

# Coupa Supplier Portal (CSP) Overview

*March 2025*

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# 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 submit invoices electronically.

The Coupa Supplier Portal is a 3<sup>rd</sup> 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 invoicing.

# 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](mailto: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. Enter the **Email Verification Code** that was sent to your email address and click **Next**.

## Profile Information Request

Hi,

As part of our supplier/subcontractor qualification and onboarding process, we have a few actions we request that you complete. You can learn more about the process [here](#).

### What You Can Expect Coupa Supplier Portal

As an AECOM supplier, we require you to register for the Coupa Supplier Portal. This free portal allows you to submit and monitor Invoices and Purchase Orders (PO) electronically. You can register for the portal by clicking on “Join and Respond” below.

You will need to provide relevant tax certifications (e.g., W9 or WB, as applicable), and your payment details.

If you are asked to “Subscribe to Coupa Verified” for an annual fee, this is an advertisement from Coupa and is **not required** for you to use the Coupa Supplier Portal with AECOM. You can ignore this request or contact Coupa directly via [verified@coupa.com](mailto:verified@coupa.com) if you need to unsubscribe.

### Coupa Risk Assess

Depending on the services your company will be providing, you may be invited to create a Coupa Risk Assess account. This invitation will be sent via email with an authentication code to setup your account and complete an Inherent Risk Questionnaire (IRQ). The IRQ enables us to understand your business practices (e.g., ethics, quality management and health, safety & environmental). These emails will come from the [AECOM Procurement Support Center](#), [aecom@mail.hiperos.com](mailto:aecom@mail.hiperos.com).

*Not providing this information in a timely manner may impact your ability to do business with AECOM. The link you receive will expire, if not used, in 48 hours for security purposes. If your link expires or if you need additional support, click [here](#) to email the AECOM Supplier Onboarding team.*

### What We Need From You

As a supplier or subcontractor, for us to award work to you, it's important that you provide the requested information in our Coupa procurement system to finalize your onboarding process.

Thank you for partnering with us!

Join and Respond



## Create an Account

AECOM Technology Corp is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with AECOM Technology Corp so you're ready to do business together.

\* Business Name  
UK Test 3-3

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

\* Email  
AECOMUAT3+806@gmail.com

\* First Name  
Kelly

\* Last Name  
Marie

\* Password  
\*\*\*\*\*

\* Confirm Password  
\*\*\*\*\*

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

\* Country/Region  
United Kingdom

\* VAT ID  
GB706436738

I do not have a Tax ID

I accept the **Privacy Policy and the Terms of Use**

Create an Account

Already have an account? [LOG IN](#)

[Forward this to someone](#)

back

### Email Verification

We sent a one time verification code to AECOMUAT5+39@GMAIL.com

Didn't receive the Verification Code? [Request a New Code](#)

Next

Your Coupa Verification Code

Coupa Supplier Portal - do\_not\_reply@supplier-test.coupahost.com to AECOMUAT5-39



Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

883862

If you didn't request this code please contact us at [suclinet@coupa.com](mailto:suclinet@coupa.com).



# Setting up your profile

# Entering your profile information

1. When you log into Coupa, you will see this screen. Enter your **Primary address** and **Company Information** and click **Next**. This should be your main office company address, not a personal address.

## Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

**Primary Address**

\* Country/Region: United Kingdom | \* Address Line 1: 29 Front Street | Address Line 2:

\* City: Chester-le-Street | \* State: England | \* Postal Code: DH3 3AT

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.

1 \* Type of Company

2 Board of Directors

3 Invoice From Code

Preferred Language: English (UK)

**Next**

Select **Next**

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 the names of Directors on the Board of your company

Please include the names of the Directors on the Board of your company.

Board of Directors

3 Link your CSP invoice address to your ERP held address

Use this field to tie your CSP Invoice From Address (i.e. registered address) with the corresponding address in your ERP.

Invoice From Code

# Entering your profile information continued...

2. Enter your **Payment Method Name** and **email address** and click **Next**. The payment method name is only for your reference

## Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Primary Address saved successfully

Account Details Payment Information

### Virtual Card ⓘ

Customer Supported

Please enter the following information to receive Virtual Card payments.

\* Payment Method Name ⓘ

Credit Card

\* Email Address

Testemail@test.com

Do not accept Virtual Card payments from this customer

Next

Select Next

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

## Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

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

Account Details Payment Information

### Bank Transfer

Customer Supported

Please enter the following information to receive Bank Transfer payments.

\* Payment Method Name ⓘ

Bank Account

\* Bank Account Country/Region

United Kingdom

\* Bank Account Currency

GBP

Beneficiary Name

UK Test 3-3

Bank Name

C HOARE & CO

Account Number ⓘ

45877150

Confirm Account Number

45877150

Sort Code ⓘ

601319

My company expects international payments

Branch Code

HBUKGB4B

Bank Account Type

Business

Email Address ⓘ

Testemail@test.com

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

Do not accept Bank Transfer payments from this customer

Next

Select Next

# Entering your profile information continued...

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

**Coupa Supplier Portal Onboarding**  
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

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

Account Details Payment Information

**Check** Not Supported by Customer

Please enter the following information to receive Check payments.

