

## SUPPLIER INTRODUCTION COMMUNICATION:

Dear Valued Supplier,

Commercial Metals Company (CMC) is beginning our Source to Pay Modernization initiative, which includes the implementation of Coupa. Coupa is a purchasing and payment platform that streamlines our shared workflow. We are excited to share with you the changes to expect and what will be needed from you in support of this transition.

- **Why are you receiving this email?** CMC has identified you as a supplier who will be transitioning to our new Coupa invoicing process.
- **When will the implementation of Coupa occur?** Our first locations will be implemented on Coupa in May 2022 and the deployment will happen in waves. We will be providing specific dates as we are closer to the go live occurring.
- **What do you need to know?**
  - As part of this change, we are requiring Purchase Order numbers to be referenced on invoices sent to CMC.
  - We are also requiring invoices to be sent to us electronically, and the options are explained in the FAQs.
  - Please watch this introductory video about the benefits to you and why CMC is modernizing our Source to Pay process.



Our FAQs attached should help answer the questions you likely have about this initiative. However, we encourage you to reach out for further information and clarification at any time to [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com).

Thank you for your support of this very exciting time at CMC.

### 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:suppliersupport@cmc.com) with your questions and we will be in touch shortly.

### **SUPPLIER CXML COMMUNICATION:**

Dear Valued Supplier,

Commercial Metals Company (CMC) is excited to move forward with our implementation of Coupa for our indirect goods and services, including MRO. If you have never worked with Coupa before, it is a cloud-based, spend management tool allowing for real-time management of indirect purchases and related invoices. The solution will improve efficiencies for both your business and CMC.

You have been identified as a **Punchout Catalog Candidate**.

**To confirm your capabilities to become a punchout catalog supplier, please complete the attached documents and return to [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) by Feb 3, 2022.**

#### **What is a Punchout Catalog within Coupa?**

- Punchout Catalogs are maintained by you. The CMC Coupa user will “punchout” to the Supplier’s e-commerce website where they can shop as normal. When the CMC user checks out, they are brought back into Coupa with the items they selected to purchase. The user will then submit their requisition within Coupa using the information from the Punchout site.

- For technical requirements to configure a Coupa Punchout Catalog, please see the attached excel document.

***Why Become a Punchout Catalog Supplier?***

- All items offered by the Supplier are available for purchase
- Easy configuration as needed
- Immediate changes can be made to the catalog
- No need for you to maintain yet another catalog for CMC and your other customers

***When will the Punchout Be Needed?***

- The first go live is planned June 6, 2022.
- Detailed timing of each roll out can be found in the Supplier Infographic Document.

***What else do I need to know?***

- The attached Supplier Infographic document that outlines the expectations of transacting with CMC post go live, including the need to reference Purchase Orders on all invoices and to submit electronic invoices.
- Please review and let [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) know if you have any questions.

***What do I need to do now?***

- Please complete the attached documents and send to [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) by Feb 3<sup>rd</sup>, 2022, to confirm your punchout capabilities.
- After the information has been completed, the CMC Supplier Enablement team will contact you to review next steps.

Thank you for your support of CMC and this initiative.

CMC Supplier Enablement Team

**SUPPLIER HOSTED CATALOG COMMUNICATION:**

Dear Valued Supplier,

Commercial Metals Company (CMC) is excited to move forward with our implementation of Coupa for our indirect goods and services, including MRO. If you have never worked with Coupa before, it is a cloud-based, spend management tool allowing for real-time management of indirect purchases and related invoices. The solution will improve efficiencies for both your business and CMC.

You have been identified as a **Hosted Catalog Candidate**.

**To confirm your capabilities to become a hosted catalog supplier, please complete the attached documents and return to [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) by Feb 3, 2022.**

***What is a Hosted Catalog within Coupa?***

- Hosted Catalogs are collections of items that are searchable directly from the Commercial Metals Company (CMC) Coupa Homepage. Hosted Catalogs can be created and maintained by both CMC or the CMC Supplier and the process upload process can be completed through the Coupa Supplier Portal.
  - For technical requirements to configure a Coupa Hosted catalog, please see the attached excel document.

### **Why Become a Hosted Catalog Supplier?**

- Easy to maintain and update
- Information changed is visible immediately after proper approvals
- No need to set up complex e-commerce systems
- Fastest way to get Supplier content into Coupa

### **When will the Hosted Be Needed?**

- The first go live is planned June 6, 2022.
- Detailed timing of each roll out can be found in the Supplier Infographic Document.

### **What else do I need to know?**

- The attached Supplier Infographic document that outlines the expectations of transacting with CMC post go live, including the need to reference Purchase Orders on all invoices and to submit electronic invoices.
- Please review and let [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) know if you have any questions.

### **What do I need to do now?**

- Please review the attached documents and confirm that you would like to proceed to become a hosted catalog supplier by emailing [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) by Feb 3, 2022.
- After we have received your response, the CMC Supplier Enablement team will contact you to review next steps.

Thank you for your support of CMC and this initiative.  
CMC Supplier Enablement Team

## **SUPPLIER COUPA SUPPLIER PORTAL COMMUNICATION:**

Dear Valued Supplier,

Commercial Metals Company (CMC) is excited to move forward with our implementation of Coupa for our indirect goods and services, including MRO. If you have never worked with Coupa before, it is a cloud-based, spend management tool allowing for real-time management of indirect purchases and related invoices. The solution will improve efficiencies for both your business and CMC.

You have been identified as a **Coupa Supplier Portal (CSP) Candidate**.

**To confirm your capabilities to become a CSP supplier, please complete the [Supplier Survey](#) by Feb 3, 2022.**

### **What is the CSP?**

- The CSP is a portal that is used by suppliers to receive electronic purchase orders from CMC and to submit invoices against those purchase orders.
- For more info, see [Coupa Supplier Portal Information](#).

### **Why Become a CSP Supplier?**

- 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.

***When will the Hosted Be Needed?***

- The first go live is planned for **June 6, 2022.**
- Detailed timing of each roll out can be found in the Supplier Infographic Document.

***What else do I need to know?***

- The attached Supplier Infographic document that outlines the expectations of transacting with CMC post go live, including the need to reference Purchase Orders on all invoices and to submit electronic invoices.
- Please review and let [suppliersupport@cmc.com](mailto:suppliersupport@cmc.com) know if you have any questions.

***What do I need to do now?***

- Complete the [Supplier Survey](#) by Feb 3, 2022.
- Please review the expectations and start planning to receive electronic POs from CMC and to send invoices electronically to receive payment.
- In April, you will receive an invite for training on how to use the CSP.

Thank you for your support of CMC and this initiative.

CMC Supplier Enablement Team