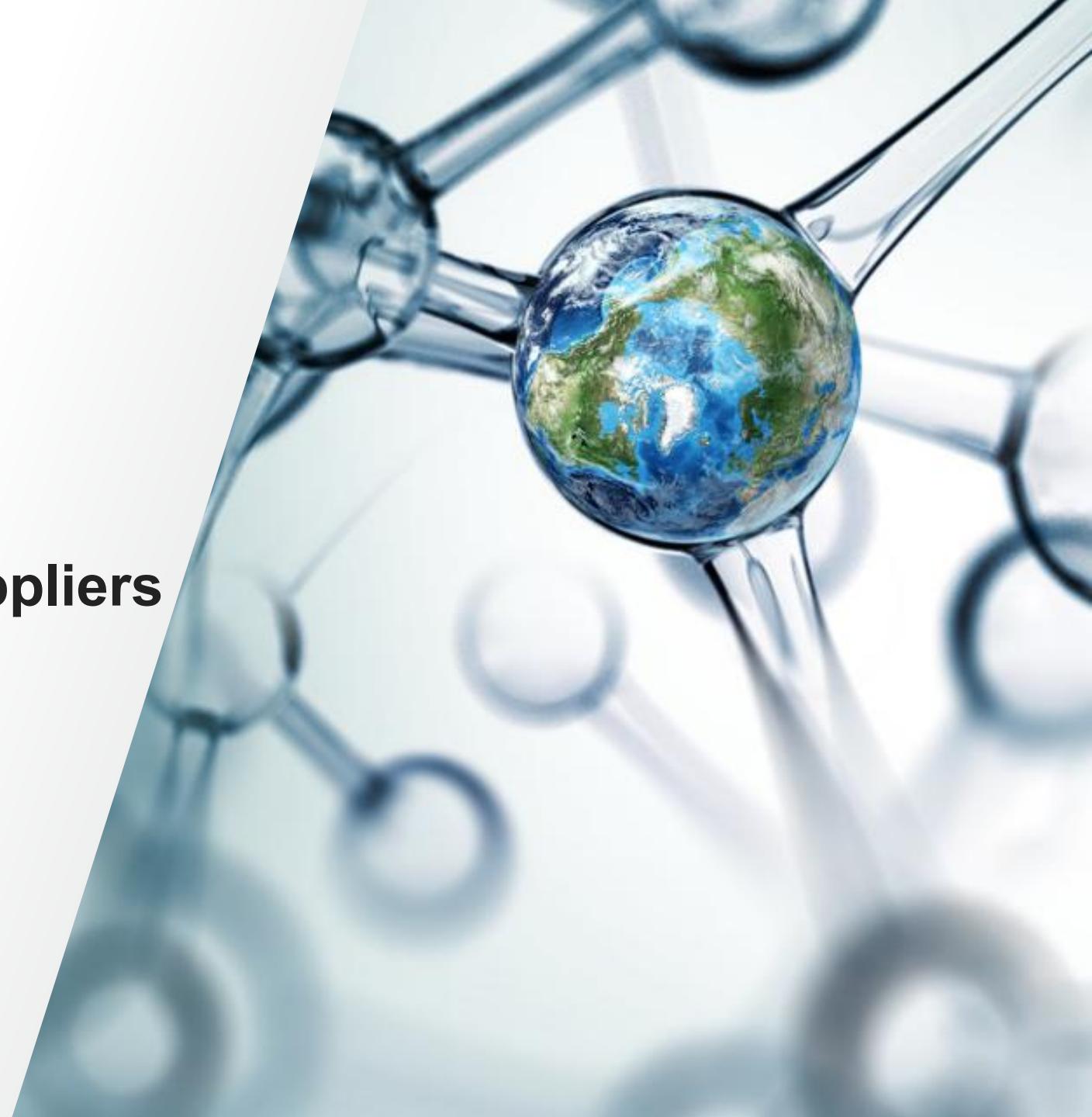


# Coupa Supplier Portal (CSP) User Guide for Third-Party Suppliers

 The world leader in serving science



# Coupa Supplier Portal (CSP)

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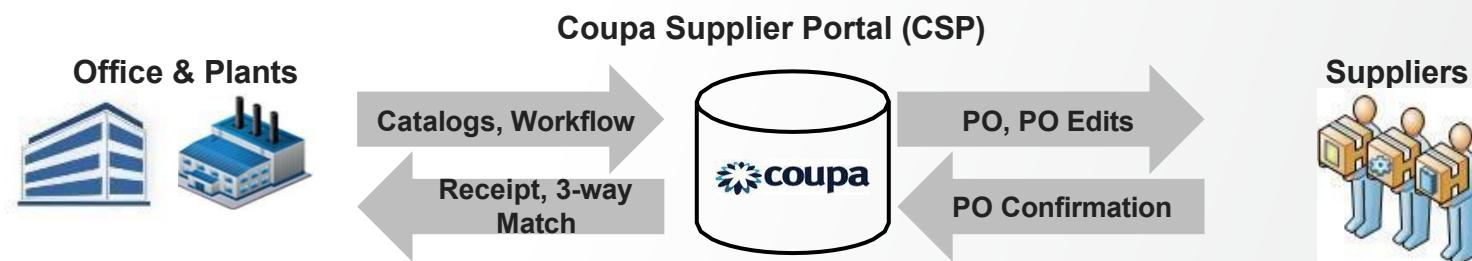
