

Supplier's Guide for Registering their Details in Coupa

For Suppliers of Financial Services only

Purpose:

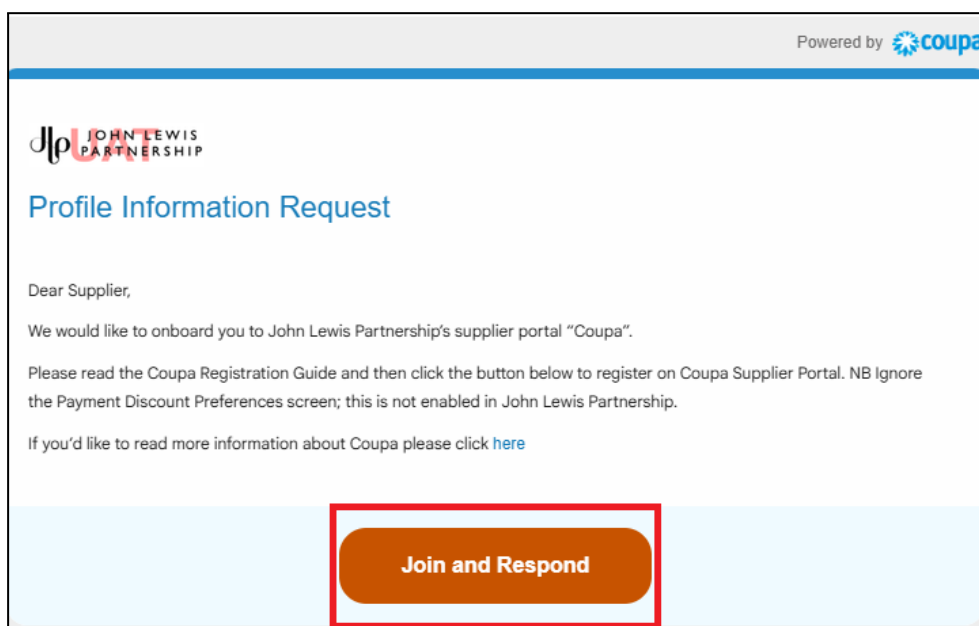
This guide explains how to register your details for a supplier account on the **Coupa Supplier Portal**. Note: mandatory fields in Coupa are marked *

Frequency:

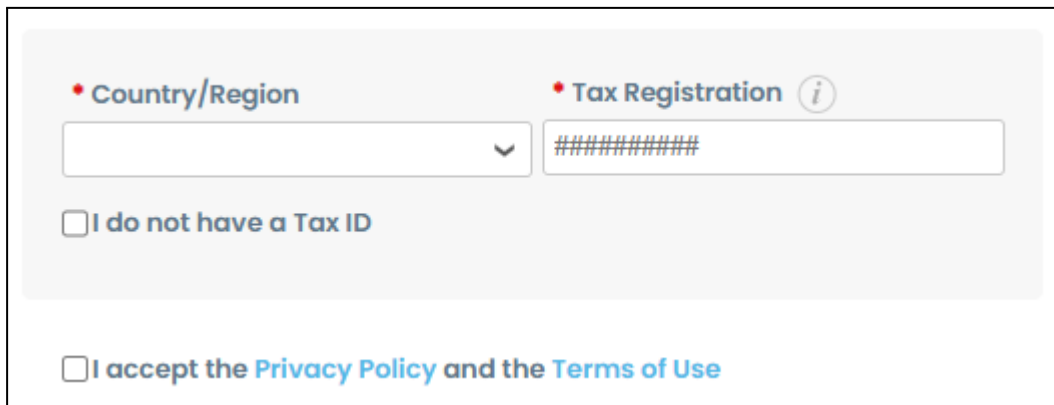
Once - when the John Lewis Partnership invites you to create an account to register your company or organisation's details in Coupa

Actions:

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



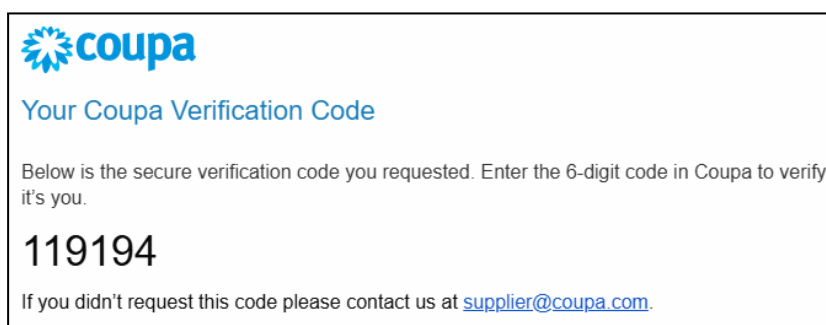
2. **Create** and **Confirm** a **Password** for your new account
3. Select the **Country** you are based in and where applicable enter your **VAT** or **Tax ID**
4. If you do **not** have a Tax ID **tick** the 'I do not have a Tax ID' box and type a reason
5. **Tick** the box to accept the Privacy Policy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



The screenshot shows a registration form with the following elements:

- A dropdown menu for **Country/Region**.
- A text input field for **Tax Registration** with a red asterisk and an information icon.
- A checkbox labeled **I do not have a Tax ID**.
- A checkbox labeled **I accept the Privacy Policy and the Terms of Use**.

