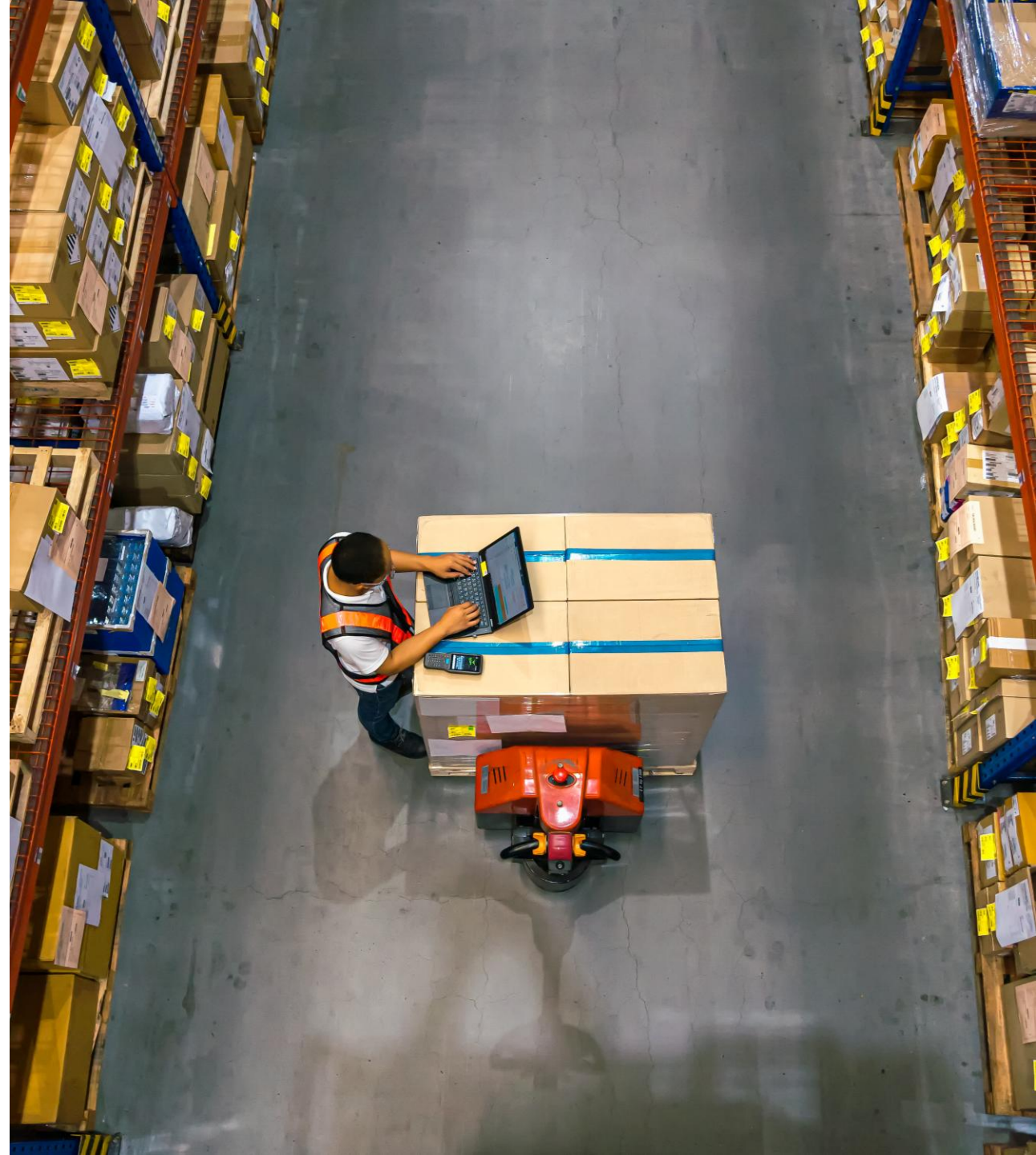




Reference Guide for Supplier Onboarding



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Introduction

TomTom has adopted Coupa as a strategic platform to drive efficiencies across sourcing, contracting, supplier onboarding, purchase order (PO) processing, and invoicing. As part of this rollout, all suppliers doing business with TomTom are required to complete onboarding in the Coupa system.

During this Onboarding process, you will be asked to provide key information, including your contact details, company address, tax information, and banking details, to ensure the creation of a complete and accurate supplier record in our system.

