Supplier Profile Information Request Guide

About this Guide:

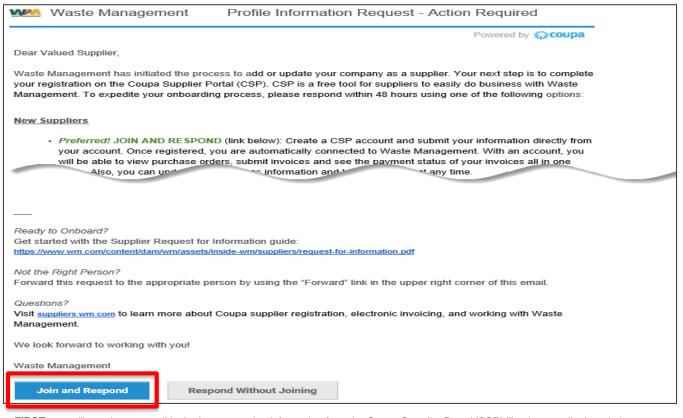
This guide provides an overview of the process to complete the **Profile Information Request** from Waste Management as initiated through the email received from Coupa. You will be able to add your company as a supplier, or review and update your supplier information.



The Coupa Supplier Portal (CSP) is a **free**, **online portal** that allows Suppliers to **transact electronically** with Waste Management.

By joining Coupa, you will be able to submit your supplier profile updates, receive POs, submit invoices against POs, and see payment status – all in one place. Join today and enjoy the benefits of a no-cost CSP account!

Step 1 - Choose How to Respond



FIRST, you will receive an email invitation requesting information from the Coupa Supplier Portal (CSP) like the one displayed above.

SECOND, based on your response decision, click on the corresponding email link below the Waste Management signature:

New Suppliers:

- 1) (Preferred) To join the Coupa Supplier Portal and create an account, click Join and Respond
- 2) To provide the required supplier information without registering on the CSP, click Respond Without Joining

Existing Suppliers:

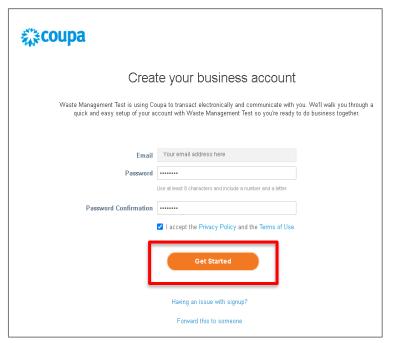
3) If you have a CSP account, click **Update Profile** to respond to the information request. Once you have logged in, *update your form starting from Step 6 – Company Information* in this guide.

Step 2 - Create Your Coupa Account

After selecting **Join and Respond**, a new window will open for you to create your CSP account.

- The **Email** field will be the email address which received the Request for Information and cannot be changed
- 2. Create your password and confirm by entering the same password again
- 3. Check the box to accept the Privacy Policy and Terms of Use
- 4. Click Get Started

NOTE: If the invitation should be forwarded to another contact, then select the **Forward this to someone** option and follow those instructions



Step 3 – Provide Information for Your Profile

Coupa asks you to provide some basic information about your company for your public profile.

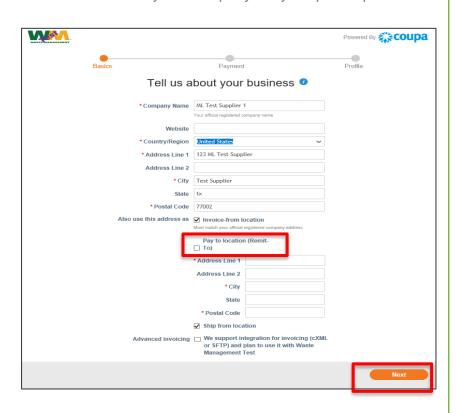
The information entered by the initial Waste Management requester is provided.

This information should be updated to your company's address where orders should be sent.

NOTE: This address should be a store location or physical address.

If your Remit-To address is different from your ordering address, uncheck the Pay to location (Remit-To) box to open and complete the Remit-To address fields.

