



# SUPPLIER ONBOARDING

Supplier onboarding with Novolex is facilitated via the Coupa Supplier Portal. There are no Supplier fees associated with onboarding via the Coupa Supplier Portal (CSP) nor using any of its features to access and manage PO/Invoice/Payment data. Suppliers are simply required to enroll in an electronic PO distribution method (CSP, SAN, cXML, or Readable PDF), electronic Invoice transmission method (CSP, SAN, cXML, or Readable PDF), and Digital Payment (ACH). Onboarding in this manner optimizes the procure-to-pay lifecycle by reducing processing times for purchase orders, invoices, and payments, while increasing visibility of related data.

## Coupa Supplier Portal (CSP)

Coupa Supplier Portal allows Suppliers to view POs online, set up delivery methods, create pricing lists, send invoices, and advance ship notices (ASNs), and check payment status/information, all with no Supplier fees.

## Supplier Actionable Notification (SAN)

Supplier Actionable Notification (SAN) allows Suppliers to act on POs directly from email notifications for Novolex POs created in Coupa, with options to acknowledge, create an invoice from, or add a comment to a PO.

## Commerce Extensible Markup Language (cXML)

cXML allows Suppliers to automate the exchange of PO and invoice data through a direct connection between the Supplier fulfillment system and Coupa. IT resources are typically required to enable cXML.

## Readable PDF

Readable PDF allows Suppliers to receive POs via email and submit invoices via email. PDF invoices will only be accepted by Novolex if they are sent in a readable PDF format and sent to [MyInvoices@Novolex.com](mailto:MyInvoices@Novolex.com).

## ■ SUPPLIER ONBOARDING BENEFITS

Area	Manual/Paper PO, Invoice, & Payment Documents	Coupa/Electronic PO, Invoice, & Payment Data
<b>Automation</b>	<ul style="list-style-type: none"> <li>Paper/Fax/Scan documents may be un-readable, causing payment or fulfillment delays</li> <li>Manual entry errors may occur during processing</li> <li>Invoices/POs may be lost in handling steps</li> </ul>	<ul style="list-style-type: none"> <li>POs can be submitted electronically in real time directly to supplier</li> <li>Supplier can submit invoices electronically in real time directly to Novolex</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>Risk that paper may be lost or mishandled</li> <li>No confirmation that receiving party has received either through mail or fax</li> </ul>	<ul style="list-style-type: none"> <li>Able to view status of P2P data in real time</li> <li>Risk of lost documents avoided through electronic storage</li> </ul>
<b>Costs</b>	<ul style="list-style-type: none"> <li>Cost for printing, handling, and mailing paper POs, invoices and checks is expensive</li> <li>More human capital is needed to perform manual entry and problem resolution</li> </ul>	<ul style="list-style-type: none"> <li>No charge for supplier use of Coupa</li> <li>Electronic processing reduces handling costs</li> <li>Electronic data in standardized formats reduces exceptions and use of human capital</li> </ul>
<b>Speed of Transmission</b>	<ul style="list-style-type: none"> <li>Paper invoices lead to delays in processing because of time lag involved in mailing, receipt of documents, manual entry, and human error</li> </ul>	<ul style="list-style-type: none"> <li>Coupa delivers PO, invoice, and payment data/details in real time with limited human intervention</li> </ul>
<b>Proof of Transaction</b>	<ul style="list-style-type: none"> <li>No confirmation paper PO/invoice has delivered</li> <li>Checking status of PO, invoice and payment may take days or weeks as receipt and processing occurs</li> </ul>	<ul style="list-style-type: none"> <li>All submissions are tracked, and status of submissions are available to view in real time</li> </ul>
<b>Improved Dispute Resolution</b>	<ul style="list-style-type: none"> <li>Disputes records must be located from archive, copied, faxed, or emailed to authorized party</li> <li>Some information may not be available</li> <li>More delays while dispute is researched</li> </ul>	<ul style="list-style-type: none"> <li>All information in a secure electronic format</li> <li>Customer and supplier can view all related PO, invoice, and payment data</li> <li>Fewer disputes and quicker resolution</li> </ul>
<b>Improved Reporting</b>	<ul style="list-style-type: none"> <li>Data may not be available for reporting</li> <li>Data may not be as reliable because manual entry was involved</li> </ul>	<ul style="list-style-type: none"> <li>Supplier can run reports as needed</li> <li>No technical expertise needed for reporting</li> <li>Supplier has better control over tracking, preparing and reconciling account receivables</li> </ul>

