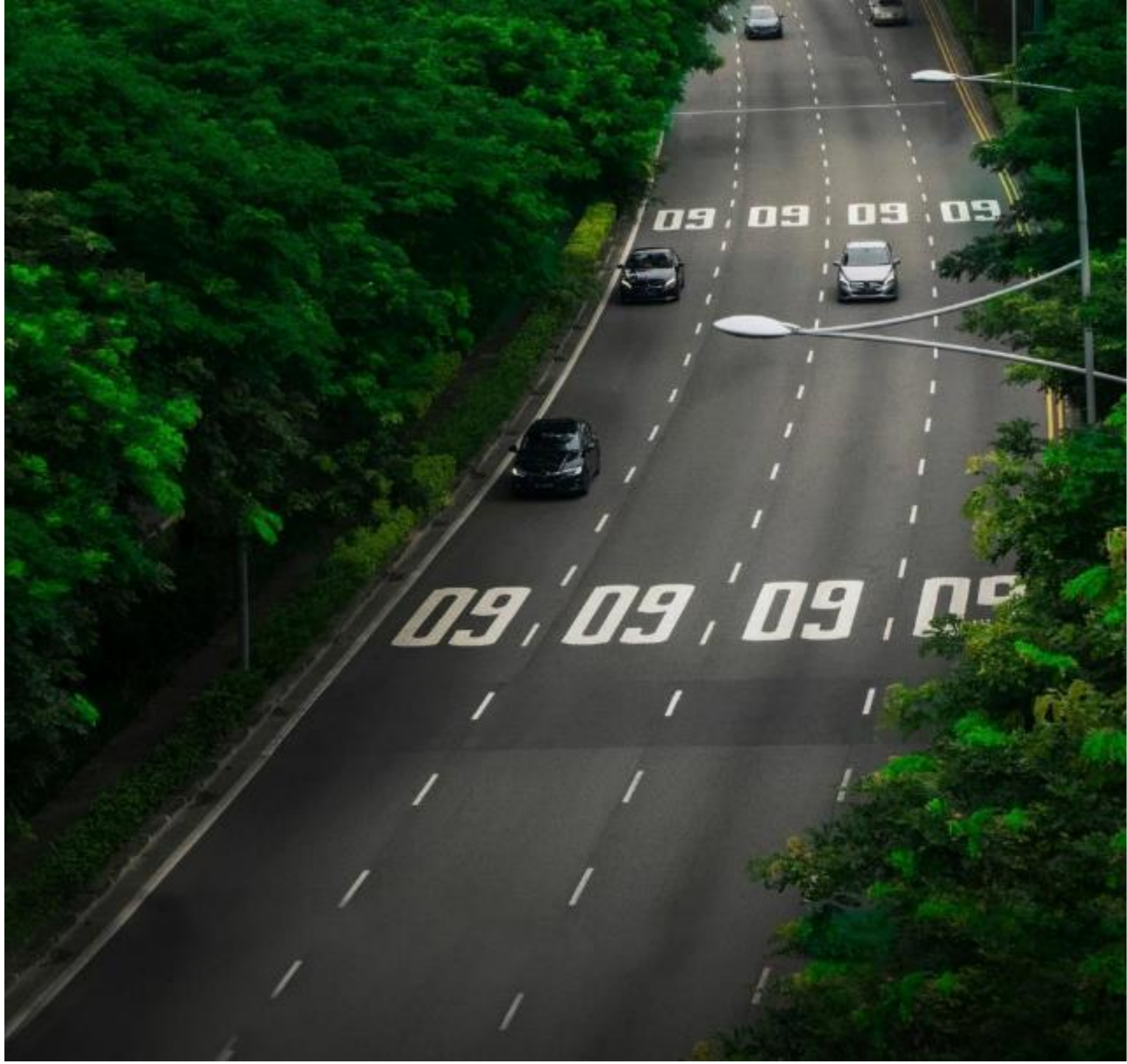
Supplier Guidance

Internal

Autoliv

Agenda (1/3)

1. Introduction and Benefits
2. Registering for the CSP
3. Logging into CSP
4. Coupa Supplier Portal Notifications#
5. User Management in Coupa Supplier Portal
6. User Creation in Coupa Supplier Portal
7. View Purchase Orders
8. Create Service Timesheets
9. View Purchase Orders – via Email Notifications
10. View Purchase Orders – via Web Notifications



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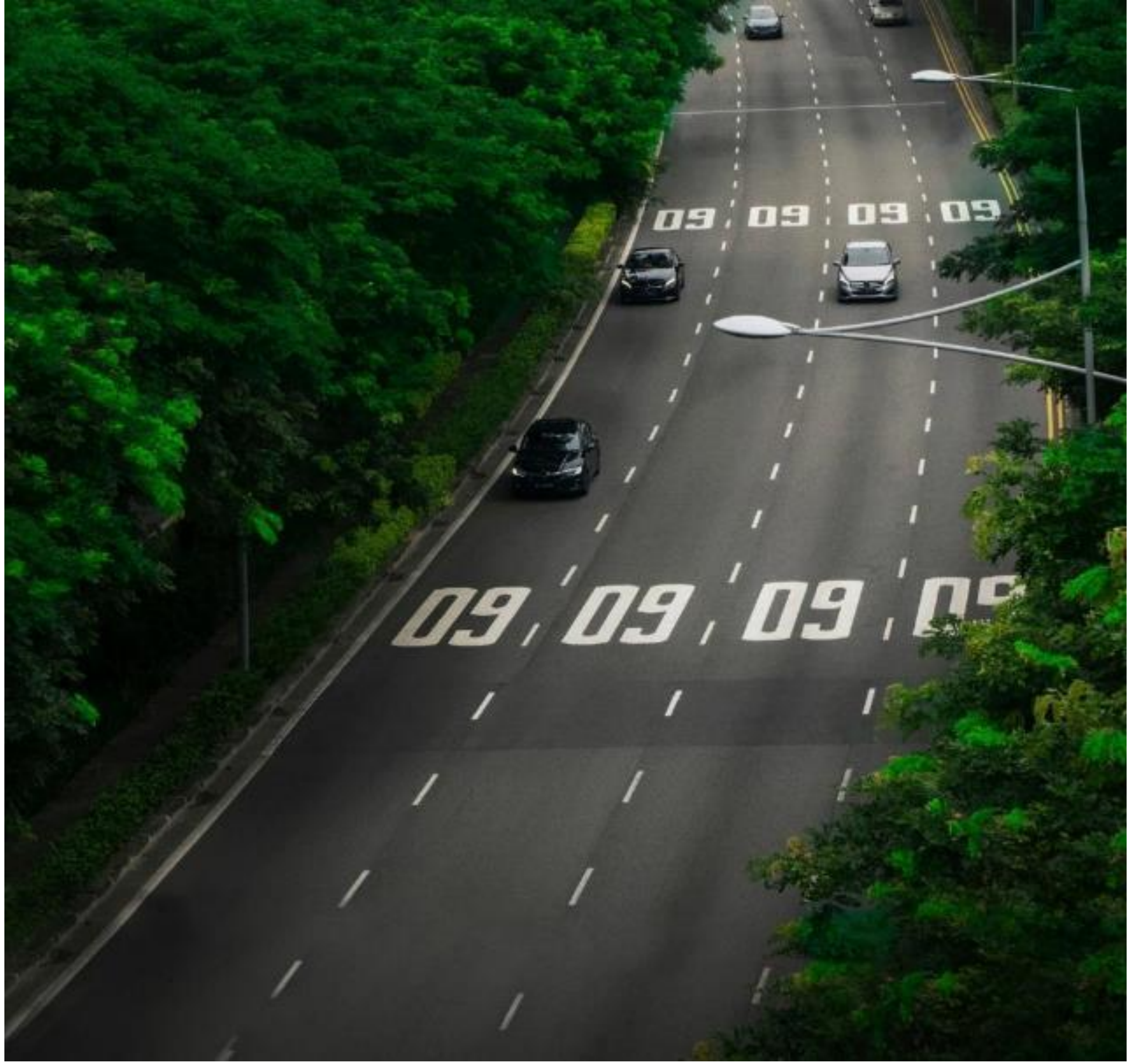
Agenda (2/3)

11. Create PO line Report to view the orders received
12. CaaS Setup – Required for Korean suppliers with local business
13. Create invoice – via PO flip
14. Create Invoice – via Blank Invoice (Non-PO Backed or Invoice without PO)
15. Create Invoice – via Supplier Actionable Notification (Outside of CSP)
16. Viewing your Invoices via CSP
17. Create Credit Note – via Invoices section
18. Supplier Information Management (SIM)
19. Sourcing Events – Administration
20. Sourcing Events - RFQ



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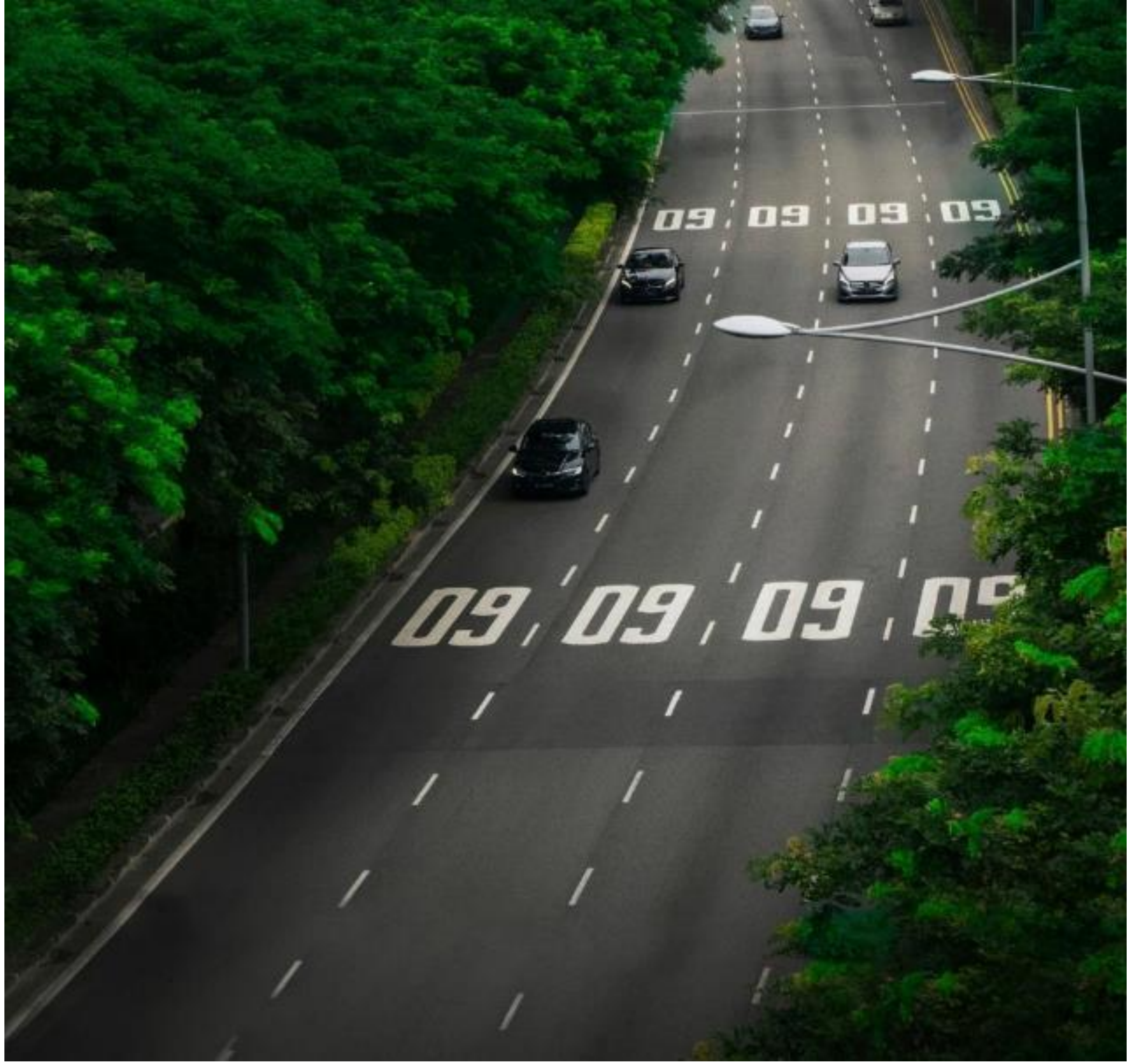
Agenda (3/3)

21. Sourcing Events – English Reverse Auction
22. Sourcing Events – Dutch Reverse Auction
23. Sourcing Events – Japanese Reverse Auction
24. Sourcing Events – End of RFQ/ eAuction
25. Support and error handling



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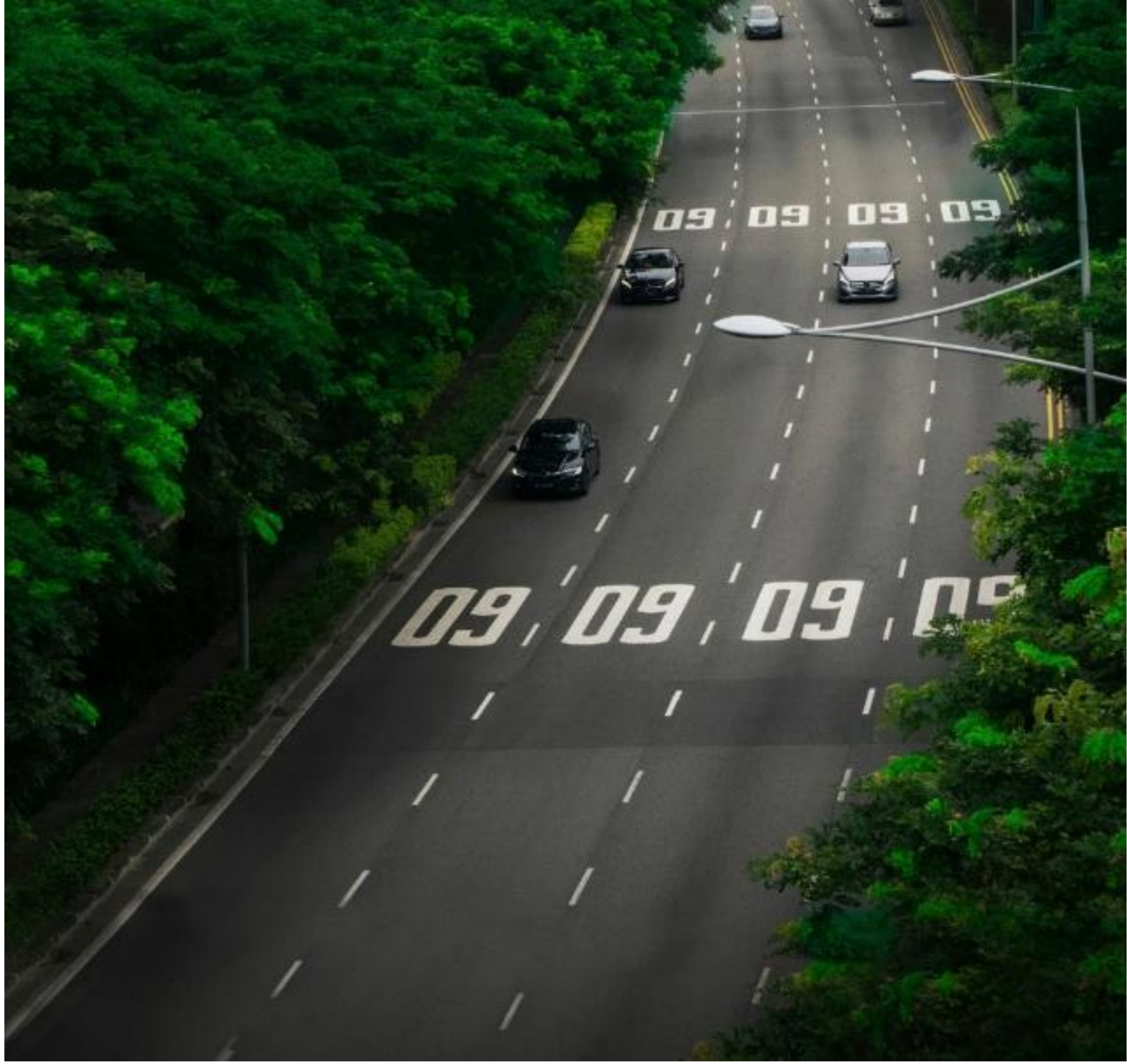
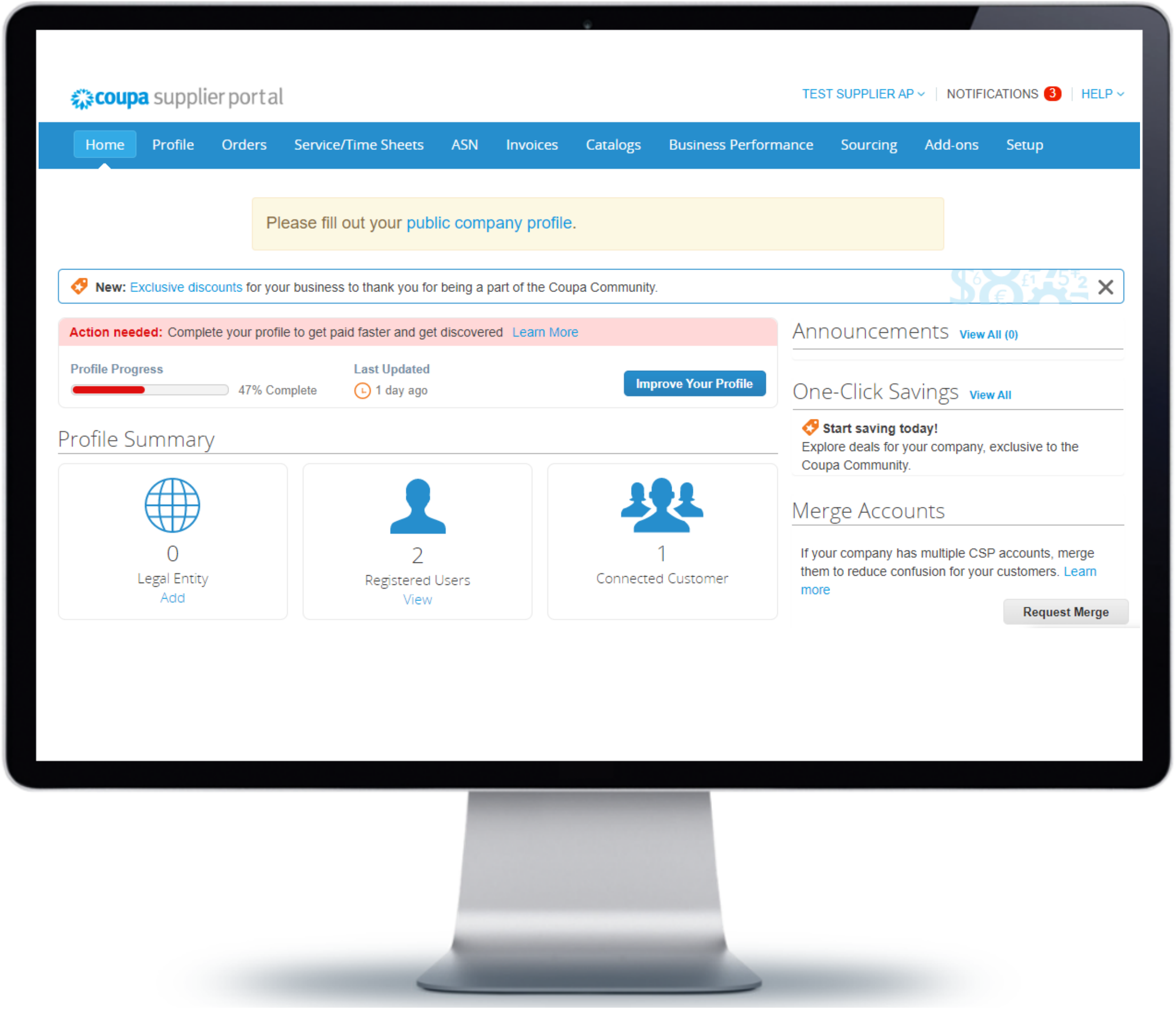
1. Introduction and Benefits

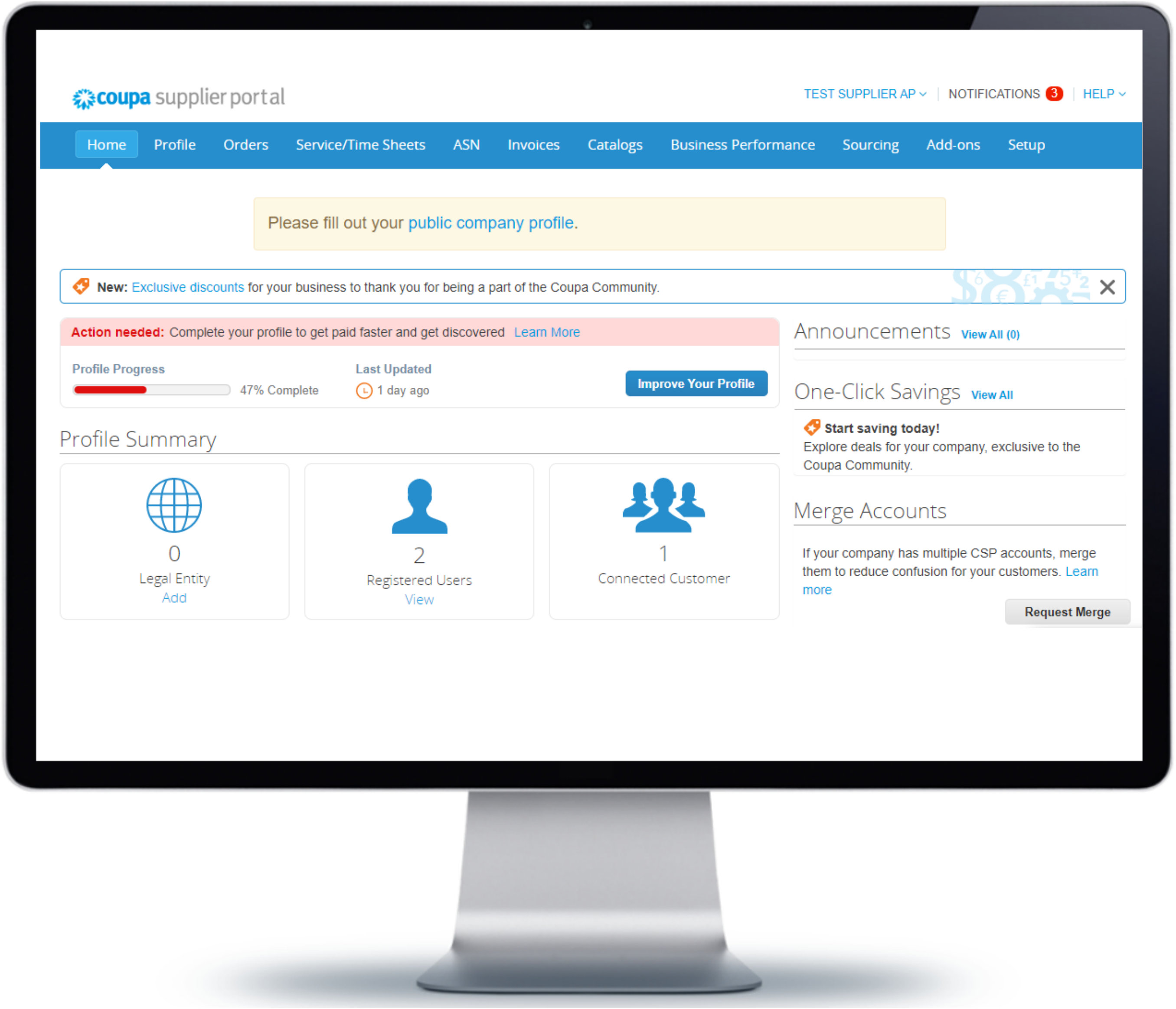


Introduction – What is Coupa?



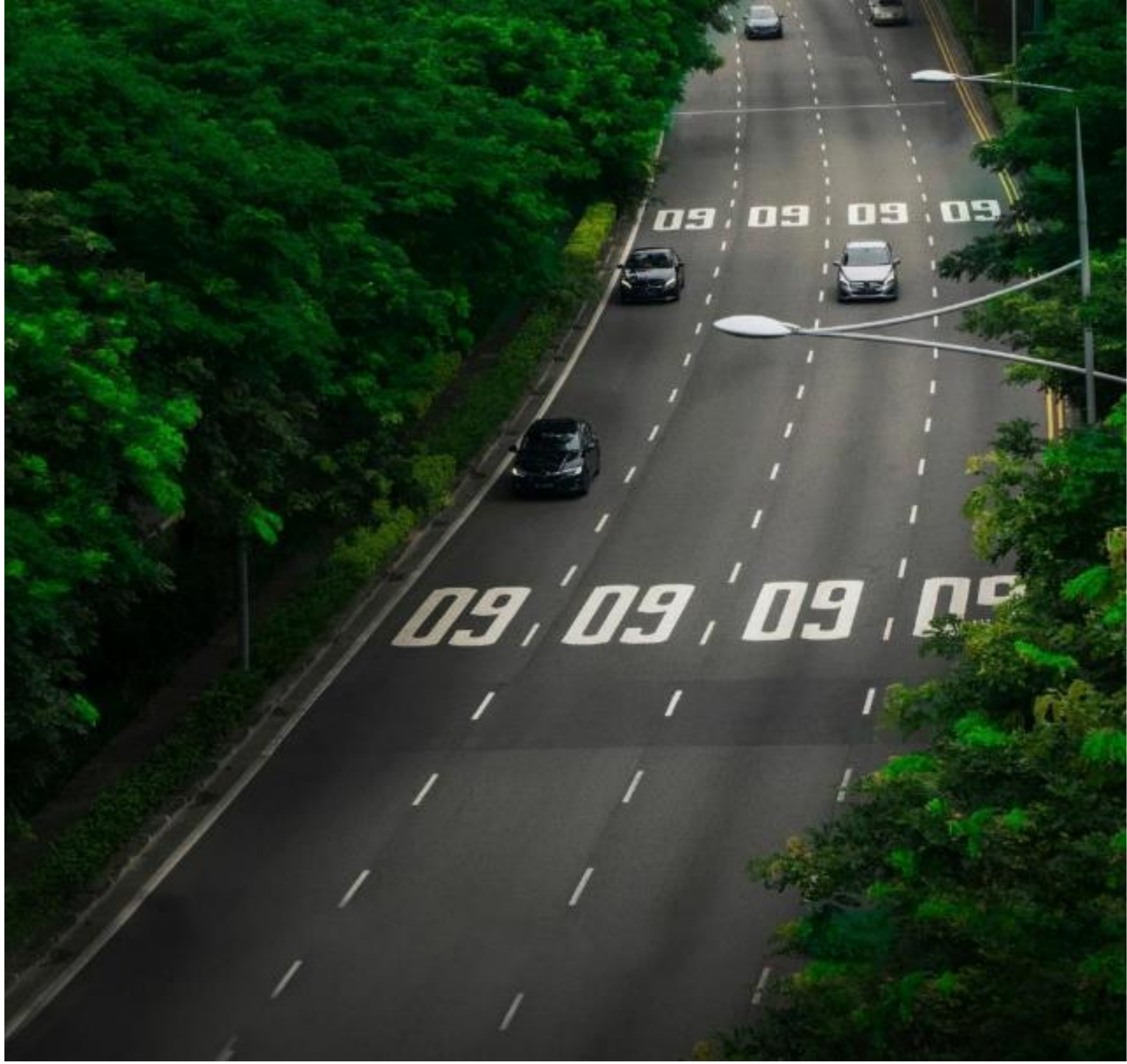
1	The Coupa Supplier Portal is a cloud based online portal for suppliers to interact with Autoliv electronically.
2	Once registered, suppliers can receive Purchase Orders (PO), issue invoices electronically and download the pdf printed versions for archiving.
3	Suppliers can manage all of their Coupa customers with a single Coupa Supplier Portal account and multiple users.

What has changed?



1	The Coupa Supplier Portal will allow suppliers to receive Purchase Orders (PO), issue invoices electronically and download the pdf printed versions for archiving. This guide will take suppliers through the steps on using CSP for Autoliv transactions.

2. Registering for the CSP



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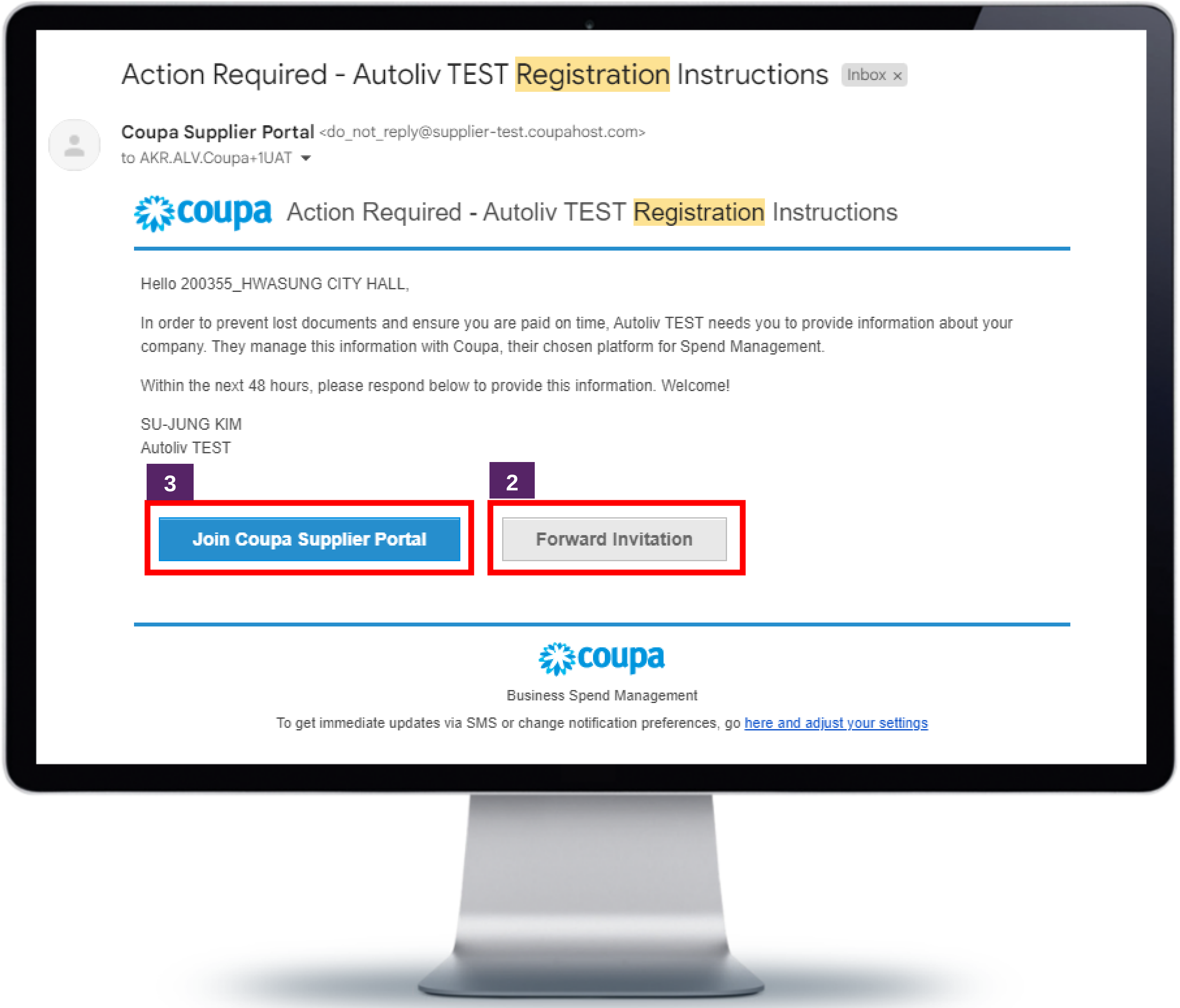
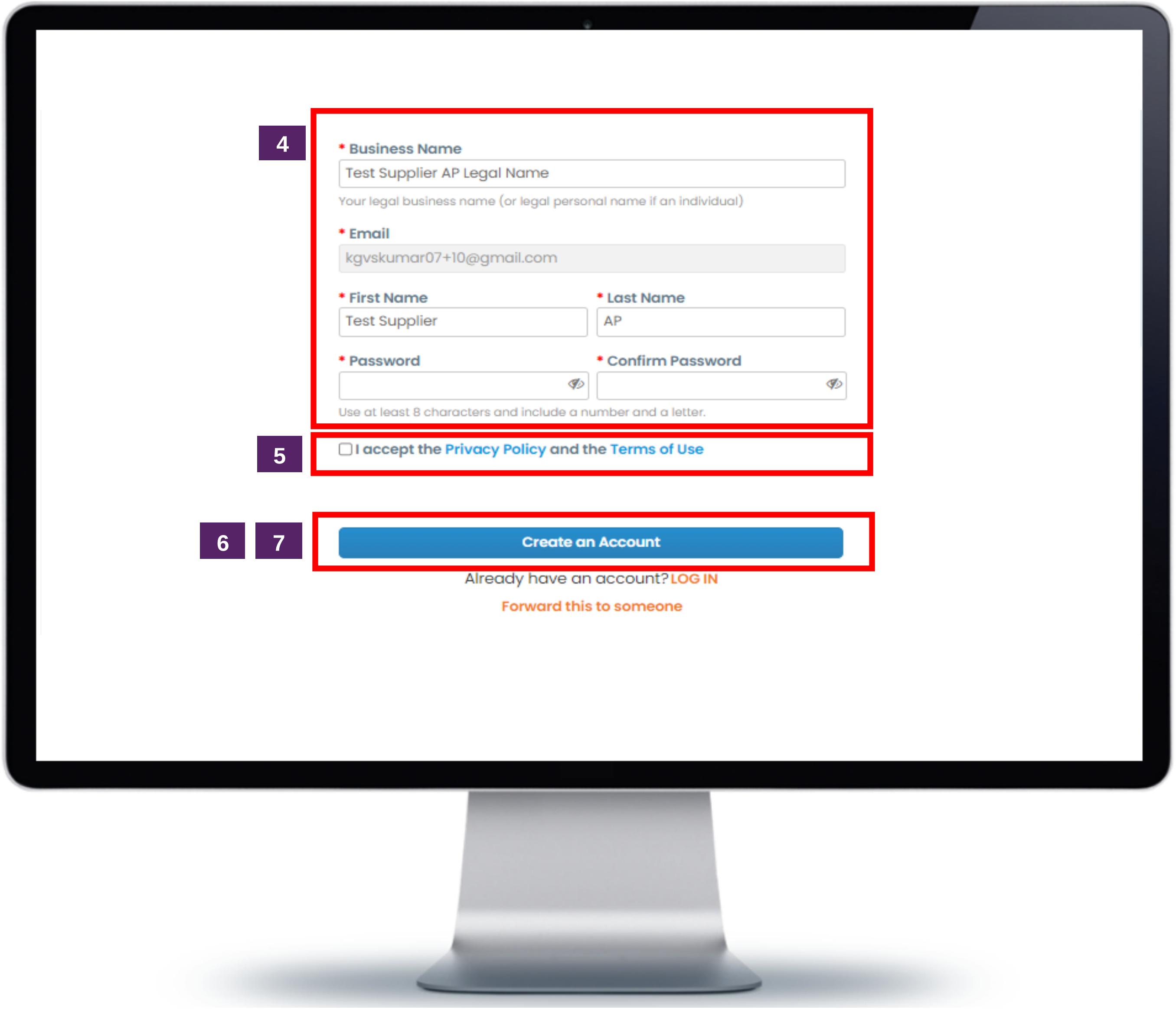
Register for the CSP (Customer-Created)



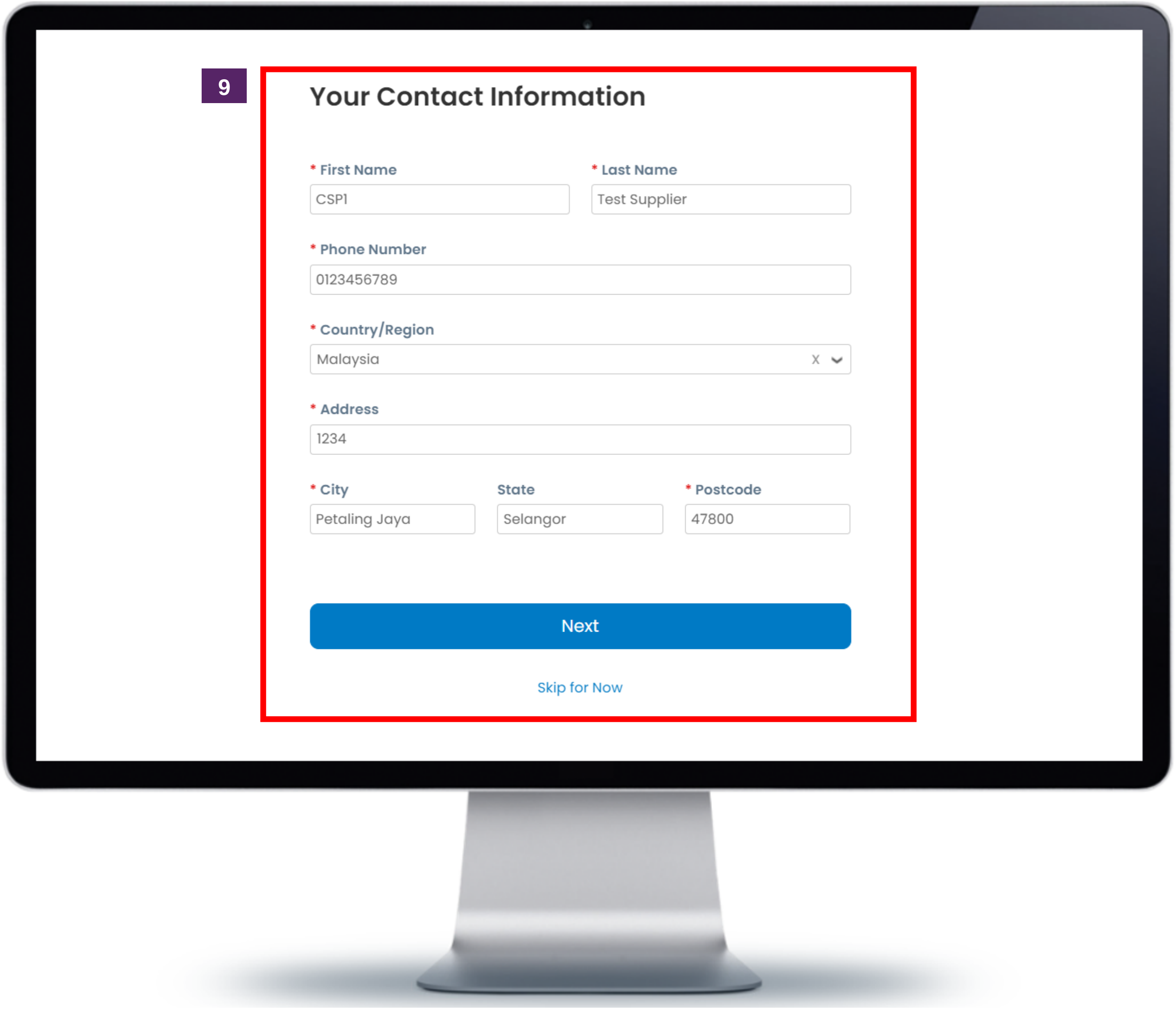
1	Autoliv will send you an invitation to register for the Coupa Supplier Portal. You will receive this invitation via Email.
2	If you are not the appropriate person at your company, use the "**Forward this Invitation**" button to send this request to the appropriate person.
3	To begin the CSP registration process, click the '**Join Coupa**' button.

Register for the CSP (Customer-Created)



4	You are redirected to the Coupa Supplier Portal Page, where a popup will appear inviting you to create a business account. Fill in the required information to finish the account creation process.
5	To create a Coupa Supplier Portal account, you must also accept the Privacy Policy and the Terms of Use.
6	Once all the mandatory information (Business Name, First Name, Last Name and Password) filled, click on "**Create an Account**" button
7	By default, this account is the admin account for your company. Once set up, you can add other users and assign them roles, including account administration.

Register for the CSP (Customer-Created)



8	You are redirected to the Coupa Supplier Portal Page with a popup for setting up your business details
9	Fill up the necessary details like **Company Name, Country/ Region, Address Line 1, Address Line 2, City**, **State** and **Postcode**

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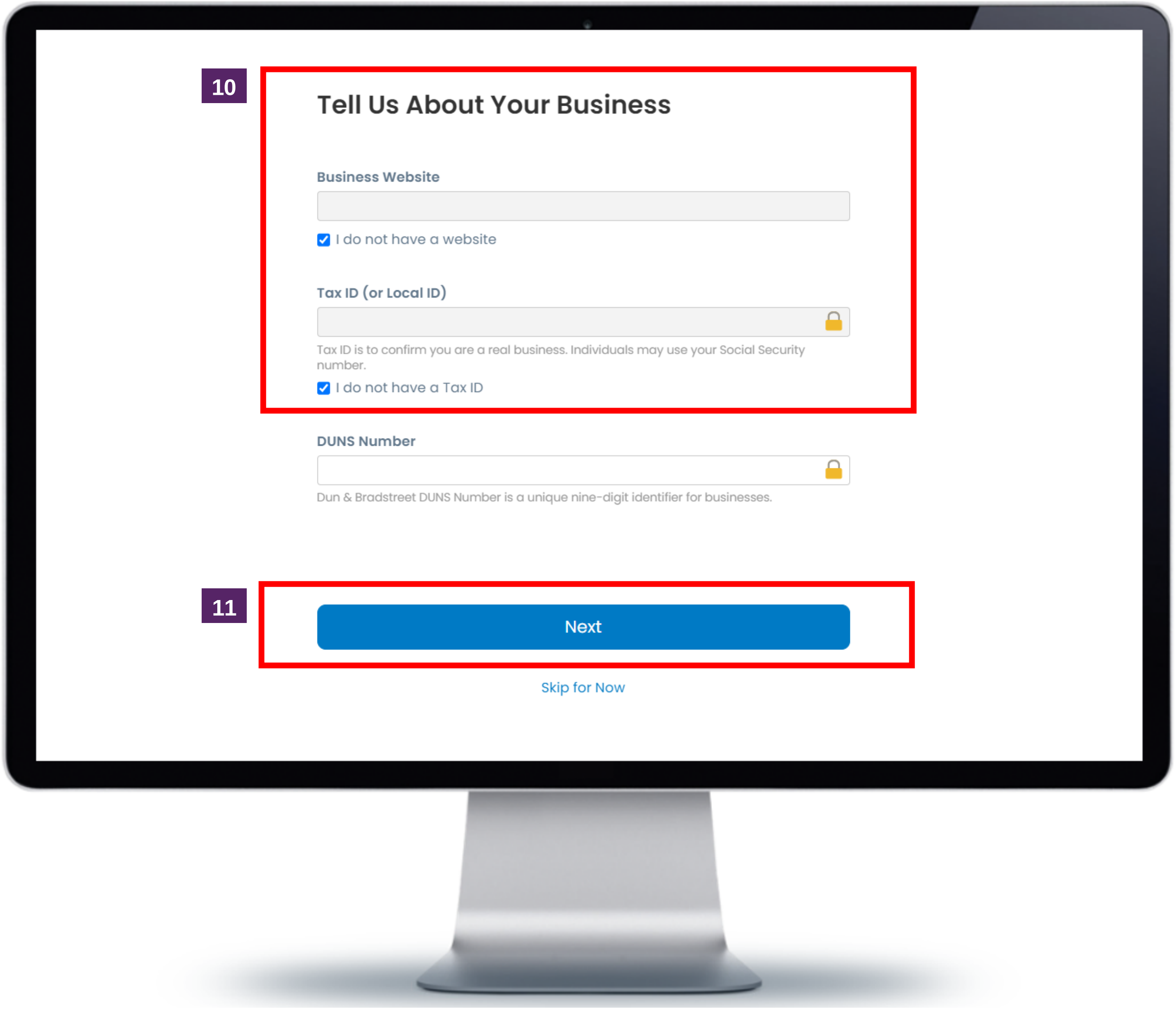
Register for the CSP (Customer-Created)



10	Fill up the necessary details like **Business Website and Tax ID.** Depending on country or business, this may not be applicable to you.
11	Click on **Next** button

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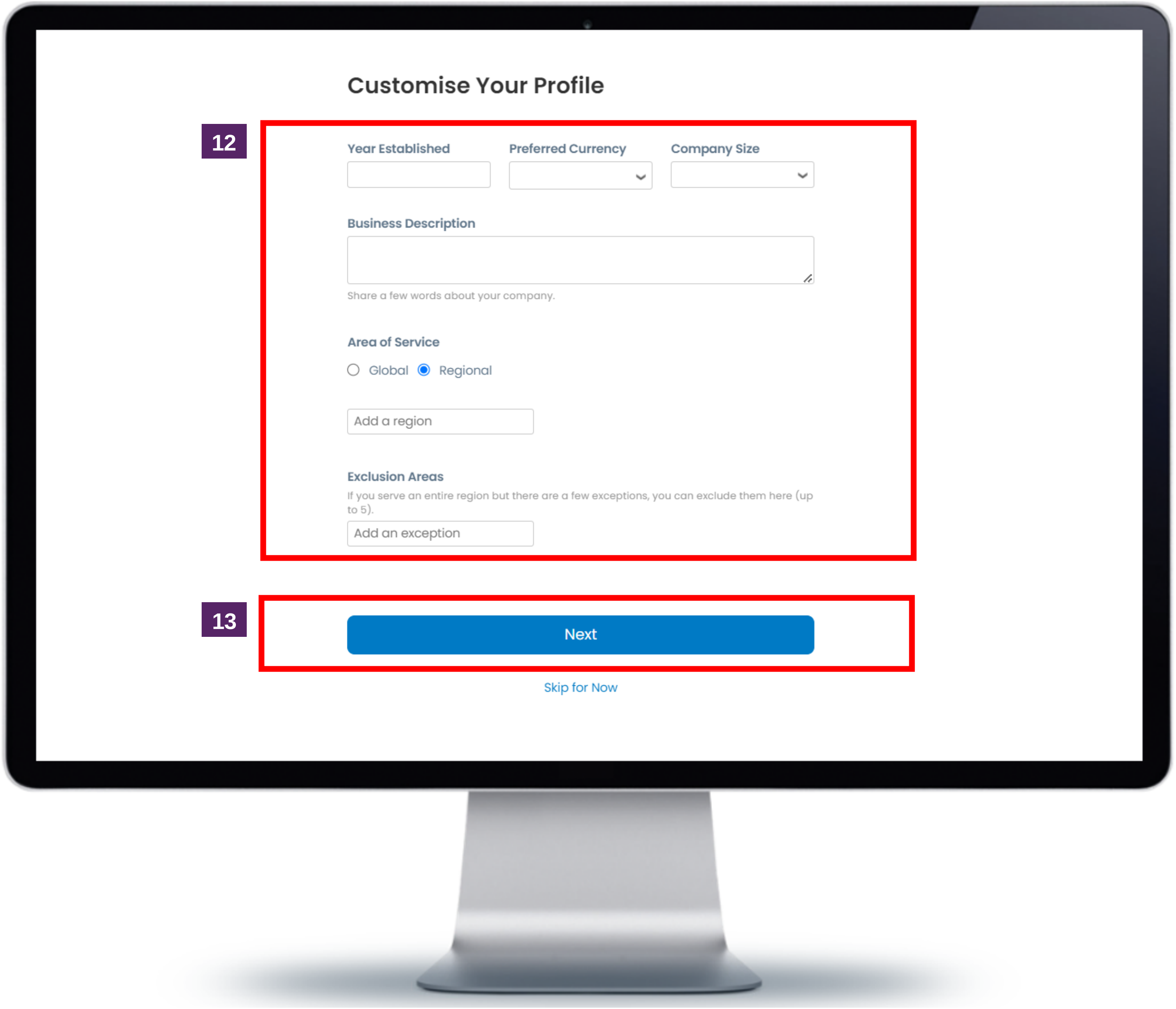
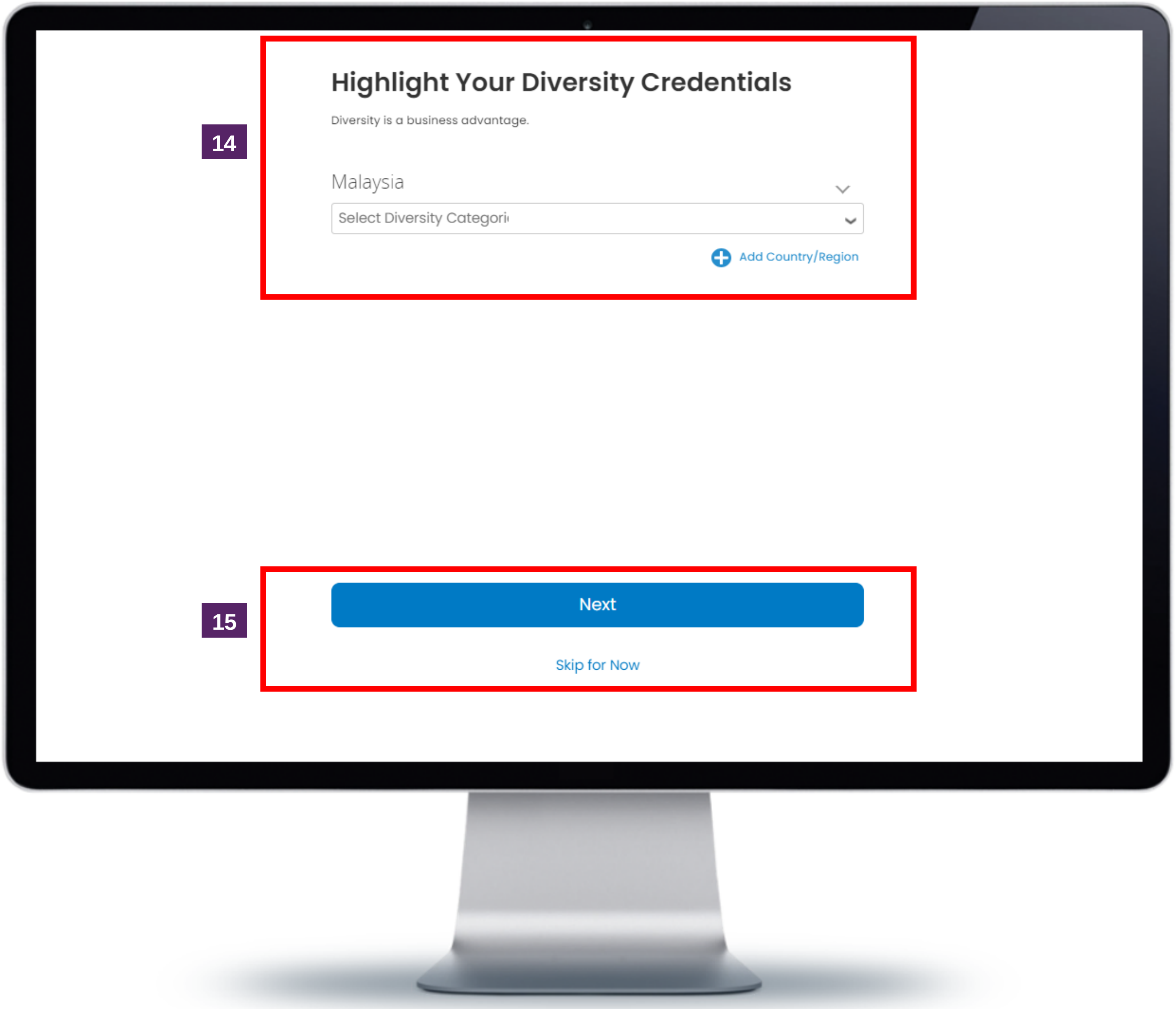
Register for the CSP (Customer-Created)



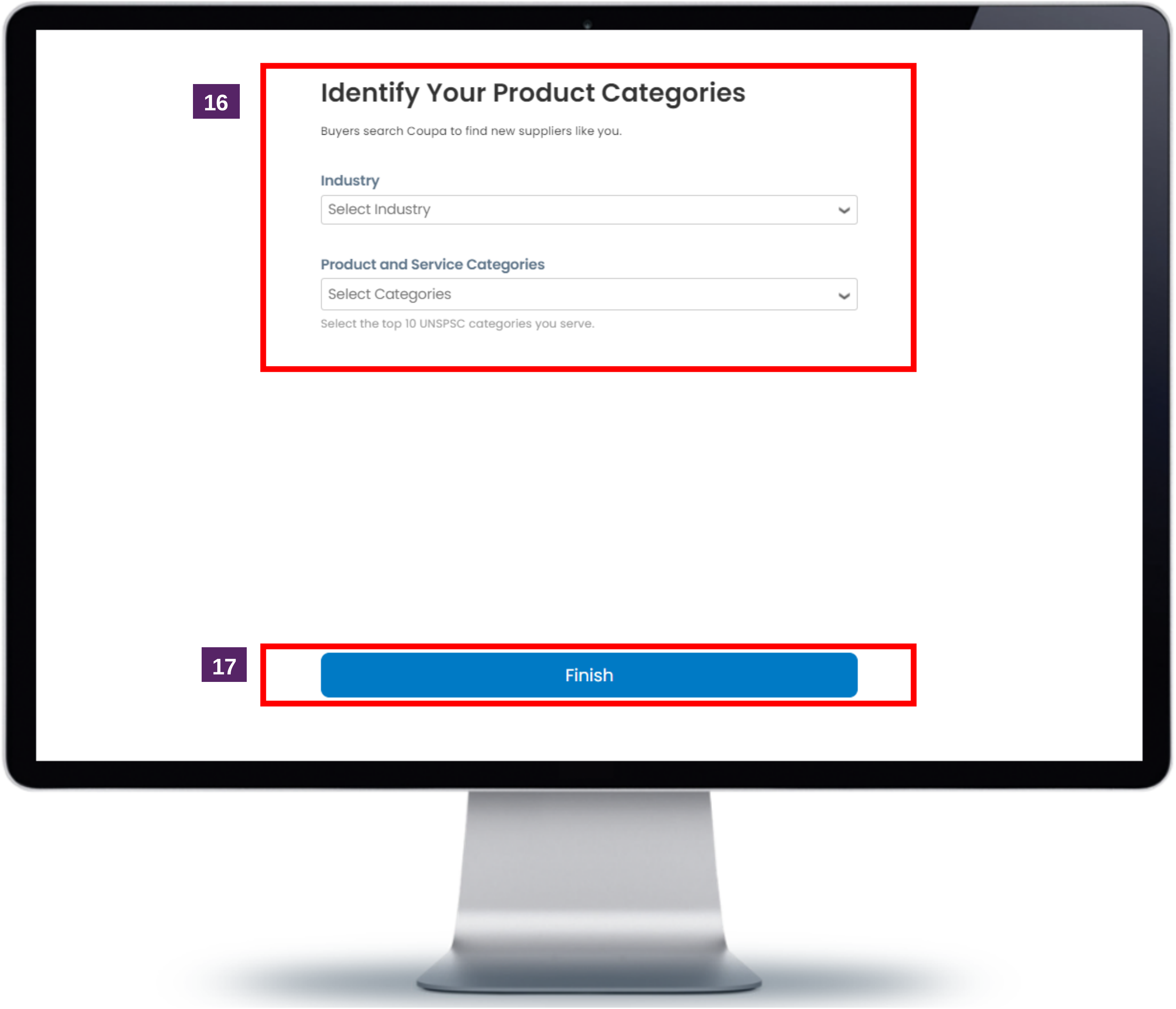
12	Fill up any other additional details on the **Customise your Profile** page (If Applicable)
13	Click on **Next** button

Register for the CSP (Customer-Created)



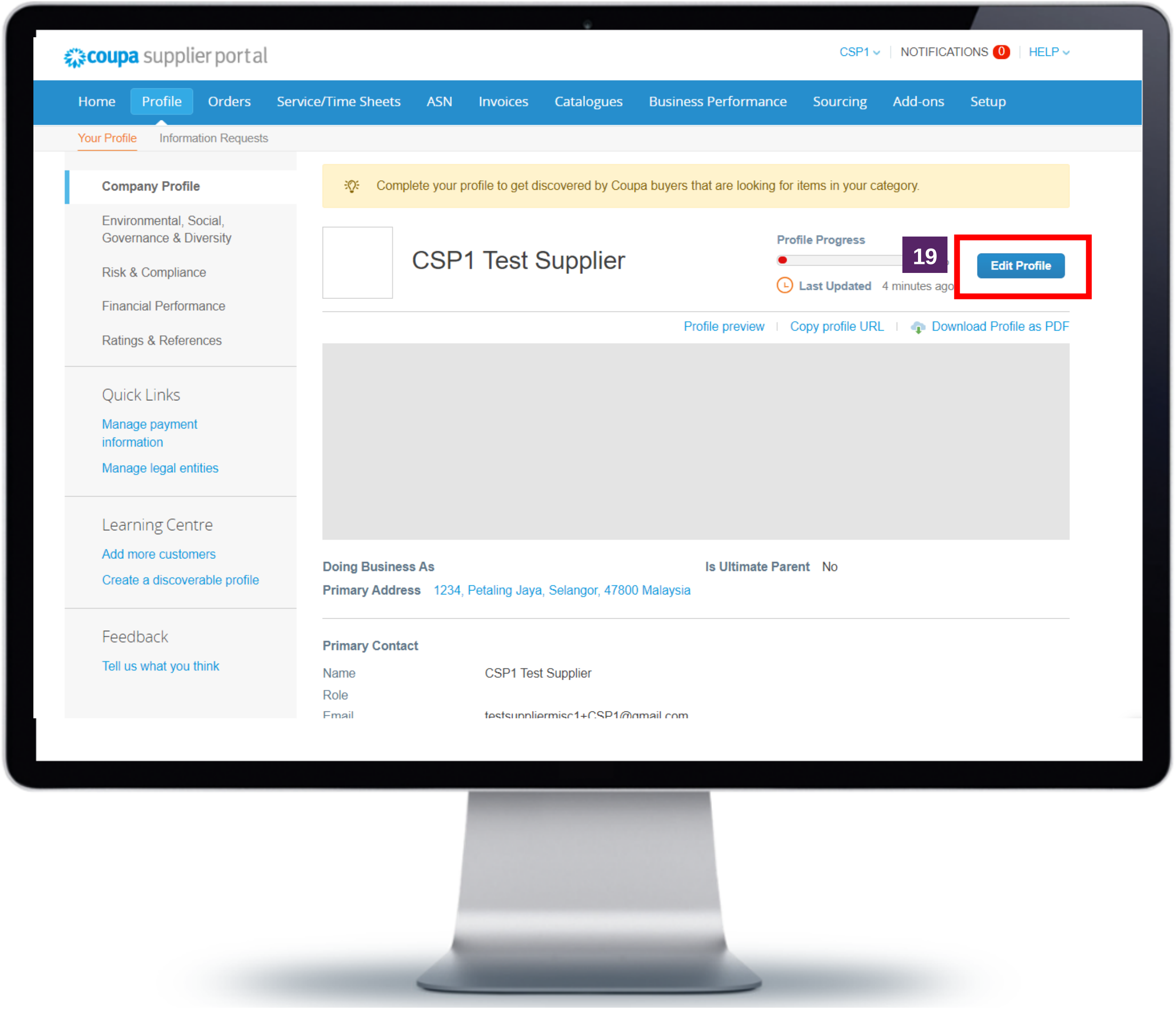
14	These are additional fields where you can add details like supplier diversity to improve your CSP supplier profile.
15	Click on the '**Next**' button. If this does not apply to you, click on **'Skip for Now'**

Register for the CSP (Customer-Created)



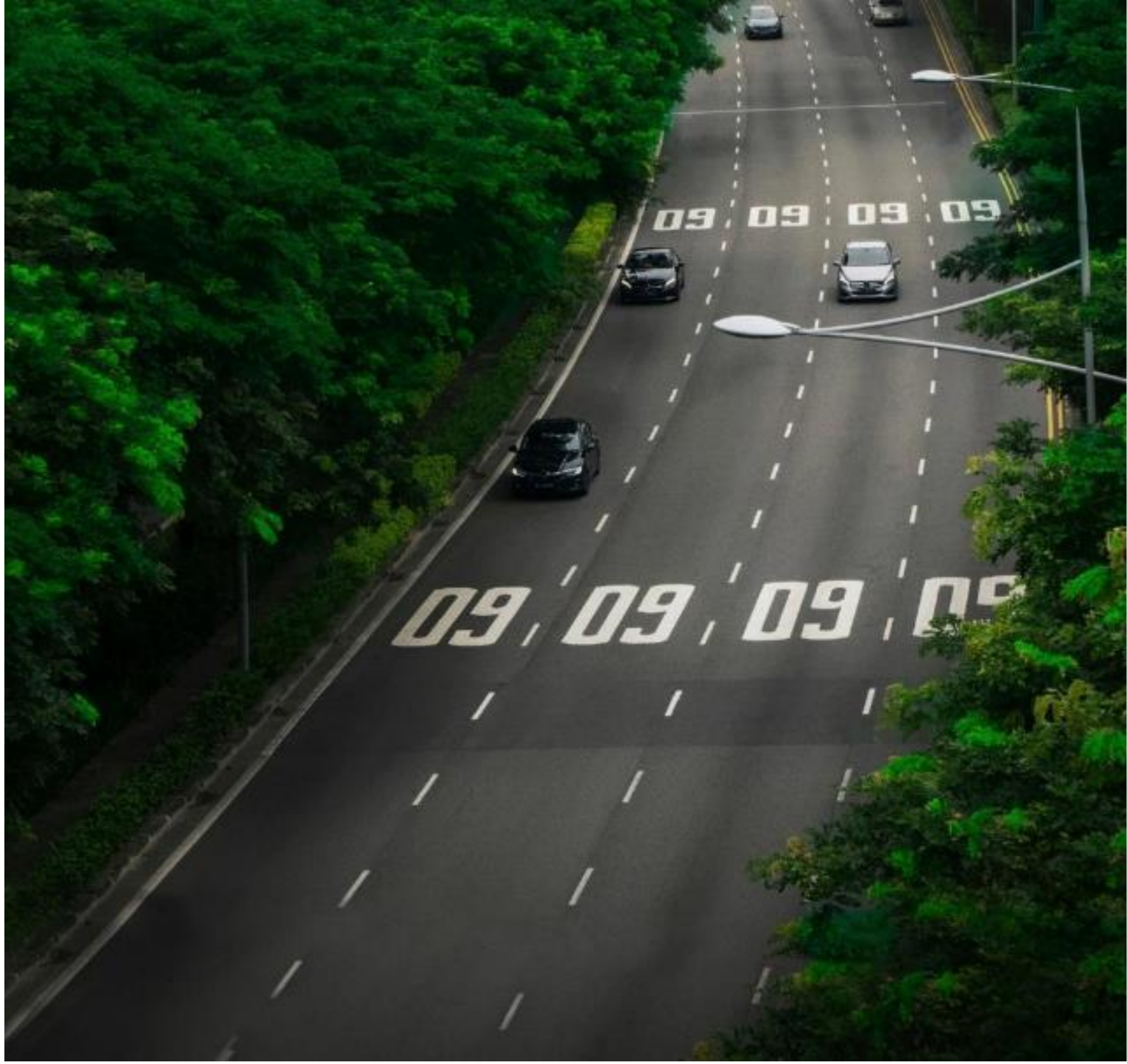
16	These are additional fields where you can add details like Product Categories to improve your CSP supplier profile.
17	Click on the '**Finish**' button to complete your profile.

