

# COUPA QUICK GUIDE FOR DHL GROUP SUPPLIERS

PURCHASE ORDER MANAGEMENT





# Viewing purchase orders via Supplier Actionable Notifications (SAN)

Every time DHL GROUP issues an order for you, you will receive an email notification.

**01** It will consist of the PO header...

**02** ...and the PDF PO copy.

**03** Please take note of the contact person responsible for your order.

Deutsche Post DHL Purchase Order #6000003623 Inbox x

Deutsche Post DHL <do\_not\_reply@dpdhl-test.coupaost.com> to me

Dec 20, 2022, 3:55 PM

Powered by Coupa

**01**

Deutsche Post DHL Purchase Order #6000003623

Order Summary

Date 20/12/2022  
PO Total 10.00 USD  
Contact Tomasz Barnowski  
[tomasz.barnowski@dhl.com](mailto:tomasz.barnowski@dhl.com)

[Manage Order](#) [Create Invoice](#)

Orders details below

Acknowledge PO Add Delivery Tracking Accelerate Payment Add Comment

**02**

One attachment • Scanned by Gmail

PO-6000004448\_v2\_20231 106.pdf 28 KB

**02**

**Deutsche Post DHL PURCHASE ORDER**

TEST

PO NUMBER 6000003623  
DATE 20/12/2022  
PAYMENT TERMS  
SHIPPING TERMS  
CURRENCY USD  
CONTRACT  
CONTACT Tomasz Barnowski  
[tomasz.barnowski@dhl.com](mailto:tomasz.barnowski@dhl.com)

**03**

**DHL test supplier**  
Attn: Test Supplier  
[test.supplier1.dhl@gmail.com](mailto:test.supplier1.dhl@gmail.com)

**Ship To**  
Deutsche Post DHL  
Charles-de-Gaulle-Str. 20  
Bonn, 53113  
Germany  
Attn: Tomasz Barnowski

**Bill To**  
Deutsche Post DHL  
[DEMO] Line 1  
[DEMO] City, 3000  
Germany  
Attn:

Line Description	Need By Date	Qty	Unit	Price Total
1 123	31/12/2022	1	assembly	10.00 10.00
				<b>10.00 USD</b>

## Important:

Any vendor with an email address on record will receive the SAN notifications.  
You don't need to log into CSP to view, manage or invoice your PO.



# Viewing purchase orders via Supplier Actionable Notifications (SAN) continued...

**04** Select “**Manage Order**” to see the order details, such as General Info, Shipping address and Line details.

**Order Summary**

Date 20/12/2022

PO Total 10.00 USD

Contact Tomasz Barnowski  
[tomasz\\_barnowski@dhl.com](mailto:tomasz_barnowski@dhl.com)

Manage Order
Create Invoice

**05** We recommend that you acknowledge each received order. In this way you can let us know that you took notice of the incoming order.

**Purchase Order #6000003623**

**General Info**

Status Issued - Sent via Email

Order Date 20/12/2022

Revision Date 20/12/2022

Requester Tomasz Barnowski

Email tomasz.barnowski@dhl.com

Payment Term None

Attachments None

Acknowledged

**Shipping**

Ship-To Address Charles-de-Gaulle-Str. 20  
 53113 Bonn  
 Germany  
 Attn: Tomasz Barnowski

Address Description None

Terms None

**Shipment Tracking** + Add

No package tracking.

**Lines**

Type	Item	Qty	Unit	Price	Total	Invoiced
	123	1	assembly	10.00	10.00	0.00

Need By	Part Number	Manufacturer Name	Manufacturer Part Number
31/12/2022	None	None	None

Total USD **10.00**

Create Invoice Save Print View

## Important:

DHL GROUP does not allow their suppliers to initiate order changes. If a **PO change** is needed for your order, please get in touch with the contact person shown on the PO copy. You can use the comment function (see slide 8).



# Viewing purchase orders via Coupa Supplier Portal (CSP)

In CSP, you can view all the Purchase Orders received from all your customers.

