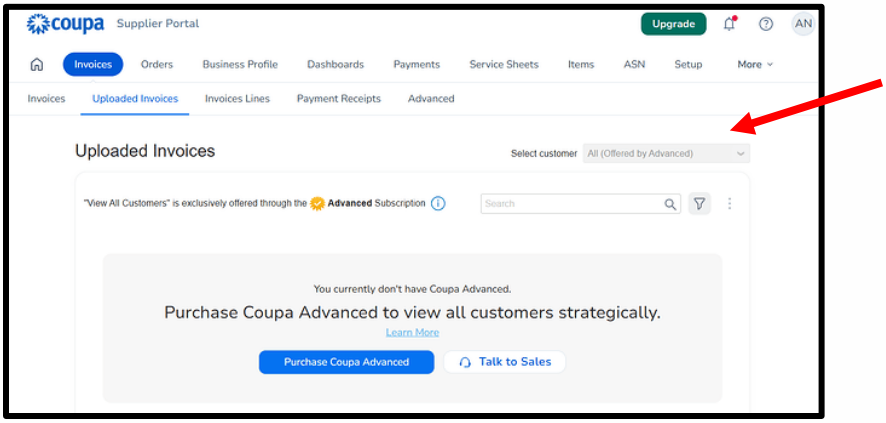
All (Offered by Advanced)" option grayed out alongside the promotional banner. Suppliers do not need to purchase a paid subscription to view or manage invoices for your organization.



Here is an explanation of what your suppliers are seeing and how they can access their invoices:

1. Why "All (Offered by Advanced)" is Grayed Out: The option to view invoices across all connected customers simultaneously in a single, consolidated dashboard is an optional premium feature exclusive to the Coupa Advanced subscription. Standard Coupa Supplier Portal (CSP) accounts have always operated by viewing one customer at a time. To access their invoices, suppliers simply need to click the "Select customer" dropdown at the top right of the Invoices tab and choose your company name from the list.
2. Edge Case - What if the Entire Dropdown is Blocked / Grayed Out? If a supplier reports that the "Select customer" dropdown itself is completely disabled or unclickable, this typically occurs when there is no active, linked connection between that supplier user and your Coupa instance. The dropdown only populates with customers who have an active, linked connection to that specific CSP user account. Because the aggregate "All" view is locked for standard accounts, if there are zero connected customers available to select, the dropdown has no selectable options and remains inactive. **To resolve this on your end, please verify the supplier connection status in your Coupa instance: ensure the supplier invitation has been accepted, the user registered with the exact email address the invitation was sent to, and the supplier record is fully approved and linked. Once the connection is active, your company name will appear in their dropdown, and the menu will become active immediately. Contact suppliersupport@geosyntec.com with the exact email that is used to log into Coupa.**

Overview:

1. The "View All Customers" feature is exclusive to the Advanced Subscription.
2. Aggregated views have never previously been available in the standard CSP; this is not a removal of existing functionality, but an added benefit for Advanced subscribers.

Standard Functionality: Accessing Invoices Without Advanced Subscription

Suppliers do not need to purchase the Advanced Subscription to access invoices for individual customers. The standard CSP functionality remains unchanged:

- Suppliers can view and manage invoices for each customer by selecting the customer from the "Select Customer" dropdown menu.
- This dropdown is located at the top right of the Invoices page.
- By choosing a specific customer from this menu, suppliers can access all invoice data and related actions for that customer, as they always have.

Important Note:

If the "Select Customer" dropdown is set to "All (Offered by Advanced)," and you do not have an Advanced Subscription, you will see a promotional banner and will not be able to view aggregated data. Simply select an individual customer from the dropdown to proceed.

What to Communicate to Customers

When responding to supplier inquiries about the Advanced Subscription promotion:

1. Reassure them that no existing functionality has been removed.
2. Explain that the "Advanced Subscription" is only required for aggregated, cross-customer views.
3. Instruct them to use the "Select Customer" dropdown to choose the customer whose invoices they wish to view.
4. Emphasize that this is the same process that has always been available in the CSP.

Example Response to Suppliers

The "Advanced Subscription" promotion you see in the Invoices tab refers to an optional feature that allows you to view invoices from all your customers in a single, aggregated view. This is not required to access your invoices. To view invoices for a specific customer, simply use the "Select Customer" dropdown menu at the top right of the page. This will display all invoice data for the selected customer, as per the standard CSP functionality.

Key Points:

1. The Advanced Subscription is optional and only required for aggregated, cross-customer views.

2. All standard invoice management features for individual customers remain available without a subscription.
3. Use the "Select Customer" dropdown to access invoices for each customer.