

Coupa Supplier Portal: Quick Reference Guide - For Suppliers

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Coupa Supplier Portal (CSP) introduction

Overview

Motorola Solutions, Inc. has transitioned to **Coupa**, a modern cloud-based platform that simplifies **purchasing, invoicing, and supplier information management**.

Supplier Connect (Coupa Supplier Portal – CSP) is a **free, secure online tool** that enables suppliers to easily conduct business with Motorola Solutions and other Coupa customers.

Key Features

Using the Coupa Supplier Portal (CSP), you can:

- **View and acknowledge Purchase Orders (POs)** directly from Motorola Solutions
- **Create and submit invoices** against POs electronically
- **Track PO and invoice status** in real time
- **Manage and update your supplier profile**, including contact and remit-to details
- **Create and maintain catalogs** for Motorola Solutions (as applicable)

Benefits

- Streamlined communication and reduced manual effort
- Faster invoice processing and payment visibility
- One central location to manage all your Coupa customers



Getting started with CSP

1. Watch for Your Invitation

You will receive an email from Motorola Solutions via the Coupa system containing a **unique link** to join the **Coupa Supplier Portal (CSP)** and connect with MSI.

2. Register Your Account

Click the **“Join Coupa Supplier Portal”** button in your invitation email. You’ll be directed to the CSP registration page, where you can set up your account and password.

3. Invite Additional Users (Optional)

If others within your organization require access, click **“Forward Invitation”** in your registration email. Enter their email addresses and click **“Submit”** to send them an invitation.

4. Bookmark the Portal

Save <https://supplier.coupa.com/> to your browser **Favorites** for quick and easy access to your CSP account.

Action Required - Motorola Solutions Inc. Registration Instructions

Powered by coupa

Hello Supplier,

We handle all business spend electronically to make sure you're paid on time and prevent lost documents.

To ensure your ability to do business with us, you have 48 hours to register your account. Please contact us at supplier@coupa.com if you are unable to register for any reason!

Motorola Solutions Inc.

[Join Coupa Supplier Portal](#) [Forward Invitation](#)

coupa
Business Spend Management



Completing registration

- After clicking the link in your invitation email, complete all **required fields** to provide your **account details** and your company's **public profile information**.
- To finalize your Coupa Supplier Portal (CSP) account setup, you must **review and accept** the **Privacy Policy** and **Terms of Use**.
- The first account created will automatically serve as your company's **Administrator account**. Once registration is complete, the Administrator can **add additional users** and **assign roles**, including account administration and functional access.

Create an account

Grow your Business on Coupa with a Free Account

* **Business Name**

Your legal business name (or legal personal name if an individual)

* **Email**

* **First Name** * **Last Name**

* **Password** * **Confirm Password**

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

* **Country/Region** * **Tax Registration** ⓘ

I do not have a Tax ID

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

[Create an account](#)

Already have an account? [Log In](#)



Using help tour

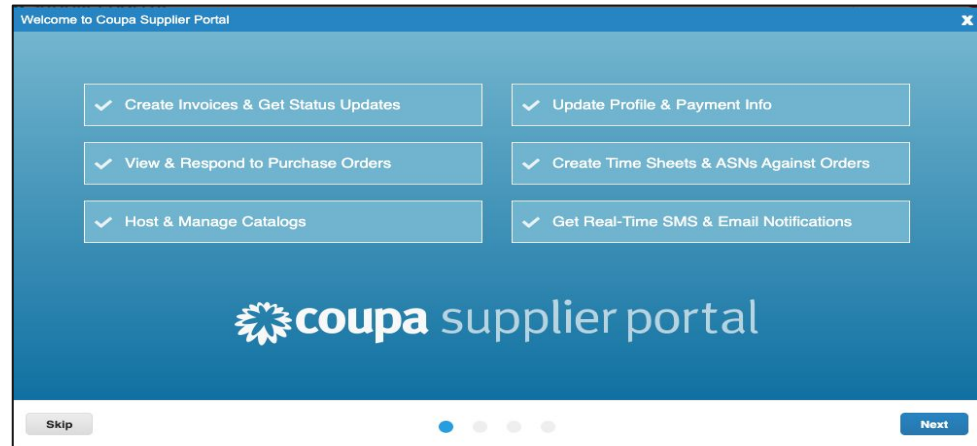
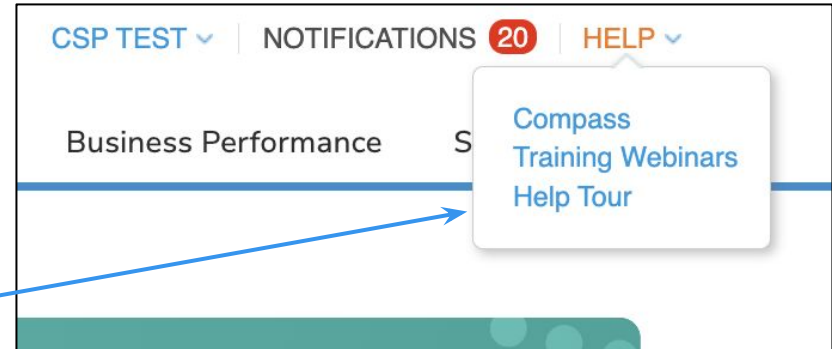
Once signed in, navigate to the **“Help”** tab located in the **top right corner** of the CSP homepage and select **“Help Tour.”**

Note: If this is your first time accessing the Coupa Supplier Portal, the Help Tour may launch automatically.

You will be taken to an interactive screen where you can:

- Click on specific **features** to learn more about their functions
- Use the **Next** button to move through the guided tour step-by-step

To exit the tour at any time, click **“Skip”** or close the window using the **X** in the top-right corner.



Managing company information

Motorola Solutions' new **Supplier Onboarding Tool** (within Coupa) allows you to directly manage and maintain your company's key information — including **contacts, banking details, and tax data** — ensuring a **single, accurate source of truth** between your organization and MSI.

Follow these steps to access and update your information:

1. Navigate to Your Business Profile

From the CSP homepage, select **Business Profile** in the top navigation bar.

2. Access Information Requests

Click **Information Requests** to view any pending requests from Motorola Solutions.

3. Select the Correct Customer

Use the **Select Customer** dropdown to choose **Motorola Solutions, Inc.**

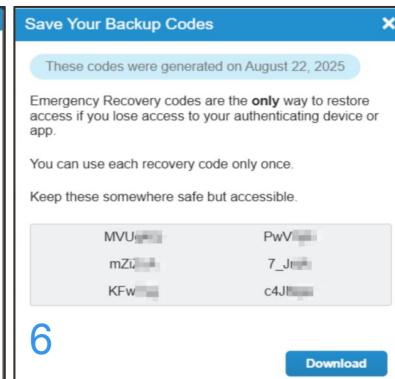
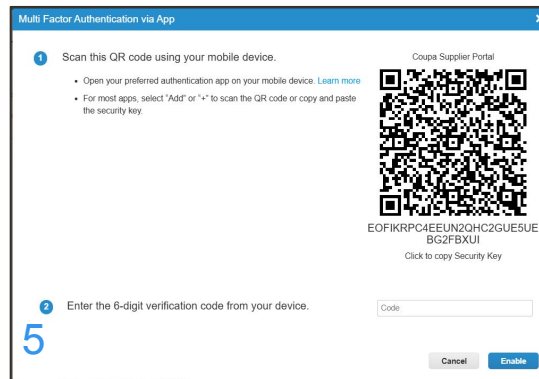
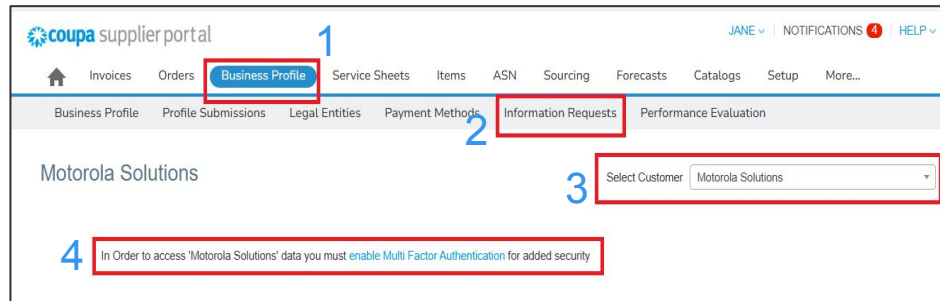
4. Enable Multi-Factor Authentication (MFA)

Click the link provided to begin MFA setup, then follow the on-screen steps to complete the process.

5. Follow the onscreen instructions per your MFA method

6. Save Recovery Codes

Be sure to **save your emergency recovery codes** in a secure location — these will be needed if you lose access to your MFA device.



Managing company info. (con't)

7. Complete Form Responses

Under **Information Requests**, click the **blue link** under *Form Responses*.

Fill in all required fields on the form, ensuring accuracy and completeness.

When finished, scroll to the bottom and click **Submit** to send your responses to Motorola Solutions.

coupa supplier portal

JANE | NOTIFICATIONS 4 | HELP

Home Invoices Orders **Business Profile** Service Sheets Items ASN Sourcing Forecasts Catalogs Setup More...

Business Profile Profile Submissions Legal Entities Payment Methods Information Requests Performance Evaluation

Motorola Solutions Select Customer Motorola Solutions

Form Responses

View All Advanced Search

Form	Status	Created Date	Submitted At
External Supplier Update (System Form)	New	08/22/25	None

Per page 15 | 45 | 90

Motorola Solutions

8 View All Responses

External Supplier Update (System Form)

External Supplier Update (System Form)

Supplier Information

MSI Supplier - Test

* Name

MSI Supplier - Test

Alternate Company Name

Doing Business As

Primary Address

Address Purpose

Select Some Options

Region

Country/Region

United States

Decline Save **Submit**



Managing company info. (Cont.)

8. Track Form Status

Once submitted, your form will undergo **processing and review by MSI**.

You can monitor the status on the **Form Response Page** by navigating to:

Business Profile > Information Requests

- **Pending Approval** – Your form is currently under review and processing.
- **Applied** – Your form has been approved, and your company is now authorized to transact with MSI.

The screenshot shows the Coupa Supplier Portal interface. At the top, the navigation bar includes 'Business Profile' and 'Information Requests', both highlighted with red boxes. Below the navigation bar, the page title is 'Motorola Solutions' and the customer is set to 'Motorola Solutions'. The main heading is 'Form Responses'. Below this, there is a table with columns for 'Form', 'Status', 'Created Date', and 'Submitted At'. The 'Status' column is highlighted with a red box, and the row below it shows 'Applied'.

Form	Status	Created Date	Submitted At
External Supplier Update (System Form)	Applied	08/22/25	08/22/25

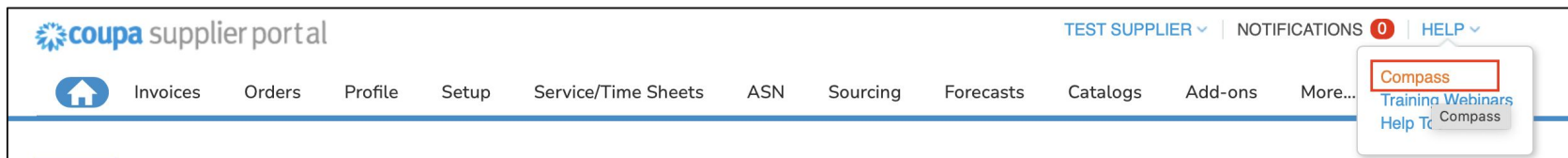


Getting Help

1. Access the Coupa Compass

For additional support, click the “**Compass**” link under the **Help** menu on the top right of the Coupa Supplier Portal homepage.

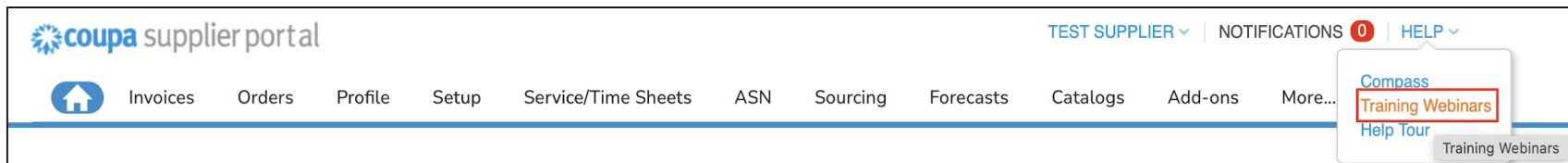
This will direct you to the **Coupa Compass** website, where you can access detailed **documentation, FAQs, and step-by-step user guides**.



2. Access Training Resources

If you require further assistance, click the “**Training Webinars**” link from the same **Help** menu.

You will be directed to a registration page where you can sign up for **live or recorded training sessions** provided by Coupa.



Account verification notice

- You may be prompted by Coupa to **verify your account** within the Coupa Supplier Portal (CSP).
- Please note that this is an **optional, paid feature offered by Coupa Software** and is **not required** to conduct business or transact with **Motorola Solutions, Inc.**

Note - The **Coupa Supplier Portal remains free to use** for all Motorola Solutions suppliers.

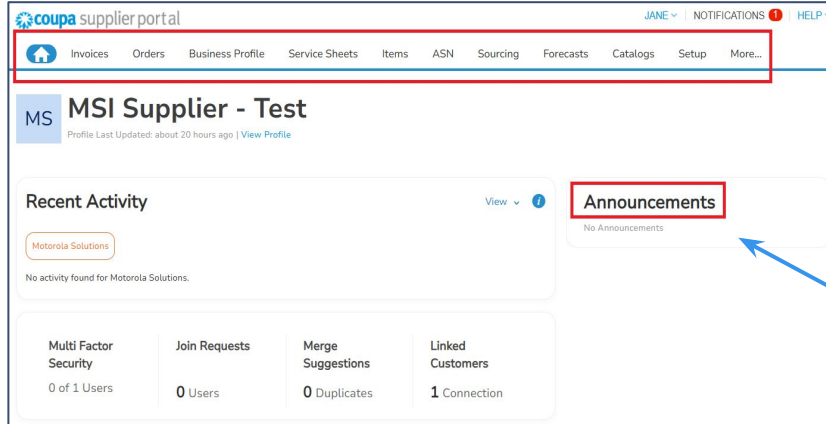
Subscriptions

Registered	Most Popular Coupa Verified	Coupa Advanced
Easily do business with customers who use Coupa	Amplify your trusted brand across Coupa's community of buyers	Optimize your cash flow and increase productivity throughout your day
Free	\$549 / year	\$4,800 / year
Registered user includes:	Everything in 'Registered' plus:	Everything in 'Registered' plus:
<ul style="list-style-type: none">• Business Profile• Orders• E-Invoices• Catalogs• Payments• Sourcing Events	<ul style="list-style-type: none">• Verified Badge• Priority Search Rank	<ul style="list-style-type: none">• Automated invoice reminders and reporting• A seamless integration with your account system
Continue	Purchase Verified	Purchase Advanced

[Cancel](#)



Home page



Navigation Bar

- The **navigation bar** in the Coupa Supplier Portal (CSP) provides easy access to all key functions – allowing you to **review and acknowledge orders**, **submit invoices**, and **manage your company profile and connections** with Motorola Solutions.
- Each tab offers **real-time visibility** into your purchase orders, invoices, and transaction status.
- You can also **communicate directly with Motorola Solutions** by adding comments within individual **purchase orders or invoices**.
- If Motorola Solutions has any important updates, they will appear on the **CSP homepage** under the **“Announcements”** section.


Note: The Coupa Supplier Portal is free to use. Coupa also offers an optional **“Get Verified”** service for an additional cost – this feature is **not required** to transact with Motorola Solutions.



Updating your business profile

The screenshot shows the Coupa Supplier Portal interface. At the top, the navigation bar includes 'Invoices', 'Orders', 'Business Profile' (highlighted with a red box), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. Below this, a secondary navigation bar contains 'Business Profile' (highlighted with a red box), 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main content area displays the profile for 'MSI Supplier - Test' with options for 'Profile Preview', 'Copy Profile URL', 'Download as PDF', and 'Share Profile'. The 'Company Info' section is visible, and a pencil icon next to it is highlighted with a red box and a blue arrow pointing to it.

Suppliers can click the “**Business Profile**” button on the navigation bar to access their organization’s profile page. This serves as your **public company profile** within the **Coupa Supplier Portal Directory**, allowing potential customers to view and connect with your business.

Once on the **Profile** tab, you can **edit your information** by clicking the **pencil icon**  next to the section you wish to update.

Tip: Keep your company details – such as address, contact information, and capabilities – up to date to ensure customers have the most accurate view of your organization.



Manage your account settings

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. Below this is a secondary navigation bar with links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, and Forecasts. In the top right corner, there is a user profile for 'JANE' with a dropdown menu containing 'Account Settings', 'Notification Preferences', and 'Log Out'. A red box highlights this dropdown menu. On the left side, there is a 'My Account Settings' section with a sidebar containing 'Settings', 'Notification Preferences', 'Security & Multi Factor Authentication', and 'App Connections'. The 'Settings' item is highlighted with a red box. The main content area is titled 'User Details' and contains several form fields: '* First Name' (Jane), '* Last Name' (Doe), '* Email' (msisupplier@gmail.com), 'Purpose' (Accounting, Diversity, Legal, Procurement, Risk, Se), 'Phone Number' (Country/Region dropdown, Code, Phone Number, Extension), and a 'Save' button. Below the form is a 'Change Password' section with a 'Change Password' link.

To manage your personal account preferences in the Coupa Supplier Portal (CSP):

1. Click on your **name** in the top-right corner of the screen.
2. From the dropdown menu, select “**Account Settings.**”

Within this section, you can:

- **Set or modify your notification preferences** to control how you receive updates.
- **Enable Multi-Factor Authentication (MFA)** for added security.

Recommendation: We strongly recommend enabling **email notifications** to ensure you receive timely alerts for **new purchase orders (POs)** and other important updates from Motorola Solutions.



