OBJECTIVES

Explain Click n Pay project

Explain the main functionalities on Coupa software

Indicate where to find more relevant information and support

Indicate Airbus communication channel with suppliers
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CLICK N’BUY – PROGRAM STRUCTURE

Click n’Buy
The unique procurement end to end solution for everybody in General Procurement & Service ordering

Click n ’Source
One solution for online sourcing and contracting

Click n ’Order
Amazon like solution to manage, valid Requests and manage Orders

Click n ’Pay
Easy & integrated Supplier Invoice reception & management

One Integrated End to End solution
GOALS AND MAIN CHANGES

BENEFITS FOR SUPPLIERS

- Reduce risk of late payments
- Enhance efficiency thanks to real-time visibility
- Payment information available in CSP
- Notifications can be sent by email

BENEFITS FOR AIRBUS

- Improve on time payments
- Facilitate the collaboration with Suppliers
- Harmonise and standardise processes
- Archive invoices

BENEFITS FOR BOTH

- Reduce cycle time and workload
- Remove PO and Invoice paper flows
- Use one single tool with fully electronic flow from Ordering to Invoicing
- Generation of a Legally Compliant e-Invoice
One of the main question asked by suppliers is “When will I get paid?”

What follows is a long exchange between you and Airbus

- Which invoice are you talking about?
- When did you send it?
- How did you send it?
- I haven’t received it!
- I found it but there is information missing from it, so I can’t pay it!
- ......

Not just frustrating – Expensive for both parties!!

With these conversations will be a thing of the past
In a nutshell, Coupa:

Enables Suppliers to create legally compliant electronic invoices in their country of origin

- Coupa reviews and implements invoice under all applicable laws, going far beyond just tax related requirements.

Uses best effort to deliver high quality data, taking structured data directly from the source instead of utilizing other sources (e.g. paper scanning)

- Guaranteed delivery of invoices
- Better visibility and increased straight-through processing
- Fewer exceptions, fewer calls/email exchanges, a chance to get paid on time
- Easier audits, better transparency
- Coupa invoice channels are clearly defined so everyone knows his duties
You Are The Most Important Part Of This Project!

- Supplier participation is key to project success
- You will get support with requirements deriving from electronic processing if needed
- Coupa is lifting suppliers globally to new levels of legal and commercial compliance
- Coupa can enable you by:
  - Pushing legally required data fields per country (Tax and Commercial Laws)
  - Applying population rules to ensure presence of data (Line descriptions, VAT IDs etc.)
  - Applying validation rules to check accuracy of data where possible
  - Allowing you to immediately correct invoice data in case of errors
  - Using state of the art digital signatures according to locally applicable laws
- Coupa saves all legal and compliant electronic invoices in the Coupa Supplier Portal, where suppliers can access and download them
INVOICE TRANSMISSION METHODS

Transmission method

Supplier Actionable Notifications

Supplier clicks in email and is taken to a Portal\(^1\)

Supplier creates invoice in Portal and submits

Airbus receives invoice in Coupa

Supplier creates raw data for the invoice

Invoice raw data is transmitted

Coupa Supplier Portal (CSP)

Supplier logs into CSP

Supplier flips PO into invoice\(^2\)

Airbus receives invoice in Coupa

The Portal does not require a login

The only legal compliant invoice is the one generated in Coupa

Invoice raw data is transmitted

cXML (machine to machine integration)
INVOICE TRANSMISSION METHODS

Supplier creates raw data for the invoice → Invoice raw data is transmitted

Coupa Supplier Portal (CSP) → Supplier logs into CSP

Supplier flips PO into invoice → Airbus receives invoice in Coupa

The only legal compliant invoice is the one generated in Coupa

(cXML (machine to machine integration))
ARCHIVING

General requirements:

- Archiving has to fulfill integrity & authenticity principles
- Integrity: Providing proof that the content is not manipulated
- Authenticity: Providing proof that the invoice comes from the indicated supplier
- Important: Integrity & authenticity have to be proofed over the whole retention period!

Local requirements (examples):

- Switzerland requires a digital signature as proof of integrity
- Norway requires local archiving within Norway/the Nordics
- Germany has special requirements on scan processes (early- vs. late scanning)

COMPLIANT ELECTRONIC INVOICE
COMPLIANT ELECTRONIC INVOICE

As-Is

- Several communication channels
- Many paper flows

To-Be

Unique & integrated electronic flow in
Click n’Pay for PO & Invoices

Paper PO
PO
B-process electronic Invoice
Paper Invoice

« Classical EDI »
## AGENDA

**Coupa Supplier Portal**

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The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with Airbus and other customers who use Coupa.

Access through any web browser (i.e. Internet Explorer, Chrome, Safari)

Main Benefits:

- Receive and review Purchase Orders
- Send Invoices and Credit Notes
- Create and Manage catalog items
- Manage your Company Profile
- Work collaboratively on the platform

Suppliers must provide only one e-mail address for the creation of the CSP account.

To register, suppliers will receive an invitation e-mail from Airbus.

Useful link: https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal
# AGENDA

**Coupa Supplier Portal**

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In order to register and connect your company to Airbus via the CSP, you will receive an e-mail from Coupa Supplier Portal inviting you to register and join the CSP.

This e-mail includes your legal consent when you accept the invitation.

- Click on the link in the e-mail, which will direct you to the Coupa Supplier Portal registration page.
- Sender: do_not_reply@supplier.coupahost.com
REGISTRATION AND SETUP

*Invitation e-mail*

In the Coupa Supplier Portal registration page, you will need to create the password for your account.

