

Lindt & Sprüngli - Source-to-Contract

Supplier User Manual





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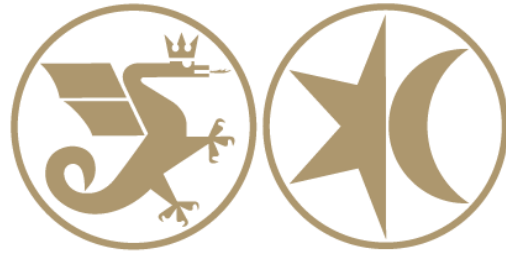
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Help & Useful links

- [Lindt & Sprüngli Supplier Portal](#)
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1.1 Process Overview

The Coupa Supplier Portal lifecycle process is divided into three major steps:



1.2 Contact Support



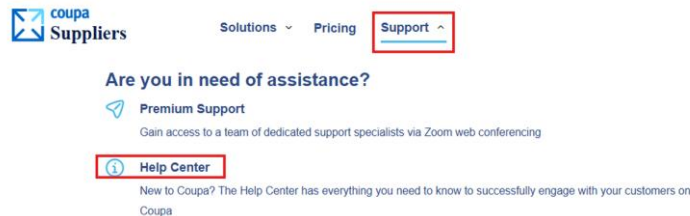
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1.2 Contact Support

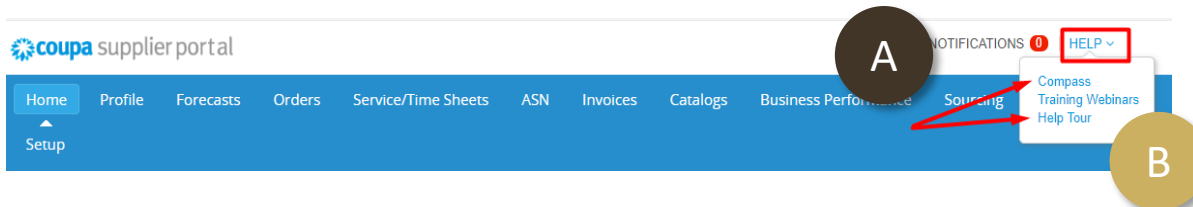
COUPA SUPPLIER PORTAL SUPPORT

There are 3 ways to access Coupa support:

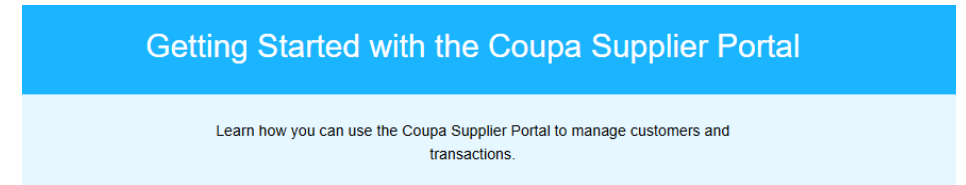
- 1) Access from [Coupa Suppliers Homepage](#) by clicking on **Support** -> **Help Center**. It will redirect you to Coupa Help Center. You can also access directly by clicking [here](#).



- 2) Access the Coupa Supplier Portal Guide once you are logged in your Coupa Supplier Portal account by clicking on one of two options: A) **Compass** and/or B) **Help Tour**.



Both the **Compass** option and the **Help Tour** option will lead you to the Coupa Supplier Portal Guide seen below:



What is the Coupa Supplier Portal?

The Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with their customers who use Coupa. The CSP makes managing customers and transactions easy.

Tip

[Register here for Coupa Supplier Portal Webinars](#) to learn how to create electronic invoices directly from POs, get set up for fast digital payments, view all your remittance advice, and more!

What can suppliers do in the Coupa Supplier Portal (CSP)?

Depending on the customer's specific Coupa configuration, suppliers can manage content and settings on a customer-by-customer basis, including:

- viewing purchase orders,
- setting up delivery methods,
- creating catalogs,
- sending invoices and advance ship notices (ASNs),
- checking the status of transactions,
- and more.

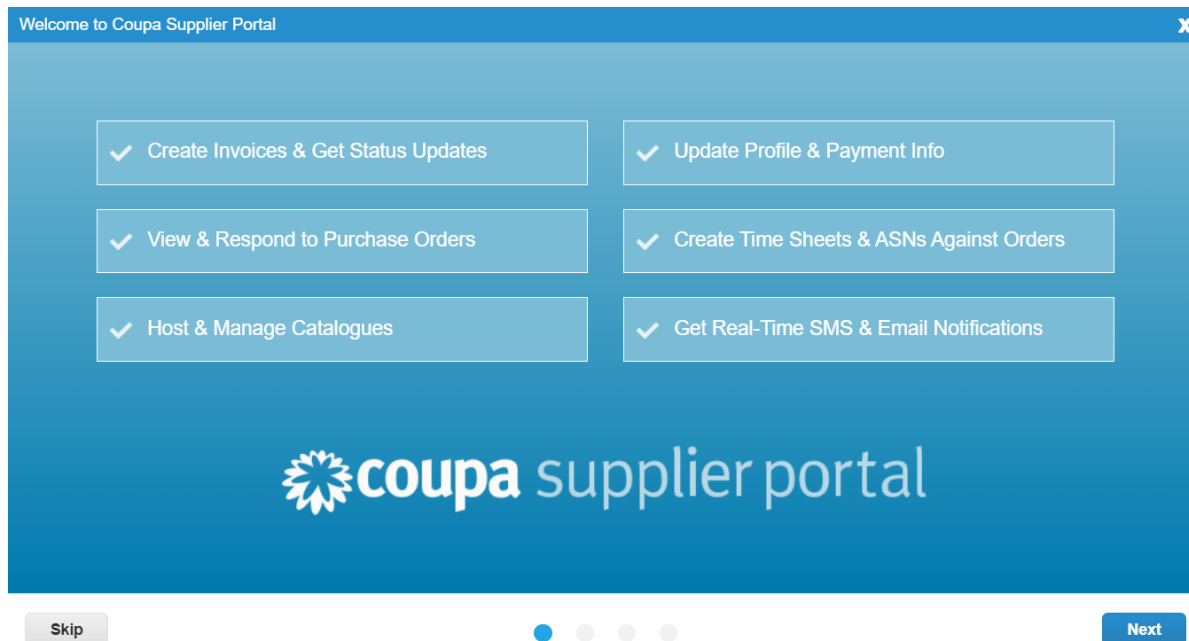


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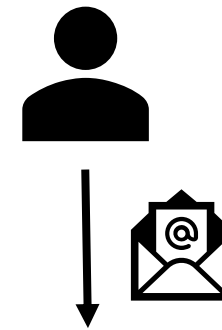
1.2 Contact Support

COUPA SUPPLIER PORTAL SUPPORT

2.1) The **Help Tour** button will open the next tab. Feel free to go through its slides and click on the areas where you need help. A guided step-by-step tour will start on your selected help area.



3) Contact Coupa Supplier Support via the following Email address:



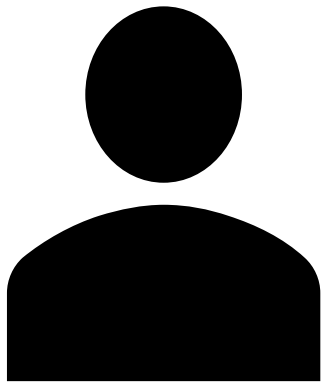
supplier@coupa.com



LINDT & SPRÜNGLI

1.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER



Contact us via:

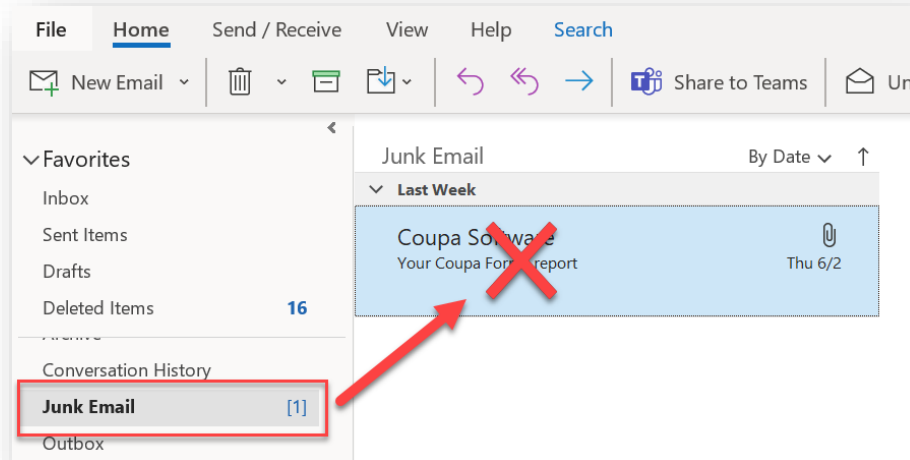
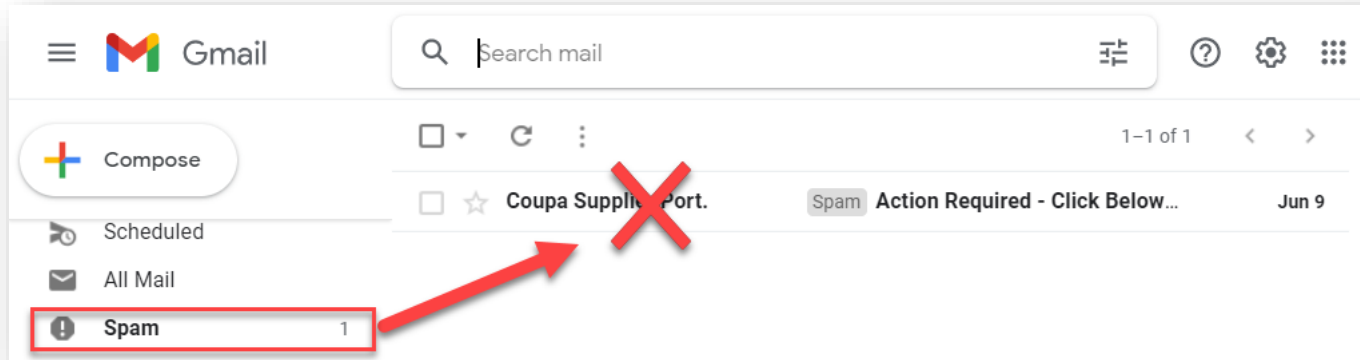
- Access to Lindt & Sprüngli Supplier Portal
- E-mail: supplier@lindt.com



LINDT & SPRÜNGLI

1.3 Security Settings

PERSONAL SECURITY SETTINGS



Sometimes Coupa notifications sent via Email could be received in your **Spam**, **Quarantined** or **Junk Email** inbox (name depends on your Email service provider). In this case, please configure your security settings to receive notifications from Coupa.

We recommend you contact **your Email service provider** to help you configure your security settings.

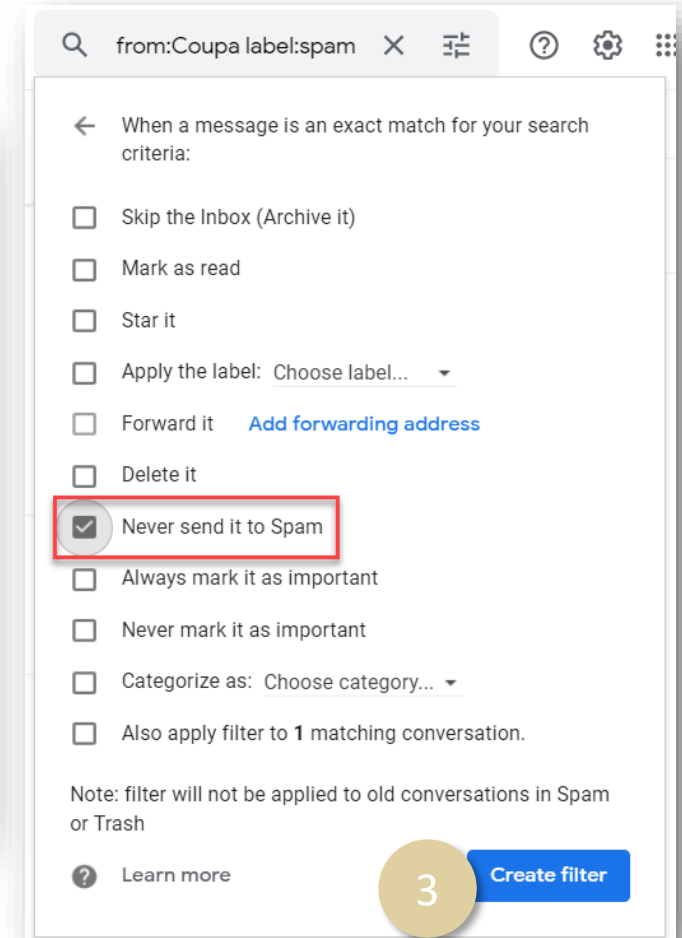
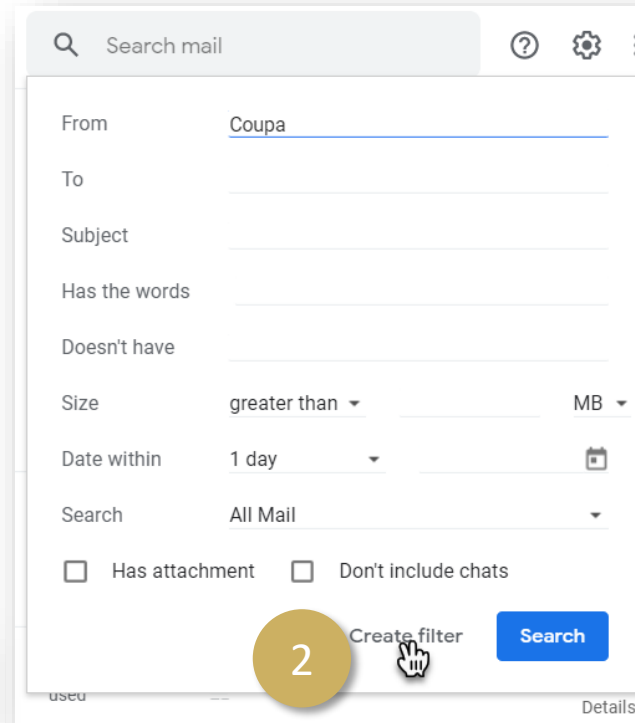
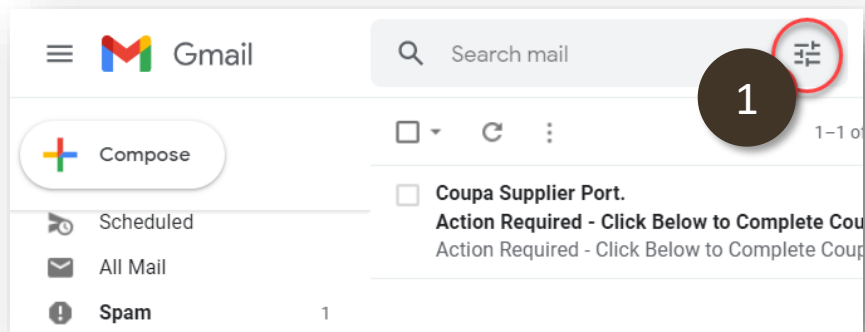
If your E-mail is based on Gmail or Outlook, we provide a couple of examples on how to change your security settings.



