



RFS



Coupa Supplier Portal (CSP)

Supplier User Guide

How to “Respond without Joining”



SIM – Coupa Introduction



Coupa is a cloud-based platform, design specially for buyers and suppliers to collaborate.

NSW Rural Fire Service uses Coupa as their chosen platform for Supplier Management. You must use this electronic system so NSW RFS can trade with you as your customer, and if we need you to update your company details.

This guide will step you through the 2 ways you can set up your company when NSW RFS sends you a request, this will ensure we correctly create your vendor account.

These are 2 ways you can use the Coupa System to provide your details :-

1. **Join and Respond** via the Coupa Supplier Portal (CSP) - (slides ## - ##)
2. **Respond without Joining** the CSP – (slides ## - ##)

We recommend completing this process on a laptop or PC for a better experience. Using a mobile phone limits the page views, and some of the links in the form may not work.

Please note that the Coupa Supplier portal is FREE, and RFS doesn't require you to be verified via the Coupa Verify.

SIM – Coupa Introduction



You will receive an email from the NSW RFS requesting your supplier information. This email will come from NSW Rural Fire Service do_not_reply@rfsnsw.coupahost.com

Please note that the Coupa Supplier portal is **FREE**, and RFS doesn't require you to be verified via the Coupa Verify.

At this point you will need to decide if you :-

1. **Join and Respond**
2. **Respond without Joining**

Once decided then please click on the button

Join and Respond via the Coupa Supplier Portal (CSP)

Select this option if you want to register as a RFS supplier whilst also maintaining your public profile and look for extra customers that Coupa have. You will create your business account / profile and can then use various option eg view PO's, create invoices, track payments. Most of your data will be prefilled into the SIM form which is then sent to RFS. After registering, you will have access to your profile.

Respond without Joining without registering for CSP (SAN)

Select this option if you want to fill in the application form without creating a CSP profile to become a RFS supplier. Takes you directly to the "Information Request" form by a one-time link – you can complete your company details without any further registration. If you supply on a one-off basis or are a small business, it might make more sense to select this.

A screenshot of an email from the NSW Rural Fire Service. The email is titled "NSW Rural Fire Service Profile Information Request - Action Required". It addresses the recipient as "Hello Supplier," and explains that NSW Rural Fire Service uses Coupa as their chosen platform for Supplier Management. The email states that the recipient must use this system so NSW RFS can trade with them as a customer, and they need to update their company profile. It offers two ways to use the Coupa System: "Join and Respond" via the Coupa Supplier Portal (CSP), or "Respond Without Joining" the CSP. The email also mentions that joining allows for easier updates and access to purchase orders, invoices, and SMS alerts. It provides instructions on how to forward the registration to another person and offers links for further help and information. At the bottom of the email, there are two buttons: "Join and Respond" and "Respond Without Joining".

NSW Rural Fire Service

NSW Rural Fire Service Profile Information Request - Action Required

Hello Supplier,

NSW Rural Fire Service uses Coupa as their chosen platform for Supplier Management. You must use this system so NSW RFS can trade with you as your customer, and we need you to update your company profile.

There are two ways you can use the Coupa System to provide your details (both methods are completely free).

1. **Join and Respond** via the Coupa Supplier Portal (CSP), or
2. **Respond Without Joining** the CSP

You can respond and send your information to NSW RFS without joining, but joining allows you to update your company info more easily if it ever changes, as well as do things with NSW RFS (and your other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

Use one of the buttons below to respond, or if another person at your organisation is more appropriate to handle this registration, please forward this email to them (must have the same email domain).

If you need further help to understand this request, please refer to [Doing Business with the NSW RFS](#).

For more information about the Coupa Supplier Portal, please refer to [For Suppliers](#).

Looking forward to doing business with you.

Join and Respond **Respond Without Joining**

Note – to update any additional company details after this registration process with RFS you will need a form sent to you. Please advise procurement@rfs.nsw.gov.au or finance@rfs.nsw.gov.au

SIM – Filling in the form via SAN (without registering for the CSP)

