

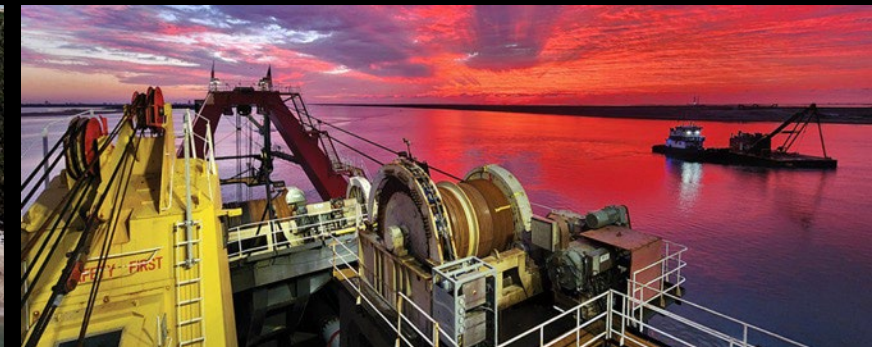
GREAT LAKES

DREDGE & DOCK COMPANY, LLC



Coupa Supplier Portal (CSP) Reference Guide

CONSTRUCTING AND PROTECTING COASTAL AND MARINE INFRASTRUCTURE



SUPPORTING THE OFFSHORE ENERGY INDUSTRY





TABLE OF CONTENTS

Please click any of the following links to skip ahead to that section...

1. [Coupa and the Coupa Supplier Portal \(CSP\) Overview](#)
2. [Ways to join](#)
3. [Creating your CSP account](#)
4. [CSP Onboarding](#)
5. [Managing your account](#)
6. [Admin Users \(including managing Legal Entities and Payment Methods\)](#)
7. [Purchase Orders](#)
8. [Invoicing](#)
9. [Credit Notes](#)
10. [Payments](#)
11. [Supplier Information Management \(SIM\) Requests](#)
12. [Support](#)

Color Legend

[Link to section](#)

[Link to external Site](#)



1. Coupa and the Coupa Supplier Portal (CSP)

a) What is the **Coupa Supplier Portal** and why should I use it?



1a. Coupa Supplier Portal (CSP) Overview

What is the Coupa Supplier Portal and why should I use it?

What is Coupa?

Coupa is GLDD's new digital platform that simplifies and streamlines our procurement process – from sourcing to purchase orders to invoicing and payment.

What is the Coupa Supplier Portal?

The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with their customers who use Coupa.

Why should I use it?

As the main interface between GLDD and our suppliers, the CSP offers extensive functionality across the procurement process, including;

- Receiving and managing purchase orders
- Submitting invoices electronically
- Tracking order and payment statuses in real time
- Sharing company details, including remittance and tax info.

and much more...

2. Ways to join

- a) **Joining via invitation email**
- b) **Joining via PO email for forwarded invitation**
- c) **Connection via a self-originated connection request**



SECTION TITLE

2a. Ways to join

Joining via invitation email

Coupa offers multiple ways to connect to GLDD via the CSP. The following section provides an overview of the 4 main ways you can join.

1) Joining via a GLDD-originated invitation email

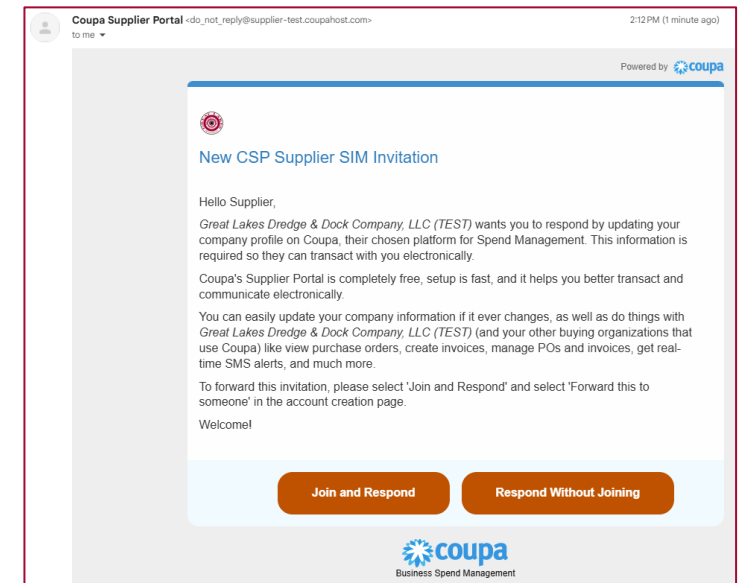
You will receive an email from GLDD, via the mailbox do_not_reply@supplier.coupahost.com, containing two options...

1) Join the Coupa Supplier Portal

Click if you want to create your organization's CSP account using the invitation's recipient email address.

2) Forward Invitation

To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page. **Note, you can only forward email to email addresses with the same email domain.**



Please ensure you action the invitation within 48 hours of receipt. If the invitation expires, please contact the [Supplier Enablement team](#) for further support.

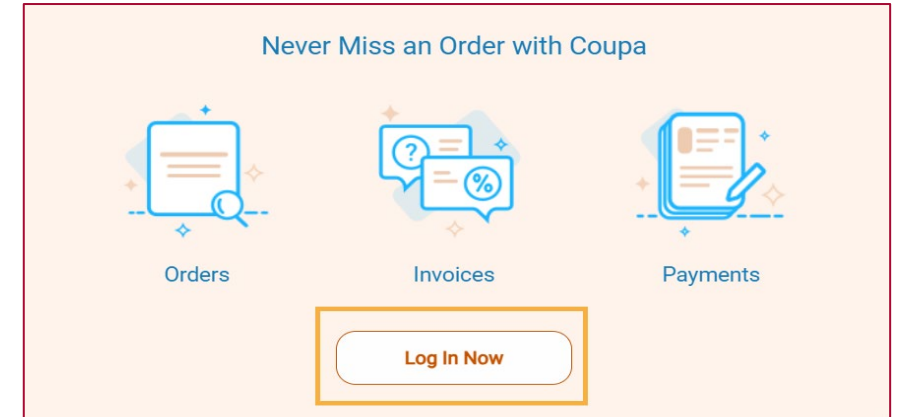
2b. Ways to join continued

Joining via a **Purchase Order Email** or a **forwarded** invitation

2) Joining via Purchase order or Supplier Information Email

It is possible to join the CSP following the receipt of either a Coupa Purchase order or Supplier Information Management request email.

Simply click on the **Log in Now** option (or **Join and Respond** – see [section 11a](#)) to commence the registration process.

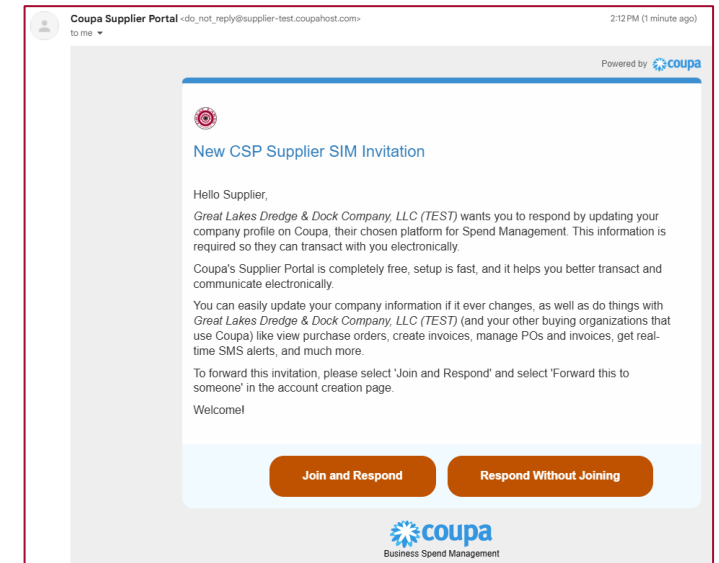


3) Joining via a forwarded invitation from a co-worker

You may receive an invitation to join because a colleague forwarded their own invitation.

Therefore, you will receive the same email invitation email as per [section 2a](#).

Once again, if you want to create your organization’s CSP account using the invitation’s recipient email address, click **Join Coupa Supplier Portal**, To forward this invitation, please select '**Join and Respond**' and select '**Forward this to someone**' in the account creation page.



SECTION TITLE

2c. Way to join continued

Connecting via a self-originated connection request

4) Joining via a connection request

If you are already registered for, and transacting with other customers via, the CSP, you have the option to originate an invitation to GLDD. To originate a connection request;

- 1) Click **Setup**
- 2) Click **Connection Requests**
- 3) Search for '**Great Lakes Dredge & Dock Company, LLC**' in the customer directory
- 4) Enter the **Customer Contact**
- 5) Complete **reCAPTCHA** and agree to **T&Cs**
- 6) Click **Request**

You will be notified of acceptance via email.

Note, all connection requests are reviewed internally at GLDD prior to acceptance. Acceptance is therefore not guaranteed.

The screenshot displays 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, Dashboards, and a Setup button. The main content area is titled 'Admin > Connection Requests'. A search modal is open with the title 'Search for a customer'. The search input contains 'Great Lakes Dredge & Dock'. Below the search input, there is a note: 'You are limited to 21 attempts. Can't find your customer? [Contact Support](#)'. The 'Customer Contact' field contains 'CSP Test Contact'. A reCAPTCHA verification is shown with a green checkmark and the text 'I'm not a robot'. A checkbox is checked, with the text: '* I confirm by sending this request that I am actively doing business with this customer and contact. I am not soliciting new business opportunities with this company. I consent to my email address being shared with this customer.' At the bottom right of the modal, there are 'Cancel' and 'Request' buttons.

3. Creating your CSP account

- a) **Completing the 'Create an account' form**
- b) **Complete email verification**

3a. Creating your CSP account

Completing the 'Create and account' form

Having selected '**Join Coupa Supplier Portal**' from the invitation email, you will be asked to '**Create an account**'.

Please complete all mandatory fields, including your;

- Organization's legal **Business Name**
- First Name/Last Name**
- Password/Confirm password**
- Country/Region** of your organization's legal entity that transacts with GLDD
- Tax Registration** of your organization's legal entity that transacts with GLDD
- Please **accept** the necessary T&Cs
- Before clicking '**Create an account**'...

