Coupa eProcurement

Professional Buyer and System Administrator Guide

Open Source Edition - Release 3

January 2007

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Professional Buyer and System Administrator Guide

This guide documents the capabilities of the Coupa Open Source eProcurement solution. It is intended to be a community effort, so community members are encouraged to add, change and delete (if necessary). At the present time, this user guide is for Release 3 of Coupa eProcurement. The hope is for the document to continue to live and be a valuable resource as Coupa and the community release new versions of the project.

For a demonstration of the solution, please see Coupa.com. For our community forums, please visit Coupa Forums. We suggest you pose questions and experiences about this User Guide in the Documentation topic area of the forums. Technical documentation, such as installation guides and release notes, are available at the home page of the Coupa wiki.

This document assumes you or someone at your company has installed Coupa on-premise or has access to a hosted version of Coupa. As the Coupa eProcurement application is 100% web-enabled, you should only need your web browser to access the functionality of the application. Currently, the application works with many of the major browsers available. For detailed questions on browser compatibility, please post questions on the Coupa forums.

This guide focuses on the capabilities for the professional buyer and system administrator roles. End users (e.g., typical employees who create requisitions) should consult the Coupa Open Source Edition User Guide available at Coupa.com or from the Coupa Open Source project on Sourceforge.net.

Table of Contents

Professional Buyer Guide

Buyer Overview

Users who are assigned the buyer role have additional privileges beyond those of the end-user. Buyers can manage the supply base, contracts and catalog items, PunchOut sites, user-created content and more. Additionally, the buyer is responsible for managing incoming requisitions that require input before they can be finalized and approved.

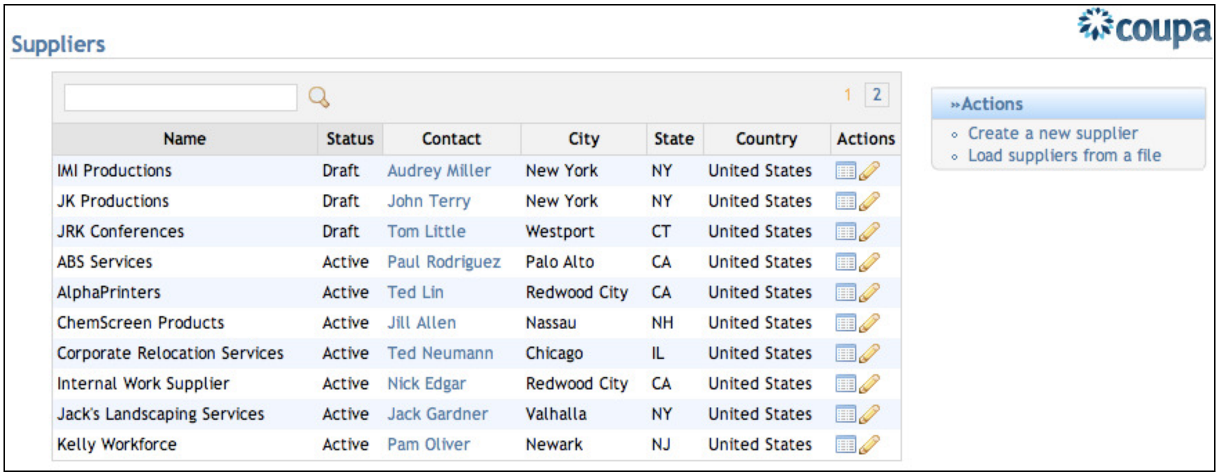
General Navigation for Buyer

The buyer can access these additional capabilities by clicking the Admin link in the global toolbar. At this point, the buyer views the buyer administration console.

The information is organized by sections. If a link is not active, it means you do not have access to the function. System administrators and other users who have been granted additional permissions are able to access the non-active functions.

Managing Suppliers

Buyers can manage their supply base through the Suppliers page accessed from the Buyer Administration page. When opening the page, the buyer sees the list of current suppliers, including the primary contact information for the supplier. Buyer can do a query of suppliers using the search dialog box above the list of suppliers. A sample table of suppliers is shown below. As with most tables in Coupa, the user can execute search, sort the data (darker shaded columns) and move quickly through the table using the page navigation on the top right side of each table. In the example, there are two pages of data in this table and the user is on the first page. By clicking the box with “2” in it, the user goes to the second page.

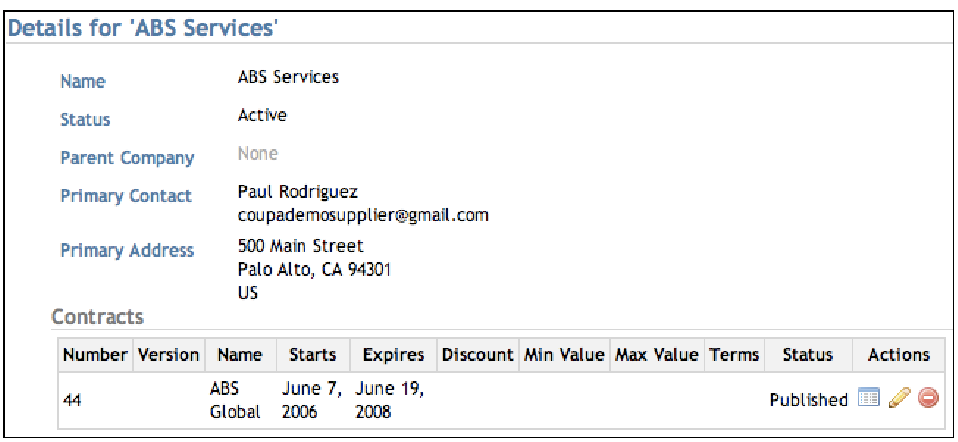

Suppliers

1 2

Name	Status	Contact	City	State	Country	Actions
IMI Productions	Draft	Audrey Miller	New York	NY	United States	
JK Productions	Draft	John Terry	New York	NY	United States	
JRK Conferences	Draft	Tom Little	Westport	CT	United States	
ABS Services	Active	Paul Rodriguez	Palo Alto	CA	United States	
AlphaPrinters	Active	Ted Lin	Redwood City	CA	United States	
ChemScreen Products	Active	Jill Allen	Nassau	NH	United States	
Corporate Relocation Services	Active	Ted Neumann	Chicago	IL	United States	
Internal Work Supplier	Active	Nick Edgar	Redwood City	CA	United States	
Jack's Landscaping Services	Active	Jack Gardner	Valhalla	NY	United States	
Kelly Workforce	Active	Pam Oliver	Newark	NJ	United States	

»Actions
- Create a new supplier
- Load suppliers from a file

To view the details of the supplier, click on the details icon located in the Actions column. The system displays the primary contact and address information along with parent company information, if applicable. Additionally, any contracts for this supplier are listed in the table. The buyer can quickly view and edit the contracts related to the supplier as necessary.


Details for 'ABS Services'

Name	ABS Services
Status	Active
Parent Company	None
Primary Contact	Paul Rodriguez coupademosupplier@gmail.com
Primary Address	500 Main Street Palo Alto, CA 94301 US

Contracts

Number	Version	Name	Starts	Expires	Discount	Min Value	Max Value	Terms	Status	Actions
44		ABS Global	June 7, 2006	June 19, 2008					Published	

Creating Suppliers

Buyers can add suppliers via the user interface or through the bulkload process. The Actions mini-portlet on the Supplier page gives access points to the functions. To create a supplier via the user interface, click "Create a new supplier". The buyer inputs the supplier name, parent company (if applicable), primary contact and primary address information.

