



Support Guide for suppliers



**As a supplier,
how can I get
help with the
use of Coupa?**



How do I ask a question about Coupa?



Do you have a question or request regarding Coupa that you cannot resolve yourself? In that case, you have several options for finding an answer.

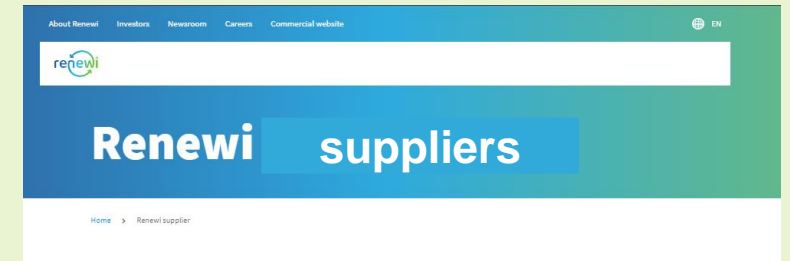
The following pages explain how you can get help using Coupa. This is done in the following order:

1. Take a look at the Renewi Suppliers page
2. Take a look at the Coupa Success Portal
3. Chat with Coupa Support via the Coupa Supplier Portal (CSP)
4. Contact your Renewi Business contact person
5. Email your Coupa related question to the following Renewi email address suppliersupport@renewi.com

Step 1: Take a look at the Renewi Supplier page

On the Renewi Supplier page you will find:

- Training materials, instructions and background information about Coupa and our new future collaboration.
- What is going to change exactly and what are the timelines that you can take into account
- Answers to the most frequently asked questions
- Our terms and conditions for doing business with Renewi
- A contact form in case you would like us to contact you



Step 2: Take a look at the Coupa Success Portal

You can visit the Coupa Success Portal via:

https://success.coupa.com/Suppliers/For_Suppliers

On the Coupa Success Portal you will find information about:

- Core Supplier Onboarding:

An introduction to Coupa, what you need to know as a supplier and what topics you need to discuss with Renewi to properly set up Coupa.

- Coupa Supplier Portal:

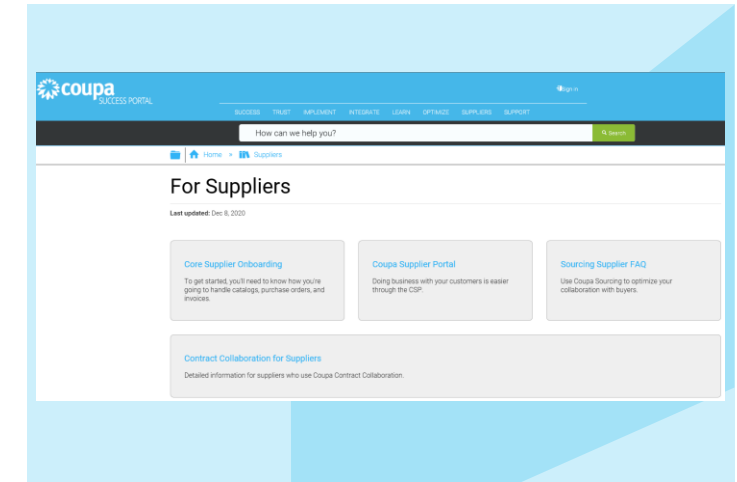
All information about setting up and using the Coupa Supplier Portal from which the supplier receives purchase orders from Renewi and sends invoices to Renewi.

- Sourcing Supplier FAQ:

Answers to frequently asked questions.

- Contract Collaboration for Suppliers:

Extensive information regarding collaboration based on a contract.



Step 3: Chat with Coupa Support via the Coupa Supplier Portal (CSP)

