

# Quick access guide

## COUPA Supplier Portal

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November 2021





## The Aim of this Guide

The aim of this quick access guide to Grupo Planeta's supplier portal, COUPA (CSP) is to help and guide you when registering as a supplier of Grupo Planeta.


To find out more about how to check the state of your orders in real time, create and manage invoices, and look at the payment situation along with many other functions, you can check out the Suppliers' Support Manual.



**Coupa Supplier Portal (CSP)** is a cloud-based platform, specially designed so purchasers and suppliers alike can work together in a simpler, safer and more efficient way.

Suppliers can use the CSP to receive and manage purchase orders, create and send invoices and also administer their product or services catalogues with specific clients. Thanks to its very intuitive interface, the CSP also lets suppliers check on the status of all their purchase orders, invoices and payments in real time without having to get in touch with the Accounts Payment department.



 Grupo Planeta Profile Information Request - Action Required

Estimado Proveedor:  
Para continuar con la solicitud de Alta de Proveedor de Grupo Planeta que está siendo gestionada a través de la plataforma Coupa, pulse en el enlace siguiente para introducir sus datos de contacto y aportar la documentación solicitada.  
En caso de no funcionar el enlace adjunto, rogamos se ponga en contacto en el siguiente mail [compras@planeta.es](mailto:compras@planeta.es)  
Cordialmente,

Grupo Planeta

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Dear Supplier:  
To continue with the Grupo Planeta membership registration request that is being managed via Coupa platform, click on the link below to enter your contact and provide the requested documentation.  
Failure to run the attached link, please notify to the mail [compras@planeta.es](mailto:compras@planeta.es)  
Yours sincerely,

Grupo Planeta

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Cher fournisseur:  
Pour poursuivre la demande d'enregistrement de fournisseur Grupo Planeta qui est gerée via Coupa Plate-forme, cliquez sur le lien suivant pour informer vos coordonnées et fournir la documentation demandée.  
Si le lien ci-joint ne fonctionne pas, notifiez-le à l'adresse mail [compras@planeta.es](mailto:compras@planeta.es).  
Cordialement,

Grupo Planeta

Join and Respond

Respond Without Joining

# Access to COUPA Supplier Portal, CSP

Grupo Planeta will send you an email with an invitation to register in CSP as a supplier for Grupo Planeta or to tell you that some information needs to be updated, such as address, contact details or legal entity details.

Click on “[Join and Respond](#)” in order to register in the COUPA Supplier Portal (CSP).

It is [very important](#) that all suppliers register in the Coupa portal so as to optimise and facilitate transactions with Grupo Planeta.



It is possible that your email's security settings may mark the email with the invitation as Junk or Spam: [make sure you check those mailboxes!](#)  
Bear in mind that this invitation will expire after 48 hours. It means that you will not be able to use this link and you will need us to send you a new one.

### Únase al Portal de proveedores de Coupa

@gmail.com | PROV TEST 11

1

Your name

Enter first name

Enter last name

2

Empresa

Enter company name

3

Create a Password

Use al menos 8 caracteres e incluya un número y una letra.

Create Password

Confirm Password

4

☐ Acepto el [Política de privacidad](#) y el [Condiciones de uso](#).

5

Activate Coupa Account

### Reenviar su invitación

¿No es la persona adecuada para registrarse ahora?  
¿Desea pedir a un compañero de trabajo que se una rápidamente? Envíe una copia de su invitación al correo electrónico de un colega a continuación (debe disponer del mismo dominio de correo electrónico).

Reenviar correo electrónico

Correo electrónico

@gmail.com

Enviar

English (Singapore)

English (South Africa)

English (Taiwan)

English (UK)

Español (Colombia)

**Español (España)**

Español (Islas Canarias)

Español (México)

Terms of Use

English (US)

## Register to CSP

In order to access the Portal, you need to set up your access credentials.

1. Insert your name and surname.
2. Insert the name of your company.
3. Create a password.
4. Carefully read and accept the Privacy policy and Terms & Conditions.
5. To continue and start a session in the portal, click on “[Activate Coupa Account](#)” so you can then [receive purchase orders and send invoices to Grupo Planeta](#).



The Portal is accessible from any Web Browser (IE, Chrome, Safari...). We recommend saving the link in your bookmarks so as to save time when you access it in the future.



