Coupa Supplier Portal:
Supplier Initiated Purchase Order Changes & Cancellations

R30s.05.14.21

Supplier-Initiated Purchase Order (PO) Changes & Cancellations
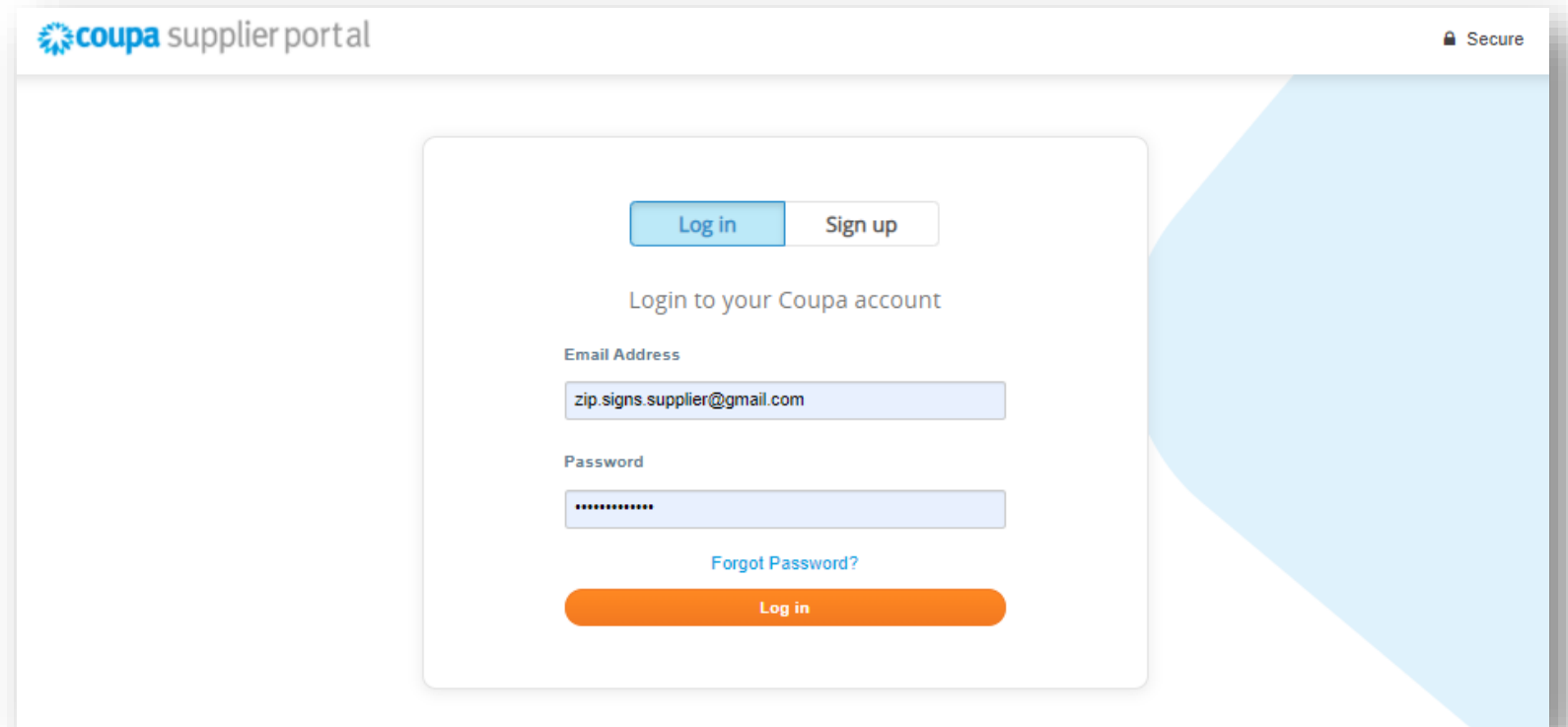
Before we begin….

- *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.*

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Log into the Coupa Supplier Portal (CSP) at:
https://supplier.coupahost.com/ using the previously established email address and password.

