

Coupa information update guide for suppliers



This guide is designed for suppliers who do not yet have a linked Coupa Supplier account. We have partially migrated your data to Coupa. You now have two options to provide the necessary, additional information required to ensure you have a complete supplier record in our system, to allow for purchase orders, invoices, and payments.

1. Join and respond (recommended)

1. Sign up for a free Coupa Supplier Portal (CSP) account
2. Connect directly with On in the Coupa portal
3. Fill out On's specific request for additional information (most of which will be auto filled through your initial Coupa registration)

Why is CSP recommended?

Faster payments, fewer delays, full visibility

2. Respond without joining

1. Opt to not register for a Coupa Supplier account
2. Fill out On's specific form with the essential details that are required

Please see the following slides for detailed guides on both options

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OPTION 1: Join and respond (recommended)

1. Sign up for a free Coupa Supplier account
2. Connect directly with On in the Coupa portal
3. Fill out On's specific request for additional information (most of which will be auto filled through your initial Coupa registration)

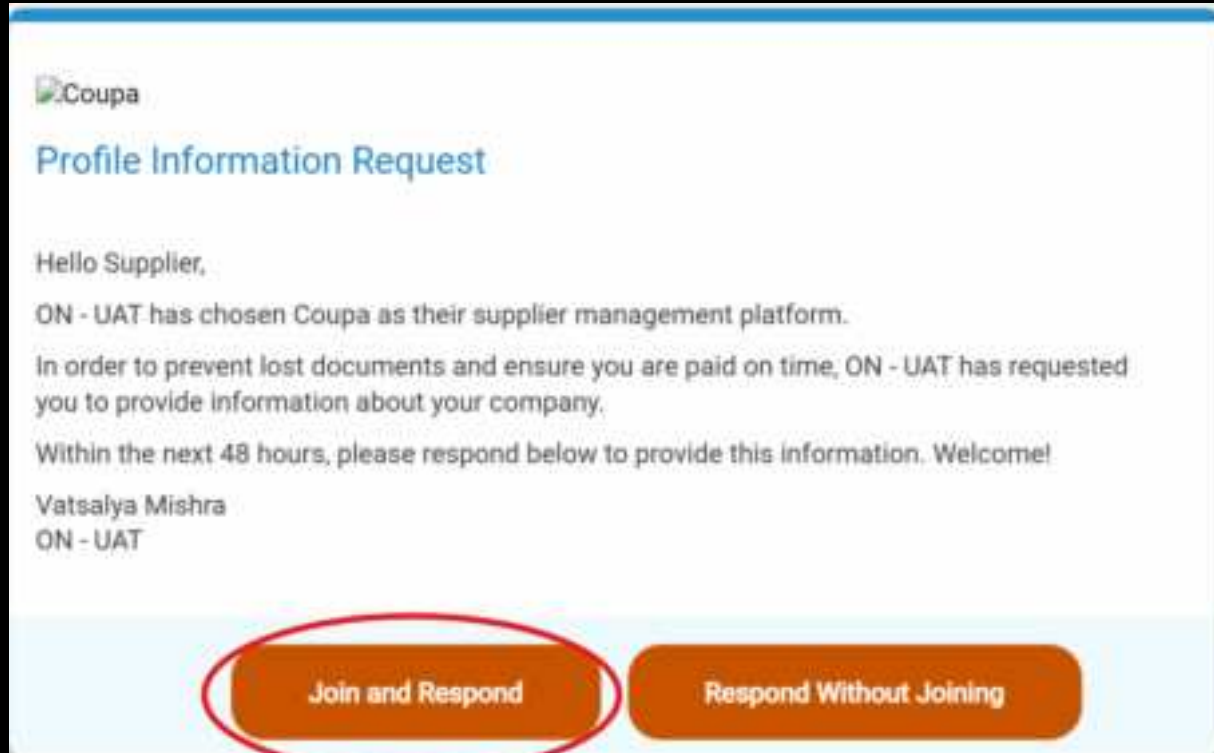
The goal of this guide is to support you as you navigate the supplier onboarding process with our Procurement system, Coupa.

