

# **[For Suppliers] Coupa Operation Manual**

**LY Corporation**

**May,2025**

**LINEヤフー**

# Agenda

**01** About this document

**02** Supplier survey(Supplier survey process and system operation method)

**03** Subcontract survey(Subcontract survey process and system operation method)

**04** Contact information

# About this document

# Overview of this document

## Background and purpose

- LY Corporation will start to use [Coupa] for supplier surveys and subcontract surveys from Monday, May 19, 2025.
- This document describes new procedures that use Coupa.

For reference:

**Supplier survey** : When placing procurement orders (purchasing goods or licenses, contracting for business outsourcing, etc.), LY Corporation conducts a "supplier survey" of suppliers (including sole proprietors) in advance.

**Subcontract survey** : When outsourcing work to a supplier, LY Corporation conducts a "subcontract survey" in advance on the supplier (including sole proprietors).

## About Coupa

- Coupa is a purchase system cloud service provided by Coupa Software Inc. No software installation or membership registration is required to use this service, and there is no charge for use.

For reference: [Coupa Software Inc. website](#)

# Terminology used this document

## Terms

### Sourcing Portal

This refers to the platform within Coupa where information regarding various surveys is exchanged between LY Corporation and suppliers. Suppliers will be required to use this platform to confirm the details of requests for information from LY Corporation and answer questionnaires.

### Sourcing (Sourcing event)

This means a subcontract for which a survey is conducted.

\*It is different from so-called "sourcing," which means obtaining a quotation.

### Bid

Although this is displayed on some screens due to system specifications, it is not used because LY Corporation does not carry out the quotation process on Coupa.

# Precautions regarding this document

## Precautions

- Although Coupa can be used for the entire procurement and purchasing process, from quotation to ordering and invoicing, LY Corporation uses it only for the purpose of exchanging questionnaires with suppliers regarding "supplier surveys" and "subcontract surveys."

Therefore, note that Coupa includes functions and terms that are used for purposes other than those mentioned above (procurement and purchasing processes), but please note that these cannot be hidden or their names changed due to system specifications.

- Points requiring special attention when operating Coupa will be marked with a "NOTE" in the instructions on the following pages, so please be sure to read them as you proceed.

# **Supplier survey**

**Supplier survey process and system operation method**

# Supplier survey process

The workflow for replying to the supplier survey is as follows.  
(\* For details, see the succeeding pages.)





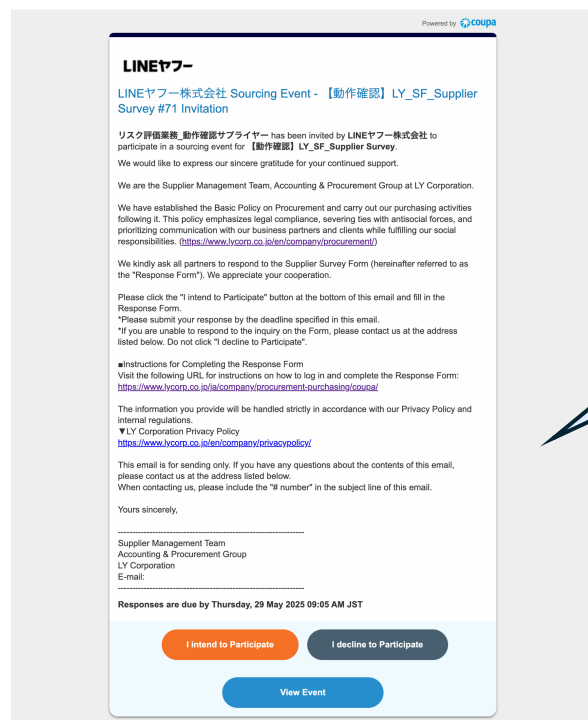
# How to log in to the Sourcing Portal (1/2)

