

Coupa onboarding Reference Guide For Suppliers

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Coupa Platform Scope

Global Onboarding & Indirect Transactions

Global Onboarding Hub: All suppliers globally register in Coupa for initial onboarding. Purchasing & invoicing apply **ONLY to Indirect Transactions.**

Indirect Goods & Services

Purchase Order & Invoice Management: Receive and manage POs, submit invoices, and track status.

Coupa Supplier Portal (CSP): Register for a CSP account to streamline PO and invoice workflows (or submit directly via email/SAN).

Invoicing Country Guidelines: Motorola Solutions suppliers must follow the country-specific invoicing workflow training guides.

Direct Materials Only

Registration Only in Coupa: Coupa is used solely for initial supplier onboarding and master data.

External Purchasing & Invoicing: Transactions (POs & Invoicing) occur outside Coupa in dedicated manufacturing/ERP systems.

Primary Systems: Transact directly via **Oracle, MCM, or SAP** (for select business units).



Onboarding requirement

Mandatory Requirement

Supplier Onboarding is mandatory for all third-party suppliers to transact with Motorola Solutions. Suppliers can choose to register either via Coupa or as a SAN:

Option 1: CSP Registration (Pages 5-25)

Join and Respond

Creates a free **Coupa Supplier Portal (CSP)** account, allowing you to submit your form and manage your profile in one central place.

How to Choose:

Best if you want a centralized portal account to manage ongoing profile details and transactions with Motorola Solutions, or if multiple people need to access the account to review POs and submit invoices.

Option 2: SAN Registration (Pages 34-42)

Respond Without Joining

Allows you to complete and submit your registration form immediately using a secure one-time password via **Supplier Actionable Notification (SAN)**, without creating a portal account.

How to Choose:

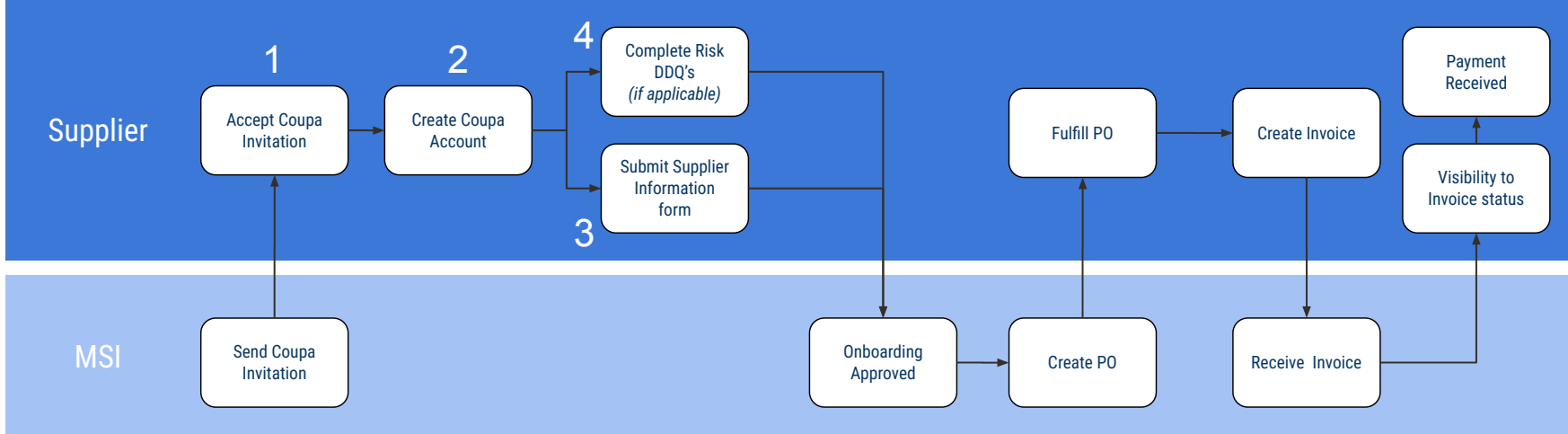
Best if you prefer immediate, one-time registration submission directly from your email notifications.



Onboarding to payment with CSP registration

To successfully connect with Motorola Solutions in Coupa, the following 4 activities will need to be completed

1. Accept the **invitation from Coupa**
2. **Create your account** (or log in to an existing Coupa Supplier Portal account), and set up your **Primary address, Payment Method, and Legal Entity**
3. Complete and submit the **Supplier Information Form** with your company and banking details
4. If applicable, respond to any **Coupa Risk Assessments** (click on the link in the Coupa Risk Assess email)



Coupa Supplier Portal (CSP) introduction

Overview

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

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 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

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

- **Watch for Your Invitation**

You will receive an email from Motorola Solutions via the Coupa system containing a **unique link** to join the **CSP** and connect with MSI. Suppliers should check all inbox folders, including spam and trash, to locate this notification.

- **Complete Your Registration**

To access and submit the required registration form, please click the link in this invitation and choose one of two options:

- **Join and Respond:** Creates a free **CSP** account, allowing you to submit your form and manage your profile in one central place.
- **Need to forward this request?** If you are not the correct contact, click **Join and Respond**, then select **Forward this to someone** on the setup page. Alternatively, you can email msisupplierenablement@motorolasolutions.com with the correct contact info along with your company name.

- **Bookmark the Portal**

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



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 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.

Onboarding Step: 2 of 4

Create an account

Motorola Solutions uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

* **Business Name**

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

* **Email**

* **First Name** * **Last Name**
Cannot contain special characters or symbols (like !, ?, *, &, <, >).

* **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](#)



Secure your account - MFA setup

- Multi-Factor Authentication is required to **secure your account**.
- Choose a method that works best for you. Click on **"Use Other Methods"** to view all available options.
- For security reasons, MSI cannot access or reset suppliers' CSP credentials (passwords or MFA).
- If you need to reset your MFA, submit an MFA Reset Support Request with Coupa using [this form](#), or contact supplier@coupa.com and request that the MFA be reset on your account.

Secure Your Account

A modern, secure multi-factor authentication experience with passkey support. Fast, passwordless, and beautiful.
[\(Learn More\)](#)



Passkey (Recommended)
Use your **browser** or **device** as a secure key to sign in — [>](#)
no passwords or verification codes needed.

You can set up your passkey later on the Account Setup page.

Use Other Methods 



Authenticator App
Use an app (like **Google Authenticator** or **Microsoft Authenticator**) to generate a 6-digit code for verification. [>](#)



Text Message (SMS)
Receive a **one-time code** sent to your phone each time you sign in. [>](#)



Email Message
Receive a **one-time code** sent to your email each time you sign in. [>](#)



Secure your account - MFA setup (con't)

- Once you successfully enable your MFA, you will receive **emergency recovery codes** from Coupa to keep them in your records.
- In the event you are unable to access your MFA mode you set up, you can use these Emergency Recovery codes to log in.
- Each one of these codes can only be used once. If you exhaust all available recovery codes, the only way to access your account will be to request an MFA reset.
- If you need to update your MFA method, this can be done in your account **Security & MFA Settings**.

Multi Factor Authentication Has Been Successfully Enabled

Important

Emergency Recovery codes are essential to restore access if you lose your authentication device or app.

4E0Y2g	KVGC3Q
p4 7hW	47xDeA
PN5CAA	SE5ARA

Copy or download these codes on your device. You can use each recovery code only once.

☐ I copied and saved the recovery codes

ContinueDownload & Continue



Complete account setup

Coupa allows you to directly manage and maintain your company's key information — including but not limited to **contacts, address, banking details, and tax data** — ensuring a **single, accurate source of truth** between your organization and MSI.

