ComPASS

ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

Guiding you through your purchases

Powered by coupa

Onboarding as CDG Supplier & Managing Coupa Supplier Portal (CSP) Account

Updated on 24 March 2025

comfortdelgro

Content

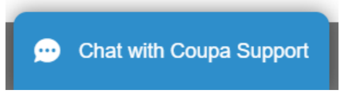
Onboarding Process as CDG Supplier

Why Is It Important to be registered in Coupa Supplier Portal (CSP)?

Link: https://supplier.coupahost.com/

1. **Registration is free**, supports multiple users and customers on Coupa. You only need to register once to transact with all Business Units under CDG eg. Setsco, Vicom, SBS Transit etc.
2. Reap the benefits of **full electronic transactions** :
   i. Receive PO
   ii. Acknowledge PO
   iii. Submit invoices and Credit Notes (Note: Credit Notes can only be submitted via CSP)
   iv. Monitoring statuses

3. **Eliminate manual submission** and **documents lost** in transit!
4. **Receive announcements** and communications that will be broadcast to our suppliers by CDG from time to time.
5. Have access to the Chat function in CSP to receive **real-time prompt support from Coupa** on your issues.



How to onboard as CDG Supplier?

- Supplier is required to complete **Two (2) Forms** :

  a) Supplier Onboarding Form (SOF)

  b) Supplier Banking Details Form

- The forms will be triggered sequentially i.e., each form needs to be completed before the next form can be triggered to you.

Initiation of New Supplier Request Form (NSRF) by ComfortDelGro (CDG) User

Supplier Onboarding Form (SOF)

- Provide **Company profile information** (e.g. ACRA, certification) and **declarations**
- Once this form is **approved**, your record will be **activated** in our system.

Supplier Banking Details Form

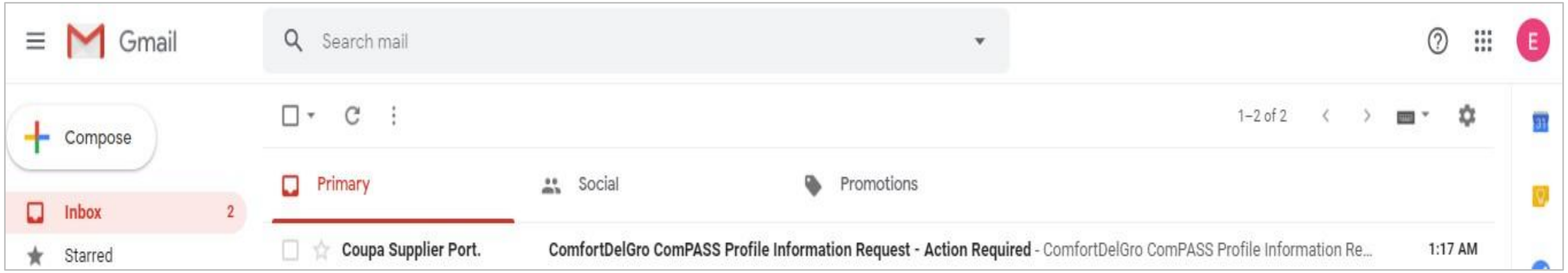
- Provide **banking details**
- Fill in **Direct Credit Authorization Form**

! The forms will auto expire after 30 days upon triggered. Please complete the form as soon as you received it.

Supplier Onboarding Form (SOF)

Step 1: Email notification from "Coupa Supplier Portal"

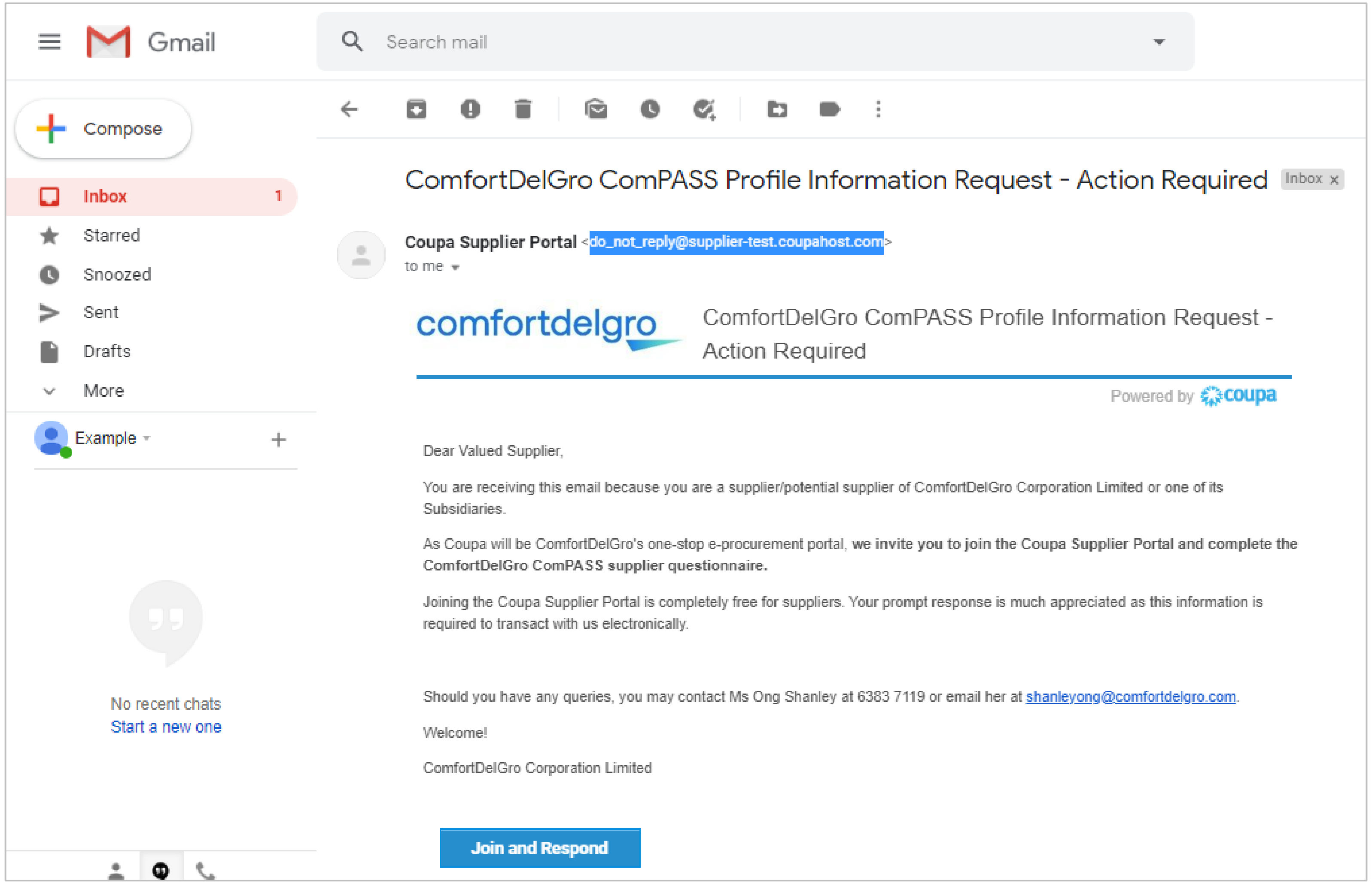
Initiation of suppliers' onboarding to ComPASS must be done by CDG's User. If you need an account for transactions purpose (ie. PO/Contracts/Payment), please reach out to your CDG's contact person



1. Lookout for email from "Coupa Supplier Portal" or "ComfortDelGro ComPASS" like above.
2. This email commonly lands in your junk/spam folder, so please check that.
3. Get your IT department to whitelist do_not_reply@supplier.coupahost.com so that you can receive subsequent emails from the same domain name.

Complete Supplier Onboarding Form (SOF) (2/6)

Step 2: Read the message in the email. Click "Join and Respond"



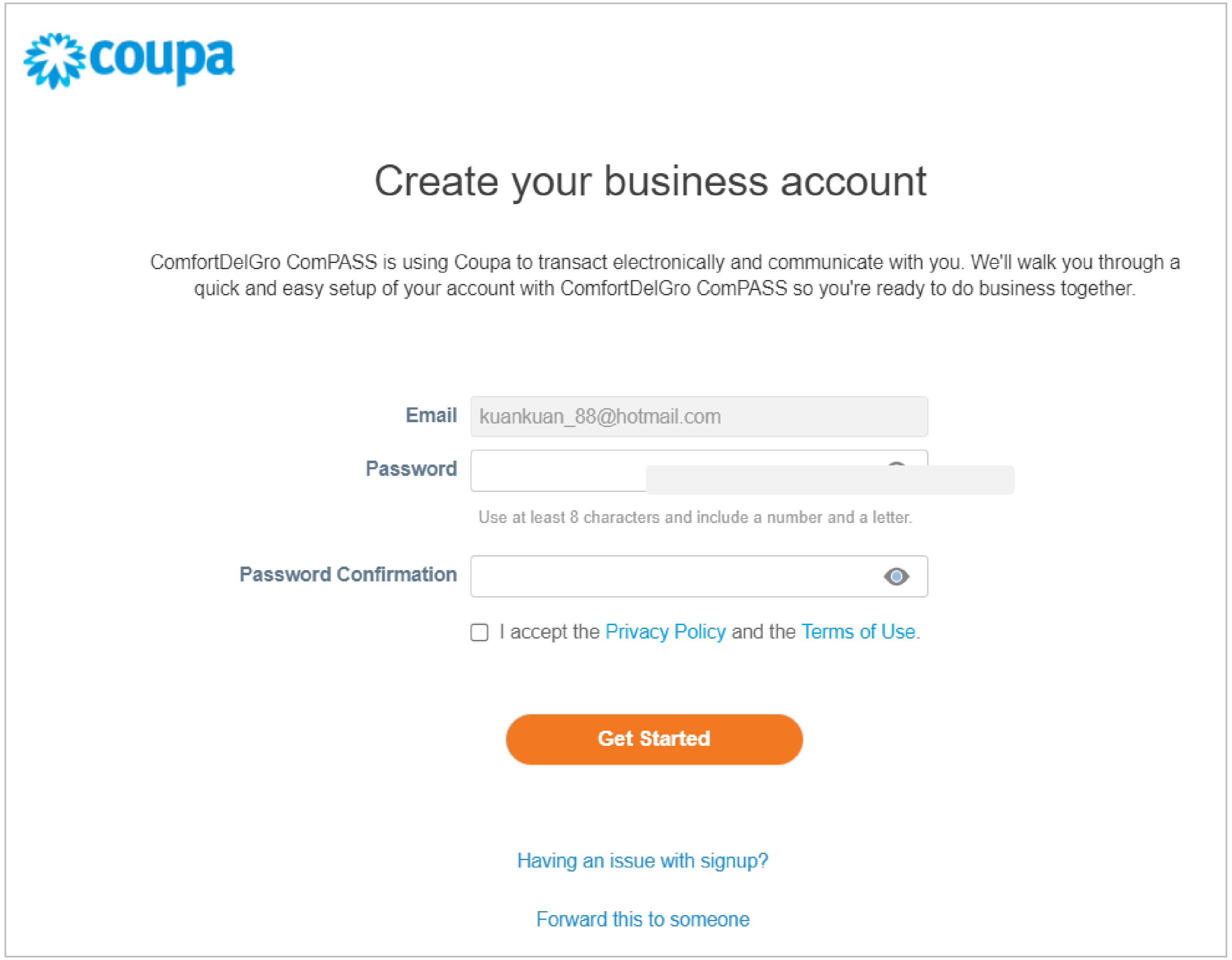
Tips:

- *If you receive this email, you have been registered as the primary contact of your organization*
- *Click "Join and Respond" to proceed*
- *If you would like someone else from your organization to register, you may forward this email to them*
- *To change primary contact, please email supplierask_compass@comfortdelgro.com*
- *The primary contact serves as the administrator of your company account in CSP. You will have the rights to add/deactivate Users from your organization.*

comfortdelgro

Complete Supplier Onboarding Form (SOF) (3/6)

Step 3: For new CSP user, system will prompt you to create user account.

