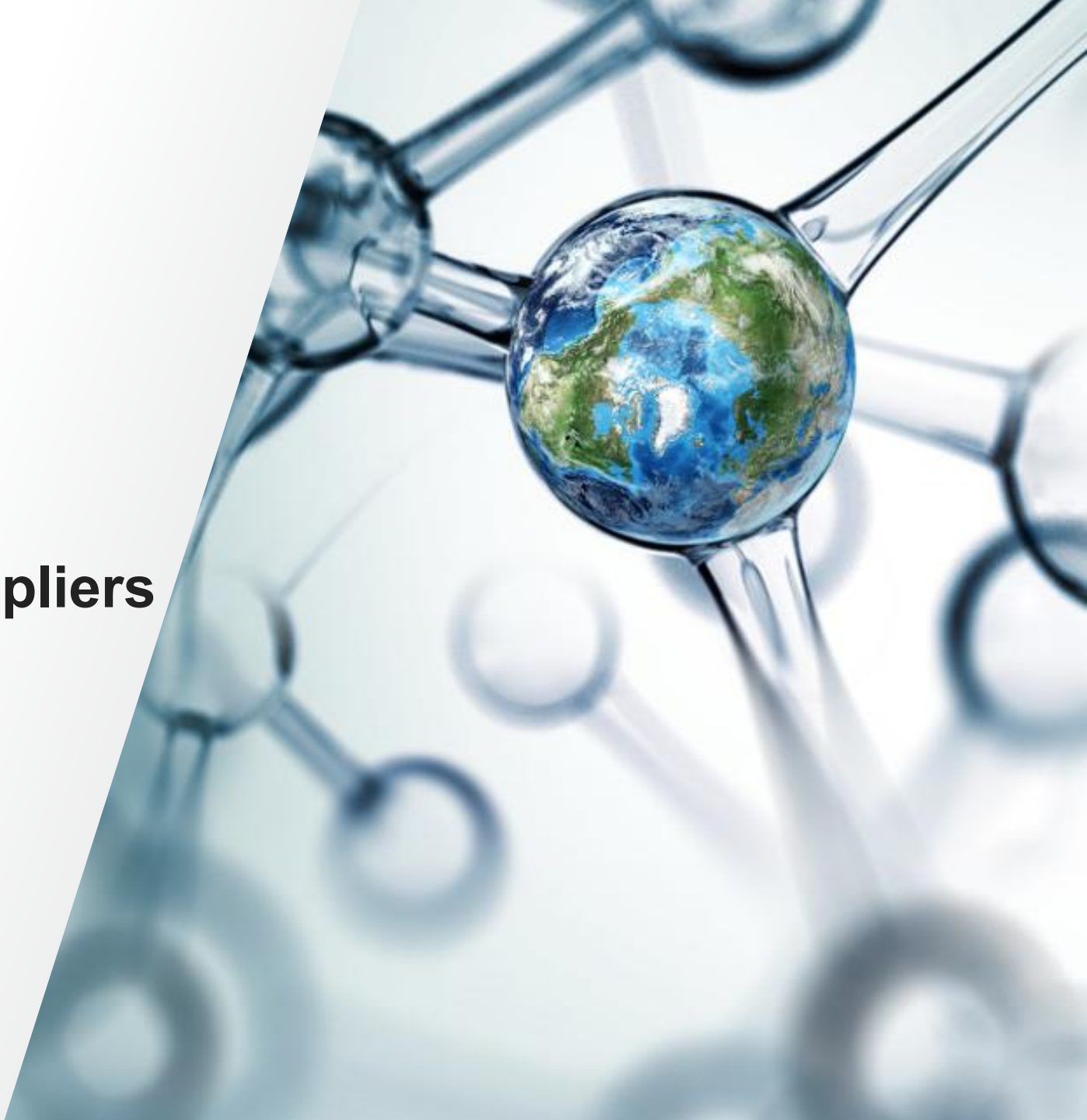
Coupa Supplier Portal (CSP)
User Guide for Third-Party Suppliers



The world leader in serving science

Coupa Supplier Portal (CSP)

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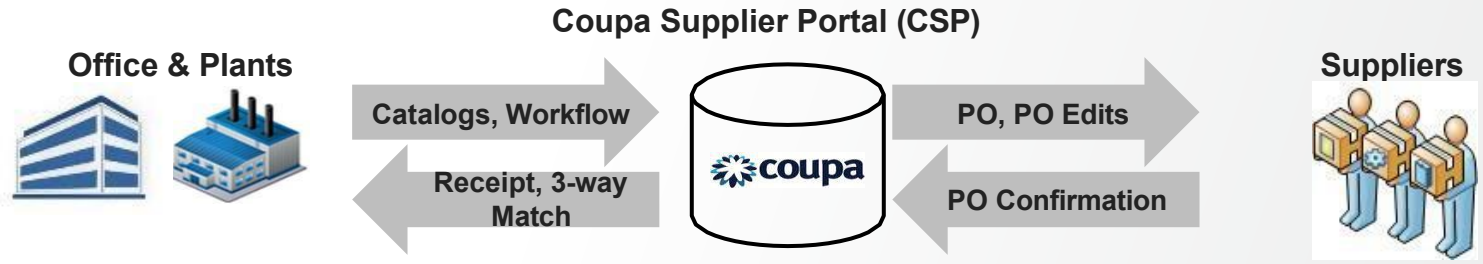
Coupa Supplier Portal (CSP)

Introduction to Coupa

- Coupa is a cloud-based, user-friendly e-Procurement and supplier collaboration software
- Coupa provides Thermo Fisher with ONE platform, ONE environment that integrates our Sourcing, Procurement, and Invoice workflows
- Coupa is a leading **E-Procurement platform**, connecting buyers with their suppliers
- Coupa is an **internet-based** solution capable of accommodating a variety of different systems
- The **Coupa Supplier Portal (CSP) is to communicate purchase orders, provide you with ability to create & send invoices, resolve disputes & provide visibility of status ('CP' prefixed PO only)**
- The **Coupa Supplier Portal (CSP) is FREE,** there is no cost for suppliers



Coupa Supplier Portal (CSP)

What is changing?

PO Transmission	PO Emails Phone/email for non-PO orders	Email transmission with link to supplier portal
PO Confirmations	PO confirmed via phone /email Possible lack of acknowledgement	PO confirmation via interface status command within the tool
Transaction Status	Transaction status not tracked No communication with supplier	Status tracked via interface communication with supplier
PO Flips / Invoicing	Supplier submits paper /PDF invoice Prior to AP for 3-way match (PO/goods receipt/invoice)	Supplier flips PO (interface) Automatic 2-way match (PO & invoice) / payment

Coupa Supplier Portal (CSP)

Benefits for Suppliers

Coupa is focused on customer success:

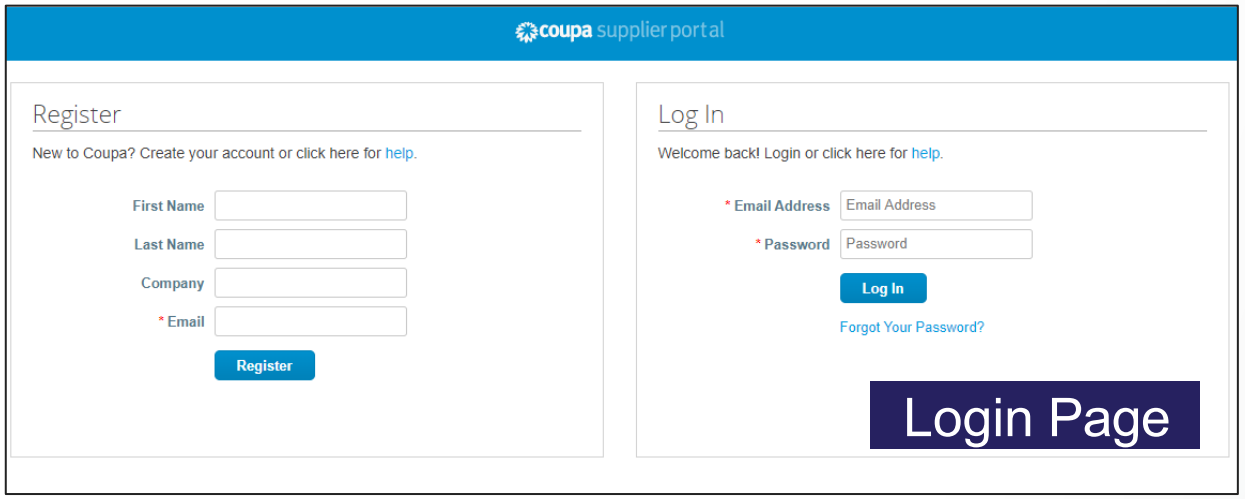
- **No charge** to utilize the user-friendly Coupa Supplier Portal (CSP)
- **View your Purchase Orders** (‘CP’ prefixed PO) and get a summary of POs from Thermo Fisher
- **Create an invoice directly from the PO in the CSP**, by easily completing required fields Invoice # and date on the Create Invoice screen. You can attach a copy of your invoice
- **Resolve disputed invoices** via notifications received, with the reason for dispute and the option to cancel or adjust the invoice. You will be able to track the new status, from dispute to pending

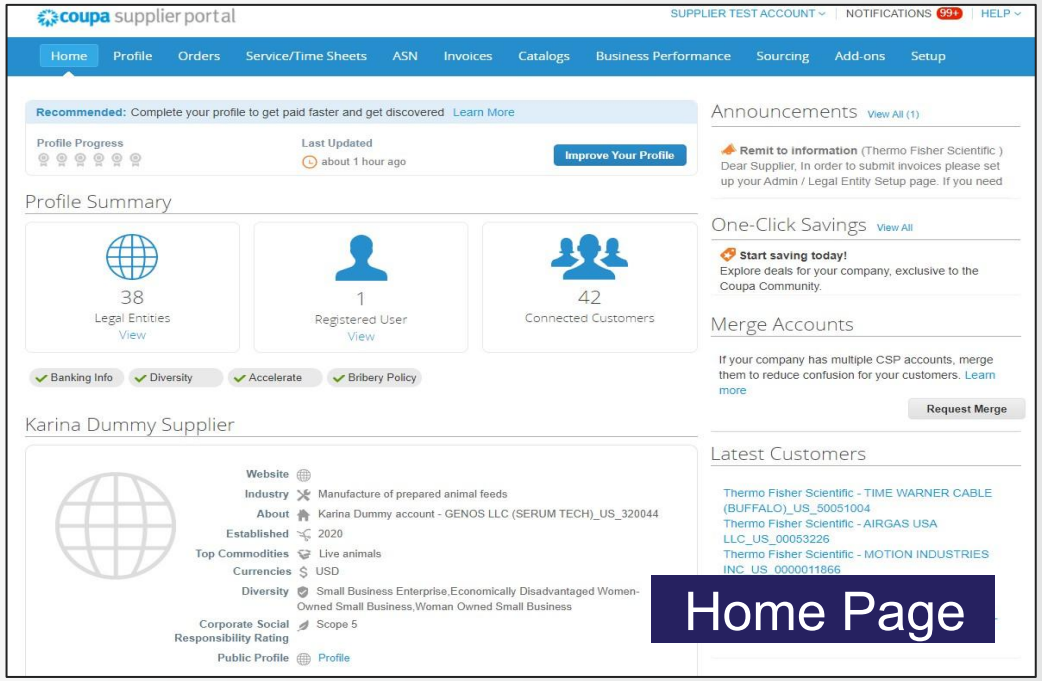
POs	Invoices
Network cXML Email/HTML	Network Supplier Actionable Notification (SAN) cXML

Coupa Supplier Portal (CSP)

Introduction to Coupa Supplier Portal (CSP)

- The Coupa Supplier Portal (CSP) is an online tool that serves as the interface between the suppliers and Thermo Fisher. This will include:
- Exchanging PO and Invoice documents between Thermo Fisher and suppliers
- Provide increased visibility throughout the ordering and invoicing processes

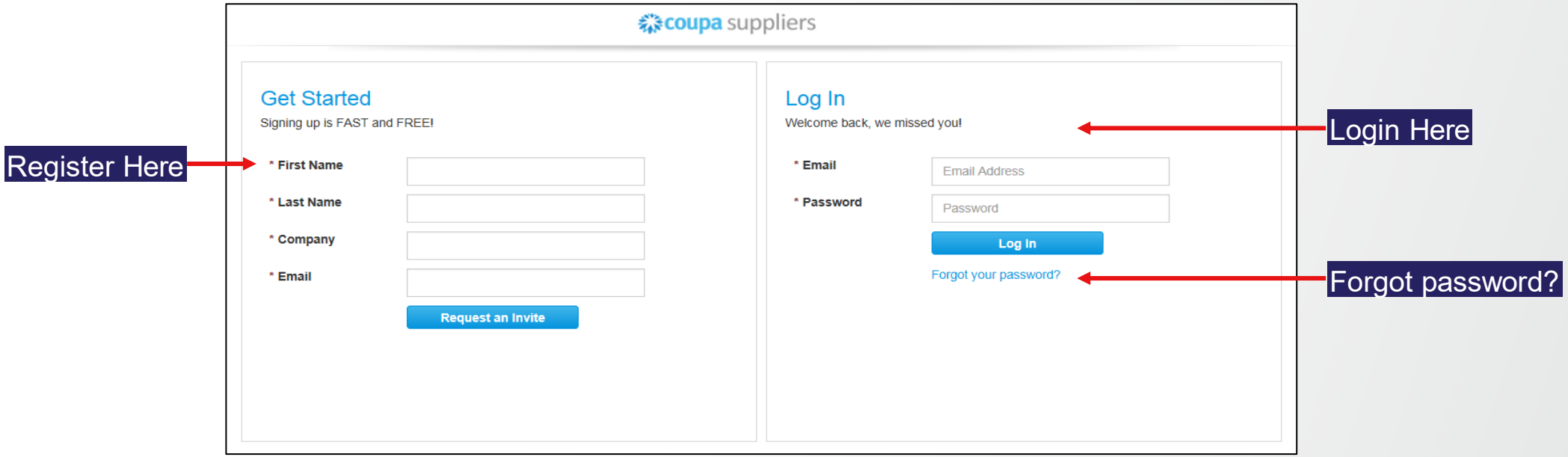




Coupa Supplier Portal (CSP)

Registering your Coupa Supplier Portal (CSP) Account

- You may receive an email invitation from Thermo Fisher inviting you to join the Coupa Supplier Portal
- To register, use one of the following methods:
  1. Follow the instructions within the email invitation
  2. Register directly at https://supplier.coupahost.com
  3. Log-in with your existing Coupa access:
     Setup > Connectivity Links > Select 'Thermo Fisher Scientific' in search field > Provide Thermo Fisher contract name/e-mail you work with > Submit
- For queries, please refer to Support Slide