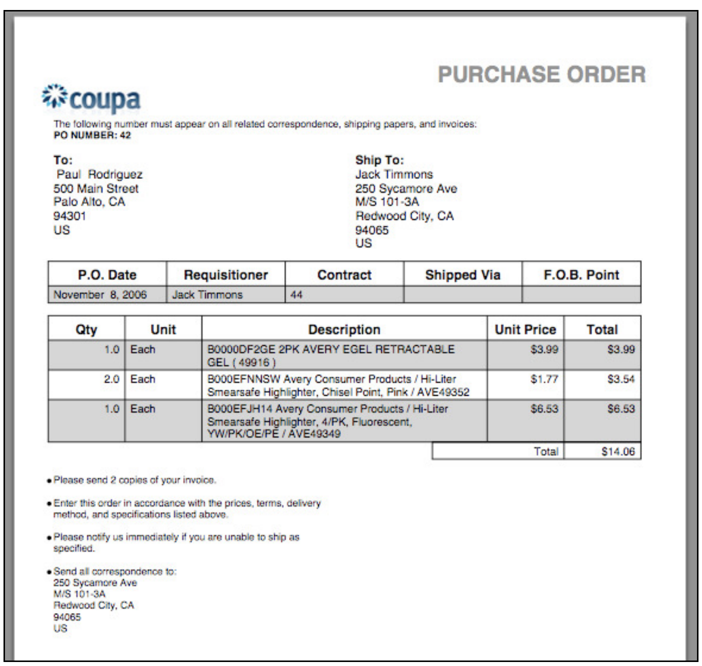
To access the supplier bulkload process, click "Load suppliers from a file". At this page, the buyer can download the CSV file to use as a template for uploading. Enter the information in the CSV file, typically using a spreadsheet program. To add a supplier, type "Add" in the Action column for the row. To edit a supplier, type "Update" in the Action column. When updating a supplier, you must enter the Supplier ID in the second column.

Required fields are marked with an asterisk "*". In the file, there are some columns headings are marked with double asterisks "**". When there are two column headings with double asterisks located next to each other, it indicates that these are related columns. In this situation, the buyer must enter a value in 1 of the 2 columns. As an example, the file has Primary Address Country Code and Primary Address Country Name as related columns. The buyer can either enter a value for the Country Code or Country Name. The CSV file that the buyer has edited can now be uploaded by clicking the Browse button and selecting the file from his/her local computer. Press "Go" to begin the process. The system gives a status of the upload and taken to the Data Sources page after upload is complete. On this page, the buyer sees the status of the upload. If errors were encountered, the buyer can click on the "with errors" link for the associated file to see any invalid rows.

Purchase Order Communication

Purchase orders are emailed to the supplier contact's email address when each PO is issued. It is important to ensure that the correct email address is listed for the supplier contact. The supplier receives an email with a pdf version of the purchase order attached to the email. The filename of the pdf file includes the purchase order number.

If the user added an attachment(s) on the requisition with destination of supplier, the supplier receives a URL link to retrieve the attachment(s) in the body of the email.



PURCHASE ORDER

coupa

The following number must appear on all related correspondence, shipping papers, and invoices:
PO NUMBER: 42

To:
Paul Rodriguez
500 Main Street
Palo Alto, CA
94301
US

Ship To:
Jack Timmons
250 Sycamore Ave
M/S 101-3A
Redwood City, CA
94065
US

P.O. Date	Requisitioner	Contract	Shipped Via	F.O.B. Point
November 8, 2006	Jack Timmons	44		

Qty	Unit	Description	Unit Price	Total
1.0	Each	B0000DF2GE 2PK AVERY EGEL RETRACTABLE GEL (49916)	$3.99	$3.99
2.0	Each	B000EFNNSW Avery Consumer Products / Hi-Liter Smearsafe Highlighter, Chisel Point, Pink / AVE49352	$1.77	$3.54
1.0	Each	B000EFJH14 Avery Consumer Products / Hi-Liter Smearsafe Highlighter, 4/PK, Fluorescent, YW/PK/OE/PE / AVE49349	$6.53	$6.53
			Total	$14.06

- Please send 2 copies of your invoice.
- Enter this order in accordance with the prices, terms, delivery method, and specifications listed above.
- Please notify us immediately if you are unable to ship as specified.
- Send all correspondence to:
  250 Sycamore Ave
  M/S 101-3A
  Redwood City, CA
  94065
  US

Managing Contracts

Coupa provides contract management functionality to create, edit and maintain supplier contracts. When the Contracts page is accessed, the buyer views the list of existing contracts. Details of the contracts are shown, including the supplier name, expiration dates and status. The user can view, edit or delete the contract from the Actions column. The buyer can do a query of existing contracts using the search dialog box above the list of contracts.

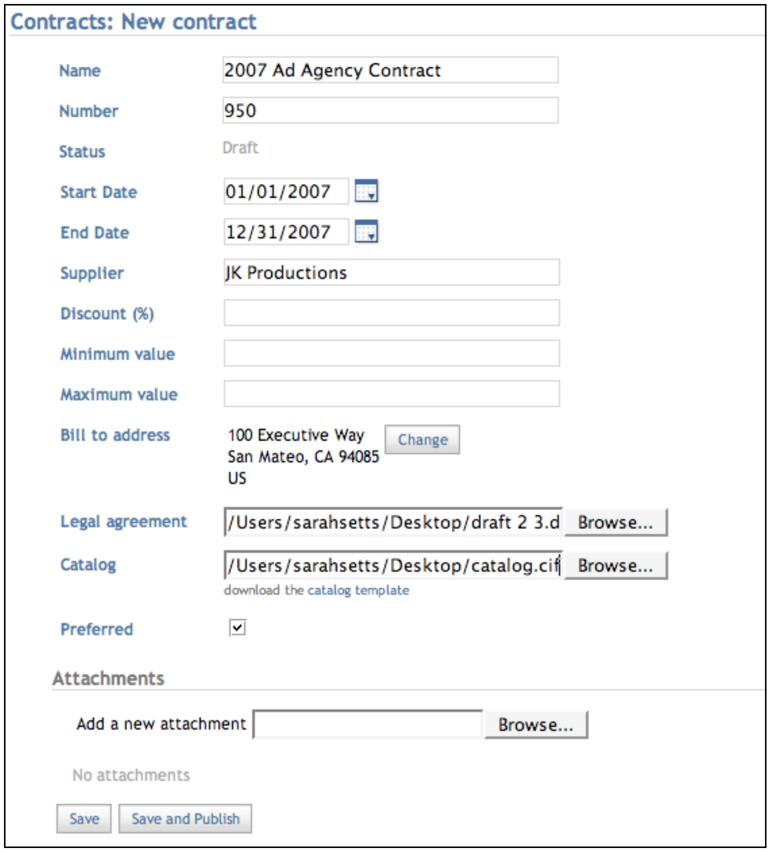
Contracts

Number	Version	Supplier	Name	Starts	Expires	Min value	Max value	Terms	Status	Actions
44		ABS Services	ABS Global	June 7, 2006	June 19, 2008				Published	
101		Corporate Relocation Services	Global Relocation	September 1, 2006	September 1, 2009				Published	
999		ChemScreen Products	Global Chemical Contract	September 7, 2006	September 30, 2009				Published	
459		Internal Work Supplier	Internal Work Contract	September 1, 2006	September 30, 2008				Published	
860		Nabors, Latham and Topham	Nabors Legal Contract	September 3, 2006	September 26, 2009				Published	
801		Montreal Supplies Inc.	Canada Office Supplies	September 1, 2006	September 30, 2008				Published	
1043		AlphaPrinters	AlphaPrinters	September 1, 2006	September 30, 2008				Published	
8420		Kelly Workforce	Kelly Global Services Contract	September 1, 2006	September 30, 2009				Published	

To view the details of the contract, click on the details icon located in the Actions column. The buyer sees additional details of the contract, including attachments and the number of catalog items associated with the contract. To view the catalog items, click the "Show" link.

Creating Contracts

To create a new contract, click the "New Contract" link. The buyer needs to enter in the necessary information as shown below. The contract can stand as a framework agreement for the relationship between the buying company and the vendor or could be a contract governing specific items/services. A company may have multiple contracts with a given vendor.



