CSP - order processing

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Receive orders

According to your notification preferences you will receive orders via mail or Coupa notifications.

The listed "PO email" will always receive the order notification by mail.

Via "View order" or "Manage order" you will be directed to the order in the CSP.

All other users can disable the mail.

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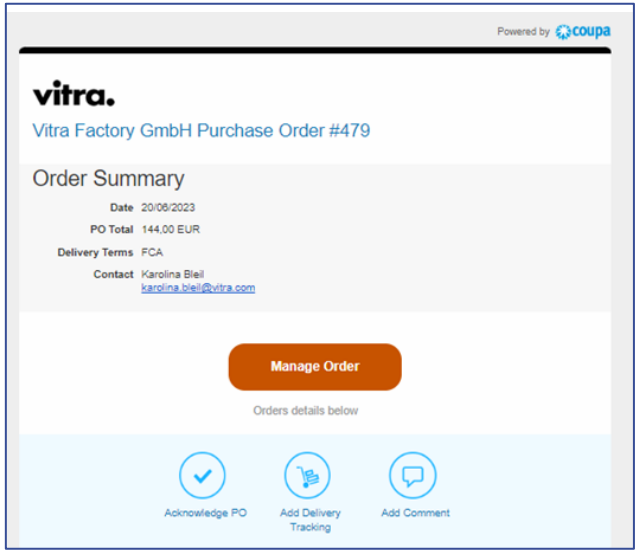
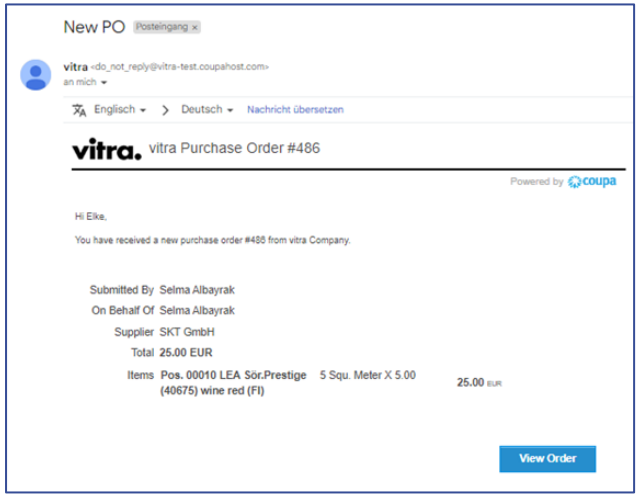


