



Here for you.

# COUPA Supplier Portal (CSP) Training

Grp Procurement | GRP-TRA- 091 Version 0

# Welcome



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Group Procurement Process  
& Systems Manager

# Webinar Practicalities



**Recording** – This session will be recorded. The recording will be made on the [Ontex supplier website](#) after the webinar.



**Microphones** – Participants microphones are **muted** for the duration of the session.



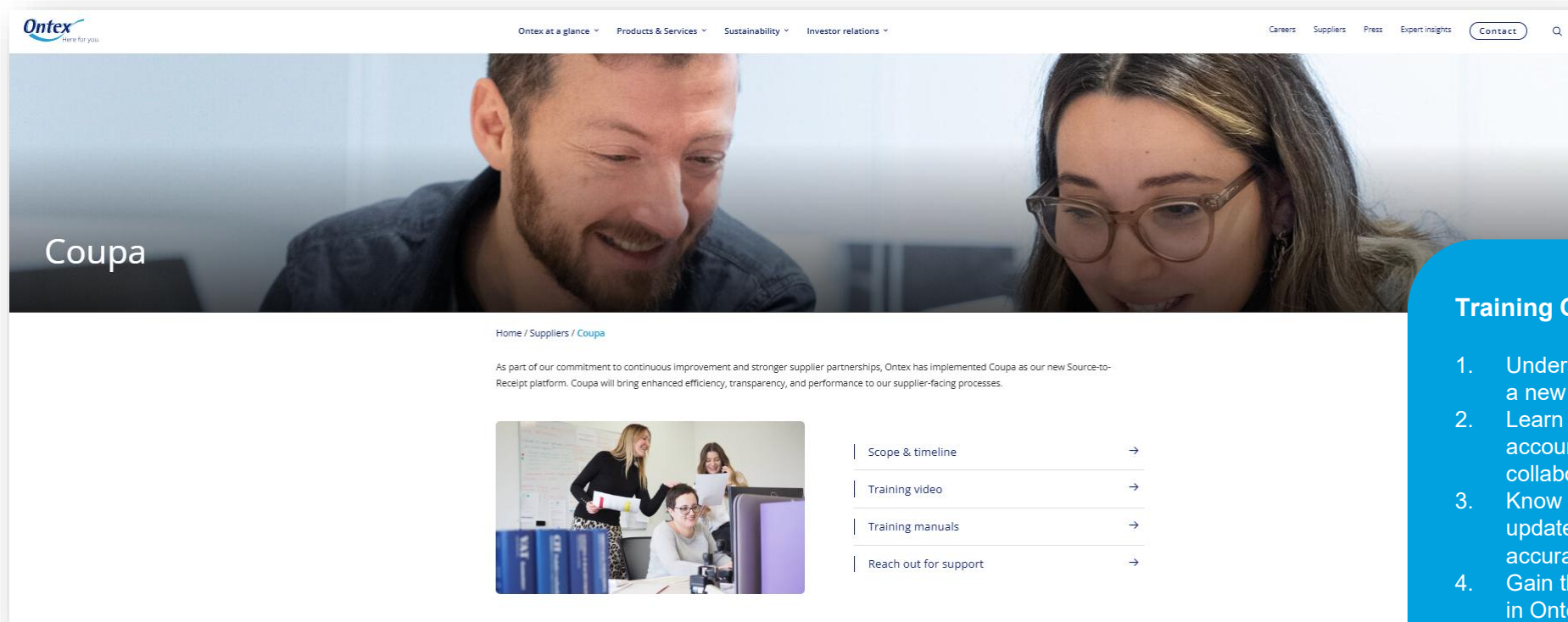
**Cameras** – Participants cameras are **switched off** for the duration of the session.



**Questions** – Please submit your questions using the [Q&A section](#) of the webinar platform. Our team will address them after the session.