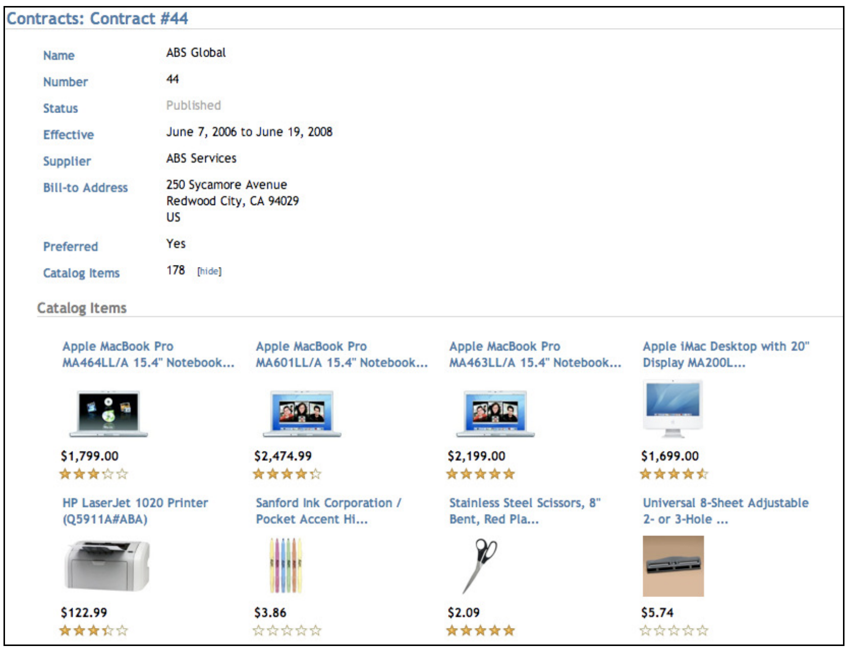
Catalog items are loaded alongside the contract. A catalog template is provided on the contract page as a sample of the information that can be loaded into the system. Coupa supports the CIF (Catalog Interchange Format) for loading, which is very similar to a CSV format. The required and optional fields in the CIF format are listed in the template document. When the CIF file is ready to load, select the file from the local computer and enter it in the Catalog field of the New Contracts screen. When all information is entered, press "Save" to file this contract in Draft (not usable mode) or "Save and Publish" to publish the contract. If a catalog file is attached to the contract, the loading process begins when the contract is published. The load status initially shows 0%. Check the Data Sources link to see progress of the catalog load. Effective dates of a contract allow the buyer to manage when the contract is available to end-users. Published contracts are available for use, so all items/services related to that contract are available in the system.

Editing Contracts

Organizations may wish to edit existing contracts during their lifecycle. To edit a contract, press the "pencil" or edit icon on the specific contract that needs editing. When a contract is being edited, the published version of the contract remains valid (can be used for transactions). A new version of the contract is created in Draft status. All elements of the contract, except the contract number and supplier, can be altered in the new version. Items/services can be added, changed or deleted. When all changes are completed and the new version is ready for use, click "Save and Publish". If additional changes may be necessary or the new version is not ready for purchase execution, click "Save". The new version remains in Draft status and To save the new version in Draft status, click "Save". In the list of contracts, both the Published and Draft versions are visible.

Managing Catalog Item and Services

As mentioned above, catalog items and services are loaded in the contract. When a user chooses the particular items/services from the catalog and creates a requisition, the system knows the appropriate contract/vendor to apply for the purchase order. To manage the local catalog, edit the appropriate contract. When editing a contract, new items can be added, existing items may be deleted and items can be changed. Add new items via the catalog CIF loader process. To delete items, click the "Show" link next to the number of catalog items associated with the contract. This shows all items in the contract. Press the "Delete" button next to the items that are to be deleted. To edit the item, click on the item name and make the appropriate edits. Below shows how a user can view the contract and associated catalog items.



PunchOut Management

Buyers can review the existing PunchOut sites via the PunchOut sites link on the Buyer Administration page. A list of all PunchOut sites is listed along with their description. To initiate a PunchOut session, the buyer can click on the PunchOut site name which is hyperlinked. Only personnel with the system administrator role can create or modify PunchOut sites.

Managing Requisitions

The buyer can manage requisitions that do not have the required information necessary to convert them into purchase orders upon approval. Various circumstances may require buyer intervention in these requisitions, such as a one-time item purchase where a vendor relationship has not existed, a services order where a contract is not in place, etc. This process can also be used when the end user needs a quote on a particular new item and wants assistance from the purchasing department. Required information on a requisition includes vendor (must be approved status), item, qty/unit/price (quantity-based items), amount (amount-based items) and contract. If required information is missing, the requisition goes into the requisition pool for buyer action. The flow for requisition management:

1. End user submits requisition
2. If all required information is available, requisition goes to approval (step 6)
3. Requisition goes to requisition pool
4. Buyer adds additional required information and sends back to end user
5. End user resubmits requisition for approval. If required information is still missing, go to step 3.
6. Requisition goes through approval chain
7. Requisition is converted to PO or POs and sent to the vendor

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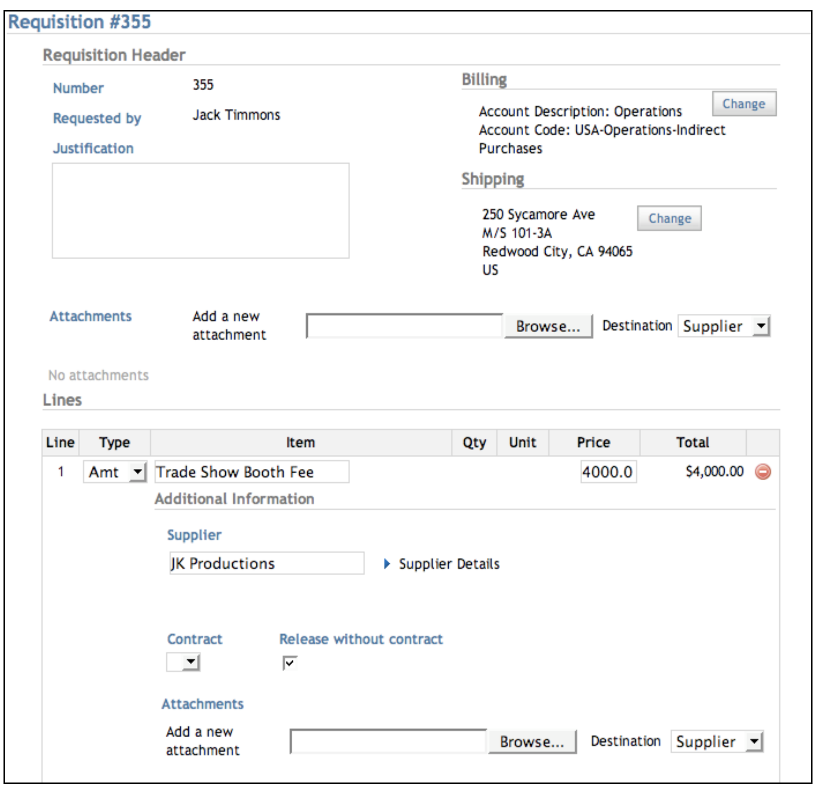
Requisition Pool

The buyer accesses the requisition pool from the Buyer Administration console. The buyer views a list of requisitions in the pool, including the requisitioner and requisition total. The buyer can do a query of requisitions in the pool using the search dialog box above the list of requisitions. To open and modify a requisition, the buyer clicks the requisition number. The header and lines of the requisition are shown, as in the example below:



At the header level, the buyer views and can change the billing and shipping information, attachments and requisition justification. Below the header are the individual lines of the requisition. The buyer may modify the existing lines, delete lines (click the minus icon) and/or add new lines (click "Add lines" button) to the requisition. To modify the existing lines, the buyer enters the appropriate information. If no supplier is listed, the buyer should type in the supplier name. The buyer can type in part of the name and the system automatically searches and brings back potential matches. After the vendor is selected, the buyer can pick from the contracts associated with the vendor or choose to release the line without a contract. The buyer may choose to type in a note to the end user in the text box below all the line information. This is helpful in explaining the additional details that have been added. When the necessary information is added to the requisition, the buyer clicks "Submit for Approval" which returns the requisition to the end user. A notification is generated to the end user to let him/her know that the requisition is now available and can be edited and/or submitted for approval.

