

DKV/ERGO Belgium Supplier Registration

Quick Reference

"Think before you print"

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1 Process of Onboarding and Recertification

As a DKV/ERGO supplier, there are two ways to fill out your supplier self-assessment. One is by creating a Coupa Supplier Account or the other is to access the form directly on the website. **Creating the account in the Coupa Supplier Portal (CSP) is strongly recommended**, as this allows you to adapt the information submitted at any time and not requires you to enter your information again in case of necessary changes.

To do so, please select “Join and Respond” in our Email.



Example E-mail -
Ergo Coupa.pdf



Overview of both options:

	Coupa Supplier Portal (Join and Respond)	Without Account (Respond without Joining)
Fully capture supplier information	Yes	Yes
Attach documents and certificates	Yes	Yes
Saving and editing again	Yes	No
Changing data already entered and submitted	Yes	No
Communicate within the form via "Comment" functionality	Yes	Restricted

2 Example for Onboarding

2.1 Create your Account

After Clicking Join and Respond, you will see this screen.

After Clicking Join and Respond, please choose a password and confirm it. Please check the box for accepting the Privacy Policy and the Terms of Use. Hit 'Create an Account'

Create an Account

Test-System ERGO Group AG
Beschaffung is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Test-System ERGO Group AG - Procurement / Beschaffung so you're ready to do business together.

• **Business Name**
PapogenoTest
Your legal business name (or legal personal name if an individual)

• **Email**
coupatest@outlook.be

• **First Name** • **Last Name**
Ergotest Coupatest

• **Password** • **Confirm Password**
.....

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

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

Create an Account

Already have an account? **LOG IN**

Forward this to someone

Create an Account

Already have an account? **LOG IN**

Forward this to someone

If you are not the correct person, you can forward this to someone else in your company.

As a supplier you need to enter your bank account details to be paid in due time. Therefore, a two-factor authentication is required to setting up the payment.

There are 2 possibilities, either you use a authenticator app or via SMS Message:

Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

Authenticate via: Authenticator app

- 1 Scan this QR code using your mobile device.
 - Open your preferred authentication app on your mobile device. [Learn more](#)
 - For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

Coupa Supplier Portal

AUDGD22XUBALH0WF74
YSSASC779DWD
Click to copy Security Key

- 2 Enter the 6-digit verification code from your device.

Next

Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

Authenticate via: **no SMS Message**

- 1 A message will be sent to your phone.

Phone Number
+1 (201) 655-0123

- 2 Confirm Recaptcha.
 - I'm not a robot
 -
 - Send Code
- 3 Enter the 6-digit verification code sent to your phone.

Next

In this case we use the authentication via SMS Message:

Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

Authenticate via: Phone SMS Message

- 1 A message will be sent to your phone.

Phone Number
+32 477291476

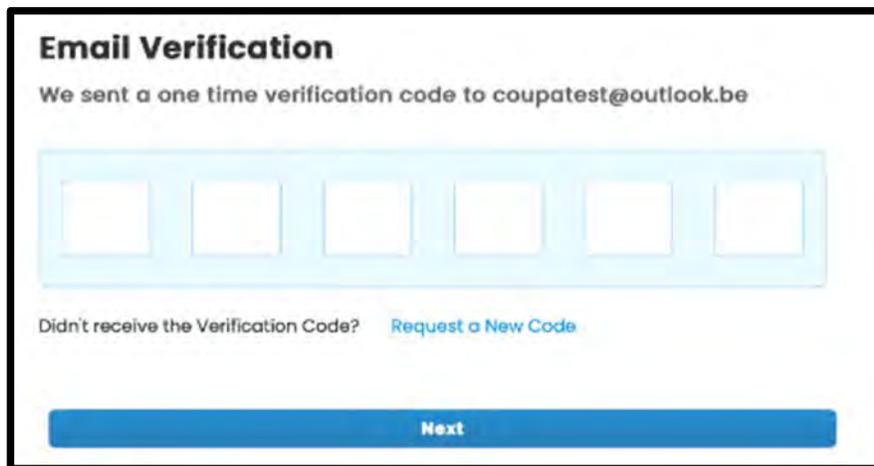
- 2 Confirm Recaptcha.
 - I'm not a robot
 -
 - Resend Code

Error validation code that we sent to +32477291476

- 2 Enter the 6-digit verification code sent to your phone.

