



TOGETHER
TOWARDS
TOMORROW

HOW TO UPDATE YOUR COMPANY INFORMATION ON COUPA

Description

This course explains the process of updating your company information in Coupa.

Objectives

After completing this course, you will be able to:

1. Register as a new supplier on the Distell website
2. Update your company information on the Coupa supplier portal (CSP)
3. Upload your supporting documents as attachments on the CSP
4. Decline, save, submit and withdraw a form on the CSP
5. Add comments in a form on the CSP
6. Understand the Public profile
7. Understand the Customer profile

Register as a new supplier on the Distell website

The first step is to register through the Distell website:

Go to <https://www.distell.co.za/suppliers> , click on the suppliers tab, navigate to Supplier Onboarding - South Africa, fill out the fields on the webform and submit.

Supplier Onboarding - South Africa

In order to do business with Distell as a supplier, we invite you to register online by completing the form below. Please note that a successful application is not a guarantee that a supplier will receive contracts and/or purchase orders from Distell.

All fields marked with an * are mandatory

[Click here if you are NOT a South African-registered supplier](#)

Name*

Surname*

Role*

Work Number*

Mobile Number*

Email address*

Purchase Order Email address*

Company Name* As it appears on invoice

Province*

Select Province

CIPC Number xxxxx/xxxxxxxx/xx

ID Number*

Comments

- ☐ Check here to indicate that you agree with the Distell [Privacy Policy](#)*
- ☐ Check here to indicate that you agree with the Distell [Supplier Code of Conduct](#)*
- ☐ Check here to indicate that you agree with the Distell [Anti-Fraud and Corruption Policy](#)*
- ☐ Check here to indicate that you agree with the Distell [Anti-Bribery Policy](#)*

[Submit](#)

If you are already a supplier to Distell

(i.e. you currently provide them with products/services and/or have an existing SAP number):

- **You are not required to fill out the webform on the Distell website.**
- You will receive an email to join Coupa when Distell goes-live from the 1 June 2020.
- You can directly refer to slide 5 for guidance on how to update your company information.

Register as a new supplier on the Distell website

The second step is for you to receive an email confirming your registration.

