

Supplier Portal Instruction for Fastly, Inc.

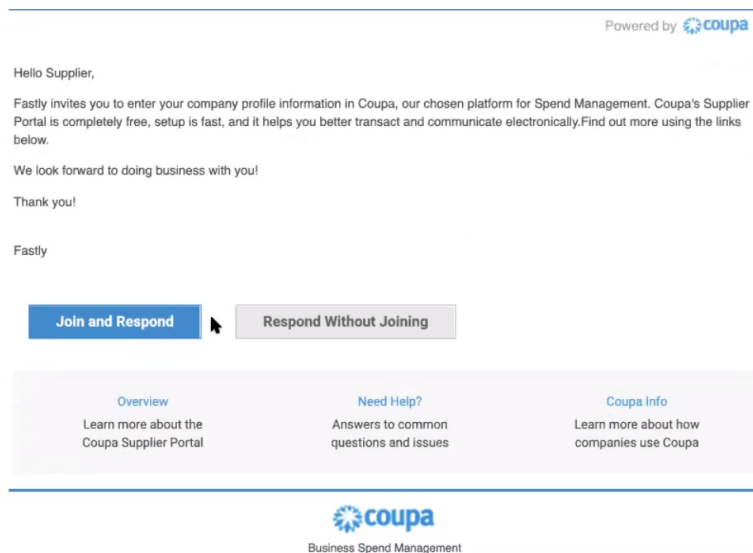
Thank you for taking the time to register with Fastly's Supplier Portal via Coupa. Suppliers completing this process will see quicker payment processing times and increased visibility to the status of their purchase orders, invoices, and remittances as it relates to Fastly. Below is a step-by-step guide to our registration process. If you have questions not covered by this document or cannot complete this required process, please contact AP@fastly.com.

Quick Links

- [Receiving the Invitation](#)
- [Completing the Registration Process](#)
- [Forwarding Invite within Your Organization](#)
- [Updating Information After Registration](#)
- [Adding Users to the Account](#)

Email Invitation

You should be receiving an email invite to register for the portal from do_not_reply@fastly.coupahost.com. An example of the invite is below:



This email invitation expires **15 days** from the time it is sent. Please make every effort to respond as soon as possible. If the invite has expired, please contact AP@fastly.com and a new one can be initiated.

While there are two options for responding, **ALWAYS** choose **'Join and Respond'** instead of **'Respond Without Joining'**. Responding without joining will result in receiving redundant or unnecessary notifications from the system in the future.

Completing the Initial Registration

1. Click **'Join and Respond'** on the email invite.
2. If there is someone else in your organization that should be completing this process, you have the ability to forward the invite to that person. Instructions for this process can be found [here](#).
3. If you are the correct person in your organization to complete this process, you should see your email address pre-populated on the opening page. Create a password, acknowledge the Privacy Policy and Terms of Use, and click **'Get Started'**:



Create your business account

Fastly is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Fastly so you're ready to do business together.

The registration form contains the following elements:

- Email:** A greyed-out input field with a red arrow pointing to it from the left.
- Password:** An input field with a red arrow pointing to it from the left. Below it is a small note: "Use at least 8 characters and include a number and a letter."
- Password Confirmation:** An input field with a red arrow pointing to it from the left.
- Acceptance:** A checkbox followed by the text "I accept the [Privacy Policy](#) and the [Terms of Use](#)." A red arrow points to the checkbox.
- Get Started:** An orange button with the text "Get Started" in white.
- Links:** Below the button are two links: "Having an issue with signup?" and "Forward this to someone".

4. The 'Tell us about your business' screen is information collected by Coupa and is not necessary for Fastly purposes. **Close this popup with the 'X' in the top right corner:**

The screenshot shows a 'Tell us about your business' form. At the top, there is a progress bar with three steps: 'Basics' (highlighted in orange), 'Payment', and 'Profile'. The form fields include: 'Company Name' (with 'NS SIM 3' entered), 'Website', 'Country/Region' (dropdown), 'Address Line 1', 'Address Line 2', 'City', 'State', and 'Postal Code'. A red arrow points to a close button (X) in the top right corner. A 'Next' button is at the bottom right.

