

Believing in **ASIA**



Supplier Guide

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1. Registration of Account

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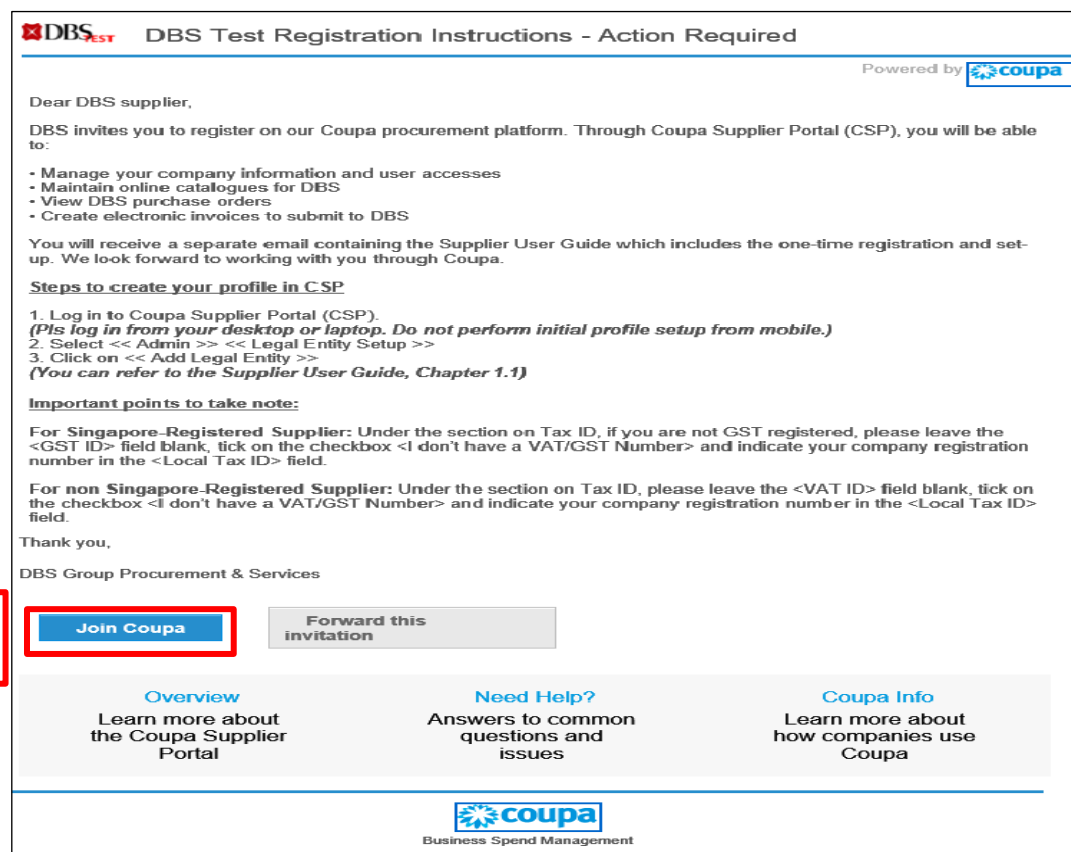
1. [Registration of CSP Account – New Supplier](#)
2. [Registration of CSP Account – Existing Supplier](#)

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.



The screenshot shows an email titled "DBS Test Registration Instructions - Action Required" from DBS, powered by Coupa. The email is addressed to a DBS supplier and invites them to register on the Coupa procurement platform. It lists benefits such as managing company information, maintaining online catalogues, viewing purchase orders, and creating electronic invoices. It also mentions that a separate email with a Supplier User Guide will be sent. The email provides steps to create a profile in the CSP, including logging in from a desktop or laptop, selecting "Admin" and "Legal Entity Setup", and clicking on "Add Legal Entity". It includes important points to note for both Singapore-Registered and non-Singapore-Registered suppliers regarding Tax ID and VAT/GST numbers. At the bottom, there is a "Join Coupa" button (highlighted with a red box and the number 1) and a "Forward this invitation" button. The footer contains links for "Overview", "Need Help?", and "Coupa Info", along with the Coupa logo and "Business Spend Management" text.

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


[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](#).

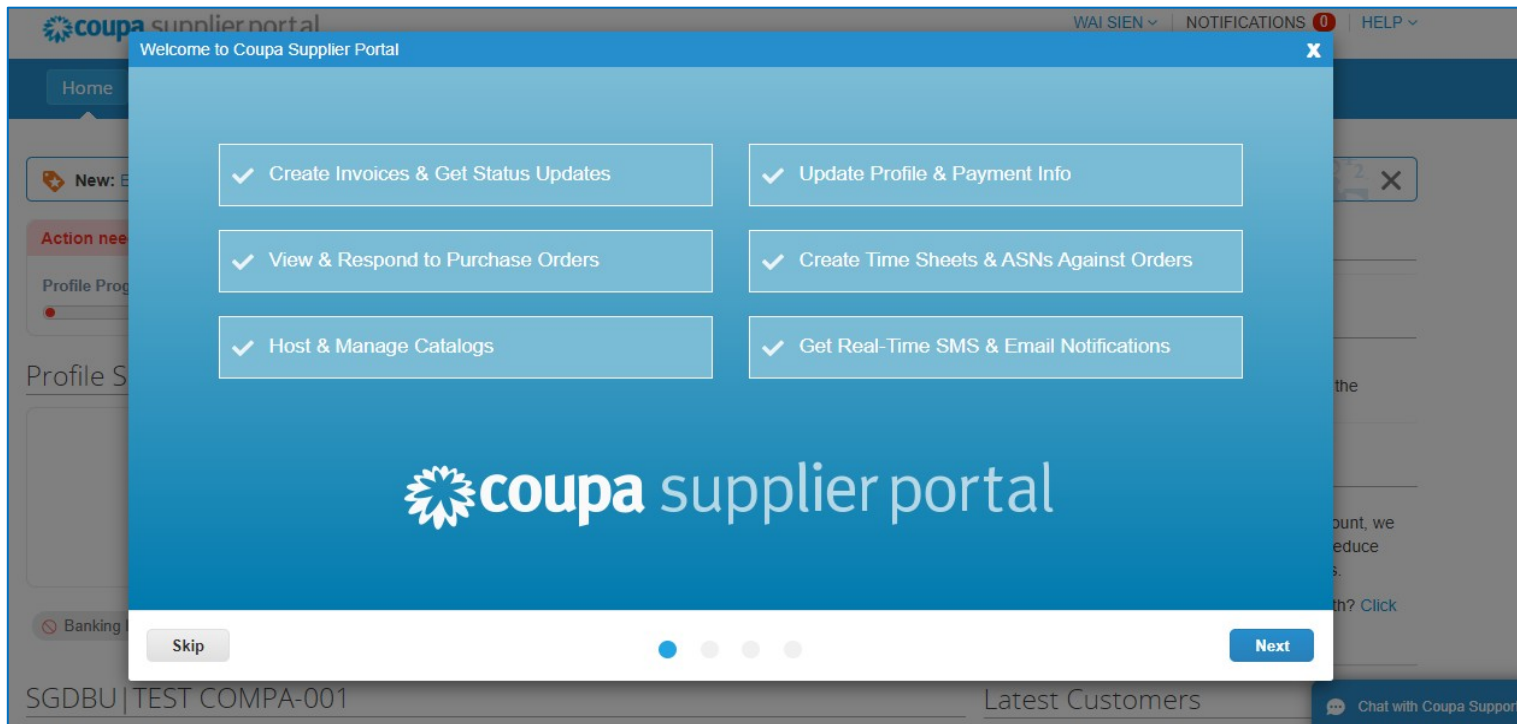
[Get Started](#)

[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

- Click on *Home* and look at *Latest Customers* section. You should be able to see DBS entities as customers. If you're a supplier to both DBS Bank and DBS Vickers Singapore, both accounts would be listed - SGDBU (DBS Bank) and SGVSG (DBS Vickers Singapore)

The screenshot displays the Coupa Supplier Portal for a user named 'DBS Test Supplier 123'. The top navigation bar includes links for Home, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. The 'Home' link is highlighted with a red box and a large red '4'. The main content area is divided into two columns. The left column shows a 'Profile Summary' with three cards: '1 Legal Entity View', '2 Registered Users View', and '2 Connected Customers View'. Below these is an 'About' section and a 'Public Profile' link with the URL 'https://supplier-test.couphost.com/suppliers/public/9595'. The right column features a 'Merge Accounts' section with instructions on how to merge accounts and a 'Latest Customers' section. The 'Latest Customers' section shows two entries: 'DBS - SGVSG|J.' and 'DBS - SGDBU|J.', which are highlighted with a red box and a large red '4'. There is also an 'Improve Your Profile' button in the center of the page.

2. Homepage and Navigation

[Return to ContentPage](#)

1. [Homepage – Description of Functionality](#)
2. [Notifications Menu](#)
3. [Help Tour](#)
4. [Merge Accounts](#)
5. [Latest Customers](#)
6. [Language Setting](#)
7. [Setting Notification Preferences for Suppliers](#)
8. [Resetting Supplier's Account Password](#)
9. [Adding Users to CSP Account for Suppliers](#)
10. [Definition of Roles Allowed in CSP](#)
11. [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
Catalogs	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, the 'coupa supplier portal' logo is on the left, and 'SUPPLIER' with a dropdown arrow is on the right. A red box labeled '1' highlights the 'NOTIFICATIONS 84' link in the top right corner. Below the header is a blue navigation bar with links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. On the left side, there is a sidebar with 'DBS' and 'HELP' dropdowns. A red box labeled '2' highlights the 'NOTIFICATIONS 16' link in the sidebar. Below this link is a list of notifications: 'A catalog is about to expire', 'A catalog is approved', and 'A catalog is approved'. At the bottom of the sidebar, a red box labeled '2' highlights the 'See All Notifications' link. On the right side, a red box labeled '3' highlights the 'My Notifications' heading. Below this heading is a 'View' dropdown set to 'All' and a table of notifications. The table has a 'Message' column and a 'Content' column. The notifications listed are: 'Catalog with DBS will expire in 30 days.', 'Catalog has been approved by DBS', and 'Catalog has been approved by DBS'.

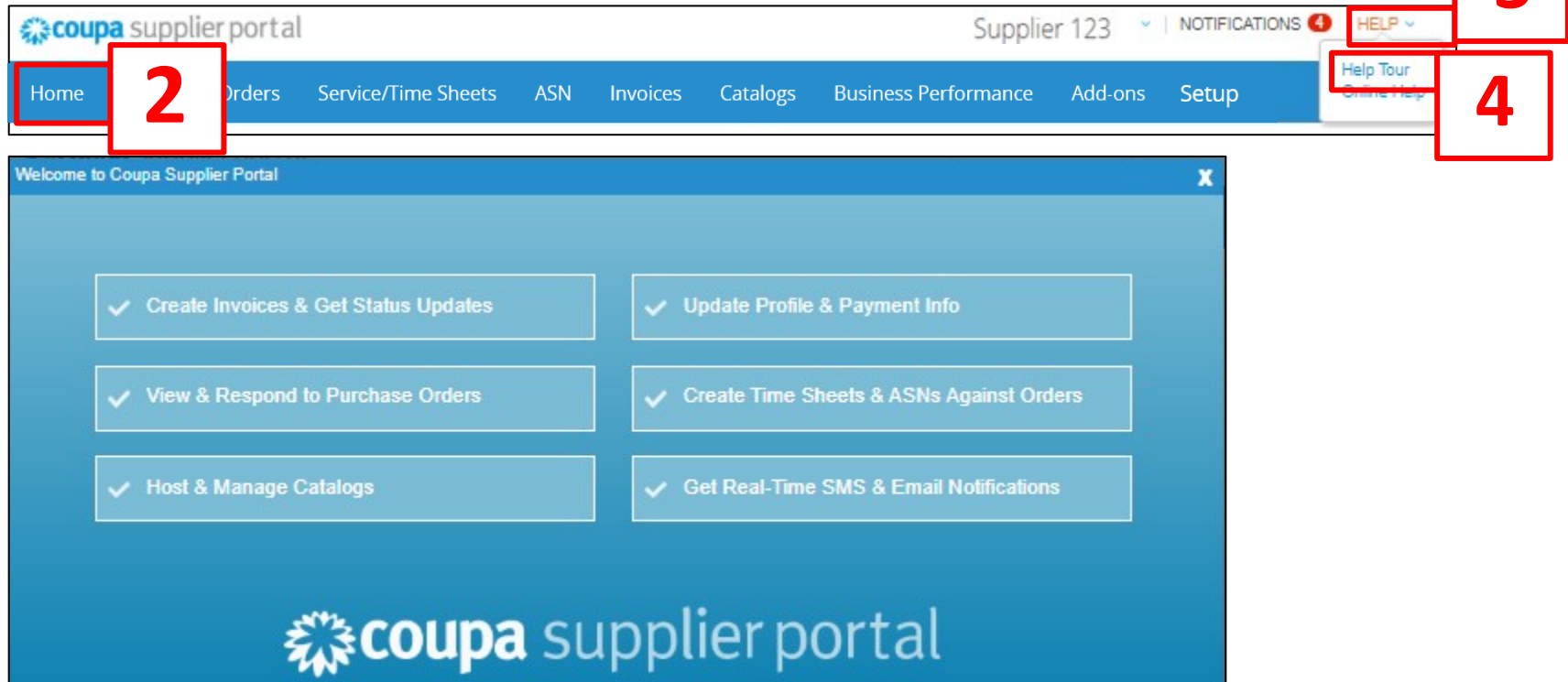
1

2

3

2.3 Help Tour

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

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, 'supplier portal', and navigation links for 'SUPPLIER', 'NOTIFICATIONS' (with a red badge showing '84'), and 'HELP'. Below the header is a blue navigation bar with links: 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Add-ons', and 'Setup'. The 'Setup' link is highlighted with a red box and a red number '2'. Below the navigation bar, the main content area is titled 'Admin Merge Requests'. On the left, a sidebar menu lists various options: 'Users', 'Merge Requests' (highlighted with a red box and a red number '3'), 'Coupa Accelerate', 'Preferences', 'SFTP Accounts', and 'cXML Errors'. The main content area is divided into two sections. The first section, 'Initiate Merge Request', contains a text input field with the email address 'coupa@coupamail.edu' (highlighted with a red box) and a blue 'Request Merge' button (highlighted with a red box and a red number '4'). The second section, 'Open merge requests', displays 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](#).

