



Indirect 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?

Same process as today. Please reach out to the requester or otherwise your direct buyer to discuss and resolve.

3. 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.

4. Where does the invoice number come from?

Suppliers will enter the invoice number based on their own numbering convention.

5. 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.

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

Yes, however there are several different manners to submit an invoice, such as cXML, SAN (Supplier Actionable Notification) and CSP, which is your Coupa Portal where you can flip a PO to an invoice. Any time you need to reference an invoice number it would be your invoice number.

7. We are a general contractor that works with WNC. We have been given limit PO numbers for certain areas of the plant. These aren't Coupa POs. How to I e-invoice those?

We are working on a process to allow invoicing in Coupa for services based on SOWs. Please email Barbara.Mankovich@wabashnational.com an outline of the services you provide and which locations you support and together we will determine the appropriate solution. A contractor with projects based on SOWs would receive an individual PO based on location.

8. Should I resubmit outstanding invoices?

No, do not resubmit invoices. You should be able to see the status of your invoice on the Coupa Portal.

9. Why was it recommended to turn off the notifications of a new order?

You will receive an e-mail as well as a notification via the portal and it was merely recommended to turn off the notifications so you aren't inundated with notifications. You are welcome to leave them on but will get doubly notified.

10. Gas bottle deliveries do not have a generated PO at the time of delivery. We generate an invoice after delivery. How does this process work with Coupa?

We are working on a solution for welding gasses, propane and other fuel deliveries based on forecast and site needs. This solution will allow you to invoice through Coupa. Please forward an email with the Wabash National locations you support along with 2018 volumes by locations with pricing details to Barbara.Mankovich@wabashnational.com.

11. What if we're providing an emergency repair and there isn't a PO issued in Coupa?

At times you will be called in for emergency repairs which are critical to keep our operations running. We will follow up with a Purchase Order for invoicing.

12. If a multi-line invoice is created and the supplier does not have stock to complete the order then a back order is needed to deliver at a later date. How do we handle the back orders?

Coupa allows you to partially invoice the PO items you are able to fulfill.

13. Does vendor managed inventory need to be billed through Coupa as well?

We are working on a solution for VMI programs based on a forecast and site needs. This solution will allow you to invoice through Coupa. Please forward an email with the Wabash National locations you support along with 2018 spend detail that includes quantity by part number by location, with pricing details to Barbara.Mankovich@wabashnational.com.

14. How do I go about changing the administrator email address on the portal, without adding a separate user?

Notify us at source_to_pay@wabashnational.com and we will take care of it for you. Please provide the appropriate contact information (first name, last name and e-mail address)