Coupa Supplier Portal
Overview and Reference Guide
January 2020

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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 your are not a current supplier to EKFC you are not required to register on the CSP.

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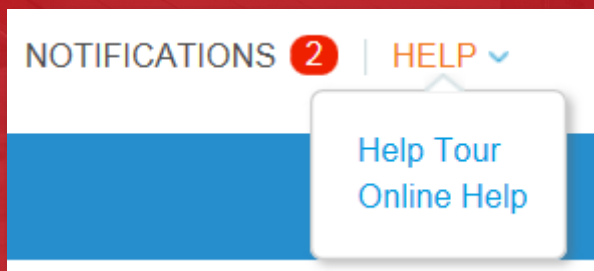
If you are an existing supplier to EKFC and are not yet registered, please refer to the Getting setup on the Coupa Supplier Portal guide.

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Overview of the tool

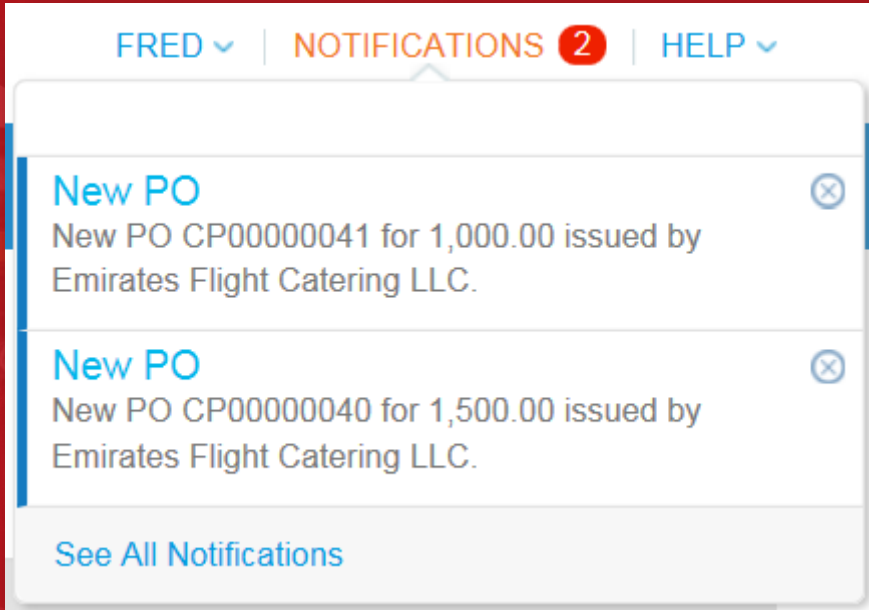When you log in for the first time, you will be welcomed by the **Help Tour** on the Home screen.
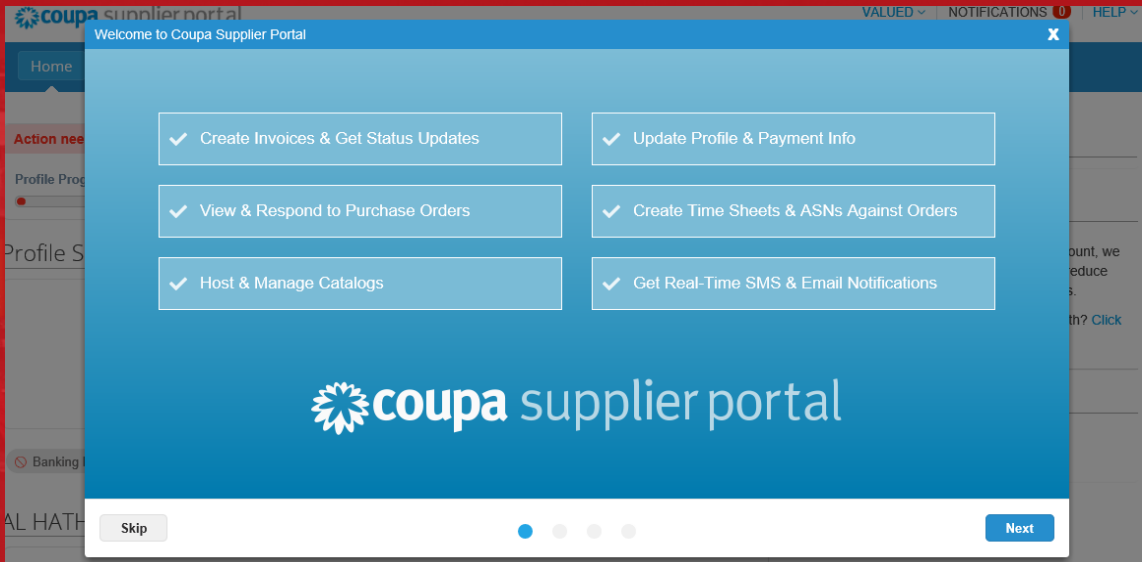
Click the **Help** link on the top-right corner of the page to access the Help Tour and Online Help.
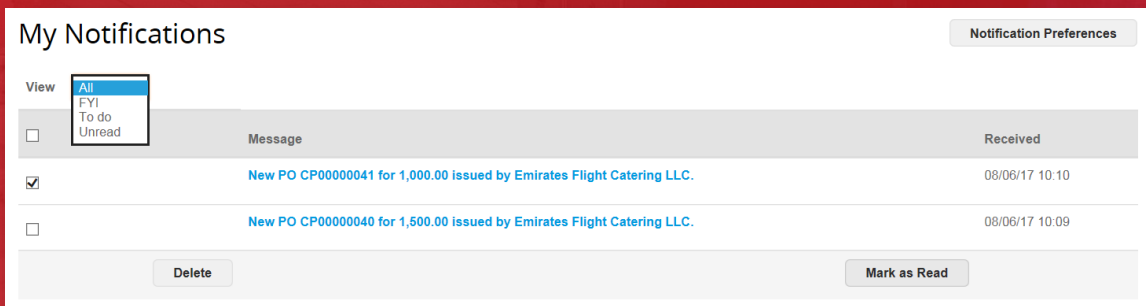
Overview of the tool

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

SUPPLIERNAME ⌄

Account Settings
Notification Preferences

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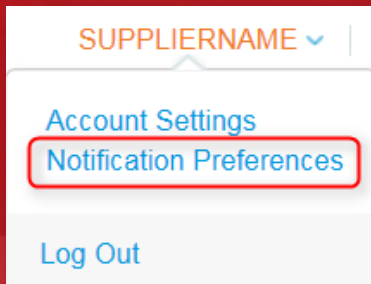
Another way is to click on your **Name** at the top right hand side of the page and click **Notification Preferences**.

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

Settings
Notification Preferences
Security & Two-Factor Authentication

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

	Online	Email	SMS
New Comment	☑ Online	☑ Email	☐ SMS
Catalogue Approved	☐ Online	☐ Email	☐ SMS
Catalogue Rejected	☐ Online	☐ Email	☐ SMS
Catalogue About to Expire	☐ Online	☐ Email	☐ SMS

Easy Form Response

Form Response Approved	☑ Online	☑ Email	☐ SMS
Form Response Rejected	☑ Online	☑ Email	☐ SMS
Supplier Information Updated	☑ Online	☑ Email	☐ SMS

Invoices

New Comment	☑ Online	☑ Email	☐ SMS
Invoice Approved	☑ Online	☑ Email	☐ SMS
Invoice Paid	☑ Online	☑ Email	☐ SMS

POs

New Comment	☑ Online	☑ Email	☐ SMS
New PO	☑ Online	☑ Email	☐ SMS

Profile

Public Profile Update	☐ Online	☐ Email	☐ SMS
Update Profile	☑ Online	☑ Email	☐ SMS

Terms of Use

Terms of Use	☑ Online	☑ Email	☐ SMS

Users

New Connection	☑ Online	☑ Email	☐ SMS

Work Confirmation

Work Confirmation Approved	☑ Online	☑ Email	☐ SMS
Work Confirmation Rejected	☑ Online	☑ Email	☐ SMS

Cancel   Save

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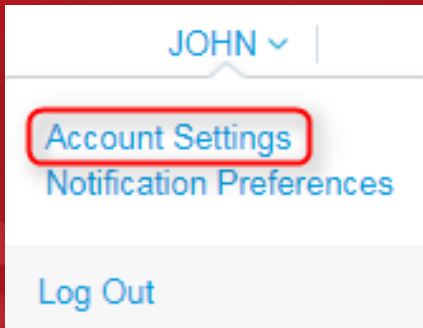
On the **Account Settings** page you can make changes to your personal information, set or modify your notification preferences, or enable/disable two-factor authentication.

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**.

