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Coupa SIM - Supplier Manual

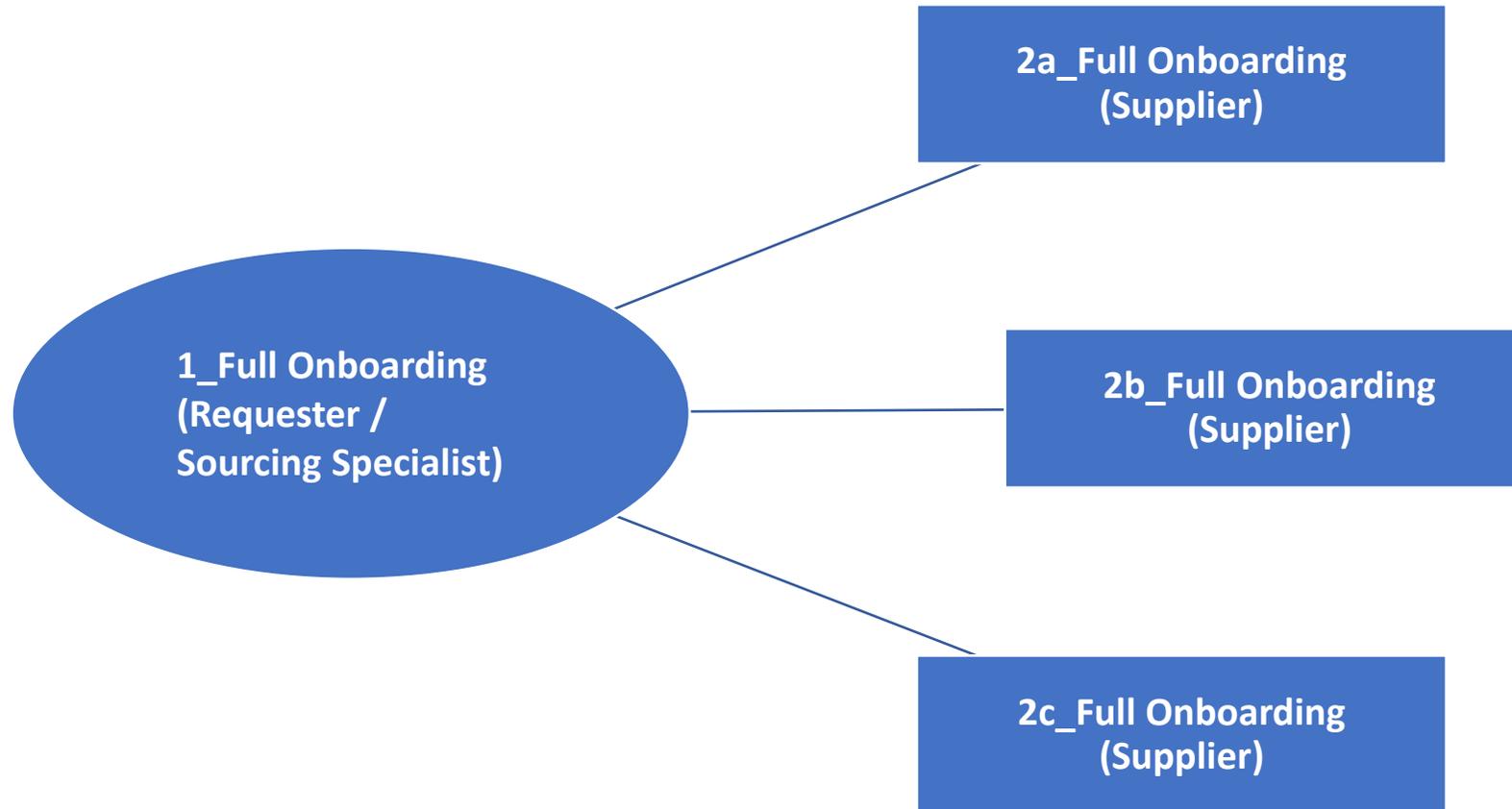
Version 11
April 2024

GUARDIAN 
INDUSTRIES

Coupa SIM Processes and Forms (1)

Below is the high-level flow of the types of Supplier Onboarding and Update and their respective forms.

Full Onboarding



Coupa SIM Processes and Forms (2)

Below is the high-level flow of the types of Supplier Onboarding and Update and their respective forms.

Supplier
Updates

4_Update Form (Supplier)

All supplier master data requests must be processed through Coupa

4/18/2024

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Form 2a, 2b, 2c
Supplier / Sourcing Specialist

GUARDIAN 
INDUSTRIES

Full Onboarding

Fwd: Guardian Profile Information Request - Action Required



Test Supplier2 <suppliert629@gmail.com>

To • Tendi, Massimo

Retention Policy Standard - Inbox Cleanup - 90 (90 days)

Expires 2/27/2021



Sun 11/29/2020 8:04 AM

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Guardian Profile Information Request - Action Required

Powered by

Hello Supplier,

Guardian needs you to provide information about your company electronically in order to prevent lost documents and make sure you are paid on time. They manage this information with Coupa, their chosen platform for Spend Management. Within the next 30 days, please respond below to provide this information. You can find the Coupa instruction manual as well the Guardian Terms and Conditions within our Supplier Portal: https://www.guardian.com/en/supplier_portal_1

Note: Not providing this information in a timely manner may impact your ability to do business and get paid. Let us know if you are unable to do so for any reason.

Welcome!

Guardian

[Join and Respond](#)

The Supplier receives an email invitation to join Coupa. **The link expires after 30 days from sending date.**

After clicking **Join and Respond**, the supplier is prompted to register.

Full Onboarding

First registration in Coupa is quite easy, only contact data, department, role in the company and a password are required.

Join the Coupa Supplier Portal

Complete the information below and create the password for your account. Click here for [help](#).

* **First Name**

* **Last Name**

* **Company**

* **Department**

* **Role**

* **Email**

* **Password**

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

* **Password Confirmation**

I accept the [Privacy Policy](#) and the [Terms of Use](#).

Forward Your Invitation

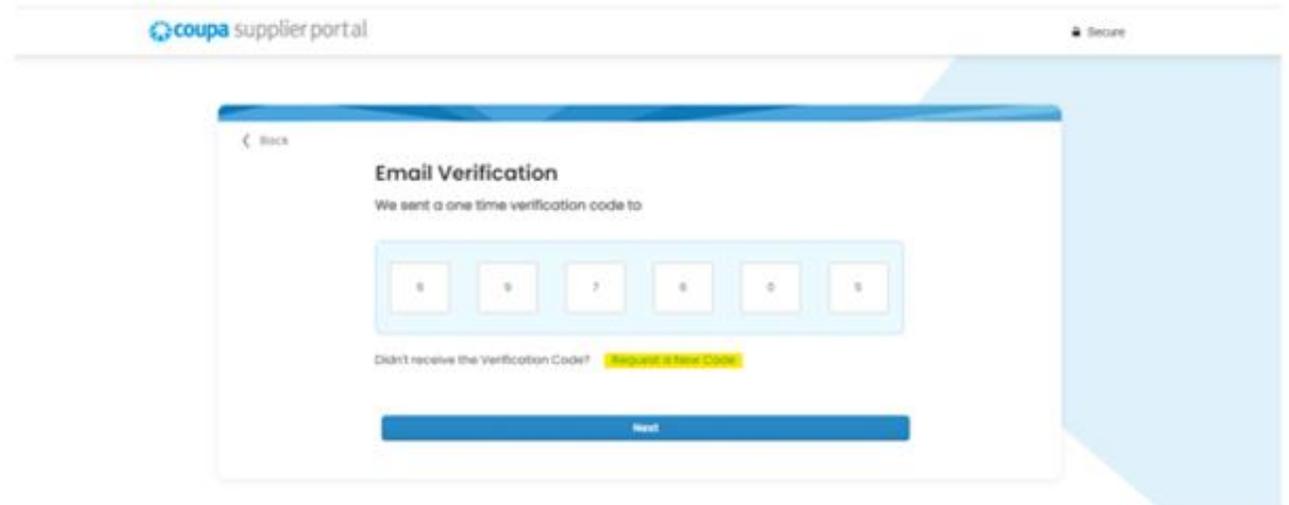
Not the right person to register now? Want to ask a coworker to join quickly? Send a copy of your invitation to a colleague's email below (must have the same email domain).

Forward Email

Full Onboarding

Supplier is then required to verify its email address. Coupa sends the provided email a six-digit code to be set in this page.

After clicking **Next**, the supplier is prompted to its public profile in Coupa Supplier Portal (CSP).



Full Onboarding

Form 2a → for direct material suppliers, so it contains questions referring to production item supply and undergoes the quality team review. It's filled by the supplier (external form).

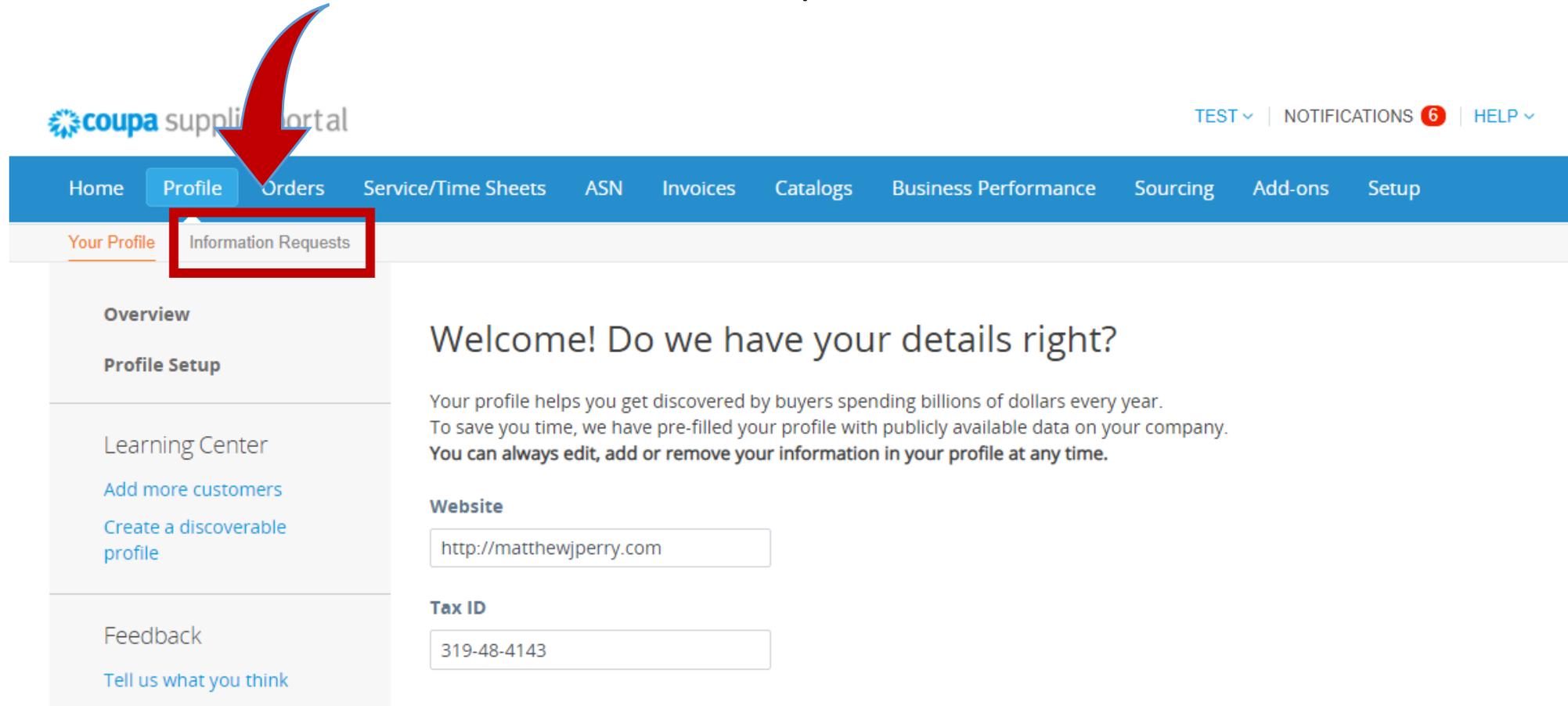
Form 2b → for indirect material suppliers and misses the production-related questions and doesn't need any quality team approval. It's filled by the supplier (external form).

Form 2c → for low critical suppliers, regardless of the provided product/service. It's filled by the supplier (external form).

The following slides detail the 2a form process, since it's the largest and most complete supplier form.

Full Onboarding

By clicking **Information Requests** the supplier is prompted to the Guardian's questionnaire.



