

COUPA SIM TRAINING

SUPPLIER TRAINING

OVERVIEW

This document provides OC Suppliers with helpful information on Coupa, the system OC uses to efficiently do business with its suppliers.

- **SUPPLIER COUPA INVITATION**

- [Receive email invitation](#)
- [Create/Log In to FREE Coupa account](#)
- [Forward to alternative supplier contact](#)
- [Verify email](#)
- [Finish account creation](#)
- [Enable Multi Factor Authentication](#)

- **SUPPLIER FORM RESPONSE**

- **APPENDIX**

- [Form Hints](#)
- [Supplier Troubleshooting](#)

SUPPLIER COUPA INVITATION

RECEIVE EMAIL INVITATION

A new supplier being onboarded with Owens Corning will:

1. Receive an email from Coupa requesting they provide company information
2. Click "Join and Respond" to start the onboarding process

NOTE: If the wrong individual received this invitation, it can be transferred. Click "Join and Respond" to do this in the next step

IF THE SUPPLIER DOESN'T TAKE ACTION:

- Several email reminders will be sent.
- After 30 days the request is cancelled.
- The supplier will be advised to contact their OC contact if they want to continue doing business with OC.

1

Owens Corning Profile Information Request - Action Required

CS Coupa Supplier Portal <do_not_reply@supplier-test.couphost.com>
To steffany.schuster+sherwin@owenscorning.com
Retention Policy OC 365 Day Retention (1 year) Expires 8/29/2024

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello SHERWIN WILLIAMS_103923_E65,

Owens Corning needs you to provide information about your company electronically in order to prevent lost documents and make sure you are paid on time. They manage this information with Coupa, their chosen platform for Spend Management. Within the next 48 hours, please respond below to provide this information.

Note: Not providing this information in a timely manner may impact your ability to do business and get paid. Let us know if you are unable to do so for any reason.

Welcome!
Steffany Schuster
Owens Corning

2

Join and Respond

SUPPLIER COUPA INVITATION

The individual receiving the email should execute one of the following steps:

BRAND NEW TO COUPA:

3. Fill in information & click “Create an Account”

EXISTING COUPA USER:

4. Click “Log In”

NEEDS TO FORWARD THE INVITATION TO AN ALTERNATE CONTACT:

5. Click “Forward this to Someone”
 - DO NOT forward the email – this will not allow the new person to log in
6. Add the new contact’s email – it must be the same email domain
7. Click **Forward** - Supplier will see a message “Invitation successfully sent”

Create an Account

We use Coupa to manage purchase orders, invoices, and communicate with our suppliers. We'll walk you through a quick and easy setup for your account, so we're ready to do business together.

* Business Name
ALTUS GROUP LIMITED
Your legal business name (or legal personal name if an individual)

* Email
steffany.schuster+altusgrouplimited@owenscorning.com

* First Name * Last Name
SAM MILLER

* Password * Confirm Password
Use at least 8 characters and include a number and a letter.

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

3 4 5

Create an Account

Already have an account? [LOG IN](#)
[Forward this to someone](#)

Forward This Invitation

We use Coupa to manage purchase orders, invoices, and communicate with our suppliers. We'll walk you through a quick and easy setup for your account, so we're ready to do business together.

