**Transcript of Coupa Supplier Training**
**September 27, 2023**

PRAPUL PINGALI. Good morning. Hi, everyone. My name is Prapul. I will be your host for this Coupa Supplier Training. Welcome. Before we begin, everyone's microphones were already muted. So, please, like Stefani said, unmute if you have questions. Hi, everyone. Can you hear me? Is this better? OK. So, as Stefani said before, please request to unmute your microphone if you have questions. I don't mind having questions as I'm going through these slides. We don't need to wait until the end because I want to be -- get through all the questions out of the way for everyone. Please be in active participant. As Stefani, we have a chat and ability to unmute. And then, please give your undivided attention because we have given this presentation twice and this will be our third time and we've kind of iterated it to help with the common mistakes we've been seeing and any issues, and we hope this is very helpful for everyone. This is the agenda for the day, kind of just a breakdown. As you can see, we're going to start off with the introductory to the Coupa Supplier Portal, followed by supplier forms and onboarding. Then, we'll go to the solicitation process, followed by purchase orders. We'll take a five-minute break in between and then we'll continue with post award, invoices, and credit notes. OK. Upon completion of the course, we would like you guys to be able to activate and maintain your supplier information in the Couple Supplier Portal, the CSP, participate in the sourcing event in the Coupa Sourcing Portal, receive and act on purchase orders, and create both credit notes and invoices. We'll go through a lot of topics today and not every single topic will apply to your organization, but if you'll be patient, we'll just go through the -- just pay attention to the relative ones. Module 1: Coupa Supplier Portal. In this module, I would like everyone to understand what is the Coupa Supplier Portal and understand how the Board sanitize emails will look. So, a bunch of details in a little bit. The Coupa Supplier Portal is a no-cost tool for suppliers. It is a e-procurement interface with the Board's new Coupa system and what this will allow you to do is manage your company's information inside of it, configure your company's PO transmission preferences for each of your customers, view purchasers orders from every connected customer that uses Coupa, and create invoices and credit notes directly in Coupa. As you can see -- is there any audio/visuals right now? Stefani?

STEFANI NICK. No, you should go. "Prapul Pingali." OK, OK. Got it. OK. So, on the bottom screenshot, we have the homepage of the Coupa Supplier Portal. You can see that there's a lot of different modules to select through, from home, profile, orders, to invoices. In this presentation, most suppliers, the main places you guys will be using this interface is in the orders and invoices module. So, I kind of just want to point them out. There'll be like headers that you'll select at the top of the homepage. Now, when -- you'll receive purchase orders from the CSP and you'll receive purchases in this CSP, you'll receive a bunch of different types of information, e-mails that are related to the CSP that are sent -- from the CSP. For example, if you need to update your supplier diversity profile, if you have to do any supplier information updates, or if you need to connect with a new Coupa customer, since the Board is FedRAMP certified, when you get these types of e-mails from Coupa, the e-mail will be sanitized as in you will -- it will remove customer identifiable information. So, if you look at the screenshot, it's says things like you are connected to your customer, your customer -- it doesn't have the Board's name on these e-mails which is expected with the sanitization. The reason this is important is because if you receive an e-mail like this, it's not junk, it's not spam. It is the Board's legitimate e-mail. You will need to log into the Coupa system to see the full details of these different e-mails that you might receive. So, please don't discard them, so. So now that we have an overview of what kind of a Coupa is and the kind of things we'll receive from the Coupa system, we'll continue to the supplier forms. Supplier forms module will -- I want you guys to understand this new supplier information update process that’s different now that we have the e-procurement platform, understand how the CSP onboarding process works in the Coupa Supplier Portal onboarding process, and then how to fill out supplier information forms for when you need to update your information with the Board. So, first things first. Supplier information update process, requests generated by the Board to the supplier for completion. Excuse me. Suppliers who currently transact with the Board have had their data migrated to Coupa. We did this in July. You should have received an onboarding information e-mail. If you haven’t, we can discuss after – at the end of the meeting. Moving forward, the supplier information will have to be updated via system generated forms through the CSP. This is a completely new process from previously -- you will send PDF updates to your contract specialist or to the Board vendor's mailbox, and that's how you'd get this information updated in the Board system. Now, what's going to happen is that you will request an e-mail -- request an information update e-mail from the Board and they will send it to your e-mail box. And then, you will -- make this update in the CSP. So, the Board will need to send you an update e-mail from which you'll act on it in the CSP. So, in order to act on things in the CSP, we need to be onboarded, right? So, we would like to go to the onboarding process. All existing suppliers have been migrated to the CSP and will be required to create or merge an account. So, since our suppliers have been migrated, you should have gone an onboarding e-mail. And if you haven't, that's fine. But if -- with this onboarding e-mail, you have two options. If your company has a pre-existing CSP account in your domain, then you will have the eligibility to merge your -- the new CSP account that the Board is requesting with what's already in your company's domain if you already used Coupa with other customer's procurements already. If not, if there is no CSP account associated with your company, then you have to create a new CSP account and we'll go through both processes in this presentation. So, suppliers should receive a registration e-mail from the CSP, this following e-mail, do_not_reply@supplier.coupahost.com, and you will have to complete the following steps to be able to transact with the Board. So, we'll start with the e-mail that you will receive. This is what the registration e-mail looks like. You'll have two options. You'll have some information in the body and then two options. Option number one, join Coupa. If you select this option, it will take you into the CSP registration page and you'll begin the account creation process. If you already have an account, it'll prompt you to log-in instead. The second option you'll have on the e-mail is to forward this invitation. You can forward this invitation to an individual and have this individual be the one to create or merge the account, if you are not the person responsible in your organization to handle this type of procurement transaction setup. So, both options are valid depending on which you'd like to do. So, in this case, for the presentation, we'll select join Coupa and go through the CSP account creation process. Like I said, we'll either create a new account or merge an existing account. So, after selecting join Coupa from the e-mail invite, suppliers without an existing CSP account will be prompted to create a CSP account. When you create an account, you have to input a business name, e-mail, first name, last name, password information. Anything with the red asterisk is mandatory and that will need to be filled out. We'll also need to accept and terms of use and privacy policy. And once this has been filled out, you'll select create an account. And as said previously, if you already have an account, you can just log-in below. When you join the CSP and you select create an account, if you thought you didn't have an account with your company and you just decided that you're going to make a new one, which is really reasonable, if your domain exists in the CSP system, you'll get an option to join an existing account. So, for example, I had a Google domain and I didn't know that my company had --

already had an account, you'll get this, on the right screenshot, join an existing account prompt. The supplier side, on your company's side will be CSP account administrators and they can approve or deny this request to join the existing account. That has nothing to do with the Board, it has nothing to do with the CSP, they'll be on your internal company side of things. Now, if you don't want to join the existing account here, you can continue with the account creation process. You will have the opportunity to merge your account later as well if you're not completely sure if you would like to merge at this given moment. So, if we can continue to the account creation process, you'd decide you want an independent account, you'll still need to -- you'll -- once you log in to the -- once you created your account, the CSP, when you -- when it opens up, you'll have a business profile page and you will need to fill out more information. This information is anything from company name to address information, remit-to, things like that. As you can see, you only need to fill out the red asterisk as you have some of these fields are red and other ones are no -- they're just regular fields. What's important is that when you're setting up your CSP profile at this point, you're putting all this information. This required information is required for you to create a CSP account. The Board is not at all receiving any of the information that you put in here. This is all just for -- specifically for your CSP profile. So, if you want to transact in the CSP with any customers, this is required, and therefore it is required to transact with the Board. We just won't receive this information. Once you've created -- we filled in your CSP profile information, you'll go to the CSP homepage. And on the homepage, you can see all the different modules that we saw earlier - orders, invoices, setup, home. You can go under your -- the profile setting and you -- if you click profile, you have subheaders. If you see your profile, once you select that, if you look at this right screenshot, you can kind of see your profile information. It's good practice to just take a look and make sure that everything you entered ended up correctly and so some -- so that you don't see any issues and you can make updates if needed. And then, I want to discuss merging CSP accounts. If you did not at the -- on the initial onset join an existing account, if you'd like to merge your account later, there is a way to do that in the CSP. If you go to the CSP header and select the setup tab, setup and then you go the sub-tab admin, on this left side, there'll be a bunch of options to select. If you click the merge request button, you will be able to merge your CSP profile with another CSP profile. All you would need to do is take the e-mail of the CSP account that you would like to merge to, put their e-mail in under initiate merge request, and then select I'm not robot, and then request merge. And then, the CSP account administrator will get the request and they will be able to merge your profile. And then, once you've been merged, you'll be able to see all of your customers under customer setup. You'll see the different customers on the left side. As you can see, there's Board of Reserve Governors, Board of Reserve Governors Dev. So, every unique customers that you have associated your account, you can see on this left side. Suppliers, if you haven't merged either. By getting the invite link from the Board, the Board will automatically be a customer in your customer setup so there's nothing you need to do additionally to see them on your profile. That make sense? Are there any questions in the chat you would like me to address right now? I know I've spoken quite a bit.