5. Once the above popup is closed, you will be taken to the Home Screen. Select 'Profile' Tab and then 'Your Customer Profiles'. Ensure that 'Fastly' is selected in the pulldown menu entitled 'Profile' at the top right corner:

The screenshot shows the Coupa Supplier Portal Home Screen. The 'coupa supplier portal' logo is at the top left. The top navigation bar includes 'Home', 'Profile' (highlighted with a red circle), 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogs', 'Payments', 'Business Performance', 'Sourcing', and 'Add-ons'. Below this, the 'Setup' section shows 'Your Public Profile' and 'Your Customer Profiles' (highlighted with a red circle). The 'Fastly' logo is visible. A red arrow points to a dropdown menu labeled 'Profile' which currently shows 'Fastly'. Below this, the 'Supplier Information' section for 'SIM NJ' is visible, including 'Supplier/Payee Request' and 'Supplier Contact Information' sections.

6. Complete the following sections:

- Supplier/Payee Request
- Supplier Contact Information
- Primary Contact

- Tax Information
- Banking Remittance Address (**At least one is required. Please ensure to complete this step to avoid delays**)
 - Click **'Add Remit-To'** button just under the section heading:

Please click [Add] below "Remit-To Address Lines" to enter your payment information.

For quick entry, after clicking [Add], immediately click [Cancel] in the pop-up window. This will populate all fields relevant to Fastly directly on the page. Alternatively, continuing in the [Add] pop-up window will allow you enter additional information which can be saved and utilized with multiple customers.

Bank Remittance Address

• 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

Payment Information

Payment terms will be met based on the contract/ agreement.

Fastly default Payment Terms are Net 30 days.

* Bank Account Type ☐ Checking ☐ Savings

Preferred Payment Type

* Payment Currency

Print on Check As

Required if preferred payment method is check

- On the following pop up, click **'Create New Remit-To Address'** and follow the prompts on the next series of pop windows:

Choose Remit-To Address

Choose existing or create new Remit-To Address:

+ Create New Remit-To Address

Cancel

- Complete the following pages
 - “Where is Your Business Located”
 - “Tell Your Customers About Your Organization”
 - “Where Do You Want To Receive Payment”

■ **Payment Type** (pulldown):

Where do you want to receive payment?

* Payment Type: **Address** (dropdown menu open showing: Bank Account, Virtual Card)

What is your Remit-To Address?

Address Line 1
Address Line 2
City
State
Postal Code
Country/Region

Cancel Save & Continue

- **‘Virtual Card’** - Do **NOT** select this. This is not an applicable option for Fastly. Payments may be delayed until Fastly AP can verify applicable payment type details.
- **‘Bank Account’** - This is Fastly’s preferred method of payment and will result in faster remittances. This is the only option for suppliers based outside of the U.S. Selecting this will notify Fastly that you want to receive electronic payments and you will need to complete the banking information described below. Based on your organization’s location and the Fastly entity it is doing business with you will need to supply the following information:
 - Your organization is based in the US and doing business with Fastly, Inc.: ACH information
 - Your organization is based outside of the U.S. and doing business with Fastly, Inc.: Domestic wire information

- Your organization is based outside of the U.S. and doing business with an entity **other** than Fastly, Inc.: Wire information
- **‘Address’** - This option is only available to suppliers based in the U.S. This will notify Fastly that you want to receive payment by E-check and the address you previously entered will auto-populate. (Note - E-checks will arrive at the primary email address entered above).
- If **‘Bank Account’** was selected in the previous step, complete banking information.

Important Note - The system will verify that the routing number that was entered is valid. If the system determines that the routing number is not valid, it will notify you via an error popup. This popup gives you the option to ignore errors and continue. **DO NOT** click “**Ignore errors and save anyway**”:

Where do you want to receive payment?

1 2 3 4

The following errors were encountered:

- Couldn't validate for Fastly - National Bank Code does not exist or the selected country does not provide National Bank Code!

☐ Ignore errors and save anyway (not recommended)

Please ensure that you have entered the correct routing number. If you are still receiving this error message, please contact AP@fastly.com for help before continuing.

- Payment Information
- Please do not enter/update anything in the section entitled **‘Fastly Internal Use Only’**.
- Click **‘Submit for Approval’**. Please note that clicking **‘Save’** does **NOT** submit the form for approval, but merely saves your progress in the event you need to complete the process at a later time.