Register for the CSP (Customer-Created)



18	The registration process for Coupa Suppliers is now complete and you will be redirected to your profile page.
19	To Edit your Profile information or include any additional information, click on **'Edit Profile'**

3. Login to CSP



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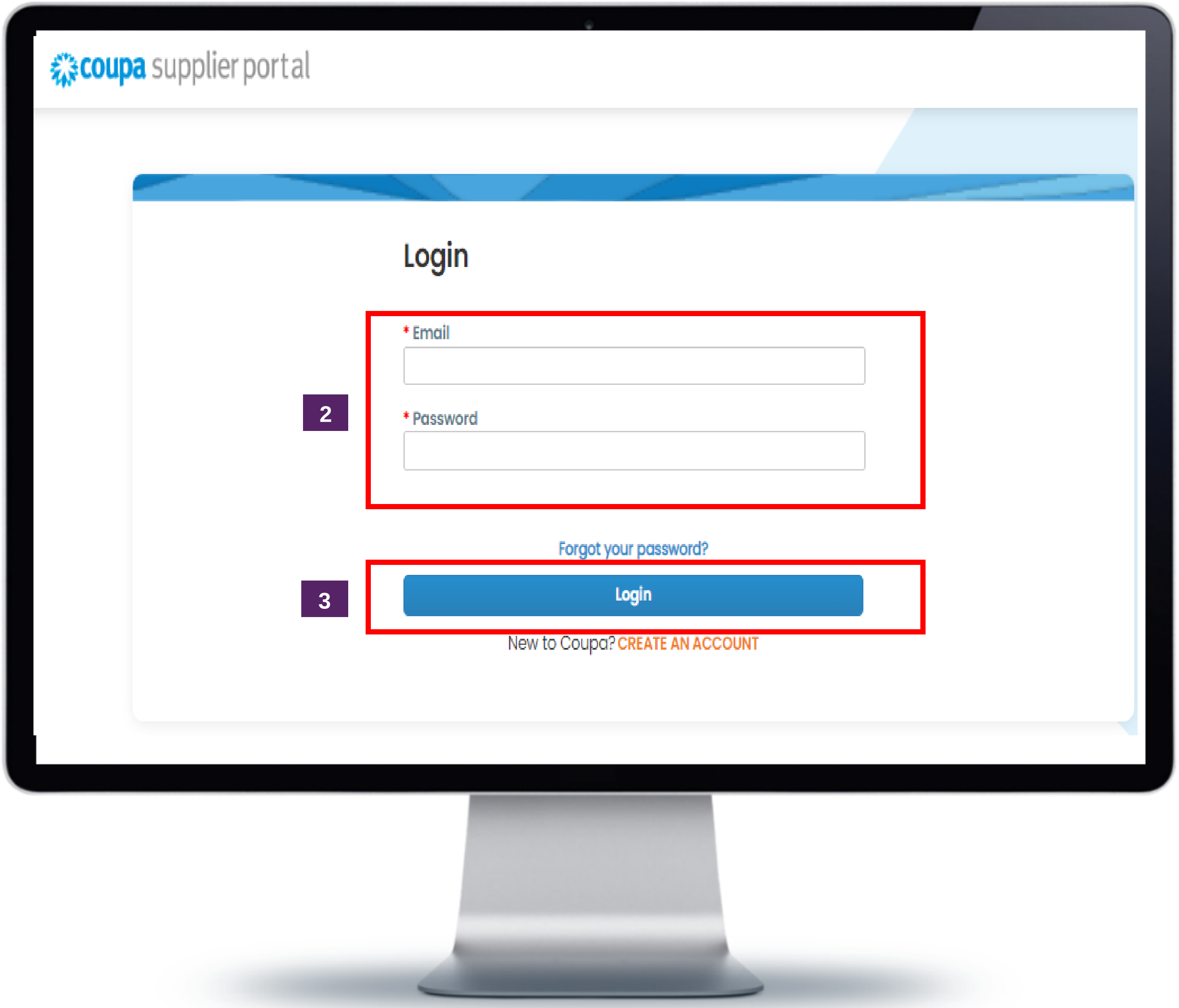
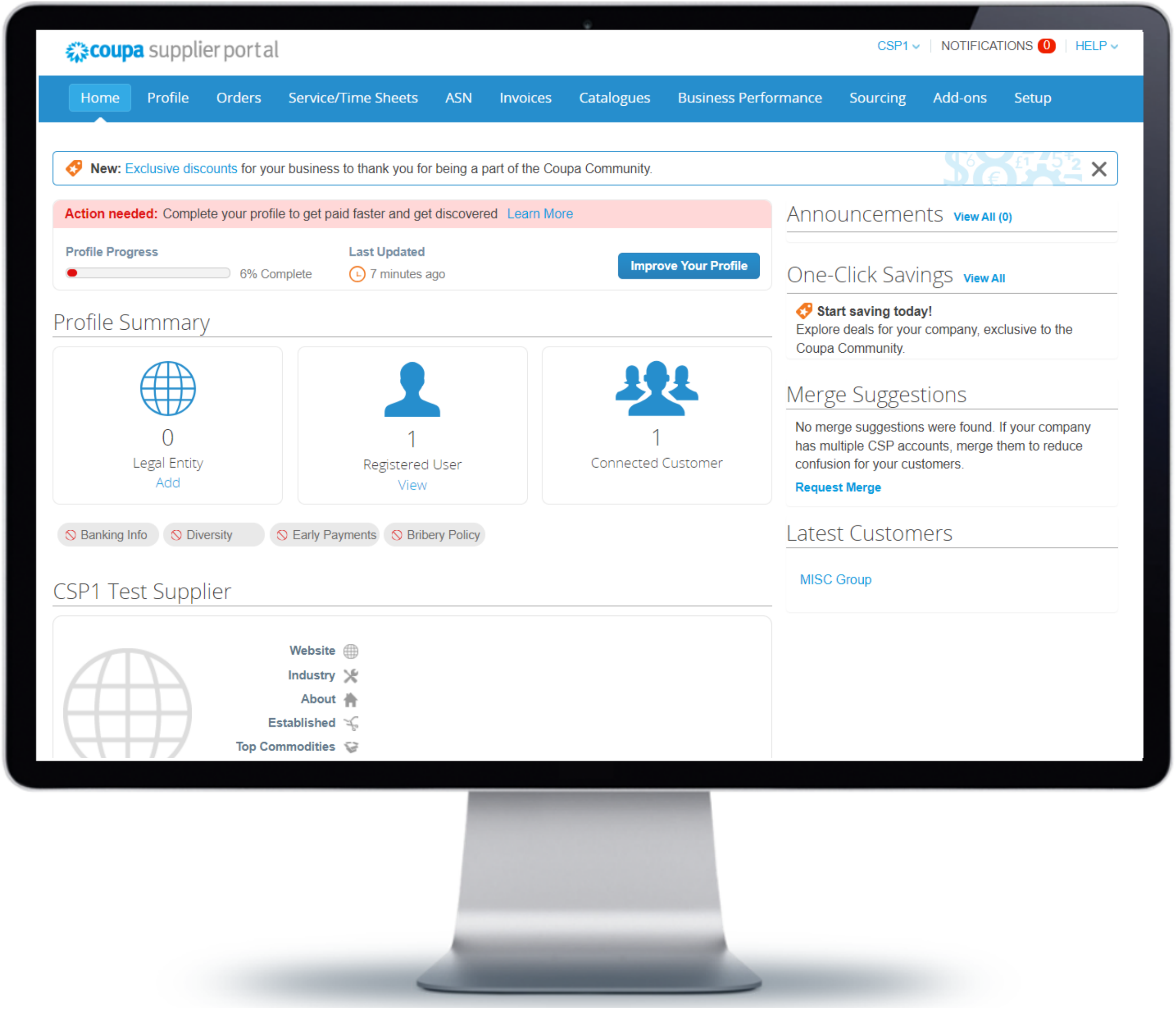
Logging into the Coupa Supplier Portal



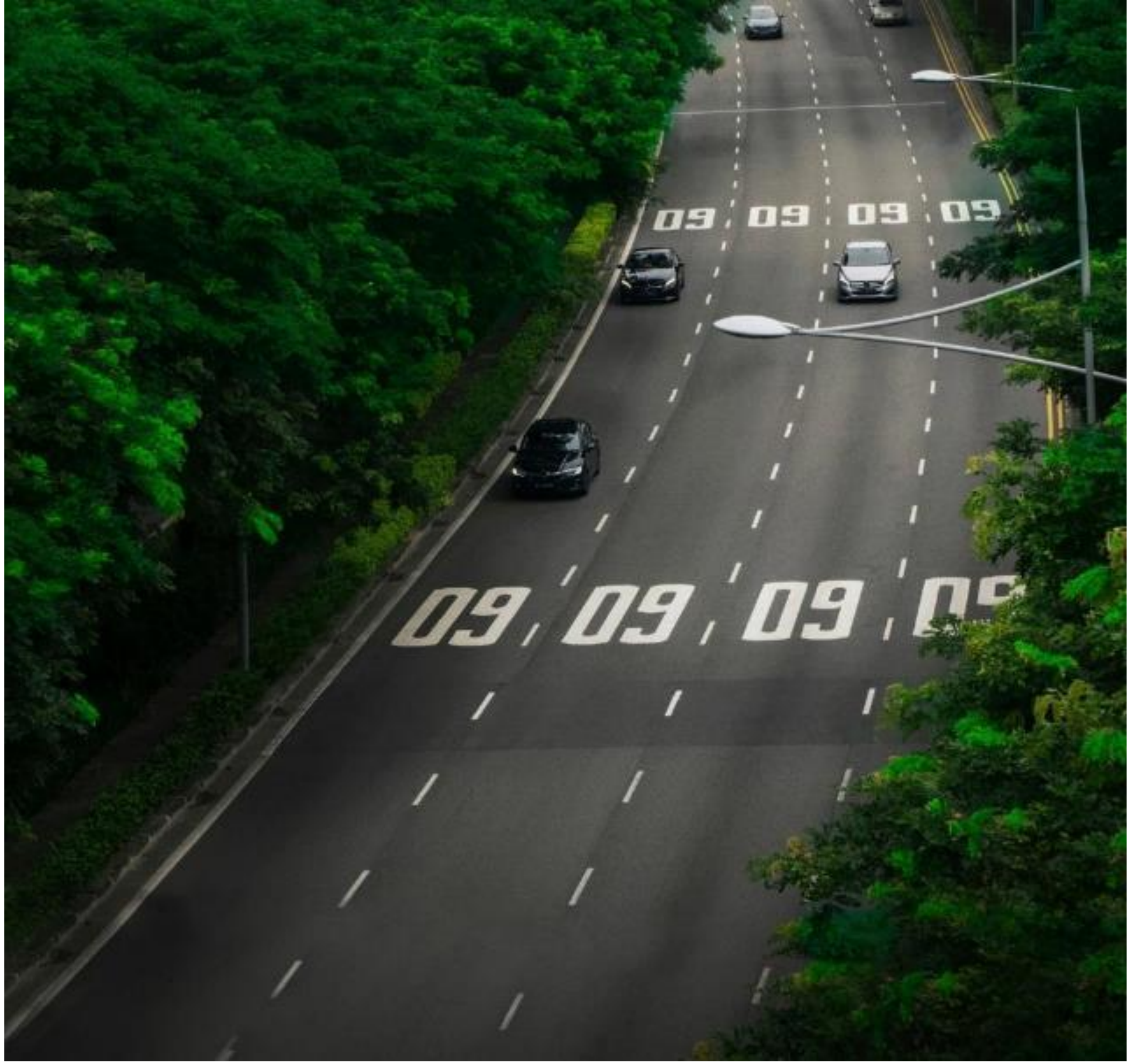
1	Go to **https://supplier.coupahost.com/** and on the log-in page
2	Enter your email address and password.
3	Click on the '**Login**' button. This will redirect you to the **CSP** homepage

Logging into the Coupa Supplier Portal

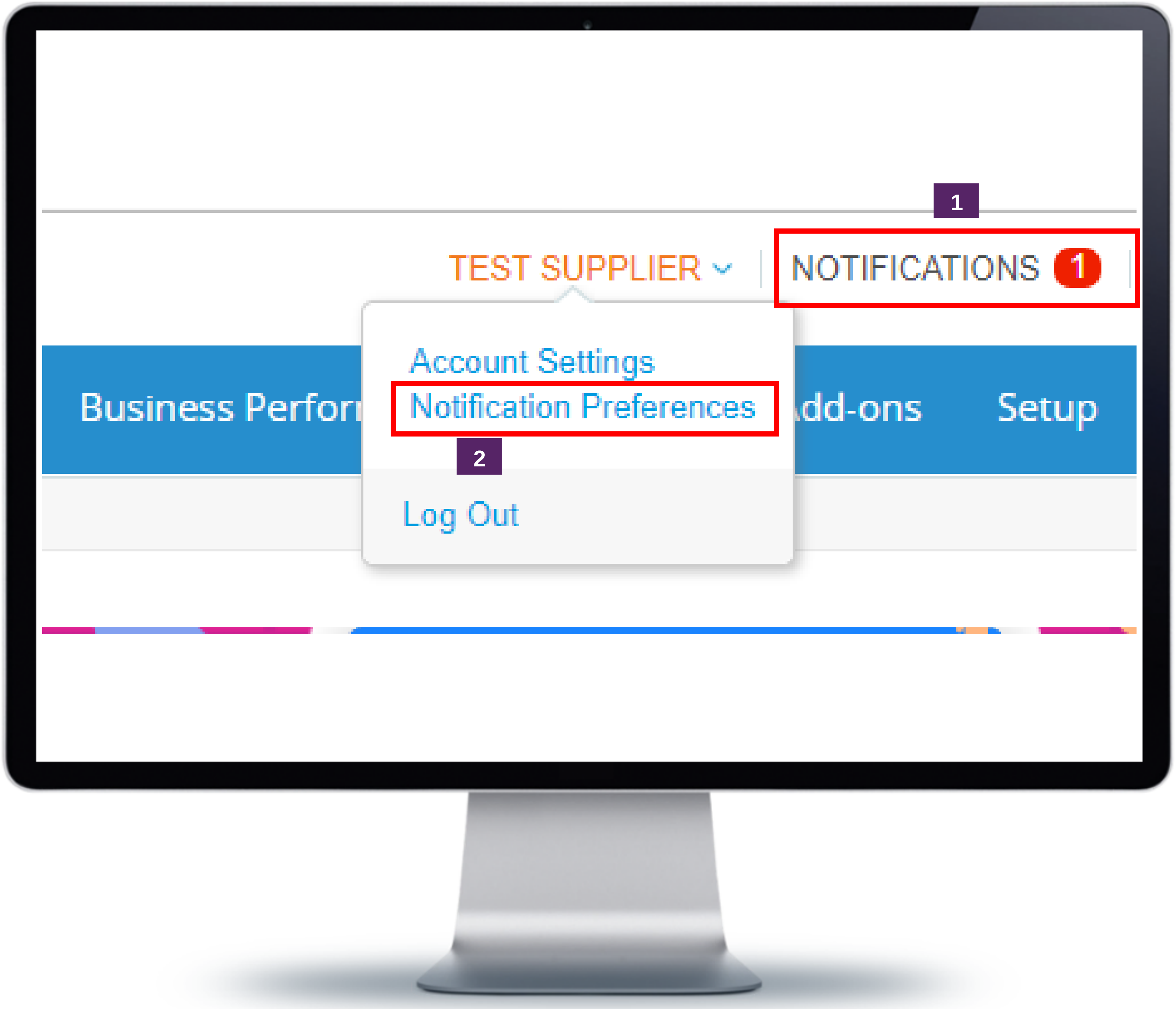


4	Once you create your account and sign in, Coupa takes you to the CSP homepage.

4. Coupa Supplier Portal Notifications

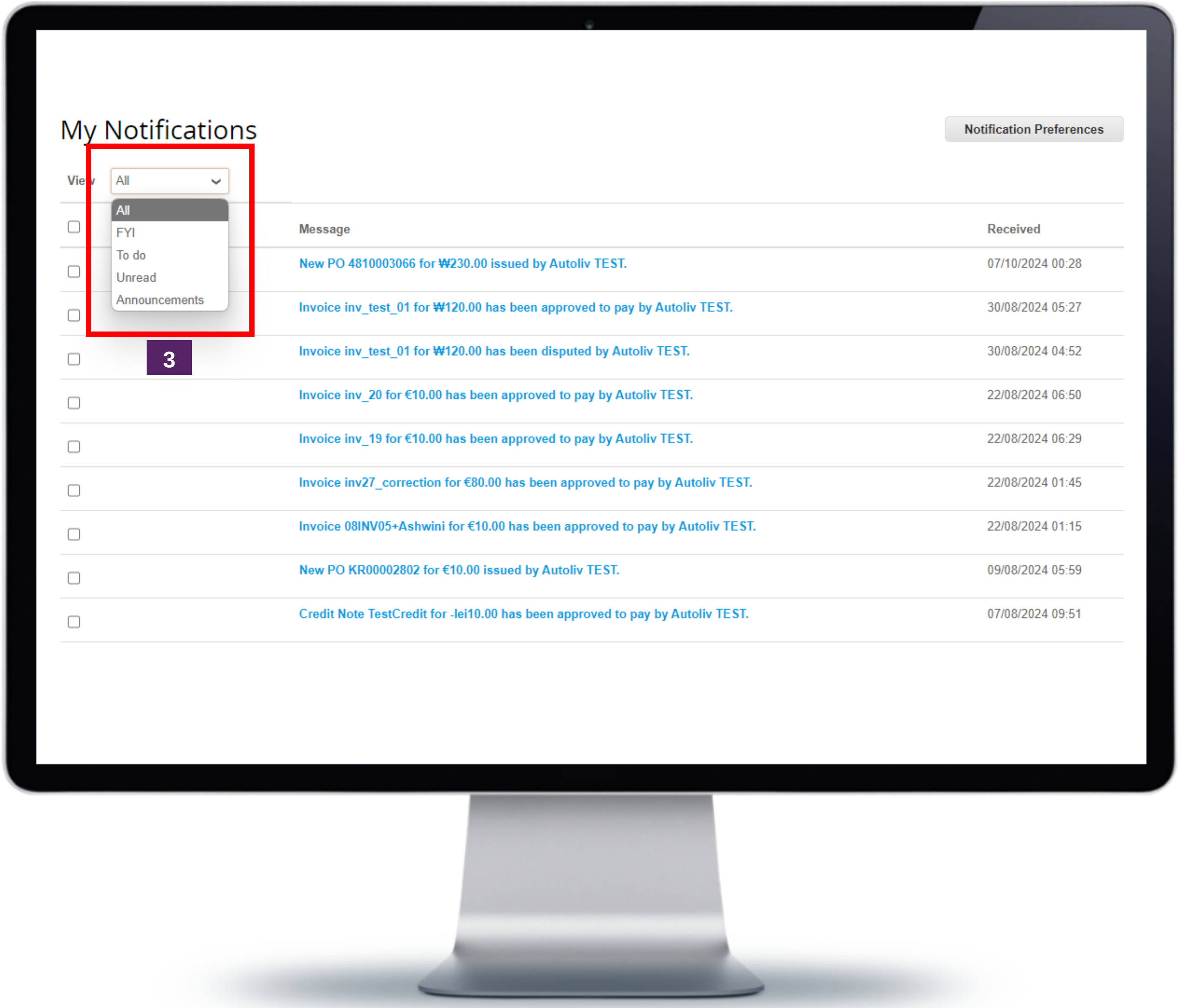


Coupa Supplier Portal Notifications



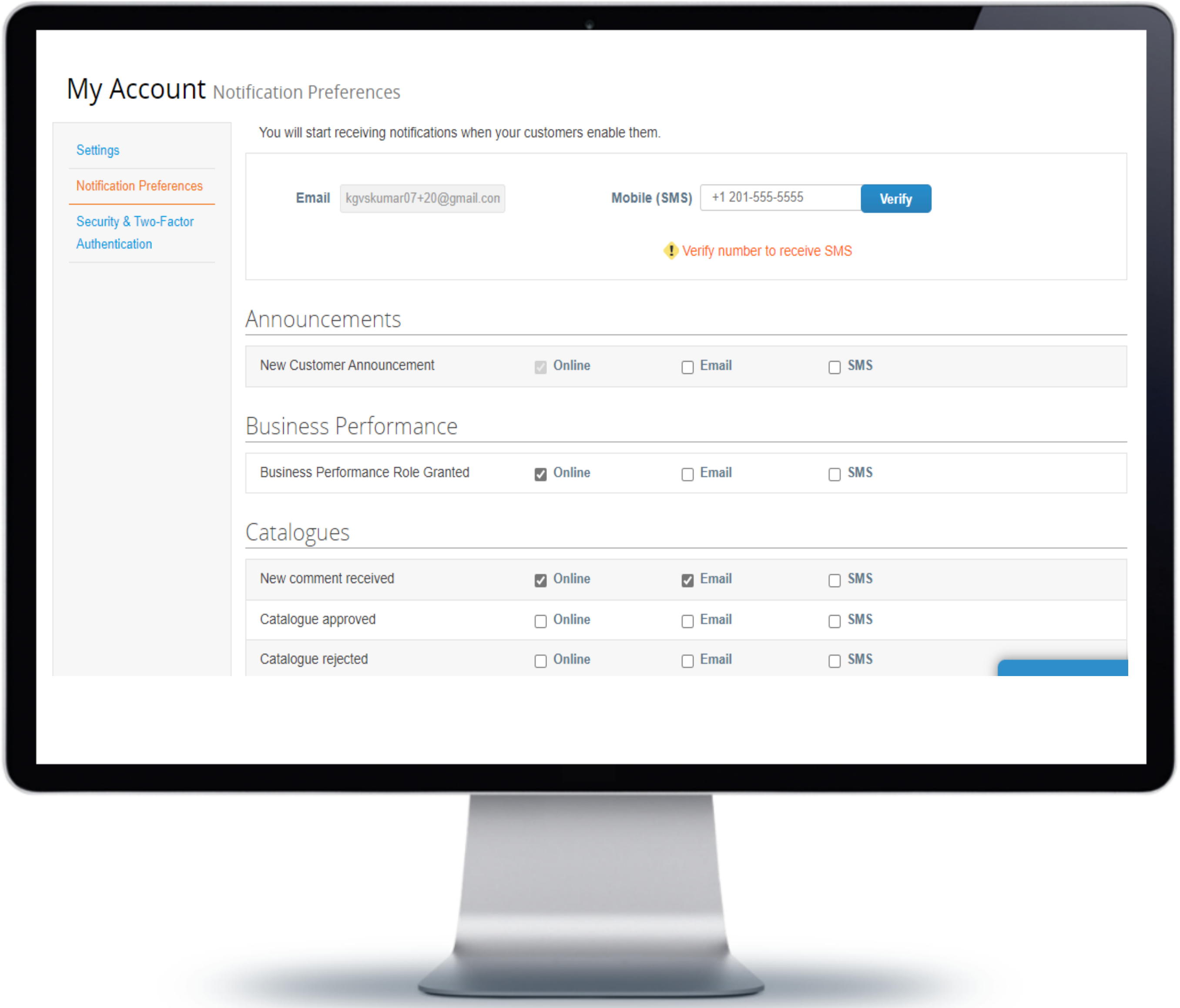
1	Hover the **Notifications** link in the upper right corner of your window to see your unread system notifications.
2	Click on the **Notifications Preferences** link to view and manage your notifications on the dropdown under your username

Coupa Supplier Portal Notifications



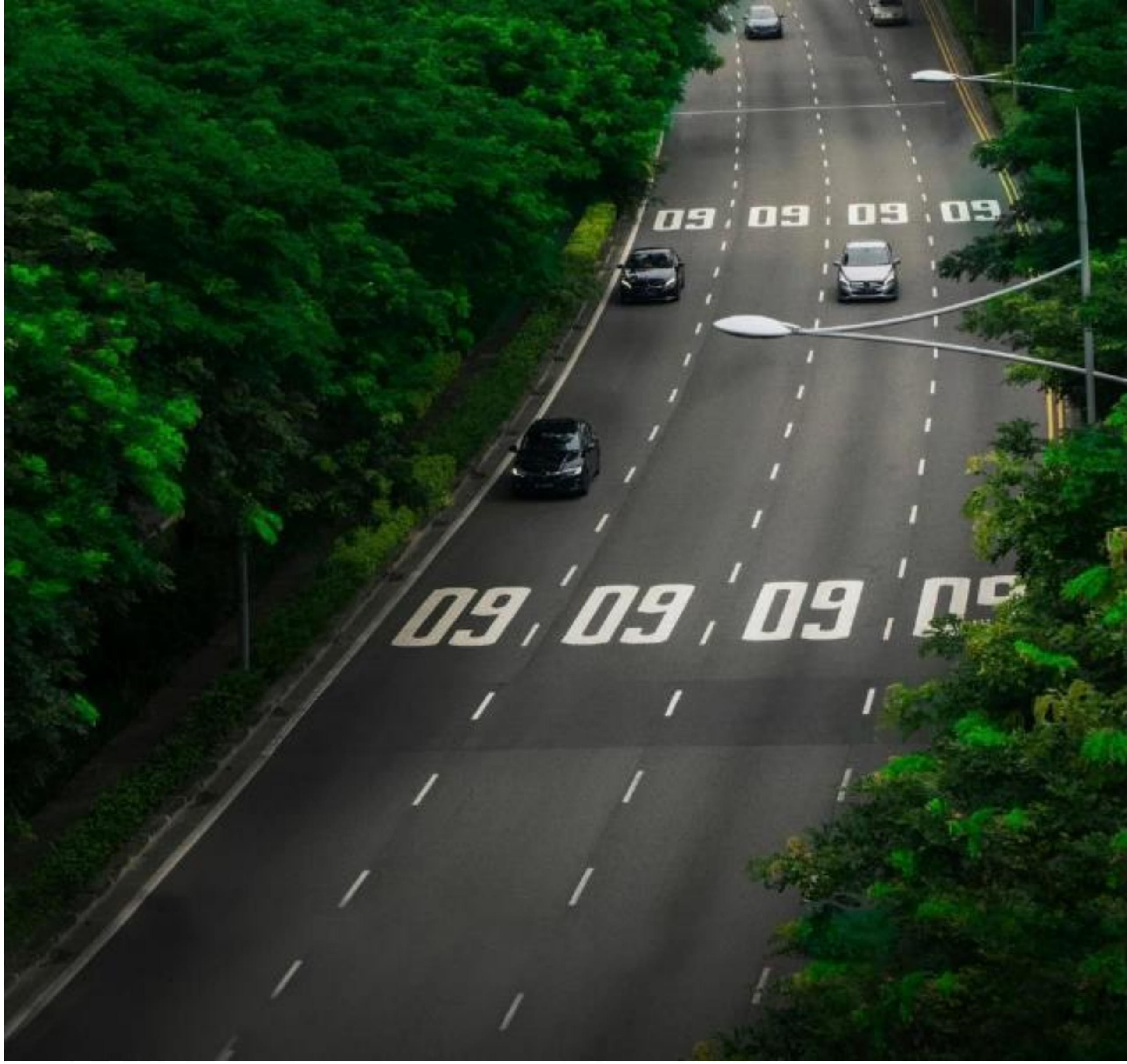
3	You can view all your notifications on the My Notifications page, or you can filter by category (FYI, To Do, or Unread). You can also select and delete them all at once or individually.

Coupa Supplier Portal Notifications

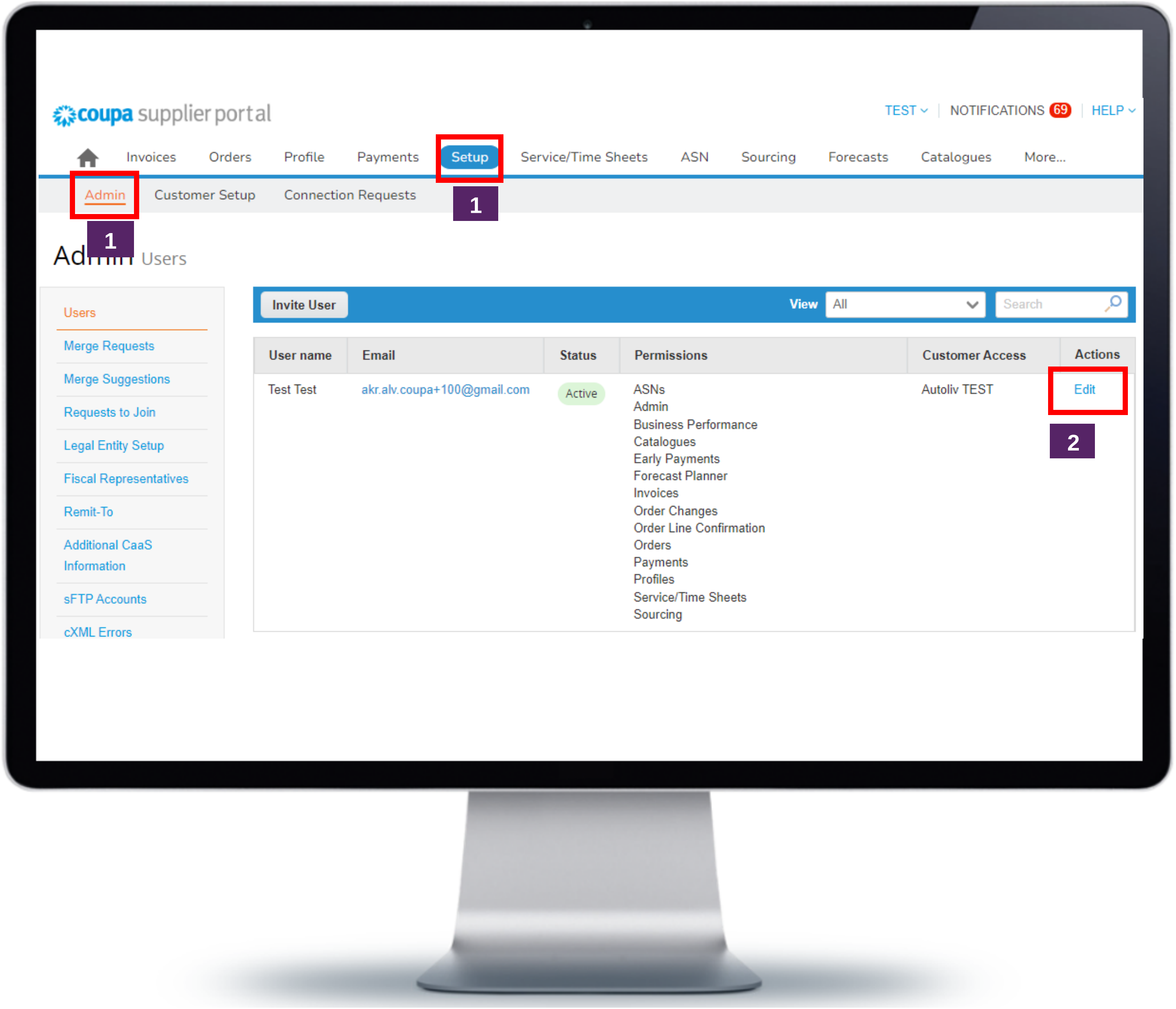


4	On the **My Account** Notification Preferences page, review each section and select the checkboxes for the items that you want to receive any or all the notification types: online (to-do list) or email *Note: This page is opened when following **Step 2** - Click on the **Notifications Preferences** link to view and manage your notifications on the dropdown under your username*
5	If you have an SMS-capable device and have validated your phone number, you can also receive notifications as short text messages via SMS.
6	**New Customer Announcement** You cannot disable online notifications for announcements, announcements are made for new updates from customers.
7	**Business Performance** Online notification is enabled by default

5. User Management in Coupa Supplier Portal

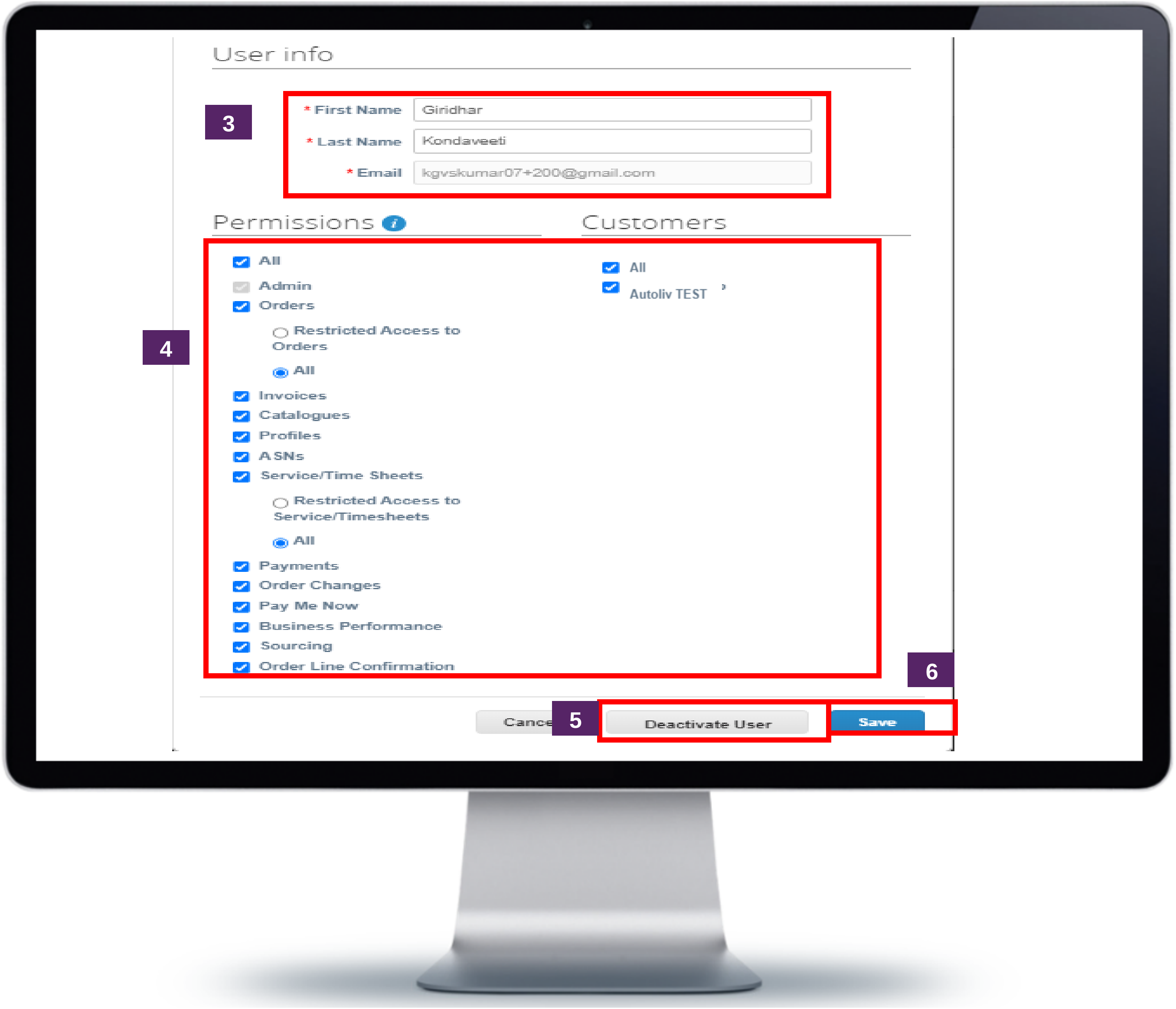


User Management in Coupa Supplier Portal



1	You can manage user permissions and Autoliv access from the **Admin** tab by assigning specific users to specific customers, limiting what types of documents they can access, and selecting what functions they can perform with their assigned customers.
2	Click on the Edit button to open the Edit user access window

User Management in Coupa Supplier Portal



1	You can change the user's **First name** and **Last Name** You cannot change the user's email address
2	You can modify the user's permissions and customer access
3	Click on the **Deactivate User** button to deactivate the user
4	Click on the **Save** button to save the modified user record in CSP

Note: It is recommended to set up at least two contacts as account Admins in the event of an absence or departure.

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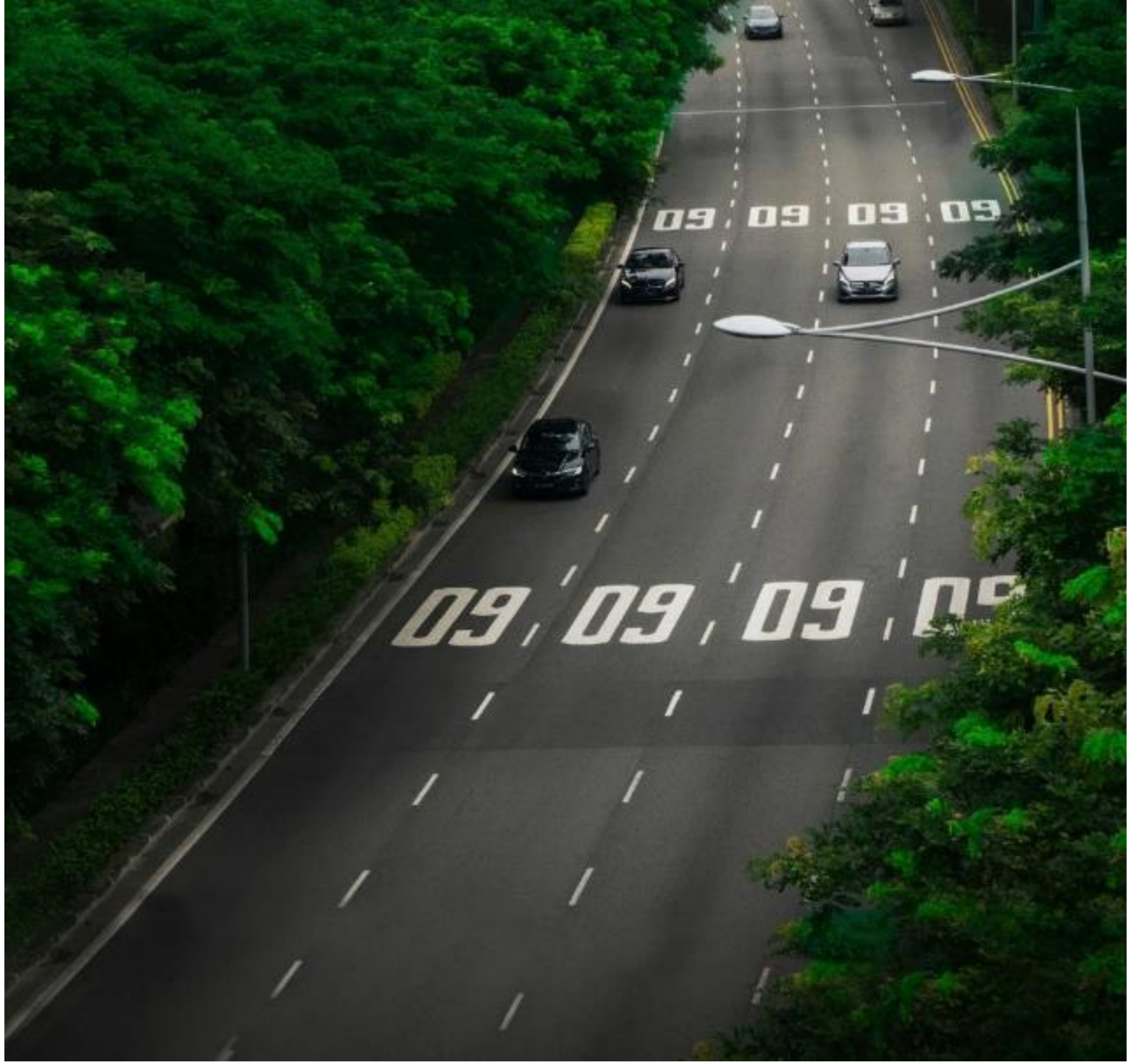
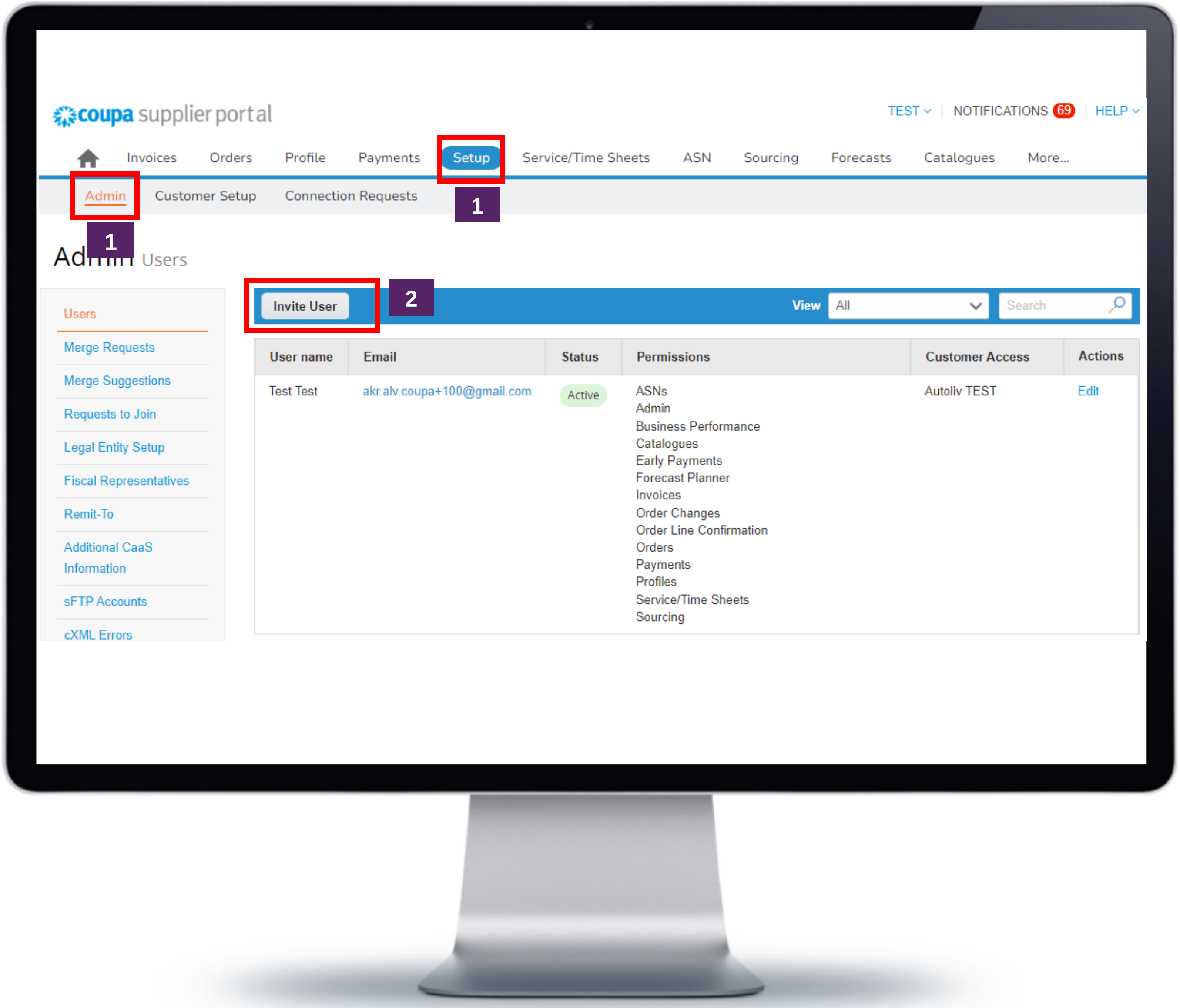
6. User creation in Coupa Supplier Portal



User creation in Coupa Supplier Portal



1	You can manage user permissions and Autoliv access from the **Admin** tab in the top ribbon of your window by assigning specific users to specific customers, limiting what types of documents they can access, and selecting what functions they can perform with their assigned customers.
2	Click on the **Invite User** button to open the user access window

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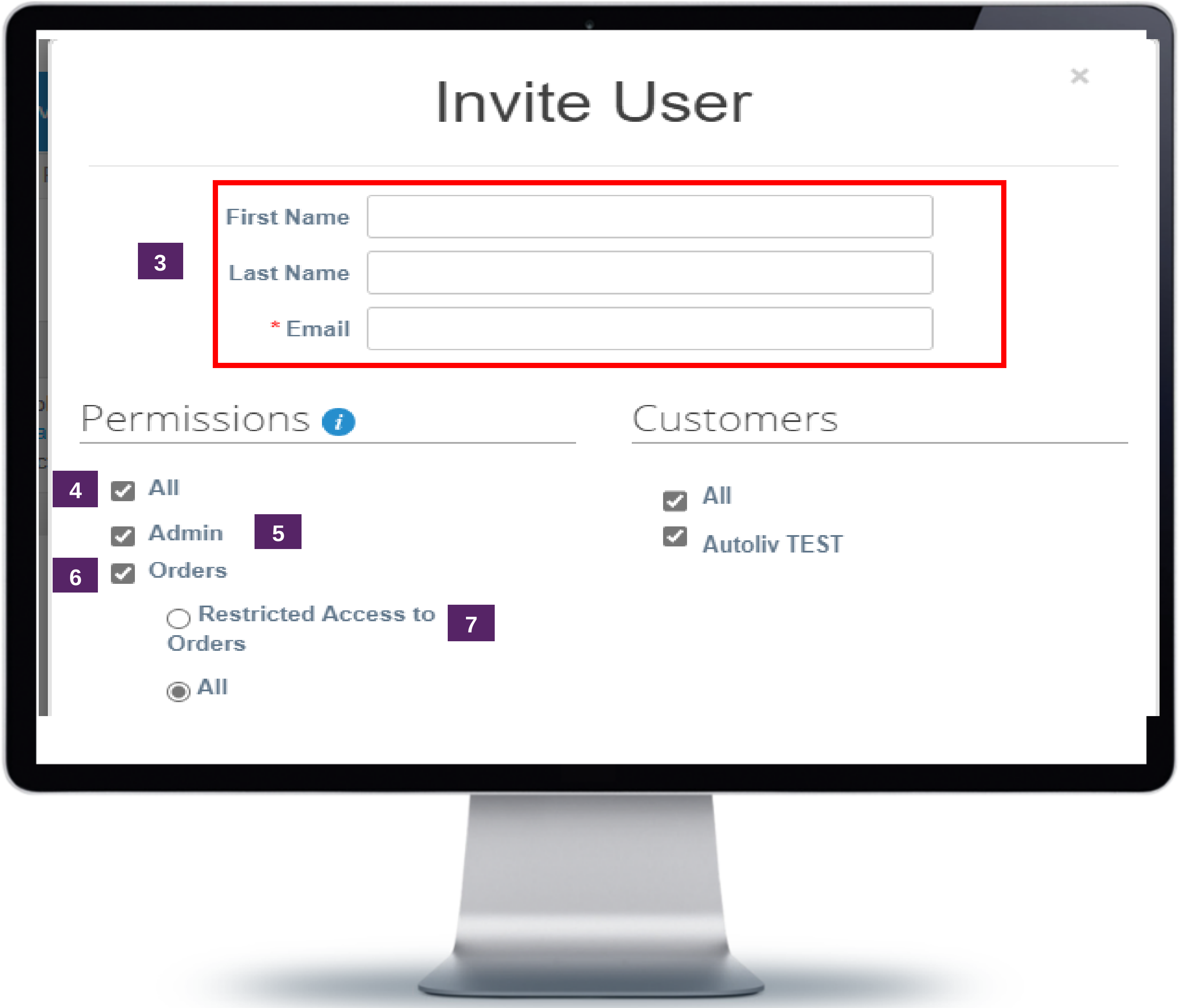
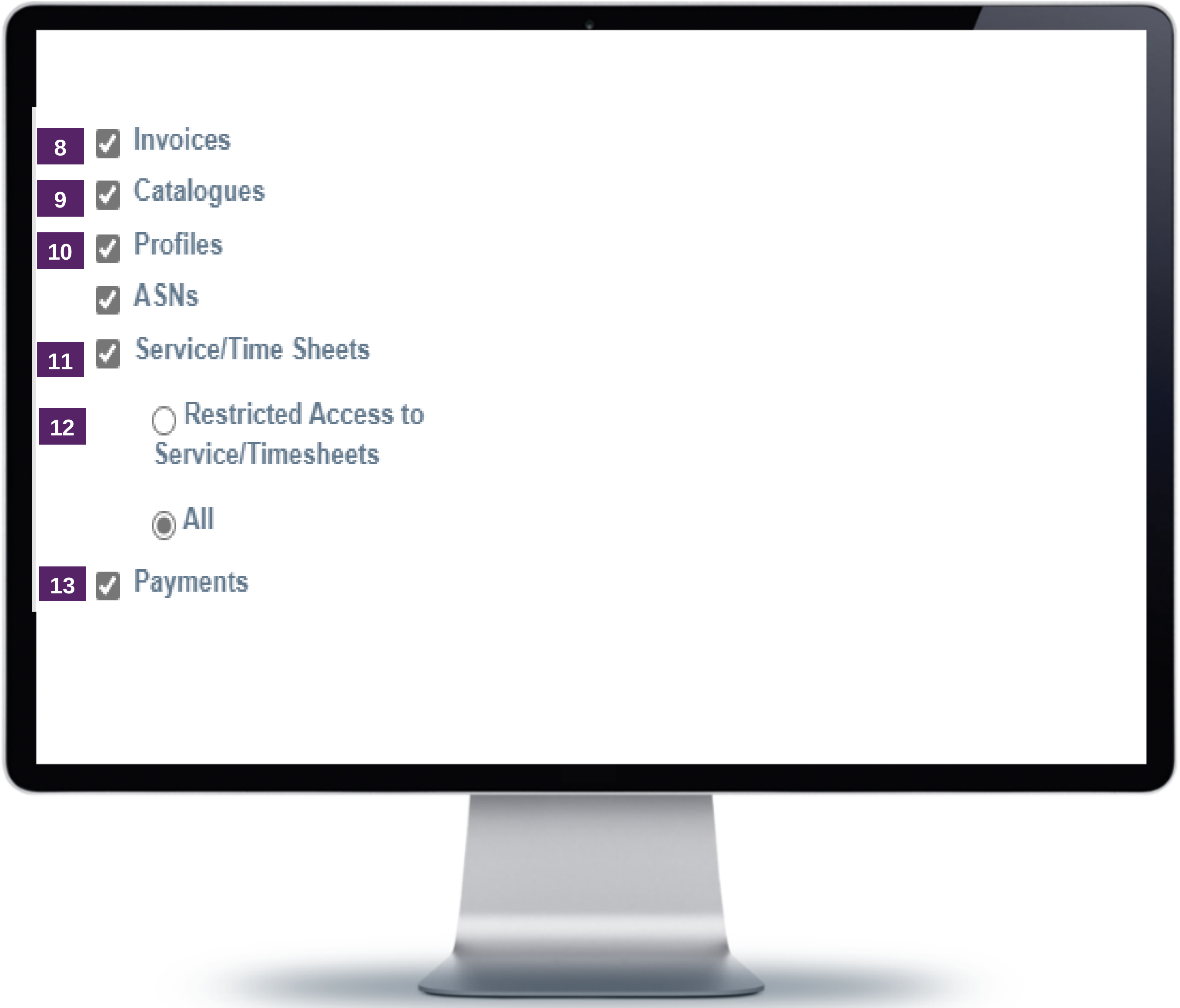
User creation in Coupa Supplier Portal



3	The Invite User and Edit user access windows are almost identical, but when you invite a user, you can specify an email address.
4	**All** Gives full access to all CSP functions, including user administration.
5	**Admin** Has full access to all CSP functions, including user administration. Non-admin users can still view the Users tab of the Admin page and invite users, but they cannot edit existing users. The permissions on the invitation cannot exceed the permissions of the user creating the invitation.
6	**Orders** Allows viewing and managing purchase orders (POs) received from customers.
7	**Restricted Access to Orders** Allows accessing POs and PO changes. The permission is off by default.

User creation in Coupa Supplier Portal



8	**Invoices** Allows creating and sending invoices to customers.
9	**Catalogues** Allows creating and managing customer-specific electronic catalogues.
10	**Profiles** Allows modifying customer-specific profiles. Note: All users, regardless of permissions, can edit the public profile
11	**Service/Time Sheets** Allows creating and submitting service/time sheets against POs.
12	**Restricted Access to Service / Time Sheets** Allows accessing service/time sheets. The permission is off by default.
13	**Payments** Allows viewing payments and downloading digital checks.

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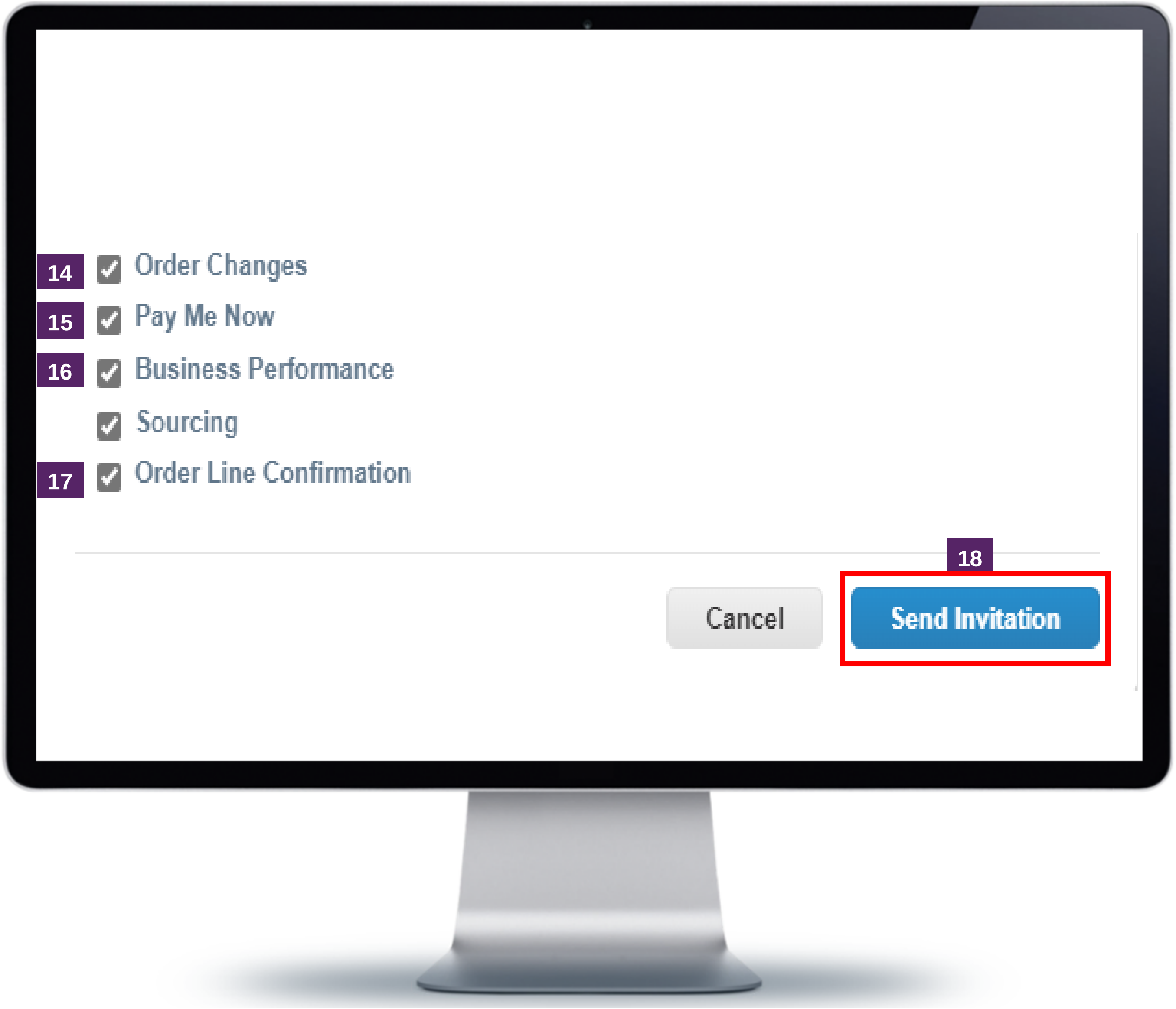
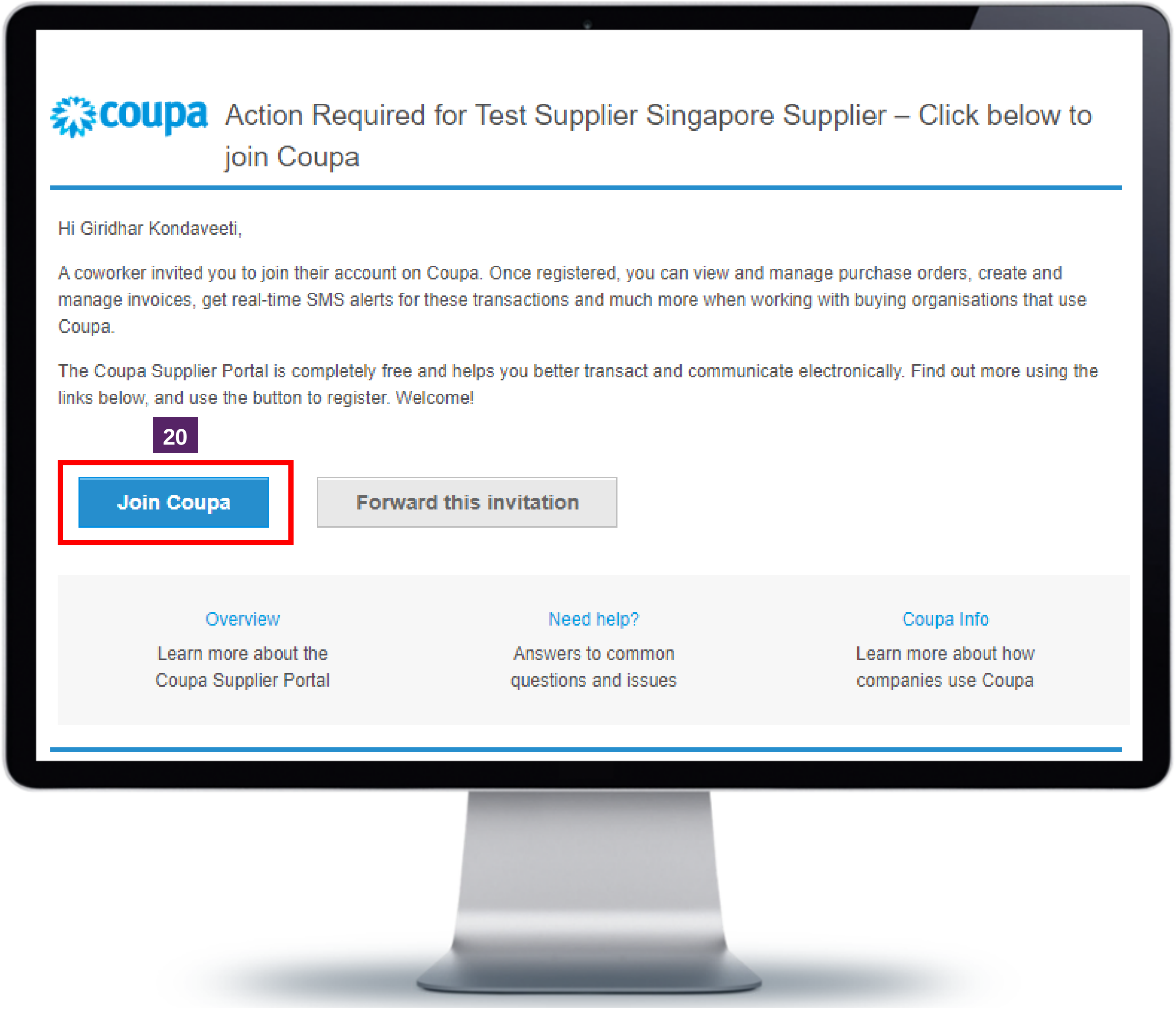
User creation in Coupa Supplier Portal



8	**Order Changes** Allows submitting PO change requests. (Out of Scope for Autoliv)
9	**Pay Me Now** Available only if your customers use Coupa Pay and enabled the feature related to this permission.
10	**Business Performance** Allows access to view summaries of orders and invoices as well as year-to-date order, invoice, and delivery time trends
11	**Order Line Confirmation** Allows viewing and managing purchase orders (POs) received from customers.
12	Fill in the necessary details and click on the '**Send Invitation**' button.

