

Registering with Coupa and Updating Payment Information

About this Guide

This guide outlines the registration process in Coupa to ensure Flynn maintains accurate records for billing and tax compliance. Maintaining your profile involves two distinct phases: first, inputting your data into the Coupa platform (**Part A**), and second, releasing that information to Flynn to authorize the system update (**Part B**).

You will need to have the below items when updating the external information 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

This guide contains the following sections:

Accepting the Coupa invitation	2
Registering for Coupa	4
Secure your Account	5
Establish Multifactor Authentication via Passkey on Desktop	6
Establish Multifactor Authentication via Authenticator App on Desktop	7
Establish Multifactor Authentication via SMS	8
Set Up Legal Entity (First-Time Coupa Login)	9
Select Tier Status	10
Set Up ACH or Credit Card Payment Method (First Time Coupa User)	11
Set Up Legal Entity (Returning Coupa User)	12
Set Up ACH or Credit Card Payment Method (Returning Coupa User)	13
Completing the Onboarding Form	
Contact Details	14
Payment Information	16
Indemnification	19
Certificate of Insurance	20
Tax Information	21
Submitting the Onboarding Form	23

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.

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**
flynnctest+61@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)

 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

coupa 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.


Secure your Account

1.) Select your type of multifactor preference:

- a. [Establish Multifactor Authentication via Passkey on Desktop](#)
- b. [Establish Multifactor Authentication via Authenticator App on Desktop](#)
- c. [Establish Multifactor Authentication via Text Message \(SMS\)](#)


Secure Your Account


Select a method to protect your account from unauthorized access.
[\(Learn More\)](#)

 **Passkey (Recommended)**
Use your device's **fingerprint, Face ID, or PIN** to sign in securely — no passwords or codes needed. >

You can set up your passkey later on the Account Setup page.

Use Other Methods ▲

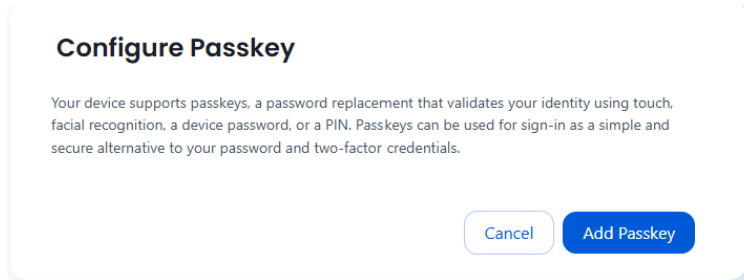
 **Authenticator App**
Use an app (like **Google Authenticator** or **Microsoft Authenticator**) to generate a 6-digit code for verification. >

 **Text Message (SMS)**
Receive a **one-time code** sent to your phone each time you sign in. >

****This is used to verify any user permission, password, payment, or legal entity changes made to your company's Coupa account****

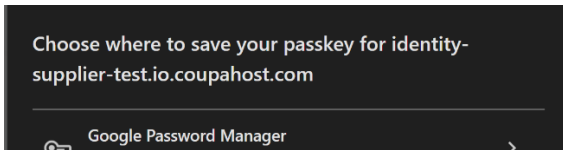
Establish Multifactor Authentication via Passkey on Desktop

1.) Click on the Add Passkey button



2.) Based on browser you will be asked to save one of two ways:

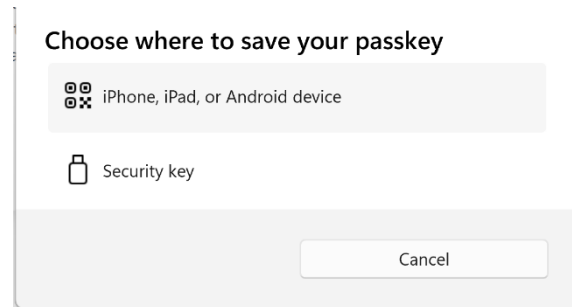
a. Browser manager (**Chrome only**)



i. On Chrome:

- A. Click Google Password Manager
- B. You will be asked Create a passkey to sign in to identify-supplier-coupa.com and hit create
- C. You will be asked to create a PIN with either 6 numbers or 4 or more letters and numbers
- D. Hit confirm

b. Use a phone, table, or security key (**other browser types**)



- i. iPhone, iPad, or Android Device
 - A. You will asked to scan QR code with phone or tablet
 - B. You will be asked use sign in using FaceID, fingerprint, or PIN code


