

## FAQs: CSP, PO, Invoices

### About this Guide

This guide answers commonly asked questions regarding Purchase Orders (POs), the Coupa Supplier Portal (Account, Login, and Registration), and Invoices.

This guide contains the following sections.

- [Coupa Supplier Portal \(CSP\) FAQs](#)
- [Purchase Orders FAQs](#)
- [Invoices FAQs](#)

### Coupa Supplier Portal (CSP) FAQs

#### How much does it cost to join the CSP?

Coupa doesn't charge suppliers to use the Coupa Supplier Portal. Coupa has introduced an optional verified supplier option, which requires payment; however, this is **NOT** required to transact with Flynn.

#### Where do I register for the CSP?

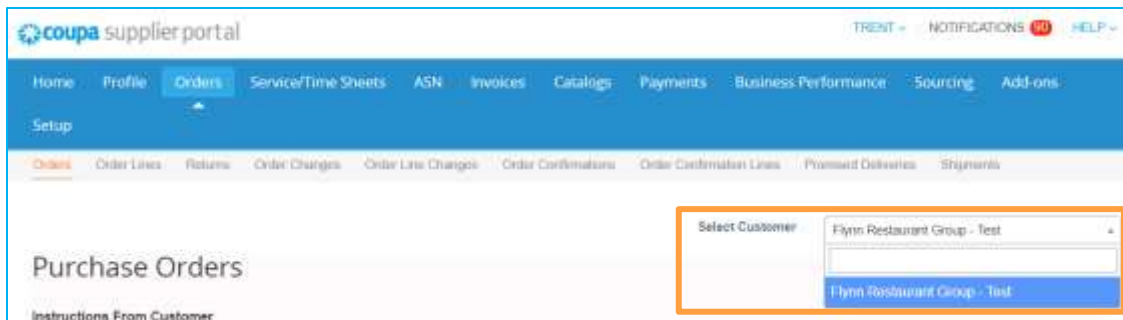
If you are new to Coupa, Flynn will send you a registration email to register for the CSP and “link” to the Flynn Marketplace. You can also register for the CSP to transact in Coupa with your other customers.

#### Why can't I register for the CSP?

If you received the email invitation with the link and can't register, check the “**I'm not a robot**” box. If there are any other issues, write to [vendormaintenance@flynnrg.com](mailto:vendormaintenance@flynnrg.com)

## Do I need to create another Coupa account if I already have one for a different customer?

No, if you have already created a Coupa supplier account, you can add Flynn Group as a customer to your Coupa account. Once you have been added and approved by Flynn as a supplier you can select Flynn when browsing through purchase orders or invoices by selecting Flynn Group from the **Select Customer** drop-down. If you have not yet been added by Flynn Group as a supplier, please email [supplierenablement@flynnrg.com](mailto:supplierenablement@flynnrg.com).