* Email
@owenscorning.com

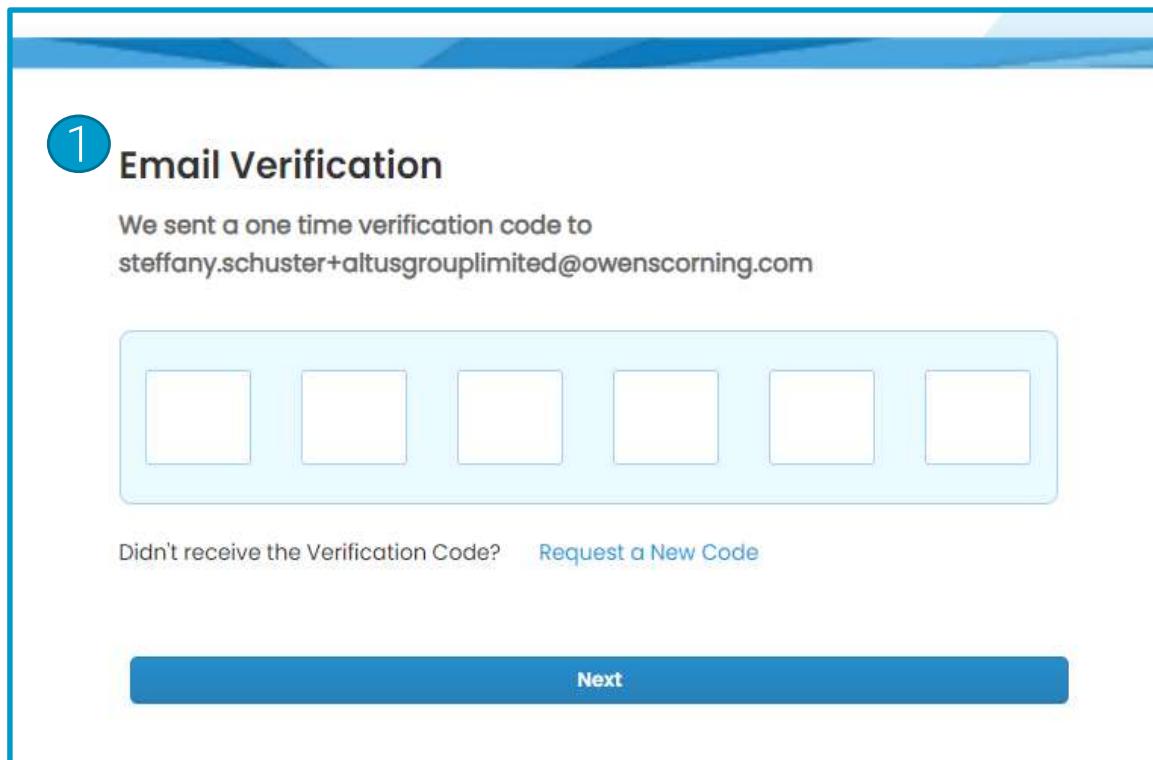
6 7

Forward

SUPPLIER COUPA INVITATION

VERIFY EMAIL:

1. The first time logging in, email verification is required.



1 Email Verification

We sent a one time verification code to
steffany.schuster+altusgrouplimited@owenscorning.com

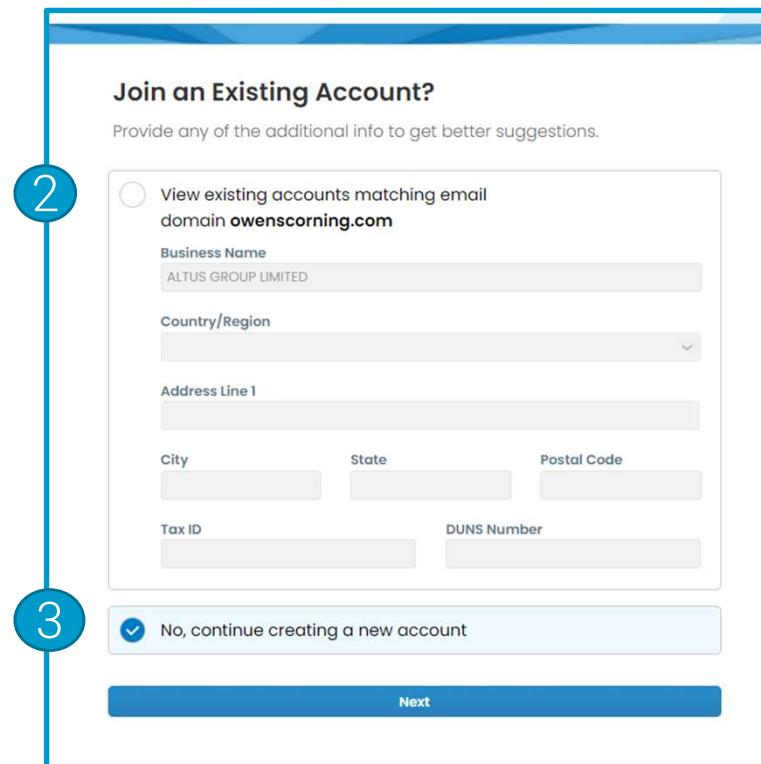
XXXXXX

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

Next

FINISH ACCOUNT CREATION:

2. Coupa will prompt to join an existing account. Enter details to search for a coupa account for the supplier OR
3. Click "No, Continue Creating a New Account" to proceed with brand new creation.



