BAC | Modernización Financiera

COUPA USER GUIDE

CSP - COUPA SUPPLIER PORTAL

Tabla de contenido

WHAT IS COUPA?

It is the world-class solution selected to standardize the TERPEL purchasing process. Through this technological platform we will gain visibility, control and efficiency for decision making:

5,000+	10M+	125+	Multi	Multi
Clients	Suppliers	Countries	Currency	Language

Rated #1 by top analysts

Gartner. Spend Matters PayStream ADVISORS
FORRESTER IDC

SUPPLIER PORTAL (Coupa Supplier Portal)

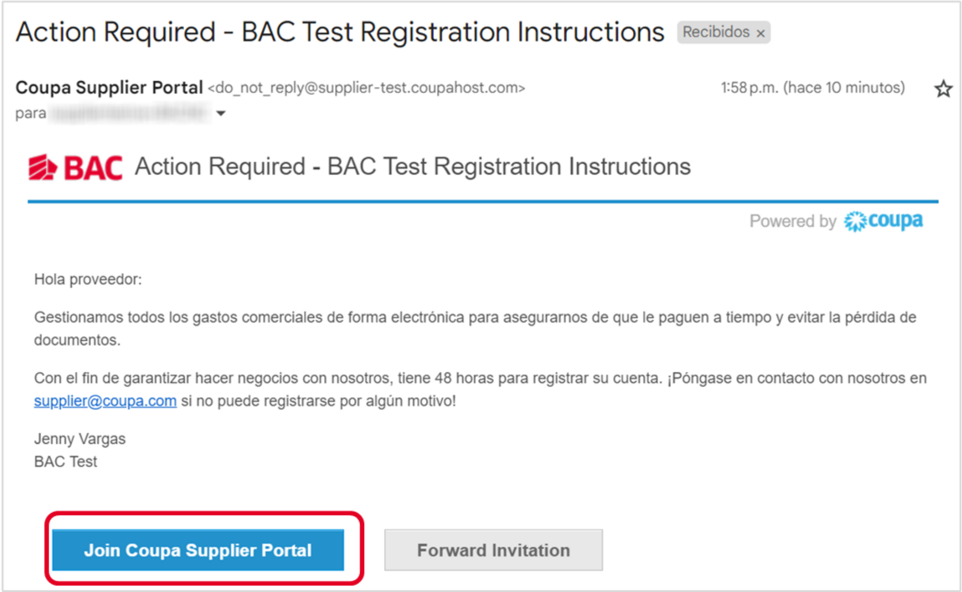
Coupa Supplier Portal – CSP

Coupa 's Supplier Portal is where suppliers can manage their purchase orders, create and monitor their invoices and credit notes, among other things. It is a free tool for suppliers to easily interact and collaborate with TERPEL. Interacting on the Portal is free of charge and is an opportunity for other companies, Coupa customers, to find them.

These are the actions that will be enabled in the supplier portal:

REGISTRATION ON THE COUPA SUPPLIER PORTAL (CSP)

1. You will receive an email from Coupa Supplier Portal, indicating that TERPEL has invited you to register for Coupa Supplier Portal:


Action Required - BAC Test Registration Instructions Recibidos ×

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com> 1:58 p.m. (hace 10 minutos)
para

BAC Action Required - BAC Test Registration Instructions

Powered by coupa

Hola proveedor:

Gestionamos todos los gastos comerciales de forma electrónica para asegurarnos de que le paguen a tiempo y evitar la pérdida de documentos.

Con el fin de garantizar hacer negocios con nosotros, tiene 48 horas para registrar su cuenta. ¡Póngase en contacto con nosotros en supplier@coupa.com si no puede registrarse por algún motivo!

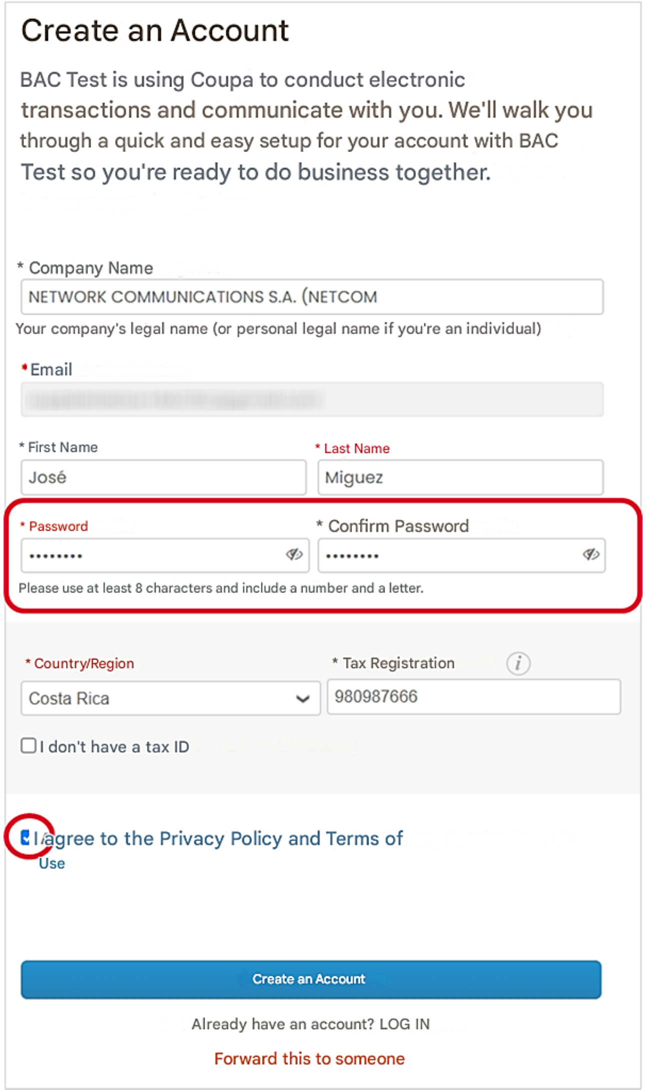
Jenny Vargas
BAC Test

Join Coupa Supplier Portal | Forward Invitation

2. Using the **Join Coupa Supplier Portal** button you will be directed to the Coupa Supplier Portal to begin your registration.

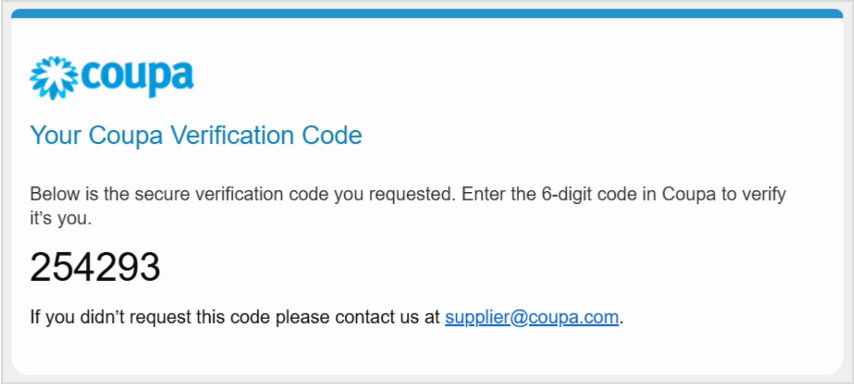
3. Using the **Forward Invitation** button, you will be able to forward this invitation to someone else in your organization by entering their email address.

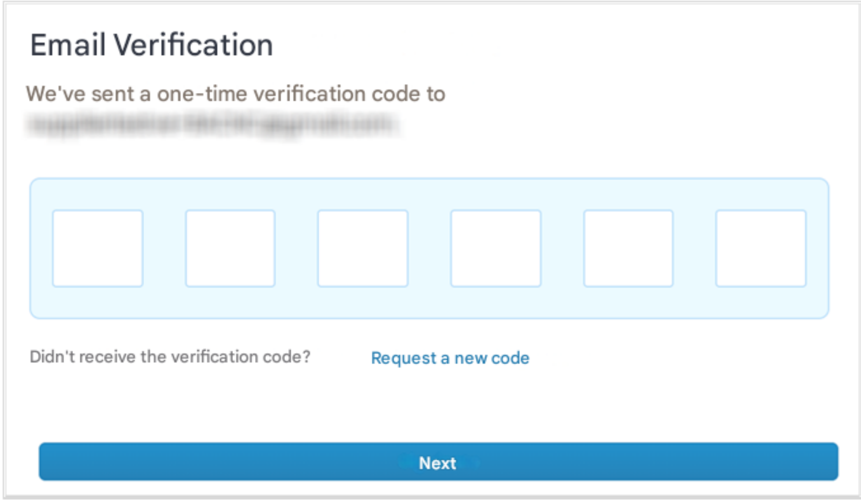
4. Once you click on the **"Join Coupa Supplier Portal"** option you will need to complete your registration on the portal. You will need to set up your password and agree to Coupa's privacy policy and terms of use.



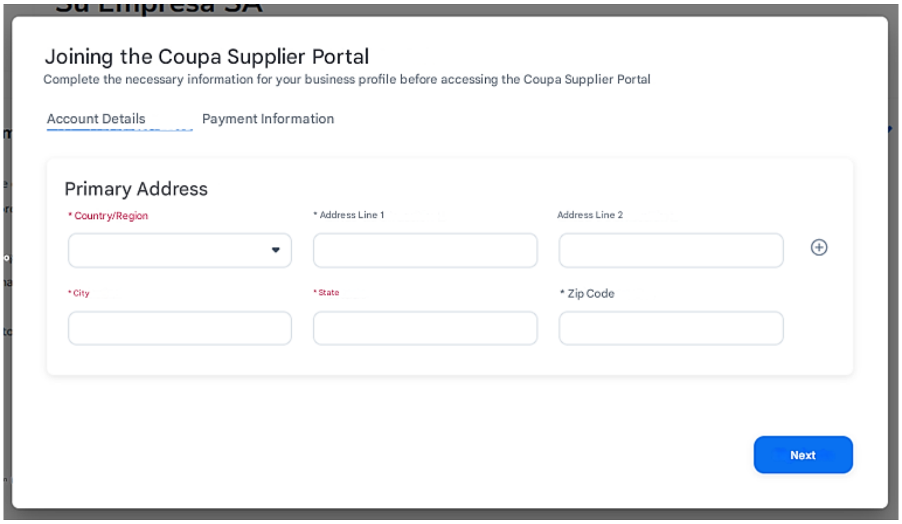
After that click on **Create an account**.

5. Enter the verification code sent to your email:

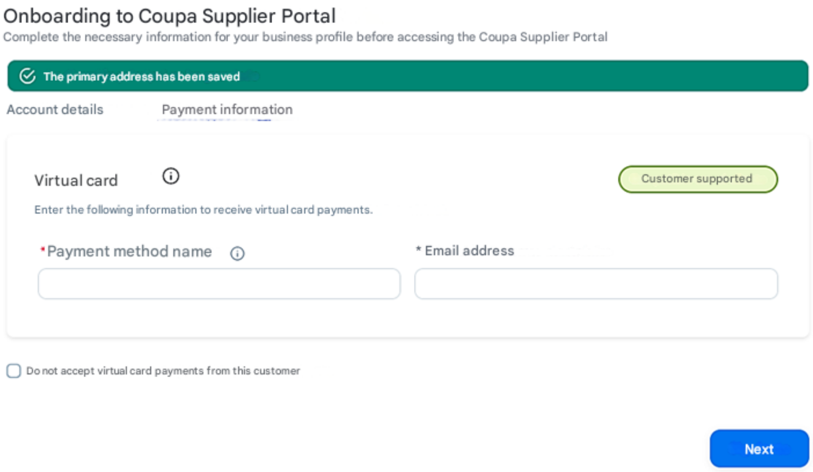




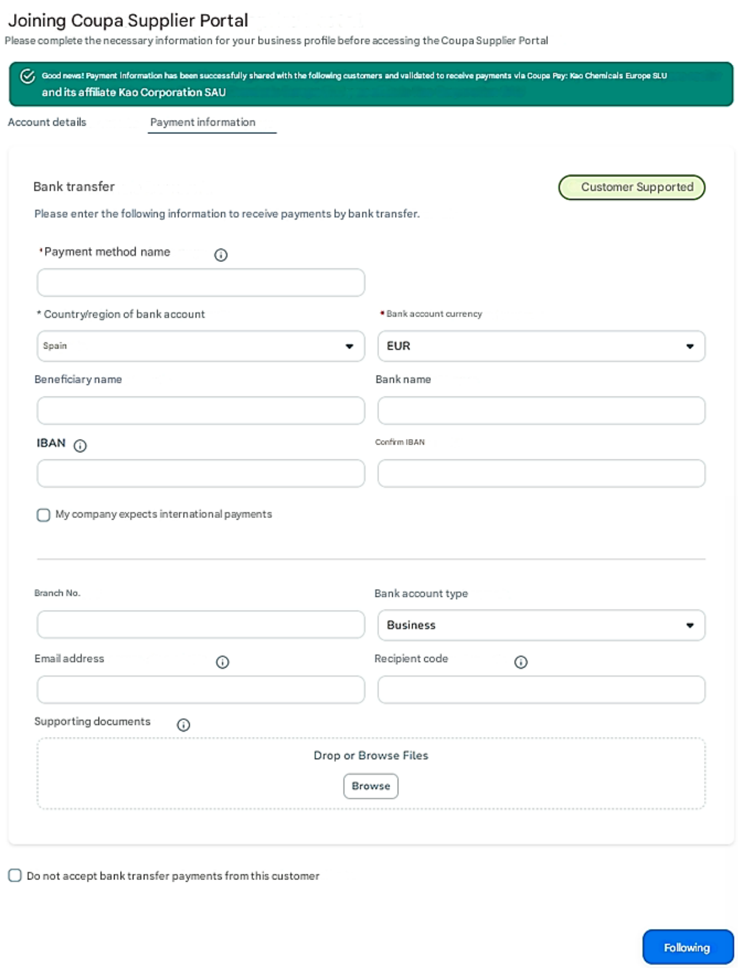
6. As next step you will be able to manage the following form with information of the company, at the moment of selecting the country additional fields will be displayed that you must mark if required. Then select Next.



