Supplier FAQ's

Frequently Asked Questions
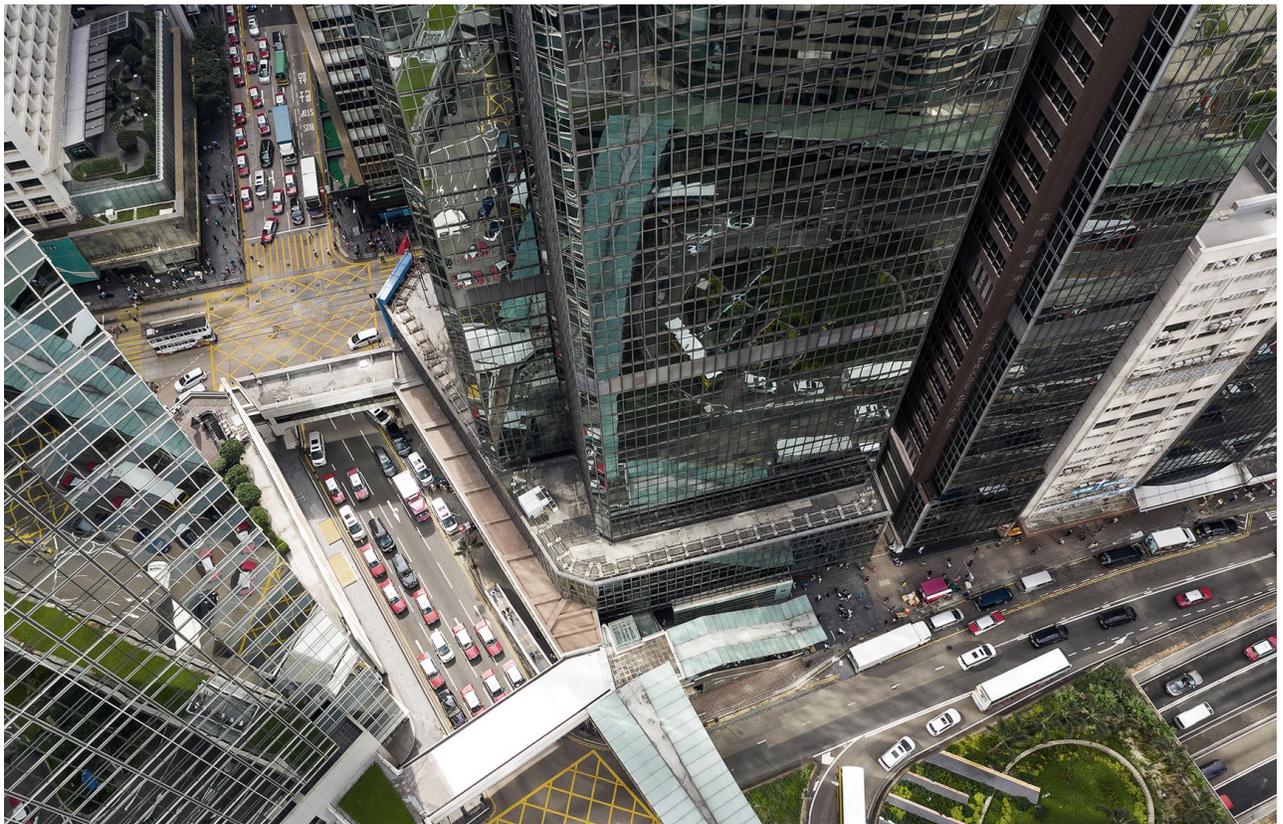
Table of Contents

General

What is Coupa?

Coupa is CBRE's selected enterprise Procure-to-Pay (P2P) solution that offers the ease of an e-commerce shopping experience for procurement and invoicing while providing better spending visibility, a vendor portal and electronic invoicing.

Are suppliers required to sign up with Coupa?

Yes - The Coupa Supplier Portal (CSP) is a free tool for our suppliers to use and will assist suppliers to easily interact with CBRE. To take full advantage of the platform and enable electronic transactions we ask suppliers to comply and register with the CSP.

How will suppliers benefit from Coupa?