5

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

*** Note**

☐ I'm not a robot


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

Cancel

6

Send Request

2.5 Latest Customer

1. At Homepage, look at *Latest Customer* section. You should be able to see a consolidated list of existing Customers (e.g. DBS)
2. You can switch between different Customer profiles (e.g. DBS) via the dropdown box selection.
3. On this page, you can view each Customer's details (e.g. Address)

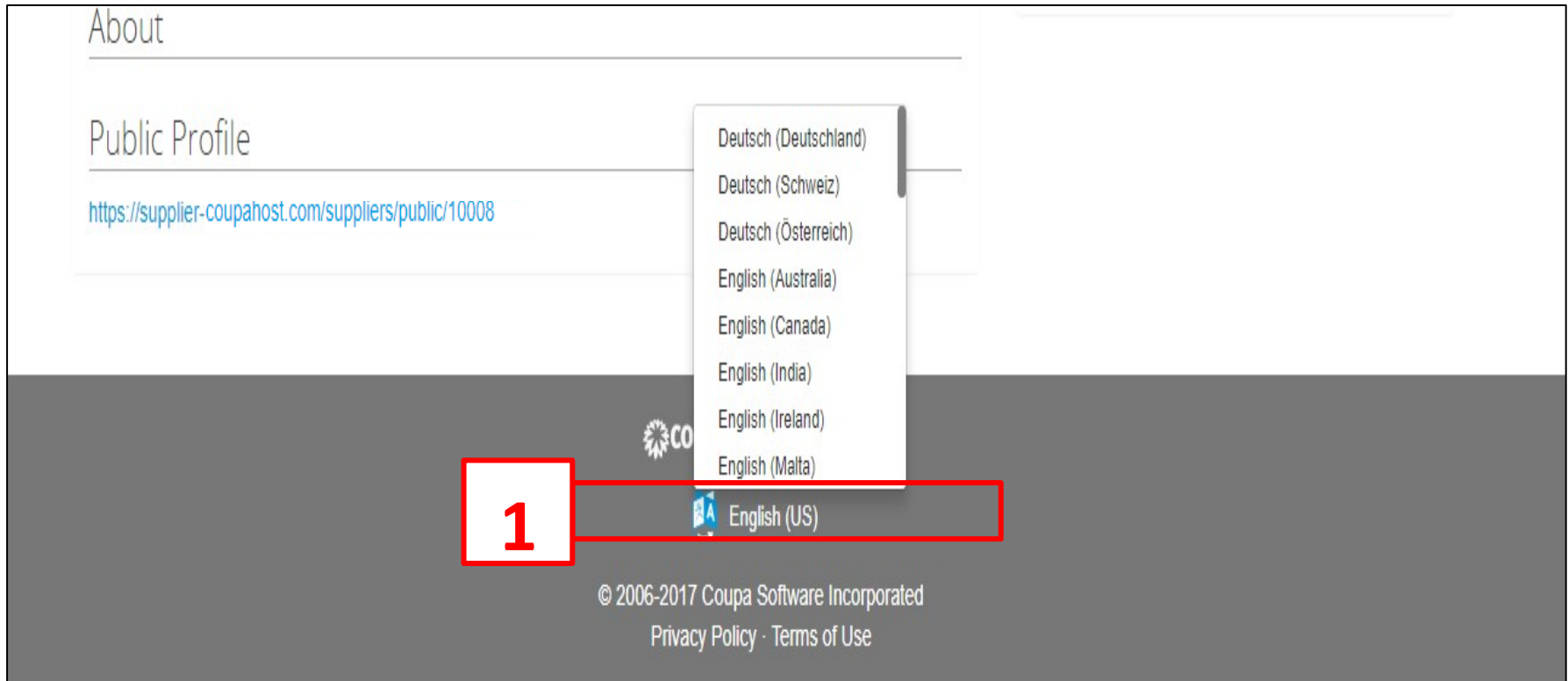
The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Work Confirmations', 'ASN', 'Invoices', 'Catalogues', and 'Admin'. The main content area is for 'DBS Test Supplier 123'. It features a 'Merge Accounts' section with instructions and a 'Latest Customers' section. The 'Latest Customers' section is highlighted with a red box and a red '1'. Below it, the 'DBS' customer is listed.

The screenshot shows the 'DBS' customer profile details page. The 'Profile' dropdown menu is highlighted with a red box and a red '2'. The 'Address' section is highlighted with a red box and a red '3'. The 'Contact' section is also visible. The 'Address' section includes fields for 'Address Line 1', 'City', 'County', 'Post Code', and 'Country'. The 'Contact' section includes fields for 'First Name', 'Last Name', and 'Email'.

2.6 Language Setting

The default language is English (US)

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



2.7 Setting Notification Preferences for Suppliers

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

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

2.7 Setting Notification Preferences for Suppliers

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

My Account

Notification Preferences

You will start receiving notifications when your customers enable them.

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

Catalogs

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

☐ [Save](#)

2.7 Setting Notification Preferences for Suppliers

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

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text "coupa supplier portal", and user information: "CATHERINE", "NOTIFICATIONS 49", and "HELP". Below the header is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business, and Setup. A red box highlights the number "6" in the Business tab, and a dropdown menu is open, showing "Account Settings" (highlighted with a red box), "Notification Preferences", and "Log Out". Below the navigation bar is a banner for "New: Exclusive discounts for your business to thank you for being a part of the Coupa Community." followed by a "Learn More" link. The main content area is divided into two columns. The left column contains a "Recommended" section with a "Profile Progress" bar (5 out of 5 stars) and a "Last Updated" timestamp of "5 days ago", with an "Improve Your Profile" button. Below this is a "Profile Summary" section with three cards: "4 Legal Entities View", "1 Registered User View", and "9 Connected Customers". Below the cards are four buttons: "Banking Info", "Diversity", "Accelerate", and "Bribery Policy". The right column contains an "Announcements" section with two items: "DBS Speak Up Program (DBS Test)" and "Coupa Supplier Manual and Video Guide (DBS Test)". Below this is a "One-Click Savings" section with a "Start saving today!" button and a "Merge Accounts" section with a "Request Merge" button. At the bottom of the left column is a "SGDBU | LYRECO SIN-001" section with a globe icon and a list of links: Website, Industry, About, Established, Top Commodities, Currencies, and Public Profile. The bottom right corner of the page features the DBS logo.

coupa supplier portal

CATHERINE | NOTIFICATIONS 49 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogues Business **6** Add-ons Setup

Account Settings
Notification Preferences
Log Out

New: Exclusive discounts for your business to thank you for being a part of the Coupa Community.

Recommended: Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress: 5 stars (5/5)
Last Updated: 5 days ago
[Improve Your Profile](#)

Profile Summary

- 4 Legal Entities [View](#)
- 1 Registered User [View](#)
- 9 Connected Customers

[Banking Info](#) [Diversity](#) [Accelerate](#) [Bribery Policy](#)

SGDBU | LYRECO SIN-001

- Website
- Industry
- About
- Established
- Top Commodities
- Currencies
- Public Profile [Profile](#)

Announcements [View All \(2\)](#)

- DBS Speak Up Program (DBS Test)**
To ensure DBS continues to be a safe, ethical and honest workplace, DBS has established a 'DBS'
- Coupa Supplier Manual and Video Guide (DBS Test)**
Need help? Click here to access Coupa Supplier Manual and Video Guide.

One-Click Savings [View All](#)

Start saving today!
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts
If your company has multiple CSP accounts, merge them to reduce confusion for your customers. [Learn more](#)
[Request Merge](#)

Latest Customers
DBS Test - SGDBU|

2.7 Setting Notification Preferences for Suppliers

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

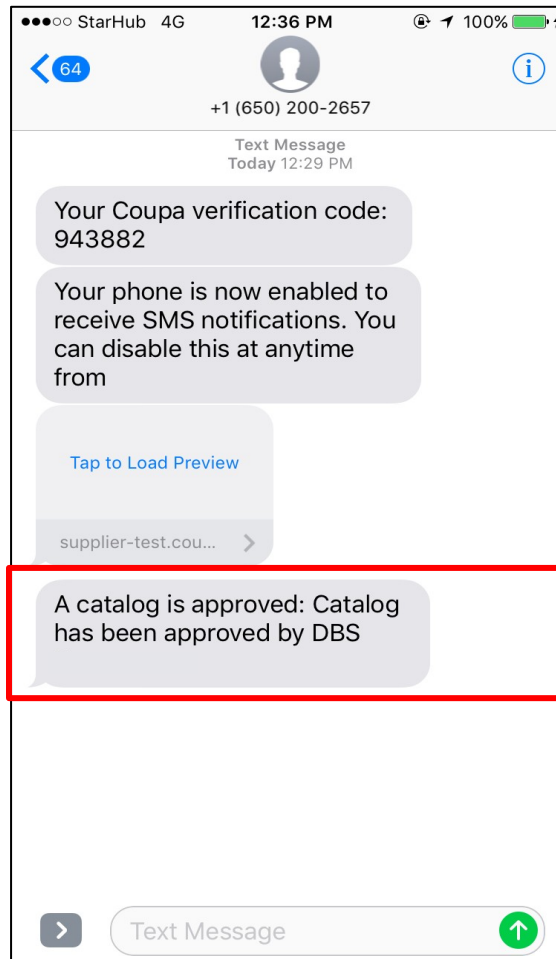
2.7 Setting Notification Preferences for Suppliers

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

The screenshot displays the Coupa Supplier Portal interface. A modal dialog titled "Enter the code that you received by SMS" is centered on the screen. The dialog contains a green message box stating "Your verification code has been sent to: +6593869436". Below this, there is a text input field labeled "* Code" and a red box with the number "8" next to it. At the bottom of the dialog are three buttons: "Cancel", "Resend Code", and "OK". The "OK" button is highlighted with a red box and the number "8" next to it. The background shows the "My Account" section with links for "Settings", "Notification Preferences", and "Security & Two-Factor Authentication". The "Mobile Phone" section shows a partially visible number "+65" and a "Validate" button. The "Two-Factor Authentication" section shows a status of "Disabled" and an "Enable" button.

