Coupa Supplier Portal- CSP

How to view and manage Notifications in your CSP account

Feb 2024

Background

This guide will explain how Suppliers can view your notifications and manage the notification they receive into their CSP account.

Outline

On the homepage of the CSP there is a notification buttons this will help you keep track of what's new, list the number of notification and allow you to manage your notifications preferences under settings so you can see what is important to you.

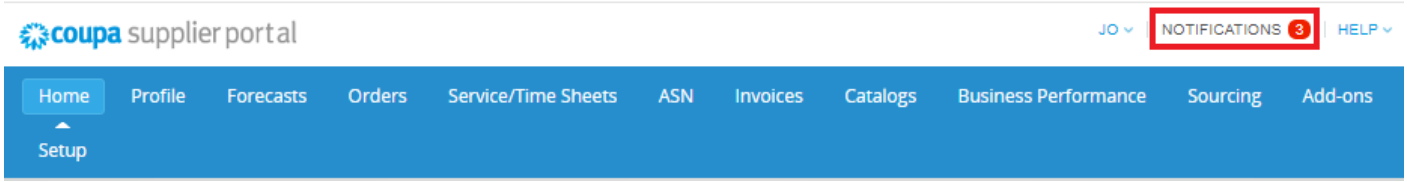
Note – If you change your notification preferences, remember to save them.

Supplier: Notifications – Step 1-6

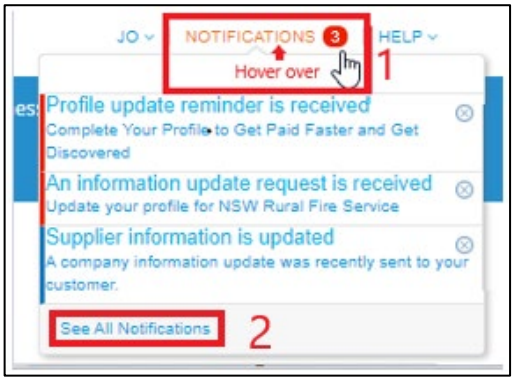
Below are the steps to be followed to view & manage your notifications:

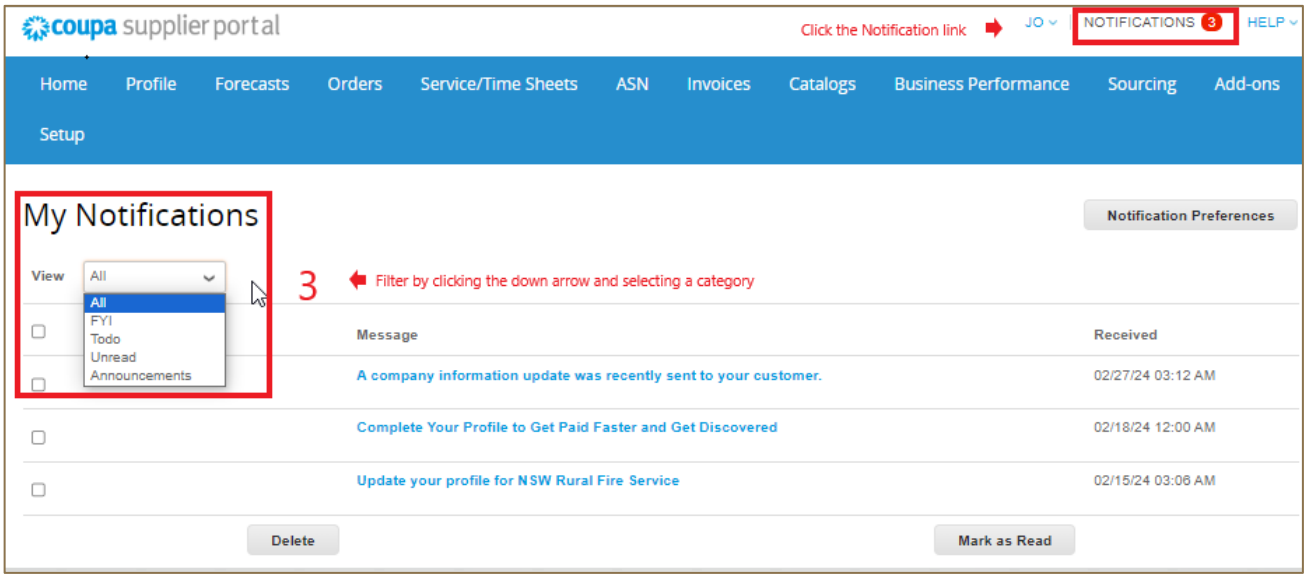
As a Supplier you can view & manage system notification messages that have been sent to you.