Click Next.

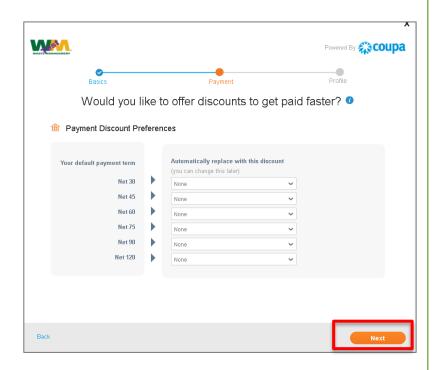


Step 4 - Discounts (skip this section)

Skip this section and click Next.

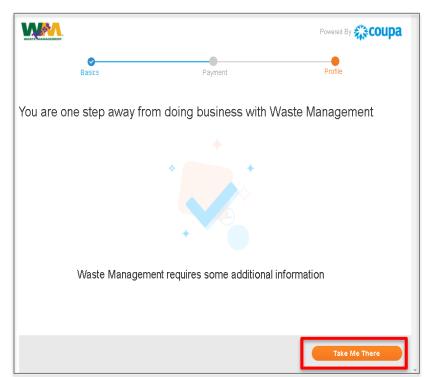
NOTE: Waste Management does not use payment discounts offered through Coupa.

For payment discounts, contact your local WM contact.



Step 5 – Open Supplier Information Form

After you provide the basic information, click **Take Me There** to go to Waste Management's Supplier form.



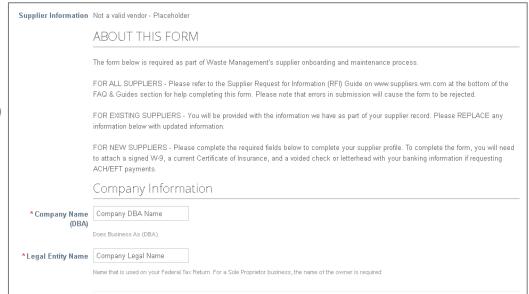
Step 6 - Company Information

Complete or update the following fields, carefully following the form instructions:

- Company Name (DBA)
- Legal Entity Name

IMPORTANT

Ensure supporting documentation files are uploaded where required. Coupa will not allow incomplete forms to be submitted for approval.

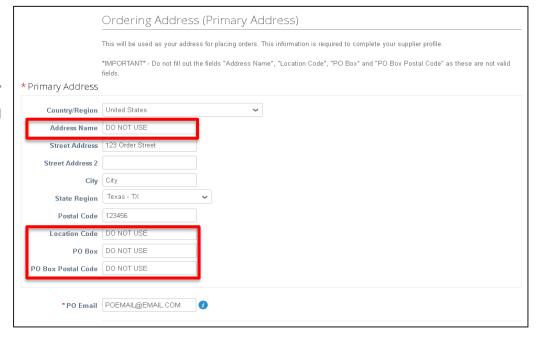


Step 7 - Ordering Address (Primary Address)

Complete or update the Ordering Address information to reflect the primary company address.

The following fields should be left blank – do not populate:

- Address Name
- Location Code
- PO Box
- PO Box Postal Code



Step 8 - Remittance Currency & Payment Method

This section contains information about receiving payments from Waste Management. It is important to follow all instructions on the form carefully to prevent payment delays.



Payment Currency (select one)

- USD
- CAD
- None (blank) indicates that both CAD and USD are accepted

NOTE: Payment Currency should be specified if requesting ACH / EFT payments

Requested Payment Method (select one)

- ACH (Waste Management preferred method)
- Virtual Card by Email
- Credit Card by Phone
- Paper Check

Step 9 - Remittance Form Instructions & Current Remit-To Information

Remittance Address & ACH Information Instructions are displayed at the top. Carefully follow all instructions.

Existing Suppliers:

Current Remit-To information is displayed below the instructions. This information cannot be edited. Continue to Step 10 to make changes to your Remit-To address or ACH information.

New Suppliers:

You will not see this display section. Go to Step 10.