User creation in Coupa Supplier Portal



19	The employee will receive an email notification, with a link to register
20	Click on the “**Join Coupa**” to complete the user registration process

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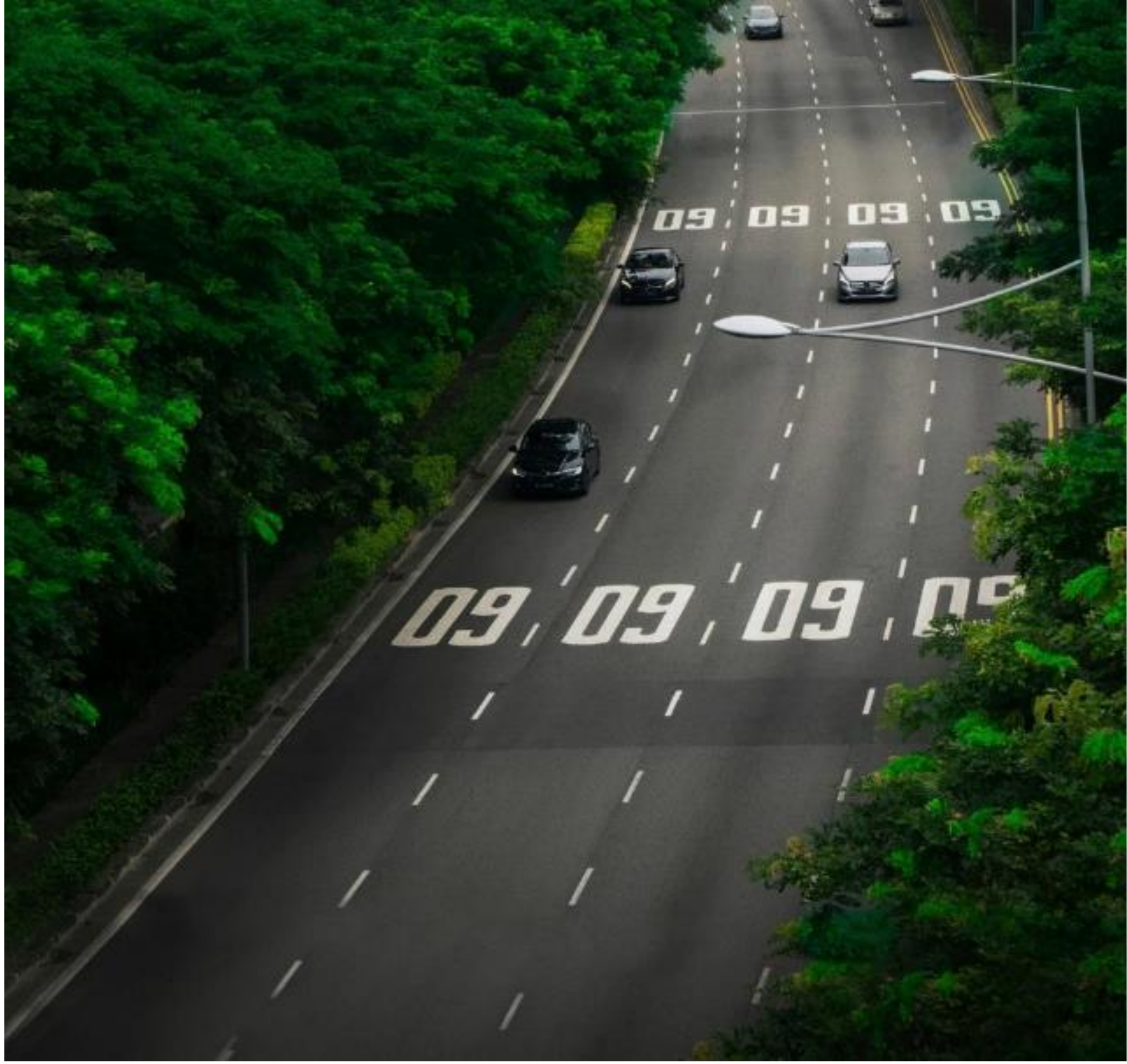
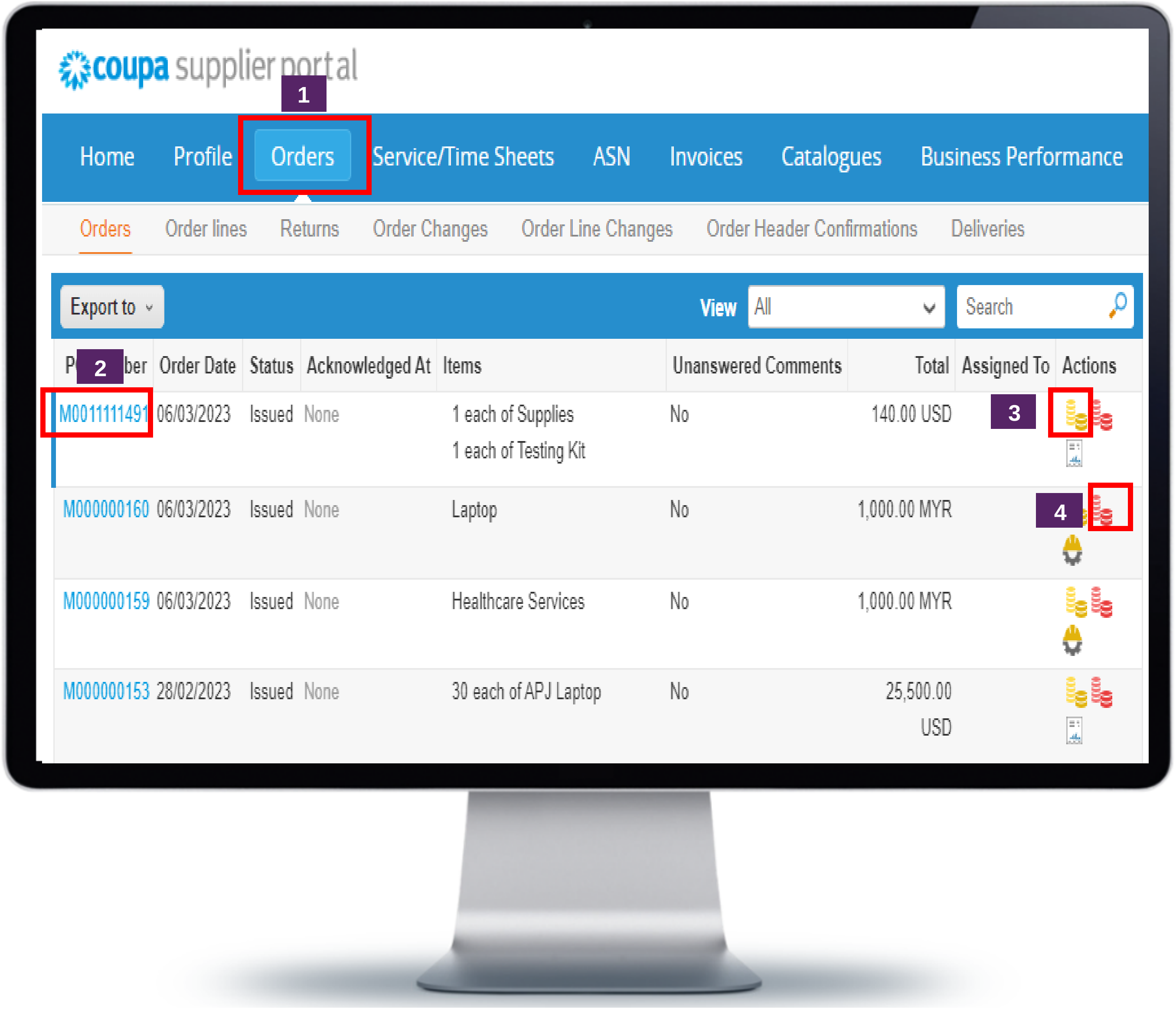
7. View Purchase Orders



View Purchase Orders



1	To start managing Purchase orders, Click on the 'Orders' tab. Each purchase order raised through Coupa will be assigned a unique number.
2	The PO details can be viewed by clicking on the PO number.
3	Click on the Gold coins to create an **invoice.**
4	Click on the Red coins to create a **Credit Note**

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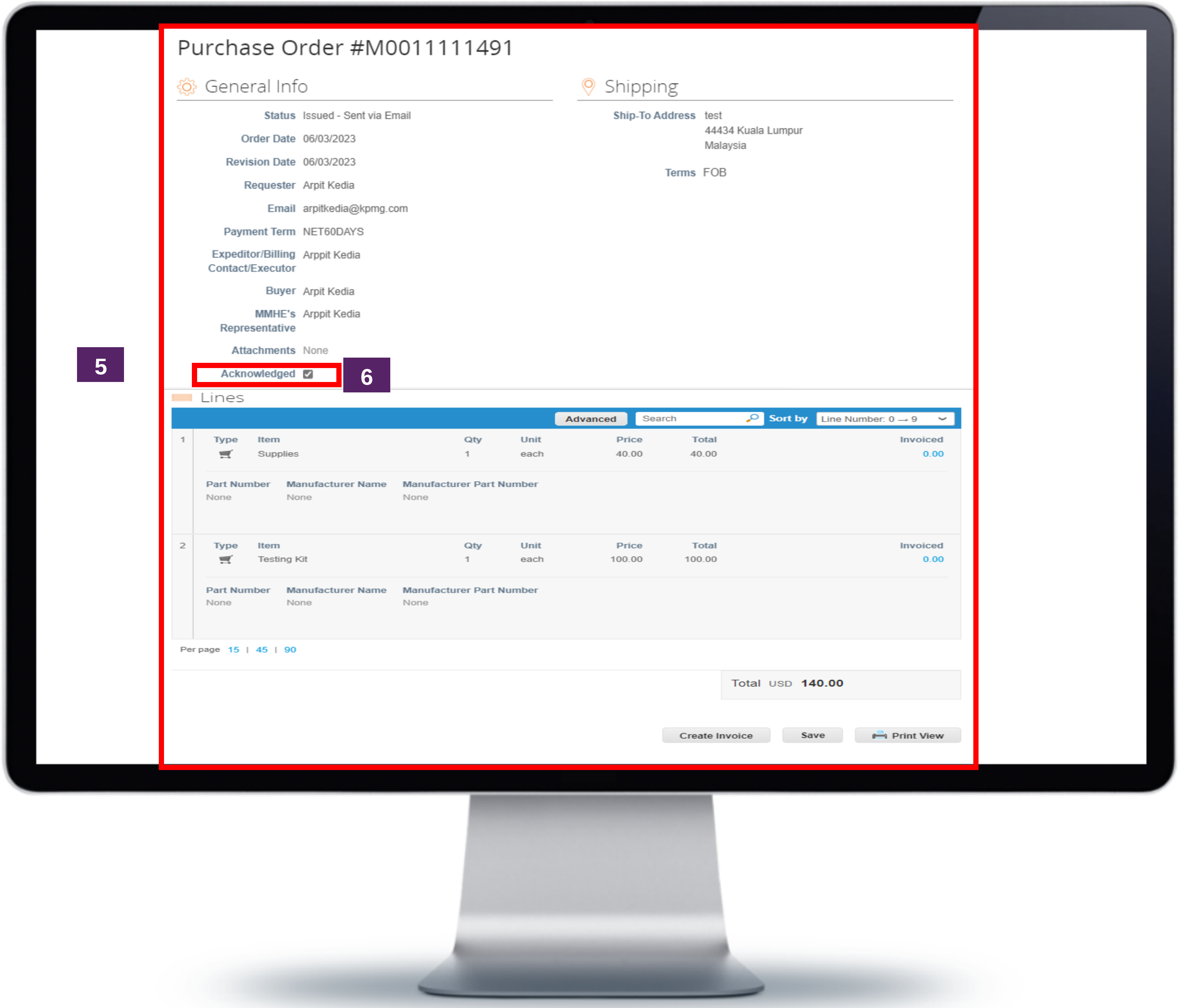
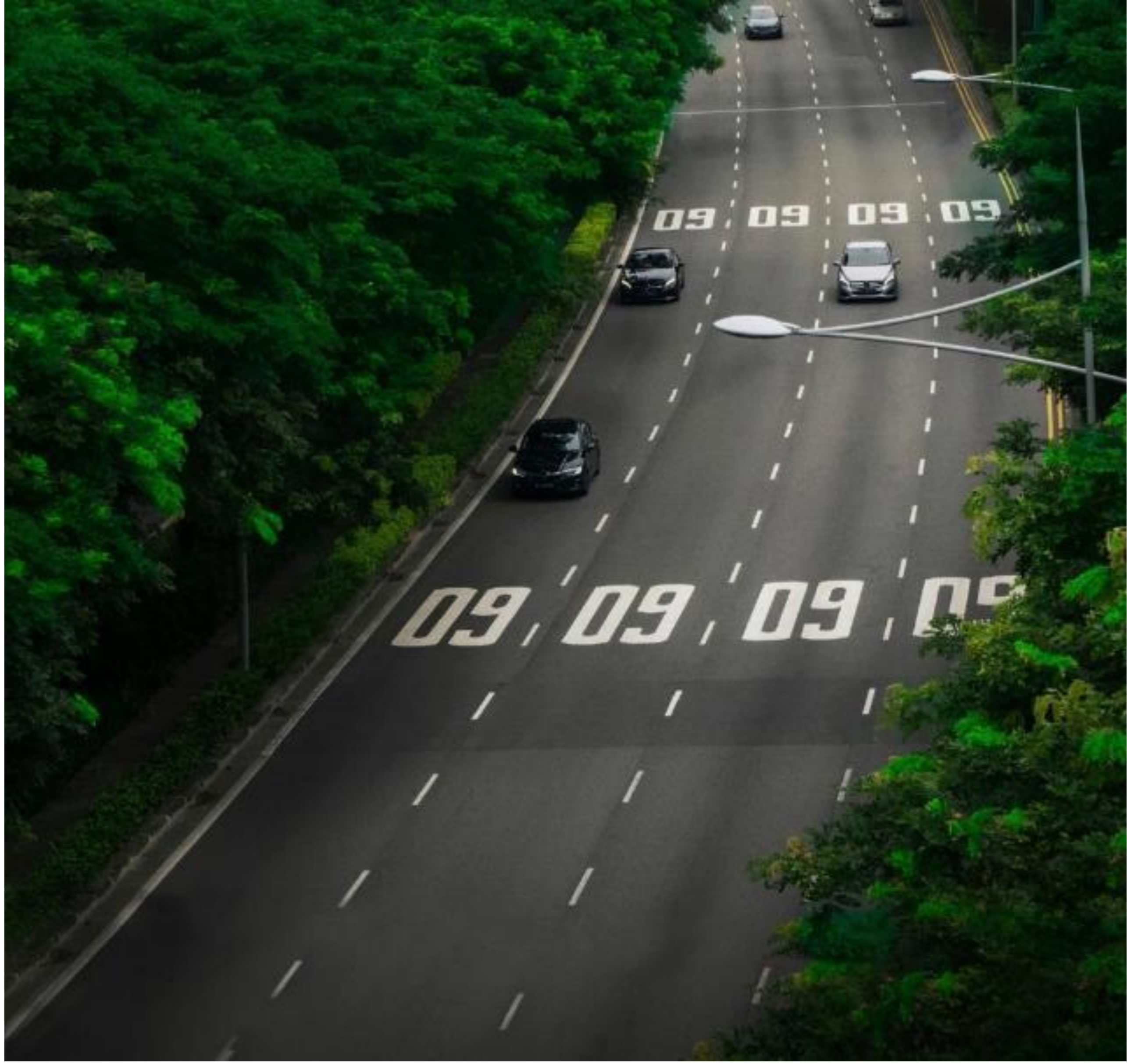
View Purchase Orders



5	When you click on the PO number in step 2, you'll be taken to the Purchase Order screen.
6	When opening a PO, you are able to acknowledge the PO once it has been reviewed. Click on the checkbox for '**Acknowledged**' if needed.

8. Create Service Time Sheets



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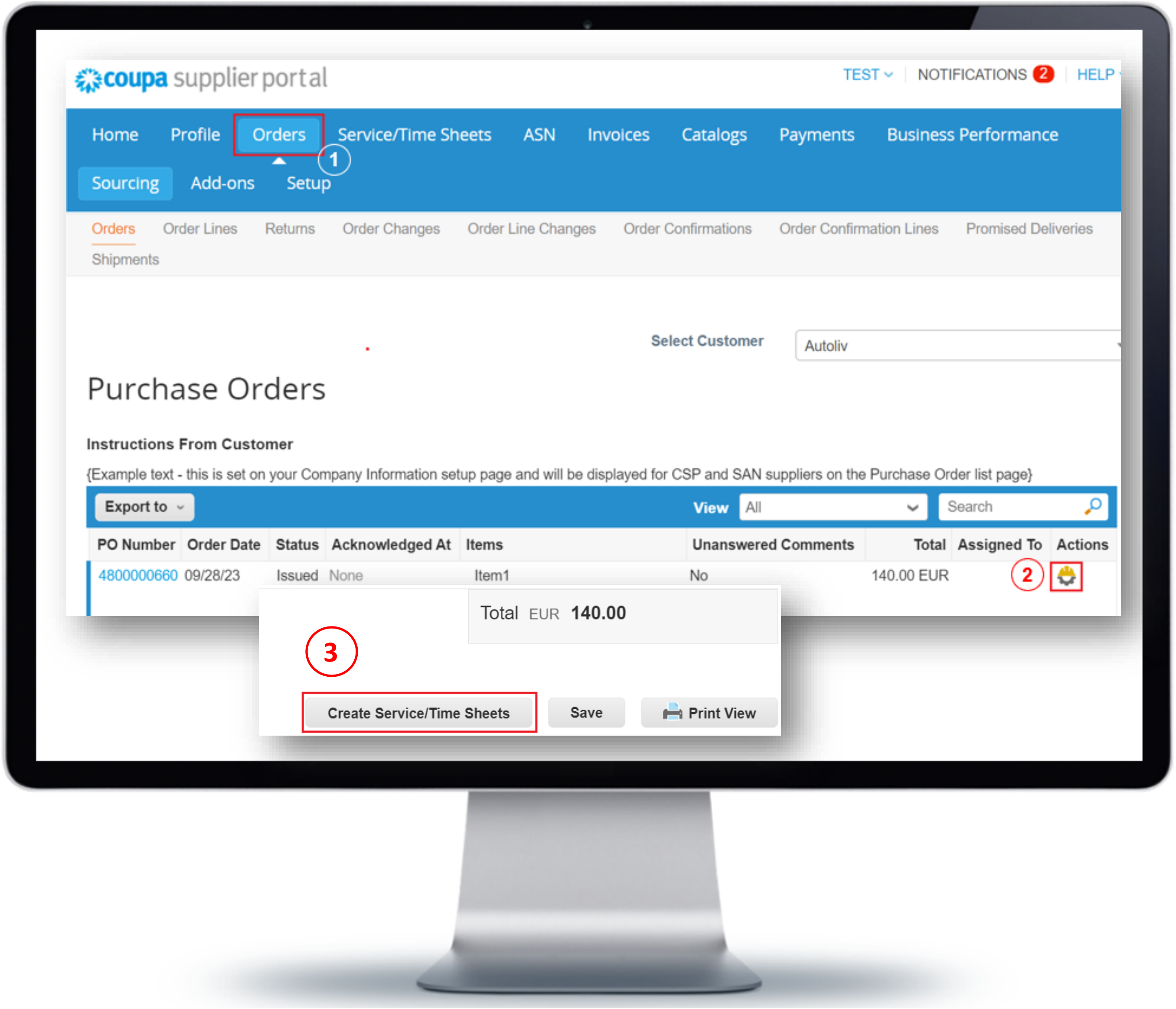
PO – Service/Time Sheets



1	Click on Orders Tab
2	Click on PO number or Service sheet Icon reflected under Actions
3	Scroll Down on PO page and Click on Create Service/Time Sheets

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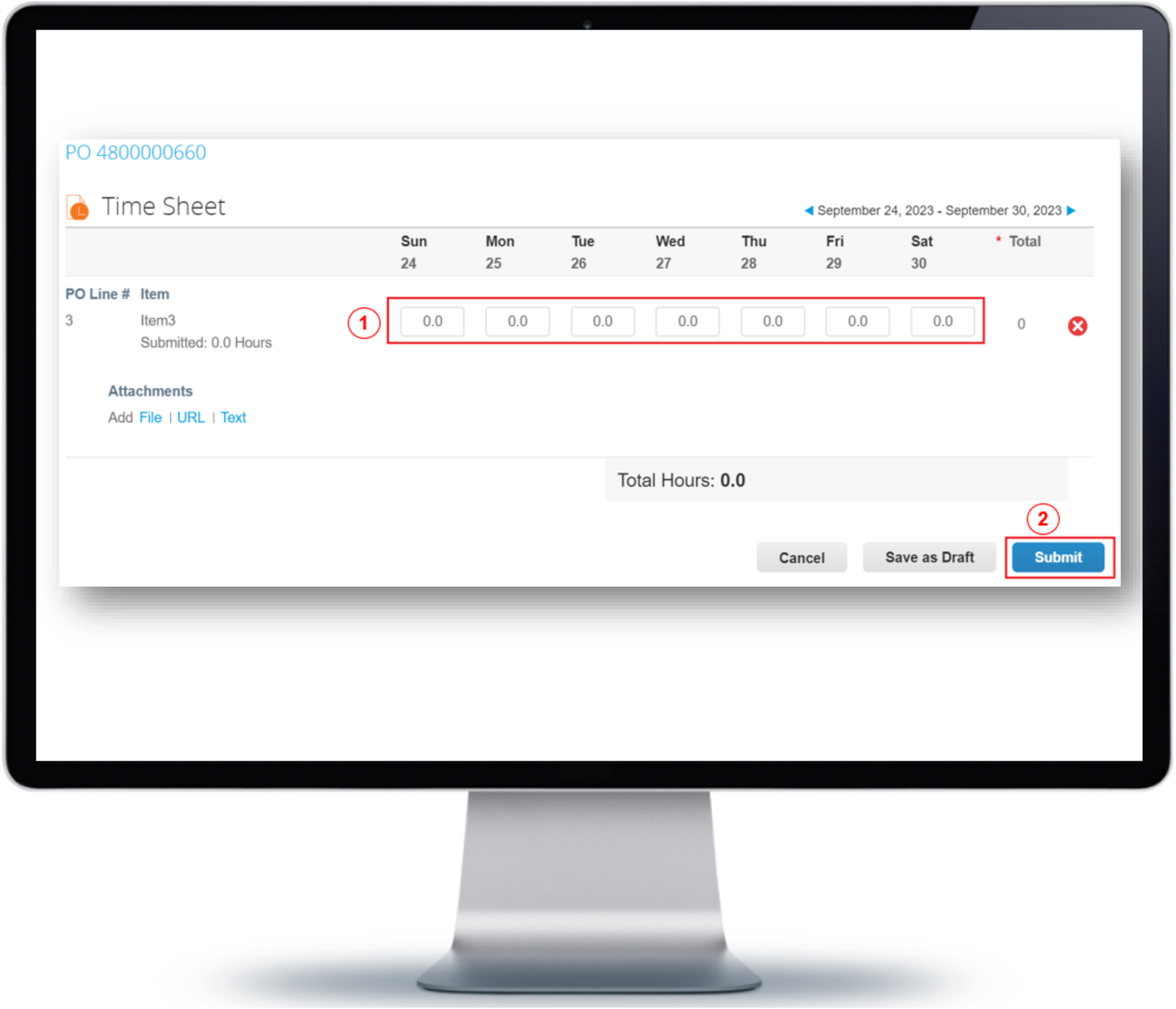
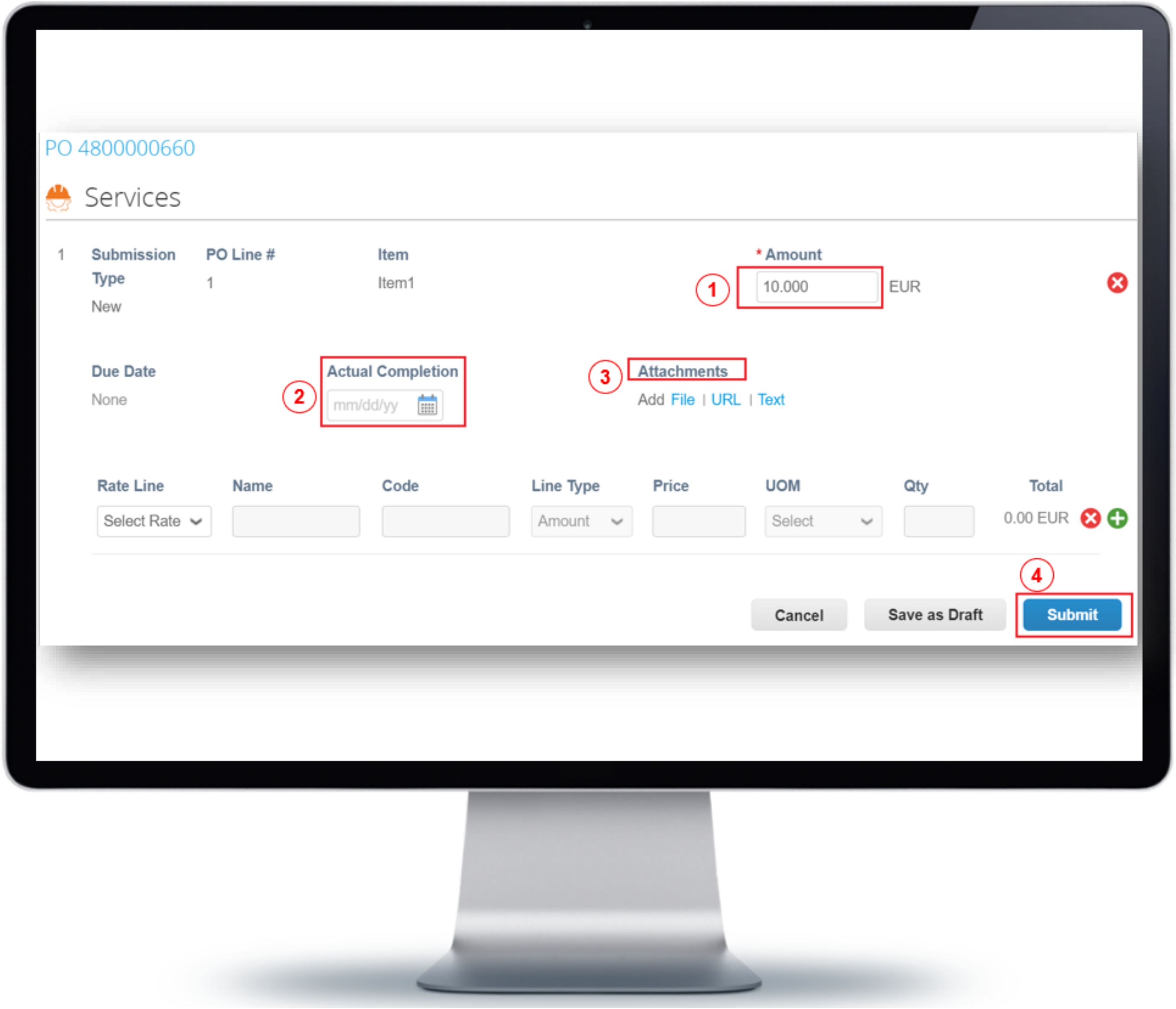
PO – Service/Time Sheets – For service type: “Resources”



1	Fill your hours here for the days you have worked
2	Click on Submit

PO – Service/Time Sheets – For service type: "Service Amount"



1	Enter the total Amount
2	Mention the Completion Date of your assigned job
3	You can add relevant attachment, if needed (optional)
4	Click on Submit

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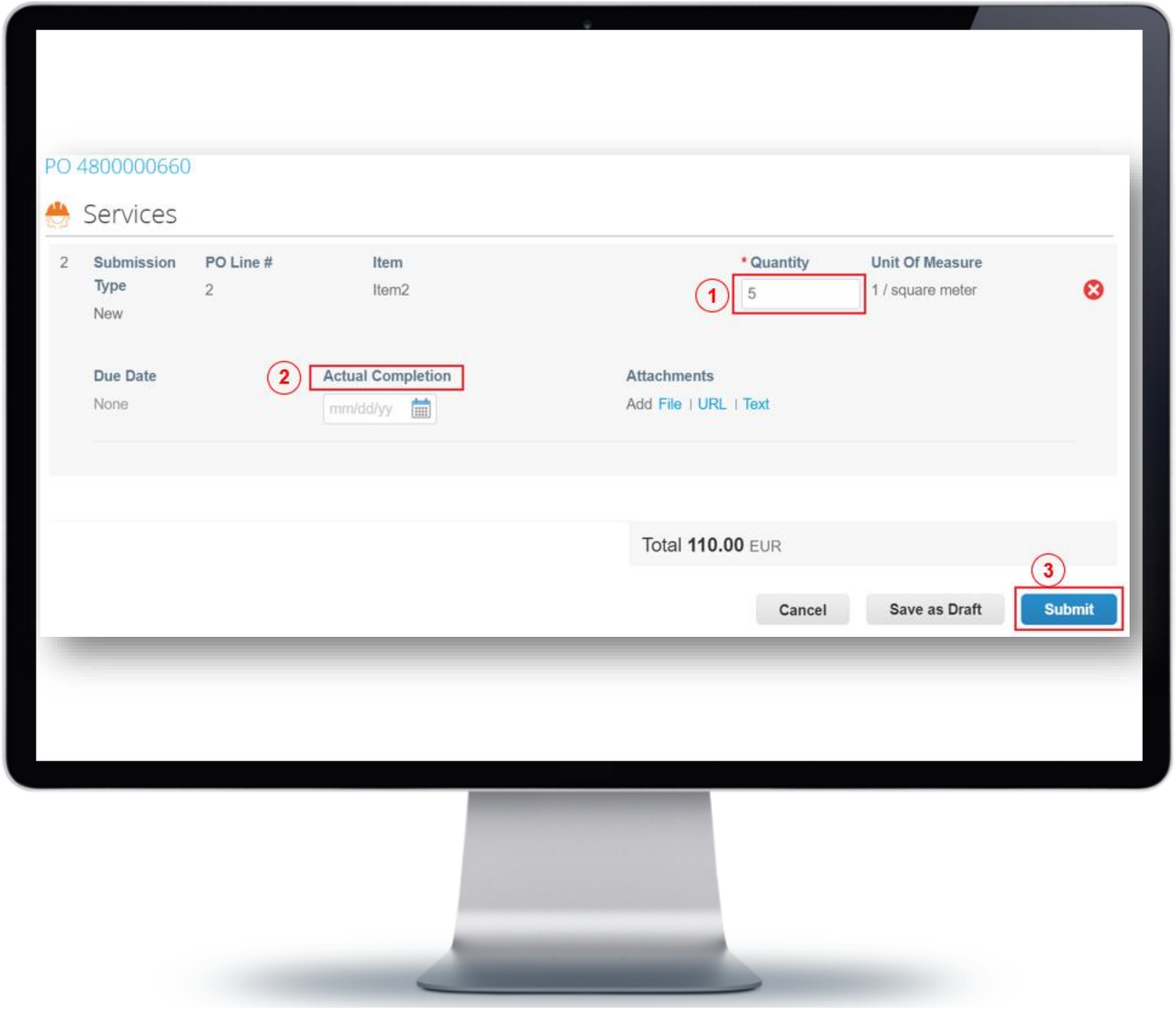
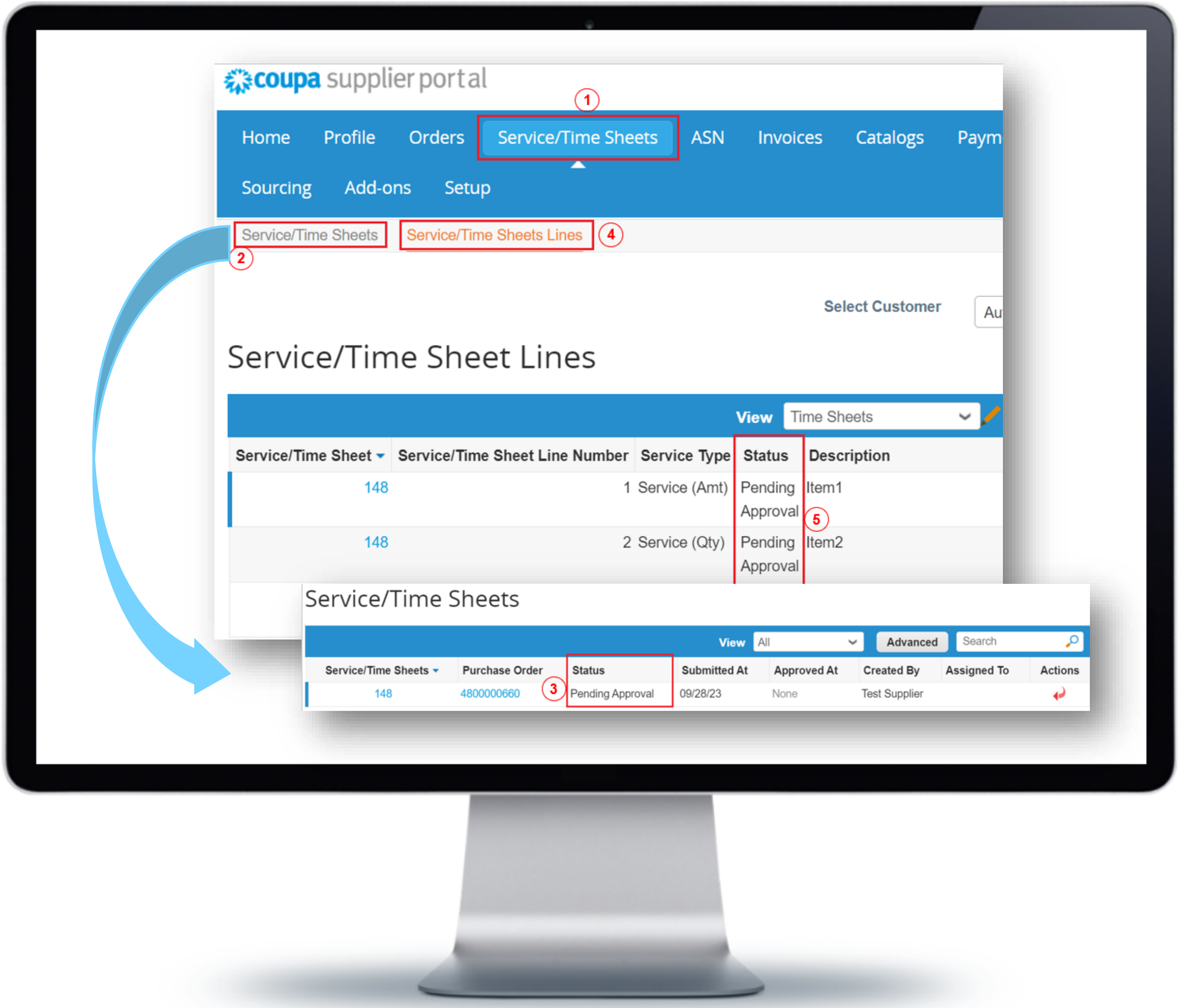
PO – Service/Time Sheets – For service type: “Service Quantity”



1	Enter your Quantity
2	Mention the Completion Date of your assigned job
3	Click on Submit

PO – Service/Time Sheets – Checking status of Submitted Timesheets



1	Click on Service/TimeSheets
2	To check timesheet Status of Each PO, Click on Service/Time Sheets (Sub-tab)
3	Status will be visible here
4	To check timesheet Status of Each PO line, Click on Service/Time Sheets Lines(Sub-tab)
5	Line Status will be visible here

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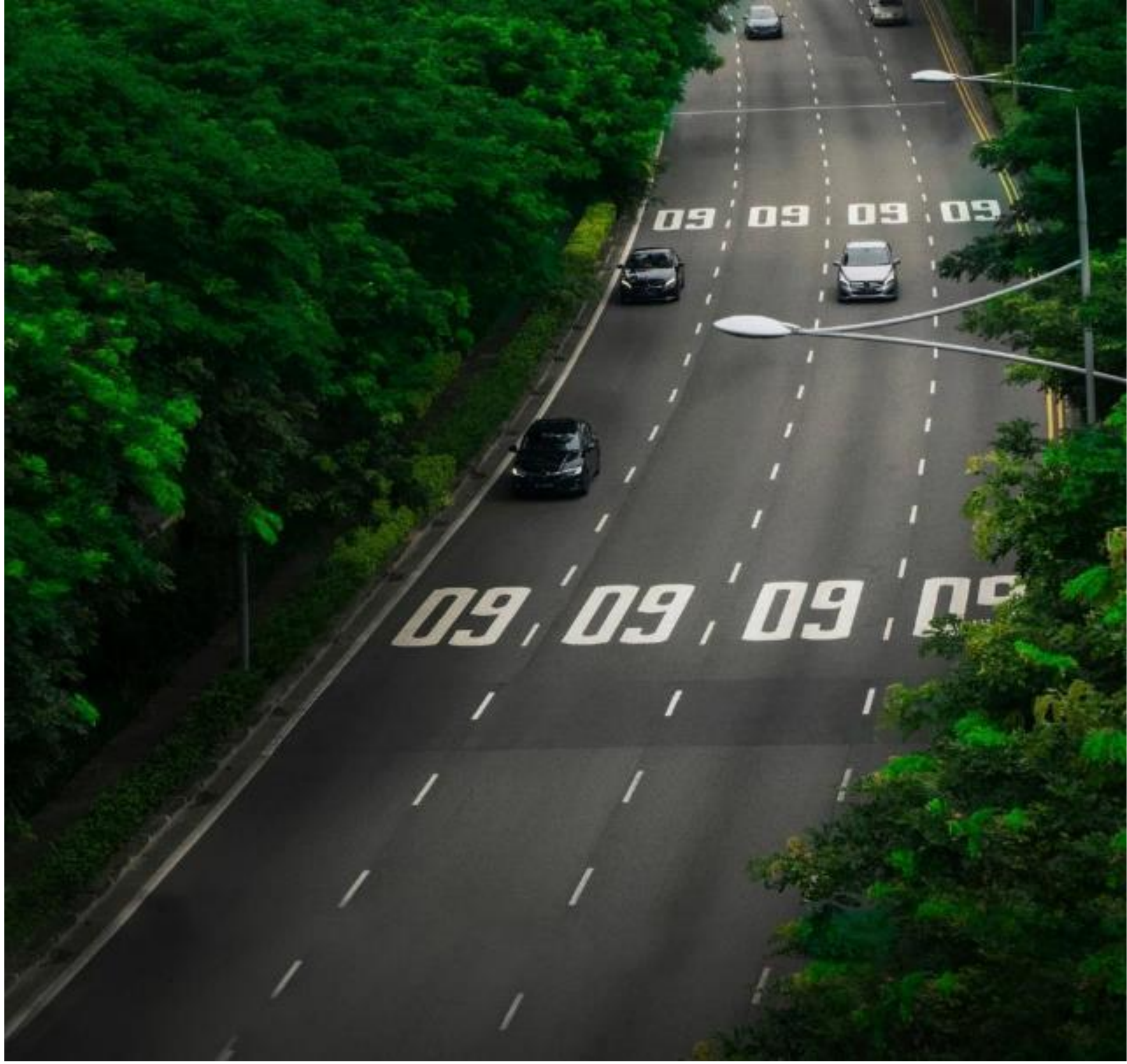
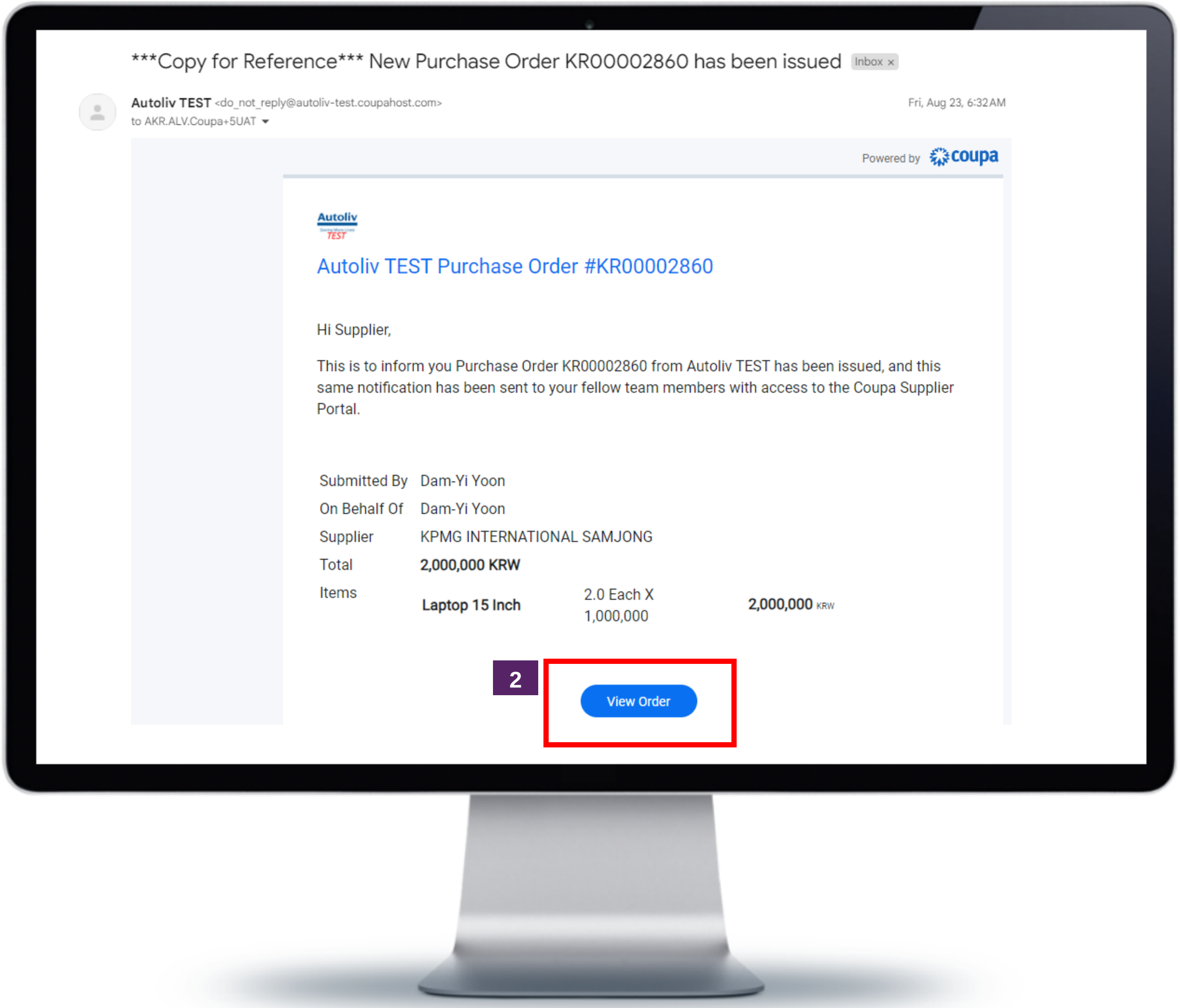
9. View Purchase Orders – via Email Notifications



View Purchase Orders- via Email Notifications


Copy for Reference New Purchase Order KR00002860 has been issued Inbox ×

Autoliv TEST <do_not_reply@autoliv-test.coupahost.com>
to AKR.ALV.Coupa+SUAT
Fri, Aug 23, 6:32 AM

Powered by coupa

Autoliv TEST

Autoliv TEST Purchase Order #KR00002860

Hi Supplier,

This is to inform you Purchase Order KR00002860 from Autoliv TEST has been issued, and this same notification has been sent to your fellow team members with access to the Coupa Supplier Portal.

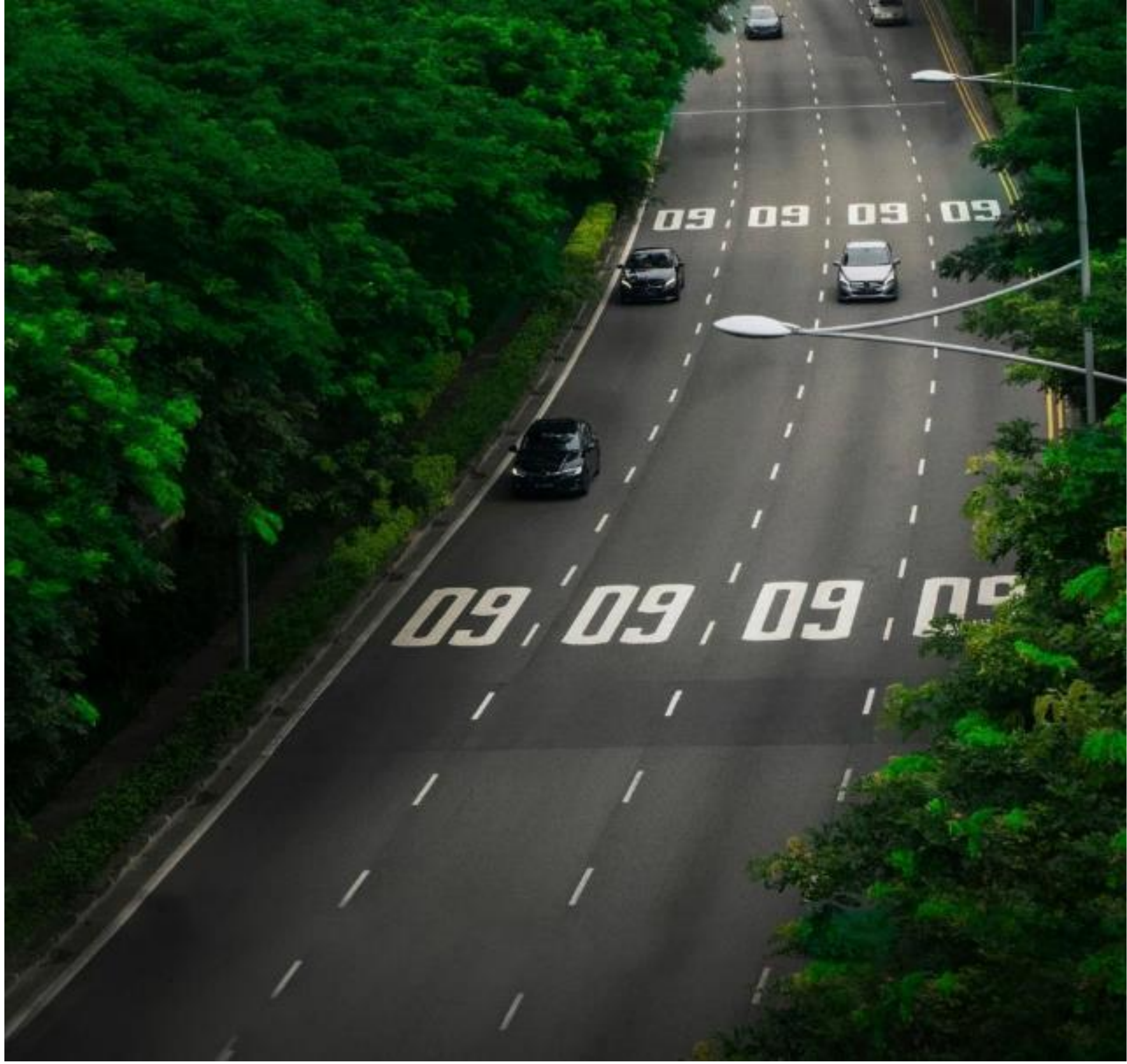
Submitted By	Dam-Yi Yoon		
On Behalf Of	Dam-Yi Yoon		
Supplier	KPMG INTERNATIONAL SAMJONG		
Total	**2,000,000 KRW**		
Items	**Laptop 15 Inch**	2.0 Each X 1,000,000	**2,000,000** KRW

2

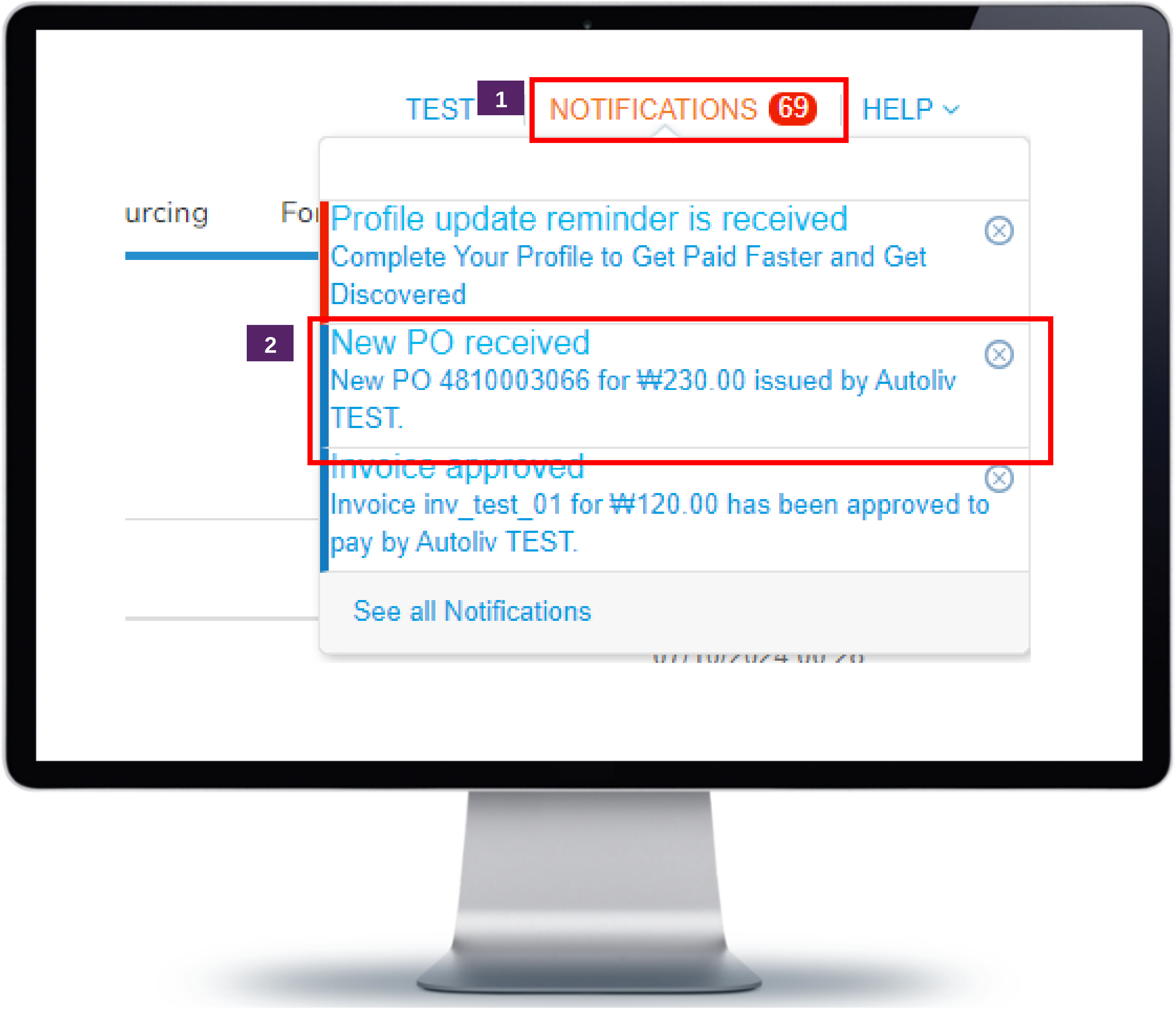
View Order

1	**Email Notification of PO** When a PO is raised, you will receive an email notification regarding this. The email is sent to the PO email address.
2	Click on “**View Order”** to validate the Purchase order details

10. View Purchase Orders – via Web Notifications



View Purchase Orders- via Notifications



1	When a PO is received, you will receive a notification when you log in to the Coupa Supplier Portal.
2	Hover over ‘notifications’ as demonstrated on the homepage to see a preview of the new notification.

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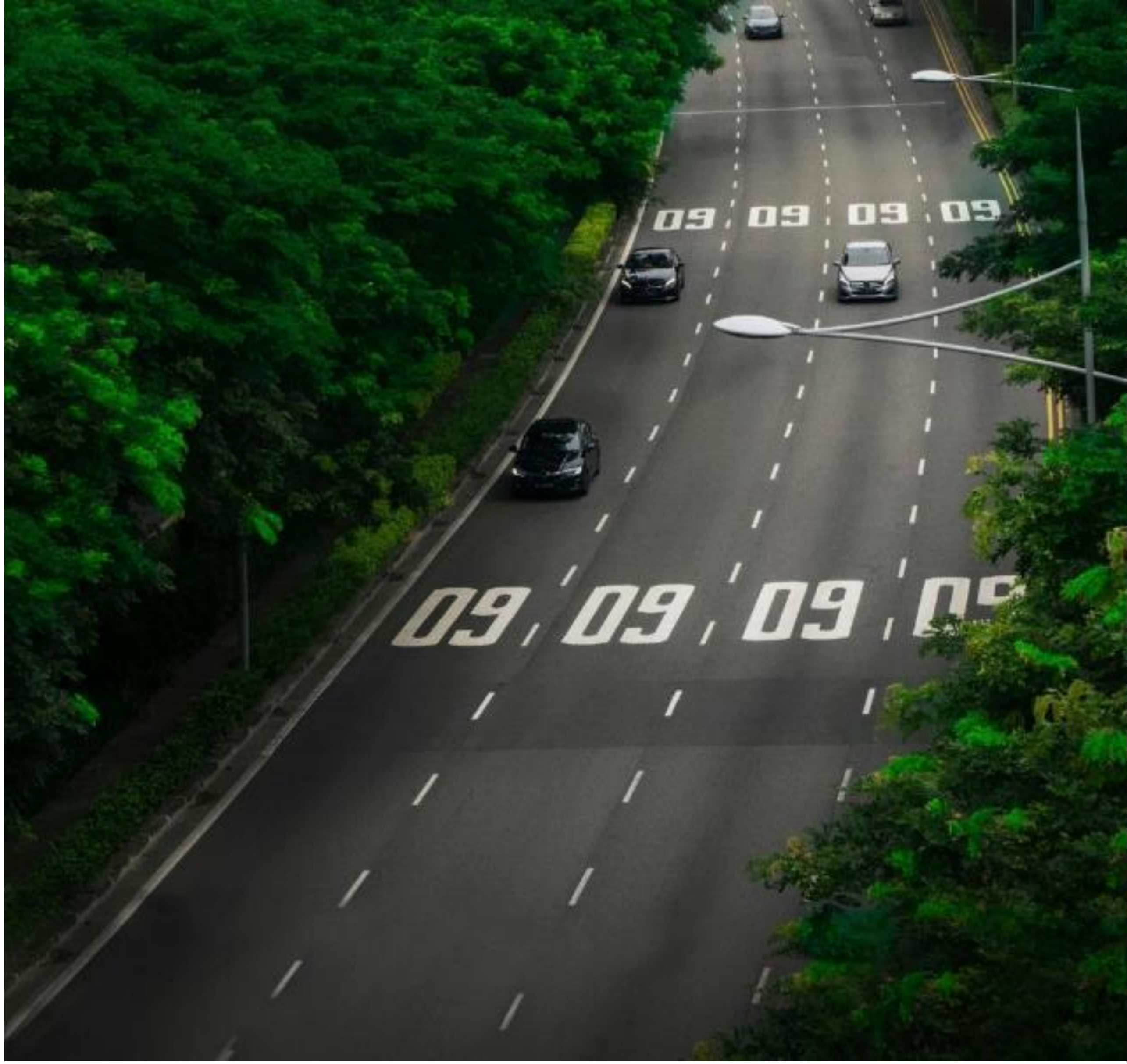
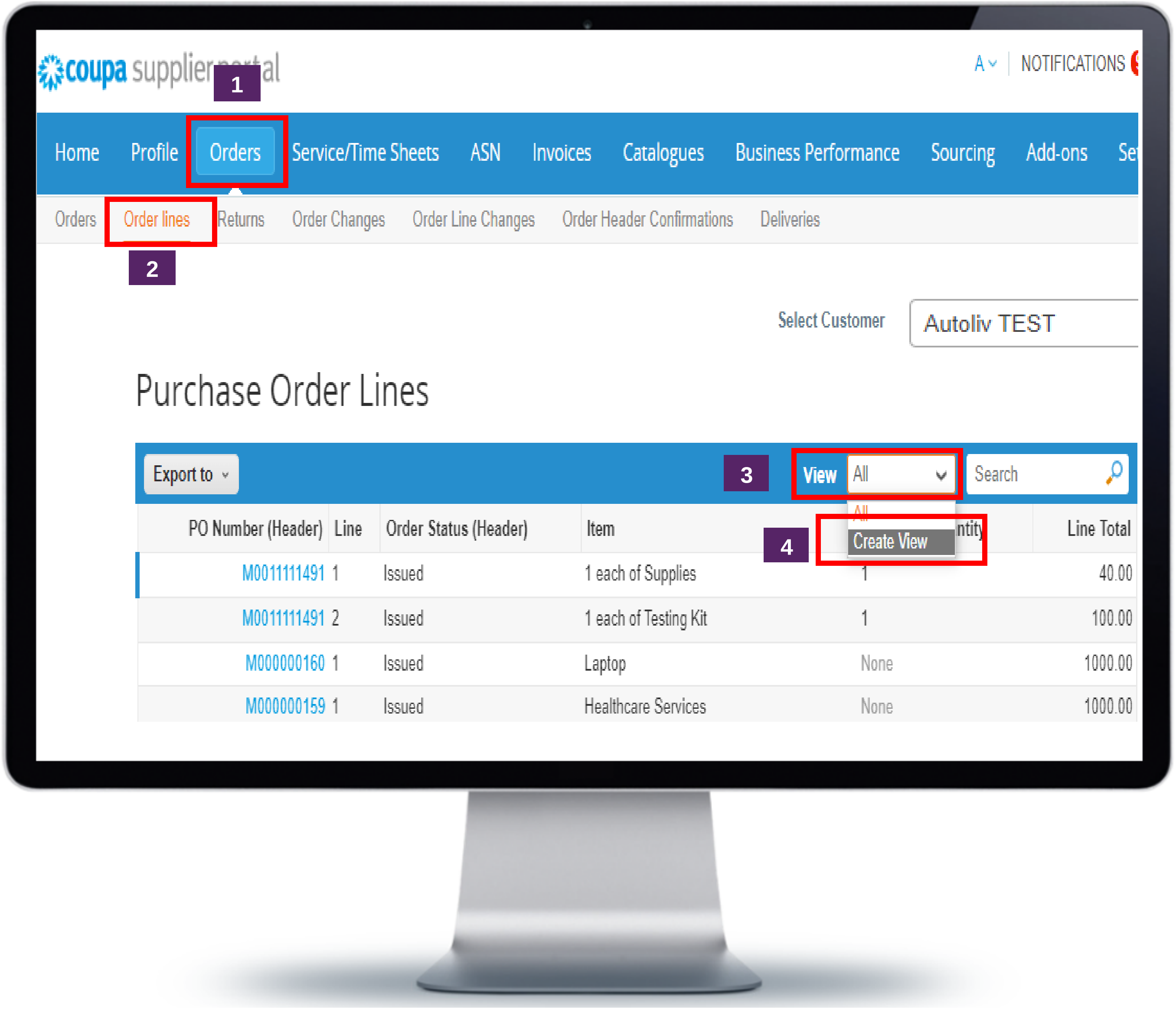
11. Create PO line Report to view the orders received



Create PO line Report to view the orders received



1	Click on the **Orders** tab
2	Click on the **Order Lines** subtab
3	Click on the **View** dropdown menu
4	Click on the **Create View**

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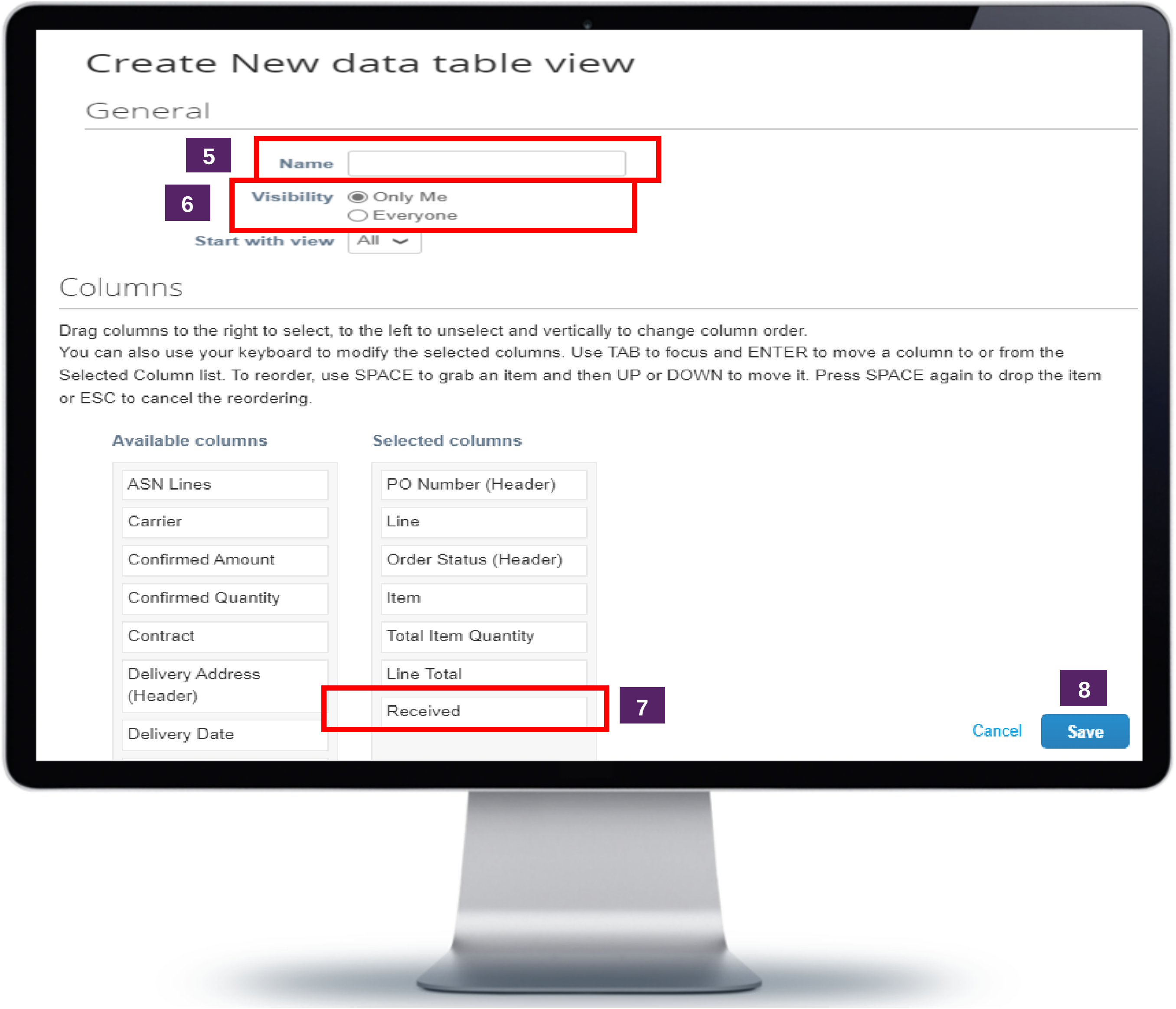
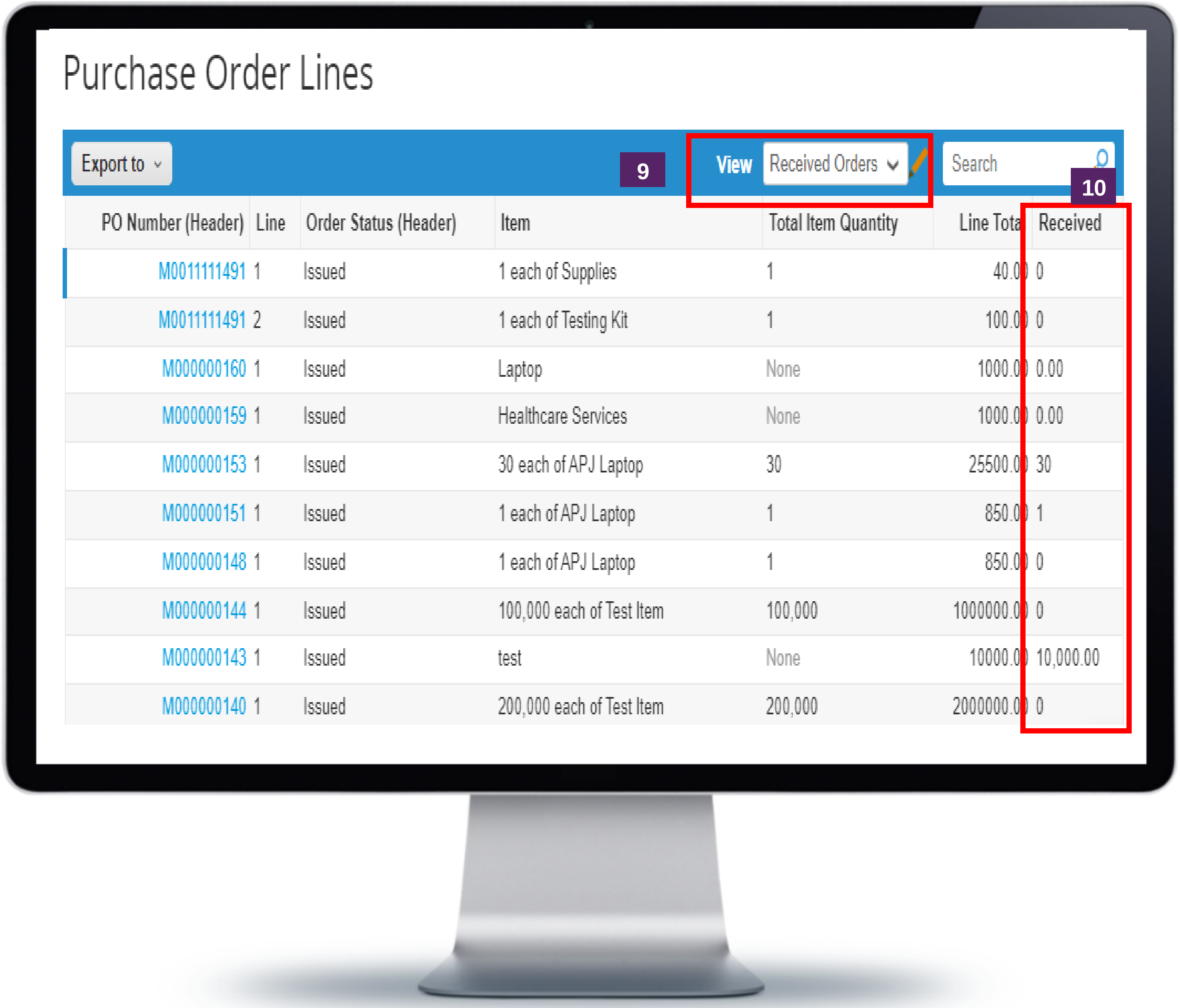
Create PO line Report to view the orders received



5	Give a name to the **View** you are creating (i.e. Received orders)
6	Choose the Visibility
7	Add «**Received**» from Available Columns to Selected Columns
8	Click on the **Save** button at the bottom of the page

Create PO line Report to view the orders received



PO Number (Header)	Line	Order Status (Header)	Item	Total Item Quantity	Line Total	Received
M0011111491	1	Issued	1 each of Supplies	1	40.00	0
M0011111491	2	Issued	1 each of Testing Kit	1	100.00	0
M000000160	1	Issued	Laptop	None	1000.00	0.00
M000000159	1	Issued	Healthcare Services	None	1000.00	0.00
M000000153	1	Issued	30 each of APJ Laptop	30	25500.00	30
M000000151	1	Issued	1 each of APJ Laptop	1	850.00	1
M000000148	1	Issued	1 each of APJ Laptop	1	850.00	0
M000000144	1	Issued	100,000 each of Test Item	100,000	1000000.00	0
M000000143	1	Issued	test	None	10000.00	10,000.00
M000000140	1	Issued	200,000 each of Test Item	200,000	2000000.00	0

9	You can now select the **View** you have just created from the View dropdown
10	The last column is the column that says how many orders have been received

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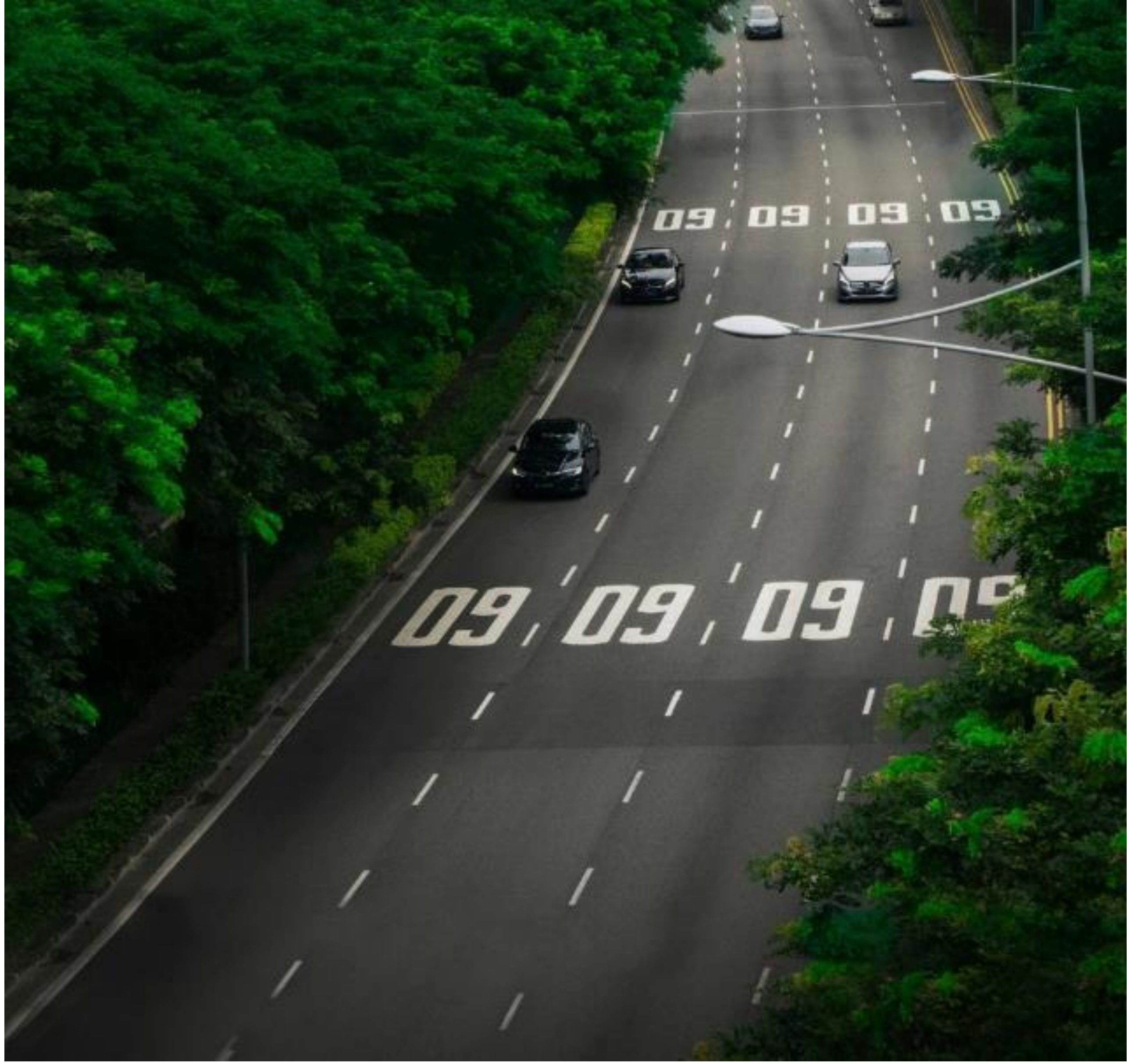
12. CaaS Setup – For Korean suppliers with local business



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CaaS Setup - Introduction

Suppliers doing business in the Republic of Korea can use the Coupa Supplier Portal (CSP) to quickly issue and clear legally compliant invoices generated from POs. CSP lets you flip POs to invoices in seconds and then you can review and submit those invoices so Coupa can automatically create the legal invoice which is used for clearance and registration with the National Tax System (NTS) on behalf of the supplier.