*Your password must be at least 8 characters; ideally, with alphanumeric and special character*
REGISTRATION AND SETUP

The Web Portal

Once your account is created, you will reach the CSP homepage.

As a pop up you will see Coupa Supplier Portal guide that can help you to set up your.
REGISTRATION AND SETUP

The Coupa Supplier Portal is a user-friendly web solution. All commands can be found under the main menu at the top right corner of the screen.

1. Home – access the Home page
2. Profile – to access profile settings
3. Orders – view all Purchase Orders received
4. Service/Time Sheets – review all time sheets created
5. ASN – to access the Advanced Shipping Notice (not used with Airbus)
6. Invoices – all invoices created and sent
7. Catalogs – the catalogue section and manage customer catalogues
8. Admin – to access Admin settings
9. Continue Tour – to continue the CSP tour
To change the language:

1. Click the **English (US)** link at the bottom of the Coupa homepage.

2. Select your language from the list.
PROFILE PROGRESS
Coupa Supplier Portal

Profile progress information:

The Coupa Supplier Portal (CSP) displays profile completeness to allow to see at a glance if there is a need to provide more details in the profile.

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<tr>
<th>Color</th>
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<tbody>
<tr>
<td>Red</td>
<td>Action needed: Complete your profile to get paid faster and get discovered.</td>
</tr>
<tr>
<td>Blue</td>
<td>Recommended: Complete your profile to get paid faster and get discovered.</td>
</tr>
<tr>
<td>Green</td>
<td>Great job! A complete profile helps you get paid faster and get discovered.</td>
</tr>
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You can also spot date of the last update.
You can manage your notifications to match your needs

1. Click the Notifications button to see the latest notifications for you.

   *Coupa provides Notification on the Portal (in this list) or to be sent via email*

2. Click the Notification Preferences to see and configure your Notification settings
In the notification section you can also spot announcements created by your customer.

Airbus can send announcements to its suppliers through the CSP – welcome kit, specific information, general rules etc.

Announcements will be visible on the homepage and depending on the setting of each announcement it can be visible under each section (Order, Invoices etc) as a yellow bar at the top of the page.
In the portal’s home page, you will be able to edit your profile’s information and manage your company profiles.

1. This section displays general information of your company.
2. This section displays profile completeness information. Click on Improve Your Profile to complete your company’s information.
3. This section will display a short message about your company that you entered in step 2.
4. Click the link to see your public profile.

Public profile is what other Coupa customers, aside from Airbus, can see about your company on the CSP.

5. Click the button if you already know how to update your profile – if not the case go back to step 2.
Coupa allows companies to maintain multiple profiles (needed in case you are handling multiple customers in the same account)

Click on the **Improve your Profile** button to access the section where you can complete your company’s information.

Company information in the profile section will not be used in the invoice creation module and will not be transferred to Airbus system.
Coupa allows companies to maintain multiple profiles.

1. Click on the drop-down menu to navigate through your company’s active profiles such as client-specific or public. Choose the one you want to edit.
2. The CSP will display the information already provided in the profile.
3. Click on the Edit Profile button to complete your company’s information.
4. The CSP will display the Primary Contact information.
REGISTRATION AND SETUP

Your Profile

1. Provide your basic company information:
   a.) Enter Company Name
   b.) Upload your company’s logo
   c.) Choose your company’s industry from the drop-down menu
   d.) Change your profile background
   e.) Enter the year in which your company was established

2. Provide additional information about your company
   a.) Enter a short and full description
   b.) Choose the value that best describes how many employees your company
   c.) Register users.

3. Provide your company website information and social media information
REGISTRATION AND SETUP

Your Profile

1. Edit Business Details section
   – Edit Bribery and Corruption policy
   – Select Diversity from drop down list

2. Edit Address section
   – Address lines
   – City, State, Postal Code and Country

3. Edit Address section
   – First name
   – Last name
   – Ensure the e-mail address shown by default is correct and corresponds to the Primary Contact’s address
   – Fax number (optional)
   – Work phone number (optional)
   – Mobile phone (optional)
   – PO Delivery Email

Make sure to fill in all mandatory address lines
REGISTRATION AND SETUP

Your Profile

1. Fill in the Financial & Legal Information:
   **DUNS Number** — For reference and identification purposes

2. Edit Accelerate preferences such as payment terms

3. Add Legal Entity
   Click on the Add Legal Entity – you will be forwarded to E-Invoicing Setup to configure invoicing entity

4. **If you do not fill in the E-Invoicing set up here, you will be asked to do it when reviewing your first PO on the CSP** (please see detailed instruction in the PO section).

   **Click on Save to finish**
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</tr>
<tr>
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E-INVOICING SET-UP

Legal Entity Set-Up

EXTREMELY IMPORTANT

In order to be able to start posting invoices, you must first complete the Legal Entity set-up and complete your legal entity details. Please remember that you must create in the CSP exactly the same Legal Address (Address and VAT ID) that you already communicated to Airbus.

If you need to change the Legal address - first deactivate the confirmed one and create the new one. If you create a new Legal Address in the CSP with information not provided to Airbus before, your invoice will be disputed (where legally allowed) and you will be asked to go through the Airbus Vendor Master Data process.

Please note that the information provided in the eInvoice set-up will be used in the invoice creation process and submitted to Airbus in your invoices (except Bank Details).
E-INVOICING SET-UP

Legal Entity Set-Up

By clicking the Admin Tab, the admin page will be displayed.

