

**02 – Coupa Supplier
Information
Management**



**Bank of
Ireland
Group**



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02.a. How to Complete the Supplier Onboarding Form (1/10)



You can access the **Supplier Onboarding External Form** either by clicking on the **Pending Forms** button once you've created your Coupa Supplier Portal (CSP) account (see section 01 of the Training Pack) or at any time, by:

- ❑ logging in to your CSP account (<https://supplier.coupahost.com/sessions/new>)
- ❑ Going to: **Business Profile** >
- ❑ **Information Requests:**

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with a home icon and several menu items: Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sources, and Forecasts. The 'Business Profile' menu item is highlighted with a blue box and a blue arrow pointing to it from a blue circle labeled '1' with the text 'Business Profile'. Below the navigation bar, there is a sub-navigation bar with several options: Business Profile, Profile Submissions, Legal Entities, Payment Methods, Information Requests, and Performance. The 'Information Requests' option is highlighted with a blue box and a blue arrow pointing to it from a blue circle labeled '2' with the text 'Information Requests'. The main content area shows the 'Bank of Ireland' section with a 'Form Responses' table. The table has a 'View' dropdown set to 'All'. The table contains one row with the following data:

Form	Status	Created Date
Supplier Onboarding External Form MC	New	22/12/2025

At the bottom left of the screenshot, there is a blue circle labeled '3' with the number '3' inside. Below the table, there is a pagination link: 'Per page 15 | 45 | 90'.

02.a. How to Complete the Supplier Onboarding Form (2/10)



Once you click on the link **Supplier Onboarding External Form MC**, the form will open and you will need to fill in the information highlighted below (some of it will already be populated)

Bank of Ireland

Select Customer Bank of Ireland

[View All Responses](#)

Supplier Onboarding External Form MC

Supplier Information

GreenTech Innovations Ltd

Fill in your details to get onboarded to Bank of Ireland

General Details

Message from Bank of Ireland

None

* Company Name (Legal Entity Name)

Secondary Name (Trading Name)

* Company Registration Number

* Country of Incorporation

← Mandatory (*)

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Primary Contact (Account Manager)

Contact Purpose

* First name

* Last name

* Email address

* Phone Number

Do you wish to add other contacts?

Yes

No

E.g., Sourcing Contacts

* Remittance Advice Email Address

(company/department e-mail address is recommended rather than individual)

* Purchase Orders Email Address

(e-mail address for receiving Purchase Orders)

* Have any of the Directors/Board members of the company ever been employed by Bank of Ireland?

Yes

No

02.a. How to Complete the Supplier Onboarding Form (3/10)



The box **Local** should be left unticked.

For suppliers whose country of incorporation is Ireland, the **Tax Registrations** section will have two additional mandatory fields that are absent for other countries:

Tax Registrations

Use this section to add all your applicable tax registrations.

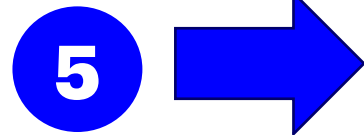
[Add Tax Registration](#)

Tax Registration

Country/Region
Ireland

VAT ID
IE1234567X

Local



Tax Reference Number
IE1234567X
An Irish Tax Reference Number (TRN) is 8 or 9 characters in the format NNNNNXAA.
For businesses this is your VAT number. For sole traders this is your PPSN.

Access Number
12345
Tax Clearance Access Number (TCAN) is provided by revenue upon successful application for Tax Clearance.

02.a. How to Complete the Supplier Onboarding Form (4/10)



In the **Bank Details** section, select the first option if your bank account is in ROI or UK or if you operate in a region where IBAN is mandatory (SEPA region), or the second option for all other countries, and click on **Add Remit-To** to add your bank account information.

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Bank account type



Bank Details

* What type of bank account you wish to register

- ROI & UK
- Others

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Add Remit-To Address



*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

02.a. How to Complete the Supplier Onboarding Form (5/10)



To avoid duplicating the information that you already provided upon registration, a window will open where you can select the bank account information already provided and the form will be populated with those details:

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Select




How would you like to be paid?

All Methods Bank Transfers Remit-To Addresses Virtual Cards Add Payment Method

Bank of Ireland supports Bank Transfers Payments.

