



The Financial Times

**Coupa Supplier Portal
User Guide**



CSP Homepage & Settings

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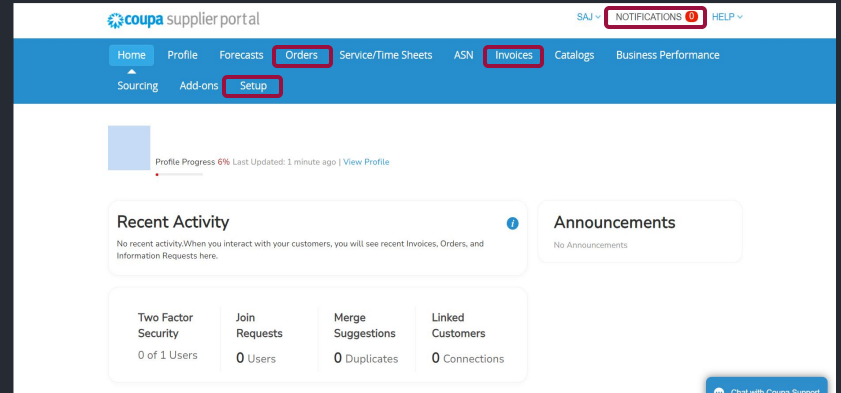
- CSP Homepage
- Multi Factor Authentication
- Changing the language in the CSP
- Supplier Actionable Notifications (SAN)
- Manage Notification Preferences
- Amending Bank Details

CSP Homepage

CSP Homepage

To access a CSP function, select the relevant tab on the main menu at the top of the CSP Home page.

- Notifications:
 - View, Action & Manage Notifications
- Setup:
 - Manage, Merge Users & Legal Entity Setup
- Orders:
 - View Purchase Orders & Create Invoices
- Invoices:
 - View Invoices, Invoice Status & Create Credit Notes



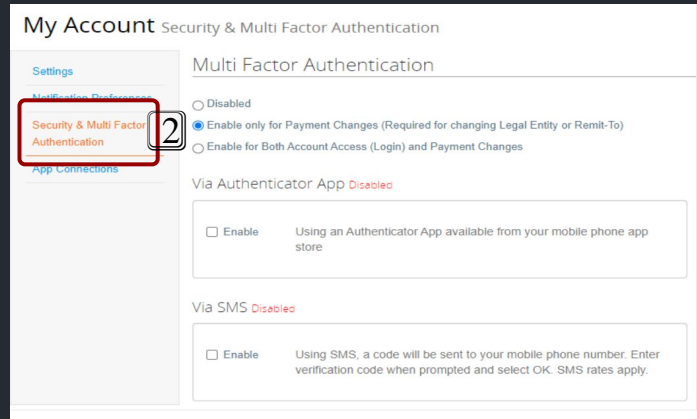
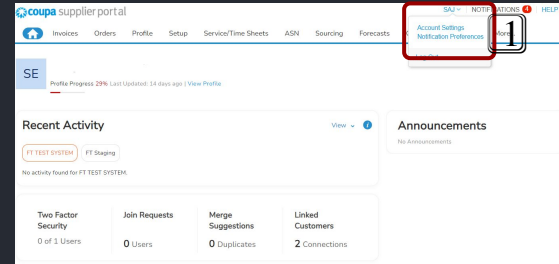
Multi-Factor Authentication

Enabling Multi-Factor Authentication

Step 1

The FT requires you to use multi-factor authentication to access data in the CSP.

1. To enable multi-factor authentication, click on the dropdown by your name in the top right hand corner and select 'Settings'
2. Select the Security & Multi Factor Authentication link on the My Account page



