

## Coupa Suppliers FAQ

### Where can I find information about the Coupa Supplier Portal (CSP)?

[Coupa Compass for Suppliers](#) provides everything suppliers need to get up and running.

The CSP is a free, online portal that provides Suppliers one location to centrally manage their JELD-WEN catalogs, POs, and Supplier Information requests with JELD-WEN. The CSP will directly connect the registered Suppliers to JELD-WEN'S Coupa platform, making catalog updates and document transfer immediately available for both the Supplier and Customer.

### Do I need a CSP account?

A CSP account is not required but strongly recommended for you to be able to transact with JELD-WEN. You will be able to manage content and settings on a customer-by-customer basis including viewing purchase orders, creating catalogs, advance ship notices (ASNs), checking the status of transactions, and more.

### 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.

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

### Do I submit invoices to JELD-WEN through the CSP?

No, the invoicing process will remain the same and you will continue to submit them through Basware at [jeldweninc@pdf.basware.com](mailto:jeldweninc@pdf.basware.com).

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

When a PO is submitted, you will receive an email with the Purchase Order attached as a PDF.

If you **have a CSP account**, 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 **do not have a CSP account** set up, all pertaining information will be within the email and attachment.

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

### How do I communicate any changes to my information? (example: change in name, PO address, Tax ID etc.)

If your company profile needs to be updated to reflect any changes you can fill in the Supplier Form that will be available in June 2025.

## 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](#).

## Where can I go for Coupa related resources?

- [Coupa Compass](#)
- Use [CSP Videos](#) as resources