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# 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.



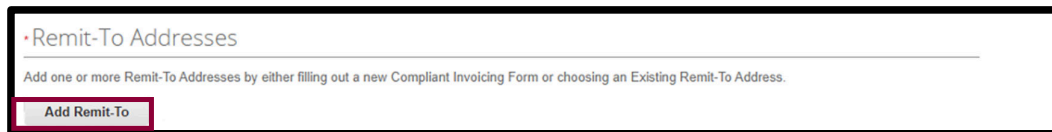
Overview of both options:

	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

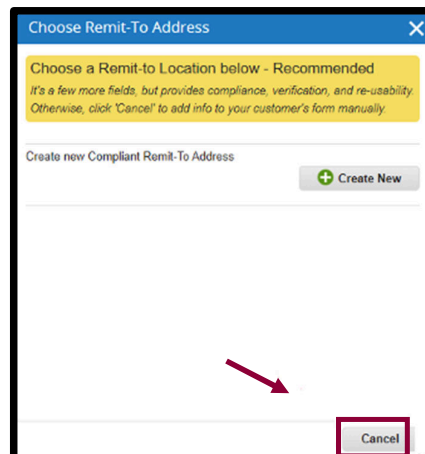
## 2. Add Banking Details

Every DKV/ERGO Supplier must provide at least one set of Banking details within Coupa. These banking details will later be used for invoices submitted by you.

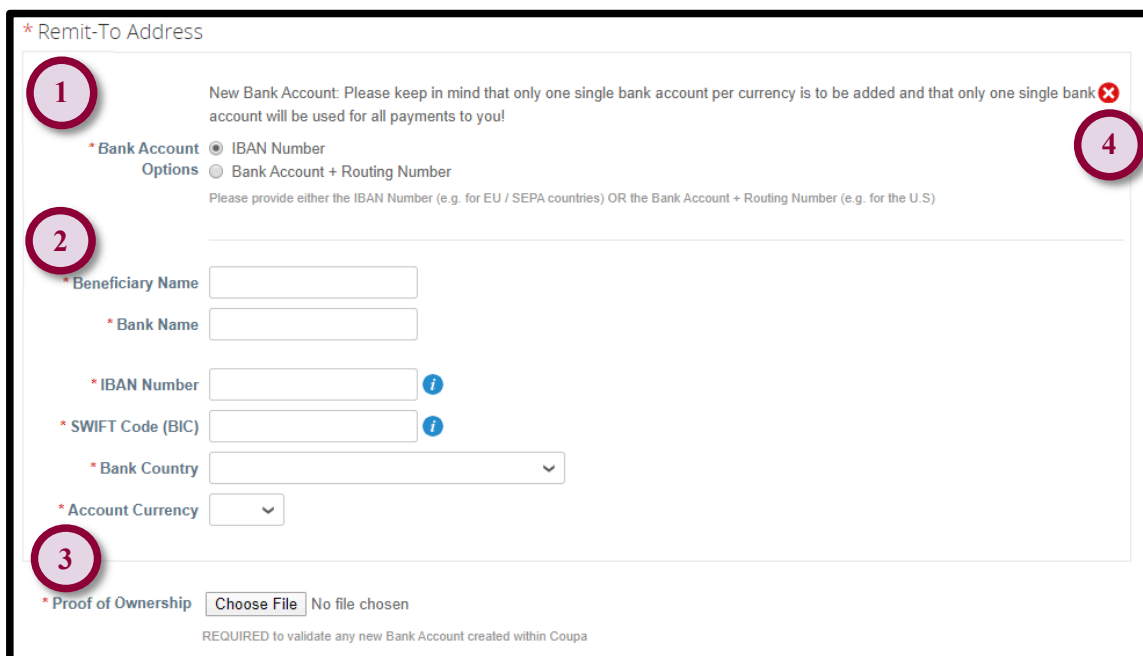
To do so, please click on “Add Remit-To”.



For Coupa Supplier Portal (CSP) suppliers, a pop-up window will then appear. Please close this window by clicking on "Cancel". Non-CSP suppliers can simply ignore this step.



Please proceed by entering the banking information fields that are now available.



**\* Remit-To Address**

New Bank Account: Please keep in mind that only one single bank account per currency is to be added and that only one single bank account will be used for all payments to you!

