

FAQs: Ecotrak and Coupa

About this Guide

This guide answers commonly asked questions regarding Purchase Orders (POs), the Coupa Supplier Portal (Account, Login, and Registration), and Invoices specific if you are using the Ecotrak system to generate Work Orders then invoicing through Coupa.

This guide contains the following sections.

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

Ecotrak FAQs

Do I continue to use Ecotrak for my Work Order and Proposals?

Yes, you will continue to use Ecotrak to interact with Flynn for WOs and proposals. Once you get to the invoicing side, that is when you will be directed to Coupa.

Will I need to have login credentials for Ecotrak and Coupa?

Yes, you will have login credentials for both systems and will be utilizing both systems together to submit bids (Ecotrak) and invoice (Coupa).

How long will it take a work order to show up in Coupa so I can invoice?

The integrations between Ecotrak and Coupa should be real time, but it may take up to 15 minutes to see a work order flow over to Coupa.

How will the integration of Ecotrak and Coupa work?

Once you mark a work order as complete in Ecotrak and enter in your failure type, resolution and warranty information, a reference PO will be created automatically in Coupa. You will use this PO to invoice. Once the invoice is approved in Coupa, the information sync to Ecotrak automatically.

What if the Flynn team feels that work has not been completed? How are disputes handled?

The “not fixed” button is going to be removed from Ecotrak. If the Flynn team feels that something was not fixed, your invoice will be disputed in Coupa and can be resubmitted once concerns are addressed.

If additional work is needed and costs incurred, it will need a new Ecotrak proposal and work order.

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?

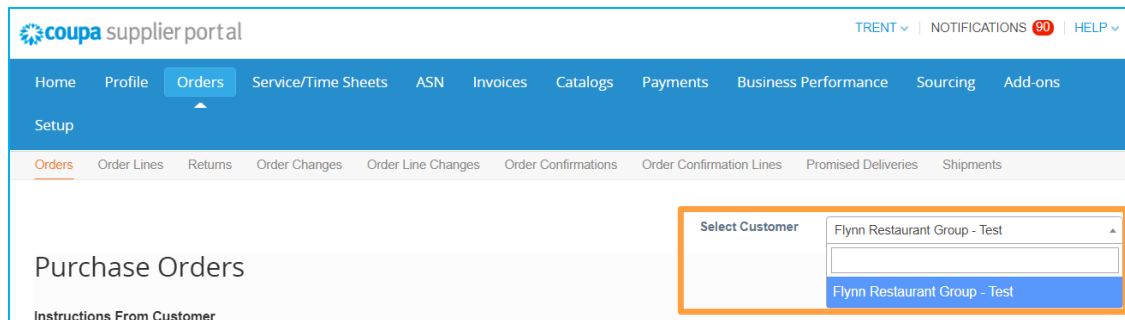
If you are new to Coupa, Flynn will send you a registration email to register for the CSP and “link” to the Flynn Marketplace. You can also register for the CSP to transact in Coupa with your other customers.

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 supplierenablement@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.



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

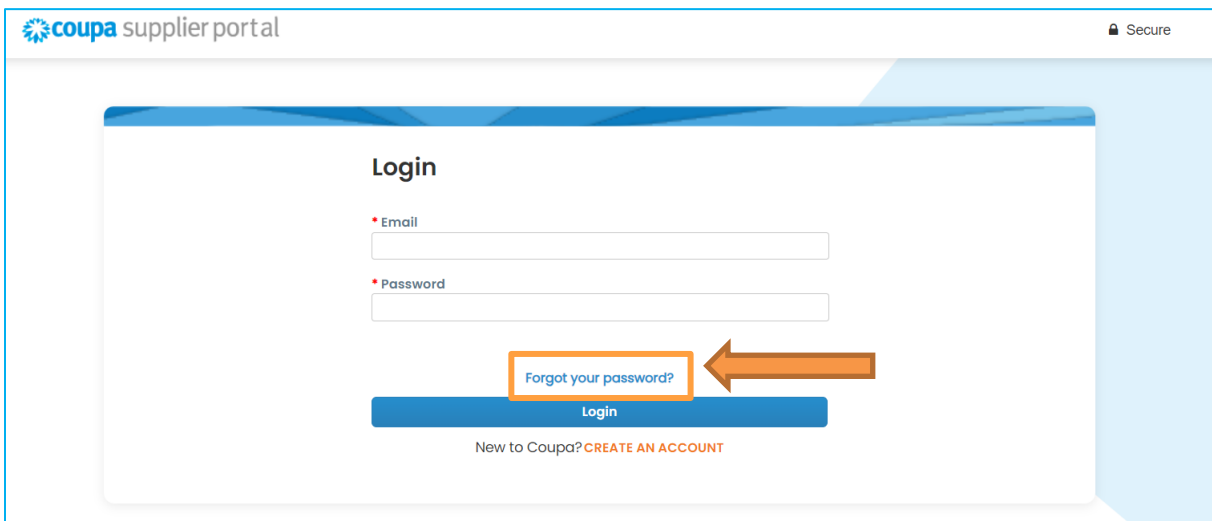
Contact your IT department or Flynn. Your IT department can sometimes grant someone temporary access to the email to log in as the Admin that left your company and add you as a user with full access to all roles and permissions. You can also have Flynn change the contact information for you as a supplier 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 supplierenablement@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 supplierenablement@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.coupahost.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 with your preferred email.

