

**Frequently Asked Questions**

*Coupa Supplier Network Basics*

1. **Question: Where can I find more information on the Coupa Supplier Network (CSN)?**  
**Answer:** Information on the CSN and Coupa can also be found at the following link:  
<http://www.coupa.com/about-us/>
2. **Question: When do I register for the CSN?**  
**Answer:** MGM will send individual sign-up links to all suppliers in early September 2016.
3. **Question: Does the CSN cost me anything?**  
**Answer:** There is no cost to join or use the CSN.
4. **Question: Does joining the CSN provide any benefits for my business?**  
**Answer:** Absolutely, the CSN gives you real-time visibility into the status of your invoices and their payment status. Moreover, the system captures all of MGM's POs with your company, and you can create an invoice directly from the PO with just a few clicks.
5. **Question: How much time goes into joining the CSN?**  
**Answer:** It is quick and easy to set up an account on the CSN. You will receive an e-mail from Coupa inviting you to join the CSN in September and it only takes a few minutes to sign up. All you need to do is follow the link provided in Coupa's e-mail and setup a login e-mail and password.
6. **Question: What email address should I use to setup my CSN account?**  
**Answer:** It is recommended that you use login credentials associated with your organization's primary MGM contact and/or the individual responsible for the MGM account.
7. **Question: What do I do if I forget my login credentials (i.e., email address and password)?**  
**Answer:** Click the "Forgot your password?" link on the CSN home screen and enter your email address to retrieve your password or, if you forget your email address, please reach out to our Supplier Enablement team at [supplierinquiries@mgmresorts.com](mailto:supplierinquiries@mgmresorts.com).
8. **Question: Who should I reach out to should I have additional questions?**  
**Answer:** Should you have any additional questions regarding CSN functionality, MGM's Coupa transformation or other issues pertaining to purchasing, please reach out to our Supplier Enablement team at [supplierinquiries@mgmresorts.com](mailto:supplierinquiries@mgmresorts.com).
9. **Question: How do I know I'm connected to MGM?**  
**Answer:** Once you're signed into the portal, scroll down to the bottom right side of the page. From here, you'll see your Latest Customers.
10. **Question: How do I see my MGM purchase orders?**  
**Answer:** Once you're signed into the portal, click the menu icon and select Orders. If you are connected to more than one Coupa customer, select MGM Resorts International from the dropdown menu.
11. **Question: Where can I find payment information?**  
**Answer:** Once you're signed into the portal, click the menu icon and select Invoices. Payment status will be on the invoice above the line item description.

*Purchase Orders*

**12. Question: How do I change a price on a purchase order?**

**Answer:** You cannot change a price on a PO through the CSN. If you need a change order on a PO, talk to your MGM customer about the purchase order.

**13. Question: How do I invoice a blanket purchase order?**

**Answer:** You can invoice multiple times against a single PO. Just click the gold coin icon for the PO as you normally would, and enter the amount you'd like to appear on the invoice. The next time you want to invoice against the PO, just do the same thing.

**14. Question: Can I set it so I can only see purchase orders that haven't been invoiced yet?**

**Answer:** Currently, you are unable to filter purchase orders based on their invoiced status.

**15. Question: What is the purpose of PO acknowledgment by the supplier?**

**Answer:** You can let your MGM customers know that you've received the order by using the PO acknowledgment field. MGM highly encourages using this field because it will generate an email notification to your customer.

**16. Question: How many times will Coupa try to resend a PO that wasn't able to be sent?**

**Answer:** If a PO transmission results in a connection timeout because there was no response from the supplier, Coupa will try to resend the PO up to four times at five minute intervals.

*Invoicing*

**1. Question: How do I create an invoice?**

**Answer:** In the CSN, click on the menu at the top right, and then select Orders. In the Select Customer dropdown, choose the desired customer. In the PO table that appears, choose the PO you would like to invoice, and then click on the yellow coins to create an invoice.

**2. Question: Can I reuse an invoice number once my customer has voided it on their end?**

**Answer:** Yes, if MGM has voided an invoice you may reuse that invoice number.

**3. Question: How do I know if an invoice has been registered?**

**Answer:** Click on the menu at the top right, and then select Invoices. For MGM, look for invoices that are still listed as drafts. They need to be edited and then submitted. If the invoice is not there, then it's not in the system.

