

Registering for an Account on Coupa

For: Home Services Suppliers new to the John Lewis Partnership

Purpose:

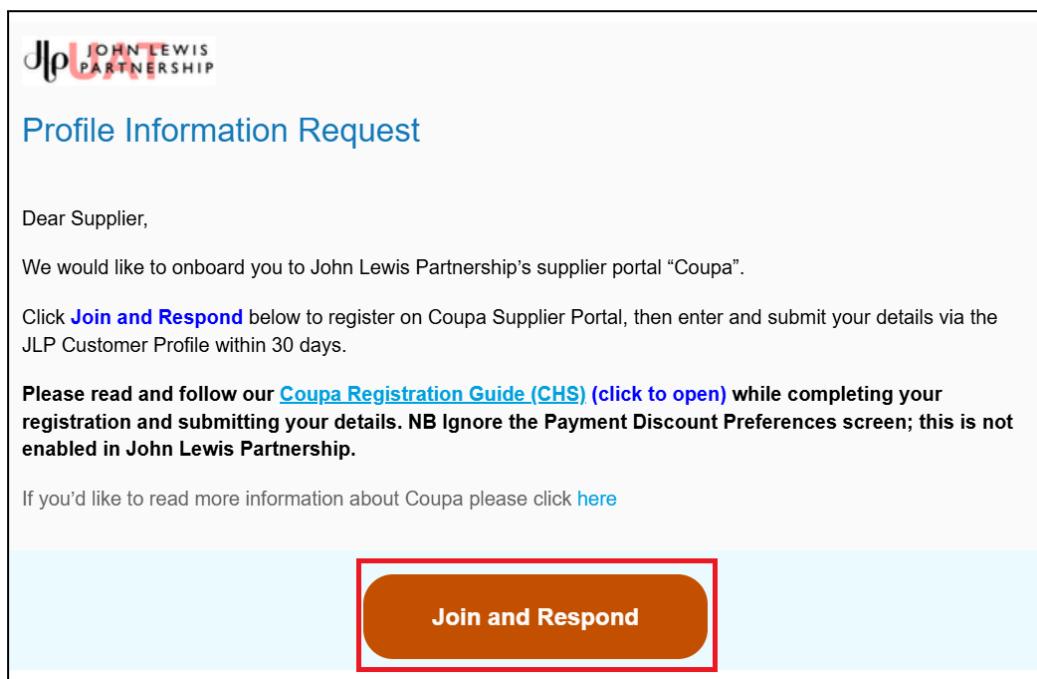
This guide explains how to register for a supplier account on the **Coupa Supplier Portal**. Note: mandatory fields in Coupa are marked *

Frequency:

Once - when the John Lewis Partnership invites you to create an account to register your company or organisation's details in Coupa

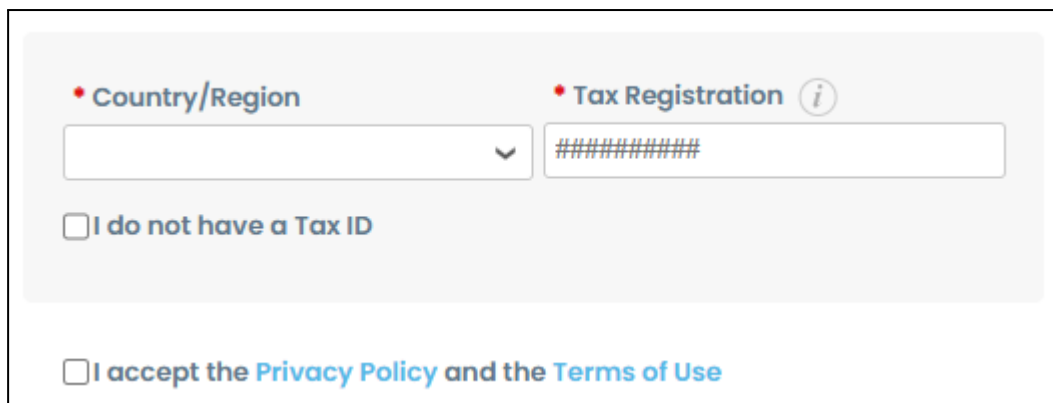
Actions:

