '2' in a box), Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. Below the navigation bar, the 'Orders' section is active, showing 'Order Lines'. A 'Configure PO Delivery' button is visible in the top right. The main heading is 'Purchase Orders'. Below this, there is a section for 'Instructions From Customer' with the text: 'Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.' A message below states: 'Click the  Action to Invoice from a Purchase Order'. A table of purchase orders is displayed with the following 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
POSGP000002989	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	 
POSGP000002978	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

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

Purchase Orders

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

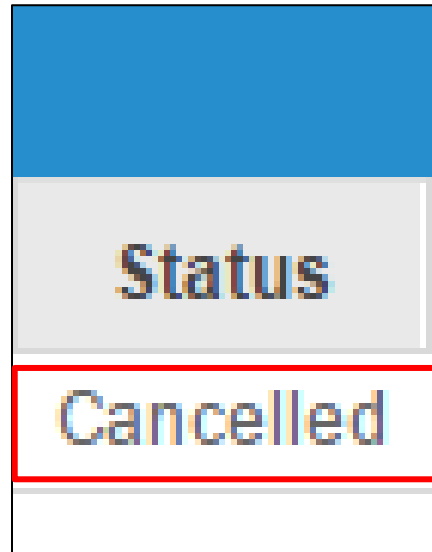
 Comments

Purchase order is cancelled due (reason). Please re-submit a new PO. 4

5

5.4 Cancelling Purchase Order

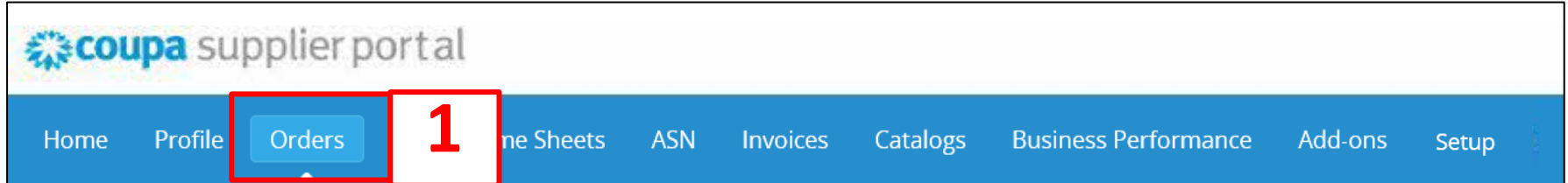
6. DBS would have to review if PO will be cancelled. Once the cancellation is made, the status of the PO will be indicated as *Cancelled* on the *Purchase Order* page



* 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.

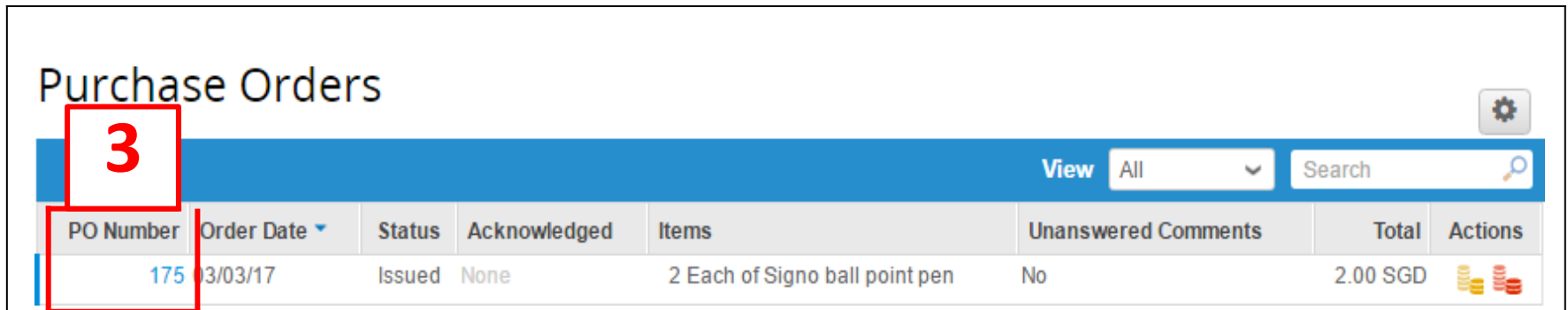
Click the Action to Invoice from a Purchase Order

View Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
POSGP000002989	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	
POSGP000002978	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	

5.5 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 the purchaseorder



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

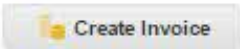


4. Scroll to the bottom and click on 

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

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
dbsevuser+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

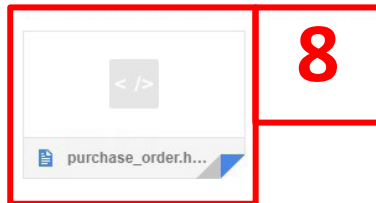
Ship To

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
					20,000.00 INR



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

PO NUMBER 802
DATE 31/8/17
PAYMENT TERMS
SHIPPING TERMS **BY ROAD**
CURRENCY **INR**
CONTRACT
CONTACT **Stella JIA**
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
					20,000.00 INR

5.6 Saving Purchase Order as PDF

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

The screenshot displays a print dialog box on the left and a preview of a purchase order on the right. The print dialog box includes the following elements:

- Print** section: Total: 1 sheet of paper (2 pages), **Print** button, **Cancel** button.
- Destination**: RICOH MP 9003 (SGSG... Pharos Controlled Queue), **Change...** button (highlighted with a red box and '2').
- Pages**: All, e.g. 1-5, 8, 11-13.
- Copies**: 1.
- Layout**: Portrait.
- Options**: Two-sided.
- + More settings** link.
- Print using system dialog... (Ctrl+Shift+P)** link.

The purchase order preview on the right shows the following details:

- URL: https://bs-dev.coupa.com/supplier_order_headers/show_custom/9907/supplier_id=0
- DBS Bank Ltd PURCHASE ORDER
- PO NUMBER: POSGP0000000990
- CONTRACT NO.:
- CONTRACT START DATE:
- CONTRACT END DATE:
- PO DATE: 26/07/2017
- PAYMENT TERMS: NETT30
- CURRENCY: SGD
- REQUESTER NO.:
- REQUESTER: 761
- IT PM User: dbadevuser+itpm@gmail.com
- Ship To: 460 ARC (Alexandra Retail Ctr) ARC (Alexandra Retail Ctr) 460
- Bill To: DBS BANK LTD ROBINSON ROAD

The 'Recent Destinations' list in the print dialog box includes:

- Save as PDF** (highlighted with a red box and '2')
- RICOH MP 9003 (SGSGAPRT19A)

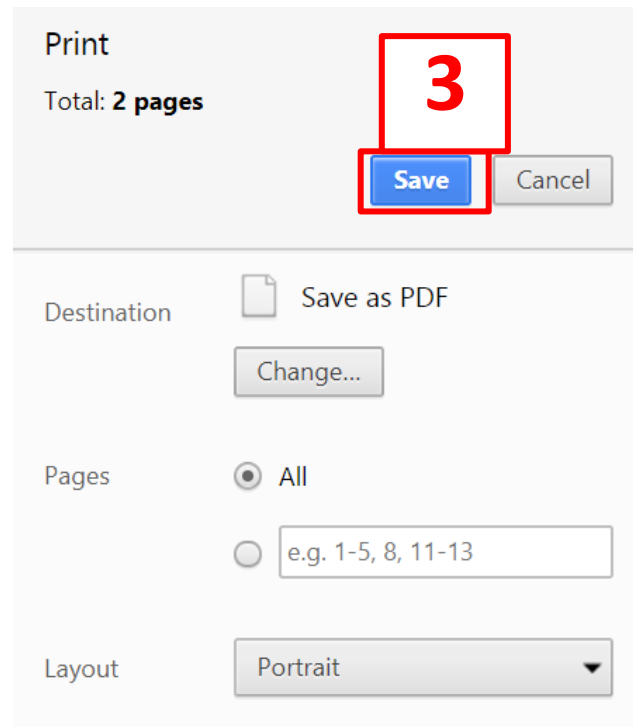
The 'Local Destinations' list includes:

- Save as PDF
- Send To OneNote 2013
- RICOH MPC 8003 (SGSGAPRT19D)
- RICOH MP 9003 (SGSGAPRT19A)
- Show All...** (9 total)

At the bottom right, there is a **Cancel** button.

