



19  
2023

Driving change  
for generations

# Coupa Supplier Portal Guideline

Guideline on how to register and utilise the Coupa  
Supplier Portal (CSP) with Novo Nordisk



# Overview


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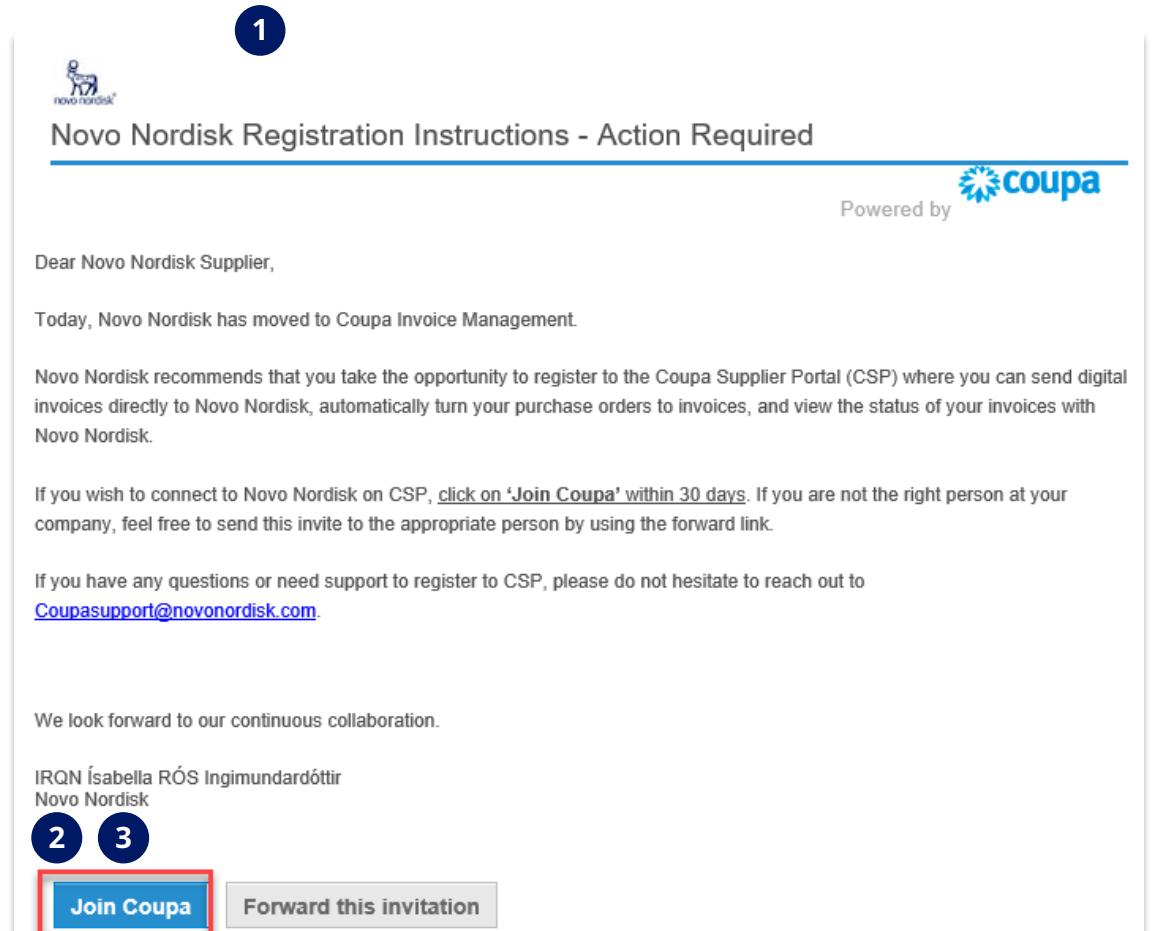
- 1 Getting started** | Email notifications and how to get started with CSP Slide 3-4
  - 2 Create a new account on CSP** | Guidance on how to create a new account on CSP and set up legal entity Slide 5-13
  - 3 Log-in** | Guidance on how to log in with an existing CSP account Slide 14-16
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**EMAIL INVITATION**

# Get started | Novo Nordisk will send an invitation to CSP which you will receive as an email

## Email invitation from Novo Nordisk

- 1 You will receive an email like the picture
- 2 If you are **new to CSP**, you can click on the blue button **“Join Coupa”** or copy paste the URL into your browser  
 **Go to slide 5** for guidance on how to create a new account to CSP
- 3 If you **already have a CSP account**, you can click on the blue button **“Login to Coupa”** or copy paste the URL into your browser  
 **Go to slide 14** for guidance on how to login to your existing CSP account



