

Registering with Coupa

About this Guide

Suppliers must register for the Coupa Supplier Portal (CSP). Suppliers will receive an invitation link from Flynn to complete their registration. To transact with Flynn, suppliers must create an account on the CSP.

After registration, suppliers must complete an **Information Request**. An Information Request, or data submission form, is required to establish and manage your account. Information needed for the Information Request is your contact , remit-to address(es), insurance and tax information.

You will need to have the below items when completing the registration form:

- Access to Mobile Device & Desktop/Laptop
- Signed W9 saved to your Desktop/Laptop
- Bank Information if preferred payment method is via ACH
- Certificate of Insurance saved to your Desktop/Laptop issued out to:
 - Flynn Restaurant Group
ATTN: RISK
6200 Oaktree Blvd Suite 250
Independence, OH 44131

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Accepting the Coupa Invitation

- 1.) Once Flynn requests to add you as a new supplier, you will receive a welcome email with an Information Request. **Click on Join and Respond** to begin the registration process. **Note that you must register for the Coupa Supplier Portal (CSP) to transact with Flynn.**

New CSP Supplier SIM Invitation

Hello Supplier,

Flynn Group wants you to respond by updating your company profile on Flynn Marketplace/Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically.

You may know Flynn Group by the business listed below:

- Flynn Restaurant Group LP
- Apple American Group (Applebee's)
- Bell American Group (Taco Bell)
- RB American Group (Arby's)
- Hut American Group (Pizza Hut)
- Wend American Group (Wendy's)
- Pan American Group (Panera Bread)
- Flynn Fitness Group (Planet Fitness)

The Coupa Supplier Portal (CSP) is completely free, setup is fast, and it helps you better transact and communicate electronically. Find out more using the links below.

Joining allows you to update your company info easily if it ever changes, as well as do things with Flynn Group (and your other buying organizations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts, and much more.

Registration Guide: <https://www.flynnrestaurantgroup.com/wp-content/uploads/2025/10/Registering-with-Coupa-Guide-9.19.pdf>
Additional Supplier Resources: <https://www.flynnrestaurantgroup.com/suppliers/>

You will need to have the below items when completing the registration form:

- Access to Mobile Device & Desktop/Laptop
- Signed W9 saved to your Desktop/Laptop
- Bank Information if preferred payment method is via ACH
- Certificate of Insurance saved to your Desktop/Laptop issued out to:
 - Flynn Restaurant Group ATTN: RISK 6200 Oaktree Blvd Suite 250, Independence, OH 44131

Use the button to either respond or forward this request to another person at your company.

Welcome!

Join and Respond

- 2.) If you are the correct billing contact click on Join Coupa Supplier Portal, this will open a tab on your default browser.

Registering with Coupa Reference Guide

3.) If you are not the correct billing contact, click Forward Invitation, this will open a tab on your default browser.

a. Click on the Forward Invitation Button

Create an account

Flynn Group uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

* Business Name
EXAMPLE VENDOR
Your legal business name (or legal personal name if an individual)

* Email
flynncptest+6l@gmail.com

* First Name
EXAMPLE VENDOR

* Last Name
EXAMPLE VENDOR
Cannot contain special characters or symbols (like !, ?, *, &, <, >).

* Password
Confirm Password
Use at least 8 characters and include a number and a letter.

* Country/Region
Tax Registration ⓘ
#####

I do not have a Tax ID

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

Create an account

Already have an account? [Log In](#)

b. Enter the email address of the person you would like to forward the invitation to

supplier portal

[Back](#)

Forward This Invitation

Flynn Group is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Flynn Group so you're ready to do business together.

* Email
|

Forward

[Having an issue with signup?](#)

Registering for Coupa

supplier portal

Create an Account

Flynn Group is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Flynn Group so you're ready to do business together.

*** Business Name**

Your legal business name (or legal personal name if an individual)

*** Email**

*** First Name**

*** Last Name**

*** Password**

*** Confirm Password**

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

*** Country/Region**

*** Tax Registration** ⓘ

I do not have a Tax ID

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

4

Already have an account? [LOG IN](#) 1

[Forward this to someone](#)

- 1.) If you have any existing account, click the orange Log In text to sign into your existing Coupa account. This action will have the invitation to link with Flynn in Coupa be automatically accepted.
- 2.) If you do not have an existing Coupa account, please follow the prompts some information will be automatically filled out.
 - a. The below information will be prepopulated and is what was entered by your Flynn point of contact to begin your onboarding. This information can be edited to be more accurate if needed.
 - i. Business Name
 - ii. First Name
 - iii. Last Name
 - b. The email address **cannot** be edited, if you need to have the email address changed please reach out to your Flynn point of contact.
 - c. The below information will need to be entered to create your Coupa account:
 - i. Password
 - ii. Confirm Password
 - iii. County/Region business is located
 - iv. Tax Registration (i.e. Tax ID or SSN)
- 3.) Accept the terms of use
- 4.) Click Create Account
- 5.) You will receive a 6 digit verification code in your email, please enter the six digit verification code in boxes provided and hit Next.

