Coupa Supplier Portal (CSP)

Supplier User Guide

How to "Join and Respond"

SIM – Coupa Introduction

coupa **coupa** supplier portal

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.

coupa Coupa Supplier Portal (CSP)

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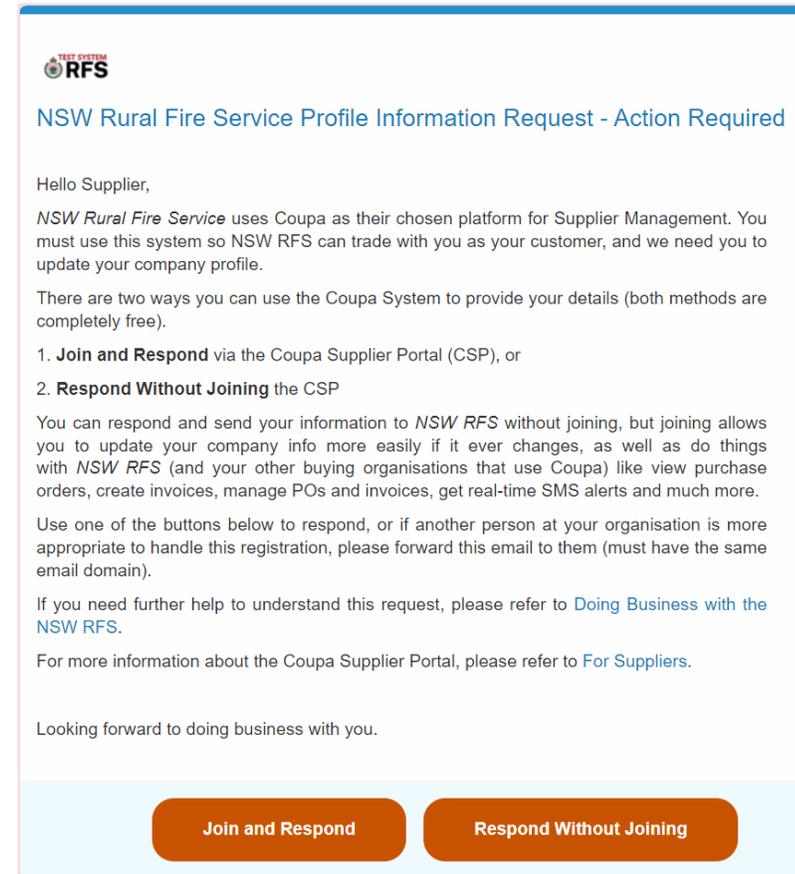
Note – to update any additional company details after this registration process with RFS you will need a form sent to you. Please advise procurement@rfs.nsw.gov.au or finance@rfs.nsw.gov.au

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**

RFS

"Join and Respond"

When RFS sends you an invite to join Coupa you are given the option to "**Join and Respond**".
These are the steps to follow to complete the form when you join the Coupa Supplier Portal - CSP.

When you click the "**Join and Respond**" button, you will be taken to the **Create an Account**

Join and Respond

Your CSP account is based on a specific email address. For the initial set up this is the email that you provided to RFS in your first discussion.

RFS

NSW Rural Fire Service Profile Information Request - Action Required

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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.

"Join and Respond"

Under **Create an Account** section - First step of joining the CSP is to create an Account - (mandatory fields are marked with *)

1. **Create an Account – Business name, First name & Last Name** will be prepopulated from the New supplier request that an RFS member instigated. Please change this if incorrect. You will not be able to change the **Email.** Add a **password** and then **confirm password.** Accept the **privacy policy** and **terms of use.** Once information has been entered then click the **Create an account** button.
2. If you already have an account, click the **Log In**
3. If you are not the correct person to register for your company, click **"Forward this to someone"** instead.

Create an Account

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

1

* **Business Name**
New Supplier

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

* **Email**
example_email@bigpond.com ← You will not be able to change this email address

* **First Name**   * **Last Name**
Jo   Bloggs

* **Password**   * **Confirm Password**
add a password   confirm the password

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

☐ I accept the Privacy Policy and the Terms of Use

Create an Account

Already have an account? **LOG IN**

Forward this to someone

Already have an account? **LOG IN** **2**

Forward this to someone **3**

Note – Once you have created an account and signed in for the first time, Coupa offers to take you on a tour of the CSP. We highly recommend you take this tour in order to gain valuable insight into the functionality provided.

"Join and Respond"

