

GLENCORE

**PROJECT PRISM
S2P Transformation
Glencore Canada**

CSP support document

In this document you will find:

- **An overview of the Coupa S2P project**
- **A user guide about CSP (Coupa Supplier Portal)**

Glencore Canada S2P Solution Overview



A Coupa S2P Transformation

Glencore is embarking on a journey to transform the way we procure goods and services.

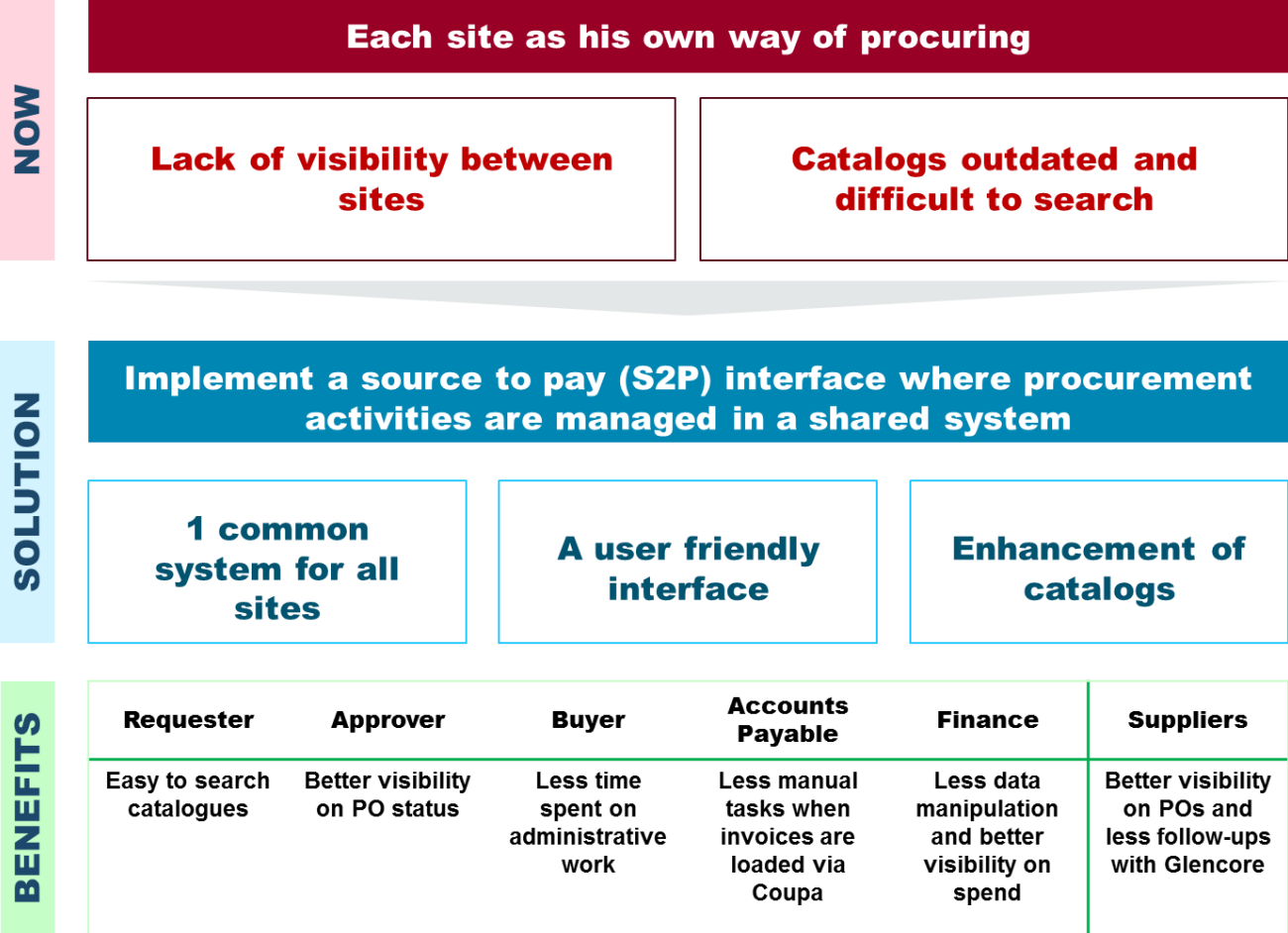
We are implementing Coupa, a cloud-based Source to Pay (S2P) solution, to help us work together more efficiently.

This platform will allow us to source, procure, receive, and pay for goods and services, increasing the value generated to our business.

Transacting electronically with Coupa will be the standard method of doing business with Glencore Canada moving forward, and we are excited to include you in this journey.

We value our relationship and look forward to working with you during this transition and beyond.

This Coupa implementation will help us optimize our procurement activities with key benefits for all users.



The Project Overview

Glencore Canada has been selected as a pilot environment for the Coupa S2P solution implementation due to the complexity of the Canadian operational landscape (i.e. multiple business units, multiple languages, 4 different ERPs, ~6000 Suppliers, etc.). Go live is planned for :

- **Mid-February to Mid-April – Wave 1**

- Sudbury INO
- Raglan Mine
- Matagami Mine

- **May to Mid-May – Wave 2**

- Kidd Operations
- Horne Smelter
- CCR Refinery
- Brunswick Smelter
- Closed Sites



The name of this project is PRISM

Our Business Value Drivers



Increase Spend under Contract



Drive Contract Compliance



Structure Catalog Content

- ✓ **Improve PO accuracy**
- ✓ **Improve processing times of POs / Invoices**
- ✓ **Provide better visibility on PO / Invoice status**
- ✓ **Reduce invoice exceptions and pricing mismatches**
- ✓ **Reduce non-value added administrative interactions with Glencore Canada**
- ✓ **Increase contract compliance**

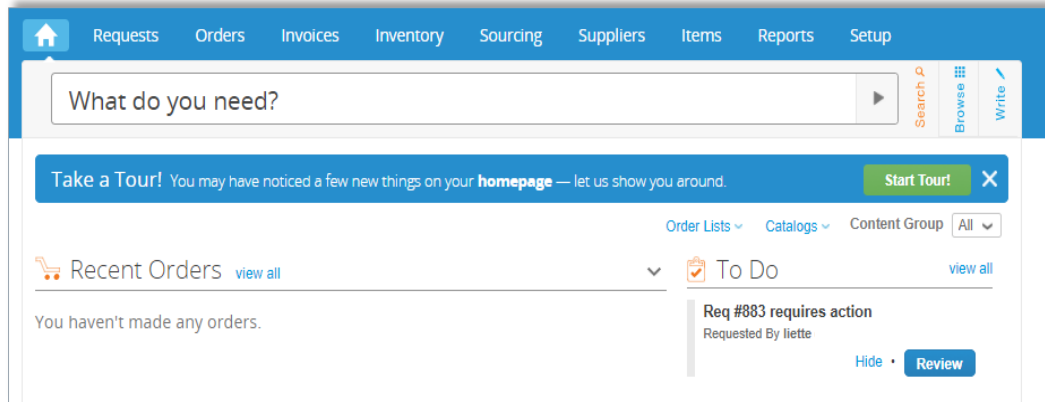
What is changing for you

Simplify the way we are transacting together.