Set Up Legal Entity (First-Time Coupa Login)

- 1.) You will be brought to a pop up page labeled “Coupa Supplier Portal Onboarding” in the account details page
 - a. **If this is not your first time logging into Coupa, please continue to page 8**
- 2.) Under County/Region select Country business is located in
- 3.) Under Address Line 1, enter the street address of the business
- 4.) Under City, enter the city business is in
- 5.) Under State, from the drop down select the state the business is in
- 6.) Under Postal Code, enter the postal code the business is in

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

Primary Address

* Country/Region	* Address Line 1	Address Line 2	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="⊕"/>
* City	* State	* Postal Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Save and Next

- 7.) Ensure Ship From Address check box is clicked
- 8.) Click Save and Next

Set Up Payment Method (First-Time Coupa Login)

- 1.) You will be brought to a pop up page labeled “Coupa Supplier Portal Onboarding” in the payment information page
- 2.) You will be given three choices of payments methods to complete, **at least one** needs to be allowed for account creation
- 3.) You will first be brought to Virtual Card
 - a. Please enter the payment method name such as “Flynn Credit Card” and the remittance email address under Email address
 - i. Click Save and Next
 - b. If you **do not wish** to receive payments via Virtual Card, check the *“Do not accept Virtual Card payments from this customer”* box
 - i. Click Save and Next
- 4.) You will then be brought to Bank Account
 - a. Please enter the payment method name such as “Flynn ACH” enter provide the below information:
 - i. Beneficiary Name
 - ii. State where bank is located
 - iii. Bank Name
 - iv. Account Number
 - v. Confirm Account Number
 - vi. ACH Routing Number
 - vii. Click Save and Next
 - b. If you **do not wish** to receive payments via Virtual Card, check the *“Do not accept Bank Account payments from this customer”* box
 - i. Click Save and Next

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Primary Address saved successfully

Account Details [Payment Information](#)

Payment Method (Virtual Card | Bank Account | Check)

Virtual Card ⓘ

Please enter the following information to receive Virtual Card payments.