1. On receipt of a 'Profile Information Request' email, click on **Join and Respond**



2. **Create and Confirm a Password** for your new account

3. Select the **Country** you are based in and where applicable enter your **VAT or Tax ID**
4. If you do **not** have a Tax ID **tick** the 'I do not have a Tax ID' box and type a reason
5. **Tick** the box to accept the Privacy Policy and Terms of Use once read

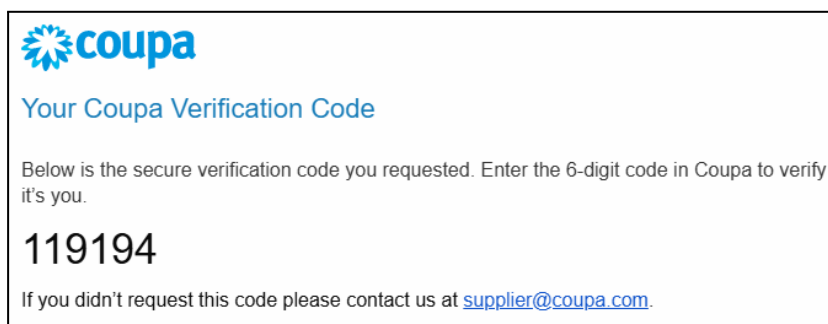



• Country/Region • Tax Registration ⓘ

☐ I do not have a Tax ID

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

6. Click **Create an Account**
7. Next, you will receive an email containing a **six digit verification code** similar to the one below:





Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

119194

If you didn't request this code please contact us at supplier@coupa.com.

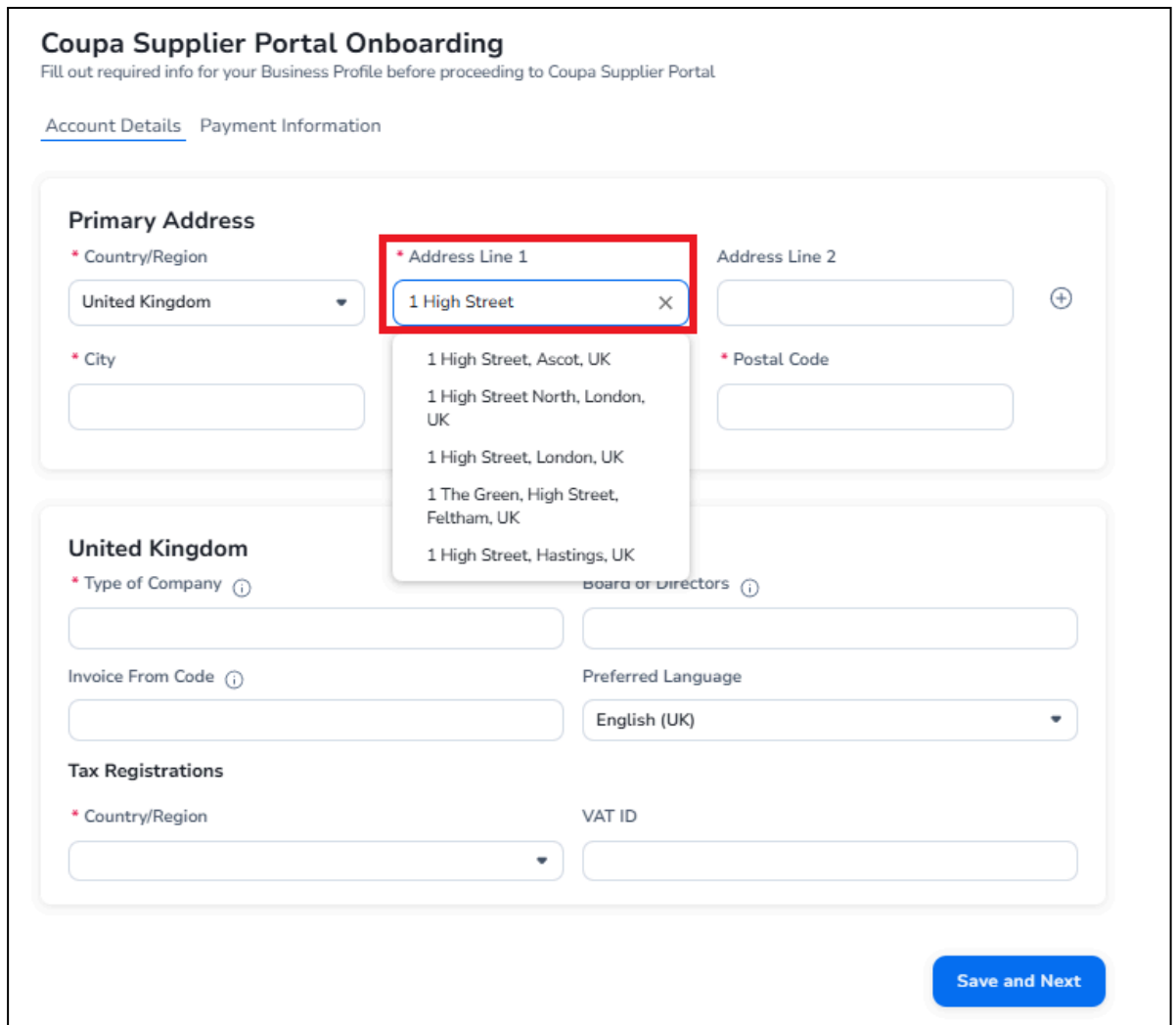
8. Enter the received code into Coupa:



