



# Coupa Supplier Portal Overview and Reference Guide January 2020



# Contents

## **Introduction**

## **Using the Coupa Supplier Portal (CSP)**

Overview of the tool

Managing your profile

    Creating or updating your profile

    Inviting additional users

## **Managing Purchase Orders**

    Receiving Purchase Orders

    Acknowledging Purchase Orders

    Communicating with EKFC on Purchase Orders

## **Creating Invoices**

# Introduction

The Coupa Supplier Portal (CSP) is a free tool that allows Emirates Flight Catering to easily do business with its suppliers. The CSP makes managing business transactions with EKFC easy. You will be able to:

- Receive and view purchase orders
- Create, view, and send invoices
- Create and manage electronic catalogues
- Manage your EKFC profile and remit-to information
- Check the status of your transactions including payment date

Please note that if you are not a current supplier to EKFC you are not required to register on the CSP.

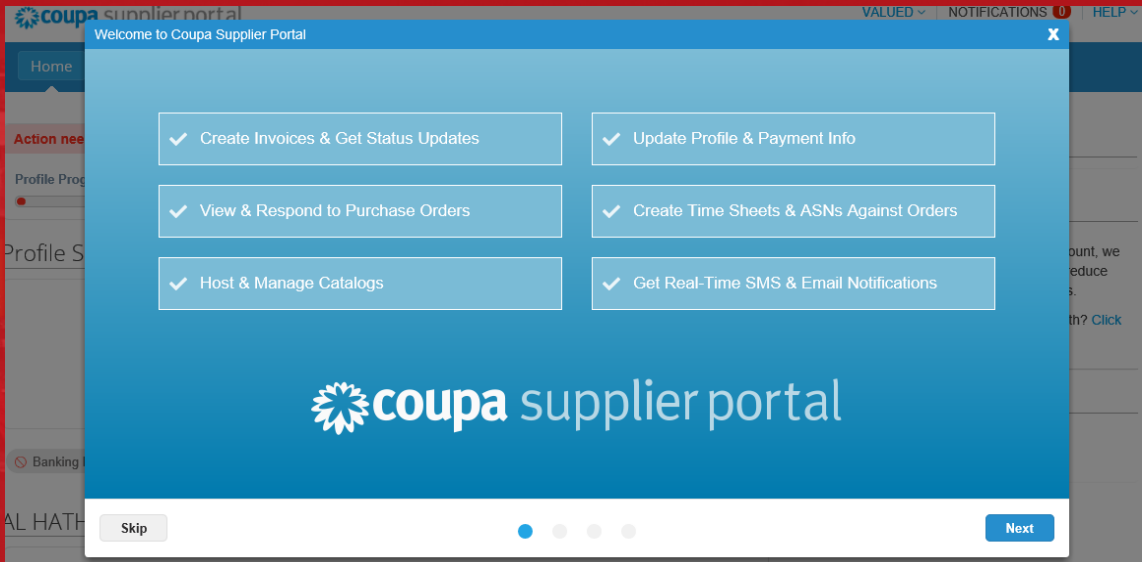
# Using the CSP

Registering for the Coupa Supplier Portal (CSP) provides an easy way to manage your information, view purchase orders, and create and manage invoices.

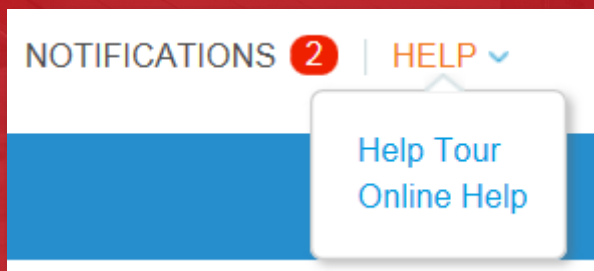
If you are an existing supplier to EKFC and are not yet registered, please refer to the [Getting setup on the Coupa Supplier Portal](#) guide.

# Overview of the tool

When you log in for the first time, you will be welcomed by the **Help Tour** on the Home screen.

