# Registering for an Account on Coupa

For: Grocery Suppliers new to Waitrose

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## 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

> **Important:** Please note that **Multi Factor Authentication** is enabled within Coupa and can not be disabled. Please ensure you maintain the Multi Factor Authentication codes, passkeys or apps for any future Coupa actions with the John Lewis Partnership or other organisations you may transact with.

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## Actions:

1. On receipt of the email click **Join and Respond**
2. Create a **Password** for yourself and **re-enter** this to **confirm**
3. Select your **Country/Region** - eg United Kingdom
4. Enter your **Tax Registration ID** - eg your VAT number

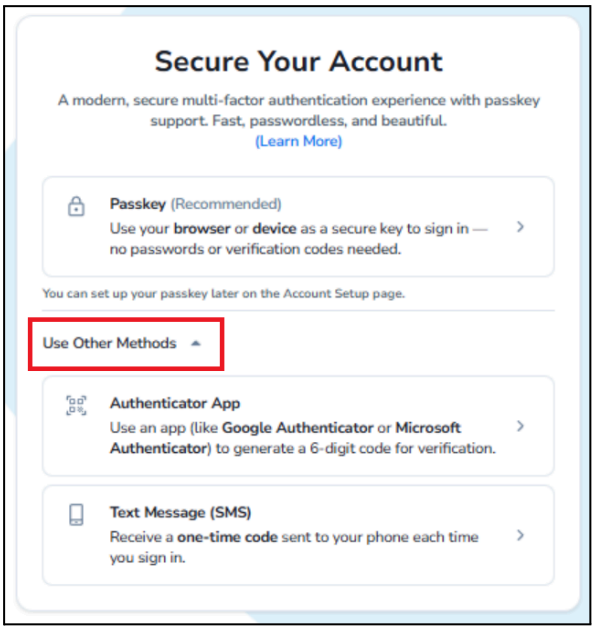
If you are not tax registered, tick the box 'I do not have a Tax ID' and a Reason - eg "Not registered for Tax"

5. **Tick** to accept the **Privacy Policy** and **Terms of Use**

6. Click **Create an Account**

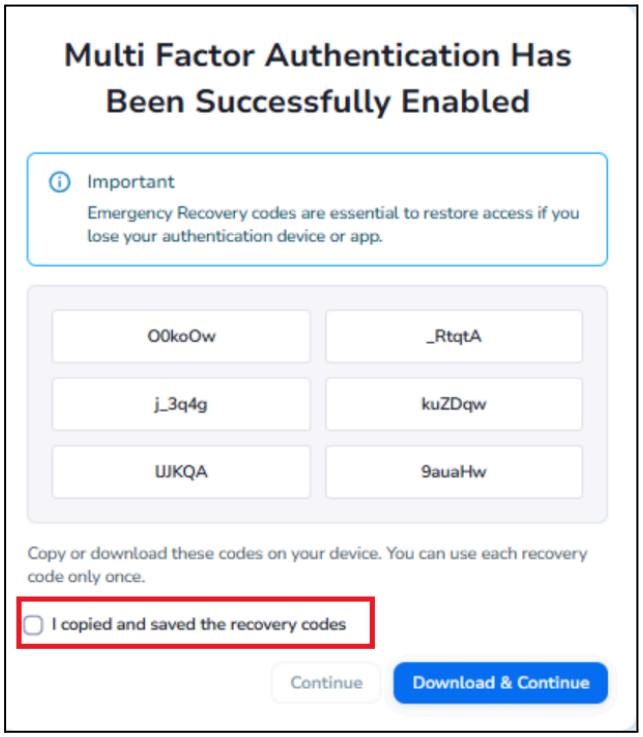
Next you will be asked to secure your coupa account