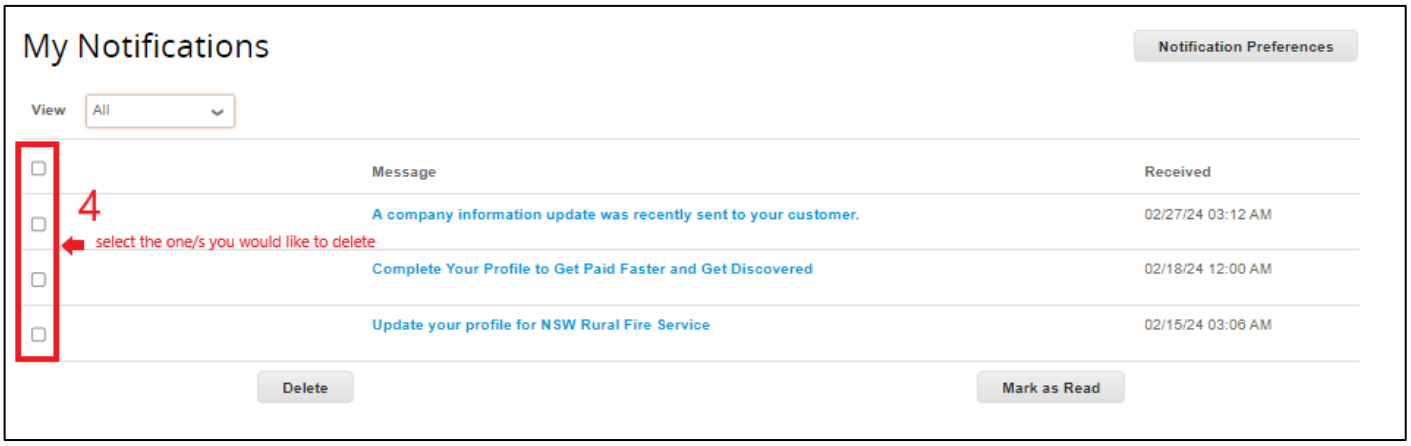
1. On the homepage in the top right-hand corner, you will find the **Notifications** link, hover your cursor over the **Notifications** link to see your unread system messages. Ony the 3 most recent notifications will be displayed.
2. To **See All Notifications,** you can click on the link in the pop out, this will take you to the "My Notifications" page or
3. To View all the notifications with their details and to manage them, click on the **Notifications** link then under **My Notifications** page, you can view all your (read & unread) notifications. Next to **View** click on the drop down and select **All**. You can filter by category on FYI, Todo, Unread, or Announcements.
4. You can select and delete them all or one-by-one. Click on the box next to the message, this will place a white tick in a blue box, once you have selected the ones you wish to delete.
5. Click the delete button.
6. You can also **Mark as Read** by ticking the message and clicking on **Mark as Read.**