The screenshot shows the Coupa Supplier Portal interface. At the top left is the logo "coupa supplier portal". On the right side of the header, there are links for "TEST", "NOTIFICATIONS" with a red circle containing the number "6", and "HELP". Below the header is a blue navigation bar with the following menu items: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Business Performance, Sourcing, Add-ons, and Setup. Under the "Profile" menu item, a sub-menu is displayed with "Your Profile" and "Information Requests". The "Information Requests" item is highlighted with a red rectangular box, and a large red arrow points from the top of the page down to this box. The main content area of the page displays a welcome message: "Welcome! Do we have your details right?" followed by a paragraph: "Your profile helps you get discovered by buyers spending billions of dollars every year. To save you time, we have pre-filled your profile with publicly available data on your company. You can always edit, add or remove your information in your profile at any time." Below this, there are two form fields: "Website" with the value "http://matthewjperry.com" and "Tax ID" with the value "319-48-4143". On the left side of the main content area, there is a sidebar menu with sections: "Overview", "Profile Setup", "Learning Center" (with links "Add more customers" and "Create a discoverable profile"), and "Feedback" (with link "Tell us what you think").

Full Onboarding

Terms and Conditions (T&C's):

US suppliers only must acknowledge (by a Y/N question) the T&C's, no signed and attached document is needed.

The US supplier might want to negotiate specific items of the Terms and Conditions with Guardian. In this case, the negotiated T&C's document shall be provided at a later stage, anyway before the onboarding process finalization.

Guardian Industries requires that all suppliers review and acknowledge our Terms and Conditions. Please read our T&C's on our website and agree to continue: <https://www.guardian.com/en/supplier-portal> >

* I have read and acknowledged the T&C's >

Full Onboarding

Commercial Contract Clauses

Within this Questionnaire, the term Guardian is used and this refers to Guardian Industries and all of its subsidiaries. Any reference to Guardian is to be understood to mean Guardian Industries and all subsidiaries within.

Contract Clauses:

Clause #2 is intended to bind the supplier to performance even when an electronic signature is provided.

Clause #3 allows the SE team to use external tools for a quicker supplier banking validation (not available worldwide yet).

Supplier agrees to conduct transactions with Guardian by electronic means, as that phrase is used and understood within the context of the Uniform Electronic Transactions Act, the Electronic Signatures in Global and National Commerce Act, and other applicable law. Each entry, submission, acknowledgement, and other action by Supplier through this system will be deemed electronically signed by Supplier and the electronic sound, symbol, or process (automated or otherwise) by which Supplier conducts such activity on or through this system will be deemed and treated as being Supplier's electronic signature. Under both state and federal law, an electronic signature is just as binding as a manual signature in ink on paper.

The individual or individuals initially setting up Supplier's account and/or participation on this system represents and warrants that he or she has all authority necessary to bind Supplier to the terms and conditions of this system and to any transactions entered into or administered by or through this system. Supplier will be bound by any and all acts or omissions undertaken through a Supplier user account on this system and waives any claim or defense that the individual using this system through a supplier account is, or was, not authorized to undertake the act or omission on behalf of Supplier. Guardian may rely upon any act or omission through a Supplier account on this system as the authorized act of Supplier.

3.- Supplier grants Guardian the permission to validate the accuracy of the information provided herein, which may include requesting validation from third parties, such as consumer reporting agencies via a consumer report. Supplier affirms (i) the information provided herein is complete and accurate, (ii) Supplier understands any information provided herein or Supplier otherwise discloses to Guardian may be disclosed to such third parties to validate such information.

Full Onboarding

Types of information the supplier shall provide when filling in the Form:

-  Minority/Diversity Certifications (if available - US only)
-  ISO Certifications (if available)
-  Insurance details
-  Compliance information
-  Production related questions (form 2a only)
-  Contact details (sales, accounting, banking validation, safety, sourcing, etc.)
-  Remit-To address - Banking information
-  Tax ID information

Full Onboarding

A production-related supplier will get the below section displayed:

Acknowledgements to Guardian Standards

Guardian Industries requires that all the Production suppliers review and acknowledge our Supplier Quality Manual. Please see our SQM on our website and agree to continue: https://www.guardian.com/en/supplier_portal_1

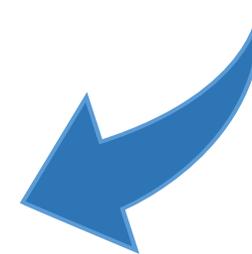
* I have read and acknowledged the SQM

* Please specify tooling supplier type

Guardian requires that all the Packaging suppliers review and acknowledge our Packaging Standards. Please contact the buyer to obtain copy.

* I have read and acknowledged the Packaging Standards.

The supplier shall acknowledge the Guardian Quality Manual and, eventually, the packaging and tooling standards, if applicable.



Full Onboarding

The supplier indicates the currency, the preferred payment method and the effective date.

The selected banking region defines the type of bank statement or document that shall be attached for bank validation purposes.

Banking Information

* What currency you would like to be paid in?

USD ▼

* Banking Region

US



* Payment Method

EFT - Bank Transfer



Default payment method (EFT/bank transfer) will be updated to contract terms once contract update payment method accordingly.

* Payment Effective Date

08/14/20



Bank Validation Documents to attach:

Full Onboarding

The supplier shall create a Remit-To Address for payment. The company Remit-To Address can match with the physical address. Click the **Add Remit-To** button.

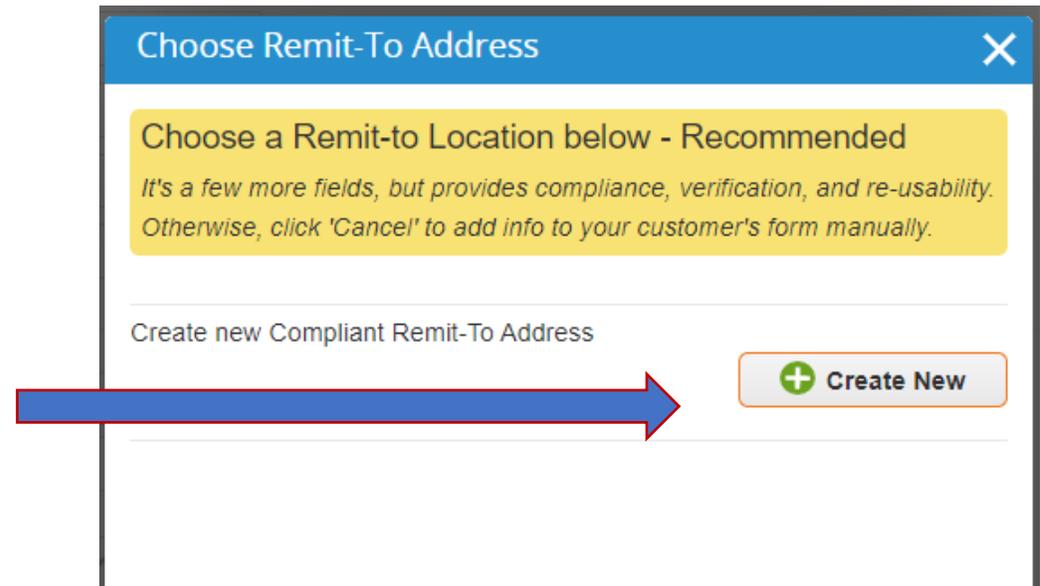
*Remit-To Addresses

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

A pop-up window is going to request to create a new address or to use an available one.