* Payment Method Name ⓘ

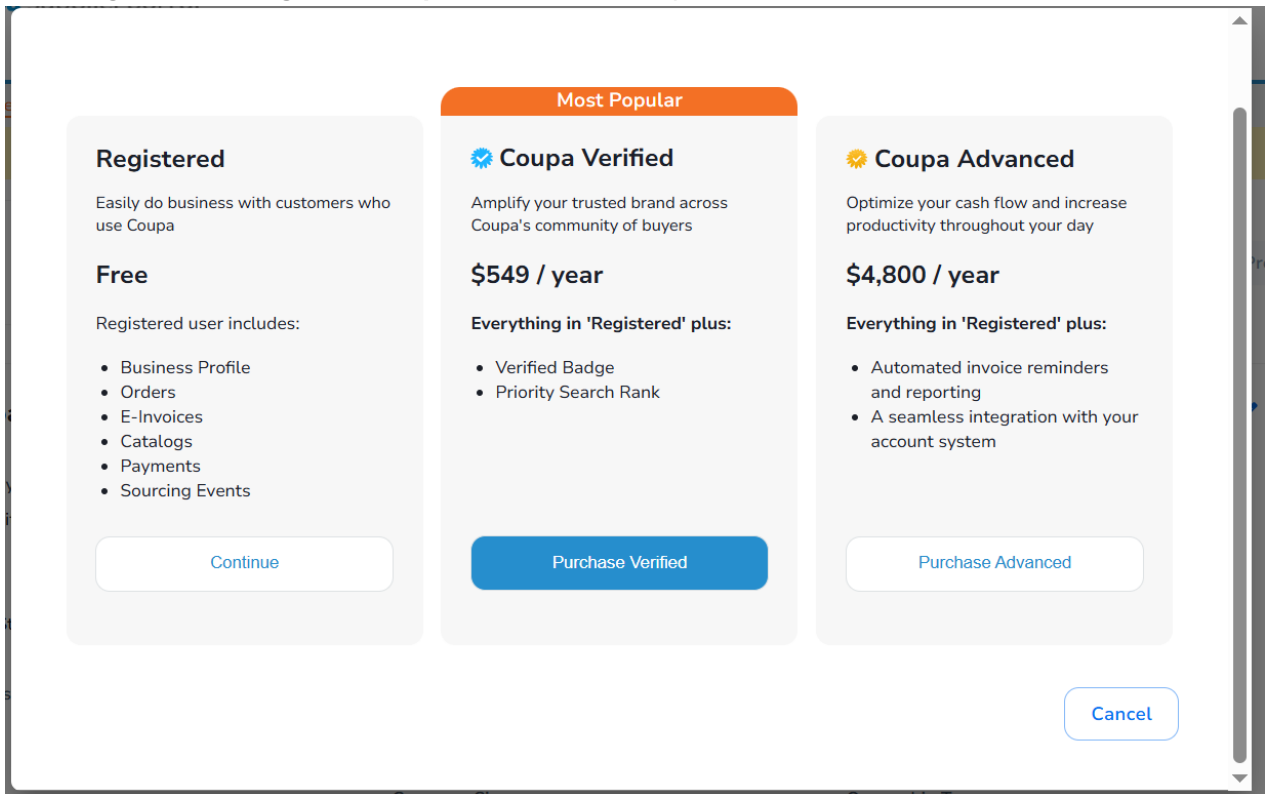
* Email Address

Do not accept Virtual Card payments from this customer

Save and Next

Select Tier Status

1. Choose from any of the three Coupa options shown. However, to transact with Flynn, selecting the **free "Registered" option** is all that's required.



The screenshot displays three registration tiers for Coupa:

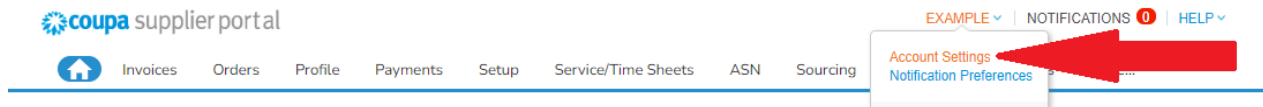
- Registered (Free):** Easily do business with customers who use Coupa. Registered user includes: Business Profile, Orders, E-Invoices, Catalogs, Payments, and Sourcing Events. Button: Continue.
- Coupa Verified (\$549 / year):** Amplify your trusted brand across Coupa's community of buyers. Everything in 'Registered' plus: Verified Badge, Priority Search Rank. Button: Purchase Verified.
- Coupa Advanced (\$4,800 / year):** Optimize your cash flow and increase productivity throughout your day. Everything in 'Registered' plus: Automated invoice reminders and reporting, A seamless integration with your account system. Button: Purchase Advanced.

A 'Cancel' button is located at the bottom right of the selection area.


2. Once your option is selected, click next.
3. You will then be brought directly to the Flynn onboarding form
4. Please click on the blue letter Supplier Information - External V7 and continue to **page 10, step 3**

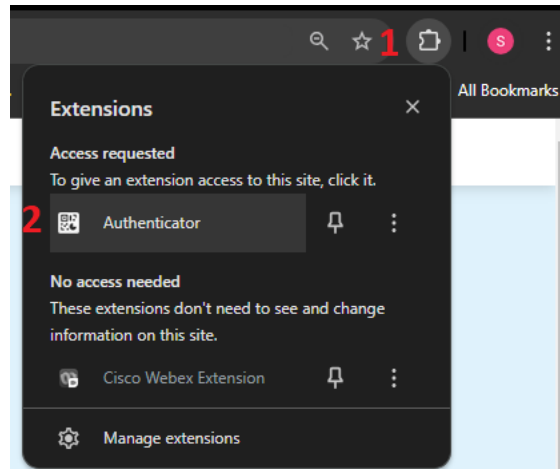
Establish Multifactor Authentication via Authenticator App on Desktop

- 1.) Log into the Coupa Supplier Portal (CSP). Hover your mouse over your name located in the top right corner, two options will appear. Click on the Account Settings option.

