

CSP - order processing



Content

<u>View your orders</u>	3
<u>Create view</u>	4
<u>Receive orders</u>	6
<u>View order details</u>	7
<u>Header line</u>	8
<u>Order positions</u>	9
<u>Acknowledge an order</u>	10
<u>Request order change</u>	11
<u>Split an order</u>	13
<u>Orders</u>	14

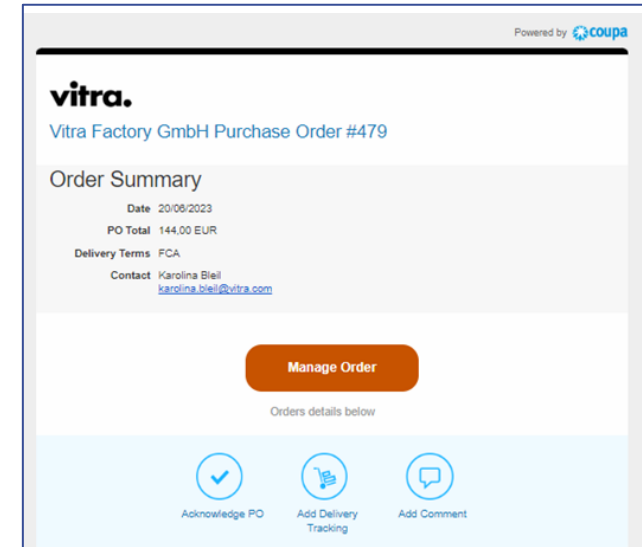
Receive orders

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

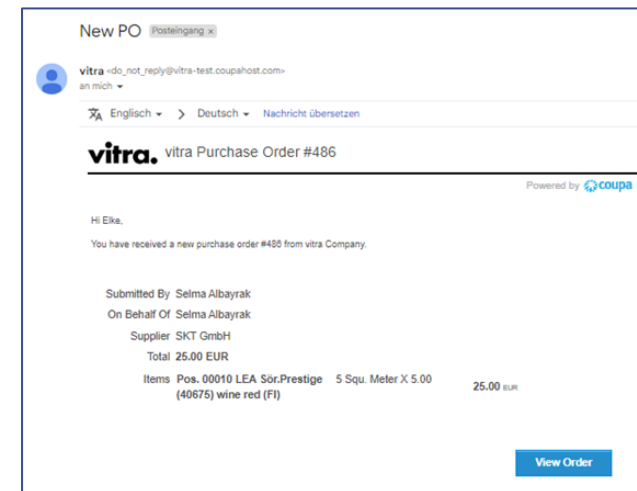
The listed "PO email" will always receive the order notification by mail.

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

All other users can disable the mail.



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)

vitra.
Test-Instanz

Vitra Factory GmbH Purchase Order #929

Order Summary

Date 20/10/2023

PO Total 10 000,00 PLN

Delivery FCA
Terms

Contact Kerstin Steinebrunner
kerstin.steinebrunner@vitra.com

Manage Order

Orders details below



Acknowledge
PO



Add
Delivery
Tracking



Add
Comment

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.

coupa supplier portal PETRA | NOTIFICATIONS 1 | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines Promised Deliveries Shipments

You have 1 customer announcements related to Orders (vitra) [View All Announcements](#)

Select Customer vitra

Purchase Orders

Instructions From Customer
Please note that in addition to this electronic order, only the pdf order generated from our SAP ERP and viewable in the Coupa Supplier Portal is binding. --- Bitte beachten Sie dass neben dieser elektronischen Bestellung, ausschliesslich die aus unserem SAP-ERP erzeugte und im Coupa Supplier Portal einsehbare pdf Bestellung bindend ist.

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered comments	Total	Assigned To	Actions
479	06/20/23	Issued	None	12 Piece of Pos. 00010 AC4 Fixierleiste für Rückenb. unten...	No	144.00 EUR		
477	06/20/23	Issued	None	2,000 Piece of Pos. 00010 AC4 Fixierleiste für Rückenbezug (A)	No	4,000.00 EUR		
476	06/20/23	Issued	None	12 Piece of Pos. 00010 AC4 Abschlussleiste für Rückenbezug...	No	13.44 EUR		
470	06/20/23	Issued	None	5 Squ. meter of Pos. 00010 LED Str.Prestige (40670) white ...	No	16.65 EUR		

Home Profile **Orders**

Orders Order Lines Returns

View order details

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

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'coupa supplier portal' on the left and 'PETRA | NOTIFICATIONS 1 | HELP' on the right. Below this is a menu with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Orders' menu item is active. Below the menu is a yellow notification bar that says 'You have 1 customer announcements related to Orders (vitra) [View All Announcements](#)'. Below that is a 'Select Customer' dropdown menu with 'vitra' selected. The main content area is titled 'Purchase Orders' and contains 'Instructions From Customer' and a table of orders. The table has columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. A blue circle highlights the 'PO Number' column header, and a larger blue circle highlights a specific row with PO Number 764 and Order Date 06/30/23.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
479	06/20/23	Issued	None	12 Piece of Pos. 00010 AC4 Fixierleiste für Rückenb. unten...	No	144.00 EUR		
478	06/20/23	Issued	None	2,000 Piece of Pos. 00010 AC4 Fixierleiste für Rückenbezug (A)	No	4,000.00 EUR		
479	06/20/23	Issued	None	12 Piece of Pos. 00010 AC4 Abschlussleiste für Rückenbezug...	No	13.44 EUR		
470	06/20/23	Issued	None	5 Squ. meter of Pos. 00010 LED Str.Prestige (40670) white ...	No	16.65 EUR		

PO Number	Order Date
764	06/30/23
763	06/30/23

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.