2.7 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

2.7 Setting Notification Preferences for Suppliers

10. Alternatively, you may change your notifications preference on *My Notifications* page. Click **Notification Preferences** and it will take you to the *Notification Preferences* page

10 **Notification Preferences**

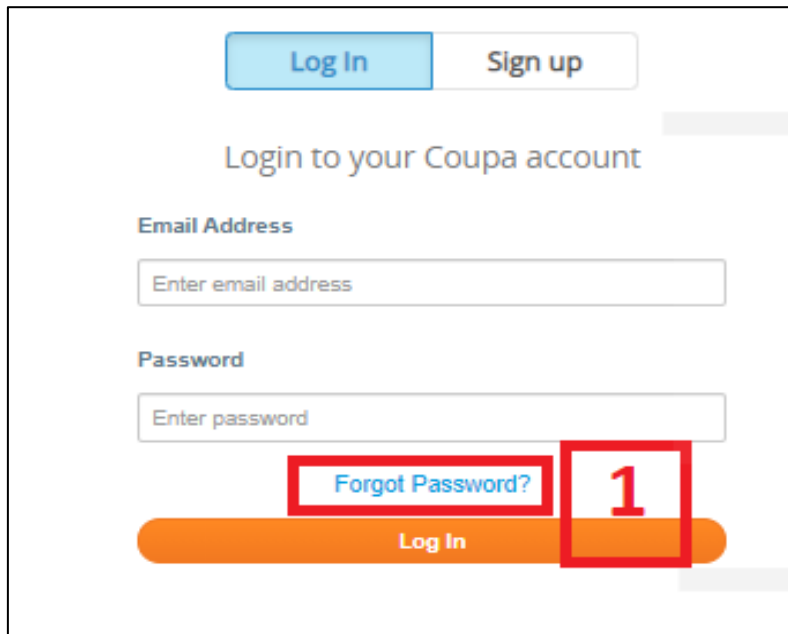
My Notifications

View All ▾

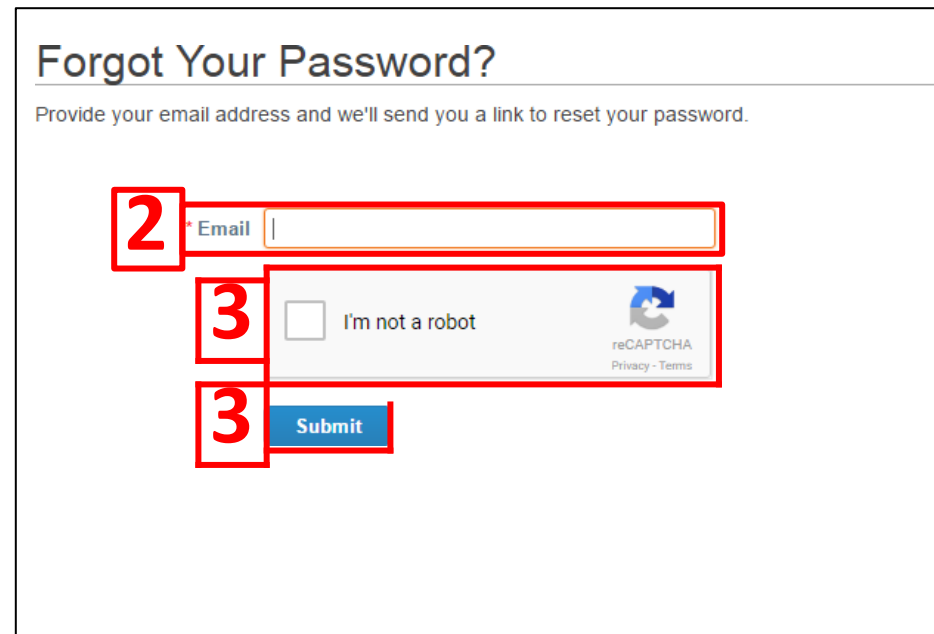
<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	Catalog with DBS will expire in 30 days.	04/25/17 02:16 PM
<input type="checkbox"/>	Catalog has been approved by DBS	04/25/17 03:16 AM
<input type="checkbox"/>	Catalog has been approved by DBS	04/24/17 08:57 AM

2.8 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 tick box for ☒ I'm not a robot and click *Submit*

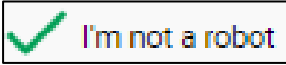
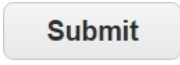


The screenshot shows the Coupa login page. At the top, there are 'Log In' and 'Sign up' buttons. Below them is the text 'Login to your Coupa account'. There are two input fields: 'Email Address' with the placeholder 'Enter email address' and 'Password' with the placeholder 'Enter password'. Below the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



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

2.8 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.

Create New Password

4

Reset your password

Please enter a new password and confirm it.

Password

Password Confirmation



I'm not a robot

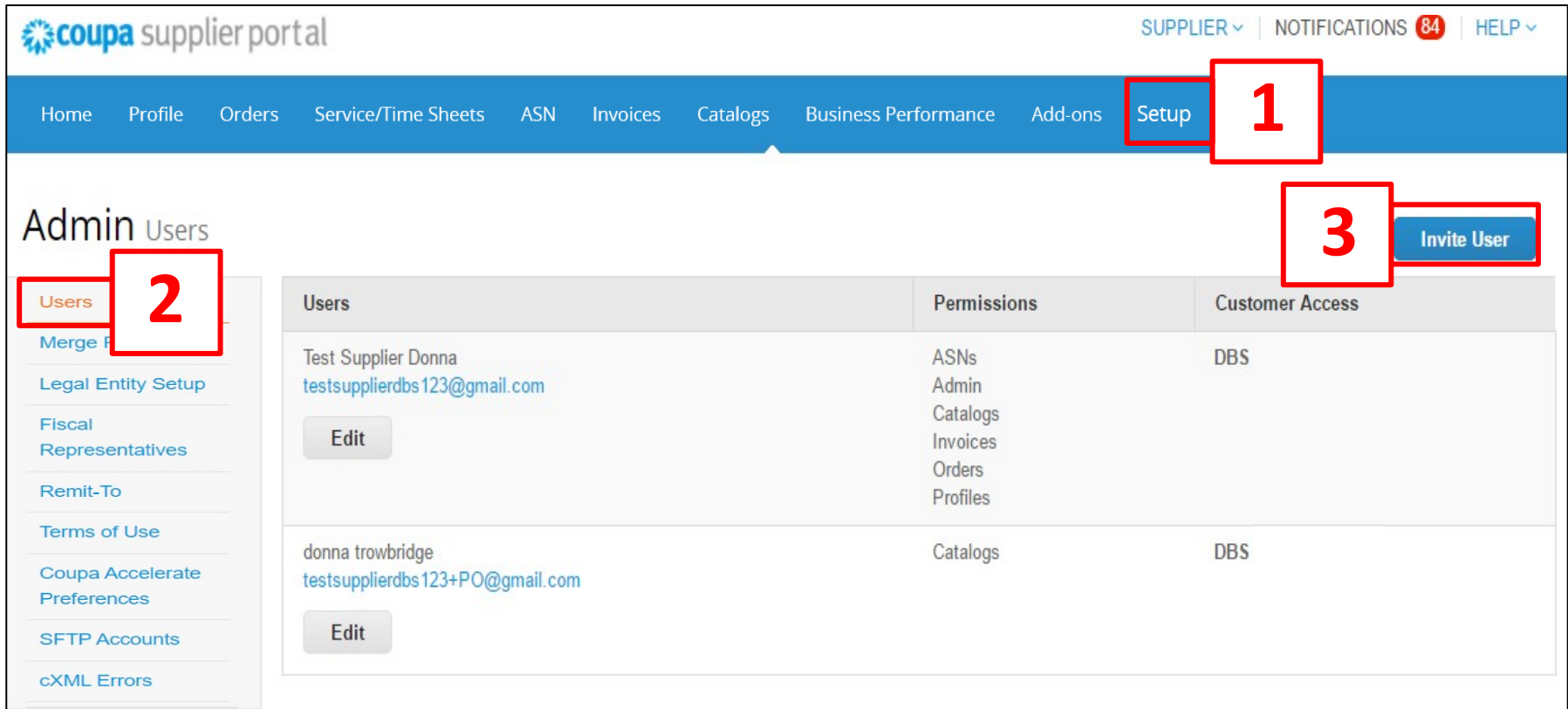
reCAPTCHA
Privacy - Terms

Submit

5

2.9 Adding Users to CSP Account for Suppliers

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



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, Setup, and an Invite User button. The Setup menu 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 main content area displays a table of users with columns for Users, Permissions, and Customer Access. The table lists two users: Test Supplier Donna and donna.trowbridge. The Invite User button is highlighted with a red box and the number 3.

coupa supplier portal SUPPLIER ▾ | NOTIFICATIONS 84 | HELP ▾

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

Admin Users

Users **2**

Merge f
Legal Entity Setup
Fiscal Representatives
Remit-To
Terms of Use
Coupa Accelerate Preferences
SFTP Accounts
cXML Errors

Users	Permissions	Customer Access
Test Supplier Donna testsupplierdb123@gmail.com Edit	ASNs Admin Catalogs Invoices Orders Profiles	DBS
donna.trowbridge testsupplierdb123+PO@gmail.com Edit	Catalogs	DBS

3 **Invite User**

2.9 Adding Users to CSP Account for Suppliers

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

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

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

2.10 Definition of Roles Allowed in CSP

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

2.11 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, the header includes the Coupa logo and the text 'supplier portal'. A navigation bar contains links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, and Business Performance. The user's name, 'Supplier 123', is shown in the top right corner, with a dropdown menu open below it. The dropdown menu contains the following options: Account Settings, Notification Preferences, and Log Out. A red box highlights the 'Log Out' option, and a red number '1' is placed next to it. Below the navigation bar, there is a section for 'Action needed: Complete your profile to get paid faster and get discovered'. This section includes a 'Profile Progress' bar showing 16% completion and a 'Last Updated' timestamp of 9 days ago. A 'Profile Summary' section follows, displaying three cards: 'Legal Entities' (5), 'Registered User' (1), and 'Connected Customer' (1). Below these cards are links for 'Banking Info', 'Diversity Info', 'Accelerate', and 'Bribery Policy'. The main content area is titled 'SGDBU | Supplier 123' and features a large globe icon and a list of links: Website, Industry, About, Established, Top Commodities, Currencies, and Public Profile. On the right side, there are sections for 'Announcements', 'One-Click Savings', 'Merge Accounts', and 'Latest Customers'.

3. Improving Profile

[Return to ContentPage](#)

1. [Updating New Changes in Supplier's Company Profile](#)
2. [Allowing Public Profile Sharing](#)

3.1 Updating New Changes in Supplier's Company Profile

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

2. Select the Profile that you wish to edit **Your Public Profile** or

Your Customer Profiles

3. Click on **Edit Profile**

The screenshot shows the Coupa Supplier 123 profile page. The top navigation bar includes links for Home, Profile, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Add-ons, and Setup. The Profile tab is highlighted with a red box and the number 1. Below the navigation bar, there are two tabs: Your Public Profile and Your Customer Profiles. The Your Public Profile tab is selected and highlighted with a red box and the number 2. The main content area displays the supplier's name, SGDBU|Supplier 123 Ltd, and a list of links: Website, Industry, About, Established, Top Commodities, and Currencies. To the right, the Contact Information section shows the address (30 SUNGEI KADUT WAY, 20/21B CIRCULAR ROAD, SGP, 728787, Singapore) and the primary contact (Supplier 123, waisienlee@dbs.com). Below the contact information, there are fields for Work Phone, Mobile Phone, and Fax Number. At the bottom right, there is a red box with the number 3 and an Edit Profile button.

1

2

3

Edit Profile

3.1 Updating New Changes in Supplier's Company Profile

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

Supplier 123 | NOTIFICATIONS | HELP

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

Your Public Profile Your Customer Profiles

General Information Address

* Name Supplier 123

Logo **Select**

Profile Background Supplier 123 **Select**

Industry Select an Option

Year Established

Short Description

Full Description

Registered Users

Web Site

LinkedIn Profile <http://www.linkedin.com/company/09595>

Facebook Profile <http://www.facebook.com/yourcompany>

Twitter Profile <http://www.twitter.com/yourcompany>

Address Line 1 30 SUNGEI KADUT WAY

Address Line 2 20/21B CIRCULAR ROAD

City SGP

State

Postal Code 728787

Country Singapore

Primary Contact

* First Name

* Last Name

* Email

Work Phone +1 201-555-5555

Mobile Phone +1 201-555-5555

Financial & Legal Information

Accelerate Disabled [Edit Preferences](#)

Currencies Select Some Options

DUNS Number

Add Legal Entity Most customers require Legal Entity information for invoicing

Secure Information — not published to your public profile

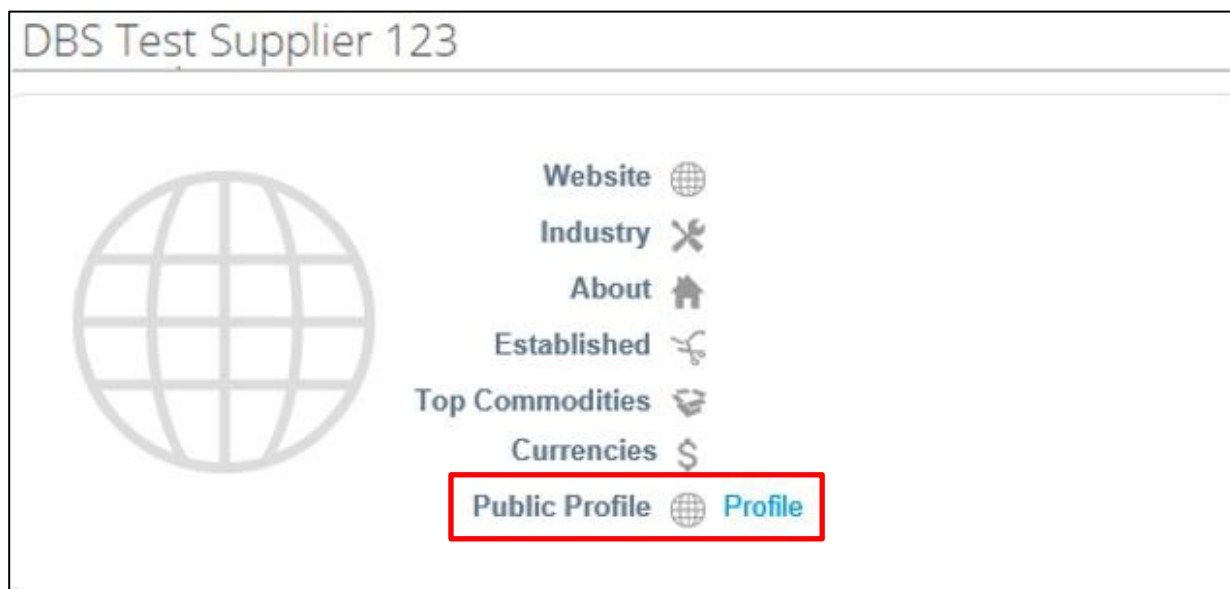
- Fields marked as (*) are mandatory
- Changes to the Public Profile will be reflected on the public CSP. However, these changes will not be reflected in the DBS system. Suppliers have to contact DBS if they wish to make any changes to their company information. Contact DBS at sgprocurement@db.com
-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

Cancel

Save**5**

3.2 Allowing Public Profile Sharing

- The URL hyperlink of your Public Profile indicated on the portal's homepage can be shared with non Coupa users
- Profile can be viewed publicly even without having a Coupa account



4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

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

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

4 Setup Legal Entity for Invoicing

[Return to ContentPage](#)

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

Refer to Slide for guide (Tax ID):

Type 1: Non-Singapore Registered Entity
(all countries except Singapore)

Type 2: Singapore GST Registered Entity

Type 3: Singapore Non-GST Registered Entity

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

Tell your customers about your organization

1 2 3 4

Which customers do you want to see this?

