

# SUPPLIER SURVEY RESULTS

## Australia, Singapore, India, Philippines, Malaysia

- 62% of Suppliers Agreed or Strongly Agreed that Coupa has improved their cost of doing business.
- 77% of Suppliers Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex
- 65% of Suppliers feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them.
- 81% of suppliers are getting the support needed from Indirect Procurement Supplier Support Site ([www.molex.com/supplier/coupa/](http://www.molex.com/supplier/coupa/))
- Additional general support was the most requested addition to the Indirect Supplier Support Site at 26%

## Thailand

- 50% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 41% neither Agreed nor Disagreed
- 68% of respondents Agreed or Strongly Agreed that they received the responsiveness they needed when using the Indirect Procurement Supplier Support Site.
- 32% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while the majority, 59% neither Agreed nor Disagreed
- 41% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while the majority, 50% neither Agreed nor Disagreed
- 64% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex, while 36% neither Agreed nor Disagreed
- The most significant feedback requesting additional changes or additional information provided in the Coupa Supplier Support Site as for Additional General Communication and Videos being most requested (36% each)

Thanks to all the Molex suppliers around the globe who responded to our recent Coupa Supplier Survey! We appreciate your feedback and wanted to report back some of the key findings.

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# SUPPLIER SURVEY RESULTS

## Vietnam

- 83% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 16% neither Agreed nor Disagreed
- 83% of respondents Agreed or Strongly Agreed that they received the responsiveness they needed when using the Indirect Procurement Supplier Support Site.
- 67% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while 33% neither Agreed nor Disagreed
- 83% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while 8% neither Agreed nor Disagreed
- 82% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex, while 17% neither Agreed nor Disagreed
- The most significant feedback requesting additional changes or additional information provided in the Coupa Supplier Support Site was for Additional Training Videos (50%)

## Hong Kong and Taiwan

- 73% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 27% neither Agreed nor Disagreed
- 82% Agreed or Strongly Agreed that they are getting the responsiveness they require on the Coupa Supplier Support Site, while an additional 18% neither Agreed nor Disagreed.
- 45% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while 55% neither Agreed nor Disagreed
- 27% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while 73% neither Agreed nor Disagreed
- 54% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex, while 45% neither Agreed nor Disagreed
- The most significant feedback requesting additional changes or additional information provided in the Coupa Supplier Support Site was Additional General Communication, at 55%, and additional Training Videos at 27%

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# SUPPLIER SURVEY RESULTS

## China

- 83% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 41% neither Agreed nor Disagreed
- 79% Agreed or Strongly Agreed that they are getting the responsiveness they require on the Indirect Procurement Supplier Support Site, while an additional 20% neither Agreed nor Disagreed.
- 62% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while 31% neither Agreed nor Disagreed
- 79% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while 17% neither Agreed nor Disagreed
- 78% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex, while 18% neither Agreed nor Disagreed
- The most significant feedback requesting additional information provided in the Coupa Supplier Support Site, was Additional Frequently Asked Questions at 41%, Additional Training Videos at 24% and Additional Support at 20%

## Korea

- 69% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 31% neither Agreed nor Disagreed
- 75% Agreed or Strongly Agreed that they are getting the responsiveness they require on the Indirect Procurement Supplier Support Site, while an additional 25% neither Agreed nor Disagreed.
- 57% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while 44% neither Agreed nor Disagreed
- 47% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while 47% neither Agreed nor Disagreed
- 71% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal improved their business experience with Molex
- There most significant requests for additional information on the Coupa Supplier Support Site was Additional General Communication (27%) and Additional Support (27%) being most requested

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## Japan

- 41% of the Coupa Supplier Support Site users Agreed or Strongly Agreed that the site provides the information needed for training, support info and go live information, while 41% neither Agreed nor Disagreed
- 13% of respondents Agreed or Strongly Agreed that their cost of doing business improved with Coupa, while the majority (61%) neither Agreed nor Disagreed\* Japan suppliers don't use the Coupa Supplier Portal for invoicing, which is the biggest basis for cost of doing business improvement.
- 11% of respondents feel that Sourcing Events (Spot Bids, E-Auction, and RFX's) have been effective for them, while the majority (67% neither Agreed nor Disagreed) \* Japan suppliers rarely use the Source Event functionality, due to regional restrictions.
- 29% of respondents Agreed or Strongly Agreed that the Coupa Supplier Portal improved their business experience with Molex, while the majority (58%) neither Agreed nor Disagreed\* Japan suppliers don't use the Coupa Supplier Portal for invoicing, which is the biggest basis for a business improvement experience.
- There was no significant feedback requesting additional changes or additional information provided in the Indirect Procurement Supplier Support Site, with Additional Frequently Asked Questions being most requested (24%)

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# SUPPLIER SURVEY RESULTS

## America

- 19% of Suppliers Agreed or Strongly Agreed that Coupa has improved their cost of doing business, while 73% neither Agreed nor Disagreed
- 40% of Suppliers Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex
- 37% of Suppliers are using the Coupa Supplier Portal as their primary method to invoice Molex, with 55% using email ([invoices@molex.com](mailto:invoices@molex.com))
- 62% of suppliers are getting the support needed from Coupa Supplier Support Site ([www.molex.com/supplier/coupa/](http://www.molex.com/supplier/coupa/))
- More Supplier communication was the most requested feedback

## Mexico

- 71% of Suppliers Agreed or Strongly Agreed that Coupa has improved their cost of doing business
- 68% of Suppliers Agreed or Strongly Agreed that the Coupa Supplier Portal (CSP) improved their business experience with Molex
- 82% of Suppliers are using the Coupa Supplier Portal as their primary method to invoice Molex
- 62% of suppliers are getting the support needed from Coupa Supplier Support Site ([www.molex.com/supplier/coupa/](http://www.molex.com/supplier/coupa/))
- More Supplier communication was the most requested feedback

## What are we doing to improve our Supplier's Coupa Experience?

- We are continuing to expand the [Coupa Supplier Support Site](#) with more communication, guidance and updates for our suppliers
- We have updated the Supplier Onboarding process to simplify it, making it easier for suppliers to register with the Coupa Supplier Portal
- The Coupa Supplier Support Site has been redesigned so you can access key guidance material with ease

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