\* Payment Method Name ⓘ

Country/Region  
United States

\* Street 1  
Street Address or P.O. Box

Street 2  
Unit, Building or Floor Number

+ Street 3

\* City

\* State

\* Zip Code

Remit-To Code ⓘ

Do not accept Check payments from this customer

Next

Check the box

Select Next

# Entering your profile information continued...

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

**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

**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

Continue

Purchase Verified

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](mailto: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.

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo "coupa supplier portal" is on the left, and user information "KELLY" with a dropdown arrow, "NOTIFICATIONS" with a red badge containing the number "1", and "HELP" with a dropdown arrow are on the right. Below this is a main navigation bar with items: Home (house icon), Invoices, Orders, Business Profile (highlighted with a green circle), Setup, Service Sheets, ASN, Sourcing, Forecasts, Catalogs, Community, and More... Below the main navigation bar is a secondary navigation bar with items: Business Profile, Legal Entities, Information Requests (highlighted with a green circle), and Performance Evaluation. The main content area displays "AECOM Technology Corp" on the left and a "Profile" dropdown menu on the right, currently showing "AECOM Technology Corp". Below this is the heading "Form Responses". A table with a blue header bar contains the following data:

Form	Status	Created Date	Submitted At
Supplier Profile (UK) (highlighted with a green circle)	New	03/03/25	None

Below the table, it says "Per page 15 | 45 | 90". The table header also includes "View All" with a dropdown arrow, "Advanced" with a search icon, and a search input field.

# Entering the information required by AECOM

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

\* Doing Business As Name  
UK Test 3-3

\* Primary Address

Address Purpose  
Select Some Options

\* Region  
Country/Region  
United Kingdom

State Region  
England - ENG

State ISO Code  
GB-ENG

Address Name

\* Street Address  
29 Front Street

Street Address 2

Street Address 3

Street Address 4

\* City  
Chester-le-Street

\* Postal Code  
DH3 3AT

Location Code

3. Attach the relevant Supporting Documents before selecting **Add Remit-To** and choose from your existing bank details and click on **Add Selected**

**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

\* 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

When you click on “Add remit to” it takes you to the below screen

How would you like to be paid?

All Methods Bank Transfers Checks Credit Cards Add Payment Method

AECOM Technology Corp prefers Credit Cards, Bank Transfers Payments.

<input type="checkbox"/>	Card	Customer Preferred
29 Front Street, Chester-le-Street, England, DH3 3AT, United Kingdom, United Kingdom (GB706436738)		
<input checked="" type="checkbox"/>	C HOARE & CO	Customer Preferred
29 Front Street, Chester-le-Street, England, DH3 3AT, United Kingdom		
Account Number	Transit Code	Wire Routing Number
****7150	601319	
<input type="checkbox"/>	29 Front Street, Chester-le-Street, England, DH3 3AT, United Kingdom, United Kingdom (GB706436738)	

Cancel Add Selected

4. Confirm your bank details and **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"

\* VAT / GST ID  
GB706436738

\* PO First and Last Name  
Kelly Martyn

\* PO Email  
Testemail@test.com

# Entering the information required by AECOM continued...

5. Confirm your bank details and **Submit for Approval** to complete setup of your profile and you will receive a notification on screen stating **Pending Approval**

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

### Bank Account Details

\* Bank Country/Region: United Kingdom

\* Sort Code: 601319  
Please enter the Sort Code "Sort Code is 6 digits"

\* Bank Account Number: \*\*\*\*\*150

IBAN Number: GB92HOAB150900458771!

SWIFT Code (BIC):

\* Bank Name: C HOARE & CO  
Please do not use any special characters

\* Branch Name: C HOARE & CO  
Please do not use any special characters

\* Beneficiary Name: UK Test 3-3  
Please indicate the name on the bank account  
Please do not use any special characters

Account Currency: GBP

Payment Currency: Select

\* Invoice Currency: GBP

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

### Remit-to Details

Accounts Receivable First Name: Kelly

Accounts Receivable Last Name: Martyn

Accounts Receivable Remittance Email: Testemail@test.com

Accounts Receivable Phone Number: 7777777777

Street Address: 29 Front Street

Street Address 2:

City: Chester-le-Street

Postal Code: DH3 3AT

Region

Country/Region: United Kingdom

State Region: England - ENG

State ISO Code: GB-ENG

Intermediary Bank Details:

Decline Save **Submit for Approval**

AECOM Technology Corp

[View All Responses](#)

**Pending Approval**

# Payment methods

Bank transfer

# Adding your Payment Method – Bank Transfer

Doing Business As Name

Business Classifications

Hold the CTRL key to select as many as possible

\* Taxpayer ID

Please enter a US EIN Number (00-XXXXXXX)

\* Does your company pay US Taxes?

