

Coupa Supplier Portal - Frequently Asked Questions

Coupa and CSP Functionality

- 1. What is Coupa and what does it do?
- 2. How does Coupa work?
- 3. How much does the Coupa software cost?
- 4. Is there any training on using the system and how will this be made available?
- 5. What is Coupa Supplier Portal (CSP)
- 6. What are the key benefits of joining the CSP?

CSP Registration

- 1. How can I register for the CSP or how can I access it?
- 2. How long does it take to register for the CSP?
- 3. Will we need additional software to use the CSP?
- 4. What do I do if I am locked out of the CSP?

Using the CSP

- 1. How can I change notification settings?
- 2. How do I add an employee/another user to the CSP account?
- 3. I am unable to find or add Financial Times as a customer?
- 4. I already have a CSP login for another customer, do I need to create another?

New Supplier Information Requests

- 1. I need help with filling out/completing my New Supplier Information Request form
- 2. What information is needed to complete the New Supplier Information Request Form?
- 3. I've submitted my New Supplier Information Request form back to Financial Times, how long will it take for me to be set up?
- 4. What if I have completed the questionnaire but need to change or correct the information I provided?
- 5. I've already delivered the goods/services that I was asked to provide Financial Times, I am just waiting for payment of my invoice. Why am I now being asked to complete an onboarding form?

Invoice and Purchase Order Management

- 1. How do I create an invoice?
- 2. I do not have a Purchase Order, how can I create an Invoice?
- 3. How will I receive/know if the PO has been issued?
- 4. How do I track the status of an invoice?
- 5. I only have a couple of invoices with Financial Times per year, do I need to go through this process?
- 6. How will I get paid?
- 7. Where can/do I need to attach a PDF copy of the Invoice?

Data & Security

- 1. How is data encrypted?
- 2. How is data protected in transit?
- 3. Does Coupa have access to my supplier data?

Coupa and CSP Functionality

What is Coupa and what does it do?

Coupa is an industry leading, cloud-based, source to pay system used by many global organisations. It manages RFQ & e-auction and contracts. It supports our onboarding process and changes the way goods and services are ordered and invoices received, allowing Financial Times to connect electronically with our Suppliers and create a more efficient way of working.

How does Coupa work?

Coupa is used to onboard new suppliers and maintain supplier data. When live with P2P, Suppliers will see their Purchase Orders via the Coupa Supplier Portal (CSP) or receive them electronically via e-mail and will be able to acknowledge/action the Purchase Order directly from the email. Suppliers will also submit electronic invoices by converting the PO into an electronic invoice via a 'PO flip' on the portal and will have access to real time information on invoice status.

How much does the Coupa software cost?

It is free for Suppliers to use!

Is there any training on using the system and how will this be made available?

While the system is very intuitive, training materials are available on the <u>FT Supplier webpage</u>. Coupa also has a range of training materials you can access via the <u>Coupa Success Portal</u>.

What is Coupa Supplier Portal (CSP)

The <u>Coupa Supplier Portal (CSP)</u> is a portal which enables Financial Times's suppliers to receive purchase orders and create invoices electronically.

What are the key benefits of joining the CSP?

Key benefits include:

- 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 authorisations

CSP Registration

How can I register for the CSP or how can I access it?

You can request an invitation to join the CSP from our Procure-to-Pay Operations team at p2p@ft.com. Or if you already have an account you can access the CSP, at https://supplier.coupahost.com/sessions/new.

How long does it take to register for the CSP?

The registration process takes less than 5 minutes upon receiving the invitation email.

Will we need additional software to use the CSP?

No additional software is required. As Coupa is a cloud-based technology, all you will need is an active email account and web browser to access the portal and transact with us..

What do I do if I am locked out of the CSP?

Forgotten passwords can be retrieved via the forgotten password link on the CSP portal, at the Login stage. If you have further issues, you can also contact the Coupa Live Chat on the right hand corner of the login page.

Using the CSP

How can I change notification settings?

Please refer to the CSP Homepage & Settings user guide found on our Supplier webpage, at aboutus.ft.com/suppliers.

How do I add an employee/another user to the CSP account?

Please refer to the Managing Users user guide found on our Supplier webpage, at aboutus.ft.com/suppliers.

I am unable to find or add Financial Times as a customer?

- 1) The CSP account must always be created from the same email account that has received the Financial Times invitation email. If this is not done you are not connected to the Financial Times CSP and you will not have visibility to see any of the Financial Times purchase orders.
- 2) The Legal Entity should be the same as the registered Company name. If the Legal Entity has not been set up correctly on the CSP, please refer to our How to Setup Legal Entity(s) page for detailed instructions.
- 3) The CSP Admin must ensure that Financial Times is selected for each person who wants to administer that account. You can check this by navigating to Setup >Admin >Users > Customer Access tab.

I already have a CSP login for another customer, do I need to create another?

No, all of your customers who use Coupa can be accessed from the same portal login. A portal login is based on your specific email address. You will be able to view all of your customers in one place if each customer has the same email address for you. If you can't see Financial Times with your other customers, please let us know which email address you are using and we'll update our records.

