Believing in **ASIA**

Supplier Guide

Content Page

DBS

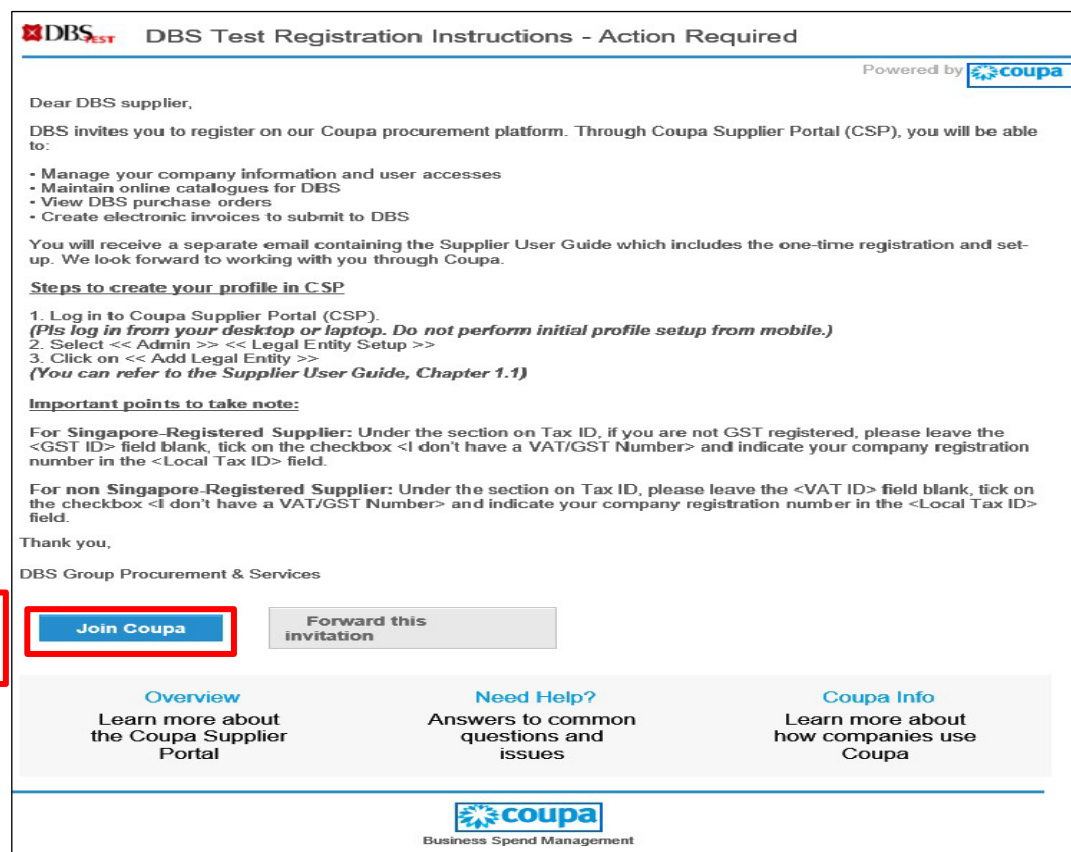# 1. Registration of Account

DBS

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 [Join Coupa] in the email.

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 [Get Started] to continue.

✓ After logging in successfully, you will be in the site at the homepage of CSP.

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)
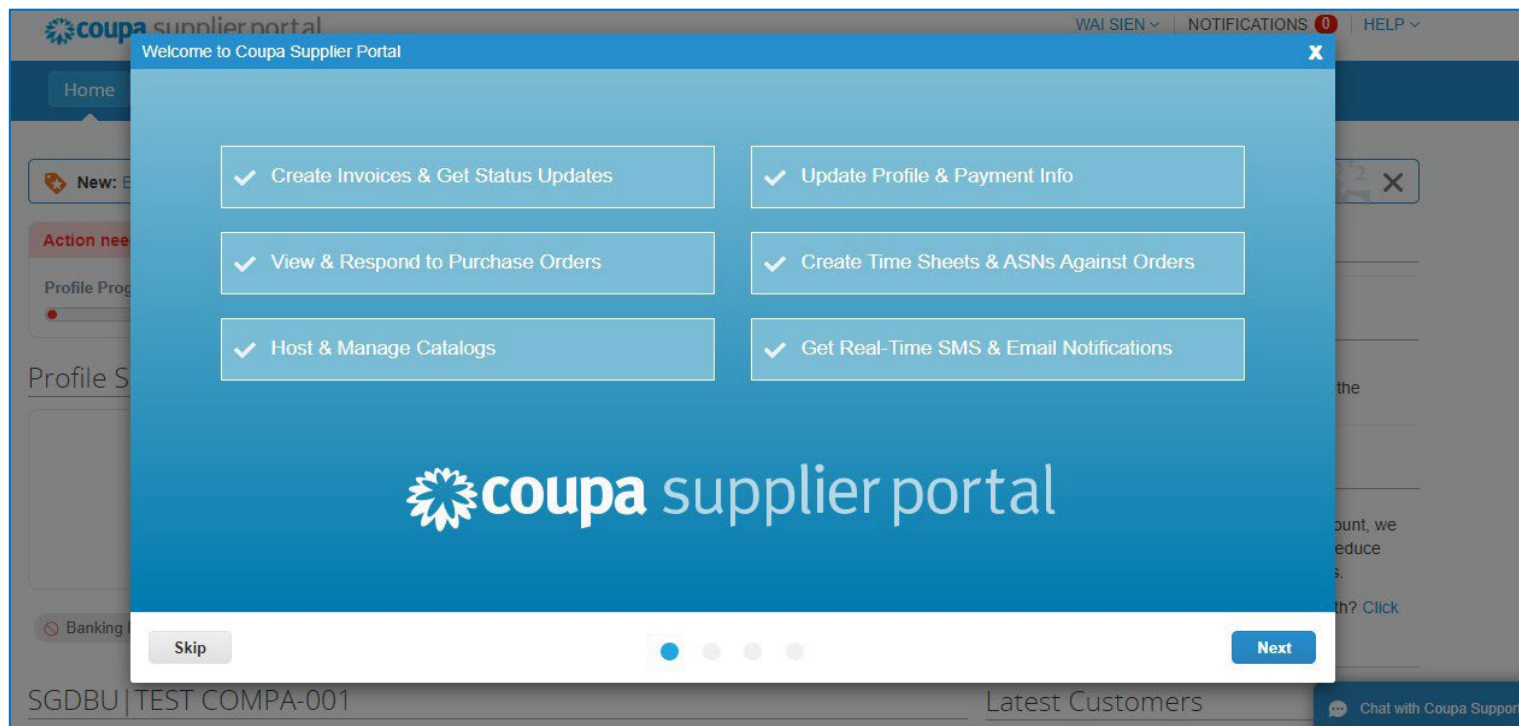
1.2 Registration of CSP Account – Existing Supplier