In case of creating a new address, click **Create New**



Full Onboarding

A series of pop-up windows request the supplier to provide the Remit-To address details. **The accuracy of these details will ensure the payment of the supplier invoices to the correct bank account.**

Where's your business located? ✕

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

* Legal Entity Name

Country

This is the official name of your business that is registered with the local government and the country where it is located.

Full Onboarding

Tell your customers about your organization

Which customers do you want to see this?

All
 Guardian

What address do you invoice from?

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country United States

Use this address for Remit-To *i*
 Use this for Ship From address *i*

REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location where you receive government documents. *i*



By selecting “All” or “Guardian” to the first question, you are providing the ability to let these data be available to all customers or to Guardian only.

The mandatory fields are the address, the city, the state or province and postal code.

European Tax IDs usually begin by the country identifier (i.e. FR, GB, DE).

For those suppliers that may have a domestic identifier only (Hungary, Poland, Spain, without the country identifier), the supplier shall tick the box “I don’t have Tax ID number”.

What is your Tax ID? *i*

Country United States

Tax ID

I don't have Tax ID Number

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code *i*

Preferred Language English (US)



Full Onboarding

Just to confirm that the previous address will be used as the “Remit-To” (the address to where the supplier will receive the payment)

Where do you want to receive payment?

1 2 3 4

* Payment Type Address

What is your Remit-To Address?

Address Line 1 test
Address Line 2 test
City test
State
Postal Code 1111111
Country United States

Cancel Save & Continue

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
Address	test test test 1111111 United States	Active	Manage

Deactivate Legal Entity Cancel Next

Full Onboarding

Where do you ship goods from? ×

1 2 3 4

For many countries including different shipping details on the invoice is required if they are different to where your legal entity is registered. Add Ship From

Title	Status	
test	Active	Manage
test		
test		
1111111		
United States		

Deactivate Legal Entity Done

Just to confirm that the previous address will be also used as the “Ship From” (the address from where the supplier will ship the goods from)

By clicking **Add Now** the supplier adds the Remit-To address to its profile.

Setup Complete ×

1 2 3 4

Do you want to Add Remit-To Address to the customer profile now?

Add Later Add Now

Full Onboarding

The following group of fields requests to provide the bank account details to which the supplier will receive the invoice payments.

The fields cover different country or regional requirements. Bank Name, Bank Address, Name on Bank Account, Bank Account Number, Swift Code, IBAN are always mandatory. Others (ABA, CLABE, SORT etc.), depend on country specific requirements and can be left blank.

Supplier collaboration is necessary to provide Guardian with a complete, coherent and accurate bank details, in order to avoid the SE Team form rejection due to missing data and the subsequent onboarding process delay.

* GI - Remit To New

Active	Active	▼
Bank Name	<input type="text"/>	
Bank Branch	<input type="text"/>	
Bank Address	<input type="text"/>	
Name on Bank Account	<input type="text"/>	
Bank Routing Number (ABA)	<input type="text"/>	<i>i</i>
SWIFT Code (BIC)	<input type="text"/>	<i>i</i>
Swift Address	<input type="text"/>	
Bank Account Number	<input type="text"/>	<i>i</i>
Correspondent Account	<input type="text"/>	
Clearing Code	<input type="text"/>	
	<small>(branch/transit number for banks located in Canada)</small>	
IBAN Number	<input type="text"/>	<i>i</i>
CLABE Number	<input type="text"/>	

Full Onboarding

Below, you have an example of how Bank Code can be left blank (open the dropdown):

What are your Bank Account Details? ⓘ

Bank Account Country/Region:	Poland	ⓘ
Bank Account Currency:	PLN	ⓘ
Beneficiary Name:	Test&Test	
Bank Name:	Bank1	
Account Number:	0987654321	ⓘ
Confirm Account Number:	0987654321	
IBAN:	xxxPL00xxx	ⓘ
Confirm IBAN:	xxxPL00xxx	
Routing (Bank Code) Number:	Bank Code	ⓘ
SWIFT/BIC Code:	xxxPL00xxx	ⓘ
Bank Account Type:	Business	ⓘ

Routing (Bank Code) Number:	Bank Code	ⓘ
SWIFT/BIC Code:		ⓘ
Bank Account Type:		ⓘ

at is your Bank's Branch Address?

What are your Bank Account Details? ⓘ

Bank Account Country/Region:	Poland	ⓘ
Bank Account Currency:	PLN	ⓘ
Beneficiary Name:	Test&Test	
Bank Name:	Bank1	
Account Number:	0987654321	ⓘ
Confirm Account Number:	0987654321	
IBAN:	xxxPL00xxx	ⓘ
Confirm IBAN:	xxxPL00xxx	
Routing (Bank Code) Number:		ⓘ
SWIFT/BIC Code:	xxxPL00xxx	ⓘ
Bank Account Type:	Business	ⓘ

Full Onboarding

For suppliers which have additional tax IDs, besides to the main one and according to the country legislation, additional fields are displayed in the form to make the supplier provide this information.

Tax ID Detail Information

*** Tax ID Type1** TaxID
Main Tax ID Type

Please, select "TaxID (Tax58)" as CNPJ

*** Tax ID1**
Main Tax ID Number

Tax ID Type2 Brazil - State Tax ID
Please, select "TaxID1 (Tax 120)" as your State Tax ID

Tax ID2
State Tax ID Number

Tax ID Type3 Brazil - Municipal Tax ID
Please, select "TaxID2 (Tax 121)" as your Municipal Tax ID

Tax ID3
Municipal Tax ID Number

Tax ID Type4
Please, specify the Tax Type

Tax ID4
Please, specify the Tax Number

Tax ID Type5
Please, specify the Tax Type

Tax ID5
Please, specify the Tax Number



Full Onboarding



After clicking the **Submit for approval** button, the provided information is saved in Coupa, and the form is sent to the SE Team for the data validation and approval.

