

Coupa Supplier Portal (CSP) Overview

July 2026

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Introduction



Introduction



AECOM is now using Coupa as our procurement tool, including the Coupa Supplier Portal (CSP), to be used by you, our supplier, to receive Purchase Orders and view invoices.

The Coupa Supplier Portal is a 3rd party tool that allows suppliers to connect to multiple customers to help manage their purchase orders and invoicing. If you are already using the Coupa Supplier Portal, you will not need to register a new account but will link to AECOM via an email invitation we will send you. The Coupa Supplier Portal is developed and maintained entirely by Coupa so you may receive paid subscription requests, it is not required for you to sign up for these services to transact with AECOM.

The benefits of using this Coupa Supplier Portal are as follows:

- There is no cost to you to use the Coupa Supplier Portal.
- This will provide you with increased transparency and visibility to the status of your invoices. You will be able to see if your invoice has been submitted, approved, ready for payment or paid.
- You will be able to personalize notifications to keep you informed regarding Purchase Orders, invoices, etc. via email.

This document provides an overview of the Coupa Supplier Portal (CSP), including registration and login, responding to AECOM information requests, receiving Purchase Orders (POs) and viewing invoices.

2

Registering for the Coupa Supplier Portal

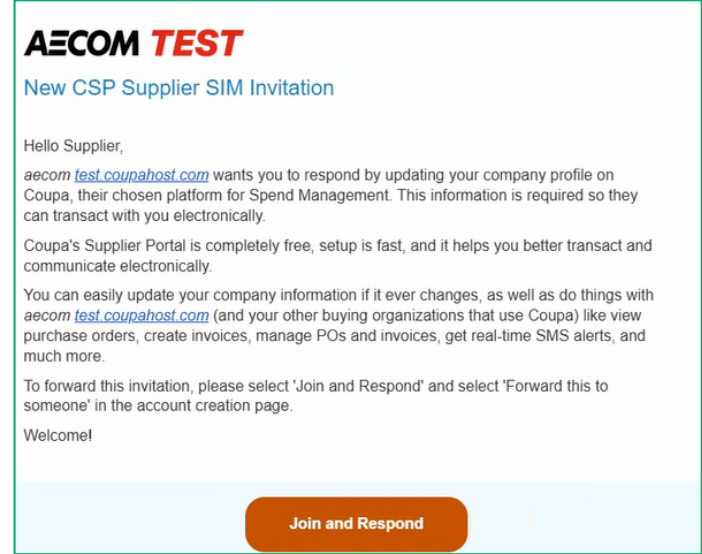




Setting up your account in the Coupa Supplier Portal

AECOM requires Third Parties to register for the Coupa Supplier Portal (CSP). You will use the CSP to transact with AECOM for purchase orders and invoicing. You will receive an email to register from do_not_reply@aecom.coupahost.com (please check spam folder):

1. **Profile Information Request** outlines what AECOM needs you to do. Click on **Join and Respond** to create an account for the CSP.
2. **Create your account in CSP** by entering the information required below. Click “**I accept the Privacy Policy and Terms of Use**”. Once you click ‘Create an Account’ you will be sent a Verification code.
3. Go to the bottom of the page and click on this **icon** to change your language as needed



Create an account

aecom.test.coupahost.com uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

* Business Name

Training Hong Kong Supplier

Your legal business name (or legal personal name if an individual)

* Email

aecomuser154+88631@gmail.com

* First Name

Test Training

* Last Name

HK Supplier

Cannot contain special characters or symbols (like !, ?, *, &, <, >).

* Password

Use at least 8 characters and include a number and a letter.

* Confirm Password

* Country/Region

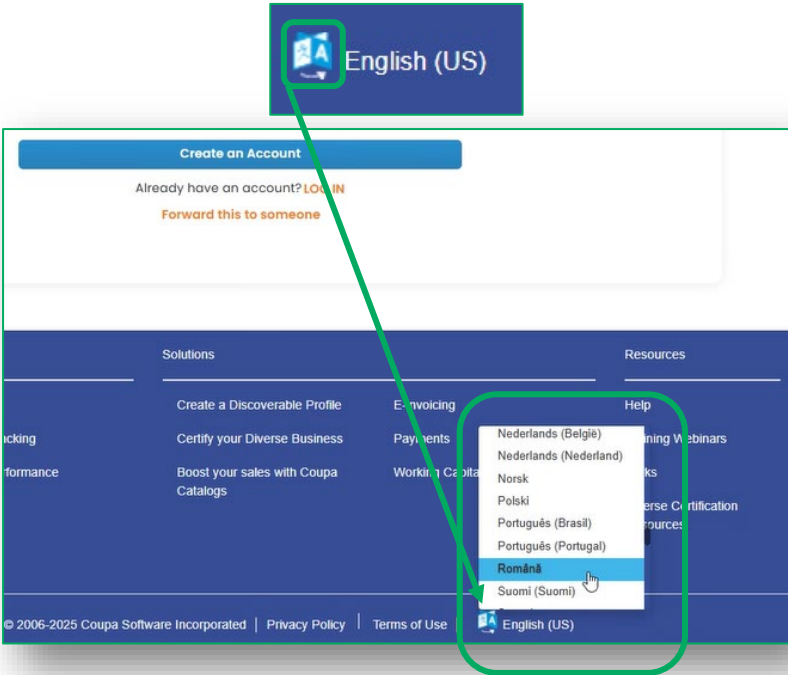
* Tax Registration ⓘ

☐ I do not have a Tax ID

☐ I accept the [Privacy Policy](#) and [Terms of Use](#)

Create an account

[Already have an account? Log in](#)



Securing Your Profile (1 of 2)



1. Select the text message option to secure your account

Secure Your Account

A modern, secure multi-factor authentication experience with passkey support. Fast, passwordless, and beautiful. [\(Learn More\)](#)

Passkey (Recommended)
Use your **browser** or **device** as a secure key to sign in — no passwords or verification codes needed.

You can set up your passkey later on the Account Setup page.

Use Other Methods ▲

Authenticator App
Use an app (like **Google Authenticator** or **Microsoft Authenticator**) to generate a 6-digit code for verification.

Text Message (SMS)
Receive a **one-time code** sent to your phone each time you sign in.

2. Enter your cell phone number

3. Click “I’m not a robot”

4. Enter the code sent to your phone

Multi Factor Authentication via SMS

1 A code will be sent to your phone as an SMS Text Message (SMS rates may apply). Phone Number

2 Confirm Recaptcha ☐ I'm not a robot

3 Enter the 6-digit verification code sent to your phone.

Securing Your Profile (2 of 2)



5. Copy or download your accounts Emergency Recovery Codes and click **Continue** or **Download & Continue**

Multi Factor Authentication Has Been Successfully Enabled

i Important

Emergency Recovery codes are essential to restore access if you lose your authentication device or app.

AKDgiw	4lSdtg
o1lu9g	y20ArA
jaQ-_A	cWsmQw

Copy or download these codes on your device. You can use each recovery code only once.

☒ I copied and saved the recovery codes

ContinueDownload & Continue

3

Setting Up Your Profile

Entering Your Profile Information (1 of 4)

When you log into Coupa, you will see this screen. Enter your

1. **Primary address** - this should be your main office company address, not a personal address
2. **Country specific information**
3. Click **Next**.

