General Questions

What is the Coupa Supplier Portal (CSP)?
The Coupa Supplier Portal is a secure, free online platform that allows suppliers to:

- Receive and view purchase orders
- Submit invoices
- Update company information
- Track invoice and payment status

The portal provides a centralized experience for managing transactions with Bird.

What's changing?
Purchase orders, invoices, and payment activities will be managed electronically through the Coupa Supplier Portal (CSP). Suppliers will receive an invitation to connect and begin using Coupa.

Why should I register for Coupa?
Registering with the Supplier Portal gives suppliers greater visibility, efficiency, and control when working with Bird. Benefits include:

- Real-time visibility into purchase orders and invoices
- Streamlined access to transaction information
- Reduced reliance on email communication
- Easier maintenance of supplier information
- Improved payment transparency

Is my information secure?
Yes. Coupa uses industry-standard security measures to help protect supplier information. For additional account security, suppliers are encouraged to enable Multi-Factor Authentication (MFA).

Registration and Account Setup

When will suppliers receive their Coupa invitation?
Coupa invitations are expected in **early November 2026**. The invitation is an important step in getting set up in Coupa, so please watch your inbox and check your spam or junk folders to ensure you don't miss it.

I already have a Coupa account. Do I need another one?
No. There's no need to create a new account. Simply use Bird's invitation to connect your existing Coupa Supplier Portal account to Bird Construction.

My invitation was sent to the wrong person. What should I do?
Contact SupplierSupport@Bird.ca and provide both the preferred email address for future communications and the email address that should receive the Coupa invitation. This will help ensure Bird has the correct contact information and that the invitation reaches the right person.

Is Multi-Factor Authentication required?
Yes. MFA is required to help protect your account and information by adding an extra layer of security when signing in. If MFA presents challenges for your organization, contact SupplierSupport@Bird.ca so Bird can review your situation and provide support.

Should I register if I do not currently have active work with Bird?
Yes. If you expect to work with Bird in the future, complete your registration and profile setup when invited. Getting set up now helps ensure your supplier profile is ready when future work with Bird begins.

Can I create a Coupa account before receiving Bird's invitation?
Yes. Suppliers can create a Coupa Supplier Portal account before Bird's invitation is distributed. Once Bird sends the invitation, the existing account can be connected to Bird.

Can I send a Coupa connection request before receiving Bird's invitation?
You may create a Coupa account in advance, but Bird's invitation is still required to establish the connection to Bird's Coupa environment.

What should I do if I lose access to my MFA authentication method?
Contact Coupa Support for assistance resetting your authentication credentials. For Bird-specific onboarding or account setup questions, contact SupplierSupport@Bird.ca.

Bird Entities and Scope

What if we do business with multiple Bird companies or joint ventures?
You'll connect to Bird Construction's main Coupa account, which supports transactions across Bird entities. This means you won't need a separate Coupa connection for each Bird entity. The specific process may vary depending on the legal entity identified on the purchase order, so always refer to the information provided for that transaction.

Does Coupa apply to subcontractors?
Yes. Coupa will be used for both subcontractors and suppliers. This provides a consistent way to manage purchasing and invoicing with Bird. For subcontractors, holdbacks will be managed through the invoicing process.

Does Coupa apply if we provide services only?
Yes. Suppliers and subcontractors doing business with Bird will use Coupa whether they provide products or services. This helps create a consistent way of working with Bird, regardless of what your organization provides.

Will quotes be submitted through Coupa?
No. Quotes will continue to be submitted outside of Coupa. Once a quote is approved, Bird will issue a purchase order through Coupa, creating the formal transaction that the supplier can then invoice against.

Will Bird joint ventures use Coupa?
Yes. Bird entities and joint ventures that issue purchase orders and receive invoices are expected to transact through Coupa following go-live.

