

Frequently Asked Questions (FAQ)

on Doing Business with WFP via SmartSourcing

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FEBRUARY 2025

SUPPLIER RELATIONSHIP MANAGEMENT (SRM)

Q: What is Coupa Supplier Portal (CSP)?

- Coupa Supplier Portal is a cloud-based procurement and spend management platform that helps organizations manage their supplier interactions, from onboarding to payment, in a secure and streamlined manner.

Q: How do I get started with Coupa Supplier Portal (CSP)?

- Once invited by WFP, you will receive an email from Coupa Supplier Portal do_not_reply@supplier.coupahost.com with a registration link.
- You can then start the process by either clicking

A. "Join and Respond," or

B. "Respond without Joining" in the email.

Clicking on **"Respond Without Joining"** will prompt you to fill the information without registering in the CSP. After that follow the on-screen instructions to complete your registration. Ensure you provide accurate information, as this will be used for all future interactions.

Q: How do I add WFP as a customer?

- Once you have logged in to your CSP, click on **"set up"** in your portal, then **"connection requests"**. Click on **"Search"** and search for the World Food Programme. Once found add customer contract email wfpsuppliers.srm@wfp.org then click on **"Request"**.

Q: I did not receive the registration email. What should I do?

- Check your spam or junk folder to ensure the email was not filtered out. If you still do not see the email, please contact our supplier support team at wfpsuppliers.srm@wfp.org to resend the invitation.

Q: Can I use any email to register in Coupa?

- For security and communication efficiency, we request that you use a company generic email address for your registration rather than personal e-mail in order to avoid interruption in communication with WFP due to staff rotation. This email will be your primary point of contact for all communications related to tenders and orders.

Q: What if my company needs to use more than one email for different purposes?

- In Coupa, we recommend registering one primary email per supplier account and this email will be utilized for all communication from WFP to your company.

Q: Is there a cost associated with using Coupa?

- Joining our Coupa instance and using it for tendering and order management is free for suppliers.

Q: How do I update my company's information in Coupa Supplier Portal?

- Please contact wfpsuppliers.srm@wfp.org to update your details.

Q: What should I do if my company's primary contact changes?

- If there is a change in the primary contact, please send an email request to wfpsuppliers.srm@wfp.org to receive a Supplier Contact Information Update form thus ensuring continued communication.

Q: How do I access my account update form?

- Your account update form will be available in the email you will receive from do_not_reply@supplier.coupa.com.

Q: Guidelines for Updating the Supplier Form

- Do's:

You are allowed to update the following details:

- Supplier Name
- Phone Number
- Email Address
- Title

- Don'ts:

- Do not modify the "**Contact Purpose**" field if it is set to "**Sourcing.**"
- If the "Contact Purpose" is not set to "Sourcing," ensure it is updated to "**Sourcing.**"

Q: How can I get any support on UNGM?

- For UNGM contact registry@unqm.org.



SOURCE TO CONTRACT (S2C)

Q: How will a WFP tender reach me?

- Your company will receive a notification to the primary email address, set up in the supplier record on the WFP smart sourcing platform from email sourcing@wfpSMARTSOURCING.coupaHost.com.

Q: How do I respond to a WFP tender?

- To respond to WFP tender it is mandatory to set up your account with your primary email address.
- Follow the guidance here attached [Do business with WFP | World Food Programme](#)

Q: How do I see the tenders I have participated for?

- Once you have logged in to Smart Sourcing platform navigate to home screen showing “**All Sourcing Events**” this will allow you to manage all the tenders WFP invited you to along with their status. To access the events, click on the Event number in blue.
- Further guidance please use this link [Do business with WFP | World Food Programme](#)

Q: What should I do if I encounter technical issues?

- If you face any technical difficulties, you can reach out to wfpSuppliers.srm@wfp.org

Q: How do I reset my password?

- If you need to reset your password, click on the “**Forgot Password**” link on the Coupa login page. Enter your registered email address, and you will receive instructions to reset your password.
- Further guidance please use this link [Do business with WFP | World Food Programme](#)

Q: How can I access training materials or get more help?

- WFP provide training sessions and materials to help you navigate the Coupa platform. You can access these resources on [Do business with WFP | World Food Programme](#). Should have any quires please contact our internal supplier support at wfpSuppliers.srm@wfp.org

Q: Can I participate in multiple tenders simultaneously?

- Yes, you can respond to multiple tenders simultaneously within the Coupa platform. Each tender will have its own set of requirements and deadlines.



Q: How do I submit multiple offers for a Food Tender?

- Click on “**My Response**”, then “**Enter Response**” to submit another offer, alternatively add all responses to the provided excel sheet.

Q: What happens if I miss a tender deadline?

- Once a tender deadline has passed, the system will no longer accept submissions. Please ensure you manage your time effectively to meet all deadlines. If you anticipate delays, contact us on wfpsuppliers.srm@wfp.org as soon as possible to discuss potential solutions.

Q: How can I request for clarification during ongoing and after tender ends?

- To communicate with WFP for clarifications during an ongoing tender and after tender ends please utilize the “**Instant message**” button.

Q: I have a message saying, “Expired account”, what can I do?

- In such a case please contact our internal supplier support at wfpsuppliers.srm@wfp.org

Q: How do I access contracts sent by WFP?

- You will receive an email from do_not_reply@wfpsmartsourcing-ccc.coupahost.com with the subject: World Food Programme invited you to **[Name of the contract]**. Once received you will be prompted to generate a temporary password and an access the contract for your edits, comments and electronically sign the final version of the contract using docusign. Once completed click on “**Share**” found under counterparties section.
- Further guidance please use this link [Do business with WFP | World Food Programme](#)

USEFUL RESOURCES

- [Do business with WFP | World Food Programme.](#)

For questions or more information, please contact: wfpsuppliers.srm@wfp.org