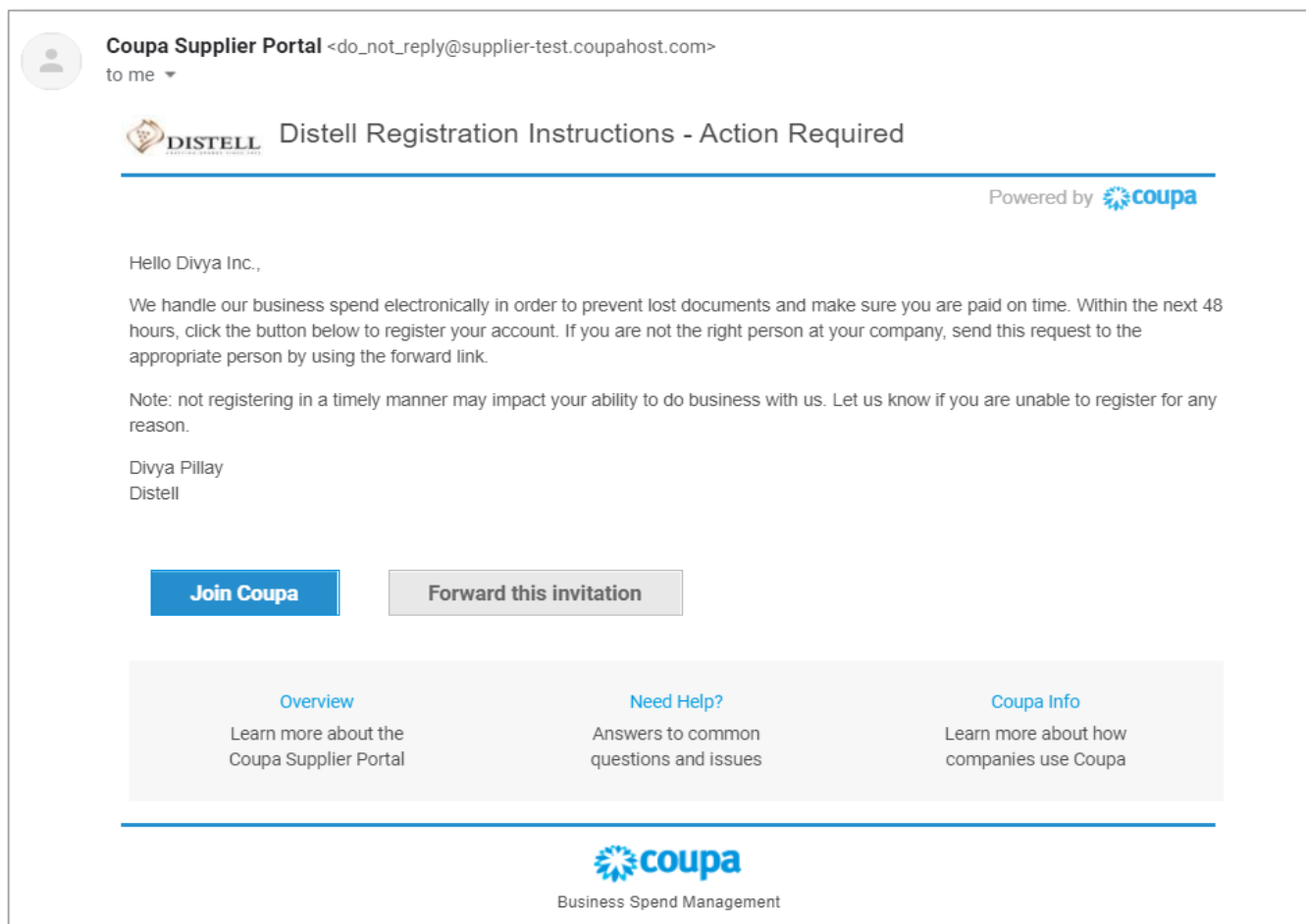


As a new supplier, once you have completed your **first registration on the Distell website, you will receive a confirmation email** that your registration has been received.

After your registration is processed, you will receive another email with further instructions now inviting you **to register on the Coupa Supplier Portal.**

All new and existing suppliers will need to register on the CSP

You will receive an email from Coupa (do_not_reply@coupahost.com) with the title “Distell Registration Instructions - Action Required.”



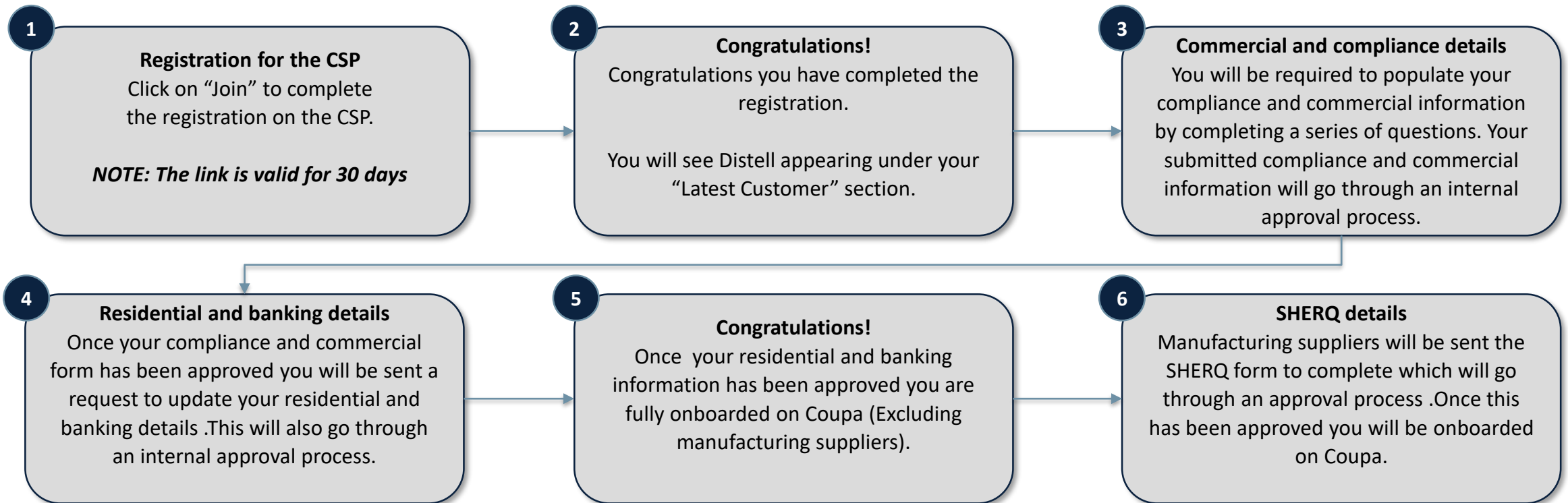
This **email** invites you either as an existing or a new supplier **to register on the Coupa Supplier Portal.**

