



## **Invoice Instructions & Standards**

Calpine Corporation and its affiliates ("Calpine") suppliers are a critical link in our vision to build a more sustainable future. We are committed to paying our suppliers accurately and on time, which is why we utilize a cloud-based Procure-to-Pay platform called Coupa and its portal, the "Coupa Supplier Portal" (CSP), to onboard suppliers, issue Purchase Orders ("POs"), and receive invoices & credits. Suppliers who follow these instructions to utilize the Coupa Supplier Portal for invoicing, will be paid more efficiently.

### **Preferred Submittal Methods**

#### **(Coupa Supplier Portal (CSP), Supplier Actionable Notification (SAN), or cXML)**

- Invoices must be submitted directly against the PO in your CSP or by using the Supplier Actionable Notification (SAN) feature by utilizing the "Invoice PO" button included in the email you receive with the PO.
- Detailed instructions on how to submit an invoice in CSP can be found here: <https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal/set-up-the-csp/invoices/create-or-edit-an-invoice>
- Backup invoice documents can be attached as PDF files in the CSP. The PDF should contain only one invoice.
- Only one PO per invoice should be used.
- To be added to the cXML list, reach out to supplier support at [suppliersupport@calpine.com](mailto:suppliersupport@calpine.com) to be added to the queue.
- Providing multiple invoices will result in delayed payments.

### **Default/Preferred Method of Payment**

#### **Calpine requires all suppliers to be paid electronically via the ACH (Automated Clearing House) payment system.**

To receive payments via ACH, log into your CSP at <https://supplier.coupahost.com> and provide your company's banking instructions and remittance details.

A request for payment by check must be justified and authorized by the VP of Supply Chain. To obtain approval for a check, which must include a business justification, email supplier support at [suppliersupport@calpine.com](mailto:suppliersupport@calpine.com) for guidance and approval.

*Calpine reserves the right to review and/or reject any requests for checks as a means of payment.*

## Invoice Content Requirements

<p><b>Purchase Order Invoices</b></p>	<p><b>Suppliers must prepare invoices containing the following information from the PO</b> (any deviation from this process will result in disputes and/or rejection):</p> <ul style="list-style-type: none"> <li>• <b>Unique Invoice Number</b> – Duplicates are not accepted</li> <li>• <b>Purchase Order number</b> (contact your Calpine point of contact if you have questions about which PO to use on your invoice(s))</li> <li>• <b>PO line-item number</b></li> <li>• <b>PO part number</b> (if applicable)</li> <li>• Description of the product or service exactly as it appears on the Calpine PO</li> <li>• <b>Unit of measure</b></li> <li>• <b>Unit price</b></li> <li>• <b>Item quantity</b></li> <li>• <b>Total invoice value</b></li> </ul>
<p><b>Non-Purchase Order Invoices</b></p>	<p>Authorized Suppliers submitting invoices that fall into one of the exempted categories (i.e., government entities, taxing authorities, donations, utilities) may invoice Calpine without a valid Calpine PO number.</p> <ul style="list-style-type: none"> <li>• <b>For non-PO invoices</b>, Suppliers must include the <b>name and email address</b> for the Calpine employee requesting the product or service (e.g., John Smith, <a href="mailto:JSmith@calpine.com">JSmith@calpine.com</a>)</li> <li>• To obtain permission for non-PO invoices, reach out to supplier support at <a href="mailto:suppliersupport@calpine.com">suppliersupport@calpine.com</a> to ensure you have a valid exemption</li> <li>• Only Authorized Non-PO Invoices may be submitted to <a href="mailto:nonpoinvoices@calpine.com">nonpoinvoices@calpine.com</a></li> </ul>
<p><b>General Invoicing Guidelines</b></p>	<ul style="list-style-type: none"> <li>• <b>Suppliers must prepare a separate invoice for each shipment or service order</b></li> <li>• The first page of the attachment should be the first page of the invoice</li> <li>• Suppliers must also provide any evidence as Calpine may require support for the invoice</li> <li>• No invoice should be issued prior to services rendered or goods delivered. Only one of the methods listed below should be used to send invoices</li> </ul>
<p><b>All Invoices</b></p>	<p><b>The supplier's invoice must include the following:</b></p> <ul style="list-style-type: none"> <li>• Supplier invoice with letterhead</li> <li>• Description of goods/services provided</li> <li>• Supplier's phone number and remit-to address</li> <li>• Invoice number</li> <li>• Invoice date</li> <li>• Individual lines for goods/services with extended amounts</li> <li>• Total invoice amount</li> <li>• E-mail address of the supplier contact in case there are issues with the invoice</li> </ul>
<p><b>Statements &amp; Payment Inquiries Only</b></p>	<ul style="list-style-type: none"> <li>• Remittance of any statements should be sent via email to Accounts Payable at <a href="mailto:apinquiries@calpine.com">apinquiries@calpine.com</a> <ul style="list-style-type: none"> <li>• For payment inquiries, <b>check your Coupa Portal first.</b> Otherwise, email <a href="mailto:apinquiries@calpine.com">apinquiries@calpine.com</a></li> </ul> </li> <li>• <i>Any Invoices sent to this email address will not be processed</i></li> </ul>

