

Last Updated: June 2023

# VMware

## Coupa Supplier Portal (CSP)

Supplier Training and FAQs

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## Introduction

We are excited to offer suppliers the ability to connect with VMware through Coupa Supplier Portal (CSP).

## Benefits of Coupa Supplier Portal

- Manage your company information
- View and manage purchase orders
- Create and manage invoices (dependent on country regulations)
- Receive real-time alerts and updates

## Resources

If you do not have access to CSP or wish to update the invitation/access to an alternate contact, please reach out to [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com). If you have any questions, please do not hesitate to contact us. We thank you in advance for your cooperation.

- [Coupa CSP Support](#)
- [VMware's Procure to Pay Site](#)
- [VMware Global Invoice Submission Guidelines](#)

## Supplier Registration and Access

### Supplier Registration

1. Supplier contact receives automated email with specialized link to join and connect with VMware through CSP. Please click on link at the end of the email to access CSP – 'Join Coupa'.

#### VMware Registration Instructions - Action Required Inbox x



**Coupa Supplier Portal** <do\_not\_reply@supplier.coupahost.com>  
to vmwcsp



#### VMware Registration Instructions - Action Required

Powered by 

Hello Accounts Payable - vPay |,

Effective immediately, your supplier information must be maintained within Coupa Supplier Portal (CSP). Please log in using the link below and complete your VMware profile within 48 hours. If you have questions, please reach out to [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com). For more information about VMware Procure to Pay processes, refer to the following: [VMware's Procure to Pay Site](#) • [Coupa Supplier Portal Training and FAQ](#) • [Invoice Submission Guidelines](#)

Regards, VMware Supplier Data Management Team email : [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com) 1-877-486-9273 (Option 6) International Phone Numbers can be found at the link below: [http://www.vmware.com/support/phone\\_support.html](http://www.vmware.com/support/phone_support.html)

Nina Manela  
VMware

[Join Coupa](#)

[Forward this invitation](#)

[Overview](#)

Learn more about the Coupa Supplier Portal

[Need Help?](#)

Answers to common questions and issues

[Coupa Info](#)

Learn more about how companies use Coupa



Business Spend Management

2. Suppliers contact update and complete account set up\*

## Create an Account

VMware is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with VMware so you're ready to do business together.

\* Business Name

Your legal business name (or legal personal name if an individual)

\* Email

\* First Name

\* Last Name

\* Password

\* Confirm Password

Use at least 8 characters and include a number and a letter.

I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Already have an account? [LOG IN](#)

[Forward this to someone](#)

### Supplier Access

Access CSP through - <https://supplier.coupahost.com/>

- Suppliers log in with credentials

**coupa** supplier portal Secure

## Login

\* Email

\* Password

[Forgot your password?](#)

**Login**

New to Coupa? [CREATE AN ACCOUNT](#)

### Invite Additional Users for CSP Access

VMware can only invite a **single user** to connect through CSP. Once connected the single user can invite additional users.

Access 'Setup' from header bar

1. Click 'Invite User'

The screenshot shows the VMware Coupa Supplier Portal interface. At the top, there is a navigation bar with the following items: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add (with a red notification bubble containing '1'), and Setup. Below the navigation bar, there is a sub-navigation bar with 'Admin' and 'Customer Setup'. The main content area is titled 'Admin Users' and features a sidebar on the left with various options: Users, Merge Requests, Merge Suggestions, Requests to Join, Legal Entity Setup, Coupa Verified, Fiscal Representatives, Remit-To, and Terms of Use. The main content area displays a table with three columns: Users, Permissions, and Customer Access. The table contains one row for a user named 'VMW User' with the email 'vmw@'. The user's status is 'Active'. There is an 'Edit' button next to the user's name. The 'Permissions' column lists various system functions such as ASNs, Admin, Business Performance, Catalogs, Early Payments, Invoices, Order Changes, Order Line Confirmation, Orders, Payments, Profiles, Service/Time Sheets, and Sourcing. The 'Customer Access' column shows 'VMware'. A red notification bubble with the number '2' is positioned next to the 'Invite User' button in the top right corner of the main content area.