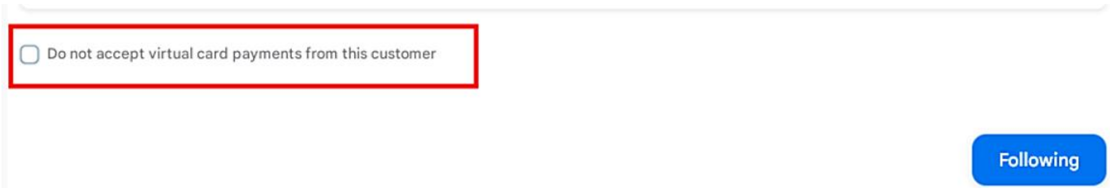
7. Next you must complete the payment information. The CSP portal will allow you to register different payment methods including Virtual Card, Bank Transfer and Check.



8. After completing all the information, you will finish the initial registration of your profile.

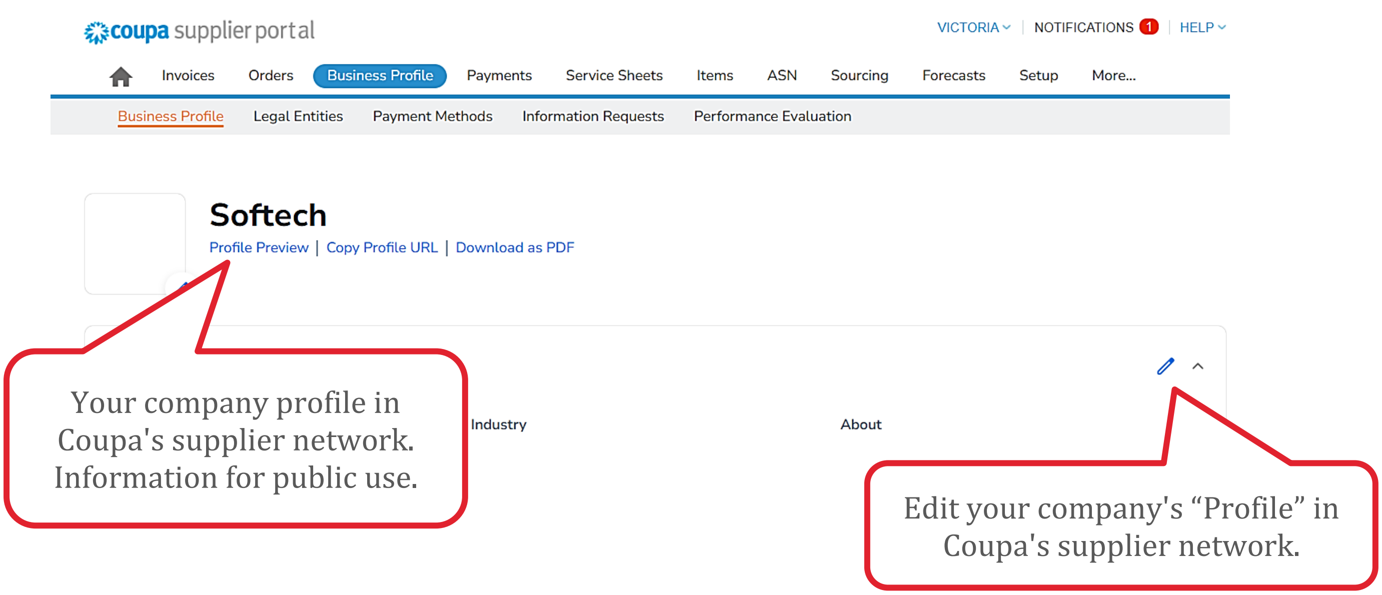


Note: Completing the payment information is not a mandatory process at the beginning of your account setup, moreover, this information is requested by Coupa and not by BAC. To skip this section, you may not accept payments by each of the methods by checking the box at the bottom of each form as in the example below.



COUPA PUBLIC PROFILE

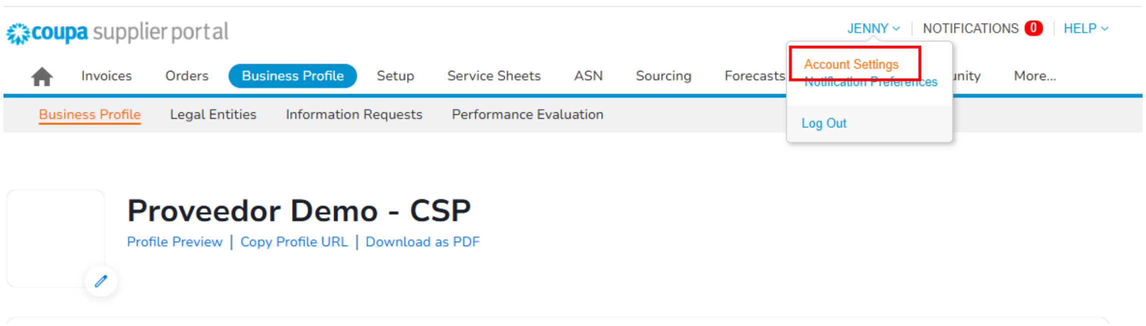
Coupa's supplier network, when you register on the portal, the platform asks you for a series of data to build your company profile. This information is for public use by Coupa's clients and through this information, Coupa can suggest your company as a potential supplier based on what customers are looking for. For example, based on the goods or services you offer and/or the areas in which you operate. It is your decision if you want to complete some of this data, understanding that it is for Coupa's use and not a request or requirement of BAC.



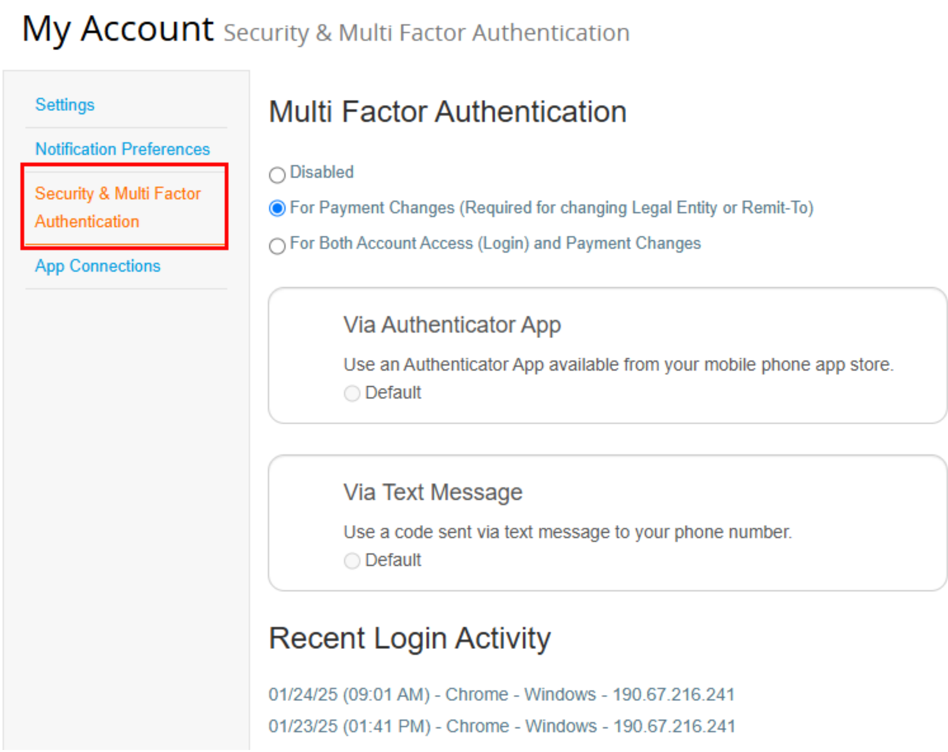
MULTIFACTOR AUTHENTICATION

To further protect your information, Coupa allows you to enable a second security check known as Two Factor Authentication (2FA). This security method is very common in banking applications and other types of applications, including email, and consists of using a password and additionally a code or token. To do this, you will need an application which you will configure to connect it to your account on the Portal and generate this code for you. There is a long list of applications available for this purpose. When Portal asks you to verify your authenticity to grant you access, you will have to enter the code that is currently valid in your application.

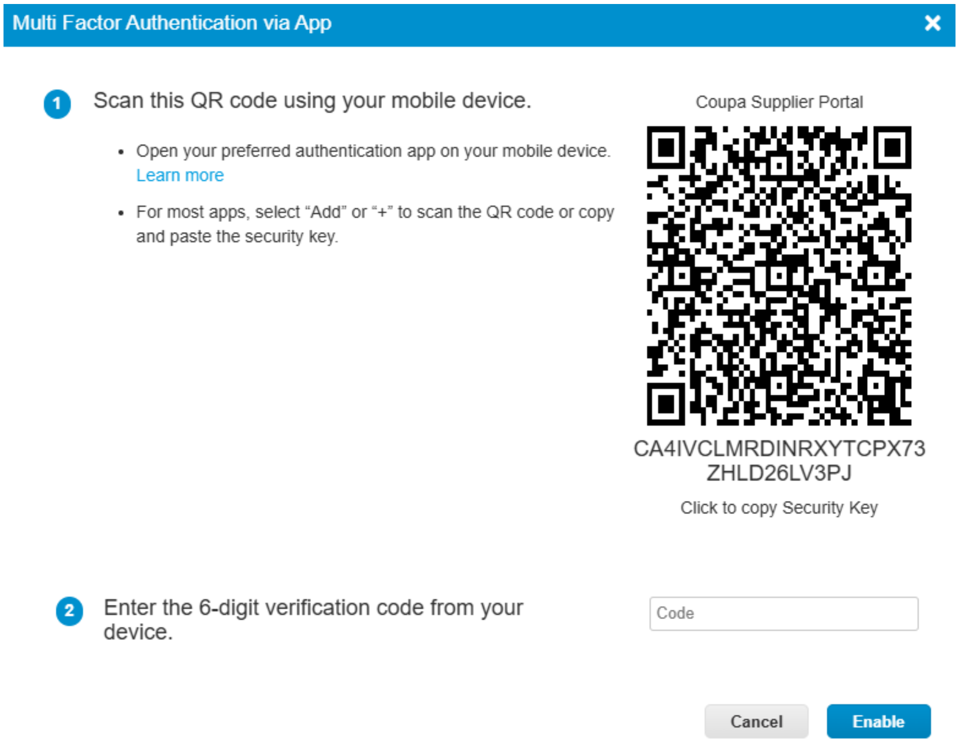
The process below can only be performed by users with **administrator permission.** from the supplier/primary contact:



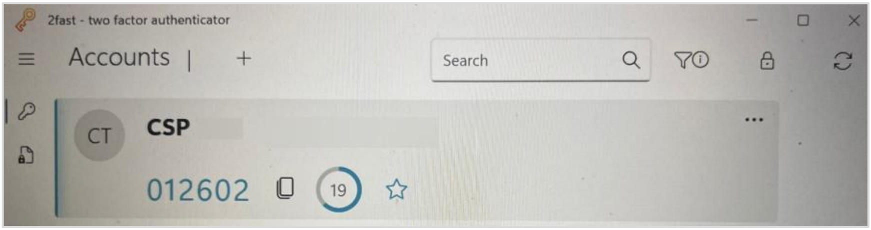
1. Place the cursor (mouse) pointer over your name, in the upper right corner, and click on ***"Account Settings"***



2. In the menu on the left, click ***"Security and multi-factor authentication"***



3. Download the authenticator app of your choice.
    a. On your **mobile device**
        i. You can download an authenticator app, such as Google Authenticator or Microsoft Authenticator, from the AppStore or Google Play on your computer.
        ii. Enter the application, register (if necessary) and authorize the use of your camera
        iii. Using your mobile device and from the app, point to the screen with the QR code. This will complete the registration of your access to the CSP in said authentication application.
        iv. Enter the 6-digit code, which you will find in the application you just downloaded, on your internet browser screen (Step 2 on the screen).
    b. On your **computer** (desktop application)
        i. You can download a desktop authenticator app, such as 2Fast .
        ii. Please log into the app and register if necessary.
        iii. Enter the code you see on the screen (from the CSP), which you will find just below the QR code. This will complete the registration of your access to the CSP in said authentication application.
        iv. Enter the 6-digit code, which you will find in the application you just downloaded, on your internet browser screen (Step 2 on the screen).