Join an Existing Account?

Provide any of the additional info to get better suggestions.

View existing accounts matching email domain **owenscorning.com**

Business Name
ALTUS GROUP LIMITED

Country/Region

Address Line 1

City State Postal Code

Tax ID DUNS Number

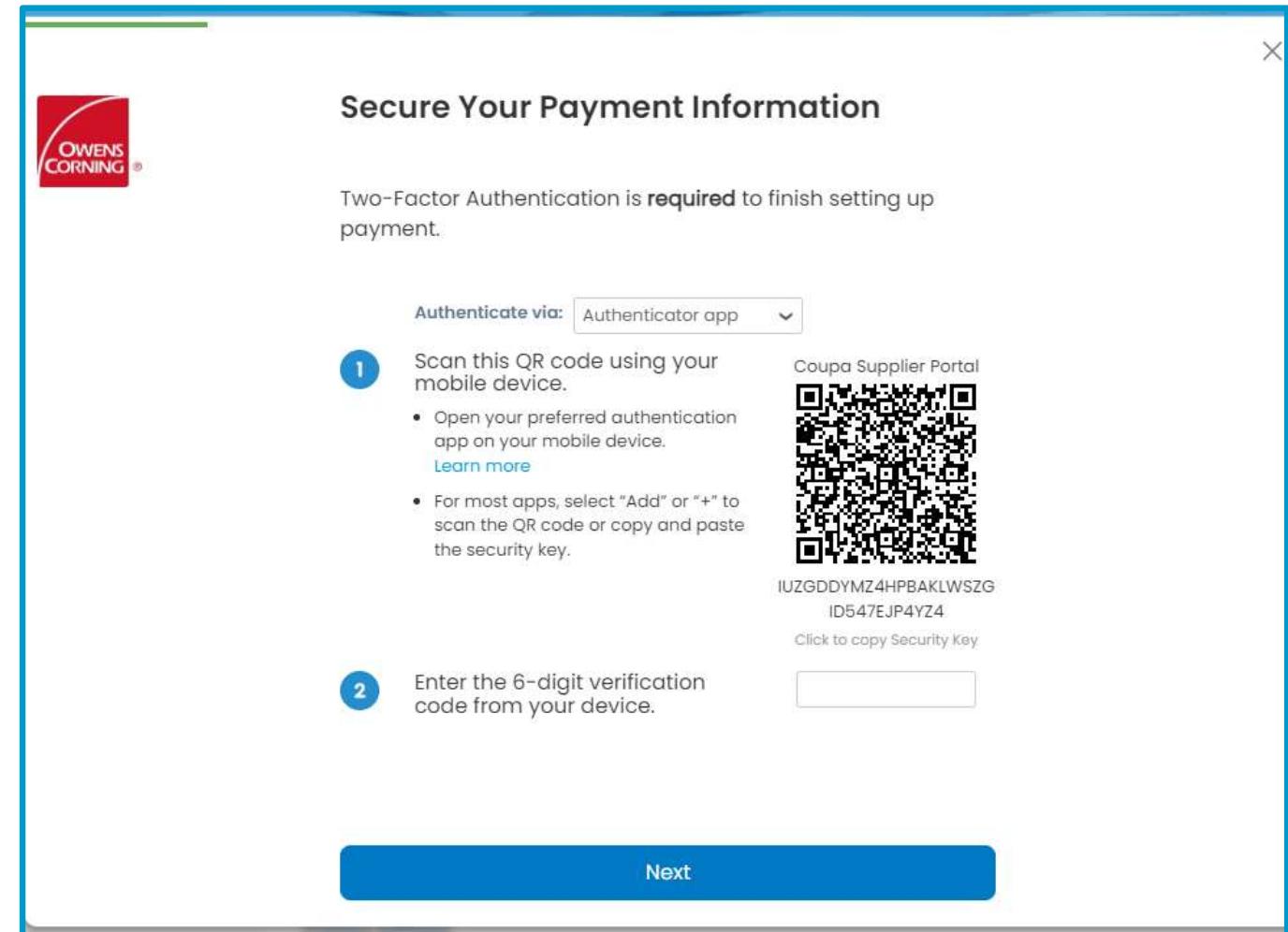
No, continue creating a new account

Next

SUPPLIER COUPA INVITATION

ENABLE MULTIFACTOR AUTHENTICATION:

