



Supplier Resources

Receive and View Orders

June, 2019



Introducing Coupa

CNA

What is Coupa

CNA has selected Coupa as the technology platform to streamline the procure-to-pay processes and enable electronic transactions.

- Coupa is a leading E-Procurement platform, connecting buyers with their suppliers
- “Coupa is an internet based solution capable of accommodating a variety of different systems” (plug and play)
- The Coupa Supplier Portal (CSP) will be utilized by CNA to request indirect materials and services, create and communicate purchase orders, and to receive invoices from suppliers
- The Coupa Supplier Portal (CSP) is free, there is no cost for suppliers



How Will You Benefit?

By working with CNA electronically, you will increase your order-taking efficiency, reduce mistakes and delays fulfilling orders, and maintain a better presence with CNA.

- Efficient Invoice Processing (PO Flip)
- Instant visibility into Purchase Order and Invoice Status
- Reduced Manual Paper Transaction Processing



Supplier Actionable Notification (Email Flip)

Transactions in Coupa Via Email

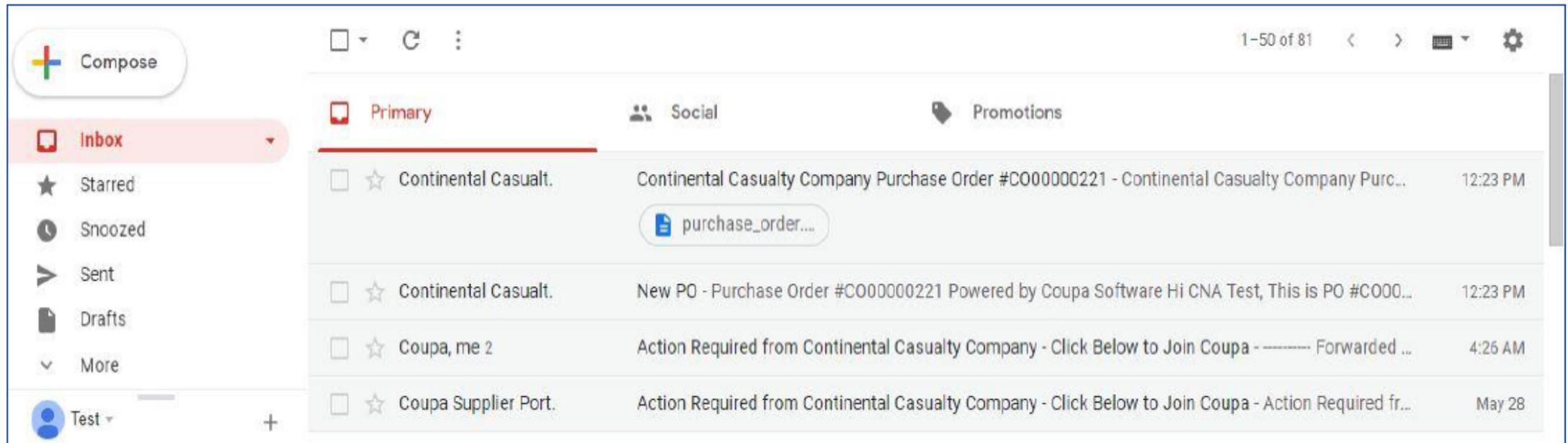
- With the help of Coupa, Suppliers will be able to quickly receive and acknowledge POs, and invoice against those orders via Email
- As the Supplier you will have the ability to act directly from your inbox when you receive a Purchase Order (PO) notification email
- The notification email will include action buttons so depending on what you click you will be able to Create Invoice, Acknowledge PO or Add Comment to the PO
- There is no need for suppliers to sign into another website or portal
- Suppliers who are already registered on the Coupa Supplier Portal can also take advantage of these actionable notifications



Receive and View Orders Via Email

Receive a Purchase Order via Email

- If the Supplier email address is added in the CNA systems, the PO will be automatically emailed directly to you
- Purchase Orders will show up as **Coupa Notifications** in your mailbox
 - POs will be issued to a PO email address confirmed by the supplier and not to the primary contact email address (unless they are identical). Contact suppliercommunications@cna.com if unsure which email you currently have on file or need to update



Coupa Supplier Portal (CSP)

Email and CSP are Linked

- You will be notified of the status of your Purchase Order or Invoice via email.
- You can click **View Online** in the acknowledgement email to check the invoice status.