STEFANI NICK. No. It looks like we're OK unless anybody would like to raise their hand and I can get you off mute.

PRAPUL PINGALI. OK then.

STEFANI NICK. I think you're -- yeah, I think you're good.

PRAPUL PINGALI. We'll keep continuing. I'll give you guys opportunity after every modules as well. OK. This is something that we noticed kind of after we've started this process and this is the two-factor authentication that the CSP requires. The CSP requires two-factor authentication if you're going to make two types of information of this on your profile. Legal entity or remit-to information, if either of these are updated, you have to have two-factor authentication enabled. It is important to note that if you make these updates directly in the CSP, you don't integrate this to the Board's instance of Coupa. However, when the Board sends you a supplier information update link and you make -- you update your legal entity or your remit-to information, by using the Board's link, it will automatically apply in the CSP. Just if you do in the CSP, you want to apply to the Board. So, that's why the Board's link is very important. We will discuss the link a little bit later. We'll continue two-factor right now. In order to set up the two-factor authentication, you’ll will need to go to account settings. Under your name, the owner of the CSP's name will be at the top. If you select the down arrow next to their name, you'll be able to select account settings. Once account settings have been selected on the left side where we saw previous things, you will select – you will select security and two-factor authentication. Then, you will be prompted to the screen on the right where you will need to enable the two-factor authentication for payment changes as you can see required for legal entity and remit-to and you have two options for verification. You can use an authenticator app like Microsoft authenticator. A lot of companies have their own authenticator apps which is completely reasonable to use. Any of them work. Or you can do it via SMS and get a text message for your verification option. We kind of have the second slide, the detail. Both options kind of go up and just scan the QR code through your authenticator app or we will just send a mobile SMS text to yourself to verify. Both options were completely fine. Use whichever one you find comfortable for your own needs. And once you set that up by validating the links, every time you will make an adjustment to any remit-to or any legal entity, you will get a validation code pop up. So, enter validation code we've sent to your phone number and two-factor code will come to either your authenticator or your phone. So, when you make these updates in the Board Supplier Update form, you will also have to do this two-factor as well. So, if you want to make – so that's why it's important. No matter if you make it directly to the CSP or you do it via the Board, because some customers might let you do it directly to the CSP, then you can try other option. OK. We've talked a lot about the supplier update form and I'd like to kind of go through it. This supplier update form, as I've said previously, is if you want to make informati'n updates to the Board of Governors specifically, you'll have to do it through our supplier update form. So, in order to get a supplier update form, you will need to contact your contract specialist or the Board vendor's e-mail address, and then you need to inform them that an update is required for your company. The Board will then send you an – supplier update form where they will require you to update your company information. As you can see on the left, we have an e-mail and this e-mail has a link at the bottom that say update profile. The portal will send you an e-mail like this and you'll just have to select update profile. When you select it, you'll log-in to the CSP and you'll be prompted to fill out this – a form. As you can see, some snippets on the right. You – they'll be just a bunch of like pieces of information that you just need to fill out. Now, generally, you can do that from the e-mail to get to the form. But, if for some reason, you've – you're not receiving a supplier update e-mail, the supplier update form is held internally in the CSP and I will – we'll show you how to access that as well in case you've like lost the e-mail or you can't find the e-mail or something like that. In order to view the forms – OK. In order to view the forms, if you go to the CSP profile option, under the sub – under the profile, you go to the subheader information request. You will – below information request, if you select the profile of your customer, in this case the Board because th–'re sending the supplier update form, you will see the form populate below, the profile informa–on request. And it'll populate below the screen, so if I go to the next screen – oh. Yeah. So, once you select the customer, if there's any form associated, it will automatically populate below. Before I move on to sourcing, do we have any questions? Would you like me to go back to any slides and further clarify anything?

STEFANI NICK. I don't see any in the chat or any raised hands. I did want to just emphasize what Prapul mentioned about updating your information and just the CSP does not necessarily tie it to the Board, right? So, if you do mean to update your information with the Board, we will need to reach out to either your contract specialist or the Board vendor's inbox and request that update form so that all of your changes are reflected in our version of the platform. Thank you.