Under **Login** section - Already have an Account

Already have an account? **LOG IN**   2

2. If you already have an account, click the **Log In.** This will take you to the Login screen – enter the **Email** address you already have an account for then click the **Continue** button
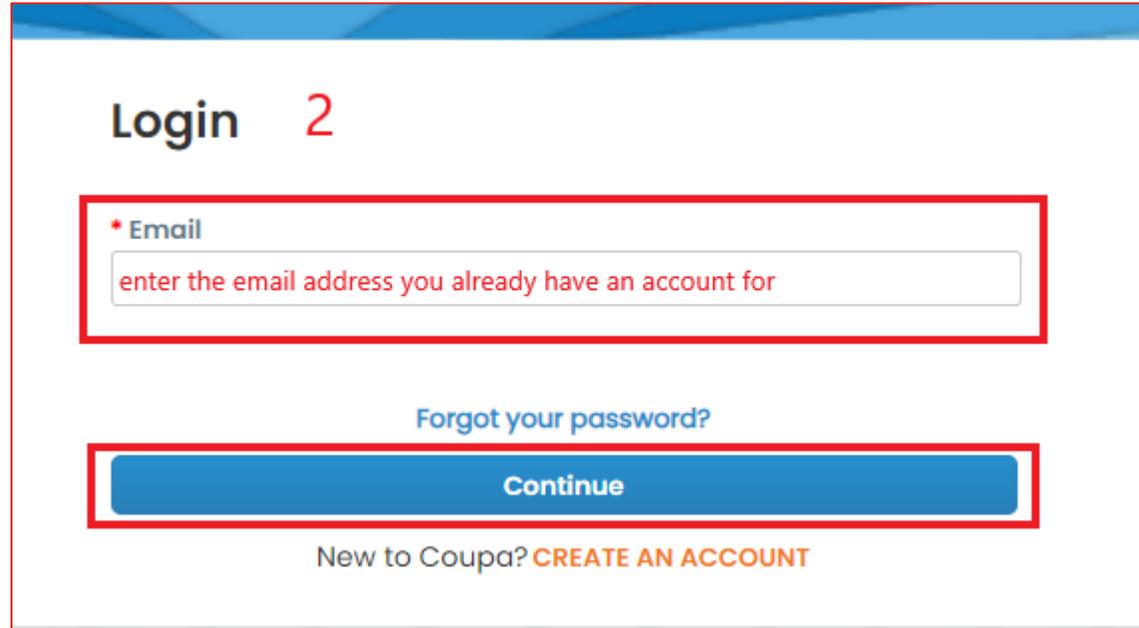
Login   2

* Email

enter the email address you already have an account for

Forgot your password?

Continue

New to Coupa? **CREATE AN ACCOUNT**

"Join and Respond"

Under **Forward this Invitation** section to someone else – (mandatory fields are marked with *)

Forward this to someone **3**

3. If you are not the correct person to register for your company, click **"Forward this to someone"** instead. This will take you a screen called **Forward This Invitation** add in the email of the correct person and click the **forward** button

Forward This Invitation

NSW Rural Fire Service is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with NSW Rural Fire Service so you're ready to do business together. **3**

* Email

| add email | @bigpond.com |

Forward

RFS

"Join and Respond"

Under **Email Verification** section - after creating an account, you will need to fill in the **Verification Code**

4. **Email Verification** - after creating an account, you need to fill in the Verification Code to verify your email. A one-time code will be sent to the email address which was provided.

   Email will come from Coupa Supplier Portal do_not_reply@rfs.coupahost.com subject **Your Coupa Verification Code**

   Enter the code and then click the **Next** button

   Note – you can **Request a new code if you didn't receive it**
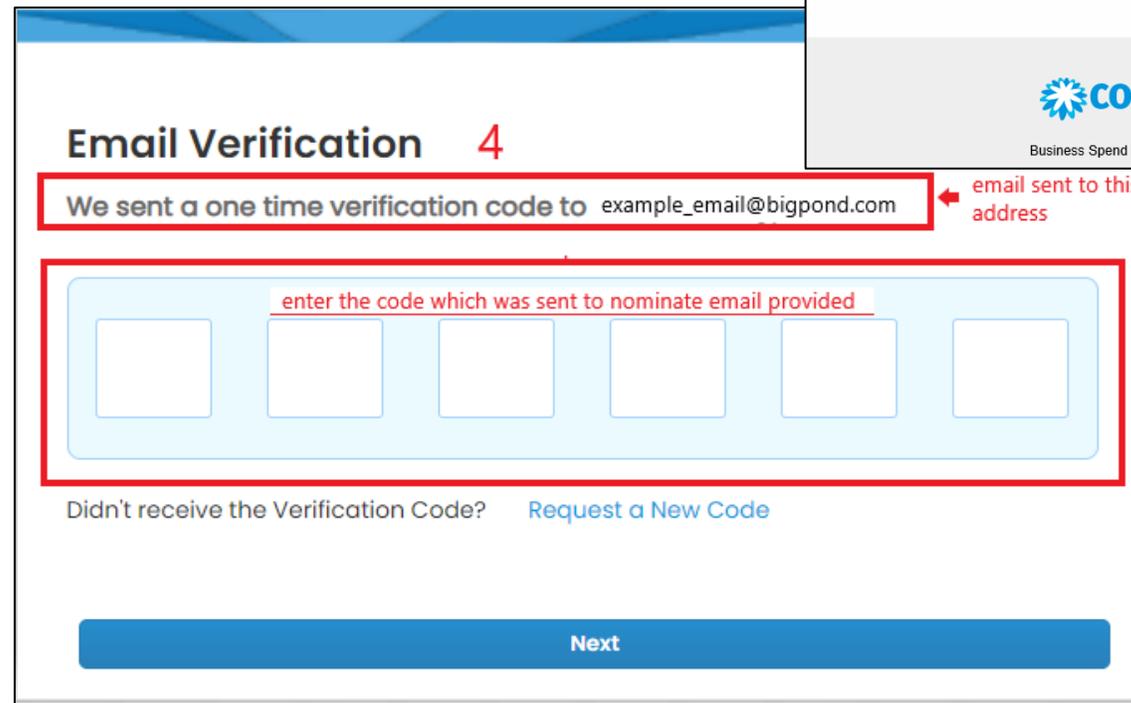
coupa   email example of code

Your Coupa Verification Code

Below is the secure verification code you requested. Enter the 6-digit code in Coupa to verify it's you.

