Coupa Supplier Information Management

Supplier Guide

July 2026

eurofins
Testing for Life

What is Coupa SIM?

Coupa is a procurement platform designed to streamline collaboration and transactions with Eurofins. It offers several benefits for suppliers, including:

- Real-time tracking of purchase orders
- Free access
- Compatibility across devices
- Improved data management capabilities

Coupa Supplier Information Management (**SIM**) enables suppliers to review and update their information while standardising the process of requesting, approving, and maintaining key data such as financial details, quality and insurance certificates, and banking information.

The use of forms, notifications, and integration with Eurofins's financial systems provides additional advantages:

- Enhanced visibility of certificates and contact information
- Timely payments
- Reduction of multiple communication channels (e.g. paper forms, emails, phone calls, spreadsheets)
- Accurate company data maintenance with reduced administrative effort

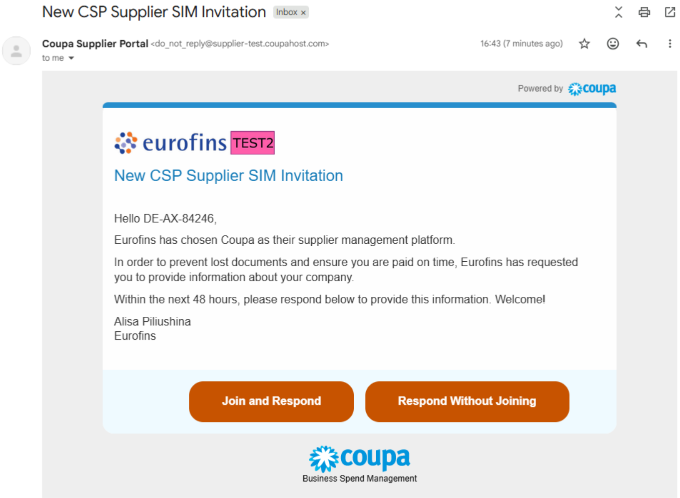
User Guide Overview

***CSP** – Coupa Supplier Portal
****SAN** – Supplier Actionable Notification – direct access to the form from the email request received

To return to this Overview slide please click the Home icon in the bottom right corner of the page. Please, use the reading view for the button to function properly.

One-page Guidelines

1. Receive the email invitation from Eurofins on Coupa SIM.
2. Choose how to respond: Join and Respond via the CSP or Respond Without Joining directly from the email. A CSP account is not mandatory. The free version is sufficient to work with Eurofins.



3. Review pre-filled company information
4. Complete the form providing supporting documents where necessary.
5. Review and submit the form

6. Eurofins reviews your submission. If corrections are needed, the form will be returned to you by email.
7. Please **complete** the form **within 30 days**. If the form expires or you need help, contact your usual Eurofins contact or Purchasing Supplier Contact.

Information request notification – new CSP user

Information request notification – new CSP user

As a first step, Eurofins must initiate supplier onboarding internally. Once this has been done, a request for information will be automatically sent to you by email, to provide necessary details.

From the notification received you will have two options:

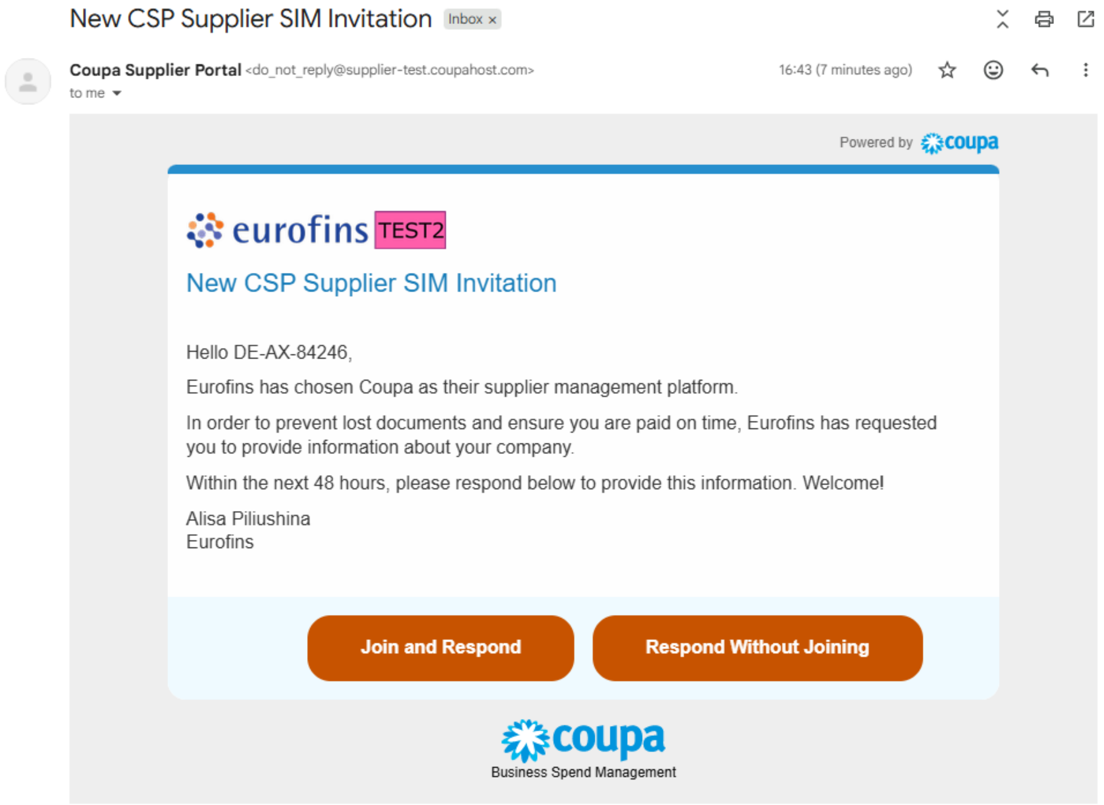
1. Respond via the Coupa Supplier Portal (**“Join and respond”** – slides 7 to 14)
2. Use Supplier Actionable Notification (**“Respond Without Joining”** – slides 20 to 39)

Eurofins strongly recommends choosing option 1 to create a reusable account and better track your interactions with Eurofins.

You will have **30 days** to complete the form, but it is your responsibility to ensure that this email is not in your spam folder.

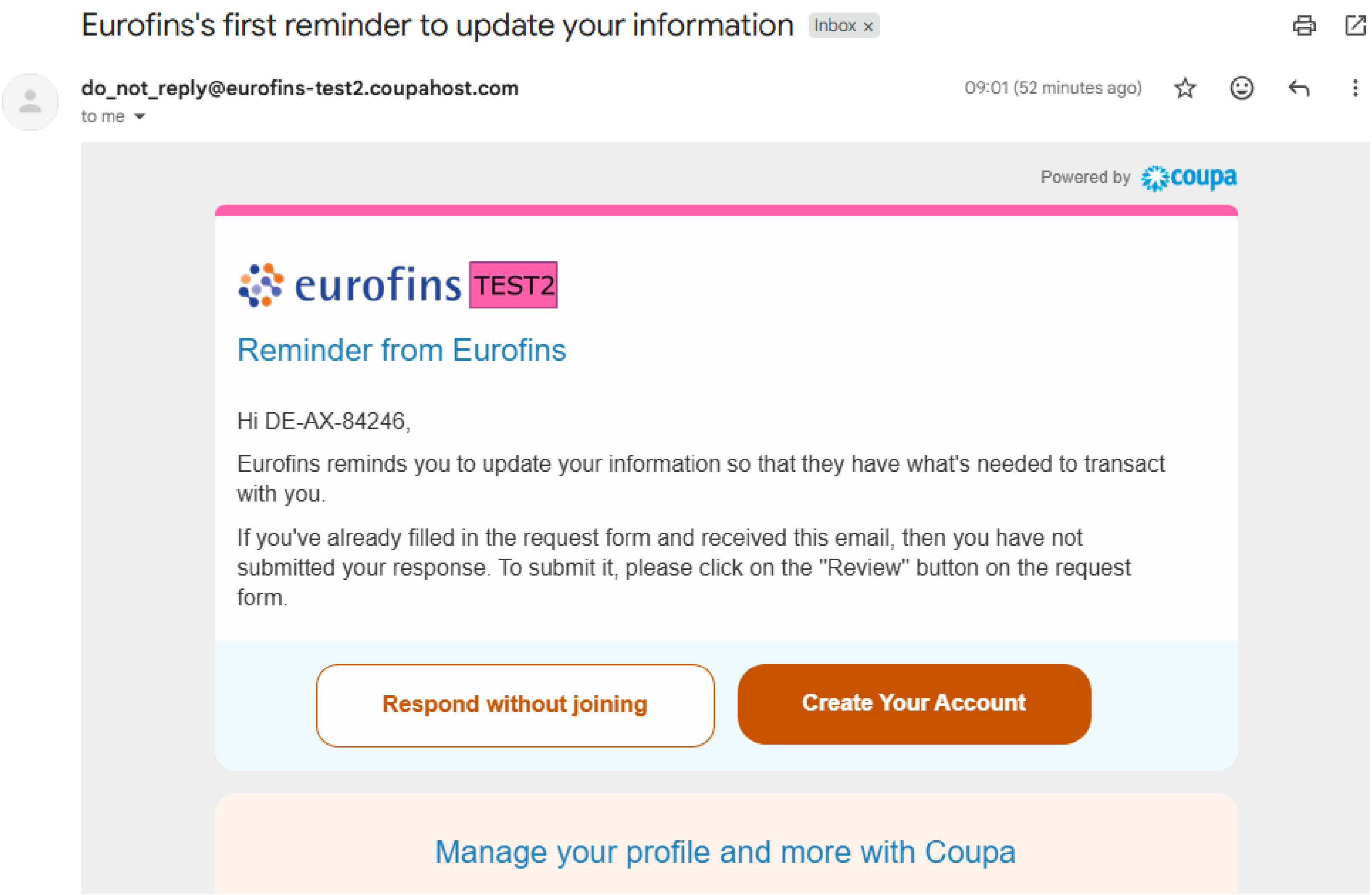
Please ensure your **company information and supporting documents** are **accurate and up to date**. Depending on the request, you may need to provide:

- Legal company details
- VAT/Tax ID
- Address
- Contact details
- Bank account information
- Supporting documents



Reminder to fill in the form

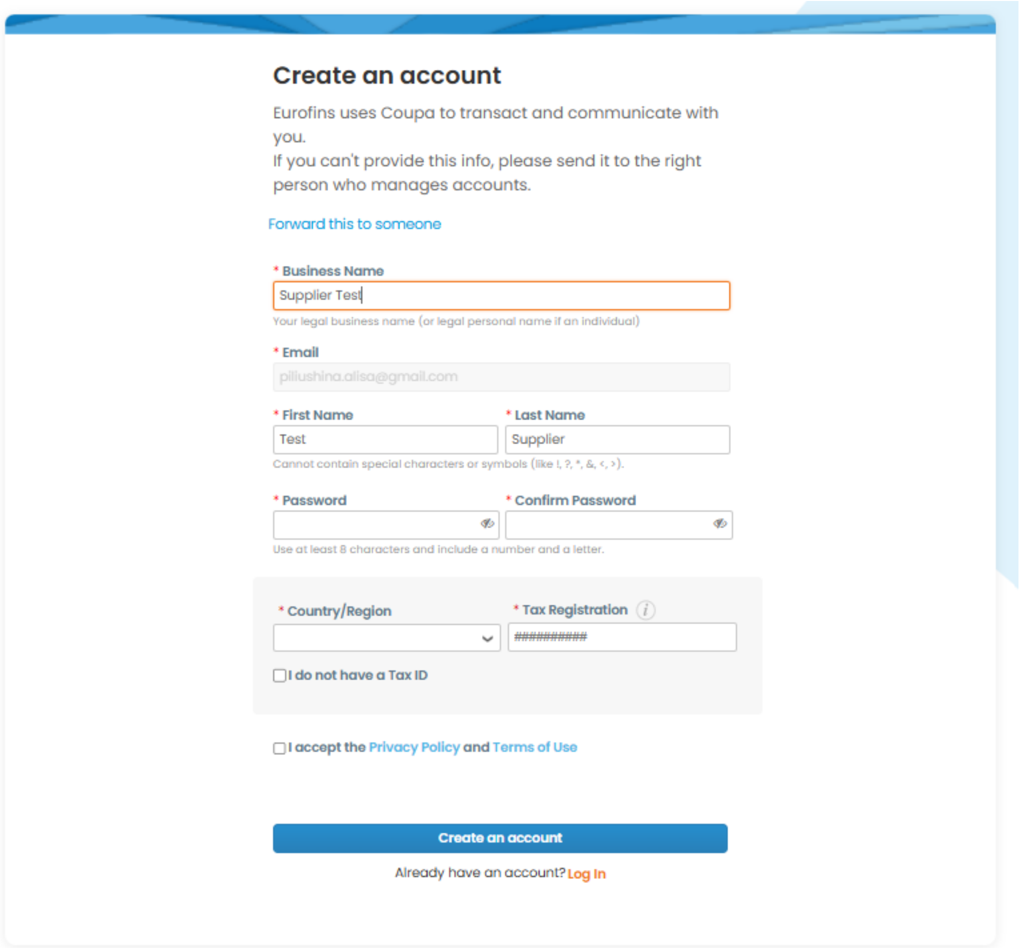
- Notifications to complete the form are sent automatically, 3 times starting the day after you receive the invitation.
- The form expires **30 days** after it was sent.
- Once the form is expired you will no longer be able to complete it. In this case, please contact your usual Eurofins Contact to understand the next steps.



Supplier Information Management in CSP

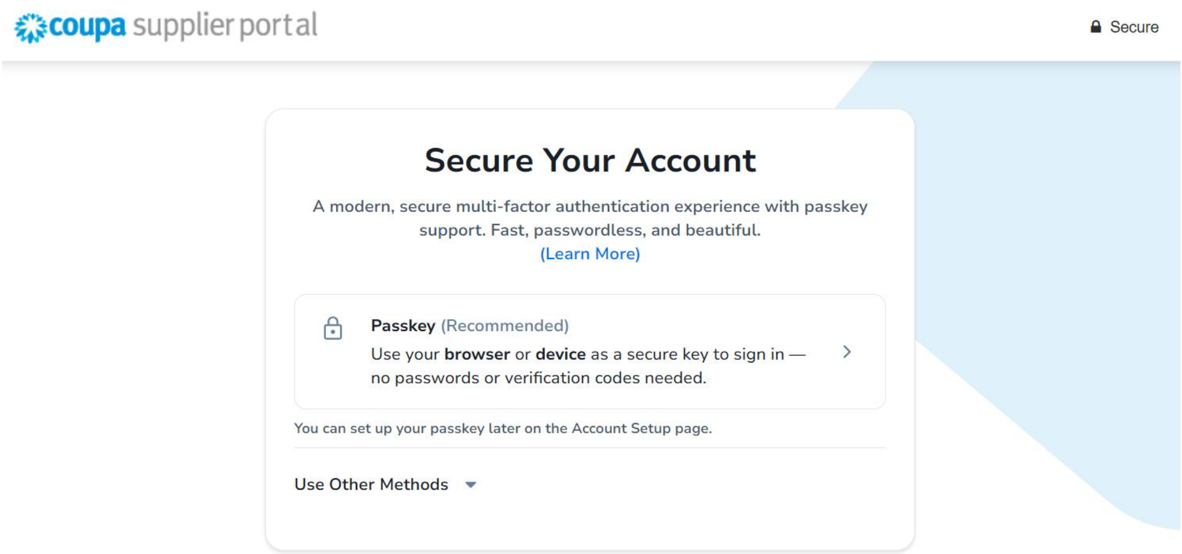
SIM – Creating a CSP account

- When you click on the **“Join and Respond”** button, you will be redirected to the CSP account activation page.
- Create your password by entering it in the “**Password**” field and confirming it in the “**Password Confirmation**” field.
- Click on the “Privacy Policy” link to view Coupa’s online privacy policy, then click on “Terms of Use” to review the CSP Terms of Use.
- Once you have reviewed both documents, tick the box to **confirm your acceptance.**
- Click on “**Create an Account**” to complete the activation process.