LINEヤフー株式会社 Sourcing Event - 【動作確認】LY\_SF\_Supplier Survey #71 Invitation

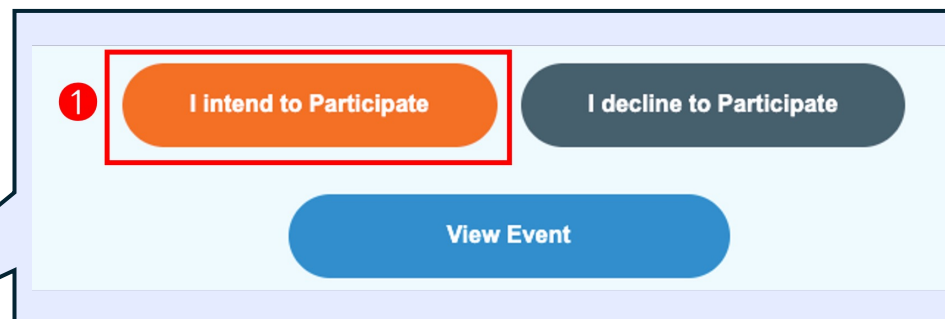
2025/05/14(木) 09:05

From Coupa Sourcing Notifications<sourcing@lycorp-jp.coupahost.com> トレーサ 李金福

To



① Open the invitation email you received and then click "I intend to Participate" displayed in the email.



\*After you click the button, a one-time password for logging in to the Sourcing Portal will be issued as described on the next page (P.10).

## NOTE

### Do not click "I decline to Participate."

If you are unable to answer on Coupa due to an unavoidable reason or if you clicked the button by mistake, consult LY Corporation using the details below:

[Contact information] Email address provided in the invitation email

▼The invitation email has the following subject and is sent from the following address.

Subject:LY Corporation Sourcing Event - (the trailing text varies with the event)  
(Example)LY Corporation Sourcing Event – LY\_SF\_Transaction-Survey\_Company-Name #0000 Invitation

From : @lycorp-jp.coupahost.com (Email address of the domain shown to the left)

# How to log in to the Sourcing Portal (2/2)

[One-time password entry screen]

\*The display language for the one-time password entry screen is Japanese only.

②Enter the one-time password (Coupa login authentication code, six-digit number) provided in the email you received, and then click the "Send" button.

[One-time password notification email screen (Japanese)]

\*After you click " I intend to Participate " on the previous page (P.9), you will receive an email that contains the Coupa login authentication code.

\*The language for the one-time password notification email sent to you may be Japanese as well.



# How to change the language

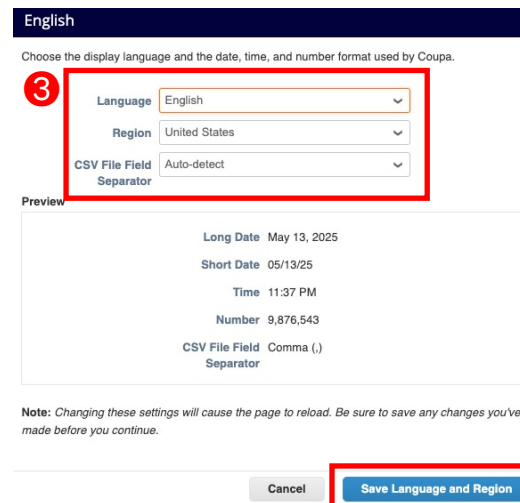
① Scroll to the bottom of the Coupa page and click the language change button.

② Select the desired language.

\*The answer form and Excel questionnaire are only available in Japanese, English and Korean.



③ Select "Language" and "Region," and then click "Save Language and Region."





# How to join an event

【動作確認】 LY\_SF\_Supplier S... - Event #61 Active

Claim your profile to amplify trust with current and future customers.

GET STARTED

Event Ends 10 : 10  
days hrs

Event Info My Response

Supplier has been invited by LINEヤフー株式会社 to participate in a sourcing event for 【動作確認】 LY\_SF\_Supplier Survey. We would like to express our sincere

## NOTE

Do not click "GET STARTED" in the banner at the top of the page as this is not the same as participating in the event.