Note, the registration **Email** cannot be changed at this stage, so if an alternative address is required, please click '**Forward this to someone**'

Create an account

Great Lakes Dredge & Dock Company, LLC (TEST) uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

* **Business Name**

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

* **Email**

* **First Name** * **Last Name**
Cannot contain special characters or symbols (like !, ?, *, &, <, >).

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

* **Country/Region** * **Tax ID**
 I do not have a Tax ID

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

[Create an account](#)

Already have an account? [Log In](#)

SECTION TITLE

3b. Your Coupa Verification Code

Complete **email verification**

Before entry into the CSP is granted, you will be greeted with a 2-step email verification request.

Please check the inbox of the email address used during the previous step to locate **Your Coupa Verification Code**.

Please complete as appropriate, before clicking **Next**.

Please note...

- If your verification fails, please check the code and re-enter, or alternatively click '**Request a New Code**' to restart the verification process.
- If continue to experience issues, please contact the [Supplier Enablement Team](#) for further support.

Your Coupa Verification Code Inbox x

Coupa Supplier Portal <do_not_reply@supplier-test.coupa.com>

coupa

Your Coupa Verification Code

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

456466

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

coupa
Business Spend Management

← Back

Email Verification

We sent a one time verification code

4 5 6 4 6 6

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

Next

4. CSP Onboarding

- a) **Completing the Accounts Details splash page**
- b) **Completing the Payment Information splash page**
- c) **Completing the Subscriptions splash page**



4a. Coupa Supplier Portal Onboarding

Completing the Account Details splash page

Upon entry into the CSP, you will be asked to complete your **Business Profile**. Please complete all mandatory (*) fields, including the;

- a) **Country/Region** (dropdown selection) of your organization's legal entity address
- b) **Address Line 1** (and 2), **City**, **State** (dropdown selection) and **Postcode** of your organization's legal entity address

Note, selection of a **Country/Region** will open additional fields depending on your selection. For assistance, please hover over the icon. In the US example shown, the only additional fields are;

- i. **Invoice-Form code** – Please **ignore** this field, **unless** you are actively working on and EDI invoicing project with GLDD.
- ii. **Preferred Language** – Defaulted to English (US).

Once all necessary fields are populated, please click **Next**..

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

Primary Address

* Country/Region * Address Line 1 Address Line 2


 (+)

* City * State * Postcode

[Next](#)

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)


Primary Address 

a) * Country/Region b) * Address Line 1 Address Line 2

 (+)

b) * City b) * State b) * Postcode

United States

i) Invoice-Form Code  ii) Preferred Language

[Next](#)

4b. Coupa Supplier Portal Onboarding

Completing the **Payment Information** splash page

You will then be asked to complete your **Payment Information**.

In total, Coupa supports three methods, including:

- Virtual Card (**not supported by GLDD**)
- Bank Transfer
- Check (not supported by GLDD)

If you are registering using an email invitation originated from GLDD, the payment methods that GLDD supports will be highlighted via a 'Customer Supported' callout shown towards the top-right hand corner of each method: **Customer Supported**

Please remember;

All mandatory fields are denoted by an asterisk (*).

The available fields vary based on the Country/Region selected.

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname * ⓘ <input type="text" value="TEST"/>	Beneficiary Legal Name * ⓘ <input type="text" value="TEST"/>
Bank Branch Country / Region * <input type="text" value="United States"/>	Bank Account Currency * <input type="text" value="USD"/>
Bank Branch State / Province * <input type="text" value="Texas"/>	Bank Name * <input type="text" value="TEST BANK"/>
Account Number * <input type="text" value="11111"/>	ACH Routing Number * <input type="text" value="999999999"/>
Wire Routing Number ⓘ <input type="text" value="9 digits"/>	SWIFT / BIC Code ⓘ <input type="text" value="8 or 11 characters"/>

Additional Information

Remittance Email ⓘ <input type="text"/>	Remit-To Code ⓘ <input type="text"/>
--	---

Supporting Documents ⓘ

Drop or Browse Files

⚠ Do not upload customer-specific documents. Files uploaded here are shared with all your customers linked to this payment method.

4c. Coupa Supplier Portal Onboarding

Completing the **Subscriptions** splash page

To complete the onboarding process, you may be asked to select a CSP Subscription.

GLDD’s recommendation is to proceed with the ‘**Registered**’ option – which is **free**.

This option provided full functionality to transact with GLDD via the CSP, and has no cost associated for you – the supplier.

You may choose to select either of the Premium (paid) options should you wish, as these also provide full functionality to transact with GLDD via the CSP.

Subscriptions

Registered
Easily do business with customers who use Coupa
Free
Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogs
- Payments
- Sourcing Events

Most Popular

Coupa Verified
Amplify your trusted brand across Coupa's community of buyers
\$549 / year
Everything in 'Registered' plus:

- Verified Badge
- Priority Search Rank

Coupa Advanced
Optimize your cash flow and increase productivity throughout your day
\$4,800 / year
Everything in 'Registered' plus:

- Automated invoice reminders and reporting
- A seamless integration with your account system

Buttons: Continue, Purchase Verified, Purchase Advanced, Cancel, Save and Next



5. Managing your account

- a) **Navigating the Home Page**
- b) **Changing the Language**
- c) **Account Settings**
- d) **Notification Preferences**
- e) **Notification Preferences continued**
- f) **Important Info re: 'New Po Received' Notification**
- g) **Multi Factor Authentication**



SECTION TITLE

5a. Managing your account

Navigating the Home Page

Upon entry to the CSP, you will be greeted with the home screen comprising of;

- a) Home Icon – Click to return home
- b) Account/Notification – See [section 5c](#)
- c) Notifications – See [section 5d](#)
- d) Help – Official Coupa support
- e) Sub menus – See [section 7](#) onwards
- f) Coupa Subscriptions – You can ignore
- g) Profile Overview – Visible to customers
- h) Recent Activity
- i) Admin overview – See [section 6](#)

The screenshot shows the Coupa Supplier Portal interface. At the top left is the Coupa logo and 'Supplier Portal'. On the top right, there is an 'Upgrade' button, a notification bell icon (labeled 'c)'), a help icon (labeled 'd)'), a profile icon (labeled 'b)'), and 'MP'. Below this is a navigation bar with a home icon (labeled 'a') and sub-menus: Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... (labeled 'e'). The main content area features a green banner for 'Verify Your Account And Get Noticed' with a 'Get Verified' button. Below this is a profile overview for 'TESTCSP' (labeled 'f') with a 'Get Verified' button and 'Profile Last Updated: about 1 hour ago | View Profile' (labeled 'g'). There are two main sections: 'Recent Activity' (labeled 'h') showing a card for 'Great Lakes Dredge & Dock Com...' and a message 'No activity found for Great Lakes Dredge & Dock Company, LLC (TEST)' (labeled 'i'), and 'Announcements' showing 'No Announcements'. At the bottom, there is a table with columns: Multi Factor Security (1 of 1 User), Pending Tasks (0 Tasks), Join Requests (0 Users), Merge Suggestions (0 Duplicates), and Linked Customers (1 Connection).

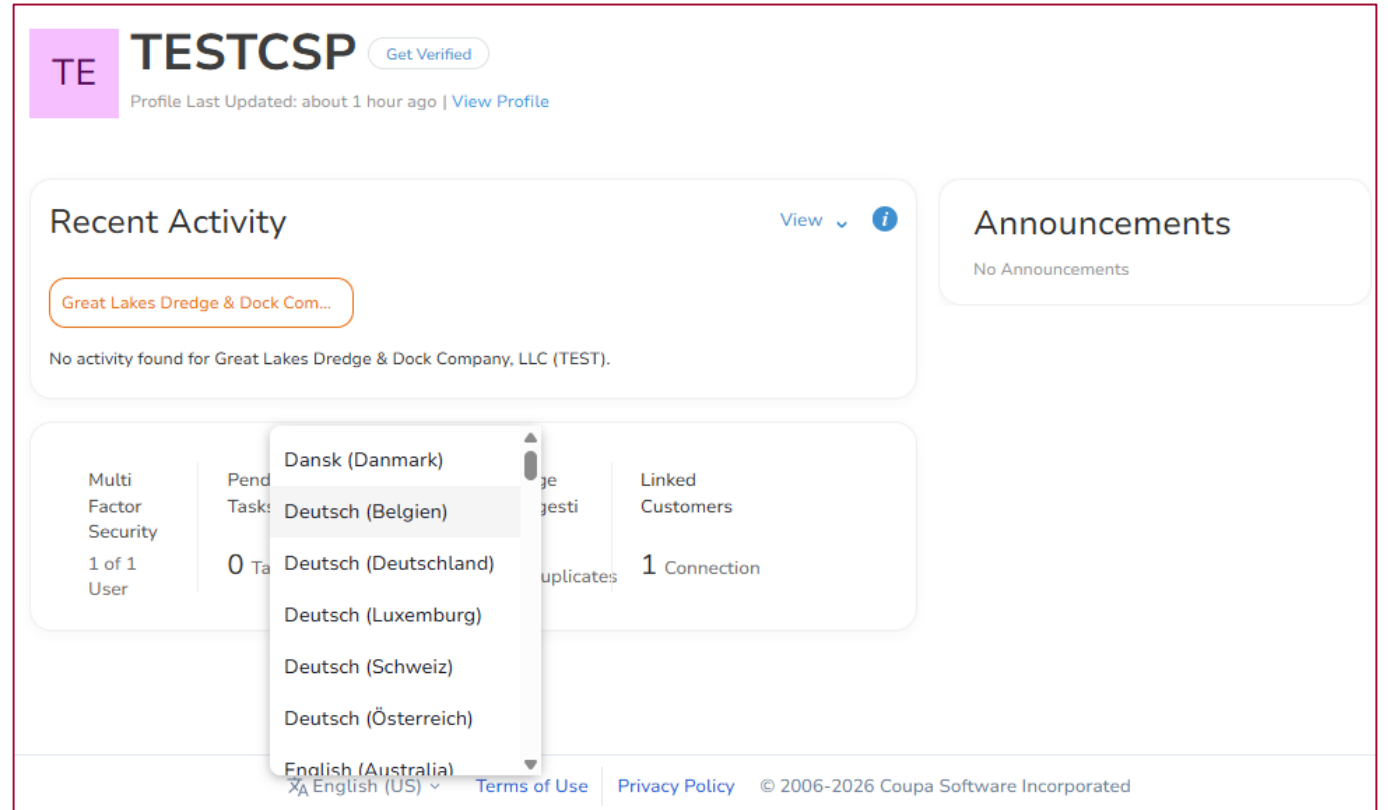
Multi Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
1 of 1 User	0 Tasks	0 Users	0 Duplicates	1 Connection

5b. Managing your account

Changing the Language

If necessary, you can change the **language** displayed in the CSP, by scrolling to the bottom of the homepage and hovering over the language icon, shown beside as **'English (US)'**.

