

SUPPLIER FAQ

S/N	Topic	Query	Answer
1	General	What is Coupa or ComPASS?	<p>ComfortDelGro Corporation and its local subsidiaries are in the midst of transitioning to an Electronic Procurement system. Phase 1 Go-Live for SBS Transit is estimated to be in the first week of August 2020.</p> <p>Coupa will be used to send purchase orders to and receive invoices electronically from suppliers.</p> <p>Once fully launched, this new system will provide significant benefits to our suppliers, including:</p> <ul style="list-style-type: none"> • Greater control over order processing • Easily convert purchase orders into invoices • Faster invoice-to-pay process • Ability to track the status of your invoices • Better communication with ComfortDelGro and its subsidiaries <p>No installation of hardware or software is required as this is web-based. And it is entirely Free-of-Charge for our suppliers.</p> <p>We require our suppliers to register on Coupa Supplier Portal (CSP) to transact with us moving forward.</p> <p><i>ComPASS is an internal name we have given to our Coupa E-Procurement system.</i></p> <p><i>It stands for:</i> ComfortDelGro Procurement Analytics Sourcing and Supplier Management</p>

2	General	What should I do now?	<p>Phase 1 Go-Live is applicable to suppliers providing goods and services to SBS Transit Ltd and SBS DTL Pte Ltd.</p> <p>This means that when the system goes live, suppliers of SBS Transit Ltd and SBS DTL Pte Ltd can receive Purchase Orders and can submit Invoices electronically through Coupa Supplier Portal.</p> <p>Step 1: Look out for an email to register on Coupa Supplier Portal (CSP)</p> <p>Step 2: Use the email to register an account with CSP and submit your company profile questionnaire to us via CSP</p>
3	Registering on “Coupa Supplier Portal” (CSP)	How do I register on CSP?	Refer to guide “How to register on CSP”
4	Registering on “Coupa Supplier Portal” (CSP)	I did not get any emails despite the buyer telling me that email has been sent to me for CSP registration	<p>Please get your IT department to whitelist do_not_reply@supplier.coupahost.com</p> <p>OR</p> <p>Check your junk/spam mail boxes for emails from “Coupa Supplier Portal” or “ComfortDelGro ComPASS”</p>
5	Purchase orders	How do I receive Purchase Orders from ComfortDelGro or its subsidiaries after I have registered on CSP?	Refer to guide “How to transact with us”
6	Invoices	How do I submit invoice to ComfortDelGro or its subsidiaries using CSP?	Refer to guide “How to transact with us”
7	Tenders	How do I participate in tenders?	Refer to guide “How to participate in tenders”

8	Tenders	Why can't I see my tender events in CSP?	<p>Tender events are not inside CSP, as it has not been catered for by Coupa.</p> <p>You can access tender invitations through email sent to you by the buyer</p>
9	General	What other things can I do now while waiting for the system to Go-Live?	<p>You may visit our webpage for updates and related guides.</p> <p>You may share the guides with your internal colleagues from different departments (e.g. Accounts Receivables, Sales etc) to align with them on the processes of purchase orders and invoices moving forward.</p> <p>You may also visit the links that we have provided on Coupa's resources to access videos and more guides and FAQs regarding Coupa</p>
10	General	When will the other subsidiaries Go-Live?	Please refer back to this webpage for the latest updates

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