**CREATE A NEW ACCOUNT TO CSP**

# Create a new account | Please follow the instructions below to create a new account to CSP

## Fill in relevant contact information

- 1 To create an account, fill in the relevant information, where mandatory information is marked with \*
- 2 Click on **“Create an Account”**

**Create an Account**

Dear Supplier,

Thank you for providing your information to Novo Nordisk

Coupa Supplier Portal is a place for suppliers to manage all their customers who are utilising Coupa's Software for Business Spend Management.

To provide your information to Novo Nordisk, please do the following:

1. Go to "Profile"
2. Select "Customer Profile"
3. Select "Novo Nordisk" in the drop-down menu
4. Provide your information in the form

All fields marked with an \* is mandatory to fill out.

For any questions related to providing Novo Nordisk with your information, please reach out to [Coupasupport@novonordisk.com](mailto:Coupasupport@novonordisk.com)

\* Business Name  
CSP Test Vendor #2  
Your legal business name (or legal personal name if an individual)

\* Email  
CSPIESTENDOR2@gmail.com

\* First Name  
Mathias

\* Last Name  
Hansen

\* Password  
.....  
Use at least 8 characters and include a number and a letter.

\* Confirm Password  
.....

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

**Create an Account**

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

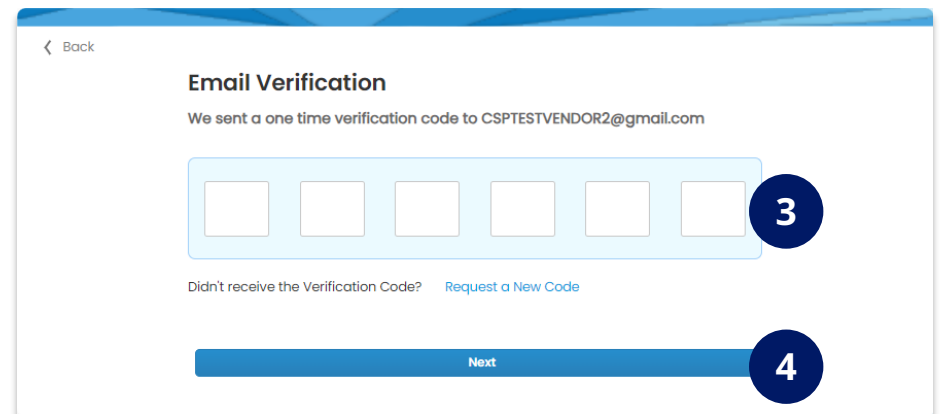
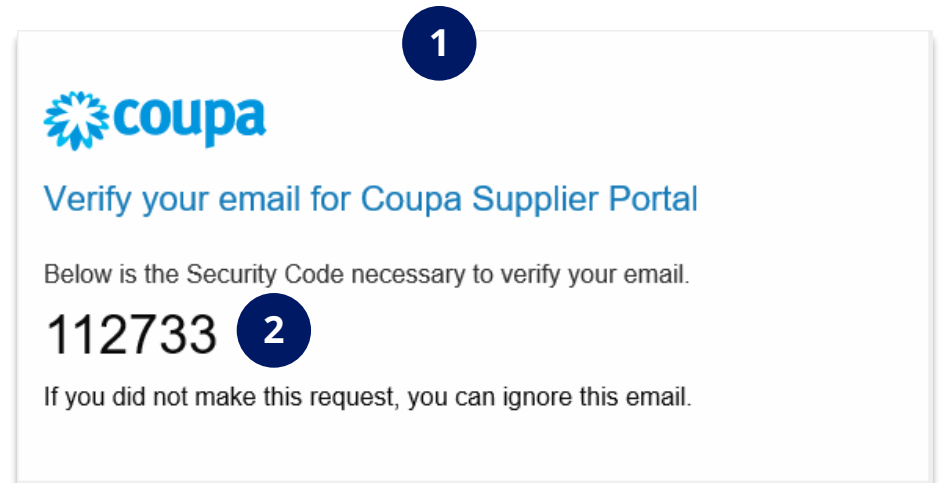
[Forward this to someone](#)

# Create a new account | Please follow the instructions below to create a new account to CSP

## Fill in relevant contact information

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- 1 CSP will send a **verification email** to your email
- 2 Copy the **verification code**...
- 3 ...and **paste it into the fields** in CSP
- 4 Click on **"Next"**



