Coupa CSP – ABM Supplier FAQ

This document is a running accumulation of Tips, Tricks, and Best Practices for suppliers to follow when completing the Registration process with ABM using Coupa. Refer to the released date found in the bottom right-hand corner to ensure the documents validity for the current fiscal quarter as the process is subject to change.

Account & Login

Q: How do I register for the Coupa Supplier Portal (CSP)?

A: You can register using the invitation email from Coupa, see the ABM QRG for more detail.

Q: What do I do if I didn't receive a CSP invitation?

A: Check your spam folder or ask your customer to resend it. Make sure your domain is allow listed.

Q: How do I reset my password?

A: Use the "Forgot Password" link on the login page.

Q: Can multiple people at my company have CSP access?

A: Yes. The user who was *first* invited is designated as the admin. They can add users and assign roles under Admin → Users.

Purchase Orders

Q: Do I need to acknowledge a purchase order?

A: No. This is not a requirement by ABM.

Q: The PO is incorrect—what should I do?

A: Contact the ABM requester directly using the communication pane on the PO or via email.

Q: How do I create an invoice from a PO?

A: Complete a PO flip using the gold coins. Complete all required fields.

Invoicing

Q: Why can't I invoice the full PO amount?

A: Common reasons include:

- Line-item quantities already billed
- Line-level tolerances or validations
- The PO is pending a change

Q: Can I submit a credit memo?

A: Yes—click on the red coins and complete all required fields.

Q: Why is my invoice rejected?

A: Rejections often relate to:

- Price/quantity mismatches
- Missing required attachments
- Incorrect tax or remit-to information

Payments

Q: How do I check my payment status?

A: Go to Invoices → Payments to view payment dates, amounts, and remittance details.

General Troubleshooting

Q: Can I connect with multiple customers in one CSP account?

A: Yes, the CSP supports multiple customer connections under a single supplier profile.

Q: Which browser works best with the CSP?

A: Chrome is recommended as older browsers may cause performance issues.

IMPORTANT: Remember to submit all changes through the CoupaSIM supplier portal using the forms. Internal and Avetta changes may not be captured by ABM otherwise.

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Do you have questions not resolved here or by your contact? Let us know.
Email ABMsupplierenablement@abm.com with your thoughts and feedback.