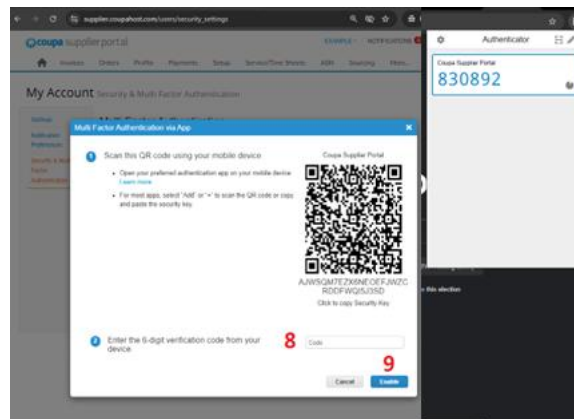


- 2.) Select the third option on the left side under My Account labeled “Security & Multi Factor Authenticator”
- 3.) Add the relevant extension to your browser:
 - a. Google Chrome extension [authenticator](#)
 - b. Microsoft Edge extension [authenticator](#)
 - c. Microsoft Edge extension [authenticator](#)
- 4.) In Coupa, a pop up labeled “Multifactor Authentication via App” will appear
- 5.) Copy the Security Key password shown **underneath** the QR code
- 6.) How to get the authentication code in the authenticator extension:
 - a. Click the extension icon then “Authenticator”

- b. Click the pencil icon 
- c. Click on the “+” icon located to the right of “Authenticator”
- d. Click on “Manual Entry” option
- e. Under Issuer: Type in “Coupa Supplier Portal”
- f. Under Secret, Paste your Special Key
- g. Hit Ok
- i. Note, a new 6-digit code will now appear every 30 seconds



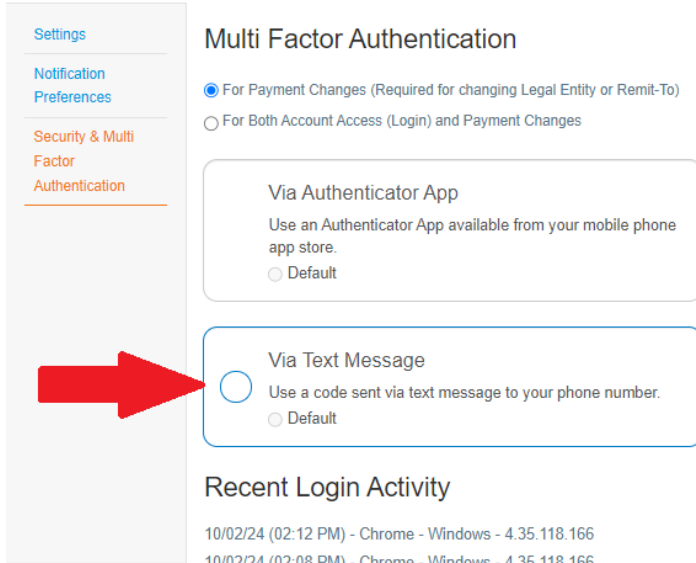
- 7.) In your browser with the Authenticator App, copy the 6-digit code
- 8.) In Coupa, paste the 6-digit code in the text box to the right of step 2
- 9.) Click Enable
- 10.) A pop-up labeled “Save Your Back Up Codes” will appear, save these via downloading or printing depending on your personal preference
- 11.) Click the “X” in the top right corner of “Save Your Back Up Codes”



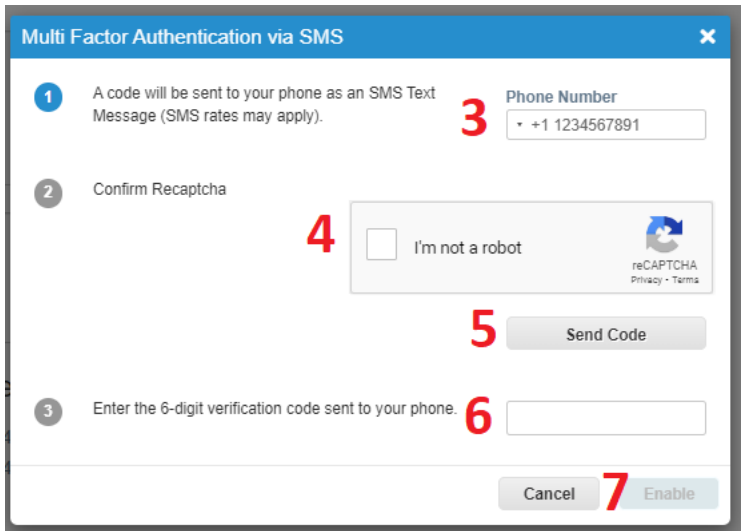
Establish Multifactor Authentication via SMS

- 1.) In Coupa, a pop up labeled “Multifactor Authentication via App” will appear, click on the cancel button in the bottom right
- 2.) Click on the circle located to the right of “Via Text Message”

