



This FAQ is intended to support our suppliers in the use of Coupa, which will be used to make purchases on behalf of our sites and corporate offices. If you have additional questions, feel free to contact your usual Agropur point of contact.

## Frequently Asked Questions on Coupa by Suppliers

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### Introduction

As a key dairy partner of the food industry, we are committed to the highest standards of business. Our cooperative is therefore performing a crucial business transformation via the **implementation of SAP and Coupa**. We have established a rollout plan based on three releases, each with several waves.

Therefore, as of **late May 2023**, our **North American corporate & global functions**, as well as our **Le Sueur, MN (US) plant** and our **Sussex, NB and Truro Ingredients, NS (CA) plants** will transition to Coupa.

As a supplier of these plants or functions, please note that **Agropur will send all purchase orders (POs) through Coupa** and **request suppliers to submit confirmations, ASNs and invoices through Coupa**.

**From end of May 2023**, we will strongly encourage that you **use the Coupa Supplier Portal (CSP)** to:

- Configure your company PO transmission preferences,
- View all POs,
- Submit PO confirmations and Advance Ship Notices (ASN's)
- Create electronic invoices,
- Manage hosted catalog, if applicable.

## Support | If I can't find the answer to my question in this booklet, who can I contact?

If you have any questions or concerns that aren't answered in this FAQ, you can reach your **usual Agropur point of contact**, the Agropur Supplier [page](#) or even check COUPA Suppliers [Help Center](#). If you have issues with registration, please contact [supplier@coupa.com](mailto:supplier@coupa.com). More general product information can be found on the [Coupa product website](#).

## Coupa Supplier Portal (CSP) Questions

### 1. What is the Coupa Supplier Portal (CSP)?

The [Coupa Supplier Portal \(CSP\)](#) is an online platform designed for buyers and suppliers to collaborate. Suppliers can use the CSP to configure their purchase order (PO) transmission preferences, view all POs, submit PO confirmations and Advance Ship Notices (ASN's), create electronic invoices, and manage hosted catalogs as appropriate.

### 2. How much does it cost to join the Coupa Supplier Portal (CSP)?

Using the Coupa supplier portal is free of charge.

### 3. How do I access the Coupa Supplier Portal (CSP)?

Approximately **two weeks before the go-live date** – and any time after – you will receive an email from Coupa to log in and register, whereafter you will be able to manage the order and invoice processes through Coupa. **If you haven't created your CSP account, please follow the steps below:**

- I. Visit the [Coupa Supplier Portal](#).
- II. Click on [Create an Account](#) and fill in the necessary information.

### 4. Where can I learn how to use the Coupa Supplier Portal (CSP)?

Agropur has developed this FAQ to guide suppliers through the different processes and functions. Please visit the Agropur Supplier [page](#) for additional documentation.

### 5. Can I continue with my current methods of invoicing?

After Coupa's launch at the end of May for Agropur's North American corporate & global functions, our Le Sueur, MN (US) plant and our Sussex and Truro (CAN) plants, it is asked that suppliers submit every invoice through the [Coupa Supplier Portal](#). Please note that we will be keeping our current PO and invoicing processes for all plants that haven't yet transitioned to Coupa.

In cases where invoices outside of Coupa are needed, they should be sent to:

USA: [ap.invoices@agropur.com](mailto:ap.invoices@agropur.com) | Canada: [factures.invoices@agropur.com](mailto:factures.invoices@agropur.com)

For any questions, suppliers should contact:

USA: [ap.inquiries@agropur.com](mailto:ap.inquiries@agropur.com) | Canada : [payables.inquiries@agropur.com](mailto:payables.inquiries@agropur.com)

**6. Will I need to install or download additional software to work within the Coupa Supplier Portal (CSP)?**

Additional software is not required. Suppliers will only need Internet access and an email account to access the [Coupa Supplier Portal](#). For any questions, suppliers can contact their usual Agropur point of contact.

**7. How do I access the Coupa Supplier Portal (CSP)?**

Suppliers have been notified by Agropur via email in April 2023. Following this communication, suppliers will receive a second email from Coupa, approximately two weeks prior to the go-live date, with a link to register on the Coupa supplier portal.

**8. How long does it take to register for the Coupa Supplier Portal (CSP)?**

The registration process takes less than 5 minutes after the receipt of the invitation email.