Onboarding for aecom test.coupahost.com (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

1 Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

1 Primary Address

* Country/Region
Hong Kong

* Address Line 1
1 Sky Plaza Road

Address Line 2
Address Line 2

* City
Hong Kong

* State
New Territories

* Postal Code
0

2 Hong Kong

Invoice From Code ⓘ

Preferred Language
Chinese Traditional (HK)

3 **Save and Next**

Select Next

These fields are dependent on country specific requirements and may not be applicable to your company

- 1 Enter how your company is legally registered
e.g. limited company

Please include the type of company in relation to how your company is legally registered. For example, whether it is a limited company or not.

* Type of Company ⓘ

- 2 Enter your company registration number

Please enter the registration number of your company in the company's commercial register.

* Co Reg Num. ⓘ

- 3 Include specifically where your company is registered

Please include specifically where your company is registered.

* Place of Reg. ⓘ

Roman



Entering Your Profile Information (2 of 4)



2. Enter your **Payment Method Name** and **email address** and click **Next**. The Account Nickname is only for your reference

3. Enter your **Primary Banking information** and click **Next**

Onboarding for aecom test.coupahost.com (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

✓ Primary Address saved successfully

✓ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Virtual Card ⓘ

Please enter the following information to receive Virtual Card payments.

Account Nickname * ⓘ

Email Address *

☐ Process credit cards automatically

☒ Do not accept Virtual Card payments from this customer

Select Next

Save and Next

Onboarding for aecom test.coupahost.com (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

✓ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname * ⓘ

Beneficiary Legal Name * ⓘ

Bank Branch Country / Region *

Hong Kong

Bank Account Currency *

HKD

Bank Name *

Account Number *

6-21 characters

Transit Code * ⓘ

6 digits

SWIFT / BIC Code ⓘ

8 or 11 characters

Branch Code ⓘ

Additional Information

Bank Branch Address

Address Line 1

Address Line 2

+ Address Line 3

City/Town

State/Province/Prefecture

+ Subdivision ISO Code

Postal Code

Contact Information

Email Address

Phone Number

201-555-0123

Remittance Email ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

⚠ Do not upload customer-specific documents. Files uploaded here are shared with all your customers linked to this payment method.

☐ Do not accept Bank Transfer payments from this customer

Select Next

Save and Next

Entering Your Profile Information (3 of 4)



4. Leave the **Address details blank**, check the box which states “**Do not accept check payments from this customer**” and click **Next**.

The image shows a screenshot of the 'Coupa Supplier Portal Onboarding' form. The form is titled 'Coupa Supplier Portal Onboarding' and has a subtitle 'Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal'. A green banner at the top states: 'Great News! The payment information has been successfully shared with the following customers and has been validated to receive payments through Coupa Pay: AECOM Technology Corp'. Below this, there are two tabs: 'Account Details' and 'Payment Information'. The 'Payment Information' tab is selected. Under the 'Check' section, there is a button that says 'Not Supported by Customer'. Below this, there are several input fields: 'Payment Method Name', 'Country/Region' (with a dropdown menu showing 'Australia'), 'Street 1' (with a placeholder 'Street Address or P.O. Box'), 'Street 2' (with a placeholder 'Unit, Building or Floor Number'), 'Street 3' (with a plus sign and 'Street 3'), 'City', 'State' (with a dropdown menu), 'Zip Code', and 'Remit-To Code'. At the bottom of the form, there is a checkbox labeled 'Do not accept Check payments from this customer' which is checked. A green arrow points from the text 'Check the box' to this checkbox. To the right of the form, there is a blue button labeled 'Next'. A green arrow points from the text 'Select Next' to this button.

Entering Your Profile Information (4 of 4)



Great News! The payment information has been successfully shared with the following customers and has been validated to receive payments through Coupa Pay: AECOM Technology Corp

Subscriptions

Registered

Easily do business with customers who use Coupa

Free

Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogs
- Payments
- Sourcing Events

Continue

Most Popular

Coupa Verified

Amplify your trusted brand across Coupa's community of buyers

\$549 / year

Everything in 'Registered' plus:

- Verified Badge
- Priority Search Rank

Purchase Verified

Coupa Advanced

Optimize your cash flow and increase productivity throughout your day

\$4,800 / year

Everything in 'Registered' plus:

- Automated invoice reminders and reporting
- A seamless integration with your account system

Purchase Advanced

Cancel

Select **Continue** to complete your **free** portal registration

AECOM **Does not** require you to pay for an account to transact with us. It is not required for you to register for Coupa Verified or Coupa Advanced.

Please note: If you have signed up for Coupa Verified or Coupa Advanced, and would like to cancel, you will need to contact Coupa directly.

- You can email verified@coupa.com to ask to unsubscribe from Coupa Verified.
- Here is a [guide](#) on how to manage, or cancel, a subscription for Coupa Advanced.

Your Business Profile



1. Click on **Business Profile** > **Information Requests** to access the “**Supplier Profile**” form.

Supplier Portal Upgrade ? TH

[Invoices](#) [Orders](#) **[Business Profile](#)** [Service Sheets](#) [Items](#) [ASN](#) [Sourcing](#) [Forecasts](#) [Catalogs](#) [Community](#) [Add-ons](#) [Dashboards](#) [Setup](#) [Quality](#) [Contracts](#)

[Business Profile](#) [Profile Submissions](#) [Legal Entities](#) [Payment Methods](#) **[Information Requests](#)** [Performance Evaluation](#)

aecom test.coupahost.com Select Customer [aecom](#)

Forms

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
Supplier Profile (HongKong)	New	07/07/2026	None

Per page [15](#) | [45](#) | [90](#) [Show Count](#)



Entering the information required by AECOM

2. Your **Primary Address** information should prepopulate from the information you already provided

✓ We have auto-filled some information from your Public Profile.

Supplier Information Training Hong Kong Supplier

AECOM Supplier Onboarding Process

You can change your language settings by scrolling to the bottom of the screen on any page and selecting from the language's dropdown. It is defaulted to English (US).

* Doing Business As Name
HK Supplier

* Primary Address

Address Purpose
Select Some Options

* Region
Country/Region
Hong Kong

State Region
Add N/A if you do not have a state or region

State ISO Code

Address Name

* Street Address
1 Sky Plaza Road

Street Address 2

Street Address 3

Street Address 4

* City
Hong Kong

* Postal Code
0

Location Code

3. Attach the relevant **Supporting Documents**

Supporting Documents: Copy of a redacted invoice **OR** your details (e.g. legal name, postal address, contact number, web address) on official Company Headed paper **AND** a Bank Certificate clearly showing your registration with the bank.

* Supporting Document

* Attachments
Add File

Please list supporting documents required in your region
1. Bank information proof documents (e.g. invoice, Bank card, or heading of bank statement).
2. Business Registration Certificate (If supplier is an individual, ID Copy is required).

* Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

Note: if you have **multiple tax registrations**, you will need to add them one at a time by clicking **Add Remit-To** and completing the information

4. Selecting **Add Remit-To** and choose from your existing bank details and click on **Add Selected** When you click on "Add remit to" it takes you to the below screen to select how you will receive payment

How would you like to be paid?

All Methods Bank Transfers Remit-To Addresses Virtual Cards Add Payment Method

aecom test.couphost.com prefers Virtual Cards, Bank Transfers Payments.

☒ 1 Sky Plaza Road, 0 Hong Kong New Territories, Hong Kong

Cancel Add Selected

Please ensure you provide the required attachments to avoid any delays in setting up your profile.

Entering the information required by AECOM continued...