475612

If you didn't request this code please contact us at supplier@coupa.com

coupa
Business Spend Management

Email Verification   4

We sent a one time verification code to example_email@bigpond.com   ← email sent to this address

enter the code which was sent to nominate email provided

Didn't receive the Verification Code?   Request a New Code

Next

Didn't receive the Verification Code?   Request a New Code

coupa Coupa Supplier Portal (CSP)

8

RFS

"Join and Respond"

Under **Secure your Payment Information** section. Two-Factor Authentication

5. Two-Factor Authentication is required to finish setting up payment.

   <u>Option 1</u> Authenticator app

   Point 1. Scan the QR code using your mobile phone under **authenticate via : authenticator app** after selecting from the drop down.

   Point 2. enter the 6-digit verification code received to your phone.

   Then click **Next** button.

App Store Preview — Example of one of the authenticators available

This app is available only on the App Store for iPhone and iPad.

Google Authenticator
Google LLC
#5 in Utilities
Free
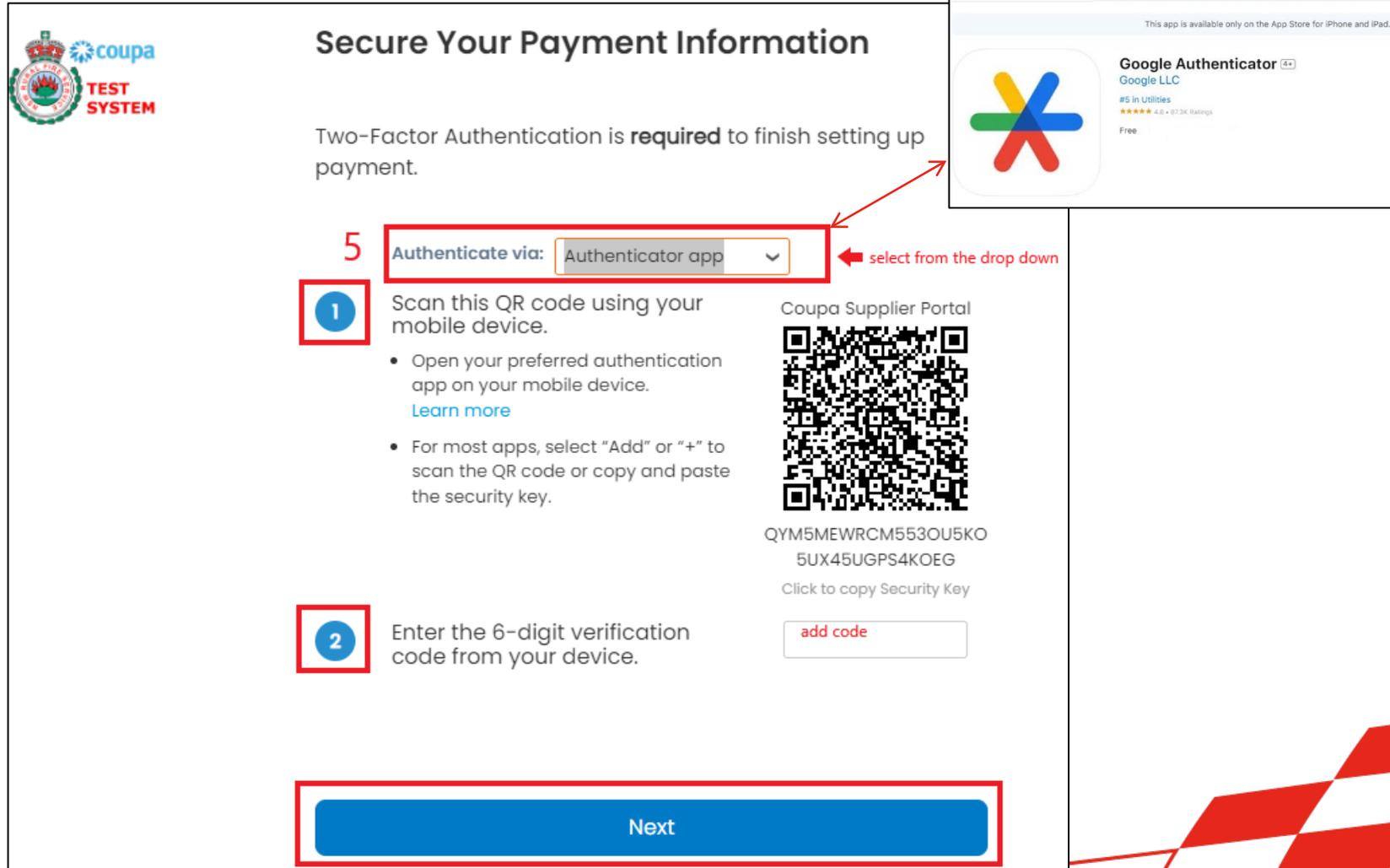
Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

5 Authenticate via: Authenticator app ⬅ select from the drop down

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

QYM5MEWRCM553OU5KO
5UX45UGPS4KOEG

Click to copy Security Key

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

add code

Next

"Join and Respond"

Under **Secure your Payment Information** Section.
Two-Factor Authentication

6. Two-Factor Authentication is required to finish setting up payment.

   Option 2 Phone SMS Message

   Point 1. Message sent to your phone via SMS add your mobile phone under **authenticate via : phone SMS message** after selecting from the drop down.

   Point 2. Confirm re Captcha, once verified click **send code** button

   Point 3. enter the 6-digit verification code received to your phone.

   Then click **Next** button.