- **Initial Onboarding:** Set up your **Primary address, Payment Methods, and Legal Entities** as needed in the account and complete the **Supplier Information Form** to ensure records are current.
- **Future Updates:** Email your MSI contact whenever details change (contacts, address, name, banking, etc.) to receive an update form. **This is required to ensure you receive payment to the correct account.**
- Unless you are merging with an existing Coupa Supplier Portal account, your **account setup** will continue.
- Enter your **primary address** information.

Onboarding for Motorola Solutions Test (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

1 Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Primary Address ✚

Country/Region ✚ *
United States

Address Line 1 *
Address Line 2
Address Line 2

City *
City

State *
State

Postal Code *
Postal Code

United States

Invoice From Code ⓘ
Invoice From Code

Preferred Language
English (US)

Save and Next



Complete account setup (con't)

- Enter your **banking information** for receiving payments.

Onboarding for Motorola Solutions Test (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

✓ Primary Address saved successfully

✓ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Virtual Card ⓘ
Please enter the following information to receive Virtual Card payments.

Account Nickname * ⓘ

Email Address *

☐ Process credit cards automatically

☐ Do not accept Virtual Card payments from Motorola Solutions Test

Save and Next

Onboarding for Motorola Solutions Test (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

✓ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Bank Transfer
Please enter the following information to receive Bank Transfer payments.

Account Nickname * ⓘ

Beneficiary Legal Name * ⓘ

Bank Branch Country / Region *
United States

Bank Account Currency *
USD

Bank Branch State / Province *

Bank Name *

Account Number *
4-17 digits

ACH Routing Number *
9 digits

Wire Routing Number ⓘ
9 digits

SWIFT / BIC Code ⓘ
8 or 11 characters

Branch Code ⓘ

Additional Information

Bank Branch Address
Address Line 1

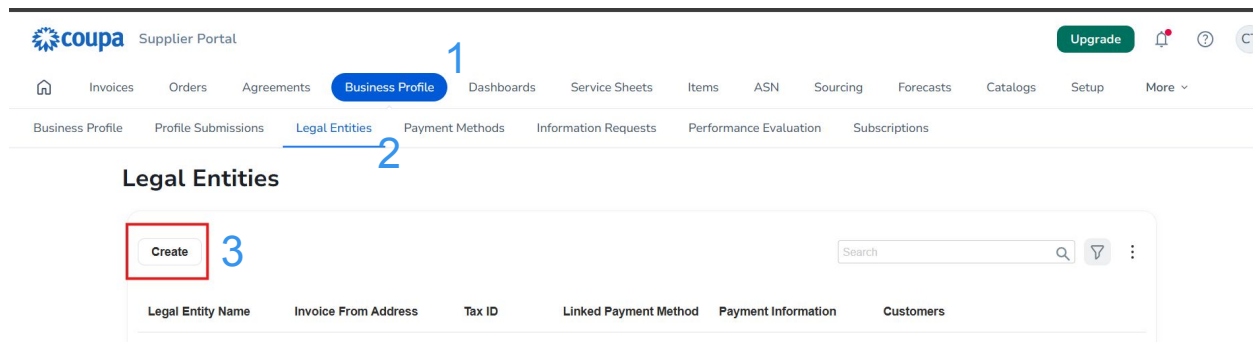


Creating a legal entity

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

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)

- Add Company Information
 - Enter the **name** of your **Legal Entity**.
 - Select the **Country/Region** where your business operates.
- Enter Company Tax Registrations and Address Details
 - Input your **tax registration information**.
 - Add your **Invoice From** address, **Ship From** address, and **Remit-To** address and click **"Save."**
 - Then click **"Continue"** to update **Payment Methods**.

coupa Supplier Portal

Business Profile | Invoices | Orders | Agreements | **Business Profile**

Business Profile | Profile Submissions | **Legal Entities** | Payment Methods

Legal Entities

Create

Legal Entity Name	Invoice From Address
Chimg's Test	1480 North Denton Avenue, Palatine, Illinois, 60067, United States

Per page: 5 | 10 | 20

Create Legal Entity

Legal Entity Name * Country/Region *

Invoice From Address
Please enter the address that you invoice from or the address that you receive mailed and in-person payments.

Country/Region * Address Line 1 * Address Line 2
City * State Postal Code *
Invoice From Code ⓘ

Ship From Address
Please enter the physical address that your goods are shipped from? This can be a warehouse address.

Cancel Save



Business Legal Entity successfully created. Next, you must add payment info or a remittance address required for invoicing. Go to Payment Methods and click "Add Payment Method" to complete this.

Close Continue



Adding a payment method

- 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 MSI.

coupa supplier portal JANE | NOTIFICATIONS | HELP

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

Payment Methods

Add Payment Method ▼

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

Add Payment Method

Payment Method ()

* Associated Legal Entity

MSI Test Supplier 2

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ⓘ

123 Testing Drive, Chicago Illinois, 60733, United States

Bank Account

* Country/Region

* State

* Bank Account Currency

United States

Illinois

USD

Beneficiary Name

MSI Test Supplier 2

Bank Name

Account Number ⓘ

Confirm Account Number

ACH Routing Number ⓘ

Wire Routing Number ⓘ

☐ My company expects to receive urgent/wire payments

Branch Code

Beneficiary Type

Business

Remittance Email ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Cancel

Save



Adding a payment method (con't)

- Enable for Customers
 - Select **Motorola Solutions** to share your payment method with Motorola.
 - After these steps, your **Legal Entity and Payment Methods** should be shared with **Motorola**.

Add Payment Method

Great News! The payment information has been successfully saved.

Enable this payment method for your customers
Make this payment method available to be used in forms, or invoices for these customers. You can edit any time.

1/1 items selected. [Clear selection](#)

Customer	
Select All	☒
Motorola Solutions	☒

Per page 5 | 10 | 20

Skip

Enable



Confirm successful entity and payment setup

- From the **Legal Entities** tab expand the **Accepted Payment Methods** and **Linked Customers** sections to confirm Motorola Solutions is **connected** to your account and the correct payment method is **linked** to your entity.

The screenshot displays the 'Legal Entities' page within a 'Business Profile' tab. The page title is 'Legal Entities'. Below the title, there's a section for 'Legal Entity Name' with the value '2 Test'. Underneath, it shows 'Invoice From' details: '500 West Monroe Street, Chicago, Illinois, 60661, United States'. To the right, there are links for 'Ship From Manage', 'Remit-To Manage', and 'Tax Registrations None'. A blue edit icon is visible on the right side of this section.

The next section is 'Accepted Payment Methods (Payment Methods)'. It has a search bar with the text 'Search in this view' and a magnifying glass icon. To the right of the search bar is a red box containing an upward-pointing arrow icon, indicating the expand/collapse functionality. Below the search bar, it shows 'Remit-To Address | 500 West Monroe Street, Chicago, Illinois, 60661, United States'.

The following section is 'Bank Account | bank *****1234' with 'USD' on the right.

The final section is 'Linked Customers'. It also has a search bar with 'Search in this view' and a magnifying glass icon. To the right of the search bar is another red box containing an upward-pointing arrow icon. Below the search bar, it shows 'Motorola Solutions Test' with location and bank icons, and a red trash icon on the right.

At the bottom right, there are navigation arrows and a page number '1'.



Completing supplier information form

Fully completing account setup (including setting up your legal entity and payment methods) and responding to the **Supplier Information Form** are required to **ensure you are paid to the correct account**.

Follow these steps to access and update your supplier information:

1. Access Information Requests

Click on **Business Profile** -> **Information Requests** to view any pending requests from MSI.

