



Smart Spend FAQ for Suppliers

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General

What is Smart Spend?

Smart Spend is Hilton’s selected enterprise Spend Management Platform (SMP) solution that offers a streamlined experience for procurement and invoicing while providing better spending visibility, a vendor portal, and electronic invoicing. Smart Spend is powered by Coupa.

Is Smart Spend replacing BirchStreet?

No, Smart Spend will not be replacing the P2P tool currently used by our properties. Smart Spend will be replacing the current manual process for invoicing and impacts Corporate spend activities only.

Options for Enablement

What are the preferred enablement methods?

There are two primary ways to enable a supplier for Coupa – Coupa Supplier Portal and cXML integration. Each of these options will allow suppliers to receive POs and flip invoices directly into Hilton’s Smart Spend instance. So, rather than producing an invoice and emailing it to a Hilton stakeholder, suppliers can leverage the functionality within the CSP or cXML integration to flip the invoices seamlessly.

The CSP is a free tool that allows suppliers to easily transact with customers that use Coupa. The tool allows suppliers to view purchase orders, send invoices, create catalogs, and check the status of transactions.

cXML integration is a direct connection between Smart Spend, and the supplier’s ERP system. The cXML integration is an automated counterpart of the CSP and sends POs and invoices directly between Hilton and the supplier’s systems. This is the best option for supplier with high invoicing volume, as it decreases any manual intervention from the supplier.

How does cXML work?

cXML requires the setup of a direct integration between Hilton's Smart Spend and the supplier's ERP system. This means the supplier must configure an HTTP endpoint for Hilton to post POs. Once the endpoint has been configured, Hilton will post POs to the endpoint as they are approved in Smart Spend. The document sent to the endpoint is an electronic version of a PO that contains supplier/buyer identities, shared secret, order details and customer ship/bill-to information. Once Hilton has posted the POs, the supplier's ERP can pick them up from the endpoint, post them to the ERP and send Smart Spend an acknowledgement that the PO was received successfully. Finally, once the supplier has created the invoice, it will be published to the Smart Spend endpoint according to the integration criteria/filter set by the supplier (e.g. Status = Approved).

Coupa Supplier Portal

Are Suppliers required to sign-up with the Coupa Supplier Portal?

Hilton strongly prefers and encourages all suppliers to register in Coupa in order to take full advantage of the platform and enable electronic transactions. The Coupa Supplier Portal is a free tool for our suppliers to utilize and easily do business with Hilton.

CSP Benefits

- Quick and easy electronic invoice submission
- Online, 24/7 access to invoice status and payment status in real time
- Ability to flip purchase orders into invoices digitally
- Reduction in invoice errors and payment delays
- Digital purchase order for each spend transaction

How much does it cost to join the Coupa Supplier Portal?

There is no cost to suppliers for the Coupa Supplier Portal.

How do I register for the Coupa Supplier Portal?

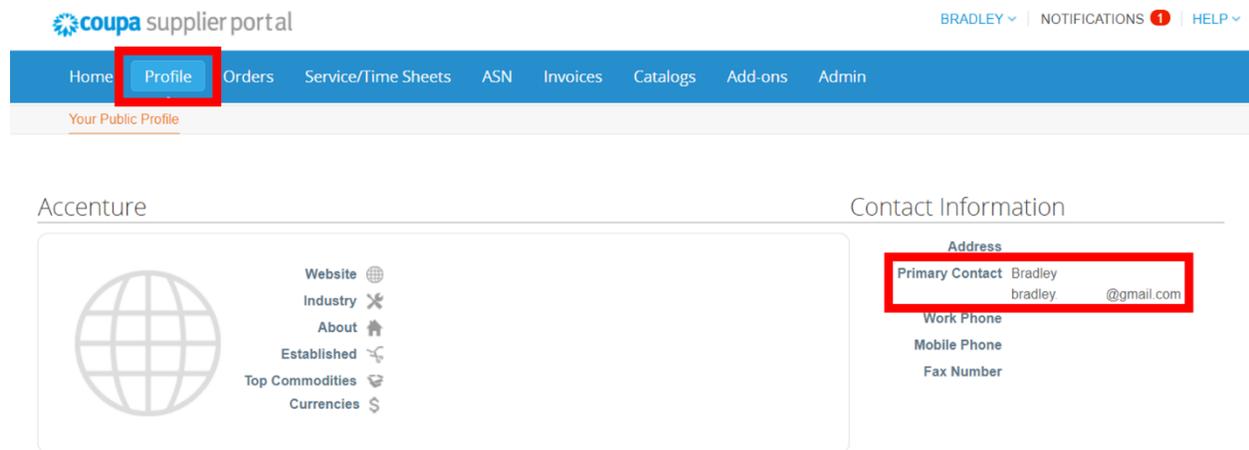
Please access <http://supplier.coupahost.com> to create a FREE account. To avoid unnecessary registration, please check with your organization to ensure there is not an existing CSP account.

I already have a Coupa Account, how do I add Hilton?

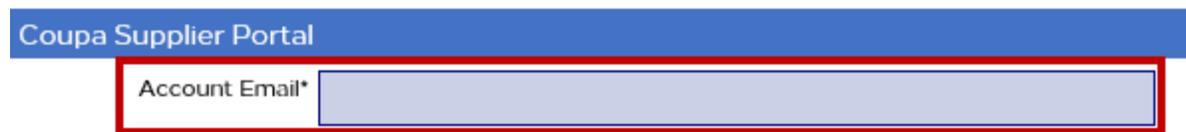
Please include the email address you are registered under in the “Coupa Supplier Portal” section of the Supplier Enablement Request Form. You can locate the email by following the below steps.