1. Click the “Legal Entity Setup” link
2. Click on add a legal entity
3. Complete legal entity name and country of your company
   • This is the official name of your business that is registered with your local government and the country where it is located
4. Click continue
The system will request you to provide some company information before you are able to continue.

Example for **France**

1. **Co Reg Num.** – enter the registration number of your company in the company’s commercial register
2. **Place of Reg** – where the company registered
3. **Share Capital** – place the share capital of registered company
4. **Legal Status** – include the type of the company in relation to how your company is legally registered.

**Note:** Depending on the country of registration of the legal entity, you could be required to fill in more detailed information.
E-INVOICING SET-UP

Legal Entity Set-Up

The system will direct you to complete your company’s invoicing information, which is required to proceed with the CSP functionality.

1. Assign Customer
   Select whether all or which customers can see the legal entity and be used on the compliant invoice.

2. Provide your company’s Invoice From address
   a.) Ensure to complete all mandatory address lines

3. Tick or Untick the checkboxes as required:
   a.) Use this address for Remit-To: uncheck it if the Remit-To address is different than your legal entity address, or if your company has more than one Remit-To
   b.) Use this for Ship from address: Uncheck if it is different or your company has more than one shipping from location
E-INVOICING SET-UP
Legal Entity Set-Up

If your company has different Remit-To, Ship From, and Invoice From (unticked boxes from previous step), you’ll need to provide these addresses in an additional step:

1. Provide your company’s Remit-To address
   a) Ensure to complete all mandatory address lines
2. Provide a Remit-To Code *(only for cXML invoice transmission)*
3. Complete your Ship From address
   a) Ensure to complete all mandatory address lines
4. Provide a Ship From Code *(only for cXML invoice transmission)*
E-INVOICING SET-UP
Legal Entity Set-Up

Continue to fill in all mandatory data required by the system (this might change depending on the tax country):

1. Select your tax country and provide respective VAT ID
2. Check the box to provide a local tax number or local registration number for tax purposes, in case VAT ID is not available
3. Click to include multiple TAX ID’s
4. Complete the Miscellaneous data (only for cXML invoice transmission):
   a) Invoice from Code: Code to tie your CSP Invoice From address with the corresponding address in your cXML Invoice – This will go in the cXML as an AddressID
   b) Select a preferred language
5. Click Save and Continue
When creating a legal entity, supplier can see a modified Where do you want to receive payment window with the option to select from the following payment types: Address, Bank Account, and Virtual Card.

If supplier select:

- **Address** (default option), you can continue to the next step as you already provided the address(es) on the previous page.
- **Bank Account**, you can provide your banking information to be shown on your invoices.
- **Virtual Card**, you need to provide an email address and you can indicate if you accept credit cards.

Next two windows will show the remit to account, remit to and ship from address.
Banking information is required for compliant invoicing when indicated with a red asterisk. Otherwise, banking info is not required to be added in the Legal entity, as Airbus already owns this information within your contract.

- **Address** (default option when banking information is not mandatory), you can continue to the next step as you already provided the address(es) on the previous pages.

- **Bank Account**, you can provide your banking information to be shown on your invoices (required for German companies)

- **Virtual Card**, you need to provide an email address and you can indicate if you accept credit cards.

**Note:** Banking information added here is NOT automatically sent to Airbus. If you need to update it (different from the one provided in your contract), please reach out to your Airbus buyer contact.
Once you are done, Setup Complete page will appear.
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PURCHASE ORDERS

Channels

Coupa provides two channels in which suppliers can take action over the POs raised from Airbus: SAN which allows you to take action over the PO directly in your mailbox, or the CSP, which requires the creation of the Coupa account.

Supplier Actionable Notifications (SAN)

- No registration to the CSP required
- Take immediate action over a PO on your email:
  - Acknowledge PO
  - Create an Invoice
  - Comment the PO
- No record of documents kept
- Manual creation of Remit-To, Invoice From, Ship From address for each and every invoice
- No Credit Notes available

Coupa Supplier Portal (CSP)

- Invitation to join the tool accepted and account created
- Take action over the POs in the account:
  - Create Invoice
  - Create Credit Note
  - Comment the PO
- All documents will be stored in your account
- Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
- Create and manage multiple users
- Manage multiple accounts in the same location
- Manage multiple clients in the same account
Once your Coupa account is created in the Coupa Supplier Portal you will be able to take action over the POs raised from Airbus. Most of the time, you will also receive your POs by email.

### Coupa Supplier Portal (CSP)

- Invitation to join the tool accepted and account created
- Take action over the POs in the account
  - Create Invoice
  - Create Credit Note
  - Comment the PO
- All documents will be stored in your account
- Create your Legal Entities for easy input of Remit-To, Invoice From, Ship From addresses
- Create and manage multiple users
- Manage multiple accounts in the same location
- Manage multiple clients in the same account
PURCHASE ORDERS

PO e-mail notification

The e-mail contains an HTML version of the PO and a link to the CSP.

1. **PO Number** – Number of the order to be used as reference in the respective invoice
2. Click on each button to take respective action (create invoice, acknowledge PO*, add comment)

* refer to Airbus Back of Order Terms and Conditions
PURCHASE ORDERS
PO e-mail notification

3. **Supplier** – contains supplier information (name, email address)

4. **Purchase Order** – information about the PO (Contact, currency, terms, etc.)

