



# How to Submit a Purchase Request in Coupa

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| <b>Article Owner</b>  | Procurement Operations Team                      |
| <b>Last Reviewed</b>  | April 2026                                       |
| <b>Applies To</b>     | All full-time employees and approved contractors |
| <b>Platform</b>       | Coupa (v R36+)                                   |
| <b>Related Policy</b> | Procurement Policy v3.2   Vendor Management SOP  |

## Overview

**This article explains how to submit a purchase request (PR) in Coupa when procuring software, services, or physical equipment on behalf of your department.**

All purchases above \$500 must be routed through Coupa before any vendor engagement or payment can be authorized.

## Prerequisites

Before you begin, confirm you have the following:

- An active Coupa account (request access via the IT Service Desk if needed)
- Manager approval – verbal or written confirmation that the purchase has been approved
- The vendor's legal name and, where available, their Coupa Supplier Portal (CSP) registration
- A cost estimate or formal quote for the goods or services
- Your department's cost center or GL account code

**Note:** If your purchase is part of an existing contract or master services agreement, contact the Procurement team before submitting a new PR to avoid duplicate vendor records.



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## Step-by-Step Instructions

### Step 1: Log In to Coupa

1. Open your browser and navigate to [coupa.yourcompany.com](https://coupa.yourcompany.com).
2. Sign in using your company SSO credentials.
3. From the homepage, click Requisitions in the top navigation bar.

### Step 2: Create a New Requisition

1. Click the + New Requisition button in the upper-right corner.
2. In the Description field, enter a clear and concise title for your request (e.g., "Annual SaaS license renewal – Figma Design Tools").
3. Select your Department and Ship-To Location from the dropdown menus.
4. Enter your Cost Center or GL Account code in the appropriate field.

### Step 3: Add Line Items

1. Click Add a Line to begin adding the items or services you are requesting.
2. For each line item, enter: Item Name, Quantity, Unit Price, and Currency.
3. If the vendor is registered in Coupa's supplier network, search for and select them in the Supplier field. Otherwise, enter the vendor name manually and note that Procurement will verify the supplier.
4. Attach the vendor quote or cost estimate using the Attachments section.

### Step 4: Submit for Approval

1. Review all line items for accuracy before proceeding.
2. Click Submit for Approval. The system will automatically route the PR to your direct manager.
3. You will receive an email confirmation with a PR number. Save this for your records.

**Warning:** Purchase requests over \$10,000 require a second-level approval from the Department Head and Procurement Lead before a Purchase Order (PO) is issued. Factor in additional processing time (3–5 business days) for these requests.



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## Approval Workflow Overview

| Approval Tier            | Conditions                                |
|--------------------------|---|
| Manager Approval         | All PRs regardless of amount              |
| Procurement Review       | PRs over \$2,500 or for new vendors       |
| Department Head Approval | PRs over \$10,000                         |
| Finance Sign-Off         | PRs over \$50,000 or multi-year contracts |
| Legal Review             | Any contract with non-standard terms      |

## Troubleshooting

| Issue                         | Resolution   |
|-------------------------------|--|
| Cannot find vendor in Coupa   | Enter vendor name manually and attach a quote. Procurement will onboard the supplier.                                    |
| Cost center code not accepted | Contact Finance Operations to verify your active GL codes.   |
| PR stuck in approval queue    | Check with your manager or contact Procurement at <a href="mailto:procurement@company.com">procurement@company.com</a> . |
| Attachment upload fails       | Files must be under 10MB. Convert to PDF if over the limit.  |



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## Related Articles

1. How to Check the Status of a Purchase Order in Coupa
2. Vendor Onboarding Process – New Supplier Requests
3. Procurement Policy v3.2 (intranet link)
4. How to Request an Emergency Purchase Waiver

## Contact and Escalation

1. For questions or issues not resolved by this article, contact:
2. Procurement Operations: [procurement@company.com](mailto:procurement@company.com) | #procurement-help on Slack
3. IT Service Desk (for Coupa access issues): [helpdesk@company.com](mailto:helpdesk@company.com) | ext. 5000
4. Finance Operations (for GL/cost center queries): [finance-ops@company.com](mailto:finance-ops@company.com)