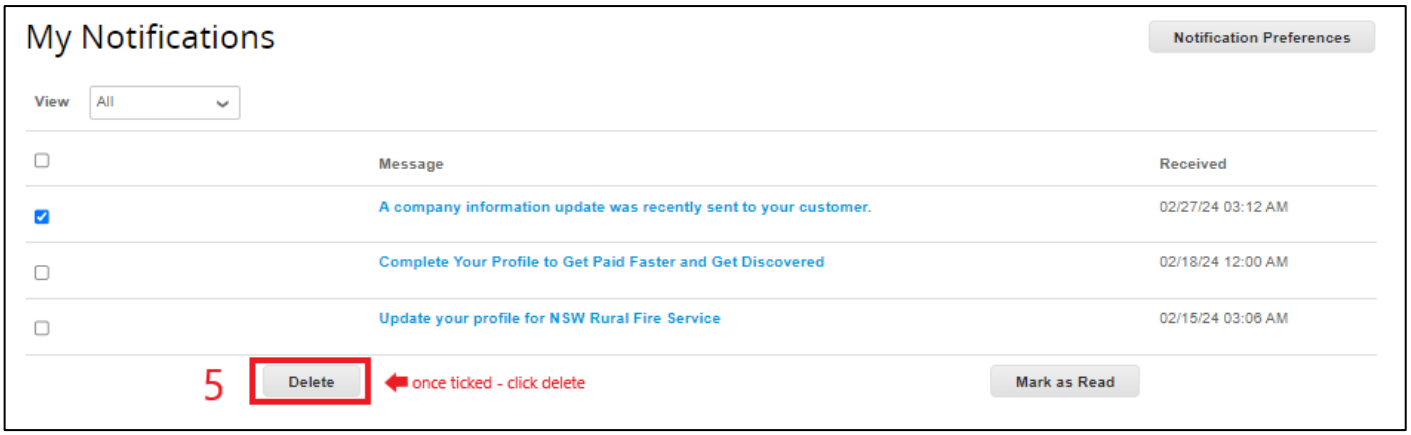


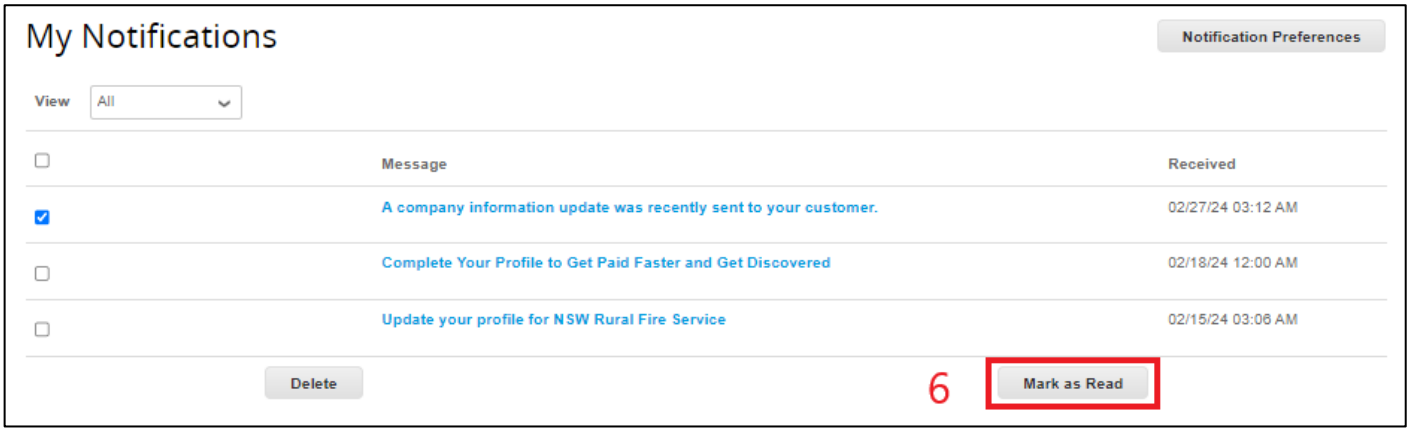
Hover over the **Notification** link









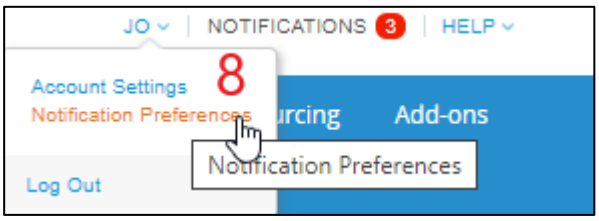


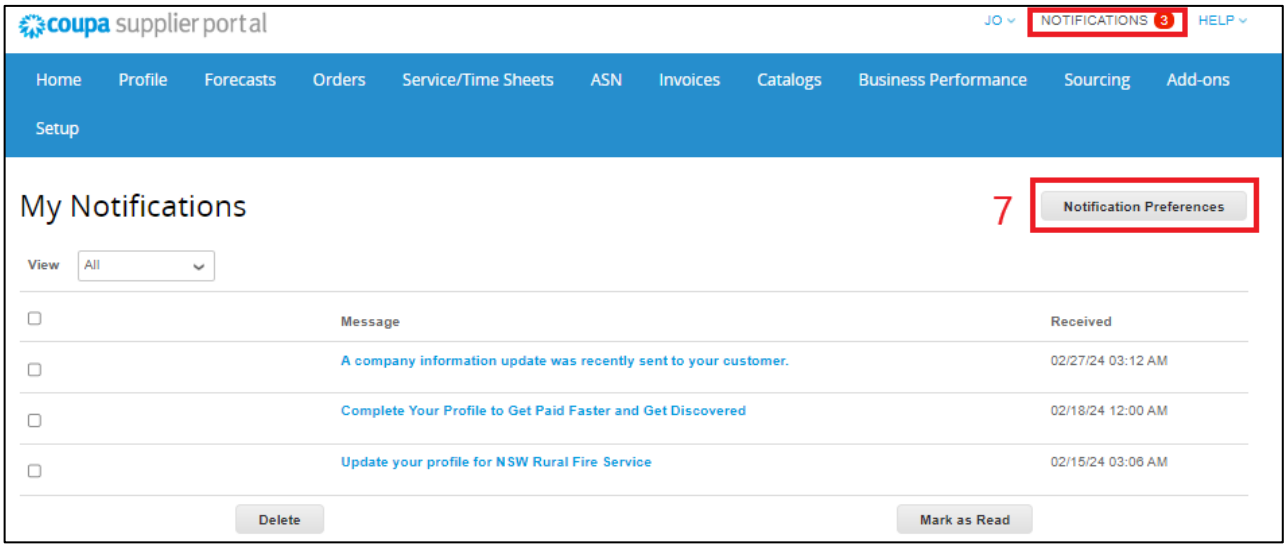
Supplier: Notification Preferences – Step 7-14

