

COUPA

Frequently Asked Questions (FAQs) for DBS Supplier

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A. Signing Up For Coupa Supplier Portal (CSP)

1. How much does it cost to join?

Coupa does not charge suppliers for the use of the Coupa Supplier Portal (CSP).

2. Where do I register?

To register for a Coupa account, visit <https://supplier.coupahost.com>. However, for DBS to be listed as your customer, you would need an invitation by DBS through the Coupa system.

DBS Test Supplier 1234, an employee of your company, has invited you to the Coupa Supplier Portal. Once you are registered you can:

- Give your company visibility to all Coupa customers
- Manage your company information
- Configure your PO transmission preferences
- Create an online catalogue
- View purchase orders
- Create electronic invoices

By participating, suppliers gain access to a low cost, high volume order channel. They increase their order-taking efficiency, reduce mistakes and delays fulfilling orders, and maintain a better presence with their key customers. Plus, they open themselves up to potential new customers and increased sales!

You can also find more information here:

Overview: <http://www.coupa.com/supplier-network>

Getting started guide: <http://support.coupa.com/forums/33150/entries>

By using this site, you agree to the Coupa [Terms & Conditions](#) which can be accessed [here](#)

To confirm this request, please click the link below:

<https://supplier.coupahost.com/signup/54635b2045634276e66d28b7f5d1820230fe6e42>

1

Once the invite has been received, complete the registration and DBS will be added as your customer. Suppliers can put up a request for an email invitation from DBS to join the Coupa Supplier Portal. Refer to the DBS Supplier Manual for more information on account registration.

3. Why do I need to register?

Please register on the Coupa Supplier Portal (CSP) if you have not already done so. This is to enable you to receive POs from us.

B. Coupa Supplier Portal Basics

1. How do I know I'm connected to DBS?

Sign in to the CSP after registration has been completed. Once you are signed into the portal, at the homepage, there you will be able to see your *Latest Customers*. DBS is listed as your customer.

Not seeing the account you want to merge with? [Click here.](#)



2017
None

Improve Your Profile

About

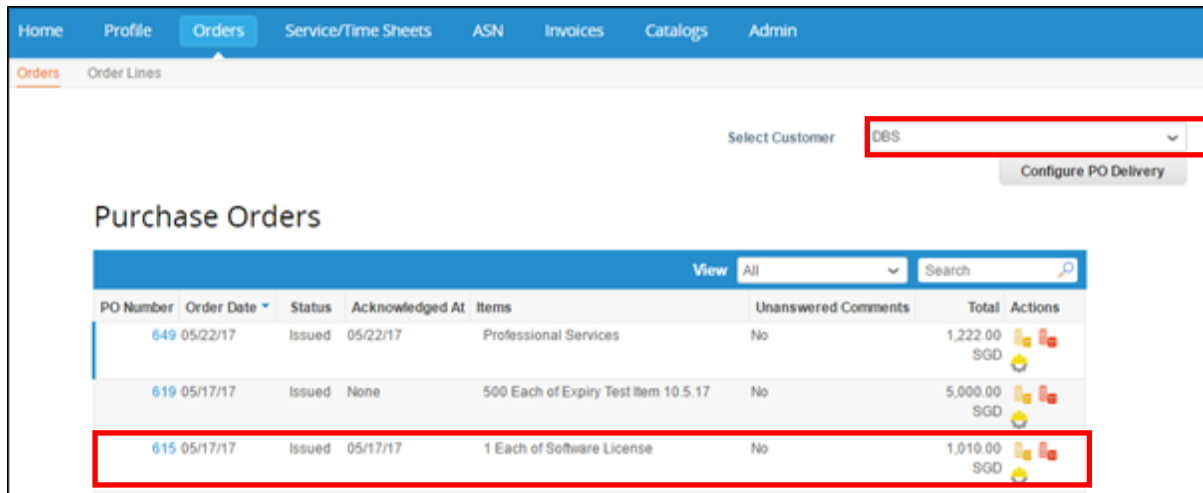
<https://supplier.coupahost.com/suppliers/public/9595>

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DBS

2. How do I view DBS purchase orders?

At the *Orders* page, there will be a table of summary of all purchase orders by your company.



Select Customer: DBS

Configure PO Delivery

Purchase Orders

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
649	05/22/17	Issued	05/22/17	Professional Services	No	1,222.00 SGD	
619	05/17/17	Issued	None	500 Each of Expiry Test Item 10.5.17	No	5,000.00 SGD	
615	05/17/17	Issued	05/17/17	1 Each of Software License	No	1,010.00 SGD	

Select the customer in the dropdown selector to “DBS”. Purchase orders by DBS will be displayed on the page. Proceed to click on the PO# to see the details of the purchase order.