SIM – Creating a CSP account

- To secure your account, Coupa will ask you to choose a method for multi-factor authentication, please follow the process choosing your preferred method.

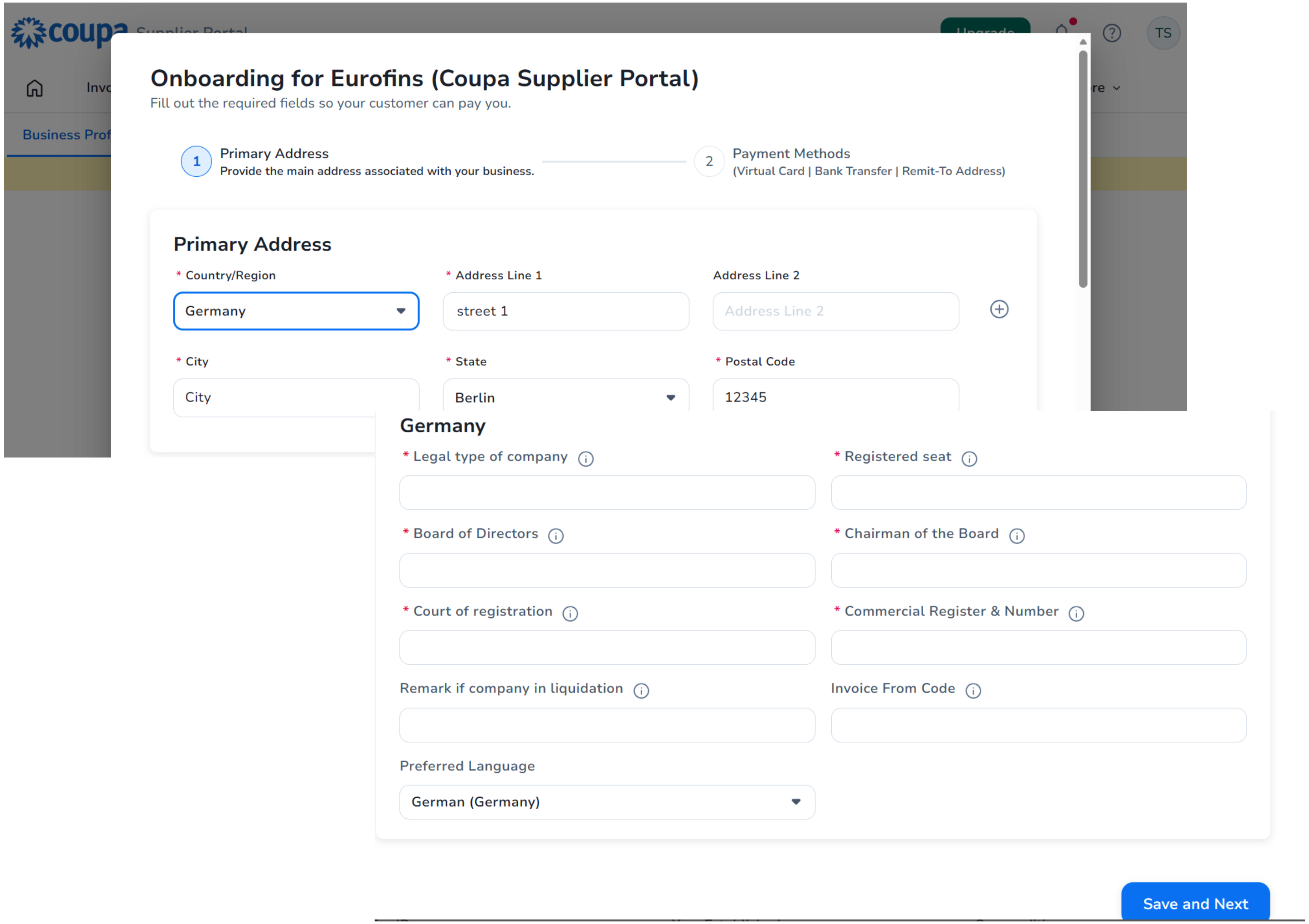


SIM – Creating a CSP account

- The next section contains fields pre-filled with the information available to Eurofins. You have the possibility to correct them in this section.
- Once logged in, a pop-up window will appear where you can check/edit your company details (company name, registered office address).
- We recommend that you provide information in all the available fields to allow complete referencing. However, only fields marked with a red asterisk * are compulsory.
- Click on **"Save and Next"**

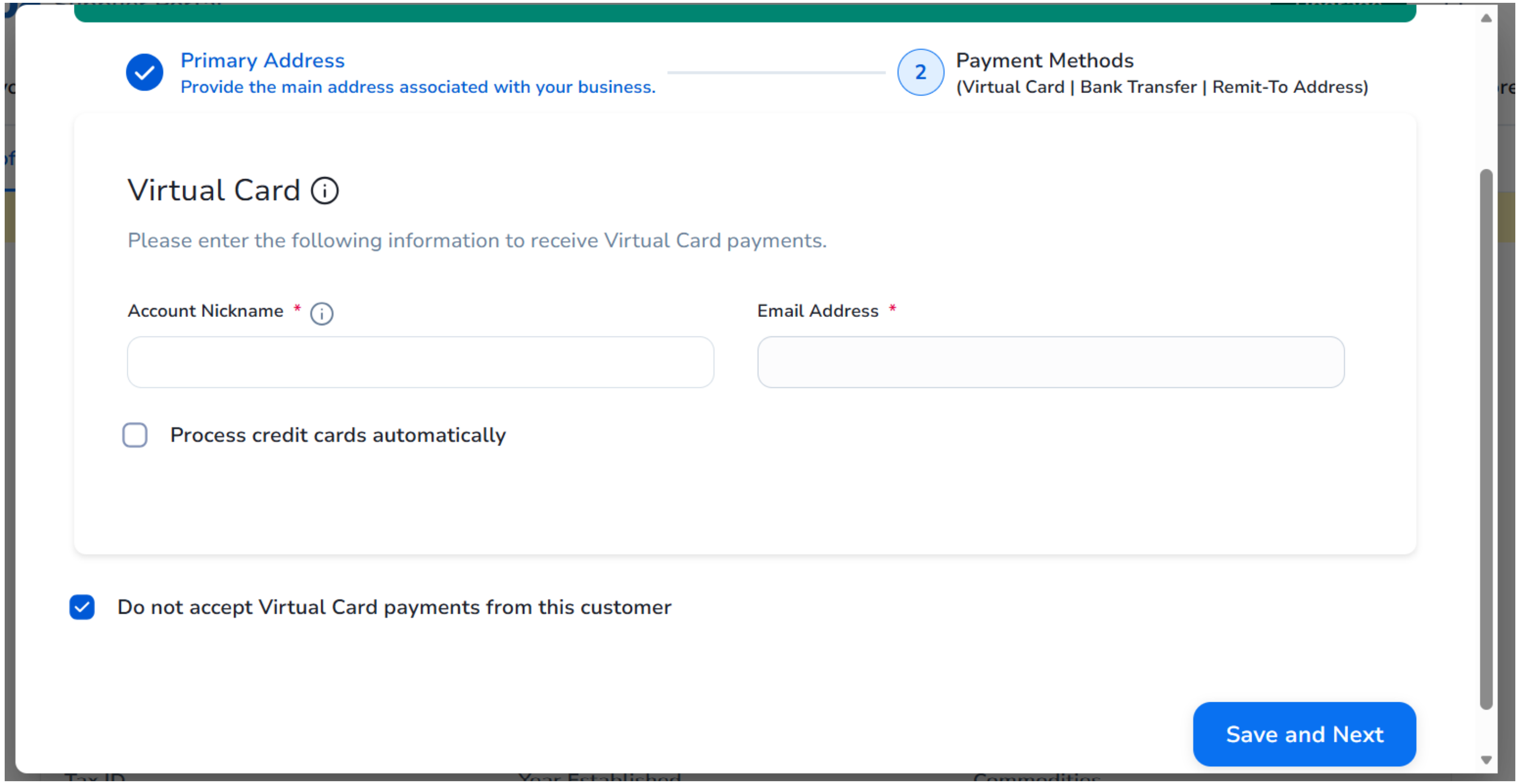
Please ensure that your *company name* and *legal form is* correct

- If the fields do not apply to your case, please write "None".



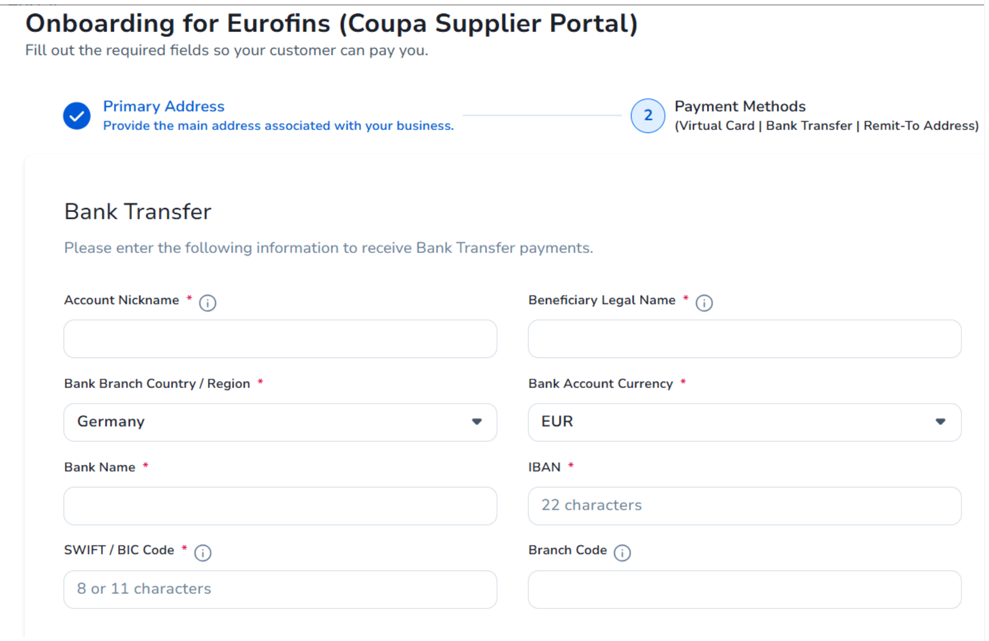
SIM – Creating a CSP account

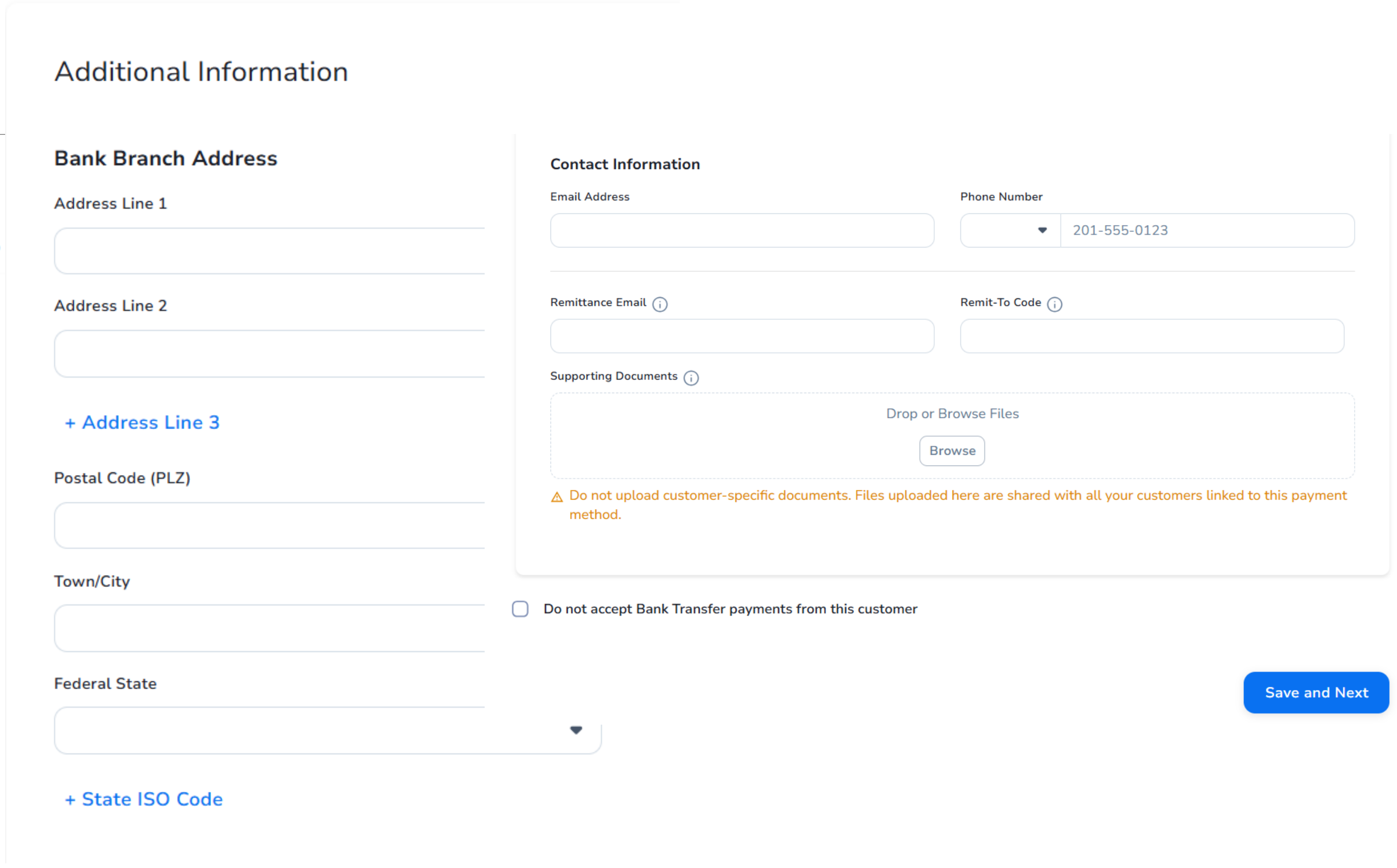
- At the next step, you will be asked to provide payment method. **Tick** the box: “Do not accept Virtual Card payments from this customer”
- Click on **“Save and Next”**



SIM – Creating a CSP account

- At the next step you will be asked to provide payment method: Bank transfer details. This is Eurofins' preferred method. Please proceed to complete the fields.
- Click on **"Save and Next"**

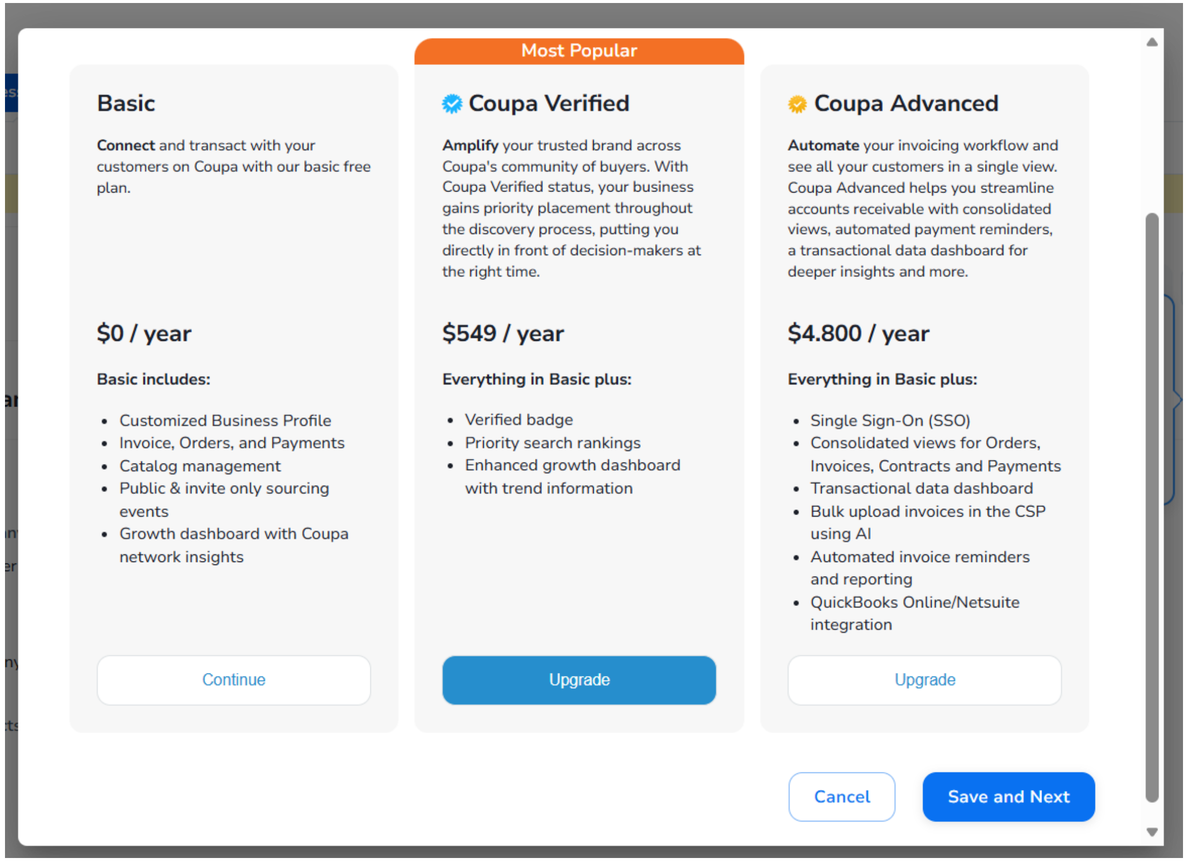




SIM – Creating a CSP account

- Coupa will ask whether you would like to purchase a subscription. It is your choice to do so.

