

# Supplier Information Management (SIM)

---

*Version 1.0*

## Agenda

---

1. Introduction to Coupa
2. Request Supplier Form
3. Request Supplier Update Form
4. Form Response rejected



## What is Coupa?

Coupa is a business spend management platform which offers especially high transparency throughout different modules including the supplier master data as well as the indirect procurement process on customer and supplier side.

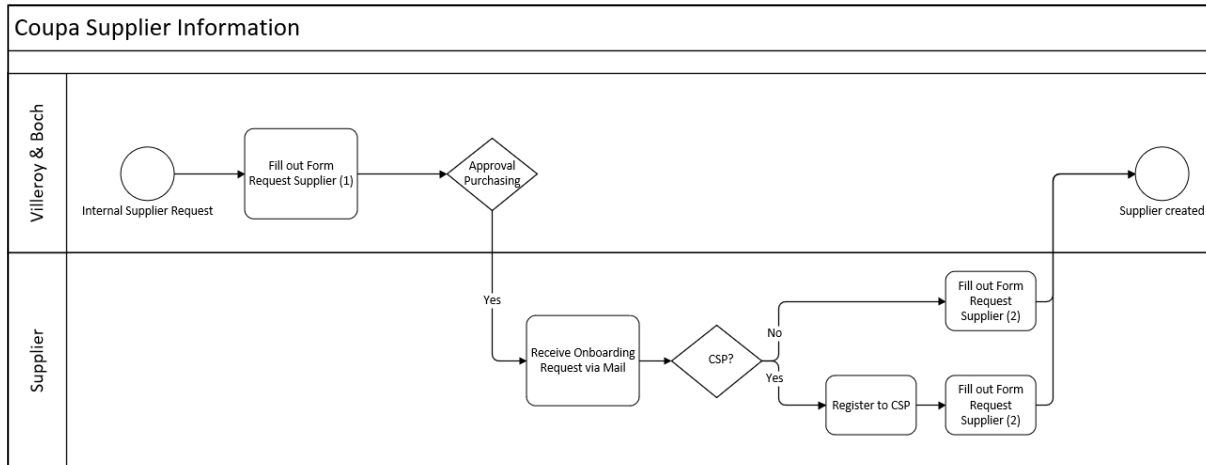
## What will change for you as our supplier?

As part of our Villeroy & Boch digital purchasing strategy we want to harmonize and standardize purchasing relevant processes within our organisation as well as with our suppliers. That's why we establish Coupa at Villeroy & Boch to reduce manual processes and increase our transparency.

# What is the purpose of Supplier Information Management (SIM)?

As already described one of our targets is to optimize the process to onboard suppliers as well as updating supplier master data. Therefore we will use the Coupa **Supplier Information Management (SIM)** in future. All requested information internal and external are collected with so called **forms**.

- The **Onboarding** or **Update Request** will be directly sent to you via E-Mail ([do\\_not\\_reply@supplier.coupahost.com](mailto:do_not_reply@supplier.coupahost.com))



# Respond via Coupa Supplier Portal (CSP)



In the first step you receive an email notification to start the onboarding process as Villeroy & Boch supplier.

## Step 1:

Click **“Join and Respond”** to create your Coupa Supplier Portal (CSP) account

Profile Information Request Posteingang x

**Coupa Supplier Portal** <do\_not\_reply@supplier-test.coupa.com>  
an vb.simtest+6SN

Zielsprache: Deutsch x

Powered by coupa

### Profile Information Request

Dear Supplier,

Villeroy & Boch requests that you update your company profile on Coupa, the spend management platform chosen by Villeroy & Boch. This information is required to enable Villeroy & Boch to do business with you electronically.

Coupa Supplier Portal is completely free, quick to set up and will help you improve your electronic transactions and communication. Find out more via the link below.

[Villeroy&Boch Coupa Homepage](#)

You can reply and send your details without joining, but joining makes it easier to update your company details when they change. You can also use view and manage orders, receive real-time SMS notifications and much more.

Use the buttons to reply with or without CSP registration or forward this request to someone else in your company.

A warm welcome to you!

1 Join and Respond Respond Without Joining

# Respond via Coupa Supplier Portal (CSP)

You are required to create an account in Coupa Supplier Portal.

## Step 2: Log into the CSP

Business Name, Email as well as First Name and Last Name are prefilled but can be changed if incorrect.

Password has to be created in CSP.

In addition Country, VAT ID (if available) have to be filled. Please accept in den last step the **privacy policy** and the **terms of use** of Coupa.

Once done, please click the “Create an account” button below.