\* Organization Type

\* Company Headcount

\* Primary Company Address

Address Purpose

\* Region

Country/Region

How would you like to be paid?

All Methods **Bank Transfers** Checks Credit Cards

**Add Payment Method**

AECOM prefers Credit Cards, Bank Transfers Payments.

Currently, there are no valid accounts available for your selection

Select relevant payment method

Click Add Payment Method

# Adding your Payment Method – Bank Transfer Continued...

## 1 Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

\* Country/Region

Select Continue

## 2 Tell your customers about your organization

Which customers do you want to see this?

- All
- AECOM Technology Corp

What address do you invoice from?

\* Address Line 1

\* City

State

\* Postal Code

Country/Region

**REQUIRED FOR INVOICING**

Enter the registered address of your legal entity. This is the same location where you receive government documents.

- Use this address for Remit-To
- Use this for Ship From address

What is your Tax ID?

Country/Region

Tax ID

I don't have Tax ID Number

Enter address information and select Save & Continue

Miscellaneous

Invoice From Code

Preferred Language

## 3 Where do you want to receive payment?

\* Payment Type

What is your Remit-To Address?

Address Line 1

City

Postal Code

Country/Region

Select Save & Continue

# Adding your Payment Method – Bank Transfer Continued...

4 Where do you want to receive payment?

\*Payment Type Bank Account

What are your Bank Account Details?

Bank Account Country/Region: United States

State: Select an Option

Bank Account Currency: USD

Beneficiary Name: Kelly Martyn Test

Bank Name: Wells Fargo Bank NA

Account Number: 4725902217

Confirm Account Number: 4725902217

ACH Routing Number: 121000248

Wire Routing Number:

SWIFT/BIC Code: WFBUS6WFFX

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents [Choose Files](#) TEST.docx

Email Address: AECOMUAT3+754@gmail.com

Who is your Remit-To Contact? (optional)

What is your Remit-To Address?

Address Line 1 705 Grant Street

City Pittsburgh

Postal Code 15219

Country/Region United States

Cancel **Save & Continue**

Enter payment information and select Save & Continue

5 Where do you want to receive payment?

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Remit-To Account	Remit-To Address	Status	
Bank Account Wells Fargo Bank NA Kelly Martyn Test *****2217 121000248 *****WFFX	705 Grant Street Pittsburgh 15219 United States	Active	<a href="#">Manage</a>

[Deactivate Legal Entity](#) [Cancel](#) **Next**

Confirm the details by selecting Next

6 Where do you ship goods from?

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.

[Add Ship From](#)

Title	Status	
705 Grant Street Pittsburgh 15219 United States	Active	<a href="#">Manage</a>

[Deactivate Legal Entity](#) **Done**

Confirm the shipping details and click Done

7 Setup Complete

Do you want to Add Remit-To Address to the customer profile now?

[Add Later](#) **Add Now**

Click Add Now to add your details to your profile

# Adding your Payment Method – Bank Transfer Continued...

## 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

## Remittance Details

Active **Active**

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

\* Payment Method **EFT/ACH**

Virtual Credit Card (VCard) is AECOM's preferred payment method (not yet available in Canada). VCard provides suppliers with a more reliable and timely payment compared to alternative methods. EFT/ACH is acceptable, just not preferred. The use of any other method (i.e. Check) will require review and approval by AECOM.

## Bank Account Details

\* Bank Account Type **Current**

\* Bank Name **Wells Fargo Bank NA**

Bank Number

*For Canadian Suppliers only*, please enter your 3 digit Bank Code

\* Bank Country/Region **United States**

\* Beneficiary Name **Kelly Martyn Test**

Please indicate the name on the Bank Account

\* Bank Account Number **\*\*\*\*\*217**

\* Bank Routing Number **\*\*\*\*\*245**

9-digit for US / 5-digit for CAN  
If you do not know your Bank Routing Number, please use this tool: <https://www.bankstubs.com/>

WAT Number

*For Canadian Suppliers only*, if you are a Canadian supplier with a registered WAT Number, please enter it above in the following format (without 2 Digit Country Code):  
XXXXXX0000

\* Account Currency **USD**

\* Accounts Receivable First Name **Kelly**

\* Accounts Receivable Last Name **Marie**

\* Accounts Receivable Remittance Email **AECOMUAT3+953@gmail.com**

\* Accounts Receivable Phone Number **4129874512**

\* PO First and Last Name **Kelly Marie**

Please enter the contact/address of the individual associated with receiving Purchase Orders

\* PO Email **AECOMUAT3+953@gmail.com**

Email address to which Purchase Orders will be sent

Tax Reporting Location?