CNA
Invoice Invoice12345 is Approved to Pay by Continental Casualty Company

Powered by **coupa**

Good News,

Your Invoice Invoice12345 has been approved to pay by your customer, Continental Casualty Company. No further action is required but you can click below for real time status or additional details.

If your customer's process is to mark the invoice as 'Paid' in Coupa, you will get a notification at that time with instructions for payment details.

If you have any questions you can simply contact your customer through normal channels or enter a comment on the Invoice.

Admin

Select Customer: Continental Casualty Company

Create Invoices

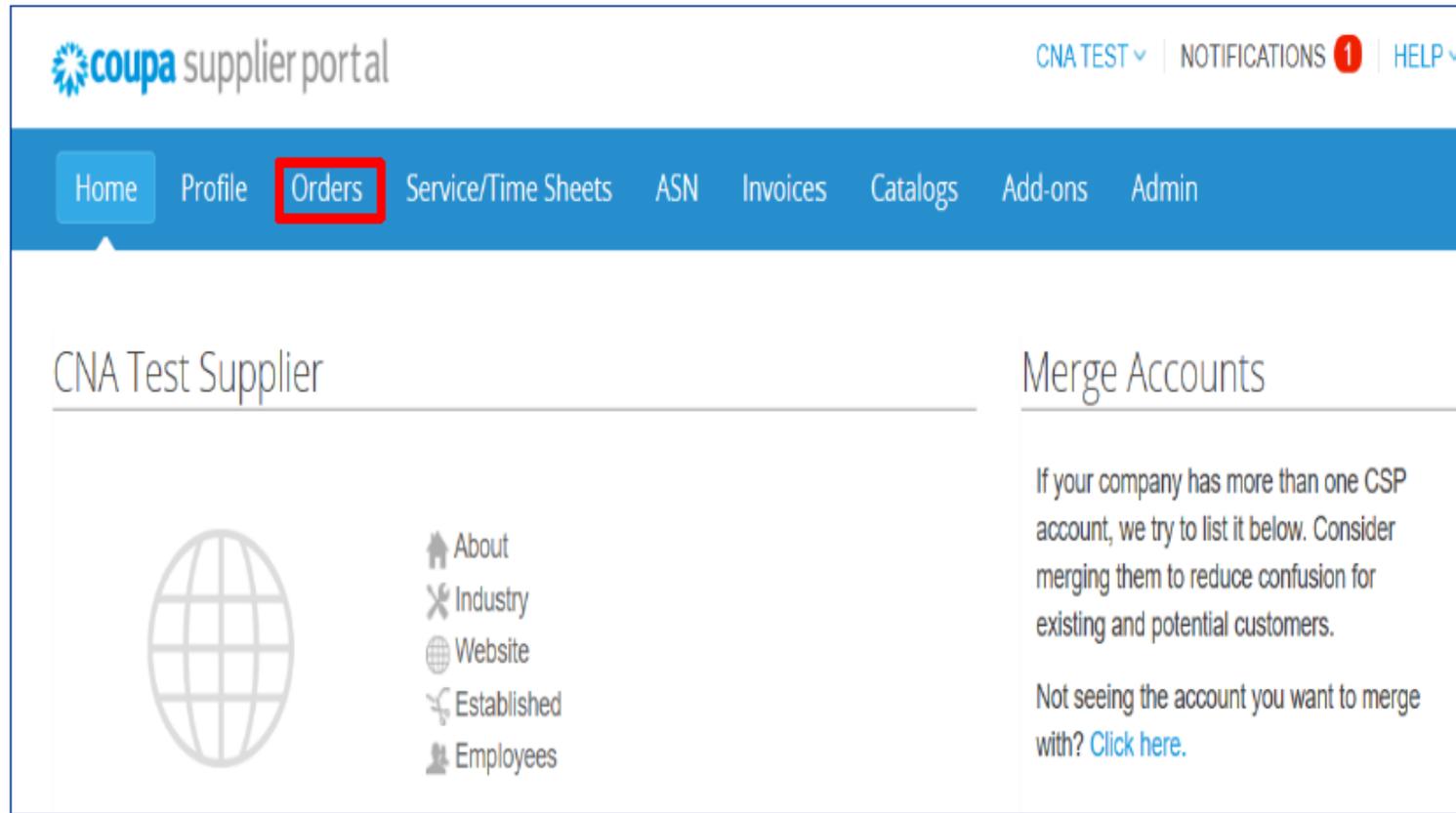
Create Invoice from PO | Create Invoice from Contract | Create Bill | Create Credit Note

