# Coupa reference guide for suppliers

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### Introduction

### What can you expect from this document?

The goal of this guide is to support you navigating the **supplier 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 and process your invoices.

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

<u>Click here</u> 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.

<u>Click here</u> to go to the PO management process deep dive section

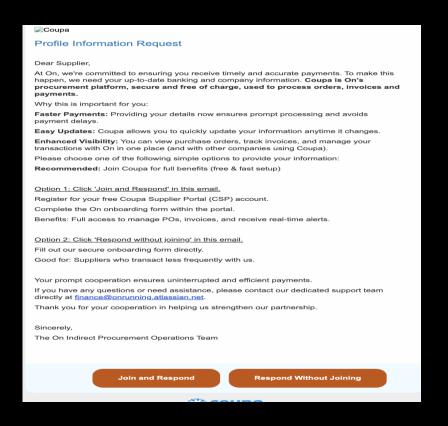
### **Invoices**

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.

<u>Click here</u> to go to the invoice management process deep dive section

## Supplier onboarding process



### Option 1:

Join and Respond

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

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

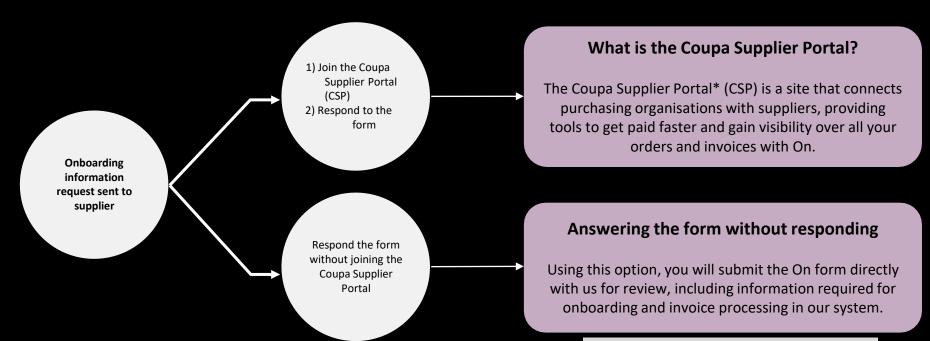
### Option 2:

Respond without joining

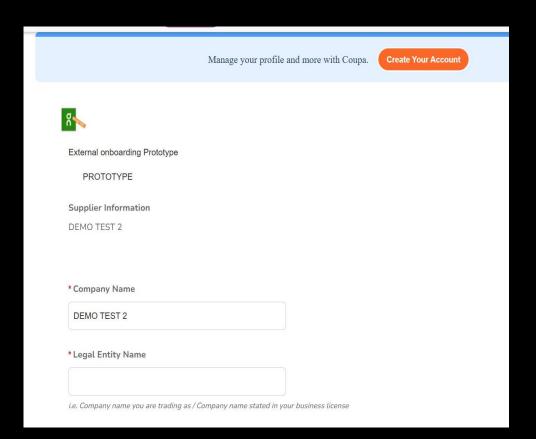
If you select this option, you will not be joining the CSP for now (you can always do it at a later stage), and you will be automatically redirected to On's information request form

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

<u>Please note that</u>, 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:



\*Click here to go the slide that contains useful links & information about the CSP



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

You will have to go through all the fields and click on **Submit**:

- Company name, details, country
- Tax details (if applicable)
- Contact details
- Address details
- Banking and Payment details
- Bank supporting document

<u>Click on here</u> to see a deep dive on key fields, so you will not miss any of them to s

**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

### 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 DEMO TEST 2 Your legal business name (or legal personal name if an individual) \* Email First Name Last Name Demotest1 Password \* Confirm Password 90 Use at least 8 characters and include a number and a letter. Country/Region Tax Registration (i) \*\*\*\*\*\*\*\*\*\*\*\* I do not have a Tax ID I accept the Privacy Policy and the Terms of Use Create an Account

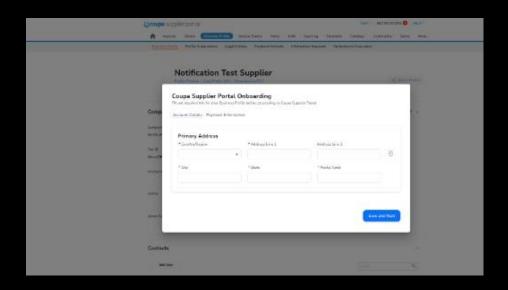
If you click on the "Join and respond" option, the first step would be to create your profile on the Coupa Supplier Portal to join the Coupa network.