Suppliers will be able to view purchase orders, create and send invoices, check transaction status and more Key benefits of using the Coupa Supplier Portal include:

- **Fast and free** - Suppliers can register for the Coupa portal in minutes and begin sending electronic invoices and tracking their status immediately, all with no fees.
- **Supplier-actionable notifications** – Instead of just sending messages, suppliers can enable action. For example, suppliers can flip a PO to an invoice right from their email.
- **Robust integration** - Coupa's integration team has the experience and tools to integrate selected suppliers using cXML, and the understanding to preserve and respect the integration work already built.
- **Invoice to the inbox** - Suppliers can email PDF invoices directly to the Coupa mailbox (Not available in EMEA, sorry.)
- **Self-serve supplier inquiry** - All suppliers can have visibility into their orders, invoices, and payments. Suppliers get more immediate answers and CBRE receives fewer inquiries.
- **Ability to add punchout and static catalogs** – CBRE encourages suppliers to work with us in developing service rate cards and product lists to be added to Coupa's platform for easier purchasing by CBRE staff.

How much does it cost to join the Coupa Supplier Portal?

There is no cost to suppliers for the Coupa Supplier Portal.

Where can I sign into the Coupa Supplier Portal?

You can sign in to the Coupa Supplier Portal http://supplier.coupahost.com/

What can I do if the Coupa Supplier Portal is down?

If you experience an error message indicating that the Coupa Supplier Portal cannot be reached or service is temporarily unavailable, there are a few things you can check.

- The recommended browser for the Coupa Supplier Portal is Google Chrome

- You can try clearing the cache in Google Chrome

  o Chrome > Settings > Advanced Settings

    Privacy and Security > Clear Browsing Data *make sure the cache and cookies are checked*

    Clear Data

If this doesn't fix the issue, please contact the Procurement Buyer team.

Why am I being asked to pay when registering my account?

Coupa has recently introduced a new feature called Coupa Verified. The Coupa Verified solution is one of the optional programs a business can select via their Coupa Supplier Portal. Supplier verification on the CSP is completely optional and **NOT** required to transact with CBRE.

Supplier Engagement and Registration

Where can I register for the Coupa Supplier Portal?

You can send a request to our Procurement Buyer Team for an invitation to join the Coupa Supplier Portal.

I already have a Coupa account. How do I add CBRE?

To add CBRE to your Coupa account, send Public Profile Link (PPL) to our Procurement Buyer Team so they can link your account. **Please include the email address you used for Coupa registration in your request.**

Why haven't I received the email invitation to join the Coupa Supplier Portal?

If you have not received an email to link your account to Coupa, please check your spam/junk folder. If you still cannot find the email invitation, please send a request to our Procurement Buyer Team requesting an invitation to join the Coupa Supplier Portal.

How do I register if I am a national account with multiple users?

If you are transacting with CBRE in multiple locations, it is extremely important to use your company's primary contact email address when you register for Coupa. Please follow these steps:

1. Confirm your primary contact email address with the Coupa Supplier Enablement Team. Coupa email notifications will always be sent automatically to this email address.
2. Add additional users across your locations who require access to your Coupa account. These users will have full visibility into your PO queue, invoice, and payment status.
3. After go-live, you can forward POs to the appropriate location contact based on the ship-to address on the PO.

Why am I not able to download reports?

Email addresses are sometimes blocked and unable to receive alerts or download reports. If you experience this or receive an error that your account is blocked from downloading, please send a request to Procurement Buyer and ask them to unblock your email address so that you receive the email notifications and reports.

How do I locate CBRE on the Coupa Supplier Portal?

Once you have signed in to the Coupa Supplier Portal, you will be able to select CBRE from the Home Screen. You can find us under the Connected Customers / Latest Customer section.

