

How to contact Elekta regarding your PO or Invoice in CSP

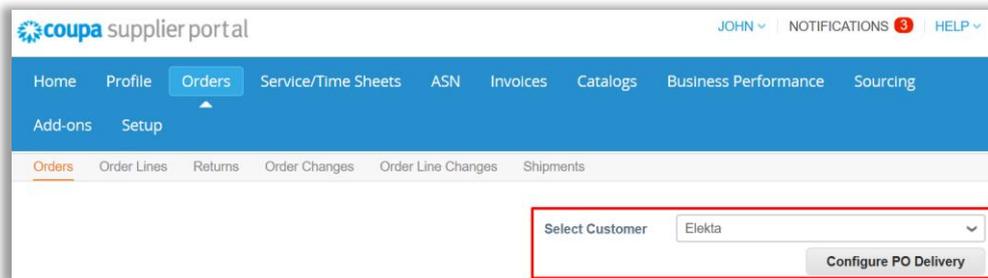
This document describes how to contact Elekta's team processing invoices (the Accounts Payable Team) regarding received Purchase Orders (PO) or your invoices sent through Coupa Supplier Portal (CSP).

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



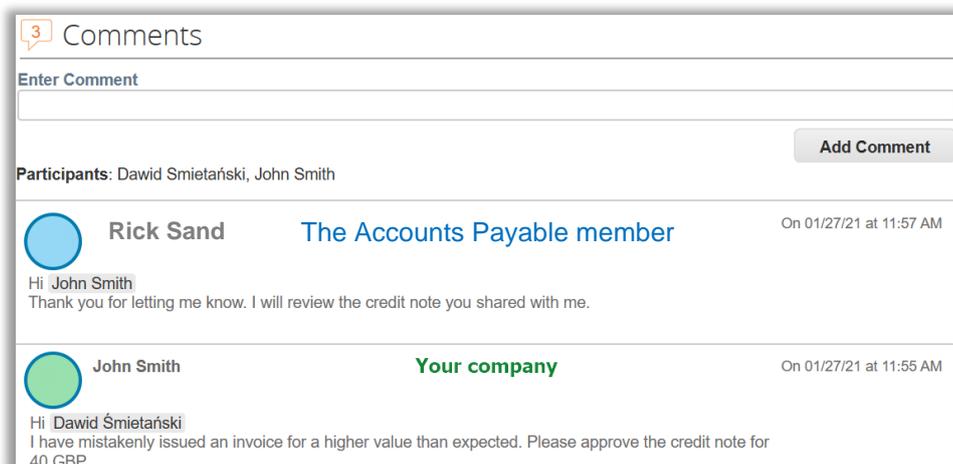
2. After opening **Orders** or **Invoices**, ensure that Elekta is a selected customer.



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 #**).

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	GBP	

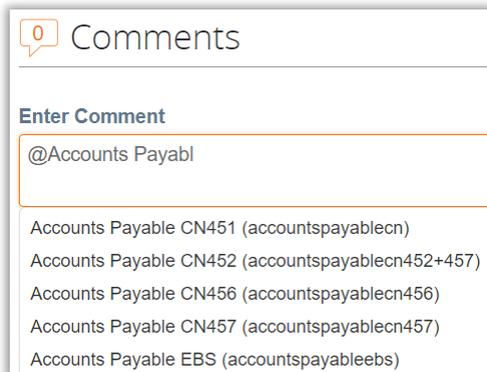
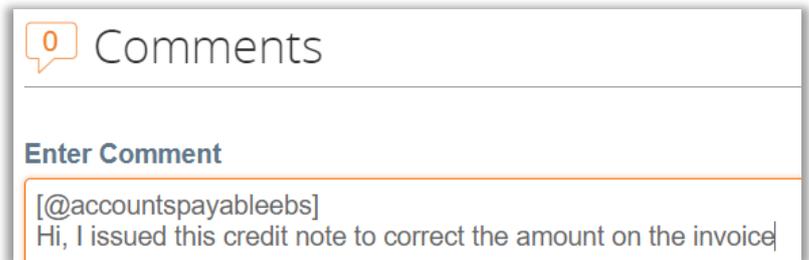
3. Scroll to the bottom of the screen where you will find the **Comment** section. You can view the full comment history between you and Elekta (comments have no expiration date).



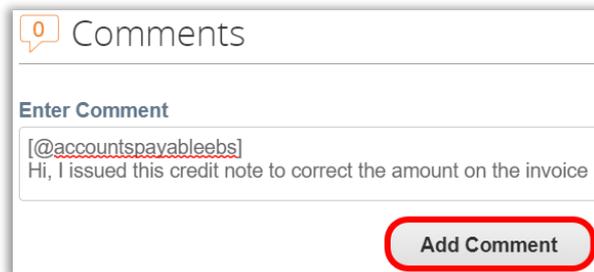
- Use the **Comment** section to write the message to Elekta's Accounts Payable team. To tag the Accounts Payable team, write "**@**" + **Accounts Payable** and select a group from the drop-down list. **Please note that we only allow tagging of Accounts Payable members/groups. Other users/teams should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

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

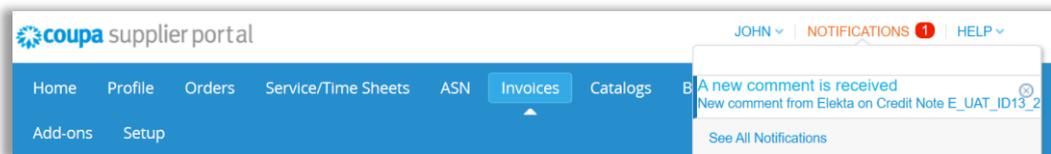
- **Accounts Payable EBS** – suppliers from all countries except China, Japan, and Korea
- **Accounts Payable CN** – Chinese suppliers (depending on the Company you are invoicing)
- **Accounts Payable JP155** – Japanese suppliers
- **Accounts Payable KR485** – Korean suppliers

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



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



- By email

