August 2019

BlackRock®

Coupa Supplier Portal Quick Reference Guide (QRG) for BlackRock Suppliers

LIMITED DISTRIBUTION

AGENDA

- How to Register in Coupa
- Purchase Orders
- Invoices
- Frequently Asked Questions

Coupa Supplier Portal Overview

If you are a BlackRock Supplier, we require you register to Coupa, BlackRock's global procure to pay system in order to submit invoices.

The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with BlackRock.

The CSP makes managing your customers who use Coupa, and transactions easy. You can manage content and settings on a customer-by-customer basis, including:

- Receive and view purchase orders
- Create, view, and send invoices
- Create and manage customer-specific electronic catalogs
- Manage your public and customer-specific company profiles and remit-to information
- Check the status of transactions with your customers such as BlackRock

There is *no* cost for suppliers.

To get an invitation to register to the CSP, please email suppliermaintenance@blackrock.com.

Once you get the invitation, please follow the steps outlined in this QRG or Coupa Training Materials to register and manage your company's profile via the CSP.

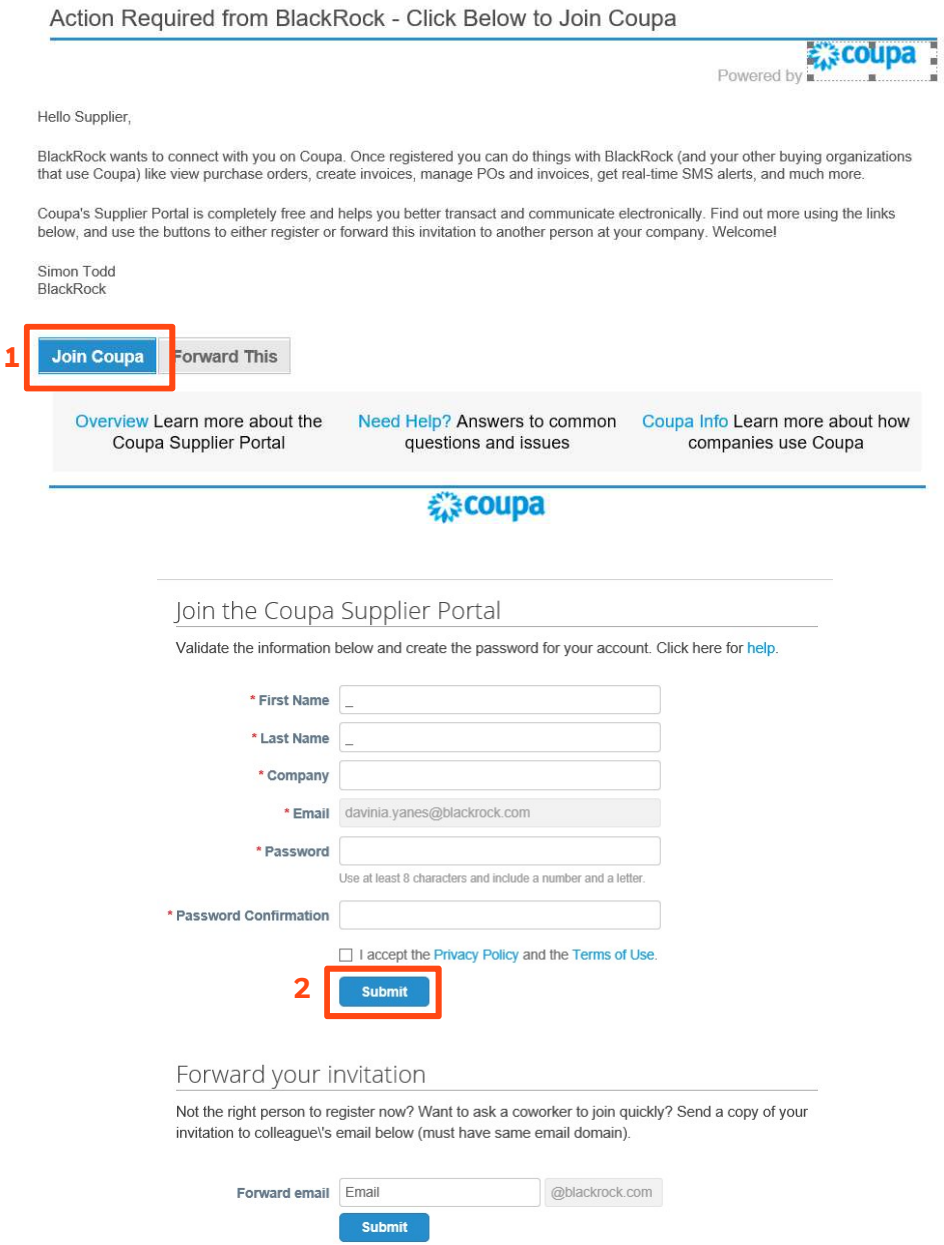
STEP 1: REGISTRATION
Invitation by email

You will receive an email from Coupa Supplier Portal (do_not_reply@supplier.coupahost.com) inviting you to register and join the CSP.

