

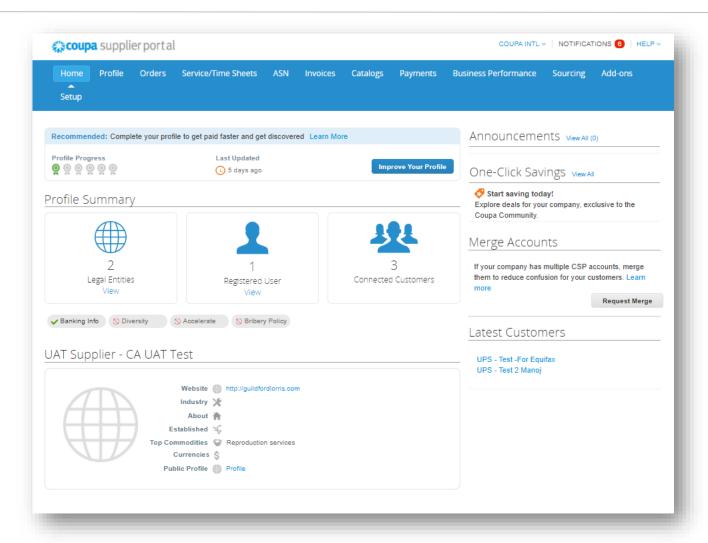
Coupa Supplier Portal

Getting started

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Coupa Supplier Portal (CSP) Overview

- The Coupa Supplier Portal (CSP) is a free tool that allows users to conduct business with UPS.
- Suppliers can manage various content and settings such as:
 - Managing/updating company profile information.
 - Viewing purchase orders.
 - Sending invoices.
- For the best user experience, Google Chrome is the recommended web browser.

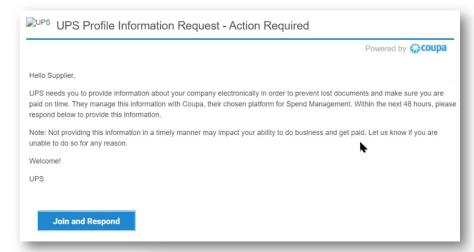


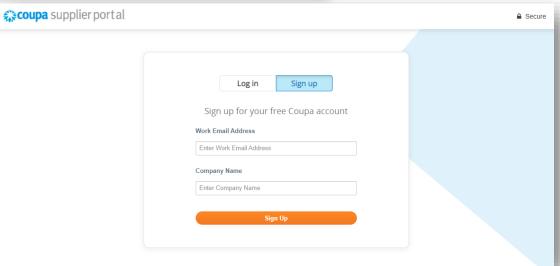
Invitation/Registration

 Existing suppliers will receive an e-mail from our Coupa system with a unique link to join the Coupa Supplier Portal. Click Join and Respond to be redirected to the account creation page.

Note: If an invitation is not received, suppliers can send an e-mail to supplyline@ups.com, using the subject line: Coupa Supplier Enablement, to request an invitation to Coupa.

- Bookmark
 https://supplier.coupahost.com/ as a favorite link for quick access, to return to the site.
- Suppliers who are new to UPS must go through the supplier onboarding process with Global Business Services (GBS).





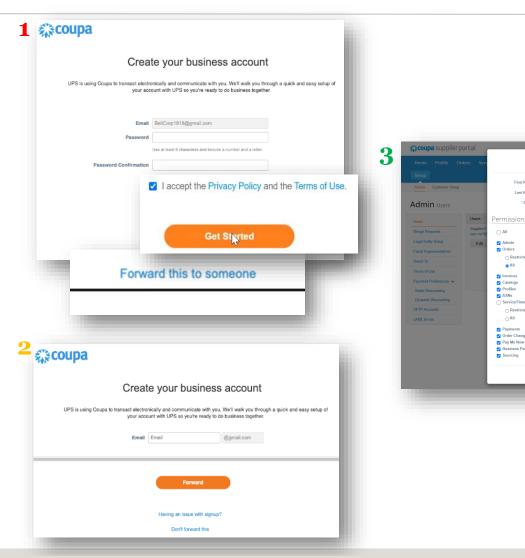
Create CSP Account

- 1. On the account creation page users will be instructed to create a password. Once complete, check the box to accept the privacy policy and terms and conditions, then click *Get Started*.
- 2. If you are not the right person, forward the invite to another user with the same email domain.

Example: john@ups.com can forward the invite to mary@ups.com, but not mary@coupa.com.

 Once signed in, additional users can be invited to the CSP by clicking the Admin tab and then clicking on Invite User.

Note: If the domain needs to be updated for your company, please email supplyline@ups.com.



