# Supplier Manual

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# 1. Introduction

The procurement process is part of the Procure-to-Pay process chain (P2P – from purchase order to invoice) and Ringier is optimising all aspects of it in light of this. The cloud software solution Coupa enables everything from requisitions and purchase orders through to supplier invoices to be created electronically. Procurement of goods and services is therefore primarily handled via this P2P portal, which leads to greater efficiency.

This guide introduces the Coupa P2P portal to suppliers to Ringier AG (and associated subsidiaries and holdings in the Ringier Group) and assists them in registering with and using Coupa.

## 1.1    Benefits for suppliers

Coupa not only helps Ringier to optimise its P2P process, it also offers the following benefits for suppliers:

-    Lays the foundation for a long-term business relationship
-    Bundles business needs for preferred partners
-    Reduces costs and work effort through automated processes on the supplier side
-    Greater efficiency (no delay in payment runs thanks to end-to-end electronic processes)
-    Increased transparency (view transfer status of all invoices)
-    Very user-friendly
-    Free to use
-    Reduces error rate
-    VAT-compliant invoicing
-    Payment terms of 15 days net

> :iTechArt
>
> I admire our customer Ringier for finding the strength and courage to use such a tool. There is a feeling of respect for the vendor and a desire to conduct business openly and effectively. Coupa gives us the expected transparency in financial settlement: the client creates an order for your work, you execute it and create the bill, and then at any time, you can see its status.
> The Coupa Supplier Portal even sends me text messages – my favourite ones start off with 'An invoice has been paid'!
>
> Dmitry Ermakov, VP Business Development, :iTechArt Group, Minsk, Belarus

## 1.2    The Procure-to-Pay solution from Coupa

Coupa is a cloud-based spend-management solution. For more information, go to www.coupa.com.

Coupa supports the integration of multiple technologies for electronic document transfer. The type of technological integration required is determined jointly by suppliers and Ringier. The following types are generally recommended:

-    cXML: for suppliers with a high volume of transactions
-    CSP: general recommendation for all suppliers not integrated via cXML.

## 1.3 Onboarding – Overview of supplier integration

Ringier works with each supplier to define integrations for the following Procure-to-Pay process steps. Connection types are agreed individually. They can come in any technical combination but must be checked for plausibility.
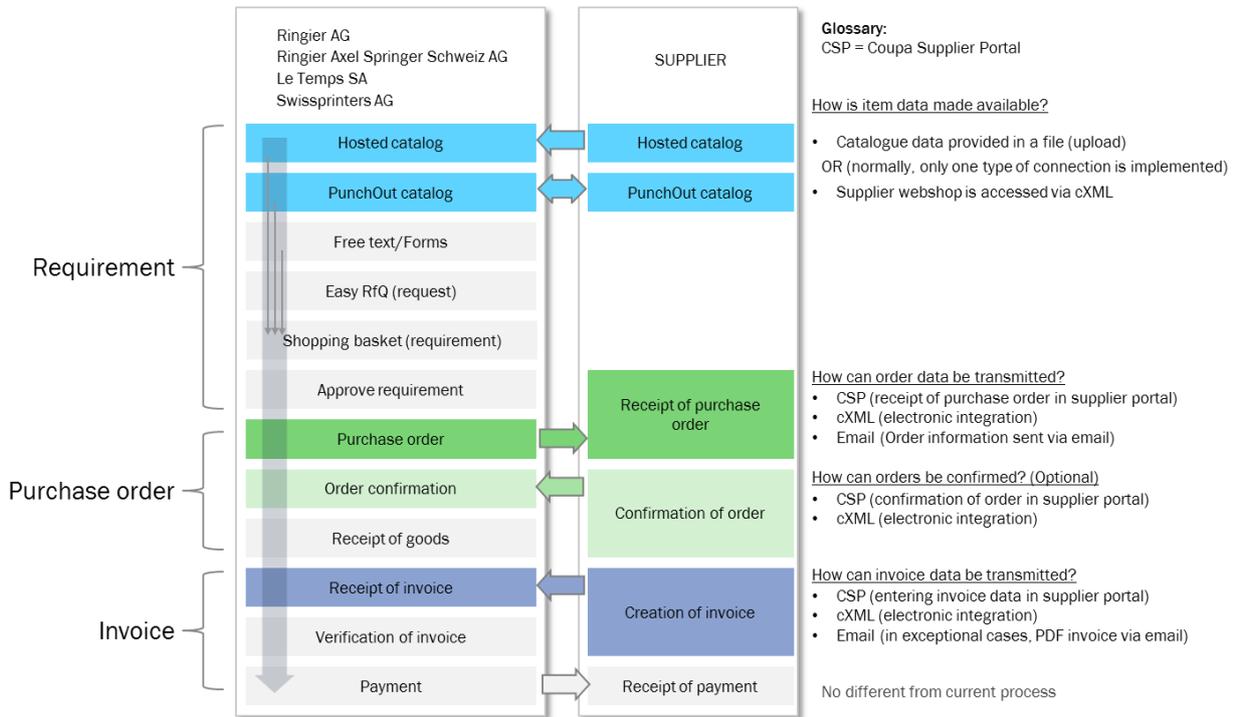


