WFP
World Food Programme

SAVING LIVES
CHANGING LIVES

Supplier's Guide to Smartsourcing Platform

Registration instructions for Coupa Supplier Portal (CSP)*

What is the purpose of this guide?

This guide will provide instructions on how to register in the Coupa Supplier Portal (CSP), system that supports our onboarding and supplier information management processes.

The CSP allows you to expand your client base beyond WFP thanks to the creation of a public profile. This means the account you create in the CSP can be used with other clients, not just us.

The CSP is a **free web-based tool** for suppliers.

- Do not confound creating an account in the CSP and registering as a WFP supplier.
- Creating an account in the CSP is required if you want to conduct our supplier registration through the platform, this might result in information been asked twice.
- Coupa is the manager of the CSP account creation process, and we do not have control over it.

⚠ ***NOTE(S)**: It is NOT mandatory to have a CSP account to do business with WFP. Nonetheless, we encourage you to create one if it is the first time you are registering with us, or if we request information updates, for a better user experience.

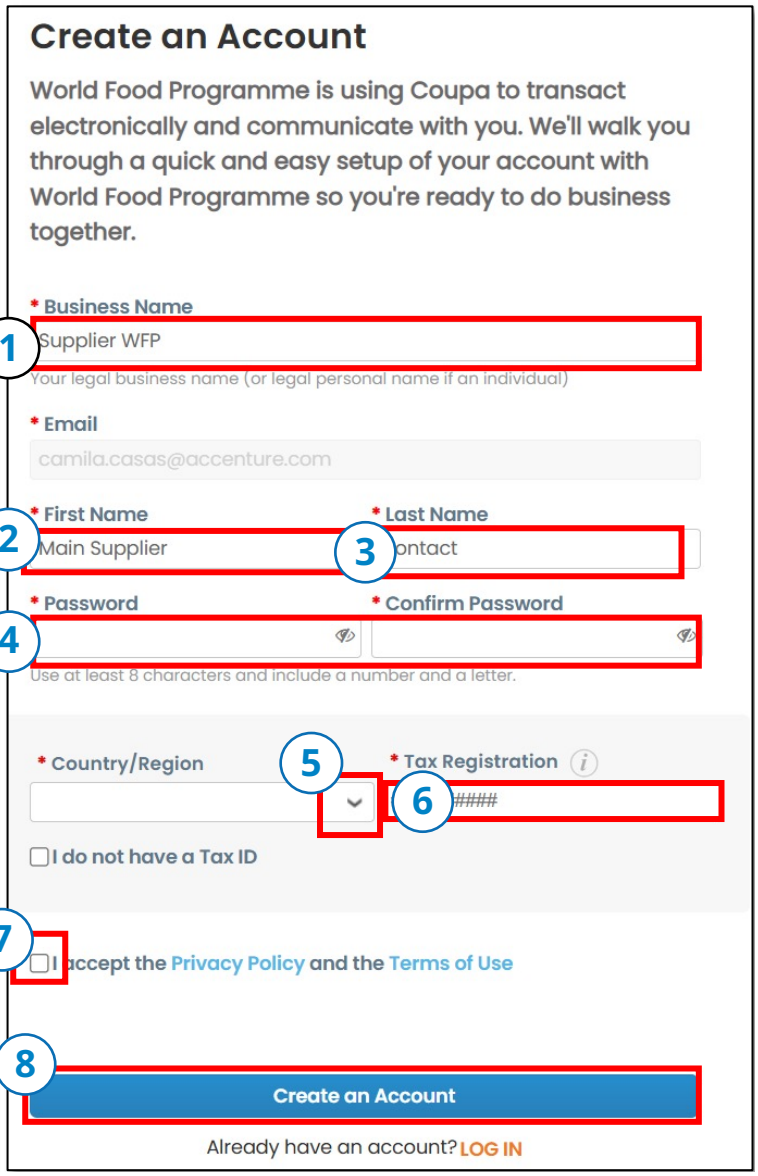
May 2025

Registration with CSP

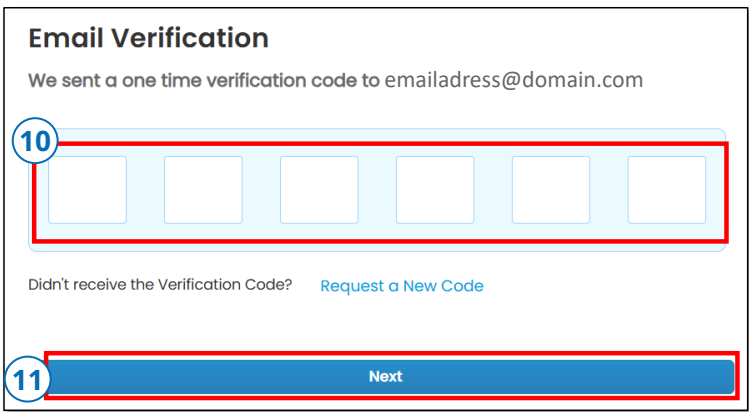
1. Creating an account in the Coupa Supplier Portal (CSP)

When a member of the WFP procurement team invites you to register as a supplier, you will receive an email from Coupa Supplier Portal (do_not_reply@supplier.coupahost.com).

