

Registering for an Account on Coupa

For: John Lewis GFR 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/ New CSP Supplier SIM Invitation**' email, click on **Join and Respond**:

New CSP Supplier SIM Invitation

Dear Supplier,

We would like to onboard you as a supplier to the John Lewis Partnership.

1. Please read the [Coupa Registration Guide](#) and the click [Join and Respond](#) below to register on Coupa Supplier Portal. NB Ignore the Payment Discount Preferences screen; this is not enabled in John Lewis Partnership.

2. If you wish to send invoices via EDI, please log a case with our internal team via jlpupplierhelp.co.uk and request for this to be setup. This service is provided by a partner organisation and is chargeable. Click [here](#) for more info.

In order to access our Policies and Documents, please click <https://www.jlconnect.co.uk/> and use the below credentials under the "Existing Supplier Log In" heading:

Email – viewpublish@johnlewisconnect.com
 Password – [REDACTED]

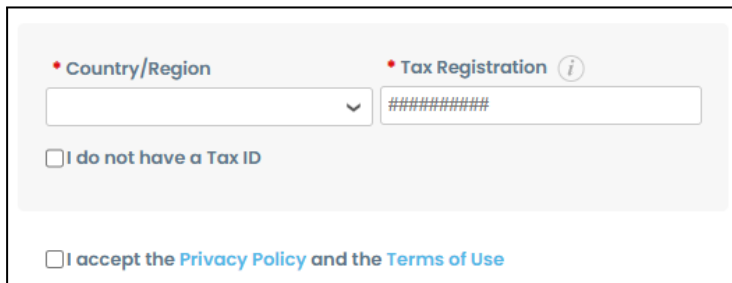
If you have any queries about the supplier onboarding process please contact the buying team.

Regards
 John Lewis Partnership

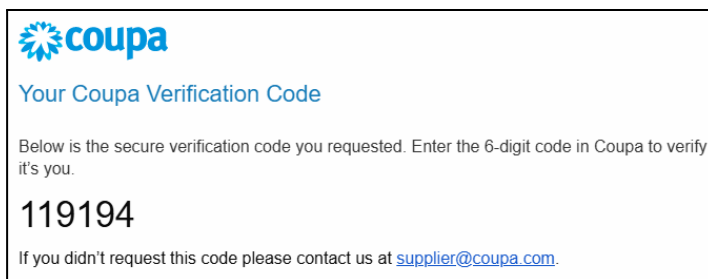
Join and Respond

Note: On this invitation are details to view policies and documents

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:



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:



9. Click **Next**
10. Next, 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

City

Address Line 1

1 High Street

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

Address Line 2

Postal Code

United Kingdom

Type of Company

Invoice From Code

Preferred Language

English (UK)

Tax Registrations

Country/Region

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 enabled in John Lewis Partnership) and click **Save and Next**
16. The next payment method is **Bank Transfer**, complete the required fields (including **Bank Branch Address** and **Contact Information**) and click **Save and Next**

Fill out the required fields so your customer can pay you.


Primary Address
 Provide the main address associated with your business.

2 **Payment Methods**
 (Virtual Card | Bank Transfer | Remit-To Address)

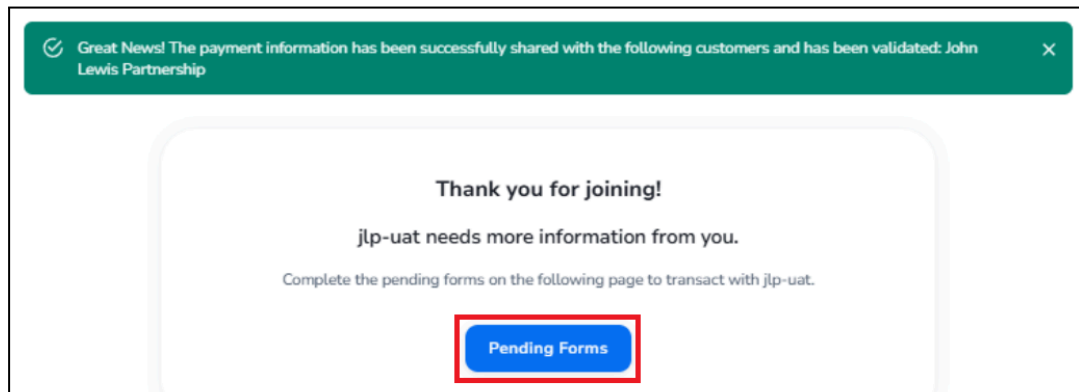
Bank Transfer

Please enter the following information to receive Bank Transfer payments.

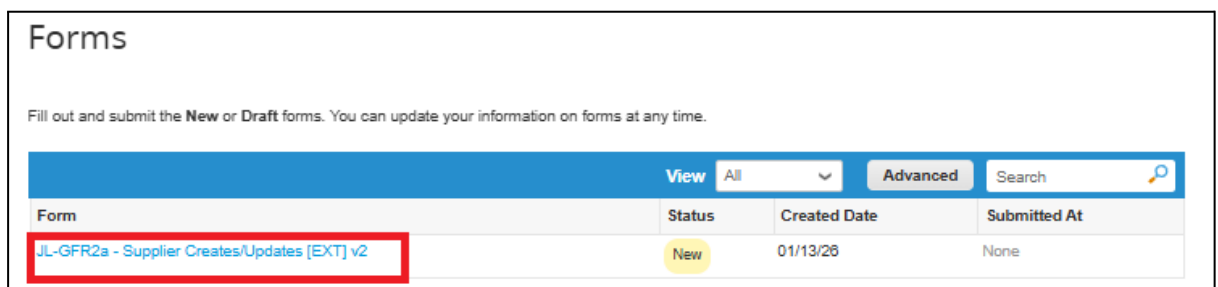
Account Nickname * ⓘ 	Beneficiary Legal Name * ⓘ
Bank Branch Country / Region * United Kingdom	Bank Account Currency * GBP
Bank Name * 	Account Number * 8 digits
IBAN 	Sort Code * ⓘ 6 digits
SWIFT / BIC Code ⓘ 8 or 11 characters	Branch Code ⓘ