Handling New Supplier Requests

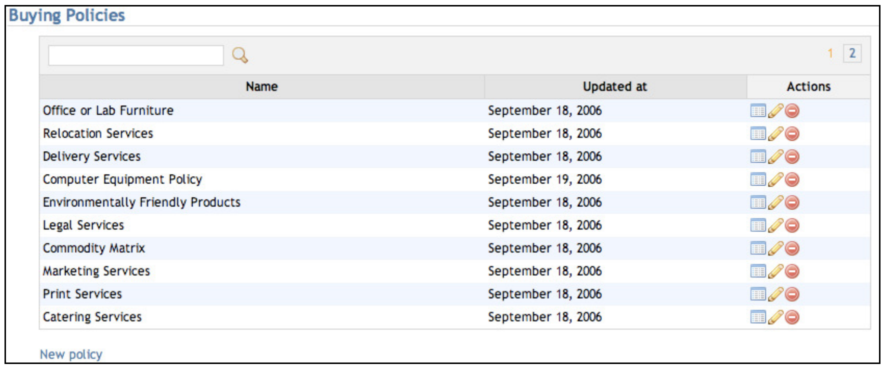
Users can enter in a request for a new supplier while creating a requisition. When the user does this, the vendor is created in draft status. Based on the standard configuration of Coupa, requisitions with a new supplier request are immediately forwarded to the requisition pool after the user submits the requisition. When the buyer opens a requisition with a new supplier request, the buyer can see an “Edit” button next to the Supplier Details link on the requisition line. By clicking the button, the buyer can view and edit the vendor information that was created by the requisitioner. The buyer can keep the supplier in draft status or “activate” the supplier by clicking “Publish”. If the buyer wishes to remove the vendor, he or she can do it from the Suppliers page (see Managing Suppliers section).

With typical rules, the supplier must be activated before a PO can be issued. Upon activating the supplier, the buyer can either create a contract and associate it with the requisition line or the buyer can agree to release the requisition line without a contract. Once this step is taken, the buyer can return the requisition to the employee who can send it up for management approval.

Managing How to Buy Policies

How to Buy Policies direct users to follow the appropriate rules during the purchasing process. Instead of the purchasing group having to maintain these policies on an internal website, the department can now incorporate these directly into the Coupa application. Through the use of tags, these policies are shown to the users along with other search results.

Access the How to Buy Policies page from the Buyer Administration page. The buyer sees a list of current policies, the date that the policy was last updated as well as actions to view, edit or delete the how-to-buy policy.


Buying Policies

1 2

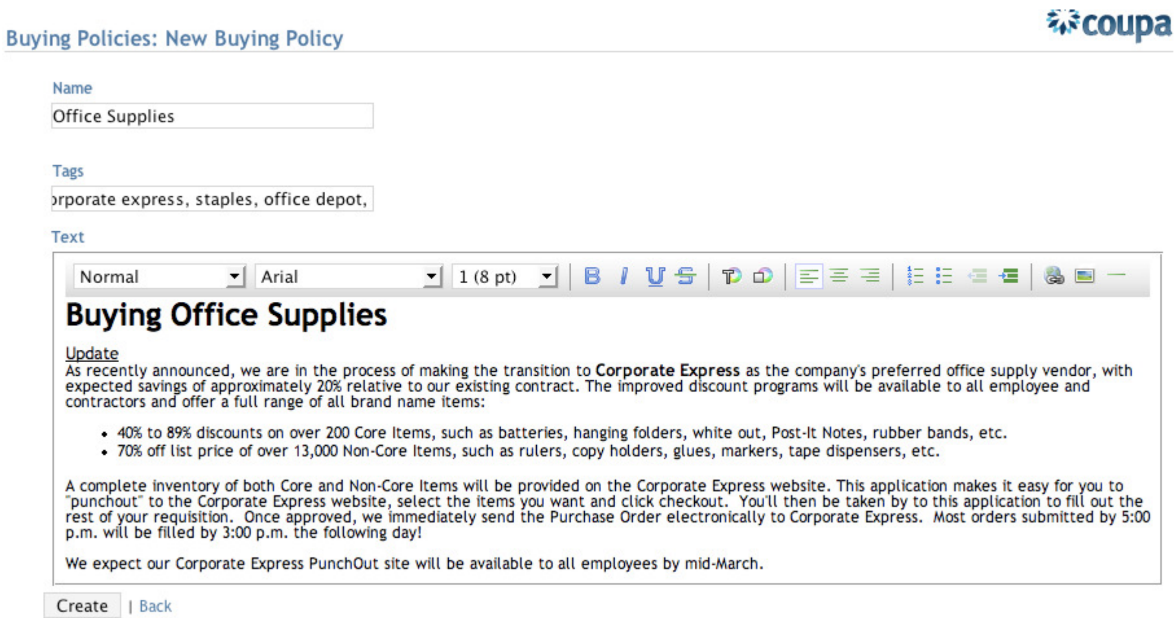
Name	Updated at	Actions
Office or Lab Furniture	September 18, 2006	
Relocation Services	September 18, 2006	
Delivery Services	September 18, 2006	
Computer Equipment Policy	September 19, 2006	
Environmentally Friendly Products	September 18, 2006	
Legal Services	September 18, 2006	
Commodity Matrix	September 18, 2006	
Marketing Services	September 18, 2006	
Print Services	September 18, 2006	
Catering Services	September 18, 2006	

New policy

Creating a How to Buy Policy

At the bottom of the list of policies, the buyer can click on "New Policy" link to create a new policy. On the policy creation page, enter in the policy name and tags related to the policy. The tags determine whether the policy is returned in the search results. For instance, a buyer create a How to Buy policy for Computer Equipment with tags that include "laptops", "IT", "desktops", "workstations", "computer", "network", etc.

In the Text box, the buyer can create the policy text. If a policy document already exists (e.g., on an intranet site or in a word document), the buyer can cut and paste the policy into the Text box. Much of the formatting is maintained. To create the text manually, just enter the text in the editor. The WYSIWYG editor allows the policy to have different fonts, font sizes, various formatting, colors, indentation, bulleted lists and more. Pictures or images can be incorporated into the policy. You can use the hyperlink tool of the WYSIWYG editor to create hyperlinks in the policy. These hyperlinks can point the users to various locations. Examples include a supplier's website, additional documents or even point the user to specific items or search queries. When finished entering the text, click "Create" to create the How to Buy policy.