Enabling Multi-Factor Authentication

Step 2

1. When you enable multi-factor authentication, you can choose from the following options:

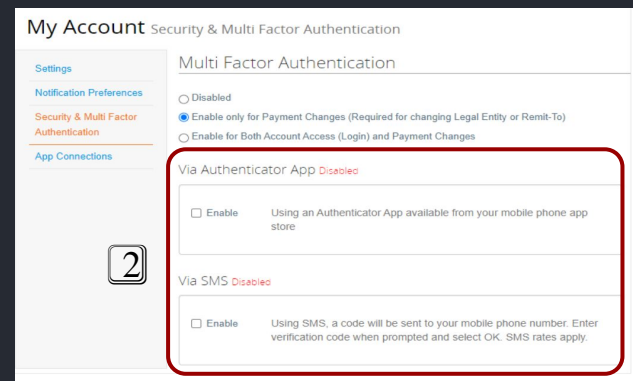
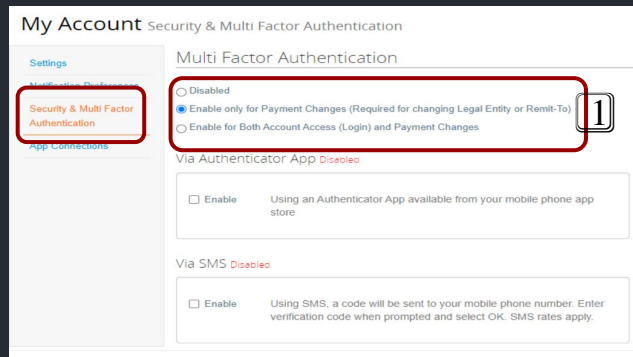
For Payment Changes (Required for Changing Legal Entity or Remit-To): Multi-factor authentication is required when creating or editing legal entities, remit-to, and bank account information.

For Both Account Access (Login) and Payment Changes: Multi-factor authentication is required when logging in to the CSP. You don't have to reauthenticate when working with financial data because you already authenticated when logging in.

2. Depending on how you want to receive the verification codes, select one of the following options and set your preference as the default:

Via Authenticator App - to use an authenticator app available from the app store on your mobile phone.

Via Text Message -to use a code sent by text message to your phone number.



Enabling Multi-Factor Authentication

Step 3 - SMS

! Please note: If you want to receive text message (SMS) notifications or verification codes, you must enter and validate your phone number under My Account > Notification Preferences.

1. For the text message, enter your number, confirm the Captcha and select 'Send Code'.
2. Enter the verification code received and select 'Enable'.

My Account Security & Multi Factor Authentication

Settings

Notification Preferences

Security & Multi Factor Authentication

Authentication

App Connections

Multi Factor Authentication

Disabled

Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)

Enable for Both Account Access (Login) and Payment Changes

Via Authenticator App Disabled

Enable Using an Authenticator App available from your mobile phone app store

Via SMS Disabled

Enable Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK. SMS rates apply.

Multi Factor Authentication via SMS

- 1 A code will be sent to your phone as an SMS Text Message (SMS rates may apply).
- 2 Confirm Recaptcha I'm not a robot reCAPTCHA Privacy - Terms
- 3 Enter the 6-digit verification code sent to your phone.

Enabling Multi-Factor Authentication

Step 3 - Authenticator App

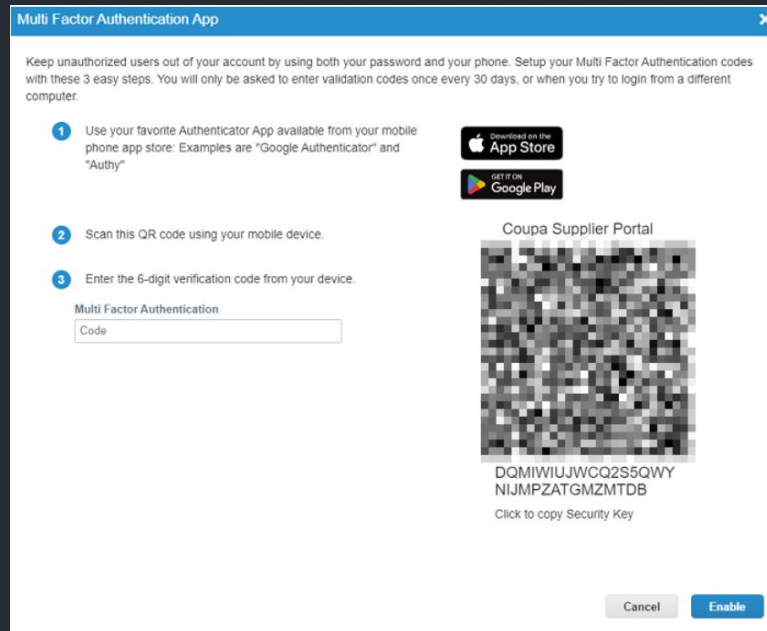
For installing and using Google Authenticator, follow the on-screen instructions.

Download and install an authentication app from the Google Play store or the Apple app store.

Scan the QR code or copy the security key to use it as the CSP authentication code.

Print your backup codes or email them to yourself before you click OK. If you ever lose your device, you need these to regain access to your CSP account.

When you enable multi-factor authentication, you get an email notification of the change.