*Note: If you have UK bank details, the postcode for your **Bank Branch Address** must be in capital letters or it will not be accepted, for example 'AB1 2CD', not 'ab1 2cd'*

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 and there will be a form called **JL-GFR2a - Supplier Creates/Updates [EXT]**, click on this:



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. Enter your **Currency** (e.g. GBP)
23. Answer the question **Yes** or **No** regarding **Self Billing**
- 23.1. Sale or Return (SOR) Suppliers ONLY, are eligible for self billing. If you are a SOR Supplier, select **Yes**. Once Self Billing has been agreed, you will be contacted to confirm this once this form has been submitted and approved.
- 23.2. Select **No** if you are not an SOR Supplier and you will be asked a question regarding eInvoicing:
- 23.2.1. Selecting 'Coupa Supplier Portal' means you will submit your own invoices against Purchase Orders in Coupa.
- 23.2.2. EDI means you will use a Third Party who acts as a go-between to prepare and present your invoices to JLP. You will be contacted after this form is submitted and approved if you have selected EDI.
- Note: Tungsten is not enabled for GFR Suppliers*
24. 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)

25. Add your email address contacts for **Communications, Returns and Sales**
26. In the **Company Address** section, select an **Address Purpose** e.g **HQ** and add your **State Region Code**. The address is pulled from when you first registered, check that it is accurate - correct if wrong:

* Company Address

Address Purpose

HQ ✕

i

* Region

Country/Region

United Kingdom

▾

State Region

London - LND

✕ ▾

State ISO Code

GB-LND

27. Add your **Company Address** country

28. In the **Ordering Address** section, select an **Address Purpose** e.g **HQ** and add your **State Region Code** and fill out the ordering address
29. Add an **Ordering Address Country**, **Ordering Address Contact Number** and **Ordering Email Address** and **Internet Address**
Note: Ordering email address is where all Purchase Orders will be sent to
30. 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](#)

31. Select **Bank Transfers** (do **not** select Virtual Cards) and then click **Add Selected**

How would you like to be paid?

[All Methods](#) [Bank Transfers](#) [Remit-To Addresses](#) [Virtual Cards](#) [Add Payment Method](#)

John Lewis Partnership prefers Virtual Cards, Bank Transfers, Remit-To Addresses Payments.

☒	 hsbc 111 High Street, Account Number ****	United Kingdom Transit Code Wire Routing Number	★ Customer Preferred
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[Add Selected](#)

32. In the **Remit-To Addresses** section you can now answer the **VAT Details** questions regarding **VAT** or **GST**, attach **Group VAT Certificate** if **Yes**
33. Enter or add more details of your **Bank Account** (example below)
34. Answer the question on **Factoring**
 - 34.1. 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

* Branch Name

* Bank Account Name

* Bank Account Number

* Sort Code

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)

35. Complete any **missing mandatory fields** regarding details of your bank (mandatory fields are marked *)
36. Enter a **Remittance Email Address** where you would like your remittance advices sent to
37. Enter a **Debit Note Email Address**
38. **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.



39. Ignore the section that says **Internal Use Only**
40. Click **Submit for Approval**

Note: If all fields are completed correctly you will receive a confirmation message (see screenshot in step 42). 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**

JL-GFR2a - Supplier Creates/Updates [EXT]

Supplier Creates/Updates Supplier Information

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

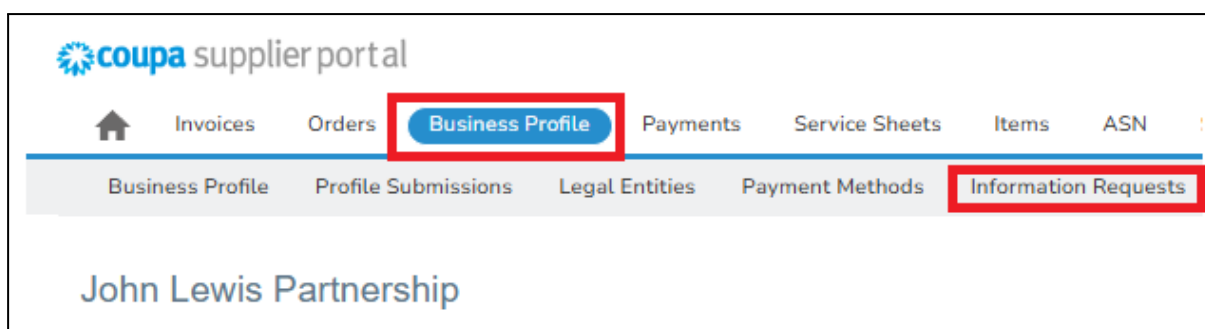
Withdraw

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



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

Link to: [Coupa Supplier Portal](#)

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