

No.	Category	Question	Answer
1	Common	What is Coupa Supplier Portal (CSP)?	CSP is a portal through which suppliers can receive purchase orders and check order details via Coupa, the cloud-based solution that AGC Inc. ("AGC") has adopted for procurement and spend management. Using CSP enables more efficient procedures for transactions with AGC, real-time management of case/order status, and compliance with applicable regulations.
2		Do I need additional software to use CSP?	No. No additional software is required. CSP can be used in a web browser, so you can use it without installing dedicated software.
3		Are there any fees for transactions through CSP?	For the functions used in transactions with AGC, suppliers will not incur any costs for using CSP. *Although it is not necessary, if you select a paid plan, the cost will be borne by your company.
4		Will requests for quotations and quotation responses also be handled through Coupa?	At this point, AGC expects to continue using conventional methods such as email for requests for quotations from AGC and quotation responses from your company for the time being. This guidance mainly covers receiving purchase orders, acknowledging orders, advance ship notices, and checking order information.
5	Form Survey Response Instructions	On our current Coupa account, can multiple customers be used and kept separate?	In CSP, even when you conduct transactions with multiple customers using one account, the screen is designed so that transactions do not become mixed. Please be assured. If you have concerns, it is also possible to obtain multiple accounts, so you may choose the approach that best fits your usage.
6		Where should we agree to the Coupa terms and conditions?	By answering the survey that AGC has provided (the Supplier Briefing Survey for the Implementation of the New Purchasing System, "Coupa") and indicating your intention to conduct transactions through Coupa, AGC will deem that you have agreed to the terms and conditions. Please understand this in advance.
7		Is there a deadline for obtaining a CSP account?	If possible, please complete this by the end of October. This will help the subsequent account-linking process proceed smoothly, and we appreciate your cooperation.
8		We would like confirmation as to whether our CSP account has been obtained.	We apologize, but due to the system configuration, AGC will not be able to confirm the status of your company's CSP account acquisition until the start of Coupa use in 2027. If confirmation is required, please contact Coupa directly. Coupa's contact address is supplier@coupa.com .
9		Can the survey field for "Purchase order email destination" be left blank?	AGC plans to separately ask you for the email addresses you wish to register as purchase order email destinations. At this point, it is fine to leave this field blank.
10		Can the CSP administrator email address be changed?	Yes. If it is before the end of September, please answer the Forms survey again, and AGC will check the revised details. From October onward, the account-linking work on AGC's side may already have been completed, so please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com .
11		What is the purpose of the survey?	The purpose is to confirm your intention to use Coupa and to confirm your agreement to the Coupa terms and conditions.
12	CSP Account Application	Is Japanese display available?	There is a language change button in the lower right of the CSP login screen. You can change the display to Japanese from there.
13		Can a group address be used as the CSP administrator email (representative email)?	Technically, it is possible to set a group email address. However, the administrator email setting grants strong permissions, so please consider whether this is appropriate from your company's information-security perspective, including whether it will be necessary later to identify the person who performed administrator operations.
14		If we already have an existing Coupa account, do we need to create a new one?	If you already use an account for another company, you can continue to use that account, so a new account does not need to be created. Please review the Coupa terms and conditions and complete the survey.
15		What is the password for the login screen?	Existing users should enter the password they set themselves. For new account registration, please proceed from "Create Account."
16		Can the email address for multi-factor authentication (MFA) be changed?	The person who set the MFA email address can change it. An administrator or other person cannot change it on that user's behalf.
17		Is entry of the corporate number required?	If your company has not obtained a corporate number, you do not need to enter one. If necessary, you may enter a dummy number.
18		What should be entered as the tax registration number?	Please enter your qualified invoice issuer registration number.
19		The bank account entry screen does not appear. Is this a problem?	For transactions with AGC, AGC will use information such as the bank account registered in AGC's existing system. When registering in CSP, you may leave the bank account information unentered or enter dummy data. Please be assured.
20		Is there any material on security information for the Coupa system?	CSP is a cloud platform widely used globally and is equipped with standard security measures such as encrypted communications, access control, and audit-log management. It also has a track record of compliance with international security standards such as SOC 1/SOC 2 and ISO 27001, and has systems in place to appropriately protect transaction information. For more details, please check the official Coupa website at the following URL: https://coupa.co.jp/compliance-security
21	Account Configuration (Multiple Sites / Multiple Departments)	Can one company register accounts for multiple sites?	If your company has multiple supplier accounts with AGC, you can register a CSP account for each account. To confirm your current account information, please contact the AGC procurement representative.