Setting up multi-factor authentication (MFA)

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. Below this is a main navigation menu with links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, and Forecasts. In the top right corner, there is a user profile dropdown menu for 'JANE' with a notification badge showing '1'. The dropdown menu contains links for 'Account Settings', 'Notification Preferences', and 'Log Out'. The 'Account Settings' link is highlighted with a red box. Below the navigation is the 'My Account Settings' section. On the left, there is a sidebar with 'Settings' as the main category, and sub-links for 'Notification Preferences', 'Security & Multi Factor Authentication' (highlighted with a red box), and 'App Connections'. The main content area is titled 'User Details' and contains a form with the following fields: 'First Name' (Jane), 'Last Name' (Doe), 'Email' (msisupplier@gmail.com), 'Purpose' (Accounting, Diversity, Legal, Procurement, Risk, S), 'Phone Number' (Country/Region dropdown, Code, Phone Number, Extension), and a 'Save' button. At the bottom, there is a 'Change Password' link.

Multi-Factor Authentication (MFA) is required by Motorola Solutions to transact within the Coupa Supplier Portal (CSP).

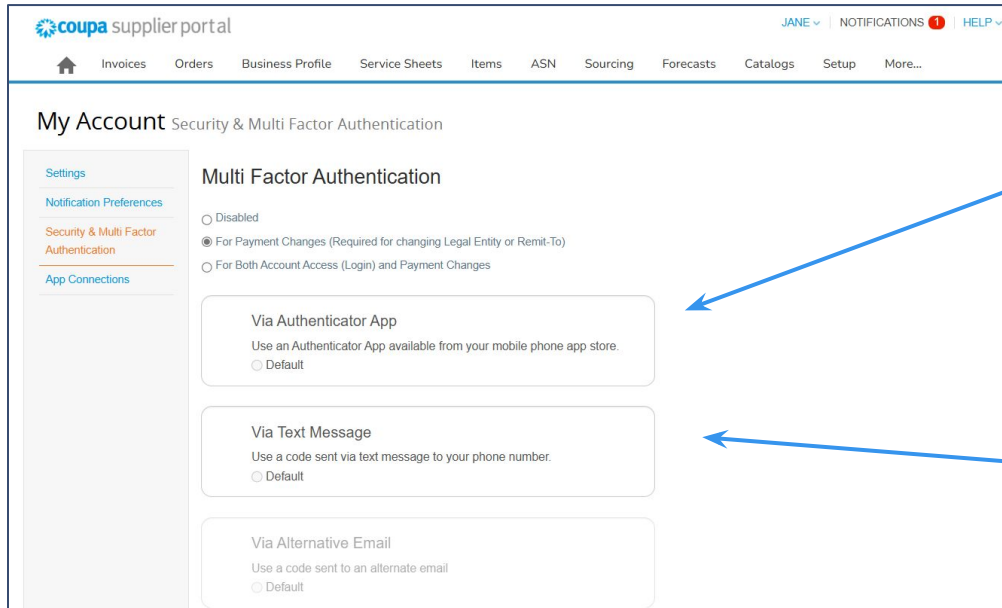
To enable MFA:

1. Click your **name** in the top-right corner of the CSP homepage.
2. From the dropdown menu, select “**Account Settings**.”
3. Navigate to the **Security and Multi-Factor Authentication** section.
4. Click the **blue link** to begin the MFA setup process and follow the on-screen instructions.

Tip: Be sure to **save your recovery codes** in a secure location. These will allow you to regain access if your MFA device is lost or unavailable.



Completing MFA setup



After clicking the **blue link**, a new window will open where you can choose how to set up your **Authenticator**. You will have two options:

1. Authenticator App (Recommended)

- Download an authenticator app from your mobile device's app store (e.g., Google Authenticator, Microsoft Authenticator, or Authy).
- Follow the on-screen instructions to scan the QR code or enter the setup key provided.

2. Text Message (SMS)

- Select the **Text Message** option and enter your **mobile phone number**.
- You will receive a verification code via SMS to complete the setup process.

Important: You must complete your authenticator setup to access **Motorola Solutions, Inc.** orders and invoices within the Coupa Supplier Portal.



Key account management functions

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The 'Admin' tab is selected, and the 'Setup' button is highlighted. The main content area is titled 'Admin Users' and features a table of users. The table has columns for User Name, Email, Status, Permissions, Customer Access, Purpose, and Actions. A user named Jane Doe is listed with an 'Active' status and a list of permissions including ASNs, Admin, Business Performance, Catalogs, Community, Early Payments, Forecast Planner, Hidden, Private, and Public Inventory, Invoices, Order Changes, Order Line Confirmation, Orders, Payments, Profiles, Restricted Worker Access, Restricted Worker Assignment, Access, Service Sheets, and Sourcing.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Jane Doe	msisupplier@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Order Changes Order Line Confirmation Orders Payments Profiles Restricted Worker Access Restricted Worker Assignment Access Service Sheets Sourcing	Motorola Solutions	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

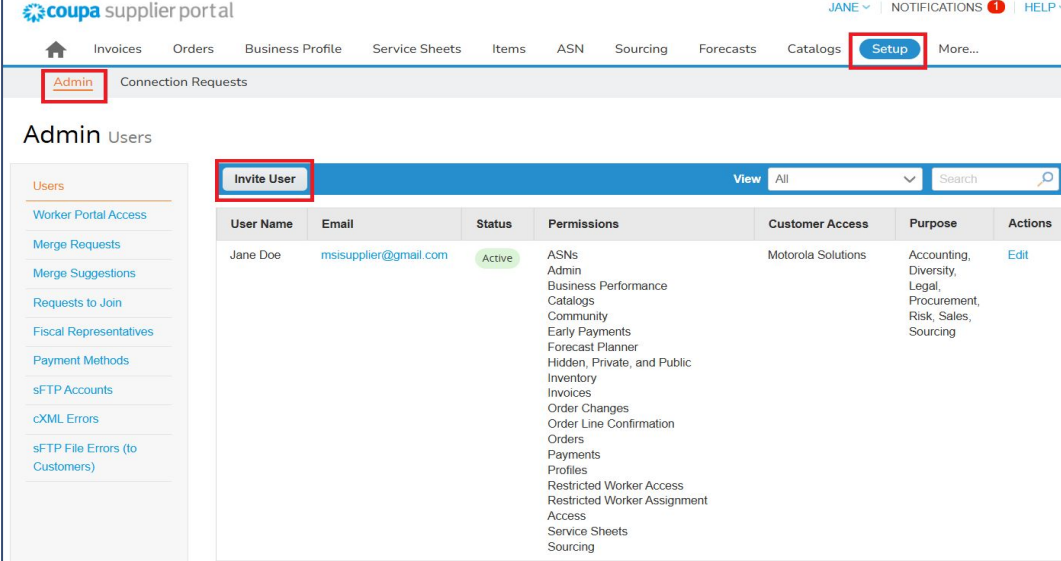
- **Users** – Manage and add users, assign permissions, and control customer access within your organization.
- **Merge Requests** – Review and manage account merge requests to consolidate duplicate supplier profiles.
- **Payment Methods** – Enter or update remit-to address and related tax information to ensure compliance with invoicing and payment regulations.
- **Terms of Use** – View and electronically sign the **Coupa Terms of Use** required to conduct business through the Coupa Supplier Portal (CSP).



Inviting additional users

To invite additional users to your organization's Coupa Supplier Portal (CSP) account:

1. Navigate to the **Setup** tab on the navigation bar.
2. Select the **Admin** sub-tab.
3. Click **"Invite User."**



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The 'Setup' tab is highlighted. Below the navigation bar, the 'Admin' sub-tab is selected in the left sidebar. The main content area is titled 'Admin Users' and features an 'Invite User' button. A table displays the user details for Jane Doe.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Jane Doe	msisupplier@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Order Changes Order Line Confirmation Orders Payments Profiles Restricted Worker Access Restricted Worker Assignment Access Service Sheets Sourcing	Motorola Solutions	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit



Inviting additional users (con't)

4. Fill out the user's **First Name**, **Last Name**, and **Email Address**.
5. Under **Customers** and **Permissions**, select the access level and customers the user should be able to view or transact with.
6. Once complete, click **"Send Invitation."**

Tip: Only users with **Admin privileges** can invite or manage other users within the CSP. Be sure to assign permissions carefully to align with each user's responsibilities.

Invite User

User Information

First Name

Last Name

* Email

Purpose

Select Some Options

Phone Number

Country/Region

Area/City

Local

Extension

Permissions

- All
- Admin
- Orders
- All
 - Restricted Access to Orders
- Invoices
- Catalogs
- Profiles
- A/Bs
- Service Sheets
 - All
 - Restricted Access to Service Sheets
- Payments
- Order Changes
- Early Payments
- Business Performance
- Sourcing
 - Private and Public
 - Hidden, Private, and Public
- Community
- Order Line Confirmation
- Forecast Planner
- Workers
 - View
 - Manage
- Worker Assignments
 - View
 - Manage
- Inventory

Customers

- All
- Motorola Solutions

Cancel **Send Invitation**



Managing user permissions

Under the **Setup** tab, you can manage existing user access by selecting “**Edit**” next to the user’s name.