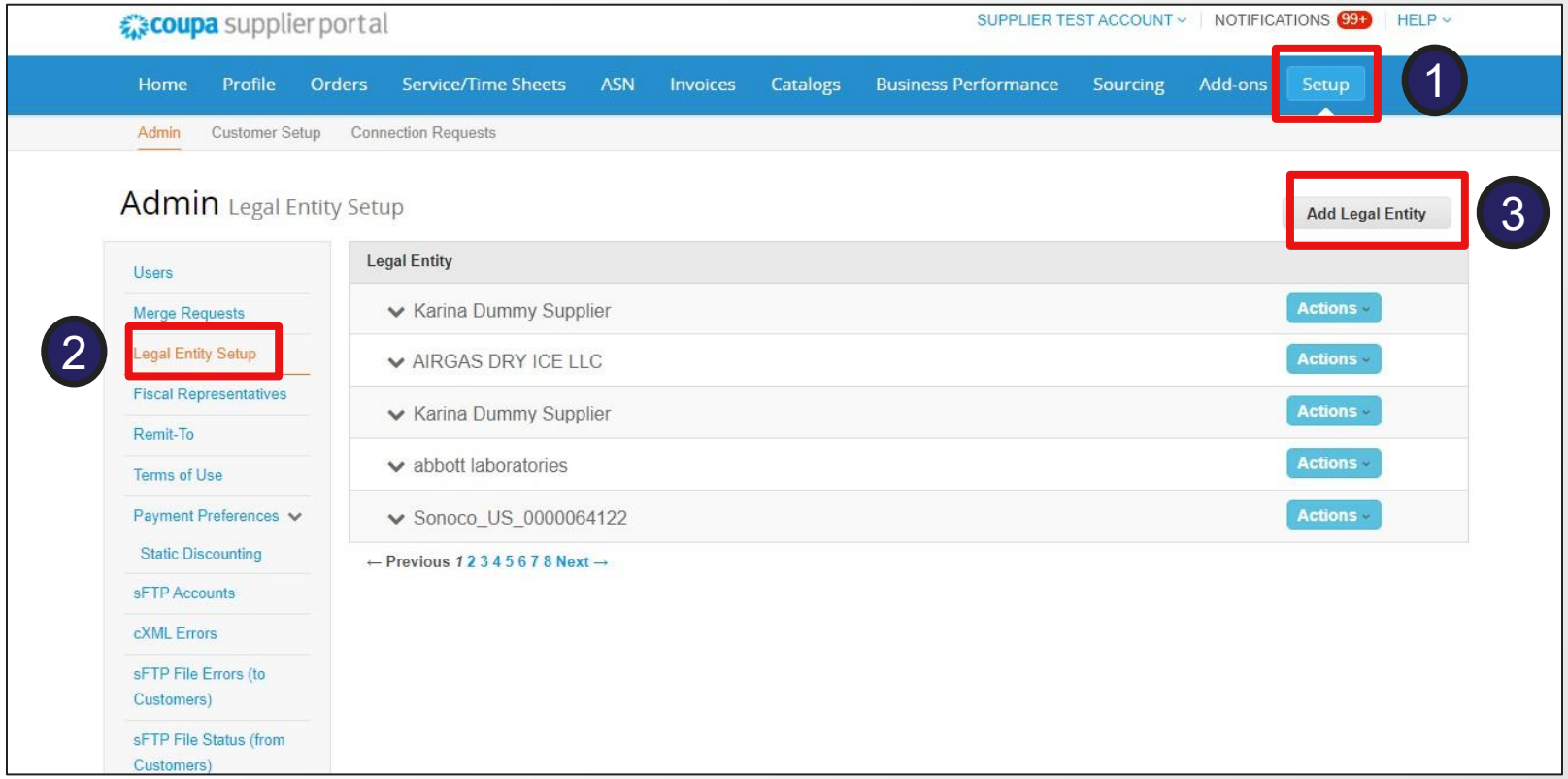


Coupa Supplier Portal (CSP)

Managing your Coupa Supplier Portal (CSP) Account

STEP 1: Setup Company / Legal Entity profile (8 sub-steps)

1. From the Main Menu, click the **Setup** Tab
2. Click **Legal Entity Setup** option
3. Click **Add Legal Entity**

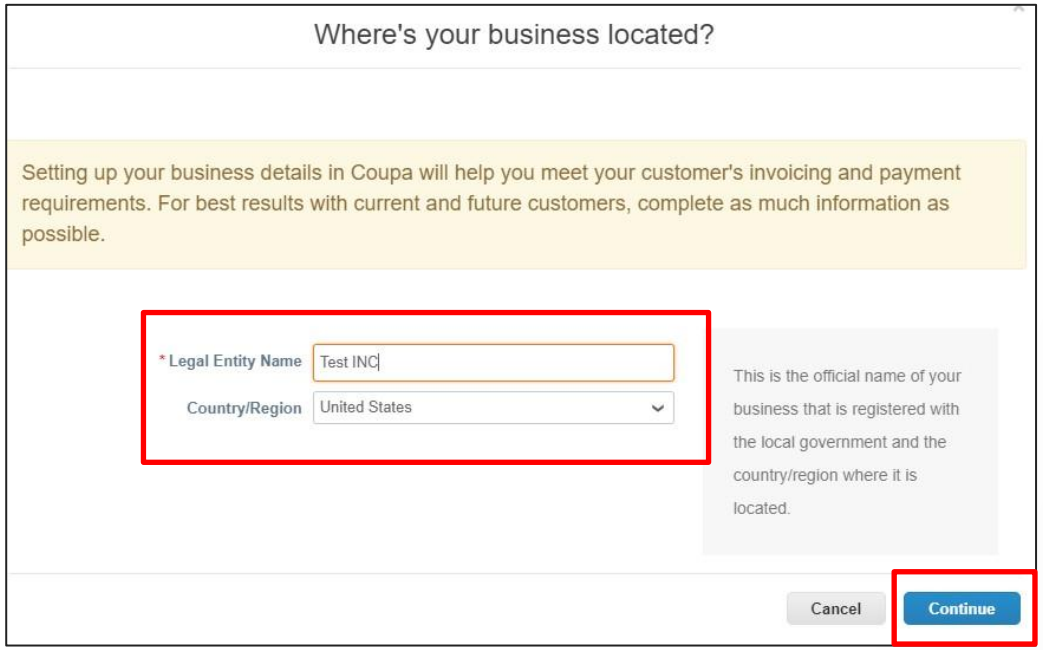


Coupa Supplier Portal (CSP)

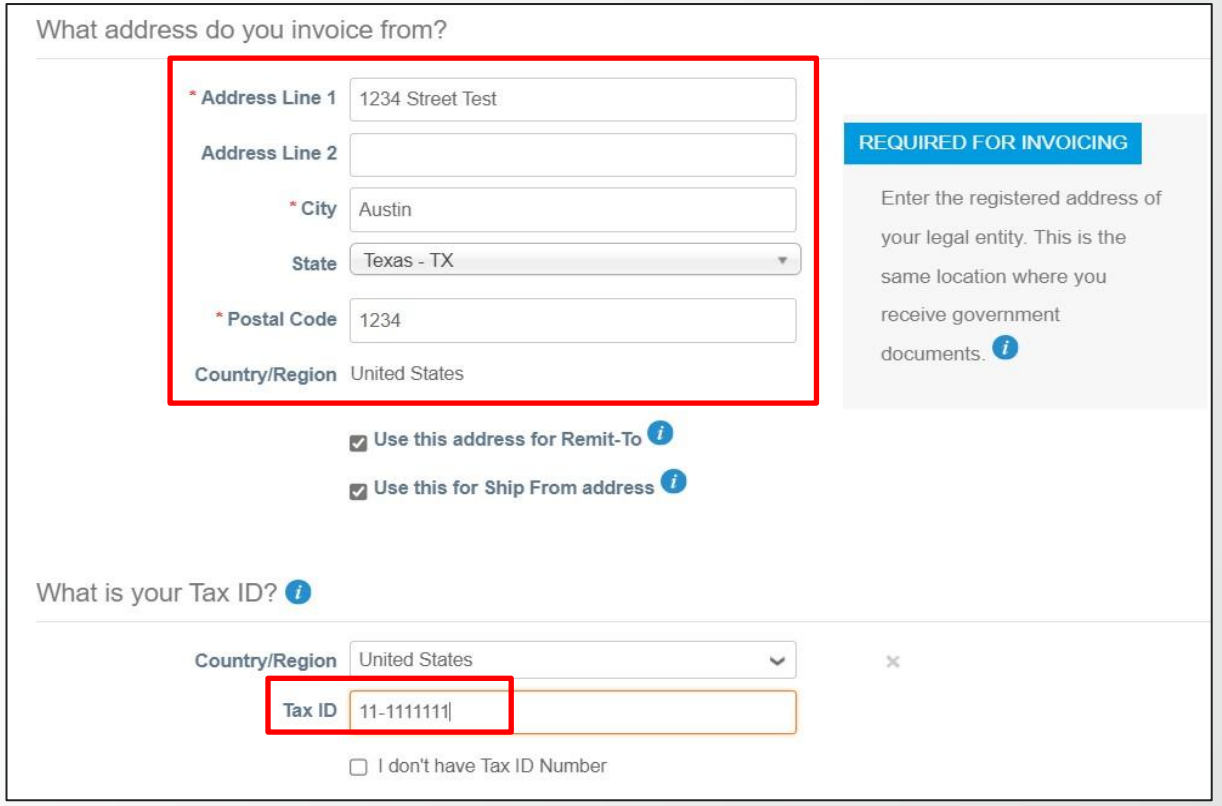
Managing your Coupa Supplier Portal (CSP) Account