Next

Then enter the code you received in the SMS:



Email Verification

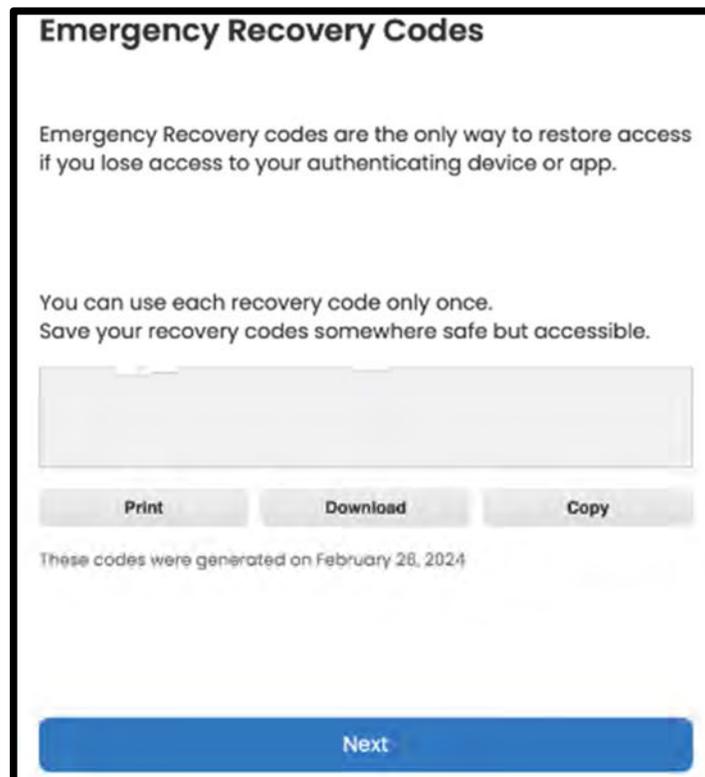
We sent a one time verification code to `coupatest@outlook.be`

Input field for verification code (6 digits)

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

Next

After you enter the verification code, you will receive recovery codes. Those codes are needed to recover your account. You have the possibility to print them, download them (cvs file) or copy them and paste them into a document to store in a save place.



Emergency Recovery Codes

Emergency Recovery codes are the only way to restore access if you lose access to your authenticating device or app.

You can use each recovery code only once.
Save your recovery codes somewhere safe but accessible.

Print Download Copy

These codes were generated on February 26, 2024

Next

After clicking next you need to update your contact information

Step 1 Your Contact Information

Complete the fields marked with a *

* **First Name** Ergotest

* **Last Name** Coupatest

* **Phone Number** 0032477291476

* **Country/Region** Belgium

* **Address Line 1** Grote Test 22

* **City** Blankenberge

State

* **Postal Code** 8377

Next

[Skip for Now](#)

Tell Us About Your Business

Complete the fields marked with a *

* **Business Website** www.start2boat.be

I do not have a website

* **Tax ID (or Local ID)** BE0890674730

Tax ID is to confirm you are a real business.

I do not have a Tax ID

Invite user ⓘ

Next

[Skip for Now](#)

You can invite another user via this button:

Invite user ⓘ if you aren't the right person to provide this information, please invite another user from your company to join this account and add to your company profile.

Test-System ERGO Group AG - Procurement / Beschaffung requires some additional information

This information must be provided before you can do business with Test-System ERGO
Group AG - Procurement / Beschaffung.

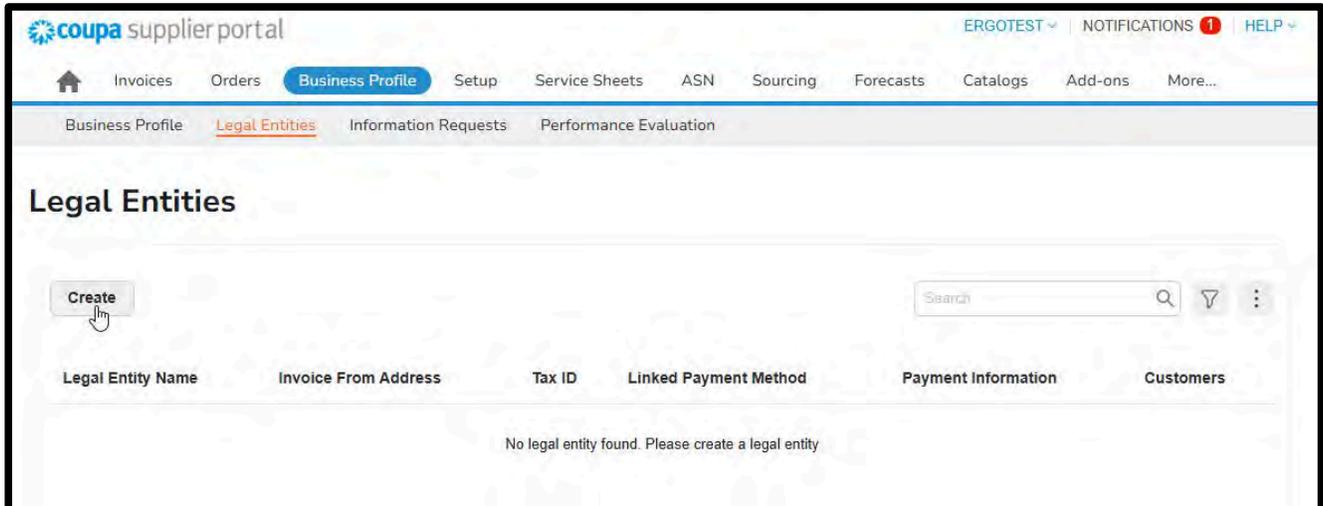
Click 'Take Me There' and enter the Supplier
Onboarding

