

Coupa Supplier Portal User Guide

Astron Energy

A GLENCORE COMPANY



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Agenda

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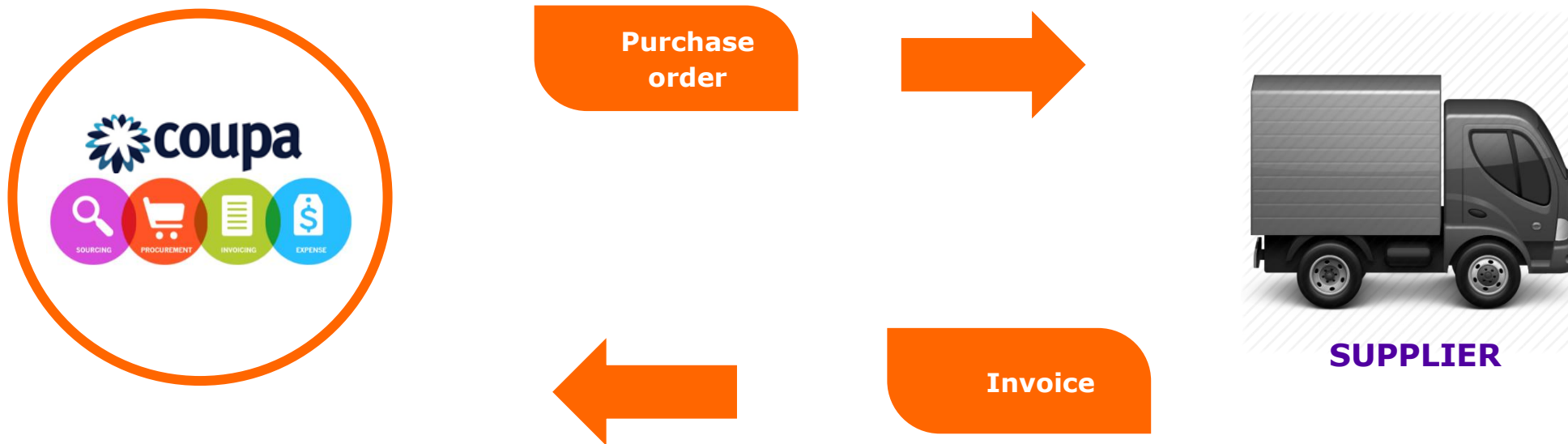


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Why Coupa?

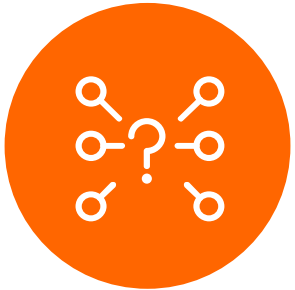
1.2 Coupa for Suppliers

The Coupa Supplier Portal (CSP) is a **free** tool for suppliers to easily do business with customers who use Coupa. The CSP makes managing customers and transactions easy. Depending on the customer's specific Coupa configuration, content and settings can be managed on a customer-by-customer basis.



1.3 Coupa functionalities

Coupa can be used for the following activities



**Receive RFPs,
RFQs, and submit
responses
to Astron Energy**



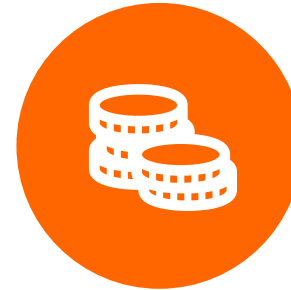
**Submit legal
agreements &
contracts**



**Receive and
acknowledge
Purchase
Orders**



**Create and
submit
invoices**



**Check
payment
statuses**



**Onboard and
communicate master
data changes to
Astron Energy**



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Supplier portal login

2.1 Supplier portal login

In this section you will learn how to register and log in to the supplier portal

- 1 An invitation to register with Coupa will arrive in your inbox.
- 2 At the bottom of the email, you will find two options:
 - a Select the Join Coupa option to continue with the registration process.
 - b Select the forward this option to forward the invitation to another user of the company.



NOTE: The invitation is sent to the supplier main email that Astron Energy has, the registration must be done by the person who will administer the portal. Later you will be able to add more users



Action Required - Glencore QA Registration Instructions

Hello Supplier,

Glencore QA wants you to respond by updating your company profile on Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically.

Coupa's Supplier Portal is completely free, setup is fast, and it helps you better transact and communicate electronically.

You can easily update your company information if it ever changes, as well as do things with Glencore QA (and your other buying organizations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts, and much more.

To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page.

Welcome!

2

Join Coupa Supplier Portal

Forward Invitation

a

b



Business Spend Management

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

An invite with a Coupa registration link will be sent out to all existing/current suppliers who have a vendor number

2.2 Access to the supplier portal

Getting started on Coupa

When you select the Join Coupa Supplier Portal, you will be taken to the CSP page to create an account by choosing a password, confirming the password and accepting the **Privacy Policy & Terms of Use**.

3 You must fill in the requested information by creating your password

a Confirm the terms of the platform and select **Get started** to register.

b The option to forward the invitation to another user of the company is available.



NOTE: The email field is already filled in, this field cannot be changed. If you wish to change the email address, please contact Astron Energy to make the change.

3



Create your business account

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

Email

Password

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

Password Confirmation

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

a

Get Started

[Having an issue with signup?](#)

[Forward this to someone](#)

Create your business account

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

Email

b

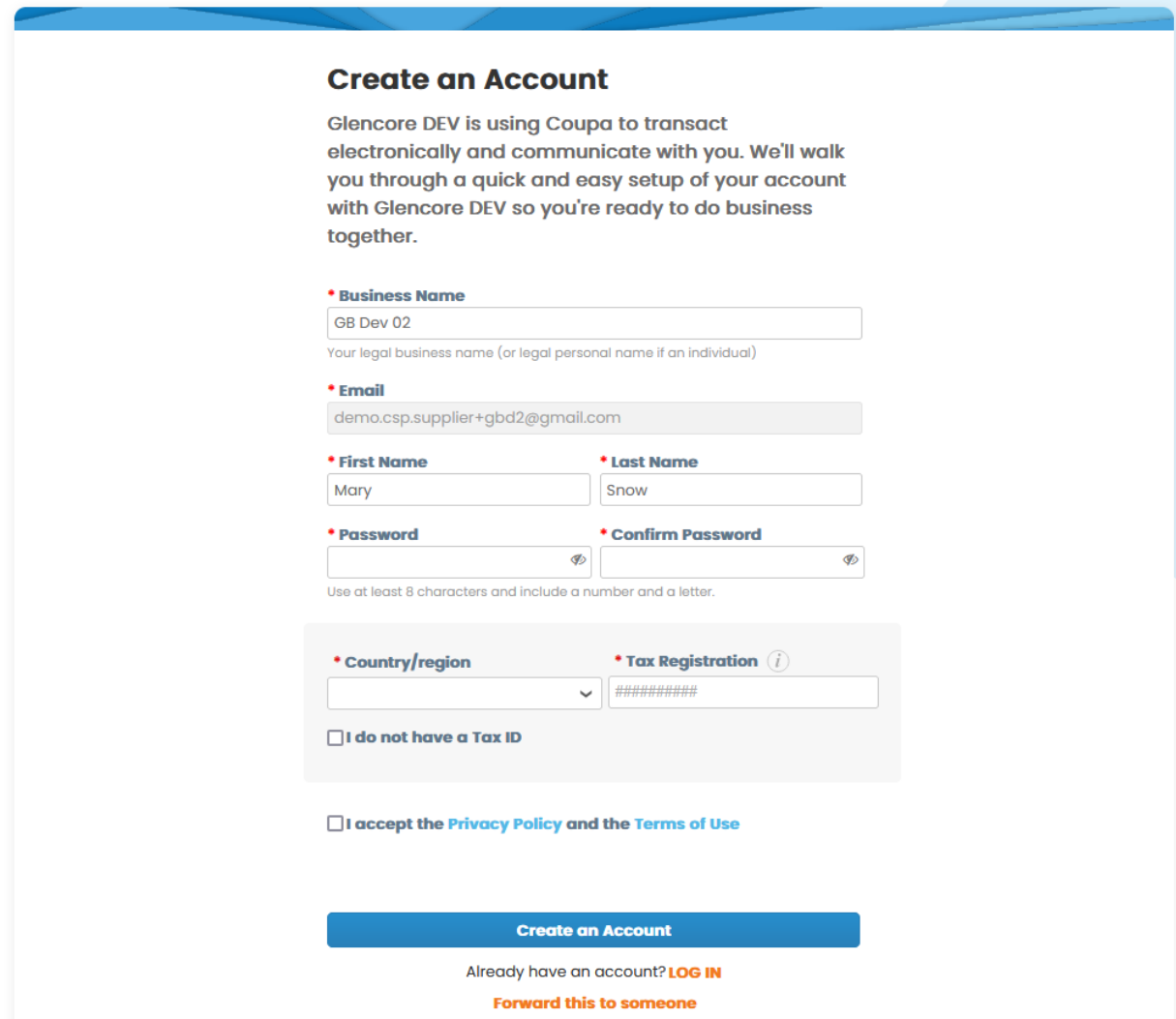
Forward

2.3 Supplier registration

Coupa supplier portal

Suppliers logging into CSP for the first time will be prompted to create a basic profile by entering the following details:

- **Company Name**
- **Country/Region**
- **Tax Registration**
- **Address Line 1**
- **City**
- **Postal Code (Mandatory)**
- **Website**
- **Address Line 2**
- **State (Optional)**



Create an Account

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

*** Business Name**
GB Dev 02
Your legal business name (or legal personal name if an individual)

*** Email**
demo.csp.supplier+gbd2@gmail.com

*** First Name** Mary *** Last Name** Snow

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

*** Country/region** *** Tax Registration** i
#####

☐ I do not have a Tax ID

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

Create an Account

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

[Forward this to someone](#)

2.3 Supplier registration

Coupa supplier portal

You will be asked to verify your email address by entering the verification code sent to your email address.

1 Check your email for your unique Coupa Verification Code.

1 161038



Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

If you didn't request this code please contact us at supplier@coupa.com.



Secure

2 Copy the number in the email and paste into the fields on the Email Verification screen.

2

1	6	1	0	3	8
---	---	---	---	---	---

Didn't receive the Verification Code? [Request a New Code](#)

3

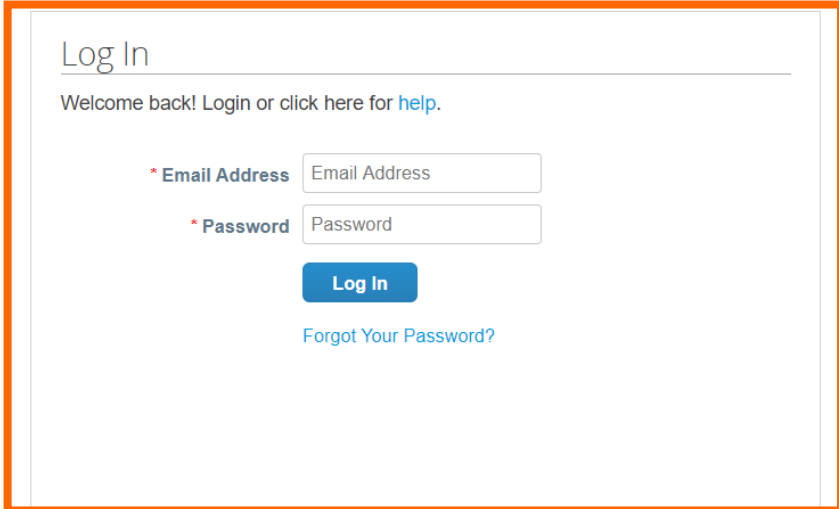
Next

2.4 Supplier portal login

In this section you will learn how to log in to the portal once you have registered

- 1 Once you have registered in the platform, log in at the following page: **<https://supplier.coupahost.com/>**
- 2 Supply your email and password and click on login.

2



The screenshot shows a login page titled "Log In". Below the title is a welcome message: "Welcome back! Login or click here for [help](#)." There are two input fields: one for "Email Address" and one for "Password", both preceded by an asterisk. Below the password field is a blue "Log In" button. At the bottom of the form is a link that says "Forgot Your Password?".

2.5 Supplier portal security

The Coupa Supplier Portal requires the use of multi-factor authentication as an additional security measure on your account to protect sensitive business information

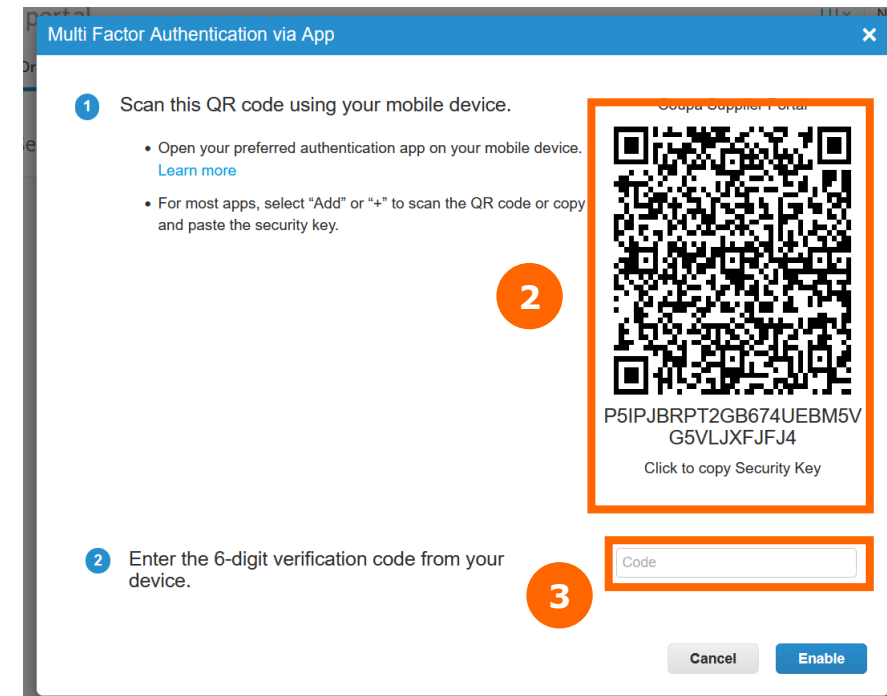
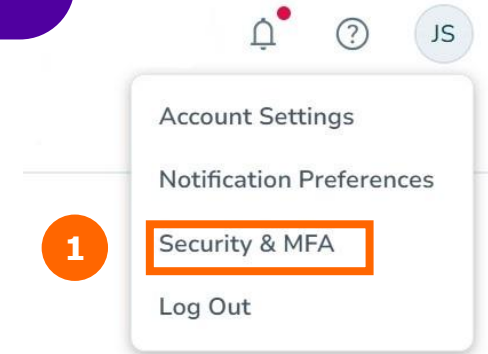
- 1 Adjust the security and multi-factor authentication (MFA) settings by selecting **Security & MFA** in the user account settings area.

First time use will require you to open your preferred authenticator app on your mobile device and select **Add Account** (or the + icon).

Then either:

- 2
 - **Scan the QR code** displayed on the screen using your authenticator app (recommended), or
 - **Enter the security key manually** if you are unable to scan the QR code.

- 3 Once your authenticator app has been linked to your Coupa Supplier Portal account, complete the setup by entering the 6-digit code provided by your **authenticator app**.