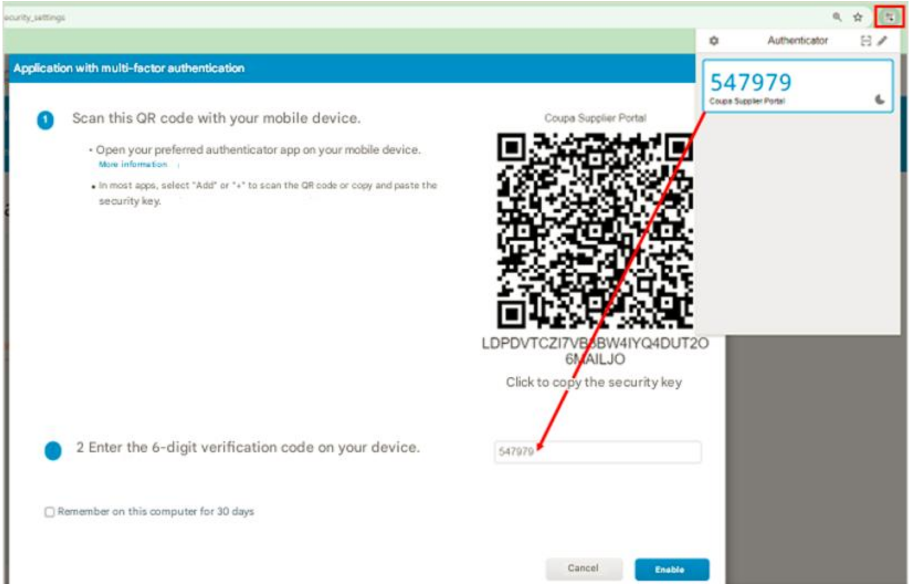
    c. From your **internet browser** (Chrome, Edge, Safari, etc.)
        i. Download/add an authentication extension for your internet browser:
            1. Google Chrome – Google Authenticator or Authenticator

2. Mozilla Firefox - [Authenticator]
3. Microsoft Edge – [2FA]

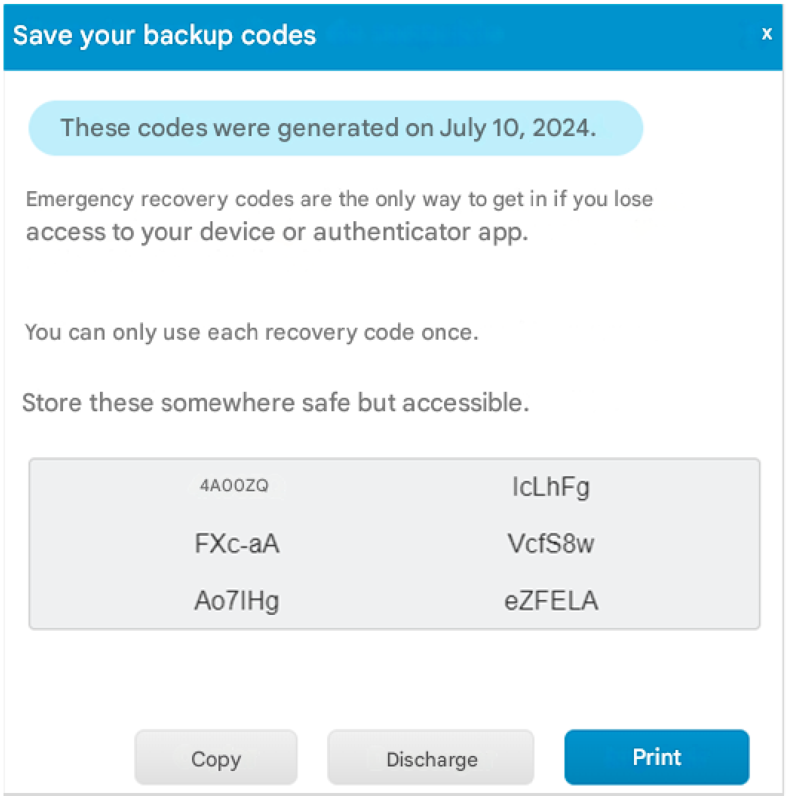
ii. Enter the extension and register if necessary.

iii. Scan the QR code from the extension or copy/paste the code you see on screen (from the CSP), which you will find just below the QR code. This will complete the registration of your access to the CSP in said authenticator application.

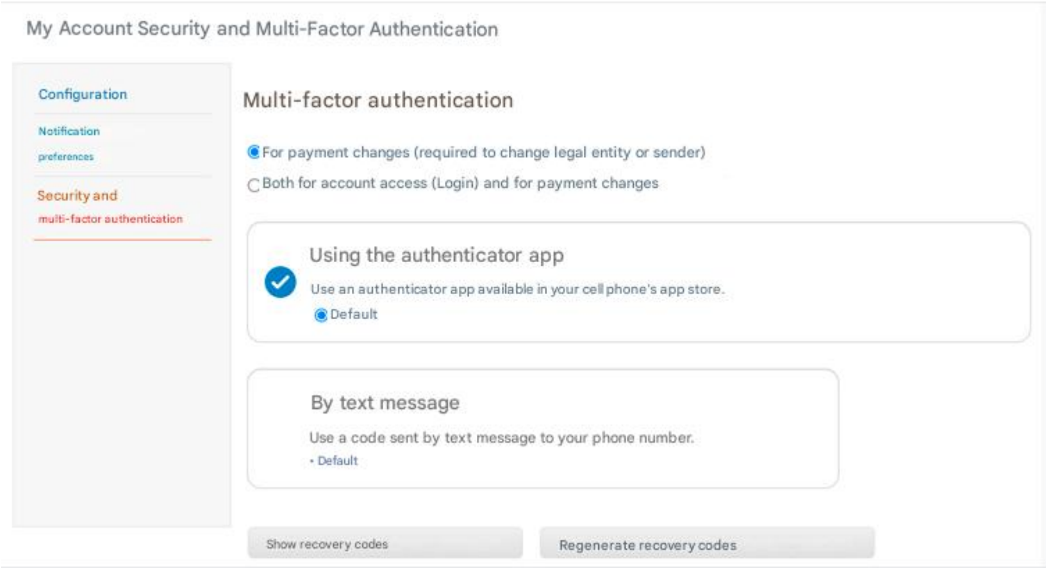
iv. Enter the 6-digit code, which you will find in the application you just downloaded, on your internet browser screen (Step 2 on the screen).



4. By clicking **"Enable",** Coupa will generate backup codes to restore access in case you lose your mobile as an access device. It is recommended to download them and leave them in an easily accessible, but safe place.



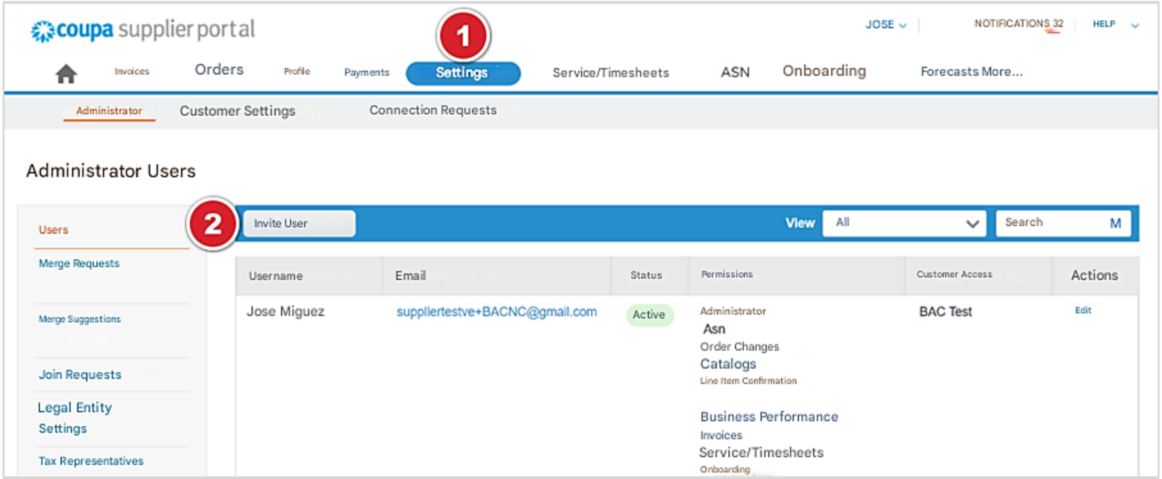
5. Multi-factor authentication, the configuration screen will open where you can choose for which cases to activate authentication (Payment or Login Changes), whether you want to change the authentication app, whether you want to enable SMS authentication (with additional SMS fees), or whether you want to display or regenerate recovery codes.



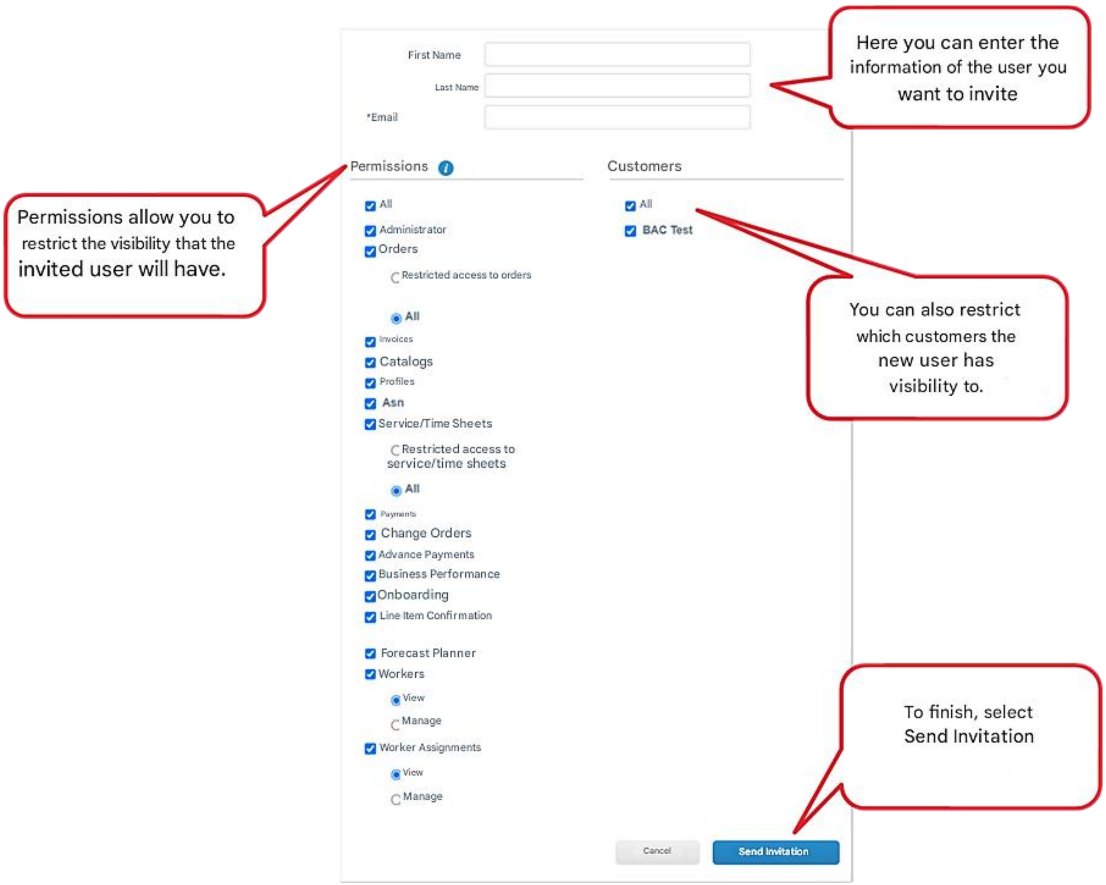
INVITATION TO USERS

You can invite other users in your company to also be part of the portal, either by resending the initial invitation with the "Resend this invitation" option (refer to the [CSP Registration section](#)) or from the configuration menu.