Take Me There

Skip for Now

2.2 Setup your business profile, legal entity and payment method

Go to business profile, legal entities



Click Create

Create Legal Entity

Complete all mandatory fields (marked with *) and Click save

* Legal Entity Name

* Country/Region

Invoice From Address

Please enter the address that you invoice from or the address that you receive mailed and in-person payments.

* Country/Region

* Address Line 1

Address Line 2

* City

* State

* Postal Code

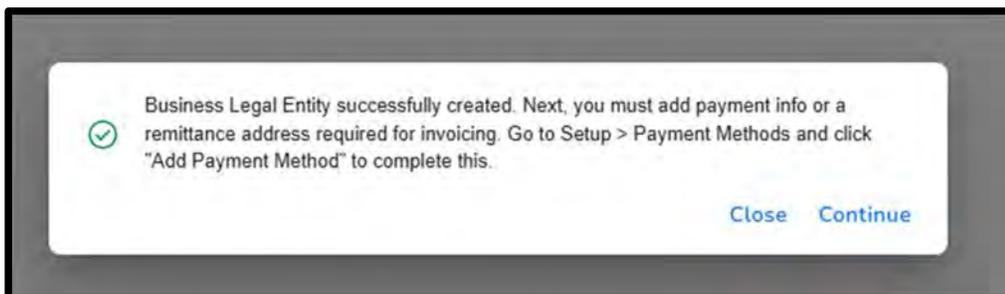
Invoice From Code

Ship From Address

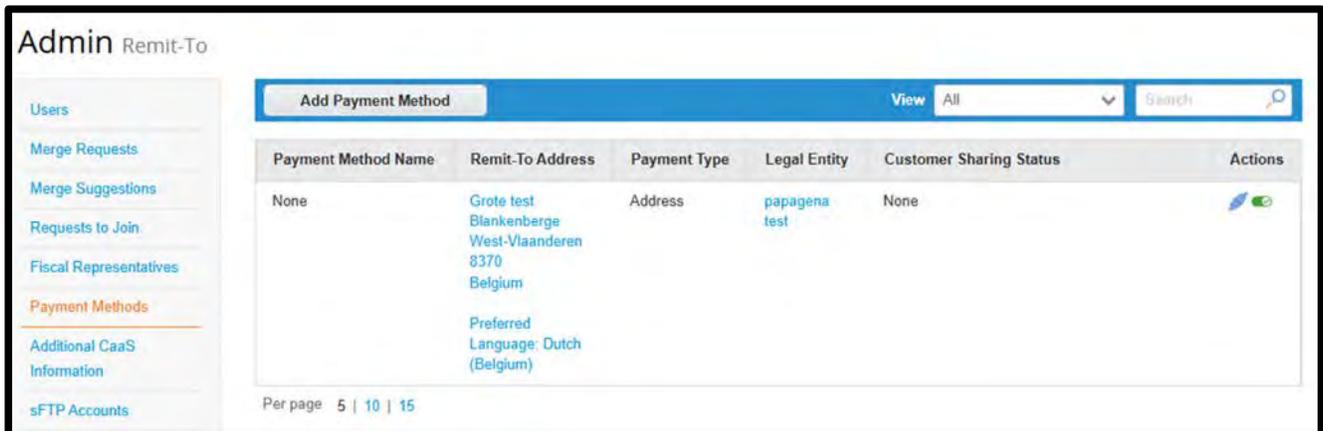
Please enter the physical address that your goods are shipped from? This can be a warehouse address.