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# Coupa Supplier Portal (CSP)

## 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

Network  
cXML  
Email/HTML

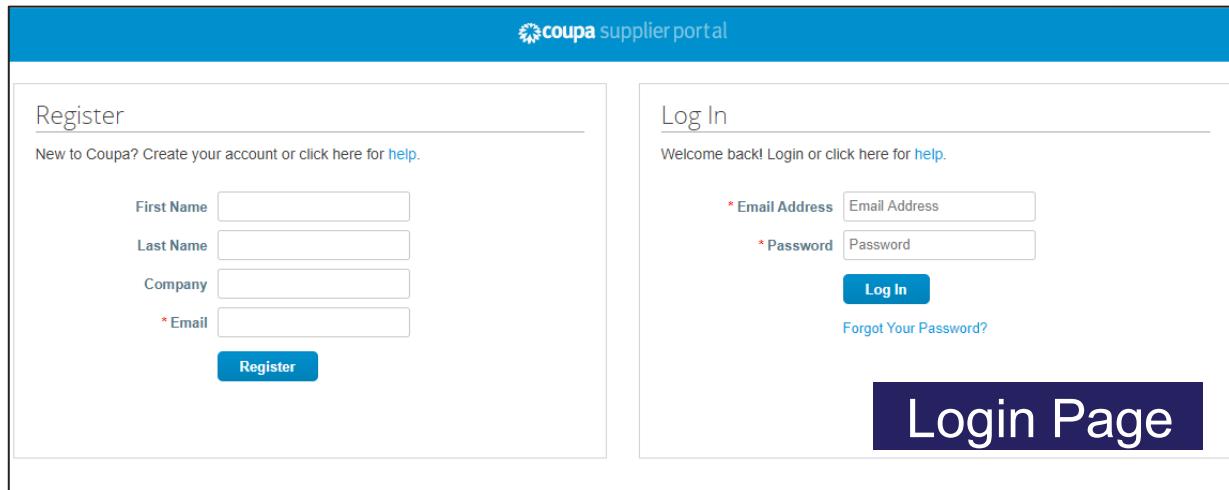
### Invoices

Network  
Supplier Actionable Notification (SAN)  
cXML

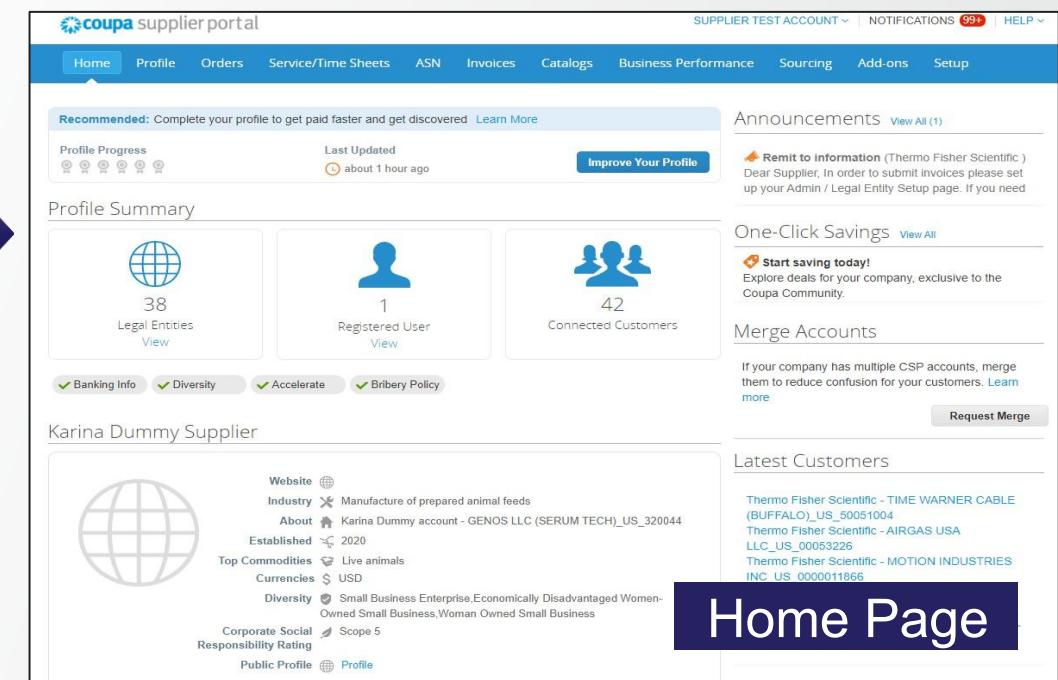
# Coupa Supplier Portal (CSP)

