

Associate a new email address with an existing Coupa user account

This process is only applicable when the new email address is already associated with an existing Coupa account.

Kindly ensure that the email address you use to request the merge is correctly linked to Kantar.

1. Go to Setup
2. Go to Merge Requests
3. Insert user's email address
4. Click on "Request Merge" button

The screenshot displays the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and 'SUPPLIER', 'NOTIFICATIONS 5', and 'HELP' are on the right. A navigation bar below the logo contains 'Invoices', 'Orders', 'Profile', 'Setup' (highlighted with a red box), 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Add-ons', and 'More...'. Below the navigation bar, the 'Admin Merge Requests' section is visible. On the left, a sidebar menu lists 'Users', 'Merge Requests' (highlighted with a red box), 'Merge Suggestions', 'Requests to Join', 'Legal Entity Setup', 'Fiscal Representatives', 'Remit-To', 'Additional CaaS Information', 'sFTP Accounts', 'cXML Errors', 'sFTP File Errors (to Customers)', and 'sFTP File Status (from Customers)'. The main content area is titled 'Initiate Merge Request' and contains a text input field with 'coupa@cupamail.edu' (highlighted with a red box), an 'I'm not a robot' checkbox, a reCAPTCHA logo, and a warning message: 'Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organisation. Once approved, an account merge cannot be undone. Learn more about merging accounts.' Below the warning is a 'Request Merge' button (highlighted with a red box). At the bottom, an 'Open merge requests' section shows 'All clear! No open merge requests.'

If you have questions throughout this process, please contact coupasupplierenablement@kantar.com