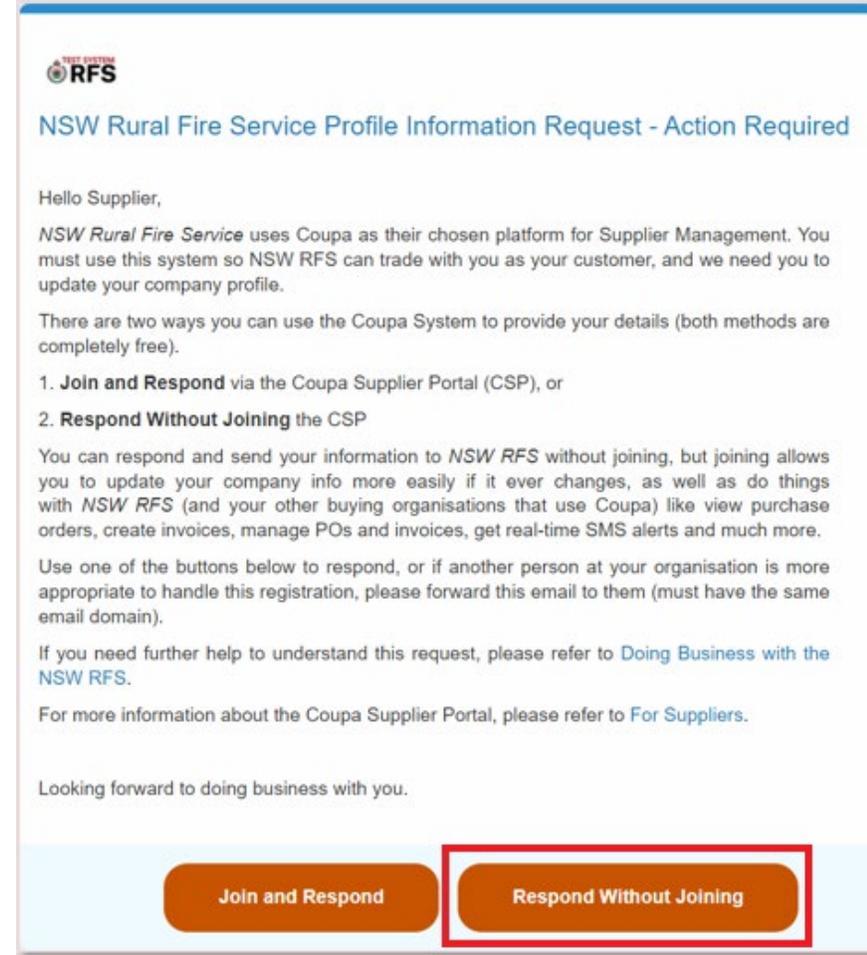
“Respond without Joining”

When RFS sends you an invite to join Coupa you are given the option to “Respond without Joining”.

Respond Without Joining

These are the steps to follow to complete the form when you don't join the CSP – called **SAN (Supplier Actionable Notification)** :-

When you click the “Respond without joining” button, you will be taken directly to the form.
Fill in all the fields on the form



RFS

NSW Rural Fire Service Profile Information Request - Action Required

Hello Supplier,

NSW Rural Fire Service uses Coupa as their chosen platform for Supplier Management. You must use this system so NSW RFS can trade with you as your customer, and we need you to update your company profile.

There are two ways you can use the Coupa System to provide your details (both methods are completely free).

1. **Join and Respond** via the Coupa Supplier Portal (CSP), or
2. **Respond Without Joining** the CSP

You can respond and send your information to *NSW RFS* without joining, but joining allows you to update your company info more easily if it ever changes, as well as do things with *NSW RFS* (and your other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

Use one of the buttons below to respond, or if another person at your organisation is more appropriate to handle this registration, please forward this email to them (must have the same email domain).

If you need further help to understand this request, please refer to [Doing Business with the NSW RFS](#).

For more information about the Coupa Supplier Portal, please refer to [For Suppliers](#).

Looking forward to doing business with you.

Join and Respond Respond Without Joining

Note – RFS recommend completing this process on a laptop or PC for a better experience. Using a mobile phone limits the page views, and some of the links in the form may not work.

SIM – Filling in the form via SAN (without registering for the CSP)



“Respond without Joining”

Under **Supplier Details** section – please fill in all the fields on the form (mandatory fields are marked with *)

1. **Entity Name** – enter the Entity name that appears in the ABN lookup for your company
<https://abr.business.gov.au>
2. **Business Name** – enter the business name that appears in the ABN lookup (if you don't have one enter the Entity name here as well).
3. **Industry** – this will be completed by RSP (no need to fill in) generally this is Private Sector.
4. **PO Email** – enter the email address you would like PO's from RFS sent to.

ABN Lookup example only

ABN Lookup > Search > Current details for ABN 25 003 129 221

Current details for ABN 25 003 129 221

Current details | Historical details

ABN details

Entity name:	NSW RURAL FIRE SERVICE	1
ABN status:	Active from 01 Nov 1999	
Entity type:	State Government Entity	
Goods & Services Tax (GST):	Registered from 01 Jul 2000	
Main business location:	NSW 2127	

Business name(s) 2

From 1 November 2025, ABN Lookup will not display trading names and will only display registered business names. For more information, see [ABN Lookup](#).

Trading name

Department of Rural Fire Service
NSW Rural Fire Service

Supplier Information

Supplier Details

* Entity Name 1
Please provide the Entity Name that the supplier business trades under, as it is listed in the [Australian Business Register](#)

* Business Name 2
Please provide the Business Name that the supplier business trades under, as it is listed in the [Australian Business Register](#)

Industry 3

Supplier Contacts & Address

* PO Email 4
This is where POs will be sent, which can be the same or different from primary contact and/or remittance email address.

SIM – Filling in the form via SAN (without registering for the CSP)



“Respond without Joining”

Under **Primary Contact** section – please fill in all the fields on the form (mandatory fields are marked with *)

5. **Contact Purpose** – click on the drop down to select an option
 - i. **First name** – enter the primary contact name (main contact)
 - ii. **Surname** – enter the primary contacts surname
 - iii. **Primary contact email** – enter the email address who is the main contact
6. **Mobile & Work Phone Number** – change the default to “other” to enter the phone number.
 - First box – country code eg 61
 - Second box – area code eg 2
 - Third box – local or mobile number

* Primary Contact

The primary contact is the person responsible for sole representative on behalf of your company – the main contact for the application.

