

External Supplier Update Guide for linked suppliers



To begin or continue your successful business relationship with On, we would like to ask you to update your information in Coupa. Completing your Coupa Supplier Profile (CSP) ensures you have a complete supplier record in our system, which streamlines purchase orders, invoices, and payments.

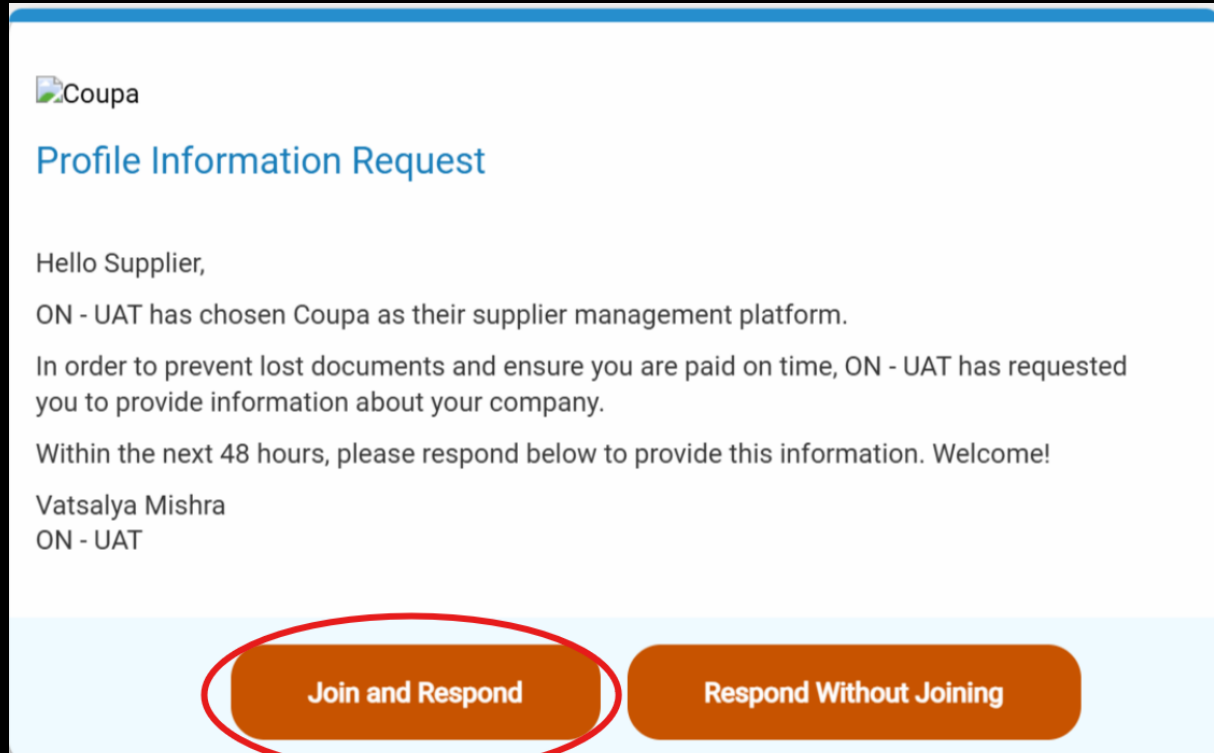
Supplier onboarding

The goal of this guide is to support you as you navigate the supplier update process with our Procurement system, Coupa. This portal is completely free and makes it easier for you to:

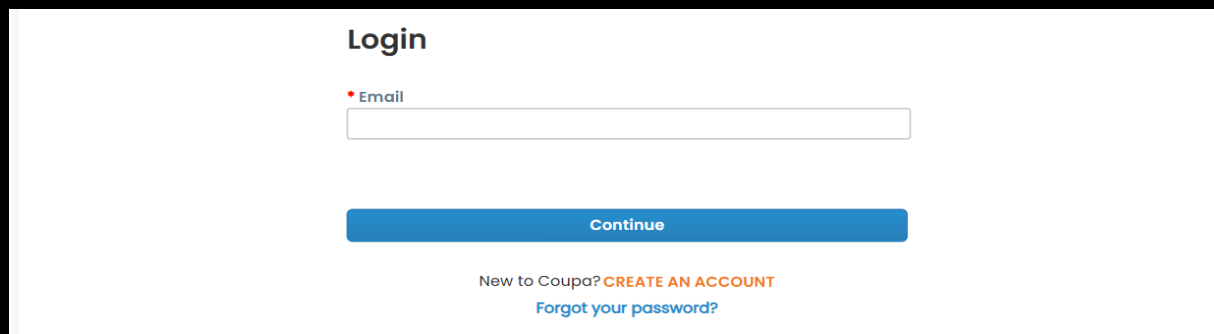
- Update your company information
- Receive and manage purchase orders
- Create and track invoices
- Communicate directly with On in one place

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. Login to your on the Coupa Supplier Portal (CSP)



1. You have received an email from On asking you to “Join and Respond” or “Respond without Joining”
2. Since you already have an account in Coupa, please click on **“Join and Respond”**, and follow the steps detailed in the next slides



1. Please login to your Coupa Supplier Portal account
2. You may receive a one-time code on your email that you will need to type in Coupa to be able to continue with your login

Step 2. Accessing On's External Update Form for Suppliers



Company ABC
[Profile Preview](#) | [Copy Profile URL](#) | [Download as PDF](#)

Company Info

Company Name	Industry	About
Tax ID	Year Established	Commodities
Products and Services	PO Email	Website
DUNS	Company Size	Ownership Type
Areas Served	No coverage in areas	

Contacts

[Add User](#)

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

Per page: 5 | 15 | 30

Addresses

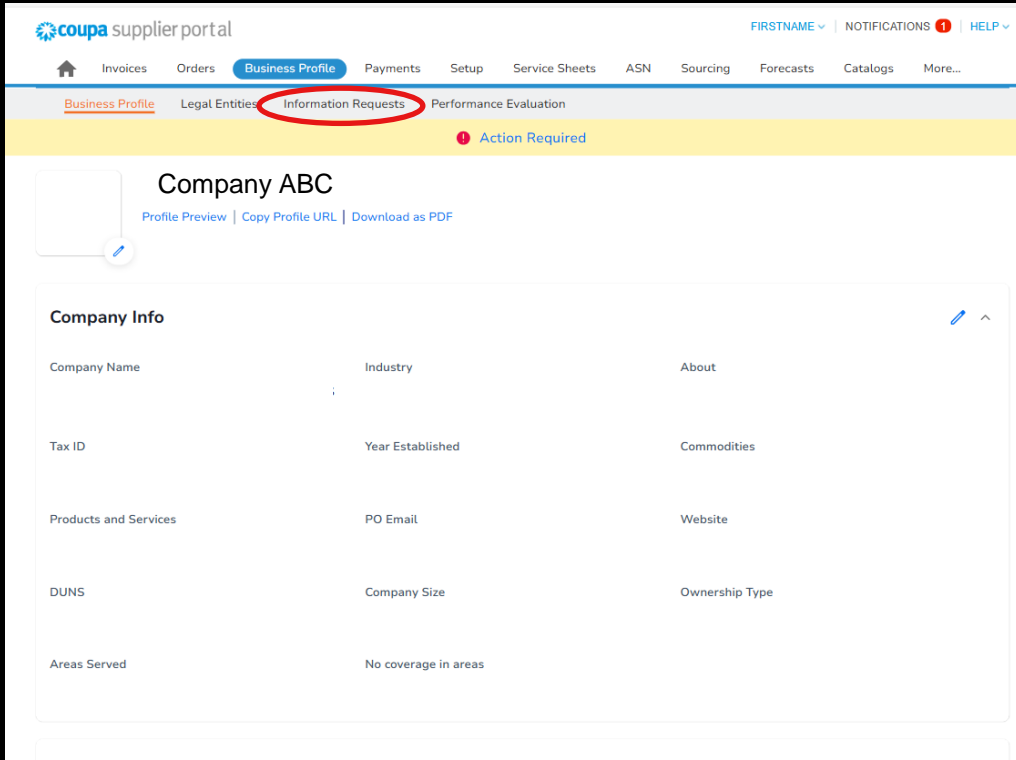
[Add Address](#)