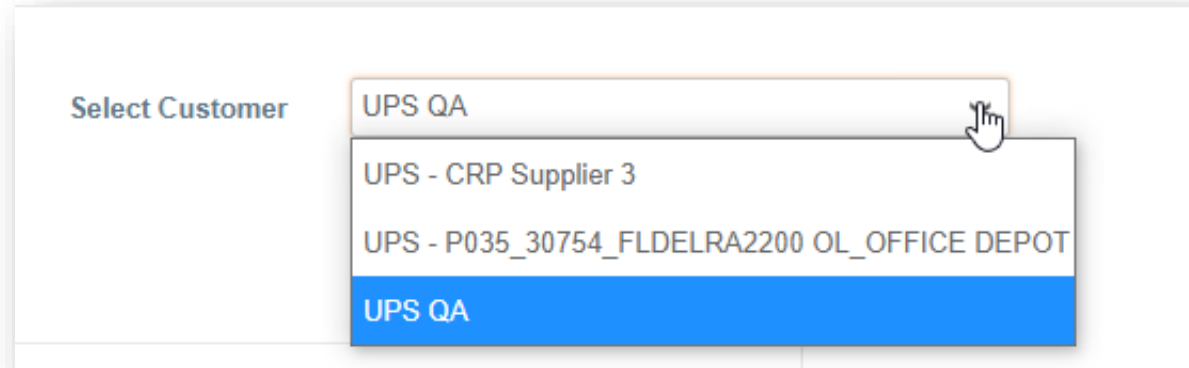For best results, Google Chrome is the recommended web browser.

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Click on the *Orders* tab in the menu bar.
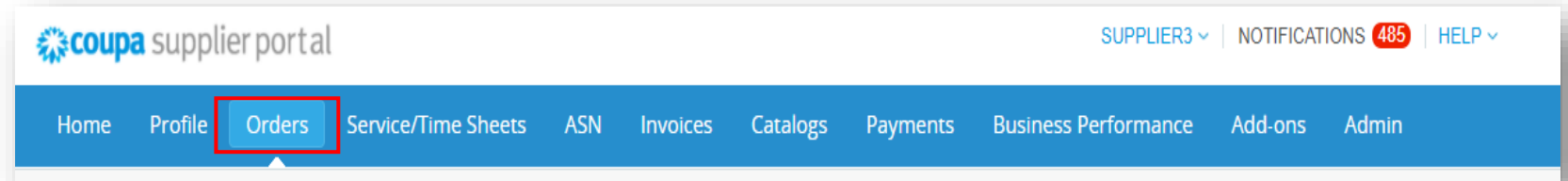
From the *Select Customer* dropdown menu, select the appropriate UPS customer.

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

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

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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*.
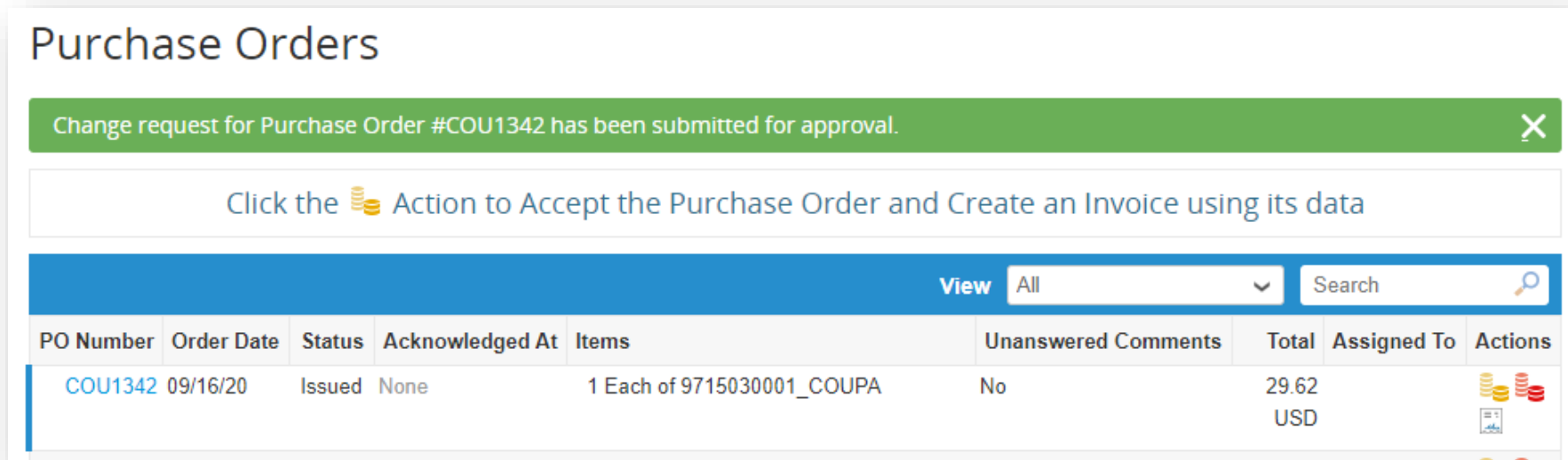
OR