Contact Purpose Select Some Options ⓘ

* **First name**

* **Surname**

* **Primary Contact Email** ⓘ

Phone numbers – follow an international standard for text boxes

Mobile Phone Other ▼

Country/Region/Area/City Local Extension (optional)

• Change the default to “Other” to enter Australian phone numbers.
• First Box - country code, e.g. “61” (digits only, no + required).
• Second Box - area code, e.g. “2” for NSW (no leading zero).
• Third Box - local number (for mobiles, no leading zero.)

Work Phone US/Canada ▼

650-555-1212

Contact Purpose

- Accounting
- Diversity
- Executive
- Legal
- Other
- Procurement
- Sales
- Service Desk
- Sourcing

5

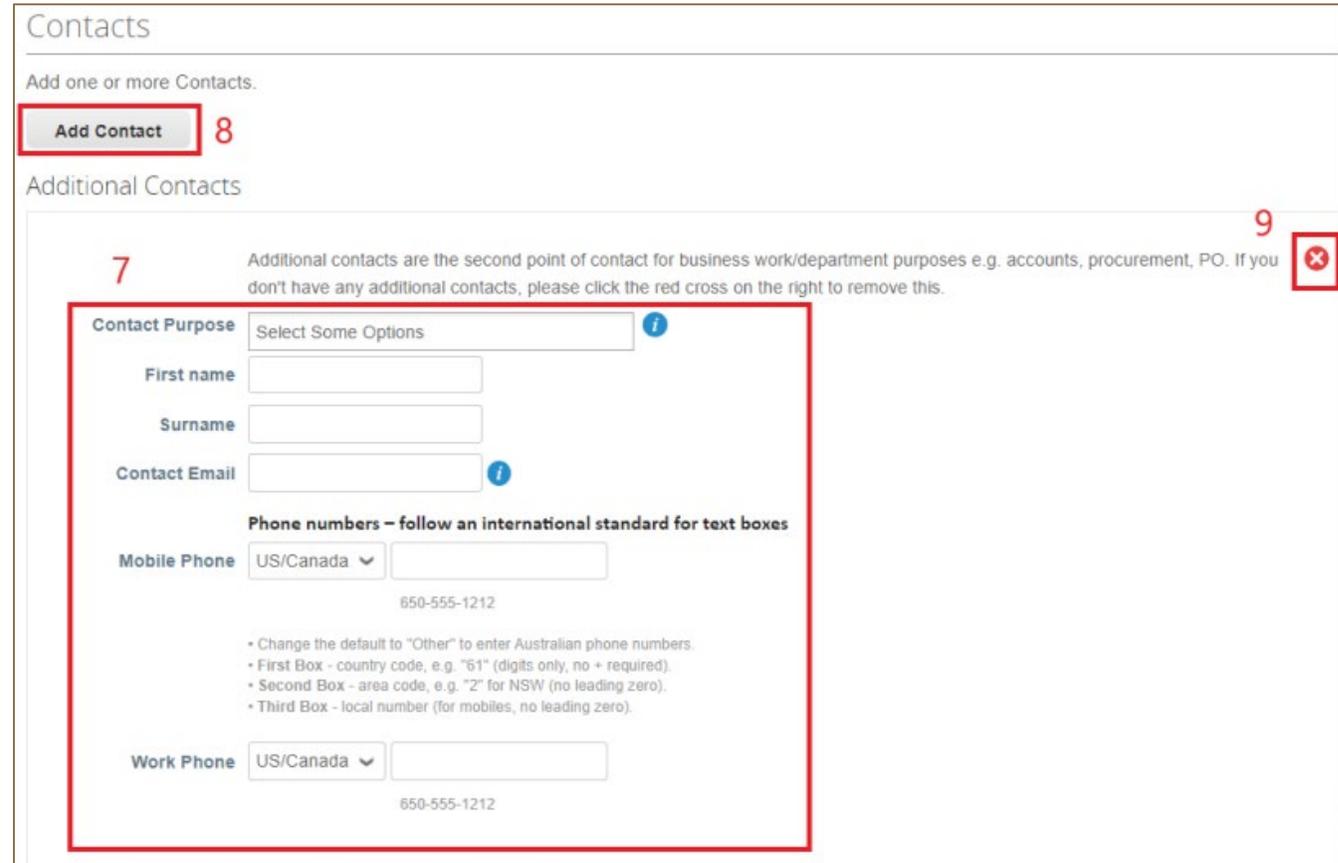
6

SIM – Filling in the form via SAN (without registering for the CSP)

“Respond without Joining”

Under Contacts “Additional” section fill in all the fields on the form (mandatory fields are marked with *)

- 7. Additional contacts** – if you have more than one contact at your company and would like to list them then please complete this section.
- 8. Add contact** – you can click the add contact button to add more.
- 9. Red Cross** - If you don't have any additional contacts then click on the red cross to remove this section



Contacts

Add one or more Contacts.

