Coupa

Merge Multiple Supplier Accounts

As of September 2019
Overview

If a supplier inadvertently created multiple CSP accounts, they can merge those accounts into a single account.

Objective
Supplier request merging of accounts in CSP

Steps for requesting to merge multiple CSP accounts:

1. **Launch Coupa Supplier Portal**
   
   Enter the following link in the browser:
   
   `https://supplier.coupahost.com`

2. **Go to Admin then click Merge Request.** Enter the email address of the account you would like to merge with and click the Request Merge button.

3. **Select My Account under Account Owner,** then enter a Note and click Send Request.
Merging request in CSP is successfully done

The confirmation message stating that the Merge Request submitted successfully. [Supplier Name] or the account owner will be notified if they have an active account is displayed.

The next step is for the original supplier account to accept the merge request.

Accept Merge Request

1. Open email client, i.e., Outlook, GMAIL etc.

2. Search for the email request to merge CSP accounts

3. Open the email and Click View Merge Request
4 Open the email and Click Accept

Accepting merge request in CSP is complete

The confirmation message stating that the Company account is merged successfully is displayed.

An Approved Merge Request Email Notification will be received.