Guidelines for Suppliers of the ERGO Group

1. Start Using Coupa Supplier Portal (CSP)

March 2022
Dear Suppliers!

We look forward to taking a new approach to manage procurement with you. With the introduction of the cloud-based platform Coupa, the Corporate Procurement department is transforming ERGO Group’s procurement and digitises all associated processes, from ordering to payment.

You, as a supplier, benefit from this new approach and so do we, as your customer.

We are happy to assist you with the integration of the electronic procurement solution. We look forward to a digitised collaboration with you!

With kind regards
Your ERGO Procurement Team
Start Working with the Coupa Supplier Portal (CSP)
Available Guidelines

Not yet experienced in setting up, using and integrating Coupa into your order and invoicing processes? To support you, we provide the following documents and instructions. All documents are available on our Internet Page.

1. Start Using CSP: Get Registered and Certified
   - Introduction to Coupa and the Coupa Supplier Portal
   - Register to CSP
   - Manage your CSP-account
   - Conduct ERGO supplier certification

2. Understand eInvoicing with ERGO Group
   - Advantages
   - Transmission methods for eInvoicing
     - Overview:
       - CSP
       - SAN
       - cXML

3. Manage Purchase Orders, Invoices and Credit Notes with CSP
   - Purchase Orders
   - Invoices
   - Credit notes
# Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

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1.1 Introduction to Coupa
Introduction to Coupa

What is Coupa?

ERGO Group has chosen Coupa as its technology platform to optimise its procure-to-pay processes and enable the electronic transmission of orders and invoices.

- Coupa is a leading e-procurement platform that connects buyers with their suppliers.
- Coupa is an internet-based solution that can accommodate a variety of different systems (plug and play).
- The Coupa Supplier Portal is used by ERGO Group to request products and services, to create and transmit orders and to receive and pay invoices.
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Introduction to Coupa
What is Coupa?

By working electronically with ERGO Group, you increase the efficiency of your order taking, reduce errors and delays in order fulfilment and can achieve a better presence with ERGO Group.

• Better control over order processing.
• The ability for all suppliers to create electronic invoices improves the efficiency and quality of transactions.
• Better communication and visibility at ERGO Group.
• Improved targeted purchases for users to accelerate spending with preferred suppliers.
• Better quality and faster invoice payment with convenient visibility of the status of your invoices.
• No installation of hardware or software required.
• Web applications that are quick to set up and easy to use.
• Increase in automation.
• Best of all, it's free! There are no costs for suppliers when they use the Coupa Supplier Portal.
One of the most important questions asked by the suppliers is "When do I get paid?"

What follows is often a long exchange between you and the ERGO Group:

• Which bill are you talking about?
• When did you send it?
• How did you send it?
• I have not received it!
• I found it but it lacks information so I can't pay for it!

This is frustrating and expensive for both parties!

Coupa enables suppliers to create legally compliant electronic invoices in their country of origin.

Coupa audits and implements invoices in accordance with all applicable laws, which go far beyond the tax requirements.

Coupa makes every effort to provide high quality data by taking structured data directly from the source instead of using other sources (e.g. scanning paper):

• Guaranteed delivery of invoices
• Better visibility and more straight-through processing
• Fewer exceptions, fewer calls/emails
• Higher chance of being paid on time
• Easier audits, better transparency
• Coupa billing channels are clearly defined so that everyone knows their tasks

With coupa, those conversations are a thing of the past!
Introduction to Coupa

What are the Benefits?

They are the most important part of this project! Supplier involvement is key to the success of the project. Therefore, you will receive support with requirements arising from electronic processing if needed.