Guardian

Profile Guardian

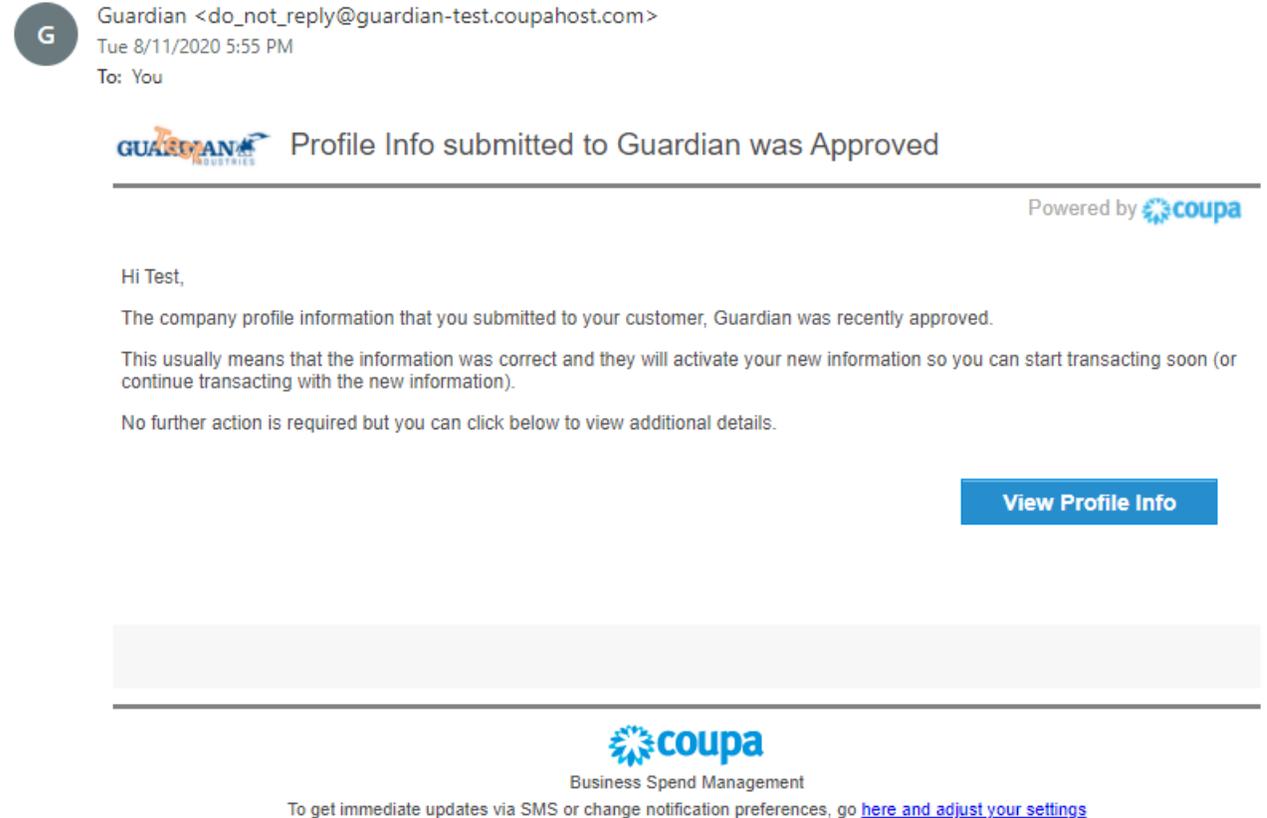
Your information has been submitted

Pending Approval

If supplier doesn't see the green-highlighted message as above, it means the form is not submitted, due to a mistake or lack of required information. It remains stored as draft, but it's not sent. In such cases, Coupa advises with a bold-red message at the top of the form.

Full Onboarding

The Supplier receives the Coupa Confirmation that its profile was approved.



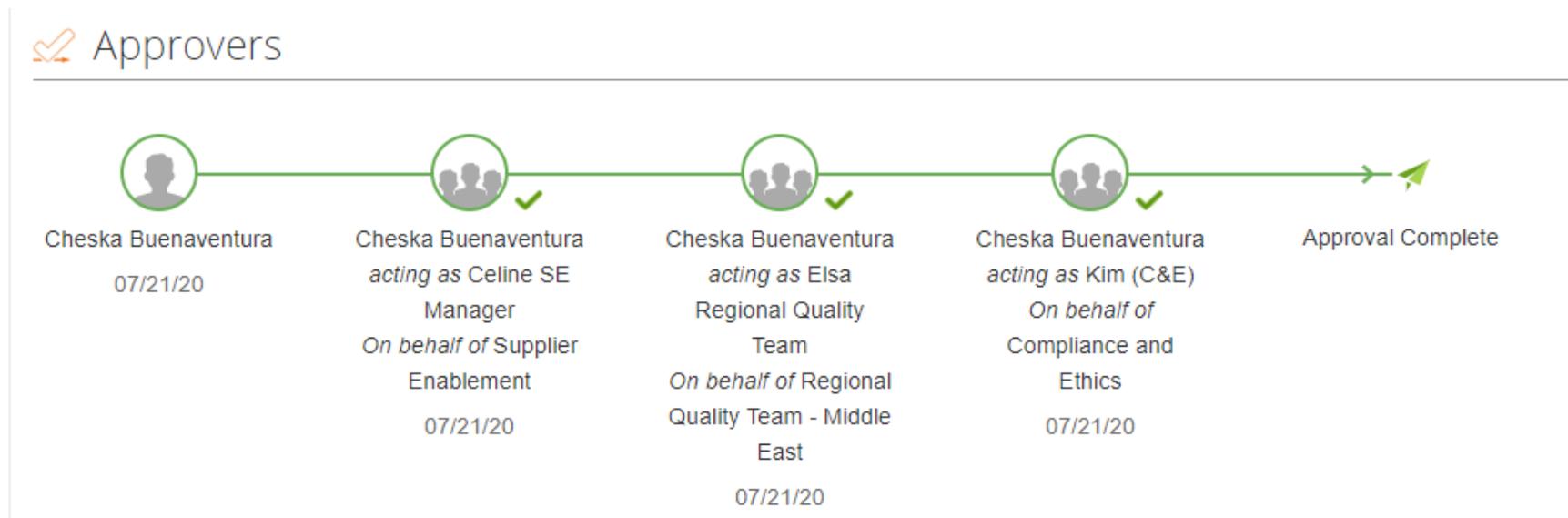
It's important to know that the profile approval doesn't mean that supplier is ready to go. Other internal steps are needed before the supplier can begin to transact with Guardian.