Add Contact 8

Additional Contacts

7 Additional contacts are the second point of contact for business work/department purposes e.g. accounts, procurement, PO. If you don't have any additional contacts, please click the red cross on the right to remove this. 9

Contact Purpose Select Some Options *i*

First name

Surname

Contact Email *i*

Phone numbers – follow an international standard for text boxes

Mobile Phone US/Canada 650-555-1212

- Change the default to “Other” to enter Australian phone numbers.
- First Box - country code, e.g. “61” (digits only, no + required).
- Second Box - area code, e.g. “2” for NSW (no leading zero).
- Third Box - local number (for mobiles, no leading zero).

Work Phone US/Canada 650-555-1212

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under **Supplier Address** section – please fill in all the fields on the form (mandatory fields are marked with *)

10. **Address Purposes** – this field is not mandatory, but you can select an option from the drop down
11. **Region** –
 - i. **Country/Region** – select the country from the drop down
 - ii. **State Region** – select the state from the drop down. State ISO Code will automatically populate when the state is selected.

Note - If you get an error here – please ensure you are completing the form on a laptop or PC and not a mobile phone

12. **Address** – enter your **street address** you can carry over into street address 2,3,4 if needed
13. **City/Postal Code** – enter the suburb and post code for your location

* Supplier Address

Address Purposes ⓘ

11 * Region

Country/Region ⓘ i. ▼

State Region x ▼ ii.

State ISO Code

Address Name

* Street Address 12

Street Address 2

Street Address 3

Street Address 4

* City 13

* Postal Code

Location Code

Address Purposes

Branch
Franchise
HQ
Other Address
Service Centre
Warehouse

Country/Region

Australia
Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas

State Region

New South Wales - NSW
Australian Capital Territory - ACT
New South Wales - NSW
Northern Territory - NT
Queensland - QLD
South Australia - SA
Tasmania - TAS
Victoria - VIC
Western Australia - WA

SIM – Filling in the form via SAN

(without registering for the CSP)

“Respond without Joining”

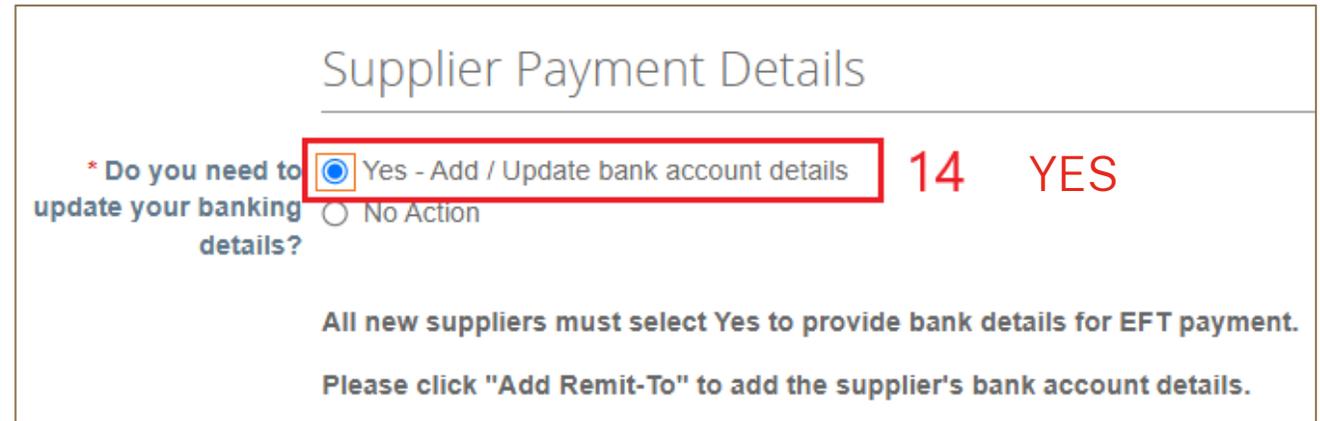
Under **Supplier Payment Details** section – please fill in all the fields on the form (mandatory fields are marked with *)

Supplier Payment Details

14. **Payment Details – “YES”**, if you are a new supplier then you must click **yes** to add bank account details.

This will then display the **add-remit-to** section. (see next page – point 16.)
(We cannot make payment without this).