1. Select **Settings** at the top of the page.
2. Click the **Invite User button** on the left.



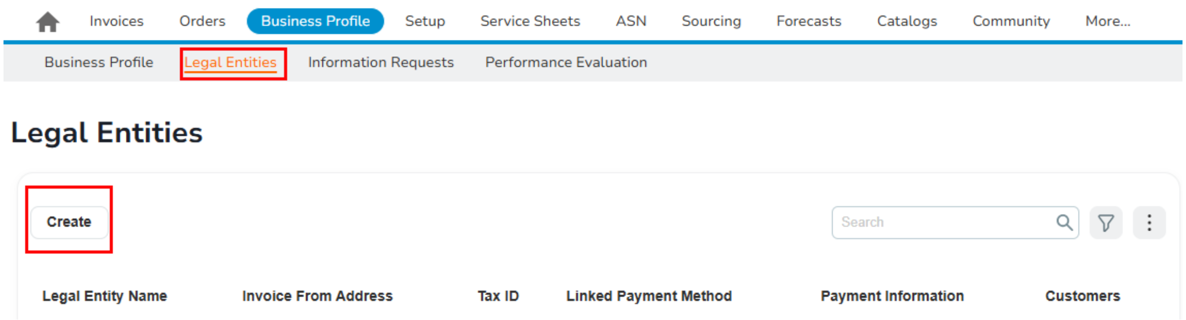
After completing the contact information of the person, you are going to invite to the portal, you can assign the permissions that the user will have to view the different tabs and the corresponding data and send the invitation. From this menu, administrators can assign visibility and access to the information and the client(s) to which the user will have access.



Upon receiving the invitation, the user must accept the T&C to **Join Coup**. As well as verify their email using the automatically generated code. Once these steps are completed, they will not be asked to enter data related to the company profile. However, if the user has access to the Profile, they can update it at any time.

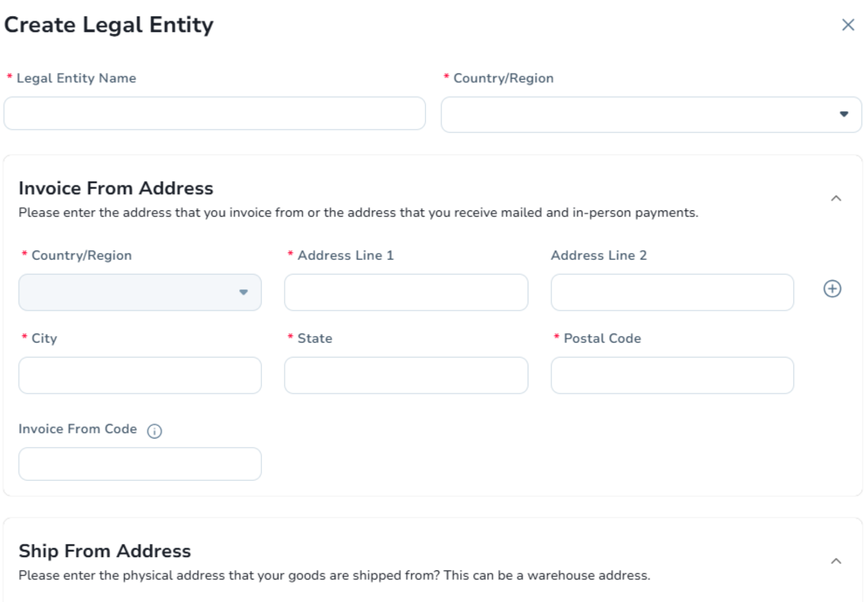
ADD LEGAL ENTITY

In order to **create invoices** in the CSP, you need to add your "legal entity". Legal entity is a generic term used by Coupa and is basically used to register the address from which you will be invoicing. This is independent of whether it is a company or a natural person. As you will see below, the portal will ask for the address data as the client(s) applied. This way, the address can be automatically assigned to the invoices that you are going to register in the future. This configuration can only be done by the **administrator user** of the main supplier/contact:

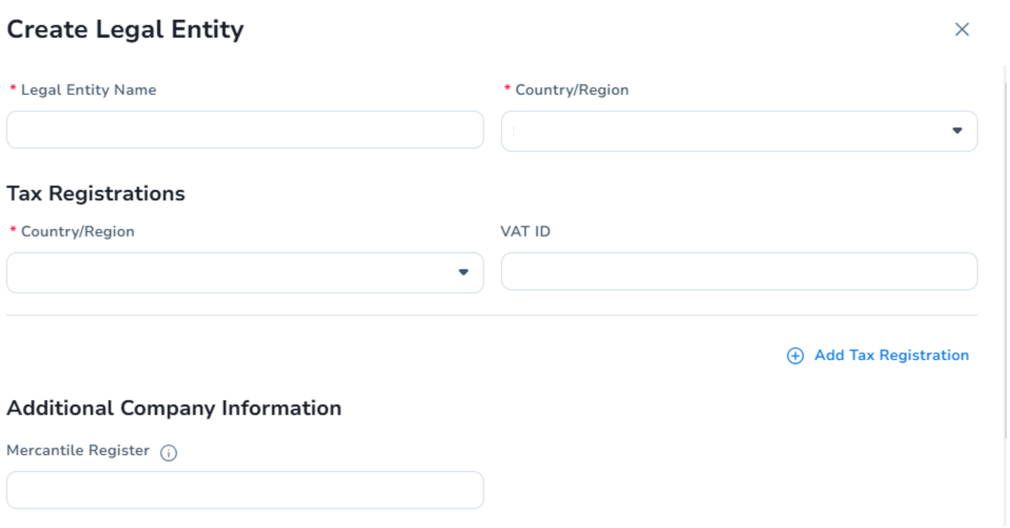


1. Select **Business Profile** at the top of the page.
2. Select **Legal Entities in the bar**
3. Click the **create button** on the left.

You must complete the requested information:

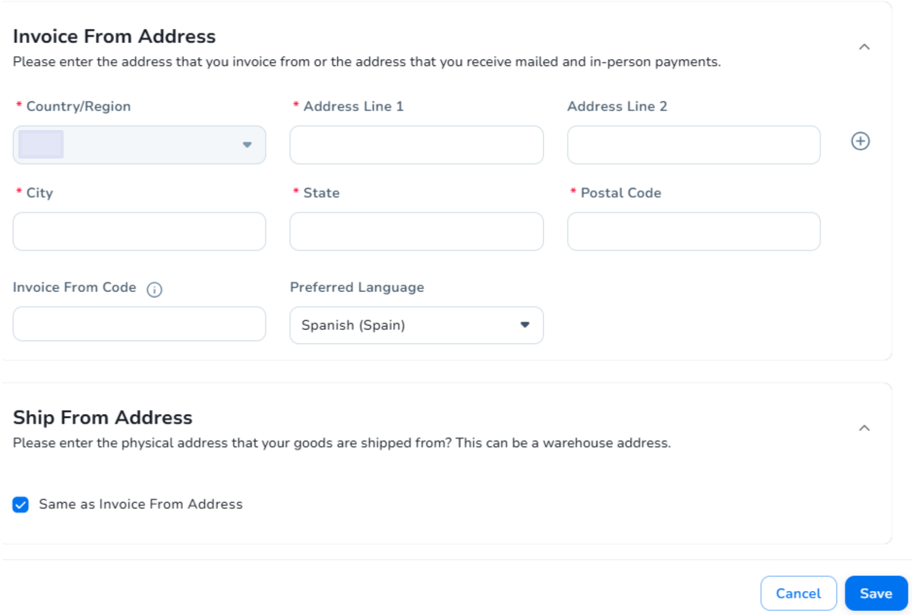


When selecting the country from which you operate and from which you will be billing, the portal may ask you to complete additional data on this screen.

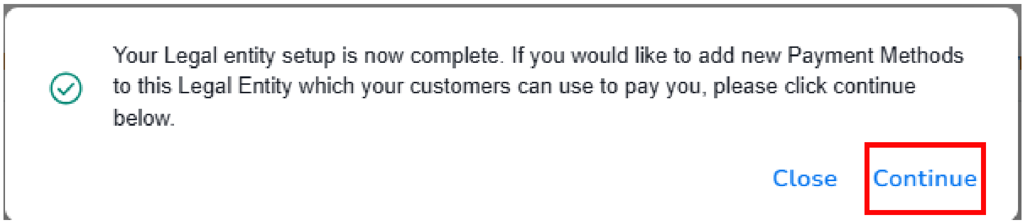


You must complete the data for the invoice's origin address. Note that by default the boxes are selected so that this same address is used as **the Remittance Address** and the address from which the invoice is **Sent.** If they are different addresses, you must uncheck the box and in the next screens you can indicate the corresponding address. Remember that VAT ID is a generic term used by Coupa, as is Tax Registration. Both refer to the unique identifier assigned to your company, when it is registered in the country, for fiscal and tax purposes. In each country this identifier has a different name, in the case of Mexico it would be the RFC.

Click **"Save"**

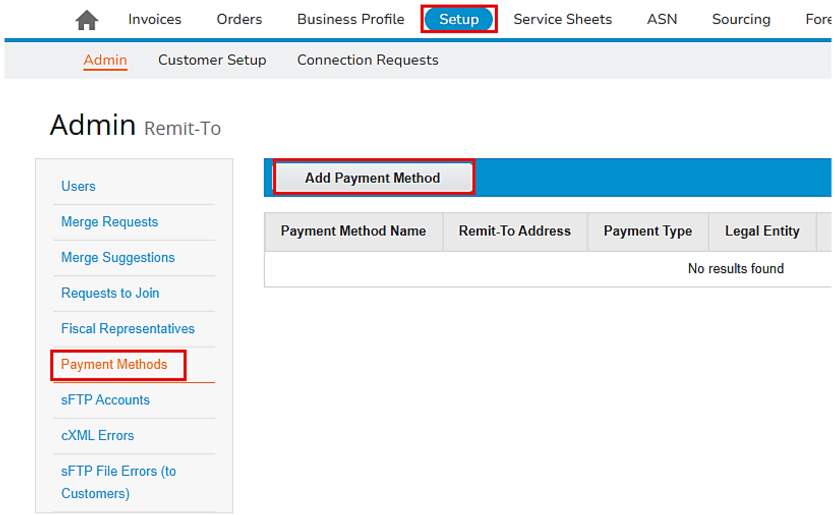


Then click "continue":

