



دائرة الخدمات العامة
Public Services Department

Getting Started with Ras Al Khaimah Public Services Department

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 Invoices

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.**

The screenshot shows the Coupa supplier portal interface. At the top, there is a navigation bar with links for Invoices, Orders, Profile, Setup, Service/Time Sheets, ASN, Sourcing, Forecasts, Catalogues, Add-ons, and More... The Orders link is currently selected. Below the navigation bar, there is a sub-menu for Orders with options: Order lines, Returns, Order Changes, Order Line Changes, Order Confirmations, Order Confirmation Lines, and More... On the right side of the header, there are links for IMRAN, NOTIFICATIONS (16), and HELP. Below the header, there is a search bar labeled 'Select Customer' with 'Public Services Department' selected. The main content area is titled 'Purchase Orders' and contains a message: 'Click the Action to Invoice from a Purchase Order'. Below this message is a table with the following data:

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

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

1	Type	Item	Qty	Unit	Price	Total	Invoiced
1	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.



Additional Resources



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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 or use the [Supplier Support Chat window](#)