This portal is free and makes it easier for you to:

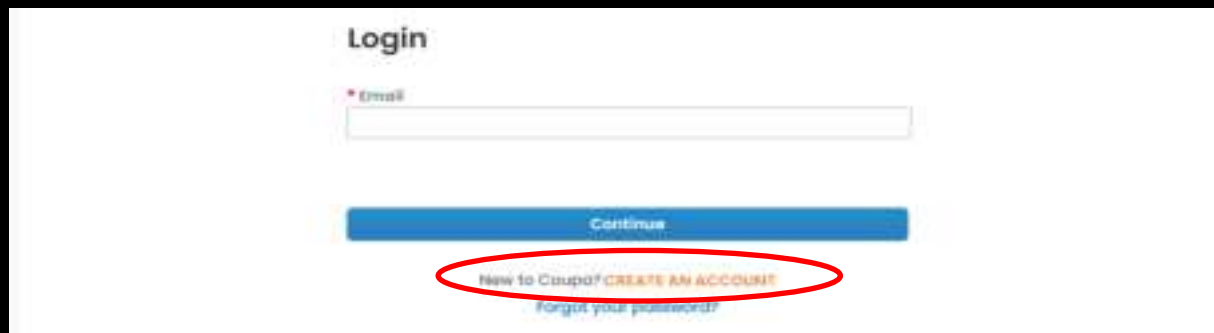
- Submit invoices - create and track payments in real time
- Update your company information
- Receive and manage purchase orders
- Communicate directly with On in one place

Please keep in mind that, until your onboarding process in Coupa is fully completed (where you have provided your contact information, address, banking details, etc.), On cannot send you Purchase Orders or process invoices for payment.

Step 1. Register on the Coupa Supplier Portal (CSP)



1. You have received an email from On asking you to update to Join and Respond or Respond without Joining
2. If you would like to sign up to CSP, please click on "Join and Respond, and follow the steps detailed in the next slides
3. If you would like to "Respond without Joining", please go to page 18 to see detailed steps



1. Please click "Create an Account" to create your Coupa Supplier Portal account

Step 1. Register on the Coupa Supplier Portal (CSP)

Create an Account

ON - UAT is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with ON - UAT so you're ready to do business together.

* Business Name
165 Mercer Property Owner LLC
Your legal business name (or legal personal name if an individual)

* Email
vatsalya@mercerpropertyowner.com

* First Name
Vatsalya

* Last Name
Mishra

* Password
[password icon]

* Confirm Password
[password icon]

Use at least 8 characters and include a number and a letter.

* Country/Region
[dropdown menu]

* Tax Registration 
[dropdown menu]

☐ I do not have a Tax ID

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Already have an account? [LOG IN](#)

[Forward this to someone](#)

1. Please fill out the required information to create your account on the Coupa Supplier Portal
2. Please note that some fields are very similar to the ones requested by On for our own onboarding process, meaning that you might need to introduce them again once you start completing On's info request form
3. You will receive a one-time code on your email that you will need to type in Coupa to be able to continue with the CSP profile creation

NOTE: The Privacy Policy and T&Cs are Coupa's internal policies, not On's ones. On's policies / T&Cs are clearly reflected on our contracts and Purchase Orders.

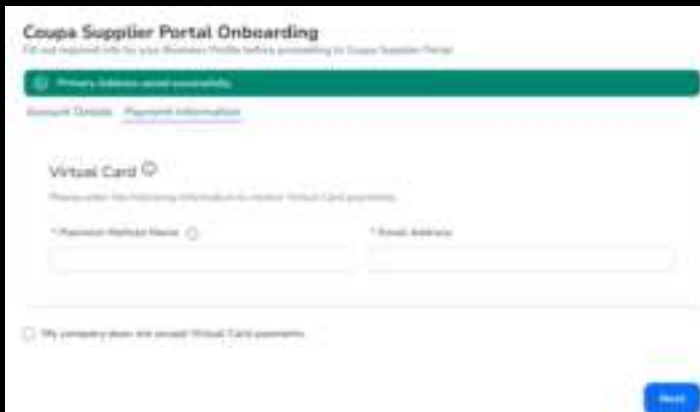
Step 1. Register on the Coupa Supplier Portal (CSP)

The screenshot shows the 'Email Verification' step of the Coupa Supplier Portal onboarding process. It features a heading 'Email Verification' and a subtext 'We sent a one-time verification code to supplier@sigmalabs.com'. Below this is a row of six empty boxes for entering the code. At the bottom, there are two links: 'Didn't receive the verification code?' and 'Resend my verification code?'. A blue 'Next' button is at the bottom center.

1. Once you have created your account, Coupa will send a cerification code to your email address. Please enter the verification code and progress to providing / finalizing the onboarding information

The screenshot shows the 'Coupa Supplier Portal Onboarding' screen with the 'Primary Address' section active. It includes a subtext 'Please provide the following information to complete your account setup'. There are two tabs: 'Account Details' (selected) and 'Payment Information'. The form fields include: 'Company Name', 'Address Line 1', 'Address Line 2', 'City', 'State', and 'Postal Code'. A blue 'Next' button is at the bottom right.