To [change the language](#) of the Portal, click on the language in use at the bottom of the page:

1. Move the cursor to the lower part of the screen and click on the option [Español \(España\)](#).
2. Select your language from the drop-down menu.

Reenviar su invitación

¿No es la persona adecuada para registrarse ahora?  
¿Desea pedir a un compañero de trabajo que se una rápidamente? Envíe una copia de su invitación al correo electrónico de un colega a continuación (debe disponer del mismo dominio de correo electrónico).

Reenviar correo electrónico


Correo electrónico

@gmail.com

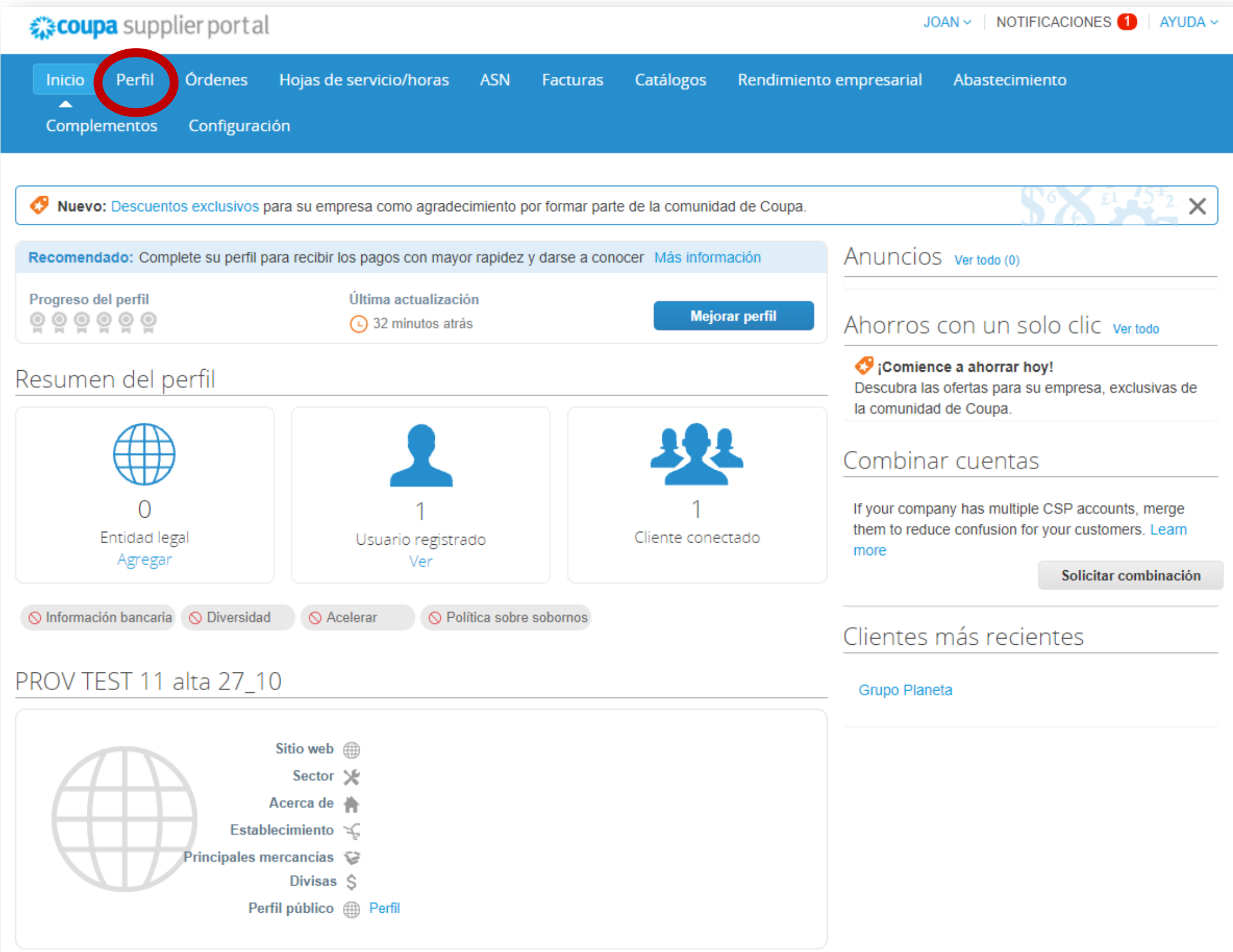
Enviar

# Access to COUPA Supplier Portal, CSP

At this stage, you will also have the chance to forward the invitation to another employee in your firm.