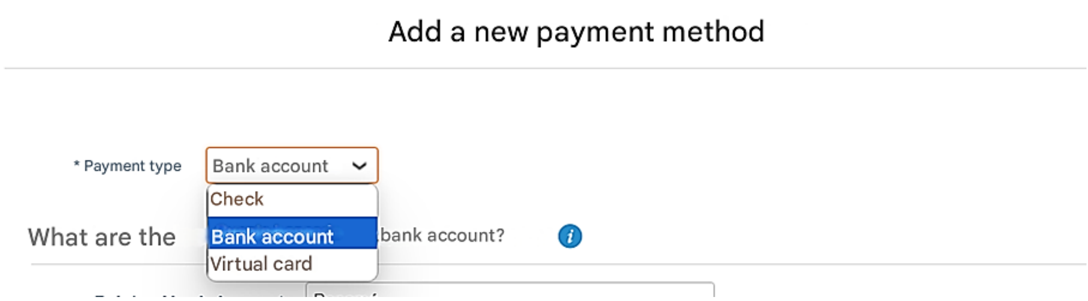


Add return address

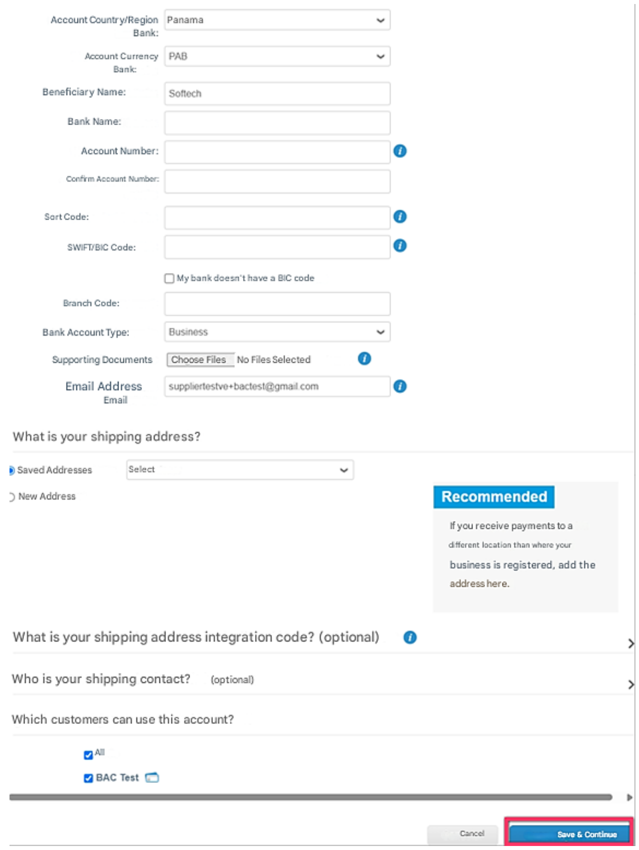
1. Select **Settings** at the top of the page.
2. Select **Admin** from the bar and **Payment Methods**
3. Click the **Add Return Address button**



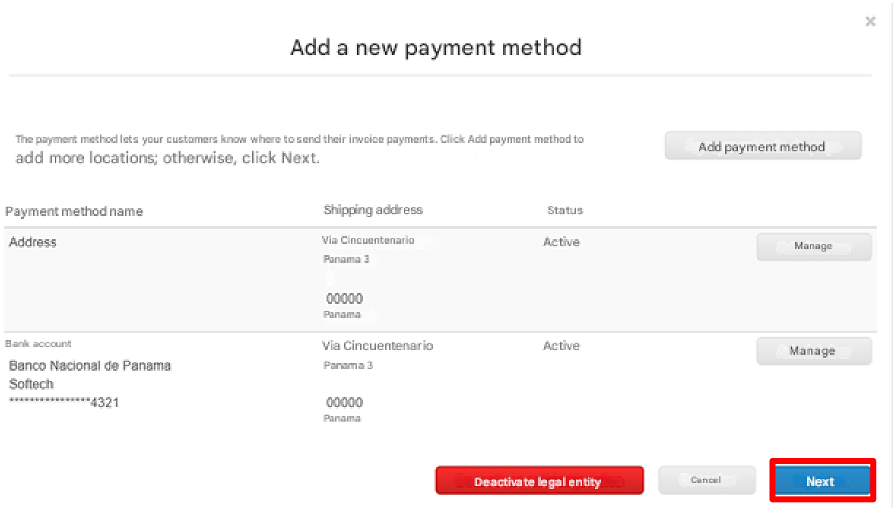
Select the Payment Type field.



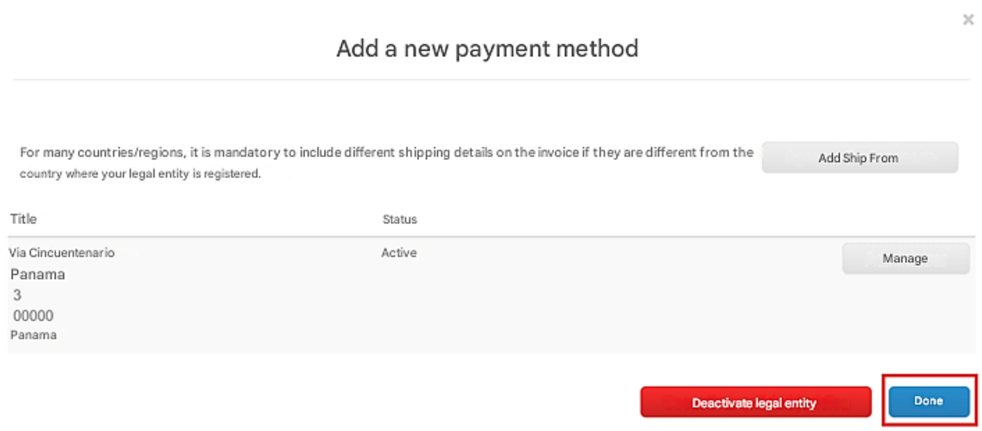
Fill in the information displayed, then click on the **Save** button and **continue.**



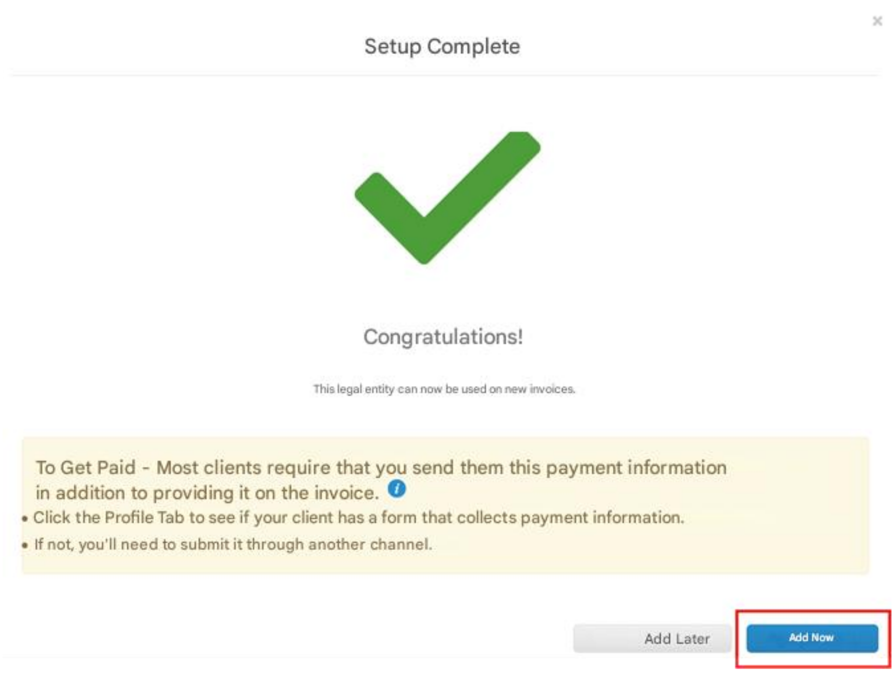
Click “Next”:



Click **“Done”**



Once all the requested information has been completed Coupa will show that the Legal entity was successfully added. Click on the **Add Now** button.

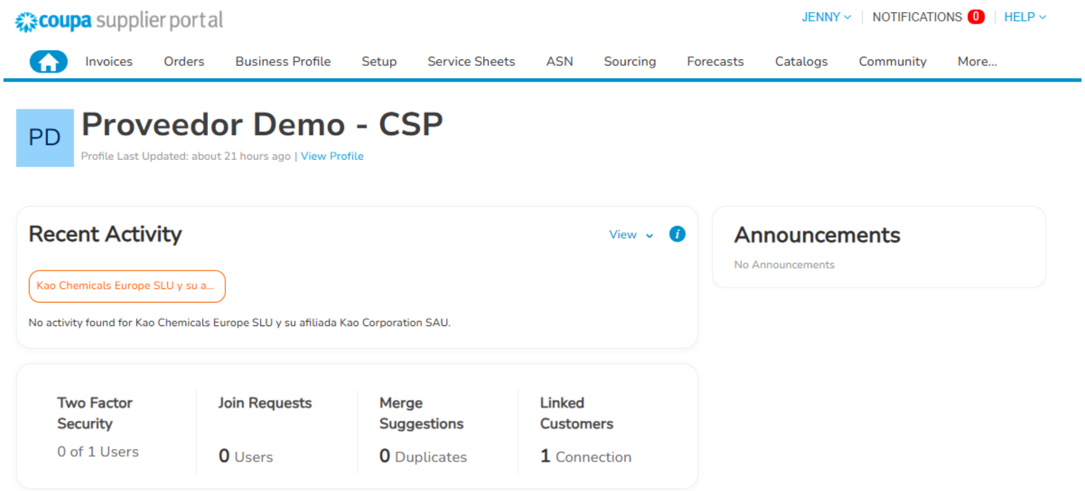


It is necessary to have at least one Legal Entity registered in the portal, in order to register and send invoices. However, if you have several entities/companies and invoices from different addresses, you can register several entities. Then for each invoice, you must indicate which entity/address applies.

Note: The addresses used in this manual are fictitious examples.

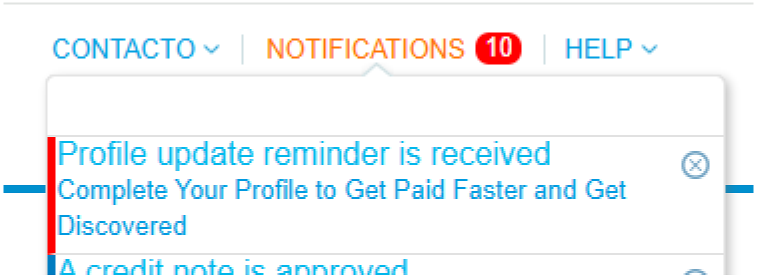
HOME PAGE

On the portal's home page, you will find an overview of your activity with TERPEL. For example, you will be able to see the latest Purchase Orders received, as well as the latest status changes to your invoices. Here you will also be able to see any important announcements shared by TERPEL. For example, information about an upcoming cut-off in invoice receipts.

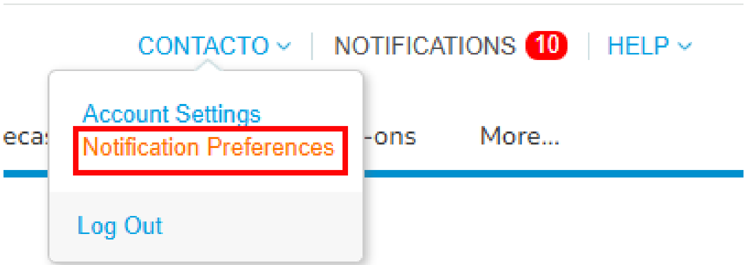


NOTIFICATIONS

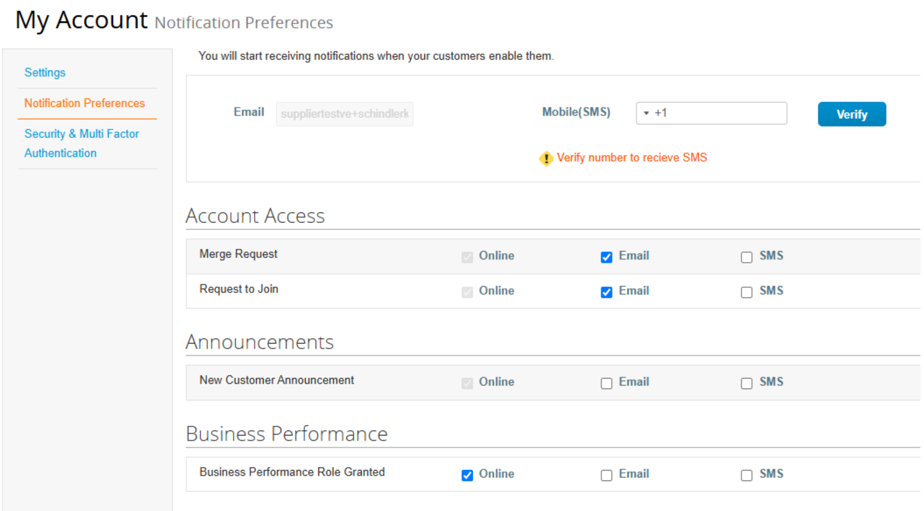
You will be able to receive notifications in your email as well as directly in the portal. Once inside the portal, hover over the Notifications link to see the latest notifications received. Only the three most recent notifications will be displayed, to see all notifications in detail and manage them, click on the **Notifications** or **View all notifications links**:



To configure your notifications, select **Notification Preferences.**



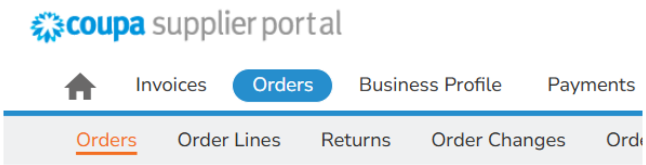
My Account Notification Preferences page, all notifications that can be disabled or enabled as Platform notifications (online) and/or by email will appear.