Figure 1: Overview of cooperation process

## 1.4 Contact

**Procurement**
Tel.      +41 44 259 66 12
Email   coupa@ringier.ch

**Creditors**
Tel.      +41 62 746 33 44
Email   kreditoren@ringier.ch

# 2. Coupa Supplier Portal (CSP)

Coupa offers a free Coupa Supplier Portal (CSP) for suppliers who wish to share their procurement transactions with their customers: supplier.coupahost.com

CSP is a free web portal for suppliers. It enables suppliers to easily share electronic data and transactions with customers who use Coupa. Ringier suppliers can use a variety of functions in CSP:

- Retrieving, displaying and confirming purchase orders.
- Creating, displaying, adjusting and sending invoices.
- Creating and managing customer-specific electronic catalogues.
- Managing company profiles (public and customer-specific).
- Checking the status of transactions.

Ringier is not currently using the following CSP functions:

- Displaying, creating, editing and transmitting service and completion confirmations.
- Creating, editing and transmitting advance shipping notices (ASN).

For more information, see success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal.

## 2.1 Coupa documentation and guides

Coupa provides comprehensive functional documentation, technical specifications and guides:

- For suppliers, success.coupa.com/Suppliers/For_Supplier offers an overview of all of Coupa's functions.
- A more detailed description of the CSP is available online at success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal.
- The CSP user guide is available at success.coupa.com/@api/deki/files/3381/CSP_Guide.pdf.

## 2.2 Technical requirements

- Internet access
- Browser (ideally Google Chrome, alternatively Mozilla Firefox or Safari)

## 2.3 Electronic data interchange via cXML

Coupa uses the cXML standard for electronic data interchange. More information on cXML can be found in 'Annex 1: Electronic data interchange via cXML'.

## 2.4 Registering with the Coupa Supplier Portal (CSP)

To register, contact coupa@ringier.ch. Ringier will then email you an invitation to log in via the CSP and complete your profile information.

The CSP can accommodate multiple users within the same company. You can choose from two options here:

- General email address:
  one-off registration in the CSP via a central email address. Account management and invoicing are performed via one login. If several users will be using the CSP, we recommend having each user register via their own individual email address (see next point).
- Individual email addresses:
  if several users will be using the CSP, we recommend creating a separate login for each user via their own individual email address. In this case, one user will be designated as the administrator and be able to manage all of the other users.

The following profile data must be provided for new registrations:

- Entity Name
- Country
- Address Line 1
- City
- Postal Code
- VAT ID
- Bank Name
- Account Number*
- IBAN
- SWIFT Code
   *Only required for suppliers outside of Europe without an official IBAN.

You can register with the CSP in six easy steps, which are explained in 'Annex 2: Registering with the Coupa Supplier Portal (CSP)'.


# 3. Procure-to-Pay in the CSP

## 3.1    Requirement: catalogue data

Complete, up-to-date, well-described item data is a key success factor in catalogue use. It enables the Ringier requester to find and order the right items. High-quality master data also guarantees a fast and error-free process.