	Remittance Address & ACH Information - Please read all instructions below
	IMPORTANT - Please Read
	FOR ALL SUPPLIERS - Please refer to the Supplier Request for Information (RFI) Guide on www.suppliers.wm.com in the FAQ & Guides section for help completing this section.
A	If ACH/EFT was selected as the payment method, please indicate that ACH/EFT was selected as Yes to open the banking information fields. You must attach documentation of your bank account information including a voided check, account information on bank letterhead, or a PDF document on company letterhead that provides banking details.
	FOR EXISTING SUPPLIERS - Your existing Remit To address will be displayed below and cannot be edited. If there are CHANGES to your Remit To address OR you need to change or add ACH information, please note that the existing Remit To information annot be edited. You will need to INACTIVATE the existing Remit To information and then click the "ADD REMIT TO" button to ADD a new remit to section and/or ACH information - For any changes related to your Remit To information, Waste Management will contact you to VERIFY the changes. - If NO changes are required, please skip this section.
	FOR NEW SUPPLIERS - Please Click the "ADD REMIT TO" button below to provide your Remit To address and / or provide your ACH
	INFORMATION. *IMPORTANT* , PLEASE SUBMIT ONLY ONE ACTIVE PEMIT TO SECTION.
	information. *IMPORTANT* - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION.
	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information.
Remit-To Address	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information.
Remit-To Address Street Address	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information. Do not use
Remit-To Address Street Address Street Address 2	*IMPORTANT* - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the *ADD REMIT TO* button to CHANGE your Remit To information. Do not use Houston
Remit-To Address Street Address 2 City	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information. Do not use Houston
Remit-To Address Street Address 2 City State Region	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information. Do not use Houston TX Must be in 2 character format (i.e. TX, CA, CN)
Remit-To Address Street Address 2 City	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED. Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information. Do not use Houston TX Must be in 2 character format (i.e. TX, CA, CN)
Remit-To Address Street Address 2 City State Region	"IMPORTANT" - PLEASE SUBMIT ONLY ONE ACTIVE REMIT TO SECTION. If you are an existing supplier, below is your current Remit To information. This information CANNOT BE EDITED, Please inactivate the current Remit To section and click the "ADD REMIT TO" button to CHANGE your Remit To information. Do not use Houston TX Must be in 2 character format (i.e. TX, CA, CN) 77002 Must be a valid postal code

Step 10 - Remit-To Address

For New Suppliers:

Complete Step 10 beginning with the REMIT-TO ADDRESSES instructions below

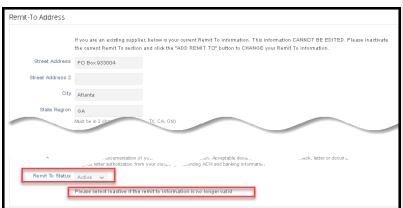
For Existing Suppliers:

If no changes are required to your Remit-To address or ACH information, go to Step 13

If changes are required to the current Remit-To address or ACH information, you must first inactivate the existing Remit-To information prior to submitting new information

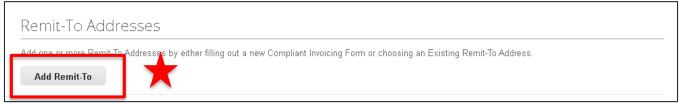
To inactivate an existing Remit-To address:

- Scroll to the end of the Remit-To Addresses form
- 2. Under the Remit-To Status, select Inactive
- You can now complete changes as follows: To add a new Remit-To address, continue on Step 10
 - **To change your current ACH information**, go to Step 12



REMIT-TO ADDRESSES

Your Remit-To Address and ACH / EFT information are in the Remit-To section. If ACH / EFT is selected as the payment method, click the **Add Remit-To** button to add a Remit-To section for the remitting address and / or banking details.

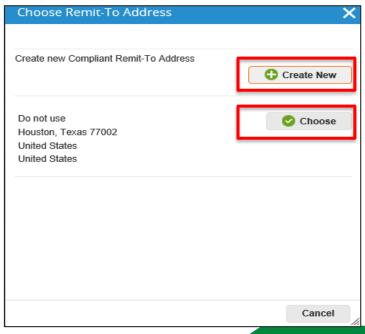


After clicking **Add Remit-To**, a new *Choose Remit-To Address* box will open.