PRAPUL PINGALI. Well said, Stefani. OK, we'll take a look at Module 3: Sourcing. The key takeaways from this module are I would like you to understand how to access a sourcing event, how to participate in the sourcing event, and how to submit and/or edit response to a sourcing event. The -- accessing the sourcing event. The Board may send solicitation to vendors via the Coupa Sourcing Portal which is very important. When the Board sends solicitations via Coupa, the Board will send an e-mail link that will allow you to participate directly in the sourcing events. What's very important is that this e-mail link will send -- will take place -- will generate a sourcing event that will take place in a separate Coupa portal called the Coupa Sourcing Portal. This is very, very different from the Coupa Supplier Portal. The Coupa Sourcing Portal is just for sourcing and any other events such as see your orders, invoices will take place in a Couple Supplier Portal. So, this is like a one-off instance for this event -- sourcing event. When you receive this e-mail, you will have two options. You can select "I intend to participate to this sourcing event" and all this will do is pre-fill the option to participate in the sourcing event. You will see this on the next page. There's a checkbox. It'll pre-fill the checkbox. You can still edit it, if you want to. Alternatively, you can just select view event. We recommend this because if you just select view event, you don't fill any information, you can take a look at what the bid is or what the sourcing event is and decide what -- how you would like to proceed. So, we will select view event and discuss how to participate in this sourcing event to review all aspect of solicitation and decide if you'd like to participate. OK, so, this sourcing event has a lot of different components and we'll go one by one. If you look at number one, this is the time that the event is open. Once an event ends, you will not be able to submit a response. It's very critical that you pay attention to when the event closes and make sure you get your submissions in before it ends. Second, under box number two, we have the event information. The event information will most likely have participation instructions and details regarding overall what the event is encompassing. Pay careful details with what's solicited in this information and then proceed with the sourcing event as is defined. Under box number three, we have the "I intend to participate" checkbox. This is the checkbox that I mentioned. If you selected "I intend to participate" on the invitation e-mail, this would be automatically checked. As you can see, it's just a simple check and uncheck. So, it's not that detrimental if you selected without knowing on accident. Below the "I intend to participate", we have the terms and conditions. You will need to accept the Board's terms -- you will need to accept the terms and conditions to be able to participate in a Board sourcing event. If exceptions required, you will note them in your response to Volume 1. You don't need to do that here. Here, you'll just have to accept the terms and conditions. Below that, we have buyer attachments. If the Board wants to add attachments for suppliers to review before participating in a sourcing event, this is where we would attach them. And then, if you intend to participate in the sourcing event, you can select the "I intend to participate" checkbox, accept the terms and conditions. And then, if you see box number six, enter response, this will make you eligible to submit a response to this sourcing event. Only other thing to note is that Board is not using this method and feature under number seven on the left side, bottom left. We will not be responding to messages in the Coupa Sourcing Portal. If you want to make any communications with the Board procurement individual, please do so via e-mail. Do not use this messaging function. OK. So, we will select enter response and continue in the sourcing event. Submitting a response. Proposals will need to be submitted in this Coupa Sourcing Portal. Possibly, the most important thing in a -- submitting a response is that you need to provide a response name. This name must be unique per response. And in the proposal instructions, they might have a naming convention for how they would like you to name this bid. That might be in the [inaudible] information and in the attachments. So, please make sure to view them. Based on event settings, you might be able to submit multiple responses. Make sure each response is identifiable with unique response name. For example, bid-1, bid-2, however you decide to do that. Make sure it's very clear. Again, I would like to note that in the top right, there's the event time. So, again, it's very important to pay attention to that. Below the submission name, we have the attachments. All the different types of attachments. In order to submit a proposal, you will need to select the proposal file and then upload in the your response column. So as you can see that Template_Volume_1_Offer instructions with an attachment. Once you filled it out, there's an attachment right here that you can browse and upload your response file. The response file needs to be a PDF or doc. Make sure that you have the right file type when you're uploading an attachment to the sourcing portal because if it's an incompatible file type, the data might get corrupted or might not upload properly. It might just reject the upload, actually. If an attachment has a red asterisk as previous we've seen in the presentation, it is a required attachment to fill for the solicitation. So, pay attention to anything that has a red asterisk and make sure that you completed it. And then, once you're done taking a look at the attachments, below that, on the bottom left, number two, you see that -- you will see any forms if included with the solicitation and complete the forms as requested if required. Once you've taken a look at the attachment and the forms, you can see below forms, we have items and services number three. Item and services, in this section, you'll see all the line items that require a bid. Depending on the solicitation, there also maybe a rate table that you must complete and upload in the attachment section. So, if there's a rate table, it'll be up top in the attachment section that we saw previously. If you take -- if you go below items and services, there's an export to Excel button. So, we have all the line items for the solicitation listed here, but if this solicitation is very large and there's a bunch of line items, you can export all of them to Excel. Fill out all the required information and then import them back into this bid via Excel so you don't need to keep this portal open while you're figuring all that out in case the portal times out or in case you do anything like that. You can just do it offline and send it to whoever you need to send, to get all the information done. So, I highly recommend exporting to Excel if the bid is large. But if you would like to fill in the information into the Coupa Sourcing Portal, you can enter the unit pricing information under my price. If this was an amount-based situation, you would just enter the total price. Once you're finished entering all of your information, you can select submit response to buyer under box number six, and this will submit your response to the Board. Just because you submit a response doesn't mean you can't edit or delete the response if you want to as long as the event timer is still not on zero. So, we'll take a look at editing and/or deleting responses. So, on the left screenshot under box number one, we have the ability to edit response where the submit button was. So, once it's been submitted, you can scroll down to the bottom and select edit response. This will put the bid back into draft status from submitted status and you can edit and resubmit your response information. So, if you take a look at the right screenshot number two, once we've edit it, you can resubmit it. And then, under my price, you can change the pricing information. I do want to point out $0 lines are allowed for bid in the Coupa Sourcing Portal. A response is only considered a no bid when the total price of the bid is set to zero. So, if you would like to only source for a certain lines in the proposal, you can set some lines to zero. That will not disqualify your bid at all. If you do not want to participate in the bid anymore, if you would like to just remove the bid, delete it, what you would need to do is set the price of every single line to zero and then submit and you will no longer have -- your bid will essentially be deleted. You don't have to worry about it. I will note that the Board will get notice of change every time a submission is edited and resubmitted. So, if you're worried that your first submission is the only thing that the Board has seen on their e-mail, that's not the case. We'll get a notification that it's been edited. So, you don't have to worry about that. OK. That concludes the Coupa Sourcing Portal. Do we have any questions regarding anything I said?

STEFANI NICK. It doesn't appear. I think we're pretty good. And then, sometimes, you might have noticed, the Board has not completely started utilizing Coupa just for sourcing. So, you'll see a few here and there, but most of our sourcing efforts are still going out via e-mail that they did previously.

PRAPUL PINGALI. OK. Thank you, Stefani. Now, we'll have -- we'll take a look at Module 4: Purchase Orders and there'll be a break after this one so just bear with me through this and then take note of any questions that you have. Upon completion of this purchase orders module, I'd like you to understand the Board's new purchase order process and how to view purchase orders in the Coupa Supplier Portal. So, right now, suppliers will receive purchase orders from the

Board via the Coupa Supplier Portal and through e-mail exchanges with contract specialists. You can also receive POs automatically via e-mail based on your settings in the CSP. So, if you'll -- you can also just automatically see it every time you get a Board PO -- an e-mail in your inbox as well instead of having to log-in directly to the CSP to check. But generally, if your contract specialist has sent it to you via e-mail, it's in the -- it's in Coupa as well. So, kind of how this would work is if the Board -- awards the sourcing event to supplier, the Board will issue appeals to the supplier, and this PO be should via e-mail and the CSP. Reza [ assumed spelling ], the slides will be available for training. We should be able to send the slide deck out which we have before and I didn't quite catch the first question unless Stefani, you've taken care of it.

STEFANI NICK. So, to access the site -- the question was, how can I access the site to find out if there are any new events? So, I think we need to confirm that you're in the CSP and receiving notices from there. That's how you receive the sourcing invitation, and we'll also come directly to your e-mail.

PRAPUL PINGALI. Yeah.

STEFANI NICK. But most of our sourcing stuff, as I indicate it, are being sent to you just from a Board contract specialist to you as -- via e-mail as they were previously.

PRAPUL PINGALI. Yeah. So, sourcing events are -- we haven't exactly sent many sourcing events at all. I believe what sourcing events are essentially one-offs so you'll just receive an e-mail from its sourcing portal. So, that's not anything ahead of time like you'll see and interact with because it's like -- it's some type of portal.

STEFANI NICK. Yeah. And if you're not receiving any, it might be -- you haven't been identified as a bidder, we haven't put anything out that would be applicable to what your company is doing. Thanks, Prapul.

PRAPUL PINGALI. OK. So, I will take –

STEFANI NICK. Yeah. Sorry. Just one more question I just want to answer. Just a while, I reinstate that yes, Coupa is just for the Board of Governors and the Federal Reserve. It's not for the banks or anybody else in the system or National Procurement Office. It is just for the Board, all right? Thank you.

