

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.

Pre-Conversion (before November 28th)

Are my NIKE points of contact aware of these changes? Yes, a communication has already been sent to NIKE users regarding the upcoming changes.

What happens to my existing invoices? All submitted invoices follow the usual process. Please submit any past due invoices as soon as possible.

What if I have past due or current invoices that are not approved in Coupa or were submitted via email and are not yet paid? Please reach out to emea.ptp.helpdesk@nike.com for EMEA and 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.

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 in January. 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 email your invoices as you do today.

Freeze Period

When is the Freeze period?

Coupa and NikeFlow: December 5th end of day through January 7th. Access reinstated January 8th.

Why is the last invoice submission date November 28th if the Coupa Freeze doesn't start until December 5th? NIKE business users will also be locked out of all systems on December 5th and will need a week to perform all activities to ensure invoices are posted so NIKE can pay you.

Will I retain access to Coupa for Nike transactions? No, Nike will remove the ability for you to submit invoices to us through your CSP account.

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What if I transact with more than one NIKE entity in Coupa? If you transact with NIKE EMEA and also NIKE Canda, for example, you will not lose the ability to submit invoices through Coupa to NIKE Canada.

I submit some invoices via email because the country is not enabled in Coupa. Can I continue to submit invoices via email? No, NIKE will not process any invoices submitted during the Freeze Period.

Can my Nike business partner access Coupa to push through invoices during this time? No, Nike business partners will also be locked out of Coupa during this time.

Will I be paid during the freeze period? All submitted and approved invoices that have posted to our payment will be paid by December 23rd.

What happens to my existing POs? If you have an open balance on a PO that is still active we will close that PO and create a new PO with the remaining open balance. You will see your old PO number referenced on the new PO.

What happens to my existing Catalog POs? Catalog POs will not be converted for Amazon, Bunzl and Worldpack. All others will be converted.

What if an invoice was disputed back to me during the Freeze Period? You will need to resubmit your invoice 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 will not be processed and will need to be resubmitted after Go-Live.

Go-Live

How do I set up the new Coupa Supplier Portal (CSP) account? On January 8th, 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.

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 know who my Coupa administrator is? Nike does not have access to view the permissions on the vendor side of Coupa. Please validate this in your CSP account ahead of time.

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.

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* to provide access.

Will a communication be sent to link to the new CSP account? For CSP accounts that are already linked, the new Nike vendor number will be visible under "new customers" as well as in the "Set Up" 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? You will need to go into Legal Entity set up to manage your remit to information and add a check mark next to new vendor number to add your existing bank account.

Will I be able to see my old PO/invoice information? Yes, but you will not be able to action them.

Will I be able to invoice against my old POs? No, those POs are considered closed. If there was an open balance on a PO and it was less than 18 months old, a new PO will be created for the open balance only. You will see your old PO number referenced on the new PO.

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.

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. See above for instructions on how to resolve. Ensure your company contact is correct in the [Aravo](#) vendor portal.

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 for assistance on gaining access to your account.

How does conversion affect my CXML PO/invoice submission? We have a team that is updating all our catalog and cXML configuration. They would have already reached out to your company for testing and configuration requirements if applicable. During the Freeze period, December 5th through January 8th you will not receive any POs or be able to submit any invoices through cXML.

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