

Coupa reference guide for suppliers



Supplier onboarding & Purchase Order / Invoice management

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- 03 Purchase Order management
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Introduction

What can you expect from this document?

The goal of this guide is to support you navigating the **onboarding process** within our e-Procurement system, Coupa, and to understand how **Purchase Orders (POs) and invoices** are managed through the tool

Supplier onboarding

In order to start a business relationship with On, you will need to be onboarded as a supplier in Coupa. This means that On will request you to fill in your contact information, address, banking details,... to have a completed supplier record in our system.

Please keep in mind that, without the onboarding process finalised, we cannot send you Purchase Orders or process invoices for payment.

[Click here](#) to go to the onboarding process deep dive section

Purchase Orders

On sends Purchase Orders (POs) for every engagement started with suppliers, regardless the nature of the business relationships (either items or services).

In order to get your invoice processed, you will need to include the Purchase Order number on the invoice document.

[Click here](#) to go to the PO management process deep dive section

Invoices

All invoices received from our partners (within Indirect Procurement) are now routed through Coupa for payment processing.

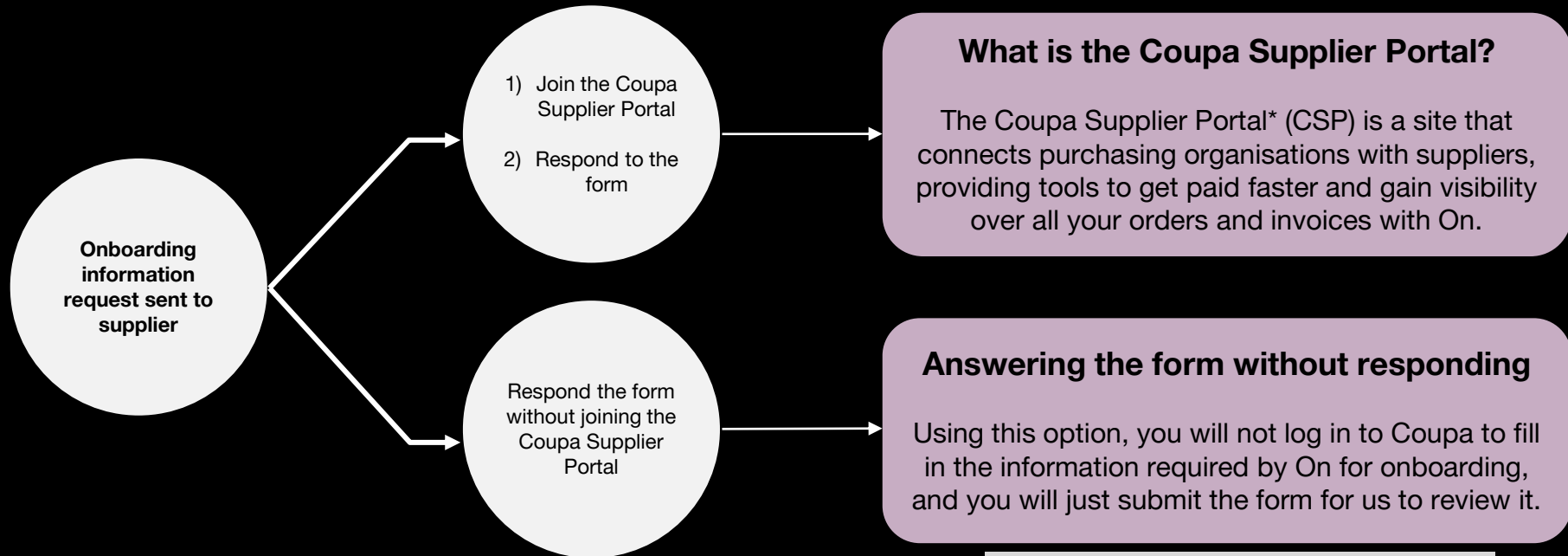
We have several different channels available in Coupa that can be used to submit invoices and track the status of processing and payments.