The screenshot shows a web browser window titled "Multi Factor Authentication App". The page contains the following elements:

- Header:** "Multi Factor Authentication App" with a close button (X).
- Introductory Text:** "Keep unauthorized users out of your account by using both your password and your phone. Setup your Multi Factor Authentication codes with these 3 easy steps. You will only be asked to enter validation codes once every 30 days, or when you try to login from a different computer."
- Step 1:** "1 Use your favorite Authenticator App available from your mobile phone app store: Examples are 'Google Authenticator' and 'Authy'". Below this are buttons for "Download on the App Store" and "GET IT ON Google Play".
- Step 2:** "2 Scan this QR code using your mobile device." This step is currently active.
- Step 3:** "3 Enter the 6-digit verification code from your device." Below this is a text input field labeled "Multi Factor Authentication" with a placeholder "Code".
- QR Code:** A large QR code labeled "Coupa Supplier Portal".
- Security Key:** Below the QR code is the text "DQMIWIUJWCQ2S5QWY NIJMPZATGMZMTDB" and a link "Click to copy Security Key".
- Buttons:** "Cancel" and "Enable" buttons at the bottom right.

Changing the language in the CSP

Changing Language in the CSP

1: You can change the language of the CSP from any screen, in the grey footer. Hover over the current language for the drop down list to appear.

2: Select your preferred language from the list.

The screenshot displays the Coupa Supplier Portal interface. The footer area is highlighted with a red box labeled '1', showing the Coupa logo, 'Business Spend Management', and the current language 'English (US)'. A second red box labeled '2' highlights the dropdown menu that appears when hovering over the 'English (US)' text, listing various language options: English (New Zealand), English (UK), English (US), Spanish (Colombia), Spanish (Costa Rica), Spanish (Cuba), Spanish (Guatemala), Spanish (Honduras), Spanish (Mexico), Spanish (Panama), and Spanish (Peru).

Supplier Actionable Notifications (SAN)

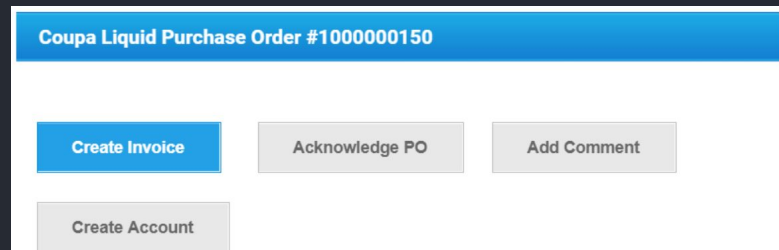
Overview

Supplier Actionable Notifications (SAN) let you receive orders and work with the FT, without the need to join Coupa's supplier network or create a CSP account. You can acknowledge, invoice from, or add comments to a PO directly from the notification Coupa sends you on the FT's behalf.

You'll also get notifications after you submit an invoice to the FT, and updates when the FT performs an action on your invoice. This improves transparency and further reduces the need for suppliers to track down the status of their invoices through phone calls or emails.

Suppliers that are already registered for the CSP can also take advantage of SAN.

You receive a SAN notification with action buttons and can create an invoice 'Create Invoice' from or add a comment to the PO 'Add Comment', acknowledge the receipt of the PO 'Acknowledge PO', or create a CSP account 'Create Account' by clicking on the relevant button.



Create Invoice from SAN

Step 1:

When selecting the **Create Invoice** button, you will be prompted to add an invoice from, and 'Ship from' addresses.

If you do not have a CSP account where you have already added a legal entity, you need to add one by selecting the **Add New** link.

1. You are guided through creating your legal entity. The selected or newly created legal entity is added to your invoice. Please see our guide on Invoicing - Setting up E-invoicing for steps to create a legal entity.

CSP account holders will be able to choose the legal entity from the dropdown menu.

2. You will be prompted to enter a **Remit-To** address the first time you create an invoice using this method. This information will not be used for payment but will be stored for future invoices created through this method.

The screenshot shows a dialog box titled "Choose Invoicing Details". It contains the following elements:

- 1** * Legal Entity: Legal Entity 1 (dropdown menu) + Add New
- Invoice From: Success Street, Customer City, 12345, United States, United States
- 2** * Remit-To: Select (dropdown menu) + Add New
- Ship From Address: Select (dropdown menu) + Add New
- Cancel button

Create Invoice from SAN

Step 2:

The Create Invoice button will pull the relevant information from the PO onto the invoice. You will only need to enter the Invoice number and Shipping/Tax/Misc. charges, as well as other necessary data not on the PO.