## Create an Account

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

### \* Business Name

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

### \* Email

### \* First Name

### \* Last Name

### \* Password

### \* Confirm Password

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

### \* Country/Region

### \* VAT ID

 I do not have a Tax ID

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



## Step 3: Email Verification

You receive a verification code in your mailbox. Fill in the code and click “Next”.

### Email Verification

We sent a one time verification code to vb.simtest+51FW@gmail.com

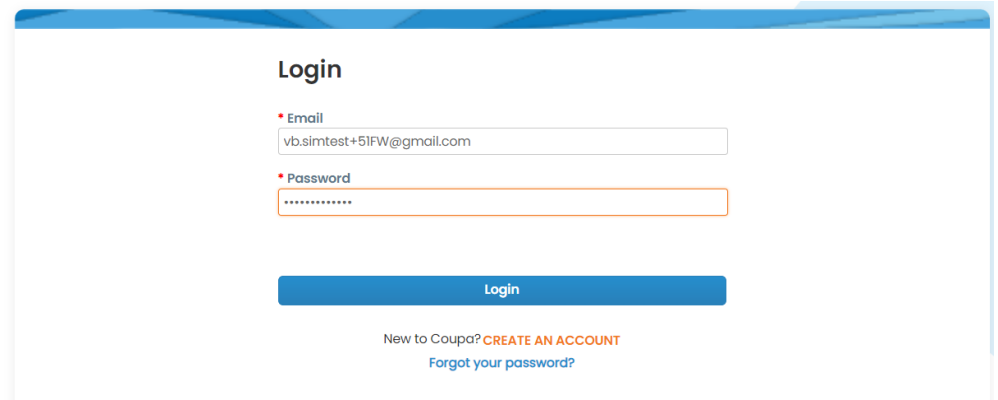
Didn't receive the Verification Code? [Request a New Code](#)

**Next**

# Respond via Coupa Supplier Portal (CSP)

## Step 4: Login

Insert your Email and Password and click the button “Login”.



The screenshot shows a login interface with the following elements:

- Header:** "Login" in bold black text.
- Email Field:** A text input field with a red asterisk icon to its left, containing the email address "vb.simtest+51FW@gmail.com".
- Password Field:** A text input field with a red asterisk icon to its left, containing masked characters "\*\*\*\*\*".
- Login Button:** A blue rectangular button with the text "Login" in white.
- Footer:** Two links: "New to Coupa? [CREATE AN ACCOUNT](#)" and "Forgot your password?".



# Respond via Coupa Supplier Portal (CSP)



## Step 5: Fill in the form

After the Login please choose Information Request in your Profile.

Please complete the form and take special care for the required fields marked with a red asterisks (\*).

coupa supplier portal

MAX | NOTIFICATIONS 1 | HELP

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

Setup

Your Profile **Information Requests** Performance Evaluation

Villeroy & Boch Profile Villeroy & Boch

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

Request Supplier (2)

Supplier Information  
SIT 203991 KSK ja\_ext

General company information

\* Name  
Training GmbH

# Respond via Coupa Supplier Portal (CSP)

---



## Step 6: Submit the form

After completing the form please choose “Submit”.

Use this section to add all your applicable tax registrations.

[Add Tax Registration](#)

\*Do you have additional tax numbers?

Select 

Decline

Save

**Submit**

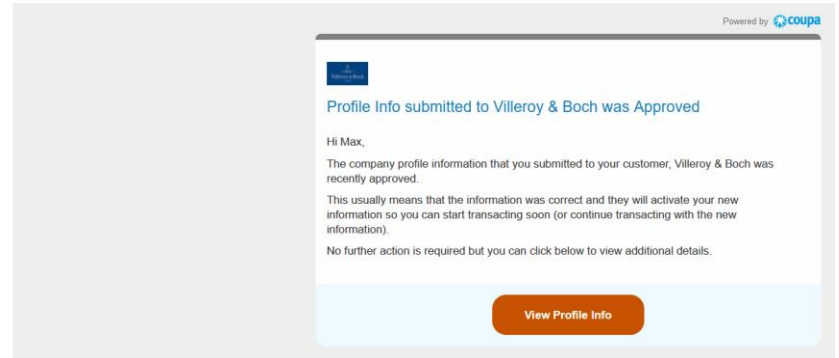
## Step 7: Check status of your form response

You will receive two mails from Coupa once with the reference **“Profile Info Recently Updated for Villeroy & Boch on Coupa”** and one with the reference **“Profile Info submitted to Villeroy & Boch was Approved”**.

For the onboarding process there is no additional approval workflow implemented.