If the invitation has not been sent to the right person in your company, get in touch with your usual contact in Grupo Planeta or send a mail to: [atpproveedores@planeta.es](mailto:atpproveedores@planeta.es)



# Introducing additional information for Grupo Planeta

Grupo Planeta will need some additional information for your registration as a supplier of the Group.


In order to continue and provide this information, click on “Profile” and select “Request for information” (see following page).



The account you are creating will be the administrator account of your company. Once configured, you will be able to add users and assign them roles and permits. We can only link one supplier account to the CSP. For example, if different parties of your business supply products/services to Grupo Planeta and each of them has its own supplier account, it is important to properly configure all of them. CSP accounts can be configured for them to be shared, where everyone can see everything, or restricted, where the CSP account is shared, but transactions are not visible to everyone.

You can manage different clients from the same CSP account.



 LUKE | NOTIFICATIONS 1 | HELP

Home **Profile** Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons Setup

Your Public Profile Your Customer Profiles

Grupo Planeta Profile Grupo Planeta

✓ We have auto-filled some information from your Public Profile. [Show changes](#)

Supplier Information albert

Información del Proveedor / Supplier information / Informations sur le prestataire

\* Name albert

Display Name

\* International Tax ID 12345678z

\* Organization Type

Dirección principal / Primary Address / Adresse principale

El campo Código Postal es obligatorio para los proveedores de España.

\* Dirección principal / Primary Address / Adresse principale

Country/Region Spain

Address Name

Street Address AVDA DIAGONAL

Street Address 2

City BARCELONA

State Region Select an Option

Postal Code 08024

Location Code

PO Box

PO Box Postal Code

# Introducing additional information for Grupo Planeta

Please complete all the required information.

Some fields have already been filled based on the information from our registers. Check that the information is correct and, if necessary, change or update what you deem suitable.



It is important to keep this information updated to ensure an active contact with Grupo Planeta through CSP.

Fields marked with a red asterisk \* are mandatory.

\* ¿El proveedor es extranjero y presta un servicio (incluyéndose como tal, entre otros, las cesiones de derechos)?

● Sí / Yes / Oui

○ No

Is the supplier foreign and does it provide a service (including assignment of rights, among others)?

Le prestataire est-il un étranger et fournit-il un service (y compris, mais sans s'y limiter, les cessions de droits)?

Certificado de residencia / Certificate of tax residence / Certificat de Résidence

En caso de ser necesaria la retención de impuestos conforme a la normativa interna española, PLANETA practicará la retención vigente en el momento de realizar el pago (actualmente el 24%) y la ingresará a la autoridad tributaria pertinente. Si el PROVEEDOR es residente, a efectos fiscales, en un país en el que exista un Convenio de doble imposición con España que prevea una reducción o, incluso, la exención de impuestos, PLANETA practicará el beneficio fiscal correspondiente siempre que el PROVEEDOR aporte, con carácter anual, el certificado de residencia conforme a las exigencias previstas en la legislación española.

In the event that withholding tax is required on any payment in accordance with Spanish internal regulations, PLANETA shall withhold the aforementioned tax (currently, the withholding tax in force is 24%) and pay it to the relevant tax authority. In the event that THE SUPPLIER is a resident for tax purposes in a jurisdiction in which there is a double tax treaty with Spain providing a reduced withholding tax rate, PLANETA will practice the corresponding tax benefit as long as the SUPPLIER annually provides the tax residence certificate in accordance with the requirements set forth in the Spanish legislation.

Au cas où un prélèvement serait nécessaire conformément aux dispositions légales espagnoles, PLANETA appliquera le taux de prélèvement en vigueur au moment de la réalisation du paiement (actuellement, 24%) et versera le montant à l'autorité fiscale correspondante. Si le FOURNISSEUR est résident, aux effets fiscaux, d'un pays ayant conclu une Convention de Double Imposition avec l'Espagne, prévoyant une réduction ou, le cas échéant, une exemption des impôts, PLANETA appliquera le bénéfice fiscal correspondant, à condition que le FOURNISSEUR apporte, annuellement, la certification de résidence conformément aux exigences prévues dans la Loi espagnole.