Invite User

UPS - CRP Supplier 3

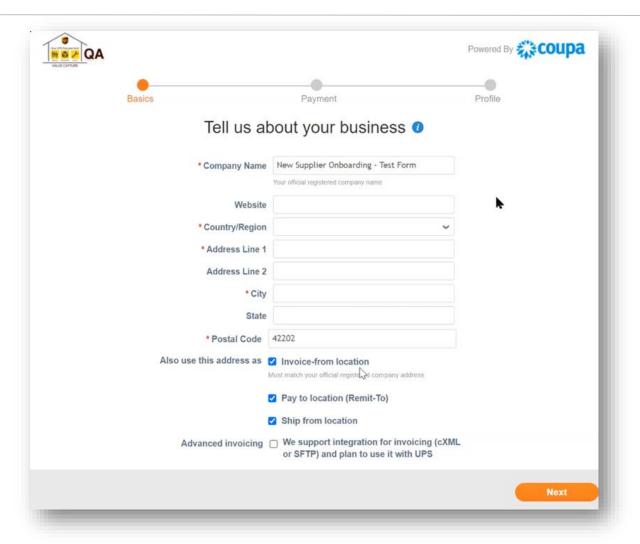
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General Information

 On the Tell us about your business page, enter the required information in the fields marked with an asterisk.

Note: If invoice-from, pay to, or ship from location address differ from the primary address, uncheck the appropriate box and enter the correct address.

- cXML, SFTP, or EDI suppliers can click the Advanced Invoicing check box and enter the invoice-from code
- Click Next.

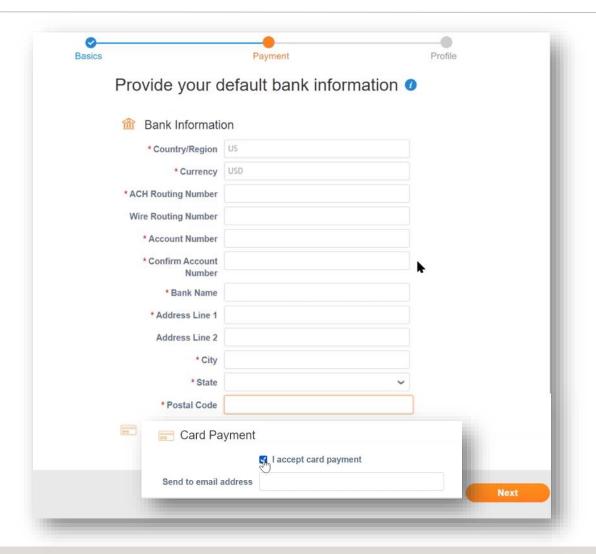


General Information - Continued

 On the Provide your default bank information page, enter the required information in the fields marked with an asterisk.

Note: The Country/Region and Currency fields will auto populate based upon country of origin. International will NOT be required to enter banking until later in the registration/form completion process.

- Suppliers who wish to accept card payments should check the *I accept card payment* box and enter the email address associated with those payments in the *Send to email* address field.
- Click Next.

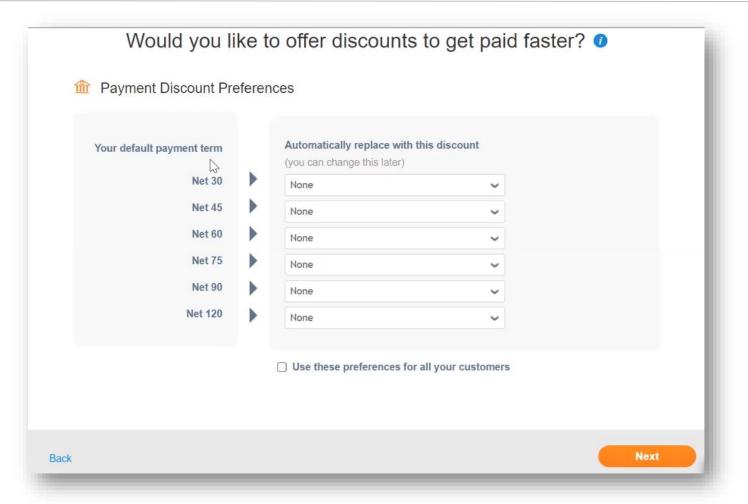


General Information - Dynamic Discounting (Optional)

 On the Would you like to offer discounts to get paid faster? page select the preferred discount percentage from the dropdown next to the applicable default payment term.

