Lindt & Sprüngli - Procure-to-Pay

Supplier User Manual


Lindt
LINDOR
SALTED CARAMEL


Lindt
LINDOR
SALTED CARAMEL

LINDT & SPRÜNGLI

1. Technical overview
2. Coupa Supplier Portal Registration
3. Managing your account
4. Express Onboarding
5. Set Up a Legal Entity
6. Manage Purchase Orders
7. Invoicing Homepage
8. Manage Catalogues

Help & Useful links

- Lindt & Sprüngli Supplier Portal
- Lindt & Sprüngli Supplier Portal FAQs
- Coupa Supplier Portal User Guide
- Coupa Supplier Portal Videos
- Coupa Supplier Help Center
- Coupa Supplier Portal on Success Portals
- Coupa Supplier Portal FAQs

GLOSSARY

Abbreviatons

- CSP - Coupa Supplier Portal
- PO - Purchase Order
- cXML – commerce eXtensible Markup Language
- SAN – Supplier Actionable Notifications
- A/P – Accounts Payable

1.1 Process Overview

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

Coupa Supplier Portal Registration

Express Onboarding form

- We invite you to join us through (Coupa Supplier Portal), a single access point for Lindt & Sprüngli suppliers. You can do this by self-registration and/or from an Invitation received from Lindt & Sprüngli Group. There you will be able to perform business transactions with Lindt & Sprüngli Group.We provide you with helpful training material and videos explaining the Coupa Supplier Portal.

1.2 Contact Support

coupa

➢ Contact Coupa Help Center in case of:

- Coupa is not available
- Technical issue
- Functional issue

LINDT & SPRÜNGLI

➢ Contact Lindt & Sprüngli in case of:

- User access request
- Process / sourcing, procure-to-pay and/or Contract, Legal Entity, Purchase Order, Invoice and Catalogue content related questions
- Training/improvements / best practices
- Change requests in settings / templates

LINDT & SPRÜNGLI
SUPPLIER CENTER

➢ Go to Lindt & Sprüngli Supplier Portal for further information on:

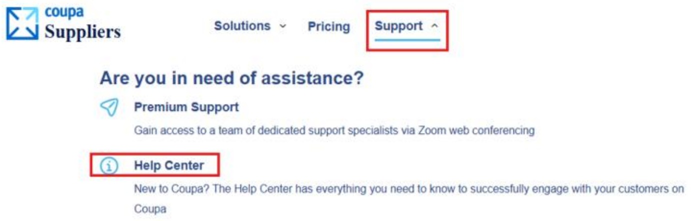
- Our Source-to-Contract procedures
- Our Procure-to-Pay procedures
- Terms and conditions
- Coupa training

1.2 Contact Support

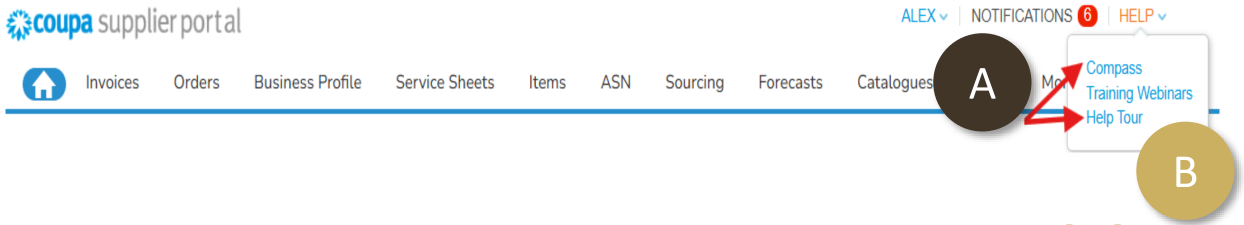
COUPA SUPPLIER PORTAL SUPPORT

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.**

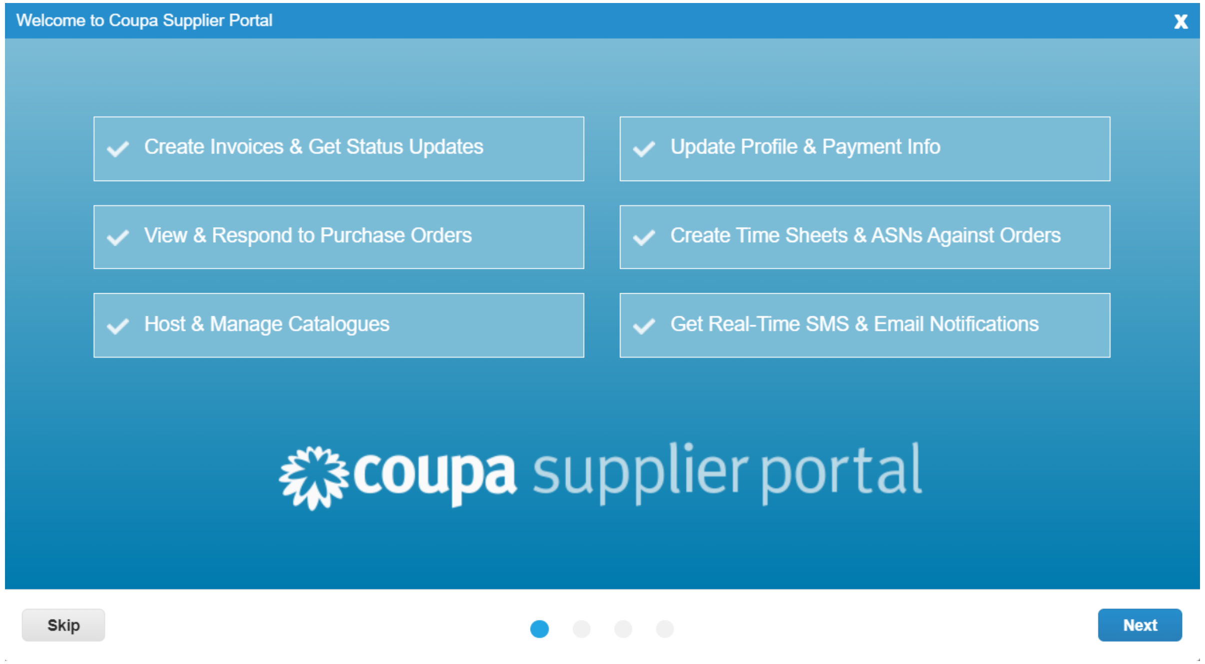


Both the **Compass** option and the **Help Tour** option will lead you to the Coupa Supplier Portal Guide seen below:

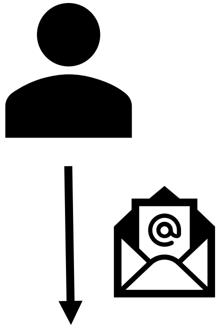
1.2 Contact Support

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

1.2 Contact Support

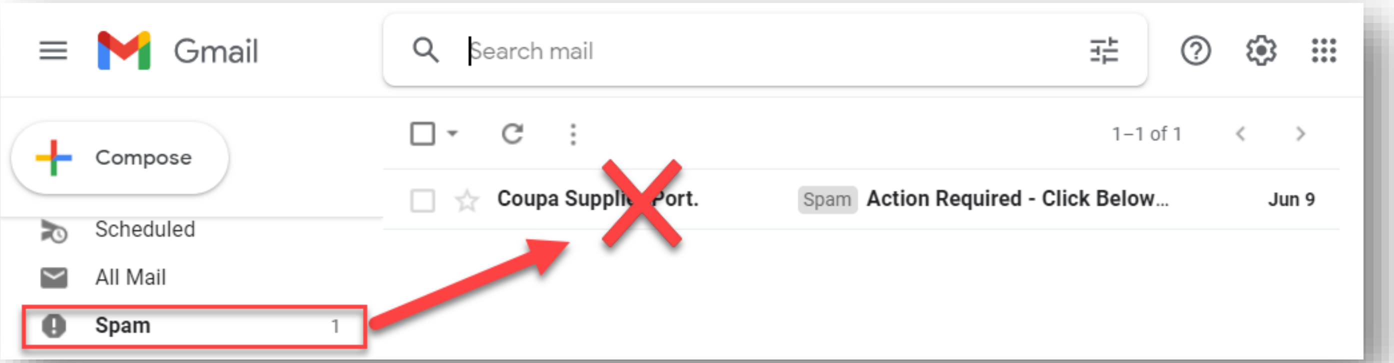
Lindt & Sprüngli SUPPLIER CENTER

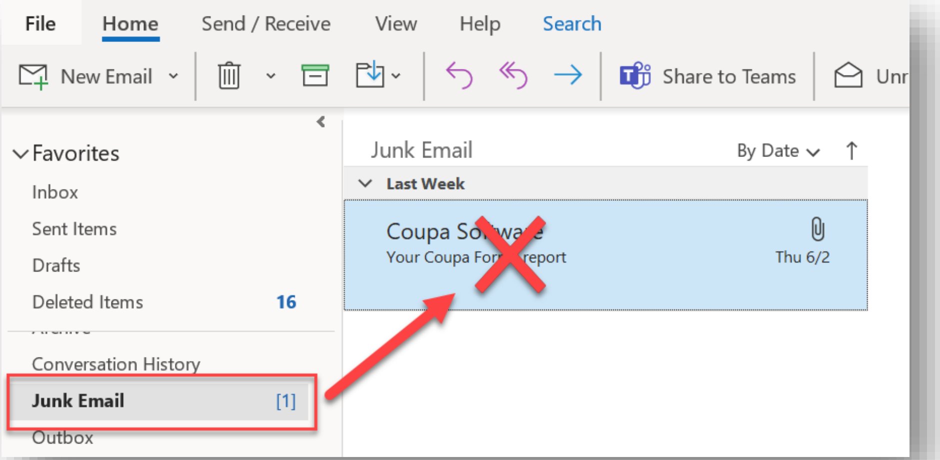
Contact us via:

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

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 configurate your security settings to receive notifications from Coupa.

