

ACTUAL COSTS REIMBURSEMENT CLAIM SUBMISSION USER GUIDE

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1. Purpose

All reimbursement claims (Non-Lump Sum Claims) must be submitted to the Relocation Payment Clearinghouse ("RPC") and evaluated through the Coupa Supplier Portal ("Coupa" or "Coupa Portal"), the RPC's system for submitting and processing claims associated with the C-band relocation program. The Coupa Portal is the web-based system that provides a potential Claimant the ability to:

- Submit claims to the RPC;
- Track the status of its claim; and,
- Communicate with the RPC.

The purpose of this document is to provide eligible and approved Non-Lump Sum Claimants ("Claimants") with guidance on submitting claims for reimbursements ("claim" or "invoice") in the Coupa Portal.

For any questions regarding the Coupa claim submission process, please contact the RPC Service Desk via <u>info@CbandRPC.com</u> or 301-463-4676.

2. Introduction to the Use of the Coupa Portal

What is Coupa?

The RPC has selected Coupa as the system for C-band relocation claims submission and processing. Coupa is a cloud-based Business Spend Management application.

The RPC has configured Coupa for the C-band relocation program. Coupa, however, is a third-party platform, therefore some language native to the software application cannot be modified by the RPC. As a result, some of the terminology used within the Coupa Portal does not align directly with common terms used within the C-band relocation program. For example, in Coupa, a Claimant is referred to as a "Supplier" and the RPC is identified as a "Customer." Claims for Non-Lump Sum payments are submitted by utilizing an "invoice" template within Coupa. The **User Guides** prepared by the RPC located at www.CbandRPC.com/setup, address how standard Coupa terms align with RPC-specific processes.

There is some limited information collected within Coupa that is not directly required for the processing of C-band relocation claims. In User Guides, the RPC indicates which fields are required for RPC claims submission and processing purposes. The RPC also provides guidance on how to populate fields that are configured into the standard Coupa application, but do not apply to RPC activities.

Coupa Privacy Policy and Terms of Use

Claimants are required to accept the Coupa Privacy Policy & Terms of Use to access the portal. Data entered into the Coupa portal in the RPC "Customer" Profile is segregated and protected as Confidential Information from public disclosure and will only be provided to the RPC. All information uploaded into the Coupa portal will be subject to the RPC's Confidentiality Policy.

Information Security Safeguards

All information uploaded to the Coupa Portal will be subject to federal information security standards, including FedRAMP, consistent with the FCC's Report & Order¹ (para. 277).

¹ Expanding Flexible Use of the 3.7 to 4.2 GHz Band, Report and Order and Order of Proposed Modification, 35 FCC Rcd 2343 (2020).



3. Coupa Portal Claim Submission Process

Prior to submitting a claim for reimbursement, the Claimant's profile must be submitted and approved by the RPC. Please see <u>www.CbandRPC.com/setup</u> for instructions on how to request an invitation to join the Coupa Portal and complete the profile setup process.

The C-band Handbook, located at <u>www.CbandRPC.com/resources</u> provides information regarding the eligibility for reimbursement.

An overview of the process to submit a claim for reimbursement is summarized in Figure 1, below, and described in more detail in the following sections.



FIGURE 1 COUPA PORTAL CLAIM SUBMISSION PROCESS OVERVIEW

3.1. Notification to Begin Claims Submission Process

Once the RPC approves a Claimant's Coupa profile, the Claimant can submit a claim in Coupa in one of several ways:

- Create a claim by starting a blank invoice (See <u>Section 4.1 Submit Claim from a Blank</u> <u>Invoice</u>) where the fields will be populated by the Claimant; however, the "Description" field has the FCC Cost Catalog items pre-populated by the RPC (suggested for claims with few line items); or
- Create a claim from a PO, where the RPC creates a PO based upon the Claim Summary provided by the Claimant to facilitate the claims submission process (suggested for claims with numerous line items and recurring line items) (See <u>Section 4.2 Submit Claim from a</u> <u>PO</u> for reference). The PO allows Claimants to more easily confirm that the claim amount ties to the Claim Summary and Cost Catalog and submit a claim.