1. <u>This only applies if you are an existing Coupa user</u>. 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,
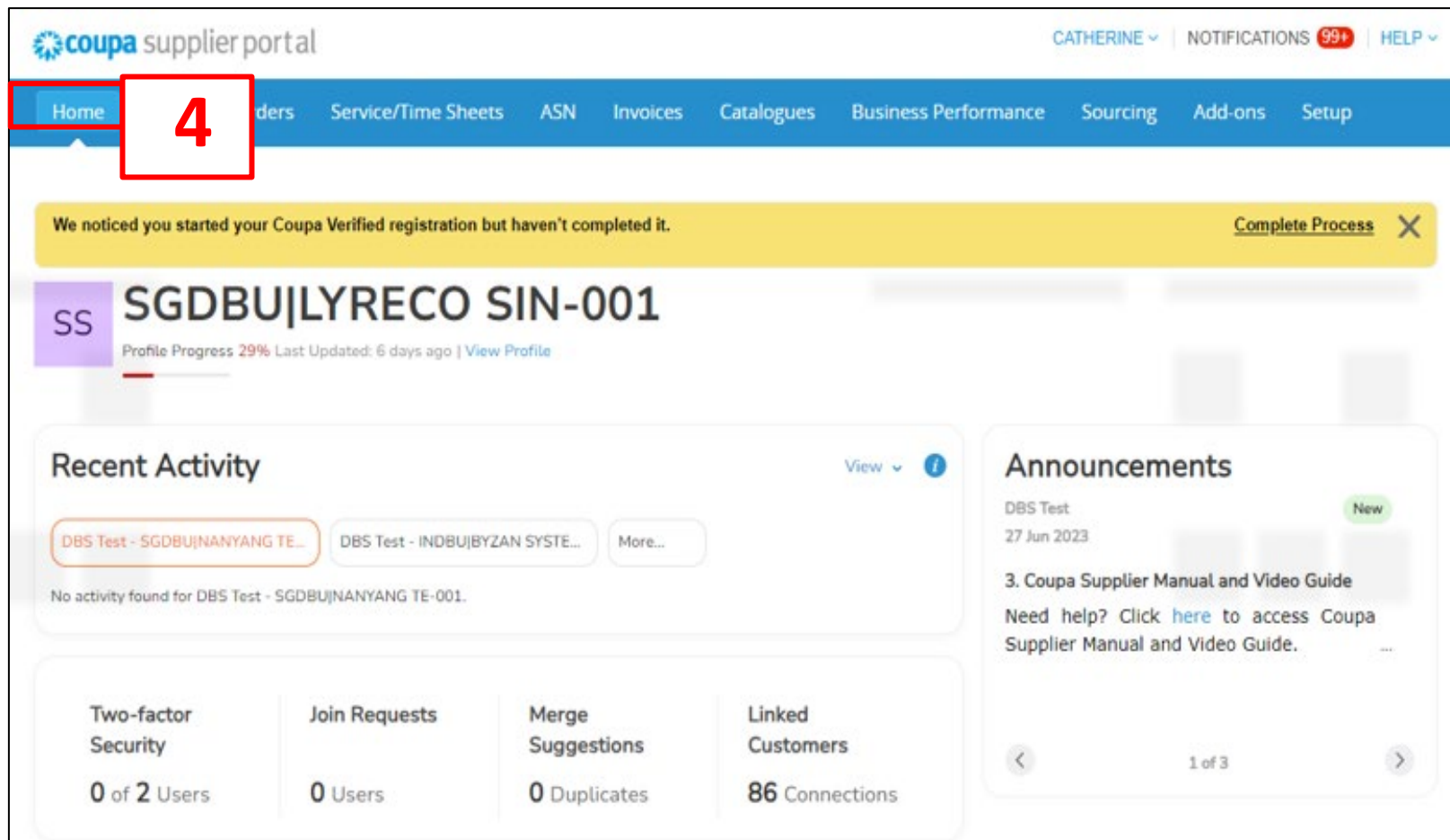DBS Group Procurement & Services

Login to Coupa   **3**

⚙coupa
Business Spend Management
To get immediate updates via SMS or change notification preferences, go here and adjust your settings

✖DBS

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

2. Homepage and Navigation

DBS

2.1 Homepage

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

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

1. To retrieve the Help Tour

2. Select <<Home>> tab

3. Click on <<Help>> at the right top corner

4. Click on <<Help Tour>>
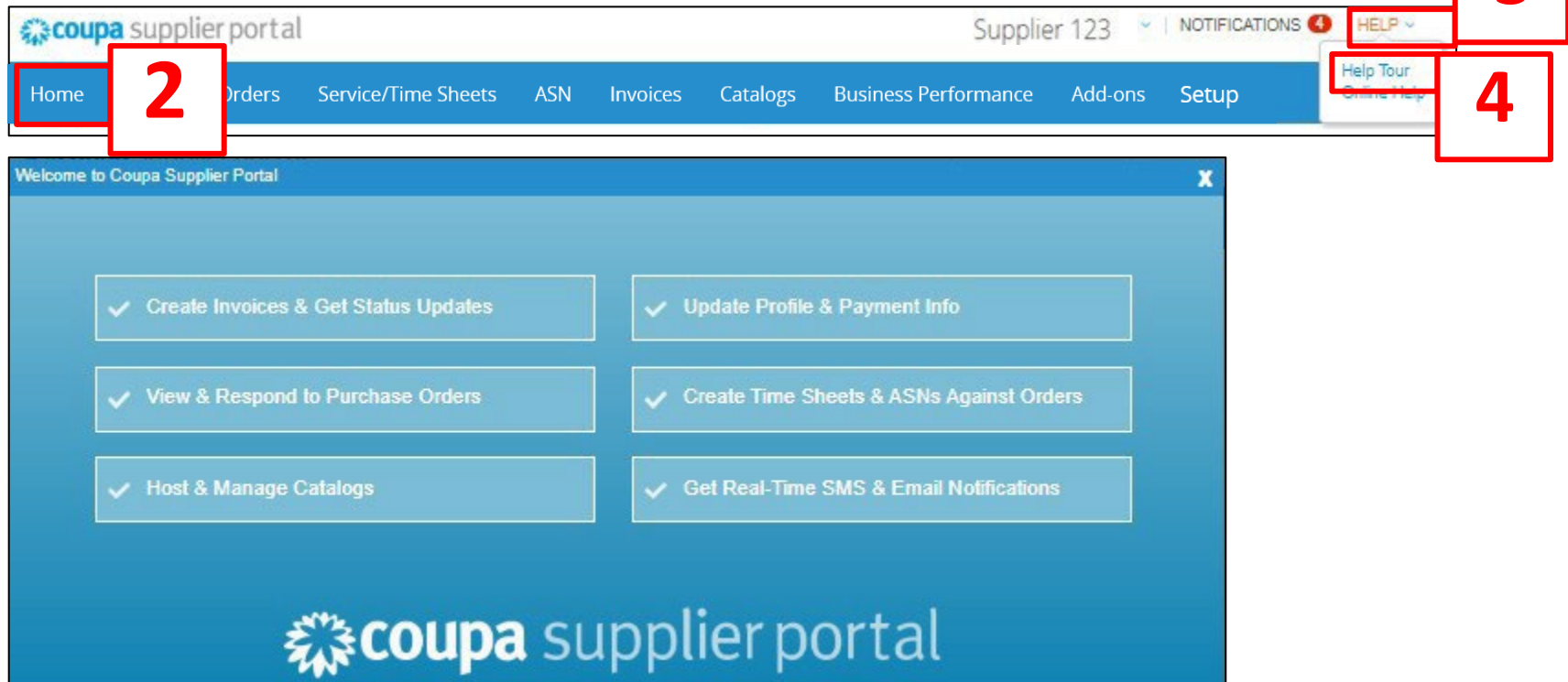
2.4 Merge Accounts

1. If you wish to combine two accounts into one single administrative account, you may choose to utilise the *Merge Account* function (Note: You can only merge one account with another per *Merge Account* function)

2. Click on *Setup*

3. Click on *Merge Requests*

4. Fill up the email address associated with the other accounts and click *Request Merge* to send an email invitation

2.4 Merge Accounts

5. Tick *My Account/Their Account* to choose the appropriate account owner. Input an explanatory note under *Note* to explain the reasons for merging. Tick the *I'm not a robot* checkbox

6. Click *Send Request* to complete the process

7. When accounts are merged, both admins would be given admin rights

Request Account Merge

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

5

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

* Note [   ]