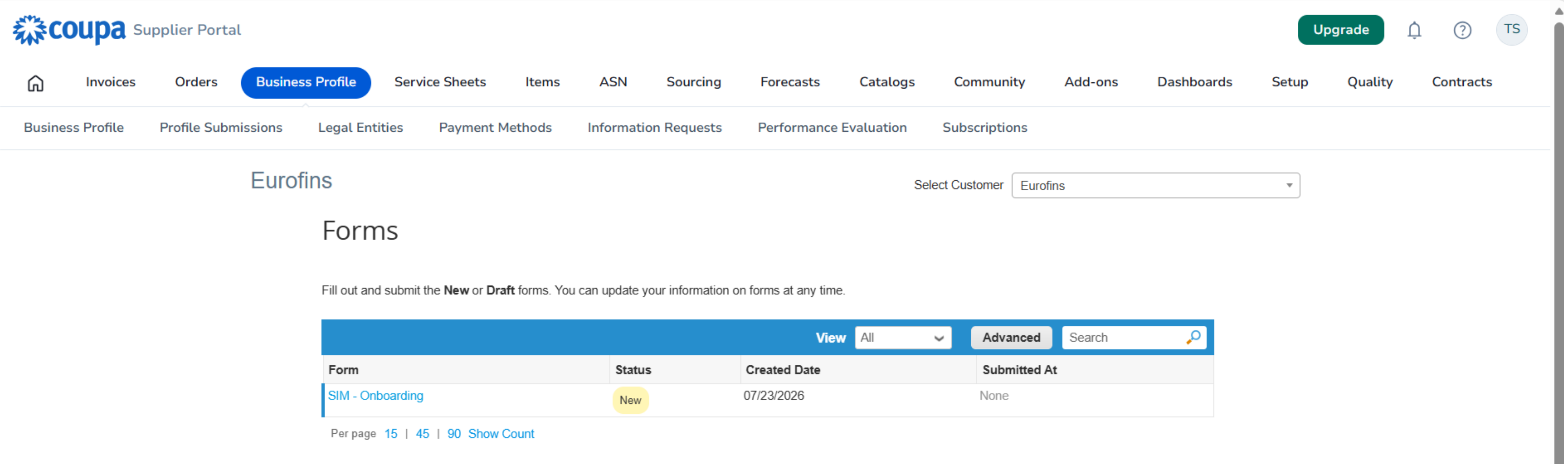
- **Free version is enough to work with Eurofins, and you can proceed with this option, unless preferred otherwise.**



SIM – Creating a CSP account

- You will be taken to the page with pending forms in your Business Profile.

- Click on the **Onboarding** Form and **follow guidelines** in the slides 23 to 39.



SIM – Translating the Form

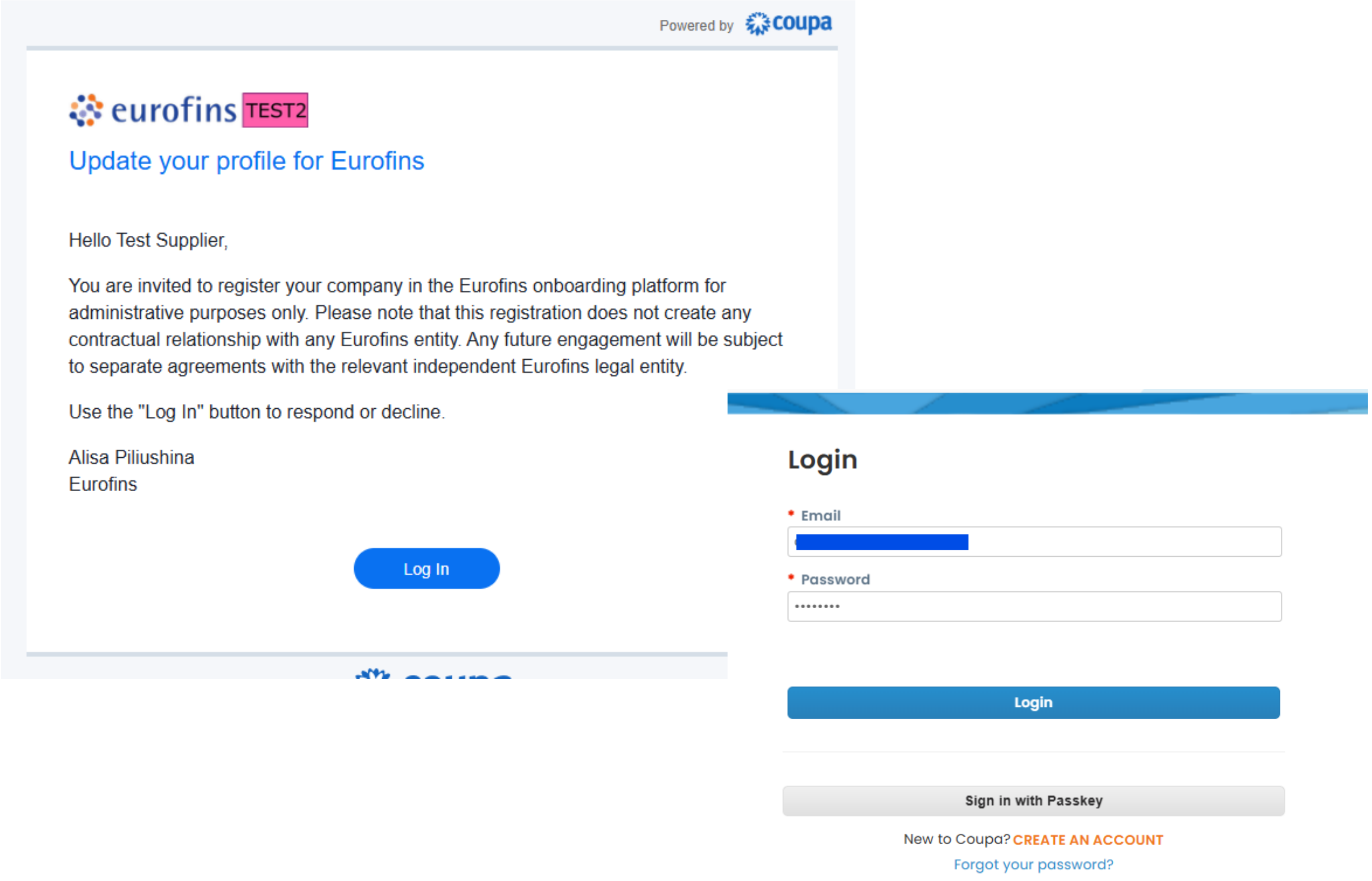
- Once the form page is open, you can change the display language at the bottom of the page. Please click on the desired language.

<u>Note: Some fields will be automatically translated into the selected language, but others may remain in English.</u>

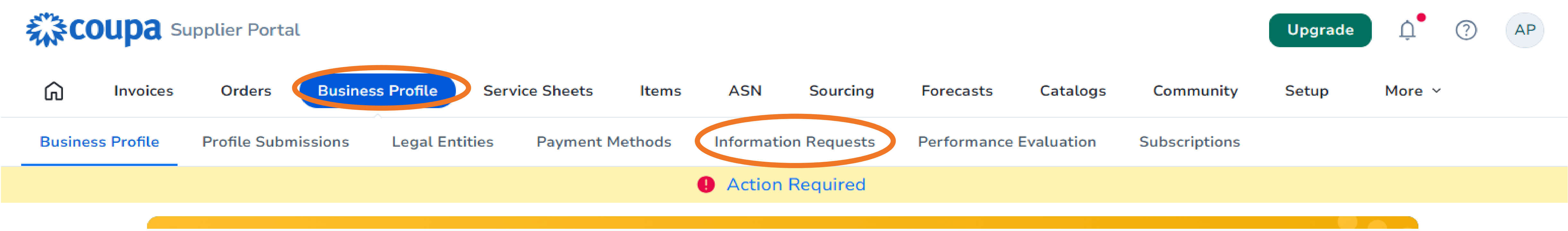
Information Request Notification – Existing CSP user

Information Request Notification – Existing CSP user

- If you already have a CSP account or opted to create a CSP account in the previous step, you will receive the following email.
- Click on "**Login**" to continue
- Login using your CSP username and password



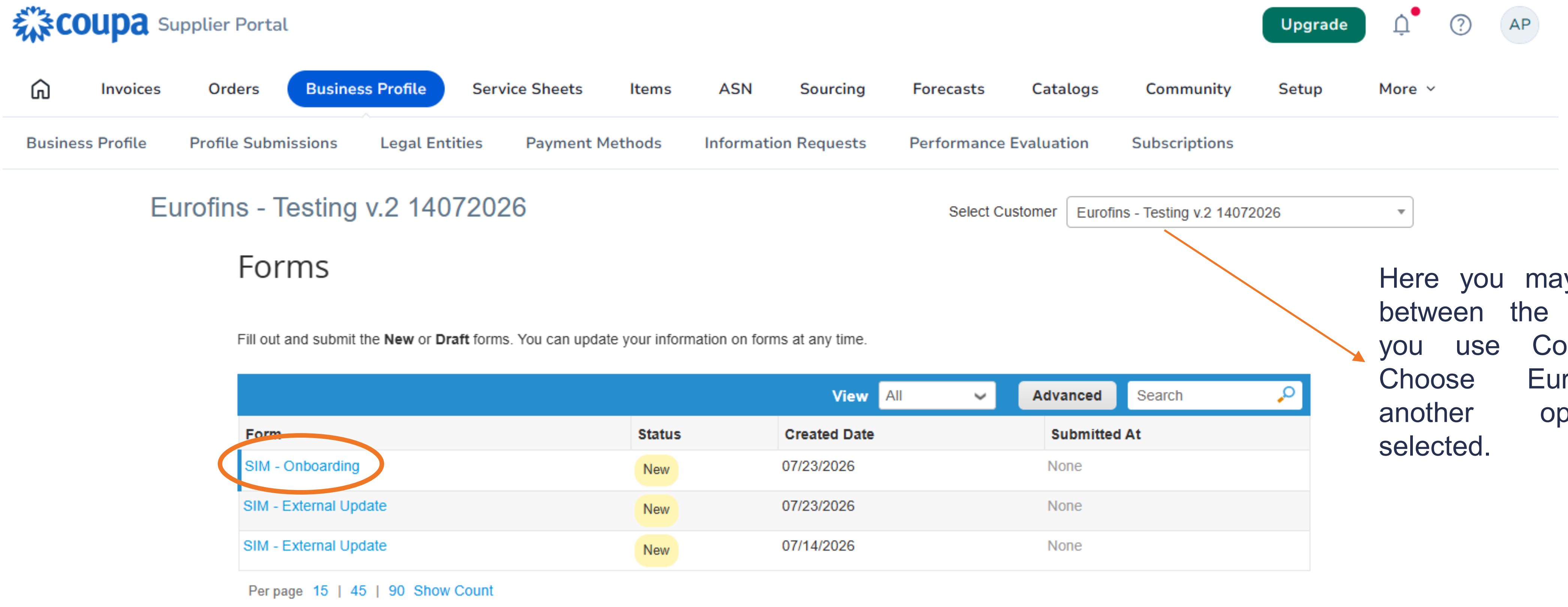
Information Request Notification – existing CSP user



- After ligging in to the CSP portal, the homepage will be displayed
- Click on the **“Business Profile”** tab and then choose **“Information Requests”** sub-tab to access the forms from Eurofins

Information Request Notification – existing CSP user

- Choose the form you would like to update

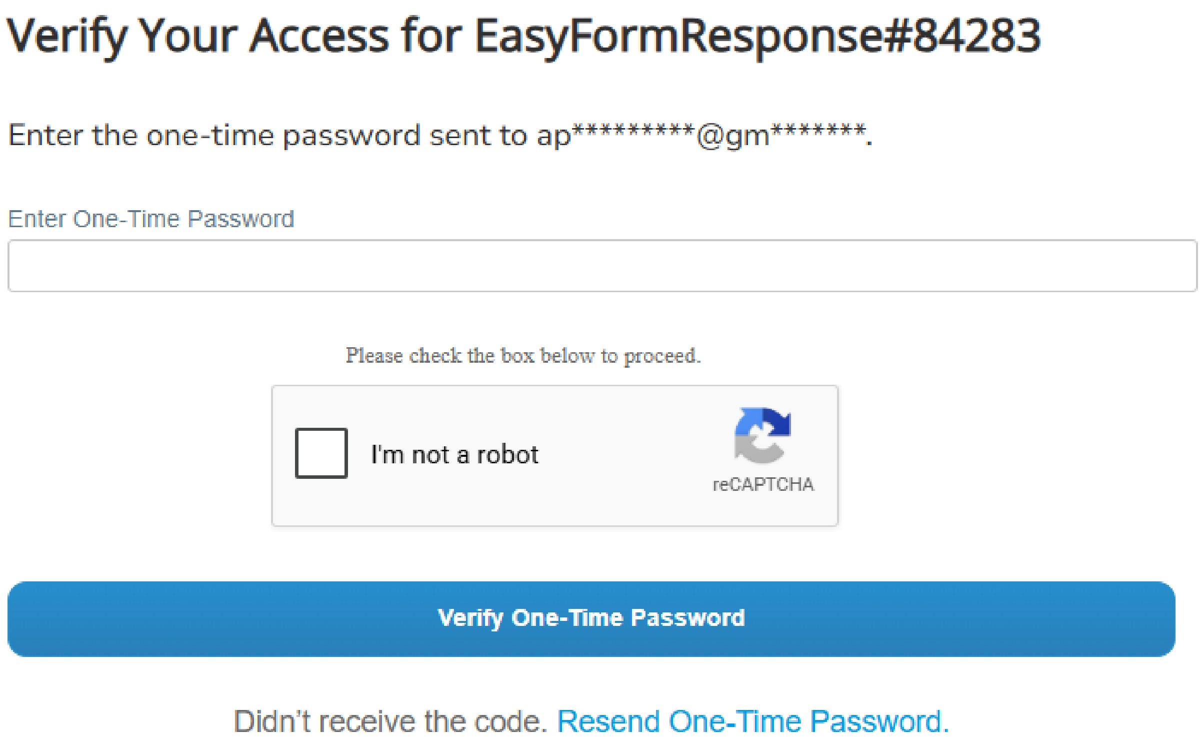


Here you may navigate between the customers you use Coupa with. Choose Eurofins, if another option is selected.

