

Re-entering or Updating your Details in Coupa

For Charities and other Organisations who receive Community Matters Donations and for JLP Partners who help support the process.

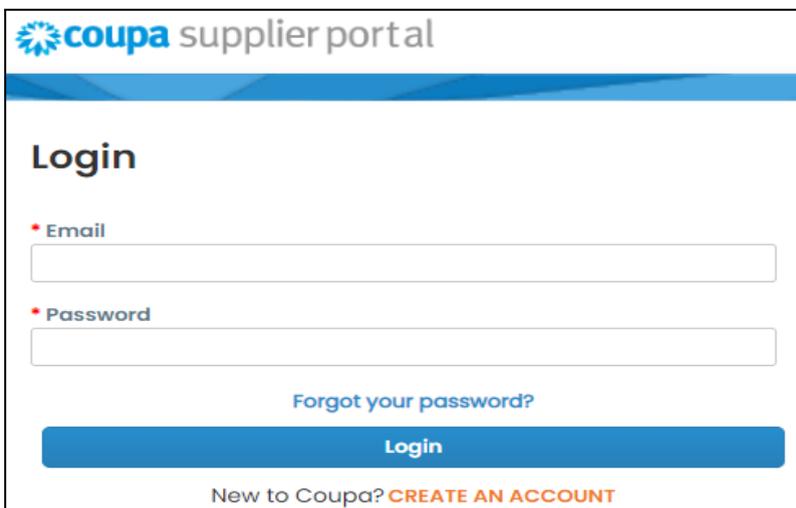
Purpose:

This guide explains how Charities or other Organisations can log back into Coupa to update and re-submit their details.

Note: We recommend that you use the **Google Chrome** web browser to perform the steps described below.

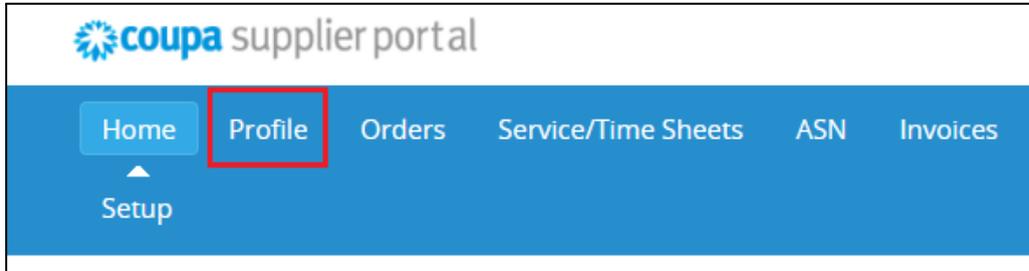
Actions:

1. Log into Coupa using this link:
<https://supplier.coupahost.com/sessions/new>
2. Enter your **Email Address** and the **Password** you created when you first logged on and click **Login**
(click [Forgot your password?](#) if you need to reset this)

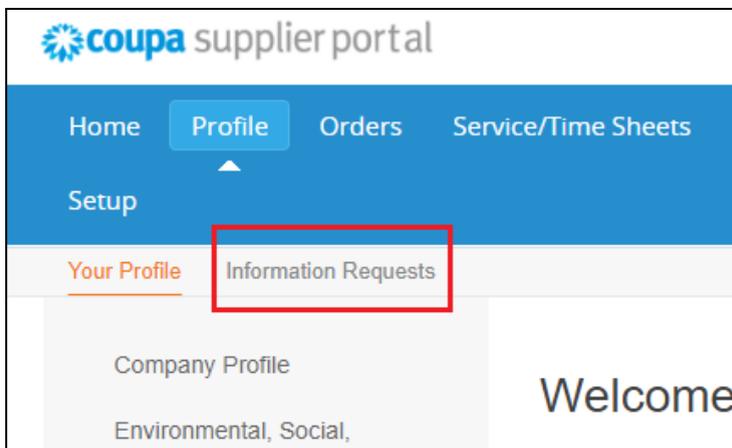


The screenshot shows the 'coupa supplier portal' login page. It features a blue header with the Coupa logo and the text 'coupa supplier portal'. Below the header, the word 'Login' is displayed in a large, bold font. There are two input fields: one for 'Email' and one for 'Password', both with red asterisks indicating required fields. Below the password field is a blue link that says 'Forgot your password?'. At the bottom of the form is a large blue button labeled 'Login'. Below the button, there is a link that says 'New to Coupa? CREATE AN ACCOUNT'.

