



Coupa Supplier Portal Overview and Reference Guide October 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 you are not a current supplier to EKFC you are not required to register on the CSP.

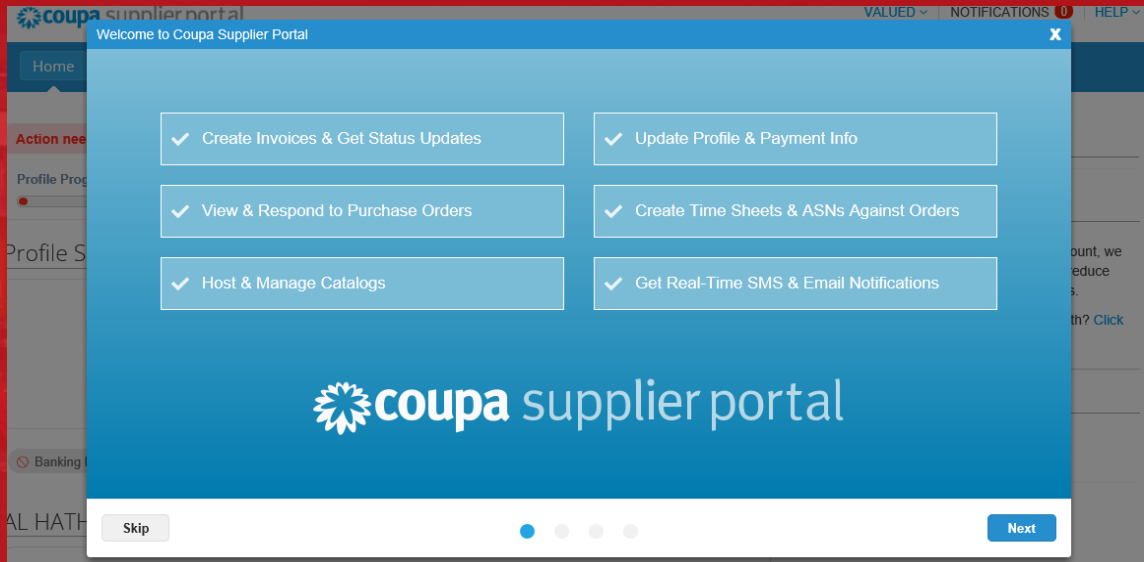
Using the CSP

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

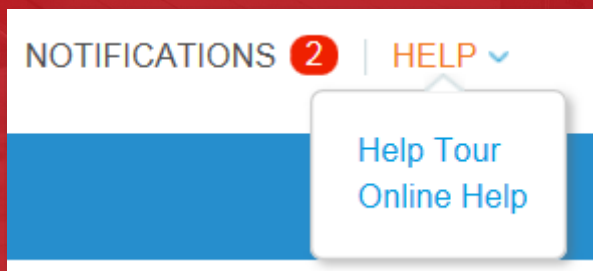
If you are an existing supplier to EKFC and are not yet registered, please refer to the [Getting setup on the Coupa Supplier Portal](#) guide.

