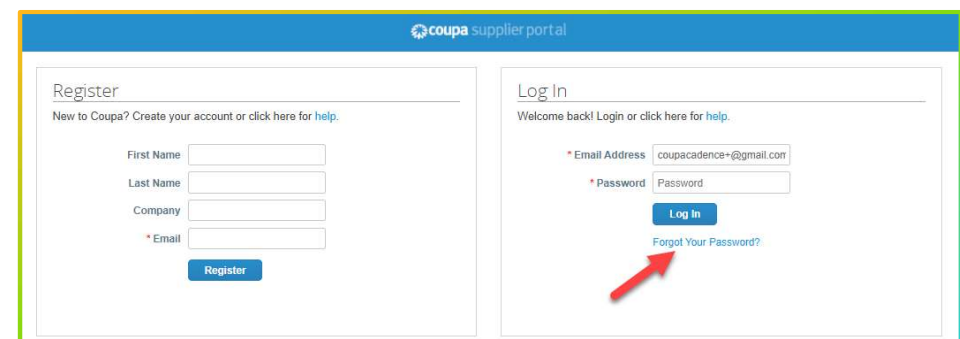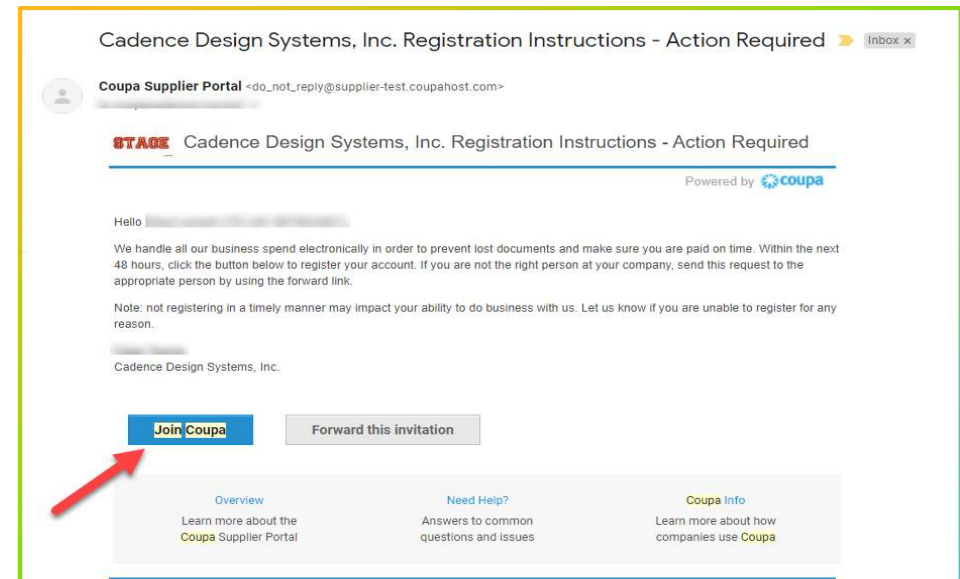# Frequently Asked Questions

- How to access Coupa portal again? Forgot password?

- How to invite more members from the same organization?

- How can vendors select/change customers?

- How can we print the PO?

- What should be populated on the header text field while creating invoice/credit note?

- How to charge only one line out of a multiple line PO?

- How to check invoice/credit note status?

- Where can disputed or voided invoice can be seen? How can disputed invoice be resolved?

- Any further questions?

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Frequently Asked Questions

- How to access Coupa portal again? Forgot password?

➤ Please revert to the email invitation and click on join Coupa and it will revert you back into the portal.

➤ If you have forgotten your password – please open the Coupa portal link and click on forgot password. Coupa will then take you through the procedure to reset your password.

➤ Tip: save the link to your favorites tab once you open it for the first time.

Cadence Design Systems, Inc. Registration Instructions - Action Required ➤ Inbox ×

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>

STAGE Cadence Design Systems, Inc. Registration Instructions - Action Required

Powered by ⚙coupa

Hello

We handle all our business spend electronically in order to prevent lost documents and make sure you are paid on time. Within the next 48 hours, click the button below to register your account. If you are not the right person at your company, send this request to the appropriate person by using the forward link.