Bestellung an PO-E-Mail-Adresse



Bestellung an registrierte Benutzer

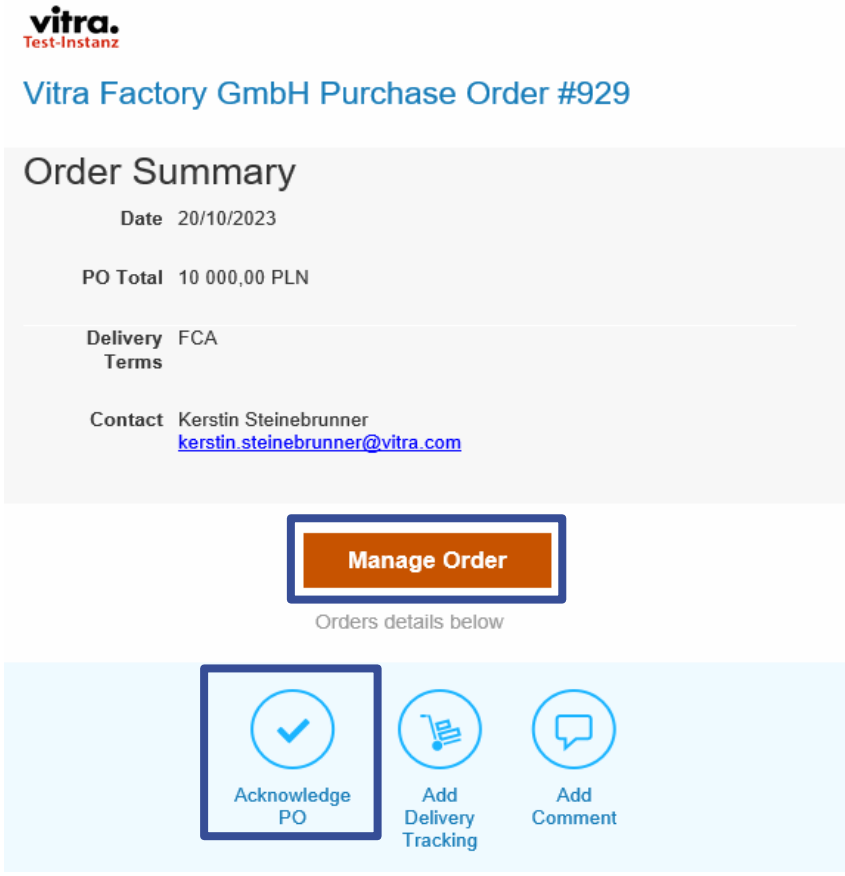
Acknowledge an order

→ Attention! If you click the field "Acknowledge PO" the order will be acknowledged directly!

In this case the order acknowledgement number will not be transmitted.

→ **Therefore, we recommend to click on "Manage order".**

When clicking on "Manage Order" you will be redirected to the Coupa Supplier Portal. There, you can view your order, indicate your order confirmation number and then check the box "Acknowledged" (further explanation can be found on the page 9)



View your orders

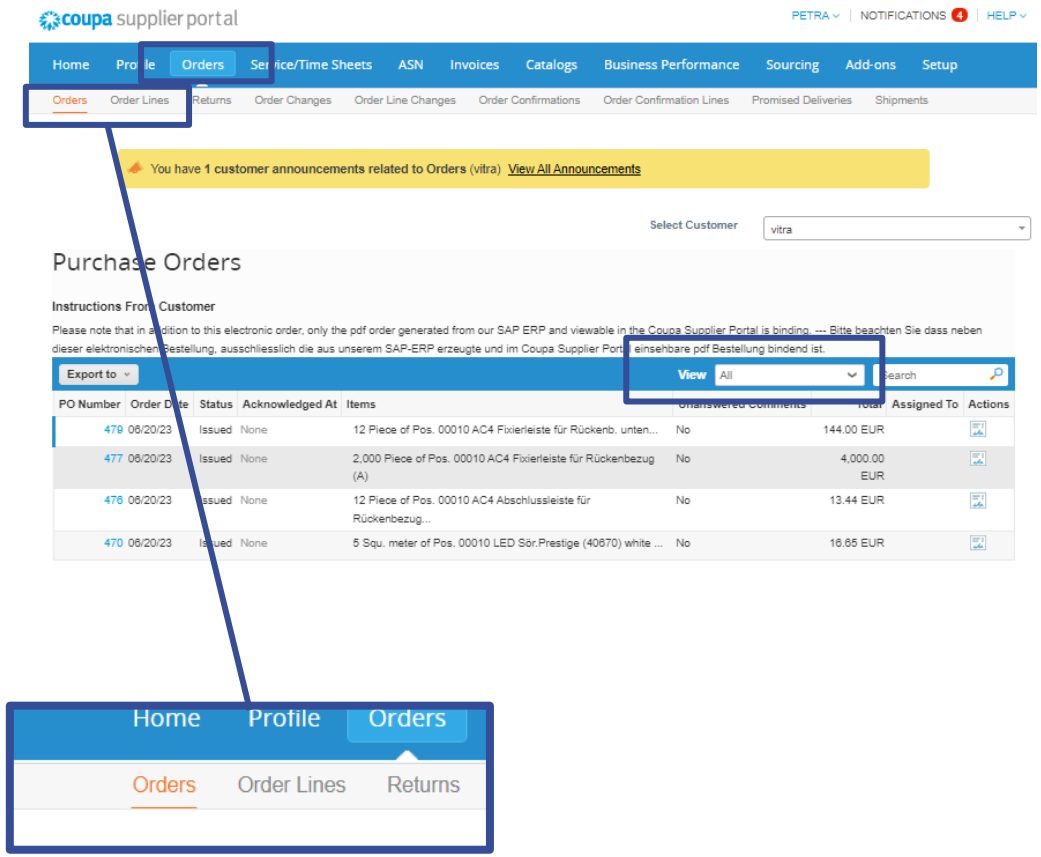
To view all orders, click on "Orders" in the blue header line.

Now you can see all orders and filter them through the drop-down menu "View".

In «orders» you will see all orders and view the information of the header line.