- Owens Corning requires suppliers to use Multifactor Authentication (MFA) on Coupa
 - This best protects sensitive information like banking details
- Mobile Phone & Desktop versions are available.
- Detailed instructions on setting up MFA are located here: [MFA Instructions](#)



SUPPLIER FORM RESPONSE

PROFILE SET UP

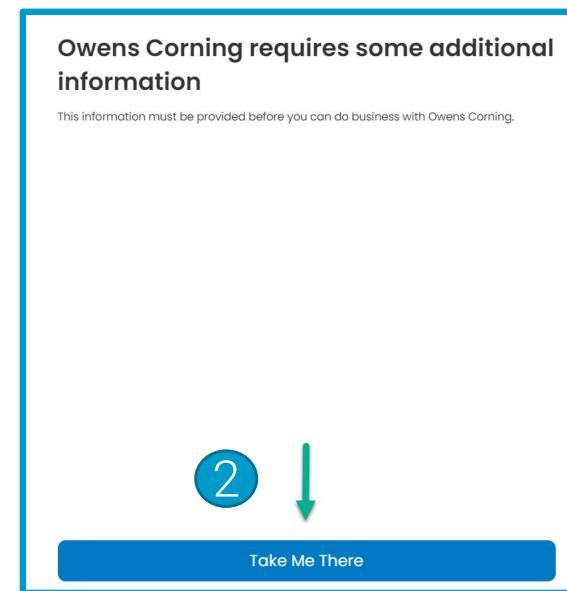
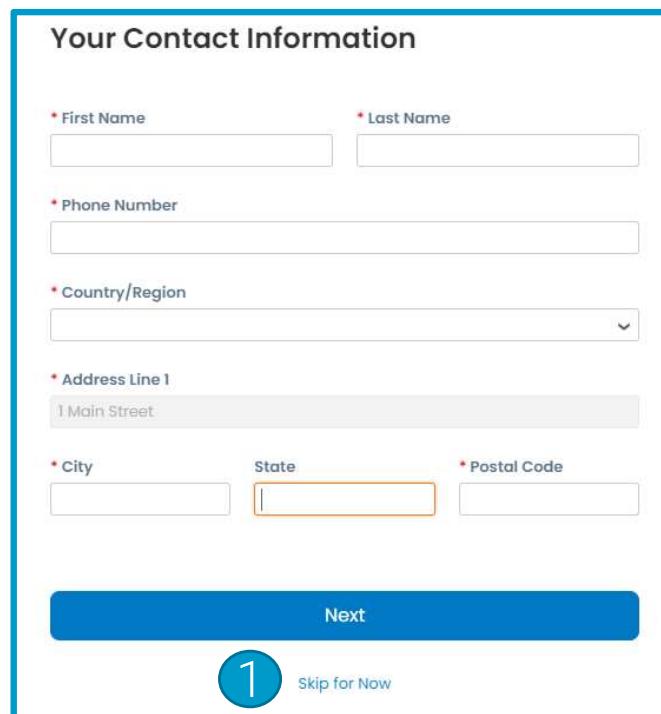
- Several screens will appear requesting Coupa profile information.
 1. These can be completed now or skipped and completed later
- The last screen will request additional information from Owens Corning
 2. Click "Take me There"
- This will open the Information Request from Owens Corning
 3. If Coupa is used for other customers, the supplier should confirm the Owens Corning profile is selected

Your Contact Information

* First Name * Last Name
* Phone Number
* Country/Region
* Address Line 1 1 Main Street
* City State * Postal Code