## 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



The image shows two side-by-side screenshots of the Coupa Supplier Portal. The left screenshot displays the 'Register' page, which includes fields for First Name, Last Name, Company, and Email, along with a 'Register' button. The right screenshot shows the 'Log In' page, which features fields for Email Address and Password, a 'Log In' button, and a 'Forgot Your Password?' link. A large blue arrow points from the 'Log In' page to the 'Home Page' screenshot on the right.

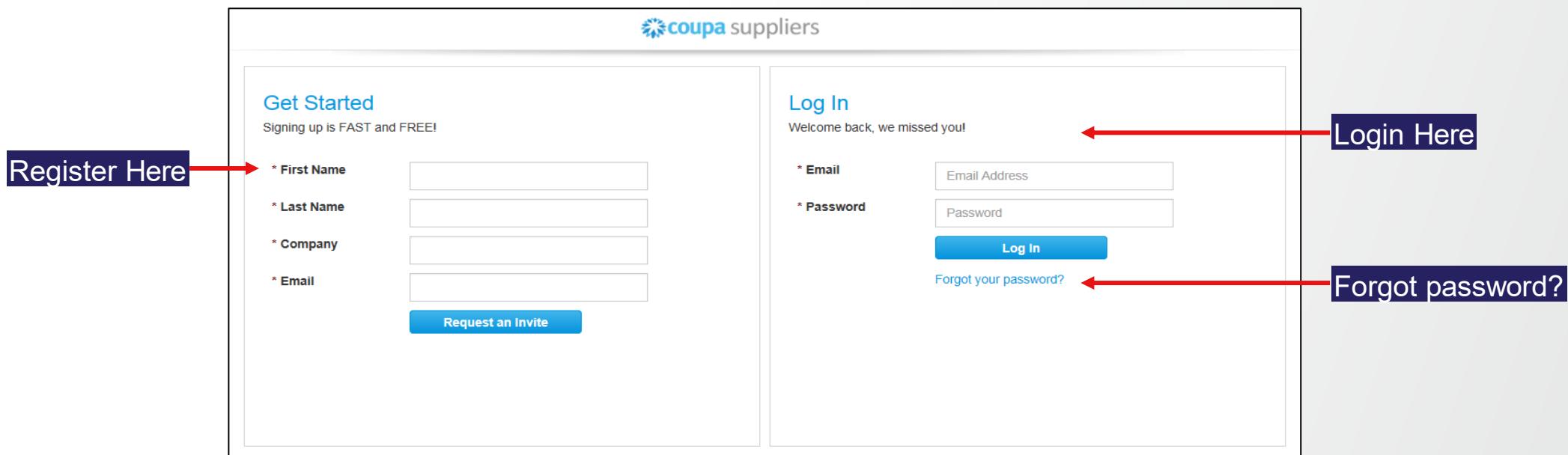


The image shows the Coupa Supplier Portal's 'Home' page. It features a 'Profile Summary' section with icons for 38 Legal Entities, 1 Registered User, and 42 Connected Customers. Below this is a 'Karina Dummy Supplier' profile card with details like Website, Industry (Manufacture of prepared animal feeds), and Diversity. The page also includes sections for 'Latest Customers' (listing Thermo Fisher Scientific, TIME WARNER CABLE, AIRGAS USA, and MOTION INDUSTRIES INC.), 'Announcements', and 'One-Click Savings'. A 'Merge Accounts' and 'Request Merge' button are located in the bottom right corner. A large blue arrow points from the 'Log In' page to the 'Home Page' screenshot on the right.

