COUPA SUPPLIER PORTAL (CSP) FAQ

General Information

Q: What is the Coupa Supplier Portal (CSP)?

A: The Coupa Supplier Portal (CSP) is a cloud-based platform, designed specifically for buyers and suppliers to collaborate. Suppliers can use the CSP to update their business details, manage their catalogues, view their purchase orders and check the status of their transactions without having to contact an Accounts Payable department.

Q: Where can suppliers find more information about working with Coupa?

A: For more information about Coupa, suppliers can visit the Coupa Supplier page.

Account, registration and log in

Q: How much does it cost to join the Coupa Supplier Portal (CSP)?

A: There is no charge to use the Coupa Supplier Portal.

Q: Will you need to install or download additional software to work within the Coupa Supplier Portal (CSP)?

A: No additional software is required. You will only need access to the internet and an email account to access the Coupa Supplier Portal.

Q: How can I register in Coupa Supplier Portal for the LEGO Group?

A: If you are an existing supplier to the LEGO Group, please send your primary contact details (First Name, Last Name and email account) to Purchasing Support:

psemea@lego.com (EMEA)
PSAPAC@LEGO.com (APAC)
PSAME@LEGO.com (AMERICAS)

As a next step, you will receive an email invite to register in Coupa.

Q: I am registered on the Coupa Supplier Portal (CSP), but I have forgotten my password, how can I get a new password?

A: On the CSP website, click on "Forget Your Password?" and provide your email address linked to your account and Coupa will send you a link to reset your password.

Q: I would like to change my business details (i.e. bank account) what do I do?

A: Business details such as address and contact persons can be changed via the CSP → Profile → The LEGO Group customer profile. To request an update to your bank account, please attach an updated Completed & Signed documentation letter in the designated area and add a comment to your response (at the bottom of the page), notifying The LEGO Group that the bank account was updated in the Documentation letter.

Sourcing

Q: How can I access a sourcing event?

A: You can access a Coupa account or the Coupa Supplier Portal to take part in sourcing events. You can access an event directly from a sourcing event e-mail invite. Your customer (buyer) can set up Coupa to require you to have an account and sign in to view sourcing events. In this case, you get an email the first time you are invited to an event. The email contains your username (your email) and a link to set up your password.

Q: What is the best practice for entering responses?

A: Export to Excel, enter your response, and import the file. This helps you enter your responses offline. Note that if the event is closed for editing, the originally downloaded file cannot be uploaded and you have to download the file from the revised event.

Q: How do I know if my response was submitted?

A: As a supplier, you can find out if your response was submitted from:

- The flash message that indicates if the response went through.
- The history at the bottom of the event page that indicates the total amount, response name, and the time the response was submitted.

Q: Suppliers do not see the sourcing portal in their native language by default?

A: Correct, by default the language is set to English. This is LEGO Group's official company language. Suppliers can always change the language of the instance manually.

Q: How can I avoid losing my data if the browser times out?

A: Depending on the time you need to fill in your responses, your browser might time out. To avoid losing your responses, enter them offline by using the exported .csv file and import the file back into the event.

If you decide to fill in your responses online, make sure you save your changes frequently.

Q: What happens when an event is being edited?

A: If the buyer is changing an event, the event closes for editing. If you attempt to view an event that is being edited, you will see a notification saying "Event is being edited". When the buyer finishes making changes and submits the event, a new revision of the event is created and you receive an e-mail notification. When you access the edited event, you have to accept the changes while entering your response.

Q: What do I do when the Submit button is greyed out?

A: If the event owner/creator has made changes to the event, you need to accept changes before you can submit your bid. The checkbox to accept changes is above the **Submit** button.

Q: Why do I keep getting reminder emails?

A: You receive emails periodically reminding you that you have an event that is about to end. If you have not submitted your response, you need to respond within the last day of the event. If you have responded, you can ignore the reminder emails.

PURCHASE ORDERS

Q: Can I check my list of purchase orders in Coupa?

A: Yes, you can check your list of orders generated in Coupa via the Coupa Supplier Portal. You will need to request the invite by the LEGO Group to register in Coupa first.

In case you are also receiving orders generated by other LEGO systems, these other orders will not be available in Coupa.

Q: Can I receive the purchase orders via email rather than checking them in the Coupa Supplier Portal?

A: Yes, please ensure the domain @coupahost.com is whitelisted, so Purchase Orders from the Coupa system do not end up in a spam folder.

Q: I keep receiving purchase orders from the LEGO Group from a non-Coupa email address. Is that normal?

A: Yes, this is normal. Some types of our orders are not generated in Coupa – orders related to production/manufacturing, distribution, some marketing campaigns, etc.

CATALOGUES

Q: How can I make my catalogue available online for the LEGO Group via Coupa?

A: Contact your LEGO Group Procurement contact to discuss any opportunities to make your catalogue available online, or alternatively contact Purchasing Support:

psemea@lego.com (EMEA)
PSAPAC@LEGO.com (APAC)
PSAME@LEGO.com (AMERICAS)

Q: I need to update / introduce changes in my catalogue which is already available online for LEGO Group via Coupa. Who can I contact?

A: Contact your LEGO Group Procurement contact, or alternatively contact Purchasing Support:

psemea@lego.com (EMEA)
PSAPAC@LEGO.com (APAC)
PSAME@LEGO.com (AMERICAS)

INVOICES

Q: Can I submit my invoices to the LEGO Group via Coupa?

A: No, the LEGO Group does not use Coupa to receive invoices. You should follow the instructions in the purchase orders to submit invoices e.g. in PDF format by email including purchase order no. and line no. on the invoice.

Q: Can I check the status of my submitted invoices in Coupa?

A: Yes, you can check the status of your submitted Invoices in the Coupa Supplier Portal. You will need to request the invite by the LEGO Group to register in Coupa, and then you will be able to check invoice status (e.g. Approved / Paid) and Payment Due Date.