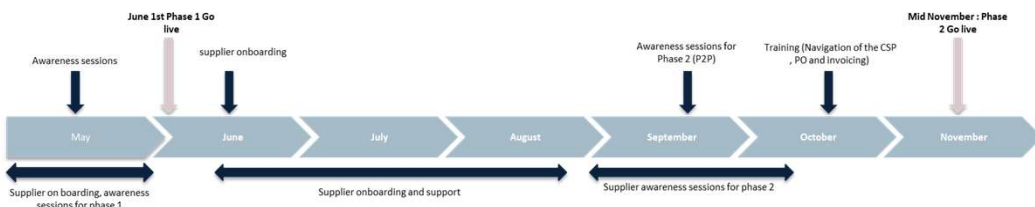# Frequently Asked Questions
Guide

1. What is P2P and when will this be implemented at Distell?

A P2P stands for **Procure-to-Pay**. In Coupa P2P covers the end-to-end procure to pay processes; from the creation of **purchase orders** (on or off catlogue), to the **receipting of goods and/ or services**, and **processing of invoice** for payments.

On the 1st of June 2020 Distell went live with phase one of Coupa which covered SIM (Supplier Information Management), Sourcing and Contracts
P2P will go live at the end of September 2020.

2. How do I register for the CSP?

A **As a NEW supplier**
The first step is to register through the Distell website, by completing the vendor application form. Following which, a Coupa-generated confirmation email will be sent to you prompting you to join the CSP.

B **As an EXISTING supplier**
Once Distell is ready to begin on-boarding suppliers, a Coupa-generated email will automatically be sent to you prompting you to join the Coupa Supplier Portal.

C To log into the CSP (after you have registered) visit **https://supplier.coupahost.com/sessions/new** and enter your login credentials. If you're accessing the site for the first time as a **New Supplier** you can register a **Public Profile**.

3. Troubleshooting: My CSP Password

A **I've forgotten my password!**
You have the option to reset your password on the CSP. Under you login details you will see a link to reset passwords.

B **I'm trying to reset my password but I'm not receiving the reset password!**
Check your spam/junk email folder. Emails sometimes get flagged as spam

4. What is the difference between a Public Profile and a Customer Profile?

On the CSP, you have a **Public Profile** and you can have specific profiles for your customers, also known as your **Customer Profile**, that you are connected with through the CSP.

A Anyone in the Coupa Community can **find and connect** with you through your **public profile**. Your public profile is created when you **create your account** and it contains **general information** about your company, your company name, logo, website, industry, year of establishment, top commodities, currencies, diversity, and corporate social responsibility rating (on the Home and Profile / Public Profile pages), the link to your public profile (on the Home page), and contact information (on the Profile / Public Profile page).

B Your customer profile is a profile that is specifically meant for your **customers** that are **on Coupa**, for example Distell.
You will only be able to **update** your customer profile once Distell has sent a **request to update your company information**. Once you completed the required information and submitted it, it will go through and internal Distell approval process

5. How do I add users and assign roles on the CSP?

A **Adding a user**
To add a user:
1. Log onto the CSP
2. Navigate to the **Admin** tab
3. Click on **Invite User** at the top right hand corner
4. Populate the details and click on **Send Invitation**

B **Assigning roles**
When adding a user to the CSP you have the option of assigning them a specific role when populating the user details. Under user details field is a section called **Permissions and Customers**, under this section click on the applicable tick box to assign roles and customers to the user.
Roles can be edited at a later stage via the Admin tab.

6. What is a catlogue?

A A catlogue is a list of products / services at a specific rate that a supplier provides to its customers. Distell will be making use of hosted catlogues. These are catlogues that are hosted on the Distell Coupa instance but are managed by the supplier. The catalogue items must talk to the contract that the supplier has with Distell.

7. How do I manage catlogues?

A Creating a catlogue:
1. Log onto the CSP
2. Navigate the **Customer** tab
3. Select **Catlogues**
4. Click on **Create** – you can the set the start and expiry dates for the catlogue.

B Submitting a catlogue:
Once you have included all the items required on the catlogue click on **Submit to Buyer**. This automatically sends a notification to the buyer to review the catlogue and approve it. You can track the status in real time in the Catlogues View.

C Once the catlogue has been approved you products and / or services are immediately available to your customers employees for purchase.

8. How will I receive new orders from Distell?

A **Via Email**
You will receive an email notification of a new purchase order from Distell.
To view the order from Distell click on **View Order** to open the order on the CSP..

B **On the CSP**
You will also receive a notification on the Coupa Supplier Portal (CSP).
Click on the **Notifications** button to open up your notifications and view the order.

DISTELL Distell Purchase Order #85000000091

Powered by Coupa

Hi SIC,

You have received a new purchase order #85000000091 from Distell Company.

