

SupplyConnect Frequently Asked Questions

Thermo Fisher Scientific is committed to bringing value to our supplier relationships. As such, we have adopted The SupplyConnect Solution™, powered by Coupa, to support our Procure-to-Pay processes.

We highly encourage our strategic suppliers to do business with us using the Coupa Supplier Portal. This tool is free and includes immediate benefits like:

- Consistency and accuracy in purchasing processes - The Coupa supplier portal is an easy and intuitive solution for simplifying your Procure-to-Pay experience.
- Self-service to receive and acknowledge purchase orders and submit electronic invoices.
- Real-time visibility of invoice and payment status with integrated notifications.
- Ability to upload supplier products or services.

FAQ

a. Which suppliers can join the Coupa Supplier Portal (CSP)?

Thermo Fisher Suppliers who have received a purchase order from the following Thermo Fisher groups and locations:

Life Sciences Solutions (LSG)	Customer Channels Group (CCG)	Corporate Office	SDG - Specialty Diagnostics Group	AIG - Analytical Instruments Group
Ann Arbor Austin Bedford Burlington Carlsbad Eugene Framingham Frederick Grand Island, NY Guilford Madison Pleasanton South San Francisco West Sacramento	Agawam, MA Cayey, PR Chino, CA Dallas, TX Denver, CO Florence, KY Hanover Park, IL Kapolei, HI Nazareth, PA Pittsburgh, PA Raleigh, NC Sumner, WA Suwanee, GA Tracy, CA	Danvers Moon Township, PA Pittsburgh, PA Waltham, MA Washington	Agawam, MA Canoga Park Dallas, TX Florence, KY Fremont, CA Lenexa, Middletown, VA Nepean, Canada Oakwood Village Tracy, CA	Madison, WI Mississauga, ON,CA San Jose, CA West Palm Beach, FL

b. Does the Coupa supplier portal have a registration fee?

No, Coupa doesn't charge suppliers to use the CSP.

c. How do I get access to the Coupa Supplier Portal for Thermo Fisher Scientific?

- Suppliers should provide a valid e-mail address for their ecommerce administrator to SupplyConnect@thermofisher.com.
- An enrollment invitation will be sent to the e-mail address provided to activate the account.
- Once enrolled, Thermo Fisher Scientific Purchase Orders using the prefix "CP-" will be available for viewing, acknowledging and invoicing directly in the Portal.

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d. What is the Procure-to-Pay process in the Coupa Supplier Portal?



e. What are the PO transmission channels available for Thermo Fisher?

- cXML connection (B2B): Allows full integration with your customer websites
- E-mail: Receive POs via e-mail to your designated e-mail address

f. What are the invoice transmission channels available for Thermo Fisher?

- cXML connection: Technical integration with your customer websites (cXML language)
- SAN: Actionable email notification which allows you to easily convert the e-mailed PO to an invoice
- CSP: Login in to the Coupa Supplier Portal and submit invoices against any purchase orders received

g. Who can I contact to begin the integration for cXML?

Please reach out us at: supplyconnect@thermofisher.com

h. Is enrollment in Thermo Fisher Procure-to-Pay Supplier Portal required?

While enrollment in the Portal is not mandatory, we do require all invoices to be submitted through one of the 3 electronic submission channels identified above. If cXML integration is not an option for you, we highly encourage you to register in the Portal, as it makes it even easier to do business together.

i. Is there training available to navigate the Coupa supplier portal?

[SupplyConnect - Coupa Supplier Portal Training – Getting started \(26:10 min\)](#)

[The SupplyConnect™ Solution Video introduction empowered by Bluevault - \(5:11 min\)](#)

[SupplyConnect - Supplier Portal Training – Transacting with Thermo Fisher Scientific – \(15:46 min\)](#)

j. If I need assistance submitting my first invoice, who can I contact?

Please reach out us at: supplyconnect@thermofisher.com, include your company's name, the first and last name of the primary contact person, and a valid business e-mail address for that person, make sure you create a Coupa supplier portal account [here](#).

k. Where can I find the status of my invoice and payment information?

Once you've created your account in the Coupa Supplier Portal, you will find the status of invoices as well as payment information in the Invoices tab. You can also communicate directly with our Accounts Payable team through the portal by entering comments in each invoice record. However, if you have questions or need immediate assistance, you can contact our Customer Service team at SupplyConnect@thermofisher.com for assistance.