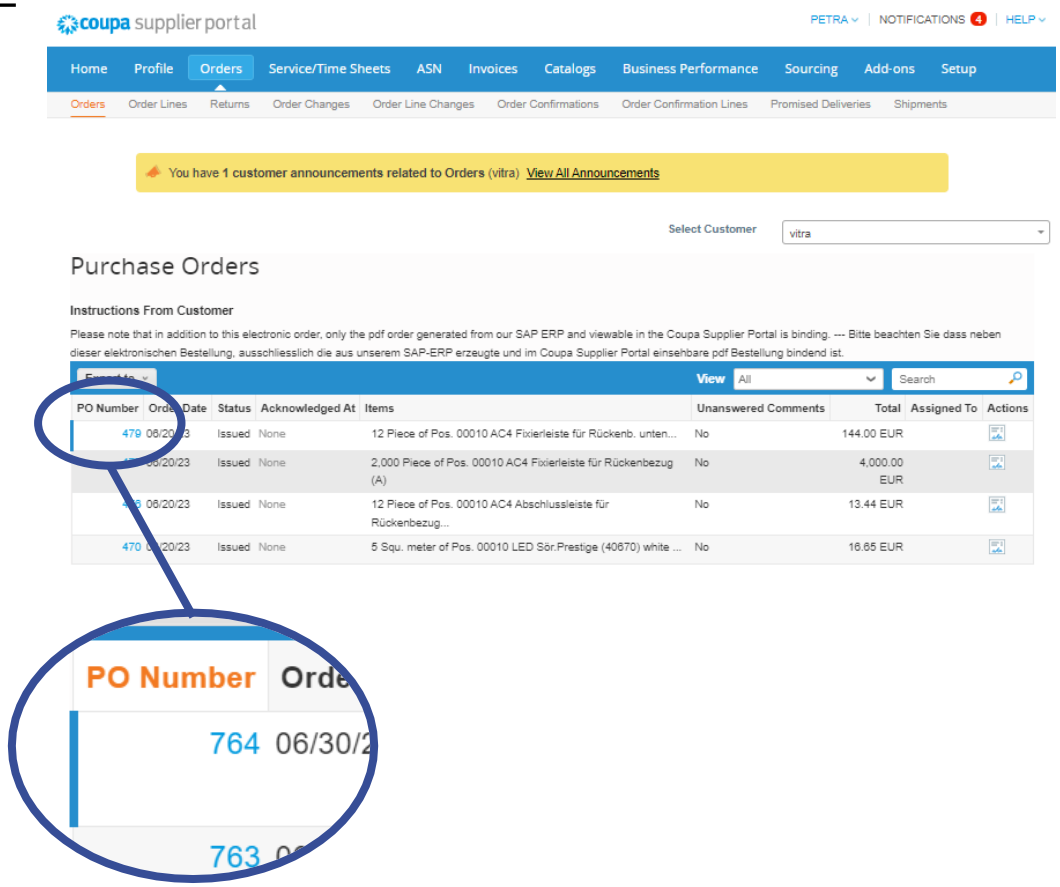
In «order items» you can see the individual order items and view the information about each order item.

Since some data is only available either on the header or on the item, you can display things like order number or order confirmation only in one of the views.



View order details

By clicking on the PO Number you will be directed to the details of your order.