**9. What if I didn't receive the email invitation to join Coupa?**

If a supplier has not received the Coupa invitation email, they can contact their usual Agropur point of contact with any questions. As these emails may be reported as spam, suppliers are advised to check all email folders.

Please note that not all Agropur plants are moving to Coupa at the same time. As of late May 2023, only our North American global functions, our Le Sueur, MN (US) plant and our Sussex, NB and Truro, Ingredients NS (CA) plants will transition to Coupa.

**10. Can the Coupa account be shared among my team members, or do we need to create a separate login and password for each member?**

Multiple employees can be added to an account by the supplier's account administrator. These members will be notified and asked to create their own passwords.

**11. Do I need to click the acknowledge button on the CSP and/or PO email?**

Yes, by clicking on the acknowledgement button, the supplier confirms acceptance of the purchase order and will supply the requested products or services. This confirmation is also sent to the account holder, who is then informed of the acceptance of the purchase order (PO).

**12. What information is necessary to ensure a smooth, automated payment process?**

Suppliers are asked to enter all required data into the Coupa Supplier Portal (CSP) during the initial setup of their account. Once the supplier account is created, Coupa automatically populates all Purchase Orders (PO) and invoices with the necessary details.

## General Questions

### 1. Why is Agropur implementing Coupa?

By switching to Coupa, Agropur is aiming to make the process simpler, more transparent, and mutually efficient for employees and suppliers to work together, with better purchase orders and billing processes.

### 2. What impact will Coupa have on our collaboration with Agropur?

Transitioning to Coupa means that Agropur and its suppliers will work together on a shared platform called Coupa Supplier Portal for all their interactions.

### 3. What is a PO?

PO stands for purchase order. Once Coupa launches, suppliers will receive a PO for every order.

### 4. Can I input an invoice number manually?

Yes, suppliers will be directed to provide an invoice number when creating an invoice. This ensures that suppliers can use the same number that was created by their own administrator for the purchase order.

### 5. What are the benefits of using Coupa and the Coupa Supplier Portal (CSP)?

The benefits of the Coupa Supplier Portal (CSP) for suppliers are:

- Free self-serve tool for suppliers – easily update profiles and contact information.
- Easy-to-use – receive all Purchase Orders and track payment status in real time.
- One stop shop – easily create and submit invoices online.
- Decreased paperwork – no longer need to print, mail or fax invoices.
- Standard processes = faster authorizations.

## Batch / Lot Management

### 1. Do I need to manage my pallets, batches / lots differently?

Here are a few precisions to keep in mind as a supplier to the plants going live on May 30, 2023:

- **Mixed pallets (multiple item numbers on a pallet) are allowed, but there should only be one batch/lot number per material number on the pallet.**
- Full pallets of a single item number should be **limited to a single batch/lot number.**
- Multiple pallets of the same item on a delivery may have a different batch/lot number for each pallet but **may not have multiple batch/lot numbers within each pallet.**

## Invoicing

### **1. Does my company still need to register on the Coupa Supplier Portal (CSP) if we are not currently sending many invoices to Agropur?**

No matter what the frequency or reason for your invoice or your status as an organization, Coupa will be applicable to you, and we expect all invoices to be submitted via the CSP. Note that if you are not using CSP, there may be a delay in processing your invoice and payment. Invoices will still be allowed via email, but the preferred method is the CSP.

## Purchase Orders (POs)

### **1. Where can I view my customer's PO?**

Suppliers can review customers' purchase orders by clicking on the 'Orders' tab from the dropdown menu. If a supplier is connected to more than one Coupa customer, they will need to select the customer's name from the dropdown menu to view their purchase orders. Please note, suppliers need to contact their customers directly for "view" access.

### **2. What is the purpose of a Purchase Order acknowledgement by the suppliers?**

By clicking on the acknowledgement button, the supplier confirms acceptance of the purchase order and will supply the requested products or services. This confirmation is also sent to the account holder, who is then informed of the acceptance of the purchase order (PO).

### **3. Can I provide partial invoice / multiple invoices on the same PO?**

If applicable, Suppliers can invoice multiple times against a single Purchase Order (PO) by clicking the purchase order icon for the PO and entering the amount to appear on the invoice. The total of all invoices cannot exceed the amount on the purchase order. A supplier needs to repeat this step each time they invoice against a PO.

### **4. Will Coupa notify me via email if an order has come through?**

Yes. Coupa sends automatic email for status updates, so suppliers don't have to log into the portal every time to check the status of their orders.