1.3 Security Settings

EMAIL SECURITY SETTINGS

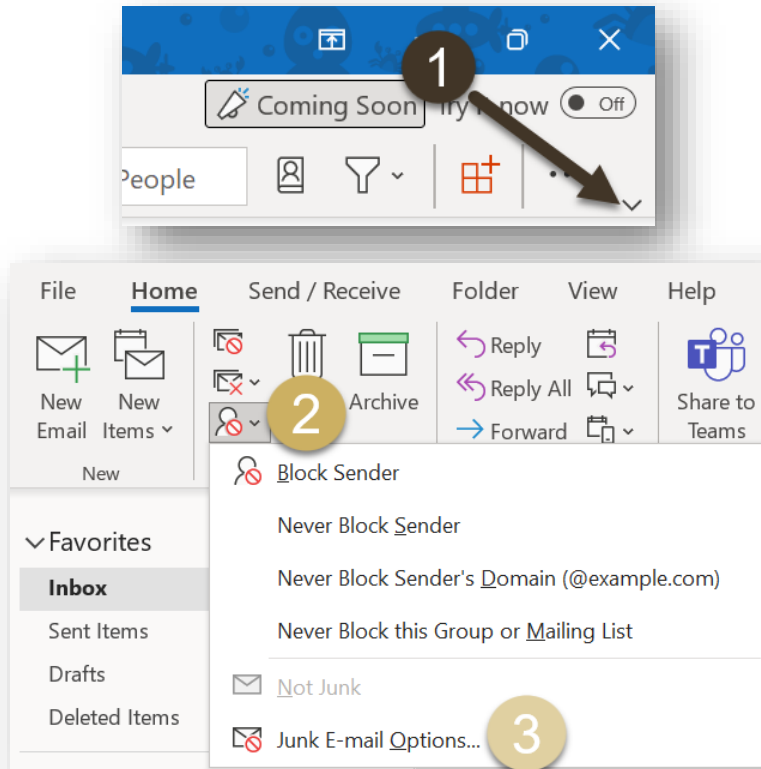
- 1 In your Gmail Spam folder, go to the **Search mail** field on top and click on the **Filter** symbol.
- 2 In the field “From” type ‘Coupa’ and then click on **Create filter** button.
- 3 Select **Never send it to spam** and click on create filter. Your filter has been created; every email in which the sender has ‘Coupa’ in its address will not be directed to Spam folder.



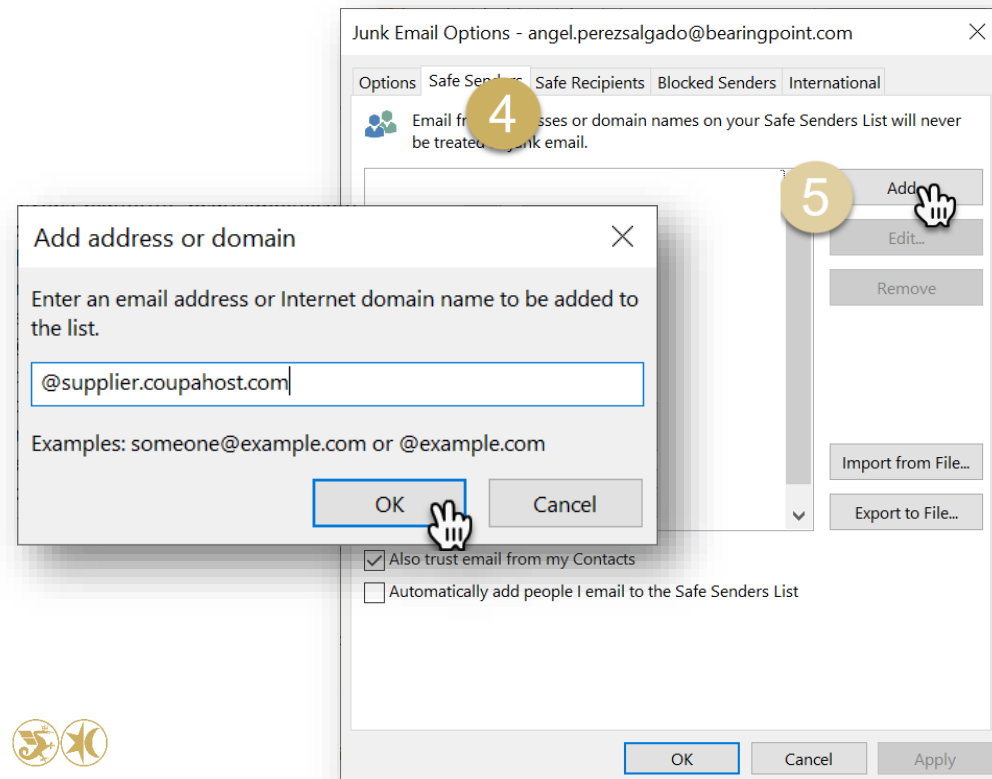
1.3 Security Settings

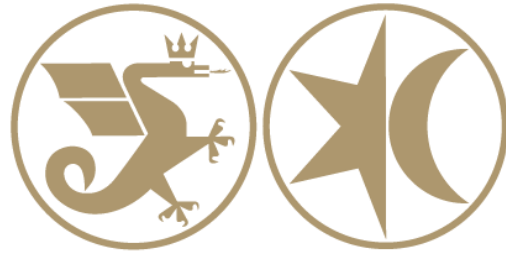
OUTLOOK SECURITY SETTINGS

On your Outlook “Home” screen, open the ribbon and go to **Junk >> Junk email options.**



A pop-out menu will show up, please go to **Safe senders >> Add** and write the E-mail or Domain of Coupa that should not be as a Junk e-mail, **including the ones from Lind & Sprüngli** and click **Ok**. The filter has been set up and emails from Coupa will not be received in the Junk e-mail box





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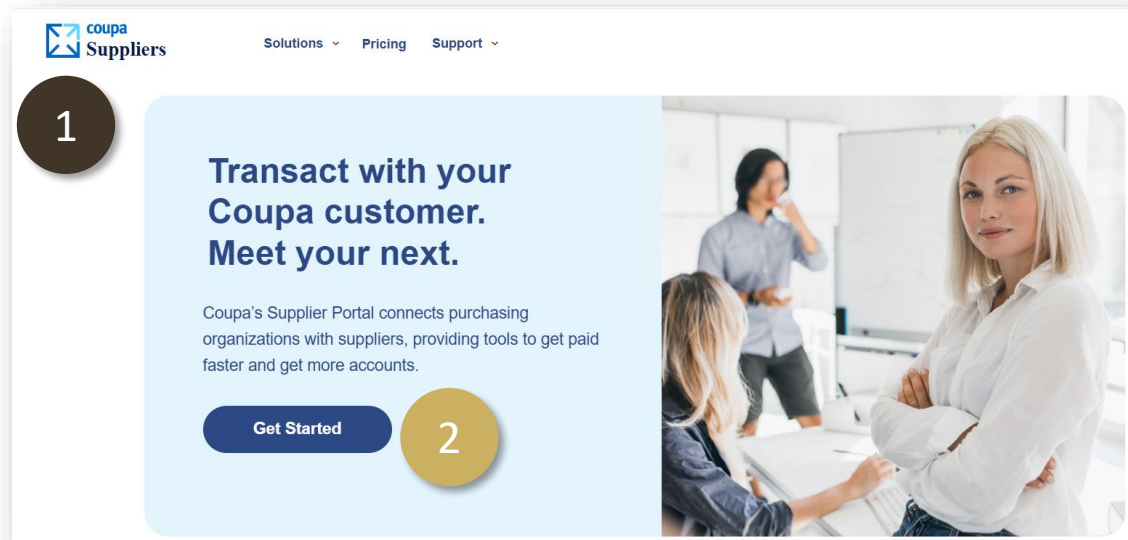
- [Video Tutorial Registration on Coupa Supplier Portal](#)
- [Lindt & Sprüngli Supplier Portal](#)
- [Coupa Supplier Portal User Guide](#)
- [Coupa Supplier Help Center](#)
- [Supplier Smart Onboarding](#)
- [Setting up your account for first time](#)



2.1 Option 1: Self-Registration

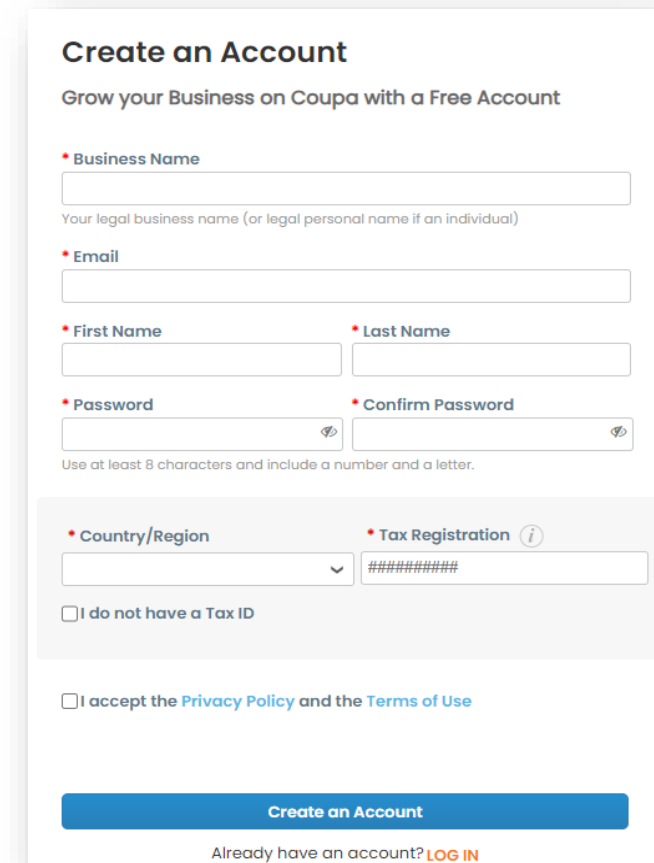
If you are a supplier who has never had any connection with Lindt & Sprüngli or Coupa, you may want to create a Coupa Supplier Portal account.

- 1 Go to Coupa Supplier Portal homepage by clicking [here](#).
- 2 Click on the **Get Started** button to begin the registration process.



3

You will be redirected to the next screen. To register, please click on **Create an Account / Log in** button and fill out the fields.



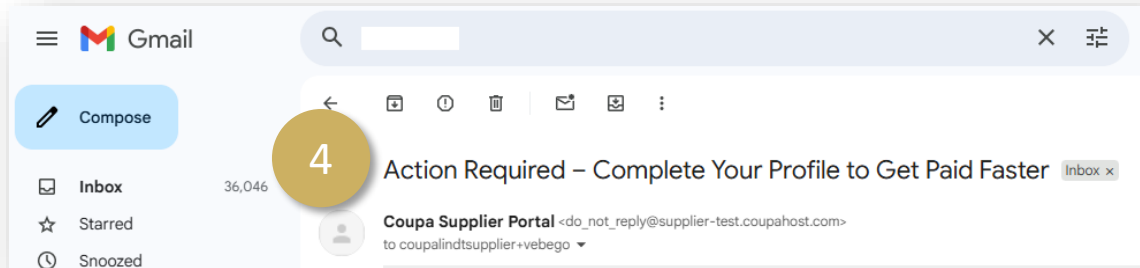
3



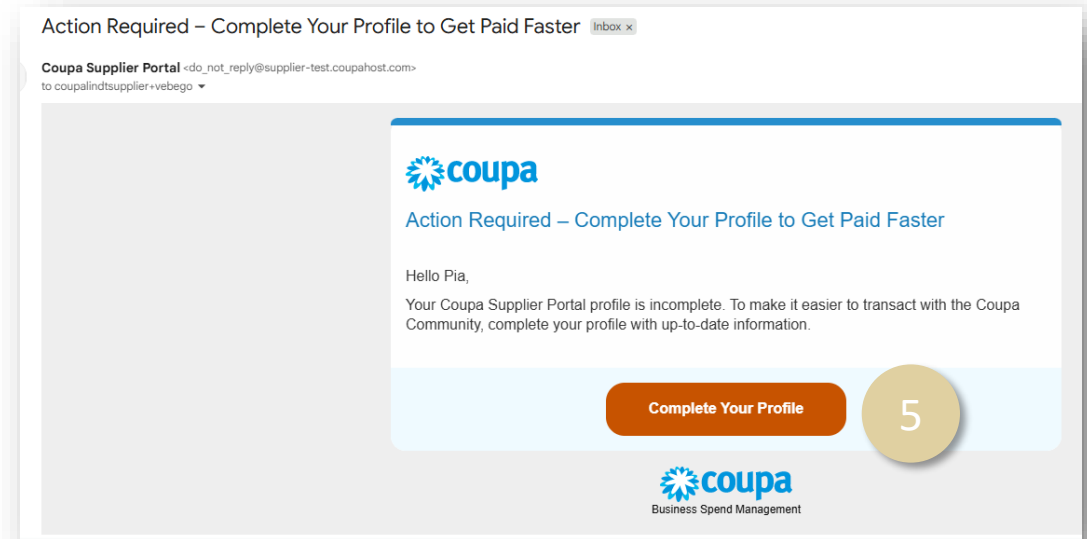
LINDT & SPRÜNGLI

2.1 Option 1: Self-Registration

- 4 You will receive an Email on the Address written in previous step, please open it.



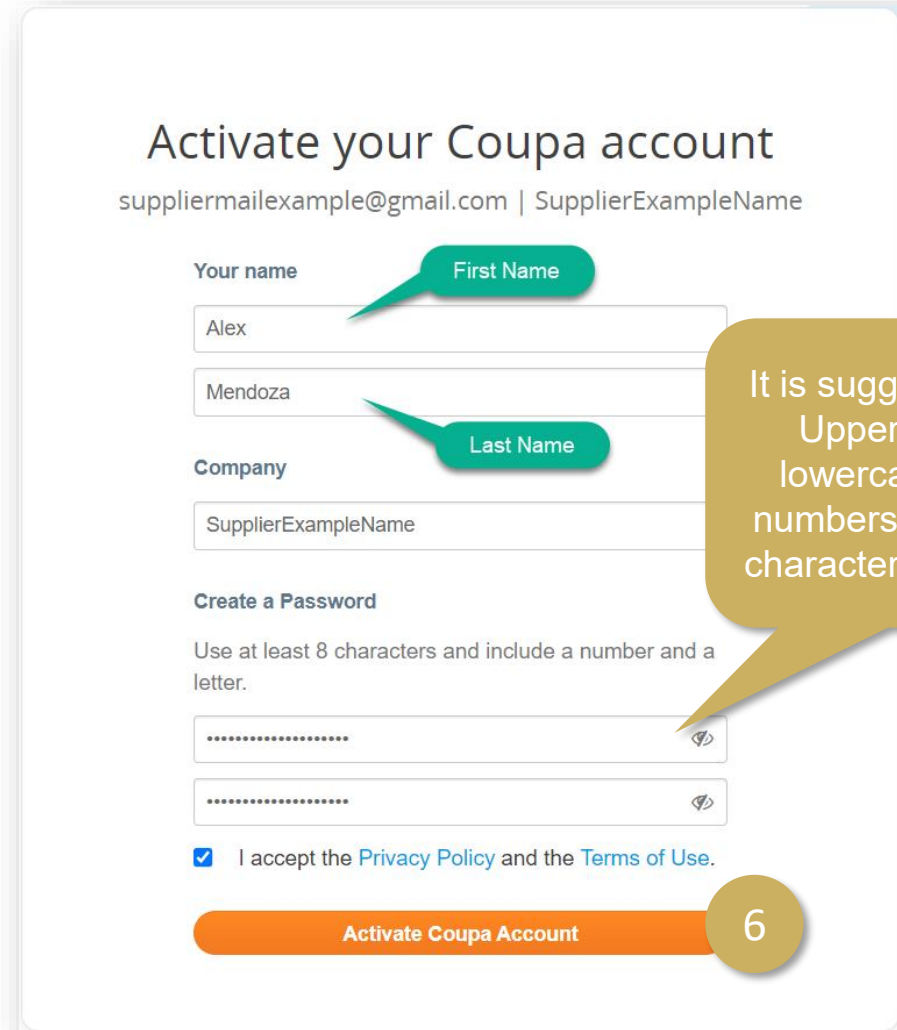
- 5 Read through the email content. If you agree with it, click on **Complete Your Profile**.



2.1 Option 1: Self-Registration

6 You will be redirected to the next screen to provide your contact information and company, create a password and to accept Coupa's [Privacy Policy](#) and [Terms of Use](#). To finalize this step, click on Activate Coupa Account.

With that you will be successfully registered and have access to the Coupa Supplier Portal platform.