5.6 Saving Purchase Order as PDF


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



Print
Total: **2 pages**

3

Save Cancel

Destination  Save as PDF
Change...

Pages All
 e.g. 1-5, 8, 11-13

Layout 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

PO NUMBER 802
DATE 31/8/17
PAYMENT TERMS
SHIPPING TERMS **BY ROAD**
CURRENCY **INR**
CONTRACT
CONTACT **Stella JIA**
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
					20,000.00 INR

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

- 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#*





- 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 with the number '2' is placed over the dropdown.

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


- 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

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
3 POSGP000002989	01/20/20	Issued	None	1 Each of Testing	No	1,000.00 SGD	
POSGP000002978	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	

- 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 Select + Add New

* Remit-To Select

* Ship From Address Select

Cancel

5c

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


6.1.1 Creating Invoice with PO - In CSP

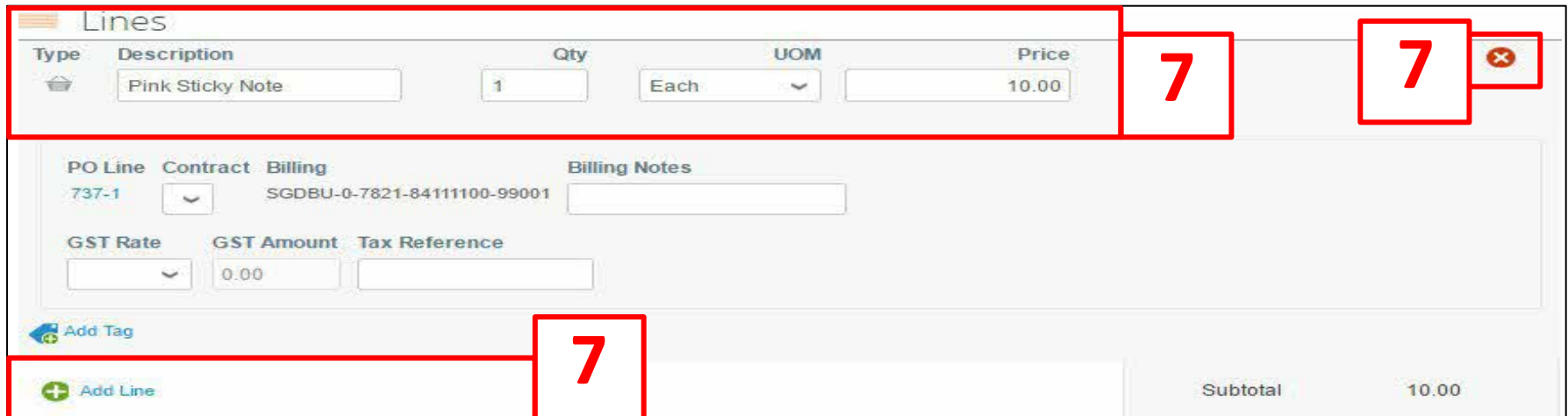
6. Fill in the mandatory fields (Refer to next slide for screenshot)
 - a. Please fill in actual supplier invoice numbers and take note of the special requirements, i.e. no duplication, spaces, special characters (e.g. @, #, %) or trailing alphabets (e.g. 123a, 123B, 123-1, 123-2)
 - b. Please note that 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

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

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 lineitems, 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
	<input type="text" value="Pink Sticky Note"/>	<input type="text" value="1"/>	<input type="text" value="Each"/>	<input type="text" value="10.00"/>

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

GST Rate: GST Amount: 0.00 Tax Reference:

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 with the following details:

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

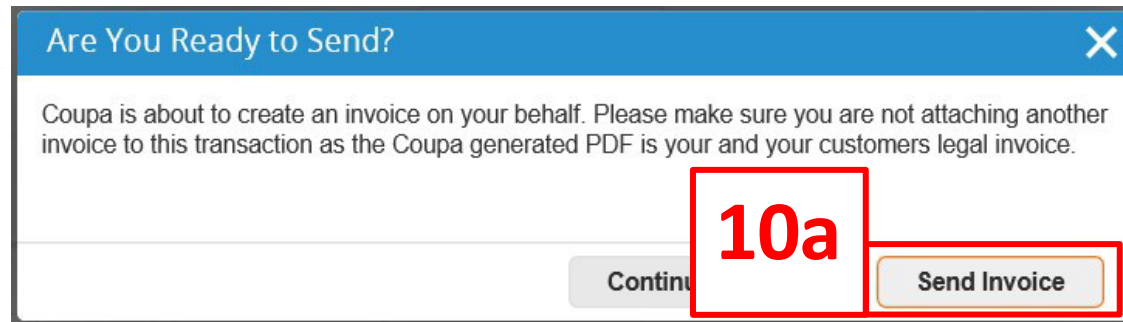
Below the table, the 'PO Line' is 737-1, 'Contract' is SGDBU-0-7821-84111100-99001, and 'Billing Notes' is empty. The 'GST Rate' and 'GST Amount' fields are highlighted with a red box and the number 8. The 'Calculate' and 'Submit' buttons are also highlighted with a red box and the number 9.

Summary:

Subtotal	10.00
Shipping	
Handling	
Misc	
Total GST	0.00
Gross Total	10.00

6.1.1 Creating Invoice with PO - In CSP

10. a. Click on *Send Invoice*



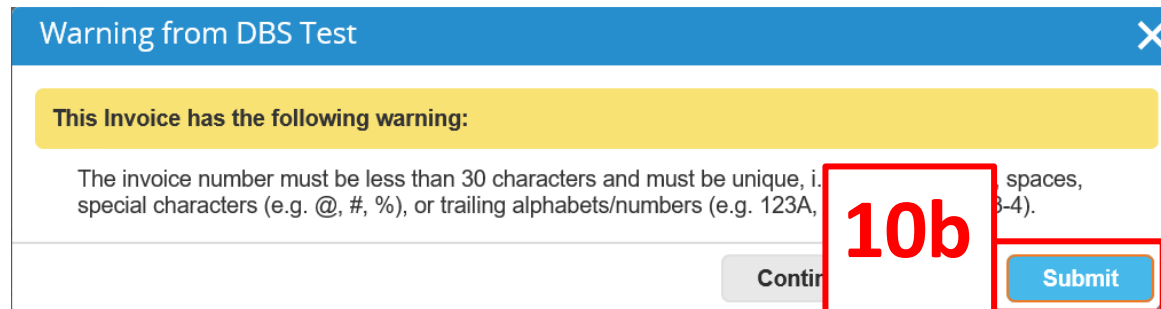
Are You Ready to Send? ✕

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.