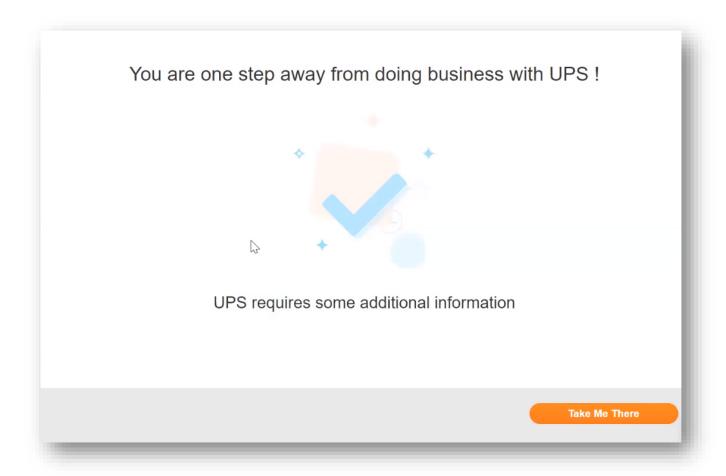
Note: UPS will make the determination as to suppliers' eligibility for the Dynamic Discounting option.

Click Next.



General Information

- On the You are one step away from doing business with UPS page, click Take Me There to be redirected to the Profile page.
- Click Next.

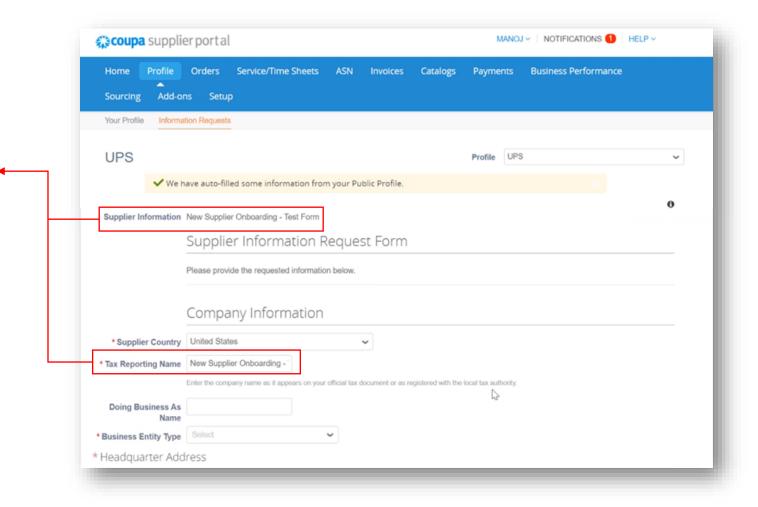


Create Profile

 On the Profile page > Information Requests tab, enter the required information in the fields AND sections marked with an asterisk.

Note: The Supplier Information name is how UPS identifies a supplier. The Tax Reporting Name is the official name of the company as it appears on tax documents. The two may be different.

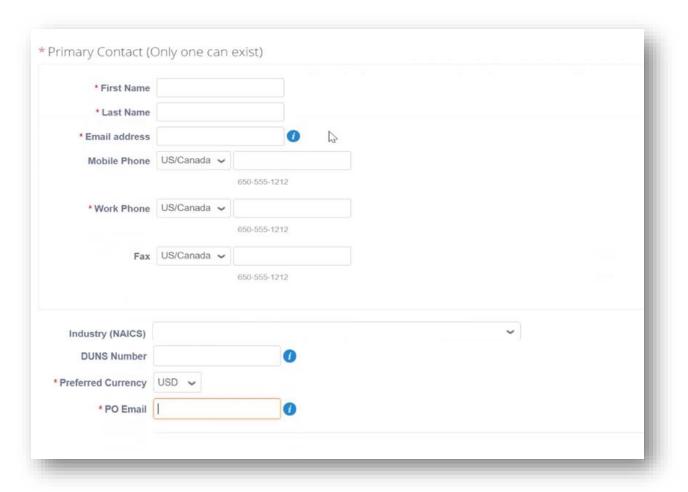
Note: Suppliers who save their profile creation progress can return to this tab to complete later. Also, some fields in the Head Quarter Address section will be auto populated with information previously provided.



Create Profile - Primary Contact

- In the *Primary Contact* section, enter the contact information of the person who will be responsible for all communications from UPS.
- Complete the remaining asterisk-marked fields as well as any applicable optional fields.