**4. Question: What does the status "Tolerance Hold" on an invoice mean?**

**Answer:** It means your invoiced amount differs from the PO by more than what MGM allows without manual approval. If an invoice has been on hold for a while, ask your MGM customer to review it.

**5. Question: Why can't I edit, void, or delete an invoice?**

**Answer:** Once an invoice has been submitted, it can't be changed in any way. However, you still have options:

- Ask your customer to dispute or void the existing invoice. You can then create a new one.
- Create a new credit memo that credits the customer for the original value, and then create a new invoice.

**6. Question: How do I add shipping charges to an invoice?**

**Answer:** Please add shipping charges at the bottom of the invoice.

**7. Question: How do I make a part claim on an invoice?**

**Answer:** You can invoice multiple times against a single PO. Just click the gold coin icon and enter the amount you'd like to appear on the invoice.

8. **Question: How do I create a credit memo?**  
**Answer:** To create a credit memo, sign into the Coupa Supplier Network and select Orders from the menu at the top right. Choose the PO you'd like to create a credit for and select the gold coins.
9. **Question: How do I credit or cancel an invoice that's already been billed?**  
**Answer:** Once an invoice is submitted, it can't be changed in any way. See "How do I create a credit memo?" or "Why can't I edit, void, or delete an invoice?" – both listed above - for more info.
10. **Question: What does the Export button do?**  
**Answer:** You can export the rows to an Excel document.
11. **Question: Do I need to include accounting information on cXML invoices?**  
**Answer:** Invoices against a PO don't need accounting information, since that info is part of the requisition, and is carried over to the PO. When an invoice references a PO line number, Coupa takes the accounting information associated with the line and adds it to the invoice.

#### *Getting Paid*

1. **Question: Once an invoice has been approved, what do I need to do next?**  
**Answer:** Nothing. The invoice is in MGM's queue and you'll be paid based on the payment terms.
2. **Question: What do I do if an invoice was disputed?**  
**Answer:** If it is not clear, connect with your customer to determine why the invoice was disputed in the first place, then create a new invoice to replace the one that was disputed.
3. **Question: What if I have an invoice that hasn't been paid?**  
**Answer:** If your invoice is within terms, you will need to wait until those term requirements are met before receiving payment. If your invoice is past due, contact your MGM customer directly to investigate by using the requestor's email address listed on the PO.

#### *Catalogs*

1. **Question: How do I learn about hosting my catalog within Coupa?**  
**Answer:** Reach out to the Supplier Enablement team at [mmsadmin@mgmresorts.com](mailto:mmsadmin@mgmresorts.com) and express your interest in setting up a catalog. Suppliers with successful catalogs have fixed pricing set with MGM and are able to invoice in the same way that the catalog it set up. It is also mandatory that you have a contract in place with MGM to set up a catalog.
2. **Question: Do I need to see a purchase order on the Coupa Supplier Network before I can invoice?**  
**Answer:** Yes, per MGM's No PO, No Pay policy, invoices submitted via the CSN must reference a purchase order on the CSN.
3. **Question: How do I implement cXML punchout on my website?**  
**Answer:** You'll need a dedicated cXML developer or a 3rd party consultant, to make your website cXML compliant. Once your site is cXML ready, provide your credentials to your customer. They'll handle the rest. You can get more information at <http://cxml.org>

#### *Managing your CSN Account*

1. **Question: How do I add an employee?**  
**Answer:** From the menu, select Admin. Choose the User tab and click Invite User. Provide the required info in the window that opens.



2. **Question: What options are available for me to submit invoices?**

**Answer:** MGM offers the following methods to submit invoices:

- The Coupa Supplier Network, where you sign in to flip a PO to create an invoice
- cXML, where you can automate the process of sending an invoice file using Coupa's standard cXML format
- Supplier Actionable Notifications, where you invoice directly from the emailed Purchase Order by flipping it to an invoice
- Other set ups are available on a limited and one-by-one basis.

3. **Question: How do I cancel my CSN account?**

**Answer:** If you need to cancel your CSN account, please reach out to [supplierinquiries@mgmresorts.com](mailto:supplierinquiries@mgmresorts.com) and ask to deactivate your account in the system.