Below are the steps to be followed to change your Notification Preference:

You can access **Notification Preference** either via the **Notifications** link or under **My Account**.

7. To access via the **Notitications** link – click on **Notifications** then My Notifications page will display, click on **Notification Preferences**.
8. To access via **My Account**





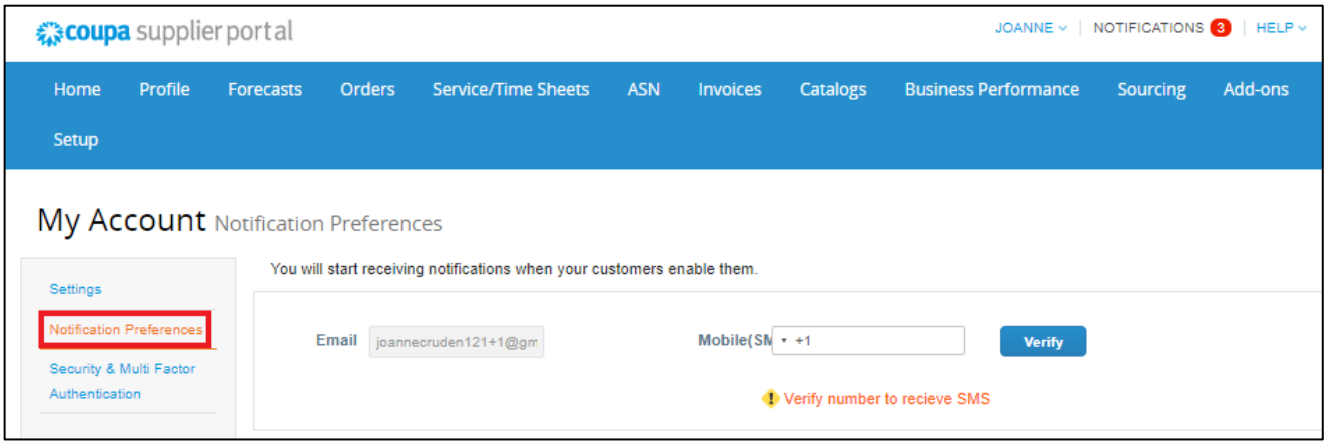
Under **Notification Preferences** you can manage the way you receive notifications by enabling and disabling the different notification types.

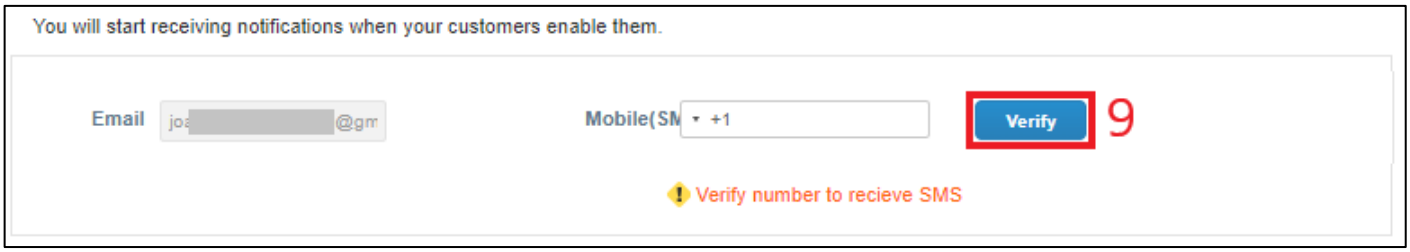
9. On my **Notification Preferences** page, you will firstly have to verify your details by clicking the **Verify** button to receive either an SMS or an email eg Verify number to receive SMS
10. Once you receive & retrieve that code add in the number and click **OK**
11. You then see a **Verified** displayed in green.
12. Now that you are Verified you can select the radio buttons for the items that you want to receive any or all of the notification types : online (to do list), email, or SMS (short text message). If you select the radio button a white tick in a blue box will display if not tick then the box will be white.
13. Once your selections have been ticked then click the **Save** button at the bottom of the page.
14. You also receive a notification displayed in a green bar once done stating the **Notifications Preferences Updated.**

