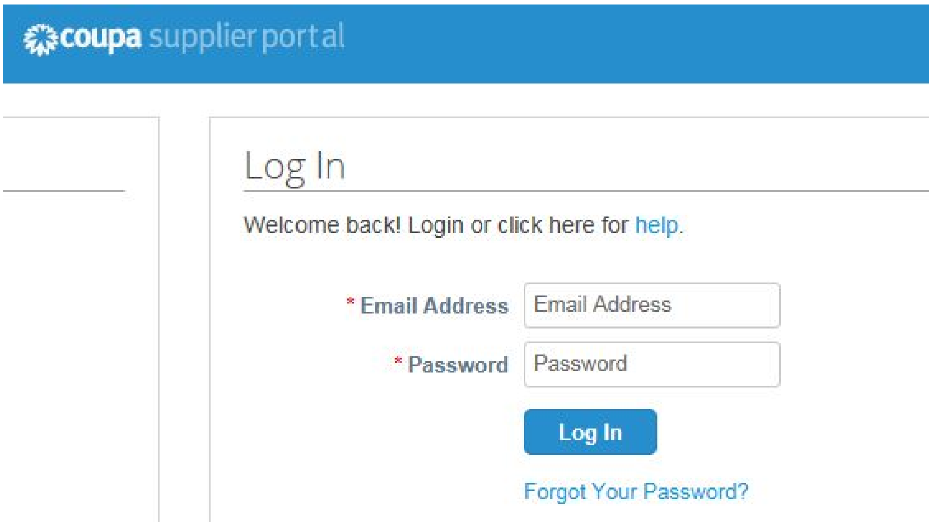
JOHN LEWIS & PARTNERS | JOHN LEWIS PARTNERSHIP | WAITROSE & PARTNERS

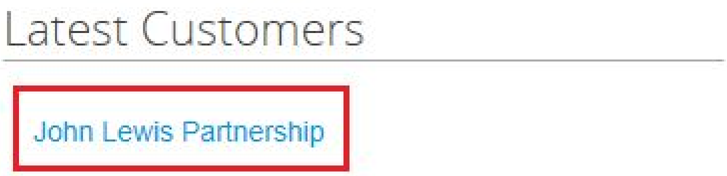
Quick Guide: Updating Your Details In Coupa

GNFR Suppliers

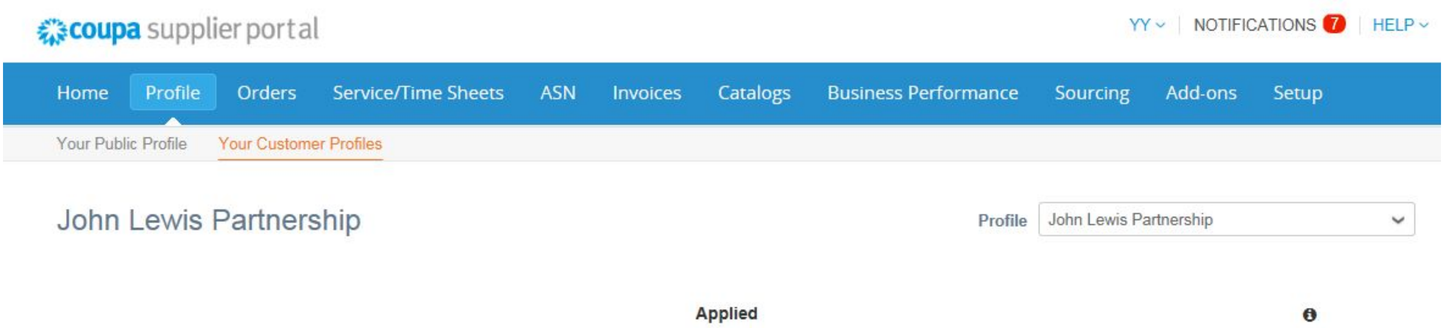
1. Log into Coupa.



