

Coupa Supplier Guide: How to Register and Set up CSP

Step-by-step guide for suppliers

1. Purpose

This guide explains how to create a Coupa Supplier Portal Account (CSP) and how to complete the LifeArc Supplier Data form so we can onboard you as an active supplier on our system. This will enable you to view your purchase orders and send your invoices to us via the portal.

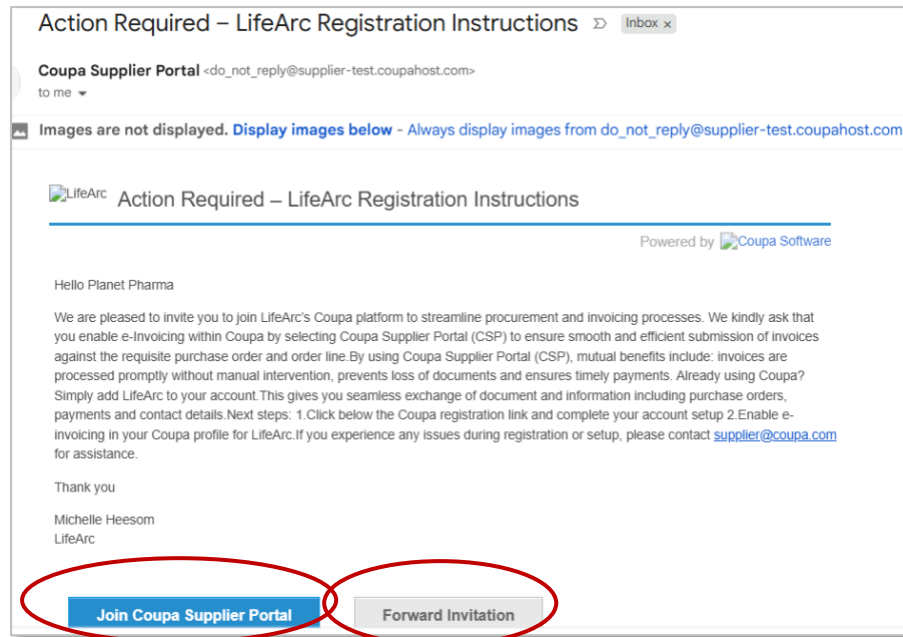
2. What is CSP?

- The CSP is a free, easy-to-set-up platform that allows suppliers to manage business with all customers using Coupa. No hardware or software installation is required.
- The Coupa platform will provide you with full visibility of purchase orders & invoices.
- You will need the following information for this set-up:
 1. Your company details, bank details & address.
 2. VAT/ Tax registration number.

3. Step-by-Step Instructions

Step 1: Creating an Account

- You will receive an CSP supplier SIM invitation via email. If you do not receive the email, please check your Spam/Junk folder.
- You have the option to forward onto someone else in your organisation, if required.
- Click on the Join and Respond button at the bottom of the invite.



- If you already have a Coupa account, you don't need to create another, scroll to the bottom of the page and click on Log In and use your existing Username and Password.
- You also have another opportunity to forward the invite to someone else in your organisation.
- Complete the fields and create a password for your account.

Create an account

LifeArc uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

*** Business Name**
Shellie Consultancy Ltd
Your legal business name (or legal personal name if an individual)

*** Email**
minkey1@googlemail.com

*** First Name** Michael *** Last Name** Grissam
Cannot contain special characters or symbols (like !, ?, *, &, <, >).

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

- Select your Country/Region from the drop down and enter your Tax Code/VAT number associated with the country selected. If you don't have a Tax ID/Code, please tick the box next to 'I don't have a Tax ID' and provide a reason why this is the case.
- Accept the Privacy Policy and Terms of Use, then click 'Create an account'.

