



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

Guiding you through your purchases

Powered by  coupa

Transacting with ComfortDelGro Purchase Orders

A series of thin, curved lines in shades of blue and brown sweep across the bottom of the slide, creating a sense of motion and depth.

COMFORTDELGRO

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1. General Guidelines

Guidelines to follow when transacting with ComfortDelGro

★ Register on Coupa Supplier Portal! ★

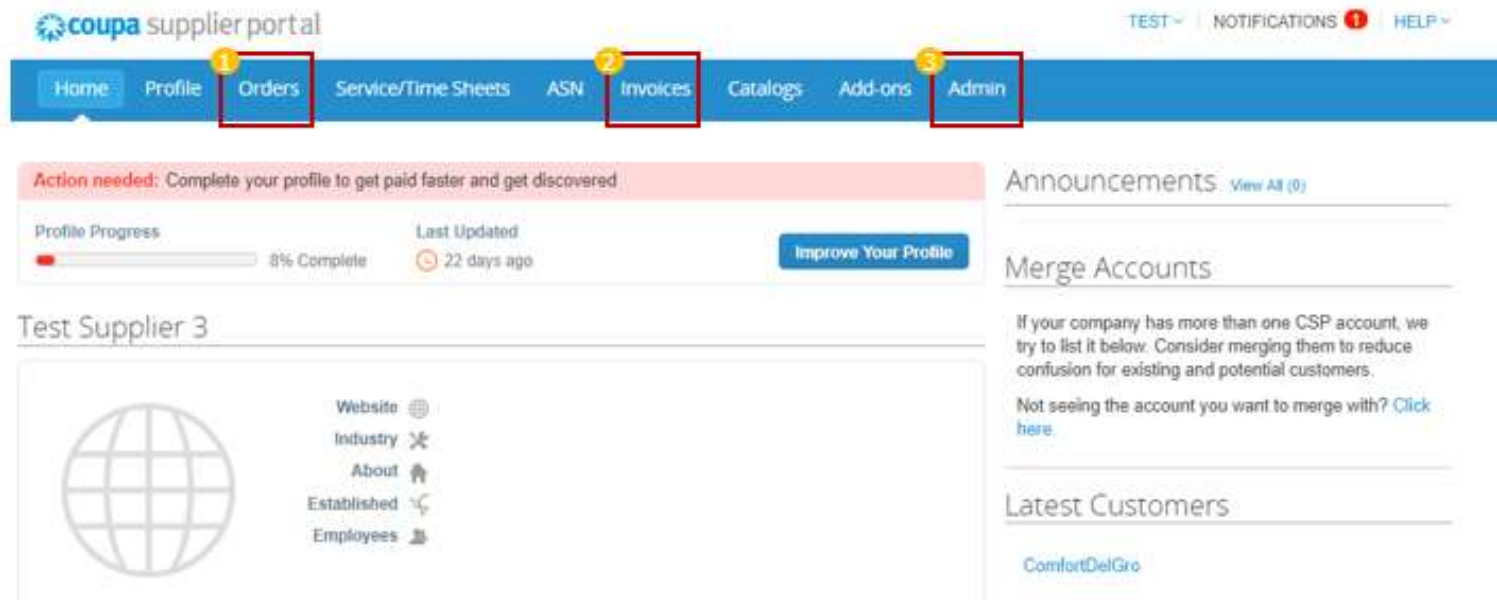
- Suppliers need to register on Coupa Supplier Portal (CSP) to enjoy the full benefits of electronic transactions with us
- Registration is simple and Free-of-Charge for suppliers

Purchase Orders

- Take note of the Purchase Order instructions displayed on the Purchase Order List page
- Supplier has to acknowledge receipt for any PO issued

2. Coupa Supplier Portal Home Page

After you have registered on Coupa Supplier Portal (CSP), this is what you will see



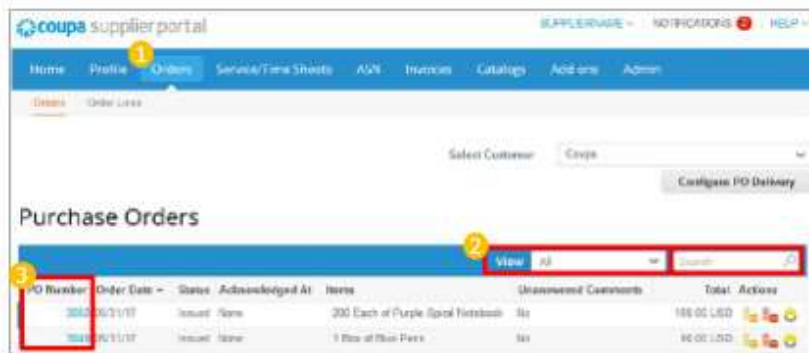
- 1 **Orders:** Review your Purchase Orders, Status, Submit Invoices/Credit Memos
- 2 **Invoices:** Reviewing status of Invoices and Credit Memos
- 3 **Admin:** Administer your CSP Account