2. Select the correct customer

Use the **Select Customer** dropdown to choose **Motorola Solutions**

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

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa Supplier Portal', 'Upgrade', and user icons. The main navigation menu has 'Business Profile' (highlighted with a red box and a blue '1'), 'Dashboards', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More'. The 'Business Profile' dropdown menu is open, showing 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests' (highlighted with a red box and a blue '2'), 'Performance Evaluation', and 'Subscriptions'. The 'Information Requests' page is titled 'Motorola Solutions Test' and features a 'Select Customer' dropdown menu (highlighted with a red box) set to 'Motorola Solutions Test'. Below this, the 'Forms' section states: 'Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.' A table of forms is displayed with columns: 'Form', 'Status', 'Created Date', and 'Submitted At'. The first row is 'SR V6 - GLOBAL Supplier Information Form (External)' (highlighted with a red box and a blue '3'), with a status of 'New', created on '09/30/2026', and 'Submitted At' as 'None'. A 'View' dropdown is set to 'All', and there is an 'Advanced' search button. The footer indicates 'Per page: 15 | 45 | 90'.



Completing supplier information form (con't)

Complete Form Responses

- Fill in **all required fields(*)** on the form, including **Company Information, Contact Information, Tax Registration, Remit to Addresses** and **other specific regional** questions.
- To add your remit-to and tax registration information, click the **blue “Add Remit-To” or “Add Tax Registration”** button to select a **Payment Method** you have already added to your account. If a remit-to or tax registration is incorrect or duplicated, use the **red “x” button** on the right side of that section to remove it from the form.
- If you have additional remarks or files to provide, use the **Comments** box at the bottom of the form. Once you have completed all required(*) sections, click the **blue Submit for Approval** button. You also have the option to Save your progress and return later.

Remit-To Information

Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

Remit-To Information

Payment Information

Active

Active

* Payment Method

Select

Check payments are only available if the local Motorola Solutions operating unit is making payment to a vendor in the same country.

Decline Save **Submit for Approval**

Comments

Mute Comments

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Motorola Solutions

[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



Completing supplier information form (con't)

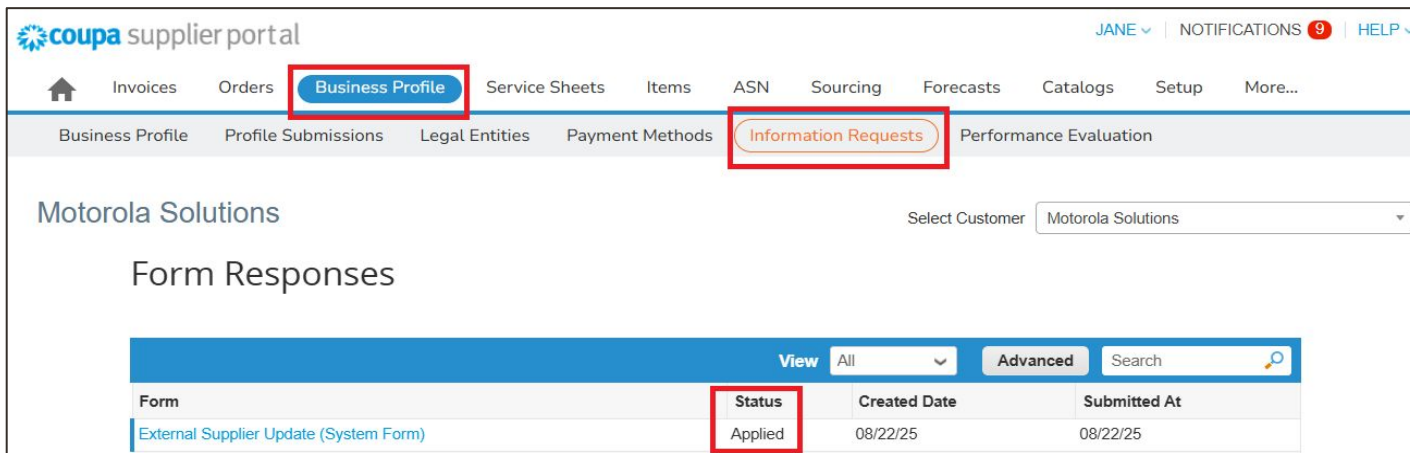
Track Form Status

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.



coupa supplier portal JANE | NOTIFICATIONS 9 | 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)	Applied	08/22/25	08/22/25



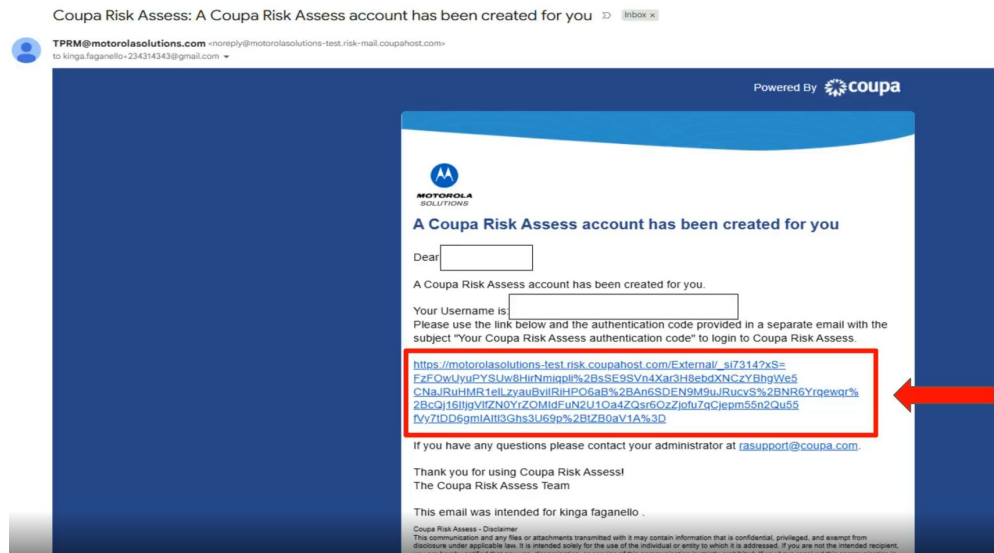
Coupa risk assessment

Complete Coupa Risk Assessment (CRA)

Registration for the Coupa Risk Assess Module is strictly required for suppliers needing additional due diligence. Please note that **this is a separate login portal from your Coupa Supplier Portal account**. Your response is **required to complete your onboarding setup with MSI**.

Registration and Account Setup

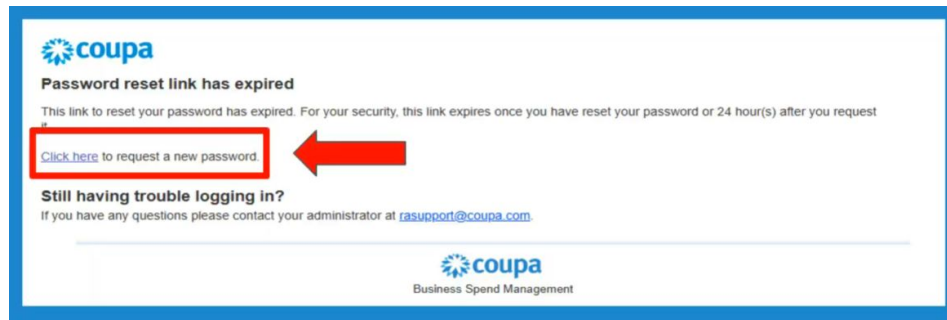
- The process begins when the MSI Third-Party Risk Management program (TPRM@motorolasolutions.com) sends a **Coupa Risk Assess invitation email**. Suppliers should check all inbox folders, including spam and trash, to locate this notification.
- To start registration, select the embedded **link** in the email.