Domestic invoicing in South Korea: South Korean suppliers invoicing buyers with a Bill To address in South Korea will get compliant tax invoices (certified and digitally signed in a regulated XML format) and attachments of a human-readable PDF form with a "Registration Outcome" report. These invoice documents are attached to the Coupa invoice for both the Korean suppliers and the Korean buyers.

Cross-border invoicing outside of South Korea: South Korean suppliers invoicing buyers with addresses outside of South Korea can still get the legal invoice, but that legal invoice file must be manually attached to the Coupa invoice to send it to the buyer.

CaaS Setup – How it works

Suppliers doing business in the Republic of Korea already know about their Tax Identification Number (TIN) and setting up their Legal Entity in the CSP. Suppliers need to have a Legal Entity set up as a prerequisite.

When CaaS for South Korea is enabled by a South Korean buyer, then South Korean suppliers are required to add CaaS information in the CSP so they can generate legally compliant invoices denominated in South Korean won (KRW).

Suppliers may already have their certificate from the NTS. They can also do business through an accredited Certificate Authority so they can issue and clear invoices with the NTS.

Coupa's CaaS offering in South Korea supports the issuance and clearance of compliant tax invoices on behalf of suppliers through its compliance partner, Sovos, in collaboration with SmartBill. They validate and digitally sign the XML invoice and send that to the NTS. The NTS processes the e-invoice and ensures the proper XML schema and signature validations are present.

When your Coupa buyer enables Compliance as a Service they only want authentic, validated, signed and legally compliant invoices submitted to their Korean Bill To address. To send a verifiably authenticated and legally compliant invoice, you need to set up and configure CSP issuance and clearance of your invoices according to guidelines proposed by the NTS and the Common (electronic tax invoice) Standardization Group (SG). Achieve that with these steps in the next page.

CaaS Setup – Procedure 1: Supplier must initiate the process using the SmartBill portal

(http://www.smartbill.co.kr/xMain/mb/mb_join/sovos_Join/comregno_input.aspx) to obtain the API credentials for processing e-invoices on behalf of the supplier. As per section 4.2.5 of the Sovos Integration Guide this involves:

1. **Access the SmartBill portal here: http://www.smartbill.co.kr/xMain/mb/mb_join/sovos_Join/comregno_input.aspx and you will see this page or it's equivalent.**

2. **Follow the highlighted steps to complete the Onboarding process.**
   - **I. Enter the Corporate Registration Number and click Next.**
   - **II. Identity verifications:**
     - **i. Use either of the verification methods, I-PIN or Mobile Number to complete user authentication.**
       - **a. Selecting I-PIN opens a pop-up window and allows users to enter their personal details and agree to using their personal information.**
       - **b. If using the Mobile Phone option for verification, simply enter the details required on the screen. A pop-up will prompt you to accept a user agreement about user personal information.**
     - **ii. Follow the instructions on the screen and click Next.**
   - **III. Agreement to Terms. Select the appropriate checkboxes if you agree to the Terms & Conditions, then click Next.**

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CaaS Setup – Procedure 1: Supplier must initiate the process using the SmartBill portal

IV. Personal and Company Information: Enter the required details for your company and then click Next.

- Business Registration Number
- Company Name
- Company President/Representative Name
- Business Type
- Business Classification
- Zip Code and Company Address

3. Execute the following

    I. Retrieve Username to access the ASP's API: SbId (Smart Bill Id).

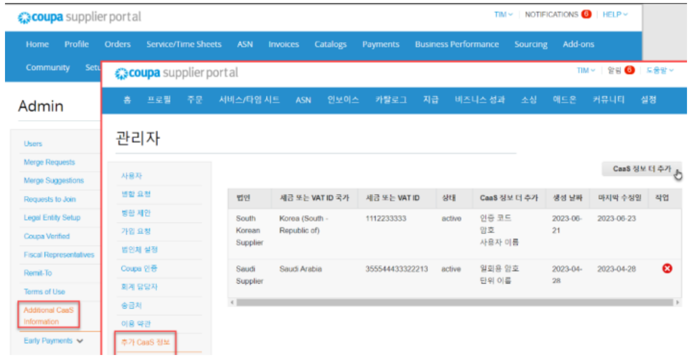
    II. Upload the Supplier Certificate to enable the ASP in signing invoices.

    III. Generate an Authentication Code to allow access to the API methods.

Note: Generate an Authentication Code on the ASP's portal one time only. If the supplier already has an authentication code from a previous registration with the ASP then that same code should be provided to Coupa.

CaaS Setup – Procedure 2: Log in to the CSP

1. Go to Setup > Additional CaaS Information and click Add Additional CaaS Information.
2. Alternatively you can go to Setup > Legal Entity Setup and click Actions to expose the option to Manage Additional CaaS Information. From there you can also click Add Additional CaaS Information.



<u>**Follow the prompts and choose the Legal Entity you will invoice from and the Tax or VAT ID you will use then click Next.**</u>

1. Enter the Authentication Code you generated in the SmartBill/Sovos procedure along with the Supplier Certificate Password and Username (i.e. the SmartBill Id that provides access to SmarBill ASP's API).

<u>**Prove you are not a robot and then Save. That completes the required configuration.**</u>

Note: Procedures 1 and 2 mentioned above are prerequisites and must be completed before you start submitting domestic invoice transactions for Korea.

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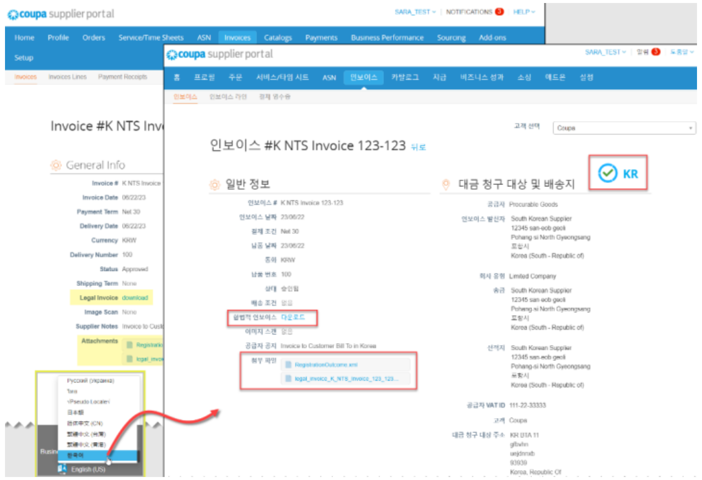
CaaS Setup – After Procedure 1 & 2

When you Submit invoice data for a domestic transaction (in KRW) using any of the supported supplier-originated invoicing channels, Coupa converts that submision into XML, assigns an unique IssueID/TransactionID and transmits it to the NTS portal for invoice clearance and issuance. NTS performs validations and clears the e-invoice.

Coupa attaches the legal invoice and Registration Outcome report. Coupa also renders a human-readable PDF from the legal invoice for both the supplier and the buyer.

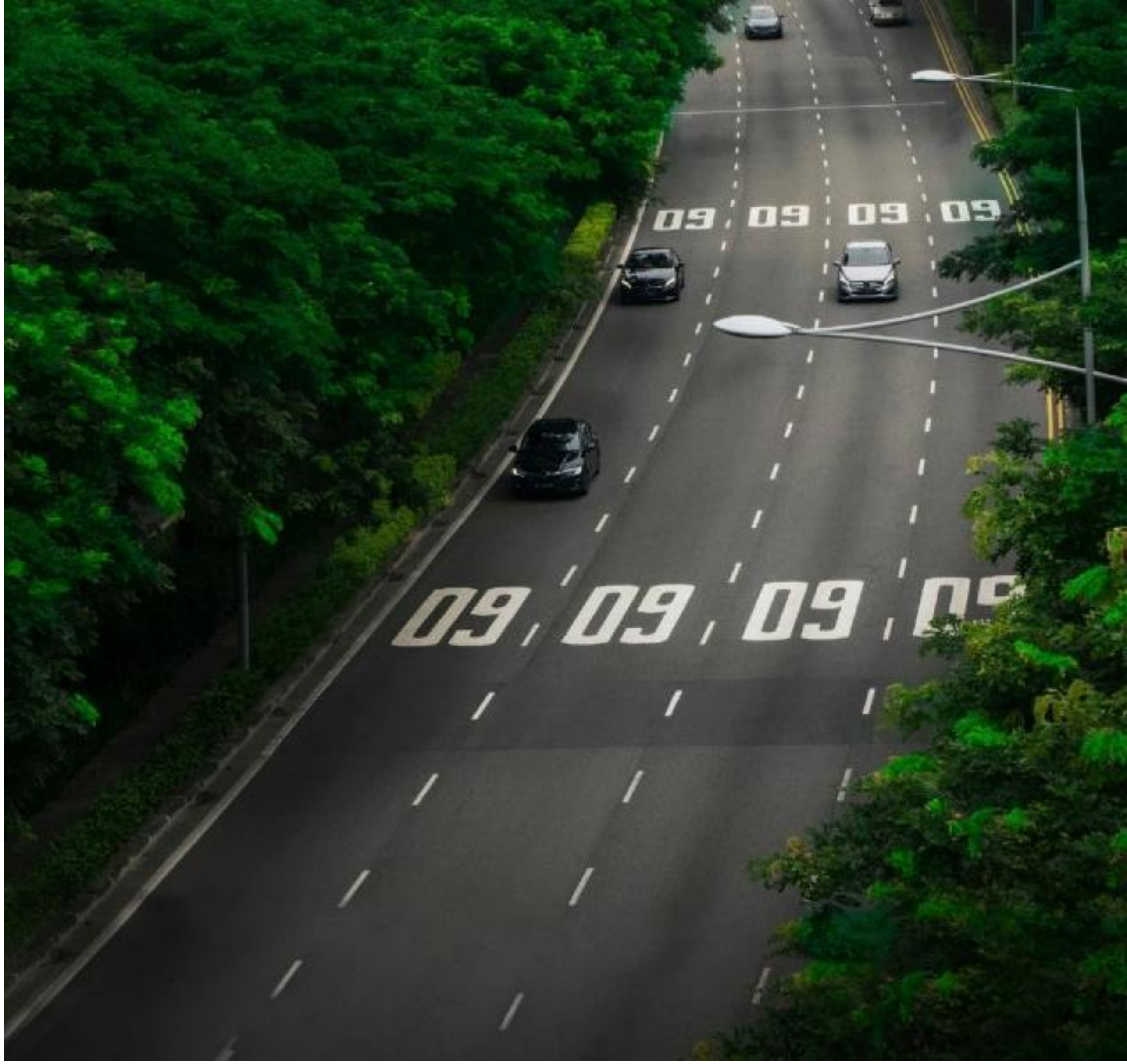


Coupa makes the cleared Tax Invoice available to both the supplier and the buyer.

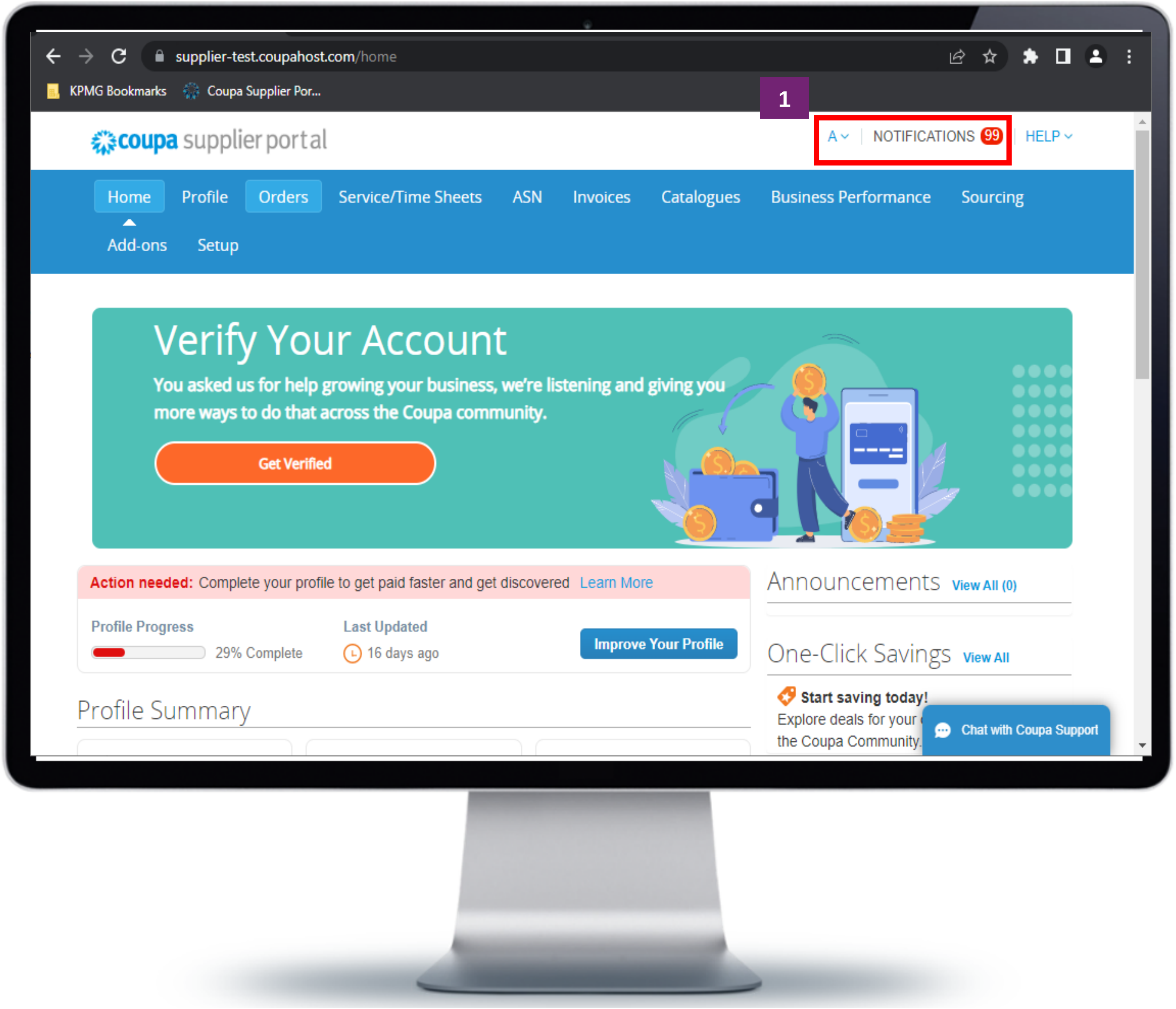
Initially the invoice status will show "Processing" and the Legal invoice will be "signing and issuing" because issuance and clearance will take some time. If there is an error the Registration Outcome xml file will have some clues as to what may be the cause.

When you create invoices for external customers outside of the Republic of Korea, you will need to manually attach the legal, compliant invoice to the Coupa invoice you are sending to your buyer. The buyer will validate your invoice as has been done in the past.

13. Create Invoice – via PO Flip



Create Invoice – Via PO Flip



1 Login into Coupa Supplier Portal

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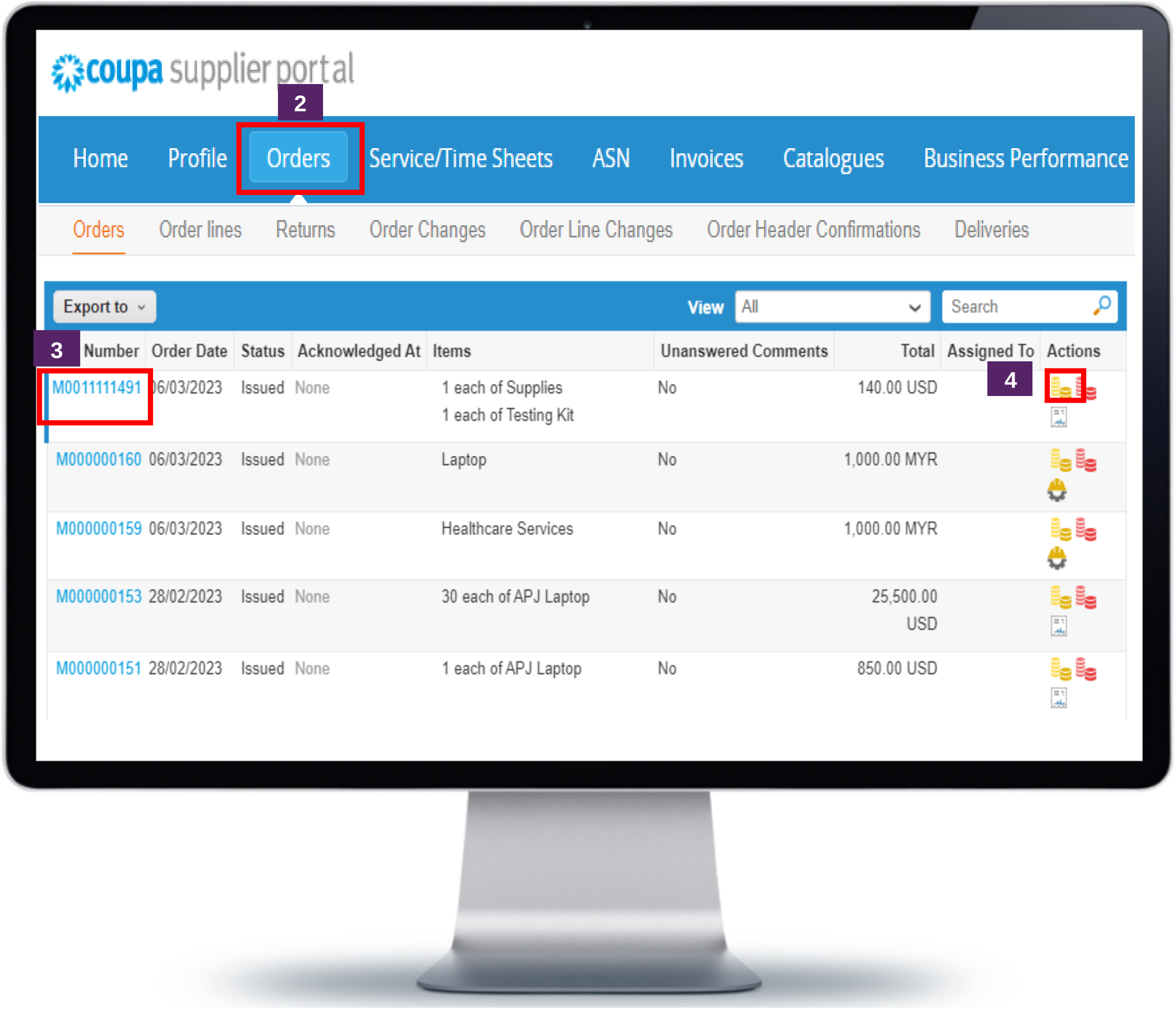
Internal

Create Invoice – Via PO Flip



2	**Invoice Creation through PO Flip-** You can create invoices directly from POs in the CSP, often called "flipping the PO" or a "PO Flip".
3	Click on the **Orders** tab. Find the PO for which you would like to flip into an invoice, click on the PO Number to view details on the Purchase Order. **Proceed to Step 5.**
4	Alternatively, under the **Actions** column of the specific PO row, click on the gold coin stack icon to accept and flip the PO into an invoice and you will be navigated to **Create invoice page. Proceed to Step 8.**

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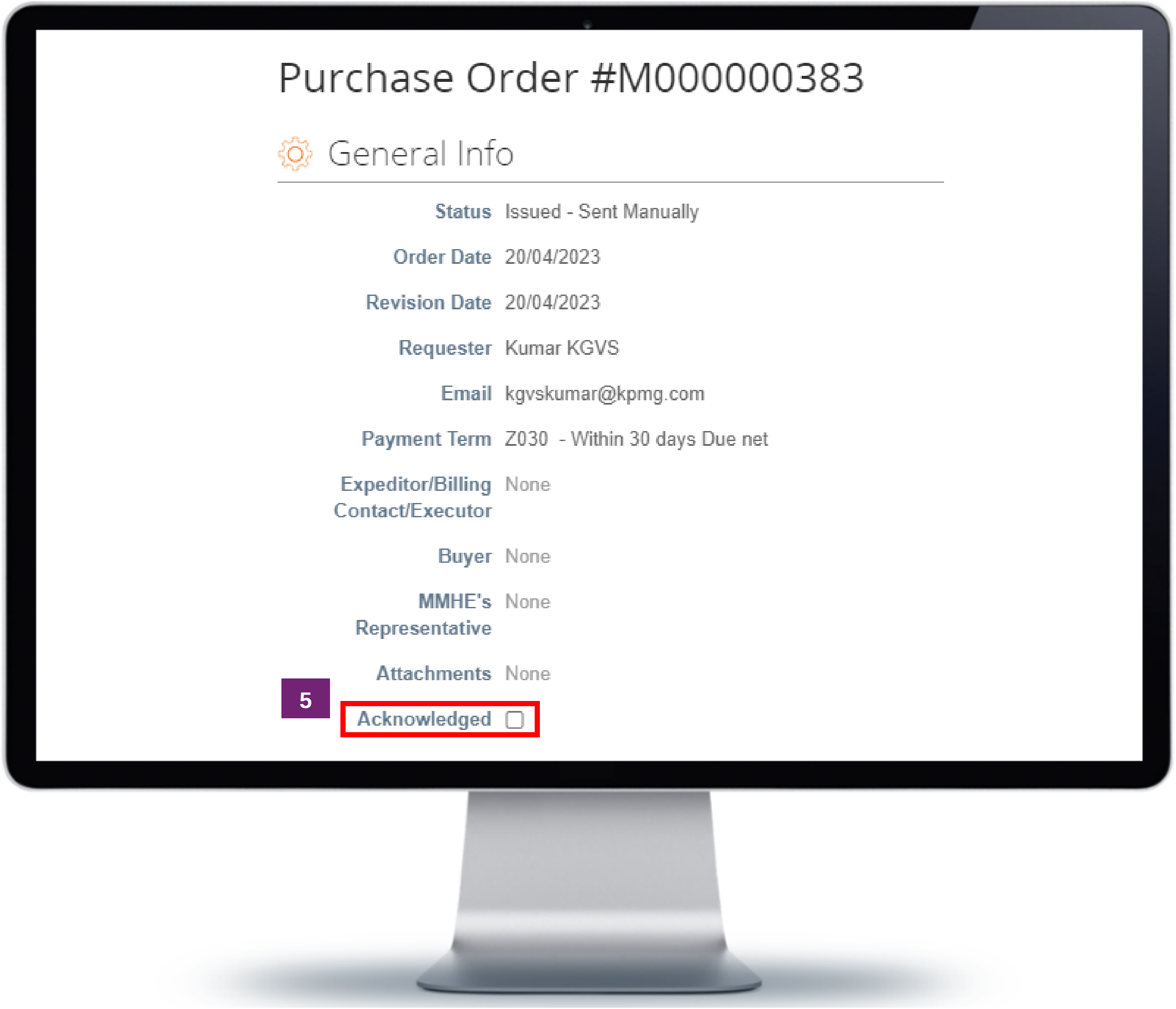
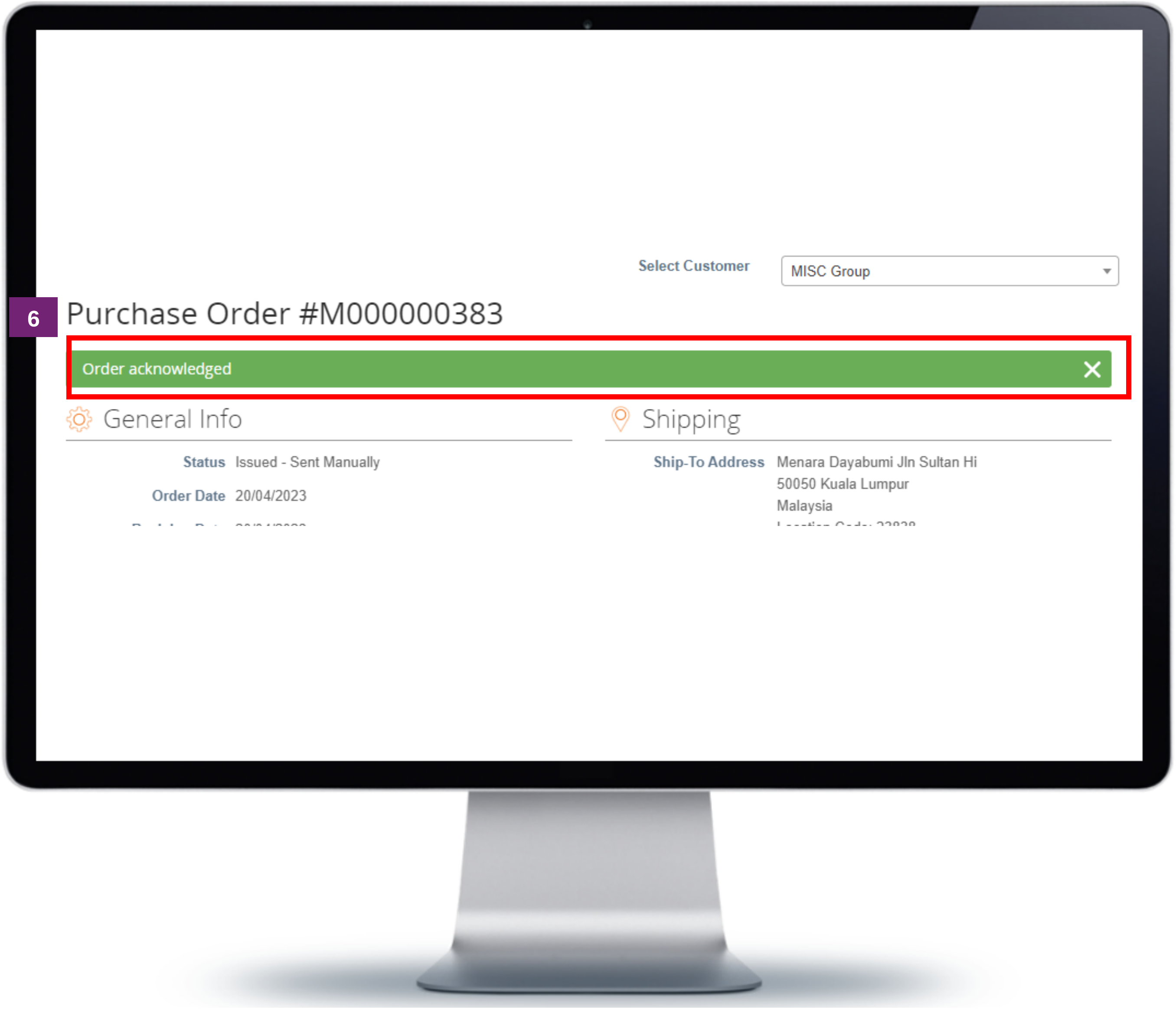
Create Invoice – Via PO Flip



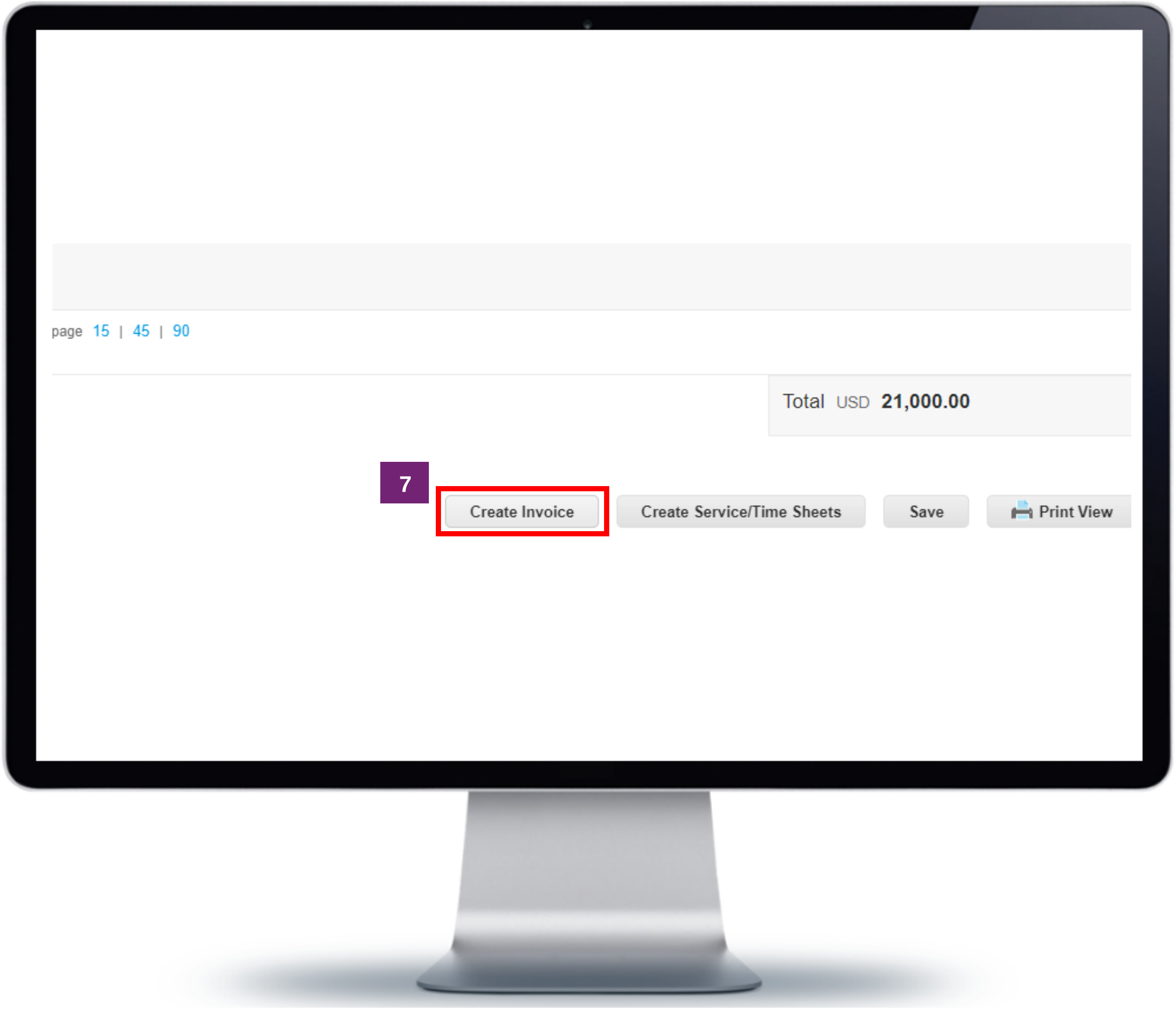
5	Click the Acknowledge check box if needed.

Create Invoice – Via PO Flip



6	**Green banner** is showing

Create Invoice – Via PO Flip



7	Scroll down and click **Create Invoice**

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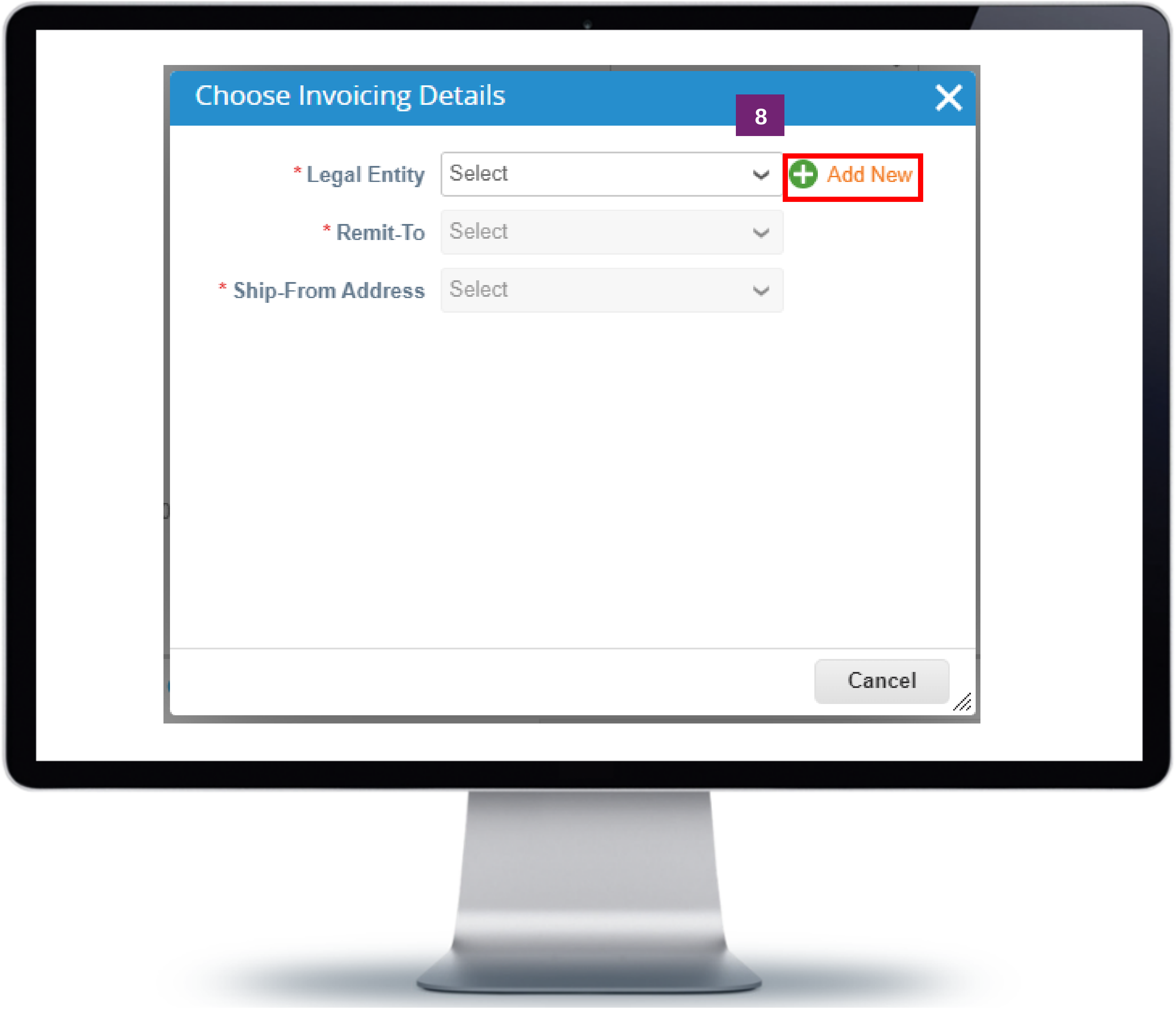
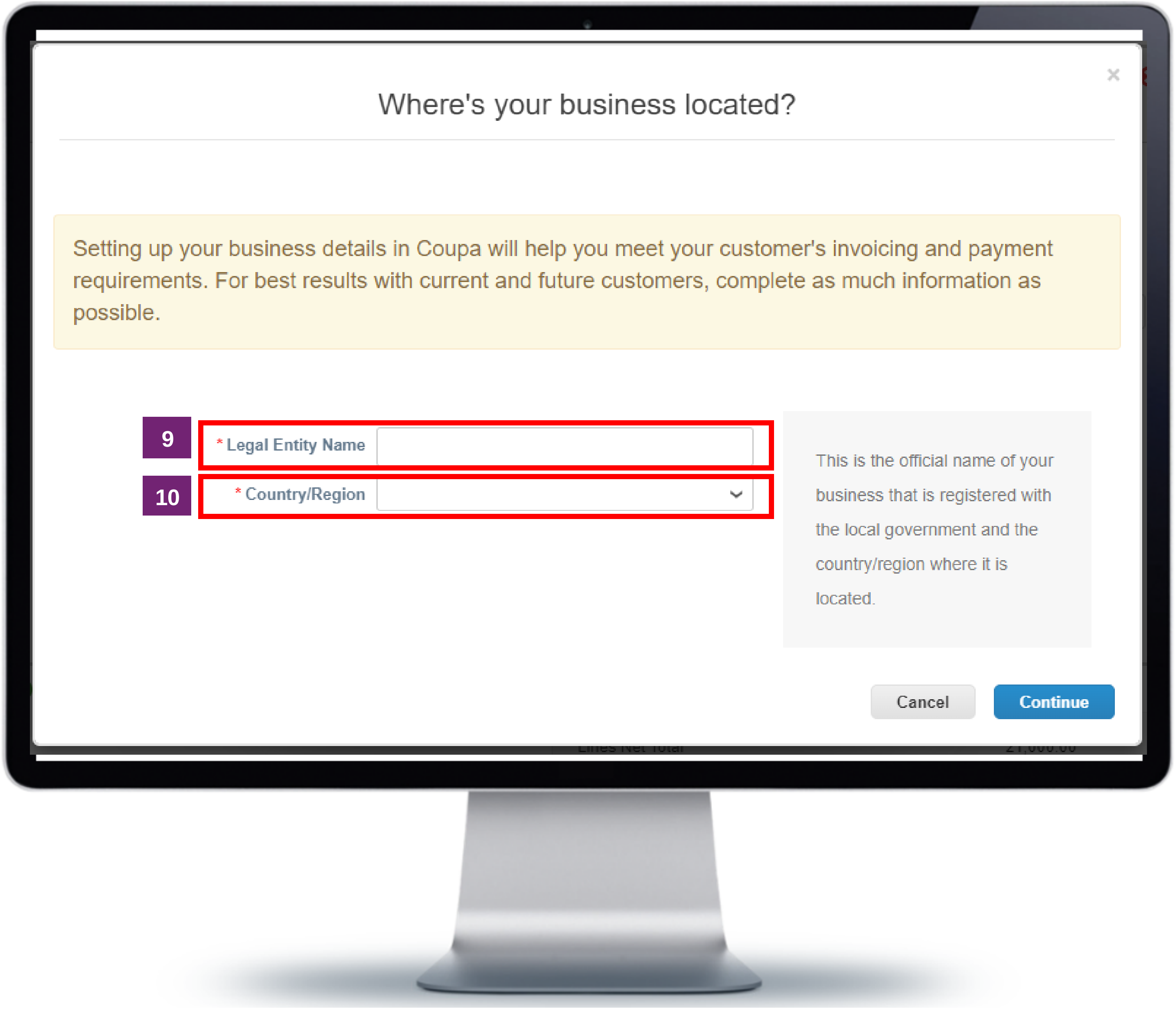
Create Invoice – Via PO Flip



8 | A popup will appear to fill up some prerequisite information, click the **Add New** button

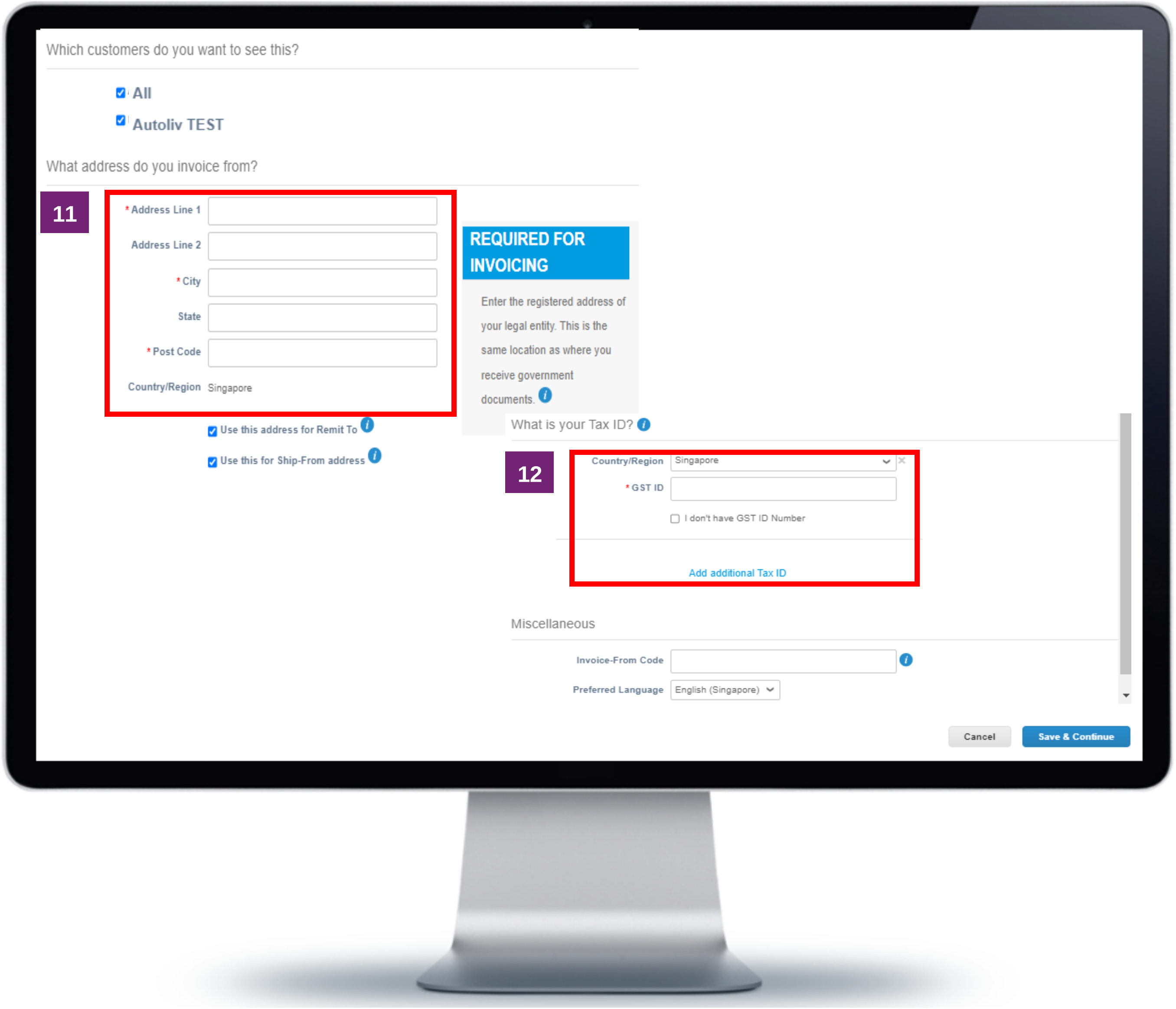
Note: This step only applies on the first time you are setting up Legal Entity for the invoice. If the legal entity has already been set up previously, you can select an existing Legal Entity under the dropdown option instead and skip to Step 15.

Create Invoice – Via PO Flip



9	Populate the **Legal Entity Name** with any name
10	Choose **Country/Region**

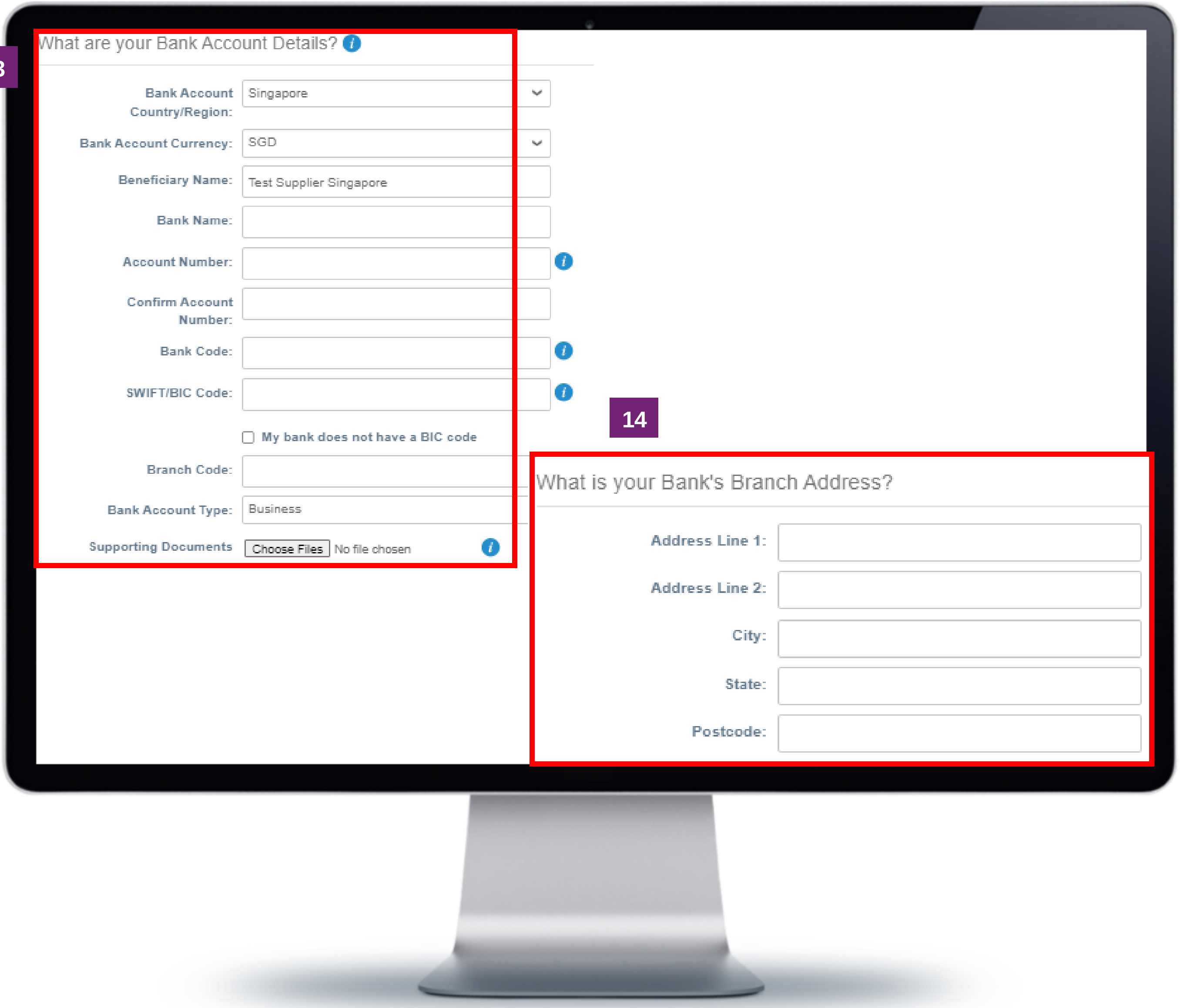
Create Invoice – Via PO Flip



11	Fill in the **Address Informations**
12	Fill in the **Tax ID** based on the **Country/Region**

Create Invoice – Via PO Flip

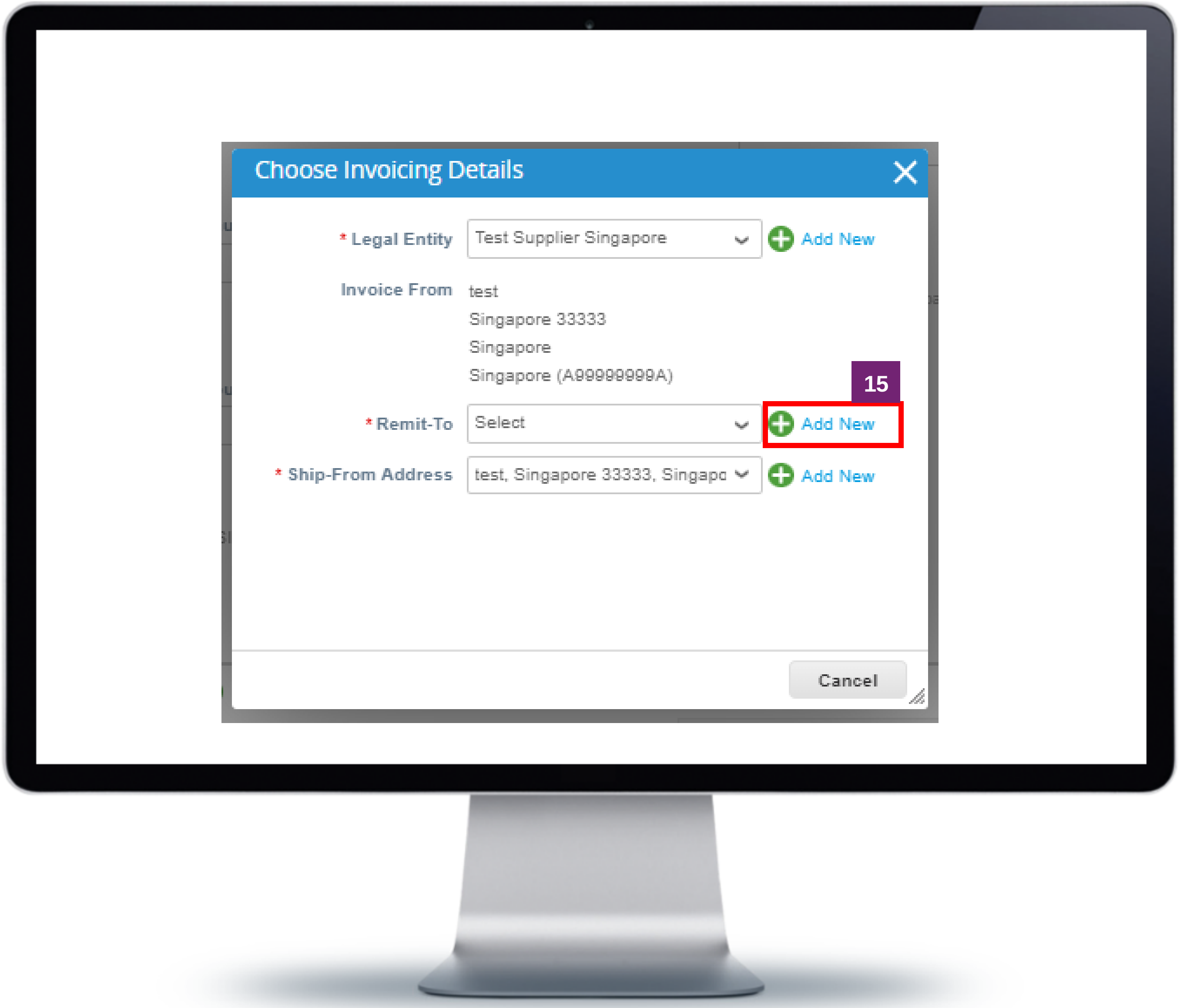
13



14

13	Fill in the **Bank Account Details**
14	Fill in the **Bank's Branch Address**

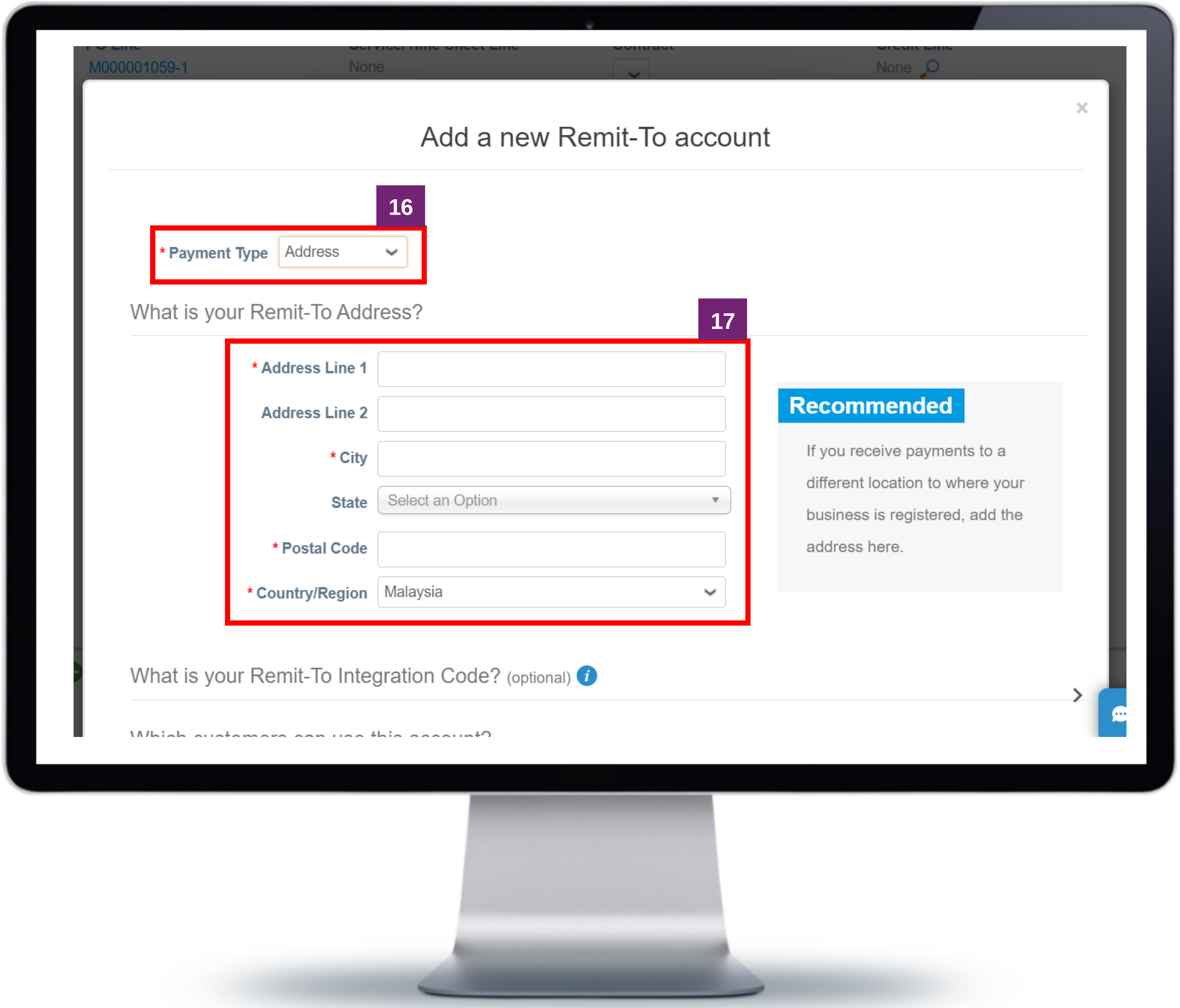
Create Invoice – Via PO Flip



15 Click 'Add New' next to Remit-To field to create new remit-to address

Note: This step only applies on the first time you are setting up Remit-To for the invoice. If the legal entity has already been set up previously, you can select an existing Remit-To under the dropdown option instead and skip to Step 24.

