### About this Guide:

This guide provides an overview of the process to complete the Profile Information Request from WM as initiated through the email received from Coupa. You will be able to add your company as a supplier or review and update your supplier information. The Coupa Supplier Portal (CSP) is a free, online portal that allows Suppliers to transact electronically with WM. By joining Coupa, you will be able to submit your supplier profile updates, receive POs, submit invoices against POs, and see payment status – all in one place. Join today and enjoy the benefits of a no-cost CSP account!

### Step 1 – Choose How to Respond

**FIRST**, you will receive an email invitation requesting information from the Coupa Supplier Portal (CSP) like the one displayed below.

SECOND, based on your response decision, click on the corresponding link.

<b>***</b> coupa	Join and Respond	Respond Without Joining		
Waste Management				
We look forward to working with you!				
Quantiform? Violt <u>suppliers summares</u> the learn more about Coups supplier registration, electronic involving with Weste Management.				
Nor the Right Runson? Ferward this request to the appropriate parton by using the "Farward" link in the upper right cannor of this email.				
Resch voll Orlocard? Gast started with the Skippellar Request for Information guides: International Conference				
IMPORTANT Up have clicical on one of the options and completed your information, Weste Management will be unable to pay any involces submitted. ——				
UPDATE PROFILE (Ink balow displays only if you have already created a profile). For exiteing suppliers only, update your business information and complete the request by tobooling the link below to your CSP profile. If you have not joined yet, you can easily create a CSP account when you update your profile.				
Existing Suppliers				
<ul> <li>RESPOND WITHOUT JOINING (link bolow): Provide your information without creating a of your involces without first contacting WM.</li> </ul>	n account. You will receive purchase orders by email and use the	nk in the email to create electronic invoices. This option does not offer the ab	lity to make changes to your account or view payment status	
New Suppliers • Preferred JOIN AND RESPOND (link below): Create a CSP account and submit your Infe psyment status of your invoices all in one place. Also, you can update your business infi	ormation directly from your account. Once registered, you are aut ormation and banking details at any time.	matically connected to Waste Menagement. With an account, you will be abl	to view purchase orders, submit invoices and see the	
Waste Management has initiated the process to add or update your company as a supplier. Yo respond within 48 hours using one of the following options:	ur next step is to complete your registration on the Coupe Supplie	Portal (CSP). CSP is a free tool for suppliers to easily do business with Waste	Management. To expedite your onboarding process, please	

### **New Suppliers**

- Preferred! JOIN AND RESPOND: Create a CSP account and submit your information directly from your account. Once registered, you are automatically connected to Waste Management. With an account, you will be able to view purchase orders, submit invoices and see the payment status of your invoices all in one place. Also, you can update your business information and banking details at any time.
- **RESPOND WITHOUT JOINING**: Provide your information without creating an account. You will receive purchase orders by email and use the link in the email to create electronic invoices. This option does not offer the ability to make changes to your account or view payment status of your invoices without first contacting WM.

### **Existing Suppliers**

• **UPDATE PROFILE** (displays only if you have already created a profile): Once you have logged in, update your business profile starting from Step 6 – Company Information in this guide.



#### Step 2 – Create Your Coupa Account

Coupa asks you to provide some basic information about your company for your public profile. After selecting **Join and Respond**, a new window will open for you to create your CSP account.

- 1. The **Email** field will be the email address which received the request for information and cannot be changed.
- 2. Create your **password** and confirm by entering the same password again.
- 3. Check the box to accept the **Privacy Policy** and **Terms of Use**.
- 4. Click **Create an Account**. You will receive a one-time verification code to the email address provided, enter the code when prompted to continue.

waste Management is using Coupa to transact electronically and communicate with you. We'll walk y through a quick and easy setup of your account with Waste Management so you're ready to do business together.	you th s			
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through a quick and easy setup of your account with Waste Management so you're ready to do business together.	s			
together.	S			
together.				
Business Name Emeraid City Test Lc Your legal business name (or legal personal name if an individual)				
			Email	
			linda.caban@gmail.com	
First Name Last Name				
Grace Emerald				
Password Confirm Password				
Ø	B			
se at least 8 characters and include a number and a letter.				

NOTE: If the invitation should be forwarded to another contact, then select the '**Forward this to someone'** option and follow those instructions.

## Step 3 – Provide Information for Your Profile

Coupa asks you to provide some basic information about your company for your public profile.

After creating your account, the **Your Contact Info** screen will appear. Complete the profile information. This information should be updated to your company's **Business Website**, if applicable, and the **Country/Region** of the primary address.