Same as Invoice From Address

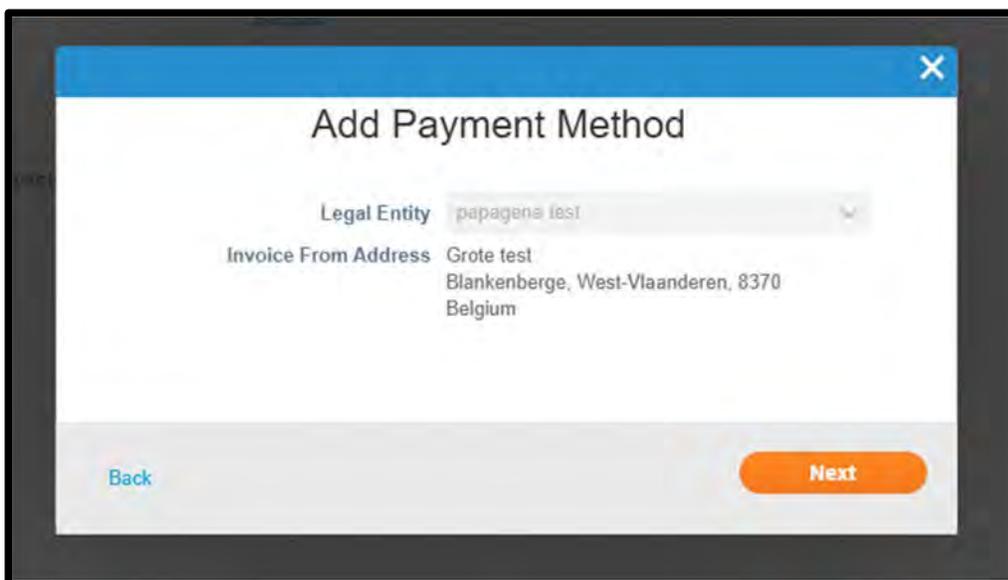
You will see this screen:



Click continue and set up your payment methods



Click add payment method



Click next and complete all mandatory fields (marked with *)

ATTENTION: although Confirm Account Number, IBAN and Confirm IBAN is not marked with *, please complete as well, as this blocks the procedure.

* Payment Type Bank Account ▾

Complete all mandatory fields (marked with *)
Also complete Confirm Account Number, IBAN,
confirm IBAN and swift although not marked with *

What are your Bank Account Details? ⓘ

Bank Account Country/Region: Belgium ▾

Bank Account Currency: EUR ▾

Beneficiary Name: papagena test

* Bank Name:

* Account Number: ⓘ

Confirm Account Number:

IBAN: ⓘ

Confirm IBAN:

SWIFT/BIC Code: ⓘ

My bank does not have a BIC code

Branch Code:

Bank Account Type: Business ▾

Supporting Documents Choose Files No file chosen ⓘ

Email Address coupatest@outlook.be ⓘ

account number = IBAN with-
out BExx

What is your Remit-To Address?

Saved Addresses Select ▾

New Address

Select (one of) your saved address or add new address

Recommended

If you receive payments to a different location to where your business is registered, add the address here.

What is your Remit-To Integration Code? (optional) >

Who is your Remit-To Contact? (optional) >

Which customers can use this account?

All

Test-System ERGO Group AG - Procurement / Beschaffung

Cancel Save & Continue

Click save and continue.

Add a new Payment Method

Payment Method let your customers know where to send payment for their invoices. Click Add Payment Method to add more locations, otherwise click Next. Add Payment Method

Payment Method Name	Remit-To Address	Status	
Address	Grote test Blankenberge West-Vlaanderen 8370 Belgium	Active	Manage
Bank Account	Grote test Blankenberge West-Vlaanderen 8370 Belgium	Active	Manage

Deactivate Legal Entity Cancel Next

Click next

Add a new Payment Method

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered. Add Ship From

Title	Status	
Grote test Blankenberge West-Vlaanderen 8370 Belgium	Active	Manage

Deactivate Legal Entity Done

And click Done

Setup Complete



Congratulations!

This legal entity can now be used on new invoices.

To get paid - Most customers require that you send them this payment info in addition to providing it on the invoice. ⓘ

- Click on the [Profile Tab](#) to see if your customer has a form that collects payment information.
- Otherwise, you'll have to send it to them through another channel.