The screenshot shows the Coupa Supplier Portal interface. At the top, the user is logged in as JANE. The navigation bar includes tabs for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup (highlighted with a red box), and More... Below the navigation bar, the 'Admin' tab is selected and highlighted with a red box. The main content area is titled 'Admin Users'. On the left, there is a sidebar with various user management options. The main area features a table of users with columns for User Name, Email, Status, Permissions, Customer Access, Purpose, and Actions. The 'Edit' button in the Actions column for Jane Doe is highlighted with a red box.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Jane Doe	msisupplier@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public	Motorola Solutions	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit



Managing user permissions (con't)

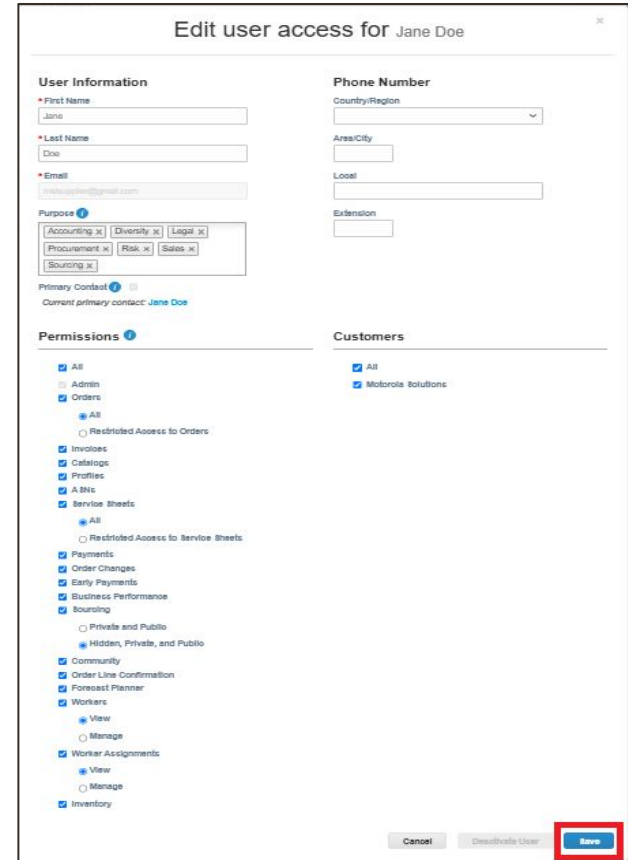
1. After clicking **Edit**, you will see the user's **First Name**, **Last Name**, and **Email Address**.
2. Select the appropriate **permissions** you want this user to have access to.

Example:

If a user is only granted permission to **view invoices and orders**, they will only see those specific tabs on their CSP homepage.

3. The selected permissions will automatically adjust the user's **navigation bar** to match their assigned access.
4. You can also define which **customers** the user can access by checking the corresponding boxes.
5. Once all selections are complete, click **“Save.”**

Tip: Regularly review user permissions to ensure each team member has the correct level of access for their role.



Edit user access for Jane Doe

User Information

* First Name
Jane

* Last Name
Doe

* Email
jane.doe@gmail.com

Purpose
Accounting x Diversity x Legal x
Procurement x Risk x Sales x
Sourcing x

Primary Contact
Current primary contact: Jane Doe

Phone Number

Country/Region
Area/City
Local
Extension

Permissions

All
 Admin
 Orders
 Restricted Access to Orders

Invoices
 Catalogs
 Profiles
 A B's
 Service Sheets
 Restricted Access to Service Sheets

Payments
 Order Changes
 Early Payments
 Business Performance
 Sourcing
 Private and Public
 Hidden, Private, and Public

Community
 Order Line Confirmation
 Forecast Planner
 Workers
 Manage
 Worker Assignments
 Manage
 Inventory

Customers

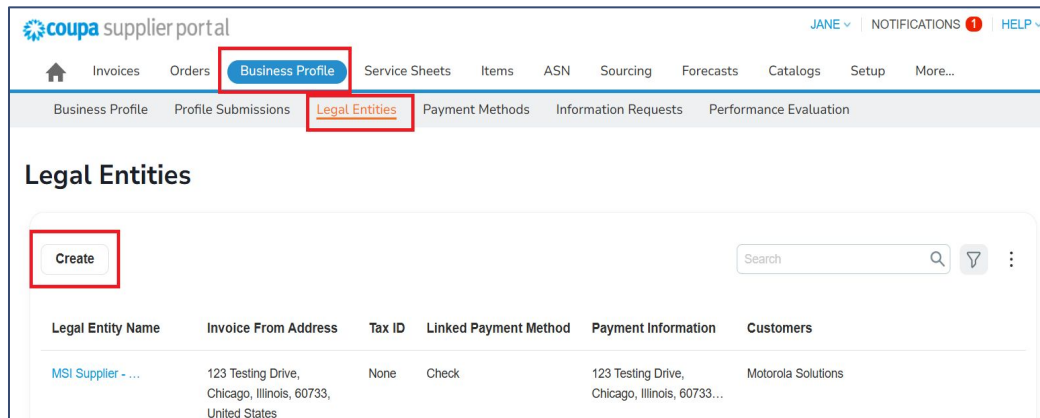
All
 Molobrix Solutions

Cancel Deactivate User **Save**



Creating a legal entity

To **create and send invoices** to Motorola Solutions, Inc. (MSI), you must first set up a **Legal Entity** within the Coupa Supplier Portal (CSP).



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The sub-navigation bar includes 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main content area is titled 'Legal Entities' and features a 'Create' button, a search bar, and a table of existing legal entities.

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
MSI Supplier - ...	123 Testing Drive, Chicago, Illinois, 60733, United States	None	Check	123 Testing Drive, Chicago, Illinois, 60733...	Motorola Solutions

Follow these steps:

1. From the **Navigation Bar**, click **“Business Profile.”**
2. In the **sub-navigation bar**, select **“Legal Entities.”**
3. Click **“Create.”**



Creating a legal entity (con't)

4. Add Basic Information

- Enter the **name** of your Legal Entity.
- Select the **Country/Region** where your business operates.

The screenshot shows a 'Create Legal Entity' form with a close button (X) in the top right. A blue link 'Add Tax Registration' is in the top right. The 'Invoice From Address' section is expanded, with the instruction: 'Please enter the address that you invoice from or the address that you receive mailed and in-person payments.' The form contains the following fields:

- * Country/Region: United States (dropdown)
- * Address Line 1: 123 Testing Drive
- Address Line 2: (empty)
- * City: Chicago
- State: Illinois (dropdown)
- * Postal Code: 60733
- Invoice From Code: (empty)
- Preferred Language: English (US) (dropdown)

At the bottom, there is a 'Ship From Address' section with the instruction: 'Please enter the physical address that your goods are shipped from? This can be a warehouse address.' It has a checked checkbox 'Same as Invoice From Address' and 'Cancel' and 'Save' buttons.

5. Enter Tax and Address Details

- Input your **tax registration information**.
- Add your **Invoice From** address.
- Update your **Ship From** address.
- Click **“Save.”** When the address confirmation pop-up appears, click **“Save”** again to confirm.

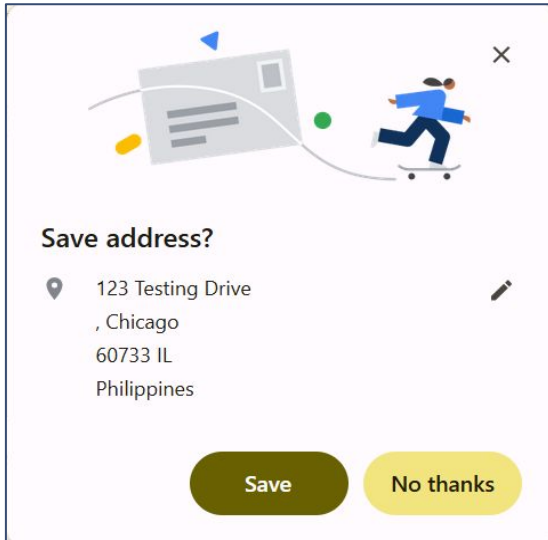
The screenshot shows the 'Create Legal Entity' form with a close button (X) in the top right. The 'Tax Registrations' section is expanded. The form contains the following fields:

- * Legal Entity Name: MSI Test Supplier 2
- * Country/Region: United States (dropdown)
- * Country/Region: United States (dropdown)
- Tax ID: (empty)
- United States (dropdown)
- I don't have a Tax ID Number
- Local Tax ID: (empty)

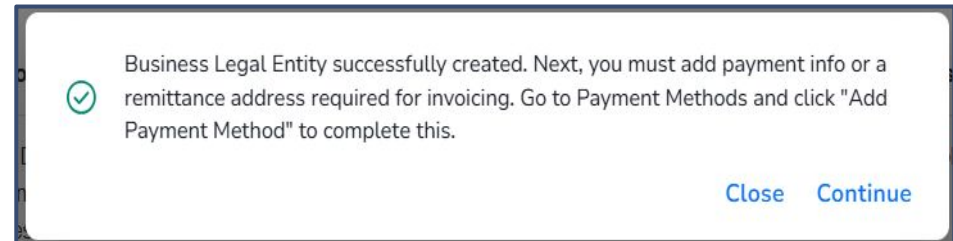
At the bottom right, there is a blue link 'Add Tax Registration'.



