Information Request Form FAQ

Welcome

This resource is intended to help you, our valued partners in the fight against cancer, in completing the electronic Information Request Form. For American Cancer Society (ACS) to be able to transact with and pay you, you must provide your financial information privately and securely through this electronic form. Click on any topic from the table of contents below to find out more or troubleshoot problems on each subject.

We appreciate your timely response to the request and look forward to working with you!

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GETTING STARTED

As a new supplier or payee working with ACS, an ACS staff contact will need to initiate set up within our source to pay system (Coupa) before we can transact with one another. Our staff can initiate this by completing an Information Request form. You will know when they have initiated set up through receipt of an email from do_not_reply@supplier.coupahost.com with the subject “Request for Information from American Cancer Society Inc”.

If you do not receive the email, but believe that you should have, please check spam email folders as your email settings may be set to block incoming emails from unknown senders.

Before you get started on the Information Request Form, please be sure you are connected to the internet and have the following information:

- Contact Information (i.e. name, email, address, etc.)
- Federal Tax ID
- W9 Form (unless completing the International Supplier Information Request Form)
- Remit to address information
- If choosing to set up for ACH payments (direct deposit), your banking information
Information Request Form in Coupa FAQ

While there are additional fields that can be filled out, these are required data fields that must be included before the form can be submitted.

You will notice that some fields will be pre-populated based on information completed by an ACS staff person. Please review all pre-populated information carefully and make any changes as necessary. See example below for the types of information that may appear as pre-populated.

CHOOSING “RESPOND AND JOIN” VS. “RESPOND WITHOUT JOINING”

If you do not anticipate doing many transactions with ACS, you may find that using the SAN (Supplier Actionable Notification) set up to be the best option. If that fits your profile, you will select the “Respond without Joining” button.

If you anticipate recurrent or a high volume of transactions with ACS, we ask you to register for the use of the Coupa Supplier Portal. To do this you will select “Respond and Join” button. Both options are free of charge.

Select the appropriate button from the original email that you received from Coupa, inviting you to register your company’s profile.

⚠️ If selecting to register through the Coupa Supplier Portal, be sure to complete and submit the Information Request Form on the PROFILE tab after completing registration.
WHEN THERE ARE NO BUTTONS TO CHOOSE FROM IN EMAIL
If your email doesn’t have the “respond and join” or “respond without joining” buttons, you could be looking at a reminder email instead of the initial email sent with the link. Reminder emails are sent at 5, 10 and 15 days after the initial email was sent to you. Only the initial email sent will contain the link for you to complete the form. Reminder emails are for informational purposes only.

If you are unable to locate the original email that you received that contain the buttons needed to proceed, please reach out to ACS Customer Service by emailing customerservice@cancer.org, or calling 866-293-2906 and ask them to have the form resent to you.

WHEN REGISTRATION IS COMPLETE BUT ACS STILL SHOWS IT IS INCOMPLETE
It is possible if you chose the “Respond and Join” button from the original email, that you completed registration for the Coupa Supplier Portal, but did not finish filling out the actual information form. This is a separate activity.

To finish your onboarding, please do the following:

- Select the Profile tab towards the top of the page
- In the Profile dropdown, select American Cancer Society Inc.
- Our specific profile form should load. Please note: Fields with a red asterisk are required fields.
- Submit

INTERNATIONAL ADDRESSES AND PHONE NUMBERS
For our international suppliers, you will see the following information when completing the information request form. Please be sure to read the instructions outlined below.

Please complete the Primary Address fields. If your address does not have a state/region or postal code, please put your country name in those fields instead.
ENTERING REMIT TO ADDRESS INFORMATION

To provide your Remit-To address (the address where payments will be sent) you will need to click the “Add” button. After you click the “Add” button, this popup window will appear.

If you registered for the Coupa Supplier Portal (CSP) and are a supplier who services international customers and want to make this remit-to-address available to other Coupa customers, you can choose to click “Create New.”

For all other suppliers, please click “Cancel.” This will bring up a simplified form for you to enter your remit to address (where you would like your check mailed). If you choose direct deposit or wire, you may provide your banking details too. All banking details are encrypted and secure.
Below is a sample of the information that is required when completing the Remit to Address section of the simplified ACS version of the form.

**Remit-To Address Lines**

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Please select a payment method below.

- Payment Method
  - Check
  - ACH Direct Deposit or Wire

- Street Address
- Street Address 2
- * City
- * State Region
- * Postal Code
- Country

If you chose to receive payment via **Check**, you will complete the information below.
If you chose to receive payment via **direct deposit**, you will also need to provide banking information. **For all other payment preferences, this information is not required.**

See example of sample banking information that will need to be completed below. All banking details are encrypted and secure.

If you chose to receive payment via **wire transfer**, you will also need to provide the following information.

After you complete the **Remit To information**, you can go back to fill out the other required information on the form (as indicated by the red asterisk). Don’t forget to attach your W9!
WHEN I SUBMITTED MY COMPLETED FORM, I RECEIVED AN ERROR
Most often, when a form is submitted and an error occurs, it is because there are required fields that have not been completed. It is always recommended that before hitting the “Submit” button that you review all fields to ensure all with a red asterisk have been filled in.

LINK WITHIN THE EMAIL IS NOT WORKING
It is important to note that registration links in the original email will only be active for 15 days. If you attempt to select either button after 15 days have passed, you will be unable to access the links.

If this occurs, please reach out to ACS Customer Service by emailing customerservice@cancer.org, or calling 866-293-2906 and ask them to have the form resent to you. You will receive a new email after they do, and you can proceed through those links.

WHAT TO EXPECT AFTER SUBMISSION
Once your Information Request form has been submitted successfully, you will receive an email from Coupa Supplier Portal with the subject “Profile Information Recently Updated”. This indicates that the form has been returned to ACS and will be reviewed by our Accounts Payable department

After the form is reviewed and approved, you will receive a second email with the subject “Profile Information Approved by American Cancer Society Inc”.

⚠️ At any time during registration you can save your work in “Draft” status. Please be sure to go back and complete the required information within 15 days from receipt of invitation email!