New Supplier Information Requests

I need help with filling out / completing my New Supplier Information Request form

We have useful step by step guidance documents available which will help take you through the form completion process, you will find the appropriate guide at the link below.

Please refer to the Registering for the CSP user guide found on our Supplier webpage, at <u>aboutus.ft.com/suppliers</u>.

Alternatively if you feel you need some additional support with completing your form, please reach out to our Procure-to-Pay Operations team at p2p@ft.com.

What information is needed to complete the New Supplier Information Request Form?

The questionnaire will ask for a variety of information, including: Company Information: Registered Legal Name(s), Address(es), Tax ID(s) Etc.

I've submitted my New Supplier Information Request form back to Financial Times, how long will it take for me to be set up?

Once your New Supplier Information Request form has been received by us, it goes through final checks, to ensure that we have all the information we need to set you up as a supplier. If we have all the information we need to successfully set you up, you should receive an invitation to join Coupa our Supplier Portal within five working days. Please contact our Procure-to-Pay Operations team p2p@ft.com if you haven't received the email invitation.

What if I have completed the questionnaire but need to change or correct the information I provided? Should you need to change or correct information provided after completing the survey, reach out to our Procure-to-Pay Operations team at p2p@ft.com.

I've already delivered the goods/services that I was asked to provide Financial Times, I am just waiting for payment of my invoice. Why am I now being asked to complete an onboarding form?

If you are being asked to complete an onboarding form, this indicates that you have not been set up as a supplier on Financial Times's systems, therefore it is not possible for us to make any immediate payments to you. The onboarding form needs to be completed and sent back to Financial Times.

You should not be undertaking any work for/on behalf of Financial Times unless your Financial Times Business Contact has provided you with a Purchase Order for your goods/services. Always ask for a Purchase Order before undertaking any work for Financial Times to avoid any delays in payment.

Invoice and Purchase Order Management

How do I create an invoice?

Depending on the volume and frequency of transactions there are multiple ways you can invoice via Coupa. Please refer to the CSP Invoices user guide found on our Supplier webpage, at <u>aboutus.ft.com/suppliers</u>.

I do not have a Purchase Order, how can I create an Invoice?

Financial Times operates a No PO No Payment policy. Invoices cannot be raised without a valid Purchase Order.

You should not be undertaking any work for/on behalf of Financial Times unless your Financial Times business contact has provided you with a Purchase Order for your goods/services. Always ask your Financial Times business contact for a Purchase Order before undertaking any work to avoid any delays in payment.

How will I receive/know if the PO has been issued?

The POs will be directly transmitted onto the Coupa Supplier Portal (from the main menu, select the Orders tab), they will also be emailed to the nominated mailbox you have set to receive the POs. You will receive a notification by email and in the portal. Please refer to the Purchase Order user guide found on our Supplier webpage, at aboutus.ft.com/suppliers.

If you are connected to more than one Coupa customer, select their name from the Select Customer dropdown menu.

How do I track the status of an invoice?

This will depend on the invoicing method you have selected:

- Coupa Supplier Portal: Go to Main Menu >Invoice. Here you can track the status of the invoice. If the status is still draft, you have not yet submitted it.
- Supplier Actionable Notifications: You will be notified via email when an invoice is approved for payment and when marked as paid.

I only have a couple of invoices with Financial Times per year, do I need to go through this process?

Depending on the volume and frequency of transactions there are multiple ways you can invoice via Coupa, you can either choose CSP or SAN. The preferred method of invoicing for Financial Times' is through the CSP.

How will I get paid?

Once an invoice is approved in Coupa, the information will be transferred to our ERP system which will generate the payment in accordance with our agreed payment terms.

Where can/do I need to attach a PDF copy of the Invoice?

The Invoice created via Coupa is a legal and valid document, you do not need to attach a PDF invoice.

How is data encrypted?

All sensitive data is encrypted before storing in the Coupa database using AES-256. All passwords are stored as salted one way hashes using SHA-2. Coupa encrypts all data at rest using AES-256. Coupa encrypts all communications between customers and our data centre using high-grade encryption (AES-256 bit). Access to Coupa's on-demand applications and services is only available through secure sessions (https) and only available with an authenticated login and password. Passwords are never transmitted or stored in their original form, so they are never compromised by third parties. Particularly sensitive data (e.g. banking data, HIPAA) is encrypted within the database itself with a customer specific AES-256 key, so even DBAs do not have access.

How is data protected in transit?

Data in transit is encrypted using TLS 1.2 (AES-256) to ensure any intercepted data is not compromised. Data is encrypted before being transferred between the server and the end user through a web browser,

mobile app, or email. Coupa encrypts all communications between customers and the Coupa data centre using high-grade encryption (AES-256 bit). Access to the Coupa on-demand applications and services are only available through secure HTTPS sessions and only available with authenticated credentials. Passwords are never transmitted or stored in their original form, preventing them from being compromised by third parties.

Does Coupa have access to my supplier data?

Coupa does not access or use information provided by our suppliers on this platform.