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

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

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

Need Help?
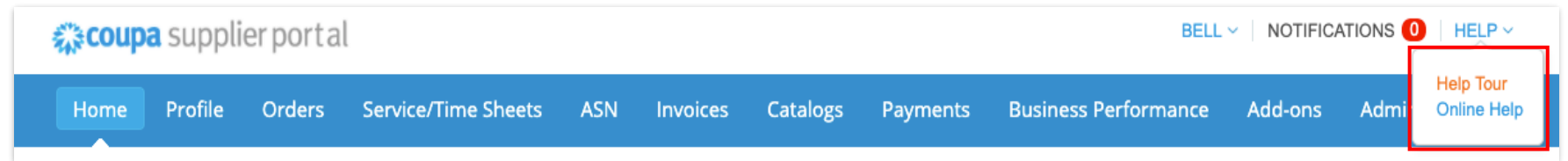
Choosing the Online Help option from the Help menu in the upper right corner will redirect users to the Coupa Supplier Portal Help pages.
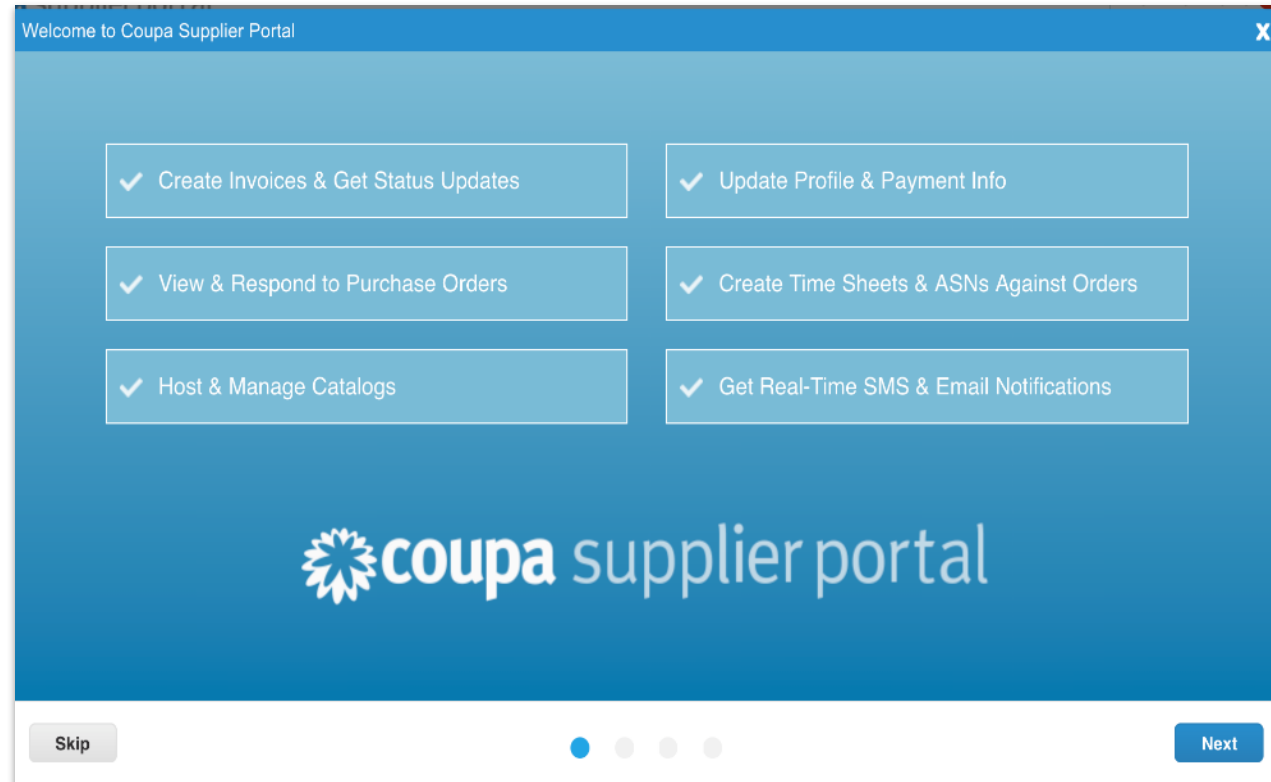
Thank you for being a valued partner.