# 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](#)

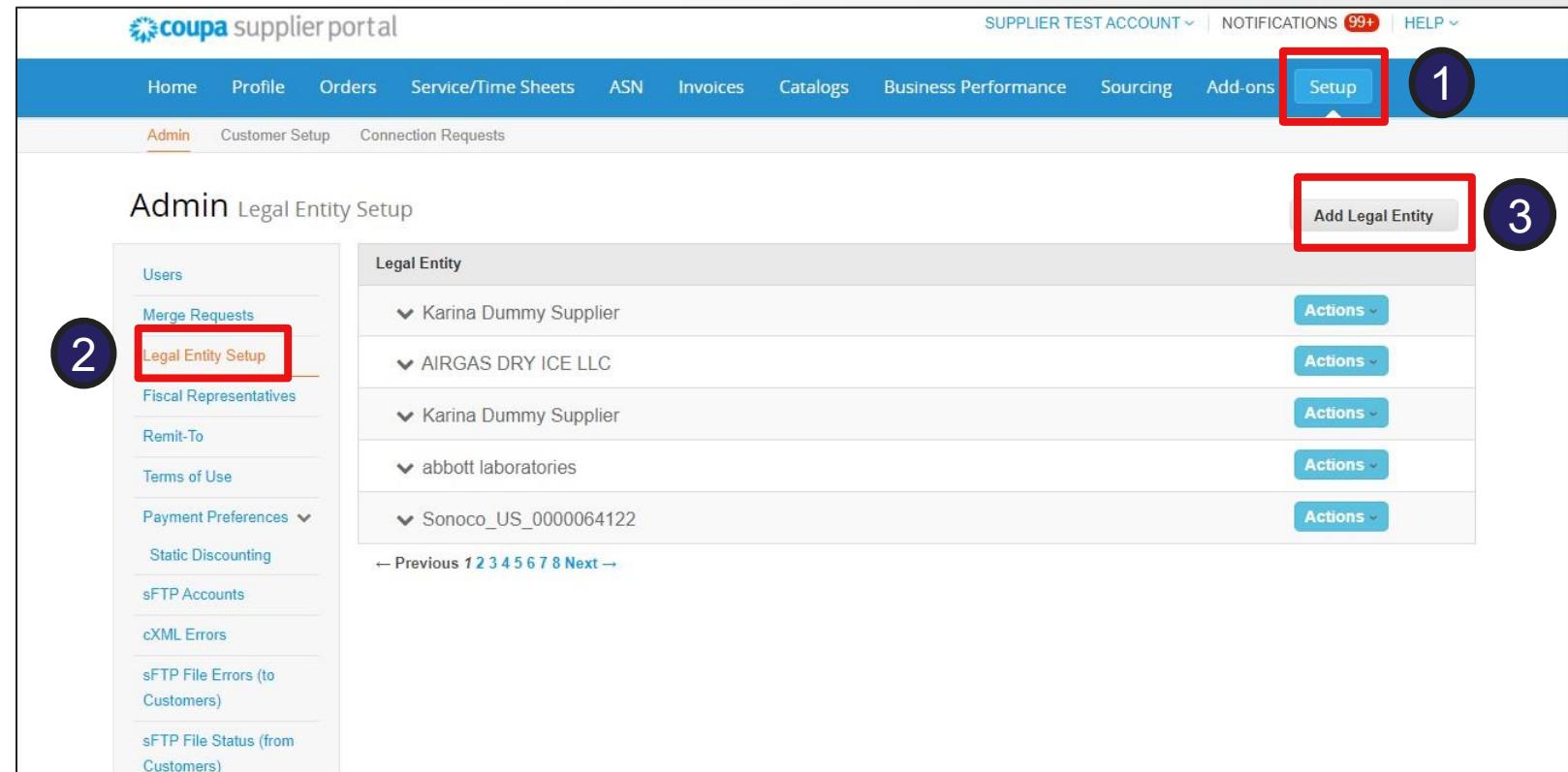


# Coupa Supplier Portal (CSP)

## 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**



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. The 'Setup' link is highlighted with a red box and a circled '1'. Below the navigation bar, there are three tabs: Admin (which is selected and highlighted in orange), Customer Setup, and Connection Requests. The main content area is titled 'Admin Legal Entity Setup'. On the left, there is a sidebar with several options: Users, Merge Requests, Legal Entity Setup (which is highlighted with a red box and circled '2'), Fiscal Representatives, Remit-To, Terms of Use, Payment Preferences, Static Discounting, sFTP Accounts, cXML Errors, sFTP File Errors (to Customers), and sFTP File Status (from Customers). The main content area shows a list of legal entities with a red box around the 'Add Legal Entity' button. The list includes: Karina Dummy Supplier, AIRGAS DRY ICE LLC, Karina Dummy Supplier, abbott laboratories, and Sonoco\_US\_0000064122. Each entity has an 'Actions' button to its right. A circled '3' is placed next to the 'Add Legal Entity' button.

# 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

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

**\* Legal Entity Name**  This is the official name of your business that is registered with the local government and the country/region where it is located.

**Country/Region**

#### 5 Enter your company Invoice address and Tax ID number

What address do you invoice from?

