Changing your Bank Account Details in Coupa

Procurement Processes

Supplier Guide

Purpose

This guide explains how to update your bank account details for payments to HSBC using the Coupa Supplier Portal.

When you'll receive this request

If you notify HSBC that your bank account details have changed, and the new details differ from what HSBC currently holds on your supplier record, HSBC will send you an information request via Coupa. You must respond in Coupa to confirm the updated bank account data.

What you need before you start (checklist)

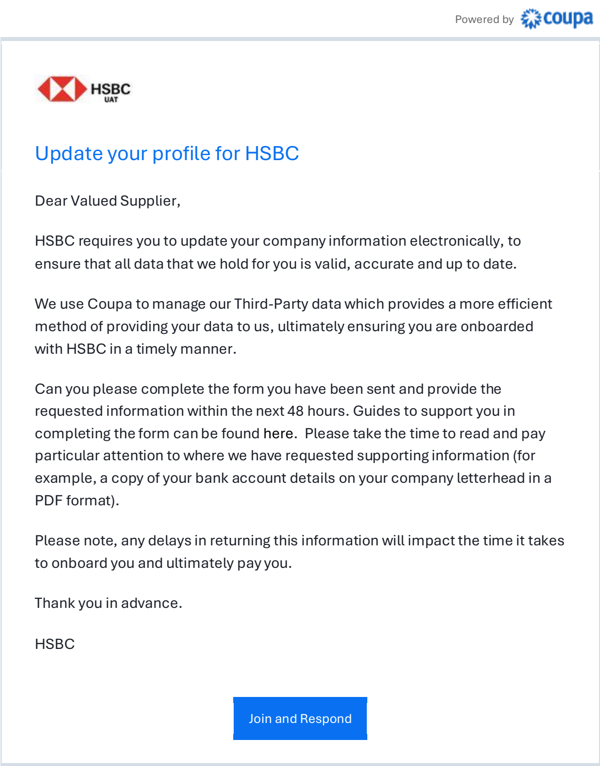
Before you begin, make sure you have:

- Access to the Coupa Supplier Portal (login credentials)
- Your new bank account details (as they should appear for payment)
- A Banking Supporting Document:
    - A letter on company letterhead
    - Saved as a PDF
    - Clearly stating the bank account information selected for payments

Step-by-step instructions

Access the request in Coupa

1. Look out for an email notification from Coupa.
2. Open the email and click the link to access the request in the Coupa Supplier Portal.


Powered by coupa

HSBC UAT

Update your profile for HSBC

Dear Valued Supplier,

HSBC requires you to update your company information electronically, to ensure that all data that we hold for you is valid, accurate and up to date.

We use Coupa to manage our Third-Party data which provides a more efficient method of providing your data to us, ultimately ensuring you are onboarded with HSBC in a timely manner.

Can you please complete the form you have been sent and provide the requested information within the next 48 hours. Guides to support you in completing the form can be found **here**. Please take the time to read and pay particular attention to where we have requested supporting information (for example, a copy of your bank account details on your company letterhead in a PDF format).

Please note, any delays in returning this information will impact the time it takes to onboard you and ultimately pay you.

Thank you in advance.

