



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

*Guiding you through your purchases*

Powered by  **coupa**

# Introduction to ComPASS and Support Team

Updated on 24 March 2025

The instance that used by ComfortDelgro Corporation (CDG) is known as **ComPASS**. The engine behind ComPASS is **Coupa** - a cloud-hosted procure-to-pay solution.

ComPASS is used to

- Manage suppliers' records
- Invite Suppliers to participate in Sourcing events (e.g. RFQ, RFP)
- Issue Purchase Orders to our Suppliers
- Enter into contracts with awarded Suppliers
- Receive and process invoices for payment

With effect from January 2021, Suppliers are required to submit invoices through the Coupa Supplier Portal (CSP) (<https://supplier.coupahost.com/sessions/new>).

## ComPASS Support

- **supplierAsk\_ComPASS@comfortdelgro.com**
- Registration on Coupa Supplier Portal for ComPASS
- Change in primary administrator or company details
- Invoicing queries – Refer to next slide

## Coupa Supplier Support

- **supplier@coupa.com**
- Issues with logging in, connectivity, system errors
- Feedback/Enhancement requests on Coupa Supplier webpage

## Supplier's Primary Administrator

- Manage account setup - legal entity, business details etc
- Manage internal user accounts – granting of access, roles and permissions

## ComfortDelGro Finance AP Contacts

For enquiries on invoicing and payment matters, please reach out to “Support Team” for assistance. If you do not receive any response from “Support Team” within 3 business days, please contact “AP Lead”.

Business Unit	Support Team (1 <sup>st</sup> level Support)	AP Lead (2 <sup>nd</sup> level Support)
<ul style="list-style-type: none"><li>SBS Transit Ltd</li><li>SBS Transit Rail Pte. Ltd.</li></ul>	sbs_ap@sbstransit.com.sg	Cheng Siew Ling <a href="mailto:chengsiewling@sbstransit.com.sg">chengsiewling@sbstransit.com.sg</a>
<ul style="list-style-type: none"><li>ComfortDelgro Engineering Pte Ltd (CDGE)</li></ul>	cdge_ap@cdge.com.sg	Julie Wong <a href="mailto:juliewong@comfortdelgro.com">juliewong@comfortdelgro.com</a>
<ul style="list-style-type: none"><li>JIC Inspection Services Pte Ltd</li><li>Setsco Consultancy International Pte. Ltd.</li><li>VICOM Inspection Centre Pte Ltd</li><li>VICOM Ltd</li></ul>	suraya@setsco.com	Johnsy Rani <a href="mailto:johnsy@vicom.com.sg">johnsy@vicom.com.sg</a>
<ul style="list-style-type: none"><li>Setsco Services Pte Ltd</li></ul>	carinelim@vicom.com.sg	Johnsy Rani <a href="mailto:johnsy@vicom.com.sg">johnsy@vicom.com.sg</a>
<ul style="list-style-type: none"><li>Other Business Units not listed above</li></ul>	group_ap@comfortdelgro.com	Albert Goh Kim Soon <a href="mailto:ksgoh@comfortdelgro.com">ksgoh@comfortdelgro.com</a>

## Additional Resources

Sign up an account with Coupa and access the Suppliers Guides on Coupa system here:  
[https://success.coupa.com/Suppliers/For\\_Suppliers](https://success.coupa.com/Suppliers/For_Suppliers)

Contact [supplier@coupa.com](mailto:supplier@coupa.com) or use the Chat Function in CSP if you have any queries

 Chat with Coupa Support

### For Suppliers

Last updated: Dec 9, 2020

#### Core Supplier Onboarding

To get started, you'll need to know how you're going to handle catalogs, purchase orders, and invoices.

#### Coupa Supplier Portal

Doing business with your customers is easier through the CSP.

#### CCW Supplier Guide

Information for suppliers who use Coupa Contingent Workforce (CCW).

#### Contract Collaboration for Suppliers

Information for suppliers who use Coupa Contract Collaboration.

thank you!