

GREAT LAKES

DREDGE & DOCK COMPANY, LLC



Coupa Supplier Portal (CSP) Reference Guide

CONSTRUCTING AND PROTECTING COASTAL AND MARINE INFRASTRUCTURE



SUPPORTING THE OFFSHORE ENERGY INDUSTRY



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

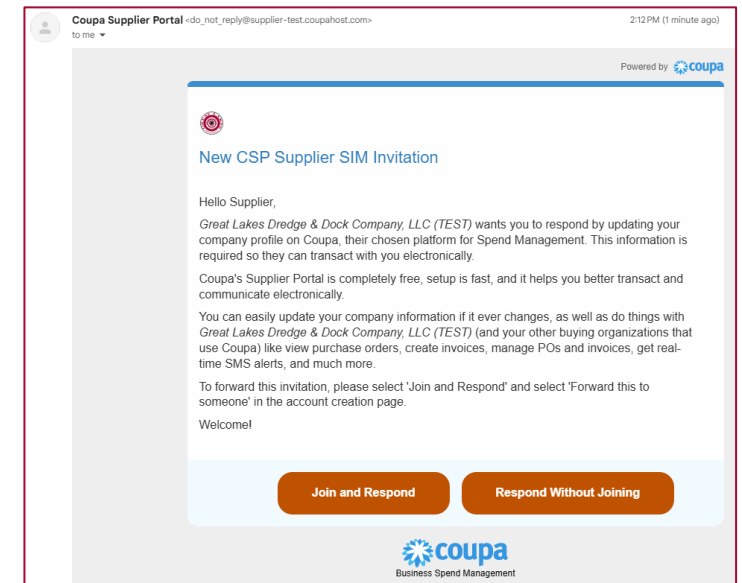
You will receive an email from GLDD, via the mailbox do_not_reply@supplier.coupahost.com, containing tow options...

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.

SECTION TITLE

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.

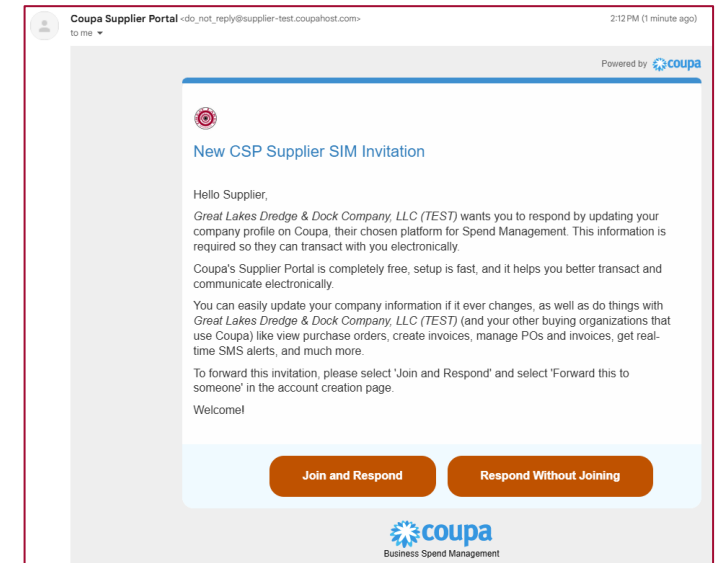
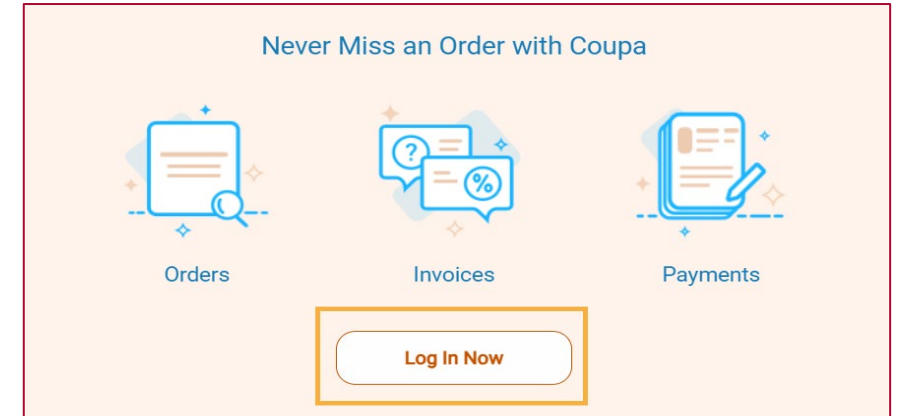
Simply click on the **Log in Now** option (or **Join and Respond** – see [section 11a](#)) to commence the registration process.

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.



