



Adding users to your supplier account

Supplier Instructions

GFSS Procurement – April 2026



Adding users to your supplier account

By default, IQVIA is setting up our supplier's accounts on the Coupa Supplier Portal with the primary contact as admin user.

This step-by-step process will guide you to add users to your supplier account on the CSP in case the primary contact will not manage the purchase orders and invoicing.

Log into your supplier account with your email and password:

The screenshot shows the Coupa Supplier Portal login interface. At the top left, the text "coupa supplier portal" is displayed next to the Coupa logo. In the top right corner, there is a small lock icon and the text "Secure". The main content area is titled "Login" and contains two input fields: "Email" and "Password", both with yellow backgrounds. Below these fields is a blue "Login" button. At the bottom of the page, there are two links: "New to Coupa? CREATE AN ACCOUNT" and "Forgot your password?".



Adding users to your supplier account

Navigate to the Setup tab > Users > Invite User function

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and 'NORBI', 'NOTIFICATIONS 1', and 'HELP' are on the right. A navigation bar contains 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup' (highlighted with a yellow circle and '1'), and 'More...'. Below this, a secondary bar has 'Admin' (underlined) and 'Connection Requests'. The main content area is titled 'Admin Users'. On the left, a sidebar lists 'Users' (highlighted with a yellow circle and '2'), 'Worker Portal Access', 'Merge Requests', 'Merge Suggestions', 'Requests to Join', 'Fiscal Representatives', 'Additional CaaS', and 'Information'. The main area shows the 'Invite User' button (highlighted with a yellow circle and '3'), a 'View' dropdown set to 'All', and a search box. Below this, it says 'Showing results for' followed by a table with columns: 'User name', 'Email', 'Status', 'Permissions', 'Customer Access', 'Purpose', and 'Actions'. The table is currently empty, displaying 'No results found'.



Adding users to your supplier account

In case Multi-factor authentication is enabled, complete the verification. We used Microsoft code generator app for our presentation purposes. Your verification may differ if other method chosen when you completed your supplier account registration.

Confirm the verification by clicking on OK

The screenshot displays the Coupa Supplier Portal interface. At the top, the logo and name 'coupa supplier portal' are visible, along with the user name 'NORBI' and a 'NOTIFICATIONS' link. A navigation bar includes links for 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', and a 'Setup' button. Below this, the 'Admin' section is active, showing 'Connection Requests' and 'Admin Users'. A modal dialog box titled 'Multi-Factor Authentication' is overlaid on the page. The dialog contains the instruction 'Enter the 6-digit verification code from your authenticator app.' and a form field labeled '* Multi-Factor Authentication Code'. At the bottom right of the dialog are 'Cancel' and 'OK' buttons.



Adding users to your supplier account

The screenshot shows the 'Invite User' form with the following sections and callouts:

- 1 User Information:** Includes fields for First Name, Last Name, Email, and Purpose. A dropdown menu for Country/Region is also present.
- Phone Number:** Includes fields for Area Code, Number, and Extension.
- 2 Permissions:** A list of permissions with checkboxes, including Admin, Orders, Invoices, Catalogues, Profiles, ASNs, Service Sheets, Payments, Order Changes, Early Payments, Business Performance, Sourcing, Private and Public, Community, Order Line Confirmation, Forecast Planner, Workers, Worker Assignments, and Inventory.
- 3 Customers:** A list of customers with checkboxes, including All and IQVIA.
- 4:** A 'Send Invitation' button at the bottom right.

- The mandatory contact info to invite a user is the email address but we recommend to fill out the First and Last name for better orientation
- The admin (usually the primary contact person) can then check the appropriate permissions for the invited user delegating them with limited or full access. Invited users can also be admins, there's no limitation.
- The Customers part on the right side may show more company names in case you do business with other partners besides IQVIA, please select which customer you're inviting the user to. You can select all as well.
- Send Invitation



Adding users to your supplier account

The invited user will receive an email notification from the Coupa Supplier portal with the hyperlinked “Join Coupa Supplier Portal” button that will route them to the portal itself and their log in can be created.

From: Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
Date: 30 September 2025 at 09:51:26 CEST
To: ██████████
Subject: Action Required – Join the Coupa Supplier Portal
Reply-To: ██████████



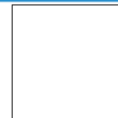
Action Required – Join the Coupa Supplier Portal

Hi ██████████,

A coworker invited you to join their account on Coupa. Once you have registered, you can view and manage purchase orders, create and manage invoices, get real-time SMS alerts for these transactions and much more.

Find out more using the links below, and use the button to register. Welcome!

[Join Coupa Supplier Portal](#)



Business Spend Management



Adding users to your supplier account

Create an account
Grow your Business on Coupa with a Free Account

* Business Name

Your legal business name (or legal personal name if an individual)

* Email

* First Name * Last Name

* Password * Confirm Password
Use at least 8 characters and include a number and a letter.

I accept the Privacy Policy and Terms of Use

[Create an account](#)

Already have an account? [Log In](#)

These fields will be prefilled:

Business Name

Email of the invited user – will be the login email

First and Last name

The invited user will need to create their password and will need to confirm once more. Check the Terms of use box and click on Create an account. Once completed, the invited user can access the supplier account as per delegated by the primary contact.