Information Request Notification – new CSP user
Respond without Joining

Information Request Notification – new CSP user

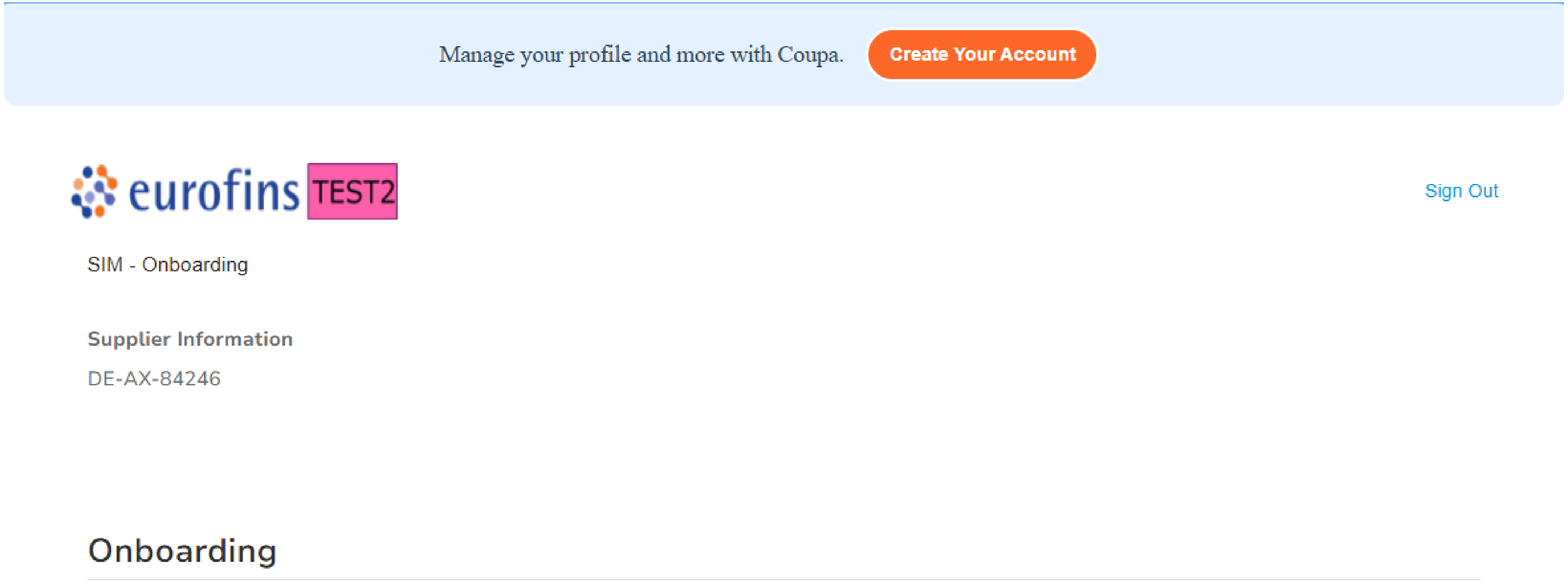
- If you clicked on “**Respond without Joining**”, proceed to generate One-Time Password
- Enter the password and verify it to access the SIM form



Information Request Notification – new CSP user

- Now, you can proceed with completing the form following instruction on slides 23 to 39.

Note: At this stage you can still choose to create a CSP account, if you choose to do so, please click “**Create Your Account**”.



Supplier Information Management – Onboarding Form

SIM – Completing the form

- Click on the Information Request you received and start filling in the form section by section.
- Please note, the mandatory fields are marked with a red asterisk *. But we recommend that you provide information in all the fields available, this will help your future successful collaborations with Eurofins.

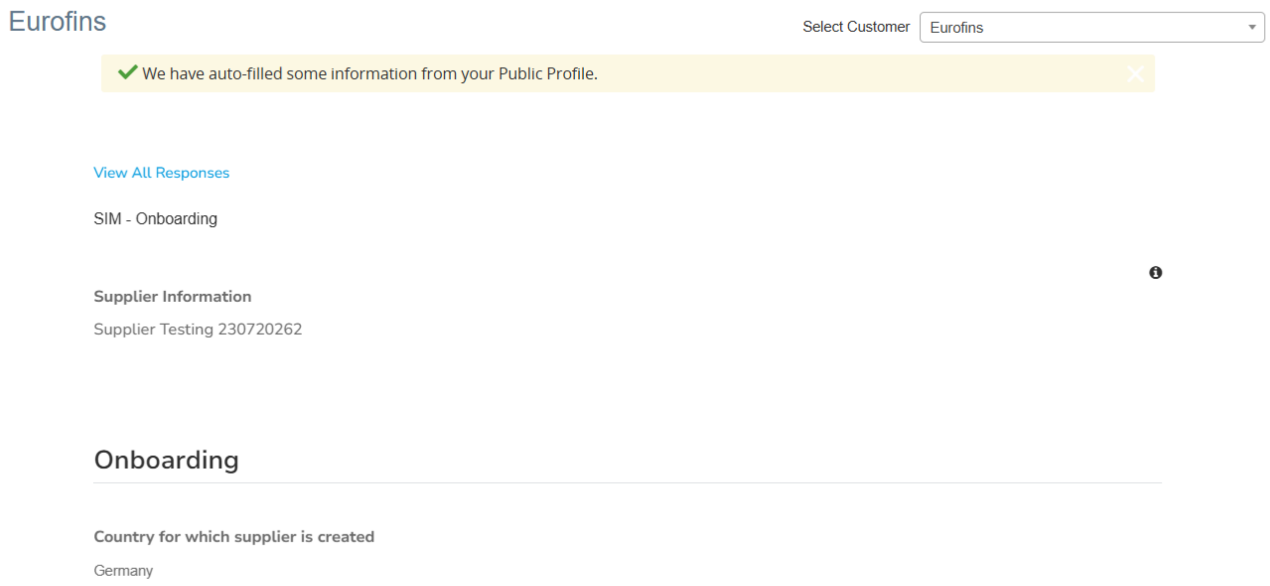
NOTE: If you already have a CSP account, Coupa will automatically pre-fill some fields based on your profile: Legal Name, Main address, Main contact.

It is your responsibility to check that the information is correct and relevant to be shared with Eurofins (risk of errors for users managing multiple companies).

In the top right corner tab "**Business Profile**" will allow you to identify that the form you are filling in is linked to company Eurofins

If the fields appear in grey – they have been provided internally, you will not be able to change them on your own.

Remember that your timely payments depend on the quality of the data you provide in the forms.



SIM – Completing the form

Section: General Supplier Information

The form starts with several **read only fields** that have been populated by Eurofins. You cannot change these.

If the terms do not correspond to the ones agreed during negotiations, please contact your usual Eurofins Contact person and **Purchasing Supplier Contact** indicated on the form.

Onboarding

Country for which supplier is created

Germany

Payment Terms

None

Shipping Terms

None

Payment Terms and Shipping Terms reflect the agreed conditions with Local Eurofins Purchasing. In case you do not agree, please contact your Eurofins Purchasing Supplier Contact.

Purchasing Supplier Contact

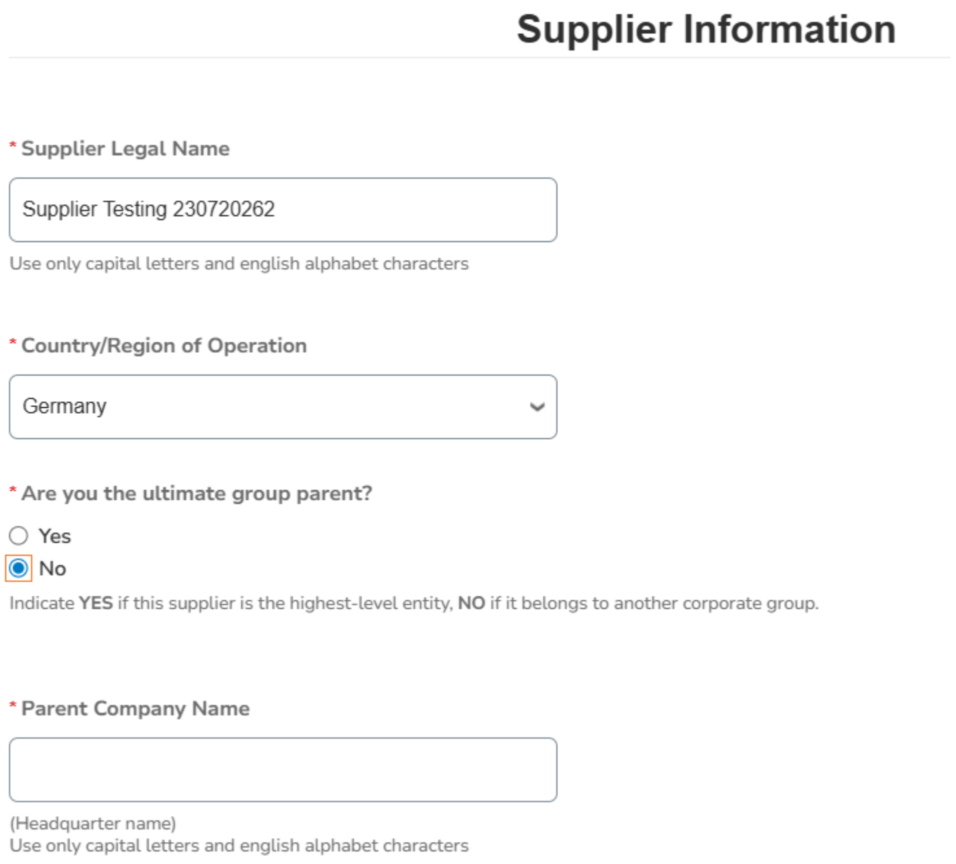
None

SIM – Completing the form

Section: General Supplier Information

Proceed to verify the information prefilled by Eurofins, verifying the correctness of the data.

- *Supplier Legal Name* – the name of your company, mandatory field
- *Country/Region of Operation* – Indicate the country of your tax registration
- *Are you the ultimate group parent?* – this questions allows Eurofins to understand whether your company belongs to a group
- *Parent Company Name* – in case, your company belongs to a group please provide the name of that group

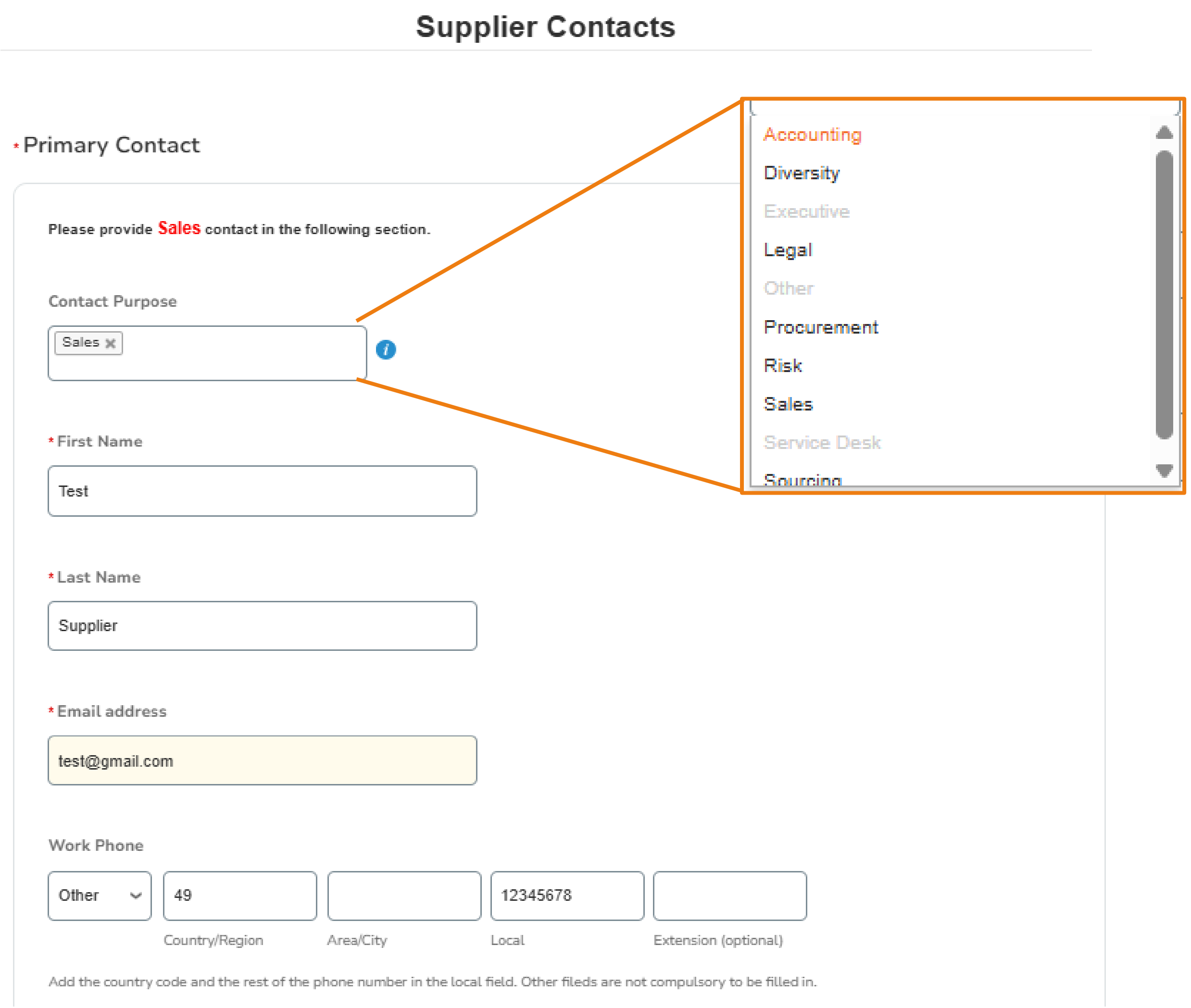


SIM – Completing the form

Section: Supplier Contacts

The first contact information is filled in by Eurofins, verify its correctness. You are required to provide two more contact details. Please provide **Sales**, **Accounting**, and **Procurement** contacts as indicated in the form.

- *Contact Purpose* – specify the contact's role
- *First name* – enter the contact's first name
- *Last name* – enter the contact's last name
- *Email address* – enter the contact's email address
- *Work Phone* – Fill in the phone number by entering the country code (e.g. 49 for Germany), without the "+" in the "Country/Region" field and the telephone number (without the leading 0) in the 'Local' field. If your company is located outside Germany, please refer to the rules applicable in the country for numbers dialed from abroad.