# Certificate of tax residence for foreign suppliers

Additionally, you will have to indicate if you are a national supplier or a supplier with a tax residence abroad.

If you answer “Yes”, you will have to send us a certificate of tax residence through CSP itself, that must specifically indicate: “To avoid double taxation between [the country of the firm issuing the invoice] and [the country of the supplier who is invoicing]” (\*)

If you have already sent us the certificate, this year there is no need to send it again.

Fields marked with a red asterisk \* are mandatory.



For example, if the invoice is issued by a supplier whose fiscal residency is in France to a company from the Grupo, the certificate should state: “To avoid double taxation between France and Spain”.



# Administrative and business contact details

\* Datos contacto administrativo / Administrative contact details / Données de contact administratif

\* First Name

\* Last Name

\* Email address

Mobile Phone

US/Canada

650-555-1212

Work Phone

US/Canada

650-555-1212

Fax

US/Canada

650-555-1212

Datos contacto comercial-producción / Sales-production contact details / Données de contact commercial-productif

\* PO Email

Commercial contact name

Commercial contact Surname

Commercial contact phone number

Commercial contact email

Fill in this form with the details of the people who will be in constant contact with Grupo Planeta.

Fields marked with a red asterisk **\*** are mandatory.



# Financial information – necessary legal certificates

Otra información / Other information / Autres informations

\* Default Commodity

1

Condiciones de pago por defecto entre paréntesis/Default payment terms in brackets /Conditions de paiement par défaut entre parenthèses

\* Payment Terms

2

3

Se espera que las condiciones de pago estén alineadas con las definidas anteriormente/Payment terms are expected to be in agreement with those specified above/Les conditions de paiement devraient être alignées sur celles définies ci-dessus

\* Payment method

Transfer/Transfert - Confirming/Confirmant - Domiciled/Domicilié à - Credit card/Carte de crédit

4

\* ¿Ha elegido como método de pago Transferencia o Confirming?

☐ Si / Yes / Oui

☐ No

Have you chosen Bank Transfer or Reverse Factoring as the payment method?

Avez-vous choisi le Virement ou le Confirming comme mode de paiement?

1. Please indicate the category of product/service (Type) in the box “Default commodity” by choosing from the available options in the drop-down menu.
2. Indicate the payment terms you have agreed with Grupo Planeta.
3. If you have selected Transfer or Confirming as “Payment method” (3), and answered “Yes” in the relevant box (4), you will need to attach a Bank Certificate.

Fields marked with a red asterisk \* are mandatory.



Grupo Planeta will only accept bank certificates issued and stamped or signed by the actual bank.

In the case of countries where these certificates are unavailable, a document showing the logo of the bank and featuring the name of the account holder and the account details will be acceptable as an alternative.



Direcciones de envío

Agregue una o más direcciones de envío completando un nuevo formulario de facturación compatible o eligiendo una dirección de envío existente.

Agregar dirección para el envío

Elegir una dirección de Remitir a

Elija una ubicación de envío abajo - Recomendado

Tiene algunos campos más, pero facilita el cumplimiento, la verificación y la reutilización. En caso contrario, haga clic en "Cancelar" para añadir información al formulario del cliente manualmente.

Escoja las existentes o cree una nueva Dirección Remitir a:

+ Crear nueva dirección Remitir a

Cancel

# Financial information – delivery addresses

In the “Delivery addresses” section click on the “Add delivery address” button (1).

A new pop-up window will appear asking you to “Choose an address to send to”, but this will not be necessary. Therefore, click “Cancel” (2) in order to see the bank information form to be filled (See details in the following page).



In this section “Delivery address” refers to your [company's bank information](#), so this might be a bit confusing.