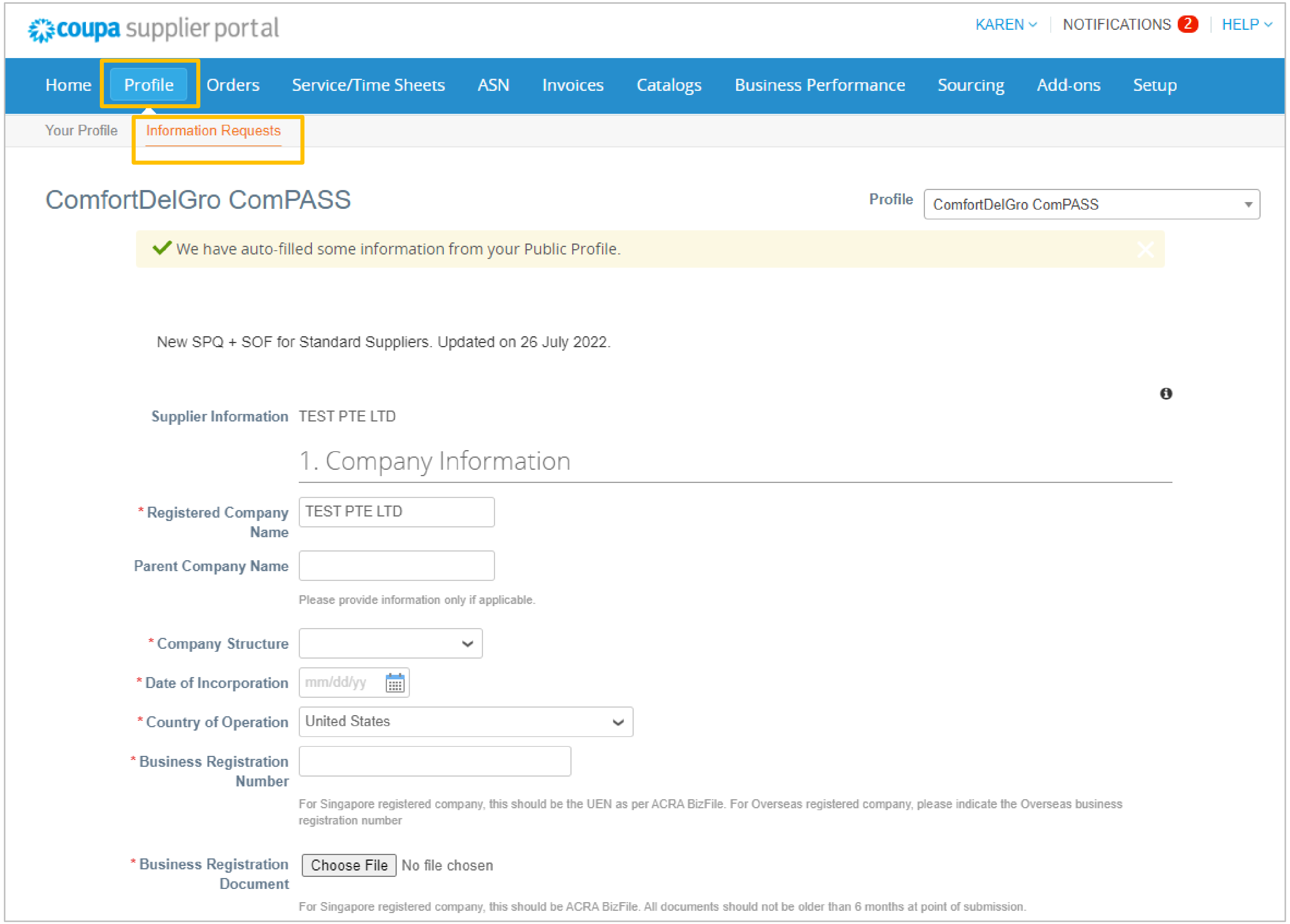


Tips:

- *If you are an existing CSP user, system will bring you to the login page*

Complete Supplier Onboarding Form (SOF) (4/6)

Step 4: Go to Profile > Information Requests to complete SOF



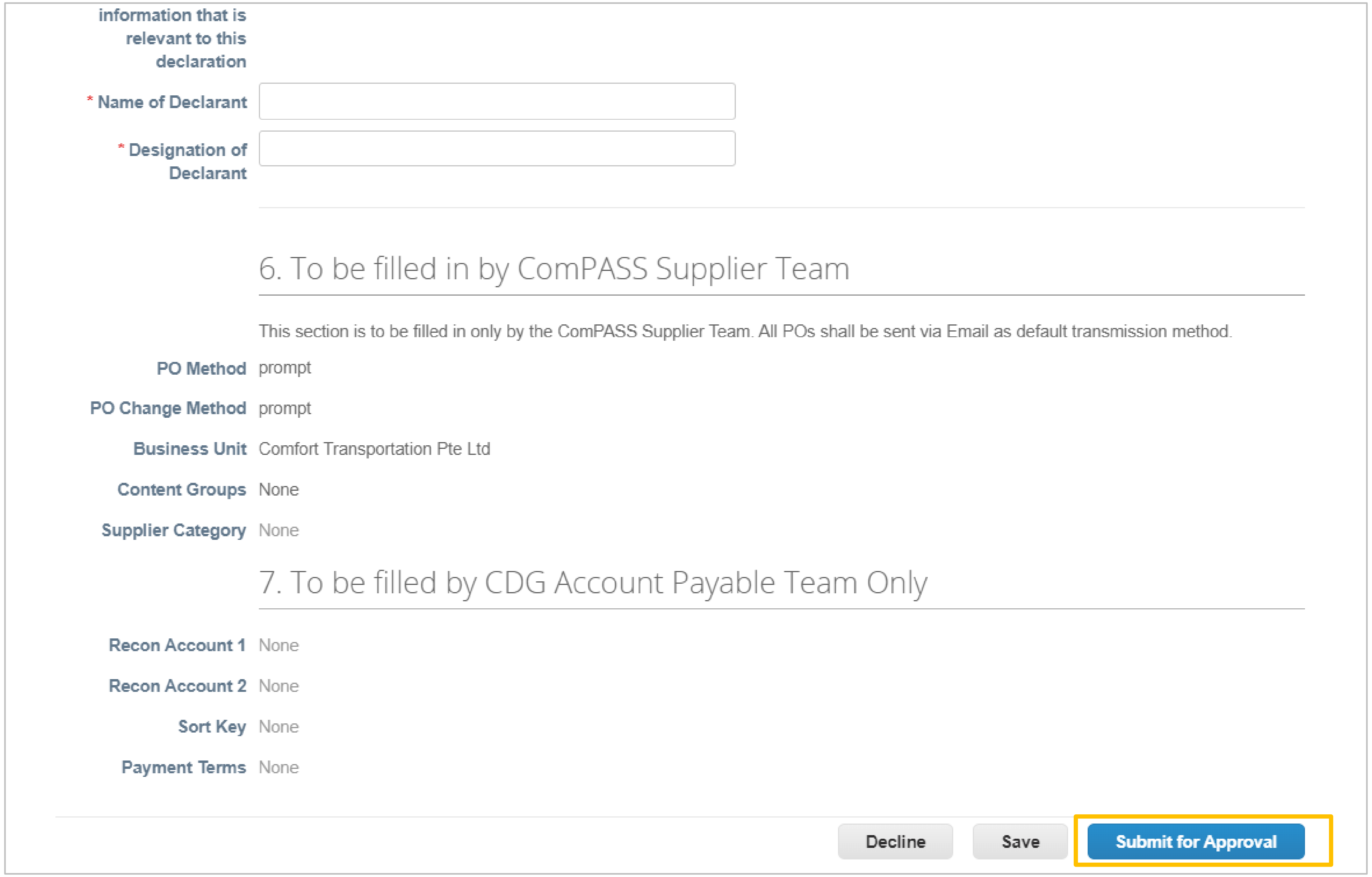
Tips:

- *Fields marked with * are mandatory*
- *This questionnaire collects basic company information such as business registration details, contact details and declarations.*
- *Where possible, default answers are pre-filled to expedite onboarding process.*
- *Please check before submitting for approval.*

comfortdelgro

Complete Supplier Onboarding Form (SOF) (5/6)

Step 5: Complete the form and click “Submit for Approval”



information that is relevant to this declaration

* Name of Declarant

* Designation of Declarant

6. To be filled in by ComPASS Supplier Team

This section is to be filled in only by the ComPASS Supplier Team. All POs shall be sent via Email as default transmission method.

PO Method	prompt
PO Change Method	prompt
Business Unit	Comfort Transportation Pte Ltd
Content Groups	None
Supplier Category	None

7. To be filled by CDG Account Payable Team Only

Recon Account 1	None
Recon Account 2	None
Sort Key	None
Payment Terms	None

Decline Save Submit for Approval

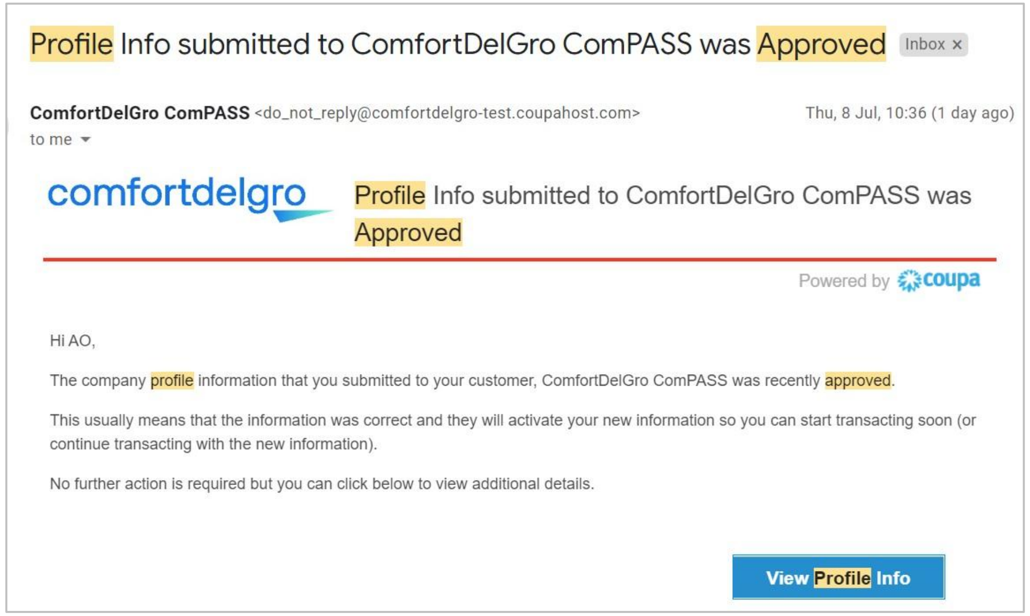
comfortdelgro

Step 6: Approval Notification or Reminders or Rejections to Amend

System will send you automated reminders every 3 days if no submission is received. Each form is valid for only 30 days after which it will expire. If you need a new form after expiry, please contact supplierask_compass@comfortdelgro.com.

If amendment is required, your form will be rejected. You are required to login to CSP to resubmit the form with the corrected information. You will also be able to view the rejection reason in the email notification.

Once your submission is approved, you will receive a notification as shown below



Profile Info submitted to ComfortDelGro ComPASS was Approved Inbox ×

ComfortDelGro ComPASS <do_not_reply@comfortdelgro-test.coupahost.com> Thu, 8 Jul, 10:36 (1 day ago)
to me

comfortdelgro Profile Info submitted to ComfortDelGro ComPASS was Approved

Powered by coupa

Hi AO,

The company profile information that you submitted to your customer, ComfortDelGro ComPASS was recently approved.

This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

No further action is required but you can click below to view additional details.