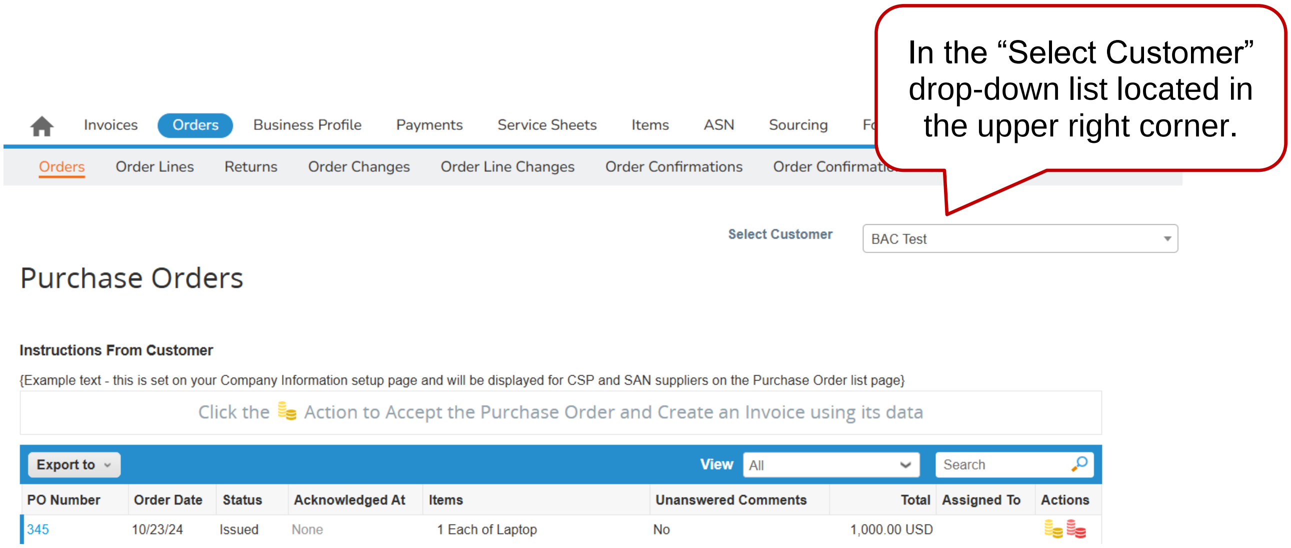
When you are finished, select the **Save button** at the bottom of the page.

PURCHASE ORDER MANAGEMENT

In the main menu, click on the **Orders** tab. The Orders page appears with the Purchase Orders table. In this section you will have full visibility of the purchase orders that your customer has issued to you.



In this screen you will find a summary of the Orders you have received from BAC. In case you are connected to several clients, from the portal, you will be able to select the client whose orders you want to review.



In this summary you can see the status of the order, the goods/services ordered and the order total. To view the order detail, click on the order number (blue link).

Purchase Order #9

General Info

Status	Issued - Pending Manual
Order Date	05/31/24
Revision Date	05/31/24
Requester	Manuel Ricardo Fang Molano
Email	mfang@parameta.co
Payment Term	None
Attachments	None
Acknowledged	☐

Shipping

Ship-To Address	1 Km Este del Indoor club, frente a antiguo Excelsior. 0 San Jose Costa Rica
Terms	None

Lines

Advanced | Search | Sort by Line Number: 0 → 9

	Type	Item	Qty	Unit	Price	Total	Invoiced
1		Dulces	12	Cantidad	11.00	132.00	0.00

Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number
None	None	None	None

Per page 15 | 45 | 90

Total USD **132.00**

Create Invoice | Save | Print View

Within each purchase order you will find different options. Print Preview will show you the purchase order in the format in which the order arrives in your mailbox.

BAC

Purchase Order #9

Bill To Address
BAC Test
PD
PD, 789098
Panama
Attn:

Ship To Address
BAC Test
1 Km Este del Indoor club, frente a antig uo Excelsior.
San Jose, 0
Costa Rica

Supplier Details
Softech
Calle 50 50 40
Panama, 756564
Panama
Attn: Victoria Garzon
suppliertestve+bactest@gmail.com
Phone: +1 (650) 555-1212

General Info
PO Date: 05/31/24
Currency: USD

Line #	Item Details	Quantity	Unit	Price (USD)	Total (USD)
1	**Dulces**	12	Cantidad	11.00	132.00

Total: 132.00 USD

Confirmation of Receipt (MIGO)

When the BAC user has confirmed that he/she has successfully received the order or part of it (partial delivery), you can be notified and see the details of the acceptance from the Purchase Order. When you enter the Purchase Order, you will find one or more comments with the details of each recorded receipt. Remember that you can receive a notification in the portal and in your mail when a new comment is registered in the order.

Purchase Order Status

Status	Detail
Issued	Purchase Order was created
Canceled	Purchase Order was cancelled and does not need to be processed.
Provisionally Closed	The purchase order was closed and you will not be able to issue an invoice for it. In case of an error, you can contact your customer to open the order.
Closed	The purchase order was permanently closed. No action can be taken with respect to this purchase order.

INVOICE REGISTRATION AND MANAGEMENT

Invoicing Channels

Each supplier must generate its invoice with the fiscal conditions of its country in its invoicing system. The invoicing channels in COUPA will serve to receive your invoices and validate them automatically or with little interaction from BAC, so that they are approved for payment.

Before registering an invoice, you should always validate that the Purchase Order to be invoiced has already been received by BAC. You can refer to the “Confirmation of Receipt” section to see in detail how to validate that the entry was created.

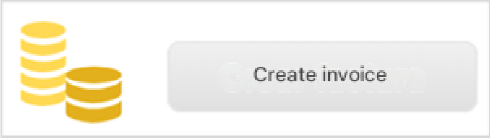
Once you have confirmed receipt by BAC, you will be able to register your invoice using the following option:

1. **Coupa Supplier Portal (CSP):** The supplier portal where you can register invoices and track them. See additional considerations that apply depending on the country you are invoicing from.

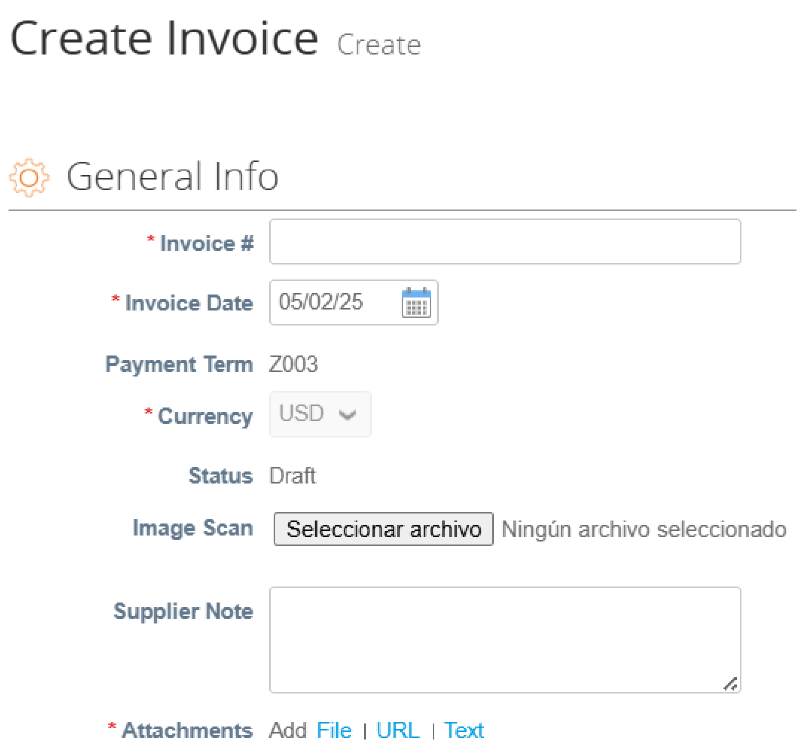
Invoice Registration

Physical Invoice (CSP)

From the CSP, you will have access to the purchase orders that BAC has generated. Once you have placed the purchase order to be invoiced and confirmed that it has been duly received, you can use the yellow coins icon or enter the order and from there click on the Invoice button.

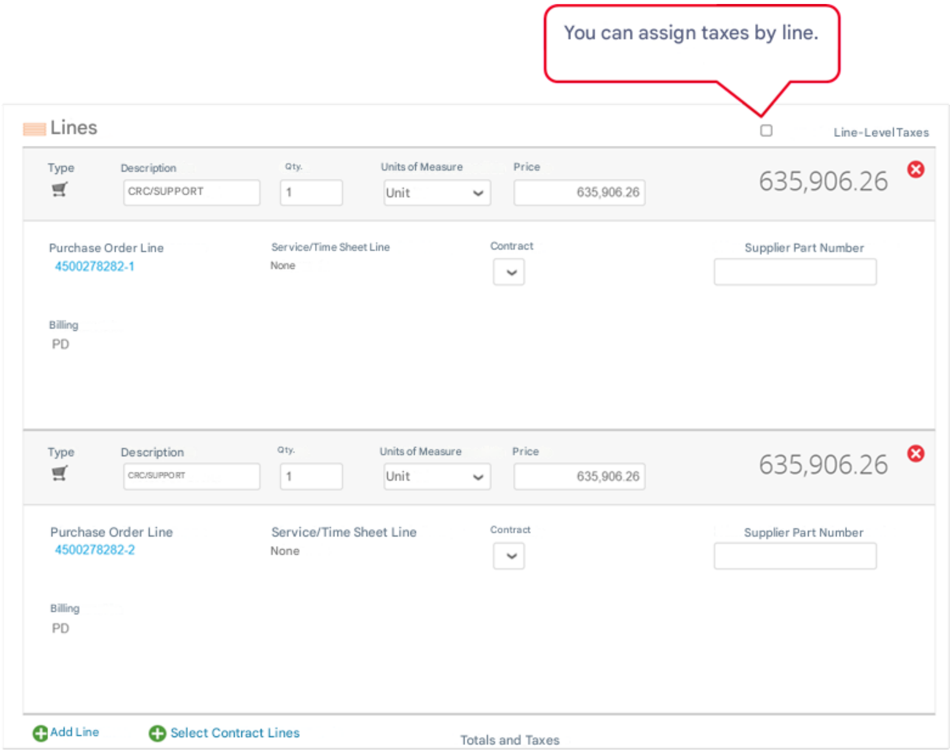


Once you have created at least one legal entity, you can proceed with the creation of the invoice. To see step-by-step on how to create the legal entity refer to the Add Legal Entity section. In this case, the portal will take you to the invoice registration screen, bringing the relevant purchase order data to this screen. This is to help you speed up the data entry process, you will need to complete and/or adjust the data as needed. For example, you will need to enter the invoice data, such as invoice number, creation date, currency, among others. The values marked with the red asterisk (*) are mandatory fields and you will have to provide in the attachment field the invoice associated to this billing record (PDF) and also attach the necessary supports.