Click on “Join” to **complete the registration process** or alternatively **forward the invite to the appropriate person** within your organisation.

Steps to register/update your company information on the CSP

Why am I required to update my company information on the Coupa Supplier Portal?

- To ensure that Distell has access to your most recent, up-to-date certificates
- To ensure that the correct company details, and details for the primary contact person remain accurate (in case of any organisational changes)
- To ensure that Distell has access to the correct banking details
- To ensure future payment through Coupa
- Distell manufacturing field: Security, solar panel, gas ,indirects such as: coal, PPE



Supplier Company Information Attachments

Distell will require you to complete 3 sets of information defined below

Compliance and commercial information	Residential and banking details	Additional SHERQ Information (for materials or services in the manufacturing field)
*Company registration	*Proof of residence	*Proof of traceability
*Company shareholder documentation	*Banking documentation	*Signed copy of packaging characteristics
VAT certificate	*Trade reference	*Signed copy of material data specification sheet
*Anti-bribery and corruption policy	*Company registration documentation	Certificate of analysis
*B-BBEE		Process flow
*Tax clearance		Quality control plan
ISO certifications		Communication and decision making contact list
British Retail Consortium		Project brief
Food Safety System Certification		Proof of validations conducted on criteria
Hazard Analysis and Critical Control Point		Proof of validations conducted on criteria
Vulnerability Assessment and Critical Control Point		
Agricultural practices certification		
Social compliance certification		

Attach what is applicable to your company, depending on the nature of the goods/services that you provide to Distell, there may be additional attachments and/or fields that you will be required to provide/complete. **If you require assistance please email : suppliers@distell.co.za**