6. Click **Create an account**
7. If you responded to the invite within 24 hours, proceed to Step 10. If you respond to the invite after 24 hours, you will receive an email containing a **six digit verification code** similar to the one below:



8. Enter the received code into Coupa:

Email Verification

We sent a one time verification code

1

1

9

1

9

4

9. Click **Next**
10. Answer the question about publishing your **business profile** and click **Save**

Data Privacy

Make your business information public to make it easier for customers to work with you.

☒ Do not publish my business profile.

☐ Publish all my business profile details

Save

Note: This decision will not impact your registration with JLP

11. Complete **Your Contact Info** details as requested
12. Click **Next**
13. 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

1 High Street, Ascot, UK
1 High Street North, London, UK
1 High Street, London, UK
1 The Green, High Street, Feltham, UK
1 High Street, Hastings, UK

United Kingdom

Type of Company

Invoice From Code

Tax Registrations
Country/Region

Board of Directors

Preferred Language
English (UK)

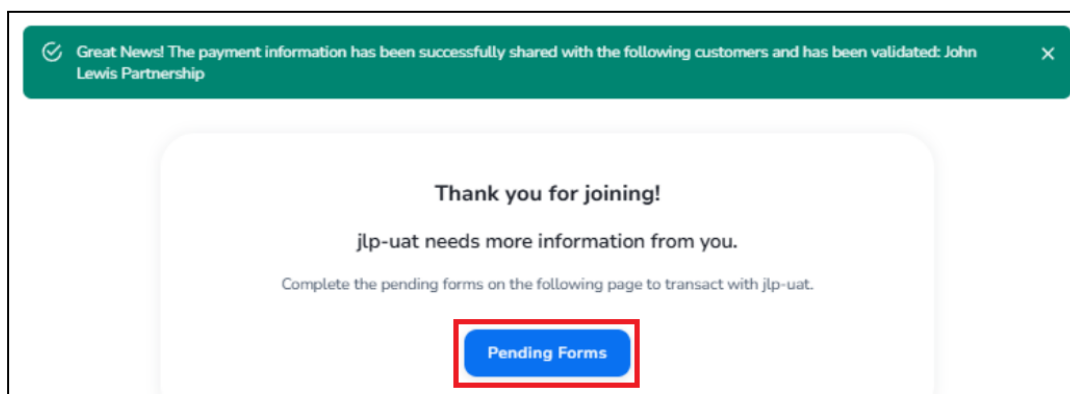
VAT ID

Save and Next

14. Type in your **Type of Company**, confirm your **Country/Region** and **VAT ID** (if applicable) then click **Save and Next**
15. 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). Click **Save and Next**
16. The next payment method is **Bank Transfer**, tick the box that says '**Do not accept Bank Transfer payments from John Lewis Partnership**' (because we have identified you are a Financial

Services supplier who is not expecting payments from us). Click **Save and Next**

17. Next you will see a prompt confirming you have joined:



18. The prompt will automatically close and will take you to the **Form Responses** page where there will be a form called **GNFR2d: Create or Update FS Supplier Details Form**, click on this:

Forms			
Fill out and submit the New or Draft forms. You can update your information on forms at any time.			
View All		Advanced	Search
Form	Status	Created Date	Submitted At
GNFR2d: Create or Update FS Supplier Details Form [EXT]	New	01/17/26	None

19. Check the **Company Name** is accurate - correct if wrong

*Note: For **UK based suppliers**, this should match what is on Companies House / HMRC unless you are group VAT registered.*

(Tip - If your company is registered as 'Limited', make sure you enter this in full - please don't shorten to 'Ltd' as this will fail matching)

20. Enter your **Company Registration Number**:

- 20.1. If you are a **UK registered company** this is provided by Companies House
- 20.2. If you are registered **outside of the UK**, please enter the registration number from the country where you are based
- 20.3. If you are **not** a registered company, please enter '**Not Registered**'
21. Type in the **Country of Registration** where your organisation is registered
22. In the **Contact** section, add a **Work Phone** number (see recommended format below and repeat the format for **Mobile Phone** and **Fax** if applicable)

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

23. In the **Company Address** section, the address is pulled from when you first registered, check that it is accurate - correct if wrong and ensure you add your **State Region**

*** Region**

Country/Region

United Kingdom

State Region

London - LND

State ISO Code

GB-LND

*Note: The **State ISO Code** will automatically populate once you select your **State Region***

24. Select an option to indicate your **Supplier Indicated Diversity Status**

25. **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.



26. Click **Submit for Approval**

If all fields are completed correctly you will receive a confirmation message (see screenshot in step 28). If, however, one or more of the mandatory fields are missing information you will receive this error message:

Please fix the errors below

27. 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

28. 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](#)

GNFR2d: Create or Update FS Supplier Details Form [EXT].

FS supplier creates/updates details

Pending Approval

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**

Note: 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

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

 coupa supplier portal


Invoices
Orders

Business Profile

Payments
Service Sheets
Items
ASN

Business Profile
Profile Submissions
Legal Entities
Payment Methods

Information Requests

John Lewis Partnership

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](#)