- In this email, read the content and click on **Join and Respond** to register. You will be redirected to the Registration Home Page
- Fill in your personal information to create your own account
- Check the box **I accept the Privacy Policy and the Terms of Use**
- Click on **Create an Account**



1. Indicate the legal business name
2. Provide the Main contact's First Name
3. Provide the Main contact's Last Name
4. Create a Password and confirm it
5. Select the Country of operation from the dropdown list
6. Indicate your Tax ID number. If you cannot provide it, check the box I do not have a Tax ID
7. Check the box **Accept the Privacy Policy and Terms of Use**
8. Click on **Create an Account**

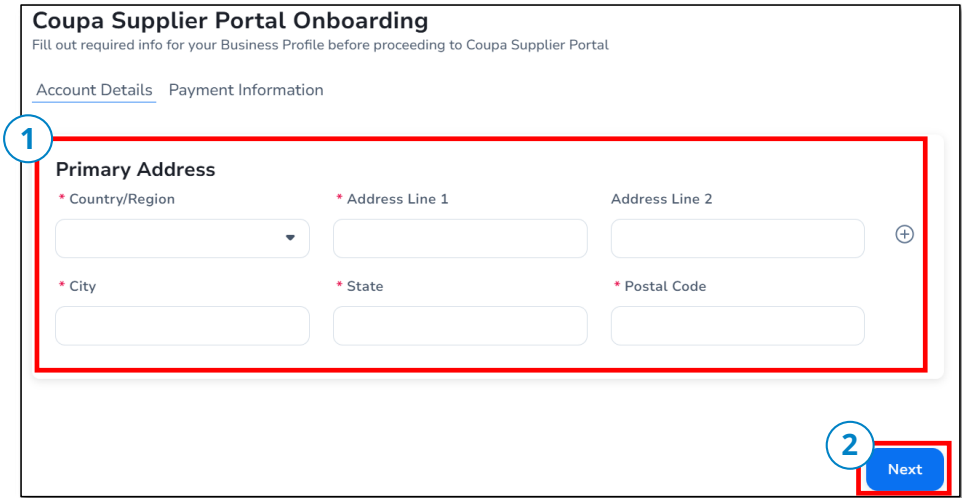


An email verification code will be sent to your email address.

9. Open the email and copy the code
10. Past or write the code back on the account creation form
11. Click **Next**

2. Filling out your Coupa Supplier Portal (CSP) profile

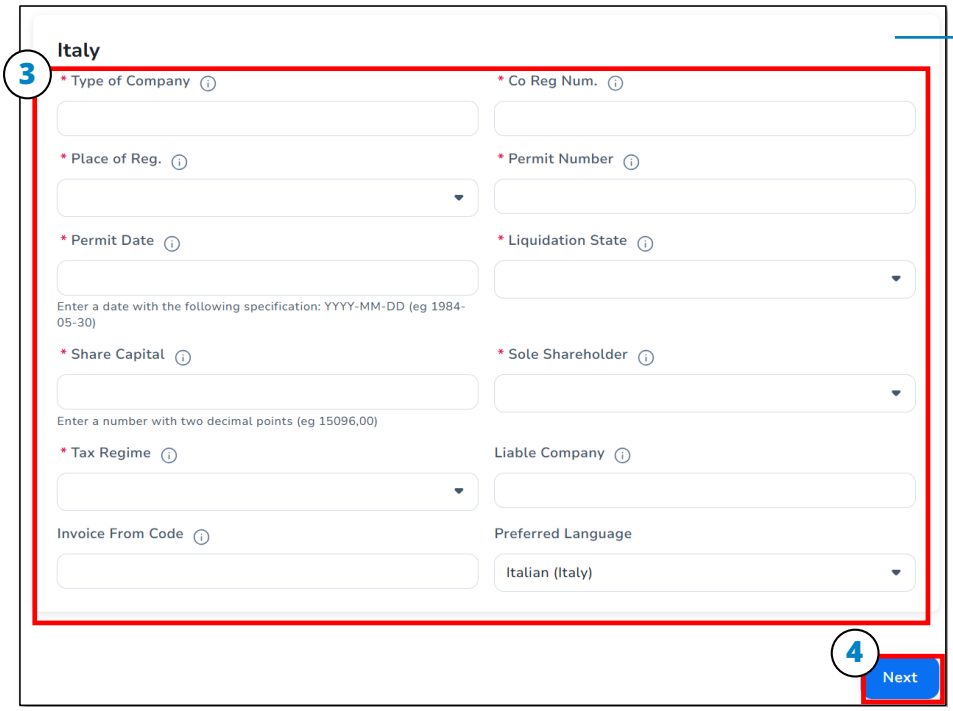
NOTE(S): The information you will fill out is for your CSP profile, not for the WFP registration. This information is requested by Coupa as the platform owner, not WFP.



1. Provide the information for your primary address
2. Click **Next**

NOTE(S): Requested information will vary depending on the country of operation (See example)

Toggle over the information sign of each field to obtain more details on the information that is expected to be included.

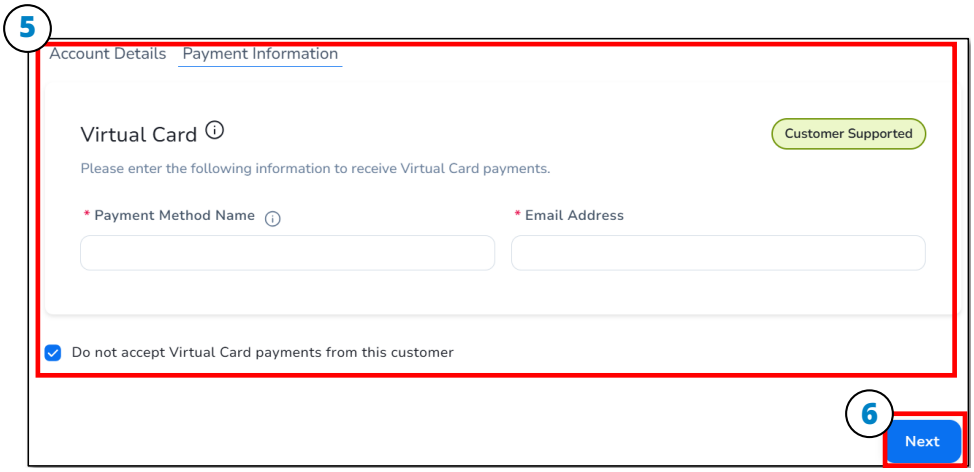


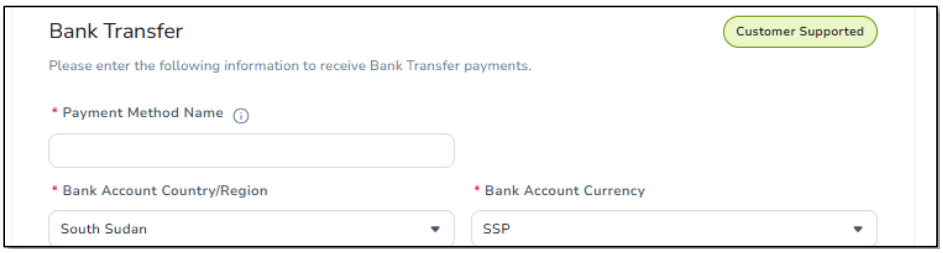
Required information for Italy-based company

3. Complete the Country specific information about the Company's registration
4. Click on **Next**. A confirmation that the information was registered successfully will show up

Required information for South Sudan-based company

NOTE(S): WFP does not use the CSP for payments, therefore we do not require you to fill out this information. Check the box **Do not accept Virtual Card / Bank Transfer / Check payments from this customer**. It will not have implications for our business.





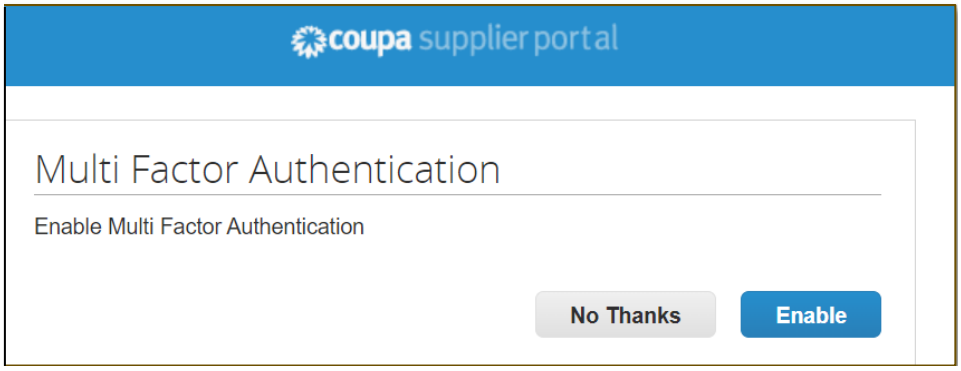
5. If you would like to receive payments through a Virtual Card, for any CSP client you might have, not necessarily WFP, fill out the Virtual Card information.

If you don't want to accept Virtual card payments, mark the box **Do not accept Virtual Card payments from this customer**. You won't need to provide the card details.

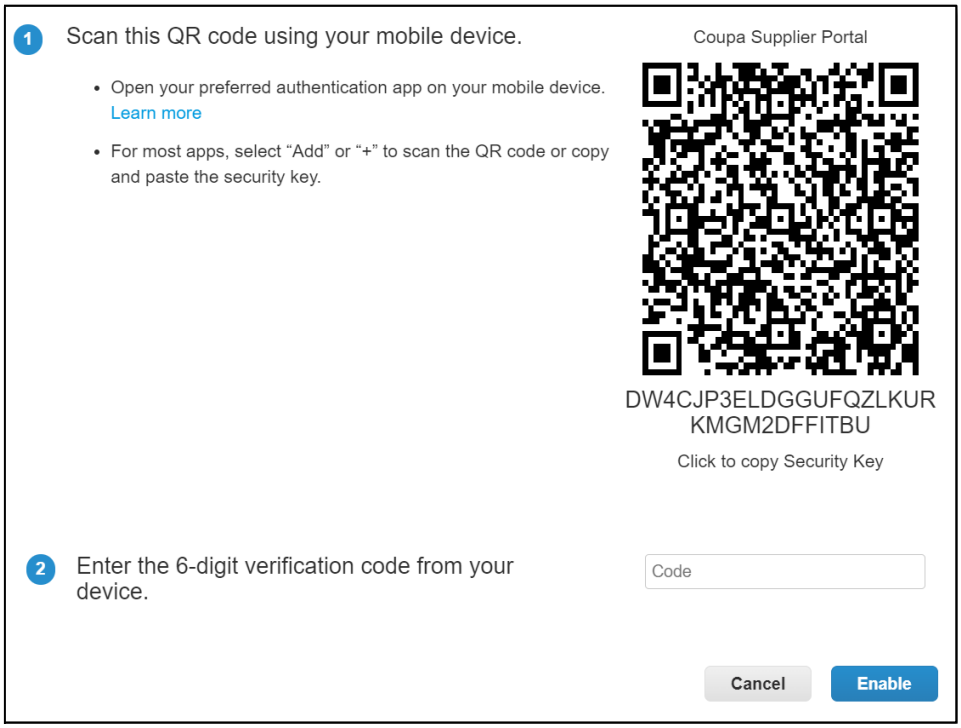
6. Click **Next**
7. Repeat steps 5 & 6 for **Bank Transfer information** and **Checks**.

This information can be added later, if you so desire.

3. Set up the Multi Factor Authentication (MFA)

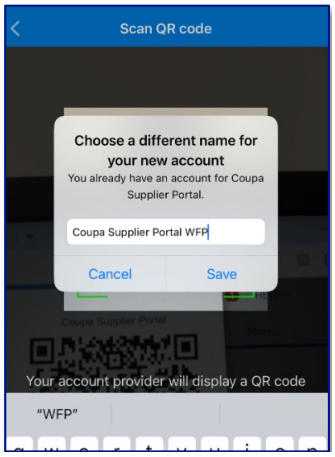


- When you connect to CSP for the first time to access WFP content a pop-up window appears for you to **Enable Multi Factor Authentication**.
- Two options are displayed, **Enable** or **No Thanks**.
- If you click on **No Thanks** you will not be able to access the content that was shared with you through CSP.
- Click on **Enable**.



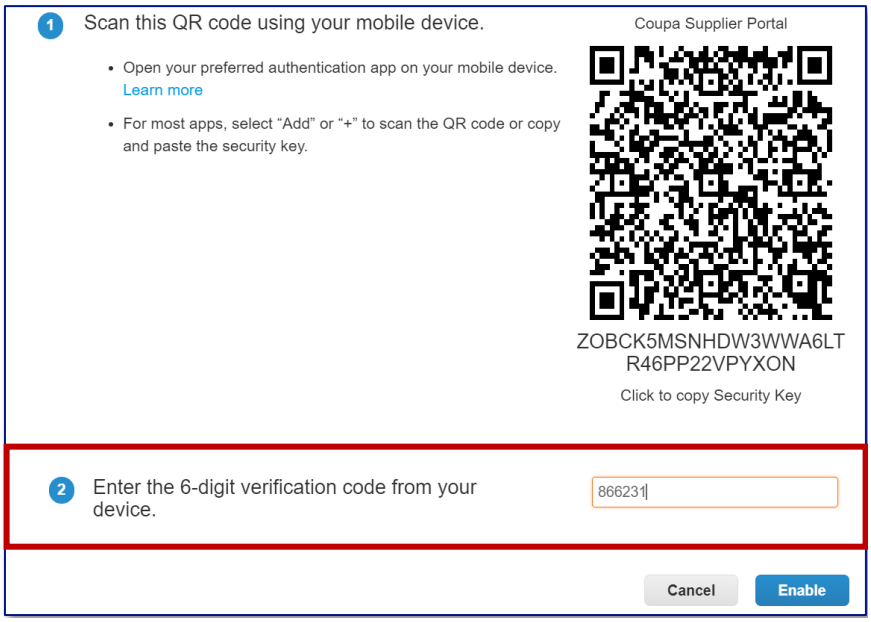
- A new pop-up window will appear with a QR code.
- Scan the QR code and use your preferred authentication app.

NOTE(S): Having a phone with an installed authentication app and internet services is **mandatory** to activate MFA on CSP.



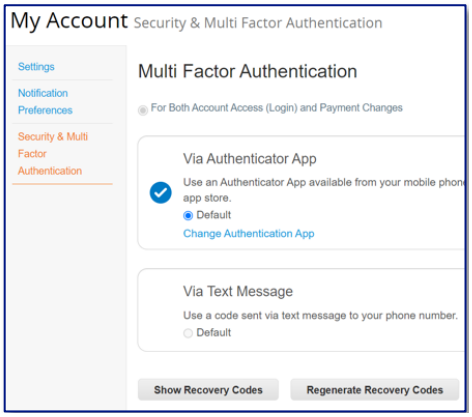
- Once scanned, an account named by default **Coupa Supplier Portal** will be created within the authentication app.

- When the account is created, a 6-digit verification code will be automatically generated every 60 seconds.

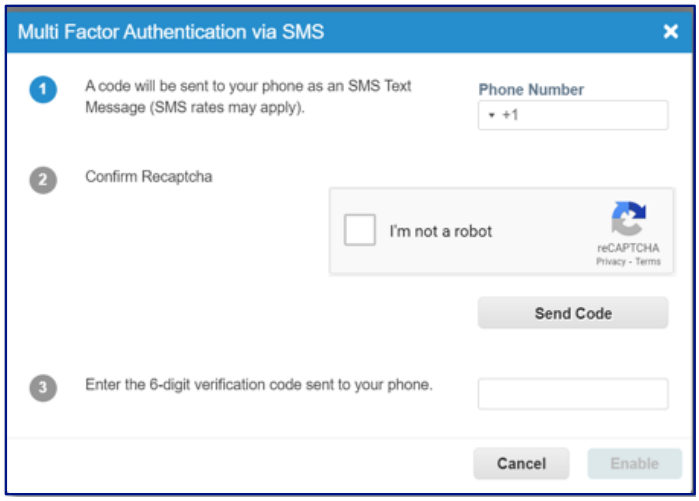


- To finalize the Multifactor Authentication set-up, you'll need to copy the code from the authentication app and input it in the field "Enter the 6-digit verification code from your device" back in CSP.
- Click **Enable**.

- Before finalizing the set up, you will be given a list of six one-time use **Emergency Recovery Codes** to maintain access in case you cannot retrieve the authentication code. You can **Download** or **Print** the codes.



- After saving the Emergency codes you will be given the option to choose your preferred authentication method to access WFP content in CSP: Authenticator App or Text Message



- If you choose to use Text Message instead of authentication app, a pop-up window will appear with instructions to set that up via SMS.

NOTE(S): The possibility to set up SMS messages as an authentication alternative will be available only **after** setting up the authentication app.

After creating your CSP profile you can proceed with WFP specific actions.

Additional Questions?

Coupa has a dedicated space for questions related to the Coupa Supplier Portal. Follow this link to access it: **https://supplier.coupa.com/help/**

If your question pertains specific WFP processes, after CSP registration is finalized, please contact our Supplier Enablement Team at **wfpsuppliers.srm@wfp.org**

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