22		Can multiple sites be operated under one account?	Multiple sites can be operated under one account. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com .

23	Account Configuration (Multiple Sites / Multiple Departments)	Are there any points to note when registering by site?	One representative email address is required for each account, so please prepare a separate representative email address for each site.
24		Can purchase orders be issued and managed by site?	If your company has multiple supplier accounts with AGC, purchase orders can be issued and managed by account as before.
25		What should we do if we want to register multiple staff members in CSP?	Users are added in CSP by the supplier. After the initial account registration is completed, the person registered as the representative contact can add additional staff members in CSP. For personnel involved in actual transactions, such as sales support at offices, please add them as CSP users as needed. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com.
26		What can additional users do?	After they are added, additional users can perform CSP operations such as receipt, shipping, and confirmation according to the permissions set.
27		What can an email address used only for receiving purchase orders do?	It can only receive purchase orders by email. It cannot log in to or operate CSP.
28		If multiple departments at our company use one account, where will purchase orders be delivered?	Purchase orders for multiple departments will be delivered to the purchase-order receiving email address set by your company. To identify which department a purchase order is for, please add the department name to the purchase order text, etc. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com.
29		Is it necessary to register an account for each branch?	You may register one account per legal entity, or if your company has multiple supplier accounts with AGC, you may register an account for each account. Either approach is acceptable. Please choose according to the operating method that will be easiest for your company going forward. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com.
30		In what unit will AGC-issued payment notices be issued going forward?	As before, they are planned to be sent separately by supplier account.
31		Will purchase order notifications be separated by AGC site?	If your company conducts transactions with multiple AGC sites, purchase orders issued by AGC site can be sent to email addresses designated by your company. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com.
32		Can purchase orders be distinguished on CSP?	Depending on what you want to distinguish, you can identify purchase orders on the CSP screen by sorting or searching by purchase order item text, etc. If you need to confirm the specific operating method, please contact AGC's dedicated inquiry desk at agc.cspinquiry@agc.com.
33		Is automatic routing to AGC staff by product possible?	We apologize, but at this point routing by person in charge is not available. Instead, AGC is considering enabling identification of some details by sorting/searching using purchase order item text, etc.
34		How will we receive purchase order notifications?	You can log in to CSP and check them. Alternatively, even if you do not log in to CSP, a purchase order notification will be sent to the pre-registered email address, and you can access the purchase order page from the link in the email.
35	Handling of ASN, Item Tags, Special Transactions, Invoices, etc.	Can purchase orders be printed?	Yes. AGC plans to provide guidance on specific operation methods at a briefing session for suppliers from October onward.
36		What is an item tag?	An item tag is a document that should be attached to the delivered item, replacing the conventional "Delivery (Completion) Notice." Details are scheduled to be provided in manuals and other materials from October onward.
37		Can you show us the item tag format?	We apologize that AGC cannot provide it at this time; it is scheduled to be provided in manuals and other materials from October onward.
38		Is it acceptable to enclose the item tag and send it by mail?	As a rule, please attach the item tag to the actual goods. If unavoidable, separate mailing is acceptable; however, in addition, please attach to the actual goods a delivery note or similar document that includes the AGC purchase order number and the name of the AGC requester.
39		After submitting the item tag, is it necessary to enter invoice processing information on Coupa?	For invoice processing, suppliers do not need to perform input operations on Coupa.
40		Is the information to be entered in the ASN (Advance Ship Notice) equivalent to the contents of a waybill?	Yes, that understanding is correct. Details of the specific input fields are scheduled to be provided in manuals and other materials to be released from October onward.
41		If ASN registration is missed and the goods arrive first, is it still necessary to create a shipping notice later?	In this case, we would appreciate it if you later submit a delivery note in your company's format through the comment field on CSP.
42		Going forward, will invoices for industrial waste also be subject to an operational change under Coupa?	Processing related to industrial waste will continue as before, and Coupa will not be used. Please note.
43		Will documents in CSP remain viewable for a period equivalent to the retention period stipulated by law?	Yes, that understanding is correct. During the retention period required under the Electronic Books Preservation Act, the electronic data will be maintained in a state in which it can be viewed and checked. Please be assured.
44		Does this Coupa implementation apply only to purchase orders issued by AGC, and are transactions in which we place orders with AGC out of scope?	Yes, that understanding is correct.