• Coupa takes suppliers worldwide to a new level of legal and commercial compliance
• Coupa can support you in this:
  • Push legally required data fields per country (tax and trade laws)
  • Apply population rules to ensure the presence of data (line descriptions, VAT IDs, etc.)
  • Apply validation rules to check the accuracy of the data where possible
  • Enables immediate correction of invoice data in case of errors
  • Use of state-of-the-art digital signatures in accordance with locally applicable laws
  • Coupa stores all legal and compliant electronic invoices in the Coupa Supplier Portal, where suppliers can view and download them.
Introduction to Coupa eInvoicing Methods

Source: Coupa | Find more details on our documents 2 Understand eInvoicing with ERGO Group which is available on our Internet Page
Introduction to Coupa Suppliers: Basic Understanding

After reading this documentation, you will have gained a basic understanding of the Coupa system and its implementation at ERGO Group.

You will be able to ...

• ... register on the Coupa Supplier Portal and set up your profile.
• ... know the basic navigation in the Coupa Supplier Portal.
• ... to display and manage via the Coupa Supplier Portal
• ... create invoices/credit notes within the Coupa Supplier Portal via the **PO flip** function.
Introduction to Coupa

What Changes?

• ERGO Group is in the process of rolling out Coupa worldwide.
• Go Live for Germany was 01.11.2021 for orders, invoices from 01.01.2022.
• Coupa is currently being introduced in Belgium, Poland and India. Other countries are in the pipeline.
• Orders sent from Coupa will be named with a 10-digit number always starting 49, e.g. 4900001317 (the purchase order number) and will require the invoice to be submitted via Coupa under the new electronic invoicing process.
• All incoming orders that do not start 49 should be processed according to current procedures.

Please note: Invoices submitted must quote the correct purchase order number
1.2 Register to Coupa Supplier Portal (CSP)
1.2 Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Register Transactions in Coupa via CSP

With the help of Coupa, suppliers can quickly receive and confirm orders and create electronic invoices via an online platform. As a supplier, the following functions are available to you:

1. Manage your company information
2. Configure your PO and invoice transfer settings
3. Create an online catalogue
4. View all your orders
5. Create and manage the invoices to the ERGO Group
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Register
Connection to ERGO Group via Coupa

It is imperative that all suppliers connect to the Coupa platform in order to successfully communicate with ERGO Group. Each of the following steps must be completed before a supplier can properly interact with ERGO Group:

1. Update contact information
   - Notification of the supplier team
   - Identify your main contact person

2. Invitation for the Coupa Supplier Portal
   - Accept invitation from CSP
   - Must be a unique email address (not a group mailbox)
   - Sent to the designated main contact person
   - May end up in junk mail*

3. Update account
   - Add user
   - Update profile
   - Merge accounts
   - Update bank data

4. Exchange orders and invoices
   - Receive POs
   - Confirm POs
   - Show PO details
   - Create invoices

*Please ensure that you can receive emails from the following senders and that they do not end up in your spam folder:
@supplier.coupahost.com and @ergo.coupahost.com
1. You will receive an invitation e-mail to the Coupa Supplier Portal with the subject: **Reminder to complete your ERGO Group AG - Procurement - Beschaffung Registration - Action Required**

If you have not received an invitation e-mail, please send a request to supplier-registration@ergo.de.

Please note that the Coupa Supplier Portal is a software provided by Coupa.

The ERGO Group has no influence on the functionality, appearance or language of this user interface.
2. Click the **Join and Respond** button to start the registration.

If you are not the right person or you want someone else to sign up instead, you can forward the invitation later.
3. Enter a **Password**.

4. Confirm the password in the **Password Confirmation** field.

5. Activate the option **I accept the Privacy Policy and the Terms of Use**.

6. Click the **Get Started** button.

**Tip**

If you are not the right person, you can forward the invitation to the appropriate person.
7. Enter the link to your Website.