TomTom's Supplier Onboarding guide

To initiate the process, you will receive an email invitation from TomTom containing two onboarding options.

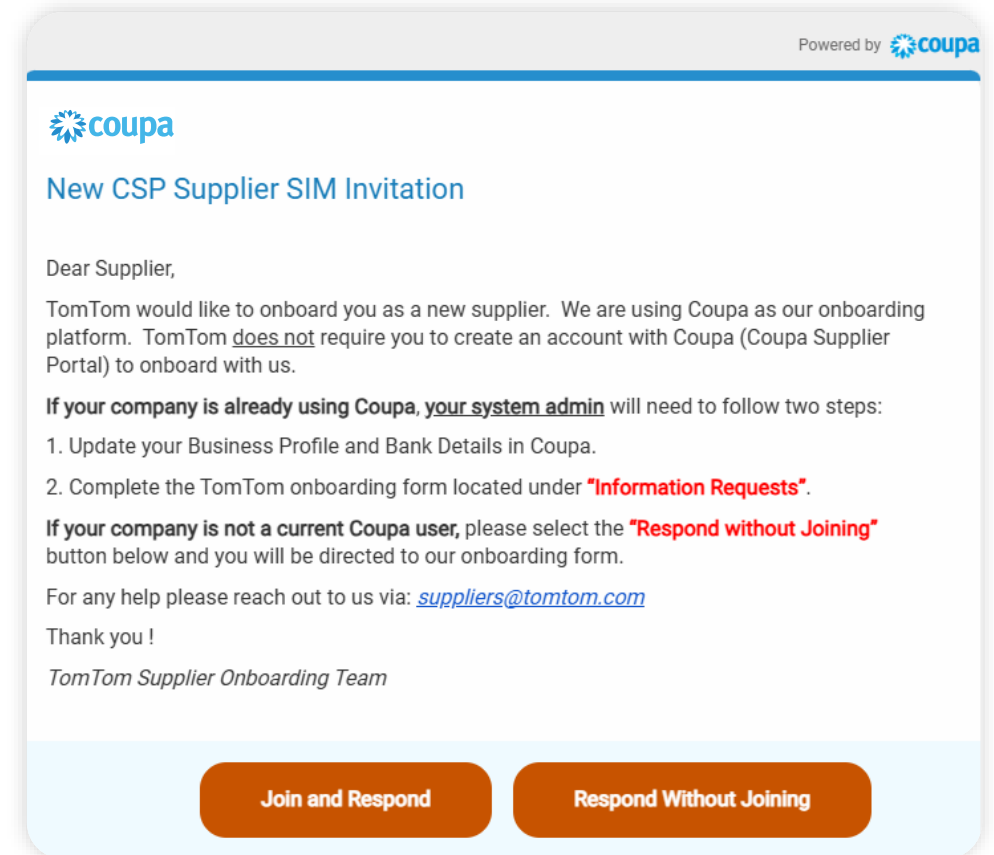
Option 1: Join and Respond

If you select this option, you will first be required to create a Coupa Supplier Portal (CSP) account. Once your CSP profile setup is fully completed, you will then be able to access and fill in TomTom's information request form.


Note: We are using Coupa as our Supplier Onboarding platform. TomTom does not require you to create an account with Coupa (CSP) to onboard with us.


Option 2: Respond Without Joining

If you select this option, you will not need to join the CSP (you can do so later if required) and will be redirected to TomTom's information request form.



The screenshot shows an email invitation from Coupa to TomTom. The email is titled "New CSP Supplier SIM Invitation" and is addressed to "Dear Supplier". The content explains that TomTom is using Coupa as its onboarding platform and does not require a separate Coupa account. It provides two options for suppliers: "Join and Respond" and "Respond Without Joining". The "Join and Respond" option requires updating the business profile and bank details in Coupa, and completing the TomTom onboarding form under "Information Requests". The "Respond Without Joining" option is for non-Coupa users and directs them to the onboarding form. The email also includes contact information for support: suppliers@tomtom.com. The email is signed by the TomTom Supplier Onboarding Team. At the bottom of the email, there are two orange buttons: "Join and Respond" and "Respond Without Joining".

Powered by  Coupa

 Coupa

New CSP Supplier SIM Invitation

Dear Supplier,

TomTom would like to onboard you as a new supplier. We are using Coupa as our onboarding platform. TomTom does not require you to create an account with Coupa (Coupa Supplier Portal) to onboard with us.