You can then proceed to select a **new language** from the dropdown list that displays.



5c. Managing your account

Account Settings

Hovering over your profile name in the top right-hand corner displays your **Account Settings** and **Notification Preferences**, along with the option to **Log Out**.

Selecting **Account Settings** allows you to adjust details such as your **First/Last Name** and contact **Phone Number**.

Please remember to **Save** any changes made.

You can also access the **Change Password** function, which, once selected, will open a new window/tab on your browser.

Note, following a password change, your new window/tab will return you to the CSP home screen. Therefore, we recommend closing the previous browser/tab before continuing in the new.

The screenshot displays the 'My Account Settings' page in the Coupa Supplier Portal. The page is divided into a left-hand navigation menu and a main content area. The navigation menu includes 'Settings' (highlighted with a red box), 'Notification Preferences', 'Security & Multi Factor Authentication', and 'App Connections'. The main content area is titled 'User Details' and contains the following information:

- * First Name:** Michael
- * Last Name:** Pickens
- * Email:** mpickens999@gmail.com
- Purpose:** Accounting, Diversity, Legal, Procurement, Risk, Se

Below the 'User Details' section is the 'Phone Number' section, which includes:

- Country/Region:** A dropdown menu.
- Code:** A text input field.
- Phone Number:** A text input field.
- Extension:** A text input field.

A blue 'Save' button is located at the bottom right of the 'Phone Number' section. At the bottom left of the page, there is a 'Change Password' link, which is also highlighted with a red box. In the top right corner of the page, the user's profile name 'Michael Pickens' is displayed, along with an 'Account Settings' gear icon and a 'Log Out' button.

5d. Managing your account

Notification Preferences

Selecting **Notification Preferences** allows you to adjust which CSP notifications you receive (*New Sourcing Event, New Purchase Order, An Invoice is Paid etc.*), along with by what method (*CSP only, Email, SMS etc.*).

You can adjust notifications by scrolling through each sub section (*Account access, Announcements, Business Performance etc.*) and selecting whether you wish to receive notifications via;

- 1) Email – Notification sent to your registered email address
- 2) SMS – Notification message sent to your registered mobile

My Account Notification Preferences

You will start receiving notifications when your customers enable them.

Email

Mobile(SMS)

[Verify](#)

! Verify number to receive SMS

Account Access

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

Announcements

New Customer Announcement	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
---------------------------	--------------------------------	------------------------------

Catalogs

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

Community

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

5e. Managing your account

Notification Preferences continued

There are hundreds of notifications available, with the majority enabled by default, **At a minimum**, we recommend keeping the following checked to ensure you can easily transact with GLDD via the CSP;

- a) Merge Request
- b) Invoice paid
- c) An invoice processing has failed
- d) Invoice approved
- e) New PO received
- f) A new participation request is received

Please note, notifications are not customer specific.

Therefore, changes will impact the notifications you receive for **both GLDD and** other customers you transact with via the CSP.

Account Access

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

Orders

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

Invoices

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

Sourcing Event

Sourcing Event ended	<input type="checkbox"/> Email
A new participation request is received	<input type="checkbox"/> Email
Sourcing Event has been withdrawn	<input type="checkbox"/> Email

5f. Managing your account

Important Information re: **'New PO Received'** Notification

Remember, you must Save any changes, by scrolling to the bottom of the Notification Preference page and clicking Save.

Important Information re: 'New PO Received' Notification

Please also note, keeping 'New PO Received' -> 'Email' notification checked may result in you receiving an email notification **twice** regarding the same GLDD Purchase Order.

This is because GLDD chooses to **also** send Purchase Orders via Email from **their instance** of Coupa.

Therefore, as a supplier to GLDD, you may receive an email notification that GLDD has created a new PO from **both**:

- i. GLDD's instance of Coupa
- ii. Your instance of the CSP

If you require further assistance on this topic, please contact the [Supplier Enablement team](#).

Service Sheets

A Service Sheet is rejected	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet is approved	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet void is approved	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet void is rejected	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet void is discarded	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
A Service Sheet void is submitted	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Worker Assignment Change Requests

Worker Assignment Change Request is submitted	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Worker Assignment Change Request is approved	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Worker Assignment Change Request is rejected	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS

Cancel

Save

5g. Managing your account

Multi Factor Authentication

Selecting **Security & Multi Factor Authentication** (MFA) allows you to chose both:

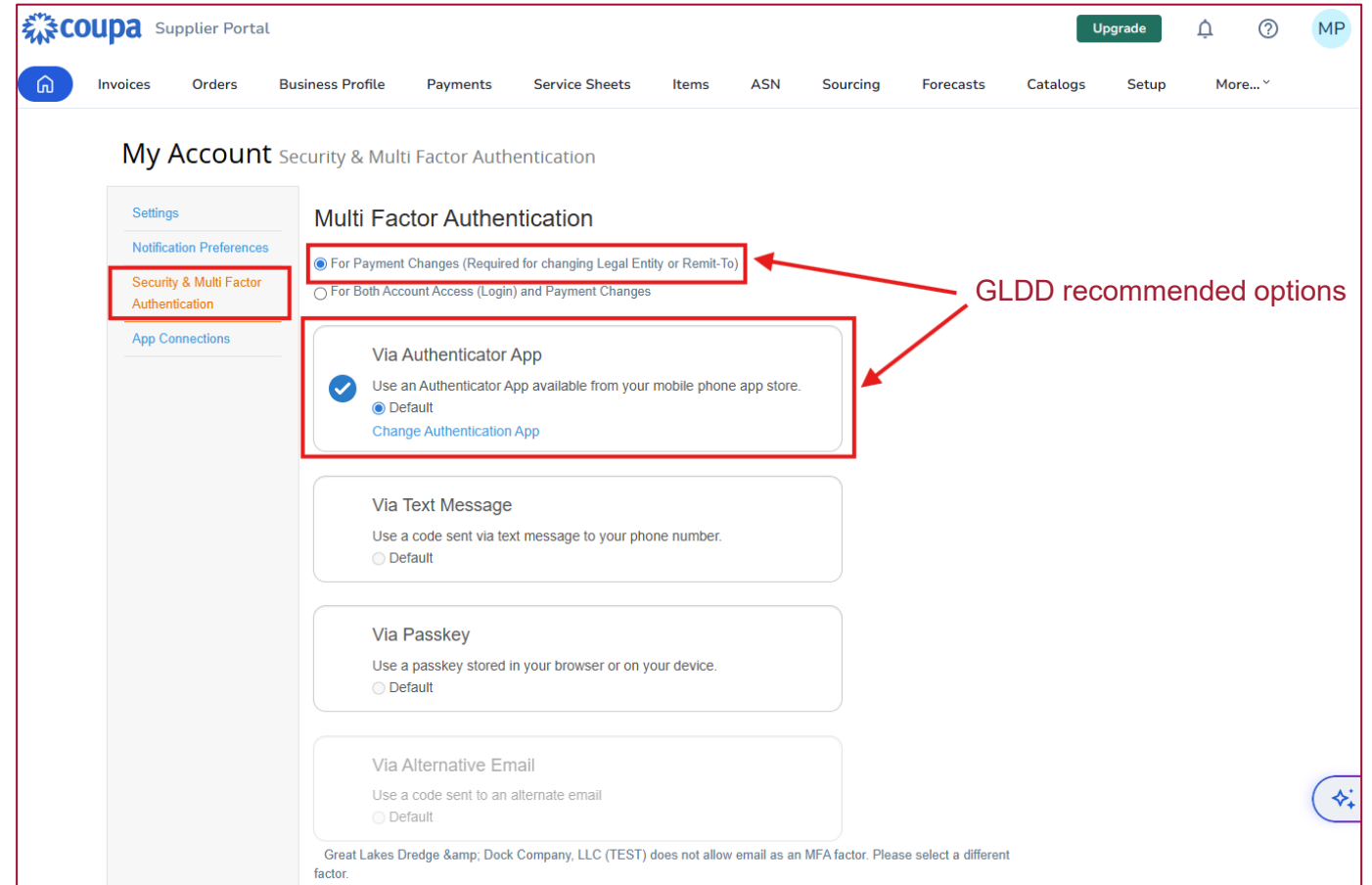
- When MFA is required
- The method of MFA you wish to use

At a minimum, GLDD recommends enabling MFA 'For Payment Changes' 'Via Authenticator App'

Please note:

- This recommendation requires the use of third-party apps such as the **Google Authenticator** app, or Apple's **Authenticator App**, available via their respective app stores.

- **Security & Multi Factor Authentication** page, Coupa will prompt you to setup MFA Via Authenticator App, which you can bypass by selecting **Cancel**.



coupa Supplier Portal

Upgrade

MP

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

My Account Security & Multi Factor Authentication

Settings

Notification Preferences

Security & Multi Factor Authentication

App Connections

Multi Factor Authentication

For Payment Changes (Required for changing Legal Entity or Remit-To)

For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app store.

Default

[Change Authentication App](#)

Via Text Message

Use a code sent via text message to your phone number.

Default

Via Passkey

Use a passkey stored in your browser or on your device.

Default

Via Alternative Email

Use a code sent to an alternate email

Default

Great Lakes Dredge & Dock Company, LLC (TEST) does not allow email as an MFA factor. Please select a different factor.

GLDD recommended options

6. Admin Users

- a) **Users Menu**
- b) **Inviting and Editing Users**
- c) **Merge Requests**
- d) **Managing Legal Entities**
- e) **Managing Payment Methods**



SECTION TITLE

6a. Admin Users

Users Menu

If you joined the CSP via email invitations, by default you will be the **Admin** user for your organization., giving you full access to all CSP functions, including user (colleague) administration.

To access, click **Setup**, **Admin**, and then **Users**. From here you can:

- Invite User** – Generate a new CSP invitation to allow colleagues to join your organization's CSP instance.
- Edit** – The CSP **Permissions** and **Customers** each user can access/transact with.

