

# On's External Update Form Guide for Suppliers



**This guide is designed for suppliers who do not yet have a linked Coupa Supplier account. We have partially migrated your data to Coupa. You now have two options to provide the necessary, additional information required to ensure you have a complete supplier record in our system, to allow for purchase orders, invoices, and payments.**

## **1. Join and respond (recommended)**

1. Sign up for a free Coupa Supplier Portal (CSP) account
2. Connect directly with On in the Coupa portal
3. Fill out On's specific request for additional information (most of which will be auto filled through your initial Coupa registration)

### **Why is CSP recommended?**

Faster payments, fewer delays, full visibility

## **2. Respond without joining**

1. Opt to not register for a Coupa Supplier account
2. Fill out On's External Supplier Update Form with the details that are required

**Please see the following slides for detailed guides on both options**

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## **OPTION 1: Join and respond (recommended)**

1. Sign up for a free Coupa Supplier account
2. Connect directly with On in the Coupa portal
3. Fill out On's request for additional information (most of which will be auto filled through your initial Coupa registration)

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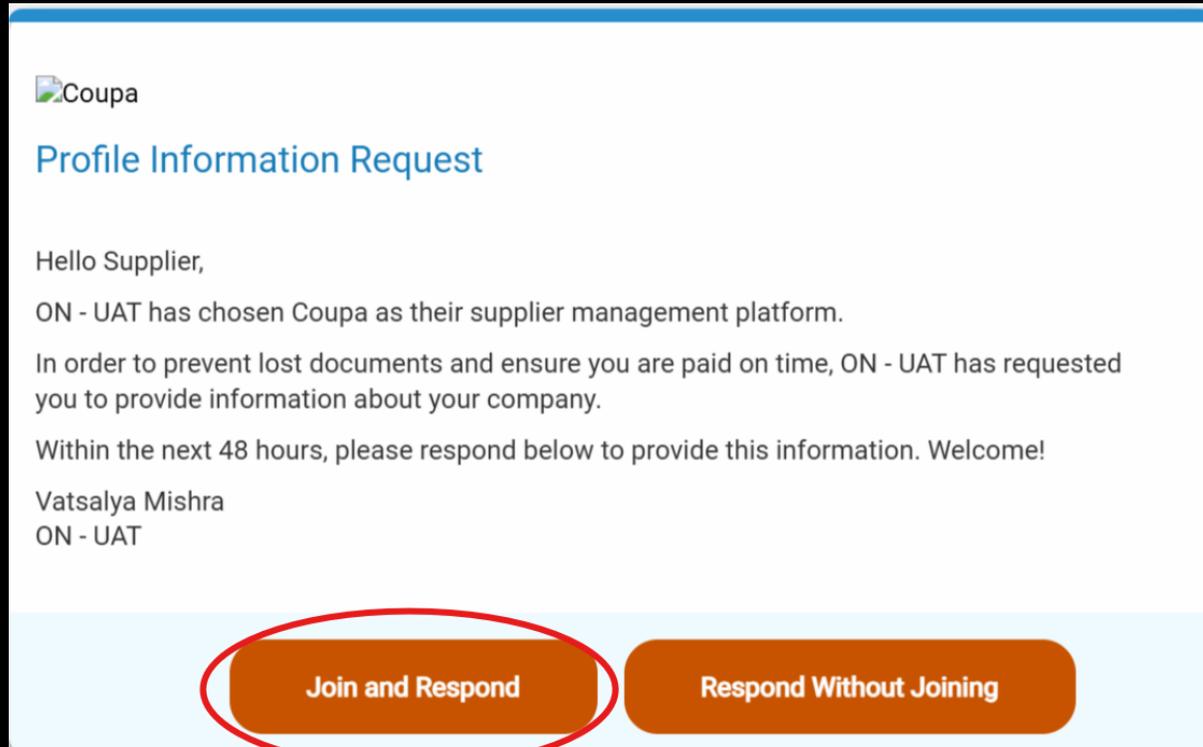
The goal of this guide is to support you as you navigate the supplier onboarding process with our Procurement system, Coupa.