The screenshot shows the 'Activate your Coupa account' page. At the top, it displays the email 'suppliermailexample@gmail.com' and the company name 'SupplierExampleName'. The form has three main sections: 'Your name' with fields for 'First Name' (containing 'Alex') and 'Last Name' (containing 'Mendoza'); 'Company' with a field containing 'SupplierExampleName'; and 'Create a Password' with two password fields and a note 'Use at least 8 characters and include a number and a letter.' Below the password fields is a checkbox labeled 'I accept the Privacy Policy and the Terms of Use.' which is checked. At the bottom is an orange button labeled 'Activate Coupa Account'. A yellow callout bubble on the right side of the form contains the text: 'It is suggested to use Uppercase and lowercase letters, numbers and special characters (@#%*&)'.



2.1 Option 1: Self-Registration

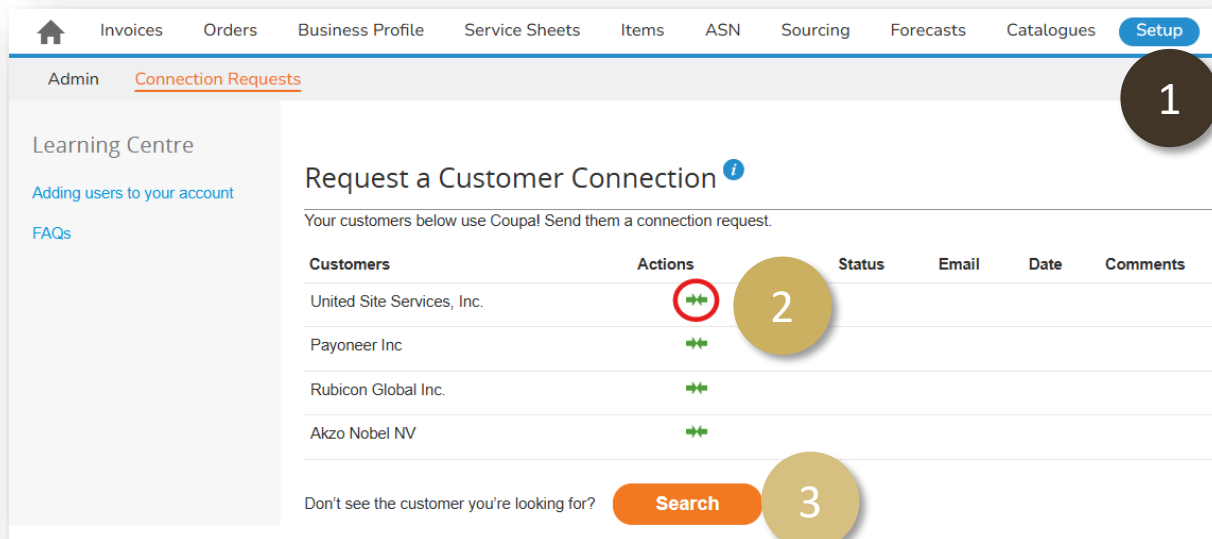
REQUESTING LINKAGE WITH LINDT & SPRÜNGLI

1 Go to **Setup >> Connection Requests**.

2 If **Lindt & Sprüngli** is on your list, click on connect symbol to request linkage.

3 If **Lindt & Sprüngli** is **NOT** on your list, Click on **Search** button, enter “Lindt & Sprüngli” and select us.

4 Enter your contact's name from Lindt & Sprüngli, accept the CAPCHA checkbox and click on **Request**.



Home Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogues Setup

Admin Connection Requests

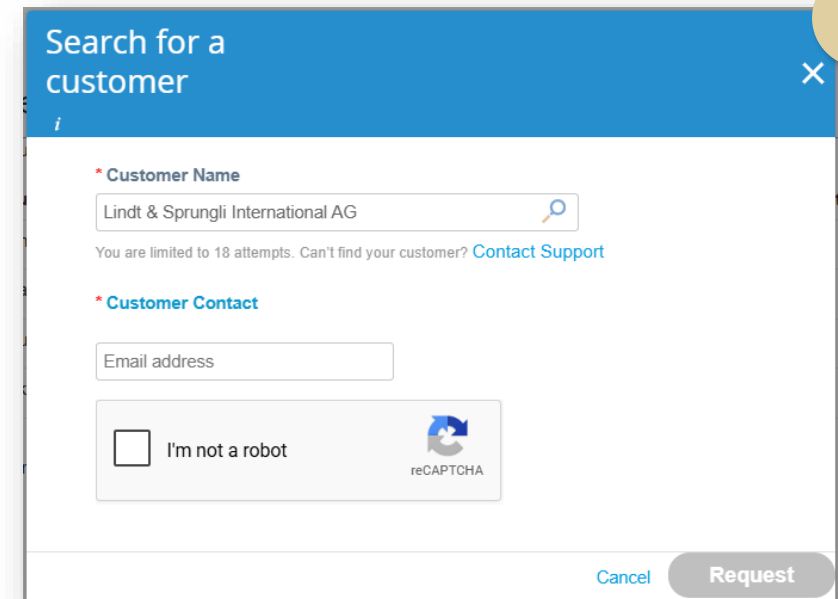
Learning Centre
[Adding users to your account](#)
[FAQs](#)

Request a Customer Connection

Your customers below use Coupal! Send them a connection request.

Customers	Actions	Status	Email	Date	Comments
United Site Services, Inc.					
Payoneer Inc					
Rubicon Global Inc.					
Akzo Nobel NV					

Don't see the customer you're looking for? [Search](#)



Search for a customer

* Customer Name
Lindt & Sprüngli International AG

You are limited to 18 attempts. Can't find your customer? [Contact Support](#)

* Customer Contact
Email address

☐ I'm not a robot

Cancel Request

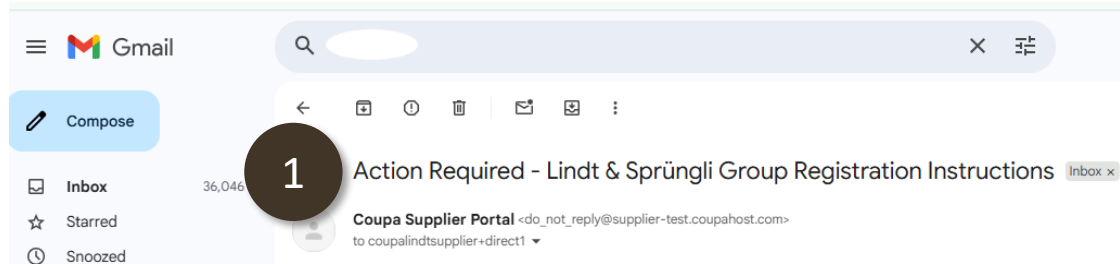


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2.2 Option 2: Registration from Invitation

If you are a **current supplier of Lindt & Sprüngli Group**, you will receive an invitation to join the Coupa Supplier portal via email. Please follow the next steps in order to join Coupa Supplier Portal from an invitation.

- 1 You will receive an email from Coupa Supplier Portal regarding Lindt & Sprüngli Invitation, please open it.



- 2 Read through the content of the Email and, if agreed, click on **Join Coupa Supplier Portal** button at the end of the e-mail.

Action Required - Lindt & Sprüngli Group Registration Instructions Inbox x

 **Coupa Supplier Portal** <do_not_reply@supplier-test.coupahost.com>
to coupalindtsupplier+direct1 ▾

 **Action Required - Lindt & Sprüngli Group Registration Instructions**

Dear Sir or Madam,

Lindt & Sprüngli would like to invite you to the **supplier qualification process**.

Log in or create an account on **Coupa Supplier Portal**. It is completely free, setup is fast and it helps you better transact and communicate electronically. Find out more using the links below.

Use the **buttons at the end of the email** to either respond or decline, or forward this request to another person at your company.

In case of any questions, please refer to our supplier portal at <https://www.lindt-spruengli.com/supplier-portal> or contact us via supplier@lindt.com.

We are looking forward to receiving your answer.

2

Join Coupa Supplier Portal

Forward Invitation



Business Spend Management

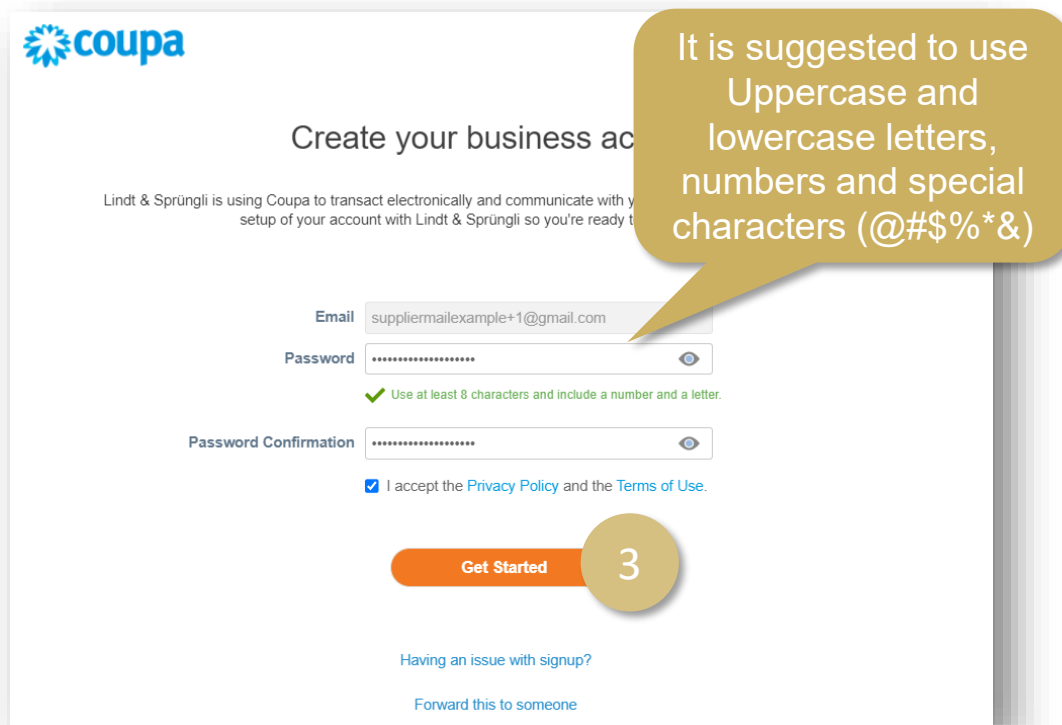
To get immediate updates via SMS or change notification preferences, go [here](#) and adjust your settings



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2.2 Option 2: Registration from Invitation

- 3 On the next screen set your password for Coupa Supplier Portal and accept the [Privacy Policy](#) and the [Terms of Use](#). Once ready, click on **Get Started** button.



coupa

Create your business account

Lindt & Sprüngli is using Coupa to transact electronically and communicate with you. Complete the setup of your account with Lindt & Sprüngli so you're ready to get started.

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](#).

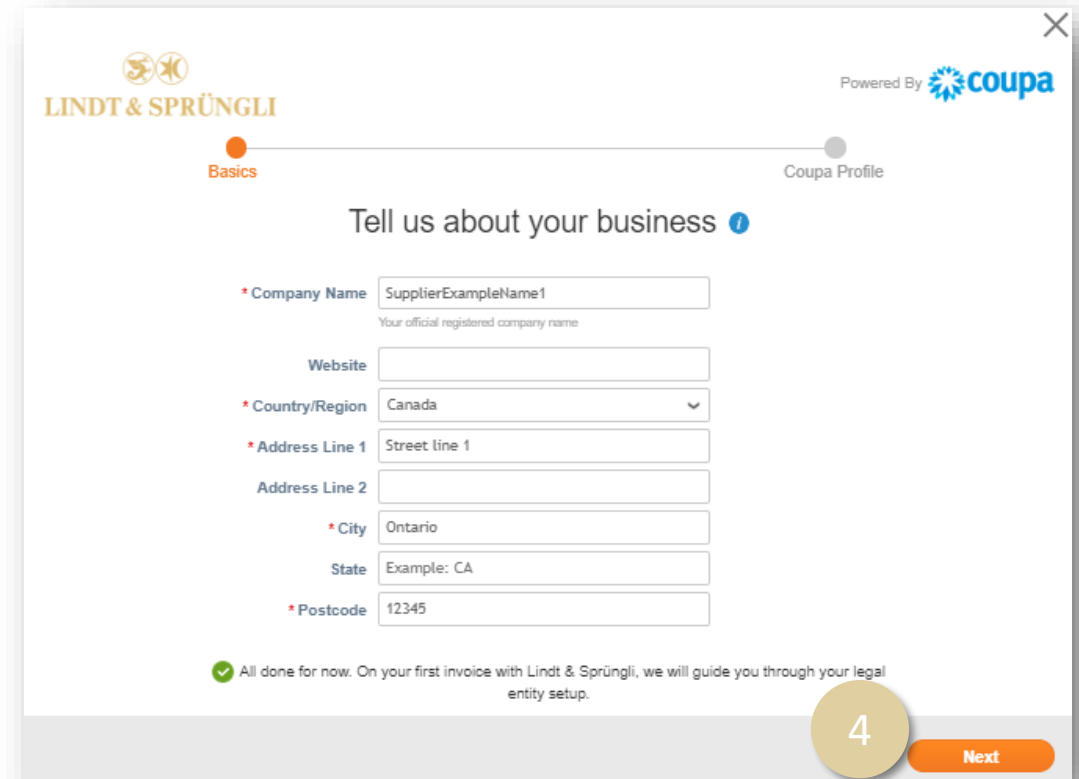
Get Started

Having an issue with signup?

[Forward this to someone](#)

It is suggested to use Uppercase and lowercase letters, numbers and special characters (@#\$\$%*&)

- 4 The next tab will show up with basic information fields to be completed. Fields marked with red asterisk * are required. When ready, please click on **Next**.



LINDT & SPRÜNGLI

Powered By **coupa**

Basics Coupa Profile

Tell us about your business ⓘ

* Company Name
Your official registered company name

Website

* Country/Region

* Address Line 1

Address Line 2

* City

State

* Postcode

✓ All done for now. On your first invoice with Lindt & Sprüngli, we will guide you through your legal entity setup.