Note: Non-admin users can still view the Users tab of the Admin page and invite users, but they cannot edit existing users.

The screenshot displays the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'Setup' highlighted. Below it, the 'Admin' menu is open, and the 'Users' sub-menu is selected. The 'Users' sub-menu contains several options, with 'Invite User' highlighted and labeled 'a)'. Below the menu, there is a table of users. The table has columns for 'User Name', 'Email', 'Status', 'Permissions', 'Customer Access', 'Purpose', and 'Actions'. The first row shows a user named 'TEST' with email 'test@test.com', status 'Active', and a list of permissions. The 'Customer Access' is 'Great Lakes Dredge & Dock Company, LLC (TEST)' and the 'Purpose' is 'Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing'. The 'Edit' action for this user is highlighted and labeled 'b)'. The table also shows a 'translation missing: en.no key' at the bottom.

6b. Admin Users

Inviting and Editing Users

The options available via both the **Invite User** and **Edit** user functions are similar, given both allow the **Admin user** to adjust the **CSP Permissions** and **Customers** available to the user being invited/edited.

The key differences are as follows;

- Invite User** – Requires the admin user to add the First Name, Last Name and Email of the user they wish to invite.
- Edit User** – Does not allow the admin user to change the Email of the user being edited but does allow deactivation via the **Deactivate User** button.

Please remember to **Save** any changes made.

Invite User

User Information
 First Name
 Last Name
 *Email
 Purpose

Permissions

- All
- Admin
- Orders
 - All
 - Restricted Access to Orders
- Invoices
- Catalogs
- Profiles
- ASNs
- Service Sheets
 - All
 - Restricted Access to Service Sheets
- Payments
- Order Changes
- Early Payments
- translation missing: en.no key
- Sourcing
 - Private and Public
 - Hidden, Private, and Public
- Community
 - Order Line Confirmation
 - Forecast Planner
- Workers
 - View
 - Manage
- Worker Assignments
 - View
 - Manage
- Inventory
- Quality Analyst
- Supplier Dashboard
- Contracts
 - View
 - Manage
- Payment Method Admin
- Navi Access
- Invoice Financing
- Invoice Financing Manager

Phone Number
 Country/Region
 Area Code
 Number
 Extension

Customers

- All
- Great Lakes Dredge & Dock Company, LLC (TEST)

Cancel
Send Invitation

Edit user access for ~~Michael Pickens~~

User Information
 *First Name TEST
 *Last Name TEST
 *Email mpickens00@gmail.com
 Purpose

Permissions

- All
- Admin
- Orders
 - All
 - Restricted Access to Orders
- Invoices
- Catalogs
- Profiles
- ASNs
- Service Sheets
 - All
 - Restricted Access to Service Sheets
- Payments
- Order Changes
- Early Payments
- translation missing: en.no key
- Sourcing
 - Private and Public
 - Hidden, Private, and Public
- Community
 - Order Line Confirmation
 - Forecast Planner
- Workers
 - View
 - Manage
- Worker Assignments
 - View
 - Manage
- Inventory
- Quality Analyst
- Supplier Dashboard
- Contracts
 - View
 - Manage
- Payment Method Admin
- Navi Access
- Invoice Financing
- Invoice Financing Manager


Phone Number
 Country/Region
 Area Code
 Number
 Extension

Customers

- All
- Great Lakes Dredge & Dock Company, LLC (TEST)

Cancel
Deactivate User
Save

GREAT LAKES DREDGE & DOCK COMPANY, LLC | INFO@GLDD.COM | GLDD.COM



GREAT LAKES
DREDGE & DOCK
COMPANY
IMPROVEMENTS

26

6c. Admin Users

Merge Requests

Overtime, your organization may have more than once account/profile in the CSP. This can happen when several users from the same organization register or are invited to the CSP through different email addresses/methods.

Therefore, the need may arise to merge these accounts, which can be actioned via the **Merge Requests** menu.

Here, an **Admin user** can **Initiate** a new **Merge Request** or respond to any **Open merge requests** you have received.

Note: the suggestions to merge accounts are based on email domain, and account merges **cannot be undone**.

For assistance, please either:

- Contact the [Supplier Enablement team](#)
- Follow Coupa's official guidance, found here: [Compass](#)

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The 'Admin' menu is open, showing 'Connection Requests' and 'Admin Merge Requests'. The 'Admin Merge Requests' page has a sidebar with links: 'Users', 'Worker Portal Access', 'Merge Requests' (highlighted with a red box), 'Merge Suggestions', 'Requests to Join', 'Fiscal Representatives', 'sFTP Accounts', 'cXML Errors', and 'sFTP File Errors (to Customers)'. The main content area is titled 'Initiate Merge Request' and contains a form with an email field (coupa@coupamail.edu), a reCAPTCHA 'I'm not a robot' checkbox, and a 'Request Merge' button. A warning message states: 'Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. Learn more about merging accounts.' Below the form is a section for 'Open merge requests' which displays 'All clear! No open merge requests.'

SECTION TITLE

6d. Admin Users

Managing Legal Entities

As an **Admin user**, you can also **Create** and **edit** your organization's legal entity/entities, accessible via the **Business Profile** and **Legal Entities** menus.

From here, you can either;

- a) Create a new legal entity for your organization
- b) Edit certain details of any existing Legal Entity Name.

Please note, you can only Edit the following fields of an existing Legal Entity;

- i. Legal Entity Name
- ii. Invoice from Address (excluding Country/Region)
- iii. Ship-From Address
- iv. Delete Legal Entity

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Business Profile' (highlighted), 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. Below this, a secondary navigation bar includes 'Business Profile', 'Profile Submissions', 'Legal Entities' (highlighted), 'Payment Methods', 'Information Requests', 'Performance Evaluation', and 'Subscriptions'. The main content area is titled 'Legal Entities' and features a 'Create' button (highlighted) and a search bar. A table displays the following data:

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
TESTCSP	TEST	US-99-9999998	Remit-To Address	TEST	Great Lakes Dredge & Dock Company, LLC (TEST)
			Bank Account		Great Lakes Dredge & Dock Company, LLC (TEST)

At the bottom of the table, it shows 'Per page 5 | 10 | 20'.

6e. Admin Users

Managing Payment Methods

You can also Add and edit your organization's Payment Methods, accessible via the Business Profile and Payment Methods menus.

From here, you can either;

- Add Payment Method to add a new method
- Edit existing methods
- Share a Payment Method with a customer
- Manage Linked Customers of an existing method
- Deactivate an existing method

Please, ensure you have configured appropriate Multi Factor Authentication to prevent unauthorized access/changes to your payment methods. See [section 5g](#) for more details.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Business Profile' (highlighted with a red box) and 'Payment Methods' (also highlighted with a red box). Below the navigation bar, the 'Payment Methods' section is active, displaying a table of payment methods. A red arrow points from the 'Add Payment Method' button to the table, and another red arrow points from the 'Payment Methods' menu item to the 'Actions' column of the table.

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	TESTCSP	United States	USD	TESTCSP	Great Lakes Dredge & Dock Company, LLC (TEST)	Active	

Per page: 5 | 10 | 20

7. Purchase Orders

- a) PO Emails – Email 1
- b) Po Emails – Email 2
- c) PO – Retrieval
- d) PO – Acknowledge

SECTION TITLE

7a. Purchase Orders

PO Emails – Email 1

As a CSP user, when GLDD raise a new Purchase Order, you will be notified twice via email – assuming you follow the advice of [section 5e](#).

The 1st email will be the Purchase Order itself, which is generated by GLDD's instance of Coupa, and looks per right.

This email will comprise of the:

- Order Summary – Including date, PO total, terms and contact
- Actionable Notifications – Including acknowledgement and shipping details
- Purchase Order detail – Including Bill To, Ship To, and Line-Item details
- PDF copy of the Purchase Order

Great Lakes Dredge & Dock Company, LLC Purchase Order #PO-000095

Great Lakes Dredge & Dock Company, LLC (TEST) ->_csp_email@gldd-test.coupa.com

Powered by **COUPA**

Great Lakes Dredge & Dock Company, LLC Purchase Order #PO-000095

Order Summary

Date: 03/23/26
PO Total: 120,000.00 USD
Payment Terms: Net 30
Contact: Alan Bell
abell@gldd.com

Manage Order **Create Invoice**

Orders details below

Acknowledge PO **Add Shipment Tracking** **Add Comment**

Never Miss an Order with Coupa

Orders **Invoices** **Payments**

Log In Now

Purchase Order #PO-000095

Bill To Address
Great Lakes Dredge & Dock Company, LLC
9811 Katy Freeway
Suite 1200
Houston, TX 77024
Attn: Alan Bell

Ship To Address
Great Lakes Dredge & Dock Company, LLC
9811 Katy Freeway
Suite 1200
Houston, TX 77024
65.0915
Attn: Alan Bell

Supplier Details
Pickens Procurement
14275 Northwest Freeway
Houston, TX 77040
Attn: Michael Pickens
mpickens@pickens.com
Phone +1 (832) 483-2812
Fax +1 (860) 959-1212

General Info
PO Date: 03/23/26
Payment Terms: Net 30
Currency: USD

Line #	Item Details	Quantity	Unit	Price (USD)	Total (USD)
1	Unnamed Item	1	Acre	120,000.00	120,000.00
					Total: 120,000.00 USD

One attachment • Scanned by Gmail • Add to Drive

PO-PO-000095...

SECTION TITLE

7b. Purchase Orders

PO Emails – Email 2

The 2nd email will be either titled ‘**New Purchase Order #XXX requires confirmation**’ OR a *****Copy for Reference***** email, depending upon the order type, which is generated by our instance of the CSP, and looks as per the screenshot right.


This email will comprise of the:

- CSP Verbatim – Advising the PO is available in the CSP
- Order Summary – Including Submitted by, Supplier, Total and Items
- CSP Link – To View Order
- Purchase Order detail – Including header and line-item details

GLDD recommends you click the View Order link of the 2nd email. Doing so ensures you are ready to Acknowledge the PO, as covered in [section 7d](#).