View Profile Info

Supplier Banking Details Form

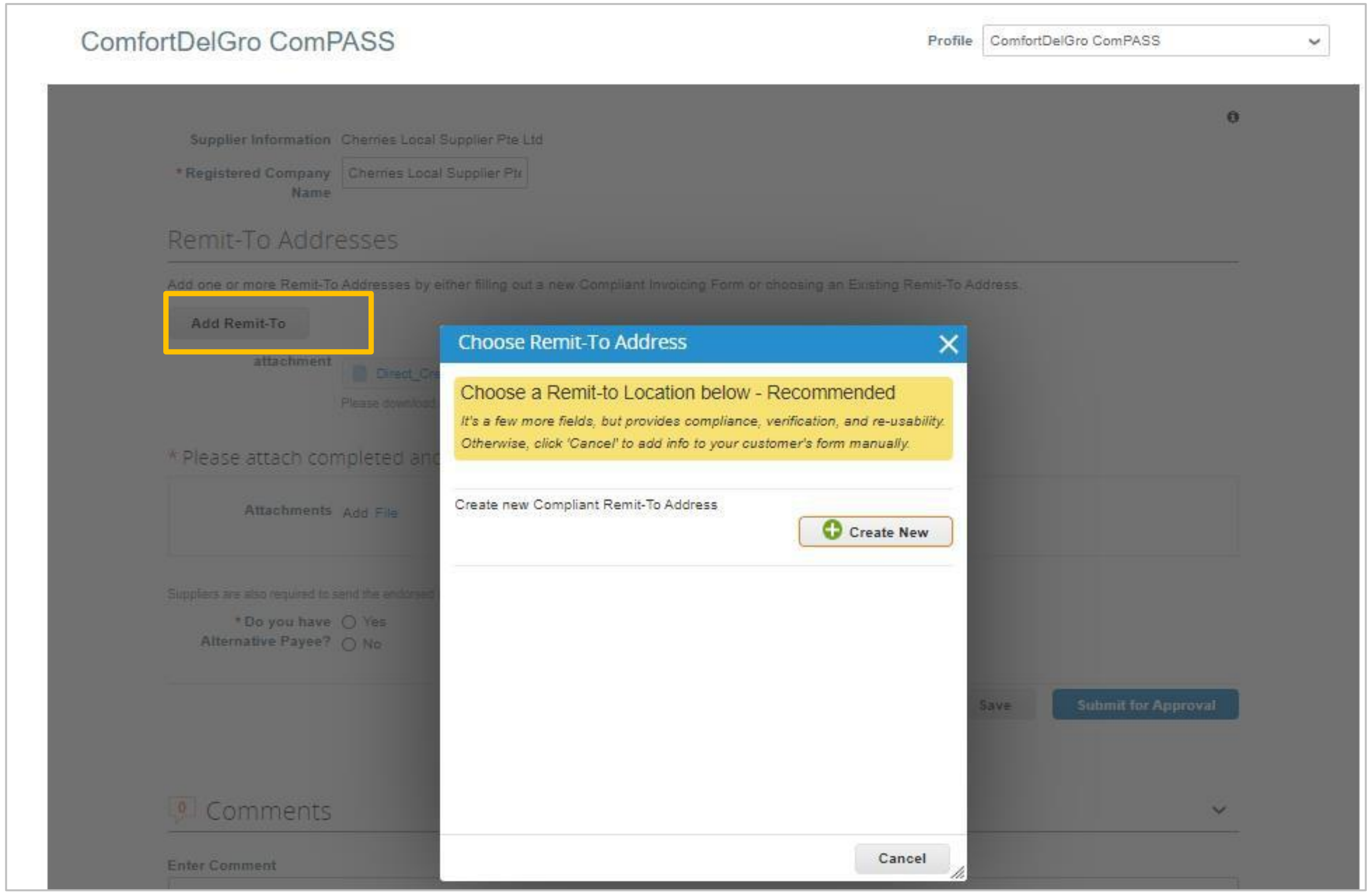
(Take note there is a difference in procedure for LOCAL banks and FOREIGN banks)

Local Bank

Banking Details Form – Local (1/3)

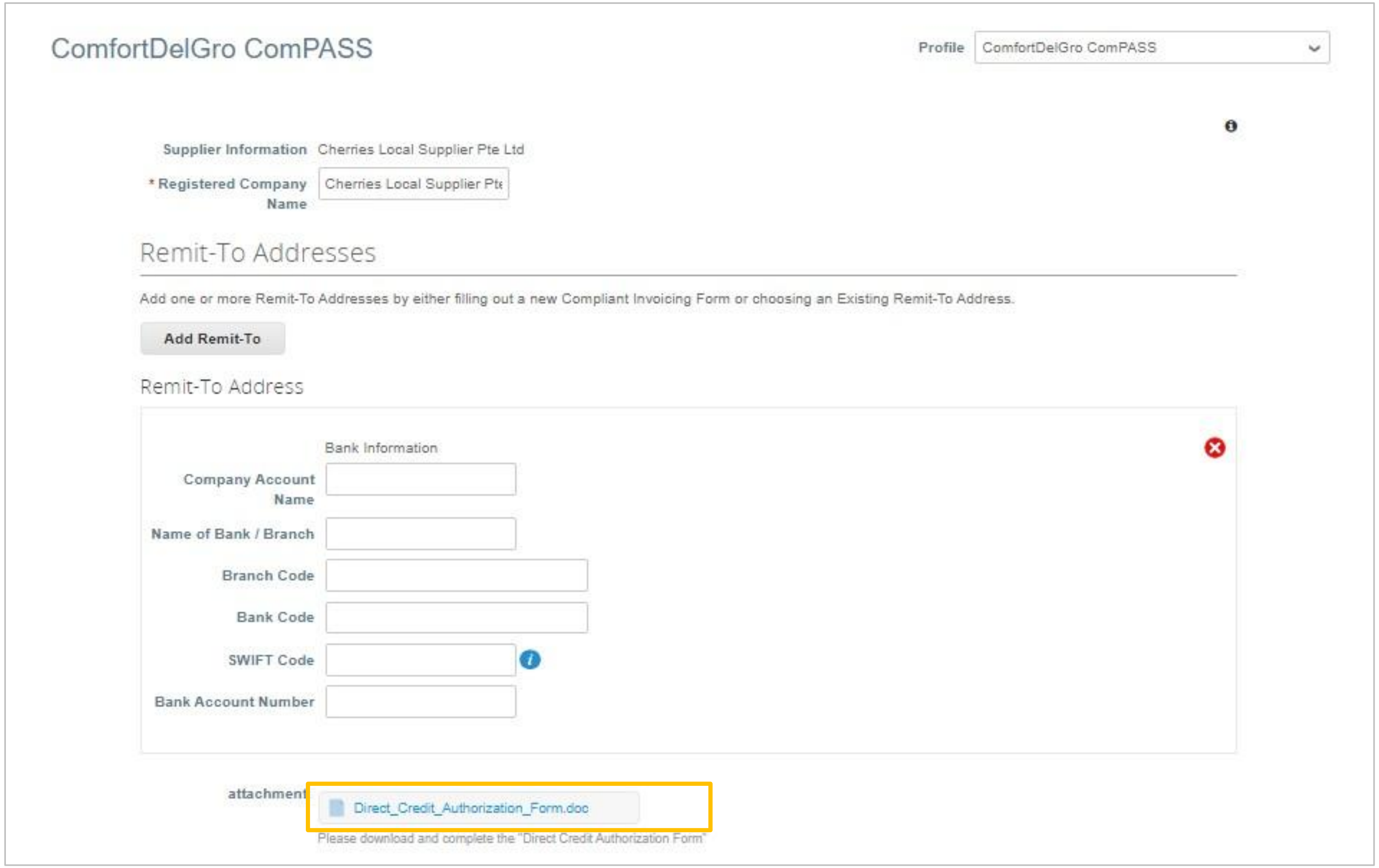
Upon SOF approval, you will receive an email notification to provide banking details. The form can be retrieved from Profile > Information Requests.

Step 1: For companies with **LOCAL** bank accounts, click on "Add Remit-To" . When a pop-up screen appears as below, click on "X" or "Cancel" to close the screen.



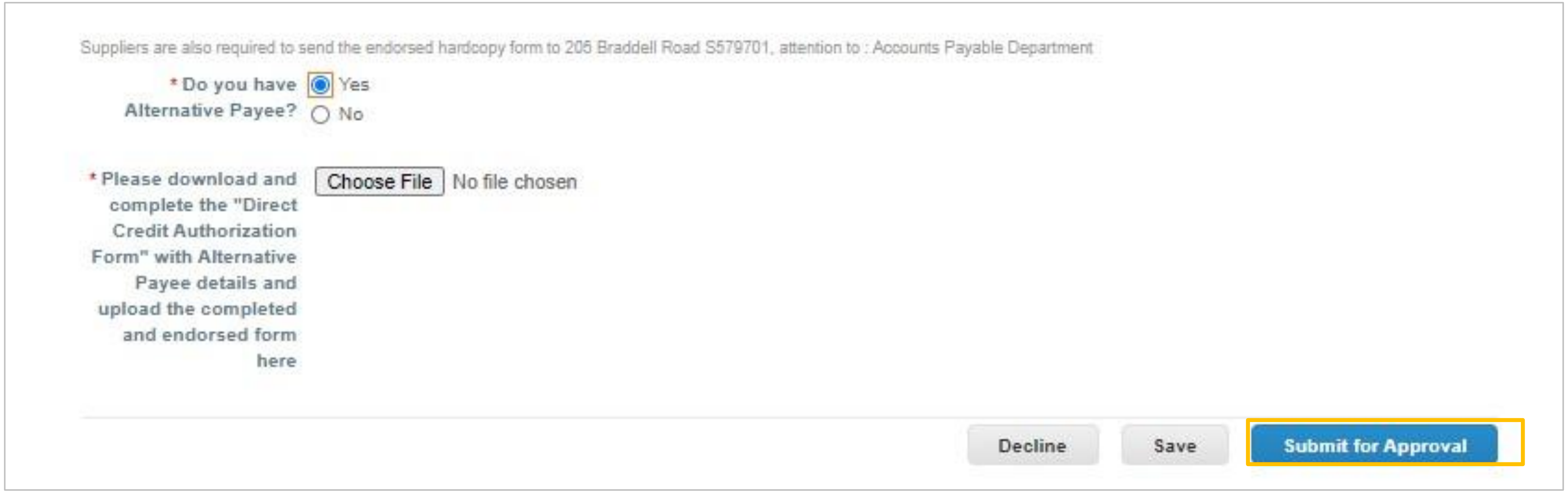
Banking Details Form – Local (2/3)

Step 2: Fill in all the fields and attach a signed and bank-endorsed "Direct Credit Authorization Form".
Please send the endorsed original copy of form to the mailing address indicated on the form.



Banking Details Form – Local (3/3)

Step 3: If you have an alternative payee, another field will appear requesting for "Direct Credit Authorization Form" of your alternative payee. If no, you may proceed to submit for approval.