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Once the PO is completed, the Claimant will receive an email notification from Coupa stating "Your RPC Profile is Ready for Claims Submission". This email notifies the Claimant to initiate the claim submission process. The email refers to the pre-populated "PO" described in the previous paragraphs.

Upon receipt of the email shown in Figure 2 below, click '**View Order**' and perform the following steps to submit a claim:

	Figure 2 Coupa Em	IAIL NOTIFICATION		
RPC				
Relocation	Payment Clearinghouse Purch	ase Order #54	40	
				Powered by
Hello Lena,				
The Relocation Pay submission process select the button be from PO" or "Create have any questions walk you through th	ment Clearinghouse has started to accept claims. To submit a claim (i.e., request for reimbursemer slow to log into your Coupa account. Once logged i a Blank Invoice." For additional step-by-step instr to reed any assistance, please contact the RPC le claims submission process.	The RPC has pre-pop nt of actual relocation into your account, plea ructions to submit your Service Desk at (301)	vulated purchase costs or payment ise select the "Inv r claim, please vis 463-4676 or <u>info</u>	order #540 to facilitate the claims t of a lump sum election), please voices" tab, then click "Create Invoice sit <u>www.CbandRPC.com/setup</u> . If you <u>@CbandRPC.com</u> . We are happy to
Submitted By	Relocation Payment Clearinghouse LLC			
On Behalf Of	Relocation Payment Clearinghouse LLC			
Supplier	LENA'S BROADCASTING COMPANY			
Total	16,997.00			
Items	3E1.194 Receive-Only ES Multi-feed Antenna	1.0 Each @ 16,997.00	16,997.00 USD	
				View Order

3.2.Initiate A Claim (Invoice)

To initiate a claim in the Coupa Portal, perform the following steps:

- 1. Open the Coupa Portal and select the "Invoices" tab (Figure 3 found on next page)
 - Create a claim by starting a blank invoice (See <u>Section 4.1 Submit Claim from a Blank</u> Invoice); or
 - Create a claim from a PO (See Section 4.2 Submit Claim from a PO for reference).

If the Claimant utilizes the PO function, an automated email notification will be sent once the PO is created, which enables the Claimant to submit the claim. If the Claimant is creating a "Blank Invoice," the Claimant will not receive an email notification from the RPC.



FIGURE 3 CREATE CLAIM FROM PO AND CREATE CLAIM FROM BLANK INVOICE

Invoices								
Sound Manag	ement, LLC invo	ice #1234 is process	ing					×
Instructions Fro	m Customer							
All invoices must h Create Inv	ave a unique invo OİCES 🥡	ice #. Term A Term B T	erm C Li	mited Liability	Waiver Etc Etc			
Create Invoice	from PO Cre	eate Invoice from Cor	ntract	Create B	ank Invoice	Create Credi	t Note	
Export to ~						View All	✓ Search	۰ ب
Claim #	Created Date	Status	PO #	Total	Unanswered	Comments	Dispute Reason	Actions
1234	08/12/21	Processing	None	16,110.00	No			

3.3. Submit Claim from a Blank Invoice

1. Click "Create Blank Invoice" (Figure 4 below).

FIGURE 4 CREATE	CLAIM FROM	RI ANK	INVOICE
I IGUNE T UNLAIL	OLAIIVI I KOIVI	DLAIN	INVOICE

Invoices									
Sound Manage	ement, LLC invoi	ce #1234 is processi	ing						×
Instructions From	m Customer								
All invoices must h Create Invo	ave a unique invoi DICES 🚺	ce #. Term A Term B Te	erm C Li	mited Liability	Waiver Etc Etc				
Create Invoice	from PO Cre	ate Invoice from Con	tract	Create Bl	ank Invoice	Create Credit	t Note		
Export to ~						View All		✓ Search	P
Claim #	Created Date	Status	PO #	Total	Unanswered (Comments	Dispute Reason	ı	Actions
1234	08/12/21	Processing	None	16,110.00	No				

2. Once you click "Create Blank Invoice", select your "Legal Entity" from the drop-down menu (Figure 5 below).

Choose Invoicing Details

FIGURE 5 CHOOSE INVOICING DETAILS

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3. After you have selected the applicable "Legal Entity" (Figure 6 below), click the "Save" button at the bottom of the screen.