Account Management and Users

How do I update my company information?
Suppliers can update company information directly in the Supplier Portal, including:

- Legal business name
- Address information
- Banking information
- Contact details

Updates are electronically communicated to Bird for processing.

Can multiple people access our account?
Yes. Suppliers can add multiple users and assign permissions based on their responsibilities. This allows the right people in your organization to manage the activities relevant to their role, without relying on a single person to manage the account.

Can one person receive purchase orders while another submits invoices?
Yes. Suppliers can assign different permissions to users based on their responsibilities. This allows your team to manage purchase orders and invoicing separately, so each activity can be handled by the appropriate person.

Can we change administrators if someone leaves?
Yes. Administrators can be changed if someone leaves your organization. Bird recommends maintaining at least two administrators, so your team can maintain access and manage the account without disruption if a primary administrator is unavailable or leaves.

Can we merge existing Coupa accounts?
Yes. Administrators can use Coupa's account merge process to consolidate existing accounts and simplify account management. Before completing a merge, carefully verify the email address, as the merge cannot be reversed once completed.

Can two registered users see the same purchase orders and invoices?
Yes, as long as both users have the appropriate permissions. Administrators can grant access to purchase orders, invoices, or full account administration, allowing multiple team members to access the information they need while keeping permissions aligned with their responsibilities.

Purchase Orders

How will I receive purchase orders?
Purchase orders are typically sent by email through Coupa. To ensure you receive all purchase orders and system notifications, please add the Coupa sender address to your organization's safe sender list. You can also manage and customize your notification preferences within your Coupa account.

To support successful delivery of emails and system communications, please ensure that all Coupa IP addresses listed in the resource below are added to your organization's whitelist. Communications and data transmissions may originate from any of these IP addresses.

Will all suppliers receive purchase orders through Coupa?
Not necessarily. Some suppliers will transact against purchase orders, while others may use blank invoices. This allows the process to reflect the type of transaction you have with Bird. The options available to you will appear in Coupa once your account is configured.

Does Bird require a purchase order for all invoicing?
Not necessarily. Purchase order requirements vary depending on the supplier relationship. This means the invoicing process may differ depending on how you do business with Bird. The invoicing methods available to you will be shown in your Coupa account.

Will purchase orders also be sent by email?
Purchase orders will be issued through Coupa. Designated users can also receive purchase order notifications by email, helping ensure the right people are notified when a new purchase order is available.

Is any Coupa action required before shipping an order?
No. There is no additional Coupa step required before shipping an order. This means you can continue with your normal shipping process without completing an extra action in Coupa. Submit your invoice through Coupa at the appropriate time.

What happens if a purchase order changes?
Revisions will be issued through Coupa and linked to the original purchase order, so you can easily identify and track updates to the order.

Will Bird continue creating detailed line-item purchase orders?
Yes. Current purchasing practices will remain in place. Coupa changes how purchase orders are delivered to suppliers, not the established structure or level of detail in the purchase order.

Will suppliers receive notifications when a new purchase order is issued?
Yes. Coupa notification settings can be configured to send email alerts when a new purchase order is received or when other actions occur within the system.

Invoicing

How do I submit invoices?
Bird's preferred invoicing method is through the Coupa Supplier Portal. You can create invoices directly from approved purchase orders within Coupa, helping reduce manual entry and improve accuracy.

Can we submit partial invoices?
Yes. Partial invoicing is supported in Coupa, giving you the flexibility to invoice in stages when the full amount is not being invoiced at once.

Will invoices need to be submitted through Coupa?
Yes. Once you receive a purchase order through Coupa, the related invoice must also be submitted through Coupa. This keeps the purchase order and invoice connected in one place, helping create a more consistent invoicing process.

What if we do not use purchase orders today?
Suppliers that do not currently transact through purchase orders may be configured to use Coupa's blank invoice capability. This provides flexibility to continue invoicing Bird through Coupa even when a purchase order is not part of your process.