3.) Once completed your screen will look like the below

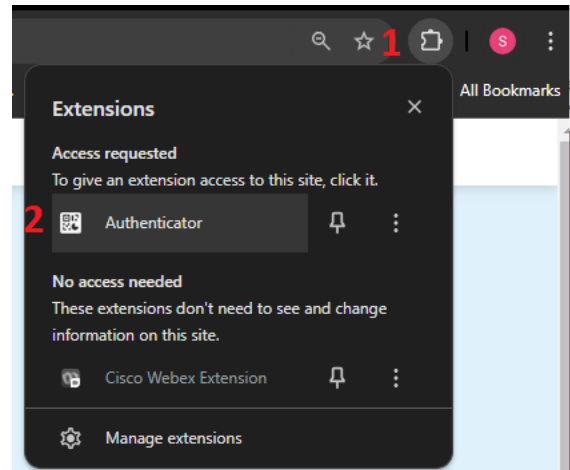


Device connected!
Continue on your device

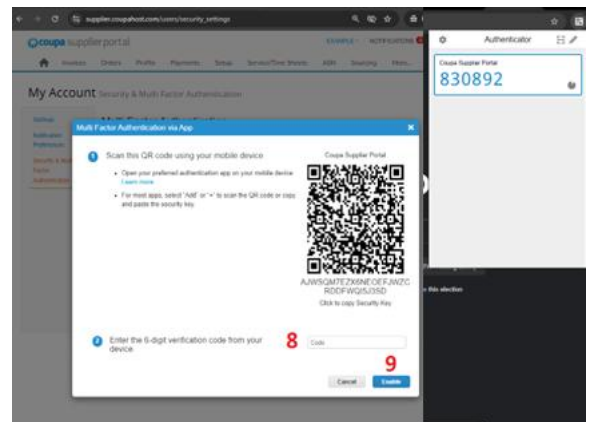
4.) Continue on [page 9](#)

Establish Multifactor Authentication via Authenticator App on Desktop

- 1.) Add the relevant extension to your browser:
 - a. Google Chrome extension [authenticator](#)
 - b. Microsoft Edge extension [authenticator](#)
 - c. Microsoft Edge extension [authenticator](#)
- 2.) In Coupa, a pop up labeled “Multifactor Authentication via App” will appear
- 3.) Copy the Security Key password shown **underneath** the QR code
- 4.) 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



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



Establish Multifactor Authentication via Text Message (SMS)

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

2.) A pop up label “Save Your Back Up Codes” will appear, save these via downloading or printing depending on your personal preference

3.) Click *I copied and saved the recovery codes* and click Continue or Click Download and Continue

4.) Continue on [page 9](#)

Set Up Legal Entity (First-Time Coupa Login)

- 1.) You will be brought to a pop up page labeled “Onboarding for Flynn Group (Coupa Supplier Portal) in the account details page
 - a. **If this is not your first time logging into Coupa, please continue to page 8**

Onboarding for Flynn Group (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

Primary Address ✨

* Country/Region	* Address Line 1	Address Line 2	
<input type="text" value="United States"/>	<input type="text"/>	<input type="text" value="Address Line 2"/>	<input data-bbox="1393 688 1417 720" type="button" value="+"/>
* City	* State	* Postal Code	
<input type="text" value="City"/>	<input type="text"/>	<input type="text" value="Postal Code"/>	