My Account Security & Multi Factor Authentication



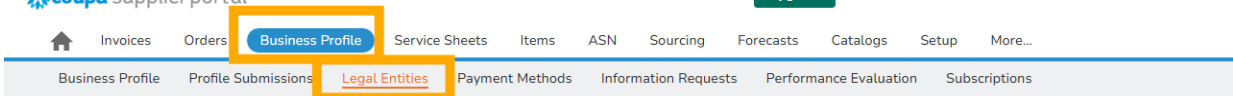
- 3.) Complete the prompts provided in descending order, once completed click enable



- 4.) A pop up label “Save Your Back Up Codes” will appear, save these via downloading or printing depending on your personal preference
- 5.) Click the “X” in the top right corner of “Save Your Back Up Codes”

Set Up Legal Entity (Returning Coupa User)

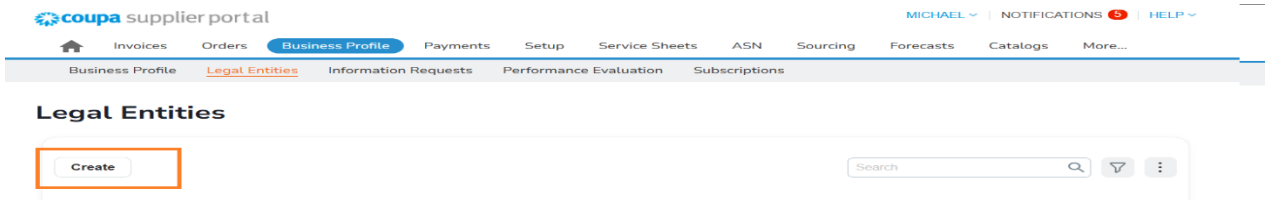
1.) Click the word Business Profile then click on Legal Entities



2.) A pop up will appear labeled “Multi Factor Authentication”, enter the 6 digit code that was sent to your cell phone or authenticator app/extension in the box provided

3.) Hit the blue Ok button

4.) Click the Create Button



5.) Enter your business’s legal name in the box underneath Legal Entity Name

6.) Click on the drop-down box located underneath Country/Region, scroll down and click on United States

7.) Under Tax Registration, below Country/Region, scroll down and click on United States then below Tax ID enter the business’s EIN or SSN

8.) Under Address Line 1, enter the street address of business

9.) Under City, enter the city business is in

10.) Under State, from the drop down select the state the business is in

11.) Under Postal Code, enter the postal code the business is in

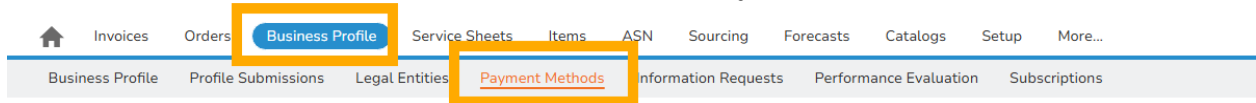
12.) Ensure Ship From Address check box is clicked

13.) Click Save

14.) A pop up message will appear where you now enter your payment information, please click on the close button

Set Up Payment Method (Returning Coupa User)

1.) Click the word Business Profile then click on Payment Methods

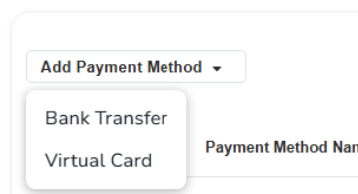


2.) Click on Payment Methods

3.) If you have your multiple authentication created, please enter the 6- digit code sent to the Authenticator App/phone number provided when you created your account or use the authenticator app and click ok.

4.) Select the option under Payment Methods

Payment Methods



- a.
- b. Select the Legal Entity, enter in Payment Method Name such as “Payment For Flynn”
 - i. For **Bank Transfer (ACH)**
 1. Enter the payment method name such as “Flynn ACH” enter provide the below information:
 2. State where bank is located
 3. Beneficiary Name
 4. Bank Name
 5. Account Number
 6. Confirm Account Number
 7. ACH Routing Number
 8. Click Save and Next
 - c. For **Virtual Card (Credit Card)**
 - i. Enter the payment method name such as “Flynn Credit Card”
 - ii. Enter remittance email address under Email address
 - iii. Click Save and Next

5.) Click the check box for Flynn Group

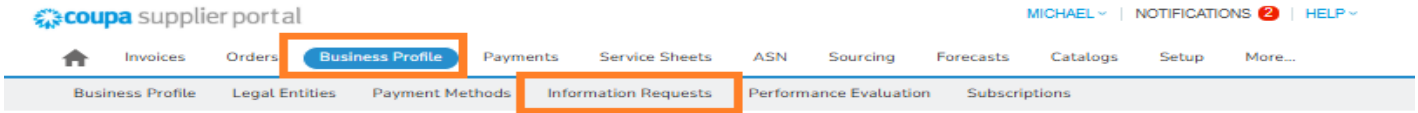
Customer	Payment for flynn
Flynn Group - John Ellis	<input type="checkbox"/>
Flynn Group - EMAIL TEST	<input checked="" type="checkbox"/>

a.