8. Select the country or region in the Country/Region field.

9. Enter your company address:
   a. Address Line 1 = Street and house number
   b. Address Line 2 = Additional information about your address
   c. City
   d. State = Federal state (optional)
   e. Postal Code

10. Click Next to continue.
11. Click **Next** without entering anything in the payment terms. These are maintained by Central Procurement of the ERGO Group.
12. Click the **Take Me There** button to access the ERGO Group Central Procurement form.
Register

Optional: Adjust Language Settings

You can customise the language for the Coupa Supplier Portal.

1. Login to the Coupa Supplier Portal.
2. Scroll to the bottom of the page.
3. Select the desired language, e.g. German (Germany) or English (UK) (United Kingdom).
Thank you very much!

Are you already certified with ERGO Group? If so, proceed, if not continue on page

42 Conduct ERGO supplier certification
1.3 Manage your Coupa Account
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account
Overview

Get an overview of your account on the HOME page.

1. Select the item you want to edit from the menu bar:
   a. Home = Homepage and Profile overview
   b. Profile = access to public and client profiles
   c. Orders = Manage customer orders
   d. Service/Time Sheets
   e. ASN
   f. Invoices = Manage your customer invoices
   g. Catalogues
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account

Overview

h. Business Performance
i. Sourcing
j. Add-ons
k. Setup = Customise your account and manage administration
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

**Manage your Account Overview**

2. Click on the **USER NAME** to adjust the user settings.

3. Read your **NOTIFICATIONS** (optionally also as e-mail).

4. Click on **Improve Your Profile** to publish relevant information about your company on your profile.

5. Click the **Request Merge** button if you have multiple Coupa Supplier Portal accounts.
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account
User Settings: Account Setting + Password

6. Click on the **USER NAME > Account settings**.
7. Change your personal settings in the **User Details** section.
8. Click **Save**.
9. Change your **Current Password** in the **Change Password** section.
10. Click **Save**.
Manage your Account
User Settings: Manage Notifications

On the Notification Settings page, you can select the notifications you want and the channel through which you want to receive notifications from Coupa:

- Online: Notifications in the CSP - recommended,
- E-mail - recommended or
- SMS* (short message)

* SMS: You can choose to receive notifications in the form of short text messages if you have an SMS-enabled device and confirm your phone number. SMS notifications are turned off by default. Your choice of SMS notifications will be deleted when you deactivate your mobile phone check. You can verify your mobile phone to receive SMS notifications on the Security and Two-Factor Authentication page.)
12. Click on your **USER NAME** > Notification Preferences.

13. In the **Notification Preferences**, select what you would like to be informed about and by which channel.

14. Click **Save** to confirm your settings.
Manage your Account
Invite Users (1/3)

If desired, you can allow additional users to access your Coupa provider account to complete tasks with multiple staff. You can manage user permissions and access by assigning certain users to specific clients only and restricting what types of documents they can access and what functions they can perform on their assigned clients.
20. Click **Setup** in the menu bar.

21. Click **Invite User**.

22. Enter the **First Name**, **Last Name**, **Email** of the person you would like to invite.

23. Click **Send Invitation**.
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account

Invite Users (3/3)

After you have sent the invitation, the employee will receive an email notification with a link to register.

Click on **Join Coupa** to accept the invitation.

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**Action Required for IRTTestSupplier Supplier - Click Below to Join Coupa**

Hi Nanda H,

A convolrinvited you to join their account on Coupa. Once registered, you can view and manage purchase orders, create and manage invoices, get real-time SMS alerts for these transactions, and much more when working with buying organizations that use Coupa.

The Coupa Supplier Portal is completely free and helps you better transact and communicate electronically. Find out more using the links below, and use the buttons to either register or forward this invitation to another person at your company. Welcome!

[Join Coupa](#)  [Forward This](#)

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<th>Overview</th>
<th>Learn more about the Coupa Supplier Portal</th>
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<td>Need Help? Answers to common questions and issues</td>
<td>Coupa Info Learn more about how companies use Coupa</td>
</tr>
</tbody>
</table>
24. Click **Edit**.