**\* Bank Account**  IBAN Number ✖  
**Options**  Bank Account + Routing Number

Please provide either the IBAN Number (e.g. for EU / SEPA countries) OR the Bank Account + Routing Number (e.g. for the U.S)

**\* Beneficiary Name**

**\* Bank Name**

**\* IBAN Number**  i

**\* SWIFT Code (BIC)**  i

**\* Bank Country**

**\* Account Currency**

**\* Proof of Ownership**  No file chosen

REQUIRED to validate any new Bank Account created within Coupa

**1 Type of bank account:**

If you have a bank account within the Single Euro Payment Area (SEPA) or with an IBAN number, please click on **"IBAN number"**.  
 If you do NOT have a bank account with an IBAN number, for example, because your bank is located in the USA, please click on **"Bank Account + Routing Number"**.

**2 Bank information:**

When entering the bank information, please ensure that all fields are filled out and spelled correctly.  
 No spaces are allowed in the IBAN number and the initial Country-identifier must be entered. When copying your IBAN from another document, it may happen that you copy spaces (e.g., at the end of the number). In this case, please remove the spaces.

**3 Proof of ownership:**

In order to verify the correctness of the bank information provided, we require proof of ownership. This proof can be a bank confirmation, a blank invoice, a copy of the bank statement or any other document providing the banking information.

**4 Delete input mask:**

If you have accidentally clicked on "Add Remit-to" several times or want to delete the bank details you have previously entered, please click on the cross highlighted in red.

### 3. Example for Onboarding or Recertification

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

The screenshot shows the Coupa account creation interface. At the top left is the Coupa logo. A green-bordered box contains instructions: "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 'Get Started'". Below this is the heading "Create your business account". A paragraph explains that Test-System ERGO Group AG - Procurement - Beschaffung is using Coupa for electronic transactions and communication. The form includes fields for Email (procurement@dkv.be), Password (masked with dots), and Password Confirmation (masked with dots). A note below the password field states: "Use at least 8 characters and include a number and a letter." Below the password fields is a checked checkbox for "I accept the Privacy Policy and the Terms of Use." An orange "Get Started" button is centered below the checkbox. At the bottom, there are links for "Having an issue with signup?" and "Forward this to someone".

**coupa**

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 'Get Started'

### Create your business account

Test-System ERGO Group AG - Procurement - 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.

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](#)

**ERGO MEAG TEST** Powered By **coupa**

Basics Payment Profile

### Tell us about your business ?

\* Company Name  Complete the fields marked with a \*  
Your official registered company name

Website

\* Country/Region

\* Address Line 1

Address Line 2

\* City

State

\* Postal Code

**Next**

**ERGO MEAG TEST** Powered By **coupa**

Basics Payment Profile

You can skip this form and just click 'Next'

### Would you like to offer discounts to get paid faster? ?

🏠 Payment Discount Preferences

**Your default payment term**

- Net 30 ▶
- Net 45 ▶
- Net 60 ▶
- Net 75 ▶
- Net 90 ▶
- Net 120 ▶

**Automatically replace with this discount**  
(you can change this later)

- None ▼
- None ▼
- None ▼
- None ▼
- None ▼
- None ▼

Use these preferences for all your customers

[Back](#) **Next**

**ERGO MEAG** TEST Powered By **coupa**

Basics Payment Profile

You are one step away from doing business with Test-System ERGO Group AG - Procurement - Beschaffung !

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

Click 'Take Me There' and enter the Supplier Onboarding

Take Me There

At the top of your page you see this:

**coupa** supplier portal

Home Profile Orders Service/Support

Your Public Profile **Your Customer Profiles**

Your Public Profile: the profile you have on Coupa so other potential customers can find you.  
Your Customer Profile: the profile you have for DKV/ERGO (and other ERGO Group Entities)

Remark: when you save the form in between, you have to select 'Your Customer Profiles'

## Welcome to the ERGO Supplier Onboarding

Welcome to the ERGO Group AG supplier registration process. With 20 million customers, ERGO 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. The focus of its international activities is on 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 materials and guidelines:  
<https://www.ergo.com/en/Unternehmen/Geschaeftpartner>

### 1. Company Information

\* Company Name

For Belgium Companies: The official name from the KBO-BCE - All other countries: The official name from the local authorities

Please ensure the full legal name of your company is entered

\* Primary Address

Country/Region

Address Name

Street Address

Street Address 2

City

State Region

Postal Code

Location Code

PO Box

PO Box Postal Code

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

- Mandatory are:
- Country/Region
  - Street Address
  - City
  - Postal Code

Please fill all applicable fields. Mandatory minimum requirements: Country, Street Address, City and Postal Code

Website



**\* Primary Contact (Only one can exist)**

**\* First Name**

**\* Last Name**

**\* Email Address**  ⓘ

**\* Primary Phone**

Country/Region/Area/City Local Extension (optional)

Including dial-through number

**Mobile Phone**

Country/Region/Area/City Local Extension (optional)

**Central Company Number**

Country/Region/Area/City Local Extension (optional)

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

**\* Email for Purchase Orders:**  ⓘ  
If you don't have a dedicated email account, please enter your own company email address.