**There are generally two types of catalogue integration:**

- Hosted catalog: catalogue data can be uploaded in Coupa in the form of a CSV file. Commas should be used to separate fields. Use UTF-8. Information on CSV files and an associated example (Excel Template Catalogue) can be found in 'Annex 3: Hosted catalog template'.
- PunchOut catalog: To enable PunchOut catalogs, the supplier's webshop needs to have a cXML interface. General information on cXML can be found in 'Annex 1: Electronic data interchange via cXML'. Additional requirements are defined in 'Annex 4: PunchOut Catalog fact sheet'.

Suppliers work with Ringier to determine the type of catalogue integration and catalogue maintenance. To get started, contact: coupa@ringier.ch

|          | Order type          | Order despatch           |
|----------|---------------------|--------------------------|
| Option1  | Catalog (hosted)    | Email and/or CSP         |
| Option2  | Catalog (PunchOut)  | Email, CSP and/or cXML   |
| Option3  | Web form/free text  | Email, CSP and/or cXML   |


## 3.2    Purchase order

Ringier transmits purchase orders from Coupa and sends them to the supplier by email or cXML.

Order transmission paths are defined together with Ringier. The level of technological integration determines whether email or cXML is more suitable for order despatch.

Purchase orders that have been triggered via Coupa have a PO number that begins with **5000**. The PO number is cited clearly in our purchase order (in the email header) and should appear on the invoice:

**Ringier AG Bestellung Nr.5000002166**

Purchase orders may contain attachments. In the case of purchase orders transmitted by email, the attachment can be downloaded from the purchase order:



In the CSP, the attachment can be downloaded in the order line:
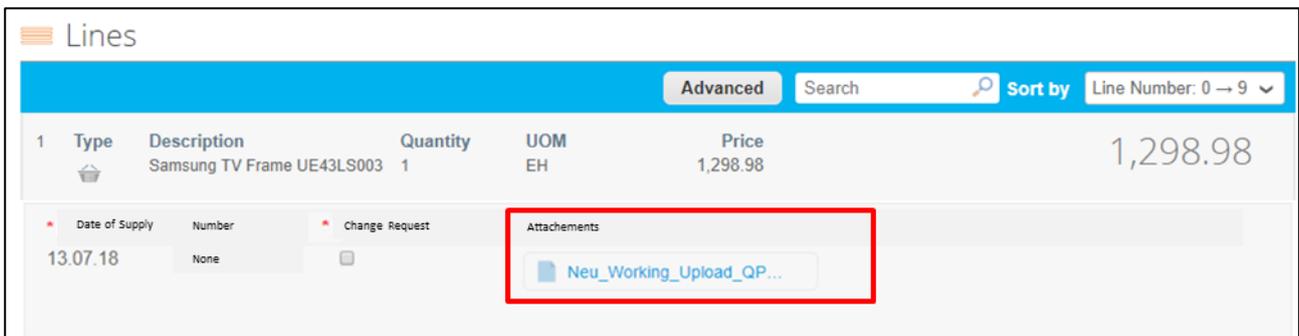


Suppliers can view all current purchase orders in the Orders tab in the CSP.

### 3.3    Order confirmation

Purchase orders that require an order confirmation are marked with the following note:

> Please confirm every purchase order by clicking the 'Confirm purchase order' button or via the Coupa Supplier Portal! If you notice any errors, please add a comment.

The supplier can create an order confirmation directly from the email or via the CSP. Any errors in or questions relating to the purchase order can be flagged directly via the portal's integrated comment function.

## 3.4 Invoice

Purchase orders that have been triggered via Coupa (through email) have a PO number that begins with **5000**. The PO number is cited clearly in our purchase order (in the email header) and should appear on the invoice:
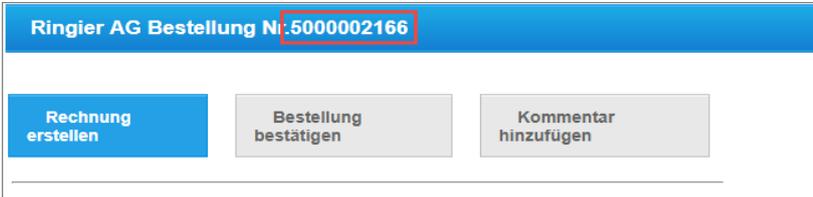


For invoices created directly in the CSP (manually or via cXML), Ringier currently offers **payment terms of 15 days** net.