*** Documents marked with an asterisk are mandatory**

Important to Note When Completing Your Information

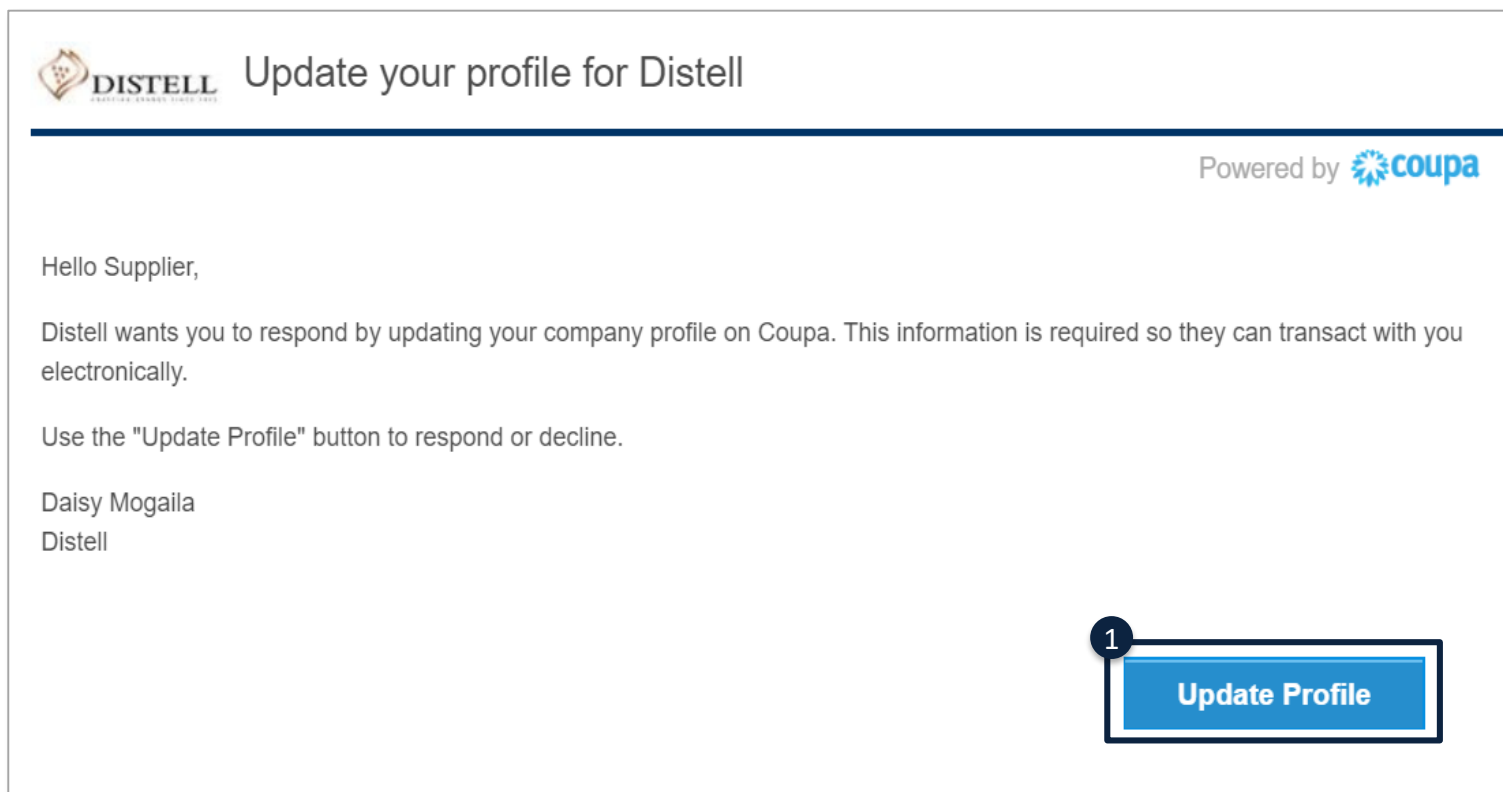
- It is mandatory to select your **Default commodity** in order for your form to go through an approval process.
 - NB: The Distell manufacturing field would be selected if you provide any of the following: security services, solar panels, gas and indirects (i.e.: coal, PPE, etc.).
- Questions marked with an **Asterisk (*)** are mandatory. Not populating these mandatory fields will prevent you from successfully submitting the form.
- Please ensure that you are aware of the **dates for which your documents / certificates are valid** as you will be required to populate the effective and expiry date (this is mandatory).
- For **certificates that do not have an expiry date** (e.g. VAT certificate), populate the date of the certificate being granted as the effective date and expiration date as years from the effective date e.g effective date :17/06/2020 expiration date :17/06/2029
- Please follow the **naming convention** when uploading your documents - guidance is provided on the forms [Company Name_Document Type – e.g.: Distell_B-BBEE Certificate]
- **Remit-to address** let your customers know where to send payment for your invoices. Please ensure the information populated on your Remit-to address is correct, as this will be visible on your invoice.
- When filling out your banking details on the Bank Code drop down select **Routing number** and populate your bank's universal branch code.
- Before submitting your information go through the form from top to bottom to **ensure all your information has been populated**.

Updating Your Company Information From an Email Notification

You will receive an email notification requesting you to update your Distell profile

Process Steps:

- 1 Click on **"Update Profile"** (located at the bottom right hand corner of the email) to access the CSP and respond to the request or to decline the update request.

