UPS Supplier Frequently Asked Questions

Version: 1.2

Will the move to Coupa affect Supply Chain Financing (SCF) for suppliers who are being paid by JP Morgan or CitiBank?

> The shift to Coupa will not impact the connection or agreement with JPMC or Citi and the Supply Chain Financing program.

Will we be able to send ALL invoices for UPS via Coupa including FSC and other NON-PO based special orders/ invoices?

> We are transitioning all PO / invoicing related activities to Coupa or another commodity specific purchasing channel. (If you were a Fuel supplier, for example, there is an industry specific system that is used to manage that that commodity, so you would transition to that system).

Do we have to do Advance Ship Notices (ASN) in COUPA, the same as we do now in Ariba? Can we do partial shipments & invoices etc. as it is being shipped and invoiced?

> You do have the ability to do partial shipments (ASNs) in Coupa, then invoice against those partial shipments. Please ensure you are only invoicing for the goods/services that you have shipped or provided.

Will the change to Coupa change our banking details for payment?

> Payment details will not change with the migration from SAP-Ariba to Coupa. If UPS is paying to a specific bank today, we will pay to the same bank tomorrow (until you tell us to change it).

After the Go-Live date, will all the pending orders, invoices, and payments in ARIBA be transferred to Coupa by UPS?

> Pending/in process orders that were created in SAP-Ariba prior to Go-Live will remain in SAP-Ariba until they are closed out. After 10/1, all new orders for the South Atlantic region of the US (Georgia, North Carolina, and South Carolina) will be facilitated via Coupa. On 11/1, all new orders/invoices for the entire US will be facilitated via Coupa.

We have supplier accounts in US and other countries. Will they all be migrating to Coupa?

> At this time, only the UPS US based purchasing and invoicing will be transitioned to Coupa. All spend will migrate to Coupa eventually.

We are already set up on Coupa for other customers or suppliers. How do we add UPS to our customer list on Coupa? Will we get a separate invitation from UPS?

After Go-Live, you will receive an invitation from UPS/Coupa to register in the Coupa portal.

Pre-Launch:

1. UPS checks the CSP form we received to verify we have the correct/updated email in the form.

2. If new email address is different than CSP form address, provide updated address to MDM team for file load

3. If new email address matches CSP form address, confirm info with supplier in the ticket and close ticket.

Post Launch:

1. UPS directs supplier to contact their Coupa Admin to initiate the Profile merge.

2. Supplier's Coupa Admin navigates to Admin menu and click on "Merge Request' and enter email address of other Coupa profile (in this case, email address of supplier user who is "owner" of the UPS profile).

3. Supplier user who is "owner" of the UPS profile receives email for Merge Request and clicks 'Accept Merge'

4. 2 Coupa profiles now merged into single Coupa profile

What if we bill through CBRE, FM Pilot, or another industry-specific program?

If you bill through an industry-specific program such as CBRE or FM Pilot, you will continue to submit to that program and will not transition to Coupa. If you bill UPS directly for any other goods or services, the direct-billing invoices will transition to Coupa.

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

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. We are working on finalizing the documentation required to utilize this function, and will be able to provide it once it has been completed.

(Process and documentation under development as of 9/17/20.)

What is the process for submitting an invoice against a contract with no purchase order?

Click on Invoices>Create Invoice From Contract>Fill Entity and other details> Select "Contract" instead of "PO."

Will I be able to update company information like my banking info and address?

> You will be able to update company information in the CSP portal.

Will we need to upload catalogs and pricing to Coupa?

> UPS will transfer all catalog information, along with pricing, to Coupa. Please check to be sure all the information is accurate.
>
> Invoicing setup will be the same. You will invoice against the contract or PO number that matches the items in your catalog.

How will we receive purchase orders from UPS?

> You can set your PO receipt method in your notification preferences. Click on "Notifications," then select Online, Email, or SMS. Be sure you have the correct information in your profile for email or SMS.

Can I add comments and additional details to an invoice?

> Suppliers may add comments to an invoice. Comments will be visible to the person who sent the PO and the person you designate as the requestor.

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

> Go to Admin>New user>
>
> Under permissions, click Admin option>
>
> Add your user, then click Save.

Will UPS be issuing all purchase orders and receiving all invoices through Coupa?

> All POs and invoices will be issued and received through Coupa. SAP-Ariba suppliers will all migrate to Coupa on 11/1/2020, and all systems and regions will eventually migrate to Coupa. The exceptions are billings to CBRE, FM Pilot, or some other industry-specific program.

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

> An invoice image is not required, but it can be attached as additional information.

Who in the supplier company will/may have admin access?
The designated CSP admin will be the first person to receive the invite. Once the supplier is established in the portal, the admin can assign admin rights to anyone in the company.

How do I create/submit an invoice against a purchase order?
Under invoice tab, select "Create Invoice from PO."

Is a tracking number required on an invoice?
UPS will require tracking numbers on invoices for all shipped goods. Go to "Order," then click PO> shipment tracking to add tracking information.

Will suppliers be notified in CSP if an invoice is rejected?
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."

What if UPS wants to modify or change a purchase order?
To change a PO, UPS will simply cancel the existing PO and generate another one.

If an invoice shows as approved (paid) in Coupa, will I be able to see the payment method?
Coupa will not show the payment method. Suppliers will need to contact supplyline@ups.com to get payment method information.

Will I have to include a requester email?
Requester emails are not required for PO invoices, but they are required for non-PO and contract invoices.

When will we no longer have access to SAP-Ariba?
No new POs will be issued after 11/1/2020. Transactions already in Ariba will be completed by the end of 2020.

Can a supplier modify an order line price on a purchase order or invoice?
Suppliers can make changes to invoice lines and send the invoice to UPS for approval. Changes to POs must be done by UPS, usually by canceling the current PO and issuing another one.

How do I confirm that I've received a purchase order?
Go to orders and click on PO. Click the acknowledge button, and UPS will be informed that you've received the PO. You do not have to acknowledge the PO to fill the order and invoice against it.

How will we be handling emergency orders that have to ship the same day?
For emergency orders, work with your UPS contact to be sure all proper procedures are followed.

Can we deny or refuse a purchase order?
There is no way to refuse a PO in Coupa. Get in touch with your UPS contact.

Will the UPS contact person to receive invoices remain the same?
UPS contact information will not change. For PO-based invoices, contact details will be on the PO. For non-PO, you will have to update the details.

I use UPS supplier direct net, is this entire process is going to be same for us? Also VAWS.
The 11/1/2020 Go-Live date will only affect Ariba suppliers. Other systems will be migrated to Coupa in the future.

How do you request a change to a purchase order?
Go to Orders > PO > request change.

Will I be able to see a payment due date in Coupa?
Due dates and terms will not be visible in CSP. Get in touch with your UPS contact.

Is there a cost associated with the use of Coupa for our vendors?
There are no fees for suppliers to transact on the Coupa network.

For those Ariba vendors that have just renewed and paid will they be getting a refund?

UPS is not involved in the agreement between Ariba and Supplier. Vendors should contact Ariba with this question.

Is cXML a requirement?

Suppliers are not required to transition to Coupa cXML, but they must invoice us electronically. Suppliers who do not wish to use cXML may use the Coupa Supplier Portal (CSP) or Supplier Actionable Notification (SAN).

Can I still invoice via EDI?

Coupa does not support EDI, only cXML. A small number of suppliers have been transitioned to UPS EDI, and suppliers can also choose to use CSP or SAN.

Can I utilize Dynamic Discounting in Coupa?

Dynamic Discounting is not available at this time. We are continuing to discuss this functionality with the program team and will continue to update partners as applicable.