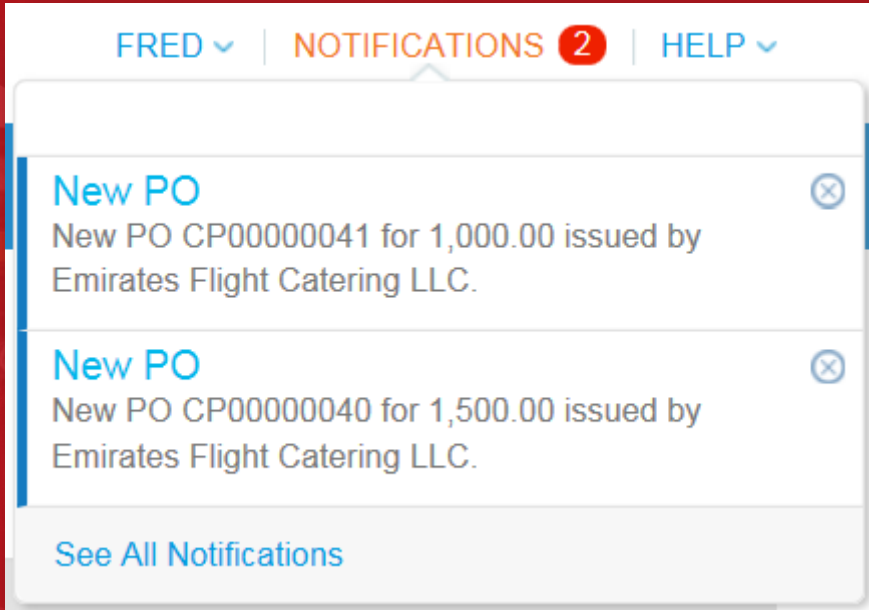


Click the **Help** link on the top-right corner of the page to access the Help Tour and Online Help.

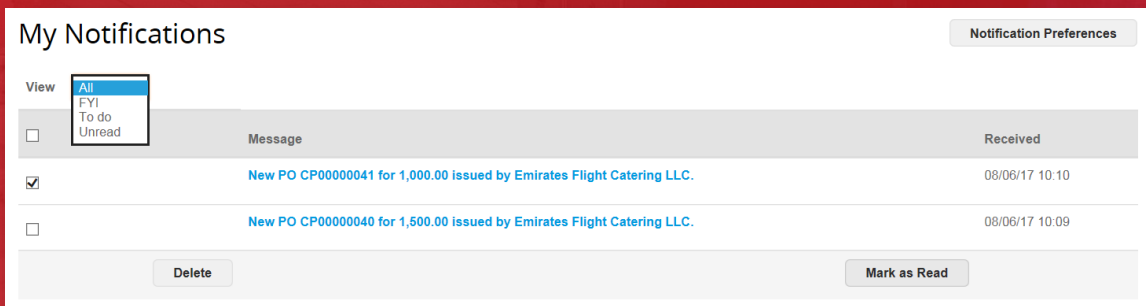


# Overview of the tool

To see your unread system notifications, hover your cursor over the **Notifications** link,



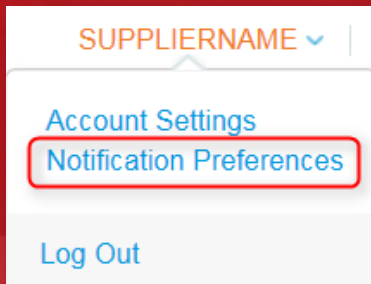
or click on the **Notifications** link to view the full details of your notifications and to manage them.



On the **My Notifications** page, you can view all your notifications and filter by category (FYI, To do, or Unread).

To change your notification settings, click on the **Notification Preferences** button on the top right corner.

# Overview of the tool



Another way is to click on your **Name** at the top right hand side of the page and click **Notification Preferences**.

On the **My Account Notification Preferences** page, select the radio buttons for the items that you want to receive any or all of the notification types: email, online and SMS.