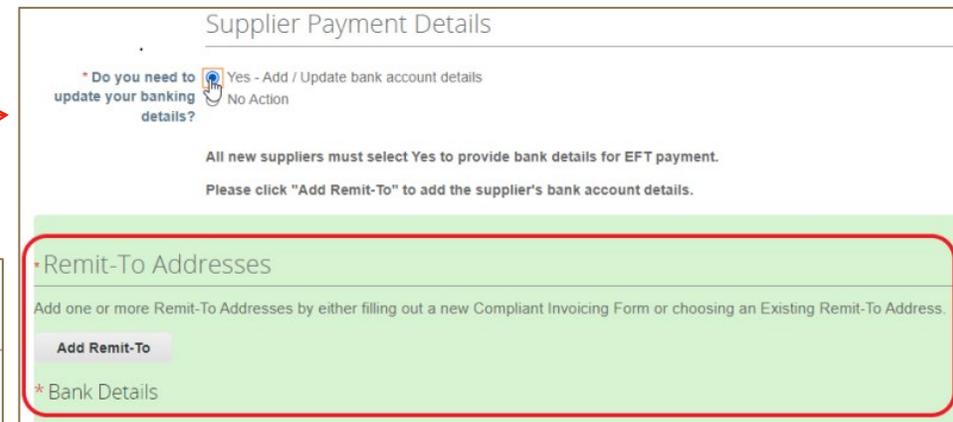
15. **Payment Details – “NO”**, only click **no action** if you are an existing supplier and don't need to update bank details.



Supplier Payment Details

* Do you need to update your banking details? Yes - Add / Update bank account details **14 YES** No Action

All new suppliers must select Yes to provide bank details for EFT payment.
Please click "Add Remit-To" to add the supplier's bank account details.



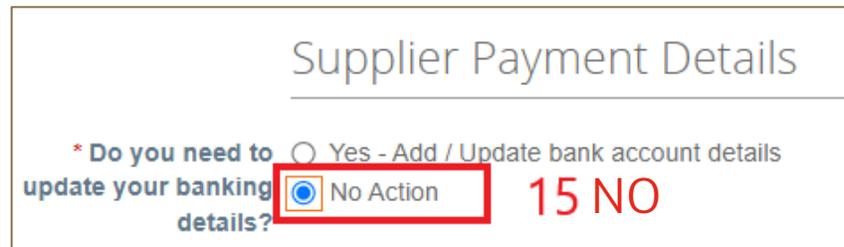
Supplier Payment Details

* Do you need to update your banking details? Yes - Add / Update bank account details No Action

All new suppliers must select Yes to provide bank details for EFT payment.
Please click "Add Remit-To" to add the supplier's bank account details.

• Remit-To Addresses
Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.
Add Remit-To

* Bank Details



Supplier Payment Details

* Do you need to update your banking details? Yes - Add / Update bank account details No Action **15 NO**

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under Remit-To Addresses section -“New Supplier” please fill in all the fields on the form (mandatory Fields are marked with *)

16. Add Remit-To (Bank Details) :

New Supplier- If you are a New supplier, please enter your remittance details in the form.

- **Remittance email** – this is where RFS will send payment advice when making EFT payment
- **Bank Name** – enter the name of the bank that your account is held with
- **Account Name** – enter the account holders name that appears in your bank details
- **Bank account Number** – enter the account number of where the funds will be deposited
- **BSB Number** – enter the BSB number that identifies your banks branch
- **Branch Name** – enter if known the location
- **Bank Country/Region** – country the bank is located generally Australia

* Remit-To Addresses **16 i.**

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

* Bank Details

If you are a **New Supplier**, please enter your remittance details in the form below.

* Remittance Email **i** ← enter email address for remittance advice
This is where RFS will send payment advice when making an EFT payment.

* Bank Name ← Fill in the name of the Financial institution you bank with eg CBA (Commonwealth bank)

* Account Name ← enter account name registered with your bank which appears on the bank evidence to be provided

* Bank Account Number **i** ← enter account number (up to 9 digits)
Australian Bank Account Numbers have a maximum of **9 digits**.

* BSB Number **i** ← enter the BSB number that identifies your banks branch (6 digits)
Please enter your **6 digits** BSB number without “-”

Branch Name ← not mandatory but can be completed if known

* Bank Country/Region ← click the drop down and select Australia overseas select the country location

Bank Country/Region dropdown menu:
Afghanistan
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla
Antarctica
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia

Note – Bank details will be encrypted (masked) once form has been approved by RFS.

SIM – Filling in the form via SAN (without registering for the CSP)



“Respond without Joining”

Under Remit-To Addresses section -“New Supplier” – please fill in all the fields on the form (mandatory fields are marked with *)

17. Add Remit-To (Bank Details) :
Existing Supplier – If you are an Existing supplier and need to provide a new remittance details.
18. Click the **red cross** on the right to delete this existing info and then click Add Remit-To to enter new remittance details.
19. Then click **Add Remit-To** which will bring up the bank details fields for you to provide your new details

Note – Bank details will be encrypted (masked) once form has been approved by RFS.

* Remit-To Addresses 17

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To 19

* Bank Details

18

If you are an **Existing Supplier** and like to **provide a New Remittance**, please click the red cross on the right to delete this existing one and then click Add Remit-To above to enter your new remittance details.

* Bank Details

If you are an **Existing Supplier** and like to **provide a New Remittance**, please click the red cross on the right to delete this existing one and then click Add Remit-To above to enter your new remittance details.

* Remittance Email ← enter email address for remittance advice
This is where RFS will send payment advice when making an EFT payment.

* Bank Name ← Fill in the name of the Financial institution you bank with eg CBA (Commonwealth bank)

* Account Name ← enter account name registered with your bank which appears on the bank evidence to be provided

* Bank Account Number ← enter account number (up to 9 digits)
Australian Bank Account Numbers have a maximum of 9 digits.