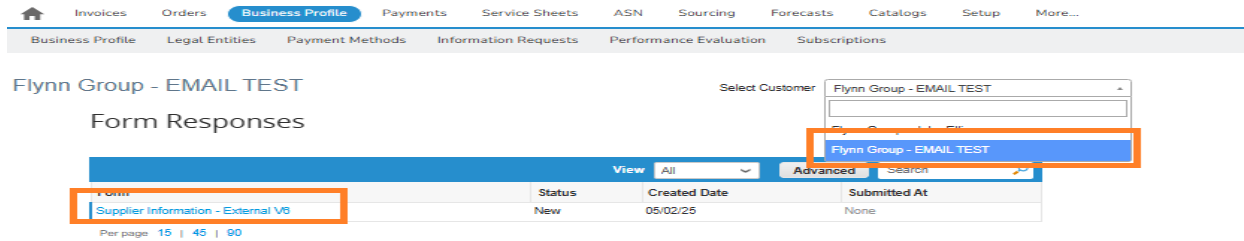
6.) Click Save on the bottom right and click close.

Completing the Onboarding Form: Contact Information

1.) Click the button Business Profile and then click on Information Request



2.) Click on the drop down next select Customer and click on the option Flynn Group -, then under Form Responses click on the blue text labeled Supplier Information to open the form



3.) Under Legal name, enter the Legal name of the business.

Primary Contact

Contact Purpose
Select Some Options ⓘ

* First Name
1 Example

* Last Name
2 Vendor

* Email address
3 testemail@email.com ⓘ

Mobile Phone
4 US/Canada 123-456-7890
650-555-1212

Work Phone
US/Canada

* PO Email
5 testemail@email.com ⓘ

4.) Under Business Name, enter the dba of the business if needed

5.) Under Primary Contact enter:

- First Name of the person who will be Flynn's Point of Contact for your business
- Last Name of the person who will be Flynn's Point of Contact for your business
- Email of the person who will be Flynn's Point of Contact for your business
- Phone number of the person who will be Flynn's Point of Contact for your business
- PO Email of the person who will be Flynn's Point of Contact for your business

Note, if you have no PO email, enter the email of the person who will be Flynn's Point of Contact for your business

• Primary Address

Address Purpose
Select Some Options ⓘ

• Region
Country/Region
1

State Region
2 Ohio - OH x v

State ISO Code
US-OH

Address Name
3

• Street Address
4 6200 OAKTREE BLVD SUITE 250

Street Address 2
5

Street Address 3

Street Address 4

• City
6 INDEPENDENCE

• Postal Code
7 44131

Location Code

6.) Under Primary Address enter:

- a. Under County/Region Select the County “United States” from the drop-down list
- b. State Region – Select the state in which your business is located
 - i. If your computer populates your address, state **WILL NOT** autofill
- c. Address Name: If payment need to be address or made to the attention to please enter it here
- d. Street Address of business
- e. Street Address 2: If there is a PO BOX or alternative address please enter it here
- f. City of business
- g. Zip code of business
Note, if your zip code starts with zero please include the leading zero when entering it

Completing the Onboarding Form: Payment Information

1.) Click Add Remit-To, your payment information may be populated already

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. If yes, click on the box to the left, till it shows as a blue checkbox and hit Add Selected, continue to step 2

How would you like to be paid?

All Methods

Bank Transfers

Checks

Credit Cards

Add Payment Method

Flynn Group supports Credit Cards, Bank Transfers, Checks Payments.