Creating a legal entity (con't)



- When the address confirmation pops up, click “Save”.
- Then Click “Continue” to update Payment Methods

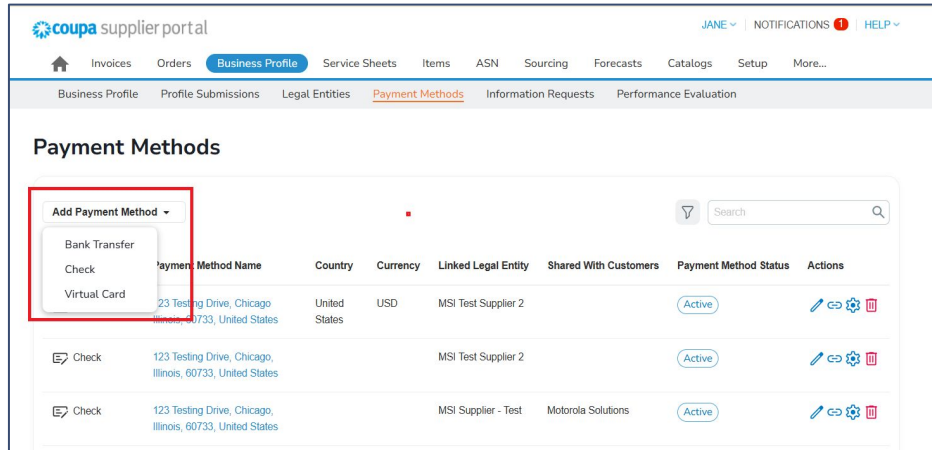


Creating a legal entity (Cont.)

6. Add Payment Methods

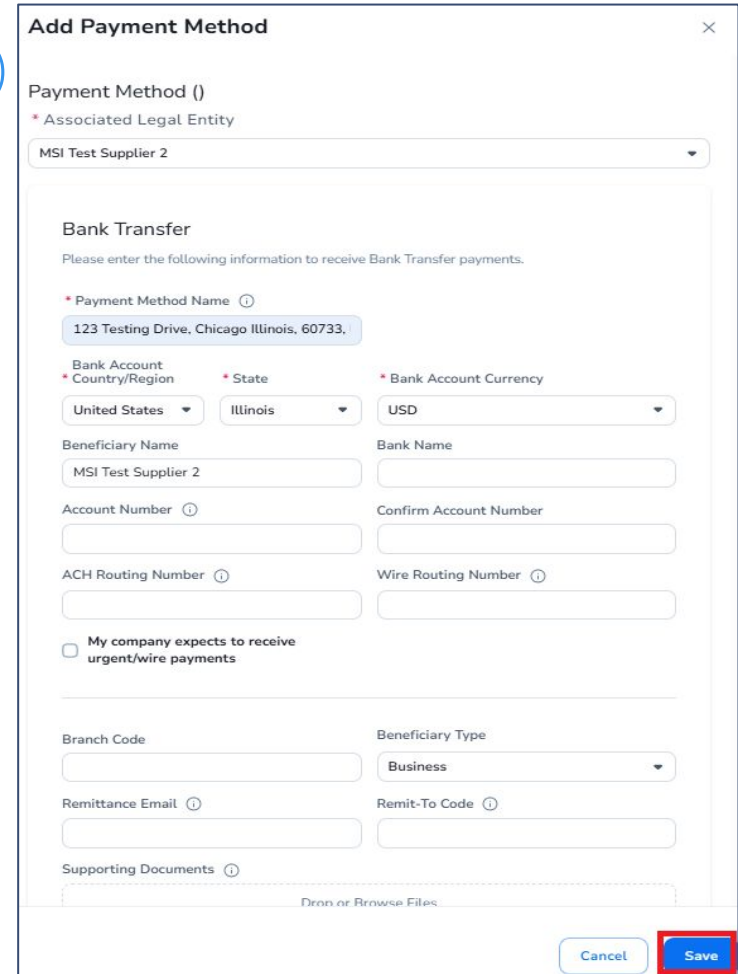
- Click **“Continue”** to proceed to **Payment Methods**.
- From the **Add Payment Methods** dropdown, select and enter your preferred payment details.
- Click **“Save.”**

Note: Ensure that all Legal Entity, tax, and banking information is accurate and up to date. This is required for successful invoicing and payment processing with Motorola Solutions.



The screenshot shows the Coupa Supplier Portal interface. The 'Payment Methods' section is active, displaying a table of existing methods. A red box highlights the 'Add Payment Method' dropdown menu, which is open to show options: Bank Transfer, Check, and Virtual Card. The table below lists three existing methods:

Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
123 Testing Drive, Chicago, Illinois, 60733, United States	United States	USD	MSI Test Supplier 2		Active	[Edit] [Share] [Settings] [Delete]
123 Testing Drive, Chicago, Illinois, 60733, United States			MSI Test Supplier 2		Active	[Edit] [Share] [Settings] [Delete]
123 Testing Drive, Chicago, Illinois, 60733, United States			MSI Supplier - Test	Motorola Solutions	Active	[Edit] [Share] [Settings] [Delete]





The screenshot shows the 'Add Payment Method' form. The form is for a Bank Transfer payment method. The 'Associated Legal Entity' dropdown is set to 'MSI Test Supplier 2'. The form fields include:

- Payment Method Name: 123 Testing Drive, Chicago Illinois, 60733.
- Bank Account Country/Region: United States
- State: Illinois
- Bank Account Currency: USD
- Beneficiary Name: MSI Test Supplier 2
- Bank Name: [Empty]
- Account Number: [Empty]
- Confirm Account Number: [Empty]
- ACH Routing Number: [Empty]
- Wire Routing Number: [Empty]
- My company expects to receive urgent/wire payments: [Unchecked]
- Branch Code: [Empty]
- Beneficiary Type: Business
- Remittance Email: [Empty]
- Remit-To Code: [Empty]
- Supporting Documents: [Empty]

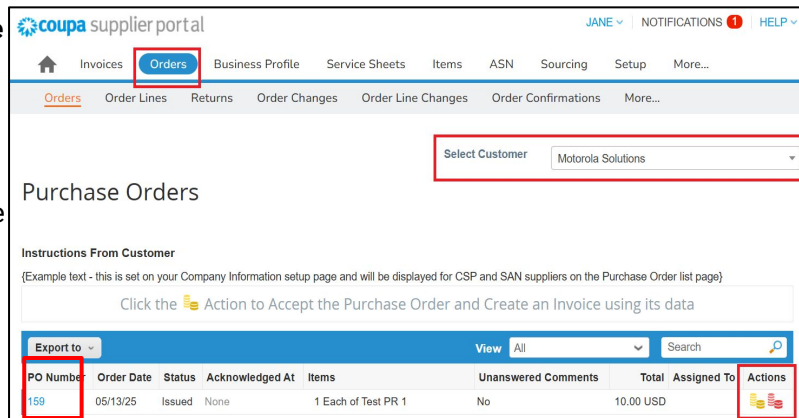
The 'Save' button is highlighted with a red box.



Viewing and managing purchase orders

1. From the **main navigation bar**, select the **“Orders”** tab to open the **Purchase Orders** page and view the data table.
2. In the **Select Customer** dropdown (located on the right side of the page), choose the customer whose purchase orders you wish to view – for example, **Motorola Solutions, Inc.**
3. Under the **PO Number** column, click the **blue hyperlink** to open and view the purchase order details.
Please ensure you click **“Acknowledge”** on the PO before creating your invoice.
4. In the **Actions** column on the PO table, you can perform the following actions:
 - a.  **Gold Coins** – *Flip the PO into an invoice* to create your invoice directly from the order.
 - b.  **Red Coins** – *Create a credit note* if adjustments or reversals are required.
5. Alternatively, invoices can also be created directly from an open purchase order by clicking the **“Create Invoice”** button located at the bottom of the PO page.

Tip: Always verify PO details – including quantities, pricing, and delivery information – before creating or acknowledging an invoice to ensure timely processing and payment.



coupa supplier portal

JANE | NOTIFICATIONS | HELP


Home Invoices **Orders** Business Profile Service Sheets Items ASN Sourcing Setup More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations More...



Select Customer Motorola Solutions

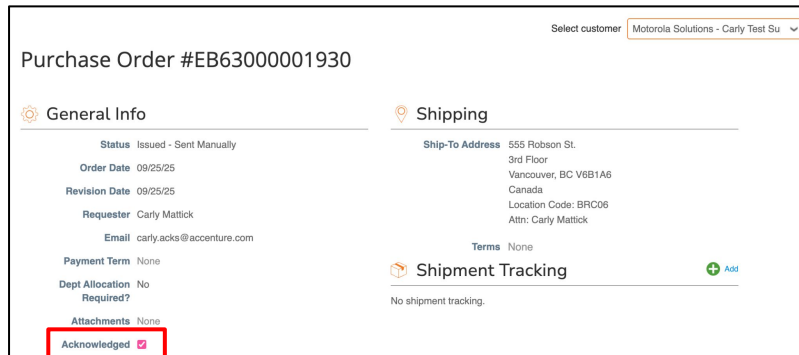
Purchase Orders

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page)

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
159	05/13/25	Issued	None	1 Each of Test PR 1	No	10.00 USD		 



Select customer Motorola Solutions - Carly Test Su

Purchase Order #EB63000001930

General Info

Status Issued - Sent Manually

Order Date 09/25/25

Revision Date 09/25/25

Requester Carly Mattick

Email carly.acks@accenture.com

Payment Term None

Dept Allocation No

Required?


