

Frequently Asked Questions about Coupa

1. What is Coupa?

Coupa is a leading cloud-based procurement platform for Procure-to-Pay solutions used by companies worldwide. The platform will help CABB improve interactions with its suppliers, creating a more efficient and effective way to collaborate with you.

2. Why is CABB implementing Coupa?

As part of our digitization strategy, we are expanding our current system landscape with Coupa. CABB is implementing the Coupa solution to make interactions with our partners and internal stakeholders more efficient and transparent.

3. What is the Coupa Supplier Portal (CSP)?

The Coupa Supplier Portal (CSP) is a portal through which CABB suppliers can receive requests and orders and create invoices electronically. Suppliers can also manage and maintain catalogs (Punch-Out) through the CSP.

4. What are the main benefits of CSP membership?

The main benefits include:

- Free self-service tool for suppliers – Easily update profiles and contact information
- User-friendly – Receive all orders and track payment status in real time
- One-stop shop – Create and submit invoices online easily
- Less paperwork – No need to print, send, or fax invoices
- Standard processes = faster authorizations

5. Do we need additional software to work in the Coupa Supplier Portal?

No additional software is required. Since Coupa is a cloud-based technology, you only need an active email account and a web browser to access the portal and conduct transactions with CABB Group.

6. How much does it cost to transact with CABB Group through the CSP?

There are no costs for suppliers to use Coupa.

7. How do I sign up for the Coupa Supplier Portal?

Our Supplier Enablement Team will send you an invitation to the CSP, and we will work with you to ensure a smooth transition to Coupa.

8. Why can't I register for the CSP?

If you received the email invitation with the link and cannot register, please mark the "I am not a robot" checkbox. For other issues, please contact supplier@coupa.com.

9. **Where do I log into the CSP?**

<http://supplier.coupa.com>

10. **What if I forget my login?**

Forgotten passwords can be retrieved via the forgot password link on the CSP.

11. **I am already set up in the Coupa Supplier Portal with another customer; do I need to register again?**

If you are already in contact with other customers through the CSP, you do not need to register again. You need to inform us of the email address of your existing account, and by using the same account, CABB will be linked as a customer.

Example Coupa RFQ Mail:

Gesendet: Montag, 27. November 2023 um 13:33 Uhr
Von: "CABB" <do_not_reply@cabb-chemicals.coupa.com>
An: "Lieferanten E-Mail-Adresse"
Betreff: CABB Sourcing-Event - "Projektname" Einladung

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CABB Sourcing-Event - Einladung

Super! "Lieferantename" wurde von CABB eingeladen, an einem Sourcing-Event für "Projektname" teilzunehmen.