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.

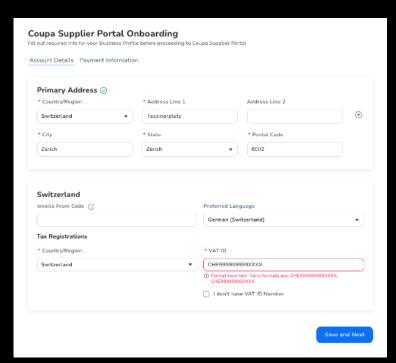
You will receive a **one-time code** on your email that you will need to type in Coupa to be able to continue with the CSP profile creation

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.

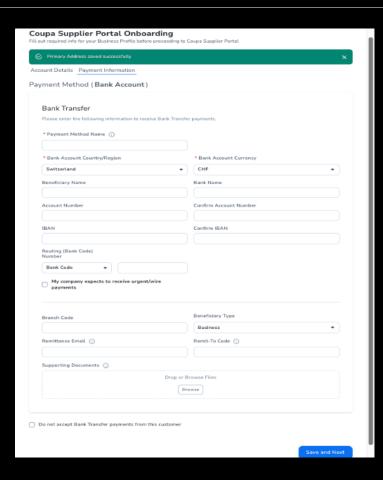
### Some examples of these fields are:



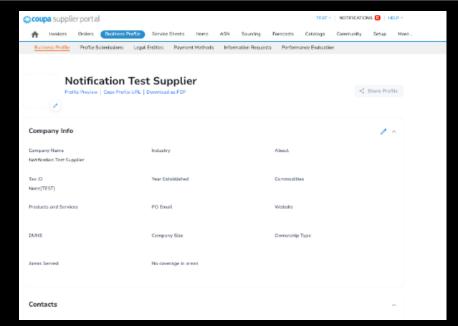
Once you start the CSP account creation, there will be different fields required by Coupa (not On) to be populated



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



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) and will land in below Homepage



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### ON UAT requires some additional information

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

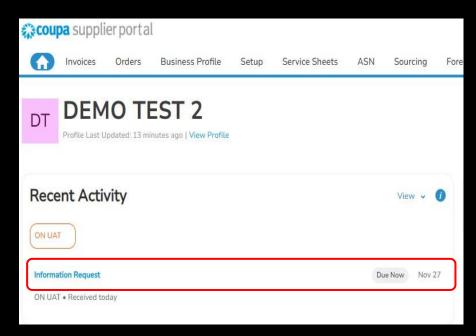
<u>This is the start of On's info request form and banking details section,</u>
<u>so just click on "Take me There".</u>

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 and you need to click on Take me There.

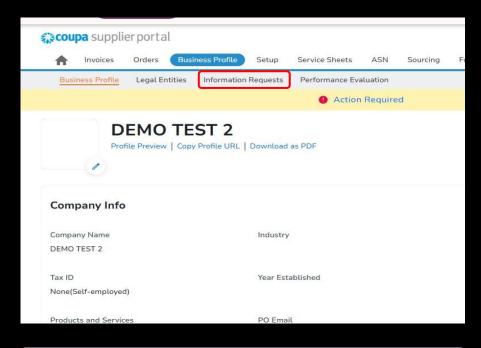
Take Me There

Skip for Now

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

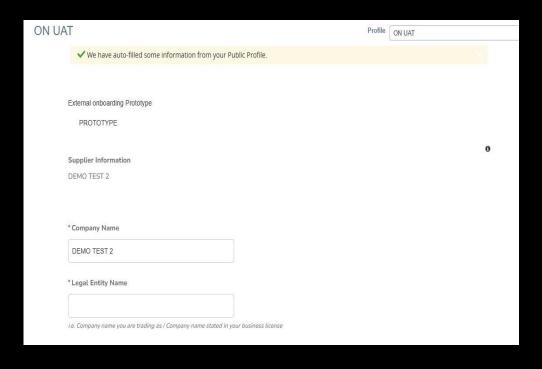


If you skipped that step, **On's banking information request** would be showing on your **homepage**, under the **Recent Activity** section.