The screenshot shows a purchase order details page for Purchase Order #460. The page is divided into several sections: General Info, Shipping, and Shipment Tracking. The "Revision" dropdown menu is highlighted with a blue circle and a line pointing to another "Revision" dropdown menu at the bottom right, which is also highlighted with a blue circle. The "Revision" dropdown menu at the top right shows "2 (Current) 19 Jun". The "Revision" dropdown menu at the bottom right shows "3 (Current) 20. Jun".

Purchase Order #460 Revision 2 (Current) 19 Jun Select Customer vitra

General Info

- Status: Issued - Sent via Email
- Order Date: 19/6/23
- Revision Date: 19/6/23
- Requester: Karolina Bleil
- Email: karolina.bleil@vitra.com
- Payment Term: None
- Incoterms 2: FCA Krosno
- Vitra PO Number: 4501407968
- Einkäufergruppe: DB1
- Zahlungsbedingungen: 30 days net
- Vitra Bestellkopftext: None
- Attachments:
 - 4501407968_20230619_131957_6d3e0...
 - 156471_drv_000_b_2.tif
 - 156471_drv_000_b_3.zip
- Acknowledged:

Shipping

- Ship-To Address: Alle Positionen haben dieselbe Anlieferadresse
Siehe Positionsebene / See on item-level All positions have the same ship-to-address
Germany
Location Code: DUMMY_ALL_POS
Attn: Karolina Bleil
- Terms: FCA

Shipment Tracking + Add

No package tracking.

Revision 3 (Current) 20. Jun

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.

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Pos. 00010 Testmaterial Coupa Kerstin	10	Stück	32.00	320.00	0.00

Need By	Part Number	Manufacturer Name	Manufacturer Part Number	Pricing information for supplier	Pick up date
10/18/23	None	None	None	32.00 PLN per 1 ST	10/12/23

Order Acknowledgment Number:

Delivery Schedule Line Counter: 00010_0001

Position Terms of Delivery: None

Requirement Tracking Number: None

Order Ack.

Delivery to	Street/House number	Postal Code/City	Vitra Part code	Description
Modo GmbH Gebäude A Tor A9-A11	George-Nelson-Strasse 1	DE-79576 Weil am Rhein	TEST1234	Testmaterial Coupa Kerstin Einkaufsbestelltext

Additional Information	Components
340744 DRW F	None
902001 DRW E	
760027 DRW B	
760028 DRW B	
760040 DRW B	
61101151 DRW A	
V0000079 ZVP AC	
V0000212 ZVP AA	
V0000214 ZVP AA	
V0000215 ZVP AA	
V0000216 ZVP AA	

Need By	Part Number	Manufacturer Name	Manufacturer Part Number	Pricing information for supplier	Pick up date
10/18/23	None	None	None	32.00 PLN per 1 ST	10/12/23

Total PLN 320.00

Request Change Save Print View

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 first your order confirmation number.
2. Then 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.

The screenshot shows a software interface for order management. At the top, there is an 'Attachments' section with a file named '4501407722_20221028_110202_f38f99...'. Below this is a table with columns: Type, Item, Qty, Unit, Price, Total, and Invoiced. The first row shows 'Pos. 00010 Omar the Owl' with a quantity of 20 and a total price of 1,981.40. Below the table, there are several sections: 'Need By' (01/26/23), 'Part Number' (00000000021500401), 'Manufacturer Name' (None), 'Manufacturer Part Number' (None), 'Pricing information for supplier' (99.07 PLN per 1 ST), and 'Pick up date' (None). There is also a section for 'Order Acknowledgment Number' with a value of 00010. The 'Delivery Schedule Line Counter' is 0001, 'Position Terms of Delivery' is None, and 'Requirement Tracking Number' is None. The 'Delivery to' section shows 'Contura GmbH Gebäude C, Tor 15 - 18' at 'George-Nelson-Strasse 1' in 'DE-79578 Weil am Rhein' with 'Vitra Part code' 21500401. The 'Description' is 'Omar the Owl, George Nelson 1965' with dimensions '255 x 270 x 35 mm'. The 'Additional Information' is 'None' and 'Components' are '62903039 20.000 ST' and 'Label "Design Nelson Zoo Timers" #S'. At the bottom, there is a 'Save' button and a 'Order Ack.' section with an 'Order Acknowledgment Number' field containing '00010' and a checked 'Acknowledged' checkbox.

