



RFS

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.

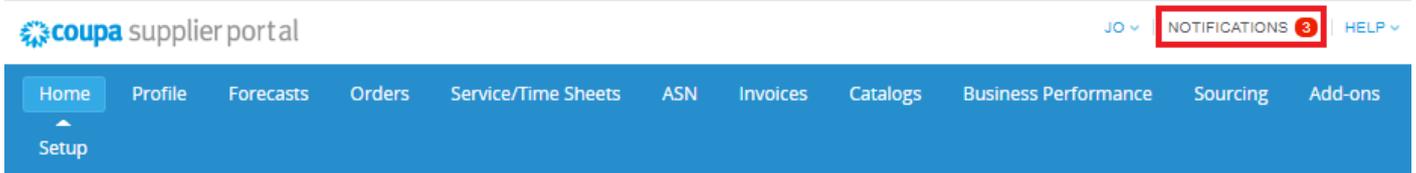
Note – If you change your notification preferences, remember to save them.

Supplier: Notifications – Step 1-6

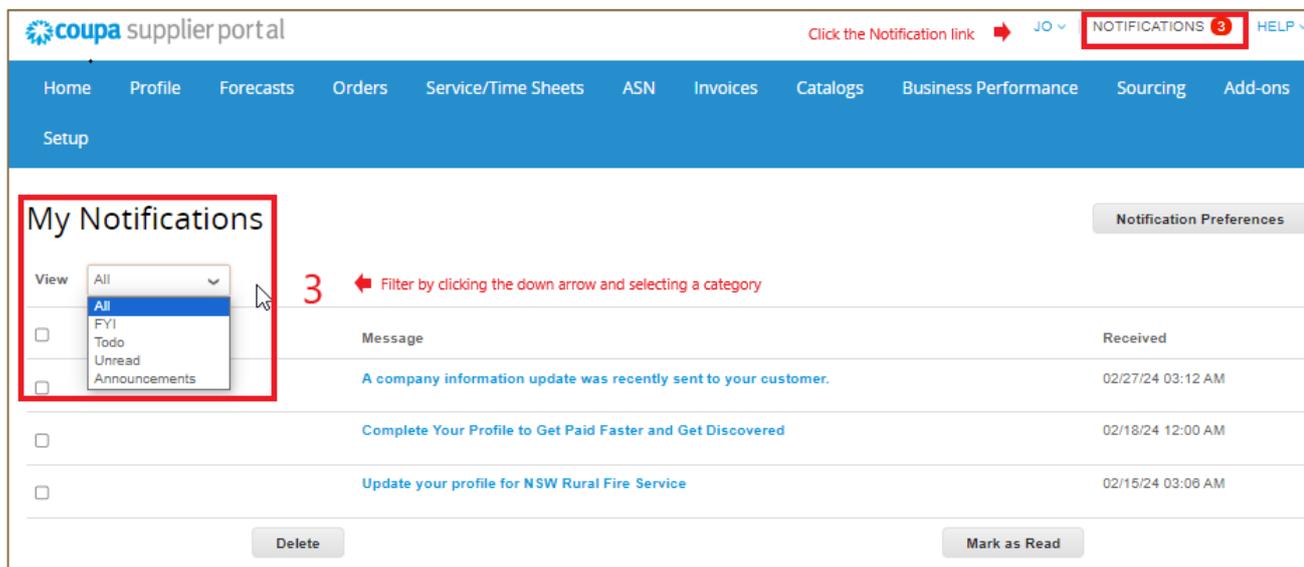
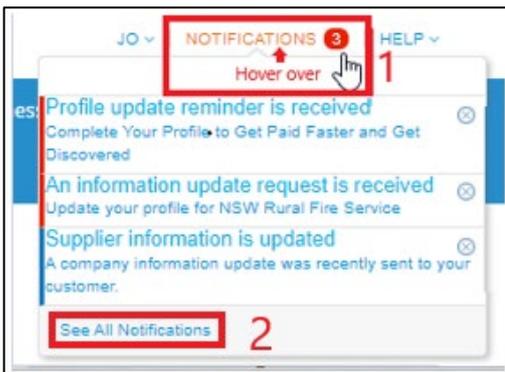
Below are the steps to be followed to view & manage your notifications:

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. Only 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



My Notifications Notification Preferences

View All

	Message	Received
<input type="checkbox"/>		
<input type="checkbox"/>	A company information update was recently sent to your customer.	02/27/24 03:12 AM
<input type="checkbox"/>	Complete Your Profile to Get Paid Faster and Get Discovered	02/18/24 12:00 AM
<input type="checkbox"/>	Update your profile for NSW Rural Fire Service	02/15/24 03:06 AM