[ ] I'm not a robot   reCAPTCHA
Privacy - Terms

Cancel   Send Request   **6**

2.5 Language Setting

The default language is English (US)

1. Click on the defaulted language to switch the language, e.g. *English(Singapore)*
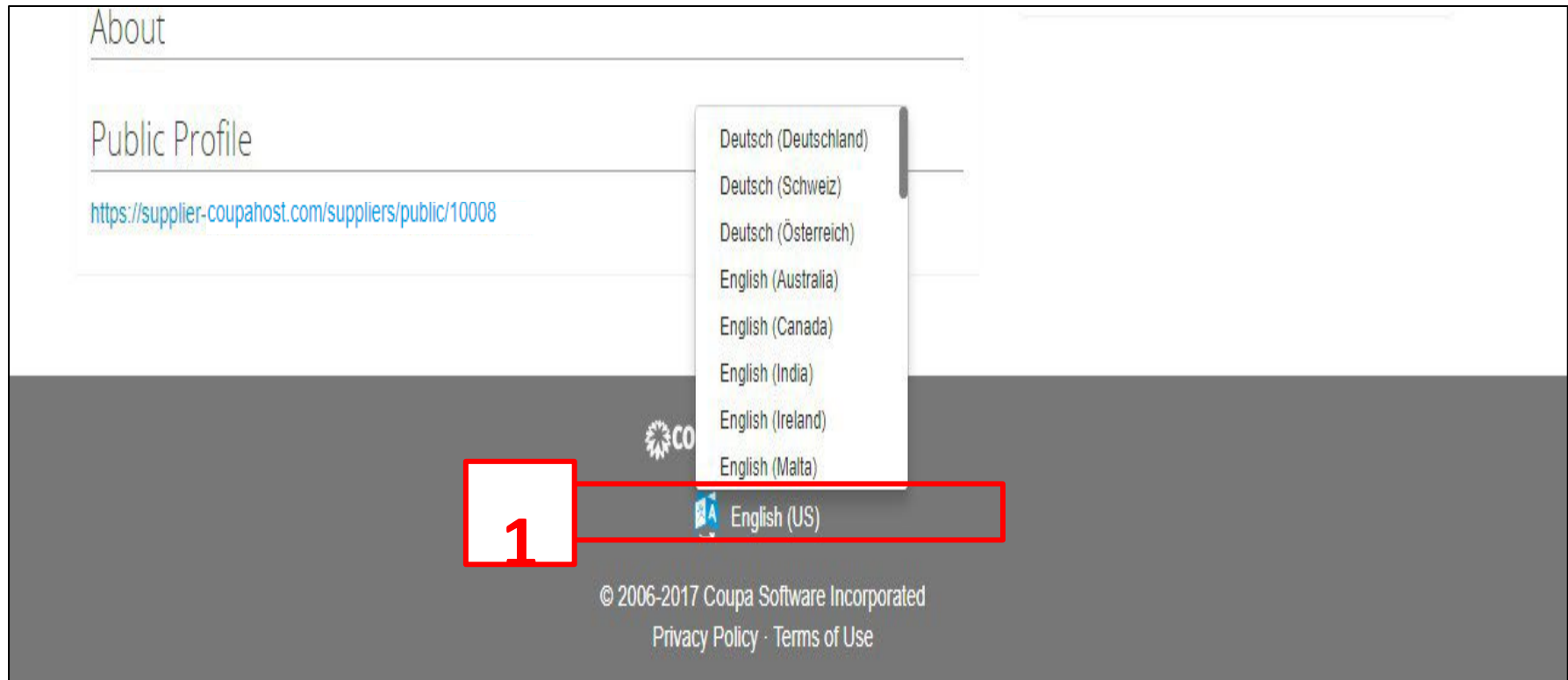
2.6 Setting Notification Preferences for Suppliers

1. Move the cursor to your profile name

2. Click on *NotificationPreferences*

2.6 Setting Notification Preferences for Suppliers

3. Click on all checkbox if you wish to receive your notifications through *Online interface, SMS & Email* (Note: You can customise your notifications for different items, e.g. catalogues, Orders etc)

4. If none of the checkboxes are checked, you will not receive any notifications

5. Once preferences are set up, click **Save**

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

2.6 Setting Notification Preferences for Suppliers

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

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

9.   You will be able to receive updates via text messages once SMS notifications have been set up accurately
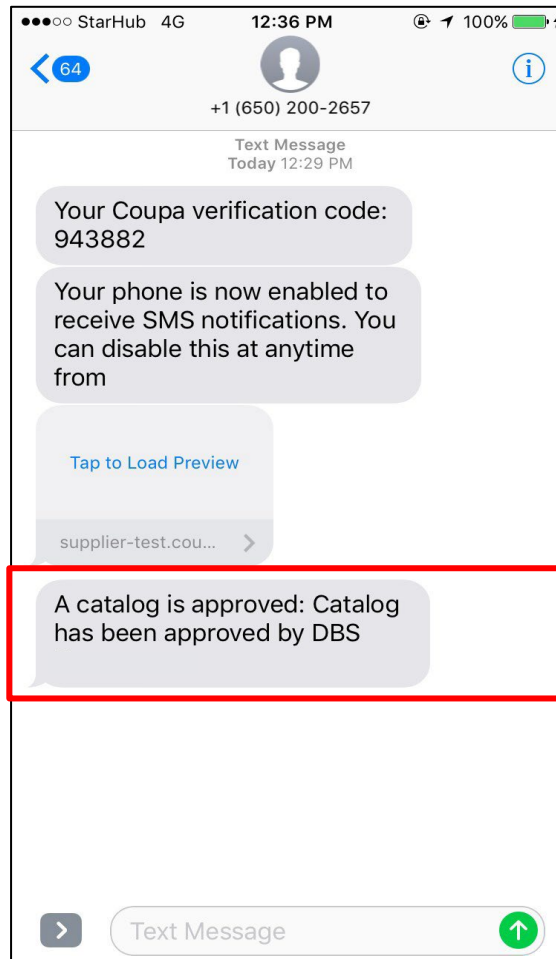
2.6 Setting Notification Preferences for Suppliers

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

Notification Preferences

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
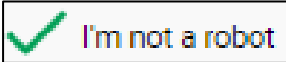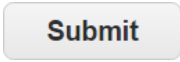
2.7 Resetting Supplier's Account Password

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*

2.7 Resetting Supplier's Account Password

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

5. Enter your new password. Click ✓ I'm not a robot and **Submit** 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.
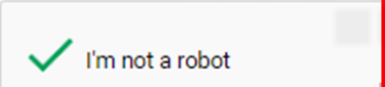
Create New Password **4**

Reset your password

Please enter a new password and confirm it.

