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# COUPA SUPPLIER PORTAL (CSP) USER GUIDE

Version 1.0 (December 2021)

HOW TO VIEW, CREATE OR EDIT A SERVICE/TIME SHEET

View Service/Time Sheet Lines

Note: The Service/Time Sheets feature is available only if your customer enables it for you. You also have to enable it for the CSP user(s) on the Admin page. For more information, see Administer the CSP.

Click on the Service/Time Sheet Lines tab to see information on the service/time sheet lines for each service/time sheet.
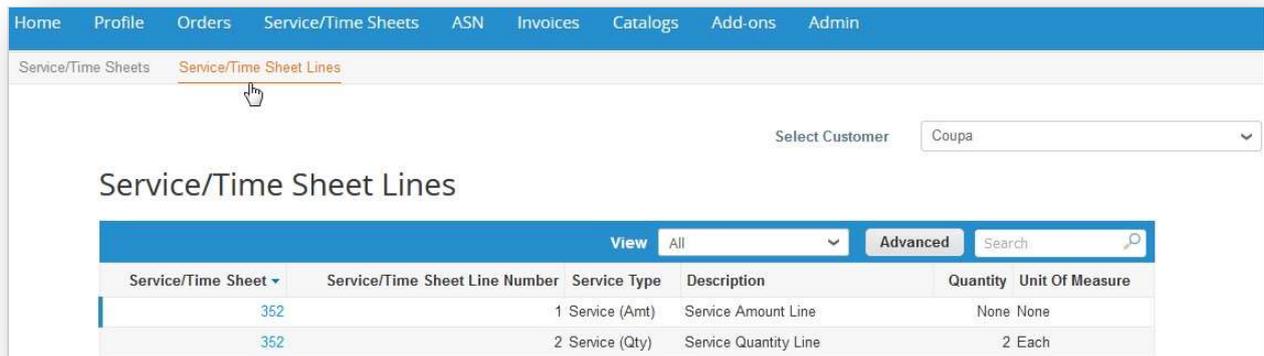
From the Select Customer drop-down list in the top right corner, select the customer whose service/time sheet lines you want to see.

Note: When you visit the page again, it shows you the service/time sheet lines from the customer you selected last time.

The Service/Time Sheet Lines table shows the following information for all the service/time sheet lines:

Column	Description
Service/Time Sheet	Service/time sheet number generated by Coupa. Click on it to see the service/ time sheet line.
Service/Time Sheet Line Number	Service/time sheet line number.
Service Type	Type of the service, for example, service amount, service quantity, or resource.
Description	Description of the service.
Quantity	Service quantity.
Unit of Measure	Unit of measure (UOM) of the service.

For your custom view, you can select to see the following additional information: is rework, notes to supplier, remaining rework amount/quantity/count, status, action taken by the customer (accept, rework, or discard), and so on.

You can filter the table by columns, use the search bar to filter with a search term, or click on the View drop-down list to perform advanced filtering. For more information, see Create Custom Views.

When you view service/time sheet lines, you can see the customer's notes, for example, about what work was accepted, what needs additional rework, and if any work was discarded, with Submitted Qty, Action, Notes to Supplier, and Sign Off clearly shown.

Create or Edit a Service/Time Sheet

Note: The Service/Time Sheets feature is available only if your customer enables it for you. You also have to enable it for the CSP user(s) on the Admin page

When you receive a purchase order, you can flip it into a service/time sheet by clicking on the 👷 icon in the actions column of the Purchase Orders table or on the Create Service/Time Sheets button on the PO. For more information, see View and Manage POs.

To edit a service/time sheet, perform the following steps:

1. On the Service/Time Sheets page, do one of the following:

    - ◦ Click on its number in the Service/Time Sheets column and click on the Edit button.

    - ◦ Click on the Edit (✏️) icon for it in the Actions column.

    Tip: You can also edit a service/item sheet by clicking on its number on the Service/Time Sheet Lines page.

2. Confirm or enter time, quantity, and/or amount against the PO line items.

   Note: You can submit multiple service/time sheets for any amounts or quantities against one PO and against one PO line.

3. Save or submit the service/time sheet, or add comments for your customer.

   The service/time sheet is routed for approval to your customer.

   Approval or rejection can happen on the entire PO or on individual PO lines. Your customer can accept and pay you for partial work and you can see which service/time sheet lines are approved, pending approval, need rework, or are discarded.

   If the service/time sheet or one or more of its lines are approved, a receipt and an inventory transaction are created in Coupa for the values of each PO line and you get a notification.

   If the service/time sheet or one or more of its lines are rejected, you receive a notification of the required rework and you have to submit the service/time sheet again. The type of notification depends on your notification preference settings.

To delete, withdraw, or edit a service/time sheet, click on the relevant (Delete, Edit, or Withdraw) icon in the Actions column.

Note: You can edit or delete only draft service/time sheets. You can withdraw service/time sheets only in pending approval status.

https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal