

HOW TO HANDLE INFORMATION REQUEST

Coupa Supplier Portal (CSP) – User Guide

Version 1.0 (August 2023)

The Onboarding process for [new suppliers of Harbour Energy](#) will start with an invitation sent by e-mail from do_not_reply@supplier.coupahost.com to you.

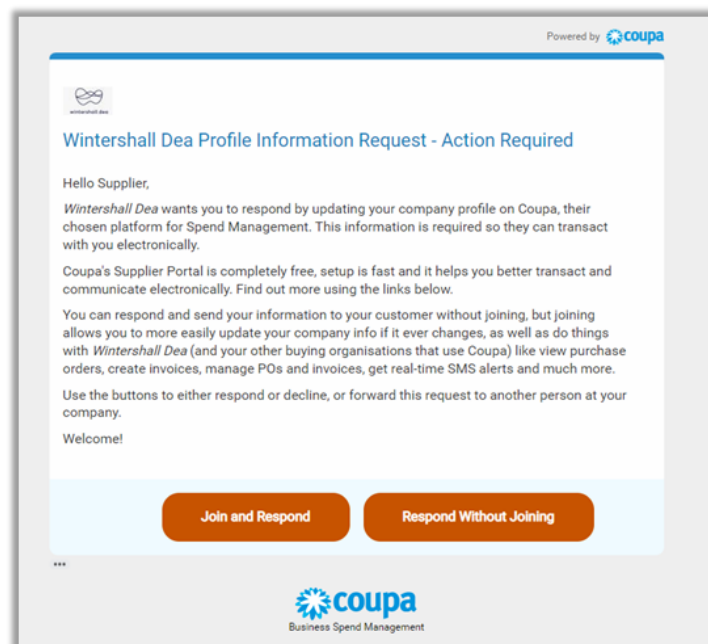
This process is necessary to set up the supplier master data in the Harbour Energy system to receive Purchase Orders and handle the invoice process.

If required, please forward this e-mail to the correct contact person. You can only [forward to colleagues inside the same e-mail domain](#). If you have any issues, please contact your Supply Chain representative.

If you do not receive an information request email from Harbour Energy, please check your [spam folder](#).



This user guide is only referring to the option [“Respond Without Joining”](#). If you want to [“Join and Respond”](#) please see user guide [“01-Coupa Register and Set-Up Profile in CSP”](#) to know how to the registration in the CSP.



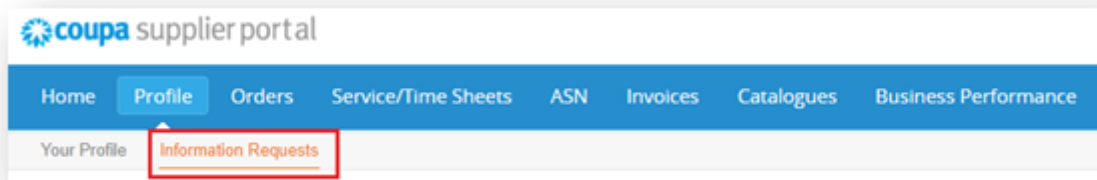
This is an Example for Illustrative Purposes only

1. Respond without joining

Please click this button and you will be guided directly to our [Information Request](#) by a one- time link, and you can complete your company details without any further registration.

Please notice, if you already have an existing Coupa Supplier Portal (CSP) account, you can login directly.

Please select the [Profile](#) tab (from the main menu bar) and select the [Information Requests](#) hyperlink which is directly underneath the [Profile](#) tab.

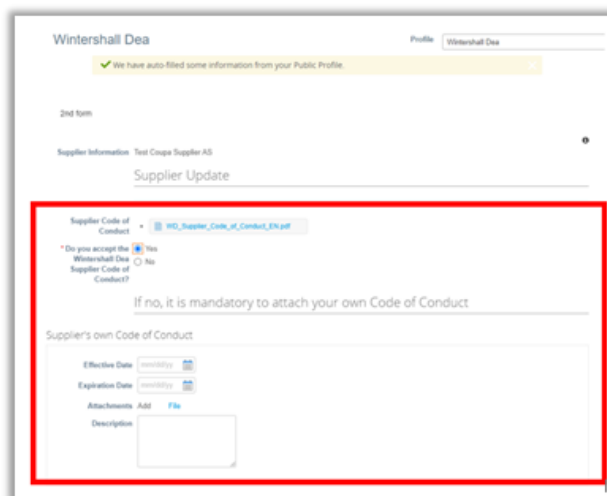


Harbour Energy Supplier Code of Conduct

You will have to choose [Yes](#) or [No](#). You can read our Code of Conduct by clicking on the highlighted document.



If you choose no, you [must attach your own code of conduct](#) below and maintain at least the expiry date. If no expiry date is available, please enter 12/31/99, as a placeholder.



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Supplier Legal Entity Name: Please complete with your full company name according to official registration.

PO Email: Also known as the PO Transmission Email Address, this is the email address to which you will receive Purchase Order notifications.