Copy for Reference New Purchase Order PO-000095 has been issued [linkbox x](#)

Great Lakes Dredge & Dock Company, LLC (TEST) <do_not_reply@gldd-test.coupahost.com>
to me

Powered by  coupa

a) Great Lakes Dredge & Dock Company, LLC (TEST) Purchase Order #PO-000095

Hi Michael,

This is to inform you Purchase Order PO-000095 from Great Lakes Dredge & Dock Company, LLC (TEST) has been issued, and this same notification has been sent to your fellow team members with access to the Coupa Supplier Portal.

b)

Submitted By	Aram Bell		
Supplier	Pickens Procurement		
Total	120,000.00 USD		
Items	Unnamed Item	1.0 Acre X 120,000.00	120,000.00 USD

c) [View Order](#)

d)

More Detail

PO ID	PO-000095	Department	None
Status	Issued - Scheduled for email	Last Opened	None
Order Date	03/23/26	Acknowledged At	None
Revision Date	03/23/26	Payment Term	Net 30
Req #	624	Shipping	None

Supplier	Shipping
Pickens Procurement 14275 Northwest Freeway Houston, TX 77040 United States mpickens163@gmail.com +1 (832) 683-2512	9811 Katy Freeway Suite 1200 Houston, TX 77024 United States Location Code: GLDDUS Attn: Aram Bell

Lines

1.0 AC Unnamed Item for 120,000.00 USD Supplier Pickens Procurement - Commodity Hand tools - Account 01 -----411004	Total	120,000.00 USD
--	-------	----------------

SECTION TITLE

7c) Purchase Orders

PO - Retrieval

Once **View Order** is clicked, you will be asked to login to the CSP. Once logged in, the Purchase Order will be displayed.

Please note, it is also possible to access the PO via the **Orders** and **Orders** menu. If you support multiple customers via the CSP, please ensure GLDD is selected (see * beside)

The CSP Po view comprised the following sections;

- General Info – Header details including **Requester**, **Payment Term** and **Acknowledged** check-box
- Shipping Details – Including **Ship-To Address** and **Terms**
- Lines – Including **Item**, **Qty**, **Price**, **Need By** date, **Supplier Part Number**, **Attachments** etc.
- Summary/Actions – Including **Create Invoice**, **Save**, and **Print View**
- Comments – Including **Comment** box and **Add Comment** function

The screenshot displays the Coupa Supplier Portal interface for a Purchase Order #PO-000095. The navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Community', and 'Add-ons'. The 'Orders' menu is highlighted. The main content area is titled 'Purchase Order #PO-000095' and contains the following sections:

- General Info (a):** Status: Issued - Sent via Email; Order Date: 03/23/2026; Revision Date: 03/23/2026; Requester: Aram Bell; Email: ajbell@gldd.com; Payment Term: Net 30; PO Notes: [Redacted]; Attachments: None; Acknowledged: [checkbox]; Assigned to: [Select].
- Shipping (b):** Ship-To Address: 8811 Katy Freeway, Suite 1200, Houston, TX 77024, United States; Location Code: GLDDUS; Attn: Aram Bell; Terms: None; Shipment Tracking: No shipment tracking.
- Lines (c):** A table with columns: Type, Item, Qty, Unit, Price, Total, Invoiced. Row 1: Unnamed Item, Qty 1, Unit Acre, Price 120,000.00, Total 120,000.00, Invoiced 0.00. Below the table are fields for Supplier Part Number, Supplier Auxiliary Part Number, Manufacturer Name, Manufacturer Part Number, and Equipment Code, all currently set to None. There is also a field for NSE Part ID and NSE Item Ref | Model | Serial No., also set to None.
- Summary/Actions (d):** Total USD 120,000.00. Buttons: Create Invoice, Save, Print View.
- Comments (e):** Enter Comment box, Add File | URL, and Add Comment button.

7d – Purchase Orders

PO - Acknowledge

Please acknowledge you have received the PO, by checking the Acknowledged box (see right) and click Save.

Purchase Order #PO-000172 | Revision 2 (Current) May 07

General Info

Status Issued - Sent via Email

Order Date 05/07/2026

Revision Date 05/07/2026

Requester Aram Bell

Email ajbell@gldd.com

Payment Term Net 30

PO Notes

Shipping

Ship-To Address 106 W 11TH ST
SHIP BOTTOM, NJ 08008
United States
Attn: Aram Bell

Terms None

Shipment Tracking

No shipment tracking.

Attachments None

Acknowledged

Assigned to Select

Lines

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	Blah	2	Case	750.00	1,500.00	0.00

Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	Equipment Code
None	None	None	None	None

NSE Part ID	NSE Item Ref Model Serial No.
None	None

Per page 15 | 45 | 90

Total USD 1,500.00

Create Invoice Save Print View

8. Invoicing

- a) **GLDD Expectations**
- b) **Flip Purchase Order to Invoice**
- c) **Header Level**
- d) **Line and Summary Level**
- e) **Successful and Unsuccessful Submissions**
- f) **Invoice Menu**
- g) **Invoice Statuses**
- h) **No-PO No-Pay Policy**




8a. Invoicing

GLDD Expectations

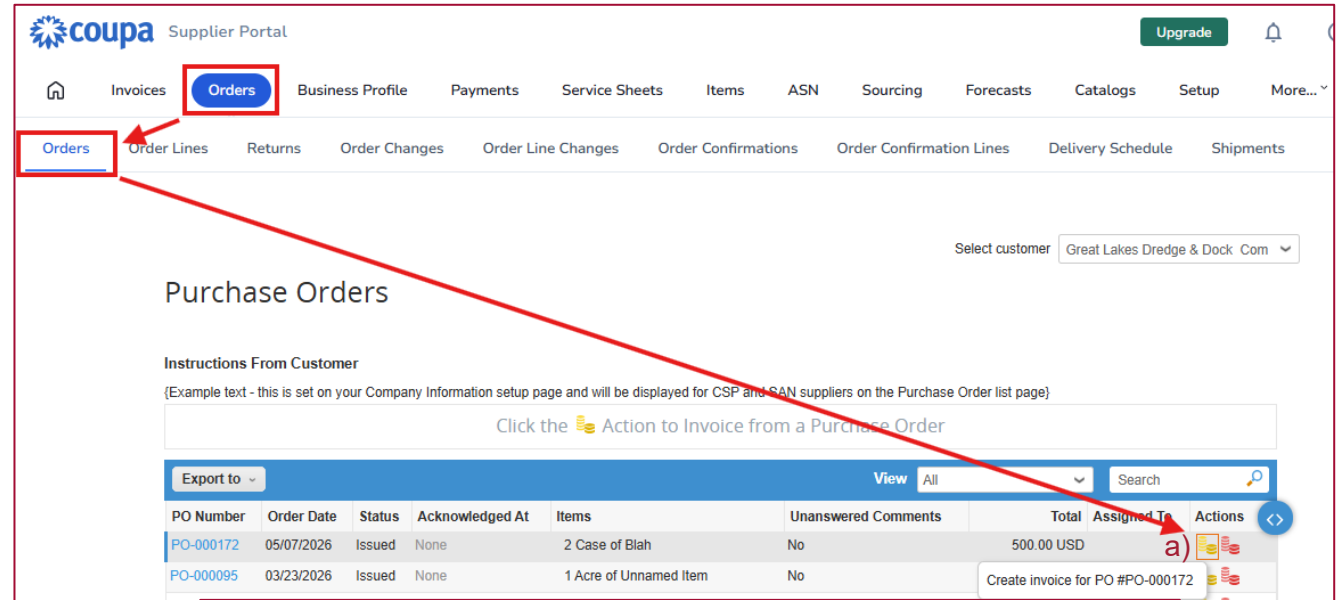
GLDD encourages **all** suppliers to submit invoices through the CSP.

Although invoices may be submitted via email at Invoices@gldd.coupahost.com, GLDD strongly encourages suppliers to **submit invoices through the CSP** to improve visibility and processing efficiency. Failure to reference a valid PO number may result in **rejection** or **delays** in payment processing.

To generate an invoice from a PO, please either 

- Click **Orders**, **Orders**, and then click the  icon of the Purchase Order due for invoicing...OR...
- ...click Create Invoice from within the PO itself.

To locate the appropriate PO for invoicing, please change the **View** to '**Orders not invoiced**' and/or enter the PO number in the **Search** function



coupa Supplier Portal

Upgrade


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

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines Delivery Schedule Shipments


Select customer: Great Lakes Dredge & Dock, Com

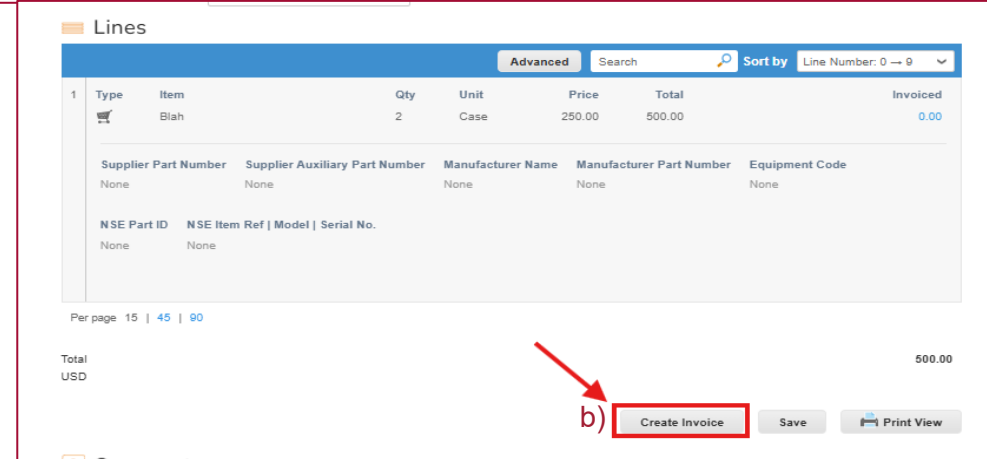
Purchase Orders

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

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
PO-000172	05/07/2026	Issued	None	2 Case of Blah	No	500.00 USD		 a)
PO-000095	03/23/2026	Issued	None	1 Acre of Unnamed Item	No			Create invoice for PO #PO-000172



Lines

Advanced Search Sort by Line Number: 0 -> 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	Blah	2	Case	250.00	500.00	0.00

Supplier Part Number: None
Supplier Auxiliary Part Number: None
Manufacturer Name: None
Manufacturer Part Number: None
Equipment Code: None

NSE Part ID: None
NSE Item Ref | Model | Serial No.: None

Per page: 15 | 45 | 90

Total USD: 500.00

b) **Create Invoice** Save Print View

8b. Invoicing

Flip Purchase Order to Invoice

A CSP invoice, like a paper or PDF invoice, comprises of three levels, being;

- a) **Header** – General Info, Invoice From and To details
- b) **Line** – All line items included on the PO being flipped
- c) **Summary** – Including taxes, Shipping and Handling

The proceeding sections will dive deeper into the functionality of each level.

