



# Coupa Suppliers Playbook

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# Welcome Valued Supplier

This guide is provided to help you understand the process of becoming an Indirect Procurement supplier at Schneider Electric.

At Schneider we partner with  for:



Procure to Order



Sourcing



Contracting

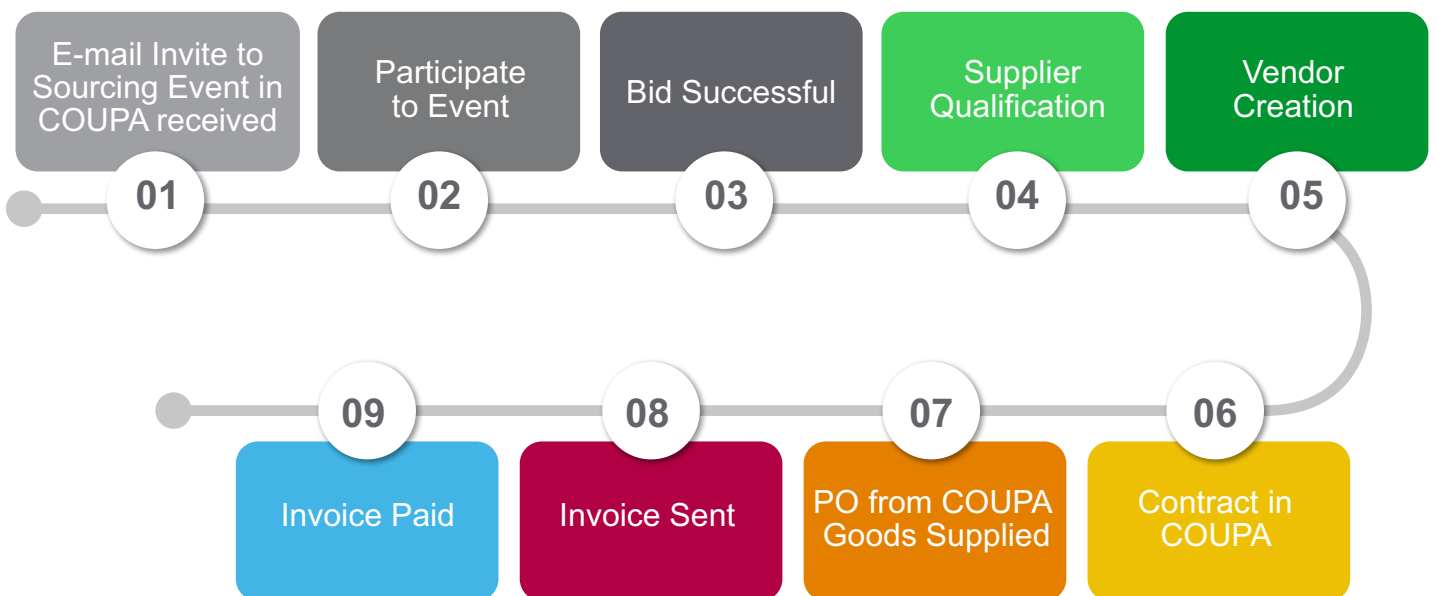
Other Tools Used in Schneider you may need to use:

**SSP SRM**  
(Supplier Assessments)

DPA

Cyber Security

## Indirect Procurement Supplier Journey





## Support available to suppliers

As a first step to getting support, click on the button to access:



Coupa Supplier Support  
[supplier.coupa.com/help/faqs/](https://supplier.coupa.com/help/faqs/)

Access these subjects' areas for help and support:

- [Managing your CSP Account](#) | [Managing your CSP Profile](#) | [Invoicing](#)
- [Catalogs](#) | [Payments](#) | [Other Questions](#) | [Sourcing](#) | [Releases](#)

Find answers to questions like:

### How do I get Technical Assistance when participating in a sourcing event?

If you are having an issue logging into an event, uploading or submitting a response or any other technical query please reach out to Coupa Support by emailing [sourcing.support@coupa.com](mailto:sourcing.support@coupa.com).

- [How do I get support to Coupa Supplier Portal \(CSP\) issues?](#) | [How do I contact my Coupa Customer / Event Organizer?](#) | [How can I access a sourcing event?](#) | [How do I participate in a sourcing event?](#) | [I am getting a Permission error, what is wrong?](#) | [What browsers are supported for Sourcing events?](#) | [I am getting an error message "account suspended temporarily" how can I fix this?](#) | [How can I reset my password?](#) | [Where can I find my login and password?](#) | [I need more time to submit my response, what can I do?](#) | [What can I do if I submitted an incorrect bid in an Auction?](#) | [Why can't I enter my response or a bid?](#)