Continu **10a** Send Invoice

This screenshot shows a dialog box titled "Are You Ready to Send?". 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: "Continu" (partially visible) and "Send Invoice". A red box labeled "10a" highlights the "Send Invoice" button.

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.



Warning from DBS Test ✕

This Invoice has the following warning:

The invoice number must be less than 30 characters and must be unique, i. spaces, special characters (e.g. @, #, %), or trailing alphabets/numbers (e.g. 123A, 3-4).

Contir **10b** Submit

This screenshot shows a dialog box titled "Warning from DBS Test". It contains a yellow warning box with the text: "This Invoice has the following warning:". Below this, the warning message reads: "The invoice number must be less than 30 characters and must be unique, i. spaces, special characters (e.g. @, #, %), or trailing alphabets/numbers (e.g. 123A, 3-4)." At the bottom, there are two buttons: "Contir" (partially visible) and "Submit". A red box labeled "10b" highlights the "Submit" button.

6.1.1 Creating Invoice with PO - In CSP

11. 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		Search		
123	09/07/20	Pending Approval	None	2,000.00	No	
None	09/07/20	Draft	11	2,000.00	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 1948003088

**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
+65 62131234

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](#) **4** [Acknowledge PO](#) [Add Comment](#)

 **DBS**
DBS Bank Ltd.
12 Marina Boulevard
Marina Bay Financial Centre Tower 3
Singapore 018982
Co. Registration Number 1968002068

**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
dbpdevuser+BU2@gmail.com
[+65 62131234](tel:+6562131234)

3

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

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

5

Net Total	13,389.20
Shipping	
Handling	
Misc	
Tax Description	0 % 0.00
Total Tax Invoice	0.00
Total	13,389.20

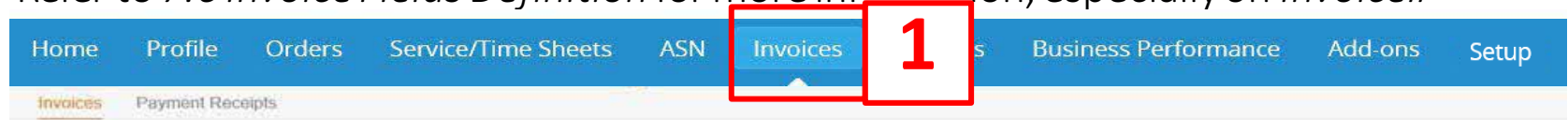
5

5

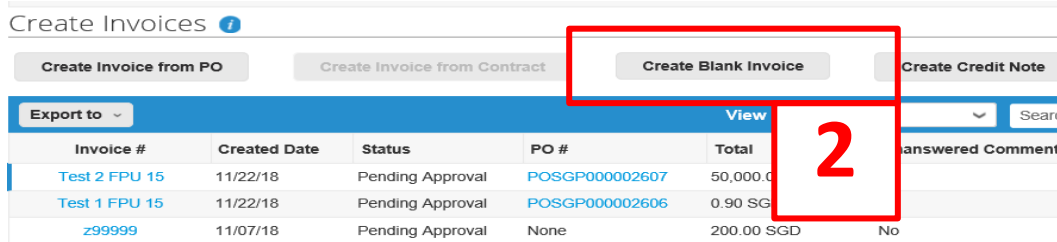
6.1.3 Creating Invoice without PO (NoContract)

- 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#*



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



1

Select Customer

DBS
DBS

SGDBU
SGVSG

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

3c

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.

6.1.3 Creating Invoice without PO (NoContract)

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

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

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.

The screenshot displays the 'Lines' form with the following details:

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"/>

Below the table, the form includes fields for:

- PO Line: 737-1
- Contract: SGDBU-0-7821-84111100-99001
- Billing:
- Billing Notes:
- GST Rate:
- GST Amount: 0.00
- Tax Reference:

Summary box (bottom right):

Subtotal	10.00
Shipping	<input type="text"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Total GST	0.00
Gross Total	10.00

Buttons at the bottom:

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**

Subtotal 10.00

Shipping

Handling

Misc

Total GST 0.00

Gross Total 10.00

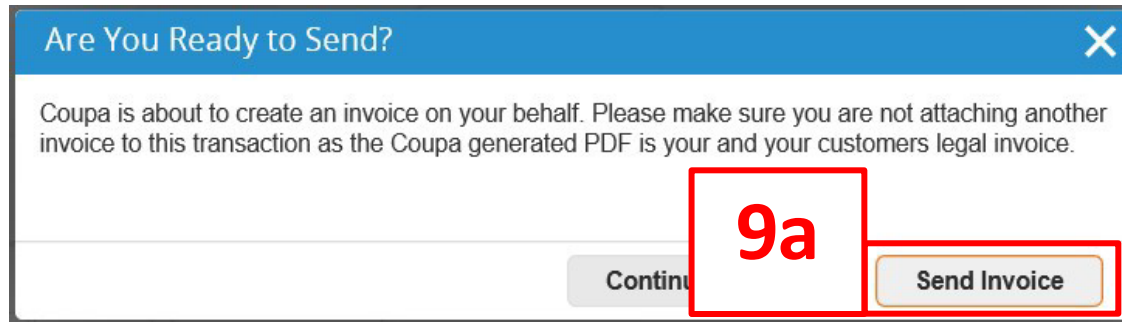
8

8

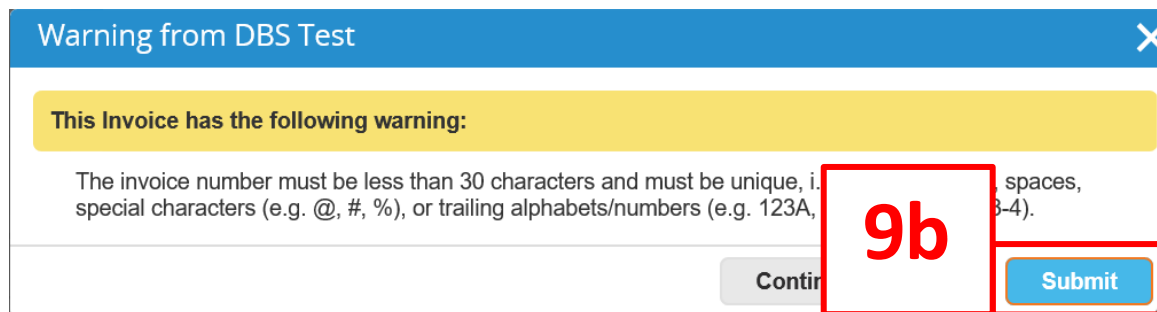
Calculate **Submit**

6.1.3 Creating Invoice without PO (NoContract)

9. a. Click on *Send Invoice*



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.