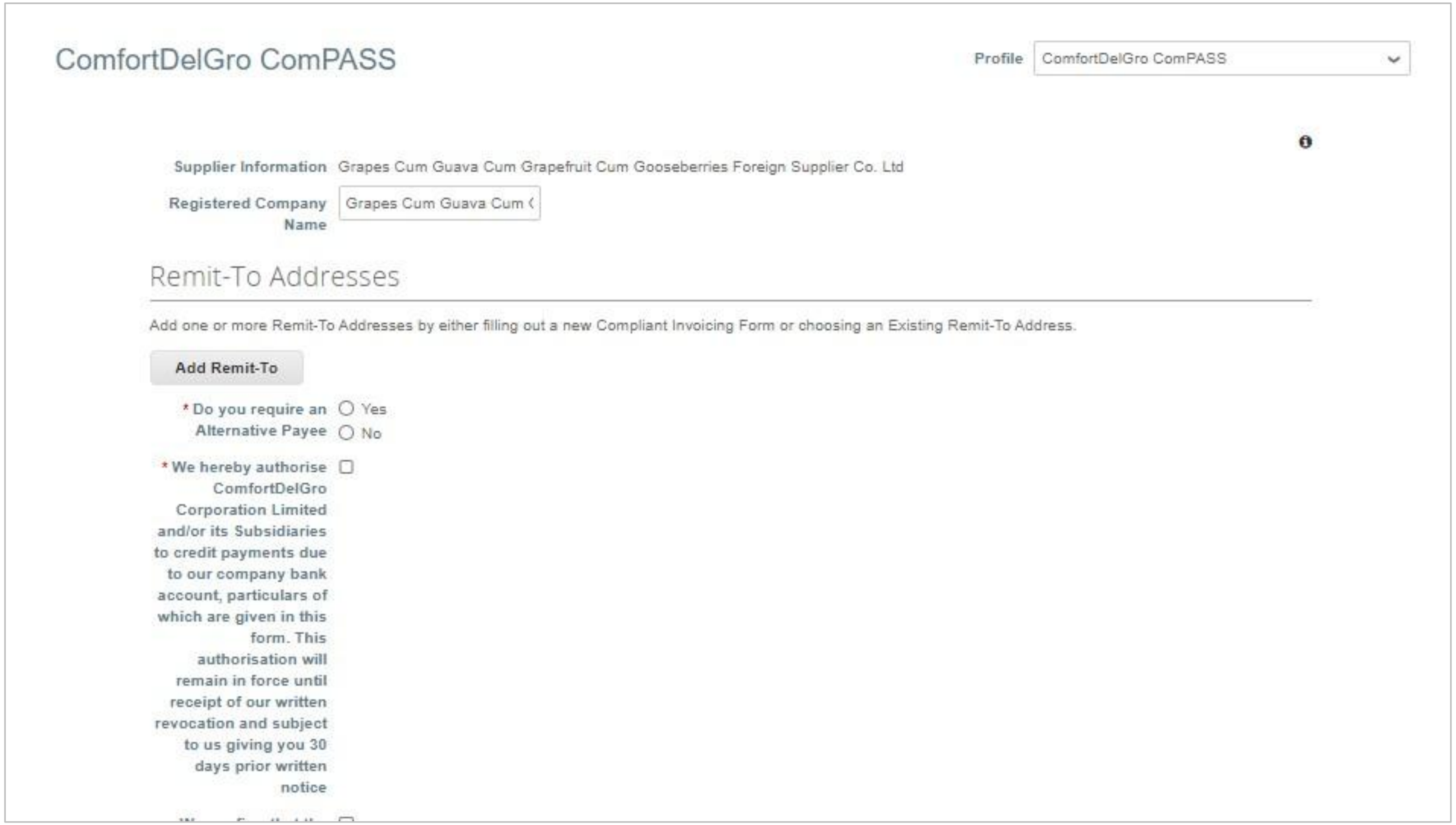


Foreign Bank

Banking Details Form – Foreign (1/5)

Upon SOF approval, you will receive an email notification to provide banking details. The form can be retrieved from Profile > Information Requests.

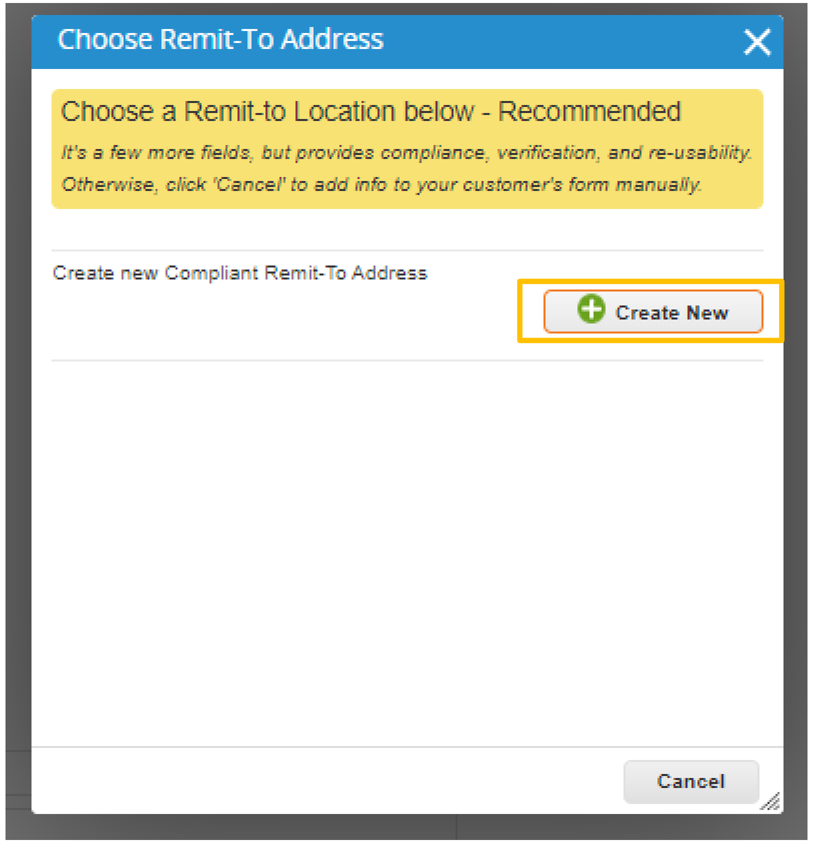
Step 1: For companies with **FOREIGN** bank accounts, click on "Add Remit-To". In this guide, we use an example for supplier who is registered in United Kingdom.



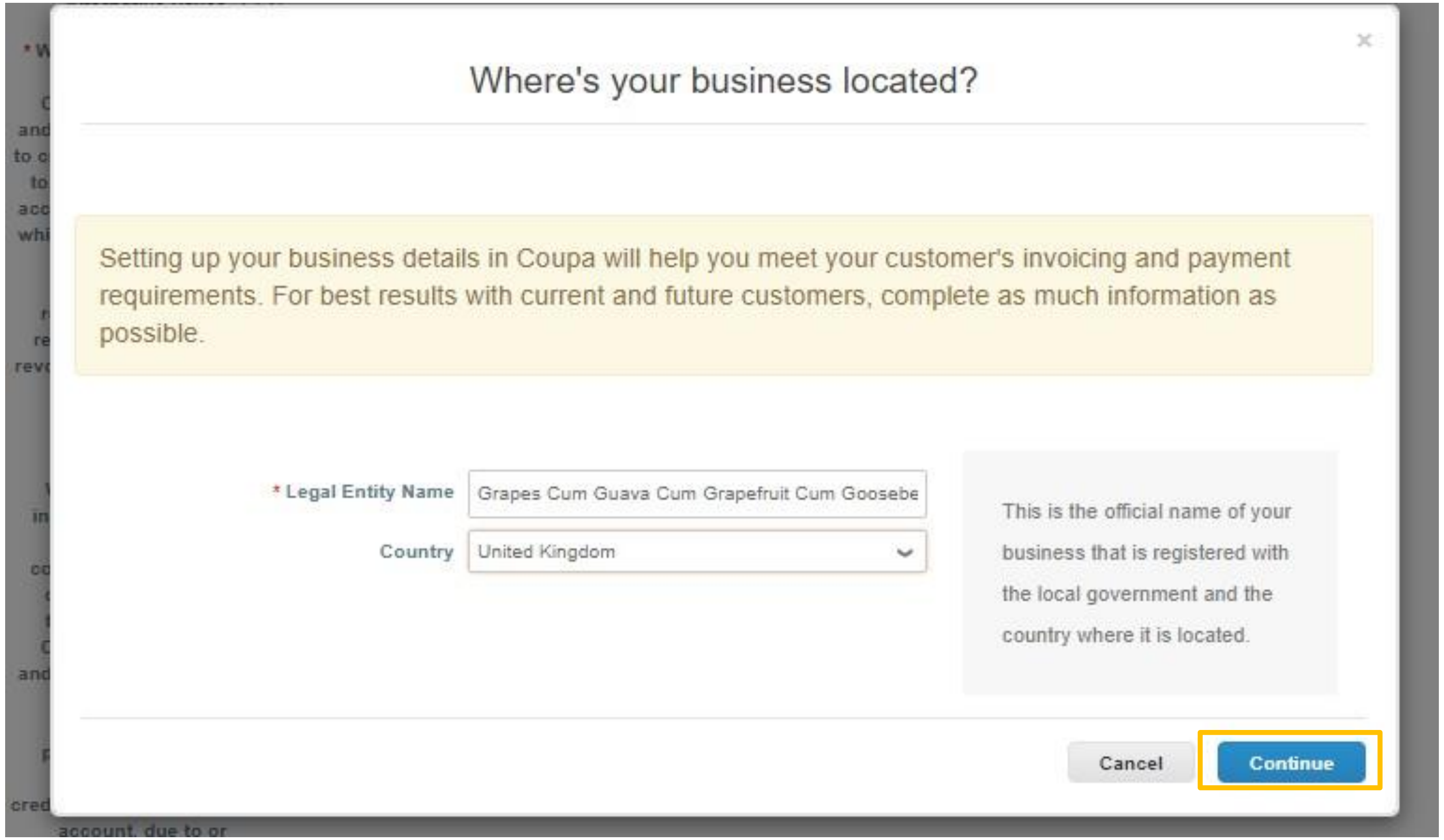
comfortdelgro

Banking Details Form – Foreign (2/5)

Step 2: Click on “Create New”.

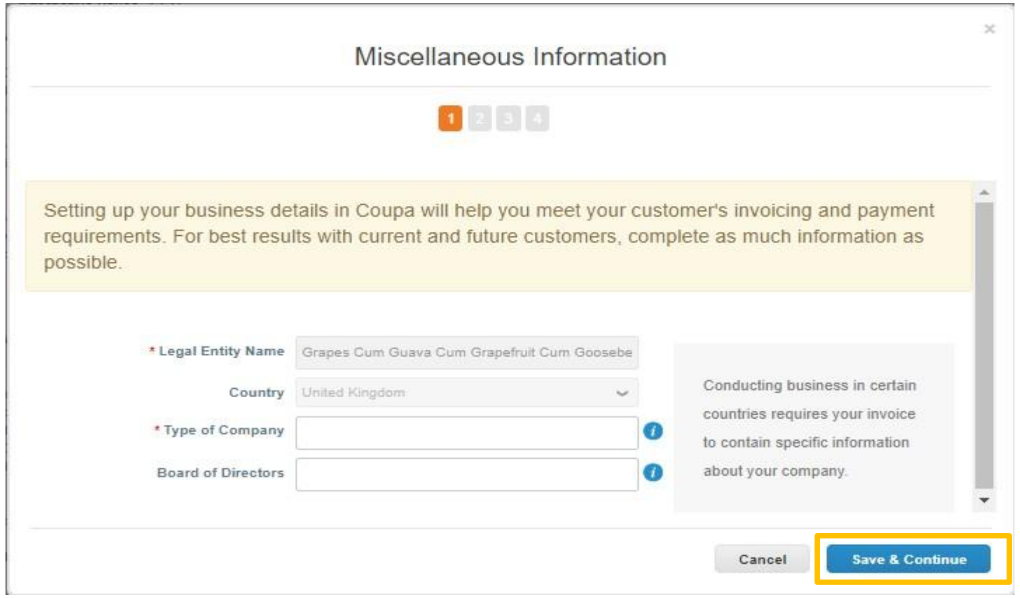


Step 3: Enter your Legal Entity Name and Country, and click “Continue”.