2. Scroll down and in the bottom right hand corner there is a section called 'Latest Customers'. Click on 'John Lewis Partnership',

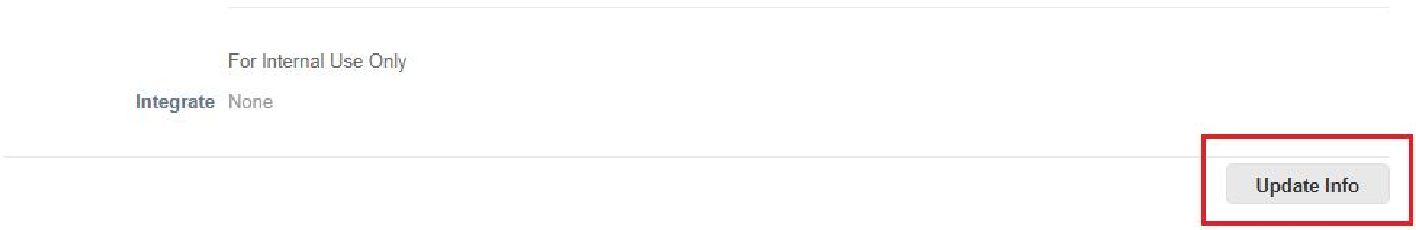


3. This will take you to your customer profile for John Lewis, this is where you can make amendments to the details that John Lewis hold for your company (Including bank details).



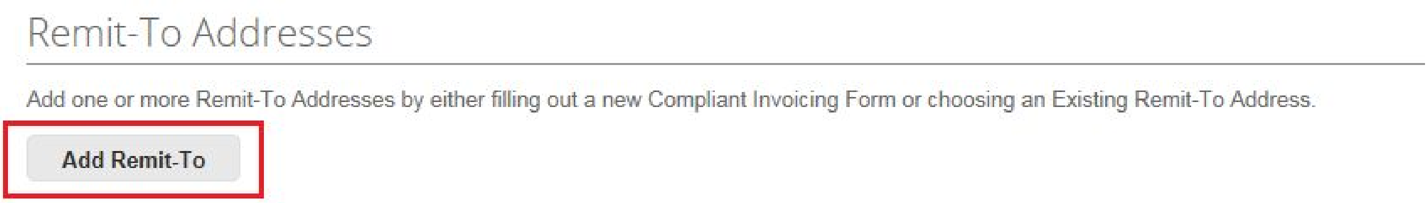
JOHN LEWIS PARTNERSHIP | coupa

4. Your John Lewis customer profile will be populated with your details that have previously been submitted. To update any of these details, scroll down to the bottom of the form and press ‘Update Info’.

