

## About Coupa

### What/who is Coupa?

Coupa, Inc. is the leading provider of cloud based procure-to-pay solutions. Coupa enables businesses to maximize spend under management, streamline order and invoicing processes and provide visibility and control for compliance. Coupa is a free, and flexible, web-based service. WestRock has chosen to use the Coupa Network (CSP) to streamline the procurement to payment process and utilize Coupa to electronically transmit purchase orders to, and receive invoices from, our suppliers.

### How does my business benefit from e-commerce?

Using the Coupa Supplier Network (CSP) to send electronic invoices and receive electronic PO's eliminates the costs associated with handling, printing, stationary, and postage of these documents. Use of the Coupa greatly reduces the time it takes to send PO's to our suppliers and to receive invoices from them. It also reduces the expense of following up on missing/lost invoices, gives suppliers increased visibility of the invoice transmission process and increases the consistency of on-time payments and order placement. Highlights of some other benefits include:

- Your business can reduce paper and archiving costs
- Online visibility to Purchase Orders, Payment Updates and Invoicing data

Please see chart below for other benefits of ecommerce

## Quick Guide: Benefits of Paper vs. Electronic

Area	Paper PO/Invoice	Coupa PO/Invoice
Automation	<ul style="list-style-type: none"> <li>Paper/Fax/Scan may be unreadable causing payment or fulfillment delays</li> <li>Manual entry errors may occur during processing</li> <li>Invoices/PO's may be lost in multiple handling steps</li> <li>Cannot focus on exceptions, must manage each document</li> </ul>	<ul style="list-style-type: none"> <li>PO's can be submitted directly to supplier electronically, real time</li> <li>Supplier can submit invoices directly to WestRock Accounts payable electronically, real time.</li> <li>Paperless processing on both sides</li> </ul>
Security	<ul style="list-style-type: none"> <li>Risk that paper may be lost during manual transmission, no confirmation that receiving party has received either through mail or fax</li> </ul>	<ul style="list-style-type: none"> <li>Both parties are able to visibly see status of documents and transmission</li> <li>Checking submitted information can be done at any time- no wait to check payment status</li> <li>Risk of lost invoice/PO avoided through electronic storage</li> </ul>
Costs	<ul style="list-style-type: none"> <li>Cost for printing and mailing paper PO's, invoicing and paper checks is rising</li> <li>Increasing number of human capital needed to perform manual entry, handle exceptions and inquires</li> </ul>	<ul style="list-style-type: none"> <li>There no network costs for Coupa. Suppliers are able to use of reporting, routing electronic PO's and invoices and visibility into invoice and payment status</li> <li>Electronic use requires less human intervention and forces a standard format so fewer exceptions occur</li> </ul>
Speed of Transmission	<ul style="list-style-type: none"> <li>Paper invoices lead to several days delay in processing because of time lag involved in mailing, receipt of invoices/PO's, manual entry, and possible scanning</li> </ul>	<ul style="list-style-type: none"> <li>Coupa PO/Invoices are delivered to/from WestRock's/Supplier's system immediately</li> </ul>
Proof of Transaction	<ul style="list-style-type: none"> <li>There is no confirmation that paper PO/Invoice has reached receiving party</li> <li>Checking status of invoice/PO may take days/weeks as processing/receipt occurs</li> </ul>	<ul style="list-style-type: none"> <li>Submission is tracked on the Coupa network and status of submission is sent to user. Transactions are recorded and vendor can visually see the invoices submitted</li> <li>Checking submitted information can be done at any time - no wait to check payment status</li> </ul>
Improved dispute resolution	<ul style="list-style-type: none"> <li>Disputes records must be located from archive, copied, faxed or email to authorized party</li> <li>Some information may not available</li> <li>More delays while dispute is researched</li> </ul>	<ul style="list-style-type: none"> <li>All information in a secure electronic format</li> <li>Customer and supplier can see details of order, shipment and delivery</li> <li>Fewer disputes, quicker resolution</li> </ul>
Improved reporting	<ul style="list-style-type: none"> <li>Data may not be available for reporting</li> <li>Data may not be as reliable, since manual entry was involved</li> </ul>	<ul style="list-style-type: none"> <li>Supplier has the ability to run their own accounting reports for the quarter or year</li> <li>No technical expertise needed for running reports</li> <li>Supplier has better control over tracking, preparing and reconciling their account receivables</li> </ul>

## What are the fees associated with this service?

The CSP is free of charge to suppliers doing business with WestRock. If you were previously budgeting for electronic transactions with WestRock, those transactions cost will go away when we move to Coupa.