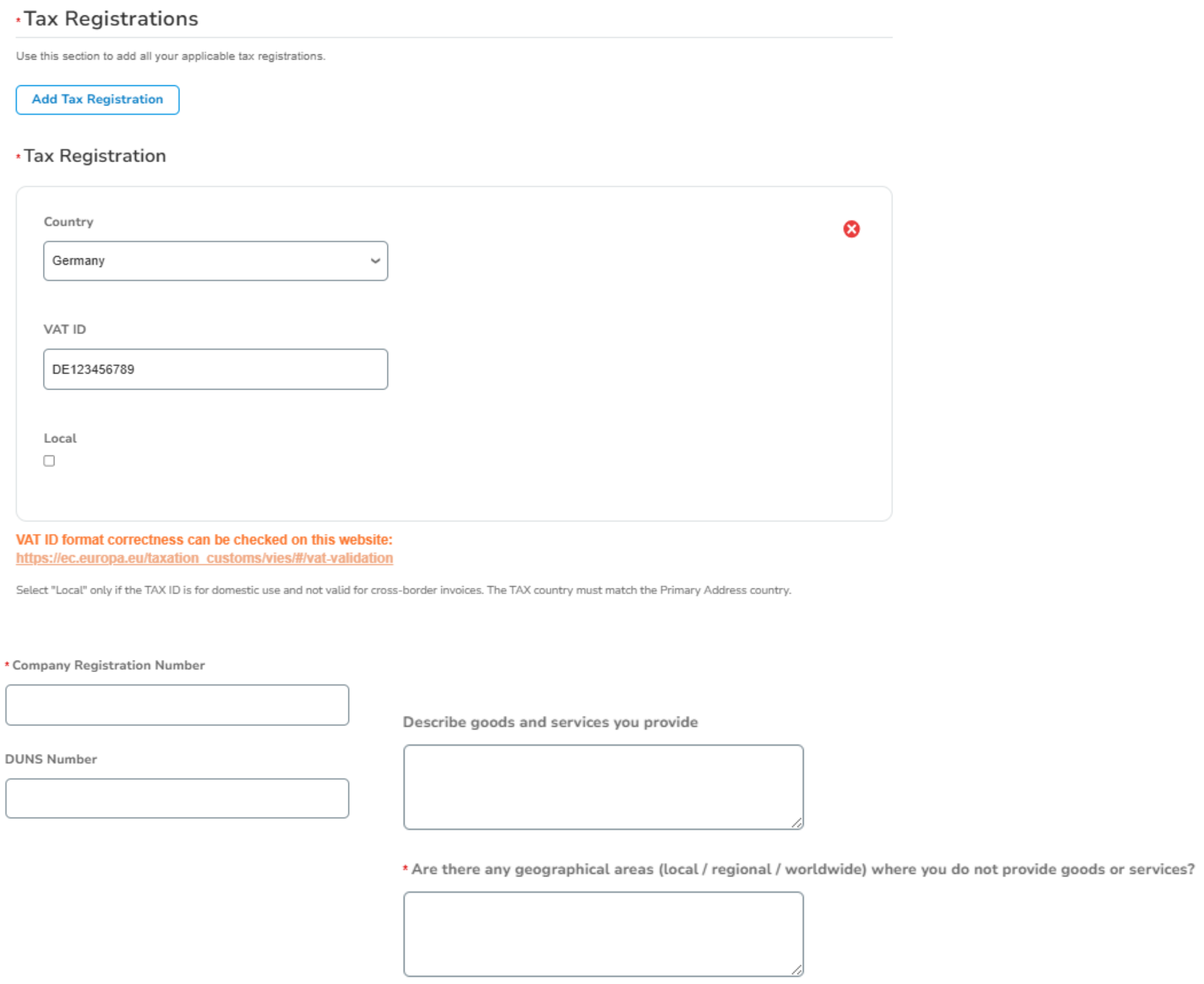


SIM – Completing the form

Section: Supplier Tax Details

- *Country* – country of tax registration of the company
- *Number* – provide the tax ID
- ***Local*** – to be ticked ONLY if you are **not** using a standard Tax ID number (e.g. VAT in Europe)
- *DUNS* – if available, please also include your DUNS number
- *Describe goods and services you provide* – provide a brief but detailed description of the goods and/or services your company provides. This information will be used to evaluate future strategic partnerships.
- *Are there any geographical areas (local / regional / worldwide) where you do not provide goods or services?* – provide information on any areas that are excluded from your services

Additional Questions may appear, depending on the country of your registration (e.g. IR35 application and Company Registration Number in the UK).


* Tax Registrations

Use this section to add all your applicable tax registrations.

Add Tax Registration

* Tax Registration

Country

Germany

VAT ID

DE123456789

Local

VAT ID format correctness can be checked on this website:
https://ec.europa.eu/taxation_customs/vies/#/vat-validation

Select "Local" only if the TAX ID is for domestic use and not valid for cross-border invoices. The TAX country must match the Primary Address country.

* Company Registration Number

DUNS Number

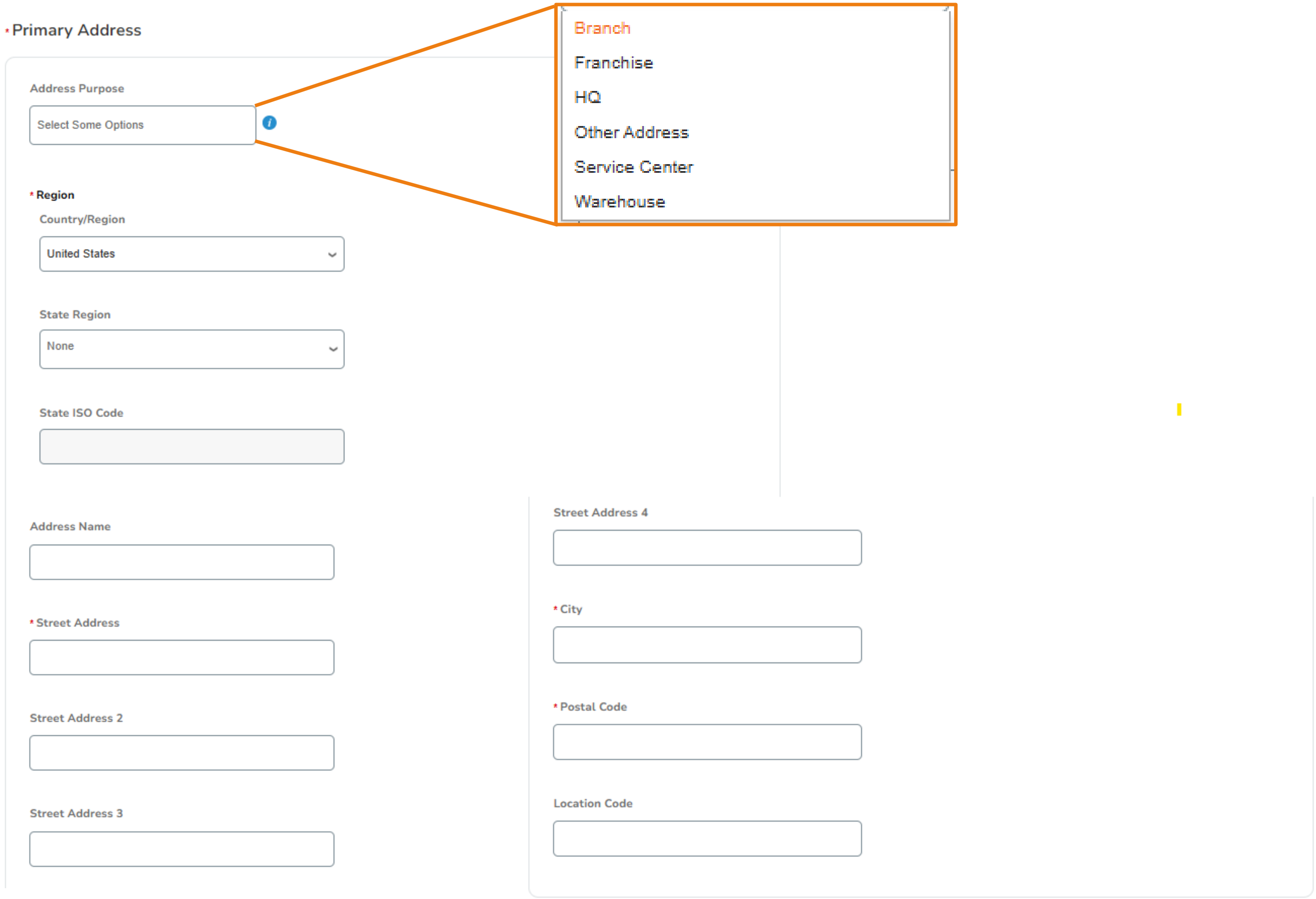
Describe goods and services you provide

* Are there any geographical areas (local / regional / worldwide) where you do not provide goods or services?

SIM – Completing the form

Section: Supplier Addresses

- Complete this section providing the information on the registered office address
- *Address name* – to be left **blank**
- *Location code* – to be left **blank**



SIM – Banking details (no CSP)

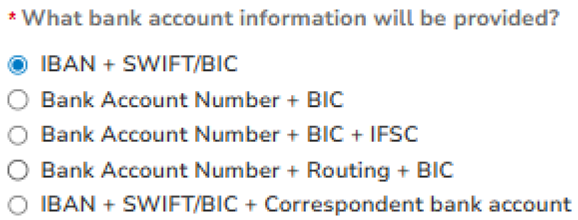
Section: Supplier Banking Details – no CSP account

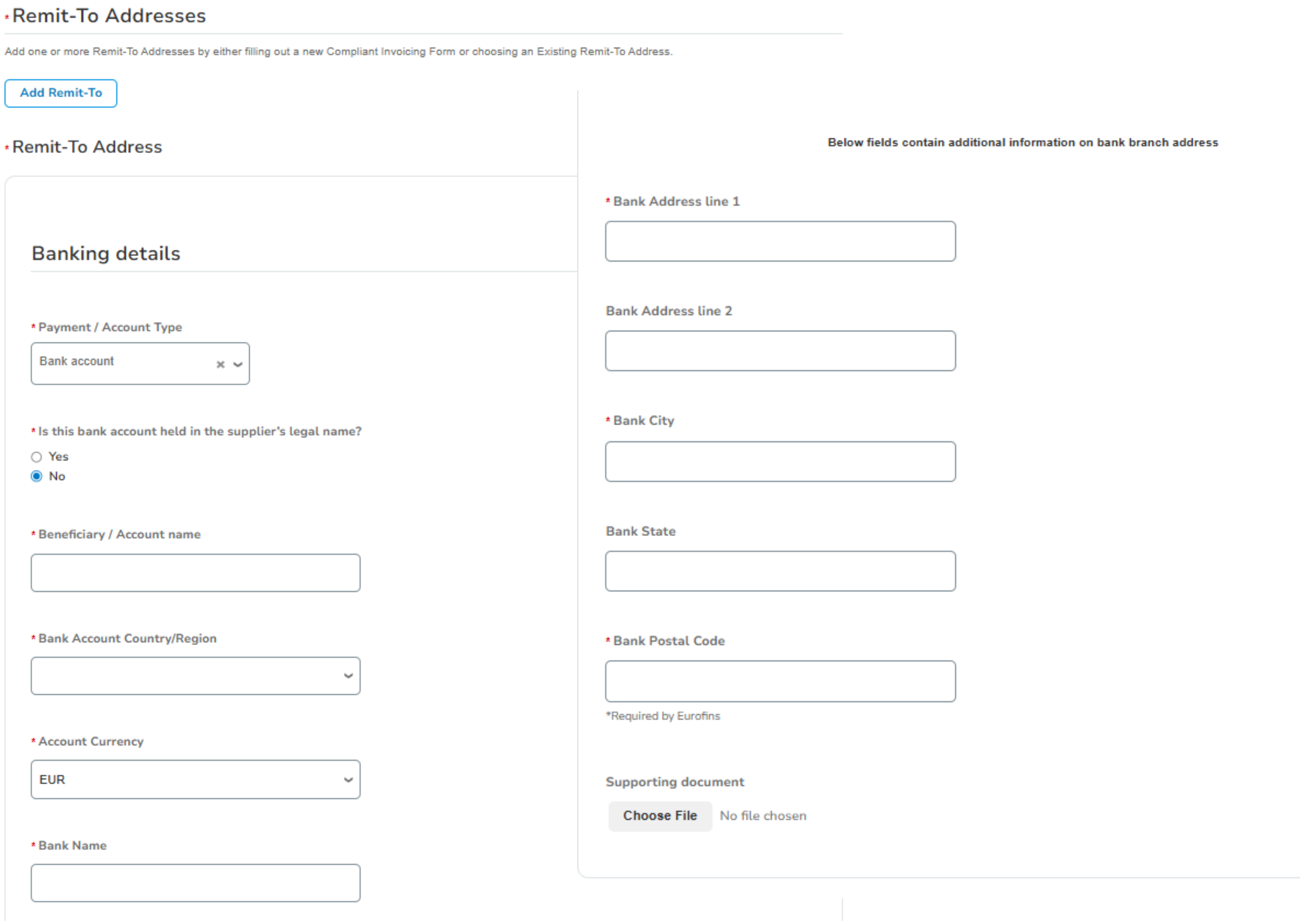
Click on “Add Remit-To” to provide one or more bank account details. A section will appear to provide your details

- Select “Bank account” from the drop-down list in the “Payment/Account type” field
- Fill in the fields your banking details, including your bank address and attach the certificate of bank account ownership for confirmation.

Note: Fields required for completion will vary dependent on the option you choose. Choose an option that aligns with your bank account country.

You must provide at least one bank account to proceed with the form submission.



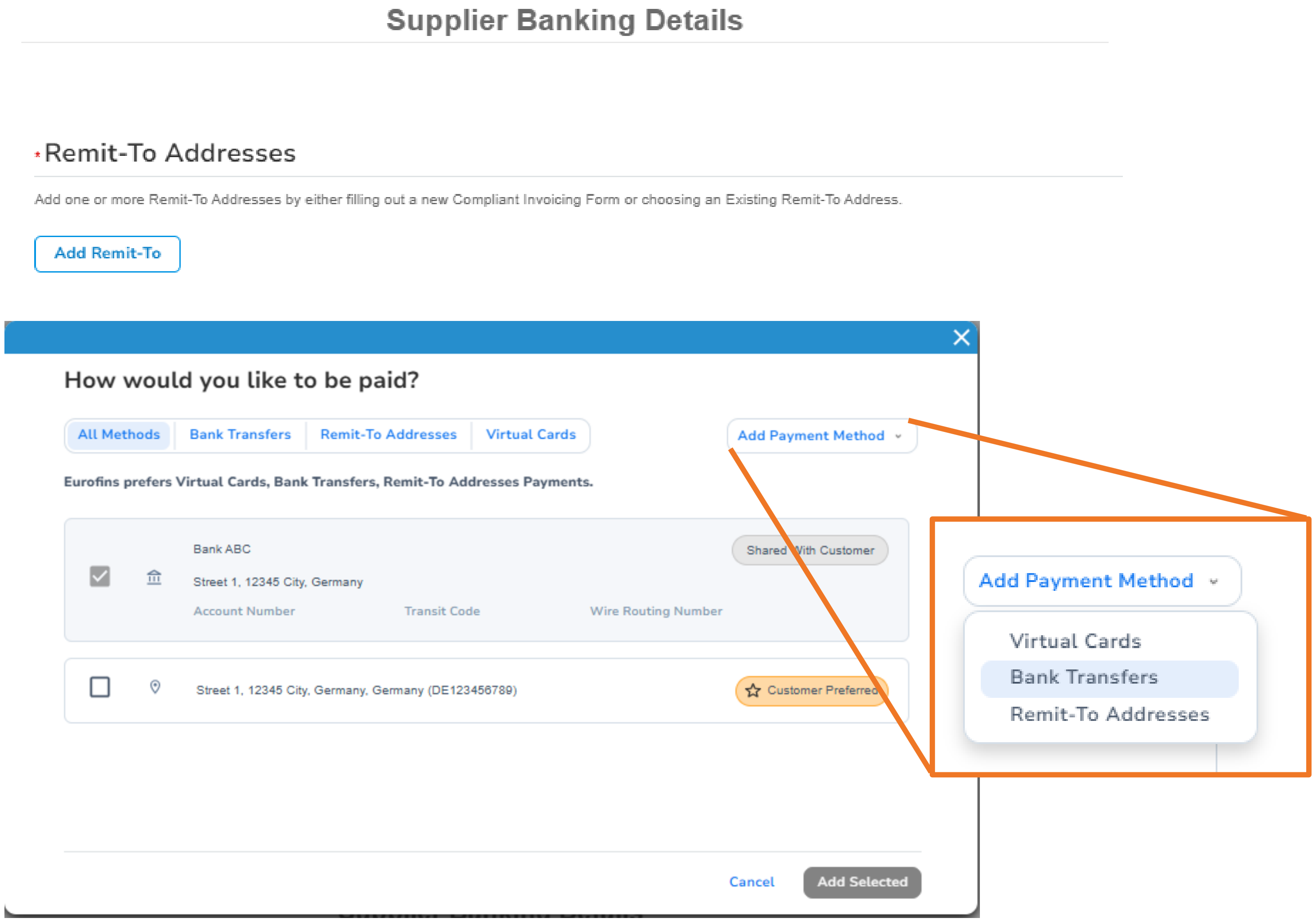


SIM – Banking details (CSP)

Section: Supplier Banking Details – CSP account

If you have a CSP account when you click on “Add Remit-To” to provide one or more bank account details. A section will appear you can choose a bank account to share with Eurofins from the list you made available in your profile.

If no account is available (e.g. you have just created your CSP account) or you wish to share a new account, click on **“Add Payment Method”.** Please note that Eurofins **only** accepts **Bank Transfer** – choose it to continue

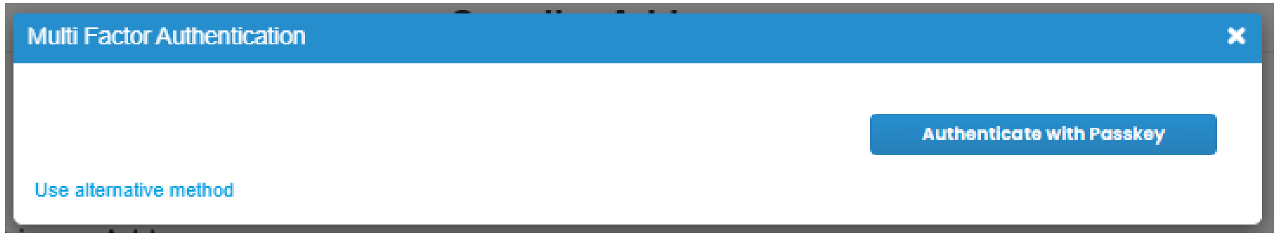


SIM – Banking details (CSP)

Section: Supplier Banking Details – CSP account

As you are entering sensitive information you will be asked to use Multi Factor Authentication to be able to provide this information.