We are optimizing the way we interact with you. What is going to change:

- ✓ The way we are going to send you our POs.
- ✓ The way you are going to submit your invoice.

We are **not changing** the way we manage our **procurement** (supplier selection, contract management, spend monitoring etc.).



Coupa home page for Glencore employees

Is there any cost associated to the Source to Pay (S2P) solution?

There is no cost for Glencore Canada's suppliers.

How will this affect the supplier's invoicing methods?

Once Coupa goes live, we will send you our purchase orders via Supplier Actionable Notification (SAN) emails. You will have the ability to act directly from your usual email account (such as acknowledge PO or directly invoice from your inbox).

Please note that invoices submitted to Glencore Canada by email must be in a digitally created PDF format and not in an image or scanned format.

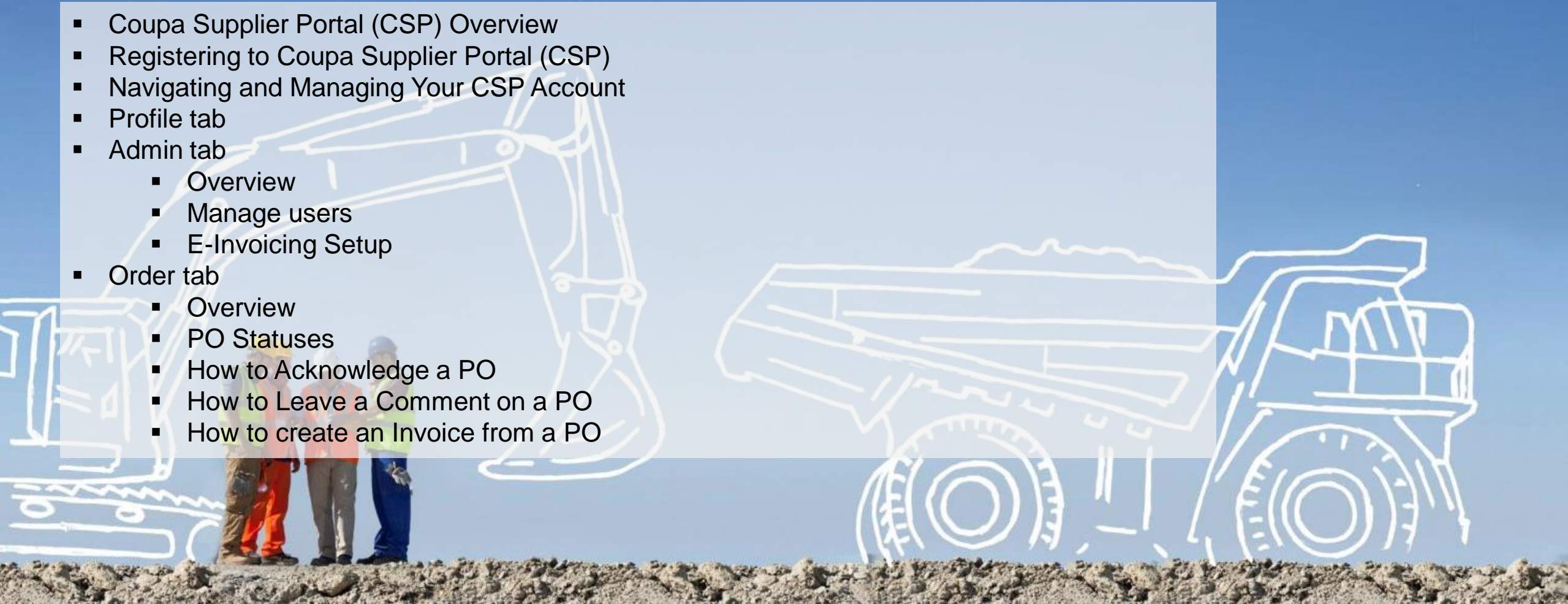
When will the old invoices get paid?

Invoices will continue to be paid throughout transition. During the cutover period, there will be an effort to close out all open items. Glencore Canada does not expect any delays in payment for our suppliers during the transition period.

Coupa Supplier Portal

Supplier Guide

- Coupa Supplier Portal (CSP) Overview
- Registering to Coupa Supplier Portal (CSP)
- Navigating and Managing Your CSP Account
- Profile tab
- Admin tab
 - Overview
 - Manage users
 - E-Invoicing Setup
- Order tab
 - Overview
 - PO Statuses
 - How to Acknowledge a PO
 - How to Leave a Comment on a PO
 - How to create an Invoice from a PO



CSP Supplier Guide

The Coupa Supplier Portal (CSP) is a free web based tool for suppliers to easily do business with Glencore Canada. The CSP makes managing transactions easy and consolidates all relevant information in one, easy to use and access location.

Via CSP, you can



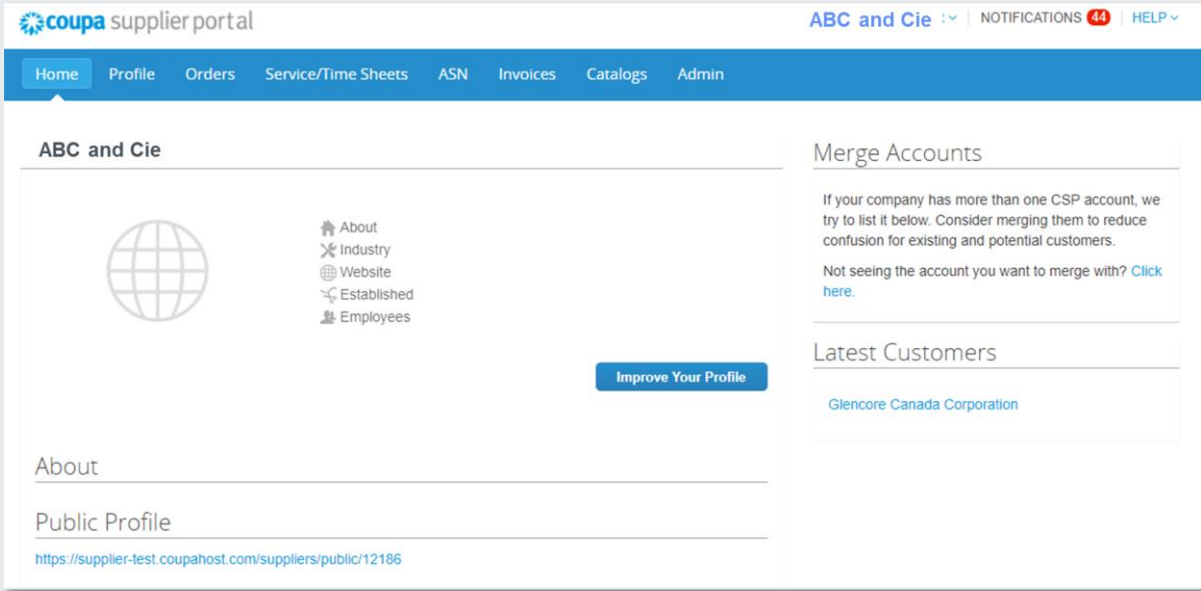
Receive and view purchase orders, and set up delivery methods for all Glencore Canada Sites you do business with.



