



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

Guiding you through your purchases

Powered by  **coupa**

Introduction to ComPASS and Who to Contact

Updated on 29 June 2021

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COMFORTDELGRO

What is ComPASS vs Coupa?

Coupa is a cloud-hosted procure-to-pay solution. The instance that is used by ComfortDelgro Corporation (CDG) is known as ComPASS. The engine behind ComPASS is Coupa software.

CDG uses ComPASS to:

- Manage suppliers' records;
- Source / invite quotations / tenders;
- Issue Purchase Orders;
- Enter into contracts with awarded suppliers;
- Receive and process invoices for payment.

With effect from January 2021, suppliers are to submit invoices through Coupa Supplier Portal (<https://supplier.coupahost.com/sessions/new>) so as not to cause any delay in payment. The Company will no longer accept invoices via mail, fax or email.

To read more about Coupa, please visit their [website](#).

Who to Contact

ComPASS Supplier Support	CDG Accounts Payable (AP)	Coupa Supplier Support	Your Company Administrator
supplierAsk_ComPASS@comfortdelgro.com	See contacts in next slide.	supplier@coupa.com and Coupa Live Chat Agent	Please check internally
Change in company details eg. registered company name, registered address, registered primary contact	Invoicing matters, including credit notes	Enhancement feedback on features in Coupa	Add/remove company users and permission setting
Registration in CSP for ComPASS	Payment enquires	Connection issues	Updating legal entity, fiscal representative, remit-to address etc
Suppliers' Profiles Questionnaire (SPQ)	Supplier Onboarding Form (including bank details)	Troubleshooting of system errors	Users/customers merge
		Password matters	

To reset password, go to <https://supplier.coupahost.com/>, click on [Forgot Your Password?](#)

CDG AP Contacts

For enquiries on invoicing and payment matters, please reach out to the following contacts below:

Business Unit	Contact Email	AP Leads
SBS Transit Ltd (SBST) and SBS Transit DTL Ltd (Including NEL)	sbs_ap@sbstransit.com.sg	Chan Heng Mei chanhm@comfortdelgro.com
ComfortDelgro Engineering Pte Ltd (CDGE)	cdge_ap@cdge.com.sg	Julie Wong juliewong@comfortdelgro.com
The rest of 13 Business Units (except SBST, DTL, CDGE)	group_ap@comfortdelgro.com	Albert Goh Kim Soon ksgoh@comfortdelgro.com

Resources

Sign up an account with Coupa and access the Suppliers Guides on Coupa system here:
https://success.coupa.com/Suppliers/For_Suppliers

Contact supplier@coupa.com or use the Chat Function in CSP.



Core Supplier Onboarding

To get started, you'll need to know how you're going to handle catalogs, purchase orders, and invoices.

Coupa Supplier Portal

Doing business with your customers is easier through the CSP.

CCW Supplier Guide

Information for suppliers who use Coupa Contingent Workforce (CCW).

Contract Collaboration for Suppliers

Detailed information for suppliers who use Coupa Contract Collaboration.

Sourcing Supplier FAQ

Use Coupa Sourcing to optimize your collaboration with buyers.