

MSK Coupa Pay User Guide

Powered by Coupa

05/20/2022

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Memorial Sloan Kettering
Cancer Center.

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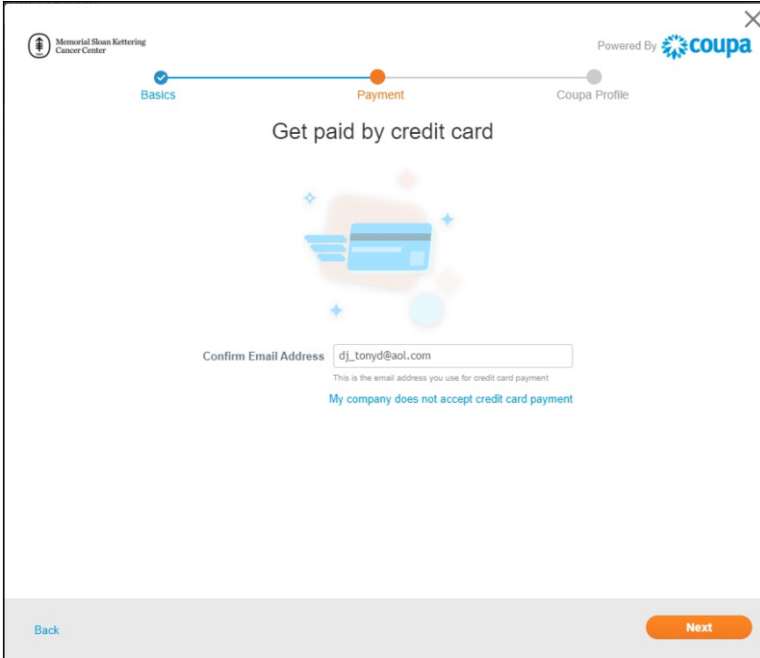
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A. General

Instructions for setting up your Company to transact in the Coupa Supplier Portal (CSP) and to receive payments are contained in the Legal Entity section of the Coupa Supplier Portal User Guide which was previously sent to you. After clicking “Add Legal Entity”, you will see the different data entry screens that you must complete. The instructions below apply if you wish to be paid via Virtual Card.

B. Requesting To Be Paid Via Virtual Card

- After completing the required address information (as referenced in the CSP User Guide that was previously sent to you) click “Save and Continue”. On the next screen you will be able to enter additional information which pertains to type of payment you wish to receive for your Company’s invoices to MSKCC.



- You will be asked if you want to get paid via credit card / Virtual Card. If you wish to receive payment for your Company’s invoices via credit card , then either confirm the default e-mail address or change it.

- ****Note: if you choose to be paid via credit card and then change your mind, you can deactivate this choice in Setup – Remit To and then disable this option.***

- If you do not wish to be receive payment for your Company’s invoices via Virtual Card you should select “**My company does not accept credit card payment**” and move forward.

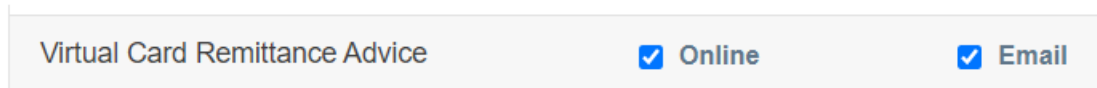
- Click “Save” and then “Done”. At this point your request will be emailed to MSKCC for additional processing and supplier entity set-up. These steps must be completed for each supplier entity.

C. Additional Coupa Pay Information

- When requesting a Supplier Payment Account (SPA), ***the email on the Supplier Payment Account should belong to the individual who will be receiving the Virtual Card and who will be charging payments to the Card.***
- Emails containing all information pertaining to Virtual Card usage, charging the Card etc. will be sent by “no.replies@paymentnet.jpmorgan.com” to the email address on the Supplier Payment Account.
- Invoice numbers will not be included in Payment Notifications.

- Remittance advice emails will be sent automatically to SPA email. They will also be sent to the email of other CSP users who have the Payment permission and who also have the Virtual Card Remittance Advice notifications enabled for online and email
- The “Payments” role /permission is granted to a user by the Portal Administrator.
- A user is responsible for having the Virtual Card Remittance Advice notification enabled for both Online and Email.
- To enable the Virtual Card Remittance Advice notifications, after a user has logged into the Coupa Supplier Portal, they should click on the dropdown arrow next to their name and then click on “Notification Preferences”. They should scroll down to the “Coupa Pay” section and check both “Online” and “Email” for the “Virtual Card Remittance Advice” notification.