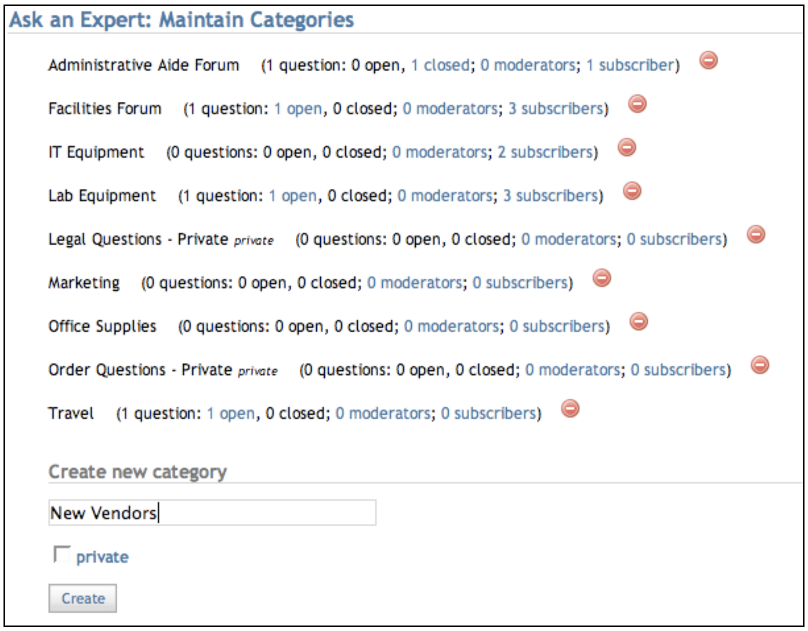


Editing Existing How to Buy Policies

To edit an existing policy, the buyer can click the pencil icon in the Actions column for the appropriate policy. The buyer can add additional tags to an existing policy through the Tags mini-portlet. When editing the How to Buy policy, the policy appears in the WYSIWYG editor

Maintaining Ask an Expert

Ask an Expert provides users with an easy way to post questions, receiving help and share knowledge in the organization. The buying department sets up Ask an Expert categories, so that people can funnel their questions to knowledge experts in the organization. To setup and maintain Ask an Expert, click on the "'Ask an Expert' categories" link on the buyer administration page. A sample Ask an Expert maintenance page is shown below:



Creating Categories

Ask an Expert categories provide a mechanism to classify a newly posed question. There is no limit on the amount of categories, but it should be understandable to the end users. Some examples of categories:

- Commodity categories - e.g., office supplies, lab equipment
- Process categories - e.g., vendor setup, returns
- Object categories - e.g., requisition questions
- People categories - e.g., facilities group, administrative aide group
- Other

To create a category, type in the new category name in the "Create new category" section at the bottom of the screen. If you would like this to be a private category, check the appropriate box. Private categories are special in that end users can only post questions and see responses to their own questions. They cannot search or view other people's questions. This is helpful for having sensitive conversations. Click "Create" to create the category. The new category appears in the list at the top of the screen.

Maintaining Categories

For existing categories, buyers can change the name of the category, view open and closed questions, maintain subscribers and moderators. To edit a name, put the cursor on top of the category name. The category becomes highlighted in yellow. By clicking your mouse, the name becomes editable. Type in the new name and click "ok". The number of open and closed questions is listed next to the category name. To view the questions, click on the appropriate link.

Subscriptions enable a user to easily view questions in a particular category, as well as to receive all questions and answers posted via email. To view who has subscribed to a particular category, click the link with "[number] subscribers". The usernames of the subscribers are listed. Subscriptions are self-service, so users can subscribe to the category themselves. However, if you wish to add a new subscriber to a category, use the drop-down list and pick the appropriate user and click "Subscribe". Since end users cannot subscribe to private categories, this is the only way to name subscribers for private categories. This could be useful in cases where you want a group of people reviewing certain sensitive questions. For example, you may want a few people to handle questions regarding vendor performance problems.

Moderators are similar to subscribers at this point. It is intended that a moderator oversees a particular Ask an Expert category and ensure that questions are being answered properly.

To delete a category, click the "-" icon. The system asks for confirmation before deleting. The category is no longer be available; however existing questions/answers in that category remain in the knowledgebase.

Maintaining User Created Content

Users create tags and employee reviews. Tags improve searchability, knowledge sharing, "favorites lists" and other uses. Through the buyer administration panel, the buyer can view the tags and make deletions as necessary. To access the tag administration screen, click "Public tags" link from the buyer administration page.

On the top of the tag administration page, the buyer sees a tag cloud of all tags in the system. To find a particular one, the buyer can do a browser search. By clicking on a tag in the tag cloud, he/she is taken to the particular tag and all items, policies and PunchOut sites associated with the tag. The associations are called taggings. To delete a particular tag, click the "Delete" button that is located on the same level as the tag name but on the right side of the page. A deletion removes the tag and all associated taggings. If the buyer wants to simply remove one or more taggings and keep the tag, the buyer should click the "Delete" button next to the appropriate catalog item. At this time, taggings of PunchOut sites and policies cannot be deleted from the tag administration page.

Employee reviews help provide feedback on the particular item that an employee has ordered. It helps others in the organization, as well as the buying department, make better decisions over time. If a user sees an employee review that he/she believes is offensive or objectionable, it can be reported (see the End User Guide on how to do this). The buying department can see a list of all reported employee reviews by clicking on the "Reported product reviews" link on the buyer administration page. In the list, the buyer sees the Item that was reviewed, the text of the reported review, the author of the reported review and the person who reported the review. If the review is deemed inappropriate, the buyer clicks on the "Remove Review" link in the Actions column. If the review is deemed to be "ok", the buyer clicks on "Dismiss Complaint".

System Administrator Guide

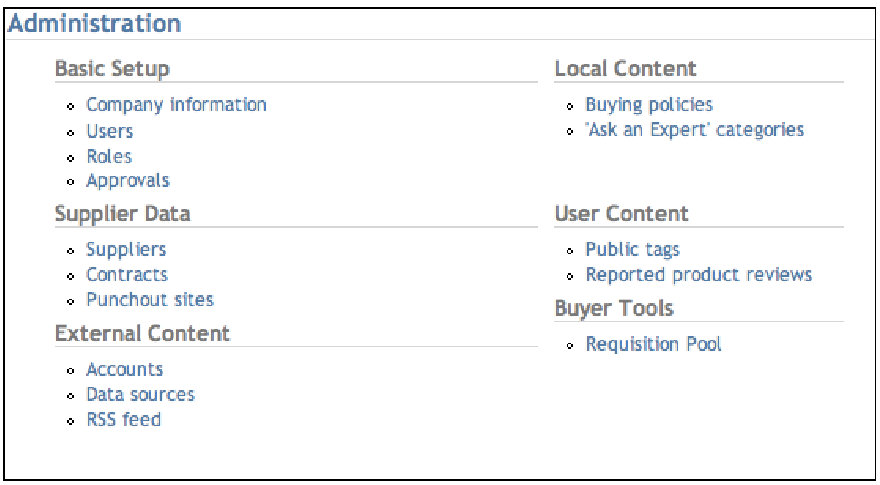
System Administrator Overview

Users who are assigned the system administrator role have full access to all capabilities of the system. Specific tasks are more appropriate for this role and are not available to end users or buyers. The system administrator is responsible for setting up key information as part of the implementation and ensuring that this information is kept up to date. The system administrator is able to manage users, roles, RSS feeds, PunchOut sites and more.

General Navigation for System Administrator

The system administrator can access these additional capabilities by clicking the Admin link in the global toolbar. At this point, the sysadmin views the system administration console.

The system administrator can access these additional capabilities by clicking the Admin link in the global toolbar. At this point, the system administrator views the administrator console.



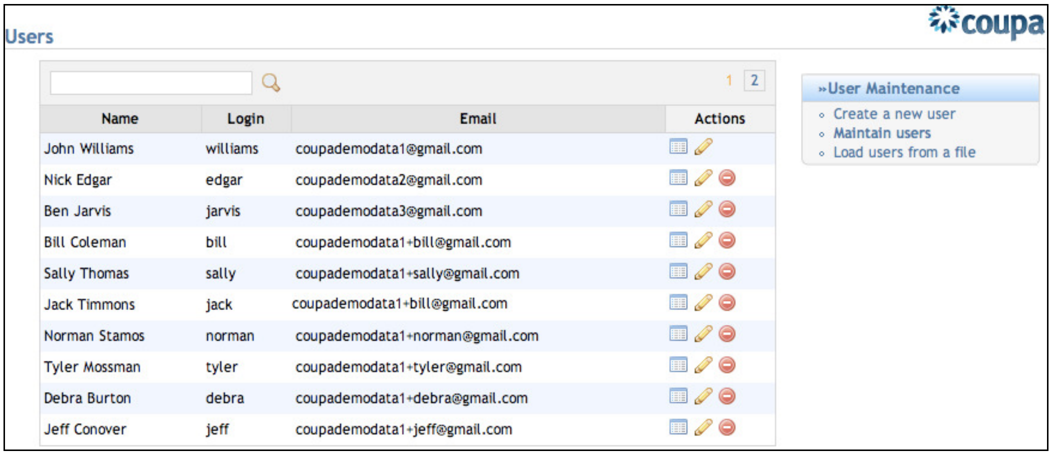
The information is organized into various sections to greater ease of use.