[Click here](#) to go to the invoice management process deep dive section

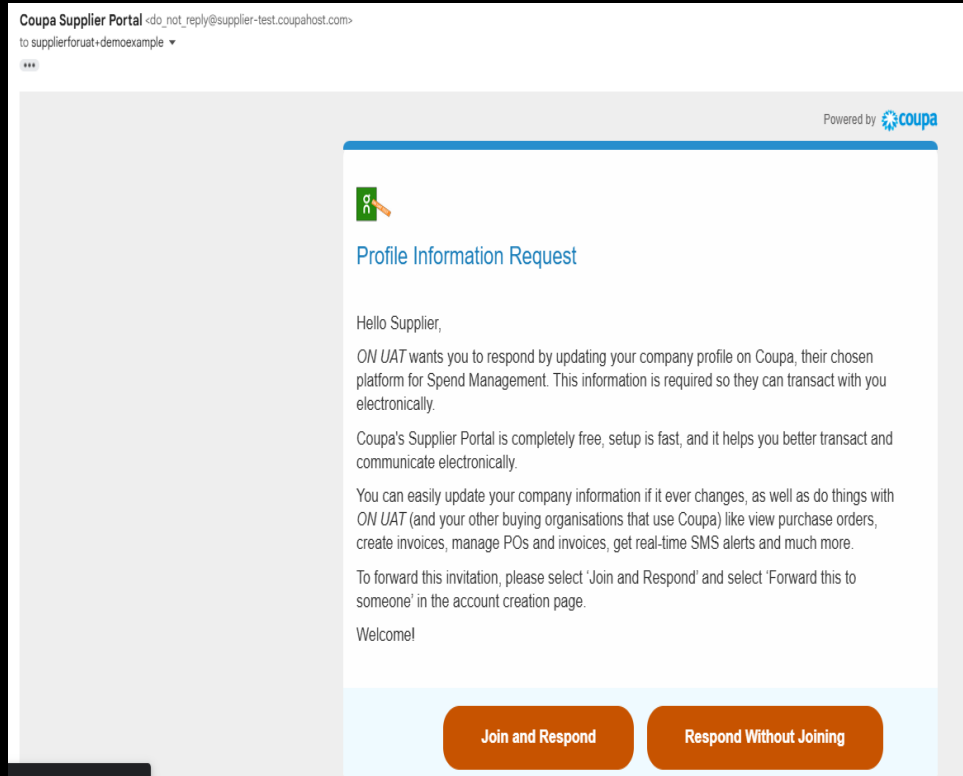
Supplier onboarding process

We are happy to have you onboarded as a valued partner for On!

Please note that, as part of our Coupa roll out, all suppliers that we do business with must be onboarded in our Coupa system to send out our Purchase Orders and receive your invoices. For this process, you receive an email with two options:



Step 1. You will receive an email with the information request



Option 1:

Join and Respond

If you select this, **you will be required first to create a CSP account**, and only once you have finalized the set up of your profile, you will be able to answer On's form.

Creating your CSP profile does not mean that you are submitting On's information request form. You'd still need to answer the form once the profile is created


Option 2:

Respond without joining

If you select this option, **you will not be joining the CSP for now** (you can always do it at a later stage), and you will be automatically redirected to On's information request form

Step 2a). “Respond without joining” option

Manage your profile and more with Coupa. [Create Your Account](#)



External onboarding Prototype

PROTOTYPE

Supplier Information

DEMO TEST 2

* Company Name

* Legal Entity Name

i.e. Company name you are trading as / Company name stated in your business license

If you click on the “Respond without joining” option, you will see directly the form you need to fill in.

You will have to go through all the fields:

- Company name, details, country
- Tax details (if applicable)
- Contact details
- Address details
- Banking and Payment details and bank statement

[Click on here](#) to see a deep dive on key fields, so you will not miss any of them

NOTE: If you wish to join the CSP at this point, you will have the chance to create your account on the orange button you see on the left image. After that, you can follow the steps of the 2b) process

Step 2b). “Join and respond” option

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**

Your legal business name (or legal personal name if an individual)

• **Email**

• **First Name**

• **Last Name**

• **Password**

• **Confirm Password**

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

• **Country/Region**

• **Tax Registration** ⓘ

☐ I do not have a Tax ID

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

Create an Account

If you click on the “Join and respond” option, the first step would be to create your profile on the Coupa Supplier Portal to join the Coupa network.