## ■ FREQUENTLY ASKED QUESTIONS (FAQ)

### Are there any fees associated with using Coupa?

Our Coupa Supplier Portal is free of charge to suppliers doing business with Novolex. If you were previously budgeting for electronic transactions with Novolex and the SAP/Ariba system, those transaction costs will go away when we move to Coupa.

### Which Novolex locations will this affect?

We are deploying the Coupa procure-to-pay system to our business units in a phased approach. Onboarded Suppliers will be notified via email in advance of Novolex locations going live with Coupa. In the meantime, Suppliers should continue legacy PO/Invoice/Payment processes with Novolex locations that have NOT YET went live with Coupa.

Coupa Status	Business Unit	Street	City	State	Zip	Country
LIVE	CORPORATE	3436 TORINGDON WAY STE 100	CHARLOTTE	NC	28277-2449	US
LIVE	CORPORATE	101 E CAROLINA AVE	HARTSVILLE	SC	29550-4213	US
LIVE	SHIELDS	17153 INDUSTRIAL HWY	CALDWELL	OH	43724-9779	US
LIVE	SHIELDS	1700 S CANAL ST	CHICAGO	IL	60616-1108	US
LIVE	SHIELDS	4555 LANGLAND RD	FARMERS BRANCH	TX	75244-3710	US
LIVE	SHIELDS	12118 CORPORATE DR	GARLAND	TX	75228-8111	US
LIVE	SHIELDS	207 TALBERT POINTE DR	MOORESVILLE	NC	28117-4375	US
LIVE	SHIELDS	3100 E RICHMOND ST	SHAWANO	WI	54166-3845	US
LIVE	SHIELDS	1075 S AIRPORT RD	SHAWANO	WI	54166-3868	US
LIVE	SHIELDS	1009 ROCK AVE	YAKIMA	WA	98902-4629	US
LIVE	DURO	6620 S 33RD ST BLDG J	MCALLEN	TX	78503-8973	US
LIVE	DURO	12245 S CENTRAL AVE	ALSIP	IL	60803-3407	US
LIVE	DURO	3401 DAVID SHOR RD	BROWNSVILLE	TX	78521-1039	US
LIVE	DURO	7600 EMPIRE DR	FLORENCE	KY	41042-2920	US
LIVE	DURO	750 DOWD AVE	ELIZABETH	NJ	07201-2108	US
LIVE	DURO	630 ERLANGER RD BLDG 1	ERLANGER	KY	41018-1242	US
LIVE	DURO	7600 EMPIRE DR	FLORENCE	KY	41042-2920	US
LIVE	DURO	111 EDWARDS DR	JACKSON	TN	38301-7716	US
LIVE	DURO	35270 COOPER RD	BROOKSHIRE	TX	77423-9847	US
LIVE	DURO	1200 NORTHROP RD	MERIDEN	CT	06450-7817	US
LIVE	DURO	690 UNISIA DR	MONROE	GA	30655-5377	US
LIVE	DURO	1 DURO WAY	WALTON	KY	41094-9325	US
LIVE	DURO	104 S 84TH AVE STE B	TOLLESON	AZ	85353-3230	US
LIVE	HERITAGE	2530 RICHARDSON RD	VILLA RICA	GA	30180-3022	US
LIVE	HERITAGE	2321 HIGH HILL RD	LOGAN TOWNSHIP	NJ	08085-4532	US
LIVE	HERITAGE	4255 THUNDERBIRD LN	FAIRFIELD	OH	45014-5483	US
LIVE	HERITAGE	501 GATEWAY PKWY	ROANOKE	TX	76262-3481	US
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LIVE	HERITAGE	309 MCCOWAN DR	LEBANON	TN	37087-1500	US
LIVE	HERITAGE	12320 4TH ST	RANCHO CUCAMONGA	CA	91730-6112	US
LIVE	HERITAGE	2976 COMMERCE WAY	OGDEN	UT	84401-3278	US