⚠️ **No paper invoices by post**

Invoices for purchase orders whose PO number begins with **5000** can only be processed by Ringier electronically. (Paper invoices will be refused.) Suppliers can choose from two methods for sending invoices:

- **CSP (Coupa Supplier Portal) – the preferred method**

  This is the submission method that Ringier generally recommends, regardless of the number of invoices. All transmitted purchase orders and invoices are clearly displayed in the CSP, making it a fast, efficient and transparent tool for suppliers, who should therefore endeavour to use it.
  A step-by-step guide to invoicing in the CSP can be found in 'Annex 5: Invoicing in the CSP'.

  Coupa also provides a detailed guide:
  sucess.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal/Work_with_the_CSP/Create_an_Invoice_from_a_PO

- **cXML – electronic invoicing**

  The electronic interchange of invoice data between a supplier's ERP and Coupa takes place via cXML. Adopting electronic invoicing can entail conversion costs, so it is only possible with selected suppliers.

  The objective of electronic invoicing via cXML is to automate generated data for further review and processing on the supplier side. Other ways in which suppliers can benefit from cXML integration include:

  - greater customer loyalty between Ringier and suppliers
  - earlier payments
  - automated payment assignment on the supplier side, if necessary

  General information on cXML can be found in 'Annex 1: Electronic data interchange via cXML'.

**Binding nature of invoices**
Please note that all invoices submitted through the Coupa order portal are VAT-compliant and binding. **Copies of other, redundant, invoices sent by post or through multiple channels** will not be accepted.

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# Annex 1: Electronic data interchange via cXML

Coupa uses the cXML standard for electronic data interchange. For additional information, Coupa recommends the cXML User Guide from cXML.org.

Coupa provides its own documentation on the following topics:

- Purchase orders: success.coupa.com/Suppliers/For_Suppliers/Purchase_Orders/cXML
- Invoices: success.coupa.com/Suppliers/For_Suppliers/Invoices/cXML_Invoices
- Additional information on how to handle special characters in cXML can be found here: (Login required) sucess.coupa.com/Suppliers/Integration_Resources/cXML_Error_Handling/Handling_Common_Special_Characters_in_cXML
- In-depth information on cXML topics such as error handling can be found at: success.coupa.com/Suppliers/Integration_Resources

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**coupa**

# Annex 2: Registering with the Coupa Supplier Portal (CSP)

**Step-by-step guide**

> 🎬 You can find a more detailed guide in the video on new registrations with the CSP.

**Step 1**

Compile the following master data before you register:

| Coupa field name | Example | Company master data |
|---|---|---|
| Entity Name | CSP Test AG | |
| Country | Switzerland | |
| Address Line 1 | Bärengasse 3 | |
| City | St. Gallen | |
| Postal Code | 9001 | |
| VAT ID | CHE-116.302.542 | |
| Bank Name | PostFinance AG | |
| Account Number* | - | |
| IBAN | CH3709000000800135033 | |
| SWIFT Code | POFICHBEXXX | |

*Only required for suppliers outside of Europe without an official IBAN.

**Step 2**

Ringier will send you an invitation via email. Click the last link in the email (To confirm this request...). You will then be able to perform a one-off registration in the CSP.

Ringier Business Services would like to be connected with you on Coupa Supplier Portal.
You will be able to:

- Manage your company information
- Configure your PO transmission preferences
- Create an online catalog
- View purchase orders
- Create electronic invoices

By participating, suppliers gain access to a low cost, high volume order channel. They increase their order-taking efficiency, reduce mistakes and delays fulfilling orders, and maintain a better presence with their key customers.
You can also find more information here:
Overview: http://www.coupa.com/e-procurement/innovations/supplier-network
Getting started guide: https://success.coupa.com?cid=supplier-getting-started
Max Muster Muster
Ringier Business Services
To confirm this request or forward to someone else at your company, please click the link below:
https://supplier-test.coupahost.com/signup/c25d81a3b287e61790e05d5af3e7ca4d004731e6

**Step 3**

After registering, click the Admin tab. You will then be able to complete your profile as described in the following steps.