Profile Info submitted to Villeroy & Boch was Approved [Posteingang x](#)

do\_not\_reply@villeroy-boch-test.coupacloud.com  
an vb.slmtest-SIFW



## What is SAN?

---

Next to the Coupa Supplier Portal you can also respond the SIM Forms via **Supplier Actionable Notification (SAN)**.

SAN is not only used to answer Supplier Master Data request. You also receive Purchase Orders via SAN inside your mailbox.

**Nevertheless you can register for the CSP at any point later if you wish to no longer use SAN.**

# Respond via SAN

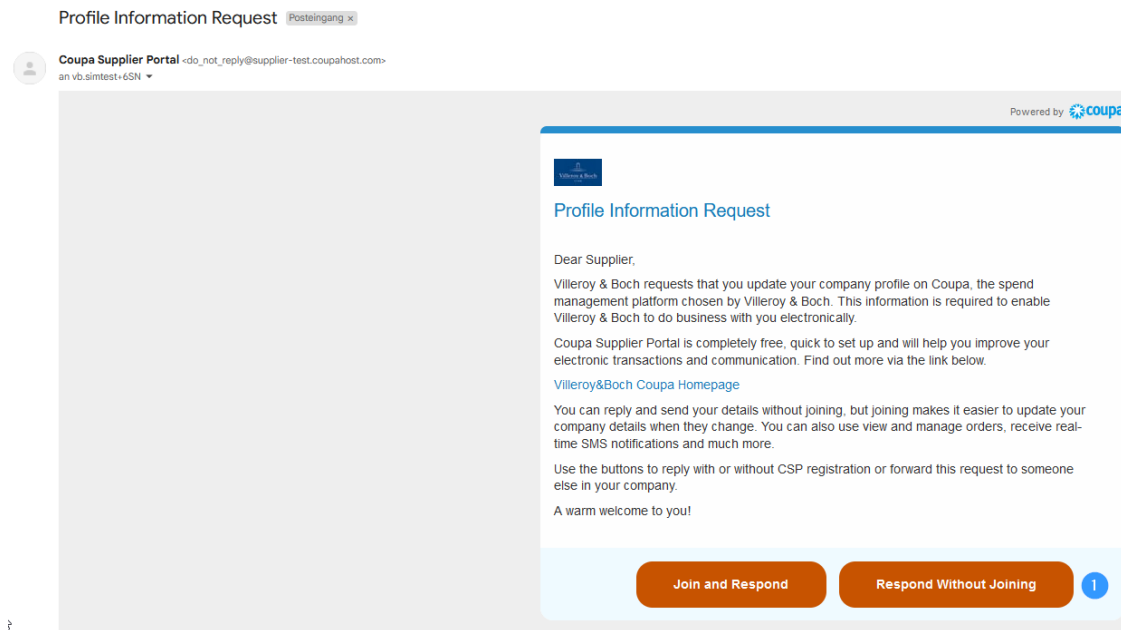


In the first step you receive an email notification to start the onboarding process as Villeroy & Boch supplier.

You can fill the supplier information forms using Supplier Actionable Notification (SAN). In this case you will not join the Coupa Supplier Portal.