In the Connected Customers, you can find CBRE once linked.
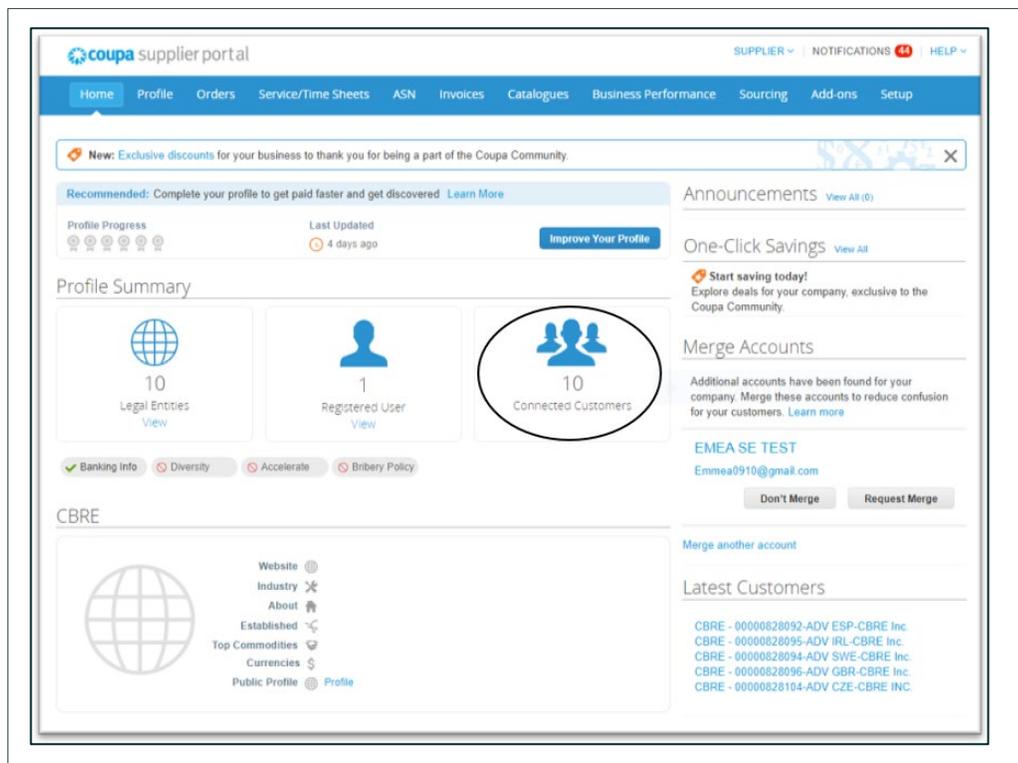
What if I don't see CBRE as a connected customer?

Check the email address where you received your CBRE invitation.   If they do not match, let us know and we will send you a new invitation to your chosen email address.

Why can't I register for the Coupa Supplier Portal?

If you have received the email invitation with a link to register and are not able to register, please ensure the "I am not a robot" field is checked. If you continue to have issues, please reach out to the Procurement Buyers Support team for your respective region.

What do I do if I am locked out of the Coupa Supplier Portal?

Coupa uses two-factor authentication to protect you against fraud. For instructions on enabling or disabling two-factor authentication, click here.

If you need your six-digit backup validation code, contact supplier@coupa.com. You will be asked to complete a declaration form and provide one of the following:

- ✓ A copy of your photo ID or passport
- ✓ Your Coupa Supplier Portal login email to verify your identity

Why am I not receiving a password reset emails?

Please check your spam/junk folder. If you still can't find the email invitation, please contact the Procurement Buyer Support team. **Please include the email address you used for Coupa registration.**

Are bank details required to register for Coupa?

CBRE doesn't require suppliers to add bank details

Who can I contact for additional Coupa questions regarding enrollment and enablement?

The Procurement Buyer Support team

Corporate/Advisory APAC	APACSUPPLYCHAINBUYERS@CBRE.COM
Corporate/Advisory EMEA	ADVEMEA_ProcurementBuyerSupport@cbre.com (for ADV EMEA)
Corporate U.S.	USProcurement@cbre.com
GWS APAC	APAC_ProcurementBuyerSupport@cbre.com (for APAC)
GWS EMEA	GWSEMEAsupplychainbuyer@cbre.com
GWS Latin America	LATAM_ProcurementBuyerSupport@cbre.com (for LATAM)
GWS US & Canada	GWSNAM_ProcurementBuyerSupport@cbre.com (for GWS NAM)

Which CBRE entities are using myBuy in APAC and EMEA, and how would I get support for these entities myBuy questions?

Here is a list of entities that are using myBuy, along with contact information for each.

Creating Invoices

How do I create an invoice?

1. On the main menu, click on the Orders tab.
2. If you are connected to more than one Coupa customer, select **CBRE** from the Select Customer dropdown menu.
3. In the PO table that appears, choose the PO you want to invoice.
4. Click on the yellow coins to create an invoice.