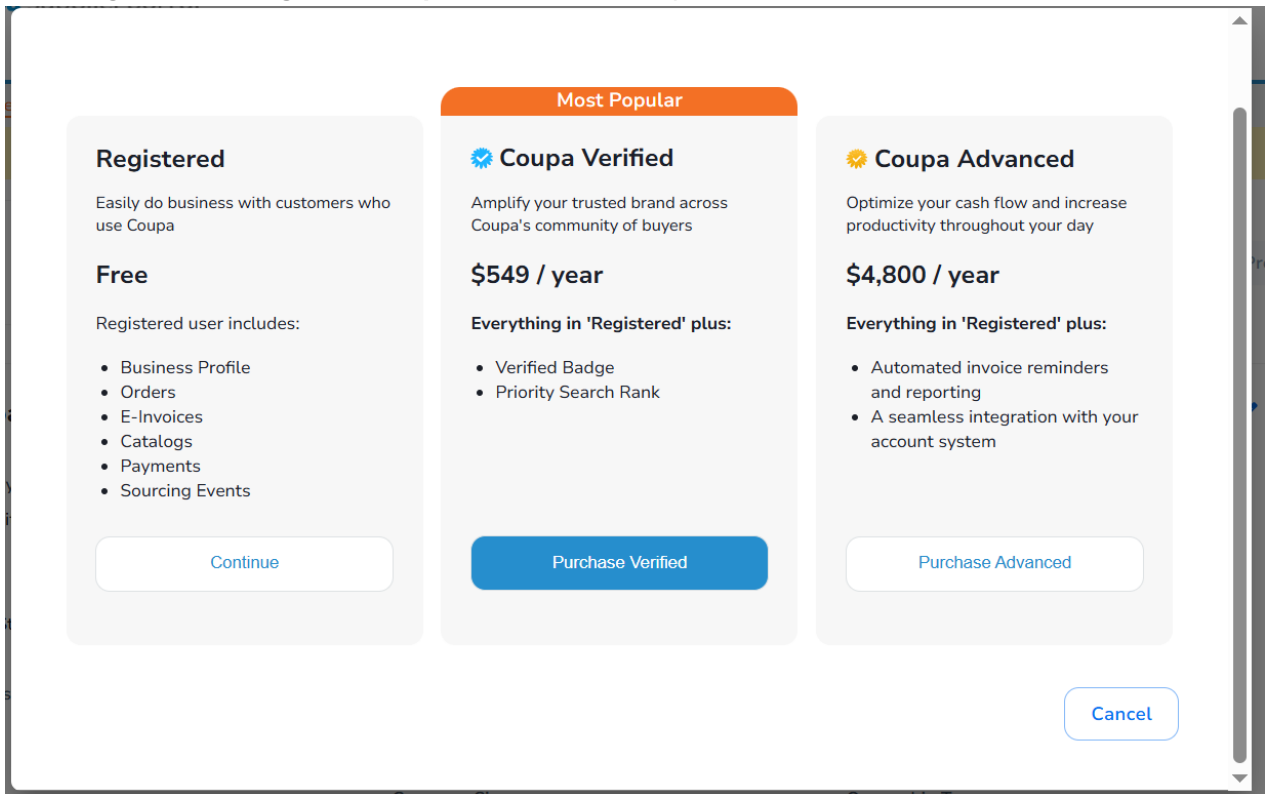
United States

Invoice From Code ⓘ	Preferred Language
<input type="text"/>	<input type="text" value="English (US)"/>

- 2.) Under Country/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
- 7.) Click 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 tier options for Coupa:

- Registered (Free):** Easily do business with customers who use Coupa. Registered user includes: Business Profile, Orders, E-Invoices, Catalogs, Payments, 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. If you would like to receive payment via ACH or credit card continue onto the [next page](#), for payment via check continue on [page 14](#)

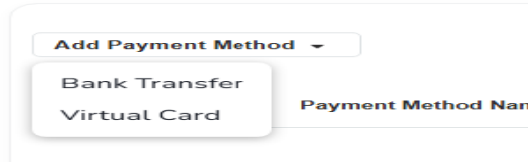
Set Up ACH or Credit Card Payment Method (First Time Coupa User)

- 1.) If you would like payment via check continue to [page 14](#)
- 2.) Click the word Business Profile then click on Payment Methods



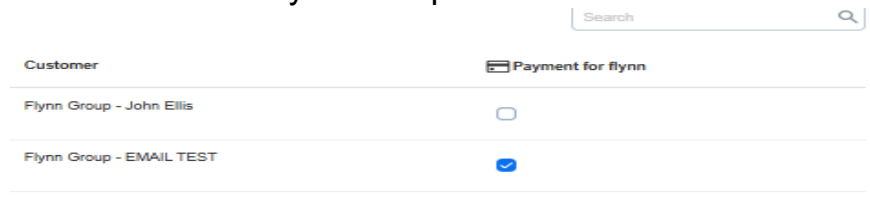
- 3.) Click on Payment Methods dropdown
- 4.) Select the option under Payment Methods

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



- a.
- 6.) Click Save on the bottom right and click close.
- 7.) Continue to [page 14](#)

Set Up Legal Entity (Returning Coupa User)

- 1.) Click the word Business Profile
- 2.) Opt in or opt out of sharing data with Coupa community and hit Save
- 3.) Click Legal Entities and click the Create Button
- 4.) Enter your business's legal name in the box underneath Legal Entity Name
- 5.) Click on the drop-down box located underneath Country/Region, scroll down and click on United States
- 6.) Under Tax Registration, below Country/Region, scroll down and click on United States then below Tax ID enter the business's EIN or SSN
- 7.) Under Address Line 1, enter the street address of business
- 8.) Under City, enter the city business is in
- 9.) Under State, from the drop down select the state the business is in
- 10.) Under Postal Code, enter the postal code the business is in
- 11.) Ensure Ship From Address check box is clicked
- 12.) Click Save
- 13.) A pop up message will appear where you now enter your payment information, please click on the close button

The screenshot shows the Coupa Supplier Portal interface. At the top, there are navigation tabs for Invoices, Orders, and Business Profile (highlighted with a yellow box). Below this is a section titled "Share Your Business Profile with the Coupa Community" with a "Save" button. A second navigation bar shows "Business Profile" selected, with a sub-menu containing "Legal Entities" (highlighted with a yellow box). The "Legal Entities" section features a "Create" button (highlighted with a yellow box). The "Create Legal Entity" form includes fields for "Legal Entity Name" (containing "TEST"), "Country/Region" (set to "United States"), "Tax Registrations" (Country/Region set to "United States", Tax ID field), "Invoice From Address" (Country/Region, Address Line 1, Address Line 2, City, State, Postal Code, Invoice From Code, Preferred Language), and "Ship From Address" (with a checked "Same as Invoice From Address" option). "Cancel" and "Save" buttons are at the bottom right.