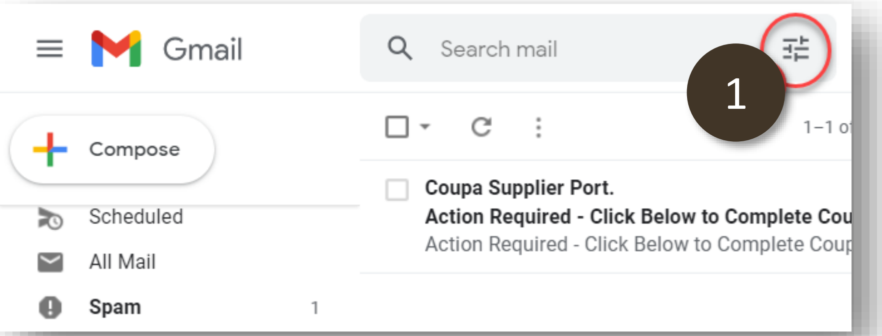
We recommend you contact **your Email service provider** to help you configure your security settings.

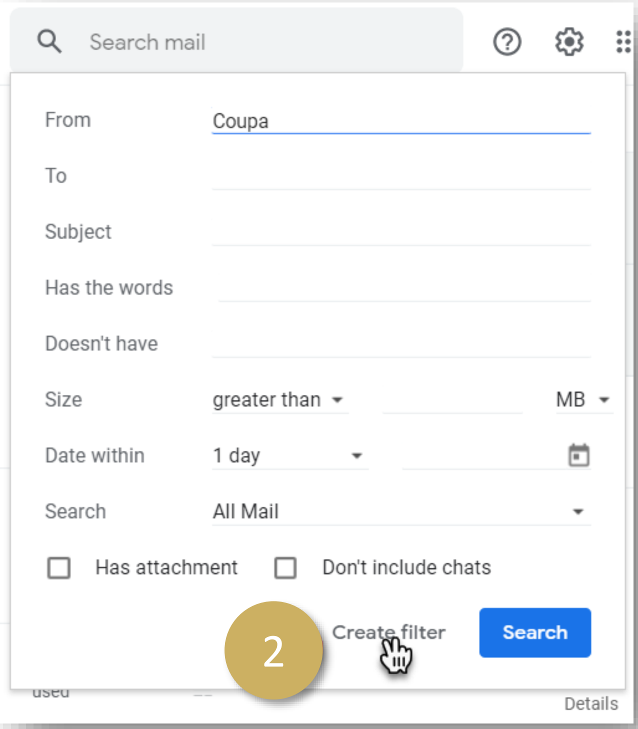
If your E-mail is based on Gmail or Outlook, we provide a couple of examples on how to change your security settings.

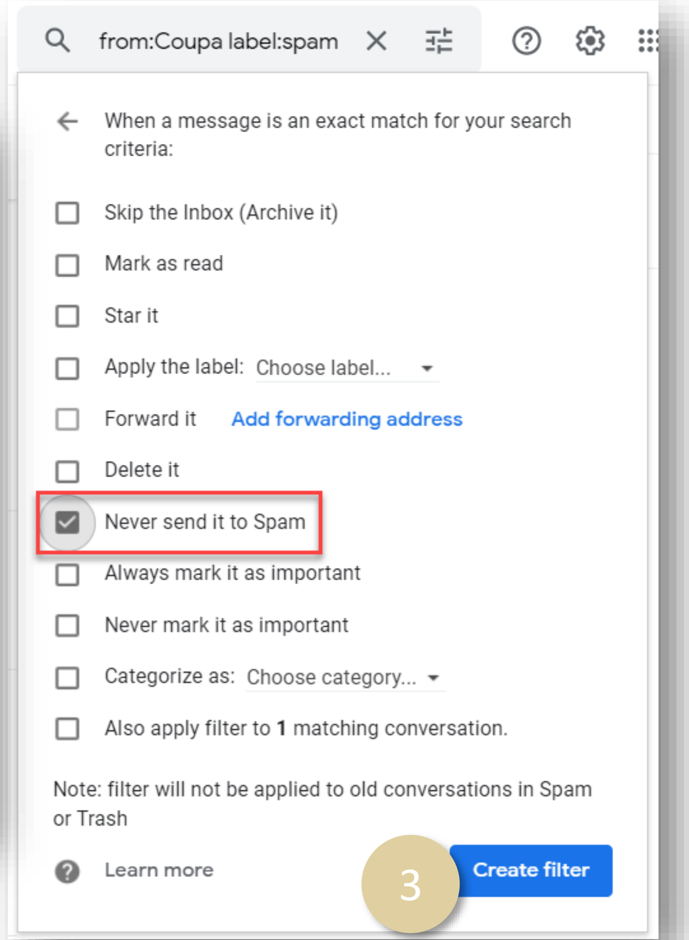
1.3 Security Settings

GMAIL 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.



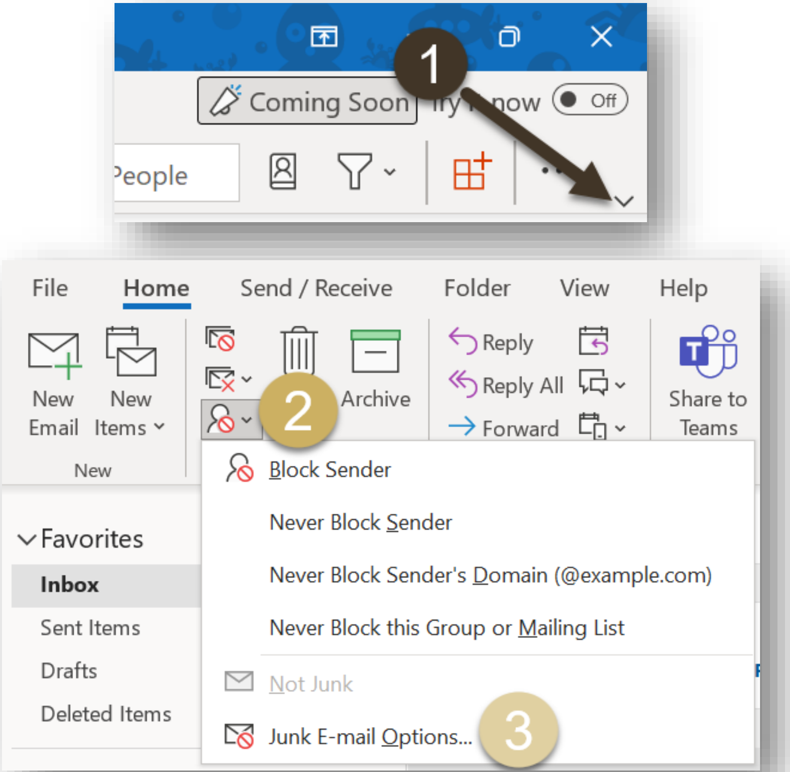




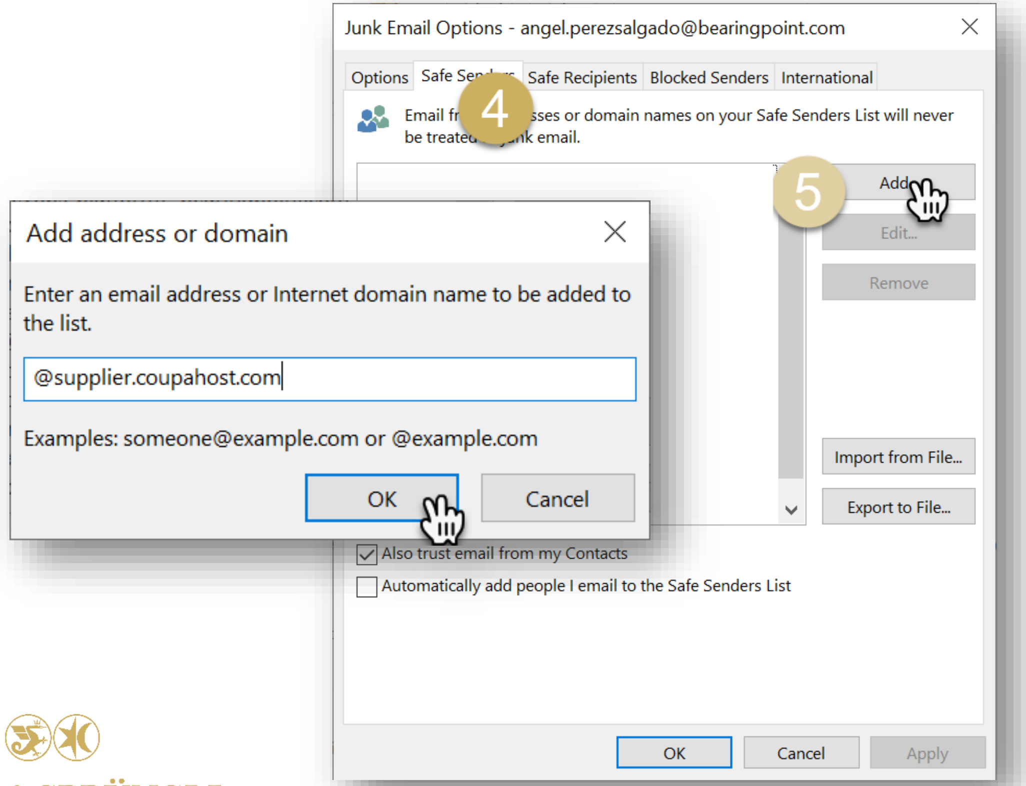
1.3 Security Settings

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 form 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