* Country/Region

* Tax Registration ⓘ

☒ I do not have a Tax ID

* Reason

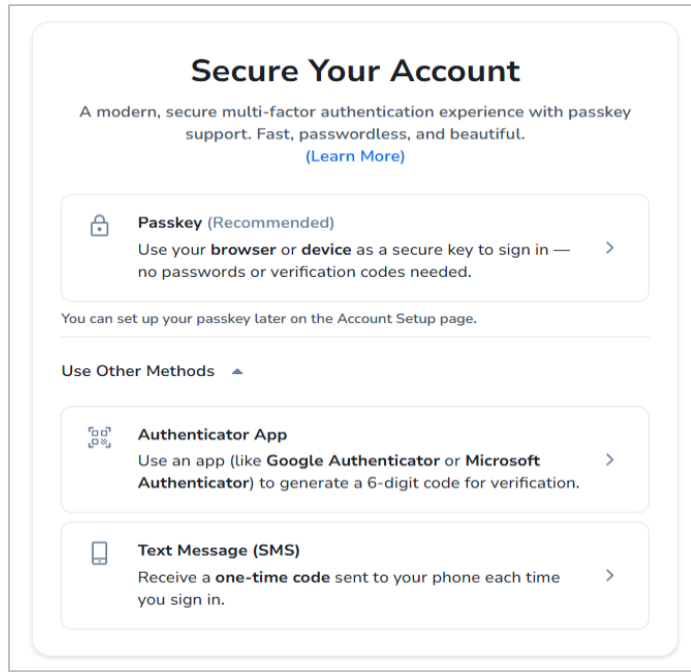
☒ I accept the [Privacy Policy](#) and [Terms of Use](#)

[Create an account](#)

Already have an account? [Log In](#)

Step 2: Set up Multi-factor Authentication

- Next you will need to select the multi-factor authentication method to help secure your Coupa account. There are 3 options available for you to choose from.
- You may be provided with a list of recovery codes, take a screenshot or save somewhere safe so they can be used if needed.



Passkey

- This gives you the option to create a passkey to validate your identity rather than using a password. This can be facial recognition, touch, a device password or pin.
- Click add Passkey and then select what type of device you wish to save it to.
- Scan the QR code to save to your chosen device.

Configure Passkey

Your device supports passkeys, a password replacement that validates your identity using touch, facial recognition, a device password, or a PIN. Passkeys can be used for sign-in as a simple and secure alternative to your password and two-factor credentials.

Cancel

Add Passkey



Windows Security



Choose where to save your passkey

Passkey for identity-supplier-test.io.coupahost.com

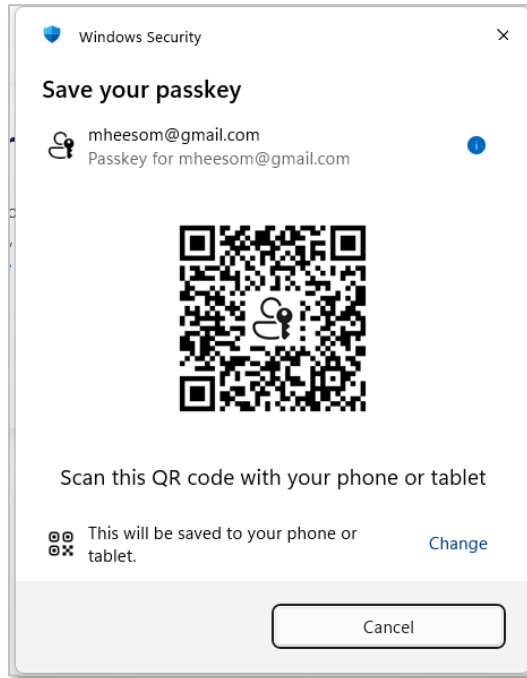


iPhone, iPad, or Android device



Security key

Cancel



Authenticator App

- If you already have an Authenticator app such as Microsoft Authenticator, then you can opt to use this as verification when you log into Coupa. Just scan the QR code with your app to add.
- When you receive a verification code just add it to the field in Coupa and click Enable.