3. Am I required to change my password regularly? How long does it take for password reset?

No, you are not required. You can change your password whenever you want by clicking *Forgot Your Password*. Refer to Supplier Training Manual for more information on password reset. Password reset is immediate.

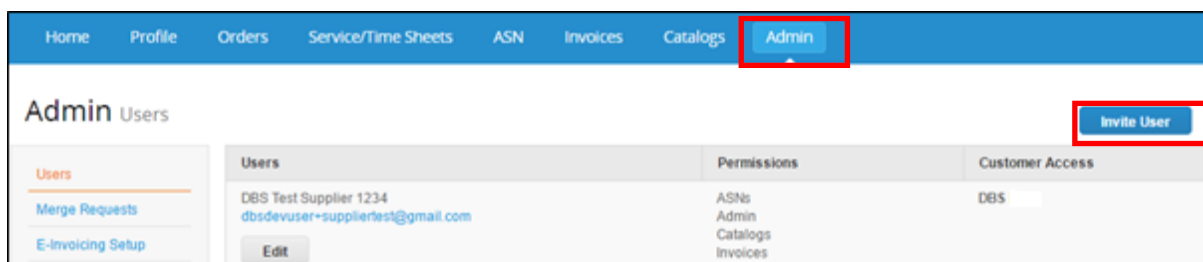
4. What is the status of my open transactions that have been migrated from EPS to Coupa?

For Open Transactions that were migrated from EPS into Coupa, the status will appear as “Closed (Manual Handling)” under the (i) PO, (ii) GRN/SRN and (iii) Invoice. If you would like to close out this transaction, please use Coupa to progress further.

C. Managing your CSP Account

1. How do I add an employee?

At the right hand side of the *Admin* page, click *Invite User* button.



Admin Users

Invite User

Users	Permissions	Customer Access
DBS Test Supplier 1234 dbsdevuser+supplier@db.com	ASNs Admin Catalogs Invoices	DBS

On the pop up window that opens, provide the required information and indicate the permissions required for the invited user. You may refer to the DBS Supplier Manual for more information.

Invite User

First Name
Last Name
* Email

Permissions

- ☒ All
- ☒ Admin
- ☒ Orders
- ☒ Invoices
- ☒ Catalogues
- ☒ Profiles
- ☒ ASNs
- ☒ Work Confirmations

Customers

- ☒ All
- ☒ DBS Dev

Cancel Send Invitation

2. How do I update my banking information for direct deposits?

Your banking information is stored in DBS ERP system, and not stored in Coupa. Contact GPS team directly at gpssg_supplier@db.com with the updated information.

3. What options are available for me to submit invoices to my customers?

DBS offers the following methods to submit invoices:

1. The Coupa Supplier Portal, where you sign in to flip a PO to create an invoice

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	

2. cXML, where you can automate the process of sending an invoice file using Coupa's standard cXML format
3. Supplier Actionable Notifications, where you create an invoice directly from PO email

DBS Purchase Order #188

Create Invoice

Acknowledge PO

Add Comment

NANYANG TECH PTE. LTD
 #07-02, dcentennial building,
 100 Lor 23 Geylang
 388398
 Attn: Roger Tay
dbsdevuser+NY1@gmail.com

Ship To
 DBS
 2 Changi Business Park Cres
 Singapore, 486029
 Singapore
 Attn: Donna Trowbridge

**DBS
PURCHASE ORDER**

PO NUMBER	188
DATE	10/3/17
PAYMENT TERMS	NETT30
SHIPPING TERMS	ByRoad
CURRENCY	SGD
CONTRACT	NT1
CONTACT	Donna Trowbridge donnatrowbridge@dbs.com

Bill To
 DBS
 2 Changi Business Park Cres
 Singapore, 486029
 Singapore
 Attn: Donna Trowbridge

Line	Description	Qty	Unit	Price	Total
1	Lenovo ThinkCentre M series desktop with DBS imaging	10	Each	1,338.92	13,389.20

4. How do I cancel my CSP account?

If you are no longer doing business with DBS on CSP, you may put up a request to deactivate your account in the system. You may contact GPS team at gpssg_supplier@dbs.com for more information.

D. Managing Purchase Orders

1. What should I do if Suppliers do not agree with the PO?

Suppliers will not create an invoice if they do not agree with the PO. You should put in a change request for the PO which they do not agree with.