Create, view, send and monitor status of invoices.



Communicate with Glencore Canada to clarify and fix any potential issues using one unique platform.



IMPORTANT: FIREWALLS AND SPAM FILTERS

In some cases, firewalls and spam filters being used by suppliers can block the receipt of Coupa Supplier Portal emails. All suppliers should consult with their IT department to ensure that emails from the following domains are marked as “safe” or added to the “white list”

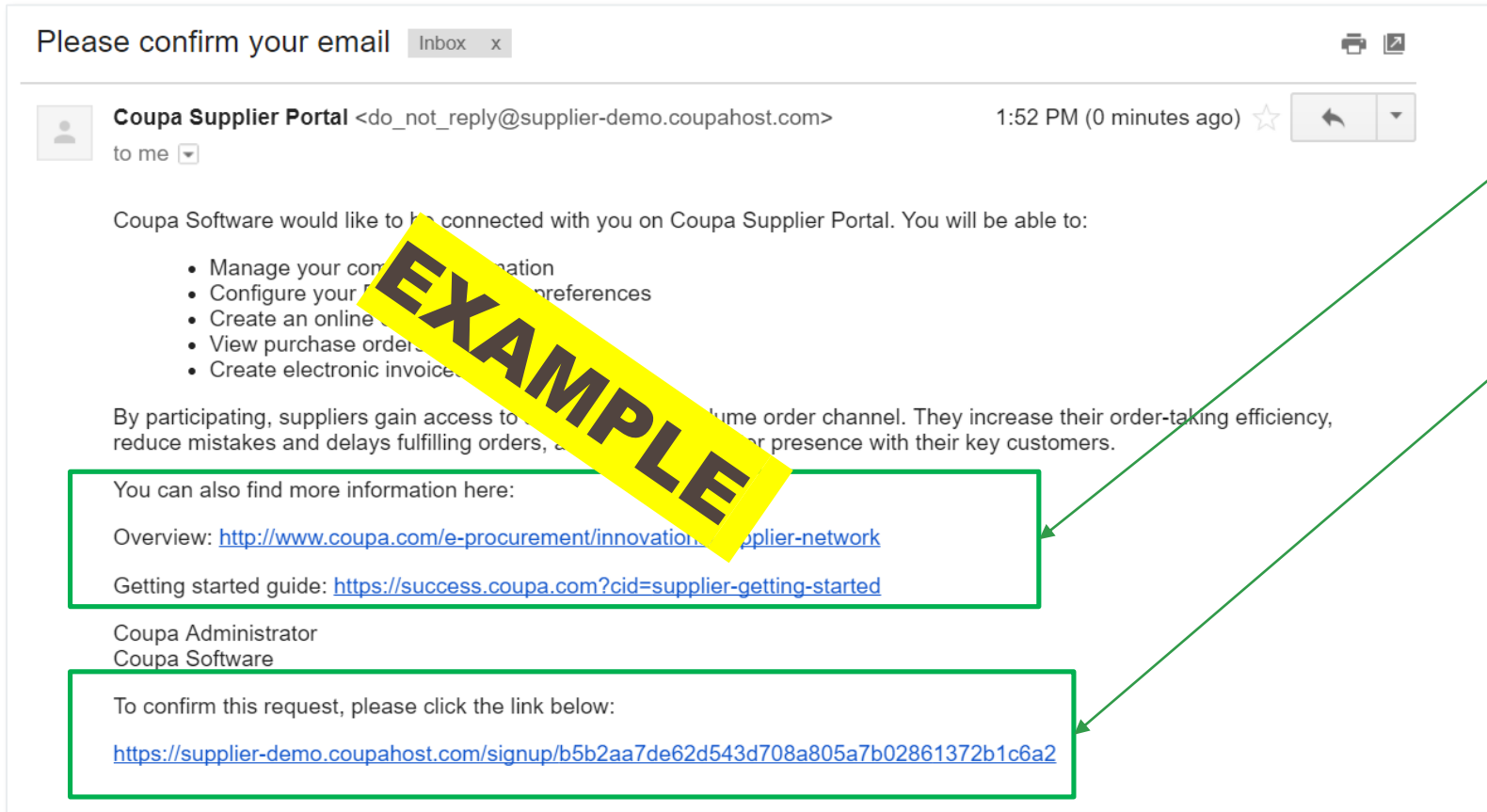
do_not_reply@glencore.coupahost.com

And

@glencore.coupahost.com”

Registering to the Coupa Supplier Portal (CSP) (1/2)

Registering for the CSP provides an easy way to manage information, view purchase orders, and create and manage invoices. If you have chosen to interact with Glencore via the CSP you will receive an email notification with an invitation to connect to the Coupa Supplier Portal, similar to the example below. The initial registration request will be sent to the email address provided by each supplier during the initial communication phase of the project.



Coupa is supportive of both its Clients as well as their Suppliers. Click on either of the two supporting links to see other documents that can assist you through the set up process.

Click the link provided in the email to register. You will be redirected to Registration Home Page.

★ NOTE(S):

- The exact wording of the invitation email may vary. Please monitor and review all communications closely so not to miss the invitation to register to the CSP.
- Depending on the number of sites you interact with, you may receive multiple invitations. It is **IMPORTANT** to action each request in order to ensure all sites are available in the CSP customer drop down menus.

Registering to the Coupa Supplier Portal (CSP) (2/2)

After clicking the link, and at the registration page, fill in all the required fields to create your CSP account.

First Name – Your personal first name to be applied to your personal account.

Last Name – Your personal last name to be applied to your personal account.

Company – The name of your company as seen on your company's public profile.

Email – Your Coupa Supplier Portal account is based on a specific email address. For the initial set up, Glencore will use the email address provided by you during the initial phases of the project. If you use an email address different from the one that Glencore has on file for you, you can't connect with Coupa until you give Glencore the email address or create a CSP account with that email address.

Password – Use this field to create your password. It must be at least 8 characters long, and it has to include a number and a letter.

Password Confirmation – This field needs to match the password you typed in the password field.

reCAPTCHA – You must click the “I’m not a robot” box and complete the required actions in order to complete the registration process.

The screenshot shows the registration page titled "Welcome to the Coupa Supplier Portal". Below the title is the instruction: "Please validate the information below and create the password for your account." The form contains the following fields and elements:

- * First Name**: A text input field.
- * Last Name**: A text input field.
- * Company**: A text input field.
- * Email**: A text input field containing "supplier@coupa.com".
- * Password**: A text input field with a note below it: "Use at least 8 characters and include a number and a letter."
- * Password Confirmation**: A text input field.
- I accept the Privacy Policy and the Terms of Use.**
- I'm not a robot** (reCAPTCHA widget).
- Submit**: A blue button.