Full Onboarding

If it is a Production supplier request (form 2a), then, the SE Team adds the Regional Quality Team approval to the chain.

The supplier may be red-flagged by the SE Team, due to compliance reasons. In that case, the form is escalated to the Compliance and Ethics (C&E) Team for further investigations

Should any of these two reject the form, the onboarding process ends.

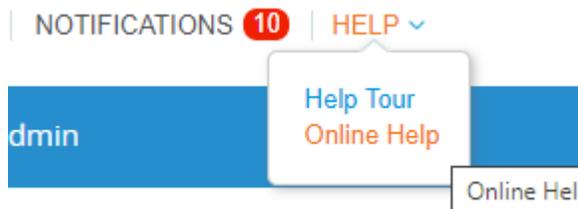
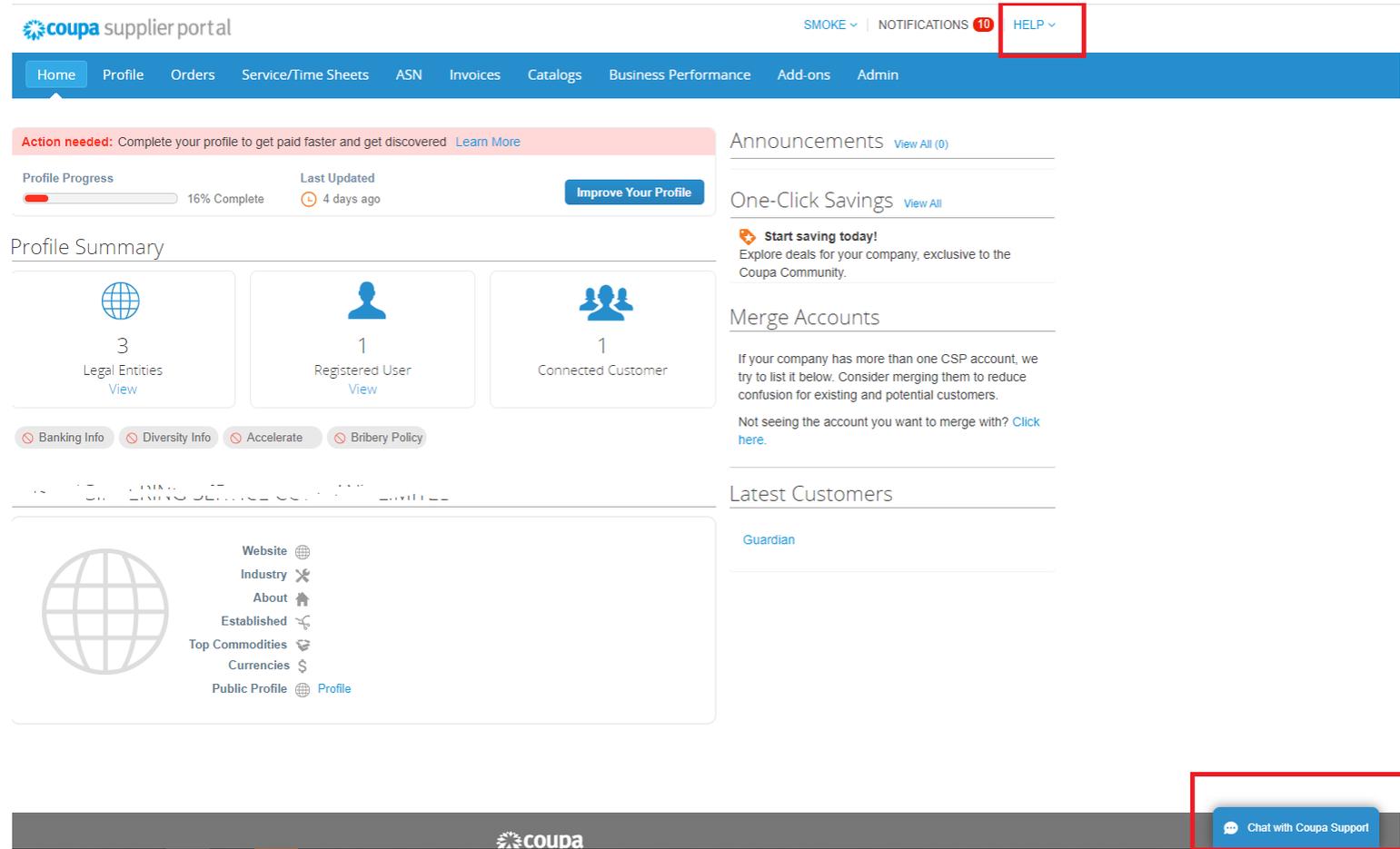


Full Onboarding

The website which the supplier logs on is different from the one to which Guardian has access.

Due to this, **Guardian has no access to the pages which the supplier is working on.**

Coupa offers a Help Center, accessible at top-right of the screen (Online Help).



An email address for non-urgent support is also available for suppliers:
supplier@coupa.com

Full Onboarding

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Business Performance', 'Add-ons', and 'Admin'. A 'HELP' button is highlighted with a red box. Below the navigation bar, there is a 'Profile Progress' section showing 16% completion and a 'Last Updated' section showing 4 days ago. The 'Profile Summary' section includes 'Legal Entities' (3), 'Registered User' (1), and 'Connected Customer' (1). There are also sections for 'Announcements', 'One-Click Savings', 'Merge Accounts', and 'Latest Customers'. At the bottom right, a 'Chat with Coupa Support' button is highlighted with a red box.

Moreover, an online chat with a Coupa expert is possible through the button the supplier can find at bottom-right of the screen (“Chat with Coupa Support”).



By clicking the “Chat” button a window pops up to request the supplier contact for a call.

