

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)

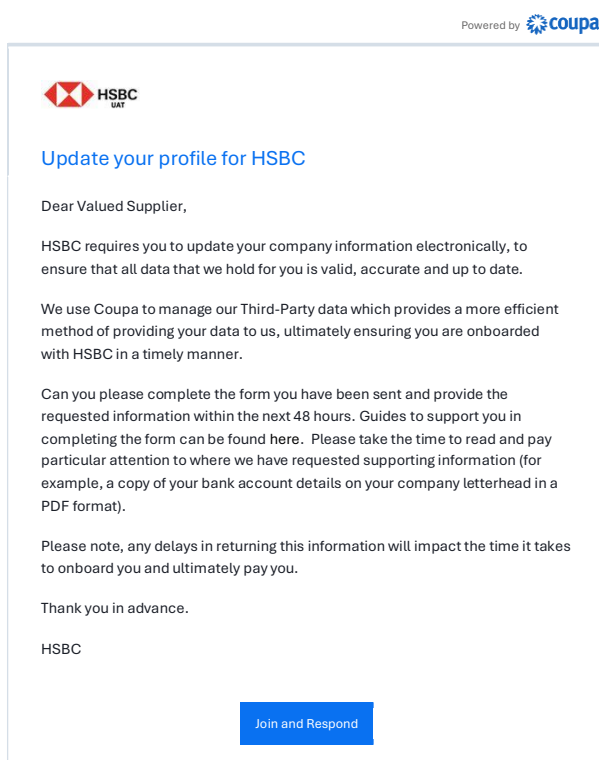
Before you begin, make sure you have:

- 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 Customer HSBC - 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

OSC 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.

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, Bolletto, or Boletón de Pago), select No.

•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

Inactive

Address Name

Street Address

100 change street

Street Address 2

City

london

Region

Country/Region

United Kingdom

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 (DE133546770)

Account Number

Transit Code

Wire Routing Number

Customer Supported

ibk

Customer Supported

Cancel | Add Selected

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.

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

Submit for approval

1. Review the new Supplier Payment Account details for accuracy.

2. Click Submit for Approval to send your update to HSBC.

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: Essex - E55, State ISO Code: GB-ESS

Postal Code: EX13 4HJ

Remit To Contact Email: hdbcdstsupplermal+DE2025@gmail.com

Account Currency: GBP

Bank Name: Bank of Commerce

Bank State or Region: E55

Bank Country/Region: United Kingdom

Beneficiary Name: Bank of Commerce Manager

Sort Code: 400

Bank Account Number: 901

SWIFT Code (BIC):

IBAN Number:

Bank Code:

Bank Routing Number:

Bank Wire Routing Number:

Transact Number And Institution Number:

Banking Supporting Document

Attachments: Add [Test_File.pdf](#)

Banking Supporting Document

Attachments: [Test_File.pdf](#)

Decline Save **Submit for Approval**

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

Process-related queries can be raised with Accounts Payable (AP).

Technical questions related to the system functionality should be raised with Coupa Support via:

1. Email: supplier@coupa.com
2. Web Chat: Chat Bubble post login to CSP (available 24x5)
 - a. Select the persistent chat bubble in the lower-right corner of the Coupa Supplier Portal.
 - b. Provide your contact information: first name, last name, email address, and phone number (optional). Then, select the type of issue you are having from the drop-down list.
 - c. If you are logged in to the CSP, your contact information is pre-populated, but you can modify it.
 - d. Select Start Conversation.

