

Support: CSP Help Guide

Accessing Support

- a) Click on the “Help” button in the top right hand corner and select “Online Help”
- b) For self-serve help, select one of the four options below depending upon the nature of your request
- c) For support from Coupa, please click on “Contact Us” in the bottom left-hand corner of the page

Get Started with the CSP

Contains information about registering on CSP; accepting a customer-driven invitation; navigating CSP; creating and updating public or customer-specific profiles; enabling or disabling two-factor authentication; accessing, viewing and acknowledging notifications.

Administer the CSP

Contains information on adding a new remit to address; managing your admin settings; administering merge requests with the accounts of colleagues; adding fiscal representatives; viewing the terms of use agreement for your CSP account.

Work with the CSP

Contains information on accessing POs and invoices and interpreting relevant information; creating credit notes; uploading and editing a catalog; configuring punch-out enablement.

CSP FAQ

Contains detailed scenarios and more information about ensuring your organization is able to properly transact with NAL. This information is broken down into pertinent topics to help you easily find what you are looking for.

Coupa Link:

<https://supplier.couphost.com>

Support Email:

B2B.Support@nal.ca

Tips:

- ✓ For technical support using CSP, contact Coupa at supplier@coupa.com
- ✓ For support regarding your invoices, purchase orders or general questions for NAL, contact NAL at: B2B.support@nal.ca

Coupa Support Page: https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal

Coupa Support Videos: https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Get_Started_with_the_CSP/02_CSP_Videos