

American Cancer Society®

How to Complete the Supplier Information Form

March 2023

The American Cancer Society believes diversity, equity, and inclusion are vital to our life-saving mission. We are committed to providing diverse businesses opportunities to participate in our competitive procurement processes. Diverse-owned businesses interested in becoming a supplier are encouraged to complete the registration form. [Learn more.](#)

◆ Welcome

This resource is intended to help you, our valued partners in the fight against cancer, in completing the electronic Supplier 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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Note: For additional information or instructions, please visit [Help | Coupa Suppliers](#).

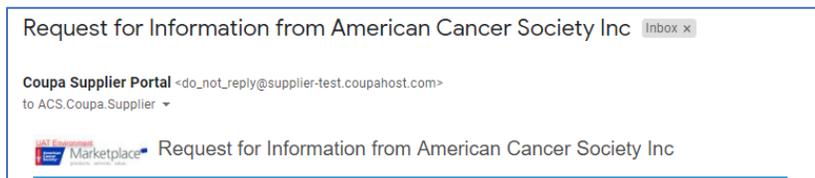
For additional support contact:

Phone: (877) 852-2585 (7 days a week, 7 am – 6:30 am CT) Live Chat: www.cancer.org (7 days a week, 7 am – 7pm CT)

Email: ACSSupplierSupport@cancer.org (Mon – Fri, 8 am – 4:30 pm CT)

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, or if you already have a profile on the Coupa Supplier Portal. Please review and update if necessary.

A screenshot of the Coupa Supplier Portal interface. The page title is "coupa supplier portal" and the user is logged in as "JENEAN". The navigation menu includes "Home", "Profile", "Orders", "Service/Time Sheets", "ASN", "Invoices", "Catalogs", "Add-ons", and "Admin". The main content area is titled "Your Customer Profiles" and shows the profile for "American Cancer Society Inc". A message states: "We have auto-filled some information from your Public Profile." The form section is titled "Supplier Information Enablement Test" and includes a disclaimer: "Please fill out the fields below; required fields are indicated with a red asterisk. Some fields are noted as being encrypted in order to keep your sensitive and financial data secure. ACS collects this data for tax and payment purposes only. This information will be stored for 7 years after last payment is made." The form fields include: "Legal Name" (pre-filled with "Enablement Test"), "Display Name", and a section for "Primary Contact (Only one can exist)" with fields for "First Name" (Jenean), "Last Name" (Starwalt), "Email address" (mpenablement@cancer.org), "Mobile Phone" (+1 (651) 123-4567), "Work Phone" (+1 (651) 123-4567), and "Fax".

▶ **Access [Supplier Resources](#) for additional step guides and reference materials**

For additional support contact:

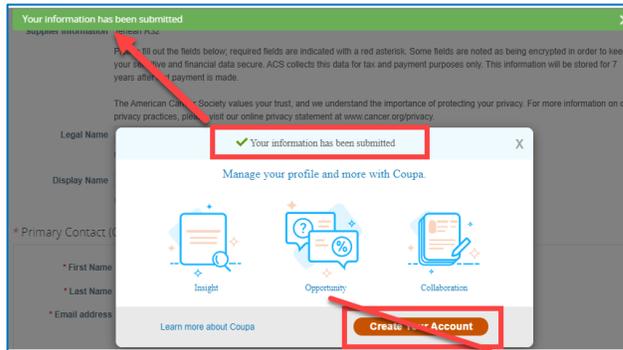
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Choosing “Join and Respond” vs “Respond Without Joining”

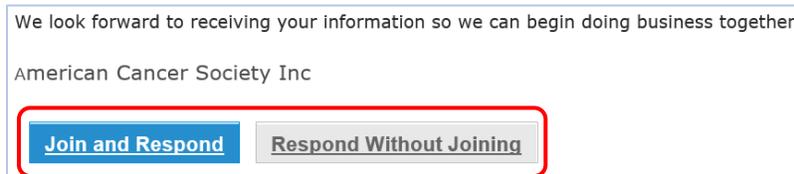
Suppliers with infrequent transactions (one or two invoices per order or contract) should select **Respond without Joining** in order to directly fill out the electronic form.

1. If you select **Respond without Joining**, after submitting your information, **DO NOT** continue to **Create Your Account**.