1. In the email, Click on 'Join Coupa' to access the CSP registration page.
2. In the Coupa Supplier Portal registration page, complete the required fields and click on 'Submit'.
3. Once your account is created, you will reach the CSP homepage.

✓ Bookmark the Coupa CSP address for future use: **https://supplier.coupahost.com/**

✓ Contact **SupplierMaintenance@blackrock.com** to request an invitation to the CSP



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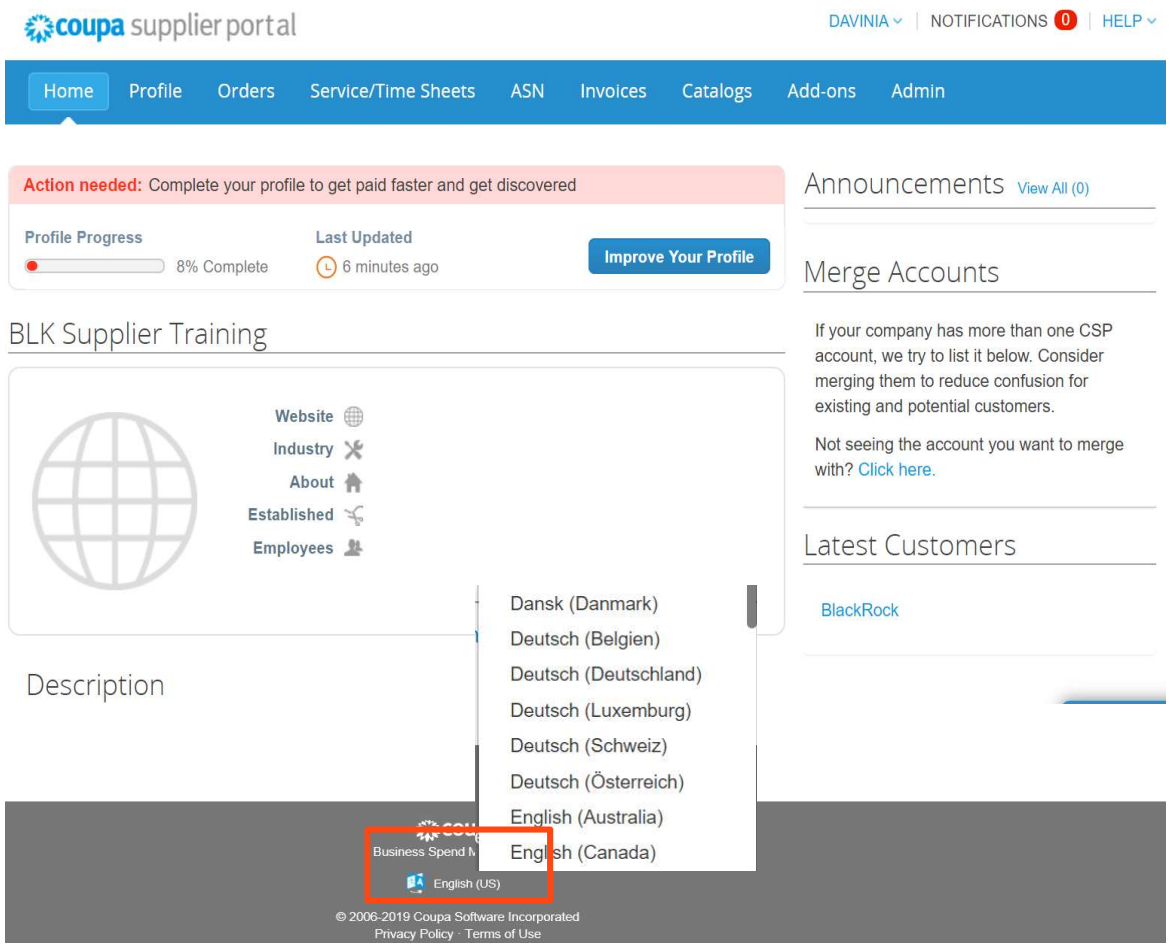
STEP 2: SET YOUR LANGUAGE



To change the language:

1. Click the English (US) link at the bottom of the Coupa homepage.

2. Select your language from the list.

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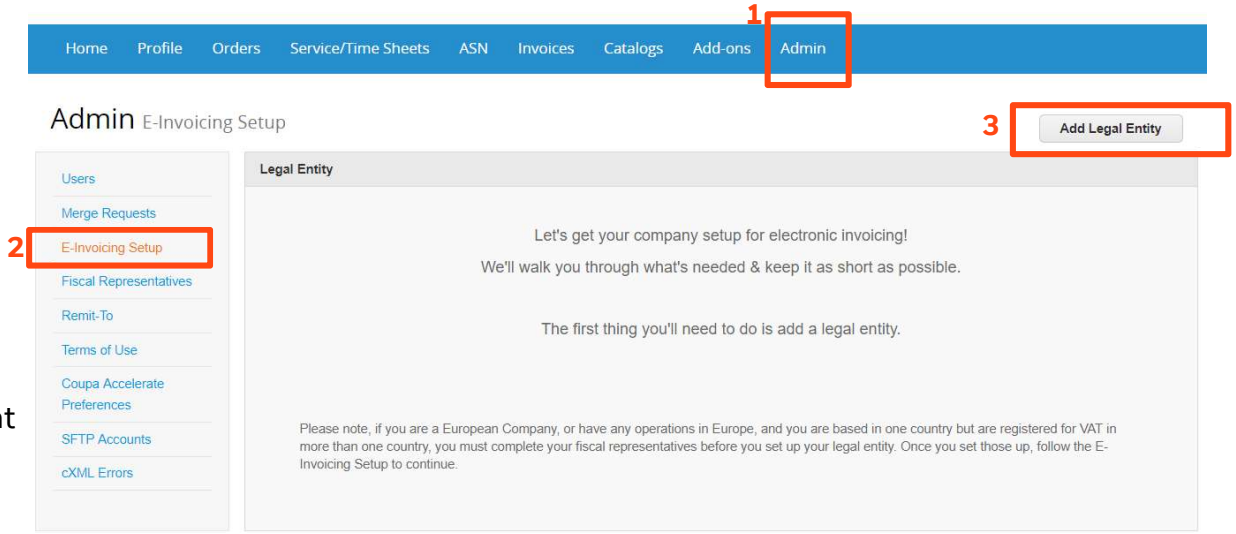
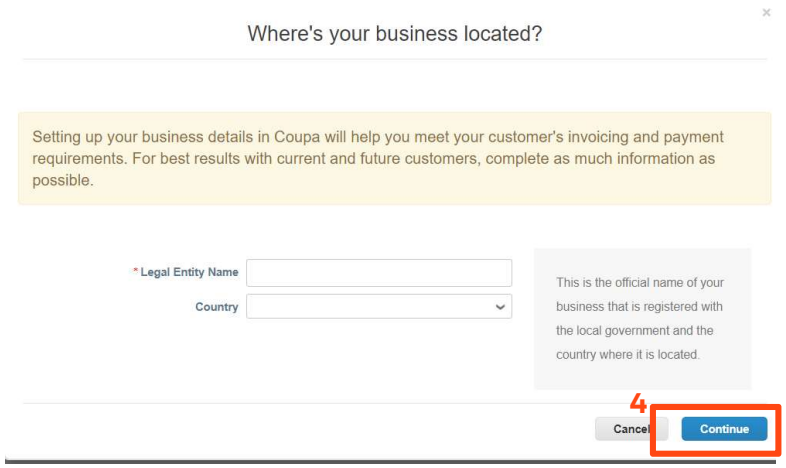
STEP 3: SETUP YOUR LEGAL ENTITY

To setup your legal entity & remit-to-address:

1. Click on the Admin tab
2. Click on 'E-Invoicing Setup'
3. Click on 'Add Legal Entity'
4. Complete legal entity name and country of your company (this is the official name of your business that is registered with your local government and the country where it is located) and click 'Continue'
5. Complete all required fields (*) and click on 'Save and Continue'





You are Done!

✓ This is a <u>mandatory</u> step before you can submit any invoices to BlackRock.

✓ If you need to change the Legal address -first deactivate the confirmed one and create the new one.

How to Register in Coupa

Purchase Orders

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Frequently Asked Questions

PURCHASE ORDERS

BlackRock strives to make its invoicing and payment processes as efficient as possible via the use of Purchase Orders.

Invoicing against Purchase Orders (PO) supports a streamlined end to end invoice process in Coupa.