①After logging in to the Sourcing Portal, select "I intend" for "Do you intend to participate?" on the "Event Info" tab\*.

Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

1 Do you intend to participate? I intend

Accept Terms and Conditions

There are no Terms and Conditions for the current event.

Event Information & Bidding Rules Buyer Attachments

Event will end at the Event End Time.

Your responses are viewable by buyer once submitted  
Buyer may choose to award individual line items

Timeline

May 14 Event Start 09:05 AM Japan 15d : 0h : 0min

May 29 Event End 09:05 AM Japan 00:00

2 Enter Response

You do not need to check the following:

- Event information & Bidding Rules
- Buyer Attachments
- Timeline

Event Info My Response

Supplier has been invited by LINEヤフー株式会社 to participate in a sc

\*The tab is displayed in the upper portion of the page.  
The "My Response" tab is displayed after you select "I intend."

## NOTE

Do not click "I decline to Participate."

If you are unable to answer on Coupa due to an unavoidable reason or if you clicked the button by mistake, consult LY Corporation using the details below:

[Contact information] Email address provided in the invitation email

②Click "Enter Response."



# How to answer the survey form (1/2)

①

① Open the "My Response" tab, and then answer the questions.

Event Info **My Response**

Attachments

Forms

1. LY\_SF\_Supplier Survey Form\_v1.0

Please answer the questions below.

【This form also contains questions that will be answered by LY Corporation's administrative department. So, please answer the following questions:】

●Which group do you fall into: ①Business partner or Individual, or ②LY Corporation?

\* LY-1Tp ①Business partner or Individual x v  
①Business partner or Individual  
②LY Corporation

【Please answer your basic information】

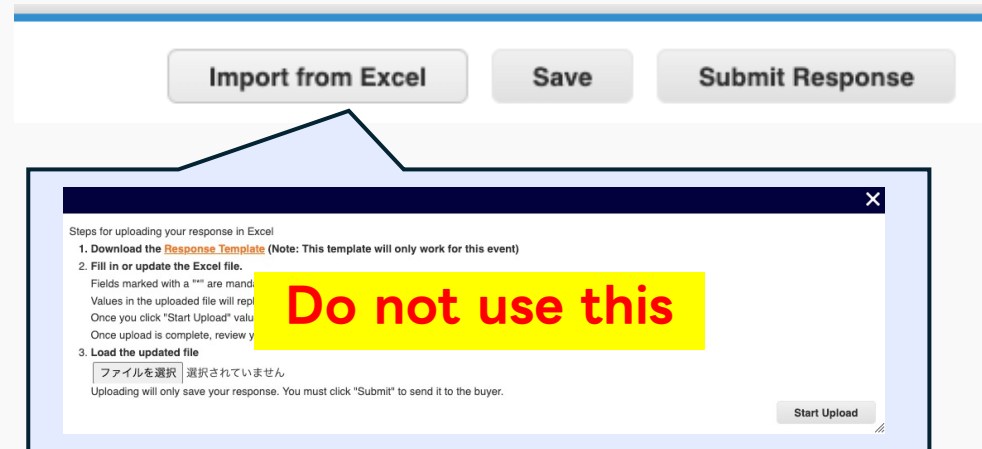
●Please enter the name of the respondent.

\* LY-1Xw

Enter your answer on the system.

●Please enter the department name of the respondent. If you do not have

## NOTE



**\*Do not use "Import from Excel."**  
**Be sure to enter all your answers in the form on the system.**

\*"Submit Response" cannot be executed until you enter your answers to all the required items (with a red asterisk "\*").

\*The alphanumeric code displayed to the left of each question is LY Corporation's management ID.

# How to answer the survey form (2/2)

## 3. \*\*\*\*\*Form to be answered by LY Corporation 【Form for LY】 \*\*\*\*\*

Please answer the questions below.