To select an available Remit-To address created previously as part of your initial Coupa Supplier Portal setup, click **Choose**. You can then *skip to Step 12*.

To create a new Remit-To address, click **Create New** and continue to Step 11.

NOTE: To see this "Choose Remit-To Address" box, you may need to scroll down.



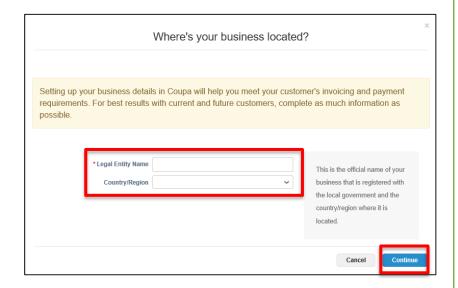
Step 11 - Create New Remit-To Address

In Coupa, a new Remit-To address must initially be associated with a legal entity.

Provide your Legal Entity Name.

Select the **Country/Region** for your Remit-To address.

Click Continue.



Select the customers that should see the Remit-To address.

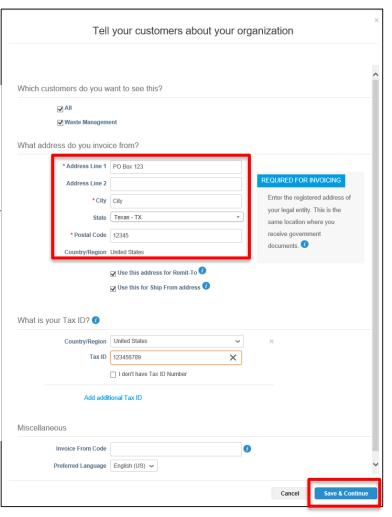
To avoid having to manually type information from your Coupa profile, ensure you **select the Waste Management checkbox**.

Provide your company's address details under What address do you invoice from?

Provide your Legal Entity Country/Region and Tax ID.

Skip the Miscellaneous fields.

Click Save & Continue.

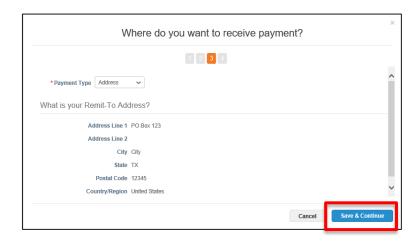


Step 11 – Create New Remit-To Address (Cont'd)

Select Address for Payment Type.

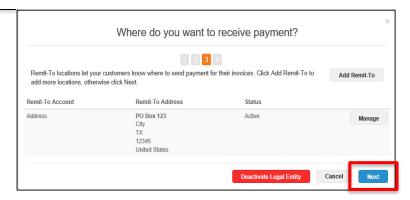
NOTE: In this Remit-To section, the only Payment Type accepted by Waste Management is **Address**.

Click Save & Continue.



Confirm the address information is correct.

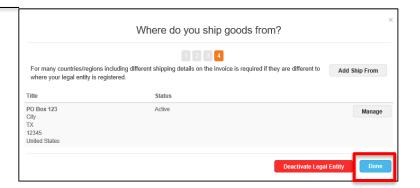
Click Next.



OPTIONAL

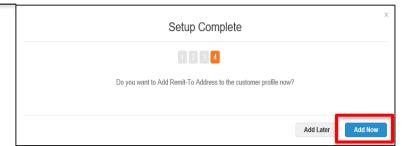
If goods are shipped from a different location, a Ship From address can be added to the legal entity by clicking **Add Ship From**.

Click Done.



Click **Add Now** to add the Remit-To address to the form.

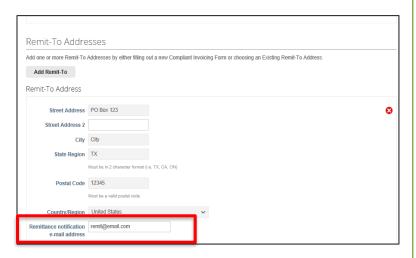
The Remit-To address is now added to the form.