If your company is already using Coupa, your system admin will need to follow two steps:

1. Update your Business Profile and Bank Details in Coupa.
2. Complete the TomTom onboarding form located under **"Information Requests"**.

If your company is not a current Coupa user, please select the **"Respond without Joining"** button below and you will be directed to our onboarding form.

For any help please reach out to us via: suppliers@tomtom.com

Thank you !

TomTom Supplier Onboarding Team

[Join and Respond](#) [Respond Without Joining](#)

* Please note that the message you receive may be slightly different from the screenshot above.

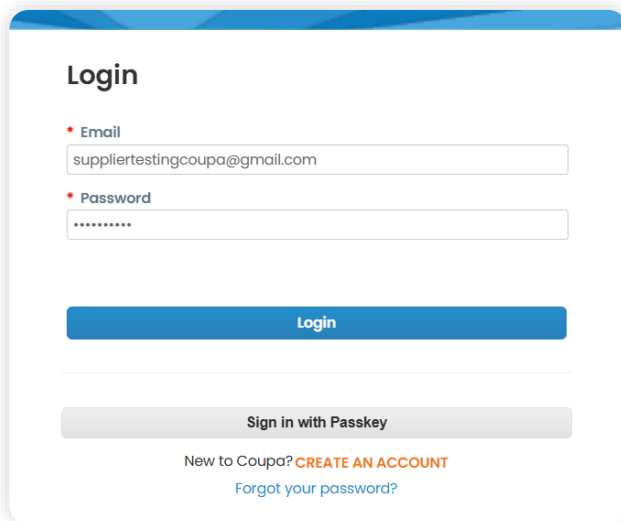
Option 1: Join and Respond

Create Your CSP Profile

If you select this option, the first step would be to create your profile on the Coupa Supplier Portal to join the Coupa network.

You will need to complete two-factor authentication. A one-time verification code will be sent to your email. Enter this code in Coupa to continue setting up your CSP profile.

* Note: The Privacy Policy and Terms of Use are Coupa's own policies, not TomTom's.



Login

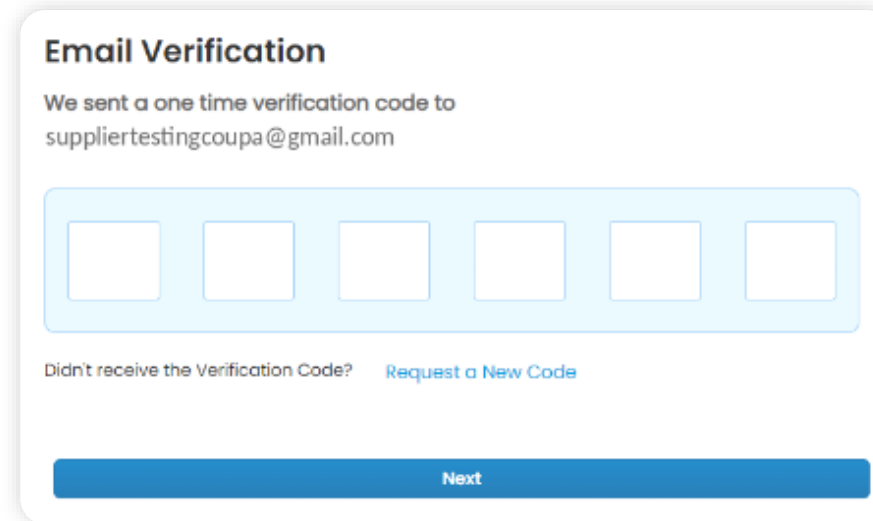
* Email
supplierestingcoupa@gmail.com

* Password
.....

Login

Sign in with Passkey

New to Coupa? [CREATE AN ACCOUNT](#)
[Forgot your password?](#)