LINDT & SPRÜNGLI

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Help & Useful links

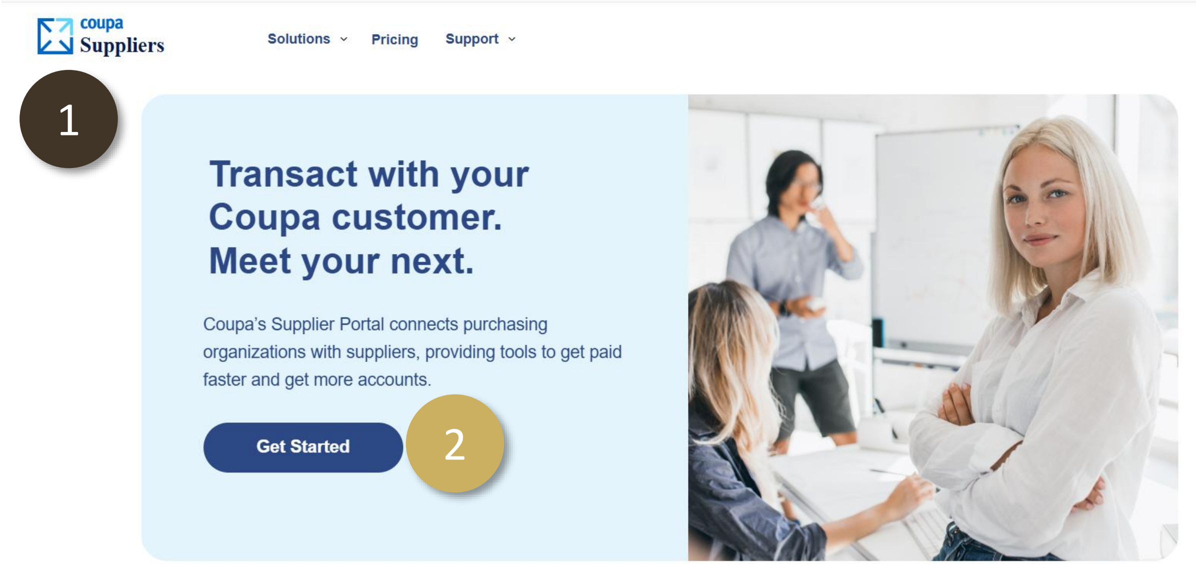
- Video Tutorial Registration on Coupa Supplier Portal
- Lindt & Sprüngli Supplier Portal
- Coupa Supplier Portal User Guide
- Coupa Supplier Help Center
- Supplier Smart Onboarding
- Setting up your account for first time

2.1 Option 1: Self-Registration

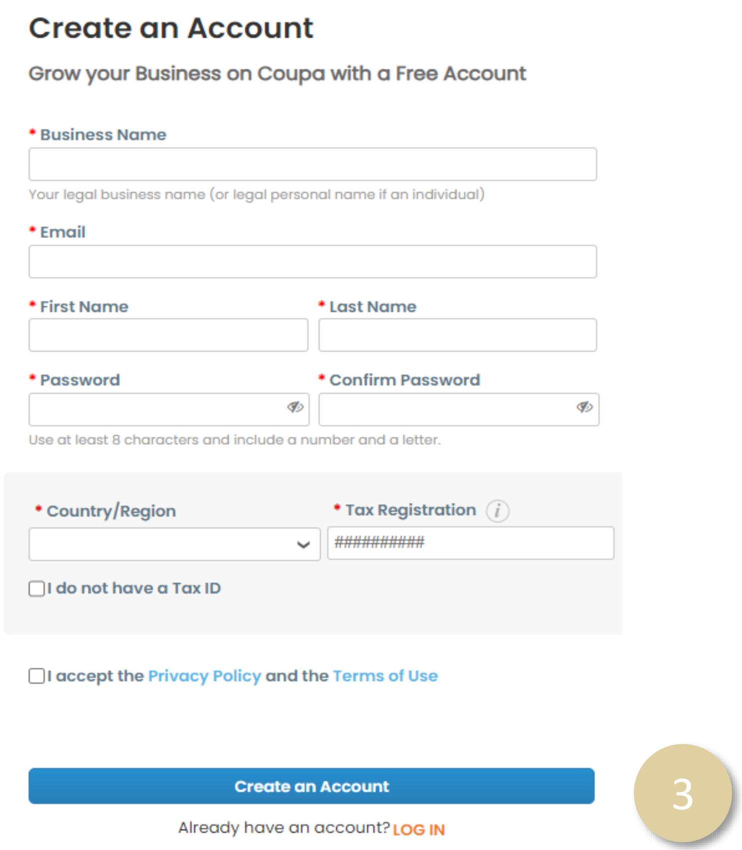
If you are a supplier who has never had any connection with Lindt & Sprüngli or Coupa, you may want to create a Coupa Supplier Portal account.

1 Go to Coupa Supplier Portal homepage by clicking here.

2 Click on the **Get Started** button to begin the registration process.



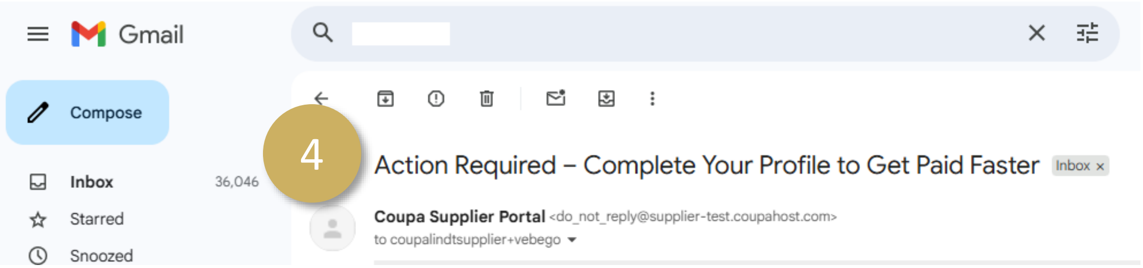
3 You will be redirected to the next screen. To register, please click on **Create an Account / Log in** button and fill out the fields.

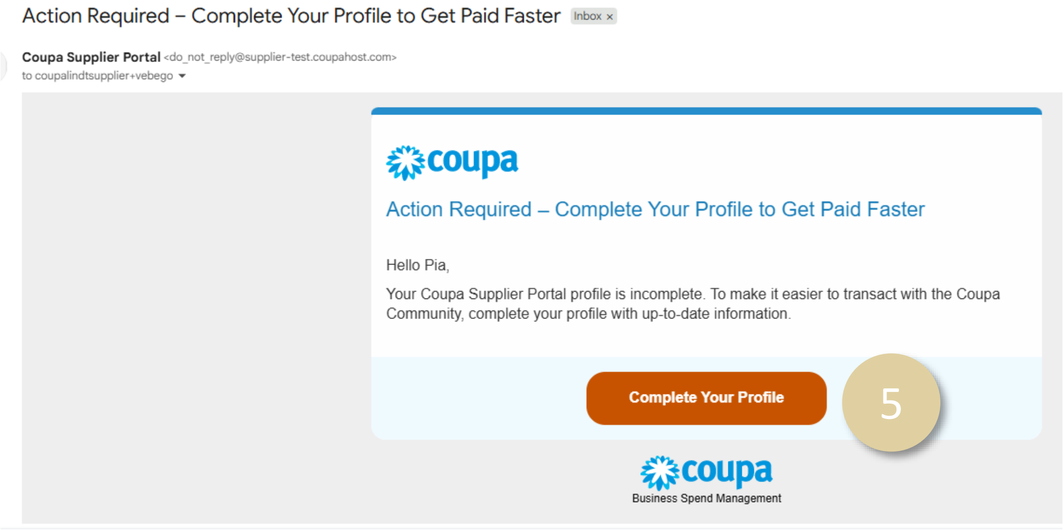


2.1 Option 1: Self-Registration

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**.

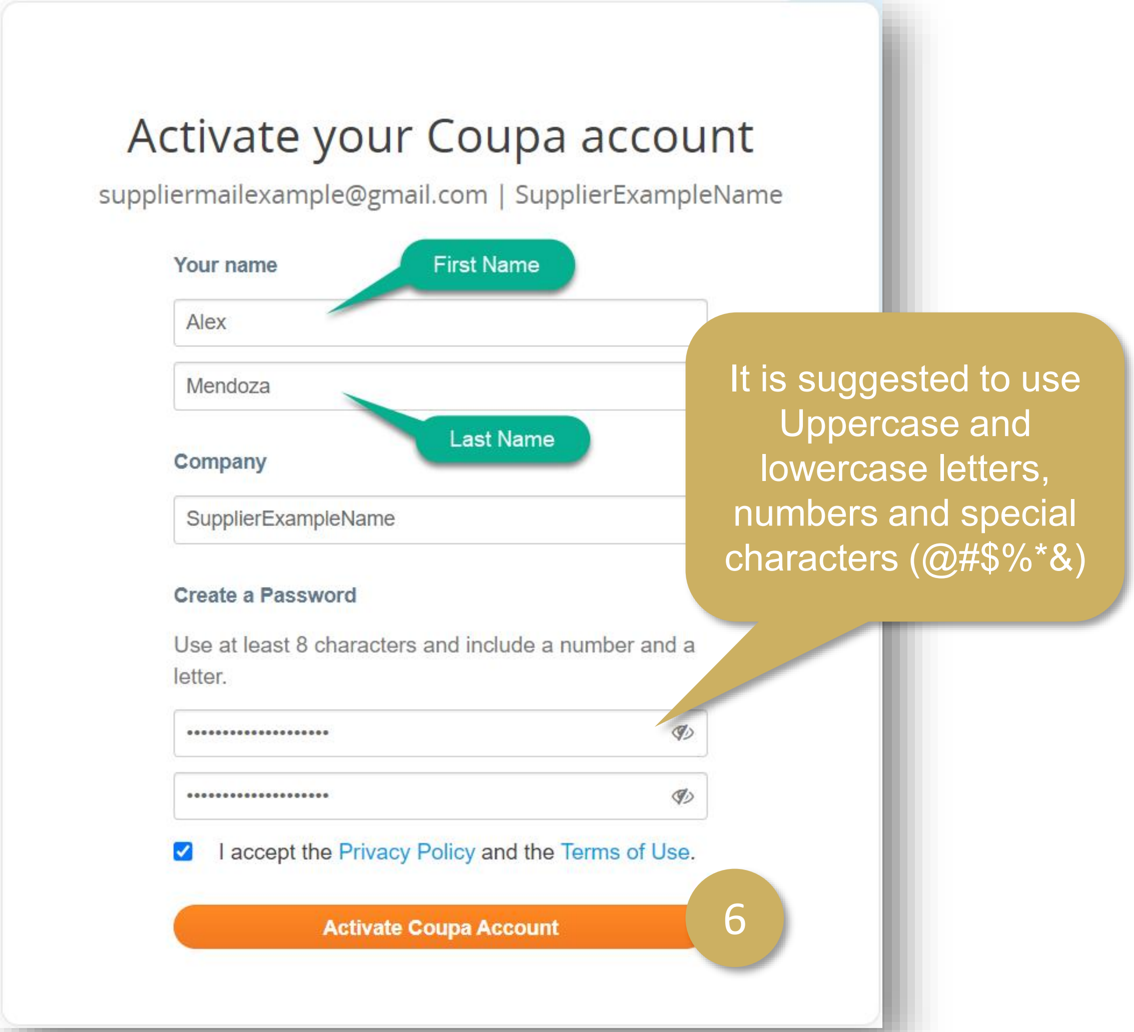




2.1 Option 1: Self-Registration

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**.