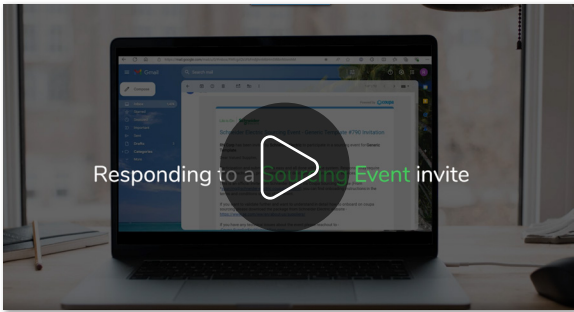
If you need additional support, click on the button to access:



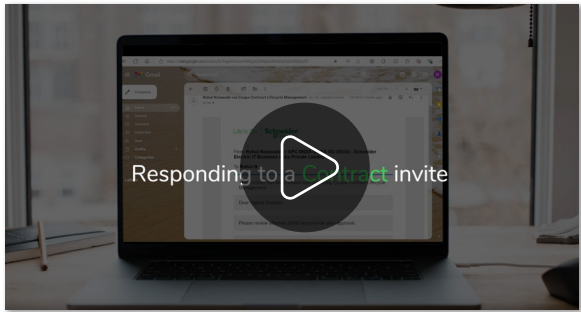
Supplier Enablement  
[coupa.supplierenablement@se.com](mailto:coupa.supplierenablement@se.com)

# How-to videos and PDF documents

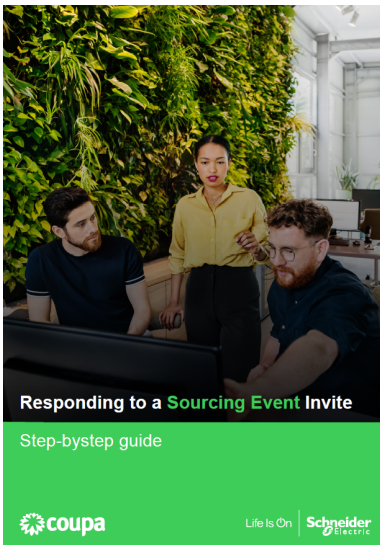
Click on each button to access the How-to videos and the step-by-step guides of each module.



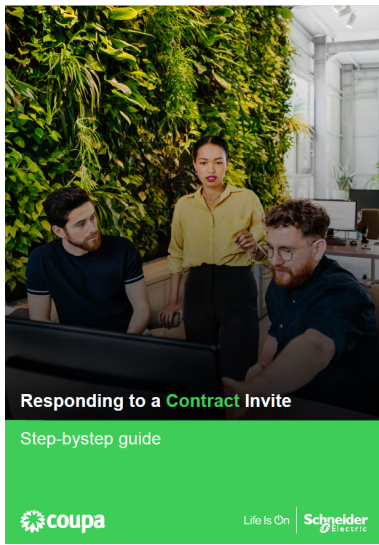
Sourcing How-to video



Contract How-to video



Sourcing Step-by-step guide



Contract Step-by-step guide

# Acronyms & explanations

<b>BPO</b>	Business Process Owners	BPO's are responsible for the overall process of a business processes and improvement projects. They ensure the process is properly managed, operated and that it interacts well with touchpoints in other processes.
<b>CSP</b>	Coupa Supplier Portal	Is free to use & enables you to access sourcing events view PO's & directly create electronic invoices. You can also access & update your information, host & maintain catalogues.
<b>DPA</b>	Data Privacy Agreement	Data Protection Act 2018 is a global Act and controls how personal information is used by organisations, businesses or the government.
<b>GPS</b>	Global Procurement Services	GPS team is internal to Schneider and covers the services globally relating to Procure to Pay, Master Data Governance, making suppliers active in Schneider systems, Sourcing and contract uploading and many more...
<b>IP</b>	Indirect Procurement	Purchasing Department Responsible for the goods and services consumed internally within our business that are not sold or recharged to customers.
<b>MDG</b>	Master Data Governance	SAP MDG is the middleware tool that connects all supplier data and details and makes them active into local.
<b>PO</b>	Purchase Order	The document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services required. It is used to control the purchasing of products and services from external suppliers. You must obtain a Purchase Order before supplying goods and services, this PO number needs to be present on your invoice and match the PO value to obtain 3 way match for payment.
<b>SEC</b>	Supplier Enablement Team	They drive strong relationships with suppliers by addressing queries, resolving issues, and ensuring the seamless flow of the supplier procurement processes. They will be your first port of call if you face issues on Sourcing, Contracting and Coupa catalogues issues.
<b>SSP - SRM</b>	Schneider Supplier Portal - Supplier relationship management	SSP-SRM is an integrated online platform which is used for entering supplier information, completing DPA & Cyber assessments and submitting documents, displaying status, and communicating. Production Purchasing and Solutions purchasing departments also use it for sourcing and contracting.

Life Is On