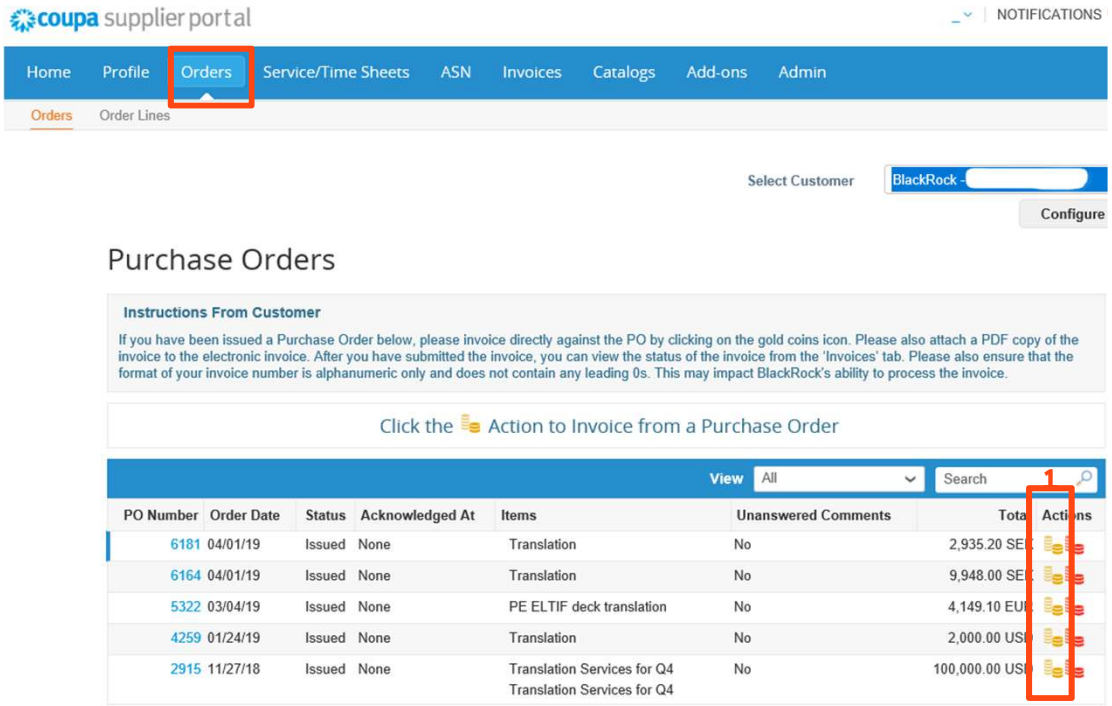
If BlackRock has issued any Purchase Orders to your company, you can view them by clicking on the Orders tab.

If the price on the PO incorrect, contact the PO Requester directly.

To submit an invoice against a PO:

1. Click on the Create Invoice icon for the relevant PO

Update all required fields, as shown in the next pages



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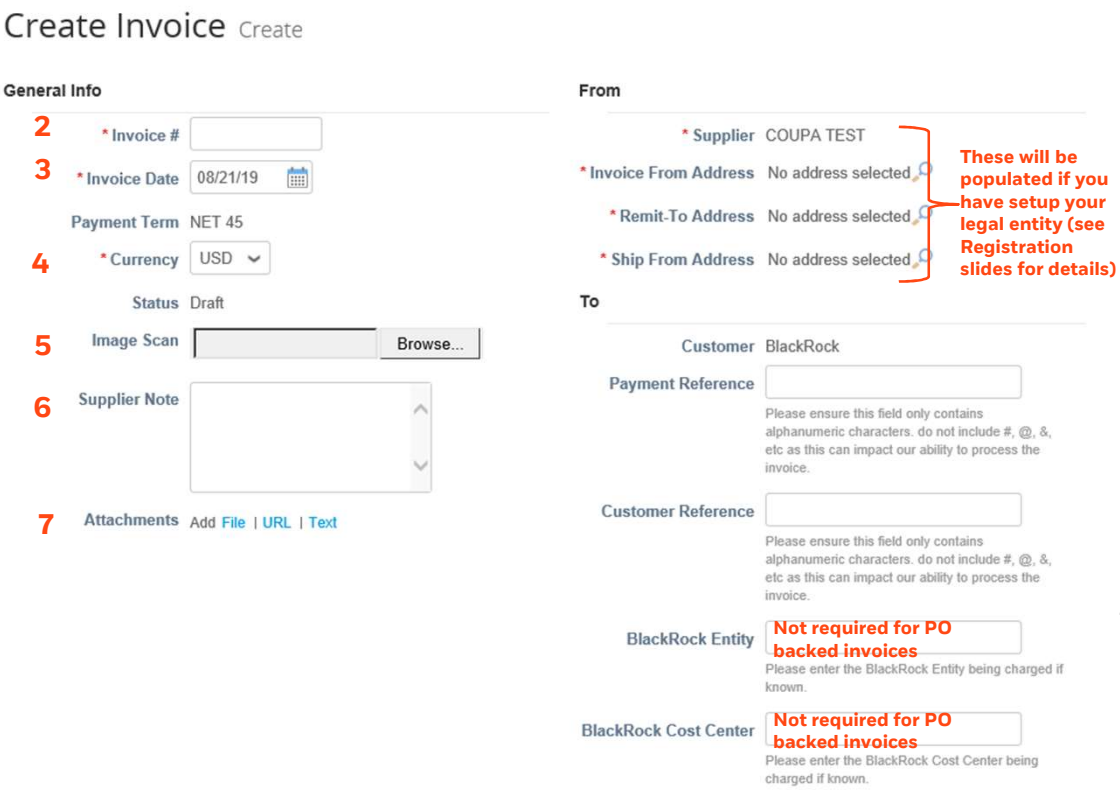
PURCHASE ORDERS
Invoicing against a PO



2. Enter the Invoice #
   - Avoid special characters such as '#', '.' , "!", "ä", "ü" or "ß"
   - Avoid '0' as the first number e.g. invoice # 01567 should be entered as 1567
   - Avoid low case letters. Example 35inv19 should be entered as 35INV19
   - Avoid 'spaces' or blanks
3. Enter the Invoice Date.
   - The Date *must* match the date on the invoice.
4. Update the Currency
5. Add an Image Scan
6. Add a Note to the BlackRock contact , if useful
7. Attach the invoice document. Accepted formats include PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.