25. Adjust the permissions.

26. Click on **Save**.
Manage your Account
Profiles in Coupa

In general, there are two different profiles:

**Public profile:** contains general information about your company (e.g. name, logo, field of activity, number of employees, profiles in social networks or contact information). Your public profile allows other companies to find your company in the Supplier Portal Register and to contact you. The public information is stored in the **General Information** section.

**Customised company profile:** contains general information of interest to your customer, e.g. addresses, contact persons and contact details, as well as company identity information (DUNS and VAT number). The data for the customer-specific company profile is stored in the **Company Details** area.

**Note:** Changes to the customer-specific company profile will be forwarded directly to the ERGO Group and our data about you will be updated.
15. Select **Profile > Your Profile**.

16. Click on **Set up** and complete the information of your public profile in the **Profile Level** section.

**Tip**

Only the information contained in the ERGO Group customer profile is transferred to the ERGO Group system.
Managing your Account
User Settings: Public Profile (1/3)

17. Click **Edit Section**.
18. Enter the information.
19. Click on **Save changes**.
20. Repeat steps 17 to 19 for each section.
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account
User Settings: Public Profile (3/3)

You can see the changes to your profile on the homepage.

ERGO_UAT_Supplier_6

Website  https://www.test-supplier.io
Industry  
About  We are a sustainable company with lots of experience.
Established  2010
Top Commodities  Software
Currencies  $
Public Profile  Profile
21. Select **Information Request** in your **Profile**.

22. Click **Withdraw**.

Customise your data.

23. Click **Submit for Approval** to allow your client to review and approve the data again.
Manage your Account
Configure Account: Customise your Profile

If you have added a new payee address, set the old address to **inactive**.
Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

Manage your Account

Configure Account: Customise your Profile

You will receive a notification when you have **resubmitted** your data for **approval**.
Conduct ERGO Supplier Certification
If you are not yet certified as a ERGO Group supplier, you have to start the certification process:

1. Login to the Coupa Supplier Portal.
2. Click on the ERGO Group AG - Procurement - Procurement link in the Recent Customers section to complete the registration process.
1. Fill in the information of the ERGO Group supplier registration.

The information marked with * is mandatory. On the following pages we have compiled some information on the requested data.
### Guideline for ERGO Group Suppliers on the Use of the Coupa Supplier Portal (CSP)

#### Supplier Certification of the ERGO Group

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<tr>
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<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>Company name</strong></td>
</tr>
<tr>
<td></td>
<td>Please enter the legally correct company name of your company here</td>
</tr>
<tr>
<td>2</td>
<td><strong>Main address</strong></td>
</tr>
<tr>
<td></td>
<td>The following information is required:</td>
</tr>
<tr>
<td></td>
<td><strong>Country/Region</strong> = Country, for Germany select <strong>Germany</strong>.</td>
</tr>
<tr>
<td></td>
<td><strong>Street Address</strong></td>
</tr>
<tr>
<td></td>
<td><strong>City</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Postal Code</strong></td>
</tr>
<tr>
<td>3</td>
<td><strong>Contact information</strong></td>
</tr>
<tr>
<td></td>
<td>First name, surname, email address, fixed network</td>
</tr>
<tr>
<td>4</td>
<td><strong>Email for orders</strong>: If you have a dedicated email address to which orders should be sent.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Add contact person for accounting</strong> Yes / No. If Yes, please enter the following information of the</td>
</tr>
<tr>
<td></td>
<td>contact person: First name, Last name, Email address</td>
</tr>
<tr>
<td>6</td>
<td><strong>Company details</strong></td>
</tr>
<tr>
<td></td>
<td><strong>VAT ID or local tax number</strong>: Yes / No. If Yes, please enter your <strong>VAT ID</strong>. If available, also your</td>
</tr>
<tr>
<td></td>
<td>commercial register number</td>
</tr>
<tr>
<td>7</td>
<td><strong>Künstlersozialkasse (KSK)</strong>: Yes, if you are subject to KSK.</td>
</tr>
<tr>
<td>8</td>
<td><strong>Withholding tax</strong> Yes / No. If Yes, answer the further questions on withholding tax.</td>
</tr>
<tr>
<td>9</td>
<td><strong>IT products / IT services</strong> Yes / No. If Yes, please upload the competence matrix.</td>
</tr>
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## Supplier Certification of the ERGO Group