> *Note: Visit the Coupa Supplier Portal at https://www.cbre.com/about/suppliers/coupa-training-portal#local-language-materials for additional training materials.*

What if I do not have a PO?

Contact the PO requestor and ask for a PO. CBRE will not accept invoices without a PO.

Can I reuse an invoice number once CBRE has deleted it?

Yes, if CBRE has Voided the invoice number, you can reuse it.

What is the character limit for invoice numbers?

GWS APAC	125 characters	GWS US & Canada	40 characters
GWS EMEA	25 characters	Corporate/Advisory EMEA	30 characters
Corp U. S	40 characters		

How do I know if an invoice has been submitted?

On the main menu, click on the Invoices tab. Update the customer drop down to CBRE, look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice does not appear there, it's not in the system.

Can I create a partial invoice?

You can submit multiple, partial invoices, against a single PO. Just click the gold coin icon and enter the amount that should appear on the invoice.

Why can't I edit, void or delete an invoice?

Once an invoice has been submitted, it can't be changed in any way. This ensures invoice processing integrity.

However, you still have options:

— Ask the PO Requester to reject or void the existing invoice. You can then create a new one.
 If the account is using compliant invoicing, they can reject invoices, but they will not be able to void them.
— Create a new credit memo that credits the original value, and then generate a new invoice.
— Ask the PO Requester which method they prefer.

Can I backdate an invoice?

No, CBRE does not allow backdating of invoices.

What if an invoice has not been paid?

For questions regarding payment information, contact your CBRE representative directly. Some payment details might be on the invoice document in Coupa. In your notification settings, you can choose to receive payment notifications via email or short text message (SMS).

Can I flip a PO if I am not registered on the Coupa Supplier Network?

Yes. You can access your POs directly from your email inbox. CBRE will need to approve this function. For more information, please see the Supplier Actionable Notification (SAN) Training Guide

What is required to avoid delays in pdf invoice processing?

Please Send a single PDF per invoice. Each attachment is recognized as an invoice.

Supporting documents, images, PODs, etc. must be in the same PDF file or they will not be included with your invoice.

How do I set-up a new legal entity and/or Remit to?

Please use this link for instructions on how to set up your Legal Entity/Remit-To Address.

In the case you have changed your Remit-To, please reach out to your CBRE contact to have our records updated and avoid invoice rejection.

Invoice statuses

Status	Description	Action
APPROVED	The invoice has been accepted for payment by your customer.	No action
ABANDONED	The disputed invoice has been abandoned. Your customer can choose to notify you of this invoice status change and provide instructions. You can set notification preferences for abandoned invoices.	Check status and resubmit, if needed
DISPUTED	The invoice has been disputed. Invoices with this status are invoices with information that your customer does not agree to, needs clarification on, or finds incorrect.	Check dispute reason and take corrective action
DRAFT	The invoice has been created, but it has not been submitted to your customer yet.	Review draft invoice and complete mandatory feels and submit
INVALID	Specific for compliant e-invoices for clearance countries. Invoices with this status are visible only to you, not to your customer.	Fix and resubmit invoice
PENDING APPROVAL	The invoice is currently under review by your customer.	No action
PROCESSING	The invoice is being processed by the AP department and should be paid soon.	No action
VOIDED	Something is wrong with the invoice.	Contact the customer to get the invoice back on track.

What should I do if an invoice is rejected?

You can resubmit the original invoice and it will be processed as usual. A new invoice number can also be used, if needed.

What do I do after an invoice has been approved?

The invoice is now in CBRE's queue, and you will receive payment based on the agreed-upon payment terms.

Who can I contact for invoice and payment questions?