2.5 Supplier portal security

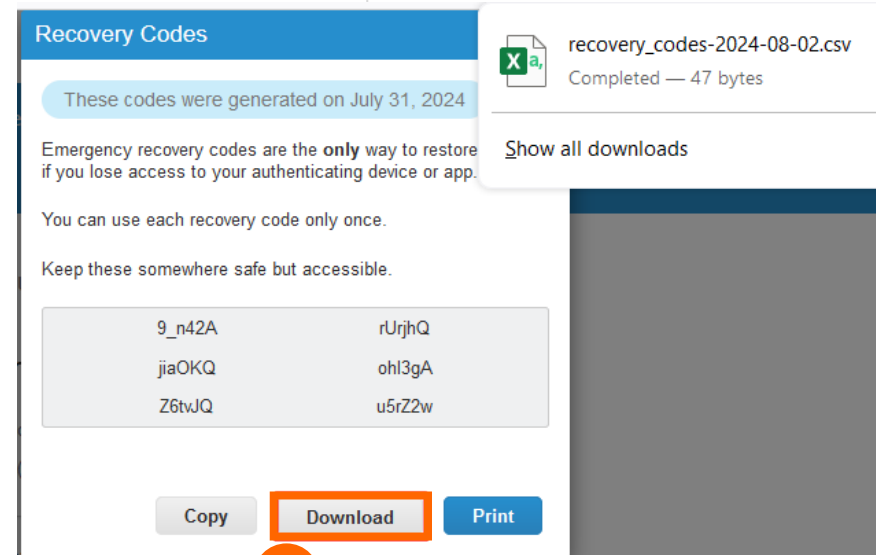
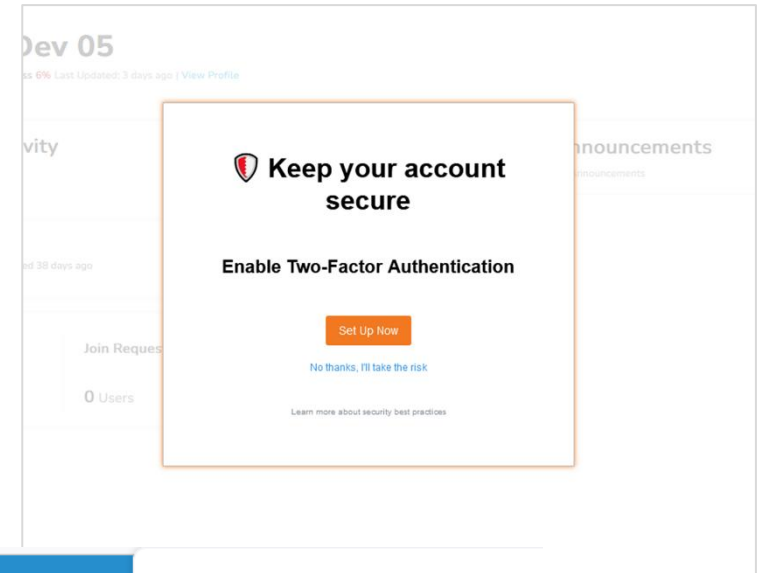
The Coupa Supplier Portal requires the use of multi-factor authentication as an additional security measure on your account to protect sensitive business information

4

When you complete the MFA setup process for your user profile, **it's important to save your recovery codes.**



NOTE: Be sure to Download a copy of your recovery codes. If you don't have your recovery codes, you may not be able to access or make changes to your account.



4

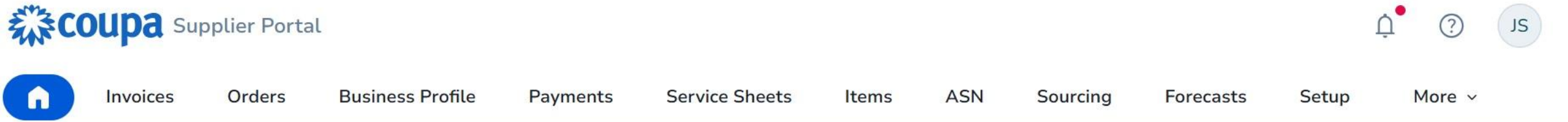


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Navigation and use of the portal

3.1 Navigation and use of supplier portal

In this section you will learn how to use the supplier portal and the functionalities available in the portal



NOTE: The layout of the Coupa Supplier Portal is subject to change as Coupa may apply updates and new features to improve user experience. Therefore, some screenshots in this deck may vary slightly to what you see on the Coupa supplier portal.

3.1 Navigation and use of supplier portal

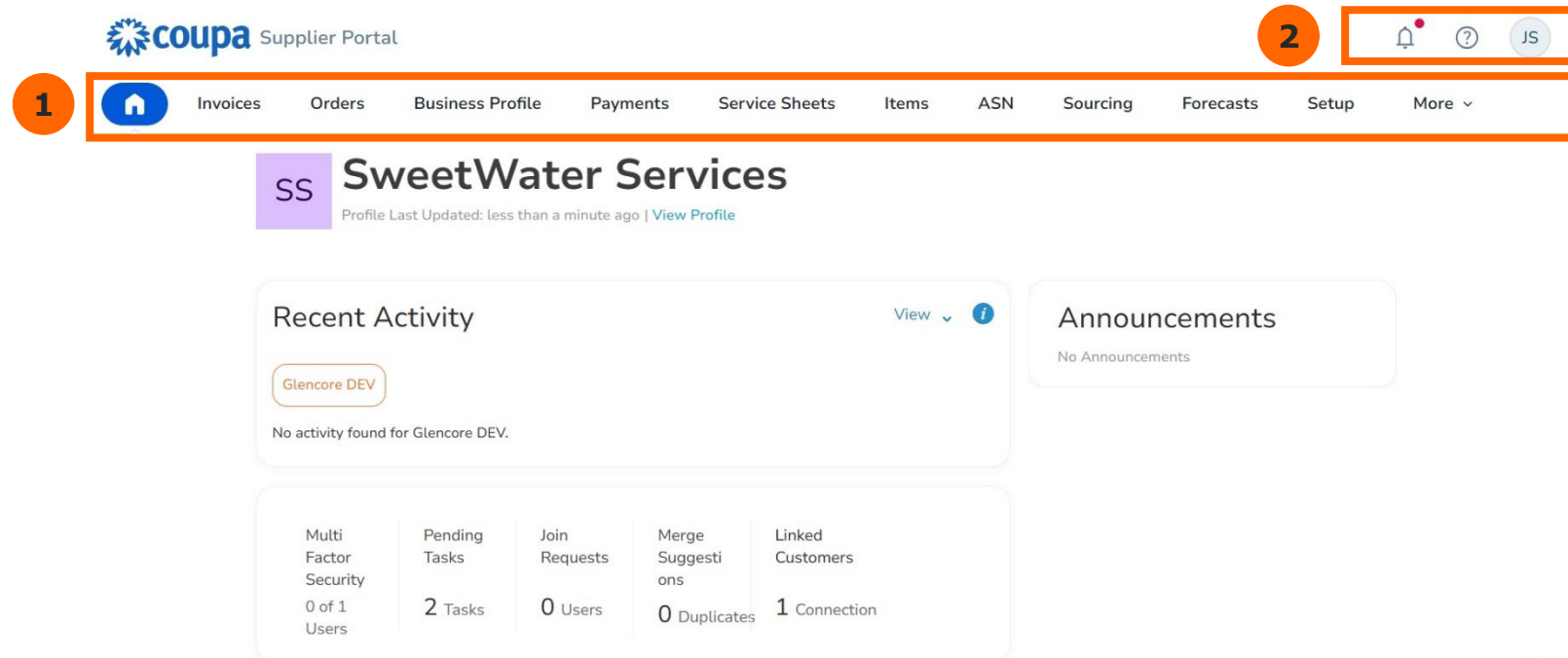
In this section you will learn how to use the supplier portal and the functionalities available in the portal

1 At the top you will find the menu or the options available within the portal.

2 On the upper right-hand side is where you can manage the platform, change passwords, manage notifications and a help section.



NOTE: If you interact with more than one client in Coupa, you will find them in the recent activity section. To work with Astron Energy, select the one that refers to Astron Energy.

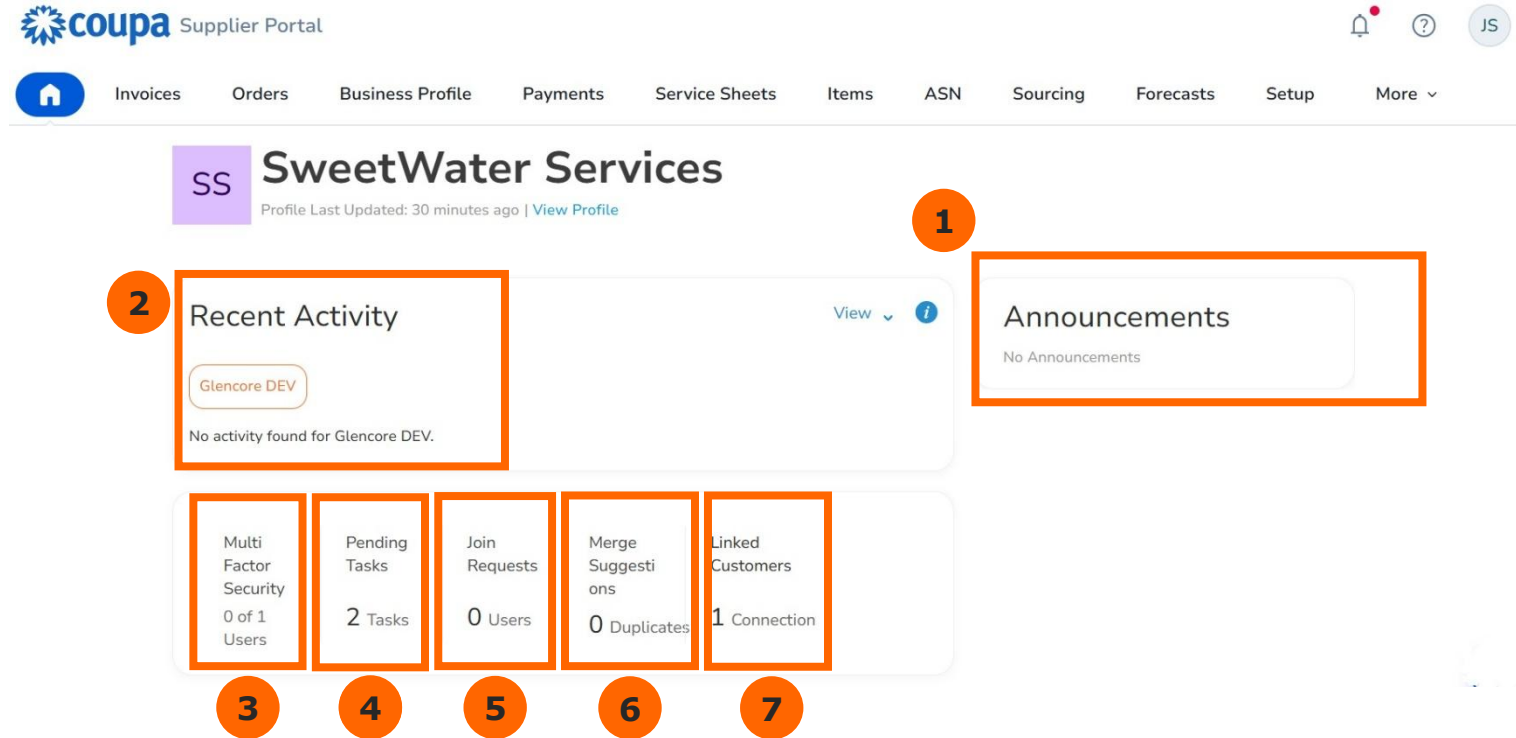


Multi Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
0 of 1 Users	2 Tasks	0 Users	0 Duplicates	1 Connection

3.2 Home tab

In this section you will learn how to view the functionalities of the home tab

- 1 Announcements section where Astron Energy will be informing about new developments.
- 2 Recent activity will be listed here
- 3 Multi-factor security information will be displayed here
- 4 Number of Pending tasks appear here
- 5 Join requests will be displayed here
- 6 Merge suggestions will be displayed here
- 7 If you have multiple customers, click here to view them.



coupa Supplier Portal

Home Invoices Orders Business Profile Payments Service Sheets Items ASN Sourcing Forecasts Setup More

SS SweetWater Services
Profile Last Updated: 30 minutes ago | [View Profile](#)

1 Announcements
No Announcements

2 Recent Activity
View *i*
Glencore DEV
No activity found for Glencore DEV.

3 Multi Factor Security
0 of 1 Users

4 Pending Tasks
2 Tasks

5 Join Requests
0 Users

6 Merge Suggestions
0 Duplicates

7 Linked Customers
1 Connection

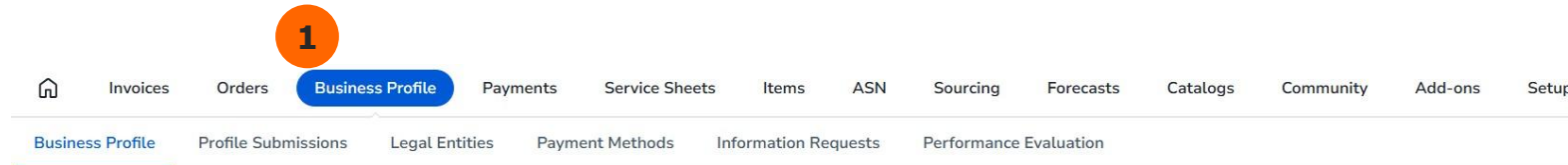


NOTE: The help option is directly with Coupa, at your disposal you will find help material for support.

3.3 Business Profile tab

This section corresponds to the company profile where you can update your business' information

1 Click to see the Business Profile



2 Edit the business profile clicking the pencil icon and adding information to the relevant field



NOTE: This is your organisation's public company profile. Additional business information can be added and maintained to ensure your profile remains complete and up to date.



SweetWater Services

Share Profile

2

Company Info

Company Name
SweetWater Services

Industry
Collection of hazardous waste

About

Tax ID
South Africa - 4123456789

Year Established

Commodities

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In this section you will find all the information you need to update your profile

- 3

1

3.5 Orders tab

This section corresponds to all the purchase orders you have received from Astron Energy

- 1 Use the Orders tab to view purchase orders, their current status, and a brief description
- 2 Click the PO number in blue to view details of the Purchase Order
- 3 Use the Actions section to create invoices and credit notes

 This icon creates an invoice from the Purchase order

 Clicking this icon creates a credit note* (**See NOTE**)

1

2

3

Select customer Glencore DEV

Purchase Orders

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
C113113332	03/17/2026	Issued	None	1 Each of Test Process Automator 3 1 Each of Test process automator 2	No	200.00 ZAR		 
C113113253	02/27/2026	Issued	None	1 Each of Test process automator 2 1 Each of Test Process automator 1	No	2,000.00 ZAR		 
C113112831	12/03/2025	Issued	None	1 Each of test quote	No	10.00 ZAR		 

 **NOTE:** Creating a credit note directly against a purchase order **is not allowed** as part of the Astron Energy design/process

3.6 Orders tab

In this section you can review the information contained in a purchase order

- 1 After selecting the purchase order, the purchase order details will be displayed.
- 2 Check the **Acknowledged** box to indicate the purchase order has been reviewed. Astron Energy requires that orders be acknowledged **within 3 business days**.
- 3 Review the **Shipping** section to view the address associated with the purchase order
- 4 Lines or items that are part of the purchase order will be visible under the **Lines** section
- 5 Use these buttons for the various options available to you for processing the order

Purchase Order #342337

1

Status	Issued - Sent via Email
Order Date	08/02/21
Revision Date	08/02/21
Requester	GC Buyer 1
Email	GCBuyer1@glencore.com
Payment Term	WL01 - 12 days net
Buyer	Paul Francia
Purchasing Flag	None
Attachments	None
Acknowledged	☐
Assigned to	Select

2 Lines

4

Type	Item	Qty	Unit	Price	Total	Invoiced
Service		2	Année / Year / Años (annum)	10.00	20.00	0.00

* Need By	Part Number	Manufacturer Name	Manufacturer Part Number	Item Type	Incoterms	Location	Additional Item Text
08/31/21	None	None	None	Services	None	None	None

Per page 15 | 45 | 90

Total ZAR 20.00

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

 **NOTE:** Astron Energy **requires** all purchase orders to be acknowledged within 3 business days of receipt.

3.7 Orders tab

This section corresponds to all the purchase orders you have received from Astron Energy

- 1 The Purchase Order Lines section displays the history of order lines associated with your purchase orders and allows you to export the data to Excel.