# Before we Start

> **How this training fits in** – follow-up to the Supplier Management & Sourcing training available on our [Ontex website](#)



The screenshot shows the Ontex website's 'Coupa' page. The header includes the Ontex logo and navigation links: 'Ontex at a glance', 'Products & Services', 'Sustainability', 'Investor relations', 'Careers', 'Suppliers', 'Press', 'Expert insights', and a 'Contact' button. The main content area features a large image of a man and a woman looking at a screen, with the word 'Coupa' overlaid. Below the image, the breadcrumb 'Home / Suppliers / Coupa' is visible. A paragraph explains that Coupa is a new Source-to-Receipt platform implemented to improve efficiency and transparency. To the right of a small image showing people in a meeting, there is a list of links: 'Scope & timeline', 'Training video', 'Training manuals', and 'Reach out for support', each with a right-pointing arrow.

## Training Content

1. Understand how to register a new CSP account
2. Learn how to link your CSP account to Ontex for collaboration
3. Know how to manage and update your supplier data accurately
4. Gain the skills to participate in Ontex sourcing events

# ↗ What to Expect from this Training

- > Gain a clear understanding of the **Coupa Supplier Portal (CSP)** — with a focus on collaborating effectively with **Ontex**, receiving **purchase orders (POs)**, submitting **service sheets**, and managing your **catalogs**.
- > **During this Training, You Will:**
  - Gain knowledge on managing purchase orders (POs)
  - Learn how to complete and submit service sheets
  - Understand how to create and maintain catalogs via CSP
- > **Duration** — 60 minutes





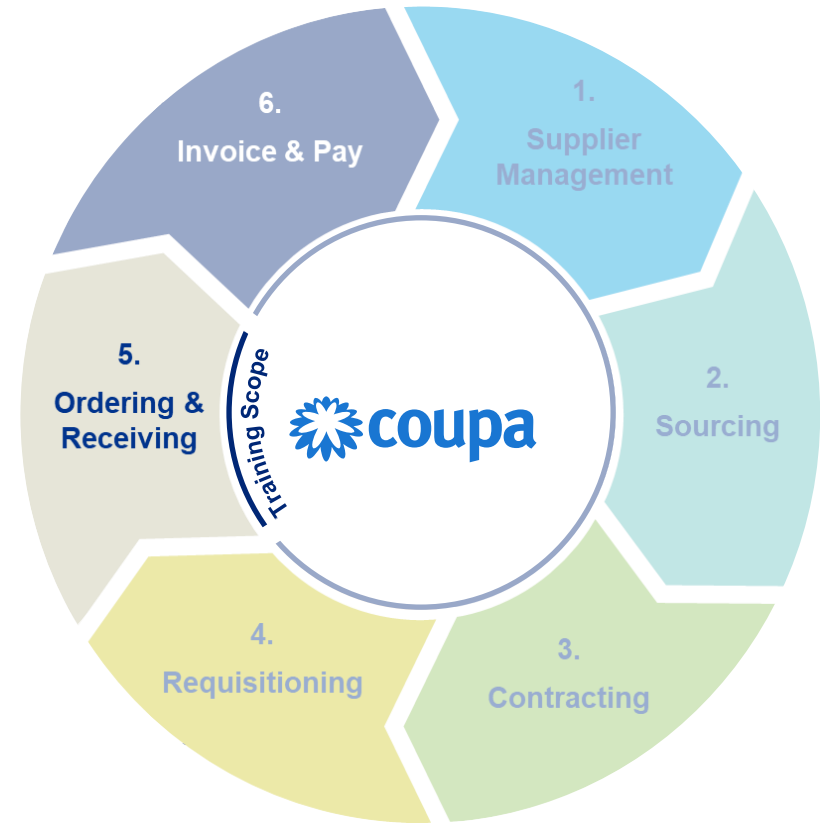
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# Introduction – Coupa

## Ontex & Coupa

- > Ontex has selected Coupa as a tool to digitize and **streamline the indirect spend Purchase-2-Receipt (P2R) process**
- > **One platform for order, delivery, and service collaboration**

## What will Change

- > **One single platform (CSP)** for all PO-related interactions
- > **Faster & more transparent processes** (fewer emails, less manual work)
- > End-to-end visibility for Purchase Order → Delivery → Receipt
- > **No PO - No Pay** policy



A valid **PO** must be received before delivering goods/services or submitting an invoice to Ontex. If you did not receive a PO number, please contact your Ontex representative.