Can we upload invoices created in QuickBooks or another accounting system?
Yes. You can continue creating your invoice in your existing accounting system, such as QuickBooks, and attach a PDF copy in Coupa. This allows you to maintain your current invoice-creation process while using Coupa to submit the invoice to Bird.

What happens if I make a mistake on an invoice?
You can create a credit note to cancel or adjust the invoice. This keeps the correction linked to the original transaction and provides a clear record of the adjustment. If Bird disputes an invoice, follow the instructions provided in the dispute comments.

Can invoices still be sent directly to Accounts Payable?
After go-live, invoices should be submitted through Coupa. This provides a consistent way to submit and manage invoices with Bird and helps ensure they follow the intended process. Invoices submitted outside of Coupa may experience processing delays.

Will suppliers need separate Coupa accounts for each Bird business unit or legal entity?
No. One Coupa Supplier Portal account can be used across Bird's business units and legal entities, making it easier to manage your transactions with Bird in one place. The applicable Bird entity will be identified on each transaction.

Do invoices need to match the purchase order lines?
Yes. Invoices should align to the purchase order and, where applicable, include line-by-line itemization that matches the purchase order structure.

How will I know when my invoice is approved?
Coupa provides invoice status updates throughout the approval and payment process, giving suppliers greater visibility into the status of their transactions.

Holdbacks, Credits and Taxes

How are holdbacks handled?
Holdbacks will be captured as part of the invoicing process in Coupa and will continue to follow Bird's existing business practices. This keeps holdback management integrated with invoicing while maintaining the practices suppliers are already familiar with.

How are multiple taxes handled?
Taxes are applied at the invoice-line level in Coupa, allowing different tax rates to be applied to different lines as required. This provides flexibility when an invoice includes items that are subject to different tax rates.

Can we create credits?
Yes. You can create a credit note in Coupa to cancel or adjust a previously submitted invoice. This keeps the credit connected to the original transaction, helping maintain a clear record of invoice adjustments in one place.

If we only charge GST, can we continue to do so?
Yes. Continue applying the taxes appropriate to your organization and jurisdiction. Coupa allows your invoicing to reflect the taxes that apply to your business, so you can continue charging GST where appropriate.

Payments and Banking

Will payments be made through Coupa?
No. Your existing payment methods with Bird will continue. Coupa will be used to manage purchase orders and invoicing, bringing those activities together in one place while keeping your current payment method unchanged.

Do I need to enter banking information into Coupa?
No. Banking information in Coupa is optional. If you choose to enter it, it will appear on your invoices, but it will not change how Bird pays you. Your existing payment method with Bird will continue.

We already receive EFT. Do we need to enter banking information again?
No. Your existing EFT payment arrangement with Bird will remain unchanged. You can begin using Coupa for purchase orders and invoicing without needing to re-enter your banking information or change how you receive payment.

Can Bird support EFT if we do not use it today?
Yes. Contact your Bird Accounts Payable representative to request EFT. This gives you the option to move to electronic payments if that better suits your organization's payment preferences.

Timing, Training and Support

When does Coupa go live?
Supplier onboarding begins in November 2026, giving suppliers time to get connected and set up in Coupa ahead of transactional use. Purchase orders and invoicing are targeted to begin through Coupa in mid-Q1 2027.

Will open purchase orders move into Coupa?
No. Existing and historical purchase orders will remain under the current process. This provides a clear transition point: existing orders continue as they do today, while new purchase orders issued through Coupa will have their related invoices managed through Coupa.

What should I do if an invoice is disputed?
Open the disputed invoice in Coupa, select Resolve, and review Bird's comments to understand the reason for the dispute and what needs to be corrected. This keeps the issue and required action connected to the invoice, making it easier to understand what needs to be addressed.

Where can I get support?
Contact SupplierSupport@Bird.ca for Bird-specific onboarding, invitation, registration, authentication, or account setup questions. This gives you a dedicated place to get help as you get set up and begin working with Bird through Coupa.