## Alternate Submittal Methods (Electronic)

**Only with the Vice President of Supply Chain's approval, may an alternate, non-electronic invoicing method be used – i.e., invoice submission via email.**

The default method of using CSP (noted above) should be used to minimize duplication in processing and the transaction costs for both the Supplier and Calpine. Invoices submitted via Coupa Supplier Portal can not be submitted by email.

**Do not use multiple methods for submitting the same invoice; otherwise, payment will be delayed.**

- Each invoice must contain all aforementioned information as indicated in the General Instructions (noted above).
- Only authorized Suppliers may email invoices to [POInvoices@calpine.com](mailto:POInvoices@calpine.com)
  - A single invoice should be attached as a single PDF file (one invoice per Pdf)
  - One and only one PO per invoice should be used
  - You may submit either black & white or color pdfs
  - Max File Size: 40 MB
  - File Type Accepted: pdf (preferred system generated pdf, *not a scan*)

## Supplier Invoices Not Adhering to the Standards Above Will Be Rejected

Calpine is committed to paying for goods/services in accordance with our agreed upon terms. We appreciate your cooperation in adhering to these requirements as it will help expedite the processing of your invoice. Any exception to these rules may result in **invoice rejection or delayed payment** as well as additional communication and coordination between our companies.

### **The following examples will lead to delays:**

- Submitting invoices via email instead of submitting via the CSP
- Sending the same invoice multiple times
- Sending an invoice to an email address other than the pre-approved email address
- Emailing a single PDF file with multiple invoices (invoices after the first will not be processed)
- Emailing a ZIP file invoice or similarly unreadable format
- Sending a non-pdf file
- Failing to include a PO number on the invoice (invoices without a PO number cannot be matched to goods received or routed for approval)
- Sending documents that are not invoices, such as statements, proforma invoices and inquiries

## We Are Here to Help You

- ✓ For specific PO questions, please contact your Calpine Buyer or Calpine Business Contact directly (the person who is/has requested material and/or services)
- ✓ For general Accounts Payable questions, contact Calpine Accounts Payable at [APInquiries@calpine.com](mailto:APInquiries@calpine.com)
- ✓ **For assistance getting access to your Portal, contact your organization's Coupa Portal Administrator. Calpine does not have the ability to access or grant user permissions to your Coupa Supplier Portal**
- ✓ For assistance sharing information and/or resolving Coupa Supplier Portal issues specifically related to Calpine, email Calpine Supplier Support at [suppliersupport@calpine.com](mailto:suppliersupport@calpine.com)
- ✓ For assistance with your Multifactor Authenticator (MFA), contact Coupa directly at [suppliers@coupa.com](mailto:suppliers@coupa.com)
- ✓ You are a valued supplier of Calpine, and we look forward to working with you