Complete the mandatory fields (marked with a red asterisk). You can create or choose an invoice from, a remit-to, and/or a ship from address by selecting the corresponding Search icon (magnifying glass) in the From section.

You can also attach files to an invoice. Image attachments on invoices must be of the following types: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.

When Shipping/Tax/Misc. Charges have been added, select 'Calculate' to update the total on the invoice.

Select 'Submit' to send the invoice.

The screenshot shows the 'Create Invoice' form with several fields highlighted by red boxes:

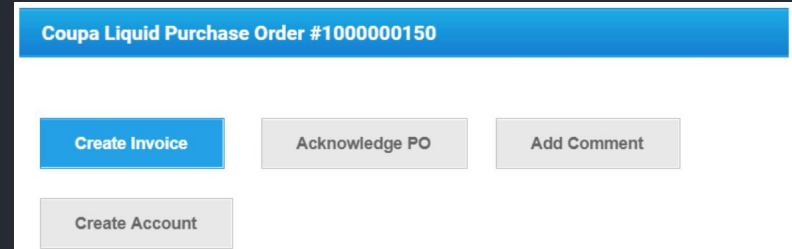
- Invoice #**: A text input field for the invoice number.
- Attachments**: A section with a plus icon and the text 'Add File | URL | T&I'.
- From section**: A large area containing three address fields, each with a magnifying glass icon:
 - * Invoice From Address**: 123 Success Ave, Results City, XY 99999, United States
 - * Remit To Address**: ABCD, 123 Success Ave, Results City, XY 99999, United States
 - * Ship From Address**: ABCD, 123 Success Ave, Results City, XY 99999, United States
- Customer**: A section with 'Coups' and 'Customer' labels.
- Lines**: A table with columns for 'Subtotal', 'Shipping', 'Tax Description (Shipping)', 'Handling', 'Tax Description (Handling)', 'Misc.', 'Tax Description (Misc.)', and 'Tax Description'. The 'Total' row shows a value of 0.00.
- Buttons**: A row of buttons including 'Delete', 'Cancel', 'Save as draft', 'Calculate', and 'Submit'.

Other SAN options

Acknowledge PO eliminates time-consuming calls and emails by quickly acknowledging receipt of the PO. This will mark the PO as acknowledged and let the FT know you have received the order.

Add Comment this is another communication tool available for you to add a time stamped comment directly to the PO.

Create Account lets you create a Coupa Supplier Portal (CSP) account directly from the PO by taking you to the registration/login page.



Managing Notification Preferences

Manage Notification Preferences

Step 1:

1: After Logging into the CSP, from the CSP Homepage, select **Notifications** shown in the menu on the top right of the window.

2: A new page 'My Notifications' will open. Select **Notification Preferences**.

The image displays two screenshots from the Coupa Supplier Portal. The top screenshot shows the 'Recent Activity' page. The navigation bar at the top includes 'coupa supplier portal', 'Invoices', 'Orders', 'Profile', 'Setup', 'Service/Time Sheets', 'ASN', 'Sourcing', and 'Forecasts'. On the right side of the navigation bar, there is a 'NOTIFICATIONS' menu item with a red box around it and a '1' in a square next to it. Below the navigation bar, the page shows 'SE' profile information, 'Recent Activity' with two 'Information Request' items, and four action cards: 'Two Factor Security', 'Join Requests', 'Merge Suggestions', and 'Linked Customers'. The bottom screenshot shows the 'My Notifications' page. The navigation bar includes 'Home', 'Profile', 'Forecasts', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', and 'Add-ons'. On the right side of the navigation bar, there is a 'NOTIFICATIONS' menu item with a red box around it and a '2' in a square next to it. Below the navigation bar, the page shows 'My Notifications' with a 'View' dropdown set to 'All'. There is a message card with a 'Delete' button and a 'Mark as Read' button.

Manage Notification Preferences

Step 2:

This will open your account Notifications Preferences settings page. Here you can see what notification options are chosen. Review each option and tick or untick against the relevant option 'Online', 'Email' and/or 'SMS' as required.

! Please note: If you untick any email options you will stop receiving email notifications. It will be your responsibility to manage items from your CSP account.

The screenshot shows the 'My Account' Notification Preferences page in the Coupa Supplier Portal. The page includes a navigation menu with options like Home, Profile, Forecasts, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, and Add-ons. The main content area is titled 'My Account Notification Preferences' and contains a form for setting notification preferences. The form includes a 'Verify' button and a 'Verify number to receive SMS' warning. Below the form are four sections of notification preferences, each with a table of options for Online, Email, and SMS notifications. A red box highlights the 'Account Access' and 'Catalogs' sections.