Overview of the tool

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

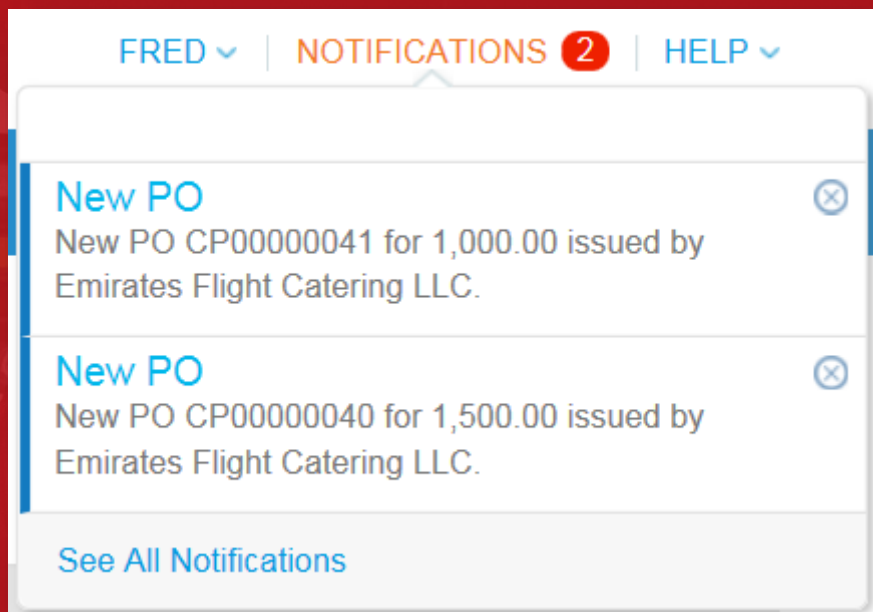


Click the **Help** link on the top-right corner of the page to access the Help Tour and Online Help.

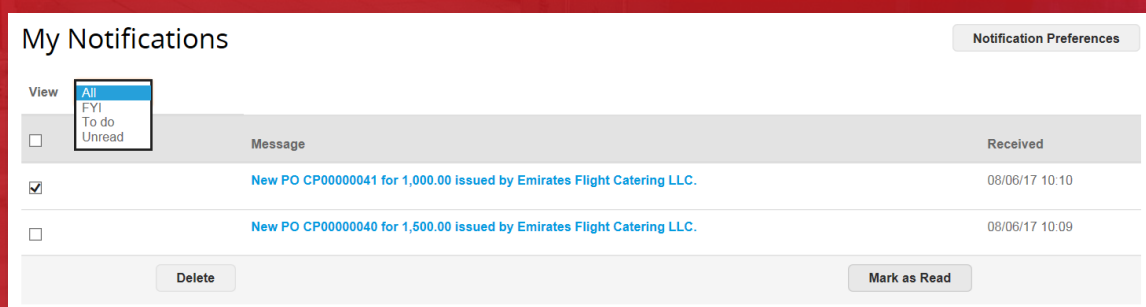


Overview of the tool

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



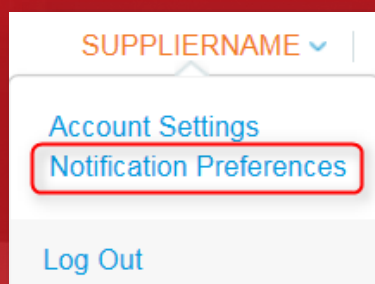
or click on the **Notifications** link to view the full details of your notifications and to manage them.



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



SUPPLIERNAME ▾

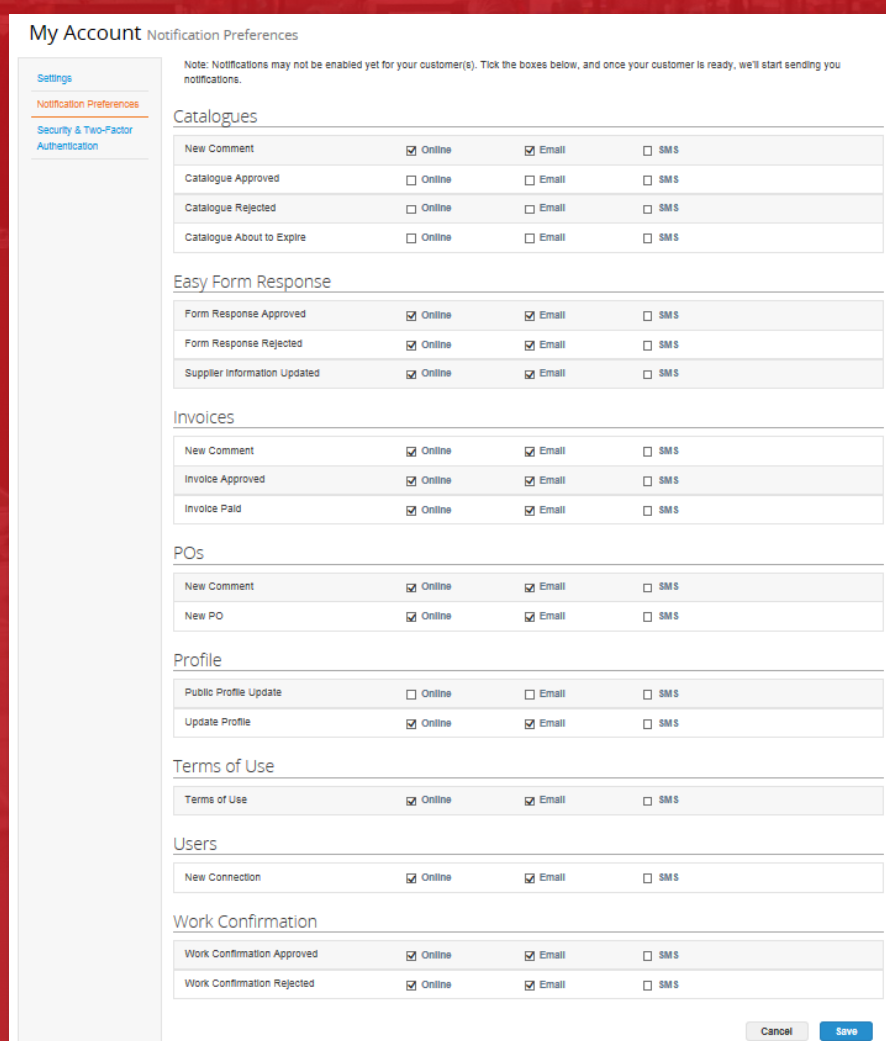
[Account Settings](#)