5. **Ship To** – Provides ship-to information

6. **Bill-to Information** – information about the buyer entity
PURCHASE ORDERS

PO e-mail notification

1. **Line-Item information**

2. Click on each button to take respective action (create invoice, acknowledge PO, add comment)

3. **PO in HTML format** – you can save it for your records
Once you have set-up your CSP account, the e-mail you will receive will include the PO details as well, and a link to review the order in your CSP account.

1. Click on the View Order link to be redirected to the CSP home screen.
2. Enter your log-in information to access your CSP account and review the PO.
PURCHASE ORDERS

PO Module

If you have not completed the Remit-To address information, when you access the PO module the system will ask you to do it

1. Click on the finish E-Invoicing Setup, to be redirected to the E-Invoicing Setup to complete the Remit-To information
PURCHASE ORDERS

PO Module

A specific view has been created for you to select only the POs that are part of Click n Pay scope
Once all information is completed, you will see a list of all POs, their status, amount, and the option to flip them into Invoice or Credit Note

1. Click on the PO number to access the complete details of the PO
2. Review the status of each PO
3. Review the total of the PO
4. Click the golden icons to start creating your invoice

<table>
<thead>
<tr>
<th>PO Number</th>
<th>Order Date</th>
<th>Status</th>
<th>Total</th>
<th>Actions</th>
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</thead>
<tbody>
<tr>
<td>C000200619</td>
<td>01/17/18</td>
<td>Issued</td>
<td>1,000.00 EUR</td>
<td>Flip to Invoice</td>
</tr>
<tr>
<td>C000200613</td>
<td>01/16/18</td>
<td>Issued</td>
<td>1,000.00 EUR</td>
<td></td>
</tr>
<tr>
<td>C000200612</td>
<td>01/16/18</td>
<td>Issued</td>
<td>500.00 EUR</td>
<td></td>
</tr>
<tr>
<td>C000200607</td>
<td>01/15/18</td>
<td>Issued</td>
<td>1,000.00 EUR</td>
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After clicking on the PO number on the list, the system will display all the details of the PO:

1. PO Number
2. Status of the PO
3. Order Date
4. Revision Date (if applicable)
5. Requester’s name
6. Requester’s e-mail
7. Payment Terms
8. After the PO is reviewed, ensure to acknowledge the PO by ticking the box

If you do not agree with any aspect of the order, please send your concerns or requests to the requester’s email address (6)
PURCHASE ORDERS

PO Module

At line level, you will be able to review all order detailed items:

1. Review product description, quantity, UoM, price and total amount
2. Review the amount already invoiced for that PO
3. Review required dates of delivery
4. Review total values for the entire PO
5. Action buttons
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Create Invoices

**EXTREMELY IMPORTANT**

Electronic invoice can be created via Coupa ONLY in countries that are confirmed to have enabled legally compliant e-invoicing with a related e-invoice template. We are referring here to a country where supplier is registered and where invoice would be generated.

After clicking the Golden Coins Icon, or the “Create Invoice” button, the system will request you accept the terms of use of the platform:

1. Click on “Terms of Use” to access the document
2. After reviewing the terms, click on “I Accept” to continue.

*Please note that acceptance of these terms also means you agree that Coupa will generate e-invoices on your behalf and that e-invoices in Coupa MUST mirror exactly the invoices in your accounting system.*

Our compliant invoicing Terms of Use have been revised. Please confirm that you have read and agree to the current Terms of Use. If you do not agree, you will not be able to send invoices to Coupa compliant customers.
To start the invoicing process, you need first to identify the order to be invoiced

1. Identify the PO to be invoiced

2. Click on the Golden Coins icon to flip the PO into an invoice

   ![Flip to Invoice]
Create Invoices

After clicking the Golden Coins Icon you will need to manually add some information:

1. Type in the invoice Nº provided by your system and the Invoice date. The invoice # is a free text field up to 16 characters. If the invoice date is more than 7 days in the past, it will be automatically disputed.
2. Review the payment terms (are set by default on POs and Invoices), and the date of supply (set by default to today but can be edited).
3. Set the currency (has to match the PO currency, if there’s a mismatch between PO and invoice currency there will be systematically disputed), and type in delivery number.
4. Review the status of the invoice:
   a) Draft: Invoice created but not yet submitted.
   b) Processing: Invoice is transferred to Airbus.
   c) Pending: Awaiting further processing at Airbus.
   d) Approved: Invoice accepted for payment.
   e) Disputed: Invoice is rejected as contains an error. Credit note has to be created to fully offset the invoice.
   f) Abandoned: Disputed Invoice without further action required *.

* The Abandoned status is processed as last option for Disputed invoices; therefore, make sure to always first create a credit note to cancel the Disputed invoice.
5. Add any additional document to back your invoice, but please do not attach any image of your invoice (Airbus will only consider the e-invoice created in Coupa as the one legally/fiscally binding). Add comments to clarify the attachments.

6. State early payment provisions, late payment penalties arranged, and prepayment date
   - Early Payment Provisions
     Known as Early payment incentives and is used for positively incentivizing customers to pay you early. Incentives might include a 1 to 2 percent discount if payment is received within a specific “early” time frame.
   - Late Payment Penalties
     For when payments are not made within certain number of set days.
INVOICES

Create Invoices

- Margin Scheme
  The scheme is optional and it applies to the sale of second-hand goods.
- Pre-Payment Date
  A prepayment is the settlement of an installment payment before its official due date.
- Reverse Charge Reference
  VAT is normally charged and accounted by the supplier for the goods or services. However, in certain limited circumstances the recipient of goods or services, rather than the supplier, is obliged to account for the VAT due. One example is cross-border invoicing.