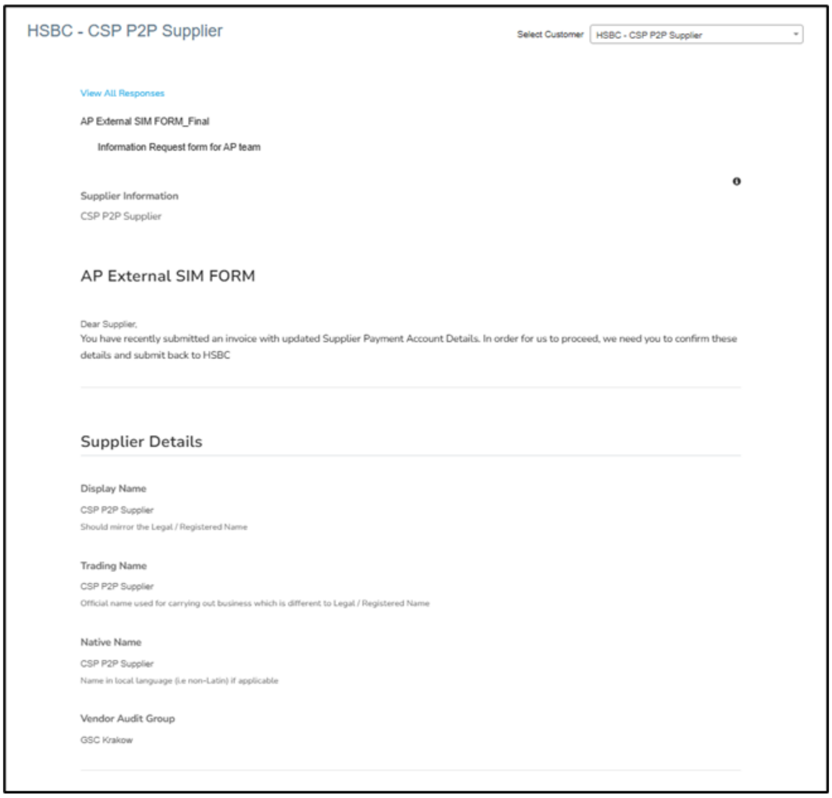
HSBC

Join and Respond

Review Supplier/Entity details (locked)

1. In the request, your supplier/entity details are defaulted from your supplier record.

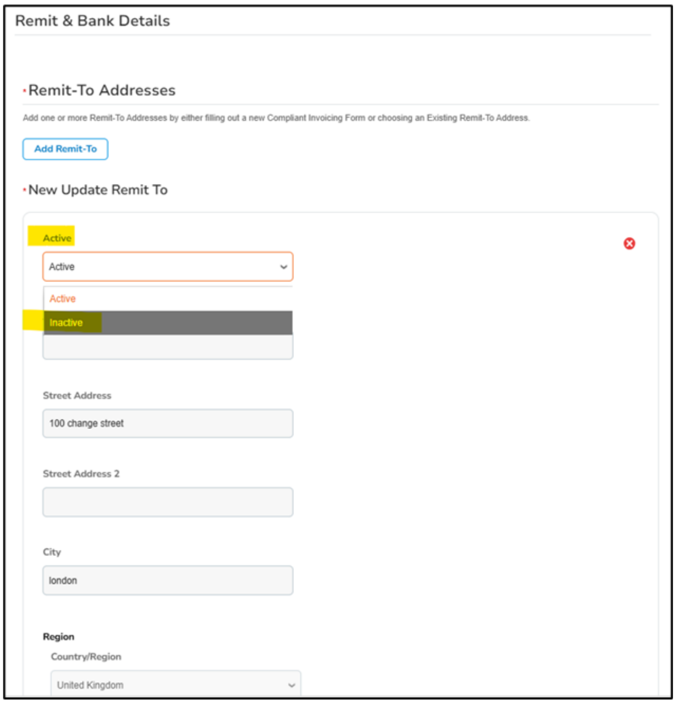
2. These details will be locked for editing (you won't be able to change them in this request).



Deactivate an existing Supplier Payment Account (if required)

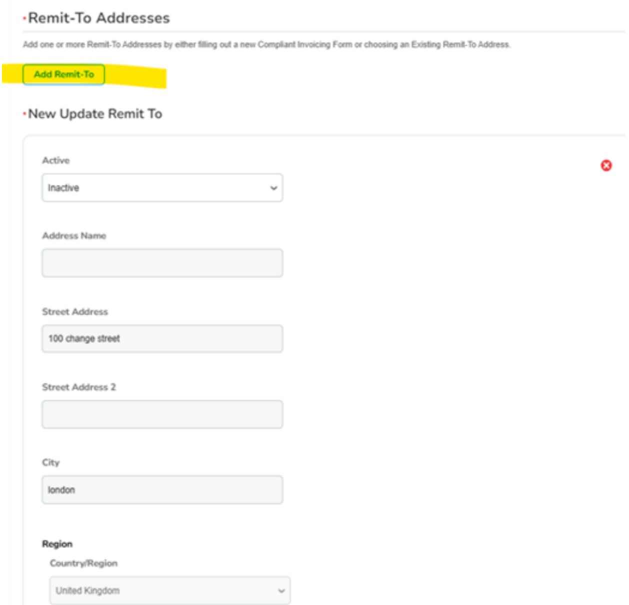
Use this step if the old bank account should no longer be used for HSBC payments (or for other Coupa customers you work with).

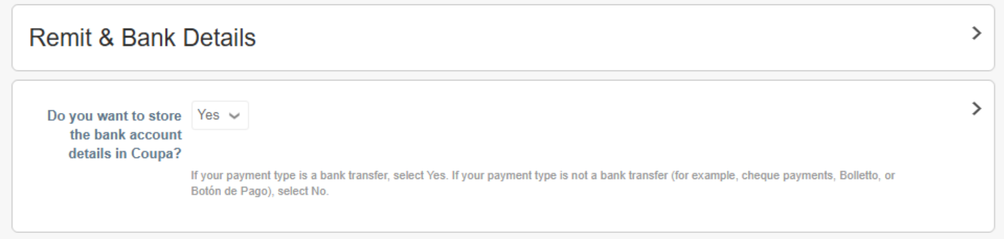
1. In Supplier Onboarding, locate the existing Supplier Payment Account.
2. Find the Active dropdown.
3. Change the status from Active to Inactive.