1. Please provide your primary address to complete your account details

The screenshot shows the 'Coupa Supplier Portal Onboarding' screen with the 'Virtual Card' section active. It includes a subtext 'Please provide the following information to enable Virtual Card payments'. There are two tabs: 'Account Details' and 'Payment Information' (selected). The form fields include: 'Payment Method Name' and 'Email Address'. A checkbox at the bottom left says 'My company does not accept Virtual Card payments'. A blue 'Next' button is at the bottom right.

1. Please ensure you enter your payment information accurately

Step 2. Coupa Supplier Portal (CSP) Onboarding

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name

* Bank Account Country/Region

* Bank Account Currency

* Bank Name

* Bank Account Number

* Bank Branch

* Bank Code

* My company accepts international payments

* Bank Account Type

* Bank To Code

* Supporting Documents

Upload Supporting Files

Next

☐ My company does not accept Bank Transfer payments

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

Check

Please enter the following information to receive Check payments.

* Payment Method Name

* Country/Region

* Street 1

* Street 2

* Street 3

* City

* State

* Zip Code

* Bank To Code

* My company does not accept Check payments

Next

1. You will be asked to provide further payment details
2. Please complete and verify the information for Bank Transfer, and Check
3. In case your company does not accept Bank Transfer or Check payments, you can select this option, as depicted turquoise box in the screenshot
4. Proceed to the net step by clicking “next”

Step 3. Creation of the Coupa Supplier Portal (CSP)

Company ABC

Profile Preview | Copy Profile Info | Download as PDF

Company Info

Company Name XX	Industry Technology	About XX
Type ID XX	Year Established 2010	Commodities Software
Product to Sell Services Software	PII Level None	Website www.xx.com
GLN 1234567890123	Company Size 100-499	Ownership Type Private
Phone Number +1 123 456 7890	No messages in queue	

Contacts

Add User

Name	Primary Contact	Email	Work Number	Purpose	Actions
XX	Yes	XX@xx.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

