

## **Frequently Asked Questions (FAQs)**

### **Webinar Questions**

Q: Who is responsible for generating the PO, is it supplier or Finastra contact?

**Finastra users will issue Purchase Orders which will then be visible on your Coupa Supplier Portal account or email.**

Q: How does Coupa integrate with my own invoicing system?

**There is no integration between Coupa and your existing ERP system.**

Q: Which locations be placing orders through Coupa?

**The UK, US, India, and Switzerland entities will be going live with Coupa in this wave.**

Q: As we invoice in more than one currency do we need to set up a separate legal entity for each currency?

**No, you only need one legal entity – you have the option to change the invoice currency if required.**

Q: How can we see/search and download the PO copies on Coupa?

**The orders tab on Coupa will display a list of all your POs. You can extract this list into excel by clicking 'export'. You can also download a PDF of the order by clicking into the order and clicking 'print'.**

Q: Will POs still be raised in different currencies?

**Yes, Finastra users can raise POs in different currencies if required. However, we do not expect users to raise POs differently to what they do today.**

Q: Is there an API for Coupa to integrate with customers ERP?

**No, but it may be possible to use cXML to send invoice for large invoice volume suppliers.**

Q: If we have previously registered on Coupa for Finastra, do we need to take any new action when we receive CSP invite to register?

**Yes, you do. You will not have to create a new CSP account, but you will have to click into our invite link to add Finastra as a customer to your Coupa account as this will not happen automatically.**

Q: I am already set up with Coupa for other clients. Will I already be set up?

**You will still need to accept Finastra's invite. You will not be asked to set a password, but simply log in. You will then need to either add Finastra to your already set up legal entities or create a new legal entity for Finastra.**

Q: If I already use Coupa with another client, should I merge the Finastra account into the existing Coupa account?

**Merging your accounts is likely to be the most efficient method for you but if you want to maintain separate accounts you can do.**

Q: Have I already received the Finastra invite or is that due in the future?

**Finastra invites to register on Coupa Supplier Portal will be a week prior to go-live in the early fall.**

Q: Can I set up more than one legal entity for my company in Coupa, as we have multiple entities that work with Finastra?

**Yes, you will be able to create multiple legal entities in Coupa Supplier Portal.**

Q: What if we are not invoicing the full amount of the purchase order, i.e. we bill monthly by days used?

**Coupa allows partial invoicing so you may invoice the due amount for that month against the same PO. Simply enter the price you wish to invoice when creating the invoice.**

Q: All our invoices are created in our ERP system with our unique Invoice number. Does that mean there will be two invoice numbers, yours and ours?

**When you create the invoice in Coupa, you should use the ERP invoice number as your Coupa invoice number.**

Q: Currently suppliers have been asked for a single contact name. More than one area of the business will require access for different tasks, e.g. acknowledging a PO and invoicing are separate jobs. Will it be possible to get multiple contact roles for our company?

**Yes, you will be able to invite other users to your Coupa Supplier Portal account and manage their permissions and access.**

Q: When should supplier upload the invoice in the process as there is only one attachment uploader?

**Uploading your invoice is not required, the Coupa invoice itself acts as the legal invoice. You may invoice multiple times against a single PO using the same button if you wish to partially invoice.**

Q: Does supplier have to set up multiple Finastra companies in the system to match addresses and Finastra names to the PO?

**No. The PO will have these details, when you click on 'Create Invoice', these details are automatically mapped back to your invoice. This way you are billing the correct entity that the order has come from.**

Q: What happens when the amount on the PO does not match the one showing on the supplier's final invoice?

**If the invoice amount exceeds the PO amount, the invoice will be on hold for review and approve manually in Coupa.**

Q: Some suppliers issue invoices quarterly. The volumes of each line item will change for each invoice based on usage calculations. Will Finastra create the PO based on the volumes we provide before the invoice is issued? How is this process handled?

**If the invoice amount is above the PO amount, the invoice will be put on hold to be manually approved. It is best to clarify and agree the process with your relationship owner at Finastra as some may be blanket POs and can therefore be invoiced at varying amount against the same PO.**

Q: Does the supplier have to invoice against Finastra's different legal names or will Coupa now raise POs for all these legal entities?

**The PO will have the details of which entity the PO has come from, when you click on 'Create Invoice', these details are automatically mapped back to your invoice without manually having to select the correct legal name to bill.**

### General Questions

Q: What is Coupa?

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

Q: Why is Finastra implementing Coupa?

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

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

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

Q: When will Coupa launch at Finastra?

**Coupa will launch in the early Fall. Exact dates will be communicated to you soon.**

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

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

Q: Can I continue to transact like I do today after the Coupa go live (e.g. via existing channel)?

**Coupa will be the only way of transacting with Finastra.**

Q: Are suppliers required to sign up with Coupa?

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

Q: Are all Finastra entities going live with Coupa?

**No, only those in the US, UK, India, and Switzerland.**

Q: Where can suppliers go for training and support on Coupa?

**By joining our upcoming training sessions and reaching out to the Supplier Enablement Team with any queries.**

Q: If we will need any clarification on payment terms or other questions regarding invoices, is there an ability to contact responsible person via Coupa or we have to use email? If the latter, whom to contact?