STEP 1: Setup Company / Legal Entity profile

4 Enter Legal Entity name and select the Country, and Continue



5 Enter your company Invoice address and Tax ID number

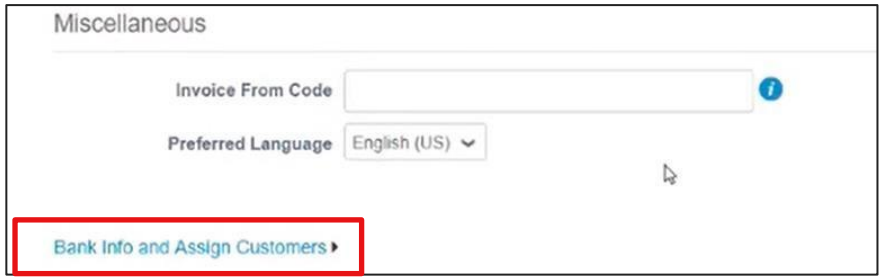


Coupa Supplier Portal (CSP)

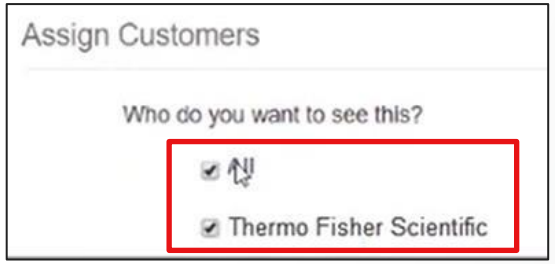
Managing your Coupa Supplier Portal (CSP) Account

STEP 1: Setup Company / Legal Entity profile

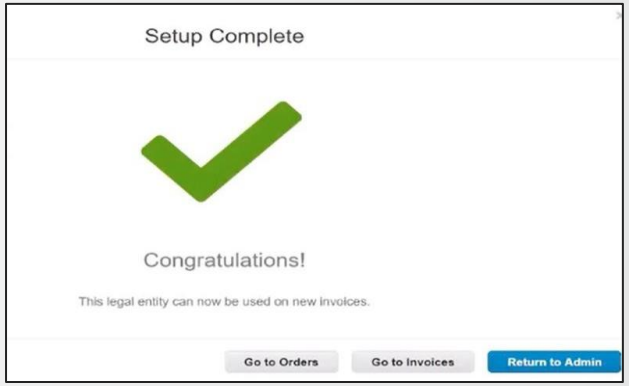
6 At the base of the screen, click: Bank Info and Assign Customers



7 Select the customers to be included and click Done



8 Coupa Will confirm the setup is complete

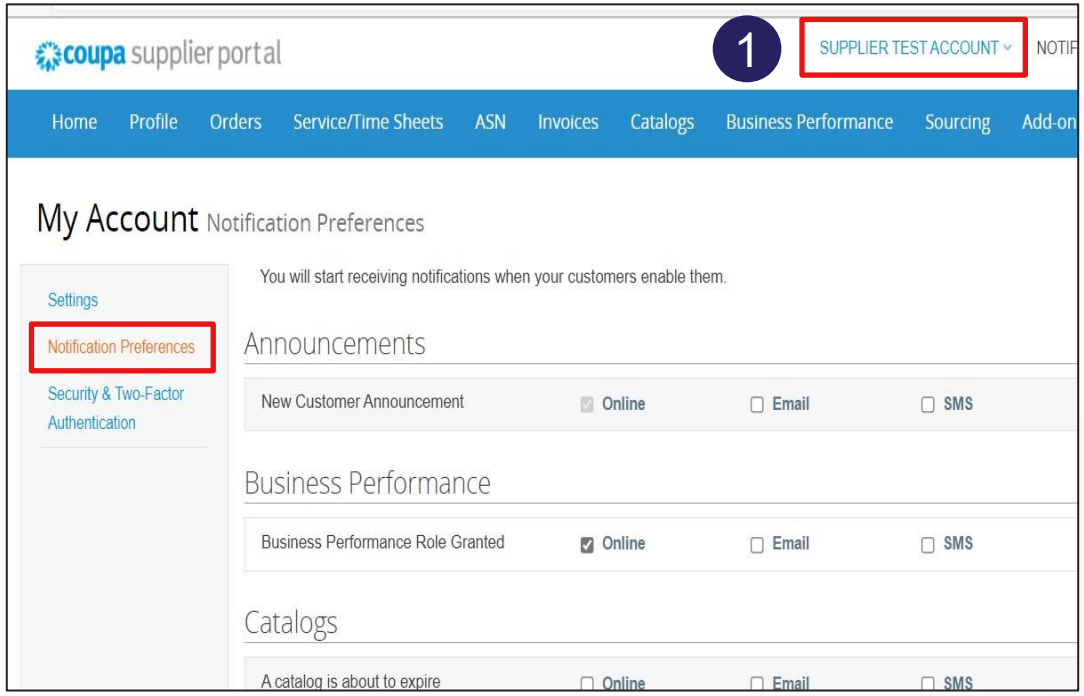


Coupa Supplier Portal (CSP)

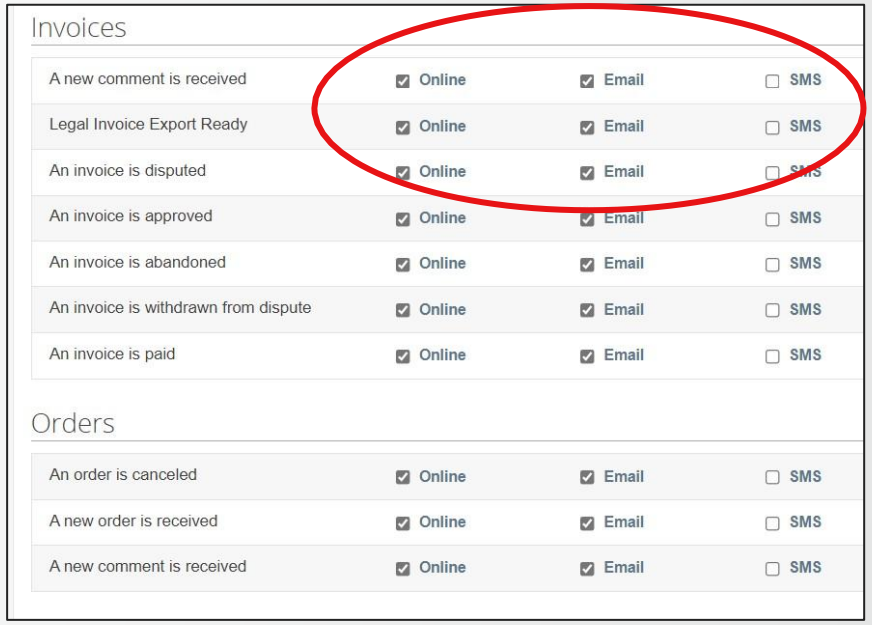
Managing your Coupa Supplier Portal (CSP) Account