RFS

"Join and Respond"

Under **Multi Factor Authentication Enabled** section

7. **Multi Factor Authentication Enabled**
   You will receive an email advising the Multi Factor authentication has been enabled.
   Email will come from
   do_not_reply@rfsnsw.coupahost.com
   subject : Multi Factor Authentication enabled
   Follow the steps to review security setting.
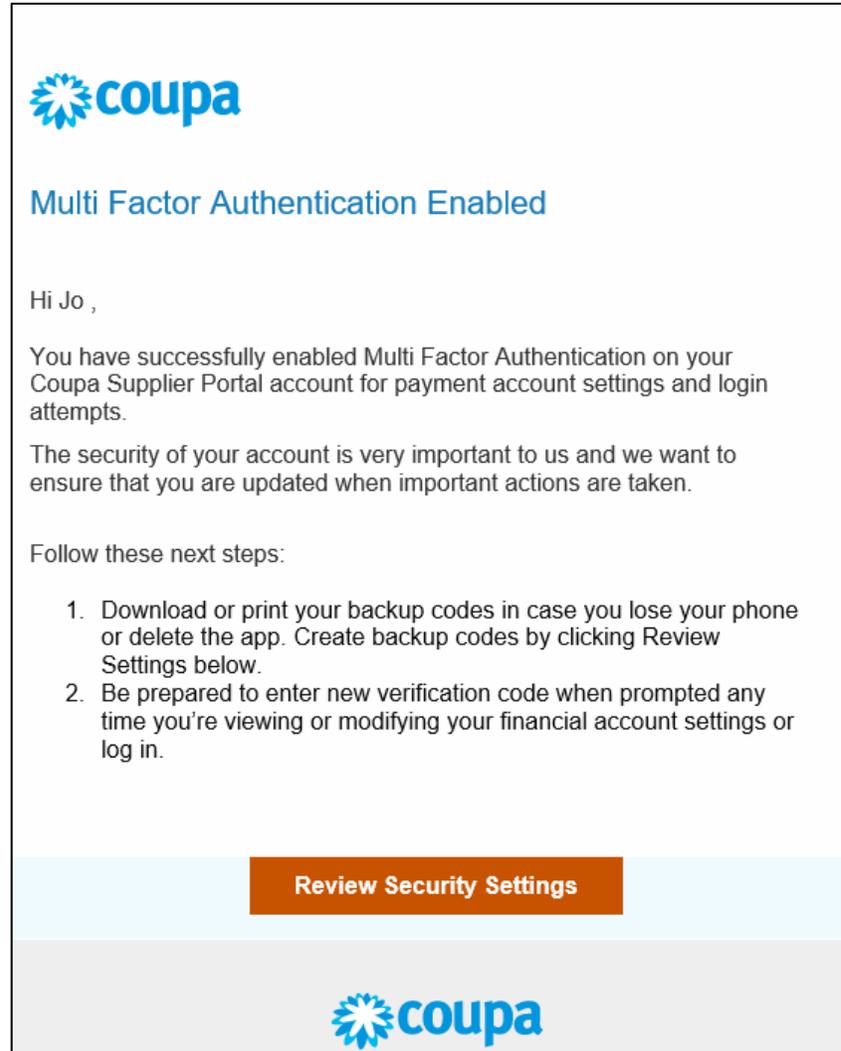
coupa

Multi Factor Authentication Enabled

Hi Jo ,

You have successfully enabled Multi Factor Authentication on your Coupa Supplier Portal account for payment account settings and login attempts.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

Follow these next steps:

1. Download or print your backup codes in case you lose your phone or delete the app. Create backup codes by clicking Review Settings below.
2. Be prepared to enter new verification code when prompted any time you're viewing or modifying your financial account settings or log in.

Review Security Settings

coupa

SIM – Filling in the form via CSP
(Registering for the CSP)

"Join and Respond"

Under **Emergency Recovery Code** section

8. **Emergency Recovery Codes**
   this is the only way to restore access if you lose access to your authenticating device or app

   Print/Download or **Copy** these codes. Then click **Next**

   Note – It is suggested that you save a copy of these codes somewhere safe but accessible

8i. You can also retrieve your **Emergency Recovery codes** under **My Account,** click in the top right-hand corner of the homepage next to notifications then **Security & Multi Factor Authentication** this will show **Recovery codes** and **Regenerate Recovery Codes.**

8 **Emergency Recovery Codes**

Emergency Recovery codes are the only way to restore access if you lose access to your authenticating device or app.

You can use each recovery code only once.
Save your recovery codes somewhere safe but accessible.

| w8g(| TcR. | fQlu* |
| _z76* | Po8u. | luKu |

example only

Print   Download   Copy

These codes were generated on February 14, 2024

Next

Coupa Supplier Portal (CSP)

RFS

"Join and Respond"

Under **Your Contact Information** section – (mandatory fields are marked with *)

9. **Your Contact Information :-**
   First/Last Name will appear prepopulated, this can be changed.
10. **Phone Number** – from the drop down select 61 for eg Australia then add your number.
11. **Country/Region** – from the drop down select eg Australia
12. **Address Line 1 –** start to type your address and autocomplete will display a list of addresses – select your address
    City/State/Postal Code – this will prepopulate once your have selected your **Address Line 1** click **Next** once done

coupa Coupa Supplier Portal (CSP)

"Join and Respond"

Under **Tell us about your Business** section –
(mandatory fields are marked with *)

13. Tell us about your Business :-
    Business Website – if you have a
    company website please enter
    here, otherwise tick the **I do not
    have a website** box
14. Tax ID – entered your abn
    number, otherwise tick **I do not
    have a Tax ID** box

Note – the padlock means this is secure and will not be made public to your public profile on Coupa

15. Invite User – if you aren't the
    right person, invite another user
    from your company by clicking
    the **Send Invite**
    Then click **Next**

Tell Us About Your Business

* Business Website   13

[enter your company website here]

☐ I do not have a website   ← if you don't have a website – tick this box

* Tax ID (or Local ID)   14

[enter the abn number here – this should be the abn displayed on your invoice/s 🔒]

Tax ID is to confirm you are a real business.