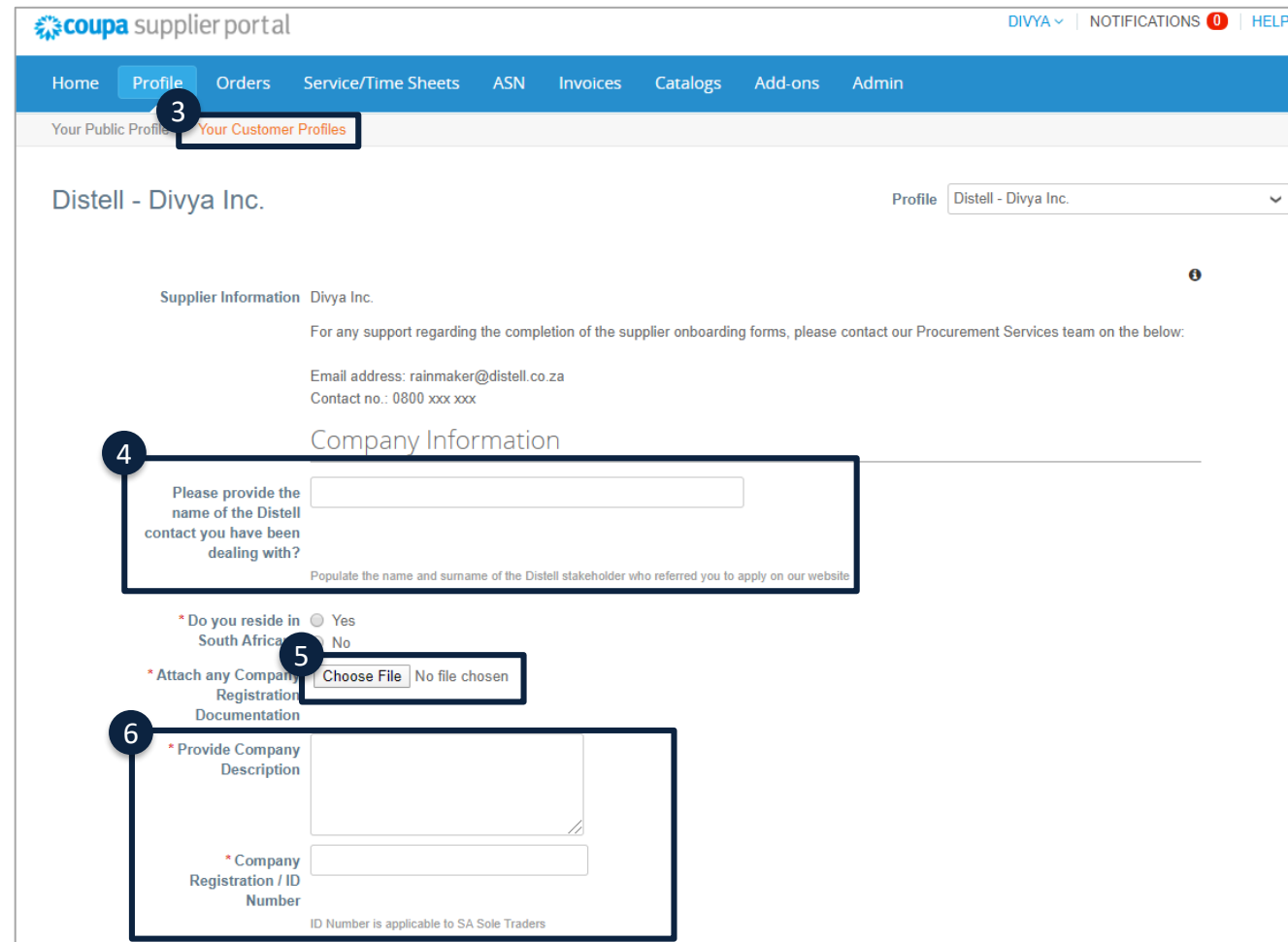


Updating Your Company Information From an Email Notification

Fill out your compliance and commercial information

Process Steps:

- 3 Under the Profile tab, select **"Your Customer Profile"**. The Company Information form will be displayed, you can then complete the required fields.
- 4 **Non mandatory questions** are not marked with a red asterisk. This means that you will be able to submit the form without answering these questions.
- 5 **Choose file /Add attachments**
To add required documents click on choose file to chose and attach a file from your pc.
- 6 **Mandatory questions** are marked with a red asterisk. These questions must be completed for you to be able to submit the form for approval.



coupa supplier portal DIVYA NOTIFICATIONS 0 HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Add-ons Admin

Your Public Profiles **Your Customer Profiles**

Distell - Divya Inc. Profile Distell - Divya Inc.

Supplier Information Divya Inc.