Users	Permissions	Customer Access
VMW User vmw@ Status: Active <a href="#">Edit</a>	ASNs Admin Business Performance Catalogs Early Payments Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service/Time Sheets Sourcing	VMware

2. Update
  - a. First Name, Last Name, Email
  - b. Permissions
  - c. Customers
  - d. Send invitation

## Invite User ✕

---

First Name

Last Name

\* Email

---

### Permissions ?

- All
- Admin
- Orders
  - Restricted Access to Orders
  - All
- Invoices
- Catalogs
- Profiles
- ASNs
- Service/Time Sheets
  - Restricted Access to Service/Time Sheets
  - All
- Payments
- Order Changes
- Early Payments
- Business Performance
- Sourcing
- Order Line Confirmation

### Customers

- All
- VMware

3. CSP Notification
  - a. Existing CSP Account
    - i. Email confirmation of CSP connection to VMware

### New User Added to Your Coupa Account Inbox x



**Coupa Supplier Portal** <do\_not\_reply@supplier. coupahost.com>  
to vmwcsp

#### New User Added to Your Coupa Account

A new user, **VMW User** ([vmwcsp](#)), was added to your company's account on Coupa. For security purposes we want to make you aware of all new users added to your account. If this change was authorized then you can ignore this notification.

Thanks!



Business Spend Management

To get immediate updates via SMS or change notification preferences, go [here and adjust your settings](#)

- b. New Account
  - i. Email invitation to join CSP
  - ii. Join and complete Coupa registration

Action Required for VMware Inc Supplier - Click Below to Join Coupa Inbox x



**Coupa Supplier Portal** <do\_not\_reply@supplier. .coupahost.com>  
to vmwcsp



Action Required for VMware Inc Supplier - Click Below to Join Coupa

Hi VMW User,

A coworker invited you to join their account on Coupa. Once registered, you can view and manage purchase orders, create and manage invoices, get real-time SMS alerts for these transactions, and much more when working with buying organizations that use Coupa.

The Coupa Supplier Portal is completely free and helps you better transact and communicate electronically. Find out more using the links below, and use the button to register. Welcome!

[Join Coupa](#)

[Forward this invitation](#)

[Overview](#)

Learn more about the Coupa Supplier Portal

[Need Help?](#)

Answers to common questions and issues

[Coupa Info](#)

Learn more about how companies use Coupa



Business Spend Management

### Help Tour and Online Help

In top right-hand corner supplier can hover over 'HELP' and select Help Tour and [Online Help](#) for training materials.

### Manage Notifications

#### View Notifications

1. Click on 'Notifications' to view all notifications

The screenshot shows the 'My Notifications' page in the Coupa Supplier Portal. The header includes the Coupa logo and 'supplier portal' text, with a user menu 'VMW' and a 'NOTIFICATIONS 5' badge. A navigation bar contains links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. The main content area is titled 'My Notifications' and features a 'View' dropdown set to 'All' and a 'Notification Preferences' button. Below is a table of notifications:

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	The Supplier information you submitted was approved by VMware.	06/01/23 04:51 PM
<input type="checkbox"/>	A company information update was recently sent to your customer.	06/01/23 04:51 PM
<input type="checkbox"/>	A company information update was recently sent to your customer.	06/01/23 04:51 PM
<input type="checkbox"/>	The Supplier Information you submitted was approved by VMware.	06/01/23 04:51 PM
<input type="checkbox"/>	Update your profile for VMware	06/01/23 04:49 PM

At the bottom of the notification list are 'Delete' and 'Mark as Read' buttons.

#### Manage Notification Preferences

1. Click 'Notification Preferences' to update preferences

This screenshot shows the 'My Notifications' page with the 'Notification Preferences' button highlighted by a red circle with the number '2'. The notification list is empty, displaying 'No Rows.' The 'NOTIFICATIONS' badge in the top right corner now shows '0'.

## Manage Supplier Information

VMware's supplier information details are not same as Coupa Profile.