Multi-Factor Authentication via App

1 Scan this QR code using your mobile device.

- Open your preferred authentication app on your mobile device. [Learn more](#)
- For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

Coupa Supplier Portal



5FPG2KLYLLV76ANDJIAKCE6R
R5WYCGH

Click to copy Security Key

2 Enter the 6-digit verification code from your device.

Code

Cancel Enable

Text Message (SMS)

- The system will send you a text message to the phone number you add to the form. Tick the Recaptcha box and click Send Code.
- Add the verification code you received and click the 'Enable' button.

Multi-Factor Authentication via SMS

1 A code will be sent to your phone as an SMS Text Message (SMS rates may apply).

Phone Number
+1

2 Confirm Recaptcha

☐ I'm not a robot reCAPTCHA

Send Code

3 Enter the 6-digit verification code sent to your phone.

Cancel Enable

- You will be sent a list of recovery codes, take a screenshot and click 'Continue' or click 'Download and Continue' to download and save the codes for when you need to recover your account.

Multi-Factor Authentication Has Been Successfully Enabled

Important
Emergency Recovery codes are essential to restore access if you lose your authentication device or app.

YiO4_w	5jfNJQ
t8Uu-w	XQxghg
_6aFRQ	IOg_oA

Copy or download these codes on your device. You can use each recovery code only once.

☒ I copied and saved the recovery codes

[Continue](#) [Download & Continue](#)

Step 3: Complete Onboarding Form

- Complete the onboarding form for LifeArc to enable us to easily process and pay your invoices. NB. Some of the fields may be auto populated.
- Select the correct Country/Region NB: some fields are country specific and will only appear if you select the relevant country.
- For Tax Registrations, even if you tick the box for 'I don't have a VAT ID Number', it will still ask for a Local Tax ID. As the field is mandatory, please add zeros.
- Click the 'Save and Next' button to continue.

Onboarding for LifeArc (Coupa Supplier Portal)

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)

Primary Address ✦

* Country/Region ✦ United Kingdom ▼	* Address Line 1 ✦ 100a High St	Address Line 2 Address Line 2 (+)
* City ✦ Sandy	* State ✦ England ▼	* Postal Code ✦ SG19 1AF

United Kingdom

* Type of Company ⓘ Sole Trader	Board of Directors ⓘ
Invoice From Code ⓘ 	Preferred Language English (UK) ▼

Tax Registrations

* Country/Region United Kingdom ▼	VAT ID ☐ I don't have VAT ID Number
* Local Tax ID 000000000	

Save and Next

Step 4: Add Payment Method – Virtual Card

You have the choice whether you want to accept virtual card payment from LifeArc. This will be a credit card payment sent via the system. If you want to accept, give the account a Nickname and add an email address. You also have the option to process the payments automatically, just tick the box to enable.

If you do not wish to accept virtual card payment, tick the box and then click 'Save and Next'.

Onboarding for LifeArc (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

✓ Primary Address saved successfully

1 Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Virtual Card ⓘ
Please enter the following information to receive Virtual Card payments.

Account Nickname * ⓘ

Email Address * ⓘ

☐ Process credit cards automatically

☐ Do not accept Virtual Card payments from LifeArc

Save and Next

Step 5: Add Payment Method – Bank Transfer

- Add the bank details for the account you wish your invoice payments to be received.
- Please do not add any Payment information to your Coupa profile before you complete the form as the system may auto-populate fields with the incorrect information.
- When adding the sort code please do not add the dashes, just enter using numerics only.
- For banks outside of the UK, please include your IBAN and SWIFT/BIC code.
- Add your remittance email address and attach a document, bank statement letterhead verifying that your bank details are correct. Click 'Save and Next' to continue.