Confirm your identity using the method chosen beforehand.



SIM – Banking details (CSP)

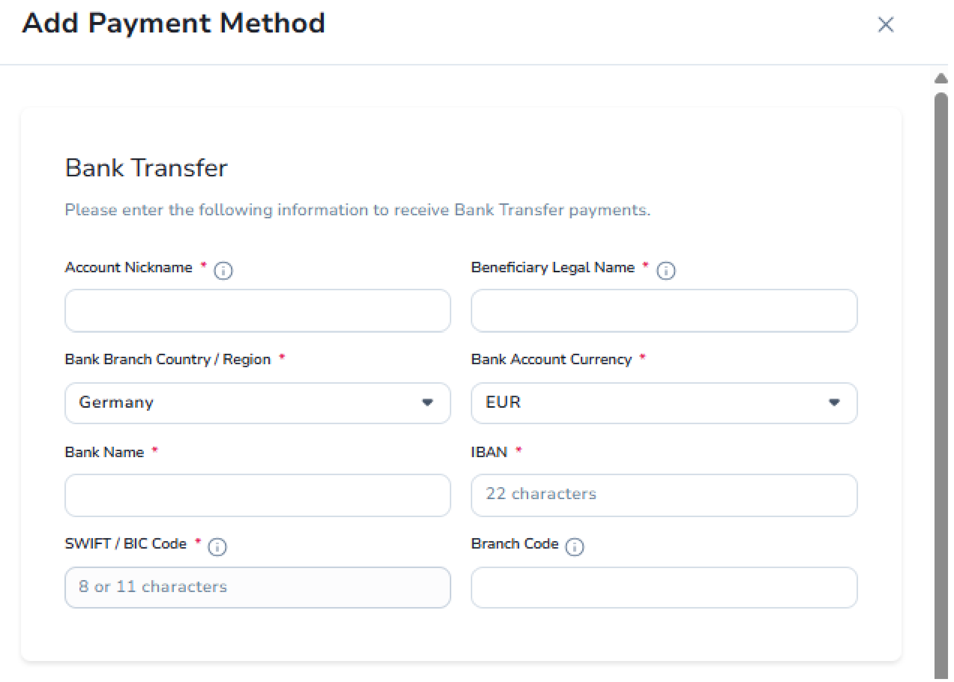
Section: Supplier Banking Details – CSP account

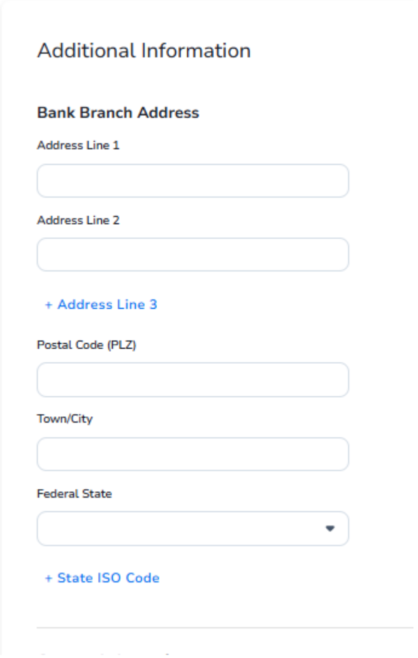
- Fill in the fields for your banking details, including your bank address and attach the certificate of bank account ownership for confirmation.

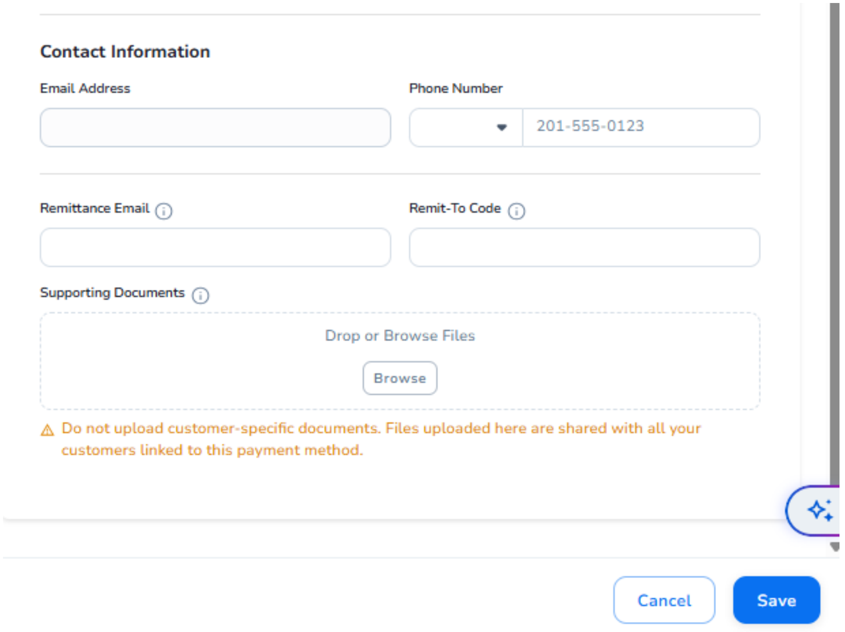
Note: Fields required for completion will vary dependent on the option you choose. Choose an option that aligns with your bank account country.

- Once completed – click **“Save”**.

You must provide at least one bank account to proceed with the form submission.





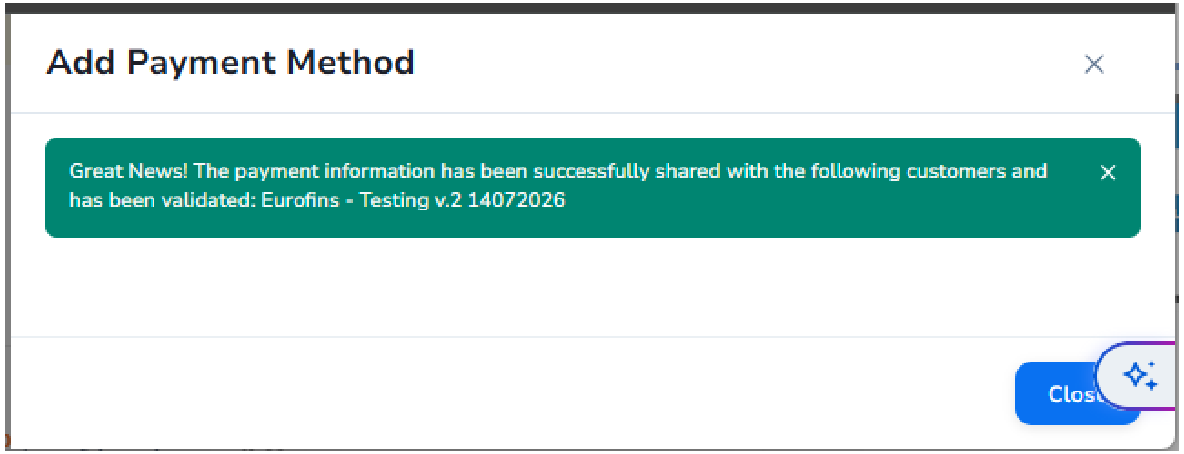


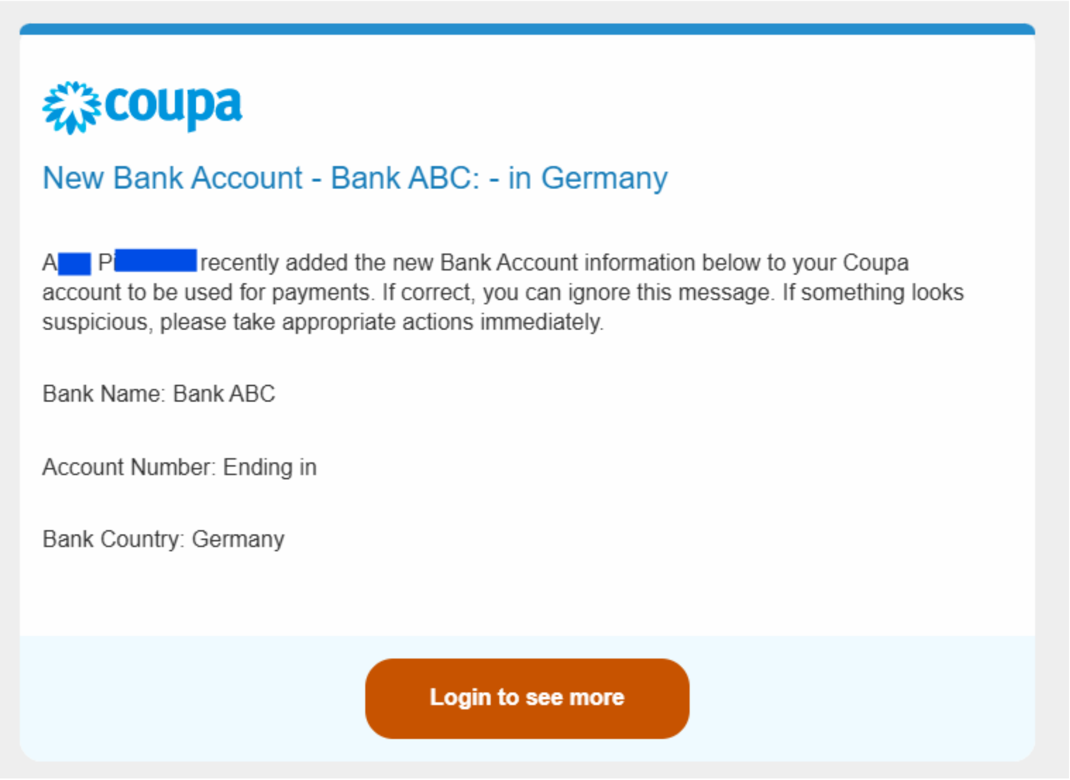
Certificates you attach in this section will appear **on your supplier profile**. **Do not attach any Eurofins specific documents here!** You will be able to do it in the next steps.

SIM – Banking details (CSP)

Section: Supplier Banking Details – CSP account

- If the addition of the bank account was successful, you will see the confirmation message. You can now close the window.
- You will also receive an email confirming Bank Account details update.



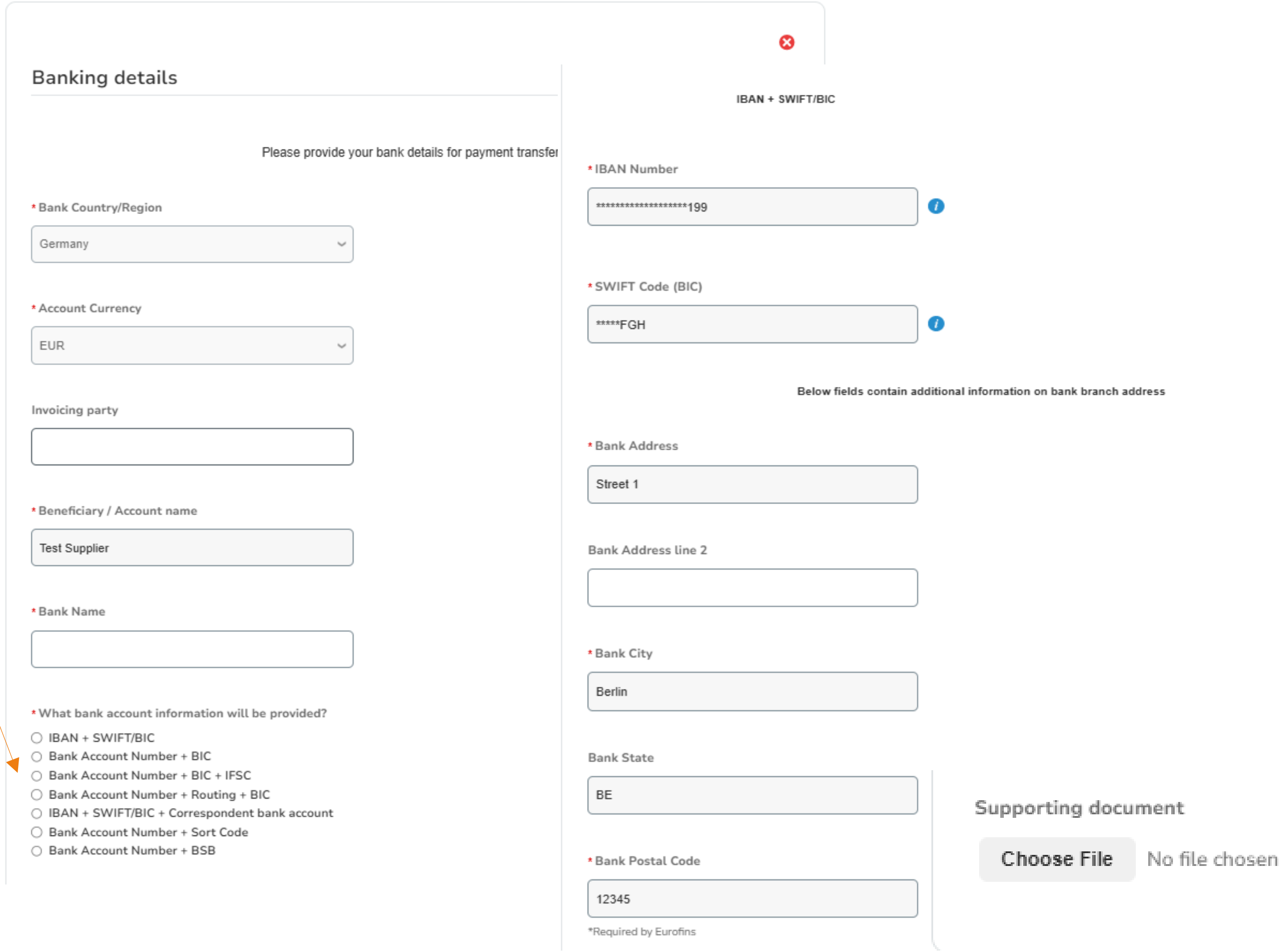


SIM – Banking details (CSP)

Section: Supplier Banking Details – CSP account

- Your bank account details will appear on the form automatically in the section displayed below.
- You **must** provide the **Bank Name** again.
- You **must** choose the relevant **bank details option** in the multiple-choice list. The information will be **populated automatically** from the form you filled in before.
- You can now attach Banking Documents you want to share with Eurofins in the **“Supporting Document”** section.

If the company that will issue invoices is not the same as the company for which you are providing this information, please ensure that the **banking details** of the **invoicing party** are provided.



