



Frequently Asked Questions about Coupa

ELK VALLEY RESOURCES

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A GLENORE COMPANY

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Frequently Asked Questions | Coupa Overview

What is changing — and what is not?

- 1 EVR is introducing Coupa as a digital platform for suppliers to receive POs, submit invoices and manage key transactions with EVR. Existing contracts, pricing and agreed payment terms are not intended to change as a result of Coupa.

What are the ways I can transact with EVR, and which method is recommended?

- 2 The most efficient way to transact with EVR is through the Coupa Supplier Portal (CSP), which is the preferred and most fully enabled option and provides the broadest transaction visibility. Supplier Actionable Notifications (SAN) allow suppliers to act directly from Coupa-generated emails without maintaining a CSP account. Where specifically advised by EVR, an alternate manual process may apply. Suppliers who do not use the CSP may still receive POs by email and submit invoices through the designated invoice inbox, but the additional manual processing may result in longer invoice processing and payment times.

Will Coupa increase our workload, delay payments or lead to more invoice issues?

- 3 There may be some initial setup and adjustment as suppliers move to the new process. The intended future state is to reduce emails, follow-ups and rework by improving PO-to-invoice matching and transaction visibility. Invoices can still remain pending or be disputed where PO, receipt, tax, quantity, price or other required information does not align.

Is Coupa free and secure for suppliers?

- 4 The Coupa Supplier Portal is free for suppliers to use. Coupa is a cloud-based platform with security controls for supplier transactions and data. Glencore routinely reviews the security of the system through its audit and assurance processes.

Frequently Asked Questions | Vendor Management

Who will receive our Coupa Supplier Portal invitation?

- 5** The CSP invitation will be sent to the primary supplier contact email held by EVR. This person will initially act as your CSP administrator. If the invitation has gone to the wrong person, it may be forwarded to the appropriate individual within your organization.

We already use Coupa with other customers, have multiple locations or received multiple EVR invitations. What should we do?

- 6** You can use an existing CSP account to connect with EVR; you do not need a separate account solely for EVR. Suppliers with multiple locations may receive more than one invitation because Coupa supports one PO delivery endpoint per supplier record. Complete the invitations you receive and, where appropriate, a CSP administrator can request to merge the accounts after setup. Once an account merge is completed, it cannot be undone. Invitations sent to the same email address may be automatically associated with the same CSP account.

Can multiple people from my company access and administer our CSP account?

- 7** Yes. A supplier account can have multiple administrators and users. CSP administrators can invite additional users, assign or update permissions, and deactivate users when required. Up to three active sessions can be used at the same time.

I have registered for the CSP. Is there anything else I need to complete before I can transact with EVR?

- 8** Yes. After creating your CSP account, EVR may require you to complete additional information requests. These can be accessed through Pending Forms or under Business Profile > Information Requests. Forms may appear as Draft, Pending Submission or Pending Approval until completed and processed. You must also complete any Coupa Risk Assess requirements assigned to your organization.

Which address should we use as our primary address if our registered address and head office address are different?

- 9** Please use your main business address as the Primary Address and capture the registered/legal address separately in the appropriate Business Profile or Legal Entity information.

Can I change my country or tax registration information after creating my CSP account?

- 10** The country and tax registration information selected during initial CSP setup can be changed on the CSP. However, if a correction is required, to translate the adjustment into Coupa, please contact Supplier Support at supplier@evr.glencore.ca.

How do I manage my Coupa notifications?

- 11** Each CSP user can manage their own notification preferences. Select your initials in the upper-right corner, open Settings and then Notifications, and choose the online and email notifications you want to receive. EVR recommends keeping email notifications enabled.