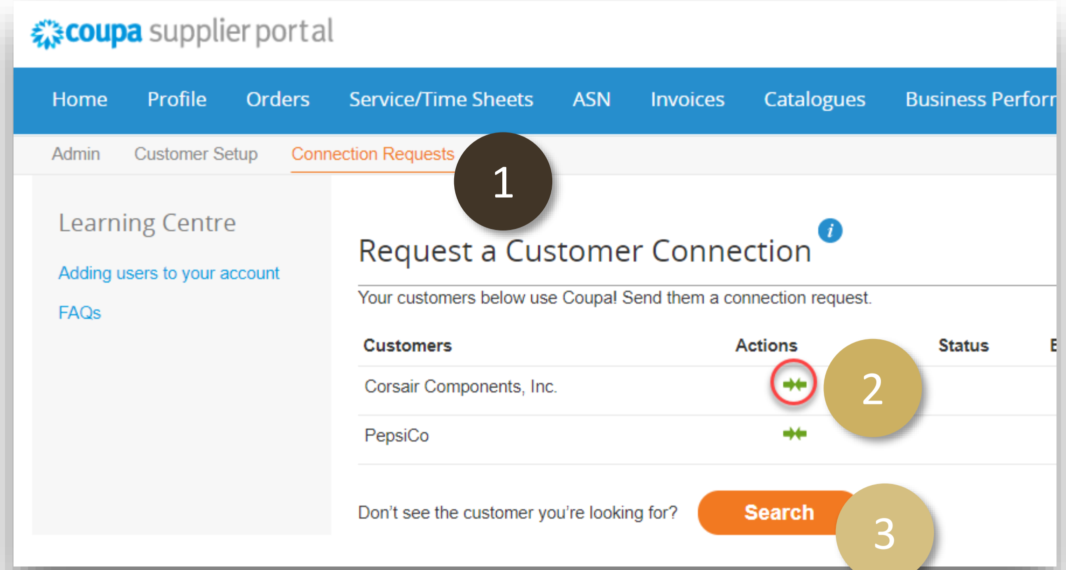
With that you will be successfully registered and have access to the Coupa Supplier Portal platform.

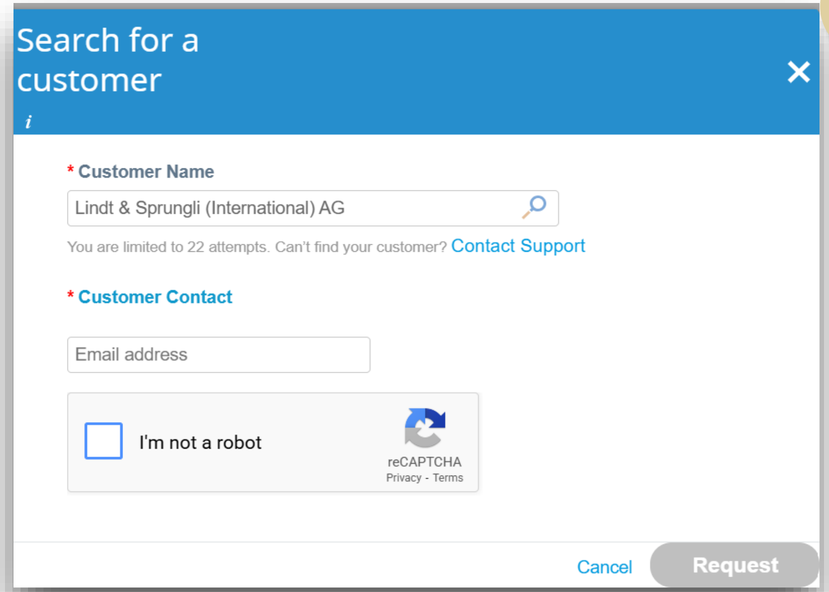


2.1 Option 1: Self-Registration

REQUESTING LINKAGE WITH Lindt & Sprüngli Group

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 Group" and select us.
4. Enter your contact's E-mail address from Lindt & Sprüngli Group, accept the CAPCHA checkbox and click on **Request.**

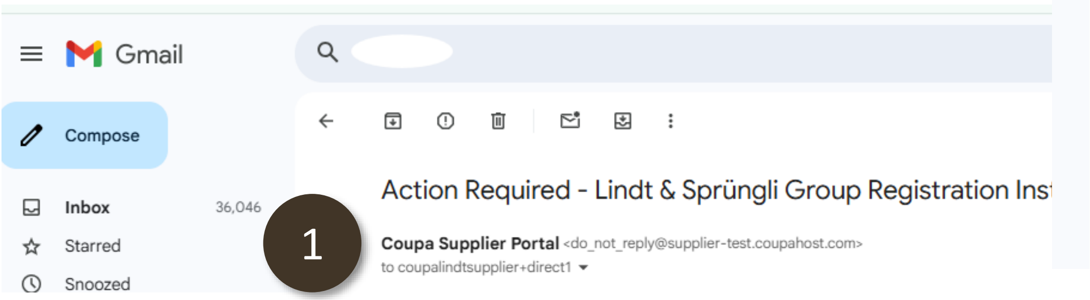




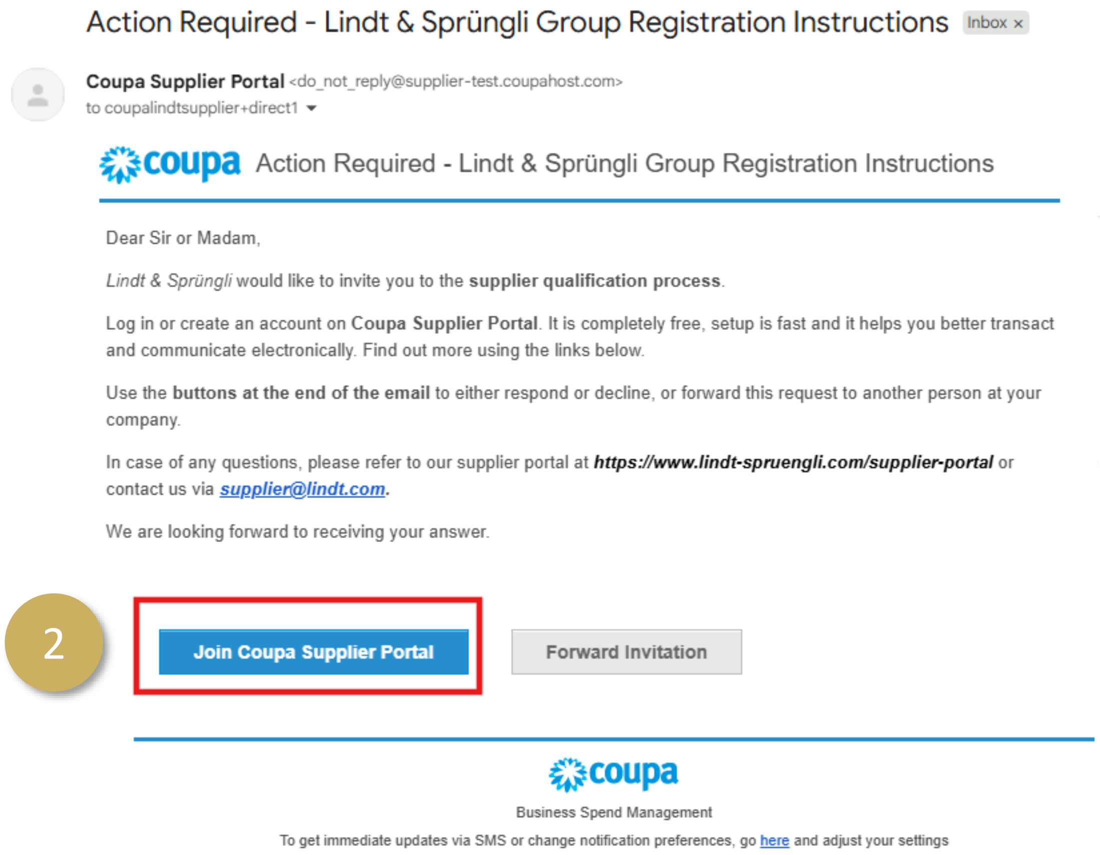
2.2 Option 2: Registration from Invitation

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.