☐ I do not have a Tax ID   ← if you don't have an abn – tick this box

🔒   14
Secure Information – not published to your public profile

Invite user ⓘ   15

[Invite another user, if you arent the right person – click send invite]   [Send Invite]

Invite user ⓘ — If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile.   15

[**Next**]

Skip for Now

"Join and Respond"

Under **Confirm Invoice – From Location** section – (mandatory fields are marked with *)

16. **Confirm Invoice – From Location Country/Region & Address** will prepopulate from "Your contact" details page but if different address you will be invoicing RFS from then enter it here.

17. **Tax Country/Region** – leave as Australia unless overseas. Add in your ABN number.

18. **Another opportunity is given to Invite User** – if you aren't the right person, invite another user from your company by clicking the **Send Invite**
    Then click **Next**

Confirm Invoice-From Location

This is the main address of your registered business or the registered entity you will be invoicing your customer from.

* Country/Region
Australia

16

* Address Line 1
100 Pacific High   address you are invoicing RFS from

* City   State   * Postal Code
North   NSW   2060

Advanced Invoicing
Invoice-From Code

Recommended if you plan to use with NSW Rural Fire Service in integration for invoicing (cXML or SFTP).

* Preferred Invoicing Language
English (Australia)

Tax Country/Region   * ABN
Australia   enter abn number   17
☐ I don't have ABN Number

Additional Tax ID

Invite user ⓘ
[   ] Send Invite   18

Invite user ⓘ
If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile.
18

Next

Skip for Now

"Join and Respond"

Under **Confirm Pay-To Location (Remit-To) Same as Invoice-From Location** section – (mandatory fields are marked with *)

19. **Confirm Pay-To Location (Remit-To)**
    This is the address that RFS will send your payment to, remittance address.
    No changes are needed if same as invoice address.
    Click **Next**
20. If different then click the down arrow next to **Same as Invoice – From Location** and change.
    See next page
21. **Another opportunity is given to Invite User** – if you aren't the right person, invite another user from your company by clicking the **Send Invite**

Confirm Pay-To Location (Remit-To) 19
This is the address your customer will use to send your payment, remittance address.

Same as Invoice-From Location 20 ⌄ ← click the down arrow & change your selection

* **Country/Region**
Australia

* **Address Line 1**
100 Pacific Highw...

* **City**   **State**   * **Postal Code**
North   NSW   2060

Advanced Invoicing

Recommended if you plan to use with NSW Rural Fire Service in integration for invoicing (cXML or SFTP).

Invite user *i*   21

Send Invite

Next

Invite user *i*   If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile. 21

"Join and Respond"

Under **Confirm Pay-To Location (Remit-To) Add New Pay-To Location** section – (mandatory fields are marked with *)

22. **Confirm Pay-To Location (Remit-To) Add New Pay-To Location**
    If address is different to invoice address for remittance, then selection **Add New Pay-To Location.** In **Address Line 1** add the remittance address
23. **Advanced Invoicing** wording will **change to Pay-to (Remit-To) Code** once you have selected **Add New Pay-To Location**
24. **Another opportunity is given to Invite User –** if you aren't the right person, invite another user from your company by clicking the **Send Invite**

Confirm Pay-To Location (Remit-To)

This is the address your customer will use to send your payment, remittance address.

Add New Pay-To Location **22**

if different address for remittance, select this from drop down

* Country/Region
Australia

* Address Line 1
add different remittance address here

* City | State | * Postal Code

Advanced Invoicing

Pay-To (Remit-To) Code *this will automatically populate* **23**

Recommended if you plan to use with NSW Rural Fire Service in integration for invoicing (cXML or SFTP).

Invite user ⓘ

24 | Send Invite

Next

Invite user ⓘ *If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile.* **24**

"Join and Respond"

Under **Confirm Ship-From Location** section – (mandatory fields are marked with *)

25. **Confirm Ship-From Location**
    Same as Invoice-From location
    This address is your warehouse location if different from invoice location.
    No changes are needed if same as invoice address. Click **Next**
26. If different then click the down arrow next to **Same as Invoice – From Location** and change.
    See next page
27. **Another opportunity is given to Invite User** – if you aren't the right person, invite another user from your company by clicking the **Send Invite**

Confirm Ship-From Location 25

This is usually your warehouse location.

Same as Invoice-From Location 26 ◄ click the down arrow & change your selection

* Country/Region
Australia

* Address Line 1
100 Pacific High

* City   State   * Postal Code
North   NSW   2060

Advanced Invoicing

Recommended if you plan to use with NSW Rural Fire Service in integration for invoicing (cXML or SFTP).