Click Next.

**Note**: During the registration process, do not click the **Skip for Now** link as this will delay processing of your request.

Your Contact Info	
* Business Website	
I do not have a website	
Country/Region of Primary Address	







#### Step 4 – Make Sure You Get Paid

In the **Primary** section, the information entered by the initial WM requestor will be prepopulated. Review the **Address**, **Country/Region, and Tax ID** fields. If any information is incorrect, update it accordingly.

Ensure that the address reflects your company's location where orders should be sent. **Note:** The address must be a business location or physical address, not a P.O. Box.

Next, expand the **Invoice-From** section and enter the **address details**, **Tax ID**, and select the **Preferred Invoicing Language**.

**Important:** If the "**Pay-To (Remit-To)**" and "**Ship-From**," boxes are selected, the address has been automatically copied from the "**Invoice-From**" address. If you need to use a different address, uncheck the box and enter the address manually.

**Note:** If the invitation should be forwarded to another contact, then select the '**Invite user**' option and follow those instructions.

Click Next.

Primary			
* Country/Region			
			$\checkmark$
* Address Line 1			
123 Main St			•
* City	State		* Postal Code
Houston	TX		77002
* Country/Region		* Tax ID	
United States	~	5554442	22
		C	Additional Tax Registration
City	State		* Postal Code
Houston	Texas		77002
Tax Country/Region		Tax ID	
United States	~	555444222	
			<b>A</b>
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English (US)	unguuge v	Addres	s ID
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ay-To (Remit-To	o) 🕖		
pin-From			
vite user 🕧			
rite user			



# Step 5 – Complete Additional Information

When this page appears, click **Take Me There** to complete the required additional information to do business with WM.

When the Coupa Supplier Portal opens, navigate to the Form Responses section and click the "External New Supplier Form (SBS)" link to continue.

**Important:** Ensure supporting documentation files are uploaded where required. Coupa will not allow incomplete forms to be submitted for approval.

#### Step 6 – Company Information

In the **Company Information** section, review the **Preferred Language** and **Company Name** fields. If any information is incorrect, update accordingly.

In the Main Address & Service Contacts section, review the Primary Address and enter the required Dispatch, Supplier Accounts Receivable, and Emergency/Escalation contact information.

**Note**: When providing **Emergency/Escalation contact information**, make sure it is different from the details entered in the **Primary** fields.



Vaste N	/anagement - SBS Test Supplier 1 TH INc
	$\checkmark$ We have auto-filled some information from your Public Profile.
v	view All Responses
E	external New Supplier Information Form (SBS)
	GP Project
S	Supplier Information
S	BS Test Supplier 1 TH INc
(	Company Information
	Preferred language / langue préférée
0	) Français
	) English
N	leed help completing this request?
	https://www.wm.com/content/dam/wm/assets/inside
v	Vhere can the suppliers go for help?
N	leed some details??
*	Company Name
	SBS Test Supplier 1 TH
D	boing Business As Name (DBA)

# Step 7 – Requested Payment Method & Payment Currency

This section contains information about receiving payments from WM. It is important to follow the instructions on the form carefully to prevent payment delays.

#### Payment Method (select one)

- ACH/EFT (Bank)
- Virtual Credit Card
- Check

**Note**: If you select "**Check**" as your payment method, your request may be rejected or delayed in processing.

#### **Remit-To Addresses**

Click "**Add Remit-To**". When the popup box appears, select the preferred address and click **Add Selected** to return to the previous screen.

### Step 8 – Remittance Information

At WM, we are committed to sustainability and are transitioning away from paper checks.

If **ACH / EFT** was NOT selected as the payment method, select "**No**" for the question "Was ACH / EFT selected as the payment method above?".

If **ACH/EFT** was the preferred method, select "**Yes**", to open the banking information fields. Follow the form instructions to provide your banking details in the appropriate fields.

**NOTE**: Documentation of your banking details is required to continue the process. Acceptable documents include a **voided check, a bank letter, or a document on company letterhead**, as specified in the form instructions.

portant! Please select Virtual Credit Card or ACH	/EFT. If check is selected your request may be rejected or result in a delay in processing your request.
equested Payment Method	
one on they	
tual Credit Card or ACH/EFT are WM's preferred	payment methods.
Pamit-To Addresses	
Nemite to Addresses	
Add one or more Remit-To Addresses by either filli	ing out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

	Bank Transfers Checks Credit Cards	Add Payment Method
Waste Managen	ent prefers Credit Cards, Bank Transfers, Checks Payments.	
♥ 0	800 Capitol Street, Houston, TX 77002, United States, United States (555444222)	Customer Preferred

	8
Payment Inforn	nation
As part of WM's commitment	to the environment, our preferred methods of payment are virtual credit card or ACH/EFT. Please select "Yes" if you chose
ACH/EFT as your preferred p	ayment method. If you chose Virtual Credit Card as your preferred method, please select no.
Was ACH/EFT selected	as the payment method above?
* Was ACH/EFT selected	as the payment method above?