Email Verification

We sent a one time verification code

9. Click **Next**
10. Complete **Your Contact Info** details as requested
11. Click **Next**
12. Begin typing the **first line of your address** in the 'Address Line 1' field and select the correct option from the search results, the remaining address fields should populate:



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

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

Primary Address

* Country/Region
United Kingdom

* Address Line 1
1 High Street

Address Line 2

* City

* Postal Code

United Kingdom

* Type of Company

Board of Directors

Invoice From Code

Preferred Language
English (UK)

Tax Registrations

* Country/Region

VAT ID

Save and Next

13. Type in your **Type of Company**, confirm your **Country/Region** and **VAT ID** (if applicable) then click **Save and Next**
14. You will then be taken to **Payment Information**, tick the box that says **'Do not accept Virtual Card payments from this**

customer' (as this is not this is not enabled in John Lewis Partnership) and click **Save and Next**

15. The next payment method is **Bank Transfer**, complete the required fields and click **Save and Next**

Coupa Supplier Portal Onboarding

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

Account Details Payment Information

Payment Method (Virtual Card | **Bank Account** | Check)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ⓘ

* Bank Account Country/Region

United Kingdom ▼

* Bank Account Currency

GBP ▼

Beneficiary Name

Bank Name

Account Number ⓘ

Confirm Account Number

Sort Code ⓘ

☐ My company expects to receive urgent/wire payments

Branch Code

Beneficiary Type

Business ▼

Remittance Email ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

☐ Do not accept Bank Transfer payments from this customer

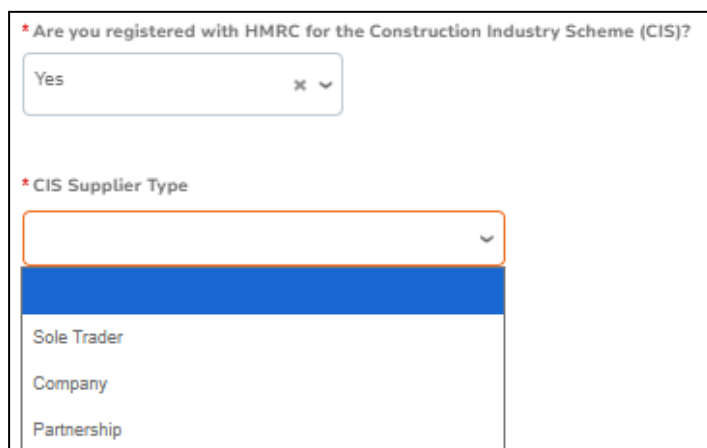
Save and Next

16. The final payment method is **Checks** (Cheques), tick the box that says '**Do not accept Check payments from this customer**' (as

this is not this is not enabled in John Lewis Partnership) and click **Save and Next**

17. You will now be taken to the **Form Responses** page and there should be a form called **CHS2a: Update CHS Fitter [EXT]**, click on it
18. Check the **Company Name** is accurate - correct if wrong
Note: This should match what is on Companies House/HMRC unless you are group VAT registered. This includes matching if 'Limited' is shortened to 'Ltd'
19. Answer the **Fitting Service** question and then tick the boxes for all **skills and capabilities** you have
20. Enter your **Company Registration Number** or, if not registered, enter "Not Registered"
21. If answering **Yes** to **Are you registered with the HMRC for the Construction Industry Scheme (CIS)**, select your **CIS Supplier Type** from the dropdown list (only applicable for CIS Registered Suppliers). If you are not registered, select **No** and proceed to **Step 26**

Note: If you are a Fitted Kitchens Supplier, you must be registered for CIS



* Are you registered with HMRC for the Construction Industry Scheme (CIS)?