5. Confirm your Remit-To Address & Bank Account Details and click **Submit for Approval** to complete setup of your profile

Remit-To Address

Active

Active

If you would like to remove this bank account from your profile, please select "inactive".

PO First and Last Name

PO Email

Bank Account Details

Bank Country/Region

Bank Account Number

Bank Name

Branch Name

Branch Number

Beneficiary Name

Bank Code

IBAN Number

SWIFT Code (BIC)

Decline

Save

Submit for Approval

6. You will receive a notification on screen stating **Pending Approval**

AECOM

View All Responses

Pending Approval

4

Navigating CSP After Creating Your Account





How to Login to your Coupa Supplier Portal*

Once your profile has been set up

- **Suggested browser** to use when logging into Coupa is Google Chrome
- Once your **account is created**, you can login to the portal **Coupa Supplier Portal**
- **Note:** Please bookmark or **save the above URL**, as this will be used each time to login to the Coupa Supplier Portal

The screenshot shows the login page of the Coupa Supplier Portal. At the top left, the 'coupa supplier portal' logo is visible. The main heading is 'Login'. Below it is a text input field labeled '* Email'. Underneath the field is a blue button labeled 'Continue'. At the bottom of the page, there are two links: 'New to Coupa? CREATE AN ACCOUNT' and 'Forgot your password?'. The page has a clean, modern design with a light blue and white color scheme.

Navigating the CSP: Overview of the Homepage



The **navigation ribbon on the top of the CSP** allows for quick access to all sections of the portal (orders, invoices, profile, etc.)

Any **recent activity** including information requests will be displayed in this section

The 'Summary' section provides **high level CSP connection Metrics**

The screenshot shows the Coupa Supplier Portal homepage for a user named 'Training Hong Kong Supplier'. The page has a teal header with the Coupa logo and 'Supplier Portal' text. A navigation ribbon below the header contains links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, Dashboards, Setup, and More. On the right of the header are buttons for Upgrade, a Notifications icon (a bell with a red dot), a Help icon (a question mark), and a User Profile icon (a circle with 'TH'). The main content area features a 'Recent Activity' section with a search bar containing 'aecom test.coupahost.com' and a message 'No activity found for aecom test.coupahost.com.'. Below this is a 'Summary' section with five metrics: Multi Factor Security (1 of 1 User), Pending Tasks (1 Task), Join Requests (0 Users), Merge Suggestions (0 Duplicates), and Linked Customers (1 Connection). To the right of the Recent Activity section is an 'Announcements' section with the text 'No Announcements'.

coupa Supplier Portal

Upgrade [Notifications Icon] [Help Icon] [TH]

Home Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogs Community Add-ons Dashboards Setup More

TH Training Hong Kong Supplier
Profile Last Updated: 20 minutes ago | [View Profile](#)

Recent Activity View ⓘ

[aecom test.coupahost.com](#)

No activity found for aecom test.coupahost.com.

Announcements
No Announcements

Multi Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
1 of 1 User	1 Task	0 Users	0 Duplicates	1 Connection

Any notifications can be viewed by clicking on the **Notifications icon**

Your user profile allows you to **change account settings and notification preferences**

Updating your CSP supplier profile



- To update your supplier profile, please **click on 'Business Profile'** on the Coupa homepage
- **Basic company and contact information** can be updated in the General Information, Address and Primary Contact sections

NOTE: Completing a CSP supplier profile does not *automatically* send supplier information to AECOM. Suppliers must complete and submit AECOM Information Requests.

The screenshot shows the 'Coupa Supplier Portal' interface. At the top, there's a navigation bar with various tabs: Invoices, Orders, Business Profile (highlighted), Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, Dashboards, Setup, and Contracts. Below this is a sub-navigation bar with links like Business Profile, Profile Submissions, Legal Entities, Payment Methods, Information Requests, Performance Evaluation, and Subscriptions. The main content area is titled 'Company Info' and contains several input fields for company details. Below this is a 'Contacts' section with an 'Add User' button and a table of existing contacts. At the bottom is an 'Addresses' section with an 'Add Address' button and a table of existing addresses. Each table has a search bar and an edit icon (pencil) for each entry.

Company Name	Industry	About
Training Hong Kong Supplier		

Tax ID	Year Established	Commodities
None(No Tax ID)		

Products and Services	PO Email	Website

DUNS	Company Size	Ownership Type

Areas Served	No coverage in areas

Name	Primary Contact	Email	Work Number	Purpose	Actions
Test Training HK Supplier	Yes	aeomuser154+99631@gmail.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
1 Sky Plaza Road	Yes	Hong Kong	New Territories	0	HK	

Updating and completing AECOM's supplier information requests



- Supplier Information Requests sent from AECOM can be completed and submitted by going to the **'Information Requests' tab** under **'Business Profile'**

Access Information Requests from AECOM

Upgrade

If your company **works with multiple customers on the CSP**, they can be selected via the dropdown

coupa Supplier Portal

Home Invoices Orders **Business Profile** Service Sheets Items ASN Sourcing Forecasts Catalogs Community Add-ons Dashboards Setup Contracts

Business Profile Profile Submissions Legal Entities Payment Methods **Information Requests** Performance Evaluation

AECOM Technology Corp

Profile AECOM

Form Responses

View All Advanced Search

Form	Status	Created Date	Submitted At
Supplier Profile	Draft	02/25/25	None

Remember to click 'Submit' to send updates/responses to AECOM

Decline Save **Submit**

5

Managing Purchase Orders



Managing Purchase Orders (POs)



- Purchase Orders (POs) sent from AECOM can be managed by going to the **'Orders' tab**

Access Purchase Orders from AECOM

coupa Supplier Portal

Upgrade

Orders

Select Customer: AECOM

Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to

View: All

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
HK1778857	06/30/2026	Issued	None	TEST INV 02 HK	No	50,000.00 HKD		
HK1778853	06/29/2026	Issued	None	TEST INV 02 HK	No	50,000.00 HKD		
HK1778851	06/29/2026	Issued	None	TEST INV 02 HK	No	50,000.00 HKD		
HK1778850	06/29/2026	Issued	None	TEST INV 02 HK	No	50,000.00 HKD		

If your company **works with multiple customers on the CSP**, they can be selected via the dropdown

Views can be set to **see specific types of orders** (i.e. open orders, orders past due, etc.). Views can also be used on **all** tabs in the CSP (Invoices)

Clicking on the **PO #** allows users to see all information about the Purchase Order (refer to next slide)

Key information on each Purchase Order

Purchase Orders

Status	Description
Closed	The issued PO was received and then closed, either manually or automatically within Coupa.
Issued	The PO was approved and sent to Supplier.
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status.
Cancelled	The PO is cancelled and does not need to be fulfilled.

Note: If you have a PO in the Coupa Supplier Portal that has a status of “soft closed” or “Cancelled” and you expected the PO to be open, please contact the requestor.

Purchase Order #HK1778857

General Info

Status Issued - Sent via Email

Order Date 06/30/2026

Revision Date 06/30/2026

Requester Hong Kong Requester

Email aecomuser154+202580@gmail.com

Payment Term NET 30 DAYS

Legacy PO # None

International None

Withholding Tax Applicable

Retention None

Attachments None

Acknowledged ☐

Assigned to

Shipping

Ship-To Address 411, Area D, Tianyi Building
115 Shuiying Road
N/A Yuexiu - Guangzhou China
Hong Kong
Location Code: CH - Guangzhou - 411, Area D, Tianyi Building
Attn: Hong Kong Requester

Terms None

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Price	Total	Invoiced
		TEST INV 02 HK	50,000.00	50,000.00	0.00

Supplier Part Number

None

Supplier Auxiliary Part Number

None

Manufacturer Name

None

Manufacturer Part Number

None

Ship-To Address – For goods this is the delivery address and for services this is where the work is performed.