Select if this is the address where you would like to receive annual tax statements (when applicable)

\* Street Address **707 Grant Street**

Street Address 2 **705 Grant Street**

\* City **Pittsburgh**

\* Postal Code **15219**

\* Region **United States**

Country/Region **United States**

State Region **Pennsylvania - PA**

State ISO Code **US-PA**

\* Supporting Document

\* Attachments **TEST.pdf**

Please attach the following:

- For all US suppliers:
  - W9
- For all non-US suppliers conducting business in the US, both of the following:
  - W-9, and
  - Statement of Service
- For all suppliers conducting business in Canada:
  - Invoice copy or vendor letterhead with remittance address and GST number
- For Electronic Funds Transfer (EFT) payments, one of the following (not required for Virtual Credit Cards):
  - Voided Check, or
  - Bank Letterhead

Qualification Status **None**

Carry out a final validation of your details

# Adding your Payment Method – Bank Transfer Complete

Save This Information to Your Profile?

Save this info to your profile so that you'll be able to re-use it when other customers request you the same information.

The following info will be saved to your profile:

Primary Address	
Address Line 1	705 Grant Street
Address Line 2	
City	Pittsburgh
State	PA
Postal Code	15219

[Learn More](#)

Not Now

Yes, Save to Profile

Select Yes, Save to Profile to complete your updates

# **Navigating CSP once you have created your account**

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# 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



### Log In

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Welcome back! Login or click here for [help](#).

\* Email Address

\* Password

[Log In](#)

[Forgot Your Password?](#)

# 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.)



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

**W1** **W1-UK-SUBC-17-2**  
Profile Last Updated: 6 days ago | [View Profile](#)

### Recent Activity

View ▼ i

**AECOM Technology Corp**

- Information Request** Approved Feb 19  
AECOM Technology Corp • Received 5 days ago
- Information Request** Submitted Feb 19  
AECOM Technology Corp • Received 5 days ago
- Information Request** Due Now Feb 19  
AECOM Technology Corp • Received 5 days ago

### Announcements

No Announcements

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

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

<b>Multi Factor Security</b> 0 of 1 Users	<b>Join Requests</b> 0 Users	<b>Merge Suggestions</b> 0 Duplicates	<b>Linked Customers</b> 1 Connection
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The 'Summary' section provides **high level CSP connection Metrics**

# 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, the navigation bar includes 'coupa supplier portal', 'STEWART', 'NOTIFICATIONS 4', and 'HELP'. Below this, a secondary navigation bar contains 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', and 'More...'. A third navigation bar shows 'Business Profile', 'Legal Entities', 'Information Requests' (highlighted with a green box), and 'Performance Evaluation'. The main content area is divided into three sections: 'Company Info', 'Contacts', and 'Addresses'. Each section has an 'Add' button and a search bar. The 'Company Info' section lists fields like Company Name, Tax ID, and Products and Services. The 'Contacts' section has a table with columns for Name, Primary Contact, Email, Work Number, Purpose, and Actions. The 'Addresses' section has a table with columns for Address, Primary Address, City, State, Postal Code, Country/Region, and Actions.

Name	Primary Contact	Email	Work Number	Purpose	Actions
	Yes	AECOMUAT5+114@gmail.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
First Avenue	Yes	MANCHESTER	England	M1 2EP	GB	

# 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'**

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Community', and 'More.'. The 'Business Profile' tab is active, and the 'Information Requests' sub-tab is highlighted. A callout box points to the 'Information Requests' tab with the text 'Access Information Requests from AECOM'. Another callout box points to the 'More.' dropdown menu with the text 'If your company works with multiple customers on the CSP, they can be selected via the dropdown'. Below the navigation bar, the user's profile 'AECOM Technology Corp' is displayed, and a dropdown menu is shown with 'Profile' and 'AECOM Technology Corp' selected. The main content area is titled 'Form Responses' and contains a table with the following data:

Form	Status	Created Date	Submitted At
<a href="#">Supplier Profile (Ireland)</a>	Draft	02/25/25	None

At the bottom of the table, there are three buttons: 'Decline', 'Save', and 'Submit'. A callout box points to the 'Submit' button with the text 'Remember to click 'Submit' to send updates/responses to AECOM'.

# Managing purchase orders

# Managing Purchase Orders (POs)

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

coupa supplier portal

STEWART | NOTIFICATIONS 4 | HELP

Home Invoices **Orders** Business Profile Setup Service Sheets ASN Sourcing Forecasts More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations More...

Select Customer: AECOM Technology Corp

## Purchase Orders

Clicking on the PO # allows users to see all information about the Purchase Order

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)

Click the Action to Accept the Purchase Order and Create an Invoice using its data

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
<a href="#">3001958</a>	03/01/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		
<a href="#">3001956</a>	02/28/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		
<a href="#">3001955</a>	02/28/23	Issued	None	Aggregate Surfacing	No	1,000.00 USD		

Key information on each Purchase Order

**Yellow Coin:** Create (flip the PO into) an invoice  
**Red Coin:** Create a credit note.

Purchase Order #3001958

General Info: Order Date: 03/01/23, Status: Issued

Shipping: Ship To: 2000 Bank of America

Item	Quantity	Price	Total
Aggregate Surfacing	1,000.00	1,000.00	1,000.00

Total: 1,000.00

# 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 #UK1691278 | Revision 3 (Current) Mar 11

### General Info

Status Issued

Order Date 03/11/25

Revision Date 03/11/25

Requester Clair Colgan

Email Clair.Colgan@aecom.com

Payment Term NET 45 DAYS

Legacy PO # None

International None

Withholding Tax Applicable

Retention None

Attachments

[AECOM.2025.XX\\_Fully\\_Executed.pdf](#)

**T** The terms of contract AECOM/2025/XX dated 01-Mar-2025 apply to this purchase order and all goods and services associated or provided in accordance with it.