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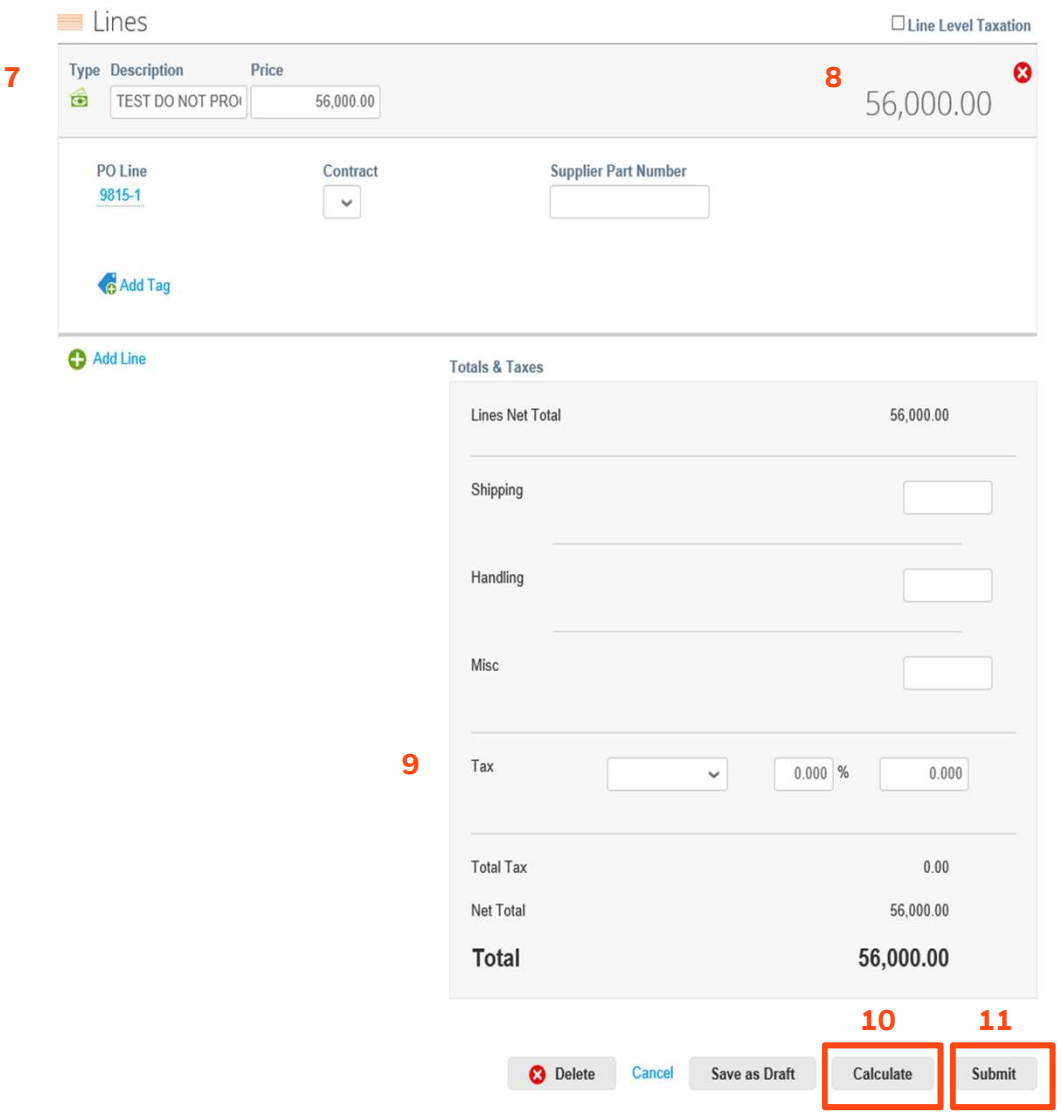
PURCHASE ORDERS
Invoicing against a PO



7. Update the Description, if applicable
   - If it is a part-invoice, update the description to make it clear what part the invoice covers
8. Update Invoice Amount.
   - Should match the amount on the invoice you have attached.
9. Add Shipping, Handling and Tax as applicable.
10. Click on Calculate and ensure the total matches the invoice total
11. Click on Submit.

- ➢ The invoice will now be in 'Pending Approval' status until all approvals have been received from the BlackRock stakeholders.
- ➢ POs are open for invoices until the approved amount is exceeded. Please contact your BlackRock business contact if an extension or a new PO is required.