Note: The primary contact email address and the PO Email address may be different. Example: jsmith@supplier.com may be the primary contact and orders@supplier.com may be where purchase orders are received

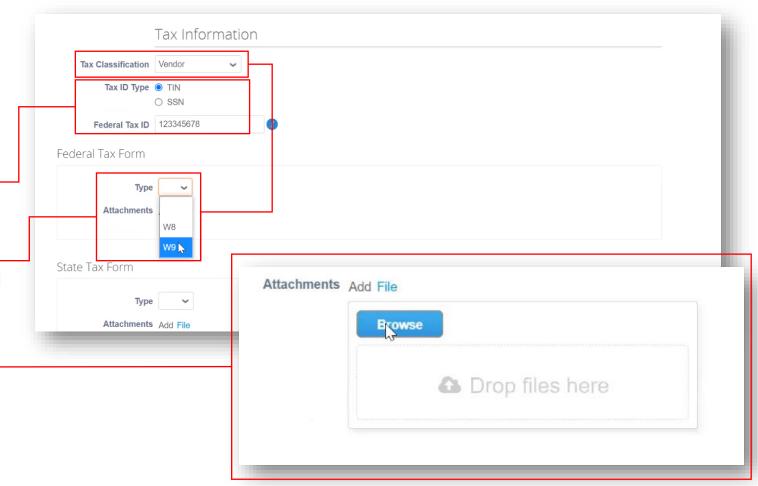


Create Profile – Tax Information

• In the *Tax Information* section, enter all applicable tax information.

Note: The Tax Information section is not marked with an asterisk, but all applicable tax information is REQUIRED by UPS.

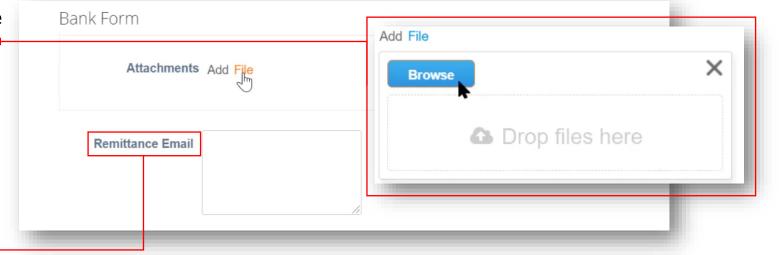
- Choose the appropriate Tax ID Type
 (TIN/SSN) and enter the Federal Tax ID
 number.
- Use the dropdown menus to select Tax
 Classification and tax form types federal and state (if applicable).
- Click File then Browse or drag and drop a fille into the Drop files here box to attach the necessary tax documents (W8 or W9).



Create Profile - Bank Form

Note: The Bank Form section is not marked with an asterisk, but it is REQUIRED by UPS for all US suppliers. Not applicable to international suppliers.

- In the Bank Form section, click File then Browse or drag and drop files into the Drop files here box to attach a bank remittance letter.
- The bank remittance letter should include bank name, account name, routing and account numbers, and any additional, relevant banking information.
- Enter an email address, if applicable, in the Remittance Email field.

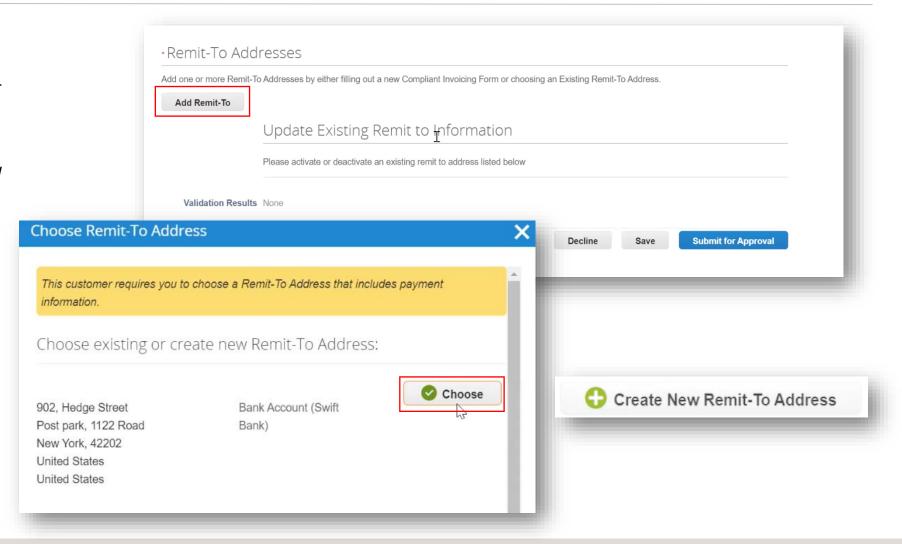


Create Profile – Remit-To Address

 In the Remit-To Addresses section, click the Add Remit-To button then Choose to select the existing remitto address.