Coupa risk assessment (con't)

Registration and Account Setup

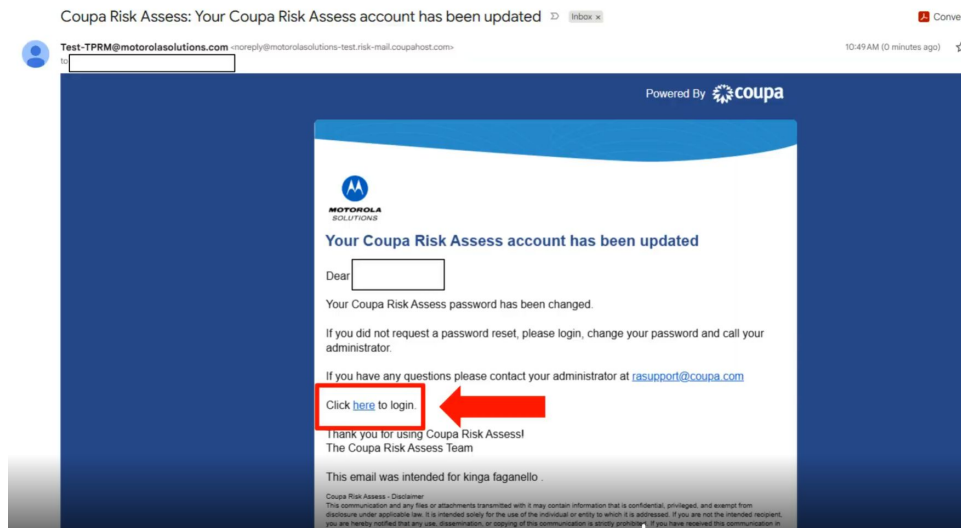
- If a previously provided **password reset** link has expired, request a new one by selecting "**Click here**," entering your username, and then click "continue".
- **An authentication code** will be sent in a separate email; this code must be entered into the mandatory authentication field.
- After entering the code, you must select a security question, provide an answer, and **establish a new password**.



Coupa risk assessment (con't)

Registration and Account Setup

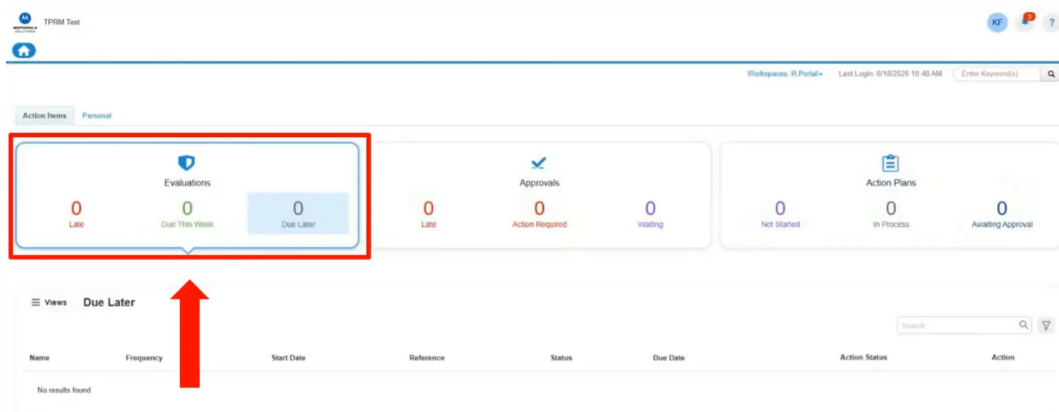
- To avoid account lockouts or technical issues, **navigate back to your email inbox** after setting up the password rather than proceeding directly from the setup screen.
- Locate the updated account notification email and use the **link** provided to navigate to the **login portal**.
- Upon logging in, you must accept the **terms of use** to access the module.



Coupa risk assessment (con't)

Completing Due Diligence Questionnaire (DDQs)

- Navigate to the **"Evaluations"** section to access all pending due diligence questionnaires.
- **Each questionnaire must be opened, completed, and submitted.**
- Once submitted, completed items are automatically removed from the pending queue.



You can access previously submitted or pending assessments by logging into your Coupa Risk Assessment account at the URL link below.

<https://motorolasolutions.risk.coupacloud.com>

- For questions regarding the CRA risk process, contact tprm@motorolasolutions.com.



Coupa risk assessment (con't)

Delegating DDQs

- If you are not the correct contact to complete the CRA DDQ(s), you can **delegate it to someone else** within the CRA portal.
- To delegate a particular DDQ to someone else, click **"Edit"** under Actions and then **"Delegate"** to enter their email and reasoning for the delegation.
- A new **CRA email** will be generated to the delegatee. The delegatee must create their CRA profile to **access and complete the delegated DDQ(s)**.

The screenshot shows the 'TPRM Test' interface with a navigation bar. The 'Action Items' section is set to 'Personal'. It displays three cards: 'Evaluations' (26 Late, 0 Due This Week, 0 Due Later), 'Approvals' (0 Late, 0 Action Required, 43 Waiting), and 'Action Plans' (0 Not Started, 0 In Process, 0 Awaiting Approval). Below these is a table titled 'Views: Late' showing DDQs. The table has columns: Name, Frequency, Start Date, Reference, Status, Due Date, Action Status, and Action. A red arrow points to the 'Edit' icon in the 'Action' column of the first row.

Name	Frequency	Start Date	Reference	Status	Due Date	Action Status	Action
Business Continuity Due Diligence Questionnaire	One Time	05/13/2025	Raw Materials Cellulose LLC (Raw Materials Cellulose LLC)	Not Started	05/13/2025		[Edit] [Delete] [More]
Business Continuity Due Diligence Questionnaire	One Time	05/13/2025	ZRG Partners (ZRG Partners)	Not Started	05/13/2025		[Edit] [Delete] [More]

The screenshot shows the 'Evaluation' form for a Business Continuity Plan. The 'Due Diligence' section is active. The 'Business Continuity Plan' item is selected. The 'Description' field contains instructions. The 'Score' field is empty. The 'Actions' column shows a 'Delegate' button, which is highlighted with a red box. Other buttons include 'Recalc', 'Save', 'Cancel', and 'Submit'.

Evaluation
Risk-Business Continuity Due Diligence Questionnaire [Raw Materials Cellulose LLC (Raw Materials Cellulose LLC)] - On-time - Period Start 13 May 26 (Originating From: Kumar, Sanjay)

Due Diligence

Business Continuity Plan

Item # Description Score Actions

0.0 Instructions [Edit] [Delete] [More]

As part of Motorola Solutions' ongoing risk management and supply chain resilience efforts, we are requesting suppliers to complete our Business Continuity Questionnaire. This helps us assess your organization's preparedness to maintain critical operations during potential disruptions and ensures continuity of service and product delivery. Your response will support our mutual commitment to operational viability and long-term partnership.

Click **Save** to save the responses as a draft.
Click **Submit** (the responses for review and approval when the evaluation is complete).
Click **Cancel** to cancel and leave the evaluation without saving your changes.
Click **Delegate** to assign another user or user group as an evaluator to one or many questions.