Submitted By Daisy Mogaila
Supplier SIC Supplier
Total 50,000.00 ZAR
Items **Cleaning chemicals**   10 Each @ 5,000.00   50,000.00 ZAR

View Order

coupa supplier portal

DAISY DUCK ▾   NOTIFICATIONS 5   HELP ▾

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Add-ons Admin

9. How do I create an Invoice in Coupa?

On Coupa you can create invoices directly from POs:

A From the **purchase order** screen, identify the **PO** you want to flip to an invoice.

B Under the actions column click on **Create Invoice**.

C Enter the **Invoice Number** in the Invoice # field. You can then **edit the date**, **add a copy of your invoice** as an attachment if a Coupa compliant invoice is not being generated, **add comments**, **edit quantities**, **shipping**, and **tax fields**.

D Click on **Calculate** to update the **total amount / value** of the **invoice**.

E Click on **Submit**.

F You can check the status of the invoice under **Status** once you have submitted the invoice.
Invoices are processed automatically and if they meet the criteria set by your customer, they will be approved immediately.

Purchase Orders

Instructions From Customer
{Purchase Order - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Click the 🏷 Action to Invoice from a Purchase Order

View All   Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
85000000091	07/09/20	Issued	None	10 Each of Cleaning chemicals	No	50,000.00 ZAR		🏷

Select Customer Distell
Configure PO Delivery

Create Invoice Create

General Info
* Invoice #
* Invoice Date 07/09/20
Payment Term
Date of Supply 07/09/20
* Currency ⓘ ZAR
Delivery Number
Status Draft
Image Scan Browse...
Supplier Note
Attachments ⓘ Add File | URL | Text

From
* Supplier SIC Supplier
* Supplier VAT ID 4999999999
* Invoice From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
* Remit-To Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
Bank Name: Standard Bank
Beneficiary Name: SIC Suppleir
Bank Account Number: *****7897

10. How do I create a credit note in Coupa?

A Log onto the CSP.

B Navigate to the **Invoices** tab and click on Create Credit Note.

C Select the invoice you are creating the credit note for.

D Click on **Continue**.

Create Credit Note Create

This credit note applies to invoice Inv7600. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info
* Credit Note #
* Credit Note Date 07/14/20
Payment Term
Original Date of Supply 07/09/20
* Currency ZAR
Delivery Number
Status Draft
Original Invoice # Inv7600
Original Invoice Date 07/09/20
Image Scan Browse...
Supplier Note
Attachments ⓘ Add File | URL | Text
* Credit Reason

From
* Supplier SIC Supplier
* Supplier VAT ID 4999999999
* Invoice From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
* Remit-To Address SIC Support
145 Waterfall street
Midrand
1687
South Africa
Bank Name: Standard Bank
Beneficiary Name: SIC Supplier
Bank Account Number: *****7897
Routing Number: 8769
* Ship From Address SIC Support
145 Waterfall street
Midrand
1687
South Africa

Select Customer Distell - SIC Supplier

Invoices

Instructions From Customer
{Invoice - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page}

Create Invoices ⓘ

Create Invoice from PO | Create Invoice from Contract | Create Blank Invoice | Create Credit Note

Export to ▾   View All   Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Inv7600	07/09/20	Approved	85000000091	28,750.00 ZAR	No	

Credit Note ✕

How do you want to correct invoice "Inv7600" ?

◉ Completely cancel the invoice with a credit note ⓘ
○ Adjust invoice with a credit note ⓘ

Cancel   Create

E You will then be given 2 options for correcting the invoice (**Cancel** / **Adjust** invoice), choose the appropriate one.

F Click on **Create** and populate the **Credit Note Number** and the **Credit Reason**.

G Click on **Submit**.

H The credit note will be displayed under the **Invoice** tab with a **minus amount in red**.

11. How will statements be managed on Coupa?

A Suppliers use their own ERP (Enterprise Resource Planning) system to generate an invoice which they then 'flip' in Coupa to provide Distell with an invoice. Suppliers can then use their own ERP systems to consolidate.

13. Will my retrospective purchase orders be visible on Coupa?

A **No**, only purchase orders that were created on Coupa will be visible on Coupa.

14. What other support is available for suppliers?

A Webinar sessions will be hosted prior to P2P go-live. All suppliers will be invited to attend these sessions where Distell will give an overview of Coupa and the P2P functionalities.

B Have a specific question that you can't find an answer to? You can contact us directly. Send an email to suppliers@distell.co.za and one of our dedicated support centre agents will assist you.