# Introduction – Coupa

## What does this mean for you

- > **Receive and acknowledge Purchase Orders (POs)** via the Coupa Supplier Portal (CSP)
- > Deliver against approved POs only
- > **Create Service Entry Sheets (SES)** for services before invoicing
- > Maintain catalogs/punchouts (if applicable)

### In scope (via Coupa)

Managed through Coupa:

- Advertising & marketing
- Human Resources (HR)  
(e.g. relocation, training, research & development)
- IT & telecom services (ICT)
- Professional services  
(e.g. consulting, legal, audit, R&D supplies and services)
- Real estate
- Technical investments & non-inventory MRO (TIMRO)
- Utilities (energy & water)

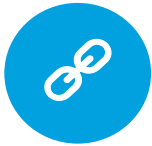
### Out of scope (covered via other tools/processes)

Managed outside Coupa:

- Direct spend goods – raw materials, packaging, outsourcing products and trading goods – (via SAP)
- Inventory-managed spare parts (via SAP)
- Transportation (via Transporeon)
- Travel & Expenses (via Concur)

## What is in Scope

# Introduction – Key Project Dates



**May 28<sup>th</sup> 2026** – Coupa supplier Portal **invitations** have been sent out. Please complete Ontex's onboarding request to ensure adherence to Ontex purchasing requirements



**June 1<sup>st</sup> 2026** – Coupa Supplier Portal **Training** Webinars



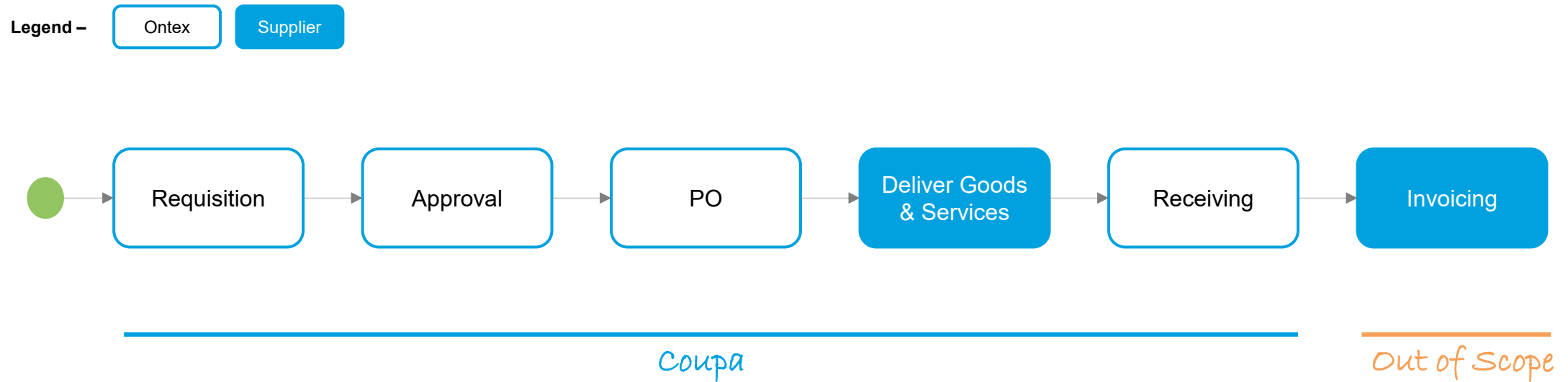
**June 8<sup>th</sup> 2026** – Coupa Purchase-to-Receipt (P2R) **go-live** | Countries **Belgium & Spain**

## P2R Waved Country Go-Live dates

<b>December 2026</b>	IT – DE – PL - CZ
<b>March 2027</b>	US - MX
<b>June 2027</b>	UK – AUS - FR

# Introduction – Process

> End-to-end Purchase-to-Receipt (P2R), from requisition to invoicing, highlighting key supplier – Ontex interactions via Coupa.