Coupa Status	Business Unit	Street	City	State	Zip	Country
May 2024	BAGCRAFT	13874 NORTON AVE	CHINO	CA	91710-5480	US
May 2024	BAGCRAFT	6448 BEST FRIEND RD	NORCROSS	GA	30071-2913	US
May 2024	BAGCRAFT	4321 BROWNS BRIDGE RD	GAINESVILLE	GA	30504-5333	US
May 2024	BAGCRAFT	3400 BAGCRAFT BLVD	BAXTER SPRINGS	KS	66713-2964	US
May 2024	BAGCRAFT	3900 W 43RD ST	CHICAGO	IL	60632-3421	US
May 2024	BAGCRAFT	9500 W 55TH ST	COUNTRYSIDE	IL	60525-3606	US
May 2024	BAGCRAFT	1501 E 96TH ST	CHICAGO	IL	60628-1708	US
May 2024	BAGCRAFT	515 TURNBULL CANYON RD	CITY OF INDUSTRY	CA	91745-1118	US
May 2024	BAGCRAFT	6416 NW WHITNEY RD	VANCOUVER	WA	98665-7016	US
May 2024	BAGCRAFT	17625 RAILROAD ST	CITY OF INDUSTRY	CA	91748-1110	US
May 2024	BAGCRAFT	931 S AZUSA AVE	CITY OF INDUSTRY	CA	91748-1015	US
May 2024	HILEX	1440 LEMAY DR STE 118	CARROLLTON	TX	75007-4854	US
May 2024	HILEX	4547 LANGLAND RD	FARMERS BRANCH	TX	75244-3710	US
May 2024	HILEX	405 BALLAST DR STE 118	HARTSVILLE	SC	29550-2980	US
May 2024	HILEX	500 ELLIS RD N STE A	JACKSONVILLE	FL	32254-2843	US
May 2024	HILEX	540 W NEZ PERCE	JEROME	ID	83338-5399	US
May 2024	HILEX	606 OLD CURTIN RD	MILESBURG	PA	16823-4713	US
May 2024	HILEX	1001 2ND ST	NORTH VERNON	IN	47265-6518	US
May 2024	HILEX	1001 2ND ST	NORTH VERNON	IN	47265-6518	US
May 2024	HILEX	2800 SPROUSE DR	RICHMOND	VA	23231-6039	US
May 2024	WNA	407 SANGAMORE RD	BREMEN	GA	30110-2243	US
May 2024	WNA	5912 QUINTUS LOOP	CHATTANOOGA	TN	37421-2216	US
May 2024	WNA	5930 QUINTUS LOOP	CHATTANOOGA	TN	37421-2216	US
May 2024	WNA	5916 QUINTUS LOOP	CHATTANOOGA	TN	37421-2216	US
May 2024	WNA	3915 VOLUNTEER DR	CHATTANOOGA	TN	37416-3818	US
May 2024	WNA	5910 QUINTUS LOOP	CHATTANOOGA	TN	37421-2216	US
May 2024	WNA	6 STUART ROAD	CHELMSFORD	MA	01824-4108	US
May 2024	WNA	9 STUART ROAD	CHELMSFORD	MA	01824	US
May 2024	WNA	943 S AZUSA AVE	CITY OF INDUSTRY	CA	91748-1015	US
May 2024	WNA	1135 SAMUELSON ST	CITY OF INDUSTRY	CA	91748-1222	US
May 2024	WNA	50 E RIVERCENTER BLVD STE 650	COVINGTON	KY	41011-1683	US
May 2024	WNA	1221 E CENTRE PARK BLVD STE 130	DESOTO	TX	75115-2547	US
May 2024	WNA	50 INDEPENDENCE	DEVENS	MA	01824	US
May 2024	WNA	88 NESBITT DR	HOLLEY	NY	14470-1078	US
May 2024	WNA	14345 NORTHWEST FWY	HOUSTON	TX	77040-4927	US
May 2024	WNA	9010 W LITTLE YORK RD STE 400	HOUSTON	TX	77040-4151	US
May 2024	WNA	2155 W LONGHORN DR	LANCASTER	TX	75134-2105	US
May 2024	WNA	2255 W LONGHORN DR	LANCASTER	TX	75134-2105	US