1. Click on 'Profile' on header bar
2. Click 'Information Requests' to update customer profile
3. Select 'VMware'
4. Update information and submit

The screenshot displays the VMware Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and 'VMW' with a dropdown arrow, 'NOTIFICATIONS 1', and 'HELP' with a dropdown arrow are on the right. A blue navigation bar contains the following items: 'Home' (with a red notification bubble '1'), 'Profile' (highlighted), 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', and 'Sourcing'. Below this, 'Add-ons' and 'Setup' are visible. A secondary bar shows 'Your Profile' (with a red notification bubble '2'), 'Information Requests' (underlined), and 'Coupa Verified'. The main content area shows 'VMware' with a red notification bubble '3' and a 'Profile' dropdown menu set to 'VMware'. A yellow notification banner with a green checkmark states: 'We have auto-filled some information from your Public Profile.' At the bottom right, a red-bordered button labeled 'Update Info' is highlighted.

## Manage Legal Entity

Legal entity is required to be set up for invoice submission.

### Access Legal Entity Set Up

The screenshot shows the VMware Coupa Supplier Portal interface. At the top, the navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup' (highlighted with a red box). Below the navigation bar, the 'Admin' section is active, with 'Customer Setup' as a sub-option. The main content area is titled 'Admin Legal Entity Setup'. On the left sidebar, 'Legal Entity Setup' is highlighted with a red box. In the main content area, the 'Add Legal Entity' button is highlighted with a red box. Below this button, there is a table showing the current legal entity setup for 'Your Company Name'.

Invoice From	Remit-To Accounts	Locations	TAX IDs	Customers
123 Supplier Street City CA 94000 United States	<b>Address</b> Remit-To Address 123 Supplier Street City CA 94000 United States Active	<b>1 customer</b> 123 Supplier Street City CA 94000 United States		VMware

### Create Legal Entity

Click on 'Add Legal Entity' from 'Admin' setup or can add from the invoice creation prompt.

### Choose Invoicing Details

\* Legal Entity  1 [+ Add New](#)

\* Remit-To

\* Ship From Address

[Cancel](#)

### Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

\* Country/Region

This is the official name of your business that is registered with the local government and the country/region where it is located.

[Cancel](#) [Continue](#)

## Tell your customers about your organization

Which customers do you want to see this?

- All
- VMware

What address do you invoice from?

\* Address Line 1

Address Line 2

\* City

State

\* Postal Code

Country/Region

### REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location where you receive government documents. [i](#)

- Use this address for Remit-To [i](#)
- Use this for Ship From address [i](#)

What is your Tax ID? [i](#)

Country/Region

Tax ID

I don't have Tax ID Number

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code  [i](#)

Preferred Language

Cancel

Save & Continue

### Where do you want to receive payment?

1 2 3 4

\* Payment Type Address

What is your Remit-To Address?

**Address Line 1** 123 Supplier Street

**Address Line 2**

**City** City

**State** CA

**Postal Code** 94000

**Country/Region** United States

Cancel Save & Continue

### Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
Address	123 Supplier Street City CA 94000 United States	Active	<span>Manage</span>

Deactivate Legal Entity
Cancel
Next

### Where do you ship goods from? ✕

1 2 3 4

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered. Add Ship From

Title	Status	
123 Supplier Street City CA 94000 United States	Active	<span>Manage</span>

Deactivate Legal Entity Done

### Setup Complete ✕

1 2 3 4



## Congratulations!

This legal entity can now be used on new invoices.

**To get paid** - Most customers require that you send them this payment info in **in addition to providing it on the invoice.** i

- Click on the [Profile Tab](#) to see if your customer has a form that collects payment information.
- Otherwise, you'll have to send it to them through another channel.

Go to Orders Go to Invoices Return to Admin Done

## Manage Purchase Orders

1. Click on 'Orders' on header bar
2. Select Customer 'VMware'

The screenshot displays the VMware Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is visible on the left, and 'VMW', 'NOTIFICATIONS 5', and 'HELP' are on the right. A dark blue navigation bar contains the following items: Home, Profile, Orders (highlighted), Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, and Sourcing. Below this, a secondary navigation bar includes Add-ons and Setup. A third navigation bar lists: Orders (highlighted), Order Lines, Returns, Order Changes, Order Line Changes, Order Confirmations, Order Confirmation Lines, and Promised Deliveries. A fourth bar shows Shipments.