# Financial information – delivery addresses

\* Dirección para el envío

Divisa de la cuenta

EUR

1

Nombre del banco

2

Número de la cuenta bancaria

i

Bank Code / Routing Number / ABA

i

2

Número IBAN

i

3

Código SWIFT (BIC)

i

Código de clasificación

i

Domicilio bancario

4

País/región del banco

Nombre del banco intermediario

Número de IBAN de intermediario

i

Código SWIFT de intermediario (BIC)

Please fill in the information requested in this section, or at least the following:

1. [Bank](#) where you hold an account.
2. If your country uses [IBAN](#), include the IBAN. But if not, please give the bank account number.
3. [BIC Code/ SWIFT](#): for international transfers.
4. [Country/region of the bank](#).



# “Natural person” supplier information

If you are a “natural person” supplier you will have to answer some additional questions.

Fields marked with a red asterisk \* are mandatory.

Recursos Humanos / Human Resources / Ressources Humaines

Las siguientes preguntas se deben responder obligatoriamente por parte de las personas físicas. The following questions must be answered by natural persons. Les questions suivantes doivent être répondues obligatoirement par des personnes physiques.

¿Es el proveedor una persona física? ☒ SI / Yes / Oui ☐ No

Is the supplier a natural person?

Le prestataire est-il une personne physique?

¿Ha sido en el último año, empleado activo de algunas de las empresas del Grupo Planeta? ☐ SI / Yes / Oui ☐ No

Have you been an active employee in any of the Grupo Planeta companies in the last year?

Avez-vous été un employé actif de l'une des entreprises du Grupo Planeta au cours de l'année écoulée?

¿El nuevo proveedor/colaborador tiene vinculación con algún empleado o proveedor/colaborador del Grupo? ☐ SI / Yes / Oui ☐ No

Does the new supplier/partner have a relationship with any employee or supplier/collaborator in the Group?

Le nouveau prestataire/colaborateur a-t-il une relation avec un employé ou un fournisseur/colaborateur du Groupe?

¿El nuevo proveedor/colaborador prestará sus servicios en exclusiva para el Grupo? ☐ SI / Yes / Oui ☐ No

Will the new supplier/partner provide its services exclusively for the Group?

Le nouveau prestataire / collaborateur fournira-t-il ses services exclusivement

Información adicional / Additional information / Information complémentaire

¿El nuevo proveedor trata datos de carácter personal por cuenta de alguna sociedad del Grupo Planeta?

Sí / Yes / Oui

No

Does the new supplier process personal data on behalf of any Grupo Planeta company?

Le nouveau prestataire traite-t-il des données à caractère personnel

traite-t-il des données a caractère personnel pour le compte d'une entreprise du Grupo Planeta?.

# Additional information

## Personal data processing.

Please indicate if as a supplier of Grupo Planeta you will process personal data on our behalf.



Condiciones Generales de Compra de Grupo Planeta / Grupo Planeta  
General Purchase Conditions / Conditions générales d'achat du Grupo  
Planeta

Condiciones Generales  
de Compra del Grupo  
Planeta

NR0502V04\_ANEXO\_I\_Condiciones\_G...

NR0502V04\_Appendix\_I\_General\_Cond...

INNRR0502V04\_ANEXO\_I\_CONDITIONS...

Grupo Planeta General  
Purchase Conditions

Conditions générales  
d'achat du Grupo  
Planeta

\* He leído y acepto las  
Condiciones Generales  
de Compra del Grupo  
Planeta

☐ Si / Yes / O

☐ No

I have read and accept  
the Grupo Planeta  
General Purchase  
Conditions

J'ai lu et j'accepte les  
conditions générales  
d'achat du Grupo  
Planeta

Código Ético / Code of Ethics / Code d'Éthique

Código Ético

NR0101V02\_Codigo\_Etico\_LestAUDIT\_...

NR0101V02\_Code\_of\_Ethics.pdf

INNRR0101V02\_CODE\_D'ÉTHIQUE.pdf

Code of Ethics

Code d'éthique

\* He leído y conozco el  
Código Ético del Grupo  
Planeta

☐ Si / Yes / O

☐ No

I have read and am  
aware of the Grupo  
Planeta Code of Ethics

# General Conditions of purchase and Code of ethics

Grupo Planeta would like all its suppliers to show the highest of standards when it comes to ethical conduct and that is why we invite you to confirm that deals will be made according to Grupo Planeta’s Code of Ethics.

