

# **Respond to Requests for Supplier Details**

This guide will step you through how to set up your company when NSW RFS request you to update your information. 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.



### Responding and Registering with the RFS

You will receive a request from the RFS requesting your supplier information from

NSW Rural Fire Service <do\_not\_reply@rfsnsw.coupahost.com>

Click on the **Join and Respond** button at the bottom of the email and proceed to Step 2. This will allow you to transact with RFS electronically. Please note that the Coupa supplier portal is free, and RFS doesn't require you to be verified via the Coupa Verify.

Alternatively, you can click the **Respond Without Joining** button if you don't want to join, please proceed to Step 3 on Page 2.

### **RFS**

NSW Rural Fire Service Profile Information Request - Action Required

**scoupa** 

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.

Respond Without Joinin

For more information about the Coupa Supplier Portal, please refer to For Suppliers.

Looking forward to doing business with you

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### Registering with the Coupa Supplier Portal

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If you select **Join and Respond**, you can create a login for the CSP and follow the prompts for information. You need to:

- · Create and Confirm your password
- Accept the Privacy Policy and Terms of Use
- Click the Create an Account Button

If you are not the correct person to register for your company, click **"Forward this to someone"** instead.

After creating an account, you need to fill in the Verification Code to verify your email, and then you will be taken to a new screen to set up your company's CSP account:

- Provide requested info, then click Next to complete the account setup
- Then click Take Me There to provide RFS required information
- For more support on joining CSP, please check <u>Create Your Account</u> and <u>Coupa CSP FAQ</u>.

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Note: If you have any additional question, please contact procurement@rfs.nsw.gov.au / finance@rfs.nsw.gov.au



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## Completing the Supplier Information Update Form

There are 7 sections to the form that must be completed.

**3A** If you previously selected **Join and Respond** in Step 1, you can use the Save button at the bottom to complete the form later. To access your form again, select the Profile tab, then select "Information Requests".

**3B** Follow instructions to provide your Company, Contact, and Address Details. Please note that you can add Additional Contacts by clicking the Add Contact button, and the State Region is a mandatory field to fill.

**3C** If you selected **Join and Respond** in Step 1, please click **Add Remit-To** button to provide your remittance information. If you provided it during the CSP account setup in Step 2, click **Choose** to select the default remit-to address.



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