No page | 1 | 15 | 16

Addresses

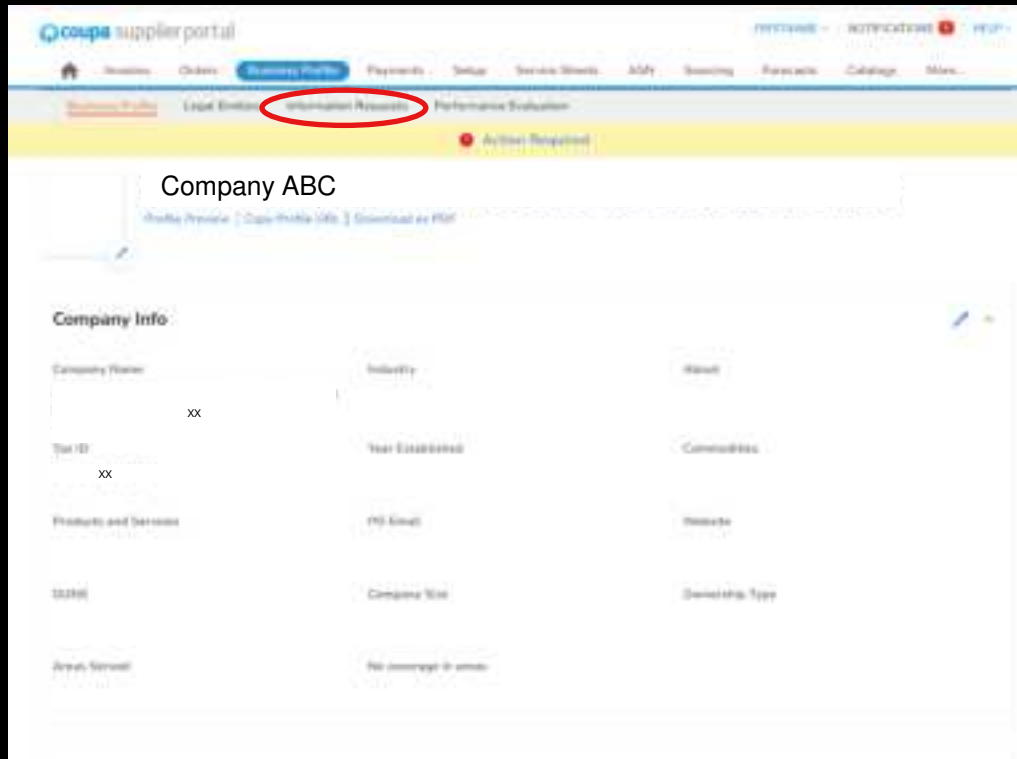
Add Address

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
XX	Yes	XX	XX	XX	XX	Edit

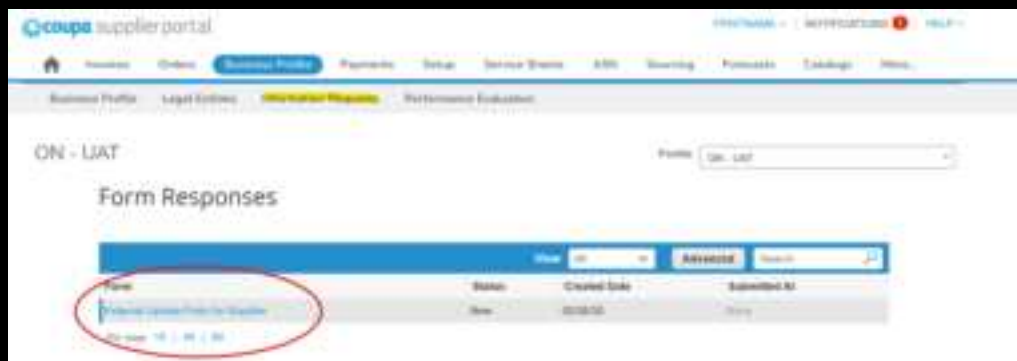
No page | 1 | 16 | 17

1. Success! You have created an account on the Coupa Supplier Portal
2. **Next step: Please complete On's supplier update form**
3. Some fields will be pre-filled, please review and add any missing details
4. Please note, this step is required before you can start doing business with On

Step 4. Accessing On's External Update Form for Supplier



1. In the top menu, please select “Information Requests” to open On’s supplier Update Form



1. Please look for the form named “External Update Form for Supplier”
2. Please click the link and provide the required information

Step 5. Complete your primary company details

Primary Details

* Company Name

Trading as name / known as

* Legal Entity Name

(i.e. Registered Name / Company name stated in your business license)

Parent Company Name

If applicable

* Which country are you registered in?

If you are registered in multiple countries, please select the country you will be providing services from.

Tax Information

* In your market jurisdiction are you registered for TAX / VAT?

☐ Yes
☐ No

1. Please fill in any missing fields and ensure their accuracy

1. Please indicate whether you are registered for Tax/VAT in your home jurisdiction
 1. If you select Yes, please ensure your Tax/VAT number is correct
 2. If you select No, please describe why you are not registered for tax

Step 6. Complete your commodity and payment terms

Commodity and Payment Terms

* Primary commodity under which the goods / services you provide to On fall under?

Please search for the main goods/services you will be providing On.

* On operates on a standard payment term of Net 30 Days, do you agree to that?

Select: No

1. Please specify which goods or services your company provides
2. On typically operates on Net 30 payment terms
 1. If you agree, select Yes
 2. If you do not agree, please select No and choose from the alternative payment term options in the dropdown

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I have another agreement

* What did you agree on and with who is your contact at On?

Please share copy of agreement as proof of payment terms

Choose File No file chosen

On Contact Name

“No, I have another agreement”

1. Please share the details for this agreement and your contact at On, and share a copy of agreement as proof of payment terms

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I don't accept

* Please provide the reason, proposed terms and contact person this is being discussed with at On.

On Contact Name

Contact Name of the On Team member agreed with

“No, I don't accept”

1. Please provide the reason, proposed terms and contact person this is being discussed with at On

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I am providing service to Japan

* On Japan's operates on a standard payment term of Net 60 Days, do you agree to that?

Yes

“No, I am providing service to Japan”

1. Please state whether you agree with a standard payment term of Net 60 days
2. If you do not accept or have another agreement, please provide the necessary details

Step 7. Complete your primary contact information

Contact Details

Primary Contact

This is the individual or team that would be responsible for management of Coase Supplier Portal, receiving orders and creating invoices. Please ensure to update the details below including Email address. In case the details below are not of the supplier contact who will be receiving communication from Co.

Contact Purpose

Select Some Options ?

*First Name

*Last Name

*Email address

*Work Phone

Other ▼

Country/Region Area/City Local Extension (optional)

*Mobile Phone

Other ▼

Country/Region Area/City Local Extension (optional)

1. Please provide details for the individual responsible for managing the CSP, receiving purchase orders, and creating invoices

Step 8. Complete your primary contact information

Would there be any other contact details you would like to share with On?

- ☐ Yes
☒ No

Would there be any other contact details you would like to share with On?

- ☒ Yes
☐ No

1. Indicate if you would like to share further contact details (e.g. other team members who should also receive Coupa notifications)

• Contacts

Add one or more Contacts.

