



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

*Guiding you through your purchases*

Powered by  coupa

# Introduction to ComPASS and Support Team

Updated on 26 August 2022

## 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 (CSP) (<https://supplier.coupa.com/sessions/new>) so as not to cause any delay in payment. The Company will no longer accept invoices via mail, fax or email.

# ComPASS and Coupa Support

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	Your organization Primary Contact in CPS
<ul style="list-style-type: none"> <li>• Change/update company details (e.g. registered company name, address, etc.)</li> <li>• Change primary user ID</li> <li>• Registration in CSP for ComPASS</li> <li>• Queries on Suppliers Onboarding Form (SOF)</li> </ul>	<ul style="list-style-type: none"> <li>• Invoicing matters, including credit notes</li> <li>• Payment enquires</li> <li>• Queries on Supplier Banking Details Form</li> </ul>	<ul style="list-style-type: none"> <li>• Password matters</li> <li>• Enhancement feedback on features in Coupa</li> <li>• Connection issues</li> <li>• Troubleshooting of system errors</li> </ul>	<ul style="list-style-type: none"> <li>• Add/remove company users and permission setting</li> <li>• Updating legal entity, fiscal representative, remit-to address, etc.</li> <li>• Users/customers merge</li> </ul>

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

## ComfortDelGro AP Contacts

For enquiries on invoicing and payment matters, please reach out to “Support Team” for assistance. If you do not receive any response from “Support Team” within 3 business days, please contact “AP Lead”.

Business Unit	Support Team (1 <sup>st</sup> level Support)	AP Lead (2 <sup>nd</sup> level Support)
<ul style="list-style-type: none"> <li>SBS Transit Ltd</li> <li>SBS Transit Rail Pte. Ltd.</li> </ul>	sbs_ap@sbstransit.com.sg	Cheng Siew Ling <a href="mailto:chengsiewling@sbstransit.com.sg">chengsiewling@sbstransit.com.sg</a>
<ul style="list-style-type: none"> <li>ComfortDelgro Engineering Pte Ltd (CDGE)</li> </ul>	cdge_ap@cdge.com.sg	Julie Wong <a href="mailto:juliewong@comfortdelgro.com">juliewong@comfortdelgro.com</a>
<ul style="list-style-type: none"> <li>JIC Inspection Services Pte Ltd</li> <li>Setsco Consultancy International Pte. Ltd.</li> <li>VICOM Inspection Centre Pte Ltd</li> <li>VICOM Ltd</li> </ul>	yanlingtoh@vicom.com.sg	Johnsy Rani <a href="mailto:johnsy@vicom.com.sg">johnsy@vicom.com.sg</a>
<ul style="list-style-type: none"> <li>Setsco Services Pte Ltd</li> </ul>	carinelim@vicom.com.sg	Johnsy Rani <a href="mailto:johnsy@vicom.com.sg">johnsy@vicom.com.sg</a>
<ul style="list-style-type: none"> <li>Other Business Units not listed above</li> </ul>	group_ap@comfortdelgro.com	Albert Goh Kim Soon <a href="mailto:ksgoh@comfortdelgro.com">ksgoh@comfortdelgro.com</a>

## More Resources

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

Contact [supplier@coupa.com](mailto:supplier@coupa.com) or use the Chat Function in CSP.

 Chat with Coupa Support

### For Suppliers

Last updated: Dec 9, 2020

#### 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

Information for suppliers who use Coupa Contract Collaboration.

thank you!