Requestor name and email for inquiries. Supplier can contact the Requestor with any queries.

Reference to **contract** terms and attached contract document will be found here

6

Invoicing

Viewing Invoices: PO Backed and Non-PO Backed



If your company **works with multiple customers on the CSP**, they can be selected via the dropdown

Click **Invoices** to view invoices

Upgrade



AP

Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogs

Community

Add-ons

Dashboards

Setup

Contracts

Invoices

Invoices Lines

Payment Receipts

Select Customer

AECOM

Invoices

Create Invoices

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to

View

All

Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
hk02invjh	07/04/2026	Disputed	HK1778850	50,000.00 HKD	Yes	Price does not match the amount from PO, Contract or Catalog	
hk02invjh	07/04/2026	Voided	HK1778850	70,000.00 HKD	Yes	Price does not match the amount from PO, Contract or Catalog	
hk01invjh01	07/04/2026	Pending	HK1778848	50,000.00	No		

Clicking on the **Invoice #** allows users to see all information about the Invoice

Invoice Statuses



Status	Description
Abandoned	The disputed invoice has been abandoned. AECOM can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.
Approved	The invoice has been accepted for payment by AECOM and will be paid in line with payment terms
Disputed	The invoice has been disputed and needs to be reconciled or cancelled.
Draft	The invoice has been created, but it has not been submitted to AECOM yet.
Pending Approval	The invoice is currently under review by AECOM
Processing	The invoice is being processed by the Accounts Payable Team.

Invoice #hk01invjh01 [Back](#)



General Info

Invoice # hk01invjh01

Invoice Date 07/04/2026

Payment Term NET 30 DAYS

Delivery Date 07/04/2026

Currency HKD

Delivery Number None

Status Pending Approval

Shipping Term None

Invoice PDF Document [download](#)

Image Scan None

Supplier Notes None

Attachments [sample_attachment3_-_Copy.docx](#)

Payment Order Reference

Payment Order Number None



Bill To & Ship To

Supplier ACMS ENGINEERING LIMITED

Invoice From ACMS ENGINEERING LIMITED
12333
FLAT 7, 1/F NGA YIN HOUSE
TING NGA COUT
0 HONG KONG HK
Hong Kong

Remit To ACMS ENGINEERING LIMITED
12333
FLAT 7, 1/F NGA YIN HOUSE
TING NGA COUT
0 HONG KONG HK
Hong Kong

Ship From ACMS ENGINEERING LIMITED
12333
FLAT 7, 1/F NGA YIN HOUSE
TING NGA COUT
0 HONG KONG HK
Hong Kong

Customer aecom test.coupahost.com

Bill To Address AECOM
12/F Grand Central Plaza, Tower 2
138 Shatin Rural Committee Rd
N/A Shatin CA
Hong Kong

Creating an Invoice (Purchase Order 'PO' Based)



1. Click on **Orders** tab and click on yellow coin icon to **create an invoice** from the applicable PO

2. Fill in the **General Info** fields

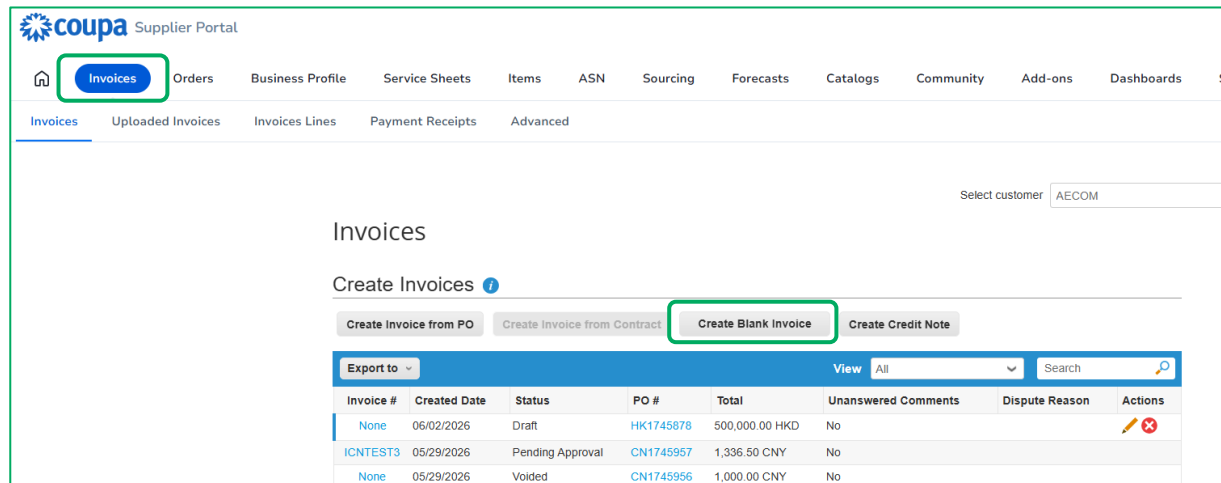
3. Fill in the **Line** detail
- If applicable to your country click the **'Line Level Taxation'** field and fill in applicable tax fields - If it is not checked and is required, then the invoice will be disputed by AECOM

4. Fill in shipping & handling taxes, if applicable
5. In the comment box, supplier needs to mention how much of the invoice needs to be retained, then review and **click Submit**

Creating an Invoice - Non-Purchase Order (1 of 2)