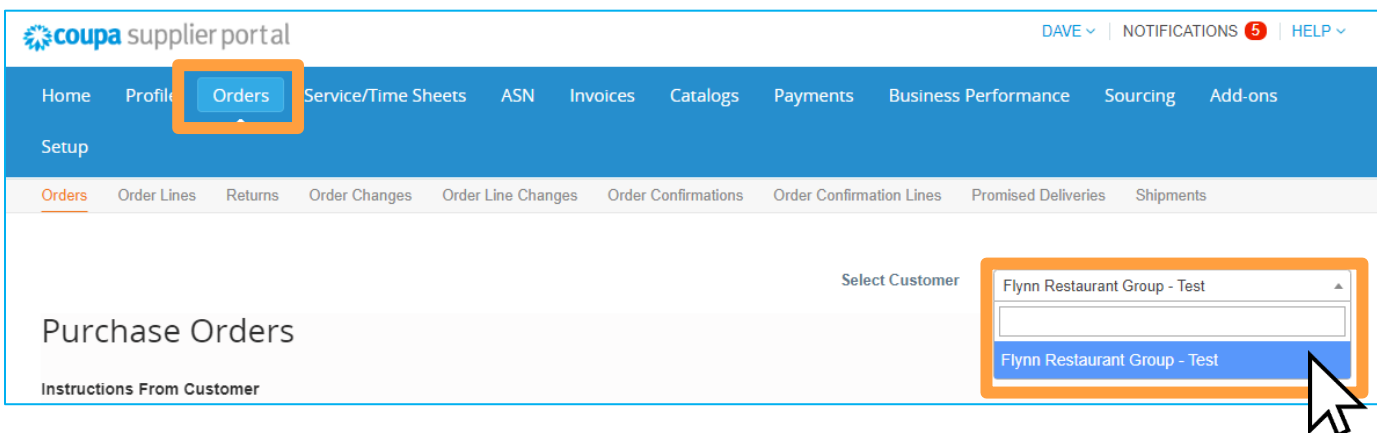
When will I receive an invite to the CSP?

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.

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 for further assistance with how to fill out the hosted catalog excel sheet for Flynn.

How do I invoice a purchase order?

Remember, when you complete a Work Order in Ecotrak, a PO will be created in Coupa for you to invoice against. 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		
TEST553	06/21/23	Issued	None	Repair services	No	500.00		

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	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		
TEST544	06/21/23	Issued	None	5 Box of Kitech Commodity	No			

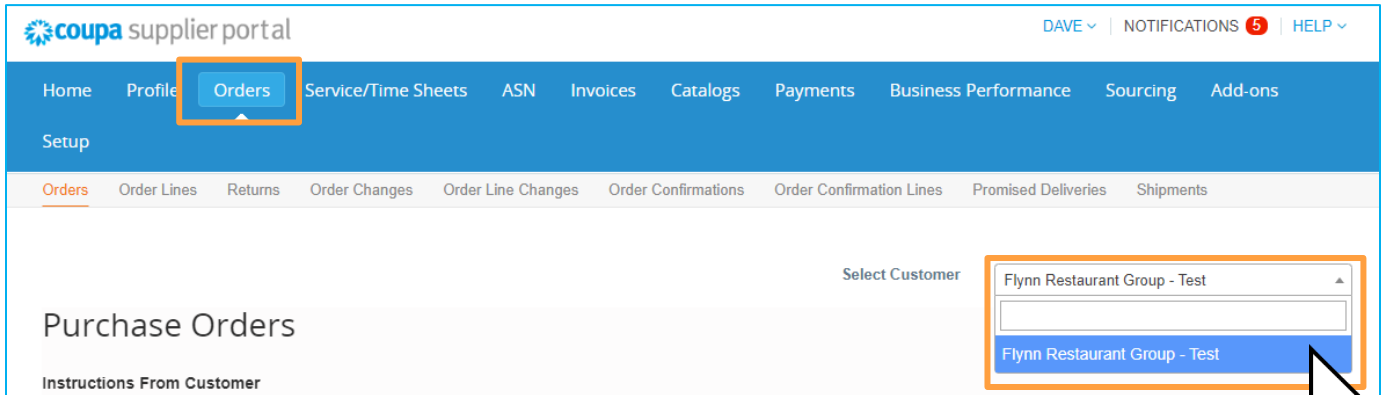
What is a soft closed PO?

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”**.