Frequently Asked Questions | Vendor Management

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- 12 Can suppliers submit invoice data through CSV, cXML or another direct system integration?**
No. EVR does not currently support supplier invoice submission through CSV upload or cXML. Suppliers should use one of EVR's supported invoice channels: the CSP, SAN email notifications or the designated Invoice Inbox where applicable.
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- 13 What is Coupa Risk Assess, how do I access it, and what might I need to complete?**
Coupa Risk Assess is EVR's supplier risk and compliance assessment tool and is separate from the transactional activities completed in the CSP. If an assessment applies to your organization, you will receive separate Coupa Risk Assess emails containing the information needed to access the platform. Depending on your supplier profile, you may be assigned a KYC – Global questionnaire and/or an External Goods and Services Questionnaire; assigned evaluations are shown on your dashboard.
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- 14 Will Avetta continue to be used after Coupa go-live?**
Yes. Avetta will remain the source of record for safety and assurance documentation.
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Frequently Asked Questions | Purchase Orders

- 15 How will I receive and access EVR purchase orders?**
CSP suppliers can view EVR POs in the Orders tab. SAN suppliers receive POs through their registered email address and can use actions such as Manage Order or Create Invoice. When opening the full PO, SAN suppliers may be asked to verify access using a one-time passcode sent to their email. Suppliers should review the PO details carefully before transacting.
- 16 Can I filter POs to show only those not yet invoiced?**
Yes. In the CSP, under the Orders header, select “Orders not invoiced” from the Views dropdown to identify POs that have not yet been invoiced.
- 17 What is the purpose of acknowledging a PO?**
EVR encourages suppliers to acknowledge POs to confirm that the purchase order has been received and reviewed.
- 18 How do I request a PO change or communicate with EVR about a PO or invoice?**
CSP suppliers can use comments on POs and invoices and can @mention an EVR user when a specific person needs to be notified. For a formal PO change, CSP suppliers can also use the Request Change function, which routes the request to EVR for review and approval. A comment without an @mention remains visible but does not directly notify a specific EVR user. Coupa does not provide suppliers with a read receipt; you will be notified when someone responds. SAN suppliers can also use the available comment functionality from their email notification.
- 19 For multi-site orders, which EVR location should we deliver to?**
Deliver to the ship-to location shown on the PO. If you need clarification or support, contact the EVR Buyer identified on the PO.
- 20 How are milestone payments set up on EVR purchase orders?**
Milestones are established by EVR when the purchase requisition is created and will be reflected in the resulting PO where applicable.
- 21 How quickly will EVR record receipt of goods so invoices can be approved?**
Goods receipts become visible in Coupa once EVR records receipt. An invoice cannot be approved until the invoiced quantity or value aligns with the PO and the related goods or services receipt.

Frequently Asked Questions | Invoicing

- 22 When should I submit my invoice to EVR?**
Submit your invoice once the goods or services have been delivered and received in accordance with the PO. Coupa will allow an invoice to be entered before EVR records receipt, but the invoice will remain pending and cannot be approved until the related goods or services receipt is recorded.
- 23 What documents and supporting attachments should I include with my invoice?**
Attach the PDF copy of your invoice in the Image Scan section. Where applicable, also include delivery fulfilment, proof of delivery and/or an EVR-approved service record. Additional supporting documentation can be added in the Attachments section as a file, URL or text. The maximum upload size is 10 MB per supporting document.
- 24 How do I create an invoice from a PO, including partial shipments or multiple PO lines?**
When you create an invoice from a PO, the PO lines are carried into the invoice automatically. Enter the invoice number, attach the invoice PDF, review the applicable lines and quantities, apply the correct taxes or exemptions, add any supporting documents and submit. You can invoice the received quantity across one or more PO lines. If you invoice quantities that EVR has not yet received, the invoice cannot be approved until the related receipt is recorded.
- 25 Can I save an invoice as a draft and submit it later?**
Yes. You can save an invoice as Draft before submission and return to complete it later.
- 26 Can I change, withdraw or correct an invoice after it has been submitted?**
Once submitted, an invoice cannot be withdrawn or edited directly by the supplier unless it is made available for correction. If EVR disputes the invoice, review the dispute reason and comments, make the required correction when the invoice becomes available for editing, and resubmit as applicable.
- 27 Can I submit more than one invoice against the same PO?**
Yes. You can submit multiple invoices against one PO provided the available PO quantity or value is not exceeded.
- 28 Can one invoice reference more than one PO?**
No. Each invoice submitted to EVR must reference only one PO.
- 29 How should service suppliers submit progress or incremental invoices?**
Service invoices can be submitted incrementally against the available PO quantity or defined milestones. For amount-based service POs configured with a \$1 unit price, enter the quantity that equals the amount being billed. For example, quantity 2,000 at \$1 for a \$2,000 progress invoice.