For any support regarding the completion of the supplier onboarding forms, please contact our Procurement Services team on the below:

Email address: rainmaker@distell.co.za
Contact no.: 0800 xxx xxx

Company Information

Please provide the name of the Distell contact you have been dealing with?

Populate the name and surname of the Distell stakeholder who referred you to apply on our website

* Do you reside in South Africa? ☐ Yes ☐ No

* Attach any Company Registration Documentation **Choose File** No file chosen

* Provide Company Description

* Company Registration / ID Number

ID Number is applicable to SA Sole Traders

Updating Your Company Information From an Email Notification

Fill out your banking details (residential and banking details form)

Process Steps:

- 1 Under the Remit –To Address questionnaire, select **“Add Remit-To”** to populate your company's remit to address.
- 2 **“Create new”**
Allows you to create a new compliant remit-to address.
- 3 You will be prompted to populate fields after selecting create new Remit to address. Populate your **Legal entity name and Country**.
- 4 To continue populating the remaining fields of your Remit to address click on **“Continue”**

Banking Details

*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.

1 Add Remit-To

Choose Remit-To Address

Choose a Remit-to Location below - Recommended
It's a few more fields, but provides compliance, verification, and re-usability. Otherwise, click 'Cancel' to add info to your customer's form manually.

Create new Compliant Remit-To Address

2 + Create New

Cancel

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

3

* Legal Entity Name

Country

This is the official name of your business that is registered with the local government and the country where it is located.

4

Cancel Continue

The information populated in the remit to address will be visible on your Coupa invoice (Invoices generated in Coupa are SARS compliant), kindly ensure that the information is correct

Updating Your Company Information From an Email Notification

Fill out your banking details (residential and banking details form)

Process Steps:

- 5 Populate the registered address of your legal entity.
- 6 Check /uncheck the boxes to use the legal entity address as a **Remit-to / Ship to address**.
- 7 Populate your legal entity's "VAT ID".
- 8 If the VAT ID is not applicable for your company select "I don't have a VAT/GST Number".
- 9 If you check the above box, a new mandatory field appears "Local Tax ID"

Which customers do you want to see this?

☒ All
☒ Distell

What address do you invoice from?

5

* Address Line 1

Address Line 2



* City

State


* Postal Code


Country South Africa

6


☒ Use this address for Remit-To 
☒ Use this for Ship From address 

REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location where you receive government documents. 

What is your Tax ID? 

7

Country South Africa 

VAT ID

8

☒ I don't have a VAT/GST Number

9

* Local Tax ID

Cancel Save & Continue

Updating Your Company Information From an Email Notification

Fill out your banking details (residential and banking details form)

Process Steps:

- 1 Populate your legal entity's **banking details**.
- 2 In the drop down menu ensure that you select **"Routing number"** and populate your universal branch code in the box next to the routing number.
- 3 Populate your legal entity's **banking information** and **bank address**.
NOTE :IBAN and SWIFT/BIC code is for international suppliers
- 4 Click on **"Save & Continue"** to save your populated company banking details.

Where do you want to receive payment?

1 2 3 4

* Payment Type Bank Account

Banking information

1 Bank Account Country: South Africa

Bank Account Currency:

* Bank Name:

Beneficiary Name:

2 Routing (Bank Code) Number: Routing Numt

3 * Account Number:

Confirm Account Number:

IBAN:

SWIFT/BIC Code:

Bank Account Type: Business

Bank address

Address Line 1:

Address Line 2:

City:

RECOMMENDED

Note: Banking info added here is NOT automatically sent to your customer(s). If they don't have it already - please use their payment info change process (which may be outside of Coupa for some buying organizations).

4 Cancel Save & Continue



Select "Routing Number" in the routing (Bank Code) number and populate your universal branch code in the box

Updating Your Company Information From an Email Notification

Fill out your banking details (residential and banking details form)

Process Steps:

- 5

The remit to address you have populated will be displayed, select “Next” to complete the remit to address.
- 6

The ship to address will be displayed, select “Done” to apply the remit to address

Where do you want to receive payment?

1

2

3

4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
Bank Account Standard Bank Daisy and Divya *****5678 6545	174 Francis Baard Pretoria 0112 South Africa	Active	Manage

Deactivate Legal Entity

Cancel

5Next

Where do you ship goods from?

