



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

Guiding you through your purchases

Powered by  **coupa**

Introduction to ComPASS and Support Team

Updated on 26 August 2022

What is ComPASS vs Coupa?

Coupa is a cloud-hosted procure-to-pay solution. The instance that is used by ComfortDelgro Corporation (CDG) is known as **ComPASS**. The engine behind ComPASS is Coupa software.

CDG uses ComPASS to:

- Manage suppliers' records;
- Source / invite quotations / tenders;
- Issue Purchase Orders;
- Enter into contracts with awarded suppliers;
- Receive and process invoices for payment.

With effect from January 2021, suppliers are to submit invoices through Coupa Supplier Portal (CSP) (<https://supplier.coupa.com/sessions/new>) so as not to cause any delay in payment. The Company will no longer accept invoices via mail, fax or email.

ComPASS and Coupa Support

ComPASS Supplier Support	CDG Accounts Payable (AP)	Coupa Supplier Support	Your Company Administrator
supplierAsk_ComPASS@comfortdelgro.com	See contacts in next slide	supplier@coupa.com and Coupa Live Chat Agent	Your organization Primary Contact in CPS
<ul style="list-style-type: none"> Change/update company details (e.g. registered company name, address, etc.) Change primary user ID Registration in CSP for ComPASS Queries on Suppliers Onboarding Form (SOF) 	<ul style="list-style-type: none"> Invoicing matters, including credit notes Payment enquires Queries on Supplier Banking Details Form 	<ul style="list-style-type: none"> Password matters Enhancement feedback on features in Coupa Connection issues Troubleshooting of system errors 	<ul style="list-style-type: none"> Add/remove company users and permission setting Updating legal entity, fiscal representative, remit-to address, etc. Users/customers merge

To reset password, go to <https://supplier.coupahost.com/>, click on [Forgot Your Password?](#)

ComfortDelGro AP Contacts

For enquiries on invoicing and payment matters, please reach out to “Support Team” for assistance. If you do not receive any response from “Support Team” within 3 business days, please contact “AP Lead”.

Business Unit	Support Team (1 st level Support)	AP Lead (2 nd level Support)
<ul style="list-style-type: none"> SBS Transit Ltd SBS Transit Rail Pte. Ltd. 	sbs_ap@sbstransit.com.sg	Cheng Siew Ling chengsiewling@sbstransit.com.sg
<ul style="list-style-type: none"> ComfortDelgro Engineering Pte Ltd (CDGE) 	cdge_ap@cdge.com.sg	Julie Wong juliewong@comfortdelgro.com
<ul style="list-style-type: none"> JIC Inspection Services Pte Ltd Setsco Consultancy International Pte. Ltd. VICOM Inspection Centre Pte Ltd VICOM Ltd 	yanlingtoh@vicom.com.sg	Johnsy Rani johnsy@vicom.com.sg
<ul style="list-style-type: none"> Setsco Services Pte Ltd 	carinelim@vicom.com.sg	Johnsy Rani johnsy@vicom.com.sg
<ul style="list-style-type: none"> Other Business Units not listed above 	group_ap@comfortdelgro.com	Albert Goh Kim Soon ksgoh@comfortdelgro.com

More Resources

Sign up an account with Coupa and access the Suppliers Guides on Coupa system here:
[https://success.coupa.com/Suppliers/For Suppliers](https://success.coupa.com/Suppliers/For_Suppliers)

Contact supplier@coupa.com or use the Chat Function in CSP.

 Chat with Coupa Support

For Suppliers

Last updated: Dec 9, 2020

Core Supplier Onboarding

To get started, you'll need to know how you're going to handle catalogs, purchase orders, and invoices.

Coupa Supplier Portal

Doing business with your customers is easier through the CSP.

CCW Supplier Guide

Information for suppliers who use Coupa Contingent Workforce (CCW).

Contract Collaboration for Suppliers

Information for suppliers who use Coupa Contract Collaboration.

thank you!