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.
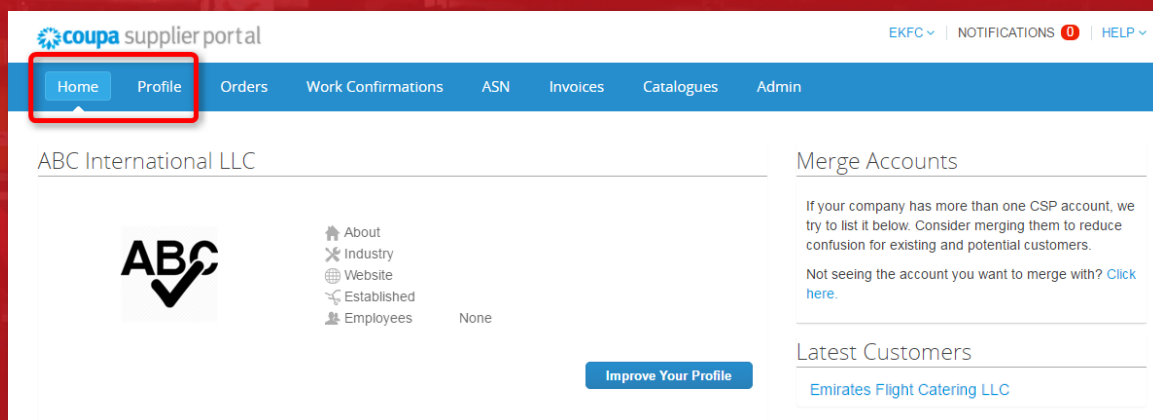

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Managing your profile
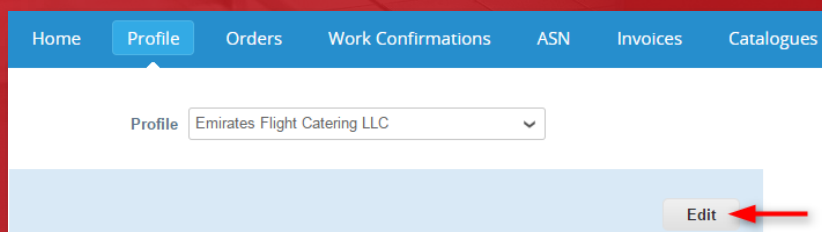
Creating or updating your profile

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.

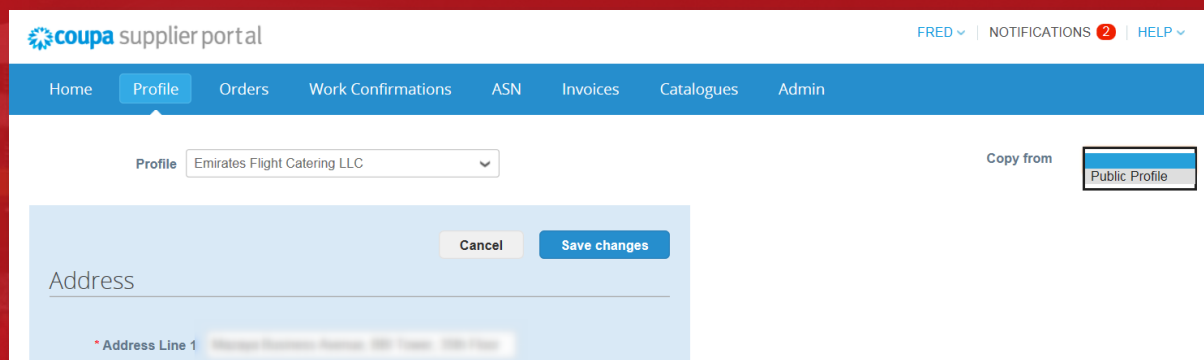To update your profile for EKFC, there are two ways:

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
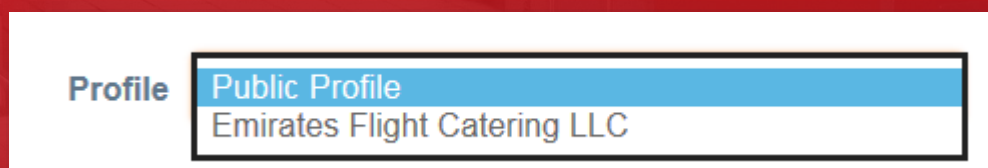
Creating or updating your profile

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

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 and provide us your contact details to get you linked with us quickly.

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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 Edit	ASNs Admin Catalogues Invoices Orders Profiles Work Confirmations	**Emirates Flight Catering LLC**

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.

