

What we at PagerDuty expect from our Suppliers

Congratulations! You are under consideration for becoming a PagerDuty supplier.

We are looking forward to partnering with you.

To ensure a smooth onboarding process and long-term frictionless operations, here are some ground rules and expectations:

1. Onboarding
 - a. Complete the onboarding process in a timely manner.
 - b. Ensure that your PagerDuty business partner has the following information:
 - i. Your complete legal name
 - ii. The name and contact information for the person/team handling your POs; email alias such as PO@supplier.com is preferred
 - iii. The name and contact information for the person/team handling your Coupa Supplier Portal; should be a member of your finance team; email alias such as AR@supplier.com is preferred
2. Negotiations, Contracting, and Purchase Orders
 - a. We expect our suppliers to be partnering with us to optimize pricing, mitigate risk, and expedite services and goods delivery. Proactive communication from our suppliers especially around cost avoidance/savings, risk reduction, and quicker ROI is a minimum requirement to do business with PD. Regular business reviews are a major part of our win-win mindset.
 - b. Don't send DocuSigns or other signature requests to your business partners. Procurement @ PD initiates our own DocuSigns for negotiated contracts and routes it to authorized signatories.
 - c. Purchase Orders are required: No PO, no Pay!
3. Invoicing, Payments, and Taxes
 - a. No Payment without a PO!
 - b. No Payment without a PO number on the invoice!
 - c. Blanket POs will close at the end of the Fiscal Year; please contact your PD business partner ahead of time to obtain the new PO number for the next Fiscal Year.
 - d. Don't send invoices to your PD business partner; submit them through the CSP instead to expedite payment.
 - e. Provide required tax information annually to avoid withholding taxes on payments.
4. Contacts/Links
 - a. CSP <https://supplier.coupa.com/> is your main point of contact to exchange information, receive PO numbers, submit invoices, and keep your banking information up to date.
 - b. Procurement@PagerDuty.com for general procurement process questions and escalations. This email should be used sparingly! Most questions will be answered by the PD business partner.
 - c. AP@PagerDuty.com for general accounts payable questions and escalations. This email should be used sparingly! Please try to find the answer in the CSP first before emailing us.
 - d. Invoices@PagerDuty.com is an unmonitored inbox that only enables uploads of invoices into Coupa.