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

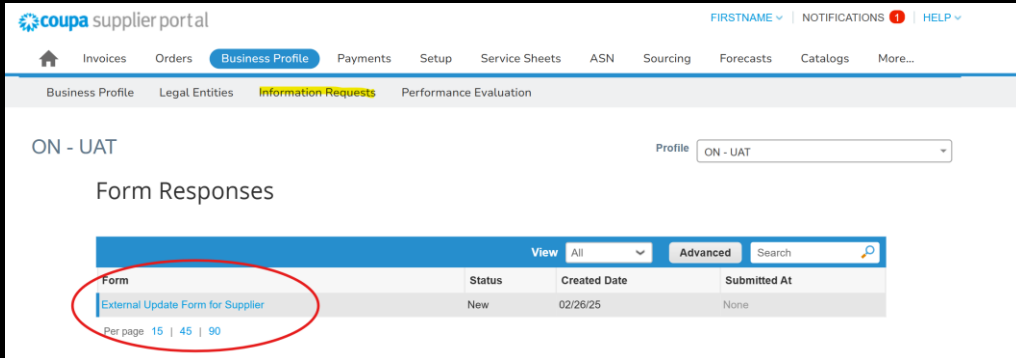
Per page: 5 | 15 | 30

1. **Next step: Please complete On's supplier update form**
2. Some fields will be pre-filled, please review and add any missing details
3. Please note, this step is required before you can start doing business with On

Step 2. Accessing On's External Update Form for Suppliers



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 3. Complete your primary company details



Primary Details

* Company Name

xx

Trading as name / known as

* Legal Entity Name

xx

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.

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

Tax Information

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

Yes

No

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 4. 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?

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?

* 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

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

* 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

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

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

“No, I have another agreement”

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

“No, I don't accept”

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

“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 5. Complete your primary contact information

Contact Details

Primary Contact

This is the individual or team that would be responsible for management of Coupa 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 On.

Contact Purpose
Select Some Options ⓘ

* First Name

* Last Name

* Email address

* Work Phone
Other
1 000 0000000
Country/Region Area/City Local Extension (optional)

Mobile Phone
Other
1 000 0000000
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 6. Complete your primary contact information



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)

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

Yes

No

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 650-555-1212

Mobile Phone

US/Canada 650-555-1212

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

Step 7. 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

PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

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

*** 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

PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

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 PO's via cXML, you will be asked to provide a contact name for any follow up needed related to setup of cXML

Step 8. Complete your company address, and banking and payment details



Primary Address

Address Purpose
Select Some Options ⓘ

* Region
Country/Region
United Kingdom

State Region
None

State ISO Code

Address Name

* Street Address

* City

* Postal Code

Location Code

Please note address name and state is an important field to be populated as it is required by On's ERP. Approvers to v

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

Banking and Payment Details

* Preferred Currency

* Select the bank country / region
Other x

This will be 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 9. Review or add a Remit-To Address

Guidelines for the Remit-To Address section below needed for collecting banking information in Coupa:

(This section is **not applicable** to suppliers who cannot be paid electronically in US or Canada. The same should be advised in the responses to the questions 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** icon to enter the correct / updated banking details.
4. Once you click on **Add Remit-To** icon, select the **Add Payment Method** icon and **Bank Transfers** 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 these 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.

Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

Remit-To Address

Please select Inactive only in case the below bank account will NOT be used for transactions with On

Active

Fiscal Address

This is the invoice purpose address

Address Name
150 Holborn

Specific identifier for your location

Street Address
150 Holborn

Street Address 2

Street Address 3

Street Address 4

Region

Country/Region
United Kingdom

State Region
England - ENG

State ISO Code
GB-ENG

Postal Code
EC1N 2NS

Account Currency
GBP

Payment Remittance Email Address

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 your 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 10. 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