## How do I register if the admin/owner of my CSP account left the company?

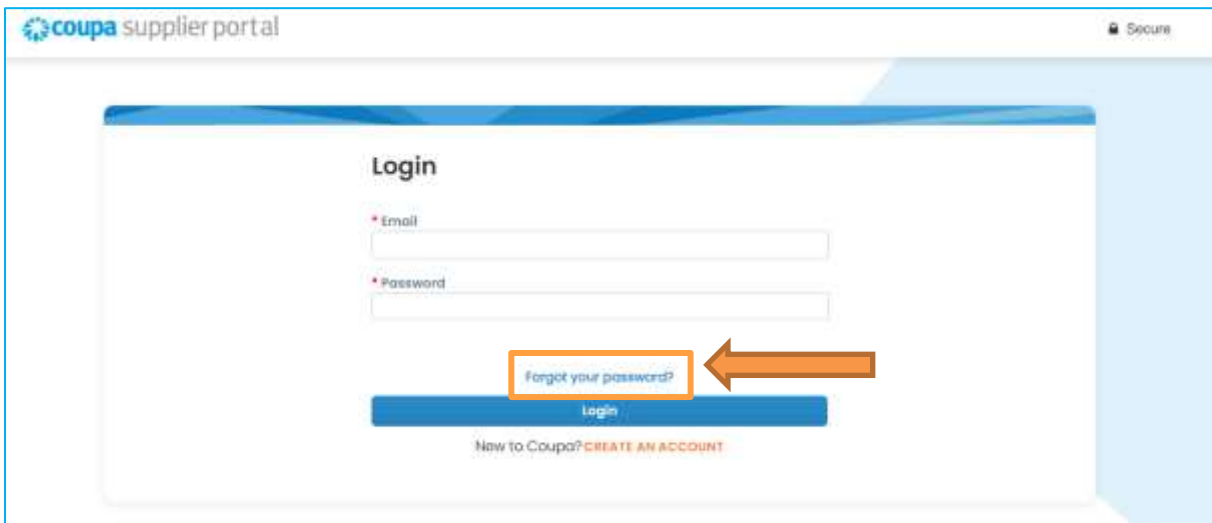
Contact your IT department or Flynn. Your IT department can sometimes grant someone temporary access to the email to log in as the Admin that left your company and add you as a user with full access to all roles and permissions. You can also have Flynn change the contact information for you as a supplier and then "unlink" from the old admin's account, then "relink" or invite using your email. All the transaction data remains. Some basic company information and payment locations/details may need to be updated in the new account, but most of the important information and transaction details are carried over automatically to the new account. Please reach out to [vendormaintenance@flynnrg.com](mailto:vendormaintenance@flynnrg.com).

## What do I do if I am not the admin/owner of my CSP account, but I can't log in or don't have full access?

Contact your internal admin to activate your account or set your permissions. Some users in the CSP have more power to activate and deactivate users and decide which customers and types of information they can access (for example, invoices but not orders or catalogs). Contact admins to see why your access is not correct at [vendormaintenance@flynnrg.com](mailto:vendormaintenance@flynnrg.com)

## What do I do if I am locked out of the CSP?

We recommend using two-factor authentication to protect against fraud. Leverage the password reset available through the CSP.



## Why can't I log in after resetting my password?

Check if you are using the correct URL: <https://supplier.coupausercontent.com>

Sometimes users bookmark the password reset URL (instead of the login URL) or bookmark a test site.

## How do I update the email on file for the CSP invite?

Please send an email to [supplierenablement@flynnrg.com](mailto:supplierenablement@flynnrg.com) with your preferred email.

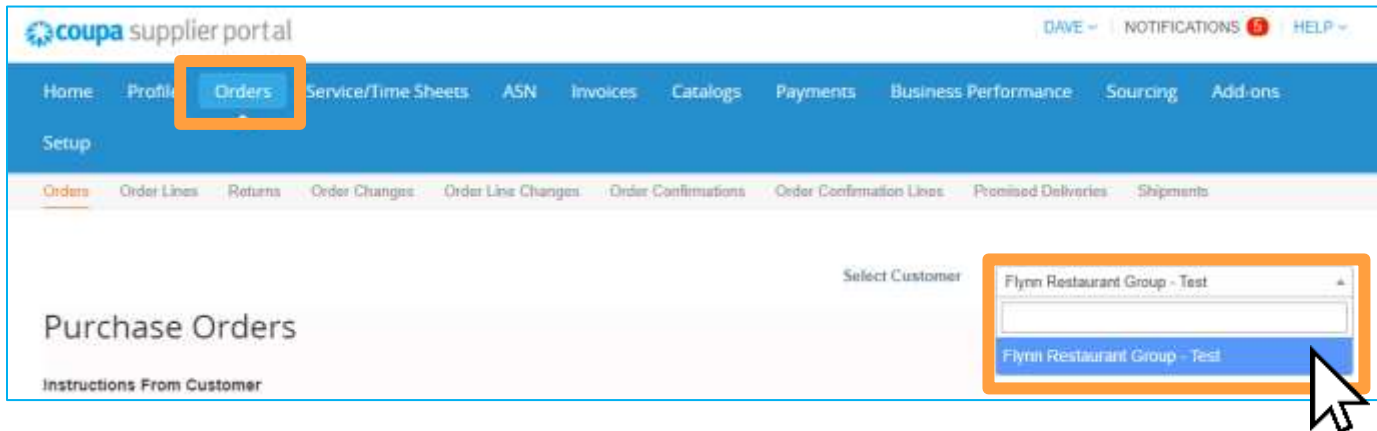
## When will I receive an invite to the CSP?