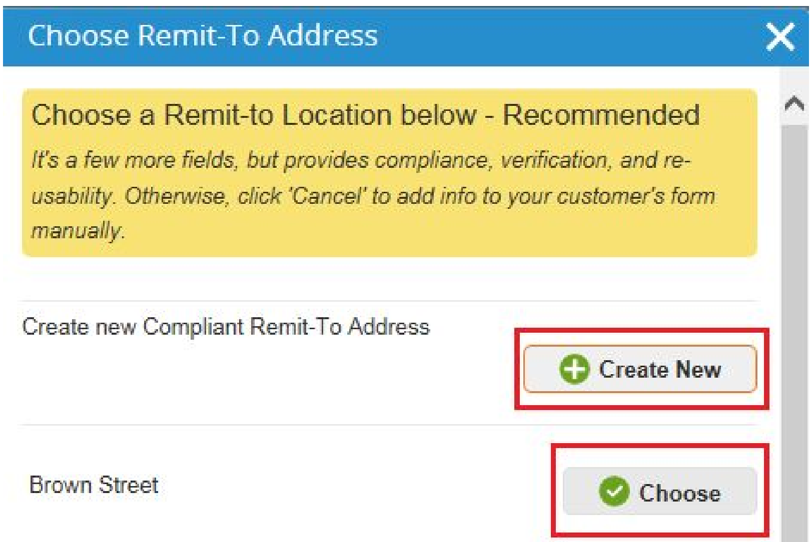


5. You can then amend any of the details in the form.
    a. Please note, the ‘Remit-To Address’ section (Containing your bank details) cannot be amended. If you need to *amend* any of these details you will need to create a new ‘Remit-To Address’ and deactivate the old one.
        i. If instead you would like to *add* an additional bank account to your John Lewis profile, create a new ’Remit-To Address’ and leave the original Remit To Address ‘Active’

