Frequently Asked Questions | Coupa Colombia, Peru y Ecuador

What changes with the implementation of Coupa?

Only the quoting and purchase order processes change. As of September 8, all new requests for quotes to Natura and Avon Colombia, Peru and Ecuador entities will be made from the Coupa tool.

When will Natura and Avon start using Coupa for its purchasing processes in Colombia, Peru and Ecuador?

Natura will implement Coupa starting November 23th to manage quotes, contracts, and purchase orders.

Will there be any change to purchase orders generated before the implementation of Coupa?

No, already generated purchase orders will not have any changes and must follow the normal process of receiving goods/services and sending invoices.

What happens to the payment process and master data after the implementation of Coupa?

The payment process does not change and will continue to be managed exclusively through SAP. Likewise, master data registration (payment, location, TAX ID, etc.) continues to be carried out through the ServiceNow platform.

Will there be any change to my registration with Natura?

No, this Coupa implementation only modifies the quoting, purchase order, and collaboration/review processes of contracts and legal documents. The supplier registration process at Natura continues to be carried out through the ServiceNow platform.
If you need to make any changes to your registration with Natura (for example: payment data, commercial contact email, location, etc.), please contact your representative at Natura (buyer or requester) to initiate the update process in ServiceNow.

Is registration on the Coupa Supplier Portal (CSP) mandatory?

No, it is not mandatory. Registration on the Coupa portal is optional and free, used only for quoting and purchase order processes. Suppliers can respond to quotes through the link received in their email without the need to register on the CSP portal.

Is there any cost to register on the Coupa Supplier Portal (CSP)?

No, the portal is completely free for suppliers.

If I already have a Coupa account with another client, how do I register with Natura?

It is not necessary to create a new account. You can link Natura as an additional client using the same email. Natura will send you an invitation; you must complete the interest form indicating that you already have a previous registration and provide the administrative contact.

How can I communicate with the buyer during a quote?

The platform features an instant messaging center (chat) within the quoting event to maintain direct communication with the buyer, in addition to current communication channels.

Where can I find the training materials?

Click here to access our detailed support materials on the new platform, which are available in the Quick Guides -> “Coupa (Negotiation and/or contract collaboration in Coupa)” section.

In addition to the step-by-step manual with screenshots, we also have a short video demonstrating how to participate in quoting events and perform contract review or collaboration within the tool.

Is there a contact at Natura for support in case of questions about Coupa?

Yes, you can write to the email digitalgovernance@natura.net.