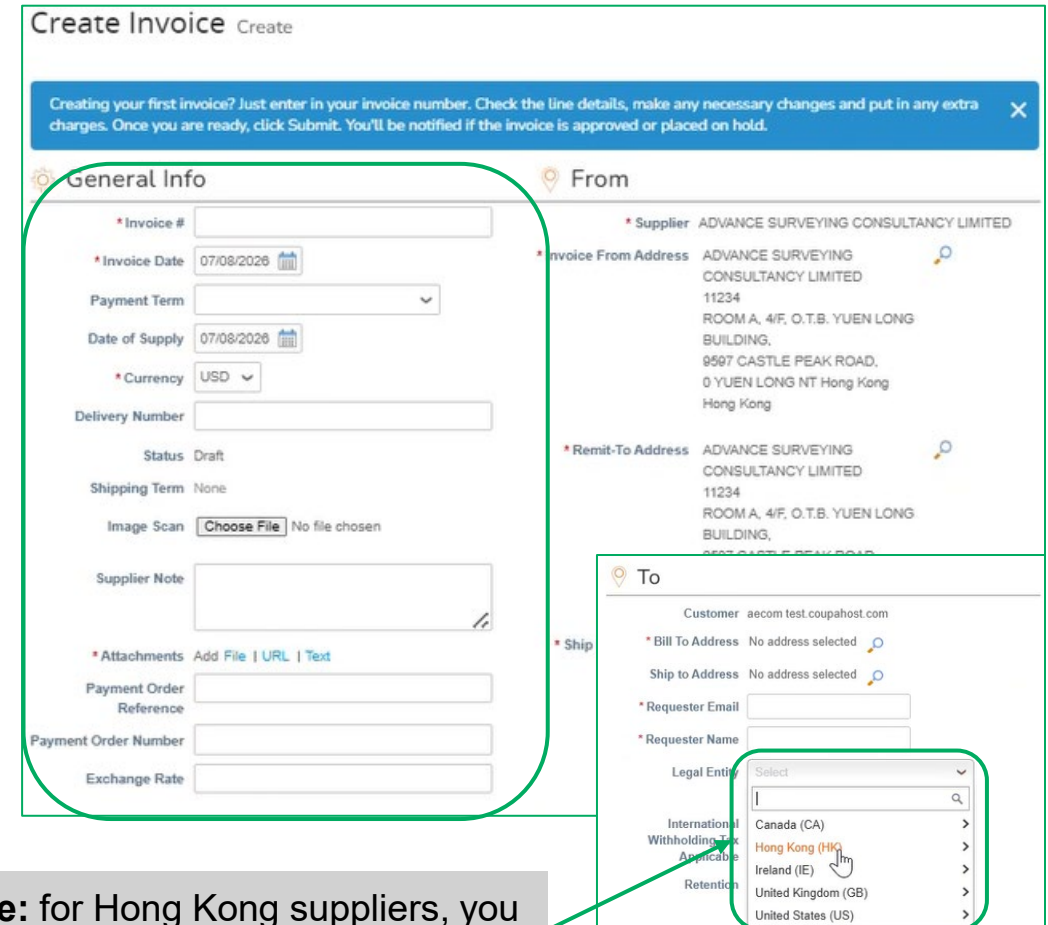


1. Click on **Invoices** tab and click on **Create Blank Invoice**
2. Fill in the **General Info & To** fields



The screenshot shows the Coupa Supplier Portal interface. The 'Invoices' tab is selected in the top navigation bar. Below the navigation bar, there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice' (highlighted with a green box), and 'Create Credit Note'. Below these buttons is a table with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table contains three rows of data.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	06/02/2026	Draft	HK1745678	500,000.00 HKD	No		
ICNTEST3	05/29/2026	Pending Approval	CN1745957	1,336.50 CNY	No		
None	05/29/2026	Voided	CN1745956	1,000.00 CNY	No		



The screenshot shows the 'Create Invoice' form. The 'General Info' section is highlighted with a green box. It contains fields for Invoice #, Invoice Date (07/08/2026), Payment Term, Date of Supply (07/08/2026), Currency (USD), Delivery Number, Status (Draft), Shipping Term (None), Image Scan (Choose File), Supplier Note, Attachments (Add File | URL | Text), Payment Order Reference, Payment Order Number, and Exchange Rate. The 'From' section contains fields for Supplier (ADVANCE SURVEYING CONSULTANCY LIMITED), Invoice From Address, and Remit-To Address. The 'To' section contains fields for Customer (aecom test.couphost.com), Bill To Address, Ship to Address, Requester Email, Requester Name, and Legal Entity (a dropdown menu with options: Canada (CA), Hong Kong (HK), Ireland (IE), United Kingdom (GB), and United States (US)).

Note: for Hong Kong suppliers, you will need to select the legal entity

Creating an Invoice - Non-Purchase Order (2 of 2)



3. Fill in the **Line** detail

- If applicable to your country click the '**Line Level Taxation**' field and fill in applicable tax fields - If it is not checked and is required, then the invoice will be disputed by AECOM

The screenshot shows the 'Lines' section of the invoice creation interface. A green box highlights the 'Line Level Taxation' checkbox, which is currently unchecked. Below this, there is a table with columns: Type, Description, Qty, UOM, Price, and a red 'X' icon. The 'Qty' column has a dropdown menu with 'Qty' selected. The 'Description' column has a text input field. The 'Qty' column has a text input field with '1.000'. The 'UOM' column has a dropdown menu with 'Actividad' selected. The 'Price' column has a text input field with '0.00'. Below the table, there is a 'Contract' dropdown menu and a 'Supplier Part Number' text input field. At the bottom, there are three buttons: '+ Add Line', '+ Pick lines from PO', and '+ Pick lines from Contract'.

- ## 4. Fill in shipping & handling taxes, if applicable, then review and **click Submit**

The screenshot shows the 'Totals & Taxes' section of the invoice creation interface. It displays the following information:

Totals & Taxes	
Lines Net Total	50,000.00
Shipping	
Tax	% 0.000
+ Tax Reference	Enter a tax reason description.
Handling	
Tax	% 0.000
+ Tax Reference	Enter a tax reason description.
Tax	
Tax	% 0.000
+ Tax Reference	Enter a tax reason description.
Total Tax	0.00
Net Total	50,000.00
Total	50,000.00

At the bottom, there are five buttons: Delete, Cancel, Save as Draft, Calculate, and Submit.

India Compliant Invoicing (1 of 2)



When **creating invoices for India**, please read this screen and choose the applicable option.

The screenshot shows the 'Create Invoice' form with a modal dialog titled 'Upload authorized file or use template'. The form fields include: Invoice #, Invoice Date (07/07/2026), Supplier (Program Tech IND), Supplier GSTIN (29AAUCA1390A1ZN), Payment Term (NET 30 DAYS), Date of Supply (07/07/2026), Currency (INR), Delivery Number, Status (Draft), Image Scan (Choose File), Supplier Note, and Attachments. The modal dialog contains the following text: 'The Indian GST Council has rolled out the GST e-Invoice System for taxpayers to generate e-invoices and register them on the system. If your organization falls under this mandate, please follow the prescribed invoice registration process and upload the decrypted response JSON as received from the GST e-Invoice System below. Otherwise, create an invoice using the Coupa India presentation template.' The modal has two radio buttons: 'Use Coupa India presentation template' (selected) and 'Upload response JSON file'. There are 'Cancel' and 'Continue' buttons at the bottom of the modal.

It is **mandatory** to **attach a copy of your invoice** before submitting the invoice

The screenshot shows the 'General Info' form with the following fields: Invoice # (InvoiceTest1), Invoice Date (07/07/2026), Payment Term (NET 30 DAYS), Date of Supply (07/07/2026), Currency (INR), Delivery Number, Status (Draft), Image Scan (Choose File), Supplier Note, Supplier (Program Tech IND), Supplier GSTIN (29AAUCA1390A1ZN), Invoice From Address (India 2, 11, Bangalore 123112, Karnataka, India), Remit-To Address (India 2, 11, Bangalore 123112, Karnataka, India), Ship From Address (India 2, 11, Bangalore 123112, Karnataka, India), Attachments (Add File | URL | Text), Invoice Reference Number (IRN), Signed QR Code, and Place Of Supply. The 'Place Of Supply' field is highlighted with a green box and an arrow pointing to it from the text below. The 'To' section shows Customer (AECOM) and Bill To Address (AECOM India Global Services Private Limited, 5th Floor, Wing A, Knowledge Court, Doddanekkundi Industrial Area, Doddanekkundi Village, KRPuram Hobli, Plot No.9, Khata SI No.299, Old No.62, Survey No.77, Bengaluru, Karnataka, PIN Code: 560048).

Place Of Supply – it's a mandatory and you need to note the State used in the "Invoice From Address" field

India Compliant Invoicing (2 of 2)



Fill in the Line detail and ensure the HSN/SAC completed

Note: Do not use UGST Tax Type, as it is not applicable to AECOM

Lines

Type	Description	Price	
Amt		0.00	0.00

* HSN/SAC PO Line None [Clear](#) Contract Supplier Part Number

Taxes

Tax Type	Tax Rate	Tax Amount	Tax Reference
		0.00	

+ Add [Pick lines from PO](#) + [Pick lines from Contract](#) [Add Tax Collected at Source](#)

Totals & Taxes

7

Credit Notes & Disputes

Credit Notes and Disputes



- In Coupa, Credit Notes are used for 3 purposes:
 1. to correct an invoice
 2. to cancel a duplicate invoice
 3. to resolve a dispute on an invoice
- An invoice will be disputed by AECOM:
 - automatically if the invoice violates any of the invoice tolerances defined by AECOM
 - if it was rejected by an AECOM approver
 - if it fails Accounts Payable validation e.g. if the tax details are incorrect
- When an invoice is disputed you will receive a notification unless you have changed your notification settings, and you should receive a note on the invoice to indicate the reason for dispute and the expected action.
- Disputed invoices are managed from the Invoices Homepage in the Coupa Supplier Portal.

Managing Credit Notes & Disputes



Disputed invoices and credit notes are managed from the Invoices Homepage in the Coupa Supplier Portal.

1. **To start a credit note** (to correct an invoice or cancel it) click the *Create Credit Note* button which will take you to Create a Credit Note.
2. **Change the View to All invoices** to see more details about invoices with the Disputed status.
3. **Review the details for Disputed invoices** including the Dispute Reason and whether there are Unanswered Comments. Click the Invoice # to view the invoice details.
4. **Click the Resolve Icon** to enter the disputed invoice and start Resolving Invoice Disputes.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, Dashboards, Setup, and a search icon. The 'Invoices' tab is selected. Below the navigation bar, there are sub-tabs for Invoices, Uploaded Invoices, Invoices Lines, Payment Receipts, and Advanced. A 'Select Customer' dropdown menu is set to 'AECOM'. The main heading is 'Invoices'. Below it, there is a 'Create Invoices' section with buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table displays a list of invoices with columns for Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The first row is highlighted in blue and shows a disputed invoice with a dispute reason of 'Price does not match the amount from PO, Contract or Catalog'.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
ISTEST1	06/29/2026	Disputed	SG1778847	981,000.00 SGD	Yes	Price does not match the amount from PO, Contract or Catalog	
sg02jhin	06/26/2026	Pending Approval	SG1778846	763,000.00 SGD	No		
sg02jhcr	06/26/2026	Approved	SG1778846	-981,000.00 SGD	No		
sg01jh	06/26/2026	Approved	SG1778846	981,000.00 SGD	Yes	Price does not match the amount from PO, Contract or Catalog	

Create a Credit Note (1/3)

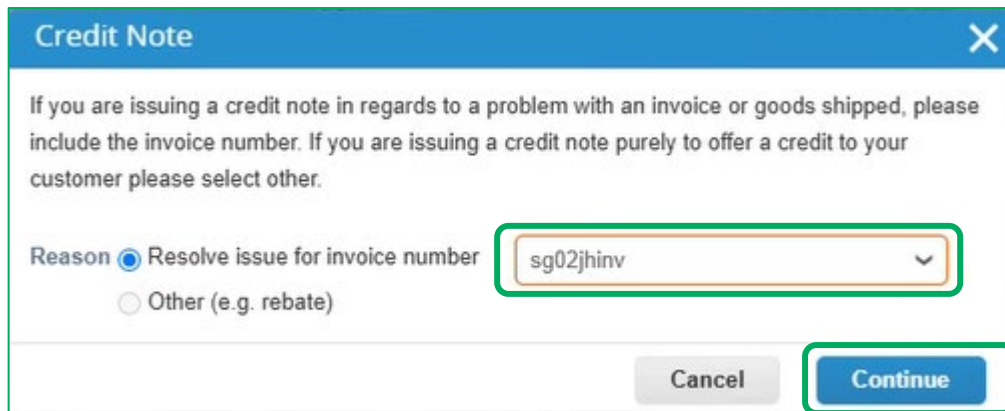


The Create Credit Note option is used to correct an invoice that is not disputed.

1. Select an invoice to resolve

When you select *Create a Credit Note* on the Invoice Homepage you will be presented with a pop-up to select an invoice to resolve then click *Continue*.

AECOM does not support rebate submission via Credit Note. Please contact supplier@aecom.com for support on rebates.

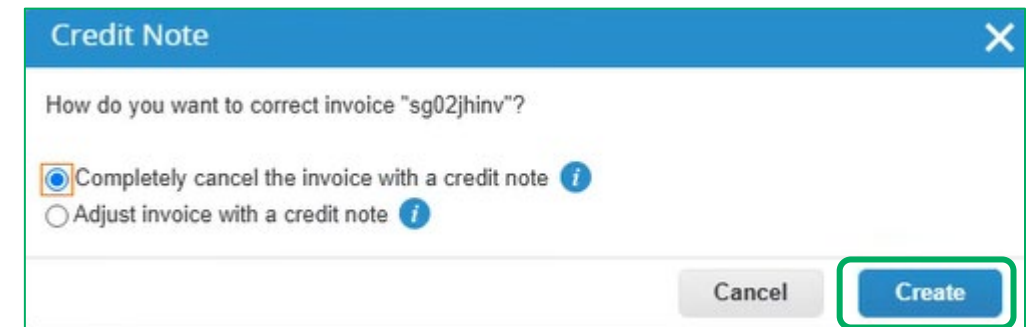
A screenshot of a 'Credit Note' pop-up dialog box. The title bar is blue with a white 'X' icon. The main text reads: 'If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.' Below this, there are two radio button options under the label 'Reason': 'Resolve issue for invoice number' (which is selected) and 'Other (e.g. rebate)'. To the right of the selected option is a text input field containing 'sg02jhinv'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

2. Confirm how to correct the invoice

A second pop-up will prompt you to choose whether to:

- *Completely cancel the invoice with a credit note*
Choose this if you have duplicated the invoice, or if the order has been cancelled and you need to cancel the order.
- *Adjust invoice with a credit note*
Choose this if there was an error or issue with the invoice e.g. it was the wrong value, wrong quantity or failed tolerance checks.

After selecting an option click on *Create* to continue.

A screenshot of a 'Credit Note' pop-up dialog box. The title bar is blue with a white 'X' icon. The main text reads: 'How do you want to correct invoice "sg02jhinv"?'. Below this, there are two radio button options: 'Completely cancel the invoice with a credit note' (which is selected) and 'Adjust invoice with a credit note'. Each option has a small blue information icon to its right. At the bottom right, there are two buttons: 'Cancel' and 'Create'.

Create a Credit Note (2/3)



3. Complete and validate the Credit Note

The *Create Credit Note* page should pre-populate with information for the invoice. Enter a *Credit Note #* and add any *Attachments* and then validate the remaining information.

Create Credit Note

Create

This credit note applies to invoice `sg02hinv`. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

Credit Note #

Credit Note Date

07/09/2026

Payment Term

NET 30 DAYS

Original Date of Supply

06/26/2026

Currency

SGD

Delivery Number

Status

Draft

Original Invoice #

sg02hinv

Original Invoice Date

06/26/2026

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File | URL | Text

Credit Reason

From

Supplier

ACVIRON ACOUSTICS CONSULTANTS PTE LTD

Supplier GST ID

201912345K

Invoice From Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Remit-To Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Ship From Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

To

Customer

aecom test.coupacloud.com

Bill To Address

AECOM Singapore Pte Ltd
300 Beach Road, #23-00 The Concourse
Singapore 199555
Singapore

Buyer GST ID

198502653M

Ship to Address

865 Mountbatten Road
#07-01 Katong Shopping Centre
Singapore 437844
Singapore
Location Code: SG - 865 Mountbatten Road

International Withholding Tax

None
Applicable

4. Complete the lines and total section

Scroll down into the *Lines* section and make any required adjustments, then click *Submit*.

