FAQ for suppliers

If you are a supplier to the Ringier Group, this is where you will find answers to frequently asked questions about Coupa: from purchase orders to invoices. Questions are ordered by topic and alphabetically. If you cannot find an answer to your question here, you can contact coupa@ringier.ch or call +41 44 259 66 12. You can also find more information in our Coupa Supplier Manual.

Requisition

✿ Which catalogue connection options are there?

Complete, up-to-date, well-described item data is a key success factor for a fruitful business relationship and a quick, error-free process. Coupa offers two basic types of catalogue integration:

- Hosted catalog: Catalogue data can be uploaded in Coupa in the form of a CSV file. Commas should be used to separate fields. Use UTF-8.
- PunchOut catalog: To enable PunchOut catalogs, the supplier's webshop needs to have a cXML interface.

Suppliers work with Ringier to determine the type of catalogue integration and catalogue maintenance. To get started, contact: coupa@ringier.ch

Coupa Supplier Portal (CSP)

✿ What is the Coupa Supplier Portal?

The CSP is a free web portal for suppliers. It enables suppliers to easily share electronic data and transactions with customers who use Coupa. Ringier suppliers can use a variety of functions in the CSP.

✿ How do I register to use the Coupa Supplier Portal?

To register, contact coupa@ringier.ch. Ringier will then email you an invitation to log in via the CSP and complete your profile information.

✿ How much will it cost me to access and use the CSP?

As a supplier, you can access and use the CSP free of charge.

✿ What benefits will I receive as a supplier if I register with the CSP?

- The CSP lays the foundation for a long-term business relationship
- Bundles business needs for preferred partners
- Reduces costs and work effort through automated processes on the supplier side
- Greater efficiency (no delay in payment run thanks to end-to-end electronic processes)
- Increased transparency (view transfer status of all invoices)
- Very user-friendly
- Free to use
- Reduced error rate
- VAT-compliant invoicing
- Payment terms of 15 days net

✦ What if my company does not want to work with the CSP?

Ringier's goal is to eliminate all paper invoices by the end of 2019. So we would like to begin using the CSP as soon as possible in working with you as a supplier. In exceptional cases, we can work with you to find a temporary solution. Please get in touch with us: coupa@ringier.ch

✦ How many staff can access the CSP?

A company can create as many logins as its staff need. However, only one staff member can have an administrator role, which allows that person to manage and connect accounts.

✦ People have changed roles at our company. What should we do?

The new person can create a new account. This account should then be linked to your company. The administrator role may also need to be reassigned. Coupa offers a good guide on how to do this.

✦ What should I do if we can no longer find our login data?

Get in touch with us: coupa@ringier.ch.

✦ Where can I find help?

In the Supplier Portal on our website, you can find our Coupa Supplier Manual, with helpful directions and links to additional information. You are also welcome to contact us directly: coupa@ringier.ch or +41 44 259 66 12.

Invoicing

✦ How should I send my invoice to Ringier?

Invoices for purchase orders that have been triggered via Coupa and have a PO number that begins with 5000 can only be processed by Ringier electronically. (Paper invoices will be refused.)

Suppliers can choose from two methods for sending invoices:

– CSP (Coupa Supplier Portal) – the preferred method.
– cXML – adopting electronic invoicing can entail conversion costs and so it is only possible with selected suppliers.

For details, see the Coupa Supplier Manual. Please get in touch with us if you have questions: coupa@ringier.ch