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	Actions
123	09/07/20	Pending Approval	10	2,000.00 SGD	No	
None	09/07/20	Draft		2,000.00 SGD	No	

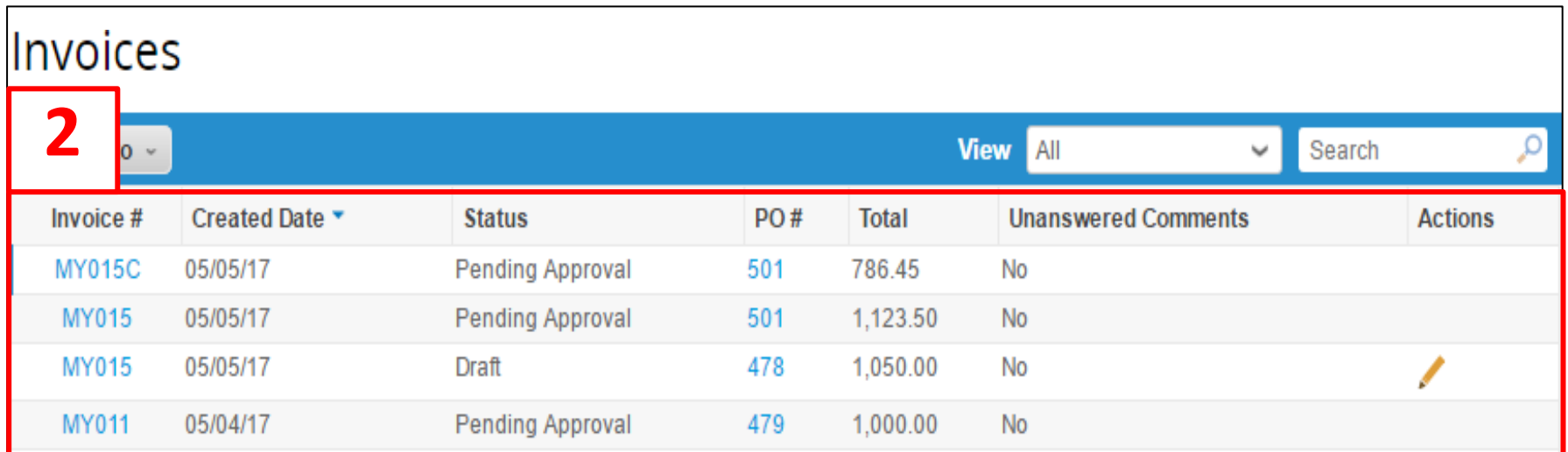
6.2.1 Viewing Invoice

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




The screenshot shows the top navigation bar of the Coupa Supplier Portal. The 'Invoices' tab is highlighted with a red box, and a red '1' is placed next to it to indicate the step.

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





The screenshot shows the 'Invoices' page. A red box highlights the '2' in the top left corner and the table of invoices below.

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

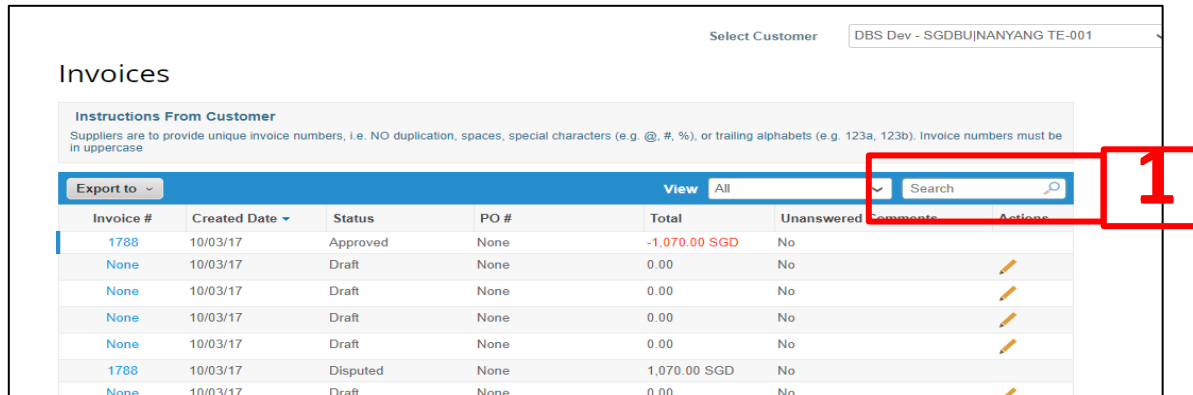
6.2.1 Viewing Invoice

- 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
MY015C	05/05/17	Pending Approval	501	786.45	No	
MY015	3	Pending Approval	501	1,123.50	No	
MY015		Draft	478	1,050.00	No	
MY011	05/04/17	Pending Approval	479	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 - SGDBUJINANYANG TE-001

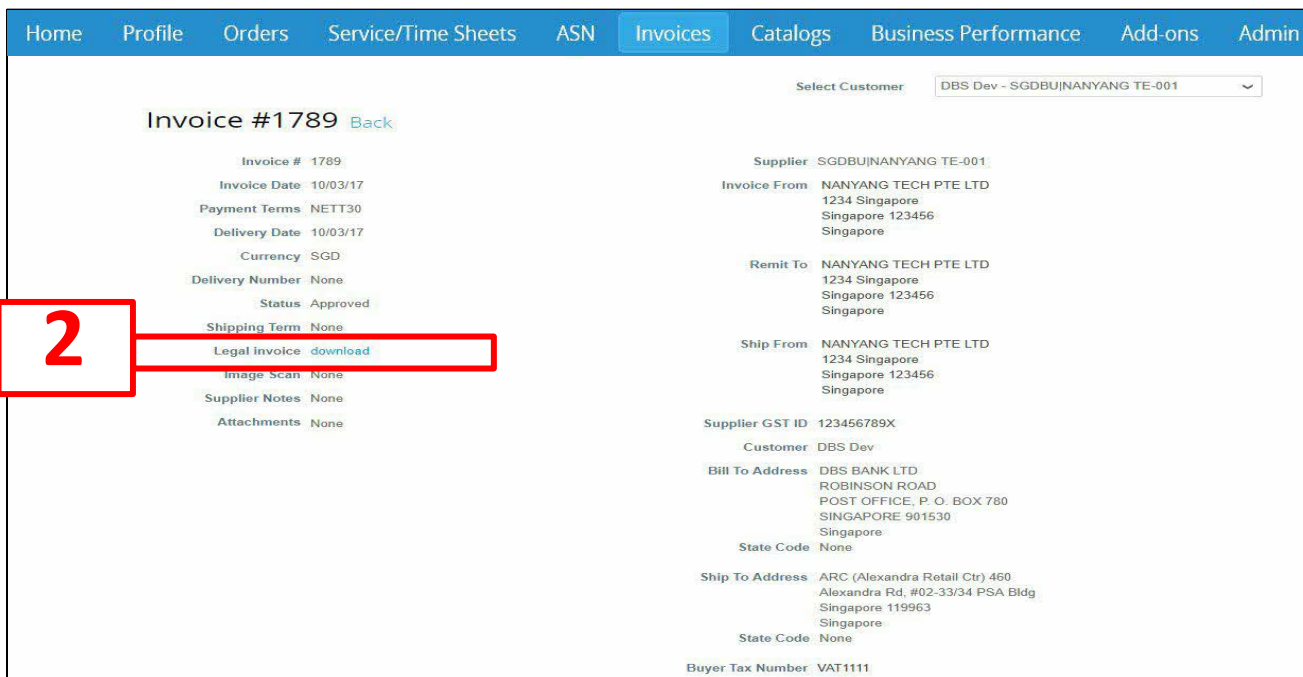
Invoices

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		
None	10/03/17	Draft	None	0.00	No		
None	10/03/17	Draft	None	0.00	No		
None	10/03/17	Draft	None	0.00	No		
None	10/03/17	Draft	None	0.00	No		
1788	10/03/17	Disputed	None	1,070.00 SGD	No		
None	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 - SGDBUJINANYANG TE-001

Invoice #1789 [Back](#)

Invoice #	1789	Supplier	SGDBUJINANYANG 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	download	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.