Coupa Pay



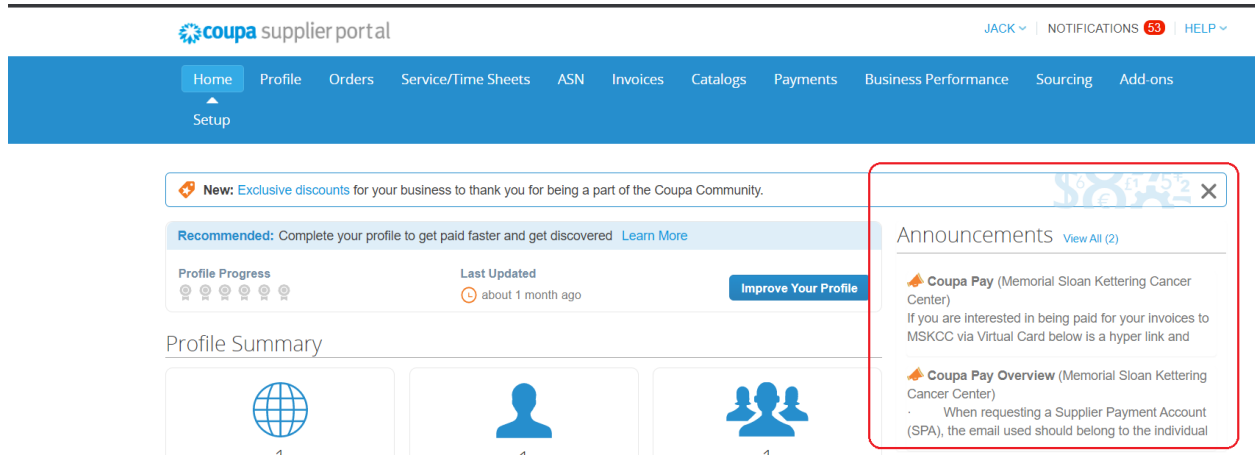
- There are other Coupa Pay related email notifications a user should enable in the same way such as “Virtual Card Reminder”, “Virtual Card Reissued etc.” All Virtual Card emails that can be enabled are listed in the Coupa Pay section of the Notifications area in the CSP.
- If a Supplier is not linked to the Coupa Supplier Portal (CSP), Remittance Advice Emails will only be sent to the email associated with the Supplier Payment Account.
- **Virtual Cards should be promptly charged for the full amount when received. To avoid any payment processing delays, this should be completed prior to the Virtual Card expiration date.**
- **Credit card fees:** work with your existing Merchant Account. If you don’t have a Merchant Account, Coupa will work with you to help set one up. Please also note that Coupa doesn’t charge you any fees for this.
- For additional information please access the following site which is updated frequently.
<https://supplier.coupa.com/coupapay-credit-cards/>
- If the email address on an existing Supplier Payment Account needs to be changed, the Supplier Payment Account must be inactivated by MSKCC and a new Supplier Payment Account will be created by MSKCC which contains the new email address. New Payments will be transmitted to the email address on the new card. However, if any old payments need to be re-issued and such payments were initially created when the original Supplier Payment Account was still active, these payments will be transmitted to the email address on the original Supplier Payment Account.

D. Viewing Coupa Pay Announcements in the CSP – Existing suppliers

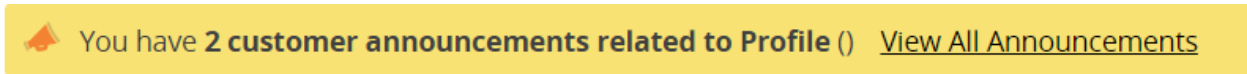
After logging into the Coupa Supplier Portal (CSP), suppliers can see their announcements in the Announcement section of the CSP Home page. A preview of at least two announcements is displayed in a pop-up within that area of the window. Suppliers can see the full text of each announcement by clicking on each announcement preview.

In addition to the CSP Home Page, Coupa Pay Announcements will be displayed in the following

sections within the CSP: **Catalogs, Invoices, Orders, Payments, and Profile.**



If any announcement is not displayed as shown above, supplier can see the full text of each announcement by clicking on a hyperlink such as the following:



The full text of the latest Coupa Pay Announcements is shown below and on the next page.