2. How can I acknowledge/accept the PO once it is issued?

Suppliers will need to check the PO details and acknowledge PO if it is in order, as per DBS policy. This will let DBS know that you have accepted the order. DBS will be able to view your acknowledgement date on the PO.

Purchase Order #652

Status Issued - Sent via Email

Order Date 05/22/17

Revision Date 05/22/17

Requester User2 Singapore

Email dbsdevuser+BU2@gmail.com

Payment Term None

Attachments None

Acknowledged ☒

Shipping

Ship-To Address 12 Marina Boulevard, Marina Bay Financial Centre Tower 3
 Singapore 018982
 Singapore
 Attn: User2 Singapore

VAT ID 123456789A

Terms None

Once a PO has been issued by DBS, "check" acknowledged.

3. How can I set a custom view so that I can only see purchase orders that have not been invoiced?

Currently there are no custom views to filter purchase orders based on their invoiced status. To see if a PO has been invoiced, you have to go the *Lines* section of a PO to see the amount that has already been invoiced

Lines							
Advanced Search Sort by Line Number: 0 → 9							
1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Frosted LED Filament Bulb 4W	50	Each	10.50	525.00	525.00
	Part Number	Part Number					
	LD1234567	None					
2	Type	Item	Qty	Unit	Price	Total	Invoiced
		Ceiling Light	13	Each	68.00	884.00	0.00
	Part Number	Part Number					
	LD2234567	None					

4. How can I set a custom view so that I can only see purchase orders that have not been acknowledged/accepted?

To create this particular custom view, proceed to *Orders* tab and click on *Create View*. Fill up the name of this custom view, select *Acknowledged At is blank* under *Conditions* and click *Save*.

HomeProfileOrdersASNInvoicesCatalogsAdmin

OrdersOrder Lines

Select CustomerDBS DevConfigure 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.

ViewAllAllPOs with service linesCreate View

PO Number	Order Date	Status	Acknowledged At	Items	Amounts	Total	Actions
849	06/06/17	Issued	None	1 Each of New 2-in-1 MS Surface Pro 4 notch		1,591.00	

Create New data table view

General

Name

Visibility

Start with view

Only Me

Everyone

All





























Conditions

Apply All of these conditions:

Acknowledged At

is blank

This will bring you to a custom view that shows purchase orders that have not been acknowledged/accepted. Verify this by looking at the *Acknowledged At* column, where you should see 'None'.

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	PO Not Acknowledged	Search	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
776	05/31/17	Issued	None	1 Each of maint 2	No	100.00 SGD	   
755	05/31/17	Issued	None	1 Each of laptop	No	5,000.00 SGD	   
754	05/31/17	Issued	None	1 Each of maint 2	No	100.00 SGD	   
753	05/31/17	Issued	None	1 Each of maint	No	3,330.00 SGD	   
752	05/31/17	Issued	None	1 Each of Software License	No	1,111,110.00 SGD	   
751	05/31/17	Issued	None	1 Each of software license	No	33,330.00 SGD	   
747	05/30/17	Issued	None	1 Each of Maint	No	333,330.00 SGD	   

5. Will Coupa try to resend a PO that was not able to be sent?

If a PO transmission results in a connection timeout because there was no response from the Supplier, Coupa will try to resend the PO. Take note of the PO status and if there is an "error" in the status, be sure to contact DBS on the issue.

6. Will Coupa send a reminder for PO that is not acknowledged?

No, there is no such option to set under *Notification Preferences*.

7. How can I differentiate POs created in Coupa from those migrated from EPS?

POs created in Coupa will always start with a prefix POSGP and POs migrated from EPS will not contain this prefix.

8. How do I recognise migrated POs?

The POs will have the same PO Number as EPS without the prefix for easy reference. For example, PO Number "PO-IT-SG-201201167" in EPS will be reflected as "201201167" in Coupa.

E. Managing Invoices

1. How do I find out the status of my invoice?

Click on invoice tab and search for your invoice in the search textbox. You can find out the status of your invoice by looking at the respective status column.

Home Profile Orders ASN **Invoices** Catalogs Admin

Select Customer DBS Dev - SGDBUJNANYANG TE-00

Invoices

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

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
JKIVTest4	07/28/17	Approved	None	2,140.00	No	
testdecimal-1	07/28/17	Draft	POSGP0000000657	-1,070.00	No	
JKIVTest3	07/28/17	Approved	None	10,140.00	No	
JKIVTest2	07/28/17	Approved	None	2,140.00	No	
JKIVTest1	07/28/17	Approved	None	2,140.00	No	
Test007	07/28/17	Draft	None	11,888.77	No	
None	07/28/17	Draft	None	0.00	No	

2. How do I change my Remit to information?

To begin adding/editing Remit to information, at the *Admin* page select E-Invoicing Setup.