You will receive an invite throughout the month of August or in early September, depending on the date of your onboarding.

## Purchase Orders FAQs

### How do I see Flynn's Purchase Orders?

On the main menu, click on the **Orders** tab. If you are connected to more than one Coupa customer, select Flynn from the **Select Customer** dropdown menu.



### How do I change a price on a purchase order?

You cannot change a price on a PO through the CSP. If you need a change order for a PO, please reach out to Flynn to discuss at [purchasing@flynnrg.com](mailto:purchasing@flynnrg.com).

### If I am not billing all lines on a PO, do I need to delete them prior to submitting an invoice?

Yes. Multiple invoices can be sent against one PO, if the first invoice is only for one line item, additional invoices can be sent to the rest of the line items in the future.

### If I am using Coupa for another customer, how should I fill out the excel sheet for a hosted catalog?

You can reach out to the Flynn Supplier Enablement team at [supplierenablement@flynnrg.com](mailto:supplierenablement@flynnrg.com) for further assistance with how to fill out the hosted catalog excel sheet for Flynn.

## How do I invoice a purchase order?

You can create invoices for a PO directly through the CSP. From the Home page, click on the Orders tab. Locate the gold coin icon for the PO. This will automatically create a draft invoice based on the PO; simply enter the invoice number, date, and amount and you can quickly submit the invoice back to Flynn. **Note:** you can create one or multiple invoices against a single PO, as required.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
TEST554	06/21/23	Issued	06/22/23	Repair services	No	500.00		[Gold Coin Icon]
TEST553	06/21/23	Issued	None	Repair services	No	500.00		[Gold Coin Icon]

## Can I set it so I can only see purchase orders that haven't been invoiced yet?

Currently, you are unable to filter purchase orders based on their invoiced status. To filter purchase orders in other ways, locate View on the purchase order table and click on the drop-down menu.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	View	Search	Actions
TEST554	06/21/23	Issued	06/22/23	Repair services	No	All		[Action Icons]
TEST553	06/21/23	Issued	None	Repair services	No	All		[Action Icons]
TEST544	06/21/23	Issued	None	5 Box of Kitech Commodity	No	All		[Action Icons]

- Confirmations awaiting buy
- Open Orders
- Orders not acknowledged
- Orders not invoiced
- Orders past due
- Orders Pending Confirmation
- Orders with pending changes
- Overdue Confirmations
- POs Pending Rework
- POs with service lines
- Create View

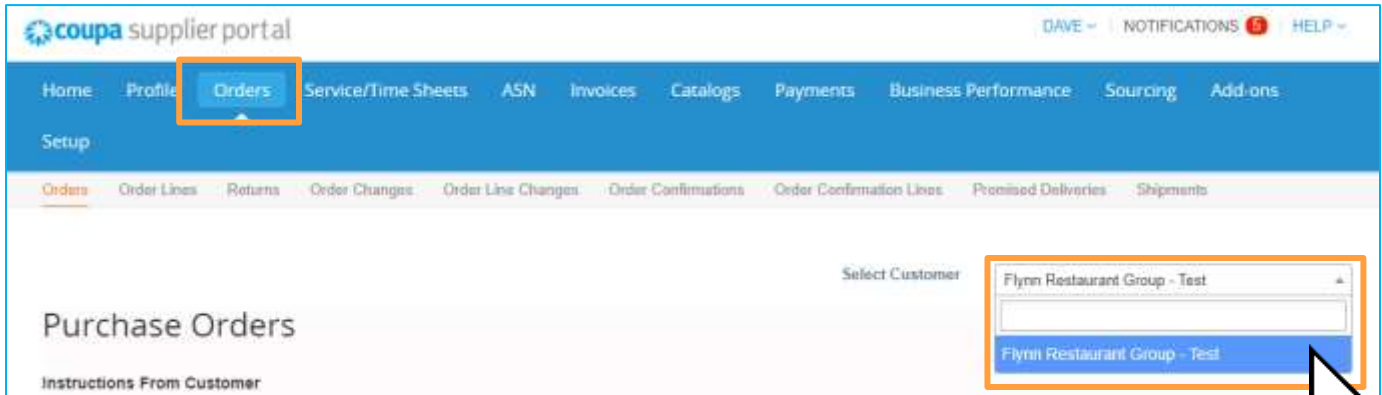
## What is a soft closed PO?