Onboarding for LifeArc (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

✓

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 * ⓘ
Main Account	Planet Pharma Ltd
Bank Branch Country / Region *	Bank Account Currency *
United Kingdom	GBP
Bank Name *	Account Number *
Barclays PLC	12345678
IBAN	Sort Code * ⓘ
	011160
SWIFT / BIC Code ⓘ	
8 or 11 characters	

Additional Information

Remittance Email ⓘ Remit-To Code ⓘ

Supporting Documents ⓘ

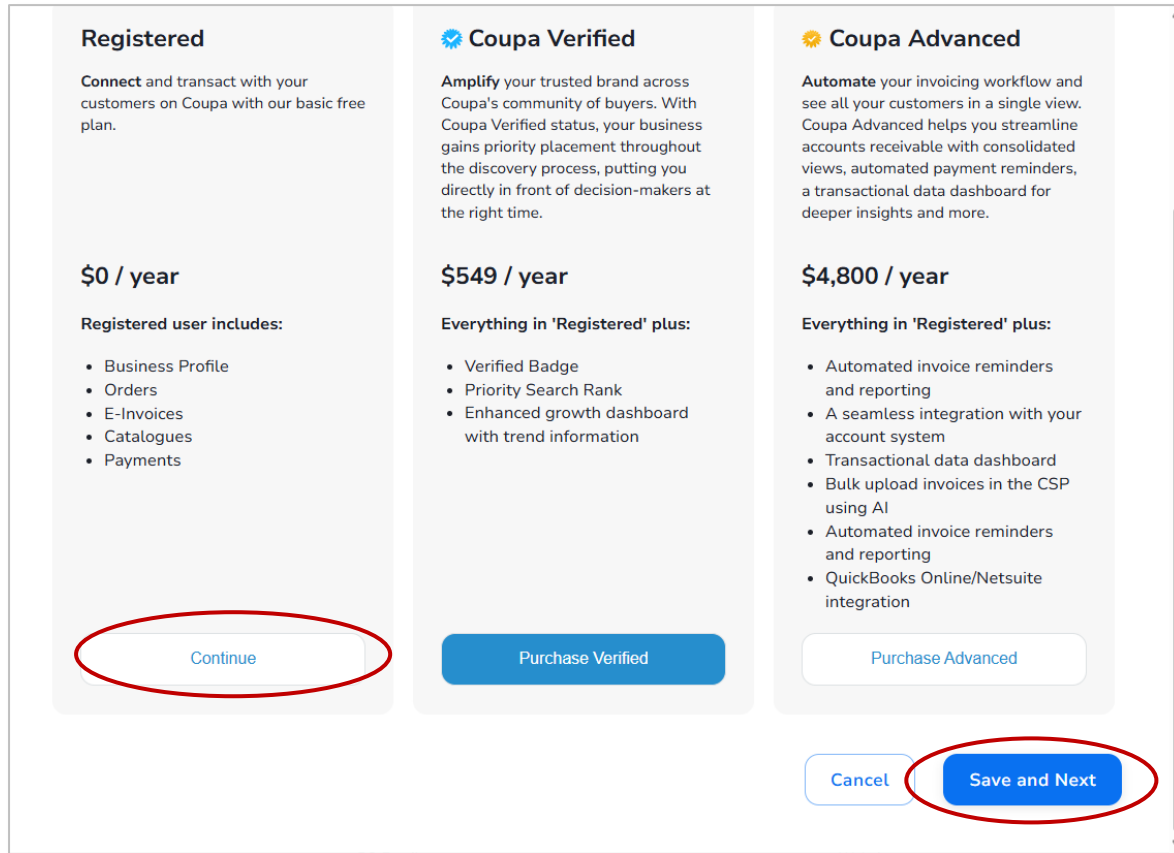
Drop or Browse Files

⚠ Do not upload customer-specific documents. Files uploaded here are shared with all your customers linked to this payment method.

☐ Do not accept Bank Transfer payments from LifeArc

Step 6: Complete Coupa Account Set-Up

- Remember that you can use your Coupa account for free. Click on Continue under the 'Registered' option to ensure no charges.
- Click 'Save and Next' and your account set-up is completed. You should be taken to your Coupa account homepage.