## ■ IS NOVOLEX KNOWN BY OTHER BUSINESS NAMES?

Novolex has grown significantly over the years our entities may be listed in your system under legacy business names. Business unit names we currently use publicly are Bagcraft, De Luxe, Duro, Eco- Products, Heritage, Hilex, Polar Pak, Shields, and Waddington. A complete list Novolex business entity names is as follows.

A&J Plastics Limited	Eco-Products, PBC	Novolex UK Holdings, Ltd
Accutech Films, Inc.	Eureka CaterWare B.V.	Papercon Canada Holding Corp.
Bagcraft Papercon III, LLC	General Distribution Import Company, LLC	Par-Pak Europe Limited
Bridge-Gate Holdings, LLC	General Packaging Products, Inc.	Polarpak Company
Burrows Dutch Holding B.V.	GMG International, Inc.	Vegware Holdings Ltd
Burrows Hong Kong Holding Limited	Hamilton Hong Kong Holding Limited	Vegware Limited
Burrows Netherlands B.V.	Hilex Poly Co. LLC	Vegware Packaging, Inc.
D.G.W. Trajectum B.V.	Holfeld Plastics Limited	Waddington Europe Limited
De Luxe Group Corporation	Innopak Hong Kong Holding Limited	Waddington Group, Inc.
Deltaform Limited	International Converter, LLC	Waddington North America, Inc.
DeLuxe Produits de Papier Inc.	Novolex Bagcraft, Inc.	WFB Holdings, Inc.
DHP De Rio Bravo, S. De R.L. De C.V.	Novolex Heritage Bag, LLC	Wisconsin Film & Bag, Inc.
Direct Plastics Ltd.	Novolex Holdings, LLC	WNA Holdings, Inc.
Duro Hilex Poly, LLC	Novolex Shields, LLC	

### What if I do not currently receive POs from Novolex locations?

The use of purchase orders ensures our Suppliers are paid on-time and accurately. If your business is not receiving purchase orders from Novolex, there may be a valid reason why; however, most purchases are and should be PO-based.

### Why is EDI not an Invoicing option?

Coupa currently supports cXML with no cost. EDI transactions require a third party and may incur costs for both Novolex and/or the supplier.

## ■ GETTING STARTED

### How do I get started?

Completing the Supplier Onboarding Invitation via the Coupa Supplier Portal (CSP) is the first step in the process. This includes providing contact, remit, banking, and payment information, which creates a Supplier record in the Novolex instance of Coupa for your company. To generate the Supplier Onboarding Invitation, the Supplier needs to provide Novolex with the name, email, and phone number of the appropriate onboarding contact at your company who will complete the Supplier Onboarding Invitation.

### What if I am already a Coupa supplier?

If you are already a Coupa-enabled supplier, you can link to Novolex but will still need to complete the Novolex-specific onboarding form

## ■ RESOURCES - REQUIREMENTS AND TRAINING

### What resources are required for me to come onboard?

Minimal resources are needed to complete the Supplier Onboarding process. Suppliers simply need to have access to the Internet, a primary email address, and ACH banking information.

### Do I need to install any software?

Coupa is a cloud-based solution, and no software installation is needed to use it.

### How will I be trained? What support is available?

Coupa is extremely easy to use. In addition to Novolex support, Coupa also has a variety of resources to support Supplier success. Simply click on the links below to access related resources.

COUPA SUPPLIER SUCCESS PORTAL

COUPA SUPPLIER SUCCESS WEBINARS

## CONTACTS

### Who can I contact at Novolex regarding Coupa?

For additional information about Coupa and the supplier-onboarding process, please contact [Suppliers@Novolex.com](mailto:Suppliers@Novolex.com) and one of our Supplier Enablement Specialists will be in touch the same day.

**PLEASE DO NOT CONTACT NOVOLEX OPERATIONS FOR SUPPORT**



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