Note: not registering in a timely manner may impact your ability to do business with us. Let us know if you are unable to register for any reason.

Cadence Design Systems, Inc.

Join Coupa   **Forward this invitation**

| Overview | Need Help? | Coupa Info |
| Learn more about the Coupa Supplier Portal | Answers to common questions and issues | Learn more about how companies use Coupa |

⚙coupa supplier portal

Register
New to Coupa? Create your account or click here for help.

First Name
Last Name
Company
* Email

Register

Log In
Welcome back! Login or click here for help.

* Email Address coupacadence+@gmail.com
* Password Password

Log In

Forgot Your Password?

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Frequently Asked Questions

- How to invite more members from the same organization?

➢ More members can be invited by the main Coupa member. By clicking on setup, invite user and enter information as required.

➢ New members will be able to create an account and execute all tasks as needed.
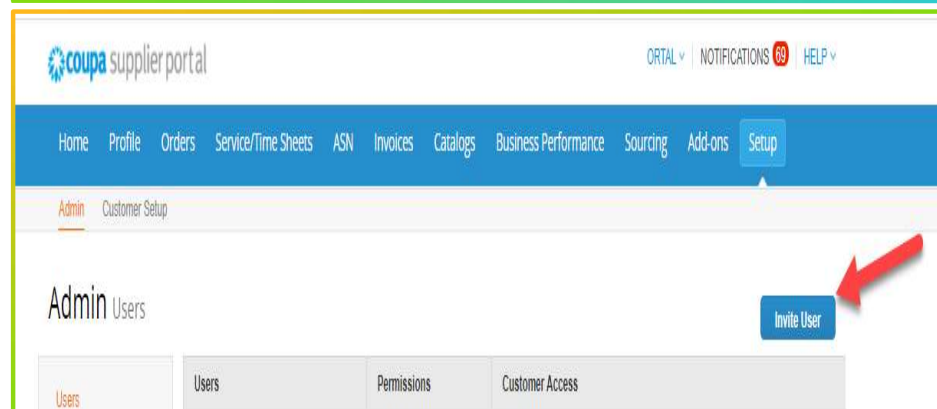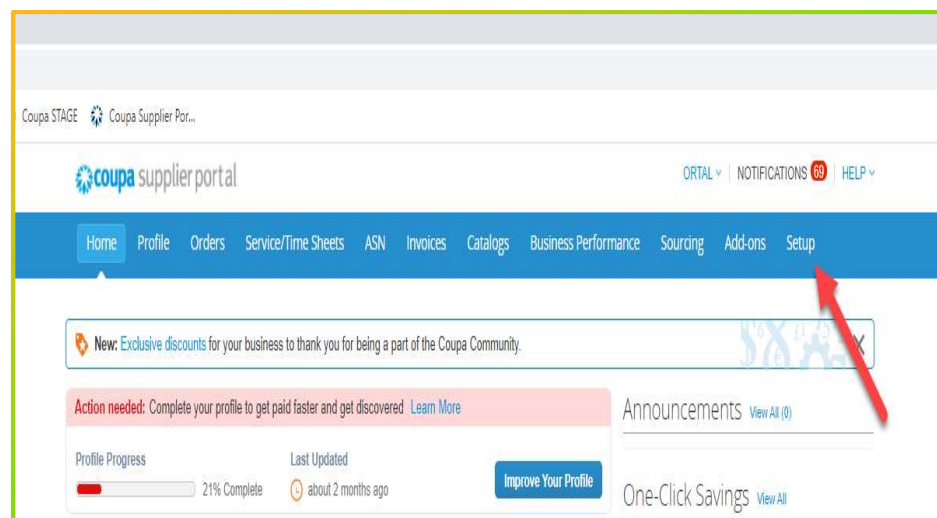
Frequently Asked Questions

- How can vendors select/change customers?

➢ For viewing orders: Click on Orders, Select Customer and choose from the list.

➢ For creating/billing: Click on Invoices, Select Customer and choose from the list.

Frequently Asked Questions

- How can we print the PO?

➤ Click on Orders, find the PO and open it.

➤ Click on print view and it will give you the option to print.

Frequently Asked Questions

- What should be populated on the header text field while creating invoice/credit note?

➢ Header text field is a compulsory field.

➢ Tip: use this field for a future reference to be able to track invoices/payments.