Password

••••••••••

Password Confirmation

••••••••••

5

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

⧓DBS

2.8 Adding Users to CSP Account for Suppliers

1. At homepage, click on the *Setup*

2. Click on U*sers*

3. Click on [**Invite User**]

2.8 Adding Users to CSP Account for Suppliers

4.   You will receive an *Invite User* pop up. Fill in the relevant information, *<First Name>*, *<Last Name>*, *<Email>* as well as the permission for the CSP account

5.   Select which Customer (e.g. DBS) the user can access and click Send Invitation

6.   Your employee will receive an email notification with a link to register

2.9   Definition of Roles Allowed in CSP

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

⊠ DBS

2.10 Log Out

1. Mouse over the header which states your name and click on the "Log Out" option which appears on the drop-down menu that follows.
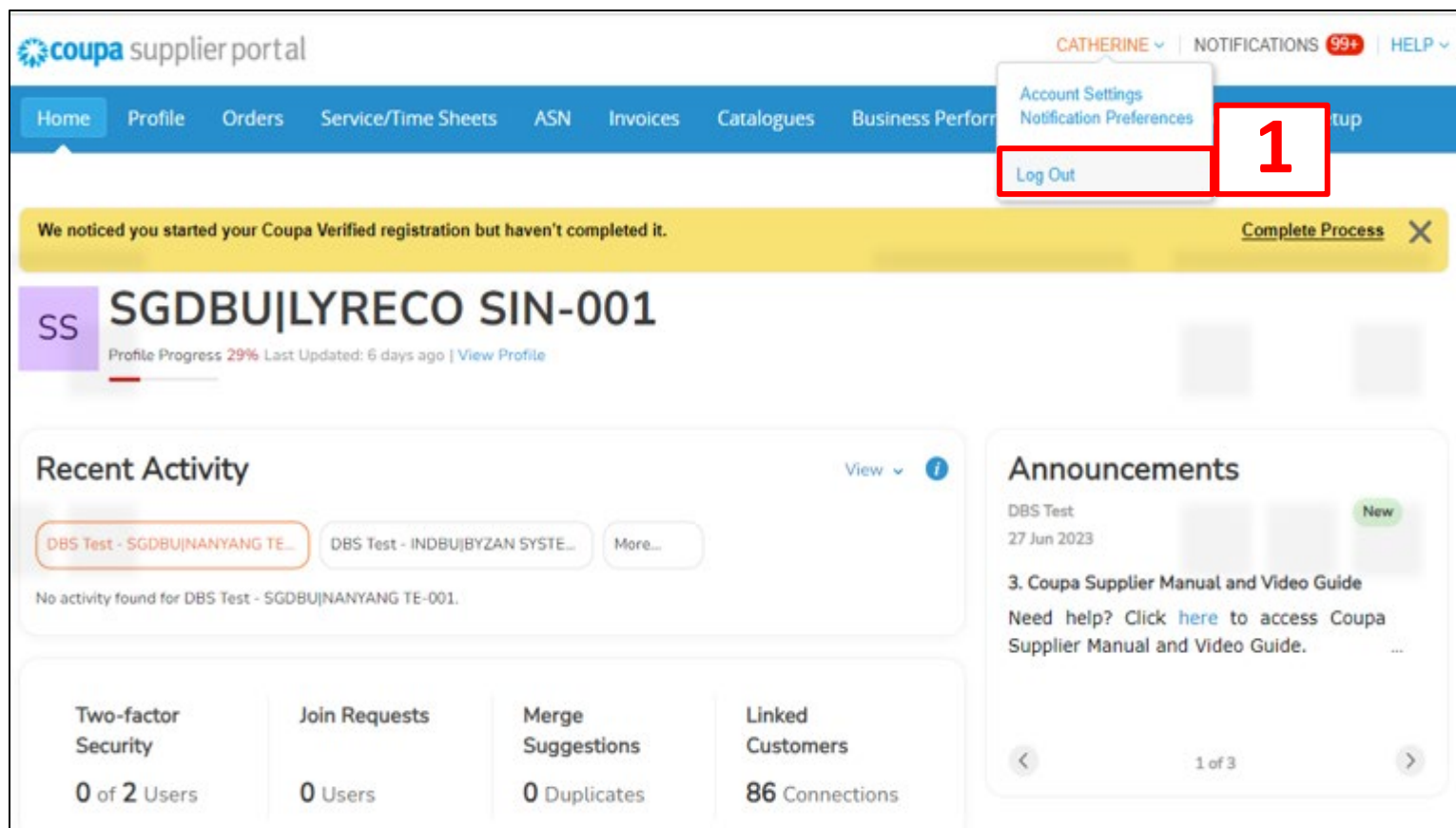
3.1   Updating New Changes in Supplier's Company Profile

3.1 Updating New Changes in Supplier's Company Profile

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

3.1 Updating New Changes in Supplier's Company Profile

3. Make the desired changes to your profile

   a. Changes may include *<Company Profile>*, *<Address>* and *<Primary Contact>*

4. Click **Save** to complete the changes

- Fields marked as (*) are mandatory

- Changes Profile will be reflected on the public CSP. However, these changes will not be reflected in the DBS system. Suppliers have to contact DBS If they wish to make any changes to their company information. Contact DBS at gpssg_supplier@dbs.com Most customers require Legal Entity information for invoicing.

Primary Contact ⓘ

* First Name

CATHERINE

* Last Name

FOO

* Email

cocolawpy@gmail.com

Role

Preferred Phone

Work

Mobile number

Work number

Photograph

Public

➕ Add another contact

Company Information ⓘ

Year Established

1957

Company Size

Number of Employees

Ownership Type

Industry

Select an Option

PO Delivery Email

Tax ID

200501663H

DUNS

🔒 Secure Information – not published to your public profile

🔒 Secure Information – not published to your public profile

- •   Continue from page 32

◼DBS

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>>

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

Tell your customers about your organization

1 **2** 3 4

Which customers do you want to see this?

- ☑ All
- ☑ DBS Test - SGDBU|A & F CONC-001
- ☑ DBS Test - SHOWCASE SUPPLIER 8
- ☑ DBS Test - SGDBU|ASIAWIDE P-001
- ☑ DBS Test - SGDBU|3ISTUDIO C-001

6

What address do you invoice from?

*Address Line 1	
Address Line 2	
*City	
State	
*Postal Code	
Country	Singapore

7

INVOICING

...ered address of ...legal ...ity. This is the same location where you receive government documents.

☑ Use this address for Remit-To
☑ Use this for Ship From address

8

What is your Tax ID?

Country	Singapore
*GST ID	

☐ I don't have GST ID Number

9

Add additional Tax ID

DBS

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

9. For your Tax ID,

➢ Non-Singapore Registered Entity (*all countries except Singapore*)

Step 1: Pls leave this field <u>blank</u>.

Step 2: Check this box.

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

Step 4: Click on [Save & Continue] then ❼ | **Click here to slide to continue the Legal Entity Setup**

4   Setup Legal Entity for Invoicing (Singapore GSTRegistered Entity)

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 ❼ | **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

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

1

Step 2: Do not check the box.

2

Add additional Tax ID

Miscellaneous

Invoice From Code ⓘ

Preferred Language English (Singapore)

Cancel   Save & Continue

3

✕DBS

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

9. For yourTax ID,

➢ Singapore Non-GSTRegistered 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 ❼   **Click here to slide to continue the Legal Entity Setup**

- If you are Singapore Non-GST registered

What is your Tax ID? ⓘ

Country Singapore

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

GST ID

2 Step 2: Check the box. ☑ I don't have GST ID Number

* Local Tax ID

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

Add additional Tax ID

Miscellaneous

Invoice From Code [   ] ⓘ

Preferred Language [English (Singapore) ▾]

4

Cancel   [Save & Continue]

⊠DBS

10. Leave the default Payment Type as Address. Do <u>not</u> 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.

Where do you want to receive payment?

1 2 **3** 4

* Payment Type   Address

Address
Bank Account
Virtual Card

What is your Re...

Leave the default Payment Type as Address.

10

Do <u>not</u> select Bank Account, you will receive Payment from the Bank Account Information that you provided to us earlier.

10

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**

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 <u>gpssg_supplier@dbs.com</u> for changes made to Legal Entity Address.