STEP 2: Notification Preferences (3 sub-steps)

1. From the **Main Menu**, click the **Supplier Test Account** Tab
2. Click the **Notification preferences** button



3. Select preferences. Coupa will confirm the setup is complete

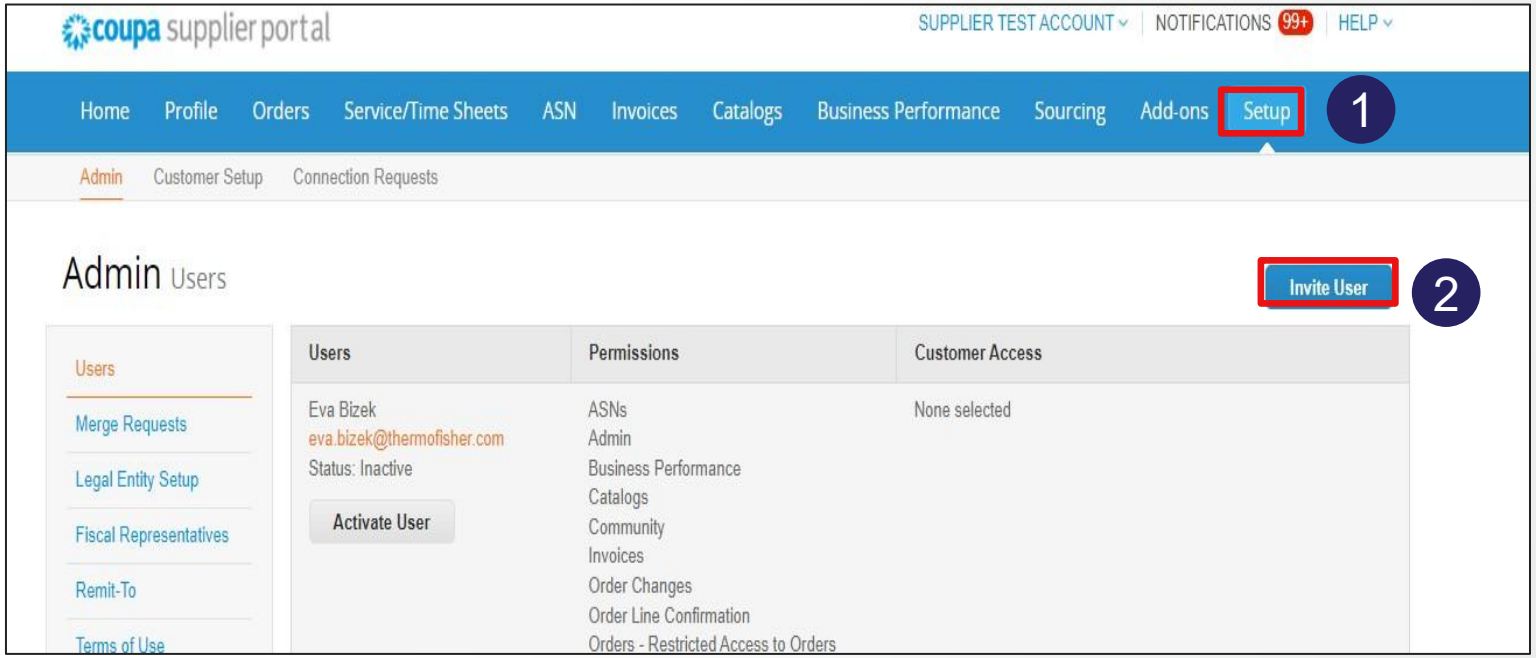


Coupa Supplier Portal (CSP)

Managing your Coupa Supplier Portal (CSP) Account

STEP 3: Add a New User (5 sub-steps)

1. From the **Main Menu**, click the **Setup** Tab
2. Click the **Invite User** button



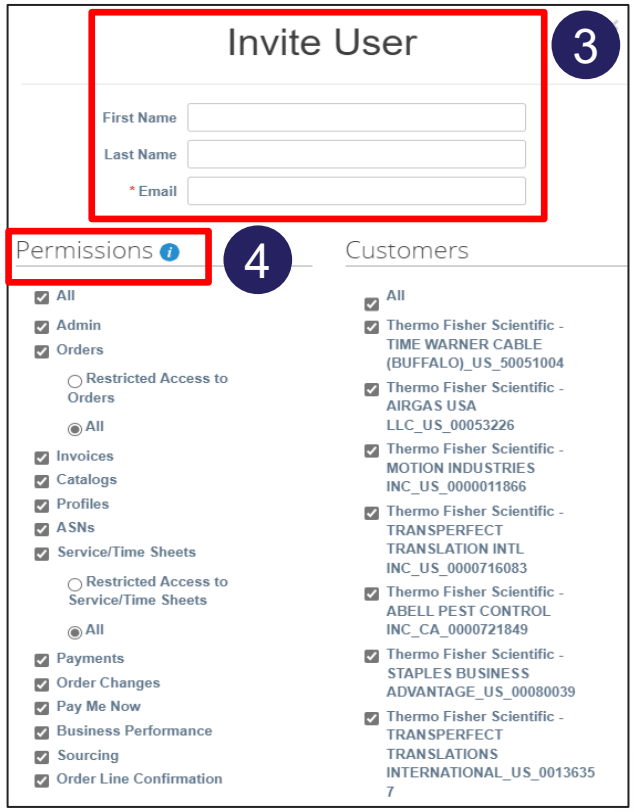
Coupa Supplier Portal (CSP)

Managing your Coupa Supplier Portal (CSP) Account

STEP 3: Add a New User (5 sub-steps)