Yes

* CIS Supplier Type

Sole Trader

Company

Partnership

22. Enter your **NI Number** if you are a **Sole Trader** or **Partnership**
23. Enter your **Partnership Name** and **Partnership UTR Number** (if applicable)
24. Enter your **UTR Number** (if applicable) and **tick** the box to **accept the CIS details you have provided are up to date and correct**
25. Enter your **Currency** (e.g. GBP)
26. Answer **No** to the question regarding **Self Billing** as this is not set up for Home Services Suppliers.
 - 26.1. Where **No** is answered you will be asked a question regarding eInvoicing:
 - 26.1.1. Selecting 'Coupa Supplier Portal' means you will submit your own invoices against Purchase Orders in Coupa.
 - 26.1.2. Tungsten means you will use a Third Party who act as a go-between to prepare and present your invoices to JLP
27. Attach your **Public Liability Insurance** and enter the **Expiry Date**
28. Attach **DBS, Gas Safety, Electrical Safety** and **Asbestos Certificates** if you have them

Note: these certificates are not mandatory to attach, however, if you do not hold a certain certificate, e.g. Asbestos Certificate, after Coupa registration, the Fitter Manager may help you sign up to a course
29. In the **Contact** section, add a **Work Phone** number (see recommended format below)

Work Phone

Other ▼	+44	020	00000000	
Country/Region		Area/City	Local	Extension (optional)

30. Enter an email address which you would like to use to receive **Purchase Orders** from the John Lewis Partnership (JLP)
31. In the **Company Address** section, the address may be pulled from when you first registered, check that it is accurate - correct if wrong or enter it in

• Company Address

Country/Region

Address Name

Street Address

Street Address 2

City

State Region

Postal Code

32. In the **Remit-To Addresses** section, click **Add Remit-To**

If you are registering as a new Supplier, you are required to add Remit To Details.

Existing Suppliers: If you add new remit to details, we will treat these as replacement details on your account. If this includes a change of bank account, we will pay all new approved invoices and any unpaid approved invoices, when due, to the new account after we have approved your request.

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](#)

33. Select **Bank Transfers** (do **not** select Checks or Credit Cards) and then click **Add Payment Method (Add Selected)**

How would you like to be paid?

[All Methods](#)

[Bank Transfers](#)

[Checks](#)

[Credit Cards](#)

[+ Add Payment Method](#)

John Lewis Partnership supports Bank Transfers Payments.

34. In the **Remit-To Addresses** section you can now answer the **VAT Details** questions regarding **VAT** or **GST** (example below), attach **Group VAT Certificate** if **Yes**

VAT Details

Are you registered for VAT/GST?

☒ Yes
 ☐ No

Please select "No" if your VAT Registration is outside of UK, Jersey or any other EU countries

* VAT/GST Registration Number

Please prefix two digit ISO country code with VAT Reg number. If you are VAT Registered then please enter your VAT/GST registration number. If you are not registered, then please enter 'Not registered'

* VAT Country (Needed for UK, Jersey or EU VAT registrations only)

GB - United Kingdom

If you are not based in the UK, Jersey or EU VAT, please select 'Not Registered'

* Is your company part of a group for VAT/GST registration purposes?

☒ Yes
 ☐ No

* Please attach Group VAT Reg. Certificate

Choose File

No file chosen

35. Enter or add more details of your **Bank Account** (example below)

36. Answer the question on **Factoring**

36.1. If **Yes** is answered then please use the **Choose File** button to attach a copy of your 'Factor Notice of Assignment'

Bank Details

* Do you use a Factoring Company for your Invoices?

