Coupa Frequently Asked Questions

Apr.01, 2025

Supply Chain Unit, INPEX Corporation

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Energy for a brighter future

Introduction

This book contains frequently asked questions from suppliers.
Please use this as a reference, we will update this as necessary. If you have any inquiries, including those not addressed in this document, don't hesitate to contact us.

＜Contact＞

Supply Chain Unit, INPEX Corporation
Coupa Assistance Team(CAT)
E-mail: log.cat@inpex.co.jp
*For information management purposes, please contact us via email.
*Regarding inquiries about Coupa, please refrain from contacting our company staff individually.

Frequently Asked Questions（1／5）

No.	Category	Questions	Answer	Documents
S0001	Initial setup	In what units should we register for the Coupa Supplier Portal (CSP)?	It depends on the business flow (order/billing form), so please contact INPEX.	
S0002	Order Confirmation	Signature on purchase order still required?	It will be replaced by "Order Acknowledged" in CSP. For details, refer to the Operational Manual. However, in cases where signature on order is required due to business practices such as the Construction Business Law, we ask suppliers to sign back.	Coupa Operational Manual for Suppliers
S0003	Order Confirmation	Do we need a revenue stamp when issuing a confirmation of order?	Coupa does not provide an electronic signature mechanism for order confirmation. Therefore, we will continue the current operation.	
S0004	Quote	Do we also use Coupa to contact you about quotes?	Basically, the communication associated with the quotation is carried out on Coupa (chat function on the ordering screen, message on the procurement response portal, etc.).	
S0005	Service Sheet	Will there be additional tasks for transactions that are currently only done through invoice submission?	Service Sheet submission is required additionally . Therefore, Service Sheet submission and invoice registration are required. For details, refer to the Operation Manual.	Coupa Operational Manual for Suppliers
S0006	Initial setup	Can multiple users access one CSP account?	Several users can be added to one CSP account. However, the invitation email for CSP registration is sent to only one user. Please add the users after registration.	

No.	Category	Questions	Answer	Documents
S0007	Initial setup	Can multiple devices log in to a single user account?	Yes. However, there is a limit of two connections per user.	
S0008	Others	What changes have occurred on the supplier side since the introduction of Coupa?	Key changes including Quote response via Coupa Quote Response portal; Purchase order acknowledgement through CSP; Service Sheet submission through CSP; Invoice registration through CSP. Please refer to the supplier explanatory material for details.	Coupa Explanatory Material for Suppliers
S0009	Billing	Can we confirm the scheduled payment date in Coupa?	No. Payment is made based on the invoice date and payment terms. If required, please contact your INPEX representative for the expected payment date.	
S0010	Quote	Will Coupa be used for quotation for budget purposes?	Yes, it will. However, depending on the situation and items, it may be requested outside of Coupa. Please follow the instructions of the person in charge of INPEX.	
S0011	Others	Is Coupa compliant with the Electronic Books Maintenance Act?	Electronic data (purchase orders, invoices, etc.) exchanged on Coupa complies with the Electronic Books Maintenance Act. However, attached documents like slips do not meet the requirements of this Act.	
S0012	Others	What should be done if there is a change in the product number, etc., after receiving an order?	Please use the chat/comment function in Coupa to inform INPEX buyer of the changes. INPEX will then resend the revised PO.	

No.	Category	Questions	Answer	Documents
S0013	Quote	Can multiple users simultaneously edit the same quote event in the Quote Response Portal?	Multiple users can edit the same quote event, but it is not recommended. Be aware that when multiple users edit the same event, the changes aren't updated in real time. Any information saved later will overwrite the content saved earlier.	
S0014	Others	Is it possible to submit documents such as instruction manuals, certificates of origin, and certificates of conformity through Coupa?	PDF documents can be attached using the following functions. However, regarding the handling of original documents, please comply with various laws and regulations. ・Attached to purchase order comments (file/URL) ・Attached to service sheet registration attachments (file/URL/text) ・Attached to invoice registration attachments (file/URL/text)	
S0015	Service Sheet	Services (services and construction) submit daily progress reports by e-mail every day. Is this replaced by the submission of service sheet?	It will not fully be replaced by the submission of service sheet. Submission of service sheet is required for "acceptance of service provided." For construction status reports such as daily reports that are not related to "acceptance," please check with the person in charge of INPEX for each project.	
S0016	Quote	How should we submit the quote of the cost other than the unit price of the product? (For example, shipping cost)	Each time an estimate is made, INPEX will inform you how to respond. Please respond according to the guidance. You can also attach a PDF or Excel file when posting the details of the estimate.	

Frequently Asked Questions（4／5）

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No.	Category	Questions	Answer	Documents
S0017	Others	Do we need delivery notes/slips for orders in Coupa?	Please do not send delivery notes that need to be stored.	
S0018	Others	Can you log in to CSP from a link other than the one in the email from Coupa?	You can access Coupa directly from the URL below. URL:https://supplier.coupahost.com	
S0019	Order Confirmation	Will the purchase order be sent even if the contract is in place ?	INPEX will send you a purchase order. Please invoice against the purchase order.	
S0020	Others	Who can see comments and chats in Coupa?	Other Coupa users of INPEX can also view the communication between the representatives.	
S0021	Others	Will the transaction (order) that has already received before Coupa implementation be transferred to Coupa?	It depends on the order you have received, so please contact the contact in charge of INPEX.	
S0022	Others	Where can we contact questions about Coupa?	Any questions or concerns, please contact INPEX Coupa Assistance Team (CAT), please email log.cat@inpex.co.jp.	
S0023	Billing	Is the invoice registered in CSP considered as a Qualified Invoice ?	You will need to register the Qualified Invoice Issuer Registration Number on CSP as a pre-setup and enter the required information such as invoice number and tax rate. For details, refer to the Operational Manual.	Coupa Operational Manual for Suppliers
S0024	Quote	To whom will the RFQ be sent?	INPEX will send the request to the contact registered as the representative email address (1 address). Please contact CAT (log.cat@inpex.co.jp) if the RFQ mailing address should be changed.	

Frequently Asked Questions（5／5）

No.	Category	Questions	Answer	Documents
S0025	Order Confirmation	To whom will the purchase order be sent?	INPEX will send the order to the email address registered as the recipient for the order. It is possible to set the order recipient address separately from the representative (CSP invitation recipient, RFQ recipient). If additional users need to be added, this can be done by the supplier.	
S0026	Initial setup	How do we set up multi-factor authentication on CSP?	Refer to the Multi-Factor Authentication Supplier Guide on Coupa Compass.	[Manage Multi-Factor Authentication | Coupa](#)
S0027	Initial setup	What should we do if we already have a CSP account with other customer, but an invitation is sent to a different email address?	Please contact CAT (log.cat@inpex.co.jp) with the email address of your existing account.	
S0028	Initial setup	What should we do if we want to check whether information is correctly registered during CSP account registration?	Refer to the Operational Manual.	Coupa Operational Manual for Suppliers
S0029	Initial setup	Can we change the language of the CSP?	Yes, you can. For details, refer to the Operational Manual.	Coupa Operational Manual for Suppliers
S0030	Others	When registering a CSP account, what should we enter in the Tax Registration and Registration Number items?	For details, refer to the Operation Manual.	Coupa Operational Manual for Suppliers
S0031	Initial setup	Can you send us the goods/service receipt certificate?	No, it will not to be sent. Contact CAT (log.cat@inpex.co.jp) for any assistance.	