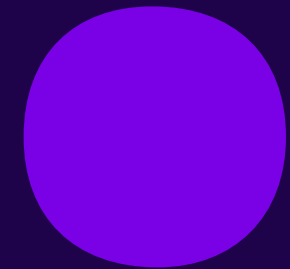


**sanofi**

# **Sanofi Supplier Coupa Portal (CSP) FAQs**

# **01 Supplier System Questions**



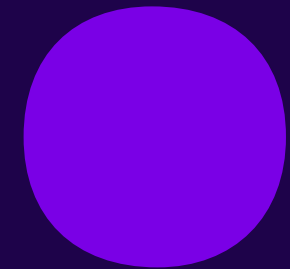
# Supplier System Questions (1/2)

Question	Answer
What is Coupa?	Coupa is a leading cloud-based e-commerce platform that facilitates seamless interaction between buyers and suppliers. Sanofi will utilise Coupa to issue purchase orders and receive invoices electronically, enhancing communication, reducing manual processes, and ensuring timely payments.
Why is Sanofi implementing Coupa?	Sanofi is adopting Coupa to enhance the procurement experience for both internal stakeholders and external suppliers. The platform enables faster, more efficient collaboration and provides greater transparency throughout the procurement lifecycle.
How will Coupa impact the way Sanofi works with suppliers?	Coupa streamlines the invoicing process by offering suppliers an intuitive platform to submit invoices. This improves accuracy and accelerates payment processing.
In which countries Coupa Invoicing live?	<p>The Sanofi is live with Coupa invoicing in the following countries:</p> <ul style="list-style-type: none"><li>• Belgium</li><li>• Canada</li><li>• France</li><li>• Italy ( only foreign suppliers )</li><li>• Netherlands</li><li>• Portugal</li><li>• Puerto Rico</li><li>• Spain</li><li>• United States</li></ul>

# Supplier System Questions (2/2)

Question	Answer
Are suppliers required to sign up with Coupa?	Yes. Going forward, Coupa will be the only platform used for all indirect spend transactions with Sanofi, including purchase orders ( starting with E00 ) and invoices. Coupa is free for suppliers and makes doing business with Sanofi easier. Suppliers will need to register on the Coupa Supplier Portal (CSP) to accept the Coupa Terms and Conditions.
Can we change our preferred order method after Coupa Go-Live?	Yes, you will be asked to raise your query with Coupa Supplier Enablement team ( country's level support mail available on SupplierConnect invoicing page ) who will process your request.
How we will be notified when a PO has been raised for us?	Suppliers will receive notifications via the CSP platform (supplier has multiple options on how to set up notifications: email and SMS); cXML suppliers will be notified in their own system as per their setup and they will receive notification in CSP.
What are the different ways to submit and invoice – considering Supplier's profile/number of invoices/month ?	<p>The preferred method is via the Coupa Supplier Portal (CSP), which is free to use and allows suppliers to:</p> <ul style="list-style-type: none"> <li>• View purchase orders and invoices</li> <li>• Track invoice status</li> <li>• Convert purchase orders into invoices</li> </ul> <p>For high-volume suppliers, invoicing may also be conducted via cXML, an automated electronic method.</p>

## **02 Coupa Supplier Portal (CSP) Questions**



# Coupa Supplier Portal (CSP) Questions (1/3)

Question	Answer
What is the Coupa Supplier Portal (CSP)?	The Coupa Supplier Portal (CSP) is an online platform that enables Sanofi suppliers to receive purchase orders and submit invoices electronically. It facilitates efficient and transparent transactions between Sanofi and its suppliers.
What are the key benefits of joining the CSP?	Suppliers who register with the CSP gain access to several advantages, including: <ul style="list-style-type: none"><li>• User-friendly interface – Receive purchase orders and monitor payment status in real time.</li><li>• Integrated solution – Create and submit invoices quickly and easily within the portal.</li><li>• Reduced administrative burden – Eliminate the need for printing, mailing, or faxing invoices.</li><li>• Standardised processes – Benefit from faster approvals and smoother transaction workflows.</li></ul>
Will we need additional software to use the CSP?	No additional software is necessary. Coupa is a cloud-based solution, accessible via any standard web browser. Suppliers only need an active email account and internet access to use the portal and transact with Sanofi.