**Note** — Invoicing is currently out of scope of Coupa. Supplier may continue to submit invoices through the existing processes as previously communicated. No changes have been made to the invoicing process at this stage.



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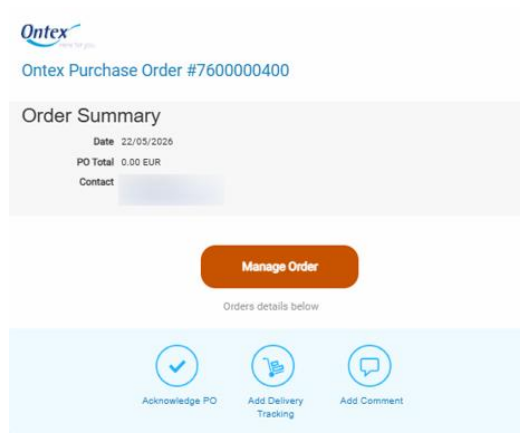


# Ordering & Receiving

Different ways to receive and manage Purchase Orders



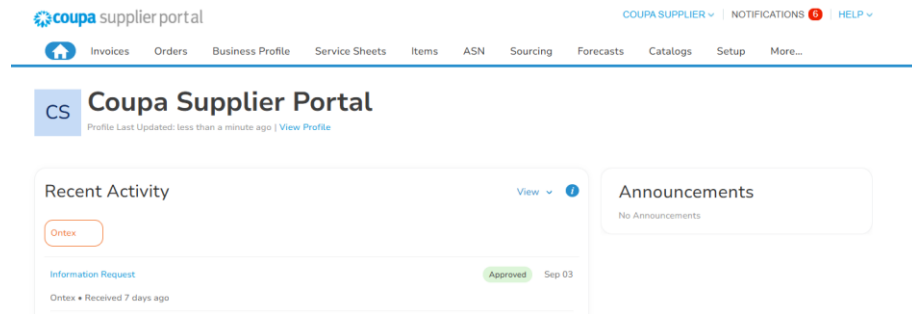
## Supplier Actionable Notification (SAN)



You can receive SAN by email, for example, to view, acknowledge, and comment on a Purchase Order (PO) **without registration or login.**



## Coupa Supplier Portal (CSP)



By registering on CSP, suppliers can manage and access POs in real-time, view both current and historical Purchase Orders, create and manage Service Entry Sheets (SES), and also manage their own profile information.



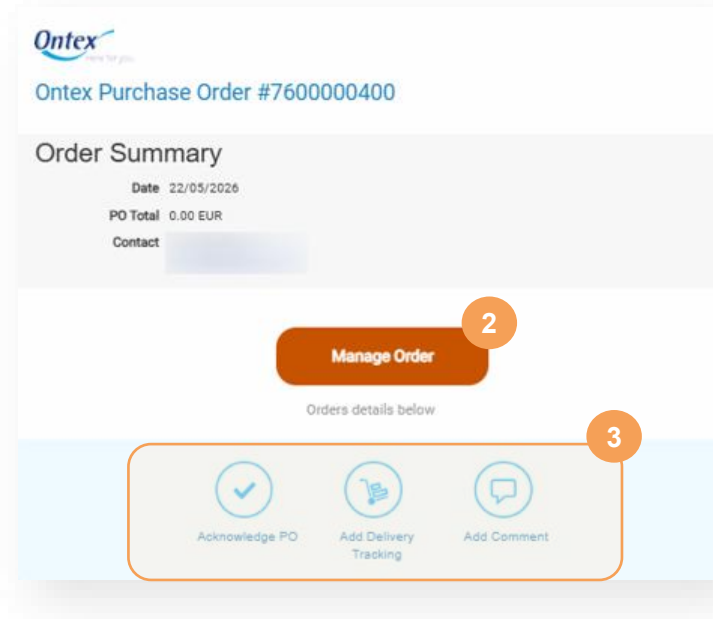
**Note** — For cXML integration (direct connection between supplier ERP and Coupa), please contact [ontexcoupasupport@ontexglobal.com](mailto:ontexcoupasupport@ontexglobal.com) for support.