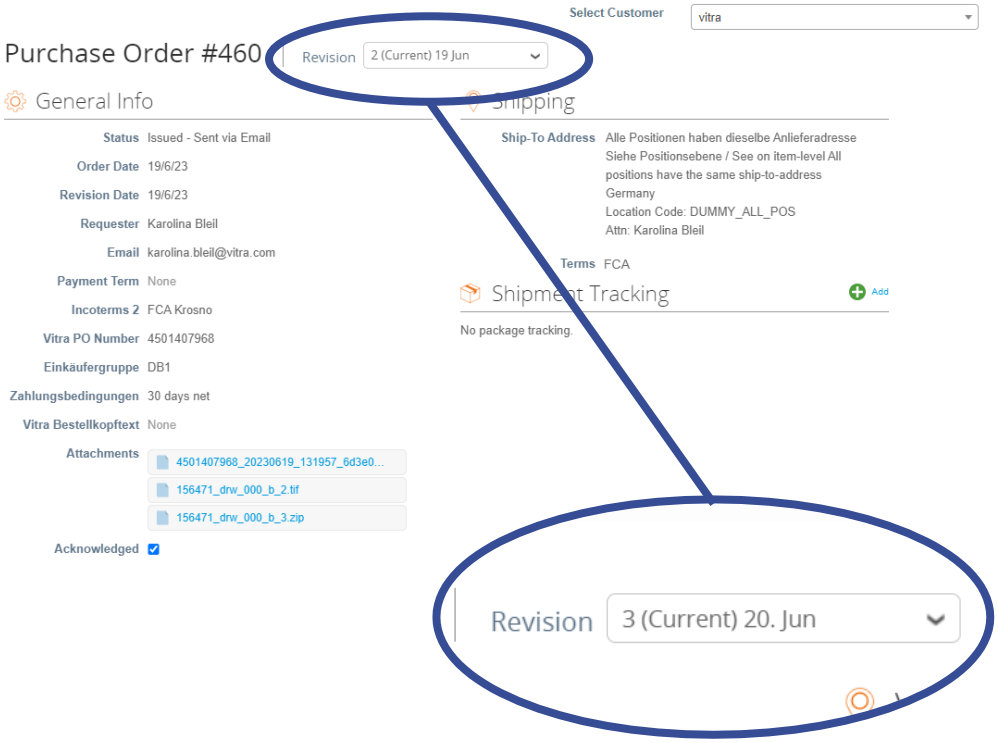


View order details

Header line

On the header level of the order you can see the general order details. In the "Revision" drop-down menu, you can track all order changes which have been made.

The PDF purchase order that accompanies each order is created by the SAP ERP and it is binding.