**The best way to do it is using the comment section in Coupa Supplier Portal. If you have a question on the PO that you've just received, you can just comment on it and that comment will go to the user who created that order; if you are creating an invoice and you have a question on the open invoice you've just sent, then you can add a comment to that invoice and that comment would go to the finance team.**

**However, if you'd like to contact us via email, our Supplier Enablement email will be active for a while after go-live, so you can also utilise that if you have any questions.**

Q: How can I make a correction to the details provided or raise any queries I have?

**Should you need to change information after completing the survey, please email our Supplier Enablement Team.**

Q: I have completed the Coupa implementation survey. What is next?

**Thank you for completing the survey. The information you provided will be used to get your company properly setup to transact with Finastra in our new Coupa platform. Your designated contacts will receive program communications, invitations to Q&A webinars, and details of training sessions closer to the implementation of Coupa.**

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

**A portal which enables suppliers to receive purchase orders and create invoices electronically.**

**Q: What are the key benefits of joining the CSP?**

**Key benefits include:**

- **Receive purchase orders and create invoices and credit notes electronically**
- **Free to use cloud-based system. No installation of hardware or software required**
- **Increased visibility – see the status of transactions, payment status and related documents in one place in real time**
- **Improve process efficiencies and decrease paperwork – no longer need to print, mail or fax invoices**
- **Standard process = faster authorisations**
- **Update profiles and contact information**

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

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

**Q: Is Coupa applicable to CSR activities or donations in terms of corporate responsibilities?**

**Coupa will only be used for PO and invoicing for now. But in future waves, we may consider expanding the use of the CSR.**

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

**There is no cost for suppliers to use SAN and CSP. However, cXML options may have an initial set-up or integration cost.**

**Q: How do I register for the CSP?**

**Our Supplier Enablement Team will send you an invitation prior to go live.**

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

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

**Q: Do I need to set up a CSP account, or will this be done for me?**

**Finastra can't set up the CSP account on your behalf, but the registration process takes less than 15 minutes. We'll be providing training materials prior to launch which will take you through the process. You'll then receive an email invitation to join the CSP and once connected with us, you will see Finastra Coupa as the 'latest customer' on your home page.**

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

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

Q: Can we have 2 different bank account details entered in Coupa from different countries, and is there any effect on currency?

**Suppliers can set up multiple bank accounts, with remit-to addresses based in different countries via the CSP.**

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

**Yes, you can. When the purchase order is created it can either be set up with multiple line items or allow multiple invoices by way of quantity or value which can be invoiced in stages. For example, a PO could be raised for services over a 6-month period and invoiced each month. Similarly, a PO could be raised for a quantity, and partially invoiced as goods are delivered by the supplier.**

Q: How does it work when we have multiple milestone billing for a single PO?

**Coupa allows you to create multiple invoices against a single PO. In an ideal scenario, you'll have a single PO or blanket PO, and you can invoice against the same PO based on your milestone until the total amount is covered. In terms of the detailed process, you can discuss with your corresponding Finastra contact.**

Q: We bill on a T&M basis where our billing amount is different every month based on the hours worked. Is there a place for number of hours and rate in Coupa?

**No, there is not a specific field that relates to hours and amount in Coupa. But if you've been tracking this on an Excel, you can use the attachment field on the invoice page and add that to your invoice. So, you can attach that Excel sheet onto the Coupa invoice itself on the monthly basis. After submission, it will reach AP, and they'll be able to view the cost breakdown.**

Q: How can we invoice against a blanket purchase order in Coupa?

**The typical process is one invoice for each purchase order, however, if you have agreed an approach of raising a blanket purchase order with your business contact, the PO can be raised in Coupa, and you will be able to raise multiple invoices against it. The PO may cover any fixed duration agreed with your business contact, such as monthly, quarterly, or for a specified time, and the PO will remain open until fully invoiced, or the PO is closed by the business, when the job is complete.**

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

**Once the Coupa S2P portal has been fully deployed it will be the only way for you to receive orders and process invoice payments with Finastra so please make sure you complete the supplier survey to ensure we have your correct contact and billing details on our system.**

Q: What's the AP email address?

**[finastra.ap@finastra.com](mailto:finastra.ap@finastra.com)**

Q: Since e-billing goes live in early fall, how should we submit invoices till then and what's the email we should be using?

**Before we go live, you should use the same email that you've been submitting your invoices today (i.e. [finastra.ap@finastra.com](mailto:finastra.ap@finastra.com)).**

**As we'll go live with the four countries for this wave. So after go-live, if you deal with multiple Finastra entities, you would be submitting invoices in Coupa for Finastra entities in those 4 countries whilst continuing to use the AP inbox for others.**

Q: What will happen with unpaid invoices at time of cutover? Will they need to be resubmitted?

**As we get closer to the go-live date, we'll be doing an internal analysis on all of our open POs with all suppliers and determine what length of time we'll remain to process those POs within our existing ERP system.**

Anything that's within that time threshold, which is 90 days at the moment, it will be processed in our existing ERP. So you don't need to resubmit invoices there.

Anything after that threshold, we'll be internally creating new POs within Coupa and sending those out. And then we will take the action of assigning the invoices against those POs within Coupa.

So at the moment, there shouldn't be any action on our suppliers to resubmit invoices.