

FREQUENTLY ASKED QUESTIONS ABOUT THE CSP

Coupa Supplier Portal (CSP) – Quick Guide

Version 4.0 (June 2025)

What is Coupa?

Coupa is a business-to-business (B2B) cloud platform for business spend. It delivers measurable value through real-time visibility, control, compliance and spend flexibility. All new purchase orders of Harbour Energy are generated through the Coupa platform.

What is the Coupa Supplier Portal?

The Coupa Supplier Portal (CSP) is a supplier business network offered by Coupa where suppliers can conduct business transactions, including view and manage purchase orders, submit order confirmations, create invoices, check the status of transactions and more.

How much does it cost to participate in the CSP?

Coupa does not charge suppliers for using the Coupa Supplier Portal.

I am already in the CSP. How do I connect to my existing CSP profile?

What needs to be ensured is that you have received invitation emails from Harbour Energy. The email will contain a specific link that will take you directly to the CSP and ensure an automatic connection between your company and your customer.

Please note that the invitation email must be sent to the same email address that you previously used to register in the CSP (admin email address) with your other customers. When then logging into the CSP via the new link, you will be asked if you wish to merge this new profile with your existing one, accepting this will merge the profiles and you will be connected to all of your partners including Harbour Energy.

Who do I contact if I have issues with the CSP?

To ensure that your questions are dealt with as soon as possible, you should always send an email to supplier@coupa.com or reach out to the chat agent on bottom right of CSP which will go directly to the dedicated supplier support team from Coupa, as well as contacting the responsible buyer within Harbour Energy with the created ticket number by Coupa. Doing this will ensure your issue is being worked on from both sides and will be resolved as quickly as possible.

What do I do if I am not the administrator of the CSP account, but I cannot log in or do not have full access?

Contact your administrator (colleague with full access) to activate your account or set your permissions. If this does not work, contact Coupa support by sending an email to supplier@coupa.com

Why can't I access purchase orders/invoices?

Click the Setup (Admin) tab on the main menu and verify that you have access to the correct roles and customers. If you have access but do not have the correct roles or customers, add them. If you do not have access, ask your administrator from your company (colleague with full access) to grant you access to the correct roles or customers.

What should I do if I have received notifications from CSP through my email address but don't want to?

To change your notification preferences, click the Notification Preferences button in the upper right corner. You can also click on the link to your name and the Notification Preferences link. There you can control the particular notification selection.

Is it possible to use a different order email address than the primary email address in the CSP setup? And if yes, does the primary address still receive orders?

Yes, it is possible to use different order email addresses and primary email addresses. The primary email cannot receive orders. The order email is the only one that receives orders. This is managed and set for you by Harbour Energy. If you have any change requests, please contact your Harbour Energy representative.

How do I know if an invoice has been registered?

Click on the Invoices tab in the main menu. All of your invoices will be listed here, they can be in different statuses depending on the progress of the invoice. For example an invoice not yet approved will be in "pending approval" status, one that is approved will be in "approved" status. Look for invoices that are still listed as drafts. These will need to be edited and then submitted before they are received by Harbour Energy. If the invoice is not there, it is not in the system.

How do I add shipping costs to an invoice?

You can add shipping costs at the bottom of the invoice to set a shipping cost on the header level of the invoice, or at the line item level - SHIPPING field.

How can I make a partial claim on an invoice?

You can bill multiple times on a single order. Simply click "Create Invoice" and enter the amount/quantity you would like to show on the invoice.

Why can't I edit, void or delete an invoice?

Once an invoice is submitted, it cannot be changed. This ensures the integrity of the invoice processing.

However, you still have the following options:

- Ask your Harbour Energy contact to reject or cancel the existing invoice. You can then create a new invoice.
- Create a new credit note for the original value and then create a new invoice.

Why can't I invoice a PO?

There can be multiple reasons for this. The PO can be closed, the contract max spend has been reached etc. Send an email to supplier@coupa.com and to Harbour Energy responsible person in order to get the issue resolved.

What do I do if an invoice has been rejected?

Simply create a new invoice in place of the rejected invoice. Talk to the buyer from the Harbour Energy side to understand why the invoice is rejected. Any rejection of an invoice will have a comment stating the reason for rejection.

What do I do if an invoice has been disputed?

In case your invoice has been disputed, you will be prompted to make a change to the invoice to resolve this dispute. In this case you will be granted the possibility to edit and change the invoice and resubmit. If you do not feel like the invoice can be rectified, you can issue a credit note and a new invoice in the same way as if the invoice had been rejected.

How do I change the price on an order?

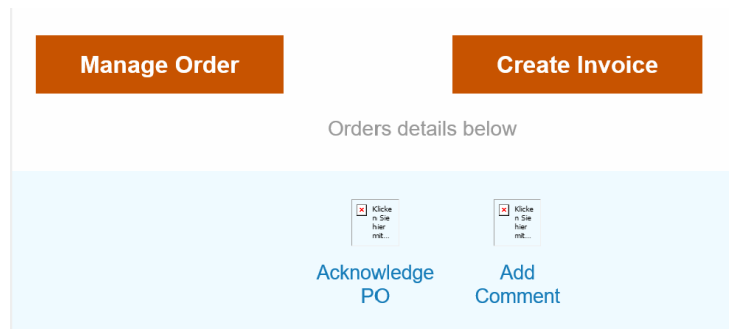
You have the following options: Create a change request yourself or use the comment function in the respective order. In case of a request from a catalog / price list, the price on an order cannot be changed. In this case, please talk to the requester or your contact from the purchasing department so that the change can be made.

What does pending receipt mean?

This status indicates that the receipt of the goods/services is in the system. As soon as Harbour Energy enters the receipt, the invoice will be matched against it. In the case of a service PO you should submit a service/timesheet which will then be approved by Harbour Energy. When the timesheet is approved it will serve as a receipt, and the invoice can be approved.

How can an invoice be submitted via the SAN function?

Supplier Notifications (SAN) can be used to respond directly to email notifications created in Coupa for purchase orders. It is possible to confirm an order, create an invoice, add a comment to an order or create a CSP account.



This is an Example for Illustrative Purposes only

The link in SAN emails for orders requires authentication with a one-time password (OTP). The OTP is sent to the email address associated with the corresponding SAN and is valid for 24 hours after issuance. If multiple email addresses are configured in the order, the OTP will be sent to each of these addresses. After the supplier has successfully authenticated himself, he can work with the SAN as usual.

Verify Your Access for Purchase Order #4930035487

Enter the one-time password sent to mj*****@wi*****.

Enter One-Time Password

Please tick the box below to proceed.

☐ I'm not a robot



reCAPTCHA

Privacy - Terms

Verify One-Time Password

I didn't receive the code. [Resend One-Time Password.](#)

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For a more detailed guide on how to use the CSP, please go to <https://www.harbourenergy.com/vendor-relations/> go to “Applicable to ex-Wintershall Dea Vendors” - here you will find guides on how to set up users, how to set up a legal entity etc.