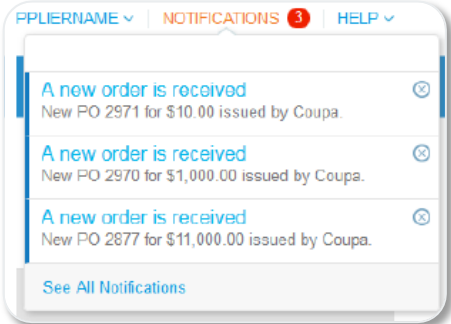
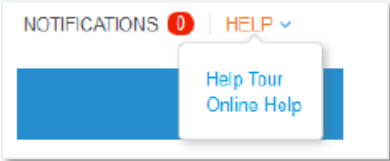
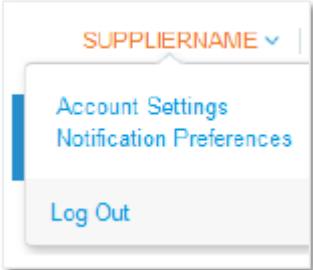
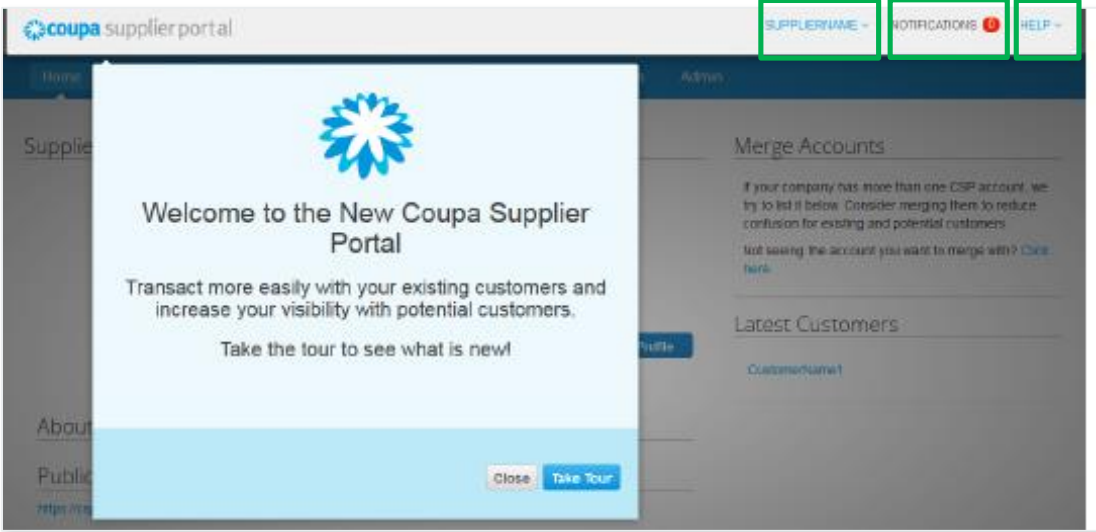
Green callout boxes with arrows point from the explanatory text on the left to the corresponding fields in the form. A separate callout box on the right points to the "I accept the Privacy Policy and the Terms of Use" checkbox.

To create a CSP account, you must also accept the Privacy Policy and the Terms of Use.

Click on Submit once completed.

Navigating and Managing Your CSP Account (1/2)

Once you are signed in, Coupa will offer to take you on a tour of the CSP. We highly recommend that upon your first login that you take the tour in order to gain valuable insight to the functionality of the CSP.



Account – On the **My Account** page you can make changes to your personal information (name, photo, and password), set or modify your notification preferences, or enable/disable two-factor authentication.

Notifications – Hover your cursor over the **Notifications** link to see your unread system notifications.

Help – Click on the **Help** link in the top-right corner of the page to access the **Online Help** or to view the **Help Tour** any time.

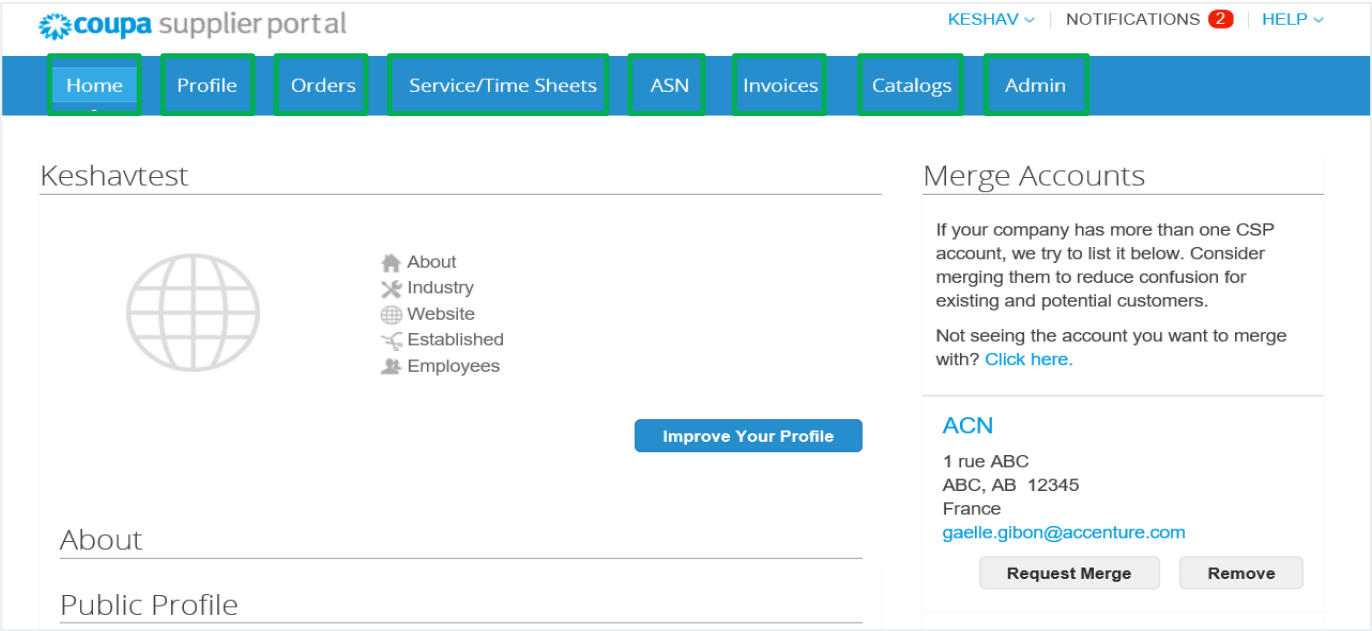
Navigating and Managing Your CSP Account (2/2)

This is the Supplier Portal Home Page of Coupa. To access a CSP function, click on the relevant tab on the main menu.

Home – View and improve your public company profile, see the list of customers you are connected to, edit your customer-specific company profile, and merge accounts.

Profile – This is where you create, modify, and manage your profiles, and manage which remit-to addresses which Glencore can use.

Orders – This is where you can find purchase orders sent by Glencore.