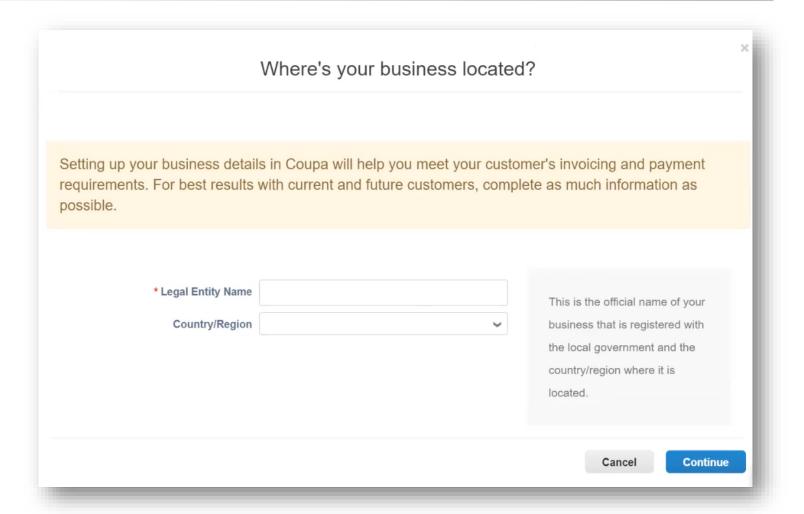
Note: New suppliers will not have a remit-to address to choose from and will have to create a new remit-to address.

 To create a new remit-to address click the Create New Remit-To Address button OR, if profile creation is complete, click Submit for Approval.



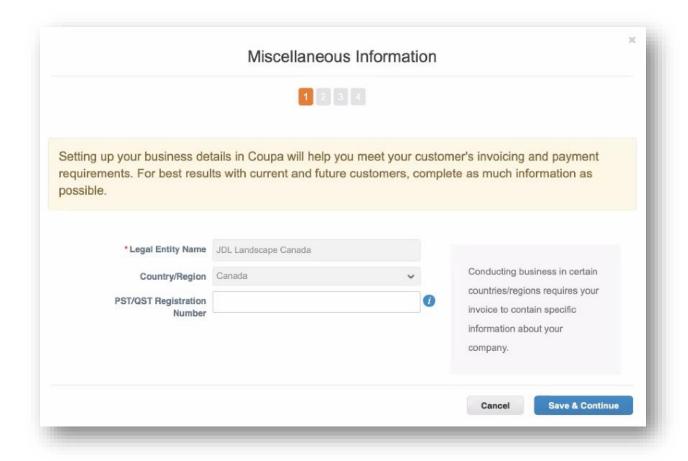
Create Profile - Remit-To Address

- On the Where's your business located pop up window, enter the Legal Entity Name and select the Country/Region from the dropdown menu.
- Click Continue.



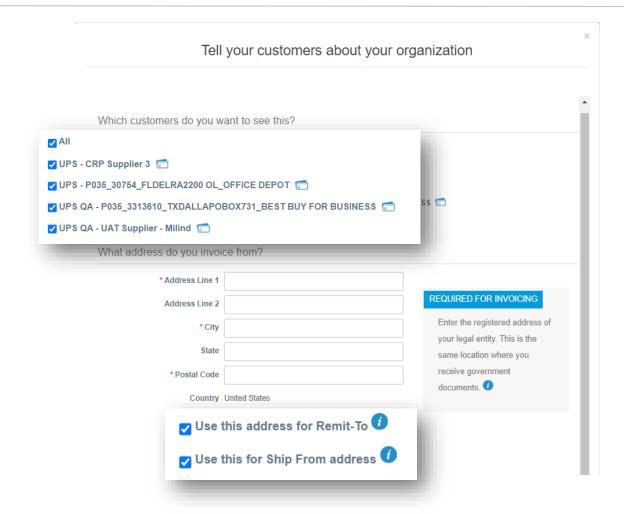
Create Profile - Miscellaneous Information

- On the Miscellaneous Information pop up window, enter the Legal Entity Name and select the Country/Region from the dropdown menu (Canadian Suppliers can enter a PST/QST Registration Number).
- Click Save & Continue.



Legal Entity Setup

- On the Tell your customers about your organization screen, select the customers that should see your information and enter an invoicing address.
- If the same address will be used as the remit-to and ship from address leave the boxes beneath the address fields checked.
- If a different address will be used for remit-to or ship from, uncheck the appropriate box. Address information for those selections will be added as the set up is completed.

