

PRISM/Coupa Frequently Asked Questions

SUPPLIER QUESTIONS

- **If a supplier is having issues entering their registration data (including banking info) into the Coupa Supplier Portal (CSP), what should they do?**
 - There is a known issue with some of the Supplier required fields and usability, especially with the “remit to” info. The Project team has raised this with Coupa for resolution but until we have a solution, Supplier can attach their info as a document rather than entering it into the fields.
- **Why is there a Standard and Primary address in SIM Form?**
 - These are both options in Coupa.
- **How do you update supplier contact information in PeopleSoft?**
 - Now that PRISM Supplier Information Management module is live, the business practice should be for the supplier to update their information using self-service, via the Coupa Supplier Portal (CSP). Peoplesoft can still be updated directly, if there is some urgency to the request, such as a need to pay quickly.
- **Can a Supplier have multiple contact information entries based on the projects, or will it only have one?**
 - In the PRISM Supplier Information Management module, suppliers can have as many contacts as needed. There will be a primary contact, but other contacts can be specified on the supplier record.
- **If there are multiple contracts for a particular supplier, how does PRISM/Coupa handle it so when it is passed to PeopleSoft, it doesn't overwrite the previous one.**
 - In the PRISM Contracts module all contracts have a unique ID, which is passed to Peoplesoft via the nightly integration. A new Peoplesoft contract ID will also be created and passed back to Coupa, so that both systems have both the PRISM contract ID and Peoplesoft Contract ID.