The 'Chat with Coupa Support' window contains the following text and form elements:

- Header: Chat with Coupa Support
- Text: This support service is for technical issues with the Coupa Supplier Portal only. For questions relating to transactions, please contact your customer directly.
- Text: This chat session will be saved as part of the supplier support request ticket. Continuing with this session will constitute your consent for this action.
- Form fields:
 - *First Name (required)
 - *Last Name (required)
 - *Email (required)
 - Phone
- Button: Start Chat

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**Forms 4a, 4b - Bank Data Update
Supplier**



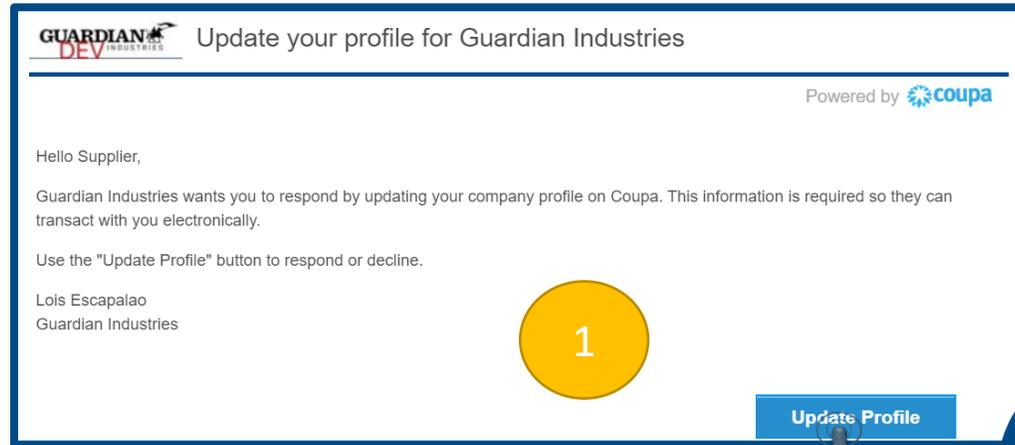
Bank Data Update - Supplier

From January 2024, suppliers Update Form is limited to bank account changes requests only.

Other supplier master data changes are requested by Guardian with the data the supplier provides.

Bank account change request mean the creation of a new Remit-To address and the need to provide the bank statement/letter, as already seen in Forms 2.

Bank Data Update - Supplier



GUARDIAN DEV INDUSTRIES Update your profile for Guardian Industries

Powered by  Coupa

Hello Supplier,

Guardian Industries wants you to respond by updating your company profile on Coupa. This information is required so they can transact with you electronically.

Use the "Update Profile" button to respond or decline.

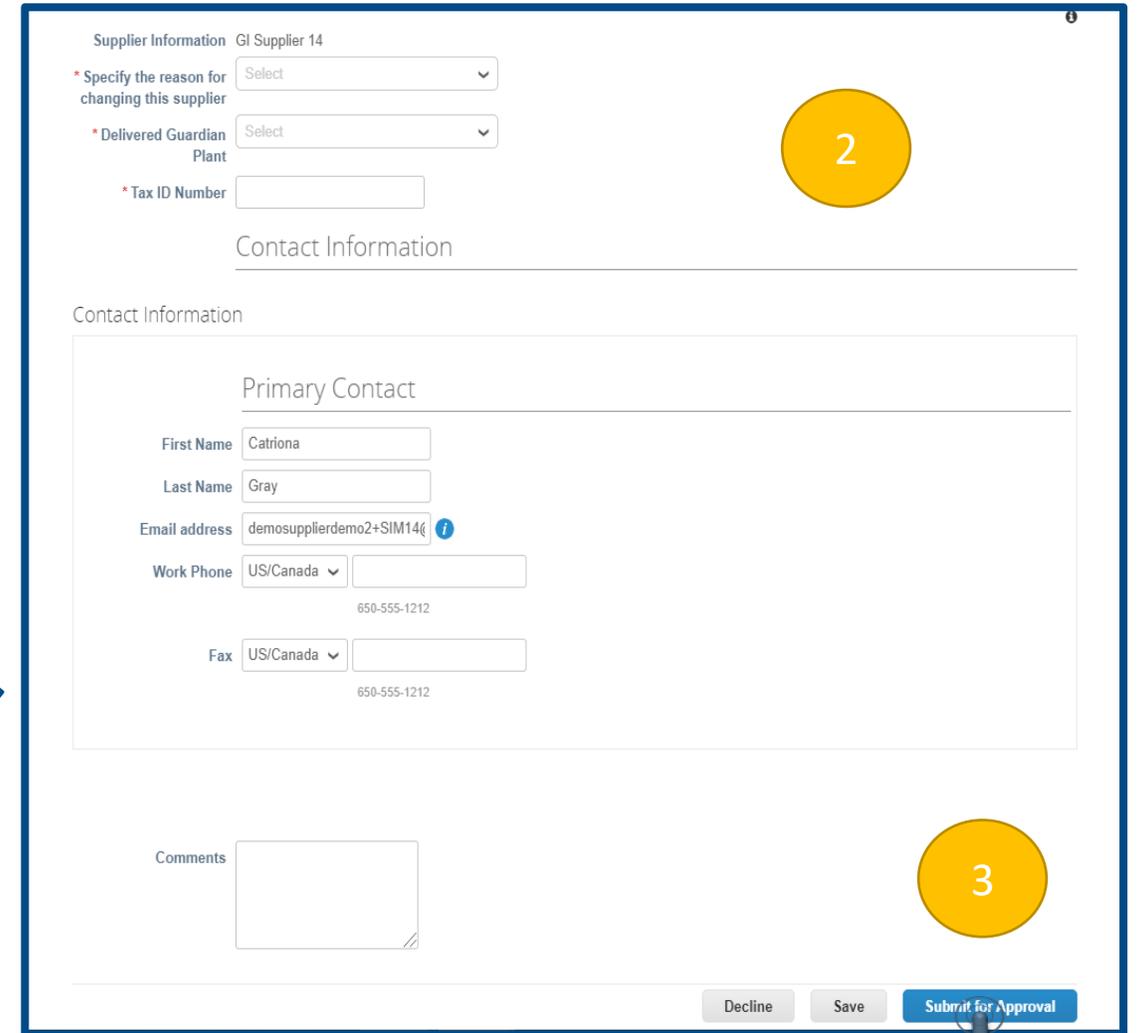
Lois Escapalao
Guardian Industries

1

[Update Profile](#)

A blue arrow points from the 'Update Profile' button to the right, indicating the next step in the process.

1. Supplier receives an email invitation to update its information.
2. By clicking **Update Profile** button, it is redirected to the Update Form.



Supplier Information GI Supplier 14

* Specify the reason for changing this supplier

* Delivered Guardian Plant

* Tax ID Number

2

Contact Information

Contact Information

Primary Contact

First Name

Last Name

Email address

Work Phone

Fax

Comments

[Decline](#) [Save](#) [Submit for Approval](#)

3

A blue arrow points from the 'Submit for Approval' button to the right, indicating the final step in the process.