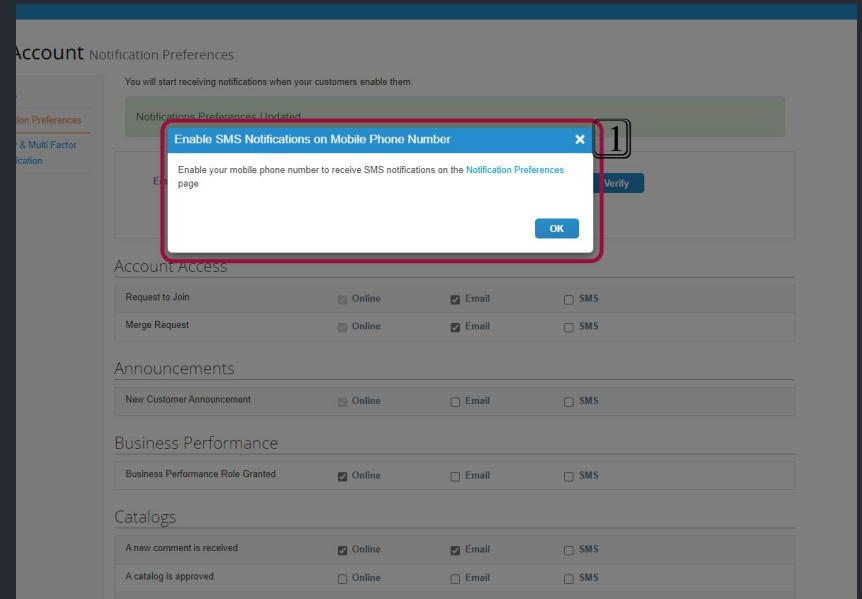
| Category | Event | Online | Email | SMS |
|----------------------|-----------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Account Access | Request to Join | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Merge Request | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Announcements | New Customer Announcement | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Business Performance | Business Performance Role Granted | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Catalogs | A new comment is received | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | A catalog is approved | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | A catalog is rejected | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | A catalog is about to expire | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Manage Notification Preferences

Step 3:

If you select the SMS option, a pop up window will open 'Enable your mobile phone number to receive SMS notifications on the My Account page'. You will need to update a mobile number.

1. Select **OK** to return to the options page.



Manage Notification Preferences

Step 4:

1: Scroll down to the end of the page. Once you have made your changes select **Save** at the bottom.

Your notifications preferences have now been updated.

The screenshot displays a web interface for managing notification preferences. It is organized into several sections, each with a title and a list of notification events. Each event has three checkboxes for 'Online', 'Email', and 'SMS'.

| Section | Event | Online | Email | SMS |
|---------------------|--------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Receipt Request | Receipt created | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supplier Merges | Merge Suggestions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Terms of Use | New Terms of Use are received | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Users | Add Users to account | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | A new customer connection is created | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Service/Time Sheets | A Service/Time Sheet is rejected | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | A Service/Time Sheet is approved | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

At the bottom right of the form, there are two buttons: a 'Cancel' button with a red border and a 'Save' button with a blue border.

Amending Bank Details

Amending Bank Details

Step 1:

1: Select **Setup** in the top menu.

2: On the left hand menu, select **Legal Entity Setup**

coupa supplier portal SAJ | NOTIFICATIONS 3 | HELP

Home Invoices Orders Profile **Setup** Service/Time Sheets ASN Sourcing Forecasts Catalogs Add-ons More...

Admin Customer Setup Connection Requests

Admin Users

Invite User View All Search

| User Name | Email | Status | Permissions | Customer Access | Actions |
|-----------|-------|--------|--|-----------------|---------|
| | | Active | ASNs Admin Business Performance Catalogs Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing | FT TEST SYSTEM | Edit |