**\* Address Line 1**  REQUIRED FOR INVOICING

**Address Line 2**

**\* City**  Enter the registered address of your legal entity. This is the same location where you receive government documents. *i*

**State**

**\* Postal Code**

**Country/Region**

Use this address for Remit-To *i*

Use this for Ship From address *i*

What is your Tax ID? *i*

**Country/Region**

**Tax ID**

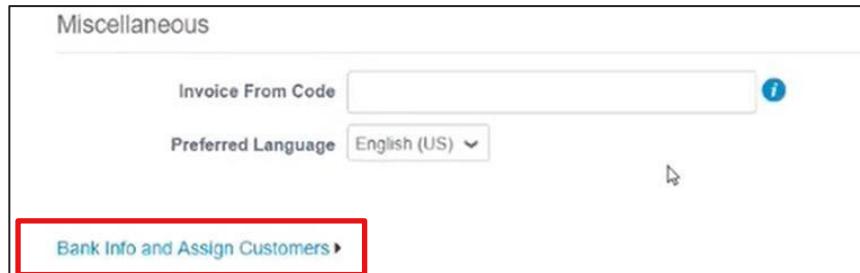
I don't have Tax ID Number

# Coupa Supplier Portal (CSP)

## Managing your Coupa Supplier Portal (CSP) Account

### STEP 1: Setup Company / Legal Entity profile

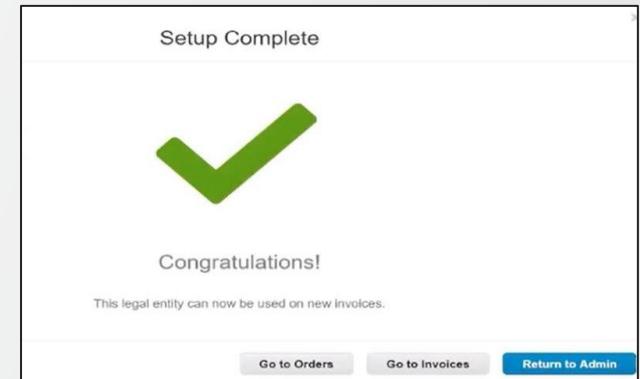
- 6 At the base of the screen, click: Bank Info and Assign Customers