## Step 1:

Click **“Respond Without Joining”**

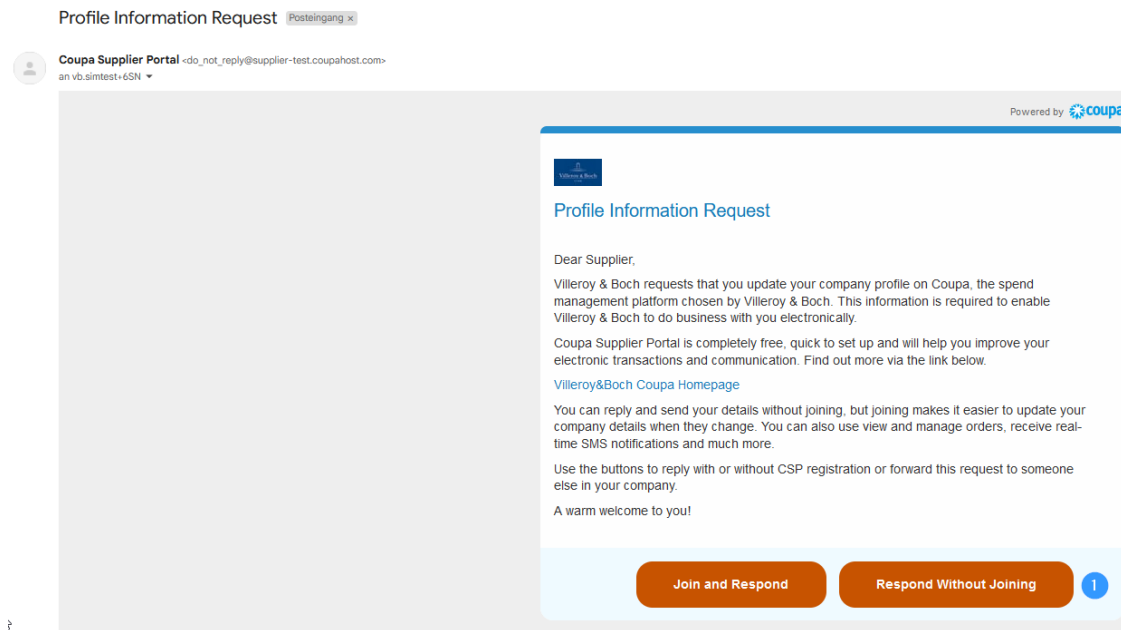


In the first step you receive an email notification to start the onboarding process as Villeroy & Boch supplier.

You can fill the supplier information forms using Supplier Actionable Notification (SAN). In this case you will not join the Coupa Supplier Portal.

## Step 1:

Click **“Respond Without Joining”**



The questionnaire will be displayed in a new tab. Some fields are probably prefilled due to the Villeroy & Boch supplier record which was used to start the onboarding process.

## Step 2:

Complete the form by updating all requested fields. Please take care that all mandatory fields are marked with an \*.

### General company information

\* Name

V&B Supplier GmbH

### Code of Conduct

---

At Villeroy & Boch, we and our suppliers are committed to upholding ethical standards and responsible practices with regard to environmental protection, working conditions, human rights and fair business practices.

You can find our current Code of Conduct at the following [link](#).

Please confirm this by clicking the "Yes" button. If you wish to use your own Code of Conduct, please upload for our review it below.

\* Herewith we accept the Villeroy & Boch Code of Conduct:

- Ja / Yes  
 Nein / No

## Respond via SAN

---

### Step 3:

After completion of the form please choose “Submit”.



When processing forms without joining the CSP, you won't be able to access any old forms, once they have been submitted.

---

---

Decline

Submit

3



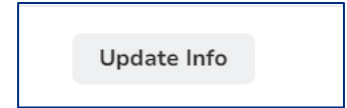
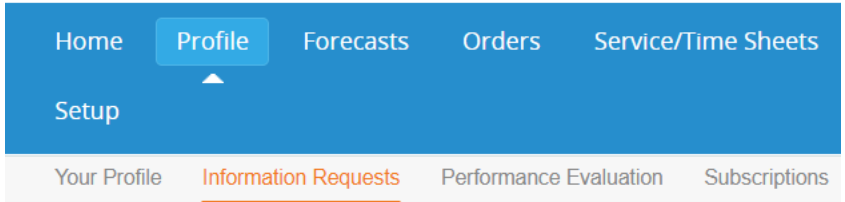
# Request for Update from the Supplier via CSP

You can make updates to your CSP account at any time, but they require approval from Villeroy & Boch.

**Step 1:** Choose “**Information Requests**” in the Profile and scroll completely to the bottom to find the Button “**Update Info**”.

**Step 2:** Update the form and take care for the fields marked with asterisks (\*) to be able to “**submit**” the form.

 coupa supplier portal



## Request for Update from Villeroy & Boch

---



It could happen that Villeroy & Boch is requesting you to update your profile. That is possible within the Coupa Supplier Portal (CSP) as well as without registration.

Supplier has not joined CSP yet

You will receive an email notification with the information to update your profile information. At this point you have again the option to answer the request with **“Join and Respond”** or **“Respond Without Joining”**.

Supplier already joined CSP

Click **“Update Profile”** to change

## What if my submission is rejected?

---

It could happen that your update request will be rejected by Villeroy & Boch. There are different scenarios how to send a new update request with corrected data depends if you are a member of the CSP or not.

Supplier has not joined CSP yet

You will receive an email notification with the information that the submission was not approved. When you want to re-submit your information you MUST join the CSP first.

Supplier already joined CSP

You will receive an email notification with the information that the submission was not approved. Click on the button **“Update Info”**. Log in to your CSP account to update your information.

## What if my submission is rejected?

---

### Supplier already joined CSP

You will receive an email notification with the information that the submission was not approved. Click on the button “**Update Info**”. Log in to your CSP account to update your information.

Coupa is redirecting you directly to questionnaire. When you scroll down to the comments you can find the reason for the rejection by Villeroy & Boch. After performing the necessary changes you can submit the form again for approval.

Thanks for your attention.

---