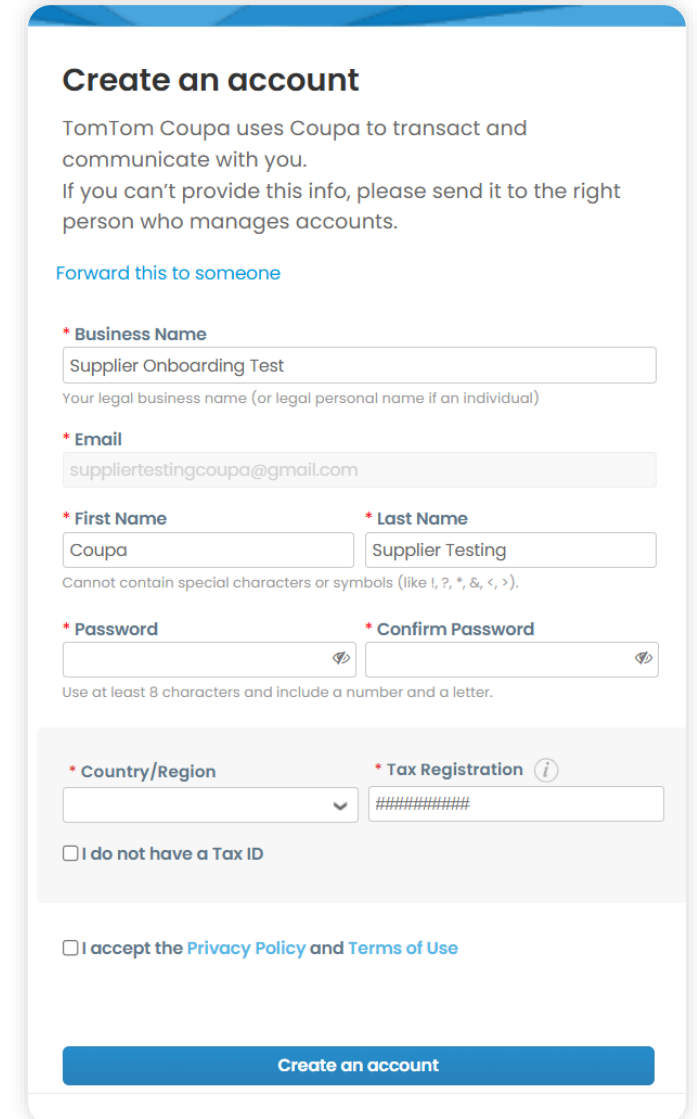
Email Verification

We sent a one time verification code to
supplierestingcoupa@gmail.com

.....

Didn't receive the Verification Code? [Request a New Code](#)

Next



Create an account

TomTom Coupa uses Coupa to transact and communicate with you.
If you can't provide this info, please send it to the right person who manages accounts.

[Forward this to someone](#)

* Business Name
Supplier Onboarding Test
Your legal business name (or legal personal name if an individual)

* Email
supplierestingcoupa@gmail.com

* First Name
Coupa

* Last Name
Supplier Testing
Cannot contain special characters or symbols (like !, ?, *, &, <, >).

* Password
.....

* Confirm Password
.....
Use at least 8 characters and include a number and a letter.

* Country/Region
.....

* Tax Registration ⓘ
#####

I do not have a Tax ID

I accept the [Privacy Policy](#) and [Terms of Use](#)

Create an account

Join and Respond

Option 1: Join and Respond

Complete the Required Fields

Fill in all the required fields and complete each pop-up window as they appear.

Please note that creating your CSP profile does not automatically submit TomTom's information request. You will still need to complete and submit the form after your CSP profile has been created.

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

[Account Details](#) [Payment Information](#)

Primary Address ✓

* Country/Region: ▼

* Address Line 1:

Address Line 2: +

* City:

* State:

* Postal Code:

United Kingdom

* Type of Company i:

Board of Directors i:

Invoice From Code i:

Preferred Language: ▼

[Next](#)

Option 1: Join and Respond

Business Details

Please fill in your business details for the following fields. Required fields are marked with a red asterisk (*):

- Country/Region
- Address
- City
- State
- Postal code
- Payment method

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Community', 'Add-ons', and 'Setup'. Below this, a sub-navigation bar shows 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods' (highlighted), 'Information Requests', and 'Performance Evaluation'. The main content area is titled 'Payment Methods' and features an 'Add Payment Method' dropdown menu with 'Bank Transfer' and 'Virtual Card' options. Below the menu is a table with columns: 'Payment Method Name', 'Country', 'Currency', 'Linked Legal Entity', 'Shared With Customers', 'Payment Method Status', and 'Actions'. The table is currently empty, and a message at the bottom states 'No Payment Account found.'