Attachments None

Acknowledged

Shipping

Ship-To Address 555 Robson St.
3rd Floor
Vancouver, BC V6B1A6
Canada
Location Code: BRC06
Attn: Carly Mattick

Terms None

Shipment Tracking  Add

No shipment tracking.

Create Invoice

Save

 Print View

Creating and managing invoices

1. Select the **"Invoices"** tab from the main navigation bar to open the **Invoices** page and view the data table.
2. From here, you can create invoices using one of the following options:
 - **Create Invoice from PO** – Generate an invoice directly from an existing purchase order.
 - **Create Blank Invoice** – Create a new invoice manually (only if applicable).
 - **Create Credit Note** – Issue a credit note for a previously submitted invoice.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes tabs for Invoices, Orders, Business Profile, Payments, Service Sheets, ASN, Catalogs, and Add. The 'Invoices' tab is highlighted. Below the navigation bar, the 'Invoices' section is visible, including a sub-tab 'Invoices' and a 'Create Invoices' button. At the bottom, four buttons are shown: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'.

Creating an invoice from a purchase order

1. From the **Invoices** tab, select **“Create Invoice from PO.”**
2. You will be redirected to the **Purchase Orders** page.
3. Locate the PO you wish to invoice against.
4. Under the **Actions** column, click the **gold coin icon** to flip the PO into an invoice.

Tip: Always review and acknowledge the PO before creating an invoice to ensure all quantities, pricing, and item details are accurate.

The screenshot shows the 'Invoices' page. At the top, there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. The 'Create Invoice from PO' button is highlighted with a red box. Below the buttons is a table with columns: Paid, PO #, Invoice #, Status, Invoice Date, Payment Term, Date Of Supply, and Payment Information. The first row of data shows PO # 159, Invoice # None, Status Draft, Invoice Date 06/17/25, Payment Term None, and Date Of Supply 05/22/25.

The screenshot shows the 'Purchase Orders' page. At the top, there are buttons for 'Export to', 'View', 'All', and 'Search'. Below the buttons is a table with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The 'PO Number' column has a red box around the value '159'. The 'Total' column shows '10.00 USD'. The 'Actions' column has a red box around the 'gold coin icon' and the text 'Accept PO #159 and Create Invoice' and 'Create invoice'.



Creating an invoice from a purchase order (con't)

1. Fill in Required Fields


Complete all **mandatory fields** (marked with a **red asterisk ***), along with any additional information relevant to your invoice (e.g., invoice date, payment terms, or reference numbers).

2. Attach a Copy of Your Invoice

In the **Image Scan** field, upload a copy of your original invoice document (PDF format recommended).

Tip: Ensure the invoice image matches the details entered in Coupa to avoid delays in processing or payment.

3. Select Address Information

In the **From** section, click the **magnifying glass icon**  next to each field to create or choose the appropriate addresses:

- **Invoice From** address – your company's legal business address
- **Remit-To** address – where payments should be sent
- **Ship From** address – the location from which goods were shipped or services provided

4. Add Additional Details (if applicable)

If you need to apply shipping, handling, or other charges, enter these in the appropriate fields at the bottom of the invoice.

If applicable, select any relevant **tax rates** or **tax types** (these may vary by country or region).

5. Review Before Submitting

Double-check that all PO lines, quantities, and pricing match the Purchase Order.

Once verified, click **“Submit”** to send the invoice to **Motorola Solutions, Inc.** for processing.

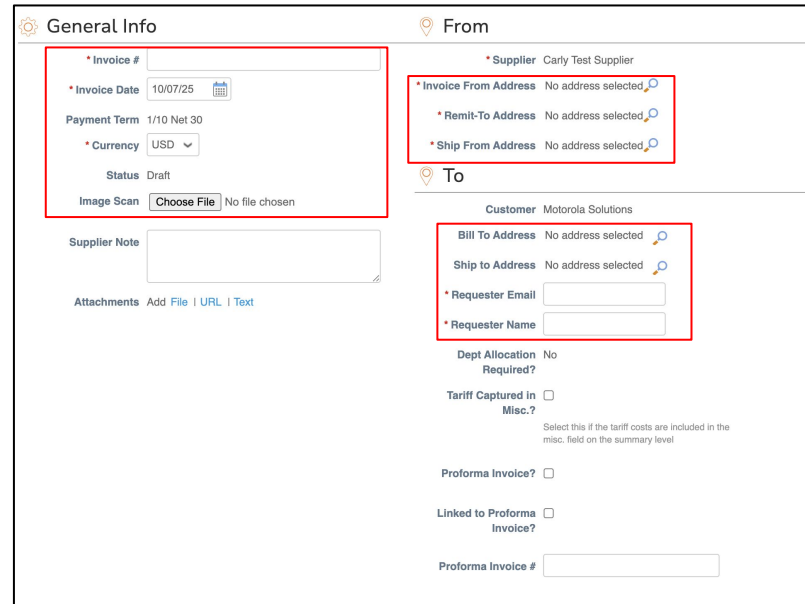
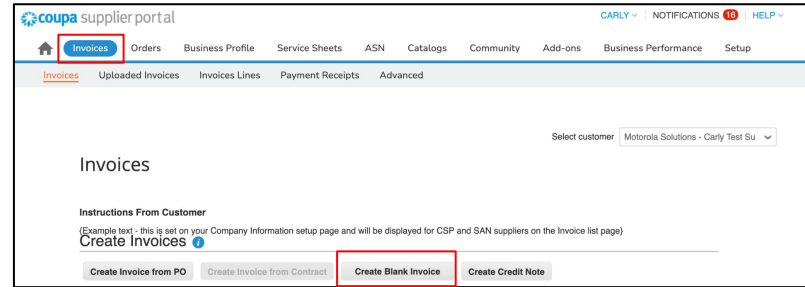
Note: Changes to quantities or pricing may trigger additional approval workflows within MSI and could delay payment.




Creating a blank invoice

1. From the **Invoices** tab, select “**Create Blank Invoice.**”
2. Complete all **mandatory fields** (marked with a **red asterisk ***), along with any additional invoice details as needed.
3. In the **To** section, ensure all customer information – including **Motorola Solutions, Inc.** and relevant contact details – is completed accurately.
4. Attach a copy of your original invoice in the **Image Scan** field (PDF format recommended).
5. In the **From** section, click the **magnifying glass icon** next to each field to create or select your:
 - a. **Invoice From** address
 - b. **Remit-To** address
 - c. **Ship From** address

Tip: Review all information for accuracy before submitting. Blank invoices are typically used only when a PO is not required (e.g., for approved exceptions under MSI’s “No PO, No Pay” policy).



Additional invoice details and submission

Tariff Captured in Misc.?	<input type="checkbox"/>
Select this if the tariff costs are included in the misc. field on the summary level	
Blocked for New Transactions	<input type="checkbox"/>
Internal Credit Note Justification	<input type="text"/>
Term Date	<input type="text"/>
To calculate Term Date in ERP	
Invoice Received Date	<input type="text" value="mm/dd/yy"/> 
Proforma Invoice?	<input type="checkbox"/>
Linked to Proforma Invoice?	<input type="checkbox"/>
Proforma Invoice #	<input type="text"/>

1. Tariffs and Miscellaneous Charges

- If you need to charge a **tariff**, select the checkbox to indicate it and enter the fee in the **Miscellaneous** field within the invoice summary section.

2. Submitting Proforma Invoices (if applicable)

- To submit a **Proforma Invoice**, create it as a **non-PO-backed invoice** and select the “**Proforma Invoice**” checkbox.
- When you are ready to issue the **final legal invoice**:
 - Create a new invoice **against the appropriate Purchase Order (PO)**.
 - Select “**Linked to Proforma Invoice?**” and reference the **Proforma Invoice number**.
 - Review and update **line-level information** (quantities, pricing, or descriptions) as needed before submitting.



Additional invoice details and submission (con't)

Lines

Type	Description	Qty	UOM	Price	
	Test Canada	5.00	EACH	5,550.00	27,750.00

PO Line: EB63000001930-1

Contract: carly (Published)

Credit Line: None

Supplier Part Number:

Billing: 140000-888353-BZ400-00-0000-0000000-000-0000000-000000

Tax Type	Tax Rate	Tax Amount	Tax Reference
<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>

3. Tax Application

- **Canada:** Taxes are applied at the **line level**, including both **tax rate** and **tax type**.
- **United States:** Taxes are applied at the **summary level** of the invoice.



Additional invoice details and submission (con't)

Totals & Taxes

Lines Net Total	12.50
-----------------	-------

Shipping

Tax % 0.000

Tax Reference

Handling

Tax % 0.000

Tax Reference

Misc

Tax % 0.000

Tax Reference

Tax 0.00 % 0.000

Total Tax	0.00
Net Total	12.50
Total	12.50

4. Finalizing the Invoice

- At the bottom of the invoice, enter any applicable **Shipping**, **Handling**, and **Tax** amounts.
- Click **“Calculate”** to update your total.
- Once all information is reviewed and accurate, click **“Submit”** to send the invoice to **Motorola Solutions, Inc.**

Note: Adjusting **quantities** or **pricing** may trigger additional approval workflows within Motorola Solutions and could delay payment processing.