<input checked="" type="checkbox"/>	 Bank of Ireland ☆ Customer Supported	
	123 Green Avenue, Dublin, Dublin D04 XYZ7, Ireland	
Account Number	Transit Code	Wire Routing Number

<input type="checkbox"/>	 123 Green Avenue, Dublin, Dublin D04 XYZ7, Ireland, Ireland (IE1234567X) Unsupported by Customer
--------------------------	---

Cancel

Add Selected



Add Selected

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02.a. How to Complete the Supplier Onboarding Form (6/10)



If you are using **more than one bank account** in your relationship with Bank of Ireland Group, you must add all of them on the supplier onboarding form – as long as they all belong to the same supplier legal entity.

You can add these additional bank accounts by clicking again on **Add Remit-To**:

The Payment Method window pops up again, but since it is a new bank account that you did not provide on registration, you will need to add it by clicking on **Add Payment Method** -> **Bank Transfers**

The screenshot shows the 'Remit-To Addresses' section of the supplier onboarding form. At the top, there is a blue circle with the number '10' and an arrow pointing to the 'Add Remit-To' button. Below this, the text reads 'Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.' The 'Add Payment Method' window is open, showing 'Bank Transfers' as the selected method. A blue circle with the number '11' and an arrow points to the 'Bank Transfers' option in the window. The window also shows a list of bank accounts with details like 'Bank of Ireland', '123 Green Avenue, Dublin, Dublin D04 XYZ7, Ireland', 'Account Number ****4321', and 'Wire Routing Number'. The 'Bank Transfers' option is marked as 'Customer Supported'.

02.a. How to Complete the Supplier Onboarding Form (7/10)



If you are using **more than one bank account** in your relationship with Bank of Ireland Group (continued)

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Complete all Bank account details required to process payments:

NOTE: Please note that the **Beneficiary Legal Name** and the **Bank Country** must **match the name and country of incorporation of your legal entity**. If they do not, the form will be rejected.

Linked Legal Entity *
GreenTech Innovations Ltd

Bank Transfer
Please enter the following information to receive Bank Transfer payments.

Account Nickname *
GBP Account

Beneficiary Legal Name *
GreenTech Innovations Ltd

Bank Branch Country / Region *
Ireland

Bank Account Currency *
GBP

Bank Name *
Bank of Ireland

Account Number
12345678

IBAN
IE79 BOFI 9311 5212 3456 78

Transit Code Type
Transit Code

SWIFT / BIC Code
BOFIE2D

Branch Code

Additional Information

Bank Branch Address
Address Line 1
Address Line 2

Cancel Save

Save

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02.a. How to Complete the Supplier Onboarding Form (8/10)



The **Unique Branch Identifier** is either the sort code, SWIFT code, Routing Number or Bank code. You need to start typing it until it comes up in the dropdown list.

NOTE: If you cannot find your branch code in the dropdown list, kindly write to suppliers@boi.com, do not select a value that does not match your branch code.



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* Unique Branch Identifier

Select

021000089 (Citibank - NYC)

185008 (CitiBank - London)

232323 (UBS AG - London)

304065 (Lloyds - Birmingham)

400602 (HSBC - London 3)

401160 (HSBC - London)

401276 (HSBC - London 2)

50330300 (BNY Mellon - London)

543001 (543001)

543045 (NatWest - Ringerswoods)

Do you require an Intermediary Bank Account?

Yes

No

* Intermediary SWIFT/Routing Number

* Intermediary Bank Name

* Intermediary Bank City

Intermediary Bank Account Number



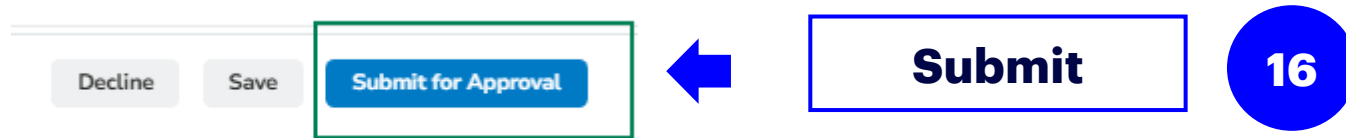
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Finally, if you require an **Intermediary Bank** for your payments from BOI, you have the option to fill out the details by selecting **Yes** to the question below:

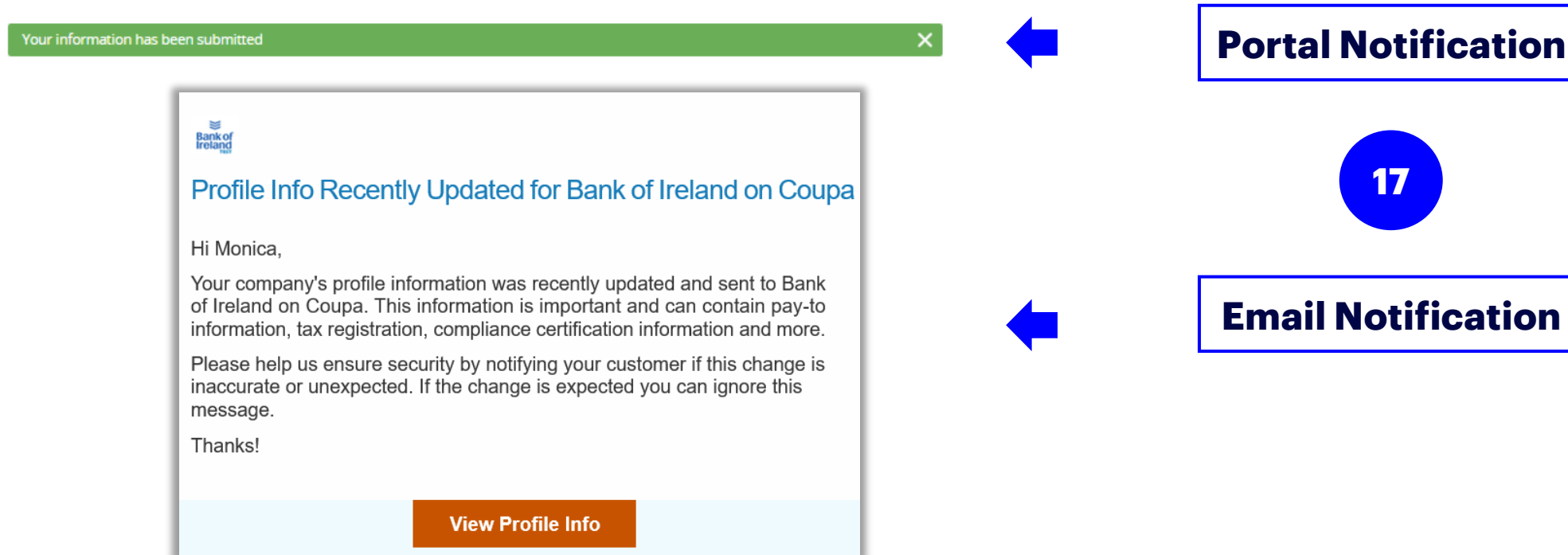
02.a. How to Complete the Supplier Onboarding Form (9/10)



Once you have completed all the details, click on **Submit for Approval** to send the form to BOI team for validation.



If there are no errors in your form, you will receive confirmation (in the portal and by email) that it has been successfully submitted.



02.a. How to Complete the Supplier Onboarding Form (10/10)



Once the form has been approved by Bank of Ireland Group, you will receive email confirmation regarding the approval:

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Profile Info submitted to Bank of Ireland was Approved

Hi

The company profile information that you submitted to your customer, Bank of Ireland 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](#)

02.b. How to Update Supplier Information (1/6)



Whenever any of your supplier information changes

E.g., bank details, physical address of the company, email address of the primary contact or PO email address, all updates need to be done from the above-mentioned **Supplier Onboarding External Form MC**, which you can find in your CSP account if you go to **Business Profile** -> **Information Requests**:

The screenshot illustrates the navigation path in the Coupa Supplier Portal. Step 1: 'Business Profile' is highlighted in the top navigation bar. Step 2: 'Information Requests' is highlighted in the sub-navigation bar. Step 3: The 'Supplier Onboarding External Form MC' is highlighted in a table of form responses.

1 Business Profile

2 Information Requests

3

coupa supplier portal

MONICA | HELP

Business Profile | Profile Submissions | Legal Entities | Payment Methods | Information Requests | Performance Evaluation

Bank of Ireland

Select Customer: Bank of Ireland

Form Responses

Form	Status	Created Date	Submitted At
Supplier Onboarding External Form MC	Applied	22/12/2025	22/12/2025

View: All | Advanced | Search

Per page: 15 | 45 | 90

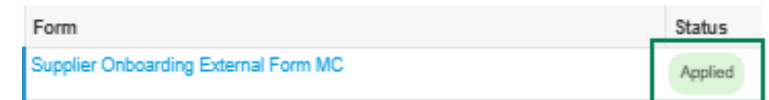
02.b. How to Update Supplier Information (2/6)



Click on the form link, scroll all the way to the bottom and click on **Update Info**.