Invite user ⓘ
27   Send Invite

Next

Same as Invoice-From Location
Same as Invoice-From Location   26
Same as Pay-To Location
Add New Ship-From Location

Invite user ⓘ   If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile. 27

"Join and Respond"

Under **Confirm Ship-From Location**
Add New Ship-From Location section –
(mandatory fields are marked with *)

28. **Confirm Ship-From Location**
    Add New Ship-From Location
    If address is different to invoice
    address for shipping, then selection
    Add New Ship-To Location.
    In **Address Line 1** add the new ship
    address
29. **Advanced Invoicing** wording will
    change to Ship-From Code
    once you have selected **Add New**
    Ship-From Location
30. **Another opportunity is given to Invite**
    User – if you aren't the right person,
    invite another user from your
    company by clicking the **Send Invite**
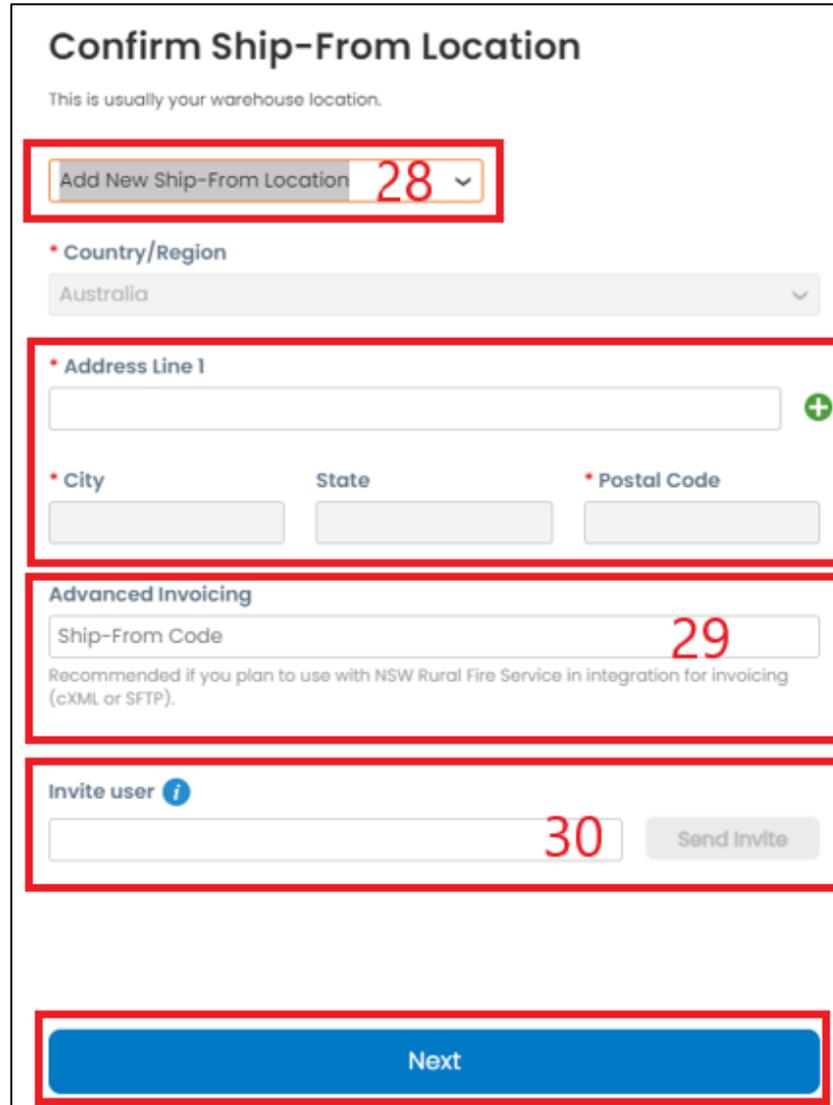
Confirm Ship-From Location

This is usually your warehouse location.

Add New Ship-From Location **28**

* Country/Region
Australia

* Address Line 1

* City   State   * Postal Code

Advanced Invoicing
Ship-From Code   **29**
Recommended if you plan to use with NSW Rural Fire Service in integration for invoicing (cXML or SFTP).

Invite user ⓘ
30   Send Invite

Invite user ⓘ   If you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile.
30

Next

RFS

"Join and Respond"

Under **Additional information** section

31. Additional Information
Before RFS can do business with you, we require some additional information.
Click the **Take Me There** button and you will be directed to the **Supplier Information update** form.

32. If you click **Skip for Now** this will take you to the portal homepage and we won't be able to capture this information and you will need to navigate back to this form.

NSW Rural Fire Service requires some additional information

This information must be provided before you can do business with NSW Rural Fire Service.

Take Me There   31

Skip for Now   32

"Join and Respond"

Under **Supplier Information Update – Supplier details** section – (mandatory fields are marked with *)

Note – some info will be prefilled from your Coupa Account set up

Supplier Information Update form, so that RFS can capture your Company name, contact details, address location & bank details so we can set up a vendor. Please complete all mandatory information.

Supplier Details :-

33. **Entity Name** – enter the Entity name that appears in the ABN lookup for your company https://abr.business.gov.au

34. **Company/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).

35. **Industry** – this will be completed by RSP, generally this is Private Sector.