View order details

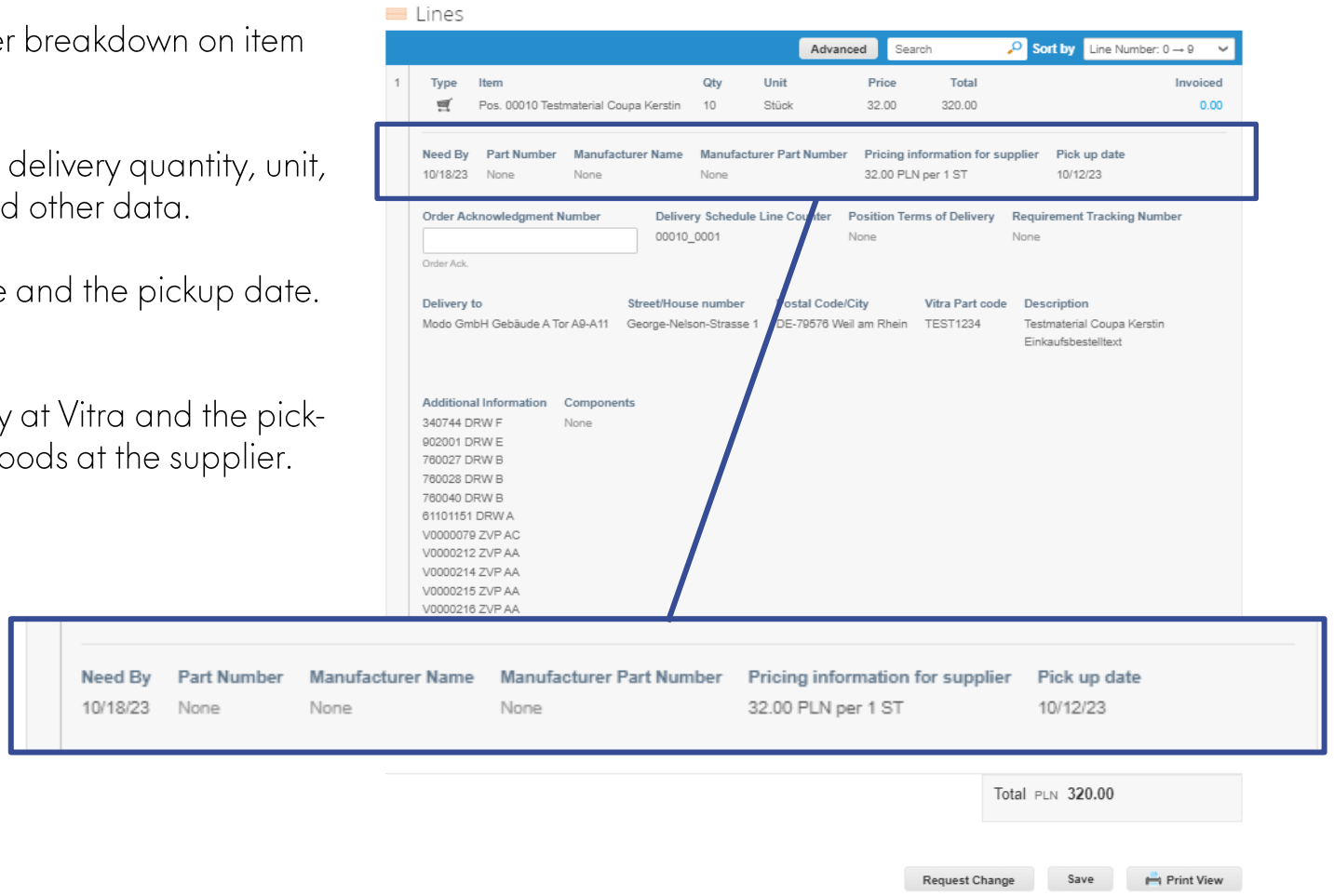
Position line

The general details are followed by an order breakdown on item level.

Here you will find all important data such as delivery quantity, unit, unit price, delivery date, delivery location and other data.

You will also see two dates: the delivery date and the pickup date. (This depends on the agreed Incoterms).

The delivery date refers to the day of delivery at Vitra and the pick-up date refers to the day of loading of the goods at the supplier.



Acknowledge an order

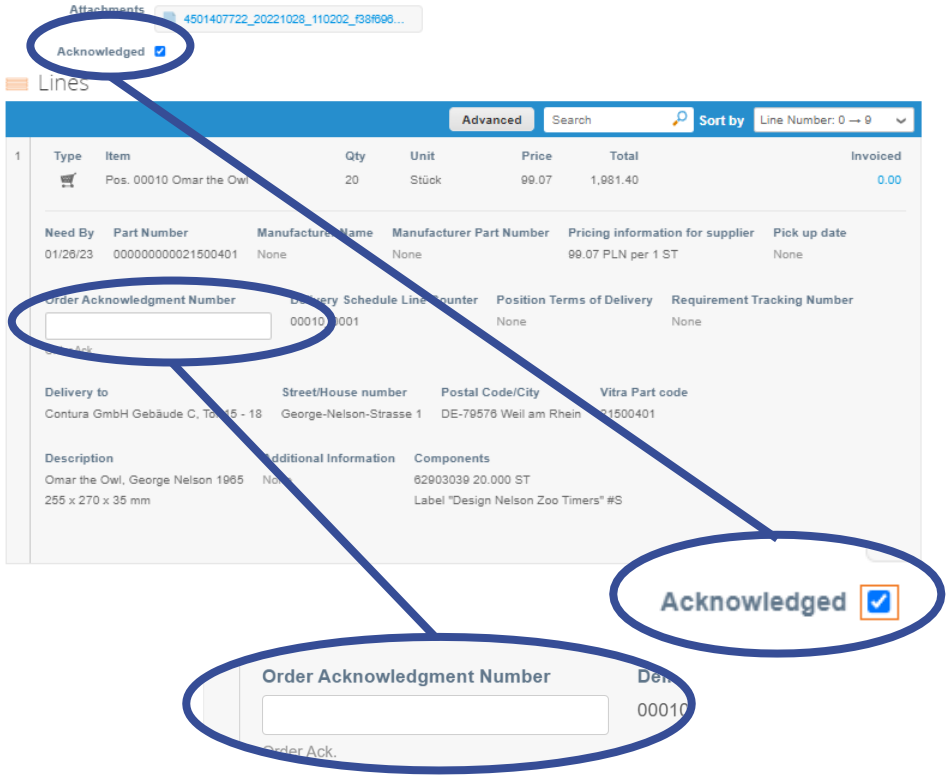
To acknowledge an order, first type in your confirmation number in the given field of every position. Then set the checkmark at confirmed.

1. **Indicate <u>first</u> your order confirmation number.**
2. **<u>Then</u> check the box next to "Acknowledged".**
3. **Please click "Save" to save the order acknowledgement number.**

→ When the box is not checked, the order is not acknowledged.

If you uncheck the box the order will again be considered as not acknowledged.

