

Coupa Supplier FAQs

#	Question	Answer
1	Are all suppliers required to register in Coupa to transact with Calpine?	Yes. Registration with Coupa will be a requirement for all suppliers to transact with Calpine beginning in October 2023.
2	How do I enroll in Coupa?	Please send a request to SupplierSupport@Calpine.com .
3	Will Calpine provide supplier training to use Coupa?	Yes, Calpine hosted multiple training events from October 2-5. A training video will also be posted to the Calpine website for reference for anyone who did not attend the live training.
4	Where do I go for more information about Coupa?	Calpine website: https://www.calpine.com Supplier mailbox: SupplierSupport@Calpine.com
5	When does Coupa go live?	October 18. All supplier transactions will be executed in Coupa starting on October 18.
6	What does it cost to join Coupa?	Coupa is free of charge for suppliers.
7	Why should I join Coupa?	Retain ability to do business with Calpine. Faster invoice payments. Auto-generated POs. Ability to generate invoices. Visibility to payment status. Ability to update your supplier information via Supplier Information Management (SIM).
8	How should I do business with Calpine before October 18?	Continue to do business as usual with Calpine until October 18.
9	Will Coupa provide catalogs of my goods and services for Calpine to purchase?	Yes, Coupa will provide catalogs for 25 suppliers selected by Calpine.
10	How will Calpine order goods and services if I don't have a catalog?	Calpine employees will be able to order goods and services from all Coupa-registered suppliers.
11	I have a blanket PO with Calpine. Will this change with Coupa?	No, your blanket PO will remain in effect. You will learn how to invoice against your existing PO during training.
12	Will my competitors see my pricing?	No, your pricing information will not be visible to competitors.
13	How will I participate in Calpine sourcing events?	Calpine sourcing events (RFQ/RFP) will be posted in Coupa. You will be able to participate through the CSP.
14	How will I communicate with my Calpine buyers?	Communications will be through the Coupa Supplier Portal (CSP). Email communications will be discouraged.
15	How will I receive Calpine Purchase Orders?	Once a Calpine requisition for goods and/or services is approved internally, you will receive a PO through the CSP, email, or directly through cXML.
16	How will I generate an invoice?	You will be able to generate an invoice in the CSP to match your PO line items.
17	How will Coupa accelerate payments?	Coupa requires a three-way match (PO-Receipt-Invoice) to authorize payment. Once the match is auto-approved in Coupa, payment will be made. Payments will be processed faster through automated vs. manual approvals.

18	What if I'm not able to use Coupa for transactions?	Please submit an exception request to SupplierSupport@Calpine.com .
19	What happens if an invoice is disputed?	You will receive an email describing the reason for the denial and instructions on how to resubmit.
20	How do I enroll in the CSP?	You will complete a Supplier Questionnaire provided by Calpine. Your information will be entered in Coupa, and you will then be a registered supplier, ready to transact with Calpine.
21	What if I do business with Calpine without a contract or PO?	You will submit invoices through the Canon system as you do today.
22	Can I generate a credit memo in Coupa?	Yes, you can create a credit memo in Coupa. Calpine can also create one on your account.
23	What if I only provide services to Calpine?	You will be able to use Coupa to receive POs, generate invoices and communicate with your Calpine buyer for your services in Coupa. POs will include the scope of service requested by Calpine.
24	I have a current contract with Calpine. Do I need to resubmit before October?	No, your current contract will remain in effect with the transition to Coupa. All existing payment/contract terms will be reflected in your transactions through Coupa.
25	How will I include fuel charges, taxes, etc.	You will be able to note miscellaneous charges such as fuel surcharges, taxes, etc. in the summary line on your invoice.
26	Can I add additional users to my CSP Account?	Yes, once your CSP account is created, the primary contact can add additional users.
27	Will the Supplier Questionnaire need to be filled out by every person utilizing the CSP?	No, it will only need to be filled out once.
28	If we already have a Coupa account, can we add Calpine as an additional vendor?	Yes, but you won't be able to send Calpine a request to connect. You will have to accept the emailed invitation, then log in to your account with the email address that the invitation was sent to. Once logged into your CSP account, you will be connected with Calpine.
29	What can I do if the information on the PO is incorrect?	Suppliers can request a PO change for the PO line(s) quantity, price or need-by date. Suppliers can also request a PO cancellation.
30	Can I invoice on one line?	Yes, suppliers can invoice on one line by pressing the red 'x' on the lines they do not want to invoice.
31	Can I submit multiple invoices toward the same PO?	Yes, click the "create invoice" on the PO or gold coins to invoice against the same PO again.
32	Will existing POs with Calpine be loaded into Coupa? Or just new Orders?	All POs processed before 10/18 should be invoiced through the current method today. Any PO after 10/18 will be invoiced via Coupa. You do not need to enter any POs or Invoices that you have in process at Go-Live. There will be a 6-month period to close out long lead time POs.
33	If I am uploading an invoice generated outside of Coupa, do I	Yes. You can attach the invoice as an attachment, but the invoice creation page should be filled out.

	need to fill out the invoice fields in Coupa?	
34	Can I filter my POs by Calpine location?	Each CSP user can create filter views on their POs and Invoices. You can create your own filter by Calpine's POBUs or by user.
35	We submitted a CSP Profile, it is showing as pending approval. How long does that take?	Calpine's Supply Chain and AP Teams review each profile to check for tax forms, remit-to information, supplier diversity, etc. This should only take a couple days, but because of the large influx before Go-Live it is taking longer than usual.
36	If we upload a copy of the invoice in the portal, do we have to fill out the CSP Invoice information?	You have the ability to add an invoice as an attachment, but you will still need to fill out all the required information on the invoice in the CSP.
37	Where will Calpine send POs? Is it to everyone assigned to the Calpine account?	POs will be sent to the PO email provided during the supplier onboarding process. POs will also be available to view in the CSP once they are issued. Users can also configure notification preferences to receive email and/or platform notifications. If notifications are enabled, supplier users would receive notifications for each PO.
38	Can anyone invoice in the CSP?	Any user with a CSP account linked to Calpine can create an invoice.