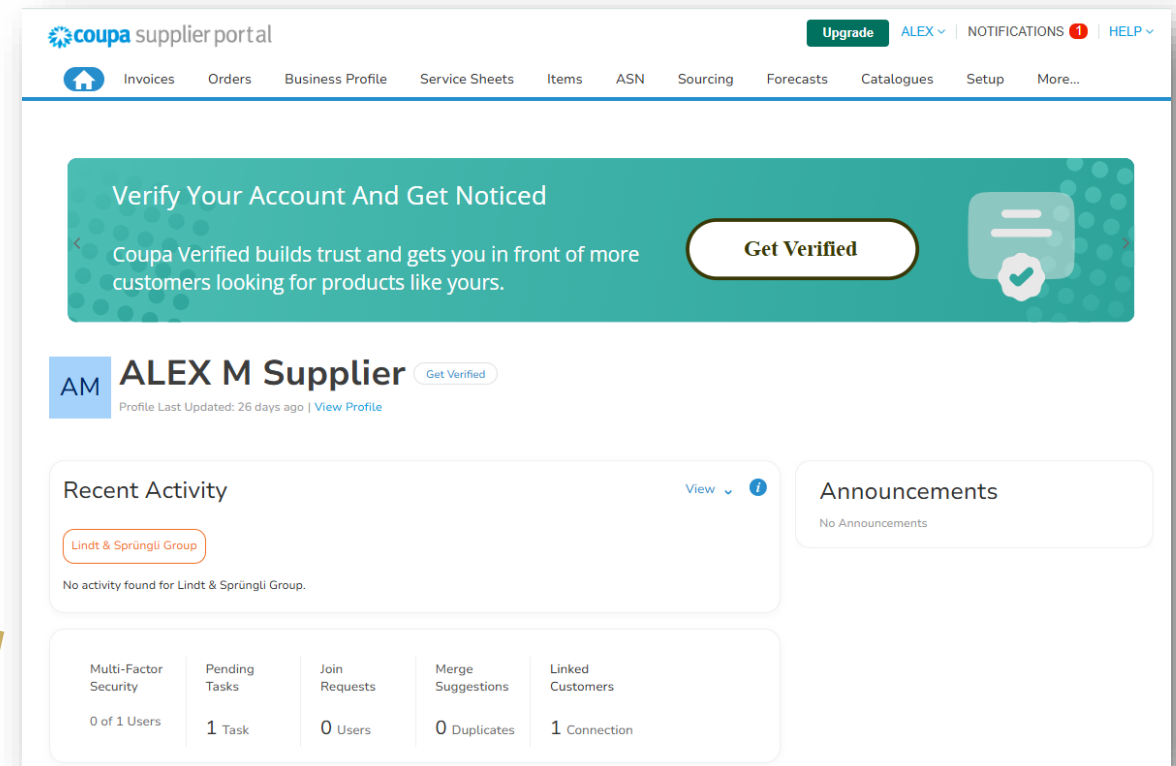
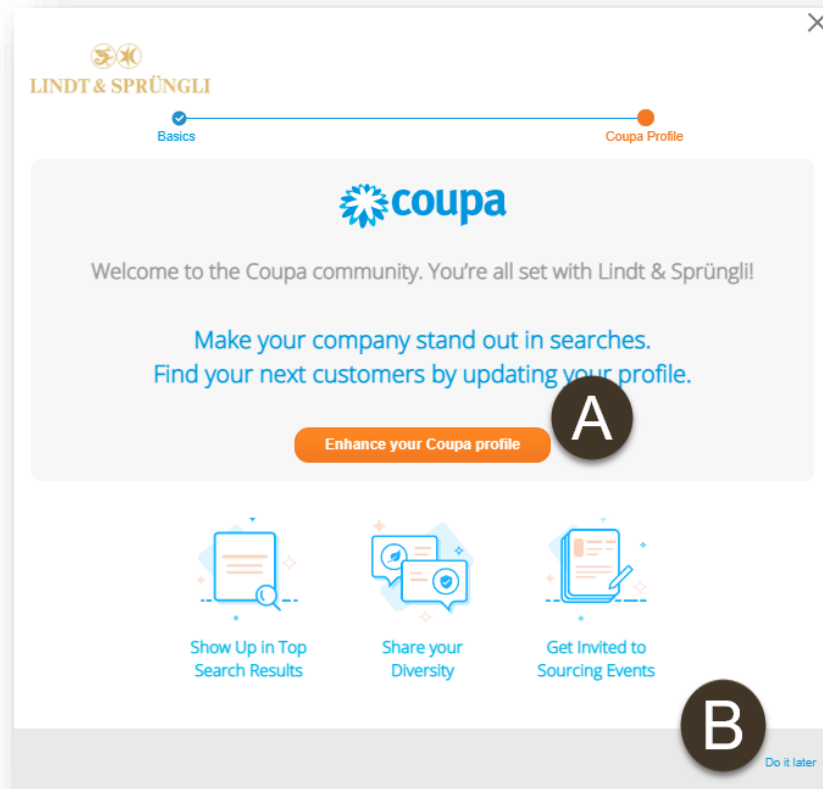
Next



2.2 Option 2: Registration from Invitation

5 On the next Welcome tab, you can keep filling your profile information by clicking on **option A** “Enhance your Coupa profile”.

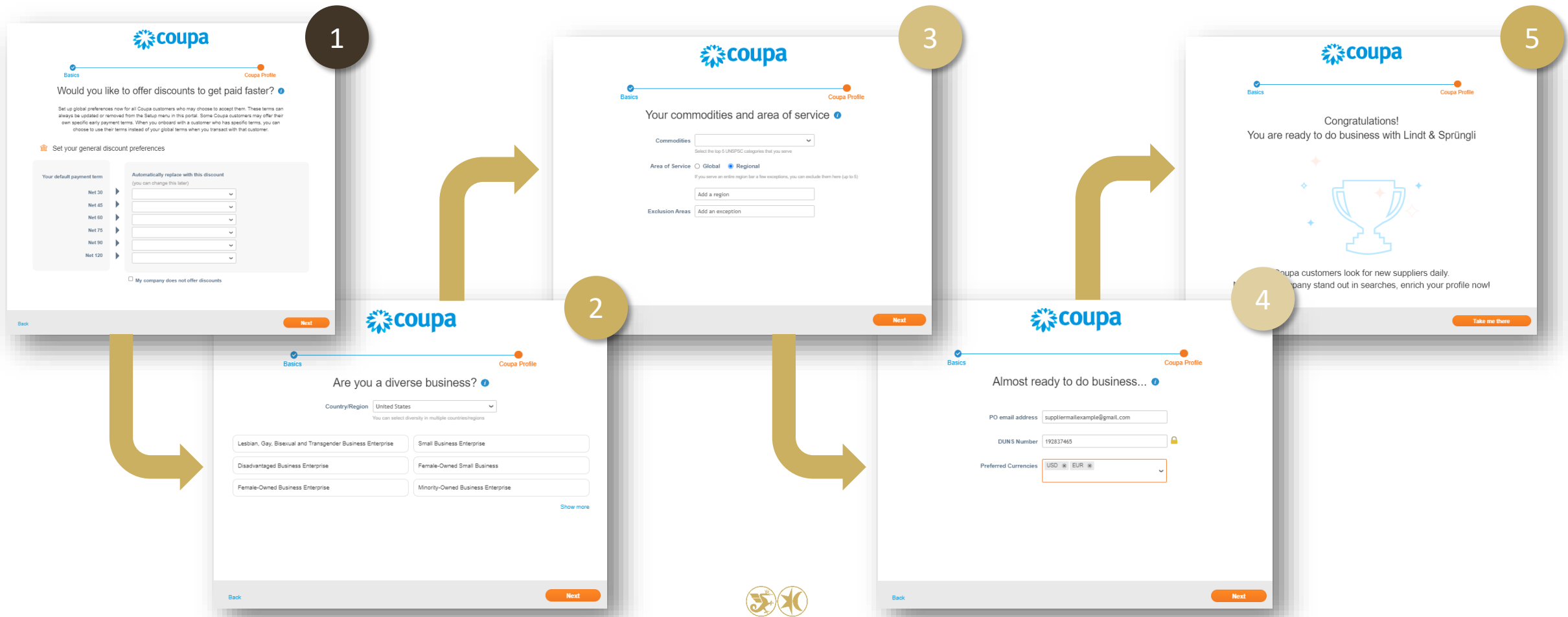
Choosing option B means that profile information can be input later, this will be explained in [section 3](#).



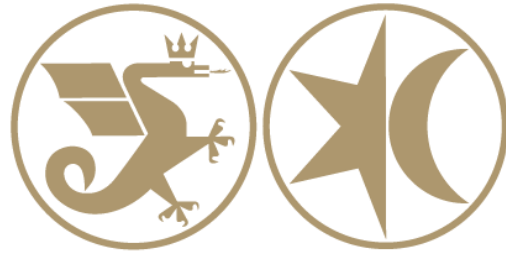
LINDT & SPRÜNGLI

2.2 Option 2: Registration from Invitation

- 6) If **option A** is chosen on previous step, then the next series of tabs will appear consecutively asking for your company's information. Feel free to fill them out and click on **Next** button until the last tab appears, then a greetings message will be displayed, click on **Take me there** to go to your Coupa Supplier Portal account homepage.



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- [Coupa Supplier Help Center](#)
- [Coupa Supplier Portal Videos](#)
- [Coupa Supplier Portal on Success Portals](#)
- [Coupa Supplier Portal FAQs](#)



3.1 Coupa Supplier Portal Homepage

Coupa Supplier Portal Homepage main elements:

- 1) **Bar menu:** It allows to navigate through Coupa Supplier Portal functions and manage your account.
- 2) **Announcements:** Lindt & Sprüngli supplier announcements will be shown here.
- 3) **Merge Suggestions:** Shows a suggestion for other accounts on Coupa Supplier Portal that could be merged. More information will be explained later.
- 4) **Linked Customers:** here you can easily find Lindt & Sprüngli or other customers you might have.
- 5) **View Profile:** Gives a quick overview of your company's profile
- 6) **Upgrade:** Gives you options for getting Coupa verified (free or via paid subscription) – this is for your information only.

The screenshot displays the Coupa Supplier Portal homepage for a user named ALEX M Supplier. The interface is organized into several key sections:

- Top Navigation Bar (1):** Contains links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogues, Setup, and More....
- Upgrade Banner (6):** A teal banner with the text "Verify Your Account And Get Noticed" and a "Get Verified" button.
- User Profile (5):** Displays the user's name "ALEX M Supplier" and a "Get Verified" button.
- Recent Activity (3):** A section titled "Recent Activity" showing no activity found for the "Lindt & Sprüngli Group".
- Linked Customers (4):** A section titled "Linked Customers" showing 1 Connection.
- Announcements (2):** A section titled "Announcements" showing "No Announcements".
- Status Bar:** A bottom section showing various metrics: Multi-Factor Security (0 of 1 Users), Pending Tasks (1 Task), Join Requests (0 Users), Merge Suggestions (0 Duplicates), and Linked Customers (1 Connection).



3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

IMPORTANT NOTICE

Lindt & Sprüngli requires you to notify them about any modifications done to your company's profile information.



Action Needed: Update Customer Information X

1 customer require you to notify them of your profile updates directly.

Select each customer you want to notify, and we will quickly help you share your information with them by email. (Note: some customers may not have contact email listed.)

[Lindt & Sprüngli](#)

Close



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3.3 Admin Setup Menu on the Coupa Supplier Portal

USERS

The Admin Setup Menu has useful functions for managing your enterprise. Follow the next steps to learn more about them:

1 Click on **Setup >> Admin >> Users**. A screen will show the list of available users in your organization.

2 Click on **Edit** if you want to make changes on a user.

3 Click on **Invite User** if you want to add new members to your organization.

The screenshot shows the Coupa Supplier Portal interface. At the top, the navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. The 'Setup' menu is highlighted with a red arrow and a callout '1'. Below the navigation bar, the 'Admin' menu is highlighted with a red arrow and a callout '1'. The 'Users' sub-menu is highlighted with a red arrow and a callout '1'. The 'Invite User' button is highlighted with a callout '3'. The 'Edit' button for the user 'Alex Mendoza' is highlighted with a callout '2'.

Admin Users

Invite User View: All Search

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Alex Mendoza	testforms4coupafr@gmail.com	Active	ASNs Admin Catalogs Community Contracts Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Navi Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	Lindt & Sprüngli Group	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

Per page 5 | 10 | 15



3.3 Admin Setup Menu on the Coupa Supplier Portal

EDIT USER

- A After clicking on **Edit**, make the changes that are necessary and click on **Save** to apply them. Make sure to **verify the user's correct permissions**.
- B In case a user (that is not an Admin) will no longer be active in your organization, click on **Deactivate User**.

The screenshot shows the 'Admin Users' page in the Coupa Supplier Portal. The 'Edit user access for Alex Mendoza' modal is open, displaying the following sections:

- User Information:** First Name (Alex), Last Name (Mendoza), Email (alex.mendoza@coupa.com).
- Phone Number:** Country/Region (France), Area Code (33), Number (123123123), Extension.
- Purpose:** Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing.
- Primary Contact:** Alex Mendoza.
- Permissions:** All, Admin, Orders, Restricted Access to Orders, Invoices, Catalogs, Profiles, ASNs, Service Sheets, Restricted Access to Service Sheets, Payments, Order Changes, Early Payments, Sourcing, Private and Public, Hidden, Private, and Public, Community, Order Line Confirmation, Forecast Planner, Workitem, View, Manage, Worker Assignments, View, Manage, Inventory, Supplier Dashboard, Contracts, View, Manage, Payment Method Admin, New Access.
- Customers:** All, Lindt & Sprüngli Group.

Buttons at the bottom of the modal: Cancel, Deactivate User, Save.



3.3 Admin Setup Menu on the Coupa Supplier Portal

INVITE/ADD USERS

- 1 After selecting **Invite User**, the next tab will be displayed. It is required to **write the new user's email**.
- 2 Select the desired permissions and then click on **Send Invitation**.
- 3 The new user will receive an invitation via Email, in which the steps explained previously on section [2.2 Option 2](#) must be followed by the new user to enter Coupa Supplier Portal. In this case, [account merging](#) may be necessary later.

1

Invite User

User Information

First Name: Maria

Last Name: Fuentes

*Email: coupa@lindt.com

Purpose: Select Some Options

Phone Number

Country/Region: [Dropdown]

Area Code: [Text]

Number: [Text]

Extension: [Text]

Permissions

☒ All

☒ Admin

☒ Orders

☒ Invoices

☒ Catalogs

☒ Profiles

☒ A/Bs

☒ Service Sheets

☒ Payments

☒ Order Changes

☒ Early Payments

☒ Sourcing

☒ Community

☒ Order Line Confirmation

☒ Forecast Planner

☒ Workers

☒ Worker Assignments

☒ Inventory

☒ Supplier Dashboard

☒ Contracts

☒ Payment Method Admin

☒ Navit Access

Customers

☒ All

☒ Lindt & Sprüngli Group

Cancel Send Invitation

2



3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS

From homepage

Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? [Click here.](#)

SupplierA
supplierA@supplier.com

Request MergeRemove

SupplierB
supplierB@supplier.com

Request MergeRemove

A

Your company may have more than one account/profile in the Coupa Supplier Portal. This can happen when several users from the same company register or are invited to the Coupa Supplier Portal through different email addresses. To prevent this issue, it is recommended to **Merge accounts**.

A merging process can be started from 2 options:

A From the Homepage, where accounts with the same mail domain will be suggested to be merged.

B From Admin Setup Menu under Merge Requests menu

For more information about merging accounts, [click here.](#)

From Admin Setup Menu

Admin Merge Requests

Users

Worker Portal Access

Merge Requests

Merge Suggestions

Requests to Join

Fiscal Representatives

Additional CaaS Information

sFTP Accounts

cXML Errors

sFTP File Errors (to Customers)

sFTP File Status (from Customers)

Initiate Merge Request

☐ I'm not a robot 

! Merging will join the accounts and give all information to linked customers on behalf of email address belongs to a user who is part of undone. [Learn more about merging accounts.](#)

Request Merge

Open merge requests

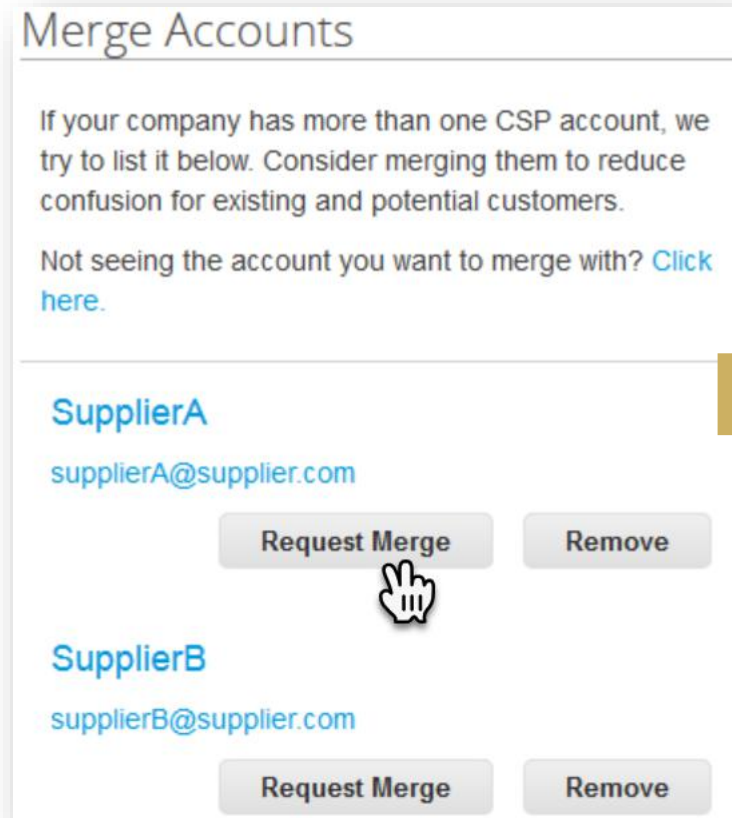
All clear! No open merge requests.

B

3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS FROM THE HOMEPAGE

From the Homepage, click on **Request Merge** on your desired user, otherwise click on **Remove** to eliminate the merge suggestion. Next, select the account owner, fill in or check the required fields and click on **Send Request**. For more information on Merge Account options [click here](#).



Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

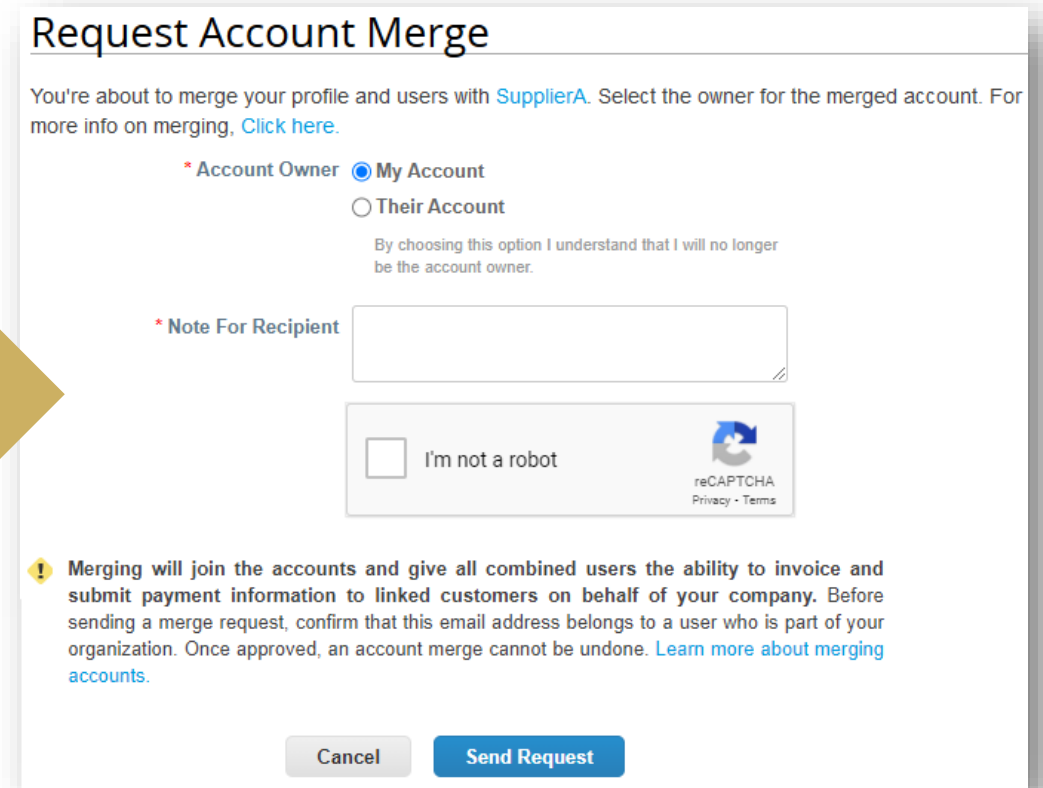
Not seeing the account you want to merge with? [Click here](#).

SupplierA
supplierA@supplier.com

Request Merge **Remove**

SupplierB
supplierB@supplier.com

Request Merge **Remove**



Request Account Merge

You're about to merge your profile and users with [SupplierA](#). Select the owner for the merged account. For more info on merging, [Click here](#).

* Account Owner ☒ My Account
☐ Their Account

By choosing this option I understand that I will no longer be the account owner.

* Note For Recipient

☐ I'm not a robot

reCAPTCHA
Privacy • Terms

! Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organization. Once approved, an account merge cannot be undone. [Learn more about merging accounts](#).

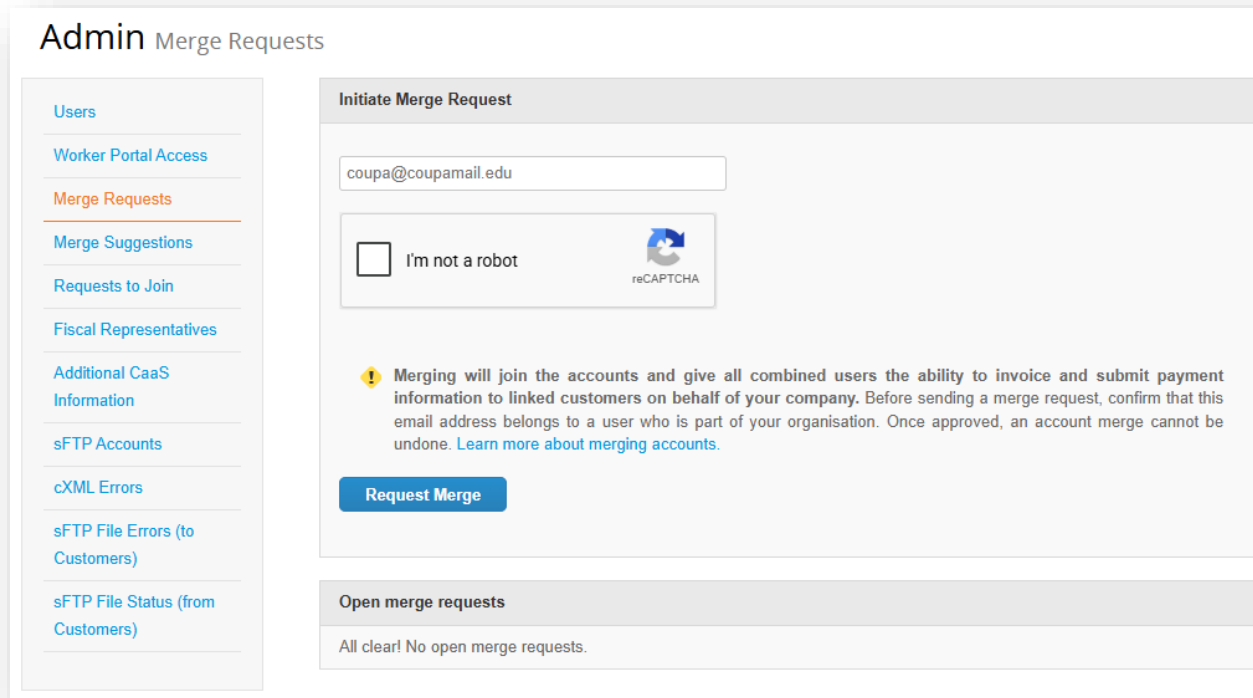
Cancel **Send Request**



3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS FROM ADMIN SETUP MENU

Go to **Setup >> Admin >> Merge Requests**, fill the shown field with the desired Coupa Supplier Portal account email and click on **Request Merge**. Because of Coupa security reasons, there is a maximum of 5 tries to search for the account. For more information on Merge Account options [click here](#).



The screenshot shows the 'Admin Merge Requests' interface. On the left is a sidebar menu with options: Users, Worker Portal Access, Merge Requests (highlighted), Merge Suggestions, Requests to Join, Fiscal Representatives, Additional CaaS Information, sFTP Accounts, cXML Errors, sFTP File Errors (to Customers), and sFTP File Status (from Customers). The main content area is titled 'Initiate Merge Request' and contains an email input field with 'coupa@cupamail.edu', a reCAPTCHA challenge with the text 'I'm not a robot', and a warning message: 'Merging will join the accounts and give all combined users the ability to invoice and submit payment information to linked customers on behalf of your company. Before sending a merge request, confirm that this email address belongs to a user who is part of your organisation. Once approved, an account merge cannot be undone. [Learn more about merging accounts](#).' Below the warning is a blue 'Request Merge' button. At the bottom, a section titled 'Open merge requests' shows the status: 'All clear! No open merge requests.'



3.3 Admin Setup Menu on the Coupa Supplier Portal

OTHER OPTIONS

The next list contains a brief explanation of the rest of the Admin Setup Menu options. These are not required in order to work with Lindt & Sprüngli.

Admin Setup Menu option	Description
Legal Entity Setup	If your company has subsidiaries or other legal entities, you can add them and their details on this menu. For more information about legal entities click here .
Fiscal Representatives	Here you can add fiscal representatives that can delegate for your company in a country or region where you are not legally registered. Click here for further information.
Remit-to	Add remitting addresses for your legal entities. Click here to find out more about it.
Terms of Use	View the Accepted and/or Requested terms of use by your customer.
Payment Preferences	Allows you to setup Static Discounts , Create and View SFTP accounts and view cXML errors .



3.4 My Account Settings on the Coupa Supplier Portal

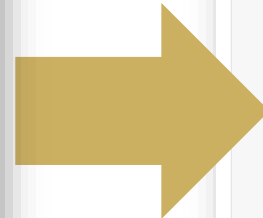
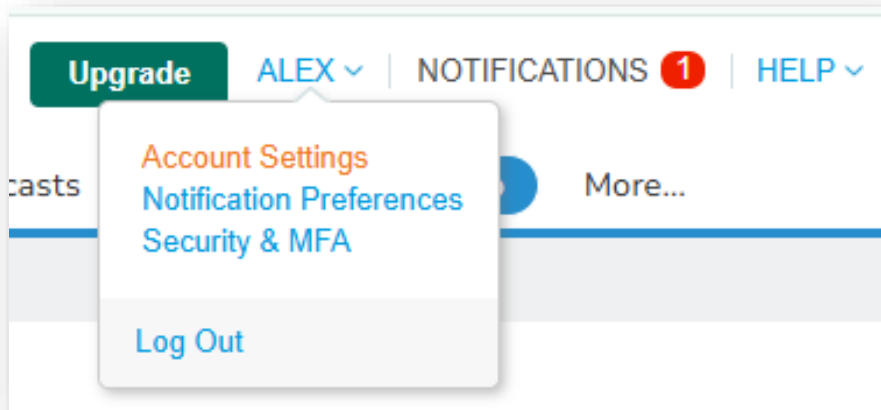
SETTINGS

My Account Settings is intended to allow users to manage personal information.

To access it, hover your cursor over your name at the top right corner of your screen and click on **Account Settings**.

The first **Settings** menu gathers your personal basic information.

Here it is also possible to change your Coupa Supplier Portal access **password**.

A screenshot of the 'My Account Settings' page. The page title is 'My Account Settings'. On the left is a sidebar menu with 'Settings' (active), 'Notification Preferences', and 'Security & Two-Factor Authentication'. The main content area is divided into two sections. The 'User Details' section contains input fields for 'First Name' (Alex), 'Last Name' (Mendoza), and 'Email' (suppliermailexample@gmail.com), along with dropdown menus for 'Department' and 'Role'. A blue 'Save' button is at the bottom right of this section. The 'Change Password' section contains input fields for 'Current Password', 'Password', and 'Password Confirmation'. A note below the 'Password' field states: 'Use at least 8 characters and include a number and a letter.' A blue 'Save' button is at the bottom right of this section.

3.4 My Account Settings on the Coupa Supplier Portal

NOTIFICATIONS PREFERENCES

My Account Notification Preferences

You will start receiving notifications when your customers enable them.

Email Mobile (SMS) [Verify](#)

⚠ Verify number to receive SMS

Account access

Request to Join	☒ Email	☐ SMS
Merge Request	☒ Email	☐ SMS

Announcements

New Customer Announcement	☐ Email	☐ SMS
---------------------------	--------------------------------	------------------------------

Business Performance

Business Performance Role Granted	☐ Email	☐ SMS
-----------------------------------	--------------------------------	------------------------------

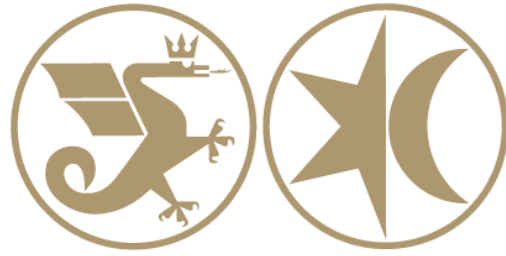
Catalogues

New Comment Received	☒ Email	☐ SMS
----------------------	---	------------------------------

With **Notifications Preferences** you can decide which notifications you want to receive. There are 3 options:

- **Online:** notifications are received in the Coupa Supplier Portal.
- **E-mail:** you will receive notifications on your account's e-mail address. Remember to change your E-mail security settings to get Coupa notifications in your Inbox. [Click here](#) to know more about it.
- **SMS:** this will send notifications to your Verified Coupa Supplier Portal phone number.





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Help & Useful links

- [Lindt & Sprüngli Supplier Portal](#)
- [Video tutorial Pre-Qualification with Lindt & Sprüngli](#)
- [Coupa Supplier Portal User Guide](#)
- [Coupa Supplier Portal Smart Onboarding](#)
- [The DUNS number](#)
- [Eco Vadis Score](#)



4.1 Pre-Qualification form on the Coupa Supplier Portal

RECEIVING THE PRE-QUALIFICATION FORM

In order to participate in sourcing events, you are required to fill out a pre-qualification form that can be accessed on Coupa Supplier Portal under **Profile >> Information Requests**.

Upon registering / logging in on the [Coupa Supplier Portal](#), you will need to complete the form(s), attach required documents and submit your answer.

Once you fill out the received form(s), you will be able to respond to sourcing events via the [Coupa Supplier Portal](#).

1

coupa supplier portal Upgrade ALEX NOTIFICATIONS 1 HELP

Home Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogues Setup More...

Business Profile Profile Submissions Legal Entities Payment Methods Information Requests Performance Evaluation Subscriptions

Lindt & Sprüngli Group

2 Select Customer Lindt & Sprüngli Group

Pre-qualification notifications

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
DE_Supplier Qualification_Direct_Raw Material_EN/DE	New	03/04/2026	None
Supplier Pre-Qualification_SHORT_EN/DE/FR/IT	New	11/03/2026	None

Per page 15 | 45 | 90

Gmail

Compose

Inbox 36,054

Starred

Snoozed

Sent

Drafts

Update your profile for Lindt & Sprüngli Group

Lindt & Sprüngli Group

Powered by Update your profile for Lindt & Sprüngli Group Hello Supplier, Lindt & Sprüngli Group would like to invite you to start the Coupa Supplier Portal (Pr

Wed 11 Feb, 10:55

Lindt & Sprüngli Group

Powered by Update your profile for Lindt & Sprüngli Group Hello Supplier, Lindt & Sprüngli Group would like to invite you to start the Coupa Supplier Portal (Pr

Wed 11 Feb, 11:06



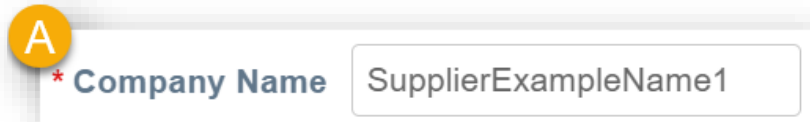
LINDT & SPRÜNGLI

4.1 Pre-Qualification form on the Coupa Supplier Portal

FIELD TYPES

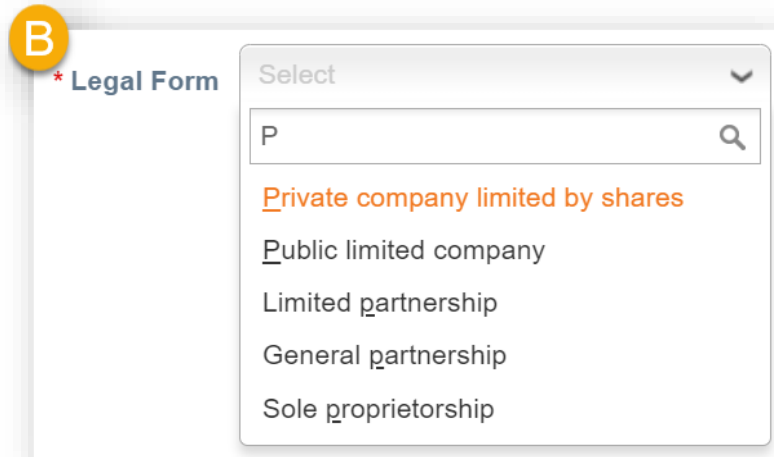
The Pre-Qualification form has a series of questions related to your company such as contact information, financial health, and more. There are 6 types of fields to be fulfilled, this is how to respond on them:

A. Text fields: Write your answer.



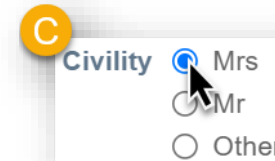
A screenshot of a text input field. To the left of the field is a label '* Company Name' with a red asterisk. The field contains the text 'SupplierExampleName1'. A yellow circle with the letter 'A' is positioned to the left of the label.