Managing Purchase Orders

Receiving Purchase Orders

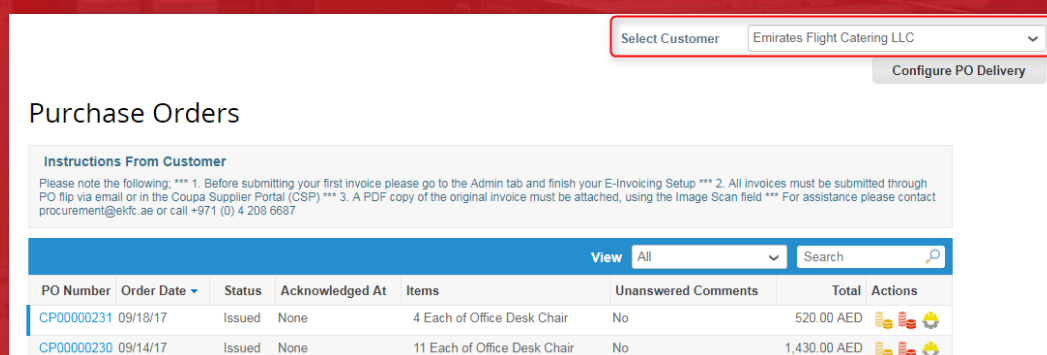To view your purchase orders in the CSP, click the **Orders** tab on the main menu.

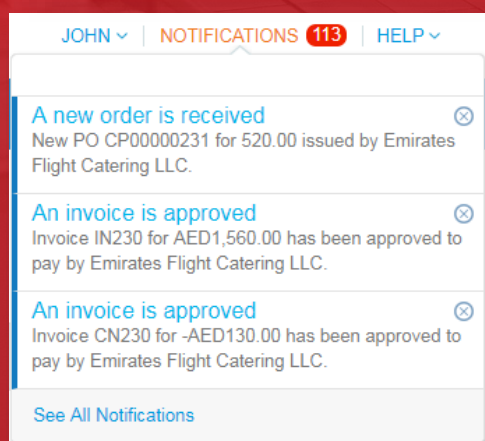This will display a table of all of your purchase orders. Make sure you are viewing EKFC in the **Select Customer** dropdown list.

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

Managing Purchase Orders

To view a purchase order simply click the PO number.

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

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	Part Number
06/17/17	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

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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 Company LLC
PURCHASE ORDER

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

Ship To
Emirates Flight Catering
Company LLC

Dubai International Airport
Dubai, 22525
United Arab Emirates
509133

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
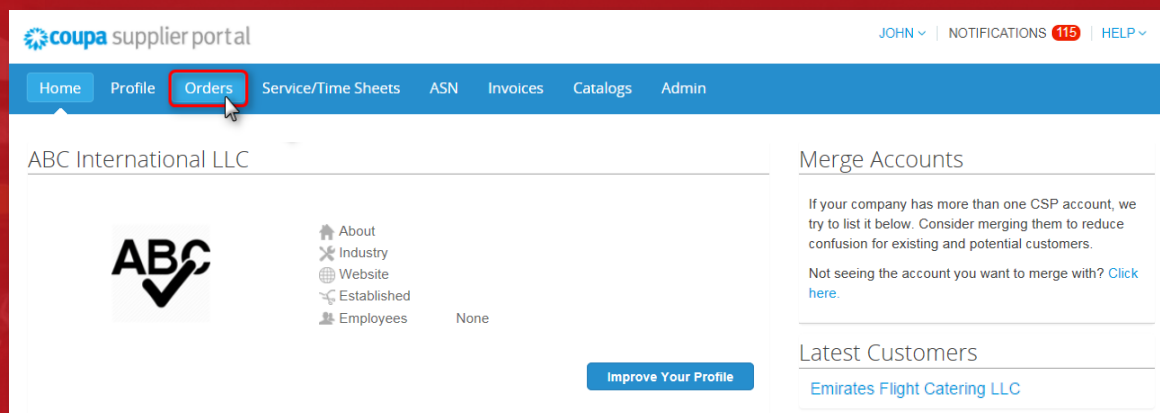
1. This Purchase Order has been electronically generated and approved
2. This Order is subject to our general terms which can be found at www.emiratesflightcatering.com/procurement
3. If a written agreement in relation to the subject matter of this Order exists then these shall take precedence
4. All 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 / +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.

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

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 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.

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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.