3. After filling out the form and clicking **Submit** button, Form is sent for approval to the SE team. By clicking **Save**, the form is saved as a draft, whereas clicking **Decline** means to reject answering the form.

Bank Data Update - Supplier

To request a bank account change, the supplier needs to follow this process.

After receiving the notification and joining Coupa Portal, the supplier tick the **Send to ERP** box and select **Bank Account Change**.

Supplier name, tax ID# and contact information are auto-filled by the system.

Guardian

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

Supplier Information Test Supplier7BIS

* **Send to ERP?**

This should be checked for supplier update to be interfaced to client ERP. Please check.

* **Specify the reason for changing this supplier**

BANK ACCOUNT CHANGE x v

* **Tax ID Number**

7777777777

Contact Information

Contact Information

First Name

Test

Last Name

Supplier7

Email address

Supplier7.UAT@gmail.com



Work Phone

US/Canada v

650-555-1212

Fax

US/Canada v

650-555-1212

Bank Data Update - Supplier

A contact person at supplier's is needed for banking validation purposes.

Currency type must be selected.

If the currency type is going to change vs. the existing one (e.g., old account is in PLN and new account is in EUR), then the supplier should specify it.

Supplier's Banking
Validation Contact -
Name

Provide contact for someone other than person filling out this form.

Supplier's Banking
Validation Contact -
Email

Provide contact for someone other than person filling out this form.

Supplier's Banking
Validation Contact -
Phone

Provide contact for someone other than person filling out this form.

* What currency you
would like to be paid
in?

Has the currency of
your new bank account
changed?



Bank Data Update - Supplier

The selected banking region defines the type of bank statement or document that shall be attached for bank validation purposes.

Banking Information (Only)

* Banking Region

* For Bank account change, attach bank documents here: No file chosen

The supplier shall create a Remit-To Address for payment. The company Remit-To Address can match with the physical address. Click the **Add Remit-To** button.

* 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.

Bank Data Update - Supplier

A pop-up window is going to request to create a new address. Click **Create New**.

A series of pop-up windows request the supplier to provide the new Remit-To address details.

Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

* Legal Entity Name

Country

This is the official name of your business that is registered with the local government and the country where it is located.

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.

Create new Compliant Remit-To Address

X

X

X, 1111

Thailand

Thailand

Bank Data Update - Supplier

Tell your customers about your organization

Which customers do you want to see this?

All
 Guardian

What address do you invoice from?

* Address Line 1

Address Line 2

* City

State

* Postal Code

Country United States

Use this address for Remit-To *i*
 Use this for Ship From address *i*

REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location where you receive government documents. *i*

By selecting “All” or “Guardian” to the first question, the supplier provides the ability to let these data be available to all customers or to Guardian only.

The mandatory fields are the address, the city, the state or province and postal code.

European Tax IDs usually begin by the country identifier (i.e. FR, GB, DE).

For those suppliers that may have a domestic identifier only (Hungary, Poland, Spain, without the country identifier), the supplier shall tick the box “I don’t have Tax ID number”.

What is your Tax ID? *i*

Country United States

Tax ID

I don't have Tax ID Number

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code *i*

Preferred Language English (US)

Cancel Save & Continue

Bank Data Update - Supplier

These are to confirm that the previous address will be used as the “Remit-To” (the address to where the supplier will receive the payment)

Where do you want to receive payment?

1 2 3 4

* Payment Type Address

What is your Remit-To Address?

Address Line 1 test
Address Line 2 test
City test
State
Postal Code 111111
Country United States

Cancel Save & Continue

Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status
Address	test test test 111111 United States	Active

Manage

Deactivate Legal Entity Cancel Next

And these ones are to confirm that the previous address will be also used as the “Ship From” (the address from where the supplier will ship the goods from)

Where do you ship goods from?

1 2 3 4

For many countries including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Add Ship From

Title	Status
test test test 111111 United States	Active

Manage

Deactivate Legal Entity Done

Setup Complete

1 2 3 4

Do you want to Add Remit-To Address to the customer profile now?

Add Later Add Now

Click Add Now



Bank Data Update - Supplier

The following group of fields (**New Remit To Address**) requests to provide the bank account details to which the supplier will receive the invoice payments.

Bank Name, Bank Address, Name on Bank Account, Bank Account Number, Swift Code, IBAN are always mandatory. Others (ABA, CLABE, SORT, etc.), depend on country specific requirements.

This group of fields must be placed in **Active** status.

Below this fields, the supplier finds its current bank account details, under the title **Current Remit To Address**. The old account needs to be switched to **Inactive** status.

Active **Inactive** ▼

Bank Name X

* GI - Remit To New

Active Active ▼

Bank Name

Bank Branch

Bank Address

Name on Bank Account

Bank Routing Number (ABA) *i*

SWIFT Code (BIC) *i*

Swift Address

Bank Account Number *i*

Correspondent Account

Clearing Code

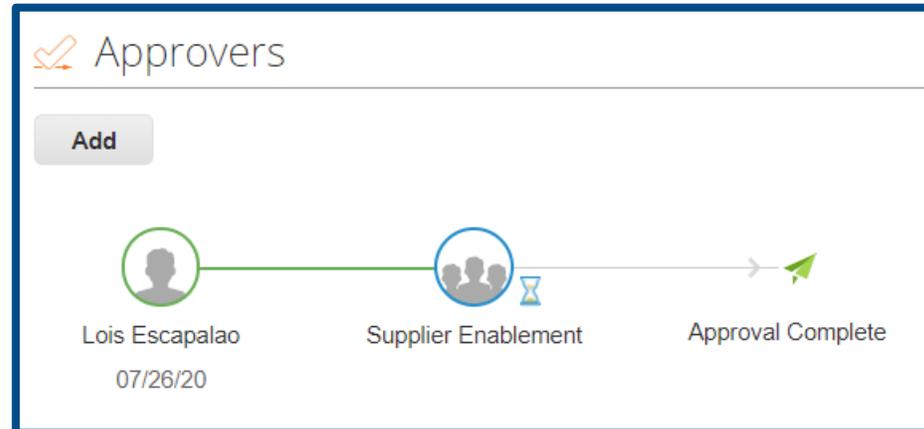
(branch/transit number for banks located in Canada)

IBAN Number *i*

CLABE Number

Bank Data Update - Supplier

Once form is fully approved, the information will be sent to Tibco/WGS/CMS for supplier update.



Coupa SIM - Useful Links