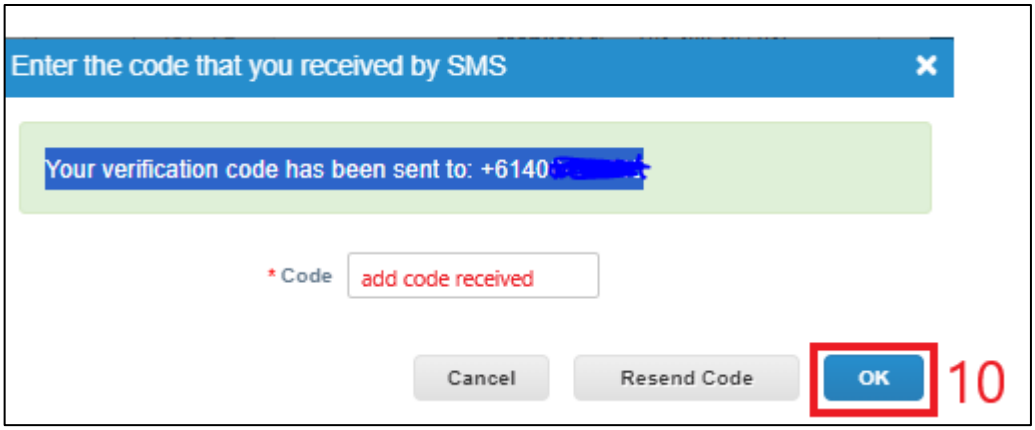
Note - SMS notifications are turned off by default.

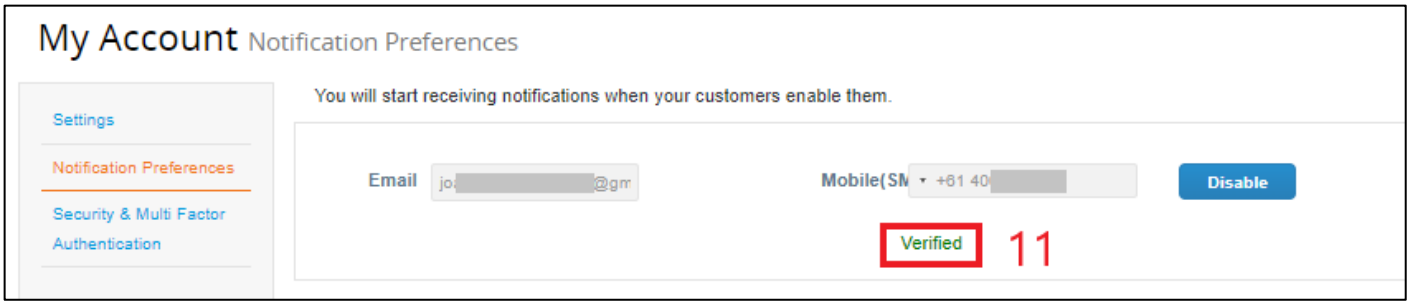
If you turn SMS notifications on, but you disable mobile phone verification, your SMS notification selections are deleted. You can also stop receiving SMS notifications if you reply STOP.