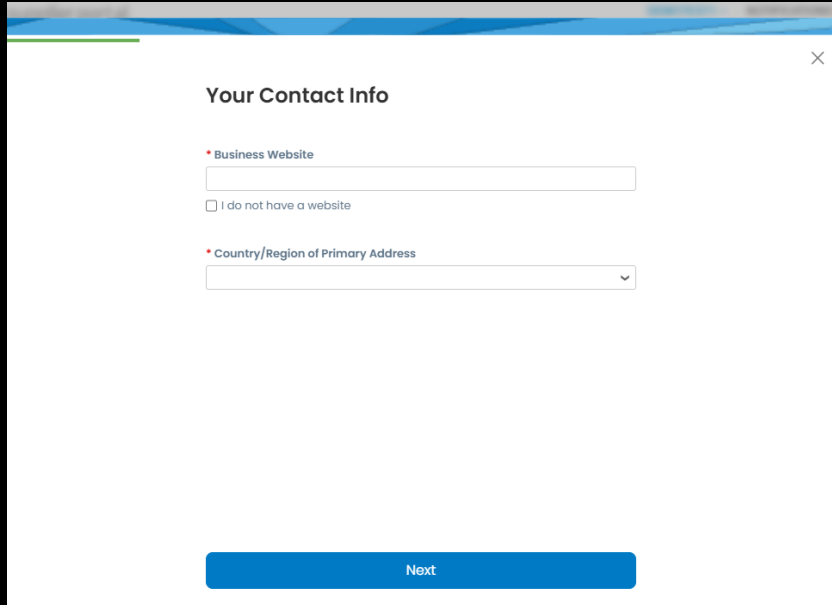
Please note that some fields are very similar to the ones requested by On for our own onboarding process, meaning that you might need to introduce them again once you start completing On’s info request form.

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 3b). Proceed through all the fields / pop-up windows to fill in the information

Some examples of these fields are:

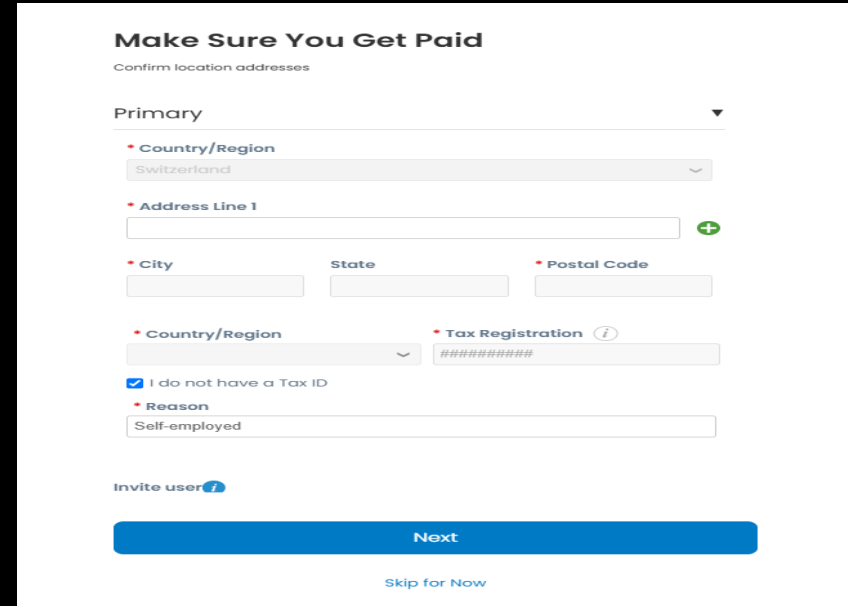


A screenshot of a web form titled "Your Contact Info" with a close button (X) in the top right corner. The form contains the following fields:

- * Business Website: A text input field.
- ☐ I do not have a website
- * Country/Region of Primary Address: A dropdown menu.

A blue "Next" button is located at the bottom of the form.

Once you start the CSP account creation, there will be different fields required by Coupa (not On) to be populated



A screenshot of a web form titled "Make Sure You Get Paid" with the subtitle "Confirm location addresses". The form is for a "Primary" address and includes the following fields:

- * Country/Region: A dropdown menu showing "Switzerland".
- * Address Line 1: A text input field with a green plus icon to its right.
- * City, State, and Postal Code: Three separate text input fields.
- * Country/Region: A second dropdown menu.
- * Tax Registration: A text input field showing "#####".
- ☒ I do not have a Tax ID
- * Reason: A text input field showing "Self-employed".