**This portal is free and makes it easier for you to:**

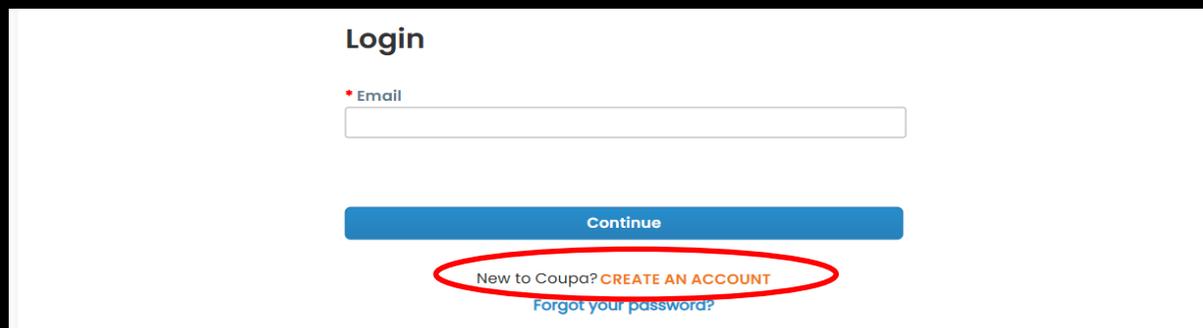
- Submit invoices - create and track payments in real time
- Update your company information
- Receive and manage purchase orders
- Communicate directly with On in one place

**Please keep in mind that, until your onboarding process in Coupa is fully completed (where you have provided your contact information, address, banking details, etc.), On cannot send you Purchase Orders or process invoices for payment.**

# Step 1. Register on the Coupa Supplier Portal (CSP)



1. You have received an email from On asking you to update to “Join and Respond” or “Respond without Joining”
2. If you would like to sign up to CSP, please click on **“Join and Respond”**, and follow the steps detailed in the next slides
3. If you would like to “Respond without Joining”, please go to page 18 to see detailed steps



1. Please click “Create an Account” to create your Coupa Supplier Portal account

# Step 1. Register on the Coupa Supplier Portal (CSP)

## Create an Account

ON - UAT is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with ON - UAT so you're ready to do business together.

• **Business Name**

165 Mercer Property Owner LLC

Your legal business name (or legal personal name if an individual)

• **Email**

vatsalyarmishra@outlook.com

• **First Name**

Vatsalya

• **Last Name**

Mishra

• **Password**

• **Confirm Password**

Use at least 8 characters and include a number and a letter.

• **Country/Region**

• **Tax Registration** ⓘ

#####

I do not have a Tax ID

I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Already have an account? [LOG IN](#)

[Forward this to someone](#)

1. Please fill out the required information to create your account on the Coupa Supplier Portal
2. Please note that some fields are very similar to the ones requested by On for our own onboarding process, meaning that you might need to introduce them again once you start completing On's info request form
3. You will receive a one-time code on your email that you will need to type in Coupa to be able to continue with the CSP profile creation

**NOTE:** The Privacy Policy and T&Cs are Coupa's internal policies, not On's ones. On's policies / T&Cs are clearly reflected on our contracts and Purchase Orders.

# Step 1. Register on the Coupa Supplier Portal (CSP)



← back

### Email Verification

We sent a one time verification code to [supplierc3@gmail.com](mailto:supplierc3@gmail.com)

Didn't receive the Verification Code? [Request a New Code](#)

[Next](#)

1. Once you have created your account, Coupa will send a verification code to your email address. Please enter the verification code and progress to providing / finalizing the onboarding information

### 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  \* Address Line 1  Address Line 2

\* City  \* State  \* Postal Code

[Next](#)

1. Please provide your primary address to complete your account details

### Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Primary Address saved successfully](#)

[Account Details](#) [Payment Information](#)

#### Virtual Card

Please enter the following information to receive Virtual Card payments.

