

# Supplier Invoicing FAQs:

## **Are there any fees or costs to using the CSP?**

No. Access to Clark's Coupa Portal is free.

## **Who can register for the CSP?**

Only existing Clark suppliers will be able to connect to Clark's Coupa Portal.

## **How do I connect to the CSP?**

The first step is to complete the registration form. Once your form has been processed you will receive a Coupa-generated invitation from Clark. Next, use the link within the invitation to create your account. You will then be automatically connected to Clark.

## **Can other users within my company access the CSP?**

Yes, Clark can only invite one user per company. That user (*also known as an admin*) then has the ability to invite other users from within their organization.

Furthermore, we recommend that every customer add at least one backup for instances where a user is out of the office or leaves the company.

## **Do I need a login for each of my customers who use the CSP?**

No. One CSP account and login is all that's required to connect to all of your customers who use Coupa, granted the same login email has been provided to each customer.

## **How do I switch between customers when viewing orders or sending invoices?**

On the Orders or Invoices page, use the 'select customer' dropdown menu to select which customer to invoice or process orders for.

## **My e-invoicing is setup, but the remit-to does not appear on the invoice**

This is usually the case with an incomplete 'E-invoicing setup'. To fix, return to the E-Invoicing setup page, under Legal Entity select 'Manage' from the Actions menu. Scroll to the bottom of the addresses page to locate 'Assign Customers' and choose your customer(s). Save and continue.

## **What should I choose for Responsible Business Unit and Billing when invoicing?**

This is the job number (*billing information*) provided to you by the Clark personnel who ordered the goods or services being invoiced and must also be printed on your physical invoice copies. If you do not have this information please call your Clark contact to request it.

This Job Number should be entered in both fields (Responsible Business Unit & Billing). As you begin typing in the fields, the numbers will auto-populate.

Please note that incorrect billing information will cause payment delays. You may also refer to your invoicing instructions for more details.

## **How do I invoice against a purchase order for only the items that have been delivered to the customer?**

When invoicing against a purchase order, all items on the PO will transfer over on the invoice form. Simply use the red X (*may require scrolling page left to view*) to delete any line items that have not been fulfilled. Use the calculate button to compute the new adjusted total.

Repeat this process when ready to invoice for the remaining items on the PO.

## **Where can I view my invoice payment information?**

Once your invoice has been Approved and Paid, payment details can be seen on the invoice form above the invoice line items.

## **What resources are available to me?**

Detailed instructional guides are included in your CSP invitation email and are accessible on this site along with training videos and other helpful links.

## **Can I setup a punchout or hosted catalog for my company?**

Yes. Catalogs are a convenient way for your customers to shop. And as a supplier you are able to easily update and manage your available goods and services. Please contact us for more information.

## **How do I reset my password?**

On the CSP website, click the 'forgot your password?' link located beneath the password field. You will then receive an auto-generated email with a link to reset your password.

## **How do I manage my notifications?**

All notifications are managed from within your CSP account. At the very top right corner of your page, hover over your company name and click on 'Notification Preferences'. Make your selections and click save at the bottom of the page.