**Attention: The following form will be answered by LY Corporation. No response required by Suppliers.**

Once you have completed entering your answers to the above form, please click the "Submit Response" button at the bottom of the screen and then send it.

Save

## 4. LY\_P1\_お取引案件調査フォーム 【LY回答用】\_v1.1\_OLD

Please answer the questions below.

【本フォームには、LINEヤフー社の管理部門が回答する質問項目も含まれていますが、初めに以下の質問にご回答ください。】

●あなたは、①お取引先の企業または個人、②LINEヤフー社、どちらに該当するか選択してください。

\*LY-2Eg ①お取引先の企業または個人 x v

You do not  
need to  
answer

Save

Import from Excel

Save

Submit Response

## ②After you enter all your answers, click "Sumit Response."

\*You can save your answers before finishing the entry by clicking "Save."

\*After you execute "Submit Response," LY Corporation will start the survey. After the survey has started, the answers cannot be changed unless absolutely necessary. If you want to change them due to an unavoidable reason, follow the instructions on the next page.

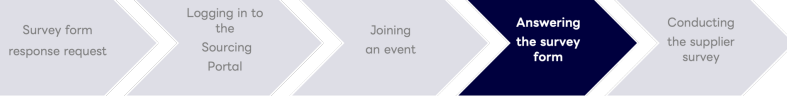
### NOTE

- The following form will be answered by LY Corporation. No response required by Suppliers.
- Send your answers by the due date displayed at "Event end" at the top right of the answer form.

\*If it is difficult for you to send your answers by the due date, inform LY Corporation about it beforehand via instant messaging. (For information on how to use instant messaging, see P.16.)

イベントの終了

14 : 17  
日 時間



# [For reference] Changing or resubmitting survey form answers

2

Event Info My Response

Responded on 05/14/25

Attachments

Forms

1. LY\_SF\_Supplier Survey Form\_v1.0

【This form also contains questions that will be answered by LY Corporation's administrative department. So, please answer the following questions:】

●Which group do you fall into: ①Business partner or Individual, or ②LY Corporation?

• LY-1Tp ①Business partner or Individual

【Please answer your basic information】

●Please enter the name of the respondent.

• LY-1Xw

4

3 Edit Response

## NOTE

**[When LY Corporation requests you to change your answers]**  
LY Corporation may request you to change your answers during the survey.  
In such a case, LY Corporation will inform you about it via instant messaging.

**[When you want to change your answers]**  
If you need to change your answer after submitting it,  
**inform LY Corporation about it via instant messaging beforehand.**

①Inform LY Corporation via instant messaging that you want to change your answers.

\*For information on how to use instant messaging, see the next page (P.16).

②Log in to the Sourcing Portal and then open the "My Response" tab.

③Click "Edit Response."

④Edit the answers in the form.

⑤After editing, click "Submit Response."

⑥Inform LY Corporation via instant messaging that you have changed your answers.

After you click "Edit answers" in step ③, the button will change as follows.