1 Purchase Order Lines

Export to View All Search

PO Number (Header)	Line	Order Status (Header)	Item	Total Item Quantity	Line Total
342337	1	Issued	2 Année / Year / Años (anum) of Service	2	20.00
342335	1	Issued	10 Heure / Hour / Horas of SIT - C0005	10	5.00
342334	1	Issued	3 Pièce / Each / Unidad of SIT - C002	3	18.00

Configure PO Delivery

- 2 Use this section to review and track changes made to your purchase orders over time.

2 Purchase Order Changes

Select Customer Glencore Dev

View All Advanced Search

PO Change #	Order #	Version #	Ship To User	Status	Items	Total	Supplier Initiated	Created By	Reason Code	Assigned To	Justificati
No rows.											



NOTE: Suppliers can submit requests to modify purchase orders. All requested changes are subject to review and approval by Astron Energy.

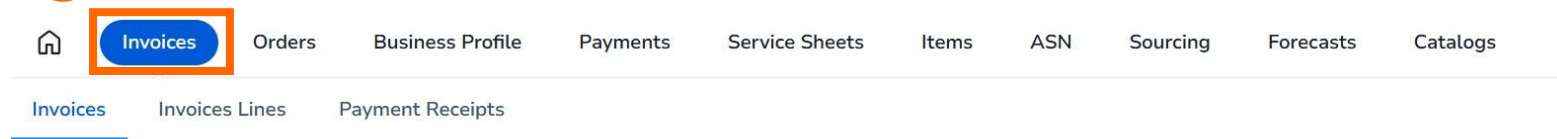
3.8 Invoice tab

In this section you can review all your invoice information

1

Entering the invoices tab you will be able to see everything related to all invoices in Coupa

1



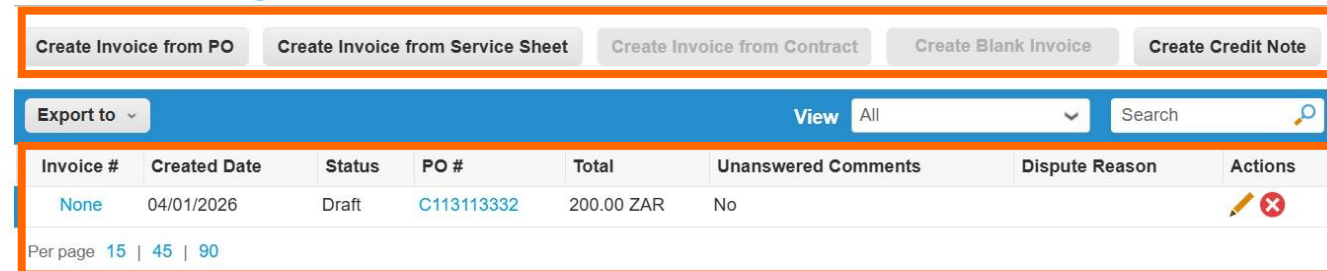
2

Use these buttons to create and submit invoices and credit notes against purchase orders

Invoices

2

Create Invoices *i*



3

Use this section to view invoices you have created, including their status and key invoice details



NOTE: 'Create Blank Invoice' and 'Create Invoice from Contract' options will only be allowed for selected suppliers.

3.9 Setup tab

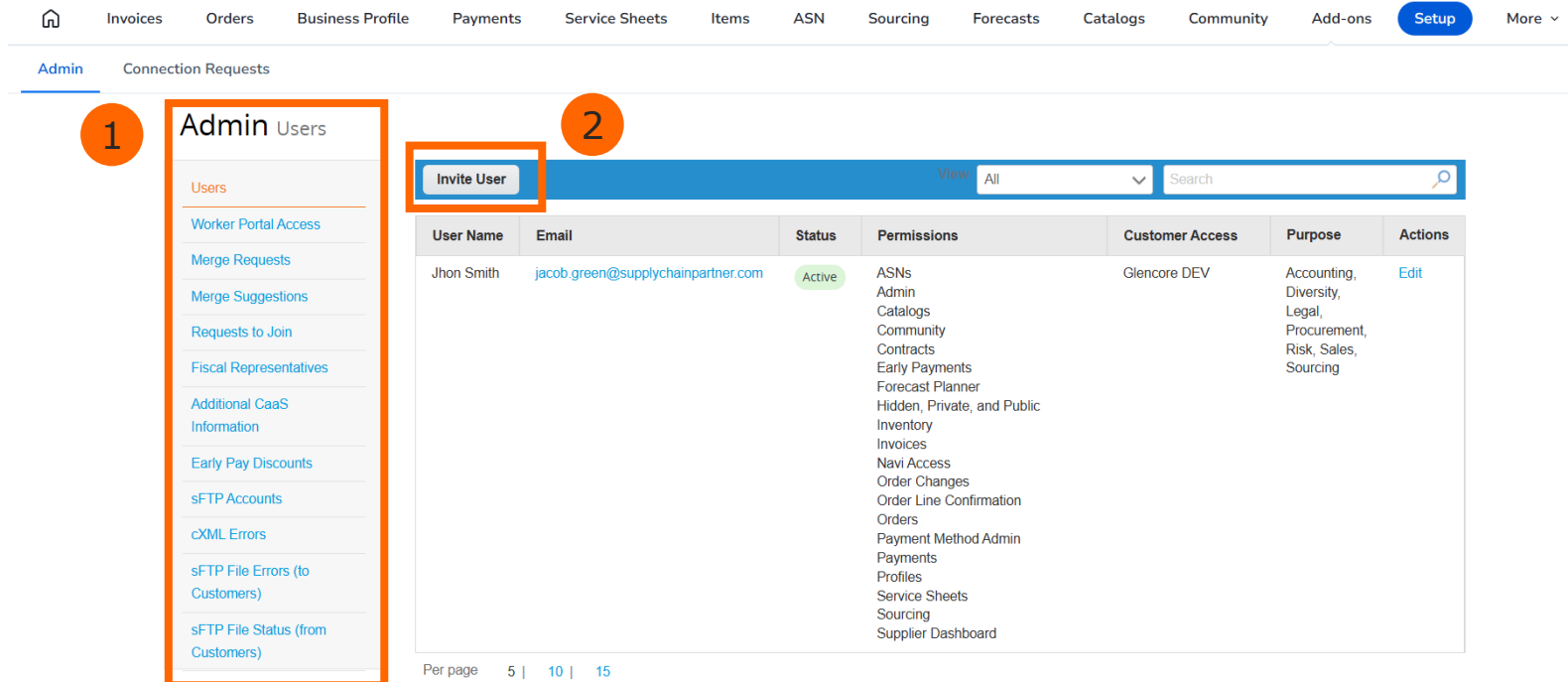
The setup tab is where you can configure some features of your account.

1 Here you can find the admin functions available to you

2 Click this button to invite a colleague from your organisation to use the Coupa Supplier Portal



NOTE: All these functionalities will be detailed in section 8.



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, and a highlighted Setup tab. Below the navigation bar, the 'Admin' sub-tab is selected, displaying a list of admin functions. The 'Invite User' button is highlighted with an orange box and a circled '2'. The 'Admin Users' section is also highlighted with an orange box and a circled '1'. Below this, a table lists existing users.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Jhon Smith	jacob.green@supplychainpartner.com	Active	ASNs Admin Catalogs Community Contracts Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Navi Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	Glencore DEV	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

Per page 5 | 10 | 15



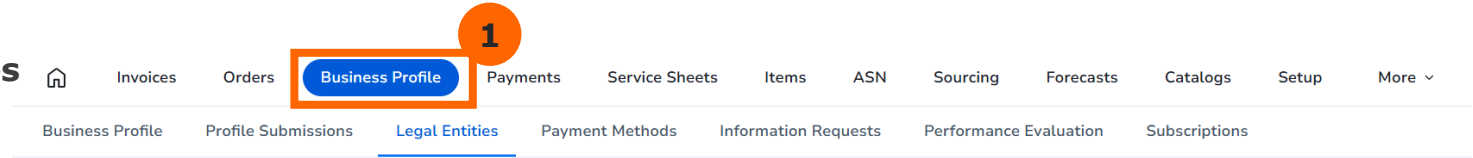
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Creating a Legal Entity and assigning payment methods

4.1 Adding a legal entity

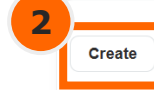
Create a Legal Entity to represent your company and give your Coupa customers the information they need to do business with you.

1 Navigate to the **Business Profile > Legal Entities**

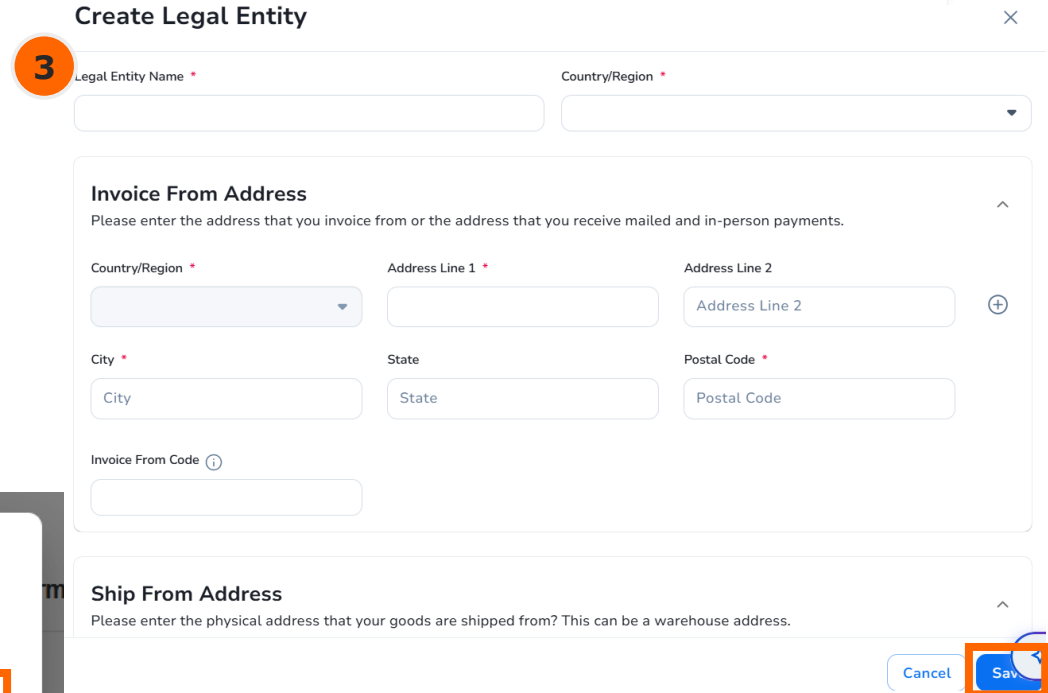


2 Click the **Create** button under the **Legal Entities** header.

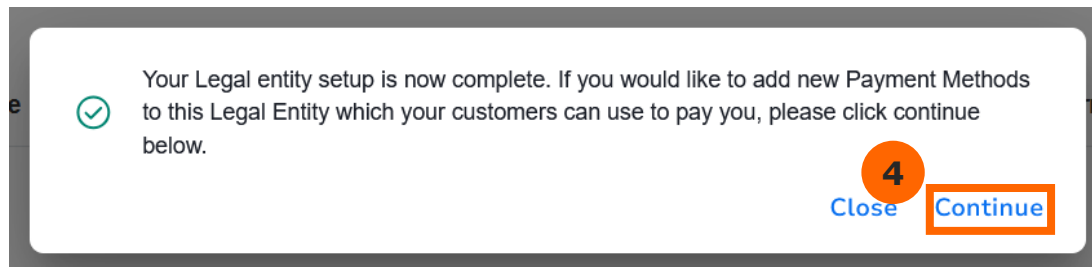
Legal Entities



3 Complete the details in the Create Legal Entity form and click **Save**



4 A confirmation message **confirms that the action** is successful: "Your Legal Entity setup is now complete. Click continue to add new Payment Methods to this Legal Entity."



4.2 Adding a payment method (or Remit-To) Information

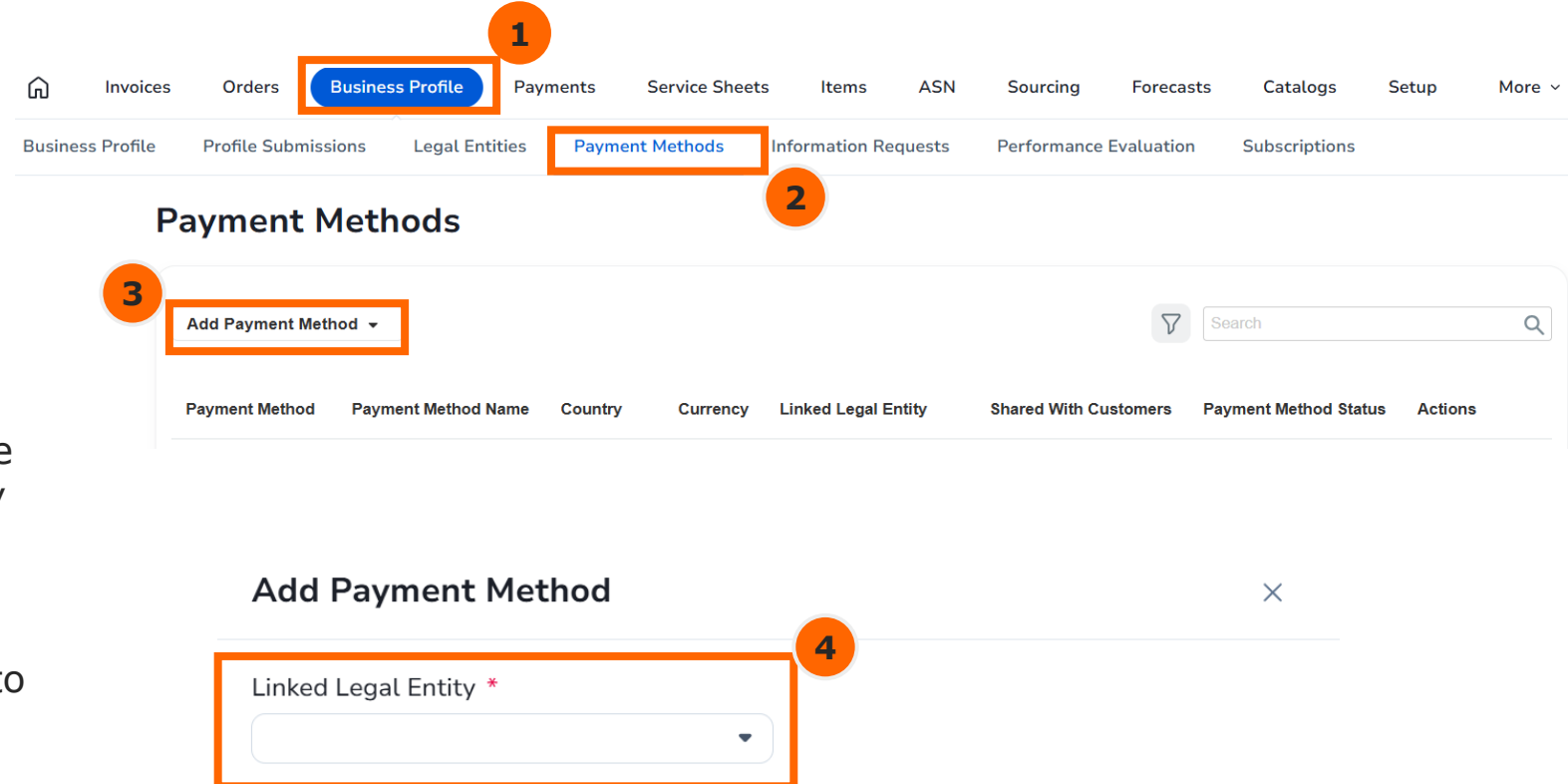
Payment methods are the individual options you register for customers to pay you once an invoice has been approved

1 Navigate to the **Business Profile** tab

2 Click the **Payment Methods** subtab

3 Click **Add Payment Method** to select the payment method to apply to a legal entity

4 Select the legal entity you want to link to the chosen payment method



The screenshot shows the Glencore Business Profile interface. The top navigation bar includes tabs for Invoices, Orders, Business Profile (highlighted with a red box and a red circle with the number 1), Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Setup, and More. Below this, the Business Profile subtabs include Business Profile, Profile Submissions, Legal Entities, Payment Methods (highlighted with a red box and a red circle with the number 2), Information Requests, Performance Evaluation, and Subscriptions. The main content area is titled "Payment Methods" and contains a red circle with the number 3 next to an "Add Payment Method" button. Below the button is a table with columns: Payment Method, Payment Method Name, Country, Currency, Linked Legal Entity, Shared With Customers, Payment Method Status, and Actions. A search bar is located to the right of the table. Below the table, there is a modal titled "Add Payment Method" with a red circle with the number 4 next to a dropdown menu labeled "Linked Legal Entity *".