\* Payment Method Name  \* Email Address

My company does not accept Virtual Card payments.

[Next](#)

1. Please ensure you enter your payment information accurately

# Step 2. Coupa Supplier Portal (CSP) Onboarding



**Coupa Supplier Portal Onboarding**  
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Great News! The payment information has been successfully saved.

Account Details Payment Information

**Bank Transfer**

Please enter the following information to receive Bank Transfer payments.

\* Payment Method Name ⓘ

\* Bank Account Country/Region: Gibraltar

\* Bank Account Currency: GIP

Beneficiary Name

Bank Name

Account Number

Confirm Account Number

IBAN

Confirm IBAN

Routing (Bank Code) Number

Bank Code

My company expects international payments

Branch Code

Bank Account Type: Business

Email Address ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

My company does not accept Bank Transfer payments.

Next

**Coupa Supplier Portal Onboarding**  
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Great News! The payment information has been successfully saved.

Account Details Payment Information

**Check**

Please enter the following information to receive Check payments.

\* Payment Method Name ⓘ

This field is required.

Country/Region: United States

\* Street 1

Street Address or P.O. Box

Street 1 is a required field.

Street 2

Unit, Building or Floor Number

+ Street 3

\* City

\* State

\* Zip Code

Remit-To Code ⓘ

My company does not accept Check payments.

Next

1. You will be asked to provide further payment details
2. Please complete and verify the information for Bank Transfer, and Check
3. In case your company does not accept Bank Transfer or Check payments, you can select this option, as depicted in the turquoise box in the picture
4. Proceed to the next step by clicking “next”

# Step 3. Creation of the Coupa Supplier Portal (CSP)



Company ABC  
[Profile Preview](#) | [Copy Profile URL](#) | [Download as PDF](#)

**Company Info**

Company Name XX	Industry	About
Tax ID XX	Year Established	Commodities
Products and Services	PO Email	Website
DUNS	Company Size	Ownership Type
Areas Served	No coverage in areas	

**Contacts**

[Add User](#)

Name	Primary Contact	Email	Work Number	Purpose	Actions
XX	Yes	XX		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	<a href="#">Edit</a>

Per page: 5 | 15 | 30

**Addresses**

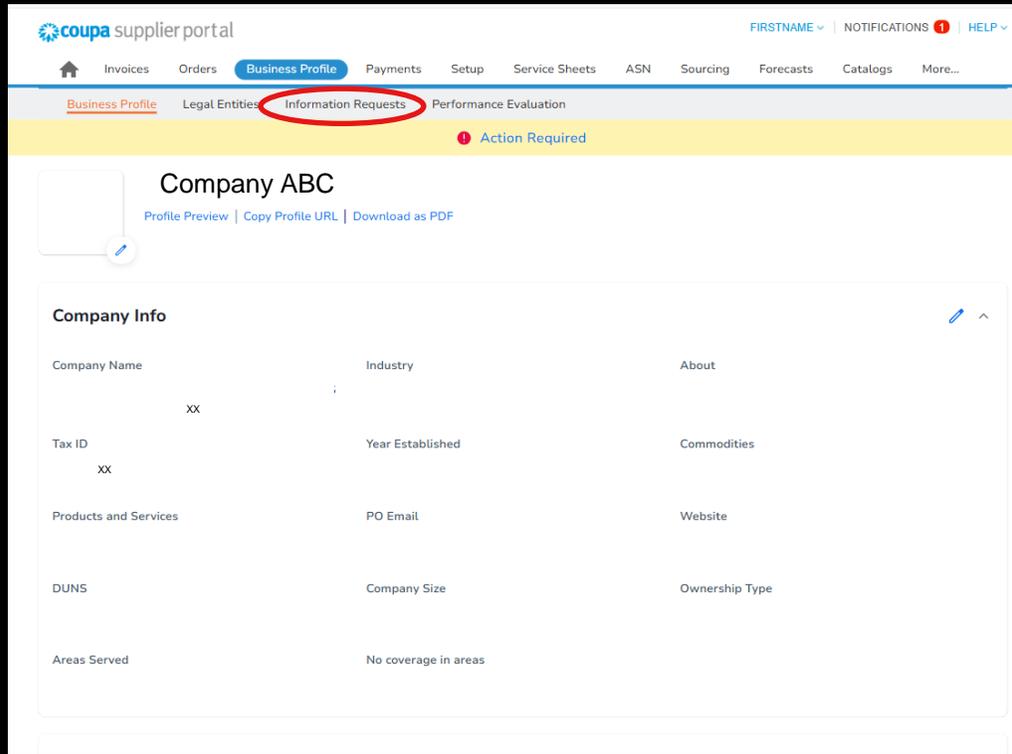
[Add Address](#)

