



## INFORMATION

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### 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.

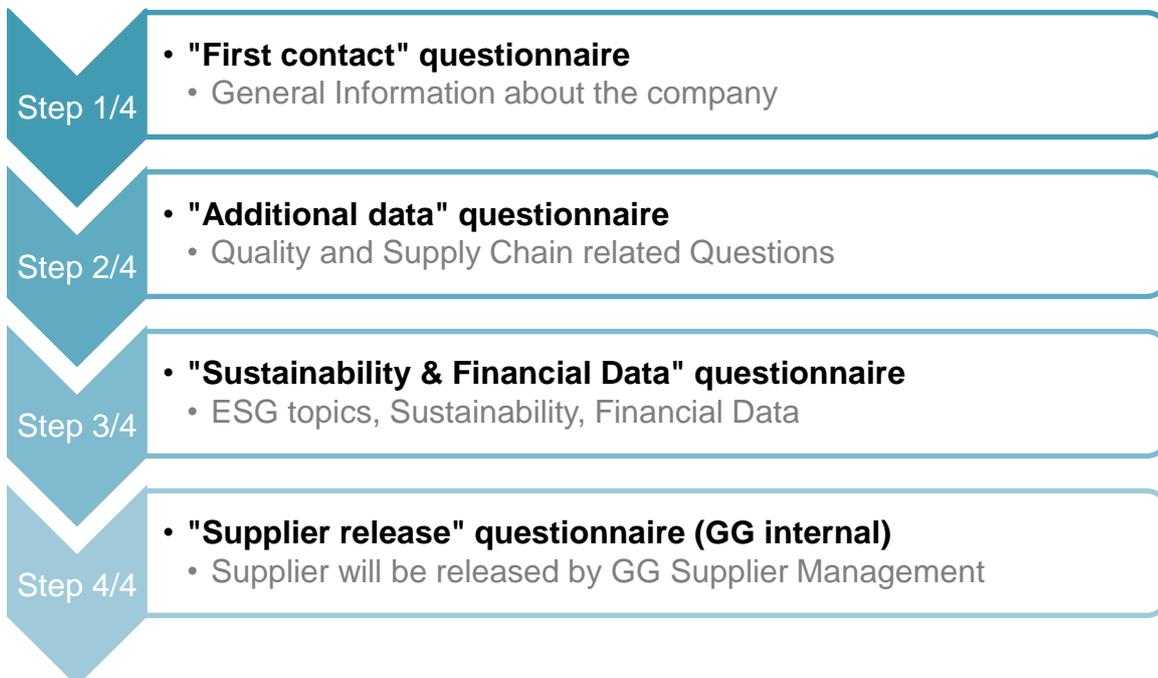
We highly recommend creating a Coupa Supplier Portal account (if you do not have one already), as you will have the possibility to add additional users who can separately fill in the requested data and in case you have other customers who use Coupa, you don't have to maintain it twice.

You can create an account under the following link: <https://supplier.coupa.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/suppliers/coupa-supplier-portal>

Onboarding of new suppliers 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.

Existing suppliers will receive a single "Supplier Update" questionnaire.

## FREQUENTLY ASKED QUESTIONS (FAQ)

Question	Answer
<p>If I interrupt the onboarding process, because information is to be obtained internally, can I continue exactly from that point?!</p>	<p>Only if you are registered on the Coupa Supplier Portal (<a href="https://compass.coupa.com/en-en/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal">https://compass.coupa.com/en-en/products/product-documentation/supplier-resources/for-suppliers/coupa-supplier-portal</a>) already filled parts of the forms can be saved and reopened later on. We therefore highly recommend to create an account right away.</p>
<p>If possible that more than one person is able to work on the registration (e.g. finance data, QM data).</p>	<p>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.</p>
<p>One of the questions is about the phone number: I only really know country codes, like +43, and then the number without the zero.</p>	<p>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:</p> 
<p>Somehow, the switch to German didn't always work. It ended up being a mix of English and German.</p>	<p>There are no translations maintained for custom form questions or free texts. 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.</p>
<p>We received an invitation for registration in the Coupa portal.  I filled out the required data and at the end of the registration process they want that we pay over 500 € p.a. for the service.  This is not acceptable for us.</p>	<p>Usage of the Coupa Supplier Portal is free of charge for all GG suppliers, so you don't have to pay anything mandatorily.  There are some upgrade options which must be paid, but these are purely optional.</p>

<p>When trying to submit the questionnaire, I get an error message, but I can't find the missing or wrong info.</p>	<p>In most of these cases, either the tax registration number or the remit-to-address / bank account data is missing. Unfortunately, from an UI perspective, this isn't solved / highlighted ideally.</p> <p>You can also maintain this information in your supplier profile, then it should automatically be available in customer forms.</p>
<p>It was not possible to fill out the Remit-to-Address / bank account data, which is a mandatory field in the questionnaire form.</p>	<p>Since the January 2026 release, admins must give users both Payment Method Admin and Profiles permissions to see and edit Payment Methods.</p> <p>A "legal entity" must be registered. To create a legal entity for your company, go to "Business Profile" (DE: Geschäftsprofil) and then click on "Legal Entity" (DE: Rechtsformen). Add all necessary data that is requested and save at the end of the process. Go back to the initial requested GG Form. Your tax registration and Remit-To-Addresses are now pre-filled and you are able to submit the form back to GG.</p>

This page will be updated regularly as further questions arise.