Next

1 **Skip for Now**



coupa supplier portal OC v | NOTIFICATIONS 3

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing
Add-ons Setup

Your Profile Information Requests Performance Evaluation Coupa Verified

Owens Corning 3 Profile Owens Corning

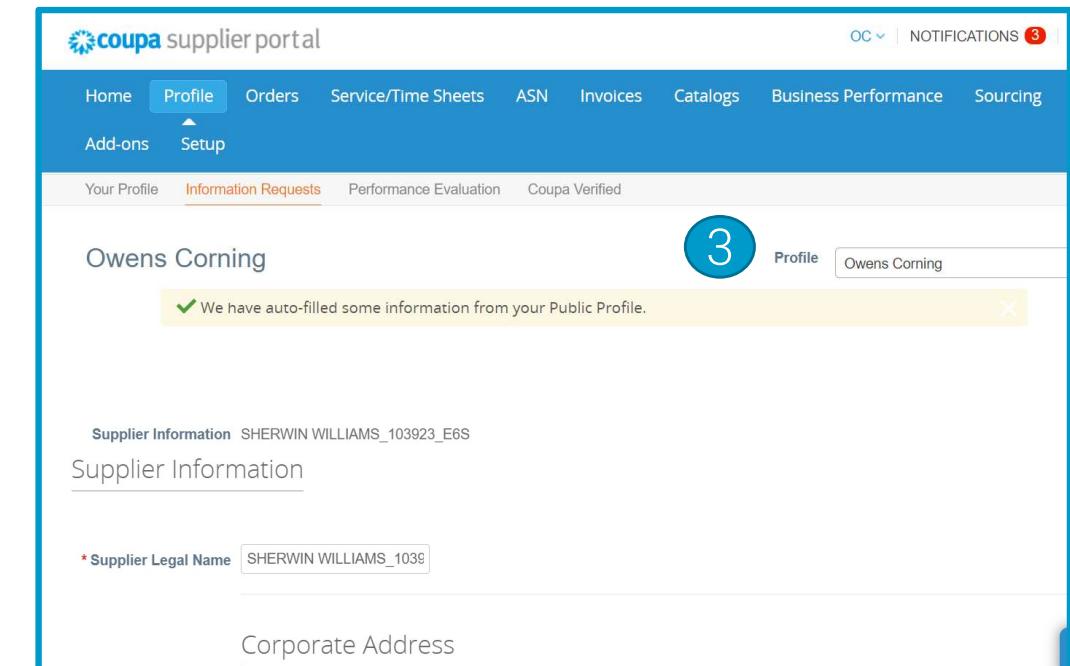
We have auto-filled some information from your Public Profile.

Supplier Information SHERWIN WILLIAMS_103923_E6S

Supplier Information

* Supplier Legal Name SHERWIN WILLIAMS_1039

Corporate Address



SUPPLIER FORM RESPONSE

COMPLETE THE INFORMATION REQUEST

4. Complete all required fields. These are marked with red asterisk (*)
5. Click "Submit for Approval" at the bottom of the form
 - Any fields left blank or entered incorrectly will flag in red
6. If the form was accepted, Pending Approval will show at the top of form

4

Supplier Information ALTUS GROUP LIMITED

Supplier Information

* Supplier Legal Name ALTUS GROUP LIMITED

* Are you a Freight Supplier? Select

Corporate Address

For physical addresses, begin entry on the "Street Address" field. For PO Box addresses, begin entry on the "Street Address 2" field.

* Corporate Address

Address Purpose Select Some Options i

* Region United States

Country/Region United States

State Region None

State ISO Code

Address Name

* Street Address

Street Address 2

Street Address 3

Street Address 4

* City

* Postal Code

Location Code

5

Decline Save Submit for Approval

6

Pending Approval

Supplier Information ALTUS GROUP LIMITED

Supplier Information

* Supplier Legal Name ALTUS GROUP LIMITED

* Are you a Freight Supplier? No

Corporate Address

For physical addresses, begin entry on the "Street Address" field. For PO Box addresses, begin entry on the "Street Address 2" field.

SUPPLIER FORM RESPONSE

FORM APPROVED BY OWENS CORNING

1. The supplier will receive a confirmation email
2. No further action required

1

Profile Info submitted to Owens Corning was Approved

Hi SAM,

The company profile information that you submitted to your customer, Owens Corning was recently approved.

This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

No further action is required but you can click below to view additional details.