☐ Yes
☒ No

If you select Yes, Please attach a Notice of Assignment

* Bank Name

HSBC


* Branch Name

Test Branch City Centre


* Bank Account Name

XYZ UK Test Supplier

* Bank Account Number


****678 

* Sort Code


***192 

If you don't have a Sort Code please enter "000000" in the sort code field

IBAN Number (non-UK account only)



Swift/BIC Code (non-UK account only)



37. Complete any **missing mandatory fields** regarding details of your bank (mandatory fields are marked *)

38. Enter a **Remittance Email Address** where you would like your remittance advices sent to
39. **Tick** the box to accept the statement shown below:

* Please tick to accept*: Supplier is solely responsible for ensuring that this information is, and remains, correct and up-to-date and for keeping this information secure. John Lewis Partnership is not liable for any losses or damages incurred by Supplier if the information is not correct or up-to-date (including if this results in delayed or failed payments to Supplier), or if the information is misused by Supplier or a third party.



40. Click **Submit for Approval**

If all fields are completed correctly you will receive a confirmation message (see screenshot in step 45). If, however, one or more of the mandatory fields are missing information you will receive this error message:

Please fix the errors below

41. Where this happens, scroll back through the form to look for the missing information which will be highlighted to you like this:

*** Company Registration Number**

If you are not a registered company then enter 'Not Registered'



• can't be blank

42. Complete the missing information for each error and once complete click **Submit for Approval** again

On successful submission, you will receive this message and the status of which will be **Pending Approval**

Your information has been submitted
✕

[View All Responses](#)

CHS2a : Update CHS Fitter [EXT] TEST

Fitter creates/updates details v8 07/02/2025 Updated removal of flooring

Pending Approval

Supplier Information

CHS TEST2025

What Happens Next:

The John Lewis Partnership will receive and review your submission and may need to contact you directly to discuss the details you have entered. Once your details are validated by JLP this status will change to **Applied**.

If you have entered any of the details incorrectly, you can amend them by scrolling to the bottom of the form and pressing **Withdraw**. You can then amend the details and re-submit for approval, as above.

For Internal Use Only

Integrate None

Withdraw

You will also be sent a copy of your contract separately via Docusign. The Docusign email sent will contain a link for you to click on to easily electronically sign your contract and send it back to us.

You will also be sent an email to register with Coupa Risk Assess, which is how renewal documentation will be updated such as Public Liability Insurance. On first time use, an email and log in code will be sent to

allow you to set up a Password so you can log in and upload documents when prompted.

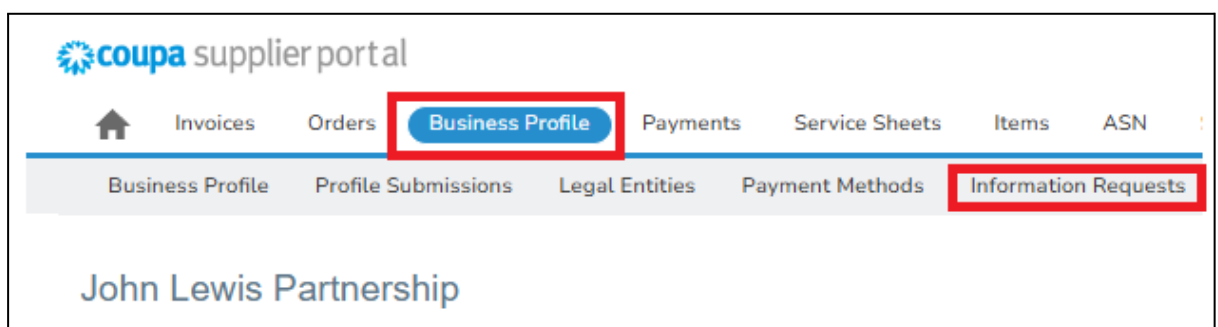
If you have any questions/issues with this section please speak to your Fitter Manager as the first port of call.

Additional Information:

You may find that you are 'timed out' from Coupa after a period of inactivity. Where this happens, and you still need to complete details in the form:

1. Log back into Coupa (link below) using the user name (email address) and password you created in step 2.
2. Once logged in, you can return to the form by navigating to

Business Profile > Information Requests



3. You will then be able to complete and submit the form

Useful Links:

Link to: [Coupa Supplier Portal](#)

Link to: [Technical Help Using Coupa](#)