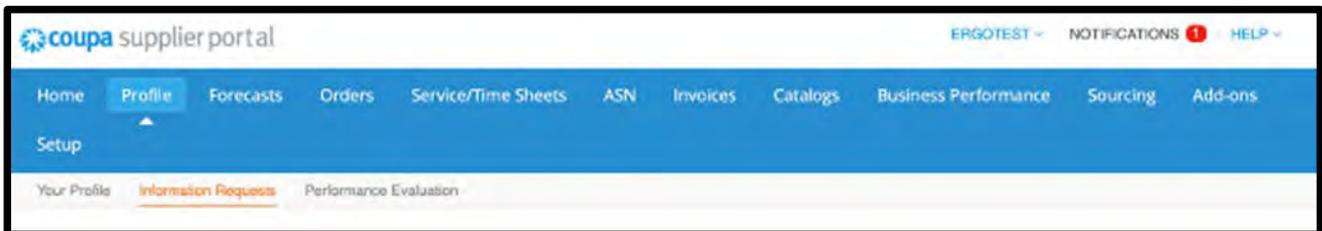
Add Later Add Now

Click add now and your payment method name is added to your payment methods:

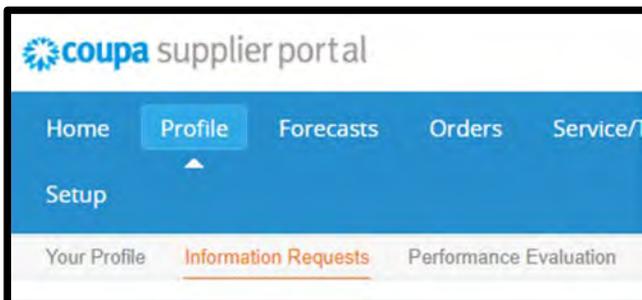
Payment Method Name	Remit-To Address	Payment Type	Legal Entity	Customer Sharing Status	Actions
	Grote test Blankenberge West-Vlaanderen 8370 Belgium	Bank Account	papagena test	Test-System ERGO Group AG - Procurement / Beschaffung	Active

2.3 The onboarding process via the information request

At the top of your page you see this:



Go to Profile and select the tab Information Requests:



In this SIM Form, some information entered during the set up of your account, will be auto-filled.

Test-System ERGO Group AG - Procurement / Beschaffung

Profile Test-System ERGO Group AG - Procurement ...

✓ We have auto-filled some information from your Public Profile.

BE_SIM_1.2_Supplier Self Information_EN_V10

Please complete the form, thank you!

Supplier Information

PapageniaTest

Welcome to the ERGO Group supplier registration process

With 20 million customers, the ERGO Group is one of the leading insurance groups in Germany. Outside Germany, ERGO is active in more than 30 countries, with a focus on private customer business. Its international activities are concentrated in Europe and Asia. In Europe, ERGO is the market leader in health and legal expenses insurance. In its home market of Germany, ERGO is the leader in all insurance segments. Please visit the ERGO supplier portal for further information, training material and an example of a completed onboarding form.

[ERGO business partner website](#)

Remark: via the link „ERGO Business partner website“ you go to our supplier page, where you can find more information and all relevant documents (some of them need to be signed and uploaded).

2.3.1 Company Information

1. Company information

* Company name

PapagenaTest

The full legal name (including the legal form)

Please ensure the full legal name of your company is entered

+ Head office address

Address Purpose

Select Some Options

* Region

Country/Region

United States

State Region

None

State ISO Code

Address Name

* Street Address

Grote Test 22

Please provide all relevant information for a clear identification and communication with your company.

Mandatory are:

- Country/Region
- State Region
- Street Address
- City

Street Address 2

Street Address 3

Street Address 4

* City

* Postal Code

Location Code

Website
 ⓘ

2.3.2 Contact Information

Contact information

* First Name
Ergotest

* Last Name
Coupatest

* Email Address
coupatest@outlook.be

* Primary Phone
US/Canada
650-555-1212
Including dial-through number

Mobile Phone
US/Canada
650-555-1212

Central Company Number
US/Canada
650-555-1212

This Contact will be our default contact in case of questions and communications with your company.

Primary phone: switch to other if no US or Canada

* Email address for orders

If you do not have a dedicated e-mail address for orders, please enter your own company email

Please provide us also with a dedicated email address for all purchase orders. If similar to the primary contact, please enter primary contact email details again.

* Add contact person for accounting

Yes
 No

Would you like to add a contact person for accounting?