Delete Mark as Read

4 select the one/s you would like to delete

My Notifications Notification Preferences

View All

	Message	Received
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	A company information update was recently sent to your customer.	02/27/24 03:12 AM
<input type="checkbox"/>	Complete Your Profile to Get Paid Faster and Get Discovered	02/18/24 12:00 AM
<input type="checkbox"/>	Update your profile for NSW Rural Fire Service	02/15/24 03:06 AM

5 Delete Mark as Read

once ticked - click delete

My Notifications Notification Preferences

View All

	Message	Received
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	A company information update was recently sent to your customer.	02/27/24 03:12 AM
<input type="checkbox"/>	Complete Your Profile to Get Paid Faster and Get Discovered	02/18/24 12:00 AM
<input type="checkbox"/>	Update your profile for NSW Rural Fire Service	02/15/24 03:06 AM

Delete **6** Mark as Read

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

7 Notification Preferences

JO | NOTIFICATIONS **3** | HELP

Account Settings **8**
 Notification Preferences **8**
 Sourcing Add-ons
 Log Out

coupa supplier portal JO ▾ NOTIFICATIONS 3 HELP ▾

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

Setup

My Notifications 7 Notification Preferences

View All ▾

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	A company information update was recently sent to your customer.	02/27/24 03:12 AM
<input type="checkbox"/>	Complete Your Profile to Get Paid Faster and Get Discovered	02/18/24 12:00 AM
<input type="checkbox"/>	Update your profile for NSW Rural Fire Service	02/15/24 03:06 AM

Delete Mark as Read

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.

coupa supplier portal JOANNE ▾ | NOTIFICATIONS 3 | HELP ▾

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

Setup

My Account Notification Preferences

Settings Notification Preferences Security & Multi Factor Authentication

You will start receiving notifications when your customers enable them.

Email Mobile(SM Verify

⚠ Verify number to receive SMS

You will start receiving notifications when your customers enable them.

Email jo[redacted]@gm

Mobile(SM +1 [redacted])

Verify 9

! Verify number to receive SMS

Enter the code that you received by SMS



Your verification code has been sent to: +6140: [redacted]

* 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 jo[redacted]@gm

Mobile(SM +61 40 [redacted])

Disable

Verified 11

Account Access 12 select and deselect the radio buttons

Request to Join	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Merge Request	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Announcements

New Customer Announcement	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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Business Performance

Business Performance Role Granted	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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Catalogs

A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is approved	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is rejected	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
A catalog is about to expire	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

Community

Community Role Given to User	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Coupa Accelerate

New Early Pay Customer	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Coupa Pay 12 select and deselect the radio buttons

Virtual Card Cancelled	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Physical Check Remittance Advice	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Digital Check Cancelled	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Virtual Card Reminder	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
New digital check	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Zero Payment Remittance Advice	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Virtual Card Remittance Advice	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Virtual Card Reissued	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
New Virtual Card	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Bank Transfer Remittance Advice	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Payment Role Given to User	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Virtual Card Processing Failure	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Invoice Adjusted Automatically	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Digital Wallet Remittance Advice	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Customer will deliver check	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Check Cancelled	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Early Payments

Early Payment Request Paid	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Early Payment Request Expired	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Early Payment Request Rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Early Payment Request Matched	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Early Payment Request Rejected by Financier	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Form Responses 12 select and deselect the radio buttons

A form response needs your attention	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Supplier information is updated	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A form response is rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A form response is approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

External Orders

A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Integration errors

Enable notification for integration error	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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Invoices

An automated invoice payment reminder is sent	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
An invoice is abandoned	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Legal Invoice Export Ready	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
An invoice is withdrawn from dispute	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
An invoice is disputed	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
An invoice is paid	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
An invoice is approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Orders

An order is canceled	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new order is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new comment is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Order Header Changes **12** select and deselect the radio buttons

Order change request is rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Profile

Notify errors on TIN Validation on Profile	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	
Notify errors on TIN Validation on Legal Entity	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	
Profile update reminder is received	<input type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	
Tier 2 Diversity report request is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Update information requests	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	
Public profile is updated	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
An information update request is received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Receipt Request

Receipt created	<input type="checkbox"/> Online	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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Supplier Merges

Merge Suggestions	<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Email	
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Terms of Use

New Terms of Use are received	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
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Users

Add Users to account	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A new customer connection is created	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Service/Time Sheets

A Service/Time Sheet is rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service/Time Sheet is approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

13 Once select has been made - click Save →

Cancel

Save

14 Notifications Preferences Updated



For further information – go to the [Coupa Supplier Portal](#) or contact Coupa via email sourcing.support@coupa.com