Coupa Pay Overview Announcement

MSKCC uses Coupa to manage purchase orders, invoices, and payments. Also, to get paid for your invoices by virtual card, you can learn about Coupa Pay via this link:

<https://supplier.coupa.com/memorial-sloan-kettering-payment/>

In addition, when requesting a Supplier Payment Account (SPA), the email used should belong to the individual receiving and charging the Virtual Card.

Email notifications containing Virtual Card usage and charging instructions are sent to the SPA's email from no.replies@paymentnet.jpmorgan.com

Separate remittance advice email notifications will be sent to the SPA's email if your company is linked to the Coupa Supplier Portal (CSP)

Other individuals may receive Coupa Pay Virtual Card transaction email notifications if your Administrator sets them up in the CSP with the Payments role and if the appropriate Online and Email notifications are enabled.

If a 3rd Party Payment Provider is used, indicate the provider's name. Also provide your email address and phone number so MSKCC can assist with questions.

Coupa Pay Detailed Announcement

If you are interested in being paid for your invoices to MSKCC via Virtual Card, below is a hyper link and some additional information which will help familiarize you with the Coupa Pay application and will also answer any preliminary questions you might have.

<https://supplier.coupa.com/memorial-sloan-kettering-payment/>

Also, please note the following setup guidelines and requirements which will facilitate your use of the Coupa Pay application:

When requesting a Supplier Payment Account, the email on the Supplier Payment Account should belong to the individual who actually will be receiving the Virtual Card and will be charging payments to the Card.

Emails containing all information pertaining to Virtual Card usage, charging the Card etc. will be sent by no.replies@paymentnet.jpmorgan.com to the email address on the Supplier Payment Account.

If your Company is linked to the Coupa Supplier Portal, the individual whose email is on the Supplier Payment Account will automatically receive remittance advice emails, but such emails will be sent separately from the Virtual Card usage emails.

In order for other individuals from your Company to receive emails pertaining to Coupa Pay transactions related to Virtual Cards, they must be setup by the Administrator in the Coupa Supplier Portal with the Payments role, and they must also have the appropriate notifications enabled for both Online and Email.

The email on the Supplier Payment Account request should belong to the individual who will actually be receiving the Virtual Card and will be charging payments to the card.

Would you also please advise peralta@mskcc.org crawforl@mskcc.org or sadowskj@mskcc.org if you currently use a Third Party Payment Provider and also the name of that Provider if applicable. This information will help facilitate your Coupa Pay setup.

Finally, please provide the above individuals with the best email address and phone number for contacting you if you need assistance or have any questions so we can reach out to you directly.

E. Viewing Coupa Pay Announcements in the CSP – New Suppliers

In the current Coupa release, new suppliers will be able to view supplier instructions on the first page they see during their initial setup. Below is the detailed announcement new suppliers will see when they are first starting their set-up

Create your business account

If you are interested in being paid for your invoices to MSKCC via Virtual Card below is a hyper link and some additional information which will help familiarize you with the Coupa Pay application and will also answer any preliminary questions you might have.

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Also, please note the following setup guidelines and requirements which will facilitate your use of the Coupa Pay application:

When requesting a Supplier Payment Account, the email on the Supplier Payment Account should belong to the individual who actually will be receiving the Virtual Card and will be charging payments to the Card.

Emails containing all information pertaining to Virtual Card usage, charging the Card etc. will be sent by no.replies@paymentnet.jpmorgan.com to the email address on the Supplier Payment Account.

If your Company is linked to the Coupa Supplier Portal, the individual whose email is on the Supplier Payment Account will automatically receive remittance advice emails but such emails will be sent separately from the Virtual Card usage emails.

In order for any other individuals from your Company to receive other emails pertaining to Coupa Pay transactions related to Virtual Cards, they must be setup by the Administrator in the Coupa Supplier Portal with the Payments role, and they must also have the appropriate notifications enabled for both Online and Email.

The email on the Supplier Payment Account request belongs to the individual who will actually be receiving the Virtual Card and will be charging payments to the card.

Would you also please advise peralta@mskcc.org crawforl@mskcc.org or sadowskj@mskcc.org if you currently use a Third Party Payment Provider and also the name of that Provider if applicable. This information will help facilitate your Coupa Pay setup.

Finally, would you please provide the above individuals with the best email address and phone number for contacting you if you need assistance or have any questions so we can reach out to you directly.

Email	<input type="text" value="jsandsuz+META678@gmail.com"/>
Password	<input type="password"/>
	<small>Use at least 8 characters and include a number and a letter.</small>
Password Confirmation	<input type="password"/>
	<input type="checkbox"/> I accept the Privacy Policy and the Terms of Use .