# Receive PO

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# Receive PO

How to view and acknowledge a PO – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)



1. After Ontex creates a Purchase Order (PO), you will receive an email notification with the subject “Ontex Purchase Order #76XXXXXXXX” (from: do\_not\_reply@ontex.coupahost.com). A copy of the **Purchase Order (PO)** is included in the **email attachment** for your reference.
2. Click on “**Manage Order**” to view and access the PO details.
3. Use the available options to **take action** on the PO:
  - **Acknowledge PO** – confirm PO receipt and acceptance of the order
  - **Add Delivery Tracking** – provide shipment or delivery details
  - **Add Comment** – communicate questions or updates to Ontex



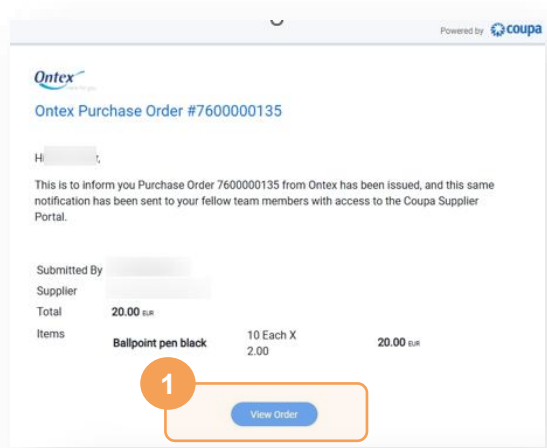
### Note —

- i. When adding comments, you can notify an Ontex contact by typing “@name” (no space between “@” and the name), then selecting the correct contact from the dropdown list suggested by Coupa.
- ii. Files or URLs can also be added as attachments to the comment.



# Receive PO

How to view and acknowledge a PO – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)

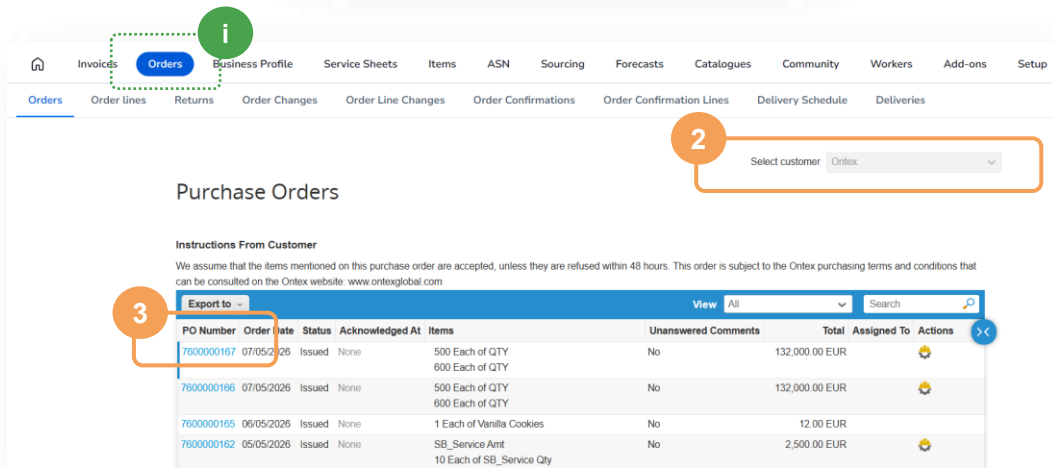


1. After Ontex creates a Purchase Order (PO), you will receive an **email notification**. Click on “**View Order**” to access the PO details.



#### Note —

- i. Alternatively, the Purchase Orders can also be accessed directly in the Coupa Supplier Portal by selecting the “Orders” view from the Homepage.



2. You will be directed to the **PO table** in the Coupa Supplier Portal (CSP). If you manage multiple customers, use the **customer filter** to locate Ontex POs.
3. Each PO shows key information such as Status and Order Date. Click on the **PO Number** to open and review the order details.