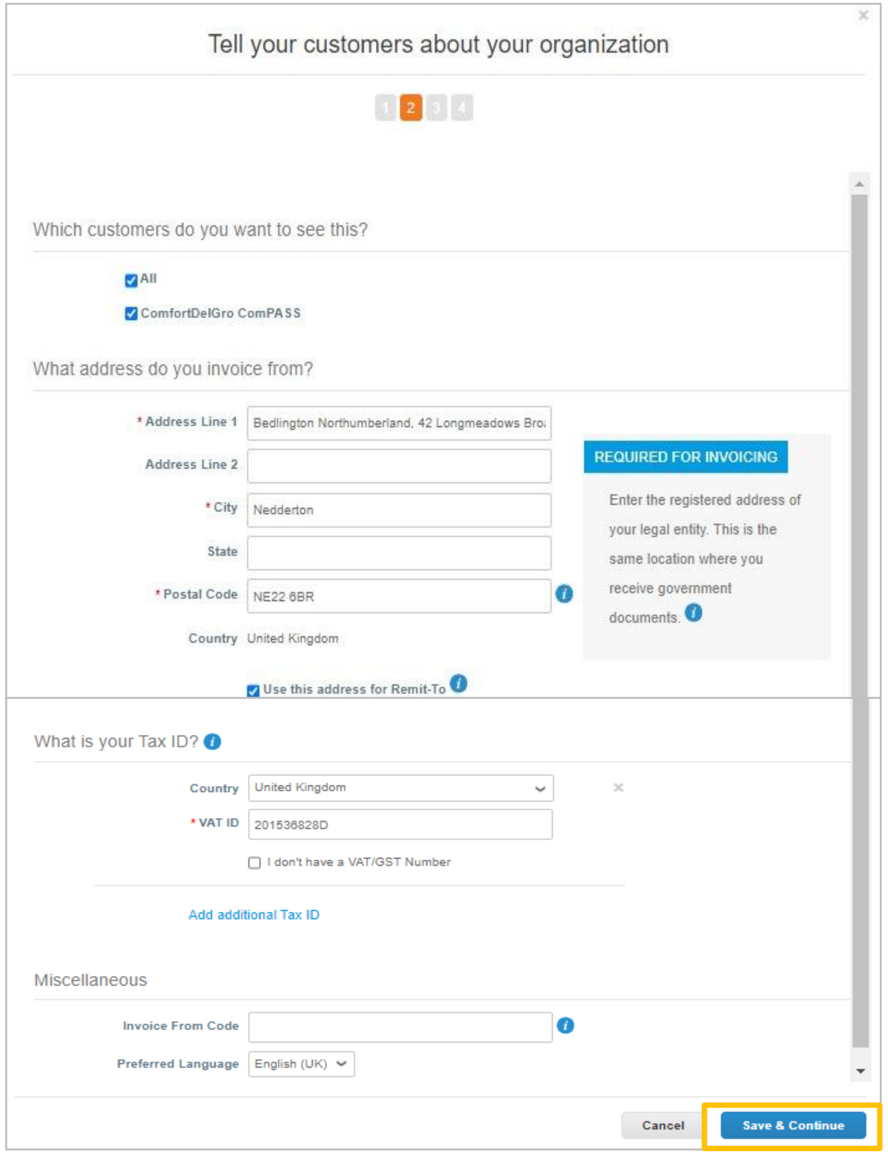


Banking Details Form – Foreign (3/5)

Step 4: Enter mandatory Miscellaneous information, then click “Save & Continue”.



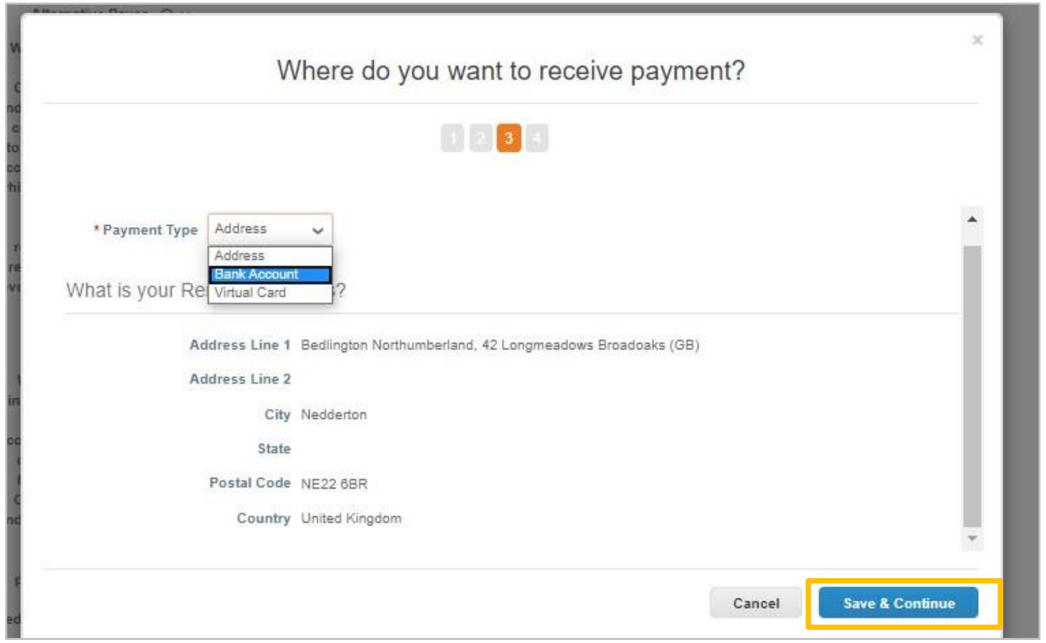
Step 5: Enter mandatory information on address and Tax ID, then click "Save & Continue".



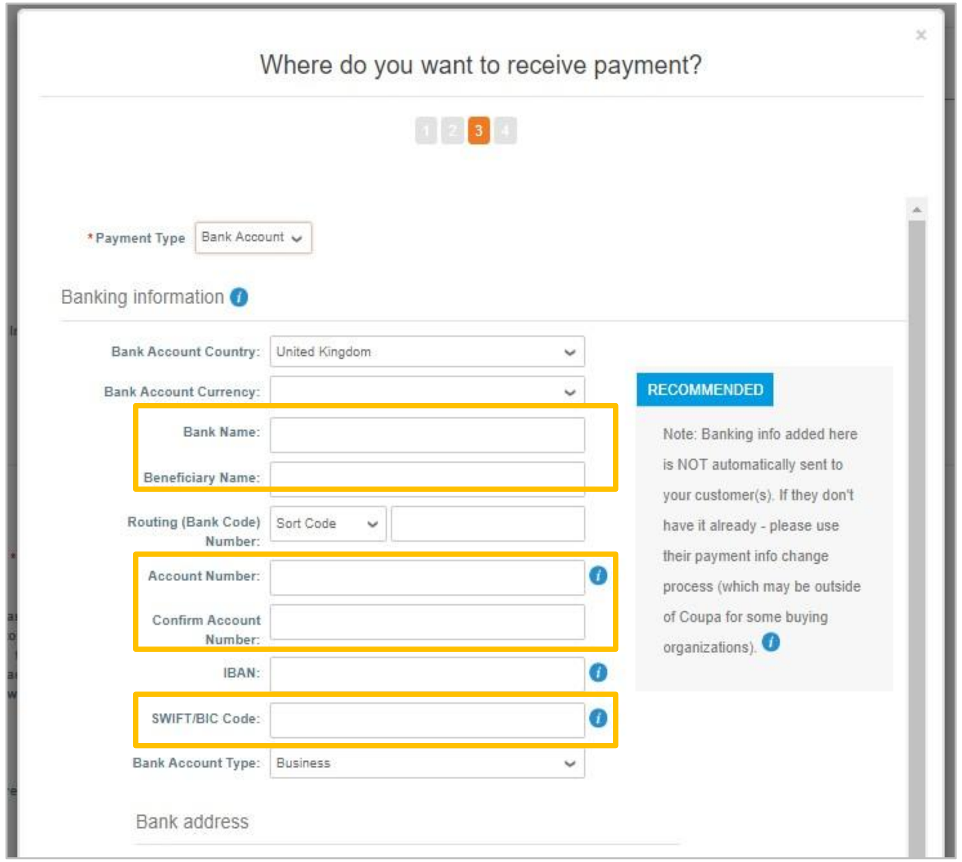
comfortdelgro

Banking Details Form – Foreign (4/5)

Step 6: Select the Payment Type as “Bank Account”, then click "Save & Continue".



Step 7: Fill in banking information, then click "Save & Continue".



Fields to be updated:

- Bank Account Currency
- Bank Name
- Account Number
- Confirm Account Number
- Swift/BIC code

Step 8: Answer remaining mandatory questions/declarations and submit the form.

* Do you require an Alternative Payee
- ○ Yes
- ○ No

* We hereby authorise ComfortDelGro Corporation Limited and/or its Subsidiaries to credit payments due to our company bank account, particulars of which are given in this form. This authorisation will remain in force until receipt of our written revocation and subject to us giving you 30 days prior written notice ☐

We confirm that the information provided herein are truthful, correct, accurate and complete. We agree that ComfortDelGro Corporation Limited and/or its Subsidiaries shall not be responsible if any payment is delayed, not credited and/or credited to an incorrect account, due to or arising from any information provided that is invalid, incorrect, inaccurate or incomplete. ☐

* Name of Declarant

* Designation of Declarant

Update of Company Information

Update of Company Information

To update of your company particulars in our system, please provide the relevant supporting document(s) and write in to supplierask_compass@comfortdelgro.com.

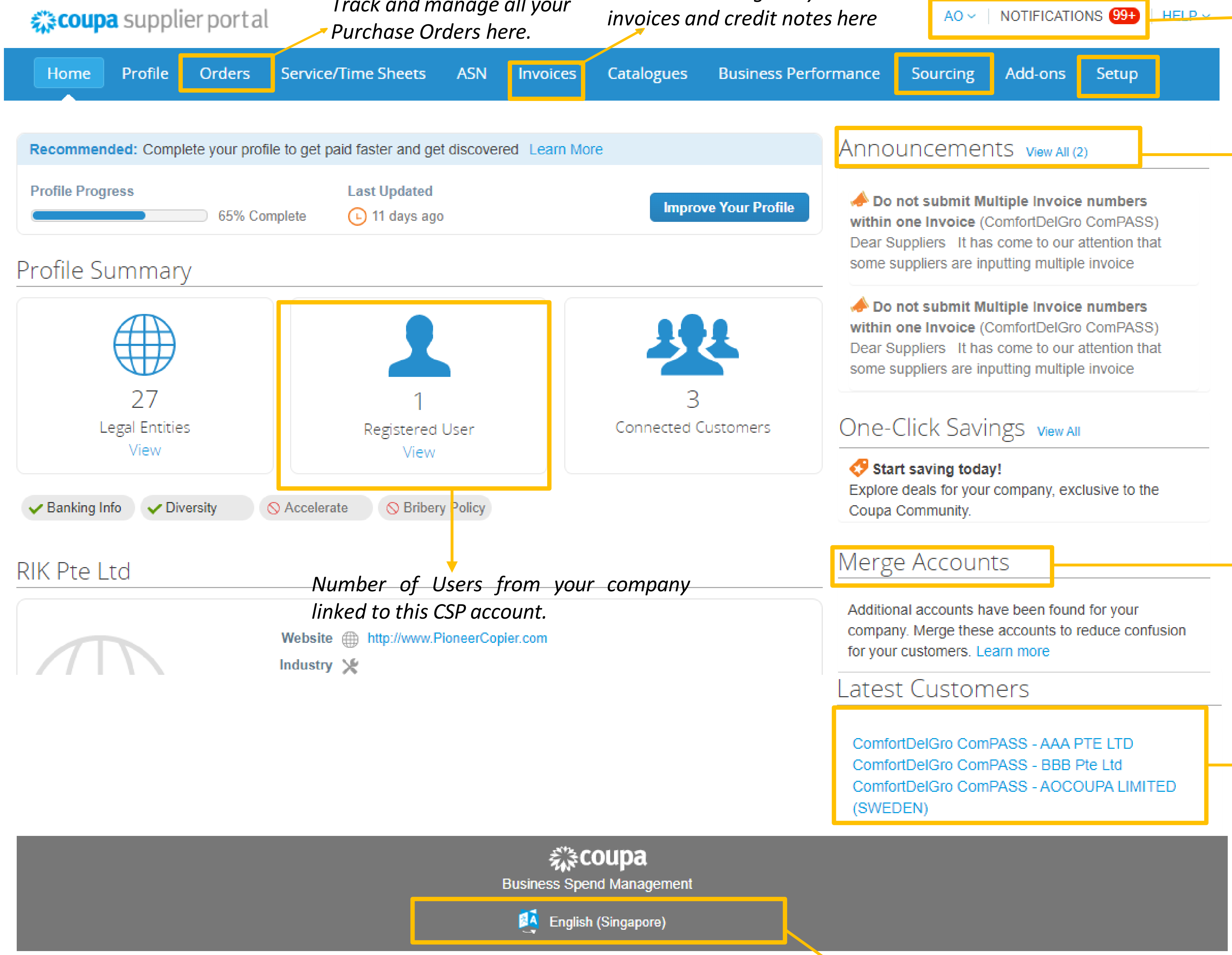
Below are the common changes requested by Supplier:

a) Change in company name, keeping same UEN
b) Change in registered company address
c) Change in Accounts Receivable email or contact
d) Other changes such as primary contact , PO email address (e.g. previous had resigned)

Upon verification by the ComPASS Support Team or AP Team, we will trigger a new SOF/Banking form to you for update if deem applicable.