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
	Yes					<a href="#">Edit</a>

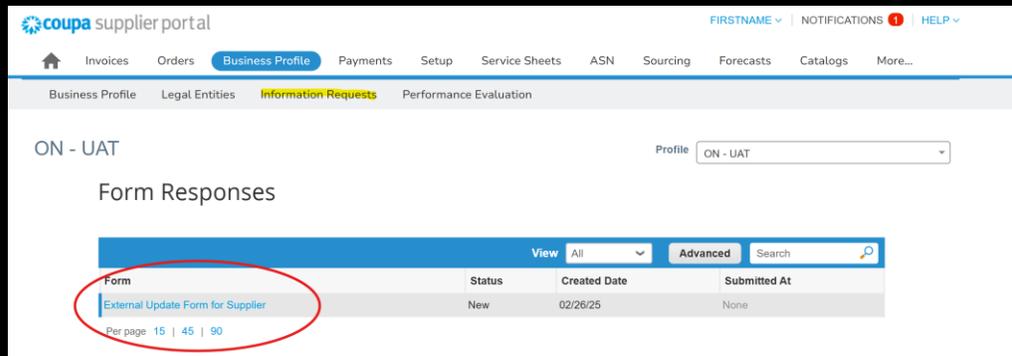
Per page: 5 | 15 | 30

1. Success! You have created an account on the Coupa Supplier Portal
2. **Next step: Please complete On's supplier update form**
3. Some fields will be pre-filled, please review and add any missing details
4. Please note, this step is required before you can start doing business with On

# Step 4. Accessing On's External Update Form for Supplier



1. In the top menu, please select “Information Requests” to open On’s supplier Update Form



1. Please look for the form named “External Update Form for Supplier”
2. Please click the link and provide the required information

# Step 5. Complete your primary company details

## Primary Details

\* Company Name

xx

Trading as name / known as

\* Legal Entity Name

xx

*i.e. Registered Name / Company name stated in your business license*

Parent Company Name

If applicable

\* Which country are you registered in?

If you are registered in multiple countries, please select the country you will be providing services from.

1. Please fill in any missing fields and ensure their accuracy

## Tax Information

\* In your market jurisdiction are you registered for TAX / VAT?

Yes

No

1. Please indicate whether you are registered for Tax/VAT in your home jurisdiction
  1. If you select Yes, please ensure your Tax/VAT number is correct
  2. If you select No, please describe why you are not registered for tax

# Step 6. Complete your commodity and payment terms

**Commodity and Payment Terms**

\* Primary commodity under which the goods / services you provide to On fall under?

Please search for the main goods/services you will be providing On.

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

1. Please specify which goods or services your company provides
2. On typically operates on Net 30 payment terms
  1. If you agree, select Yes
  2. If you do not agree, please select No and choose from the alternative payment term options in the dropdown

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* What did you agree on and with who is your contact at On?

\* Please share copy of agreement as proof of payment terms

No file chosen

On Contact Name

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* Please provide the reason, proposed terms and contact person this is being discussed with at On.

On Contact Name

Contact Name of the On Team member agreed with

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* On Japan's operates on a standard payment term of Net 60 Days, do you agree to that?