Step 11 – Create New Remit-To Address (Cont'd)

Once the Setup box closes, return to the previous *Remit-To Addresses* section and provide the **Remittance Notification Email Address***.

*Remittance notification emails are not yet available, but this information will be used in the future.



REMINDER FOR EXISTING SUPPLIERS:

Waste Management only accepts one Remit-To address.

If there is a previous Remit-To address on the form, the status for that existing Remit-To address must be changed to **inactive** *prior to* setting up a new Remit-To address.

To change the status of an existing Remit-To address to inactive, reference the Step 10 introduction.

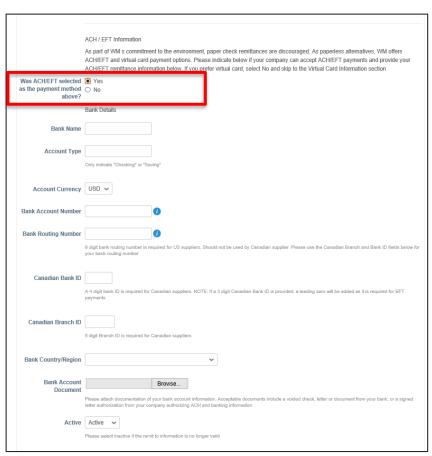
Step 12 - Provide ACH / EFT Information

If ACH / EFT was **NOT** selected as the payment method previously, select **No** to the question if ACH / EFT was selected as the payment method.

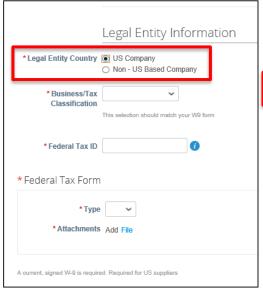
IF ACH / EFT was selected as the payment method, select **Yes** to open the banking information fields.

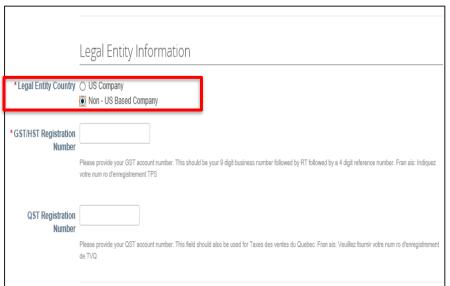
Follow the form instructions to provide your banking details in the appropriate fields.

NOTE: Documentation of your banking details is required. This documentation should be a voided check, bank letter, or document on company letterhead as noted on the form instructions.



Step 13 - Legal Entity Information



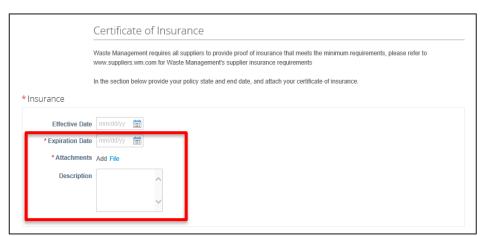


Select your **Legal Entity** type and complete the appropriate fields, including any required support documentation.

Step 14 - Certificate of Insurance

Provide the **Expiration Date** for the insurance.

Attach your current **Certificate of Insurance**.



Step 15 - Supplier Sustainability Program

Waste Management supports Supplier's efforts to cut waste, use recycled materials, and maximize the use of their resources to help us meet our sustainability goals.

If you have an **established sustainability program**, please let us know in this section.