How to Register in Coupa

Purchase Orders

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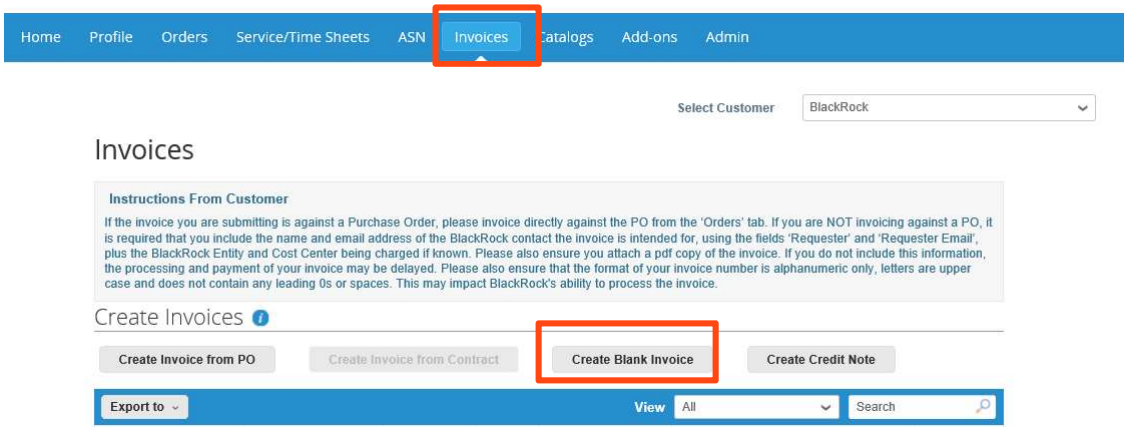
INVOICES

If there is no Purchase Order with your firm yet, please submit your invoice by following the subsequent instructions.

To submit an invoice (without a PO) :

1. Click on the Invoices tab and then on 'Create Blank Invoice'

Update all required fields, as shown in the next pages



✓ If you are submitting monthly/quarterly invoices to BlackRock, talk to your business contact about him/her setting up a Purchase Order (PO) to allow for more efficient billing.

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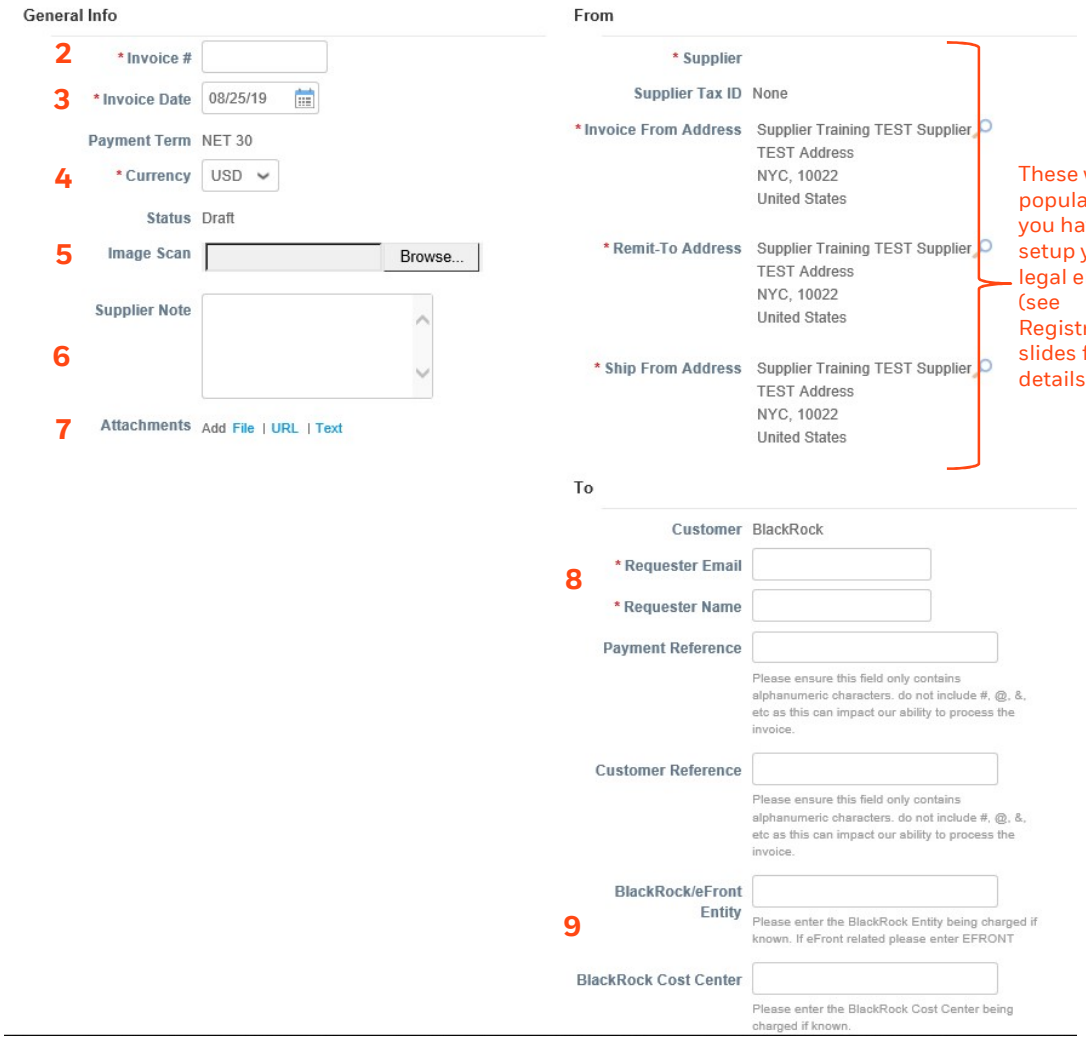
INVOICING