**My Account** Notification Preferences

Note: Notifications may not be enabled yet for your customer(s). Tick the boxes below, and once your customer is ready, we'll start sending you notifications.

**Catalogues**

New Comment	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue Approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue Rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue About to Expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

**Easy Form Response**

Form Response Approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Form Response Rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Supplier Information Updated	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

**Invoices**

New Comment	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Invoice Approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Invoice Paid	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

**POs**

New Comment	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
New PO	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

**Profile**

Public Profile Update	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Update Profile	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

**Terms of Use**

Terms of Use	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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**Users**

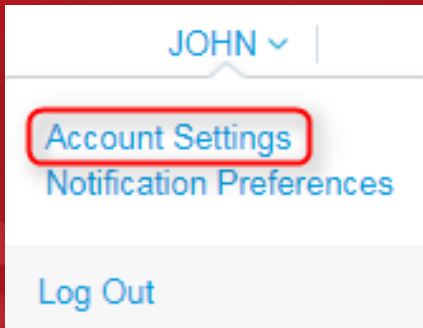
New Connection	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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**Work Confirmation**

Work Confirmation Approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Work Confirmation Rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Cancel Save

# Overview of the tool



On the **Account Settings** page you can make changes to your personal information, set or modify your notification preferences, or enable/disable two-factor authentication.

If you wish to update the primary contact person's name and your password, go to **Settings**, fill in the mandatory fields and then click **Save**.

A screenshot of the 'My Account' Settings page. The page title is 'My Account Password'. On the left, there is a sidebar with 'Settings' selected, and 'Notification Preferences', 'Security & Two-Factor Authentication', and 'Authentication' listed below. The main content area contains several form fields: 'First Name' (with 'First' entered), 'Last Name' (with 'Last' entered), 'Email' (with 'skkf:supplier+80230@gmail.com' entered), 'Current Password' (with '\*\*\*\*\*' entered), 'Password' (with '\*\*\*\*\*' entered), and 'Password Confirmation' (with '\*\*\*\*\*' entered). A note below the password fields says 'Use at least 8 characters and include a number and a letter'. At the bottom, there is a checkbox for 'I'm not a robot' and a 'Save' button.A screenshot of the 'My Account' Notification Preferences page. The page title is 'My Account Notification Preferences'. Below the title, it says 'You will start receiving notifications when your customers enable them.' There are two sections: 'Catalogs' and 'Form Responses'. Each section contains a table with columns for the notification type, 'Online' status, 'Email' status, and 'SMS' status. In the 'Catalogs' section, 'A new comment is received' has all three checked. In the 'Form Responses' section, 'A form response is approved' and 'A form response is rejected' have all three checked, while 'Supplier information is updated' has 'Online' and 'Email' checked.

The **Notification Preferences** lets you select items and notification types that you wish to receive. To receive SMS notifications, go to **Security & Two-Factor Authentication** page and validate your mobile phone number.

To keep unauthorised users out of your account, you can enable two-factor authentication. Under **Two-Factor Authentication**, click **Enable** and follow the on-screen instructions for installing and using Google Authenticator. To receive the Coupa verification code via SMS, you will need to validate your mobile phone number.

A screenshot of the 'My Account' Security & Two-Factor Authentication page. The page title is 'My Account Security & Two-Factor Authentication'. On the left, there is a sidebar with 'Settings' selected, and 'Notification Preferences', 'Security & Two-Factor Authentication', and 'Authentication' listed below. The main content area is titled 'Mobile Phone Verification' and shows 'Mobile Phone : Verified' with the number '+971566846584' and a 'Disable' button. Below this is the 'Two-Factor Authentication' section, which shows 'SMS : Enabled' with a 'Disable' button, and 'Two Factor Authenticator App : Disabled' with an 'Enable' button. At the bottom, there is a section for 'Two Factor Recovery Codes' with 'Recovery Codes' and 'Regenerate Recovery Codes' buttons.