PRAPUL PINGALI. OK. So, when we took a look at the CSP, there was the orders and invoices tab. So, what I'd like to do is, for the orders tab, I'd like to take a general look at what the general purchase order view is in the CSP. And kind of explain what's going on in it and then take a kind of a detail look at the purchase order as well. So, first, if you select the orders tab, you'll get access to the general PO page and this is what you will see in front of you. You will have three main components on this page. If we take a look at component number one on the left of the screenshot, it's the PO number. It's a selectable blue PO number. And then, when you select it, you'll get detailed purchased order information instead of just a summary line information that we see in the general view. Under box number two, the big section in the middle, this is the PO key information. It's a key like information summary of generally what's going on. It's purchase order, we can see the order date, status, the items that are involved, and then the kind of the total. And then, to the right of that, we have the actions tab. And so, the actions are critical because this is how you'll create invoices and credit notes. If you select the gold coin, as you see, they'll create an invoice. If you select the red coins, that's how you'll create a credit note. Very critical that these are like -- these are how you just create invoices. And so, it's very important to be familiar with these orders page. But -- we'll let's select one of these blue hyperlinks for a purchase order and then we'll take a look at a detailed purchase order information to kind of see what's going on. So, when you select the purchase order, you have multiple fields that are important and things to pay attention to. So, at the top left, you can see we have the purchase order number. And then, under field number one of interest, we have the ship-to-address. This is where the PO items will be shipped or denotes the location where the services will be performed. In your box number two, we have the contract specialist. This is your Board procurement's point of contact for this purchase order. Below that, we have the invoice backup documentation field. When this field is marked yes, you'll be required to submit backup documentations such as timesheets with your invoices. I do want to make a note. If you -- if this -- even if this field has no but you know you need to submit timesheets and you know there's attachments that you would normally submit with the purchase order -- oh, sorry, with an -- purchase order to be invoiced or you know that this will require an invoice, just pay attention to that because sometimes there could be mistakes. Always include your attachments that are required that you know. Below the backup documentation required field, we have the acknowledged field. You can select this Acknowledged field and save and, basically, you acknowledge that you've confirmed receipt or the purchase order and you're working on it. So, when -- if you do acknowledge this field, as you can see, if we scroll for this line, on the PO general view, you'll get the acknowledged at date so that -- then the Board can protect and make sure -- they'll make sure and then -- and know that you're working on this purchase order to get it fulfilled. Below the Acknowledged field, we have the line information which is all the purchase order. Line information contains all the detail line level item information for a PO that invoices will be submitted against. Obviously, a purchase order may have multiple line, may have one line, it can be anything. We did take a look at statuses. So, purchase orders can have different statuses in Coupa throughout their life cycle. Just three main statuses in the CSP and that's issued, cancelled, and closed. And an issued purchase order is the basic default status. It's ready to be -- it's ready for a supplier to be invoiced and credit notes to be applied if necessary. If a PO has been cancelled, it can be cancelled at the line level or the header level so the entire PO or just one of the PO lines can be cancelled. And then, POs can be closed as well. If a PO is closed or PO line is closed, they cannot be invoiced or changed. And below you can see how all these different statuses are in the general view. It means we have a couple cancelled purchase orders closed and issued as well. Generally speaking, most POs will be under the issued status. OK. I will take any questions anyone has right now but let's take a five-minute break as well. So, you guys can just kind of put your questions in during the break. And then, right after the break, we can address anything that you would like to, but let's take a five-minute break. I'm reading 1:44. Let's come back at 1:50? And then, we'll finish this segment of the presentation.

[ Silence ]

PRAPUL PINGALI. Hi, everyone. Take a couple more seconds to let everyone get back and then we'll begin the presentation again. Any questions come up, Stefani?

STEFANI NICK. Yeah, I'm just going to answer a few if that's OK.

PRAPUL PINGALI. Yeah, absolutely.

STEFANI NICK. All right. So, Rory actually provided a response to a question about not seeing the Federal Reserve in Coupa, right? So if you're having some issues and you cannot see the Federal Reserve as a drop-down and you need to submit an invoice, what you can do is the admin on your account just needs to add you probably as an additional user, right? So, when they add you as an additional user, then you'll be able to see the linkage to our, I guess instance of

Coupa. OK. And I think, Prapul, you do talk about that later about adding additional people into the profile. So that will come up later.

PRAPUL PINGALI. Yeah. But we have an appendix section dedicated to how to add users to a CSP profile. I can go through that at the end of the presentation.

STEFANI NICK. Right, thank you. The other quick question that we got has to do I think mostly with those of individuals that are working with the Board either as like honorariums or speakers. You know, if you're coming to the Board in that type of a contractual set up, you will only use Coupa if you're getting paid for your service. It is not going to be used to pay for your travel. Your travels actually reimbursed through our system E2. And your technical point of contact or the main person that you've been working with at the Board can walk you through that if that is -- if you are a speaker and honorarium, subject matter expert, that kind of realm of an individual, right? But if you are a person who is an individual that works for a contractor that actually has a contract with the board, right? So, you are maybe hired as a temporary contingent worker or a temporary staff, then you're actually in the system as a line item on the contract, right? So, if you were going to -- actually, all of your bills whether it's travel or services would then have to be invoiced in Coupa. So, it just kind of depends on your relationship with the Board where your reimbursements go through. So if you have any problems, just let us know. Another question we saw, we are going to talk a little bit about invoice submissions, correct?

PRAPUL PINGALI. Yeah.

STEFANI NICK Yeah. So, if we'll get to that as well. And we see another question on customer set up. So, if you could just send us your note, we'll walk you through – excuse me, not a note, send us your email and we can reach out directly to help you with that. So, the Board vendors' email that will be at the end is a great resource if you're having troubles, just want to all kind of make quick connections. We hopefully will be able to troubleshoot it for you pretty quickly based on all the help we've been providing in the last few months, so. All righty.

PRAPUL PINGALI. OK.

STEFANI NICK. And then back to you.

PRAPUL PINGALI. And we will get started with Module 5, Post-Award Changes. Upon completion of this module, you should be able to understand how to initiate purchase order changes as a supplier and know what to expect when the Board leads a purchase order change. Purchase order revisions. Supplier-initiated revisions can be done via email or through the Coupa Supplier Portal. So, if you would like to contact your contract specialist for a change or update, you can do so, but you can also do it through the Coupa Supplier Portal. Suppliers may request revisions to the PO by emailing their Procurement Point of Contact like I said previously or by initiating a PO Change request in the CSP, only if it contains a full description of the requested change and any supporting documentation. And it needs to be authorized by a contracting officer as written below in our statement. So, make sure you read the statement prior to. In order to initiate the purchase order change in the CSP, you will open up the purchase order under question, getting the detailed information by selecting the blue hyperlink. Once inside the purchase or detailed purchase order information, if you scroll to the bottom, there'll be a Request Change button. You will select the Request Change button. Once you've selected the Request Change button, you're -- there will be a change order draft. And here, you can -- you'll create a change request and editable fields will be open for change. For example, price information, quantity information and you're able to edit that field. When you edit it and you're done with all your editing, if you scroll to the bottom, there'll be a Reason for Change field to fill out. Once you select the drop-down, you'll have multiple options on what prompted you to request the change. If none of the drop-down options fit your reasoning, you can select other. When you select other, there'll be below reason for changes, a comment field, you'll need to fill out and explain in detail why you needed to get request to change. Once you fill out this information and updated the purchase order, you can go to the bottom right and select Submit Change Request. And what this will do is this will notify the Board of this change request. The request is not automatically approved nor is the supplier authorized to proceed with the change request until the Board has issued a revision to the purchase order. So the Board will have to approve of this change request. And once -- if it's been approved, it will create a purchase order revision. And that's when you can act. On the flip side, the Board may initiate revisions in the Coupa Supplier Portal and submit it to the supplier. So if the Board initiates and approves the revision, the supplier will receive a notification and the PO will be updated automatically in the CSP. So you'll receive another email and the email will state, "The Board of Governors," as the client or it will be synthesized and you'll see the purchase order number and you'll see that there's been a change made to it. This can -- you can directly access the purchase order from the email or you can log into your system and you'll see the changes. So, approved purchase order changes will show up as revisions as said previously. So, at the top of the purchase order next to the purchase order number, there's actually a revision field. Revisions start at 1 meaning it's the base of the purchase orders. The very first purchase order you receive is 1. Any PO change that's been applied will increase the revision count by 1. So, revision 2 means one change request has been applied to a purchase order. It was 3, that means two change requests have been applied. So, you'll be able to tell if a change request has been made by the revision. And then, once the revision has been made, you will also have to re-acknowledge the latest version of the purchase order. So, if it was the base purchase order and you acknowledged it that revisions happened, then you'll have to re-acknowledge it. So, it's like a brand new purchase order in a way. Just an example for a revision, you can see that this is the same purchase. So purchase on the left has a quantity of 7. And then once the change request has been applied to increase quantity to, you'll see that the quantity has been updated. So, you'll be able to track the different fields that have been updated. Any questions on kind of the change requests, either Board or supply initiated.

STEFANI NICK. None that I'm seeing but I will answer a general question before you dive into invoicing. I just want to remind you that any forecasting opportunities about doing work with the Board are available on our public site. And it's under Doing Business with the Board. And you also do not have to be registered in the CSP to participate in sourcing. You can -- of course, you're welcome to. It makes it easier if you're already a Board supplier. However, you don't have to be registered in CSP to get sourcing events. That's it.