1.1 Does your company have a documented business continuity plan (BCP)? [Edit] [Delete] [More]

Business Continuity Management



Navi (AI Agent)

The screenshot displays the Coupa Supplier Portal interface. At the top, the 'coupa' logo and 'Supplier Portal' text are visible, along with an 'Upgrade' button and notification icons. The main navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Dashboards', and 'More'. The central content area shows a 'Test business' profile with a 'Get Verified' button. A red box highlights a 'sparkle' icon (a blue circle with a white star) in the bottom right corner of the main content area. To the right, a sidebar titled 'Navi' contains a search bar with the question 'Where do I update my banking information?'. Below the search bar, Navi provides a detailed answer: 'You can update your banking information in the Coupa Supplier Portal (CSP) by going to your Business Profile and selecting Payment Methods.' It lists the types of payment methods that can be updated (bank account country, currency, beneficiary name, account number, IBAN, and routing or bank code number) and mentions that users can still configure payment methods through the CSP platform if they closed the onboarding screen by mistake. At the bottom of the sidebar, there is a link to 'View and Manage Payment Methods Information' and a 'Get Help' button.

Navi is Coupa's **built-in AI agent**. To access Navi, **click on the "sparkle" icon**, typically located in the lower right corner of your screen.

Navi can help answer questions related to:

- Navigating the CSP
- Account Setup
- User Management
- Accessing POs
- Invoice Requirements
- Troubleshooting

Navi will also share links to Coupa's large knowledge base.

*Navi is active by default, but **can be deactivated** in your account settings at any time.*



Getting help

Select the “?” icon located in the **top right corner** of the CSP homepage for more help.

1. Access the Coupa Compass

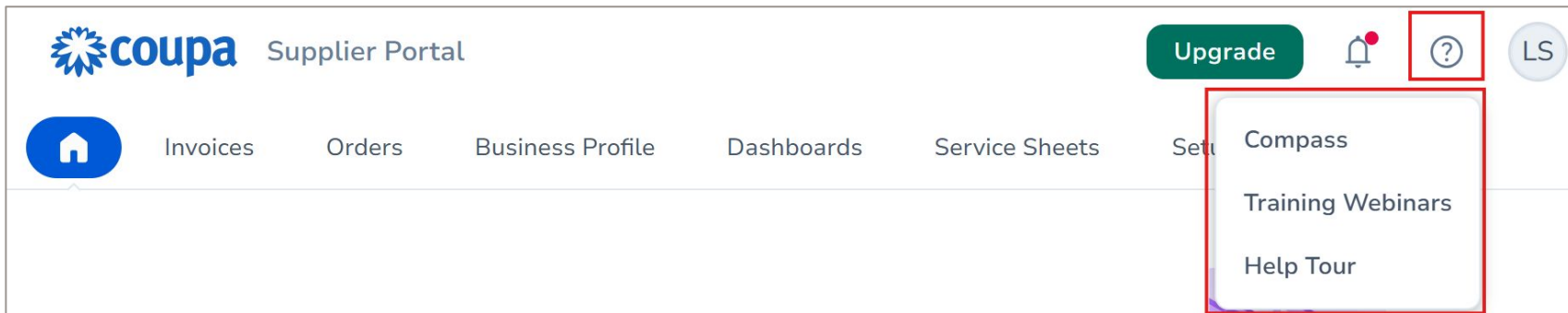
Click on the “**Compass**” link under the **Help** menu on the top right of the Coupa Supplier Portal homepage. This will direct you to the **Coupa Compass** website, where you can access detailed **documentation, FAQs, and step-by-step user guides**.

2. Training Webinars

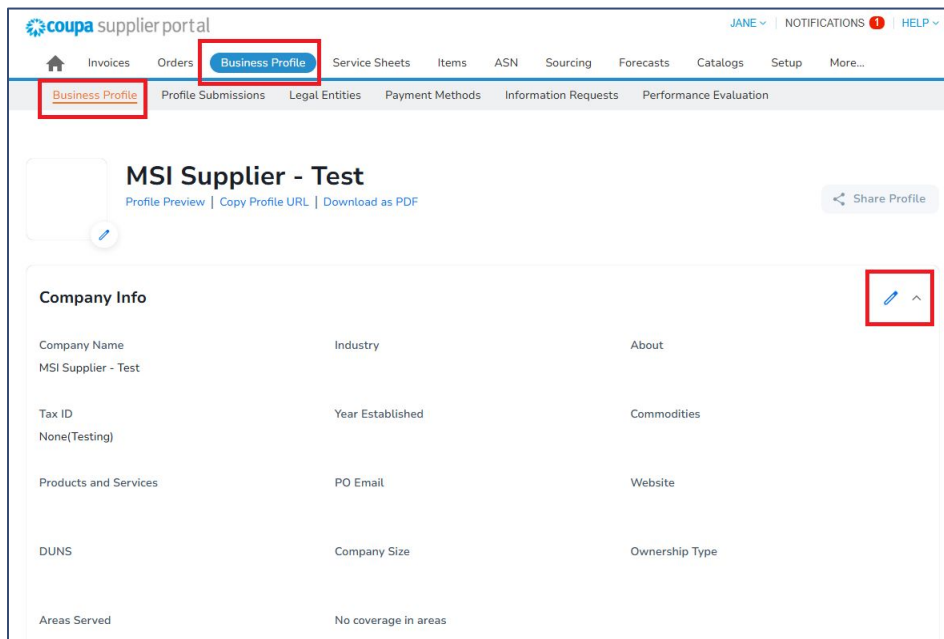
Register for a **live webinar** provided by Coupa. An expert will provide an overview of the Coupa Supplier Portal (recorded sessions are also available through this link).

3. Using the “Help Tour.”

You will be taken to an interactive screen where you can: Click on specific features to learn more about their functions and move through the guided tour step-by-step.



Updating your business profile



- Click “**Business Profile**” in the navigation bar to access your profile — your public company profile in the **Coupa Supplier Portal Directory**.
- On the **Profile** tab, click the **pencil icon** next to any section to edit details.

Tip: Keep company details (address, contacts, capabilities) up to date.

Please Note: Profile updates are not automatically shared with Motorola. Notify your MSI contact of any changes.



Manage your account settings

The screenshot displays the 'My Account Settings' page in the Coupa Supplier Portal. The top navigation bar includes links for Invoices, Orders, Agreements, Business Profile, Dashboards, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, and Settings. The 'Settings' link is highlighted. The main content area is titled 'My Account Settings' and features a sidebar with 'Settings' selected. The 'User Details' section contains the following fields: First Name (Jane), Last Name (Doe), Email (VBPD64@motorolasolutions.com), Purpose (Accounting, Diversity, Legal, Procurement, Risk, Se), Phone Number, Country/Region (dropdown), Code, and Extension. A 'Save' button is located at the bottom right of the 'User Details' section. A dropdown menu is open in the top right corner, showing options: Account Settings, Notification Preferences, Security & MFA, and Log Out.

