



Coupa Supplier Portal: Supplier Initiated Purchase Order Changes & Cancellations

R30s.05.14.21

Supplier-Initiated Purchase Order (PO) Changes & Cancellations

Before we begin....

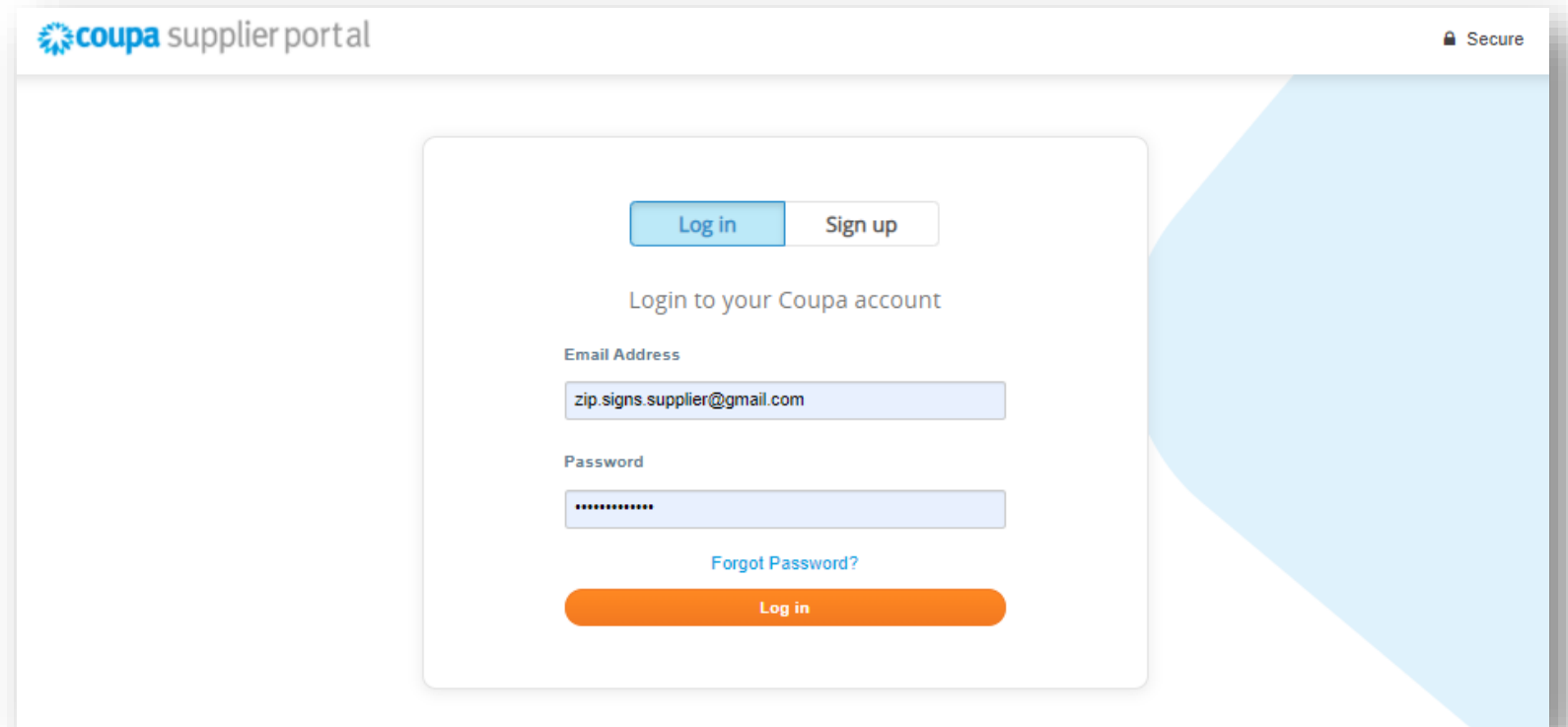
- *PO change requests are submitted in the event of a price change or if the quantity ordered cannot be satisfied.*
- *A PO change request must be submitted prior to submitting an invoice against the PO.*
- *Suppliers cannot submit a PO change request to modify prices for contract rate sheet master items. Supplier must first notify their UPS contact to modify the price agreement then submit a request to supplyline@ups.com to have the rate sheet price changed.*
- *To prevent errors, delete any zero dollar (\$.00) lines before submitting a PO change request.*

Supplier-Initiated Purchase Order (PO) Changes & Cancellations

Log into the Coupa Supplier Portal (CSP) at:

<https://supplier.coupahost.com/>
using the previously established email address and password.