B. Dropdown fields: Select your answer from the drop-down list.



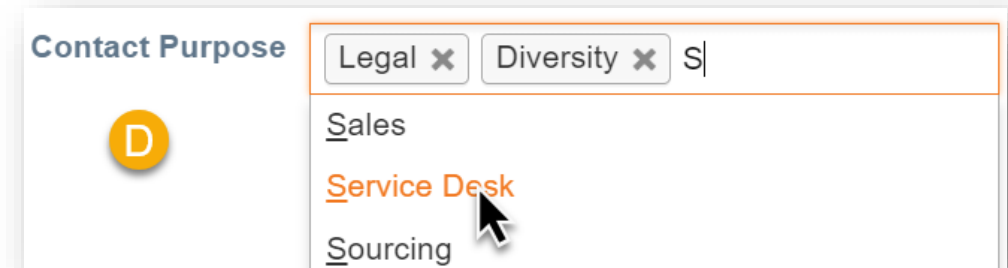
A screenshot of a dropdown menu. The label is '* Legal Form' with a red asterisk. The dropdown is open, showing a search bar with 'P' and a list of options: 'Private company limited by shares' (highlighted in orange), 'Public limited company', 'Limited partnership', 'General partnership', and 'Sole proprietorship'. A yellow circle with the letter 'B' is positioned to the left of the label.

C. Button fields: Click on the button.



A screenshot of a button field. The label is 'Civility'. There are three radio buttons: 'Mrs' (selected), 'Mr', and 'Other'. A yellow circle with the letter 'C' is positioned to the left of the label.

D. Category fields: A list of pre-filled answers will be shown, select one or various options to answer.



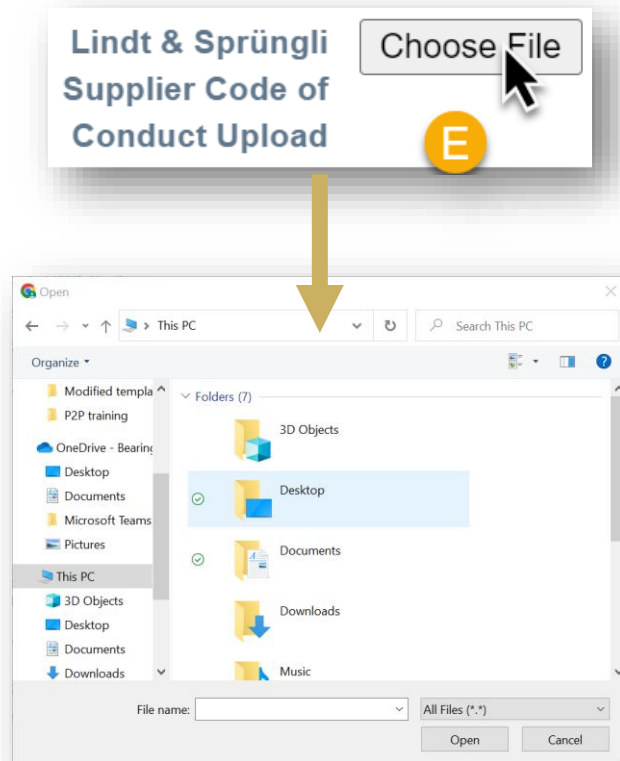
A screenshot of a category field. The label is 'Contact Purpose'. There is a list of options: 'Legal' (with a close button), 'Diversity' (with a close button), 'Sales', 'Service Desk' (highlighted in orange), and 'Sourcing'. A yellow circle with the letter 'D' is positioned to the left of the label.



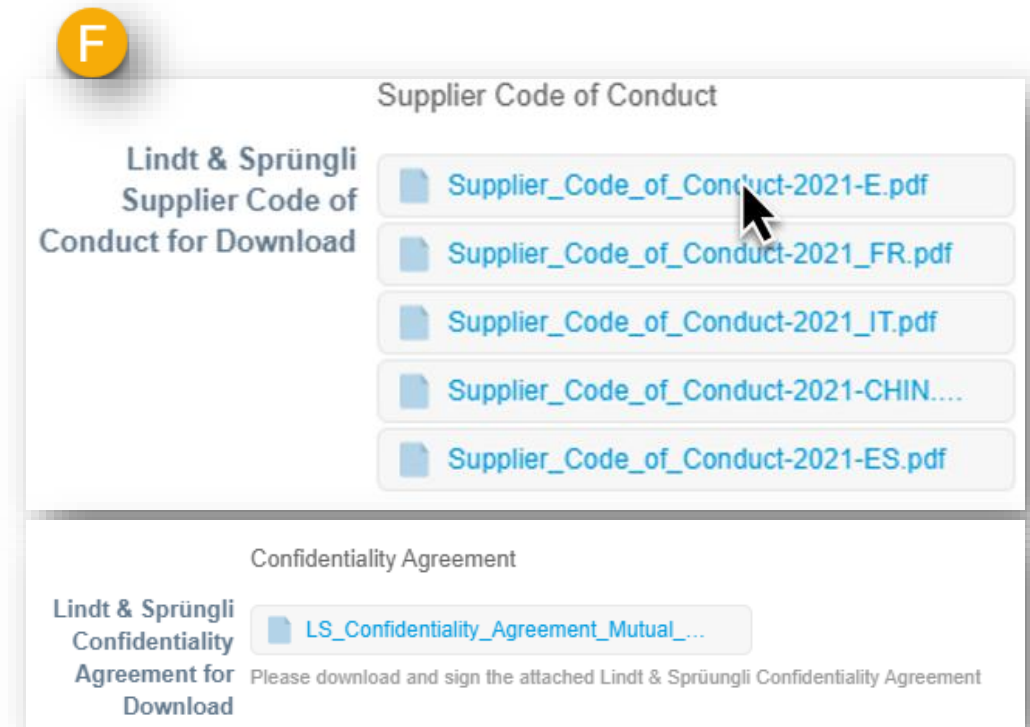
4.1 Pre-Qualification form on the Coupa Supplier Portal

FIELD TYPES

E. Attachment fields: Upload the requested file to respond.



F. Download attachment field: Click on the file name to download it.



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4.1 Pre-Qualification form on the Coupa Supplier Portal

RESPONDING CONSIDERATIONS

- Questions or fields with the * symbol are **required to be answered**.
- Every field has its own **description** below.
- Button answers may open one or various more questions to be answered as shown below.

* Do you have a DUNS number? ☐ Yes ☒ No

Revenue in Last 3 Years

* Revenue - last year 
Please select the range from the drop-down list

Revenue - 2 years ago 
Please provide by selecting from the drop-down list if information available

Revenue - 3 years ago 
Please provide by selecting from the drop-down list if information available

OR

* Do you have a DUNS number? ☒ Yes ☐ No

* DUNS Number 
Please enter your DUNS number. Exactly 9 digits without spaces or special characters.

Parent Company DUNS Number
Please fill in only in case you have a parent company. Otherwise leave empty.



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4.1 Pre-Qualification form on the Coupa Supplier Portal

THE DUNS NUMBER

The Dun & Bradstreet DUNS Number is a unique nine-digit identifier for businesses that identifies a company as being unique from any other inside the [Dun & Bradstreet](#) Data Cloud.

The DUNS Number is used around the world to identify and access information on businesses. A DUNS Number identifies a company's Dun & Bradstreet business credit file, which may include firmographic data (company name, address, phone number, etc.), corporate family relationships (headquarters, branches, subsidiaries, etc.), and scores and ratings that assess different financial health indicators. The DUNS Number can also serve as a primary data key within an organization's Master Data Management architecture, such as Coupa.

In a Source-to-Contract context, having a DUNS number means:

1. Trustworthy relationship between suppliers and customers by having access to performance a behavioral data such as scores and ratings.
2. Performing risk assessments of potential partners and/or customers.
3. Let customers learn more about your business by requesting reports and historical information.



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4.1 Pre-Qualification form on the Coupa Supplier Portal

ECOVADIS SCORE

EcoVadis is the world's most trusted provider of business sustainability ratings, intelligence and collaborative-performance improvement tools for global supply chains.

The EcoVadis scorecard covers a broad range of non-financial management systems including Environmental, Labor & Human Rights, Ethics and Sustainable Procurement impacts.

Each company receives a tailored questionnaire based on company's size, location and industry. The overall score (0-100) reflects the performance of the company's sustainability management system at the time of the assessment.

For more detailed information, please visit [EcoVadis help center](#).

In case you have been assessed, Lindt & Sprüngli might require your EcoVadis score later for Source-to-Contract processes such as Supplier Onboarding, Contracts, RFP, RFQ, RFI and/or eAuctions.

Your EcoVadis score will be asked in the Pre-Qualification questionnaire. If you have not been assessed yet by EcoVadis, more questions will open for you to provide us information of your company's sustainability management.



4.1 Pre-Qualification form on the Coupa Supplier Portal

FORTUNE GLOBAL 500

Fortune Global 500 is an annual ranking of the top 500 corporations **worldwide** as measured by revenue. The list is compiled and published annually by Fortune magazine.

There is also the Fortune 500 ranking, this one ranks the largest companies **just in the United States**.

In the case of Lindt & Sprüngli's Pre-Qualification questionnaire, it is necessary for you to include **only the companies belonging to Fortune Global 500**.

For more information about Fortune 500 rankings please visit [Fortune](#) business magazine or go directly to the [Fortune Global 500 rankings](#).



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4.1 Pre-Qualification form on the Coupa Supplier Portal

LINDT & SPRÜNGLI DOCUMENTS

A We require you to **ACCEPT** the documents found under the “Lindt & Sprüngli Documents” section. Please download them in your respective language by clicking on them, read their content carefully, sign them and upload them. The signing and accepting of the Supplier Code of Conduct and the NDA are vital to the continuation of the process.

B In the exceptional case that you cannot accept, please provide an answer in the field that appears below.

B

* Have you executed and uploaded the Lindt & Sprüngli Supplier Code of Conduct? ☐ Yes ☒ No

Please upload the signed Lindt & Sprüngli Supplier Code of Conduct above and optionally attach your proposed SCoC.

* Please describe why you cannot accept Lindt & Sprüngli Supplier Code of Conduct

A

Lindt & Sprüngli Documents

Please review and accept the following Lindt & Sprüngli documents. These are the minimum requirements to be able to do business with us.

Supplier Code of Conduct

Lindt & Sprüngli Supplier Code of Conduct for Download

- [Supplier_Code_of_Conduct-2021-E.pdf](#)
- [Supplier_Code_of_Conduct-2021_FR.pdf](#)
- [Supplier_Code_of_Conduct-2021_IT.pdf](#)
- [Supplier_Code_of_Conduct-2021-CHIN...](#)
- [Supplier_Code_of_Conduct-2021-ES.pdf](#)

Lindt & Sprüngli Supplier Code of Conduct Upload

No file chosen

Please upload signed Lindt & Sprüngli Supplier Code of Conduct by clicking Browse

* Have you executed and uploaded the Lindt & Sprüngli Supplier Code of Conduct? ☒ Yes ☐ No

Please upload the signed Lindt & Sprüngli Supplier Code of Conduct above and confirm the action here. In case you cannot do it, please describe the reasons below and optionally attach your proposed SCoC.

Confidentiality Agreement

Lindt & Sprüngli Confidentiality Agreement for Download

- [LS_Confidentiality_Agreement_Mutual...](#)

Please download and sign the attached Lindt & Sprüngli Confidentiality Agreement

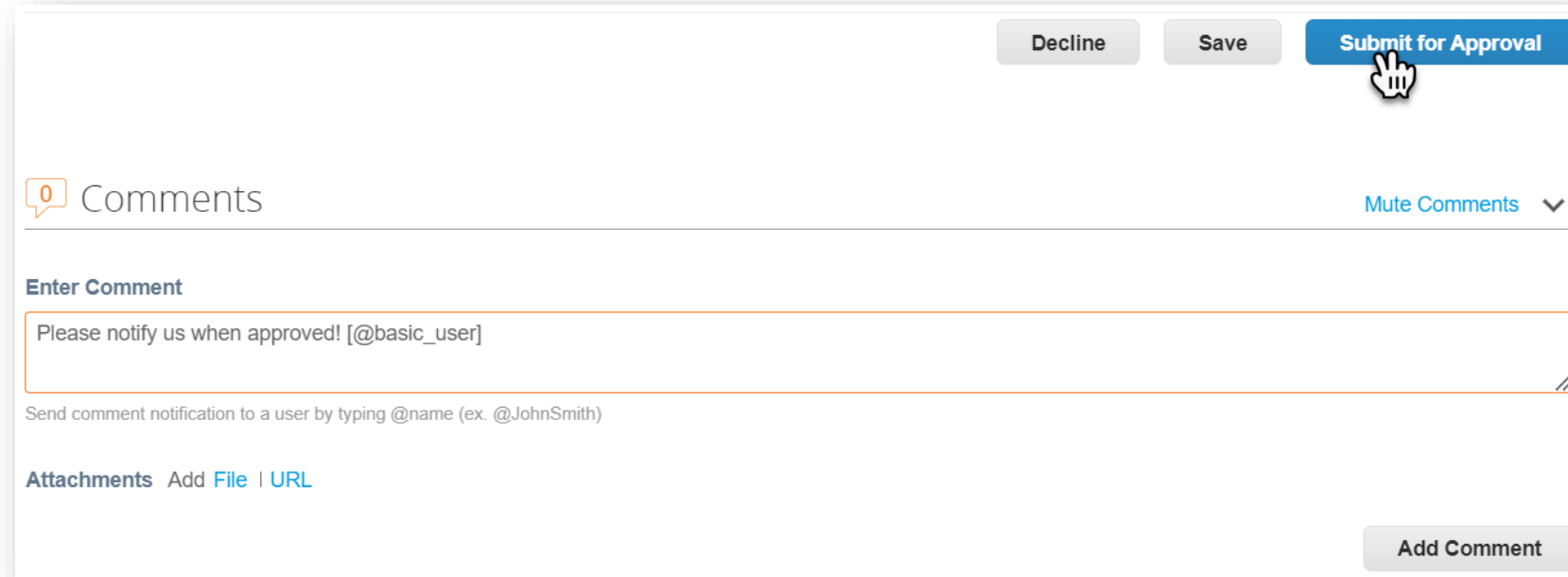


LINDT & SPRÜNGLI

4.2 Submitting the Pre-Qualification form

Once the pre-qualification form is filled in, scroll down to the end of the screen and, if ready, click on **Submit for Approval** button.

If needed, you can leave comments for the approvers or desired users by typing @ and the username of the receiver (Ex: @UserName), click on **Add Comment** when done editing. There is also the option for submitting attachments as a comment.

The screenshot shows the bottom section of a web form. At the top right are three buttons: 'Decline' (grey), 'Save' (grey), and 'Submit for Approval' (blue). A hand cursor icon is pointing at the 'Submit for Approval' button. Below these is a 'Comments' section with a speech bubble icon containing the number '0'. To the right of 'Comments' is a 'Mute Comments' link with a dropdown arrow. Underneath is a text input field with the placeholder text 'Enter Comment'. Inside the field, the text 'Please notify us when approved! [@basic_user]' is entered. Below the input field is a small instruction: 'Send comment notification to a user by typing @name (ex. @JohnSmith)'. At the bottom left of the comment section is the text 'Attachments Add File | URL'. At the bottom right is an 'Add Comment' button.