You can only update a form that has been approved and is in **Applied** status, you cannot update it if it is still pending approval.



General Details

Message from Bank of Ireland
None

* Company Name (Legal Entity Name)

GreenTech Innovations Ltd

Secondary Name (Trading Name)

* Company Registration Number

RC123456

* Country of Incorporation

Ireland

* Primary Contact (Account Manager)

Contact Purpose

Select Some Options

* First name

Monica

* Last name

Miller

* Email address

m. com

* Phone Number

+353 1 234 5678

Do you wish to add other contacts?

- Yes
 No

E.g., Sourcing Contacts

* Remittance Advice Email Address

orders@ com

(company/department e-mail address is recommended rather than individual)

* Purchase Orders Email Address

r .com

(e-mail address for receiving Purchase Orders)

* Tax Registrations

Use this section to add all your applicable tax registrations.

[Add Tax Registration](#)

* Tax Registration

Country/Region

Ireland

VAT ID

IE1234567X

Local

* Tax Registration

Country/Region

United Kingdom

VAT ID

GB123456789

Local

* Tax Reference Number

IE1234567X

An Irish Tax Reference Number (TRN) is 8 or 9 characters in the format NNNNNXKAA.
For businesses this is your VAT number. For sole traders this is your PPSN.

* Access Number

1234567890



When you update the form, scroll down to the section that needs updating and **leave the data that is still valid unchanged.**

02.b. How to Update Supplier Information (3/6)



NOTE: Whenever you update the form, you will need to reply again to the below question on conflicts of interest, as your previous answer is removed whenever you click on **'Update Info'**:

NOTE: If the bank details have changed and the data previously provided is no longer valid, in addition to adding the new details you need to also inactivate the old ones by going to the **Bank Details** section and setting the **Bank Details Status** to *'Inactive'* for the old bank details:

You can then add your updated bank account information by selecting the first option if your bank account is in ROI or UK or if you operate in a region where IBAN is mandatory (SEPA region), or the second option for all other countries, and clicking on **Add Remit-To** to add your new bank account information.



* Have any of the Directors/Board members of the company ever been employed by Bank of Ireland?

- Yes
- No



Bank Details Status

Bank Details Status

Inactive

Please choose "Inactive" if you wish to deactivate these banking details

Bank Details

* What type of bank account you wish to register

- ROI & UK
- Others

*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

02.b. How to Update Supplier Information (4/6)



If there are changes in your Bank Details, update all fields required to process payments:



Bank Details

* Beneficiary Name

This should match Company Name

* Bank Country/Region

Bank Name

Bank Address

* Bank Account Number

* IBAN Number

* Unique Branch Identifier

Please search for your unique branch identifier. This could be a Sort Code, SWIFT Code, Routing Number or Bank Code.

If you cannot find your branch code, please e-mail the Vendor Maintenance Team at vmd@boi.com

* Account Currency

For each bank account select the **Unique Branch Identifier** from the dropdown list:

* Unique Branch Identifier

Select

021000089 (Citibank - NYC)

185008 (CitiBank - London)

232323 (UBS AG - London)

304065 (Lloyds - Birmingham)

400602 (HSBC - London 3)

401160 (HSBC - London)

401276 (HSBC - London 2)

50330300 (BNY Mellon - London)

543001 (543001)

543045 (NatWest - Pinnswoods)

NOTE: If you cannot find your branch code in the dropdown list, kindly write to suppliers@boi.com, do not select a value that does not match your branch code.

02.b. How to Update Supplier Information (5/6)



Do you require an Intermediary Bank Account?

Yes
 No

* Intermediary SWIFT/Routing Number

* Intermediary Bank Name

* Intermediary Bank City

Intermediary Bank Account Number

← Finally, if you require an **Intermediary Bank** for your payments from BOI, you have the option to fill out the details by selecting **Yes** to the question below:

Once you have completed all the details that needed updating, click on **Submit for Approval** to send the form to BOI team for validation:



Decline Save **Submit for Approval**



02.b. How to Update Supplier Information (6/6)



After the form has been approved by Bank of Ireland Group, you will receive email confirmation regarding the approval:

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Profile Info submitted to Bank of Ireland was Approved

Hi

The company profile information that you submitted to your customer, Bank of Ireland 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](#)