At the bottom, there is an "Invite user" link with an information icon (i), a large blue "Next" button, and a "Skip for Now" link.

On this screen, the information you provide for the CSP would get auto populated on On's request form as well, **but this is still within the CSP profile creation!** If you want to go to the form, you can skip the steps of the CSP (and complete it at a later stage)

ON UAT requires some additional information

This information must be provided before you can do business with ON UAT.

Take Me There

Skip for Now

Once you have skipped / filled in all the CSP fields that are required to be populated, you will get to the last pop-up screen, sharing that On requires some additional information. **This is effectively the start of On's info request form, so just click on "Take me There".**

If you want to complete the form later, you **can skip the step and come back** to your CSP profile that you just created to find the pending request (next slide shows how to come back to it from the CSP)

Step 4b). Annex – How to find the pending information request on your CSP profile



The screenshot shows the Coupa Supplier Portal homepage for a user named DEMO TEST 2. The navigation bar includes links for Invoices, Orders, Business Profile, Setup, Service Sheets, ASN, Sourcing, and Fore. The main header area displays the user's name and a 'View Profile' link. Below this, the 'Recent Activity' section shows a pending 'Information Request' from 'ON UAT' received today, with a 'Due Now' status and a deadline of 'Nov 27'.

On's information request would be showing on your homepage, under the Recent Activity section, where you can find all your pending actions

The screenshot shows the 'Business Profile' page for DEMO TEST 2. The 'Business Profile' subtab is selected, showing options for 'Legal Entities', 'Information Requests', and 'Performance Evaluation'. A yellow banner at the top indicates an 'Action Required'. The 'Company Info' section displays details for DEMO TEST 2, including Company Name, Industry, Tax ID, Year Established, Products and Services, and PO Email.

You can also go to Business Profile > Information Requests on the subtabs > Select On's form

Step 5b). Complete the form and submit it for On's approval

ON UAT Profile ON UAT

✓ We have auto-filled some information from your Public Profile. ✕

External onboarding Prototype

PROTOTYPE

Supplier Information

DEMO TEST 2

* Company Name

DEMO TEST 2

* Legal Entity Name

i.e. Company name you are trading as / Company name stated in your business license

Now you can go through the information request form (**please see the next slides for a deep dive on some of the key fields**), which will auto populate some of the fields from the CSP (given that you have gone through the CSP profile creation and finalised it).

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.

You can submit for approval once you have filled in all the information or save the form for later. You can also decline the form if you no longer want to be onboarded

Decline

Save

Submit for Approval

Call outs on some key fields – Tax Registrations

Tax, Commodity and Payment Terms

Tax Registrations

Use this section to add all your applicable tax registrations.

Add Tax Registration

Primary Commodity

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

Select

VAT/Tax ID

Country/Region

Number

Local

☐

For suppliers based in Brazil, provide your CNPJ number.

Please note that you have the **option of not being tax registered**, and you will need to provide a justification for this exemption.

If you answer “Yes” to the tax registration, then you will click on the **blue button “Add Tax Registration”**, and a new set of fields will pop-up to fill in your VAT / Tax ID.

Call outs on some key fields – Remit-to Address & Banking details

Banking and Payment Details

*Preferred Currency

CHF

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](#)

Banking information must be completed correctly. Incorrect banking information may induce wrong payments - or the failure to be correct enabled within On's systems

If you click on the **blue button “Add Remit-To”**, a new set of fields will pop-up to fill in your Remit-to address and banking details.

Please note that you can add as many Remit-To addresses as you need (i.e., if you have several bank accounts)

IBAN

SWIFT Code

* Bank Account Number

Routing Number

* Banking Supporting Document

* Attachments

Add [File](#)

Please make sure to fill in the “**Bank Account Number**” as well as either the **IBAN & Swift code** or the **Routing number**, depending on where your bank account is located.

This step is crucial to finalise the banking details, so please make sure the information is provided correctly

Did you miss the onboarding request email? – Reminders!



On wants to ensure that suppliers don't miss the onboarding form when they receive it via email.

On this regard, **Coupa has a set of reminders sent during a period of time** if the system detects that a supplier has not opened / responded to the form yet.

If you receive a reminder even when you have already answered the form, please reach out so the issue can be checked and the form can be validated.

Purchase Order management

How will you receive Purchase Orders from On?