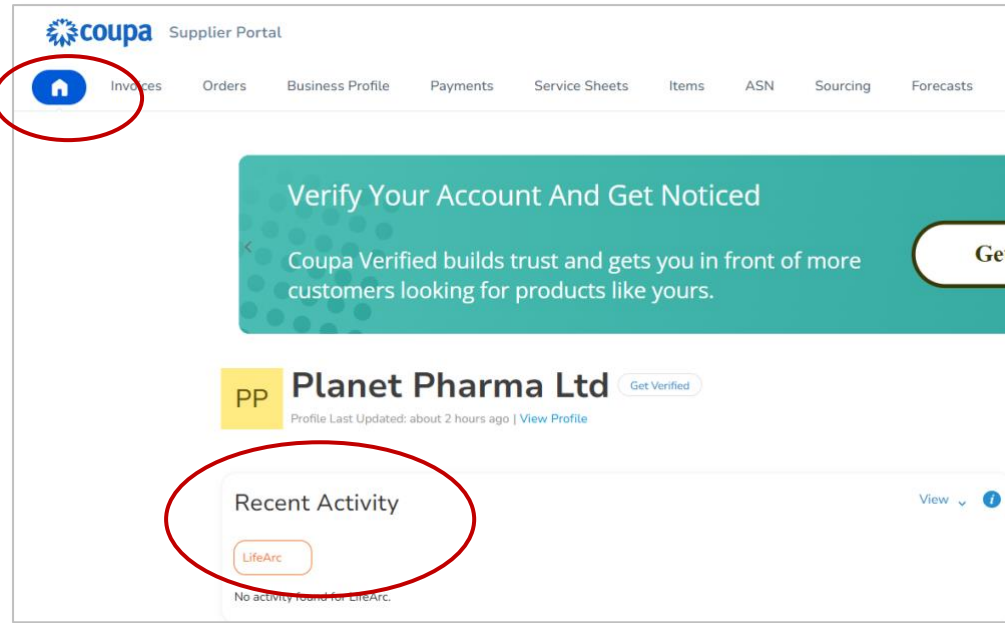
The image shows a three-column selection screen for Coupa plans. The first column, 'Registered', is highlighted with a red oval around its 'Continue' button. The second column, 'Coupa Verified', has a blue 'Purchase Verified' button. The third column, 'Coupa Advanced', has a blue 'Purchase Advanced' button. At the bottom right, there are 'Cancel' and 'Save and Next' buttons, with the latter also circled in red. Each plan column includes a description of features and a list of included items.

Registered	Coupa Verified	Coupa Advanced
Connect and transact with your customers on Coupa with our basic free plan. \$0 / year Registered user includes: • Business Profile • Orders • E-Invoices • Catalogues • Payments Continue	Amplify your trusted brand across Coupa's community of buyers. With Coupa Verified status, your business gains priority placement throughout the discovery process, putting you directly in front of decision-makers at the right time. \$549 / year Everything in 'Registered' plus: • Verified Badge • Priority Search Rank • Enhanced growth dashboard with trend information Purchase Verified	Automate your invoicing workflow and see all your customers in a single view. Coupa Advanced helps you streamline accounts receivable with consolidated views, automated payment reminders, a transactional data dashboard for deeper insights and more. \$4,800 / year Everything in 'Registered' plus: • Automated invoice reminders and reporting • A seamless integration with your account system • Transactional data dashboard • Bulk upload invoices in the CSP using AI • Automated invoice reminders and reporting • QuickBooks Online/NetSuite integration Purchase Advanced

[Cancel](#) [Save and Next](#)

Step 7: Finding the Supplier Information Form

- If the portal times out before you can complete the onboarding form, you can locate it in your Coupa account. Just go to the homepage and check 'Recent Activity'.