FIGURE 6	SAVE INVOICING DETAIL	.S		
Choose Invoicing D	etails			×
* Legal Entity	JR - SSO 🗸	0	Add New	
Invoice From	7501 Wisconsin Ave Suite 400E Bethesda, MD 20814 United States United States			
* Remit-To	7501 Wisconsin Ave, Suite 400 🗸	0	Add New	
* Ship From Address	7501 Wisconsin Ave, Suite 400 🗸	0	Add New	
	Cancel		Save	

- 4. Once you save the entity information, the next screen will prompt you to populate the following fields (Figure 7 on the next page):
 - Claim Number: Represents the number <u>you create</u> to assign to the claim.
 - Claim Date: Represents the submission date of the claim.
 - Attachments: Upload supporting documentation, including proof of payment. A full list of requested documentation can be found in the RPC Handbook located at: www.cbandrpc.com/resources. Please note, if documentation is missing, the RPC will reach out to obtain the required documents. If a website is being used to store supporting documentation, please include the relevant URL.
 - Certification: Check the box to acknowledge the certification statement.

Claims that do not contain the appropriate documentation prescribed above are at risk of being rejected. Reach out to the RPC team via the comment field at the bottom of the page for any inquiries regarding your documentation supporting your

claim.



Create Invoice Create	
🔅 General Info	
* Claim #	* Supplier Sound Management, LLC
* Claim Date 08/12/21	* nvoice From Address JR - SSO 7501 Wisconsin Ave
Payment Term None	Suite 400E Betheode MD 20814
* Currency USD	United States
Status Draft Image Scan Choose File No file chosen	* Remit-To Address JR - SSO 7501 Wisconsin Ave Suite 400F
Supplier Note	Bethesda, MD 20814 United States
* Attachments Add File URL Text	* Ship From Address JR - SSO 7501 Wisconsin Ave Suite 400E Bethesda, MD 20814 United States
I Certify That: 1. I am authorized by executive management to submit claims on behalf of my organization and the information and documentation submitted in support of this request for reimbursement are true, complete,	5. If not in the Transition Plan and/or Cost Catalog, a written justification has been included with this claim detailing the nature and type of costs incurred and the reasons these costs were necessary for C-band relocation.
and accurate to the best of my knowledge and belief. 2. All documents containing confidential information (as defined in the RPC Confidentiality Policy	 The costs submitted for reimbursement as part of this request were necessary, reasonable, and actually incurred to implement C-band relocation.
available at www.www.CbandRPC.com/setup) have been marked "CONFIDENTIAL INFORMATION" on each page where it appears.	 To the extent applicable, internal control policies and procedures were followed when preparing cost estimates and incurring and paying reimbursable
3. Any sensitive personally identifiable information	relocation costs.
submitted, including: SSN, TIN, passport number, bank account or CC number, access or security	 All goods and/or services (including internal labor) for which reimbursement is claimed have been performed/received.
www.CbandRPC.com/FAQ).	9. Payment, reflective of applicable credits, purchase

FIGURE 7 CLAIM FIELDS – GENERAL INFO AND CERTIFICATION STATEMENT

4. The kinds, quantities and costs associated with the labor, goods, and/or services for which reimbursement is sought as part of this request are consistent with the kinds, quantities and costs set forth in the Transition Plan and/or Cost Catalog.

9. Payment, reflective of applicable credits, purchase allowances, and supplier/vendor discounts related to this and all prior claims, has been made as reflected in the supporting documentation.

10. This is my electronic signature.

•I soknowledge above 🗆

- 5. Populate the following fields in Figure 8 on the next page for each line. Please note that the required fields are represented by *.
 - **Description**: Based upon the type of cost found in the Cost Catalog Tables.
 - **Quantity**: Based upon the quantity on the vendor invoice.
 - **Price**: Based upon the price per unit on the vendor invoice.
 - Vendor Name: Based upon an internal invoice or a third-party invoice name.