PRAPUL PINGALI. But then of course [inaudible].

STEFANI NICK. So, if you change request, if you're noticing that the billing and the shipping addresses do not match on the PO to the invoice, do we need to submit a change request? I don't -- I think you're fine to submit your invoice if it does not exactly match. We did have some issues with some of the addresses that were loaded into Coupa in the beginning. So, if it's not exactly matching, the invoice should hopefully -- it should go through. And if you're having issues with that, you can just reach out and let us know. All right, so on to more invoicing.

PRAPUL PINGALI. Yeah. So this is the most comprehensive model presentation module. So we'll go through a lot of information. So, feel free to ask as many questions as you guys want. Just this is the most important thing. Upon completion of this module, you should be able to understand the Board's new invoicing processes via the Coupa Supplier Portal, understand how to create amount and quantity PO-backed invoices, how to modify invoices in the CSP, how to include retainers when creating invoices in the CSP, and how to track payment in the CSP. So, invoices will now be sent to the CSP. Instead of email, suppliers will create them in the Coupa Supplier Portal. If there is an issue with the invoice such as a tolerance failure, it will be auto-disputed back to the supplier for remediation. So, the process looks like this. Supplier receives purchase order in the CSP and fulfills the order. Once the order has been fulfilled, the supplier will submit the invoice in the CSP. We have a lot of -- we have auto-dispute triggers in the CSP that are monitoring the invoices that have been submitted. If it fails one of the auto-dispute triggers, for example there's a quantity mismatch, there's a price mismatch, it's been over -- like the quantity has been over-invoiced, there's a lot of different triggers which we have a slide later in the presentation to kind of go through those triggers. If it triggers one of them, then it will dispute the invoice. And once the invoice has been disputed, the supplier must either avoid the invoice and create a new one or edit the invoice to get it corrected for resubmission so that it does pass the auto-dispute. Hi, Vicki. Stefani, I think Vicki raised her hand. I was wondering if she had a question that she would like to ask right now.

STEFANI NICK. OK. Let me unmute. Thank you. Vicki, did that work? I don't know where she went.

VICKI. I'm here.

STEFANI NICK. Oh, good.

VICKI. OK. So this is -- I'm so glad to see this because our invoice for the last several months continues to be disputed. And so, when I've gone back to the contract administrator, he says he doesn't see the dispute. But I think it's the -- he told me today there may be a line, one of the CLIN in lines, if there's something wrong with it. So, no, I guess until that is resolved because I don't know what the amount should be. I don't know why it's just, you know, so.

STEFANI NICK. Vicki, I'm going to put in the chat for everybody our email address to AP group. And if you're not seeing the rationale in the comments back when it's disputed, sometimes if it's auto-disputed, it doesn't necessarily give you I think thorough comments. So, I'm giving you the AP address. So you can reach out to the -- our AP group and ask them specifically like to help you with your invoice so you can get it in if you're really unsure about how to make it work. And they should be able to walk you through that.

VICKI I mean, I just don't -- I don't understand why it's been disputed and no one can tell me this.

STEFANI NICK. Yeah.

PRAPUL PINGALI. Yeah. So, you can use that email that Stefani had as well. Later in the presentation, there's also another option. You can leave comments on your disputed invoice. And if you're at our accounts payable group, they'll also respond to messages there as well. So you could do both email and at them and give you twice the opportunity to get the feedback. We will discuss that later in the presentation.

VICKI. So, is that the only person that I should go to with that question because I've gone to the contract administrator? So should I just –

STEFANI NICK. Yeah. Yeah, I would go directly to AP.

VICKI. OK, thank you.

STEFANI NICK. Thank you, Vicki.

PRAPUL PINGALI. I saw one more hand being raised so –

STEFANI NICK. Yeah, it's for Jill and I've been trying to unmute her, so hopefully -- OK, there you are, Jill.

JILL. Hello.

STEFANI NICK. Hi.

JILL. Hi. I apologize if you covered this already. I had to step away for a minute. Going back to just our profile, we've tried to update and correct our company's name. And it's still showing as an incorrect spelling.

STEFANI NICK. Yes. We're going to have to -- we did cover that and that's OK. You're going to have to send us a note to Board vendors and I'll put that email as well into the chat and just know so that you need to do that. Because just doing it in Coupa does not actually communicate over to us.

JILL. OK.

STEFANI NICK. Yeah. So I'll send a note and we'll do that. And is it just the spelling is incorrect or did you have a name change?

JILL. No, the spelling is correct in communications. It's just misspelled.

STEFANI NICK OK. All right, we'll work on it.

JILL. Yeah. And then I guess too, I hope again, I'm sorry if this has been covered too but in the beginning, when I create an invoice, it's making me click Remit. Right now, it shows as no address selected so then I have to go in and select an address.

STEFANI NICK. Yes, you have to pick which –

PRAPUL PINGALI. Yeah, we'll discuss that.

JILL. OK. OK. All right, thank you.

STEFANI NICK Yeah. And Prapul, you will cover through the invoicing how they can see invoice payments, correct?

PRAPUL PINGALI. Yes.

STEFANI NICK. Perfect. All right, great. All right, thanks so much.