[Add Contact](#)

• Standard Contact

Contact Purpose

Select Some Options

* First Name

* Last Name

* Email address

* Work Phone

US/Canada

950-555-1212

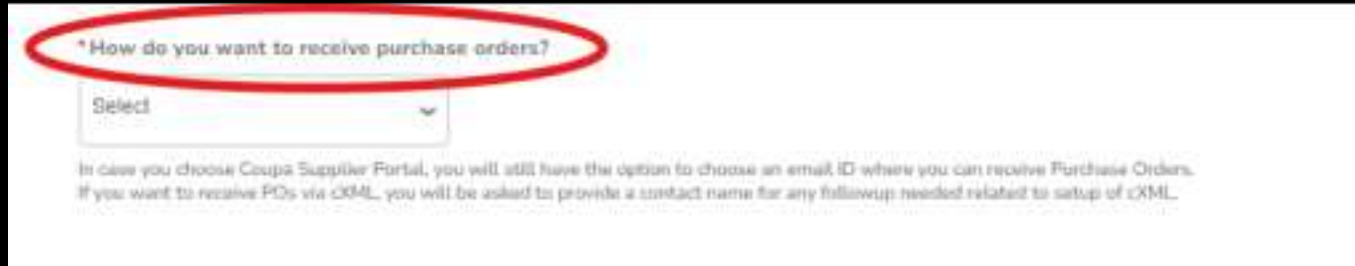
Mobile Phone

US/Canada

950-555-1212

1. If you would like to share any other contact details with On, please fill out the required information

Step 9. Complete your purchase order preferences



*How do you want to receive purchase orders?

Select ▼

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

1. Please select how you would like to receive your purchase orders. Our options include email, Coupa Supplier Portal, or cXML



*How do you want to receive purchase orders?

Coupa Supplier Portal ▼

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

PO Email

When you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders



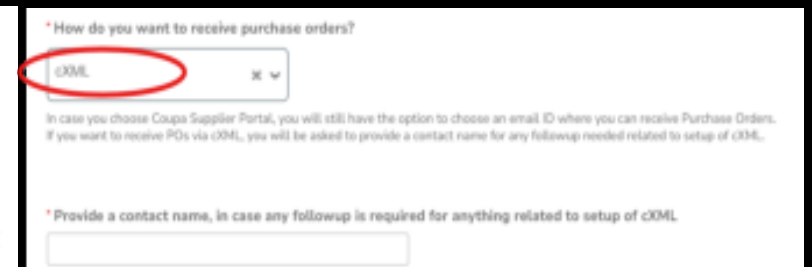
*How do you want to receive purchase orders?

Email ▼

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PO Email

Please provide the PO email, which should be the contact person / team who should receive the order to deliver goods / services. This can be the primary contact, or an alternative address



*How do you want to receive purchase orders?

cXML ▼

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

* Provide a contact name, in case any followup is required for anything related to setup of cXML

If you want to receive Pos via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML

Step 10. Complete your company address, and banking and payment details

The screenshot shows a form titled 'Primary Address' which is circled in red. Below the title, there are several input fields: 'Address (Postcode)', 'Country (Country/Region)' with a dropdown menu showing 'United Kingdom', 'State (Region)' with a dropdown menu showing 'Wales', 'Area (City Code)', 'Address Name', 'Postal Address', 'City', 'Postal Code', and 'Country Code'.

1. Please provide your primary address, which is the main business address where you operate

The screenshot shows a form titled 'Banking and Payment Details' which is circled in red. Below the title, there are two main sections: '*Preferred Currency' with a dropdown menu showing 'GBP', and '*Select the bank country / region' with a dropdown menu showing 'United Kingdom'. Below these, there is a small note: 'We will use the country / region where your bank is located.'

1. Please add and verify your bank account information, and ensure you choose the correct currency if you accept multiple currencies
2. **Please review the bank country / region to ensure you have selected correctly**

Step 11. Review or add a Remit-To Address

Guidelines for the Remit-To Address section below needed for collective banking information in Europe:
(This section is not applicable to suppliers who cannot be paid electronically in US or Canada. This same should be deleted in the request to the questionnaire above)

1. In case you have shared your banking information previously with us, please ensure to thoroughly review the details below.
2. Ensure that the bank country / region selected below in the Remit-To section is the same as the bank country / region selected above.
3. In case you need to update your banking details, ensure to select **Inactive** for the Remit-To Address previously provided which appears below the **Remit-To Addresses** section and then click on **Add Remit-To** button to enter the correct / updated banking details.
4. Once you click on **Add Remit-To** button, select the **Bank Country** and **Bank Region** option appearing on the screen and enter your updated bank details. You are only required to enter the **Payment Method Name**, **Bank Account Country / Region**, **Bank Account Currency**, **Beneficiary Name** and **Bank Name** in the widget that opens up on the right. Once you have entered those details, click on **Save** to update the details and the confirmation will appear in green. After this, ensure to review the updated bank details and any other mandatory information that may be required.
5. In case you have another bank account located in a different country than the one selected above, select **Yes** for the question **Do you have a bank account in a different country?** below and provide the relevant supporting documents.