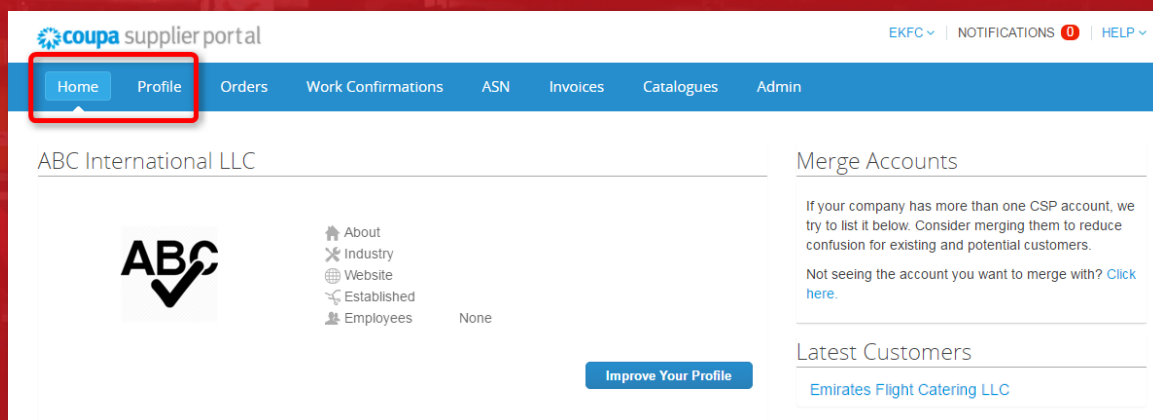


# Managing your profile

## Creating or updating your profile

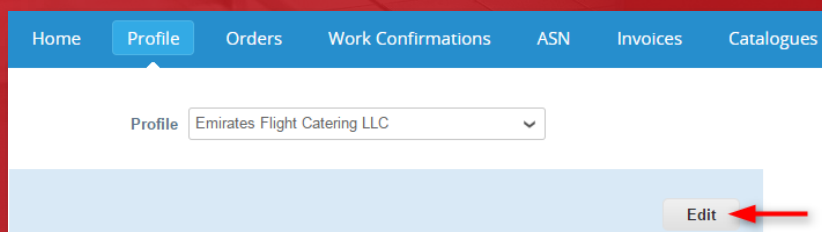
Your public profile contains general information about your company.

You can view and update your public profile from the **Home** page by clicking **Improve Your Profile** or by going to the **Profile** menu.



To update your profile for EKFC, there are two ways:

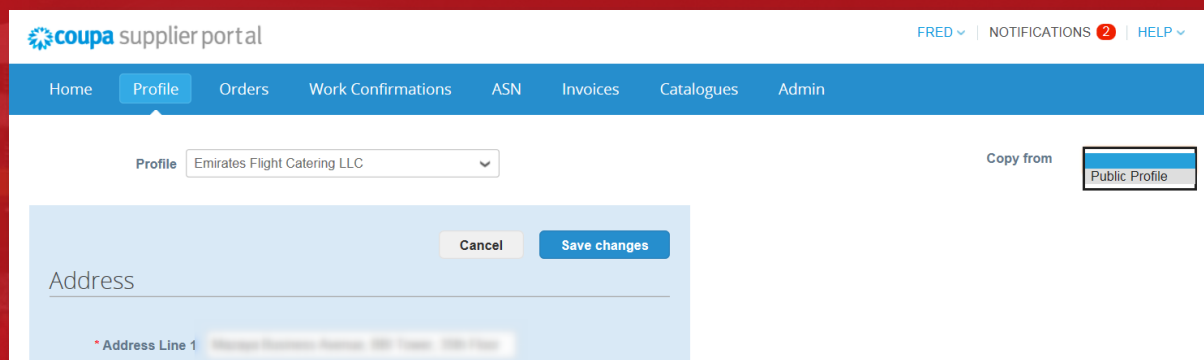
1. On the Homepage, click EKFC under the **Latest Customers** section and click Edit or
2. Go to the **Profile** page. On the drop-down menu, select EKFC and click **Edit**.