To manage your personal account preferences in the 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.
- **Update/change Multi-Factor Authentication (MFA) method.**

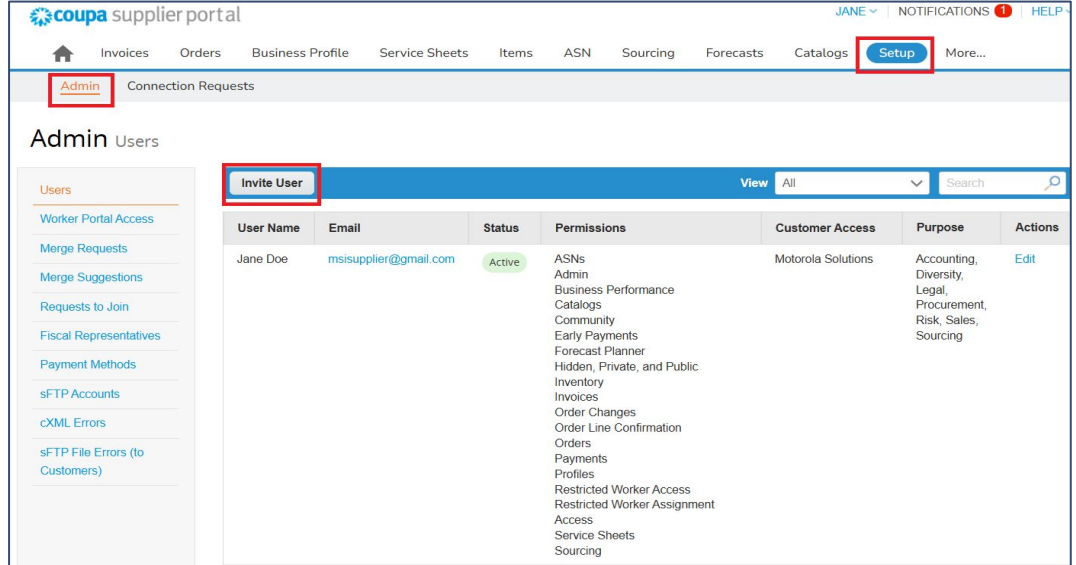
Recommendation: We strongly recommend enabling **email notifications** to ensure you receive timely alerts for **new purchase orders (POs)** and other important updates from MSI.



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 the Coupa logo, 'supplier portal', and user information (JANE, NOTIFICATIONS, HELP). Below this is a secondary navigation bar with tabs: Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, **Setup** (highlighted with a red box), and More... The 'Setup' tab is active, and the 'Admin' sub-tab is selected (highlighted with a red box). The 'Admin Users' section is displayed, showing a list of users. The 'Invite User' button is highlighted with a red box. The table below shows the details of the user '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



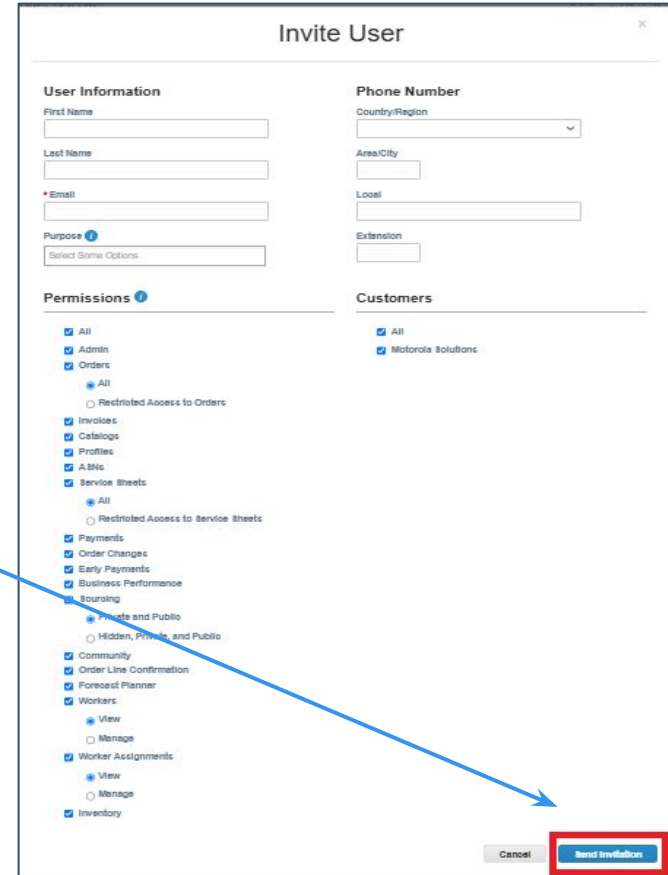
Inviting additional users (con't)

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.



The screenshot shows the 'Invite User' form with the following sections:

- User Information:** Fields for First Name, Last Name, Email, and Purpose (with a dropdown menu).
- Phone Number:** Fields for Country/Region (dropdown), Area/City, Local, and Extension.
- Permissions:** A list of checkboxes for various system functions, including All, Admin, Orders, Invoices, Catalogs, Profiles, A/Bs, Service Sheets, Payments, Order Changes, Early Payments, Business Performance, Sourcing, Private and Public, Hidden, Private, and Public, Community, Order Line Confirmation, Forecast Planner, Workers, Worker Assignments, and Inventory.
- Customers:** A list of checkboxes for customer groups, including All and Motorola Solutions.

At the bottom right, there are two buttons: 'Cancel' and 'Send Invitation'. The 'Send Invitation' button is highlighted with a red box, and a blue arrow points to it from the text in step 6.



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 navigation bar includes a home icon, Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, a highlighted **Setup** button, and More... Below this, the Admin section is active, showing a list of users. The left sidebar has a highlighted **Admin** link. The main content area displays a table of users with columns: User Name, Email, Status, Permissions, Customer Access, Purpose, and Actions. The first user, Jane Doe, is listed with an Active status and an Edit link in the Actions column.

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

Phone Number

Country/Region: [dropdown]

Area/City: [text]

Local: [text]

Extension: [text]

Primary Contact

Current primary contact: Jane Doe

Permissions

☒ All

☐ Admin

☒ Orders

☒ All

☐ Restricted Access to Orders

☒ Invoices

☒ Catalogs

☒ Profiles

☒ A This

☒ 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

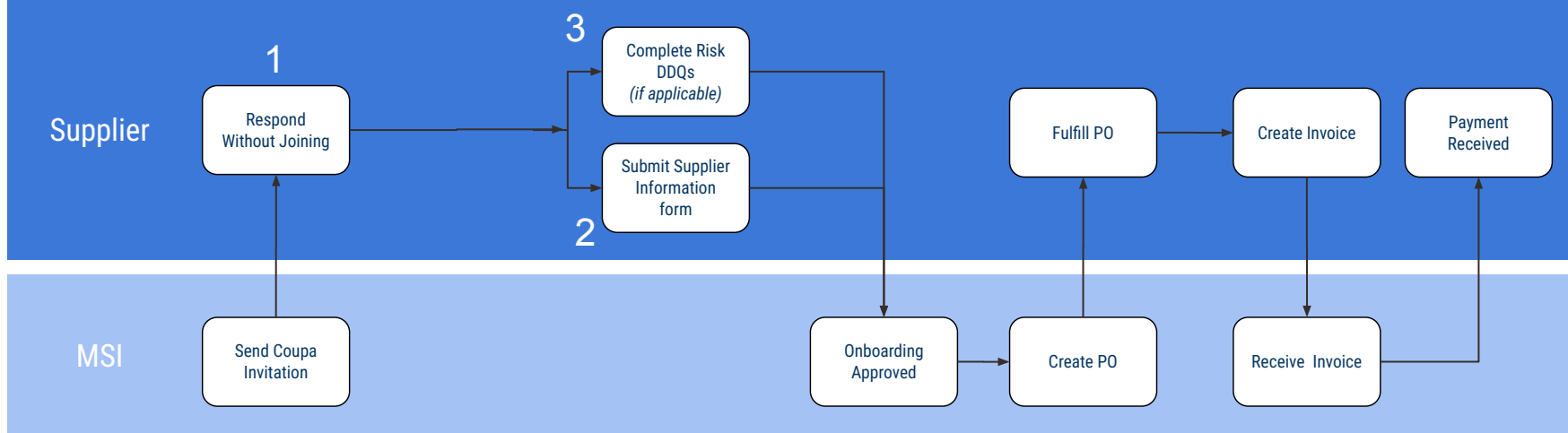
Buttons: Cancel, Deactivate User, **Save**



Onboarding to payment with SAN registration

To successfully connect with Motorola Solutions via SAN the following 3 activities will need to be completed

1. **Respond Without Joining** to the invitation from Coupa
2. Complete and submit the **Supplier Information Form** with your company and banking details
3. If applicable, respond to any **Coupa Risk Assessments** (click on the link in the Coupa Risk Assess email)



Supplier Action Notification (SAN) introduction

Through the **Supplier Actionable Notifications (SAN)** process, suppliers can take key actions **directly from their email inbox** upon receiving a **Purchase Order (PO) notification** — without needing to sign in or create a Coupa account.