* BSB Number ← enter the BSB number that identifies your banks branch (6 digits)
Please enter your 6 digits BSB number without "-"

Branch Name ← not mandatory but can be completed if known

* Bank Country/Region ← click the drop down and select Australia

SIM – Filing in the form via SAN

(without registering for the CSP)

“Respond without Joining”

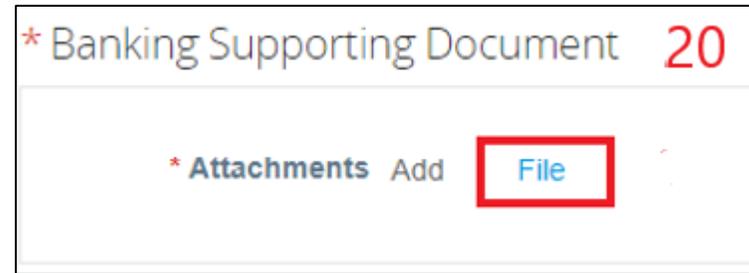
Under **Banking Supporting Document** section – please attach document on the form (mandatory fields are marked with *)

20. Banking Supporting Document : Attachment – To verify the bank details entered into the form. We require the following documentary evidence of your banking details, **this must show**

- *Bank name/logo*
- *Account name*
- *Account Number*
- *BSB number*

Please click **“File”** and attach the evidence (preferably in pdf format)

Note – this is required for auditing and ICAC purposed (to prevent fraud)



Please click "File" to provide one of the following as documentary evidence of your banking details, showing Bank Name, Account Name, BSB, and Account Number: A copy of a Bank Deposit Slip, OR Bank Statement, OR Internet Banking Screenshot - omitting balances.

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under Tax Registration section – please fill in all the fields on the form (mandatory fields are marked with *)

21. Tax Registration – GST Registered :

If you are GST registered then please click **Yes**, if you are not registered for GST then please click **No**.

RFS will check this information via the ABN lookup

22. Tax Registration - ABN number :

Click **Yes** and add your 11 digit **ABN number** in the field provided. Generally suppliers should have an ABN to do business with RFS, if for some reason you don't then we may need to withhold an amount from the payment called “no ABN withholding”

A screenshot of the 'Tax Registration' section of a form. It contains three questions, each with a red asterisk indicating it is mandatory. The first question is 'Are you GST registered?' with radio buttons for 'Yes' and 'No', and a red '21' next to it. The second question is 'Do you have an ABN?' with radio buttons for 'Yes' (selected) and 'No', and a red '22' next to it. The third question is 'ABN' with a text input field containing the placeholder text 'add your 11 digit abn here'. All three questions and their respective input areas are enclosed in red rectangular boxes.

ABN Lookup

ABN Lookup visit - <https://abr.business.gov.au/>

SIM – Filling in the form via SAN (without registering for the CSP)



“Respond without Joining”

Under Supplier Diversity section you will find questions about **SME** – please answer these questions with Yes/No (mandatory fields are marked with *)

23. Supplier Diversity

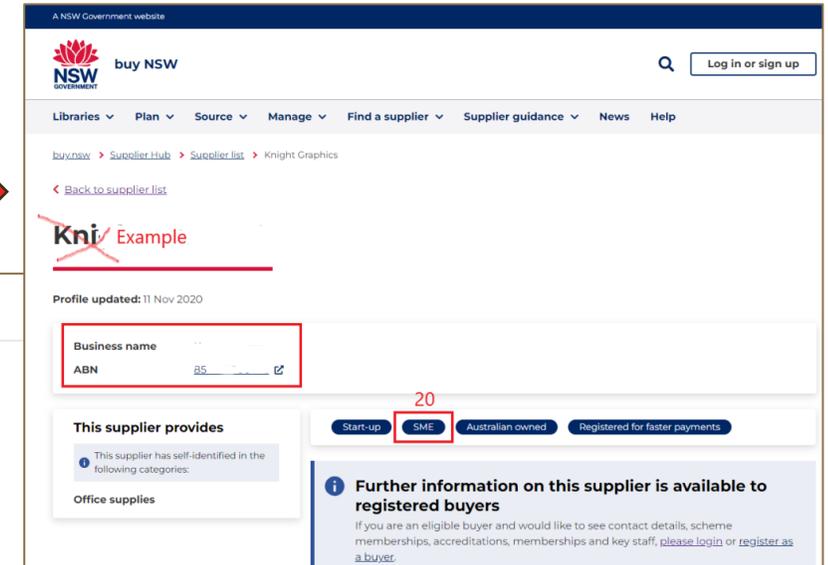
SME – (Small and Medium Enterprise)

SME suppliers that supply to NSW Govt. can register to receive Faster Payment Terms for goods & services. If you are an SME and already registered with BuyNSW then please click **Yes** and add a screenshot of your portal page that shows you are registered for SME by clicking the **Choose file**.