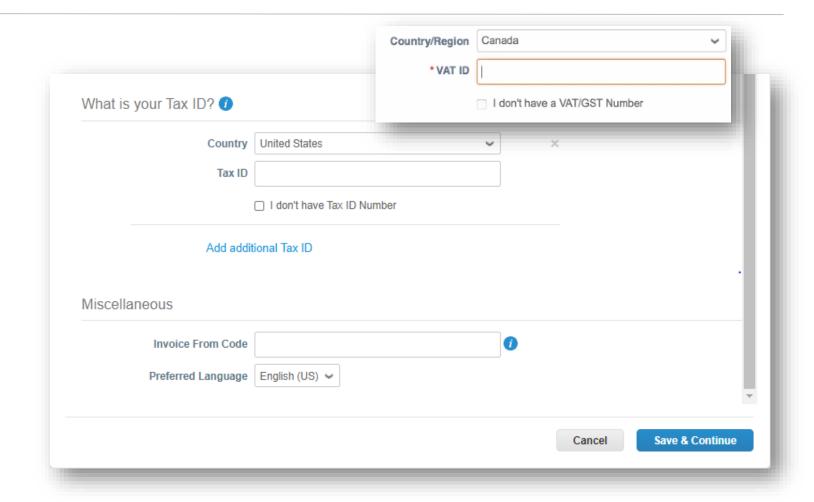


Legal Entity Setup

Enter Tax ID, if applicable.

Note: International suppliers will be required to enter a VAT ID number, if applicable.

- The Invoice From Code is for used only by suppliers transacting business with UPS via cXML. The code must be obtained from UPS and must be entered correctly. It is not required to set up the legal entity.
- Click Save & Continue to continue the setup process.

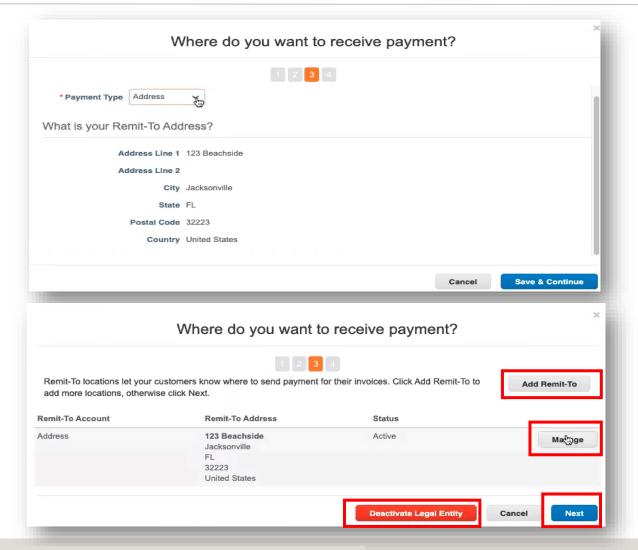


Legal Entity Setup - US Suppliers Only (International Suppliers, Next 4 Slides)

On the Where do you want to receive payment?
 page, select Address in the Payment Type field.

Note: This is a Coupa-related function that does not affect the way suppliers are paid. Banking information is not stored in Coupa.

- If the remit-to address differs from the invoicing address, click the Add Remit-To button, complete the required fields, then click Save & Continue.
- The <u>Deactivate Legal Entity</u> button removes the entity from the user's account.
- Clicking the Manage button opens a subset of the current page where users can make changes to the customers who can see supplier addresses or to deactivate an invoicing, remitto, or ship from address.
- Click Next.

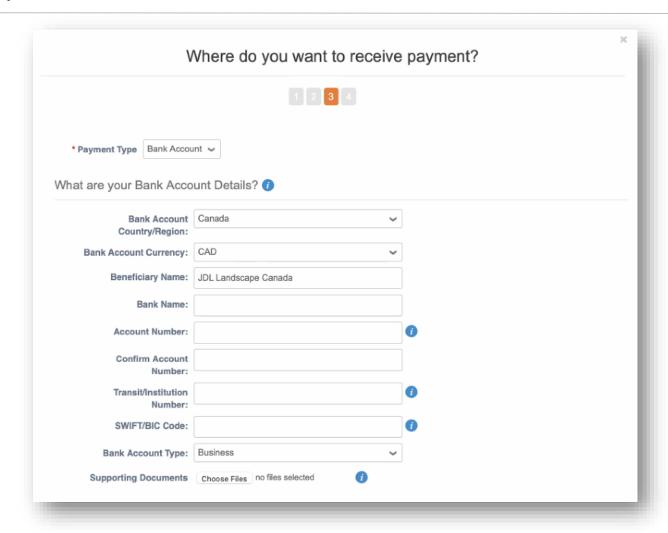


Banking Information – International Suppliers

 On the Where do you want to receive payment? page, select Bank Account in the Payment Type field.