Create Invoice – Via PO Flip



16	Select Payment Type as address
17	Fill in the address details

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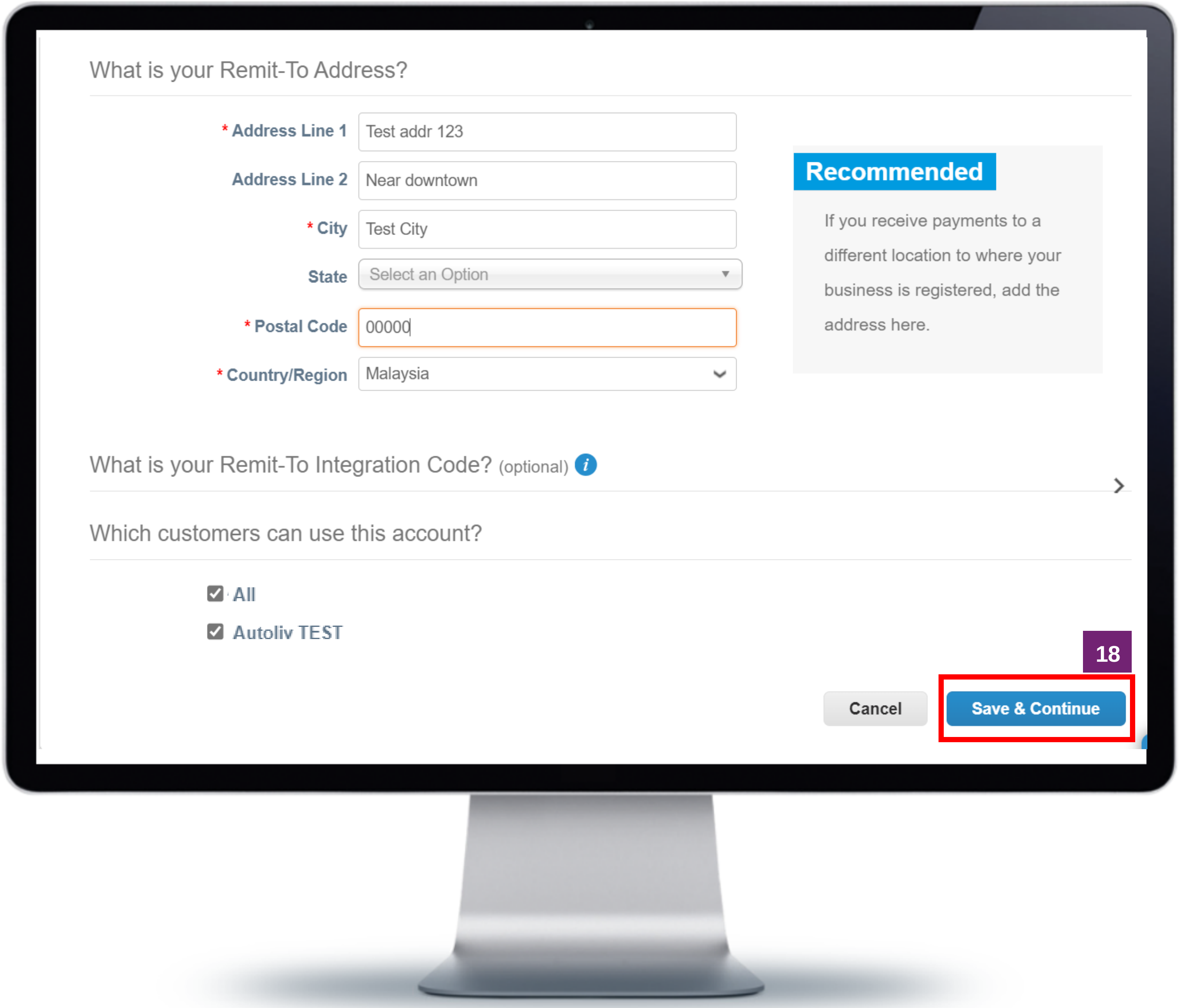
Create Invoice – Via PO Flip



18	Click 'Save & Continue'

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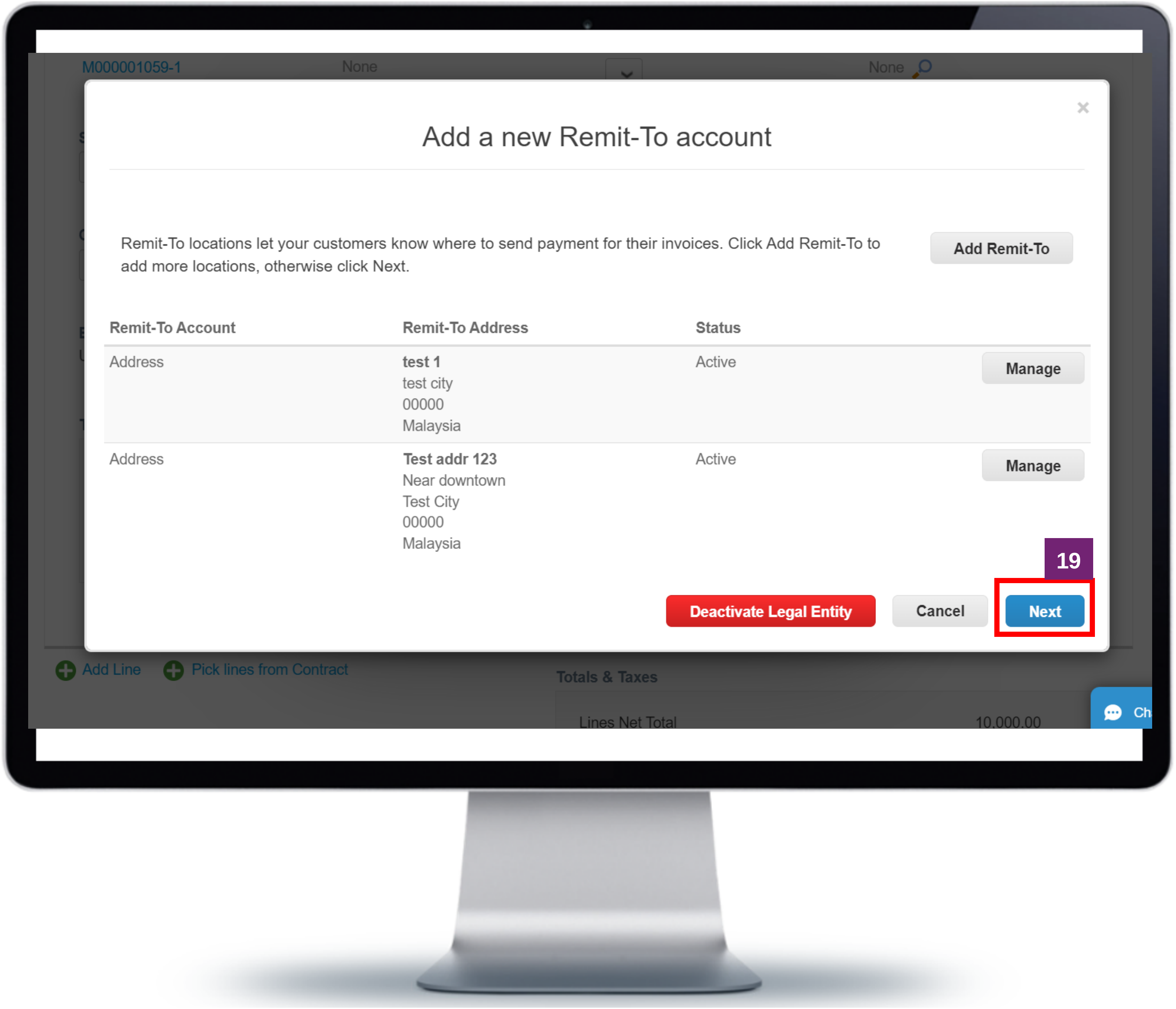
Create Invoice – Via PO Flip



19	Click 'Next'

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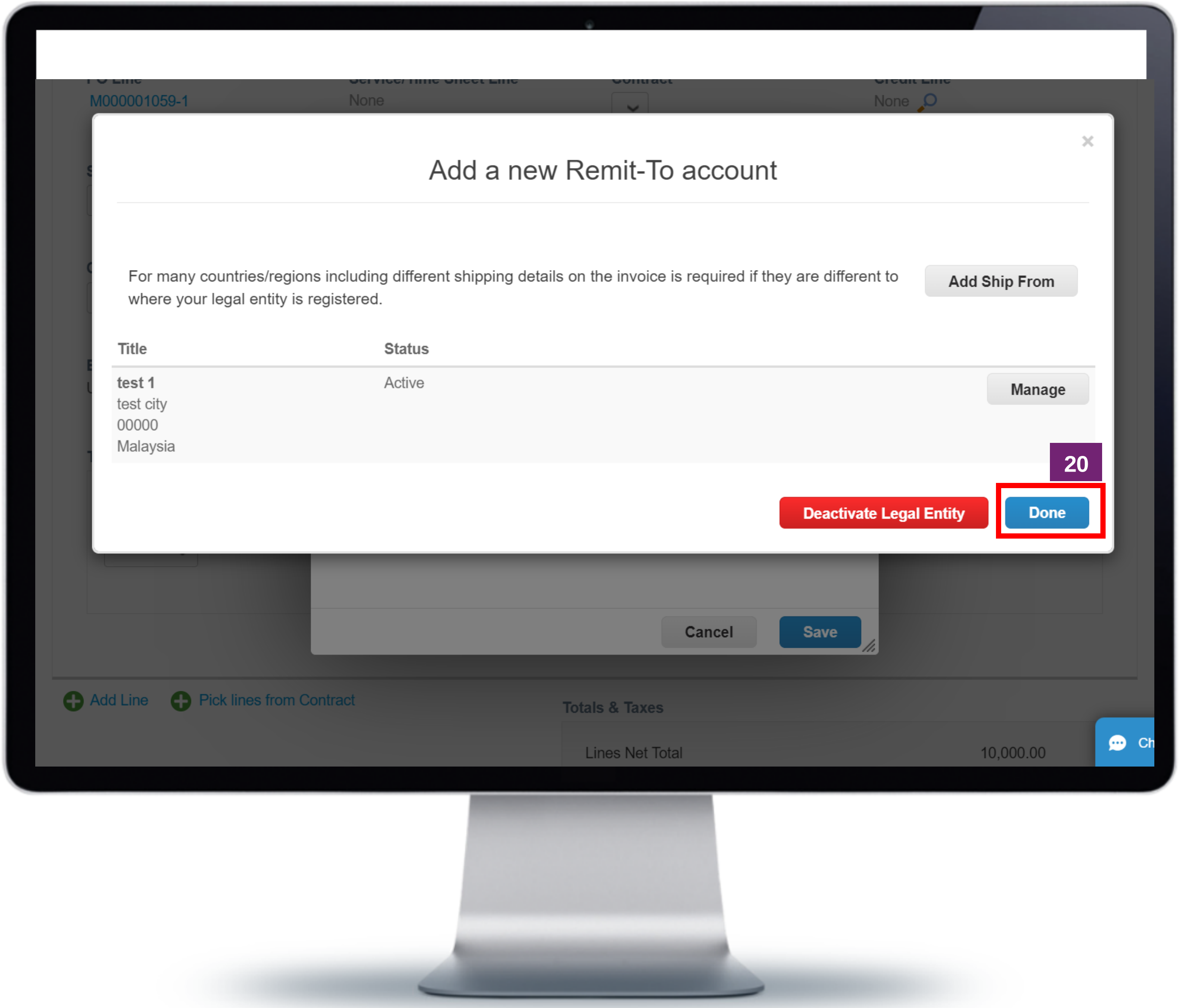
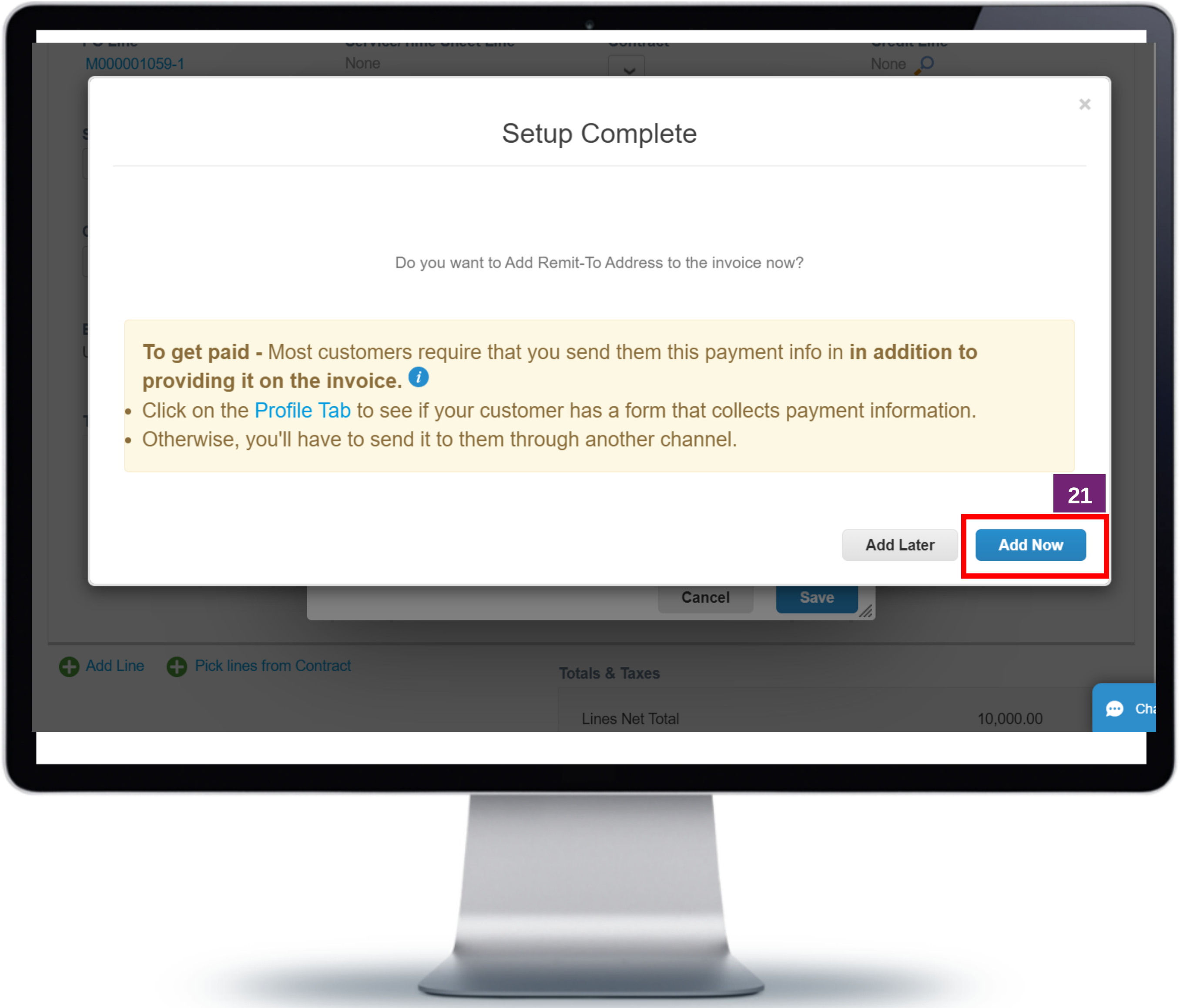
Create Invoice – Via PO Flip



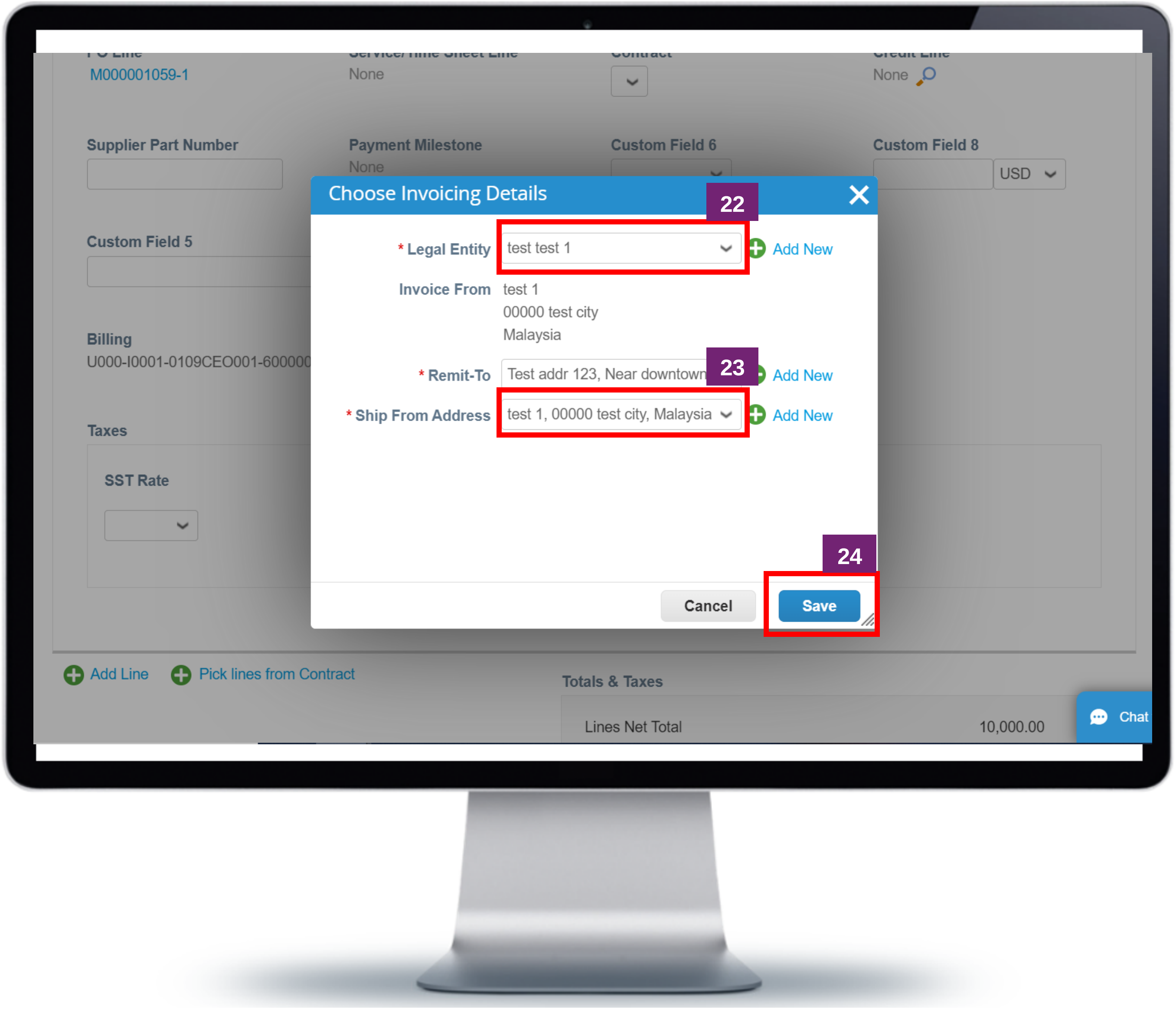
20 Click 'Done'

Create Invoice – Via PO Flip



21	Click 'Add Now'

Create Invoice – Via PO Flip



22	Populate Legal Entity field
23	Populate Ship From Address field
24	Click 'Save'

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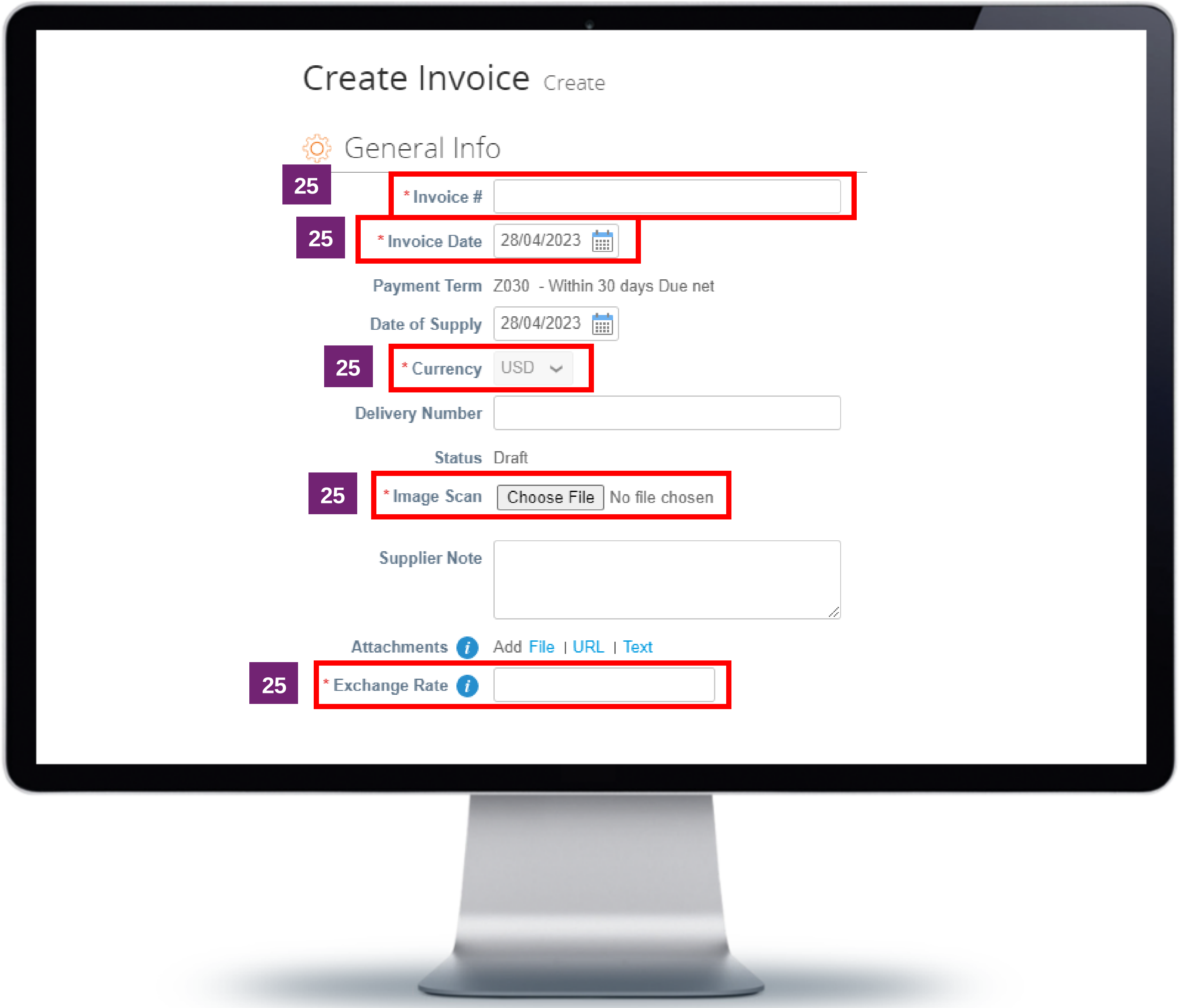
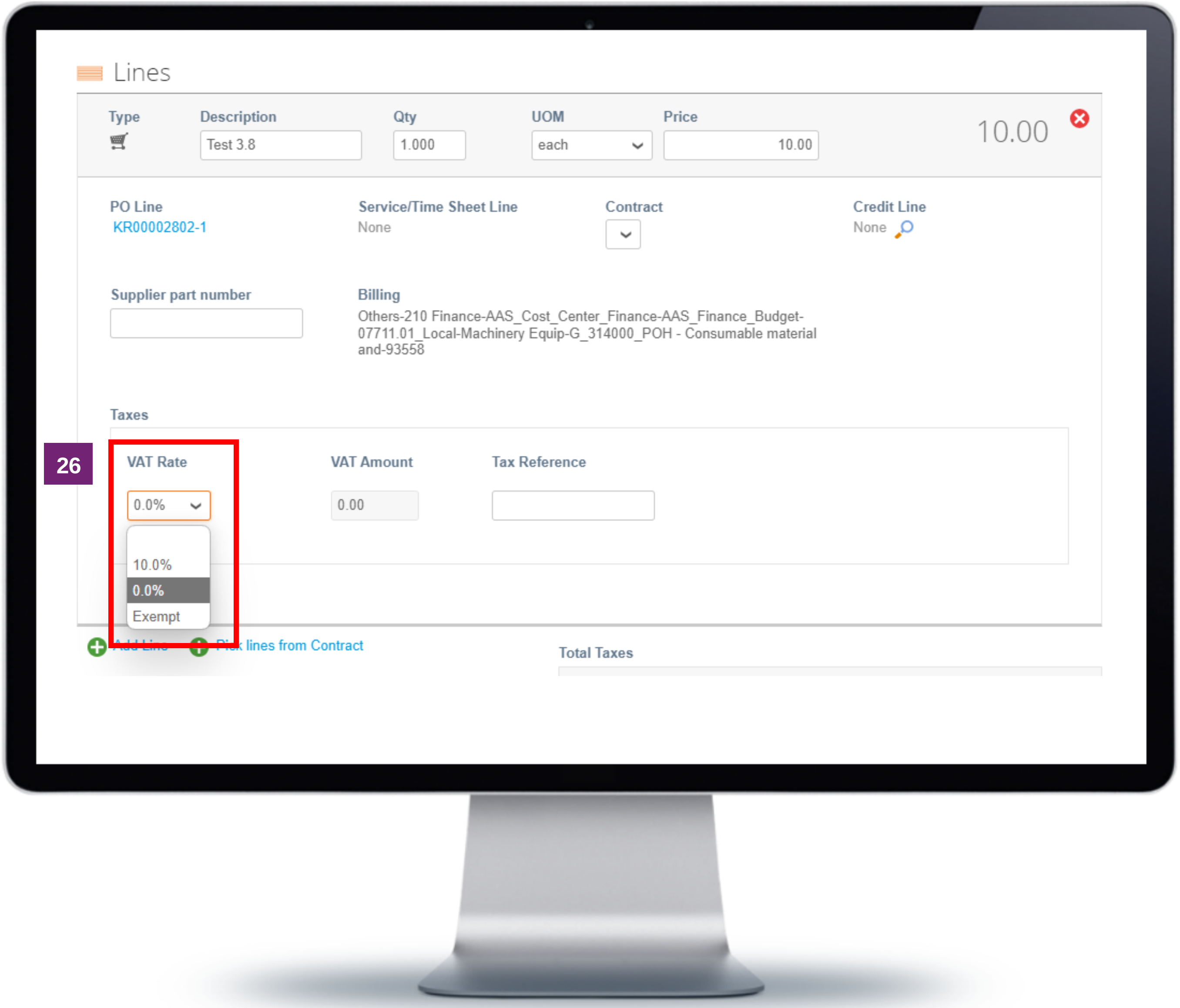
Create Invoice – Via PO Flip



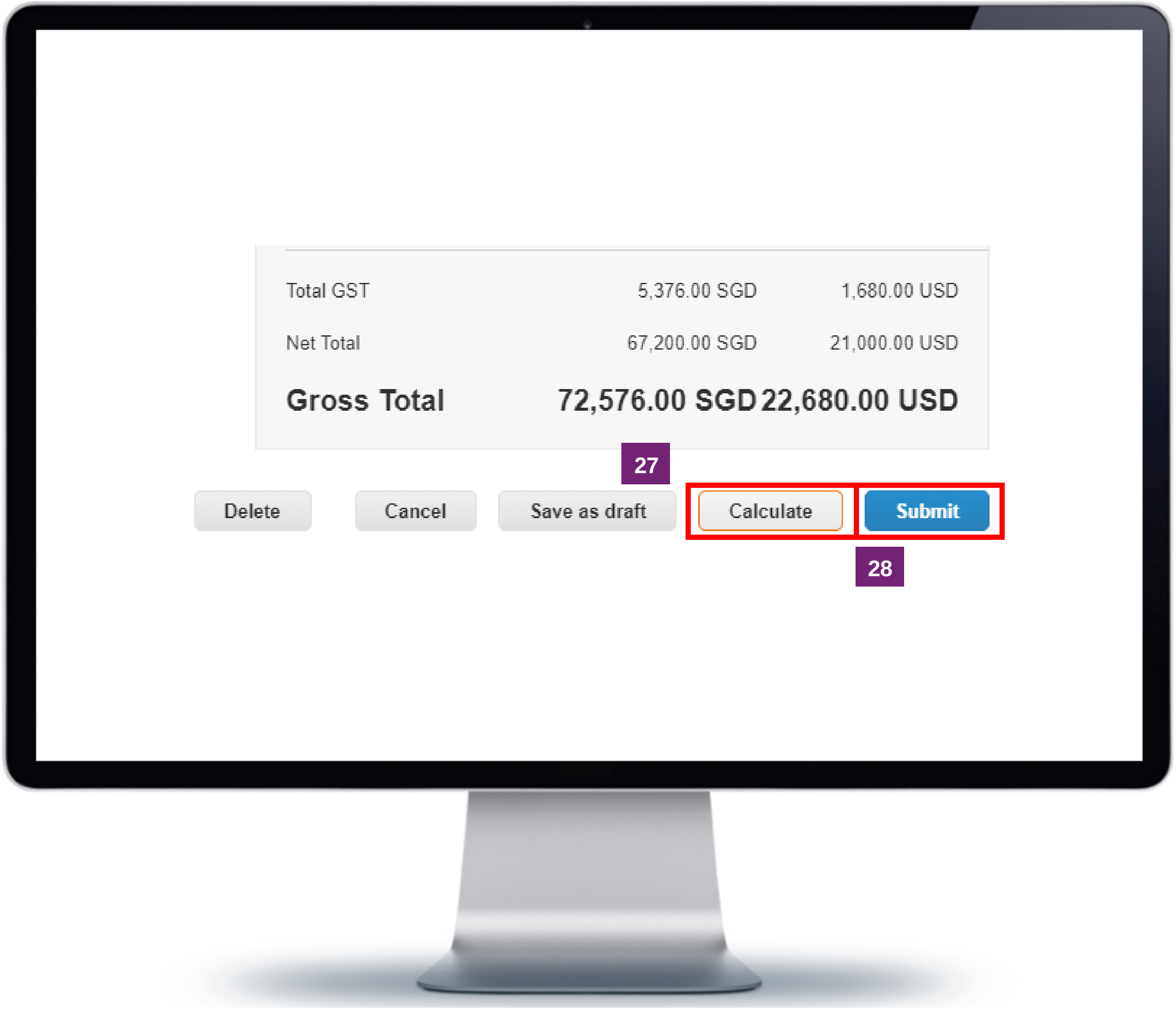
25	Populate the **Invoice Number, Invoice Date, Currency, Image Scan and Exchange Rate** (if applicable)

Create Invoice – Via PO Flip



26 Scroll down and choose the **Tax Rate**

Create Invoice – Via PO Flip



27	Click the **Calculate** button
28	Click the **Submit** button

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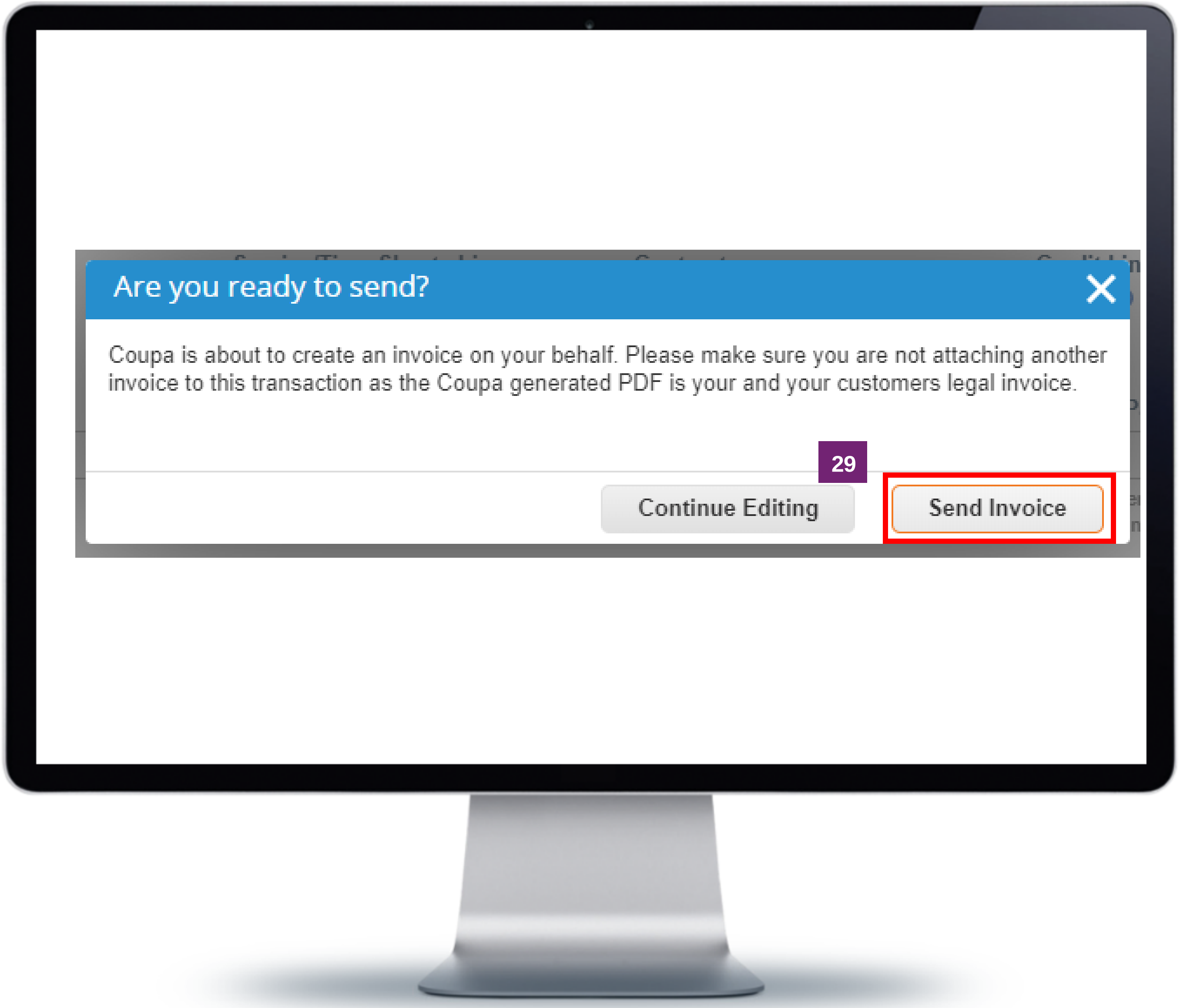
Create Invoice – Via PO Flip



29	Click the **Send Invoice** button

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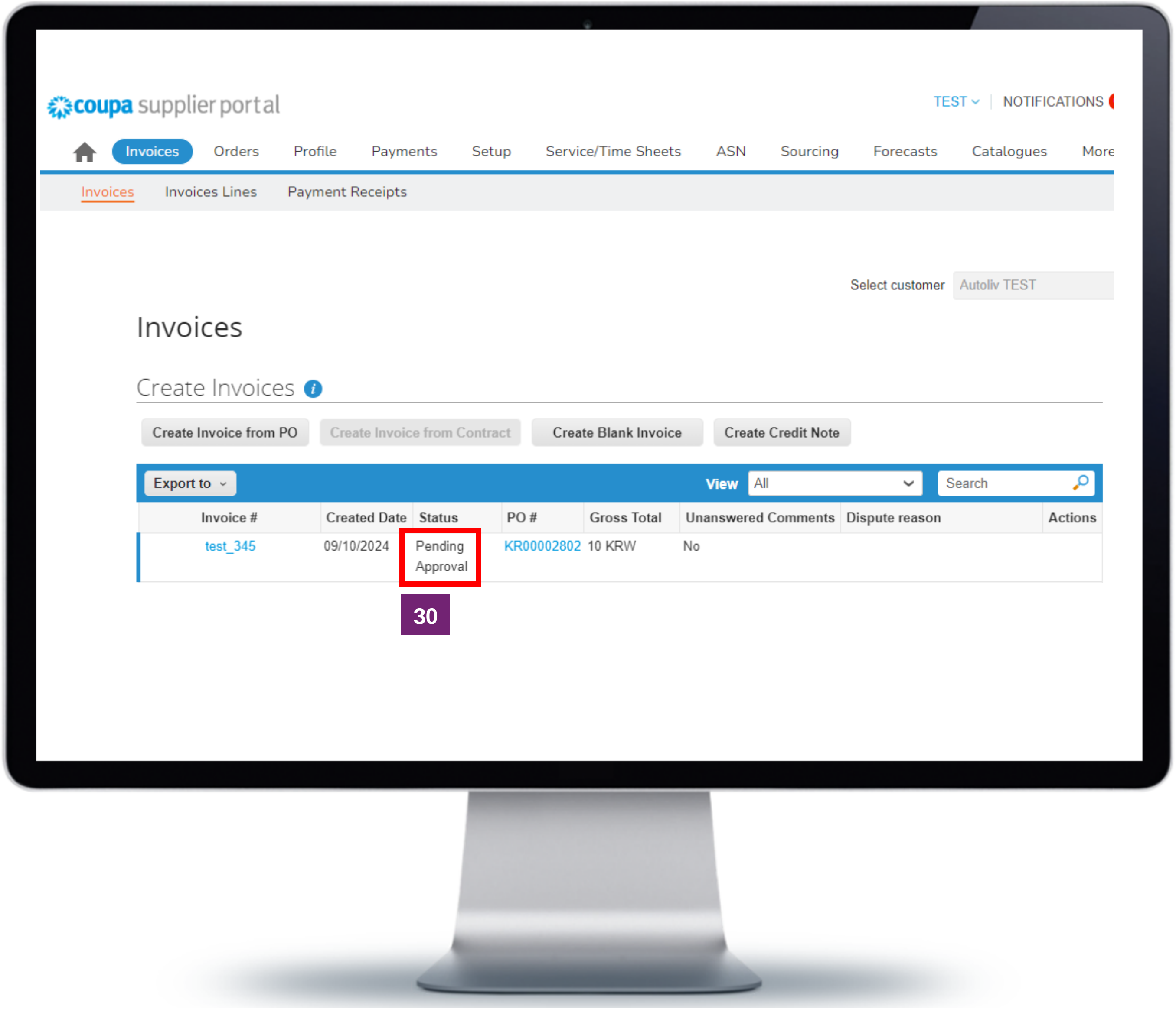
Create Invoice – Via PO Flip



30 The created invoice will show as **Pending Approval**

Note: For Local Korean Business, the Invoice will take couple minutes until the status will go into "Pending Approval" status. Until that the status will be "Processing".

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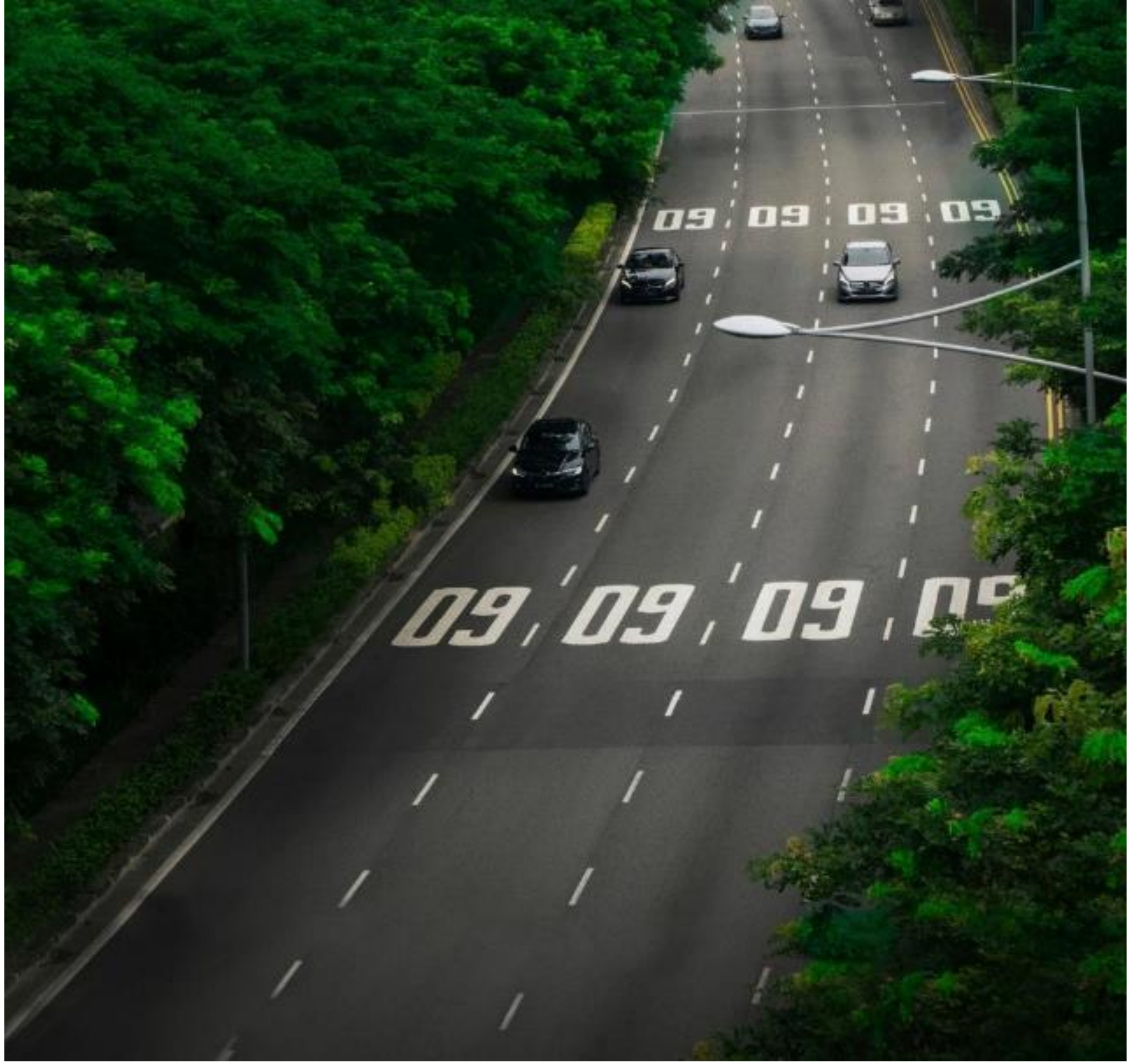
14. Create Invoice – via Blank Invoice (Non-PO Backed or Invoice without PO)



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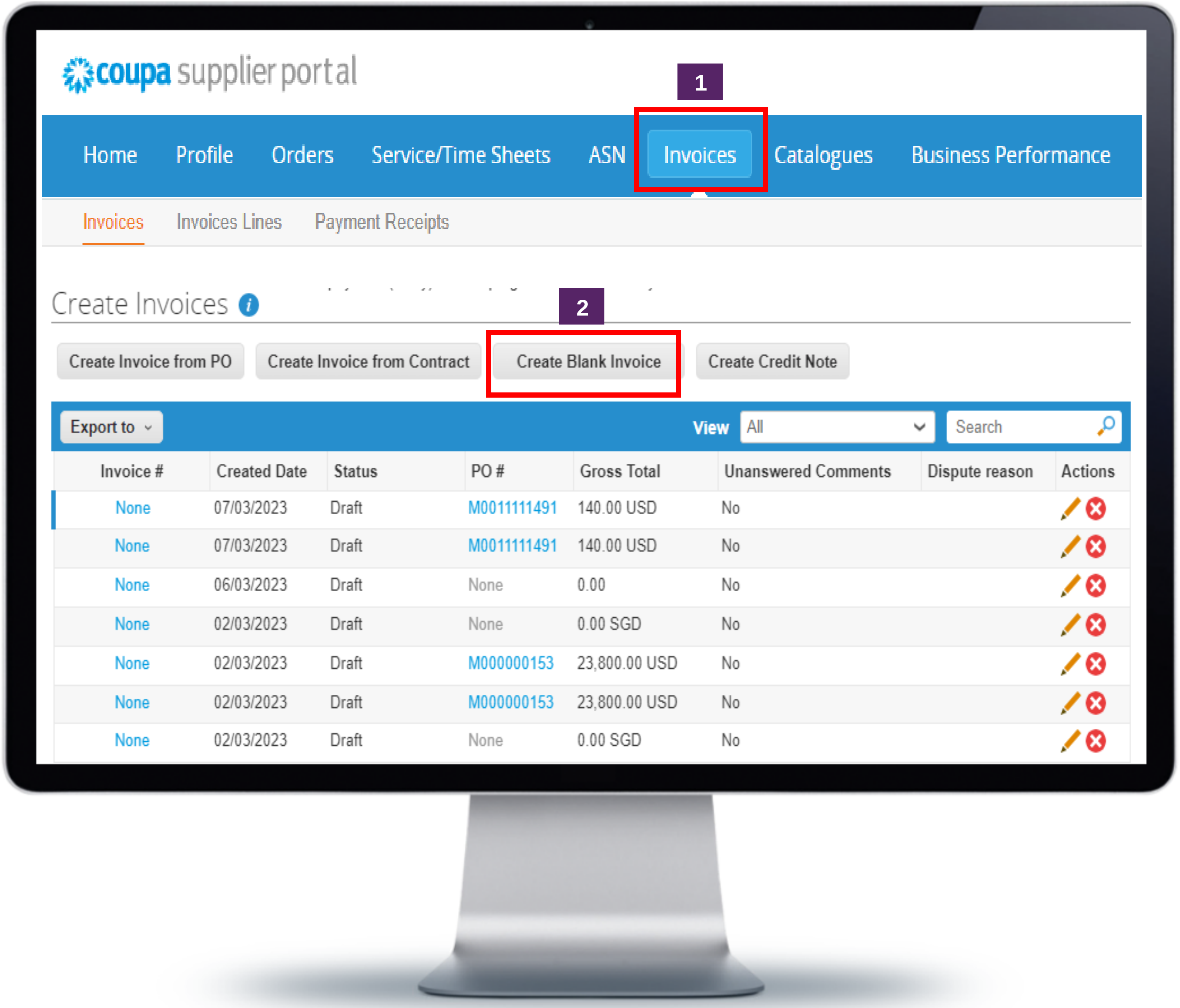
Create Invoice – Via Blank Invoice



1	Click on the **Invoices** tab
2	Click on “**Create Blank Invoice**” button

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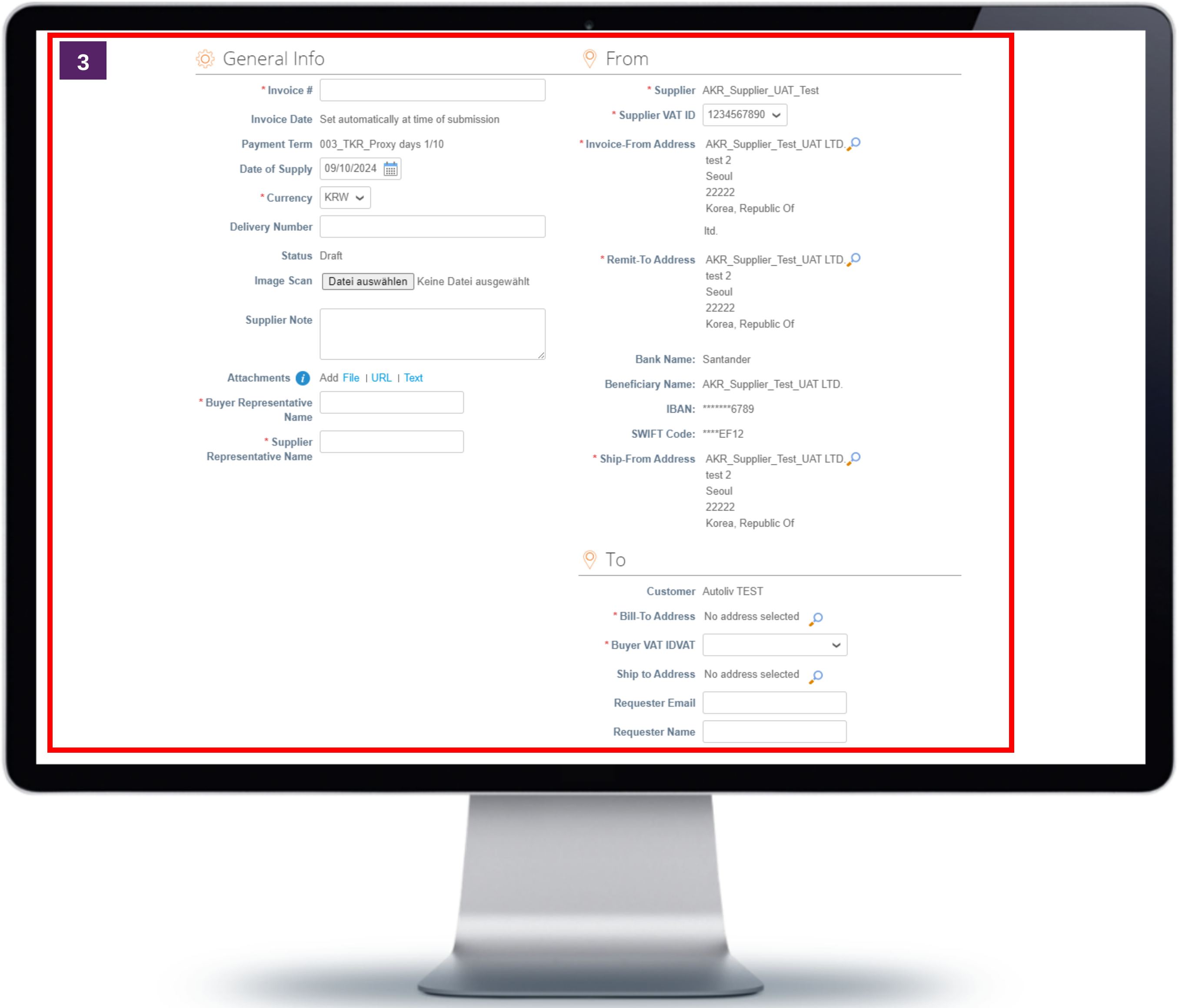
Create Invoice – Via Blank Invoice



3	Fill out and verify all required invoice information at header level. Although not required in that example Please fill in the Requester Email and Name as well

Note: The required field may differ depending on the countries in which your company has been located. Please ensure that in all cases Requester Email / Name and Buyer VAT ID has been filled in.

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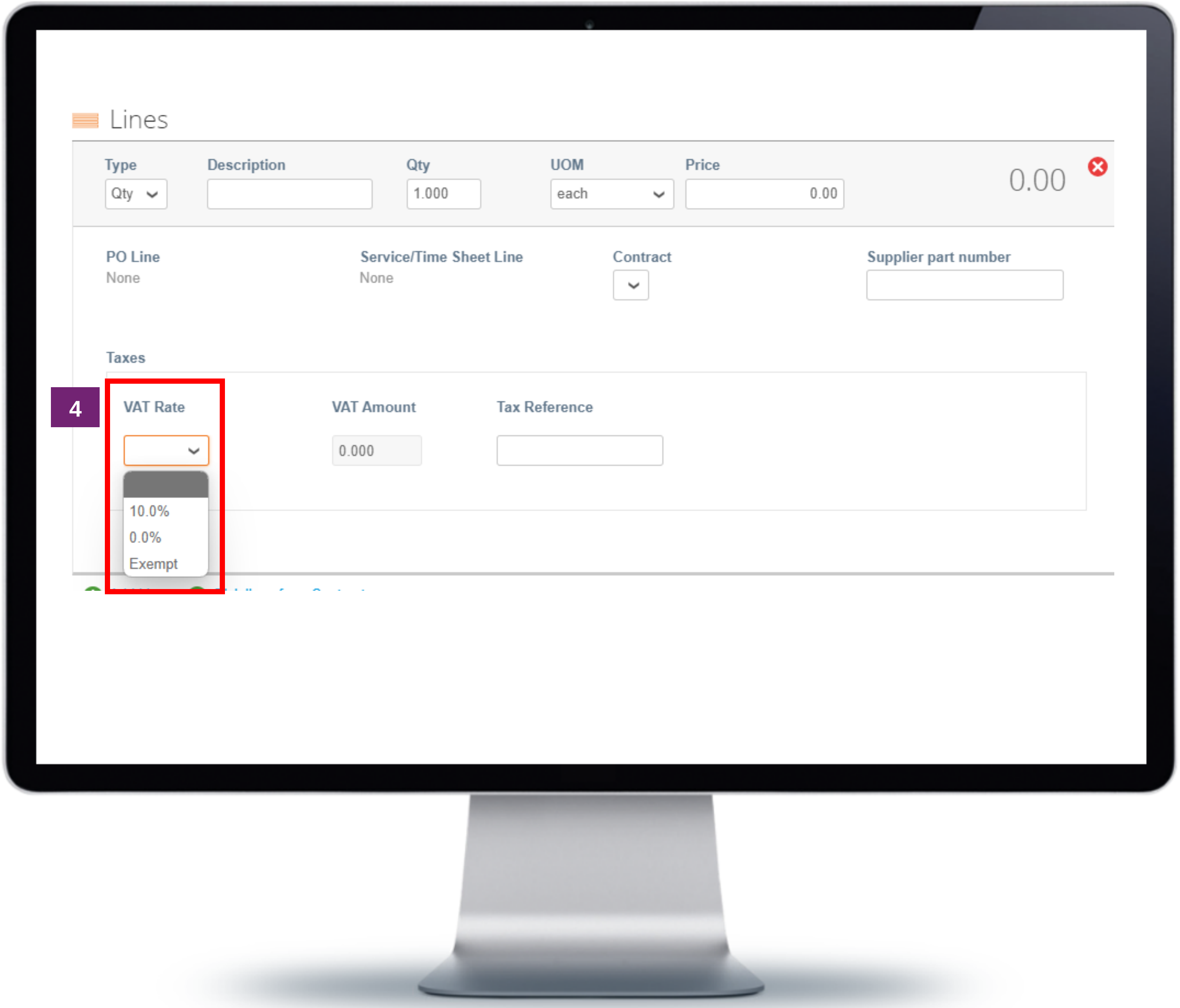
Create Invoice – Via Blank Invoice



4	Scroll down and choose the **Tax Rate**

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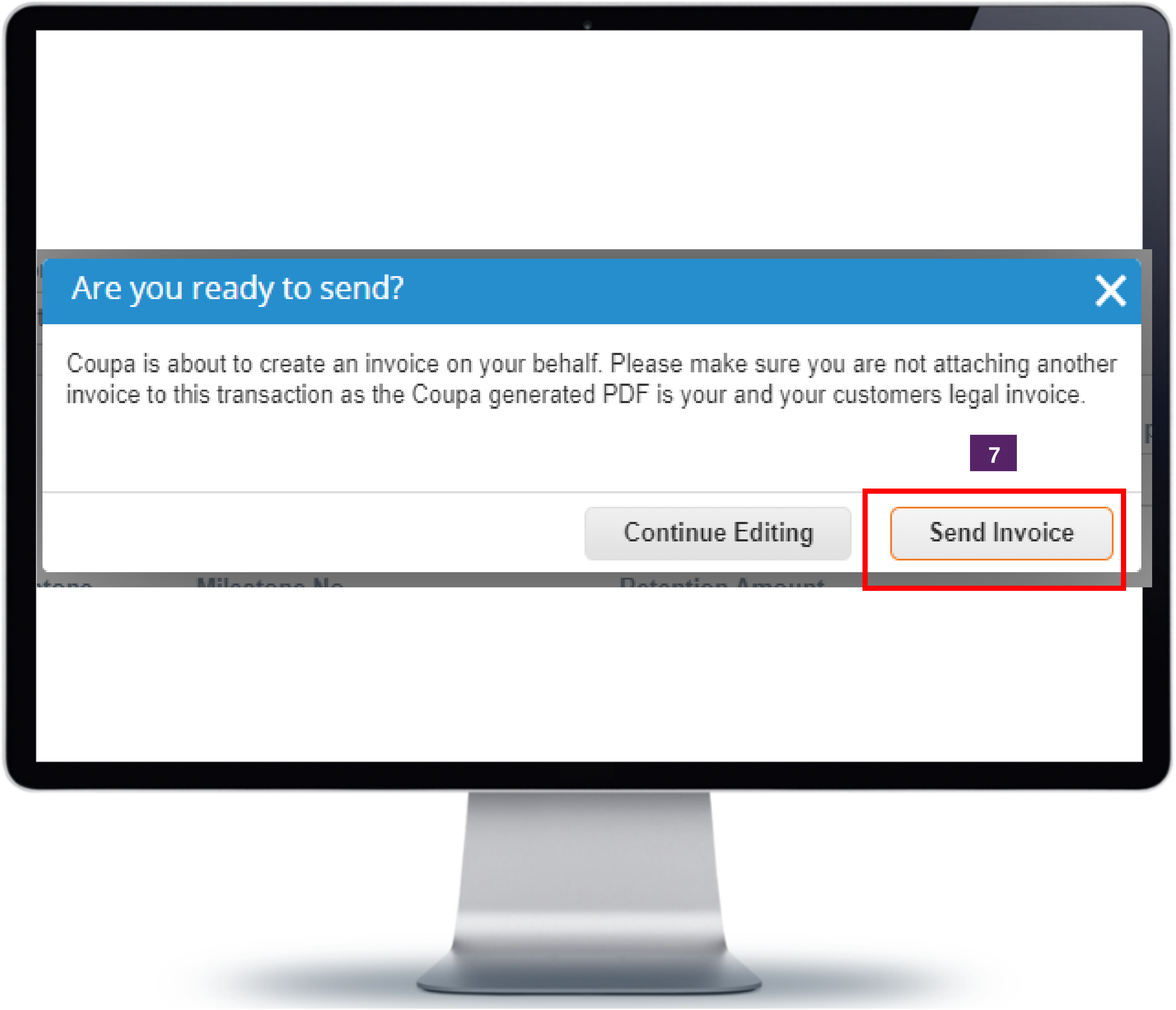
Create Invoice – Via Blank Invoice

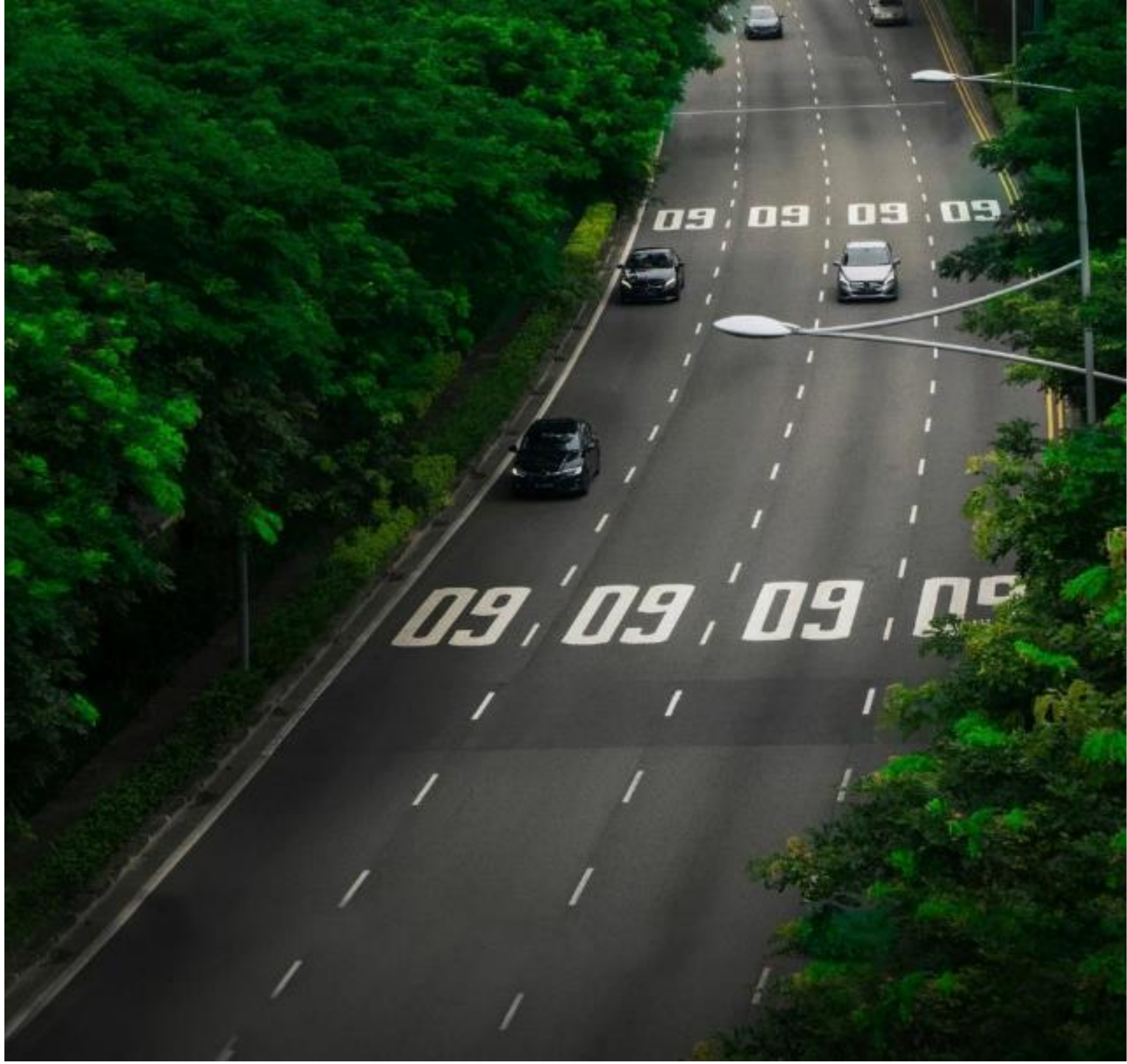
5	Under total Taxes section populate relevant details and click on calculate to see invoice total
6	Once ready to submit, click on **submit** button

Create Invoice – Via Blank Invoice



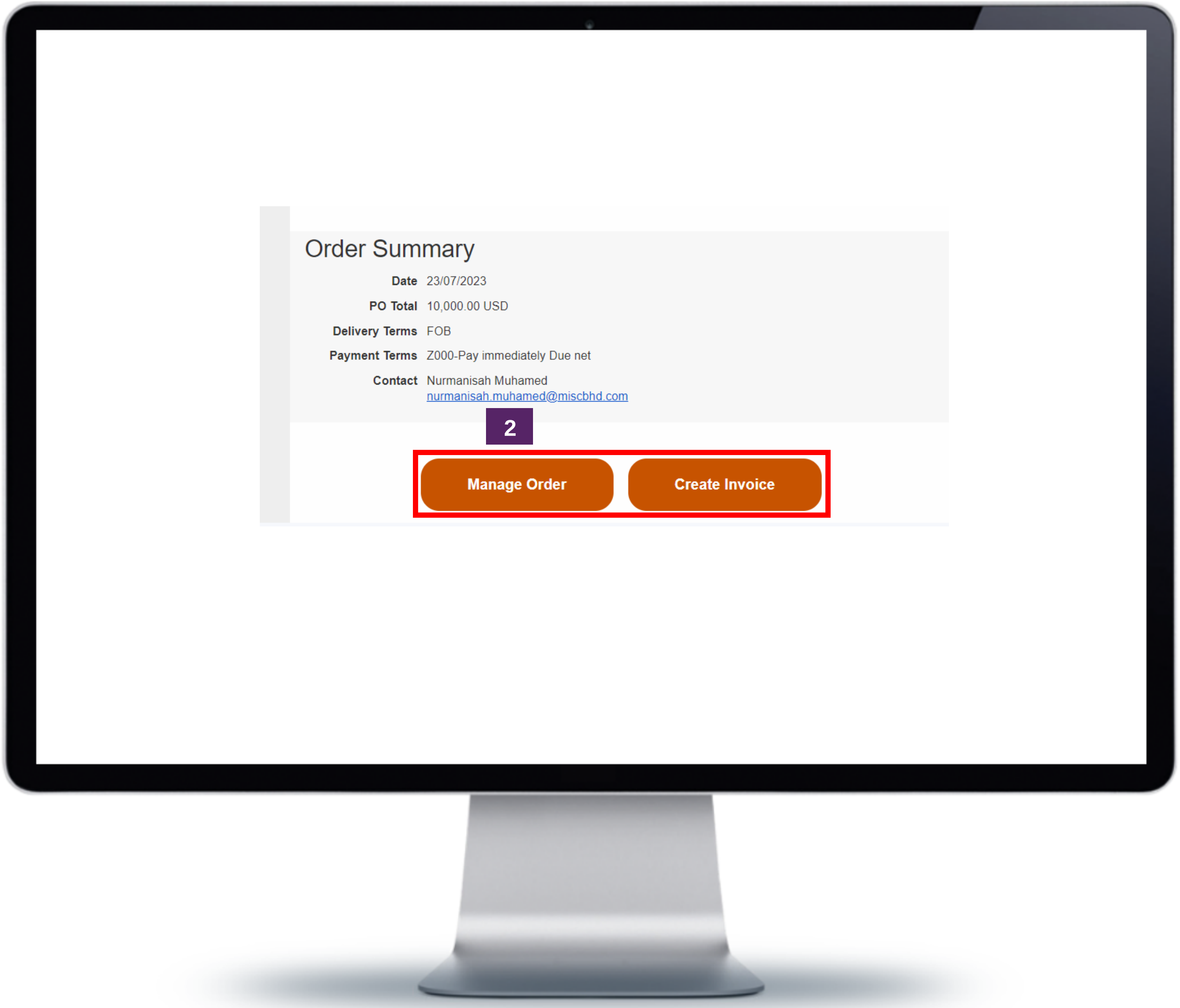
7	A window will pop up "**Are you ready to send**", click on **send invoice** button to submit the invoice
8	You will be navigated to **Invoice page**

15. Create Invoice – via Supplier Actionable Notification (Outside of CSP)



Autoliv

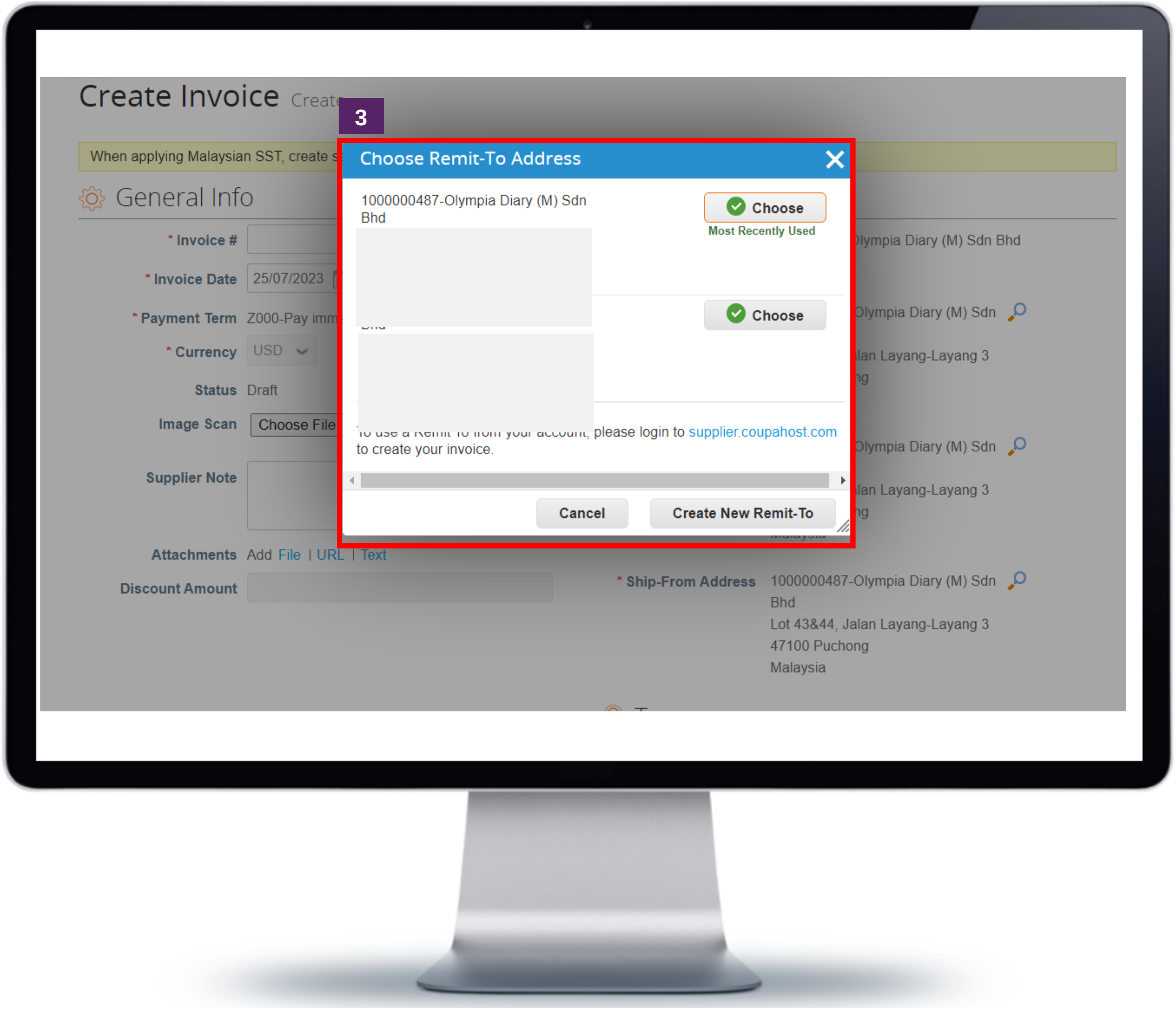
Create Invoice – Via Supplier Actionable Notification



1	If the supplier opt not to link with Autoliv via CSP, you can respond to Purchase Orders and flip a PO into an invoice via **SAN** – email notification where suppliers can respond to. *(Exception for Korean Local business; see below Note)*
2	When you receive an email notification regarding a Purchase Order from Autoliv, you can click on **Manage Order** to view the purchase order or **Create Invoice** to create an invoice from the PO.