| Invoice # | Created Date | Status | PO # | Total | Unanswered Comments | Actions |
|--------------|--------------|----------|-----------|--------|---------------------|---------|
| None | 05/13/19 | Draft | C00000221 | 700.00 | No | |
| None | 05/13/19 | Draft | C00000221 | 700.00 | No | |
| Invoice12345 | 05/13/19 | Approved | C00000221 | 700.00 | No | |
| None | 05/13/19 | Draft | C00000221 | 700.00 | No | |
| None | 05/13/19 | Draft | C00000221 | 700.00 | No | |

Receive and View Orders Via CSP

Receive & View Orders

- Regardless of the PO delivery preference set, you will have access to POs within the CSP
- Click **Orders** from the Menu Bar.



The screenshot shows the Coupa Supplier Portal interface. At the top left is the logo "coupa supplier portal". At the top right, there are links for "CNA TEST" (with a dropdown arrow), "NOTIFICATIONS" (with a red circle containing the number 1), and "HELP" (with a dropdown arrow). Below this is a blue navigation bar with the following menu items: "Home", "Profile", "Orders" (highlighted with a red box), "Service/Time Sheets", "ASN", "Invoices", "Catalogs", "Add-ons", and "Admin".

Below the navigation bar, the main content area is divided into two columns. The left column is titled "CNA Test Supplier" and features a globe icon on the left and a list of links on the right: "About", "Industry", "Website", "Established", and "Employees". The right column is titled "Merge Accounts" and contains the following text: "If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers." and "Not seeing the account you want to merge with? [Click here.](#)"

Receive & View Orders

- When the page refreshes, **select the applicable PO number** from the list of purchase orders. Or use the Search menu to locate the PO.

The screenshot shows the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'coupa supplier portal' on the left and 'CNA TEST', 'NOTIFICATIONS 2', and 'HELP' on the right. Below this is a secondary navigation bar with 'Home', 'Profile', 'Orders' (highlighted), 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Add-ons', and 'Admin'. Under 'Orders', there are sub-links for 'Orders' and 'Order Lines'. A 'Select Customer' dropdown menu is set to 'Continental Casualty Company', with a 'Configure PO Delivery' button next to it. The main heading is 'Purchase Orders'. Below this is a section titled 'Instructions From Customer' with a paragraph of text. A button with a printer icon and the text 'Click the Action to Invoice from a Purchase Order' is present. A table with columns 'PO Number', 'Order Date', 'Status', 'Acknowledged At', 'Items', 'Unanswered Comments', 'Total', and 'Actions' is shown. The first row has 'CO00000223' in the 'PO Number' column, which is highlighted with a red box. The second row has 'CO00000221' in the 'PO Number' column.

| PO Number | Order Date | Status | Acknowledged At | Items | Unanswered Comments | Total | Actions |
|------------|------------|--------|-----------------|-------------------|---------------------|--------|---------|
| CO00000223 | 06/13/10 | Issued | None | 1 Each of Desktop | No | 700.00 | |
| CO00000221 | 06/13/19 | Issued | 06/13/19 | 1 Each of Desktop | No | 700.00 | |

Thank You

Please direct any questions to: suppliers@cna.com



Legal Disclaimer

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