Admin – This is where you can manage users, merge requests, and set up your remit-to addresses (**THIS IS MANDATORY IN ORDER TO SUBMIT INVOICES**)

Catalogs – This is where you create and manage Glencore catalogs.
**For initial go-live, Catalogues will be managed by Glencore*

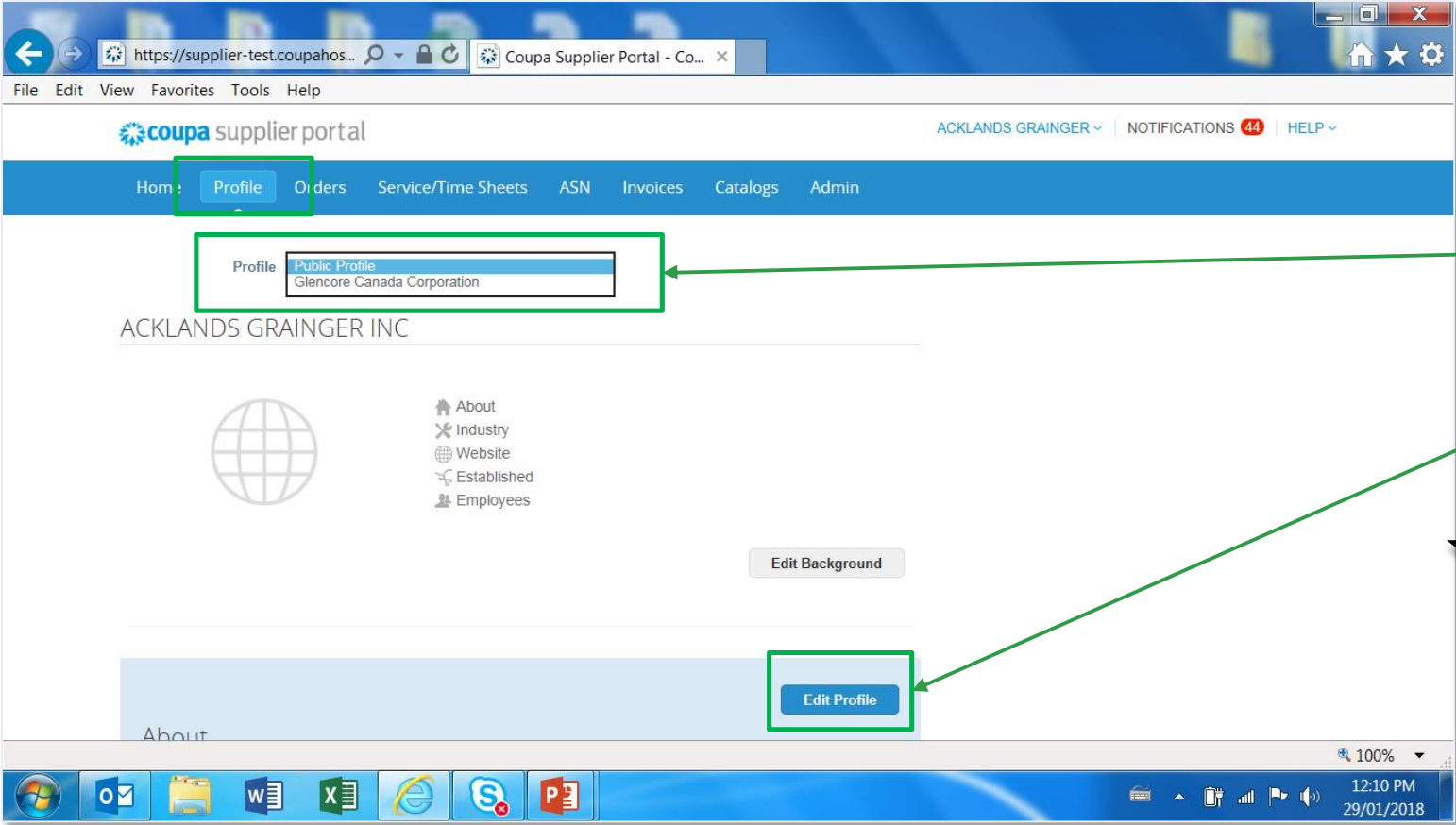
Service/Time Sheets – View the list of service/time sheets and related purchase order lines.
**Will not be used by Glencore for initial go-live.*

ASN – Send Advance Ship Notice, that is, notifications about when you ship items to Glencore.
**Will not be used by Glencore for initial go-live*

Invoices – This is where you view, and manage invoices sent to Glencore.

Profile tab (1/2)

Under the *Profile tab*, you can view/update your public profile as well as your customer specific profiles.



The highlighted tab at the top of the screen shows you what tab is currently open. In this case we are looking at the Profile tab.

To change between profiles, use the "Profile" drop down and select the profile you would like to view/edit.


To edit the profile that is currently selected (based on drop down menu selection) click the Edit Profile Button

NOTE: Each Glencore site for which you have an existing ERP ID will be a separate Customer, and therefore will be designated as individual customers, and as a result, separate profile. The customers (sites) will be added to the drop down as you accept the invitations to connect discussed earlier.

Profile tab (2/2)

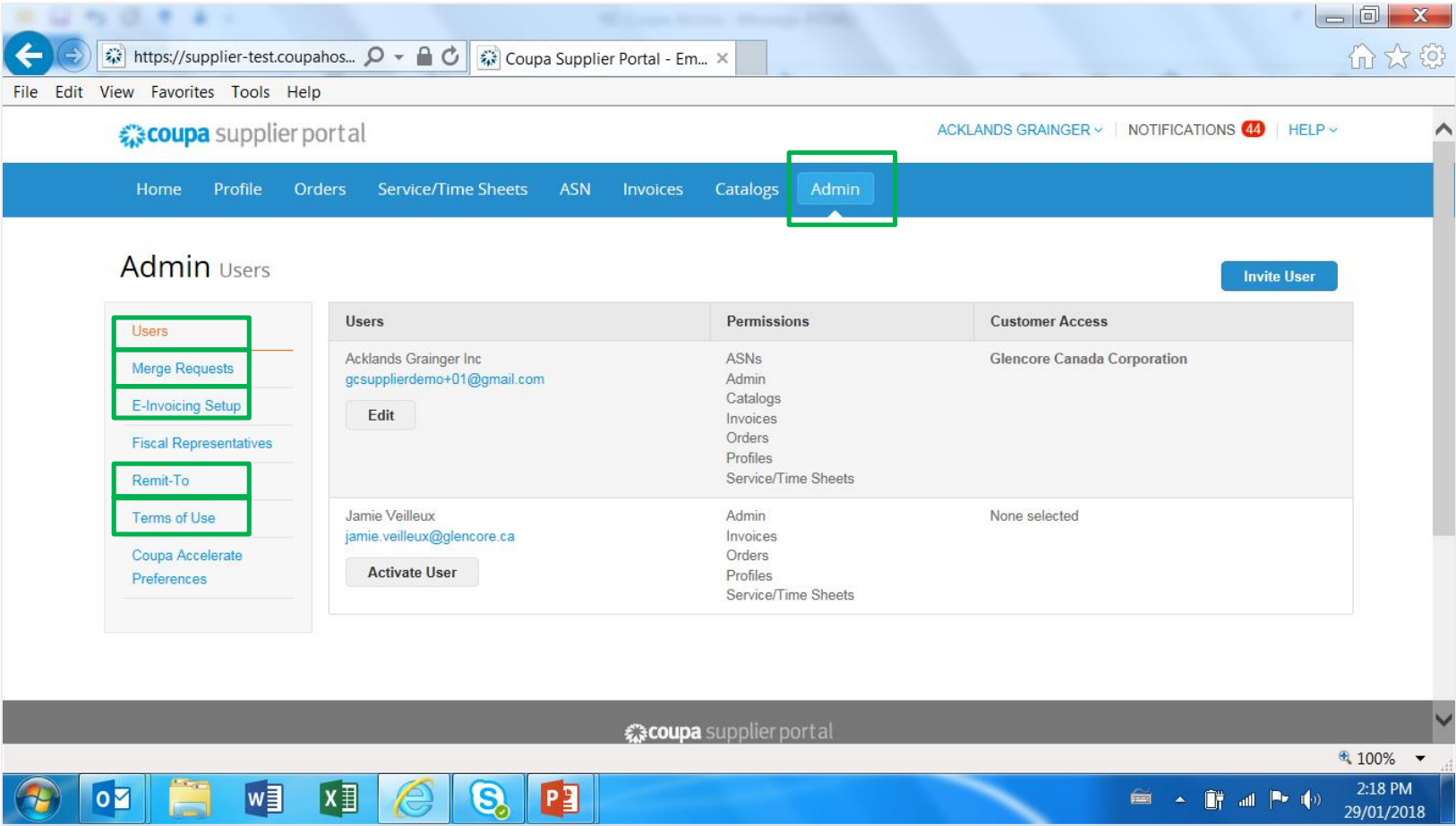
Once you have clicked the *Edit Profile* button, you will be able to change the information in certain fields.