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".

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Pos. 00010 Omar the Owl	20	Stück	99.07	1,981.40	0.00

Need By: 01/26/23 Part Number: 000000000021500401 Manufacturer Name: None Manufacturer Part Number: None Pricing information for supplier: 99.07 PLN per 1 ST Pick up date: None

Order Acknowledgment Number: Delivery Schedule Line Counter: 00010_0001 Position Terms of Delivery: None Requirement Tracking Number: None

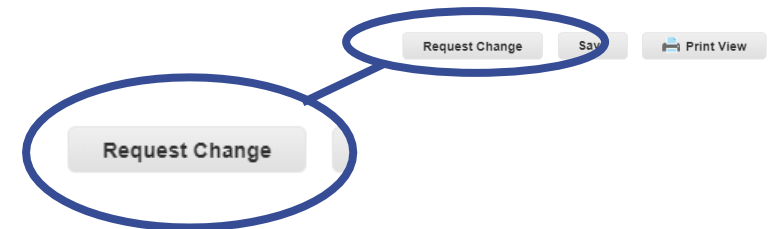
Order Ack:

Delivery to: Contura GmbH Gebäude C, Tor 15 - 18 Street/House number: George-Nelson-Strasse 1 Postal Code/City: DE-79576 Weil am Rhein Vitra Part code: 21500401

Description: Omar the Owl, George Nelson 1965 255 x 270 x 35 mm Additional Information: None Components: 62903039 20.000 ST Label "Design Nelson Zoo Timers" #S

Per page 15 | 45 | 90

Total PLN 1,981.40



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.

Lines

Type	Item	* Qty	Unit	* Price	Total
1	Pos. 00010 Omar the Owl	20.000000	Stück	99.070000	1.981.40

Liefertermin
01/28/23

Pricing information for supplier 99.07 PLN per 1 ST	Pick up date None	Order Acknowledgment Number None	Delivery Schedule Line Counter 00010_0001
Position Terms of Delivery None	Requirement Tracking Number None	Delivery to Contura GmbH Gebäude C, Tor 15 - 18	Street/House number George-Nelson-Strasse 1
Postal Code/City DE-79576 Weil am Rhein	Vitra Part code 21500401	Description Omar the Owl, George Nelson 1965 255 x 270 x 35 mm	Additional Information None
Components 02903039 20.000 ST Label "Design Nelson Zoo Timers" #S			

Total 1,981.40 PLN

* Reason for Change

Comment (required for "Other")

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.

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Pos. 00010 Fernando the Fish	40	Stück	101.83	4,073.20	0.00

Need By: 01/26/23 Part Number: 000000000021500404 Manufacturer Name: None Manufacturer Part Number: None Pricing information for supplier: 101.83 PLN per 1 ST Pick up date: None

Order Acknowledgment Number: Delivery Schedule Line Counter: 00010_0001 Position Terms of Delivery: None Requirement Tracking Number: None

Order Ack.

Delivery to: Contura GmbH Gebäude C, Tor 15 - 18 Street/House number: George-Nelson-Strasse 1 Postal Code/City: DE-79576 Weil am Rhein Vitra Part code: 21500404

Description: Fernando the Fish, George Nelson 1965 250 x 280 x 35 mm Additional Information: None Components: 62903039 40.000 ST Label "Design Nelson Zoo Timers" #S

Per page 15 | 45 | 90

Total PLN 4,073.20

Add Comment Edit Change Save Print View

Comments Mute Comments

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

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.

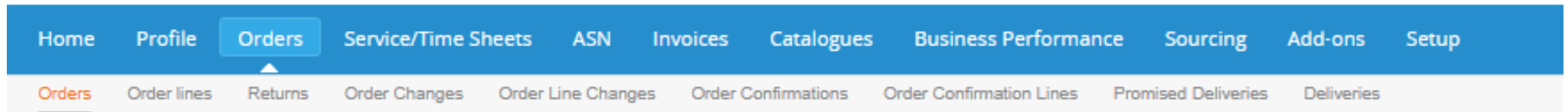
→ Attention! A comment itself is no order split yet, but a request to split an order.

The screenshot displays the 'Comments' section of a Coupa interface. At the top, there is a 'Comments' header with a notification icon (2) and a 'Mute Comments' link. Below this is an 'Enter Comment' section with a text input field containing the placeholder 'Comments can be made here!'. Underneath the input field, there are links for 'Add File' and 'URL', and a note: 'Send Comment notification to a user by typing @name (ex. @JohnSmith)'. An 'Add Comment' button is located to the right of the input field. Below the input field, the 'Participants' section lists 'Xenia Reimer'. Two comments are shown below, both from 'Xenia Reimer' on '09/05/23 at 04:21 PM' and '09/05/23 at 04:20 PM' respectively. The first comment says 'Please split your order!' and the second says 'TEST'.

Orders

 coupa supplier portal

XENIA ▾ | NOTIFICATIONS **8** | HELP ▾



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.