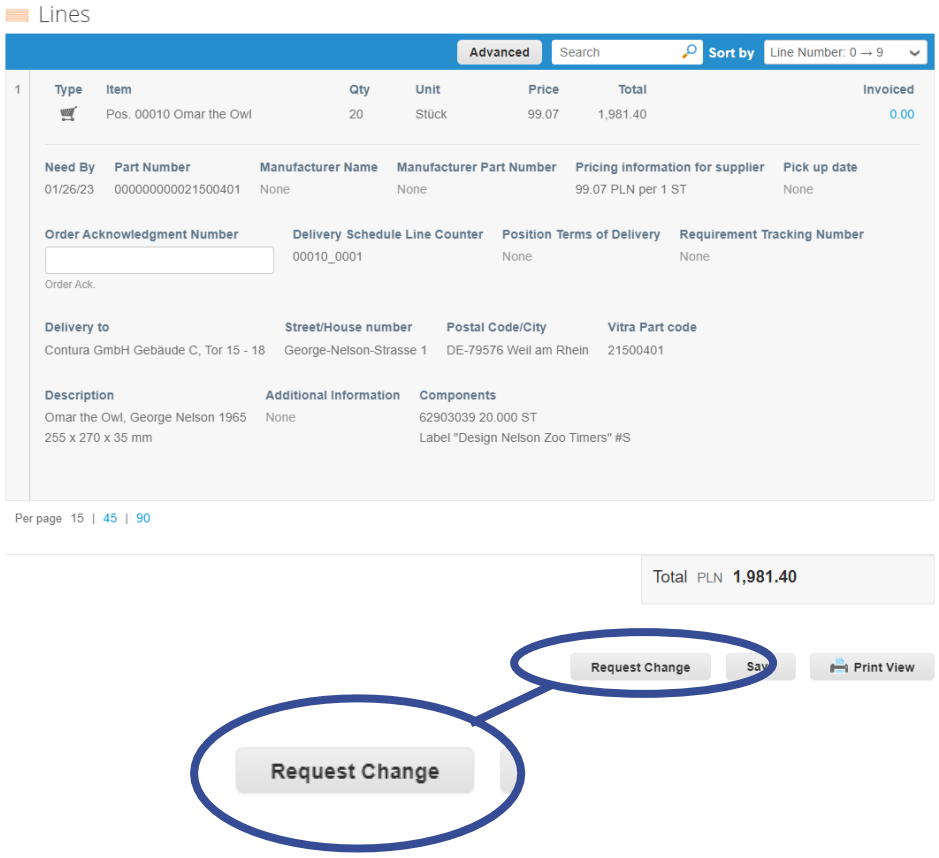
→ Attention! When confirming the date, always confirm the delivery date, not the pick-up date.



Request order change

An order change is a change in quantity, delivery date, or item price.

To request an order change, click on "Request change".

