

Coupa Frequently Asked Questions for Southwest Airlines® Suppliers

The following information applies to Suppliers currently engaged in business with Southwest Airlines.

I received an invitation. How do I link with Southwest Airlines on the Coupa Supplier Portal (CSP)?

If you are existing Supplier for Southwest Airlines, you may have received an email with an invitation from Coupa to register for the Coupa Supplier Portal (CSP). Once linked, you can maintain your company profile and contact information to ensure seamless communication with Southwest Airlines.

For additional information refer to Coupa's training resources at: [Registering for the CSP](#)

How do I get a new CSP invite?

Please reach out to your Supply Chain contact.

How do I access the CSP?

Access the CSP at: <https://supplier.coupahost.com/sessions/new>

For additional information refer to Coupa's training resources at: [Registering for the CSP](#)

Do I need to pay for the CSP?

No, there is no cost to use the Coupa Supplier Portal for any activities required by Southwest Airlines. If you receive any popups asking you to pay for features, those can be disregarded.

How do I merge a CSP account?

To merge a CSP account refer to Coupa's training resources at: [Merging CSP Accounts](#)

How do I view Purchase Order status?

To view Purchase Order status, refer to Coupa's training resources at: [View and Manage POs](#)

What are the guidelines for submitting an invoices related to Coupa POs?

Southwest Airlines provides the following guidelines for submitting Invoices:

- Invoices need to be submitted through email, the CSP, or cXML
- Reach out to your Supply Contact for further details

For additional invoicing information refer to Coupa's training resources at: [Invoicing in Coupa](#)

How do I view invoice status?

To view invoice status, refer to Coupa's training resources at: [View and Manage Invoices](#)