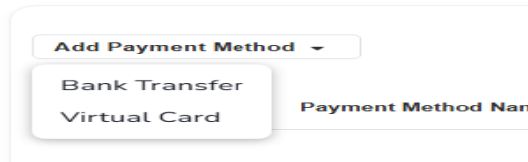
Set Up ACH or Credit Card Payment Method (Returning Coupa User)

- 1.) If you would like payment via check continue to [page 14](#)
- 2.) Click the word Business Profile then click on Payment Methods



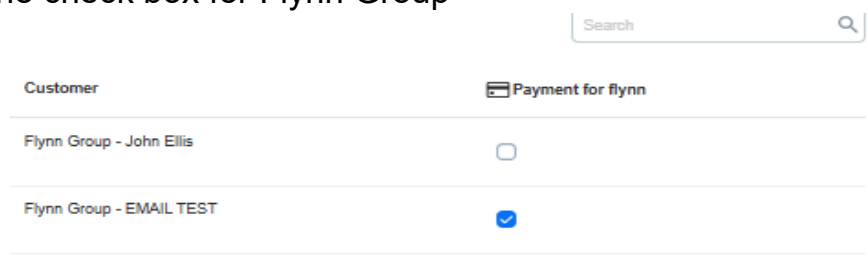
- 3.) Click on Payment Methods
- 4.) Select the option under Payment Methods

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



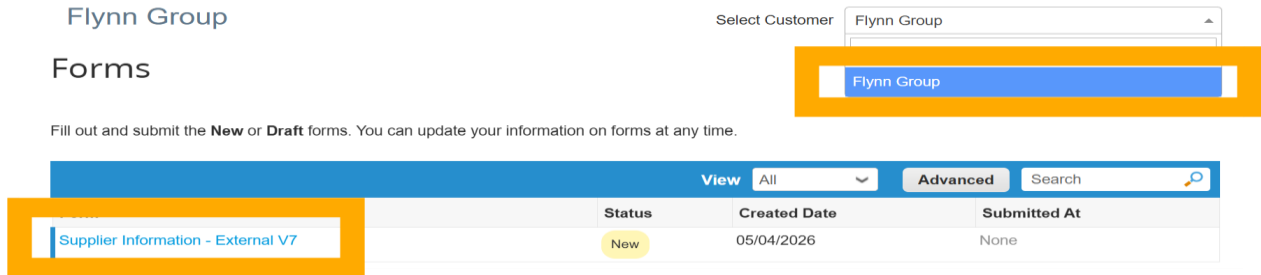
- a.
- 6.) Click Save on the bottom right and click close.
- 7.) Continue to [page 14](#)

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

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

* PO Email
5 testemail@email.com ⓘ

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.



- 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?



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



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?”

RTA Status

Active

* Payment Type

Net 20 via AP Card (ePay)

Net 60 via ACH

2%/20 Net45 via ACH

Net 20 via AP Card (ePay)

Other

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.

* Remit To Contact Email

* Remit To Phone Number

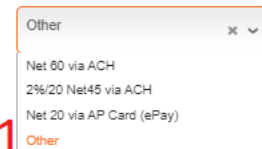
+1(XXX)XXX-XXXX is the required format.

* Account Type

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 

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

2 * 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

- c. Click Add Tax Registration
- d. Select United States from the drop down located to the right of County
- e. 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

Country

2

Tax ID

3

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

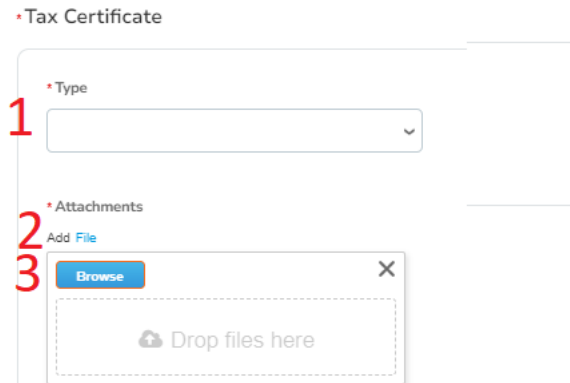
1 • Type

2 • Attachments

3 Add [File](#)

[Browse](#) X

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.