# Coupa Supplier Portal (CSP) Questions (2/3)

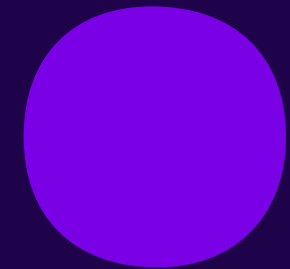
Question	Answer
How much does it cost to transact with Sanofi via the CSP?	There is no cost for suppliers to use Coupa. <i>Please note: Coupa Advanced is an optional, premium subscription for suppliers using the Coupa Supplier Portal (CSP), designed to enhance your efficiency, streamline communication with customers and unlock powerful tools not available in the standard portal. To explore this option in more detail, please visit: <a href="#">Coupa Advanced</a>.</i>
How do we register for the CSP?	Our Supplier Enablement team will send you an invitation to join the CSP and we will partner with you to ensure a smooth transition to Coupa.
How long does it take to register for the CSP?	The registration process takes less than 5 minutes upon receiving the invitation email. If you have not received a CSP invitation, please reach out to the team (country's level support mail available on SupplierConnect invoicing page). Please see training materials here for more information: On SupplierConnect webpage – Coupa trainings.
We already have a Coupa Supplier Portal account. What do I need to do to enable Sanofi?	If you already have a Coupa Supplier Portal account, you will still receive an invitation from Sanofi but you will only need to login to your account and add Sanofi as a customer. Please see training materials here for more information: On SupplierConnect webpage – Coupa trainings.
Where can we find more information about the Coupa Supplier Portal?	Here are some useful links with information about the Coupa Supplier Portal: <ul style="list-style-type: none"><li>• <a href="https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal">https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal</a></li><li>• <a href="https://supplier.coupa.com/help/">https://supplier.coupa.com/help/</a></li><li>• On SupplierConnect webpage – Coupa trainings</li></ul>
How much does it cost to transact with Sanofi via the CSP?	There is no cost for suppliers to use Coupa. <i>Please note: Coupa Advanced is an optional, premium subscription for suppliers using the Coupa Supplier Portal (CSP), designed to enhance your efficiency, streamline communication with customers and unlock powerful tools not available in the standard portal. To explore this option in more detail, please visit: <a href="#">Coupa Advanced</a>.</i>

# Coupa Supplier Portal (CSP) Questions (3/3)

Question	Answer
Do we need to set up a CSP account, or will this be done for us?	Suppliers must set up an CSP account, which will be linked with Sanofi Coupa system automatically. Please see training materials here for more information: On SupplierConnect webpage – Coupa trainings.
We are one legal entity with one bank account but have separate departments. Can we receive POs and raise invoices separately in Coupa?	Unfortunately, the CSP cannot support departmental split of POs and invoice. We recommend that you define a process internally in your organisation to filter by department. <i>Please note: multiple individuals can be set up from your organisation in the CSP who can be from different departments and access POs and invoices.</i>
Can we have 2 different bank account details entered in Coupa from different countries, and is there any effect on currency?	Multiple bank accounts can be set up in the CSP, along with different remit to addresses. Please see training materials here for more information: On SupplierConnect webpage – Coupa trainings.
Does SAN option connect to the CSP, and can we have both?	Yes, you can have both SAN and CSP set up. CSP suppliers will have SAN by default. <i>Please note: suppliers who have initially chosen SAN will have an option to join CSP through the PO email sent.</i> Please see training materials here for more information: On SupplierConnect webpage – Coupa trainings.
Does the invoicing system allow for suppliers who are not VAT registered?	Yes, suppliers without VAT registration number will have ability to transact via the Coupa Supplier Portal.



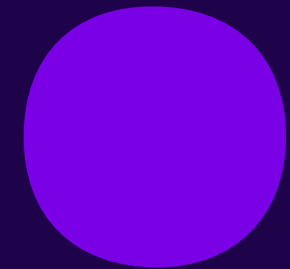
## 03 cXML Questions



# cXML Questions

Question	Answer
Do we also receive purchase orders via email if our transmission method is cXML?	If cXML is your transmission method, you will not receive purchase orders via email. The cXML links directly between your system and Sanofi system. However, you may still log in to the CSP and enable this if needed.
We're going to need an external developer to set up cXML for us. Will Sanofi reimburse this?	Sanofi is unable to reimburse costs for cXML. If you do not have the capability to do cXML transmission, then we suggest you use the Coupa Supplier Portal (CSP) instead.
We're familiar with EDI. Is this the same as cXML?	EDI and cXML are two separate transmission methods. Sanofi is moving from EDI transmissions to cXML transmissions and therefore will no longer support EDI connections.

## **04 Supplier Training & Support**



# Supplier Training & Support

Question	Answer
Where can we go for training and support on Coupa?	References and support resources is available on Sanofi Coupa Supplier webpage.
Where can we find more information about the Coupa Supplier Portal?	Here are some useful links with information about the Coupa Supplier Portal: <ul style="list-style-type: none"><li>• <a href="https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal">https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal</a></li><li>• <a href="https://supplier.coupa.com/help/">https://supplier.coupa.com/help/</a></li><li>• On SupplierConnect webpage – Coupa trainings</li></ul>



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