DBS

5. Purchase Order Response

DBS

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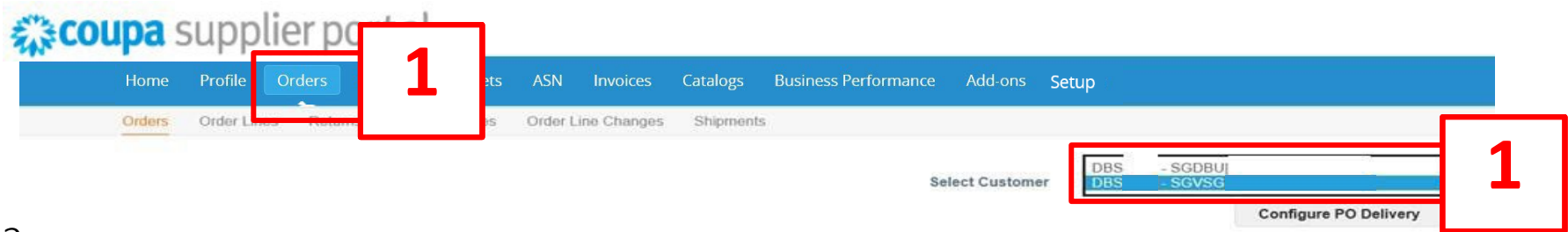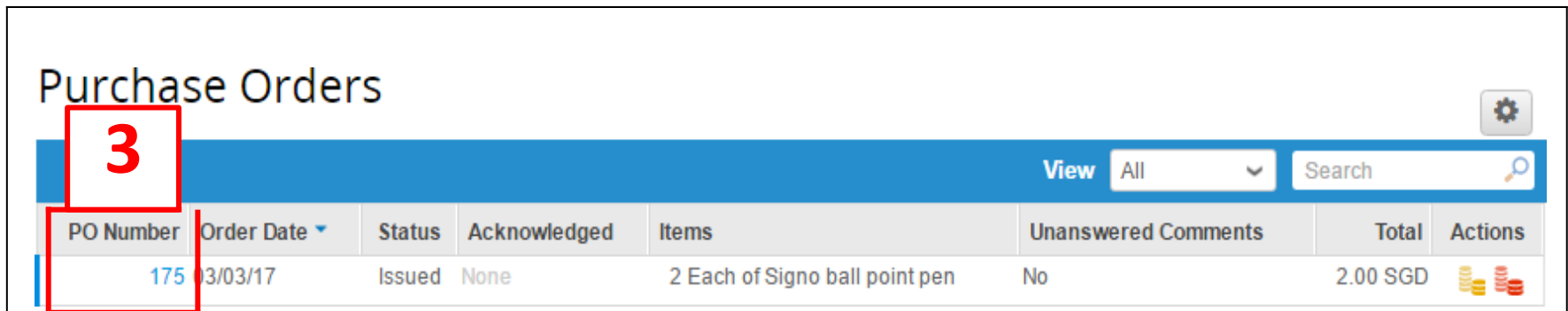
2. At purchase orders page, you will be able to see the list of POs.

Purchase Orders

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

Click the 🪙 Action to Invoice from a Purchase Order

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

5.1 Viewing Purchase Order

This is the purchase number generated by Coupa

Purchase Order #734

Order acknowledged ✕

Current status of the PO

Status	Issued - Sent via Email

The date when the PO was created

Order Date 28/5/17

Revision Date 28/5/17

Requester Shi Tian Lim

Email dbsdevuser+limshitian@gmail.com

Payment Term None

Contact details & None
Instruction to Vendor

GUI None

Attachments None
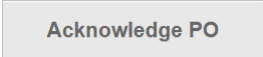
⊙ Shipping

Ship-To Address 2 Changi Business Park Cres
Singapore 486029
Singapore
Attn: Test

Tax Registration X12345678X

Terms None

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

Acknowledged ☐

▤ Lines

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

Total amount of the PO

Total 2.00 SGD

Create Invoice to turn the PO into an invoice

[Create Invoice] [Save] [🖶 Print View]

DBS

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

6.   Details of PO will be displayed in the email

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 onto 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

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 <u>notification settings</u> 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 [Acknowledge PO]

    a. Please ensure to tick the acknowledged button for all PO acceptance

Please call requestor to confirm details (e.g. address) before delivery
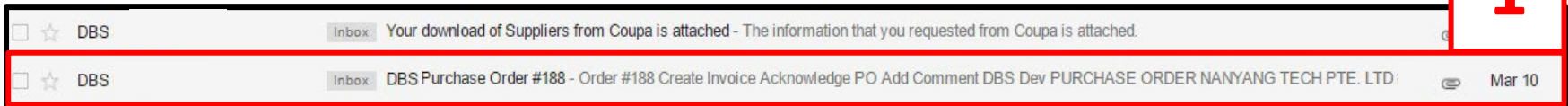
5.3 Rejecting Purchase Order

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

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

2

⊠**DBS**

5.3   Rejecting Purchase Order

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

4.   Click   **Add Comment**

5.3   Rejecting Purchase Order

5.   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

5.3 Rejecting Purchase Order

6.   Once the PO is revised and updated, there will be a dropdown selector to view past versions (and dates) of the Purchase Order

7.   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
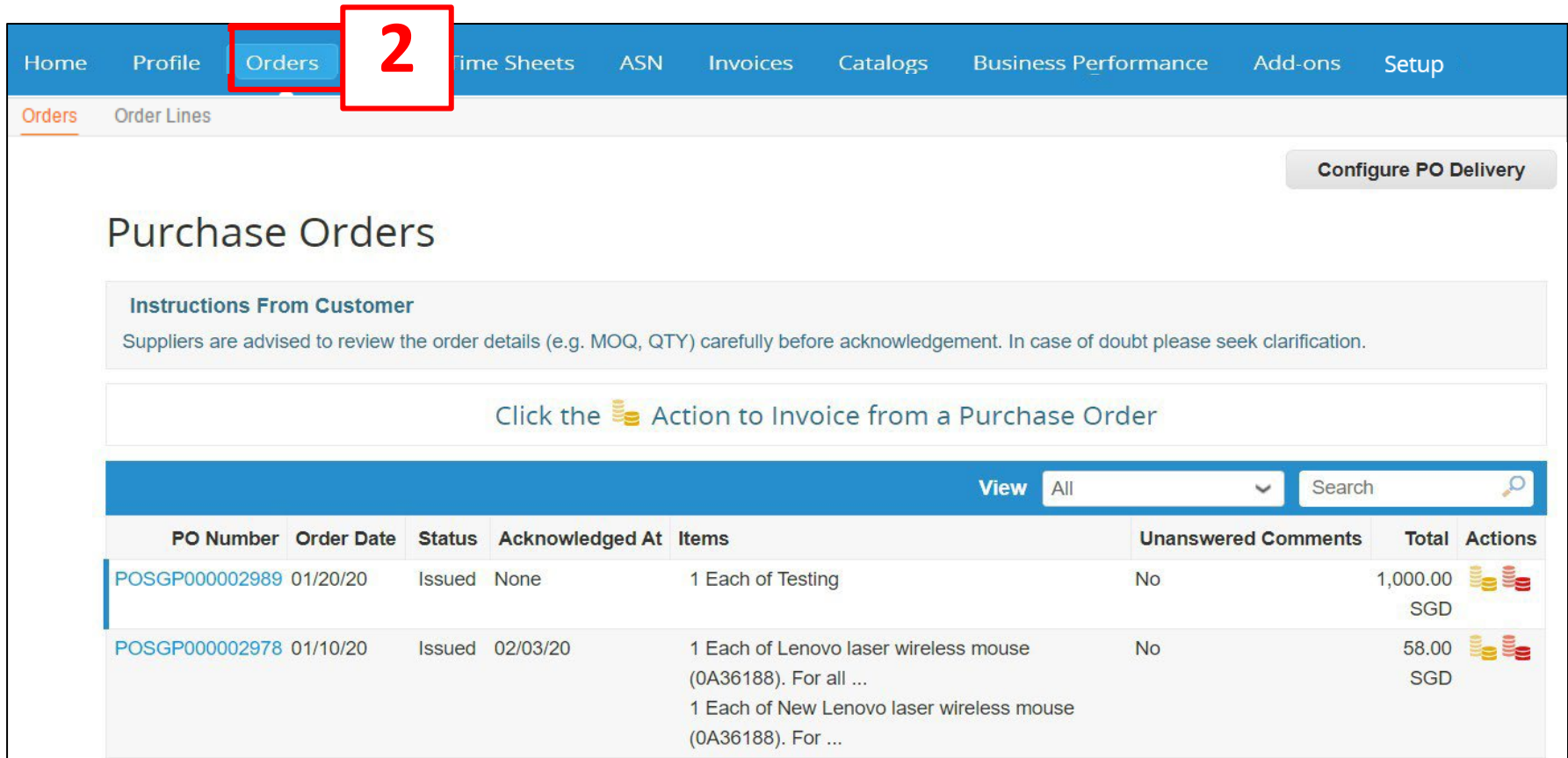
5.4   Cancelling Purchase Order