# Managing your profile

## Creating or updating your profile

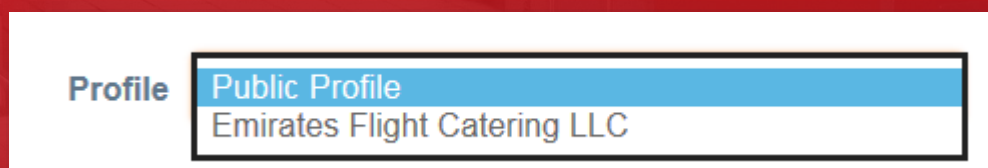
Remember to keep your information accurate and up to date for EKFC.



The screenshot shows the 'coupa supplier portal' interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Orders', 'Work Confirmations', 'ASN', 'Invoices', 'Catalogues', and 'Admin'. The 'Profile' tab is active. Below the navigation bar, there is a 'Profile' dropdown menu currently set to 'Emirates Flight Catering LLC'. To the right, there is a 'Copy from' dropdown menu set to 'Public Profile'. Below these, there is a 'Cancel' button and a 'Save changes' button. A text input field for 'Address' is visible, with a red asterisk and the label 'Address Line 1' below it.

Note: If you cannot see EKFC in the **Select Customer** dropdown list, it means that you are not yet connected with us.

Contact us by emailing [sourceforce@ekfc.ae](mailto:sourceforce@ekfc.ae) and provide us your contact details to get you linked with us quickly.



The screenshot shows a dropdown menu for the 'Profile' field. The menu is open, showing two options: 'Public Profile' (highlighted in blue) and 'Emirates Flight Catering LLC'.

# Managing your profile

## Inviting additional users

Using the supplier portal, you can invite additional users in your company to access your CSP account.

1. From the main menu, click **Admin**.
2. Click **Invite User**.

Users	Permissions	Customer Access
SupplierName Smith ekfcsupplier+80230@gmail.com <a href="#">Edit</a>	ASNs Admin Catalogues Invoices Orders Profiles Work Confirmations	Emirates Flight Catering LLC

### Invite User

First Name

Last Name

\* Email

Permissions

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

Customers

- All
- Emirates Flight Catering LLC

[Cancel](#) [Send Invitation](#)

3. Enter the user's information.

4. Select which permissions the user should be able to access.

5. Select which customer(s) the user should be able to access.

6. Click **Send Invitation**. The employee will receive an email notification, with a link to register.

# Managing Purchase Orders

## Receiving Purchase Orders

You will receive purchase orders via email and this can also be viewed by logging in to CSP.

Here is an example of a purchase order that you will receive via email.


Emirates Flight Catering Company LLC Purchase Order #CP00001852 Inbox x

Emirates Flight Catering Company LLC <do\_not\_reply@ekfc.coupahost.com> to me 12/18

**Emirates Flight Catering Company LLC Purchase Order #CP00001852**

Create Invoice Acknowledge PO Add Comment

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**Emirates  
Flight Catering**

**Emirates Flight Catering Company LLC  
PURCHASE ORDER**

**Ship To**  
Emirates Flight Catering  
Company LLC  
  
Dubai International Airport  
Dubai, 22525  
United Arab Emirates  
509133

**PO NUMBER** CP00001852  
**DATE** 18/12/2017  
**PAYMENT TERMS** 60 days from month end SOA  
**SHIPPING TERMS** DELIVERY AT PLACE  
**CURRENCY** AED  
**CONTRACT** CONTACT

**Bill To**  
Emirates Flight Catering  
Company LLC  
Invoice Desk  
Accounts Payable  
Dubai, 22525  
United Arab Emirates

Note: Please ignore this PO

Line	Description	Need By Date	Qty	Unit	Price	Total
1	Test for VAT	18/12/17	1	Each	10.00	10.00
						<b>10.00 AED</b>