1. Please review or add a Remit-to address (this address is critical for invoicing purposes, so please ensure it is accurate)
2. Please complete the required fields
3. If a remit-to address is already listed and needs updating, select “Inactive” for the old entry before creating a new one
4. Please provide a Bank Supporting Document of your bank account information and details, or bank statement showing you're registered address and account details.
5. If you have more than one bank account (e.g. in a different country / currency), select “Yes”, and provide the relevant details

Step 12. Conduct a final check and submit for approval

Decline

Save

Submit for Approval

1. Please review all the information you have entered to ensure accuracy (especially the bank account and address details=)
2. **Click submit for approval**
3. After On reviews and approves your banking details, you will be able to receive payments directly via the specified bank account

This guide is designed for suppliers who do not yet have a linked Coupa Supplier account. We have partially migrated your data to Coupa. You now have two options to provide the necessary, additional information required to ensure you have a complete supplier record in our system, to allow for purchase orders, invoices, and payments.

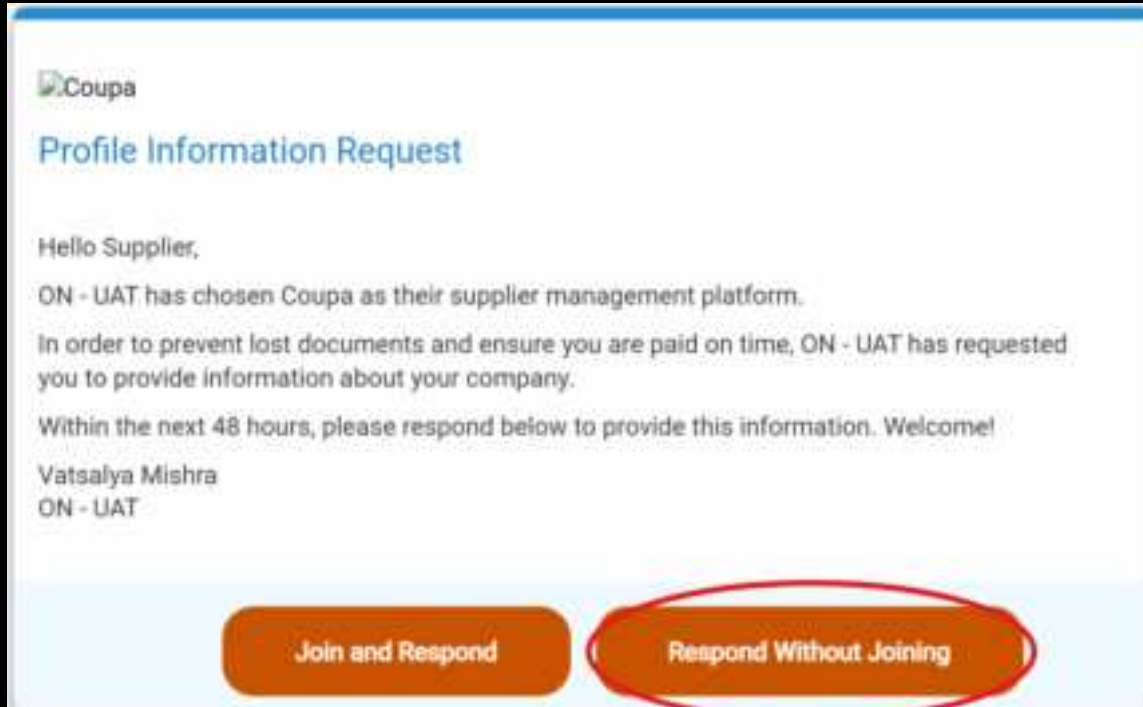
OPTION 2: Respond without joining

1. Opt to not register for a Coupa Supplier account
2. Please ensure all required fields in On's form are completed accurately
3. Review and verify the provided information before submission
4. Submit the form and wait for On's approval – once approved, you will be ready to transact with On!

