

## Overview

This document contains supplier frequently asked questions related to the Coupa implementation at State Farm.

## General Supplier Enablement

Question	Answer
What is Coupa?	Coupa is a cloud-based business spend management platform that allows organizations to manage business spend across procurement, supply chain and finance.
When is State Farm going live with Coupa?	The planned implementation of Coupa at State Farm is March 2024.
Is there any cost to suppliers for using Coupa?	There is no cost at all (no one-time license/subscription, no per transaction fee, etc.)
What type of communications can we expect to receive from State Farm prior to Coupa implementation?	Suppliers will receive communications relating to the following: <ul style="list-style-type: none"> <li>• Coupa Introduction and Information about Coupa Supplier Portal (CSP)</li> <li>• Coupa Supplier Training</li> <li>• Pre Go-Live and Cutover Information</li> <li>• Go-Live Notification and Invitation to CSP</li> </ul>
We have never used Coupa before, how will State Farm help us learn what I need to do?	For suppliers unfamiliar with Coupa, State Farm encourages review of online resources and participation in State Farm hosted Coupa supplier training.
What Coupa online resources are there that I can review to better prepare for the move to Coupa?	<ul style="list-style-type: none"> <li>• <a href="#">Resources   Coupa Suppliers</a></li> <li>• <a href="#">Help Page   Coupa Suppliers</a></li> <li>• <a href="#">Coupa Success Portal - For Suppliers</a></li> </ul>
When will Coupa supplier training occur?	Coupa supplier training will occur February 2024.
Will State Farm hosted Coupa training be available to watch afterwards?	State Farm hosted Coupa training will be available on the <a href="#">State Farm Coupa Resource Portal</a> .
What type of resources am I able to find on the State Farm Coupa Resource Portal?	The <a href="#">State Farm Coupa Resource Portal</a> will contain copies of supplier communications, links to Coupa online resources, recorded State Farm hosted Coupa training, job aids, and FAQs.

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Question	Answer
How do I handle in-flight transactions (purchase orders, invoices) that have not been fully processed?	Continue to process in-flight transactions as you do today until more specific cutover instructions are provided. The <b><i>Pre-Go Live and Cutover Information</i></b> communication will be sent in late January 2024 that will detail step-by-step instructions on how to handle transactions closer to Coupa implementation.
How will the transition from Ariba to Coupa be handled; hard cutover or in waves?	State Farm will no longer be using Ariba for new transactions effective March 2024. State Farm will be providing more specific information relating to Ariba within our <b><i>Pre-Go Live and Cutover Information</i></b> communication scheduled for late January 2024. For those transactions in flight on Ariba there will be specific instructions on what will need to be done.
Is the move to Coupa mandatory for suppliers to continue to do business with State Farm?	The expectation is that all suppliers will move to Coupa to continue doing business with State Farm.
How will State Farm gather our Coupa preferences?	A survey will be sent November 2023 to suppliers to gather Coupa preferences from the <a href="mailto:noreply@statefarmfeedback.com">noreply@statefarmfeedback.com</a> domain.
I am not the right person to receive these communications. How do I stop receiving these messages?	Please identify someone else that would be responsible for receiving orders and/or submitting invoices and provide that information to the <a href="#">Supplier Enablement</a> team.
Who do I contact if I have further questions?	<a href="#">Supplier Enablement</a> mailbox

### Supplier Catalog Enablement

<u>Question</u>	<u>Answer</u>
When will the initial supplier outreach occur for catalog enablement?	State Farm will be surveying identified suppliers starting in August 2023 for potential catalog enablement.
When will supplier-managed hosted catalog training occur?	State Farm will conduct supplier hosted catalog training, as needed, beginning October 2023.

### Invoicing

<u>Question</u>	<u>Answer</u>
Where will I send invoices?	Invoices will be submitted through the Coupa Supplier Portal. You will need to include who in State Farm should receive the invoice for payment as the “Requester”.

### Coupa Pay

<u>Question</u>	<u>Answer</u>
What types of Coupa Pay payment types will be available?	Virtual Card, Digital Wallet (PayPal), and Early Payment Discounts.
What type of outreach activities will occur for Coupa Pay?	Targeted suppliers will receive communications relating to the following: <ul style="list-style-type: none"> <li>• Virtual Card Enrollment</li> <li>• Early Payment Discounting</li> </ul>
Will I be able to set up multiple payment methods using Coupa Pay?	If you opt in to using the Virtual Card or Digital Wallet payment options, all payments must be received using the selected Coupa Pay method. Alternate payment methods cannot be set up.
Are there Coupa Pay resources available?	Please review the Coupa Pay Supplier Landing page for additional information.