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- Vendor Invoice No: Based upon an internal invoice or a third-party invoice number.
- Vendor Invoice Date: Based upon an internal invoice or a third-party invoice date.
- Hard/Soft Cost: Represents hard or soft costs as outlined in the RPC Handbook: www.cbandrpc.com/resources. Navigate to the right-hand side of the web page and click the handbook link.

Type Description Qty	Qty UC 1.000 Ea	OM Price	o.00 ⁸
PO Line None O Clear	Contract	Period	Supplier Part Number
* Vendor Name	* Vendor Invoice No	* Vendor Invoice Date	* Hard/Soft Cost
Number of IRDs (if Applicable)	Additional Description	Proof of Payment Reference	
Billing None ✔ "O			
None 🗸			

- 6. Next, click the Billing magnifying glass (Figure 8 above) to access a drop-down menu. Once the drop-down menu (Figure 9 below) is accessed, populate the following fields:
 - Cost Catalog Cost Category: the category of cost per the Cost Catalog.
 - **Catalog ID:** once the Cost Category is selected, choose the applicable item.
 - **Operator:** select the applicable ESO (for SSOs submitting internal costs, this field will be blank).
 - CSA Callsign SiteID AntennalD: based on the operator (ESO) selected.
 - PEA: based on the CSA selected.

Note: Once the appropriate fields are populated click 'Choose' to submit.

FIGURE 9 BILLING FIELDS – LINES

Choose Chart Of Accounts	COA3 - ESOSSO			
* CostCat - Cost Category	Antenna Filtering/Retuning/Repointing (51103)	×	~	
냐 Catalog - Catalog ID	3A2.33 Filter for Seeded Antenna (3A2.33)	×	~	
Operator	1TV.Com, Inc. (ESO0001)	×	~	
CSA - Callsign-SiteID-AntennalD	E180784_1_KIKO (ESO0001.0001)	×	~	
PEA	126 (126)	×	~	

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7. Once you click on "Choose", the billing information will populate on the invoice template as seen below in Figure 10.

Lines			C Line Level T
Type Description	Qty UOM	Price 555.00	555.00
PO Line None O Clear • Vendor Name Home depot Number of IRDs (if Applicable)	Contract Vendor Invoice No 124343 Additional Description	Period Vendor Invoice Date 08/11/21	Supplier Part Number *Hard/Soft Cost Hard
Billing COA3 - ESOSSO Antenna Filtering/Retuning/Repoint 51103-3A2.33-ESO0001-ESO0001.0	ng-3A2.33 Filter for Seeded Antenna-1 001-126	Z TV.Com, IncE180784_1_KIKO-126	

- If you have more than one "Line", you may add a "Line" by clicking the above green "Add Line" button in Figure 10. *Note:* There is a limitation of 100 lines within Coupa. If a claim requires more than 100 lines, create a new invoice. Once selected, you will need to repeat steps 1 through 8 of Section <u>4.1 Submit Claim from a Blank Invoice;</u> OR
- 9. You can click "Pick Lines from PO" for which you would then follow the process outlined below (Section **4.2 Submit Claim from a PO**).
- 10. Once you have populated all of the applicable lines, click the "Calculate" button (Figure 11 on the next page). This will recalculate and add all of the populated line items.



FIGURE	11	CALCULATE INVOICE LINES	

Lines Net Total	555.00
Tax	✓ % 0.000
Total Tax	0.00
Net Total	555.00
Total	555.00

11. Once you have completed the process for all the lines for which you wish to submit a claim, click "Submit" (Figure 12 below).

	- 21		-	
Tot	al			555.00
Delete	Cancel	Save as Draft	Calculate	Submit

12. Once you click "Submit" the following message in Figure 13 below will appear. You will be given the option to "Continue Editing" your invoice or to "Send Invoice".