A soft closed PO is a PO that has been fully invoiced or closed by Flynn. Flynn may choose to reopen a soft closed PO, for example, if an invoice or credit memo submission is needed or if the PO was closed prematurely or by mistake.

## Invoice FAQs

### How do I create an invoice?

1. On the main menu, click on the **Orders** tab. If you are connected to more than one Coupa customer, select Flynn from the **Select Customer** dropdown menu.

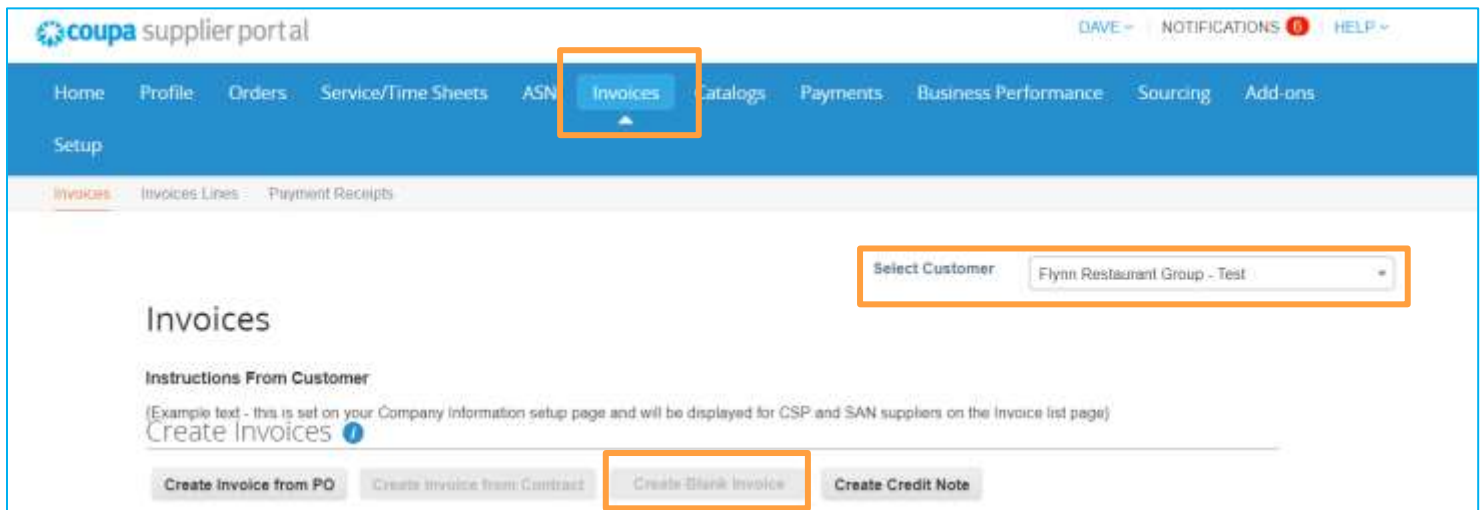


2. Locate your Order and click on the **Gold Coin** Icon under “**Actions**”.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
TEST554	06/21/23	Issued	06/22/23	Repair services	No	500.00		
TEST553	06/21/23	Issued	None	Repair services	No	500.00		

## How do I create an invoice that isn't backed by a purchase order?

To create a non-PO backed (also known as Blank Invoice), click on the **Invoices** tab on the main menu. If you are connected to more than one Coupa customer, select Flynn from the **Select Customer** dropdown menu. Click on the Create Blank Invoice button above the Invoices table.



