

Merge Request – one login for multiple supplier accounts

Supplier instructions

GFSS Procurement – Sept 2025

Merge Request – one login for multiple supplier accounts

This step-by-step guide is provided to assist you to merge multiple supplier accounts under one login. This function is useful in case you have more supplier accounts in different countries for the same supplier, and you want to see all purchases and invoices under one login.

Example:

Supplier account A in USA – primary contact person A:

primarycontactA@company.com

Supplier account B in UK – primary contact person B:

primarycontactB@company.com

To start, you will need to log into your Supplier A account here:

<https://supplier.coupahost.com/>

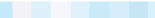
Go to Setup > Merge Request and enter the contact person B's email address (their login email)

Click on Request Merge





The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and 'NORBI', 'NOTIFICATIONS 0', and 'HELP' are on the right. Below the logo is a navigation bar with 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Add-ons', 'Setup' (highlighted with a yellow circle and the number 1), and 'More...'. Below the navigation bar is a sub-navigation bar with 'Admin' and 'Connection Requests'. The main content area is titled 'Admin Merge Requests'. On the left is a sidebar with a list of links: 'Users', 'Worker Portal Access', 'Merge Requests' (highlighted with a yellow circle and the number 2), 'Merge Suggestions', 'Requests to Join', 'Fiscal Representatives', 'sFTP Accounts', 'cXML Errors', and 'sFTP File Errors (to Customers)'. The main content area has a section titled 'Initiate Merge Request' with a yellow circle and the number 3. It contains a text input field with 'coupa@coupamail.edu', a checkbox labeled 'I'm not a robot' with a reCAPTCHA logo, and a green button labeled 'Request Merge' with a yellow circle and the number 4. Below the input field is a warning message: 'Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. Learn more about merging accounts.' At the bottom is a section titled 'Open merge requests' with the text 'All clear! No open merge requests.'

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Request Account Merge

You are requesting to merge your Coupa Supplier Portal account with  Choose who will become the owner of the merged account.

My Account








-  My users
-  My customers
-  My payment information
-  My public profile

Their Account




-  Their users
-  Their customers
-  Their payment information
-  Their public profile

Merged Account


As the account owner, I will administer

-   All combined users
-    All combined customers
-   All combined payment information

They will administer only

-  Their users
-  Their customers
-  Their payment information

The merged account will use

-  My public profile

1

* Account Owner

☒ My Account
☐ Their Account


By choosing this option I understand that I will no longer be the account owner.


2

* Note For Recipient

3

☐ I'm not a robot


reCAPTCHA
Privacy • Terms

 **Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company.** Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)

4

Cancel

Send Request

In the next pop-up window, you will need to define the ownership, and you will need to add a note for the recipient (primary contact person B)

Complete the “I’m not a robot” task and send the request

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The screenshot shows a web interface with a modal dialog box titled "Are you sure?". The dialog contains the following text: "You are requesting to merge accounts with a user who has a different email domain. Before sending this request, confirm this user and account are part of your organization:". Below this text is a red warning icon and a progress bar. At the bottom of the dialog are two buttons: "Cancel" and "Yes, Send Request". In the background, there is a form with a green checkmark and the text "I'm not a robot", a reCAPTCHA logo, and a warning icon with the text: "Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts.](#)". At the bottom of the background form are two buttons: "Cancel" and "Send Request".

In case the primary contact B's email domain is different, you can confirm and send the invitation. The email address with the different domain will show in red.

This window should not pop up if your email domain is the same.

The below green message should show if the invitation is sent successfully.

Merge request submitted successfully. [MESM LTD C0000025], or the account owner, will only be notified if they have an active account.

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Action Required – Account Merge Requested from [redacted]



Coupa Supplier Portal <do_not_reply@supplier-test.coupa>

To [redacted]



10:0

This sender do_not_reply@supplier-test.coupa.com is from outside your organization.

If there are problems with how this message is displayed, click here to view it in a web browser.



Action Required – Account Merge Requested from [redacted]

[redacted] at [redacted] has requested that your company's account on the Coupa Supplier Portal be combined with theirs. Please review this request carefully, and only accept if you completely understand and trust the source.

If you accept, you'll have the following benefits:

- Visibility to potential buyers of a single public profile rather than multiple (which can be confusing).
- Streamlined management of all buyer relationships from both accounts on Coupa in one place.
- Single place for your company and user administration.

There will be no disruption to your service if you accept this request. You'll continue to have access to all existing Coupa buying relationships. The account owner requesting the merge will become the new administrator, and some public company profile information may be replaced by the information in the other account.

Once approved, an account merge cannot be undone. Merging will give this user the ability to invoice and submit payment information to linked customers on behalf of your company. Only accept this request if you confirm this user and account are part of your organisation. [Learn more about merging accounts.](#)

Note from [redacted]

merge request


You can review the request and respond by clicking below.

[View Merge Request](#)

The recipient (primary contact B) will receive a notification from the Coupa Supplier portal to their email address.

The notification shows the “View Merge Request” link where the request can be verified.

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 Invoices Orders **Business Profile** Service Sheets ASN Sourcing Forecasts Catalogs Add-ons **Setup** More...

Admin

Connection Requests

Admin Merge Requests

Users

Worker Portal Access

Merge Requests

Merge Suggestions

Requests to Join

Fiscal Representatives


sFTP Accounts

cXML Errors

sFTP File Errors (to Customers)

Initiate Merge Request

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)



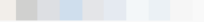
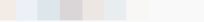
!

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Request Merge

Open merge requests

Requested
09/30/25

Initiated From My Company


Cancel

The link in the notification email will route to the Merge Request page where primary contact B can verify the request.

In case the request is unjustified, it can be cancelled by primary contact B.

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This will allow you to switch between the A and B accounts and view their purchase orders.
The selection is made in the Orders tab - top right corner dropdown.

coupa supplier portal

NORBI

 |

NOTIFICATIONS 2

 |

HELP

Home

Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogues

Setup

More...

Orders

Order lines

Returns

Order Changes

Order Line Changes

Order Confirmations

Order Confirmation Lines

More...

Select Customer


IQVIA Supplier account A

IQVIA Supplier account B

Purchase Orders

Instructions From Customer

Please make sure to "Acknowledge" your Purchase Order prior to creating an Invoice against the PO. Failure to acknowledge your PO, and/or failure to request an update to the PO by contacting the Requester, may result in delays to invoice processing & payment if the quantity, amount or price you are invoicing is higher than the Purchase Order.

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to				View		All	Search	
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
221782	01/04/2025	Issued	None	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	No	<div><div></div><div></div><div></div><div></div><div></div></div>		<div><div></div><div></div><div></div></div>
221781	01/04/2025	Issued	None	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	No	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>		<div><div></div><div></div><div></div></div>
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