## “No, I have another agreement”

1. Please share the details of this agreement and your contact at On, and share a copy of agreement as proof of payment terms

## “No, I don't accept”

1. Please provide the reason, proposed terms and contact person this is being discussed with at On

## “No, I am providing service to Japan”

1. Please state whether you agree with a standard payment term of Net 60 days
2. If you do not accept or have another agreement, please provide the necessary details

# Step 7. Complete your primary contact information

**Contact Details**

**Primary Contact**

This is the individual or team that would be responsible for management of Coupa Supplier Portal, receiving orders and creating invoices. Please ensure to update the details below including **Email address**, in case the details below are not of the supplier contact who will be receiving communication from On.

Contact Purpose  
Select Some Options ⓘ

\* First Name

\* Last Name

\* Email address

\* Work Phone  
Other ▾ 1 000 0000000  
Country/Region Area/City Local Extension (optional)

Mobile Phone  
Other ▾ 1 000 0000000  
Country/Region Area/City Local Extension (optional)

1. Please provide details for the individual responsible for managing the CSP, receiving purchase orders, and creating invoices

# Step 8. Complete your primary contact information

Would there be any other contact details you would like to share with On?

Yes

No

1. Indicate if you would like to share further contact details (e.g. other team members who should also receive Coupa notifications)

Would there be any other contact details you would like to share with On?

Yes

No

**Contacts**

Add one or more Contacts.

[Add Contact](#)

**Standard Contact**

Contact Purpose ⓘ

Select Some Options

\* First Name

\* Last Name

\* Email address

\* Work Phone

US/Canada  650-555-1212

Mobile Phone

US/Canada  650-555-1212

1. If you would like to share any other contact details with On, please fill out the required information

# Step 9. Complete your purchase order preferences

**\* How do you want to receive purchase orders?**

Select

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders.  
If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

1. Please select how you would like to receive your purchase orders. Our options include email, Coupa Supplier Portal, or cXML

**\* How do you want to receive purchase orders?**

Coupa Supplier Portal

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders.  
If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

PO Email

PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

When you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders

**\* How do you want to receive purchase orders?**

Email

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders.  
If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

\* PO Email

PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

Please provide the PO email, which should be the contact person / team who should receive the order to deliver goods / services. This can be the primary contact, or an alternative address

**\* How do you want to receive purchase orders?**

cXML

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders.  
If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

\* Provide a contact name, in case any followup is required for anything related to setup of cXML

If you want to receive PO's via cXML, you will be asked to provide a contact name for any follow-up needed related to setup of cXML

# Step 10. Complete your company address, and banking and payment details



**Primary Address**

Address Purpose  
Select Some Options ⓘ

\* Region  
Country/Region  
United Kingdom

State Region  
None

State ISO Code  
[ ]

Address Name  
[ ]

\* Street Address  
[ ]

\* City  
[ ]

\* Postal Code  
[ ]

Location Code  
[ ]

Please note address name and state is an important field to be populated as it is required by On's ERP. Approvers to view

1. Please provide your primary address, which is the main business address where you operate

**Banking and Payment Details**

\* Preferred Currency  
[ ]

\* Select the bank country / region  
Other x [ ]

This will be the country / region where your bank is located.

1. Please add and verify your bank account information, and ensure you choose the correct currency if you accept multiple currencies
2. **Please review the bank country / region to ensure you have selected correctly**

# Step 11. Review or add a Remit-To Address

**Guidelines for the Remit-To Address section below needed for collecting banking information in Coupa:**  
(This section is **not applicable** to suppliers who cannot be paid electronically in US or Canada. The same should be advised in the responses to the questions above)

1. In case you have shared your banking information previously with us, please ensure to thoroughly review the details below.
2. Ensure that the bank country / region selected below in the Remit - To section is the same as the bank country / region selected above.
3. In case you need to update your banking details, ensure to select **Inactive** for the Remit-To Address previously provided which appears below the **Remit-To Addresses** section and then click on **Add Remit-To** icon to enter the correct / updated banking details.
4. Once you click on **Add Remit-To** icon, select the **Add Payment Method** icon and **Bank Transfers** option appearing on the screen and enter your updated bank details. You are only required to enter the **Payment Method Name**, **Bank Account Country / Region**, **Bank Account Currency**, **Beneficiary Name** and **Bank Name** in the widget that opens up on the right. Once you have entered these details, click on **Save** to update the details and the confirmation will appear in green. After this, ensure to review the updated bank details and any other mandatory information that may be required.
5. In case you have another bank account located in a different country than the one selected above, select **Yes** for the question **Do you have a bank account in a different country?** below and provide the relevant supporting documents.