Frequently Asked Questions

- How to charge only one line out of a multiple line PO?

➢ Populate all required fields while creating the invoice/credit note and remove all unbilled lines by clicking on the red X.

Frequently Asked Questions

- How to select the correct VAT code?

➤ Select line level taxation while creating the invoice and select the correct VAT code from your original invoice.

➤ Tip: check the last part of the invoice presentation and make sure the total amount matches your original invoice total.

Frequently Asked Questions

- How to check invoice/credit note status?

➤ Invoice status is displayed on the main Invoices tab.

➤ Tip: create a new view in the invoice tab and add extra fields to give a better view about payments.

➤ Payment information, Paid (yes/No), Invoice date and payment terms could be added to the view by dragging them to the selected headers. (right column)
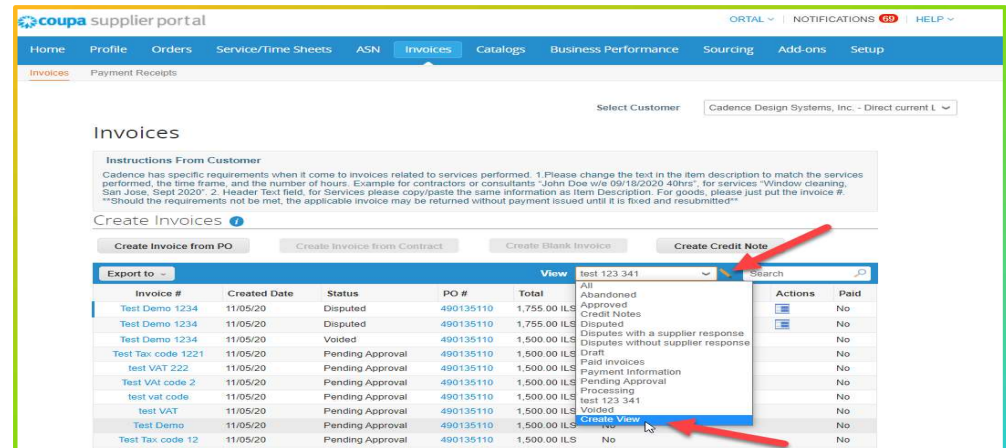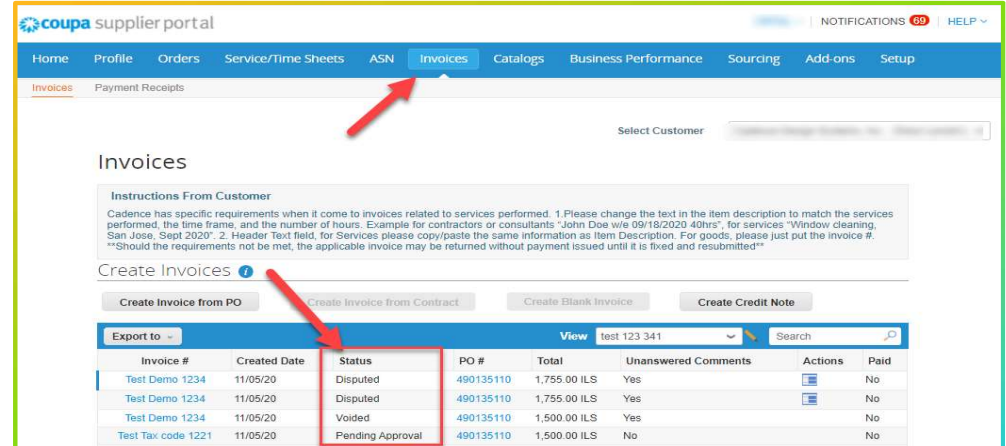
Frequently Asked Questions

- Where can disputed or voided invoice can be seen? How can disputed invoice be resolved?

➤ All disputed / voided invoices are sent back to the vendors as an e-mail message and notification in Coupa portal.

➤ Notifications can be found at the top right corner and the reason of dispute can be viewed there.

➤ Invoice/credit note resolution can be done by going to Invoices tab, choose the relevant invoice/credit note and by clicking on the resolve button, corrections can be made and re-submitted.

Frequently Asked Questions

- Any further Questions?

- Please contact: gssemeaproc@cadence.com

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