

## E-Sourcing Application FAQ

### ***About Coupa***

Jabil implemented Coupa Sourcing in March 2020. The main advantage is to integrate sourcing modules in Coupa for higher operation efficiency within the same platform. This e-sourcing tool will focus on the tactical sourcing activities.

### ***About Scanmarket***

Jabil has engaged Scanmarket, worldwide, for e-sourcing since 2015 for key strategic sourcing activities. The main advantage is increasing sourcing productivity, as it is a market-leading, global strategic-sourcing, cloud-based platform.

### **Frequently Asked Questions**

| Questions   | Coupa Sourcing   | Scanmarket        | Note  |
|---|------------------|-------------------|---|
| Why is Jabil Indirect Procurement using two e-sourcing tools? | Tactical purpose | Strategic purpose | The tool usage purpose is transparent to the supplier. Both tool features are very similar for the supplier.  |
| Do I need any ID or password to access?                       | No               | No                | Just click on the link in the event email invitation.   |
| Is there any supplier guide available for self-reference?     | Yes              | Yes               | Coupa Sourcing – every event has a supplier manual.<br>Scanmarket – every event has a description of the event and a demo video.  |
| Can I participate partially for only the item I support?      | Yes              | Yes               | Just fill out the price for item that you support.  |
| Can I contact the event organizer?                            | Yes              | Yes               | Message board is available for communication. All event communications should be restricted to online for a history record.   |
| Is technical support available?                               | Yes              | Yes               | Coupa Sourcing – contact <a href="mailto:sourcing.support@coupa.com">sourcing.support@coupa.com</a><br>Scanmarket – Leave a contact with “QuickCall” for Scanmarket to call.            |
| If I submit an incorrect bid in auction, can it be corrected? | Yes              | Yes*              | Just inform the buyer to disqualify your last updated price.<br>* If it is a seal bid action in Scanmarket, the supplier needs. To “QuickCall” to get the Scanmarket reps to update it. |