8. Review the information imported from the e-invoice set up Legal Entity provided in earlier steps and make sure its correct (select proper VAT ID)
9. Review the information imported from the PO and make sure its correct
9. Review the Cash Accounting Scheme
Applicable only for European suppliers sending invoices with a French VAT ID

For VAT on payment: the Cash Accounting Scheme field should contain “TVA sur encaissement”

If you invoice with a different currency than your local one, do not indicate an exchange rate as Airbus will apply the monthly exchange rate from the European Central Bank that is valid on the invoicing payment date.

For VAT on debit: the Cash Accounting Scheme field should contain "TVA sur les débits"

If you invoice with a different currency than your local one, do indicate an exchange rate and keep it as close as the daily rate and round it on 2 decimals.

Note: If you leave the field blank/empty, Cash Accounting Scheme will be determined depending if you are invoicing services or goods:
• If you invoice services, Cash Accounting Scheme will be “TVA sur encaissement”
• If you invoice goods, the Cash Accounting Scheme will be “TVA sur les débits”.

Attachment Options Example
10. Review PO line-item migrated data

11. If you invoice partially (only vs. selected PO lines) then please delete the lines you do not invoice against and please do not submit them with the value of 0.

12. You can also partially invoice the line-item by changing the quantity (for a good based PO) or the Amount (for a service based PO)

13. The tax Rate in the drop-down menu will be a generic tax code that differentiates Goods/Services – supplier must choose the appropriate one. Note: you can have a different VAT rate by item-line.
Create Invoices

A tax reference might be mandatory to submit your invoice via the Coupa Supplier Portal if you select one of the VAT Zero Tax Rate options hereby:

- **0% Reverse Charge & VAT amount 0.00**
- **Exempt & VAT amount 0.00**

**Option 1: Selecting 0% Reverse Charge VAT Rate**

In this case, providing a tax reference value is not mandatory but **highly recommended**. If you leave this field empty, the invoice will be pending approval until Airbus Financial team manually reviews and approves it.

*The list of the available Tax reference values have been validated by Airbus Tax Managers and **will be displayed based on your company country VAT ID**. Not finding the tax reference value used by your company? Please contact **Customer Care** to request a new value creation.*
INVOICES
Create Invoices

A tax reference might be mandatory to submit your invoice via the Coupa Supplier Portal if you select one of the VAT Zero Tax Rate options hereby:

- 0% Reverse Charge & VAT amount 0.00
- Exempt & VAT amount 0.00

Option 2: Selecting Exempt VAT Rate
In this case, providing the tax reference value is mandatory. If you leave the tax reference field empty while completing the invoice data, you won’t be able to submit the invoice until a tax reference value is selected.

* The list of the available Tax reference values have been validated by Airbus Tax Managers and will be displayed based on your company country VAT ID. Not finding the tax reference value used by your company? Please contact Customer Care to request a new value creation.
14. Review subtotal, VAT and total amounts. Please remember to click “Calculate” each time you change value/price, to ensure correct VAT amount gets calculated.

15. Take action using the Action Buttons – Only submit the invoice when finished.
INVOICES

Create Invoices

Once the invoice is submitted, the system will confirm it

1. Click on the Invoice number to access the complete details of the Invoice

2. Review the status of each Invoice:
   a) Draft: Invoice created but not yet submitted
   b) Processing: Invoice is transferred to Airbus
   c) Pending: Awaiting further processing at Airbus
   d) Approved: Invoice accepted for payment
   e) Disputed: Invoice is rejected as contains an error. Credit note has to be created to fully offset the invoice
   f) Abandoned: Disputed Invoice without further action required *

*The Abandoned status is processed as last option for Disputed invoices; therefore, make sure to always first create a credit note to cancel the Disputed invoice.

3. Click the associated PO number to see details of PO
INVOICES
Disputed invoices

Invoices which are posted with the following type of errors will be disputed by Airbus:

- Price different from PO/Contract or Catalog
- Quantity different from PO/Contract or Catalog
- Duplicate Invoice. Already paid or payment review in progress.
- Faulty or Wrongly Shipped Product or Excess shipment returned
- Currency different from PO/Contract or Catalog
- Tax rate incorrect
- Invoice date above tolerance
- Credit Note requires negative line amount
- Payment terms incorrect
- Unit of Measure different from PO
- Extra charges not accepted
- Wrong exchange rate

The steps to correct these invoices are:

1. Invoice is disputed
2. CSP and/or Email notification is sent to the supplier (please review your notification preferences)
3. Supplier needs to create a Credit Note to fully offset the invoice (this CN has to come with the same error as the original invoice)
4. Supplier needs to create a new and correct invoice and post it
WHEN TO USE A CREDIT NOTE

Due to configuration of Coupa, and considering the legal framework in which the system will operate for Airbus, a Credit Note needs to be issued in the following cases:

1. Invoice disputed (see previous section on the topic for detailed steps)
   a. Full CN is to be issued by the supplier to offset the incorrect invoice
   b. New invoice is corrected and posted

   **Example:** If Invoice is created with wrong currency (mismatch from PO currency or UoM).
   1. CN must be created with same wrong currency to reflect invoice error
   2. New invoice is to be created with proper currency (to match PO)

