

## Avient S2P Transformation and Coupa tool

### **Is Coupa used now as the official procurement tool for all Avient globally?**

- Yes, Coupa will be the official tool from where Avient will send its POs. The S2P transformation is going live by phases based on regions, more information on specific dates will be communicated to suppliers via the email notifications@avient-communications.com as the date approaches.

### **Does Coupa cost anything to Avient suppliers in order to join?**

- Coupa is free for all suppliers to join, which is why there is already robust support for Coupa amongst many of the suppliers Avient currently use today.

### **How can I make a request to Avient to be made a catalog supplier in Coupa?**

- If you see that there is a good opportunity for your products/services to be offered via a Coupa catalog (hosted/punchout or webform), please redirect the request to your sourcing category contact; or else, write to [coupaenablement@avient.com](mailto:coupaenablement@avient.com).

## Purchase Orders

### **In what format will I receive now my purchase orders from Avient?**

- Once Coupa is live in your country/region, you will start receiving Purchase orders in your email in a html format.
- You can also watch Purchase orders coming live in your Coupa Supplier Portal (CSP) account, where you can acknowledge reception and add shipment tracking information. For more information regarding all the CSP benefits and where to find tutorials see CSP section.

## Invoices

### **What happens if I, as a supplier, don't have the technical capabilities to create and submit e-invoices?**

- The benefit of Coupa Supplier Portal is that is a free website that everyone can use and where you can create your own e-invoices based on each purchase order. Therefore, all suppliers with internet access can have the capabilities to use it and comply with e-invoicing submission.

### **I don't want to use Coupa Supplier Portal for submitting my invoices... what other options do I have?**

- In that case, you can also opt to send your e-invoices via email using the Supplier Actionable Notifications (SAN), which allows you to act on POs directly from email notifications, have the options to acknowledge, create an invoice from, or add a comment to a PO, all without having to register to the CSP.
- If you are a punchout catalog supplier and have cxml technical capabilities, you can also opt for sending e-invoices via cxml.

### **How can I create an e-invoice via email? (SAN)**

- If you don't want to use CSP to create an invoice, you can also use SAN which allows you to flip a PO to an invoice via email. Please follow these instructions:
  1. Select and open the applicable Coupa Notification email
  2. To flip this PO into an invoice, click on "Create Invoice"
  3. There, input the invoice number into the Invoice # field
  4. Please confirm all addresses are correct

5. Scroll down to the "Lines" section and ensure all details are correct, especially the Price and the Quantity.
6. Select a tax code from the Tax Code dropdown and click "Calculate"
7. If you wish to receive email updates about the invoice status, keep the checkbox selected
8. When you complete your edits, and if any, enter comments for Avient and then click "Submit"
9. A pop-up window will appear to confirm if you are ready to send the invoice to Avient
10. Click "Send Invoice" to complete the process
11. You will be notified of the status of your invoice via email

**I've submitted an invoice, but I need to edit it. How can I do that?**

- Once the invoice is submitted, you cannot edit/delete/cancel it. Please contact our AP inquiries email (it may vary depending on your region).

**Will I know when I get paid by Avient?**

- If you are using Coupa Supplier Portal you will receive an email notification or be able to see all payment details inside the portal.

**My company doesn't allow installation of external platforms, such as Coupa Supplier Portal, what can I do to comply with Avient e-invoice submission?**

- Coupa Supplier Portal does not require installation of any sort, it is a website that can be opened through any Internet browser. If your company has blocked external websites, please proceed by sending your e-invoices via your email using the Supplier Actionable Notifications (SAN), which allows you to act on POs directly from email notifications, have the options to acknowledge, create an invoice from, or add a comment to a PO, all without having to register to the CSP.

## Communication

**How was the S2P transformation change communicated to Avient suppliers?**

- The communication was sent to suppliers in waves, depending on each supplier region, starting on November 2022 and finalizing in May 2023 coming from the email: [notifications@avient-communications.com](mailto:notifications@avient-communications.com)

**I never received the initial communication from Avient, do I need to contact someone?**

- Please contact [coupaenablement@avient.com](mailto:coupaenablement@avient.com). We want to confirm we have your most updated contact information and make sure you are fully set up and linked to our Coupa account.

## Coupa Supplier Portal (CSP)

**How much does it cost to register to the Coupa Supplier Portal?**

- Coupa doesn't charge any fee to use the Coupa Supplier Portal. You can register for free.

**I supply to more than one organization. Will I need to go through this all over again for those organizations?**

- No, you do not need to create separate accounts for each customer. It is best practice, however, that you make sure you provide the same email address for all your customers when they will be sending you the invite. There is also the possibility to merge multiple of your accounts into one.

**What do I do if I forget my CSP password or I am locked out?**

- You can retrieve your forgotten password via the forgot password link at the Login homepage.

**Where can I find a tutorial on how to create a hosted catalog via the Coupa Supplier Portal?**

- Please go to this [link](#) which will redirect you to Coupa website and under "Catalogs" review the instructions video.

**I need to update prices on my hosted catalog with Avient, how can I do that?**

- Please go to this [link](#) which will redirect you to Coupa website and under "Catalogs" review the instructions video.

**I stop my commercial relationship with Avient, how can I request to be removed from Coupa supplier list?**

- Please write to [coupaenablement@avient.com](mailto:coupaenablement@avient.com) with your request to be removed from our Coupa supplier database. Alternatively, you can contact your sourcing contact for support.

**Where can I find a tutorial on how to submit invoices through the Coupa Supplier Portal?**

- Please go to this [link](#) which will redirect you to Coupa website and under "Create an invoice from a Purchase Order" review the instructions video.

**I am having technical errors with the Coupa Supplier Portal, who can I contact?**

- Coupa Support does not provide any direct technical support to suppliers. Please contact [coupaenablement@avient.com](mailto:coupaenablement@avient.com) for assistance and support.