* Accounting Contact person first name

Test

* Accounting Contact person last name

Coupa

* Accounting email address

coupatest@outlook.be

The accounting contact will be used for all accounting related transactions and questions. If no accounting contact tick no

* Add contact person for accounting

Yes
 No

Would you like to add a contact person for accounting?

If no accounting contact tick no

2.3.3 Company details

3. Company details

3.1 Tax information

DUNS Number

If given

*** Does the company have a EU VAT or a local tax number?**

EU VAT
 Local tax number

Does the company have a EU-VAT number?

*** EU VAT**

Commercial register number

Companies in Belgium: Fill in the KBO-BCE - Other Companies: Fill in the local Company Registration Number (if assigned)

KSK Supplier

German suppliers only: Do you carry out a self-employed, artistic/journalistic activity and do you w (sole proprietorship, partnership)?

*** Withholding tax**

Yes
 No

As part of your business, are you subject to withholding tax regulations in the company to which this registration applies? (Withholding Tax)

Please provide the EU VAT ID or your local tax ID (In Belgium it's the same) = **Please use 12 characters and no dots (BE0123456789)**

Kunstlersozialkasse is only relevant for German suppliers

Please let us know if withholding tax is required for your company.

If your company is exempted from withholding tax, please provide start and end date, the exemption certificate and write down the certificate number in the description box.

3.2 Company key figures

3.2.1 Annual turnover in EUR

* Year before last

In EUR. If your company did not exist at this time, please enter "0".

* Last year

In EUR. If your company did not exist at this time, please enter "0".

* This year (forecast)

In EUR.

Please provide your companies turnover in Euro.
If your company did not exist and therefore not generate any turnover, please enter a "0".

3.2.2 Credit report

Credit report

No file chosen

If you have more than one document, please upload as one ZIP file.

Please attach a reliable credit statement. If you want to attach multiple documents, please use Zip.
If no credit report available, please upload blanc document

3.2.3 Number of employees

* Year before last

If your company did not exist at this time, please enter "0".

* Last year

* This year (forecast)

Please provide the number of employees of your company.
If your company did not exist and therefore not employ any employees, please enter a "0".

3.3 Relevant references

Do you have any relevant references that you would like to share with us?

- Yes
 No

If you have relevant references already with ERGO Group (and its entities).

Click yes and you can add up to 3 references

3.3.1 Reference 1

Company name

Products / services supplied

Please describe the context in which the products / services were provided.

Volume

In EUR

Starting date

Date of signing the contract

Final date

Date of the last service provided

3.4 Banking information

It is mandatory to provide at least one set of banking information.

It is mandatory to enter a bank information for your company! Please click on the "Remit to" button and enter your bank details. Please note that there are no spaces in either the IBAN or the SWIFT code.

If you change your bank details, please also click on the "Remit to" button and enter your new bank details. Delete the old bank details by clicking on the red cross.

Only one bank account can exist per currency!

Please enclose proof of ownership (blank invoice or bank confirmation).

To do so, please click on "Add Remit-To".
If all data are already entered during the setup, then all information should be prefilled
If you did not, please setup first (see previous chapter)

Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form

Add Remit-To

Bank details

Please note that you can only enter **one bank details** per currency. We can only use one bank account for payments. ✖

Type of bank account

IBAN Number

Bank Account + Routing Number

Please click IBAN
Most of the information will already be completed by the information you completed during the setup.

Please also add proof of ownership

Proof of Ownership

Choose File No file chosen

MANDATORY for all newly created bank accounts.

A company letterhead (on which the bank details are noted), a bank statement or a bank proof of ownership.

Please make sure that the "**proof of ownership**" of the bank details is uploaded as well. This can be a bank confirmation, a blank invoice or a copy of the bank statement etc. or any other document proving the bank account belongs to your company.

2.3.4 Quality assurance and compliance

4. Quality assurance and Compliance

As part of the Munich Re Group, DKV-ERGO acts responsibly and is a pioneer for a better world are closely interwoven with our business and operational activities. In line with our internal Code every day to meeting or exceeding our ESG commitments. This includes you as a supplier, service achieve the business success we strive for and make a difference together.

The following link will take you to our company website. There you will find the current version of our Code of Conduct as well as the template for accepting the CR clause.

[DKV-ERGO business partner-website > Code of Conduct for Suppliers](#)

To be compliant as a supplier we need you to sign some documents.

On our business partner page you can already consult the Supplier Code of Conduct.

2.3.4.1 Code of Conduct

We need you at least to accept our Supplier Code of Conduct and sign our NDA. If you do not accept the Supplier Code of Conduct, then you need to sign the ACA and confirm that you are compliant with the principles of the UN Global Compact.