6. To add a new ‘Remit-To Address’, scroll up to the ‘Remit-To Address’ section and press ‘Add Remit-To’.

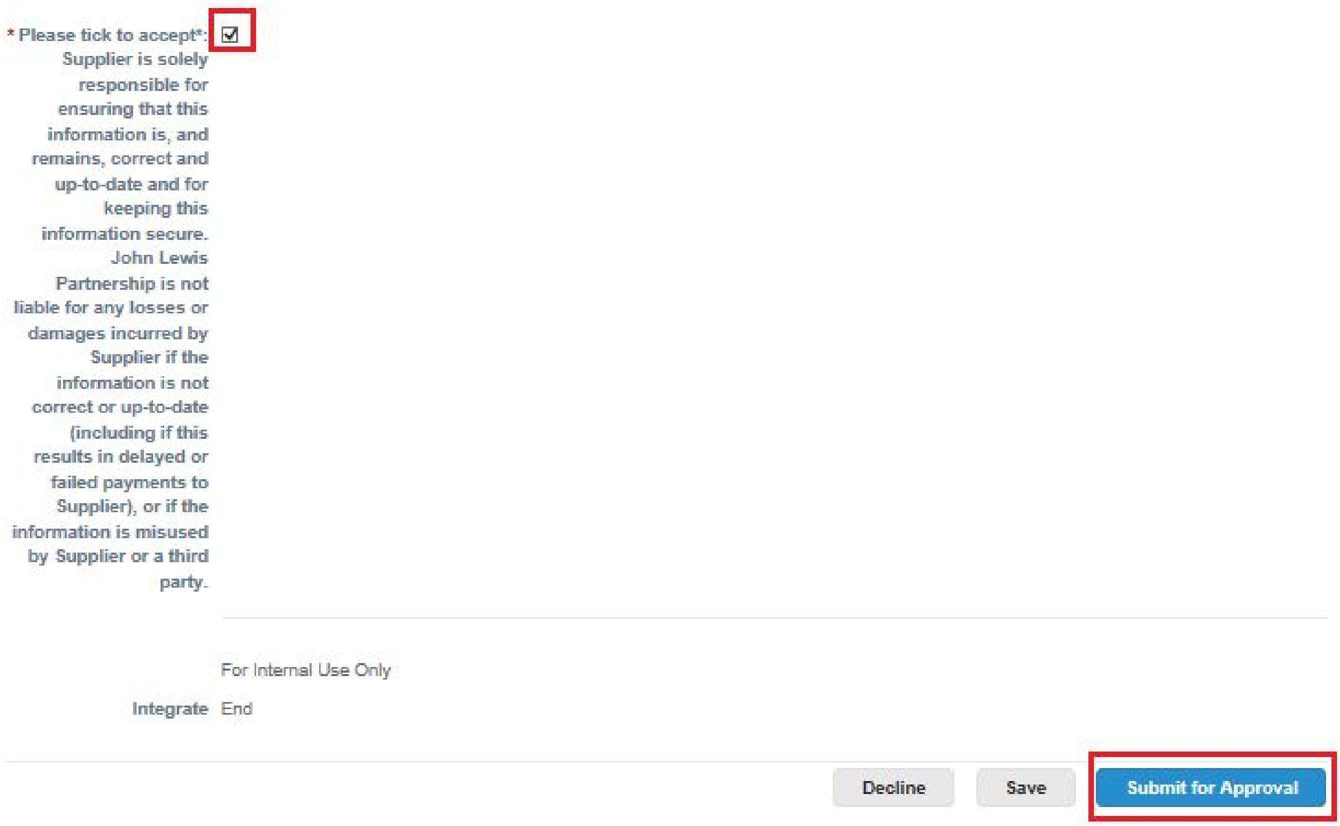


7. A pop out window will then be displayed, where you can create a new Remit-To or add a previously created one.

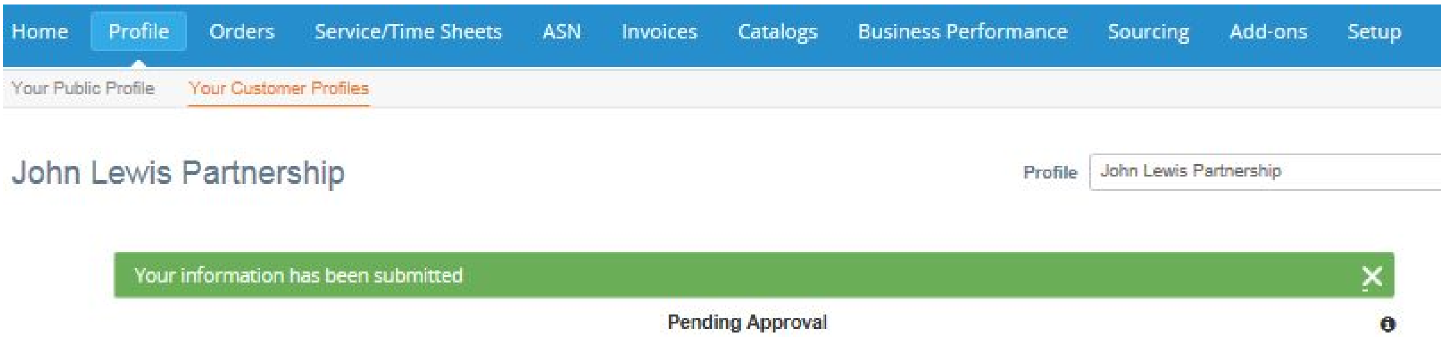


8. If you create a new Remit-To, previously entered details will not populate so you will need to enter your information in full, completing all mandatory fields.
9. To deactivate an existing Remit-To Address, scroll down to the bottom of the Remit-To Address section that needs to be deactivated and change the 'Deactivate Remit-To Address' field to 'Inactive'.

10. Once you have finished amending your details (Including adding or deactivating Remit-To Addresses), scroll to the bottom of the form. Tick to accept responsibility for data security and press 'Submit for Approval'.

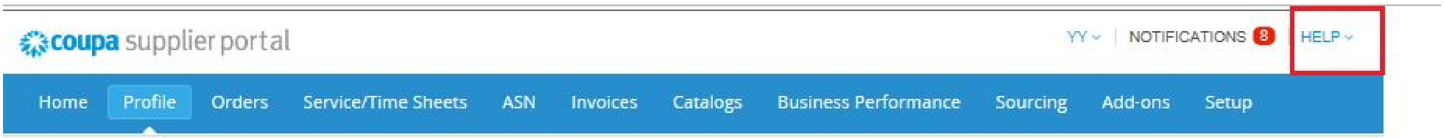


11. You will then get a message confirming submission and current status 'Pending Approval'. Once your details are validated this status will update to 'Applied'.



Additional Support

If you need any support managing your Coupa Account or Public Profile, click on the 'Help' tab in the top right hand corner of the Coupa SupplierPortal and select 'Online Help'



This will take you to the Coupa Success Portal, which contains a host of guides and support materials.