



What to Expect after Signing a Contract and/or Receiving a Purchase Order

1. You are set up as a supplier in Coupa, what now?
 - View and acknowledge all purchase orders
 - Create invoices directly through the Coupa Supplier Portal (CSP)
 - Monitor invoice payment statuses
 - Download your historic invoices
 - Manage all your customers who are using Coupa on one organized dashboard

2. If you haven't already, sign up for a Coupa Supplier Portal account.
 - The CSP is easy to sign up for and provides you the ability to:
 - Create invoices directly through the Coupa Supplier Portal (CSP)
 - Monitor invoice payment statuses
 - View and acknowledge all purchase orders
 - Download your historic invoices
 - Manage all your customers who are using Coupa on one organized dashboard

Coupa Supplier Site - <https://supplier.couphost.com/sessions/new>
Coupa Supplier Help - https://success.coupa.com/Suppliers/For_Suppliers

3. How do I submit an invoice once the goods/services have been rendered?
 - All invoices should be submitted through the Coupa Supplier Portal account.
 - If you are unable to submit through the Coupa Supplier Portal, Coupa offers other methods of electronic submission for invoices:
 - cXML
 - CSV
 - SAN (Supplier Actionable Notification)
 - If you want to use any of above methods, please reach out to us at accounts.payable@farmersinsurance.com.

4. How do I update our ACH/banking information?
 - Please reach out to the Farmers business contact to process the update in Coupa. Please include the following:
 - Explanation of change on company letterhead
 - New W9 or W8 for name changes
 - Changes to bank remittance information
 - Adding or changing a remittance address

5. My invoice was disputed, now what?
 - If you think the invoice is accurate, please contact the business unit to discuss
 - If you entered the invoice incorrectly, the invoice must be disputed, if you don't see the status of "disputed" you'll need to contact the business unit.

- If the invoice is showing “disputed”, either “void” the invoice and start over or “correct invoice” to make the necessary corrections.

Contact Information for Farmers:

Invoice Questions:

Email us at accounts.payable@farmersinsurance.com

Purchasing & Contract Request Questions:

Email us at usw.procurement.operations@farmersinsurance.com