4.2 Adding a payment method (or Remit-To) Information

Payment methods are the individual options you register for customers to pay you once an invoice has been approved

5 Complete the **Bank Transfer Information** section by entering the banking details for the account to which you would like payments to be made.

6 Once the payment information has been saved successfully, you can select the individual customers to whom this payment method will apply.

5 Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname * 	Beneficiary Legal Name * 
	SweetWater Services
Bank Branch Country / Region *	Bank Account Currency *
South Africa	ZAR
Bank Name *	Account Number * 
	9-17 digits
Branch Code * 	SWIFT / BIC Code 
6 digits	8 or 11 characters

6

Great News! The payment information has been successfully saved.

Select customers with whom you want to share SweetWater and click Save.

Search	
Customer	 SweetWater
Select All	☐
Glencore DEV 	☐

Cancel

Save 



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Create an invoice from a Purchase Order

Electronic invoicing – important information

Please remember:



Astron Energy's required method of receiving invoices is digital submission as explained in this document. All suppliers should adopt this method as soon as possible.



Once an invoice is submitted digitally, there is NO REQUIREMENT to send a copy by email to any address you may have. Please do not send invoices by email and deactivate any automated emails that may send invoices to Astron Energy.



For ease of reviewing and revising invoices (if required) it is recommended that suppliers register on the Coupa Supplier Portal and manage their interactions with Astron Energy there.

5.1 Creating an invoice from a Purchase Order

In this section the creation of the invoice is demonstrated

1 In the purchase orders tab identify the order to create the invoice

2 Click on the  icon to create an invoice for the corresponding order



NOTE: In the orders tab you will find all the purchase history you have with Astron Energy. You cannot consolidate purchase orders to generate invoices. You must perform the process for all orders separately

1

Home

Invoices

Orders

Business Profile

Payments

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogs

Community

Add-ons

Dashboards

Orders

Order Lines

Returns

Order Changes

Order Line Changes

Order Confirmations

Order Confirmation Lines

Delivery Schedule

Shipments

Select customer

Glencore DEV

Purchase Orders

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to

View All

Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
C113113332	03/17/2026	Issued	None	1 Each of Test Process Automator 3 1 Each of Test process automator 2	No	200.00 ZAR		
C113113253	02/27/2026	Issued	None	1 Each of Test process automator 2 1 Each of Test Process automator 1	No	2,000.00 ZAR		
C113112831	12/03/2025	Issued	None	1 Each of test quote	No	10.00 ZAR		

5.2 Creating an invoice from a Purchase Order

In this section the creation of the invoice from a purchase order is demonstrated

1 Complete the General info section providing the following details:

- Your company **invoice** (PDF or image file) in the **Image Scan field***

***Do not upload an invoice if you are invoicing from a South Africa Legal Entity as a legal invoice will be provided for you by Coupa.**

- Provide all necessary invoice supporting documentation in the **Attachments** section providing a file, URL or text.

- Supporting documentation** examples are:
 - Delivery Note
 - Goods Received Note (GRN)
 - Signed Service Completion Confirmations
 - Progress Reports

2 Review the invoice lines in this section and complete any required information as needed and enter the required **VAT rate or Tax Code** as appropriate.



NOTE: It is required to create and setup a legal entity before submitting the first invoice

A GLENCORE COMPANY

Create Invoice Create

1

General Info

* Invoice #

* Invoice Date

06/10/2026

Payment Term

NT30

Date of Supply

06/10/2026

* Currency

ZAR

Delivery Number

Status

Draft

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add

File

URL

Text

From

* Supplier

AE - Supplier Test AE

* Supplier VAT ID

4123456789

* Invoice From Address

Supplier Test AE

2381 Glyn St

Pretoria-wes

Gauteng

0183

South Africa

* Remit-To Address

No address selected

* Ship From Address

Supplier Test AE

2381 Glyn St

Pretoria-wes

Gauteng

0183

South Africa

To

Customer

Glencore DEV

2

Lines

Type	Description	Qty	UOM	Price	
	Test Process Automato	1.000	Each	100.00	100.00

PO Line

C113113332-1

Contract

Contract001 (Published)

Credit Line

None

Supplier Part Number

Additional Item text

None

Incoterms

None

Tax Code

Select

Item Sales Tax

None

5.2 Creating an invoice from a Purchase Order



In this section the creation of the invoice is demonstrated

3 Provide either the corresponding VAT rate or Tax code to the line items as appropriate.

4 Options available for invoice management

Delete: Deletes the current invoice from the system only if the invoice has yet to be submitted

Cancel: Cancels the invoice after it has already been submitted to Astron Energy.

Save as draft: Save the invoice and continue editing it later.

Calculate: The invoice total is updated, including tax added

5 Click **Submit**.

Type

Description

Qty

UOM

Price

100.00

Test process automator

1.000

Each

100.00

PO Line

Contract

Credit Line

Supplier Part Number

C113113332-2

Contract002 (Published)

None

Additional Item text

Incoterms

Tax Code

Item Sales Tax

None

None

Select

None

Billing

4037-DCM7871012-68490200

Taxes

VAT Rate

VAT Amount

Tax Reference

0.00

+ Add Line

+ Pick lines from Receipt

+ Pick lines from Contract

Totals & Taxes

Lines Net Total

200.00

Lines VAT Totals

15.00

Total VAT

15.00

Net Total

200.00

Gross Total

215.00

4

5

Delete

Cancel

Save as Draft

Calculate

Submit

5.2 Creating an invoice from a Purchase Order

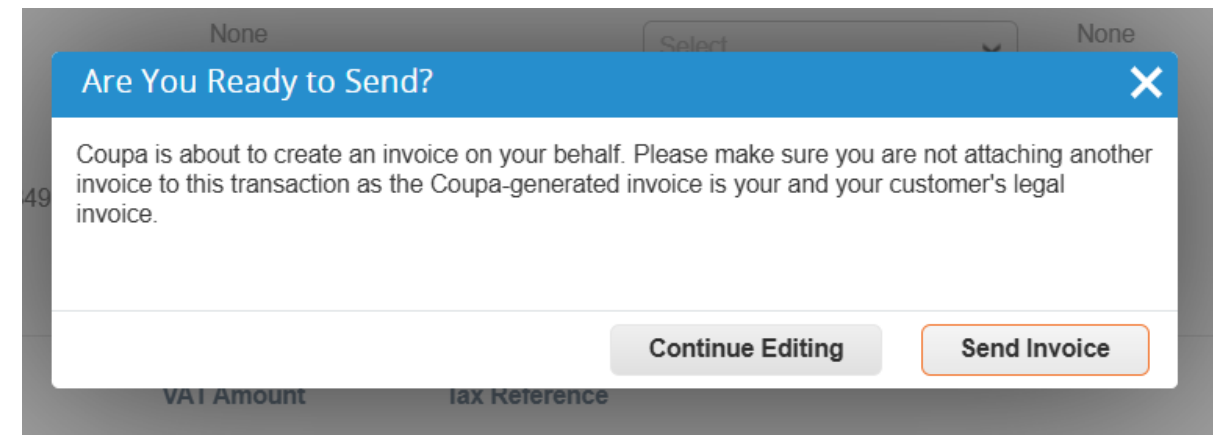
In this section the creation of the invoice is demonstrated

6 A confirmation message will appear. Click **Send Invoice** to submit the invoice or **Continue Editing** to return and make changes.

7 If required*, ensure the **image scan** of your invoice is attached before submitting the invoice. If it is missing, a notification message will be displayed.

*Please note: if you are invoicing from South Africa, uploading an invoice is not needed.

8 Click **Continue Editing** to return to the invoice and provide any missing information.



NOTE: If the invoice is incomplete, you will be requested to supply the required information

5.3 Creating a Partial Invoice from a Purchase Order

In this section the creation of a partial invoice is demonstrated

- 1 Navigate to the **Orders** tab and select the purchase order for which you want to create an invoice.
- 2 Verify the purchase order data and click on create invoice
- 3 Complete the invoice general info section. In the **Lines** section, delete any purchase order lines that should not be included in the invoice using the **Delete Line** icon . Do not use a quantity or price of **0** to exclude a line. For partial invoicing, adjust the **Qty** field to the amount being invoiced.
- 4 Complete the tax information and click on submit



NOTE: To invoice the remaining lines you must search the purchase order again and invoice the remaining lines. The ones you have already invoiced will appear as zero, you must remove them from the invoice.

Purchase Orders

Click the  Action to Invoice from a Purchase Order

Export to 					View	All 	Search 	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
342345	08/06/21	Issued	None	1 Each of test	No	1,000.00 ZAR		 

2 Create Invoice Save  Print View

Lines

☐ Line Level Taxation

Type	Description	Qty	UOM	Price	
	test	1.000	Pièce / Each /	1,000.00	1,000.00

PO Line 342345-1 Contract Service Contract Supplier Part Number

Billing 2300-2302100015-3000

Delete Cancel Save as Draft Calculate 4 Submit

5.3 Creating a Partial Invoice from a Purchase Order

In this section the creation of a partial invoice is demonstrated

- 1 Navigate to the **Orders** tab and select the purchase order for which you want to create an invoice.
- 2 Verify the purchase order data and click on create invoice
- 3 After completing the General Info section. Review the purchase order lines and determine which items you want to include on the invoice.

For a partial invoice: Adjust the **Qty** field for each line to reflect only the quantity being invoiced.

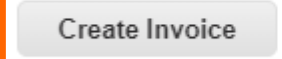
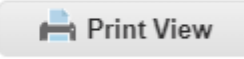
To exclude a line completely: Click the **Delete Line** icon  to remove it from the invoice. **Do not** set the quantity or price to **0** to exclude a line, as this is not supported.

- 4 Complete the tax information and click on **Submit**

Purchase Orders

Click the  Action to Invoice from a Purchase Order

Export to 					View	All 	Search 	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
342345	08/06/21	Issued	None	1 Each of test	No	1,000.00 ZAR		

2   

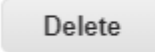
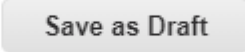
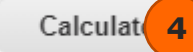
Lines

☐ Line Level Taxation

Type	Description	Qty	UOM	Price	
	test	1,000	Pièce / Each /	1,000.00	1,000

PO Line 342345-1 Contract Service Contract Supplier Part Number

Billing 2300-2302100015-3000

    4 

5.4 Monitoring invoice status

In this section you will see how to monitor the status of an invoice submitted to Astron Energy

1

Use the **Invoices** tab to monitor the progress of your invoices. The invoice list displays the current status of each invoice, indicating its stage in the approval and payment process. The definitions of the available invoice statuses are explained on the following page

Invoices

Create Invoices 

Select Customer

Glencore Dev

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
None	08/06/21	Draft	342345	1,000.00 ZAR	No		 
INV080621-1	08/06/21	Pending Approval	342337	20.00 ZAR	No		
None	08/05/21	Draft	None	0.00	No		 
KP072821-2	07/28/21	Draft	342331	300.00 ZAR	No		 
KP072821-1	07/28/21	Voided	342330	300.00 ZAR	No		
KP072821-1	07/28/21	Draft	342330	300.00 ZAR	No		 
GCSITCO0091	07/27/21	Approved	342329	90.00 ZAR	No		

Invoice statuses explained

Invoice Status	Description
Approved	The invoice has been accepted for payment by Astron Energy and payment will be made in line with the payment terms of the PO.
Disputed	The invoice has been disputed. Astron Energy must give a reason for the dispute and leave additional comments for you while the invoice is in disputed status. To resolve the dispute, you need to review and correct the mistakes using a credit note.
Draft	A draft invoice has been created against a specific PO, but it has not been submitted to Astron Energy. These invoices can be edited and submitted at any time.
Pending Approval	The invoice is being processed and is either pending the receipt of the goods/service, or a tolerance was exceeded and requires someone at Astron Energy to approve the change. Examples of tolerances include additional shipping/handling/misc. fees being added to the invoice, price discrepancies, QTY discrepancies, etc.
Voided	The invoice has been voided. Typically, this will happen automatically after an invoice has been disputed. Submit a valid invoice to ensure the corrected invoice will be paid.