**\* Add Accounting Contact**  Yes  No  
Do you want to add an additional contact which will be used for all accounting related transactions and questions?

**\* Accounting Contact Given Name**

**\* Accounting Contact Family Name**

**\* Accounting / Remittance Email Address**

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.

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

### 3. Company details

DUNS Number

\* Do you have a VAT-Number?  Yes  No

\* VAT ID

Company Registration Number

Companies in Belgium: Fill in the KBO-BCE - Other Companies: Fill in the

Künstlersozialkasse (KSK)

ONLY APPLICABLE FOR GERMAN SUPPLIERS THAT MEET THE REQUIREMENTS FOR KSK. Are you in the independent, artistic/publishing business and do you work as an individual freelancer, as a group (GbR) or under a company (sole proprietorship, partnership company)?

\* Withholding Tax  Yes  No

Only to be stated by companies based abroad doing business that is subject to deduction tax (e.g. licenses, rights, artistic and sporting performances, etc.)

\* Withhold Tax

Please confirm by checking the box [✓]

\* Exempt from withholding tax  Yes  No

Are you exempted (freed) from withholding tax?

If you are exempted from withholding tax [✓], please provide the

- Effective Date: Start date
- Expiration Date: End date
- Attachments: Please upload your certificate
- Details / Description: Please provide the Certificate number

Please provide either the VAT ID or your local tax ID (In Belgium it's the same)

Künstlersozialkasse is not relevant for Belgian 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.

### \* Exempt from Withholding Tax Details

Effective Date

Expiration Date

Attachments [Add File](#)

Details / Description

If you have selected YES [✓] for exempt from withholding tax, please add the Effective & Expiration Date and provide the certificate incl. the certificate number.

\* IT Products / IT Services  Yes  No

Are you going to supply IT Products or IT Services to ERGO?

Competency Matrix

Please submit the filled Competency Matrix  Coupa\_doc.pdf

Download the form above and edit it in excel or similar tools.

Please download and fill out the competency matrix if your company provides IT products or services. Please upload the completed matrix using the upload functionality.

### 3.1 Key Corporate Figures

#### 3.1.1 Turnover in EUR

\* Year before last

In EUR. If your company did not exist at that time please enter 0.

\* Last year

In EUR. If your company did not exist at that time please enter 0.

\* Current year (projection)

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".

#### 3.1.2 Financial Information

Please attach a current financial information

[Coupa\\_doc.pdf](#)

[\(Change\)](#), [Clear](#)

If multiple files are required please use a ZIP file.

Please attach a reliable financial statement. If you want to attach multiple documents, please use Zip.

#### 3.1.3 Number of Employees

\* Year before last

If your company did not exist at that time please enter 0

\* Last year

If your company did not exist at that time please enter 0

\* Current year

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".

### 3.2 References Relevant to ERGO

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#### 3.2.1 Reference 1:

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**Company Name**


**Products / Services provided**

Please provide references relevant to future business transactions with ERGO Group.


Please provide context in regard to the products and/or services offered.

**Volume**

In EUR

**Beginning of offering**  

Date of contract signature

**End of offering**  

Date of last business transaction

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#### 3.2.2 Reference 2

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**Company Name**

**Products / Services provided**


Please provide context in regard to the products and/or services offered.

**Volume**

In EUR.

**Beginning of offering**  

Date of contract signature

**End of offering**  

Date of last business transaction

#### 3.2.2 Reference 2

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**Company Name**

**Products / Services provided**


Please provide context in regard to the products and/or services offered.

**Volume**

In EUR.

**Beginning of offering**  

Date of contract signature

**End of offering**  

Date of last business transaction

### 3.3 Primary Commodity Group

Please select which commodity group best reflects the product relevant buyer.