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Payments', 'Business Performance', 'Sourcing', and 'Add-ons'. The 'Invoices' tab is highlighted. Below the navigation bar, there is a 'Select Customer' dropdown menu with 'Flynn Restaurant Group - Test' selected. The main content area is titled 'Invoices' and includes 'Instructions From Customer' and a 'Create Invoices' button. At the bottom, there are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The 'Create Blank Invoice' button is highlighted.

## What options are available for me to submit invoices to Flynn?

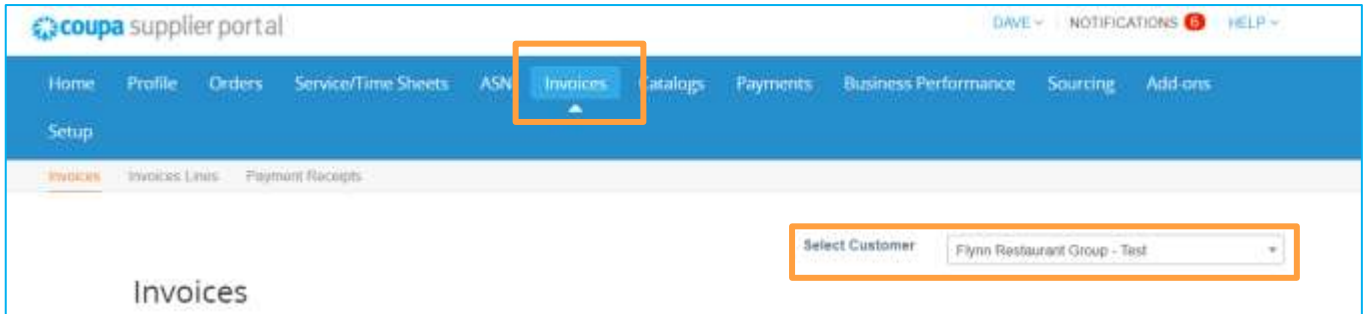
You and Flynn should discuss which of the following methods they want to use:

- The CSP, where you can manage your POs and quickly flip them into an invoice.
- Supplier Actionable Notifications (SAN), where you can create an invoice directly from the email without logging into the CSP.
- cXML, where you can automate the process of sending an invoice by using Coupa's standard cXML format (Note: Requires technical setup to enable this channel).