Company Overview

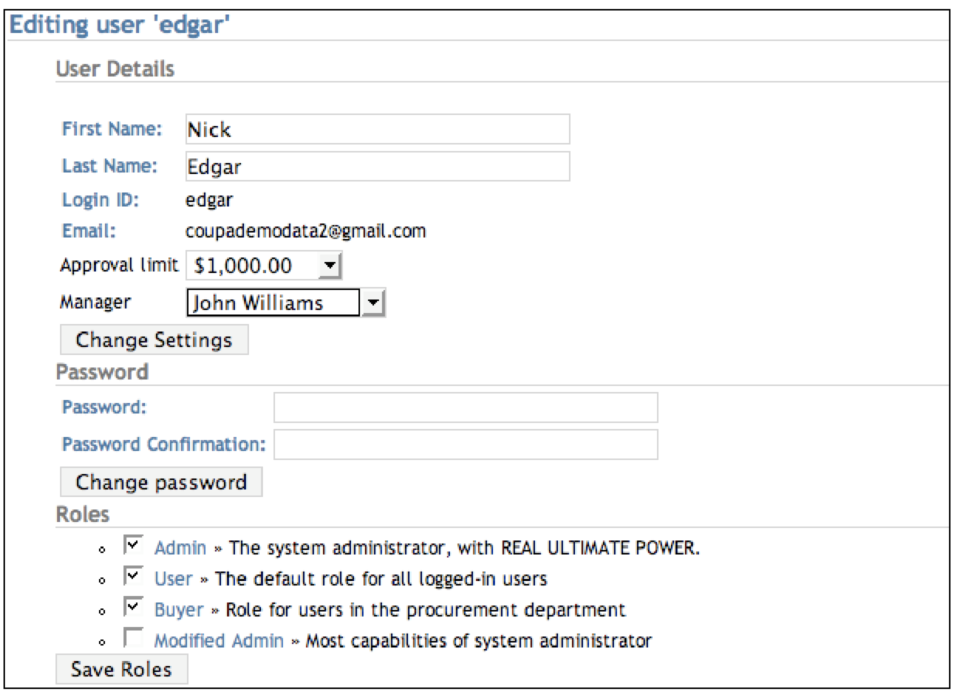
This section is used for organization defaults. At the present time, the system administrator sets the Company Name in this screen. This company name is used in email notifications, purchase orders and elsewhere.

User Management

The system administrator governs access to the Coupa application. The administrator can add, modify and delete access rights via the user management screens. These screens are accessed via the System Administrator administration screen and clicking "Users". At the main user management screen, the system administrator can view and search existing users of the system.



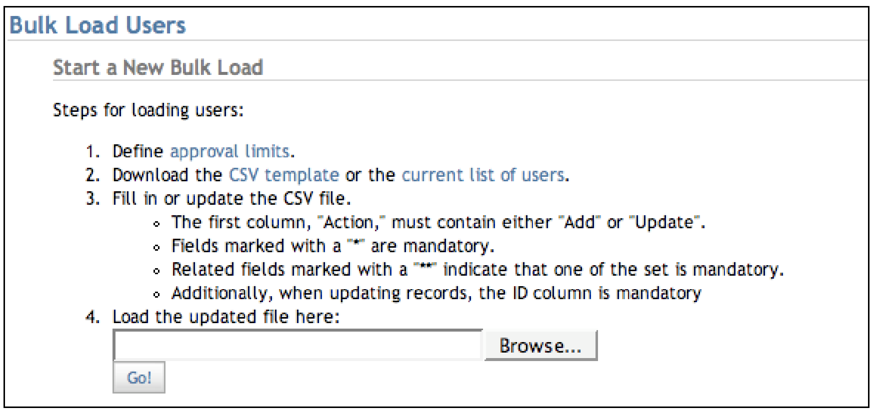
To view the details of a particular user, click the Details icon. To modify the existing user, click the pencil or Edit icon. When in edit mode, the administrator can change the first and last name of the user, approval limits, manager, password and roles. LoginID and Email cannot be altered via the user interface screen. To delete a user, click the minus icon. This process end-dates the user, removing his/her access privileges. It does not delete the user from the database.



Adding Users

Users can be added and maintained via the online interface, via the User API (not discussed in this documentation), or the bulkload process. To create a user via the online interface, click "Create a new user" link on the main user management screen. Populate all information and click "Create User". All new users are created with the Role of User. See the Role Management section of this documentation for more information.

The bulkload process is helpful for loading up or modifying many users in a single step. To access the functionality, click the "Load users from a file" link on the main user management screen. Follow the steps on the bulkload page. A CSV template is provided as a sample load of users. Additionally, the administrator can download a CSV file containing the current list of users. New users are loaded by entering "Add" in the Action column of the CSV file. To update a user, enter "Update" in the Action column and enter the UserID in the ID column. Use the "Browse" button to pick the CSV file that needs to be loaded and click "Go!" The load status is visible and all errors are reported in the Data Sources section of the application.   Below is the bulkload screen and an image from a sample CSV file for user update and add.



user_list.csv

	A	B	C	D	E	F	G	H	I	J	K
1	Action*	ID	Login*	Password	Email*	FirstName*	LastName*	Approval Lim	Approval Lim	Manager ID	Manager Login
2	Update	1	williams		coupademod	John	Williams	5	50000		
3	Update	28	jarvis		coupademod	Ben	Jarvis			2	edgar
4	Add		debra	newpass	coupademod	Debra	Burton	1	1000	37	tyler
5	Add		jeff	newpass	coupademod	Jeff	Conover	5	50000	33	bill
6	Add		florence	newpass	coupademod	Florence	Lin	3	5000	39	jeff
7	Add		mike	newpass	coupademod	Mike	Greer			40	florence

Role Management

Role Management gives the system administrator the ability to grant specific privileges or permissions to users. The administrator establishes roles and then assigns one or more roles to a user. If a user has more than one role, he/she can access any function that is allowed in the individual roles (superset of the roles). At implementation time, four roles are seeded in the system:

1. Admin - Full access to all functionality for the system administrator
2. Buyer - Set of functionality that is appropriate for people in the procurement department
3. User - Default role and one that is typical for end users that need to create/approve requisitions
4. Guest - Implicit role and just for access to login page

The Buyer and User role can be modified as needed by the company's requirements. To view the current set of permissions for a role, click the "Show" link associated with the role on the role management page. To edit the permissions, click the "Edit" link. The Admin, User and Guest roles cannot be deleted, but all other roles can be deleted by clicking "Destroy" button. Take necessary precaution before deleting roles.