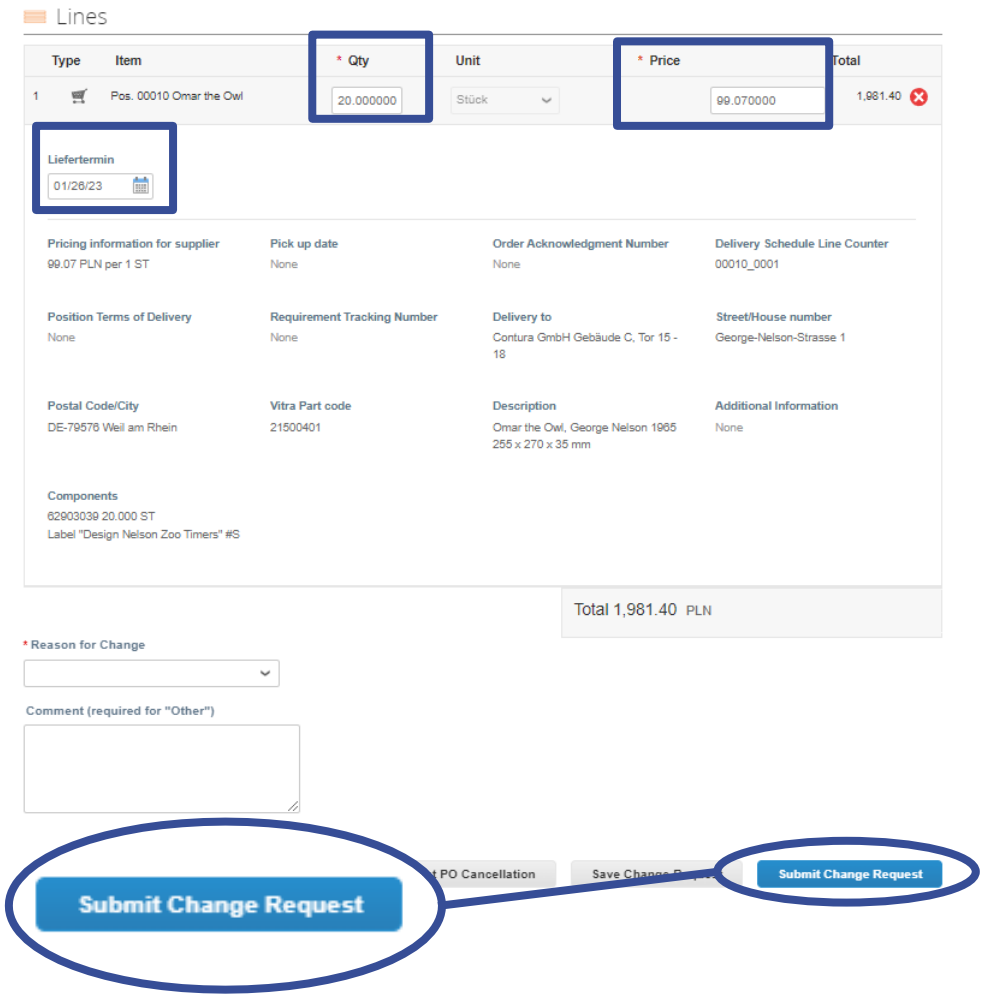


Request order change

It is possible to request a change in quantity, delivery date or price per item. Furthermore, you can leave a comment in the field provided.

Afterwards, please click on **"Submit change request".**

→ If you have submitted a change request, you must wait for its approval/rejection before you can submit a new change request for the same order/order position.



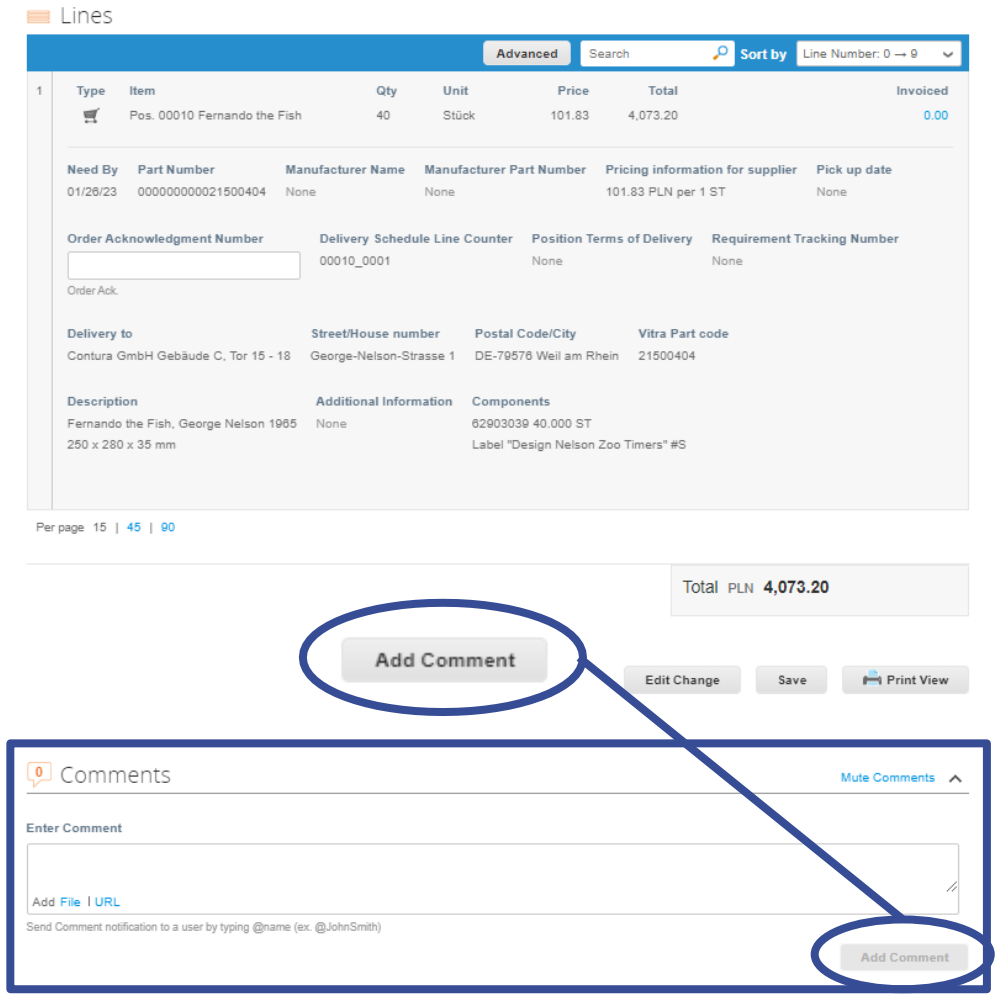
Split an order

If you cannot deliver an order item collectively, **you should not confirm it or request a change.**

Please indicate in the comment field (here: blue box) the item number, the subdivided quantities and the delivery dates.