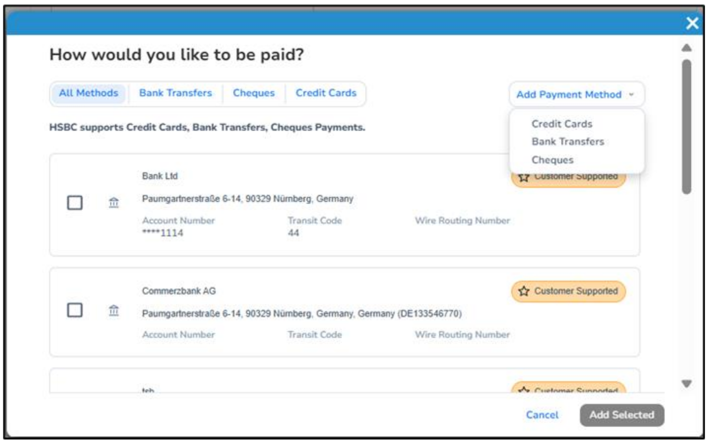


Add a new Supplier Payment Account (Add Remit-To)

1. If your payment method is a bank transfer and therefore the bank account details need to be provided, answer 'Yes' to the question 'Do you want to store the bank account details in Coupa?'. Answer 'No' to this question if other payment methods apply and no bank account data is to be shared.
2. Click Add Remit-To to add another Supplier Payment Account.
3. Select Bank Transfer as the payment method.
    - Important: HSBC only accepts Bank Transfer.
4. Confirm the payment method status:
    - Bank Transfer for HSBC will show as Customer Supported.
    - Other payment types will show as Unsupported by Customer.