Note before proceeding, please ensure you;

- i. Have a local copy of your own generated invoice ready for upload
- ii. Complete all mandatory fields, marked with an (*).

Create Invoice Create

a)

General Info

* Invoice #

* Invoice Date 05/08/2026

Payment Term Net 30

* Currency USD

Status Draft

Invoice Attachment No file chosen

Supplier Note

Attachments Add File | URL | Text

From

* Supplier Pickens Procurement

Supplier Tax ID 123456789

* Invoice From Address Pickens Procurement
14275 Northwest Freeway
Houston, TX 77040
United States

* Remit-To Address No address selected

* Ship From Address Pickens Procurement
14275 Northwest Freeway
Houston, TX 77040
United States

To

Customer Great Lakes Dredge & Dock Company, LLC (TEST)

b)

Lines Line Level Taxation

Type	Description	Qty	UOM	Price	
	TEST	5.00	Each	100.00	500.00 <input type="text"/>

PO Line PO-000077-1

Contract

Credit Line None

Supplier Part Number 111300

Billing 01-----812-740000

c)

Totals & Taxes

Lines Net Total	500.00
Shipping	<input type="text"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Tax	<input type="text"/> 0.000 % <input type="text"/> 0.000
Total Tax	0.00
Net Total	500.00
Total	500.00

8c. Invoicing

Header Level

Key fields of the header level include;

- Invoice #** - Please enter the invoice number contained on your own generated invoice. Once entered, a green tick will appear denoting you are OK to proceed. If you enter a duplicate number a red icon will appear, preventing you from submitting.
- Image Scan** – Please upload a local copy of your own generated invoice. Note, despite not showing as a mandatory field, you will not be able to submit your CSP invoice without first uploading a local invoice.
- Supplier Tax/VAT ID, Invoice From, Remit-To and Ship From Address** – If you have multiple legal entities (See [section 6d](#)), invoice from, remit-to and/or ship-from addresses, you will be able to select the appropriate ID/addresses via the dropdown/magnifying glass icons.

Remember – all IDs/addresses must match that of the internal generated invoice you attach.

Create Invoice Create

General Info

a) * Invoice # ✓

* Invoice Date

Payment Term

* Currency

Status

b) Invoice Attachment No file chosen

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier

Supplier Tax ID

* Invoice From Address
14275 Northwest Freeway
Houston, TX 77040
United States

* Remit-To Address

* Ship From Address
14275 Northwest Freeway
Houston, TX 77040
United States

To

Customer

Choose Invoicing Details

* Legal Entity

Invoice From 500.00

* Remit-To

* Ship From Address

Addresses
14275 Northwest Freeway, Houston, TX 77040, United States, United States (123456789)

Bank Accounts
Bank of America ***456 (14275 Northwest Freeway, Houston, TX 77040, United States)

8d. Invoicing

Line and Summary Level

Key fields of the line and Summary levels include;

- Line** – Adjust the Description, Qty, UoM and Price as applicable.
- PO Line** – If incorrect, change the order line of the PO you are invoicing.
- Supplier Part Number** – Can be added where applicable.
- Add Line** – Add if you need to invoice additional non-PO backed items.
- Shipping** – Please enter any applicable summary shipping charges and applicable shipping taxes, using the dropping.
- Handling** – Please enter any applicable summary handling charges and applicable handling taxes, using the dropdown
- Taxes** – Select all applicable line level taxes, using the dropdown.
- Calculate and Submit** – Before you submit, please first **Calculate** to ensure the totals match the expectation, before proceeding to click **Submit**.

Lines
 Line Level Taxation

Type	Description	Qty	UOM	Price	
	Blah	2.00	Case	250.00	500.00 ✖

PO Line
PO-000172-1

Billing
01-----331001

Contract

Credit Line
None

Supplier Part Number

+ Add Line + Pick lines from Contract

Totals & Taxes

Lines Net Total	500.00
Shipping	<input type="text" value="10"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Tax	<input type="text" value="0.000"/> % <input type="text" value="0.000"/>
Total Tax	0.00
Net Total	500.00
Total	500.00

h)



SECTION TITLE

8e. Invoicing

Successful and Unsuccessful Submissions

Given you cannot change the invoice once submitted, after clicking **Submit**, you will be prompted to confirm all details are correct.

Assuming all details are correct and all totals match, please click **Send Invoice**, or alternatively click **Continue Editing** to return to the CSP invoice.

If the submission is successful, you will automatically enter the **Invoice** menu   and be notified of the invoice's successful submission via a green banner (see right)

If any field (mandatory or otherwise) does not match GLDD's submission criteria, you will be blocked from submitting the invoice (see right)

Please correct/update the field in question and click **Calculate** and **Submit** again.

For assistance either:

Contact the [Supplier Enablement Team](#)

Follow Coupa's official guidance, found here: [Compass](#)

Are You Ready to Send?

You're about to send an invoice to **Great Lakes Dredge & Dock Company, LLC (TEST)** for a total amount of **500.00**. Once sent, you'll have to contact your customer directly to make changes to the invoice.

[Continue Editing](#)


[Send Invoice](#)

Invoices

Pickens Procurement invoice #789-999 is pending approval

Instructions From Customer

(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices 

[Create Invoice from PO](#) [Create Invoice from Contract](#) [Create Blank Invoice](#) [Create Credit Note](#)

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
789-999	05/12/2026	Pending Approval	PO-000095	120,000.00 USD	No		

Please fix the errors below

 General Info

 From

* Invoice #

* Supplier Pickens Procurement

8f. Invoicing

Invoice Menu

The Invoices menu displays all current and previous invoices and credit notes submitted for the selected customer. From here, you can:

- Create Invoice from PO** (PO Backed), **Create Invoice from Contract** (if active), **Create Blank Invoice** (Non-PO Backed – if active) and **Create Credit Note**
- Enter the details of any given Invoice/Credit Note, check the Status and preform any Actions displayed.

Note, **Actions** are only possible for certain statuses – see right
A full overview of statuses can be found in [section 8g](#).

The remaining sub menus of the Invoice menu include:

- Uploaded Invoices** – View all customers is exclusively offered through the Advanced Subscription
- Invoice Lines** – See line level invoice details per invoice
- Payment Receipts**
- Advanced** – Premium features including reminders and reports

For assistance either:

Contact the [Supplier Enablement Team](#)

Follow Coupa's official guidance, found here: [Compass](#)

Supplier Portal

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

Invoices Uploaded Invoices Invoices Lines Payment Receipts Advanced

Select customer Great Lakes Dredge & Dock

Invoices

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices

a) 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
789-999	05/12/2026	Pending Approval	PO-000095	120,000.00 USD	No		
None	05/12/2026	Draft	PO-000077	500.00 USD	No		
None	05/12/2026	Draft	PO-000077	500.00 USD	No		
None	05/12/2026	Draft	PO-000077	500.00 USD	No		
None	05/12/2026	Draft	PO-000077	500.00 USD	No		
123456	05/08/2026	Pending Approval	PO-000175	566.25 USD	No		
0001	03/12/2026	Pending Approval	PO-000077	500.00 USD	No		
TESTINV123	03/06/2026	Pending Approval	PO-000077	541.25 USD	No		

Invoices Orders Business Profile Payments Service Sheets

Invoices Uploaded Invoices Invoice Lines Payment Receipts Advanced

i)

ii)

iii)

iv)

8g. Invoicing

Invoice Statuses

A summary of invoice statuses is shown below.

Status	Description
Abandoned	The disputed invoice has been abandoned. GLDD can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.
Approved	The invoice has been accepted for payment by GLDD.
Disputed	The invoice has been disputed. For more information, see Disputed invoices .
Draft	The invoice has been created, but it has not been submitted to GLDD yet.
Pending Approval	The invoice is currently under review by GLDD.
Processing	The invoice is being processed by the AP department and should be paid soon.
Voided	Something is wrong with the invoice. Contact GLDD to get the invoice back on track.

8h. Invoicing

No-PO No-Pay Policy

Please note, GLDD operates on a No-PO No-Pay policy.

The PO Flip invoicing process outlined in Sections [8a-8e](#) is GLDD's preferred invoicing method.

If you are unable to submit an invoice through the CSP, GLDD can accept PDF invoices submitted via email to Coupa.Suppliers@gldd.com.

Please ensure you have a **valid PO number** before commencing the invoicing process. If you do not have a PO number, or if the PO is not visible in the CSP, please contact your local GLDD representative for assistance.

9. Credit Notes


- a) **Credit Note generation methods**
- b) **Header lever of a credit note**
- c) **Line and Summary Level of Credit Note**
- d) **Successful and Unsuccessful Submissions**
- e) **Generation via Create Credit Note from within the Invoices menu**



9a. Credit Notes

Credit Note generation methods

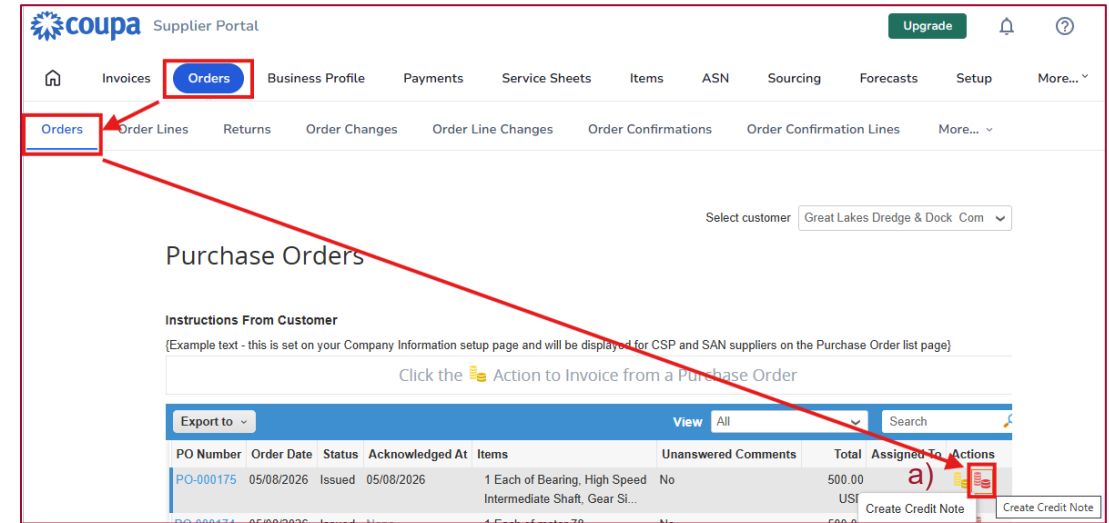
A credit note, like an invoice, can be generated by two methods:

- Click **Orders**, **Orders** and then click the icon  of the Purchase Order due for crediting...OR...
- ... click **Invoices**, **Invoices** and click **Create Credit Note** from within the Invoices menu.