If you need support on the pre-qualification process, contact us via:

- Access to [Lindt & Sprüngli Supplier Portal](#)
- Email: supplier@lindt.com



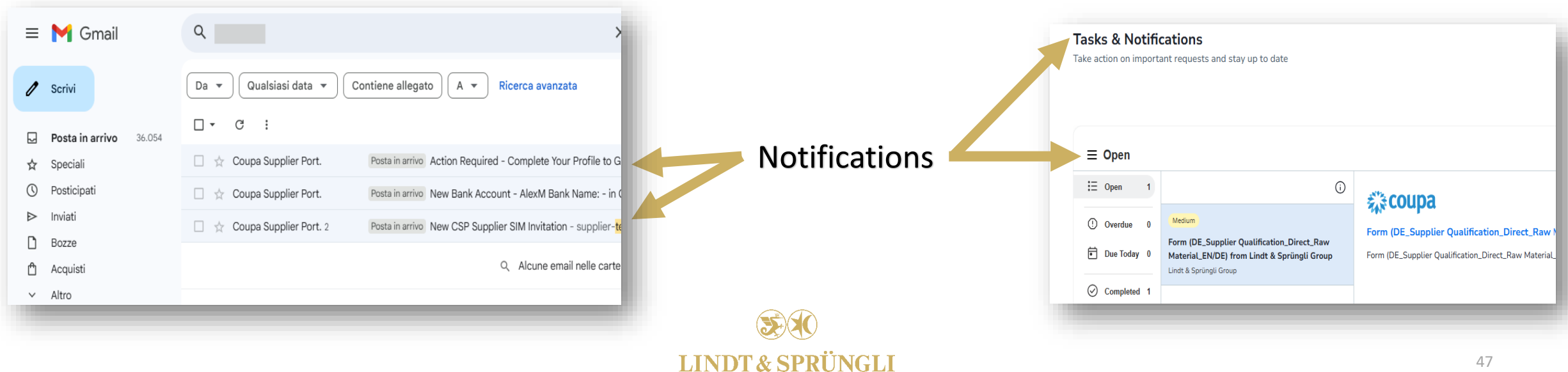
4.3 Feedback

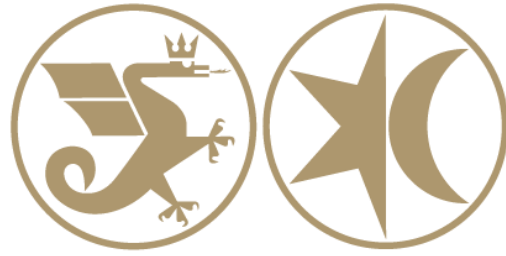
APPROVAL/REJECTION OF THE FORM

After submitting your response, Lindt & Sprüngli will review your information and you will be notified on your notification preference channels such as Email and in the Coupa Supplier Portal. Approvers might leave some comments on the responded form.

If the form is approved, you will be notified.

In case the form is rejected, our Lindt & Sprüngli approvers will leave some comments on your response, please review them, edit the form and submit it again for approval.





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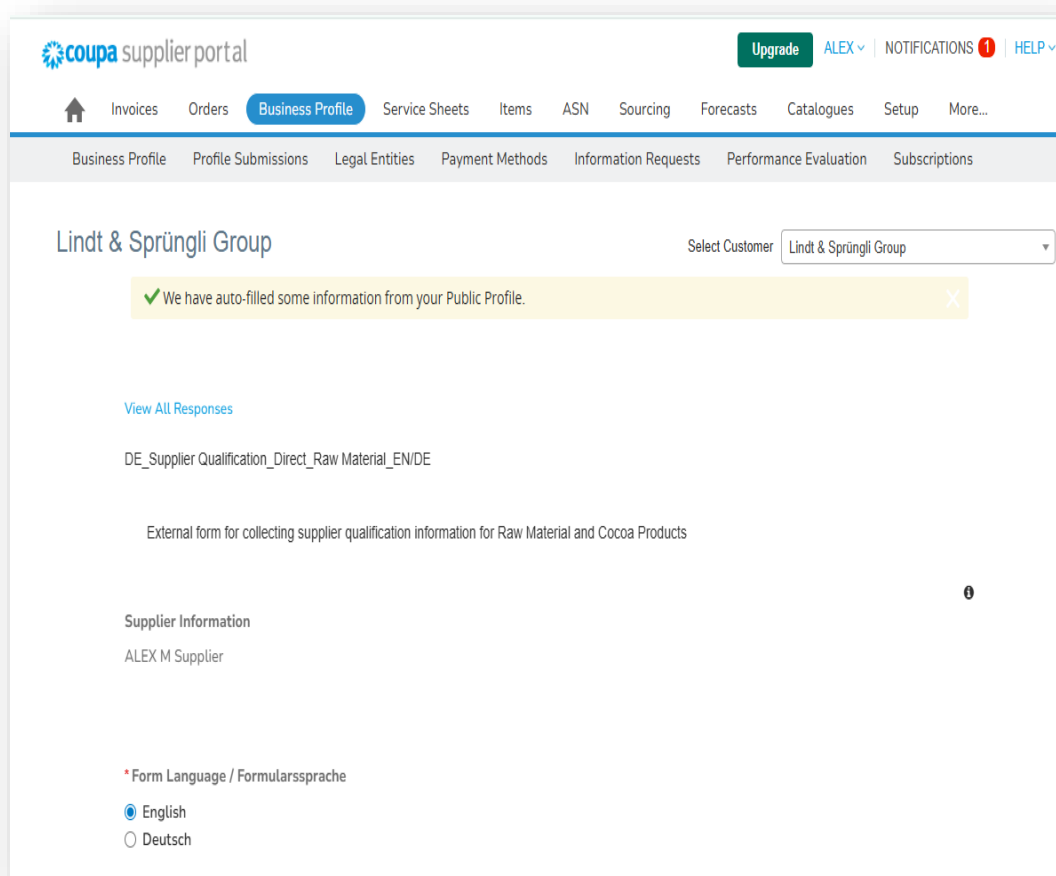
Help & Useful links

- [Lindt & Sprüngli Supplier Portal](#)
- [Video tutorial Qualification with Lindt & Sprüngli](#)
- [Coupa Supplier Portal Smart Onboarding](#)
- [Coupa Supplier Portal User Guide](#)



5.1 Qualification form on the Coupa Supplier Portal

RECEIVING THE QUALIFICATION FORM



The screenshot shows the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'coupa supplier portal' logo, 'Upgrade' button, 'ALEX' dropdown, 'NOTIFICATIONS' with a red indicator, and 'HELP' dropdown. Below this is a main navigation bar with 'Business Profile' highlighted. A secondary navigation bar lists various options: Business Profile, Profile Submissions, Legal Entities, Payment Methods, Information Requests, Performance Evaluation, and Subscriptions. The main content area is titled 'Lindt & Sprüngli Group' and includes a 'Select Customer' dropdown menu. A yellow notification bar states: '✓ We have auto-filled some information from your Public Profile.' Below this, there's a link 'View All Responses'. The form title is 'DE_Supplier Qualification_Direct_Raw Material_EN/DE'. A description reads: 'External form for collecting supplier qualification information for Raw Material and Cocoa Products'. Under 'Supplier Information', it says 'ALEX M Supplier'. At the bottom, there's a language selection section: '* Form Language / Formularssprache' with radio buttons for 'English' (selected) and 'Deutsch'.

To become a **Qualified supplier** of Lindt & Sprüngli, you must fill out a qualification form. This questionnaire is sent out by our buyers during tenders. You must fulfill all the qualification requirements to be awarded as a business.

You will receive the qualification form under **Profile >> Information Requests**. This form requires you to answer **category and region-specific** questions and provide relevant documentation (e.g., certifications).

Note: If necessary, qualification may be done by other actions such as audits or testing; the form is not the only way to be qualified.



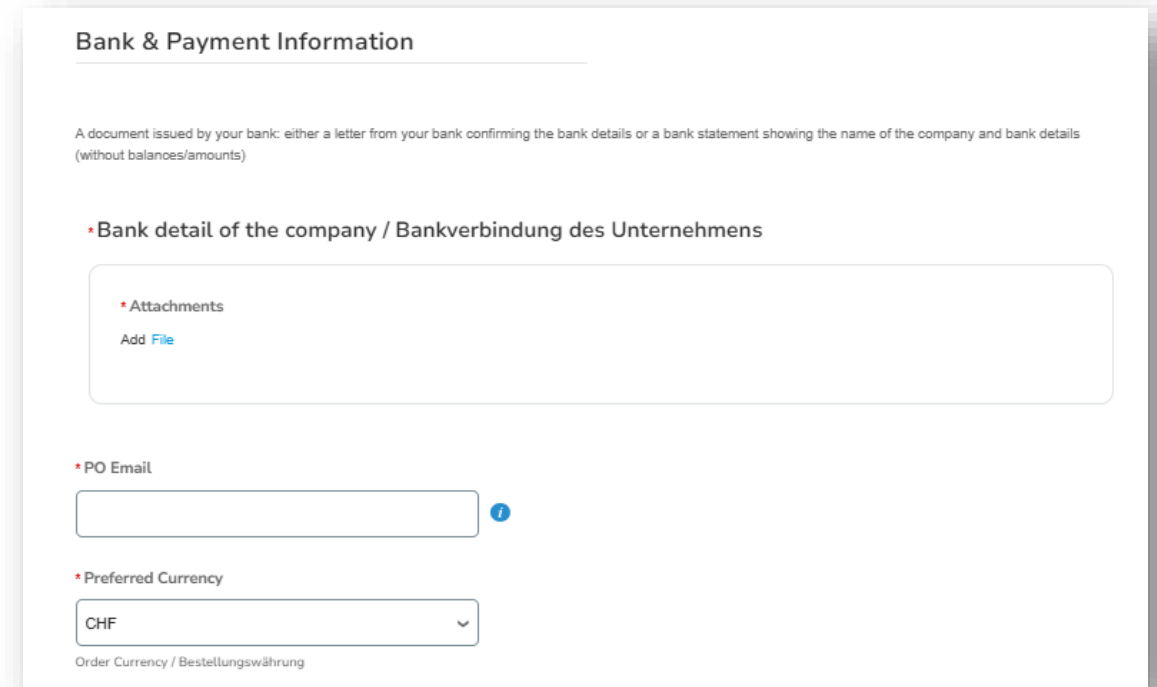
5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

There are three major sections to respond on the Qualification form:

1 Bank details of the company

- Submit a document issued by your bank: either a letter from your bank confirming the bank details or a bank statement showing the name of the company and bank details (without balances/amounts). For this, click on **File** button and select the desired document.
- Select your **Preferred Currency** to receive payments: CHF, EUR or USD.
- Set your **PO Email**.



The screenshot shows the 'Bank & Payment Information' section of the qualification form. It includes a header, a descriptive paragraph, and three main input areas: a section for bank details with an attachment button, a text field for the PO Email with an information icon, and a dropdown menu for the Preferred Currency (currently set to CHF) with a label for Order Currency.

Bank & Payment Information

A document issued by your bank: either a letter from your bank confirming the bank details or a bank statement showing the name of the company and bank details (without balances/amounts)

• Bank detail of the company / Bankverbindung des Unternehmens

• Attachments
Add File

• PO Email

• Preferred Currency
CHF

Order Currency / Bestellungswährung



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

2 Tax Registrations:

- Add as many Tax registrations as needed by clicking on **Add Tax Registration** button.
- For European companies, please indicate your intra-community VAT number (VATIN). For other countries (outside EU), please provide your official tax or business registration number.
- Select your **Country/Region** from the dropdown, write your **Tax ID** number and select **Local** if applied.

The screenshot shows the 'Tax Registrations' section of the Coupa Supplier Portal. It includes a title 'Tax Registrations' with a red asterisk, a subtitle 'Use this section to add all your applicable tax registrations.', and a blue 'Add Tax Registration' button. Below this is a label '* Official Tax or Business Registration Number / Offizielle Steuer- oder Unternehmensregistrierungsnummer'. The form contains three fields: 'Country/Region' with a dropdown menu showing 'Germany', 'VAT ID' with a text input field containing 'DE456789123', and 'Local' with an unchecked checkbox. A red 'X' icon is visible in the top right corner of the form area.



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

- Attach your certification files under **Attachments >> File**
- Select the dates your certificate becomes effective and expires under **Effective Date & Expiry Date**.
- Add any descriptions of the certificate if necessary, in the **Descriptions** field.
- You can add as many attachments as needed, please try to keep them relevant to your certificate.
- Add up to 2 certificates.

The screenshot displays the 'Certifications' section of the Coupa Supplier Portal. It features a header 'Certifications' and a sub-header 'Please attach the relevant and required certifications'. Below this, there are two identical sections for 'Custom Certificate 1' and 'Custom Certificate 2'. Each section contains fields for 'Effective Date' and 'Expiry Date' (both with date pickers), an 'Attachments' section with a link to 'Add File' and two attached files named 'Attachment_1.docx' and 'Attachment_2.docx', and a 'Description' text area.



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

In the Certificate section, you can add several certificates.

If several certificates are uploaded under **Attachments**, the **Expiration Date** will show the one expiring the soonest.

In the **Description**, all uploaded certificates and their expiry dates will be listed. You will receive a notification when the certificate is close to the expiry day (90 days before).

- **Process Steps:**
- The supplier will upload the new certificate to replace the one expiring/expired.
- The supplier will update the expiry date and description.

***Note: The expiry date will be the one of the certificates who expires next (from the ones uploaded before), not the date of the certificate just uploaded.**

* GFSI (Food Safety)

Effective Date	mm/dd/yy
* Expiration Date	11/23/23
* Attachments	Add File
	BRC.pdf IFS.pdf FSSC_22000.pdf
Description	BRC - expires 23.11.2023 IFS - expires 01.01.2025 FSSC - expires 06.05.2026

Please upload all the possessed GFSI certifications here (BRC, IFS, FSSC 22000, AIB, HACCP, BR



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

Practical example

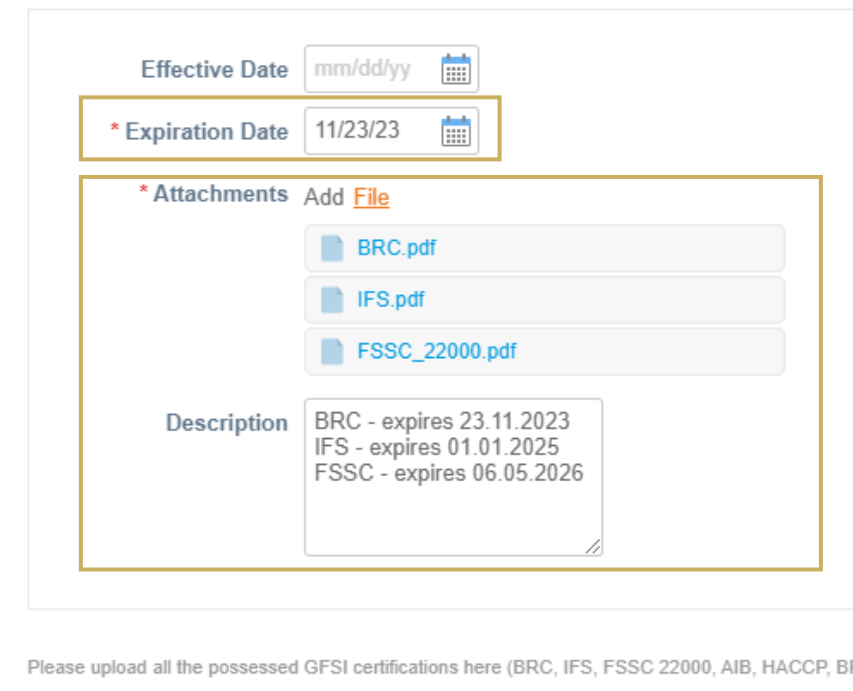
Under the GFSI section, there are several certificates uploaded : BRC, IFS, FSSC 22000

In the descriptions field is listed the expiry date for each certificate.

- **Process Steps:**
- The BRC certificate will expire on 23.11.2023, so the supplier will need to upload the new certificate by that date.
- Once the new BRC certificate is uploaded the supplier will also need to update the Expiration Date.
- The new expiration date will be 01.01.2025 – the date of the IFS Certificate.

***Note: The Expiry Date will not be the one of the new BRC certificate, but the one of the soonest to expire: IFS Certificate.**

* GFSI (Food Safety)



Effective Date

* Expiration Date

* Attachments [Add File](#)

-
-
-

Description
BRC - expires 23.11.2023
IFS - expires 01.01.2025
FSSC - expires 06.05.2026

Please upload all the possessed GFSI certifications here (BRC, IFS, FSSC 22000, AIB, HACCP, BR)



Notification

If one of the provided certificates is about to expire in **30 days**, you will receive the first kind **email reminder** to either upload the renewed certificate or inform us that you do not plan to renew the certification.