The screenshot shows a web form for editing a profile. At the top, there is a dropdown menu for 'Profile' with 'Coupa Inspire' selected. Below this are 'Cancel' and 'Save changes' buttons. The form is divided into sections: 'Address' with fields for Address Line 1, City, State, Postal Code, and Country (set to United States); 'Contact' with fields for First Name (First), Last Name (Last), Email (first.last@supplier.com), Work Phone, Mobile Phone, and Fax Number (all with country codes and +1 201-555-5555); 'Financial' (marked as a private section) with fields for Tax ID # and DUNS #; and 'Remit-To Addresses' (also marked as a private section). A yellow banner at the bottom states: 'To manage remit to addresses, please visit the [E-Invoicing Setup](#) section'.

 **NOTE:** Some fields may be locked for editing to ensure the accuracy of the information between the ERP's and Coupa. A discrepancy between the ERP information and the Coupa information could result in delayed payments. Please contact your site Buying representative should you wish to change any information that is locked for editing.

Admin tab – Overview

The *Admin tab* allows you to perform various administration actions related to the Coupa Supplier Portal. The areas that may require your attention are outlined below.



Users – Add / Edit access for other individuals to be able to access the CSP.

Merge Requests – Coupa allows for merging CSP accounts with other accounts with users who have the same domain (i.e @abccorp.com) In this section you can send/ review and accept CSP account merge requests.

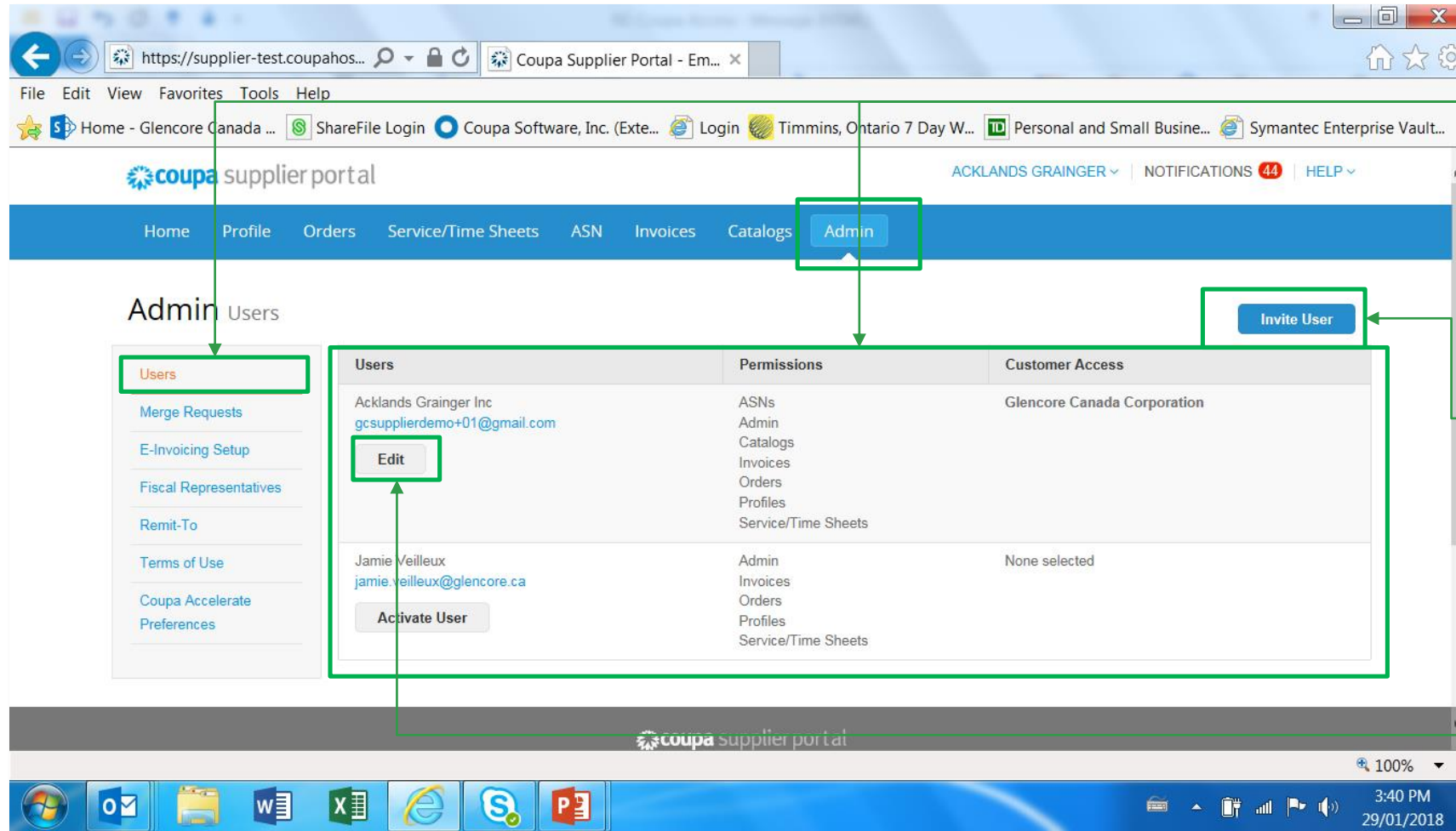
E-Invoicing Setup – This section allows you to establish remit to addresses, ship from addresses and other important information required to be able to submit your invoices electronically.

Remit-To – This section lists your remit too addresses for the various customers you interact with via Coupa.

Terms of Use – In this section you can review the Coupa terms of use.

Admin tab – Manage users (1/2)

When in the Admin tab, you can add/edit users so that others within your organization can gain access to the CSP.