7. Select a method to secure your account, click on **Use Other Methods** to see all available options:



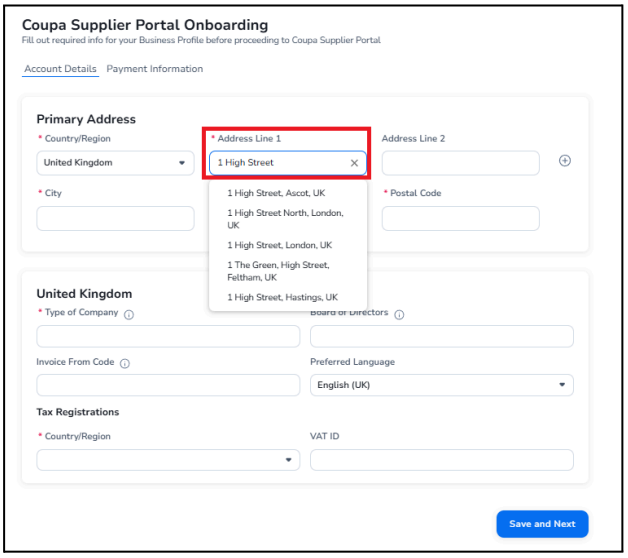

***Note**: If you select Text Message (SMS) this phone number will be kept on record with Coupa for future authentication*

8. Next, you will be prompted to copy, download and save the recovery codes, once done click **Continue** or **Download and Continue**




9. Complete your **Onboarding Information** details as requested

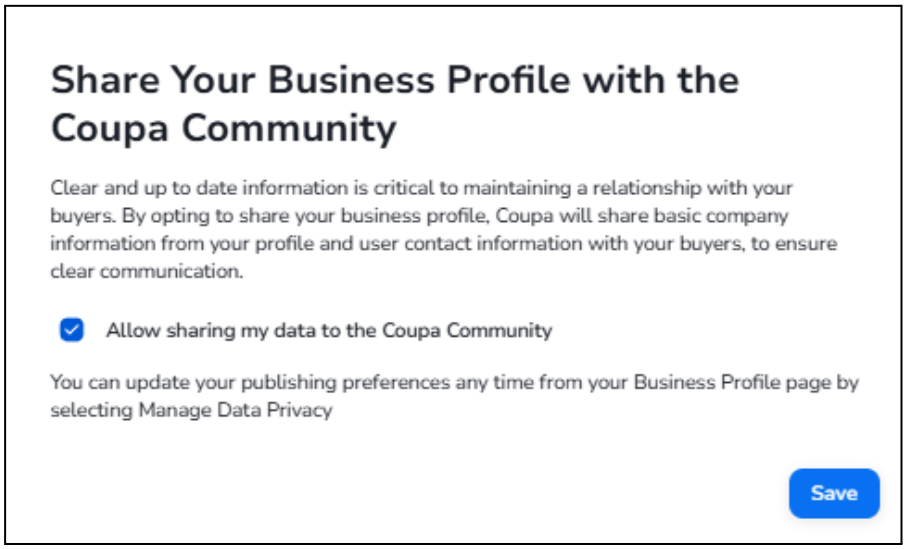
10. Begin typing the **first line of your address** in the 'Address Line 1' field and select the correct option from the search results, the remaining address fields should populate




11. Type in your **Type of Company**, confirm your **Country/Region** and **VAT ID** (if applicable) then click **Save and Next**

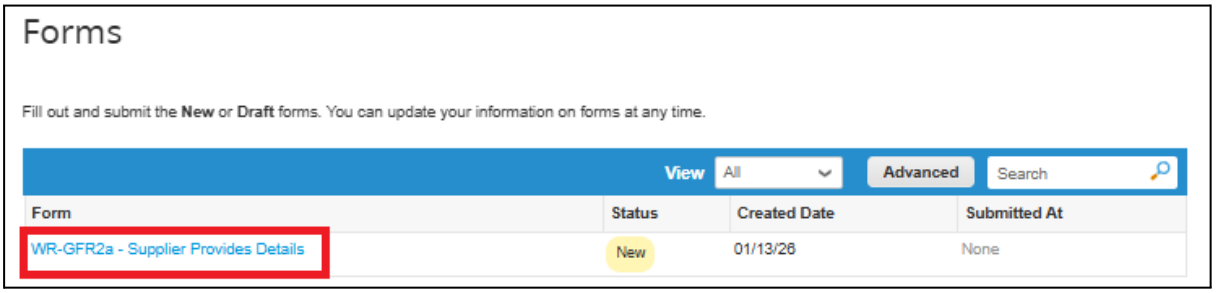
12. Next, you will see confirmation you have joined Coupa