➔Then click «Add comment» to submit the comment.

Wait until your contact person gets in touch with you to transfer the changes and send them back to you.



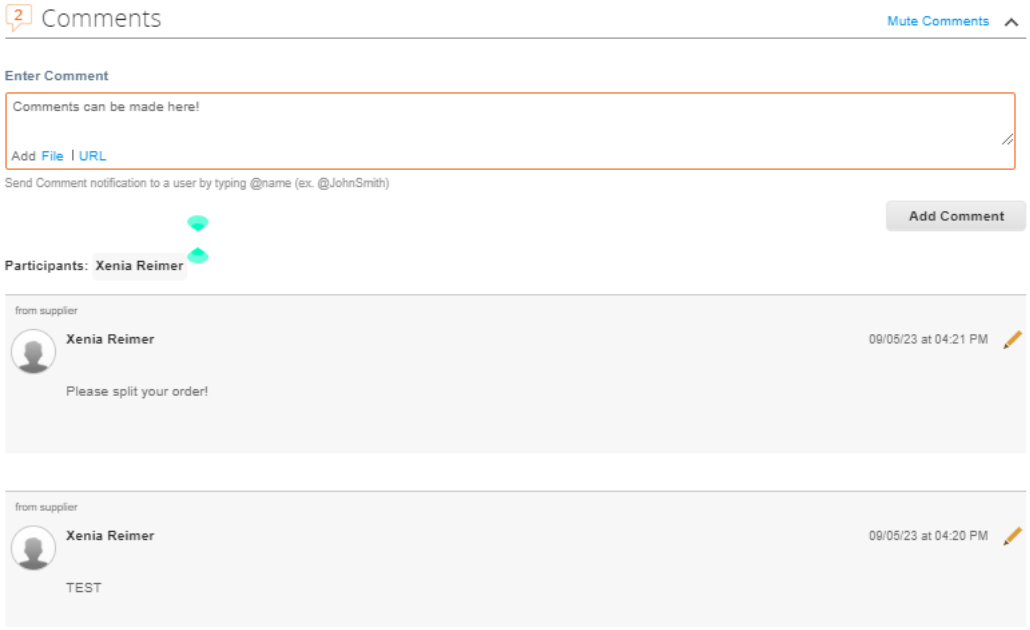
Split an order

After adding the comment, please wait until your contact person gets in touch with you to transfer the changes in the system and send them back to you.

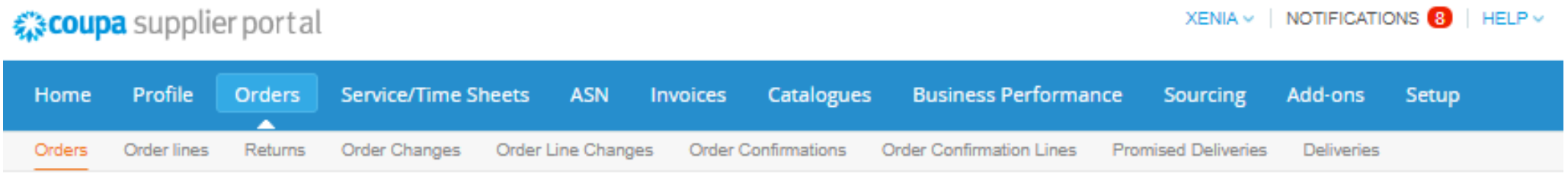
The sent comments can still be viewed and edited afterwards.

No order changes may be made in Coupa when waiting for approval of the order splitting.

→**Attention! A comment itself is no order split yet, but a reqest to split an order.**



Orders



On the tab „Orders“, you find many options in the subheader.

Order lines: You will see every position of every order.

Order changes: You will see which orders were changed by yourself and if a change request was approved or not.

Order line changes: You will see every position which was changed.

Order confirmations: You will see all confirmed orders here.

Order confirmation lines: You will see every position which has been confirmed.

Deliveries: You will see all shipments here.