With the implementation of Coupa, **On requires the creation of Purchase Orders for all items / services requested to On's suppliers.** This means that in order to get your invoice paid, it will be necessary to have an order created beforehand (you must include the PO # on the invoice reference)

The form is titled "ON PURCHASE ORDER EXAMPLE" and includes the On logo and "Purchase Order #PO0000000002". It contains several sections for address and details, followed by a table for item details.

Bill-To Address
Which On entity is requesting the items / services

Ship-To Address
On office, store, warehouse... where the items / services are delivered

Supplier Details
Your information comes here (directly from the Coupa record)

General Info
PO date & other relevant information

Line #	Item Details	Quantity	Unit	Price (CHF)	Total (CHF)
1	One line for each service / item, including a description	1	Each	0.00	0.00

Total: 0.00 CHF

Channels for Purchase Order submission

- **Email sent from Coupa to your email address:** The order is sent through email, and you receive a notification with both the document, and also the option of flipping the PO directly to submit the invoice.
- **Coupa Supplier Portal:** This would be our preferred option. Create your profile in the system and receive directly our Orders (and submit your invoices – see next section). You will have real-time visibility of all past and current orders & invoices.
 - Link to create your account in the Coupa Supplier Portal: [Coupa ; Log in CSP](#)
 - Support videos can be found here: Coupa ; [CSP Short videos](#) & [Coupa ; Getting started](#)

Invoice management

How can you submit your invoices to On?

There are **three main ways** available for you to submit your invoices to On:

1. **Coupa Supplier Portal (CSP) – Preferred by On**
2. Invoicing email address
3. A direct cXML integration

Coupa Supplier Portal

- You can create a profile (at zero cost) in the CSP and submit invoices directly to On through the system.
- Through the CSP, you will have direct access to real-time status updates on orders and invoices (the system automatically links PO numbers to the received invoices).
- Access the “Invoices” section scrolling down on this link ([CSP Videos | Coupa](#)) to get additional support on how invoicing works through the CSP.

New invoicing inbox

- You can submit your invoices in PDF to the following email addresses:
 - EMEA, US, Canada, Vietnam
invoices@onon.coupahost.com
 - Japan:
invoices+JP@onon.coupahost.com
 - Rest of APAC:
invoices+APAC@onon.coupahost.com
 - Brazil: invoices@on-running.com
- Please remember that if you select this method, **you must always include a Purchase Order number** in the invoice

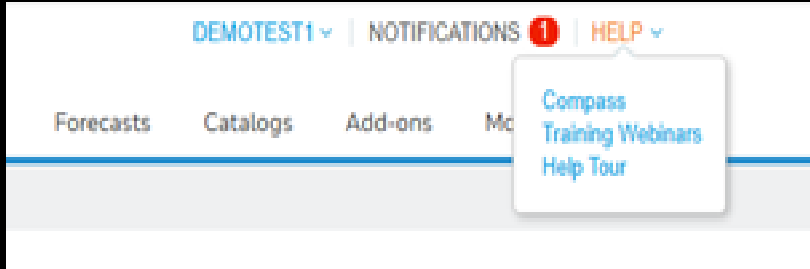
cXML integration

- The cXML integration is a direct connection between Coupa and your ERP / invoicing system
- In case of not having cXML capabilities already available on your end, we would need to develop a cXML integration together

Are you interested in integrating POs & invoices through cXML?
Reach out to
coupa.enablement@on-running.com
or your On Point of Contact to start exploring this option together!

Need additional support?

1) If you are having issues with the Coupa Supplier Portal (either for the profile creation or PO / Invoice management), you will need to follow Coupa's support directly from the Portal:



- Link to create your account in the Coupa Supplier Portal: [Coupa : Log in CSP](#)
- Short support videos can be found here: [Coupa : CSP Short videos](#)
- Getting started with the CSP (Longer video): [Coupa : Getting started](#)

2) Other useful links & resources

- Frequently Asked Questions > [Link here](#)
- Supplier help center > [Link here](#)
- Manage Multi-factor Authentication > [Link here](#)

3) Issues with the onboarding process or the invoices? Get direct support from On

- If you need additional support from our side, please reach out to finance@onrunning.atlassian.net describing the matter (adding, if possible, attachments and/or screenshots of the issue)
- You can also get in touch directly with your Point of Contact at On so they can route the issue to get support

Thank you!