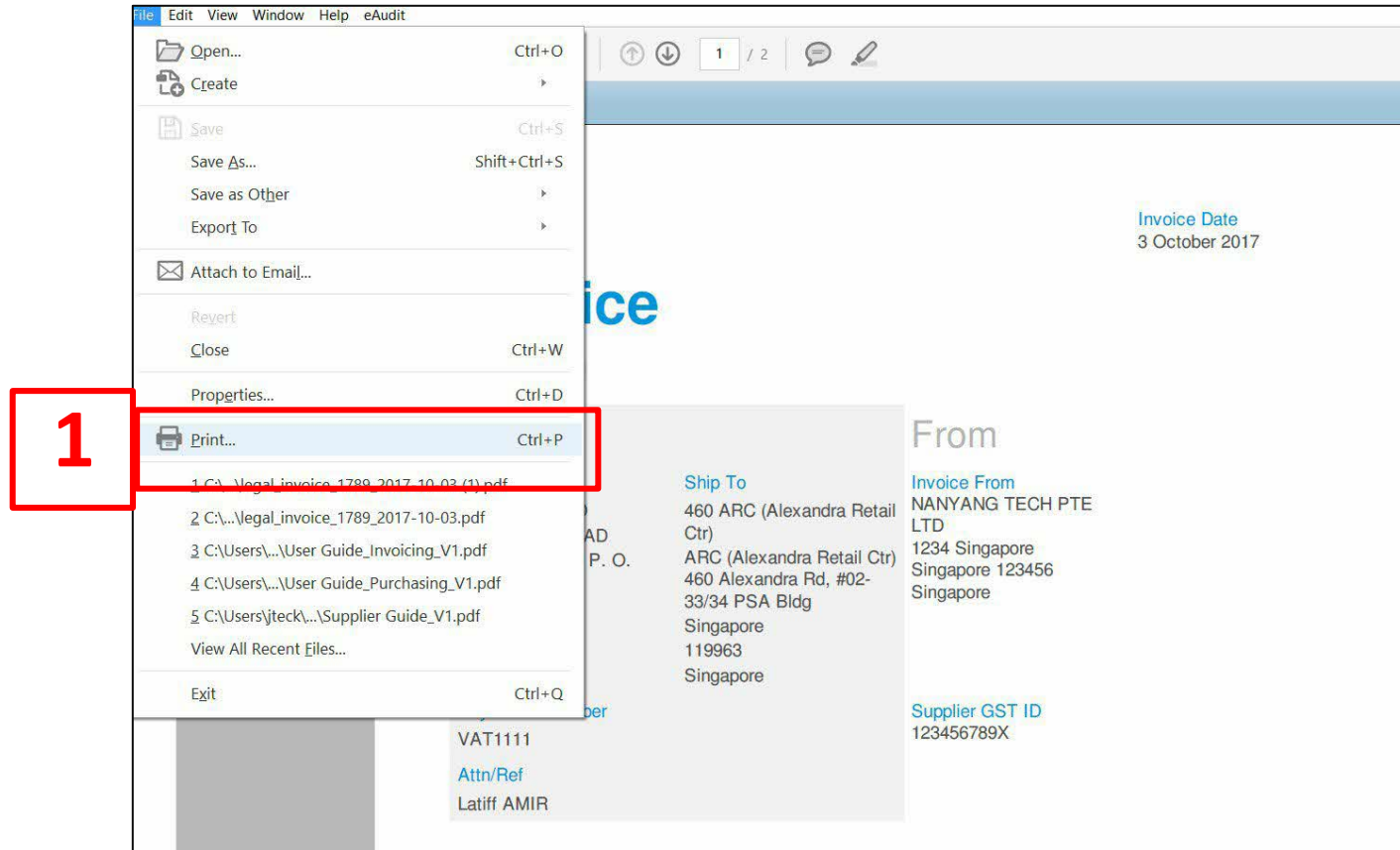
3 Invoice
1789

Invoice Date
3 October 2017


To	Ship To	From
Address DBS BANK LTD ROBINSON ROAD POST OFFICE, P. O. BOX 780 SINGAPORE 901530 Singapore	460 ARC (Alexandra Retail Ctr) ARC (Alexandra Retail Ctr) 460 Alexandra Rd, #02- 33/34 PSA Bldg Singapore 119963 Singapore	Invoice From NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Buyer Tax Number VAT1111		Supplier GST ID 123456789X
Attn/Ref Latiff AMIR		

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"> • Must be unique • Must not include trailing alphabets, e.g. X: 123a • Must not contain any special characters
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 currency options for the invoice
Delivery Number	The delivery number, if available
Status	The status of your invoice
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"> • File – This option allows you to upload a document to the invoice. Use the Browse button to upload the file from your desktop • URL – Use this option to include an external URL • Text – Use this option to include text <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
<u>Character Limits</u>	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 form interface. 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, there is an 'Attachments' section with 'Add File | URL | Text' options, highlighted with a red box and a red '1'. On the right, there is a 'Customer' dropdown set to 'DBS'. Below it are three fields: '* Bill To Address' (No address selected), '* Ship To Address' (No address selected), '* Requester Email' (input field), and '* Requester Name' (input field). A red box and a red '2' highlight the '* Requester Email' and '* Requester Name' fields. At the bottom right, there is a 'Withholding Tax / LLP' dropdown menu with a red box around it. Below the dropdown, there is 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 shows a web form with the following sections:

- Image Scan:** Includes a "Choose File" button and the text "No file chosen".
- Supplier Note:** A large text area for notes.
- Attachments:** A section with "Add File | URL | Text" options, highlighted with a red box and the number "1".
- Customer:** A dropdown menu showing "DBS".
- * Bill To Address:** A field with "No address selected" and a search icon.
- Ship To Address:** A field with "No address selected" and a search icon.
- * Requester Email:** A text input field.
- * Requester Name:** A text input field.
- Withholding Tax / LLP:** A dropdown menu with a downward arrow, highlighted with a red box and the number "2". Below it, text reads: "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

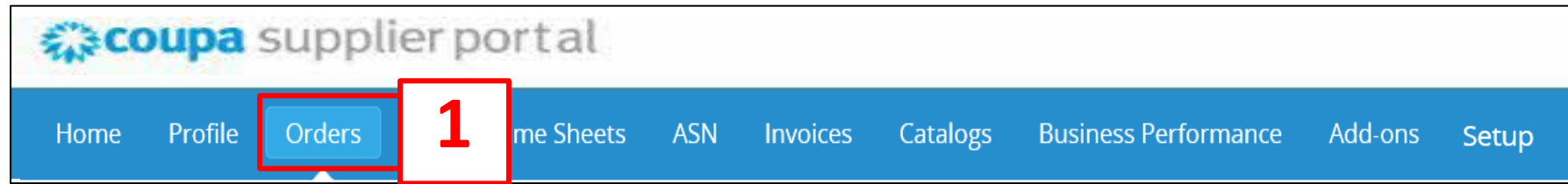
Scenario(s)	Supplier	Types of Credit Note	Refer to Slides
Creating Credit Note from PO	Local and Foreign Supplier	For PO-Backed Invoice	8.1 Creating Credit Note from PO
Creating Credit Note from Non-Disputed Invoice	Local and Foreign Supplier	For Non-PO Backed Invoice	8.2 Creating Credit Note from Non-Disputed Invoice