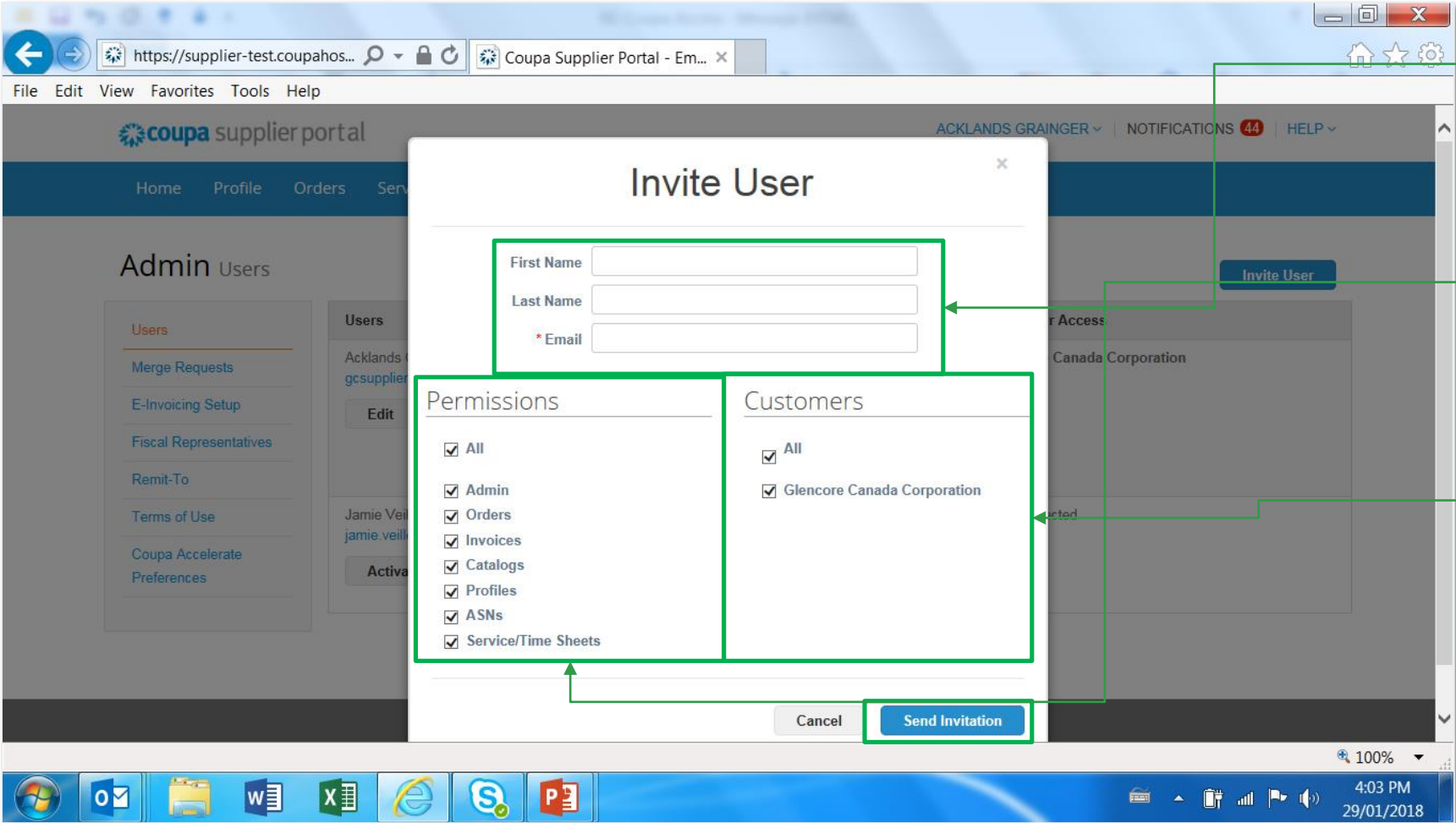
While in the Admin tab, with the “users” sub category selected, you will see a list of all current users, their permissions, and what customers they have access to.

To invite a new user to join the CSP, click on the Invite User button

To change the access rights of an individual who already has a profile in the CSP, click on the Edit button located below the persons name.

Admin tab – Manage users (2/2)

When the *Invite User* button has been selected, a window will appear allowing you to input the persons contact information. Once the invitation has been sent, the individual will receive an email asking them to follow the same steps as the initial CSP registration process.



Input the person's first name, last name and email in the appropriate fields.

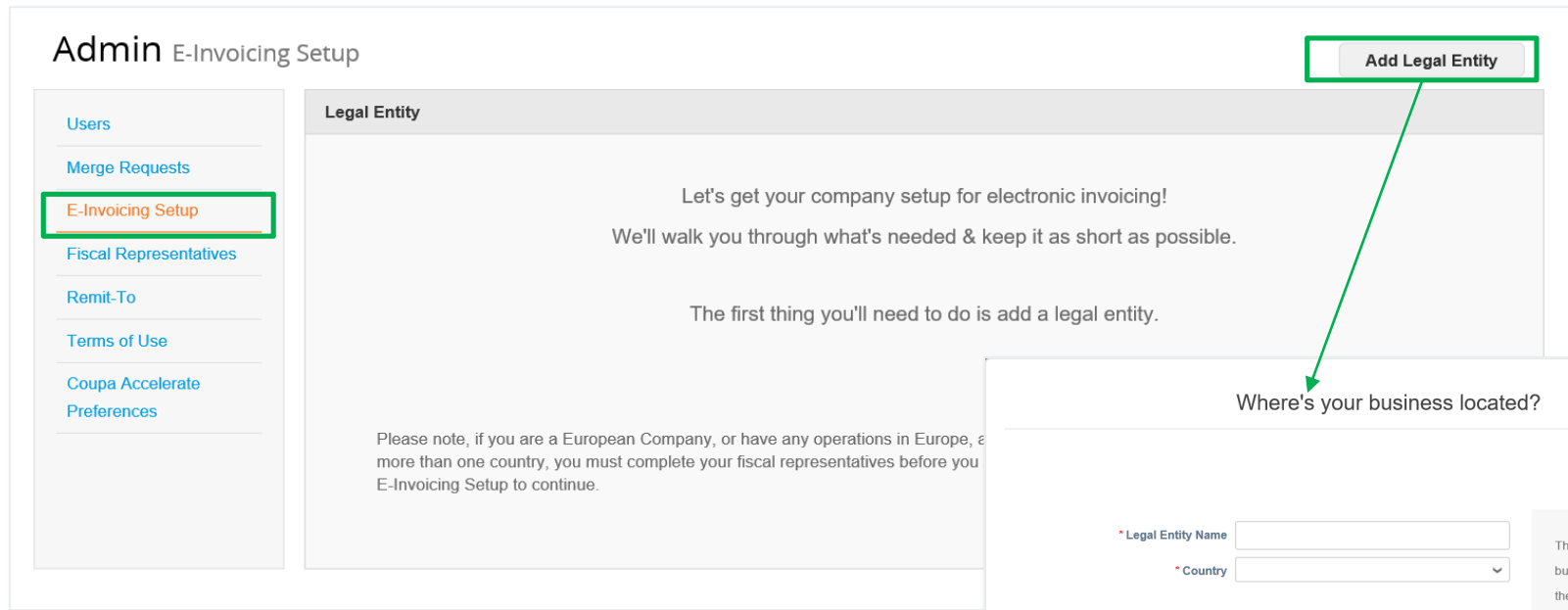
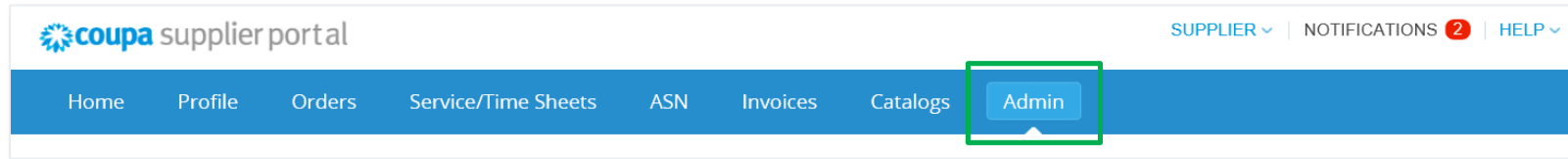
Select the Permissions you would like the individual to have when they log into the CSP. If you do not select one of the boxes, the tab will not appear in the person's CSP.