Key Features

Using SAN, you can:

- **View and manage Purchase Orders (POs)**
- **Create and submit invoices** directly against POs
- **Acknowledge receipt** of a PO
- **Add shipment tracking information**
- **Add comments or communicate** with Motorola Solutions about an order

Benefits

- Registration on the Coupa Supplier Portal is not required.
- Suppliers can create a Coupa Supplier portal at any time



Registering as a SAN supplier

- From the Invitation email click **“Respond Without Joining”**
- When you are registering as a **SAN supplier**, you don’t the option to forward the invitation. If you are not the correct contact, please email msisupplierenablement@motorolasolutions.com with the correct contact info along with your company name.
- A new browser window will open, and a **one time password (OTP)** will be sent to your email address.



Verify Your Access for EasyFormResponse#212886

Your access to this page has expired. Please click on the button below. You will receive an email with the one-time password (OTP), using which you can access this page.

[Generate One-Time Password](#)

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

Save Time and Money with Coupa



[Create Your Account](#)

[Learn more about Coupa](#)



Registering as a SAN supplier (con't)

- Fill in **all required fields(*)** on the form, including **Company Information, Contact Information, Tax Registration, Remit to Addresses** and **other specific regional** questions.
- To add your Remit-To and Tax Registration Information, click the **blue “Add Remit-To”** or **“Add Tax Registration”** button to select a **Payment Method** you have already added to your account. If a remit-to or tax registration is incorrect or duplicated, use the **red “x” button** on the right side of that section to remove it from the form.
- Once you have completed all required(*) sections, click the **blue Submit** button.

Manage your profile and more with Coupa. [Create Your Account](#)

[Sign Out](#)

SR V6 - GLOBAL Supplier Information Form (External)

Supplier Information
Chimge's San Supplier

Company Information

Supplier Name

Company name MUST match name on invoice EXACTLY to avoid future payment issues with AP

* PO Email

Please input the email address where purchase orders are to be issued.

Contact Information

*Supplier Primary Contact Information

US_100000-Motorola Solutions, Inc.

[Decline](#) [Submit](#)



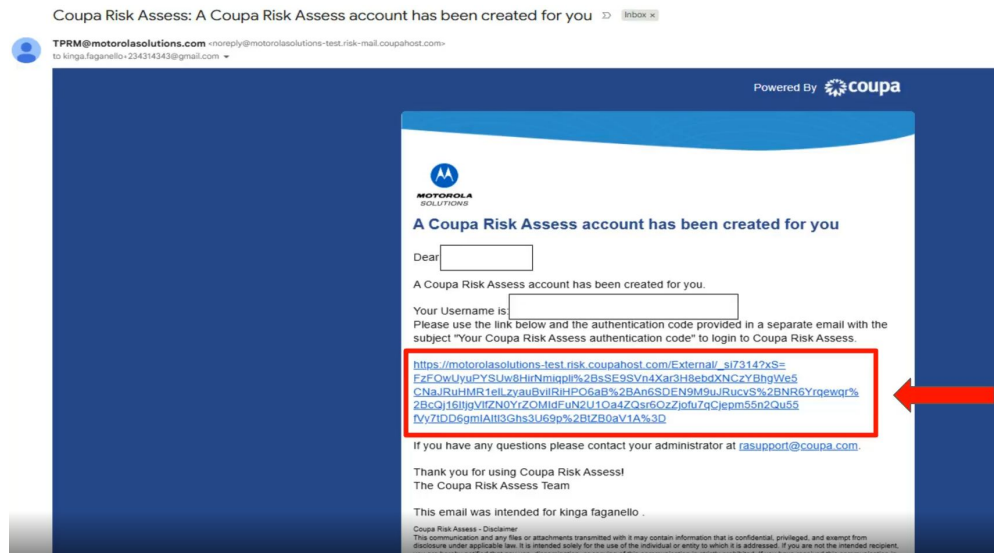
Coupa risk assessment

Complete Coupa Risk Assessment (CRA)

Registration for the Coupa Risk Assess Module is strictly required for suppliers needing additional due diligence. Your response is **required to complete your onboarding setup with MSI**.

Registration and Account Setup

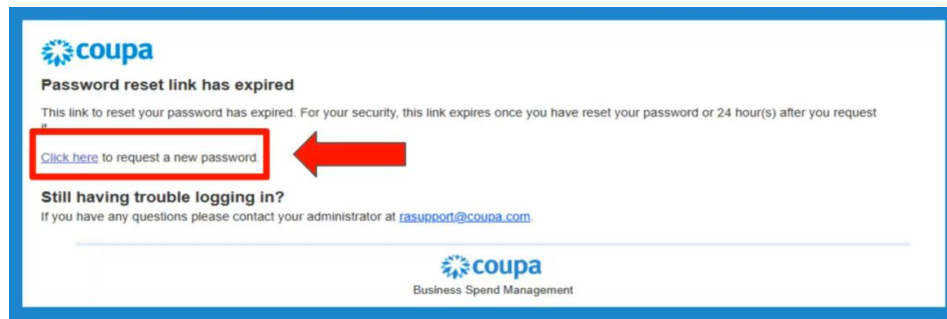
- The process begins when the MSI Third-Party Risk Management program (TPRM@motorolasolutions.com) sends a **Coupa Risk Assess invitation email**. Suppliers should check all inbox folders, including spam and trash, to locate this notification.
- To start registration, select the embedded **link** in the email.



Coupa risk assessment (con't)

Registration and Account Setup

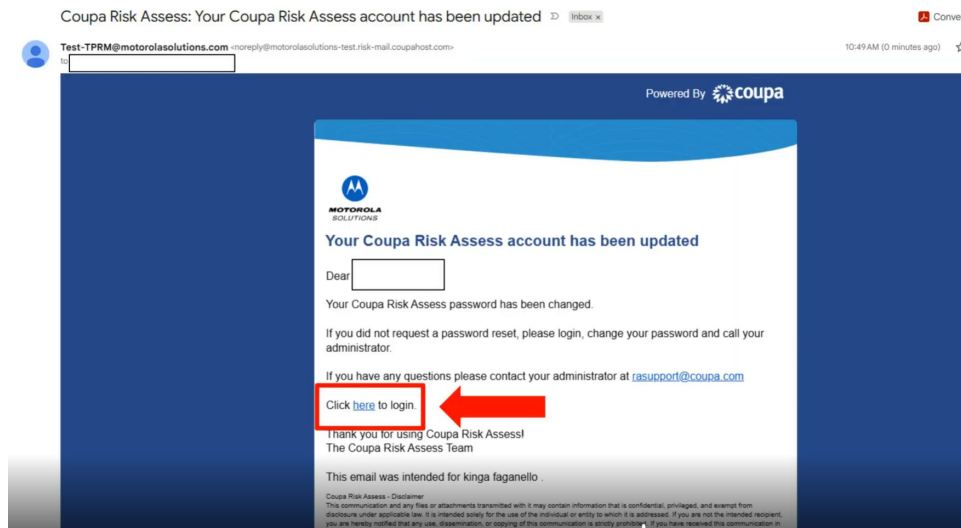
- If a previously provided **password reset** link has expired, request a new one by selecting "**Click here**," entering your username, and then click "continue".
- **An authentication code** will be sent in a separate email; this code must be entered into the mandatory authentication field.
- After entering the code, you must select a security question, provide an answer, and **establish a new password**.