**01** Click on the **Orders** tab on the main menu. The Orders page with the **Purchase Orders** table appears.

**02** From the **Select Customer** drop-down list in the top right corner, select the DHL GROUP entity.

**03** Click on the PO number, to see the **PO details**.

**01** coupa supplier portal

SUPPLIERNAME | NOTIFICATIONS 2 | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogs Payments Add-ons Admin

Orders Order Lines Order Changes Order Line Changes

**02** Select Customer Coupa Configure PO Delivery

Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
<b>3050</b>	05/31/17	Issued	None	200 Each of Purple Spiral Notebook	No	100.00 USD	
3049	05/31/17	Issued	None	1 Box of Blue Pens	No	90.00 USD	
2818	07/31/19	Issued	08/19/19	Print Services	No	200.00 USD	

## Important:

When you visit the page again, it shows you the POs from the customer you selected last time.



## Initiating PO change - Coupa Supplier Portal (CSP)

Suppliers can initiate a **change** of the following fields on the Purchase Order:

- Price
- Quantity
- Delivery Date
- Attachments
- Request PO cancellation/Delete PO line

**01** Select the **PO** you would like to change.

**02** Scroll to the bottom and select “**Request Change**”

**03** Modify the required field(s).

**04** Select the **reason** for change.

**05** Submit **Change Request**

Purchase Orders

Instructions From Customer  
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

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

Export to  View All  Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
6000001354	22/03/2023	Issued	None	1 each of test PO	No	1,000.00 EUR		
6000001353	22/03/2023	Issued	None	1 each of test PO	No	100.00 EUR		

Create Invoice **Request Change** Save Print View

Lines

Type	Item	* Qty	Unit	* Price	Total
1	test PO	<input type="text" value="1"/>	each <input type="text"/>	<input type="text" value="115.00"/>	100.00

\* Reason for Change

Cancel Request PO Cancellation Save Change Request **Submit Change Request**

### Important:

Change requests will need to be approved by DHL Group before taking effect!

Until your changes are approved, the current PO version is legally binding.

It's always a good idea to align the change request with the PO owner. Feel free to use the comment (chat) function (see slide 9).

It is not possible to change the price of items originating from a catalog!



## Initiating PO change - Coupa Supplier Portal (CSP)

Once the change order request has been submitted, it will need to be **approved by DHL Group**. You can recognize a change order request is pending approval on the **PO header level**.

**01** To view the request's status, click on **“View pending change”**.

**02** You will be able to see the change details.

**03** To see the overview of the Purchase Change orders, Select **“Order Changes”** in **the Orders tab**.

You will be able to see the overview of all changes and their statuses.

**04** Status will show as **‘Approved’**, when the changes have been approved by DHL Group.

Please be aware that if your request is **rejected**, the change status will be shown as **‘draft’**.

Purchase Order #6090005863 | Revision 3 (Current) May 10

There is a pending change request on this purchase order [Click to view pending change](#) **01**

**02**

Type	Item	Qty	Unit	Price	Total
1	test PO - paper products	100	each	10.25	1,025.00
				+5.25	+525.00
				EUR	EUR
Total					1,625.00
					<del>1,525.00</del> EUR

**03**

Home Profile Forecasts **Orders** Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing

Add-ons Setup **Order Changes** Order Line Changes Order Confirmations Order Confirmation Lines Promised Deliveries Deliveries

Select Customer: DHL Group - DHL test supplier

Purchase Order Changes

Load from file Export to **04** View All Advanced Search

PO Change #	Order #	Version #	Ship To Use	Status	Items	Total	Supplier Initiated	Created By	Reason Code	Assigned To	Justification
1116	6090005865		Tomasz Barnowski	Draft	100 each of test PO - paper products	1,525.00 EUR	Yes	Test Supplier	Cannot fulfill orders by the Need-by date		
1115	6090005864	4	Tomasz Barnowski	Approved	110 each of test PO - paper products	1,677.50 EUR	Yes	Test Supplier	Other		change of qty
1114	6090005863		Tomasz Barnowski	Pending Approval	100 each of test PO - paper products	1,625.00 EUR	Yes	Test Supplier	Other		price update

### Important:

Change requests will need to be approved by DHL Group before taking effect!

Until your changes are approved, the current PO version is legally binding.

You will also receive a notification once your PO change request has been approved or rejected.



