



Wilson, Sons

FAQ COUPA - WILSON SONS

1. Why is Wilson Sons changing its shopping platform?

A: Wilson Sons is on a journey of digital transformation, and our new shopping platform will bring many benefits to our process, such as:

- Easy management of your company's registration information
- Setting the purchase order transmission mode the way you prefer
- Viewing and managing all wilson sons-linked purchase orders
- Security and more transparency.

2. Will all Wilson Sons business units use the Coupa platform?

A: The platform change will be gradual and divided into steps. Therefore, if you are a supplier of the Company and serve more than one business unit, be aware of our communications and if in doubt, please contact the Supplies team by e-mail relacionamento.fornecedores@wilsonsons.com.br

3. How can I find out more details about using the Coupa platform?

A: See this [manual](#) for answers to the most common questions about registering for CSP, navigating the portal, recognizing purchase orders, and maintaining catalogs.

4. How do I carry out delivery notice of the goods?

A: In the "ASN tab", you can manage the delivery notices created through the "Orders" tab. For more details, see the CSP manual.

5. I am already a registered supplier in the COUPA Portal, how to proceed?

In this case, you only need to go to the "Orders" tab and in the "Select client" field, the list of COUPA clients will appear. In our case, select the client "Wilson Sons". In this section, you'll be able to manage all orders that Wilson Sons sends to you.

6. How can I register my company in Coupa to participate in Wilson Sons' acquisition and transformational processes?

It is not necessary to be a supplier registered in the Coupa Supplier Portal to receive the link to participate in quotations in the platform. For new suppliers, it is important to fill out the pre-registration on our website to enter the list of suppliers able to participate in the quotation. If you are already a Wilson Sons' supplier, you need to register with the Coupa Supplier Portal to have access to several features.

7. How can I login in the platform?

It is only possible for the supplier to register on the Coupa Supplier Portal if invited by Wilson Sons. Therefore, it is necessary to request by email relacionamento.fornecedores@wilsonsons.com.br requesting the registration link to have access.



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8. In my company we have two consultants who serve two Wilson Sons companies. How do we proceed for each of them to access the portal separately?

In the "ADMIN" tab of the Coupa Supplier Portal, you can manage and configure multiple access profiles, by company, activity, and functionality.

9. Will quotations continue to come by email or will they come directly on the platform?

We are in a transition period, so at the moment it will be done by both methods.

10. Will invoices issued be posted directly on the portal?

No. Invoices need to be emailed the same way they are currently done. We ask you to send the XML and/or PDF file to the nfe.entrada@wilsonsons.com.br and in parallel, continue sending manually to the service requesters. In addition, it is of paramount importance to inform the order number and item in the invoice XML.

11. Who can I contact in case of questions about the Coupa platform and issuing orders?

If you have any questions, please contact a buyer who serves you on the Wilson Sons Supplies team, and in addition, you can also forward your questions to the email relacionamento.fornecedores@wilsonsons.com.br.