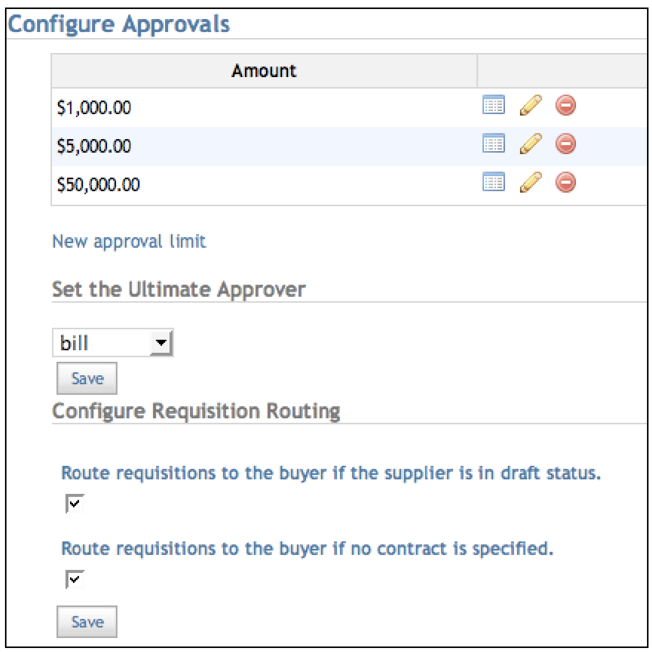
Creating a Role

New roles can be created to assign appropriate permissions to users in the organization. To create a role, click the "New Role" link. The system asks for a name of the role and description. After entering that information, the administrator should click the "Edit" link to assign the appropriate permissions to the newly created role. Permissions are grouped according to the type of permission (e.g., Contracts, Tags, etc.). To grant a permission, click the checkbox associated with the individual permissions. When done with adding all permissions, click the "Save" button.

Approval Limits

Approval limits are assigned to each user to indicate their approval authority. The approval limit is a value (e.g., dollar value). When a requisition is submitted, the system generates an approval path based on the management hierarchy and the approval limits. The requisition goes to the manager of the person who submitted the requisition. If he/she approves it and has approval authority above the requisition total, then the requisition is approved. If he/she approves it but does not have approval authority above the requisition total, then the requisition needs approval from additional people. If a user does not have any approval limit, then his/her approval limit is assumed to be 0.

Typically, approval authority is determined by the person's HR level in the organization. However, certain positions may justify an increased or decrease approval authority. The approval limits page is accessed by clicking "Approval limits" link from the system administrator console. The sys admin sees a list of current approval limits such as the page below.



To edit an approval limit, click the pencil icon and change the value as appropriate. All users that are associated with this limit have their approval authority changed. To delete an approval limit, click the "minus" icon.

By clicking on the details icon of a particular approval limit, the administrator can see all the users associated with that limit. If necessary, the administrator can click the edit icon to change the approval limit of a specific user.

Ultimate Approver

The system administrator should assign an ultimate approver that is responsible for approving all requisitions where the system cannot determine the appropriate approver. Examples of where the system may use the ultimate approver:

- The CEO of an organization does not have a manager, so all of his/her requisitions go to the ultimate approver
- The requisition value is above all established approval limits

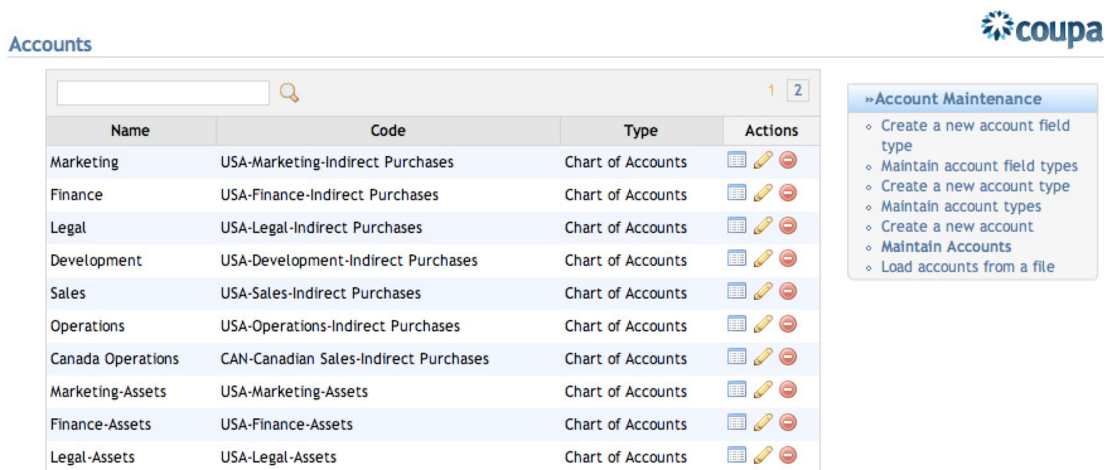
To select an ultimate approver, pick the appropriate user name from the drop-down.

Special Requisition Routing Configuration

In the approvals page, the system administrator can modify certain standard requisition routing rules. By default, all requisitions that have a requisition line where the supplier is in “Draft” status (e.g., a new supplier request) or the requisition line has no contract associated with it (e.g., a one-off purchase or non-catalog requisition entered in the Quick Order Entry) are immediately forwarded to the buyer upon requisition submission. If the system administrator unchecks the standard requisition routing rules, a requisition is forwarded for management approval without ever going to the buyer’s requisition pool. Please change these parameters with caution, as requisitions are created into purchase orders and sent to the vendor without any buyer oversight.

Accounting

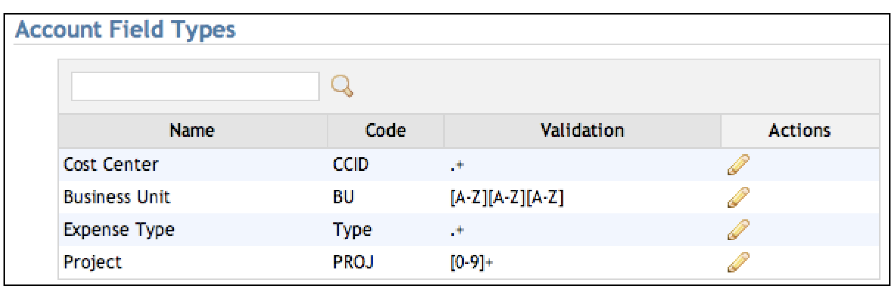
Coupa's accounting functionality provides a method for billing the appropriate account (typically a GL account) for the requisition. Each requisition must have an account in order for it to be processed. The accounts available to the end user are based upon the accounts loaded into the system by the administrator. To access the account management screens, click the "Accounts" link on the system administrator console. The main account page shows a list of all current accounts. Each current account can be modified or deleted and new ones can be added. Accounts are associated with a specific Set of Books (also called account type) and is comprised of between 1 and 20 account field types. Each of these elements are explained in this section. A sample list of accounts and the main account management screen is shown below.



Name	Code	Type	Actions
Marketing	USA-Marketing-Indirect Purchases	Chart of Accounts	
Finance	USA-Finance-Indirect Purchases	Chart of Accounts	
Legal	USA-Legal-Indirect Purchases	Chart of Accounts	
Development	USA-Development-Indirect Purchases	Chart of Accounts	
Sales	USA-Sales-Indirect Purchases	Chart of Accounts	
Operations	USA-Operations-Indirect Purchases	Chart of Accounts	
Canada Operations	CAN-Canadian Sales-Indirect Purchases	Chart of Accounts	
Marketing-Assets	USA-Marketing-Assets	Chart of Accounts	
Finance-Assets	USA-Finance-Assets	Chart of Accounts	
Legal-Assets	USA-Legal-Assets	Chart of Accounts	

Account Field Types

Account field types allow an organization to define the segments of an account string. Account field types are the first step in creating the accounting structure. Each account field type has a name, code and regular expression validation. In the example below, four account field types have been defined: Cost Center, Business Unit, Expense Type and Project.



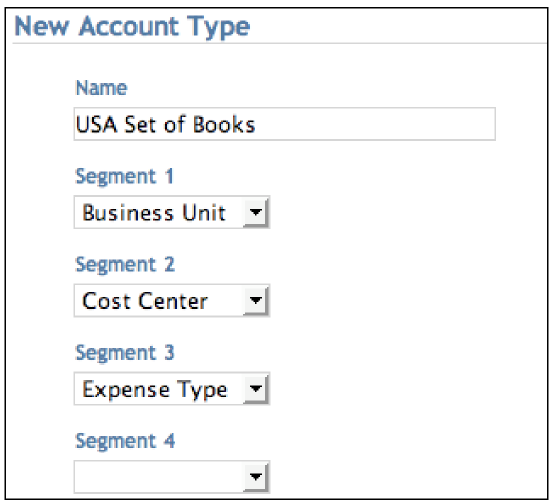
Name	Code	Validation	Actions
Cost Center	CCID	.+	
Business Unit	BU	[A-Z][A-Z][A-Z]	
Expense Type	Type	.+	
Project	PROJ	[0-9]+	

To enter a new account field type, click the "Create a new account field type" link. Enter the name, code and regular expression validation. In the example above, Business Unit requires 3 capital letters, while Project requires numeric values. When the administrator creates a new account field type, any standard expression validation can be used.