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

What address do you invoice from?

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country: Singapore

☒ Use this address for Remit-To

☒ Use this for Ship From address

INVOICING

This is the same location where you receive government documents

What is your Tax ID?

Country: Singapore

* GST ID

☐ I don't have GST ID Number

Add additional Tax ID

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

[Return to ContentPage](#)

9. For your Tax ID,

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

Step 1: Pls leave this field blank.

Step 2: Check this box.

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

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

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

[Return to Content Page](#)

9. For your Tax ID,

➤ Singapore GST Registered 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

* 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

3

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

[Return to Content Page](#)

9. For your Tax ID,

➤ Singapore Non-GST Registered Entity

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

Step 2: Check the box.

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

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

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

What is your Tax ID? ⓘ

Country

GST ID

☒ I don't have GST ID Number

* Local Tax ID

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code

Preferred Language

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

Step 2: Check the box. ②

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

④

4 Setup Legal Entity for Invoicing

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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.

e

The screenshot shows a web form titled "Where do you want to receive payment?". At the top, there are four numbered steps: 1, 2, 3 (highlighted in orange), and 4. Below the steps, there is a section labeled "* Payment Type" with a dropdown menu. The dropdown menu is open, showing four options: "Address" (selected and highlighted in blue), "Address", "Bank Account", and "Virtual Card". There are two red callout boxes with the number "10" in a red box. The first callout box points to the "Address" option in the dropdown menu and contains the text "Leave the default Payment Type as Address." The second callout box points to the "Bank Account" option in the dropdown menu and contains the text "Do not select Bank Account, you will receive Payment from the Bank Account Information that you provided to us earlier."

4 Setup Legal Entity for Invoicing

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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

Title	Status	
123 Singapore 123456 Singapore	Active	Manage

Deactivate Legal Entity **Done**

13

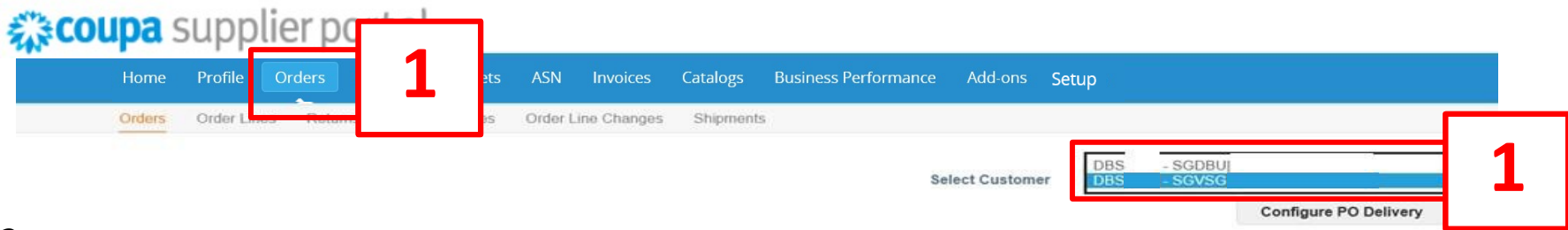
13

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

1. [Viewing Purchase Order](#)
2. Acknowledgement of PO
 1. [Acknowledgement on PO via CSP](#)
 - [5.2.2 Acknowledgement via email](#)
3. [Rejecting Purchase Order](#)
4. [Cancelling Purchase Order](#)
- [5.5 Printing Purchase Order](#)
6. [Saving Purchase Order as PDF](#)
7. [Purchase Order Status Definitions](#)

5.1 Viewing Purchase Order

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















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

Purchase Orders

Instructions From Customer

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

Click the  Action to Invoice from a Purchase Order

View All Search							
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
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 (YMYM821A)	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	  

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**

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

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

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

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

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

Order acknowledged

Shipping

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

Tax Registration X12345678X

Terms None

Revision Date 28/5/17

Requester Shi Tian Lim

Email dbsdevuser+limshitian@gmail.com

Payment Term None

Contact details & Instruction to Vendor

GUI None

Attachments None

Lines

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

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

5.1 Viewing Purchase Order

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

4

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


A sample image of an electronic PO in the email inbox

5.1 Viewing Purchase Order

6. Details of PO will be displayed in the email

DBS Purchase Order #965

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


DBS BANK LTD
12 Marina Boulevard
Marina Bay Financial Centre Tower 3
Singapore 018982
Co. Registration Number 198800306B

**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

The screenshot shows the DBS CSP interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Add-ons', and 'Setup'. The 'Orders' tab is selected and highlighted with a red box and the number '1'. Below the navigation bar, the 'Purchase Orders' section displays a table of orders. The table has columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The first row is highlighted with a red box and the number '1'. The second row is also highlighted with a red box. Below the table, the details for Purchase Order #POSGP000002978 are shown. A green bar at the top of the details view says 'Order acknowledged'. The details are organized into sections: Status (Issued - Sent via Email), Order Date (10/1/20), Revision Date (10/1/20), Requester (Vivian Jlak Koon LEE), Email (vivianleejk@db.com), Payment Term (None), Contact details & Instruction to Vendor (None), GUI (None), Attachments (None), and Acknowledged (checked). The 'Shipping' section shows the Ship-To Address (2 Changi Business Park Crescent, DAH, Singapore 486029) and Terms (BY ROAD). A red box and the number '2' highlight the 'Acknowledged' checkbox.

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

Purchase Order #POSGP000002978

Order acknowledged

Status: Issued - Sent via Email

Order Date: 10/1/20

Revision Date: 10/1/20

Requester: Vivian Jlak Koon LEE

Email: vivianleejk@db.com

Payment Term: None

Contact details & Instruction to Vendor: None

GUI: None

Attachments: None

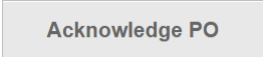
Acknowledged: ☒

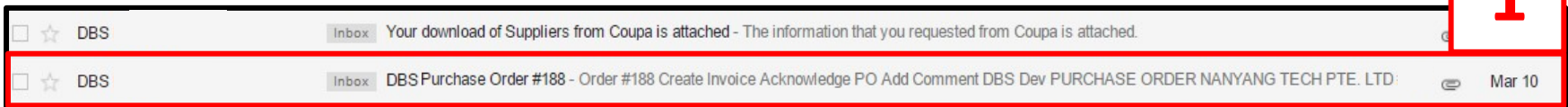
Shipping

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

Terms: BY ROAD

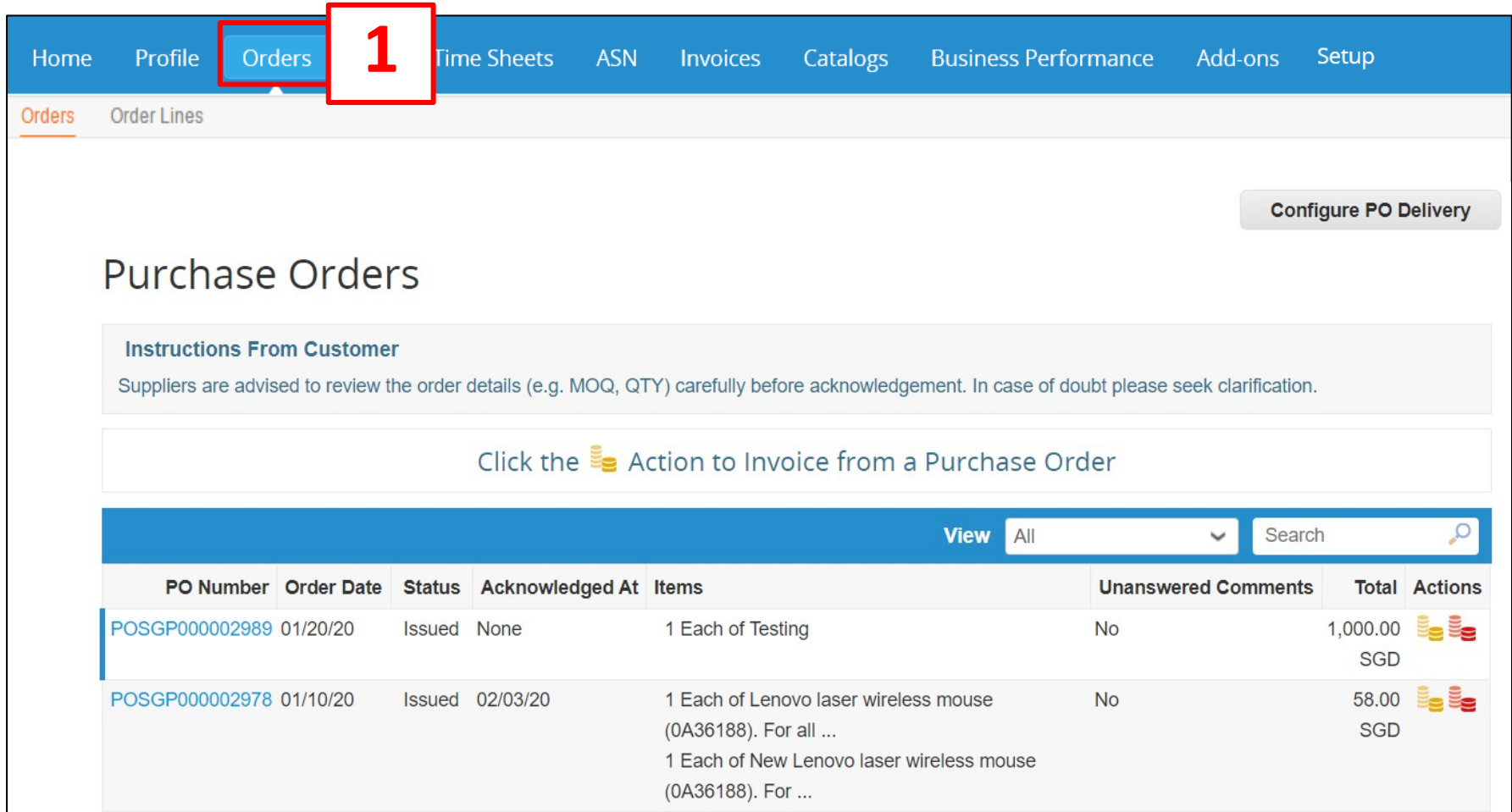
5.2.2 Acknowledgement of Accepted PO via email

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




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


Orders Order Lines





Configure PO Delivery

Purchase Orders

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

Click the  Action to Invoice from a Purchase Order

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	 


5.3 Rejecting Purchase Order

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

Purchase Orders				
PO Number	Date ▼	Status	Acknowledged	Items
1750		Issued	None	2 Each of Signo ball point pen