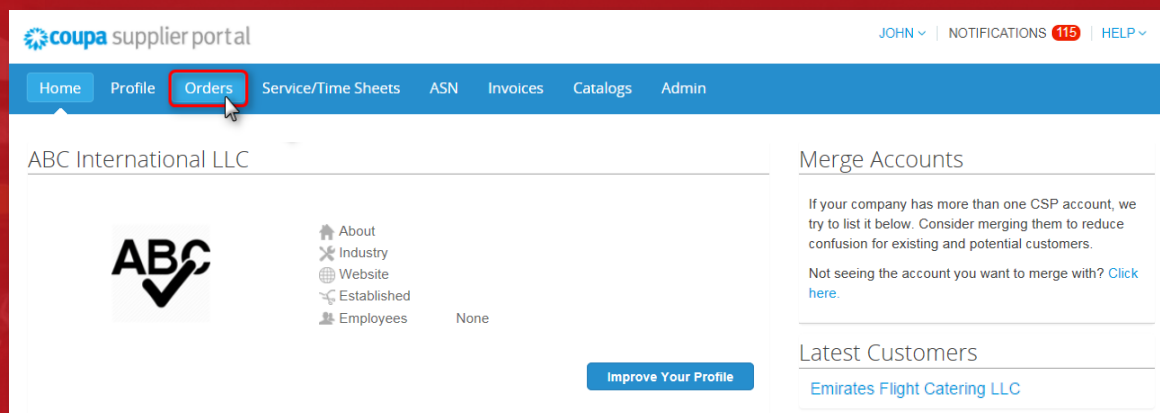
1. This Purchase Order has been electronically generated and approved
2. This Order is subject to our general terms which can be found at [www.emiratesflightcatering.com/procurement](http://www.emiratesflightcatering.com/procurement)
3. If a written agreement in relation to the subject matter of this Order exists then these shall take precedence
4. All attachments, if any, form part of this Purchase Order
5. At our discretion, this Order is subject to Cancellation should delivery not be made on the requested date
6. Deliveries are to be accompanied by a Delivery Note. The Invoice for this Order is to be submitted electronically via 'PO Flip' or through the Coupa Supplier Portal (CSP)
7. All queries are to be raised with EKFC Procurement ([procurement@ekfc.ae](mailto:procurement@ekfc.ae) / +971 4 208 6687)
8. VAT as applicable

Create Invoice Acknowledge PO Add Comment

# Managing Purchase Orders

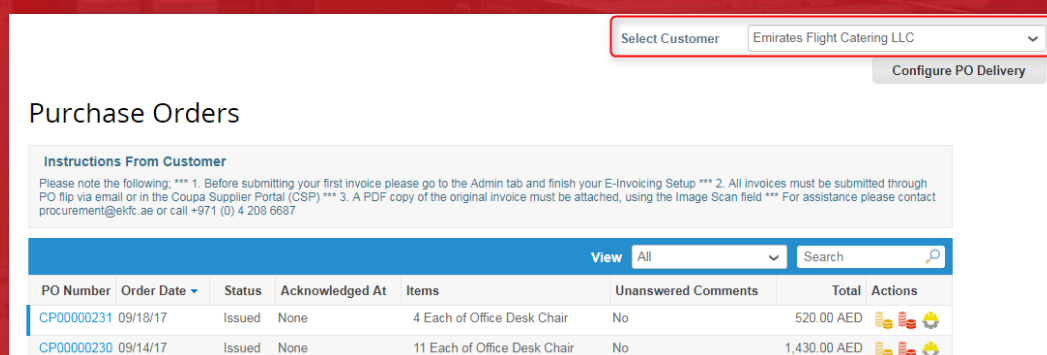
## Receiving Purchase Orders

To view your purchase orders in the CSP, click the **Orders** tab on the main menu.



