

# Coupa Suppliers FAQ

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## Where can I find information about CSP?

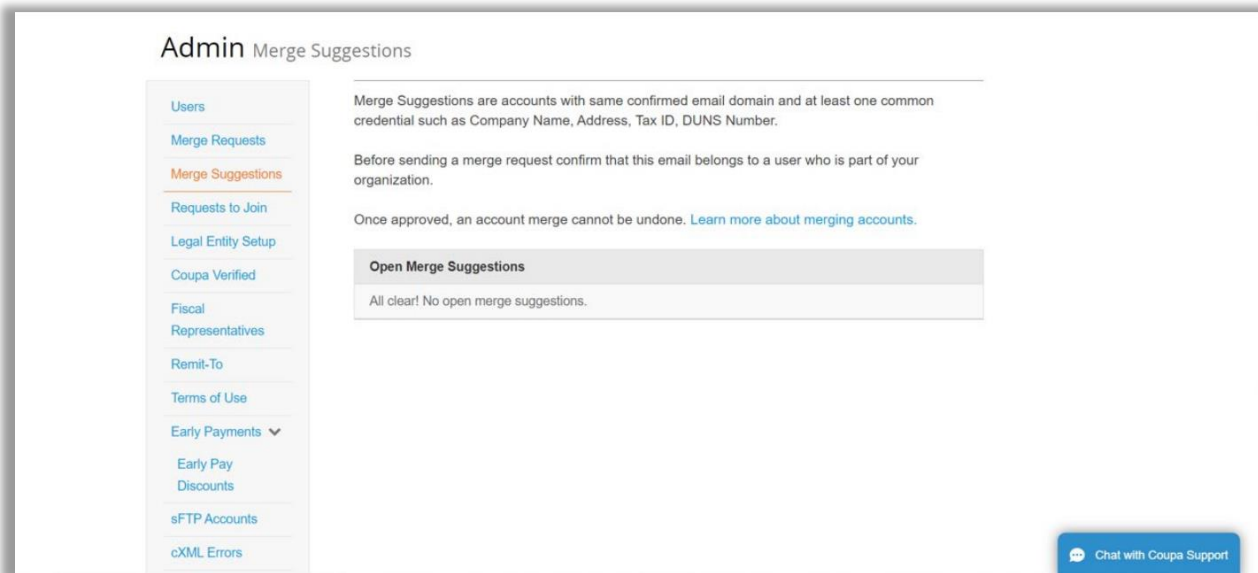
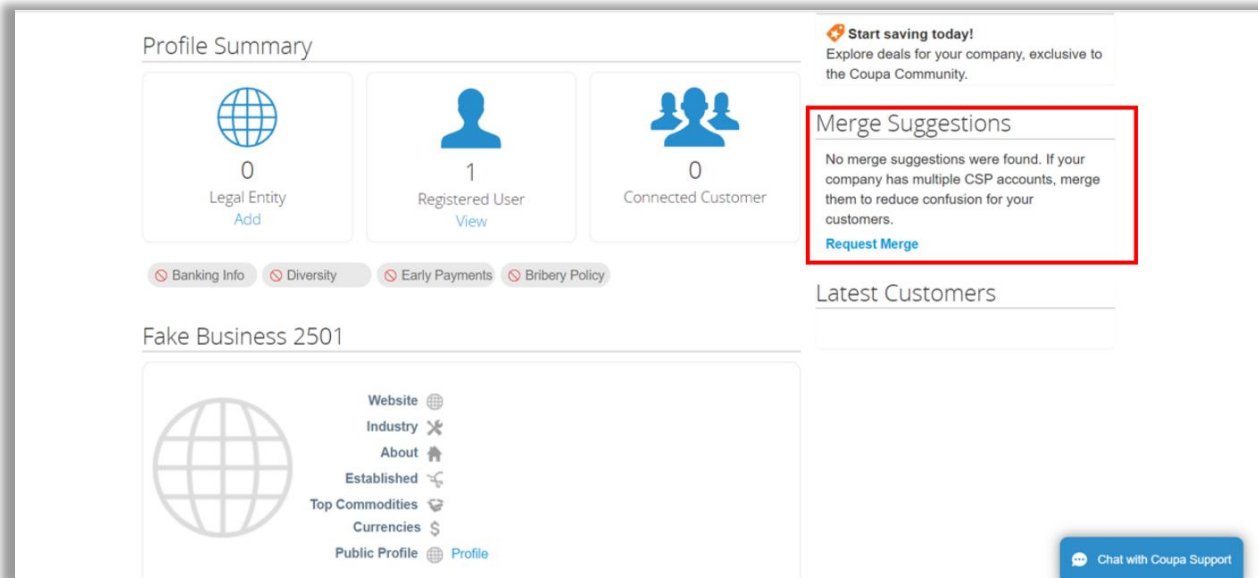
[Coupa Compass for suppliers](#) provides everything suppliers need to get up and running, from custom integrations to using the CSP.