2. Credit Note for an Invoice created before the Coupa activation, in reference of a Coupa PO (see use case [here](#))
CREDIT NOTE
Credit note creation - following a disputed invoice

Upon invoice dispute by Airbus:

1. You will receive an information email with a direct link to the disputed invoice
2. In the CSP the disputed invoices can be filtered in the Invoice tab
3. The dispute reason and comments are documented
4. Click on the action icon to resolve the Dispute
CREDIT NOTE

Credit note creation - following a disputed invoice

After clicking on the Resolves Icon,

1. The original invoice is displayed,
2. Scroll at the bottom of the screen to create a Credit Note by clicking on: Cancel Invoice

Note: The “Adjust” option is not available for sending e-invoicing
CREDIT NOTE
Credit note creation - following a disputed invoice

After clicking on the **Cancel Invoice Icon**, 

1. The Credit Note is created based on the original invoice

2. You must input the Credit Note Nº provided by your system. If needed, you can also the Credit Note date which is defaulted to the current date.

3. No other adjustments are possible on the Credit Note. It can saved as a draft, deleted or submitted.
CREDIT NOTE
Credit note creation - following a disputed invoice

After clicking on the Adjust Invoice Icon,
1. The Credit Note is created based on the original invoice
2. You must input the Credit Note Nº provided by your system. If needed, you can also the Credit Note date which is defaulted to the current date.
3. Select the type of adjustment to be done and adjust the Credit Note accordingly.
4. Click on Calculate to Adjust the Credit Note. Then it can saved as a draft, deleted or submitted.

EXTREMELY IMPORTANT

The Total quantity and amount of the credit note must be a negative value (-) in order to avoid errors in the system.
After clicking on the Submit Icon, the Credit Note is created based on the original invoice.

1. The system prompts you, to propose to create a new invoice.

2. Clicking on Yes, generates a new invoice. This invoice is a replication of the disputed one, so make sure to correct the disputed element (e.g. currency, date, price, …).

   In case, you click on No, a new invoice must be created from the PO tab.

   In both case, please refer to the Invoice Creation section for further details.
As an other alternative, you can click on the button Create Credit note from the invoice tab,

A pop-up window will open

- Click on the resolve issue option
- Add the corresponding invoice number
From the invoice tab, Credit Notes can be displayed by filtering the list on the document type.
CREDIT NOTE

Important Remarks

- When an invoice needs to be corrected, you should only submit Credit Notes that **fully offset the invoice**, prior to sending a new correct invoice.

- If you need to send a Credit Note that does not relate to the correction of a specific invoice but that for instance relates to a **volume-based discount on yearly transactions**, such Credit Note must be sent to Airbus using old channels (paper / PDF).

- The CN has to come with the **same error as the original invoice**.

- **DO NOT** create credit notes through order tab – using red coins icon.
CREDIT NOTE

Abandoned reasons

Credit notes issued can be moved to status Abandoned by Airbus representatives, for example if a provided CN is mistakenly issued or have some invalid data or is a duplication. In case this happens, you will receive notification (based on your notifications preferences) along with respective abandoned reason. You can also see the appropriate status in the Coupa Supplier Portal

See below the status for abandoned reasons:

- This Credit Note has been abandoned because it was issued prior invoice being disputed. Please wait for the Dispute process in order to correct your invoice according to Airbus procedures.
- This Credit Note has been abandoned because it refers to a wrong original invoice. Please create correct Credit Note with appropriate original invoice number.
- This Credit Note has been abandoned because it refers to a wrong original invoice date. Please create correct Credit Note with appropriate original invoice date.
- This Credit Note has been abandoned because it refers incorrect Unit of Measure. Please create correct Credit Note with appropriate Unit of Measure to match your original invoice.
- This Credit Note has been abandoned because it refers incorrect line item Unit Price. Please create correct Credit Note with appropriate Unit Price information to match original invoice.
- This Credit Note has been abandoned because it refers incorrect VAT Rate. Please create correct Credit Note with appropriate VAT Rate to match original invoice.
- This Credit Note has been abandoned because of the item quantity being positive. Please create correct Credit Note with appropriate (negative) quantity to correct original invoice.
- This Credit Note has been abandoned because it is not a full cancellation of the original invoice which has been disputed. Please create correct, full Credit Note to balance original invoice.
- This Credit Note has been abandoned because the reference number is too long. Please create correct Credit Note and shorten your document number to max. 16 characters.
AGENDA
Coupa Supplier Portal

0  Click n’ Pay
1  Coupa Supplier Portal Overview
2  Registration and Setup
3  E Invoice Set-Up
4  Purchase Orders
5  Invoices
6  Admin
7  Important Remarks
8  Use Cases
9  Support
Below this tab you will be able to review and edit users, permissions, merge requests, the Remit-To and CSP terms of use

1. Click on Users to access list of active users and invite new ones
2. Click on Edit to edit selected user’s permissions and preferences (details in next slide)
3. Click to invite new users
To Invite a new user, the system will require complete name and e-mail address

1. Type in the data of the new account

2. Review and select all the permissions and customer profiles to be granted to the new user

Companies already being registered in CSP as part of click n Buy project, the current user will need to invite their colleagues managing invoices.
The permissions defined for each active user will imply which tabs appear in the main menu, thus granting access to its functionalities.

The Admin of the account will have full access and is the only one who can edit permissions for the different active users.