<input checked="" type="checkbox"/>		123 MAIN ST, CLEVELAND, OH 44131, United States, United States (12-3456789)	Customer Supported
<input type="checkbox"/>		CHECK PAYMENT METHOD, 6200 OAKTREE BLVD SUITE 250, INDEPENDENCE, OH 44131, United States (12-3456789)	Customer Supported

Cancel

Add Selected

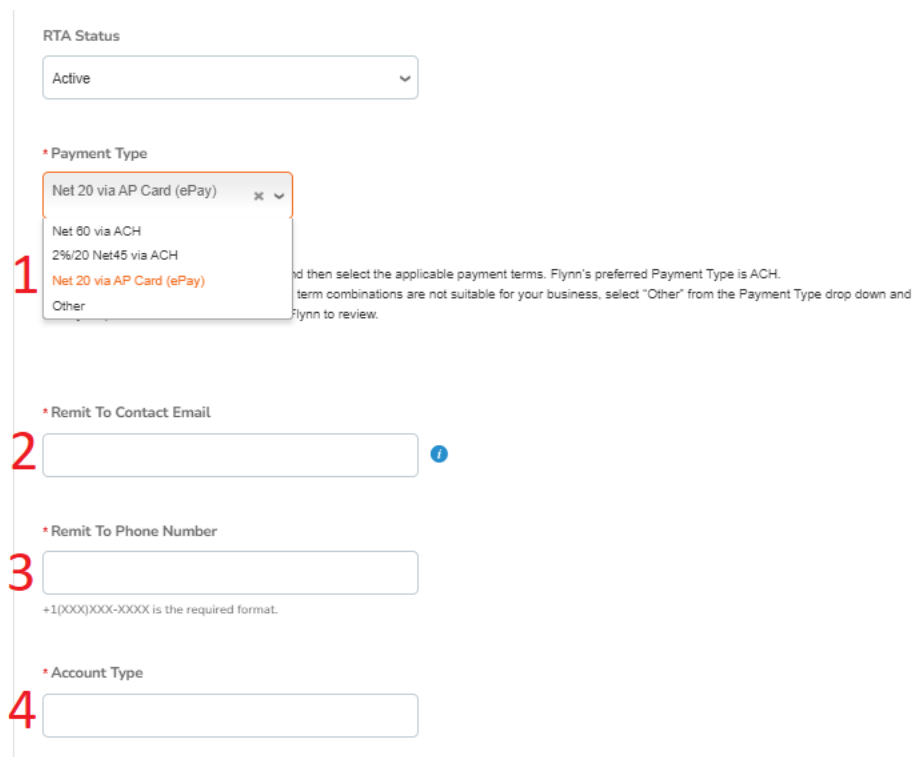
- i.
- b. If not, please go back and follow steps for [Establish Legal Entity](#) and [Add a new Payment Method](#)

2.) Under the Remit-to Address now that a remit address has been entered, click on the drop down located under payment type:

a. For payment via **ACH**

- i. Click on the drop down under Payment Type
- ii. Select from the two available terms options.
- iii. Under Remit To Contact Email enter a good remit email address.
- iv. Under Remit To Phone Number, enter a good phone number in the format +1(XXX)XXX-XXXX.
- v. Under Account Type, enter either Checking or Savings
- vi. Check the box, labeled “Does the vendor accept these conditions?”

- b. For payment via **virtual card**,
 - i. Click on the drop down under Payment Type, select the option Net 20 via AP Card (ePay)
 - ii. Under Remit To Contact Email enter a good remit email address.
 - iii. Under Remit To Phone Number, enter a good phone number in the format +1(XXX)XXX-XXXX.
 - iv. Under Account Type, enter either Checking or Savings.
 - v. Check the box, labeled “Will the vendor have the ability to accept MasterCard Payments?”
 - vi. Check the box, labeled “Does the vendor accept these conditions?”



The screenshot shows a registration form with the following fields and callouts:

- 1**: A red callout points to the *** Payment Type** dropdown menu, which is open and showing the option **Net 20 via AP Card (ePay)** selected.
- 2**: A red callout points to the *** Remit To Contact Email** text input field.
- 3**: A red callout points to the *** Remit To Phone Number** text input field. Below the field, the text **+1(XXX)XXX-XXXX is the required format.** is visible.
- 4**: A red callout points to the *** Account Type** text input field.

Additional text on the form includes: "RTA Status" with a dropdown set to "Active"; "Net 20 via AP Card (ePay)" with a close button and dropdown arrow; "Net 60 via ACH", "2%/20 Net45 via ACH", and "Other" as other payment type options; and a note: "Please then select the applicable payment terms. Flynn's preferred Payment Type is ACH. If other term combinations are not suitable for your business, select 'Other' from the Payment Type drop down and submit for Flynn to review."

c. For payment via **check**

- i. Click on the drop down under Payment Type, select the option Other
- ii. Under Other Payment Method and Term, type in Check at preferred terms.
- iii. Under Remit To Contact Email enter a good remit email address.
- iv. Under Remit To Phone Number, enter a good phone number in the format +1(XXX)XXX-XXXX.
- v. Under Account Type, enter either Checking or Savings.