A modal window titled 'Purchase Orders are Listed by Customer' is overlaid on the screen. It contains the following text:

**1 Choose your customer at the top right**  
Only shows linked customers. You must be linked to transact, so if not listed, contact your customer offline to get linked.

**2 Create invoices from POs**  
Act or invoice from a PO Use the actions in the table or on the PO to manage orders or send invoices to your customer(s). Your customer may or may not be enabled for these actions. Contact them offline if an expected action is not available to you.

A 'Got It' button is located at the bottom right of the modal.

In the background, a 'Select Customer' dropdown menu is set to 'VMware'. Below it, a table of purchase orders is partially visible, with columns for 'Unanswered Comments', 'Total', and 'As'. The table contains three rows of data:

Unanswered Comments	Total	As
No	1,000.00 USD	
No	100,000.00 USD	
No	100,000.00 USD	

Select Customer **2** VMware

## Purchase Orders

**Instructions From Customer**

Purchase Order (PO) not valid until official VMware PO is sent via email from procurement@vmware.com. If you have not received the official PO, please reach out to requester or procurement@vmware.com. Only valid POs can be invoiced against. To process an invoice against the PO, please click the 'Create Invoice' icon under 'Actions' column. Attachment of invoice copy is required (JPG, JPEG, PJPEG, TIFF, PDF, or CSV -\*no URL).

Click the Action to Invoice from a Purchase Order

**3** Export to View All Search

<b>3</b> PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assi <b>4</b> To	Actions
422760	04/18/22	Issued	None	1 Each of QA Test	No	1,000.00 USD		
422214	01/24/22	Issued	None	1 Each of Request Name	No	100,000.00 USD		
422106	01/20/22	Issued	None	1 Each of QA Test	No	100,000.00 USD		
422096	01/20/22	Issued	None	1 Each of Test	No	100,000.00 USD		

3. View **Purchase Orders (PO)**
  - a. View list of all POs
  - b. Click on PO to view details
4. Actions – create invoices and create memo against open PO
  - a. Click to create Invoice
  - b. Click to create Credit Memo

Note: CSP PO are for reference only. Official VMware PO are sent via email from [procurement@vmware.com](mailto:procurement@vmware.com). If you have not received the official PO, please reach out to requester or [procurement@vmware.com](mailto:procurement@vmware.com).

### View Purchase Order

Click on PO from order screen

Select Customer VMware

## Purchase Order #422760

### General Info

**Status** Issued - Pending Manual  
**Order Date** 04/18/22  
**Revision Date** 04/18/22  
**Requester** Veeranjanyulu Tati  
**Email** vtati@vmware.com  
**Payment Term** 0001  
**Attachments** None  
**Acknowledged**   
**Assigned to**

### Shipping

**Ship-To Address** Bangalore 36  
 Bangalore 560037  
 KA  
 India  
 Location Code: TEST ADDRESS UPGRADE  
 Attn: Veeranjanyulu Tati  
**Terms** FOB

### Lines

		Advanced	Search	Sort by	Line Number: 0 → 9	
1	Type Item	Qty	Unit	Price	Total	Invoiced
	QA Test	1	Each	1,000.00	1,000.00	0.00
	Part Number	Manufacturer Name	Manufacturer Part Number			
	None	None	None			

Per page 15 | 45 | 90

Total USD **1,000.00**

[Create Invoice](#)
[Save](#)
[Print View](#)

### Comments

[Mute Comments](#) ▼

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

[Add Comment](#)

Invoice can be created/flip from PO screen.

## Manage Invoices

### Create Invoice

VMware only allows invoice creation against a valid PO.