# Create a new account | Please follow the instructions below to create a new account to CSP (**DO NOT SKIP**)

## Fill in relevant contact information

- 1 Fill in **relevant information** for contact information, business and invoice-from location, where **mandatory** information is marked with \*

**Your Contact Information** 1

\* First Name  \* Last Name

\* Phone Number

\* Country/Region

\* Address

\* City

**Tell Us About Your Business**

\* Business Website

I do not have a website

\* Tax ID (or Local ID)

Tax ID is to confirm you are a real business entity.  
 I do not have a Tax ID

DUNS Number

Dun & Bradstreet DUNS Number is a unique identifier for your business.

**Confirm Invoice-From Location**

This is the main address of your registered business or the registered entity you will be invoicing your customer from.

\* Country/Region

\* Address

\* City  State  \* Postal Code

Advanced Invoicing

Invoice-From Code

Recommended if you plan to use with Novo Nordisk in integration for Invoicing (cXML or SFTP).

\* Preferred Invoicing Language

Tax Country/Region  \* VAT ID

I don't have VAT ID Number

+ Additional Tax ID

Next

Skip for Now

- 2 For the **Remit-To** and **Ship-From** you can create a new address or select the **same as "Invoice-From Location"**

**Confirm Pay-To Location (Remit-To)**

This is the address your customer will use to send your payment, remittance address.

\* Country/Region

Denmark

**Confirm Ship-From Location**

This is usually your warehouse location.

Add New Ship-From Location 2

\* Country/Region

Denmark

\* Address

\* City  State  \* Postal Code

Advanced Invoicing

Ship-From Code

Recommended if you plan to use with Novo Nordisk in integration for Invoicing (cXML or SFTP).

Next



# Homepage | Once your account is created you will be taken to the homepage of CSP

## CSP Homepage

Your account has now been created and you will be taken to the **homepage** of CSP.

You can now view the status of your invoices (e.g. send via PDF) with Novo Nordisk.

Before you can use CSP to submit invoices and create invoices from purchase orders, you must add your **banking (payment) information**, so it will be reflected on the invoice Novo Nordisk receives from your CSP account.

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo and 'supplier portal' text, along with the user name 'ISABELLA ROS', a notification bell icon with a red '2', and a 'HELP' dropdown. Below the header is a navigation bar with links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. The main content area features a profile card for 'Novo Nordisk A/C' with a 'NN' logo, a 'Profile Progress 6%' indicator, and a 'Last Updated: 19 days ago | View Profile' link. Below the profile card are three main sections: 'Recent Activity' (showing 'No activity found for Novo Nordisk'), 'Announcements' (showing 'No Announcements'), and a summary table with four columns: 'Two Factor Security' (0 of 1 User), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (1 Connection).

Two Factor Security	Join Requests	Merge Suggestions	Linked Customers
0 of 1 User	0 Users	0 Duplicates	1 Connection

# Bank Information | You must add your bank information before you can use CSP to invoice Novo Nordisk (1/3)

## Adding bank information in CSP

It is possible to view status of other invoices previously submitted (e.g. sent as PDF), but to use CSP to submit digital invoices you must add bank information (remit-to)

- 1 Go to **Setup**
- 2 Click on **Remit-to** on the left side
- 3 Click **Add Remit-to**
- 4 Click on **Next** in the pop-up window

coupa supplier portal

MATHIAS | NOTIFICATIONS 0 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup 1

Admin Customer Setup

Admin Remit-To 3 Add Remit-To

Remit-To Account	Remit-To Address	Payment Type	Legal Entity	Customers	Actions
None	Novo Alle 1 Bagsværd 2880 Denmark  Preferred Language: Danish (Denmark)	Address	CSP Test Vendor #2	✓ Novo Nordisk	

Users

- Merge Requests
- Merge Suggestions
- Requests to Join
- Legal Entity Setup
- Fiscal Representatives
- Remit-To 2
- Terms of Use
- Additional CaaS Information

Add Remit-To

Legal Entity CSP Test Vendor #2

Invoice From Address Novo Alle 1  
Bagsværd, 2880  
Denmark

Back Next 4

# Bank Information | You must add your bank information before you can use CSP to invoice Novo Nordisk (2/3)

## Adding bank information in CSP

Fill out the relevant fields for your company's bank information (remit-to)

- 1 Select **Payment Type** (bank account is standard)
- 2 Select **country** and **currency**
- 3 Fill out the **details of your bank** (account numbers)
- 4 If available, upload **supporting documentation** that confirms the bank details are correct
- 5 Select **remit-to address** (existing or new)
- 6 Click **save and continue**

Add a new Remit-To account

\* Payment Type: Bank Account

What are your Bank Account Details?