Select the customers that the individual will have access to in their customer drop down menus.

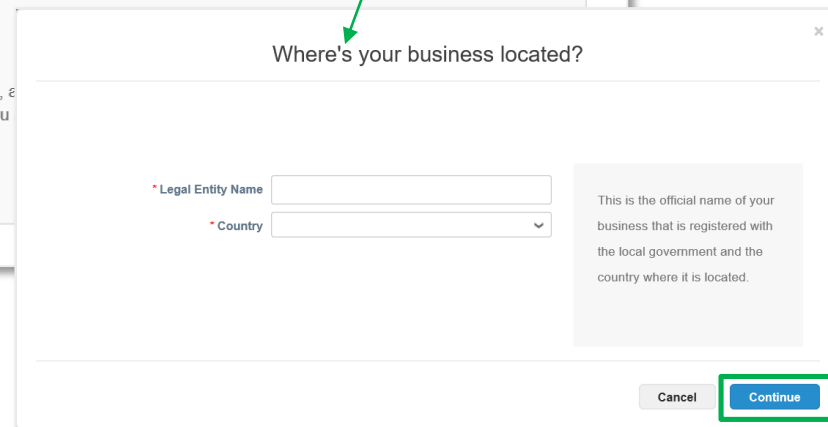
Once the contact information, permissions and customers have been inputted/selected click on the Send Invitation button

Admin tab – E-Invoicing Setup (1/2)

To setup your account to create e-invoices, click *E-Invoicing Setup* under the *Admin* tab. **IMPORTANT: This step MUST be completed before you can submit invoices electronically. If not completed, you will be prompted when you attempt to submit your first invoice.**



While in the Admin tab, with the “E-Invoicing Setup” sub category selected, you will see the legal entities that are currently set up in Coupa.



Admin tab – E-Invoicing Setup (2/2)

To complete the setup of your account to create e-invoices, follow the prompts, and input the requested information. Once complete, click the *Done* button and Coupa will confirm the setup was successful.

Tell your customers about your organization

1 2 3 4

What address do you invoice from?

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country Canada

Use this address for Remit-To ⓘ

Use this for Ship From address ⓘ

Enter the registered address of your legal entity. This is the same location where you receive government documents. ⓘ

What is your Tax ID? ⓘ

Country Canada

* VAT ID

I would like to use this as a local tax number

Address: Add the registered address of your legal entity.

VAT ID: Enter your VAT ID/Tax ID.

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To	Banking Information	Status	
street 1 ontario K9V 4A4 Canada	None	Active	Manage

Deactivate Legal Entity Cancel **Next**

Where do you ship goods from?

1 2 3 4

For many countries including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Title	Status	
street 1 ontario K9V 4A4 Canada	Active	

Deactivate Legal Entity **Done**

Setup Complete

Congratulations!

This legal entity can now be used on new invoices.

Go to Orders Go to Invoices **Return to Admin**

Order tab – Overview

Click on the *Orders* tab from the main menu to see the full list of Purchase Orders issued to you from the selected customer. You will be able to find your purchase orders from Glencore and their status. For a detailed look at a specific PO, click the PO number you wish to review.



Reminder: Each Glencore site for which you have an existing supplier number will be a separate Customer in the CSP. You can choose between the sites by using the Select Customer drop down menu. POs for a specific site will only appear when that site is selected as the Customer.

You can perform Actions on a PO directly from the orders tab by using the Action Buttons



Create an invoice ([see invoicing support document](#)).



Create a credit note.



Create a service/time sheet. **Not bring used for the initial roll-out of Coupa.**

Purchase Orders

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
3050	05/31/17	Issued	None	200 Each of Purple Spiral Notebook	No	100.00 USD	[Invoice] [Credit Note] [Service Sheet]
3049	05/31/17	Issued	None	1 Box of Blue Pens	No	90.00 USD	[Invoice] [Credit Note] [Service Sheet]

Order tab – PO Statuses

POs can have the following statuses:

Status	Description
Buyer Hold	The PO is approved, but pending buyer review.
Cancelled	The PO is cancelled and doesn't need to be fulfilled.
Closed	The issued PO was received and then closed, either manually or automatically within Coupa.
Currency Hold	The PO is on hold due to a currency exchange rate issue.
Error	There's something wrong with the PO. Contact Glencore representative to get the PO back on track.
Issued	The PO was approved and sent to you.
Supplier Window Hold	The PO was approved outside of the order window schedule under contract terms.

Order tab – How to Acknowledge a PO

Follow the instructions below for acknowledging a Purchase Order.

1

Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Actions
3050	05/31/17	Issued	None	200 Each of Purple Spiral Notebook	No	100.00 USD	
3049	05/31/17	Issued	None	1 Box of Blue Pens	No	90.00 USD	

- 1 Select the specific purchase order from the table by clicking on the PO Number indicated in blue font.
- 2 Once the PO is open, tick the Acknowledged checkbox in the Purchase Order as shown below.

Acknowledged – When the box is ticked, the Buyer will be able to see the date the PO was acknowledged through his/her portal. If the PO has been acknowledged, and for any reason you would like to un-acknowledge the PO, simply click the box again to remove the check mark. You need to communicate with the Buyer if that is the case.

2

Purchase Order #3050

Status: Issued - Sent via Email

Order Date: 05/31/17

Revision Date: 05/31/17

Requester: FirstName LastName

Email: FirstNameLastName@coupa.com

Payment Term: None

Attachments: None

Acknowledged

Shipping

Ship-To Address: 1855 South Grant Street, San Mateo, CA 94402, United States, Attn: FirstName LastName

Terms: None

Even though acknowledging the PO is not mandatory, Glencore highly encourage its suppliers to acknowledge all the POs to facilitate tracking and fulfilling of POs. POs should only be acknowledged if all the PO information is accurate. If any information on the PO is inaccurate (quantity, price, delivery date, etc.) please do not acknowledge the PO and leave a comment (see next slide) explaining the discrepancy.

Order tab – How to create an Invoice from a PO



Please refer to the Invoice Support document for detailed instructions on how to submit your invoice.