# Receive PO

How to view and acknowledge a PO – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)

Purchase Order #7600000140

**a** General Info

Status Issued - Pending Manual  
Order Date 22/04/2026  
Revision Date 22/04/2026  
Requester [Redacted]  
Email [Redacted]  
Payment Term [V015] - 30 days date of invoice

**b** Shipping

Ship-To Address 11 Upgrade street  
San Mateo, 11111  
United States  
Location Code: A230  
Attn: Lore Jeuris  
Terms CFR

Shipment Tracking + Add  
No package tracking.

**5** Attachments None  
Acknowledged   
Assigned to

**c** Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		vanilla cookies	5	Each	50.00	250.00	0.00

Need By 27/04/2026 Supplier Part Number None Supplier Auxiliary Part Number None Manufacturer Name None Manufacturer Part Number None

Incoterm Location Hasselt

Per page 15 | 45 | 90

Total EUR 250.00

Save **6** Print View

- Review all **PO details** before confirming:
  - Check General Info (e.g. Order Date)
  - Verify the Ship-To Address
  - Review order details under Lines (e.g. quantities and Need-by Date)
- Acknowledge** receipt of the PO by selecting the check
- Use **"Print View"** if you require a PDF copy of the PO.



**Note** — Orders not rejected within 48 hours of receipt of the PO will be considered accepted.

# Service Sheets

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# Service sheets

How to create Service Sheet – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)

Order Summary  
Date: 22/05/2026  
PO Total: 0.00 EUR  
Contact: [Redacted]

**1** Manage Order

Orders details below

Acknowledge PO Add Delivery Tracking Add Comment

Verify Your Access for Purchase Order #7600000400

Enter the One-Time Password sent to on\*\*\*\*\*@gm\*\*\*\*\*.

Enter One-Time Password

Please tick the box below to proceed.

I'm not a robot

**2** Verify One-Time Password

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Price	Total	Invoiced
SB test		0.00	0.00	0.00

Service Sheet Required	Worker Assignment	Due Date	Resource Manager	Pending Approval	Received via Service Sheet
Yes	+ Add	23/05/2026	Sam Byttebier	0.00	0.00

Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	Incoterm Location
None	None	None	None	None

Per page 15 | 45 | 90

Total EUR 0.00

**3** Create Service Sheets Save Print View

1. Access the Purchase Order via the link “**Manage Order**” provided in the PO email
2. Enter the one-time password received on the respective PO mail address.
3. Scroll down and click on “**Create Service Sheets**” to proceed.

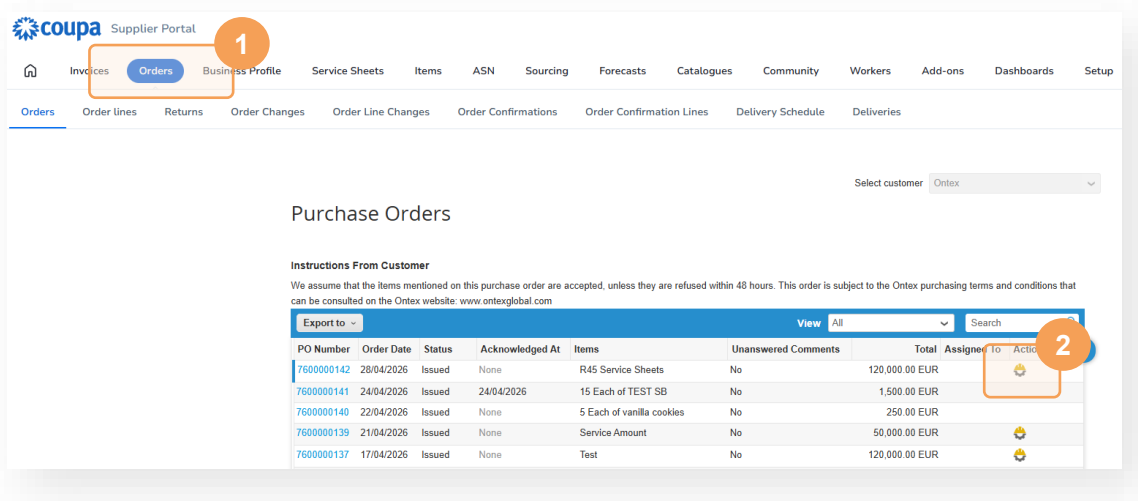


**Note** — A **Service Sheet** is a timesheet used to track the progress of a service order.

- It can be created by Supplier or Ontex.
- If created by Supplier, submission triggers approval by Ontex.
- The type of service determines how the service sheet is created and the required data to complete.