Acknowledged

Assigned to

### Shipping

Ship-To Address 10 Bricket Road  
St Albans  
AL1 3JX  
United Kingdom  
Location Code: UK - St Albans, 10 Bricket Road  
Attn: Clair Colgan +44 7425 646367

Terms 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 and telephone number** for enquiries. Supplier can contact the Requestor with any queries.

Reference to **contract terms** and attached contract document.

### Lines

		Advanced	Search	Sort by	Line Number: 0 → 9
1	Type Item	Price	Total	Invoiced	
	ELECTRICAL WORKS - BIG BEN - 17-MAR-2025	10,000.00	10,000.00	0.00	

# Invoicing

# Managing Invoices: PO Backed and Non-PO Backed

- Invoices can be sent via the CSP. Invoices can be **created from a PO** or you can **create blank invoice** if you don't have a PO.

**Access Invoices to send to AECOM**

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

**To create a PO backed Invoice, select 'Create Invoice from PO'**

**To create a Non-PO backed Invoice, select 'Create Blank Invoice'**

**To create a Credit Note, select 'Create Credit Note'**

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

MARTYN | NOTIFICATIONS 1 | HELP

Invoices

Select Customer: AECOM Technology Corp

Create Invoice from PO | Create Invoice from Contract | Create Blank Invoice | Create Credit Note

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	3001972	<b>PK TEST CSP 25</b>	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	
No	3001971	PK TEST CSP 24	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	
No	3001970	PK TEST CSP 23	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	

# 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 through a credit note or cancellation
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 #PK TEST CSP 25 [Back](#)

### General Info

Invoice # PK TEST CSP 25  
 Invoice Date 03/01/23  
 Payment Term NET 60 DAYS  
 Delivery Date 03/01/23  
 Currency USD  
 Delivery Number None  
 Status Pending Approval  
 Shipping Term None  
 Invoice PDF Document [download](#)  
 Image Scan None  
 Supplier Notes None  
 Attachments **T** PK TEST CSP 25  
 Payment Order Reference None  
 Payment Order Number None

### Bill To & Ship To

Supplier CJ HENSCH & ASSOCIATES INC  
 Invoice From Test CJ Legal Entity  
 Test Address 1  
 Test Address 2  
 Atlanta , GA 30305  
 United States  
 Remit To Test CJ Legal Entity  
 Test Address 1  
 Test Address 2  
 Atlanta , GA 30305  
 United States  
 Ship From Test CJ Legal Entity  
 Test Address 1  
 Test Address 2  
 Atlanta , GA 30305  
 United States  
 Supplier Tax ID 4586325  
 Customer AECOM Technology Corp  
 Bill To Address AECOM Technical Services Inc.  
 PO Box 203970  
 Austin, TX 78720-3970  
 United States  
 VAT ID 54-8965486

Select Customer



[Chat with Coupa Support](#)

# Managing Invoices: Invoice Attachments

## *What invoice requirements should you be aware of on the Coupa Supplier Portal?*

The nature of AECOM's business requires us to provide invoice backup from our suppliers to our clients for audit purposes.

When submitting an invoice, supporting documentation contractually required must be provided in the attachment section.

If any documentation is omitted, this may result in the invoice being disputed.

Create Invoice [Create](#)

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold. ✕

**General Info**

- \* Invoice #
- \* Invoice Date: 03/11/25
- Payment Term: NET 30 DAYS
- Date of Supply: 03/11/25
- \* Currency: RON
- Delivery Number
- Status: Draft
- Image Scan: [Choose File](#) No file chosen
- Supplier Note
- Attachments: [Add File](#) | [URL](#) | [Text](#)
- Cash Account Scheme
- Margin Scheme
- Pre-Payment Date
- Endorsement On Invoices
- New Means Of Transport
- \* Exchange Rate

**From**

- \* Supplier: BNP PARIBAS SA
- \* Supplier VAT ID: IE6517103S
- \* Invoice From Address: BNP PARIBAS SA, TERMINI3 ARKLE ROAD, SANDYFORD, Dublin D18C9C5, Ireland
- \* Remit-To Address: BNP PARIBAS SA, TERMINI3 ARKLE ROAD, SANDYFORD, Dublin D18C9C5, Ireland
- \* Ship From Address: BNP PARIBAS SA, TERMINI3 ARKLE ROAD, SANDYFORD, Dublin D18C9C5, Ireland