Please provide a [generic email address](#) and not the email of an employee. This will avoid issues if an employee leaves your company and ensures POs can continue to be managed

Tax Registrations: If not pre-populated, please click on [Add Tax Registration](#), select the country for this registration and fill in the Tax ID in [the correct format](#). Otherwise check the data.



You can add more than one Tax Registration for the same company in case of additional registrations

Natural person: Please click here only in case, you are located in Mexico and a Natural Person under the Tax Law.

Company registration number: Please fill in your registration number from commercial register.

Company registration document: Please upload a copy of official registration in PDF-format. If your company does not have a commercial registration document available: Please upload a copy of the tax registration or company template instead

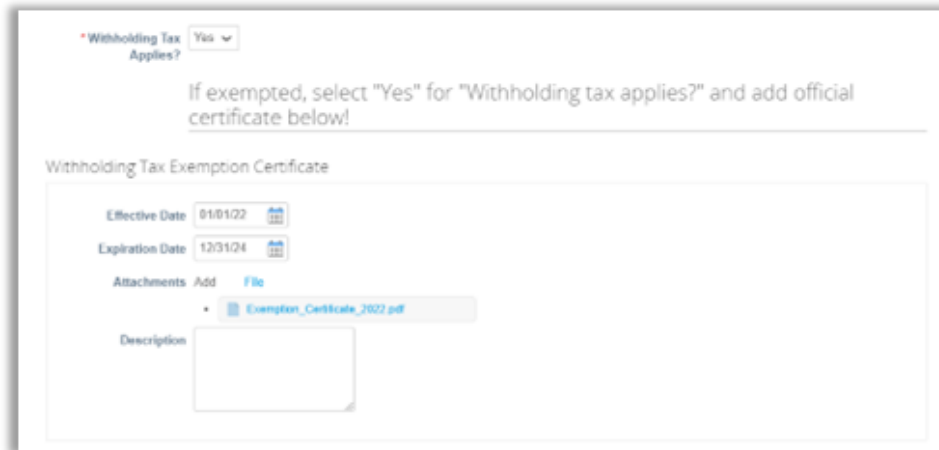
DUNS Number: Please fill in your identification number assigned by Dun & Bradstreet, if available.

Withholding Tax Applies: Please check your setting for withholding tax. If [withholding tax](#) is applicable for you, please maintain [Yes](#).



In Germany [withholding tax](#) may apply for your business, e.g. regarding licenses, databases, knowledge and intellectual property transfer (§50a EStG), construction services (§48b para. 1 sentence 1 of the Income Tax Act (EStG)). In countries besides Germany, [withholding tax](#) may apply according to local tax law. In case of doubt, please contact your partner in Supply Chain .

Withholding Tax Exemption Certificate: If you have an exemption from your tax office, please attach it by selecting [File](#) and indicate the start and end validity dates.



The screenshot shows a form titled "Withholding Tax Exemption Certificate". At the top, there is a dropdown menu for "Withholding Tax Applies?" set to "Yes". Below this, a text box contains the instruction: "If exempted, select 'Yes' for 'Withholding tax applies?' and add official certificate below!". The form fields include:

- Effective Date:** 01/01/22
- Expiration Date:** 12/31/24
- Attachments:** A section with an "Add" button and a "File" button. A file named "Exemption_Certificate_2022.pdf" is listed.
- Description:** A large text area for additional details.

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Primary Address: Some fields may be pre-populated. Please review any entries and complete fields with your address as shown in the following example:



The screenshot shows a form titled "Primary Address". The fields are as follows:

- Country/Region:** Norway (dropdown menu)
- Address Name:** (empty text field)
- Street Address:** Test Street 1
- Street Address 2:** (empty text field)
- City:** Stavanger
- State Region:** None (dropdown menu)
- Postal Code:** 4999
- Location Code:** (empty text field)
- PO Box:** (empty text field)
- PO Box Postal Code:** (empty text field)

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Please maintain your address in accordance with your official company registration. The field [Address Name](#) is not mandatory, but you can use this field for further information.

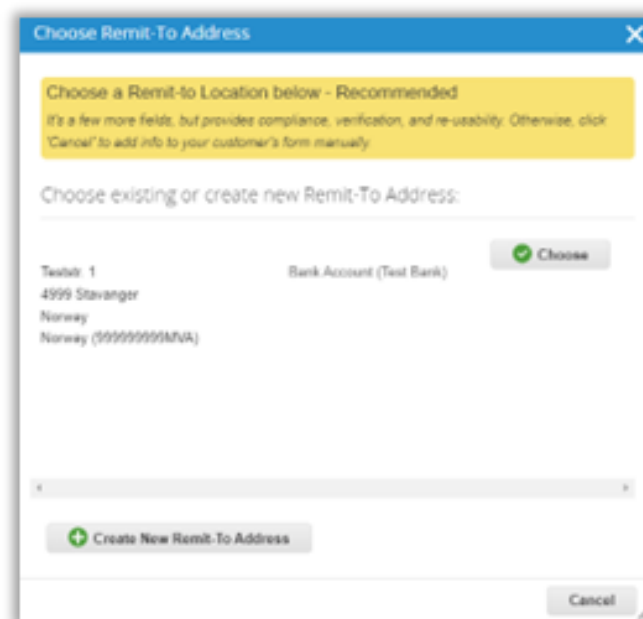
Supplier Primary Contact: Please review the pre-populated values; you are required to complete the first three fields: First Name, Last Name and Email Address. Future information requests will be sent to the e-mail address which you maintain here, e.g. in case an update of your Masterdata record will be required.