2.3.4.1.1 You choose Acceptance of the CR Clause

4.1 Code of Conduct

* Which compliance e-documents would you like to upload?

Acceptance of the CR clause

Confirmation of the anti-corruption agreement & compliance with the principles of the UN Global Compact

The Code of Conduct is designed to ensure that all external suppliers providing goods or services to a Munich Re Group company comply with our standards.

If you do not accept the Code of Conduct, we must check whether the business relationship can be established with the signed minimum requirements (Anti-Corruption Agreement and UN Global Compact).
In the majority of cases, however, the agreement to the Code of Conduct is mandatory.

If you do not accept the Code of Conduct (CR Clause), you will be requested to sign the ACA and the UN Global Compact instead.

* Which compliance documents would you like to upload?

Acceptance of the CR clause
 Confirmation of the anti-corruption agreement & compliance with the principles of the UN Global Compact

The Code of Conduct is designed to ensure that all external suppliers providing goods or services to a Munich Re Group company comply with our standards.
 If you do not accept the Code of Conduct, we must check whether the business relationship can be established with the signed minimum requirements (Anti-Corruption Agreement and UN Global Compact).
 In the majority of cases, however, the agreement to the Code of Conduct is mandatory.

* CR-Clause

accepted

Follow the link to sign the CR clause agreement

[Coupa - Supplier Code of Conduct Acceptance - ...](#)

Please download and sign the document then upload in the next step.

Tick box acceptance of the CR Clause
 Then select accepted in the field CR Clause
 Download the document via the link below, complete and sign and upload in the next step.

* Code of Conduct (Agreement on the Corporate Responsibility Clause)

Effective Date

mm/dd/yy

* Expiration Date

mm/dd/yy

* Attachments

Add File

Description

Upload the signed document, which was sent to you by e-mail from Adobe, here.

The period of validity of this agreement is not limited, but is related to the currently published version of the Code of Conduct for Suppliers. This means that the documents must be actively updated if an updated version has been made available since the last document was signed. For technical reasons, please enter 31.12.2099 in the "Expiry date" field.

Enter date of signature
 Expiration date: 31.12.2099
 Upload the signed acceptance form

2.3.4.1.2 You do not accept the CR Clause

4.1 Code of Conduct

* Which compliance documents would you like to upload?

Acceptance of the CR clause

Confirmation of the anti-corruption agreement & compliance with the principles

The Code of Conduct is designed to ensure that all external suppliers providing goods or services to

If you do not accept the Code of Conduct, we must check whether the business relationship can be established with the signed minimum requirements (Anti-Corruption Agreement and UN Global Compact).
In the majority of cases, however, the agreement to the Code of Conduct is mandatory.

If you do not accept the Code of Conduct (CR Clause), you will be requested to sign the ACA and the UN Global Compact instead.
Tick the box confirmation of the ACA & compliance

* Anti-corruption & UN Global Compact

Tick box of the ACA & UN Global Compact

Follow the link to sign the anti-corruption agreement

<https://www.dkv.be/sites/default/files/pcustom/antico...>

Please download and sign the document then upload in the next step.

Download the ACA, complete and sign
Enter date of signature
Expiration date: 31.12.2099
Upload the signed ACA in the field At-
tachments

* Anti-corruption agreement

Effective Date

* Expiration Date

* Attachments

Add [File](#)

Description

Upload the signed document here.

The validity period of this agreement is not limited, but is related to the currently published version of this Anti-Corruption Agreement. This means that the documents must be actively updated if an updated version has been made available since the last document was signed. For technical reasons, please enter 31.12.2099 in the "Expiry date" field.

Follow the link to sign the UN Global Compact agreement

<https://www.dkv.be/sites/default/files/pcustom/global>

Please download and sign the document then upload in the next step.

Download the UN Global Compact Agreement, complete and sign
Enter date of signature
Expiration date: 31.12.2099
Upload the signed document in the field Attachments

* Confirmation of "Compliance with the principles of the UN Global Compact"

Effective Date

mm/dd/yy 

* Expiration Date

mm/dd/yy 

* Attachments

Add [File](#)

Description

Upload the signed document, which was sent to you by e-mail from Adobe, here.

The validity period of this confirmation is not limited, but is related to the currently published principles of the UN Global Compact. This means that the documents must be actively updated if an updated version has been made available since the last document was signed. For technical reasons, please enter 31.12.2099 in the "Expiry date" field.