Bank Account Country/Region: Denmark

Bank Account Currency: DKK

Beneficiary Name: CSP Test Vendor #2

Bank Name:

Account Number:

Confirm Account Number:

IBAN:

Confirm IBAN:

Routing (Bank Code) Number: Bank Code

SWIFT/BIC Code:

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business

Supporting Documents: [Choose Files](#) No file chosen

What is your Remit-To Address?

Saved Addresses: Select

New Address

**Recommended**

If you receive payments to a different location to where your business is registered, add the address here.

Cancel Save & Continue

# Bank Information | You must add your bank information before you can use CSP to invoice Novo Nordisk (3/3)

## Adding bank information in CSP

- 1 Click on **Next**
- 2 Click on **Done**
- 3 Click on **Add Later**

Add a new Remit-To account x

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	Novo Alle 1 Bagsværd 2880 Denmark	Active	Manage
Bank Account	Novo Alle 1 Bagsværd 2880 Denmark	Active	Manage

Danske Bank  
 CSP Test Vendor #2  
 \*\*\*\*\*7890  
 4820

Deactivate Legal Entity
Cancel
Next
1

Add a new Remit-To account x

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	
Novo Alle 1 Bagsværd 2880 Denmark	Active	Manage

Deactivate Legal Entity
Done
2

Setup Complete x

✓

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.

3
Add Later
Add Now

With the steps completed, you are all set up to start using CSP with Novo Nordisk

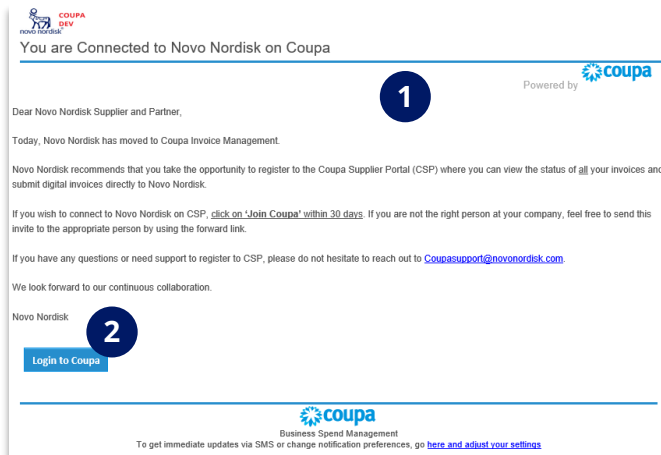
On the next slides you can see how to **view the status of your invoices** and how to **create an invoice from a purchase order (flip PO)**

**LOGIN WITH EXISTING ACCOUNT**

# Login | If you already have an existing account to CSP, use the invitation to log-in to and connect to Novo Nordisk

## Email invitation from Novo Nordisk

- 1 You will receive an email like the picture
- 2 Click on **Login to Coupa**



## Login page to CSP

- 3 Use your existing account information to log into CSP

The screenshot shows the login page of the Coupa Supplier Portal. The page has a blue header and a white main area. The title is 'Login'. Below the title, there are two input fields: 'Email' and 'Password'. The 'Password' field is highlighted with a blue circle containing the number '3'. Below the input fields, there is a link that says 'Forgot your password?'. At the bottom, there is a blue button labeled 'Login'. Below the button, there is a link that says 'New to Coupa? CREATE AN ACCOUNT'.

# Homepage | Once you log-in to your existing account you will be taken to the homepage of CSP

## CSP Homepage

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You are now taken to the homepage and can **begin to use CSP**

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo and 'supplier portal' text, along with user information 'ISABELLA ROS', a notification bell with a red '2', and a 'HELP' link. A blue navigation bar contains the following menu items: Home (active), Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. The main content area features a profile card for 'Novo Nordisk A/C' with a green 'NN' icon, a progress bar at 6%, and a 'View Profile' link. Below this is a 'Recent Activity' section with a 'View' dropdown and an information icon; it shows a 'Novo Nordisk' activity card and a message 'No activity found for Novo Nordisk.'. To the right is an 'Announcements' section with the text 'No Announcements'. At the bottom, a summary row displays four metrics: 'Two Factor Security' (0 of 1 User), 'Join Requests' (0 Users), 'Merge Suggestions' (0 Duplicates), and 'Linked Customers' (1 Connection).