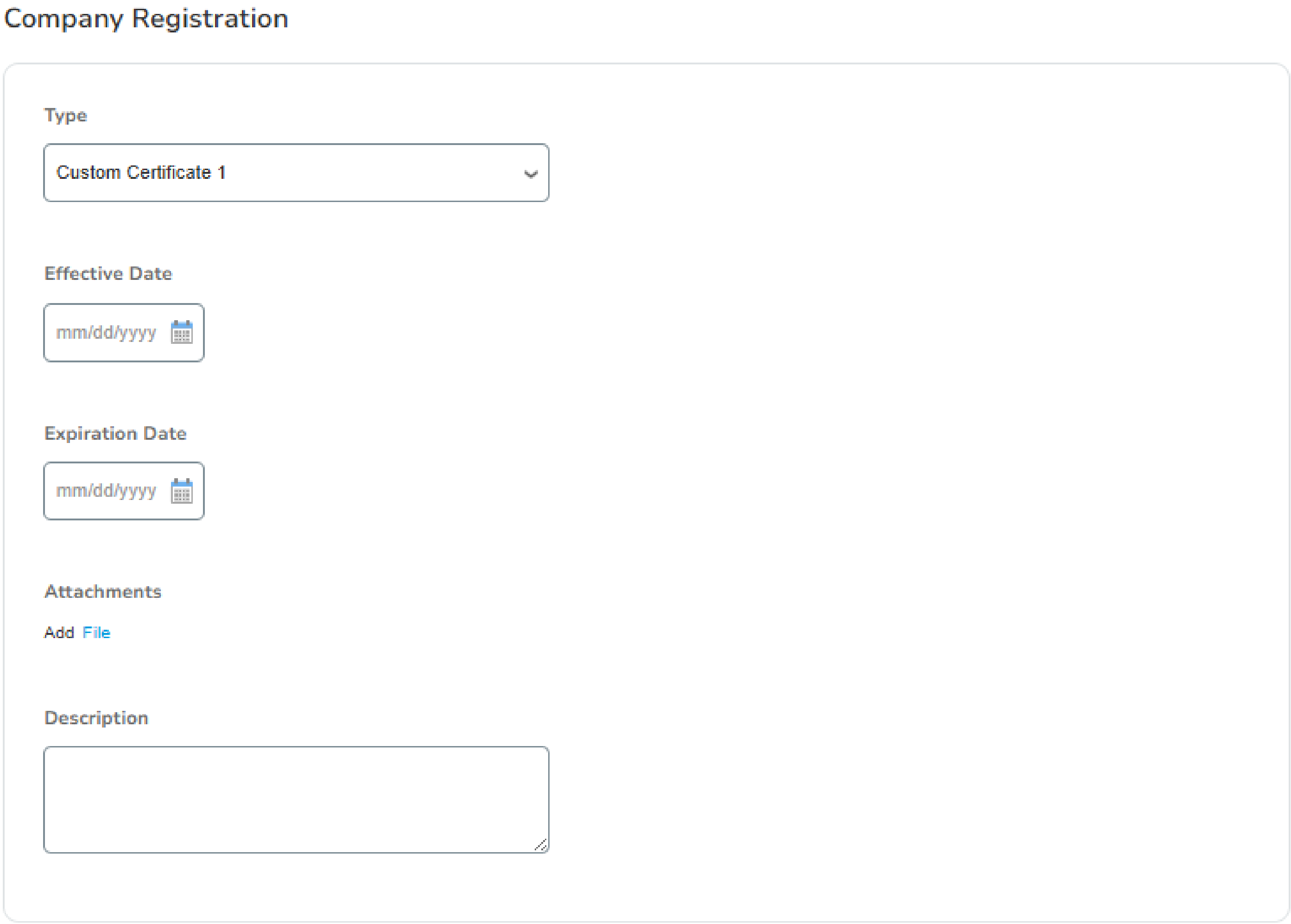
SIM – Supplier Certificates

Section: Supplier Certificates

In the next section you are required to provide details on any certificates you may own. You are required to attach:

- Company Registration confirmation
- Bank Statement
- Business certification
- Certificate of insurance
- CSR/ESG certification
- Any other certificate you claim to own

- Click “File” to attach the document
- Complete the section filling in all the details. **Always** provide the **name of the certificate** in the “**Description**” field. If the correct “Type” of a certificate is not available in the drop-down menu, always choose “Custom certificate 1”



SIM – Other Details

Section: Other Details

- Suppliers must declare any conflict of interest, confirm acceptance of the Eurofins Supplier Code of Ethics, and agree to the purchase order conditions by selecting the appropriate options and ticking the agreement box. All fields must be completed accurately, as acceptance is mandatory to proceed with onboarding.

Other Details

* Are you aware of any existing conflict of interest?

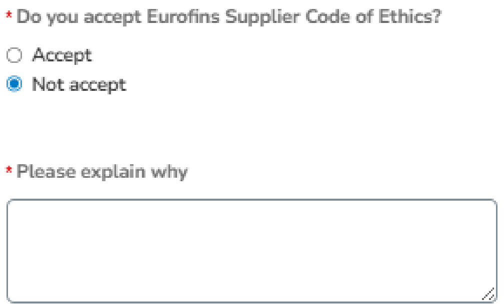
- ( ) Yes
- (•) No

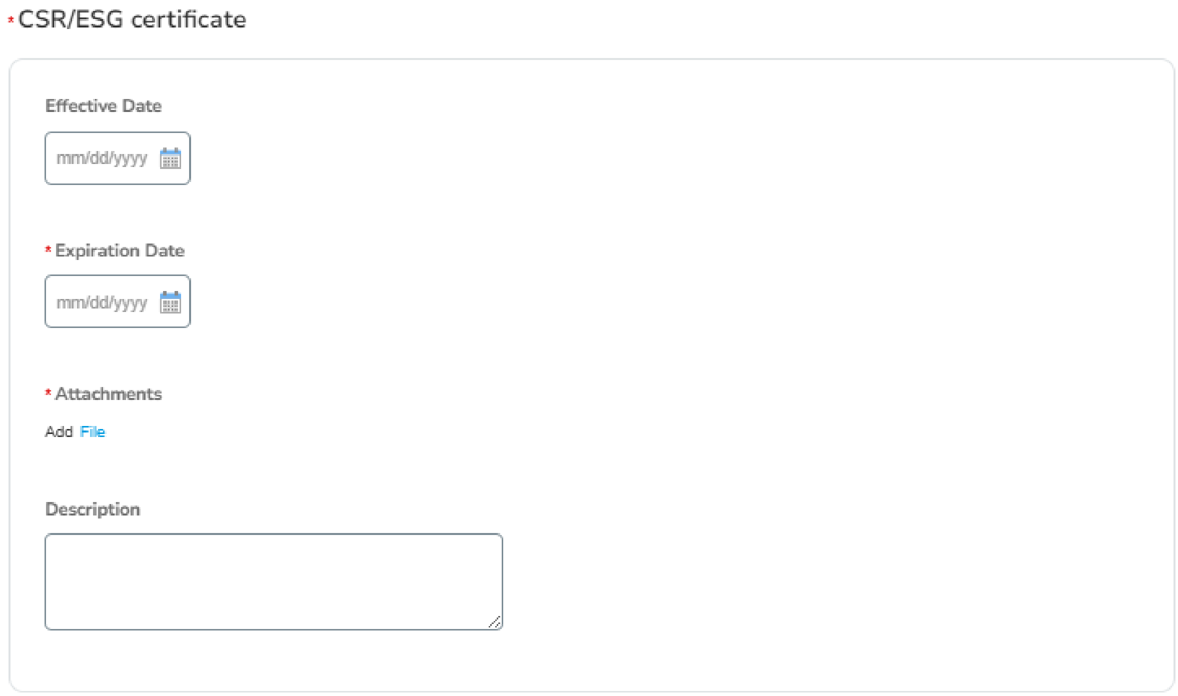
Eurofins Suppliers must avoid any interaction with any Eurofins leader, director or employee or any other person acting for, or on behalf of, any Eurofins Company that may conflict or appear to conflict with that Eurofins Member or Associate acting in the best interests of Eurofins. For example, Suppliers must not employ or otherwise make payments to any Eurofins Member or Associate during the course of any actual or contemplated transaction between the Supplier and Eurofins (other than pursuant to the contract).
If a Supplier employee has a family relation to any Eurofins Member or Associate, or if a Supplier has any other relationship with a Eurofins Member or Associate that might represent a conflict of interest, the Supplier must disclose this fact to Eurofins in writing.

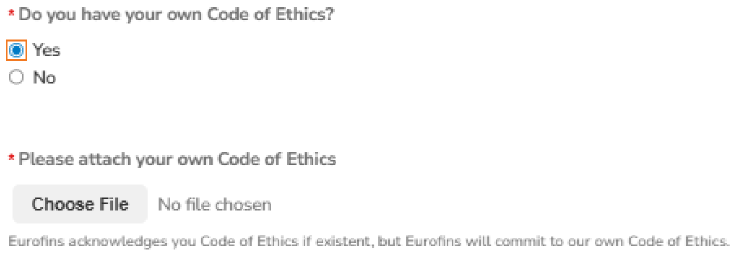
SIM – Code of Ethics

Section: Other Details

- If you do not accept Eurofins Group Supplier Code of Ethics, you are required to provide an explanation highlighting the main objections you have. And provide information on whether you have your own CoE and CSR or ESG certification.
- If you approve Eurofins Code of Ethics, you will be asked to attach a signed copy of it. Please print it and sign on every page to accept. Digitally signed copies are also accepted.







SIM – Other Details

Section: Other Details

- Finally, you will be asked to agree to the processing of the data provided, confirm that it is true and up to date and understand the obligations arising from the completion of the form.
- Please, tick the boxes and Submit the form for Eurofins approval.

* I agree

☑

The Supplier acknowledges and agrees that payment of any invoice is conditional upon the prior issuance of a valid and duly authorized Purchase Order ("PO") by Eurofins. Any invoice submitted must reference the applicable PO number.

Eurofins shall have no obligation to process or pay any invoice that does not correspond to a valid PO issued prior to the provision of the relevant goods or services. The Supplier is responsible for ensuring that a valid PO is obtained before commencing any work or delivery.

* I confirm that the information provided is true, complete, and up to date.

☑

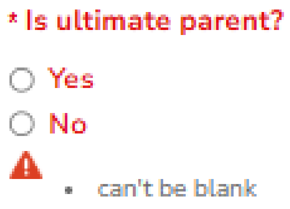
Decline | Save | Submit for Approval

SIM – Onboarding form submission

SIM – Submitting the form

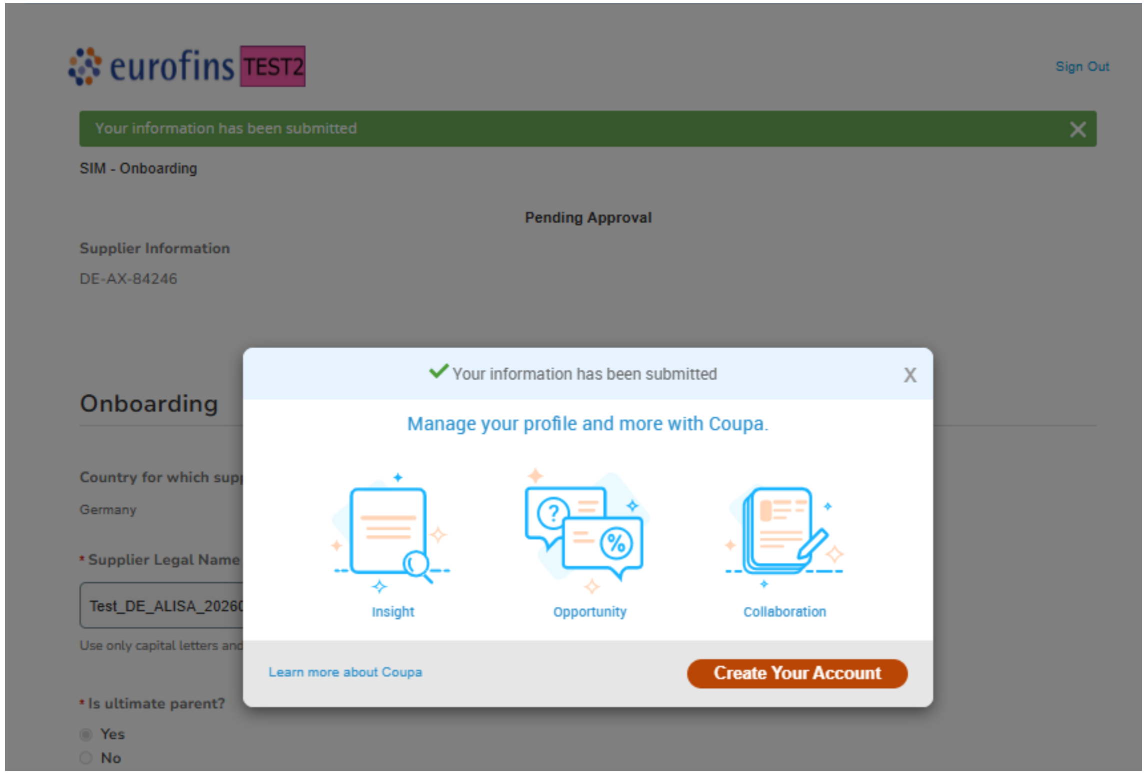
- Once you have included all the required information, click on “Submit” to send your information to Eurofins.

- If there are any errors, the form will not be submitted, and you will be required to make changes. Fields that are incomplete or completed incorrectly will appear in red. Please proceed to adjust the changes and submit the form.



SIM – Submitting the form

- If the form was submitted successfully, the following window will appear.
- You will also receive a confirmation email. Now Eurofins will review your application and contact you if any additional information is required.



SIM – Supplier Data Validation

Please note that Eurofins validates Supplier information through a secure third-party service. This means that you may be contacted by them to verify your information.

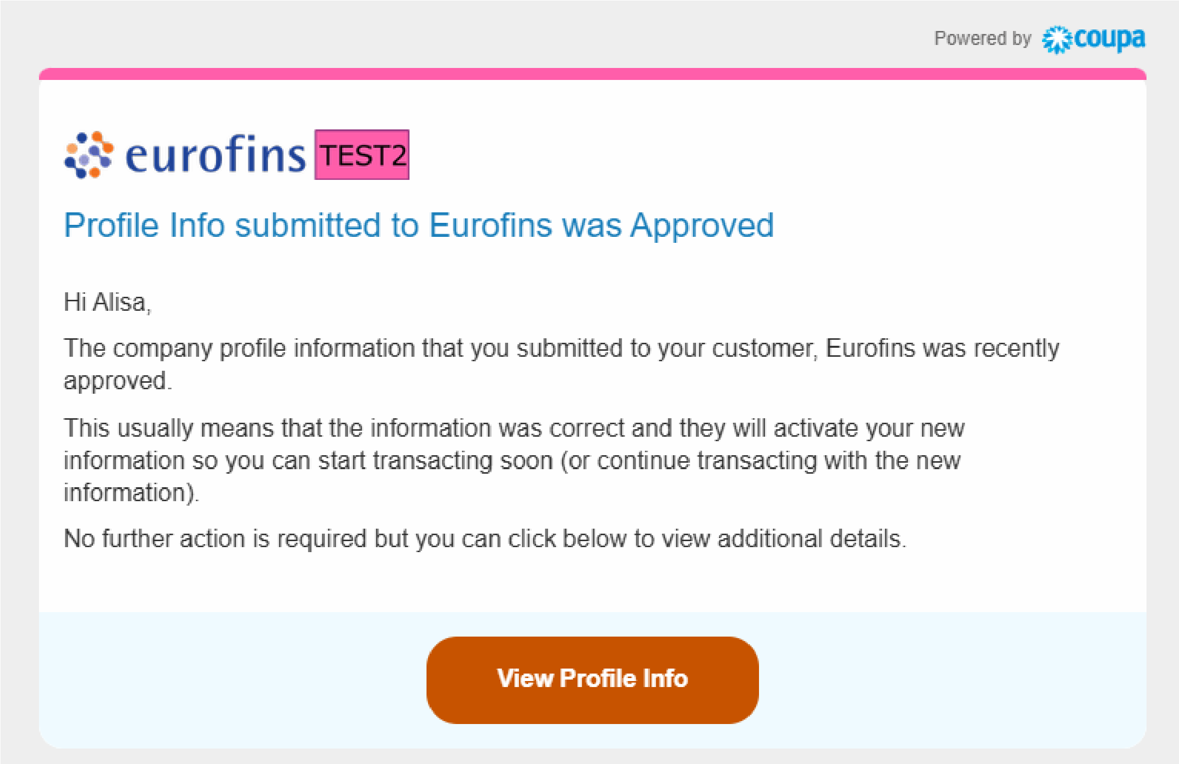
In cases where the verification was not successful, your Onboarding Form will be returned to you for provision of additional information.

This would normally require **mandatory attachment of all certificates**. To avoid this, we encourage you to attach these documents when you fill in the form for the first time.

SIM – Notification of form acceptance

Once your Onboarding form is approved by Eurofins, you will receive a confirmation email.

Congratulations! You can now do business with Eurofins!


Powered by coupa

eurofins TEST2

Profile Info submitted to Eurofins was Approved

Hi Alisa,

The company profile information that you submitted to your customer, Eurofins was recently approved.