[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

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

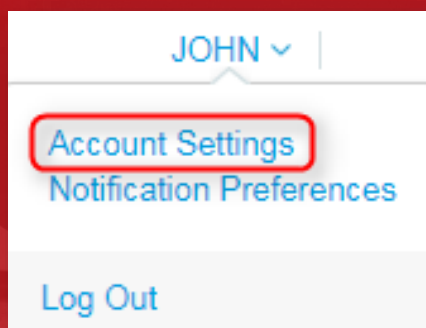
New Connection	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Work Confirmation

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 Password' form. It includes fields for 'First Name', 'Last Name', 'Email', 'Current Password', 'Password', and 'Password Confirmation'. There is a CAPTCHA checkbox labeled 'I'm not a robot' and a 'Save' button at the bottom right.A screenshot of the 'My Account Notification Preferences' form. It shows a table for 'Catalogs' and 'Form Responses' with columns for 'Online', 'Email', and 'SMS' notifications. The 'Online' column has checkboxes, while 'Email' and 'SMS' have icons.

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.

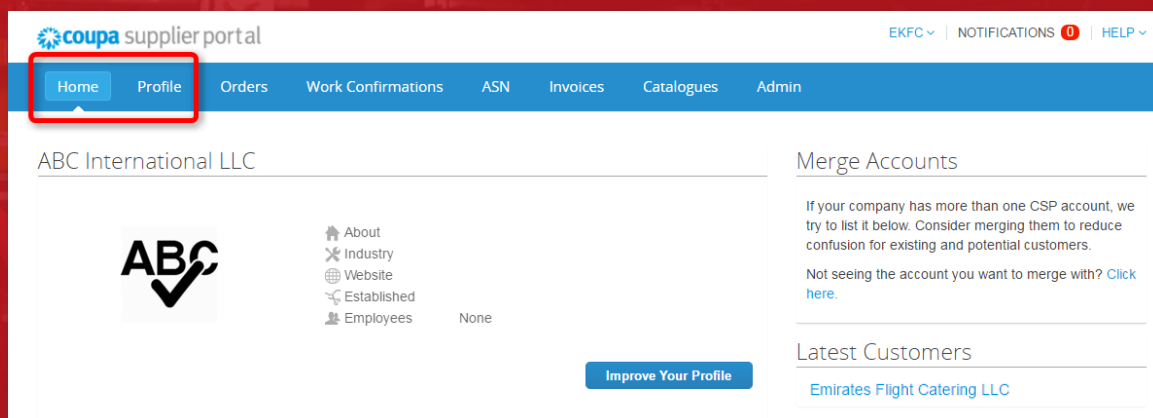
A screenshot of the 'My Account Security & Two-Factor Authentication' form. It shows the 'Mobile Phone Verification' section with a 'Verified' status and a 'Disable' button. Below it is the 'Two-Factor Authentication' section with 'SMS' status 'Enabled' and a 'Disable' button. There is also a 'Two Factor Authenticator App' section with a 'Disabled' status and an 'Enable' button. At the bottom, there are 'Recovery Codes' and 'Regenerate Recovery Codes' buttons.