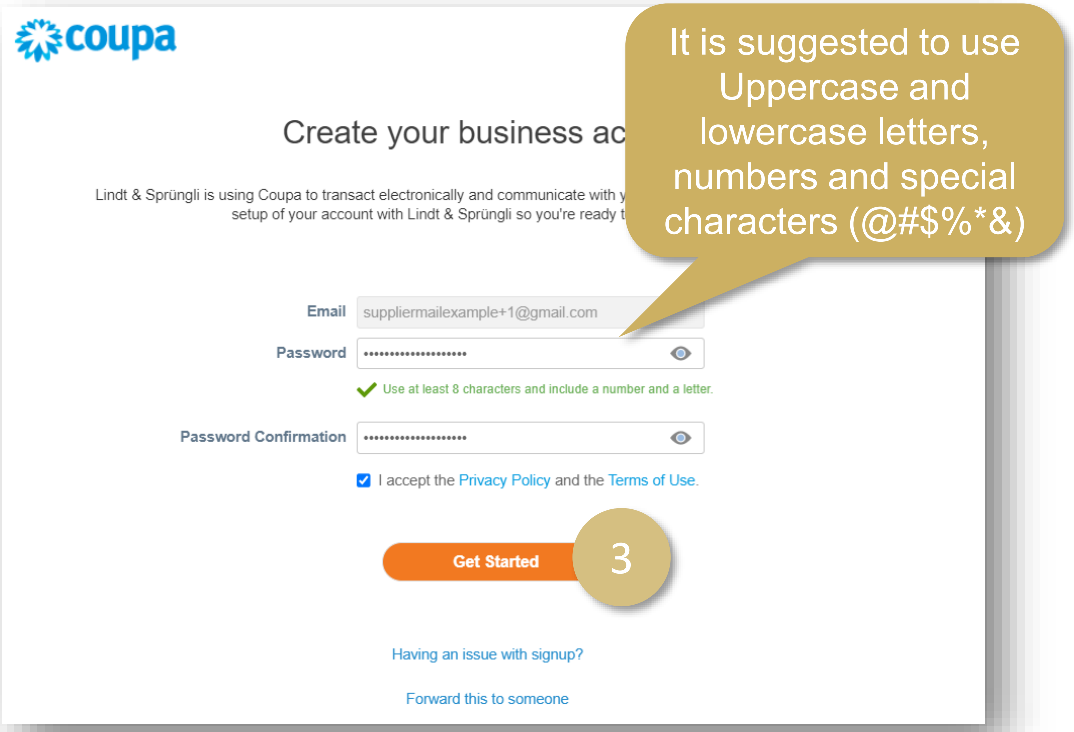


2 Read through the content of the Email and, if agreed, click on **Join and Respond** button at the end of the e-mail.

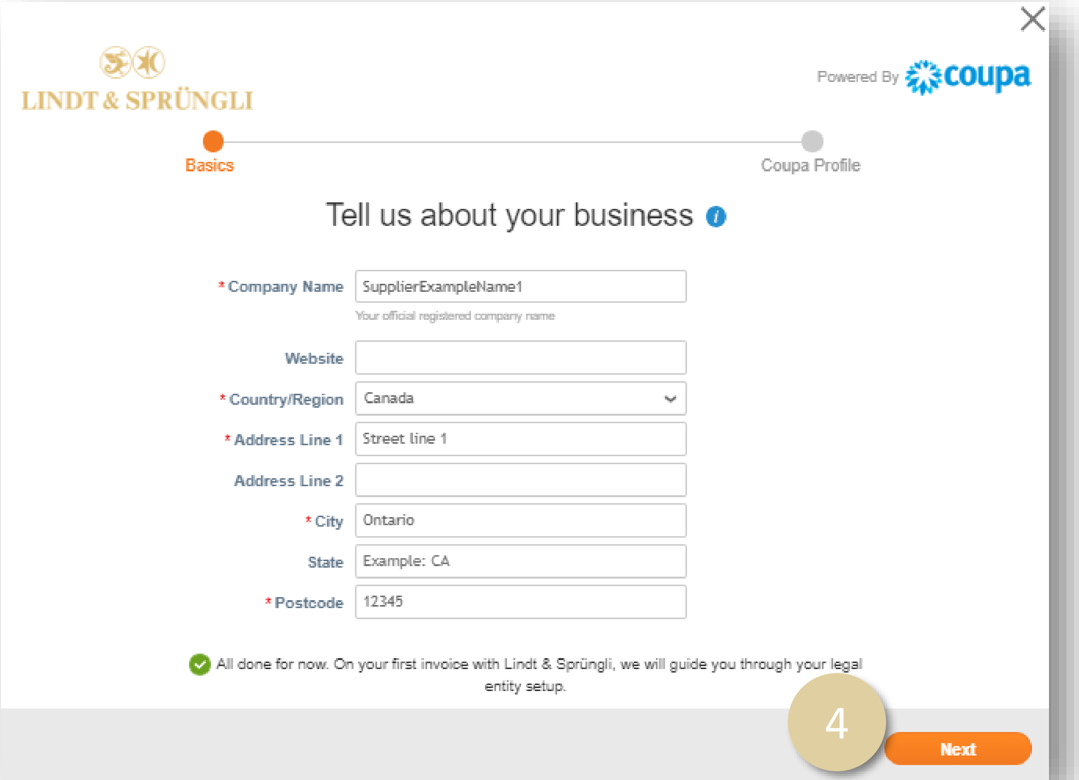


2.2 Option 2: Registration from Invitation

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.



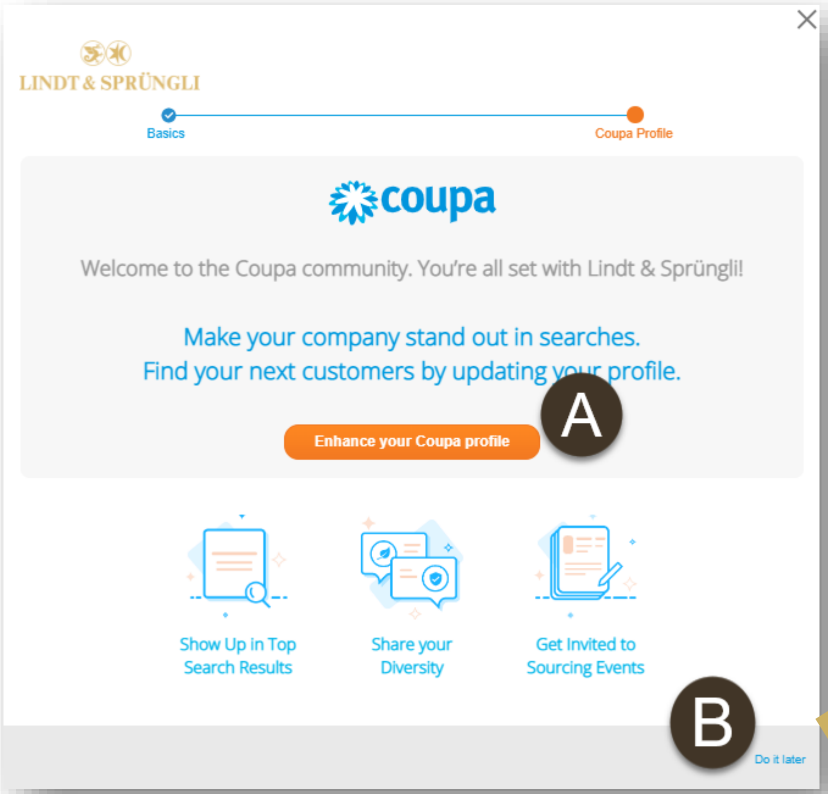
4 The next tab will show up with basic information fields to be completed. Fields marked with red asterisk * are required. When ready, please click on **Next.**