5.3 Rejecting Purchase Order

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

 Comments

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


3

4

Add Comment


5.3 Rejecting Purchase Order

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

 Comment

Add Comment

Participants: Test Supplier Donna

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

5

On 06/27/17 at 11:07 am

5.3 Rejecting Purchase Order

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

Purchase Order #205

Revision

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

Status Issued - Sent via Email

Order Date 03/13/17

Revision Date 03/13/17

Requester User1 Singapore

Email dbsdevuser+BU@gmail.com

Payment Term None

Attachments None

Acknowledged ☐

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

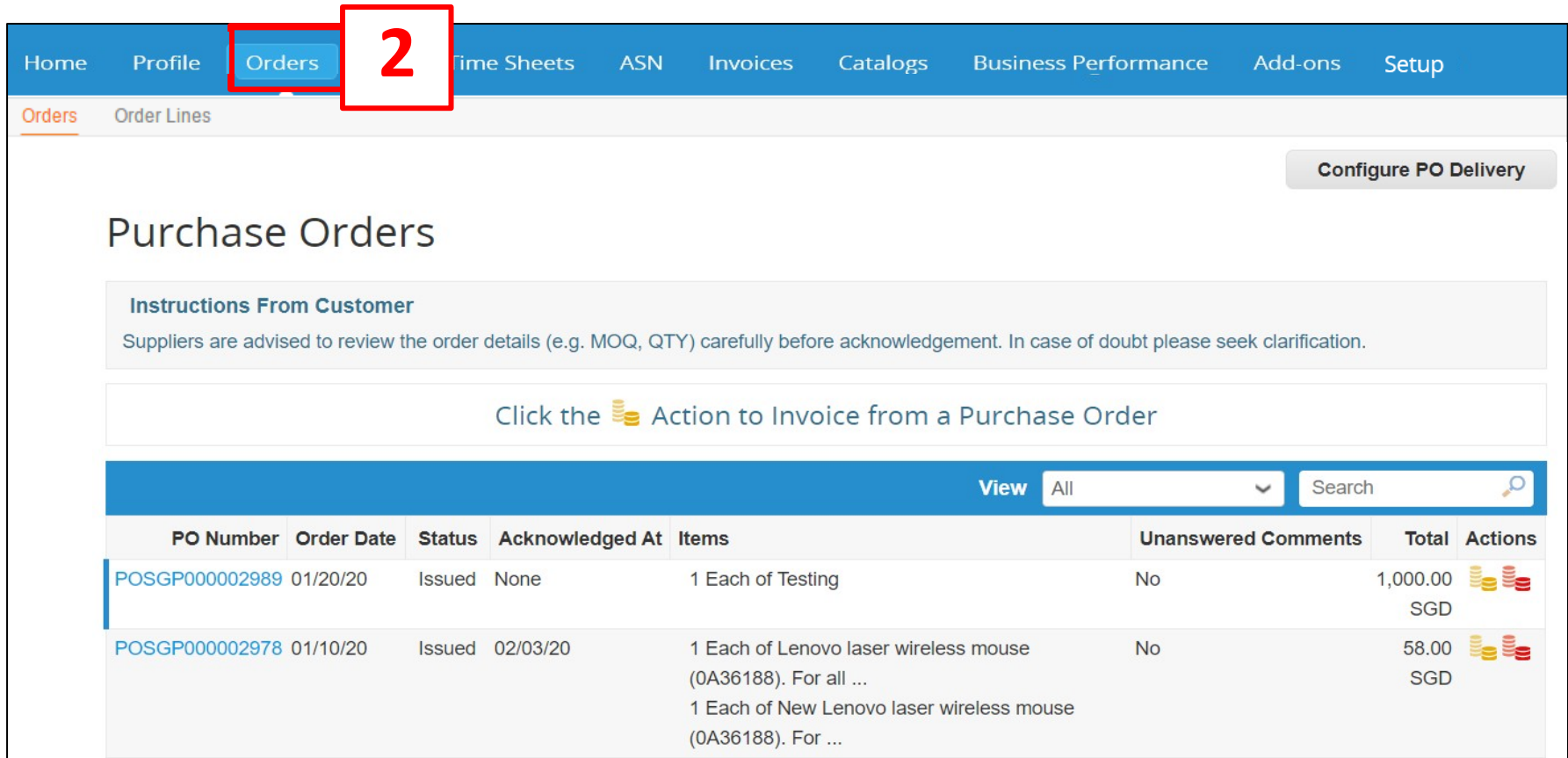
VAT ID X12345678X

Terms None



6

5.4 Cancelling Purchase Order

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



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

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

5.4 Cancelling Purchase Order

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

 Comments

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

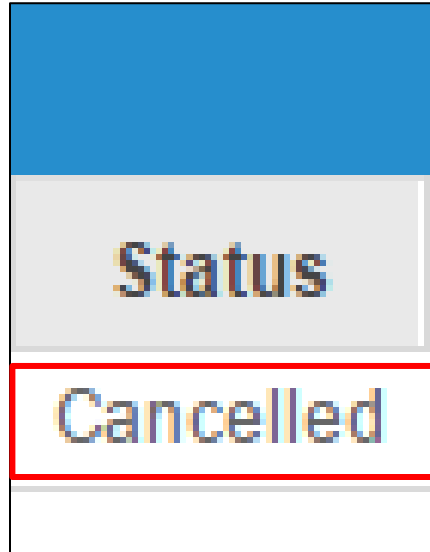
4

5

Add Comment

5.4 Cancelling Purchase Order

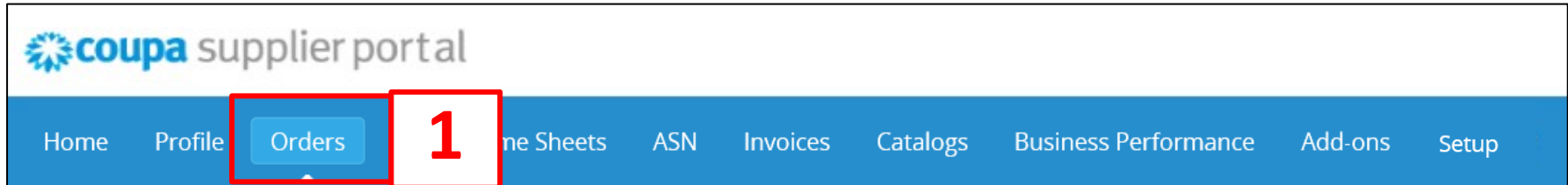
6. DBS would have to review if PO will be cancelled. Once the cancellation is made, the status of the PO will be indicated as *Cancelled* on the *Purchase Order* page



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

5.5 Printing Purchase Order

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



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







[Configure PO Delivery](#)

Purchase Orders

Instructions From Customer

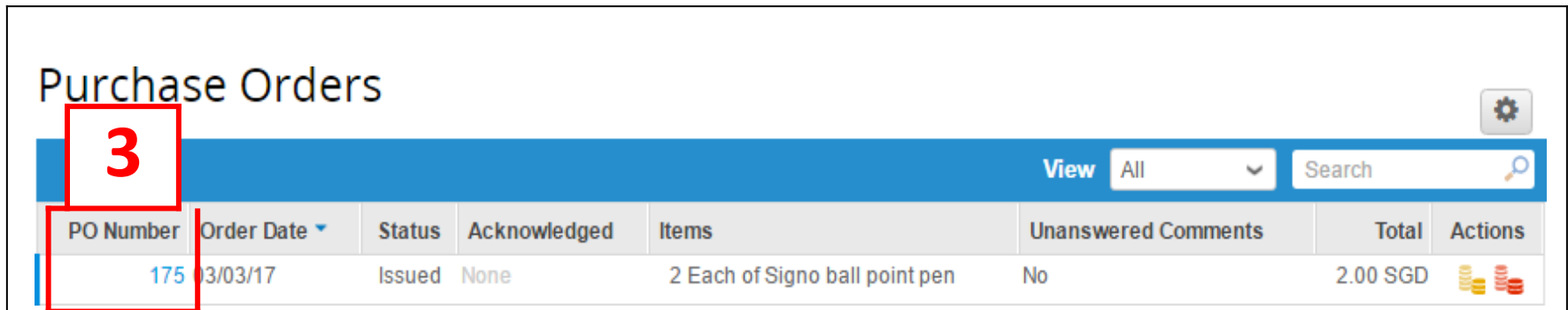
Suppliers are advised to review the order details (e.g. MOQ, QTY) carefully before acknowledgement. In case of doubt please seek clarification.

Click the  Action to Invoice from a Purchase Order

View 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 all ...	No	58.00 SGD	  



5.5 Printing Purchase Order

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




Purchase Orders

View All Search


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


5.5 Printing Purchase Order

4. Scroll to the bottom and click on  Print View

Details of the 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							

 Create Invoice

Save

 Print View

4

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

POSGP0000000590

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

Ship To

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

Bill To

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

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

5.5 Printing Purchase Order

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



5.5 Printing Purchase Order

8. Scroll down and click on the attachment

DBS Purchase Order #802 Inbox x

DBS
to me ▾

Aug 31 (4 days ago) ☆

DBS Purchase Order #802



DBS PURCHASE ORDER

BYZAN SYSTEMS

SIMRAN CENTRE, 5th floor, 30/H
Parsi Panchayat Road, Andheri E
MUMBAI, MAHARASHTRA 400069
Attn: Ramchandran S
dbpdevuser+byzan@gmail.com

PO NUMBER 802
DATE 31/8/17
PAYMENT TERMS
SHIPPING TERMS BY ROAD
CURRENCY INR
CONTRACT
CONTACT Stella JIA
stellajia@kpmg.com.sg

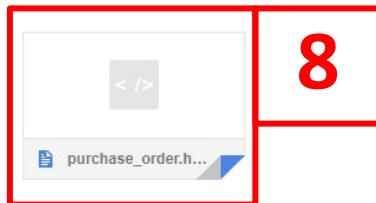
Ship To

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
DATE
PAYMENT TERMS
SHIPPING TERMS
CURRENCY
CONTRACT
CONTACT

802
31/8/17

BY ROAD
INR

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

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

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

DBS Bank Ltd PURCHASE ORDER

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

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

POSGP0000000590

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

Ship To

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

Bill To

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

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

5.6 Saving Purchase Order as PDF

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

The screenshot displays a print dialog interface. On the left, the 'Print' section shows 'Total: 1 sheet of paper (2 pages)' and buttons for 'Print' and 'Cancel'. Below this, the 'Destination' is set to 'RICOH MP 9003 (SGSG... Pharos Controlled Queue)'. A red box highlights the 'Change...' button, with a large red '2' next to it. The 'Pages' section has 'All' selected. The 'Copies' section has '1' entered. The 'Layout' is set to 'Portrait'. The 'Options' section has 'Two-sided' checked. A '+ More settings' link is at the bottom left. The main area shows a search bar and a list of destinations. A red box highlights the 'Save as PDF' option in the 'Recent Destinations' list, with a large red '2' next to it. Below this, 'Local Destinations' are listed, including 'Save as PDF', 'Send To OneNote 2013', and two Ricoh printer models. A 'Show All...' button indicates '(9 total)' destinations. At the bottom, there is a 'Google Cloud Print' section with a 'Set up to add printers...' link and a 'Save to Google Drive' option. A 'Cancel' button is at the bottom right.

Print

Total: 1 sheet of paper (2 pages)

Print Cancel

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

Change...

Pages All

Copies 1

Layout Portrait

Options Two-sided

+ More settings

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

Search destinations

Recent Destinations

Save as PDF

RICOH MP 9003 (SGSGAPRT19A)

Local Destinations Manage...

Save as PDF

Send To OneNote 2013

RICOH MPC 8003 (SGSGAPRT19D)

RICOH MP 9003 (SGSGAPRT19A)

Show All... (9 total)

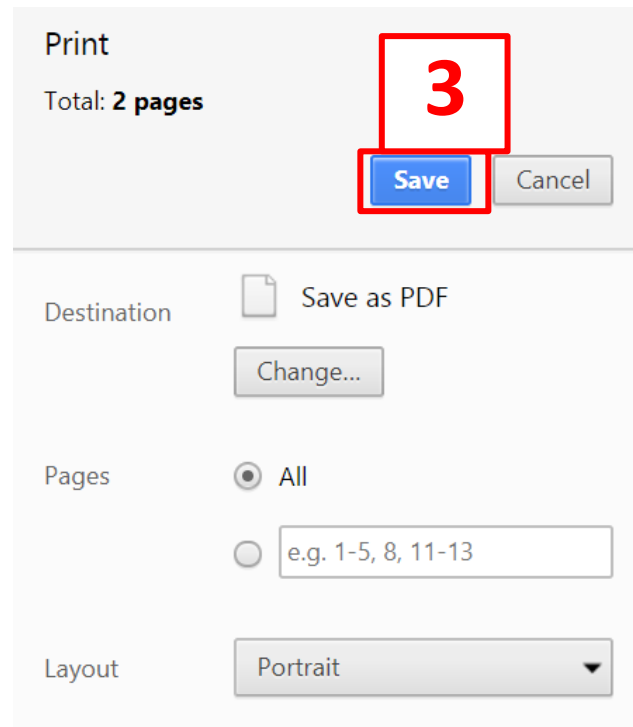
Google Cloud Print Set up to add printers...

Save to Google Drive

Cancel

5.6 Saving Purchase Order as PDF

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



The screenshot shows a 'Print' dialog box. At the top, it says 'Print' and 'Total: 2 pages'. Below this, there are two buttons: 'Save' (highlighted with a red box and a red '3' above it) and 'Cancel'. The dialog is divided into sections: 'Destination' with a document icon, 'Save as PDF', and a 'Change...' button; 'Pages' with a radio button selected for 'All' and another option 'e.g. 1-5, 8, 11-13'; and 'Layout' with a dropdown menu set to 'Portrait'.