13. Coupa will not allow an invoice to be submitted without the required information populated from steps 2 through 12 above. Once you click "Send Invoice", if any of the required information is missing, the error message (Figure 14 on the next page) below would appear.



e fix the errors be	low		
Beneral Info	o	🔗 From	
* Claim #	1234	* Supplier	Sound Management, LLC
* Claim Date	08/12/21	* Invoice From Address	JR - SSO 🔎 7501 Wisconsin Ave
Payment Term	None		Suite 400E Bethesda, MD 20814
* Currency	USD		United States
Status Image Scan	Choose File No file chosen	* Remit-To Address	JR - SSO P 7501 Wisconsin Ave
Supplier Note			Suite 400E Bethesda, MD 20814 United States
		* Ship From Address	JR - SSO
* Attachments	Add File URL Text		7501 Wisconsin Ave
	Musi de present on involce		Bethesda, MD 20814 United States
		🥺 To	
		Customer	Relocation Payment Clearinghouse - SANDBOX
		Personnel Authorized to Submit Claims	None
			I Certify That:

14. If all the required information is filled correctly, you will see the screen below (Figure 15) and note the green bar at the top of the screen.

		F	IGURE	15 Suc	CESSFUL S	UBMISSIC	N		
Invoices	5								
Sound Manag	gement, LLC invo	ice #12345 is pro	ocessing						×
All invoices must	om Customer have a unique invo /OICES ()	oice #. Term A Term	ı B Term C Li	imited Liabili	y Waiver Etc Etc				
Create Invoice	e from PO Cr	eate Invoice from	Contract	Create	Blank Invoice	Create Cree	dit Note		
Export to v						View All	~	Search	P
Claim #	Created Date	Status	PO #	Total	Unanswered (Comments	Dispute Reason		Actions
12345	08/12/21	Processing	None	555.00	No				

15. Once you submit your claim, it will immediately be visible to RPC for review.



3.4. Submit Claim from a PO

1. Click "Create Invoice from PO" (Figure 16 below).

FIGURE 16 CREATE INVOICE FROM PO

Home	Profile Orders Service/Time Sheets ASN Invoices Catalogs B
Invoices	Invoices Lines Payment Receipts
	Invoices
	Instructions From Customer
	All invoices must have a unique invoice #. Term A Term B Term C Limited Liability Waiver Etc Etc Create Invoices 🕐
	Create Invoice from PO Create Invoice from Contract Create Blank Invoice
	Export to V

 Click the PO number that was created for your claim by the RPC. This will be identified in the email notification shown in <u>Section 3 - Notification to Begin Claims Submission</u> <u>Process</u> above. Scroll to the bottom of the "Invoice" page and click "Create Invoice".

FIGURE 17 PO PAGE – CREATE INVOICE

Purchase Orders

Export to	•				View All	~	Search	P
PO Number	Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Action
265	08/09/21	Issued	None	1 Each of Receive-Only ES Multi-feed Antenna	No	16,997.00	i	10 90

Claimants may have more than one PO based upon the data provided within the respective Claim Summary. Coupa limits POs to a specific number of lines. POs exceeding the 100-line limit will result in multiple POs; thus, an additional PO is created by the RPC claims team, for the Claimant to submit a claim or "Invoice".

Therefore, a Claimant may be required to submit multiple invoices to receive the full reimbursement amount, if approved.

Points of contact responsible for multiple Claimants should scroll over to the right of the "Invoices" tab under the "Select Customer" field and select the Claimant they wish to submit a claim for based upon the applicable PO (Figure 18 on the next page).

FIGURE 18 FILERS WITH MULTIPLE CLAIMANTS



ူcoup	oupa supplier portal							CHARLIE - NOTIFICATIONS 6 HELP -				
Home	Profile	Orders	Service/Time Sheets	ASN	Invoices	Catalogs	Business Performance	Sourcing	Add-ons	Setup		
Invoices	Invoices L	ines Payn	nent Receipts									
							Select Customer	Relocation	Payment Cleari	nghouse - SAM	NDBOX 🗸	
	Invo	ices										

- 3. To prepare a claim for reimbursement, populate the following fields (Figure 19 below):
 - Claim Number: Represents the number you create to assign to the claim.
 - Claim Date: Represents the date of submission of the claim.
 - Attachments: Upload supporting documentation, including proof of payment. A full list can be found in the RPC Handbook located at www.cbandrpc.com/resources. Please note, this is a requirement. If documentation is missing, the RPC will reach out to obtain the required information. If a website is being used to store supporting documentation, please include the URL.
 - **Certification:** Check the box to acknowledge the certification statement.