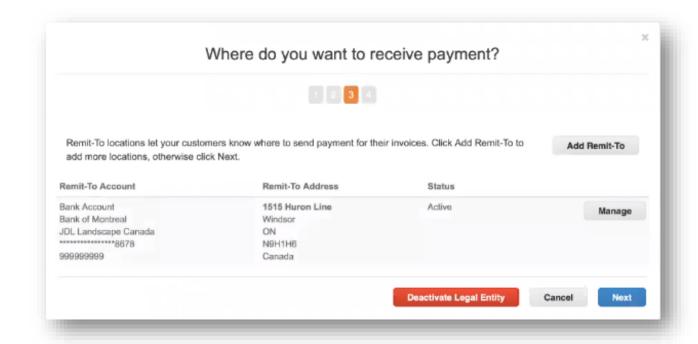
> Note: This is a Coupa-related function that does not affect the way suppliers are paid. Banking information is not stored in Coupa.

- Complete all applicable fields in the What are your Bank Account Details? and What is your Bank's Branch Address? sections.
- Attach supporting documents (i.e. voided check, remittance letter, etc.) by clicking Choose Files in the Supporting Documents field and browsing your computer for appropriate files.
- Click Save & Continue.



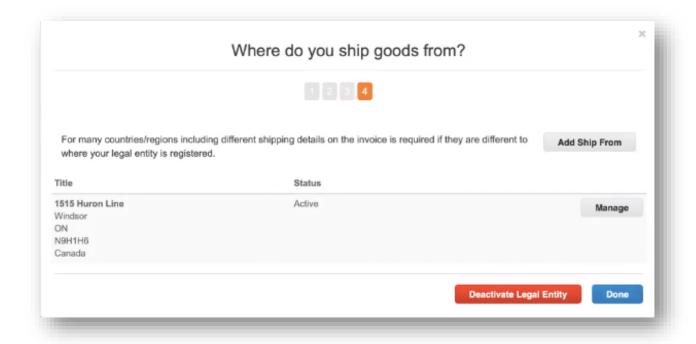
Legal Entity Setup - International Suppliers

- The Deactivate Legal Entity button removes the entity from the user's account.
- Clicking the Manage button opens a subset of the current page where users can make changes to the customers who can see supplier addresses or to deactivate an invoicing, remit-to, or ship from address.
- Otherwise, click Next.



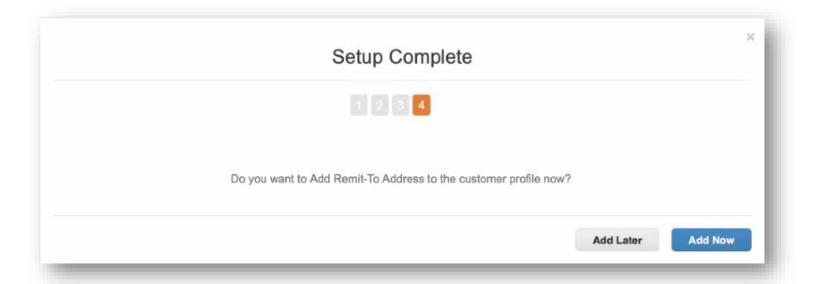
Legal Entity Setup - International Suppliers

- Click Add Ship From and enter the appropriate address information if the ship from address differs from the remitto address.
- Otherwise, click Done.



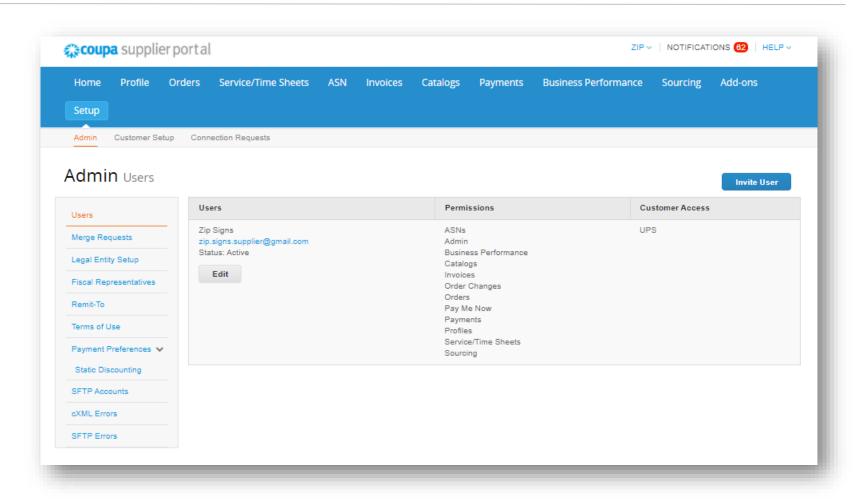
Legal Entity - Setup Complete

- Supplier setup is now complete and invoice processing can begin.
- Need assistance? Got questions? Email supplyline@ups.com.