If you aren't registered, then click **No**, otherwise to register go to <https://buy.nsw.gov.au/login/signup>

For further info go to buy.nsw@customerservice.nsw.gov.au or call 1800 670 289

Example of screen shot from Buy NSW portal →



Supplier Diversity **click Yes**

* Are you a Small Medium Enterprise Supplier?

- Yes
- No

* SME Registration

Choose file No file chosen

20

Please attach a copy or screenshot of your SME Registration.

click No

* Is this supplier a Small Medium Enterprise Supplier? Yes No 20

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under Supplier Diversity section you will find questions about SME, **Owned Business** & Disability Enterprises – please answer these questions with Yes/No (mandatory fields are marked with *)

24. Supplier Diversity

Aboriginal or Torres Strait Islanders – Owned Business

If your organisation is owned by Aboriginal or Torres Strait Islanders, then please click **Yes**, add **Effective & Expiry date** of the recognition issued in the box provided as well as a brief description. Click on **File** and attach a copy of your recognition from organisation such as First Australians Chamber of Commerce or Supply Nation. Otherwise click **No** if this does not apply

Site reference <https://fncci.org.au/> & <https://supplynation.org.au/>

* Is this an Aboriginal or Torres Strait Islander owned business? **21** **click No**

Yes
 No

If yes, please attach a copy of recognition by an appropriate organisation, such as First Australians Chamber of Commerce or Supply Nation.

* Is this an Aboriginal or Torres Strait Islander owned business? **21** **click Yes**

Yes
 No

If yes, please attach a copy of recognition by an appropriate organisation, such as First Australians Chamber of Commerce or Supply Nation.

* Certificate Details

Effective Date	d/m/yy		← add date recognition was issued, if not known, then add today's date
* Expiry Date	d/m/yy		← if known, add expiry date, otherwise add 5 years onto effective date & enter this
* Attachments	Add	File	← attach file by clicking File
Description	add brief description of what recognition you have attached		

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under **Supplier Diversity** section you will find questions about SME, Business owners & **Disability Enterprises** – please answer these questions with Yes/No (mandatory fields are marked with *)

25. Supplier Diversity

Australian Disability Enterprises (ADE)

If your organisation supports employees with a disability, then please click **Yes** add in date this started if known under **effective & expiry date**, add a copy of the recognition from an appropriate organisation by clicking **file** next to the attachments & add a brief description.

* Is this an Australian Disability Enterprises (ADE)? 22 click No

Yes
 No

If yes, please attach a copy of recognition by an appropriate organisation.

* Is this an Australian Disability Enterprises (ADE)? Yes 22 click Yes
 No

If yes, please attach a copy of recognition by an appropriate organisation.

* Certificate Details

Effective Date d/m/yy ← add date recognition was issued, if not known, then add today's date

* Expiry Date d/m/yy ← if known, add expiry date, otherwise add 5 years onto effective date & enter this

* Attachments Add File ← attach file by clicking File

Description add brief description of what recognition you have attached

SIM – Filling in the form via SAN

(without registering for the CSP)



“Respond without Joining”

Under Declaration of Conflict of Interest section – section fill in all the fields on the form (mandatory fields are marked with *)

26. Declaration of Conflict of Interest

Suppliers wanting to do business with RFS must declare any perceived or potential conflict of interest. Click the down arrow next to **select** and choose the statement that is correct.

27. If you declare and select “I am a member of a NSW RFS Brigade” you will need to add additional information about the conflict. Add a detailed description in the box under **Describe your conflict** and add documents relating to the conflict under attachments click **choose file**

Declaration of Conflict of Interest

Suppliers must declare any information or circumstances that result in actual, perceived or potential conflict of interest. Conflict of interest may include: paid employment with the NSW RFS, a relationship or association with member of NSW RFS, being a brigade member or any other personal or financial interests that may cause a perceived, potential or actual conflict of interest for the vendor and as such should be reviewed prior to being set up in the RFS vendor system.

* Conflict of interest

Select



click the down arrow and then select

* Conflict of interest

Select



26

I declare, I do not have an actual, perceived or potential Conflict of Interest with NSW RFS

I am a member of a NSW RFS brigade or declare the following:

select the statement that is correct by clicking on it

* Conflict of interest

27

I am a member of a NSW RFS... x



if you select this

* Describe your conflict

You must detail your conflict in this box

Attachment

Choose file

No file chosen

attach any documents here that relate to the conflict

SIM – Filling in the form via SAN (without registering for the CSP)



“Respond without Joining”

Under **Confirmation (Terms and Conditions)** section – section fill in all the fields on the form (mandatory fields are marked with *)

28. Confirmation

(Terms and Conditions)

Please open and read the Terms and Conditions by clicking on the pdf called **Terms_and_Conditions.pdf** once you have read then click the **Yes** or **No** to confirm your registration as a supplier to the NSW Rural Fire Service.

Confirmation

Terms and Conditions

 [Terms_and_Conditions.pdf](#) ← click file to open & read

 Terms_and_Conditions.pdf

* I confirm that I have read the Terms and Conditions and wish to register as a supplier to the NSW Rural Fire Service (ABN25003129221).