2c. Way to join continued

Connecting via a self-originated connection request

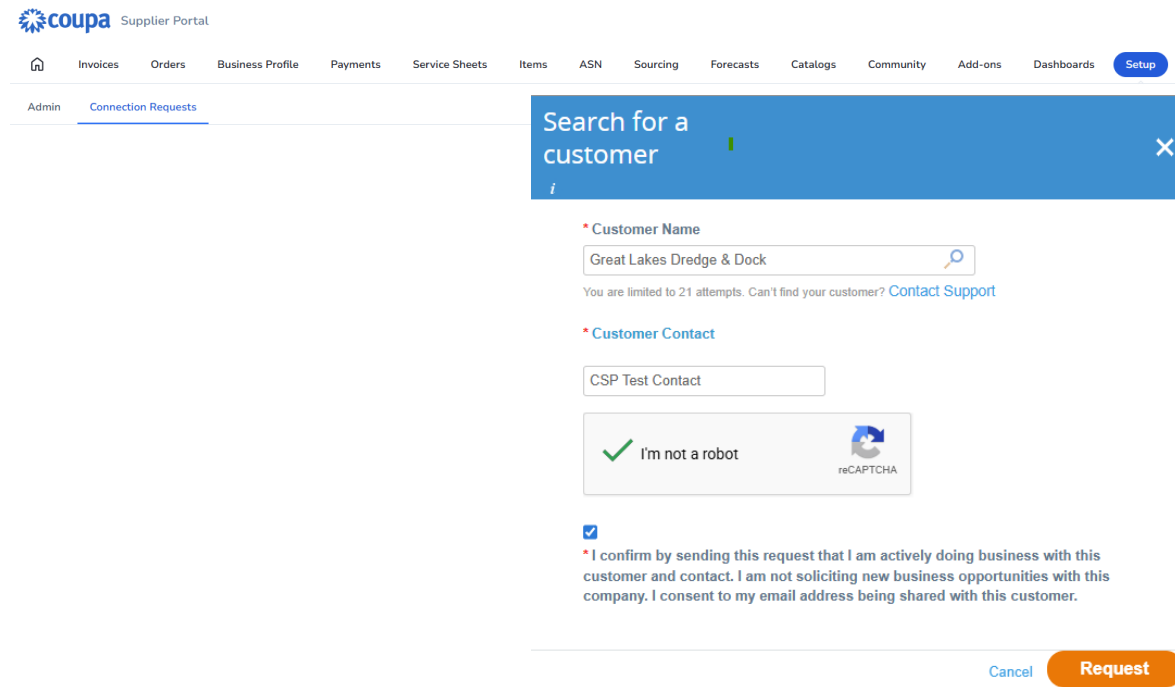
4) Joining via a connection request

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, titled 'Search for a customer'. The search input contains 'Great Lakes Dredge & Dock'. Below the search input, a message states: 'You are limited to 21 attempts. Can't find your customer? [Contact Support](#)'. The 'Customer Contact' field contains 'CSP Test Contact'. A reCAPTCHA widget is present with the text 'I'm not a robot' and a checked checkbox. 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;

- a) Organization's legal **Business Name**
- b) **First Name/Last Name**
- c) **Password/Confirm password**
- d) **Country/Region** of your organization's legal entity that transacts with GLDD
- e) **Tax Registration** of your organization's legal entity that transacts with GLDD
- f) Please **accept** the necessary T&Cs
- g) 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**
CSP Test 2
Your legal business name (or legal personal name if an individual)

* **Email**
mpickens999@gmail.com

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

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

* **Country/Region** United States * **Tax ID** 55-1234567
 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.coupahost.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

United States 301 Water Street SE (+)

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

Washington Washington DC 20003

United States

i) Invoice-From Code  ii) Preferred Language

 English (US)

[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"/>
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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

Continue Purchase Verified Purchase Advanced

Cancel Save and Next

5. 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**



5a. 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.

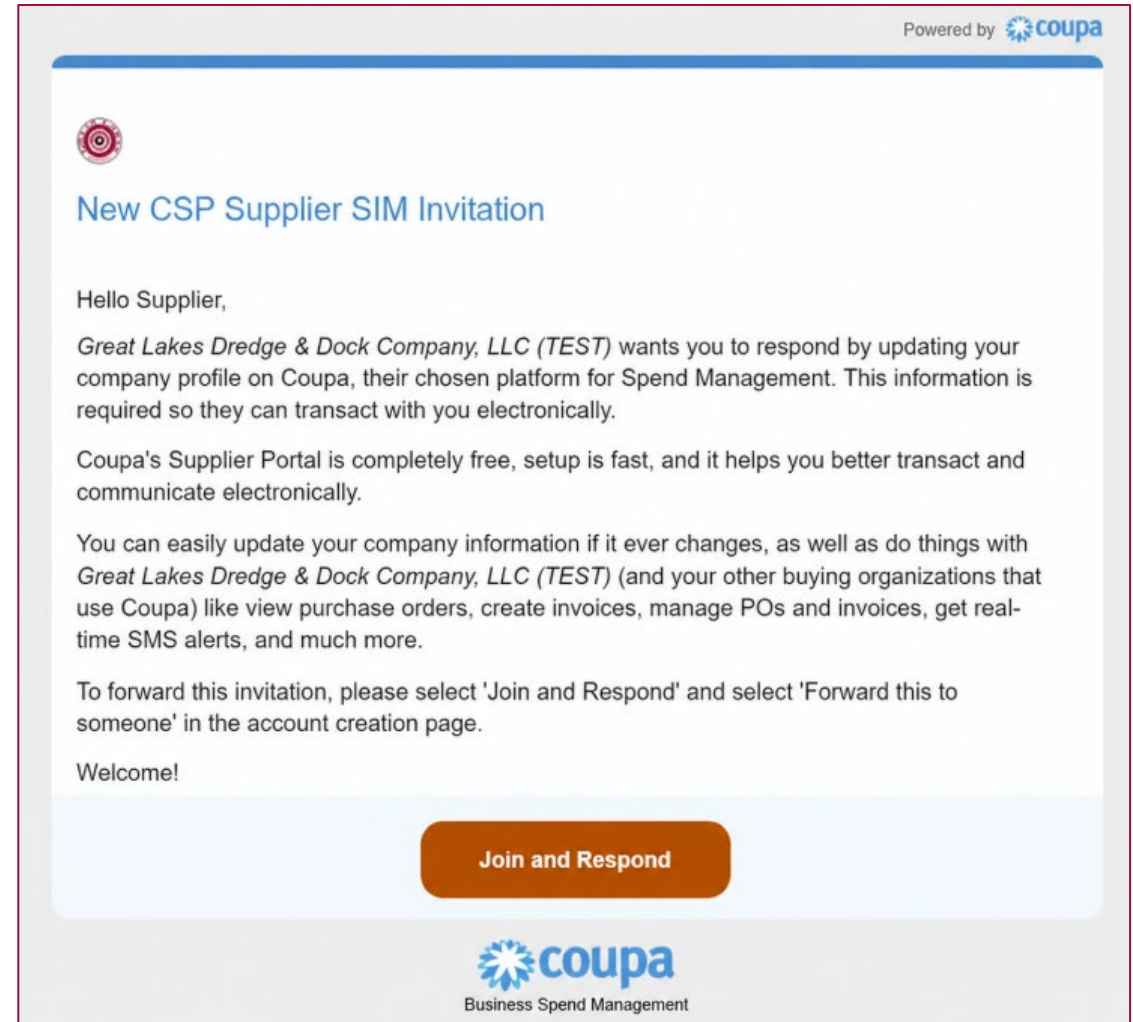
Typically, such requests will arrive to either:

- 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)



5b. 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	✓	✓

5c. 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 shows 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 displays the message: 'We have auto-filled some information from your Public Profile.' The main content area shows the 'Supplier Response' form for 'Great Lakes Dredge & Dock Company, LLC (TEST) - CSP Test 2'. The form is divided into sections: 'General Information' with fields for 'Supplier Name' (containing 'Pickens Procurement') and 'Doing Business As' (containing 'CSP Test 2'); and 'Contact Information' with a 'Primary Contact' section containing a 'Contact Purpose' field (containing 'Procurement X').

5d. 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

Select

Large Business

Small Business (Small Entity-Rental Unit Office, Apartment, Rental Space)

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

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

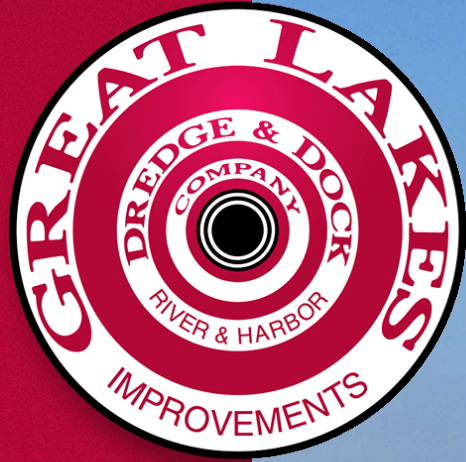
Coupa also offers various support materials for suppliers transacting via the Coupa Supplier Portal, including:

[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



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