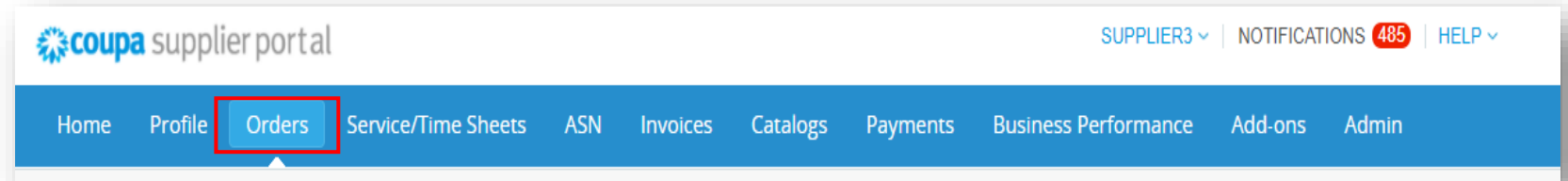
For best results, Google Chrome is the recommended web browser.



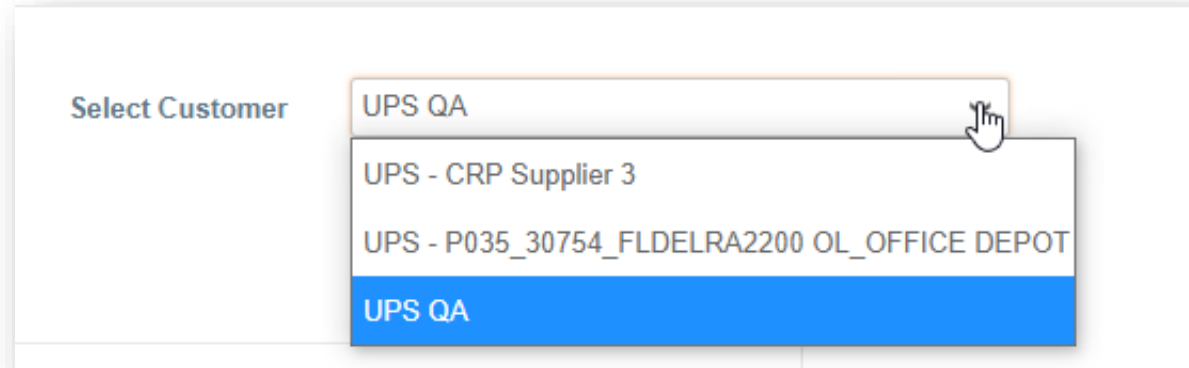
The screenshot shows the Coupa Supplier Portal login interface. At the top left is the Coupa logo and 'supplier portal' text. At the top right is a 'Secure' indicator with a lock icon. The main content area features a central white box with a light blue background. Inside this box, there are two buttons: 'Log in' (blue) and 'Sign up' (white). Below these is the text 'Login to your Coupa account'. There are two input fields: 'Email Address' containing 'zip.signs.supplier@gmail.com' and 'Password' containing a masked password '*****'. Below the password field is a blue link for 'Forgot Password?'. At the bottom of the box is a large orange 'Log in' button.

Supplier-Initiated Purchase Order (PO) Changes & Cancellations

Click on the *Orders* tab in the menu bar.



From the *Select Customer* dropdown menu, select the appropriate UPS customer.



Supplier-Initiated Purchase Order (PO) Changes & Cancellations

On the Purchase Orders list, locate and click on the *PO number* that requires changing.

Purchase Orders

Click the Action to Accept the Purchase Order and Create an Invoice using its data

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
COU1342	09/16/20	Issued	None	1 Each of 9715030001_COUPA	No	29.62 USD		
COU1341	09/16/20	Issued	None	1 Each of 9715030001_COUPA	No	29.62 USD		

Scroll down to the lower left corner of the purchase order, below the PO total, and click the *Request Change* button.

Purchase Order #COU1341

Status Issued - Pending Manual

Order Date 09/16/20

Revision Date 09/16/20

Requester DAPHNE CROWE

Email daphnecrowe@ups.com

Payment Term EOAP + NET 45

Attachments None

Acknowledged

Assigned to

Shipping

Ship-To Address UPS -PACKAGE & HUB SPREAD: CAVAN-VAN NUYS
16000 ARMINTA SST
VAN NUYS, CA 91406
United States
Location Code: CAVANAO0948
Attn: DAPHNE CROWE

Terms Destination

Shipment Tracking

No shipment tracking.