PRAPUL PINGALI. Jill, I'll cover some stuff and then you'll just let me know if you need more clarification as we go through the presentation. OK. So, we'll continue for now. Essentially if the invoice doesn't trigger the auto-dispute, the Board will see the invoice and it will be having the submitted status. So, invoice within the CSP. Again, if we select the Invoices tab at the CSP header level, you'll also get another general invoice page just like we had a general orders page. The general invoice page has a little bit more information and we'll kind of cover through it. All vendors should be able to create an invoice from PO and select this button. And it should also be able to create a credit note. And then, as you can see, there's two create out button to create invoice from contracts and create blank invoice. These are not enabled for majority of the suppliers. Very, very, very special exceptions. If you're able to select either of those, you should know who you are if you log into your CSP account. But generally speaking, those are not eligible to be used. Second, we have -- just like with orders, we have a blue hyperlink for detailed invoice information if you select it. And then we also have a summary of invoice key information to the right and the -- as well with like created date status, total, things like that. And then, there's something new here, a new header called Dispute Reason. So, you can see that this line has the status of disputed. If an invoice is in the disputed status and it's been auto-disputed, there will be a dispute reason associated with why it was disputed by the process, by the automated process. And so here under Dispute Reason, you can see why. So, for this particular invoice, this invoice was over PO amount or quantity, so that's why this invoice was disputed. Obviously, not everything is very straightforward. And as Stefani said, you can email the AP group if you have more specific questions on why and you can also leave comments to discuss later. But just a general rule of thumb is there will be dispute reason. And then lastly, you'll have the actions where you can edit draft invoices and things like that. You can also select the resolve button when an invoice is disputed and you can resolve the disputed invoice by editing or avoiding it. So, in this case, we would like to take a detailed look at an invoice. Or actually, we'll create an invoice. This is much, much better, sorry. An invoice is a request for payments or goods -- for goods or services provided and received by the Board. OK. So, how do you create an invoice? Invoices have to be created using the gold coins -- the gold coin action from the orders page that we discussed previously. You can also access this page by pressing Create an Invoice from PO on Invoices page. This will direct you to the PO tab. So, as I said previously, you could select to create invoice from PO button. When you select this gray button, it will automatically re-bring you to this orders page that we saw previously where we had all the PO order information, the general information. And we saw these two actions, the gold coins and the red coins. The gold coins will create invoices and the red coins will create credit notes. So, if you want to create an invoice in the CSP, you have to select the gold coins for the relevant purchase order. I just want to make it clear that if you collect this Invoices, Create Invoice from PO, it will just redirect you to a different page. You cannot indicate the process from that. So, once you select the gold coins, you will have to choose certain invoicing details that Jill had also brought up. So, prior to reaching the Create Invoice page, you'll get the following pop up. In the pop up, you must select three key pieces of information. Legal entity which will populate from your supplier profile with the Board. If you have this supplier profile associated with the Board, you will be able to select that legal entity. Second, you have to select the remit-to address. And then three, you'll have to select the ship from address. So, these are drop downs, these are drop downs that because this information is selected if this information is related to the Board as one of your customers. Because you're going to have multiple customers in the Coupa Supplier Portal, some invoicing details are only associated with some customers so you'll select the relevant drop-downs. So, in this case, you'll have -- we had Cisco, we had invoice from, we had a remit-to and from address. When you select this data, there's a button that says Add New Plus. Do not use this to create new information. As we said, all updates need to come from the supplier update form. So, if you need to update your legal entity, if you need to update your remit-to, if you need to update your ship from address, you need to get the supplier update form from the Board. If you don't have a remit-to or if you have like this drop-down and there's no -- nothing associated with your legal entity, you're missing a remit-to, you're missing a ship from address, you still need to go get the supplier update form. You need to create those in the supplier update form. And once that's submitted and save, they will be populating here. To drive home the point, the legal entity is set up during the CSP onboarding process. Most suppliers will have one legal entity that they will default to when they're creating an invoice. What you need to do is that you just need to make sure that if you go to set up admin and you have this legal entity set up on the left side, you just need to make sure that when you have your legal entity, your legal entity name will be populated here. You'll see which customers are associated with the legal entity and you'll just need to make sure that the Board is associated there. If the Board is not associated here, you'd have to use the supplier update form and kind of just work through it. Or actually, yeah, you'll just need to associate the Board with your legal entity. You'll just need to make sure. As you can see, we have one customer in blue and that's associated with the Board. We can help you if your legal entity is not linked to your customer. Obviously, we can help with that. But it should have happened during the set of process. Once you've selected those three key pieces of information, you'll be redirected to this Create Invoice screen that we see in front of us. This again has key information that I'd like to discuss one by one. The first thing on the page, bullet number one is invoice number. Invoice number is a unique combination of characters that a supplier will generate. It can be numbers or characters, any unique combination. And you cannot repeat the same invoice number for future invoice submissions. It's unique. Below that, we have the attachment field. Attachment field is where you should upload your additional backup documentation such as time sheets and any form of attachment information. Please make sure that you get this like backup documentation, all these uploads to this attachment section. If you see, there's an image scan section where you can see the file as well. Do not put it under image scan. Make sure that you upload it under attachments. And then three, we have the From Invoicing Details. And this is where the previously selected pop up information is. So like, we had your invoice from address, remit-to, ship-from. You can see the legal entity at the top or, sorry, supplier at the top. If you submitted the -- if you selected the wrong remit-to or something, you can collect these magnifying glasses and update, just where that information gets populated. Below that, we have the invoice backup documentation required is yes or no. This comes directly from the purchase order. If it's yes and attachments required and then you must include it under the attachment section. But even as I said, even if it's marked as no, always include timesheets if they're applicable to the invoice. Sometimes whoever's creating it might have just accidentally put no instead of yes. So just if you know that there is attachments that need to be uploaded, make sure you just upload them to be safe. And then like I said before, do not upload these attachments to the image scan field, just the attachments field. Below the header information, we have the invoice line information. And this under number five is you can see that, so this is the invoice line. This information is populated from the PO line information. And what happens is each line will take the max open PO value. So, if your PO has the maximum of $85,000 for this line, that will come pre-populated. You can lower the value in the invoice and do partial invoices if you would like. But the open default -- the open amount is the max PO amount. And then to the right, we have this red x button or, yeah, this red circle x button. You can delete a line if you select that button. Some invoices won't require all lines on a purchase order. The Board does not prefer you submit zero dollar invoice lines. So, if a line is irrelevant to your invoice, if a purchase order line is irrelevant, please delete the line. Below that, we have the last invoice field, you will select this field if this is the last invoice against this order slash invoice line. Next, we have the retainage percentage field and it is the percentage of retainage associated with the PO line. If the retainage percentage amount has a value, if it's like 10 percent, if it's defined, then a retainer amount will be required for the invoice. And then the retainage amount is the amount of retainage. This field has to be manually calculated by supplier. There's no way for the Coupa to automatically fill out that field for us. So it just has to be a manual calculation. So, for example, if this is 10 percent of this line, it would have to be 8,500 in that amount field. We will go through an example on a retainage invoice. I just want to kind of introduce the fields here. And then we have our last couple of fields below the line information. We have an Add Line button here. This will allow you to add invoice lines in case you incorrectly deleted a previous line. And then you also to the right have pick lines from contracts. Majority of suppliers will not have access to pick lines from contract. We can't remove the button from the instance but if you select it, you'll get an error saying you don't have permission to use it. So, just don't interact with it unless you have -- unless like absolutely necessary you know that you're one of the folks that can. Suppliers should leave tax information blank as the Board is not subject to taxes. So, shouldn't have any information here. Below that, possibly the most important field that we've yet to discuss is called calculate, field number 12, calculate. When you make numerical changes on an invoice, if you go to the PO line and you unhit the price, for example, if you just delete it and you want to put like 15,000, none of the numbers on the invoice will update until you hit select the calculate field. This calculate field will apply all the numerical changes. If just because you change the field doesn't mean all the numbers will run. So, once you select calculate, all of the -- yeah, all the different things will be updated and your total will change and things like that. So, make sure you apply calculate. And if you don't want to submit the invoice and you just want to make it a draft, you can save it as a draft of course and come back and edit it later prior to submission. And whenever all the invoice information is correct, you can click the Submit button and then you will submit the invoice for it to be checked for disputes. And if there are no disputes, then it will be submitted to the Board. That was a lot. Any questions? We do have still a lot more to cover on the invoice section so if you want me to kind of go through and then ask at the end, that's fine too.

STEFANI NICK. Actually, I can address a few if you don't mind. So, there was a question about deleting lines if they didn't apply to your invoice which you covered. So hopefully that helps. Just a reminder, this is being recorded and we hope to post the recording to our public website for later viewing. You also get the slides emailed out to the same list that we sent out this invite to just in case. And to delete a legal entity that is incorrect in our like the Board's instance of Coupa, again, please just send us a note to that board.vendors@frb.gov website and we will work on doing that.

PRAPUL PINGALI. OK. Thank you, Stefani, for addressing the questions. We'll move on to the next section, invoice comments. Suppliers can leave comments on invoices to communicate with the board. So, Stefani kind of touched on this. If you had questions with the invoice and you weren't -- you didn't understand the disputed like why was getting disputed, you can email the AP email that she had sent. What you can also do in the CSP is if you go and enter in a comment, if you at the accounts payable group, the Board's accounts payable group is watching this tag. If you add them, select them and then write in a comment afterwards, they will be notified that there was a comment on an invoice for them to check. So, that will be another way to contact the board if you want more than just the email. And also, when you get a disputed message, I believe it also shows up as a comment as well. So, you can kind of -- AP can kind of take a look and see what's going on. Now, we'll take a look at invoice submission errors. Invoices that contain errors can be disputed back to the supplier for resolution. What kind of resolutions can a supplier do to fix these disputed invoices? If an invoice gets auto-disputed, the suppliers by default receive the following email from the CSP. Invoice XYZ has been marked as disputed by the Board of Governors Federal Reserve System. Give you a dispute reason, date, any comments on why it was disputed. Because invoices can be -- invoices are generally auto-disputed but they can also be submitted to the Board. And if the Board users find an issue with it, they can dispute as well. So, not every dispute is just an auto-dispute, you can also get a dispute from the Board as well, a manual dispute. Oh, Sarah, hi.

SARAH TUNSON. Hey, before you go down too far, I just wanted to go back a slide where accounts payable is tagged. Although the team does get notified, there is a lot of notifications. And if it's an urgent matter, I would still do the tag but please, please, please, send us an email as a follow up if you haven't heard back in a few days. I'm not sure if you shared that email or what email that is.

PRAPUL PINGALI. We'll include it in this presentation as well. I'll add it.