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**

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

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

5. Click **Add Comment**

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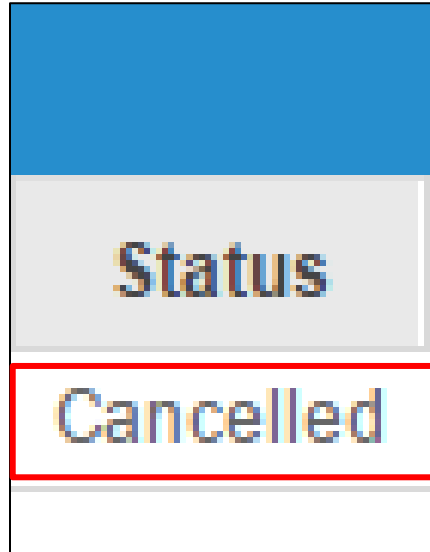
* It is important to note that there is no alert function/notification whenever there is a new comment added to the PO. Suppliers have to determine what is the best way to communicate urgent matters.

⊠DBS

1. To view your purchase orders, click on **Orders**
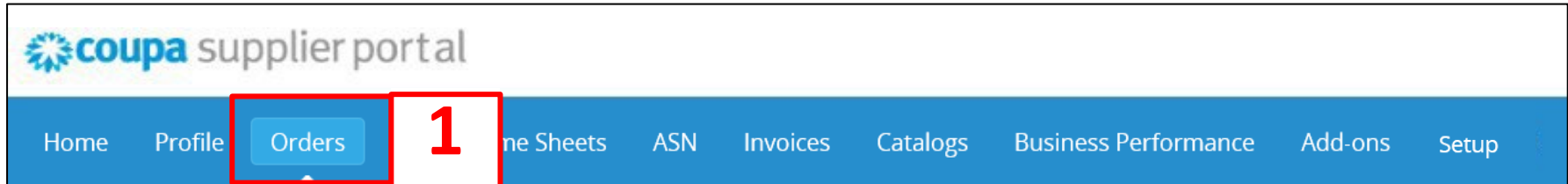
2. At purchase orders page, you will be able to see the list of POs.

Configure PO Delivery

Purchase Orders

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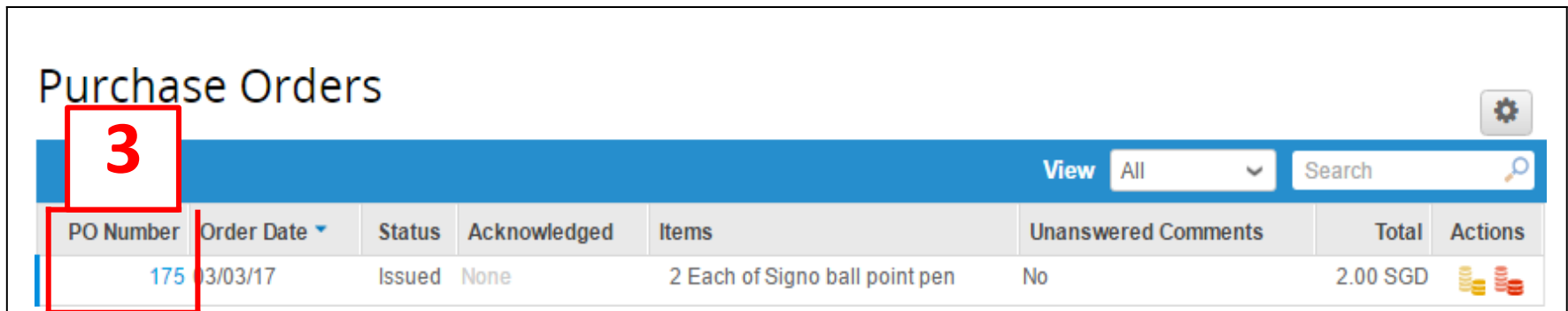
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

Click the 🪙 Action to Invoice from a Purchase Order

View | All | 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 purchase order will be displayed. Refer to the next slide for an example of the purchase order

5.5 Printing Purchase Order

4. Scroll to the bottom and click on 🖶 Print View

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

5.5   Printing Purchase Order

5. Right click and print the purchase order

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

DBS Bank Ltd
PURCHASE ORDER

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

PO NUMBER	**POSGP0000000590**
CONTRACT NO.	
CONTRACT START DATE	
CONTRACT END DATE	
PO DATE	**20/07/2017**
PAYMENT TERMS	**NETT30**
CURRENCY	**SGD**
REQUISITION NO.	**761**
REQUESTER	**IT PM User**
	dbsdevuser+itpm@gmail.com

Ship To

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

Bill To

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

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

DBS

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

☐ ☆ DBS Dev	Inbox DBS Dev Purchase Order #802 - DBS Dev Purchase Order #802 DBS Dev PURCHASE ORDER BYZAN SYS 📎 Aug 31
6	*A sample image of an electronic PO in the email inbox*

⬧ **DBS**

5.5   Printing Purchase Order

8.   Scroll down and click on the attachment

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

DBSDEV

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

DBS

5.6 Saving Purchase Order as PDF

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

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

DBS Bank Ltd
PURCHASE ORDER

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

PO NUMBER	POSGP0000000590
CONTRACT NO.	
CONTRACT START DATE	
CONTRACT END DATE	
PO DATE	20/07/2017
PAYMENT TERMS	NETT30
CURRENCY	SGD
REQUISITION NO.	761
REQUESTER	IT PM User
	dbsdevuser+itpm@gmail.com

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

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

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

17,500,000.00 SGD

DBS

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

3. Click save and choose a location in your computer to save in

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

⌧ **DBS**

6. Invoicing

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

DBS

6. Invoicing

⊠ DBS

6.1.1 Creating Invoice with PO - In CSP

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

coupa supplier portal

| Home | Profile | Orders | **1** | me Sheets | ASN | Invoices | Catalogs | Business Performance | Add-ons | Setup |

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

Select Customer: DBS

2

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	星展银行(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>

DBS

6.1.1 Creating Invoice with PO - In CSP

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

Click the 🪙 Action to Invoice from a Purchase Order

					View	All		Search	🔍

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
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	🪙

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

Lines

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

Total **2.00** SGD

4 Create Invoice   Save   🖨 Print View

✕DBS

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

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.

⊠DBS

6.1.1 Creating Invoice with PO - In CSP

* Invoice #

* Invoice Date   07/24/17

Payment Terms   NETT30

Date of Supply   07/24/17

* Currency   USD

6

Delivery Number

Status   Draft

Image Scan   Choose File   No file chosen

Supplier Note

6

Attachments ℹ   Add File | URL | Text

* Exchange Rate ℹ

6

* Supplier   SGDBU|NANYANG TE-001

Supplier GST ID   123456789X

* Invoice From Address   NANYANG TECH PTE LTD
123
singapore 123456
Singapore

* Remit-To Address   NANYANG TECH PTE LTD
123
singapore 123456
Singapore

* Ship From Address   NANYANG TECH PTE LTD
123
singapore 123456
Singapore

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 / LLP

For Foreign Vendors: WHT confirmation document
and original invoice For LLP: ACRA report of
company or email to verify that partner is
Singaporean

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

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

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.