The screenshot shows the VMware Coupa Supplier Portal interface. At the top, there is a navigation bar with options like Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. Below this, there is a sub-navigation bar with Invoices, Invoices Lines, and Payment Receipts. A 'Select Customer' dropdown menu is set to 'VMware'. The main heading is 'Invoices'. Underneath, there are 'Instructions From Customer' and a 'Create Invoices' section with four buttons: 'Create Invoice from PO' (highlighted with a red box), 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. Below the buttons is a table with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table contains one row with the following data: Invoice # 12345, Created Date 06/01/23, Status Pending Approval, PO # 422760, Total 110.00 USD, Unanswered Comments No, Dispute Reason, and Actions. At the bottom of the table, it says 'Per page 15 | 45 | 90'.

1. From the PO line screen - click  to create Invoice
2. Select Legal Entity, Remit-To, and Ship From Address

The screenshot shows a dialog box titled 'Choose Invoicing Details'. It has a blue header with a close button (X). The dialog contains four main sections, each with a label and a dropdown menu, followed by an 'Add New' button with a plus sign icon:

- \* Legal Entity:** The dropdown menu shows 'Your Company Name'.
- Invoice From:** The dropdown menu shows '123 Supplier Street', 'City, CA 94000', 'United States', and 'United States'.
- \* Remit-To:** The dropdown menu shows '123 Supplier Street, City, CA 94'.
- \* Ship From Address:** The dropdown menu shows '123 Supplier Street, City, CA 94'.

At the bottom of the dialog, there are two buttons: 'Cancel' and 'Save'.

 supplier portal
VMW ▾ | NOTIFICATIONS 6 | HELP ▾

Invoices
Invoices Lines
Payment Receipts
Home
Profile
Orders
Service/Time Sheets
ASN
Invoices
Catalogs
Business Performance
Sourcing
Add-ons
Setup

Select Customer VMware ▾

## Create Invoice Create

### General Info

**\* Invoice #** Supplier Invoice # ✔

**\* Invoice Date** 08/07/23 📅

**Payment Term** 0001

**\* Currency** USD ▾

**Status** Draft

**Shipping Term** FOB ▾

**\* Supplier Note** Required - Invoice Description ✎

**\* Attachments** Add File | URL | Text

T Invoice PDF Copy Required

### From

**\* Supplier** Your Company Name

**Supplier Tax ID** ▾

**\* Invoice From Address** Your Company Name  
123 Supplier Street  
City, CA 94000  
United States

**\* Remit-To Address** Your Company Name  
123 Supplier Street  
City, CA 94000  
United States

**\* Ship From Address** Your Company Name  
123 Supplier Street  
City, CA 94000  
United States

### To

**Customer** VMware

**Invoice Processed Date** None

**Scheduled Payment Date** None

### Lines ☐ Line Level Taxation

Type	Description	Price	
📦	Line Description	680	680.00 <span style="color: red; font-weight: bold;">✖</span>

+ Add Line + Pick lines from Contract

**Totals & Taxes**

Lines Net Total	680.00
Shipping <input style="width: 100%;" type="text"/>	
Tax	<input type="text"/> % <input style="width: 100px;" type="text" value="0.000"/>
Tax Reference	<input style="width: 100%;" type="text" value="Enter a tax reason description."/>
Handling <input style="width: 100%;" type="text"/>	
Tax	<input type="text"/> % <input style="width: 100px;" type="text" value="0.000"/>
Tax Reference	<input style="width: 100%;" type="text" value="Enter a tax reason description."/>
Misc <input style="width: 100%;" type="text"/>	
Tax	<input type="text"/> % <input style="width: 100px;" type="text" value="0.000"/>
Tax Reference	<input style="width: 100%;" type="text" value="Enter a tax reason description."/>
Tax	<input type="text"/> % <input style="width: 100px; background-color: yellow;" type="text" value="10"/> <input style="width: 100px;" type="text" value="68.00"/>
Total Tax	68.00
Net Total	680.00
<b>Total</b>	<b>748.00</b>

Enter Tax amount or % - leave TAX CODE BLANK

→

Calculate and then Submit

→

Delete
Cancel
Save as Draft
Calculate
Submit

3. Update invoice details

a. Header Details:

- i. Invoice #\* - Same as supplier issued invoice number
- ii. Invoice Date\* - Previous or current date only, no future date
- iii. Payment Terms - Preset by VMware based on standard terms or approved terms
- iv. Currency\* - Should be same as PO
- v. Status
- vi. Shipping Term
- vii. Supplier Note\* - Invoice description

- viii. Attachment\* - Copy of invoice is required to be uploaded. Must still adhere to [VMware Global Invoice Submission Guideline](#).

