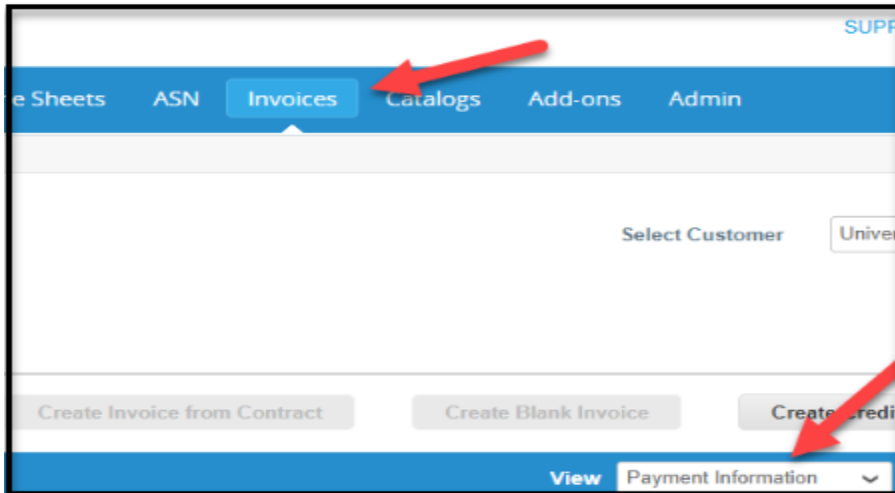


CSP- Frequently Asked Questions

1. How can I view the status of my invoice?

Click on the 'Invoices' tab and view 'Payment information'. (Ensure Customer "University of Alberta") is selected. You can also search by invoice number and export to excel if required.



2. How can I submit an invoice when the 'Create Invoice' button does not appear?

The 'Create Invoice' button is not available after a PO has been closed or cancelled and you are unable to submit your invoice via the Coupa Supplier Portal.

In this scenario, please email your PDF invoice to procure@ualberta.ca with the subject line: "Unable to submit invoice for PO# UAxxxx via the Portal".

Do not send any other invoices to this email address. They will not be accepted. This email can only be used to provide assistance when you are unable to submit your invoice via the Portal because the PO is closed or cancelled.

3. Can I Invite or deactivate Users from my organization?

Yes, as an admin you can add and remove individuals. **Add Users** : Click Set up > Admin and click on Invite User . **Deactivate users** : Go to Setup> Admin> Users> Click Edit for the User you wish to deactivate> Click ' Deactivate User'. At this point you can also assign permissions to the users you are inviting.

Note: Is it best to have at least two people with Admin access in case one person leaves or is unavailable.

4. Can I add Shipping information on the Purchase Order via CSP?

You can add shipping information by clicking on the order number e.g UAxxxxx. Click 'Add' next to the Shipment Tracking header. Enter 'Tracking number' and 'Carrier' information and save . Adding shipping details is not mandatory, however is helpful. Requester will receive email notification at the time shipment information is entered and a second notification on delivery of the order.

5. How can I resolve disputed invoices?

Click on the invoice that is disputed. You have two options:
Void, this will void the invoice Or 'Correct Invoice', the invoice is now in editable, you can correct the invoice and re-submit.

6. How can I manage my email notifications?

When you sign-up for the Coupa Supplier Portal, by default, you will receive emails for all Purchase Orders and when Invoices are approved and paid.
Click on your name (Top right corner) > notification preferences > Update your Email notification preference for orders and invoices