

Supplier Frequently Asked Questions

Why am I being asked to sign up?

As a supplier, you are a valuable partner of Commercial Metals Company (CMC). One key goal of our Source to Pay Modernization initiative is to improve how we engage with our suppliers on an ongoing basis. As part of this effort, we will begin leveraging Coupa's spend management technology to request and pay for indirect goods and services more efficiently and effectively. As a valued supplier of CMC's, we are requesting that you sign up via the Coupa Supplier Portal (or "CSP") so that we can begin to send you Purchase Orders (POs) electronically. Additionally, we want to receive your invoices electronically via the CSP so we can review, process, and pay them efficiently and reduce payment delays caused by invoice discrepancies.

What if I am already a part of the Coupa Supplier Portal?

Great! That will make it even easier as CMC transitions. If you are already registered, please let us know at suppliersupport@cmc.com and we will connect with you via the portal to establish the electronic communications.

What are the benefits of joining the Coupa Supplier Portal (CSP)?

Benefits of joining include:

- Receive POs and send invoices directly in Coupa (one central location, even across multiple customers)
- Gain clear visibility to all PO activity (order and payment status of submitted invoices)
- Create online catalogs to increase visibility of your goods and services for clients to purchase (maintain items and prices for order and invoice accuracy and processing efficiency)
- By joining the CSP, invoices will be processed more efficiently – resulting in more timely payments in accordance with terms.

How much does it cost to join?

There is **NO COST**, Coupa does not charge suppliers to use the portal.

Where do I register and sign in?

Visit <https://supplier.couphost.com> and complete the required information. You do not need any special codes to register.

How can I connect with CMC after registering on the portal?

We will send an invitation as we go live with Coupa with instructions on how to add CMC as a customer within the CSP. Once you receive the invitation, please follow the instructions.

If I use the portal who pays me?

CMC is still responsible and will continue to make payments directly to you. There is no change to your relationship with CMC and how you get paid today. Coupa is simply used as a tool to facilitate orders, e-invoices, communications, and spend visibility for suppliers and CMC.

How do I add additional employees so that others from my organization can access the portal?

Your organization may have a need for multiple employees to have access to the CSP.

Follow these steps:

1. From the menu, select **Admin**.
2. Choose the **User** tab and click **Invite User**.
3. Provide the required information in the window that opens.
4. Select save (or hit enter)

How do I update my supplier record, including banking information?

New supplier onboarding and supplier maintenance is handled by our buying team:

Email: suppliersupport@cmc.com

Supplier maintenance includes updating payment information. This information is stored in a secure location within our ERP system.

What options are available to submit PO backed invoices?

CMC offers the following methods to submit invoices:

- CXML integration, for high transaction volume suppliers who want to be directly integrated to Coupa. Suppliers will send their invoice information through a cXML format and post the file directly to Coupa. If you would like this option, please contact suppliersupport@cmc.com to begin the set-up process.
- Coupa Supplier Portal (CSP): We will send you an email invitation to register on the CSP. You can log in to the CSP to view POs as well as create and send invoices electronically. This is our preferred option for those not integrated via CXML. To use this option, send us the email address where you would like to receive the invitation.
- Supplier Actionable Notification: You can act directly from your email inbox, receive purchase orders, and create invoices without registering or logging in to the Coupa Supplier Portal. To use this option, send us the email address where you would like to receive notifications.

Can I send both paper and electronic PO backed invoices?

No. Once you have committed to electronic invoicing, CMC will no longer process paper/manual invoices.

What do I do if I have not invoiced CMC for goods and/or services recently rendered?

For any purchases initiated prior to May 30, 2022, CMC will process the non-PO backed invoice following our current invoice submission process. However, any purchase made after May 30, 2022 with a PO number MUST be invoiced via the CSP. Do NOT send PO invoices or invoice copies to CMC locations via email or USPS.

How will I know that the PO is a Coupa PO?

The Coupa PO number will start with a "76" and will come from CMC directly.

What should I do if I have pre-Coupa invoices that have not been paid?

Accounts Payable can assist with non-PO invoice payment status and/or invoices issued prior to Coupa supplier enablement:

Email: ap.helpdesk@cmc.com

Telephone: 866-748-6316

Who do I contact if I still have open questions after reading this FAQ?

CMC is always willing to support you. Please contact us at suppliersupport@cmc.com with your questions and we will be in touch shortly.