Claims that do not contain the appropriate documentation prescribed above are at risk of being rejected. Reach out to the RPC team via the comment field at the bottom of the page for any inquiries regarding your documentation supporting your claim.

* Claim # * Claim Date	04/29/21
Payment Term	None
* Currency	USD
Status	Draft
Image Scan	Choose File No file chosen
Supplier Note	

FIGURE 19 CLAIM FIELDS – GENERAL INFO AND CERTIFICATION STATEMENT





- 4. Please review and verify the following pre-populated fields in Figure 20 for each line:
 - **Description**: Based upon the Claim Summary provided by Claimant and FCC Cost Catalog.
 - **Quantity:** Based upon the Claim Summary provide by Claimant (the quantity may be adjusted based on the actual claim being submitted).
 - **Price:** Based upon the Claim Summary provide by Claimant (the price may be adjusted based on the actual claim being submitted).
 - Billing: Cost Catalog Number and ESO information, if applicable.

Please Note: If you believe any of these pre-populated fields is incorrect, please reach out to the RPC via the comment field at the bottom of the page or via RPC Service Desk by telephone (301)-463-4676 or Info@CbandRPC.com.



Fype Description 2C1.2 1 C-Band Sa Replacement/Diversific	Qty U tellite for 6.00	IOM Price Each V 5,000.00	30,000.00 8
PO Line 130-1 O Clear	Contract	Supplier Part Number	* Vendor Name
Vendor Invoice No	Vendor Invoice Date mm/dd/yy mm	• Hard/Soft Cost	Number of IRDs (if Applicable)
Silling	e.		
1101-201.2			

- 5. Complete the following fields shown in Figure 21 below:
 - Vendor Name: Based upon an internal invoice or a third-party invoice name.
 - Vendor Invoice No: Based upon an internal invoice or a third-party invoice number.
 - Vendor Invoice Date: Based upon an internal invoice or a third-party invoice date.
 - Hard or Soft Cost: Represents hard or soft costs as defined in the RPC • Handbook located at www.cbandrpc.com/resources.
 - Number of IRDs (if Applicable): Enter the number of Integrated Receiver Decoders • (IRDs).
- POs contain a breakout by line per claim. Review and input of all lines is required to submit.

/pe	Description	ollito for	Qty	UOM	Price		30.00	20.00 😣
2	Replacement/Diversifica	ition	6.00	Each	~	5,000.00	50,00	50.00
O Line 30-1	O Clear	Contract	~		Supplier Part Nun	nber	* Vendor Name	
Vendor	Invoice No	* Vendor mm/dd/y	Invoice Date		* Hard/Soft Cost	~	Number of IRDs (if a	Applicable)
dditior	al Description	Proof of	Payment Refe	rence				
illing	°1 2							
1101-20	51.2							

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Please contact the RPC Service Desk via info@CbandRPC.com or 301-463-4676 with any questions regarding claim submission within the Coupa Portal.



4. Submit Claim

Once all fields are completed and verified from the PO, scroll to the bottom of the screen and click on "Submit" (Figure 22 below).



The options "Delete" and "Cancel" will not submit the claim to the RPC. The option to "Save as Draft" will save the claim in your profile but will not submit the claim to the RPC. The option to "Calculate" will recalculate if you changed any quantities or amounts but will not submit the claim to the RPC.

5. Reviewing the Claim Status

Upon submission, the claim will auto-route within Coupa to the RPC team to begin the review process. To check the status of a claim, select the Invoices tab from the Coupa home page, then select the "Invoices" sub-tab. If a point of contact is responsible for multiple Claimants, they should select the Claimant's name from the "Select Customer" drop down menu located at the top right corner to view the status of each of their Claimant profiles.

