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BlackRock®

Coupa Supplier Portal Quick Reference Guide (QRG) for BlackRock Suppliers

LIMITED DISTRIBUTION

AGENDA



How to Register in Coupa

Purchase Orders

Invoices

Frequently Asked Questions

Coupa Supplier Portal Overview

If you are a BlackRock Supplier, we require you register to [Coupa](#), BlackRock's global procure to pay system in order to submit invoices.

The [Coupa Supplier Portal \(CSP\)](#) is a free tool for suppliers to easily do business with BlackRock.

The CSP makes managing your customers who use Coupa, and transactions easy. You can manage content and settings on a customer-by-customer basis, including:

- Receive and view purchase orders
- Create, view, and send invoices
- Create and manage customer-specific electronic catalogs
- Manage your public and customer-specific company profiles and remit-to information
- Check the status of transactions with your customers such as BlackRock

There is *no* cost for suppliers.

To get an invitation to register to the CSP, please email suppliermaintenance@blackrock.com.

Once you get the invitation, please follow the steps outlined in this QRG or [Coupa Training Materials](#) to register and manage your company's profile via the CSP.

STEP 1: REGISTRATION

Invitation by email

You will receive an email from Coupa Supplier Portal (do_not_reply@supplier.coupahost.com) inviting you to register and join the CSP.

1. In the email, Click on 'Join Coupa' to access the CSP registration page.
2. In the Coupa Supplier Portal registration page, complete the required fields and click on 'Submit'.
3. Once your account is created, you will reach the CSP homepage.

- ✓ Bookmark the Coupa CSP address for future use: <https://supplier.coupahost.com/>
- ✓ Contact SupplierMaintenance@blackrock.com to request an invitation to the CSP

Action Required from BlackRock - Click Below to Join Coupa



Hello Supplier,

BlackRock wants to connect with you on Coupa. Once registered you can do things with BlackRock (and your other buying organizations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts, and much more.

Coupa's Supplier Portal is completely free and helps you better transact and communicate electronically. Find out more using the links below, and use the buttons to either register or forward this invitation to another person at your company. Welcome!

Simon Todd
BlackRock



[Overview](#) Learn more about the Coupa Supplier Portal

[Need Help?](#) Answers to common questions and issues

[Coupa Info](#) Learn more about how companies use Coupa



Join the Coupa Supplier Portal

Validate the information below and create the password for your account. Click here for [help](#).

* First Name

* Last Name

* Company

* Email

* Password

Use at least 8 characters and include a number and a letter.

* Password Confirmation

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#).



Forward your invitation

Not the right person to register now? Want to ask a coworker to join quickly? Send a copy of your invitation to colleague's email below (must have same email domain).

Forward email

STEP 2: SET YOUR LANGUAGE

The screenshot shows the Coupa supplier portal interface. At the top, there's a navigation bar with links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Add-ons, and Admin. Below this, a red banner indicates an action needed to complete the profile. The main content area is divided into two columns. The left column features a 'BLK Supplier Training' section with a globe icon and links for Website, Industry, About, Established, and Employees. Below this is a 'Description' section. The right column contains 'Announcements', 'Merge Accounts', and 'Latest Customers' sections. A language selection dropdown menu is open, showing options: Dansk (Danmark), Deutsch (Belgien), Deutsch (Deutschland), Deutsch (Luxemburg), Deutsch (Schweiz), Deutsch (Österreich), English (Australia), and English (Canada). The 'English (US)' option is highlighted with a red box. At the bottom, there's a footer with copyright information and links to Privacy Policy and Terms of Use.

To change the language:

1. Click the English (US) link at the bottom of the Coupa homepage.
2. Select your language from the list.

STEP 3: SETUP YOUR LEGAL ENTITY

To setup your legal entity & remit-to-address:

1. Click on the Admin tab
2. Click on 'E-Invoicing Setup'
3. Click on 'Add Legal Entity'
4. Complete **legal entity name** and **country** of your company (this is the official name of your business that is registered with your local government and the country where it is located) and click 'Continue'
5. Complete all required fields (*****) and click on 'Save and Continue'

You are Done!

- ✓ This is a mandatory step before you can submit any invoices to BlackRock.
- ✓ If you need to change the Legal address -first deactivate the confirmed one and create the new one.