5

Import from Excel Save Submit Response



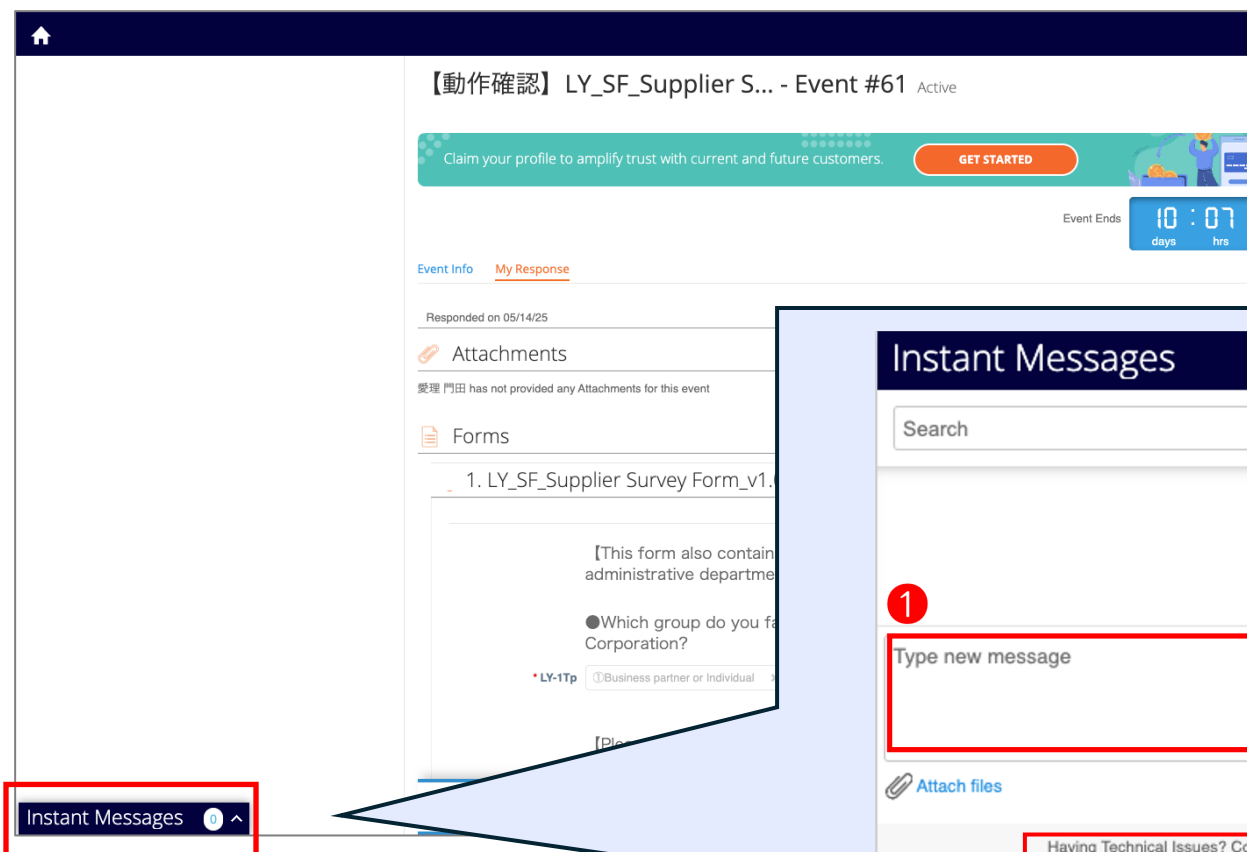
# [For reference] Instant messaging

You can communicate with LY Corporation using Coupa's instant messaging function.

## ① Enter a message.

\*Once a message is sent, it cannot be edited or deleted.

## ② Click "Send Message."



↑ Click this button to open the entry screen shown to the right.

Instant Messages 0 ▾

Search

1 Type new message

2 Send Message

Attach files

Having Technical Issues? Contact [sourcing.support@coupa.com](mailto:sourcing.support@coupa.com)

### NOTE

The email address shown above is different from our customer support desk, so please do not contact us via this address.

## Search

If you want to check the contents of messages exchanged in the past, you can search by entering keywords in the "Search" field.

## Notification method

When LY Corporation sends an instant message to you, a notification is sent to your registered email address.



# **Subcontract survey**

**Process and system operation procedure for the subcontract survey**

# Process for subcontract survey

The workflow for replying to the subcontract survey is as follows.

(\* For details, see the succeeding pages.)



\*In some cases, answers to the Excel file are not required.



