

FREQUENTLY ASKED QUESTIONS

- I don't want to sign on to a portal and submit an invoice!
We get it, a new process can be intimidating. In most cases you can continue to email invoices in (but might need to include specific information (PO #, etc.)
- I received a few emails lately about communications and invoices?
Yes! We recently sent out an email to make sure that we have updated contact information - to use for communicating changes related to Coupa, sourcing events, gathering updated supplier information (when required) as well as to make sure that you receive the appropriate level of communications.
- I don't recognize the name Summit Materials – are there other names you do business under?
You're most likely more familiar with our local Sites and operating companies. [Check here for a list of companies and locations.](#)
- I already use Coupa. Can I connect accounts for multiple customers?
Yes! Make sure that you provide the email address associated with a current Coupa admin and the accounts will merge.
- I don't like emails!
Not all suppliers will receive all email notification types. If you're getting too many emails you can sign up for a portal account and choose what emails to receive. At the same time, you can see all your orders, invoices, RFX requests in one place.
- Is there someone I can talk to about this?
Absolutely, email our [Supplier Enablement team](#) with any questions.
- Is there a cost to this?
No! There is no cost associated with your use of Coupa. While Coupa may provide services at a cost, they are not required in order to transact with Summit Materials.
- I've been mailing invoices for payment. What will change when Coupa is deployed?
In many cases, not much! Invoices can still be sent to the regional email address, and you'll continue to work with the same people you have previously!
- Is there any information required for invoice payment?
Probably Not! If we do need more information, we will send a Coupa form that allows you to safely and securely exchange required information via a secure connection. That information will stay protected in Coupa with limited access.
- I've been a supplier to Hamm, Cornejo, etc. for years - you already have all of my banking information. What do I need to do?
Thank you for your continued support! We recognize that many of you have been working with us for years. We will utilize existing information as much as possible but will need occasional updates. When that happens, we will reach out and send you an email with a link that allows you to share updated information.