View Profile Info

FORM NOT APPROVED BY OWENS CORNING

3. The supplier will receive a rejection email
4. Click "Update Info" in the email to view form
5. At the bottom of the form Owens Corning will provide comments on the rejection
6. Provide missing/updated information and resubmit
 - See [Supplier Troubleshooting](#) for common rejection reasons

3

Profile Info submitted to Owens Corning was Not Approved

Hi Monica,

The company profile information that you submitted to your customer, Owens Corning was not accepted.

This usually means that some information was not correct and they cannot activate your new information as is.

You can click below to view additional details or update your info.

4 Update Info

5

to supplier

Steffany Schuster

Please provide valid bank document.

APPENDIX

SUPPLIER FORM RESPONSE FORM HINTS

TAX INFORMATION SECTION

1. The Tax Instructions document provides details on required information.

TAX REGISTRATIONS SECTION

2. Click "Add Tax Registration". A new Tax Registration section will appear
3. Add necessary tax information and continue with the form

FEDERAL TAX FORM SECTION

4. Suppliers doing business in the US are required to attach a W8/W9 form
 - The W8/W9 must be 2018 version or newer

The screenshot shows the 'Tax Information' section with a 'SIM_Instructions_-_Tax_and_Address.docx' file attached. Step 1 is highlighted around the file attachment. The 'Tax Registration' section is shown with a 'Add Tax Registration' button, highlighted in step 2. Step 3 highlights the 'Country' dropdown set to 'Canada' and the 'Tax ID' field containing '999999999'. The 'Federal Tax Form' section shows a 'Type' dropdown set to 'W8' and an attachment 'Certificate.pdf' listed under 'Attachments'.

SUPPLIER FORM RESPONSE

FORM HINTS

REMIT-TO ADDRESSES SECTION

1. This section will not appear until the Remit-To Information section is complete. Select the appropriate bank country.
2. Click "Add Remit To"
3. Click "**Cancel**" OR "**Choose**" in pop-up window
 - o Both "**Cancel**" and "**Choose**" close the pop-up window and direct the Supplier back to the form to complete the Accounts Receivable & Bank Information sections
 - o **Do Not click "Create New Remit-To Address"**. This will initiate a separate workstream with Coupa and DOES NOT provide the required information to Owens Corning.
4. Complete all required fields in Accounts Receivable Information and Bank Information sections

1

Remit-To Information

* What country is your bank located in?

US
 Canada
 Mexico

2

Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a

[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.

Choose existing or create new Remit-To Address:

1 Main Street
Boise, ID 83701
United States
United States

3

 Do not click

[Choose](#)

[Create New Remit-To Address](#)

[Cancel](#)

SUPPLIER FORM RESPONSE

FORM HINTS

BANK INFORMATION SECTION

1. Complete all required fields, marked with red asterisk (*)
2. At the bottom of the section attach a valid bank document
 1. Must be a PDF
 2. Must be on Supplier or Bank letterhead
 3. Must include all bank details
 1. Bank name
 2. Bank country
 3. Account holder name
 4. Bank account and routing number
 5. SWIFT/BIC code (as applicable)

NOTE: If the bank document does not match the entries on the form the form will be **REJECTED**

1

Bank Information

Electronic payment is Owens Corning preferred method of payment. If you require a different payment method please contact your Owens Corning sourcing contact. Please fill in all applicable bank fields.

* Status

* Bank Name

* Bank City

* Bank Country/Region

* Bank State or Region

* Bank Account Holder

* Bank Routing Number

* Bank Account Number

* SWIFT Code (BIC)

2

* Banking Supporting Document

* Attachments
Add [File](#)

SUPPLIER FORM RESPONSE

FORM HINTS

- Dun and Bradstreet Screening:
 - Owens Corning has partnered with Dun & Bradstreet to ensure data integrity and accuracy
 - This screening reviews supplier information and matches their global system with a Dun & Bradstreet match
 - The screening checks Legal Name, address, phone numbers

FORM NOT APPROVED BY D&B SCREENING

3. The supplier will receive a rejection email
4. Click "Update Info" in the email to view form
5. At the bottom of the form are comments on the rejection
6. The supplier may
 - Provide updated/corrected information and resubmit
 - If the supplier confirms all information is most current, they should contact their OC representative.
 - OC representative to contact Vendor Master Data PES for further instructions.