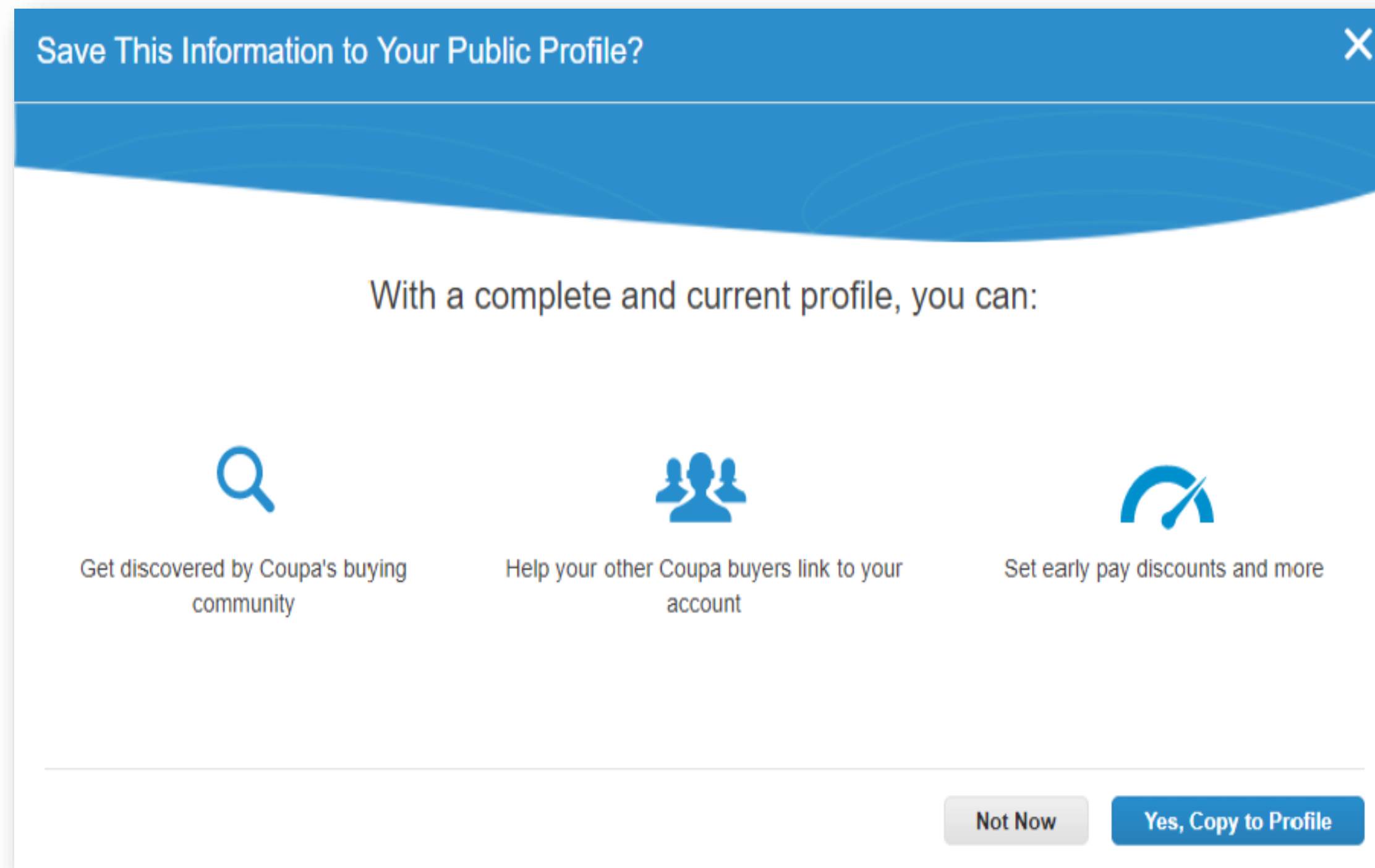
Download our General Conditions of Purchase (1) and our Code of Ethics (2) by clicking on the corresponding link.

Read them both carefully and confirm your acceptance in order to continue:

- (3) Click “Yes” to confirm you accept Grupo Planeta’s Conditions of Purchase.
- (4) Click “Yes” to confirm you accept Grupo Planeta’s Code of Ethics.

