# Alliance Business Partner - FAQ's for Coupa

**Please note: Coupa calls the Coupa Email the "Supplier Actionable Notification (SAN)"**

## Getting Started

**What does it cost to use Coupa?**
- Coupa free of charge for all our suppliers

**Can we change our preferred method of Invoicing?**
- Yes. If you find the CSP or Coupa Email option is not working for your business, please let coupa@laalliance.org know.

## Coupa Supplier Portal (CSP)
**How do I join the Coupa Supplier Portal?**
- You will receive an email invite from Alliance asking you to join and will include step by step instructions.
- You can also request an invitation by emailing coupa@laalliance.org
- Login at https://supplier.coupahost.com

**We already use the CSP with another customer; do we need to register with Coupa again?**
- Once you receive the invite from us, you can merge all your accounts.

**How do I know I'm connected to Alliance?**
- Sign into the portal, scroll down to the bottom right side of the page. You will see your Latest Customers.

**Can we have multiple users on the CSP? How do I add an them?**
- Yes. However, you will require a main/admin user who assigns additional users.
- From the menu, select **Admin**. Choose the User tab and click I**nvite User**. Provide the required info in the window that opens.

## Coupa Email
**How do I get set up for Coupa Email?**
- Alliance will set up the details you gave to your point of contact at Alliance. When a PO is created for you, you will receive an email with the details and action buttons. All new suppliers will automatically be set up with this for their first PO.
- You will not receive a setup invitation if you are invoicing via Coupa Email, as these will automatically be created with the PO's.

### Can I email my invoices?
- Alliance will require all suppliers to use either CSP (Coupa Supplier Portal) or Coupa Email to submit their invoices. We will no longer be accepting emailed or mailed invoices due to the manual process involved for all parties.

## Purchase Orders

### How do I get a PO?
- Your point of contact at Alliance will be issuing it for you after a quote or contract has been provided for the goods or services.

### What if the PO price does not match my invoice?
- The PO is an estimate of costs. We understand scope changes during the project. You can change the amount you bill, as we understand scopes change during the work.

### What should I expect to see if we do various work across the schools?
- You should expect to see 1 PO per contract or Quote, per school. If you prefer to have something different, please contact us.

### Are purchase orders issued per school?
- This depends. Sometimes our home office will submit for all the schools, or the school will submit it it themselves. Please let us know if you have a preference.

### What is the purpose of the PO acknowledgment?
- You can let your Alliance customers know that you've received the order. Some Alliance customers like their suppliers to use that field and it will generate an email notification to them. Ask your point of contact if they want you to use it.

### How will the schools know to send an PO if we don't send an invoice first?
- We require all purchases to have a quote or a contract beforehand. The PO is an official document sent to you that we agree to pay for that scope of work after it is completed, when the invoice comes.

### Coupa Supplier Portal
### How do I see Alliance's purchase orders?
- Click the menu icon, and select **Orders**. If you are connected to more than one Coupa customer, select Alliance's name from the drop down menu.

### Can I set it so I can only see purchase orders that haven't been invoiced yet?
- Currently, you are unable to filter purchase orders based on their invoiced status.

### Invoices

**Can I email my invoices?**
- Yes, you can attach your invoice to the emailed PO when submitting it. We will no longer be accepting mailed invoices due to the manual process involved for all parties and payments being delayed.

**Can we attach multiple doucments to the email or CSP?**
- Yes

**How do I add shipping charges to an invoice?**
- Please can add shipping charges at the bottom of the invoice.

**Once an invoice has been approved, what do I need to do next?**
- Nothing. The invoice is in Alliance's queue and you'll be paid in 30 days from the invoice date.

**What do I do if I don't know why an invoice was rejected?**
- Ask your contact at Alliance, then create a new invoice to replace the one that was rejected.

**What if I have an invoice that hasn't been paid?**
- Our net payment terms is 30 days. You will need to wait until those term requirements are met before receiving payment.
- If your invoice is past due, contact your Alliance contact or accountspayable@laalliance.org.

**Will the generated invoices match our own invoices?**
- When you create or flip the purchase order, the invoice template will appear. This will have pre-populated boxes using the information from the purchase order. You can change these fields such as your invoice number, any attachments and any difference in quantity or value.

**Can we upload our own invoice?**
- Yes, there is an option to upload files onto the invoice. If you create your own invoice, please simply upload it onto the "create invoice" screen.

**How do I create an invoice that isn't backed by a purchase order?**
- You can only send invoices with no PO if you have been pre-approved by Alliance. Contact procurement at coupa@laalliance.org and ask to be able to create invoices without a backing document.

**Can I part invoice a PO?**

- Yes, you can submit invoices for partial value or quantity.  you can edit the quantity or value at the create invoice stage. Once edited, click 'calculate' to set the changes.
- You can return to this later to finish invoicing if there are more parts to do.

**We currently have an on-going annual contract with Alliance which renews every year, can we have an annual PO and submit monthly invoices against this on the CSP?**

- Yes, see answer about parting an invoice

**I made an error. Can I reuse an invoice number when re-submitting?**

- Yes, either you or your point of contact can reach out to coupa@laalliance.org to ask for the previous invoice to be removed from the system so you can reuse it.

**Can I add multiple attachments when submitting an invoice?**

- Yes

**How do I create or submit an invoice?**

- Click on the menu at the top right, and then select **Orders**. In the Select Customer dropdown, choose the desired customer. In the PO table that appears, choose the PO you would like to invoice, and then click on the yellow coins to create an invoice.

**How do I know if an invoice has been received?**

- Click on the menu at the top right, and then select Invoices. For Alliance, look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice is not there, then it's not received.

**What does the status "Tolerance Hold" on an invoice mean?**

- It means your invoiced amount differs from the PO by more than your Alliance allows without manual approval. If an invoice has been on hold for a while, ask your Alliance point of contact to review it.

**How do I create a credit memo?**

- To create a credit memo, select Orders from the menu at the top right. Choose the PO you'd like to create a credit for and select the gold coins.

**What does the Export button do?**

- You can export the rows to an Excel document.

## Payments

**How do I update my banking information for direct deposits?**

- Contact coupa@laalliance.org for information on where to submit changes in direct deposits.

### How do I submit a credit in the CSP?
- You can select the red coins icon to raise a credit.

### How do I submit a credit in SAN?
- You will need to mail or email your credit notes to accountspayable@laalliance.org.

### When can I expect to be paid?
- All payment terms are net 30. You can view the status of the invoice in the "invoices" tab by selecting "Payment Information". This will show PO number, invoice date, payment terms and status.

### If I use the portal, who pays me?
- Alliance is responsible for paying you directly. Coupa does not pay vendors on behalf of buyers.

## cXML

### What if I want to do cXML PO or invoicing?
- Alliance can help you setup cXML PO and/or invoicing if you expect to send in more than 20 invoices in the next calendar year.

### Do I need to include accounting information on cXML invoices?
- Invoices against a PO don't need accounting information, since that info is part of the requisition, and is carried over to the PO. When an invoices references a PO line number, Coupa takes the accounting information associated with the line and adds it to the invoice.

## Other

### How do I cancel my CSP account?
- If you're no longer doing business with Alliance, ask coupa@laalliance.org to make you inactive. However, you are not required to take any action.
- If you want to use Coupa Email instead, please let Alliance know, and we can change your preference.