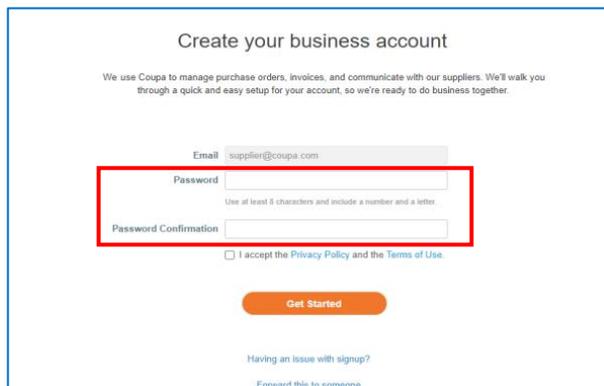
Suppliers who will be doing recurrent business (recurrent/multiple invoices per order or contract) should join the Coupa Supplier Portal (CSP) to enable management of orders, invoices, and payments.

1. Select **Join and Respond**. You will be taken to a screen to create an account for the CSP.



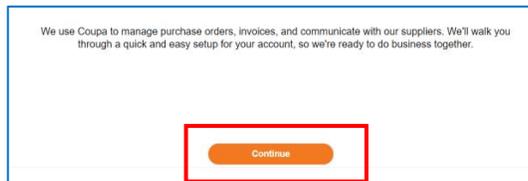
Select the appropriate button from the original email that you received from Coupa, inviting you to register your company's profile.

Note: When registering for the first time, you will create a password.

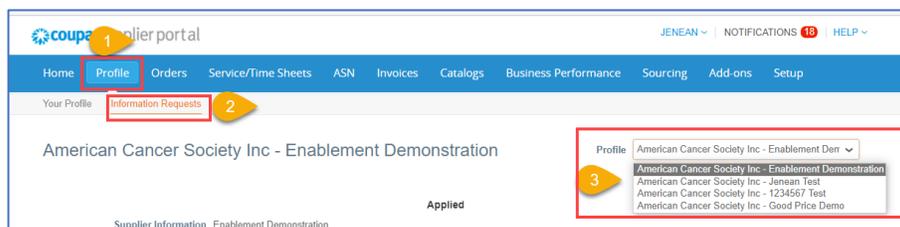


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2. After completing CSP registration and logging in, please continue to complete your Supplier Information Request Form.



3. Navigate to the **Profile** tab > **Information Requests** and select the American Cancer Society from the **Profile** drop down to fill out and submit the Supplier Request for Information form.



▶ Access [Supplier Resources](#) for additional step guides and reference materials

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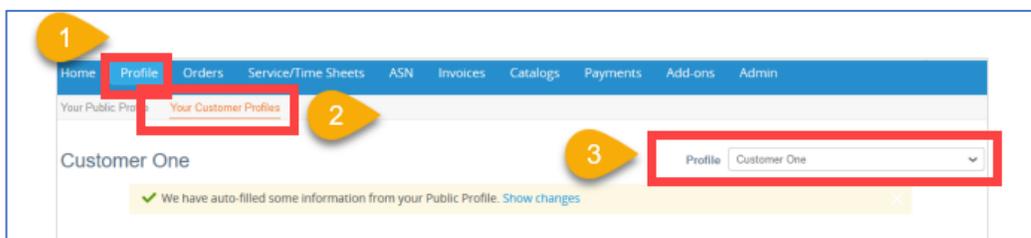
Email: ACSSupplierSupport@cancer.org (Mon – Fri, 8 am – 4:30 pm CT)

When Registration is Complete but ACS Still Shows it is Incomplete

It is possible if you chose the “Join and Respond” 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:

- Login to the CSP at <https://supplier.coupahost.com>.
- Select the **Profile** tab towards the top of the page.
- Select **Your Customer Profiles** subtab.
- 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.
- **Verify** that all information is complete and accurate, then **Submit** the form.



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.

* Primary Address

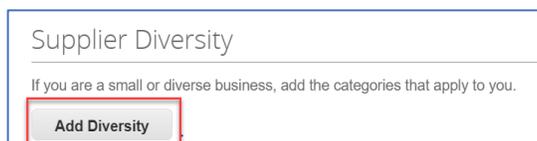
Location Code	<input type="text"/>
Address Name	<input type="text"/>
PO Box	<input type="text"/>
PO Box Postal Code	<input type="text"/>
Street Address	<input type="text" value="05 La Rue"/>
Street Address 2	<input type="text"/>
Postal Code	<input type="text" value="14"/>
City	<input type="text" value="Paris"/>
State Region	<input type="text" value="Paris"/>
Country	<input type="text" value="United States"/>

If the country does not have states, regions, or postal codes, please enter the country name into those fields instead.