- 7 Select the customers to be included and click Done



- 8 Coupa Will confirm the setup is complete

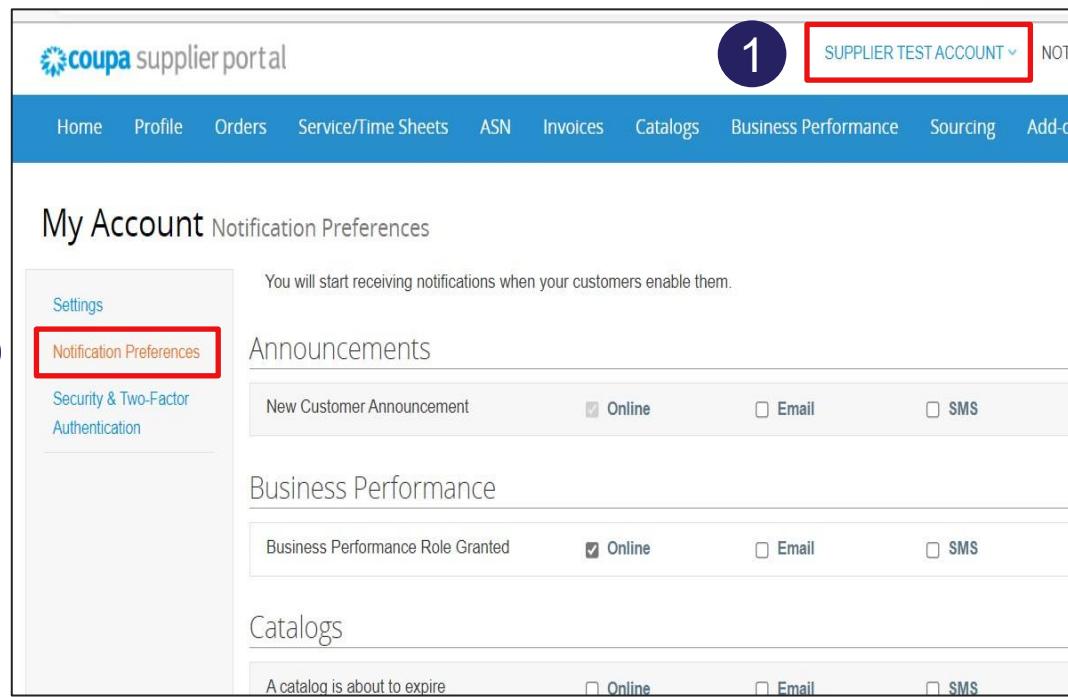


# Coupa Supplier Portal (CSP)

## Managing your Coupa Supplier Portal (CSP) Account

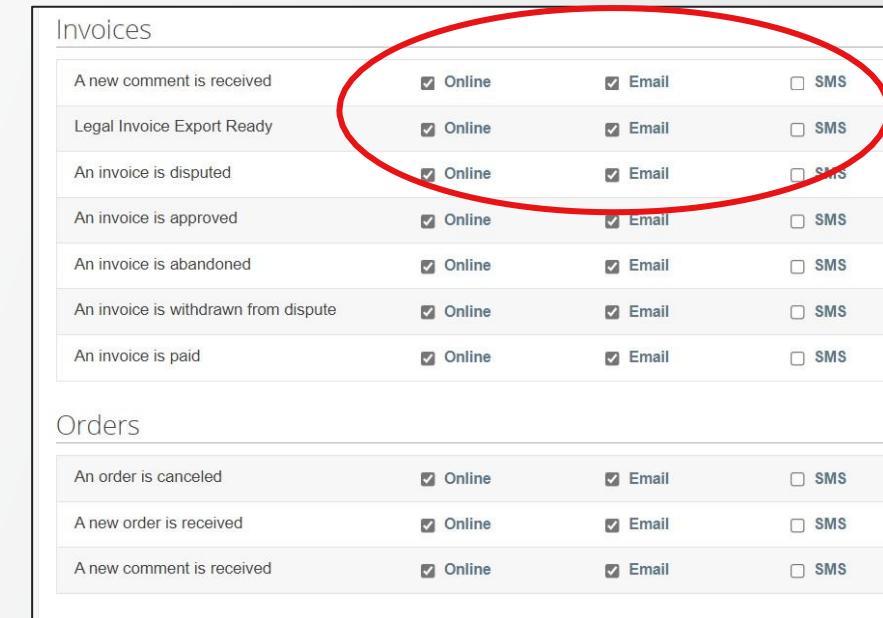
### STEP 2: Notification Preferences (3 sub-steps)

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



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, and Add-on. The 'SUPPLIER TEST ACCOUNT' tab is highlighted with a red box and a circled '1'. Below the navigation bar, the main content area is titled 'My Account' and 'Notification Preferences'. A sidebar on the left contains 'Settings', 'Notification Preferences' (which is highlighted with a red box and circled '2'), 'Security & Two-Factor Authentication', and 'Catalogs'. The 'Notification Preferences' section displays several categories with checkboxes for 'Online', 'Email', and 'SMS': 'New Customer Announcement' (Online checked, Email and SMS unchecked), 'Business Performance Role Granted' (Online checked, Email and SMS unchecked), and 'Catalogs' (Online unchecked, Email and SMS unchecked). A message at the top of this section states: 'You will start receiving notifications when your customers enable them.'