To locate the appropriate PO for invoicing, please enter the PO number in the **Search** function in either the **Orders** or **Invoices** menu.

Both methods will generate a **Credit Note** containing the same **Header**, **Line** and **Summary** levels as the invoice.

The difference being that method b) does not flip the PO to a credit note but instead requires you to select the invoice against which to credit (see [section 9e](#)).



coupa Supplier Portal

Upgrade


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

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...


Select customer: Great Lakes Dredge & Dock Com

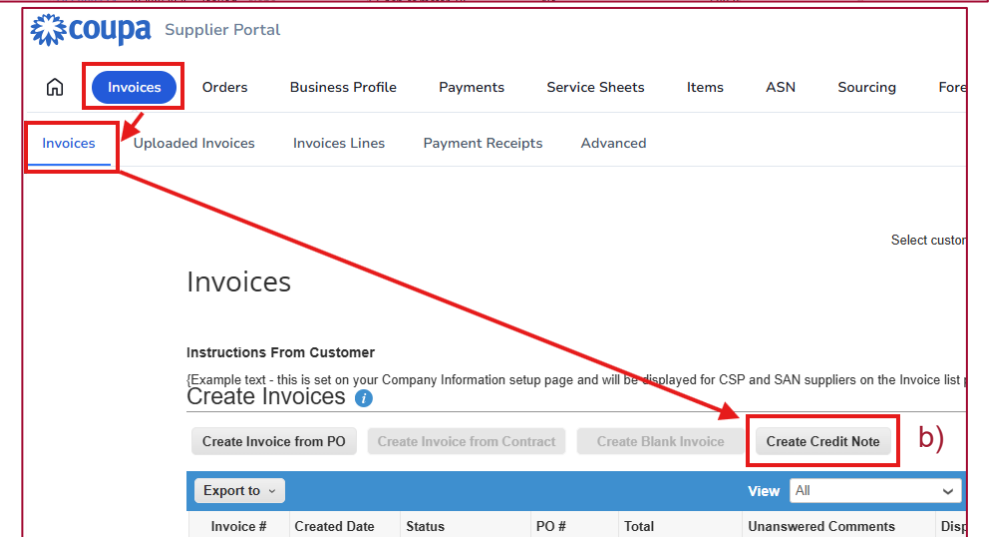
Purchase Orders

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

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
PO-000175	05/08/2026	Issued	05/08/2026	1 Each of Bearing, High Speed Intermediate Shaft, Gear Sl...	No	500.00	USF	 Create Credit Note



coupa Supplier Portal


Home **Invoices** Orders Business Profile Payments Service Sheets Items ASN Sourcing Fore

Invoices Uploaded Invoices Invoices Lines Payment Receipts Advanced

Select customer

Invoices

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list)

Create Invoices 

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note** b)

Export to View All

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dis
-----------	--------------	--------	------	-------	---------------------	-----

9b. Credit Notes

Header Level of Credit Note

Key fields of the header level include;

- Credit Note #** - Please enter the credit note number contained on your own generated credit note. Once entered, a green tick ✓ will appear confirming you are OK to proceed. If you enter a duplicate number a red icon ⚠ will appear, preventing you from submitting.
- Original Invoice #** - Please enter the original invoice number against which you are crediting.
- Invoice Attachment** – Please upload a local copy of your own generated credit note. Note, despite not showing as a mandatory field, you **will not** be able to submit your CSP credit note without first uploading a file.
- Supplier Tax/VAT ID, Invoice From, Remit-To and Ship From Address** – If you have multiple legal entities, invoice from, remit-to, and/or ship-from addresses, you will be able to select the appropriate ID/addresses via the dropdown/magnifying glass icon 🔍.

Create Credit Note Create

General Info

a) * Credit Note # ✓

* Credit Note Date 📅

Payment Term

* Currency ▼

Status

b) * Original Invoice #

* Original Invoice Date 📅

c) Invoice Attachment GLDD Invoi...irements.pdf

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier

d) Supplier Tax ID ▼

* Invoice From Address 🔍
14275 Northwest Freeway
Houston, TX 77040
United States

d) * Remit-To Address 🔍

* Ship From Address 🔍
14275 Northwest Freeway
Houston, TX 77040
United States

To

Customer

Choose Invoicing Details ✕

* Legal Entity ▼

Invoice From 🔍

* Remit-To ▼

* Ship From Address ▼

Addresses

14275 Northwest Freeway, Houston, TX 77040, United States, United States (123456789)

Bank Accounts

Bank of America ***456 (14275 Northwest Freeway, Houston, TX 77040, United States)

9c. Credit Notes

Line and Summary Level of Credit Note

Key fields of the Line and Summary levels include;

- Line** – Adjust the description, Qty, UoM (Unit of Measure) and Price as applicable.
- PO Line** – If incorrect, change the order line of the PO you are crediting.
- Supplier Part Number** – Can be added where applicable.
- Add Line** – Add if you need to credit additional non-PO backed items.
- Shipping** – Please enter any applicable summary shipping charges and shipping taxes, using the dropdown. Credit values must be negative.
- Handling** – Please enter any applicable summary handling charges and handling taxes, using the dropdown. Credit values must be negative.
- Taxes** – Select all applicable line level taxes, using the dropdown.
- Calculate and Submit** – before you submit, please first Calculate to ensure the totals match expectation, before proceeding the click Submit.

Lines
 Line Level Taxation

Adjustment Type Quantity

Type	Description	Qty	UOM	Price	
a)	Bearing, High Speed In	-1.0	Each	500.00	-500.00 ✕

b) PO Line

Contract

c) Supplier Part Number

Billing
 10-----R030-M-10-001-1-812-749999

d) + Add Line + Pick lines from Contract

Totals & Taxes

Lines Net Total	-500.00
e) Shipping	<input type="text"/>
f) Handling	<input type="text"/>
Misc	<input type="text"/>
g) Tax:	<input type="text"/> <input type="text"/> % <input type="text"/>
Total Tax:	0.00
Net Total	-500.00
Total	-500.00

h) Delete Cancel Save as Draft Calculate Submit



Remember, quantities, UoMs, taxes and totals must match that of the local generated credit note you upload.

9d. Credit Notes

Successful and Unsuccessful Submissions

Given you cannot change the credit note once submitted, after clicking **Submit**, you will be prompted to confirm all details are correct.

Assuming all details are correct and all totals match, please click **Send Credit Note**, or alternatively click **Continue Editing** to return to the CSP credit note.

If the submission is successful, you will automatically enter the **Invoice** menu   and be notified of the credit note's successful submission via a green banner (see right)

If any field (mandatory or otherwise) does not match GLDD's submission criteria, you will be blocked from submitting the credit note (see right)

Please correct/update the field in question and click **Calculate** and **Submit** again.

Are You Ready to Send? ✕

You're about to send an credit note to **Great Lakes Dredge & Dock Company, LLC (TEST)** for a total amount of **-500.00**. Once sent, you'll have to contact your customer directly to make changes to the credit note.

Continue Editing **Send Credit Note**

Invoices

Pickens Procurement credit note #CN-TEST-1 is pending approval ✕


Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)
Create Invoices ?

Create Invoice from PO **Create Invoice from Contract** **Create Blank Invoice** **Create Credit Note**

Export to **View** All

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
CN-TEST-1	05/13/2026	Pending Approval	PO-000095	-120,000.00 USD	No		

Please fix the errors below

 **General Info**

* **Credit Note #**

9e. Credit Notes

Generation via Create Credit Note from within the Invoices menu

When crediting via the **Create Credit Note** button from within the Invoices menu, you will be required to:

- a) Select the **Reason**
 - i. Use **'Resolve issue for invoice number'** to credit invoices in a disputed states
 - ii. Use **'Other (e.g. rebate)'** to credit an invoice due to any other purpose.
- b) If **'Resolve issue for invoice number'** is chosen, you will need to select either;
 - i. **Completely cancel the invoice with a credit note** – full credit
 - ii. **Adjust invoice with a credit note** – partial credit

If a full credit is selected, you will see the following message at the top of the resulting Credit Note submission screen..

This credit note applies to invoice 123456. When approved, the credit will fully cancel the invoice's impact to the transaction.

If you require further support regarding raising credit notes, please either contact the [Supplier Enablement team](#) or Follow Coupa's official guidance, found here: [Compass](#)

10. Payments

- a) **Payment Information View**
- b) **Payments Menu**



10a. Payments

Payments Information View

The CSP provides an overview of payment statuses, per invoice, via the **Payment Information** View of the **Invoices** menu.

coupa Supplier Portal Upgrade

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

Invoices Uploaded Invoices Invoices Lines Payment Receipts Advanced

Select customer Great Lakes Dredge & Dock

Invoices

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices ⓘ

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	Unans	Reason	Actions
CN-TEST-1	05/13/2026	Pending Approval	PO-000095	-120,000.00 USD	No		
789-999	05/12/2026	Pending Approval	PO-000095	120,000.00 USD	No		
123456	05/08/2026	Pending Approval	PO-000175	566.25 USD	No		
0001	03/12/2026	Pending Approval	PO-000077	500.00 USD	No		
TESTINV123	03/06/2026	Pending Approval	PO-000077	541.25 USD	No		

Per page 15 | 45 | 90 Show Count

View dropdown menu options: All, Abandoned, Approved, Credit Notes, Disputed, Disputes with a supplier response, Disputes without supplier response, Draft, Overdue Invoices, **Payment Information**, Pending Approval, Processing, Processing Failed, Unpaid Invoices, Voided, Create View

The resulting view displays payment-specific info such as...