GLENCORE

**Create an invoice
from a contract**

6.1 Creating an invoice from a contract

In this section you will learn how to create an invoice from a contract through the CSP. This section will only be available to those suppliers that have service contracts with Astron Energy

1 Go to the **Invoices** tab

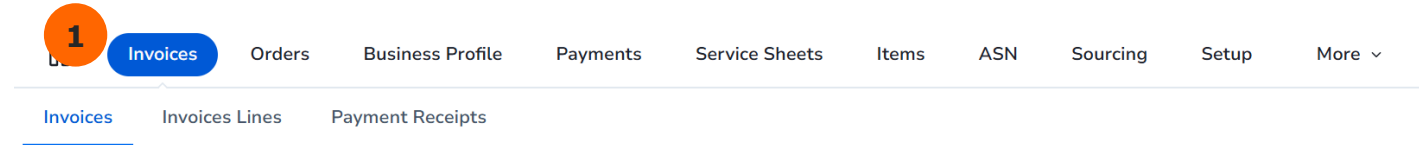
2 Click on the option to **Create An Invoice From A Contract**

3 Search for the contract you wish to generate the invoice from

4 Click on **Create** to begin the invoice from contract creation

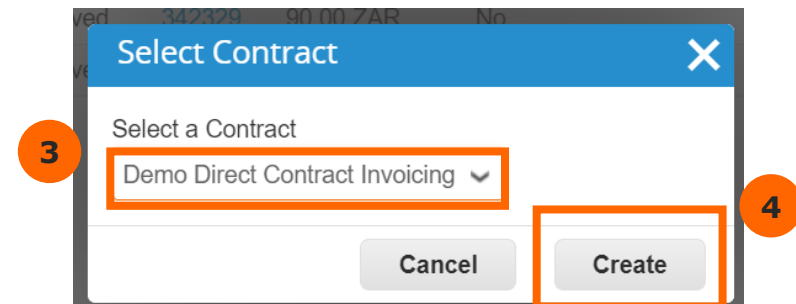
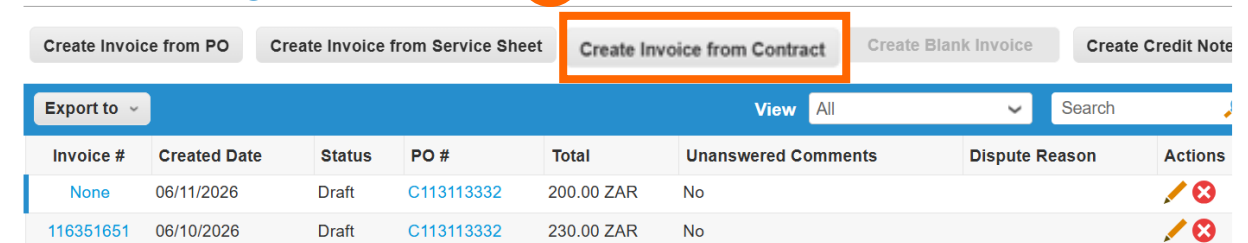


NOTE: The contracts you have with Astron Energy will appear in the drop-down list. This option may not always be enabled



Invoices

Create Invoices i



6.2 Creating an invoice from a contract

In this section you will learn how to create an invoice from a contract through the CSP. This section will only be available to those suppliers that have service contracts with Astron Energy

- 5 Complete the **General Info** section. If **outside of South Africa**, upload your company’s invoice in the **Image Scan** field.
- 5 Submit all supporting documents in the **Attachment** section, these required documents can be Delivery notes or Service Entry Sheets, for example. Refer to your Astron Energy contact to determine the supporting documents required.
- 6 Verify the information in the **From** section
- 7 Complete the information in the **To** section. Add the name and email address of your Astron Energy contact in the **requester** fields

5  General Info

* Invoice #

* Invoice Date08/09/2026

Payment TermNT30

* CurrencyZAR

Delivery Number

StatusDraft

ContractLegal Firm Contract

Image Scan

Choose File

No file chosen

Supplier Note

AttachmentsAdd [File](#) | [URL](#) | [Text](#)

From6

* SupplierAE - Supplier Test AE

Supplier Tax ID1234756789

* Invoice From AddressSweetWater Botswana
12311 Sefhare
Gaborone, Gaborone 99999
Botswana

* Remit-To AddressSweetWater Botswana
12311 Sefhare
Gaborone, Gaborone 99999
Botswana

Bank Name: Botswana Bank

Beneficiary Name: Botswana Ltd

Bank Account Number: *****6789

* Ship From AddressSweetWater Botswana
12311 Sefhare
Gaborone, Gaborone 99999
Botswana

To7

CustomerGlencore DEV

Buyer VAT ID4460101563

* Requester Email

* Requester Name



NOTE: Remember to attach the supporting documentation requested in the attachments section. Astron Energy will not accept the invoice if you do not have the appropriate attachments.

6.3 Creating an invoice from a contract



In this section you will learn how to create an invoice from a contract through the CSP

- 8 Find the lines or items associated to the invoice here and complete all necessary information.
- a You may have the option to select tax at the line level. If you select this option, you will have to specify a tax code for each line of the invoice
- b Click to add lines from the contract in the invoice
- c Add items from the contract by clicking the + icon
- d Once the lines are added, click **Finish**

Lines8

a☐ Line Level Taxation

Type	Description	Qty	UOM	Price	
Qty ▾		1.000	Year ▾	0.00	0.00 ✕
PO Line None	Service/Time Sheet Line None	Supplier Part Number 			

b

+ Add Line

+ Pick lines from Contract

Totals & Taxes

Pick Lines from Contract

Invoice #

Line	Desc	Total
1	RELAY,O/L,SWH,EVALUATOR,LD SENS (GZ-121...	4,154.00 ✕

1 Lines ✕ Delete Invoice

Finishd

View All ▾ Advanced Search 🔍

Name	Contract Name	Contract #	Part Number	Auxiliary Part Number	Price	Actions
RELAY,PROTV,RECTR,MSR AMPR,110 V (GZ-1218854)	GZ-2200-1070694-GDSR-AAA	7611	None	None	3,990.00	+
RELAY,O/L,SWH,EVALUATOR,LD SENS (GZ-1218856)	GZ-2200-1070694-GDSR-AAA	7611	None	None	4,154.00	+
SET,PRT (GZ-1218857)	GZ-2200-1070694-GDSR-AAA	7611	None	None	2,789.00	+ c
TRANSMITTER,LVL,GUID WVE RDR,+/-0.2 IN (GZ-1218862)	GZ-2200-1070694-GDSR-AAA	7611	None	None	4,411.00	+

6.4 Creating an invoice from a contract

In this section you will learn how to create an invoice from a contract through the CSP

9 Click to add the taxes associated to the invoice. (only if line level taxation is disabled)

10 Click these buttons for invoice management

Delete: delete the draft invoice.

Cancel: Cancels the invoice after it has been submitted

Save as draft: You will be able to save the invoice and continue editing it later.

Calculate: The invoice total is updated, including added taxes and other fees.

11 Click on **Submit**. The invoice has been sent to Astron Energy.

9

Totals & Taxes

Lines Net Total	1,000.00
Shipping	
Handling	
Misc	
Tax	% 0.000
Total Tax	0.00
Net Total	1,000.00
Total	1,000.00

10

11

Delete

Cancel

Save as Draft

Calculate

Submit



GLENCORE

Confirmation of invoice payment

7.1 Confirmation of invoice payment



In this section you will learn how to verify the payment of an invoice made by Astron Energy

- 1 In the invoices section look for the invoice you want to verify, Click on the invoice number

The invoice status must be in approved status

- 2 Go to the payment section at the bottom of the invoice and you will be able to verify the amount paid, the date and description.



NOTE: The payment section relates to the corresponding invoice.

A GLENCORE COMPANY

1

coupa Supplier Portal

Upgrade

Invoices

Orders Business Profile Payments Service Sheets Items ASN Sourcing Forecasts Setup More

Invoices Uploaded Invoices Invoices Lines Payment Receipts Advanced

Select customer Glencore DEV

Invoices

Create Invoices

Create Invoice from PO Create Invoice from Service Sheet 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
CR#2207	07/22/2026	Approved	C113113964	-2,300.00 ZAR	No		
2207-15	07/22/2026	Disputed	C113114209	18,630.00 ZAR	Yes	Quantity does not match the quantity from PO, Contract or Catalog	
2207-59	07/22/2026	Pending Approval	C113114207	2,300.00 ZAR	No		

2

Payments

Status Fully Paid

Paid-in-Full Date 2024/03/20

Payment Reconciliation Details

Status	Date	Type	Description	Amount
Posted	2024/03/20	Payment	200000001621002024	28,75



GLENCORE

Create a credit note

8.1 Create a credit note

In this section you will learn how to create a credit note through the supplier portal

1 In the **Invoices** tab you can view invoices previously created and create credit notes

2 In the create invoices section click **Create Credit Note**

1

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Invoices Lines

Payment Receipts

Advanced

Invoices

Create Invoices

?

Create Invoice from PO

Create Invoice from Service Sheet

Create Invoice from Contract

Create Blank Invoice

2

Create Credit Note

Export to

View All

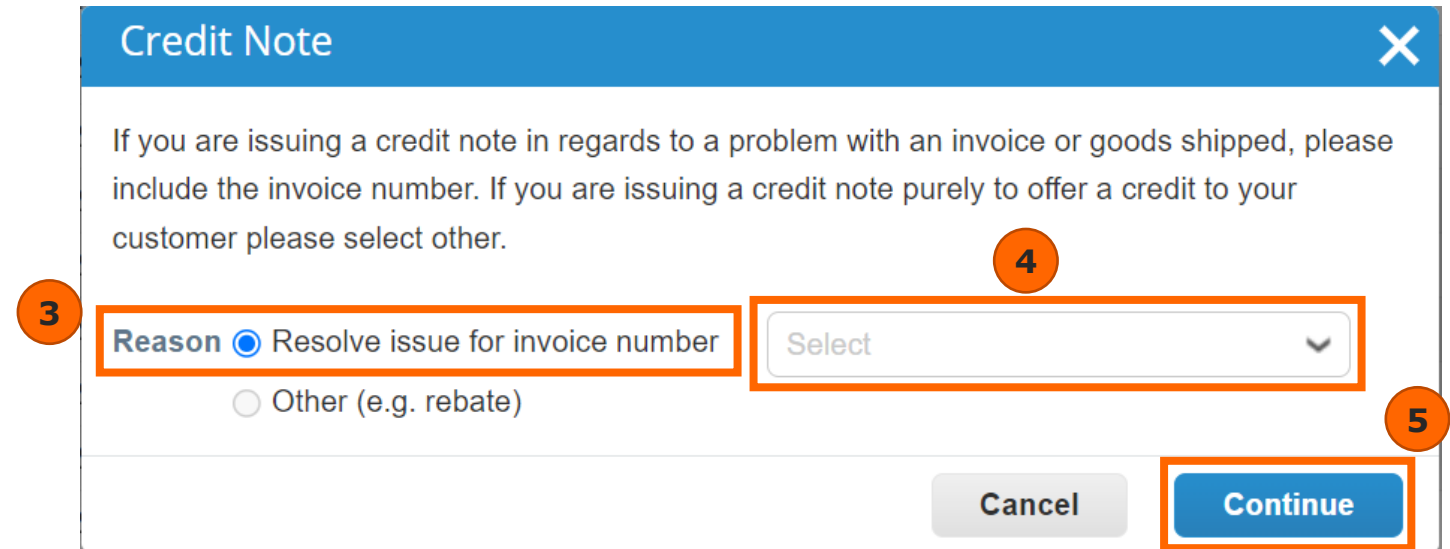
Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
CR0708-023	08/07/2026	Approved	C113114289	-18,630.00 ZAR	No		

8.2 Create a credit note

In this section you will learn how to create a credit note through the supplier portal

- 3 Select a reason for the credit note, to resolve an issue with a particular invoice or Other
- 4 Select the invoice number from the drop-down menu for which you want to create a credit note
- 5 Click **Continue**
- 6 Choose the option to either **completely cancel** the invoice with credit note or to **adjust the invoice** with credit note
- 7 Click **Create** to complete the credit note creation process

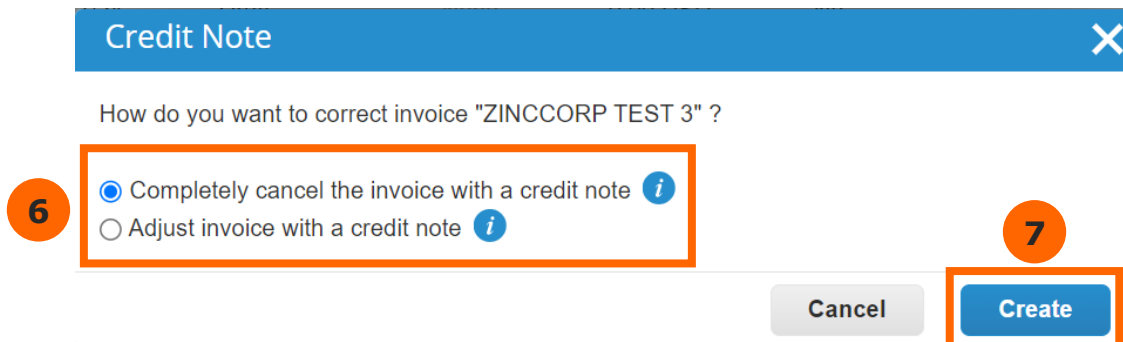


Credit Note [X]

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

3 **Reason** ☒ Resolve issue for invoice number ☐ Other (e.g. rebate) 4 [Select] 5

Cancel Continue



Credit Note [X]

How do you want to correct invoice "ZINCCORP TEST 3" ?

6 ☒ Completely cancel the invoice with a credit note ☐ Adjust invoice with a credit note 7

Cancel Create

8.3 Create a credit note

In this section you will learn how to create a credit note through the supplier portal

- 7

Complete the **General Info** section with a credit note #, credit note date, and provide a **credit reason** for the credit note.
- 8

Select the **Adjustment Type** you wish to make in the **Lines** section

Quantity: Allows changes related to the quantity of the purchase order.

Price: Allows changes related to price adjustments. Must be negative (-)

Other: This change allows for price and quantity changes.

7

General Info

* Credit Note #

* Credit Note Date

08/09/2026

Payment Term

04 | Within 60 days net due

Original Date of Supply

08/07/2026

* Currency

ZAR

Delivery Number

1241541

Status

Draft

Original Invoice #

0708-004

Original Invoice Date

08/07/2026

Image Scan

Choose File

No file chosen

Supplier Note

Attachments

Add File | URL | Text

* Credit Reason

8

Lines

Adjustment Type

Quantity

Type

Quantity

Price

Other

Qty

-1.0

UOM

Pièce / Each

Price

1,000.00

1,000.00

PO Line

342345-1

Contract

Service Contract

Supplier Part Number

Billing

2300-2302100015-3000

+ Add Line

+ Pick lines from Contract

Totals & Taxes

8.4 Create a credit note

In this section you will learn how to create a credit note through the supplier portal

9 Review the **Totals & Taxes** section

10 Options for credit note management

- Delete:** Deletes the current draft of the invoice
- Cancel:** Cancels the invoice if it has already been submitted
- Save as draft:** Save the invoice and continue editing it later.
- Calculate:** The invoice total is updated, including tax added

9

Totals & Taxes

Lines Net Total	-16,200.00
Shipping	0.000
Handling	0.000
Misc	0.000
Tax	ZA: AE VV - 1% 15.000 % -2,430.000
Total Tax	-2,430.00
Net Total	-16,200.00
Total	-18,630.00

10

Delete Cancel Save as Draft Calculate Submit

8.5 Create a credit note

In this section you will see notifications when sending credit notes

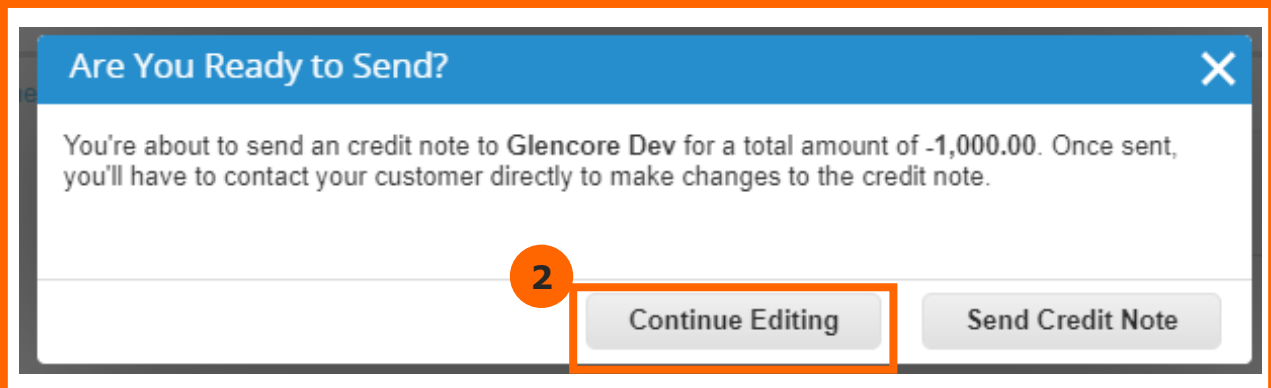
1

Once submitted, a notification box will appear each time you send a credit note to confirm submission of the credit note

2

Click **Continue Editing** to return to the invoice and complete any missing information.

1



Are You Ready to Send?

You're about to send an credit note to Glencore Dev for a total amount of -1,000.00. Once sent, you'll have to contact your customer directly to make changes to the credit note.

2

Continue Editing Send Credit Note

8.6 Create a credit note



In this section you will see the status of the credit note

1 In the invoice tab, you will find the **Status** of the credit note you created. The statuses displayed are:

Approved: The credit note has been approved

Pending Approval: The credit note is pending approval by Astron Energy.

Draft: Refers to a credit note that is being managed but has not yet been sent.