# Service sheets

How to create Service Sheet – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)







Purchase Orders

Select customer: Ontex

Instructions From Customer

We assume that the items mentioned on this purchase order are accepted, unless they are refused within 48 hours. This order is subject to the Ontex purchasing terms and conditions that can be consulted on the Ontex website: [www.ontexglobal.com](http://www.ontexglobal.com)

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
7600000142	28/04/2026	Issued	None	R45 Service Sheets	No	120,000.00 EUR		
7600000141	24/04/2026	Issued	24/04/2026	15 Each of TEST SB	No	1,500.00 EUR		
7600000140	22/04/2026	Issued	None	5 Each of vanilla cookies	No	250.00 EUR		
7600000139	21/04/2026	Issued	None	Service Amount	No	50,000.00 EUR		
7600000137	17/04/2026	Issued	None	Test	No	120,000.00 EUR		

1. Navigate to the **Orders** tab in the Coupa Supplier Portal (CSP).
2. Under the Actions column, select the  icon next to the relevant PO and choose to create the Service Sheet.

# Service sheets

How to create Service Sheet – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)

**a**

SB\_Service Amt 0.00 EUR

PO Line 1 Due Date 11/04/2026 Completion Date dd/mm/yyyy Attachments Add File | URL | Text

Supplier Contact Email None PO Line Total 1,000.00 EUR

Description	Worker Assignment	Rate	Price	Quantity	UOM	
	No workers available	No rates available		1	Each	0.00 EUR

+ Add Detail Line

**b**

SB\_Resource Amt 0 Weeks 0.000 0.00 EUR

PO Line 4 Due Date 12/04/2026 Completion Date Attachments Add File | URL | Text

Supplier Contact Email None PO Line Total 5,000.00 EUR

12/04/2026 - 18/04/2026

Description	Worker Assignment	Rate	Price	Sun 12	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Sat 18	Hour
	No workers available	Select option	0.00	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000

+ Add Detail Line

Weekly Total 0.00 EUR

3. **Complete** the required fields in the Service Sheet (timesheet).
4. Once all fields are completed, scroll down and click **“Submit”**. The Service Sheet will be sent to Ontex for approval.



**Note** — The type of service determines how the service sheet is created and the required data to complete.

- Service & Resource **Amount**: select the applicable rate
- Service & Resource **Quantity**: price is fixed, add a quality.

# Service sheets

How to create Service Sheet – via Email Supplier Actionable Notification (SAN) | via Coupa Supplier Portal (CSP)

5. Go to the **Service Sheets** tab in the Coupa Supplier Portal (CSP) to **view and monitor all service sheets**.

Service Sheet	Purchase Order	Lines	Service Sheet Total	Currency	Status	Submitted Date	Approval Date	Submitted By Entity	Actions
113	7600000159	Service Amount	12.00	EUR	Approved	04/05/2026	04/05/2026	Supplier	
112	7600000161	1 Hour of Resource	12000.00	EUR	Approved	04/05/2026	04/05/2026	Supplier	
111	7600000160	1 Each of Service Qty	120.00	EUR	Approved	04/05/2026	04/05/2026	Customer	
109	7600000142	R45 Service Sheets	0.00	EUR	Draft	None	None	None	
106	7600000119	SB_Service Amt 0 Each of SB_Service Qty 0 Hour of SB_Resource Qty SB_Resource Amt	0.00	EUR	Draft	None	None	None	
105	7600000142	R45 Service Sheets	12000.00	EUR	Pending Approval	28/04/2026	None	Customer	



### Note —

- a. The service sheets overview displays the **status** of each sheet (e.g. *Pending Approval* or *Approved*). If the service sheet is rejected, its status will return to *Draft*.
- b. Both the **supplier** and **Ontex** can submit service sheets; this is shown in the “**Submitted By Entity**” column.