Lines

Adjustment Type

Price

Type

Description

Price

sg05jh

-700,000.00

-700,000.00

Totals & Taxes

Lines Net Total

-700,000.00

Lines GST Totals

-83,000.00

Shipping

0.000

GST

0.000

Tax Reference

Enter a tax reason description.

Handling

0.000

GST

0.000

Tax Reference

Enter a tax reason description.

Misc

0.000

GST

0.000

Tax Reference

Enter a tax reason description.

Total GST

-83,000.00

Net Total

-700,000.00

Gross Total

-763,000.00

Delete

Cancel

Save as Draft

Calculate

Submit

For Credits, enter a negative price if the line is amount-based and only contains a price field.

If the line is quantity-based, enter a negative quantity and leave the price as positive.

Create a Credit Note (3/3)



5. Confirm submission

After clicking submit you'll be prompted to confirm *Are You Ready to Send?* If you are, click *Send Credit Note* to issue the credit note.

A screenshot of a dialog box titled "Are You Ready to Send?". The dialog has a blue header bar with a close button (X) on the right. The main text area contains the message: "Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa-generated credit note is your and your customer's legal credit note." At the bottom, there are two buttons: "Continue Editing" on the left and "Send Credit Note" on the right. The "Send Credit Note" button is highlighted with a green rectangular border.

6. Create Replacement Invoice

You will be asked *Do you want to create a new invoice to replace the one you just cancelled?*

- If the credit note changes the previous invoice and you need to issue a new Invoice which has changes at Line level to the Qty or Prices, click *Yes*.
- If your credit note cancelled an invoice, and you do not want to create any new Invoices, click *No*.

A screenshot of a dialog box titled "Create Replacement Invoice". The dialog has a blue header bar with a close button (X) on the right. The main text area contains the question: "Do you want to create a new invoice to replace the one you just canceled?". At the bottom, there are two buttons: "No" on the left and "Yes" on the right. The "Yes" button is highlighted with a green rectangular border.

Resolving Invoice Disputes (1 of 4)



If an invoice has Disputed status, clicking the Resolve icon for that invoice on the Invoice Homepage will bring you to the Invoice Resolution Options page.

Two options will be presented for resolution. In most countries (those where ‘compliant’ invoices are generated in Coupa) you will be able resolve the disputed invoice by either:

- 1. Clicking on **Adjust**
The *Adjust* options allows you to modify the invoice by adding or removing lines, adjusting quantities, or correcting pricing.
- 2. Clicking on **Cancel Invoice**
This option prompts you to create a cancellation credit note and then submit a new invoice with a new number.

Invoice #ISTEST1 [Back](#)

Please review the invoice and determine the resolution option: ▼

Cancel Invoice
If this invoice was issued in duplicate, or if you require to amend non price or quantity information on this invoice, please cancel the invoice by choosing this option. We will guide you through a cancelation credit note and a replacement invoice creation.

Adjust
If you need to fix the price and/or quantity on this invoice choose this option. You would be required to choose the credit line adjustment type to denote if you are attempting to issue credit to reduce quantity, reduce price or issue an amount based credit.

General Info

Invoice # ISTEST1

Invoice Date 06/29/2026

Payment Term NET 30 DAYS

Delivery Date 06/29/2026

Currency SGD

Delivery Number None

Lines

Line	Description	Supplier Part Number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line	Service Sheet Line
1	sg05jh						None	900,000.00	900,000.00	SG1778847-1

Taxes

GST Description	GST Rate	GST Amount	Tax Reference
GST	9.0%	81,000.00	

Totals & Taxes

Lines Net Total		900,000.00
Lines GST Totals	GST	81,000.00
Shipping		0.00
Handling		0.00
Misc		0.00
Total GST		81,000.00
Net Total		900,000.00
Gross Total		981,000.00

2

Cancel Invoice

1

Adjust

Resolving Invoice Dispute – Cancel Invoice (2 of 4)



Choosing the **Cancel Invoice** resolution option presents the *Create Credit Note* screen. Most details will carry over from the invoice but the **General Info** section, **Credit Reason** and **Attachments** should be populated prior to pressing **Submit**. When you are happy, choose the **Send Credit Note** option. As this is a full cancelation of the invoice no changes can be made at line level.

Create Credit Note

Create

This credit note applies to invoice **ISTEST1**. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

Credit Note #

CNTEST11

Credit Note Date

07/09/2026

Payment Term

NET 30 DAYS

Original Date of Supply

06/29/2026

Currency

SGD

Supplier

ACVIRON ACOUSTICS CONSULTANTS PTE LTD

Supplier GST ID

201912345K

Invoice From Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Remit-To Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Ship From Address

ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Delivery Number

Status

Draft

Original Invoice #

ISTEST1

Original Invoice Date

06/29/2026

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File | URL | Text

Credit Reason

Incorrect amount

From

Customer

aecom test.coupahost.com

Bill To Address

AECOM Singapore Pte Ltd
300 Beach Road, #23-00 The Concourse
Singapore 199555
Singapore

Buyer GST ID

102602863M

Lines

Adjustment Type

Price

Type

Description

Price

sg05jh

-900,000.00

PO Line

Contract

Supplier Part Number

SG1778847-1

Billing

07401020-1.3 Leisure-Real Estate Services-Facilities, Furniture & Fitout-Furniture Design Services-SUBC-Professional Services-AECOM SINGAPORE-POET-74001

Taxes

GST Rate

GST Amount

Tax Reference

9.0%

-\$1,000.00

Totals & Taxes

Lines Net Total

Lines GST Totals

-900,000.00

-\$1,000.00

Shipping

GST

Tax Reference

0.000

0.000

Enter a tax reason description.

Handling

GST

Tax Reference

0.000

0.000

Enter a tax reason description.

Misc

GST

Tax Reference

0.000

0.000

Enter a tax reason description.

Total GST

Net Total

Gross Total

-\$1,000.00

-\$900,000.00

-\$981,000.00

Delete

Cancel

Save as Draft

Calculate

Submit

Are You Ready to Send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa-generated credit note is your and your customer's legal credit note.

Continue Editing

Send Credit Note

Resolving Invoice Dispute – Adjust Invoice (3 of 4)



Choosing the **Adjust** resolution option presents the *Create Credit Note* screen. Most details will carry over from the invoice but the **General Info** section, **Credit Reason** and **Attachments** should be populated prior adjusting the **Price or Quantity** on the lines you wish to adjust. When you are satisfied, press **Submit** and then choose the **Send Credit Note** option.

Create Credit Note Create

This credit note applies to invoice SG01. When approved, the credit will adjust the invoice's impact to the transaction.