When viewing the current list of account field types, click the "pencil" to edit. To delete the field type, click the minus icon. Please use necessary caution when deleting.

Account Types (Set of Books)

Account types provide a structure for the accounts, often referred to as the Set of Books. Coupa eProcurement supports multiple Set of Books, often needed by larger enterprises or multinationals. After the account field types are created, the Set of Books is defined and can be comprised of 1 to 20 segments. Each segment is a specific account field type. To create a new Set of Books, click the "Create a new account type" link. Enter in the account type name and pick the field types in each segment. In the example below, the administrator is creating a account type with the name of "USA Set of Books" and picked Business Unit (Segment 1), Cost Center (Segment 2) and Expense Type (Segment 3). All other segments are empty.



When viewing the current list of Set of Books, click the "pencil" to edit. To delete the account type, click the minus icon. Please use necessary caution when deleting. The administrator can create more than one account type, each having multiple accounts. This can be used to represent different operations of the business or organization.

Accounts

After account field types and Set of Books are defined, the administrator can manage the actual accounts that the requisitioners use. The administrator can create the accounts via the online interface or bulkload accounts from a file. To create a new account via the online interface, click "Create a new account" link. The administrator picks the appropriate account type from the list in the drop-down. Once the Set of Books is selected, the screen refreshes and lists the segments that are defined for the account type. The administrator should enter in the appropriate values and click the "Save" button. The system checks the values entered against the regular expression validation for each segment. The administrator receives an error if validation fails.

The bulkload process is effective for initial account loads, synchronization and mass updates. To access the bulkload accounts page, click the "Load accounts from a file" link. A CSV template is provided to guide the administrator and the list of current accounts can be downloaded. To create an account, enter "Add" in the Action column of the CSV file. To modify an existing account, enter

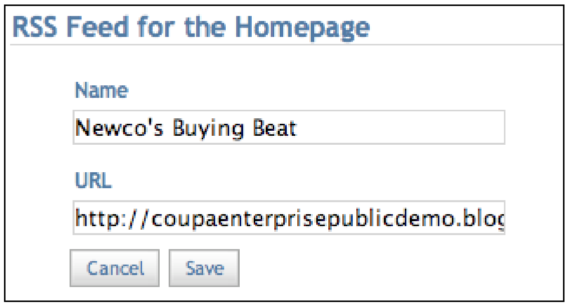
"Update" in the Action column and put the appropriate Account ID in the ID column of the file. When ready to load, click the "Browse" button and select the appropriate file. Click "Go!" to start the bulkload. The system shows a status of the bulkload and take the administrator to the Data Sources page to view the success or failure of the account bulkload. All errors is reported and available in a CSV output.

When viewing the list of current accounts, the administrator can edit an account by clicking the "pencil" icon or delete the account by clicking the "minus" icon. Please use necessary caution when deleting.

RSS Feeds

The RSS capability of the Coupa application allows the purchasing department to easily keep the users up to date on the latest news from the department. The purchasing department authors a RSS feed or "blog" of the latest news and the information is syndicated to the Coupa home page. All blogging applications have the ability to syndicate their feeds via RSS, or Real Simple Syndication.

To set the RSS feed to appear on the home page, click the "RSS feed" link from the system administrator console. On the subsequent page, enter the name and the appropriate URL of the appropriate RSS feed. The last 4 or 5 articles from the RSS feed appears on the user's home page.

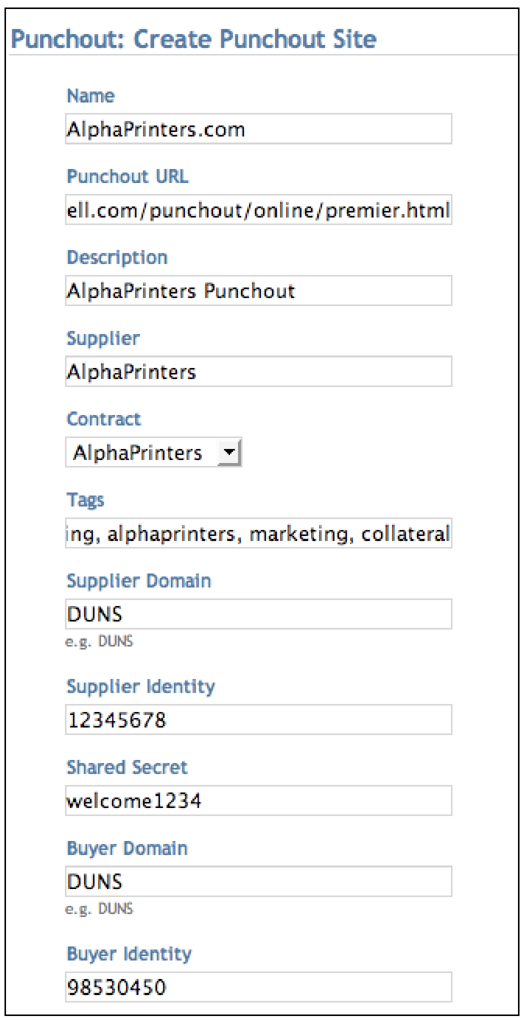


PunchOut Setup

The PunchOut process enables an end user to shop on an external website for their goods/services and bring the items back into his/her Coupa shopping cart for the final checkout. Organizations often employ PunchOut when the catalog size of a vendor is large (e.g., office supplies) or is very dynamic (e.g., computer equipment). If a vendor supports the PunchOut protocol (Coupa supports the cXML.org protocol), the setup is done by clicking on the "PunchOut sites" link on the system administrator page. The administrator views the list of current PunchOut sites. To edit a site, click the "pencil" icon. To execute a test of the site, click the "wrench" icon. Deleting a site is accomplished by pressing the "minus" icon.

Creating a PunchOut Site

To create a new PunchOut site, click "New Site" link. The administrator enters the information that describes the specific PunchOut site, including all identities and shared secrets as defined by the cXML protocol. Appropriate tags should be entered that enable the PunchOut site to be displayed in the search results for the end user. A sample entry screen for a new site is shown below.



Data Sources

On the Data Sources page, the system administrator can view the status of file uploads. Successfully completed uploads are marked by “Done” in the status column. If errors have occurred during the upload, the system administrator can click on the error link to view the rows in the file that caused errors. Most file uploads begin immediately if the background loader system process is running. However, if the loader was not running when the upload was submitted, the system administrator can resubmit the upload through the Data Sources table. Additionally, the data sources table shows the files that were used for all uploads, and the system administrator can open those files.

Data Sources

1 2

Type	Contains	File	Created At	Status	Actions
	Accounts	account_list.csv	October 19, 2006 22:06	Done	
	Catalog items	canadaofficesupplies2.cif	September 18, 2006 05:38	Done	
	Catalog items	canadaofficesupplies.cif	September 18, 2006 05:03	Done	
	Catalog items	canadaofficesupplies.cif	September 17, 2006 06:06	Done	
	Catalog items	canadaofficesupplies.cif	September 17, 2006 05:58	Done	
	Catalog items	canadaofficesupplies.cif	September 17, 2006 05:44	Done	
	Catalog items	chemicalload.cif	September 17, 2006 05:13	Done	
	Catalog items	template.cif	September 17, 2006 01:54	Done	
	Catalog items	noah.cif	September 17, 2006 00:02	Done	