

## Supplier Account Merge

### Summary

This is a guide in which you will be able to merge your JLP supplier accounts. Eg. If you have more than one account with the John Lewis Partnership you will be able to access them all through your login.

#### Note

Accounts with the same email address are merged automatically (regardless of which invite message you use to create your account, since both invites are sent to the same email address).

#### Warning

Account merges cannot be undone. Use caution when merging accounts and be sure to verify that the account you are merging with is part of your organization.

### Contents

1. [Merge Suggestions](#)
2. [To Merge Accounts](#)
3. [Merge Behaviour](#)

## I. Merge Suggestions

The suggestions to merge accounts are based on email domain. For example, all the users with the @example.com domain get suggestions to merge. Merge suggestions appear in the right-hand column on the Home page.

### Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? [Click here.](#)

---

**SupplierA**  
supplierA@supplier.com

**SupplierB**  
supplierB@supplier.com

If you know that a suggestion is invalid, click on the 'Remove' button and you will not see the request again. The other account can't merge without your permission, and removing the suggestion prevents merging.

## 2. To Merge Accounts

If you want to merge an account, click on the 'Request Merge' button and select an account to be the parent account and add a note.

### Warning

Account merges cannot be undone. Use caution when merging accounts and be sure to verify that the account you are merging with is part of your organization.

## Request Account Merge

You're about to merge your profile and users with [SupplierA](#). Select the owner for the merged account. For more info on merging, [Click here](#).

\* Account Owner  My Account

Their Account

By choosing this option I understand that I will no longer be the account owner.

\* Note For Recipient



I'm not a robot



**!** Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts](#).

Cancel

Send Request

### Selection

### Description

\*Account Owner / My Account

This causes the other account to be merged into your company account. The other user's company account is removed.

You continue to be the administrator for the merged company account, and the previous administrator becomes a regular user in the merged account. You can make them an administrator if you want. For more information, see [Manage Users](#).

\*Account Owner / Their Account

Your company account is removed. The other user's company account becomes the only company account.

You can no longer be the account administrator, but the administrator of the existing account can choose to make you an administrator of the merged account.

\*Note

Add a note about the merge request, for example, the reason for the account merge.

You can also search for a specific account to merge, for example, if the account is not listed or the list is too long to search for the specific account that you want. Clicking on the 'Click here' link takes you to the 'Admin Merge Requests' page.

You can access this page also by clicking on the 'Admin tab' on the main menu and on the 'Merge Requests' link on the left.

If you do not have any suppliers listed in the 'Merge Accounts' section on the 'Home' screen, you can click on 'Request Merge' and this will take you to the same page as above.

## Merge Accounts

If your company has multiple CSP accounts, merge them to reduce confusion for your customers. [Learn more](#)

**Request Merge**

### Initiate Merge Request

  
 I'm not a robot   
reCAPTCHA  
Privacy - Terms

**!** Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organisation. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)

**Request Merge**

Provide the email address of the account you want to merge, and click Request Merge. You can search up to five times.

An admin of the account you are requesting merge can see your request and either approve or deny it.

### 3. Merge Behaviour

When you merge accounts, you select the account that becomes the account owner. After the accounts merge, in most cases, the new account owner can administer data from both their account and the merged account, while the owner of the merged account can only administer data that originally existed in the merged account. You can see more information in the table below.

In this example, Supplier A and Supplier B merge accounts, with Supplier A becoming the account owner. When the CSP merges the accounts, it uses the following merge rules:

Element	Supplier A	Supplier B
Account settings	Uses Supplier A's settings.	Uses Supplier B's settings.
Connected customers	Can administer both Supplier A's and Supplier B's customers.	Can only administer Supplier B's customers.
Connection requests	Both Supplier A's and Supplier B's connection suggestions display on the <b>Request a Customer Connection</b> screen. If the same customer was approved in one account and rejected in the other account, the approved connection displays, regardless of which account was approved or rejected.	
Discount preferences (global)	Supplier A's settings are used.	
Discount preferences (customer-specific)	Supplier A can administer and assign both Supplier A's and Supplier B's discount preferences.	Can only administer and assign Supplier B's discount preferences.
Legal entities	Supplier A can administer and assign both Supplier A's and Supplier B's legal entities.	Can only administer and assign Supplier B's legal entities.
Public profile	Supplier A's profile displays.	
Remit-to accounts	Can administer both Supplier A's and Supplier B's remit-to accounts.	Can only administer Supplier B's remit-to accounts.
Users	Can administer both Supplier A's and Supplier B's users.	Can only administer Supplier B's users

When you select either your account or the other account to be the account owner, the CSP shows you a visual representation of who controls what data after the merge.

## Request Account Merge

You are requesting to merge your Coupa Supplier Portal account with **Other Supplier**. Choose who will become the owner of the merged account.

### My Account

-  My users
-  My customers
-  My payment information
-  My public profile

### Their Account

-  Their users
-  Their customers
-  Their payment information
-  Their public profile

### Merged Account

As the account owner, I will administer

-   All combined users
-    All combined customers
-   All combined payment information

They will administer only

-  Their users
-  Their customers
-  Their payment information

The merged account will use

-  My public profile