Managing your CSP Account

CSP Homepage



Track and manage all your Purchase Orders here.

Track and manage all your invoices and credit notes here

Manage your passwords and notification settings

See all notifications here.

Look out for announcement/ comms from CDG here.

Number of Users from your company linked to this CSP account.

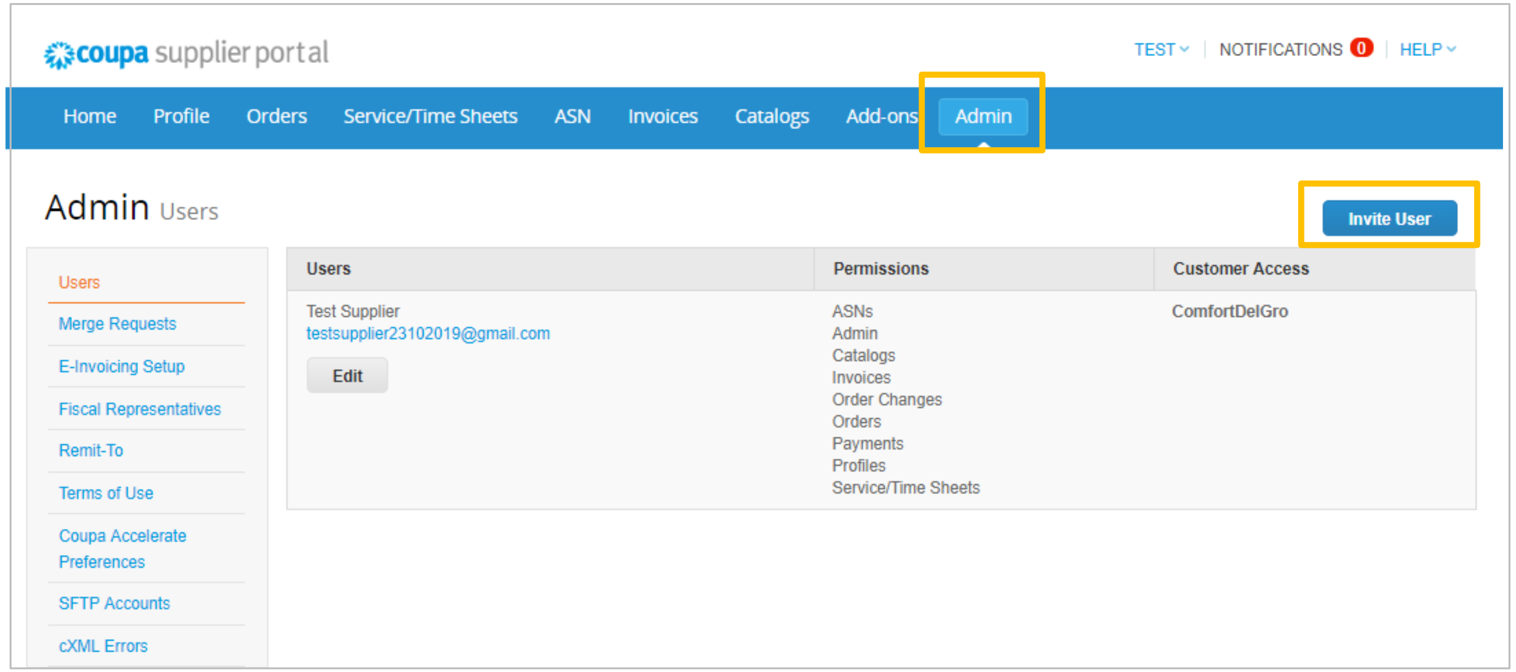
Refer to slide 30 onwards.

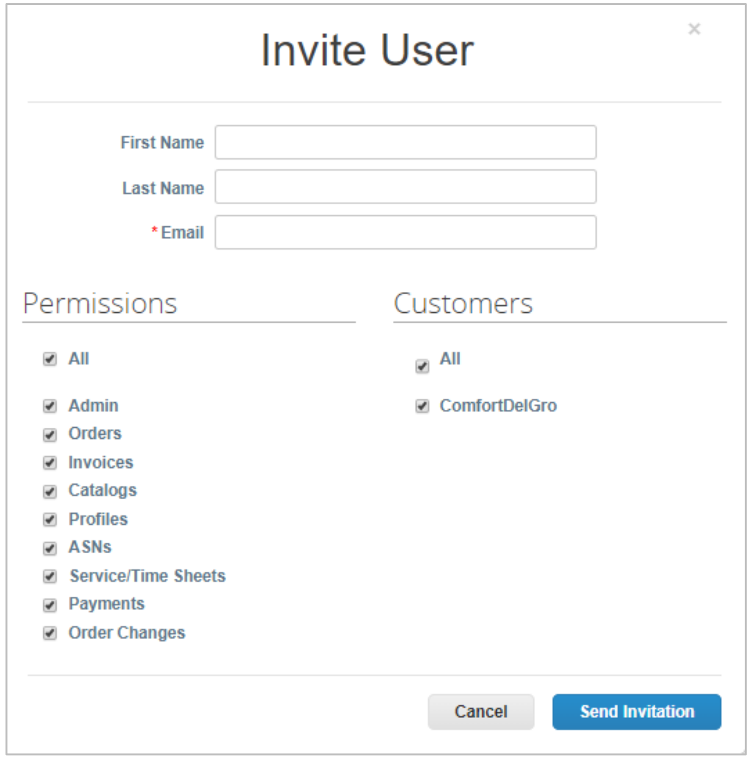
You will see ComfortDelGro ComPASS here if connected.

Select English (Singapore) in order to view the customized field name

comfortdelgro

The Admin (ie. primary contact) of each supplier account can manage and update your Admin settings under "Admin" menu bar.



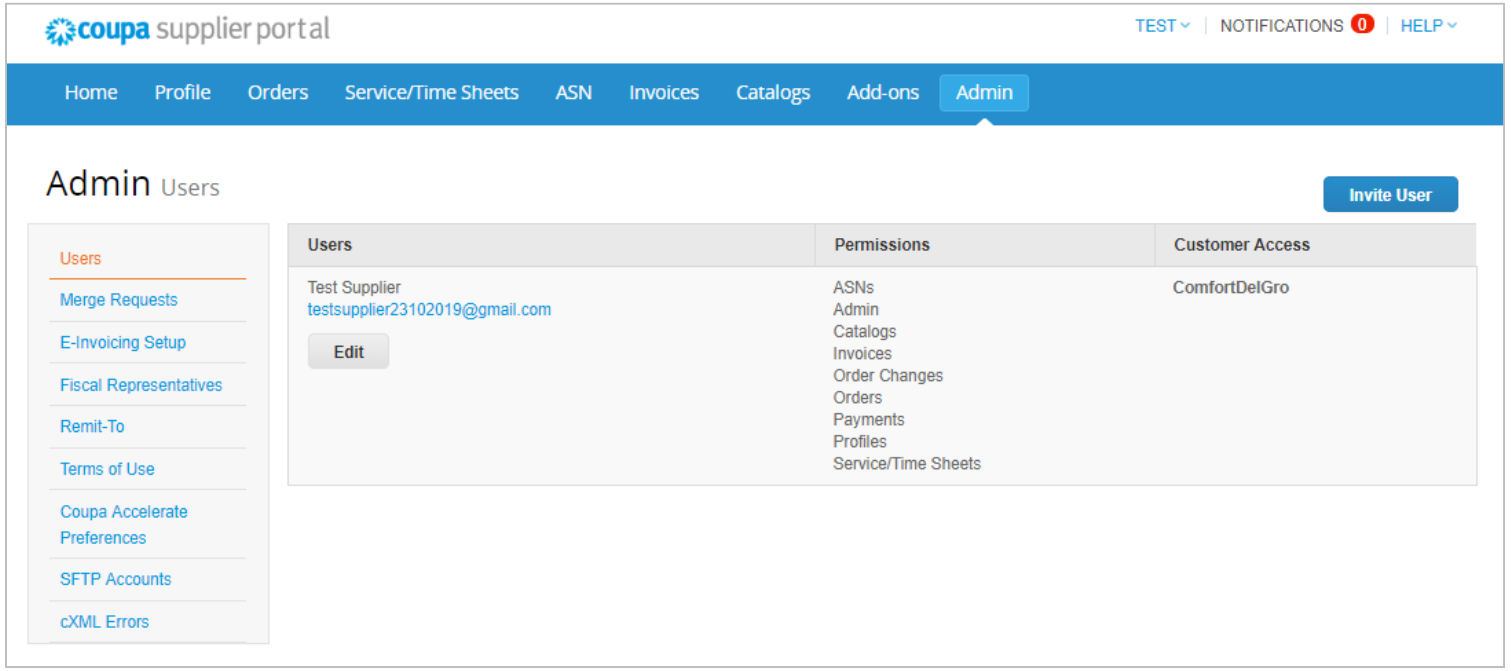


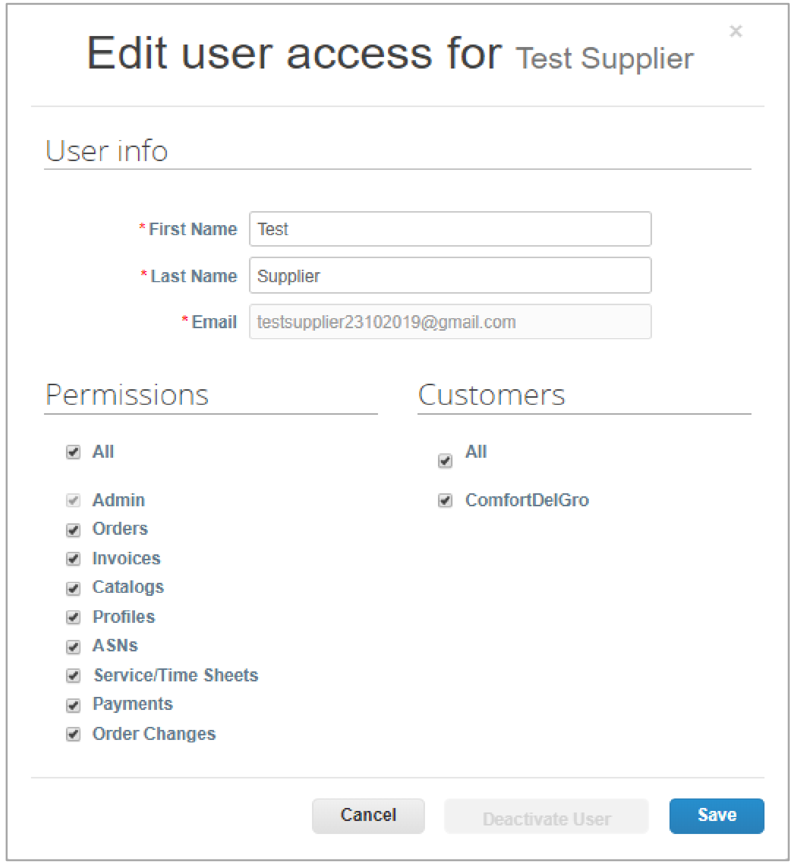
Adding Users

- You can add additional users to access your account to perform tasks.
- You can restrict certain access by checking/unchecking permissions and customers.

Admin Settings - Users

For auditing purposes, Coupa does not allow users to be deleted. Users who no longer require access to the account can be deactivated and reactivated later, if needed.