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs **Admin**

Admin Remit-To

To manage remit to addresses, please visit the [E-Invoicing Setup](#) section

Users

Merge Requests
E-Invoicing Setup
Fiscal Representatives
Remit-To
Terms of Use
Coupa Accelerate Preferences

Remit-To Address	Banking Information	Customers
Remit-To Location Name: Remit-To Code: Address:	Remit To Name: Test Remit To Code: Test Address: address 1 Singapore Singapore 123456 Preferred Language: English (Singapore)	DBS

View Details

E-Invoicing Setup is done by Suppliers. From there you can add new Remit to your CSP profile. Remit to information would be used for the creation of invoices for your customers. CSP does not send your updated data on remit to information back to DBS. Contact gpssg_supplier@db.com if you wish to communicate any changes to Remit To information

3. How do I create an invoice that is not backed by a purchase order?

At the bottom of *Invoice* page there is a radio button, select “No Contract” and click the *Create* button and proceed to create an invoice as normal.

MY009	05/04/17	Pending Approval	478	1,050.00	No
MY008	05/04/17	Pending Approval	478	1,050.00	No
MY007	05/04/17	Pending Approval	467	945.00	No
None	05/04/17	Draft	467	-945.00	No

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☒ No Contract
 ☐ Invoice Against Contract
 Create
Credit note

Contact GPS team at gpssg_supplier@dbb.com and ask to be able to create invoices without a backing document.

4. Can I reuse an invoice number if the invoice have been voided by DBS?

No. Invoice numbers that have been used previously cannot be reused even if the Invoice is voided by DBS. Supplier would receive an error message if they attempted to reuse an old invoice number.

Invoice #Test007 [Edit](#)



Please fix the errors below

General Info

* Invoice #

Test007

has already been used for this supplier

* Invoice Date

07/28/17



Payment Terms NETT30

Date of Supply

07/28/17



* Currency

SGD



Delivery Number

Status Draft

Image Scan

Choose File

No file chosen

5. Why can't I void or delete an invoice?

Once an invoice has been submitted to customer, it cannot be deleted from CSP. If there is a need however, you may put in a request to DBS to reject and dispute the existing invoice. You can then make edits and *Resolve* the disputed Invoice.

6. Why is there a need to change the item description at the Invoice?

At the point where the PO is issued, the customer might not be able to specify the exact detail of the service. E.g. IT Professional Services. Once the details are firmed up you should be able to edit and add in details of the Job at the Line item level at the Invoice.

7. How do I create multiple invoices against a single PO (part invoice)?

Create an invoice as per normal and fill in the amount that you wish to invoice. You can invoice multiple times against a single PO. At the PO *Lines* section, you would be able to see the amount that has been invoiced.

8. What does the Export button do?

At the *Orders, Invoices, and Catalogues* page, you may export the rows to an Excel format or CSV file format.

9. How/why does an invoice become voided?

Only customers (e.g. DBS users) can void invoices. Customers can only void invoices after approval of invoices. However, they will usually dispute invoices instead of voiding them if they require the suppliers to make changes to the invoices.

10. Can Customers reject my invoice?


Yes, customer (e.g. DBS users) can reject your invoices by disputing invoice and adding comments accordingly for your review.

11. How/when can I edit an invoice that's already been sent to the customer?

You cannot edit an invoice that has already been sent to customers. You can only contact the customer directly and request them to edit/dispute the invoice according to your requirements.

12. Am I able to create a credit note without a PO?

Yes, you can create a credit note without a Purchase Order. Click on *Orders* tab and create credit note by clicking the credit note button.