## Purchase Order Status in CSP

Status	Description
<b>Buyer Hold</b>	The PO is approved but requires DHL GROUP to review it.
<b>Cancelled</b>	The PO is cancelled and does not need to be fulfilled.
<b>Closed</b>	The issued PO was received and then closed, either manually or automatically within Coupa.
<b>Currency Hold</b>	The PO is on hold due to a currency exchange rate issue.
<b>Error</b>	Something is wrong with the PO. Contact your customer to get the PO back on track.
<b>Issued</b>	The PO was approved and sent to you.
<b>Soft Closed</b>	The PO is closed but can be reopened. You cannot invoice against a PO in this status.



## Automated form – zero price POs (within Coupa Supplier Portal)

In some cases, DHL GROUP does not know the exact price of an item. The example could be configurable items or services. In such cases the buyer can use an automated form to create a **zero-price PO** and supplier can add the pricing themselves.

01

Supplier receives notification for the PO and clicks on the PO link to open the PO in CSP. Please note the price is 0.00.

02

Supplier clicks on Request Change on the PO.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', and 'Catalogues'. Below this is a secondary navigation bar with 'Add-ons' and 'Setup'. A notification dropdown menu is open, showing three notifications for 'New PO received' with PO numbers 6000001772 (€0.00), 6000001722 (€2,400.00), and 6000001610 (€100.00). Below the notifications is a 'Purchase Orders' section with instructions from the customer. A table of purchase orders is displayed, with the first row highlighted in red, showing PO Number 6000001772, Order Date 2022-06-29, Status Issued, and Total 0.00 EUR. At the bottom, there is a row of action buttons: 'Create Invoice', 'Create Service/Time Sheets', 'Request Change' (highlighted in red), 'Save', and 'Print View'.

coupa supplier portal

MAIE DOROTHY | NOTIFICATIONS 99+ | HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogues

Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Deliveries

Select Customer

Purchase Orders

Instructions From Customer

{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page}

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

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
6000001772	2022-06-29	Issued	None	Sr. Manager	No	0.00 EUR		

Create Invoice Create Service/Time Sheets **Request Change** Save Print View

### Important:

Supplier needs to be registered to CSP and linked to the DHL GROUP vendor master.

We will always align beforehand with each supplier to check if they are willing to participate in the automated form process.



# Automated form – zero price POs

**03** Supplier enters the updated price and the Change Reason.

**04** Supplier clicks on Submit Change Request.

The PO Change will need to go through approvals before the change is applied.

**03**

**04**

Lines

Type	Item	* Qty	Unit	* Price	Total
1	Sr. Manager			0.000000	0.00

Service Start Date: 2022-07-01 Due Date: 2022-07-31 Service Manager Email:

AAC: None

Total 0.00 EUR

\* Reason for Change

**Important:**

Supplier needs to be registered to CSP and linked to the DHL GROUP vendor master. We will always align beforehand with each supplier to check if they are willing to participate in the automated form process.



## Comment function

A **comment function** can be used for communication with the requestor in case any clarifications are needed.

It can also be used for sharing **price quotations**.

**01** Open your Purchase Order and scroll down to the comments sections. In the **comment box**, enter the comment. You can address a specific user by entering **@** and typing their name.

**02** Click **“Add File”** to add a document to your comment.

**03** Click **“Add Comment”** to send.

**04** The requester will be notified of your comment. The **response** will be visible directly above your comment.

**01** Comments Mute Comments ▾

**02** Enter Comment

Please see the offer attached. [@Tomasz Barnowski (tomasz.barnowskidhl.com)]

price\_offer.docx

Add File | URL

Send comment notification to a user by typing @name (ex. @JohnSmith)

**03** Add Comment

**04** Participants: Test Supplier2 Tomasz Barnowski

to supplier

Tomasz Barnowski 07/02/2023 at 12:12

Thank you. Price accepted.

from supplier

Test Supplier2 07/02/2023 at 12:09

Please see the offer attached. Tomasz Barnowski

price\_offer.docx

### Important:

If you need urgent communication, contact your customer directly.

Tip: Comment function is available for catalogs and invoices as well.

**THANK YOU**