Coupa risk assessment (con't)

Registration and Account Setup

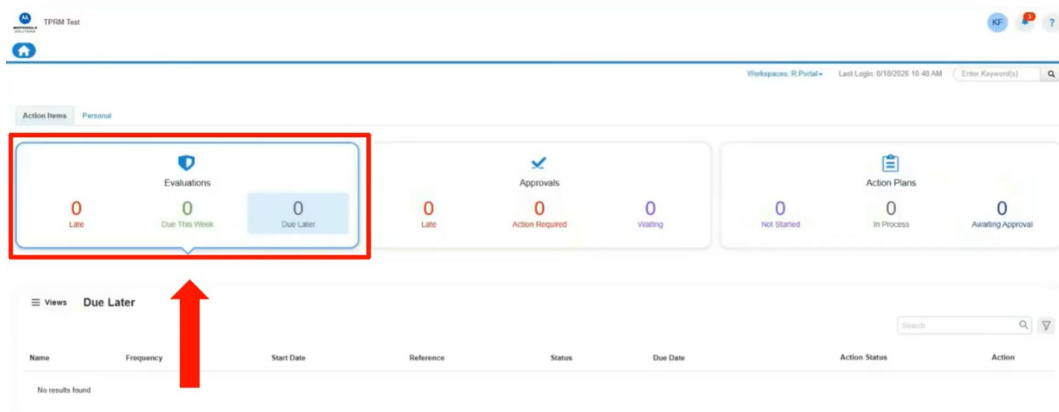
- To avoid account lockouts or technical issues, **navigate back to your email inbox** after setting up the password rather than proceeding directly from the setup screen.
- Locate the updated account notification email and use the **link** provided to navigate to the **login portal**.
- Upon logging in, you must accept the **terms of use** to access the module.



Coupa risk assessment (con't)

Completing Due Diligence Questionnaire (DDQs)

- Navigate to the **"Evaluations"** section to access all pending due diligence questionnaires.
- **Each questionnaire must be opened, completed, and submitted.**
- Once submitted, completed items are automatically removed from the pending queue.



You can access previously submitted or pending assessments by logging into your Coupa Risk Assessment account at the URL link below.

<https://motorolasolutions.risk.coupacloud.com>

- For questions regarding the CRA risk process, contact tprm@motorolasolutions.com.



Coupa risk assessment (con't)

Delegating Due Diligence Questionnaire (DDQs)

- If you are not the correct contact to complete the CRA DDQ(s), you can **delegate it to someone else** within the CRA portal.
- To delegate a particular DDQ to someone else, click **"Edit"** under Actions and then **"Delegate"** to enter their email and reasoning for the delegation.
- A new CRA email will be generated to the delegatee. The delegatee must create their CRA profile to **access and complete the delegated DDQ(s)**.

The screenshot shows the 'TPRM Test' interface with a navigation bar. The 'Action Items' section is set to 'Personal'. It displays three cards: 'Evaluations' (26 Late, 0 Due This Week, 0 Due Later), 'Approvals' (0 Late, 0 Action Required, 43 Waiting), and 'Action Plans' (0 Not Started, 0 In Process, 0 Awaiting Approval). Below these is a table titled 'Views: Late' showing a list of DDQs. The table has columns: Name, Frequency, Start Date, Reference, Status, Due Date, Action Status, and Action. A red arrow points to the 'Edit' icon in the 'Action' column for the first row: 'Business Continuity Due Diligence Questionnaire'.

Name	Frequency	Start Date	Reference	Status	Due Date	Action Status	Action
Business Continuity Due Diligence Questionnaire	One Time	05/13/2025	Raw Materials Cellulose LLC (Raw Materials Cellulose LLC)	Not Started	05/13/2025		[Edit] [Delete] [More]
Business Continuity Due Diligence Questionnaire	One Time	05/13/2025	ZRG Partners (ZRG Partners)	Not Started	05/13/2025		[Edit] [Delete] [More]

The screenshot shows the 'Evaluation' form for the 'Business Continuity Due Diligence Questionnaire'. The 'Due Diligence' section is active. The 'Business Continuity Plan' section shows a description and instructions. The 'Delegate' button is highlighted with a red box. Below the description, there are instructions for saving, submitting, and delegating. The 'Delegate' button is located in the top right corner of the form.



Coupa FAQ



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 MSI.

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

Choose your subscription

Basic

Connect and transact with your customers on Coupa

\$0 / year

Basic includes:

- Business Profile
- Invoicing, Orders, and Payments
- Catalog management
- Sourcing events (public & invited)
- Growth data dashboard

Current plan

Most Popular

Coupa Verified

Amplify your trusted brand across Coupa's community of buyers

\$549 / year

All Basic features plus:

- Verified badge
- Bank account validation
- Priority search ranking
- Enhanced growth dashboard
- Precision Matching

Upgrade

Coupa Advanced

Optimize your cash flow and increase your daily productivity

\$4,800 / year

All Basic features plus:

- Single Sign-On (SSO)
- Consolidated views for Orders, Invoices, Contracts, Payments
- Transactional data dashboard
- Bulk invoice uploads & parsing
- Automated invoice reminders & reporting
- QuickBooks Online/NetSuite integration

Upgrade



General frequently asked questions

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

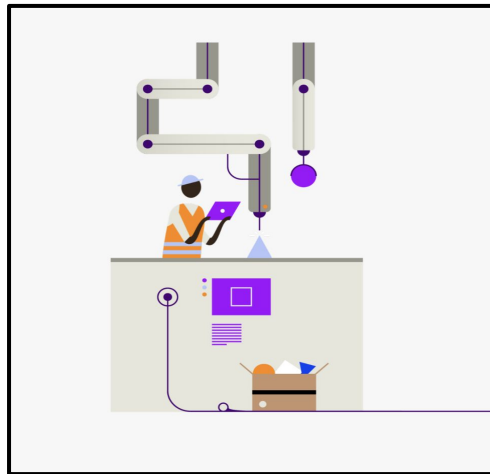
The Coupa Supplier Portal (CSP) enables you to easily **acknowledge and manage electronic Purchase Orders (POs)** while benefiting from **faster invoice processing** and **real-time visibility** into payment status.

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.**

Can I forward Purchase Orders (POs) to someone else for review (SAN)?

Yes. POs received via Supplier Actionable Notification (SAN) can be forwarded to other recipients if additional review or internal routing is required. Only the original supplier contact who received the SAN will receive the authentication code when the forwarded recipient tries to access the purchase order. The authentication code will need to be forwarded to the recipient as well.



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 once the initial setup request has been completed (by your MSI contact).**

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. But confirm with your MSI contact that they have placed your onboarding request with the email account that was used to set up your existing CSP account.

You must **wait until you receive the official invitation** from Motorola Solutions before you will be connected. Once you receive your **CSP invitation from Motorola Solutions, Inc.** log into your **existing CSP account** using your credentials. Motorola Solutions, Inc. will then appear as a **connected customer** within your account.

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

MSI does not accept direct link requests from suppliers. You will need to **wait for your official CSP invitation from MSI.**



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.

[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.

Coupa Supplier Portal URL: <https://supplier.coupahost.com>

Coupa Risk Assessment Portal URL: <https://motorolasolutions.risk.coupahost.com>

Still need help?

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