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<tr>
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<tr>
<td><strong>10</strong></td>
<td><strong>Annual turnover in EUR: Year before last, Last year, This year (forecast)</strong></td>
</tr>
<tr>
<td><strong>11</strong></td>
<td><strong>Number of employees: Year before last, Last year, This year (forecast)</strong></td>
</tr>
<tr>
<td><strong>12</strong></td>
<td><strong>Bank information</strong>&lt;br&gt;Coupa Account Yes / No. Please be sure to enter your payment information. You can find detailed instructions <a href="#">here</a>.</td>
</tr>
<tr>
<td><strong>13</strong></td>
<td><strong>Proof of bank details:</strong> Upload bank confirmation, blank invoice or bank statement</td>
</tr>
<tr>
<td><strong>14</strong></td>
<td><strong>Compliance</strong>&lt;br&gt;Please upload the following documents:&lt;br&gt;• Non-Disclosure Agreement (NDA): <a href="#">Link to the template on our website</a>&lt;br&gt;• Confirmation of compliance with the principles of the Global Compact: <a href="#">Link to the template on our website</a>&lt;br&gt;• Anti-corruption agreement: <a href="#">Link to the template on our website</a></td>
</tr>
<tr>
<td><strong>15</strong></td>
<td><strong>Other information</strong>&lt;br&gt;Sustainability area&lt;br&gt;Experience with Munich Re Group</td>
</tr>
</tbody>
</table>
1. Click **Submit for approval** when all details, including bank information, are complete in Coupa.

You will also receive an email confirming that the supplier registration has been sent for approval.
Thank you very much!

You have completed the supplier certification.

The certification will be checked by Central Procurement of the ERGO Group and then approved. You will be notified of this by email.

If you have any queries, please contact supplier-registration@ergo.de.
1. Click on the Add Remit-To button.
The bank account wizard opens in the foreground.
2. Click Create New Remit-To Address.
Supplier Certification of the ERGO Group

12. Enter Bank Information

3. Enter the name of the company in the **Legal Entity Name** field.
4. Select your **Country/Region**.
5. Click **Continue**.

The selected country determines the following questions, which may vary depending on the country. In these instructions, the procedure for Germany is shown.
Supplier Certification of the ERGO Group

12. Enter Bank Information

Here you enter general information about your company.

6. Indicate the **Type of Company**.

7. Enter the name of the **Board of Directors**.

8. Click **Save & Continue**.
Supplier Certification of the ERGO Group

12. Enter Bank Information

9. Enter the street and house number or the post office box in the Address Line 1 field.

10. Enter the City.

11. Enter the Post Code.

12. Enter the VAT ID.

13. Click Save & Continue.

Tip
Click on the blue i to display the help texts and explanations for each field.
Supplier Certification of the ERGO Group

12. Enter Bank Information

14. Select the payment method, e.g. bank account.

15. Enter the Name of the Bank.

16. Enter the Account Number and confirm the Number in the Confirm Field.

17. Click Save and Continue.
18. Click **Next** if the data is correct and you do not want to create another payee.

19. Click **Done** if you do not want to add another return address for deliveries.
12. Enter Bank Information

20. Click Add Now to complete the process and add the bank details to the registration.

The bank details are now entered with all data.

21. Optional: Click Add Remit-To if you want to add more payees and then follow the instructions starting on page 49.
22. Click **Yes, save to Profil** to complete the supplier registration.
Imprint

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