2. Enter the Invoice #
   - Avoid special characters e.g. '#', '.' , "!", "ä", "ü" or "ß"
   - Avoid '0' as the first number e.g. invoice # 01567 should be entered as 1567
   - Avoid low case letters. E.g. 35inv19 should be entered as 35INV19
   - Avoid 'spaces' or blanks
3. Enter the Invoice Date.
   - The Date *must* match the date on the invoice.
4. Update the Currency
5. Add an Image Scan
6. Add a Note to the BlackRock contact , if useful
7. Attach the invoice document. Accepted formats include PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.
8. Enter the email and name of your Blackrock contact. i.e. the requestor of the services or goods
9. If known, enter the Cost Center and Entity; this will speed up processing time.

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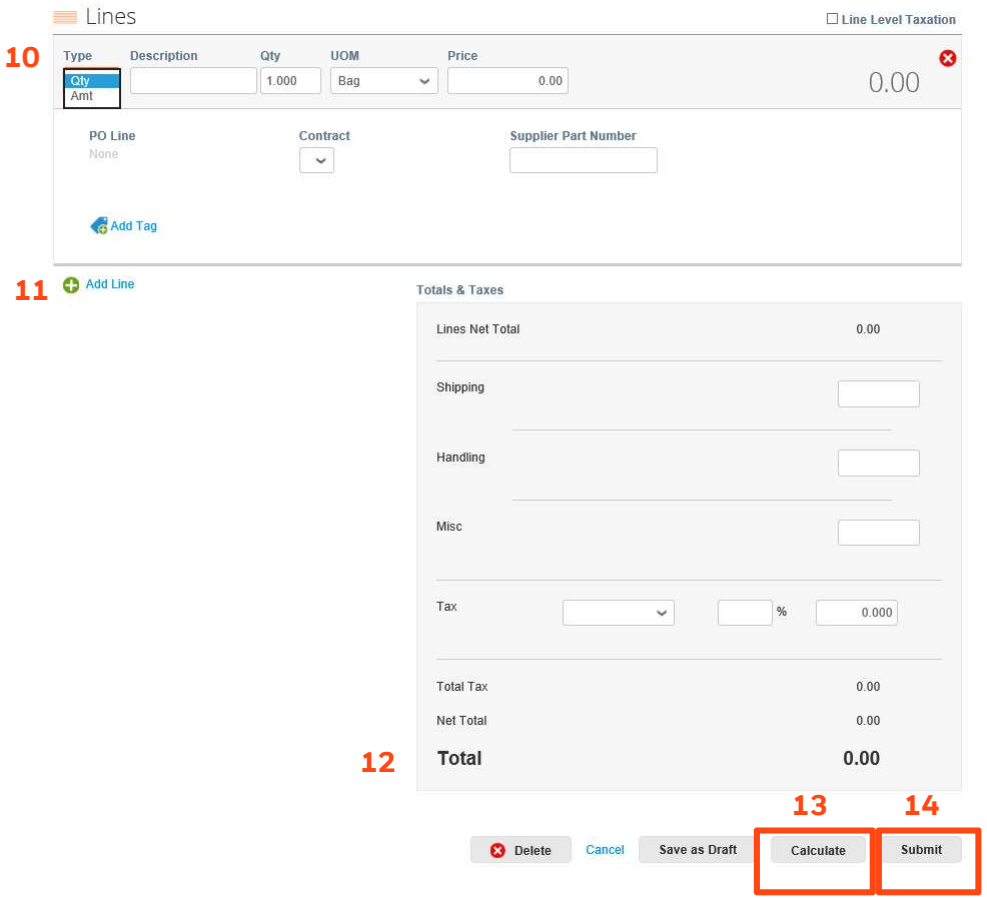
INVOICING



10. Select the type of cost; Quantity (Qty) or Amount (Amt) and update the Price to match the invoice amount
11. Add Invoice Lines, as applicable.
12. Add Shipping, Handling and Tax as applicable.
13. Click on Calculate and ensure the total matches the invoice total
14. Click on Submit.