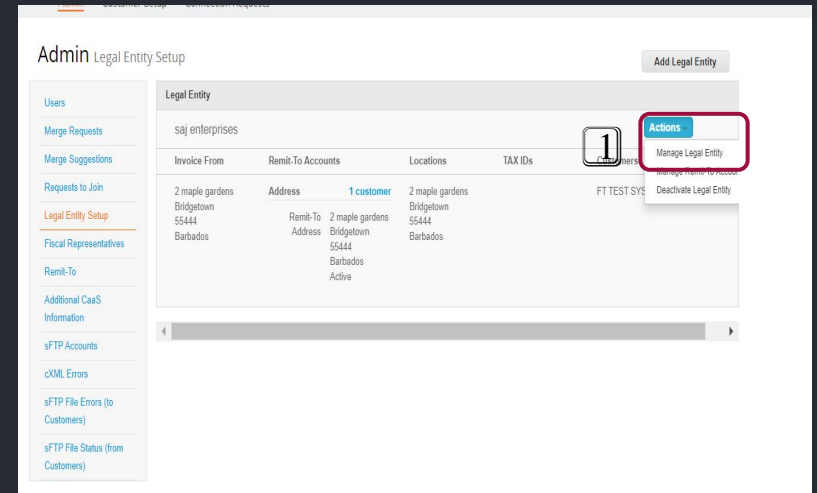
Per page 5 | 10 | 15

Amending Bank Details

Step 2:

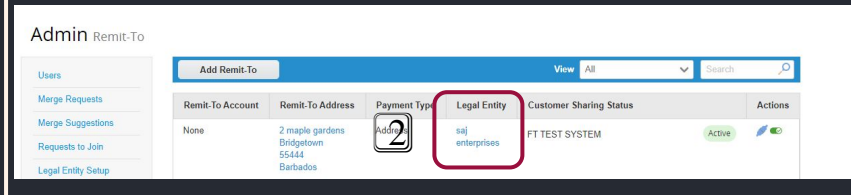
1: Select Actions > Manage Legal Entity

2: Select the Legal Entity you wish to update the Bank Details for



The screenshot shows the 'Admin Legal Entity Setup' page. On the left is a navigation menu with options like 'Users', 'Merge Requests', 'Merge Suggestions', 'Requests to Join', 'Legal Entity Setup', 'Fiscal Representatives', 'Remit-To', 'Additional CasS Information', 'sFTP Accounts', 'cXML Errors', 'sFTP File Errors (to Customers)', and 'sFTP File Status (from Customers)'. The main area displays a table of legal entities. A red box highlights the 'Actions' column for the first row, which contains 'Manage Legal Entity' and 'Deactivate Legal Entity'. A circled '1' is placed over the first row of the table.

| Invoice From | Remit-To Accounts | Locations | TAX IDs | Actions |
|--|--------------------------------|--|--|---|
| 2 maple gardens Bridgetown 55444 Barbados | Address Remit-To Address | 1 customer 2 maple gardens Bridgetown 55444 Barbados Active | 2 maple gardens Bridgetown 55444 Barbados | FT TEST SYS Manage Legal Entity Deactivate Legal Entity |



The screenshot shows the 'Admin Remit-To' page. It features a table with columns for 'Remit-To Account', 'Remit-To Address', 'Payment Type', 'Legal Entity', 'Customer Sharing Status', and 'Actions'. A red box highlights the 'Legal Entity' column, which contains the text 'saj enterprises'. A circled '2' is placed over the 'Payment Type' column for the first row.

| Remit-To Account | Remit-To Address | Payment Type | Legal Entity | Customer Sharing Status | Actions |
|------------------|--|--------------|--------------------|-------------------------|---------|
| None | 2 maple gardens Bridgetown 55444 Barbados | Address | saj enterprises | FT TEST SYSTEM | Active |

Amending Bank Details

Step 3:

1: In the Miscellaneous Information pop up window, select **Continue**

2: In the next window select **Continue**. Please note: You can also update your tax information here.

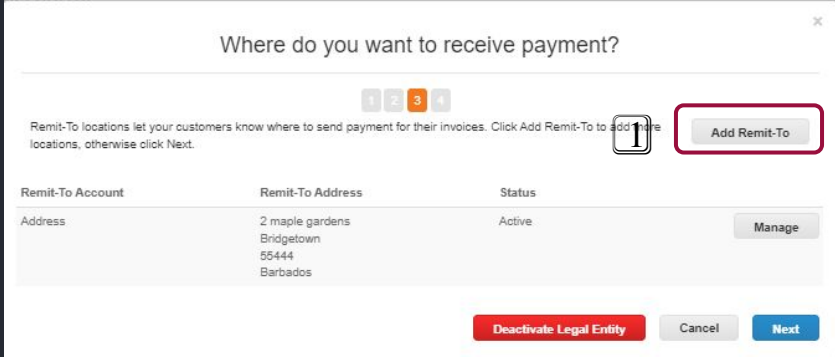
The image shows two overlapping windows from the Coupa system. The top window is titled "Miscellaneous Information" and contains a yellow informational banner: "Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible." Below the banner, the "Company Name" is "saj enterprises" and the "Country/Region" is "Barbados". A grey box on the right states: "Conducting business in certain countries/regions requires your invoice to contain specific information about your company". At the bottom of this window are three buttons: "Deactivate Legal Entity" (red), "Cancel" (grey), and "Continue" (blue, highlighted with a red box and a '1' icon).