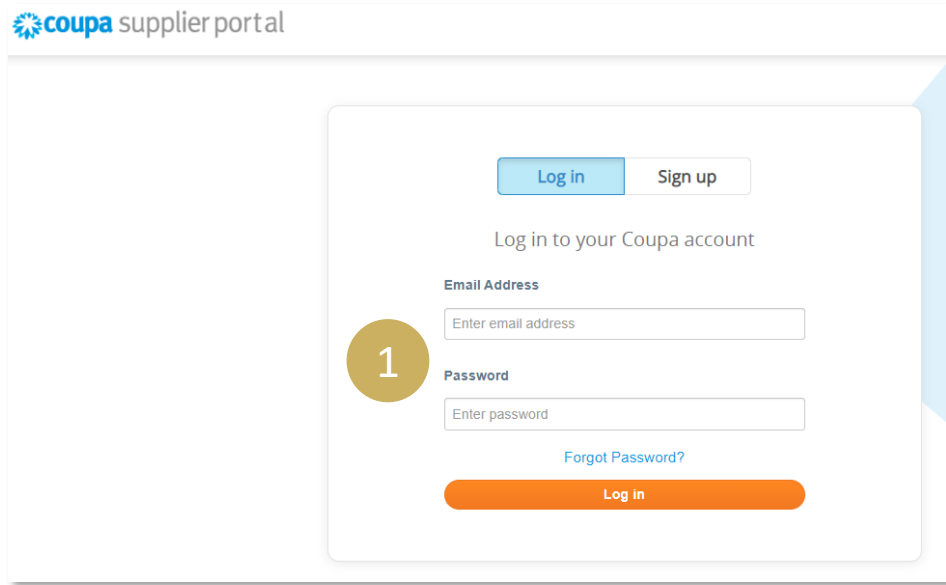
The second reminder (if no action taken) is sent **45 days after** the certificate's expiration, the third and last reminder **90 days after** the certificate's expiration.

With that set up we hope to provide you enough time to complete the audit.

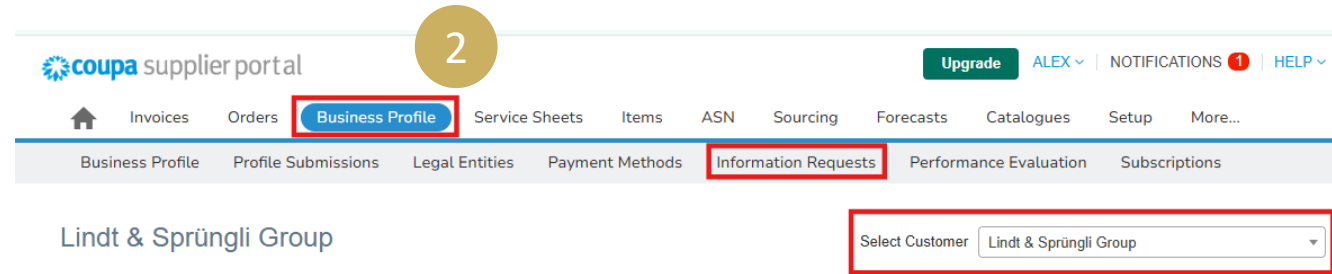


How to proceed?

- 1 Log in to [Coupa Supplier Portal](#) using your username and password

The image shows the login page of the Coupa Supplier Portal. At the top left is the 'coupa supplier portal' logo. In the center, there is a white box with a 'Log in' button and a 'Sign up' button. Below these is the text 'Log in to your Coupa account'. There are two input fields: 'Email Address' with the placeholder 'Enter email address' and 'Password' with the placeholder 'Enter password'. A 'Forgot Password?' link is located below the password field. At the bottom of the box is an orange 'Log in' button. A large yellow circle with the number '1' is overlaid on the left side of the login box.

- 2 Go to tab **Profile > Information Requests** and select the right profile in case you have multiple ones

The image shows the 'Business Profile' page of the Coupa Supplier Portal. At the top is the 'coupa supplier portal' logo. To the right are links for 'Upgrade', 'ALEX', 'NOTIFICATIONS' (with a red circle containing '1'), and 'HELP'. Below the logo is a navigation bar with tabs: 'Invoices', 'Orders', 'Business Profile' (highlighted with a red box), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. Below this is a sub-navigation bar with tabs: 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests' (highlighted with a red box), 'Performance Evaluation', and 'Subscriptions'. The main content area shows 'Lindt & Sprüngli Group'. On the right, there is a 'Select Customer' dropdown menu with 'Lindt & Sprüngli Group' selected. A large yellow circle with the number '2' is overlaid on the top right of the page.

What would you like to do?

- [Upload renewed certificate?](#)
- [Update the certificate information as there is no re-certification planned and inform your Lindt & Sprüngli Contact?](#)



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a) How to upload renewed certificate?

3a Scroll down and click on **Update Info**

- 4a
1. Find the certificate section with the expiring / expired certificate
 2. **Delete** the expired certificate by clicking on the red cross symbol
 3. Upload the renewed certificate by clicking on Add **File** under Attachments
 4. Adjust the **Expiration Date** to the closest date of the next certificate to be expired
 5. Update the **Description**

The screenshot shows the 'Food Safety / GFSI' section of the portal. At the top right, there is a button labeled 'Update Info' highlighted with a red box. Below it is a 'Comments' section with a 'Mute Comments' dropdown and a text input field. The main form area is titled '* Food Safety / GFSI' and contains the following fields:

- Effective Date**: A date picker showing 'yyyy-mm-dd'.
- * Expiration Date**: A date picker showing '2022-10-21'.
- * Attachments**: A section with an 'Add File' button and a list of attachments. One attachment, 'Document-1.pdf', is highlighted with a red cross icon and a hand cursor, indicating it is being deleted.
- Description**: A text area containing 'BRC - 21.10.22' and 'IFS - 25.11.2025'.

Example: You need to upload renewed BRC certificate with new expiration date on 31.12.2025. Delete the outdated certificate under attachments and upload the renewed BRC certificate. Change the Expiration Date to 25.11.2025 as the IFS certificate expires the soonest. Adjust the expiry date of the BRC certificate in the description to BRC – 31.12.2025.

5a Once all information is updated and complete, scroll down and click on **Submit for Approval**



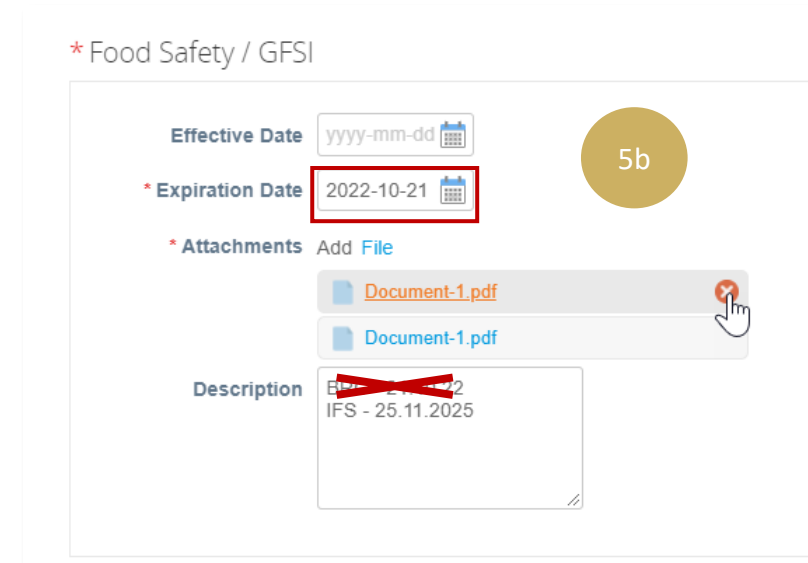
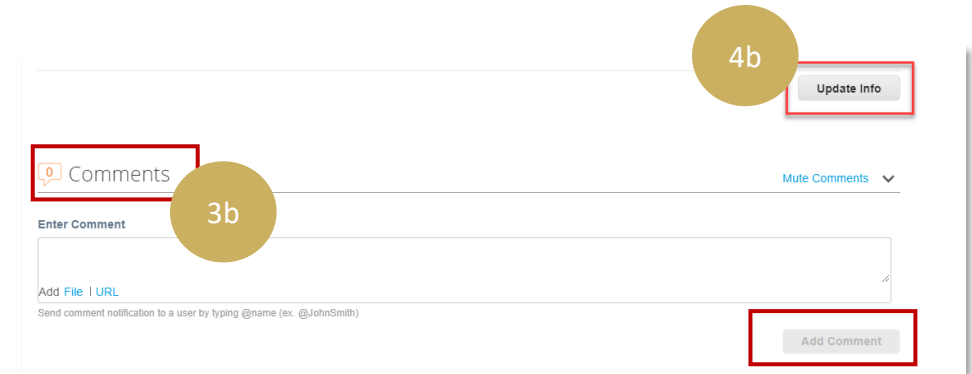
b) How update the certificate information and inform the Lindt & Sprüngli Contact?

There is no re-certification planned

3b Scroll down to see the Comments section. Type @ and continue with your L&S Contact name (e.g. @zuzana). The contact will appear on the list to select. Click on the name in the list. Inform the contact that you are not planning to re-certify. Click on **Add Comment**.

4b Click on **Update Info**

- 5b
1. Find the certificate section with the expiring / expired certificate
 2. **Delete** the expired certificate by clicking on the red cross symbol
 3. Adjust the **Expiration Date** to the closest date of the next certificate to be expired
 5. Update the **Description** – delete the relevant information



b) How update the certificate information and inform the Lindt & Sprüngli Contact?

There is no re-certification planned

6b

In case there is **no other certificate remaining** in the certificate section, delete the information in the certificate section, scroll up and change your answer to “No”

7b

Once all information is updated and complete, scroll down and click on **Submit for Approval**



The screenshot shows a form titled 'Certifications'. Below the title, it says 'Please attach all the possessed certificates beneath.' There is a question: '* Do you have any of the following Food Safety / GFSI certificates: BRC / FSSC 22000?'. There are two radio buttons: 'Yes' and 'No'. The 'No' button is selected. A gold circle with '6b' is next to the 'No' button.



5.1 Qualification form on the Coupa Supplier Portal

RESPONDING CONSIDERATIONS

- Questions or fields with the * symbol are required to be answered.
- Every field has its own description below.
- For more information about how to answer the fields, [click here](#).

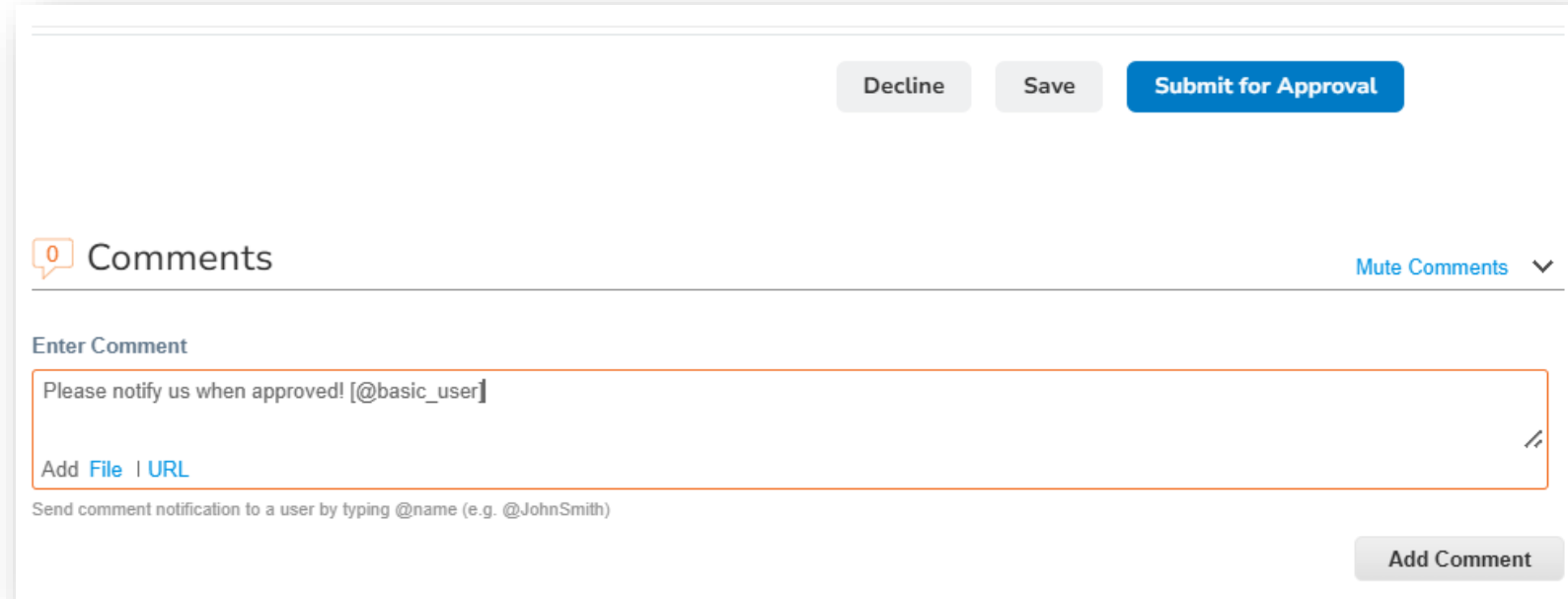


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5.2 Coupa Supplier Portal Qualification submission

Once the qualification form is fulfilled, scroll down to the end of the screen and, if ready, click on **Submit for Approval** button.

If needed, you can leave comments for the approvers or desired users by typing @ and the username of the receiver (Ex: @UserName), click on **Add Comment** when done editing. There is also the option for submitting attachments as a comment.



The screenshot shows the bottom section of the qualification form. At the top, there are three buttons: "Decline", "Save", and "Submit for Approval". Below these is a "Comments" section with a "0" icon and a "Mute Comments" dropdown. The "Enter Comment" area contains a text box with the text "Please notify us when approved! [@basic_user]". Below the text box are links for "Add File" and "URL". At the bottom of the comment section, there is a note: "Send comment notification to a user by typing @name (e.g. @JohnSmith)" and an "Add Comment" button.

If you need support, feel free to contact us via:

- Access to Lindt & Sprüngli Supplier Center
- Email: supplier@lindt.com

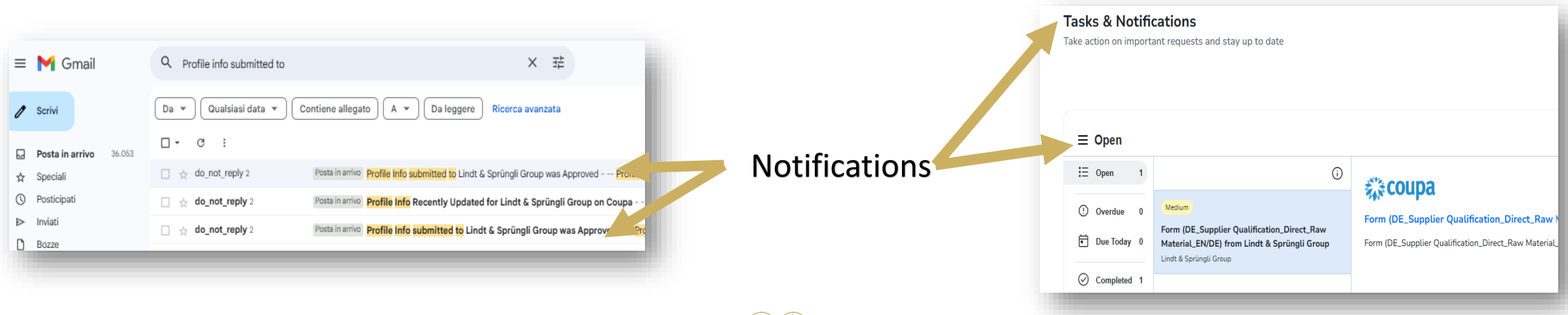


5.3 Feedback

APPROVAL/REJECTION OF THE FORM

After submitting your response, Lindt & Sprüngli will review your information and you will be notified on your notification preference channels such as Email and in the Coupa Supplier Portal. Approvers might leave some comments on the responded form, this will also be notified, and you will be able to see them down at the end of the form.

If the form is approved, you will be notified. **In case the form is rejected**, our Lindt & Sprüngli approvers will leave some comments on your response, please review them, edit the form and submit it again for approval.



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Thank you.