- If you are unable to locate it there, go to 'Business Profile' and click on 'Information Requests'. If you are connected to more than one customer, you will need to select LifeArc from the drop-down menu.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes links for Invoices, Orders, Business Profile (selected), Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Community, Add-ons, and Dashboards. Below this, a secondary navigation bar lists Business Profile, Profile Submissions, Legal Entities, Payment Methods, Information Requests, Performance Evaluation, and Subscriptions. The main content area is titled 'LifeArc' and 'Forms'. A red circle highlights the 'Select Customer' dropdown menu, which currently shows 'LifeArc'. Below this, there is a table of forms with columns for Form, Status, Created Date, and Submitted At. The table contains one row: 'Supplier Populated Data' with a status of 'Pending Approval', created on 08/10/2026, and submitted on 08/10/2026. At the bottom, there is a pagination bar showing 'Per page 15 | 45 | 90'.

Form	Status	Created Date	Submitted At
Supplier Populated Data	Pending Approval	08/10/2026	08/10/2026

4. Invoicing

What are the benefits of using Coupa for e-invoicing?

- ✓ **Faster Processing Times:** Coupa automates the invoicing process, reducing manual entry and speeds up invoice approvals. This generates timely payments.
- ✓ **Improved Accuracy:** With automated data entry and validation, Coupa minimizes errors and discrepancies, ensuring your invoices are accurate and complete.
- ✓ **Real-Time Tracking:** You can track the status of your invoices in real-time, providing greater visibility and control over your transactions.
- ✓ **Cost Savings:** By eliminating paper-based invoicing and reducing administrative tasks, Coupa helps lower operational costs for both parties.
- ✓ **Enhanced Compliance:** Coupa ensures compliance with tax regulations and invoicing standards, reducing the risk of non-compliance penalties.

5. How to Create an Invoice

Step 1. Login into Coupa

Step 2. Navigate to Invoicing Section

- Click **Create Invoice** to start a new invoice.

Step 3. Create a New Invoice

- Select the Purchase Order you wish to invoice against.
- Click on **Create** to open the invoice creation form.

Step 4. Fill Out Invoice Details

- Enter the **Invoice Number** and **Invoice Date**.
- Fill in the **Supplier Information** if not auto populated.
- Add **Line Items** by clicking on **Add Line** and entering the required details such as **Description**, **Quantity**, and **Unit Price**.

Step 5. Add Attachments

- Scroll down to the **Attachments** section.
- Click **Add Attachment** to upload any supporting documents.

Step 6. Review and Submit the Invoice

- Review all the entered information for accuracy.
- Click on **Submit** to send the invoice for auto processing and approval.

Step 7. Track Invoice Status

- Navigate to the **Invoices** tab to view the status of submitted invoices.
- Use the **Search** function to find specific invoices.

6. Troubleshooting

Common Issues	Solutions
What do I do if I've forgotten my password or I'm lockout of my account?	Use the Forgotten password link on the CSP login page. If you need further assistance, click the Coupa Live Chat icon in the bottom-right corner for support.
Can I add other employees to the account?	To add another employee: 1. Go to Setup > Admin from the top menu. 2. Select Users, then click Invite User. 3. Complete the required fields. 4. Select the appropriate permissions and customer, if applicable. 5. Click Send Invitation. The user will receive an email inviting them to join Coupa and create a password.
Why am I seeing a Beneficiary Form Errors message?	If your company name contains any letters which are not found in the Latin (English) alphabet, Coupa will have issues recognising it which will result in an error. procurement@lifearc.org

Common Issues	Solutions
Why are additional users unable to view orders or invoices?	Check the user's permissions: 1. Go to Setup > Admin from the top menu. 2. Select Users. 3. Choose the relevant user and, under Actions, click Edit. 4. Review the user's Permissions. 5. Under Customers, make sure LifeArc is selected.
Coupa 30-day trial banner appears when opening Invoices or Orders on the menu. Do I have to sign up?	You can use your CSP account for free and do not need to sign up for a 30-day trial. Select a customer from the drop-down menu in the top-right corner of the page; the banner should then disappear.