\* Primary Commodity Group

The Primary Commodity Group will be used as an initial allocation for internal routing of your onboarding form.

### 3.4 Banking Information

\* CSP Account  Yes  No  
Did you create an account with the Coupa Supplier Portal (CSP) to access this self-assessment (log-in WITH password)?

It is MANDATORY to provide at least one bank account information.

Please add your preferred bank account by pressing "Add Remit-To".

If you do so, a "Wizard" appears. We do not need all the information requested in the "Wizard", it is sufficient to select "Cancel" and continue with the reduced onboarding form.

### 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.

Remit-To Address

New Bank Account: Please keep in mind that only one single account will be used for all payments to you!

\* Bank Account Options  IBAN Number  Bank Account + Routing Number  
Please provide either the IBAN Number (e.g. for EU / SEPA countries) Or

\* Beneficiary Name

\* Bank Name

\* IBAN Number  ⓘ

\* SWIFT Code (BIC)  ⓘ

\* Bank Country

\* Account Currency

\* Proof of Ownership  Proof\_of\_Ownership.pdf  
REQUIRED to validate any new bank account

It is mandatory to provide at least one set of banking information. To do so, please click on "Add Remit-To".

If you registered with a password, a pop-up window will appear. Please select to "cancel" this window and do not enter any information there. The bank data can afterwards be entered in a simplified form.

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.

## 4. Quality Information

### 4.1 Compliance

Link to access required compliance documents: [https://www.ergo.com/de/Unternehmen/...](https://www.ergo.com/de/Unternehmen/)  
Please access the ERGO supplier portal and provide us with the following:

- \* Non-Disclosure Agreement (NDA):  ERGO\_NDA\_2...igned.pdf
- \* Confirmation of Compliance with the Principles of the Global Compact:  Global Comp...\_signed.pdf
- \* Anti-Corruption Agreement:  Anti-Corruption\_signed.pdf

Please complete the documents attached to your invitation mail. You can also find them on the supplier page.

Please upload the **signed** documents in the respective upload functions.

### 4.2 Certifications

Please upload your certifications relevant to ERGO.

#### ISO 9001

Effective Date

Expiration Date

Attachments [Add File](#)

Details / Description

If your company is ISO 9001 or ISO 14001 certified, please upload your certificates including effective and expiration date. These certificates are mandatory if required for the business relation with DKV/ERGO.

#### ISO 14001

Effective Date

Expiration Date

Attachments [Add File](#)

Details / Description

Please upload additional certificates such as REACH, RoHS or other Quality Assurance systems you might be certified in. Indicate the name of the certification in the description box (such as "REACH").

#### Other Certificate 1:

Effective Date

Expiration Date

Attachments [Add File](#)

Details / Description


EU REACH Compliance certificate


Please also upload any other certificate relevant for the business relationship with DKV/ERGO.

### 5. Other Information

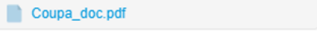
\* Does your company  Yes publish a sustainability  No report?

\* Please Include a copy

Effective Date  

Expiration Date  

Attachments [Add File](#)



Details / Description

\* Previous experience  Yes with a company of  No Munich Re Group?

Have you previously done any work for any company within the Munich Re Group?

\* Entity   
For which entity/entities

\* Year   
Please state the last or current year of collaboration

Company Presentation [Coupa\\_doc.pdf](#)  
([Change](#), [Clear](#))

Please upload a short company product and services presentation if available (max. 5 pages and not more than 5 MB). Note: This should not be a general company presentation!

Please add the sustainability report of your company if available.

If you are already an active supplier of any other Munich RE group company, please provide further details here. You can also upload a company presentation.

Here is room for any other remarks you wish to submit:

We are currently already an active [MunichRE](#) supplier.  
We are looking forward to a successful business relationship.  
Paul Smith

[Decline](#) [Save](#) [Submit for Approval](#)

0 Comments

Enter Comment

[Add Comment](#)

You can save and return to your onboarding form at any time by clicking on "save".

By clicking on „Submit for Approval”, your form will be sent to DKV/ERGO for review and internal processing. After submitting, you will receive information about any change in status of your form (approved / rejected).

**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. Company details)
- c. It products/it services (3. Company details)
- d. Turnover (3.1.1 turnover in Euro)
- e. Number of employees (3.1.3 Number of employees)
- f. banking information + proof + remit to (3.4 Banking information)
- g. compliance (NDA, ACA and global impact doc) (4.1 Compliance)