**To**

- Customer: AECOM Technology Corp
- \* Bill To Address: AECOM ENGINEERS & CONSTRUCTORS ROMANIA S.R.L., 11-15 Tipografilor Street, S-Park Business Centre, A2, 1st Floor, 013714 Bucharest, Romania
- \* Buyer VAT ID: RO15991432
- \* Ship to Address: 68-72 Polona Street, Sector 1, 030167 Bucharest, 030167 Bucharest, Romania, Location Code: RO - Bucharest - 68-72 Polona St
- Legal Entity: [Select](#)

# Guidance for invoicing and removing zero values

When invoicing against a PO, every line should include a value. Invoiced PO lines that do not require a charge need to be removed before submitting an invoice by clicking on the red cross on the associated line.

Lines  Line Level Taxation

Type	Description	Price	
	TRA - Mileage - Quarte	0.00	
PO Line 9000370-1	Service Sheet Line None	Contract <input type="button" value="v"/>	Supplier Part Number <input type="text"/>
Billing 03001047-8000-Travel & Entertainment.Ground Travel.Mileage Reimbursement-TRA - Mileage			
Type	Description	Price	
	TRA - Mileage - Quarte	250.00	
PO Line 9000370-2	Service Sheet Line None	Contract <input type="button" value="v"/>	Supplier Part Number <input type="text"/>
Billing 03001047-8000-Travel & Entertainment.Ground Travel.Mileage Reimbursement-TRA - Mileage			

[+ Add Line](#) [+ Pick lines from Contract](#) Totals & Taxes

To **delete zero line/s**, click on the red cross



# Credit notes and disputes

# Credit Notes & Disputes

- The system will automatically dispute an invoice that has been submitted if the invoice violates any of the invoice tolerances defined by AECOM or if it was rejected by an AECOM user
- Credit notes can be issued to resolve a **dispute** on an invoice, **correct** an invoice or **cancel** a duplicate invoice.

coupa supplier portal

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Home Invoices Orders Business Profile Setup Service Sheets ASN Sourcing Forecasts Catalogs Community More...

Invoices Invoices Lines Payment Receipts Advanced

Select Customer AECOM Technology Corp

## Invoices

Create Invoices *i*

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note**

To create a **Credit Note**, select 'Create Credit Note'

Export to View Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	3001972	PK TEST CSP 25	Pending Approval	03/01/23	NET 60 DAYS	03/01/23	

# Credit Notes & Disputes continued...

- Users will be able to see on their Invoice page the reason for Dispute in the Invoice tab. Dispute reasons can also be noted in the comments section of the Invoice.

Select customer AECOM Technology Corp

### Invoices

Create Invoices i

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
<a href="#">None</a>	02/28/25	Draft	<a href="#">RO1691233</a>	50,000.00 RON	No		
<a href="#">28/02/24</a>	02/28/25	Pending Approval	None	123.00 EUR	No		
<a href="#">ROREVALIDATE</a>	02/27/25	Pending Approval	<a href="#">RO1691137</a>	20,000.00 RON	No		
<a href="#">CSPNONPO26FEB25</a>	02/26/25	Disputed	None	1,230.00 EUR	Yes	Tax rate missing or incorrect	

### Comment

Mute Comments ▼

Enter Comment

[Add File | URL](#)

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Participants: Emma Threadgall Hackett Testing 3

to supplier

Emma Threadgall disputed on 02/28/25 at 02:38 AM

please change to reverse charge

Clicking on the "Resolve" icon will present 2 options

# Credit Notes & Disputes continued...

If the invoice is disputed, there are 2 options available for the supplier in CSP:

**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.

Misc	0.00
Total VAT	230.00
Net Total	1,000.00
<b>Gross Total</b>	<b>1,230.00</b>

[Cancel Invoice](#) [Adjust](#)

Comment Mute Comments ▾

Enter Comment

[Add File](#) | [URL](#)

Send Comment notification to a user by typing @name (ex. @JohnSmith)

[Add Comment](#)

Participants: Emma Threadgall Hackett Testing 3

to supplier  
 **Emma Threadgall** disputed on 02/28/25 at 02:38 AM  
please change to reverse charge

# Credit Notes & Disputes continued...

- Clicking on **Cancel** or **Adjust** will direct the user to the Credit Note page

Create Credit Note Create

**\*Highlights required fields**

Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.

This credit note applies to invoice CSPNONPO28FEB25. When approved, the credit will fully cancel the invoice's impact to the transaction.