- **Paid** – Yes/No
- **Payment Term** – The Payment Term of the invoice, including any early payment discount term chosen at invoice submission.
- **Payment Information** – Including the payment run number, date of payment run and resulting payment currency and value.

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to View Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	PO-000095	CN-TEST-1	Pending Approval	05/13/2026	Net 30	05/13/2026	
No	PO-000095	789-999	Pending Approval	05/12/2026	Net 30	05/12/2026	
No	PO-000175	123456	Pending Approval	05/08/2026	Net 30	05/08/2026	
No	PO-000077	0001	Pending Approval	03/12/2026	Net 30	03/12/2026	
No	PO-000077	TESTINV123	Pending Approval	03/06/2026	Net 30	03/06/2026	

Per page 15 | 45 | 90 Show Count



10 b. Payments

Payments Menu

Please note, the **Payments** menu applies only to payments made through **Coupa Pay**. **Currently GLDD does not support this feature**, and therefore all payment information is displayed within the **Invoices** menu – see section [10a](#).

coupa Supplier Portal

Upgrade

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

Invoice Payments PO Payments

Select customer Great Lakes Dredge & Dock Com

Invoice Payments

Instructions From Customer
Payments made by **Coupa Pay Customers** will be displayed below

Remittance by Payment # Remittance by Invoice #

Export to View All Search

Payment #	Invoice #	Status	Payment Method	Payment Released Date	Total	Actions
No rows.						

Per page 15 | 45 | 90 Show Count

Feature not supported by GLDD



11. Supplier Information Management (SIM) Requests

- a) **SIM Overview**
- b) **The 2 types of SIM Forms**
- c) **Completing the SIM Forms**
- d) **Completing the SIM forms continued**



11a. SIM Requests

SIM Overview

GLDD may request information from you to update their own Coupa master data, which will arrive in the form of a **Supplier Information Management (SIM)** request.

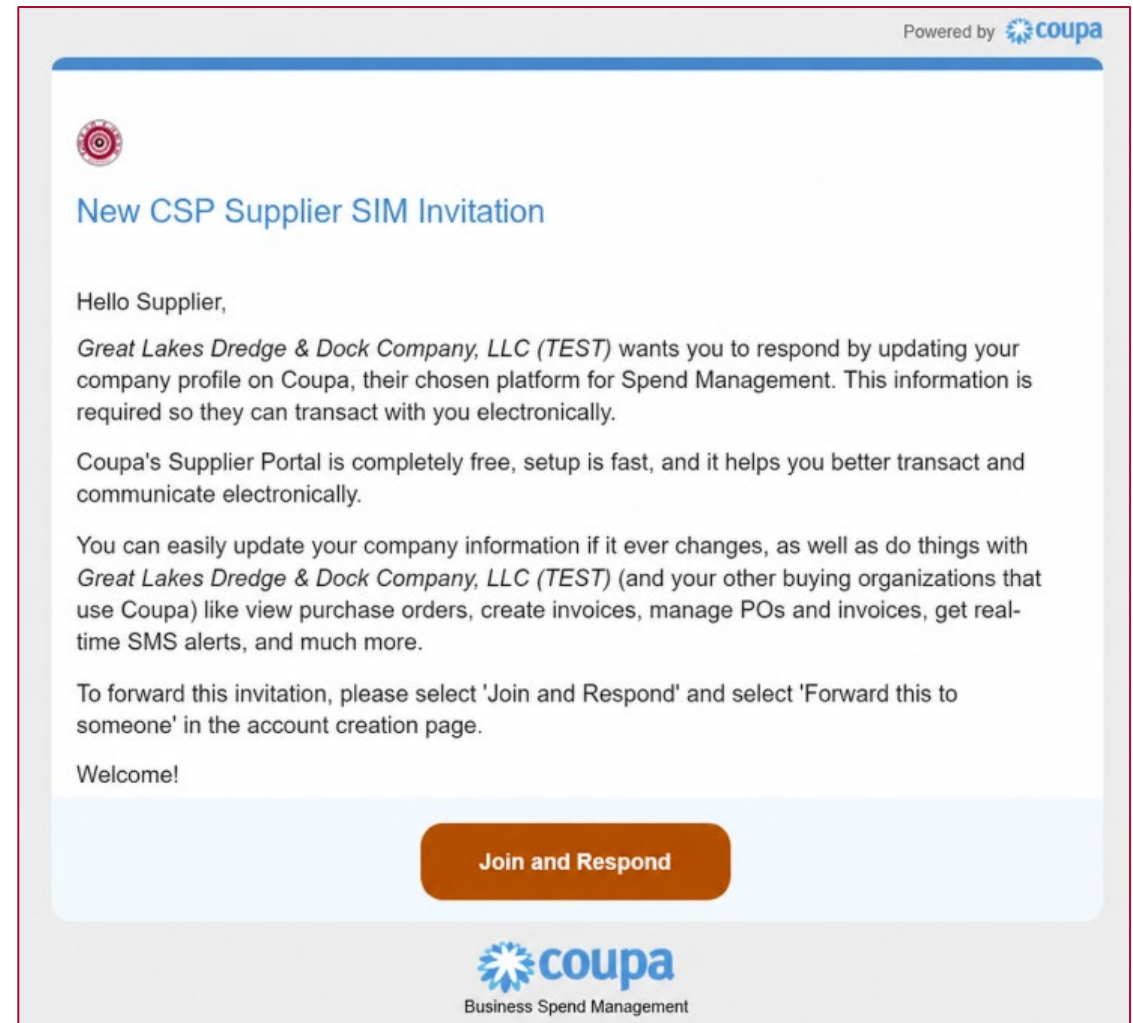
Typically, such requests will arrive to either:

- 1) **New** supplier – pending future transactions
- 2) **Existing** Supplier – requiring periodic review

In both instances, you will receive an email notifying you that a SIM requests is pending your completion.

The example beside shows the email invitation you receive as a **New** supplier, who is being asked to first register for the CSP, before completing the relevant SIM form.

Please click **Join and Respond** (New Supplier) or **Update Profile** (Existing Supplier)



11b. SIM Requests

The 2 SIM Form variants

GLDD currently operates 2 distinct SIM forms:

- 1) External Supplier Onboarding Form
- 2) External Supplier Update Form

An overview of the topics requested by each form can be seen below...

SIM Topic	1) Onboarding Form	2) Update Form
Supplier Information	✓	✓
Primary Contact Information	✓	✓
Supplier Email Information	✓	✓
Primary/Alternative Addresses	✓	✓
Remit-To Addresses	✓	✓
Banking Details	✓	✓
Tax Information	✓	✓
Additional Information	✓	✓

11c. SIM Requests

Completing the SIM forms

When completing a SIM form, please scroll through each section and complete all fields shown. Mandatory fields are denoted by an asterisk (*).

If you have already registered for the SCP, you will notice some fields have been auto-filled with the information you entered during the CSP Onboarding (See [section 4](#)).

You can **Save** a form at any point to return to it later.

Once all details are completed, please click **Submit for Approval**.

If successful, a green banner will appear noting **'Your information has been submitted'**, and you will be notified via email titled **'Profile Info Recently Updated for GLDD on Coupa'**.

Once the internal approval process is complete, you will receive a further email titled, **'Profile Info submitted to GLDD was Approved'**

If you require further support regarding SIM forms, please contact the [Supplier Enablement Team](#).

Please note, it is also possible to access assigned SIM forms via the **Business Profile and Information Requests** menu.

The screenshot displays the Coupa Supplier Portal interface. The top navigation bar includes 'Business Profile' and 'Information Requests', both highlighted with red boxes. A red arrow points from the text above to the 'Business Profile' menu item. Below the navigation, a green banner with a checkmark and an 'X' icon reads: 'We have auto-filled some information from your Public Profile.' The main content area shows a form for 'Great Lakes Dredge & Dock Company, LLC (TEST) - CSP Test 2'. The form is divided into sections: 'Supplier Response', 'Supplier Information' (CSP Test 2), 'General Information' (Supplier Name: Pickens Procurement, Doing Business As: CSP Test 2), and 'Contact Information' (Primary Contact: Procurement X).

11d. SIM Requests

Completing the SIM forms continued

The **Vendor Size** section requires you to select the **business size** that applies to your company.

To add a **Supplier Diversity**, select '**Add Diversity**' then complete the '**Diversity Category**', select the **Agency** that issued certificate, enter **Effective** and **Expiration** dates, and attach a **copy** of your **Diversity Certificate**.

If you need to add **multiple Diversity Certificates** click '**Add Diversity**' and follow above instructions for **each Certificate**.

If you require further support regarding SIM forms, please contact the [Supplier Enablement Team](#).

* Vendor Size

Supplier Diversity

If you are a small or diverse business, add the categories that apply to you.

[Add Diversity](#)

Supplier Diversity

Country

United States

Diversity Category

Q

Diversity Certificate

Agency

Select

Effective Date

mm/dd/yyyy

Expiration Date

mm/dd/yyyy

Attachments

[Add File](#)

Description

12. Support

Who to contact?

If you require further assistance regarding any functionality of the Coupa Supplier Portal, please contact **GLDD's** dedicated support team via the following mailbox:

Coupa.Suppliers@gldd.com

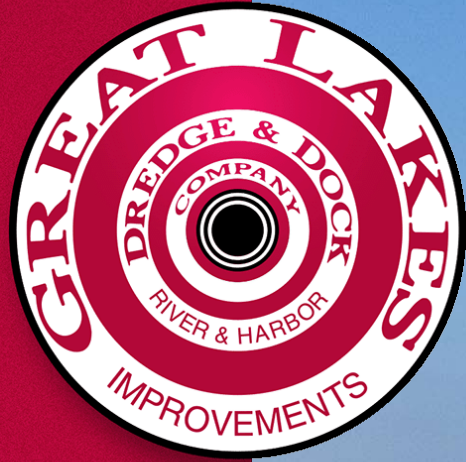
Coupa also offers various support materials for suppliers transacting via the Coupa Supplier Portal, including:

[Help Page | Coupa Suppliers - https://supplier.coupa.com/help/](https://supplier.coupa.com/help/)

[FAQ | Coupa Suppliers - https://compass.coupa.com/en-us/support/help-for-suppliers](https://compass.coupa.com/en-us/support/help-for-suppliers)

[Coupa Compass - https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers](https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers)

Along with their own dedicated mailbox: supplier@coupa.com



GREAT LAKES
DREDGE & DOCK COMPANY, LLC