Under the image scan, you need to attach a pdf copy of the invoice. The file types that are supported, which are: PNG, GIF, JPG, JPEG, TIFF, or PDF.

1. Click on **File**
  - a. Browse and upload or
  - b. Drop file
- b. Lines Details:
  - i. Description\* - Defaulted by PO
  - ii. Price\* - Must not exceed the funds available on PO. If additional funds are required, please partner with VMW business partner to add funds prior to submission of invoice
  - iii. Supplier Part Number – If applicable
- c. Total & Taxes
  - i. Update Tax if applicable
    1. Tax Code – leave blank
    2. % - leave blank
    3. Amount – Update as needed
4. Click on **'Calculate'** to update total invoice amount
5. Click on **'Submit'**
6. Confirm invoice submission – Click **'Send Invoice'**



Click on 'Invoices' from header

VMware only allows invoice creation against a valid PO. Clicking on create invoice or credit note will route you to the orders screen.

coupa supplier portal VMW | NOTIFICATIONS 5 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer VMware

### Invoices

**Instructions From Customer**  
Please ensure to attach invoice copy. Credit Memos should include (-) in amount.  
Create Invoices

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
12345	06/01/23	Pending Approval	422760	110.00 USD	No		

Per page 15 | 45 | 90

## View Invoice

### Status

- Draft – Not submitted yet by the Supplier (can be edited and submitted)
- AP Hold – Pending VMware AP review and validation
- Pending Approval – Submitted and pending VMware stakeholder approval
- Approved – Approved and scheduled for payment

### Dispute Reason

Invoice will be disputed if it is not in compliance with [VMware's Global Invoice Submission Guideline](#).

Action required –

- Supplier to review reason and resubmit invoice with correct

### Scheduled Payment Date

Upon approval, scheduled payment date will be updated.

## Invoice #12345 [Back](#)

### General Info

**Invoice #** 12345  
**Invoice Date** 06/01/23  
**Payment Term** 0001  
**Currency** USD  
**Status** Pending Approval  
**Shipping Term** FOB  
**Supplier Notes** Invoice description  
**Attachments** [download\\_\(70\).xlsx](#)

### Bill To & Ship To

**Supplier** Accounts Payable - vPay |  
**Invoice From** VMware Inc  
 3401 Hillview Ave  
 Palo Alto, CA 94304  
 United States  
**Remit To** VMware Inc  
 3401 Hillview Ave  
 Palo Alto, CA 94304  
 United States  
**Ship From** VMware Inc  
 3401 Hillview Ave  
 Palo Alto, CA 94304  
 United States  
**Supplier Tax ID** 12-345-6789  
**Customer** VMware  
**Bill To Address** Bangaore 36  
 Bangalore 560037  
 KA  
 India  
 Location Code: TEST ADDRESS  
 UPGRADE  
**Ship To Address** Bangaore 36  
 Bangalore 560037  
 KA  
 India  
 Location Code: TEST ADDRESS  
 UPGRADE  
**Buyer GSTIN** None

**Invoice Processed Date** None  
**Scheduled Payment Date** None

### Lines

Line	Description	Supplier Part Number	UOM	Net Weight	Price/Weight	Quantity	Price	Total	PO Line	Review reason
1	QA Test		EA			1	100.00	100.00	422760-1	Matched

## Create Custom Views

Custom view of orders and invoices can be created by customers

1. Click 'View'
2. Select 'Create View'
3. Create name of custom view
4. Select visibility
5. Drag and drop selectable fields
6. Save – new view will be selectable from drop down list