The 'Create Legal Entity' form is displayed in a modal window. It includes a 'Legal Entity Name' field with the text 'Supplier Onboarding Test' and a 'Country/Region' dropdown. Below this is the 'Invoice From Address' section, which contains fields for 'Country/Region', 'Address Line 1', 'Address Line 2', 'City', 'State', and 'Postcode', along with an 'Invoice-From Code' field. The 'Ship-From Address' section has a checkbox for 'Same as Invoice-From Address'. At the bottom, there is a 'Remit-To Address' section and 'Cancel' and 'Save' buttons.

The 'Add Payment Method' form is shown in a modal window. It features a 'Bank Transfer' section with a description: 'Please enter the following information to receive Bank Transfer payments.' The form includes fields for 'Account Nickname', 'Beneficiary Legal Name', 'Bank Branch Country / Region' (set to 'Netherlands'), 'Bank Account Currency' (set to 'EUR'), 'Bank Name', 'IBAN' (with a note '18 characters'), 'SWIFT / BIC Code' (with a note '8 or 11 characters'), and 'Branch Code'. There is also an 'Additional Information' section with a 'Bank Branch Address' field for 'Address Line 1'. 'Cancel' and 'Save' buttons are located at the bottom right.

Access TomTom's Form

The information you enter during the CSP profile creation may automatically populate on TomTom's request form as well — but this is still part of the CSP setup process.

If you prefer to go directly to the form, you can skip the remaining CSP steps and complete them later.

Alternatively, you can access the form by navigating to Business Profile > Information Requests (in the subtabs) > and selecting Supplier External form of TomTom.

[Click here to see the TomTom New Supplier request form](#)

coupa Supplier Portal

Upgrade

Invoices Orders **Business Profile** Payments Service Sheets Items ASN Sourcing Forecasts Catalogues Community Add-ons

Business Profile Profile Submissions Legal Entities Payment Methods Information Requests Performance Evaluation

Action Required

Supplier Testing

Share Profile

Company Info

Company Name	Industry	About
Supplier Testing	Accounting, bookkeeping and auditing activities; tax consultancy	
Tax ID	Year Established	Commodities
Netherlands - NL123456789B01	2000	Banking and Investment Management.
Products and Services	PO Email	Website
	Testing@gmail.com	

Invoices Orders **Business Profile** Payments Service Sheets Items ASN Sourcing Forecasts Catalogues Community Add-

Business Profile Profile Submissions Legal Entities Payment Methods Information Requests Performance Evaluation

TomTom Coupa

Select Customer TomTom Coupa

Forms

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
New supplier external form	New	31/03/2026	None

View All Advanced Search

Per page 15 | 45 | 90

Option 2: Respond Without Joining

If you select this option, you will not have to join the CSP at this time (you can do so later) and will be redirected to TomTom's information request form.

It will take you to verify your access. You will need to add the One-Time Password which is sent to your registered email address.

Once the verification is complete, you will be taken directly to the form you need to complete.

[Click here to see the TomTom Supplier request form.](#)


Respond Without Joining

Verify Your Access for EasyFormResponse#23935

Enter the One-Time Password sent to su*****@gm*****.

Enter One-Time Password

Please tick the box below to proceed.

I'm not a robot 
reCAPTCHA
Privacy - Terms

[Verify One-Time Password](#)

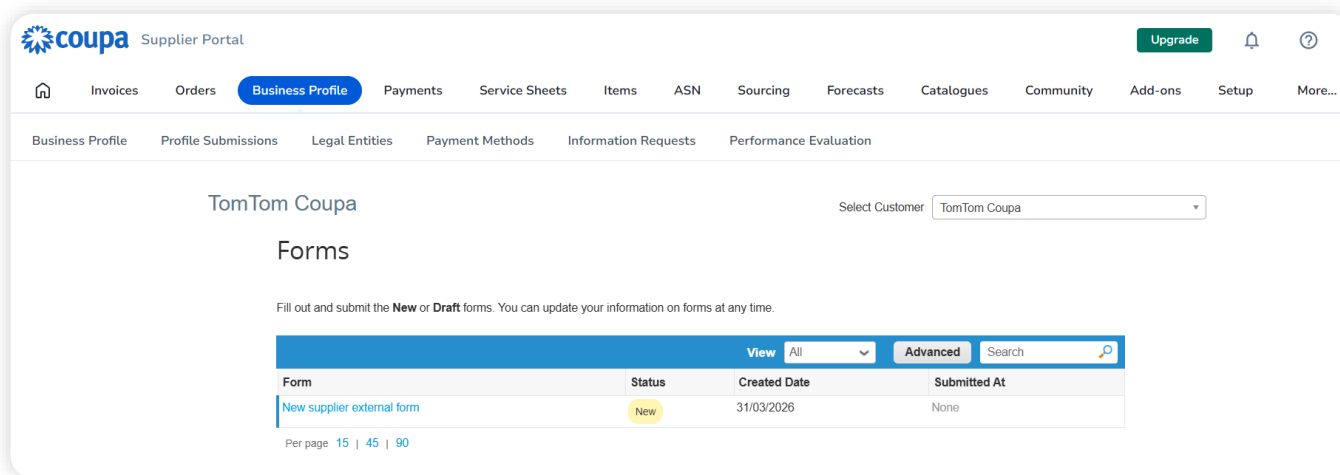
I didn't receive the code. [Resend One-Time Password.](#)