Supplier Diversity Classification

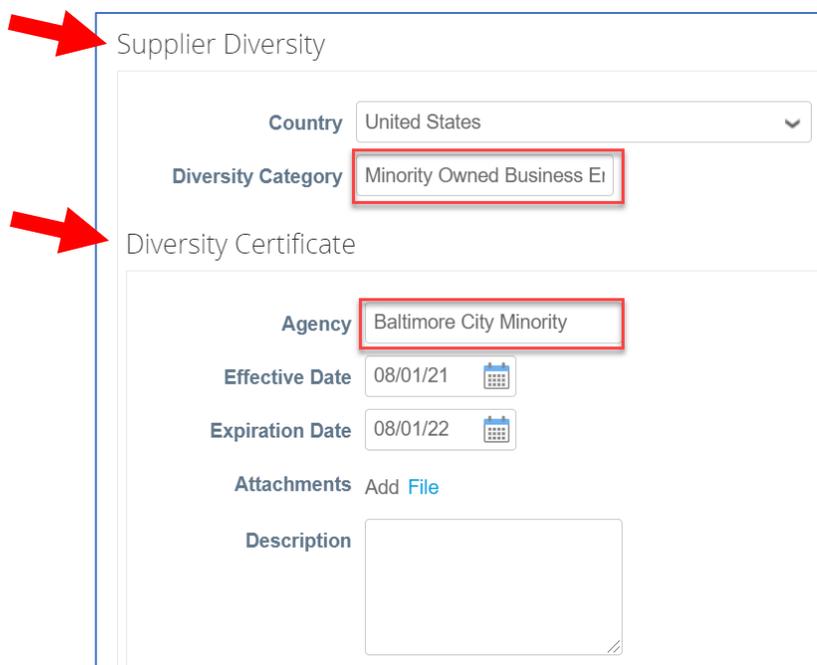
Coupa now includes an opportunity for diverse owned businesses to indicate their Supplier Diversity Classification and upload related diversity certification.

When completing the Supplier Information Form, select **Add Diversity**



To enter your **Supplier Diversity Classification**

- Select the **Country** using the drop-down arrow
- Select the **Diversity Category** by typing the diversity classification into the text box and then selecting the diversity classification from the drop-down box



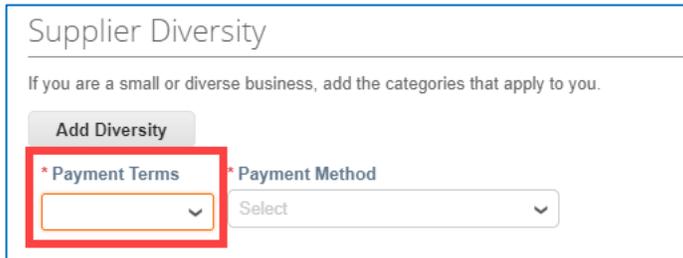
To add a **Supplier Diversity Certificate** (if applicable)

- Select the issuing **Agency** by typing the agency name into the text box and then selecting the agency from the drop-down box
- Enter the certificate **Effective Date**
- Enter the certificate **Expiration Date**
- **Attach** a copy of the **Certification** by selecting **Add File**
- **Note:** If you Select a Certifying Agency, you must attach the associated Diversity Certificate to continue
- Enter any additional information in the **Description** text box

▶ Access [Supplier Resources](#) for additional step guides and reference materials

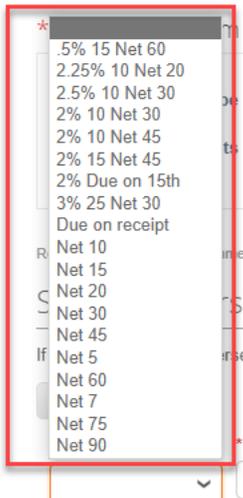
Selecting Payment Terms

To select your payment terms, click the drop-down arrow in the **Payment Terms** box.



The screenshot shows a form titled "Supplier Diversity" with the instruction "If you are a small or diverse business, add the categories that apply to you." Below this is an "Add Diversity" button. To the right of the button are two dropdown menus: "* Payment Terms" and "* Payment Method". The "* Payment Terms" dropdown menu is highlighted with a red box, and its arrow is pointing down.

A list of payment terms that are available in the ACS Payment system will populate. Please **select your terms** from the list. **ACS preferred payment terms are Net 45.** Payment terms are calculated from the date of the invoice.



The screenshot shows the dropdown menu for "Payment Terms" with a list of options. The options are: .5% 15 Net 60, 2.25% 10 Net 20, 2.5% 10 Net 30, 2% 10 Net 30, 2% 10 Net 45, 2% 15 Net 45, 2% Due on 15th, 3% 25 Net 30, Due on receipt, Net 10, Net 15, Net 20, Net 30, Net 45, Net 5, Net 60, Net 7, Net 75, and Net 90. The dropdown arrow is pointing down.