The screenshot shows the VMware Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and the text 'coupa supplier portal'. On the right side of the navigation bar, there are links for 'VMW', 'NOTIFICATIONS' (with a red badge showing '5'), and 'HELP'. Below the navigation bar, there is a sub-navigation bar with tabs for 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices' (which is highlighted), 'Catalogs', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Under the 'Invoices' tab, there are sub-tabs for 'Invoices', 'Invoices Lines', and 'Payment Receipts'. On the right side of the page, there is a 'Select Customer' dropdown menu with 'VMware' selected. The main heading is 'Invoices'. Below this, there is a section titled 'Instructions From Customer' with the text 'Please ensure to attach invoice copy. Credit Memos should include (-) in amount.' and a link 'Create Invoices'. Below the instructions, there are four buttons: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The main content area shows a table of invoices. The table has columns for 'Invoice #', 'Created Date', 'Status', 'PO #', 'Total', 'Unanswered', and 'Actions'. The first row shows an invoice with ID '12345', created on '06/01/23', with a status of 'Pending Approval', PO # '422760', and a total of '110.00 USD'. A red circle with the number '1' points to the 'View' dropdown menu in the table header. The dropdown menu is open, showing a list of options: 'All', 'Abandoned', 'Approved', 'Credit Notes', 'Disputed', 'Disputes with a supplier response', 'Disputes without supplier response', 'Draft', 'Overdue invoices', 'Payment Information', 'Pending Approval', 'Processing', 'Unpaid invoices', 'Voided', and 'Create View'. A red circle with the number '2' points to the 'Create View' option at the bottom of the dropdown menu. Below the table, there is a pagination link: 'Per page 15 | 45 | 90'.

**coupa** supplier portal VMW | NOTIFICATIONS 5 | HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Business Performance Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select Customer VMware

### Create New data table view

#### General

Name

Visibility  Only Me  Everyone

Start with view

#### Conditions

Match Conditions  Add group of conditions

Filter By  Filter Clause  Filter Text

#### Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order. You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item, or ESC to cancel the reordering.

Available Columns	Selected Columns
Comments	Invoice #
Comments	Created Date
Date Of Supply	Status
Date Of Supply	PO #
Delivery Number	Total
Disputed Date	Unanswered Comments
Document Type	Dispute Reason
Invoice Date	Actions
Invoice Processed Date	
Last Updated Date	
Linked Document	
Original Invoice Date	
Original Invoice Number	
Paid	
Payment Information	
Payment Term	
Scheduled Payment Date	

**Drag and drop fields**

#### Default Sort Order

Sort by  in  order.

Cancel Save

## FAQ

### Coupa Supplier Portal FAQs

#### Access

1. How much does it cost to join the CSP? Coupa does not charge suppliers to use the CSP.
2. Where do I register for the CSP? You will receive an email invitation with information and link to registrar for CSP or visit <https://supplier.coupahost.com> to registrar with the same email address you provided to VMware.
3. Why did I not receive the email invitation to join Coupa? Please check your spam/junk email folder. Emails sometimes get flagged as spam. If you still cannot find the email invitation, you can register instead. However, if you register, make sure to use the same email address to register that your customer used to invite you.
4. Why can I not register for the CSP? Please write to [supplier@coupa.com](mailto:supplier@coupa.com).
5. How do I register if the admin/owner of the CSP account left the company? To update the connect with VMware, please reach out to [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com). VMware will validate the new contact and unlink the previous connection(s). New invitation to connect with VMware on CSP will be sent.
6. Where do I sign in to the CSP? <http://supplier.coupahost.com>
7. How do I cancel my CSP account? If you are no longer doing business with the customer who set you up on the CSP, ask the customer to make you inactive in the system.
8. What do I do if I am locked out of the CSP? Using two-factor authentication protects you against fraud. For more information, see Enable or Disable Two-Factor Authentication. If you do not have your six-digit backup validation code, contact your customer who will ask you to fill in a declaration form and provide either a copy of your photo ID or passport or your CSP login email to verify your identify.
9. Why did I not get the password reset emails? Check your spam/junk email folder. Emails sometimes get flagged as spam. If you still cannot find the email, write to [supplier@coupa.com](mailto:supplier@coupa.com).
10. Why can't I log in to the CSP? Make sure you have followed the instructions in Log in to the CSP. If you still have issues, reset your password. If the problem persists, write to [supplier@coupa.com](mailto:supplier@coupa.com).
11. Why can't I log in after resetting my password? Check if you are using the correct URL: <https://supplier.coupahost.com>. Sometimes users bookmark the password reset URL (instead of the login URL) or bookmark a test site. If the problem persists, write to [supplier@coupa.com](mailto:supplier@coupa.com).
12. How can I log in if I forgot my two-factor authentication code, the code is not working, or I lost my device? If you do not have them, contact your customer. For more information, see Log in with two factor authentication. If you cannot log in because of missing two-factor authentication codes, try to find and recover them first by using Google Authenticator or your device for text messages (SMS) to get new codes, or by using backup codes that you were told to copy or write down. If you lost your codes, contact your customer or [supplier@coupa.com](mailto:supplier@coupa.com). You need to provide proof of identification to ensure security of spend-related transactions for you and your customer. For more information, see Log in to the CSP.
13. What do I do if I am not the admin/owner of my CSP account but I cannot log in or do not have full access? Contact your admin to activate your account or set your permissions. Some users in the CSP have more power to activate and deactivate users, and decide which customers and types of information they can access (for example, invoices but not orders or catalogs). Contact those admins to see why your access is not correct and have them fix it. If this is not possible, contact [supplier@coupa.com](mailto:supplier@coupa.com).
14. Why do I get the "unauthorized or expired account" error? Your customer has probably deactivated a setting on their end. Contact your customer to find out if this was intentional. ask them to check your supplier record or your supplier user in the system. If they cannot solve the problem, they can contact Coupa support.
15. What do I do if I receive the "We're sorry, but something went wrong" error? Contact your customer and ask them to open a support ticket because something is wrong on their end with a configuration or an update that they need to resolve with Coupa support.