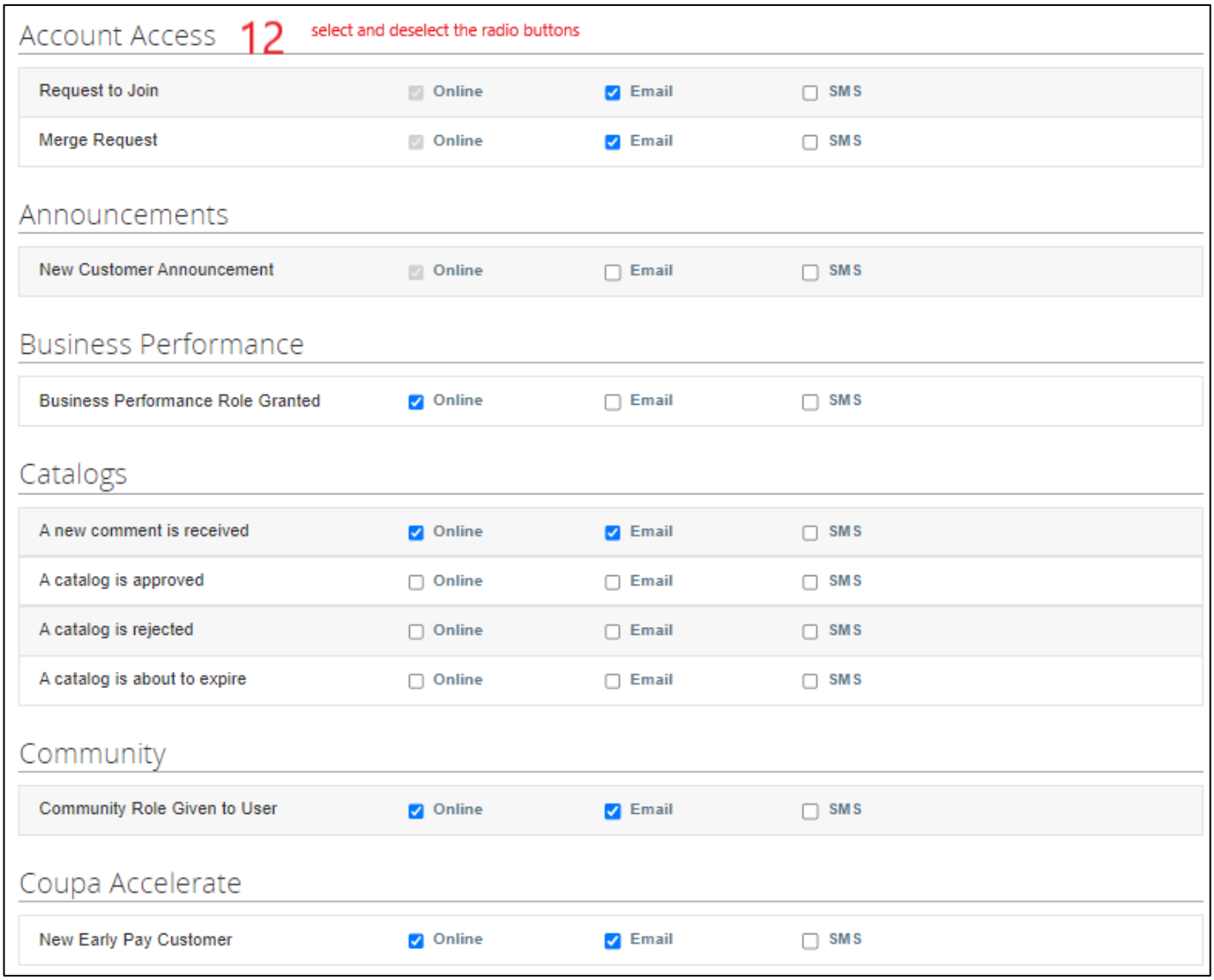
You can choose to receive notifications in short text messages only if you have an SMS-capable device and you validated your phone number.




You will start receiving notifications when your customers enable them.
Email
Mobile(SM
+1
Verify
9
Verify number to recieve SMS


Enter the code that you received by SMS
Your verification code has been sent to: +6140
* Code
add code received
Cancel
Resend Code
OK
10


My Account Notification Preferences
Settings
Notification Preferences
Security & Multi Factor Authentication
You will start receiving notifications when your customers enable them.
Email
Mobile(SM
+61 40
Disable
Verified
11


Account Access
12
select and deselect the radio buttons
Request to Join
Online
Email
SMS
Merge Request
Online
Email
SMS
Announcements
New Customer Announcement
Online
Email
SMS
Business Performance
Business Performance Role Granted
Online
Email
SMS
Catalogs
A new comment is received
Online
Email
SMS
A catalog is approved
Online
Email
SMS
A catalog is rejected
Online
Email
SMS
A catalog is about to expire
Online
Email
SMS
Community
Community Role Given to User
Online
Email
SMS
Coupa Accelerate
New Early Pay Customer
Online
Email
SMS