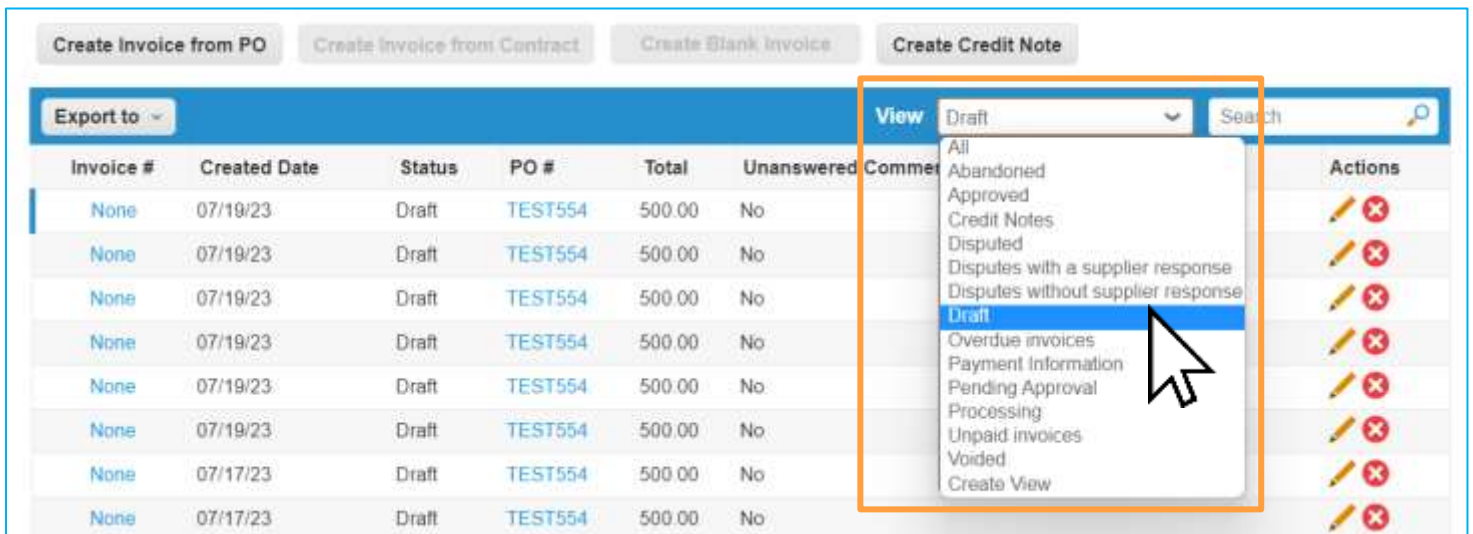


## How do I know if an invoice has been registered?

1. On the main menu, click on the Invoices tab. Select Flynn from the **Select Customer** drop-down menu. Look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice is not there, it's not in the system.



2. From the table, select **Draft** from the **View** drop-down, and ensure that the submitted Invoice is not there.



## If there are expenses related to the invoice, do I need to enter them as a separate line item?

Expenses related to line items can be entered under the Totals & Taxes section as tax, shipping or misc. expenses. If the expenses do not fall into this category, you can then add additional PO lines.



### **What does the status "Tolerance Hold" on an invoice mean?**

It means your invoiced amount significantly differs from the PO. If an invoice in "Tolerance Hold" status has been on hold for awhile, ask Flynn to review it.

### **What are the drop-down options for "requestor" when submitting a Non- PO Backed Invoice? Are they store numbers, manager's names, etc.?**

The drop-down for requestor will be both stores and names. You can choose either depending on the situation i.e. depending on who requested the invoiced goods or services.

### **Should I add the AP contact in comments when submitting invoices?**

For non-PO backed invoices we suggest selecting the requestor on Invoice to ensure routing of invoice to the accurate AP contact in Coupa. An AP contact need not be added in comments.

### **If I am already sending invoices via EDI do I now have to do it manually?**

Please reach out to the Flynn Supplier Enablement team at [supplierenablement@flynnrg.com](mailto:supplierenablement@flynnrg.com) and they will provide options to help automate the process.

### **What do I do if an invoice was rejected?**

Create a new invoice to replace the one that was rejected, if applicable.

## How do I create a credit note?

1. Log in to the CSP and click on the **Orders** tab on the main menu. Choose the PO you would like to create a credit note for and select the red coins. You'll create a negative invoice with either a negative quantity or a negative amount.

The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is highlighted in the main navigation menu. Below the navigation, there is a 'Select Customer' dropdown menu set to 'Flynn Restaurant Group - Test'. The main content area is titled 'Purchase Orders' and includes an 'Instructions From Customer' section with a text box containing '(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)'. Below the instructions is a button labeled 'Click the Action to Invoice from a Purchase Order'. A table of purchase orders is displayed with columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The table contains three rows of data. The 'Actions' column for each row contains a set of icons, with a red coin icon highlighted by a mouse cursor.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
TEST554	06/21/23	Issued	06/22/23	Repair services	No	500.00		[Action Icons]
TEST553	06/21/23	Issued	None	Repair services	No	500.00		[Action Icons]
TEST544	06/21/23	Issued	None	5 Box of Kilech Commodity	No	1,000.00		[Action Icons]

## Who should I reach out to if I have a question that was not answered?

Please send an email to [supplierenablement@flynnrg.com](mailto:supplierenablement@flynnrg.com) with any questions that you may have.