

SUPPLIER FREQUENTLY ASKED QUESTIONS

1. Is my company required to register in Coupa to transact with Calpine?

Yes. As of October 2023, registration with Coupa is a requirement for all suppliers to do business with Calpine.

2. How does my company enroll in Coupa?

All suppliers were invited to enroll in Coupa in late 2023. Suppliers who did not receive an invitation or were unable to enroll are encouraged to reach out to suppliersupport@Calpine.com for assistance.

3. Will Calpine provide supplier training to use Coupa?

Calpine routinely hosts training sessions for suppliers and will continue to provide training directly with those suppliers who make requests. Resources have been posted on [\[HB2\]](#) [\[LM3\]](#) [calpine.com](#) for reference; however, suppliers are encouraged to reach out to their Calpine supply chain representative or suppliersupport@Calpine.com for additional support.

4. Where can my company go for more information about Coupa?

Please visit [calpine.com](#) [\[HB4\]](#) [\[LM5\]](#) for more information about Coupa.

5. What does it cost to join Coupa?

Coupa is FREE of charge for suppliers.

6. Why should my company join Coupa?

There are many reasons to enroll in Coupa. First, your company will retain the ability to do business with Calpine going forward. Your company will also have the ability to generate invoices, view payment status and maintain your supplier information (i.e., name, address, key contacts) via the Supplier Information Management (SIM). As important, your invoices will be paid on time and in accordance with agreed-upon terms.

7. What if my company is already registered with Coupa?

While your company may already be a registered user of Coupa, you will still need to accept Calpine's invitation to connect. After connecting with Calpine, your company will receive a Supplier Questionnaire which you will need to complete.

8. What if I'm having issues connecting to Coupa?

Please contact Coupa's supplier support team for assistance by clicking the upper right-hand 'Help' link on the Supplier portal or by emailing at suppliersupport@calpine.com.

9. What are Calpine's payment terms?

Calpine's standard payment terms are net 45. However, there are some acceptable shorter terms that include a discounted amount/percentage for suppliers requesting payment prior to the standard net 45.