1. Login to <http://supplier.coupa.com>
2. Select the “Profile” tab, and locate the email associated with the account.

Locate the email. You may want to contact your accounting department if you are unaware of your organization’s Coupa Supplier Portal login credentials



Add email to form:



I have a Coupa Account, but I forgot my password.

Please go to <https://supplier.coupa.com/sessions/new> and click on the Forged Your Password? Link.

Please check your spam/junk folder for the email, as it is occasionally flagged as spam. If you still cannot find the email invitation, please contact supplier@coupa.com.

How do I register if I am a National Account with multiple users?

Please use one central email address to register in Coupa and ensure you indicate this address via the Supplier Enablement Request Form. Any additional users who require access to Coupa can be added to your Coupa account and will have full visibility to the PO queue.

After I register, how do I sign-in to the Coupa Supplier Portal?

Going forward, you can sign in to the Coupa Supplier Portal via the URL:
<https://supplier.coupa.com/sessions/new>

Support

Whom can I contact for questions?

For questions regarding the supplier enablement process, please contact suppliersupport@hilton.com. For issues with registration, please contact supplier@coupa.com.

Purchase Order Questions

How the PO and Invoicing process will work?

Once a request from Hilton Spender has been approved, a PO will be generated and automatically sent to supplier. Then supplier can then access the invoice in the Coupa Supplier Portal (or other designated invoicing channel) to create an invoice against the PO, and submit the invoice to Hilton.

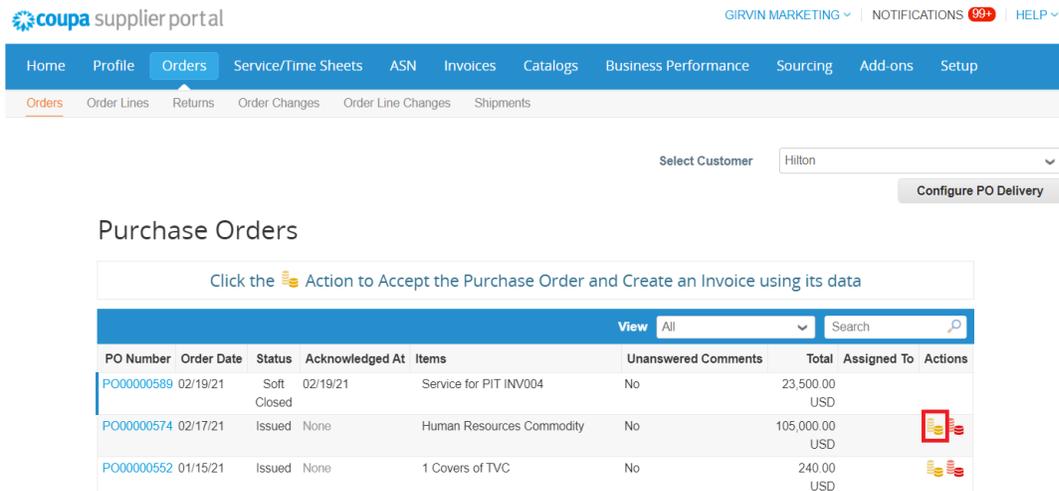
How will the PO be Structured?

Hilton will be analyzing the active contracts in place with the supplier to determine how to structure each PO. Each PO can be customized to best suit the terms of the contract. For example, if the supplier invoices a variable amount each month, Hilton may choose to forecast the total spend amount for the term of the contract and place it as a single line on a PO. If the supplier offers multiple products/services within the same SOW, Hilton may create a separate line for each product/service to provide visibility into the spend allocation. Essentially, Hilton will be structuring POs to best suit the supplier capabilities, and Hilton visibility requirements.

How the PO is sent digitally, and the Invoice can be flipped within the system?

The Purchase Order will be generated in Smart Spend. You will receive an email with the PO details and link to review the PO in your CSP account or you can directly open your CSP account to view the list of POs sent to you by Hilton.

From the CSP, you can flip a PO to an invoice by selecting the gold coins. This will allow the invoice to be defaulted with information from the PO, such as amount, Ship-To address, account coding, etc.



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and the text "coupa supplier portal". On the right side of the navigation bar, there are links for "GIRVIN MARKETING", "NOTIFICATIONS 99+", and "HELP". Below the navigation bar, there is a sub-navigation bar with tabs for "Home", "Profile", "Orders", "Service/Time Sheets", "ASN", "Invoices", "Catalogs", "Business Performance", "Sourcing", "Add-ons", and "Setup". The "Orders" tab is currently selected. Below the sub-navigation bar, there is a "Select Customer" dropdown menu set to "Hilton" and a "Configure PO Delivery" button. The main content area is titled "Purchase Orders" and contains a table with the following data:

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
PO00000589	02/19/21	Soft Closed	02/19/21	Service for PIT INV004	No	23,500.00 USD		
PO00000574	02/17/21	Issued	None	Human Resources Commodity	No	105,000.00 USD		
PO00000552	01/15/21	Issued	None	1 Covers of TVC	No	240.00 USD		