



دائرة الخدمات العامة  
Public Services Department

# Getting Started with Ras Al Khaimah Public Services Department

[Supplier.rak.ae](https://supplier.rak.ae)  
Powered by Coupa

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# What is Coupa Supplier Portal (CSP)?

Coupa Supplier Portal (CSP) is a cloud-based platform for buyers and suppliers to collaborate.

Suppliers can use it to view and acknowledge their purchase orders (POs), create and submit invoices and even manage their invites to bid, prepare, and submit proposal for all RFIs and RFQs/

The portal also allows suppliers to check the status of all their transactions and payments, without having to contact an AP department.

View the status of  
invoices and  
payments in real  
time

Quickly flip POs  
to invoices;  
ability to do  
partial invoicing

purchase orders  
(POs) and view how  
much has already  
been invoiced

Decrease  
paperwork and  
manual effort  
through new  
automated steps

Streamline  
invoice  
processing  
through  
electronic  
workflows

Receive invites to  
bid,

Submit your  
proposal for all  
RFIs/RFQs

Send  
comments to  
PSD in real  
time



# What does this mean for you as a supplier?

*Working with Ras Al Khaimah Public Services Department now means working together via the Coupa Supplier Portal.*

*Ras Al Khaimah Public Services Department wants to work with our suppliers to improve the way we do business with each other. Through Coupa, an industry-leading procure-to-pay system, we are able to optimize how we work with you from purchase to payment and everything in between.*

**Via your Coupa Supplier Portal, you will:**

- > Electronically receive Purchase Orders (POs) from *Ras Al Khaimah Public Services Department*
- > Be able to acknowledge receipt of POs & communicate with RAK-PSD through 'comments'
- > Create electronic invoices by 'flipping' the electronic PO
- > View the status of your orders, invoices and payment online, in real time.
- > Participate in sourcing events, Response in Public tenders in the CSP.

For any Coupa purchase orders you receive from Public Services Department you will need to submit an invoice electronically. The good news is, it is very quick and easy to invoice us electronically.

You can do so via Coupa Supplier Portal (CSP) *or* you can invoice directly from the emailed PO you receive.

> [More about submitting invoices via CSP](#)

> [More about submitting invoices from your emailed PO](#)



# Receiving Purchase Orders



# Managing Orders and Invoice

From CSP:

1. Click on the Orders tab on the main menu
2. Click on the PO number to view Additional Details.
3. Click on the gold coins to create an invoice.
4. Click on the red coins to create a credit memo.

coupa supplier portal

IMRAN | NOTIFICATIONS 16 | HELP

Home Invoices **Orders** Profile Setup Service/Time Sheets ASN Sourcing Forecasts Catalogues Add-ons More...

Orders Order Lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select Customer Public Services Department

### Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to View All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
10	26/8/24	Issued	None	1 Each of Laptop Dell	No	200.00 AED		
5	24/8/24	Issued	None	2 Each of Laptop Dell	No	400.00 AED		
4	24/8/24	Issued	None	1 Each of Laptop Dell	No	400.00 AED		



# Managing Orders and Invoices

From CSP:

1. Click on the “Purchase Order number” of the PO to be viewed.
2. Check the “Acknowledge” tick box to notify the requester that you have received the purchase order.
3. Populate the name of the employee you want to assign the purchase order to within your company.
4. View the line items of the purchase orders to see goods/services requested by RAK PSD.

Purchase Order #10

General Info

Status

Issued - Sent via Email

Order Date

26/8/24

Revision Date

26/8/24

Requester

XXX

Email

XXX

Payment Term

Net 15

Attachments

None

Acknowledged

☐

Assigned to

Select

Shipping

Ship-To Address

P.O.Box: 1661  
1661 Ras Al Khaimah  
United Arab Emirates  
Attn: Javed Iqbal Mehboob

TYPE OF MATERIALS

None

Terms

DHL

Shipment Tracking

No package tracking.

Lines

Advanced

Search

Sort by

Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Laptop Dell	1	Each	200.00	200.00	0.00
	Need By	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	Tax rates	
	25/8/24	None	None	None	None	None	




# Managing Orders and Invoices

From Email (Supplier Actionable Notifications (SAN)):

1. Open the email notification from your company email inbox e.g. the email you provided PSD.
2. Click on the acknowledge PO button, Add Comment button, or Login button to log in to Coupa.
3. Click on the Create Invoice button to 'flip' the emailed PO into an invoice.

Purchase Order #10

 General Info

Status Issued - Sent via Email

Order Date 26/8/24

Revision Date 26/8/24

Requester XXX


Email XXX

Payment Term Net 15

Attachments None

Acknowledged ☐


Assigned to

 Shipping


Ship-To Address P.O.Box: 1661  
1661 Ras Al Khaimah  
United Arab Emirates  
Attn: Javed Iqbal Mehboob


TYPE OF MATERIALS None

Terms DHL

 Shipment Tracking [+ Add](#)

No package tracking.

 Lines

Advanced							Search	Sort by	Line Number: 0 → 9
1	Type	Item	Qty	Unit	Price	Total	Invoiced		
		Laptop Dell	1	Each	200.00	200.00	0.00		
	Need By	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number	Tax rates			
	25/8/24	None	None	None	None	None			





# Additional Resources



# Helpful Resources

To help you get up and running, we've put together several helpful resources that address some frequently asked questions.

> [FAQs about CSP](#)

> [Helpful Tutorial Videos](#) – Short tutorial videos to help get you started

**Note:** Please contact Coupa directly for login issues or technical issues submitting an invoice:

- Email: [supplier@coupa.com](mailto:supplier@coupa.com) or use the [Supplier Support Chat window](#)

