



Coupa Sourcing Supplier FAQ_R1

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Q1: Why Jabil use Coupa e-Sourcing tool?

Jabil is deploying established market leading e-sourcing applications across the globe. We use e-Sourcing tool like Coupa, to drive digital collaboration and efficiencies in the sourcing process. It provides significant advantages to our partners like you with transparent and fair bidding practices.

Q2: Do I need login and password to access a sourcing event?

You can access an event directly from the link provided in the sourcing event invitation email. Suppliers do not need to have a Coupa account, login ID or any password.

Q3: How can I get reference about Coupa Sourcing event?

All Coupa Sourcing event will attach with Sourcing Supplier Guide and FAQ, it will provide guidance to you for the required bidding action.


Q4: What browsers are supported?

Coupa Sourcing works best with Chrome.

Q5: Can I change the event language to my preference?

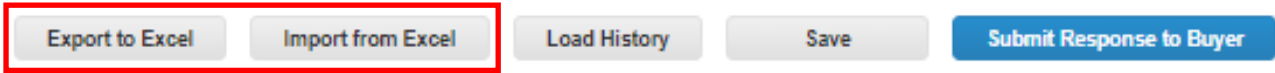
Yes, Coupa allows you to choose your preferred language at the bottom.



Business Spend Management •  English • Accessibility

Q6: How can I avoid losing my data due to disconnection?

If you want to avoid losing your data update, especially for the long list of the items, you may choose to enter them offline by “export to excel” and then “import from file” back into the event when it’s complete.



Q7: How do I know my response was submitted successfully?

After supplier submit your response, you can confirm about submission from 2 aspects:

1) The flash message at the top will indicates if the response went through.



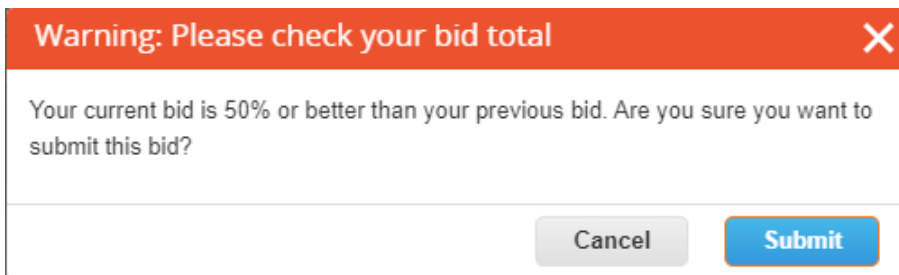
2) The history record at the bottom of the event page will indicates the total amount, response name, and the time of response was submitted.

History

Supplier W*****H*****N*****A*****D*****S*****T*****00*****00*****00*****16*****CNY on 07/01/20 at 09:07 AM CST
Supplier W*****H*****N*****A*****D*****S*****T*****00*****00*****00*****16*****CNY submitted their response Total amount: 28,380.00 CNY [more details](#)

Q8: What can I do if I submitted an incorrect bid in a reverse auction event?

Inform buyer through the message board. The buyer will disqualify your latest bid, you will then receive a notification. You can continue to update your new bid after this correction. Usually, Coupa system will trigger a reminder if your new bid is less than 50% of your previous bid, you will receive a warning message: "Your current bid is 50% or better than your previous bid. Are you sure you want to submit this bid?" This message intention is to minimize incorrect bid submission.



Q9: How do I participate partially in an event?

Just leave the price field blank if you do not support the specific item. However, if the field is marked with red * as mandatory, you may contact buyer for guidance.

Q10: How can I add details other than the price for each item?

Put your cursor at the item, you will find “hand” and “pencil” icons, click on it, you may expand the item to see additional fields (for example, description, lead time, attachment, etc), if the field is marked with red * as mandatory, then you must provide data.

Q11: What types of files are supported for attachment?

Most file types are acceptable except below:

EXE, BAT, COM, SH, DEB, SO, ELF, BIN, RPM, TAR, KO, PY, PHP, MSI, AXF, PRF, or PUFF.

Q12: What is the size limit when uploading files?

The file size limit is 250 MB per upload.

The recommended maximum numbers of attachments is 20 - 40.

Q13: How should I handle the email notifications of event?

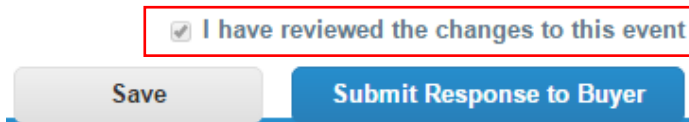
You could receive notifications for the same event under 3 conditions:

- 1) New event **invitation**, please update your bid.
- 2) Event revision **changed**, please update your latest bid.
- 3) Last day prior to due date **reminder**, please ignore the reminder if you have submitted update.

Q14: Why the “submit response to buyer” button is gray off?

It could due to below 2 scenarios:

- 1) When event creator pause the event for editing, the event will temporary close for supplier to update. You will see Event Status as Paused at top right.
- 2) If the event owner/creator has made changes to the event, the checkbox to accept changes is above the **Submit** button. It's required your acknowledgement that “I have reviewed the changes to this event”. After accepting the changes you can submit your bid.



Q15: What should I do when there is error message?

If there is an error messages “Please fix validation errors and re-submit” prompt when your price update is not follow the bidding rules as stated in the event, you may need to read again on the rules in “event info” tab, and understand which rule need to follow and re-submit, example, “Tie for the first place is not allowed for total event” refer to your total price is same with best bid competitor, you need to revise the price to a better price.

Q16: How can I contact an event organizer?

In the event invitation, you will find a link to the event. Once you enter into the event, you can communicate with the event organizer relate to event inquiries through the Message Center on the bottom left.

Q17: How can I get technical support?

You may email to sourcing.support@coupa.com. The technical issue coverage scope are:

- 1) Not able to login to the system, 2) Problems attaching a file, 3) Can't submit a bid.

Please remember to provide required information for Coupa technical support:

Specified Customer name as Jabil, Event #, Problem description, a copy of the original invitation email that supplier received.