Invoice #	Created Date ▾	Status	PO #	Total	Unanswered Comments	Actions
ITC2CT	05/29/17	Disputed	None	1,070,000.00	Yes	
ITGEC2	05/29/17	Pending Approval	None	9,331,249.58	No	
ITGEC	05/29/17	Disputed	None	9,331,249.58	Yes	
ITSVP	05/29/17	Pending Approval	None	465,450.00	No	
None	05/29/17	Draft	None	0.00	No	
GNAMD	05/29/17	Pending Approval	None	1,851,269.06	No	
GNAGMC	05/29/17	Pending Approval	None	2,782,789.66	No	
GNAGEC	05/29/17	Pending Approval	None	9,309,849.58	No	
GNAGEC	05/29/17	Disputed	None	9,999,999.58	Yes	
GNAGMC	05/29/17	Disputed	None	2,999,999.66	Yes	
ITOPEXGATEST3	05/29/17	Pending Approval	None	17,120.00	No	
GNDMD	05/29/17	Disputed	None	1,999,999.06	Yes	
GNAED	05/29/17	Pending Approval	None	933,040.00	No	
G&A SVP	05/29/17	Pending Approval	None	465,450.00	No	
ITOPEXGATEST2	05/29/17	Pending Approval	None	16,050.00	No	

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Prev 1 2 3 4 ... 12 Next

☒ No Contract ☐ Invoice Against Contract

13. Are we able to raise multiple invoices at once?

No, you are only able to create each invoice once at a time.


14. What is the status of unconfirmed invoices?

Any unconfirmed ad-hoc invoices in EPS will have to be re-submitted by you in the Coupa Supplier Portal (CSP). You will be able to process the migrated transactions in Coupa and process the non-migrated transactions of the remaining users in EPS.

F. Getting Paid

1. Where can I find payment information?

At the Invoice page, there will be a table of summary of all invoices by your company.

Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogs	Admin
						Select Customer	DBS ▾
Invoices							
Export to ▾				View	All ▾	Search	
Invoice #	Created Date ▾	Status	PO #	Total	Unanswered Comments	Actions	
None	05/22/17	Draft	615	1,010.00	No		
TM1353	05/22/17	Pending Approval	649	1,222.00	No		
TM1352	05/22/17	Pending Approval	649	1,307.54	No		

Select the customer in the dropdown selector to “DBS”. Proceed to click on the Invoice #.

Invoice # TM1352 [Back](#)

Invoice # TM1352	Supplier DBS Test Supplier 123
Invoice Date 05/22/17	Invoice From DBS Test Supplier 12345 1 Clementi Road Singapore 0000900 Singapore
Payment Terms None	
Delivery Date 05/22/17	
Currency SGD	
Delivery Number None	Remit To DBS Test Supplier 12345 1 Clementi Road Singapore 0000900 Singapore
Status Pending Approval	
Shipping Term None	
Legal invoice download	Ship From DBS Test Supplier 12345 1 Clementi Road Singapore 0000900 Singapore
Image Scan None	
Supplier Notes None	
Attachments None	Supplier Tax Number M2-1234567- K

Payment details will be displayed on the invoice header.

2. When can we expect payment?

Once the invoice have been approved, you will be paid based on the agreed payment terms with DBS. Generally, payment would be made within 5 working days after the export date of invoice, assuming that there are no incomplete/inaccurate information in the invoice.

3. What do I do if an invoice is disputed by DBS?

If you receive a disputed invoice from DBS, you should refer to the comments which accompanies the rejected invoice and take appropriate action.

4. What if I have an invoice that have not been paid?

If your invoice is within terms, you will need to wait until those term requirements are met before receiving payment. If your invoice is past due, contact the DBS Helpdesk at gpssg_supplier@db.com directly to investigate.

5. Am I required to input the exchange rate for transactions in foreign currencies?

Yes, it is an Inland Revenue Authority of Singapore (IRAS) requirement for suppliers to input their exchange rate accordingly.

G. Catalogues

1. As a new Supplier how do I learn about hosting my catalogue within Coupa?

It is mandatory that you have a pricing document in place with DBS before you set up a catalogue. Reach out to GPS team at gpssg_supplier@db.com and express your interest in setting up a catalogue.

2. Are there any image format and/or requirements?

Image formats allowed: PNG, GIF, JPG, JPEG,

Image formats not allowed: EXE, BAT, COM, ZIP, SH, DEB, SO, ELF, BIN, RPM, TAR, GZ, TAR.GZ, KO, PY, PHP, MSI, AXF, PRF, PUFF, PJPEG, TIFF or PDF

Image size should have a minimum pixel resolution of 300 x 450.

H. Self-Help Materials

1. Where can I obtain self-help materials for additional learning?

Coupa also provides FAQs for Suppliers on the public website. You can find them at:

[https://success.coupa.com/Suppliers/For Suppliers/Coupa Supplier Portal/Supplier FAQ](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Supplier_FAQ)

Please note these are available to public and thus, certain information may not be relevant to DBS Suppliers.

Alternatively, you may refer to the DBS Supplier Manual available to you.