



Direct CSP FAQ

1. Will all Wabash and its subsidiaries (Walker, Bulk, Brenner) be going to Coupa?

Yes – with the exception of Bulk Mexico and Brenner Tank Services, which will be added at a later date.

2. In creating the invoice, what if the pricing is incorrect on the PO even after confirmation?

Suppliers will have the same options as they do today to inquire about pricing, quantity or any other information on the PO.

Suppliers can reach out to the buyer shown on the PO and use the comment feature to communicate with Wabash through Coupa. In case an error was found on the PO, the PO could be updated by Wabash as done today.

Last, suppliers also have flexibility to adjust price/quantity on the invoice. Such action, however, should only be taken as an exception and with proper justification to avoid delay to invoice processing due to PO-invoice mismatch.

3. Where does the invoice number come from?

The invoice number is the supplier's invoice number as generated from their system (the number entered). It is a text field in the supplier portal which gets updated by the supplier upon invoice creation. The invoice field can include numeric and alphanumeric values. Please note that Wabash does enforce restrictions regarding invoice number length based on the ERP system referenced on the order. The system will provide notifications regarding invoice number compliance real-time and when needed. Most orders will have either a 10- or 16-character limitation.

4. What happens if we continue to submit invoices as we do today? We currently email invoices to WSEAccounts.Payable@wabashnational.com.

We highly encourage compliance in choosing one of our preferred methods for invoicing (cXML, Coupa Supplier Portal and Supplier Actionable Notification). This process will be Wabash National's primary means for all invoice processing, and for supplier communications. It will provide the most streamlined and timely processing of invoices for our suppliers and we are strongly encouraging all suppliers to consider joining the Coupa Supplier Portal and evaluating what it has to offer.

However, if you MUST continue to e-mail invoices, please send them to invoices@wabashnational.couphost.com.

5. Will it be required to create an invoice via Coupa?

The three preferred methods are cXML, Supplier Actionable Notification (SAN) or Coupa Supplier Portal (CSP).

6. Emailing invoices is an automated process from our ERP system. Having to upload and invoice through this portal will add additional cost to our company and require additional resources.

We understand that this change might have a certain impact on our suppliers' short term. It is our strong belief, however, that this new process provides great long-term benefit to both our suppliers and our organization. Streamlining the purchasing process from a transactional standpoint means shorter processing times both for Wabash and its suppliers which result in cost savings. Suppliers with significant concerns and limitations can contact our team to discuss and review the best solution for you. That said, we encourage all our suppliers to first review the solutions reviewed during the training session.

7. Can we opt out of using this?

Our preference is participation by all of our valued suppliers. This process will be Wabash National's primary means for all invoice processing, and for supplier communications. It will provide the most streamlined and timely processing of invoices for our suppliers and we are strongly encouraging all suppliers to consider joining the Coupa Supplier Portal and evaluating what it has to offer.

8. Is there going to be a way to integrate with the portal through an automated electronic data exchange?

Yes, PO and invoice transmission can be set up through cXML if the supplier is capable. If this is something your company is interested in, please contact source_to_pay@wabashnational.com to begin this process.

9. Will we still be able to open and print invoices from the emails we receive?

Yes, there is a print view option for POs.

10. Will credit memos also be submitted through Coupa?

Yes, they can be flipped from a PO using the red stack of coins icon in the CSP.

11. Is shipping supposed to continue to send ASNs through Schneider Logistics or will they be switching to Coupa?

Yes, you will continue to use the ASN functionality as you do today.

12. Can we send invoices electronically into Coupa via CSV Format?

Not at this time. We plan to release this functionality in the future.

13. Is this site mostly just for invoicing? I work in customer service and at this time I receive the PO from Wabash via email. Will I still receive them that way, and confirm them next day as we have been, or will I go into the portal to acknowledge instead?

Yes, you will continue to receive them the way you do today. For purchase orders that DO NOT start with "S2P" you will acknowledge the PO the same way you do today.

14. We have several invoices that are sent to Wabash weekly. Some packing slips/invoices have 100+ lines. Do we have an email option? Right now we are automatically emailing every night when parts are shipped.

All invoices will need to be sent electronically to Coupa via one of the methods mentioned during training. For specific concerns regarding invoice line limitations please reach out to us directly.

15. Are we acknowledging ALL orders on the portal now, vs the Unconfirmed Lines we get and email back.

For purchase orders that DO NOT start with S2P you will acknowledge the PO the same way you do today.

16. If POs will continue to be received as they currently are, is any action required on the purchase order tab by the supplier? Or this is only to create an invoice for Wabash through Coupa?

Correct, you can use the purchase order tab to generate the invoice to Wabash.

17. Our already automated process of emailing when an invoice is automatically created will now become manual via COUPA, is that correct? This becomes added processes for our company.

If you are already automatically creating the invoice, please consider doing this via cXML. This process should not be more labor intensive on anyone's part.

18. Who will we contact for future questions when an invoice is disputed, and we have a problem correcting it? Will the source_to_pay@wabash.com always be a point of contact?

The source_to_pay@wabashnational.com address is more for general onboarding questions – please contact your Wabash buyer for invoice disputes.