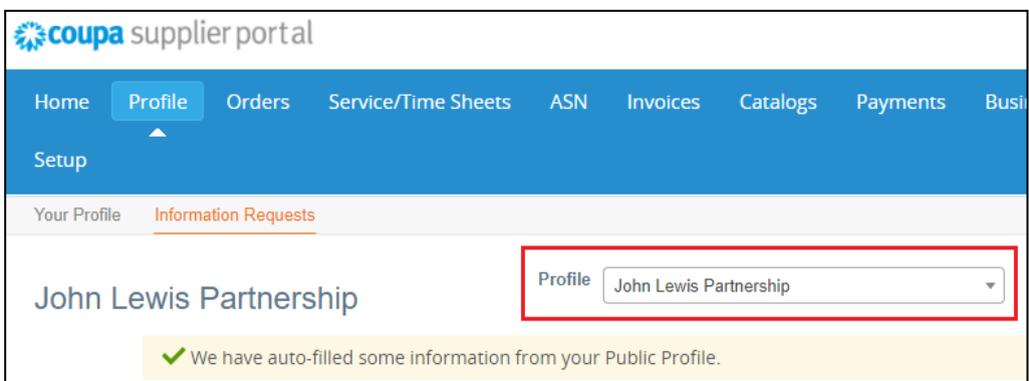
3. On the Coupa Supplier Portal Home page, click **Profile**



4. Then click on **Information Requests**

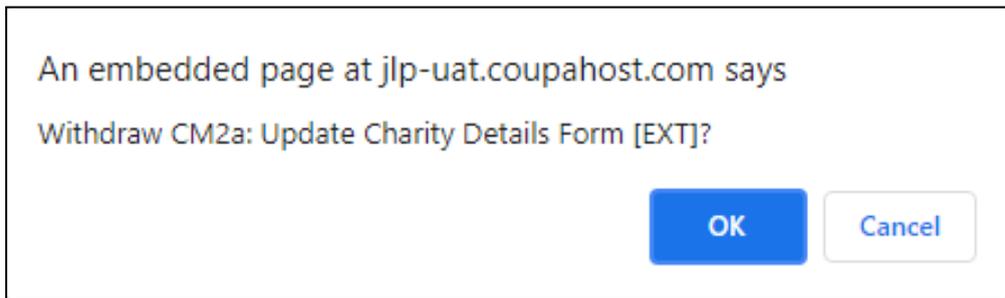


5. Make sure the Profile says **John Lewis Partnership** (click the drop down arrow and change this if not)

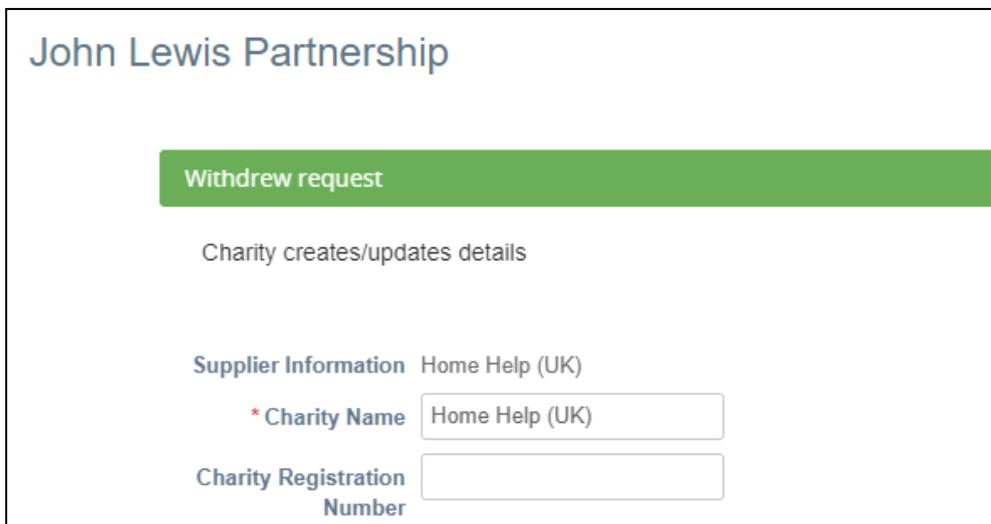


6. If your request status is **Applied**, scroll down and click **Update Info** (now go to Step 10)

7. If your request status is **Pending Approval**, scroll down and click **Withdraw**
8. Click OK to the message below



9. You will receive the message **Withdrew Request**
10. You can now edit your details by clicking into the relevant fields and changing the information previously entered.



John Lewis Partnership

Withdrew request

Charity creates/updates details

Supplier Information Home Help (UK)

* Charity Name

Charity Registration Number

11. Please note that some fields may now be empty. Remember that fields marked with an * are mandatory fields

- Once you have made the changes necessary and updated your information, scroll down to the bottom of the page and click **Submit for Approval**

For Internal Use Only

Before approving this form, please open the attached file and check that the bank details supplied match the details visible in this notification. Then, if satisfied to proceed, click the Edit button and select Yes in the Integrate field. Once both of these actions are complete, click Update.

Charity
Please ensure that the Supplier Type is Charity

None
Please ensure that Integrate is set to Yes

[Decline](#) [Save](#) [Submit for Approval](#)

- After submission you may receive the message below.
- You can choose which option to click, but if you believe you are unlikely to use Coupa again for any other organisations, you can simply click the **X** or **Not Now**

Save This Information to Your Profile? X

Save this info to your profile so that you'll be able to re-use it when other customers request you the same information.

The following info will be saved to your profile:

Primary Address	
Address Line 2	High Street
Primary Contact	
Work Phone	+44 01234 01234 456789

[Learn More](#) [Not Now](#) [Yes, Save to Profile](#)

- You should then receive a message confirming submission

What happens next?

- On receipt on your submission, the John Lewis Partnership will check and approve the details and raise a donation to you in due course
- Alternatively, if they have any questions regarding your submission, a member of the team will contact you directly