The goal of this guide is to support you as you navigate On's External Supplier Update Form. Please note, while it is possible to provide On with the necessary transaction details without creating a Coupa Supplier Portal, it is not recommended. This is because it will limit your access to purchase orders, and may make invoicing and payment tracking more manual, which can increase the likelihood of errors and delays.

Please keep in mind that, until we have recorded and approved all your required contact and financial data, On cannot send you Purchase Orders or process invoices for payment.

Step 1. Answer On's Supplier Update Form



Coupa

Profile Information Request

Hello Supplier,

ON - UAT has chosen Coupa as their supplier management platform.

In order to prevent lost documents and ensure you are paid on time, ON - UAT has requested you to provide information about your company.

Within the next 48 hours, please respond below to provide this information. Welcome!

Vatsalya Mishra
ON - UAT

[Join and Respond](#) [Respond Without Joining](#)

1. You have received an email from On asking you to update to Join and Respond or Respond without Joining
2. If you would like to Join and Respond, click “Join and Respond”, and follow the steps detailed in the previous slides, starting from page 3
3. If you would like to “Respond without Joining”, please see the steps as detailed in the upcoming slides

Step 2. Complete your primary company details

Primary Details

* Company Name

Trading as name / known as

* Legal Entity Name

(i.e. Registered Name / Company name stated in your business license)

Parent Company Name

If applicable

* Which country are you registered in?

If you are registered in multiple countries, please select the country you will be providing services from.

Tax Information

* In your market jurisdiction are you registered for TAX / VAT?

☐ Yes
☐ No

1. Please fill in any missing fields and ensure their accuracy

1. Please indicate whether you are registered for Tax/VAT in your home jurisdiction
 1. If you select Yes, please ensure your Tax/VAT number is correct
 2. If you select No, please describe why you are not registered for tax

Step 3. Complete your commodity and payment terms

Commodity and Payment Terms

* Primary commodity under which the goods / services you provide to On fall under?

Please search for the main goods/services you will be providing On.

* On operates on a standard payment term of Net 30 Days, do you agree to that?

Select:

1. Please specify which goods or services your company provides
2. On typically operated on Net 30 payment terms
 1. If you agree , select Yes
 2. If you do not agree, please select No and choose from the alternative payment term options in the dropdown

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I have another agreement

* What did you agree on and with who is your contact at On?

* Please share copy of agreement as proof of payment terms

Choose File No file chosen

On Contact Name

“No, I have another agreement”

1. Please share the details fo this agreement and your contact at On, and share a copy of agreement as proof of payment terms

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I don't accept

* Please provide the reason, proposed terms and contact person this is being discussed with at On.

On Contact Name

Contact Name of the On Team-member agreed with

“No, I don't accept”

1. Please provide the reason, proposed terms and contact person this is being discussed with at On

* On operates on a standard payment term of Net 30 Days, do you agree to that?

No - I am providing service to

* On Japan's operates on a standard payment term of Net 60 Days, do you agree to that?

Yes

“No, I am providing service to Japan”

1. Please state whether you ygree with a standard payment term of Net 60 days
2. If you do not accept or have another agreement, please provide the necessary details

Step 4. Complete your primary contact information

Contact Details

Primary Contact

This is the individual or team that would be responsible for management of Coase Supplier Portal, receiving orders and creating invoices. Please ensure to update the details below including Email address. In case the details below are not of the supplier contact who will be receiving communication from Co.

Contact Purpose

Select Some Options ?

*First Name

*Last Name

*Email address

*Work Phone

Other ▼

Country/Region Area/City Local Extension (optional)

*Mobile Phone

Other ▼

Country/Region Area/City Local Extension (optional)

1. Please provide details for the individual responsible for managing the CSP, receiving purchase orders, and creating invoices

Step 4. Complete your primary contact information

Would there be any other contact details you would like to share with On?

- ☐ Yes
☒ No

Would there be any other contact details you would like to share with On?

- ☒ Yes
☐ No

1. Indicate if you would like to share further contact details (e.g. other team members who should also receive Coupa notifications)

• Contacts

Add one or more Contacts.