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## Introduction

- > In Coupa, products and services can be provided through different **catalog solutions**, depending on the supplier set-up and capabilities.
- > Ontex uses 2 main catalog types:

### Hosted Catalogs

- Products and pricing information is uploaded directly into Coupa
- Can be managed by Supplier or Coupa
- Best suited for stable product ranges and pricing

### Punchout Catalogs

- Direct connection from Coupa to the Supplier's webshop or e-commerce platform
- Requires technical integration (cXML)
- Allows real-time pricing and product configuration



**Note** — Catalog management is an **optional capability** that can improve efficiency and automation, but must be set-up in collaboration with Ontex

If you believe catalog integration is relevant for your business, please contact [ontexcoupasupport@ontexglobal.com](mailto:ontexcoupasupport@ontexglobal.com)



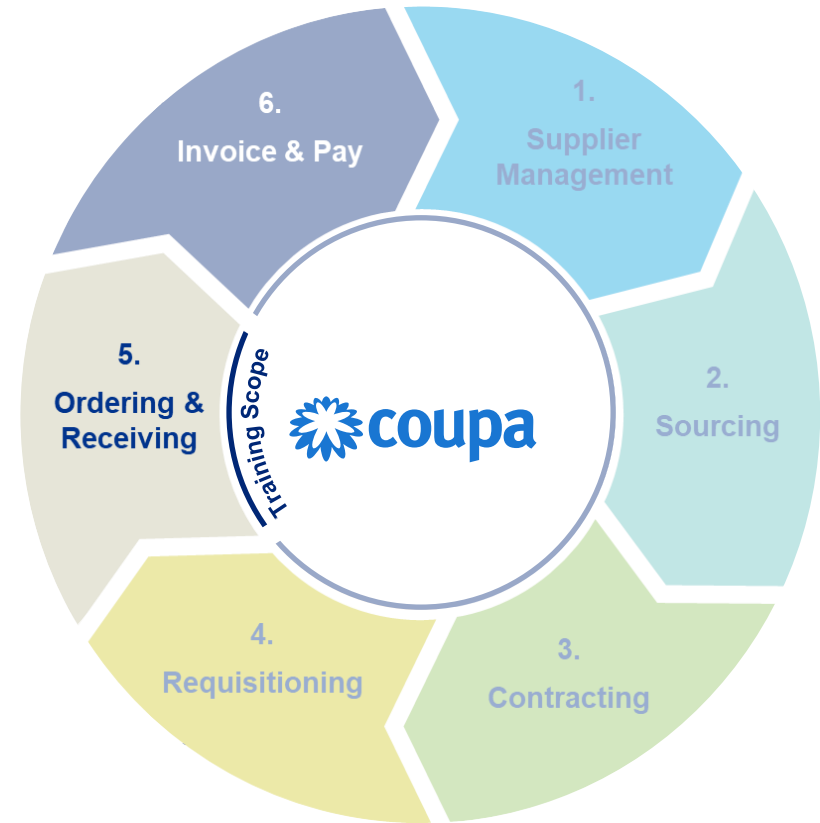
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# What's Next?



**Q&A Follow-up** – All questions raised during this webinar series will be consolidated. Answers to any open questions will be shared offline after the sessions.



**Training Recording** – A recording of this session will be available soon on the [Ontex Supplier Website](#).



**Coupa Supplier Portal Invitation** – You should have received an invitation to connect with Ontex on the Coupa Supplier Portal (CSP). Please accept this invitation to ensure a smooth transition to the new system, please contact your Ontex representative if you haven't.



**Go-Live Date** – Phase 2 Go-Live **8<sup>th</sup> of June 2026**

↗ Thank you – Questions?





*The everyday, made easier.*