Admin

- To access administrative functions, click Setup in menu bar to be redirected to the Admin tab.
- Need assistance? Got questions? Email supplyline@ups.com.

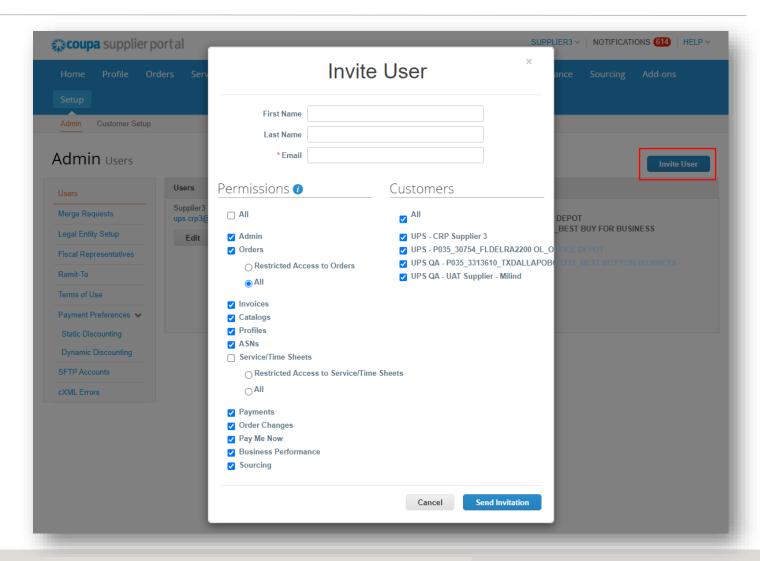


Admin - Invite User

- Click the *Invite User* button.
- On the *Invite User* pop up type the first name, last name and email of the user being invited, in the appropriate fields.
- In the *Permissions* section, select access options for the user being invited.

Note: UPS <u>does not</u> use the Service/Time Sheets, Order Changes, or Pay Me Now functions in the CSP.

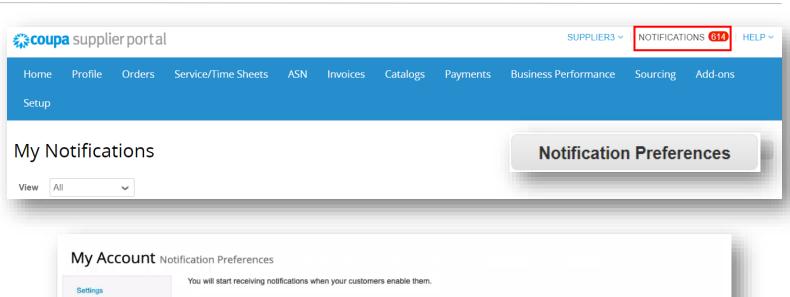
- In the Customers section, select the customers the invited user will have access to.
- When complete, click Send Invitation and the user will receive an email inviting him/her to access the CSP.

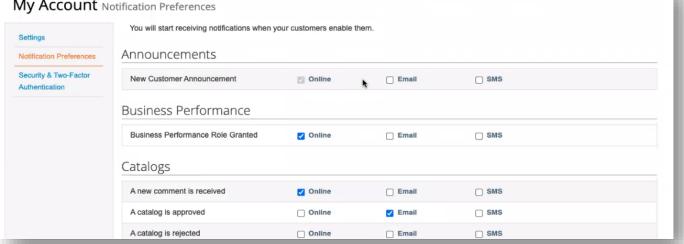


Notifications Setup

- Select Notifications in the top right corner to be redirected to the My Notifications screen.
- Click Notification Preferences to customize supplier notifications.
- Choose how notifications of functions in the CSP are received – Online, Email, or SMS (text).

Note: Suppliers will be prompted to set up a phone number in My Account settings. Mobile phone verification will be needed; follow prompts to verify number.





Merging Accounts

- If suppliers are already using the CSP, accounts can be merged to eliminate duplication.
- Click the link in the task menu, to the right of the profile summary to access step-by-step instructions for completing the merge process.
- Please have additional customer account information ready to complete the merge.