Creating a credit memo

coupa supplier portal

JANE | NOTIFICATIONS 1 | HELP

Home Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogs Setup More...

Invoices Invoices Lines Payment Receipts

Invoices

Select customer Motorola Solutions

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)
Create Invoices

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

Export to View Payment Information Search

Paid	PO #	Invoice #	Status	Invoice Date	Payment Term	Date Of Supply	Payment Information
No	159	None	Draft	06/18/25	None	06/18/25	

1. From the **main navigation bar**, select the **“Invoices”** tab to view your existing invoices and credit memos.
2. To create a new credit memo, click **“Create Credit Note”**, located directly above the invoice table.
3. A pop-up window will appear. Use the **dropdown menu** to select the **invoice number** previously submitted to **Motorola Solutions, Inc.** that you wish to credit.

Credit Note

If you are issuing a credit note in regards to a problem with an invoice or goods shipped, please include the invoice number. If you are issuing a credit note purely to offer a credit to your customer please select other.

Reason Resolve issue for invoice number Other (e.g. rebate)

Test Invoice 1

Cancel Continue



Creating a credit memo (con't)

4. After selecting the invoice, a second pop-up will appear asking you to confirm whether you are:
- **Completely cancelling** the invoice, or
 - **Adjusting** the invoice amount.

Credit Note [X]

How do you want to correct invoice "Test Invoice 1" ?

Completely cancel the invoice with a credit note *i*

Adjust invoice with a credit note *i*

Cancel Create

Creating a credit memo (con't)

5. Click **“Create”** to proceed. You will then be redirected to the **Create Credit Note** screen.

6. Populate all **required header fields** (marked with a red asterisk *) and review all details for accuracy before submitting.

Tip: Ensure that credit memos clearly reference the original invoice number and reason for adjustment to avoid delays in processing.

The screenshot displays a web form for creating a credit note, divided into two main sections: 'General Info' and 'From'.

General Info:

- * Credit Note #:** [Empty text field]
- * Credit Note Date:** 08/20/25 [Calendar icon]
- Payment Term:** [Dropdown menu]
- * Currency:** USD [Dropdown menu]
- Status:** Draft
- Original Invoice #:** [Empty text field]
- Original Invoice Date:** mm/dd/yy [Calendar icon]
- Image Scan:** Choose File | No file chosen
- Supplier Note:** [Large text area]
- Attachments:** Add File | URL | Text

From:

- * Supplier:** Nicks Test Supplier
- Supplier Tax ID:** [Dropdown menu]
- * Invoice From Address:** Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States
- * Remit-To Address:** Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States
- * Ship From Address:** Nicks Test Supplier, 123 Smith Street, Chicago, IL 60606, United States

To:

- Customer:** Motorola Solutions
- * Bill To Address:** Motorola Solutions Canada Inc., 3277 Langstaff Rd, Concord, ON L4K 5P8, Canada
- Buyer GST/HST ID:** 12199 6425 [Dropdown menu]
- Ship to Address:** 123 Smith Street, Chicago, IL 60606, United States
- Dept Allocation Required?:** No
- Tariff Captured in Misc.?:**
- Select this if the tariff costs are included in the misc. field on the summary level
- Proforma Invoice?:**
- Linked to Proforma Invoice?:**
- Proforma Invoice #:** [Empty text field]



Managing catalogs

If your organization provides a **hosted catalog** to **Motorola Solutions, Inc. (MSI)**, you can manage your catalog content directly through the **Coupa Supplier Portal (CSP)**.

Punchout Catalogs

If you wish to offer a **punchout catalog** (a link from Coupa to your external website), please contact **Motorola Solutions** directly to discuss setup requirements and integration details.

Hosted Catalogs

A **hosted catalog** is maintained **within Coupa** and allows MSI users to search for and purchase your products directly.

Hosted catalogs are **managed via a bulk loader** and can be updated as needed to ensure pricing and item details remain current.

Tip: Keep catalog content accurate and up to date – including item descriptions, pricing, and availability – to help MSI buyers easily find and purchase your products.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs' (highlighted), 'Setup', and 'More...'. The user is logged in as 'JANE' and has 'NOTIFICATIONS' and 'HELP' options. The 'Select Customer' dropdown is set to 'Motorola Solutions', with a 'Configure Punchout' button next to it. The main content area is titled 'Catalogs' and shows a table with columns: 'Catalog Name', 'Created Date', 'Submitted Date', 'Start Date', 'Expiration Date', and 'Status'. A 'Create' button is visible. A red box highlights the search bar and export options for the 'MSI Supplier - Test Catalog 6' entry.

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status
MSI Supplier - Test Catalog 6	06/17/25	None	None	None	Dr

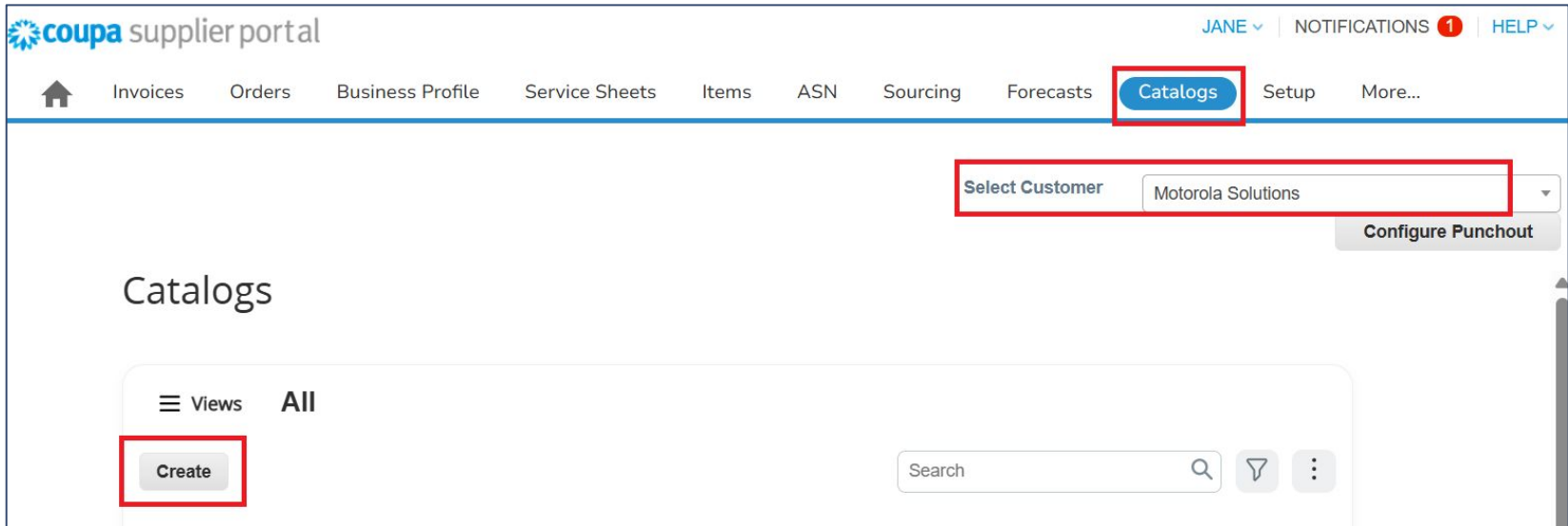
Be sure to contact your MSI Category Manager if you wish to set up a hosted catalog to discuss requirements and content



Creating and managing a hosted catalog

To create or update a **Hosted Catalog** for **Motorola Solutions, Inc. (MSI)** in the **Coupa Supplier Portal (CSP)**:

1. Navigate to the **Catalogs** section and click **“Create.”**



The screenshot displays the Coupa Supplier Portal interface. At the top, the logo "coupa supplier portal" is visible on the left, and user information "JANE" with a dropdown arrow, "NOTIFICATIONS 1", and "HELP" with a dropdown arrow are on the right. A navigation bar below the logo contains several menu items: "Invoices", "Orders", "Business Profile", "Service Sheets", "Items", "ASN", "Sourcing", "Forecasts", "Catalogs" (highlighted with a red box), "Setup", and "More...". Below the navigation bar, there is a "Select Customer" dropdown menu with "Motorola Solutions" selected, and a "Configure Punchout" button. The main content area is titled "Catalogs" and features a "Views" section with a hamburger menu icon and the word "All". A "Create" button is highlighted with a red box. To the right of the "Create" button is a search bar with the text "Search" and icons for search, filter, and more options.



Creating and managing a hosted catalog (con't)

2. Enter a **Catalog Name** (required field, marked with a red asterisk *).
3. If catalog pricing is valid for a specific time period, add a **Start Date** and **Expiration Date**.

Note: All Hosted Catalogs must be tied to a **Coupa Contract**.

- If you do not have a **Contract Number**, please contact **MSI**.
- The Contract Number can be added directly to the **Contract Number field** in the CSV template before bulk loading.