The screenshot shows the Coupa E-Invoicing Setup interface. At the top, the 'Admin' tab is highlighted with a red box and the number 1. Below the navigation bar, the 'E-Invoicing Setup' link in the left sidebar is highlighted with a red box and the number 2. In the main content area, the 'Add Legal Entity' button is highlighted with a red box and the number 3. Below this, a modal window titled 'Where's your business located?' is displayed. It contains a text box for 'Legal Entity Name' (marked with an asterisk) and a dropdown menu for 'Country'. A red box with the number 4 highlights the 'Continue' button at the bottom right of the modal. A yellow informational box above the form states: 'Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.'



PURCHASE ORDERS

BlackRock strives to make its invoicing and payment processes as efficient as possible via the use of Purchase Orders.

Invoicing against Purchase Orders (PO) supports a streamlined end to end invoice process in Coupa.

If BlackRock has issued any Purchase Orders to your company, you can view them by clicking on the **Orders** tab.

If the price on the PO is incorrect, contact the PO Requester directly.

To submit an invoice against a PO:

1. Click on the Create Invoice 🪙 icon for the relevant PO

Update all required fields, as shown in the next pages

The screenshot shows the Coupa Supplier Portal interface. The 'Orders' tab is highlighted in the top navigation bar. Below the navigation bar, there is a 'Select Customer' dropdown menu with 'BlackRock' selected. The main content area is titled 'Purchase Orders' and contains an 'Instructions From Customer' section. Below the instructions, there is a button that says 'Click the 🪙 Action to Invoice from a Purchase Order'. At the bottom, there is a table of Purchase Orders with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, and Actions. The table lists five POs, each with a gold coin icon in the Actions column, which is highlighted by a red box and a red number 1.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
6181	04/01/19	Issued	None	Translation	No	2,935.20 SE	🪙
6164	04/01/19	Issued	None	Translation	No	9,948.00 SE	🪙
5322	03/04/19	Issued	None	PE ELTIF deck translation	No	4,149.10 EU	🪙
4259	01/24/19	Issued	None	Translation	No	2,000.00 US	🪙
2915	11/27/18	Issued	None	Translation Services for Q4	No	100,000.00 US	🪙

PURCHASE ORDERS

Invoicing against a PO

Create Invoice [Create](#)

General Info

2 * Invoice #

3 * Invoice Date 08/21/19

Payment Term NET 45

4 * Currency USD

Status Draft

5 Image Scan [Browse...](#)

6 Supplier Note

7 Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier COUPA TEST

* Invoice From Address No address selected

* Remit-To Address No address selected

* Ship From Address No address selected

These will be populated if you have setup your legal entity (see Registration slides for details)

To

Customer BlackRock

Payment Reference
Please ensure this field only contains alphanumeric characters. do not include #, @, &, etc as this can impact our ability to process the invoice.

Customer Reference
Please ensure this field only contains alphanumeric characters. do not include #, @, &, etc as this can impact our ability to process the invoice.

BlackRock Entity **Not required for PO backed invoices**
Please enter the BlackRock Entity being charged if known.

BlackRock Cost Center **Not required for PO backed invoices**
Please enter the BlackRock Cost Center being charged if known.

2. Enter the Invoice

- Avoid special characters such as '#', '.', '!', 'ä', 'ü' or 'ß'
- Avoid '0' as the first number e.g. invoice # 01567 should be entered as 1567
- Avoid low case letters. Example 35inv19 should be entered as 35INV19
- Avoid 'spaces' or blanks

3. Enter the Invoice Date.

- The Date *must* match the date on the invoice.

4. Update the Currency

5. Add an Image Scan

6. Add a Note to the BlackRock contact, if useful

7. Attach the invoice document.

Accepted formats include PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.

PURCHASE ORDERS

Invoicing against a PO

7

Lines Line Level Taxation

Type	Description	Price
	TEST DO NOT PROI	56,000.00

8 56,000.00 ✖

PO Line: 9815-1 Contract: Supplier Part Number:

Add Tag

Add Line

9

Totals & Taxes

Lines Net Total	56,000.00
Shipping	<input type="text"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Tax	<input type="button" value="v"/> 0.000 % 0.000
Total Tax	0.00
Net Total	56,000.00
Total	56,000.00

10 **11**

✖ Delete Cancel Save as Draft Calculate Submit

7. Update the **Description**, if applicable

- If it is a part-invoice, update the description to make it clear what part the invoice covers

8. Update **Invoice Amount**.

- Should match the amount on the invoice you have attached.

9. Add Shipping, Handling and **Tax** as applicable.

10. Click on **Calculate** and ensure the total matches the invoice total

11. Click on **Submit**.

➤ The invoice will now be in 'Pending Approval' status until all approvals have been received from the BlackRock stakeholders.

