

Registering for an Account on Coupa

For: Grocery Suppliers new to Waitrose

Purpose:

This guide explains how to register for a supplier account with the John Lewis Partnership (Waitrose) on the **Coupa Supplier Portal**.

Note: mandatory fields in Coupa are marked *

Frequency:

Once - when Waitrose invites you to create an account to register your company or organisation's details in Coupa, you will not be required to maintain this information.

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,

Welcome to Waitrose.

In order to begin your onboarding journey please complete the following steps:

1.
Please read the [Coupa Registration Guide](#) and then click Join and Respond below to register on Coupa Supplier Portal. **NB Ignore the Payment Discount Preferences screen; this is not enabled in Waitrose. If you'd like to read more information about Coupa please click [here](#).**
2.
Next create an account on Waitrose Engage [here](#), and navigate to our new supplier set up guide, using the knowledge page.
3.
Then enter your company details in our MDM Supplier Portal. You will receive an email from OKTA with set up instructions. If you do not receive this, please check your spam/junk folder before contacting commercialsupport@waitrose.co.uk
4.
Once Finance have received your signed T&Cs, you will receive an automated email from rpa.noreply@dev.johnlewis.co.uk which includes a link to a Bank details form for you to complete.
5.
If you wish to send invoices via EDI, please contact the Finance team via the Finance Portal <https://www.jlpsupplierhelp.co.uk/portal/ss/> to ask for this to be setup. This service is provided by a partner organisation and is chargeable. Click [here](#) for more info.
6.
To ensure that we comply with the HFSS legislation, we're asking those suppliers who provide branded products to supply us your product data within the GS1 UK productDNA platform. All of the instructions about how to provide and share your product data can be found within the GS1 UK Support and Training page. For those who will be supplying Own Label products, there is no requirement to use the GS1 platform as this product data will be entered through the Waitrose Product Platform (WPP).

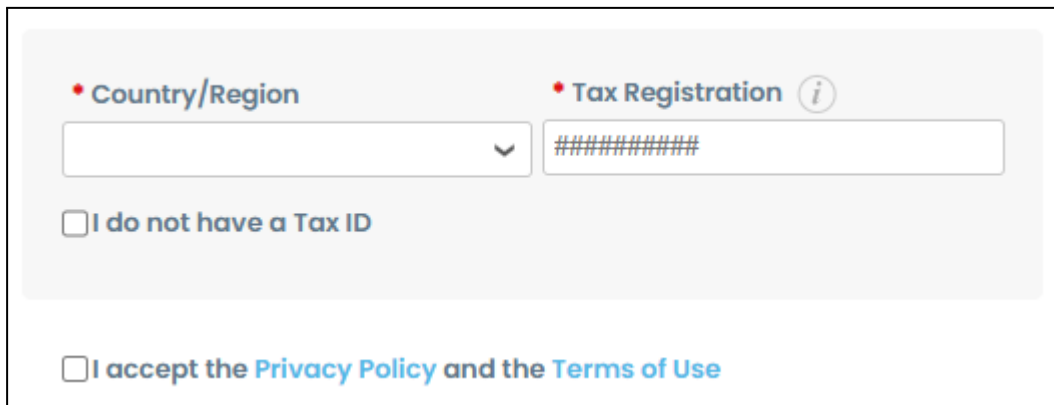
We will shortly issue our Conditions of Purchase for electronic signature. In the meantime if you need to contact us please email commercialsupport@waitrose.co.uk.

Kind Regards,

Waitrose Commercial Service Desk

Join and Respond

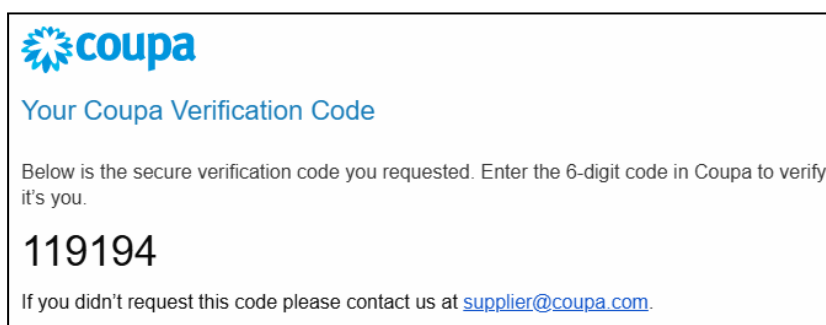
2. **Create** and **Confirm** a **Password** for your new account
3. Select the **Country** you are based in and where applicable enter your **VAT** or **Tax ID**
4. If you do **not** have a Tax ID **tick** the 'I do not have a Tax ID' box and type a reason
5. **Tick** the box to accept the Privacy Policy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



The screenshot shows a registration form with the following elements:

- A dropdown menu labeled "Country/Region" with a red asterisk.
- A text input field labeled "Tax Registration" with a red asterisk and an information icon (i).
- 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

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**, 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.

1 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 *	Bank Account Currency *
United Kingdom	GBP
Bank Name *	Account Number *
	8 digits
IBAN	Sort Code * ⓘ
	6 digits
SWIFT / BIC Code ⓘ	Branch Code ⓘ
8 or 11 characters	

*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:

Great News! The payment information has been successfully shared with the following customers and has been validated: John Lewis Partnership

Thank you for joining!

jlp-uat needs more information from you.

Complete the pending forms on the following page to transact with jlp-uat.

Pending Forms

18. 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:

Forms

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
WR-GFR2a - Supplier Provides Details	New	01/13/26	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. Please note that this needs to be the full name e.g "United Kingdom" for UK, "United States" for US etc

22. 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.

23. Click **Submit for Approval**

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

WR-GFR2a - Supplier Provides Details

Supplier Creates/Updates Supplier Information

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:

For Internal Use Only

Integrate None

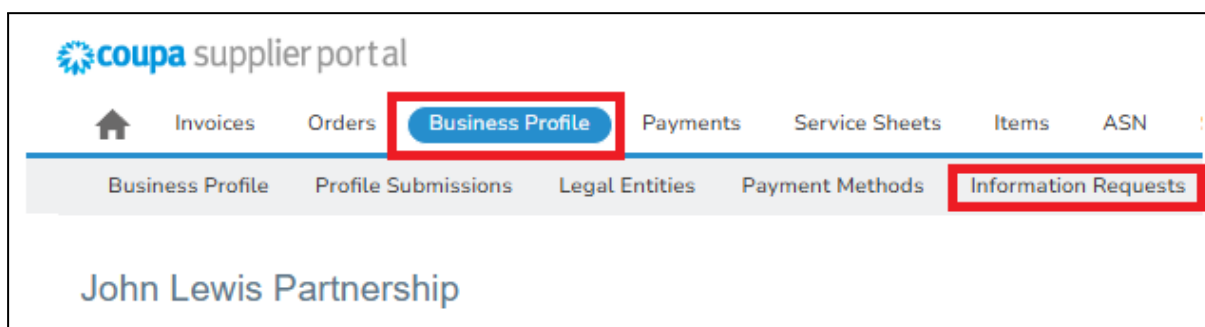
Withdraw

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

Useful Links:

Link to: [Coupa Supplier Portal](#)

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