C Visit the Distell Supplier Hub to access out training guides and demo videos created especially for you: www.distell.co.za/suppliers/

15. If I'm experiencing an issue, can I log a call with Coupa?

A Yes, you can log a call with Coupa when:
1. You have attempted to resolve your technical query via the Distell Coupa Help desk (suppliers@distell.co.za) and were unsuccessful
2. You are experiencing technical issues on the CSP.
3. You have requested password reset emails but are not receiving the requested emails.
4. You cannot access your portal.

12. How do I log a call with Coupa?

To log a call with Coupa:

A Log onto the CSP

B Once logged into the CSP, scroll to the bottom of the page and click on the Chat with Coupa Support button.

C 'A pop-up will appear. Populate all the mandatory fields on the pop-up.

D Click on 'Start Chat' for assistance from a Coupa agent.

16. What if I want a automated process on Coupa?

A If your company has the technical capability to automate the Coupa PO and Invoicing process kindly reach out to Distell by emailing suppleirs@distell.co.za . This process will require technical configuration with the supplier's technical/IT team and Distell.
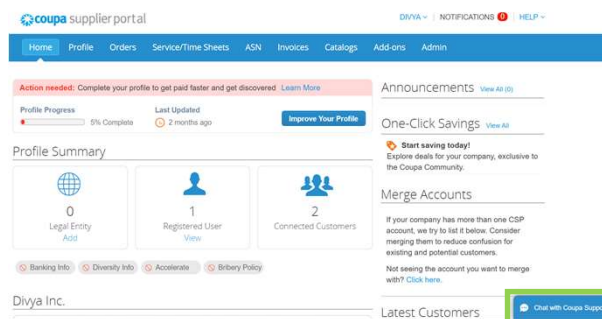
18. Where do I register?

A A link to register for Coupa has been sent to all Distell suppliers kindly check your spam/junk folder for the invite. If you do not have the invite send your company name and Distell vendor number to suppliers@distell.co.za we will gladly assist with the registration.

17. What happens to Scnet?

A Scnet will be sunset .All transactions sourcing, contracts, catalogues, orders, invoicing and catalogues will be via Coupa

19. How to I confirm that I am registered with Distell ?

A Distell will be displayed under latest customers on your Coupa Supplier Portal

20. How will supplier statement work?

A The supplier statement process will remain the same. All statements must be sent to supplierstaments@distell.co.za.

22 .How do I set up notifications?

A Notification preferences can be set up on the Coupa Supplier Portal with options to receive Online (CSP) , Email and SMS follow the below steps to set up notifications
- Login to the CSP
- Click on your name drop down
- Select Notification preferences
- Enable preferred notifications by ticking the checkboxes

You will start receiving notifications when your customers enable them.

Announcements

New Customer Announcement	☑ Online	☐ Email	☐ SMS

Business Performance

Business Performance Role Granted	☑ Online	☐ Email	☐ SMS

Catalogues

New comment received	☑ Online	☑ Email	☐ SMS
Catalogue approved	☑ Online	☐ Email	☐ SMS
Catalogue rejected	☑ Online	☐ Email	☐ SMS
Catalogue about to expire	☑ Online	☐ Email	☐ SMS

29. When do I create an invoice?

A You will receive a purchase order in Coupa, you should only send a invoice to Distell once goods/services have been delivered/rendered.

30. Where do I send delivery notes?

A You can attach the delivery note in the attachments field on the invoice.

31 . How does submitting an Invoice on Coupa for the lines deal with serial numbers?

A Serial number items wont be procured in Coupa. You will follow the current process for those items.

21. When will we go live with Coupa procure to pay?

A We will be sending communication to all our supplier on the exact go live date and links to access training videos and guides.

23. How long will it take for our invoices to process on Coupa

A Once an invoice is submitted to Distell it will be approved (If a good receipts has already been created) or pending approval (If a goods receipts has not been created). You will not be paid immediately after submitting your invoice payment will be as per agreed payment terms with Distell e.g. 30 days, 60 days etc.

24. Do we submit quotes on Coupa?

A No, you will not submit quotes on Coupa. quotations will still follow the current process.

25. Will I be able to view old purchase ?

A No, you will not be able to view old purchase orders only orders that will be sent you once we go live with Coupa.

26. Can I add more than 1 users to receive orders on Coupa?

A Yes, all users that have the orders permission will be notified via email, online and SMS of a new purchase order if their notification preferences are set up.

27. Can I do partial invoice on Coupa?

A Yes; Coupa does cater for partial invoice visit the Distell website for a guide on how to do partially invoicing

28.How do I enquire about a purchase order or Invoice?

A All queries can be sent to Distell via comments o Coupa ,If you have a question about an order or invoice send a comment to Distell by using the comments textbox

Enter Comment

Add Comment

32. Can I see when payment will be made on Coupa

A No, you will not see the when payment will be made on Coupa as payment will be as per your agreed payment terms with Distell.