Lines

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	9715030001_COUPA	1	Each	29.62	29.62	0.00

Part Number Manufacturer Name Manufacturer Part Number
None COUPA 9715030001

Per page 15 | 45 | 90

Total USD 29.62

Create Invoice Request Change Save Print View

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In request change view, the *Quantity*, *Price*, and *Need By Date* fields can be edited.

Select the appropriate *Reason For Change*. If "Other" is selected, a comment must be entered in the *Comment* field.

Once all required fields are completed, click *Submit Change Request*.

OR

To cancel the PO, click *Request PO Cancellation*.

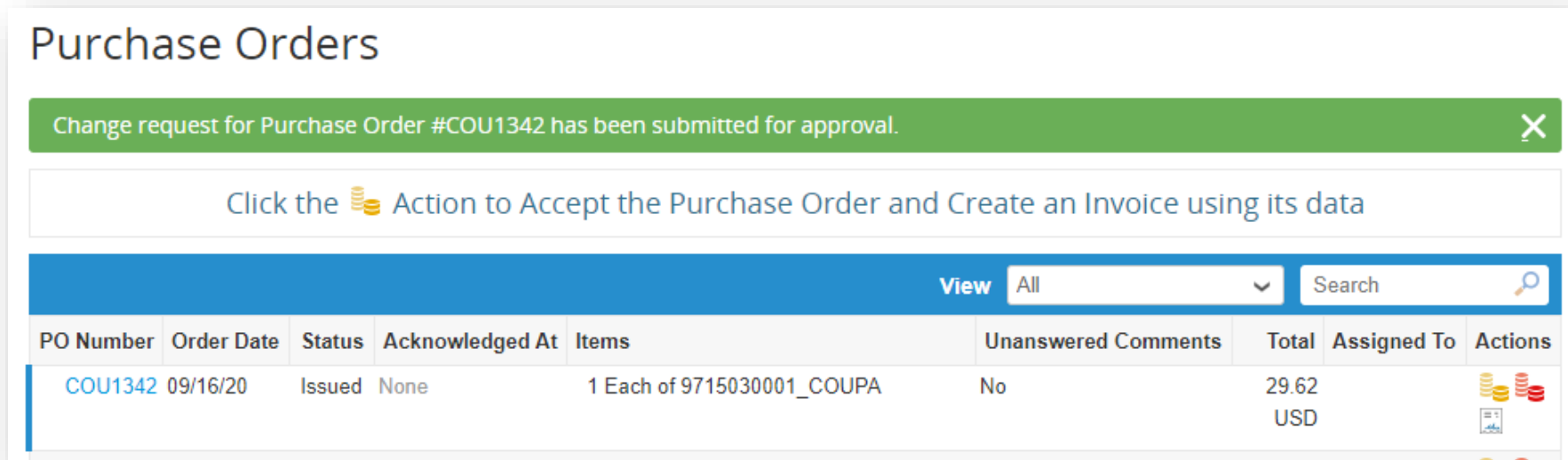
The screenshot displays the 'Lines' section of a purchase order management system. It features a table with two line items:

Type	Item	* Qty	Unit	* Price	Total
1	9732900000_MI_MEDIUM DUTY PER MILE ENROUTE (PER MILE)	5	Statute Mile	2.000000	10.00
2	9732900000_MI_MEDIUM DUTY PER MILE TOWED (PER MILE)	4	Statute Mile	5.000000	20.00

Below the table, there are sections for 'Need By Date' (with a date picker) and 'UPS Master Item Number' (set to 'None'). A 'Reason for Change' dropdown menu is open, showing options: 'Cannot fulfill order quantity/amount', 'The ordered item is no longer available', 'Cannot fulfill orders by the Need-by date', and 'Other'. At the bottom, there are three buttons: 'Request PO Cancellation', 'Save Change Request', and 'Submit Change Request'. A 'Total 30.00 USD' is displayed on the right side.


Supplier-Initiated Purchase Order (PO) Changes & Cancellations

On the Purchase Orders history page, a green banner of success will appear.