**Step 4**

Go to 'E-invoicing setup' (1) and click 'Add Legal Entity' (2), to enter your payment data (see Step 1 Master data).
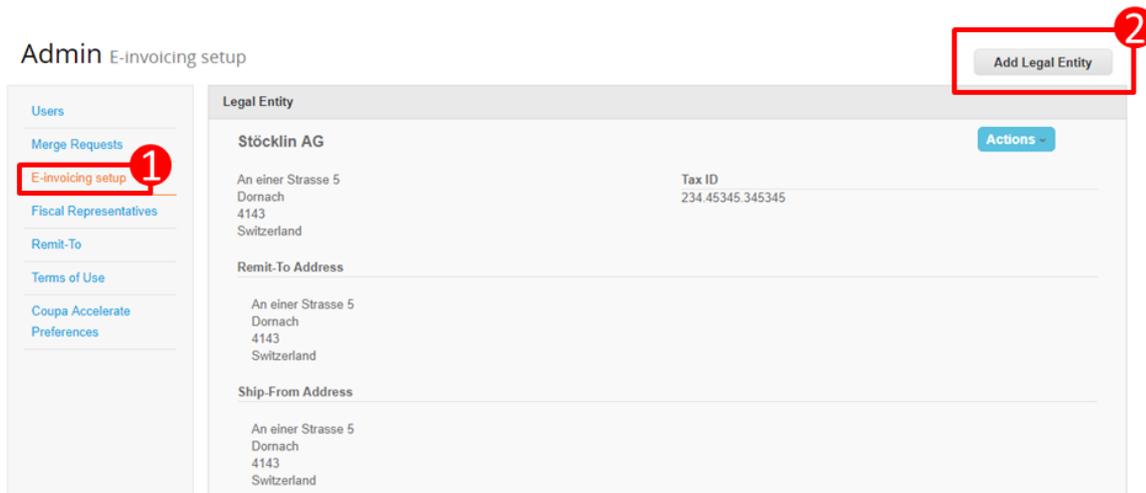


The following payment data is required:

- Entity Name
- Country
- Address Line 1
- City
- Postal Code
- VAT ID
- Bank Name
- Account Number*
- IBAN
- SWIFT Code
  *Only required for suppliers outside of Europe without an official IBAN.

**Step 5**

If necessary, go to HELP in the top right of the screen and start the 'Help Tour', then finish entering your profile information. Depending on the tab, there is an 'Online Help' as well as a 'Help Tour'.
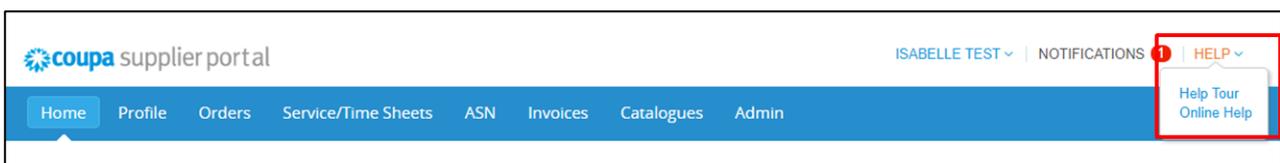


**Note:** the language setting can be changed at any time in the portal at the bottom of the screen.

**Step 6**

If the Coupa Supplier Portal is to be used by multiple users, they can be invited into the system. To do so, click the 'Admin' tab. In the Users area, you can click the 'Invite Users' button and enter the email addresses of these additional users.

# Annex 3: Hosted catalog template

With the Hosted Catalog variant, catalogue data can be loaded in Coupa in the form of a CSV file.

Remember to

- use commas to separate fields
- Use UTF-8

You can request the Excel file 'Ringier_Template_Catalogue_CSV' with all CSV-file fields by contacting cou-pa@ringier.ch.

