



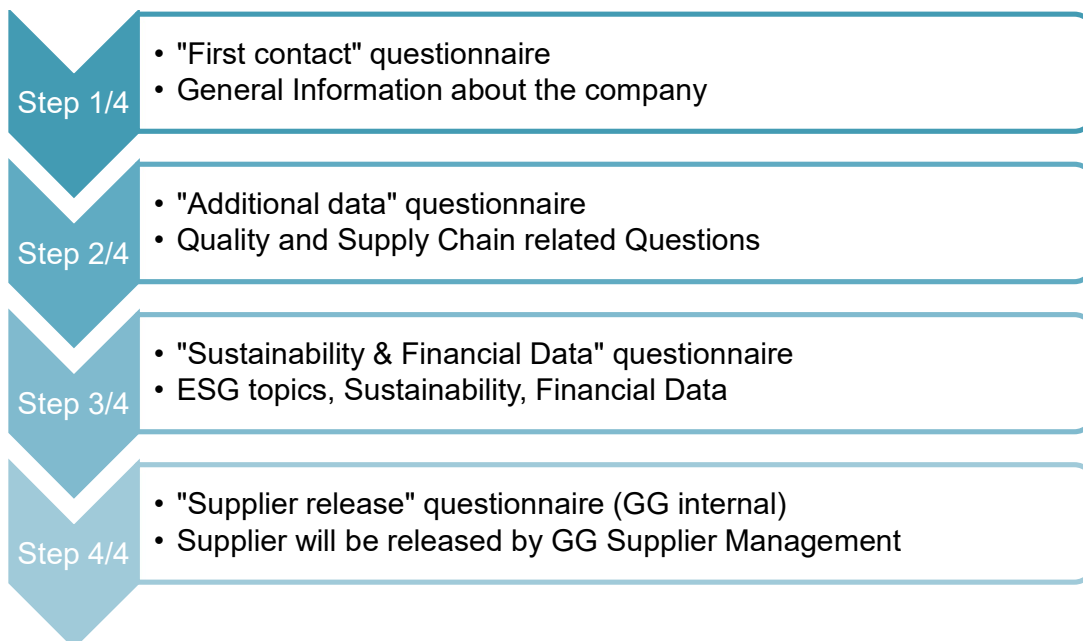
INFORMATION

Date: 18.07.2025
Author: Prinz, Zahirovic
To: Public

COUPA ONBOARDING INSTRUCTIONS AND FREQUENTLY ASKED QUESTIONS

GG Group chose Coupa as its new Supplier relationship management (SRM) tool and invites you to use it from now on to update your data and submit offers to our RFQs, which will also be handled through this system in the future.

Onboarding of new supplier is handled through a multi-step process:



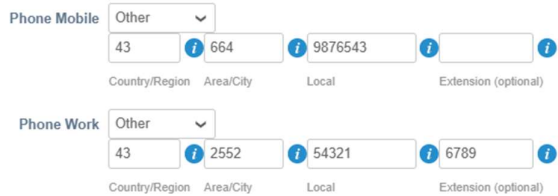
The first 3 questionnaires must be filled out by the supplier and will be checked and released by the respective GG department.

We highly recommend creating a Coupa Supplier Portal account (if you do not have one already), as you will have the possibility to add additional users who can separately fill in the requested data and in case you have other customers who use Coupa, you don't have to maintain it twice.

You can create an account under the following link: <https://supplier.coupahost.com/>

You can find a general manual on the Coupa Compass portal under the following link: <https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal>

FREQUENTLY ASKED QUESTIONS (FAQ)

Question	Answer
If I interrupt the onboarding process, because information is to be obtained internally, can I continue exactly from that point?!	Only if you are registered on the Coupa Supplier Portal (https://compass.coupa.com/en-en/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal) already filled parts of the forms can be saved and reopened later on. We therefore highly recommend to create an account right away.
If possible that more than one person is able to work on the registration (e.g. finance data, QM data).	If the supplier registers on Coupa Supplier Portal, he can create multiple users there and all should be able to work on the same form, save it and tell the next one to work on it. The same is valid for Sourcing events as well.
One of the question is about the phone number: I only really know country codes, like +43, and then the number without the zero.	Phone number is a Coupa standard field that is not very user friendly, for users outside the USA anyway. We recommend to fill it out like in the example below: 
Somehow, the switch to German didn't always work. It ended up being a mix of English and German.	There are no translations maintained for custom form questions. What gets translated are Coupa standard fields. The only way to work around this would be to translate the entire form either within the form itself or to send a separate language-specific form based on the language selected in Form 1 for the supplier. However, the questions in the form are set up as they are maintained, and there are no translations for these either. This obviously doubles the effort in every way. Therefore, the recommendation is to keep everything in English.

This page will be updated regularly as further questions arise.