Note: If you do not locate your preferred payment terms, please select the option that most closely matches your terms. If you are offering a discount and do not see that option available, please email AP.Audits@cancer.org and a member of our team will provide guidance.

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 Remit-To** button.

REQUIRED! Click the "Add Remit-To" button below.

If you are using the Coupa Supplier Portal – click CREATE NEW.

1. Follow prompts to complete the form fields.
2. ACS preferred payment method is ACH (Direct Deposit). To set this up, select "Bank Account" in the Payment Type field on the 3rd page and complete the banking information fields. Your data is encrypted for your privacy and protection.
3. For check payment, leave the Payment Type field as "Address" and complete the Remit-to address fields.

All other suppliers – click CANCEL for a simplified form.

+ 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

After you click the **Add Remit-To** button, this popup window will appear.

Choose Remit-To Address [X]

Choose a Remit-to Location below - Recommended
*It's a few more fields, but provides compliance, verification, and re-usability.
Otherwise, click 'Cancel' to add info to you customer's form manually.*

Create new Compliant Remit-To Address

+ Create New

Cancel

If plan to use the Coupa Supplier Portal (CSP) to submit invoices, click **Create New**. Follow the prompts and remember to select your preferred payment method on **Step 3**. Once you click Add, your remit to information should be added to the form.

If you do NOT intend to use the CSP to submit invoices, please click **Cancel**. This will bring up a simplified form for you to enter your remit to information.

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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).**

The screenshot shows the 'Remit-To Address Lines' section of a form. At the top, it says 'Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.' Below this is an 'Add' button. The main form area contains the instruction 'Please select a payment method below.' There are two radio button options: 'Check' and 'ACH Direct Deposit or Wire'. The 'ACH Direct Deposit or Wire' option is selected and highlighted with a red box. Below the payment method options are several text input fields: '* Street Address', 'Street Address 2', '* City', '* State Region', '* Postal Code', and a 'Country' dropdown menu.

If you chose to receive payment via **Check**, you will complete the information below. Note: allow 7-10 business days after processing to receive the check via mail service. When selecting **ACH** (Direct Deposit) allow 2-3 days for payment to be deposited into your account.

This screenshot shows the same 'Remit-To Address Lines' form, but with the 'Check' payment method selected and highlighted with a red box. The 'ACH Direct Deposit or Wire' option is now unselected. Below the payment method options, there is a green highlighted section with the instruction 'Please provide the address where you would like the check to be mailed below.' This section contains the same text input fields as the previous screenshot: '* Street Address', 'Street Address 2', '* City', '* State Region', '* Postal Code', and a 'Country' dropdown menu. A red 'X' icon is visible in the top right corner of the form area.

Note: Please make sure to select the same payment methods on each form.

▶ **Access Supplier Resources** for additional step guides and reference materials

For additional support contact:

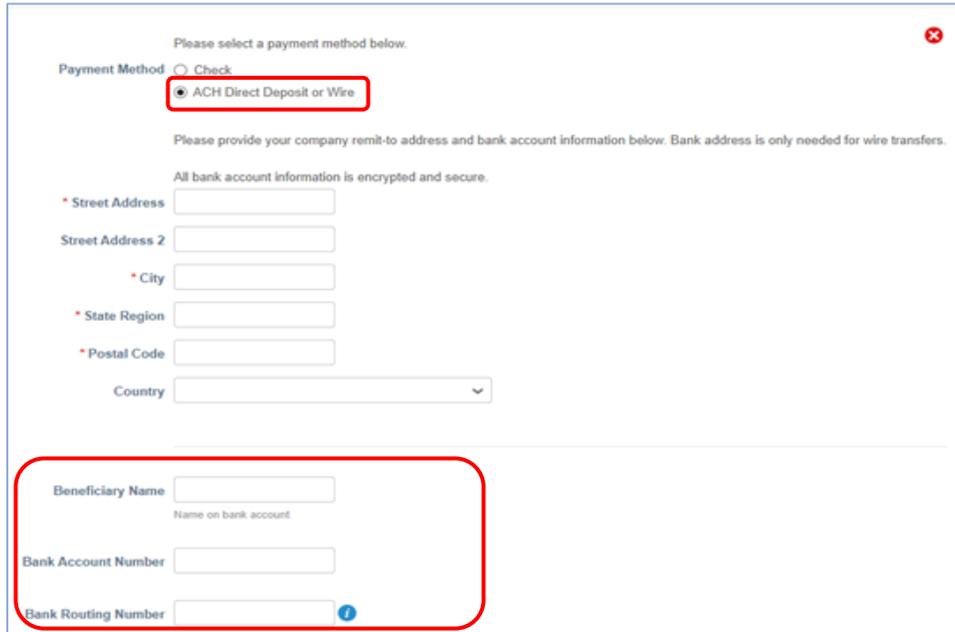
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If you chose to receive payment via **direct deposit (ACS Preferred)**, you will also need to provide banking information. For all other payment preferences, this information is not required.

