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

In order to transact with ACS, you will need to set up an account in our Source to Pay system - Coupa. Your ACS staff partner will initiate this process on your behalf. You will receive 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

**Before you get started, gather 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

**Required fields are marked with an asterisk.** Some fields are prepopulated based on information provided by your ACS staff partner. Please review and update if necessary.
Choosing “Join and Respond” vs “Respond Without Joining”

Suppliers with infrequent transactions (i.e. one invoice per order or <10 invoices/year) should select Respond without Joining in order to directly fill out the electronic form.

Suppliers who will be doing recurrent business should join the Coupa Supplier Portal (CSP) to enable management of orders, invoices, and payments.

1. Select Join and Respond. You will be taken to a screen to create an account for the CSP.
2. After completing CSP registration and logging in, please navigate to the Profile tab to fill out and submit the Supplier Request for Information form.

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

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.

If you are unable to locate the original email that you received, please reach out to ACS Customer Service by emailing customerservice@cancer.org 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 (ACS Preferred) 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. **Note:** American Cancer Society’s preferred payment method is ACH (Direct Deposit).

If you chose to receive payment via **Check**, you will complete the information below.
If you chose to receive payment via **direct deposit (ACS Preferred)**, 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**, 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!

Refer to Resources for Suppliers for additional Coupa step guides and reference materials.