

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)

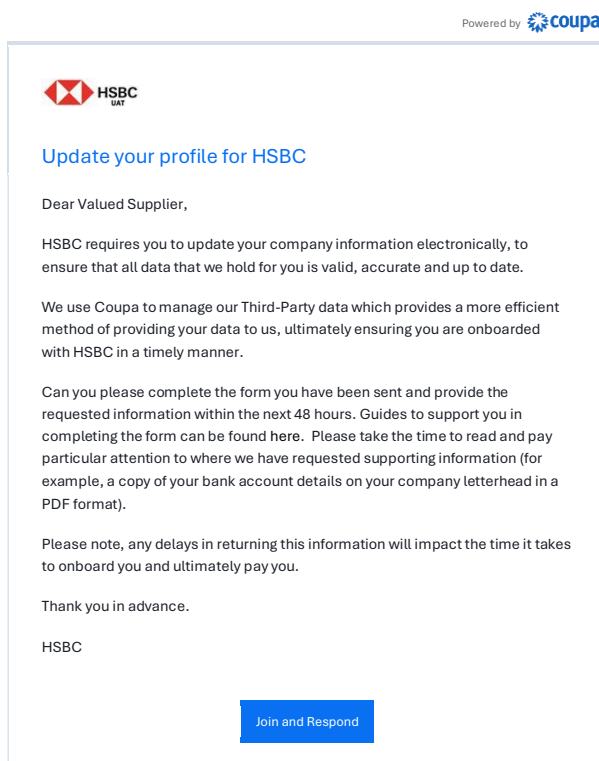
Before you begin, make sure you have:

- 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.



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).

HSBC - CSP P2P Supplier

Select CustomerHSBC - CSP P2P Supplier

[View All Responses](#)

AP External SIM FORM_Final

Information Request form for AP team

Supplier Information

CSP P2P Supplier

AP External SIM FORM

Dear Supplier:
You have recently submitted an invoice with updated Supplier Payment Account Details. In order for us to proceed, we need you to confirm these details and submit back to HSBC

Supplier Details

Display Name

CSP P2P Supplier

Should mirror the Legal / Registered Name

Trading Name

CSP P2P Supplier

Official name used for carrying out business which is different to Legal / Registered Name

Native Name

CSP P2P Supplier

Name in local language (i.e non-Latin) if applicable

Vendor Audit Group

GSC Krakow

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.

Remit & Bank Details

•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

•New Update Remit To

Active

Active

Inactive

Street Address

100 change street

Street Address 2

City

london

Region

Country/Region

United Kingdom

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.

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Add Remit-To

•New Update Remit To

Active

Inactive

Address Name

Street Address

100 change street

Street Address 2

City

london

Region

Country/Region

United Kingdom

Remit & Bank Details

Do you want to store the bank account details in Coupa?
Yes

If your payment type is a bank transfer, select Yes. If your payment type is not a bank transfer (for example, cheque payments, Bolleto, or Bolón de Pago), select No.

How would you like to be paid?

All Methods
Bank Transfers
Cheques
Credit Cards

Add Payment Method

HSBC supports Credit Cards, Bank Transfers, Cheques Payments.

☐

Bank Ltd
Paumgartnerstraße 6-14, 90329 Nürnberg, Germany

Account Number
****1114

Transit Code
44

Wire Routing Number

Credit Cards
Bank Transfers
Cheques

Customer supported

☐

Commerzbank AG
Paumgartnerstraße 6-14, 90329 Nürnberg, Germany, Germany (DE133546770)

Account Number

Transit Code

Wire Routing Number

Customer Supported

☐

ksh

Customer Supported

Cancel
Add Selected

Enter Remit-To Address & Bank Account Details

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

5

2. Complete all required fields accurately.

Add Payment Method

Payment Method ()

* Associated Legal Entity

changes ltd

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ⓘ

Bank Transfer - F

* Bank Account Country/Region

United Kingdom

* Bank Account Currency

GBP

Beneficiary Name

changes ltd

Bank Name

Bank of Commerce

Account Number ⓘ

12345605

Confirm Account Number

12345605

Sort Code ⓘ

123405

☒ My company expects to receive urgent/wire payments

* SWIFT/BIC Code

HBUKGBB4

Branch Code

Beneficiary Type

Business

Remittance Email ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

Cancel Save

New Update Remit To

Active

Active

Address Name

Street Address

100 change street

Street Address 2

City

London

Region

Country/Region

United Kingdom

State/Region

Enter - EUS

State ISO Code

GB-ESS

Postal Code

EX13 4HJ

Remit To Contact Email

hobbes@suppliersmgmt-HB2025@gmail.com

Account Currency

GBP

Bank Name

Bank of Commerce

Bank State or Region

ESS

* Bank Country/Region

United Kingdom

* Beneficiary Name

Bank of Commerce Manager

Sort Code

123405

* Bank Account Number

12345605

SWIFT Code (BIC)

HBUKGBB4

IBAN Number

Bank Code

Bank Routing Number

Bank Wire Routing Number

Transit Number And Institution Number

* Banking Supporting Document

* Attachments

ADD [Test_File.pdf](#)

Decline Save Submit for Approval

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.

* Banking Supporting Document

* Attachments

[Test_File.pdf](#)

Decline Save Submit for Approval

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.