The following procedures are the same as those for the supplier survey, so look at the pages shown below:

- How to log in to the Sourcing Portal (P.9~10)
- How to join an event (P.12)

# How to answer the survey form (1/4)

The screenshot shows a web interface for answering a survey. At the top, there's a navigation bar with tabs: 'Event Info', 'My Response' (highlighted with a red box and a red circle with the number 1), and 'Attachments'. Below the tabs, there's a section for 'Attachments' and a section for 'Forms'. The 'Forms' section contains two forms: '1. EN\_P1\_Interview sheet' and '2. LY\_P1\_LY Transactional Survey Form 【Form for supplier】 \_v1.0\_OLD'. The '2. LY\_P1\_LY Transactional Survey Form' is expanded, showing a text area for answers and a 'Save' button. Below the text area, there's a question: 'Which of the following describes the relationship between LY Corporation and your company?' with a dropdown menu showing 'Business partner or Individual'. There's also a text input field for the name of the company. At the bottom, there are buttons for 'Import from Excel', 'Save', and 'Submit Response'.

①Open the "My Response" tab and then answer the questions in "1. LY\_xx\*\_transaction survey form [For answers from partners]."

\*Depends on the project.

## NOTE

\*"Submit Response" cannot be executed until you enter your answers to all the required items (with a red asterisk "\*").

\*The alphanumeric code displayed to the left of each answer field is LY Corporation's management ID.

Be sure to select "① Partner company or individual".

Enter your answer on the system.

# How to answer the survey form (2/4)

3. \*\*\*\*\*Form to be answered by LY Corporation 【Form for LY】 \*\*\*\*\* >

Please answer the questions below.

**Attention: The following form will be answered by LY Corporation. No response required by Suppliers.**

Once you have completed entering your answers to the above form, please click the "Submit Response" button at the bottom of the screen and then send it.

Save

4. LY\_P1\_お取引案件調査フォーム 【LY回答用】\_v1.1\_OLD >

Please answer the questions below.

【本フォームには、LINEヤフー社の管理部門が回答する質問項目も含まれています。初めに以下の質問にご回答ください。】

●あなたは、①お取引先の企業または個人、②LINEヤフー社、どちらに該当しますか。

LY-2Eg ①お取引先の企業または個人 x v

Save

2

Import from Excel Save Submit Response

## ②After you enter all your answers, click "Submit Response."

\*You can save your answers before finishing the entry by clicking "Save."

\*After you execute "Submit Response," LY Corporation will start the survey. After the survey has started, the answers cannot be changed unless absolutely necessary. If you want to change them due to an unavoidable reason, follow the instructions on the next page.

### NOTE

- The following form will be answered by LY Corporation. No response required by Suppliers.
- Send your answers by the due date displayed at "Event end" at the top right of the answer form.

\*If it is difficult for you to send your answers by the due date, inform LY Corporation about it beforehand via instant messaging. (For information on how to use instant messaging, see P.16.)





# How to answer the survey form (4/4)

The screenshot shows the 'Instant Messages' window. At the top is a search bar. Below it is a large text area for typing a message. At the bottom left is an 'Attach files' button with a paperclip icon, highlighted with a red box and a red circle containing the number 4. At the bottom right is a 'Send Message' button, highlighted with a red box and a red circle containing the number 5. Below the message input area is a footer with the text: 'Having Technical Issues? Contact [sourcing.support@coupa.com](mailto:sourcing.support@coupa.com)'.

**NOTE**

The email address shown above is different from our customer support desk, so please do not contact us via this address.

④ Attach the completed "Subcontractor Interview Sheet" to the "Attach files" section of the instant message.

⑤ Click "Send Message."

\*No message text is required when submitting the survey form.

**Reference**

If you would like to change or resend a survey form that you have already completed, see [\[For reference\] Changing or resubmitting answers on the survey form on P.15.](#)

For information on how to use instant messaging, see [\[For reference\] Instant messaging on P.16.](#)

# Contact information



# Contact information

**If you have any questions,  
please contact us using the following procedure.**

\*LY Corporation will respond to your inquiries. It may take a few business days to respond.

## **Before logging in to the Sourcing Portal**

Contact LY Corporation at the email address provided in the invitation email you received([see P.9](#)).

## **After logging in to the Sourcing Portal**

Contact LY Corporation via Coupa's instant messaging function ([see P.16](#)).