While under review, the claim will remain in a "Pending Approval" status as shown in Figure 23 located under the Invoices tab (previously discussed in Step 1 above.) until the RPC team makes its assessment.

coup	a supplier	portal						CHARLI	E - NOTIFIC	CATIONS 6 HEI
Home	Profile (Orders Ser	rvice/Time Sheets	ASN In	voices (Catalogs	Business Performance	Sourcing	Add-ons	Setup
Invoices	Invoices Lines	a Payment R	eceipts							
							Select Custome	Relocation	Payment Clear	inghouse - SANDBO
	Invoic	es								
	Instructions	s From Custon	ner							
	All invoices n Create	nust have a uniq INVOICES	ue invoice #. Term A Ter)	m B Term C Li	nited Liability	Waiver Etc E	tc			
	Create Inv	voice from PO	Create Invoice from	m Contract	Create BI	ank Invoice	Create Credit Note			
	Export to	~					View All	✓ S	earch	P
	Claim #	Created Date	Status	PC	# Total	Unanswe	ered Comments	Dispute Reaso	n Acti	ons
	2	08/11/21	Pending Appro	val No	ne 0.00	No				

FIGURE 23 INVOICE DASHBOARD - CLAIM STATUS (PENDING APPROVAL)

The RPC team will add comment(s) within your claim apprising you of the claim status once it completes its review. Further, a tentative "final approval" timeframe will be noted. **Note:** Following the approval of a claim, and within 30 days of submission of notice of approval by Invoice to Overlay Licensees, the RPC will issue a wire payment, provided that funding is available, and the claim is not subject to a dispute.

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Once an assessment has been made, claims will either be placed in 'Approved' (Figure 24A on the next page) or 'Disputed' status (Figure 24B on the next page). "Approved" means that the RPC has reviewed the claim as submitted and it will be processed for payment. The RPC will provide a comment within the invoice noting an estimated date of payment of the lump sum claim.

"Disputed" means that the RPC has identified a discrepancy or needs additional information to complete its review of the claim. A summary of the reason for the dispute will be shown within the Invoice Dashboard. The "Disputed" status does not infer that the claim has entered the formal dispute resolution process.

Once in the "Disputed" status, the Claimant may correct or void the claim.

Invoices								
Instructions From	Customer							
All invoices must ha	ve a unique inv	voice #. Term A Ter	m B Term C	Limited Lia	bility Waiver Etc Etc			
create mive								
Create Invoice fi	om PO	reate Invoice from	n Contract	Crea	te Blank Invoice	Create Credit	Note	
Export to 👻						View All	✓ Search	n ,0
							Dissute Desses	Antinun
Claim # Cre	ated Date	Status	PO #	Iotal	Unanswered Co	mments	Dispute Reason	Actions

FIGURE 24A INVOICE DASHBOARD – CLAIM STATUS (APPROVED)

FIGURE 24B INVOICE DASHBOARD – CLAIM STATUS (DISPUTED)

nstructions From Custom	er						
All invoices must have a uniqu Create Invoices	e invoice #. Term A Ter	m B Term C L	imited Lia	bility Waiver Etc Etc			
Create Invoice from PO	Create Invoice from	Invoice from Contract		te Blank Invoice	Create Credit N	ote	
Export to ~					View All	✓ Sear	ch 🔎
Export to v Claim # Created Date	Status	PO#	Total	Unanswered Com	View All	Sean	ch 🔎

6. Communications

The Comment box can be used for communications between the RPC team and the Claimant regarding the claim (Figure 25 below).

Figure 2	25 COMMENTS BOX
Comments	~
Enter Comment	

Please contact the RPC Service Desk via info@CbandRPC.com or 301-463-4676 with any questions regarding claim submission within the Coupa Portal.



If you have any discrepancies or questions concerning your claim based upon the PO created or invoice submission, if you need any assistance with submitting your claim, or the overall status of your claim, please contact our Service Desk at 301-463-4676.