1. Please review or add a Remit-to address (this address is critical for invoicing purposes, so please ensure it is accurate)
2. Please complete the required fields
3. If a remit-to address is already listed and needs updating, select “Inactive” for the old entry before creating a new one
4. Please provide a Bank Supporting Document of your bank account information and details, or bank statement showing your registered address and account details.
5. If you have more than one bank account (e.g. in a different country / currency), select “Yes”, and provide the relevant details

## Step 12. Conduct a final check and submit for approval



Decline

Save

Submit for Approval

1. Please review all the information you have entered to ensure accuracy (especially the bank account and address details)
2. **Click submit for approval**
3. After On reviews and approves your banking details, you will be able to receive payments directly via the specified bank account

**This guide is designed for suppliers who do not yet have a linked Coupa Supplier account. We have partially migrated your data to Coupa. You now have two options to provide the necessary, additional information required to ensure you have a complete supplier record in our system, to allow for purchase orders, invoices, and payments.**

## **OPTION 2: Respond without joining**

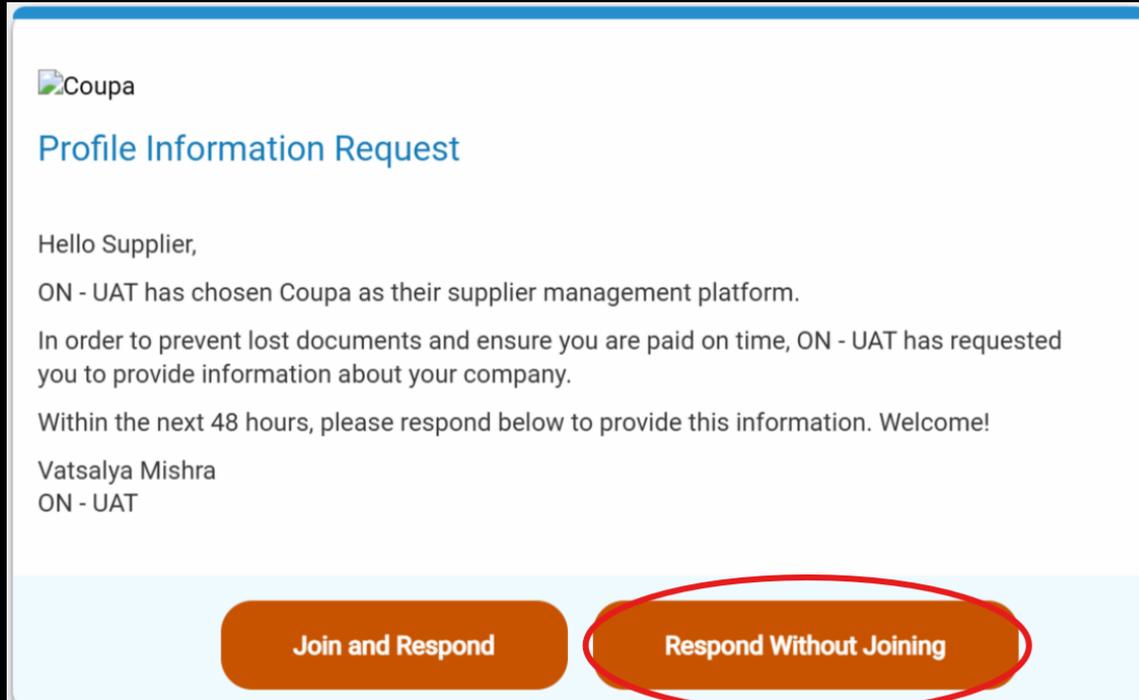
1. Opt to not register for a Coupa Supplier account
2. Please ensure all required fields in On's form are completed accurately
3. Review and verify the provided information before submission
4. Submit the form and wait for On's approval – once approved, you will be ready to transact with On!