Frequently Asked Questions | Invoicing

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| 30 | <p>How is invoice currency handled for suppliers that bill in both CAD and USD?
 The invoice currency should align with the currency on the applicable PO or PO line.</p> |
| 31 | <p>How do I apply GST/PST or different tax treatment by invoice line?
 GST and PST tax codes are available. Tax can be applied at the invoice header level, or line-level taxation can be used to apply different tax codes or tax-exempt treatment to individual invoice lines where required.</p> |
| 32 | <p>How should a new tariff or other charge introduced after the PO is issued be handled?
 Include it as a miscellaneous charge at the invoice header level.</p> |
| 33 | <p>How will VMI invoices be handled in Coupa?
 VMI invoices can be submitted incrementally against the available PO quantity. For POs configured with a \$1 unit price, enter the quantity that equals the amount being billed. For example, quantity 2,000 at \$1 for a \$2,000 invoice.</p> |
| 34 | <p>Can I search for invoices or credit notes using a partial number or keyword?
 Yes. You can search using a partial invoice or credit note number, keyword or phrase.</p> |
| 35 | <p>What do the invoice statuses mean, and what should I do if an invoice is pending or disputed?
 Draft — the invoice has been created but not submitted and can still be edited.
 Pending Approval — the invoice is being processed and may be awaiting goods/service receipt or review of a tolerance or PO discrepancy.
 Approved — the invoice has been accepted for payment and will be paid in line with the applicable payment terms.
 Disputed — EVR has identified an issue and will provide a dispute reason or comments; review the issue, correct the invoice when available for editing and resubmit as applicable.
 Voided — the invoice has been voided and cannot be resubmitted.
 If an invoice is in pending or disputed status, please use the comment section on the invoice to communicate with the EVR Buyer.</p> |
| 36 | <p>Can I submit invoices by email after go-live, and what should I include if EVR instructs me to use email?
 Coupa-enabled suppliers are expected to use their Coupa-enabled process after go-live. An alternate email process should be used only where EVR specifically instructs a supplier to do so. In that case, send the invoice to the designated EVR invoice address, include the required subject line and attach the invoice in an approved file format. If required information is missing, EVR may not receive the invoice. Email submission requires additional manual processing and may take longer than Coupa.</p> |

Frequently Asked Questions | Invoicing

Are there EVR-specific invoicing processes, and how will I know if one applies to me?

37 Yes. Certain goods and services may require a differentiated invoicing process, including remanufacturable or exchangeable goods, ocean freight, bulk or motor fuel, and warrantable goods. EVR will contact suppliers where a supplier-specific process applies and will provide additional guidance and training materials. For questions, contact Supplier Support at supplier@evr.glencore.ca.

Frequently Asked Questions | Payments

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| 38 | How can I check whether my invoice has been approved or paid?
CSP suppliers can open the invoice under the Invoices header to review its status. Once payment information has been processed, the payment amount, date and description will appear on the invoice. SAN suppliers can receive Coupa email notifications when an approved invoice has been paid, subject to their notification settings. |
| 39 | Will Coupa show the scheduled payment date for an invoice?
No. The CSP does not show a future scheduled payment date. Payment information becomes available once payment has been processed. |
| 40 | How will I receive remittance advice or payment notifications?
Payment and remittance notifications will be sent by email and will also be available in Coupa. |
| 41 | Will remittance advice cover multiple invoices or be issued by individual invoice?
Remittance advice is currently issued at the individual invoice level. |
| 42 | Does EVR support credit card, virtual card or P-card payments through Coupa?
EVR does not support virtual card or P-card payments through Coupa at this time. |

Frequently Asked Questions | Credit Notes

How do I create a credit note, and who can submit one?