3 Enter the user's information

4 Select which permissions the user should have access to



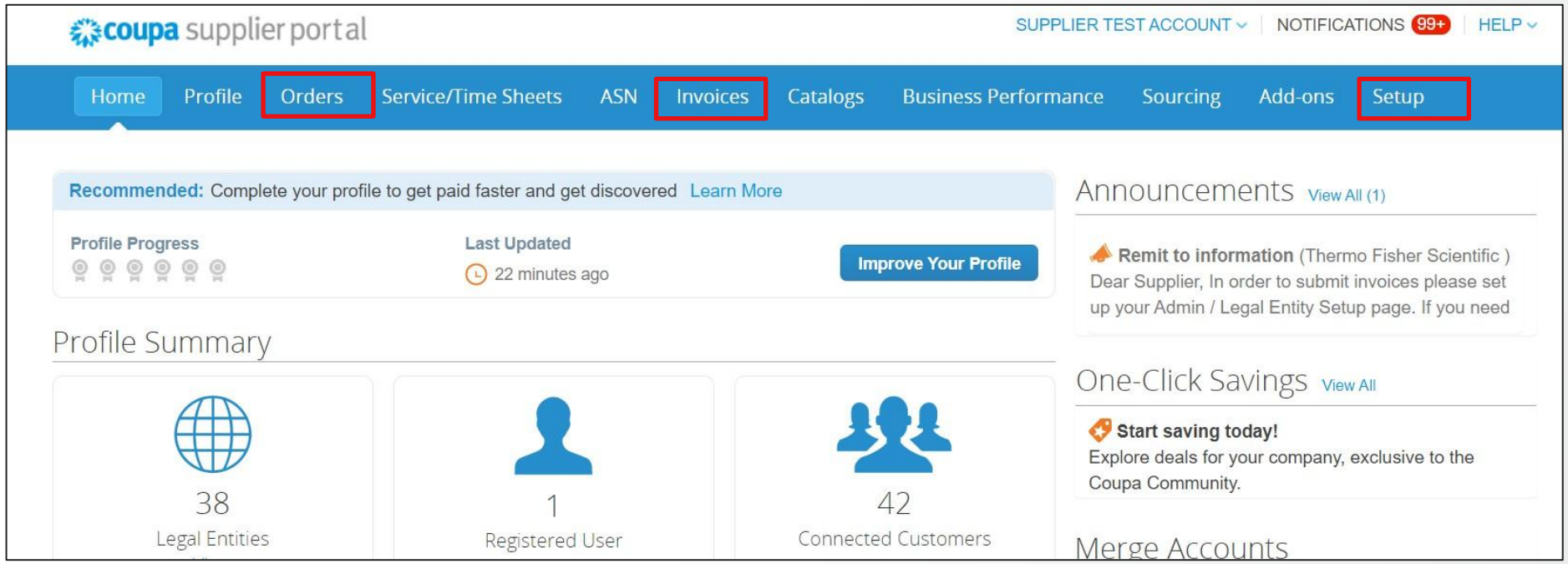
5 Click **Save** to send invitation

Your colleague will receive an email notification with a link to register

Note: to deactivate a user, you must edit the user record and select "Deactivate User"

Coupa Supplier Portal (CSP)

Key Features of CSP



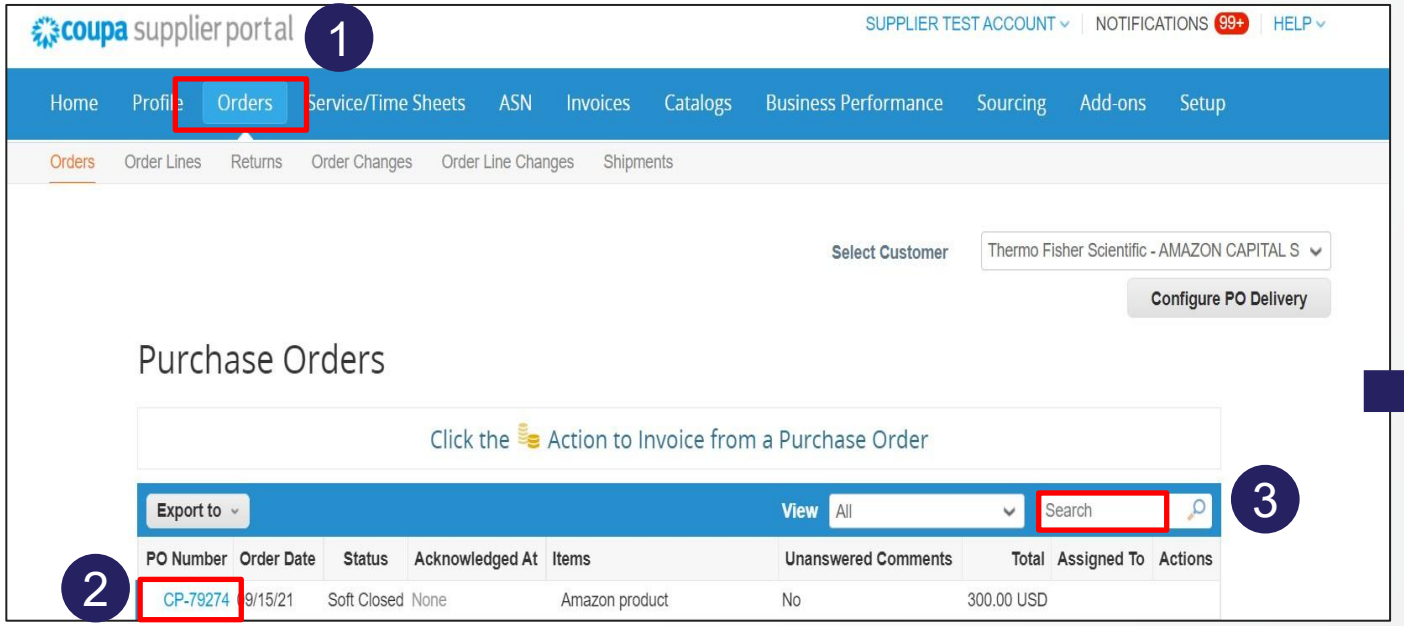
Orders	Review your purchase orders and submit invoices / credit memos
Invoices	Review status of invoices and credit memos
Set Up	Administration of your CPS account

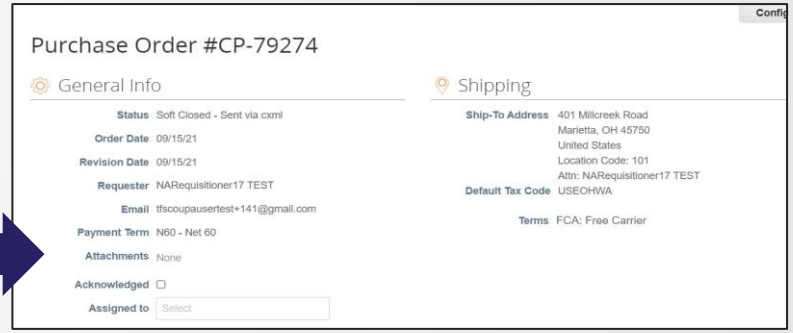
Coupa Supplier Portal (CSP)

Viewing Your Purchase Orders

You will be able to view your POs in the CSP regardless of your transmission method

1. Go to **Orders** tab, this will provide a summary of all PO from Thermo Fisher
2. Click on the **PO number hyperlink**, which will open another screen and allow users to view the entire PO
3. Alternatively **search** for a specific PO number



