



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

# Table of Contents

Click on the topics you are interested in below to see the relevant slides

- [What is CSP?](#)
- [CSP Quick Start Guide](#)
- [Registering and Setting up your account](#)
- [Additional Resources](#)



# 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.

To register, The steps below will outline how log into the Coupa Supplier Portal. It takes a vendor under a minute to get signed up and register for the portal.

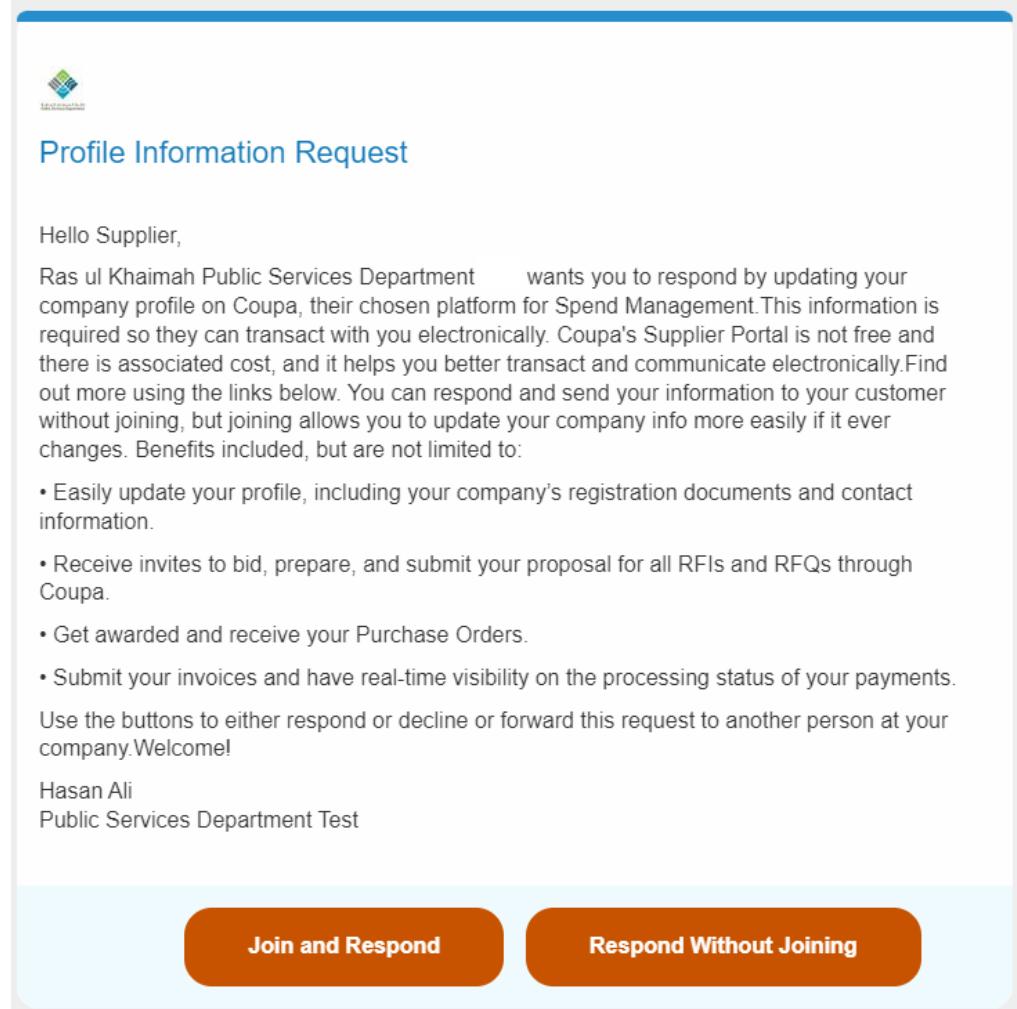


# Registration and Setup



# Registering with Coupa Supplier Portal

- › If your company already has a Coupa Supplier Portal account: please send us your account information and we will link your account.
- › If your company does *not* already have a Coupa Supplier Portal account: contact us and we will send you an invitation. Registration takes 5-10 minutes.
  - Click “Join and Respond” or “Respond without Joining”
  - Forward This” to pass along the registration link to another individual.
  - Once registered, you can manage your CSP account and add additional users at no cost.