4. Scroll down to the **"Items Included in Catalog"** section and click **"Load from File."**


MSI Supplier - Test Catalog 7 Edit


Customer Motorola Solutions

* **Catalog Name**

Status Draft

Start Date  date when catalog prices become effective

Expiration Date  date when catalog prices become expired

Currency 



Creating and managing a hosted catalog (con't)

Items Included in Catalog

Views **All**

Create

Name	Part Number	Status Change	Price	Price Change	Price Amount Char
No results found					

Search

- Load from file
- Export as CSV Plain Text (Current Columns)
- Export as CSV for Excel (Current Columns)
- Export as XLSX (Current Columns)

5. Click **“Download”** to obtain the **.CSV template**, then enter your catalog details (e.g., item names, descriptions, pricing, UOMs, etc.) in the file.

6. Once completed, return to the catalog screen, click **“Choose File”** to select your updated .CSV file, and then click **“Start Upload.”**

Bulk Load Item Updates for MSI Supplier - Test Catalog 7

Follow these steps to upload

1. **Download** the CSV template, or **export** the current list (Based on the CSV File Field Separator in your Language and Region settings.)
Download or **Export To**
2. **Fill in or update the CSV file.** [Click here](#) for a description of the required and optional fields in the template.
 - Fields marked with a *** are mandatory.
 - Each row uploaded will create a new .
 - Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.
3. **Load the updated file**
Choose File No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

Start Upload



Creating and managing a hosted catalog (con't)

7. After uploading, click **“Submit to Buyer.”**

The catalog will then move to **“Pending Approval”** status until it is **accepted by the customer.**

Other possible catalog statuses include:

- **Draft** – Catalog is in progress and not yet submitted.
- **Rejected** – Catalog was not approved and may require updates.

0 Items Changed (105 unchanged)

0 Price Increase

0 Price Decrease

0 Other Fields Updated

0 New Items

0 Deactivated Items

Save **Submit to buyer**

Catalogs

Views **All**

Create

Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	Unanswered Comments	Error	Acti
Nicks Test Supplier Catalog 5	09/05/25	None	None	None	Draft	No	None	
Nicks Test Supplier Catalog 4	09/05/25	09/05/25	None	None	Pending Approval	No	None	Non
Nicks Test Supplier Catalog 3	09/05/25	None	None	None	Draft	No	None	
Nicks Test Catalog	08/21/25	None	08/21/25	None	Accepted by Customer	No	None	Non
Nicks Test Supplier Catalog 1	08/12/25	None	08/12/25	None	Draft	No	None	

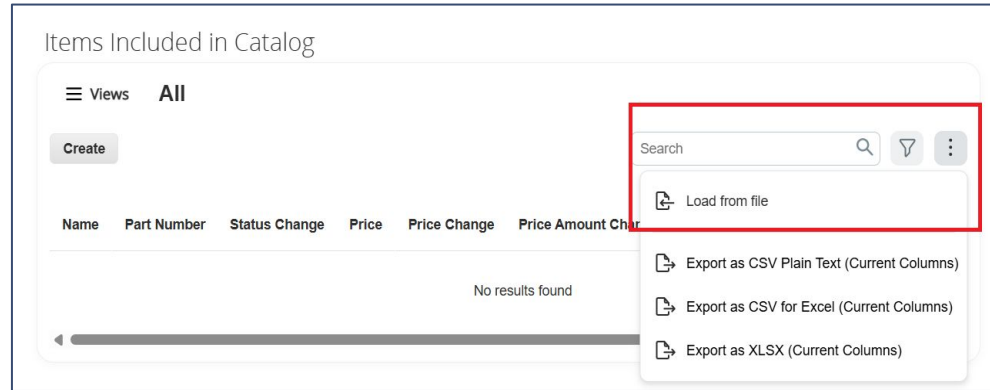


Updating an existing hosted catalog

To add new items or update existing ones in a current catalog:

1. Navigate to the **“Items Included in Catalog”** section of the existing catalog.
2. Click the **ellipsis (…)** and select **“Load from File.”**
3. Choose your updated **.CSV file** from your desktop.
4. Click **“Start Upload.”**
5. Once uploaded, click **“Submit to Buyer”** to send the updated catalog for review.

Tip: Always confirm your catalog data (item details, pricing, and contract linkage) before submission to prevent delays in approval.



Items Included in Catalog

Views All

Create

Name Part Number Status Change Price Price Change Price Amount Change

No results found

Search

Load from file

Export as CSV Plain Text (Current Columns)

Export as CSV for Excel (Current Columns)

Export as XLSX (Current Columns)

Bulk Load Item Updates for Nicks Test Supplier Catalog 4

Follow these steps to upload

1. **Download** the CSV template, or **export** the current list (Based on the CSV File Field Separator in your Language and Region settings.)

Download or Export To

2. **Fill in or update the** CSV plain (current list) description of the required and optional fields in the template.
 - Fields marked with * are required
 - Each row uploaded will create a new item
 - Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.

3. **Load the updated file**

Choose File No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

Start Upload



CSP FAQ



General frequently asked questions

Why should I do business in the Coupa Supplier Portal (CSP)?

The **Coupa Supplier Portal (CSP)** enables you to easily **acknowledge and manage electronic Purchase Orders (POs)** while benefiting from **faster invoice processing** and **real-time visibility** into payment status.

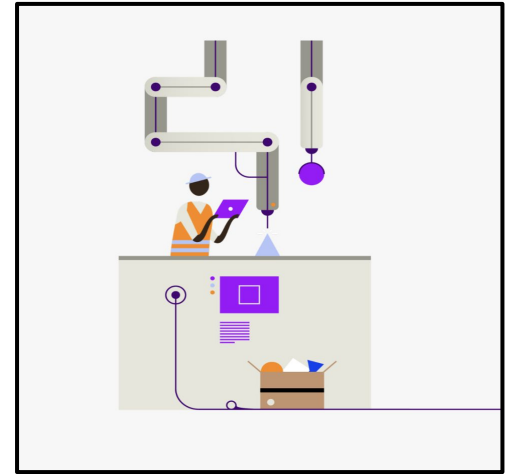
What Motorola Solutions, Inc. locations does this affect?

Coupa is being implemented across **all Motorola Solutions, Inc. locations and subsidiaries in North America.**

Additional regions will be **phased in during 2026.**

Is there a cost to using the CSP?

No. The **Coupa Supplier Portal is free to use** – there are **no fees** for suppliers to transact with **Motorola Solutions, Inc.**



CSP access and log in frequently asked questions

When will I receive the Coupa Supplier Portal (CSP) email invitation?

You will receive your **CSP invitation email beginning October 15, 2025**.

The email will include a **unique link** to register and connect with **Motorola Solutions, Inc.**

Your **username will be your email address**, and you will create your own **password** during registration.

If I am already using the CSP with other customers, do I need to register again?

No, you do **not** need to register again.

However, you must **wait until you receive the official invitation** from Motorola Solutions on **October 15, 2025** to log in and view MSI as a connected customer.

I sent a "Request to Link" to Motorola Solutions, Inc. from my existing CSP account. How do I know if it worked?

Motorola Solutions, Inc. does not accept direct link requests from suppliers. You will need to **wait for your official CSP invitation** on **October 15, 2025** to establish the connection.

I already have a CSP account. How do I connect Motorola Solutions, Inc. as a customer?

Once you receive your **CSP invitation on October 15, 2025**, log into your **existing CSP account** using your credentials.

Motorola Solutions, Inc. will then appear as a **connected customer** within your account.



PO's & invoices frequently asked questions

Will the Ship-To location appear on the Purchase Order (PO) in Coupa? Will there ever be multiple Ship-To addresses on one PO?

Yes, the **Ship-To location** will appear on each Purchase Order (PO) in Coupa.

No, each PO will include **only one Ship-To address** – multiple Ship-To locations will not be listed on a single PO.

Will I need to enter each invoice line manually into the Coupa Supplier Portal (CSP)?

No. When you create an invoice from a PO, the **invoice header details and line items automatically populate** from the PO.

You will only need to enter the **remaining required fields**, such as **Invoice Number** and **Invoice Amount** (for partial invoices), before submitting.

Can I submit non-PO-backed invoices?

All invoices must be **PO-backed** unless **explicitly authorized** or **communicated by Motorola Solutions, Inc.**

Invoices submitted without a valid PO will be rejected in accordance with MSI's "**No PO, No Pay**" policy.

Can I submit multiple invoices for the same PO?

Yes. If Motorola Solutions, Inc. issues you a **Blanket PO**, you may submit **multiple invoices** against that PO until the total **PO amount is fully utilized**.

Each invoice, however, must have a **unique invoice number**.



Additional resources

[Get Help from Coupa on the CSP](#)

- Access step-by-step guidance and troubleshooting resources directly from **Coupa Support** to help you navigate and use the **Coupa Supplier Portal (CSP)** effectively.

[Getting Started with the CSP](#)

- Explore **navigation guides**, **training materials**, and **introductory videos** provided by Coupa to help you get familiar with the CSP features.

[Coupa CSP & Invoicing FAQs](#)

- Review commonly asked questions related to **invoicing**, **purchase orders**, and **portal usage** to quickly find answers to your most frequent inquiries.

[Merge or Combine CSP Accounts](#)

- If your organization maintains multiple CSP accounts, learn how to **merge or consolidate** them into a single account for streamlined management.

[Join a CSP Webinar provided by Coupa](#)

Register for **live or recorded webinars** facilitated by Coupa to gain deeper insights into portal functionality and best practices.

Still need help?

If you have additional questions, please contact supplier.connect@motorolasolutions.com