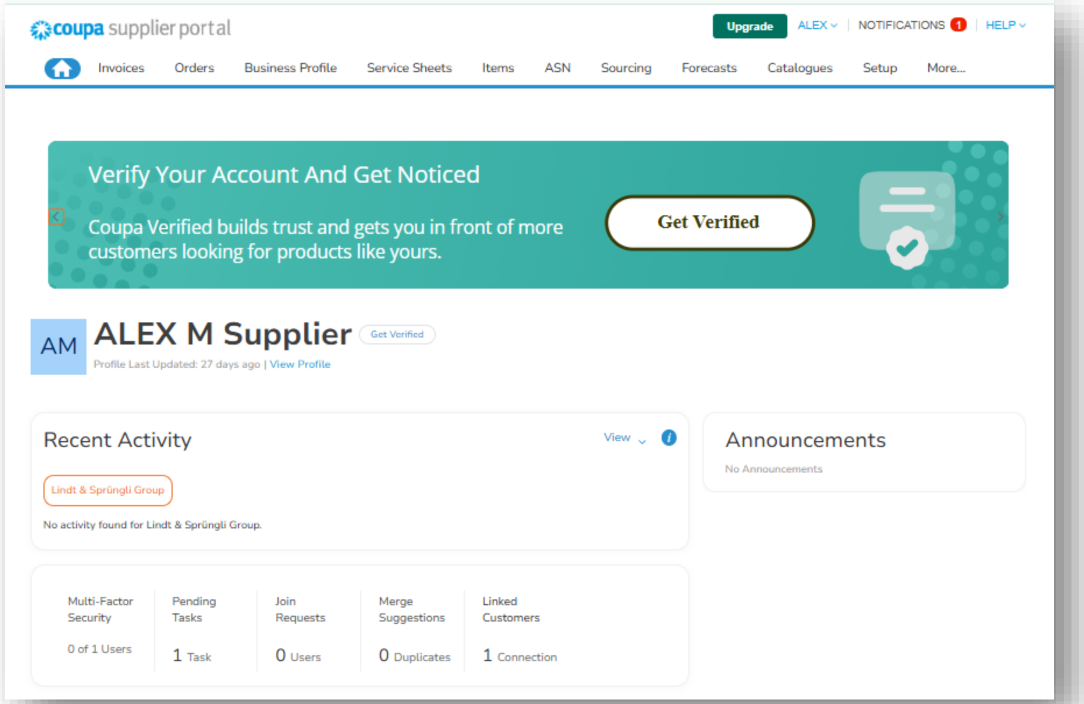


2.2 Option 2: Registration from Invitation

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

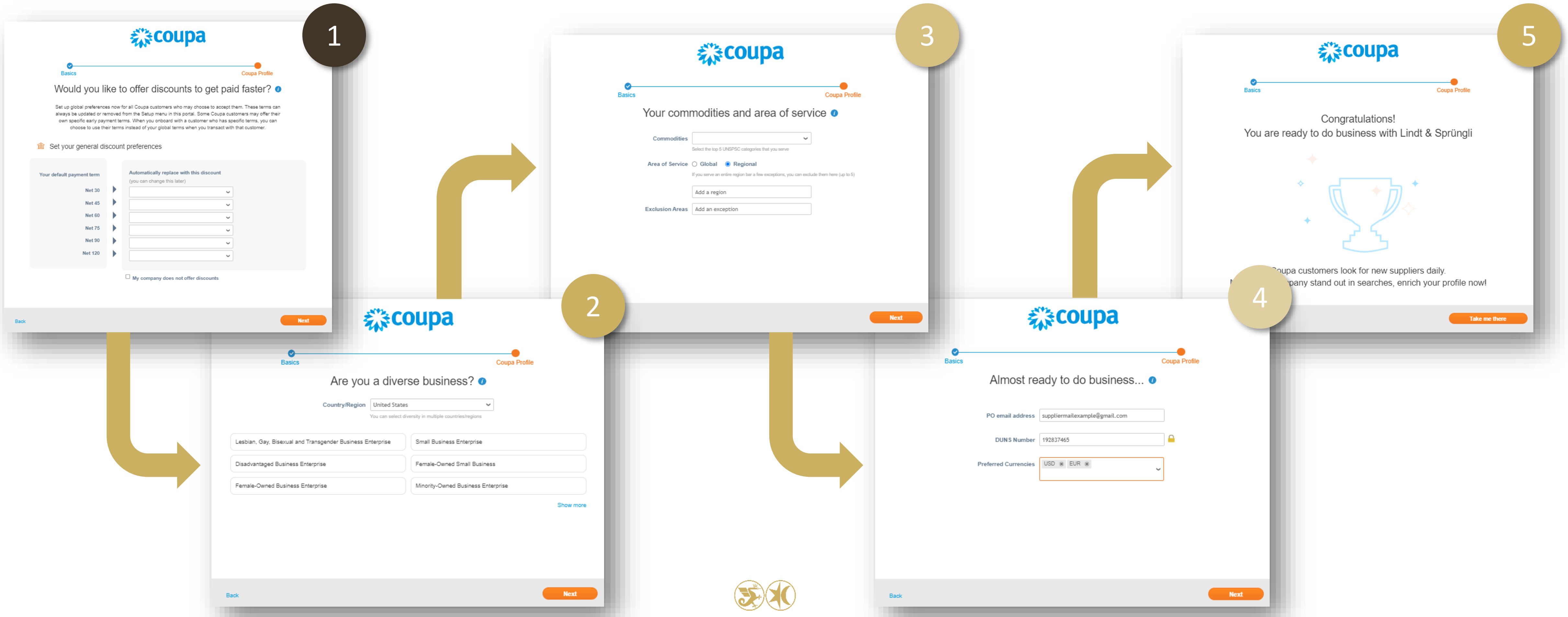
Choosing option B means that profile information can be input later, this will be explained in section 3.





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.



1.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER

Contact us via:

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

LINDT & SPRÜNGLI

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Help & Useful links

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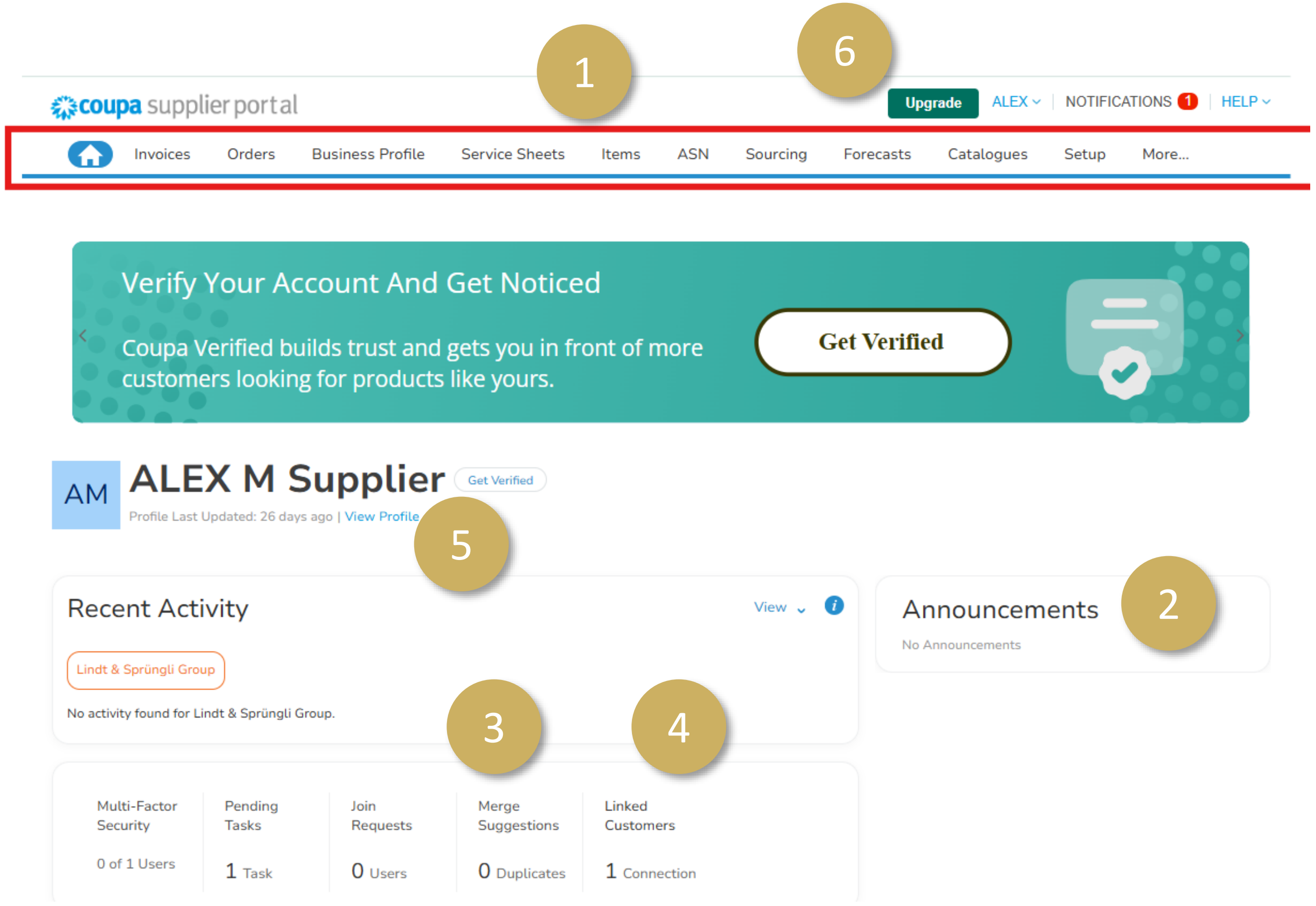
- Coupa Supplier Portal User Guide
- Coupa Supplier Help Center
- Coupa Supplier Portal Videos
- Coupa Supplier Portal on Success Portals
- Coupa Supplier Portal FAQs

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.

