

- 1) I already have a Coupa Supplier Portal that I use for other customers. Can I use this account?
 - a) Yes. Please provide the email address associated with your current CSP account for us to send the invitation to. Once accepted, your account will be automatically linked.
- 2) When does Boyd Gaming go-live with Coupa?
 - a) All Boyd properties have transitioned to Coupa. Retail operations will still be using Stratton Warren for Retail Store purchases.
- 3) How will I receive purchase orders?
 - a) If you choose the CSP option, orders will appear in your CSP account under the "Orders" tab. If you choose the SAN option, purchase orders will be emailed to the email address you have provided.
- 4) What are my invoicing options?
 - a) You have the option of invoicing directly from your CSP account, by "flipping" an order into an invoice. Alternatively, if you have chosen the SAN method, you can "flip" orders into an invoice directly from the PO email by selecting the "Create invoice" button. A quick reference guide on these steps will be provided closer to go-live.
- 5) Today we currently email our invoices to Boyd. Can we continue this process?
 - a) Boyd will require that you choose the CSP or SAN option of invoicing.
- 6) What is the Coupa Supplier Portal?
 - a) The Coupa Supplier Portal (CSP) is a free online portal that allows suppliers to easily conduct business with Boyd. With the CSP, you can:
 - i) Receive and manage purchase orders
 - ii) Acknowledge receipt of order
 - iii) Create, view, and send invoices
 - iv) Create and manage customer-specific electronic catalogs
 - v) Check the status of transactions with Boyd
- 7) Is there a fee to create and use a Coupa Supplier Portal account?
 - a) No. There is no fee to create and use the CSP.
- 8) How long does it take to register on the CSP?
 - a) The registration process takes roughly 5-10 minutes. A quick reference guide outlining the steps will be provided closer to go-live.
- 9) What are the benefits to registering on the Coupa Supplier Portal?
 - a) By participating in the CSP, you can:
 - i) Gain access to a zero cost, high volume order channel
 - ii) Increase order-taking efficiency, and reduce mistakes and delays fulfilling orders
 - iii) Reduce lags in payment receipt to get paid more quickly
 - iv) Create reports for orders and invoices across clients
 - v) Maintain a better presence with key customers
- 10) What is the Supplier Actionable Notification (SAN) invoicing option?
 - a) Supplier Actionable Notifications allow you to easily create an invoice straight from email by "flipping" an order into an invoice. To create an invoice via SAN, you locate the email with the Boyd purchase order. You then select the button in the email that reads "Create Invoice". Fields from the order are then automatically copied over to an invoice, where you can make any needed changes to fields. When you select Submit, the invoice is sent to Boyd for processing.

- 11) If I elect to opt for the CSP option in the future, is that an option?
 - a) Yes. If you choose to utilize the CSP, please send an email to CoupaSupport@boydgaming.com with the email that should receive the CSP invitation.
- 12) I created a CSP account but realized our company already has a CSP account. Is it possible to merge accounts?
 - a) Yes. On the homepage of your CSP account, locate the “Merge Accounts” section and follow the directions. You will be able to choose which account absorbs the other.
- 13) When do I start invoicing in the CSP?
 - a) Once you have received a purchase order from the new Coupa system, you should invoice via the new process.
- 14) Will there be an easy way to tell if a purchase order is from the new Coupa system?
 - a) Yes. All Boyd purchase orders coming from the new Coupa system will have a prefix of “BG”.
- 15) Can I add additional employees so that others in my organization can access my CSP account?
 - a) Yes. To grant additional employees’ access, from the menu, select Admin. Choose the User tab and click Invite User and provide all required info.
- 16) Can I create credit memos in the CSP or via the SAN option?
 - a) Yes. Instead of selecting the “Create Invoice” button, select “Create Credit Note”.
- 17) I want to restrict permissions or visibility to Boyd for certain employees in my company. Is this possible?
 - a) Yes. On the Admin page, suppliers can control the permissions for each of their users, including limiting invoicing capability, customer visibility, and restricting to view-only access. These settings can only be controlled by an account Admin.
- 18) How can I create reports on my CSP account and export to Excel?
 - a) Reporting is simple in the CSP. Create a filter or ‘View’ on the Invoices or Orders tab (e.g. Approved Invoices) and click the ‘Export To’ button. You can select to export to excel or CSV in the format displayed on your page and your data will immediately download from the CSP.
- 19) Is invoicing via cXML an option in Coupa?
 - a) Coupa supports the ability to transmit orders and invoices via the cXML. However, this capability will be considered by Boyd on a supplier-by-supplier basis after go-live. Please contact coupasupport@boydgaming.com if you are interested in utilizing cXML.
- 20) Where should I go with technical questions about my CSP account?
 - a) For any technical questions, please reference this link:
 - i) https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal.
- 21) I have a question not covered in this document. Who should I reach out to?
 - a) For any questions related to Boyd Gaming supplier enablement, please reach out to coupasupport@boydgaming.com.