



ComfortDelGro • Procurement • Analytics • Sourcing • Supplier management

Guiding you through your purchases

Powered by  **coupa**

Introduction to ComPASS and Support Team

Updated on 24 March 2025

ComPASS vs Coupa

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

ComPASS is used to

- Manage suppliers' records
- Invite Suppliers to participate in Sourcing events (e.g. RFQ, RFP)
- Issue Purchase Orders to our Suppliers
- Enter into contracts with awarded Suppliers
- Receive and process invoices for payment

With effect from January 2021, Suppliers are required to submit invoices through the Coupa Supplier Portal (CSP) (<https://supplier.coupahost.com/sessions/new>).

ComPASS and Coupa Support

ComPASS Support

- **supplierAsk_ComPASS@comfortdelgro.com**
- Registration on Coupa Supplier Portal for ComPASS
- Change in primary administrator or company details
- Invoicing queries – Refer to next slide

Coupa Supplier Support

- **supplier@coupa.com**
- Issues with logging in, connectivity, system errors
- Feedback/Enhancement requests on Coupa Supplier webpage

Supplier's Primary Administrator

- Manage account setup - legal entity, business details etc
- Manage internal user accounts – granting of access, roles and permissions

ComfortDelGro Finance 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)
- SBS Transit Ltd - SBS Transit Rail Pte. Ltd.	sbs_ap@sbstransit.com.sg	Cheng Siew Ling chengsiewling@sbstransit.com.sg
ComfortDelgro Engineering Pte Ltd (CDGE)	cdge_ap@cdge.com.sg	Julie Wong juliewong@comfortdelgro.com
- JIC Inspection Services Pte Ltd - Setsco Consultancy International Pte. Ltd. - VICOM Inspection Centre Pte Ltd - VICOM Ltd	suraya@setsco.com	Johnsy Rani johnsy@vicom.com.sg
Setsco Services Pte Ltd	carinelim@vicom.com.sg	Johnsy Rani johnsy@vicom.com.sg
Other Business Units not listed above	group_ap@comfortdelgro.com	Albert Goh Kim Soon ksgoh@comfortdelgro.com

Additional Resources

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

Contact supplier@coupa.com or use the Chat Function in CSP if you have any queries

 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!