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Create Invoices

Create Invoice from PO

Create Invoice from Service Sheet

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to

1

View

All

Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
CR0708-023	08/07/2026	Approved	C113114289	-18,630.00 ZAR	No		



GLENCORE

Catalogue Pricing Update

9.1 Catalogue update

Throughout this section, you will learn how you can update your catalogue pricing directly in the Coupa Supplier Portal



NOTE: Suppliers may only adjust the pricing for items on offer to Astron Energy. Please note that not all suppliers may have a catalogue and that Astron Energy will load all initial catalogues for suppliers.

- 1 Go to the **Catalogs** tab on the Coupa Supplier Portal
- 2 Find the approved catalogue you wish to update pricing for in the available catalogue list
- 3 Click **Create** to create a new catalogue that will contain the new pricing.

 Supplier Portal

Home Invoices Orders Business Profile Payments Service Sheets Items ASN Sourcing Forecasts **Catalogs** Community Setup More

Select Customer Glencore QA Configure Punchout

Catalogs

Views All

Create

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Er
GZ1088192 - Emerald Slate Solutions 2026 Catalog	08/04/2026	None	None	None	Draft	No	N
GZ1088192 - Emerald Slate Solutions New Catalog	08/04/2026	08/04/2026	None	None	Pending Approval	No	N

Create

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Er
GZ1088192 - Emerald Slate Solutions 2026 Catalog	08/04/2026	None	None	None	Draft	No	N
GZ1088192 - Emerald Slate Solutions New Catalog	08/04/2026	08/04/2026	None	None	Pending Approval	No	N

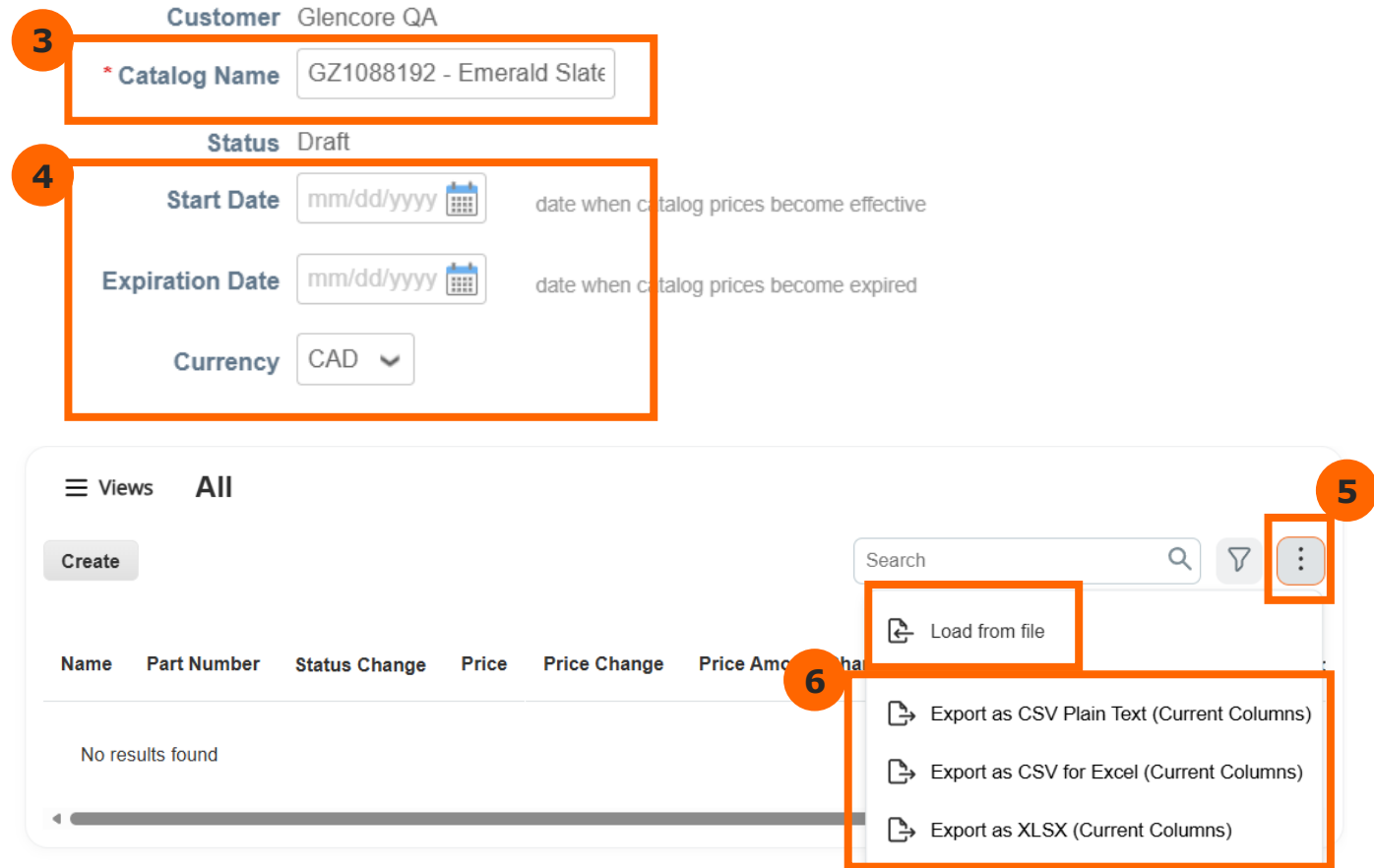
9.2 Catalogue update

Throughout this section, you will learn how you can update your catalogue pricing directly in the Coupa Supplier Portal

- 3 Adjust the catalogue name (See **Note** for naming conventions)
- 4 Add the Start Date, Expiry date and currency of the catalogue, as appropriate
- 5 Click the ellipses next to the search bar to **Load From File** and use an Excel template to adjust the prices
- 6 Export the items list on offer to Astron Energy



NOTE: The catalogue name must retain the original taxonomy, as it is essential for catalogue approval. Please use the same name as the buyer did in the initial catalogue, and append "V2" or a version identifier of your choice at the end of the name.



The screenshot displays the 'Create' form for a new catalogue and the 'All' view of the catalogue items. The 'Create' form is on the left, and the 'All' view is on the right.

Create Form:

- Customer:** Glencore QA
- * Catalog Name:** GZ1088192 - Emerald Slate
- Status:** Draft
- Start Date:** mm/dd/yyyy (date when catalog prices become effective)
- Expiration Date:** mm/dd/yyyy (date when catalog prices become expired)
- Currency:** CAD

All View:

- Views:** All
- Create** button
- Search** bar with filters and ellipsis menu
- Load from file** button
- Export as CSV Plain Text (Current Columns)**
- Export as CSV for Excel (Current Columns)**
- Export as XLSX (Current Columns)**

The 'All' view shows a table with columns: Name, Part Number, Status Change, Price, Price Change, Price Amount, and Quantity. The table is currently empty, displaying 'No results found'.

9.3 Catalogue update

Throughout this section, you will learn how you can update your catalogue pricing directly in the Coupa Supplier Portal

7 Follow the instructions in the Bulk Load Items to complete the pricing update

8 Download the Item List using the **Export to** button

9 Update the prices in the downloaded item list.

10 Choose **Load the updated file** to select the updated file to upload and update the catalogue

11 Press **Submit** to send the catalogue for approval.

7 Bulk Load Item Updates for GZ1088192 - Emerald Slate Solutions 2026 Catalog

Follow these steps to upload

1. Download the CSV template, or export current list (Based on the CSV File Field Separator in your Language and Region settings.)

Download

Export To

2. Fill in or update the CSV template (current list) description of the required and optional fields in the template.

- Fields marked with * are required.
- Each row uploaded will create a new item.
- Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.

3. Load the updated file

Choose File No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

Start Upload

	A	B	C	D	E	F	G
1	Name	Part Number	Status Change	Price	Price Change	Price Amount Change	Currency
2	Wireless Bluetooth Mouse	TCH-MOU-1001	Active	29.99	Increase	2.00	CAD
3	27-inch 4K Monitor	TCH-MON-2002	Active	349.99	No Change	0.00	CAD
4	USB-C Docking Station	TCH-DOC-3003	Active	89.50	Decrease	-10.00	CAD
5	Mechanical Keyboard R	TCH-KEY-4004	Discontinued	74.99	No Change	0.00	CAD
6	1TB NVMe SSD	TCH-SSD-5005	Active	109.99	Increase	5.00	CAD

11

Save

Submit for Approval



GLENCORE

Supplier onboarding

10.1 Supplier onboarding

This section will explain how to respond to a request for information from Astron Energy

- 1 You will receive an email from Astron Energy that an action is required from you.

- 2 From the received email, click on **Log in**

1

Hello Supplier,

Astron Energy has requested you to update information about your company. This information is required so they can transact with you electronically.

Use the "Log In" button to update your information under Information requests in the CSP

Astron Energy

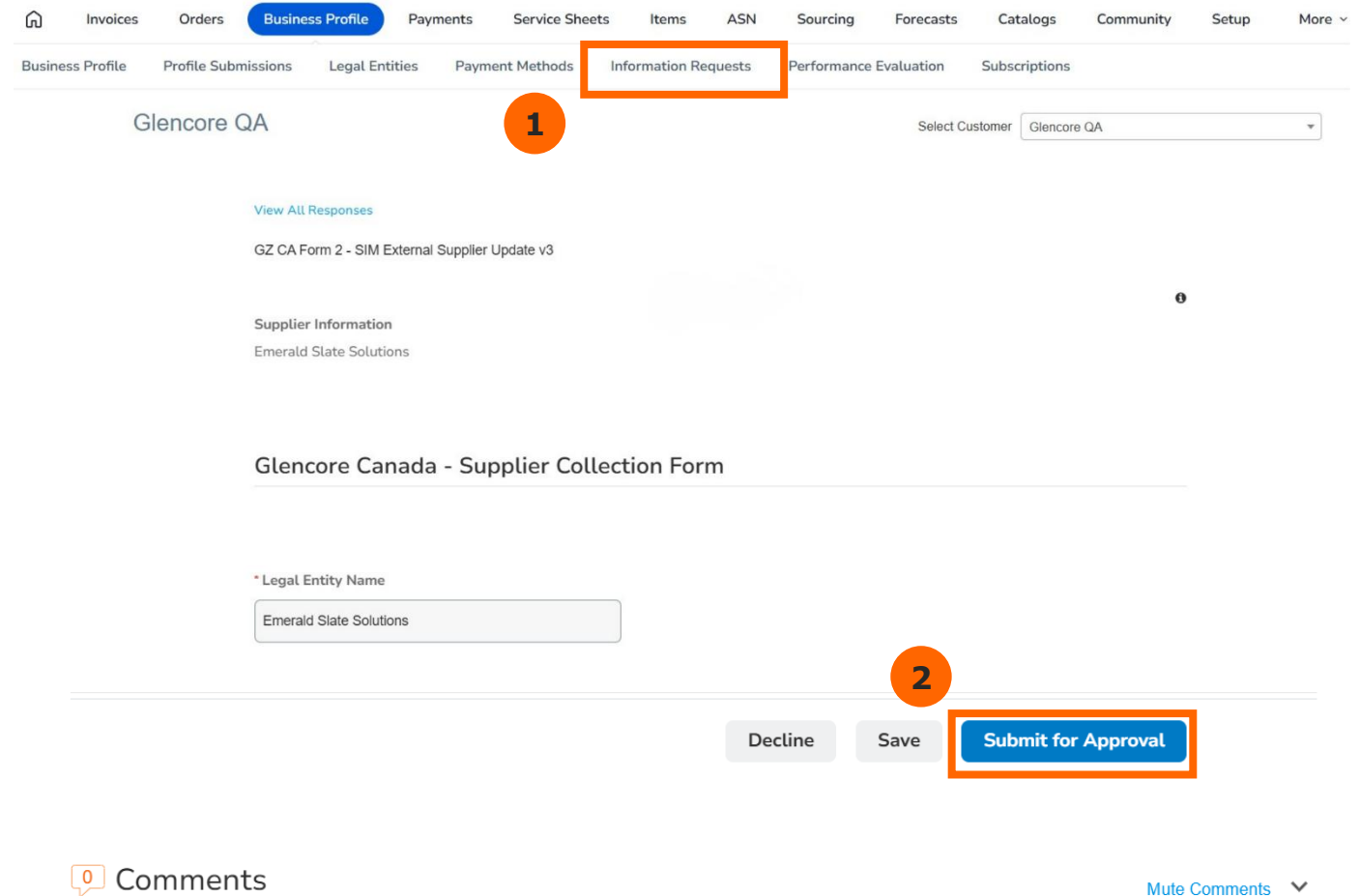
2

Log In

10.2 Supplier onboarding

This section will explain how to respond to a request for information from Astron Energy

1 Under the Business Profile tab, go to information requests



Glencore QA

View All Responses

GZ CA Form 2 - SIM External Supplier Update v3

Supplier Information
Emerald Slate Solutions

Glencore Canada - Supplier Collection Form

* Legal Entity Name
Emerald Slate Solutions

Decline Save **Submit for Approval**

Comments

Mute Comments

2 Complete the form and all the required information and send your response.

10.3 Supplier onboarding

This section will explain how to respond to a request for information from Astron Energy

1 There are multiple required fields that have been determined by Astron Energy. These fields will have a red asterisk next to the question.

2 For banking details, ensure that all the fields that apply to your company are filled in. Not all fields that apply to your company will be required on the form.

1

* Legal Entity Name

Emerald Slate Solutions

Please indicate your Company Registered Name or Company Legal Name

* Company Trading Name

Emerald Slate Solutions Pty Ltd

Please indicate your company trading name

2

Banking Information

* Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

* Banking Details

Is your financial institution located within Canada or the United States?

Select



GLENCORE

Setup tab and adding users

11.1 Setup Tab



The portal contains some features that may not be enabled for your use. The following is a short description of the setup tab and some administrator functions.

Admin Users

- Users
- Worker Portal Access
- Merge Requests
- Merge Suggestions
- Requests to Join
- Fiscal Representatives
- Additional CaaS Information
- Early Pay Discounts
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)
- sFTP File Status (from Customers)

Administration of platform users. Here you can invite users

Merge accounts and manage merge requests.

Add tax representatives in countries where you are not registered with a local address but need to be registered for tax purposes.