16. Who may I reach out to if I have questions about my details updates? Please reach out to VMware's Supplier Data Management team at [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com) if you have any questions regarding onboarding and maintenance.

### Supplier Onboarding/Maintenance

17. How do I complete the onboarding process? Once you receive the invitation and have registered for CSP, you will need to update your VMware profile. Profile>Information Request>Select Customer – VMware> Complete "Supplier Onboarding and Maintenance Form" and submit.
18. How do I update my banking information? You may update bank details in your VMware profile. If the option is not available, please reach out to [vmwsuppliers@vmware.com](mailto:vmwsuppliers@vmware.com) and request they initiate a maintenance request to your CSP profile.

### Orders

19. What is the purpose of a PO acknowledgement by the supplier? You can let your customers know that you have received the order. VMware does not leverage this field.
20. What do I do if my purchase order is closed and cannot be invoiced against? If the PO is valid, please reach out to your VMware stakeholder or [procurement@vmware.com](mailto:procurement@vmware.com).

### Invoicing

21. How do I submit/create an invoice? On the main menu, click on the Orders tab. If you are connected to more than one Coupa customer, select VMware from the dropdown menu. In the PO table that appears, choose the PO you want to invoice, and then click on the gold coin icon to create an invoice.
22. How do I create an invoice that is not backed by a purchase order? VMware only allows creation/submission of PO backed invoice. Please ensure you received the official VMware Purchase order from [procurement@vmware.com](mailto:procurement@vmware.com) prior to submitting your invoice.
23. How do I invoice a blanket purchase order? You can invoice multiple times against a single PO. Just click the gold coin icon for the PO as you normally would, and enter the amount you would like to appear on the invoice. The next time you want to invoice against the PO, just do the same thing.
24. Why was my invoice 'disputed'? An invoice is disputed by VMware due to non-compliance with [VMware's Global Invoice Submission Guideline](#). Please review the reason and correct the invoice prior to resubmission.
25. What is VMware standard payment term? VMware standard term is NET65 from receipt of a valid.
26. How do I check when my payment is scheduled? Scheduled payment dates will be updated and available on the invoice once the invoice is approved.
27. Where can I find payment information? Once paid, you can find payment details on the invoice.
28. If I use the CSP, who pays me? VMware will continue to be the payee.
29. Who may I reach out to if I have any questions about my invoice? Please reach out to VMware's Accounts Payable at [ap@vmware.com](mailto:ap@vmware.com).