**General Info**

\* Credit Note #

\* Credit Note Date 03/08/25

Payment Term

Original Date of Supply 02/28/25

\* Currency EUR

Delivery Number

Status Draft

Original Invoice # CSPNONPO28FEB25

Original Invoice Date 02/28/25

Image Scan  No file chosen

Supplier Note

Attachments

Cash Accounting Scheme

\* Credit Reason

Margin Scheme

Pre-Payment Date mm/dd/yyyy

Endorsement On Invoices

New Means Of Transport

**From**

\* Supplier BNP PARIBAS SA

\* Supplier VAT ID IE6517103S

\* Invoice From Address BNP PARIBAS SA  
TERMINI3 ARKLE ROAD  
SANDYFORD, Dublin D18C9C5  
Ireland

\* Remit-To Address BNP PARIBAS SA  
TERMINI3 ARKLE ROAD  
SANDYFORD, Dublin D18C9C5  
Ireland

\* Ship From Address BNP PARIBAS SA  
TERMINI3 ARKLE ROAD  
SANDYFORD, Dublin D18C9C5  
Ireland

**To**

Customer AECOM Technology Corp

\* Bill To Address AECOM ENGINEERS & CONSTRUCTORS ROMANIA S.R.L.  
11-15 Tipografilor Street  
S-Park Business Centre, A2, 1st Floor  
013714 Bucharest  
Romania

\* Buyer VAT ID RO15991432

\* Ship to Address 141-143 Calea Floreasca St 3rd Floor  
N/A Bucharest  
Romania  
Location Code: RO - Bucharest - 141-143 Calea Floreasca St

Misc

VAT

Tax Reference

Total VAT	0.00 EUR	0.00 RON
Net Total	-200.00 EUR	-1,000.00 RON
<b>Gross Total</b>	<b>-200.00 EUR</b>	<b>-1,000.00 RON</b>

The user will be able to either:

- Fill in the create the credit note and click Submit
- Cancel the Invoice

# Inviting others to join CSP, notifications and language and 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.

**Review your CSP settings**

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

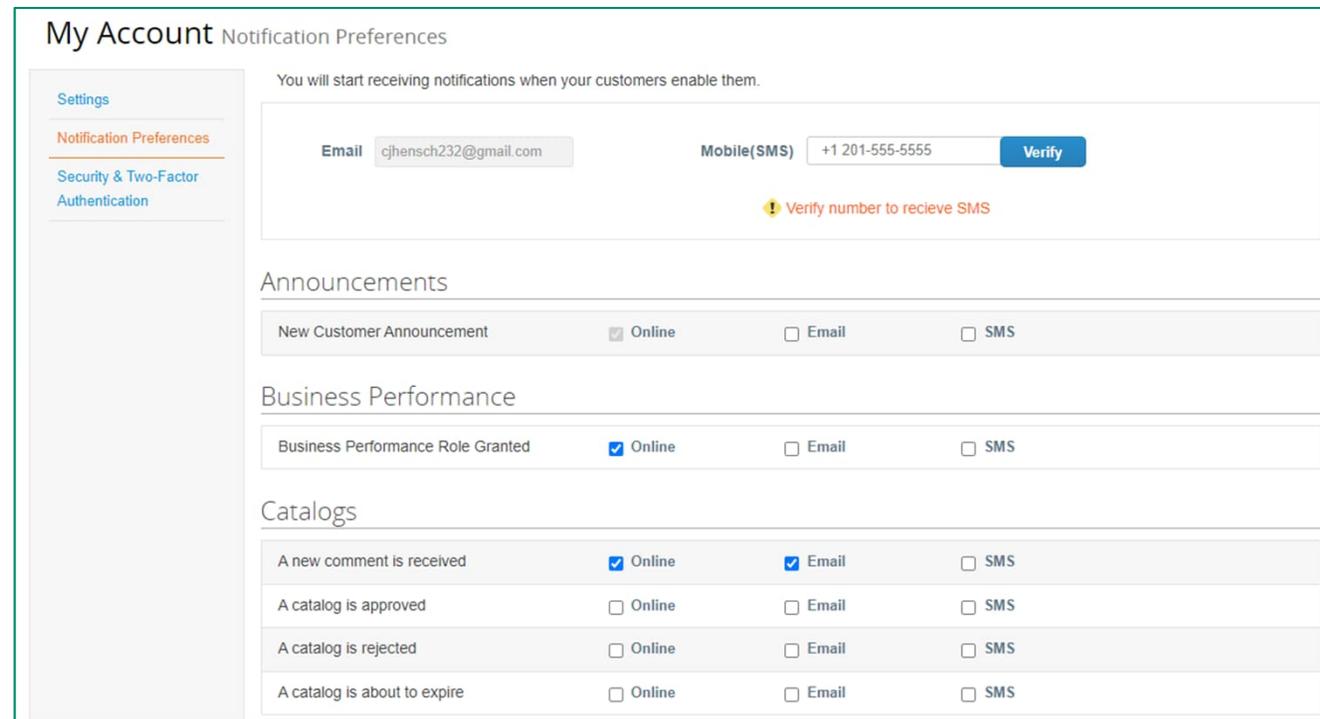
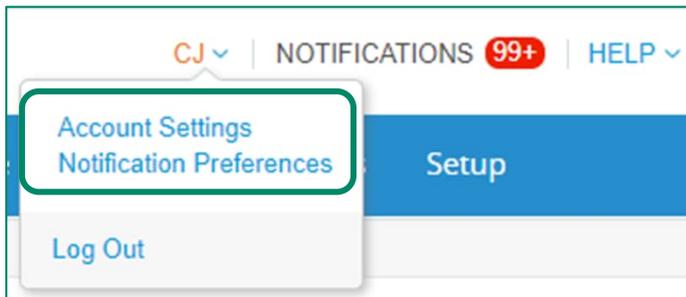
**Additional CSP settings** can be found in the 'Setup' tab. **Note:** these settings can only be changed by users with 'admin' permissions