Option not available

Option not available

Option not available

11.2 Adding Users

In this section you will learn how to manage the account profile and add users to the supplier portal

1 As the Admin user, go to the **Setup** tab of the portal.

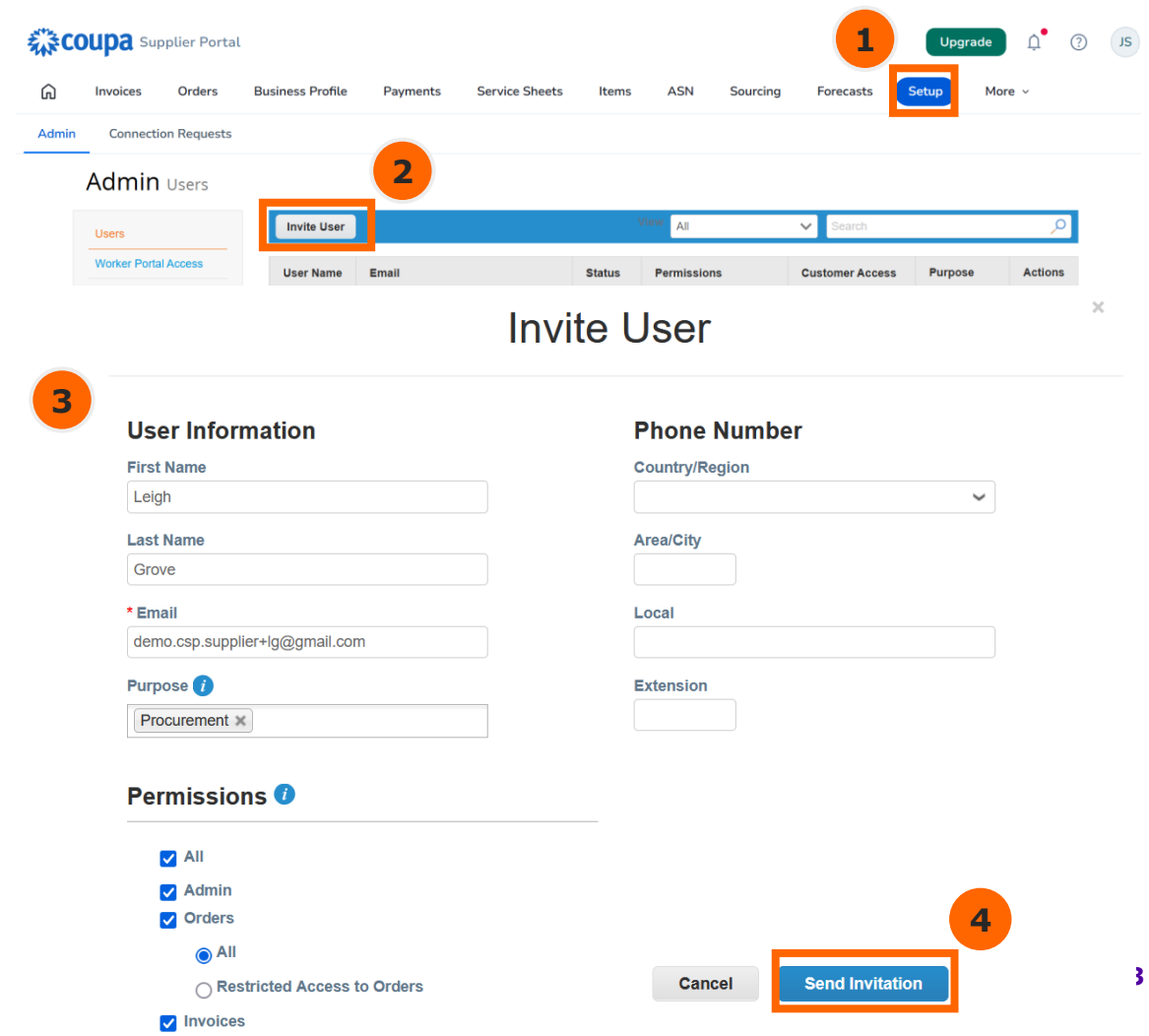
2 Click on **Invite User**

3 Fill in the required data and select the permissions that will be enabled for the user you are adding.

4 Scroll to the bottom of the pop-up screen and click on **Send Invitation** and the user will be notified



NOTE: Assign a user specific permissions and customers as required. The user will only see tabs and customers they have permission to see.



coupa Supplier Portal

Upgrade | ? | JS

Setup

Admin Users

Invite User

View: All | Search

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
-----------	-------	--------	-------------	-----------------	---------	---------

Invite User

3

User Information

First Name
Leigh

Last Name
Grove

* Email
demo.csp.supplier+lg@gmail.com

Purpose ⓘ
Procurement ✕

Phone Number

Country/Region
▼

Area/City
□

Local
□

Extension
□

Permissions ⓘ

- ☒ All
- ☒ Admin
- ☒ Orders
- ☒ All
- ☐ Restricted Access to Orders
- ☒ Invoices

Cancel | **Send Invitation**

11.2 Adding Users

In this section you will learn how to manage the account profile and add new users to the supplier portal

5 The user will receive an email invitation to the CSP

5 Action Required - Join the Coupa Supplier Portal Inbox x

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
to demo.csp.supplier+lg

 Action Required - Join the Coupa Supplier Portal

Hi Leigh Grove,

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.

Find out more using the links below, and use the button to register. Welcome!

Join Coupa Supplier Portal

6

 Business Spend Management

Create an Account

Grow your Business on Coupa with a Free Account

* Business Name

Mine and Ores Inc.

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

* Email

demo.csp.supplier+lg@gmail.com

* First Name

Leigh

* Last Name

Grove

* Password

* Confirm Password

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

* Country/Region

* Tax Registration i

#####

☐ I do not have a Tax ID

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

Create an Account

7

6 As the invited user, click **Join Coupa Supplier Portal**

7 Complete the information to **Create an Account**

11.2 Adding Users

In this section you will learn how to manage the account profile and add new users to the supplier portal

8 Check your email for a verification number to verify your email address

9 Copy the code and paste it into the **Email Verification** fields and click **Next**

You are then logged in to the Coupa Supplier Portal and linked to your company's account.



8

Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

413257

If you didn't request this code please contact us at supplier@coupa.com.

Email Verification

We sent a one time verification code to demo.csp.supplier+lg@gmail.com

9

4	1	3	2	5	7
---	---	---	---	---	---

Didn't receive the Verification Code? [Request a New Code](#)

Next



GLENCORE

Manage CSP notifications

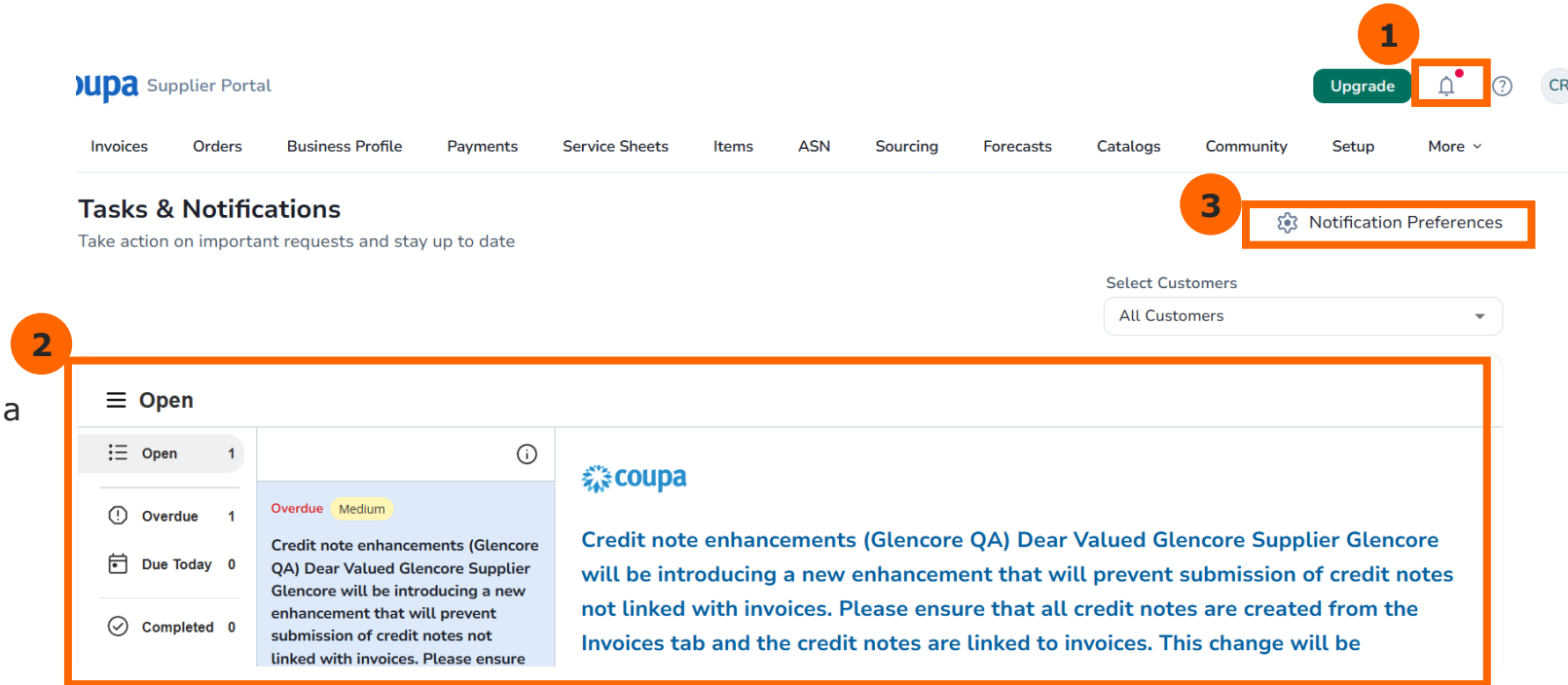
12.1 Notification management

In this section you will learn how to manage notifications from the supplier portal.
You will be able to set it to receive notifications to your email address

1 Go to the notifications section on the top right-hand side.

2 You will find all the notifications that you have as a supplier, you can configure it to be sent to your email as well.

3 Click on notification preferences to manage notifications. You will be able to set them to be sent to your email address

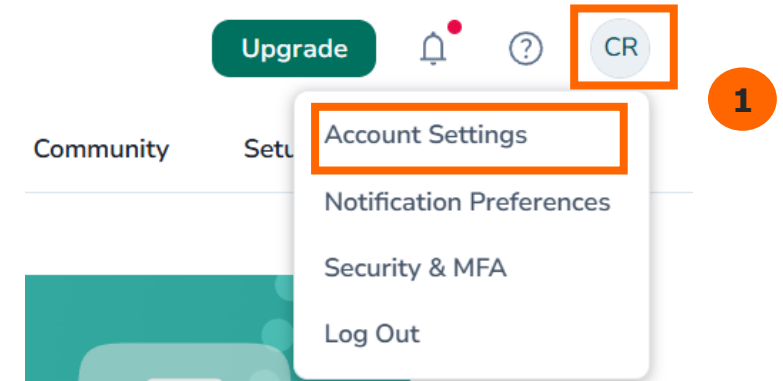


The screenshot displays the Coupa Supplier Portal interface. At the top right, there is a navigation bar with an 'Upgrade' button, a notification bell icon (highlighted with a red circle and number 1), a help icon, and a user profile icon labeled 'CR'. Below this is a horizontal menu with various sections: Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Setup, and More. The 'Tasks & Notifications' section is active, showing a sub-header 'Take action on important requests and stay up to date'. Below this, there is a 'Select Customers' dropdown menu set to 'All Customers'. A red box highlights the 'Notification Preferences' link (highlighted with a red circle and number 3). Below the red box, a notification card is shown (highlighted with a red circle and number 2). The card has a left sidebar with filters: 'Open' (1), 'Overdue' (1), 'Due Today' (0), and 'Completed' (0). The main content area of the card shows a notification from Coupa titled 'Credit note enhancements (Glencore QA) Dear Valued Glencore Supplier Glencore will be introducing a new enhancement that will prevent submission of credit notes not linked with invoices. Please ensure'.

12.2 Adjust notifications

In this section you will learn how to adjust or configure the account according to your needs.

1 Click on your account name in the upper right-hand corner to change password or add basic profile information



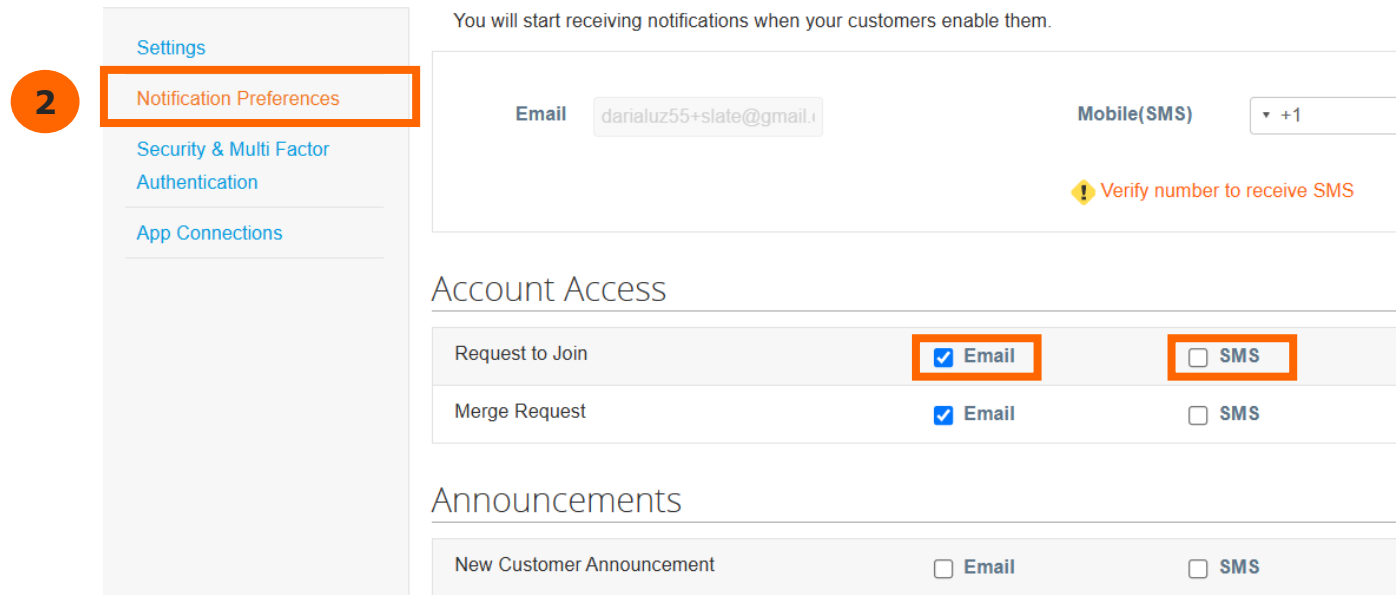
2 You can manage notifications in the **Notification Preferences** area

Check the **SMS option** if you want to receive SMS notifications.

Check the **Email option** if you want notifications to be sent to your e-mail address.

Scroll to the bottom of the page and click **Save** to save your changes.

My Account Notification Preferences



You will start receiving notifications when your customers enable them.

Email

Mobile(SMS)

⚠ Verify number to receive SMS

Account Access

Request to Join	☒ Email	☐ SMS
Merge Request	☒ Email	☐ SMS

Announcements

New Customer Announcement	☐ Email	☐ SMS
---------------------------	--------------------------------	------------------------------

Sourcing events (RFQ, RFP)

- Respond to an invitation for a quotation or bidding event
- Using the message option to communicate with Astron Energy
- Uploading information from an Excel file
- Notification of event results if selected

13.1 Invitation to sourcing event

In this section, you will learn how you will receive an invitation to participate in a sourcing event

1 You will receive an invitation from Astron Energy to participate in an RFQ, RFI or RFP in your e-mail inbox.

2 Select the **View Event** to see details regarding this sourcing event.

Select "**I intend to Participate**" if you do not yet wish to enter the event.



NOTE: Sourcing Events are not accessible through the Coupa Supplier Portal but rather powered by Coupa by email.

1

Powered by 

 **ASTRON ENERGY**

Glencore QA Sourcing Event - AE-CSP-2026-Provision of Cleaning Services-Refinery Operations- NEW #932939 Invitation

AE QA Demo Supplier 12 Simplified has been invited by **Glencore QA** to participate in a sourcing event for **AE-CSP-2026-Provision of Cleaning Services-Refinery Operations-NEW**.

Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services.

Responses are due by Monday, 31 August 2026 08:00 PM EDT

2

I intend to Participate **I decline to Participate**

View Event

13.2 Event information

In this section we will learn how to participate in the event

- 1 In the **Event Info** area, you will find the required agreements needed to access the sourcing event
- 2 Select your intention to participate
- 3 Review the **Accept Event Disclaimer** and provide an answer to "Do you accept this Disclaimer". Finally select the **Send Response to Owner** button
- 4 Review the **Event Information & Bidding Rules** and the **Buyer Attachments** before entering your response.

A GLENCORE COMPANY

AE-CSP-2026-Provision of Cleaning Services-Refinery Operations- NEW - Event #932939 Active

1

[Event Info](#) [My Response](#)

Supplier has been invited by Glencore QA to participate in a sourcing event for AE-CSP-2026-Provision of Cleaning Services-Refinery Operations- NEW. Participation and submission is easy and all done within services.

 Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

Do you intend to participate?