2.3.4.2 Non-Disclosure Agreement (NDA)

4.2 Non-Disclosure Agreement

Follow the link to sign the non-disclosure agreement

<https://www.dkv.be/sites/default/files/pcustom/declar...>

If you need help with this process, you will find the click instructions directly under "4. Quality assurance"

Non-Disclosure Agreement (NDA)

Effective Date

mm/dd/yy 

*** Expiration Date**

mm/dd/yy 

*** Attachments**

Add [File](#)

Description

Upload the signed document, which was sent to you by e-mail from Adobe, here.

Generally valid for ten years. Please enter the expiration date accordingly.

Download the NDA, complete and sign
Enter the date of signature
Expiration date: day of signature + 10 years
Upload the signed document in the field Attachments

2.3.4.3 Certicates

4.3 Certificates

You are free to upload additional certificates such as ISO, REACH, RoHS or other quality assurance certifications in the description field (e.g. "REACH" or "ISO9001").

Additional certificates

* Type

Effective Date

* Expiration Date

* Attachments
[Add File](#)

Description

If you would like to upload several certificates, please upload them as a zip file.

Please upload any relevant certificates including effective and expiration date. These certificates are mandatory if required for the business relation with DKV/ERGO.

2.3.5 Other information

5. Other information

Main commodity group of the supplier

None

This is the main commodity group for which we would like to certify you. If this does not correspond to your portfolio, please note this at the end of the form under 'Other comments'.

*** IT products/ IT services**

Yes
 No

Do you supply or offer IT products or IT services?

Please download and fill out the competency matrix if your company provides IT products or services. Upload it after filling out

Sustainability report

Yes
 No

Does your company publish a sustainability report?

Please add the sustainability report of your company if available.

*** Experience with Munich RE Group**

Yes
 No

If you are already an active supplier of any other Munich RE group company, please provide further details here.

Other notes

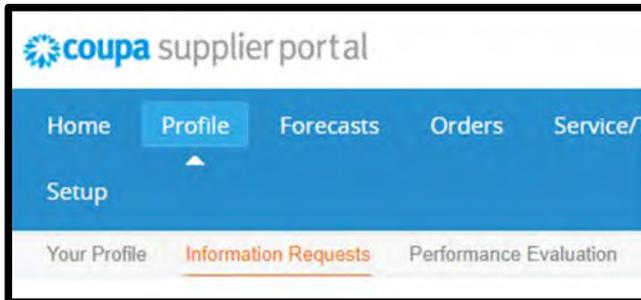
Here is room for other comment you would like to submit.

Any other remarks or comments from your side that you would like to share with us?

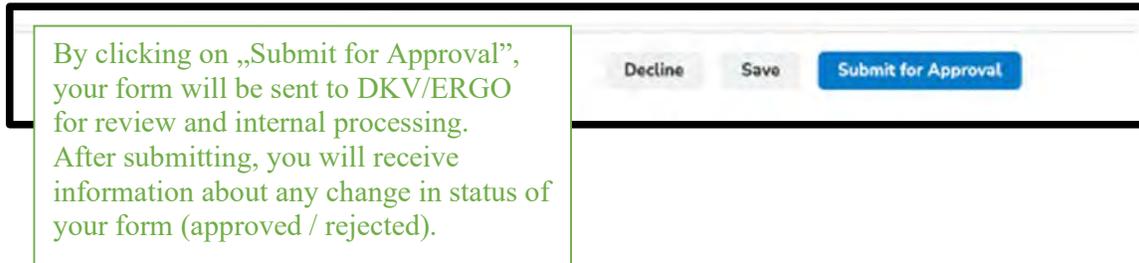
You can save and return to your onboarding form at any time by clicking on "save". Click „submit for approval“ when you completed all information and want to enter it.

Decline
Save
Submit for Approval

If you saved the form in between, you can access it again via the button Information Requests under the button Profile.



Do not forget to push the button „submit for approval“ once completely done.



Remark:

If you would like to adapt your data after you have already submitted for approval, you have to complete the form again and submit for approval. Following fields will be cleared and you will have to complete them again:

- a. Add accounting contact (1. Company information)
- b. Withholding tax (3.1 Tax Information)
- c. It products/it services (5. Other Information)
- d. Turnover (3.2.1 turnover in Euro)
- e. Number of employees (3.2.3 Number of employees)
- f. banking information + proof + remit to (3.4 Banking information)
- g. compliance (NDA, Supplier Code of Conduct) (4.1 Compliance)