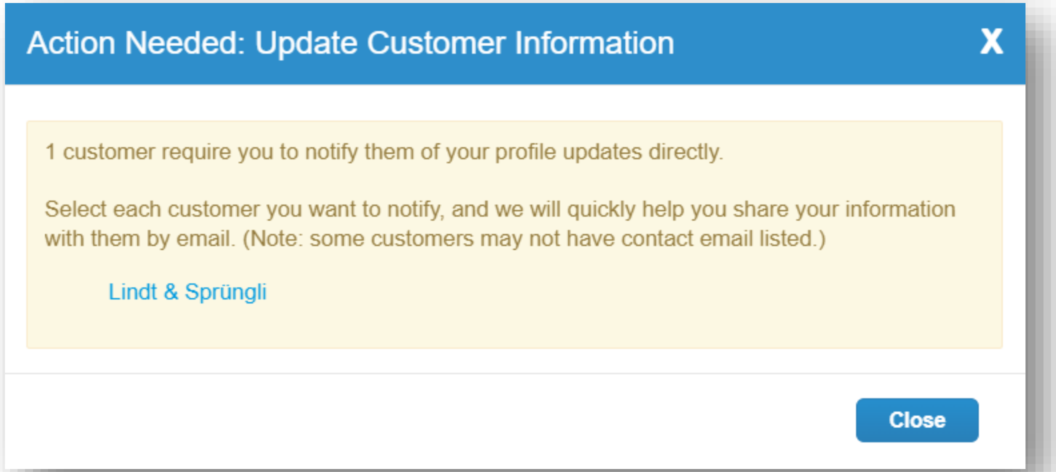


3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

IMPORTANT NOTICE

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



3.3 Admin Setup Menu on the Coupa Supplier Portal

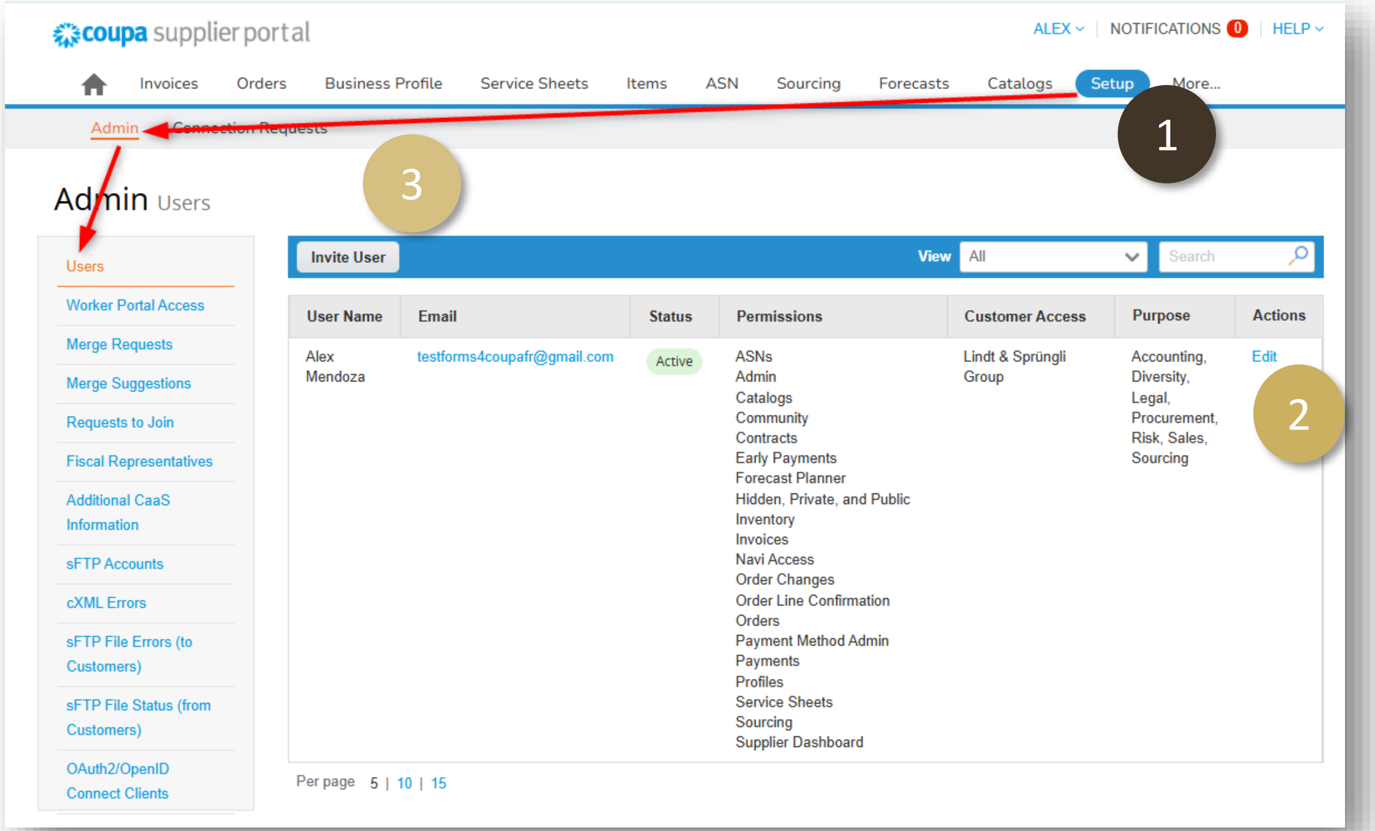
USERS

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.

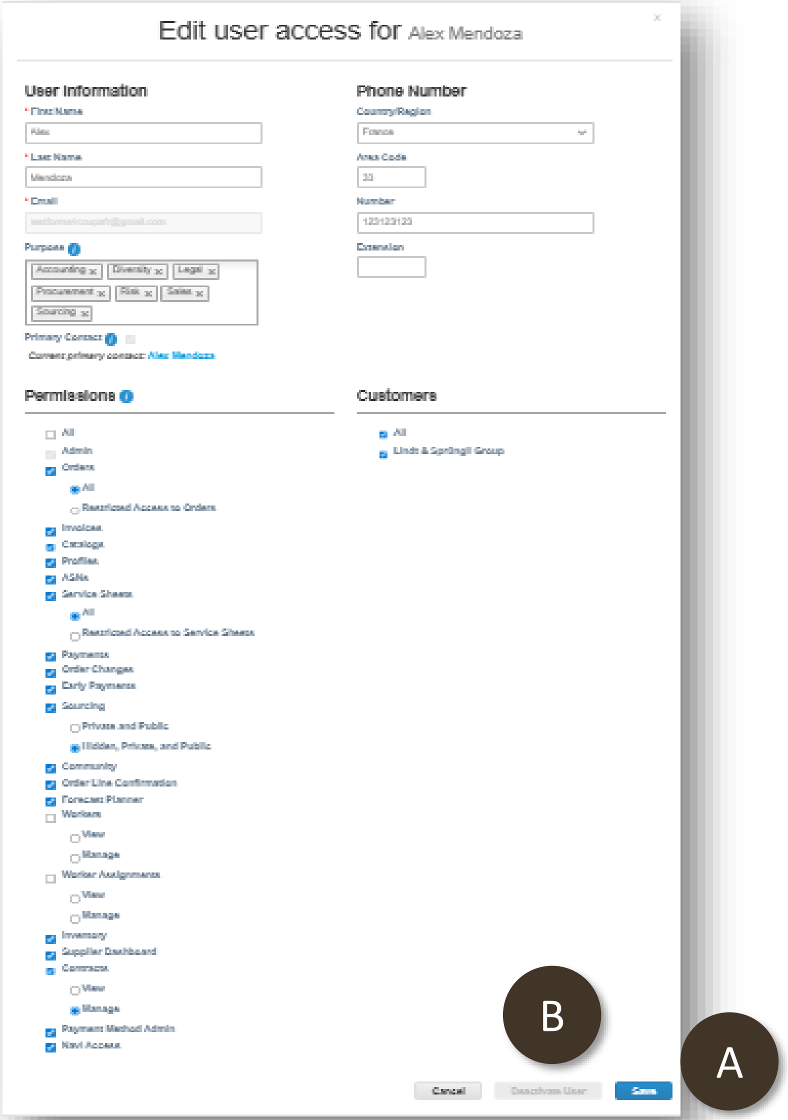


3.3 Admin Setup Menu on the Coupa Supplier Portal

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.**



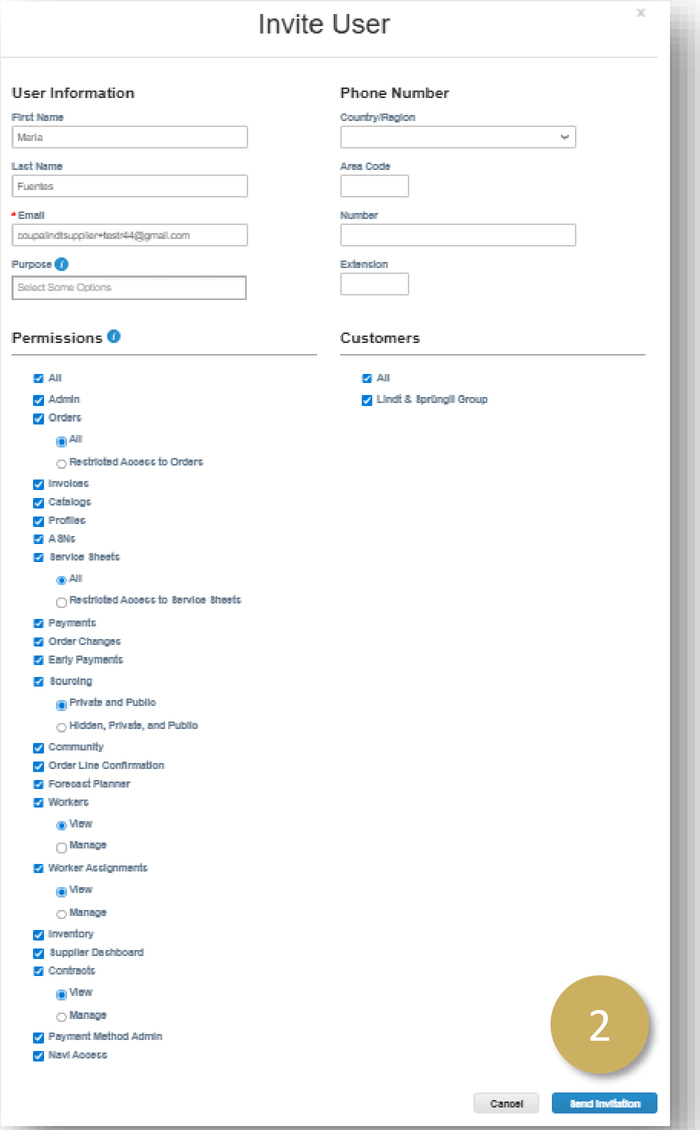
3.3 Admin Setup Menu on the Coupa Supplier Portal

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.



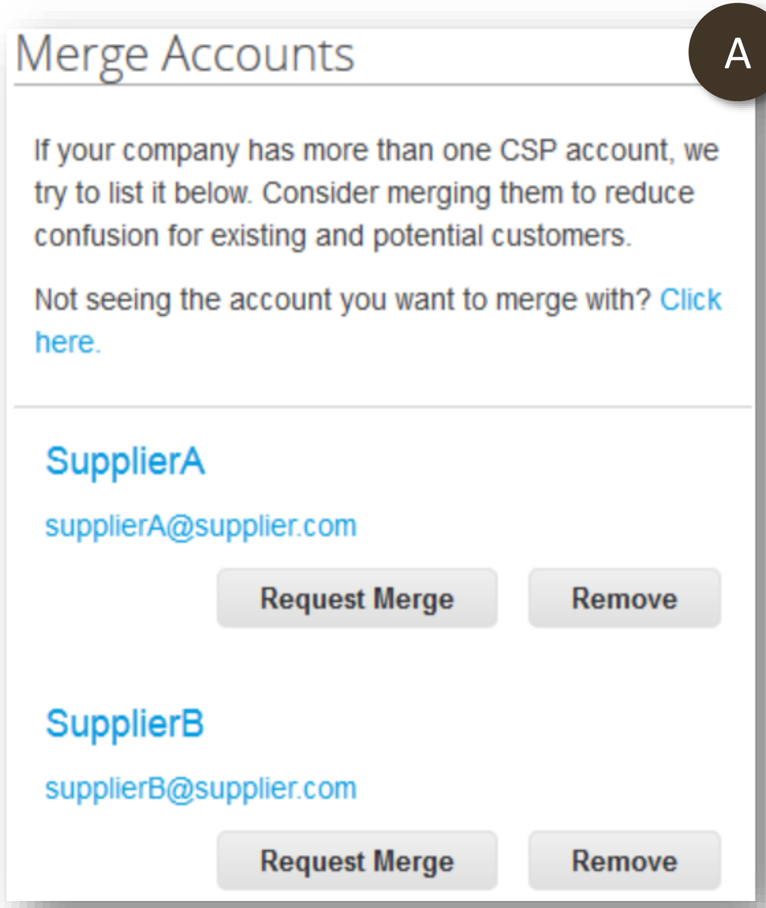
LINDT & SPRÜNGLI

3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS

From homepage

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**.