* Payment Type

1 Other

Net 80 via ACH
2%/20 Net45 via ACH
Net 20 via AP Card (ePay)

and then select the applicable payment terms. Flynn's preferred Payment Type is ACH.
term combinations are not suitable for your business, select "Other" from the Payment Type drop down and
Flynn to review.

* Other Payment Method and Term

2

* Remit To Contact Email

3 ⓘ

* Remit To Phone Number

4

+1(XXX)XXX-XXXX is the required format.

* Account Type

5

Completing the Onboarding Form: Indemnification

1.) Review the Indemnification section

a.) Click the box located under Does the vendor accept these conditions?

b.) Enter your name and position in the text box below Name and title of individual accepting conditions on behalf of vendor

1 * Does the vendor accept these conditions?

2 * Name and title of individual accepting conditions on behalf of vendor

Completing the Onboarding Form: Certificate of Insurance

1.) After filling out the Remit-To Address, you will need to add a **Certificate of Insurance** if applicable.

a. If you do not have Certificate of Insurance

1. Select No drop the drop down
2. Click the check box labeled “Does the supplier accept this condition?”

* Add Certificate of Insurance

No

Yes

No

age as required by the state in which the work will be performed, with Statutory Limits, and Employer's Liability Insurance with minimum limit of \$1,000.00 per accident for bodily injury or disease.

If you do not have liability insurance or do not provide the requested information you may not be approved as a supplier for Flynn Group

* Does the supplier accept this condition?

b. If you do have a Certificate of Insurance select **Yes** and fill out the required information.

Please have Certificate Holder listed as:

Flynn Restaurant Group

Attn: Risk

6200 Oak Tree Blvd Suite 250

Independence, OH 44131

Certificate of Insurance

* Add Certificate of Insurance

Select

Yes

No

* Certificate of Liability Insurance

Effective Date mm/dd/yy

* Expiration Date mm/dd/yy

* Attachments Add File

Description

Note that if you do not have a certificate of insurance you may not be approved as a supplier for Flynn. Please coordinate directly with Flynn for this matter.

Completing the Onboarding Form: Tax Information

- 1.) The next fields you need to complete are the Tax Information/Registration fields.
- 2.) Under **Tax Information**, choose the type of organization that you have by clicking on the drop down below "**Organization Type**" (i.e., corporation, individual, partnership, etc).

Tax Information

* Organization Type

▼

- Corporation
- Foreign Corporation
- Individual
- Foreign Individual
- Partnership
- Foreign Partnership

3.) Tax Registration

- a. Click Add Tax Registration
- b. Select United States from the drop down located to the right of County
- c. Enter your tax ID or Social Security number with dashes, in the text box located to the right of Number

* Tax Registrations

Use this section to add all your applicable tax registrations.

1 [Add Tax Registration](#)

* Tax Registration

2 Country

▼

3 Tax ID

Local

If individual, kindly key in Social Security Number

4.) Tax Certificate

- a. Select your tax type (W8 or W9)
- b. Click on the blue word File
- c. Click the blue word Browse to find your copy of your W8 or W9 to upload into Coupa

• Tax Certificate

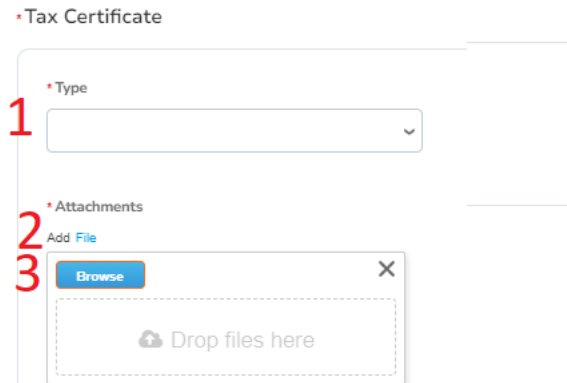
1 • Type

2 • Attachments

3 Add File

Browse

Drop files here



Submitting the Onboarding Form

- 1.) Once all information is completed, scroll to the bottom and click Submit for approval.



Once the Flynn team approves your account you will be able to transact with Flynn. Ensure that all information is filled out in full and correctly to avoid delays and refusals. Note that although some Information is optional, Flynn strongly recommends you fill out all of the fields for a better user experience.