



Coupa Supplier Portal (“CSP”) Frequently Asked Questions

July 7, 2024
Version 1.0



1. What is Coupa?

Coupa is a leading e-procurement application for business spend management, used by companies worldwide. Snyk uses Coupa for Procurement, Contract Management, Sourcing, and Electronic Invoicing. For more information, please visit the Coupa [homepage](#).

2. What is the Coupa Supplier Portal?

The Coupa Supplier Portal is a free portal that enables Snyk suppliers to receive purchase orders (POs) and create invoices electronically.

3. What are the key benefits of using CSP?

Using CSP provides the following benefits:

- Automates the manual process.
- Ensures faster processing and payment.
- Allows direct communication with the Snyk Accounts Payable team.
- Simplifies invoice tracking.

4. How much does it cost to transact with Snyk via CSP?

There is no cost for suppliers to use Coupa, neither for registration nor for transactions.

5. Do I need additional software to use the CSP?

No, you only need your email account for registration.

6. How to register for the Coupa Supplier Portal?

Snyk's Supplier Enablement team will send an automatic invite to join the CSP to the email address you provided during the internal supplier creation/maintenance process. If you do not receive an invitation, check your junk email folder. If it's not there, contact supplierenablement@snyk.io.

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

If you received an email invitation but can't register, check the 'I'm not a robot' field and ensure you complete the registration within 48 hours. For other issues, contact supplier@coupa.com.

8. How do I connect with Snyk if I already use the CSP with another customer?

You will receive an email invite from Snyk to join the CSP. If the same email address is used for connection with your other Coupa customers, confirming the new connection request will automatically add Snyk to your CSP. Alternatively, you can connect proactively by:

- Going to Setup > Connection Requests.
- Locating your customer and clicking the Request button.

9. How long does it take to register for the Coupa Supplier Portal?

Registration takes just a couple of minutes.

10. What to do if the owner of the CSP account left the company?

Contact your IT department or Snyk via supplierenablement@snyk.io to update the contact information. Alternatively, your IT team may grant access to the email of the departed employee, allowing you to log in and refresh user details.



11. How to login to CSP?

Log in to CSP using this [link](#).

12. Does Snyk have a user guide on how to get set up in the CSP?

Yes, Snyk has developed a step-by-step user guide for suppliers on how to register in the CSP, receive POs, submit invoices, create credit notes, and manage accounts. The guide can be found attached.

13. Can I communicate with Snyk through the CSP if I need to check the payment status of invoices?

Yes, the CSP allows communication between suppliers and customers. Suppliers can add comments to invoices or POs via the comment section at the bottom of the respective pages within the CSP.

14. Can more than one person from our organization access the CSP, and can different roles be used within the CSP?

Yes, multiple people in your organization can access the CSP. To manage users, an admin should go to the 'Admin' tab and select 'Users' to maintain access. When a new user is invited, the admin can determine which customers the user will be able to view.

15. I didn't find an answer to my question, where can I read more?

For more information, read the FAQ on Coupa's [website](#)