### Step 9 – Legal Entity Information

In this section, verify or update the **Legal Entity Name** and complete the appropriate fields – **Organization Type**, **Legal Entity Country**, and **Business Tax Classification**.

For US suppliers, enter the **Federal Tax ID**. For Canadian companies, enter the **GST/HST Registration** number.

Select and attach the **Federal Tax Form** (W8 or W9) for US suppliers only.

**Note:** A current signed **Federal Tax Form** that matches the legal entity information is required for US suppliers only.

	gar Entry mornation
*Le	igal Entity Name
SE	3S Test Supplier 1 TH INc
Narr	we that is used on your Federal Tax Return. For a Sole Proprietor business, the name of the owner is required
* Or	rganization Type
Co	orporation 🗸
*Le	igal Entity Country
	US Company
00	Canadian Company Other
* Bu	usiness/Tax Classification
С	Corp 🗸
This	s selection should match your W9 form
* Fe	ideral Tax ID
55	55444222
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Fe	deral Tax Form
	Туре
	W9 ~
,	' Attachments Add File
	W9 pdf



#### Step 10 – Certificate of Insurance

WM requires all suppliers to provide proof of insurance that meets the minimum requirements.

Enter the policy **Effective Date** and **Expiration Date**.

Attach a copy of the **Certificate of Insurance** and enter in the **Description** field the insurance limit.

<ul> <li>Insurance</li> </ul>	30 		
Effective Date			
01/31/25			
* Expiration Date			
* Attachments			
Insurance.pdf			
Description			

#### Step 11 – Diversity Information

If your company is a certified diverse supplier, please provide your certification details. WM may use this information to contact you about opportunities to support your program. We are committed to fostering diverse suppliers and accept the following certifications:

- Small Business Enterprise
- Veteran-Owned
- LGBT
- Women Business Enterprise
- Minority Business Enterprise

If any of these certifications apply to you, please add the categories that apply to your business and attach the relevant certification document for verification.

_		
	Diversity Information	
	WM is committed to supporting diverse suppliers. Please see our supplier diversity information on th If your company is a certified diverse supplier, please provide your certification details below and att	e suppliers page on www.wm.com for the certifications we accept ach your certification document for verification.
	* Is your company a diverse supplier?	
	O Yes	
	O No	
	Do you have a diversity certification from a recognized agency? O Yes O No If you select yes, you will need to attach your diversity certificate in the appropriate section below.	
j		
	Supplier Diversity	
	If you are a small or diverse business, add the categories that apply to you.	
	Add Diversity	
1		



### Step 12 – Certification

Completing the required fields serves as your signature certifying that all the information provided on this form is complete, true, and accurate.

Skip the **WM USE ONLY** section. This is for internal use only.

Click **Submit for Approval** to submit the form to WM for processing.

Note: If the form is incomplete or missing documentation, errors will be highlighted with a red warning icon (♣). Carefully scroll through the form to locate and correct any issues. Once all errors are resolved, click **Submit for Approval**.

Certification	
For information about WMrs privacy policy, please visit: https://www.w	m.com/us/en/privacy/california-policy
Completing the information below, serves as your signature certifying information will also be used for any questions related to this request	that all of the provided information in this form is complete, true and accurate. This contact
* Your Name	
Tish Hartsel	
* Your Title	
CEO	
* Your Email Address	
lhartsel@wm.com	
* Your Phone Number	
650555-1212	
WM Use Only	
SF20	
Check this box if the form should be sent to Oracle.	
	Decline Save Submit for Approval

### Next Steps

#### What can you do next:

- Visit our Supplier page at <u>www.suppliers.wm.com</u> to view our:
  - Supplier Code of Conduct
  - Terms and Conditions
  - o Additional Coupa guidance related to ordering and invoicing
- After you receive notification of WM approval of your information, you can begin submitting invoices

#### What will we do next:

- The information you provided will be routed to the appropriate department for proper approvals
- Once approved, we will update the information in our system
- You will be notified via email when this update has been completed

**NOTE:** This process may take up to fourteen business days.