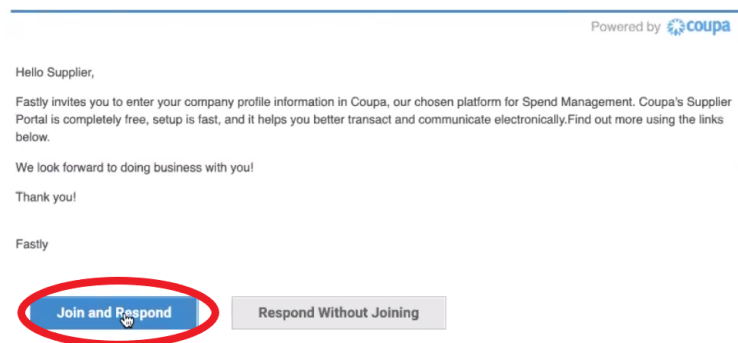
7. Your registration is complete. You will receive an email notification when it has been approved. If there are issues that need to be resolved prior to approval, you will receive a rejection notification from the portal that includes comments detailing what needs to be updated.

Forwarding the Registration Invite

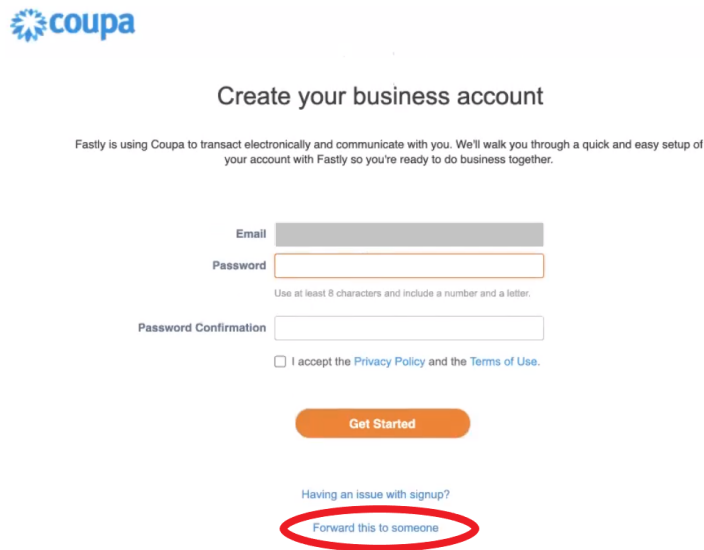
Ideally, a representative from Accounting or Finance in your organization should be completing the registration. If the invitation needs to be forwarded, please follow the steps below.

Please note that only one person at a time has the ability to complete the initial registration. Forwarding the invite will remove your ability to complete the process and grant it to the person you are forwarding it to.

1. From the original email invitation click '**Join and Respond**':



2. On the following screen, click '**Forward this to someone**':



coupa

Create your business account

Fastly is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Fastly so you're ready to do business together.

Email

Password

Use at least 8 characters and include a number and a letter.

Password Confirmation

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

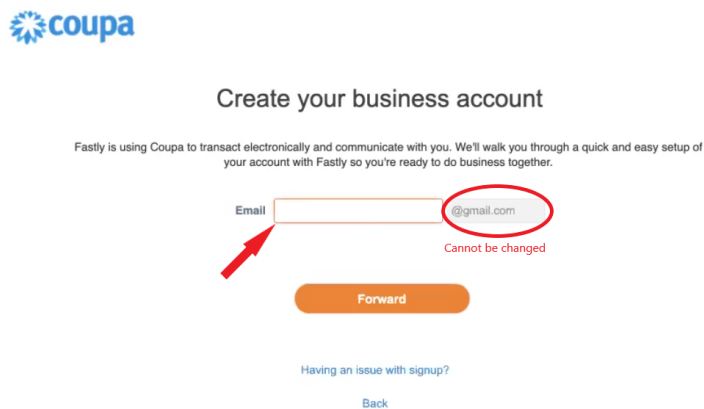
Get Started

[Having an issue with signup?](#)

Forward this to someone

3. On the following page, enter the prefix of the email address of the person you want to send it to and click '**Forward**'.