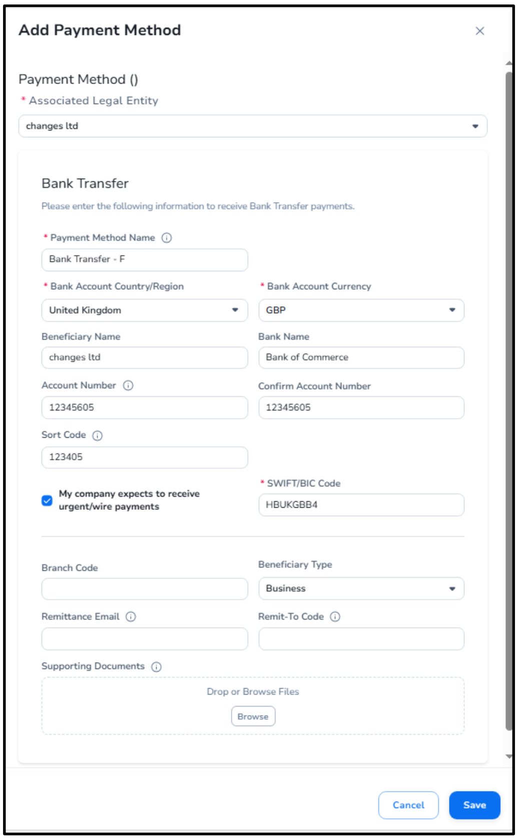


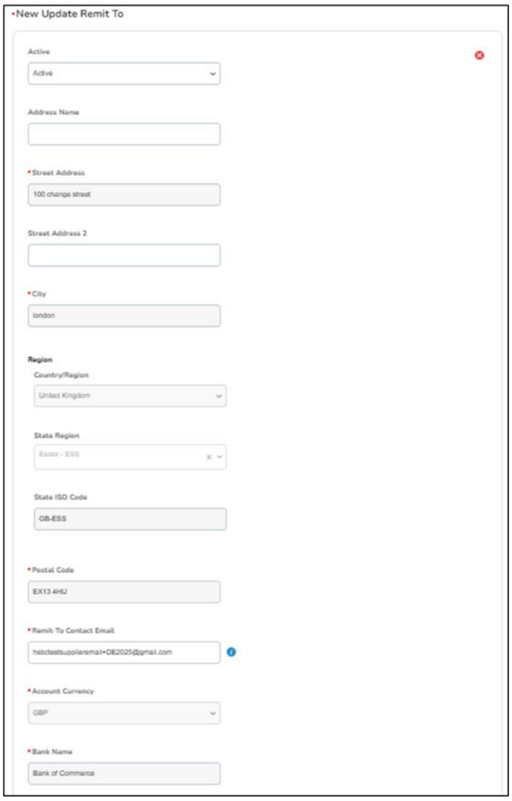
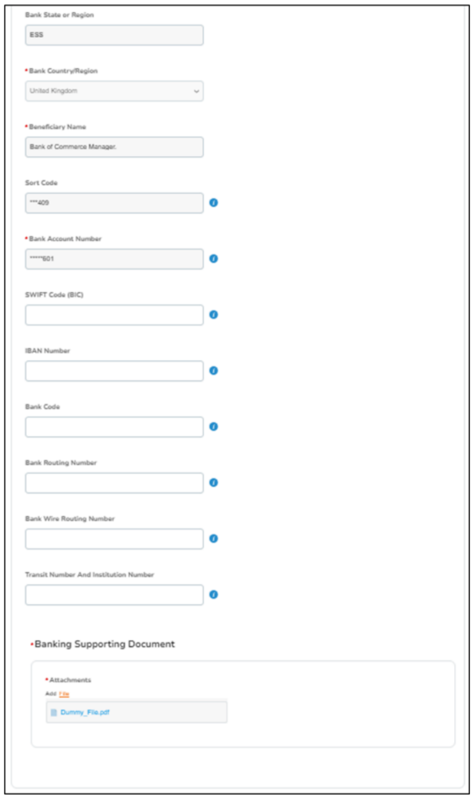


Enter Remit-To Address & Bank Account Details

1. In the Remit-To Address & Bank Account Details section, enter the details for the new Supplier Payment Account.

2. Complete all required fields accurately.

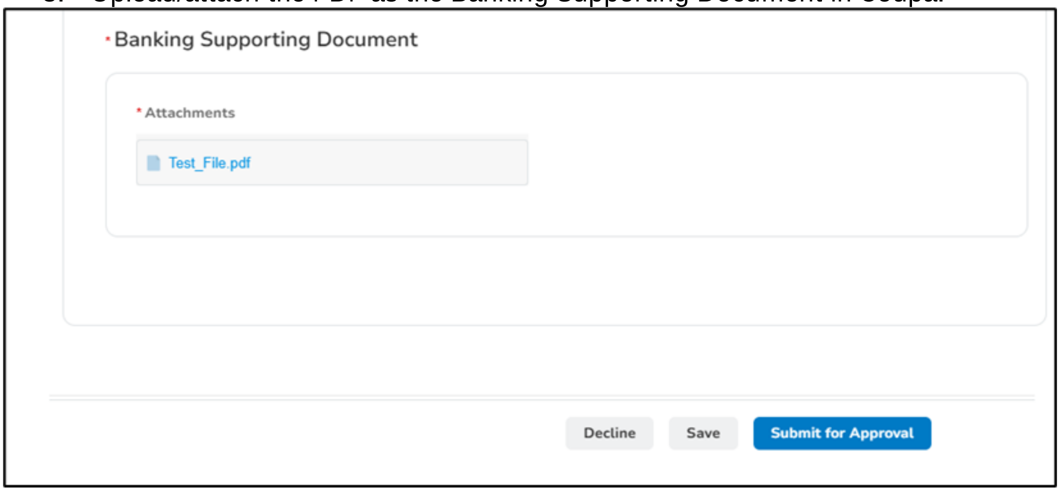


Attach mandatory Banking Supporting Document

For Supplier Payment Accounts, you must provide a supporting document.

1. Prepare a letter on company letterhead confirming the bank account details.
2. Save the letter as a PDF.
3. Upload/attach the PDF as the Banking Supporting Document in Coupa.



Submit for approval

1. Review the new Supplier Payment Account details for accuracy.
2. Click Submit for Approval to send your update to HSBC.

Activate the new Supplier Payment Account (invoice submission)

Important: To activate the new Supplier Payment Account, you must submit your next invoice through the Coupa Supplier Portal.

After activation:

- Future invoices can be submitted via the Coupa Supplier Portal, or
- Via the same email address you used previously (for invoice submission).

Troubleshooting / FAQs

Q1. I can't edit the supplier/entity details. Is something wrong?

No. Supplier/entity details are locked because they are defaulted from your supplier record.

Q2. I don't see "Customer Supported" for Bank Transfer.

Confirm you selected Bank Transfer. HSBC only supports Bank Transfer; other methods will show as unsupported.

Q3. What document is required to support the bank change?

A PDF letter on company letterhead stating the bank account information selected for payments.

Q4. I submitted the request—why isn't the new account active yet?

You must submit your next invoice via the Coupa Supplier Portal to activate the new Supplier Payment Account.

Support

For questions or issues, contact Accounts Payable (AP). They will resolve your query or route it to the appropriate team.