

In order to check why AstraZeneca is not visible in your customers list in Coupa Supplier Portal, please complete the following steps:

1. Go to "Setup" tab in the main menu bar
2. Select "Admin" and then "Users" from the menu on the left hand-side
3. Check if respective user has access to see AstraZeneca as customer
4. If AstraZeneca is not on the list, click on "Edit" button, check AstraZeneca box(es) under customers section and save the changes

coupa supplier portal PAWEL | NOTIFICATIONS 18 | HELP

Admin Users

Users

Worker Portal Access

Merge Requests

Merge Suggestions

Requests to Join

Fiscal Representatives

Additional CaaS Information

sFTP Accounts

cXML Errors

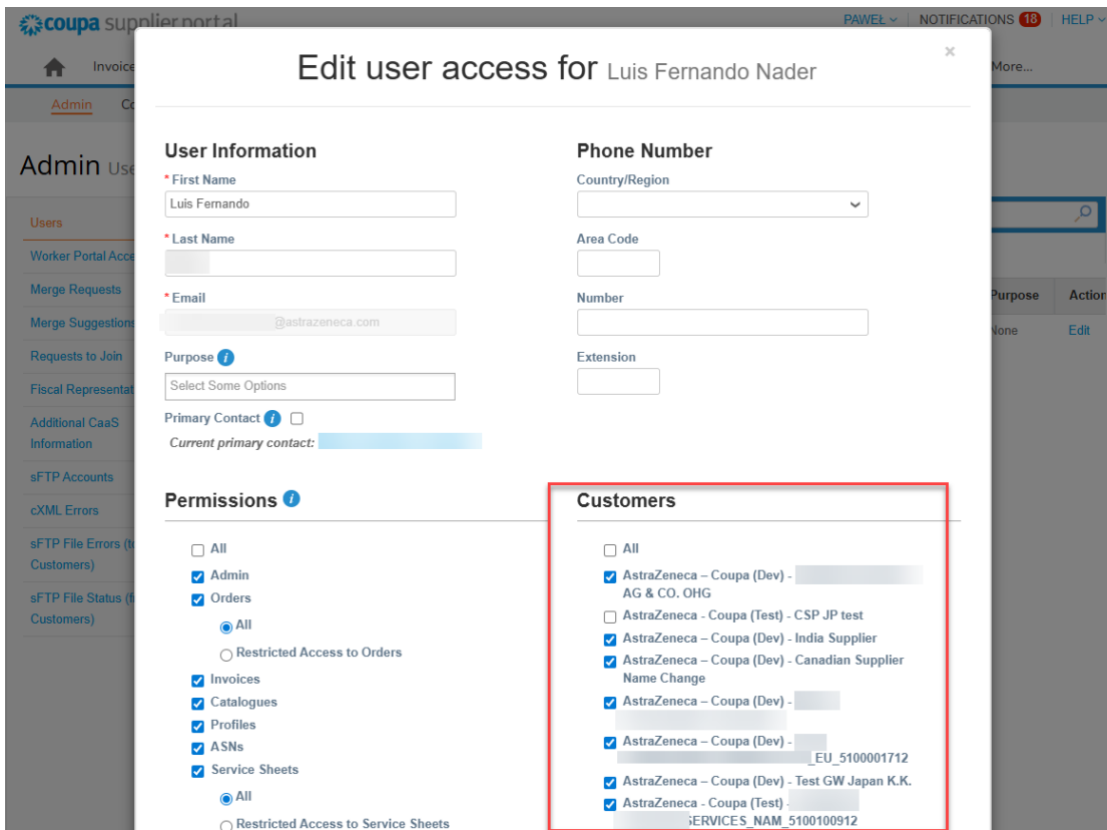
sFTP File Errors (to Customers)

sFTP File Status (from Customers)