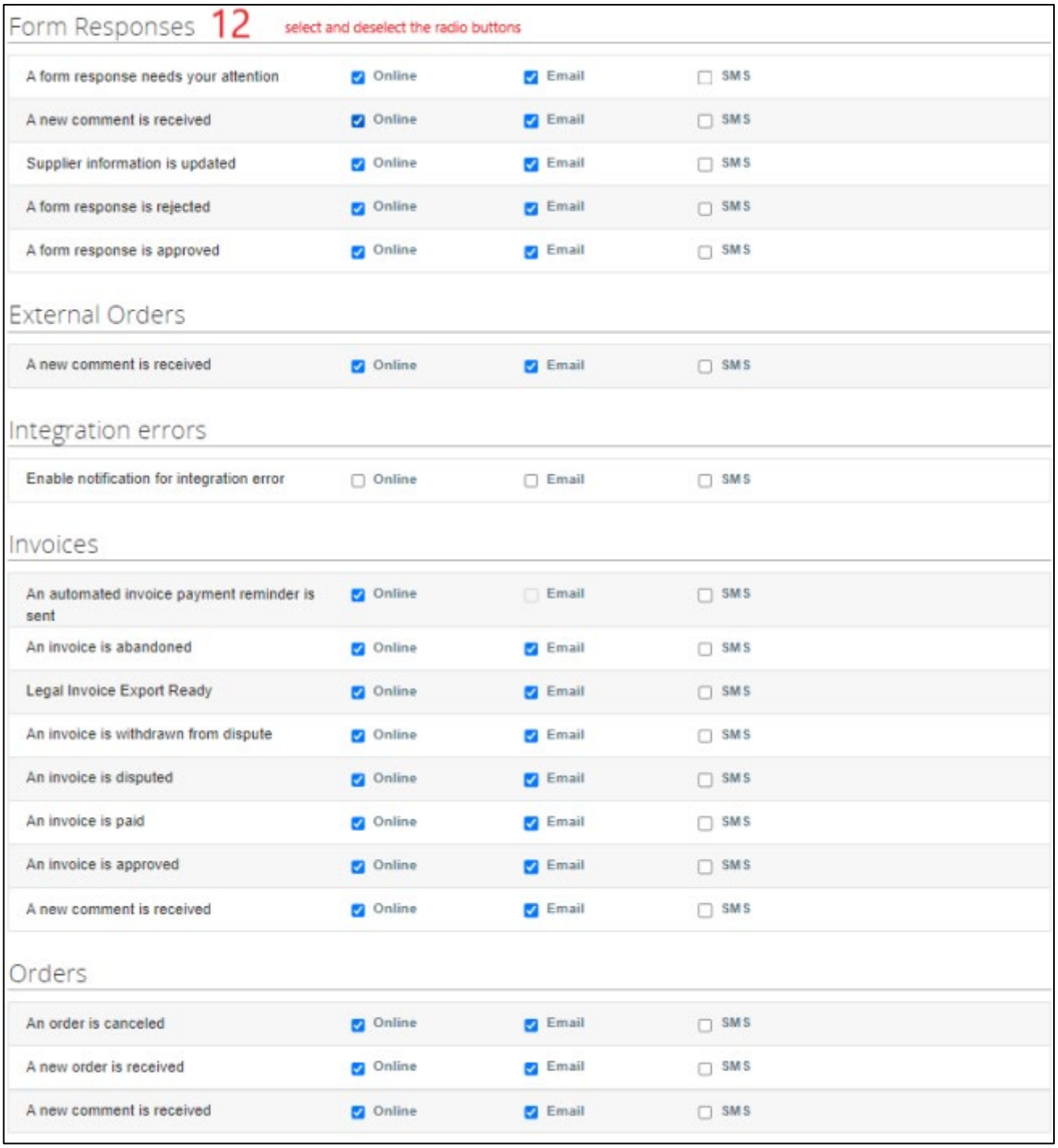
Coupa Pay 12

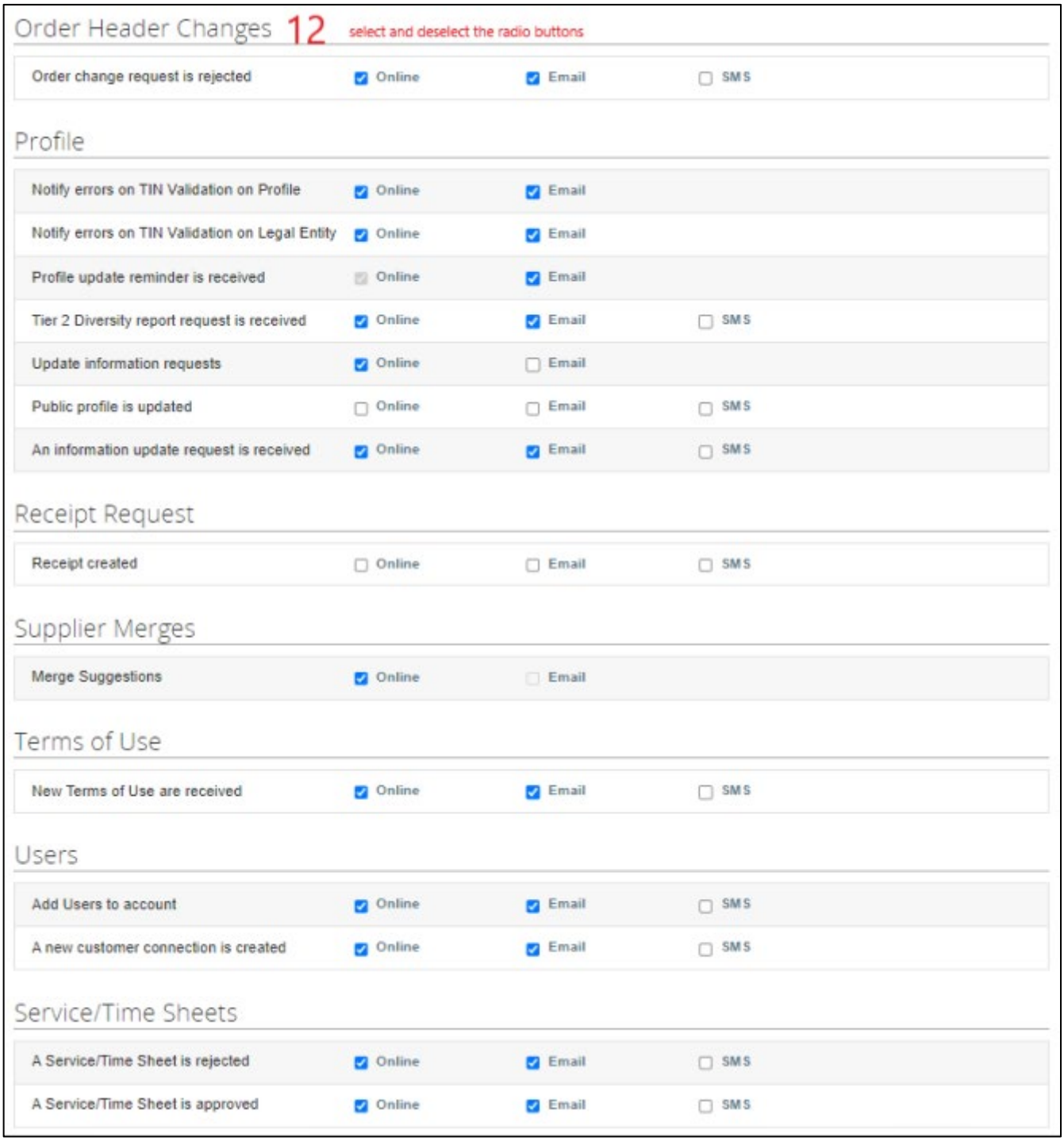
select and deselect the radio buttons

Virtual Card Cancelled	Online	Email	SMS
Physical Check Remittance Advice	Online	Email	SMS
Digital Check Cancelled	Online	Email	SMS
Virtual Card Reminder	Online	Email	SMS
New digital check	Online	Email	SMS
Zero Payment Remittance Advice	Online	Email	SMS
Virtual Card Remittance Advice	Online	Email	SMS
Virtual Card Reissued	Online	Email	SMS
New Virtual Card	Online	Email	SMS
Bank Transfer Remittance Advice	Online	Email	SMS
Payment Role Given to User	Online	Email	SMS
Virtual Card Processing Failure	Online	Email	SMS
Invoice Adjusted Automatically	Online	Email	SMS
Digital Wallet Remittance Advice	Online	Email	SMS
Customer will deliver check	Online	Email	SMS
Check Cancelled	Online	Email	SMS

Early Payments

Early Payment Request Paid	Online	Email	SMS
Early Payment Request Expired	Online	Email	SMS
Early Payment Request Rejected	Online	Email	SMS
Early Payment Request Matched	Online	Email	SMS
Early Payment Request Rejected by Financier	Online	Email	SMS


Form Responses 12
select and deselect the radio buttons
A form response needs your attention
Online
Email
SMS
A new comment is received
Online
Email
SMS
Supplier information is updated
Online
Email
SMS
A form response is rejected
Online
Email
SMS
A form response is approved
Online
Email
SMS
External Orders
A new comment is received
Online
Email
SMS
Integration errors
Enable notification for integration error
Online
Email
SMS
Invoices
An automated invoice payment reminder is sent
Online
Email
SMS
An invoice is abandoned
Online
Email
SMS
Legal Invoice Export Ready
Online
Email
SMS
An invoice is withdrawn from dispute
Online
Email
SMS
An invoice is disputed
Online
Email
SMS
An invoice is paid
Online
Email
SMS
An invoice is approved
Online
Email
SMS
A new comment is received
Online
Email
SMS
Orders
An order is canceled
Online
Email
SMS
A new order is received
Online
Email
SMS
A new comment is received
Online
Email
SMS



For further information – go to the Coupa Supplier Portal or contact Coupa via **email** sourcing.support@coupa.com