STEFANI NICK. Yeah, Sarah, we did the DFM, AP email.

SARAH TUNSON. Wonderful, wonderful. That is the perfect one. So, any urgent matter, if you don't hear a response back, please, please, please, also follow up with an email. I apologize for having both methods but having it in here definitely documents the deed in the system. But again, our team gets lots of these tags a day and it's hard to keep up.

PRAPUL PINGALI. OK. We will make sure that we have that, you know, when we send out the slide deck, the slide.

SARAH TUNSON. Thank you.

PRAPUL PINGALI. OK. Everyone, just heads up. Thank you for the clarification, Sarah. OK. So, we've seen the auto-disputed email. After submission, an invoice may fail for variety of reasons. So, you have two options when an invoice gets -- when it's submitted and it's been disputed, you have two options to resolve the disputed invoice and then resubmit it to the Board. The first option is you could void the invoice if you believe -- if this invoice was issued in duplications or it's been paid for or there's some issue that you cannot edit, you can void the invoice and create a completely new invoice and submit it. Alternatively, you can correct the disputed invoice and identify what the mistake was and then just update it. And once you correct it, you can just resubmit it. Here, we have like -- we have a huge list of the dispute reasons that you can encounter when you're -- auto-dispute reasons when you submit an invoice. For example, like the invoice currency difference from the PO currency, invoice date is inaccurate, the payment terms are incorrect, the tax rates missing or incorrect, a retainage value is not entered when it should be, attachments missing. So there's a lot of things you can see will cause an error. This slide is included in the deck so you can review it when you get a chance. And so now, we will discuss the voiding -- having to either void or correct invoice is modifying the invoice. We'll discuss how to modify invoice to make sure that it is submitted correctly the next time. So, we discussed that invoice and disputed status has a dispute reason and it has an action called resolve for you to resolve this dispute. So, first things first, you'll go to the invoice that has a dispute status and you'll select the resolve action. When you open up the invoice to resolve, you'll have two options to either void or correct the invoice. Thouroughly review all the invoice information and select either void or correct. If you correct the invoice, the CSP will generate a new draft invoice. This invoice shall be completed with the correct information in order to prevent an auto-dispute. So, in this case, you'll see at the top invoice as a correction for the invoice that has been disputed. You put a new invoice name in and put the correct information. Just there's a note, do not flip the quantity price information to match Oracle. Leave everything as it was in the CSP. Make sure the quantity is set up and the price are in the right fields. I believe that there were some issues with that. So, once you've created all the correct information, you can submit the invoice and it'll go back to the auto-dispute process. Now, if you want to elect to void the invoice, you will have to select the confirmation yes because once you void, you cannot unvoid an invoice. It's voided permanently so you'll get a confirmation field. And then once an invoice has been voided, you'll enter the voided status. And at this point, you'll just have to create a completely new invoice to fix the issue. OK. Now that we've covered correcting and voiding an invoice, we'll take a look at tracking invoice payments. So when the Board makes the payment towards invoice, it should be visible at the bottom of the invoice in the CSP. So, below comments actually, there's a payment section. And so, at the bottom there, this payment section can be expanded by pressing this arrow on the right side. And so, all payment reconciliation details of the invoice will be stored here such as payment amount, payment date and status. So, for example, you can see the status of this particular invoice is fully paid, the date it was paid, the status being posted, the type -- the description showing the type of payment, EFT wire check, whatever, like was in the system accordingly. And that's how you can keep track of the payments. Does that make sense for the individual who had a question about payments? OK. And then, the last couple of things I want to cover in the invoice section is just like a little bit of like different types of invoices that suppliers can submit. We'll start with retainage invoices with retainage. And generally, they're using construction-related procurements. So, if a retainage was required on the invoice, the PO will have a retainage amount on the individual PO line. And that should guide what the retainage amount field should be. So, this is a PO, this is a purchase order in the CSP. You can see that the total price of the line is 10,000. The retainage is 10 percent, therefore the retainer amount has $1,000. The retainage percentage drives the retainage amount on the PO. When you're creating an invoice with retainage, every line will have a -- will require -- every line that has a retainage percentage will require a manual, specific manual calculation. If we take a look at the screenshot on the left, number three, if the invoice -- if this invoice did not content even the retainage, the line information of $4000 on the invoice would reflect the $4,000 total. Makes sense, no retainage, no issue, $4,000. On the right side, we have if the invoice typically contains retainage, in this case 10 percent, the supplier should take the total line amount, $4,000 and multiplied by the defined retainage amount. This result will be populated in the retainage amount field so there's $400, right? On top of that, because the retainage amount has now been calculated, we'll need to subtract that retainage amount from the total line amount of 4,000. So we have a retainage amount of 400. We have a price of 4,000. So, on the total price, we'll need to subtract the retainage amount and we'll end up with 3,600. So that's kind of how you would break that down step-by-step. I saw Abishaik raise his hand. Do you have a question? Or I'm sure you have a question, I'll gladly address it.

STEFANI NICK. All right, I just tried to unmute so hopefully that will work.

PRAPUL PINGALI. Yeah, of course, of course.

ABISHAIK. It just shows a blank like it doesn't show any invoices paid. So, is it specific to us, the problem, or is everybody facing it?

STEFANI NICK. Sorry, do you mind starting at the beginning of your question?

ABISHAIK Yeah. I said like we are receiving the payments but when we go into Coupa and check the remittance tab like in the invoices, under invoices, the paid invoices, we see a blank page, like we don't see any invoices showing as paid.

PRAPUL PINGALI. Even when you open up the invoice, there's no payment information under the payments section, is that what you're saying?

ABISHAIK. So, if I log into Coupa under invoices, there are three tabs which is invoices, invoices lines and payment receipts. I think we should be going into payment receipts, right, to see the payments?

PRAPUL PINGALI So, in order to see the payments, you'll have to open up the invoice, just a regular invoice. Once you open up the invoice, if you scroll to the bottom, there'll be a payment section. You check that. If that's blank, then let us know and we can help you through it. We'll figure out what's wrong. I'm not sure about the other tab you were looking at, but just take a look at the actual invoice.

ABISHAIK. But we can't search them by payment date so let's say, you know, five invoices were paid on so-and-so date. I can't look them up by a particular date that, you know, which all five invoices were paid on that specific date. Is there any way we can do that? Because we have a lot of invoices like we have –

PRAPUPL PINGALI. Yeah, yeah, no, no, I'm thinking. I don't know the answer off the top of my head. If you put your email in the chat, just let Stefani know and I'll go back and I'll check for you.

ABISHAIK. Sure, sure. Thank you. Thank you much.

PRAPUL PINGALI. Yeah, no problem, of course. Great question. OK. So, yeah, retainage, just subtract the total line amount and that’s that. The only other special type of invoice I’d like to cover is incremental billing. Incremental invoices may be necessary depending on the purchase order. We kind of touched on this previously but for single-line invoices, if your PO has multiple lines but your invoice is only for one of the PO lines, delete the additional lines on the invoice and only enter your invoice amount for the relevant line. As I said previously, no zero dollar line amounts are allowed by the Board so just delete the lines instead, the irrelevant purchase order lines. And then, the only other thing is partial line invoices. As stated, an invoice will default to showing the max amount of spend on a PO line. If you want to partially invoice a line, update the pricing on the line and/or quantity information to reflect a partial amount. So, in this case, on the left, the max open PO line is 85,000. And then we change it to 30,000 and that’s how you do the incremental billing. You see how the 30,000 updated on the right, on the amount? That’s because I went and clicked to calculate. If you just – again, if you just change the price, it’s not going to change the actual line information. OK. Module 7, Credit Notes. Any final invoice questions for now before we go into credit notes? Credit notes is the last module and then we kind of have an appendix with some additional information that we can kind of cover that’s not as a structured but, you know, just good negative information.

STEFANI NICK. I think we're good.

