

Job Aid – Supplier: How to Reject a Coupa Purchase Order (PO) – Coupa Tool

How to Reject a Purchase Order (PO) in the Coupa Supplier Portal (CSP)

In this job aid:

✓ **How to Reject a Purchase Order (PO) in the Coupa Supplier Portal (CSP)**

POs cannot be rejected.

This job aid is to be leveraged by suppliers that have been selected to transact with DaVita and have an existing account on the Coupa Supplier Portal (CSP), or the ability to create a CSP account. This job aid will outline how to reject a Purchase Order submitted by a DaVita Teammate.

Rejecting a Purchase Order (PO) Overview

- Navigate to DaVita POs within the CSP
- Review DaVita POs and Line-Item information
- Leaving a comment to reject/revise a Coupa PO will send a notification to DaVita. DaVita Teammates should revise the PO OR close the rejected PO and create a new Coupa PO to be reissued to the supplier via CSP.
- If you have questions regarding the CSP, please refer to our Procurement webpage, <https://www.davita.com/about/suppliers>.

Process - Navigate to DaVita Purchase Orders

1. With a set-up CSP account, you will receive email notifications for POs sent by DaVita. Notifications will include PO details and a link to review the order in your CSP account
2. To view the PO, click the “View Order” button and it will be redirected to the CSP Log in page.

DaVita Inc - DEV ENV <do_not_reply@davita-dev.coupahost.com>
To: Harris, Christian A.

DaVita Inc - DEV ENV Purchase Order #DVA-00204003

Hi Christian,

You have received a new purchase order #DVA-00204003 from DaVita Inc - DEV ENV Company.

Submitted By: Christian Harris
Supplier: JANITORIAL SERVICES
Total: 1,700.00 USD

Items	Amount
General Cleaning Services 2022-2023	1,200.00 USD
Buffing	500.00 USD

View Order

More Detail

PO ID: DVA-00204003	Department: PRISM Operations
Status: Issued - Sent via Email	Last Opened: None
Order Date: 08/31/22	Acknowledged At: None
Revision Date: 08/31/22	Payment Term: NET 45
Req #: 227982	Shipping: Ground

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Process - Navigate to DaVita Purchase Orders

3. Enter your log-in information to access your CSP account and review the PO.

Note: If you cannot find a PO Email Notification in your inbox, you can access your POs simply by logging into the Coupa Supplier Portal (<https://supplier.coupa.com/sessions/new>) and navigating to the Orders page via the steps below.

4. From the Orders page, you will get the list of POs sent by all of your customers on Coupa.
5. Using the select customer dropdown on the right-hand side, users can sort for POs from a specific customer. Select DaVita.
6. You will see a list of all POs, their status, amount, etc.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
DVA-00204003	08/31/22	Issued	None	General Cleaning Services 2022-2023 Buffing	No	1,700.00 USD		
DVA-00204001	08/30/22	Issued	None	Bulling and/or Burnishing Services	No	300.00 USD		
DVA-00204000	08/30/22	Issued	None	General Services Cleaning Fee - 30 August 2022 ...	No	12,000.00 USD		

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Process - Review DaVita POs and Line-Item Information

- After clicking on the PO number on the list, the system will display all the details of the PO.
 - PO Number
 - Status of the PO
 - Order Date
 - Revision Date (if applicable)
 - Requester's name
 - Requester's e-mail
 - Payment Terms
 - Attachments

1

Select Customer: DaVita Inc - DEV ENV

Purchase Order #DVA-00204003

General Info

Status Issued - Sent via Email

Order Date 08/31/22

Revision Date 08/31/22

Requester Christian Harris

Email example@email.com

Payment Term NET 45

Project Code None

Attachments None

Acknowledged

Shipping

Ship-To Address 12038 Upgrade street
San Mateo, CA 11111
United States
Location Code: 05555
Attn: Christian Harris

Phone 8884847505

LAN None

Terms Ground

Lines

Advanced Search Sort by Line Number: 0 → 9

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Process - Review DaVita POs and Line-Item Information

2. At a line-item level, you will be able to review all order detailed items.
3. Review product description, quantity, unit of measure (UoM), price and total amount
4. Review the amount already invoiced for that PO
5. Review service start and end dates
6. Review total values for the entire PO

Lines

Advanced

Sort by
Line Number: 0 → 9

3	Type	Item	Price	Total	4	Invoiced
		General Cleaning Services 2022-2023	1,200.00	1,200.00		0.00
	Need By	Part Number	Manufacturer Name	Manufacturer Part Number	Service Start Date	Service End Date
	09/06/22	None	None	None	09/05/22	09/09/22
2		Buffing	500.00	500.00		0.00
	Need By	Part Number	Manufacturer Name	Manufacturer Part Number	Service Start Date	Service End Date
	09/06/22	None	None	None	09/06/22	09/09/22

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6 Total USD 1,700.00

Create Invoice
Save
Print View

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Process – Reject PO and Request Revised Version

Note: There is no “Reject” button. If you do not agree with any aspect of the order, please alert the requester by sending your concerns to the requester’s email address or by leaving a comment directly on the PO. To have a PO removed, reach out to the requester to have it closed by DaVita. Once closed, a new PO can be issued.

To tag a specific user (typically the business requester) in your comment, you can use the “@” symbol followed by the user’s First Name.Last Name. Once the user appears, please select their name in the dropdown below.

Enter Comment

@kenny.boozer

Kenny Boozer (KennyBoozer118117_6089ac)

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

After selecting a user, please add your preferred comment and select “Add Comment”. The user tagged will then received a notification and take action accordingly.

Enter Comment

[@Kenny Boozer (KennyBoozer118117_6089ac)] Incorrect PO amount, please revise and resubmit OR close and issue a new PO.

Add [File](#) | [URL](#)

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

In addition to reh