



Frequently Asked Questions (FAQs)

General Questions

Q: What is Coupa?

A leading cloud-based e-commerce solution that connects buyers with their suppliers. Coupa will be used to send purchase orders and to receive invoices electronically.

Q: Why is Wagners implementing Coupa?

Wagners is implementing Coupa solution to better shape the experience of end users and suppliers. This change will allow us to collaborate with our suppliers in a faster, more efficient manner and with even greater clarity.

Q: How will Coupa impact the way Wagners works with suppliers?

To take full advantage of the platform and enable electronic transactions to flow to and from suppliers, suppliers will be enabled in the Coupa Supplier Portal in time for go-live. The Coupa Supplier Portal is a free tool for our suppliers to use and easily do business with Wagners.

Q: How can I keep up to date on project timelines?

Latest news and updates on the project will be provided via future emails & our supplier website.

Q: Are suppliers required to sign up with Coupa?

Yes. By signing up to transact with us via Coupa, you strengthen your relationship with us and benefit from transparency in transaction processes and a seamless, and in some cases, automated interaction with us, therefore improving the efficiency in your operations.

Coupa Supplier Portal (CSP) Questions

Q: What is the Coupa Supplier Portal (CSP)?

A portal which enables suppliers to receive purchase orders, quote on sourcing events, maintain item catalogues and create invoices electronically.

Q: What are the advantages of joining the CSP?

- Easy-to-use – receive all Purchase Orders and track payment status in real time.
- No cost to suppliers or additional software to download.



- Easily accessible via your e-mail or internet browser.
- Self-serve tool for suppliers provided – easily update profiles and contact information.
- One stop shop – easily create and submit invoices online, with greater visibility across the PO, invoicing, and billing/payment process. Also easily submit responses to sourcing events.

Q: Will we need additional software to use the CSP?

No additional software is required. Coupa is cloud-based technology. All you will need is an active email account and web browser to access the portal and transact with Wagners.

Q: How much does it cost to transact with Wagners via the CSP?

There is no cost for suppliers to use either Supplier Actionable Notifications (SANs) and the CSP, however more integrated solutions (ie. cXML) may have an initial setup or integration cost – although Wagners will identify and discuss with only applicable suppliers if these integrated options are available.

Q: How do I register for the CSP?

In preparation for Go-Live, suppliers can sign up to the Coupa Supplier Portal via <https://supplier.coupahost.com/sessions/new?page=signup>. Otherwise, our Supplier Enablement Team will send an invitation closer to Go-live to join the CSP and we will partner with you to ensure a smooth transition to Coupa.

Q: How long does it take to register for the CSP?

The registration process takes less than 15 minutes upon receiving the invitation email.

Q: Can I set up other users from my company in Coupa, and what functionality will they have?

When your supplier profile is first created in Coupa for Wagners, a primary contact is assigned, and this will be the person that receives the invitation to register on the CSP. The primary contact can update your supplier profile in Coupa, and they can invite other users from your organisation and assign permissions so that they can view and action certain tasks, such as viewing and managing orders, creating and sending invoices, and viewing payment.

Invoice Questions

Q: What are the payment terms for invoices submitted to Wagners?

Please refer to your contract or agreement for the specific payment terms applicable to your business relationship with us.



Q: How can I ensure timely payment for my invoices?

To ensure prompt payment for your invoices, submit them through the Coupa Supplier Portal as soon as the services/goods are delivered and the good receipt is created by the requester. This will enable us to process your invoices efficiently and in accordance with the agreed-upon payment terms. Additionally, make sure to include all necessary details and follow the invoicing guidelines provided to avoid any delays in payment processing.

Q: Can we submit multiple invoices for goods and services on a purchase order?

Yes, you can. When the purchase order is created it can either be set up with multiple line items or allow multiple invoices by way of quantity or value which can be invoiced in stages. For example, a PO can be raised for a quantity, and partially invoiced as goods are partially delivered by the supplier.

Q: How do we raise invoices in Coupa?

You can create invoices in Coupa using your chosen method of either SAN or CSP, with many of the required fields auto populated and you only needing to complete certain additional fields based such as an invoice number, GST amounts, and shipping charges (if not already included). For higher volume suppliers, to enable better integration and efficiencies, cXML/sFTP will be considered between Wagners and a suppliers systems.

Q: How does this change my existing ordering and payment process?

Once the Coupa CSP has been fully deployed, the CSP and SANs will be the way for you to receive orders, submit responses to sourcing/quote requests, and process invoice payments with Wagners.

For additional resources around Coupa CSP & SANs, please visit <https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers>

If you have any further questions or need additional assistance around Wagners transition to Coupa, please don't hesitate to contact our supplier enablement team (wagnerscoupase@wagner.com.au). We are committed to maintaining a strong partnership with our valued suppliers and ensuring a smooth invoicing and payment experience.