Note: For all Korean Local businesses CaaS setting must be done first to be able to create Invoices via SAN. CaaS setup requires registration in CSP and will ensure invoices gets stamped automatically by governmental portal before sending out to Autoliv.

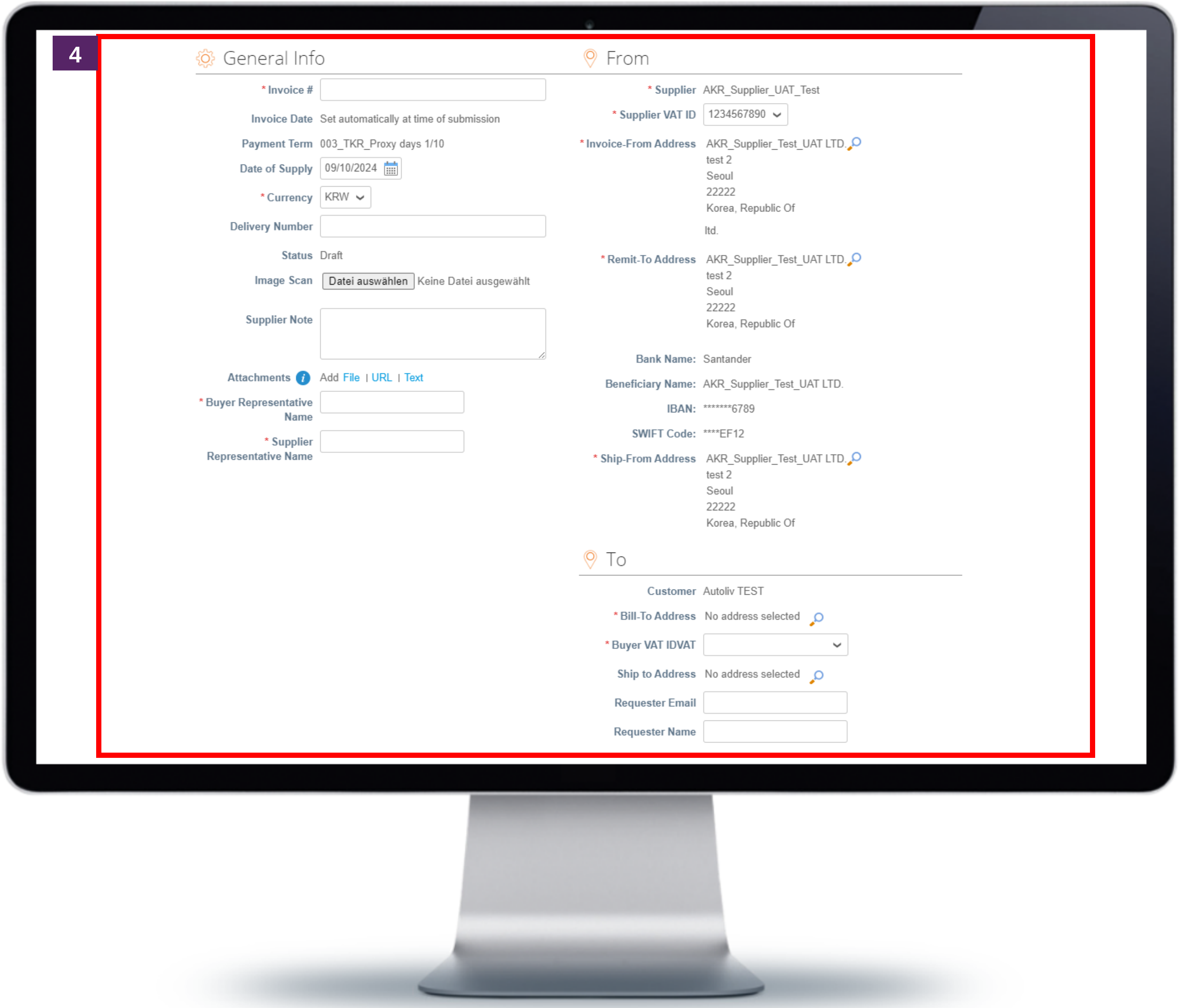
Create Invoice – Via Supplier Actionable Notification



3	You will be navigated to the **Create Invoice** page and be prompted to add your Remit-To Address. *Note: If this is your first time creating an invoice via SAN, you are required to complete the Remit-To Address form to complete the information. Otherwise, you may select an existing RTA that you have created previously via SAN.*

Note: For all Korean Local businesses CaaS setting must be done first to be able to create Invoices via SAN. CaaS setup requires registration in CSP and will ensure invoices gets stamped automatically by governmental portal before sending out to Autoliv.

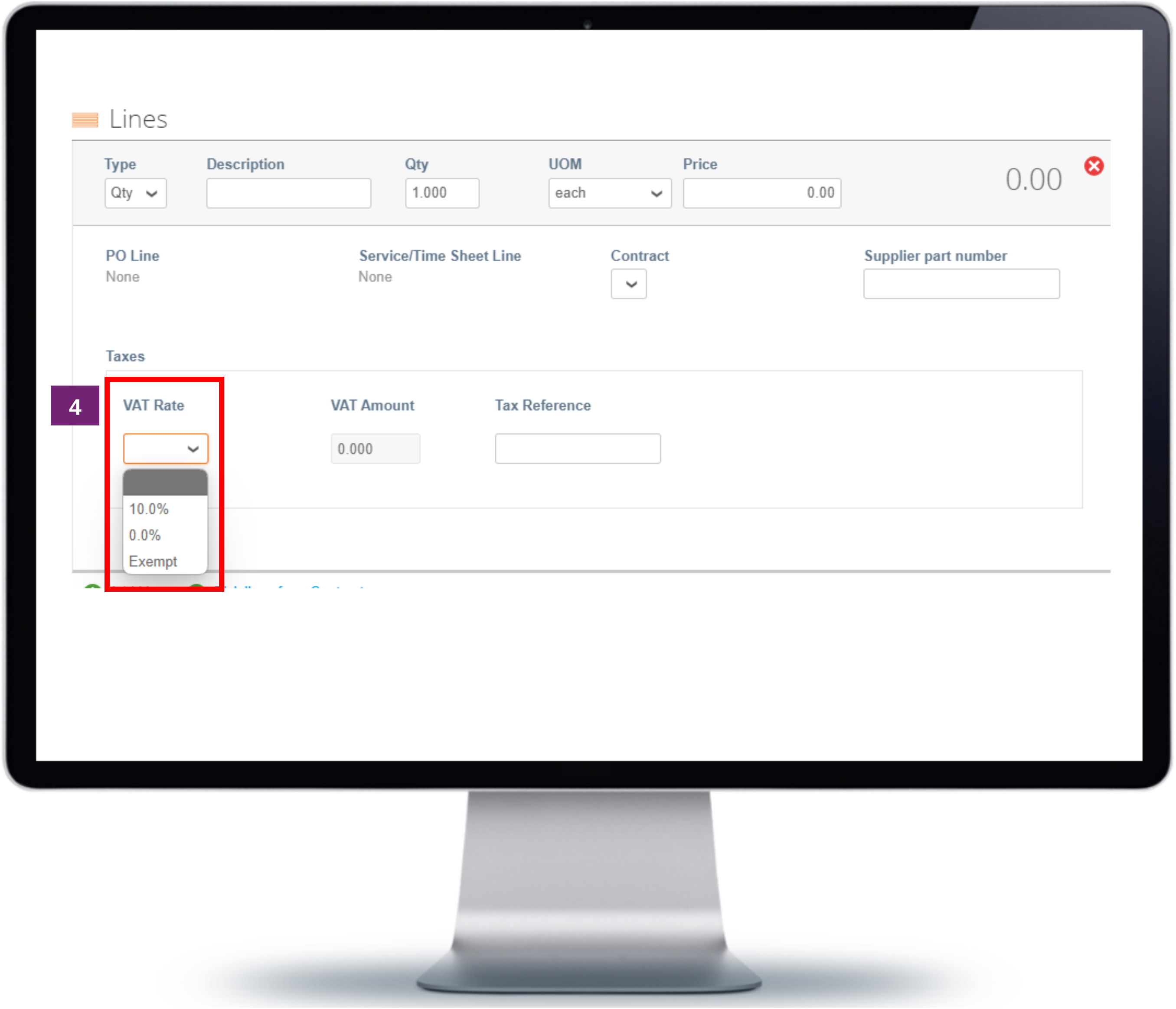
Create Invoice – Via Supplier Actionable Notification



4	Fill out and verify all required invoice information at header level (example Invoice #, If empty - Payment Term etc.)

Note: For all Korean Local businesses CaaS setting must be done first to be able to create Invoices via SAN. CaaS setup requires registration in CSP and will ensure invoices gets stamped automatically by governmental portal before sending out to Autoliv.

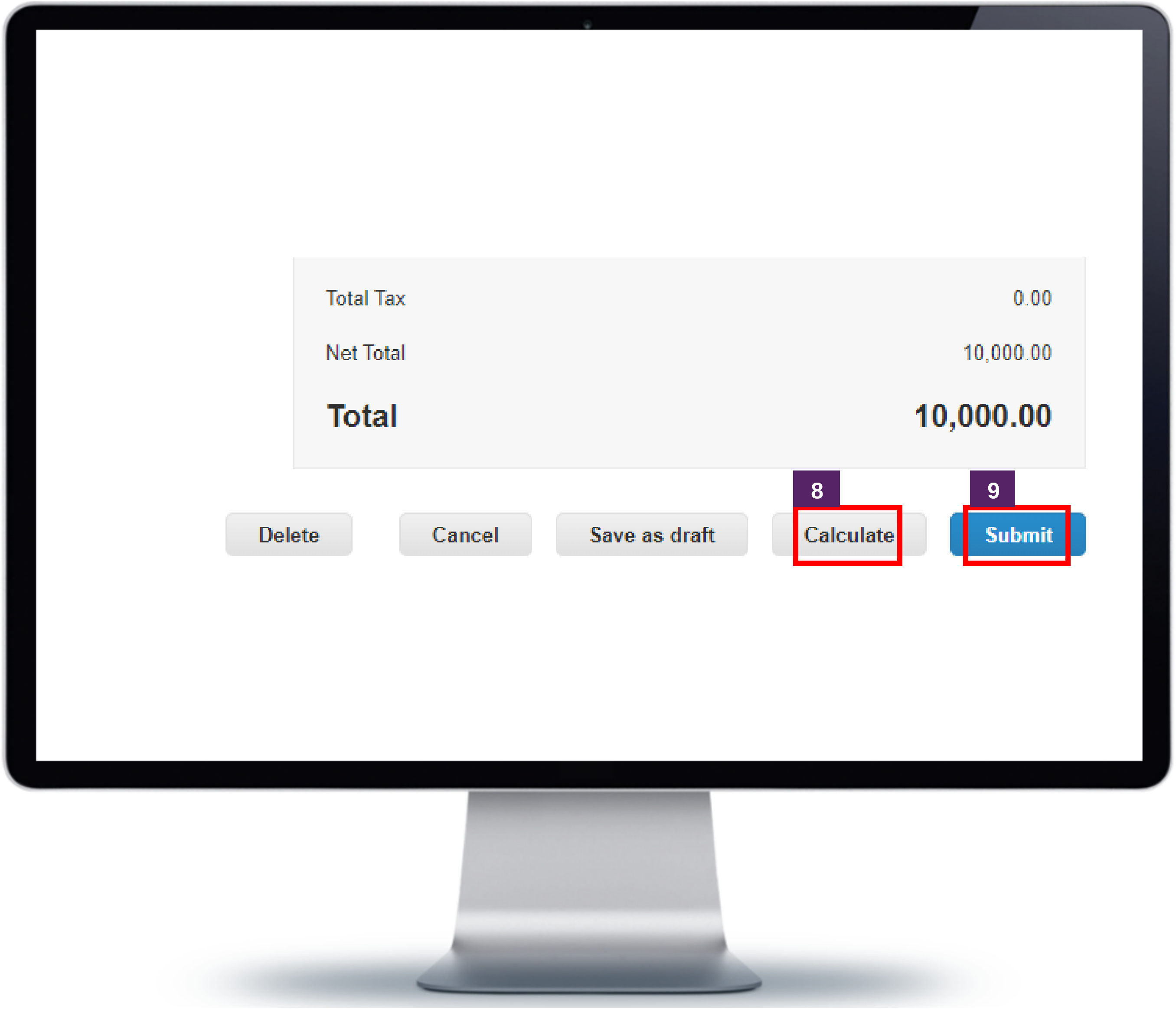
Create Invoice – Via Supplier Actionable Notification



5 Scroll down and choose the **Tax Rate**

Note: For all Korean Local businesses CaaS setting must be done first to be able to create Invoices via SAN. CaaS setup requires registration in CSP and will ensure invoices gets stamped automatically by governmental portal before sending out to Autoliv.

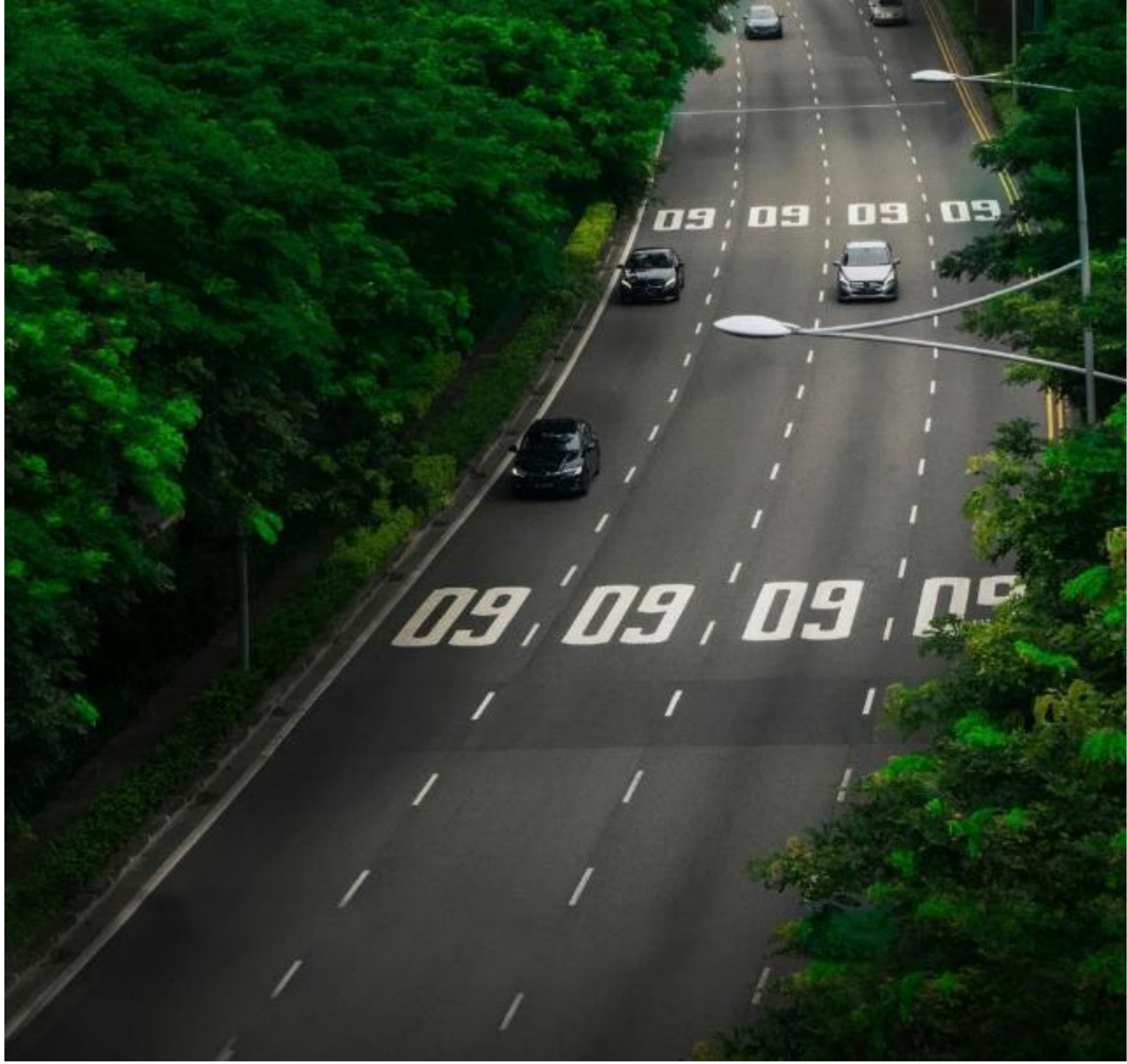
Create Invoice – Via Supplier Actionable Notification



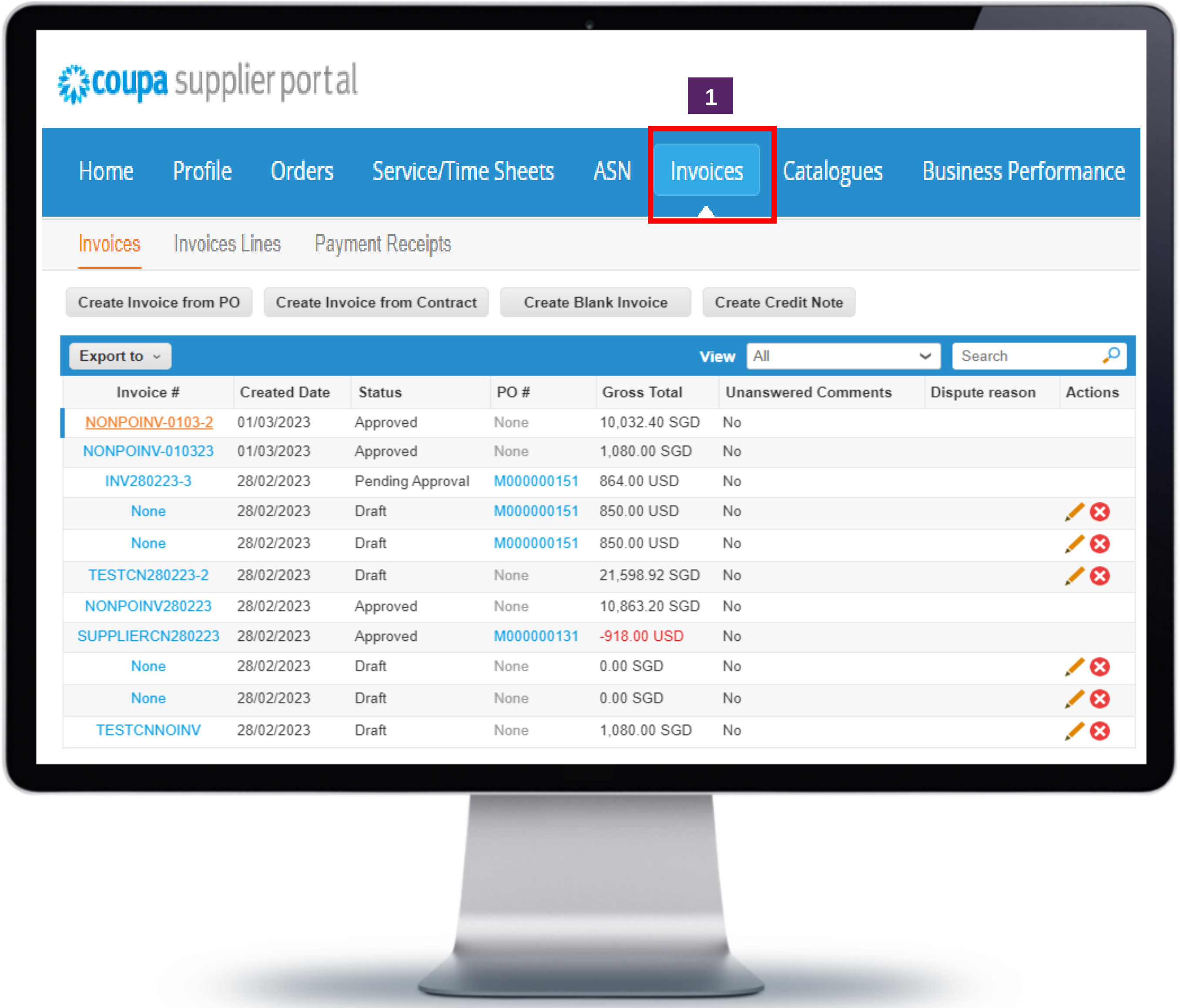
6	Under total Taxes section populate relevant details and click on calculate to see invoice total
7	Once ready to submit, click on **submit** button
8	A window will pop up "Are you ready to send", click on send invoice button to submit the invoice

Note: For all Korean Local businesses CaaS setting must be done first to be able to create Invoices via SAN. CaaS setup requires registration in CSP and will ensure invoices gets stamped automatically by governmental portal before sending out to Autoliv.

16. Viewing your Invoices via CSP

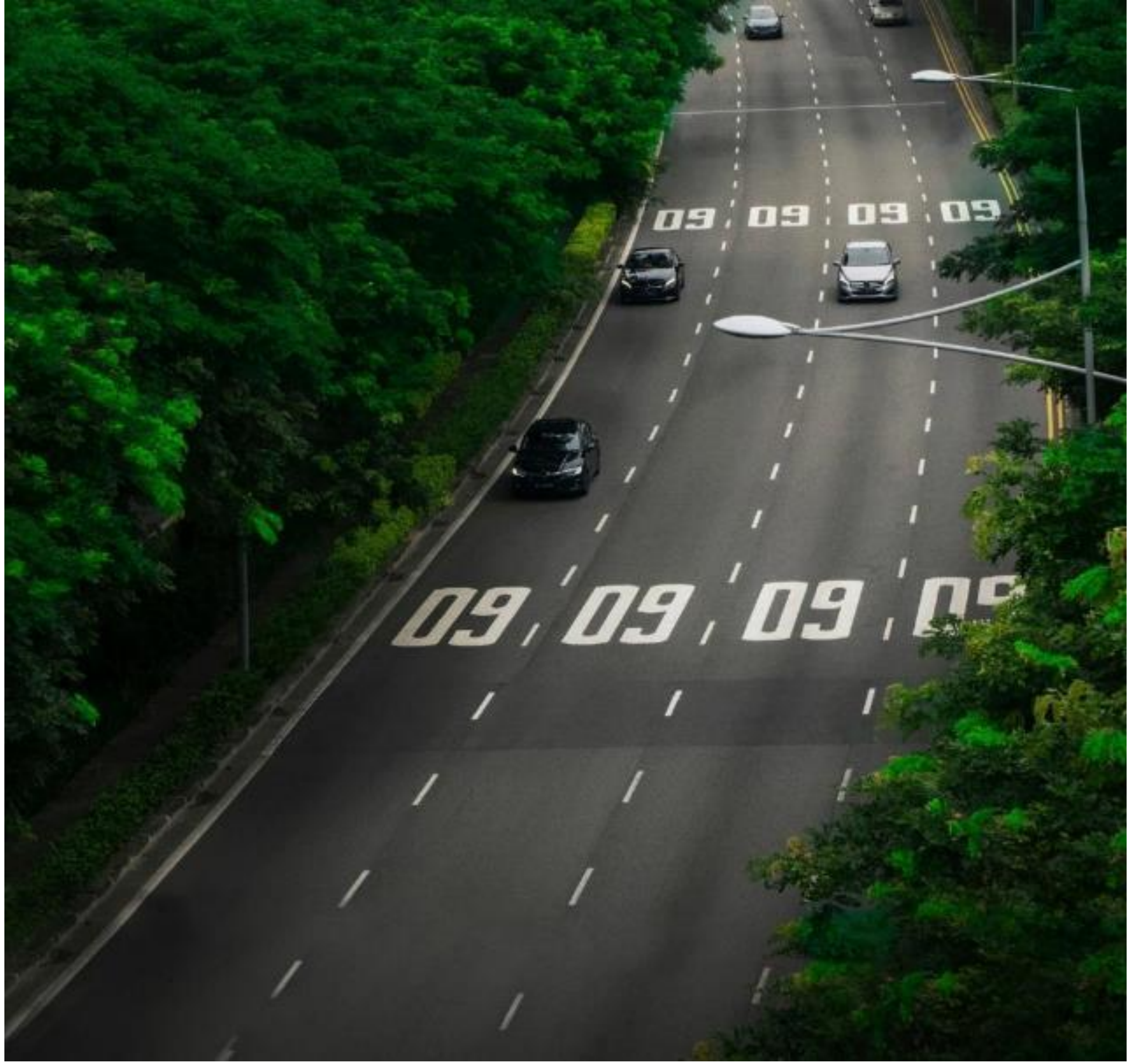


Viewing your Invoices

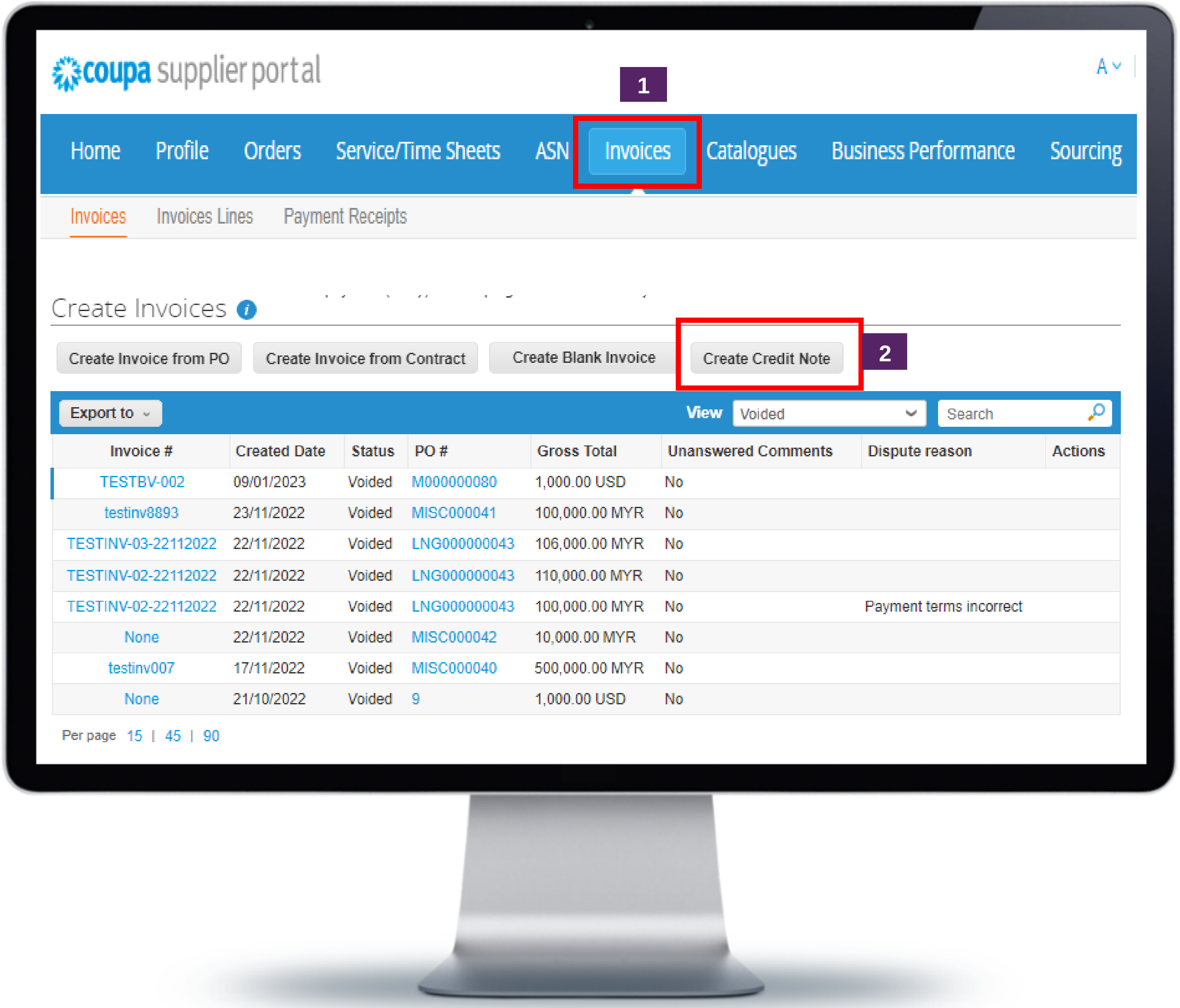


1	You can see all the invoices created so far under Invoices section. Similar to Purchase Orders, you can create a custom View or Report for your invoices.

17. Create Credit Note – via Invoices section



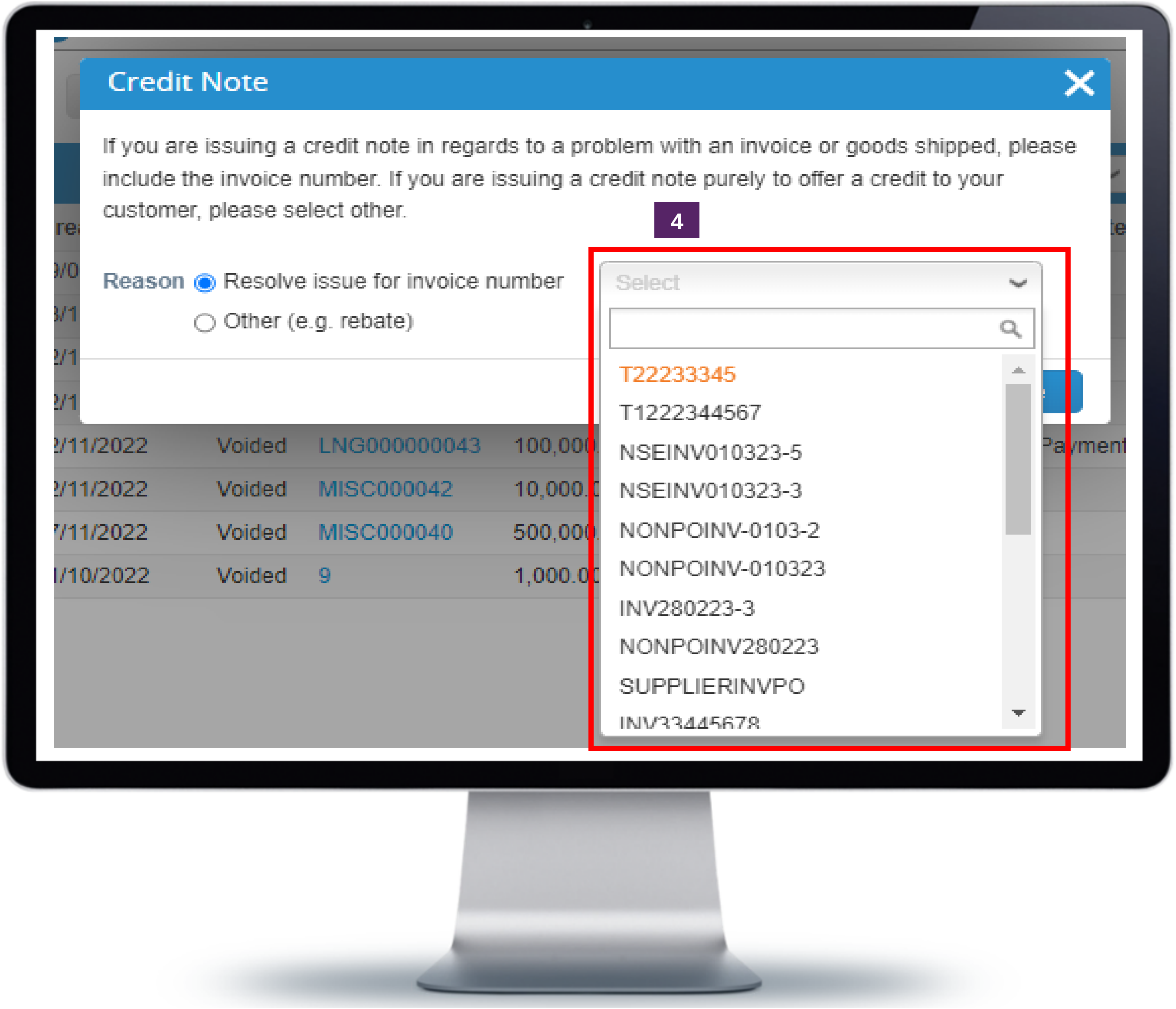
Credit Note – via Invoices section



1	Click on **Invoice** tab, you will be able to see all the invoices
2	Click on Create Credit Note button

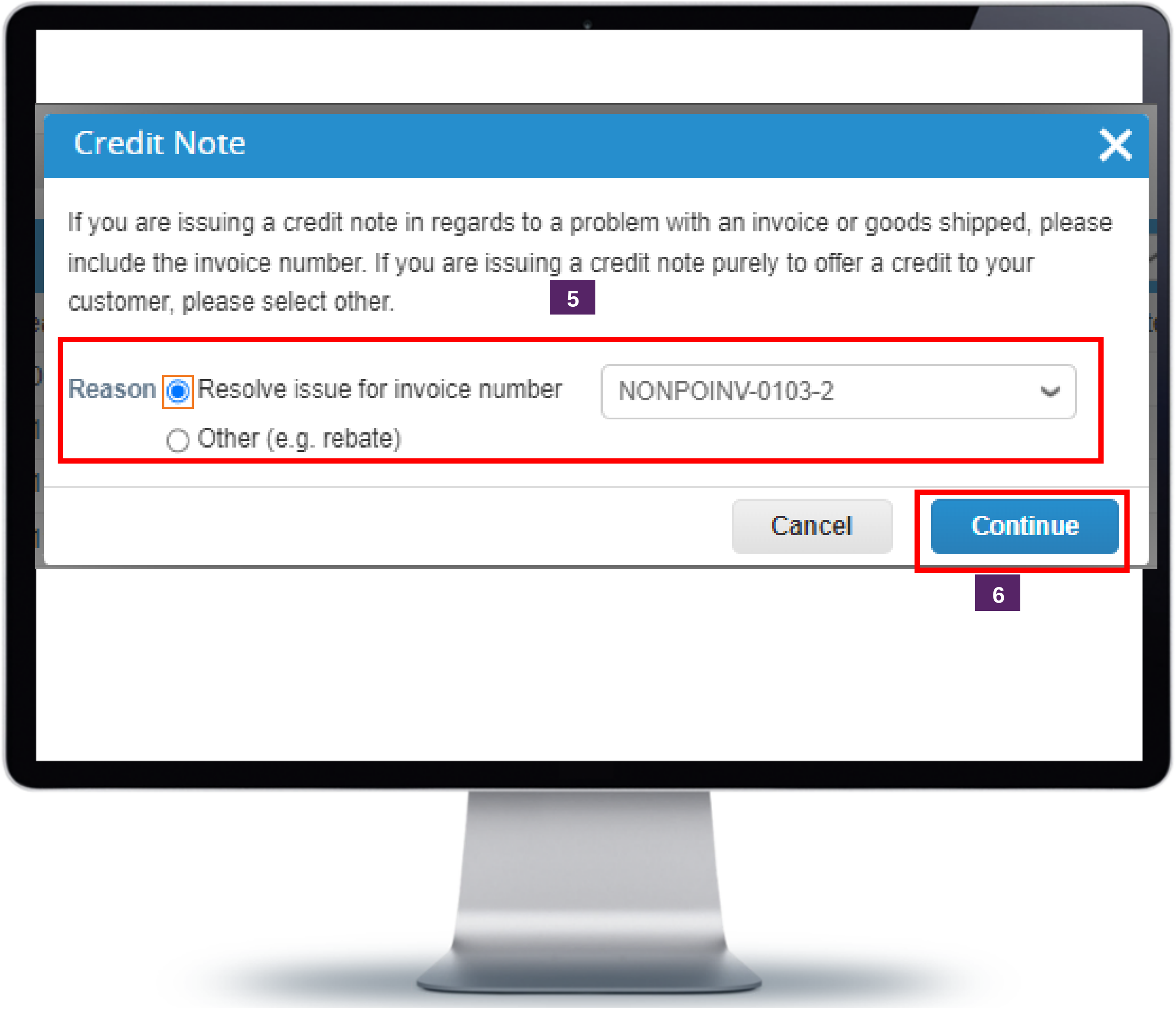
Autoliv

Credit Note – via Invoices section



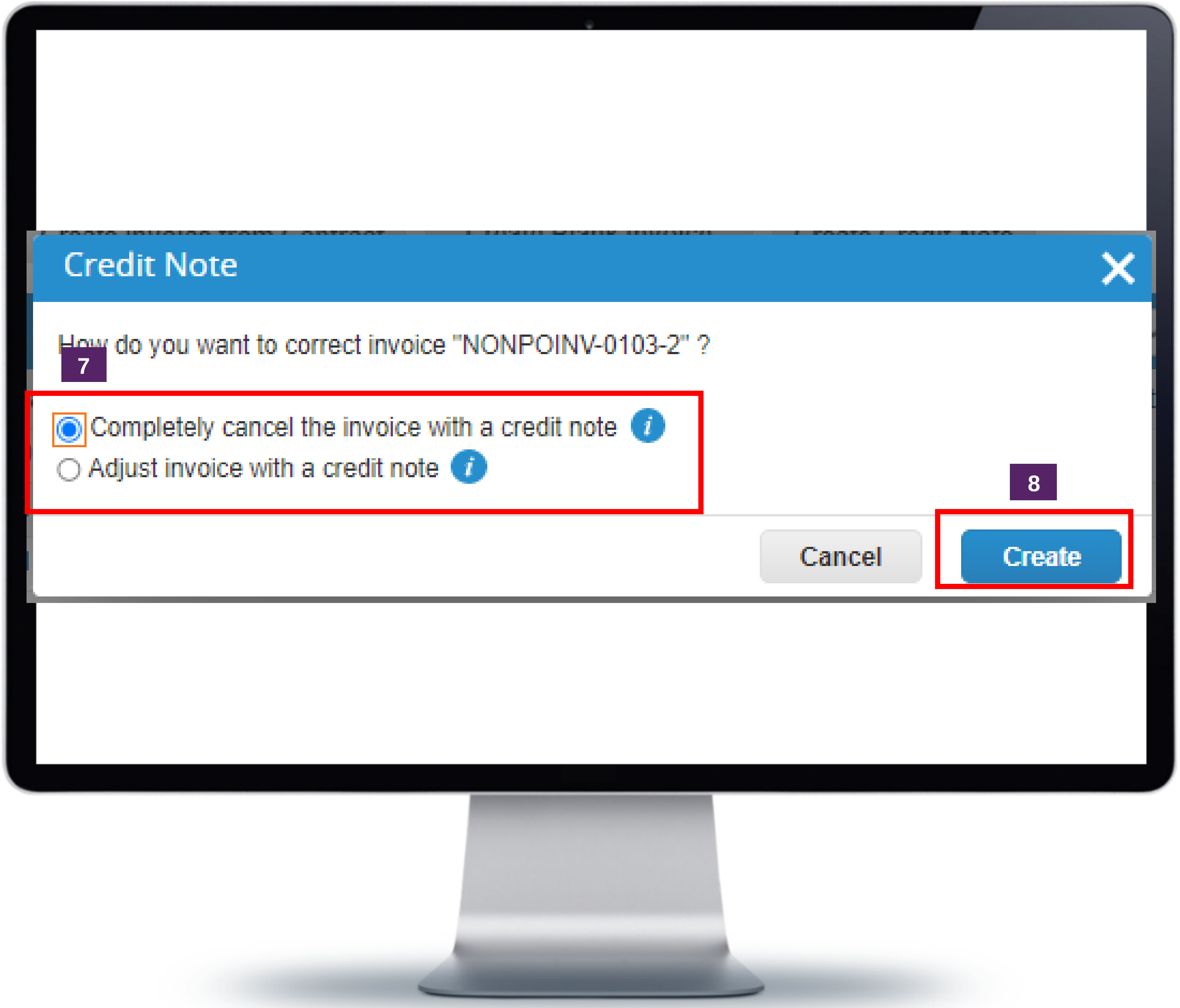
3	A window will pop up "Credit Note"
4	Click the drop-down menu to search for invoices, then select the invoice for which you want to create a credit note.

Credit Note – via Invoices section



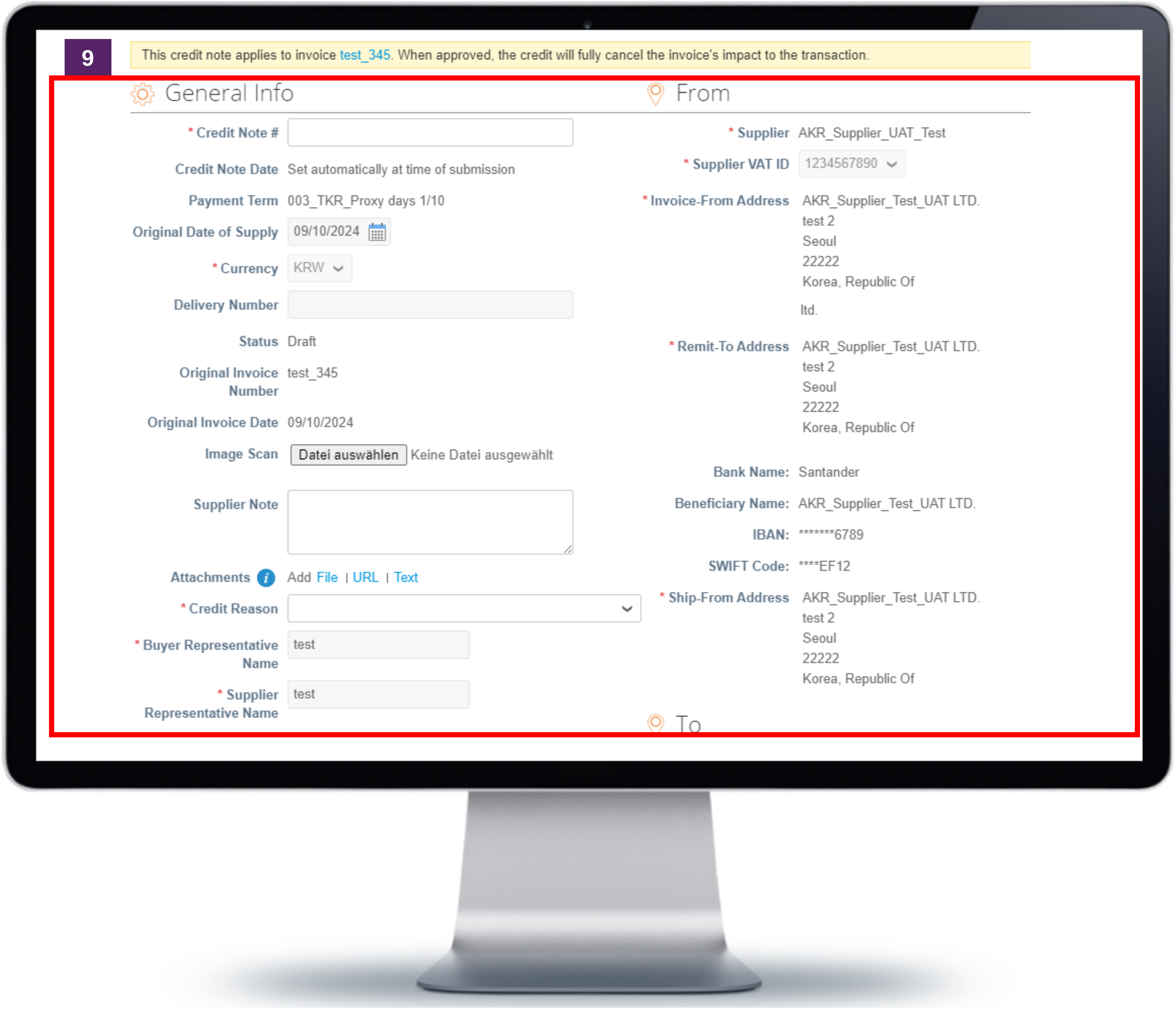
5	Select the option **Resolve issue for Invoice Number** or **Other (**e.g rebate**)** you want to apply against a particular invoice while creating a credit note
6	After selecting an invoice click on **continue** button

Credit Note – via Invoices section



7	Select one of the option as per situation
8	Click on **Create** button.

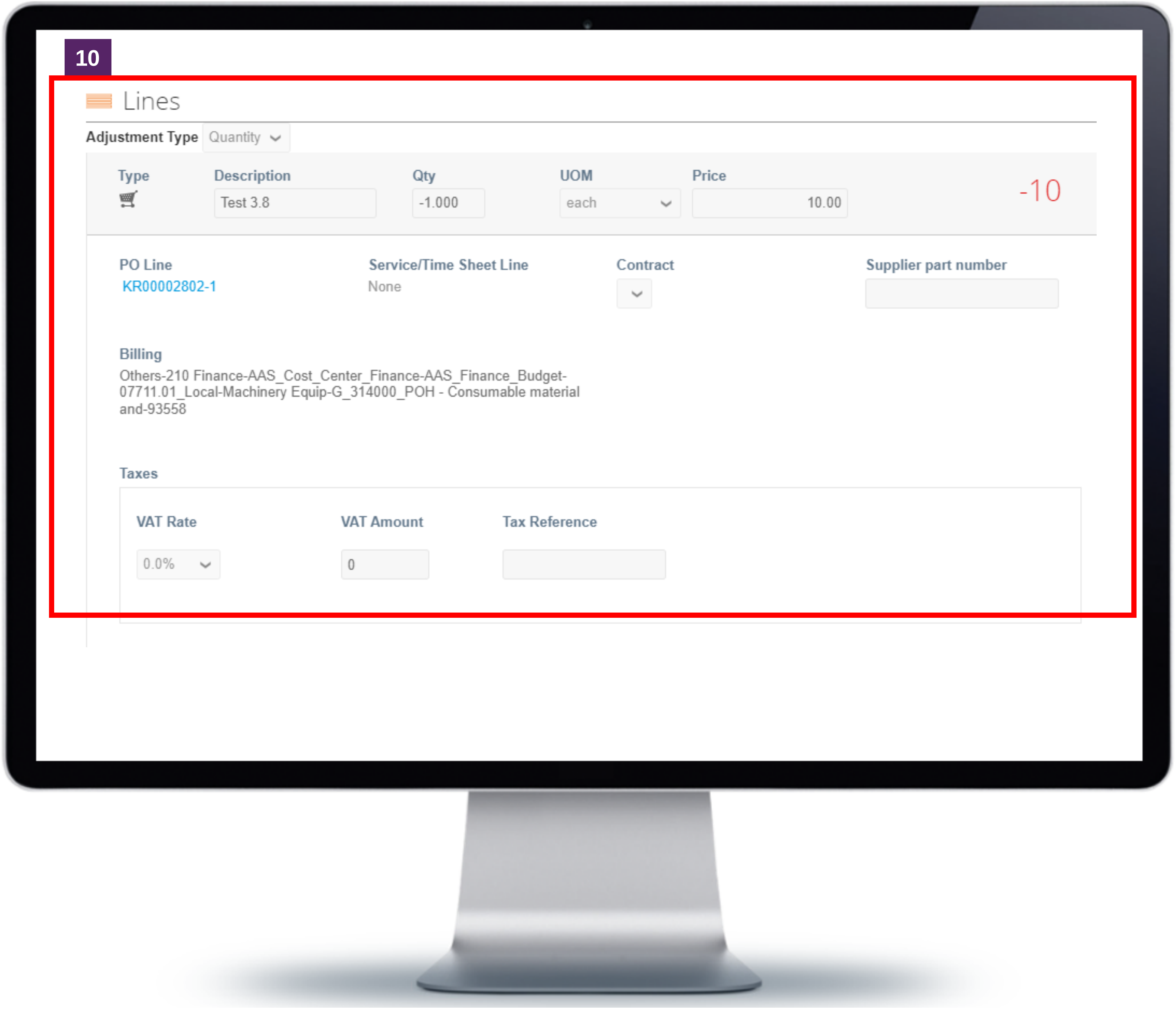
Credit Note – via Invoices section



9

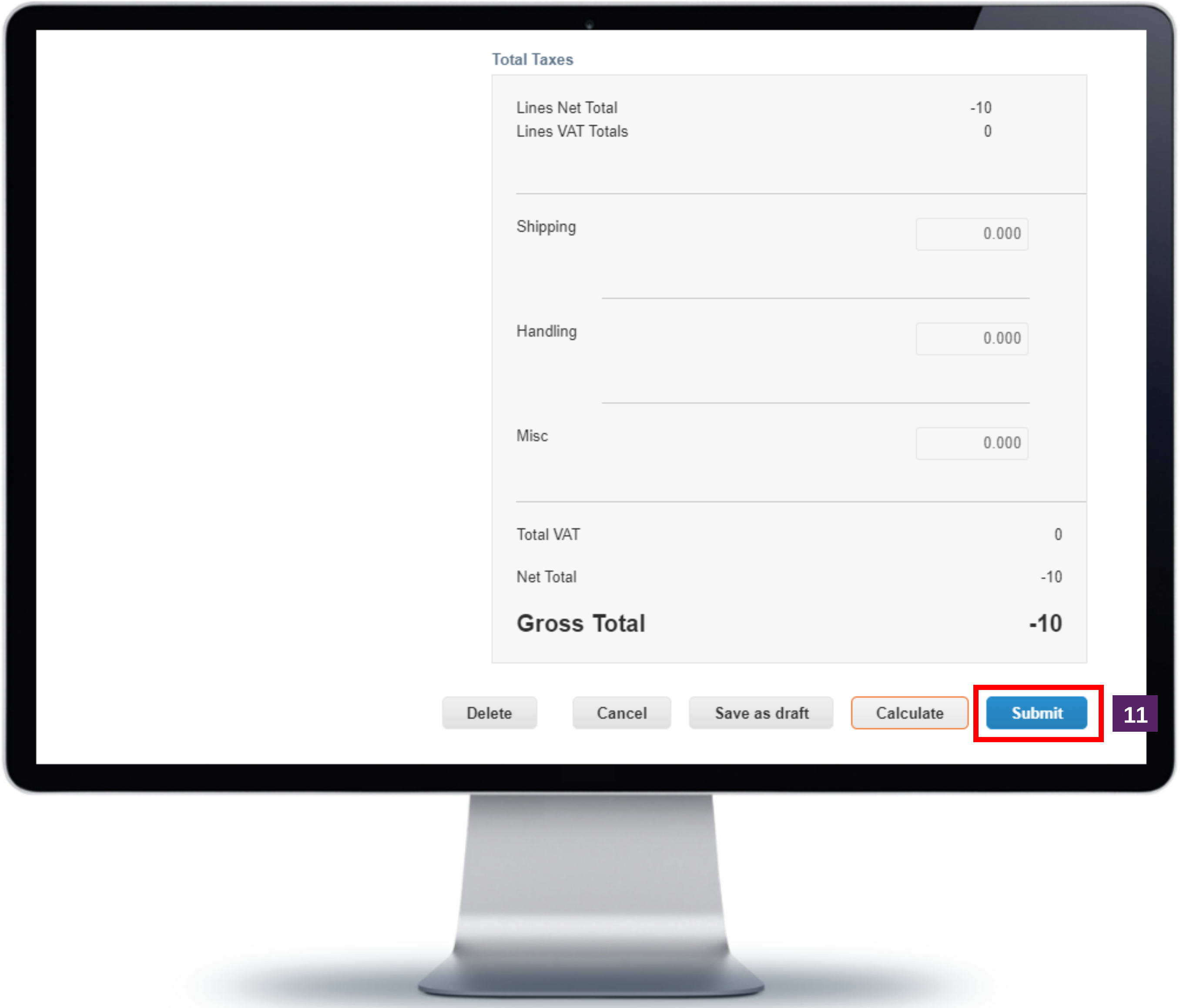
Fill out and verify all required invoice information at header level (example Credit Note #, Credit Reason – can differ based on the country your company is located).