Option 3: Company Already Registered on CSP

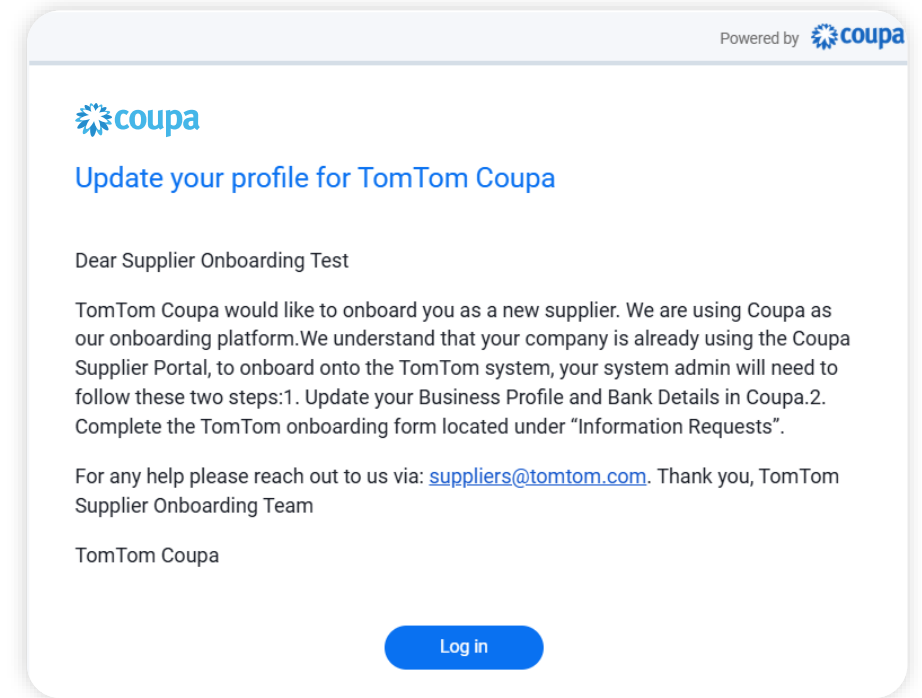
If your company is already registered on the Coupa Supplier Portal (CSP), the designated Coupa system administrator within your organization is required to complete the following steps:

Update the Business Profile and Banking Details in Coupa. Complete the TomTom onboarding form available under "Information Requests".

[Click here to see the TomTom Supplier request form.](#)



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile' (selected), 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Community', 'Add-ons', 'Setup', and 'More...'. Below the navigation bar, there are tabs for 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main content area is titled 'TomTom Coupa' and includes a 'Select Customer' dropdown menu set to 'TomTom Coupa'. Below this, there is a 'Forms' section with a message: 'Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.' A table below the message shows a list of forms with columns for 'Form', 'Status', 'Created Date', and 'Submitted At'. The table contains one row: 'New supplier external form' with a 'New' status, a 'Created Date' of '31/03/2026', and 'Submitted At' as 'None'. At the bottom of the page, it says 'Per page: 15 | 45 | 90'.



The screenshot shows an email from TomTom Coupa. The email header includes the Coupa logo and the text 'Powered by coupa'. The main body of the email reads: 'Update your profile for TomTom Coupa'. Below this, it says 'Dear Supplier Onboarding Test'. The email continues: 'TomTom Coupa would like to onboard you as a new supplier. We are using Coupa as our onboarding platform. We understand that your company is already using the Coupa Supplier Portal, to onboard onto the TomTom system, your system admin will need to follow these two steps: 1. Update your Business Profile and Bank Details in Coupa. 2. Complete the TomTom onboarding form located under "Information Requests".' It then provides contact information: 'For any help please reach out to us via: suppliers@tomtom.com. Thank you, TomTom Supplier Onboarding Team'. The email is signed 'TomTom Coupa'. At the bottom right of the email, there is a blue 'Log in' button.

