

FAQ for suppliers

If you are a supplier to the Ringier Group, this is where you will find answers to frequently asked questions about Coupa: from purchase orders to invoices. Questions are ordered by topic. If you cannot find an answer to your question here, you can contact coupa@ringier.ch or call +41 44 259 66 31 (Monday, Wednesday till Friday 09:00-16:00).

You can also find more information in our [Coupa Supplier Manual](#).

Coupa Supplier Portal (CSP) and registration

- **What is the Coupa Supplier Portal (CSP)?**

The CSP is a free web portal for suppliers. It enables suppliers to easily share electronic data and transactions with customers who use Coupa. Ringier suppliers can use a variety of functions in the CSP.

- **How much will it cost me to access and use the CSP?**

As a supplier, you can access and use the CSP free of charge.

- **How do I register to use the CSP?**

To register, contact coupa@ringier.ch. We will email you an invitation to log in via the CSP and complete your profile information.

- **Where can I log in to the CSP?**

Are you already registered in the CSP as a supplier of Ringier AG or of a subsidiary or associated company linked to Coupa? [Here](#) you can log in directly to the CSP.

- **Why am I not receiving the emails to reset my password?**

Please check the spam / advertising folder in your mailbox.

- **What benefits will I receive as a supplier if I register with the CSP?**

- The CSP lays the foundation for a long-term business relationship
- Bundles business needs for preferred partners
- Reduces costs and work effort through automated processes on the supplier side
- Greater efficiency (no delay in payment run thanks to end-to-end electronic processes)
- Increased transparency (view transfer status of all invoices)
- Very user-friendly
- Free to use
- Reduced error rate
- VAT-compliant invoicing
- Payment terms of 15 days net

- **What if my company does not want to work with the CSP?**

Ringier's declared goal is to eliminate all paper invoices. Accordingly, it is our intention to work with you as a supplier via the CSP as soon as possible. However, if you prefer to have your invoice sent to us as a PDF, you are welcome to do so via the mail address invoices@ringier.ch.

In any case, please indicate the order number starting with 5000..... You will then receive payment within 30 days.

You can find more information on the [website](#)

- **How many staff can access the CSP?**

A company can create as many logins as its staff need. However, only one staff member can have an administrator role, which allows that person to manage and connect accounts.

- People have changed roles at our company. What should we do?

The new person can create a new account. This account should then be linked to your company. The administrator role may also need to be reassigned. Coupa offers a good [guide](#) on how to do this.

- What should I do if we can no longer find our login data?

Get in touch with us: coupa@ringier.ch.

- How do I know if I am connected to Ringier?

If you have registered in the CSP, scroll down. At the bottom right of the home page, you can see which customers you have connected to recently.

- How can I change the language in the CSP?

Scroll to the bottom of the page and click on the desired language (region) in the selection window.

- How can I register if I am not subject to VAT and do not have a tax number (Switzerland)?

If you do not have a VAT ID, the Tax Registration section should be completed with n/a - however, here you must ensure that only 0% tax codes may be used.

- How can I register if I am in a country that is not subject to VAT in Switzerland?

Fill in n/a to the field Local Tax ID. In this case use only tax code 0,0% for your invoices. You'll find screenshots with examples in the instructions we will be sending you.

- As a foreign supplier, various information is required during registration, which I cannot answer. What do I need to register?

The specifications in Coupa can vary depending on the country you are situated. Please contact kreditoren@ringier.ch for assistance.

Invoicing

- How to create an invoice?

You can find the three invoicing options [here](#).

- Can I create an invoice without a purchase order reference?

Only invoices based on a Coupa order can be created in the CSP. If you haven't got an order, send your invoice by PDF to invoices@ringier.ch. You will receive payment within 30 days.

- How can I send an invoice to Ringier/my customer?

Please find the options [here](#).

Selected suppliers have the possibility to send their invoices as cXML. For more information get in touch with the procurement department coupa@ringier.ch.

- How can I see if my invoice has been created in the system?

Log into the system and click on the menu item "Invoices" where you will see all the invoices you have created in the system. (for CSP users only).

- How can I create an invoice with the SAN method, if I am not subject to VAT and do not have a tax number (Switzerland)?

If you do not have a VAT ID, the Tax Registration section should be completed with n/a. Additionally tick "Not For Cross-Border Invoices". Make sure that only 0,0% tax codes may be used.

- How can I create an invoice with the SAN method, if I am in a country that is not subject to VAT in Switzerland?

See answer above.

- How can I edit, cancel or delete an invoice?

Once an invoice has been sent, it cannot be changed. Contact kreditoren@ringier.ch to cancel or delete the incorrect invoice. You can then create a new invoice for the order.

- What should I do if an invoice has not been paid?

Please contact the accounts payable team kreditoren@ringier.ch

- Where can I download my legal invoice PDF?

Click on the "Invoices" tab in the menu. Select the desired customer and search for the invoice you want to download. Under "General information" -> "Legally valid invoice" -> "Download", you will find the button to download the PDF invoice (for CSP users only).

Requisition

- Which catalogue connection options are there?

Complete, up-to-date, well-described item data is a key success factor for a fruitful business relationship and a quick, error-free process. Coupa offers two basic types of catalogue integration:

- Hosted catalog: Catalogue data can be uploaded in Coupa in the form of a CSV file. Commas should be used to separate fields. Use UTF-8.
- PunchOut catalog: To enable PunchOut catalogs, the supplier's webshop needs to have a cXML interface.

Suppliers work with Ringier to determine the type of catalogue integration and catalogue maintenance. To get started, contact: coupa@ringier.ch

Help and contact

- Where can I find help?

In the [Supplier Portal](#) on our website, you can find our [Coupa Supplier Manual](#), with helpful directions and links to additional information. You are also welcome to contact us directly.

For questions around orders and catalog: coupa@ringier.ch or +41 44 259 66 31.

For questions around registration and invoicing: kreditoren@ringier.ch.