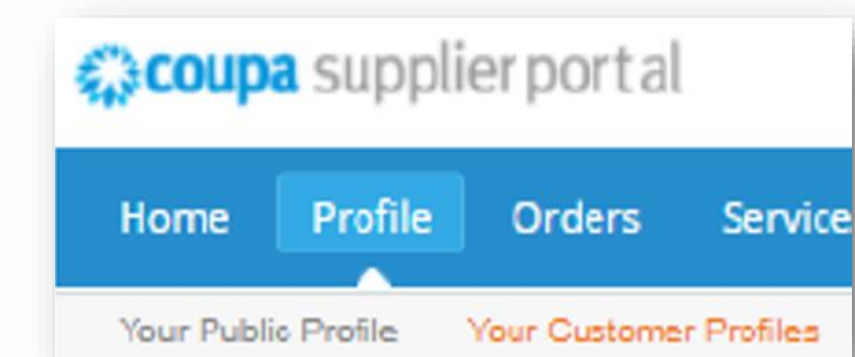
Fields marked with a red asterisk \* are mandatory.

## CSP Profiles: public profile and customer profiles



As a supplier, there are two types of profiles you can have in Coupa Supplier Portal:

- Your public profile
- Your customer profiles



Your [public profile](#) is visible for EVERY customer of COUPA.

Your [customer profiles](#) are only visible for the corresponding customer. These profiles will allow you to receive and send information, separately, to Grupo Planeta and other clients you may have registered on the CSP.



Grupo Planeta

Profile Grupo Planeta

1

Your information has been submitted

Pending Approval

Supplier Information albert

Información del Proveedor / Supplier information / Informations sur le prestataire

\* Name albert

Display Name

\* International Tax ID \*\*\*\*\*678z

Profile Info Recently Updated for Grupo Planeta on Coupa

Recibidos x

Grupo Planeta <do\_not\_reply@grupoplaneta-test.coupacloud.com>

para mí

Profile Info Recently Updated for Grupo Planeta on Coupa

Powered by coupa

Hi albert,

Your company's profile information was recently updated and sent to Grupo Planeta on Coupa. This information is important and can contain pay-to information, tax registration, compliance certification information, and more.

Please help us ensure security by notifying your customer if this change is inaccurate or unexpected. If the change is expected you can ignore this message.

Thanks!

View Profile Info

# Form submission for approval

Once you have filled the form click “Submit” to send it for approval by Grupo Planeta (if there were any mandatory fields missing, you would not be able to send it).

Once it is submitted, a confirmation message (1) will appear, as well as the status of your account: “Pending Approval”.

You will receive a notification once Grupo Planeta has approved your form.

If you click on “Save” you will not be sending anything, you are just saving the information of the CSP. This will remain as a draft until you click on “Submit”.



## Update information

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### Public profile

If any of the information included on the CSP changes over time, whether it has to do with certificates, contact information, addresses, contact persons, etc., please communicate it to Grupo Planeta as soon as possible.

Remember that these updates can be made through the CSP:

- Please click on “Profile”.
- You can update general information, such as name, address and contact details on “Your public profile”.
- Click on “Edit”. Once the information has been updated, this will also be updated on your customer profiles.