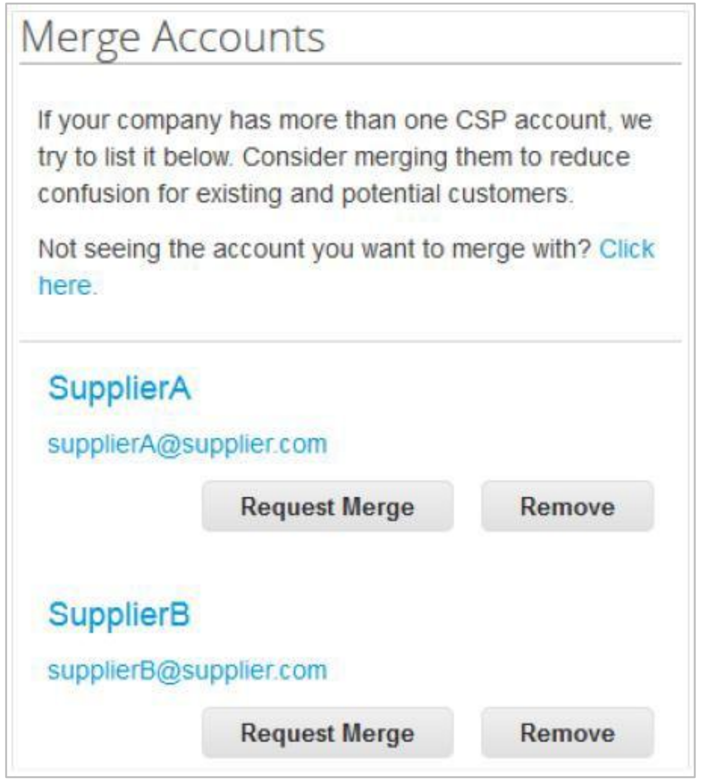
Editing Users

- You can edit and manage individual user access at any time.

Admin Settings – Managing Merge User Requests into 1 Account (1/3)

If several users in your company have been invited to CSP through different email addresses, you can consider merging them to reduce confusion.

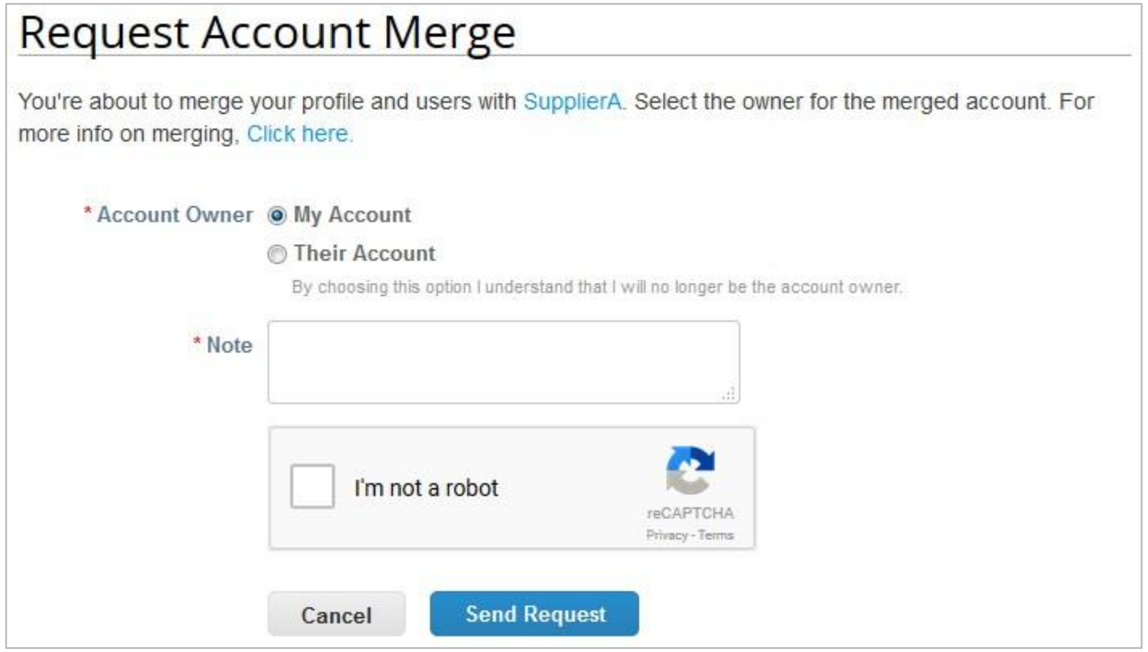
Accounts with the same email addresses will be automatically merged. If accounts share the same domain (e.g. @example.com), the CSP will provide suggestions to merge, these suggestions will appear on the right hand column of the Home page



If the suggestion is invalid, click on "Remove" button and you will not see the request again.

Admin Settings – Managing Merge User Requests into 1 Account (2/3)

If you want to merge an account, click on "Request Merge" button in guide, select an account to the parent account, and add a note before you click "Send Request" button.



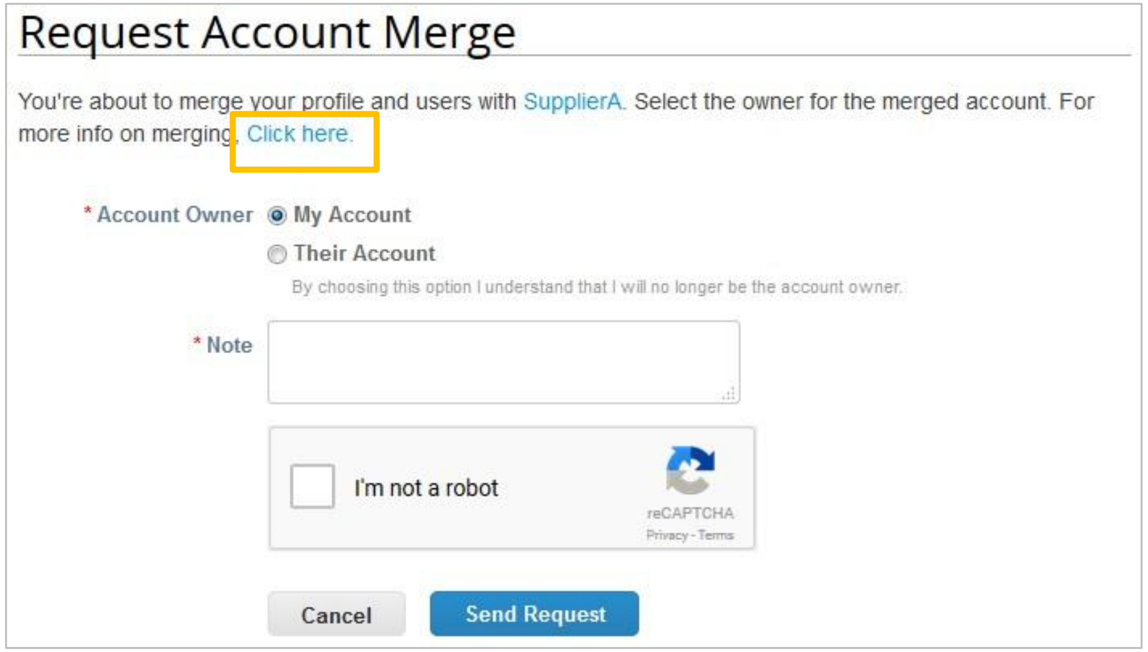
Definition:

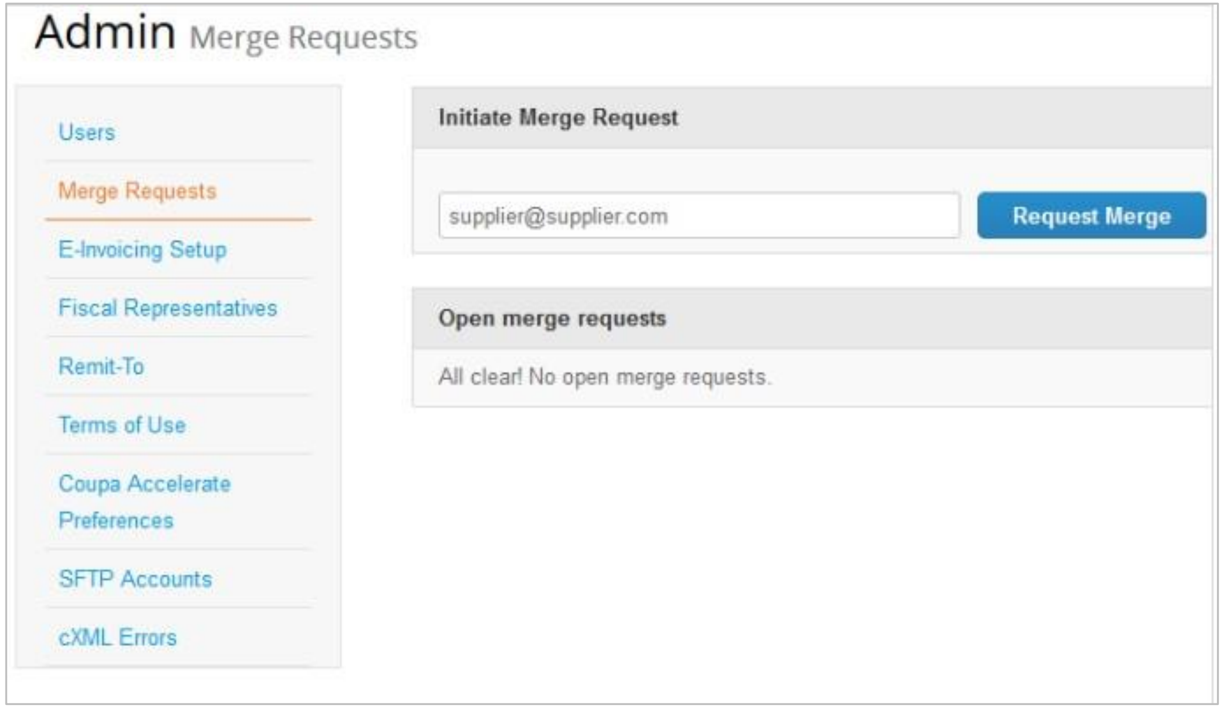
My Account: the other account is removed and merged into your company account. You will continue to be the administrator for the merged company account, and the previous administrator becomes a regular user. You can make them an administrator if you want.

Their Account: your company account will be removed, the other user's company account becomes the only company account. You will no longer be the account administrator, but the administrator of the existing account can choose to make you an administrator of the merged account

You can also search for a specific account to merge, e.g. if the account is not listed or the list is too long to search for the specific account that you want. Click on “Click Here" link takes you to the **Admin Merge Requests page**. You can access this page also by clicking on the Admin tab on the main menu and on the Merge Requests link on the left.

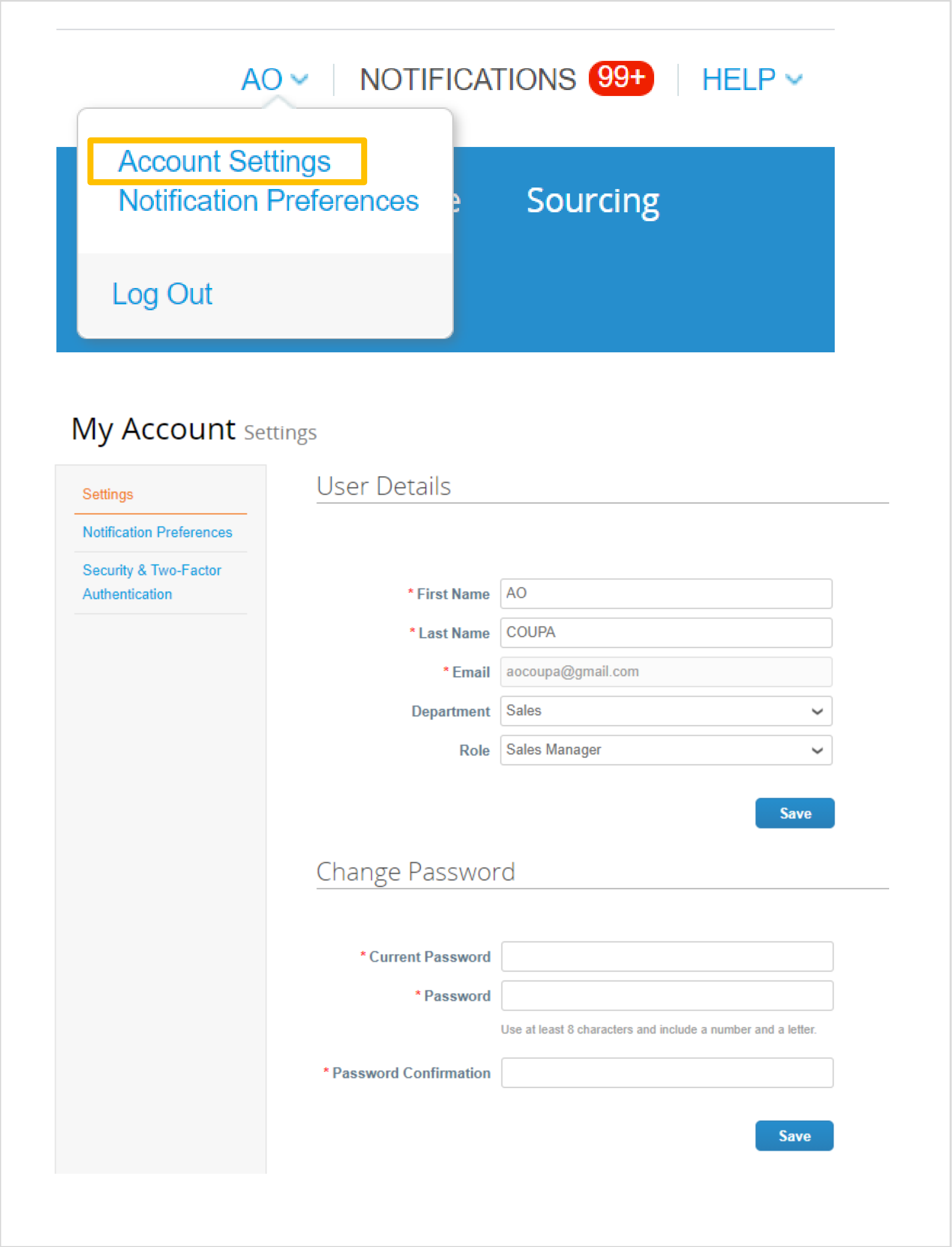
Key in the email address of the account you want to merge, and click "Request Merge".