The CSP is a free, online portal that provides suppliers one location to centrally manage their Kroger catalogs, POs, and invoice activity with Kroger. The CSP will directly connect the registered suppliers to Kroger's Coupa platform, making catalog updates and document transfer immediately available for both the supplier and customer.

## I already have Coupa with other customers, what should I do?

If you provide us with the same admin email account as your CSP accounts for other customers, you will have the option to merge your accounts when you receive the CSP invitation.

Within your account, there will be a drop-down option to switch between existing customers and Kroger. CSP may suggest an account to merge with, shown in the red outline below:



Also, you may request to merge your account with an existing CSP account even if it is not suggested on the home page:

Visit Coupa Compass to learn more about [account merges and customer connections](#).

## Who pays me if I use CSP?

Kroger is still responsible for paying you directly. Coupa does not pay suppliers on behalf of its customers.

## Do I need a CSP account?

Yes, a CSP account is required for you to be able to transact. You will be able to manage content and settings on a customer-by-customer basis including viewing purchase orders, creating catalogs, sending invoices and advance ship notices (ASNs), checking the status of transactions, and more.

## Do I still have to maintain a Supplier Hub profile in addition to Coupa? If so, how do I maintain my Supplier Hub profile?

Yes, all vendors and suppliers are required to use Supplier Hub, Kroger's centralized vendor management system. For more details about registering in Supplier Hub, please visit the [Supplier Hub information page](#).

## Is EDI transmission offered using Coupa?

We do offer the ability to setup cXML connection. Please reach out to [CoupaP2PSupport@Kroger.com](mailto:CoupaP2PSupport@Kroger.com) to initiate the process.

## How will I receive Purchase Order (PO) information?

When a PO is submitted, an email will be sent to you, the supplier. The email will contain a link directing you to the Coupa Supplier Portal where you can find all relevant information regarding the PO. If you have questions pertaining to the order, you will need to reach out to the requester of the PO, who will be listed as the primary contact.

## What is the "Supplier Location" field that I now see on some Purchase Orders?

The site field is a new field on Maximo POs that shows the location where you need to fulfill the requested order from:

**Purchase Order #MXF1143**

General Info	Shipping
<b>Status</b> Issued - Sent via Email	<b>Ship-To Address</b> 250601 Upgrade street San Mateo, CA 11111 United States Location Code: 092556
<b>Order Date</b> 11/27/23	<b>Division</b> 0540-Kroger Fulfillment Network
<b>Revision Date</b> 11/27/23	<b>Legacy Location ID</b> None
<b>Requester</b> Maximo User	<b>Receiving Location</b> None
<b>Email</b> Maximo@kroger.com	<b>Phone Number</b>
<b>Payment Term</b> NET 90	<b>Terms</b> None
<b>* Primary Contact</b> Gregory, Tim tim.gregory@kroger.com	
<b>Conversion Only</b> None	
<b>Supplier Location</b> 175 HEMENWAY ST,BOSTON,MA,02111 <small>Supplier Location sent from Maximo Purchase Orders</small>	
<b>Attachments</b> None	
<b>Acknowledged</b> <input type="checkbox"/>	

## How do I invoice against a purchase order?

You can invoice against purchase orders by clicking the gold coins icon next to the purchase order you are looking to apply your invoice to. To submit a credit note, click the red coin icon. For more information, please see [Creating/Editing invoices](#).

## How do I submit an invoice if I don't have a purchase order?

Submit a PDF scanned copy of the invoice to [Coupaindirectexpenses@kroger.com](mailto:Coupaindirectexpenses@kroger.com). For more information, please see [Non-PO Invoicing for Suppliers](#).

## How do I add associates to my Coupa profile?

You can add users to your profile by clicking Setup and Invite User. Next, indicate the areas the user should have access to and provide their email. For more information, please see [Managing Users](#).

## What happens when I get an error message trying to submit an invoice?

Email [CoupaP2PSupport@Kroger.com](mailto:CoupaP2PSupport@Kroger.com) with a screenshot and PO number that you are trying to invoice against.

## What do I need to get access to Coupa?

First, verify that your Supplier Hub profile is complete. Next, email your Supplier Hub information to [CoupaP2PSupport@Kroger.com](mailto:CoupaP2PSupport@Kroger.com).

## How do I update my Remit-To?

First, it needs to be updated in Supplier Hub and then updated on the Coupa Supplier Portal in the Remit-To section. The remit to information from Coupa needs to match what is in Supplier Hub. For more information, please see [Update Remit To](#).

## Why was my invoice short paid tax?

Coupa procurement is through KPS LLC and will therefore self-assess tax issued through it for any procured goods outside of Washington State. Coupa will short pay the tax amount on invoices and pay that to the state directly. For more information, please see [Expense Vendor Letter](#) and [Expense Vendor Letter – Harris Teeter with Sales and Use Exemption Certificates](#).

## Where do I go for catalog support?

- [Coupa Supplier Item Guide](#)
- [Supplier Catalog Management Guide](#)

## Where can I go for Coupa related resources?

- [Coupa Compass](#)
- [Kroger's Document Library](#)