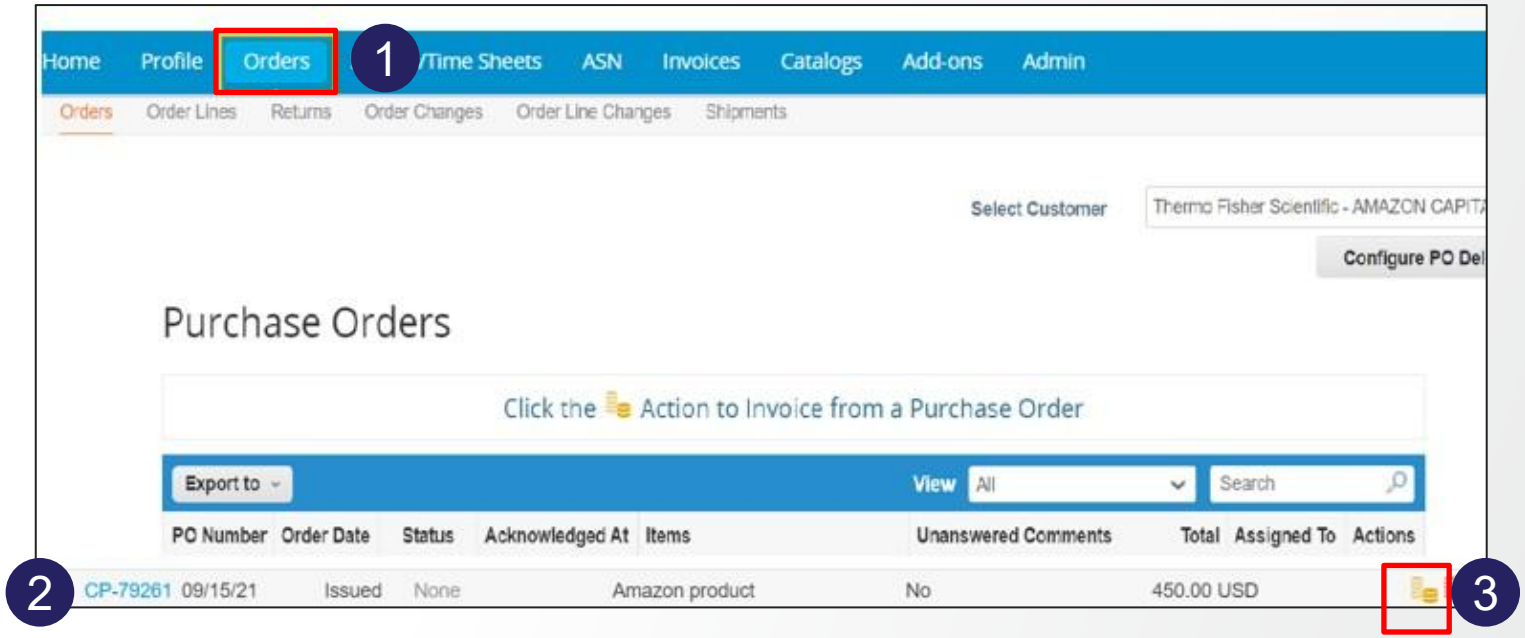


Coupa Supplier Portal (CSP)

Creating an Invoice

You will be able to create an invoice directly from the PO in the CSP, commonly referred to as a ‘PO Flip’

1. Go to **orders** tab
2. Identify **PO you would like to ‘flip’**
3. Click on the **create invoice icon**

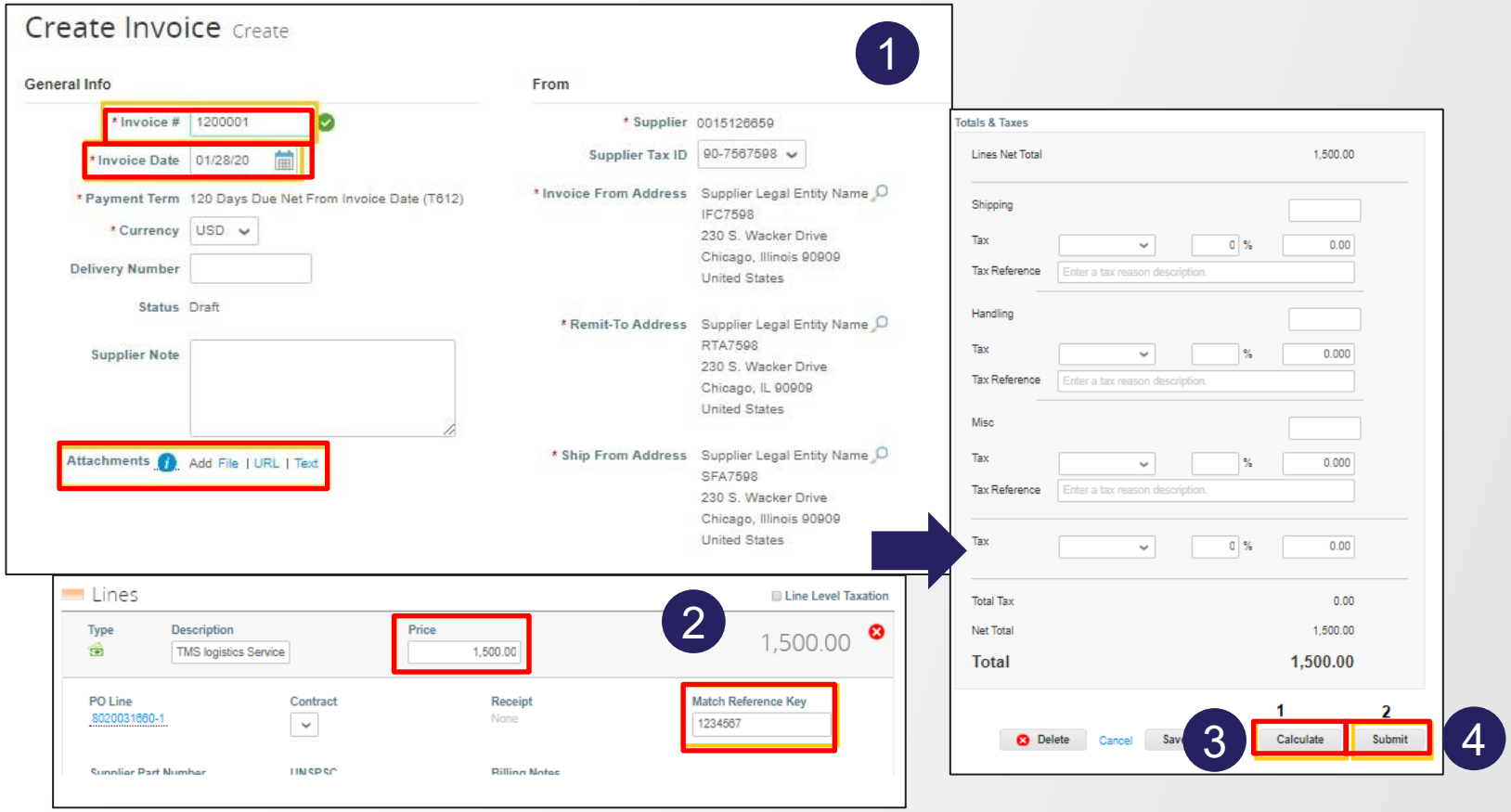


Coupa Supplier Portal (CSP)

Creating an Invoice

Complete **mandatory fields** Invoice number & date on the Create Invoice screen. You can attach a copy of your invoice (JPEG only)

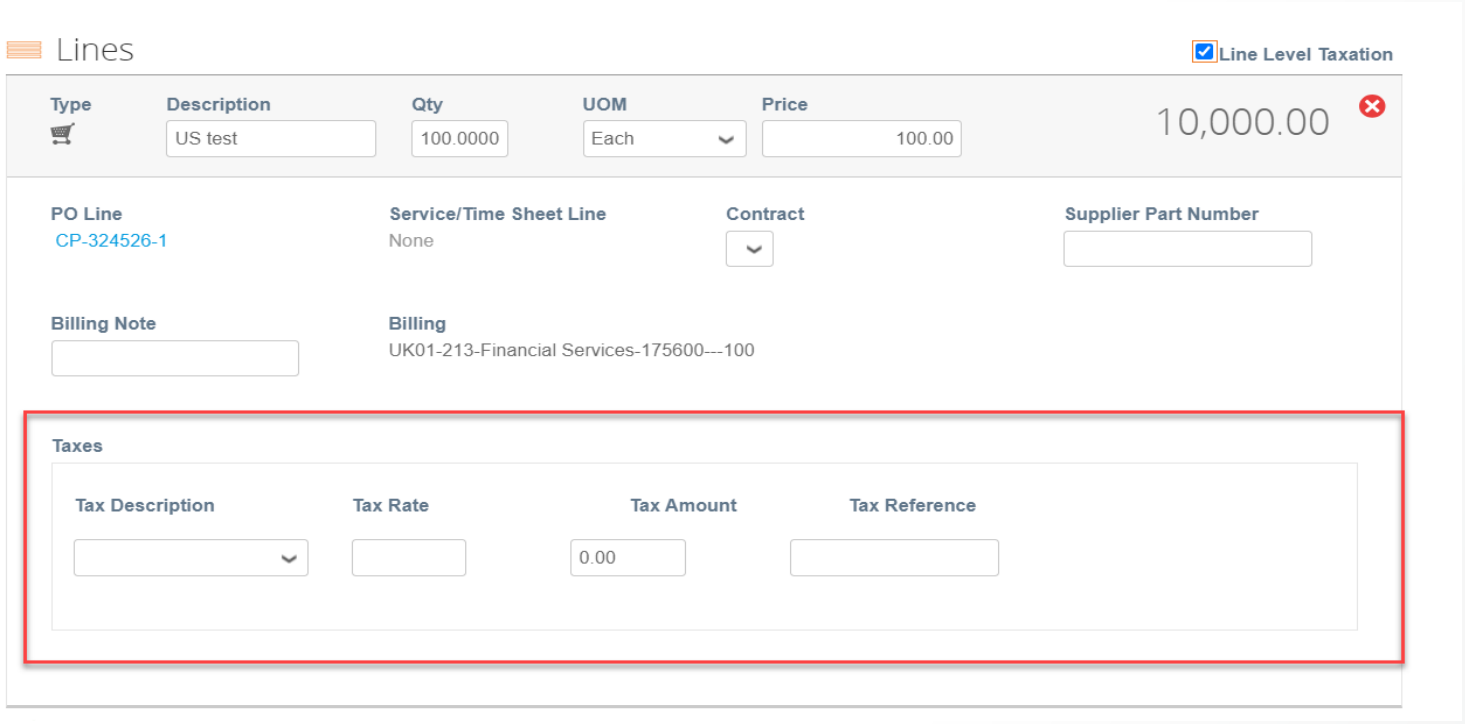
1. Complete required fields
2. Edit quantities, reference, shipping, handling as need
3. Select **calculate** to update total
4. Click **submit**