RFS

"Join and Respond"

Under **Supplier Information Update – Supplier Contacts & address** section – (mandatory fields are marked with *)

> Note – some info will be prefilled from your Coupa Account set up

Supplier Contacts & Address

36. **PO Email** – enter the email address you would like PO's from RFS sent to
Primary Contact :-
37. **Contact Purpose –** click on the drop down to select an option
38. **First name** – enter the primary contact first name (main contact/verified admin)
39. **Surname** – enter the primary contacts surname
40. **Primary contact email** – enter the email address who is the main contact (verified admin)

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

Supplier Contacts & Address

* PO Email

| email address RFS will send PO to | ℹ |

36

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

* 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

| Other × | ℹ |

37

* First Name

| primary contacts first name |

38

* Last Name

| primary contacts surname |

39

* Primary Contact Email

| main (verified admin) contact email | ℹ |

40

Contact Purpose
Accounting
Diversity
Executive
Legal
Other
Procurement
Sales
Service Desk
Sourcing

37

RFS

"Join and Respond"

Under **Supplier Information Update – Supplier Contacts & address** section – (mandatory fields marked with *)

Note – some info will be prefilled from your Coupa Account set up

Supplier Contacts & Address
41. Mobile & Work Phone Number –
    change the default from US/Canada
    to "other" to enter the phone number.
    <u>First box</u> – country code eg 61
    <u>Second box</u> – area code eg 2
    <u>Third box</u> – local or mobile number

Phone numbers – follow an international standard for text boxes

Mobile Phone
US/Canada
650-555-1212
click on the down arrow to select other

• 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
click on the down arrow to select other

Phone numbers – follow an international standard for text boxes   **41**

Mobile Phone   example only
Other | 61 | | 123 456 789 |
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   eg NSW area code   example only
Other | 61 | 2 | 9876 5432 |
Country/Region | Area/City | Local | Extension (optional)

"Join and Respond"

Under **Supplier Information Update – Supplier Contacts & address** section – (mandatory fields are marked with *)

Note – some info will be prefilled from your Coupa Account set up

Supplier Contacts & Address
Contacts
42. Additional contacts – if you have more than one contact at your company and would like to list them then please complete this section.

43 Add contact – you can click the add contact button to add more

44. Red Cross - If you don't have any additional contacts then click on the red cross to remove this section

Coupa Supplier Portal (CSP)

"Join and Respond"

Under **Supplier Information Update – Supplier Contacts & address** section – (mandatory fields are marked with *)

Note – some info will be prefilled from your Coupa Account set up

Supplier Address

45. **Address Purposes –** this field is not mandatory, but you can select an option from the drop down

46. **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.

47. **Address –** enter your **street address** you can carry over into street address 2,3,4 if needed

48. **City/Postal Code –** enter the suburb and post code for your location

"Join and Respond"

Under **Supplier Payment Details – Remit-To Addresses** section – (mandatory fields are marked with *)

> Note – some info will be prefilled from your Coupa Account set up

49. Supplier Payment Details – **"YES",** if you are a new supplier then you must click **yes** to add bank account details.
This will then display the **Remit-To Addresses** section. Click **Add Remit-To** button

50. If you provided this info during the CSP account setup then click the **Choose** button to select the default remit-to address.
(We **cannot** make payment without this).

51. 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 **49 YES**
○ No Action

All new suppliers must select Yes to provide bank details for EFT payment.

Please click "Add Remit-To" to add your 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

Choose Remit-To Address

Choose a Remit-to Location below - Recommended
It's a few more fields, but provides compliance, verification, and re-usability. Otherwise, click 'Cancel' to add info to your customer's form manually.

Choose existing or create new Remit-To Address:

100 Pacific High
North Syd   NSW 2060
Australia
Australia (12345678912)

50   ✓ Choose

← Check that this is the correct remit to-address & abn

➕ Create New Remit-To Address

Cancel

Supplier Payment Details

* Do you need to ○ Yes - Add / Update bank account details
update your banking ◉ No Action **51 NO**
details?

"Join and Respond"

Under **Supplier Payment Details – Bank Details** section – (mandatory fields are marked with *)

52. <u>New Supplier</u>- 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

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

"Join and Respond"

Under **Supplier Payment Details – Bank Details** section – (mandatory fields are marked with *)

53. **Existing Supplier-** If you are an Existing supplier and need to provide new remittance details.
54. Click the **red cross** on the right to delete this existing info and then click Add Remit-To to enter new remittance details
55. 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.

"Join and Respond"

Under **Supplier Payment Details – Bank Supporting Document** section – (mandatory fields are marked with *)

56. **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)

Banking Supporting Document 56

Attachments

Add File

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.

RFS

"Join and Respond"

Under **Tax Registration / ABN** section – (mandatory fields are marked with *)

57. 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

58. 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"

Tax Registration

* Are you GST registered?
○ Yes
○ No

57

* Do you have an ABN?
● Yes
○ No

58

* ABN

add your 11 digit abn here

Australian Government
Australian Business Register | **ABN Lookup**

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

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"Join and Respond"

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

59. 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 ➡
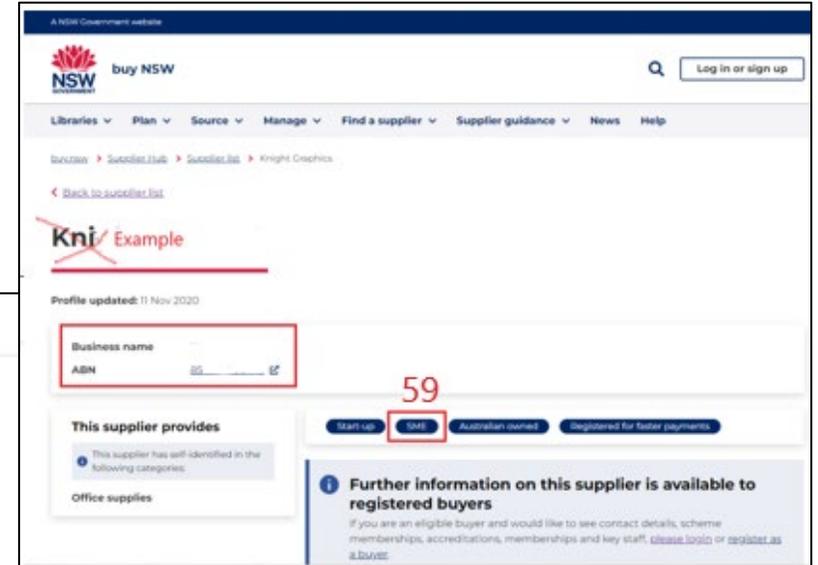
Supplier Diversity — click Yes