The image shows an email interface with a light blue header and a white body. At the top left is the Ras ul Khaimah Public Services Department logo, which is a green square with a white emblem. The subject line is "Profile Information Request". The body of the email starts with "Hello Supplier," followed by a message from "Ras ul Khaimah Public Services Department" explaining the purpose of the request: to update the company profile on Coupa for Spend Management. It mentions that the information is required for electronic transactability and that Coupa's Supplier Portal is not free. It encourages responding and sending information to the customer without joining, but joining allows for easier updates if the company info changes. A bulleted list follows, detailing benefits like updating profiles, receiving bid invites, preparing and submitting proposals, getting purchase orders, and submitting invoices with real-time payment visibility. Below this list is a note from "Hasan Ali" of the "Public Services Department Test" team. At the bottom are two orange buttons: "Join and Respond" and "Respond Without Joining".

Profile Information Request

Hello Supplier,

Ras ul Khaimah Public Services Department wants you to respond by updating your company profile on Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically. Coupa's Supplier Portal is not free and there is associated cost, and it helps you better transact and communicate electronically. Find out more using the links below. You can respond and send your information to your customer without joining, but joining allows you to update your company info more easily if it ever changes. Benefits included, but are not limited to:

- Easily update your profile, including your company's registration documents and contact information.
- Receive invites to bid, prepare, and submit your proposal for all RFIs and RFQs through Coupa.
- Get awarded and receive your Purchase Orders.
- Submit your invoices and have real-time visibility on the processing status of your payments.

Use the buttons to either respond or decline or forward this request to another person at your company. Welcome!

Hasan Ali  
Public Services Department Test

**Join and Respond** **Respond Without Joining**



# Registration & Setup

Join the Coupa Supplier Portal

Validate the information below and create the password for your account. Click here for [help](#).

\* First Name

\* Last Name

\* Company

\* Email

\* Password   
Use at least 8 characters and include a number and a letter.

\* Password Confirmation

I accept the [Privacy Policy](#) and the [Terms of Use](#).

**Submit**

Forward your invitation

Not the right person to register now? Want to ask a coworker to join quickly? Send a copy of your invitation to colleague's email below (must have same email domain).

Forward email  @gmail.com

**Submit**

**After you confirm your email address, you will need to provide basic company information:**

- 1. Enter the first and last name of the owner of the CSP account.**
- 2. Enter the legal name of your company – this will appear in the invoices sent to PSD or other customers.**
- 3. Confirm the email address provided is correct.**
- 4. Enter and confirm your password.**
- 5. Tick the checkbox to accept Coupa Terms of Use and Privacy Policy (Click on Privacy Policy and Terms of Use to access the details).**
- 6. Click on “Create an Account” to complete registration and access the CSP.**
- 7. Click the Submit button to create your account.**



# Registration & Setup



## Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify that it's you.

412000

If you didn't request this code please contact us at [supplier@coupa.com](mailto:supplier@coupa.com).

**After you confirm your email address, you will receive verification Code in your Inbox.**

- 1. An email verification will then be sent to the supplier's email address, containing the verification code.**
- 2. Click “ Next”.**

## Email Verification

We sent a one-time verification code to [cspdemopsd@gmail.com](mailto:cspdemopsd@gmail.com)

4 1 2 0 0 0

Didn't receive the Verification Code?

[Request a New Code](#)

[Next](#)



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# Forwarded Invitation From a Coworker

- Upon creating an account, suppliers can also invite their coworkers in Coupa Supplier Portal by clicking Forward this to someone.
- The supplier will need to input the email address of their coworker then click Forward.
  - Note: Suppliers can forward the invitation to email addresses with the same domain.
  - Forward This" to pass along the registration link to another individual.

## Create an Account

Public Services Department is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Public Services Department Test so you're ready to do business together.

[Create an Account](#)[Already have an account? LOG IN](#)[Forward this to someone](#)

## Forward This Invitation

Public Services Department is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Public Services Department Test so you're ready to do business together.

\* Email

 @gmail.com[Forward](#)[Having an issue with signup?](#)

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# 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](#)

**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](#)