Add Remit-To: To provide your bank details to Harbour Energy it is important that you maintain them in our information request. Please click on [Add Remit-To](#):

A screenshot of a web form titled "Remit-To Addresses". Below the title is a subtitle: "Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address." There is a button labeled "Add Remit-To". Below this button is a label "Remittance Email Address" followed by a text input field. At the bottom of the form, there is a small note: "Please only maintain one email address here".

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A new window will open, please click on [Cancel](#) to get back into our form:

A screenshot of a dialog box titled "Choose Remit-To Address". At the top, there is a yellow banner with the text: "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." Below the banner, the text "Choose existing or create new Remit-To Address:" is displayed. There is a list of existing addresses. One address is visible: "Testbr: 1", "4999 Stavanger", "Norway", "Norway (999999999MVA)". To the right of this address is a "Choose" button with a green checkmark icon. At the bottom of the dialog, there is a "Create New Remit-To Address" button with a green plus icon and a "Cancel" button.

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Cancel: After clicking on [Cancel](#), you will be routed back into our information request and fields for completing your bank data will be available.

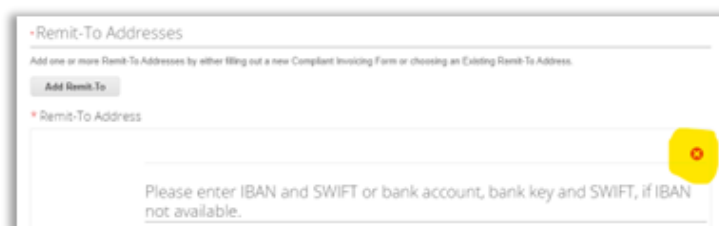
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If IBAN is available, maintain at least [Bank Country](#), [Currency](#), [Bank name](#), [IBAN](#) and [SWIFT](#). If IBAN is not available, maintain [Bank Country](#), [Currency](#), [Bank Name](#), [Bank Account](#), [Bank Key](#) and [SWIFT](#). In the field [Bank Account Name](#) you should fill in the account holder, if this is different to your legal entity.



In case of bank details with bank country Mexico, please maintain full Clabe in the field account number.

Until you submitted the form, it is possible to remove a [Remit-To](#) again from the form by clicking on the little white cross in the upper red circle:

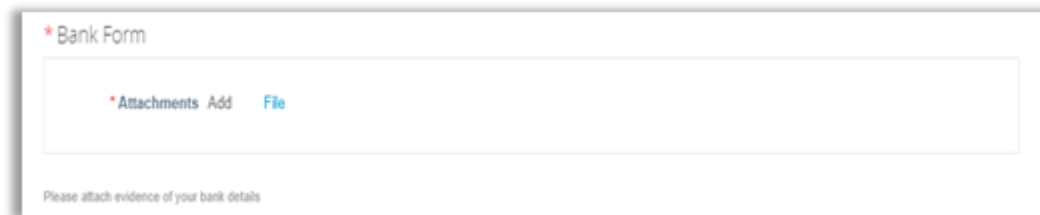


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Remittance Email Address: In this field you can maintain one e-mail address for receiving payment advice from Harbour Energy.

Bank Form: Please add a document from your bank that provides evidence of your bank details. This document must be in PDF-format. To attach the file, select [File](#) and select your document.

This is required for all Remit-To accounts which you maintained in the form.

A screenshot of a web form titled "* Bank Form". Below the title is a large rectangular area for attachments. Inside this area, there is a smaller box containing the text "* Attachments" followed by "Add" and a blue "File" button. At the bottom of the form, there is a small text prompt: "Please attach evidence of your bank details".

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If you have no bank confirmation available: Please upload invoice template with your corresponding bank details.

Comments: If required, you could add a comment below.

Submit for Approval: Finally, please select [Submit for Approval](#).

You will not be able to submit the information for approval, if any mandatory fields are incomplete. The system will not let you submit it, and it will highlight any missing information.

If everything is filled out correctly you will get the following message at the top of the page:

A screenshot of a green notification banner at the top of a page. The banner contains the text "Your information has been submitted" on the left and a close button (an 'X' in a square) on the right. Below the banner, the text "Pending Approval" is visible, along with a small circular icon containing an 'i'.

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The Master Data 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 Master Data Team, the status of your form will change to [Applied](#), your supplier record will become [active](#) for Harbour Energy and the Onboarding process is complete.