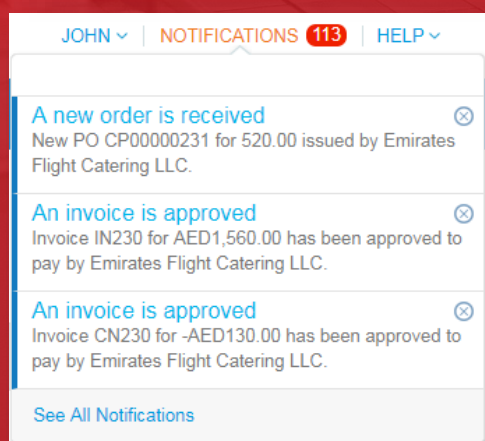
The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with tabs: Home, Profile, **Orders** (highlighted with a red box), Service/Time Sheets, ASN, Invoices, Catalogs, and Admin. The user is logged in as JOHN and has 115 notifications. Below the navigation bar, the profile for ABC International LLC is displayed, including a logo, a list of links (About, Industry, Website, Established, Employees), and an 'Improve Your Profile' button. On the right, there are sections for 'Merge Accounts' and 'Latest Customers' (Emirates Flight Catering LLC).

This will display a table of all of your purchase orders. Make sure you are viewing EKFC in the **Select Customer** dropdown list.



The screenshot shows the 'Purchase Orders' page. At the top right, there is a 'Select Customer' dropdown menu set to 'Emirates Flight Catering LLC' and a 'Configure PO Delivery' button. Below this, there is a section for 'Instructions From Customer' with a warning message. The main part of the page is a table of purchase orders with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The table contains two rows of data.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
CP00000231	09/18/17	Issued	None	4 Each of Office Desk Chair	No	520.00 AED	
CP00000230	09/14/17	Issued	None	11 Each of Office Desk Chair	No	1,430.00 AED	



The screenshot shows the 'Notifications' section. At the top, there is a navigation bar with 'JOHN', 'NOTIFICATIONS 113', and 'HELP'. Below this, there are three notification cards:

- A new order is received**: New PO CP00000231 for 520.00 issued by Emirates Flight Catering LLC.
- An invoice is approved**: Invoice IN230 for AED1,560.00 has been approved to pay by Emirates Flight Catering LLC.
- An invoice is approved**: Invoice CN230 for -AED130.00 has been approved to pay by Emirates Flight Catering LLC.

At the bottom, there is a link to 'See All Notifications'.

You will also get notifications via CSP for any updates on existing POs or new POs.

# Managing Purchase Orders

PO Number	Order Date
CP00000039	06/08/17
CP00000037	06/07/17
CP00000038	06/07/17

To view a purchase order simply click the PO number.

The PO view will open up and you can see the details of your order.

Purchase Order #CP00000037

Status Issued - Sent via Email

Order Date 06/07/17

Revision Date 06/07/17

Requester Jaypee Javillo (Req)

Email ekfcsupplier+vppursec@gmail.com

Payment Term ADV

Attachments None

Acknowledged

**Shipping**

Ship-To Address Emirates Flight catering  
Dubai International Airport  
22525 Dubai  
United Arab Emirates  
Location Code: 115081  
Attn: Jaypee Javillo (Req)

Terms A1

Lines

Advanced Search Sort by Line Number: 0 -> 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Benzene	1	Each	50.00	50.00	50.00

Need By 06/17/17 Part Number 1090

You may print your purchase orders by clicking **Print View** at the bottom of the page.

Total **50.00** AED


Create Invoice Save **Print View**

# Managing Purchase Orders

## Acknowledging Purchase Orders

EKFC expects all suppliers to acknowledge all purchase orders that you receive via Coupa.

Acknowledging a PO is quick and easy. Just hit the **Acknowledge PO** button from the email notification and EKFC will be notified that you have received and understood the order.