Note that for security purposes, the person you are forwarding this to must have an email address with the same domain name. That field will be pre-populated and unchangeable:



coupa

Create your business account

Fastly is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Fastly so you're ready to do business together.

Email

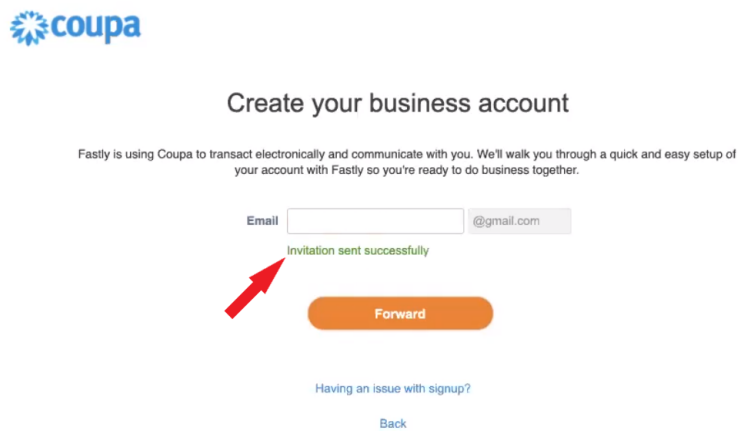
Forward

[Having an issue with signup?](#)

[Back](#)

Cannot be changed

- Once you have completed these steps you should see an indicator acknowledging that the invitation has been sent:

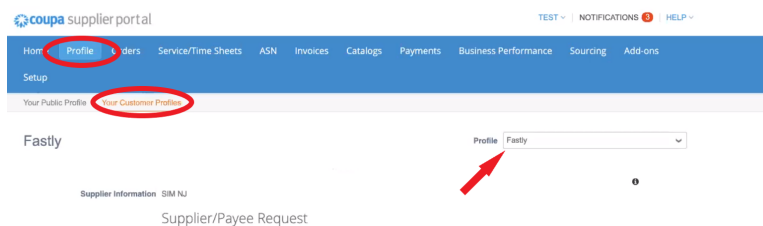


- The person receiving the invitation should follow the '**Completing the Registration**' instructions [above](#).

Updating Information After Registration

If your information changes at a later date and you need to update it, follow the steps below:

- Login into your Coupa Supplier Portal account
- From the Home Page, select '**Profile**' -> '**Your Customer Profiles**' -> '**Profile**' = Fastly:



- The following page will open in edit mode and allow you to update any of the necessary information. Update as needed and click '**Submit for Approval**'. Additional steps are required If you need to update anything in the '**Remit-To Addresses**' section and are described below.

- Click on '**Add Remit-To**' button:

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

Remit-To Address

Remit To Information

Beneficiary Name: GIM N I

- A pop-up window will appear. Select '**Create New Remit-To Address**':

Choose Remit-To Address

Choose existing or create new Remit-To Address:

475 brannan st
suite - 300
san francisco, CA 94107
United States
United States

Bank Account (chase)

Choose

+ Create New Remit-To Address

Cancel

- Follow the prompts on the successive pop-up windows to update your information. These are the same requests that appeared during the registration process that is described [here](#). Then click '**Add Now**':

Setup Complete

1 2 3 4

Do you want to Add Remit-To Address to the customer profile now?

Add Later **Add Now**

- You will arrive back at the main update page. Scroll down to the '**Remit-To Addresses**' section. You will see all of the addresses you have entered in the past. Ensure that all previous information is inactivated by selecting '**Inactive**' just below each of the addresses:

Remit To Address

Street Address 475 brannan st

Street Address 2 suite - 300


City san francisco

State Region CA

Postal Code 94107

Country/Region United States

Active Inactive



The most recent information you have added will be considered Active.

- Click '**Submit for Approval**' and this process is complete:

Preferred Payment Type ACH

* Payment Currency USD - United States of America, Dollars (1)

Print on Check As

Required if preferred payment method is check.

Fastly Internal Use Only

Primary Subsidiary Fastly Inc. (1)

Please do not change this field.

By clicking "Submit for Approval" you warrant that the above information is accurate and that you have the authority to provide this information to Fastly.