Coupa Supplier Portal (CSP)

Creating an Invoice

In this case, a tax part pop up:



You can choose tax description, but better not touch that part. Just tick the box, this is the only specific request.

If you forget to tick the line level taxation box, the tax part is untouchable for AP, so we can't process the invoice.

Coupa Supplier Portal (CSP)

Invoice Requirements

- Company Header (name and address)
- Invoice Number
- Invoice Date
- PO Number or Thermo Fisher Requester Name
- Thermo Fisher Bill-To Address
- Remit-to Address
- Item /service description
- Total amount
- Currency
- *Ship-to address, payment terms and banking information, are helpful although not mandatory*

- Invoices must be submitted in CSP up to 7 days after the invoice date
- After 7 days the invoice date must be updated and the invoice resubmitted

If you experience any difficulties, invoices can be submitted via email:

- To mailbox - ***for invoice submission only**; please do not submit inquiries to this address)*
  - invoices+APAC@thermofisher.coupahost.com : Philippines, Australia, New Zealand, Malaysia, Singapore & Thailand
  - invoices+TW@thermofisher.coupahost.com: Taiwan
  - Invoices+JP@thermofisher.coupahost.com: Japan
  - Invoices+AE@thermofisher.coupahost.com: Dubai
- Invoices must be submitted in **non-editable PDF format**
- Invoices must be submitted to AP Mailbox as soon as they are issued; late submission might cause late payment
- Invoices **must include the PO number**
- PDF files submitted via e-mail must only contain only 1 invoice
- Multiple PDFs (max 5 pdfs) can be attached to a single e-mail

Coupa Supplier Portal (CSP)

Why Invoice via CSP

There are a number of key benefits for you to invoice via the CSP:

- You can monitor the status of your invoice through to payment
- Invoices are processed, and potentially approved, automatically
- Faster processing than generating your own invoices
- Creating and sending invoices

Coupa Supplier Portal (CSP)

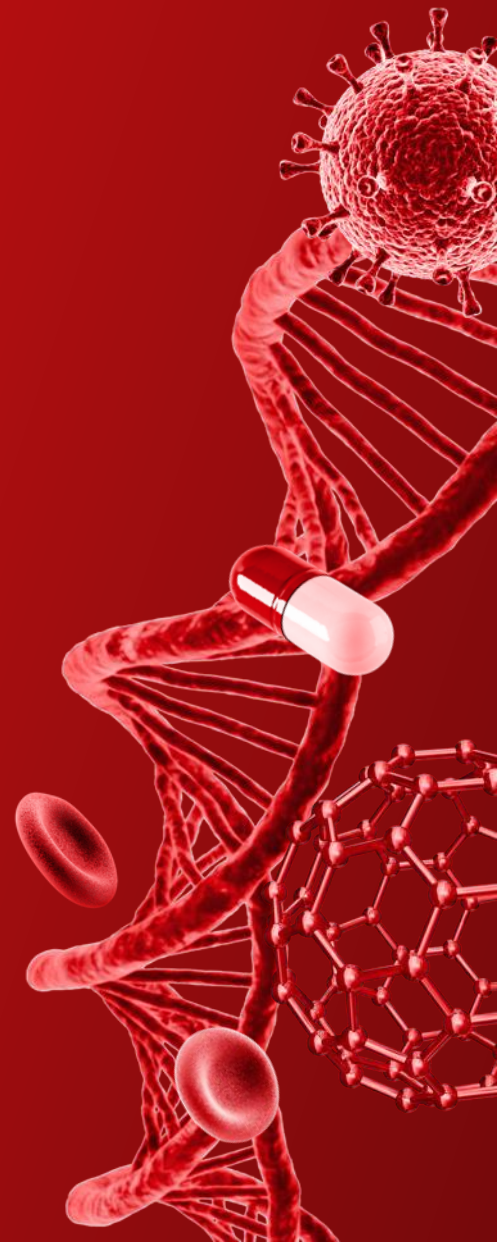
Thermo Fisher Legal Entities in Scope

The following entities can be transacted with via CSP – page 1:

Legal Entity Name	Address	Country
Thermo Services Philippines Corp	27th Floor GBF Center 1 Bridgetowne Boulevard, E. Rodgriguez Jr. Avenue, Barangay Ugong Norte, Quezon City,	Philippines
Thermo Fisher Scientific NZ Limited	TMF Group Level 11, 41 Shortland Street Auckland 1010,	New Zealand
Thermo Fisher Scientific Australia Pty Ltd	C/o TMF Corporate Services (Aust) Pty Ltd, Level 4, 99 William Street, Melbourne, Victoria-3000,	Australia
Thermo Fisher Scientific Middle East	Laboratory Complex, Floor 3 (Suite 307-308), Dubai Science Park, Dubai Science Park, Dubai, 500722,	Emirates
Life Technologies Japan Ltd	Sumitomo Fudosan Mita First Building, 4-2-8 Shibaura, Minato-ku, Tokyo 108-0023	Japan
Fisher Scientific (M) Sdn. Bhd	Hap Seng Business Park, Lot 01-03, 01-04, Aras 1 Unity Square, No 12, Persiaran Perusahaan, Seksyen 23, 40300 Shah Alam, Selangor Darul Ehsan,	Malaysia
Life Technologies Holdings Pte Ltd	33 Marsiling Ind Estate Road 3 #07-06, 739256 Singapore	Singapore
Thermo Fisher Scientific Pte Ltd	33 Marsiling Ind Estate Road 3 #07-06, 739256 Singapore	Singapore
Fisher Scientific Pte Ltd	33 Marsiling Ind Estate Road 3 #07-06, 739256 Singapore	Singapore
Life Technologies Co Ltd	4F-1, No. 508, Sec. 7, Zhongxiao E. Rd., Nangang District, Taipei	Taiwan
Thermo Fisher Scientific (Thailand) Co. Ltd.	Unit #2010 , Singha Complex Building, 20th Floor, 1788 New Petchaburi Road, Bangkapi, Huai Kwang, Bangkok 10310	Thailand

Coupa Supplier Portal (CSP)

Support

Contact Inquiries for: Philippines, ANZ, Malaysia, Singapore & Thailand		supplyconnectAPAC@thermofisher.com
Contact Inquiries for: Japan, Taiwan & Dubai		Taiwan: LSGTWAP@thermofisher.com Japan (LSG Group): jplsg-ap@thermofisher.com Japan (AIG Group): jpyok-ap@thermo.com Dubai: vendorquery.dubai@thermofisher.com

Thank you