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



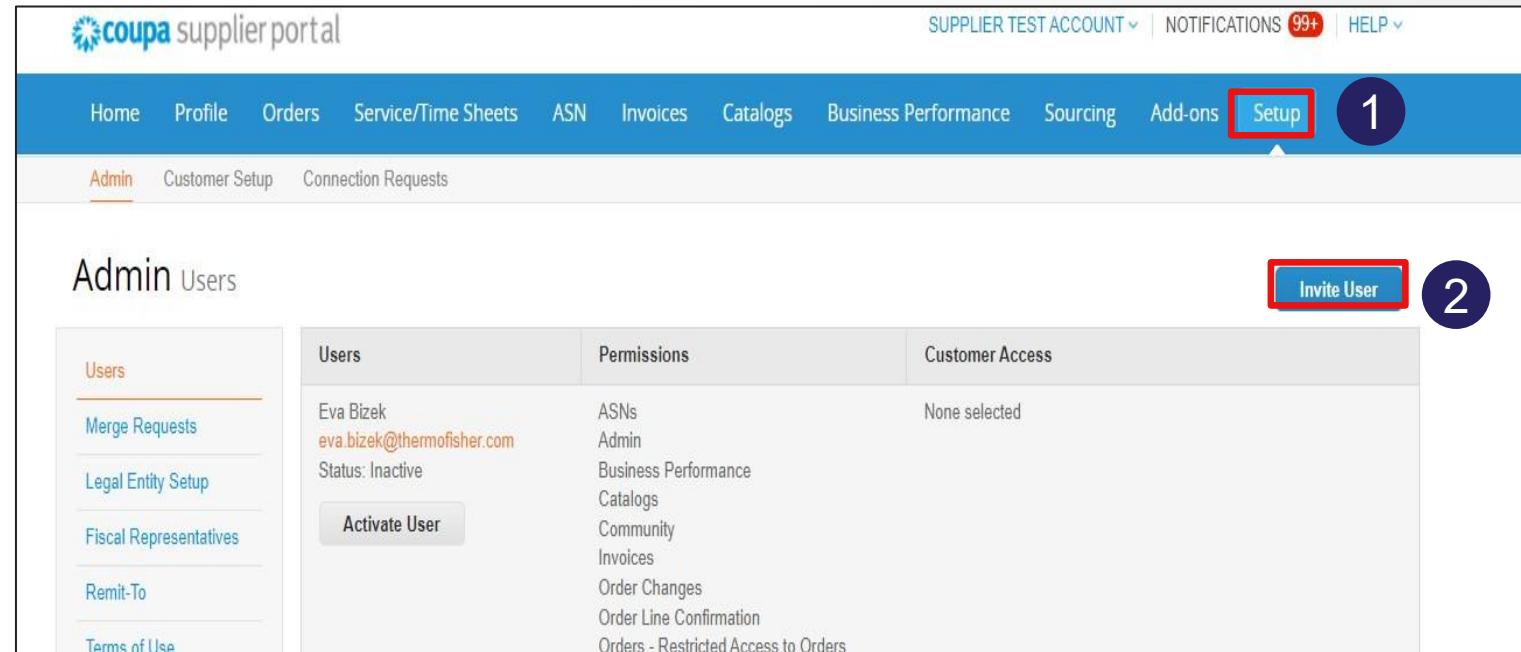
The screenshot shows the 'Invoices' and 'Orders' sections of the notification preferences page. The 'Invoices' section is circled in red. It lists various invoice-related events with checkboxes for 'Online', 'Email', and 'SMS': 'A new comment is received' (Online checked, Email checked, SMS unchecked), 'Legal Invoice Export Ready' (Online checked, Email checked, SMS unchecked), 'An invoice is disputed' (Online checked, Email checked, SMS unchecked), 'An invoice is approved' (Online checked, Email checked, SMS unchecked), 'An invoice is abandoned' (Online checked, Email checked, SMS unchecked), 'An invoice is withdrawn from dispute' (Online checked, Email checked, SMS unchecked), and 'An invoice is paid' (Online checked, Email checked, SMS unchecked). The 'Orders' section lists: 'An order is canceled' (Online checked, Email checked, SMS unchecked), 'A new order is received' (Online checked, Email checked, SMS unchecked), and 'A new comment is received' (Online checked, Email checked, SMS unchecked).

# 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



The screenshot shows the Coupa Supplier Portal Admin interface. The main menu at the top includes Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup (which is highlighted with a red box and a circled '1'). Below the menu, a sub-navigation bar shows Admin (highlighted with a red box and circled '1'), Customer Setup, and Connection Requests. The main content area is titled 'Admin Users'. On the left, a sidebar menu lists 'Users' (highlighted with a red box and circled '2'), Merge Requests, Legal Entity Setup, Fiscal Representatives, Remit-To, and Terms of Use. The main table lists a single user: Eva Bizek (eva.bizek@thermofisher.com), Status: Inactive. The table columns are 'Users', 'Permissions', and 'Customer Access'. Under 'Permissions', it shows ASNs, Admin, Business Performance, Catalogs, Community, Invoices, Order Changes, Order Line Confirmation, and Orders - Restricted Access to Orders. Under 'Customer Access', it shows 'None selected'. A 'Activate User' button is visible in the table row.

# 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

Invite User

First Name

Last Name

\* Email

Permissions i

Customers

Customer Name	Checkboxes
Thermo Fisher Scientific - TIME WARNER CABLE (BUFFALO)_US_50051004	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - AIRGAS USA LLC_US_00053226	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - MOTION INDUSTRIES INC_US_0000011866	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - TRANSPERFECT TRANSLATION INTL INC_US_0000716083	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - ABELL PEST CONTROL INC_CA_0000721849	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - STAPLES BUSINESS ADVANTAGE_US_00080039	<input checked="" type="checkbox"/>
Thermo Fisher Scientific - TRANSPERFECT TRANSLATIONS INTERNATIONAL_US_0013635	<input checked="" type="checkbox"/>

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

**coupa supplier portal**

SUPPLIER TEST ACCOUNT | NOTIFICATIONS 99+ | HELP

Home Profile **Orders** Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons **Setup**

Recommended: Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress Last Updated 22 minutes ago [Improve Your Profile](#)

Profile Summary

38 Legal Entities	1 Registered User	42 Connected Customers
-------------------	-------------------	------------------------

Announcements [View All \(1\)](#)

**Remit to information** (Thermo Fisher Scientific )  
Dear Supplier, In order to submit invoices please set up your Admin / Legal Entity Setup page. If you need

One-Click Savings [View All](#)

**Start saving today!**  
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts

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

The image shows a screenshot of the Coupa Supplier Portal. On the left, the 'Orders' tab is highlighted with a red box and a circled '1'. The search bar at the bottom of the main table is also highlighted with a red box and a circled '3'. A circled '2' points to the PO number 'CP-79274' in the table. On the right, a detailed view of Purchase Order #CP-79274 is shown, including General Info, Shipping, and other details.