Please direct any form related questions to: ap@fastly.com


Please submit all invoices via the Coupa Supplier Portal.

attachment

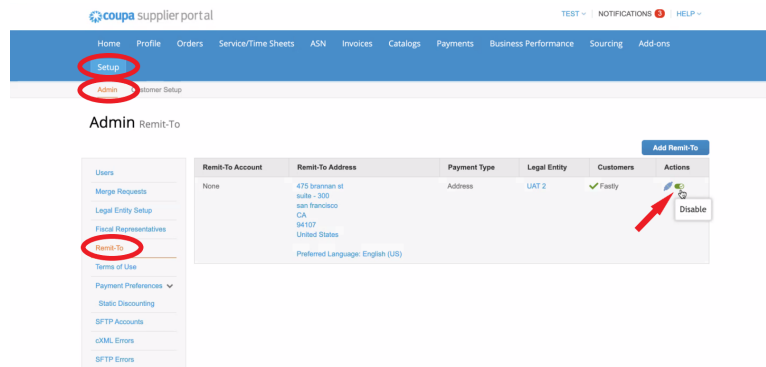
<https://www.apple.com/apple-events/>

CF_Amazon_Business_Coupa_Punchou...

Decline Save Submit for Approval



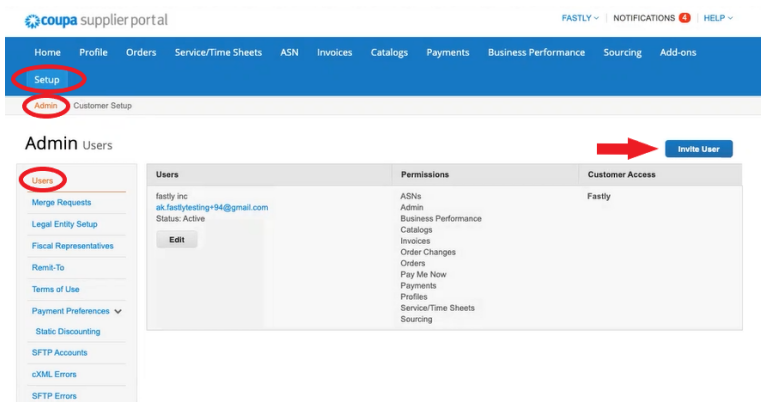
9. After you have updated your information you can inactivate old information by going to **'Setup' -> 'Admin' -> 'Remit To'** and use the toggle button to disable old address':



Adding Users to the Account After Registration

After the initial registration, Admin users can invite additional users to the platform using the following steps:

1. Login into your account and from the Home page go to **'Setup' -> 'Admin' -> 'Users'** and then click **'Invite User'**:



2. In the following pop-up window, first enter the invitees first and last name along with their email address. Then assign the permissions you want to grant to that user and click **'Send Invitation'**:

The screenshot shows the 'Invite User' pop-up window in the Coupa Supplier Portal. The window is titled 'Invite User' and has a close button (X) in the top right corner. It contains three input fields for user information: 'First Name', 'Last Name', and 'Email', each with a red arrow pointing to it. Below these fields are two tabs: 'Permissions' and 'Customers'. The 'Permissions' tab is active, showing a list of permissions with checkboxes. A red arrow points to the 'Send Invitation' button at the bottom right.

Permissions	Customers
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All
<input checked="" type="checkbox"/> Admin	<input checked="" type="checkbox"/> Fastly
<input checked="" type="checkbox"/> Orders	
<input type="radio"/> Restricted Access to Orders	
<input checked="" type="radio"/> All	
<input checked="" type="checkbox"/> Invoices	
<input checked="" type="checkbox"/> Catalogs	
<input checked="" type="checkbox"/> Profiles	
<input checked="" type="checkbox"/> ASNs	
<input checked="" type="checkbox"/> Service/Time Sheets	
<input type="radio"/> Restricted Access to Service/Time Sheets	
<input checked="" type="radio"/> All	
<input checked="" type="checkbox"/> Payments	
<input checked="" type="checkbox"/> Order Changes	
<input checked="" type="checkbox"/> Pay Me Now	
<input checked="" type="checkbox"/> Business Performance	
<input checked="" type="checkbox"/> Sourcing	

3. The process is now complete and the invited user will receive an email notification to register with the portal.