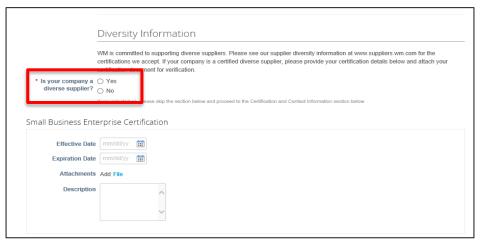


Step 16 - Diversity Certification

WM is committed to **supporting diverse Suppliers.** We accept the following certifications:

- Small Business Enterprise
- Veteran-Owned
- LGBT
- Women Business Enterprise
- Minority Business Enterprise

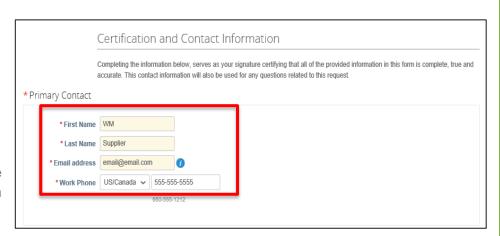
If any of these apply, please provide your **certification details** and attach your **certification document** for verification.



Step 17 - Certification of Accuracy and Contact Information

The **Primary Contact** information will be used for future information requests as well as requests to connect on the Coupa Supplier Portal.

Completing the information in this section serves as your signature certifying that all of the provided information in this form is **complete**, **true**, **and accurate**.



Step 18 – Completing the Form

Completing the Form - Please read below

IMPORTANT

Carefully **follow** form instructions.

DECLINE - If this request for information is declined, you will not be added as a supplier for Waste Management and you will not receive orders or submit invoices for payment.

SUBMIT FOR APPROVAL - Waste Management will not receive the form until you click the "SUBMIT FOR APPROVAL" button.

- Once submitted, your form status will display "Pending Approval" at the top.
- Once approved, you will receive a notification that your information was approved by Waste Management

REJECTING THE FORM - If the form is completed incorrectly, the form will be rejected.

- If you have a Coupa Supplier Portal account, you will able to edit the form and submit it again.
- If you do not have a Coupa Supplier Portal account, please reach out to your local WM contact to request a new form.
- Please refer to the Supplier Request for Information (RFI) Guide on www.suppliers.wm.com in the FAQ & Guides section for help completing this form correctly.

IMPORTANT NOTES

1) Supporting Documents

Required file attachments must be uploaded in order to submit for approval.

When you are ready to upload your file(s):

- 1. Log in to your Coupa account
- 2. Go to **Profile** from the top navigation ribbon
- 3. Go to **Your Customer Profiles**; the Waste Management form will display
- 4. **Complete** any missing information and **attach** any missing file(s) on the form
- 5. **Submit** the form for approval following Step 17

2) Correcting Errors

After submitting for approval, scroll to the top of the form to ensure there are no errors that require correction.

If you have errors in your form, you will be prompted to fix your errors at the top of the form.

Go through the form carefully and correct any errors highlighted in red font.

When done, submit the form for approval following Step 18.

Step 19 – Submitting the Form

Skip the **WM USE ONLY** section – it is for Waste Management use only.

Click **Submit for Approval** to submit the form to Waste Management for processing.

For New Suppliers:

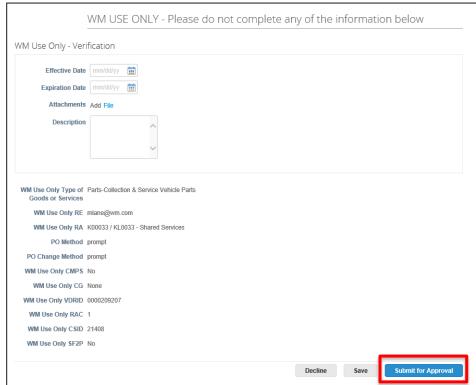
Selecting **Decline** will prevent your company from being a completed supplier for Waste Management.

For Existing Suppliers:

Selecting **Decline** will cause your information to not be updated, resulting in payment delays.

All Suppliers:

Waste Management will reject any incomplete forms or forms completed incorrectly, requiring you to complete the Request For Information process again.



Next Steps

What you can do next:

- Visit our Supplier page at www.suppliers.wm.com to view our:
 - Supplier Code of Conduct
 - Terms and Conditions
 - Additional Coupa guidance related to ordering and invoicing
- After you receive notification of Waste Management approval of your information, you can begin submitting invoices

What we will do next:

- The information you provided will be routed for proper approvals
- Once approved, we will update the information in our system
- You will be notified when this update has been completed NOTE: This process may take up to two weeks