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The goal of this guide is to support you as you navigate On's External Supplier Update Form. Please note, while it is possible to provide On with the necessary transaction details without creating a Coupa Supplier Portal, it is not recommended. This is because it will limit your access to purchase orders, and may make invoicing and payment tracking more manual.

**Please keep in mind that, until we have recorded and approved all your required contact and financial data, On cannot send you Purchase Orders or process invoices for payment.**

# Step 1. Answer On's Supplier Update Form



1. You have received an email from On asking you to “Join and Respond” or “Respond without Joining”
2. If you would like to Join and Respond, click “Join and Respond”, and follow the steps detailed in the previous slides, starting from slide 3
3. If you would like to “**Respond without Joining**”, please see the steps as detailed in the upcoming slides

# Step 2. Complete your primary company details



## Primary Details

### \* Company Name

Trading as name / known as

### \* Legal Entity Name

*i.e. Registered Name / Company name stated in your business license*

### Parent Company Name

If applicable

### \* Which country are you registered in?

If you are registered in multiple countries, please select the country you will be providing services from.

1. Please fill in any missing fields and ensure their accuracy

## Tax Information

### \* In your market jurisdiction are you registered for TAX / VAT?

Yes

No

1. Please indicate whether you are registered for Tax/VAT in your home jurisdiction
  1. If you select Yes, please ensure your Tax/VAT number is correct
  2. If you select No, please describe why you are not registered for tax

# Step 3. Complete your commodity and payment terms

**Commodity and Payment Terms**

\* Primary commodity under which the goods / services you provide to On fall under?

Please search for the main goods/services you will be providing On.

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

1. Please specify which goods or services your company provides
2. On typically operated on Net 30 payment terms
  1. If you agree , select Yes
  2. If you do not agree, please select No and choose from the alternative payment term options in the dropdown

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* What did you agree on and with who is your contact at On?

\* Please share copy of agreement as proof of payment terms

No file chosen

On Contact Name

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* Please provide the reason, proposed terms and contact person this is being discussed with at On.

On Contact Name

Contact Name of the On Team member agreed with

\* On operates on a standard payment term of Net 30 Days, do you agree to that?

\* On Japan's operates on a standard payment term of Net 60 Days, do you agree to that?

## “No, I have another agreement”

1. Please share the details of this agreement and your contact at On, and share a copy of agreement as proof of payment terms

## “No, I don't accept”

1. Please provide the reason, proposed terms and contact person this is being discussed with at On

## “No, I am providing service to Japan”

1. Please state whether you agree with a standard payment term of Net 60 days
2. If you do not accept or have another agreement, please provide the necessary details

# Step 4. Complete your primary contact information

**Contact Details**

**Primary Contact**

This is the individual or team that would be responsible for management of Coupa Supplier Portal, receiving orders and creating invoices. Please ensure to update the details below including **Email address**, in case the details below are not of the supplier contact who will be receiving communication from On.

Contact Purpose  
Select Some Options ⓘ

\* First Name

\* Last Name

\* Email address

\* Work Phone  
Other  
1 000 0000000  
Country/Region Area/City Local Extension (optional)

Mobile Phone  
Other  
1 000 0000000  
Country/Region Area/City Local Extension (optional)

1. Please provide details for the individual responsible for managing the CSP, receiving purchase orders, and creating invoices

# Step 4. Complete your primary contact information

Would there be any other contact details you would like to share with On?

Yes

No

1. Indicate if you would like to share further contact details (e.g. other team members who should also receive notifications)

Would there be any other contact details you would like to share with On?

Yes

No

**Contacts**

Add one or more Contacts.