2

 Accept Event Disclaimer

Event Disclaimer

Submission Requirements and Contractual Clarifications

Submission of Responses

Bidders are required to provide a fully completed response to this Request for Proposal (RFP) exclusively through the Coupa Sourcing platform. It is essential that all sections of the response are completed in accordance with the instructions provided, and that submission is made by the specified deadline.

Contractual Obligations

The submission of a response to this RFP does not imply any contractual or binding obligation on Astron Energy. No contract, nor any other legally binding commitment, will be formed between the Company and the Bidder unless and until both parties have executed one or more definitive agreements on terms and conditions deemed acceptable by Astron Energy.

Nature of the Request for Proposal

The issuance of this RFP and the submission of any tender response do not obligate Astron Energy to award a contract or to purchase any goods or services from any Bidder. This document is not an offer to enter into any contract of any kind, nor is it intended to create a binding agreement between the Company and any Bidder.

3

Do you accept this Event Disclaimer

☒ Yes
☐ No

 Event Information & Bidding Rules

4

 Buyer Attachments

Event will end at the Event End Time as seen in the timeline section below.

Responses are sealed until event closes

Buyer may choose to award individual line items

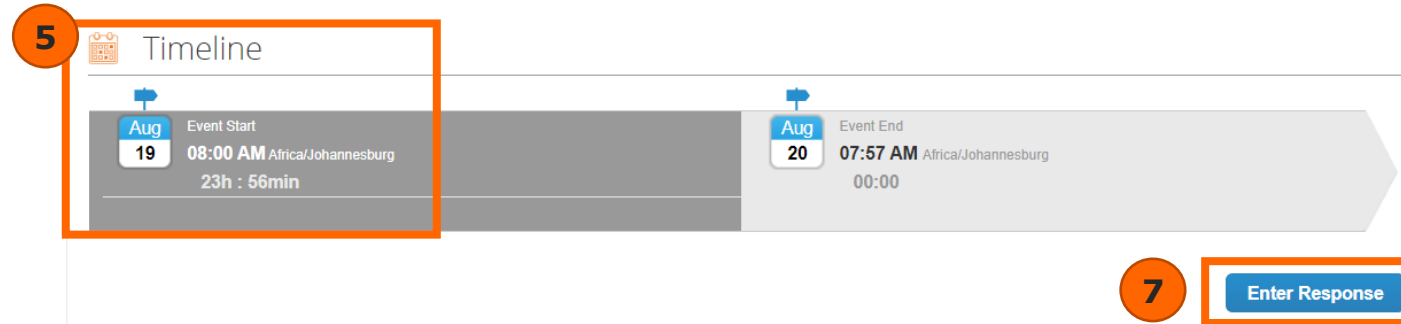
T ABOUT US

Astron Energy is one of Southern Africa's top petroleum suppliers, operating over 850 service stations set to become the region's second-largest network.

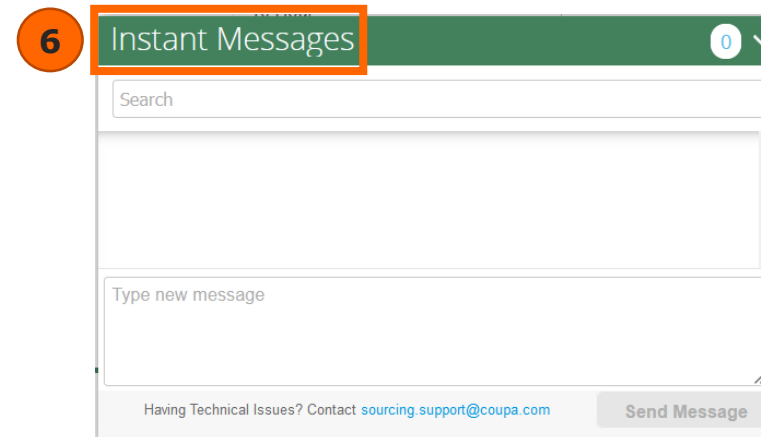
13.2 Event information

In this section we will learn how to participate in the event

5 In the **Timeline** section provides a graphical view of when the event ends



6 The **Instant Messages** section is available to communicate with the owner of the event



The screenshot shows the 'Instant Messages' section. It has a green header with the title 'Instant Messages' and a notification badge showing '0'. Below the header is a search bar. The main area is a large text input field with the placeholder text 'Type new message'. At the bottom, there is a link 'Having Technical Issues? Contact sourcing.support@coupa.com' and a 'Send Message' button. A blue box highlights the 'Instant Messages' title.

7 To continue with the process and see the details of the event, select the option to **Enter Response**.

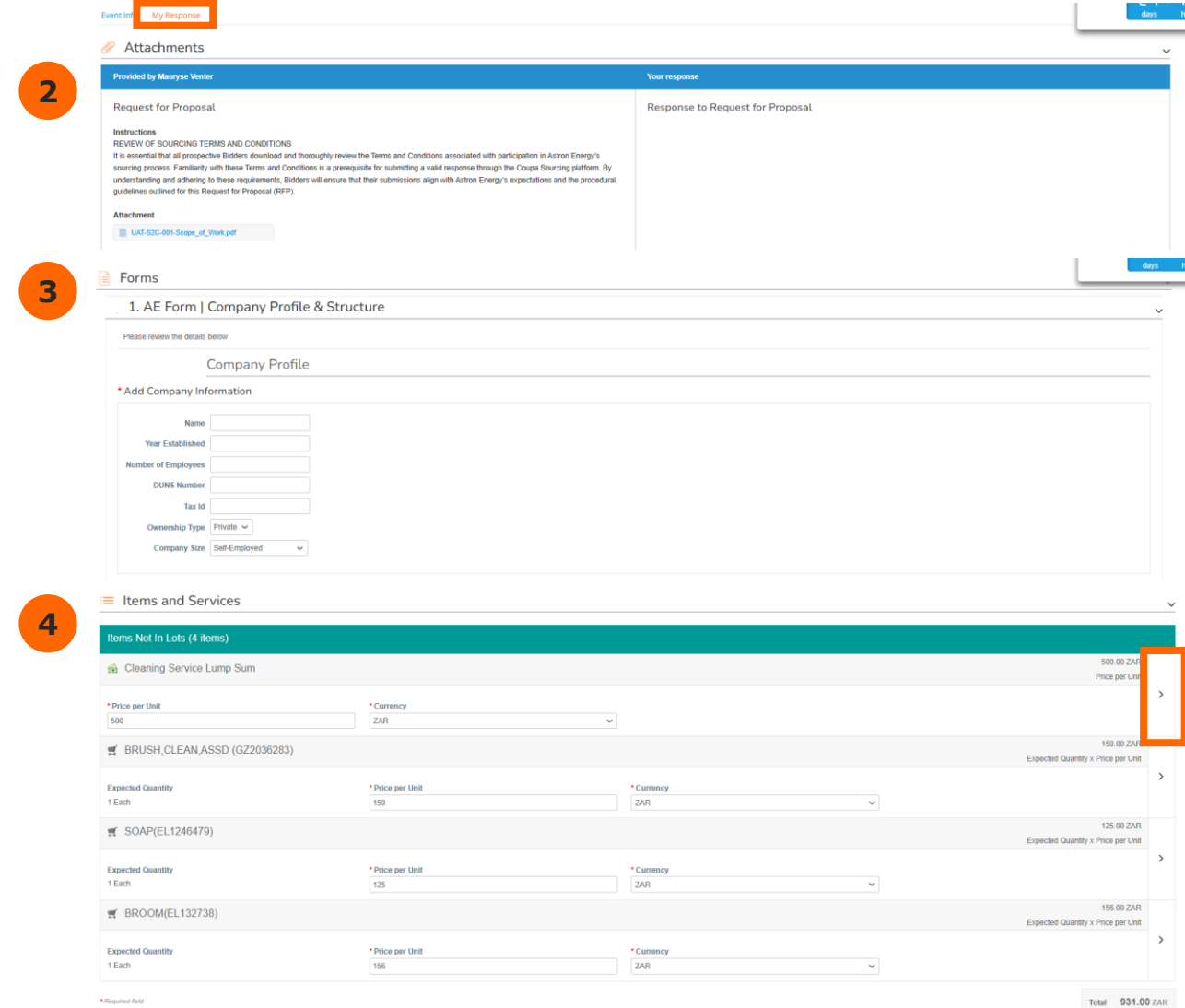


NOTE: The message option will be enabled during the time the event is active.

13.3 Response to the event

Entering the event, here you will find all the information related to the event and where you will have to provide your response

- 1 The **My Response** section is where you provide all the information, documents, and responses required for the sourcing event
- 2 In the **Attachments** section, you will find the files provided by Astron Energy that require your review and response. Review the instructions for each attachment and complete any required actions accordingly. Please note that some attachments are **mandatory** and must be completed before you can submit your response.
- 3 Complete the **Forms** section by providing all required information. Ensure that all mandatory fields are completed before submitting your response.
- 4 Enter your bid in the **Items and Services** section of the event. Click the **chevron** (>) next to an item or service to expand it and view additional details or provide additional information.



The screenshot displays the 'My Response' section of a sourcing event interface. It is divided into four main sections: Attachments, Forms, and Items and Services. The 'Attachments' section shows a 'Request for Proposal' with instructions and an attachment 'UAT-52C-001-Scope_of_Work.pdf'. The 'Forms' section shows the '1. AE Form | Company Profile & Structure' with fields for Name, Year Established, Number of Employees, DUNS Number, Tax Id, Ownership Type, and Company Size. The 'Items and Services' section lists items for bidding, including 'Cleaning Service Lump Sum', 'BRUSH,CLEAN,ASSD (GZ2036283)', 'SOAP(EL1246479)', and 'BROOM(EL132738)'. Each item has a 'Price per Unit' field and a 'Currency' dropdown. A chevron (>) is visible next to the 'Cleaning Service Lump Sum' item, indicating it can be expanded. The total bid amount is shown as 931.00 ZAR.

Item	Expected Quantity	Price per Unit	Currency	Expected Quantity x Price per Unit
Cleaning Service Lump Sum	500	150.00 ZAR	ZAR	75000.00 ZAR
BRUSH,CLEAN,ASSD (GZ2036283)	1 Each	150.00 ZAR	ZAR	150.00 ZAR
SOAP(EL1246479)	1 Each	125.00 ZAR	ZAR	125.00 ZAR
BROOM(EL132738)	1 Each	156.00 ZAR	ZAR	156.00 ZAR
Total				931.00 ZAR

13.3 Response to the event

Entering the event, here you will find all the information related to the event and where you will have to provide your response

- 1 If preferred, you can complete the **Forms** and **Items and Services** sections using Microsoft Excel. Click **Import from Excel** to begin the process
- 2 Steps for **uploading your response in Excel** dialog box will open and guide you through the import process. Download the provided response template by following the on-screen instructions
- 3 Open the response template in Microsoft Excel and complete all required information
- 4 Save the completed template and return to the **Import from Excel** dialog box. Select the updated file in **Choose File**, then click **Start Upload** to import the information into the Forms and Items and Services sections of the sourcing event

Once the upload is complete, review the imported information to ensure it has been transferred correctly before submitting your response.

BROOM(EL132738)

156.00 ZAR

Expected Quantity x Price per Unit

Expected Quantity

1 Each

Price per Unit

156

Currency

ZAR

Total

931.00 ZAR

Instant Messages 0

Import from Excel

Save Draft

Submit Response

Steps for uploading your response in Excel

1. Download the **Response Template** Note: This template will only work for this event)

2. Fill in or update the Excel file.

Fields marked with a "*" are mandatory. Do not unlock/unprotect the Excel file if you plan to upload it.
Values in the uploaded file will replace anything currently saved to your response.
Once you click "Start Upload" values in the excel file will be saved, but not submitted.
Once upload is complete, review your response and click "Submit." Your response will not be sent until you do so.

3. Load the updated file

Choose File

No file chosen

Uploading will only save your response. You must click "Submit" to send it to the buyer.

The yellow cells below are your input fields. You can upload this file to save the information you entered in the editable cells to your response.
NOTE: This Excel file is locked to ensure it uploads correctly, and you must still click "submit" after uploading to submit!

Form	Question Fields	Answer Fields		
Form Name (Text)	Label (Text)	Type (Text)	Required (Text)	Answer
Supplier Company Information	Name		No	
Supplier Company Information	Year Established		No	
Supplier Company Information	Number of Employees		No	
Supplier Company Information	DUNS Number		No	
Supplier Company Information	Tax Id		No	
Supplier Company Information	Ownership Type		No	Private
Supplier Company Information	Company Size		No	Self-Employed
Supplier Address	Street 1		No	
Supplier Address	Street 2		No	
Supplier Address	Region		No	Cannot be added or edited in Excel
Supplier Address	Postal Code		No	
Supplier Address	City		No	
Supplier Contact	First Name		No	
Supplier Contact	Last Name		No	
Supplier Contact	Phone Work		No	
Supplier Contact	Phone Mobile		No	
Supplier Contact	Preferred Phone		No	Work
Supplier Contact	Email		No	
Supplier Contact	Role		No	
AE Form Company Profile & Structure	Company Registration Number		No	
AE Form Company Profile & Structure	Organisational Structure		No	
	Attachment		No	

13.4 Submit response to event

This section will explain how to send your response and the different options you have

1 Once completed, click **Submit response** to Astron Energy

2 Once the time limit expires you will not be able to send any more responses.



Note: Astron Energy will not be able to view your response until the sourcing event has closed. You may update or revise your bid at any time before the event end date and time



Event info My Response

Items and Services

Items Not In Lots (1 items)

Catering Services		900.00 GBP
Expected Quantity x Price per Unit		
Expected Quantity	* Price per Unit	* Currency
10 Hour	90	GBP

* Required field

Total 900.00 GBP

History

☒ I have reviewed the changes to this event

1



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Additional support

- Coupa Guides
- Glossary

14.1 Supplier portal guides

Information and resources dedicated to suppliers on success portal and available directly on CSP

Coupa Supplier Portal Information and Documentation

<https://docs.coupa.com/en/supplier-documentation/coupa-for-suppliers>

Purchase Orders

<https://docs.coupa.com/en/supplier-documentation/coupa-for-suppliers/the-coupa-supplier-portal-or-csp/features-and-processes-in-the-coupa-supplier-portal/purchase-orders>

Invoices

<https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal/set-up-the-csp/invoices>

14.2 Glossary

General glossary

- **CSP:** Coupa Supplier Portal means suppliers will be able to make inquiries and upload information related to their invoices. The CSP also allows monitoring the invoice payment status, including payment problems. In addition, all related notifications will be sent to the registered email account.
- **Change request:** Make change requests on a purchase order, it can be for example price or quantity.
- **Credit note:** Document through which you can cancel invoices previously made.
- **Invoice:** Through Coupa you will have the possibility to generate an invoice against a purchase order (PO) and be able to follow it up
- **Sourcing Event:** RFx Events consist of Request for Information, Request for Quotation, and Request for Proposal defined by one buyer and many sellers.

14.3 Glossary

Sourcing events glossary

RFX: RFI, RFQ or RFP

- **RFI:** Request for Information. Type of sourcing event used to collect qualitative information about suppliers or initiatives.
- **RFQ:** Request for quotation. Type of sourcing event that is used to obtain specific prices for products or services
- **RFP:** Proposal request. Type of sourcing event used when the product or service you obtain is complex in nature and requires a qualitative and quantitative assessment of the suppliers.
- **Lots:** Group of Items/Services That Need to Be Purchased Together from the Same Provider.
- **Items:** Lists of items to be procured. These can be set-up to be purchased together or from multiple suppliers if needed.
- **Questionnaire:** Form that the supplier must complete with the options indicated (checkbox, text, attachments, or radio buttons) for further evaluation in the event evaluation process.



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Questions?

Please send them to

AstronEnergyProcurement@Astronenergy.co.za

We are here to support you every step
of the way