

Supplier FAQ

What is Aravo – [Aravo](#) is Nike's vendor portal that allows you to make updates to your business information (e.g., address, tax ID number, company contacts, banking, etc.).

What is Coupa – Coupa is used for PO creation and invoice receipt on the Nike side. [The Coupa Supplier Portal \(CSP\)](#) is used for PO receipt and invoice submission on the vendor side. Payment information is also available in Coupa.

General Questions

What NIKE legal entities are in scope? [Jump to in-scope legal entity list](#).

Are my NIKE points of contact aware of these changes? Yes, NIKE users are aware of the changes.

Why do I need to validate or update *Company* email address in the [Aravo](#) vendor portal? If the CSP Administrator (original person that set up the CSP account) is no longer with your company, then no one will have access to set up the new account at go-live. This will delay your ability to submit invoices and receive timely payment. It is also good practice to ensure all your data is current.

Do I need to review the users in our CSP account? It is recommended that the CSP Administrator review users that have been invited to the account and deactivate any that are no longer with the company or have changed roles.

What if I don't use Coupa? Please validate your company information in ARAVO as indicated above and continue to send your invoices as you do today. We recommend all suppliers use Coupa (where enabled) since it allows them to view all PO, invoice and payment activity and work more seamlessly with their NIKE partners.

Coupa Supplier Portal (CSP) Questions

How do I set up the new Coupa Supplier Portal (CSP) account? On January 8, 2026, your Coupa Administrator will have access to your new CSP account. This will require your CSP Administrator to set up the new customer account details before any transacting can take place.

How do I know who my Coupa administrator is? Nike does not have access to view the permissions on the vendor side of Coupa. Please validate this with your colleagues and in your CSP account.

What if the CSP Admin is no longer at the company? If your CSP Administrator is no longer with your company, please email emea.ptp.helpdesk@Nike.com for EMEA and apac.finance.support@nike.com for 401 Nike Trading Company BV Singapore Branch with the subject line: SEC Update CSP Admin [your vendor number here] and our support team will help you update the account.

I'm not the Coupa Administrator for our company, will I need to set up a new CSP account? No, your CSP Administrator will need to provide access to you to be able to see the new account.

How do I ensure all existing users at my company will have access to the new vendor number? The CSP Administrator will need to navigate to the Users page and click the checkbox for each user and provide access.

How do I see my new Nike CSP account? The new Nike vendor number will be visible under "New Customers" as well as in the "Business Profile" section in the CSP account. To ensure a smooth Go-Live transition, please validate and update all contact information in your CSP and ARAVO accounts beforehand.

Will I need to add banking to the new CSP customer account? [Yes, please see the job aid available on Doing Business with NIKE page for instructions.](#)

The new Nike vendor number is not available in our CSP account, what do we do? [Only the CSP Administrator for your Coupa account can see the new legal entity. If you are the CSP Administrator for your company, see above for instructions on how to resolve. If you are not the CSP Administrator for your company, please wait for your colleague to invite you to the new account.](#)

I am the CSP Administrator and the NIKE vendor number is not available in our CSP account, what do we do? [Please email \[emea.ptp.helpdesk@Nike.com\]\(mailto:emea.ptp.helpdesk@Nike.com\) for assistance on gaining access to your account.](#)

Will I be able to see my old PO/invoice information? [Yes, you can see them under the old Nike customer number, but you will not be able to action them.](#)

PO Questions

What is the change in PO number sequence? [Old PO sequence starts with 590XXXXXX. The new PO sequence starts with 540XXXXXX.](#)

What happens to my old POs? [If you had an open balance on a PO that was still active, closed that PO and created a new PO with the remaining open balance.](#)

Where can I find my new (converted) PO? [Please email \[emea.ptp.helpdesk@nike.com\]\(mailto:emea.ptp.helpdesk@nike.com\) for EMEA and \[apac.finance.support@nike.com\]\(mailto:apac.finance.support@nike.com\) for 401 Nike Trading Company BV Singapore so our support team can validate if a converted PO was created. Put SEC Converted PO question \[your Nike vendor number\] in the subject line. Let the team know what your original PO number was in the message.](#)

Who do I reach out to for a PO for work I did during the freeze period? [You will need to reach out to your Nike business partner for a PO as usual.](#)

Invoice Questions

What if I had invoices that were submitted but not approved, or were not paid during the freeze period? [Please reach out to \[emea.ptp.helpdesk@nike.com\]\(mailto:emea.ptp.helpdesk@nike.com\) for EMEA and \[apac.finance.support@nike.com\]\(mailto:apac.finance.support@nike.com\) for 401 Nike Trading Company BV Singapore Branch with your NIKE vendor number and any invoices for which you are looking for status or remittance advice.](#)

What if a Coupa invoice was disputed back to me during the Freeze Period? [You will need to resubmit your invoice against the new PO once your CSP account is set up with your new customer details.](#)

What if I made an error on an invoice and it wasn't processed during the Freeze Period – will it be migrated to my new vendor number? [No, invoices submitted with errors were not processed and will need to be resubmitted after Go-Live.](#)

Who should I reach out to for questions? [Please email \[emea.ptp.helpdesk@nike.com\]\(mailto:emea.ptp.helpdesk@nike.com\) for EMEA and \[apac.finance.support@nike.com\]\(mailto:apac.finance.support@nike.com\) for 401 Nike Trading Company BV Singapore Branch with SEC TRANSITION INQUIRY in the subject line.](#)

Special note – NIKE legal entity 745 has been dissolved, and all future activity will go through 1730.

Current	After Go-Live	Company Name
111	1111	Nike 360 Holding B.V.
120	1120	NIKE U.K. 360 Branch
401	1401	NIKE Trading Company B.V.
429	1429	NIKE Virtual Studios
440	1440	NIKE Fuel B.V.
712	1712	Nike Retail BV Branch
721	1721	Nike Retail B.V.
722	1722	Nike Retail B.V. Dubai
723	1723	NIKE ELC
730	1730	Nike NEON
731	1731	NIKE Retail Denmark
732	1732	NIKE Retail Ireland
733	1733	NIKE Retail Czech Republic
734	1734	NIKE Retail Poland

Current	After Go-Live	Company Name
735	1735	NIKE Retail Italy
736	1736	NIKE Retail Portugal
737	1737	NIKE Retail Germany
738	1738	NIKE Retail Austria
739	1739	NIKE Retail Sweden
741	1741	NIKE Retail France
742	1742	NIKE Retail Switzerland
743	1743	NIKE Retail Spain
744	1744	NIKE Retail UK
745	1730	NRBV Admin
746	1746	NIKE Retail Hungary
747	1747	NIKE Retail Belgium
754	1754	NIKE Poland
768	1768	NIKE Retail B.V. Norway
790	1790	NIKE Austria G.M.B.H