[Add Contact](#)

**Standard Contact**

Contact Purpose ⓘ

Select Some Options

\* First Name

\* Last Name

\* Email address

\* Work Phone

US/Canada 650-555-1212

Mobile Phone

US/Canada 650-555-1212

1. If you would like to share any other contact details with On, please fill out the required information

# Step 5. Complete your purchase order preferences

**\* How do you want to receive purchase orders?**

Select

In case you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders.  
If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

1. Please select how you would like to receive your purchase orders. Our options include email, Coupa Supplier Portal, or cXML

**\* How do you want to receive purchase orders?**

Coupa Supplier Portal

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PO Email

PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

When you choose Coupa Supplier Portal, you will still have the option to choose an email ID where you can receive Purchase Orders

**\* How do you want to receive purchase orders?**

Email

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PO email should be the contact person / team who should receive order to deliver goods/services. (this is used to communicate the orders from On, and can be the primary contact, or an alternative address)

Please provide the PO email, which should be the contact person / team who should receive the order to deliver goods / services. This can be the primary contact, or an alternative address

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cXML

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If you want to receive POs via cXML, you will be asked to provide a contact name for any followup needed related to setup of cXML.

\* Provide a contact name, in case any followup is required for anything related to setup of cXML

If you want to receive PO's via cXML, you will be asked to provide a contact name for any follow-up needed related to setup of cXML

# Step 6. Complete your company address, and banking and payment details



**Primary Address**

Address Purpose  
Select Some Options ⓘ

\* Region  
Country/Region  
United Kingdom

State Region  
None

State ISO Code

Address Name

\* Street Address

\* City

\* Postal Code

Location Code

Please note address name and state is an important field to be populated as it is required by On's ERP. Approvers to view

1. Please provide your primary address, which is the main business address where you operate

**Banking and Payment Details**

\* Preferred Currency

\* Select the bank country / region  
Other

This will be the country / region where your bank is located.

1. Please add and verify your bank account information, and ensure you choose the correct currency if you accept multiple currencies
2. **Please review the bank country / region to ensure you have selected correctly**

# Step 7. Review or add a Remit-To Address

## Guidelines for the Remit-To Address section below needed for collecting banking information in Coupa:

(This section is **not applicable** to suppliers who cannot be paid electronically in US or Canada. The same should be advised in the responses to the questions above)

1. In case you have shared your banking information previously with us, please ensure to thoroughly review the details below.
2. Ensure that the bank country / region selected below in the Remit - To section is the same as the bank country / region selected above.
3. In case you need to update your banking details, ensure to select **Inactive** for the Remit-To Address previously provided which appears below the **Remit-To Addresses** section and then click on **Add Remit-To** icon to enter the correct / updated banking details.
4. Once you click on **Add Remit-To** icon, select the **Add Payment Method** icon and **Bank Transfers** option appearing on the screen and enter your updated bank details. You are only required to enter the **Payment Method Name**, **Bank Account Country / Region**, **Bank Account Currency**, **Beneficiary Name** and **Bank Name** in the widget that opens up on the right. Once you have entered these details, click on **Save** to update the details and the confirmation will appear in green. After this, ensure to review the updated bank details and any other mandatory information that may be required.
5. In case you have another bank account located in a different country than the one selected above, select **Yes** for the question **Do you have a bank account in a different country?** below and provide the relevant supporting documents.

1. Please review or add a Remit-to address (this address is critical for invoicing purposes, so please ensure it is accurate)
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5. If you have more than one bank account (e.g. in a different country / currency), select “Yes”, and provide the relevant details

## Step 8. Conduct a final check and submit for approval



Decline

Save

Submit for Approval

1. Please review all the information you have entered to ensure accuracy (especially the bank account and address details)
2. **Click submit for approval**
3. After On reviews and approves your banking details, you will be able to receive payments directly via the specified bank account

Please note that submitting the form does not mean that the onboarding process is already approved and finalised from On's side.

**We will review the information and get back to you if any changes or clarifications are needed.**