➤ POs are open for invoices until the approved amount is exceeded. Please contact your BlackRock business contact if an extension or a new PO is required.



INVOICES

If there is no Purchase Order with your firm yet, please submit your invoice by following the subsequent instructions.

To submit an invoice (without a PO):

1. Click on the Invoices tab and then on 'Create Blank Invoice'

Update all required fields, as shown in the next pages

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Add-ons Admin

Select Customer BlackRock

Invoices

Instructions From Customer

If the invoice you are submitting is against a Purchase Order, please invoice directly against the PO from the 'Orders' tab. If you are NOT invoicing against a PO, it is required that you include the name and email address of the BlackRock contact the invoice is intended for, using the fields 'Requester' and 'Requester Email', plus the BlackRock Entity and Cost Center being charged if known. Please also ensure you attach a pdf copy of the invoice. If you do not include this information, the processing and payment of your invoice may be delayed. Please also ensure that the format of your invoice number is alphanumeric only, letters are upper case and does not contain any leading 0s or spaces. This may impact BlackRock's ability to process the invoice.

Create Invoices ⓘ

Create Invoice from PO Create Invoice from Contract **Create Blank Invoice** Create Credit Note

Export to View All Search

- ✓ If you are submitting monthly/quarterly invoices to BlackRock, talk to your business contact about him/her setting up a Purchase Order (PO) to allow for more efficient billing.

INVOICING

General Info

2 *Invoice #

3 *Invoice Date

Payment Term NET 30

4 *Currency

Status Draft

5 Image Scan Browse...

Supplier Note

6

7 Attachments Add [File](#) | [URL](#) | [Text](#)

From

*Supplier

Supplier Tax ID None

*Invoice From Address Supplier Training TEST Supplier
TEST Address
NYC, 10022
United States

*Remit-To Address Supplier Training TEST Supplier
TEST Address
NYC, 10022
United States

*Ship From Address Supplier Training TEST Supplier
TEST Address
NYC, 10022
United States

To

Customer BlackRock

8 *Requester Email

*Requester Name

Payment Reference

Please ensure this field only contains alphanumeric characters. do not include #, @, &, etc as this can impact our ability to process the invoice.

Customer Reference

Please ensure this field only contains alphanumeric characters. do not include #, @, &, etc as this can impact our ability to process the invoice.

BlackRock/eFront Entity

9 Please enter the BlackRock Entity being charged if known. If eFront related please enter EFRONT

BlackRock Cost Center

Please enter the BlackRock Cost Center being charged if known.

These will be populated if you have setup your legal entity (see Registration slides for details)

- Enter the **Invoice #**
 - Avoid special characters e.g. '#', '.', '!', "ä", "ü" or "ß"
 - Avoid '0' as the first number e.g. invoice # 01567 should be entered as 1567
 - Avoid low case letters. E.g. 35inv19 should be entered as 35INV19
 - Avoid 'spaces' or blanks
- Enter the **Invoice Date**.
 - The Date *must* match the date on the invoice.
- Update the **Currency**
- Add an **Image Scan**
- Add a Note to the BlackRock contact , if useful
- Attach** the invoice document. Accepted formats include PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.
- Enter the email and name of your **Blackrock contact**. i.e. the requestor of the services or goods
- If known, enter the **Cost Center** and **Entity**; this will speed up processing time.

INVOICING

10

Lines ☐ Line Level Taxation

Type	Description	Qty	UOM	Price
Qty Amt		1.000	Bag	0.00

PO Line: None Contract: ▼ Supplier Part Number:

11 + Add Line

12

Totals & Taxes

Lines Net Total	0.00
Shipping	<input type="text"/>
Handling	<input type="text"/>
Misc	<input type="text"/>
Tax	▼ % 0.000
Total Tax	0.00
Net Total	0.00
Total	0.00

13 **14**

✖ Delete Cancel Save as Draft Calculate Submit

10. Select the type of cost; Quantity (Qty) or Amount (Amt) and update the Price to match the invoice amount

11. Add Invoice Lines, as applicable.

12. Add Shipping, Handling and Tax as applicable.

13. Click on Calculate and ensure the total matches the invoice total

14. Click on Submit.

➤ The invoice will now be in 'Pending Approval' status until all approvals have been received from the BlackRock stakeholders.