10a

Continu   Send Invoice

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).

10b

Contir   Submit

⊠DBS

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	All ⌄	Search 🔍
123	09/07/20	Pending Approval	None	2,000.00 SGD	No
None	09/07/20	Draft	**11**	2,000.00 SGD	No

⊠DBS

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

6.1.2 Creating Invoice with PO – Via Email

3. Ensure that the details of PO is correct

4. Click on Create Invoice

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

6.1.3 Creating Invoice without PO (NoContract)

1. To create an invoice without a corresponding PO, click on *Invoice.* If you're a supplier to both DBS Bank and DBS Vickers, select required entity under '*Select Customer'*. Refer to the table for more information
Refer to *7.6 Invoice Fields Definition* for more information, especially on *Invoice#*

Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	**1**	s	Business Performance	Add-ons	Setup

Invoices   Payment Receipts

1

Select Customer DBS SGDBU
                 DBS SGVSG
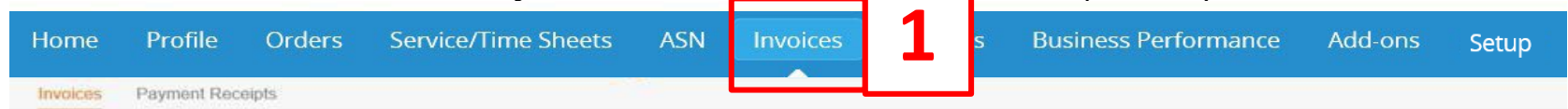
2.   At the *Invoice* page, click "Create Blank Invoice".

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	星展银行(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>

Create Invoices ℹ️

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

Export to ⌄				View		**2**	answered Comments
Invoice #	Created Date	Status	PO #	Total			
Test 2 FPU 15	11/22/18	Pending Approval	POSGP000002607	50,000.0			
Test 1 FPU 15	11/22/18	Pending Approval	POSGP000002606	0.90 SG			
z99999	11/07/18	Pending Approval	None	200.00 SGD		No	

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

✕DBS

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

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.

DBS

6.1.3 Creating Invoice without PO (NoContract)

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 / LLP	⌄

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

✖DBS

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   Choose File   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

DBS

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.

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

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)

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

6.2.1 Viewing Invoice

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

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

3. 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		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	

3

🟥 DBS

6.2.2 Saving Invoice as PDF

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

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

6.2.2 Saving Invoice as PDF

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

3

Invoice
1789

Invoice Date
3 October 2017

To

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

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

From

Invoice From
NANYANG TECH PTE
LTD
1234 Singapore
Singapore 123456
Singapore

Buyer Tax Number
VAT1111

Attn/Ref
Latiff AMIR

Supplier GST ID
123456789X

6.2.3 Printing Invoice

1. When invoicehas been downloaded in the PDF format, click on *File* and *Print.*
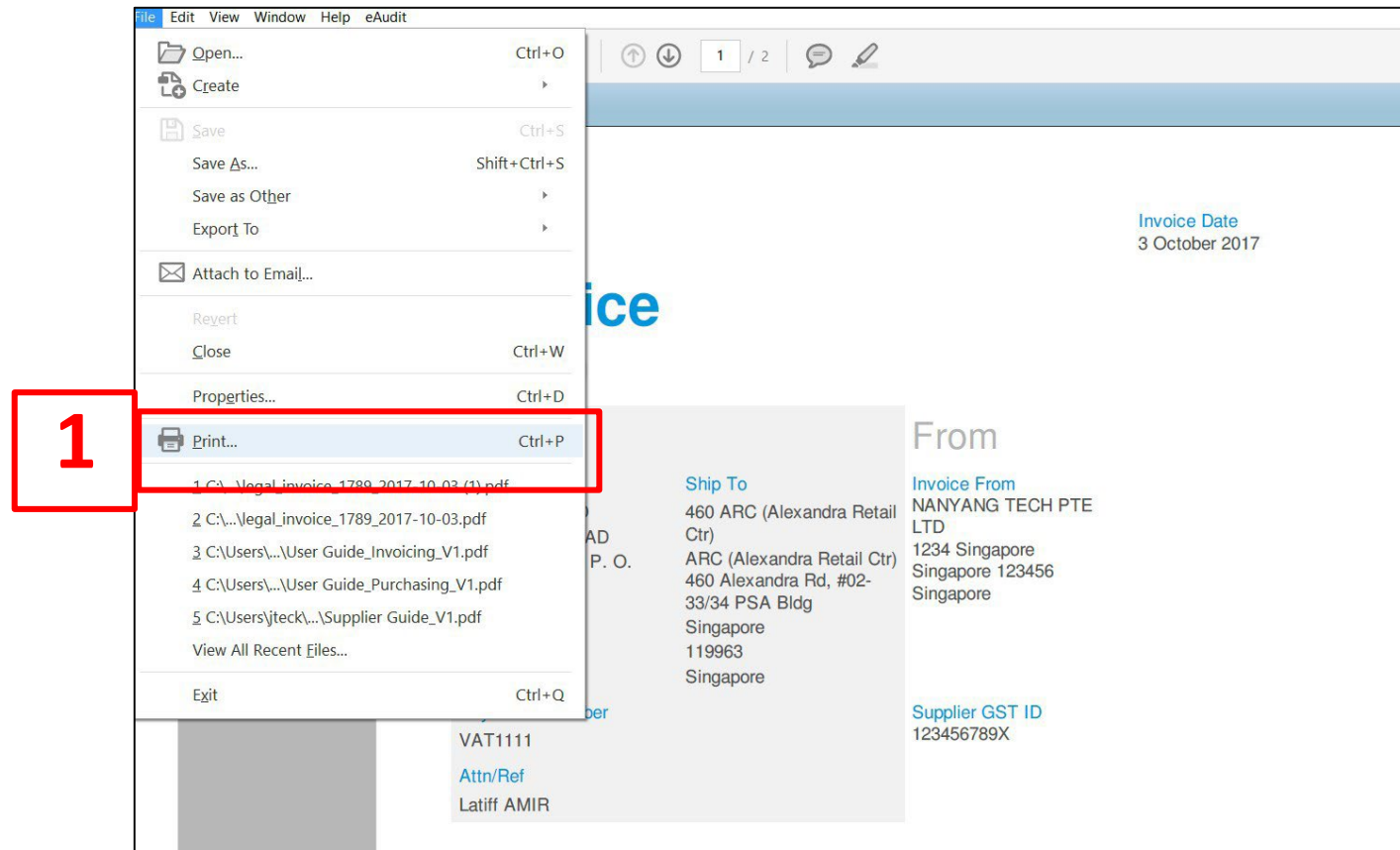
6.3 Managing Disputed Invoice

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

⌧DBS

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 #	This is a required field. You will need to enter your invoice number. Invoice number cannot exceed 40 characters and must be in uppercase Invoice reference no.: • 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	Allows you to add various attachments to the Invoice: •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 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.
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

DBS

6.6 Invoice Fields Definition

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

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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 *<NotApplicable>*

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

1. For all Limited Liability Partnership (LLP) suppliers, kindly provide either of the documents below to help DBS verify your business structure

    a. ACRA report of your company

    b. Email to verify that your partner is a Singaporean

2. Indicate if the service provided is Withholding Tax applicable by selecting *<Applicable>* or *<Not Applicable>*

| Image Scan | Choose File | No file chosen |

Supplier Note

Attachments Add File | URL | Text   **1**

Customer DBS _ _ .