[Add Contact](#)

• Standard Contact

Contact Purpose

Select Some Options

* First Name

* Last Name

* Email address

* Work Phone

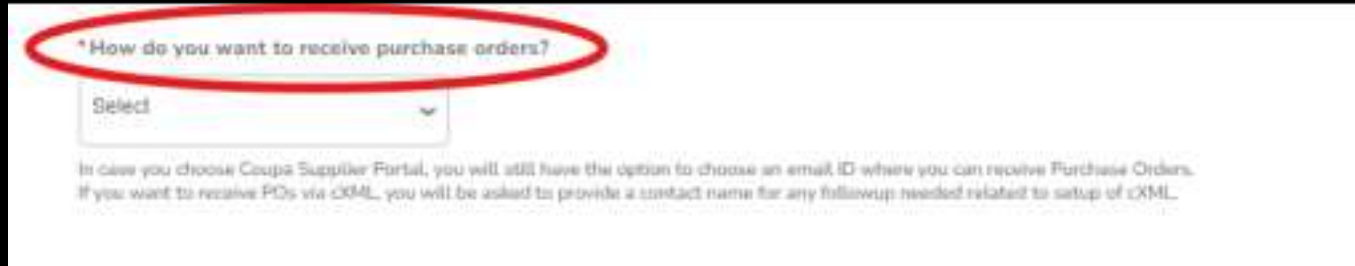
US/Canada 800-555-1212

Mobile Phone

US/Canada 800-555-1212

1. If you would like to share any other contact details with On, please fill out the required information

Step 5. Complete your purchase order preferences



*How do you want to receive purchase orders?

Select

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

1. Please select how you would like to receive your purchase orders. Our options include email, Coupa Supplier Portal, or cXML



*How do you want to receive purchase orders?

Coupa Supplier Portal

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

PO Email

*How do you want to receive purchase orders?

Email

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

PO Email

*How do you want to receive purchase orders?

cXML

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders. If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

* Provide a contact name, in case any followup is required for anything related to setup of cXML.

When you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders

Please provide the PO email, which should be the contact person / team who should receive the order to deliver goods / services. This can be the primary contact, or an alternative address

If you want to receive Pos via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML

Step 6. Complete your company address, and banking and payment details

The screenshot shows a form titled 'Primary Address' which is circled in red. The form includes several fields: 'Address (Postcode)', 'Country/Region' (with a dropdown menu showing 'United Kingdom'), 'State/Region' (with a dropdown menu showing 'Wales'), 'Postcode', 'Address Name', 'Postal Address', 'City', 'Postal Code', and 'Country Code'. Each field has a small blue 'i' icon next to it, likely indicating a tooltip or help text.

1. Please provide your primary address, which is the main business address where you operate

The screenshot shows a form titled 'Banking and Payment Details' which is circled in red. The form includes two main sections: 'Preferred Currency' with a dropdown menu, and 'Select the bank country / region' with a dropdown menu showing 'United Kingdom'. Below these, there is a small note: 'Please add in the country / region where your bank is located.'

1. Please add and verify your bank account information, and ensure you choose the correct currency if you accept multiple currencies
2. **Please review the bank country / region to ensure you have selected correctly**

Step 7. Review or add a Remit-To Address

Guidelines for the Remit-To Address section below needed for collecting banking information in Europe:
(This section is not applicable to suppliers who cannot be paid electronically in US or Canada. The same should be followed in the request to the questionnaire above)

1. In case you have shared your banking information previously with us, please ensure to thoroughly review the details below.
2. Ensure that the bank country / region selected below in the Remit-To section is the same as the bank country / region selected above.
3. In case you need to update your banking details, ensure to select **Inactive** for the Remit-To Address previously provided which appears below the **Remit-To Addresses** section and then click on **Add Remit-To** button to enter the correct / updated banking details.
4. Once you click on **Add Remit-To** button, select the **Bank Country** and **Bank Region** option appearing on the screen and enter your updated bank details. You are only required to enter the **Payment Method Name**, **Bank Account Country / Region**, **Bank Account Currency**, **Beneficiary Name** and **Bank Name** in the widget that opens up on the right. Once you have entered those details, click on **Save** to update the details and the confirmation will appear in green. After this, ensure to review the updated bank details and any other mandatory information that may be required.
5. In case you have another bank account located in a different country than the one selected above, select **Yes** for the question **Do you have a bank account in a different country?** below and provide the relevant supporting documents.

1. Please review or add a Remit-to address (this address is critical for invoicing purposes, so please ensure it is accurate)
2. Please complete the required fields
3. If a remit-to address is already listed and needs updating, select “Inactive” for the old entry before creating a new one
4. Please provide a Bank Supporting Document of your bank account information and details, or bank statement showing you're registered address and account details.
5. If you have more than one bank account (e.g. in a different country / currency), select “Yes”, and provide the relevant details

Step 8. Conduct a final check and submit for approval

Decline

Save

Submit for Approval

1. Please review all the information you have entered to ensure accuracy (especially the bank account and address details=)
2. **Click submit for approval**
3. After On reviews and approves your banking details, you will be able to receive payments directly via the specified bank account

Please note that submitting the form does not mean that the onboarding process is already approved and finalised from On's side.

We will review the information and get back to you if any changes or clarifications are needed.