**VIEW THE STATUS OF YOUR  
INVOICES**

# Invoice status | Follow the status on your invoices on CSP

- 1 Go to **Invoices**
- 2 Click **Invoices** subtab
- 3 Click on the **View** drop down
- 4 Select the view for **"Payment Information"**
- 5 You will see a new column named **"Paid"** where you can see if the **invoice has been paid** by Novo Nordisk

The screenshot shows the Coupa Supplier Portal interface. The 'Invoices' tab is selected in the top navigation bar, indicated by a red circle with the number '1'. Below the navigation bar, there are sub-tabs for 'Invoices', 'Invoices Lines', and 'Payment Receipts'. The 'Invoices' sub-tab is active. The page title is 'Invoices' and the customer is 'Novo Nordisk'. There is a message from the customer and buttons to create invoices. A 'View' dropdown menu is open, showing various view options. A red circle with the number '3' is placed over the 'View' dropdown.

The screenshot shows the same Coupa Supplier Portal interface, but the 'View' dropdown menu is now closed and the 'Payment Information' view is selected. A red circle with the number '4' is placed over the 'Payment Information' option in the dropdown. The table below shows the invoice list with a new 'Paid' column. A red circle with the number '5' is placed over the 'Paid' column header. A large blue arrow points from the 'View' dropdown in the previous screenshot to this one.

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term (SAP To Assign)	Date Of Supply	Payment Information
No	8001134509	None	Draft	10/03/23	None	10/03/23	
No	8001134505	INV123	Pending Approval	09/27/23	None	09/27/23	

# **CREATE INVOICE FROM PURCHASE ORDERS (PO)**

# PO Flip | You can submit an invoice to Novo Nordisk directly from the purchase order received on CSP (1/2)

## You can create an invoice directly from a purchase order and submit it to Novo Nordisk (PO flip)

- 1 Go to the **Order** tab
- 2 Select **Novo Nordisk** as a customer
- 3 Locate the correct **Purchase Order** to turn into an invoice
- 4 Press the **Yellow Coins** under **Actions** to create an **Invoice** from the Purchase Order

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. The 'Orders' tab is selected. Below the navigation bar, there are sub-tabs: 'Orders', 'Order lines', 'Returns', 'Order Changes', 'Order Line Changes', 'Order Confirmations', 'Order Confirmation Lines', 'Promised Deliveries', and 'Deliveries'. A 'Select Customer' dropdown menu is open, showing 'Novo Nordisk' selected. Below this, the 'Purchase Orders' section is visible, including 'Instructions From Customer' and a table of purchase orders. The table has columns for 'PO Number', 'Order Date', 'Status', 'Acknowledged At', 'Items', 'Unanswered Comments', 'Total', 'Assigned To', and 'Actions'. A row is highlighted with a red box and a circled '4', showing a yellow coin icon in the 'Actions' column.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
001134516	28/09/2023	Issued	None	Item XXX	No	120.00 DKK		

# PO Flip | You can submit an invoice to Novo Nordisk directly from the purchase order received in CSP (2/2)

**5** Fill in all **required fields in “General Info”**, marked with \*

**6** Add the details for the goods/service on the **Line(s)**

- Details from the purchase order are **transferred** to the line(s)
- You can add **VAT rates if applicable**

**6.1** If extra charges are added, you can press **“Calculate”** before submitting the invoice

**7** **Submit** the invoice

**5**

**6**

**6.1**

**7**

# HOW TO GET HELP

# Get help | What do I do if I need help?

## Guidance material from Coupa

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- 1** Click on this link to access Coupa's **frequently asked questions regarding CSP:**  
[FAQ | Coupa Suppliers](#)
- 2** Click on this link to access Coupa's frequently asked questions regarding **Invoicing in CSP:**  
[Invoices FAQ | Coupa](#)
- 3** Click on this link to access Coupa's **video guides on CSP:**  
[CSP Videos | Coupa](#)

## Help from Novo Nordisk

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- A** We are here to help you, so please **reach out to** [CoupaSupport@novonordisk.com](mailto:CoupaSupport@novonordisk.com) for assistance on signing up to CSP and all other invoice related questions

Thank you

**Abigail Conteh**  
Abigail has obesity and lives  
in the United Kingdom