13. Answer the question about publishing your **Business Profile** and click **Save**




***Note**: This decision will not impact your registration with JLP*

14. The prompt will automatically close and will take you to the **Form Responses** page and there will be a form called **WR-GFR2a - Supplier Provides Details,** click on this:




***Note**: If you are logged out, you can locate this form by logging back into Coupa, clicking on **Business Profile > Information Requests** in the top menu bar*

15. 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)*

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

    16.1. If you are a **UK registered company** this is provided by Companies House

    16.2. If you are registered **outside of the UK**, please enter the registration number from the country where you are based

    16.3. If you are **not** a registered company**,** please enter **'Not Registered'**

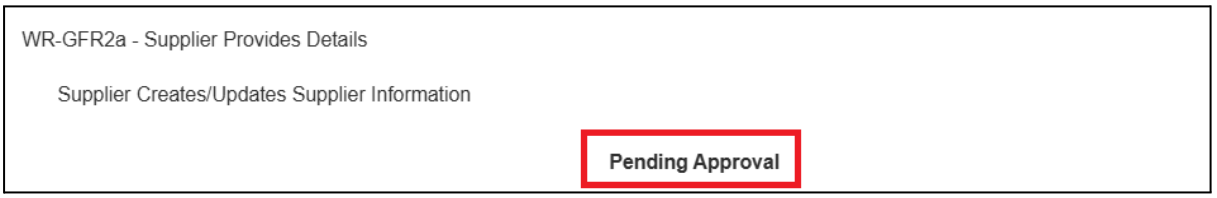
17. Type in the **Country of Registration** where your organisation is registered. Please note that this needs to be the full name e.g "United Kingdom" for UK, "United States" for US etc

18. Next is the **Tax Registration Number** section, the **Country** and **VAT ID** details have been copied from the registration form in steps 3 & 4 of this guide

    ***Note:** This form is a 'one time only' form and is used to gather key information directly from you, the supplier, to allow Waitrose to collect this at the earliest point possible to support our due diligence processes. You will not be required to maintain this information*

19. Click **Submit for Approval**

20. On successful submission, you will receive this message and the status of which will be **Pending Approval**




## What Happens Next

The John Lewis Partnership (Waitrose) 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.**

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

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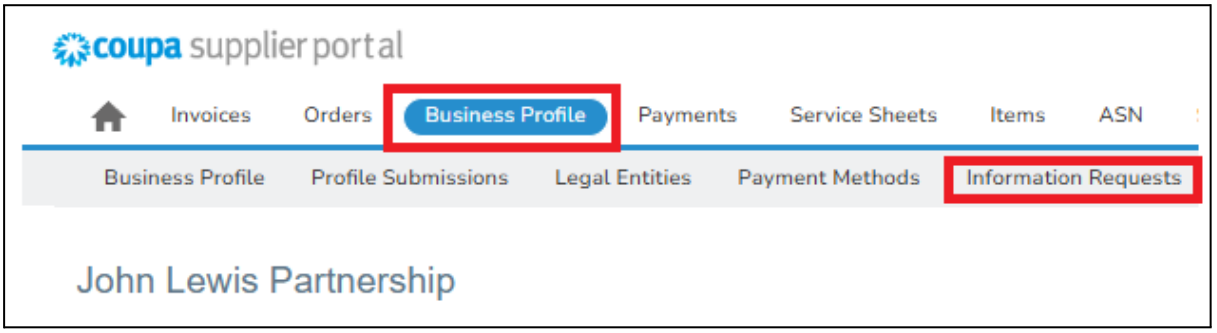
## Additional Information:

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