Credit Note – via Invoices section



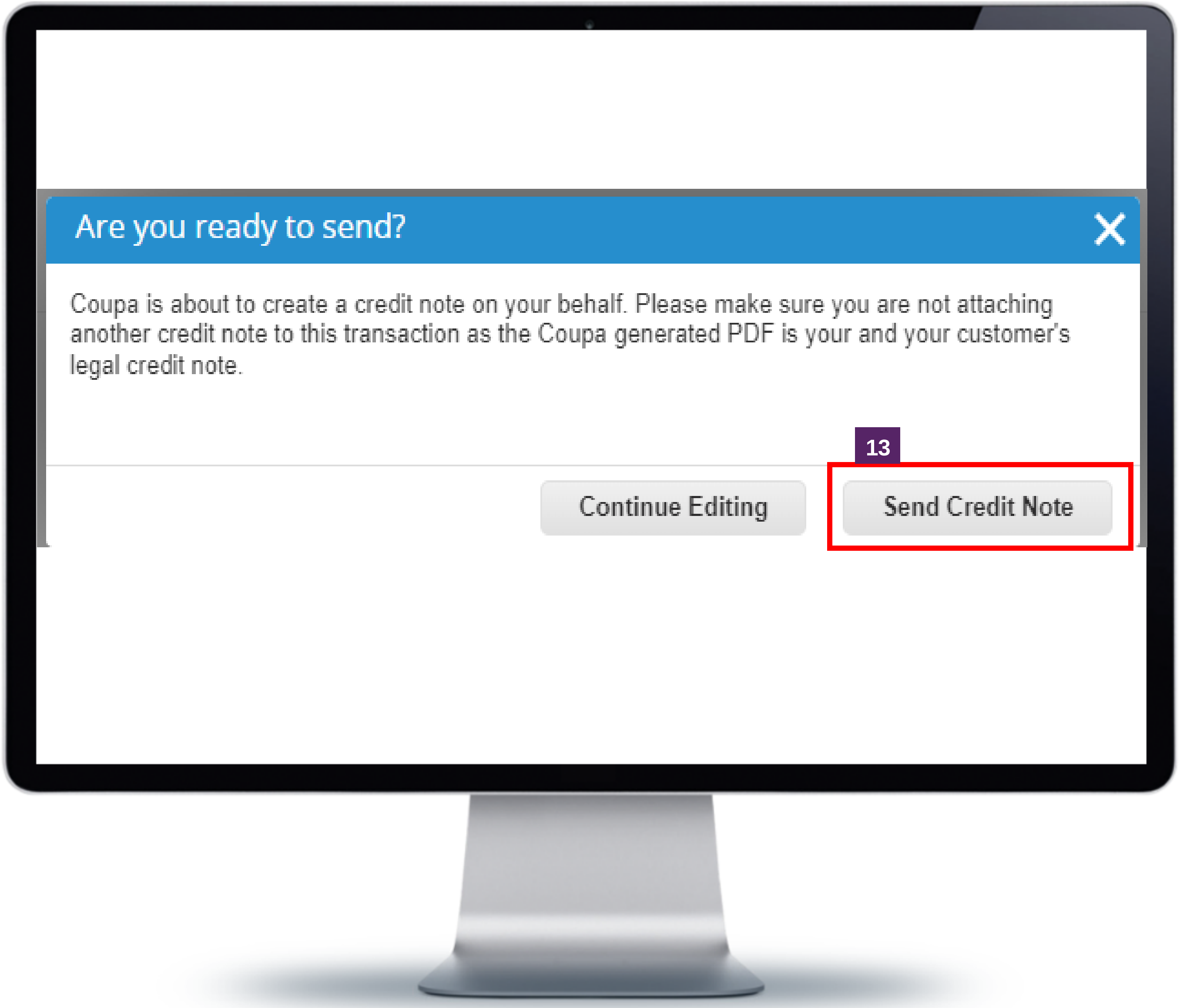
10 Fill out and verify all required Credit Note information at line level

Credit Note – via Invoices section



11 Once ready to submit, click on **submit** button

Credit Note – via Invoices section



12	A window will pop up "**Are you ready to send**", click on **Send Credit Note** button to submit the **Credit Note**
13	You will be navigated to **Credit Note page**

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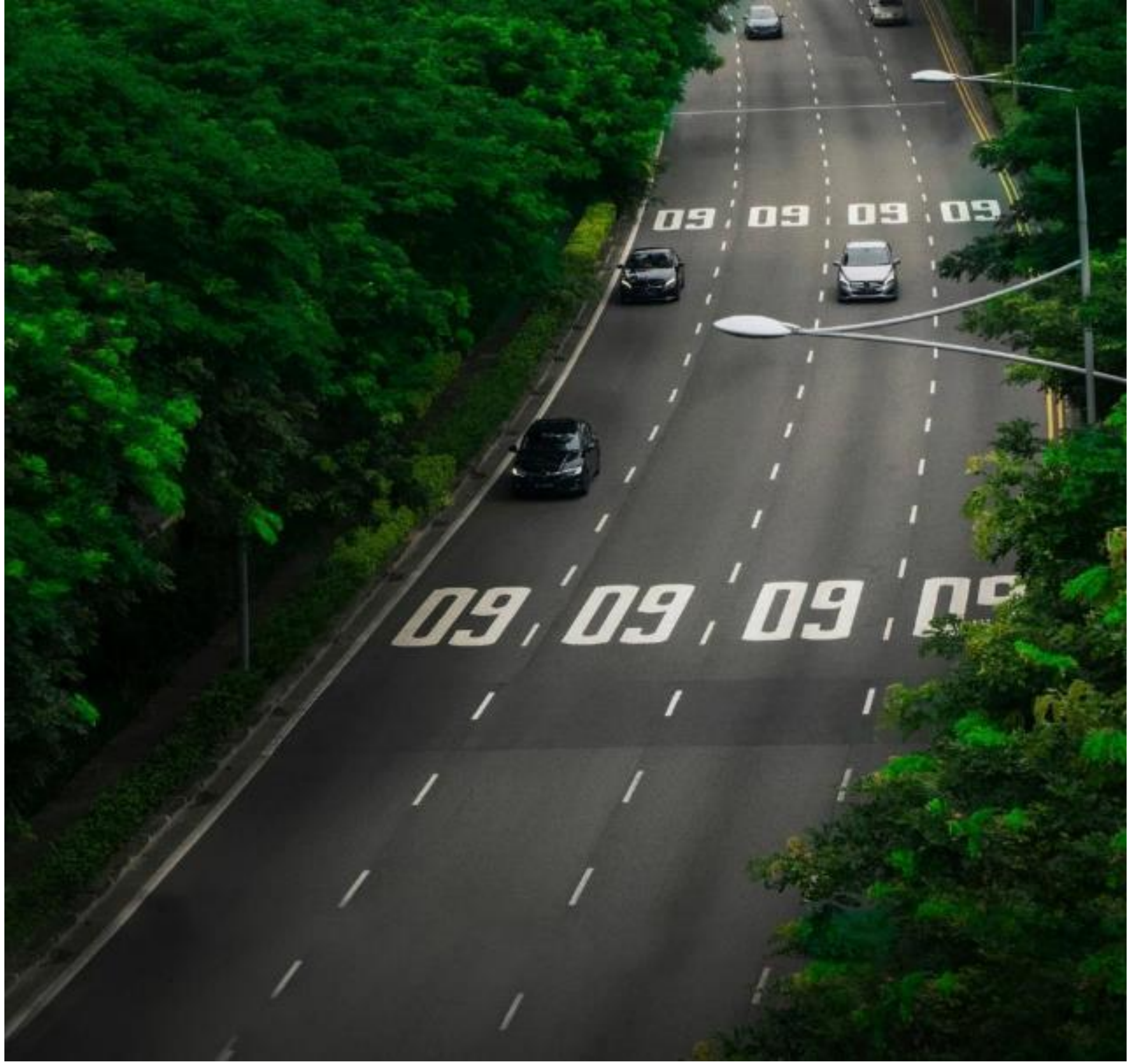
18. Supplier Information Management (SIM)



Autoliv

Receiving Request to onboard to ALV

Profile Information Request

Dear Supplier,

This email is for **Autoliv indirect supplier registration process**.

Autoliv Group wants you to respond by updating your company profile in Coupa.

We highly recommend using the Coupa Supplier Portal for an easier and secured collaboration method. You can also view indirect purchase orders, create invoices, manage POs and invoices, get real-time email alerts and much more.

To register in the Coupa system, please click on any of the below buttons to either respond or decline or forward this request to another person at your company.

Find out more using the links below.

Welcome!

안녕하십니까

Autoliv indirect 협력업체 등록을 위해, 당사의 발주 시스템 Coupa 에 귀사의 업체 정보를 입력 및 정보 업데이트를 요청 드립니다. 본 시스템은 일반 구매 발주서의 현황 및 세금계산서 발행 등의 현황을 쉽게 관리하실 수 있습니다. 하단 부 링크를 통해 시스템 사용 여부 및 정보 입력을 진행해 주시거나, 담당자가 아닐 경우, 적임자에게 본 메일 전달을 요청 드립니다.

Join and Respond | **Respond Without Joining**

Once ALV starts the onboarding process and triggers a form via Coupa, the Supplier Questionnaire is issued to the supplier.

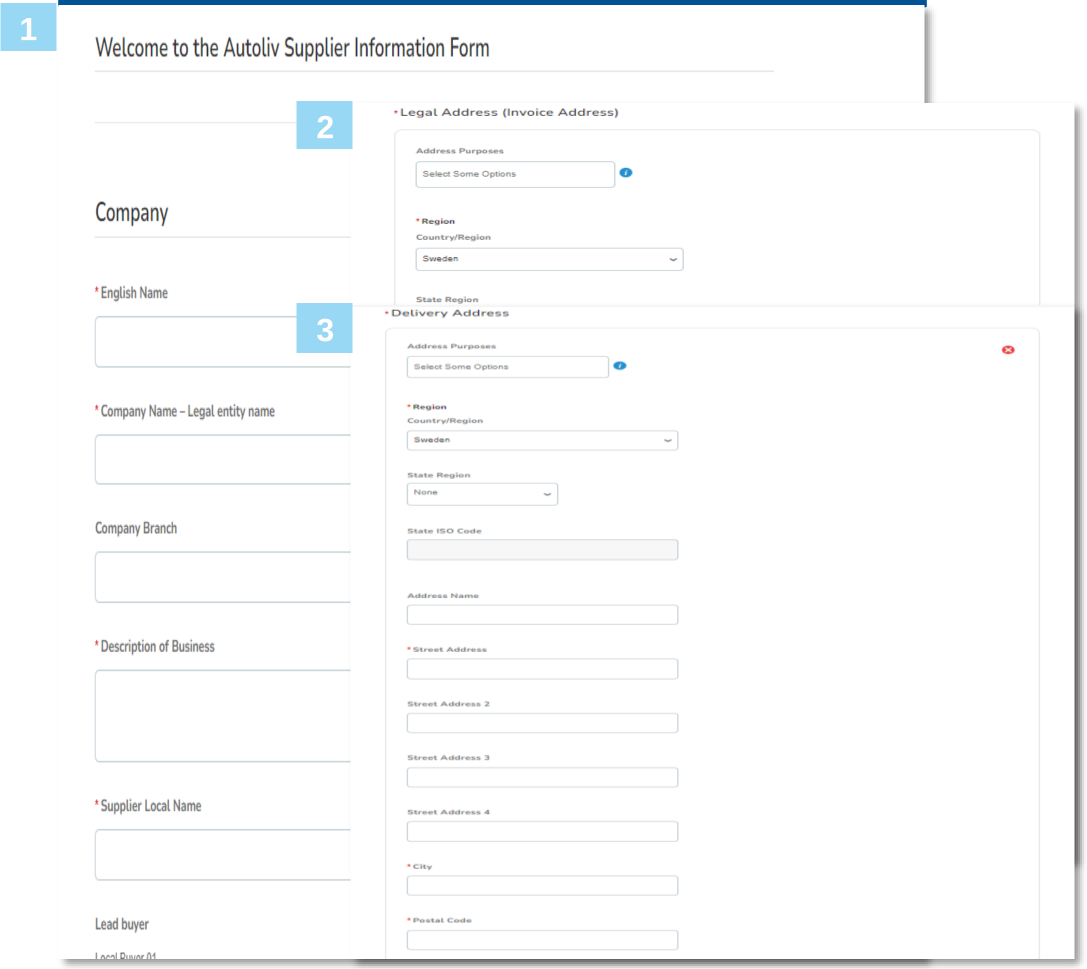
The supplier is provided with two alternatives:

- **Join and Respond:** Will ask the supplier to create a CSP account and subsequently provide them with the questionnaire within their account
- **Respond without joining:** The supplier can respond to the supplier questionnaire without creating and setting up an account in CSP

Supplier Questionnaire Form Fields (1/4)

1

Company and Address section


1
Welcome to the Autoliv Supplier Information Form
Company
*English Name
*Company Name – Legal entity name
Company Branch
*Description of Business
*Supplier Local Name
Lead buyer
2
*Legal Address (Invoice Address)
Address Purposes
Select Some Options
*Region
Country/Region
Sweden
State Region
3
*Delivery Address
Address Purposes
Select Some Options
*Region
Country/Region
Sweden
State Region
None
State ISO Code
Address Name
*Street Address
Street Address 2
Street Address 3
Street Address 4
*City
*Postal Code

The supplier information form is triggered by Coupa and sent to supplier for entering information to the email ID shared by supplier.

Note: This form cannot be opened by any one other than supplier

The supplier questionnaire allows suppliers to enter all details related to their onboarding such as company information, address, remit-to information, tax information, etc.

The form starts off with general company information encompassing the business entity and addresses:

Note: Fields marked with asterisks are mandatory for the supplier to submit the questionnaire

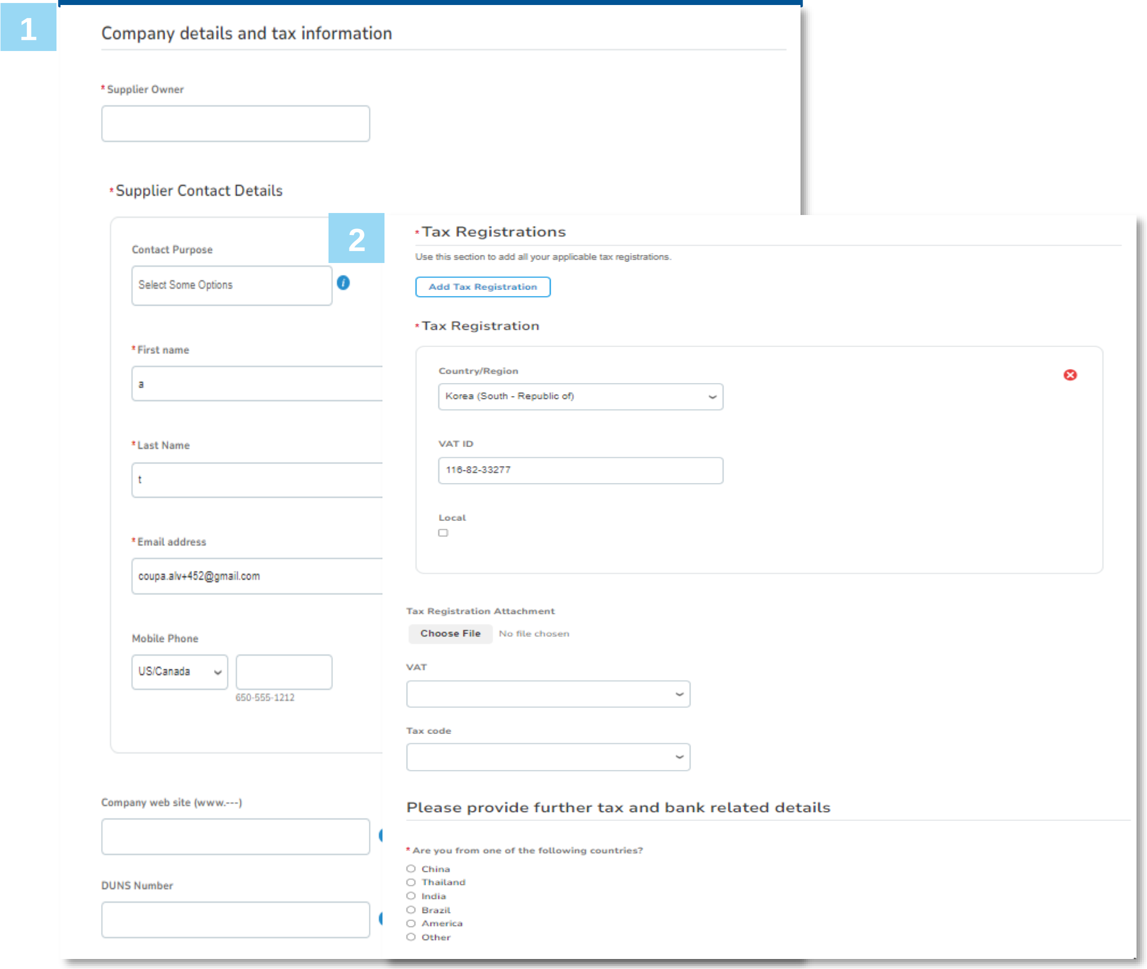
Once the supplier questionnaire has been approved and validated, the supplier will receive an email notifying them of the consequent approval

Autoliv

Supplier Questionnaire Form Fields (2/4)

2

Contact and Tax Registration section



1

Scrolling down, the supplier will be asked to provide their contact information and to submit tax registrations.

- In the Supplier Contact Details the supplier has to provide at the minimum a singular interlocutor

2

- If the supplier has multiple tax registrations, he can click on the “Add Tax Registration” button to pop-out supplemental fields
- If the supplier is related to either China, Thailand, India, Brazil or America, clicking on the applicable button will prompt the supplier to insert addtional tax and bank related details (such as a PAN copy for India, or a W-9 ID Number for the US for example)

Note: Selecting mentioned countries will modify fields across the form (Queries for the US such as veteran or minority ownership)

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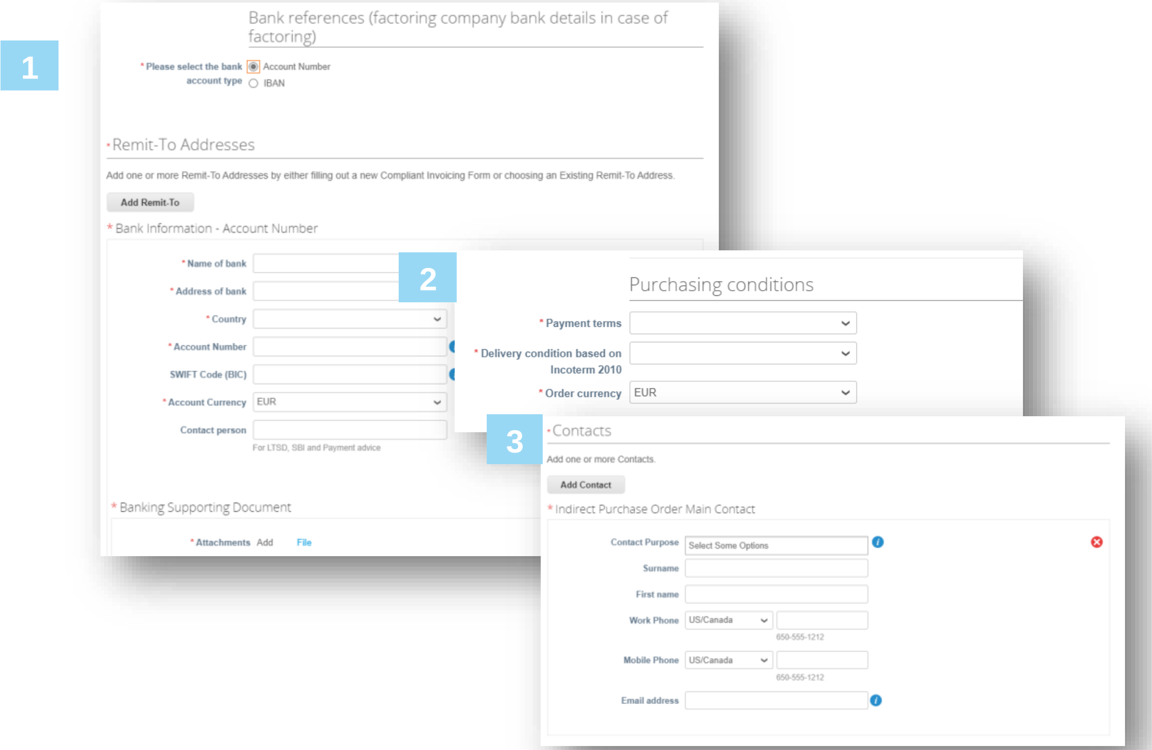
Supplier Questionnaire Form Fields (3/4)

3 Bank Information, Purchasing Condition and Additional Contact Details section



The supplier will then be asked to provide their bank information, purchasing conditions and additional contact details

1

- The supplier will have to submit their bank information. Selecting the account type (IBAN or Account Number) will change fields in the Remit-To fields
- The supplier can submit multiple remit-to addresses by clicking on "Add Remit-To"

2

- The supplier then submits his purchasing conditions:
  1. Payment terms
  2. Incoterm delivery conditions
  3. Applicable currency

3

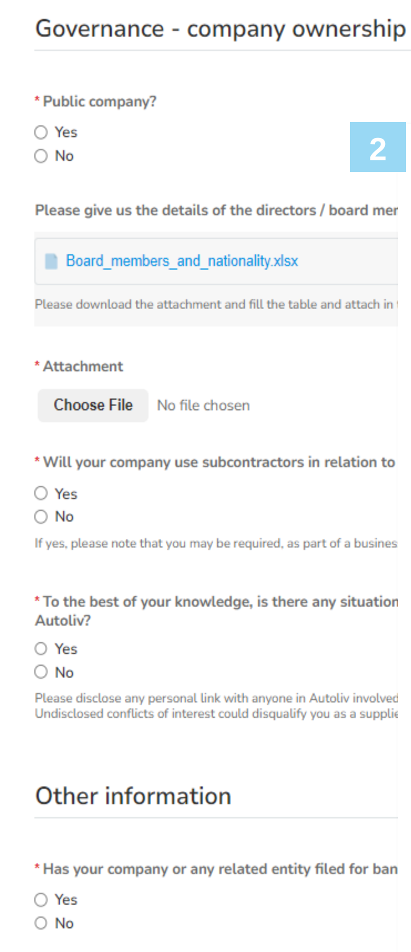
- To allow for an adequate communication flow, the supplier can submit sectorial contacts ranging from indirect purchase order contacts to accounting and financial risk contacts
- Multiple contacts can be added by clicking on the "Add Contact" button

Supplier Questionnaire Form Fields (4/4)

4

Compliance Questionnaire section

1



Governance - company ownership & main operations

* Public company?

Yes

No

Please give us the details of the directors / board mer

Board_members_and_nationality.xlsx

Please download the attachment and fill the table and attach in

* Attachment

Choose File No file chosen

* Will your company use subcontractors in relation to

Yes

No

If yes, please note that you may be required, as part of a busines

* To the best of your knowledge, is there any situation
Autoliv?

Yes

No

Please disclose any personal link with anyone in Autoliv involved
Undisclosed conflicts of interest could disqualify you as a supplie

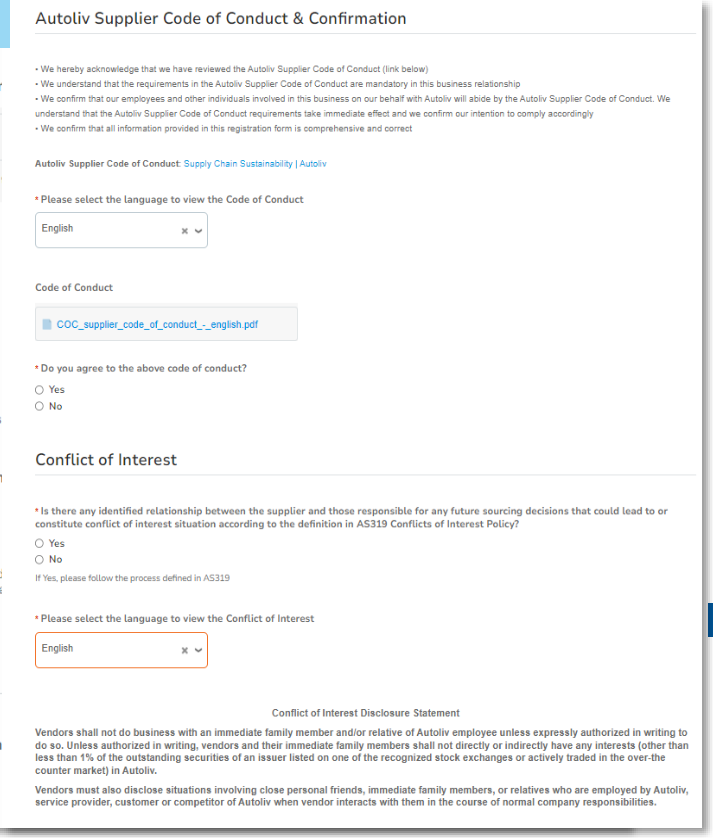
Other information

* Has your company or any related entity filed for ban

Yes

No

2



Autoliv Supplier Code of Conduct & Confirmation

- We hereby acknowledge that we have reviewed the Autoliv Supplier Code of Conduct (link below)
- We understand that the requirements in the Autoliv Supplier Code of Conduct are mandatory in this business relationship
- We confirm that our employees and other individuals involved in this business on our behalf with Autoliv will abide by the Autoliv Supplier Code of Conduct. We understand that the Autoliv Supplier Code of Conduct requirements take immediate effect and we confirm our intention to comply accordingly
- We confirm that all information provided in this registration form is comprehensive and correct

Autoliv Supplier Code of Conduct: Supply Chain Sustainability | Autoliv

* Please select the language to view the Code of Conduct

English

Code of Conduct

COC_supplier_code_of_conduct_-_english.pdf

* Do you agree to the above code of conduct?

Yes

No

Conflict of Interest

* Is there any identified relationship between the supplier and those responsible for any future sourcing decisions that could lead to or constitute conflict of interest situation according to the definition in AS319 Conflicts of Interest Policy?

Yes

No

If Yes, please follow the process defined in AS319

* Please select the language to view the Conflict of Interest

English

Conflict of Interest Disclosure Statement

Vendors shall not do business with an immediate family member and/or relative of Autoliv employee unless expressly authorized in writing to do so. Unless authorized in writing, vendors and their immediate family members shall not directly or indirectly have any interests (other than less than 1% of the outstanding securities of an issuer listed on one of the recognized stock exchanges or actively traded in the over-the counter market) in Autoliv.

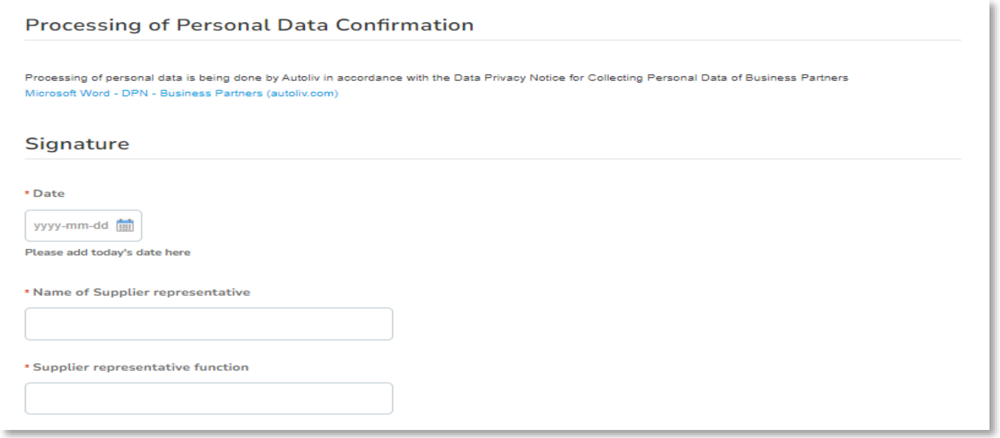
Vendors must also disclose situations involving close personal friends, immediate family members, or relatives who are employed by Autoliv, service provider, customer or competitor of Autoliv when vendor interacts with them in the course of normal company responsibilities.

1

To finalize the questionnaire, the relevant supplier must answer questions regarding their governance and compliance to Autoliv.

2

The supplier information form ends with the supplier agreeing with the Autoliv code of conduct & processing of personal data, and providing the name of the supplier representative and his/her function



Processing of Personal Data Confirmation

Processing of personal data is being done by Autoliv in accordance with the Data Privacy Notice for Collecting Personal Data of Business Partners
Microsoft Word - DPN - Business Partners (autoliv.com)

Signature

* Date

yyyy-mm-dd

Please add today's date here

* Name of Supplier representative

* Supplier representative function

Autoliv

Bank Information Update Form Fields

1

Bank Information section

Supplier Bank Validation Form

Dear valued Supplier,
In Autoliv we want to ensure that we have the right bank information details.
In order to secure that we have the latest or the correct bank information we kindly request your assistance to provide your latest information through this secure form.
Thank you on behalf of Autoliv.

Lead buyer

[redacted]

Supplier Section - To be filled by supplier

Please validate your bank information and follow the below steps:

- To inactivate existing bank information displayed, please ensure to select '**Inactive**' from the Active status field
- To add a new bank information, please click on **Add Remit-To**

* Bank Account Type

- IBAN
- Bank Account

* Bank Account Information

Active

Active

Bank Name

Bank of China Seoul Branch(중국은행)

Bank Name - Other

Please type in the bank name here in case you do not find the required bank name present in the above field.

Address of bank

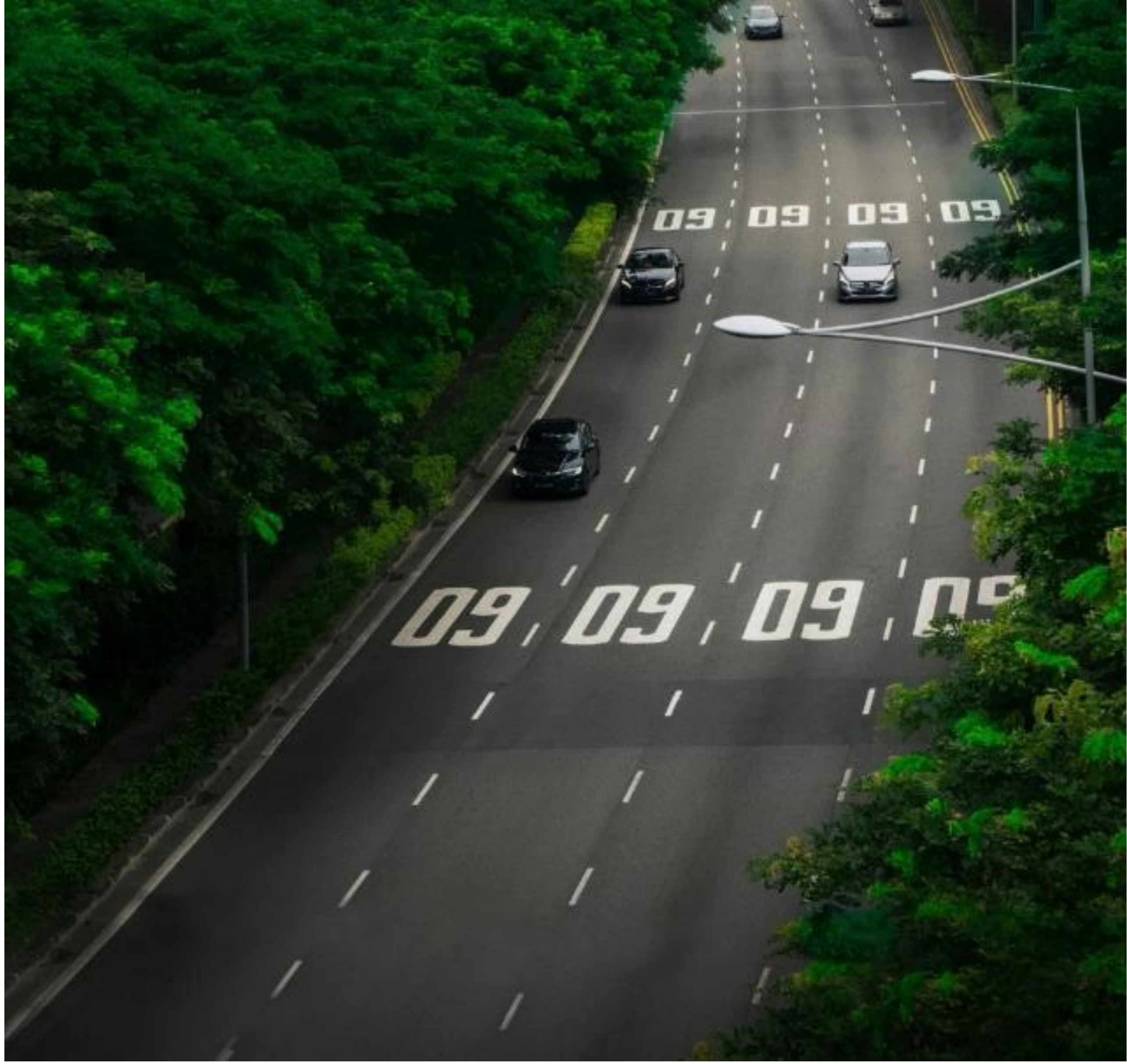
[redacted]

The supplier questionnaire allows suppliers to enter updated banking information and inactivate the old bank information

Note: Fields marked with asterisks are mandatory for the supplier to submit the questionnaire

Autoliv

19. Sourcing Events - Administration



Sourcing Event Process Flows

1. Administrative Activities

2. RFQ

3. English Reverse Auction

4. Dutch Reverse Auction

5. Japanese Reverse Auction

6. End of RFQ/ eAuction

The Administrative activities and the end of the RFQ/ eAuction are the same for all types of sourcing events. The bidding procedures of the sourcing events differ.

First Time Registration in Coupa

When participating in a sourcing event for the first time, suppliers need to register themselves.

Powered by coupa

Autoliv

Autoliv Sourcing Event - RFQ Supplier Demo #129 Invitation

Great news! **CCL Label Inc.** has been invited by **Autoliv** to participate in a sourcing event for **RFQ Supplier Demo**.

If you intend to participate, review the event timeline and accept the terms and conditions of the event, if applicable. Click the button at the bottom of the page to provide your response, which may include Attachments, Forms, and Items and Services.

Dear Sir or Madam,
You are invited to quote for the above mentioned event. All relevant information is stored in the Coupa Event which you can access by logging in with your Credentials (Username and Password). Please follow the link provided in this message below by clicking on any of the two buttons. This will lead you to the Coupa Event Portal. To gain access to the Event specific documents and information, please make sure that you have completed and accepted the Non-Disclosure Agreement up-front to participate in this tender.

Please utilize the integrated chat functionality in Coupa to get in touch with Autoliv regarding this tender (also, in case of decline of event participation).

...

Kind regards Autoliv

You have been given an account on Autoliv's sourcing system to provide your responses for this Sourcing Event. Before you can log in, you need to set up your new password here.

Your username is supplier.coupauat+40@gmail.com

After setting your password, please login to provide your responses.

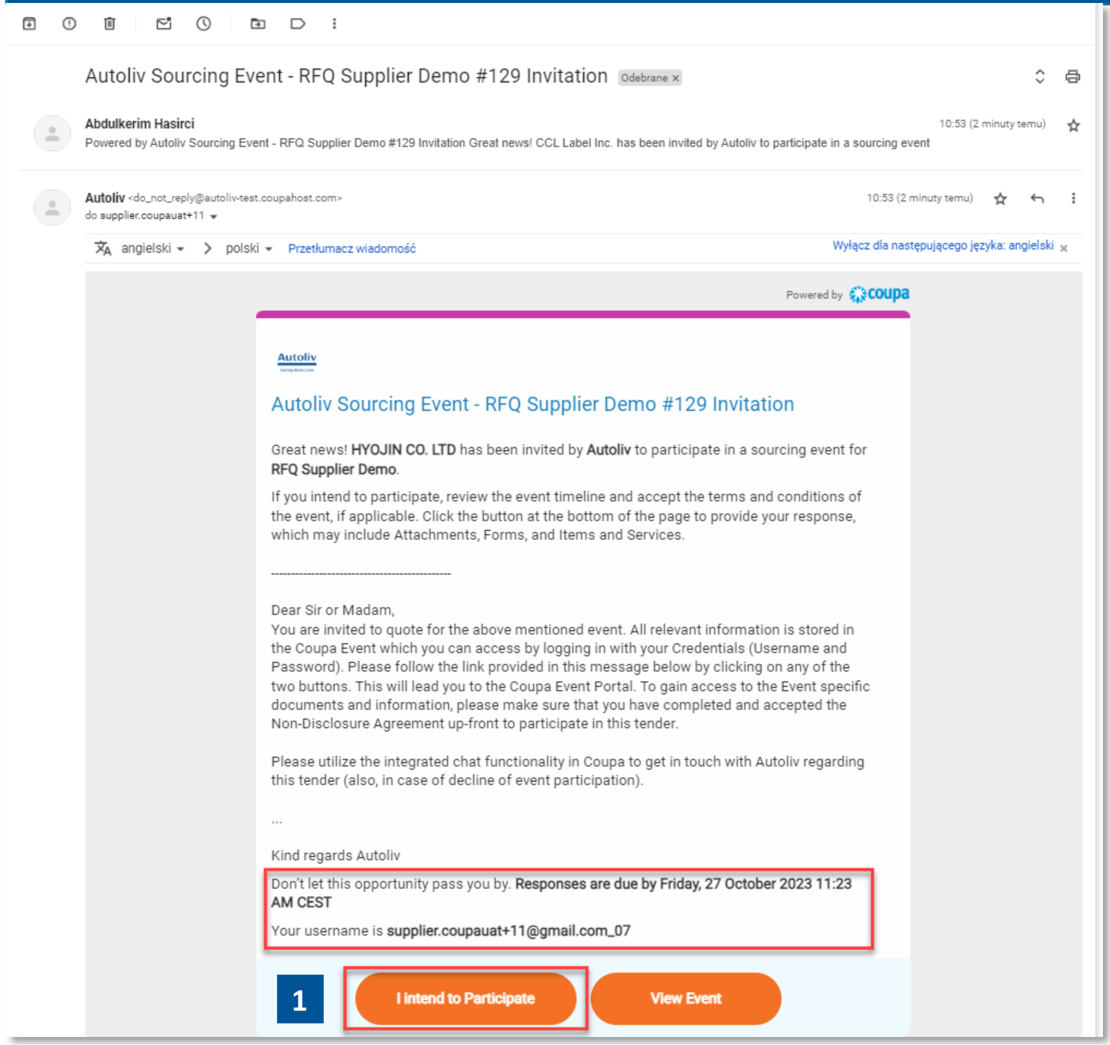
IMPORTANT: You must setup your password within 7 days of receiving this message.

- Suppliers receive an email inviting them to a sourcing event
- If suppliers participate for the first time, they need to register themselves
- The username is stated in the mail

1. Set up password
2. Login to account to respond

First Time Registration in Coupa

If suppliers are already registered, they can directly confirm their participation.

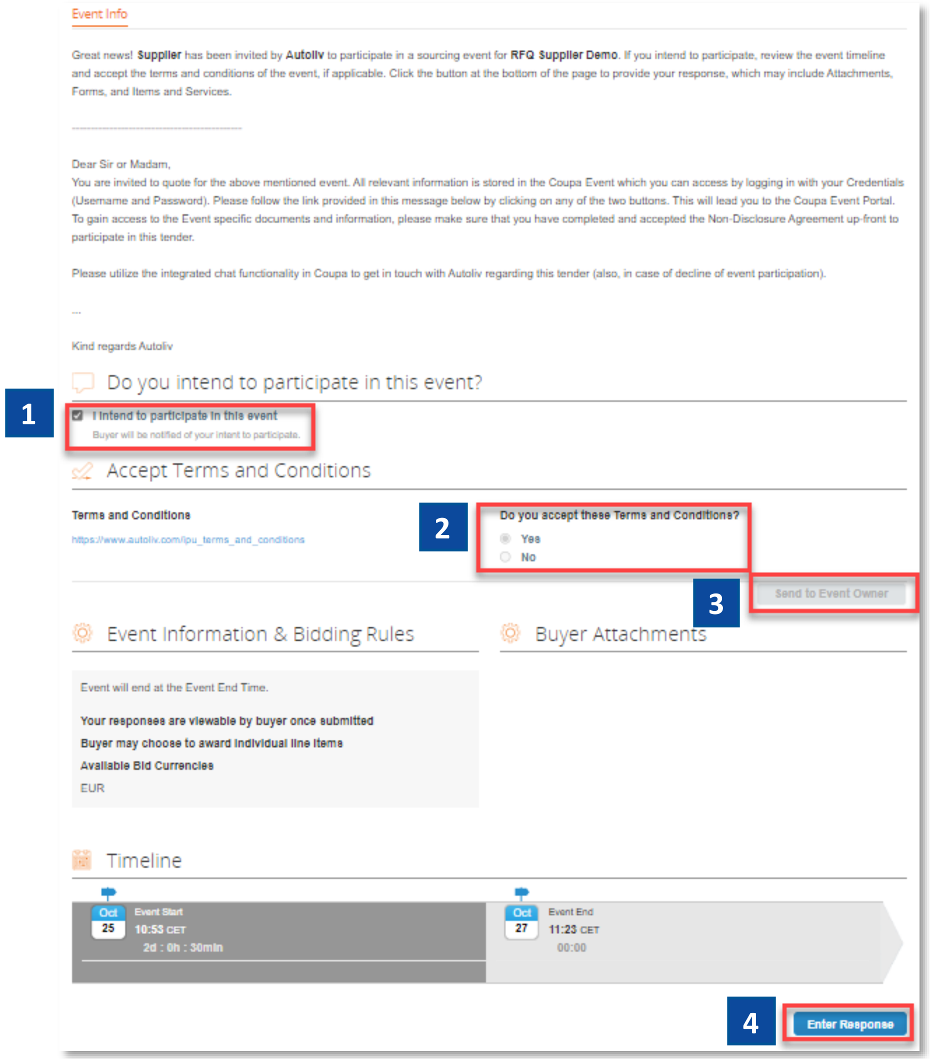


- Suppliers receive an email inviting them to a sourcing event
- Deadline for the response as well as the username is stated in the mail

1 Click "I intend to Participate" to jump to Coupa

Confirm Participation & Accept Terms and Condition

Suppliers need to confirm their participation and accept the terms and condition.

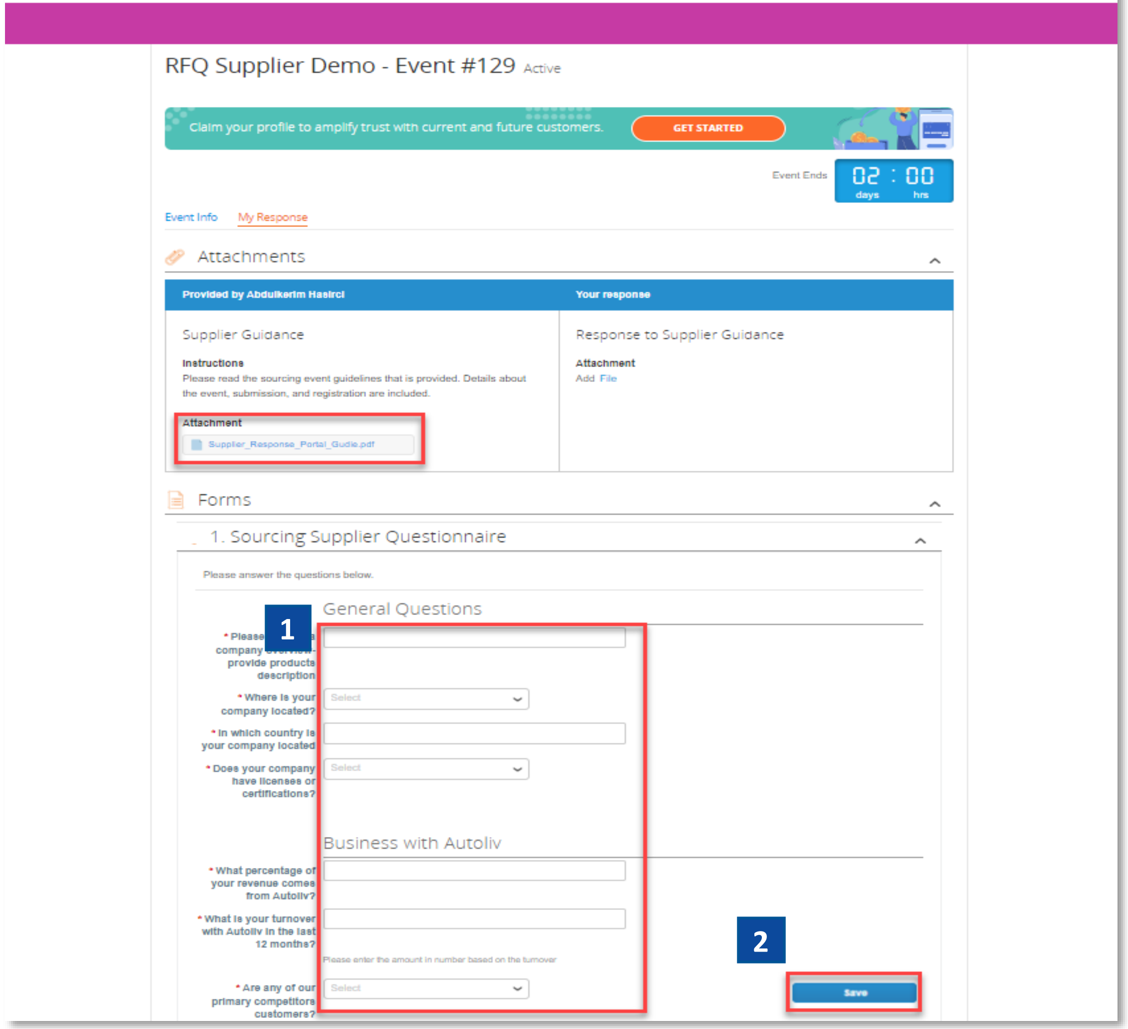


- The landing page provides general information about the sourcing event (e.g. bidding rules, timeline)

1. Check “I intend to participate in this event”
2. Accept terms and condition
3. Click “Send to Event Owner” to confirm participation
4. Click “Enter Response” to create bid

Answer Sourcing Supplier Questionnaire

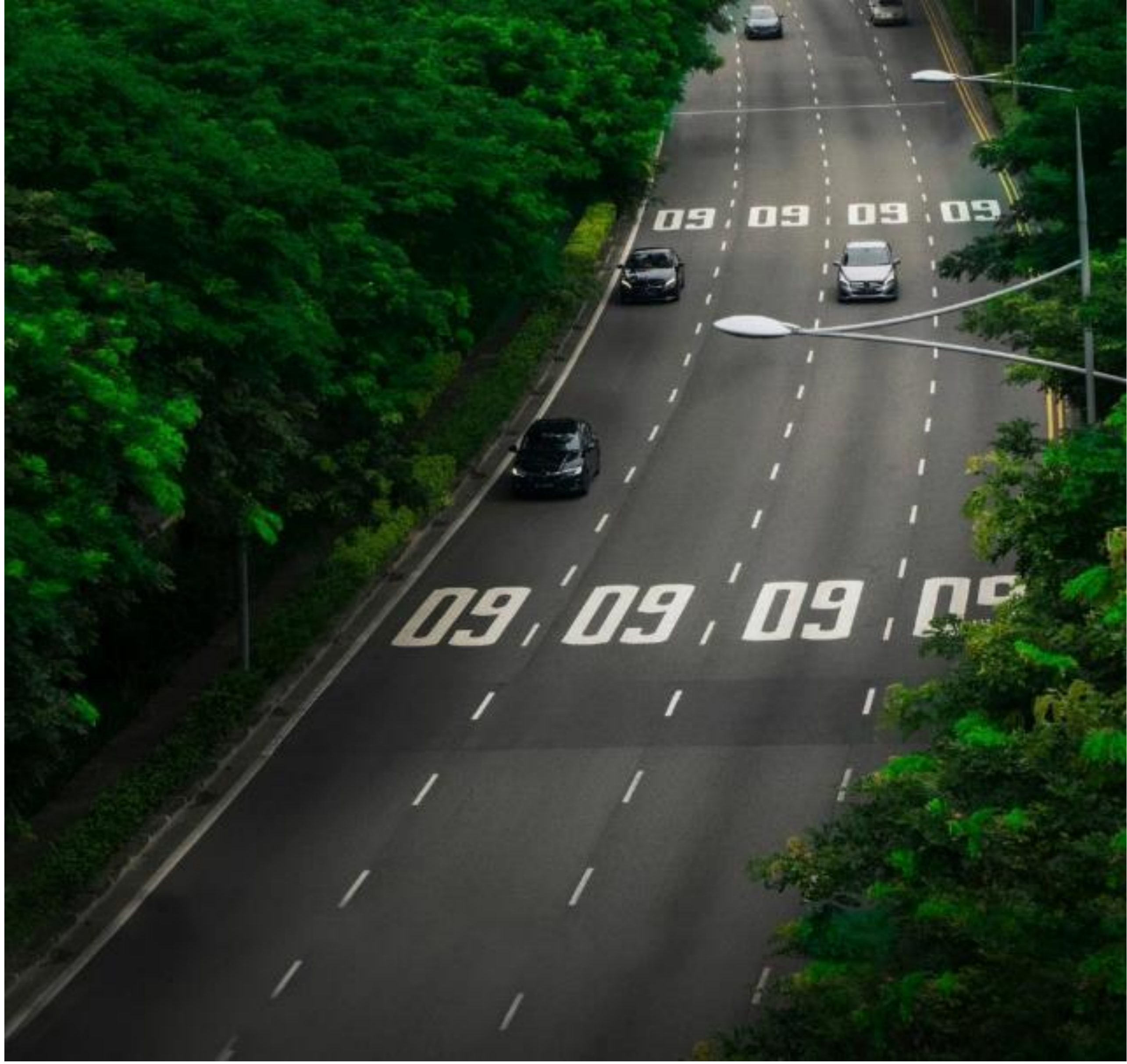
Suppliers must fill in the Sourcing Supplier Questionnaire to provide general information about their company.



- Supplier guidance documents provide information to support suppliers during the process

1. Fill in Sourcing Supplier Questionnaire
2. Click "Save" to store answers

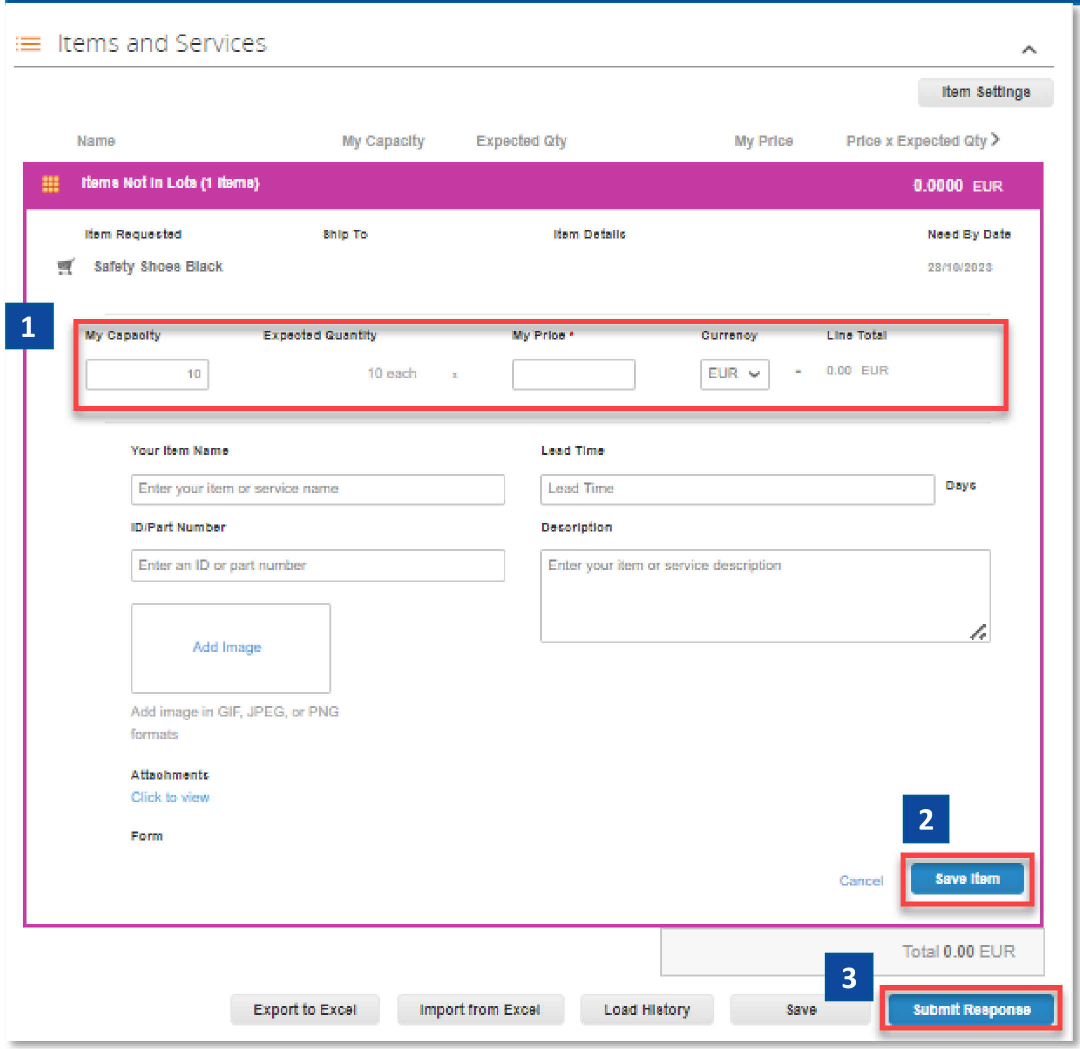
20. Sourcing Events - RFQ



Autoliv

RFQ – Submit Offer

To submit an offer, suppliers need to define quantity and price for each item or service.



- All items and services of the RFQ with their required quantity are listed
- Suppliers can provide additional information about their offered items

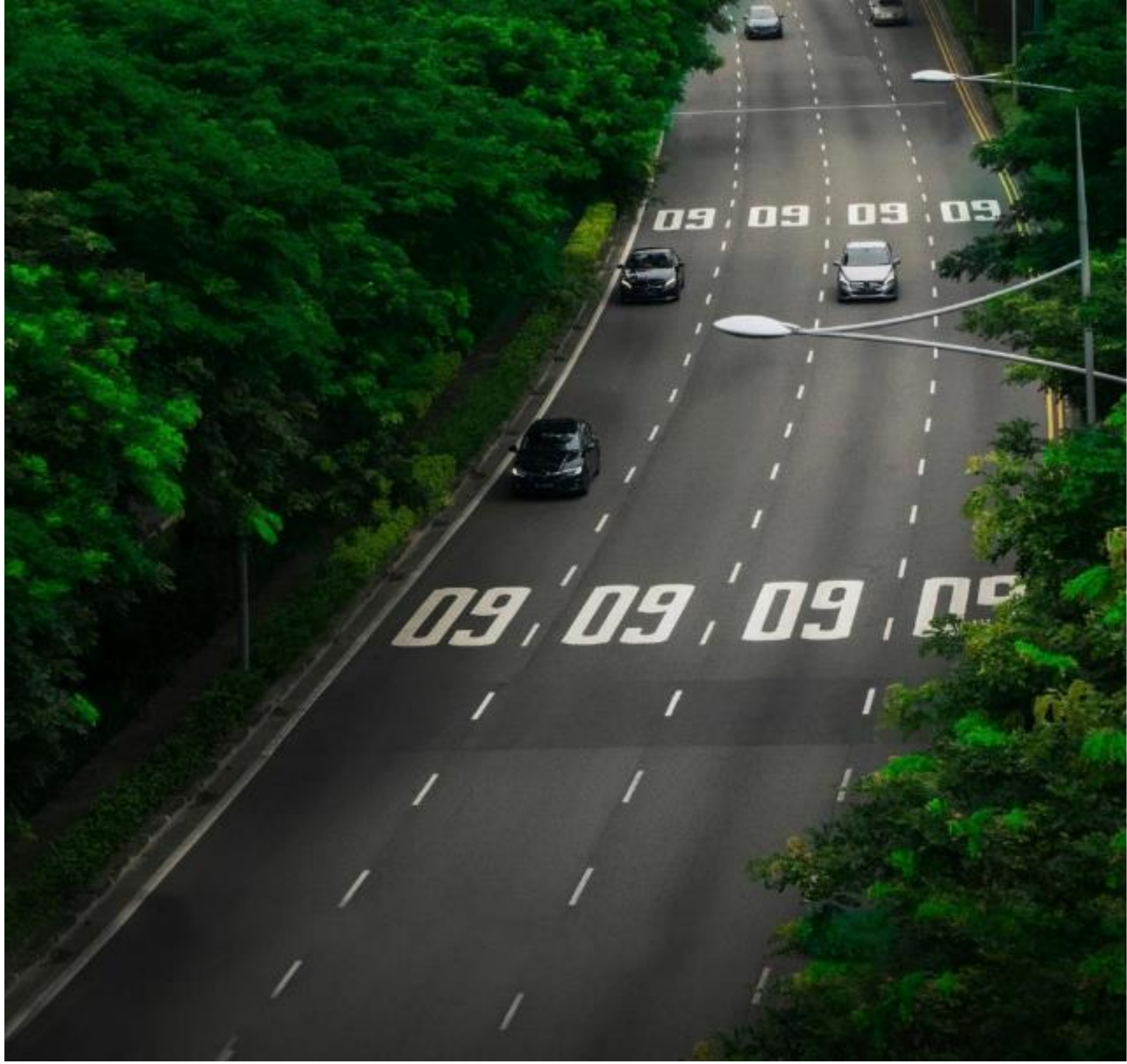
1 Define capacity and price

2 Save item-specific offer details

3 Submit response to hand-in the offer for all items

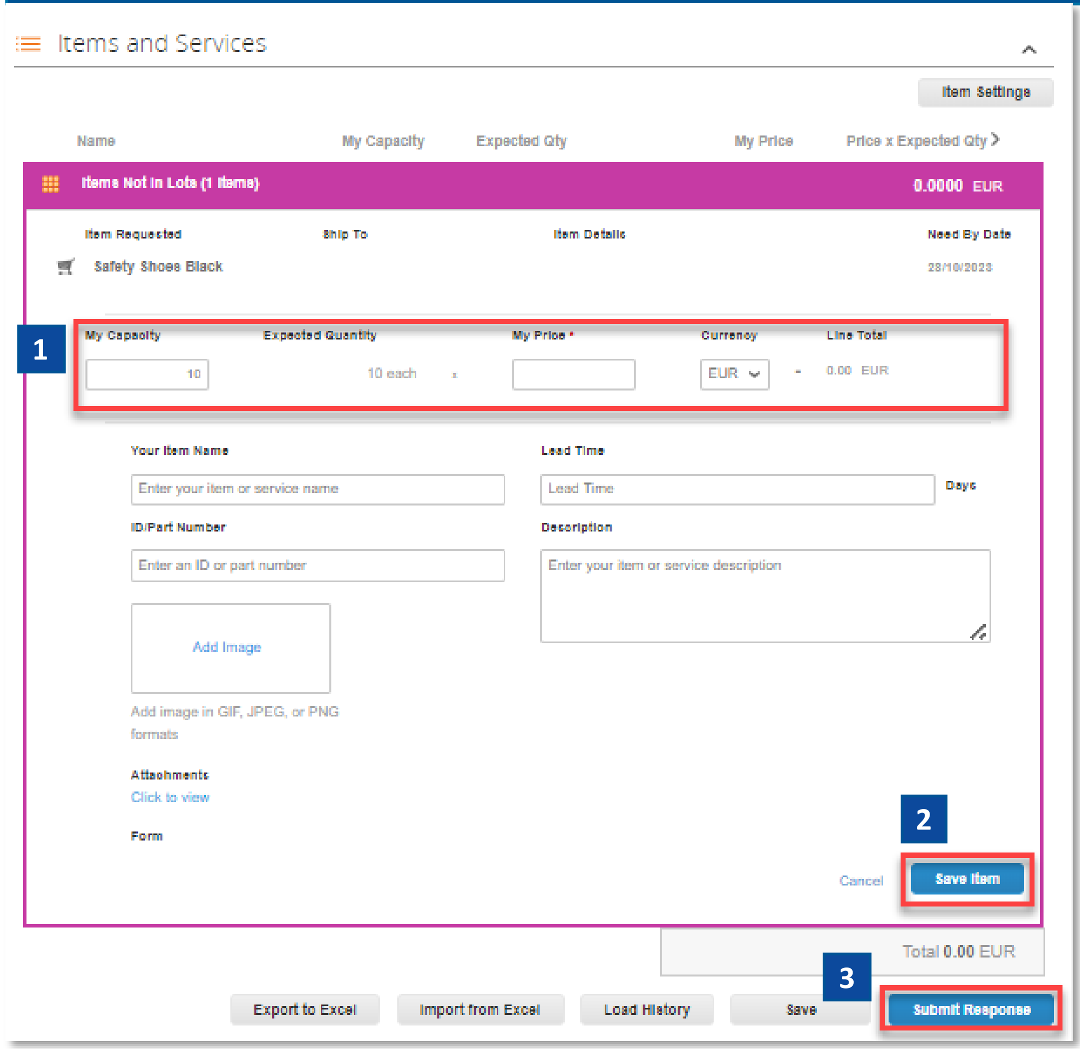
Autoliv

21. Sourcing Events – English Reverse Auction



English Reverse Auction – Submit Bid

To submit a bid, suppliers need to define quantity and price for each item or service.



- All items and services of the RFQ with their required quantity are listed
- Suppliers can provide additional information about their offered items

1 Define capacity and price

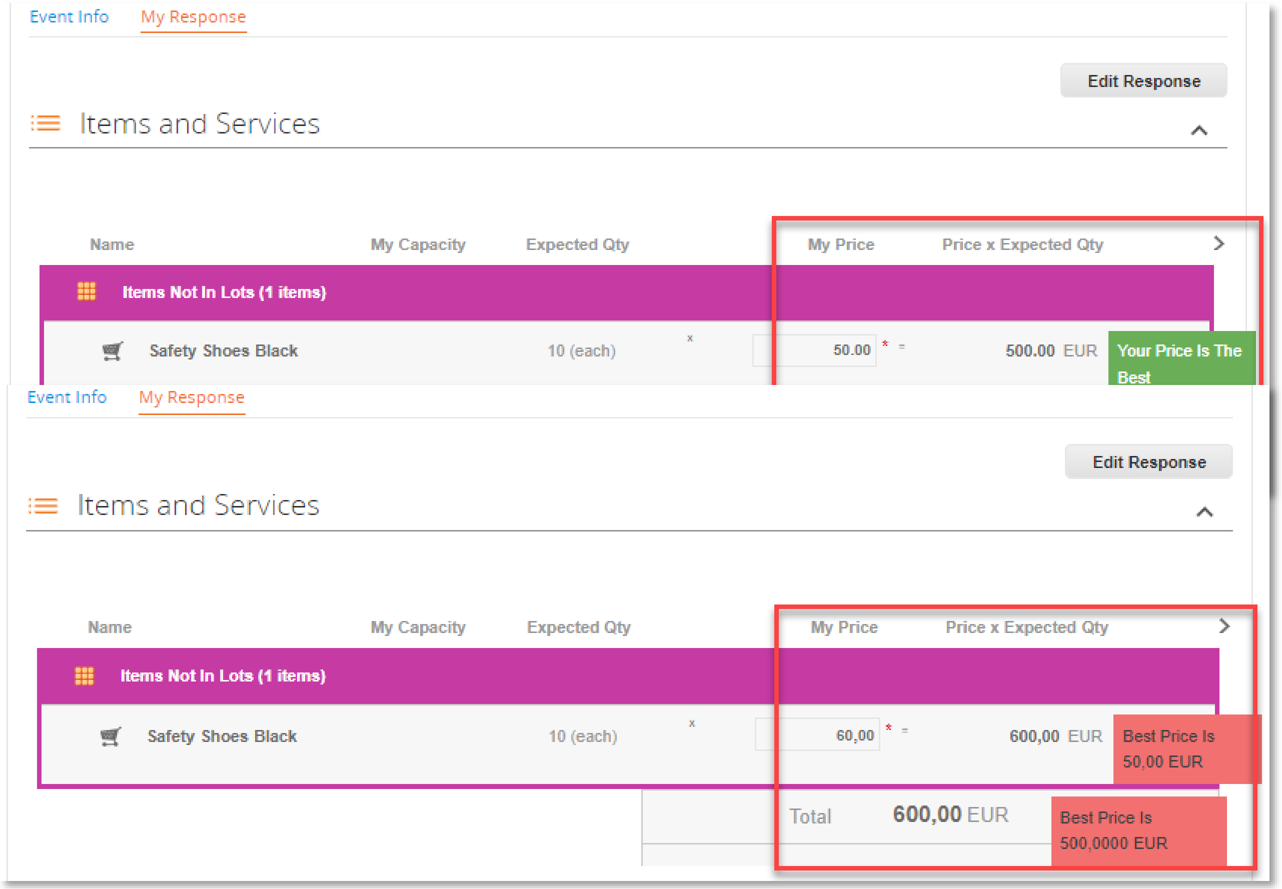
2 Save item-specific offer details

3 Submit response to hand-in the offer for all items

Autoliv

English Reverse Auction – View Bid Performance

Suppliers can see how their bids perform relative to the other bids in the auction.