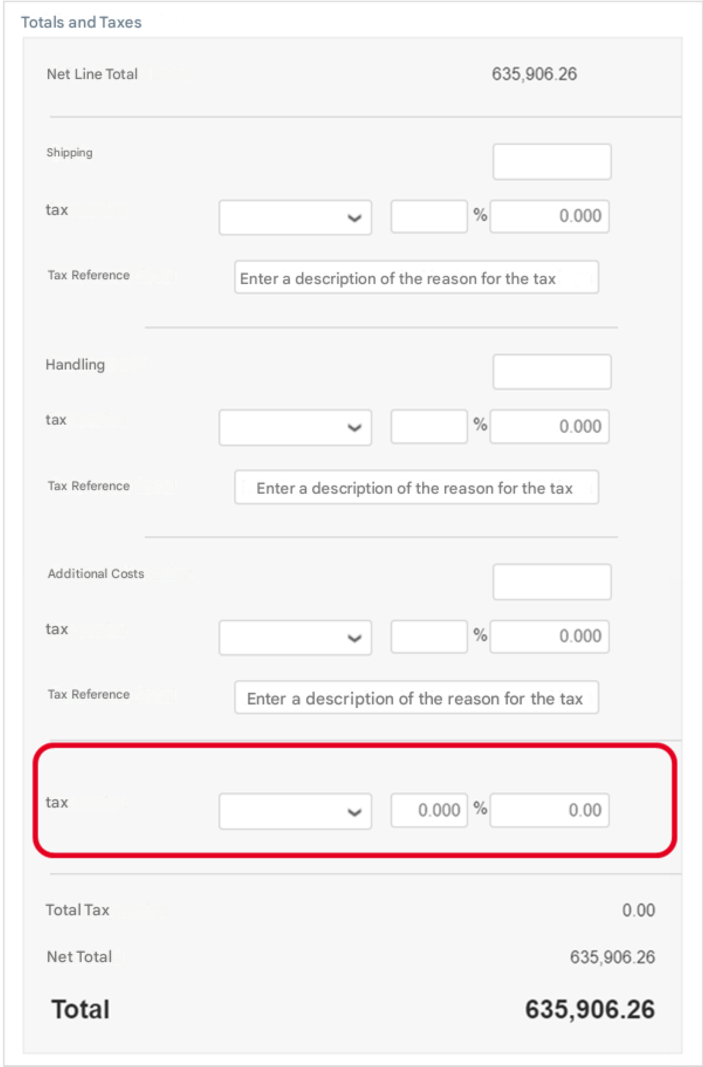


Coupa brings most of the purchase order data to the invoice creation screen. Suppliers from Guatemala must complete additional data, to see details go to the "Guatemala" section.

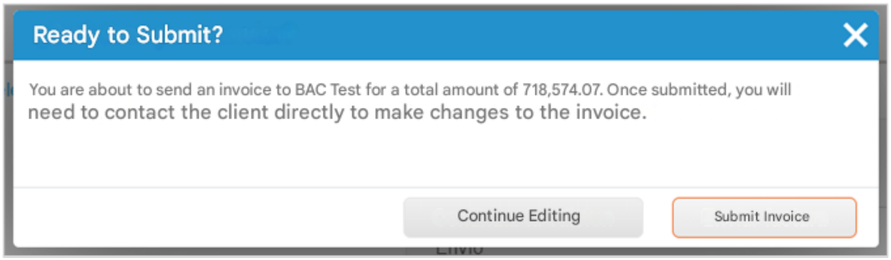
In the Lines you can see the data coming from the purchase order, so you only need to add the respective tax code and adjust the data if necessary.



In the **Totals and Taxes** section you can select the tax code or directly assign the corresponding tax rate.



Finally, click on Calculate to update the totals and be able to send the invoice for BAC validation. When sending an invoice from the portal, there will always be a warning from the portal, so you can verify that the invoice you are about to send is indeed for that customer (BAC) and for that amount.

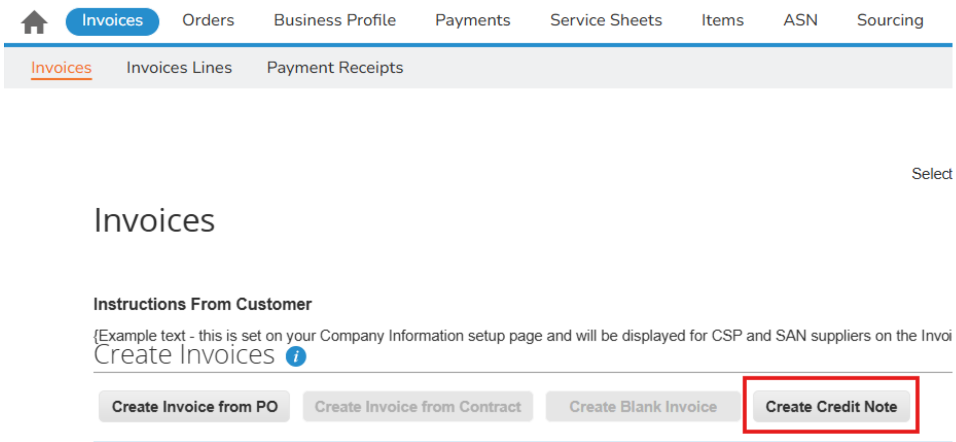


Click **Submit** and you will be able to track that invoice/credit memo from the portal.

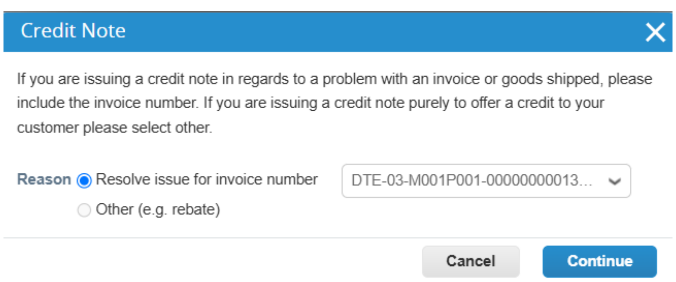
Credit Note Register

Physical Credit Note (CSP)

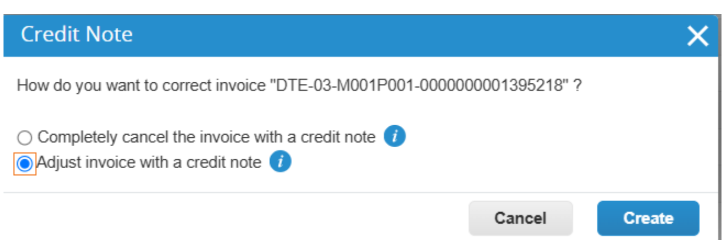
In the case of Credit Notes, you will be able to register a Credit Note in the Portal if the invoice to be adjusted has already been processed. The Credit Note will be registered in the Portal, from the Invoices tab.



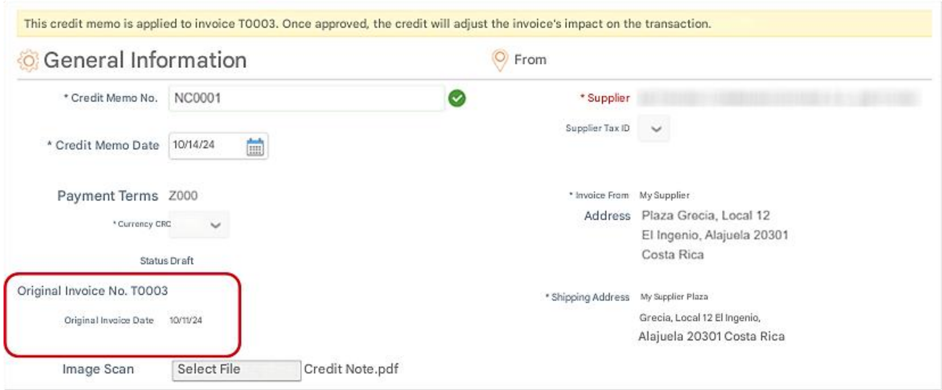
You will need to select the invoice you wish to adjust.



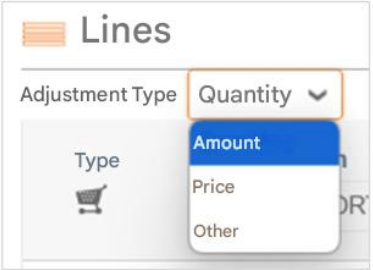
And then indicate if the Credit Note is to cancel the total invoice or to partially adjust it.



On the Credit Note registration/creation screen, you will find a yellow ribbon with a direct link to the invoice you are adjusting. Similar to the invoice registration, you will have to enter the Credit Note data and the appropriate support.



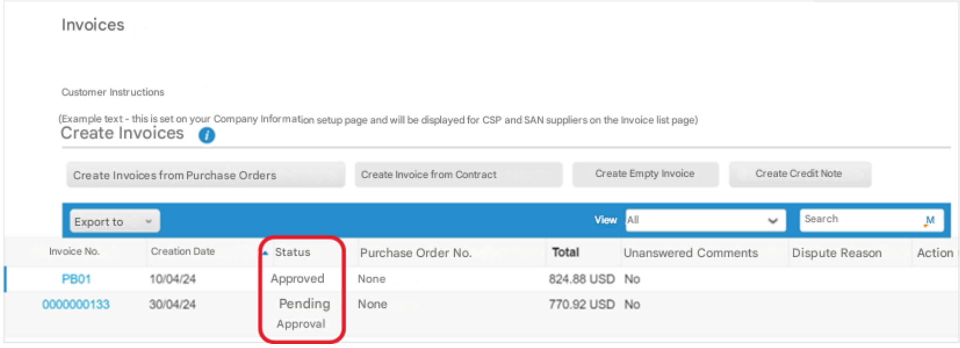
At the Note line level, you must indicate the type of adjustment you wish to make. That is, whether you will adjust based on the quantity on the invoice line or based on the amount (price).



After completing the data and attaching the corresponding support, you will be able to send the Credit Note. As with invoices, the portal will ask you to confirm that the credit note is for that customer (BAC) and for that amount.

Tracking Invoices and Credit Notes

From the Invoices tab you can track all your invoices and credit notes. You will be able to see the status of each one of them.

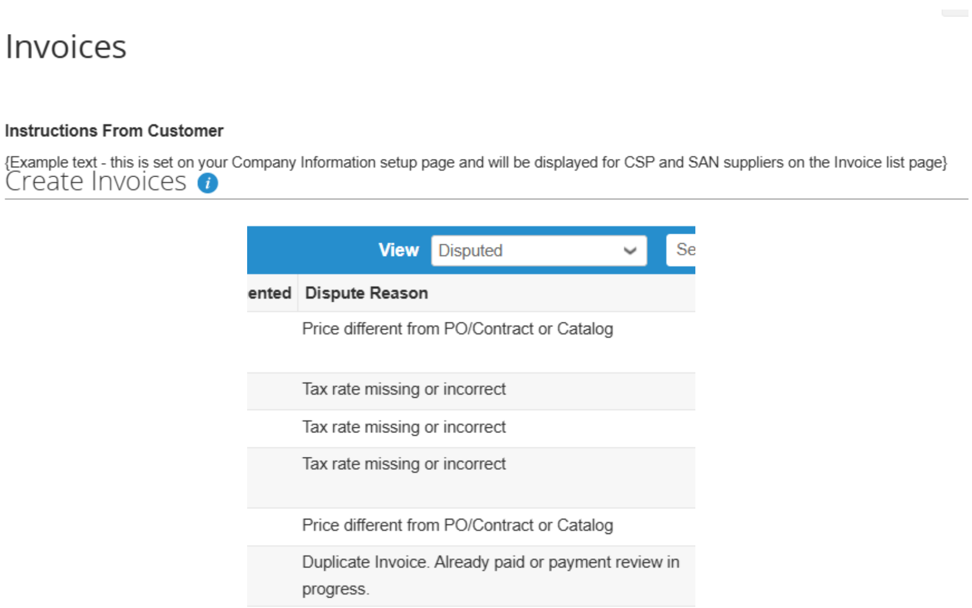


In the Status column you will find one of the following options:

Status	Description
Abandoned	The “disputed” invoice has been abandoned.
Approved	The customer has accepted and will pay the invoice.
Dispute	The invoice was placed in dispute and the reason was indicated.
Draft	The invoice was created but has not been sent to the customer.
Pending Approval	The customer is reviewing the invoice.
Processing	AP is processing the invoice
Cancelled	The invoice was cancelled

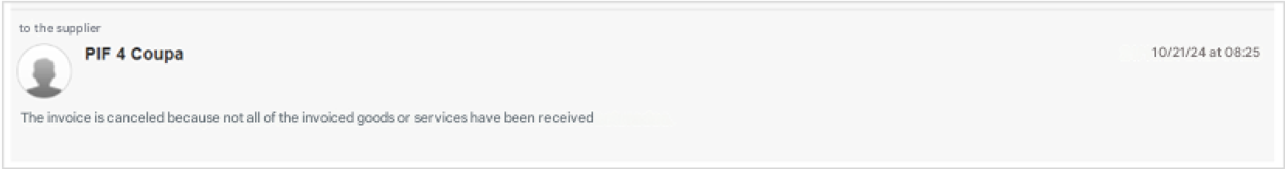
Inconsistencies in Invoices

In case BAC is not satisfied with your invoice, it will be placed in “Conflict” and subsequently cancelled. The portal will notify you when an invoice is placed in conflict, and you will be able to view the reason why it was not accepted.