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

8.1 Creating Credit Note from PO

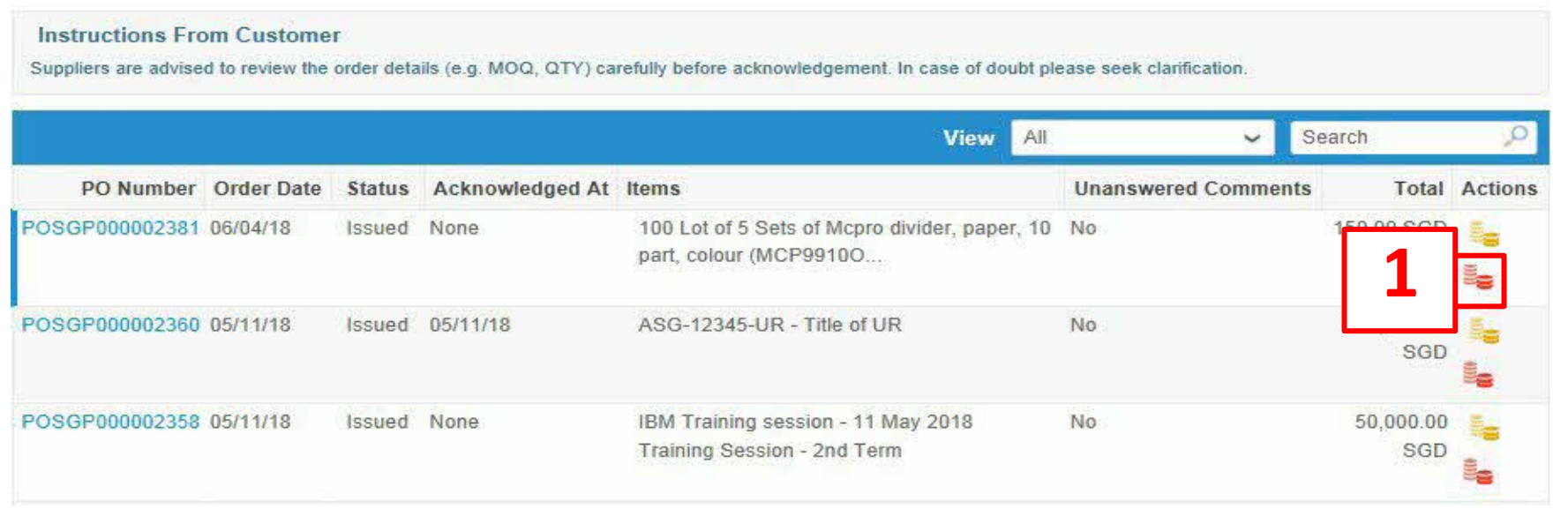
Suppliers will be taking initiative to create Credit Note on behalf of DBS when the need arises (e.g. Supplier owes DBS money for defective goods)

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






The screenshot shows the Coupa Supplier Portal navigation bar. The 'Orders' menu item is highlighted with a red box, and a red box with the number '1' is placed over it. Other menu items include Home, Profile, Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup.

Purchase Orders



The screenshot shows the 'Purchase Orders' table in the Coupa Supplier Portal. The table has columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The first row is highlighted with a blue background. A red box with the number '1' is placed over the 'Actions' column of the first row, which contains a stack of coins icon.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
POSGP000002381	06/04/18	Issued	None	100 Lot of 5 Sets of Mcpro divider, paper, 10 part, colour (MCP99100...	No	150.00 SGD	
POSGP000002360	05/11/18	Issued	05/11/18	ASG-12345-UR - Title of UR	No	SGD	
POSGP000002358	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

2c

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 #	<input type="text"/>
	* Credit Note Date	06/07/18 <input type="text"/>
	Payment Term	<input type="text"/>
Original Date of Supply		06/07/18 <input type="text"/>
3	* Currency	SGD <input type="text"/>
Delivery Number		<input type="text"/>
Status		Draft
3	* Original Invoice #	<input type="text"/>
	* Original Invoice Date	mm/dd/yy <input type="text"/>

Attachments Add File | URL | Text

3	* Credit Reason	<input type="text"/>
	Payment Provisions	Use N/A if not relevant <input type="text"/>

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

The screenshot displays a software interface for creating a credit note from a purchase order. The main area shows a table of lines with the following data:

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

Below the table, there are fields for 'Line Contract', 'GST Rate' (0.0%), 'GST Amount' (0.00), and 'Tax Reference'. A modal dialog box titled 'Are You Ready to Send?' is open, displaying the message: '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.' The 'Send Invoice' button is highlighted with a red box and the number 5. Other buttons visible include 'Continue Editing', 'Delete', 'Cancel', 'Save as draft', and 'Submit'. A red box with the number 4 highlights the line item details and the 'Submit' button.

8.1 Creating Credit Note from PO

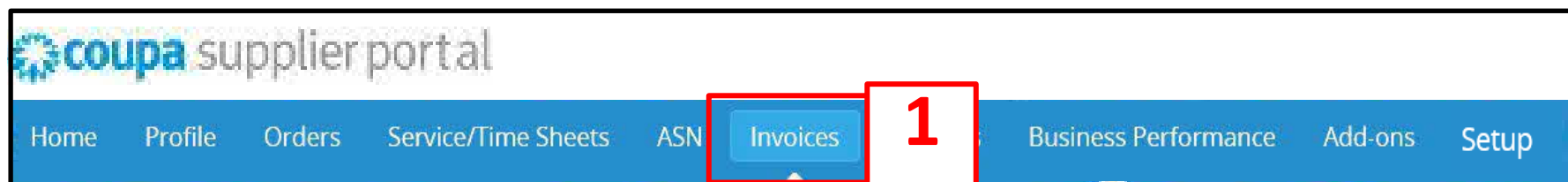
- Once the Credit Note has been approved, you should receive a notification. Click on the notification to verify that the Credit Note has been approved

The screenshot displays two side-by-side panels. The left panel, titled 'My Notifications', features a 'View' dropdown menu set to 'All'. Below this, a list of notifications is shown. The first notification, 'Invoice Test for \$1,591.00 has been approved to pay by DBS Dev.', is highlighted with a red rectangular box. The right panel, titled 'View Credit Note #Test', lists various details for a credit note. A red box with the number '5' is positioned over the 'Status' field, which is set to 'Approved'. Other fields include 'Credit Note Number: Test', 'Credit Note Date: 06/05/17', 'Payment Terms: NETT30', 'Original Date Of Supply: 06/05/17', 'Currency: SGD', 'Original Invoice #: Test123', 'Original Invoice Date: 06/05/17', 'Legal credit note: download', 'Image Scan: None', 'Supplier Notes: None', and 'Attachments: None'.

Field	Value
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	download
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*.