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## WestRock Procurement Policies

### What if I do not currently receive PO's from WestRock locations

The use of purchase orders ensures our suppliers are paid on time and accurately. If your business is not receiving purchase orders from WestRock, there may be a valid reason why, however most purchases are and should be PO based. Please contact our supplier enablement department to discuss how your business process will fit in to the new environment. Please contact us at [CoupaEnablement@westrock.com](mailto:CoupaEnablement@westrock.com).

### What if I do not want to submit my invoices via CSP?

Use of the CSP benefits both WestRock and our suppliers, as it allows WestRock to streamline the Accounts Payable process, and improves our ability to pay invoices in a timely manner. E-invoicing adoption will be taken into consideration by WestRock when contract renewal takes place with your company and/or when other sourcing events arise. We would also like to highlight to you that WestRock is eliminating paper invoice and PO processing and this will be WestRock's combined Finance & Procurement policy. We understand that there may be some supplier relationships that do not fit the desired model, please reach out to us at [CoupaEnablement@westrock.com](mailto:CoupaEnablement@westrock.com) to discuss alternatives.

### Which WestRock locations will this affect; you have businesses by many names....?

WestRock has grown quite a bit over the years; other names that may appear in your accounting systems is RockTenn, Smurfit-Stone, MeadWestVaco, KapStone, Star Pizza. A complete affected location list can be found [here](#).

### What is your primary purchasing system?

The primary ERP's affected are JDE and SAP. Orders can/will initiate directly from our ERP or from a Coupa catalog. No matter where the order initiates, the order will transmit via the Coupa Supplier Portal (CSP) to your registered account.

## Getting Started

### How do I get started?

Getting registered on the Coupa Supplier Portal is the first step towards adopting e-invoicing.

[https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal)

[https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal/Get\\_Started\\_with\\_the\\_CSP/04\\_CSP\\_Videos](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Get_Started_with_the_CSP/04_CSP_Videos)

### What if I am already a Coupa supplier?

If you are already a Coupa enabled supplier, please complete the Supplier Registration Form and we will send you an invite to join WestRock.

### How am I selected for cXML vs CSP?

cXML vs CSP is a supplier decision. However, cXML customers tend to be high volume transactions, with more formal IT resources available for setup, configuration, testing and maintenance. CSP suppliers work well for small to medium sized businesses with decentralized processes and fewer monthly transactions.

### Why is EDI not an option? I use EDI with my other customers?

Coupa currently supports cXML with no cost. EDI transactions require a third party and may incur costs for both WestRock and our suppliers.

## Resources Requirements and Training

### What resources are required for me to come onboard?

The minimum resource needed to receive electronic PO's and send e-invoices is access to the internet and an email address.

### Do I need to install any software?

No, you do not need to install any software to use Coupa for PO/invoicing.

### How will I be trained? What support is available?

Coupa invoicing is extremely easy to use and can be as simple as adding your invoice number to the PO located in your Coupa account. There are extensive online help documents, webinars and a call-in helpdesk available.

## Contacts

### Who is The Shelby Group?

WestRock has partnered with The Shelby Group to help integrate the Coupa solution into our business processes. Shelby will also assist with the early enablement of ours

### Can I speak to or email a WestRock representative regarding Coupa?

For additional information, contact [CoupaEnablement@WestRock.com](mailto:CoupaEnablement@WestRock.com). One of our Supplier Enablement Specialists will be in touch. Also feel free to contact your WestRock commodity or purchasing manager for more information.