➢ The invoice will now be in 'Pending Approval' status until all approvals have been received from the BlackRock stakeholders.

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How to Register in Coupa

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REGISTRATION

- **Where do I sign in to the CSP?**
  - http://supplier.coupahost.com
- **What happens if I forget my login?**
  - Forgotten passwords can be retrieved via the forgotten password link on the CSP. Why don't I get the password reset emails? Check your spam/junk email folder. E-mails sometimes get flagged as spam. If you still cannot find the email, write to supplier@coupa.com
- **How do I register if the admin/owner of the CSP account has changed or has left the company?**
  - Please reach out to suppliermaintenance@blackrock.com to request BlackRock to change the contact information for you as a supplier and then "unlink" from the leavers account, then “resend the invite using your e-mail.
- **How to I add my colleagues to the CSP account?**
  - Please see detailed instructions here.
- **Can we have different roles within the CSP?**
  - Yes. If you go to the ‘Admin’ tab and then select ‘Users’ you will be able to manage the settings for each of your users. When you invite a new user you can determine which customers you would like them to view, in addition to which activities you would like them to be able to perform. Once the user has been created you can still edit these settings by selecting the ‘Edit’ button. More information here.
- **I already use the CSP with another customer. How do I connect with BlackRock?**
  - If you provide BlackRock with the same email address that you use to connect to your other Coupa customer(s) via the CSP, when your new customer has that email address, they can send you an e-mail invite to join. Once you confirm the new connection request, you are automatically connected to your new customer and your previous customers within the CSP.

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Frequently Asked Questions

PURCHASE ORDERS

- **Can I part-invoice or invoice against a blanket purchase order?**
  - Yes. If a PO was setup for a longer period of time or for a full project, you can invoice monthly, quarterly, per deliverable, or as agreed against that one PO. Follow the usual invoice process and instead enter the part amount rather than the full amount. You can repeat this step multiple times until the full amount is invoiced.
- **What do I do if the price on the purchase order I receive is wrong?**
  - If the PO you receive is incorrect, please contact your BlackRock business contact (the to the contact in the PO to cancel the PO and ask your BlackRock contact to raise another one.
- **What do I do if the PO is closed?**
  - If the PO is closed, please contact your BlackRock business contact to either amend the existing one or create a new one.
- **What do I do if the currency of the invoice does not match the currency of the PO?**
  - BlackRock cannot process an invoice with a currency that does not match the PO currency. Either 1) the invoice has to be canceled and resubmitted with the correct currency or 2) the PO needs to be canceled and a new one submitted in the new currency. In this case, the supplier will have to re-submit the invoice against the new PO.
- **Can I submit invoices for different projects, BlackRock teams or BlackRock entities against the one Purchase Order?**
  - No. Please ensure you are submitting an invoice against a PO if it 'belongs' to that PO. Other invoices should be submitted as non-PO backed invoices. See Invoices section for more details.

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Frequently Asked Questions

INVOICES

- **How do I edit or delete an invoice?**
  - You will be unable to edit or delete an invoice that has already been submitted to BlackRock. Please contact APCustomerService@blackrock.com to Dispute the invoice back to you. You will then be able to resubmit it. Details on how to edit a draft invoice here.
- **How do I create a credit memo?**
  - Details on how to create a memo here.
- **Will we be able to send you messages through the CSP to chase outstanding invoices?**
  - The CSP has a comment function where you, the supplier, in addition to BlackRock, can add comments to purchase orders, invoices and catalogues. The comment section can be found by scrolling down to the bottom of all of these respective pages within the CSP.
- **Does BlackRock support cXML invoices?**
  - Yes, please contact Accounts Payable for details.
- **What do the different invoice statuses mean?**
  - **Draft**: the invoice has not yet been submitted to BlackRock and can still be edited or deleted by the Supplier
  - **Pending Approval**: the invoice was submitted to BlackRock and is pending BlackRock approval
  - **Approved**: The invoice is fully approved and payment will be issued in the next payment run
  - **Disputed**: The invoice was disputed by BlackRock due to an issue with the attachment or the data provided (see comments for details). Supplier will need to re-submit the invoice.
  - **Void**: The invoice has been canceled by BlackRock, e.g. due to it being a duplicate invoice.

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Contact Us

Accounts Payable for invoice related questions

APCustomerService@blackrock.com

Supplier Maintenance for CSP registration related questions

SupplierMaintenance@blackrock.com

BlackRock Sourcing & Vendor Management for PO related questions

SourcingAndVendorManagement@blackrock.com

Coupa Supplier Help

supplier@coupa.com

Coupa Self-Help Resources: https://success.coupa.com/Suppliers/For_Suppliers

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