⚠️ In order to be able to create invoices, a user needs to have permissions granted for both orders & invoices.
If you have already activated a CSP account for another client, you will be able to merge these accounts and have all your clients in the same place. You can manually request the merge by the Admin tab in the menu.

The merge request has to be initiated from the main account. Also, Coupa will identify automatically when you accept the invitation if your company has an account and will display it.

1. Click on Merge Requests to access your requests or request a new merge
2. Write the e-mail of the account to merge
3. Click to send request
4. Review all merge requests
Also, when setting up the new Airbus account, Coupa will automatically display other CSP accounts that can be merged with yours, Coupa uses your email domain (@email.com) to provide suggestions

1. Click on the link to access the Merge Request module on Admin
2. The CSP will display the customers you are linked with
Merge Request

When merging accounts, CSP will send an e-mail requesting the owner of the other(s) account(s) to merge. Here you will be able to request ownership or give ownership of the newly created account:

1. Review the user you are requesting the merge to
2. Click on the link to access more information on Merging Accounts
3. Select the option with which you want the accounts to be merged: Give ownership or request ownership of the merged accounts
4. Write any additional comments
You will be able to manage your different Remit-To addresses under this tab

1. Click on Remit-To for accessing all your Remit-To records
2. Review active your Remit-To addresses
3. Click to add a Remit-To address
Account Settings

Under My Account tab you will be able to edit your information

1. Click on your user and Account Settings
2. Edit your first name, last name and email as mandatory fields.

To change your password:

3. Write your current password
4. Write new password
5. Re-write new password
6. Click on Save
MANAGING NOTIFICATIONS

- Following the launch of Airbus you will receive notifications regarding newly created Purchase Orders on dedicated email addresses (all users linked to the CSP account). System will generate three notifications:
  - One notification directly on the Coupa Supplier Portal
  - Two email notifications – generated by Coupa Supplier Portal and Supplier Actionable Notification (SAN will only be sent if you have not yet created your account)

- To adjust your notification preferences, access the notifications menu ( ) and go to Notification Preferences ( )
MANAGING NOTIFICATIONS

Notification Preferences

Under My Account Notification Preferences you will be able to select notifications you want to receive as well as the channel where you want to receive the notification.

1. Click on your user and Notification Preferences
2. Select the type of notification(s) you want to receive and your preferred channel(s) on where you want to receive the notification.
MANAGING NOTIFICATIONS

Notification Preferences

On the My Account Notification Preferences page, select the radio buttons for the items that you want to receive any or all of the notification types: online (to do list), email, or SMS (short text message).

⚠️ You can choose to receive notifications in short text messages only if you have an SMS-capable device and you validate your phone number. SMS notifications are turned off by default. Your SMS notification selections are deleted if you disable mobile phone verification.
MANAGING NOTIFICATIONS
Notification Preferences

On the My Account page, click on the Security and Two-Factor Authentication link to validate mobile phone device you want to receive the notification.

1. Enter Mobile Phone number of the device that will receive SMS notifications.
2. Click Validate.
3. Enter the validation code in the pop-up window then click OK.
4. Check under Mobile Phone Verification that it has been verified.

⚠️ Your customers can require you to use two-factor authentication to access their data in the CSP, in which case you have to enable it.
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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
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</tr>
<tr>
<td>1</td>
<td>Coupa Supplier Portal Overview</td>
</tr>
<tr>
<td>2</td>
<td>Registration and Setup</td>
</tr>
<tr>
<td>3</td>
<td>E Invoice Set-Up</td>
</tr>
<tr>
<td>4</td>
<td>Purchase Orders</td>
</tr>
<tr>
<td>5</td>
<td>Invoices</td>
</tr>
<tr>
<td>6</td>
<td>Admin</td>
</tr>
<tr>
<td>7</td>
<td><strong>Important Remarks</strong></td>
</tr>
<tr>
<td>8</td>
<td>Use Cases</td>
</tr>
<tr>
<td>9</td>
<td>Support</td>
</tr>
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MAIN REQUIREMENTS

Airbus requirement at invoice creation level

Airbus required to avoid any discrepancy for currency, unit of measure, unit price, quantity and extra charges, between invoice and PO.

Within Coupa those fields will be editable during the invoice creation BUT:

Currency and Unit of measure:
- Invoices with discrepancy will be systematically disputed (sent back to supplier) for currency and unit of measure.
- The supplier will receive a warning message (Release 21 – Sept. 18)

Unit price, quantity and extra charges:
- Invoices with discrepancy will be automatically submitted to the correct approver (Requesters and/or Buyers) for unit price, quantity and extra charges
INVOICES

Requirements for legally compliant e-invoicing

- Invoices submitted via Coupa Supplier Portal (CSP) should represent and fully match invoices registered in your accounting system.
- After completing all the fields included in the country specific invoice template and submitting it to Airbus, Coupa will generate a legally compliant invoice on your behalf. In this regard no paper/PDF version of the invoice should be sent via post/e-mail to Airbus.
- No PDF invoice should be attached to the legally compliant invoice in Coupa. If any, Airbus will disregard it.
- Currency of the invoice should be the same as in the corresponding Purchase Order.
- The Units of Measure applied in the Purchase Order must not be modified in the invoice.
- In case you need to partially invoice a particular PO, in the Coupa Supplier Network you must delete the entire PO line(s) not to be invoiced. In any case, invoice lines should not be sent with zero quantity on it.
INVOICES

Non-PO invoice

- Only invoices with reference to Purchase Order in Coupa are acceptable in Airbus
- In case invoices without reference to Purchase Order must be issued, please continue sending them as usual in paper or PDF format