  
**Emirates**  
**Flight Catering**

**Emirates Flight Catering Company LLC**  
**PURCHASE ORDER**

**Ship To**  
Emirates Flight Catering  
Company LLC

Dubai International Airport  
Dubai, 22525  
United Arab Emirates  
509133

**PO NUMBER** CP00001852  
**DATE** 18/12/2017  
**PAYMENT TERMS** 60 days from month end SOA  
**SHIPPING TERMS** DELIVERY AT PLACE  
**CURRENCY** AED  
**CONTRACT**  
**CONTACT**

**Bill To**  
Emirates Flight Catering  
Company LLC  
Invoice Desk  
Accounts Payable  
Dubai, 22525  
United Arab Emirates

Note: Please ignore this PO

Line	Description	Need By Date	Qty	Unit	Price	Total
1	Test for VAT	18/12/17	1	Each	10.00	10.00

**10.00 AED**

1. This Purchase Order has been electronically generated and approved
2. This Order is subject to our general terms which can be found at [www.emiratesflightcatering.com/procurement](http://www.emiratesflightcatering.com/procurement)
3. If a written agreement in relation to the subject matter of this Order exists then these shall take precedence
4. All attachments, if any, form part of this Purchase Order
5. At our discretion, this Order is subject to Cancellation should delivery not be made on the requested date
6. Deliveries are to be accompanied by a Delivery Note. The Invoice for this Order is to be submitted electronically via 'PO Flip' or through the Coupa Supplier Portal (CSP)
7. All queries are to be raised with EKFC Procurement ([procurement@ekfc.ae](mailto:procurement@ekfc.ae) / +971 4 208 6687)
8. VAT as applicable

Create Invoice

Acknowledge PO

Add Comment

# Managing Purchase Orders

## Acknowledging Purchase Orders

Another way to acknowledge POs is via the CSP. Check your **Orders** list and select the purchase order you want to acknowledge.

coupa supplier portal JOHN | NOTIFICATIONS 113 | HELP

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

Orders Order Lines 1

Select Customer Emirates Flight Catering LLC Configure PO Delivery

### Purchase Orders

Instructions From Customer  
Please note the following; \*\*\* 1. Before submitting your first invoice please go to the Admin tab and finish your E-Invoicing Setup \*\*\* 2. All invoices must be submitted through PO flip via email or in the Coupa Supplier Portal (CSP) \*\*\* 3. A PDF copy of the original invoice must be attached, using the Image Scan field \*\*\* For assistance please contact procurement@ekfc.ae or call +971 (0) 4 208 6687

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
CP00000231	09/18/17	Issued	None	4 Each of Office Desk Chair	No	520.00 AED	
CP00000230	09/14/17	Issued	None	11 Each of Office Desk Chair	No	1,430.00 AED	
CP00000229	09/14/17	Issued	None	12 Each of Office Desk Chair	No	1,560.00 AED	

Click the tick box to acknowledge. Again, EKFC will be notified that you received and understood the order.

coupa supplier portal JOHN | NOTIFICATIONS 113 | HELP

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

Orders Order Lines

Select Customer Emirates Flight Catering LLC Configure PO Delivery

### Purchase Order #CP00000230

Order acknowledged

Status Issued - Sent via Email

Order Date 09/14/17

Revision Date 09/14/17

Requester

Email

Payment Term E60

Attachments None

Acknowledged

### Shipping

Ship-To Address Emirates Flight catering  
Dubai International Airport  
22525 Dubai  
United Arab Emirates  
Location Code: 115081  
Attn:

Terms A2



# Managing Purchase Orders

## Communicating with EKFC on Purchase Orders

Should you require further assistance on how to manage your purchase orders, please email [sourceforce@ekfc.ae](mailto:sourceforce@ekfc.ae) or call us at +971 4 208 6871 / 6632 / 6781.

For PO amendments, you can add a comment in the PO or you can contact us. If you know the buyer, you can get in touch with them directly.

# Creating invoices

As part of Emirates Flight Catering's strategy of driving digital innovation and in line with the Smart Dubai 2021 initiative of going paperless, all invoices can now be submitted to EKFC electronically via the Coupa Supplier Portal (CSP).

The 'PO-flip' functionality in CSP flips a purchase order to create an invoice thus reducing errors and speeds up invoice processing and payment.

Another benefit of using the tool is that you get real time visibility of your invoice status.

To know more about creating and submitting invoices, please view the [eInvoicing – Setup and Submission](#) guide.