General Info

Credit Note #
CNTEST111

Credit Note Date
07/09/2026

Payment Term
NET 30 DAYS

Original Date of Supply
06/22/2026

Currency
SGD

Delivery Number

Status
Draft

Original Invoice #
SG01

Original Invoice Date
06/22/2026

Image Scan
Choose File No file chosen

Supplier Note

Attachments
Add File | URL | Text

Credit Reason
Incorrect Invoice

From

Supplier
ACVIRON ACOUSTICS CONSULTANTS PTE LTD

Supplier GST ID
201912345K

Invoice From Address
ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Remit-To Address
ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Ship From Address
ACVIRON ACOUSTICS CONSULTANTS PTE LTD
11234
24 Sentosa Gateway
Singapore 098137
Singapore

Customer aecom test.coupa.com

Lines

Adjustment Type Price

Type
TEST INV 01

Description
TEST INV 01

Price
-1,000.00

PO Line
SG1778775-1

Contract

Supplier Part Number

Billing
60480052-1.04-IT Products, Services & Telecoms,Telecoms
Wireless.Hardware - Wireless-OFF-Telephone-AECOM SINGAPORE-POET-74001

Taxes

GST Rate
9.0%

GST Amount
-90.00

Tax Reference

Totals & Taxes

Lines Net Total
Lines GST Totals

-1,100.00
-99.00

Shipping

GST
0.000

Tax Reference
Enter a tax reason description.

Handling

GST
0.000

Tax Reference
Enter a tax reason description.

Misc

GST
0.000

Tax Reference
Enter a tax reason description.

Total GST
Net Total
Gross Total

-99.00
-1,100.00
-1,199.00

Delete
Cancel
Save as Draft
Calculate
Submit

Are You Ready to Send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa-generated credit note is your and your customer's legal credit note.

Continue Editing
Send Credit Note

Resolving Invoice Dispute (4 of 4)



Create Replacement Invoice

After issuing the Credit Note you will be asked *Do you want to create a new invoice to replace the one you just cancelled?*

- If the credit note changes the previous invoice and you need to issue a new Invoice which has changes at Line level to the Qty or Prices, click **Yes**.
- If your credit note cancelled an invoice, and you do not want to create any new Invoices, click **No**.

A screenshot of a software dialog box titled 'Create Replacement Invoice' in a blue header bar with a close button (X) on the right. The main area is white and contains the question 'Do you want to create a new invoice to replace the one you just canceled?'. At the bottom right, there are two buttons: a grey 'No' button and a blue 'Yes' button. A green rectangular box highlights both buttons.



Inviting others to CSP, Notifications & Language Settings



Inviting Other Users at your Company

- Suppliers can **add multiple users to the Coupa Supplier Portal**. To do this, please navigate to the **'Setup'** tab and click **'Invite User'**.
- Users invited will **receive an email invitation to join**. User permissions can be setup on this tab as well.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes tabs for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, Dashboards, **Setup**, and Contracts. The **Setup** tab is highlighted. Below the navigation bar, there's a sub-menu with 'Admin' and 'Connection Requests'. The 'Admin' sub-menu is expanded, showing a list of options: Users, Worker Portal Access, Merge Requests, Merge Suggestions, Requests to Join, Fiscal Representatives, Additional CaaS Information, sFTP Accounts, cXML Errors, sFTP File Errors (to Customers), and sFTP File Status (from Customers). The 'Users' option is selected, leading to the 'Admin Users' section. This section has a table with columns: User Name, Email, Status, Permissions, Customer Access, Purpose, and Actions. A row is visible for 'Accounts Payable' with email 'aecomuser154+202617@gmail.com' and status 'Active'. The 'Invite User' button is highlighted in the top left of the table, and the 'Edit' button is highlighted in the 'Actions' column for the first user. A callout box points to the 'Setup' tab with the text 'Review your CSP settings'. Another callout box points to the 'Invite User' button with the text 'Click 'Invite User' to send someone at your company an email to join the CSP'. A third callout box points to the 'Edit' button with the text 'Click 'Edit' to adjust user permissions in the CSP'. A fourth callout box points to the 'Additional CSP settings' link in the sub-menu with the text 'Additional CSP settings can be found in the 'Setup' tab. Note: these settings can only be changed by users with 'admin' permissions'.

Additional CSP settings can be found in the 'Setup' tab. **Note:** these settings can only be changed by users with 'admin' permissions

Review your CSP settings

Click 'Invite User' to send someone at your company an email to join the CSP

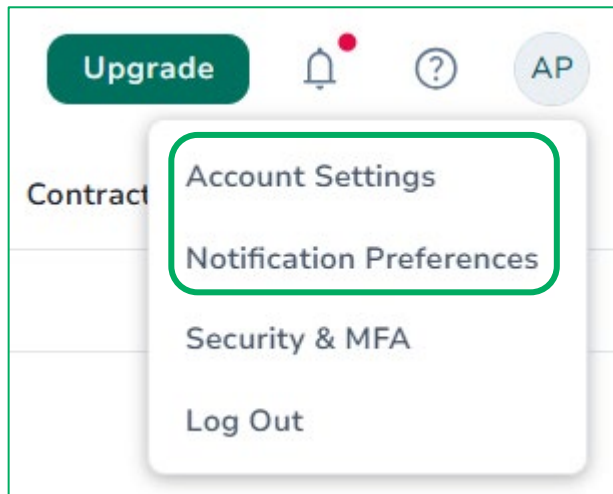
Click 'Edit' to adjust user permissions in the CSP

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Accounts Payable	aecomuser154+202617@gmail.com	Active	ASNs Admin Catalogs Community Contracts Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Navi Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	AECOM	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

Updating User Notifications



- You can **update your account settings and notification preferences** by hovering over your username on the top right corner of the CSP home screen
- User will **need to update their account settings and notification preferences** upon initially logging into the Coupa Supplier Portal.



My Account Notification Preferences

You will start receiving notifications when your customers enable them.

Email	aecomuser154+202617@	Mobile(SMS)	+1	<button>Verify</button>
-------	---	-------------	---------------------------------	-------------------------

⚠ Verify number to receive SMS

Account Access

Request to Join	☒ Email	☐ SMS
Merge Request	☒ Email	☐ SMS

Announcements

New Customer Announcement	☐ Email	☐ SMS
---------------------------	--------------------------------	------------------------------

Catalogs

A new comment is received	☒ Email	☐ SMS
A catalog is approved	☐ Email	☐ SMS
A catalog is rejected	☐ Email	☐ SMS

Updating Language Settings



- You can **change your language settings** by scrolling to the bottom of the screen on any page and selecting from the language's dropdown

The screenshot displays the Coupa Supplier Portal interface. At the top, the 'coupa Supplier Portal' logo is on the left, and an 'Upgrade' button, a notification bell, a help icon, and a user profile icon labeled 'AP' are on the right. A navigation bar below the header contains links: Home, Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, Dashboards, Setup, and Contracts. A purple banner for 'Need help?' with a 'Get Started' button and an illustration of a support specialist is present. Below this is the 'Project Consulting Tech Asia' profile section, including a 'Get Verified' button and a 'View Profile' link. The 'Recent Activity' section shows a card for 'AECOM' with the text 'No activity found for AECOM'. To the right is an 'Announcements' section with 'No Announcements'. A language dropdown menu is open at the bottom center, listing: Dansk (Danmark), Deutsch (Belgien), Deutsch (Deutschland), Deutsch (Luxemburg), Deutsch (Schweiz), Deutsch (Österreich), English (Australia), and English (US). A green box highlights this menu, and a green arrow points from a text box to it. The text box contains the instruction: 'Select **Language icon** to adjust settings'. The footer at the bottom includes links for 'Terms of Use' and 'Privacy Policy', and a copyright notice: '© 2006-2026 Coupa Software Incorporated'.

If you need help with registering or using the
Coupa Supplier Portal, email us at
supplier@aecom.com

Thank you