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

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

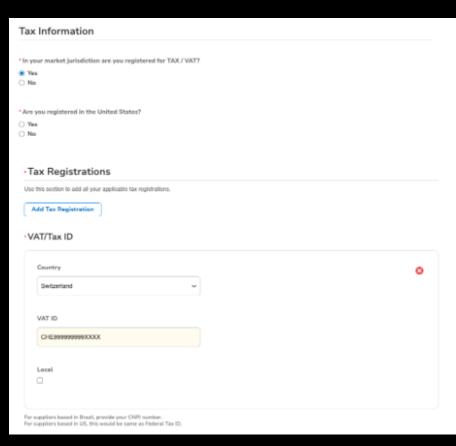


Now you can go through On information request form, which will auto populate some of the fields from the CSP, if provided.

Please note once all mandatory fields are populated you must SUBMIT the form with On for approval.

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

Decline Save Submit for Approval

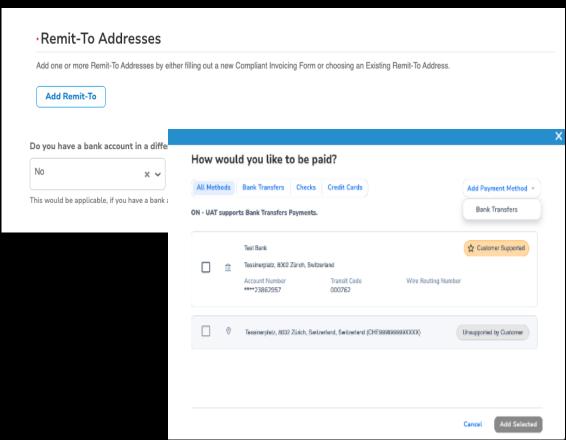


Please note that you have the **option of not being tax registered**, and you will need to provide a justification for this exemption.

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.

TAX ID format guide is attached in the form, should the system notify you of the error.

### Submission of Remit to Process - Banking details required for payment processing



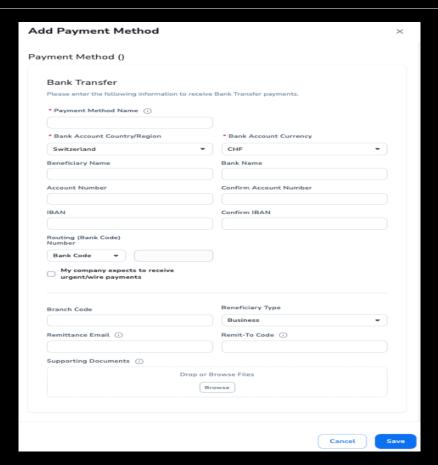
If you click on the **blue button "Add Remit-To"**, a new set of fields will pop-up to fill in your Remit-to address/banking details, required for payment.

This will default on the country you choose and payment transaction (Domestic/International).

Please note that you can add multiple Remit-To addresses (i.e., if you have several bank accounts, or you are being paid from international On entity that requires international bank details, e.g. SWIFT /BIC)

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### Submission of Remit to Process - Banking details required for payment processing



You can select the **Remit to** from the available list if there, if not, you can click on bank Transfer and populate all the required fields.

Please make sure to fill in the "Bank Account Number" as well as either the

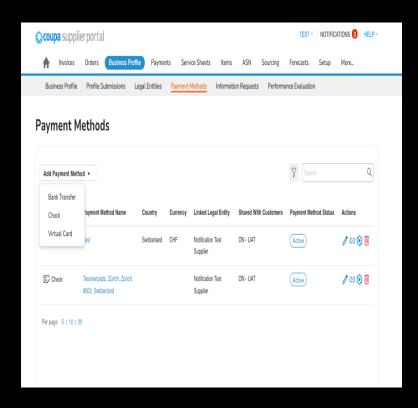
**IBAN & SWIFT (BIC) code or the Routing number**, depending, if you chose **Domestic** or **International** payment and your country. You can provide both. All bank details provided must be proved by banking supporting document.