1

2

3

4

For many countries including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Add Ship From

Title	Status	
174 Francis Baard Pretoria 0112 South Africa	Active	Manage

Deactivate Legal Entity

6Done

Updating Your Company Information From an Email Notification

Fill out your banking details (residential and banking details form)

Process Steps:

7 To add the remit to address later select **"Add later"**.

8 To add the remit to address now select **"Add Now"**.

Setup Complete

1

2

3

4

Do you want to Add Remit-To Address to the customer profile now?

7

Add Later

8

Add Now

Updating Your Company Information From an Email Notification

Declining, Saving and Submitting your form

Process Steps:

- 1 Select **"Decline"** to reject completing the request for your supplier information.
- 2 If you are unable to complete all the required information you can click on **"Save"** to save the changes you have made . You can then access the CSP later to complete rest of the form.
- 3 Once you have completed all the information and are certain that it is correct click on **"Submit for Approval"**.

NOTE: Before submitting the form for approval go through the form from the top to ensure all your information has been populated.

Compliance

* Do you supply materials / services in the manufacturing environment?

☐ Yes
 ☐ No

Anti-Corruption Compliance Due Diligence

* Do you have an Anti-Bribery & Corruption policy in place

☐ Yes
 ☐ No

1 Decline

2 Save

3 Submit for Approval

0 Comments

Enter Comment

Add Comment



If a required field is not populated upon the submission of a form, Coupa not only prevents the form from submitting, but certain previously uploaded documents will be removed and require the supplier to re-attach before submitting the form.

Updating Your Company Information From an Email Notification

A form can be withdrawn to edit after the form has been submitted for approval

Process Steps:

- 1 Select **“Withdraw”** to withdraw the form from the approval process to make additional edits.
- 2 If you have any questions about the form you can send a comment to the Distell Supplier information management team by populating a comment in the **“Enter Comment”** box and click **“Add Comment”**.

*** Do you have an Anti-Bribery & Corruption policy in place** ☒ Yes ☐ No

*** Provide your Anti-Bribery and Corruption policy** [Testing_LI.docx](#)

1

Withdraw

1

Comment

Enter Comment

2

Add Comment

Public Profile

In the CSP, you have a public profile and you can have specific profiles for your customers that you are connected with through the CSP.

Anyone can find and connect with you through your public profile. Your public profile is created when you create your account and it contains general information about your company, for example, name, logo, website, industry, year of establishment, top commodities, currencies, diversity, and corporate social responsibility rating (on the Home and Profile / Public Profile pages), the link to your public profile (on the Home page), and contact information (on the Profile / Public Profile page).

Action needed: Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress


37% Complete

Last Updated

3 months ago

Improve Your Profile


Profile Summary



8

Legal Entities


View



1

Registered User

View



1

Connected Customer

Update your preference for Bribery Policy

Banking Info

Diversity Info

Accelerate

Bribery Policy

Flower Supplier

Profile progress

At the top of the **Home** page, you can see your profile progress / completeness.


The following table shows the profile completeness stages.

Profile bar color	Message
Red	Action needed: Complete your profile to get discovered
Blue	Recommended: Complete your profile to get discovered
Green	Great job! A complete profile helps you get discovered.


Customer Profile

Your customer profile is a profile for your customers that are on Coupa e.g. Distell

You will only be able to update your customer profile once Distell has sent a request to update your company information. Which will go through an internal approval process



Update your profile for Distell

Powered by 


Hello Supplier,

Distell wants you to respond by updating your company profile on Coupa. This information is required so they can transact with you electronically.

Use the "Update Profile" button to respond or decline.

Daisy Mogaila
Distell

[Update Profile](#)



DIVYA | NOTIFICATIONS 0 | HELP

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[Profile](#)
[Orders](#)
[Service/Time Sheets](#)
[ASN](#)
[Invoices](#)
[Catalogs](#)
[Add-ons](#)
[Admin](#)

[Your Public Profile](#)
[Your Customer Profiles](#)

Distell - Divya Inc.

Profile Distell - Divya Inc.

Supplier Information Divya Inc.

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»»» END- THANK YOU