TomTom Supplier External Form

You will have to go through all the fields and update the required information:

Manage your profile and more with Coupa. [Create Y](#)

New supplier external form

Supplier Information
Test Supplier Coupa

General Details

* Supplier Legal Name

Please enter your legal entity name without any special characters.

* Supplier Trade Name

If you are located in China, Taiwan and Russia, please add your company name here in local language.

* Contact details

Contact Purpose

 [i](#)

* First name

* Surname

Mobile Phone

US/Canada

* Email address

* Primary Address

Address Purposes

 [i](#)

* Region

Country/Region

 [v](#)

State Region

 [v](#)

State ISO Code

Address Name

* Street Address

- Company name
- Contact details
- Country
- Address details
- Tax details
- Banking details
- Transaction details

Tax Registration

- Update your tax details by clicking on “Add Tax Registration” and enter the VAT/tax information based on your company's tax registered location.
- Select the “Tax specific information”, if applicable, and provide the necessary information or documents.

Tax Registration

If you are located in India, please add your GST ID number using the "Add Tax Registration" button first and then click on "India" in the list below to add further GST, MSME and PAN details)

* Tax Registrations

Use this section to add all your applicable tax registrations.

[Add Tax Registration](#)

Please select one of the countries below to add specific Tax information (for example MSME number, W9 etc.)

Tax specific information

- India
- US/Canada
- Poland
- Not applicable

Please select one of these countries for tax specific information

Bank Details

This step is critical to finalizing the banking details—please ensure all information is accurate.

Bank details

Click on "Add remit to" button below to be able to enter your 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](#)

By selecting the blue button “Add Remit-to”, additional fields will be displayed, allowing you to provide your Remit-To address and banking details.

Please note that you can add multiple Remit-To addresses, if required (i.e. if payments are to be received in multiple bank accounts).

Ensure you enter the Bank Account Number, Account Holder Name and either the IBAN & Swift code or the Routing Number, based on your bank location.

• Supplier Bank Details

Bank Details

* Is an intermediary bank involved for paying your invoices?

- Yes
 No

* Bank Country/Region

Netherlands

* Bank Name

If you are located in China, Taiwan and Russia the Bank Name should be provided in local language.

* Bank Address

Bank Postal Code

* Bank City

* Account Holder Name

If you are located in China, Taiwan and Russia the Account Holder Name should be provided in local language.

National Bank Code (when applicable)

Must be 1-20 characters without spaces (letters and numbers only)

* SWIFT Code (BIC)

* IBAN Number

* Account Currency

EUR

Need to add additional bank details?

- Yes
 No

Attach a Supporting Bank Document

Acceptable documents include:

- Bank statement
- Bank letter confirming account holder and account number
- Cancelled check
- Bank certificate

* Banking Supporting Document

* Attachments
Add [File](#)

Please attach a bank letterhead statement to confirm the above entered information. For multiple attachments use a zip file.

Acceptable Documentation
Bank Statement
Letter from the bank stating account holder and bank account numbers
Cancelled Check
Bank Certificate
Documents should be received in an un-editable format (I.e. stamped/signed/PDF)

Active

Active

If you are an existing supplier and would like to de-activate the bank details we have on file, please choose "Inactive".

Other Required Fields

Provide the required information in the mandatory fields .

You can submit the form for approval once you have filled in all the information.

Please note that submitting the form does not mean that the onboarding process is already approved and finalized from TomTom's side.

We will review the information and get back to you if any changes or clarifications are needed.

Transactions

* Coupa provides a free supplier portal that provides the option of sending your invoices directly into our finance system. This will speed up the processing process and provide you insight into the status of invoices and payment confirmation details. Are you interested in hearing more about this?

- Yes
 No

* PO Email



Please enter email where purchase orders should be sent to.

* Payment Remittance Advice E-mail

Email address where we should send our payment confirmation information to (i.e. Accounts Receivable team)

Submitter details

* Surname, initials

* Job title

* Date

Decline

Submit