Managing your profile

Creating or updating your profile

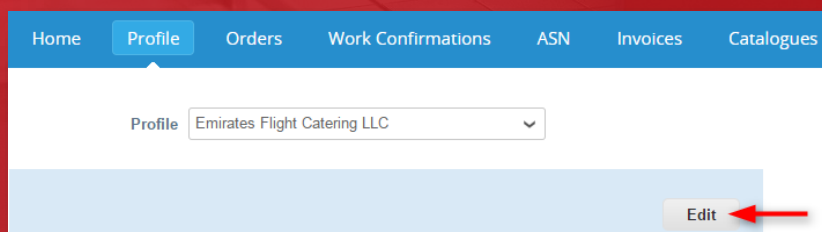
Your public profile contains general information about your company.

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:

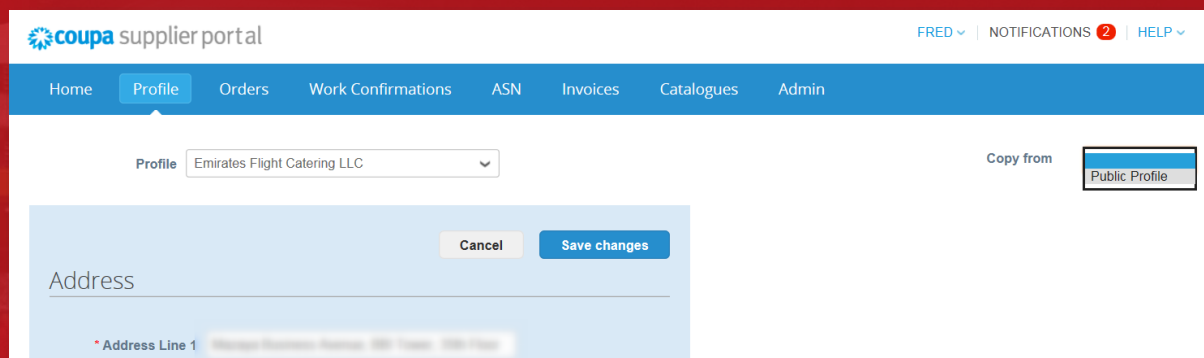
1. On the Homepage, click EKFC under the **Latest Customers** section and click Edit or
2. Go to the **Profile** page. On the drop-down menu, select EKFC and click **Edit**.



Managing your profile

Creating or updating your profile

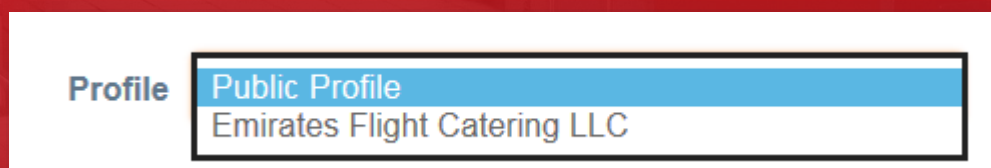
Remember to keep your information accurate and up to date for EKFC.



The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile' (active), 'Orders', 'Work Confirmations', 'ASN', 'Invoices', 'Catalogues', and 'Admin'. On the right, there are links for 'FRED', 'NOTIFICATIONS' (with a red badge), and 'HELP'. Below the navigation bar, the 'Profile' section shows a dropdown menu currently set to 'Emirates Flight Catering LLC'. To the right of this is a 'Copy from' dropdown menu set to 'Public Profile'. Below these is a light blue form area with a 'Cancel' button and a 'Save changes' button. The form contains an 'Address' field and an 'Address Line 1' field with a red asterisk indicating it is required.

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.



The screenshot shows a dropdown menu for the 'Profile' section. The menu is open, displaying 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**.

