SUPPLIER FAQ

Contents

New Story Network

New Story consists of 17 brands of schools. You may be more familiar with the individual school names. Visit newstory.com/our-services/our-schools to see a full list of our brands. They are also listed below.

Schools include: Aaron School, Applied Behavioral Services (ABS), Green Tree School and Services, Greenwich Education Group (GEG), Links Academy, Meliora Academy, New Story Schools (NSS), Rebecca School, River Rock Academy (RRA), Rivermont Schools, Sage Alliance, The Learning Spectrum (TLS), The Pinnacle School, The Spire School, Thrive Alliance, Woodhouse Academy

New Story Vendor Website

Visit https://info.newstory.com/coupa-for-vendors for resources and up-to-date guides on how to transact and partner effectively with our company.

JErickson / Coupa / Guides

Coupa Supplier Portal

Transacting with New Story through the Coupa Supplier Portal (CSP) is not required, but highly encouraged to streamline the ordering, invoicing, and payment processes. There is no charge to your company to utilize the CSP. Advantages include:

- Receiving purchase orders
- Sending advance ship notices (ASNs)
- Sending invoices
- Real-time visibility into invoice and payment status

Links to assist you with your CSP account:

Onboard with New Story through the CSP: https://info.newstory.com/coupa-for-vendors

CSP account login: https://supplier.coupahost.com/sessions/new

CSP Admin and User Guide:
https://compass.coupa.com/Import/Suppliers/For_Suppliers/Coupa_Supplier_Portal/CSP_Admin_and_User_Guide.pdf

Additional guides through Coupa Compass for suppliers:

- https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers
- https://supplier.coupa.com/help/

Order and Agreement Inquiries

For order/PO, agreement, or agreement renewal inquiries, email procurement@newstory.com.

Invoice Requirements

Service or Ship-To Address
Enter the address where services provided or goods delivered. Include the requestor's name in the attention line, if provided. Example:

> Rivermont Schools
> ATTN: Peter Parker
> 1234 Sesame Street
> City, ST 12345

Billing Address
Always enter our corporate billing address.
>New Story Mgt
>2 Village Square, Suite 210
>Baltimore, MD 21210

Unit of Measure (UOM)
The UOM(s) you receive on the PO is what must be reflected on the invoice.

Purchase Order Numbers on Invoices
To streamline the invoicing and payment processes, the Coupa issued purchase order number (PO #) must be referenced on the corresponding invoice(s). In the actual <u>number</u> field, enter only the numerical digits. Avoid special characters, such as the hash symbol (#) and the colon symbol (:).

Acceptable Examples	
P.O. NUMBER 1234	**P.O. NUMBER** | 1234
PO # 1234	**PO #** | 1234
PO: 1234	**PO:** | 1234

Examples to AVOID	
P.O. NUMBER #1234	**P.O. NUMBER** | #1234
P.O. NUMBER # 1234	**P.O. NUMBER** | # 1234

P.O. NUMBER	P.O. NUMBER	PO1234
PO1234		
P.O. NUMBER	P.O. NUMBER	PO: 1234
PO: 1234		

Sending Invoices

Below are methods of transmitting invoices to New Story, in order of preference.
1. Electronic cXML integration – Contact procurement@newstory.com to set up integration.
2. From the Coupa Supplier Portal (CSP)
3. Email pdf copies to invoices@newstory.com

Please do not send invoices to physical addresses or to emails other than invoices@newstory.com.

Please do not send duplicate invoices.

Use your Coupa Supplier Portal account to check the status of an invoice or email accountspayable@newstory.com. Include the invoice number and invoice date in question.

Payments

Our preferred payment method is ACH. You may change your payment method anytime through your Coupa Supplier Portal (CSP) account or by emailing your request to procurement@newstory.com. You must provide the following information to be set up with ACH payments:
- A copy of voided check or a letter on **bank letterhead** noting the account details
- Email for payment remittance

Our preferred payment term is Net 30, unless otherwise agreed upon by both parties.

Use your Coupa Supplier Portal account to check the status of payment or email accountspayable@newstory.com. Include the invoice number and invoice date in question.