

Coupa Frequently Asked Questions

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Coupa FAQ

General Questions

1.1 What is Coupa?

Coupa is an industry leading, cloud-based procurement platform for procure –to-pay solutions used by organizations globally. The platform will help Brenntag to connect with our suppliers for ordering, creating a more efficient and effective way of working collaboratively with you.

1.2 What are the functionalities of Coupa Supplier Portal (CSP)?

In CSP, our suppliers will be able to receive and view purchase order details, manage and maintain catalog data, as well as create service/timesheets.

1.3 How much does Coupa Supplier Portal cost to use?

Coupa does not charge our suppliers to use the platform. CSP is free of charge.

1.4 Will any Coupa Supplier Portal training be provided?

Documentation is available on our supplier webpage: [Coupa Supplier Portal from Brenntag | Brenntag](#)

1.5 I am a service provider. Will I still use Coupa Supplier Portal?

Yes. CSP will be used for all indirect material vendors, including our service providers.

1.6 Will we need additional software to work within Coupa Supplier Portal?

No additional software is required. CSP is a cloud-based platform so you will only need access to the internet and an email account.

1.7 Will there be any change in payment processes after transition to Coupa Supplier Portal?

The transition to CSP will not affect the payment process.

1.8 Where can I go to learn more about Coupa Supplier Portal?

The Coupa Compass Portal contains lots of helpful information and resources for [Coupa Suppliers](#) by navigating to **Help > Coupa Compass** and selecting “For Suppliers” from the left-hand side. Here you have different sections with standard information regarding Coupa, including a set of CSP videos you can watch.

1.9 Can we opt out of using Coupa Supplier Portal?

Our preference is participation by all our valued suppliers. This process will be Brenntag’s primary processing means for all spend. But, in the case that you want to opt out of CSP, please write back to us at: SupplierSupport@brenntag.com with the difficulty you are facing.

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2. Coupa Supplier Portal (CSP)

2.1 When and how do I register for an account?

Your organization's primary contact should receive instructions to sign up for the Coupa Supplier Portal. They will have the ability to invite additional members of your organization to join the portal.

2.2 How do I get access for multiple people?

Once registered in CSP, you will be able to invite additional users within your company, and they can use their own credentials to login. Go to Admin -> Users -> Invite Users and provide their name and email address so that they can gain access to the CSP account linked to Brenntag.

2.3 I'm already set up in Coupa Supplier Portal with a different customer, do I need to register again?

If you are already set up in CSP with other customers, you do not need to register in CSP again. You need to provide us with the email address of your existing account and by using the same one, Brenntag will be linked as customer.

2.4 Who is the admin on my company's account?

The initial user will be admin, that initial user can give admin rights or limited rights to others.

2.5 Should companies with multiple divisions or multiple Remit To's set up separate Coupa Supplier Portal accounts?

Suppliers having multiple division/remit to's do not need to set up separate CSP accounts. They can set up multiple remit to's and divisions in a single Coupa Supplier Portal (CSP) account.

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3. Purchase Orders (POs)

3.1 How will POs be sent to us?

You should have received an email from Brenntag regarding either the Coupa Supplier Portal (CSP) or Supplier Actionable Notifications (SAN). If using SAN, POs will be sent to the email address provided in the PO Email field. This can be the same or different from the primary contact's email address. If a different email should be used, please let us know. By using the CSP, you can view and act upon the POs you receive from Brenntag by logging into the Coupa Supplier Portal. The CSP also allows you to filter out who has access to transactions and suppliers. Users can also manage their notification preferences as desired. Finally, if POs are to be sent via cXML, you should have already received additional instructions regarding this transmission method.

3.2 What are the advantages in using SAN?

If you opt for using the SAN, you do not need to register for a CSP account. You will receive POs directly to your confirmed PO email address and will be able to view the PO details directly from your email.

3.3 What are the disadvantages in using SAN?

If you opt for using the SAN, you will not be able to create catalogues or timesheets. If you have agreed with us the use of either of these, you will have to register for the CSP.

3.4 Can we use a shared email inbox to receive POs?

Yes, a shared email inbox can be used to receive POs via Supplier Actionable Notifications (SAN).

3.5 How will I be notified when there is a new PO?

Coupa sends notifications when a PO is issued through the Coupa Supplier Portal (CSP). The notifications can be set through email, online, and SMS text.

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4. Catalogs

4.1 What is a catalog?

A catalog is a list of items that can be purchased through Coupa. It includes item name, pricing commodity, images, specifications, etc.

4.2 I provide highly customized goods that are difficult to catalog. Will I still use Coupa Supplier Portal?

Yes. Coupa has a variety of ordering methods beyond catalogs. Coupa can also accommodate a combination of purchasing methods if you are able to put some of the items you offer in a catalog but not all. If you have any concerns, we are happy to work with you to determine the best ordering method for your business.

4.3 Will I be able to change my catalog once it is posted?

Yes. Once your Coupa Supplier Portal is set up, you will be able to make changes to your catalog through the portal. Changes will be routed to the buyers for review prior to publishing.

4.4 Are catalogs the only way to receive orders in Coupa?

No. Coupa has a variety of ordering methods beyond catalogs. Coupa can also accommodate a combination of purchasing methods if you are able to put some of the items you offer in a catalog but not all. If you have any concerns, we are happy to work with you to determine the best ordering method for your business.

4.5 What is a punchout?

With a punchout, Coupa users follow a link to your company's e-commerce website where they shop as normal. When a user goes to check out, they're brought back to Coupa with their selected goods in their Coupa cart. Users can then submit a requisition in Coupa, using the items, costs, and details from your company's website. A punchout website requires that your company has the capability of hosting a website with client specific items and pricing.

4.6 How do I implement a cXML punchout?

You need to have cXML capabilities. If you have, please let us know and we can share additional instructions with you.