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



Please select a payment method below.

Payment Method Check ACH Direct Deposit or Wire

Please provide your company remit-to address and bank account information below. Bank address is only needed for wire transfers.

All bank account information is encrypted and secure.

* Street Address

Street Address 2

* City

* State Region

* Postal Code

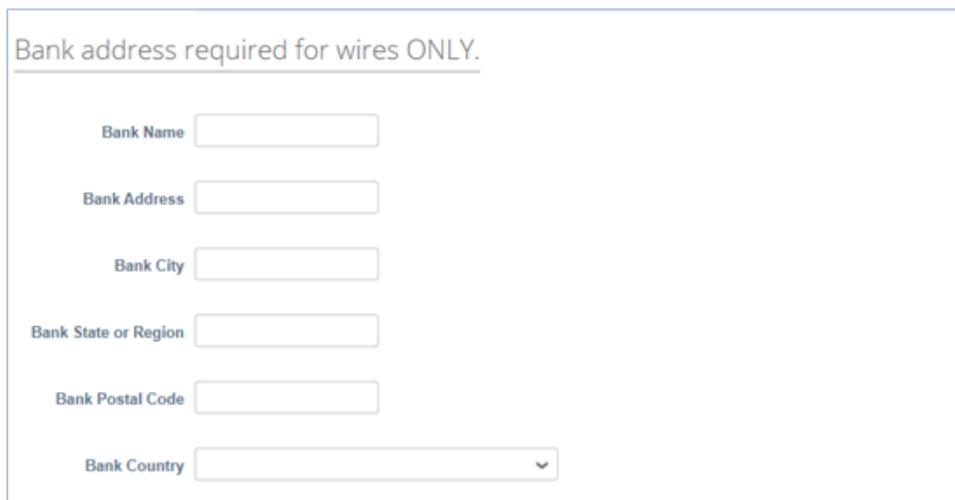
Country

Beneficiary Name
Name on bank account

Bank Account Number

Bank Routing Number

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



Bank address required for wires ONLY.

Bank Name

Bank Address

Bank City

Bank State or Region

Bank Postal Code

Bank Country

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!**

▶ Access [Supplier Resources](#) for additional step guides and reference materials

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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 **30 days**. If you attempt to select either button after 30 days have passed, you will be unable to access the links.

If this occurs, please reach out to ACS Customer Service by emailing AP.Audits@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 30 days from receipt of invitation email!

How to Request Support

If you are having difficulty accessing the portal or system issues, please use the chat button located in the lower right-hand side of the screen and a member of the Coupa platform will be able to assist.

A blue rectangular button with rounded corners, containing a white speech bubble icon and the text "Chat with Coupa Support".

If you have questions about completing the form, or require assistance, please email ACSSupplierSupport@cancer.org and a member of our team will contact you and provide support.

If your link has expired or you need assistance accessing our invitation, please email AP.Audits@cancer.org and they can resend a link to the necessary contact.

▶ **Access [Supplier Resources](#) for additional step guides and reference materials**

Updating Account Information

If there is a need to update information in the supplier record, including, but not limited to:

- Primary Address
- Remit to Address
- Payment Method
- Banking Information
- Primary Contact
- Telephone
- Email
- Supplier Diversity Classification and/or Certification
- PO email address

please refer to the instructions below.

via Coupa Supplier Portal (CSP)

If you are registered for the Coupa Supplier Portal, your account administrator can log in and make the updates securely to your account and submit the updated information to ACS. This is the preferred method to ensure accuracy and security. For instructions on how to update specific information, please visit the [Coupa Resources for Administrators](#).

via Information Update Request

Occasionally ACS may need to request that you verify or update your account information. In those instances, **we will email you a Supplier Information Request** to update your records. Please complete the form and that information will be sent securely back to us through Coupa.

via Email

If you are not registered for the Coupa Supplier Portal, you can send an email to AP.Audits@cancer.org with detailed information regarding what you would like updated. AP Audits will validate the request and then make the updates to your account.