

FAQ – Coupa

General information

What is Coupa?	<p>Coupa is one of the leading cloud platforms for spend management and procurement.</p> <p>Using the Coupa platform optimizes procurement processes and improves the efficiency of supplier relationships. As Villeroy&Boch AG, we will enter the next phase of our digital transformation in the coming months and replace our previous procurement system with Coupa.</p>
What is the Coupa supplier portal and what functions does it offer?	<p>The Coupa Supplier Portal is a platform that enables suppliers to interact effectively with their customers who use the Coupa platform for procurement. The CSP enables, among other things, the receipt and display of orders, the updating of supplier master data and the management of catalogs.</p>
What are the costs if I want to register in the Coupa Supplier Portal (CSP)?	<p>The usage of the Coupa Supplier Portal (CSP) is completely free of charge for you.</p>
I already have a profile in the Coupa Supplier Portal (CSP) with another customer, do I have to register again?	<p>You do not have to register again in the CSP. Instead, you will receive an invitation link from us, with which the connection to Villeroy&Boch can be established.</p>
Will there be any changes to the payment process after the switch to the Coupa Supplier Portal (CSP)?	<p>The payment process will not change for the time being due to the use of Coupa. Please continue to send all invoices to the relevant V&B billing address in accordance with the order form.</p>
Where can I find out more about the Coupa Supplier Portal?	<p>The Coupa Compass Portal contains lots of helpful information and resources for Coupa suppliers. You can find the Coupa Compass Portal at the following link: https://compass.coupa.com/de-de/products/product-documentation/supplier-resources/for-suppliers</p>

Login, registration

How can I register for the Coupa Supplier Portal (CSP)?	Existing suppliers will receive a link from us to register in the Coupa Supplier Portal. In principle, you can register in the Coupa Supplier Portal at any time when you receive an order.
Where can I log in to the Coupa Supplier Portal (CSP)?	After registering, suppliers can log in at http://supplier.coupahost.com using the user data provided.
How can I recover my password?	To recover the password, suppliers can click on “Forgot your password” in the CSP login screen and follow the steps indicated here. An e-mail will then be sent in which the password can be reset and restored.
How do I recognize that I am associated with Villeroy&Boch?	You will find different dropdowns in the individual tabs, which contain all your customers.
How can I add another user for the Coupa Supplier Portal (CSP)?	Additional users can be invited under Configuration via the Administrator tab and then Users. Different access rights can be set up for the individual users.
What should I do if I have received an invitation to the CSP but am not the right person to contact?	You can forward the invitation to the person responsible at any time.

Orders

How do I receive my orders from Villeroy&Boch?	<p>You should have received an email from Villeroy&Boch regarding the Coupa Supplier Portal (CSP) or the Supplier Actionable Notifications (SAN). If you use the SAN, purchase orders will be sent to the email address specified in the PO email field. This may be the same as or different from the primary contact's email address. If a different email address should be used, please let us know.</p> <p>The CSP allows you to view and edit the orders you receive from Villeroy&Boch by logging into the Coupa Supplier Portal. The CSP also allows you to filter out who has access to transactions and suppliers. Users can manage their notification settings as desired.</p>
How will I be notified when there is a new order?	Coupa sends notifications when an order is issued via the Coupa Supplier Portal (CSP). The notifications can be set via e-mail, online and SMS.
Where can I view orders from Villeroy&Boch in the Coupa Supplier Portal (CSP)?	Under the Orders tab, you can select Villeroy&Boch as a customer and view your orders accordingly.

Catalogues

What is a catalog?	A catalog is a list of items that can be purchased through Coupa. It contains the item name, price, pictures, specifications and much more.
Can I change my catalog once it has been published?	Yes, once your Coupa supplier portal is set up, you can make changes to your catalog through the portal. Changes will be forwarded to buyers for review before publication.
Are catalogs the only way to receive orders in Coupa?	No. Coupa has a variety of ordering methods that go beyond catalogs. Coupa can also support a combination of purchase methods if you are able to include some of the items you offer in a catalog, but not all. If you have concerns, we are happy to work with you to determine the best ordering method for your business.
What is a punchout?	With a Punchout, Coupa users follow a link to your company's e-commerce site where they shop as they normally would. When a user proceeds to checkout, they are brought back to Coupa with the selected goods in their Coupa cart. Users can then submit a request in Coupa using the items, costs and details from your company's website. A Punchout website requires your business to be able to host a website with customized items and pricing.

EDI

What does EDI mean?	EDI is the acronym for Electronic Data Interchange, which refers to the electronic exchange of business documents.
Welche Vorteile bietet EDI?	Mit Hilfe der Direktverbindung mittels EDI beschleunigen wir die Kommunikationswege zwischen den Systemen und reduzieren manuelle Aufwände auf beiden Seiten.
Welche Formate unterstützen wir?	Für den EDI-Austausch verwenden wir standardmäßig EDIFACT96A oder EDIFACT96B über AS2 oder X400.
Welche Nachrichtenarten unterstützen wir?	Aktuell unterstützen wir seitens Villeroy&Boch die Nachrichtenarten ORDERS, ORDRSP, DESADV und INVOIC.
Wer steht uns bei Rückfragen zur Verfügung?	Bei Fragen zum Thema EDI oder wenn Interesse Ihrerseits an einer EDI-Verbindung mit Villeroy&Boch besteht wenden Sie sich an das Postfach coupa@villeroy-boch.com