5.6 Saving Purchase Order as PDF

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



DBS PURCHASE ORDER

BYZAN SYSTEMS

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

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

1. Creating Invoice

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

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

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

2. Viewing Invoice

[1. Viewing Invoice](#)

[2. Printing Invoice 6.2.3](#)

[Saving Invoice as PDF](#)

- 3. [Managing Disputed Invoice](#)
- 4. [Invoice Description](#)
- 5. [Invoice Status Definition](#)
- 6. [Invoice Fields Definition](#)

6.1.1 Creating Invoice with PO - In CSP

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





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




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

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

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 all ...	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

* Ship From Address 123 Changi Road, Singapore 1

Cancel Save


6.1.1 Creating Invoice with PO - In CSP

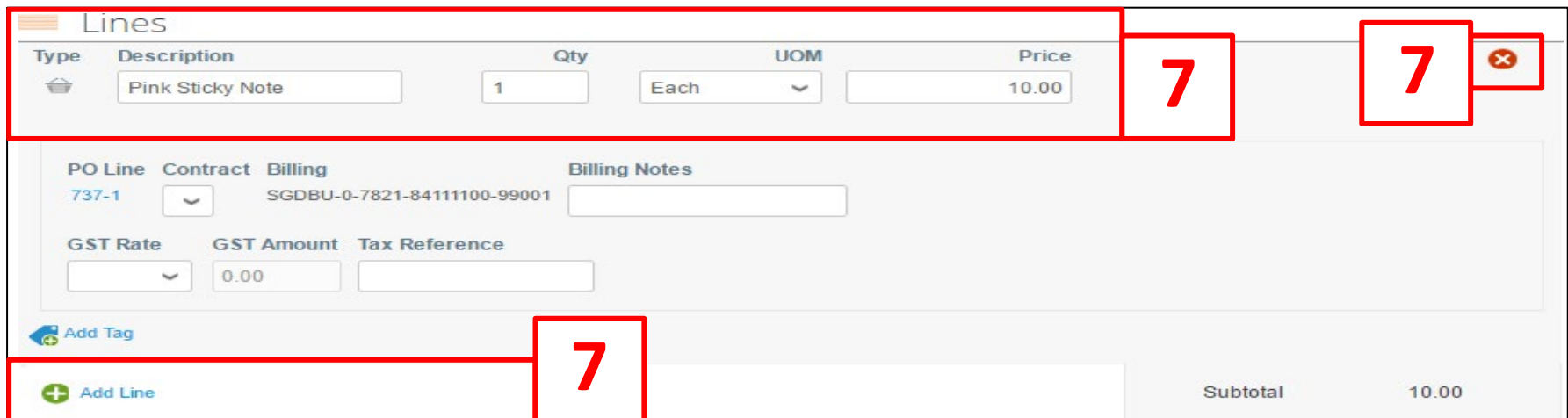
6. Fill in the mandatory fields (Refer to next slide for screenshot)
 - a. Please fill in actual supplier invoice numbers and take note of the special requirements, i.e. no duplication, spaces, special characters (e.g. @, #, %) or trailing alphabets (e.g. 123a, 123B, 123-1, 123-2)
 - b. Please note that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


[Return to Content Page](#)



6.1.1 Creating Invoice with PO - In CSP

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



Type	Description	Qty	UOM	Price
	Pink Sticky Note	1	Each	10.00

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

GST Rate: GST Amount: 0.00 Tax Reference:

Add Tag

Add Line

Subtotal 10.00

6.1.1 Creating Invoice with PO - In CSP

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

Lines

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

PO Line

737-1

Contract

Billing

SGDBU-0-7821-84111100-99001

Billing Notes

GST Rate

GST Amount

0.00

Price

Add Tag

Add Line

Subtotal

10.00

Shipping

Handling

Misc

Total GST

0.00

Gross Total

10.00

Delete

Cancel

Save as draft

Calculate

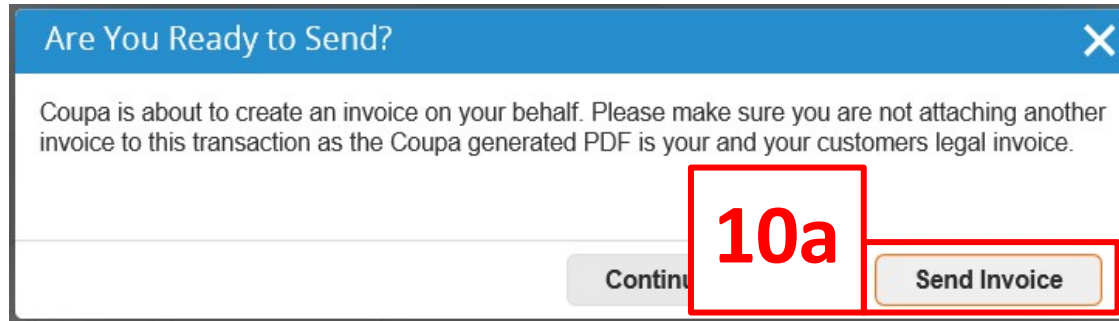
Submit

8

9

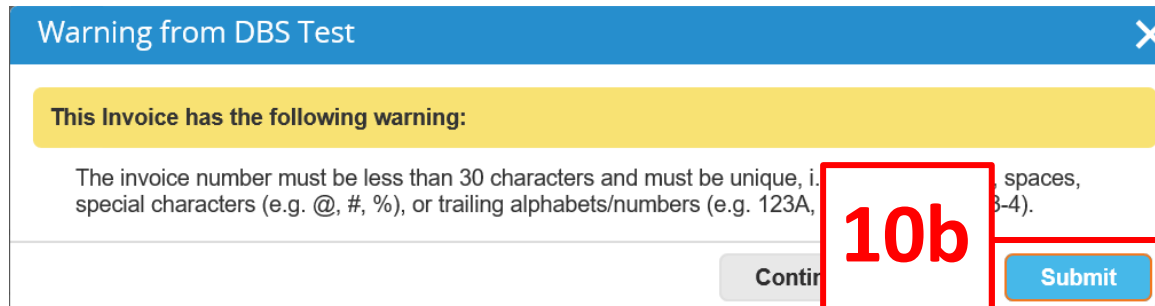
6.1.1 Creating Invoice with PO - In CSP

10. a. Click on *SendInvoice*



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

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



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

6.1.1 Creating Invoice with PO - In CSP

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 🔍		
Invoice #	Created Date ▾	Status	PO #	Total	Unanswered Comments	
123	09/07/20	Pending Approval	11		2,000.00 SGD	No
None	09/07/20	Draft			2,000.00 SGD	No

6.1.2 Creating Invoice with PO – Via Email

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

DBS Dev Purchase Order #965

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


DBS BANK LTD
12 Marina Boulevard
Marina Bay Financial Centre Tower 3
Singapore 018982
Co. Registration Number 1968003088

**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

6.1.2 Creating Invoice with PO – Via Email

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

DBS Dev Purchase Order #965

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


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

**DBS
PURCHASE ORDER**

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

965

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

Ship To

Bill To
Send invoices to:

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

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

Are you ready to send?

You're about to send an invoice to **DBS Dev** for a total amount of **13,389.20**. On **11/11/2023**, you will have to contact your customer directly to make changes to the invoice.

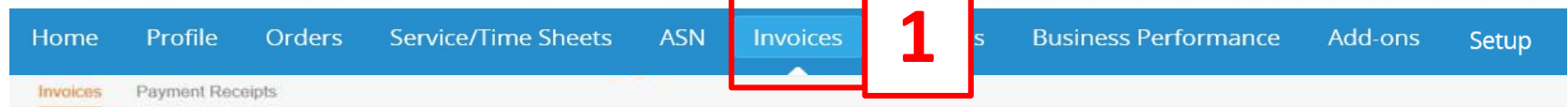
Continue Editing

Send Invoice

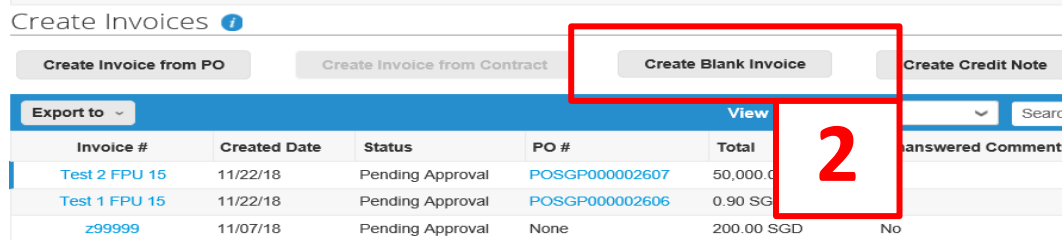
6.1.3 Creating Invoice without PO (NoContract)

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

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



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



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

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

6.1.3 Creating Invoice without PO (No Contract)

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

3b

Choose Invoicing Details

* Legal Entity Select + Add New

* Remit-To Select

* Ship From Address Select

Cancel

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

* Ship From Address 123 Changi Road, Singapore 1

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)


<div><div><div><div><div>* Invoice #</div><div></div></div><div><div>* Invoice Date</div><div>07/24/17</div><div></div></div><div><div>Payment Terms</div><div>NETT30</div></div><div><div>Date of Supply</div><div>07/24/17</div><div></div></div><div><div>* Currency</div><div>SGD</div><div></div></div></div></div><div><div>Delivery Number</div><div></div></div><div><div>Status</div><div>Draft</div></div><div><div>Image Scan</div><div>Choose File</div><div>No file chosen</div></div><div><div>Supplier Note</div><div></div></div><div><div>Attachments</div><div><div>Add File URL Text</div></div></div><div><div>Discount Amount</div><div></div></div><div><div>Early Payment Provisions</div><div></div></div><div><div>* Exchange Rate</div><div></div></div></div>	<div><div><div>* Supplier</div><div>SGDBU NANYANG TE-001</div></div><div><div>Supplier GST ID</div><div>123456789X</div></div><div><div>* Invoice From Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div><div><div>* Remit-To Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div><div><div>* Ship From Address</div><div>NANYANG TECH PTE LTD</div><div>123</div><div>singapore 123456</div><div>Singapore</div></div></div> <div><div>To</div><div></div></div> <div><div>Customer</div><div>DBS</div></div> <div><div>Buyer GST ID</div><div></div></div> <div><div>* Bill To Address</div><div>No address selected</div></div> <div><div>* Ship To Address</div><div>No address selected</div></div> <div><div>* Requester Email</div><div></div></div> <div><div>* Requester Name</div><div></div></div> <div><div>Withholding Tax / LLP</div><div></div></div> <div><div>For Foreign Vendors: WHT confirmation document and original invoice For LLP: ACRA report of company or email to verify that partner is Singaporean</div></div>
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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	星展銀行(中國)有限公司	星展銀行大廈16樓	浦東新區陸家嘴環路1318號	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 (No Contract)

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 in an invoicing system. The form is divided into several sections. At the top, there is a table with columns: Type, Description, Qty, UOM, Price, and Total. A single line item is entered with the description 'Pink Sticky Note', quantity '1', and price '10.00'. A red box highlights the line item details, and another red box highlights the 'Add Line' button. Below the table, there are fields for PO Line, Contract, Billing, and Billing Notes. The PO Line is set to '737-1', Contract is 'SGDBU-0-7821-841111100-99001', and Billing is '0.00'. There are also fields for GST Rate, GST Amount, and Tax Reference. The bottom right shows a summary of the invoice with a gross total of 10.00. The bottom of the form has buttons for Delete, Cancel, Save as draft, Calculate, and Submit.