* Are you a Small Medium Enterprise Supplier?
- ● Yes
- ○ No

SME suppliers that supply to NSW Govt. can register to **Receive Faster Payment Terms** for goods & services. For more info - Faster Payment Terms. **If you are already registered** & have a supplier profile, please click "yes" & provide a screenshot of your portal page showing you are registered. **If you aren't registered** & don't have a supplier profile, you can sign up here, & be given the option to join the faster payments register. If you need help with registering for Faster Payments, you can contact Buy NSW at buy.nsw@customerservice.nsw.gov.au or by calling 1800 670 289

* SME Registration
Choose file No file chosen — 59
Please attach a copy or screenshot of your SME Registration.

click No
* Is this supplier a Small Medium Enterprise Supplier? ○ Yes ● No — 59

RFS

"Join and Respond"

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 *)

60. **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? **60** **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? ◉ Yes ○ No **60** **click Yes**

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	

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RFS

"Join and Respond"

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 *)

61. 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)? **61**   **click No**

○ Yes
● No

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

* Is this an Australian Disability Enterprises (ADE)?   ● Yes   **61**   **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	

"Join and Respond"

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

62. 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.

63. If you declare and select **"I am a member of a NSWRFS 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 NSWRFS, a relationship or association with member of NSWRFS, 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 62

Select

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

I am a member of a NSWRFS brigade or declare the following:

← select the statement that is correct by clicking on it

* Conflict of interest 63

I am a member of a NSWRF... × ⌄ ← if you select this

* Describe your conflict

You must detail your conflict in this box

Attachment ← attach any documents here that relate to the conflict

Choose file No file chosen

"Join and Respond"

Under **Confirmation / Terms and Conditions** section – (mandatory fields are marked with *)

64. **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   **64**
○ No

"Join and Respond"

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

---

65. **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.**

66. **Error** - You will not be able to submit the information for approval, if any mandatory fields are incomplete. The system will display an error and advise to **Please fix the error below** – missing info will be highlighted

| | Decline | Save | **Submit for Approval** | **65** |

Submit for Approval

Located at the top of the form - click the ellipsis
- Save as Draft
- Delete

66
Please fix the errors below

Coupa Supplier Portal (CSP)
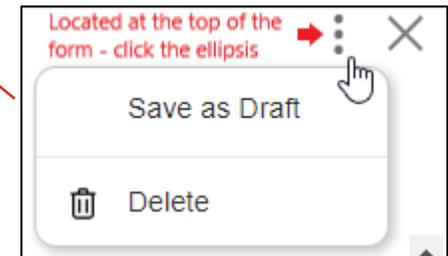
"Join and Respond"

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

67. Pending Approval – If everything is filled out correctly and the form has been submitted for approval you will get this message "**Pending Approval**" status at the top of the page, the form will no longer be editable unless you click the withdraw button, a green bar will show "**Your information has been submitted**".

You should also receive an email advising of the Profile info submitted.

Supplier Information   RFS_ST_SIM_003

Supplier Details

Pending Approval   67

Sign Out

✓

You've submitted your request!

Your information has been submitted

Supplier Information Update

Pending Approval

EMAIL MESSAGE – you should receive an email similar to this

Profile Info submitted to NSW Rural Fire Service was Approved

Hi name,

The company profile information that you submitted to your customer, NSW Rural Fire Service was recently approved.

This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

No further action is required but you can click below to view additional details.

* It's important to note that the profile approval doesn't mean that the supplier is ready to go. The RFS 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.

"Join and Respond"

Under **Save This Information to Your Profile** section – (mandatory fields are marked with *)

68. **Save this Information to Your Profile?** - After clicking **Submit for approval** this page will come up, you can click **Yes, Save to Profile** or click **Not Now.**
If you need more info then click on **Learn More**

Save This Information to Your Profile?

Save this info to your profile so that you'll be able to re-use it when other customers request you the same information.

The following info will be saved to your profile:

Name	Jo Cru Training
Doing Business As	Jo Cru Training
PO Email	joannecruden121+4@gmail.com
Primary Address	
Address Line 2	
Primary Contact	
Work Phone	+61 2 12345678

Learn More

Not Now   Yes, Save to Profile

68

"Join and Respond"

Under **Comments** section – (mandatory fields are marked with *)

69. Comments box -
 If at this point you wish to add any correspondence to RFS staff, then please add your comment in the **Enter comment** box – you can also add an attachment. Once done click **Add Comment.**

"Join and Respond"

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

70. **Withdraw** button – if you notice an error. If for any reason at this stage after submitting the form, you feel something was entered wrong then you have the opportunity to click the **Withdraw** button, this will open the form again for editing.
Make the necessary changes and click the **Submit for Approval** once the changes have been made.

Withdraw 70

Submit for Approval

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SIM – Help

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