Create Invoices i

[Create Invoice from PO](#) [Create Invoice from Contract](#) [Create Blank Invoice](#) [Create Credit Note](#)

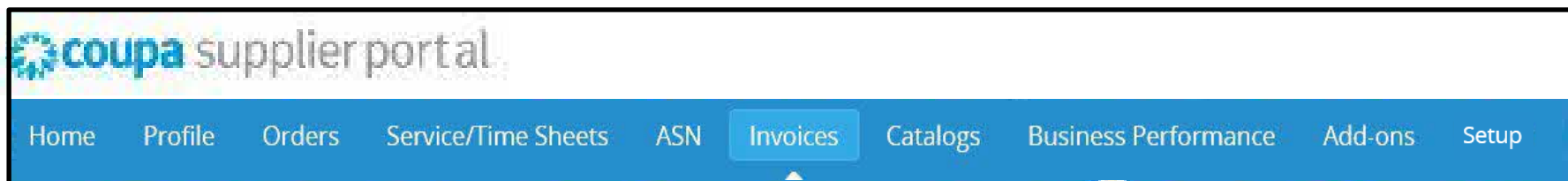
Export to View All Search

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



Create Invoices 

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

2

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

4b

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

8.2 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 #	<input type="text"/>	5
* Credit Note Date	06/07/18	
Payment Term	<input type="text"/>	
Original Date of Supply	06/07/18	5
* Currency	SGD <input type="text"/>	
Delivery Number	<input type="text"/>	5
Status	Draft	
* Original Invoice #	<input type="text"/>	
* Original Invoice Date	mm/dd/yy	

To

Customer DBS Test

* Bill To Address	DBS BANK LTD - NEW ROBINSON ROAD POST OFFICE, P. O. BOX 780 Singapore 901530 Singapore	5
* Buyer GST ID	<input type="text"/>	
* Ship To Address	No address selected	
* Requester Email	<input type="text"/>	
* Requester Name	<input type="text"/>	

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

Payment Term

* Currency

Status

* Original Invoice Number

* Original Invoice Date

Image Scan No file chosen **6**

Supplier Note

Attachments **7**

To

Customer

* Bill To Address

* Buyer GST ID

* Ship To Address

* 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
 - 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

Lines

Type	Description	Price	
Amt	CREDIT NOTE	-100.00	-100.00

8	Contract	Supplier Part Number	Commodity
	<input type="button" value="v"/>	<input type="text"/>	None

Billing Notes

Taxes

GST Rate	GST Amount	Tax Reference
0.0%	-0.00	<input type="text"/>

Totals & Taxes	
Subtotal	-100.00
Total GST	0.00
Gross Total	-100.00
<small>must be negative</small>	

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

- 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

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 [download](#)

Image Scan None

Supplier Notes None

Attachments None

10

9 Creating Reports

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

The screenshot shows the 'Invoices' section of a web application. At the top, there is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Performance, Add-ons, and Setup. The 'Invoices' tab is selected and highlighted with a red box, with a white box containing the number '1' overlaid on it. Below the navigation bar, there is a 'Select Customer' dropdown menu showing 'DBS Dev - SGDBU|NANYANG TE-001'. The main content area is titled 'Invoices' and contains an 'Instructions From Customer' box with text: '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.' Below the instructions is a table with columns: PO #, Invoice #, Invoice Date, Paid, Status, Created Date, and Actions. The table contains several rows of invoice data. A dropdown menu is open for the 'View' column, listing various invoice statuses and actions. The 'Create View' option at the bottom of the dropdown is highlighted with a red box, and a white box containing the number '2' is overlaid on it.

PO #	Invoice #	Invoice Date	Paid	Status	Created Date	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	

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

Start with view

3

Conditions

Match Conditions

Filter By is

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
<input type="checkbox"/> Commented	<input type="checkbox"/> Invoice #
<input type="checkbox"/> Comments	<input type="checkbox"/> Created Date
<input type="checkbox"/> Date Of Supply	<input type="checkbox"/> Status
<input type="checkbox"/> Delivery Number	<input type="checkbox"/> PO #
<input type="checkbox"/> Disputed Date	<input type="checkbox"/> Total
<input type="checkbox"/> Invoice Date	<input type="checkbox"/> Unanswered Comments
<input type="checkbox"/> Linked Document	<input type="checkbox"/> Actions
<input type="checkbox"/> Original Invoice Date	
<input type="checkbox"/> Original Invoice Number	
<input type="checkbox"/> Paid	
<input type="checkbox"/> Payment Information	
<input type="checkbox"/> Payment Term	
<input type="checkbox"/> Withholding Tax	

5

Default Sort Order

Sort by in ascending 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 displays the Coupa Supplier Portal interface. At the top, the user is identified as 'Test Supplier 123' with 8 notifications. The navigation menu includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Performance', 'Add-ons', and 'Setup'. The 'Catalogs' tab is highlighted with a red box and a red '1'. Below the navigation, there is a 'Select Customer' dropdown menu set to 'DBS' and a 'Configure Punchout' button. The main content area is titled 'Catalogs' and features a table with the following columns: 'Catalog Name', 'Created Date', 'Submitted Date', 'Start Date', 'Expiration Date', 'Status', 'Unanswered Comments', 'Error', and 'Actions'. The 'Start Date', 'Expiration Date', and 'Status' columns are highlighted with a red box and a red '2'. The table contains five rows of catalog data.

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		

Per page: 15 | 45 | 90

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.

The screenshot displays the 'Catalogs' section of the Coupa Supplier Portal. At the top, the user is identified as 'OH KWANG LEONG' with a dropdown arrow, and there are 'NOTIFICATIONS' (8) and 'HELP' links. The navigation menu includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs' (highlighted), 'Business Performance', 'Add-ons', and 'Setup'. Below the navigation, there is a 'Select Customer' dropdown menu currently set to 'DBS' and a 'Configure Punchout' button.

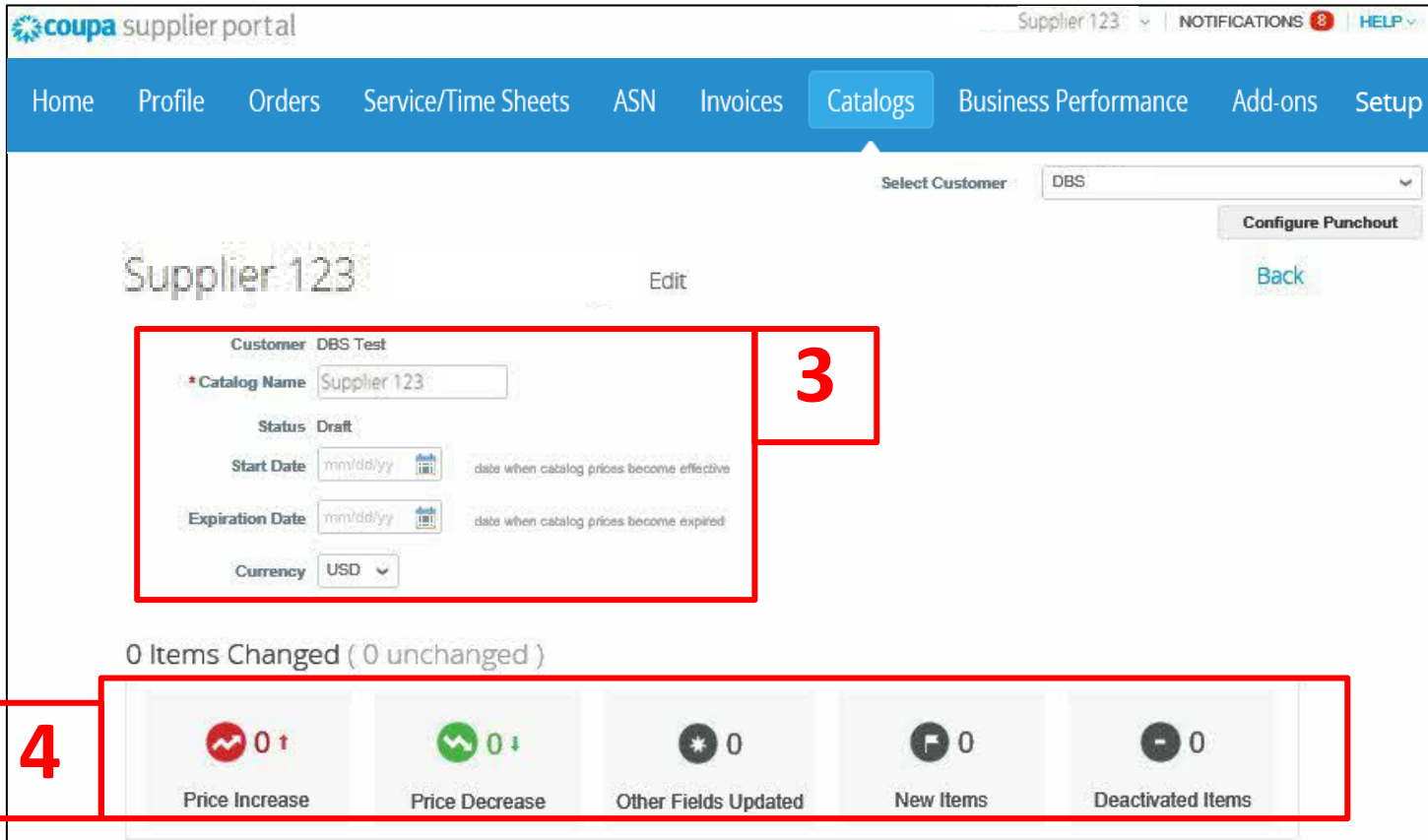
The main content area is titled 'Catalogs' and features a table with the following columns: Catalog Name, Created Date, Submitted Date, Start Date, Expiration Date, Status, Unanswered Comments, Error, and Actions. The table contains five rows of catalogue data:

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
HKDHB NANYANG 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		
HKDHB NANYANG TE Catalog 2	03/14/19	None	None	None	Draft	No		

At the bottom of the table, there is a pagination control showing '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 28th June, please set <End Date> as 29th 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' catalogue creation page in the Coupa Supplier Portal. The page includes a navigation menu with options like Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. The 'Catalogs' tab is active. The main content area shows the 'Supplier 123' catalogue details, including a 'Select Customer' dropdown set to 'DBS' and a 'Configure Punchout' button. The form fields are as follows:

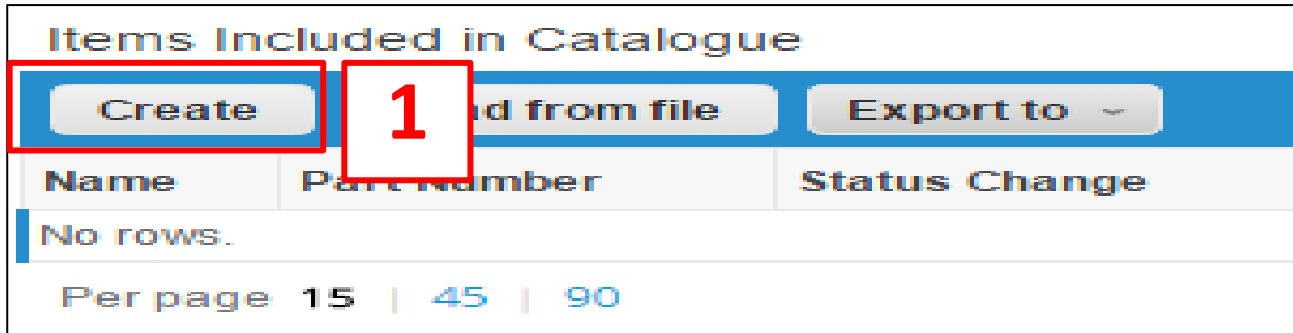
- Customer: DBS Test
- *Catalog Name: Supplier 123
- Status: Draft
- Start Date: mm/dd/yy (date when catalog prices become effective)
- Expiration Date: mm/dd/yy (date when catalog prices become expired)
- Currency: USD

Below the form, a summary section indicates '0 Items Changed (0 unchanged)'. This section contains five metrics:

- Price Increase: 0+
- Price Decrease: 0+
- Other Fields Updated: 0
- New Items: 0
- Deactivated Items: 0

11.3 Uploading Catalogue Item

1. 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 **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

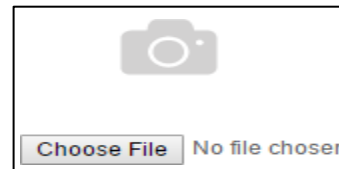
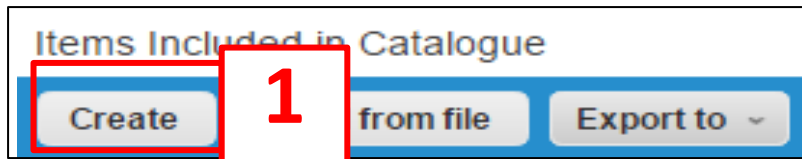
Export to View All Advanced Search

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**

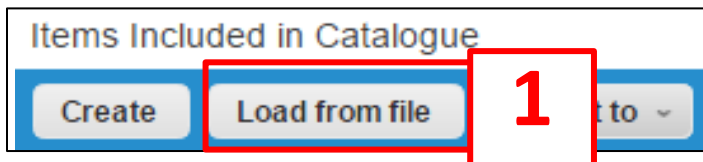
Catalogues

Catalogue was submitted and buyer will be notified. ✕

Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Actions
2 Test Catalog 19	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. 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](#).

11.3.2 Uploading Catalogue Item – BulkUpload


4. Open the CSV file to edit the fields. The mandatory fields for Suppliersto 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 dummycontract number if you are a new supplier

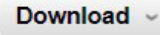
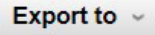
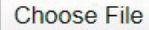
A	B	C	D	E	F	G	H	I	J	K	L
Supplier F	Supplier A	Name*	Descriptio	Price*	Currency*	UOM code	active*	Item Class	Lead Time	Manufact	Contract
123456T		Test Item	Test Item	1.5	SGD	UN	Yes				
S00009		Equipmen	Equipmen	25	SGD	EA	Yes				
AA1234		New New	Descriptio	12	SGD	EA	Yes				
A01234		Bigger Equ	Bigger Equ	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

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.
 or 
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**
 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

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

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




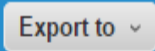

10 Items Changed (3 unchanged)


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

7 

Catalogues

Catalogue was submitted and buyer will be notified. 

7  View 

Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Actions
Test Catalog 19	27/6/17	27/6/17	30/6/17	1/7/17	Pending Approval	No	

11.3.3 Uploading Catalogue Item – Approval

1. 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

Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Actions
expire 9.6.17 (31 days)	9/5/17	None	9/5/17	9/6/17	Accepted by Customer	No	
expire 8.6.17 (30 days)	9/5/17	None	9/5/17	8/6/17	Accepted by Customer	No	
Expire 7.6.17 (29days)	9/5/17	None	9/5/17	7/6/17	Accepted by Customer	No	
11.5.17	9/5/17	None	9/5/17	11/5/17	Accepted by Customer	No	
10.5.17	9/5/17	None	9/5/17	10/5/17	Accepted by Customer	No	
Expire 9.5.17	9/5/17	None	9/5/17	9/5/17	Accepted by Customer	No	
DBS Test Supplier 12345 101	9/5/17	None	8/5/17	9/5/17	Accepted by Customer	No	
DBS Test Supplier 12345 100	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*	URL link to the image on the web. If adding images, this is a valid and publicallyaccessibleURL for an image.
Image Url0-5*	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 interfaceat a per item basis
	Image formats allowed: PNG, GIF, JPG, JPEG, 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 Image size should have a minimum pixel resolution of 300 x 450
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 ValueUnit
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(sgprocurement@dbs.com)