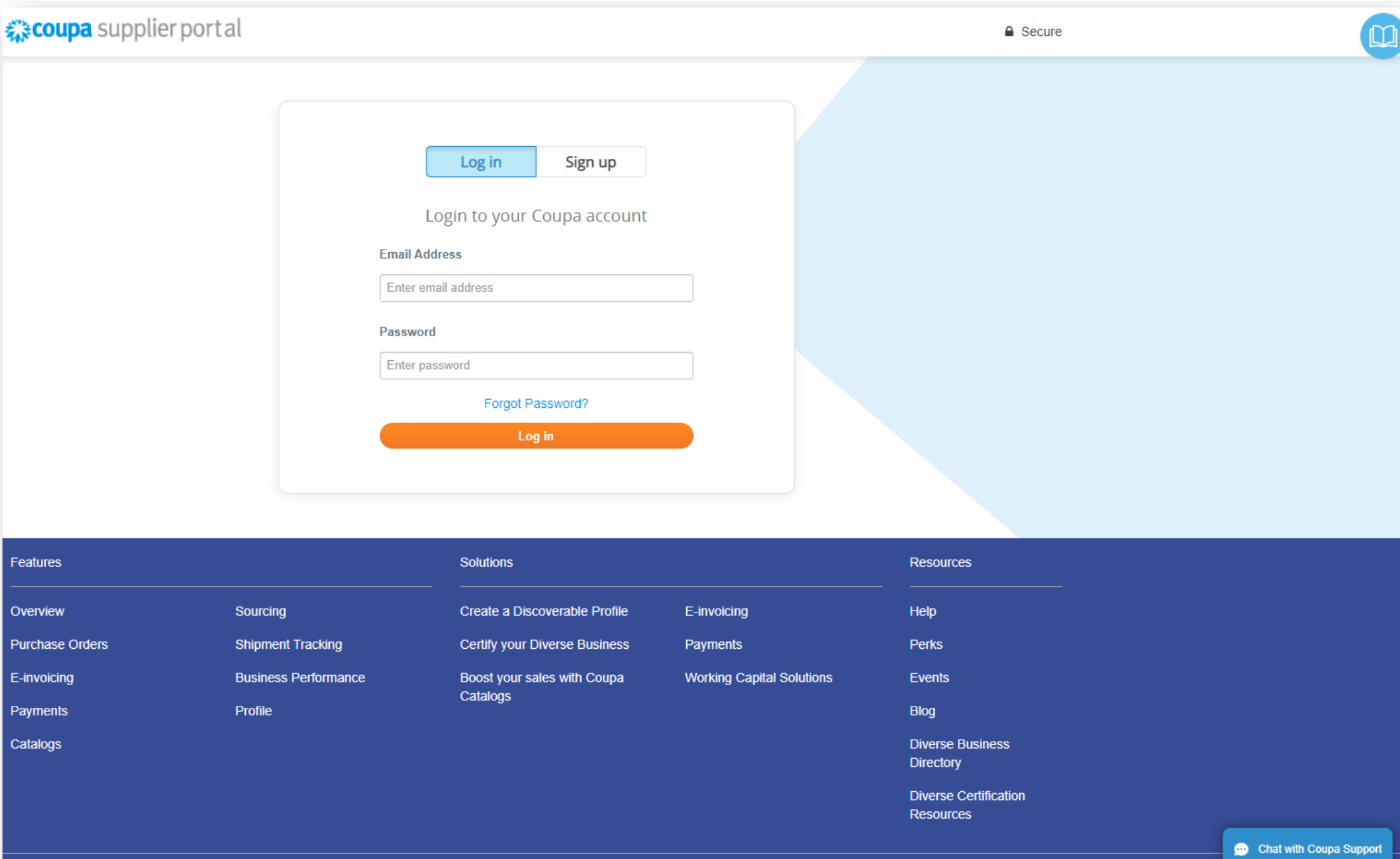
### Customer profiles

Changes concerning details, certificates, etc. specific to Grupo Planeta must be updated on “Your Customer Profiles”.

Please, click on “Profile” and then on “Your Customer Profiles” to update your details if needed.

Once the information has been updated, click on “Submit for approval” to send the new information to Grupo Planeta.



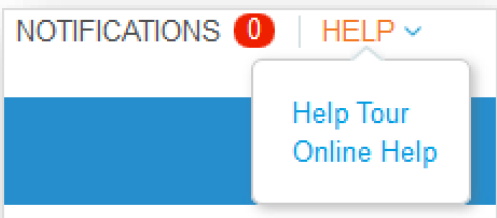


# COUPA Support

If you experience technical difficulties related to the Coupa Supplier Portal (CSP), please reach out directly to COUPA. Whether or not you have logged in to the CSP, you can chat with [Coupa Support](#) in order to get a quick answer or solution to a problem by clicking the option “Chat with Coupa Support” (1).

## Help tour

When you start your first session on CSP, you can take a help tour.



Click on the [Help link](#) in the upper right hand corner of the page to access Online Help or to do the tour.



Useful links:

- [User Manual in different languages](#)
- [Video tutorials](#)





## Additional resources

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If you have any other questions or doubts about the contents of this guide, please contact us at:

[suppliers@planeta.es](mailto:suppliers@planeta.es)



