



# RFS



# Coupa Supplier Portal (CSP)

Supplier, Orders & Invoices Status



# SIM – Coupa Supplier (Status )



**Supplier Status** – Supplier can have the following statuses. What does the status mean?

STATUS	DESCRIPTION
New	The form has not been opened or completed yet
Draft	The form was saved as a draft by the user (supplier) and has not been submitted as yet.
Pending Approval	The form is awaiting approval by the required RFS approvers
Pending Manual Application	The form has been approved but has not been applied yet
Cancelled	The form was cancelled because the form expired or a new version of a form was sent to the supplier (when a new form is sent, existing forms in New/Draft status are cancelled)
Declined	The form was declined by the supplier. Communicate with your supplier and resend the form for them to complete.
Applied	The form was automatically applied because the Auto Approve option was enabled when the form was created. Upon approval, the form was automatically applied to update the supplier's information in your instance.

# SIM – Coupa Orders (Status)



Orders Status – PO's can have the following statuses. What does the status mean?

STATUS	DESCRIPTION
Issued	The PO was approved and sent to you
Buyer Hold	The PO is approved but requires your Coupa customer to review it
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status
Closed	The issued PO was received and then closed, either manually or automatically within Coupa
Cancelled	The PO was cancelled and does not need to be fulfilled
Error	Something is wrong with the PO. Contact RFS to get the PO back on track

# SIM – Coupa Invoices (Status)



**Invoices Status** – Invoices can have the following statuses. What does the status mean ?

STATUS	DESCRIPTION
Draft	The invoice has been created, but not yet submitted to RFS and can still be edited
Pending Approval	The invoice is currently under review & awaiting approval for payment by RFS
Approved	The invoice has been accepted/approved for payment by RFS
Processing	The invoice is being processed by AP, submitted and received by RFS and should be paid soon
Disputed	The invoice has been disputed by RFS
Voided	The invoice not valid, something is wrong (status of invoice once resolution of a disputed invoice)

## Coupa Support

At any time while completing the onboarding process you need to speak with someone you can click the Chat with Coupa Support located at the bottom right-hand side of your screen.



For any general CSP technical or functional question you can try searching in the [Supplier Help Centre](#) otherwise if you can't find the answer there, then you can contact the Couper Supplier Support Team at [supplier@coupa.com](mailto:supplier@coupa.com)

For more information about Coupa, Supplier can visit the [Coupa Supplier Page](#)

While logged into the CSP – you can also click the **Help** tab for **Help Tour**, **Blog** and **Online Help** this will navigate to the Coupa Success Portal