Payment information

- When creating the Remit-To Address under your company profile in the Coupa Supplier Portal, please do not provide banking information unless it is marked as a mandatory field (identified with a red *) based on the tax country selected. In order to change or update Airbus on banking information, please use the standard communication channels
- Once the invoice is paid, you will receive the payment date indication in Coupa Supplier Portal. Stated payment date is only for informative purposes. Please validate with your bank exact payment date
INVOICES

Credit note

- When an invoice needs to be corrected you will need to send a Credit Note that fully offsets the invoice. For quantity based Credit Notes, the quantity value needs to be negative for a correct processing of the document in the Coupa Supplier Portal.
- For other cases in which you will need to send Credit Notes (Volume related, volume based discount, partial, etc.), such document must be sent to Airbus using old channels.

Authenticity, integrity and readability guaranteed within Coupa Supplier Portal

- **Authenticity** - Coupa assures that the invoice originates from the supplier company as stated on the legal invoice document. Coupa then sends the draft legal invoice to TrustWeaver using a secure (https) web services call, along with parameters indicating the Invoice Origin and Invoice Destination countries of the transaction. Depending on these country parameters, TrustWeaver will then apply one or two signatures of behalf of the authenticated supplier.
- **Integrity** - Coupa and its partner Trustweaver guarantee the integrity of the invoices, both on the transaction and during the period of legal archiving.
- **Readability** - Coupa produces a human readable image of the invoice data in PDF format.
INVOICES

Coupa Supplier Portal vs local requirements

- E-invoices from the Coupa Supplier Portal are compliant with local VAT and tax regulations. Coupa works with PricewaterhouseCoopers to ensure that local fiscal and e-invoicing regulations are met on a continuous basis.

Digital signatures vs local applicable law

- With regards to digital signatures, Coupa works together with TrustWeaver. The TrustWeaver solution is seamlessly integrated with the Coupa infrastructure, to provide a legal compliant electronic invoicing service to all of Coupa’s clients. Coupa produces a human readable image of the invoice data in PDF format. The signatures created in this process are Qualified Electronic Signatures adhering to the CAdES-A standard.

Avoiding duplicates

- You should not send duplicates of e-invoices created in Airbus in PDF/paper via other channels.

Prepayment

- Invoices requiring prepayment should be issued for the total amount include the amount of the prepayment in order to be cleared with the open prepayment amount.
## AGENDA

### Coupa Supplier Portal

<table>
<thead>
<tr>
<th></th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Click n’ Pay</td>
</tr>
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INVOICE DATE

Invoice in the CSP will be **automatically disputed** if the Invoice date is **more than 7 days in the past**. In this case, you will receive a notification informing you that the invoice is under dispute and you should proceed as explained in the Dispute section.

Note: As default, Date of Supply will be equal to the Invoice Date.
TAX RATE & EXEMPTION

In all CSP invoices, proper tax rate must be selected for each invoice line and calculated at header level:

Make sure to click on Calculate to ensure taxes are properly added up and calculated:
TAX RATE

Customer Accounting rate for Singapore

Coupa has a feature to support those suppliers applying the Singapore presentation at invoice creation. This supports the new government regulations that took effect on January 1, 2019.

On all inbound supplier channels, suppliers will be able to specify a new tax rate for tax lines that fall within customer accounting requirements.

Coupa calls out the invoice’s Gross Total, amount due to tax authority (customer accounting total), and amount due to supplier.

NOTE: This feature is disabled by default, but the tax rate will automatically be available on January 1, 2019 for Singapore. Be sure to review your integrations and set up your ERP to account for taxes in accordance with the new regulations. Coupa’s design is made to work with existing tax codes to help streamline the process.
CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

After clicking the “Create Credit Note” button on invoice tab, you will need to manually add some information:

1. Type in the Credit Note Nº provided by your system
2. Review the Credit Note date (will be set as today by default but can be edited)
3. Review the payment terms (are set by default), and the original date of supply (set by default to today but can be edited)
4. Set the currency (has to match the PO and original invoice currency, if there’s a mismatch between PO and invoice currency there will be an error), and type in delivery number
CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

After adding some information in creating Credit Note page,

1. Review PO line-item migrated data – Select VAT and calculate VAT tax at line levels
   a) The tax code in the drop-down menu will be a generic tax code that differentiates Goods/Services and EU/Non-EU type of transaction – supplier must choose the most appropriate
   b) In case an invoice line is issued as q’ty x price, please put a negative value in q’ty, not in price
CREDIT NOTE

Create Credit Note based on a PO (for an Invoice created before the Coupa activation)

2. Review subtotal, VAT and total amounts
3. Take action using the Action Buttons – Only submit the invoice when finished

⚠️ EXTREMELY IMPORTANT

The Total quantity and amount of the credit note must be a negative value (-) in order to avoid errors in the system.
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SUPPORT

• **AIRBUS**
    • Quick guides
    • CSP Guide
    • Videos
    • FAQ

• **Support:**
  • Airbus Customer Care:
    • Telephone: +33 (0)1 57 32 48 95
    • Email: support.clicknbuy@airbus.com

• **COUPA**
  • FAQ: [https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_FAQ](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_FAQ)
  • Overview [Coupa](http://www.coupa.com/supplier-network)
  • Getting started guide: [http://support.coupa.com/forums/33150/entries](http://support.coupa.com/forums/33150/entries)
Thank you!