Additionally, at the moment of cancelling the invoice, a comment will be added with the reason for cancelling the invoice.

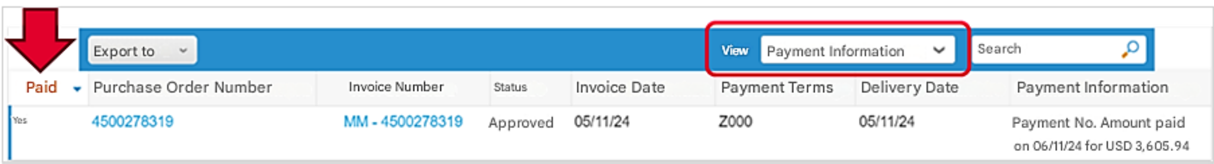
On the other hand, if you register a physical invoice against a PO that does not have the proper receipt, you will find the following comment.



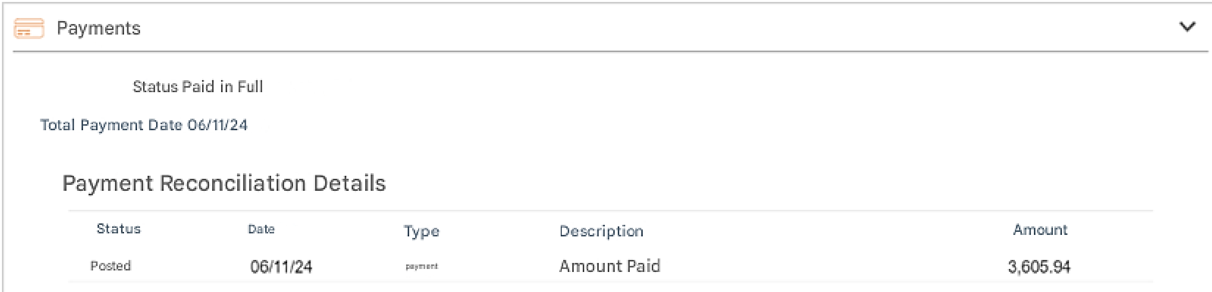
In this case you must first ensure that the PO has the proper confirmation of receipt. Once the receipt is created, you can re-register your invoice against that PO.

Proof of Payment

When the customer brings the payment data to the invoice, you can receive a notification by mail and view the payment details on the portal.



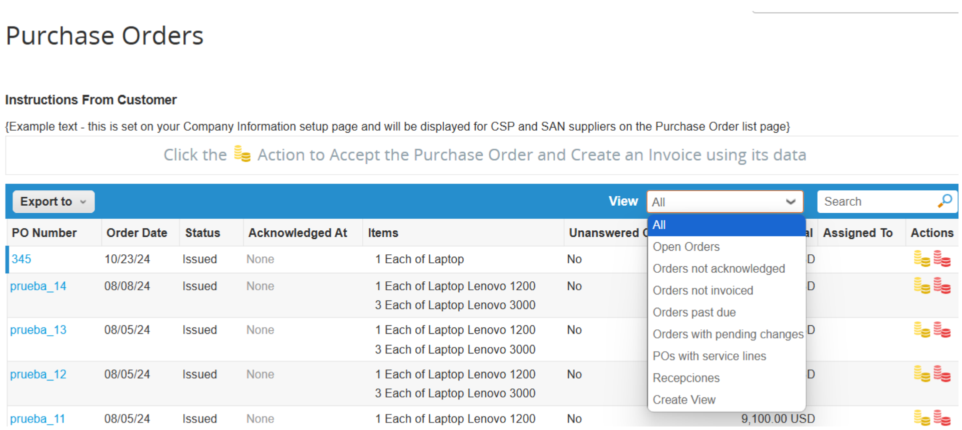
When you access the invoice and go to the Payments section, you will find the payment details provided by BAC. For example, the amount and date the payment was made.



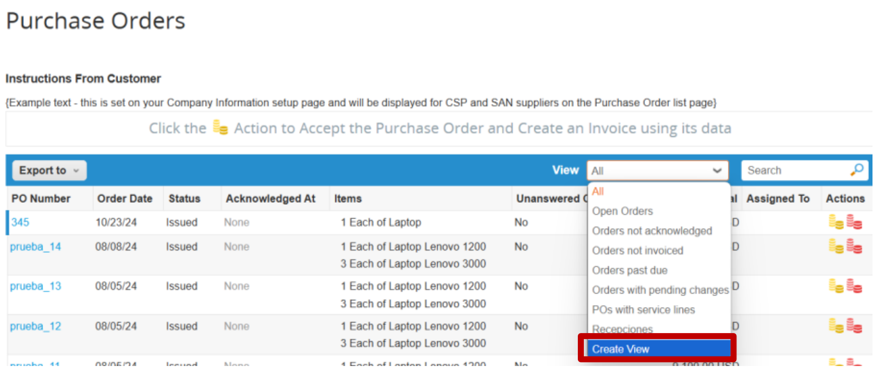
To receive the notification by mail, you must have this option enabled. You can review the step-by-step in the “Notifications” section of this manual.

MANAGEMENT AND REPORT CREATION

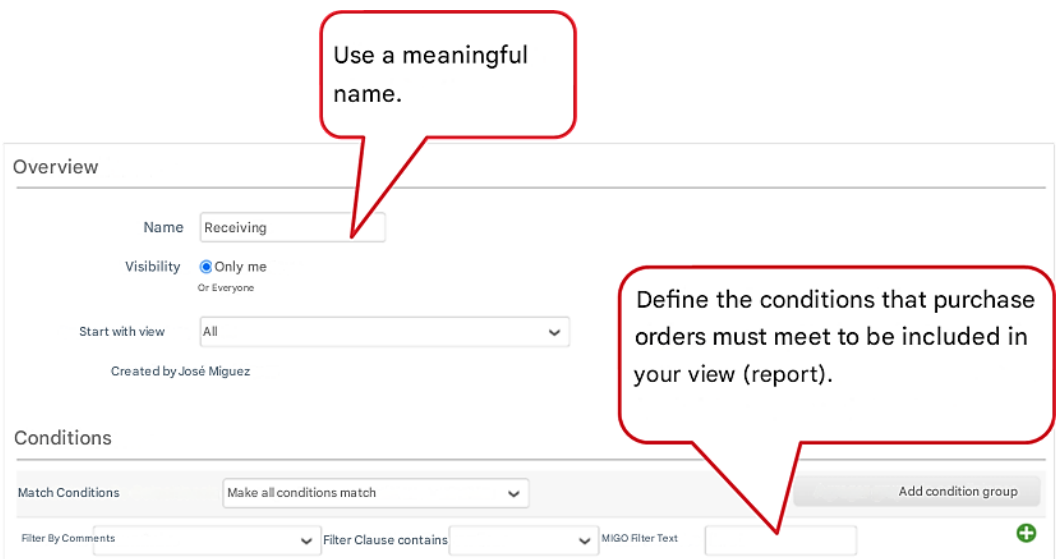
Coupa features the concept of Views, which consists of various reports that come pre-loaded on the platform. Each section has its own views, which help you filter transactions in a particular status. You can also create your own views, as well as export the data on screen to a CSV (Comma Separated Values) or Excel file.



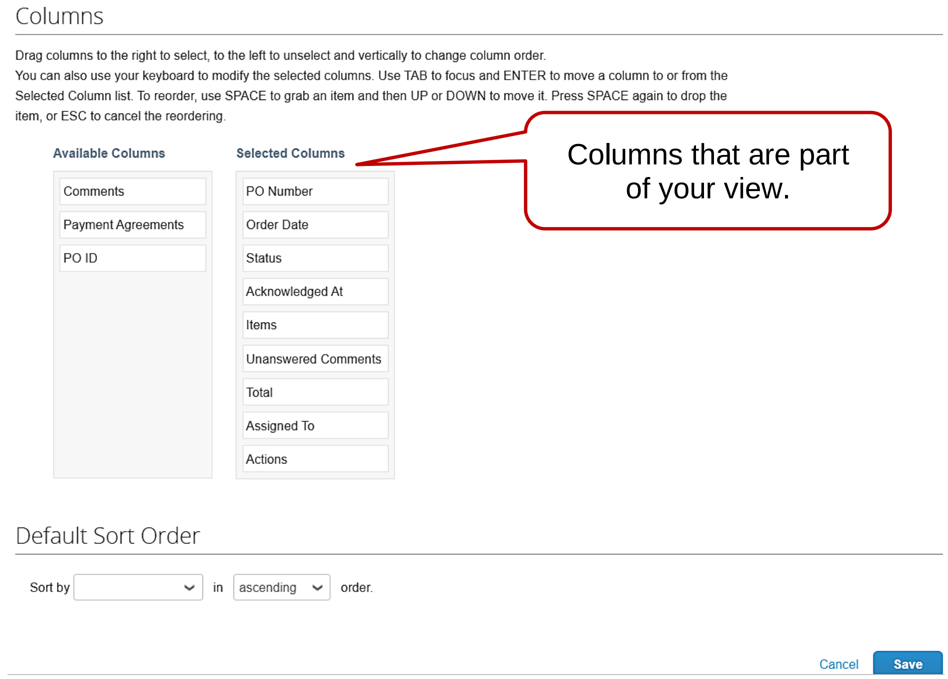
For example, in the case of Purchase Orders, you can create a customized view to help you identify which orders have already been received by BAC. To do this, go to the Purchase Orders screen and click Create View at the bottom of the list.



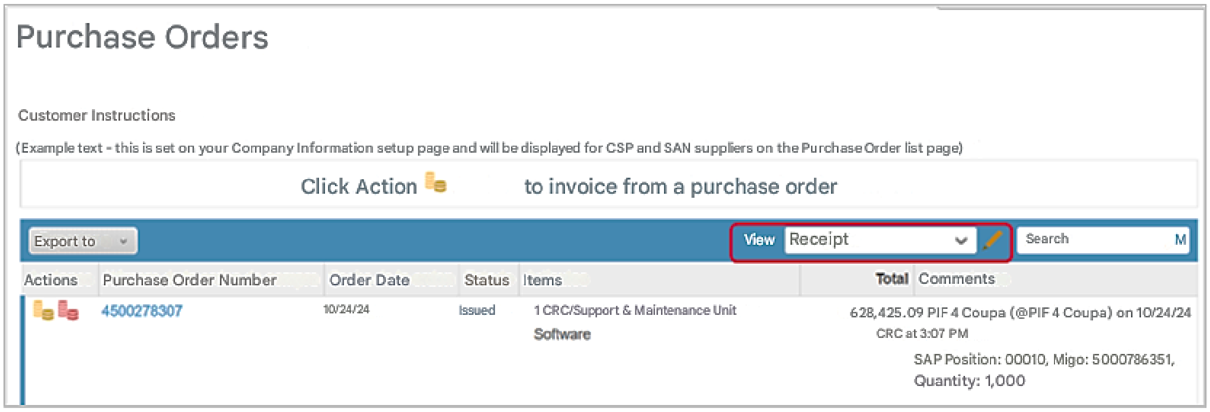
For any custom view, you must assign a name that will help you remember what purpose or information the view will filter. You can create a view and share it with other users in your company who have access to this screen. However, we recommend that you use caution to avoid unnecessarily extending the list of views for everyone.



You can add one or more conditions (filters), as well as create groups of conditions and define whether the view should show only transactions that meet all conditions or those that meet at least one of the conditions. The fields in which you can apply the filters will depend on which screen you are creating the view in (Orders vs. Invoices). In this example, the purpose of the view is to show only Orders that have one or more comments regarding the receipt of the order.



In the Columns section, you will find the columns available for you to include in your view, on the left side, and those that are part of your view on the right side. You should move to the left side the fields that you do not require and to the right side the fields that should be included in your view. You can also change the order in which these fields/columns will be displayed. Finally, you can (optionally) define whether the results to be displayed in the view should be sorted based on a particular field. If you want to modify your view, you must click on the pencil icon next to the view name.



In Invoices you also have a series of views that help you filter by transactions in a particular state or distinguish invoices from credit notes, among other options.