Purchase Orders

Change request for Purchase Order #COU1342 has been submitted for approval. ✕

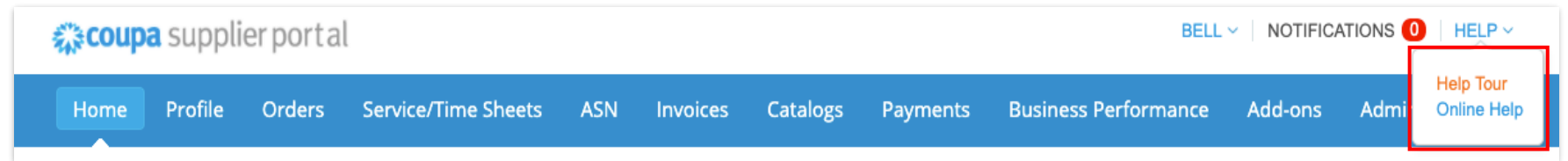
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View

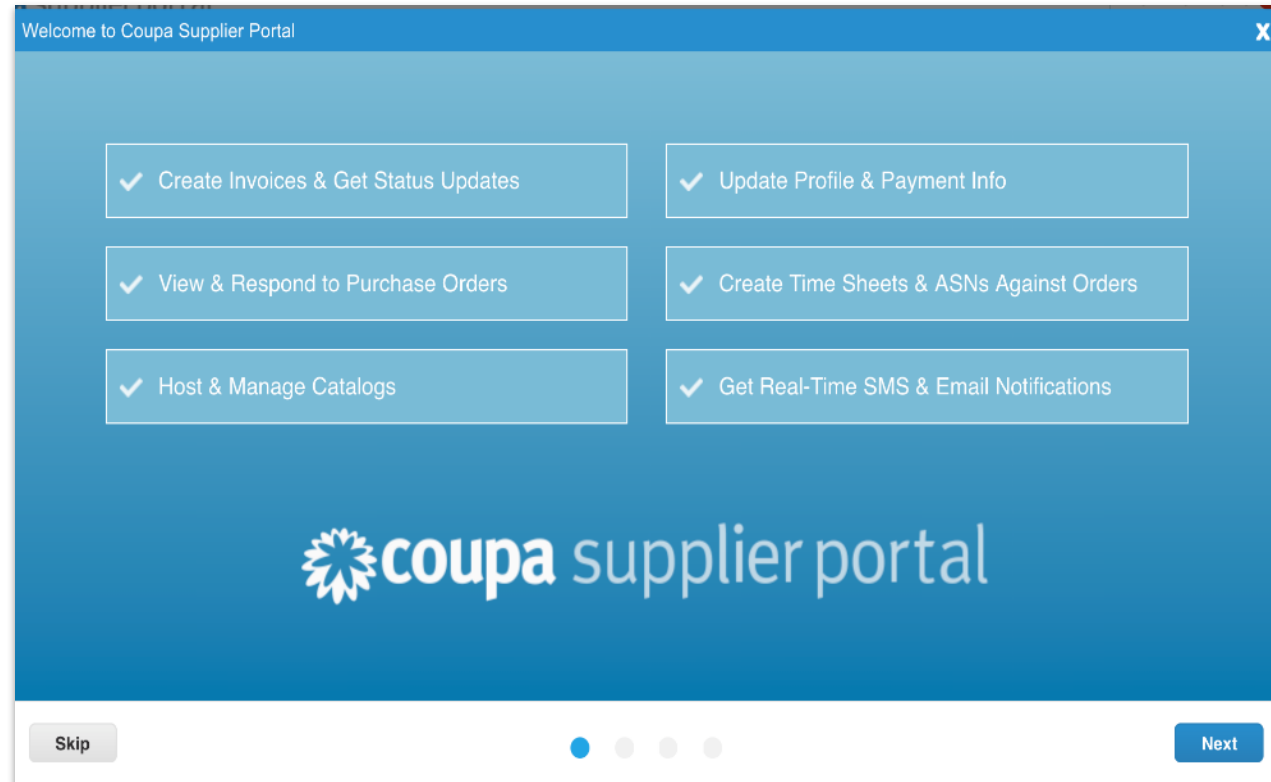
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
COU1342	09/16/20	Issued	None	1 Each of 9715030001_COUPA	No	29.62 USD		     

The appropriate UPS team member will be notified of the requested change.

Need Help?



Choosing the Online Help option from the Help menu in the upper right corner will redirect users to the Coupa Supplier Portal Help pages.





Thank you for being a valued partner.