Yes **28**

No

SIM – Filling in the form via SAN (without registering for the CSP)

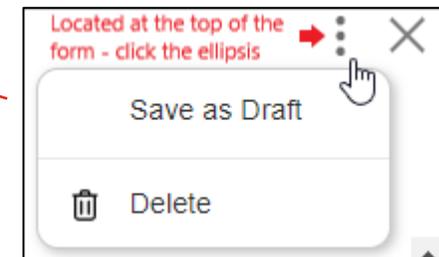
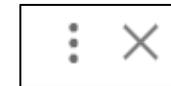
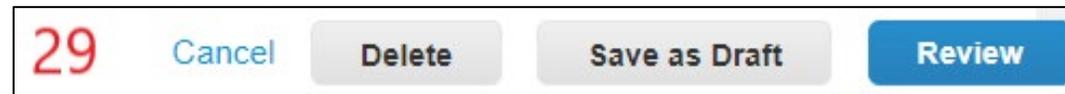
“Respond without Joining”

Under **Review** section – section fill in all the fields on the form (mandatory fields are marked with *)

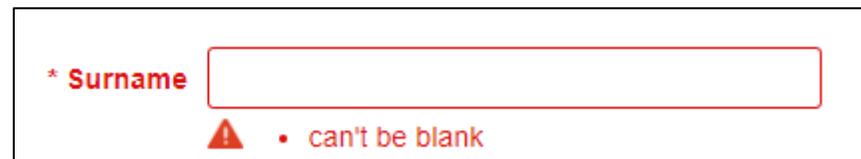
29. Review – once you have completed all the fields in the form and comfortable with the information provided, please click the **Review** button.

At this point you can also **Delete** and **Save as Draft** – this is located at the top of the form by clicking the 3 dots (ellipsis)

30. If you haven't filled in mandatory fields the form will give a warning sign to **Please fix the errors below** and the fields will highlight noting they **can't be blank** – correct these errors and the form will take you to the next screen.



Located at the top of the form - click the ellipsis



SIM – Filling in the form via SAN

(without registering for the CSP)

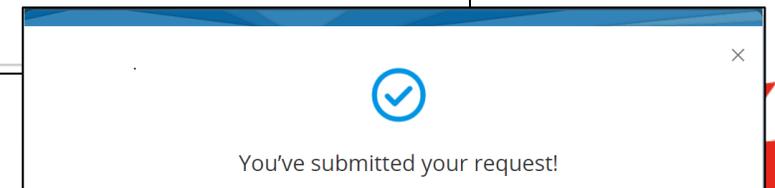
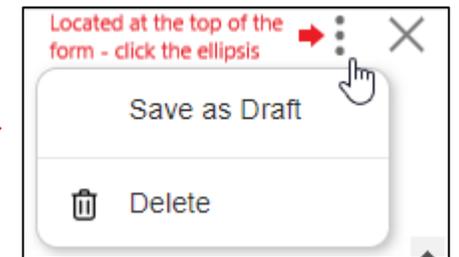
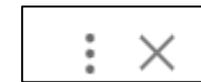
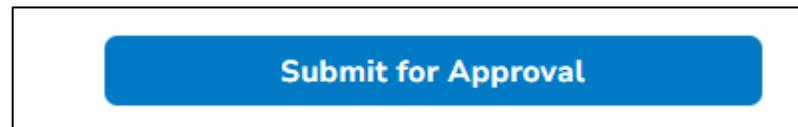
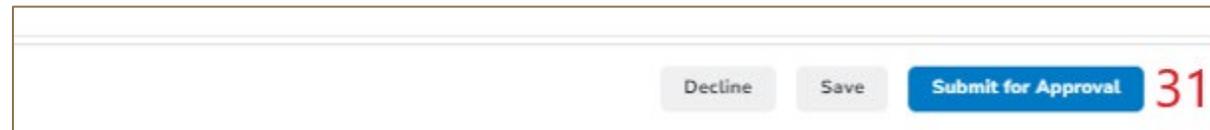
“Respond without Joining”

Under **Submit for Approval** section – section fill in all the fields on the form (mandatory fields are marked with *)

31. Submit for Approval – once you have reviewed the form detail, please click the **Submit for Approval** button.

At this point you can also **Decline & Save**, this is located at the top of the form by clicking the 3 dots (ellipsis)

32. Pending Approval – you will know the form is submitted when a Pending Approval status is visible at the top of the form, and the form is no longer editable.



Note – The Procurement/Finance Team will receive the form and check your entries. In case of any queries, you will be contacted, or the form might be rejected for correction. After approval by the Finance Team, the status of your form will change to Applied, your supplier record will become active for RFS, and the Onboarding process is complete.

Coupa Support

At any time while completing the onboarding process you need to speak with someone you can click the Chat with Coupa Support located at the bottom right-hand side of your screen.



For any general CSP technical or functional question you can try searching in the [Supplier Help Centre](#) otherwise if you can't find the answer there, then you can contact the Couper Supplier Support Team at supplier@coupa.com

For more information about Coupa, Supplier can visit the [Coupa Supplier Page](#)

While logged into the CSP – you can also click the **Help** tab for **Help Tour**, **Blog** and **Online Help** this will navigate to the Coupa Success Portal