Below is a list of CSV-file fields (with descriptions) that suppliers must fill in. The asterisk (*) is part of the field name and does not have any additional meaning in itself.

| Coupa field name in the template | Field description | Example |
|---|---|---|
| Supplier Part Num* | Supplier part number | 14706 |
| Name* | Item name | Braufrisch crate |
| Description* | Item description | 0.33 / 20-pack crate |
| Price* | Net price | 25.16 |
| Currency* | Currency | CHF |
| UOM code* | Unit of measurement | ST |
| active* | Availability | yes |
| UNSPSC Code | UNSPSC classification | 50000000 |
| Lead Time | Standard delivery time | 3 |
| Image Url | Image URL link | https://image.jimcdn.com |
| No free text | Standard value | yes |
| Supplier Item no free text | Standard value | yes |

# Annex 4: PunchOut Catalog fact sheet

We prefer that our suppliers access the supplier webshop via cXML as this involves the least amount of effort for both parties. Coupa uses the cXML standard for electronic data interchange. For additional information, Coupa recommends the cXML User Guide from cXML.org. Coupa also provides its own documentation on purchase orders:

success.coupa.com/Suppliers/For_Suppliers/Purchase_Orders/cXML

Depending on Ringier's requirements, the supplier's webshop PunchOut catalog must fulfil several conditions:

**Mandatory**
- Ringier must be able to limit the items it wishes to display. For example, Link 1 should display the full deliverable range. Link 2 should only display a portion of the range, not including product category XY or individual dedicated items.
- The webshop needs to display items that were created/manufactured especially for Ringier and that are only available to Ringier.

**Optional**
- Items have UNSPSC codes.
- This type of view can incorporate the Ringier logo.

Ringier will work with the supplier to define the scope of the catalogue.

# Annex 5: Invoicing in the CSP

**Step-by-step guide**

You can find a more detailed guide in the video on invoicing in the CSP.

**Step 1**

Log in to the Coupa Supplier Portal with your user information.

**Step 2**

Click the Orders tab (1).
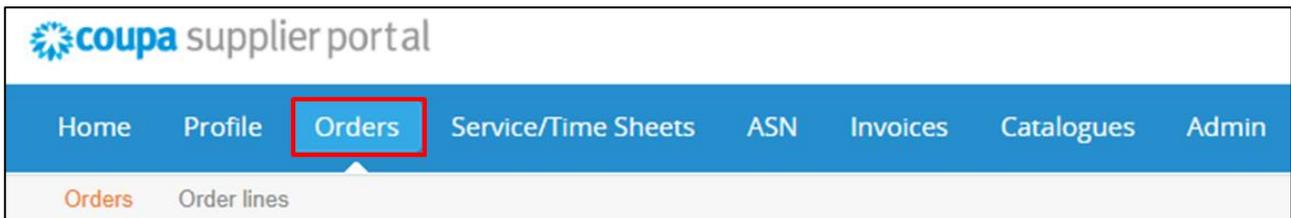


**Step 3**

You should now see an overview of all the purchase orders that Ringier has lodged with you. You can view the details for a purchase order by clicking the PO number (1). If you want to create an invoice for a purchase order, click the money icon (2) .



**Step 4**

All of the information for the invoice is taken from the purchase order. You only need to add your supplier-specific information. Enter your reference number for the purchase order in the invoice number field (1).

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If you need to specify quantity (1) or price differences (2) for the invoice, you can do so in the 'Lines' section.



Select the correct VAT rate for the order item.



Extraordinary costs (delivery costs, processing costs, miscellaneous costs) can be listed at the bottom of the invoice (1). Select the correct VAT rate for these costs as well (2) and click Calculate to check the invoice total (3) – this will factor in your changes and update the invoice total. To approve the invoice for payment, click Submit (4). Your invoice will be transferred to Ringier automatically.

**Step 5**

The Invoices (1) tab shows all of the invoices you have ever created. The Paid (2) field shows whether your invoice has been paid already.



**Step 6**

Click the invoice number to download a VAT-compliant invoice for your records.