* Bill To Address No address selected

Ship To Address No address selected

* Requester Email

2

* Requester Name

Withholding Tax / LLP

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

⧓DBS

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   )

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

8.1 Creating Credit Note from PO

3. On the *Create Credit Note* page, fill in the mandatory credit note fields, *<Credit Note #>, <Credit Note Date>, <Payment Terms>, <Currency>, <Original Invoice>, <Original Invoice Date>, <Credit Reason>*

   a. *Credit Note #* must be unique and must not contain special characters and trailing alphabets, e.g. X: 123a, 123b, 123c, etc.

General Info

3

* Credit Note #

* Credit Note Date   06/07/18

Payment Term

Original Date of Supply   06/07/18

3   * Currency   SGD

Delivery Number

Status   Draft

3

* Original Invoice #

* Original Invoice Date   mm/dd/yy

Attachments *i*   Add File | URL | Text

* Credit Reason

3   Payment ovisions   Use N/A if not relevant

8.1 Creating Credit Note from PO

4. Indicate the item *<Description>*, as well as *<Price> and <Qty>* if applicable. Click [Submit] to proceed

   a. Note that credit note amount <u>must be negative</u>

   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

8.1 Creating Credit Note from PO

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

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.*

8.2 Creating Credit Note from Non-Disputed Invoice

2. At the Invoice page, click on   Credit Note
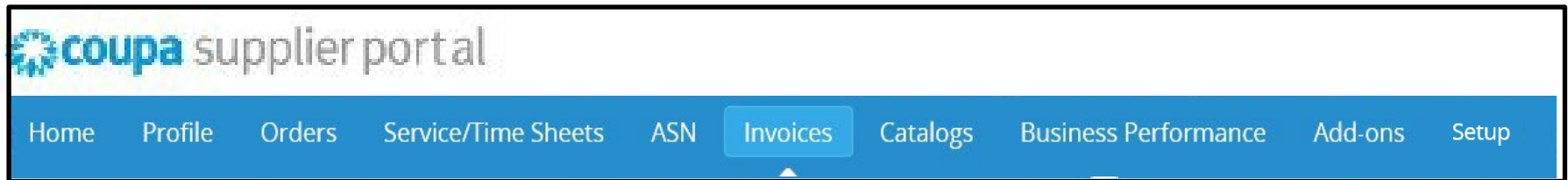
coupa supplier portal

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

Create Invoices ℹ️

| Create Invoice from PO | Create Invoice from Contract | Create Blank Invoice | Create Credit Note | **2** |

| 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	

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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   Select an Option ⌄

      ● Other (e.g. rebate)

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

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.

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.

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 [Submit] 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

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

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DBS

8.2 Creating Credit Note from Non-Disputed Invoice

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

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

2. Click on *Create View*

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*

9 Creating Reports

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

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

Mozillla Firefox

- Mozilla Firefox 49.x

Google Chrome

- Google Chrome 53.x

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11. Catalogue Management

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>*

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.

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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.

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)

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 Catalog

| **1** | 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**

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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
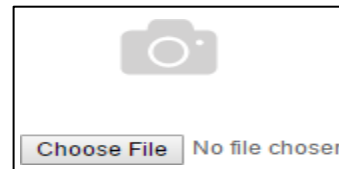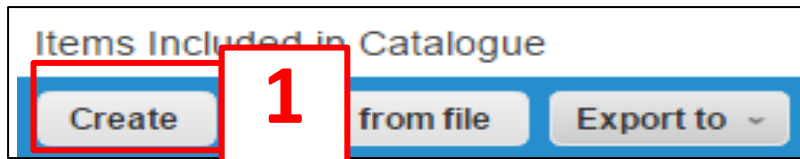
11.3.1 Uploading Catalogue Item – Manual Upload

2. Review the catalogue containing the newly added items. Click [Submit to buyer] to completeupload

   a. There will be a green notificationbox to indicatethat catalogue is submittedand buyer will be notified.

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

Items Included in Catalogue

| Create | Load from file | **1** | t to ˅ |
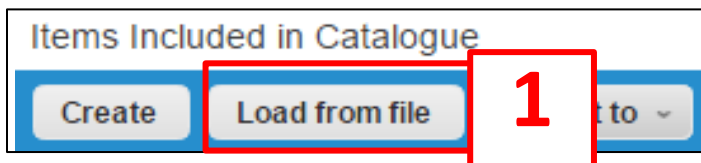
Bulk Load Item Updates for DBS LED Supplier Catalogue

Follow these steps to upload items

1. **Download** the CSV template or **export** the current list. **2**
   [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 **3**
   - 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 followinghelp note.

11.3.2 Uploading Catalogue Item – BulkUpload

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

- Supplier Part Number

- Name

- Description

- UOM code

- Lead Time

- Active* (All new items to be uploaded with active fields as "NO")

- Contract Number

- MOQ

- Image URL

- Price

- Currency

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

	A	B	C	D	E	F	G	H	I	J	K	L
	Supplier P	Supplier A	Name*	Descriptic	Price*	Currency*	UOM code	active*	Item Class	Lead Time	Manufactu	Contract
	123456T		Test Item	Test Item	1.5	SGD	UN	Yes				
	S00009		Equipmen	Equipmen	25	SGD	EA	Yes				
	AA1234		New New	Descriptic	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 du	Test for du	10	USD	EA	No				
	LD2234567		Ceiling Lig	LED	68	SGD	EA	No				

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11.3.2 Uploading Catalogue Item – BulkUpload

5. Once the CSV file is updated, save the file and load it into the system. Click **Start Upload**

    a. Follow the same steps for making changes/edits to items in a catalogue

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

Finish Upload
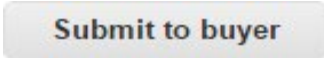
	Row 5		Row 6	
	Existing	Updated	Existing	Updated
Supplier Part Num*	A01235	A01235	A01236	A01236
Supplier Aux Part Num				
Name*	Medium Equipment	Medium Equipment	Smaller Equipment	Smaller Equipment
Description*	Medium Equipment Description	Medium Equipment Description	Smaller Equipment Description	Smaller 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** cel

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11.3.2 Uploading Catalogue Item – BulkUpload

7. Review the catalogue containing the newly added items. Click **Submit to buyer** to completeupload

    a.   There will be a green notificationbox to indicatethat catalogue is submittedand buyer will be notified.

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
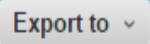
Catalogues

Catalogue Name	Created Date ▼	Submitted Date	Start Date	Expiry Date	Stat[1]	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	

Create   Export to ˅   View   Accepted   **1**   Advanced   Search

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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 duplicatedwithanother item, a dummypart 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 beprinted 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 informationthat 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 currency code 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 *UOM Codes.*
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 from the initial DBS load. Note: NotMCR or quotationnumber

11.5 Definition of Fields for Catalogue

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

Coupa validates	Description
Image URL* Image Url0-5*	URL link to the image on the web. If adding images, this is a valid and publicallyaccessibleURL for an image. 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)

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11.5 Definition of Fields for Catalogue

Thesefields 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 attemptingto 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 showinganother part number, which can be unique ornon-unique

11.5 Definition of Fields for Catalogue

Thesefields 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 one Item
Receive CatchWeight	Forces the item to be received as catch weight

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11.5 Definition of Fields for Catalogue

Thesefields 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

DBS

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 of50000 Pieces

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

11.5 Definition of Fields for Catalogue

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

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

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

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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-Singaporeresident) suppliers totake note:

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

Tax Residency Decision Tree

SG Withh Tax Checkl

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

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

For any issues, please contact DBS helpdesk(gpssg_supplier@dbs.com)