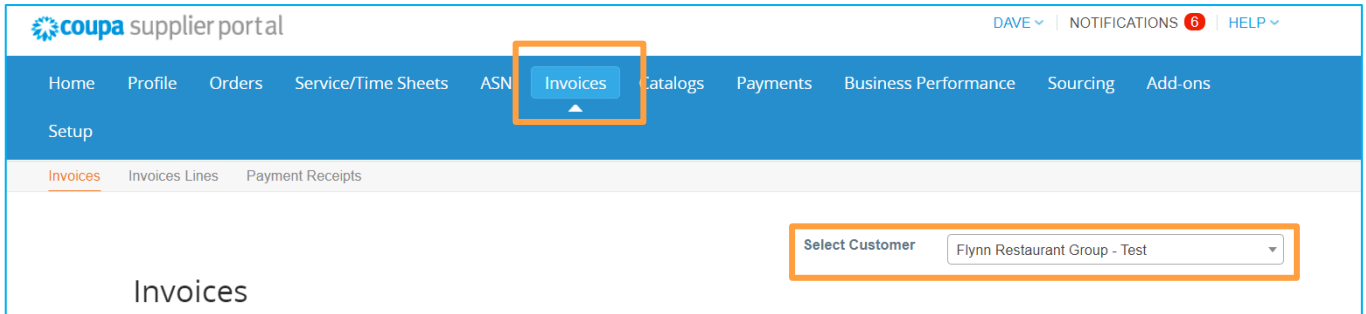
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
TEST554	06/21/23	Issued	06/22/23	Repair services	No	500.00		
TEST553	06/21/23	Issued	None	Repair services	No	500.00		

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

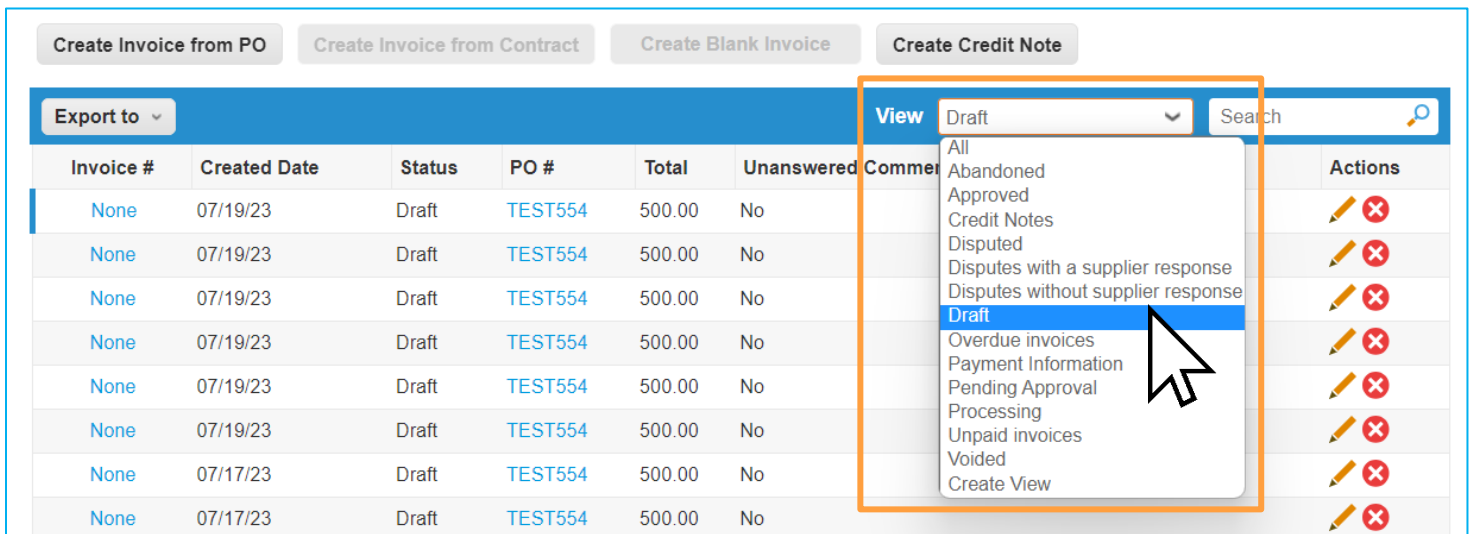
If you need to create an invoice that is non-PO backed, please see additional documentation on [Creating a Non-PO Backed Invoice](#).

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 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 top navigation bar. Below the navigation bar, there are sub-tabs for 'Orders', 'Order Lines', 'Returns', etc. The main content area shows 'Purchase Orders' for the customer 'Flynn Restaurant Group - Test'. There is a section for 'Instructions From Customer' with a text box containing 'Click the Action to Invoice from a Purchase Order'. Below this is a table of purchase orders with columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The 'Actions' column for the first three rows contains a red coin icon, which is 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		[Red Coin Icon]
TEST553	06/21/23	Issued	None	Repair services	No	500.00		[Red Coin Icon]
TEST544	06/21/23	Issued	None	5 Box of Kitech Commodity	No	1,000.00		[Red Coin Icon]

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

Please send an email to supplierenablement@flynnrg.com with any questions that you may have regarding Coupa, if you have questions specific to Ecotrak, please reach out to ecotrak@flynnrg.com.