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

PO Line: 737-1, Contract: SGDBU-0-7821-841111100-99001, Billing: 0.00, Billing Notes:

GST Rate: , GST Amount: 0.00, Tax Reference:

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

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

6.1.3 Creating Invoice without PO (No Contract)

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

Lines

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

PO Line

737-1

Contract

Billing

Billing Notes

GST Rate

GST Amount

Tax Reference

Add Tag

Add Line

Subtotal

10.00

Shipping

Handling

Misc

Total GST

0.00

Gross Total

10.00

Delete

Cancel

Save a

Calculate

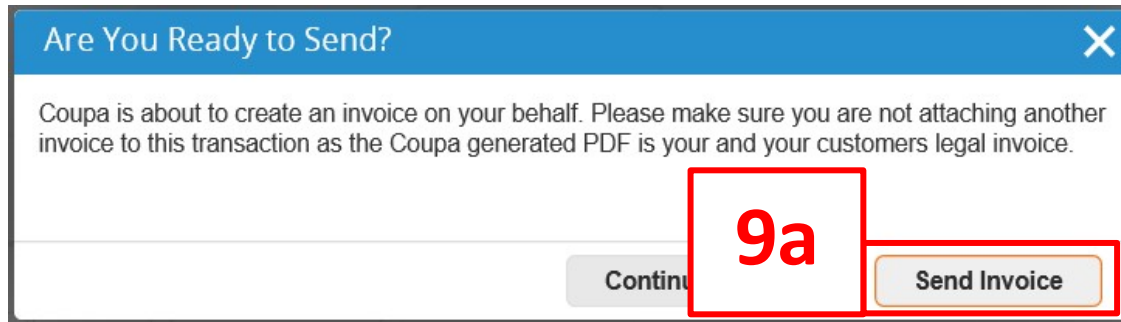
Submit

8

8

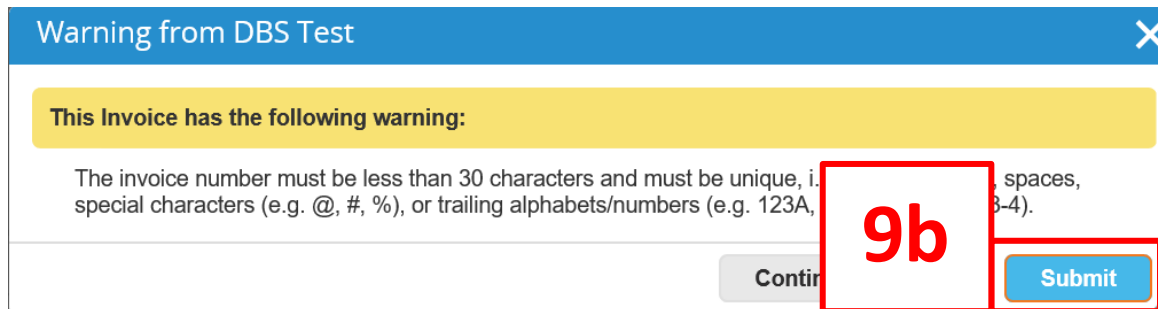
6.1.3 Creating Invoice without PO (NoContract)

9. a. Click on *Send Invoice*



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

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



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

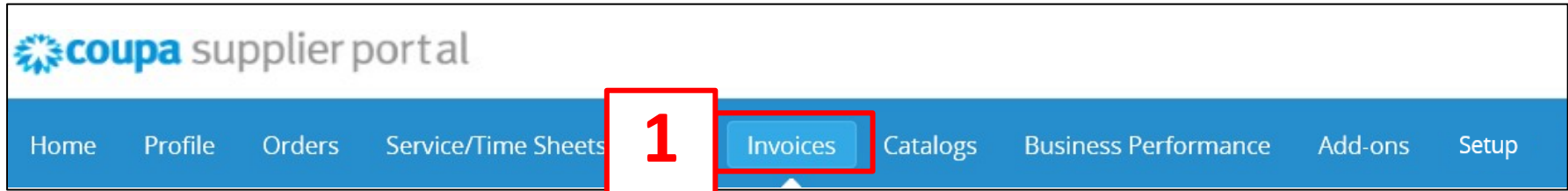
6.1.3 Creating Invoice without PO (NoContract)

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

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

6.2.1 Viewing Invoice

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




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

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

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
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 Invoice number to be printed in the search field under the *Invoice* tab.

Select Customer DBS Dev - SGDBUJNANYANG TE-001

Invoices

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

Export to View All Search **1**

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 - SGDBUJNANYANG TE-001

Invoice #1789 [Back](#)

Invoice #	1789	Supplier	SGDBUJNANYANG TE-001
Invoice Date	10/03/17	Invoice From	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Payment Terms	NETT30	Remit To	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Delivery Date	10/03/17	Ship From	NANYANG TECH PTE LTD 1234 Singapore Singapore 123456 Singapore
Currency	SGD	Supplier GST ID	123456789X
Delivery Number	None	Customer	DBS Dev
Status	Approved	Bill To Address	DBS BANK LTD ROBINSON ROAD POST OFFICE, P. O. BOX 780 SINGAPORE 901530 Singapore
Shipping Term	None	State Code	None
Legal Invoice	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

To

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

Buyer Tax Number
VAT1111

Attn/Ref
Latiff AMIR

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

From

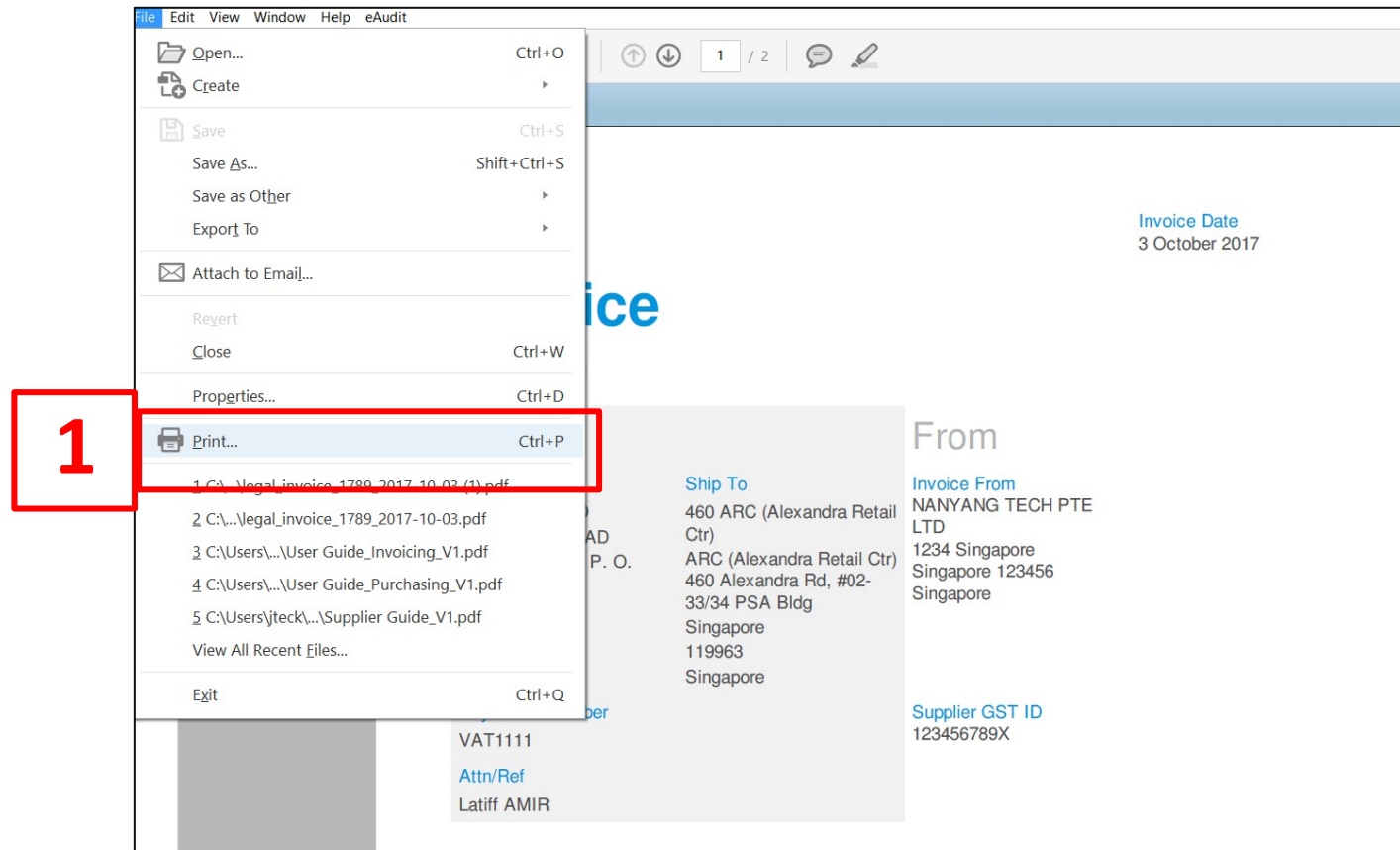
Invoice From
NANYANG TECH PTE LTD
1234 Singapore
Singapore 123456
Singapore

Supplier GST ID
123456789X


Invoice Date
3 October 2017

6.2.3 Printing Invoice

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



6.3 Managing Disputed Invoice

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

6.4 Invoice Description

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

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

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

6.5 Invoice Status Definition

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

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

6.6 Invoice Fields Definition

Invoice item fields	Description
Invoice #	<p>This is a required field. You will need to enter your invoice number. Invoice number cannot exceed 40 characters and must be in uppercase</p> <p>Invoice reference no.:</p> <ul style="list-style-type: none">• Must be unique• Must not include trailing alphabets, e.g. X: 123a• Must not contain any specialcharacters
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
DeliveryNumber	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 ToAddress	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

1. [Foreign Supplier Withholding Tax Attachments](#)
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 <NotApplicable>

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

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

7.2 Limited Liability Partnership Attachments

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

The screenshot displays the DBS supplier portal interface. On the left, the 'Attachments' section is highlighted with a red box and a red number '1'. It includes an 'Image Scan' section with a 'Choose File' button and 'No file chosen' text, a 'Supplier Note' text area, and an 'Attachments' section with 'Add File | URL | Text' options. On the right, the 'Customer' section shows 'DBS' as the customer. Below this, there are fields for '* Bill To Address' and '* Ship To Address', both with 'No address selected' and a magnifying glass icon. Further down, there are fields for '* Requester Email' and '* Requester Name'. The 'Withholding Tax / LLP' dropdown menu is highlighted with a red box and a red number '2'. The dropdown menu is currently set to 'No', and the text below it 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 )









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

Purchase Orders

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

View All

Search

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	 1 
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

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

* Ship From Address 123 Changi Road, Singapore 1

2c

Cancel Save

8.1 Creating Credit Note from PO

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

General Info

3

* Credit Note #

* Credit Note Date

06/07/18

Payment Term

Original Date of Supply

06/07/18

3

* Currency

SGD

Delivery Number

Status

Draft

3

* Original Invoice #

* Original Invoice Date

mm/dd/yy

Attachments


Add File | URL | Text

3

* Credit Reason

Payment Provisions

Use N/A if not relevant

 DBS

8.1 Creating Credit Note from PO

4. Indicate the item *<Description>*, as well as *<Price>* and *<Qty>* if applicable. Click 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
5. Click *Send Invoice* to send the Credit Note to DBS for approval

Lines

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

4

Line Contract

GST Rate: 0.0% GST Amount: 0.00 Tax Reference:

Are You Ready to Send?

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.

5

Continue Editing Send Invoice Delete Cancel Save as draft Submit

4




Subtotal: 50.00
Total GST: 0.00
Gross Total: 50.00

8.1 Creating Credit Note from PO

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

My Notifications

View All

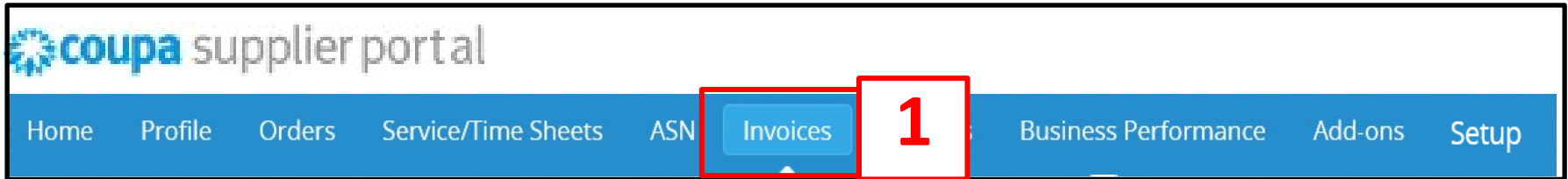
	Message
	Invoice Test for \$1,591.00 has been approved to pay by DBS Dev.
	New PO 846 for \$1,591.00 issued by DBS Dev.
	New PO SGP844 for \$1,591.00 issued by DBS Dev.

View Credit Note #Test

Credit Note Number	Test
Credit Note Date	06/05/17
Payment Terms	NETT30
Original Date Of Supply	06/05/17
Currency	SGD
Number	None
Status	Approved
Original Invoice #	Test123
Original Invoice Date	06/05/17
Legal credit note	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*.



The screenshot shows the Coupa Supplier Portal navigation bar. The 'Invoices' menu item is highlighted with a red box, and a red '1' is placed next to it. The navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Business Performance, Add-ons, and Setup.

Below the navigation bar, the 'Create Invoices' section is visible. It contains four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The 'Create Credit Note' button is highlighted.


Below the buttons, there is a table with the following columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table contains four rows of test data.

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		


At the bottom of the table, there is a pagination control showing 'Per page 15 | 45 | 90'.