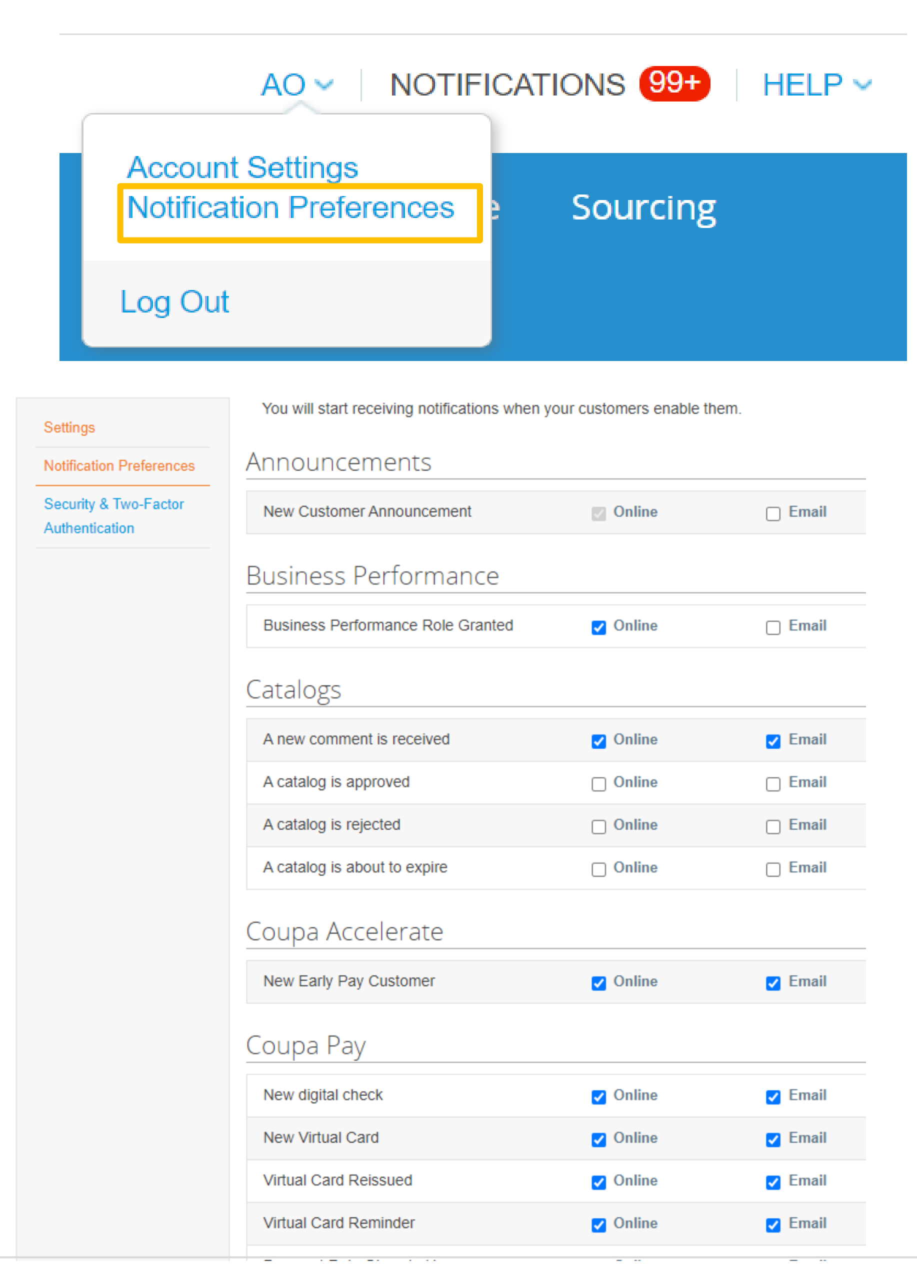




For more details, refer to:
https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Set_Up_the_CSP/Account_Merges_and_Customer_Connections/Manage_Merge_Requests

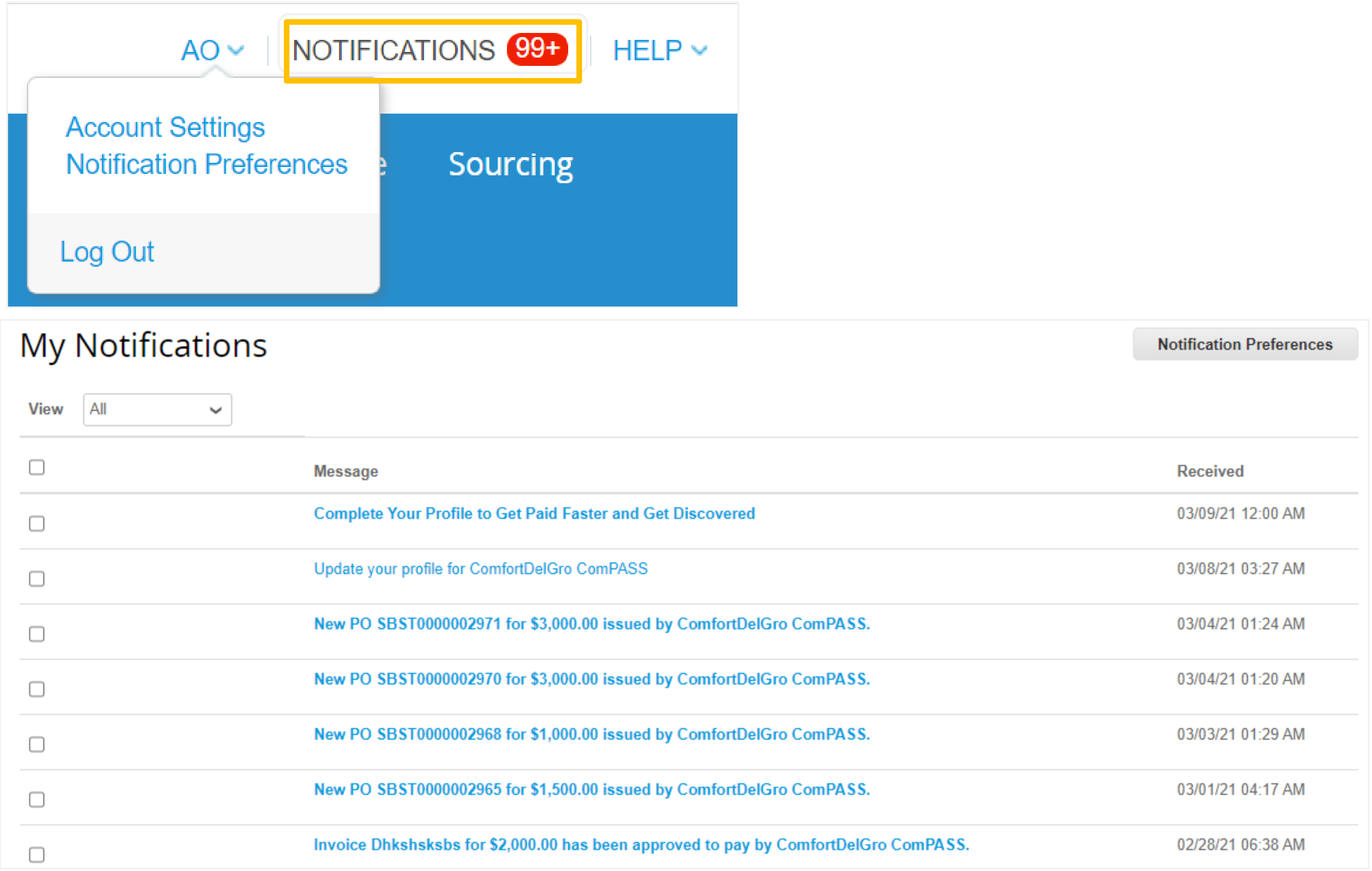
Account Settings and Notifications (1/2)



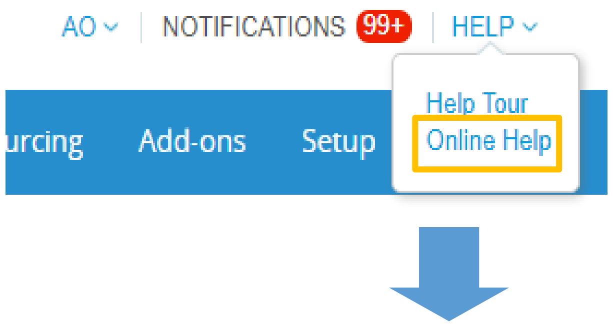


Manage how you want to receive notifications eg. via platform or email.

Account Settings and Notifications (2/2)



Access to all notifications



Clicking on Online Help will direct you to Coupa Success Portal for Suppliers: https://success.coupa.com/Suppliers/For_Suppliers

comfortdelgro

More Resources in CSP

More Resources on CSP

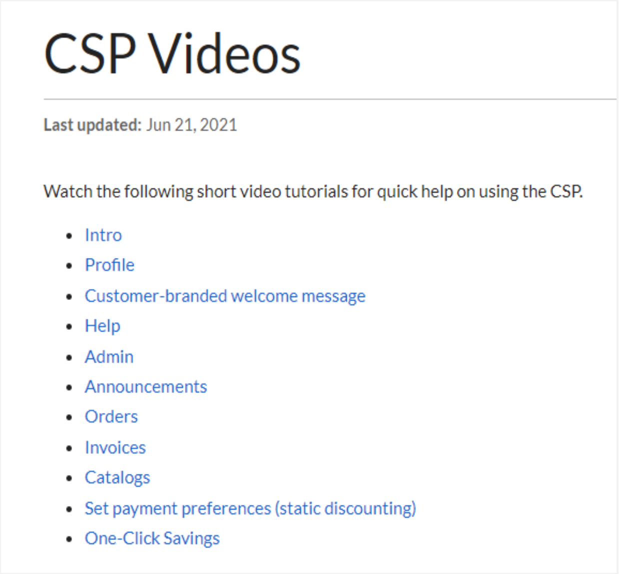
1. Getting to know CSP

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal

- Announcements and general Info
- Get Started with the CSP
- Work with the CSP
- Set Up the CSP
- CSP Videos

2. Tutorials

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_Videos/CSP_Videos


CSP Videos

Last updated: Jun 21, 2021

Watch the following short video tutorials for quick help on using the CSP.

- Intro
- Profile
- Customer-branded welcome message
- Help
- Admin
- Announcements
- Orders
- Invoices
- Catalogs
- Set payment preferences (static discounting)
- One-Click Savings

For questions on CSP, you may contact supplier@coupa.com or access the Live Chat function on CSP login page.

thank you!

comfortdelgro