PRAPUL PINGALI. OK. Credit notes. I want you to be able to understand what credit notes are and when to use them and then how to create a credit note on the CSP. A credit note is a document either issued by the supplier or created internally by the Board within Coupa as a mechanism to initiate a refund. Credit notes can be found in the CSP Invoices tab. So they live within the CSP, they do live with invoices but they are separate. You can -- the Board can require a credit note for any of the following reasons. Goods were damaged and did not meet specification. Services were rejected. Goods are either partially or fully refunded. Changes to a PO after payment for an invoice -- changes to a PO after payment for an invoice was issued to the supplier. Pricing error on an invoice issued by the supplier which was paid. Or a disputed invoice needs to be corrected. So, I said credit notes still with bit invoices so this is below the invoice order -- the invoices field, the general field. If you search by credit note, you can see that if the invoice has a credit note name in it, you can search by it. So, naming convention wise, you should probably include a credit note somewhere to make it easier for you to search. Or some nomenclature that is separate from the invoice so you know that it's a credit note would be good for your own searching. Credit notes can be created from the orders tab by pressing the red icons, the darker red. Like before, the gold ones will create an invoice, red will create a credit note. To create credit note page is identical to the invoice creation page. However, credit notes require a negative value to be submitted. Because it's a refund mechanism, Coupa require a negative total when you submit it. There is a submission blocker if you forget and accidentally put a positive number. So, no harm done but please ensure that has a negative value. And then all of the fields are very similar to an invoice so you already know how to do that.

SARAH TUNSON. So, I just want to make a plug here on credit notes. Accounting's preference and because there's integrations into another system, if you have any credit notes, ideally, we'd like you to take it within another invoice instead of issuing a separate credit note. So, if you have any questions, please work with DFM, AP or accounting on credit notes. Again, we ideally don't want to have single credit notes out there. Our approach is to kind of include them with other invoices as another line. If you have any questions, let us know.

PRAPUL PINGALI. OK. Thank you, Sarah. So, that concludes the modules directly that we wanted to cover. So, I wanted to kind of open up to Q&A in the chat for a little bit. And then we do have an appendix section that does contain some more information. Given that we have some time left in the presentation, I can kind of go to those appendix slides as well. So, however you guys would like to use the time.

STEFANI NICK. Yeah, why don't you just go ahead and start with the appendix and hit the highlight and I will monitor the chats to see if there's anything else we can check. But as Prapul mentioned, you should be able -- why you don't get an email notification from Coupa regarding the payment being made, you should be able to see at the very end of an invoice, there is a payment section and you should be able to see that a payment was made. All right, do you want to show us what you got?

PRAPUL PINGALI. Yeah. OK. Number one slide in the appendix, we just have kind of a teacher explaining when you use the Coupa Supplier Portal versus when you use the Coupa Sourcing Portal. It is very straightforward but because they have the same letters at the start, I just want to really make sure that the point that Coupa Sourcing Portal's just for sourcing events. There's no combination there. Whereas the supplier portal, you purchase order, purchase order changes, creating invoice and credit notes and managing your supply information. And this is obviously very, very important slide. We have our resources for help. This is resources supplier contact for assistance with the CSP or Coupa Sourcing Portal. If you have supplier information setup issues, you can email vendorupdate@frb.gov. If you have procurement questions, you can contact your contract specialist. If you have technical questions, you can reach out to your technical point of contact. And if you have questions, if you just have general questions about how to use the Coupa Supplier Portal and Sourcing Portal, Coupa has a ridiculously good interface at supplier.coupa.help.com where you can kind of just search any of your issues and it's really, really well done for basic like -- for basic questions and things like that.

STEFANI NICK. And we'll make sure to also add to the slide deck before we send these out that you can use the board-vendors@frb.gov which was in the chat. It's just board-vendors@frb.gov. And for AP or invoicing type questions, you can just use dfm.ap@frb.gov. Thank you.

PRAPUL PINGALI. Awesome, good point. Thank you. Stefani. I will include those in the slides before we send them out. And then converted purchase orders in the CSP. Essentially, if you would like to see converted PO information, so after opening a purchase or detailed information, suppliers can find converted PO information for previously issued Pos from Oracle and the PO added them. That essentially comes as an email attachment I believe that you receive from your contract specialist. They'll have that in that attachment.

STEFANI NICK. Correct. Yeah. So, any like of the additional wording that you're used to seeing on a purchase order, right, which ties into who to reach out to if you have questions, additional causes, confirmation of quote, references back to any federal schedule and all that great stuff. That's actually going to now be all included in a PO addendum that's attached to your

PO in Coupa. It will also be sent to you with a PO addenda, excuse me, the PO itself via email as an award distribution to connect to you and your technical point of contact.

PRAPUL PINGALI. Thank you, Stefani. OK. And someone asked this earlier but CSP setup for multiple users on one account. How do you set up multiple users to function on a singular CSP account? So, if – OK, so if I am the owner of the Coupa Supplier Portal instance, if I go to set up, under the Admin subtab, there is the option to invite user on this button number one, invite user. If you invite user, you have the option to add the user's first, last name and email. And then they have permissions and customers that they can be enabled with to work. So permissions, if they're allowed to create invoices, all of the different modules in the CSP like what they should be able to use and then which customers are they able to interact with. So, this is how you would, if you like, couldn't see the Board for example as one of the customers, it is most likely that when someone invited you as a user, they did not give you the capabilities to view that customer. I believe you can edit the users that already exist. So, you can just ask them to give you that permission.

STEFANI NICK. Quick question, what if the admin shifted and they're no longer with the firm.

PRAPUL PINGALI. That is a great question. I do not know the answer to that at the moment. I can look -- I can check Coupa and see what the best solution there is.

STEFANI NICK. Yeah, I think it might be probably one of those reaching out to the Coupa Help link correct?

PRAPUL PINGALI. Yeah, it might be a Coupa Help link. That's probably what I would do if I was to search it myself.

STEFANI NICK. All right, thank you.

PRAPUL PINGALI. Non-PO invoices as well, certain suppliers will have the eligibility to submit non-PO invoices to the Board through the CSP. As I said previously, there's two great outfields under the invoice section, Create Invoice from Contract and Create Blank Invoice. If you're a supplier that's eligible to create a non-PO invoice, you can select Create Blank Invoice and then fill out the invoice information, detailing information just as you would for a PO-backed invoice. And then here, you'll still find an invoice number with unique combination. You'll still add any attachments that you need to. The big difference between the PO-backed and the non-PO-backed invoice is that under the two section, there's an initiate approval routing. Pay special attention to selecting this initiative approval routing on the drop-down below. This drop-down is required for non-PO invoices because it will trigger this process in our system when you submit the invoice. So, the key here for non-PO invoices is that one field. And then you'll fill out the rest of the invoice as previous. And then, we have common supplier update errors that we've been noticing as we've kind of gone through this process going with everyone as well. Main thing, the main thing that we've noticed is that there's 1099 reporting errors. And we have some folks on the call that they want to go into detail after I talk about this. Suppliers can check with the Board if they're unsure about their 1099 status. The Board is aware. If this is reported incorrectly, it will require update view, the supplier update form and that process just takes a while and slows things down on the Board end. So, if you're just unsure about this, our vendor maintenance team can help you get the right answer to this question. We just noticed a lot of individuals just don't know if it's a yes or no. And the Board is here to help you with that.

STEFANI NICK. And that would be reaching out to that board-vendors@frb.gov.

PRAPUL PINGALI. But that is the end of the appendix section so I will be here for questions.

STEFANI NICK. Yeah. Prapul, do you mind quickly going back, sorry to make you pull through the slides, going back to the help slide that can show all of that, to those reach out that they could do. It should be at the -- yeah.

PRAPUL PINGALI. Yeah. One second.

STEFANI NICK. OK. Here we go. Thanks so much. So for the Coupa Help, if you're having issues with the admin, it's that last kind of link right there at the bottom under number four. We'll hang out on this slide in case you have any other questions. Yeah. If you have anything, just let us know. But I will quickly stop recording.