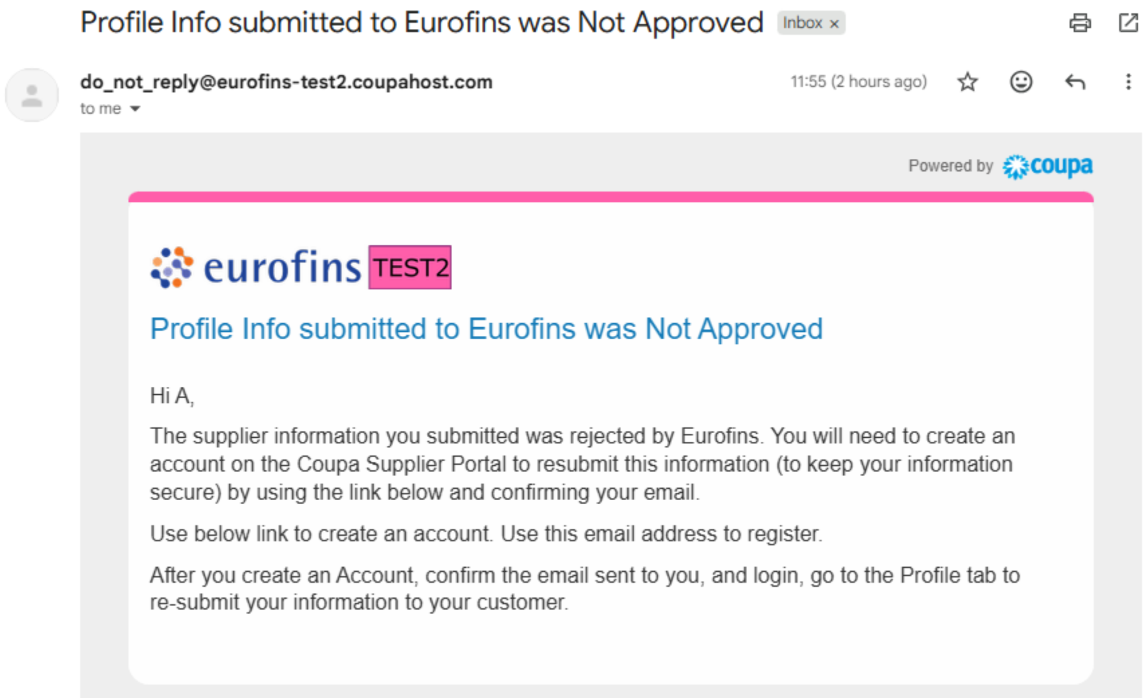
This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

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

View Profile Info

SIM – Notification of form refusal

- In case your information was not validated or is missing, Eurofins will refuse the form and return it to you. You will receive an email about it.
- Follow instructions in the email to proceed with the changes.



Profile Info submitted to Eurofins was Not Approved Inbox ×

do_not_reply@eurofins-test2.coupahost.com
to me

11:55 (2 hours ago)

Powered by coupa

eurofins TEST2

Profile Info submitted to Eurofins was Not Approved

Hi A,

The supplier information you submitted was rejected by Eurofins. You will need to create an account on the Coupa Supplier Portal to resubmit this information (to keep your information secure) by using the link below and confirming your email.

Use below link to create an account. Use this email address to register.

After you create an Account, confirm the email sent to you, and login, go to the Profile tab to re-submit your information to your customer.

Supplier Information Update

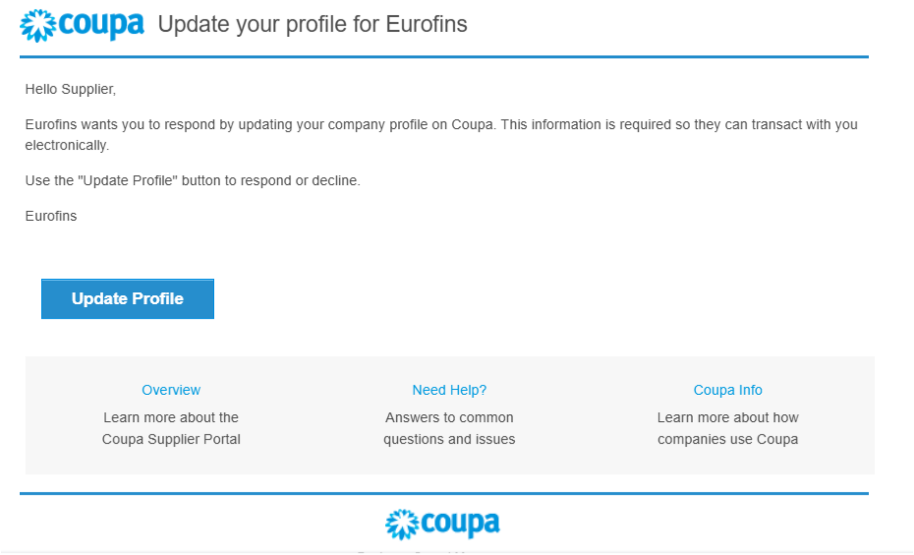
SIM – Supplier information update form

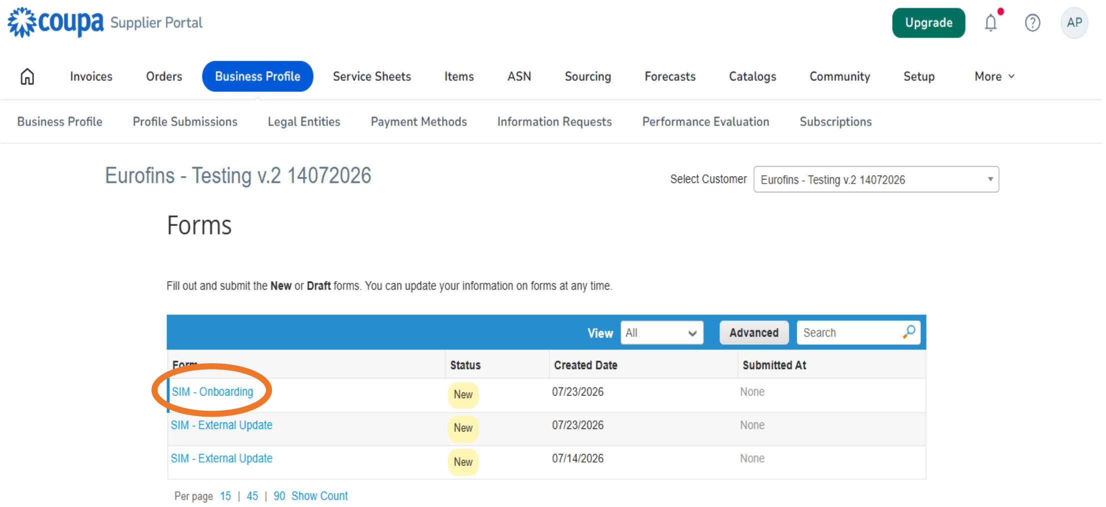
- The Eurofins team may ask you to update your company information through a Supplier Update Form.
- The fields in this form can be filled in by following the instruction described in the chapter “Filling in the update form”. Please refer to the above chapters for any additional information you may need assistance with.
- You may also contact your usual Eurofins contact if the information is not available in the present document.

SIM – Supplier information update form

If you have a CSP account, you will receive an Update Request and can proceed using one of the following **options**:

1. Click **“Update Profile”** in the request notification. Follow the login instructions on slide 17.
2. Login directly to your **CSP account** and find the form under **Business Profile → Information Requests, see slide**





If you do not yet have a CSP account, you will first be prompted to register and create a CSP account before you can access and complete the Update Request. Please follow the account registration instructions on Slide 7.

In both cases you must complete the **Update Form**. Refer to slides 51 to 55 for detailed instructions.

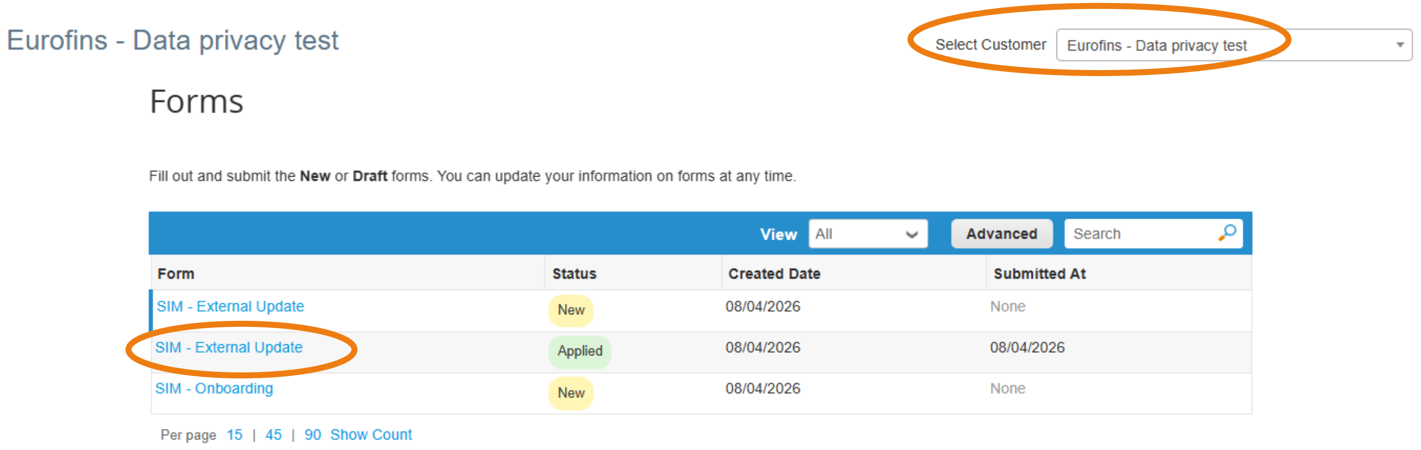
Supplier Initiated Update (through Coupa Supplier Portal)

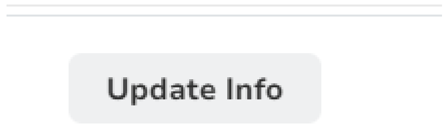
Supplier Initiated Update

It is your responsibility, as a supplier to notify Eurofins of any changes that may occur to your data.

If you have a CSP account and you have already received an Update Form in the past you may proceed to send your updates by:

1. Login directly to your **CSP account** and find the form under **Business Profile → Information Requests**
2. Ensure that you have Eurofins chosen as your customer
3. Click on the update form with the Status “Applied”
4. Scroll down and click “**Update Info**”, update the information and submit the form (in case of doubts refer to slides 51 to 55)





How to fill in a Supplier Update Form

SIM – Supplier information update form

The form starts with several **read only fields** that have been populated by Eurofins. You cannot change these.

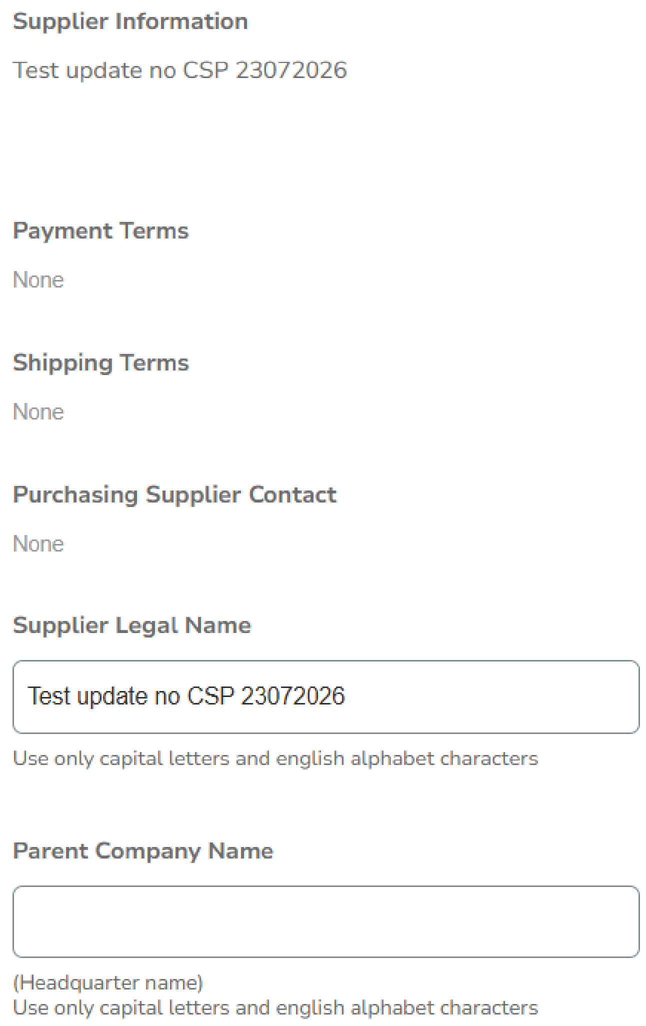
If the terms do not correspond to the ones agreed during negotiations, please contact your usual Eurofins Contact person and **Purchasing Supplier Contact** indicated on the form.

Fill in **ONLY** the fields you would like to update out of:

- Supplier Legal Name
- Remit-To Address (Banking Details)*
- Contact details (3 contacts are mandatory)
- Company Address

Note: Suppliers **cannot remove** their **only** registered bank account. The existing bank account details **must be updated** instead, as the <u>update request cannot proceed without</u> at least <u>one bank account</u> on record.

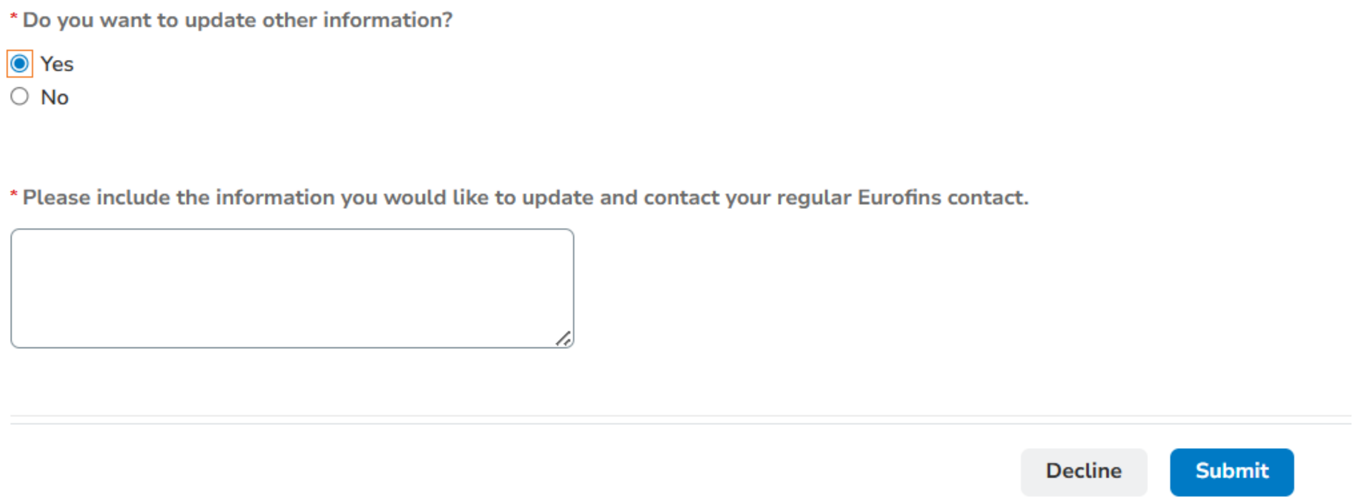
Note: For the correct data maintenance, if you need to update your **TAX ID**, you must **contact** your **Eurofins** Purchasing Supplier contact to proceed with the change. TAX ID change requests submitted in the Update form will be always rejected.



SIM – Supplier information update form

If you would like to update any other information not present in the form, indicate it in the dedicated field and contact your usual Eurofins Contact person and **Purchasing Supplier Contact** indicated on the form.

Once all information necessary to update is filled in **“Submit”** the form.



SIM – Supplier information update form

- If there are any errors, the form will not be submitted, and you will be required to make changes. Not completed/ completed in a wrong manner fields will appear in red. Please proceed to adjust the changes and submit the form.

Please fix the errors below

Supplier Information

DE-AX-84246

SIM – Supplier information update form

- If the form was submitted successfully, the following window will appear.
- You will also receive a confirmation email. Now Eurofins will review your application and contact you if any additional information is required.