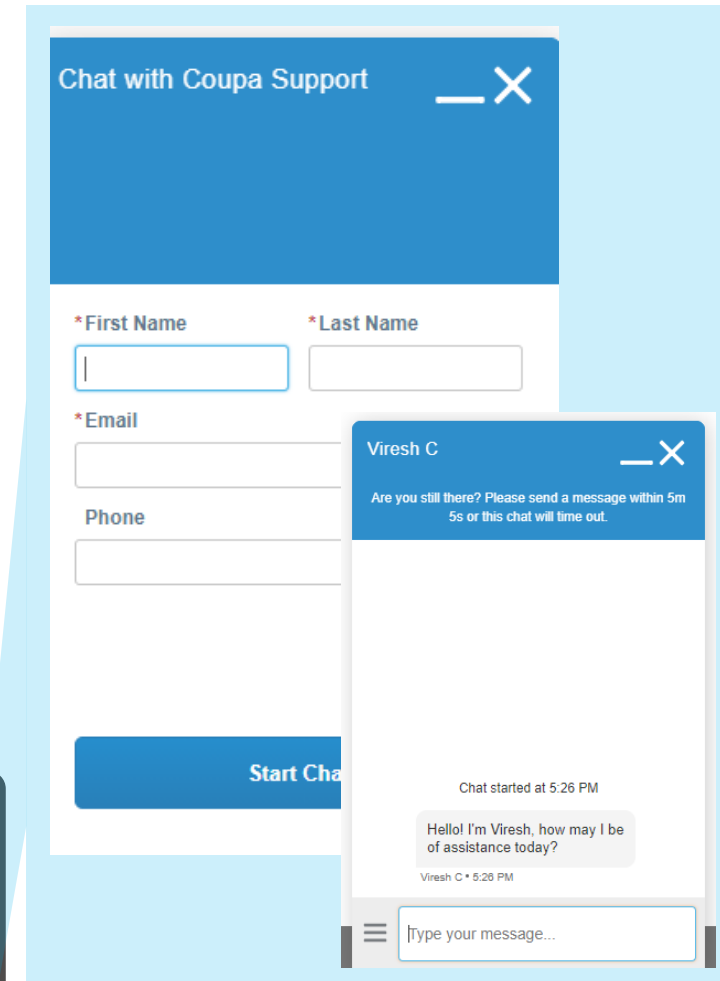


The Chatbox is available via the Coupa Supplier Portal (CSP):

<https://supplier.coupahost.com/sessions/new>

How to use the Chatbox:

- The Chatbox can be found at the bottom right of your screen when you log in to the Coupa Supplier Portal.
- Use the Chatbox to ask technical questions about Coupa.
- A Coupa Support employee will help you in real-time with your question about Coupa.



Step 4: Approach your Renewi business contact

**Are steps 1 and 2 not helpful in answering your question?
Discuss your question or issue with your business contact. He / she can think along with you from his / her role and with the knowledge about your situation.**

If your business contact does not know the answer to your question, then discuss the best next step together:

- **Questions directly related to Coupa**

If your question is directly related to Coupa and / or the related new way of working, please contact our special Supplier Coupa Mailbox (see slide 7).

- **Questions related to other matters in the ordering process**

Is your question about another aspect that is not directly related to Coupa? You can continue to ask standard questions such as, the status of payments the same way you were used to. For an overview of our contact addresses, go to the homepage and open the “Invoices” image.



Step 5.1: E-mail to the Supplier Support Coupa mailbox

Can't find the answer to your question or request about Coupa or the related way of working through the previously mentioned channels? E-mail us at suppliersupport@renewi.com

Consider the following aspects when composing your email:

- Put the subject of your question in the title of your e-mail
- Which Renewi department do you expect your question to relate to?
E.g. Procurement, Accounts Payable or IT
- Describe as specific as possible what the question or problem is about and what you expect from Renewi.
- Please mention your Renewi contact person in the e-mail.
- Indicate how we can best contact you or your organisation.



Step 5.2: What can you expect after sending the e-mail?

You have sent your question or request to the Supplier Support Coupa Mailbox. Here's what to expect:

- A Coupa specialist from our Procurement department will process your email. Depending on the question, you will receive an answer from the procurement department.
- If necessary, the Procurement Specialist will involve the right people from IT or Accounts Payable. They may come back to you with an answer.
- We will get back to you as soon as possible. So keep an eye on your mailbox!



Please note: what to do with questions that are not about Coupa

Only use the Supplier Support Coupa email address for questions related to Coupa. E.g. not for questions regarding the status of payments or open invoices.

You can continue to ask standard questions, such as the status of payments, the same way you were used to. For an overview of our contact information for the Benelux, go to the sub-page "Invoices". Here you will find a file with all Renewi Benelux Payment details.





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