8.2 Creating Credit Note from Non-Disputed Invoice




2. At the Invoice page, click on Credit Note

 supplier portal

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

Create Invoices 

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		

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





* Ship From Address 123 Changi Road, Singapore 1

4c

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		To	
* Credit Note #	<input type="text"/>	Customer	DBS Test
* Credit Note Date	06/07/18 	* Bill To Address	DBS BANK LTD - NEW ROBINSON ROAD POST OFFICE, P. O. BOX 780 Singapore 901530 Singapore
Payment Term	<input type="text"/>	* Buyer GST ID	<input type="text"/>
Original Date of Supply	06/07/18 	* Ship To Address	No address selected 
* Currency	SGD <input type="text"/>	* Requester Email	<input type="text"/>
Delivery Number	<input type="text"/>	* Requester Name	<input type="text"/>
Status	Draft		
* Original Invoice #	<input type="text"/>		
* Original Invoice Date	mm/dd/yy 		

8.2 Creating Credit Note from Non-Disputed Invoice

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

Create Credit Note Create

General Info

* Credit Note #

* Credit Note Date

7/3/18

Payment Term

* Currency

SGD

Status

Draft

* Original Invoice Number

* Original Invoice Date

d/m/yy

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File

URI | Text

6

7

To

Customer

DBS Test

* Bill To Address

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

* Buyer GST ID

* Ship To Address

No address selected

* Requester Email

* Requester Name

8.2 Creating Credit Note from Non-Disputed Invoice

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

Lines

Type Amt ▼	Description CREDIT NOTE	Price -100.00	-100.00
---------------	----------------------------	------------------	---------

8

Contract ▼	Supplier Part Number 	Commodity None
---------------	--------------------------	-------------------

Billing Notes

Taxes

GST Rate 0.0% ▼	GST Amount -0.00	Tax Reference
--------------------	---------------------	-------------------

Totals & Taxes

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

8

8.2 Creating Credit Note from Non-Disputed Invoice

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

Are You Ready to Send?



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

Continue Editing

Send Credit Note

9

8.2 Creating Credit Note from Non-Disputed Invoice

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

My Notifications

View All

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

View Credit Note #Test

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

9 Creating Reports

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

HomeProfileOrdersService/Time SheetsASNInvoicesCatalogs1s PerformanceAdd-onsSetup

Select CustomerDBS Dev - SGDBU|NANYANG TE-001

Invoices

Instructions From Customer

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

Export toViewPO-Invoice trackSearch

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

AllApprovedDisputedDisputes with a supplier responseDisputes without supplier responseDraftPayment InformationPending ApprovalPO-Invoice trackProcessingVoidedCreate View

9 Creating Reports

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

Create New data table view

General

Name

Visibility ☒ Only Me
☐ Everyone

Start with view

All

3

Conditions

Match Conditions

Match all conditions

Filter By

Status

 is

Buyer Hold
Cancelled
Closed
Currency Hold

4

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

Columns

Available columns

Selected columns

Commented

Comments

Date Of Supply

Delivery Number

Disputed Date

Invoice Date

Linked Document

Original Invoice Date

Original Invoice Number

Paid

Payment Information

Payment Term

Withholding Tax

Invoice #

Created Date

Status

PO #

Total

Unanswered Comments

Actions

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

1. [Viewing Catalogue](#)
2. [Creating Catalogue](#)
3. [Uploading CatalogueItem](#)
 1. [Uploading Catalogue Item – Manual Upload](#)
 2. [Uploading Catalogue Item – Bulk Upload](#)
 3. [Uploading Catalogue Item – Approval](#)
4. [Editing Catalogue](#)
5. [Definition of Fields for Catalogue 11.6](#)
[Catalogue Status Definitions](#)

11.1 Viewing Catalogue

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

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

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

11.2 Creating Catalogue

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

coupa supplier portal OH KWANG LEONG | NOTIFICATIONS 8 | HELP

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

Select Customer DBS Configure Punchout

Catalogs

Create Export to View All Advanced Search

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Actions
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		

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 'coupa supplier portal' interface for 'Supplier 123'. The top navigation bar includes links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs (active), Business Performance, Add-ons, and Setup. A 'Select Customer' dropdown is set to 'DBS', and a 'Configure Punchout' button is visible. The main heading is 'Supplier 123' with an 'Edit' link. A red box labeled '3' encloses the form fields: 'Customer' (DBS Test), '*Catalog Name' (Supplier 123), 'Status' (Draft), 'Start Date' (mm/dd/yy) with a calendar icon and the note 'date when catalog prices become effective', 'Expiration Date' (mm/dd/yy) with a calendar icon and the note 'date when catalog prices become expired', and 'Currency' (USD). Below the form, it shows '0 Items Changed (0 unchanged)'. A second red box labeled '4' highlights a summary row with five items: 'Price Increase' (0), 'Price Decrease' (0), 'Other Fields Updated' (0), 'New Items' (0), and 'Deactivated Items' (0).

11.3 Uploading Catalogue Item

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

Items Included in Catalogue

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

Name	Part Number	Status Change
No rows.		

Per page 15 | 45 | 90

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** [\(5.3.2\)](#)

1

Items Included in Catalog

Create

Load from file

Export to ▾

View All ▾

Advanced

Search 🔍

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

Per page 15 | 45 | 90

Items Offered to DBS Test

Export to ▾

View All ▾

Advanced

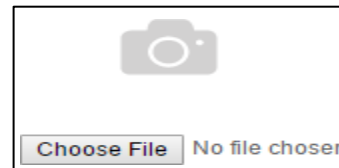
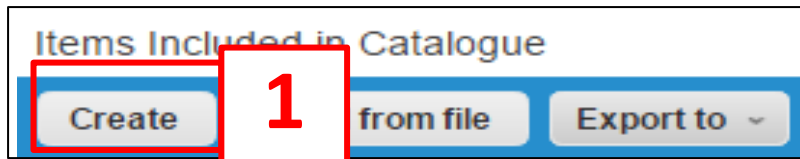
Search 🔍

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

Per page 15 | 45 | 90

11.3.1 Uploading Catalogue Item – Manual Upload

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



Catalogue Item Create

* Name

* Description

* Unit of Measure

Purchasable ☒

Manufacturer Name

Manufacturer Part Number

* MOQ

DBS Manufacturer

Supplier Item Attributes

* Part Number

Auxiliary Part Number

Manufacturer

Lead Time

Unspsc Code

Contract

Pricing Type

* Price

* Currency


Savings %

Order Increment

Minimum Order Quantity

1 **Save**

11.3.1 Uploading Catalogue Item – Manual Upload


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

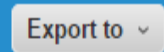



10 Items Changed (3 unchanged)


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

 **2**

Catalogues

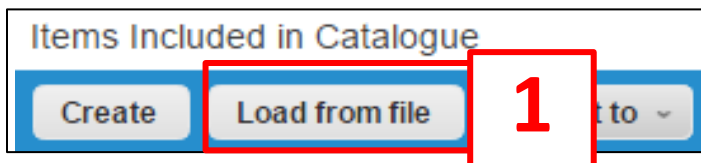
Catalogue was submitted and buyer will be notified. 

2    

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	

11.3.2 Uploading Catalogue Item – Bulk Upload

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



Bulk Load Item Updates for DBS LED Supplier Catalogue

Follow these steps to upload items

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

Download or **Export to**

2

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

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

3

3. Load the updated file

Choose File No file chosen

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

11.3.2 Uploading Catalogue Item – Bulk Upload

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

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

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

A	B	C	D	E	F	G	H	I	J	K	L
Supplier F	Supplier A	Name*	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 – Bulk Upload

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

[Start Upload](#)

Bulk Load Item Updates for DBS LED Supplier Catalogue

Follow these steps to upload items

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

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

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

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

3. **Load the updated file**

[Choose File](#) No file chosen

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

5

[Start Upload](#)

11.3.2 Uploading Catalogue Item – Bulk Upload

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

Finish Upload

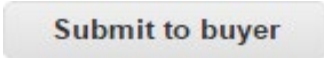
	Row 5		Row 6	
	Existing	Updated	Existing	Updated
Supplier Part Num*	A01235	A01235	A01236	A01236
Supplier Aux Part Num				
Name*	Medium Equipment	Medium Equipment	Smaller Equipment	Smaller Equipment
Description*	Medium Equipment Description	Medium Equipment Description	Smaller Equipment Description	Smaller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

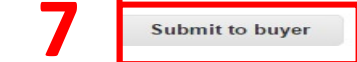
11.3.2 Uploading Catalogue Item – Bulk Upload

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


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


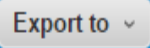


10 Items Changed (3 unchanged)


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



Catalogues

Catalogue was submitted and buyer will be notified. 

  View All  Advanced 

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

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

Catalogues

Create	Export to ▾	View				Accepted	1	Advanced	Search	
Catalogue Name	Created Date ▾	Submitted Date	Start Date	Expiry Date	Stat		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 currency code within system (e.g. USD). Refer to the dropdown list of currencies.
UOM Code*	Only a specific list of UOM codes are allowed in 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 be filled by Supplier should be as indicated in the CSV file from the initial DBS load. Note: Not MCR or quotation 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
Image URL* Image Url0-5*	<p>URL link to the image on the web. If adding images, this is a valid and publically accessible URL for an image.</p> <p>Should be a direct link to a .jpg, .png image online. Item image have to be added through a direct link to a .jpg, .png image online. Alternatively, the image can be added through the user interface at a per item basis</p> <p>Image formats allowed: PNG, GIF, JPG, JPEG, Image formats not allowed: EXE, BAT, COM, ZIP, SH, DEB, SO, ELF, BIN, RPM, TAR, GZ, TAR.GZ, KO, PY, PHP, MSI, AXF, PRF, PUFF, PJPEG, TIFF or PDF</p> <p>Image size should have a minimum pixel resolution of 300 x 450</p>
MOQ*	Minimum Order Quantity of all Items is 1 unit (i.e. 1 carton/box/packet)

11.5 Definition of Fields for Catalogue

These fields are non mandatory. Only fill these if required

Coupa validates	Description
Formatting of file	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 Part Num	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 one Item
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	Lot of 10 Boxes
10PD	Lot of 10 Pads
10PC	Lot of 10 Pieces
10RM	Lot of 10 Reams
10RL	Lot of 10 Rolls
10ST	Lot of 10 Sets
10TK	Lot of 10 Token
100BK	Lot of 100 Books

UOM Code	UOM Name
100BX	Lot of 100 Boxes
100CG	Lot of 100 Cartridges
100PD	Lot of 100 Pads
100PC	Lot of 100 Pieces
100RL	Lot of 100 Rolls
100ST	Lot of 100 Sets
1K BK	Lot of 1000 Books
1KEA	Lot of 1000 Each
1KPD	Lot of 1000 Pads
1KPC	Lot of 1000 Pieces
1KST	Lot of 1000 Sets
1KSH	Lot of 1000 Sheets
1KTK	Lot of 1000 Tokens
10KPC	Lot of 10000 Pieces
10KST	Lot of 10000 Sets
10KSH	Lot of 10000 Sheets
100KPC	Lot of 100000 Pieces
100KST	Lot of 100000 Sets
100KSH	Lot of 100000 Sheets
101EA	Lot of 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	Lot of 107 Sets
11PC	Lot of 11 Pieces
11K5PC	Lot of 11500 Pieces
12BX	Lot of 12 Boxes
12PD	Lot of 12 Pads
12PC	Lot of 12 Pieces
1K3BK	Lot of 1300 Books
14KPC	Lot of 14000 Pieces
1K5PC	Lot of 1500 Pieces
16BX	Lot of 16 Boxes
2BK	Lot of 2 Books
2BT	Lot of 2 Bottles
2BX	Lot of 2 Boxes
2CT	Lot of 2 Cartons
2PK	Lot of 2 Packets
2PD	Lot of 2 Pads
2PC	Lot of 2 Pieces
2RM	Lot of 2 Reams
2RL	Lot of 2 Rolls
20BK	Lot of 20 Books

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

11.5 Definition of Fields for Catalogue

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

UOM Code	UOM Name
2K5SH	Lot of 2500 Sheets
28KPC	Lot of 28000 Pieces
3BT	Lot of 3 Bottles
3CT	Lot of 3 Cartons
3MN	Lot of 3 Monitors
3PC	Lot of 3 Pieces
3RM	Lot of 3 Reams
30BX	Lot of 30 Boxes
30EA	Lot of 30 Each
30PD	Lot of 30 Pads
30PC	Lot of 30 Pieces
300BK	Lot of 300 Books
300PC	Lot of 300 Pieces
300ST	Lot of 300 Sets
3KPK	Lot of 3000 Packs
3KPD	Lot of 3000 Pads
3KPC	Lot of 3000 Pieces
3KST	Lot of 3000 Sets
3KSH	Lot of 3000 Sheets
30KPC	Lot of 30000 Pieces

UOM Code	UOM Name
30KST	Lot of 30000 Sets
30KSH	Lot of 30000 Sheets
300KPC	Lot of 300000 Pieces
301EA	Lot of 301 Each
3K5PC	Lot of 3500 Pieces
4BX	Lot of 4 Boxes
4PC	Lot of 4 Pieces
4RM	Lot of 4 Reams
4ST	Lot of 4 Sets
40PD	Lot of 40 Pads
400PC	Lot of 400 Pieces
4KST	Lot of 4000 Sets
40KPC	Lot of 40000 Pieces
40KSH	Lot of 40000 Sheets
5BX	Lot of 5 Boxes
5CT	Lot of 5 Cartons
5CP	Lot of 5 Copies
5PK	Lot of 5 Packets
5PA	Lot of 5 Packs
5PD	Lot of 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 Value Unit
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 Value Unit
RVU	Resource Value Unit
CU	Concurrent User
CS	Concurrent Session
FU	Floating User
UVU	User Value Unit
36RL	Lot of 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 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 (sgprocurement@dbs.com)