- 43** CSP suppliers can create credit notes directly in Coupa from the Orders tab or the Invoices tab. Depending on the correction, select the applicable quantity, price or other adjustment. If you are not registered in the CSP, contact the EVR Buyer who issued the PO and provide the relevant details so the credit-note process can be initiated.

Can I create a non-PO credit note?

- 44** Yes. Suppliers registered within the CSP can create a non-PO credit note. Additional fields are required, including EVR requester details and negative-value lines.

Frequently Asked Questions | Sourcing

How will I receive and access EVR sourcing events, and do I need a CSP account?

- 45** EVR sourcing-event invitations are sent by email. Use the link in the invitation to access the event, indicate whether you intend to participate and enter your response. EVR sourcing events are not managed through the normal CSP Sourcing tab, so a CSP account is not required to receive or respond to the event invitation.

What does “I intend to participate” mean, and what do I need to do to submit a sourcing response?

- 46** Selecting “I intend to participate” only confirms your intent; it does not submit your response. Review and accept any required event disclaimer, complete all required response sections, and select Submit Response before the event deadline. Once the event reaches its end time or is closed by EVR, response submission is no longer available. There is no formal penalty if you indicate an intent to participate and later do not submit, but suppliers should update their participation status where possible to avoid confusion.

How do I ask questions or propose alternative quantity-based pricing during a sourcing event?

- 47** Use the event’s Instant Message or messaging function to ask questions, request clarification or propose an alternative. Requested quantities are shown in the Items and Services section. If you want to propose alternative quantity-based pricing, contact the sourcing event owner through the event messaging function. Suppliers may receive an email notification when a new event message is received.

Frequently Asked Questions | Cutover & Go-Live

- 48 When is the blackout period, and what should I do before it begins?**
The planned blackout period is from September 25, 2026 at 6:00 PM MT through October 1, 2026 at 7:00 AM MT. Before blackout, review the supplier training and materials, prepare your company, banking and tax information for Coupa onboarding, resolve urgent PO or invoice issues where possible, save key EVR support contacts, and monitor EVR transition communications for any updates.
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- 49 How will POs and invoices be handled during the blackout period?**
Existing valid POs may continue to be used during blackout. Only critical or emergency new POs will be issued, with EVR Buyers issuing them manually where required. Continue submitting invoices to AccountsPayable@evr.glencore.ca, referencing the applicable PO or contract number. No payment runs will be generated from September 28–30. Do not resubmit invoices submitted during blackout in Coupa after go-live unless instructed by EVR.
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- 50 What happens to existing POs and invoices after go-live, and how should I invoice against a historical PO?**
Existing valid POs will remain valid for their approved scope. If a historical PO requires a change after go-live, contact your EVR Buyer, as a new Coupa PO may be required. Invoices against new Coupa POs should be submitted through the applicable Coupa process, while invoices against migrated AX/VP000 POs should continue through EVR's existing Accounts Payable process.
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Frequently Asked Questions | Support

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- 51 Who should I contact if I need help, and what supplier support will be available?**
For PO questions or changes, contact your EVR Buyer or Contract Specialist. For invoice or payment questions, contact Accounts Payable. For Coupa onboarding, registration, access or transition questions, contact Supplier Support at supplier@evr.glencore.ca. EVR will provide training guides, job aids, FAQs and EVR-specific Coupa guidance, with dedicated support during the transition and after go-live.
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- 52 Where should suppliers send monthly account statements?**
Please send monthly account statements to EVR.AccountsPayable@evr.glencore.ca
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