3. Purchase Orders

Viewing and acknowledging POs

01 Viewing Purchase Orders

POs issued by ComfortDelGro will be readily available in the Orders tab in the CSP



- 2 **Search and Create a View**
To find a specific PO, you can use the **Search** bar or the **View** functionality to filter. Columns can also be sorted by clicking on any of the column headers
- 3 To view additional information about the purchase order, click on the **hyperlinked** PO number

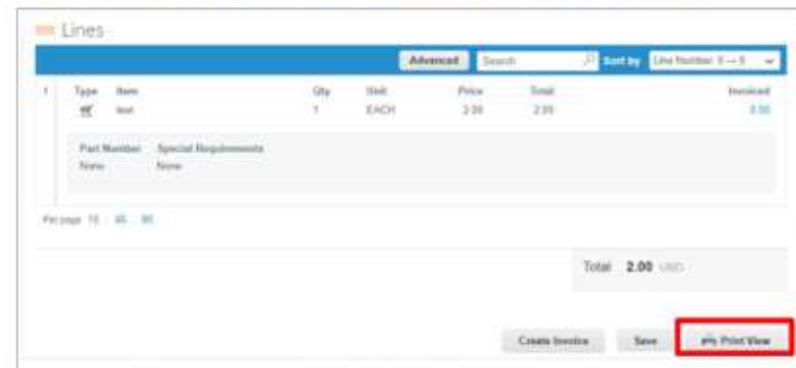
02 Acknowledge Orders

Clicking on the hyperlink (PO number) will display the PO details and shipping information

Click the "Acknowledged" checkbox to notify CDG that you have received the PO.



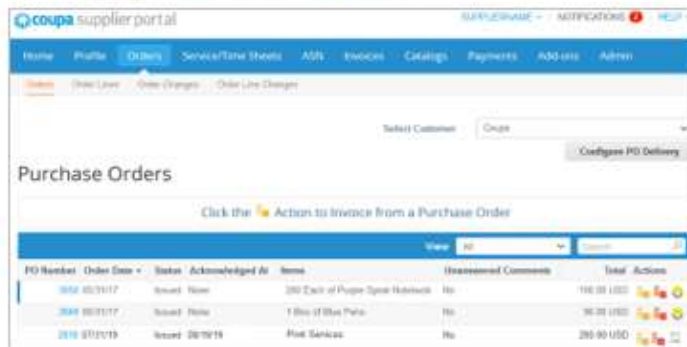
To view in PDF or to print the PO, select the Print View button.



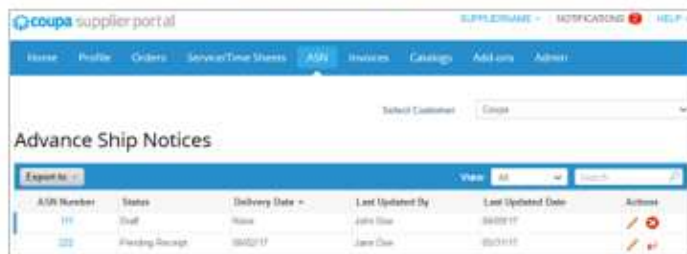
4. Advance Shipment Notice (ASN)

Creating or Updating ASN

- 03** Create or Update an Advance Shipment Notice (ASN)
POs can be flipped into an ASN and sent to CDG by clicking on the Flip to ASN (🔄) icon in the Orders table.

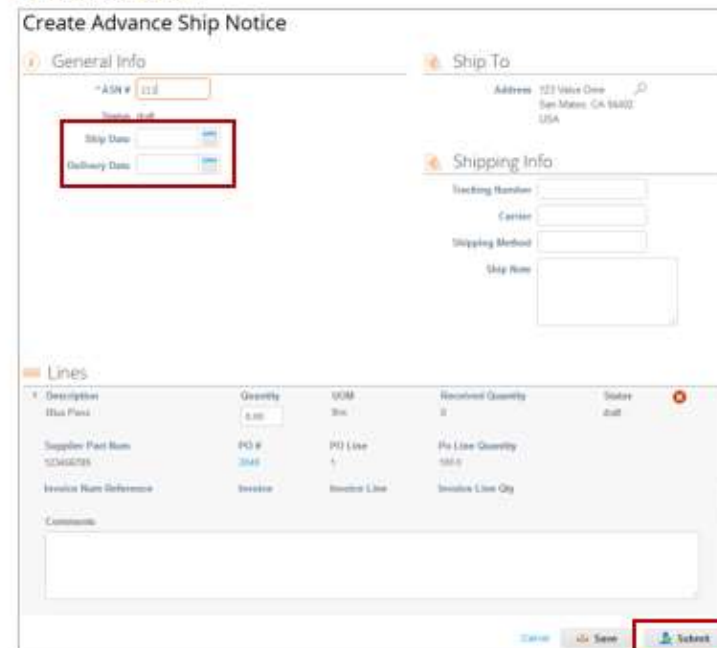


To edit a draft ASN or update one in pending receipt status, click on the Edit (✎) icon for it in the Advance Ship Notices table.