**Click 'Edit' to adjust user permissions in the CSP**

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Test Supplier	AECOMUAT5+138@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing	AECOM Technology Corp	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

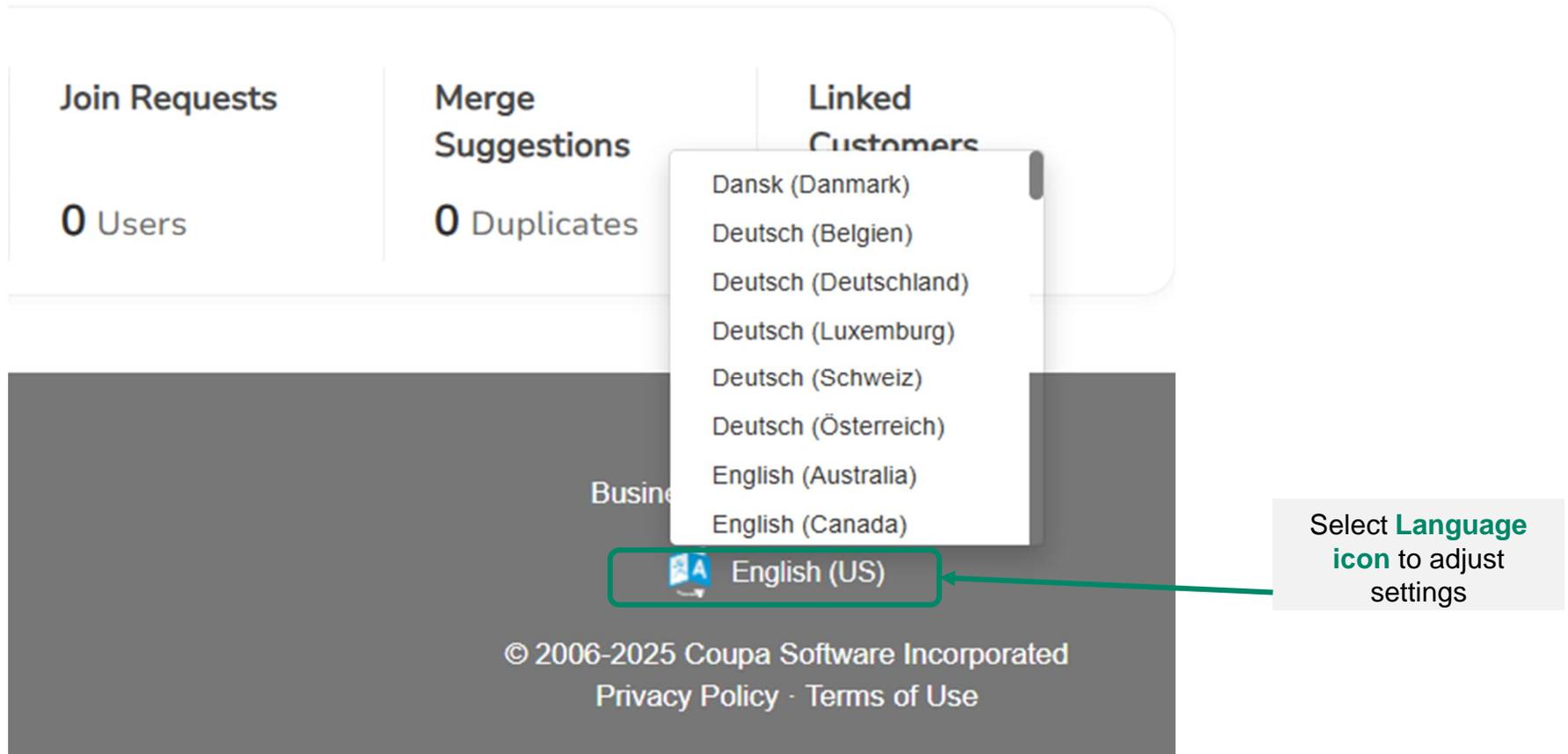
# Updating User Notifications

- 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. **Note:** the 'Online' notification checkbox stands for notifications that occur within the CSP itself.



# 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



If you need help with  
registering or using the  
Coupa Supplier Portal, email  
us at [supplier@aecom.com](mailto:supplier@aecom.com)