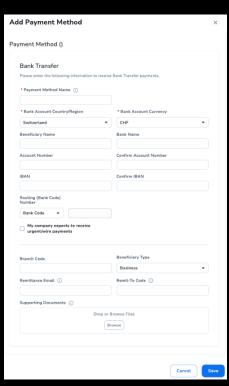
This step is crucial to finalise the banking details, so please make sure the information is provided correctly and banking supporting document attached.

Important: If you transact with more than one On entity, please select 'International' and ensure all the required banking details are populated to facilitate international transactions.

Only when providing mandatory fields and attaching banking supporting document in the On form you will be able to click on 'Submit'

### Work Around Steps – Remit-to Address & Banking details





If you encounter any issues while submitting the **Remit To** (banking details to process your payment) in the Coupa form, please navigate to Business Profile → Payment Methods → **Bank Transfer**.

A pop-up window will appear upon selection—please ensure all required fields are completed!

### Action Required - ON UAT Registration Instructions (External) Inbox x





Coupa Supplier Portal <do\_not\_reply@supplier-test.coupahost.com>

Thu, Oct 10, 2024, 2:04 AM



V

to me ▼



Hello Supplier.

ON UAT wants you to respond by updating your company profile on Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically.

Coupa's Supplier Portal is completely free, setup is fast, and it helps you better transact and communicate electronically.

You can easily update your company information if it ever changes, as well as do things with ON UAT (and your other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

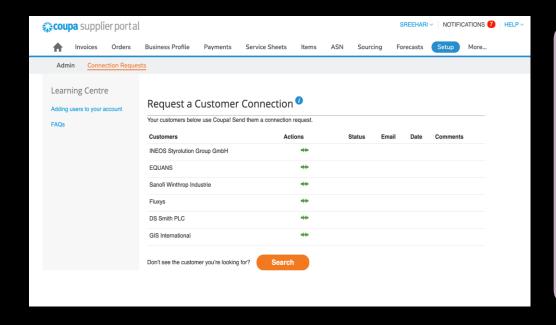
To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page.

Welcome!

On wants to ensure that suppliers don't miss the onboarding form when they receive it via email in order to be paid on time.

On this regard, Coupa has a set of reminders, 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 to finance@onrunning.atlassian.net, so the issue can be checked and the form can be validated or cancelled.

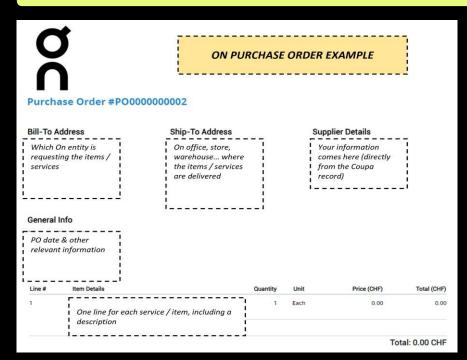


Please navigate through Setup → Connection Request

### Purchase Order management

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)



### **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 (CSP): 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: <u>Coupa | Log in CSP</u>
  - Support videos can be found here: Coupa | CSP
     Short videos & Coupa | Getting started

### Invoice management

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.
- Please note: You will be able to create invoices only if you have a PO number shared by On team for that invoice.
- Access the "Invoices" section scrolling down on this link (<u>CSP Videos | Coupa</u>) 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: <u>invoices+JP@onon.coupahost.com</u>
  - Rest of APAC: <u>invoices+APAC@onon.coupahost.com</u>
  - Brazil: <u>invoices@on-running.com</u>
     Please remember that, you must always include a **Purchase Order** number in the invoice

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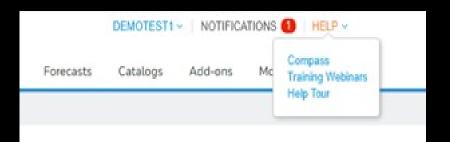
### cXML integration

- 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 finance@onrunning.atlassian.net 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 CSP: Coupa | Log in CSP
- Short support videos: Coupa | CSP Short videos
- Getting started with the CSP: <u>Coupa | Getting started</u>

2) Other useful links & resources

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

- Frequently Asked Questions > <u>Link here</u>
- Supplier help center > <u>Link here</u>
- Manage Multi-factor Authentication > <u>Link here</u>

- If you need additional support from our side, please reach out to <u>finance@onrunning.atlassian.net</u> 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

