

Coupa Implementation: UPS Supplier Q&A

General Questions

Q1: What is Coupa, and why is it being implemented?

A: Coupa is a cloud-based procurement platform that helps companies manage their spending, sourcing, and supplier interactions more efficiently. It's being implemented to streamline procurement processes, improve transparency, and enhance collaboration between buyers and suppliers.

Q2: How will Coupa benefit me as a supplier?

A: Coupa will simplify order management, invoicing, and payment processes, making it easier to track transactions and receive timely payments. It also provides a user-friendly platform for communication and collaboration with your buyers.

Q3: Do I need to pay to use Coupa?

A: No, there are no fees for suppliers to join or transact on Coupa. However, there are additional optional services you can pay for, but basic functionalities like order receipt, invoice submission, and catalog management are free.

Account Setup and Onboarding

Q4: How do I create a Coupa Supplier Portal (CSP) account?

A: You will receive an invitation email from Coupa. Click on the link in the email, follow the prompts to create your account, and complete your profile to start transacting with UPS.

If you are currently a UPS supplier but did not receive a Coupa invite before Coupa launched, please email supplyline@ups.com to request a Coupa invite. If you have an existing Coupa account, please ensure that the email address you provide to receive your CSP invitation is the same as the one you currently use for your Coupa account. After receiving your information, we will send you an invitation to the e-mail address provided.

Q5. I am unable to find COUPA invitation email in my inbox?

A: Please check whether you have received email from following email ids -

do_not_reply@supplier.coupa.com

do_not_reply@ups.coupa.com

Also check your spam folder. If still issue persists, connect with your UPS contact person, or you can send an email to supplyline@ups.com.

or you can create an account directly at COUPA Supplier Portal -

<https://supplier.coupa.com/sessions/new> with required email id and update details for UPS profile.

Q6: Who in the supplier company will/may have admin access?

A: The designated CSP admin will be the first person to receive the invite. Once the supplier is established in the portal, the admin can add additional users and assign admin rights to anyone in the company.

Q7. What if I am not receiving multi factor authentication code?

A: Please scroll to the top and click on your profile name beside notifications. Then go to *Account Settings => Security & Multi Factor Authentication* to check whether you have completed authentication via *Authenticator App* or *Text Message*.

If you have completed authentication via "*Authenticator App*", please check the mobile app which was used to complete the authentication. For "*Text Message*", please check the text messages on mobile number verified in COUPA.

If issue persists, please connect with COUPA team via "*Chat with COUPA Support*" or "*Send a Support Request*" option visible at right side bottom corner of screen and explain the issue.

It is always advisable to complete multi factor authentication via "*Text Message*".

Q8: How do we set up people to be admins for CSP?

A: *Go to Setup => Admin => Users => Invite User*. Add user details, then under Permissions check the Admin option and then Send Invitation.

Q9: What information is required to set up my profile on the COUPA Supplier Portal?

A: You'll need basic company information, VAT number, contact details and PO email etc.

Q10: Do I need to be tech-savvy to use Coupa?

A: Not at all. Coupa's interface is designed to be intuitive and user-friendly. Training materials and support will be provided to help you get accustomed to the platform.

Orders and Invoices

Q11: How will I receive purchase orders from buyers?

A: All suppliers will be migrated to Coupa and will start receiving purchase orders through the CSP or via email. You can manage orders directly within the portal. The new order numbers will be easy to recognize as they will start with COU.

Q12: The PO received from UPS does not cover the invoice amount, what should I do?

A: You should request a PO change via CSP. All PO changes will have to be approved by UPS. An e-invoice can be created once the PO change is fully approved and new amount visible in your Coupa portal.

Q13: Should I accept an order without an approved Coupa PO?

A: No, all orders placed outside of Coupa should be rejected and a Coupa PO requested from UPS personnel.

Q14: How do I submit an invoice through Coupa?

A: There are two ways to submit an invoice to UPS through Coupa:

1. The CSP, where you sign in to manually flip a PO to create an invoice.
2. Supplier Actionable Notifications (SAN), where you act on an email without logging in to the CSP.

Q15: Will we be required to upload an invoice image in Coupa?

A: Adding an invoice image in Coupa is not required. The Coupa generated PDF invoice is tax compliant

and will be used by UPS for tax purposes.

Q16: Is it possible to import/upload invoices into Coupa via CSV or Excel file?

A: Coupa is designed to allow suppliers to upload their invoices in .csv format, but the .csv file will need to be uploaded to an sFTP site and not directly in Coupa. To arrange that, please contact supplyline@ups.com

Q17: Can I invoice via EDI?

A: Coupa does not support EDI, only cXML. Suppliers who do not wish to use cXML may use the Coupa Supplier Portal (CSP) or Supplier Actionable Notification (SAN).

Q18: How will I know the status of my submitted invoices?

A: You can track the status of your invoices (e.g., pending approval, approved, paid) in real time through the Coupa Supplier Portal. Notifications will also be sent for major status changes.

Q19: Will suppliers be notified in CSP if an invoice is rejected?

A: Yes, CSP has the capability to notify suppliers of rejected invoices, but the notifications must be properly set. Under "Notifications", be sure to click the option for "An invoice is disputed".

Payment and Financials

Q20: How will I be paid through Coupa?

A: Payments will be processed by UPS according to the agreed terms. You will receive electronic payments directly into your bank account, and you can monitor payment status within the CSP. The introduction of Coupa will not impact this area in any way.

Q21: Can I view my payment history in Coupa?

A: Yes, Coupa provides a comprehensive view of all your past transactions, including invoice submissions and payments received. This helps you keep track of your financials.

Q22: What should I do if I encounter payment delays?

A: If you experience payment delays, you can communicate directly with UPS through Coupa or use the payment tracking feature to understand where the issue lies. You can also reach out to supplyline@ups.com

Catalog and Product Management

Q23: Can I manage my product catalog through Coupa?

A: UPS will transfer all catalogue information, along with pricing, to Coupa. Catalogue updates will be managed collaboratively between you and UPS.

Q24: What if I need to update my product prices?

A: Catalogue updates should be submitted as per contractual agreement. As a supplier you must refrain from changing prices without UPS agreement and approval.

- **Coupa hosted catalogue** – submit updated catalogue template via e-mail to supplyline@ups.com and your UPS Procurement contact at least 21 days before new pricing is going into effect. Please use the following e-mail subject: *Catalogue update – Europe – Your Company Name*
 - **Punchout catalogue** – the catalogue should be updated on date when new pricing is going into effect and only after UPS Procurement approval. To obtain approval please contact your UPS Procurement contact at least 21 days before new pricing goes into effect.
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Support and Troubleshooting

Q25: What if I encounter technical issues with Coupa?

A: If you face any technical issues, you can access the Coupa Help Center for troubleshooting guides or contact Coupa Support directly. Your buyer may also provide you with support contacts.

Q26: Will training or resources be provided to help me use Coupa?

A: Yes, training materials, user guides, and webinars will be available to help you navigate the platform.

Q27: What happens if I lose access to my Coupa Supplier Portal account?

A: If you lose access to your account, you can reset your password via the "Forgot Password" link on the login page. If further assistance is needed, you can contact UPS via email supplyline@ups.com.

Data Security

Q28: How secure is my data on Coupa?

A: Coupa employs robust security measures to protect your data, including encryption, multi-factor authentication, and compliance with global data protection regulations (like GDPR).

Q29: Who can see my information on Coupa?

A: Only authorized users from your organization and your buyer will have access to your data. Coupa's role-based access controls ensure that sensitive information is only visible to relevant parties.