BUSINESS UNIT	GEOGRAPHY	CONTACT
Corporate / Advisory	U.S.	usaphelpdesk@cbre.com
Corporate / Advisory	LATAM	PeopleSoft: APHelpdesk.LATAM@cbre.com JDE: myBuyJDEAP@cbre.com
Corporate / Advisory	EMEA	Contact your PO Requester / Contact in CBRE
Corporate / Advisory	APAC	Advisory: Malaysia, Philippines: FinanceServiceCentre.Malaysia@cbre.com Australia, New Zealand: FinanceServiceCentre@cbre.com.au Singapore: Finance.ServiceCentre@cbre.com.sg Japan: FinanceServiceCentre@cbre.co.jp South Korea: Finance.ServiceCentre@cbrekorea.com China: FinanceServiceCentre@cbre.com.cn Hong Kong, Taiwan: Finance.ServiceCentre@cbre.com.hk India: Rahul.Saini@cbre.com [ADV] / ravi.agrawal@cbre.com; amitabh.mitra@cbre.com [GWS] Thailand: warunee.thongdee@cbre.com Vietnam: mai.damthiquynh@cbre.com; anh.v.nguyen@cbre.com GI: Singapore Finance.ServiceCentre@cbre.com.sg

		Hong Kong, Taiwan Finance.ServiceCentre@cbre.com.hk
		Australia, New Zealand FinanceServiceCentre@cbre.com.au
		Japan FinanceServiceCentre@cbre.co.jp
		Korea Finance.ServiceCentre@cbrekorea.com
		China FinanceServiceCentre@cbre.com.cn
		Philippines FInanceServiceCentrePH@cbre.com
GWS	North America	PeopleSoft: CBRE-GWS-NA-APHelpdesk-Resolution@cbre.com or call +1 844 788 6819 opt. 2 JDE: myBuyJDEAP@cbre.com
GWS	LATAM	PeopleSoft: APHelpdesk.LATAM@cbre.com JDE: myBuyJDEAP@cbre.com
GWS	APAC	iScala: FinanceServiceCentre.Malaysia@cbre.com JDE: myBuyJDE.APAC.AP@cbre.com
GWS	EMEA	Contact your PO Requester / Contact in CBRE

Why has my invoice been in Pending Approval for so long?

Your CBRE contact will be able to help find what is holding up the approval

cXML Transmission

This is an alternative to sending paper invoices and using the CSP. Suppliers who have large amounts of invoices and an internal IT department can build and manage the cXML transmissions.

Below are links to the Coupa Resources pages to learn more.

For suppliers - Core

INTEGRATION_RESOURCES

Creating Credit Notes

How do I create a credit?

1. On the main menu, click on the Invoice tab.

2. If you are connected to more than one Coupa customer, select **CBRE** from the Select Customer dropdown menu.
3. Choose the Invoice you want to credit.
4. Click on Create Credit Note.
5. Populate all the required fields
6. A credit note for product/quantity should have a negative quantity; a credit note for services should have a negative amount.
7. Click on 'Calculate' and then 'Submit'

> *Note: Visit the Coupa Supplier Portal at* [*https://www.cbre.com/about/suppliers/coupa-training-portal#local-language-materials*](https://www.cbre.com/about/suppliers/coupa-training-portal#local-language-materials) *for additional training materials.*

How do I resolve a disputed invoice?

See [Creating a Credit Note (Disputing an Invoice)](#) for more info.

Coupa Supplier Portal Training

CBRE offers monthly training sessions. Please reach out to the [Procurement Buyers](#) for dates and times.

There is additional training material located on our Coupa Supplier Training Portal. Click [here](#) for more details.

Frequently asked questions are listed by topic for easy reference. If you don't see the answer to your question or need further assistance, contact the appropriate team listed below.

Corporate/Advisory APAC	APACSUPPLYCHAINBUYERS@CBRE.COM
Corporate/Advisory EMEA	[ADVEMEA_ProcurementBuyerSupport@cbre.com (for ADV EMEA)](mailto:ADVEMEA_ProcurementBuyerSupport@cbre.com)
Corporate U.S.	USProcurement@cbre.com
GWS APAC	[APAC_ProcurementBuyerSupport@cbre.com (for APAC)](mailto:APAC_ProcurementBuyerSupport@cbre.com)
GWS EMEA	GWSEMEAsupplychainbuyer@cbre.com
GWS Latin America	[LATAM_ProcurementBuyerSupport@cbre.com (for LATAM)](mailto:LATAM_ProcurementBuyerSupport@cbre.com)
GWS US & Canada	[GWSNAM_ProcurementBuyerSupport@cbre.com (for GWS NAM)](mailto:GWSNAM_ProcurementBuyerSupport@cbre.com)