The bottom window is titled "Tell your customers about your organization". It has a scrollable content area. The first section asks "Which customers do you want to see this?" with radio buttons for "All" and "FT TEST SYSTEM". The second section asks "What address do you invoice from?" and shows "Address Line 1" as "2 maie gardens", "City" as "Bridgetown", and "Postal Code" as "55444". The "Country/Region" is "Barbados". There are two checkboxes: "Use this address for Bank To" (checked) and "Use this for Ship From address". A blue box labeled "REQUIRED FOR INVOICING" contains the text: "Enter the registered address of your legal entity. This is the same location where you receive government documents." The third section asks "What is your Tax ID?" with a dropdown for "Tax Country/Region" set to "Barbados" and a "VAT ID" field. There is a checkbox for "I don't have a VAT/GET Number". The bottom section is titled "Miscellaneous" and includes a "Remit To Code" dropdown and a "Preferred Language" dropdown. At the bottom of this window are three buttons: "Deactivate Legal Entity" (red), "Cancel" (grey), and "Continue" (blue, highlighted with a red box and a '2' icon).

Amending Bank Details

Step 4:

1: In the 'Where do you want to receive payment?' pop up, select **Add Remit To**.



Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add these locations, otherwise click Next.

Add Remit-To

| Remit-To Account | Remit-To Address | Status |
|------------------|--|--------|
| Address | 2 maple gardens Bridgetown 55444 Barbados | Active |

Manage

Deactivate Legal Entity Cancel Next

Amending Bank Details

Step 5:

1: In the Payment Type drop down at the top of the screen ensure **Bank Account** is selected.

2: Enter the new banking details in the relevant boxes. There are options for IBAN and SWIFT codes if not a UK bank account.

This screen also allows you to update your 'Remit to' address.

3: Select **Save and Continue** at the bottom right of the box when you have entered the information that needs to be updated.

The screenshot shows a web form titled "Where do you want to receive payment?". At the top, there is a "Payment Type" dropdown menu with "Bank Account" selected, highlighted by a red box and the number 1. Below this is a section titled "What are your Bank Account Details?". This section contains several fields: "Bank Account Country/Region" (Barbados), "Bank Account Currency" (BBD), "Beneficiary Name" (saj enterprises), "Bank Name", "Account Number", "Confirm Account Number", "IBAN", "Confirm IBAN", "Routing (Bank Code) Number" (with a "Bank Code" dropdown), and "SWIFT/BIC Code". A checkbox "My bank does not have a BIC code" is present. Below these are "Branch Code", "Bank Account Type" (Business), "Supporting Documents" (Choose files), and "Email Address" (saj@hngorians@ft.com). The "Remit-To Address" section includes "Address Line 1", "City", "State" (Select an Option), "Postal Code", and "Country/Region" (Barbados). Below this are optional fields for "Remit-To Integration Code", "Remit-To Contact", and "Which customers can use this account?". At the bottom right, there is a "Save & Continue" button, highlighted by a red box and the number 3.

Amending Bank Details

Step 6:

1: In the popup select **Next**

2: The following popup will give you the option to update or add an address where goods are shipped from, if this is not applicable please leave this blank. Select **Done** to complete and save the new banking information.

When you next issue an invoice the new banking information will be displayed, this will be automatically flagged to the FT highlighting the difference.

! COMPLETE THE STEPS IN THE FOLLOWING SLIDES TO EXPEDITE THE UPDATE OF YOUR INFORMATION

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next. [Add Remit-To](#)

| Remit-To Account | Remit-To Address | Status | |
|---------------------------------|--|--------|------------------------|
| Address | 2 maple gardens Bridgetown 55444 Barbados | Active | Manage |
| Bank Account saj enterprises | maple gardens barbados 07076 Barbados | Active | Manage |

[Deactivate Legal Entity](#) [Cancel](#) [Next](#)

1

Where do you ship goods from?

1 2 3 4

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered. [Add Ship From](#)

| Title | Status | |
|--|--------|------------------------|
| 2 maple gardens Bridgetown 55444 Barbados | Active | Manage |

[Deactivate Legal Entity](#) [Done](#)

2

Amending Bank Details - Expedite the process

Step 7:

1: Select Profile > Information request in the top menu bars.