On the Create Advance Ship Notice page, fill in at least the mandatory fields (marked with a red asterisk). If CDG requires you to create an ASN, it is mandatory to input the **Ship Date** and **Delivery Date**.

Click **Submit** to send the ASN to CDG, or **Update** if you are sending an updated ASN.



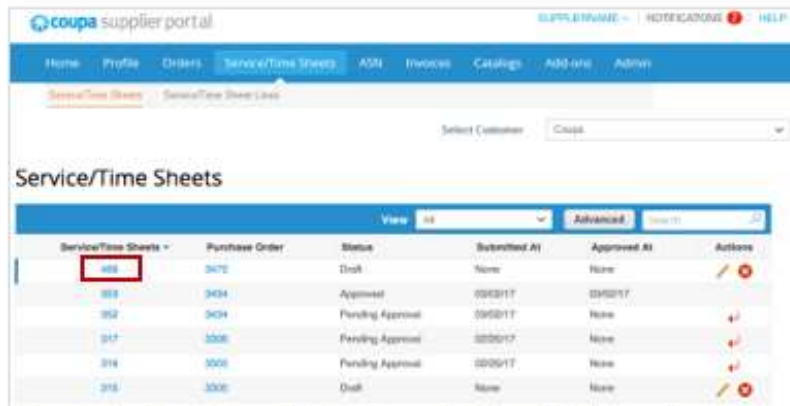
5. Managing Service / Time Sheets

Creating and managing Service / Time Sheets

01 Managing service/ time sheets

When you receive a purchase order, you can flip it into a service/time sheet from the **Purchase Orders** tab or on the **Create Service/Time Sheets** button on the PO

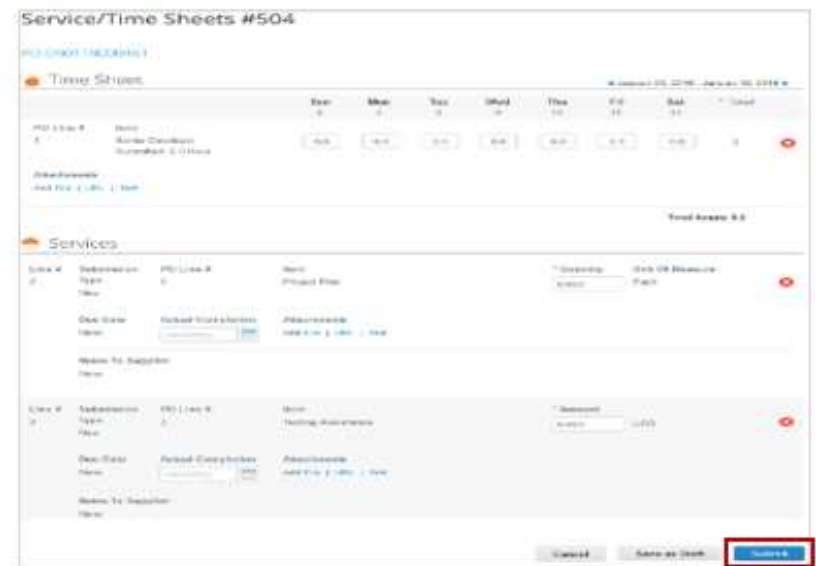
Click the number in the **Service/Time Sheets** column and click on the **'Edit'**



The **Service/Time Sheets** feature is available only if your customer enables it for you. You also have to enable it for the CSP user(s) on the Admin page.

02 Editing and submitting

Confirm or enter time, quantity, and/or amount against the PO line items. Once completed, click **'Submit'**. The service/time sheet is routed for approval.



You can edit or delete only draft service/time sheets. You can withdraw service/time sheets only in pending approval status.

7. Support

Quick guides

CSP Guide: [https://success.coupa.com/@api/deki/files/3381/CSP Admin and User Guide.pdf?revision=12](https://success.coupa.com/@api/deki/files/3381/CSP_Admin_and_User_Guide.pdf?revision=12)

Videos: [https://success.coupa.com/Suppliers/For Suppliers/Coupa Supplier Portal/Get Started with the CSP/03 CSP Videos](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Get_Started_with_the_CSP/03_CSP_Videos)

FAQ: [https://success.coupa.com/Suppliers/For Suppliers/Coupa Supplier Portal/CSP FAQ](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_FAQ)

ComfortDelGro Supplier Support

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Coupa

FAQ: [https://success.coupa.com/Suppliers/For Suppliers/Coupa Supplier Portal/CSP FAQ](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_FAQ)

Technical issues with CSP: supplier@coupa.com