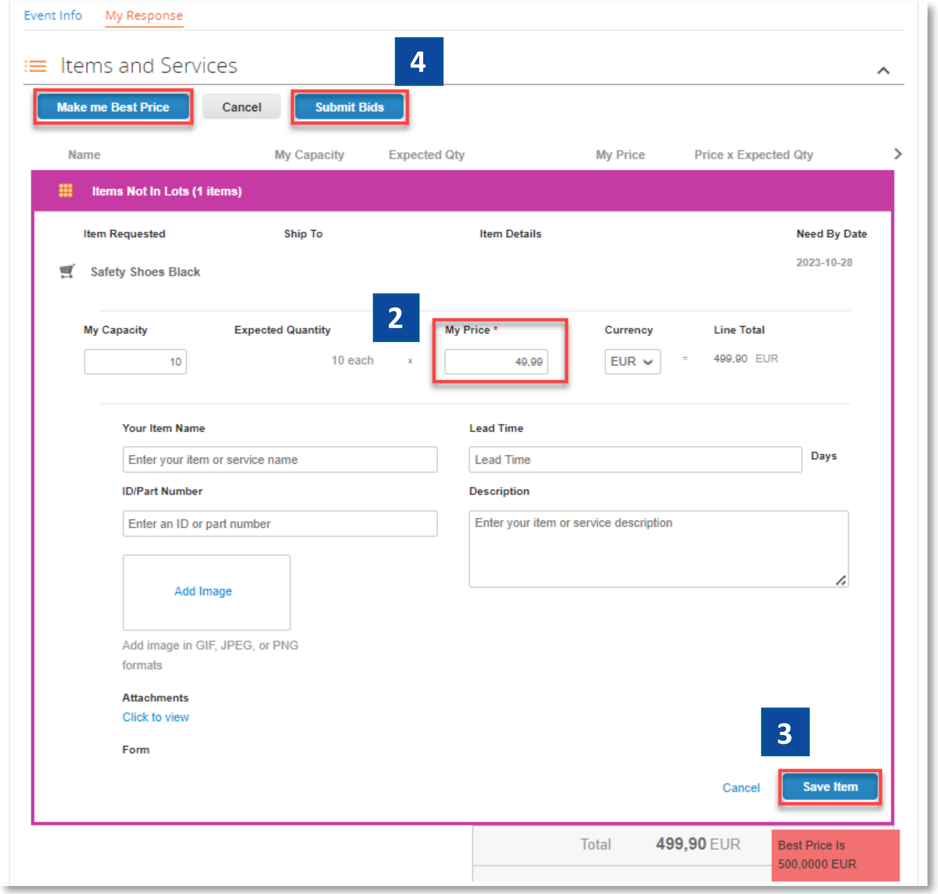
- The current best price is shown for each item or service
- Suppliers can see if their bid is the current best price (green) or not (red)
- Depending on the auction setting, different information regarding the bid performance is available

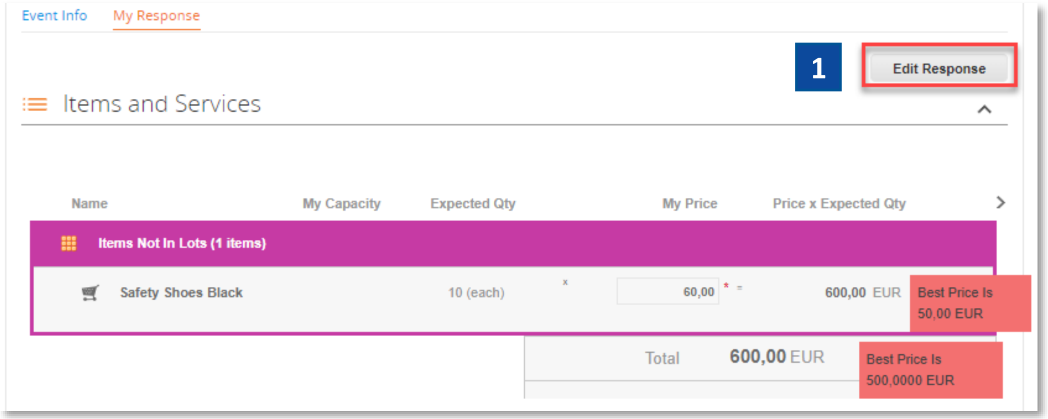
English Reverse Auction – Edit & Submit New Bid

During the bidding procedure, suppliers can edit their bids to stay competitive against other bids.

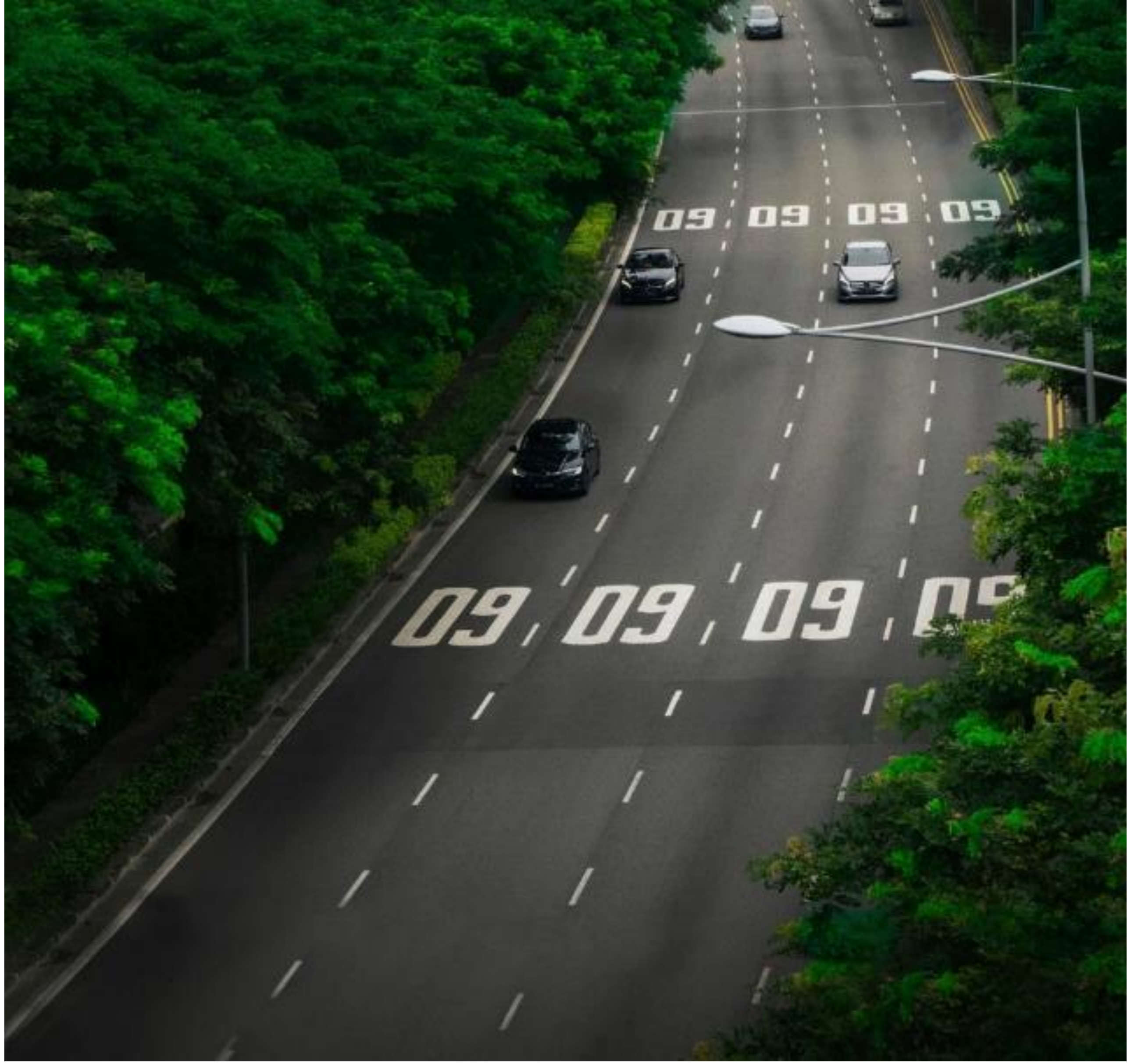
- The current best price is shown for each item or service
- Use “Make me Best Price” to set the bid just below the current best price

1. Click “Edit Response”
2. Change the price to the new bid
3. Click “Save Item”
4. Submit bid with “Submit Bids”





22. Sourcing Events – Dutch Reverse Auction



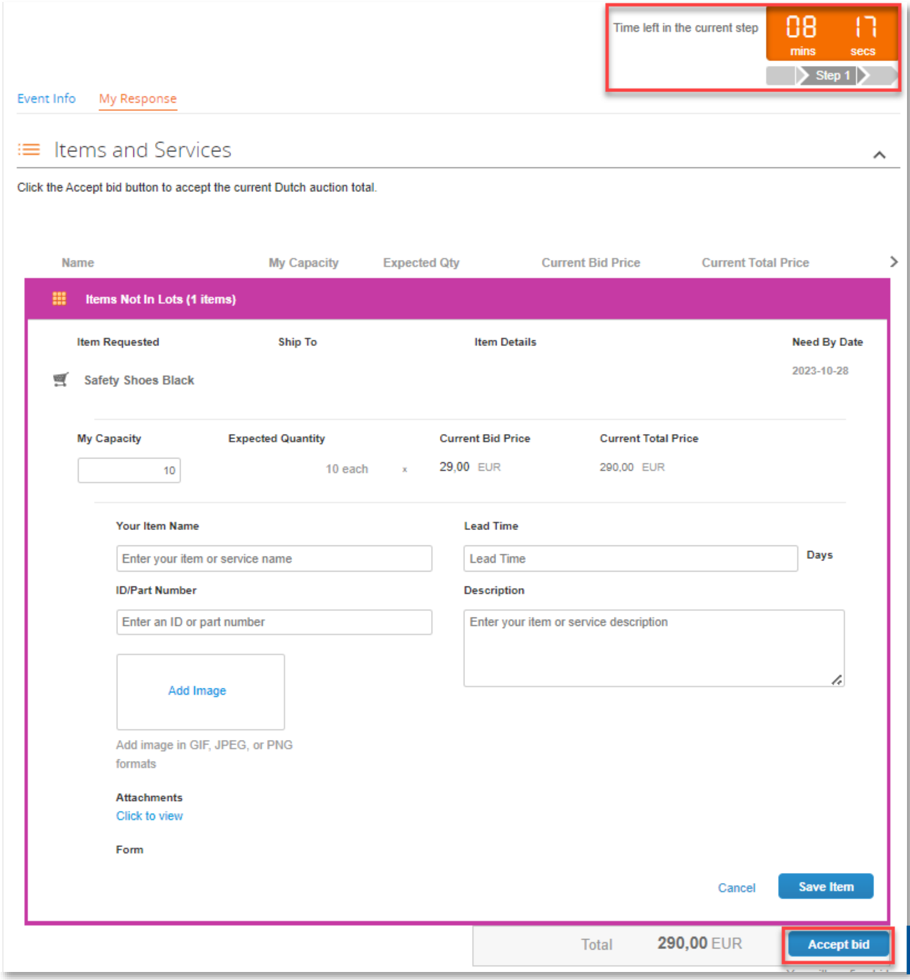
Dutch Reverse Auction – Accept Bid to Win Auction

Suppliers can accept the gradually increasing price to win the auction at the current price.

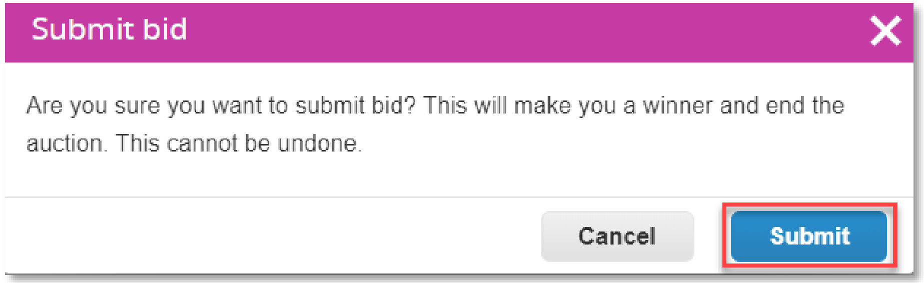
- Timer shows the time left to accept the bid

1 Click “Accept bid” to win the auction at the current price

2 Confirm with “Submit”



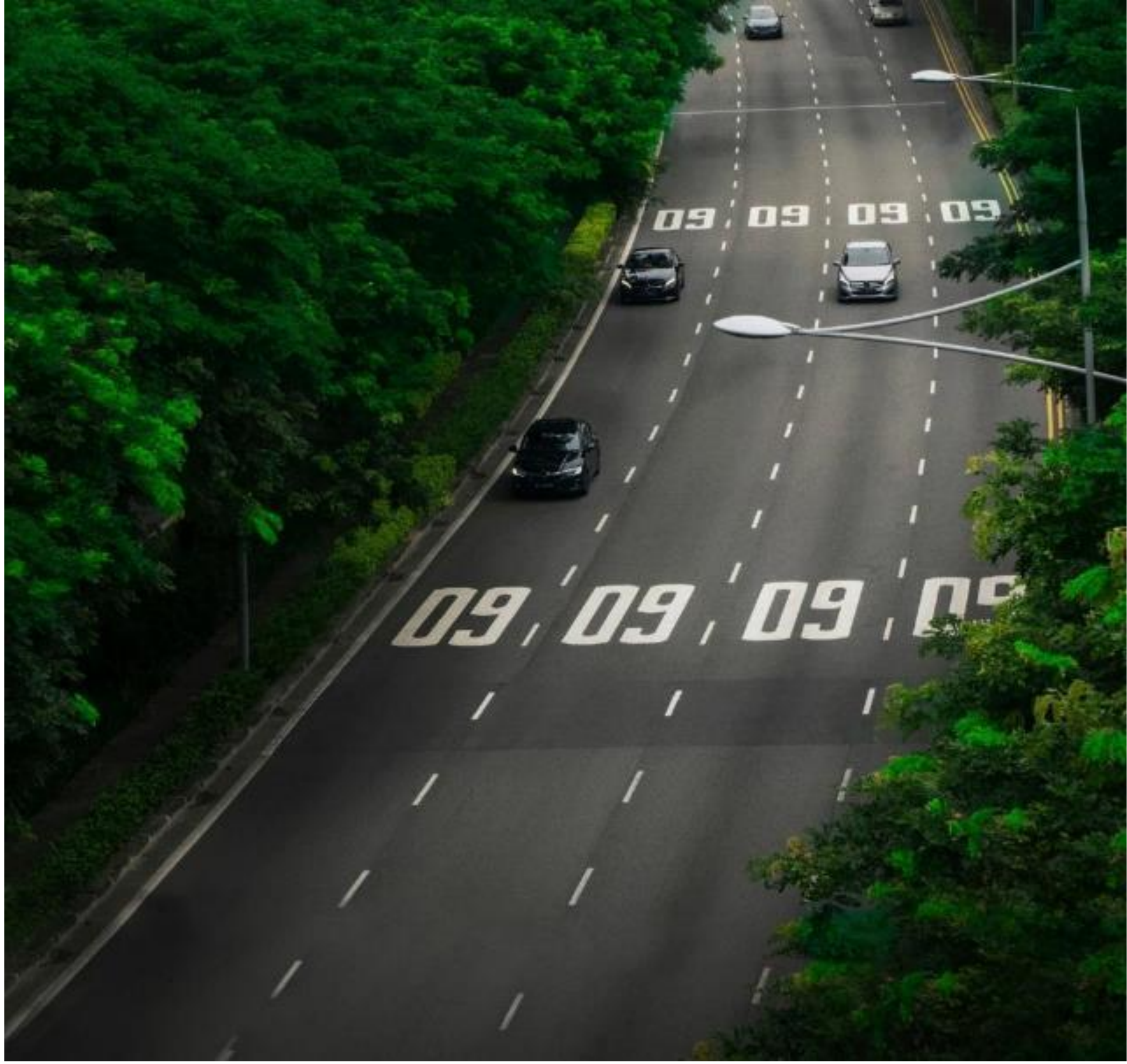
1



2

Autoliv

23. Sourcing Events – Japanese Reverse Auction



Autoliv

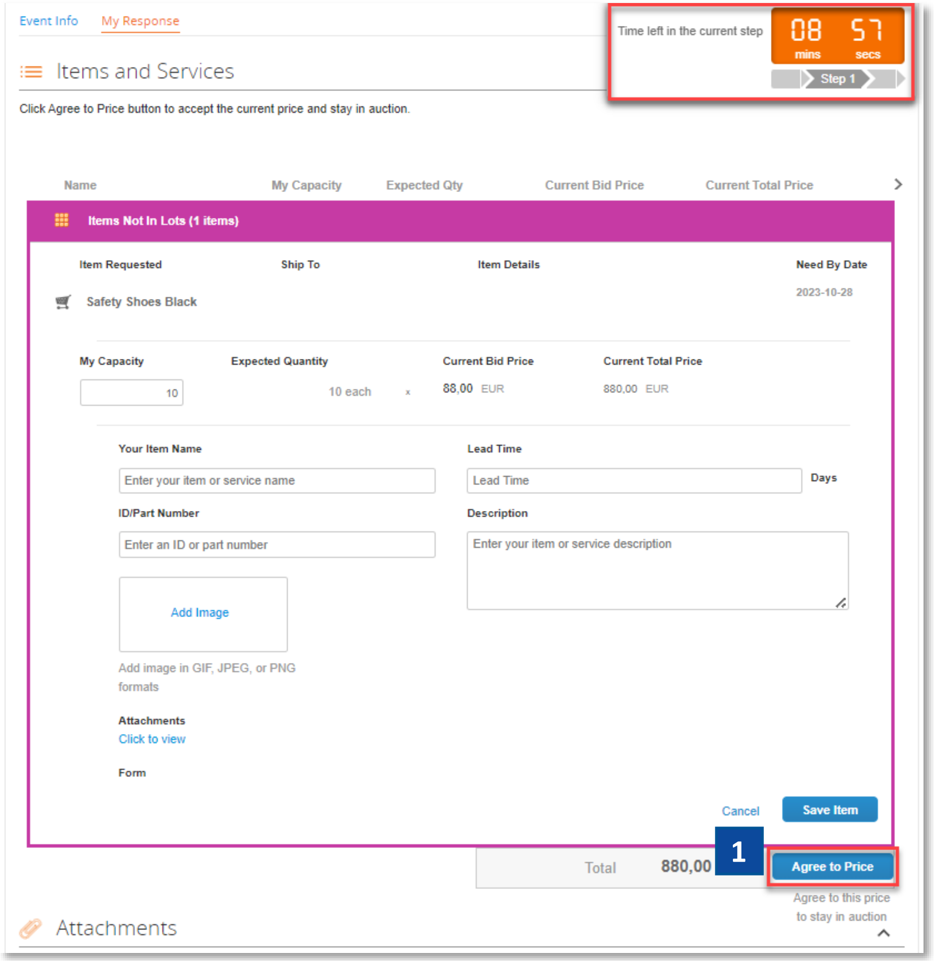
Japanese Reverse Auction - Accept Bid to Stay in Auction

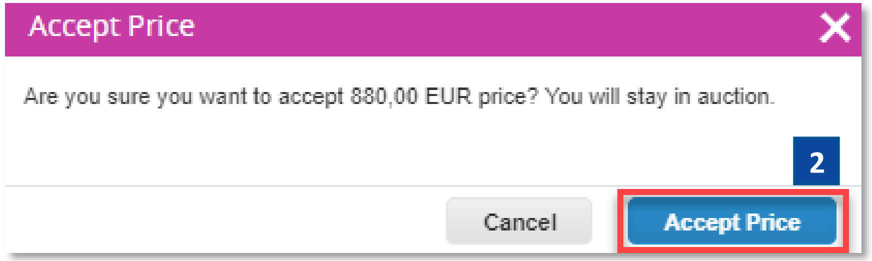
Suppliers can accept the gradually decreasing price to stay in the auction.

- Timer shows the time left to agree to price

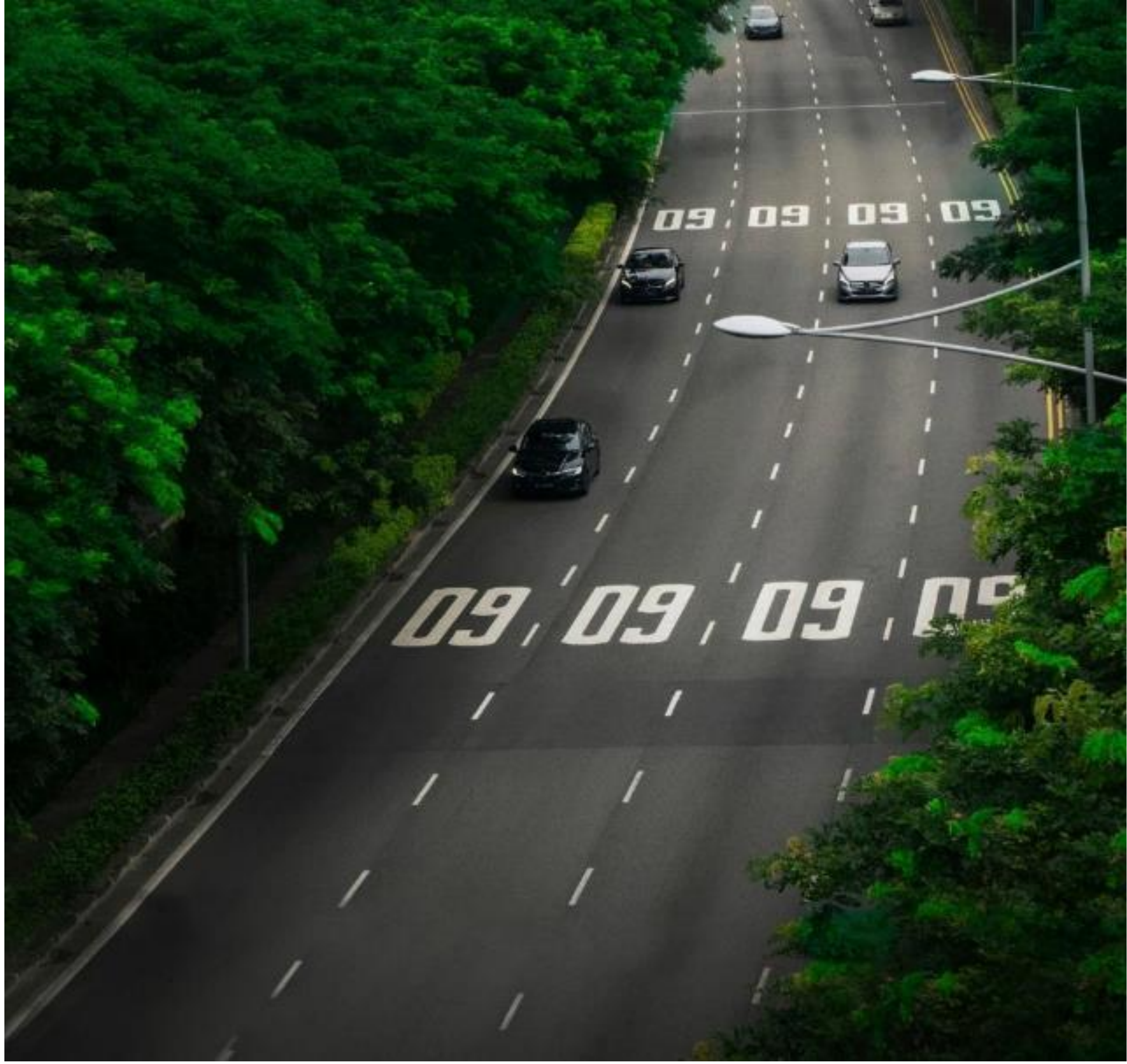
1 Click “Agree to Price” to stay in the auction at the current price

2 Confirm with “Accept Price”





24. Sourcing Events – End of RFQ/ eAuction



Sourcing Events - End of RFQ/ eAuction

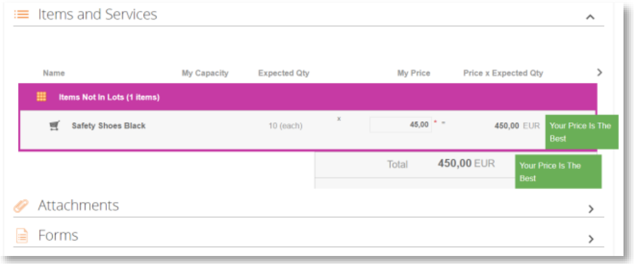
After the end of a sourcing event, the suppliers can view the results in the Sourcing Response Portal.

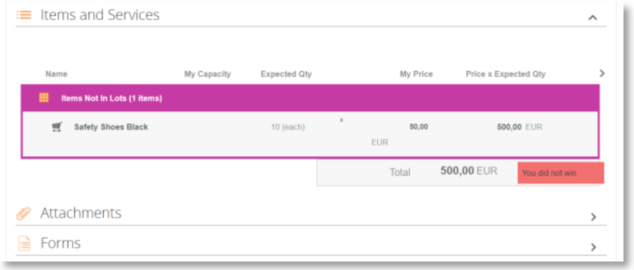
All Sourcing Events

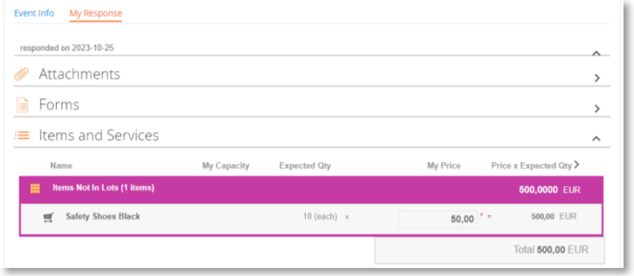
View All | Search

Event #	Event Name	Start Date	End Date	Status	Type	Responses
140	Dutch Auction Supplier Demo	2023-10-26	2023-10-26	Auction	RFQ	0
139	Dutch Auction Supplier Demo	2023-10-26	2023-10-26	Complete	RFQ	1
137	Japanese Auction Supplier Demo	2023-10-25	2023-10-25	Complete	RFQ	1
135	Dutch Auction Supplier Demo	2023-10-25	2023-10-25	Complete	RFQ	1
133	Japanese Auction Supplier Demo	2023-10-25	2023-10-25	Complete	RFQ	1
132	Dutch Auction Supplier Demo	2023-10-25	2023-10-25	Complete	RFQ	1
131	English Auction Supplier Demo	2023-10-25	2023-10-25	Complete	RFQ	1
129	RFQ Supplier Demo	2023-10-25	2023-10-26	Complete	RFQ	1

- The Sourcing Response Portal shows past sourcing events a supplier participated in
- Depending on the type of sourcing event, suppliers can see different information
- In case the result can not be obtained from the system, suppliers will be contacted to communicate the final decision

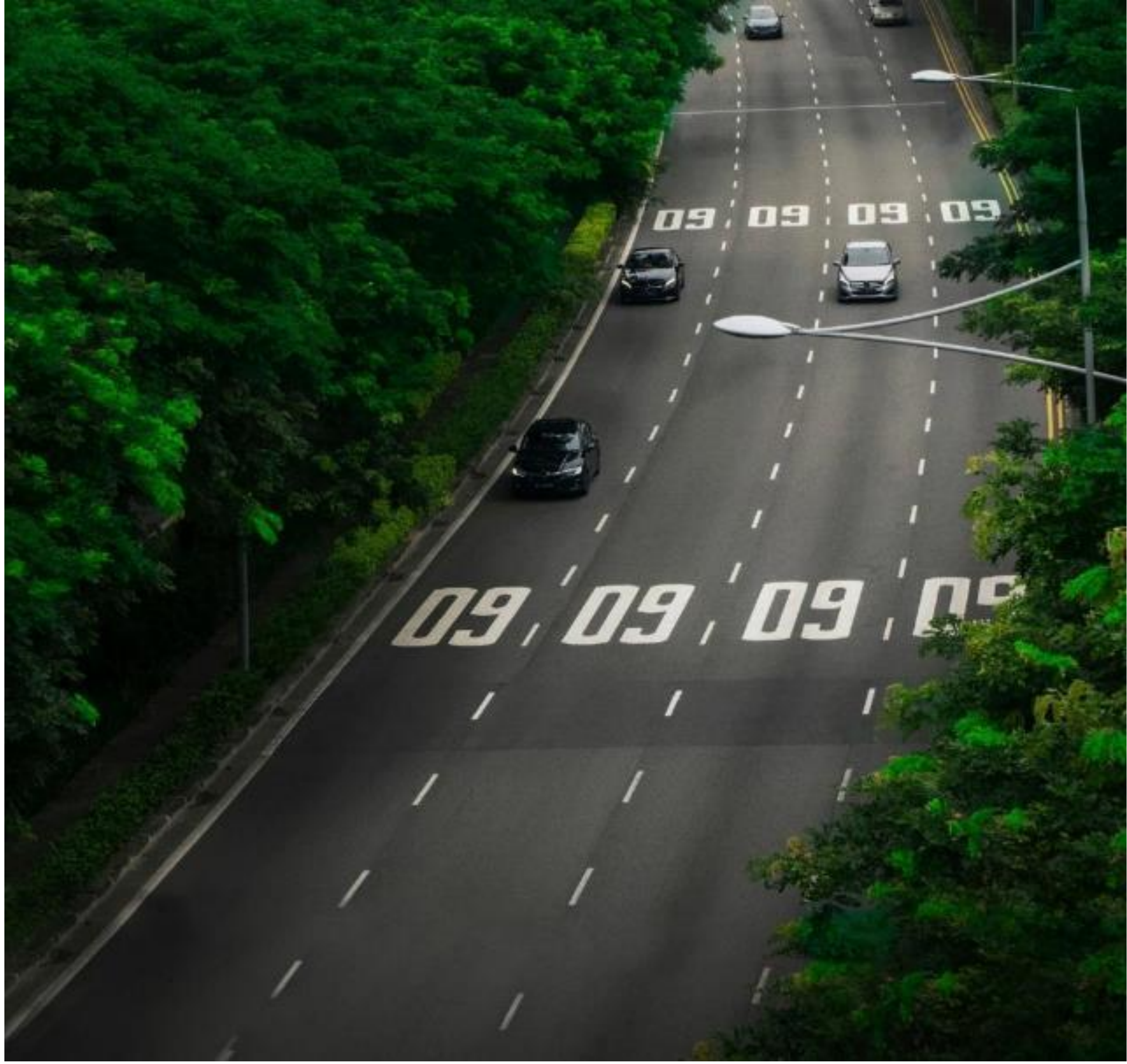




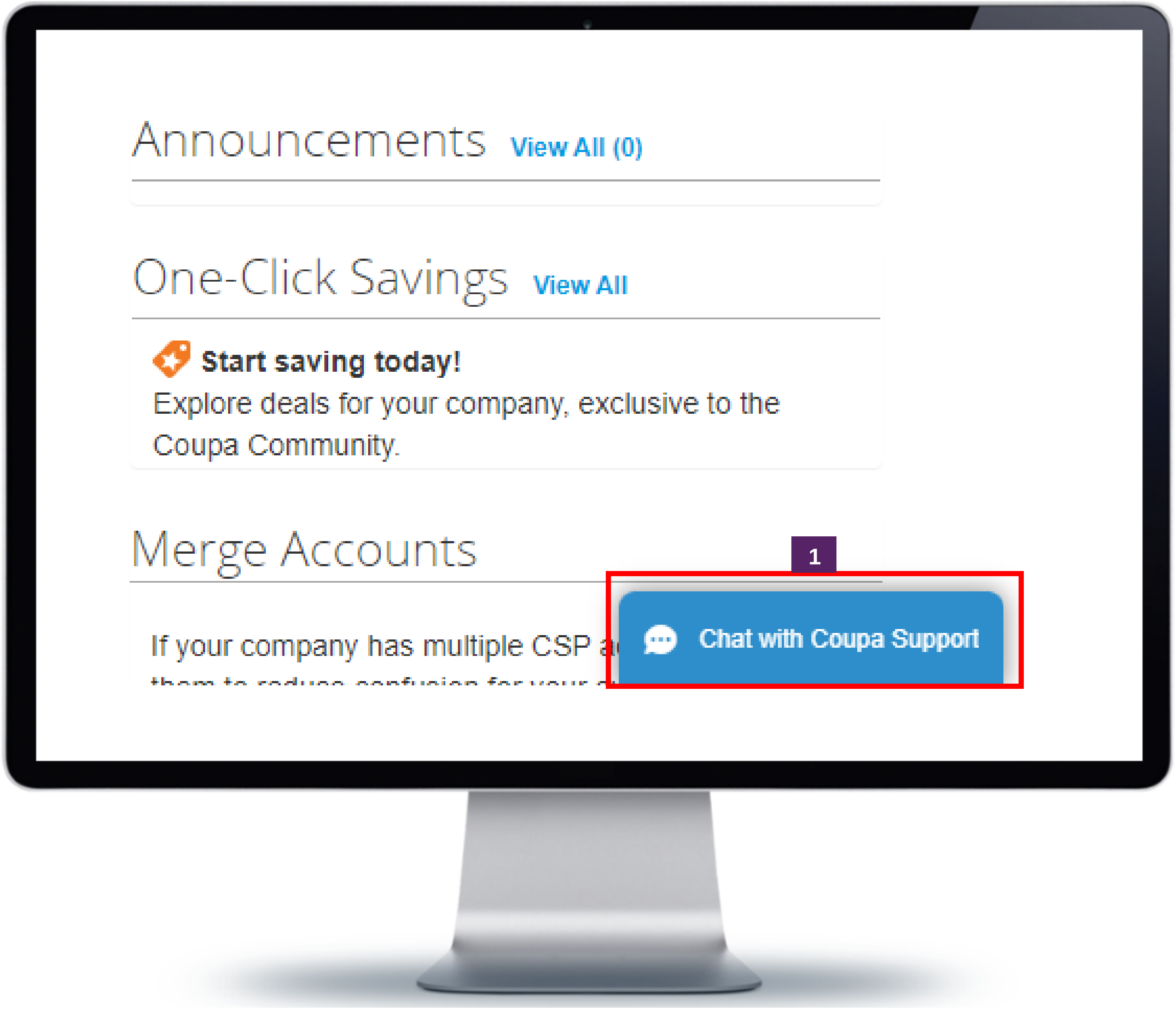


 Internal

25. Support and error handling



Support and error handling



1 If you have technical issues or require simple guidance in CSP, click on the "**Chat with Coupa Support**" button at the bottom right corner.

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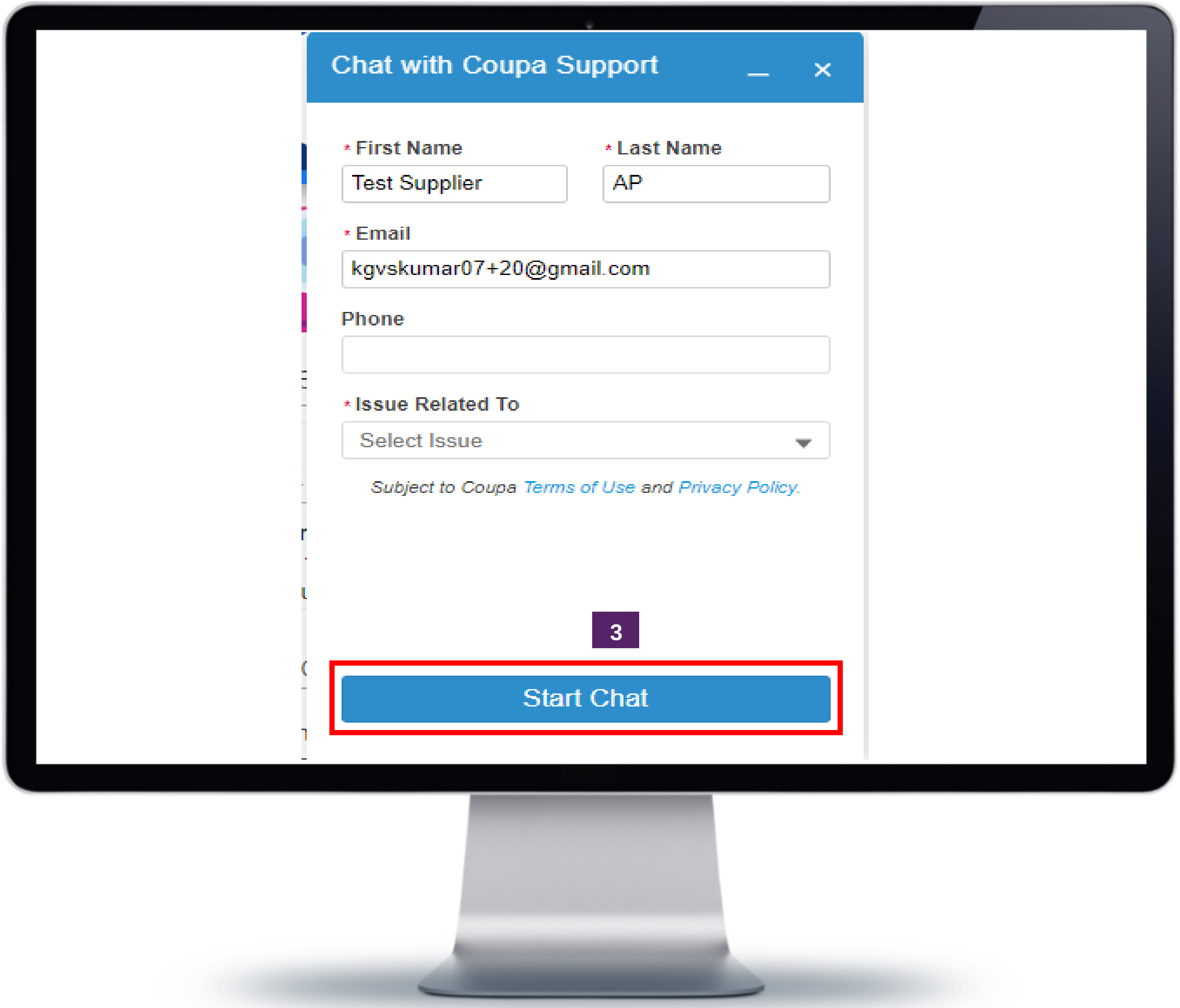
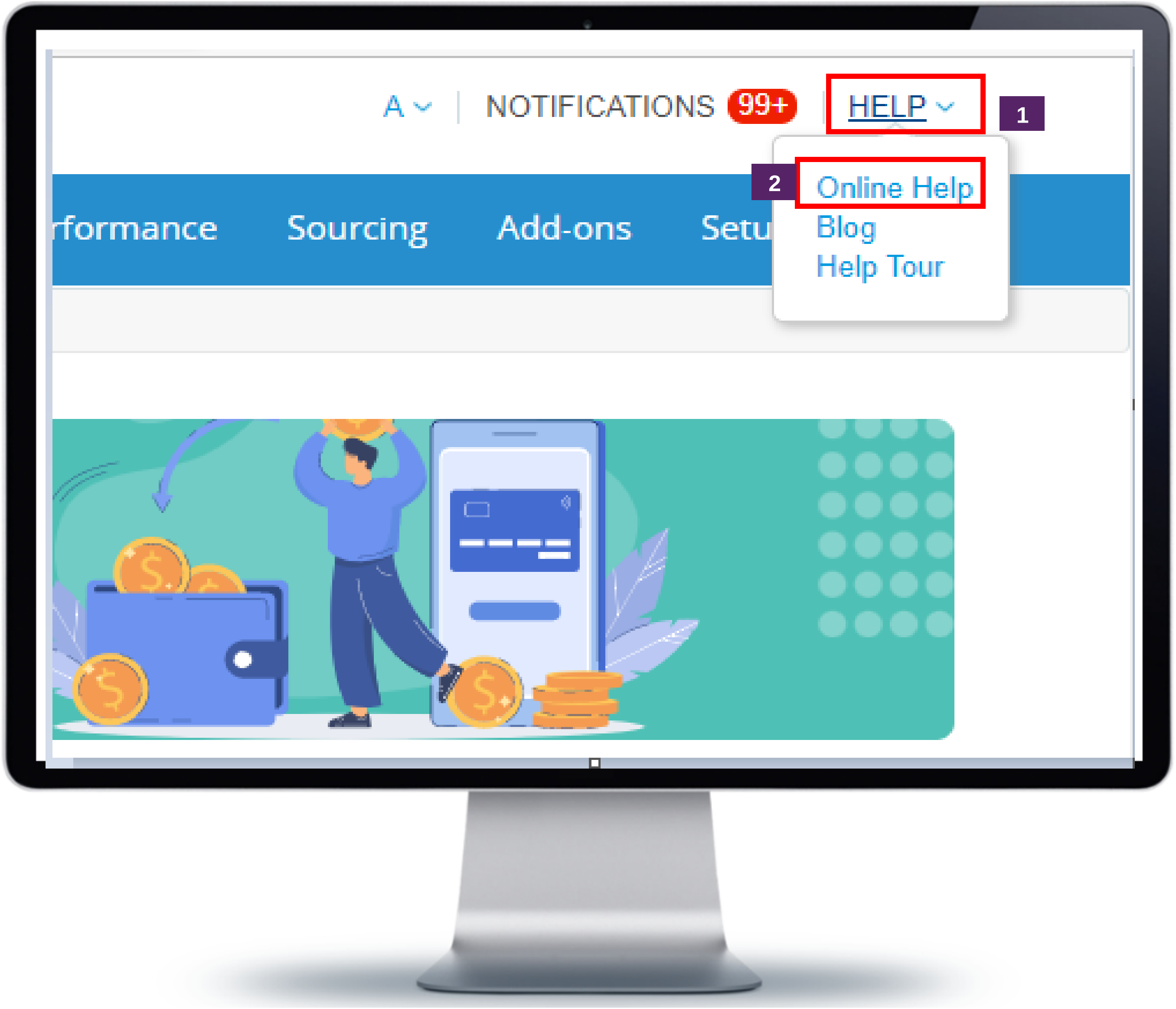
Support and error handling



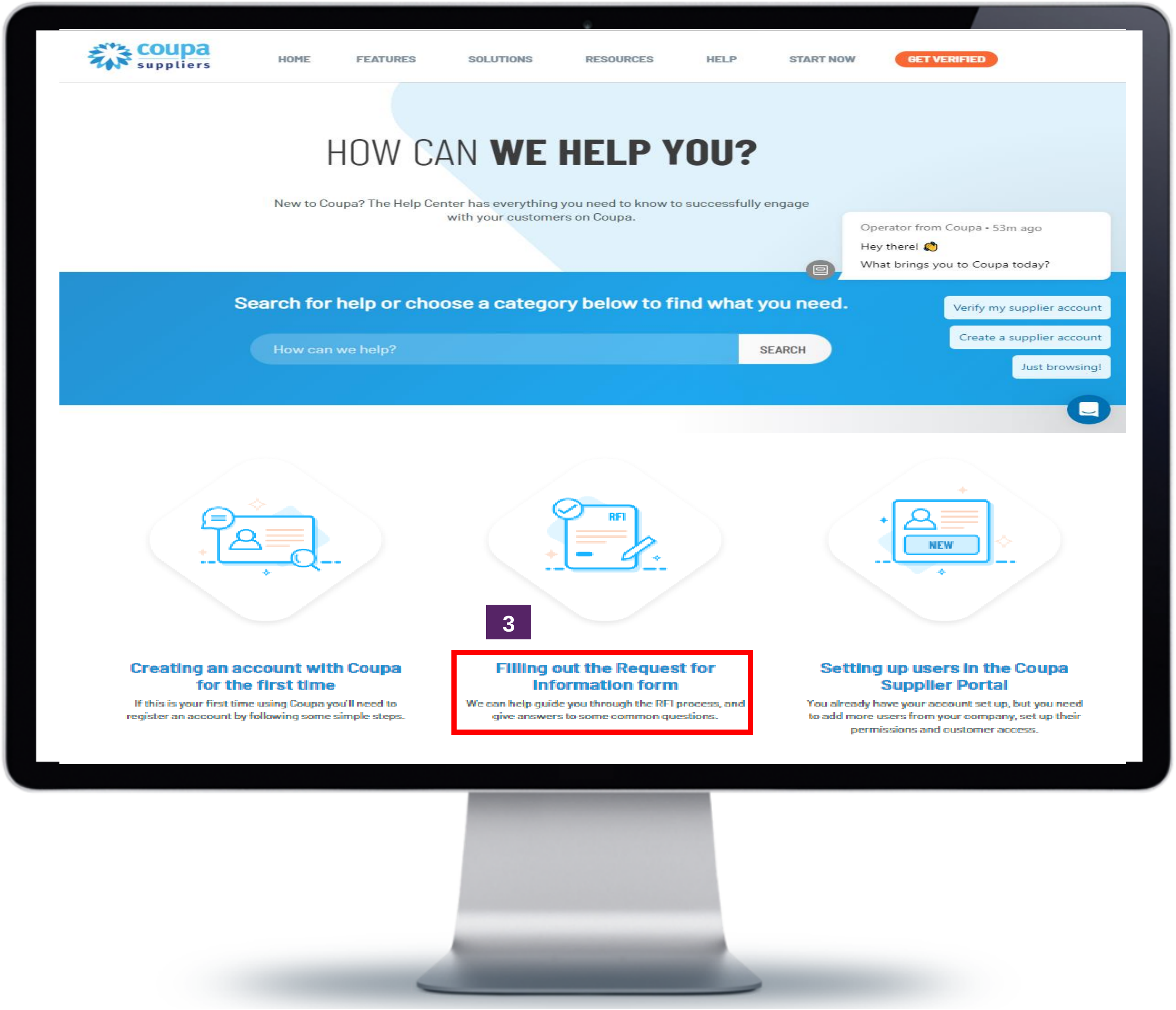
2	Enter your contact details, request details , select issue Related to using drop down options
3	Click on the “**Start Chat**” button

Help Page



1	If you require simple guidance in CSP, click on the "**Help**" button at the Top right corner.
2	Click on the "**Online Help**" button, you will navigated to Supplier help page

Help Page



3	Click on the link to understand the steps required **Example**: Filling out the Request for Information

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Appendix

Appendix 1 – Key Terminology (1/6)

Term	Description
2-way match	Match between invoice and purchase order
3-way match	Match between receipt, invoice, and purchase order
Account	Short form for billing account string in a Chart of account (COA).
Account Group	Groups assigned to a user that limits which billing accounts they can charge purchases against, which transactions they can view and which notifications they receive. Account groups depend on specific values on one or more segments of the COA.
Account Segment	A value or section of the billing account string in a COA.
Accounts Payable	Accounts payable can refer to the team of users who process invoices and handle supplier payment queries for an organization.
Accrual Report	The accrual reports will provide the following information out the box, as well as the ability to customise:
	Purchase Orders received but not invoiced
	Purchase Orders not yet received but invoiced
	Invoices pending approval
Admin	The Coupa role that provides a user with the permission to access and administer every configuration option in the Coupa instance.
Notification Alerts	Notifications set on a budget or a contract by the Owner, sent when spend or time thresholds have been surpassed.
Timeline Alerts	Alerts for Sourcing events that recently have or will soon start or end.
Approval	The means of authorizing three types of transactions: a requisition to be sent to a supplier as a PO, a Contract which is ready to be Published and utilised in Coupa, or release approval for payment against an invoice that fails a tolerance check.
Approval Chain	A custom approval flow built on Autoliv attributes/logic.
Approval Group	A means of spreading the approval responsibility across multiple users so any one member of the approval group can approve a request. This Coupa feature helps to avoid bottlenecks and improves visibility to multiple users who want to be involved in the approval process.
Approval limit	Established to define the types and maximum amount of expenditures that may be approved by individual users in Coupa (DOA/Mandate Levels).
Award	Awarding the contract to specific or selected sellers at the end of the event. Awarding can be executed in multiple ways.
Basket	The final step before submitting a request. The basket allows you to make changes to every requisition line, and set header level values like the ship-to address before submitting for approval.
Benchmark	An opt-in program available via the Reports tab that compares your organization’s spend data, habits, and metrics against other Coupa Customers.
Billing Account / Billing String	The combination of numeric or alphanumeric codes that tell us how a purchase should be charged to the organization in our accounting system.

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Appendix 1 – Key Terminology (2/6)

Term	Description
Billing Account Security	A feature in Coupa that allows administrators to limit the accounts that a user can charge purchases to limit the transactions a user can see or act on, and which notifications a user will receive. This is done by defining the Chart of Accounts, or specific account segments a user can access.
Billing Address	The company address where suppliers should send their invoices. This address can either be the same as the requestor/user's ship-to address, or one value can be set per COA.
Browse	A means of searching for content in Coupa based on the commodity hierarchy.
Budget	An estimate of the expenses over a specified future period, or budget period. In Coupa, budgets can be set at any segment level of the COA and even for a specific combination of segments within the COA.
Bulk Loader	Instead of creating or updating individual records (e.g., suppliers, users, accounts, departments) one-by-one in Coupa, the bulk loader feature allows you to upload multiple records at once via a CSV spreadsheet.
Buyer	A role in Coupa whose permissions are most similar to a buyer/category manager/sourcing professional. They are primarily responsible for negotiating (sourcing) the best terms for an item or service and making sure that everyone in the organization buys according to the negotiations.
Buyer Action	When a requisition is submitted and it is missing required information like a billing account, an approved supplier or a contract, the requisition is sent to buyer action for a buyer to investigate, correct the issues, send to RFx for pricing, return to requestor/user, or resolve and then send it up the approval flow.
Buying Policy	A message that provides additional information to requestor/user about the item or service they are preparing to buy.
Catalog	A collection of items or services with defined rates and quantities provided by a supplier.
Catalog Item	An item or service provided by a supplier with a defined price and unit of measure that can be added to a requisition, either hosted inside Coupa or on a punchout site.
Chart of Accounts (COA)	The accounting structure for an organization, that reflects what is in their accounting system. This structure is a set of segments where different values can be entered that determine how costs will be allocated. Within the COA is a collection of valid combinations of account segments within that structure, that assign purchase costs to levels or groups within an organization.
Commodity	A description of the type of product or service being purchased. The level of detail can be set very broad (e.g., IT) or very specific (e.g., laptop).
Commodity Hierarchy	Commodity hierarchies categorize spend from very broad detail to very specific. In Coupa, there can be up to five levels of detail built into your commodity hierarchy. This setup also allows you to report on spend at a variety of levels of detail
Content	Content is accessed via a buying channel in Coupa and includes- Punchout content, Catalog content, Forms and Policies.
Content Groups	Content groups associate users with different specific types of purchasing options. They determine what items a user can order and from which suppliers. The flow of User > Content Group > Contract > Item/Punchout Site/ Requisition Line Forms/Order Lists defines the connection.
Contract	Contracts define the rules (prices, length of time, dollar value commitment) that both the buyer and supplier adhere to as part of an agreement to do business. Coupa's contract functionality not only performs this function, but also allows you to filter content, define when an order can be placed and many other features. In the context of this document, we refer to a 'Contract' as a contract that has been created outside Coupa and then migrated to Coupa. The term 'Contract' therefore does not allude to contracts stored in other systems across Autoliv e.g., physical contract copies or contracts not created in external system/Coupa.
Global Core Model Design (Core Template)	The Core Template is a standardized set of processes (and the underlying standard Platform configuration) to which Autoliv wishes each country to adhere. Local variations will be limited to business critical, legal, tax and regulatory reasons.

Appendix 1 – Key Terminology (3/6)

Term	Description
Coupa Supplier Portal (CSP)	A free portal that allows suppliers to view their outstanding POs, submit invoices, credit notes, manage content and connect with multiple buying organizations.
Created by	User that physically creates the transaction
Credit Note	The credit note is a document issued by a supplier to a buyer, returning a portion of the balance originally defined in an invoice. The supplier issues the credit note for the same or lower amount of the invoice but instead of requesting payment, it serves to repay the buyer.
CSV	Comma Separated Values. When using the bulk loader, this is the plain-text format a spreadsheet must be saved in for it to be accepted by Coupa.
Currency	The currencies available in Coupa- users can select from a long list of currencies which have been enabled in the Coupa instance
Custom Role	A set of permissions configured by an administrator that allow a user to perform more or less tasks than the traditional seeded roles preloaded into Coupa.
cXML	The file format used to send purchase orders and receive invoices in an automated fashion between Coupa and a supplier's order management system.
Dashboard	A set of pre-configured reports that provide enterprise-wide/executive level views different sets of spend information via the Reports tab. Benchmarking data is provided in Dashboard reports.
Delegated Approvals	A Coupa feature that allows users and administrators to temporarily transfer approval responsibility from themselves to another person (or for Admins, from one user to another). Users access this menu via My Account > Manage Delegates. Admins perform this action on behalf of others via Setup > Delegated Approvals.
Delegation of Authority	The formal delegation of authority to perform a specific task or approval by a person in a position with authority resulting in a 'delegate'.
Department	An object in Coupa and field on the user record that defines which department in the organisation the user sits. Custom approval chains can also be built depending on department values.
Coupa Design Authority (DA)	A governance body empowered with the authority to approve design decisions for S2P processes and systems. Chaired by the S2P Global process owner and Coupa Programme Design Lead.
Discount	Reducing the cost of an item or service. In Coupa, discounts can be applied at the point of request via the Tiered Pricing feature; or at the point of payment with invoice payment discounts that depend on how quickly your organization pays the supplier.
Email Approval	Coupa allows users to approve requisitions, invoices, service / timesheets from their company email inbox by simply replying to the message with Approve or Reject. Users can also download the mobile app available in the App store.
Event	A sourcing event is considered an event. Event types include: RFI, RFQ and RFPs.
Event Commodity	The Event Commodity (utilises the same Commodity structure as the S2P tool) here is commodity to assist with reporting and analytics.
Event Name	Title Information in the Event Details section that will be available to suppliers.
Exchange Rate	The difference in value between two different currencies. Coupa has hundreds of currencies enabled that exchange rates can be set for.
Flip	PO Flip, turning a purchase order into an invoice with all relevant information included.
Free Form Request	The method of creating a requisition where all elements (description, quantity, supplier, commodity, price, etc.) are created and input by the end user.

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Appendix 1 – Key Terminology (4/6)

Term	Description
Goods	Goods are tangible things that are produced, bought, or sold, then finally consumed.
General Ledger	A general ledger is a bookkeeping ledger that serves as a central repository for accounting data transferred from all subledgers like accounts payable, accounts receivable, cash management, fixed assets, purchasing and projects.
Hardcode	Prefill one value into a field that cannot be changed by an end user.
Header	On a requisition or invoice report, the header provides information that applies to all of the individual lines within that document.
Hosted Catalog	The user browses for the items directly in Coupa, by using the search bar (most common), selecting supplier specific Catalogs directly, or browsing by commodity.
Internal Supplier	Using internal suppliers guide users for Catalog items associated with an internal supplier
Invoice	The document (usually electronic) submitted by the supplier that itemizes what they are owed for the products or services provided to an organization. An invoice will usually include the quantity of purchase, price of goods and/or services, date, unique invoice number, tax information and a corresponding PO number. If goods or services were purchased on credit, the invoice will usually specify the terms of the deal and provide information on the available methods of payment.
Invoice tolerance	Percentages by which the invoice amount/quantity may exceed the purchase order amount/quantity.
Items	The constituent goods or services within a Catalog. Each distinct good or service is defined as an item.
KPP	KPMG Powered Enterprise for Procurement Methodology. KPMG's proprietary systems, methodology and pre-configured materials designed to accelerate implementation of the relevant third-party Platform. Collectively referred to as "Powered" in the document.
Leaf Node	In a commodity hierarchy, the leaf node is the most detailed/lowest level commodity that can be selected.
Localisation	Any variances which arise during deployment in markets. These are limited ensure to business critical, legal, tax and regulatory requirements are met.
Matching	The means of verifying whether what the supplier sent or what they have billed is the same as what was ordered. Two-way matches confirm whether an invoice matches the PO to make sure your organization is being billed the correct amount. Three-way matches add a receipt to confirm that what was shipped matches what was ordered. Once both (or all three) documents align, payment can be sent to the supplier.
Notification	An email or to-do list message sent to a user when an action is completed, or an error occurs that affects their realm of responsibility. Admins receive nearly every notification email. End users typically only receive notifications for things they do themselves. Users can adjust their settings in My Account > Notification Preferences to decide whether to receive an email, a notification in Coupa or no notification at all depending on the event.
Open Buy	Open Buy lets you consolidate all of your supplier punchouts with your Coupa items into a single unified search.
Order	Purchase Order.
Order List	A group of items from one supplier that are often purchased together. Coupa allows you to create this bundle using order lists.
Order Windows	Define when a request can be submitted, or an order can be released against a contract.
Permission	A specific authorization that allows a user to perform one or many actions. A group of permissions create a role.
Packing Slip	A document that is automatically shown on screen in Coupa when items are picked. The packing slip can be printed for dispatch with stocked items, if required

Appendix 1 – Key Terminology (5/6)

Term	Description
PO	Abbreviation for Purchase Order.
PO Flip	The process of creating an invoice pre-populated with PO information. In Coupa, this is done by clicking the "coins" icon on the Orders menu. PO flips reduce the chance for error as supplier, line description, quantity and pricing information are automatically matched to the original purchase order. Suppliers can perform this function via the Coupa Supplier Portal.
PR	Abbreviation for Purchase Requisition.
Project	Coupa project area used to hold all souring activity information and documentation and to link multiple events.
Project Tag	Tag events with a project name or project names. Sourcing events can be associated with as many projects as needed. Project tag link takes you to a filtered list of all events with that tag.
Prompt	The PO transmission method that requires a buyer (or administrator) to manually send the purchase order once a requisition has been approved and a PO generated. Regardless of method, PO's can also be printed and sent manually. Email and cXML POs are sent automatically.
Punch Out Catalog	The user shops on the supplier's web site; then shopping cart is interfaced back to Coupa.
Purchase Order	An (electronic) document issued by a buyer (your organisation) to a supplier that indicates the types, quantities, and agreed prices for products or services the supplier will provide to the buyer. The available PO transmission settings are email, cXML, and Prompt.
Purchase Requisition	The internal, electronic document submitted by a requestor/user for goods and services needed to do their job or get something done for their organization. Using custom approvals, a request is reviewed multiple times finalized until it is finalized and then converted to a purchase order. In Coupa, users can create requisitions by select one or a combination of hosted Catalog items, Catalog items from a punchout site, Catalog items from an iRequest site, completing a requisition line form or submitting a free form request.
Questionnaire	List of questions prepared by the buyer to seek information from the supplier during a Sourcing event. Questionnaires are also used to create Webforms and enable the collection of information in a consistent and structured way.
Receipt	An electronic document that confirms that a shipment from a supplier will be accepted by the buying organization. Product accuracy, quantity shipped and in some cases the condition of the items is reviewed before a shipment is accepted and a receipt is created. When three-way matching is enabled, the supplier's invoice will not be paid until the receipt has been entered into Coupa.
Receiving tolerance	Percentage by which the receipt amount/quantity may exceed the purchase order amount/quantity.
Req	Requisition abbreviation.
Request for Quote	A standard business processes whose purpose is to invite suppliers into a bidding process to decide who will provide the buying organization the specific products or services they need. In Coupa, the ability to run an RFQ is limited to users with a buyer or Sourcing Manager role. The RFQ engine allows the buyer to specify different requirements for each line of the RFQ, and also attach unique questionnaires at the header and individual line levels.
Requested by	The User who is submitting a Requisition.
Requestor/User	The user raising the Purchase Requisition or the person who is named in the "On Behalf" of.
Response	Response received from the supplier for the information requested from a Sourcing Event (RFI/RFQ/RFP).
RFI	Used to gather qualitative information about companies that you are considering (i.e., prequalification of suppliers).
PO Flip	The process of creating an invoice pre-populated with PO information. In Coupa, this is done by clicking the "coins" icon on the Orders menu. PO flips reduce the chance for error as supplier, line description, quantity and pricing information are automatically matched to the original purchase order. Suppliers can perform this function via the Coupa Supplier Portal.

Appendix 1 – Key Terminology (6/6)

Term	Description
RFP	Used when the service or product being sourced is complex in nature or varies between suppliers (Invitation to Tender).
RFQ	Used to obtain specific pricing for products or services.
Savings	View the total company savings related to sourcing projects.
Services	Services are activities that other people or businesses do for you.
Sourcing	Tendering activity. The act of seeking information/proposals from suppliers. General term which encompasses RFI/RFQ/RFP and the name of the Module in Coupa.
Supplier	A party that supplies goods or services. A supplier may be distinguished from a contractor or subcontractor, who commonly adds specialized input to deliverables. Also called a vendor.
Supplier actionable notifications (SAN)	Method of invoicing that allows suppliers to flip an e-mailed PO to an invoice (free to suppliers).
Subject Matter Expert	Is a person who is an authority in a particular area or topic.
Template	Pre saved templates available to Sourcing Users, which can include documents, questions, pre-configured settings and instructions.
Transmission method	Determines how the purchase order is transmitted from Coupa to the supplier and how the invoice is transmitted from the supplier to Coupa.
UNSPSC	United Nations Standard Product and Services Code.
UOM	Abbreviation for Unit of Measure.
Requisition Line Form	Buying channel and requisition route which allows for further data to be gathered than simply the typical name, price, commodity of goods or services. These can be linked to specific suppliers and or contracts to drive users and spend to the correct channels.
RFQ	Used to obtain specific pricing for products or services.
Savings	View the total company savings related to sourcing projects.
Services	Services are activities that other people or businesses do for you.
Sourcing	Tendering activity. The act of seeking information/proposals from suppliers. General term which encompasses RFI/RFQ/RFP and the name of the Module in Coupa.
Supplier	A party that supplies goods or services. A supplier may be distinguished from a contractor or subcontractor, who commonly adds specialized input to deliverables. Also called a vendor.

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