Frequently Asked Questions

REGISTRATION

- **Where do I sign in to the CSP?**
 - <http://supplier.coupa.com>
- **What happens if I forget my login?**
 - Forgotten passwords can be retrieved via the forgotten password link on the CSP. Why don't I get the password reset emails? Check your spam/junk email folder. E-mails sometimes get flagged as spam. If you still cannot find the email, write to supplier@coupa.com
- **How do I register if the admin/owner of the CSP account has changed or has left the company?**
 - Please reach out to suppliermaintenance@blackrock.com to request BlackRock to change the contact information for you as a supplier and then "unlink" from the leavers account, then "resend the invite using your e-mail."
- **How to I add my colleagues to the CSP account?**
 - Please see detailed instructions [here](#).
- **Can we have different roles within the CSP?**
 - Yes. If you go to the 'Admin' tab and then select 'Users' you will be able to manage the settings for each of your users. When you invite a new user you can determine which customers you would like them to view, in addition to which activities you would like them to be able to perform. Once the user has been created you can still edit these settings by selecting the 'Edit' button. More information [here](#).
- **I already use the CSP with another customer. How do I connect with BlackRock?**
 - If you provide BlackRock with the same email address that you use to connect to your other Coupa customer(s) via the CSP, when your new customer has that email address, they can send you an e-mail invite to join. Once you confirm the new connection request, you are automatically connected to your new customer and your previous customers within the CSP.

Frequently Asked Questions

PURCHASE ORDERS

- **Can I part-invoice or invoice against a blanket purchase order?**
 - Yes. If a PO was setup for a longer period of time or for a full project, you can invoice monthly, quarterly, per deliverable, or as agreed against that one PO. Follow the usual invoice process and instead enter the part amount rather than the full amount. You can repeat this step multiple times until the full amount is invoiced.
- **What do I do if the price on the purchase order I receive is wrong?**
 - If the PO you receive is incorrect, please contact your BlackRock business contact (the to the contact in the PO to cancel the PO and ask your BlackRock contact to raise another one.
- **What do I do if the PO is closed?**
 - If the PO is closed, please contact your BlackRock business contact to either amend the existing one or create a new one.
- **What do I do if the currency of the invoice does not match the currency of the PO?**
 - BlackRock cannot process an invoice with a currency that does not match the PO currency. Either 1) the invoice has to be canceled and resubmitted with the correct currency or 2) the PO needs to be canceled and a new one submitted in the new currency. In this case, the supplier will have to re-submit the invoice against the new PO.
- **Can I submit invoices for different projects, BlackRock teams or BlackRock entities against the one Purchase Order?**
 - No. Please ensure you are submitting an invoice against a PO if it 'belongs' to that PO. Other invoices should be submitted as non-PO backed invoices. See Invoices section for more details.

Frequently Asked Questions

INVOICES

- **How do I edit or delete an invoice?**

- You will be unable to edit or delete an invoice that has already been submitted to BlackRock. Please contact APCustomerService@blackrock.com to Dispute the invoice back to you. You will then be able to resubmit it. Details on how to edit a draft invoice [here](#).

- **How do I create a credit memo?**

- Details on how to create a memo [here](#).

- **Will we be able to send you messages through the CSP to chase outstanding invoices?**

- The CSP has a comment function where you, the supplier, in addition to BlackRock, can add comments to purchase orders, invoices and catalogues. The comment section can be found by scrolling down to the bottom of all of these respective pages within the CSP.

- **Does BlackRock support cXML invoices?**

- Yes, please contact Accounts Payable for details.

- **What do the different invoice statuses mean?**

- **Draft:** the invoice has not yet been submitted to BlackRock and can still be edited or deleted by the Supplier
- **Pending Approval:** the invoice was submitted to BlackRock and is pending BlackRock approval
- **Approved:** The invoice is fully approved and payment will be issued in the next payment run
- **Disputed:** The invoice was disputed by BlackRock due to an issue with the attachment or the data provided (see comments for details). Supplier will need to re-submit the invoice.
- **Void:** The invoice has been canceled by BlackRock, e.g. due to it being a duplicate invoice.

Contact Us

Accounts Payable for invoice related questions

APCustomerService@blackrock.com

Supplier Maintenance for CSP registration related questions

SupplierMaintenance@blackrock.com

BlackRock Sourcing & Vendor Management for PO related questions

SourcingAndVendorManagement@blackrock.com

Coupa Supplier Help

supplier@coupa.com

Coupa Self-Help Resources: https://success.coupa.com/Suppliers/For_Suppliers