Invite User View Active Luis

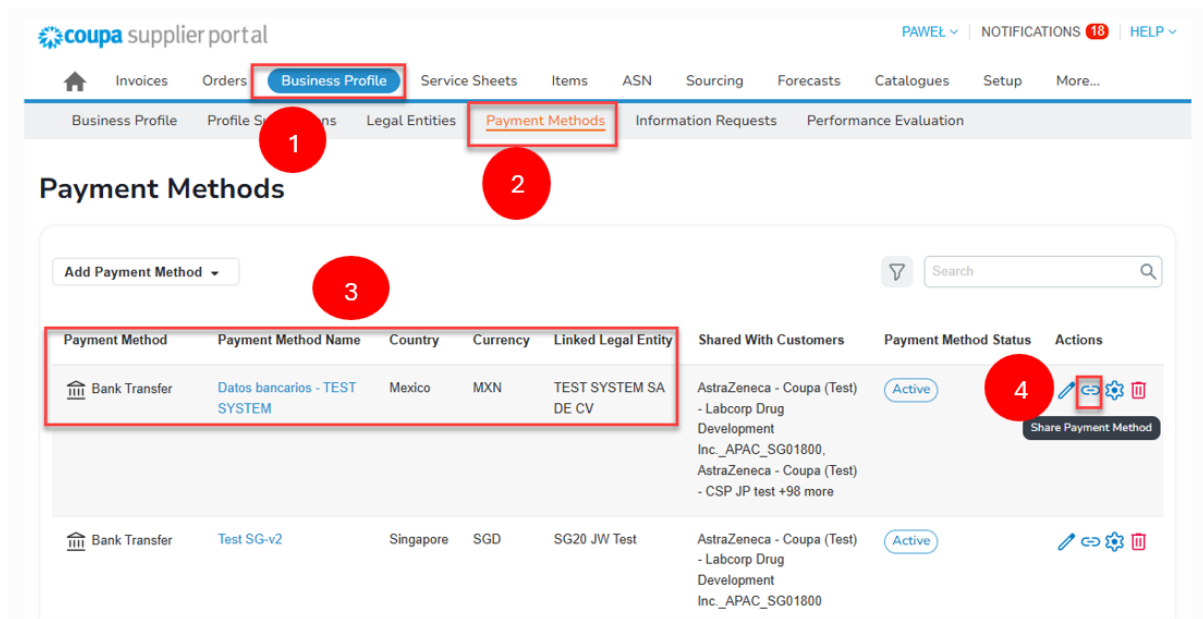
Showing results for Luis X

User name	Email	Status	Permissions	Customer Access	Purpose	Actions
Luis Fernando	luis@astrazeneca.com	Active	ASNs Admin Business Performance Catalogues Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Restricted Worker Access Restricted Worker Assignment Access Service Sheets	AstraZeneca - Coupa (Test) - SL_EU_5100005033 AstraZeneca - Coupa (Test) - SERVICES_NAM_5100100912 AstraZeneca - Coupa (Test) - Europe GmbH_EU_5100000238 AstraZeneca - Coupa (Test) - GROUP LLC_NAM_5100100015 AstraZeneca - Coupa (Test) - ABOGADOS,S.L._EU_5100009119 AstraZeneca - Coupa (Test) - UK_TEST_ENV_Supplier AstraZeneca - Coupa (Test) - Sweden_TEST_ENV_Supplier AstraZeneca - Coupa (Test) - US_TEST_ENV_Supplier AstraZeneca - Coupa (Test) - Supplier with 000 PO AstraZeneca - Coupa (Test) - NAME1-12521_LATAM_0000012521 AstraZeneca - Coupa (Test) - Supplier with 46 POs AstraZeneca - Coupa (Test) - GmbH_FR_0001211386	None	Edit



Additionally, please verify if customer AstraZeneca has been linked with the payment method/s associated with your Legal Entity.

1. In your Coupa account, go to “Business Profile” – “Payment Methods”
2. Locate the payment method associated with the Legal Entity in question
3. Click on the “Clip” symbol in the Actions column to share this payment method with the customer AstraZeneca



- In the next step, check the appropriate AstraZeneca customer box/es and then click on “Share Payment Method” button

Share Payment Method

Customer 🏠 Datos bancarios - TEST SYSTEM

Select All

AstraZeneca - Coupa (Test) - [REDACTED]	<input checked="" type="checkbox"/>
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Cancel

Share Payment Method

Lastly, go to the ‘Orders’ tab in the main menu bar and ensure AstraZeneca is selected as customer in the pull-down menu on the right:

supplier portal
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🏠 Invoices
Orders
Business Profile
Service Sheets
Items
ASN
Sourcing
Forecasts
Catalogues
Setup
More...

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

Select Customer

AstraZeneca - Coupa (Test) - US_TEST_ENV... ▾

Purchase Orders

Instructions From Customer

AZ is committed to paying all suppliers on time, every time. To allow us to process and pay your invoice to the agreed payment terms, please ensure all information entered is correct, and in line with the AZ invoice requirements. Details of these requirements, as well as information on how to contact us for support, can be found on our Supplier Information web page. Please copy and paste the link below into your browser to access. Link: <https://www.astrazeneca.com/az-suppliers.html>

Click the Action to Accept the Purchase Order and Create an Invoice using its data

Export to ▾			View	All ▾	Search			
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
7200055463	28/07/2025	Issued	None	100 EA - Each of Test PO. SAP PO number 4*****	No	1,000.00 USD		
7200052303	27/11/2024	Issued	None	Test PO Prompt - if visible in CSP	No	1,000.00 USD		
7200049560	02/07/2024	Soft Closed	None	1 EA - Each of test	No	1,000.00 USD		
7200049559	02/07/2024	Issued	None	test	No	2,000.00 USD		
7200049558	02/07/2024	Issued	None	2 EA - Each of test	No	2,000.00 USD		

In case AstraZeneca is still not visible on the list, please reach out to GBCS Supplier Enablement GBCSSupplierEnablement@astrazeneca.com for additional assistance.