! PLEASE NOTE IF NO INFORMATION IS DISPLAYED ON THIS SCREEN, YOU WILL NEED TO CONTACT US AT P2P@FT.COM WITH THE UPDATED BANKING INFORMATION

2: If you can see 'FT Supplier Information Form' scroll down to the bottom of the screen and select the grey 'Update Info' button.

The screenshot displays the Coupa Supplier Portal interface. At the top, the navigation bar includes 'coupa supplier portal', 'SAJ', 'NOTIFICATIONS', and 'HELP'. The main menu contains 'Invoices', 'Orders', 'Profile', 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Add-ons', and 'More...'. The 'Profile' menu is highlighted with a red box and a circled '1'. Below the menu, the page shows 'Your Profiles' with a dropdown menu set to 'FT TEST SYSTEM'. The main content area is titled 'Form 2 - FT Create External Supplier Info V16' and includes a sub-header 'Please use this form to give further details about your company to FT.' The 'Supplier Information' section shows 'Saj Enterprises' and a status of 'Applied'. Below this is the 'FT Supplier Information Form' section, which contains a disclaimer and a 'PLEASE NOTE' section. At the bottom right of the form, there is a grey 'Update Info' button highlighted with a red box and a circled '2'. The footer includes a 'Comments' section with '0' comments and a 'Mute Comments' dropdown.

Amending Bank Details - Expedite the process

Step 8:

1: Scroll down to the **Company Bank Details** section where you can attach one of the Accepted Supporting Documents to notify us of the new banking details.

2: Select **Add File** to attach a document.

Accepted attachments are:

- Bank Statement
- Paying in Slip
- Void Cheque
- Bank Certificate

3: Once you have attached the relevant documents, scroll to the bottom and select **Submit for Approval**. This will create an action for the FT to update this information based on the attached documentation.

Company Bank Details 1

Please use this section to provide evidence of your Bank Details which must include any country specific requirements such as IBAN, SWIFT codes where applicable.

*Please upload one of the Accepted Supporting Documents (outlined below) displaying your company bank details clearly showing the account name, sort code and any country specific requirements:

*Attachments
Add File 2
financial-entire-logo.png

FT Accepted Supporting Documents for Bank Details:
period defined by the relevant Purchase Order or contractual agreement.

- Bank Statement
- Paying in Slip
- Void Cheque
- Bank Certificate

PLEASE NOTE: For certain high-risk categories, a Supplier may be required to complete further Due Diligence screening, whereby an assessment will be undertaken and an evaluation rating produced. This is a key part of the FT's risk management strategy.

Thank you for registering with FT.

Decline Save **Submit for Approval** 3

0 Comments Mute Comments

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @johnsmith)

Add Comment

Further help and support

If you are unable to find answers to your questions within these guides you can refer to:

- [FT Supplier Webpage](https://aboutus.ft.com/suppliers), which includes FAQs and other supporting information: aboutus.ft.com/suppliers
- You can contact our Procure-to-Pay Operations team at p2p@ft.com

Or if you require technical assistance with Coupa you can refer to:

- [Coupa Supplier Help Centre](#)
- [Coupa Compass](#) - Provides generic user guides for Suppliers including videos, courses and resources to help with technical issues.
- View the '[Getting started with the CSP](#)' guide from Coupa
- From the [CSP homepage](#) you can click the bubble in the bottom right of the screen, to chat live with a Coupa specialist

Glossary of Terms

| | |
|---|--|
| CSP | Coupa Supplier Portal |
| Admin | The person with Administration rights for the Coupa Supplier Portal for your account |
| Financial Times business contact | The Financial Times employee you have been discussing supply of goods and/or services |
| PO | Purchase Order |
| Users | Your employees who have access to the Coupa Supplier Portal |
| Invitation | There are two types of invitation you could receive from the Financial Times, both will be sent by email. Suppliers already working with the FT will receive an invitation when we launch the CSP on <insert date>. After this date, any new Suppliers that start working with the FT will receive an invitation initiated by their Financial Time business contact. |
| Coupa Compass | This is Coupa's own support webpage that includes user guides for suppliers including videos, courses and resources to help with any issues you may have using the CSP, including technical help |
| Supplier Information Form | This is the form that will be sent by the Financial Times business contact. It is a Supplier Information form that allows The FT to collect basic company information from our Suppliers and is the first step in connecting with the Financial Times for business through the CSP |