

How to contact Elekta regarding your PO or Invoice in CSP

This document describes how to contact Elekta's team processing invoices (the Accounts Payable Team) regarding received Purchase Orders (PO) or your invoices sent through Coupa Supplier Portal (CSP).

STEPS

- 1. Log in to Coupa Supplier Portal (CSP). Go to the navigation bar at the top and click on:
 - 1) **Orders** for Purchase Orders
 - 2) Invoices for Invoices issued through CSP

Coupa supplier portal JOHN V NOTIFICATIONS 1 HELP V							
Home Profile Order	s Service/Time Sheets	ASN Invoices Catalog	Business Performance	Sourcing			

2. After opening **Orders** or **Invoices**, ensure that Elekta is a selected customer.

	11							
Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogs	Business Performance	Sourcing
Add-ons	Setup	-						
Orders	Order Lines	Returns	Order Changes Orde	r Line Char	nges Shipm	ents		
					_			
					Se	lect Customer	Elekta	~

Under **Unanswered Comments** (1), you can immediately see if you have any comments you did not reply to. Open the document by clicking on the document number in the first column (**PO number** or **Invoice #).**

0					iew All	✓ Search		<i>,</i> 2
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
EL00032464	01/27/21	Issued	None	40 Each of Markers - a box of 50 pieces	No	600.00 GBF		.

3. Scroll to the bottom of the screen where you will find the **Comment** section. You can view the full comment history between you and Elekta (comments have no expiration date).

Comments		
Enter Comment		
Participants: Dawid Smietań	iski, John Smith	Add Comment
Rick Sand	The Accounts Payable member	On 01/27/21 at 11:57 AM
Hi John Smith Thank you for letting me kn	ow. I will review the credit note you shared with me.	
John Smith	Your company	On 01/27/21 at 11:55 AM
Hi Dawid Śmietański I have mistakenly issued ar 40 GBP.	n invoice for a higher value than expected. Please approve the credit note for	

4. Use the **Comment** section to write the message to Elekta's Accounts Payable team. To tag the Accounts Payable team, write "@" + Accounts Payable and select a group from the drop-down list. Please note that we only allow tagging of Accounts Payable members/groups. Other users/teams should not be contacted through CSP.

Depending on your region, you should contact the correct team:

- Accounts Payable EBS suppliers from all countries except China, Japan, and Korea
- Accounts Payable CN Chinese suppliers (depending on the Company you are invoicing)
- Accounts Payable JP155 Japanese suppliers
- Accounts Payable KR485 Korean suppliers

Comments	
Enter Comment @Accounts Payabl	Comments
Accounts Payable CN451 (accountspayablecn) Accounts Payable CN452 (accountspayablecn452+457)	Enter Comment
Accounts Payable CN456 (accountspayablecn456) Accounts Payable CN457 (accountspayablecn457) Accounts Payable EBS (accountspayableebs)	[@accountspayableebs] Hi, I issued this credit note to correct the amount on the invoice

5. Press on the **Add Comment** button to send the message to Elekta.

Comments
Enter Comment
[@accountspayableebs] Hi, I issued this credit note to correct the amount on the invoice
Add Comment

6. When the Accounts Payable team will respond to your message, you will be notified in two ways:a) In Coupa Supplier Portal (CSP)

I	©coupa supplier portal								_
	Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogs	B A new comment is received New comment from Elekta on Credit Note E_UAT_ID	⊗ 13_2
l	Add-ons	Setup						See All Notifications	

b) By email

•	Comment on Credit Note #E_UAT_ID13_2 Elekta <do_not_reply@elekta-test.coupahost.com></do_not_reply@elekta-test.coupahost.com>								
	CElekta FYI: New Credit Note comment								
	Hi John,	Powe	ered by ç coupa						
	There is a new comment from Dawid Śmietański on Credit Note #E_UAT_ID13_2, adde	d on 01/27/21 at 11:57	AM						
	The comment is: "Hi John Smith(@john.smith)								
	Thank you for letting me know. I will review the credit note you share with me. $\ensuremath{^{\circ}}$	Respond	View						