Invite User

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

Invite User

First Name

Last Name

* Email

Permissions

Customers

☒ All

☒ Admin

☒ Orders

☒ Invoices

☒ Catalogues

☒ Profiles

☒ ASNs

☒ Work Confirmations

☒ 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

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



Emirates Flight Catering Company LLC

PURCHASE ORDER

PO NUMBER

DATE

PAYMENT TERMS

SHIPPING TERMS

CURRENCY

CONTRACT

CONTACT

CP00001852

18/12/2017

60 days from month end SOA

DELIVERY AT PLACE

AED

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

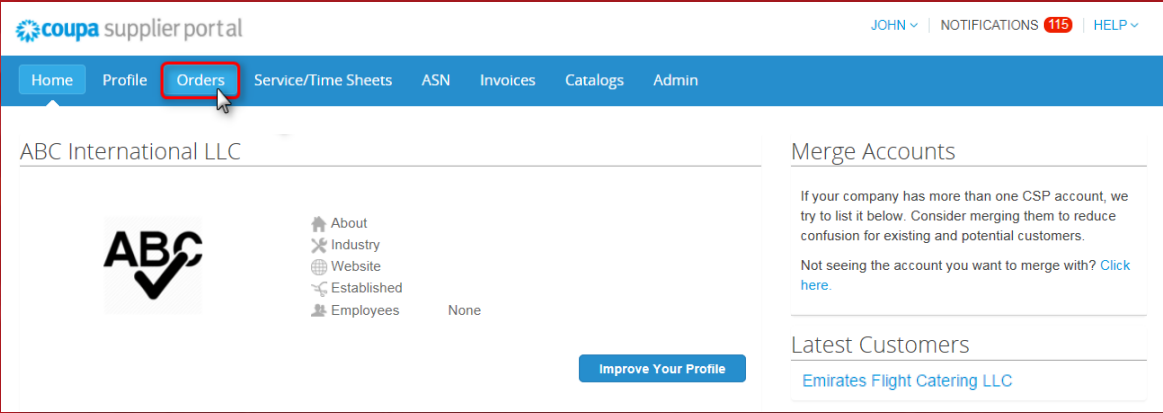
Add Comment



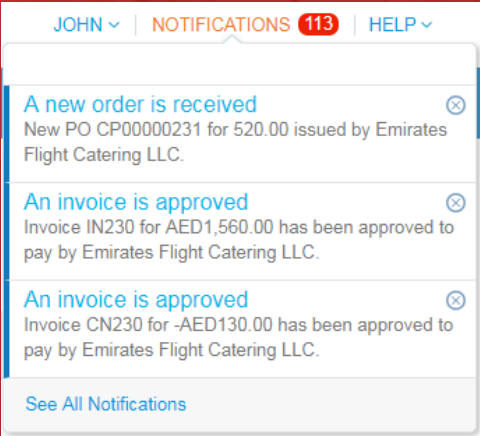
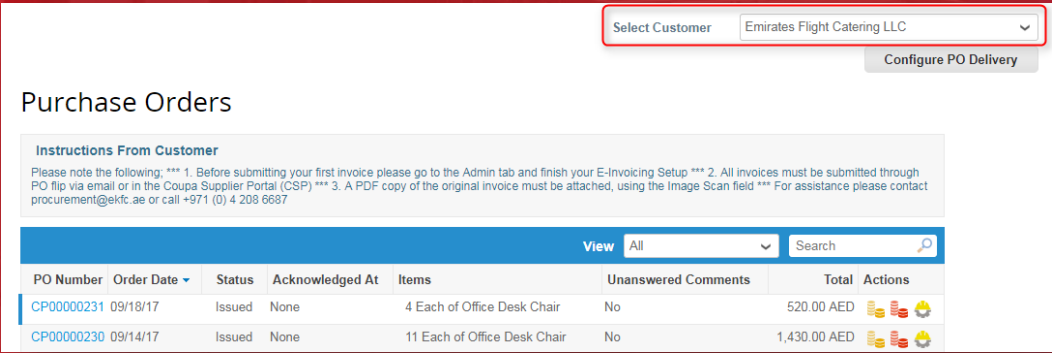
Managing Purchase Orders

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

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
<div>Need By 06/17/17</div> <div>Part Number 1090</div>							

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

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

PO NUMBER
DATE
PAYMENT TERMS
SHIPPING TERMS
CURRENCY
CONTRACT
CONTACT

CP00001852
18/12/2017
60 days from month end SOA
DELIVERY AT PLACE
AED

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

Acknowledging Purchase Orders

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 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	

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 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.