**Purchase Order #CP-79274**

**General Info**

- Status: Soft Closed - Sent via cxml
- Order Date: 09/15/21
- Revision Date: 09/15/21
- Requester: NAREquisitioner17 TEST
- Email: tfscoupauser141@gmail.com
- Payment Term: N60 - Net 60
- Attachments: None
- Acknowledged:
- Assigned to:

**Shipping**

- Ship-To Address: 401 Millcreek Road, Marietta, OH 45750, United States, Location Code: 101, Attn: NAREquisitioner17 TEST
- Default Tax Code: USEHWA
- Terms: FCA: Free Carrier

# 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**



The screenshot shows the 'Orders' tab selected in the top navigation bar. The main content area is titled 'Purchase Orders' and contains a sub-instruction: 'Click the Action to Invoice from a Purchase Order'. Below this, a table lists purchase orders. The second row is highlighted with a red box and a circled '2'. The last column of the table has a red box and a circled '3' over the 'Actions' column header. The table data for the highlighted row is as follows:

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
CP-79261	09/15/21	Issued	None	Amazon product	No	450.00 USD		

# 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**

The image shows a step-by-step guide for creating an invoice in the Coupa Supplier Portal. It consists of four panels connected by arrows:

- 1. General Info:** The first panel shows the 'Create Invoice' screen. It includes fields for 'Invoice #' (1200001), 'Invoice Date' (01/28/20), 'Supplier' (0015126659), 'Supplier Tax ID' (90-7567598), and 'Attachments' (with options to 'Add File', 'URL', or 'Text').
- 2. Lines:** The second panel shows the 'Lines' section of the invoice. It lists a single line item: 'TMS logistics Service' with a 'Price' of '1,500.00'. Other fields include 'PO Line' (8020031560-1), 'Contract' (dropdown), 'Receipt' (None), and 'Match Reference Key' (1234567).
- 3. Totals & Taxes:** The third panel displays the 'Totals & Taxes' summary. It shows a 'Lines Net Total' of '1,500.00' and a 'Net Total' of '1,500.00'.
- 4. Submission:** The fourth panel shows the 'Calculate' and 'Submit' buttons at the bottom of the 'Totals & Taxes' screen.

# Coupa Supplier Portal (CSP)

## Creating an Invoice

In this case, a tax part pop up:

Lines

Type	Description	Qty	UOM	Price	
	US test	100.0000	Each	100.00	10,000.00

PO Line  
CP-324526-1

Service/Time Sheet Line  
None

Contract

Supplier Part Number

Billing Note

Billing  
UK01-213-Financial Services-175600---100

Taxes

Tax Description	Tax Rate	Tax Amount	Tax Reference
<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>

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.couphost.com](mailto:invoices+APAC@thermofisher.couphost.com) : Philippines, Australia, New Zealand, Malaysia, Singapore & Thailand
  - [invoices+TW@thermofisher.couphost.com](mailto:invoices+TW@thermofisher.couphost.com): Taiwan
  - [Invoices+JP@thermofisher.couphost.com](mailto:Invoices+JP@thermofisher.couphost.com): Japan
  - [Invoices+AE@thermofisher.couphost.com](mailto:Invoices+AE@thermofisher.couphost.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

## 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. Rodriguez 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

## Support

**Contact Inquiries for:**  
Philippines, ANZ, Malaysia,  
Singapore & Thailand



[supplyconnectAPAC@thermofisher.com](mailto:supplyconnectAPAC@thermofisher.com)

**Contact Inquiries for:**  
Japan, Taiwan & Dubai



Taiwan: [LSGTWAP@thermofisher.com](mailto:LSGTWAP@thermofisher.com)  
Japan (LSG Group): [jplsg-ap@thermofisher.com](mailto:jplsg-ap@thermofisher.com)  
Japan (AIG Group): [jpyok-ap@thermo.com](mailto:jpyok-ap@thermo.com)  
Dubai: [vendorquery.dubai@thermofisher.com](mailto:vendorquery.dubai@thermofisher.com)

# Thank you