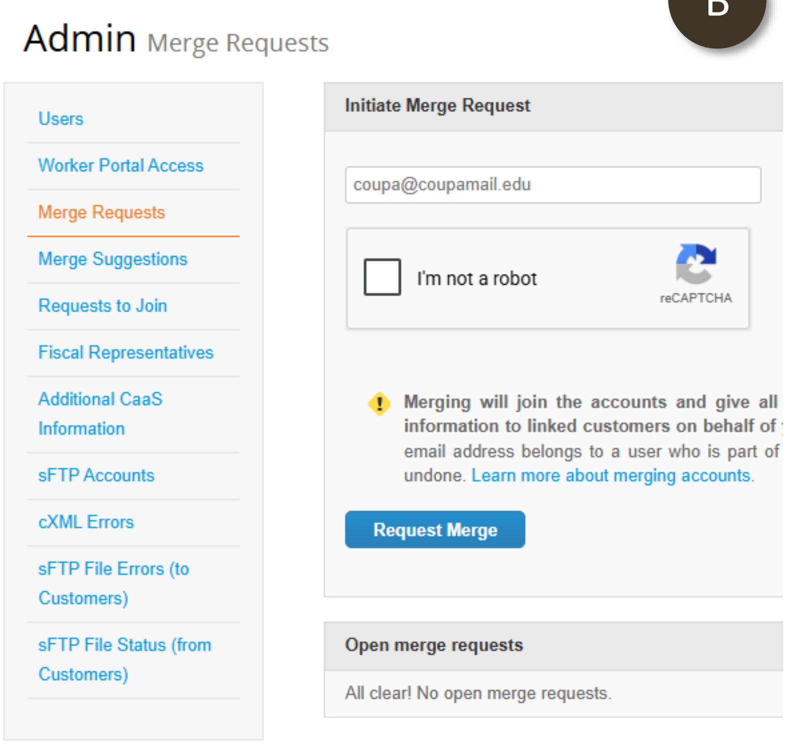
A merging process can be started from 2 options:

- **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

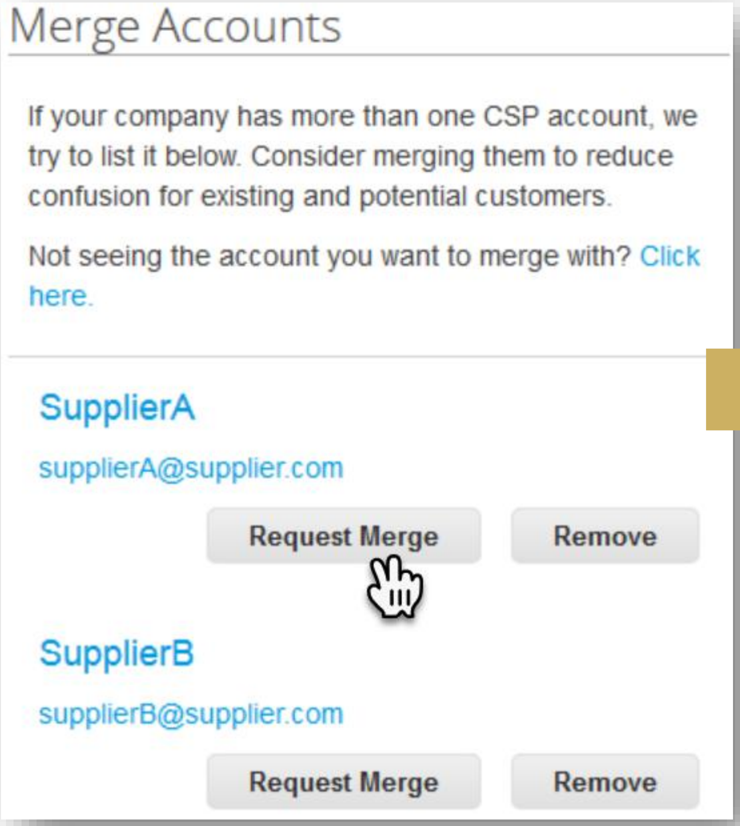
B

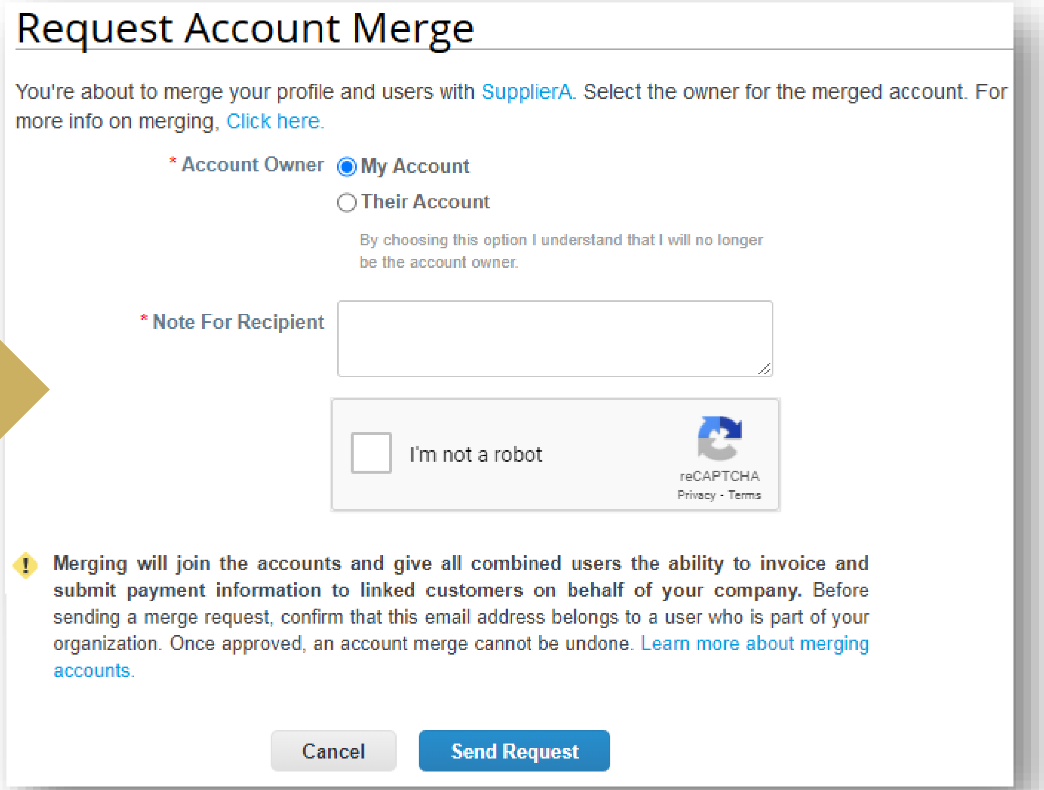


3.3 Admin Setup Menu on the Coupa Supplier Portal

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.





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 Group.

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 no 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

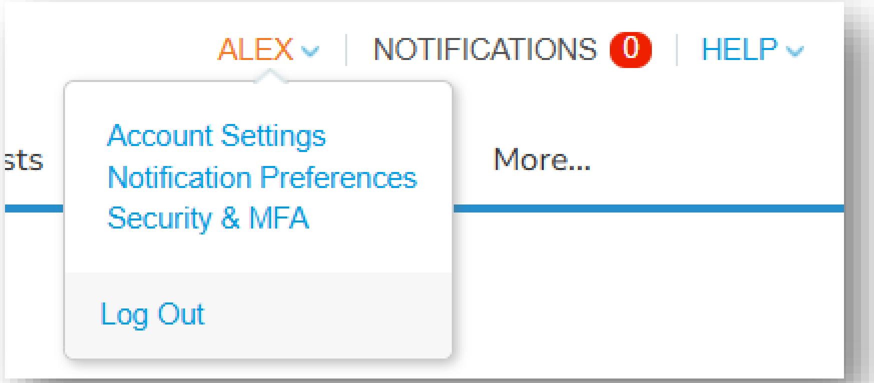
SETTINGS

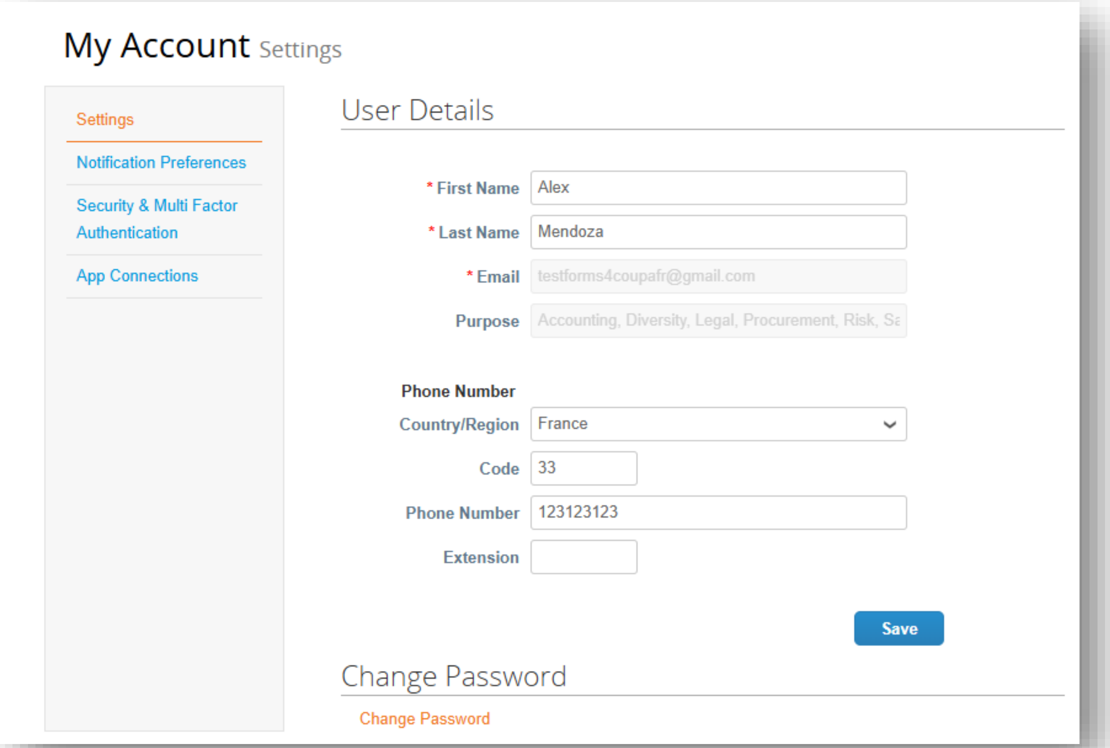
My Account Settings is intended to allow users to manage personal information.

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.

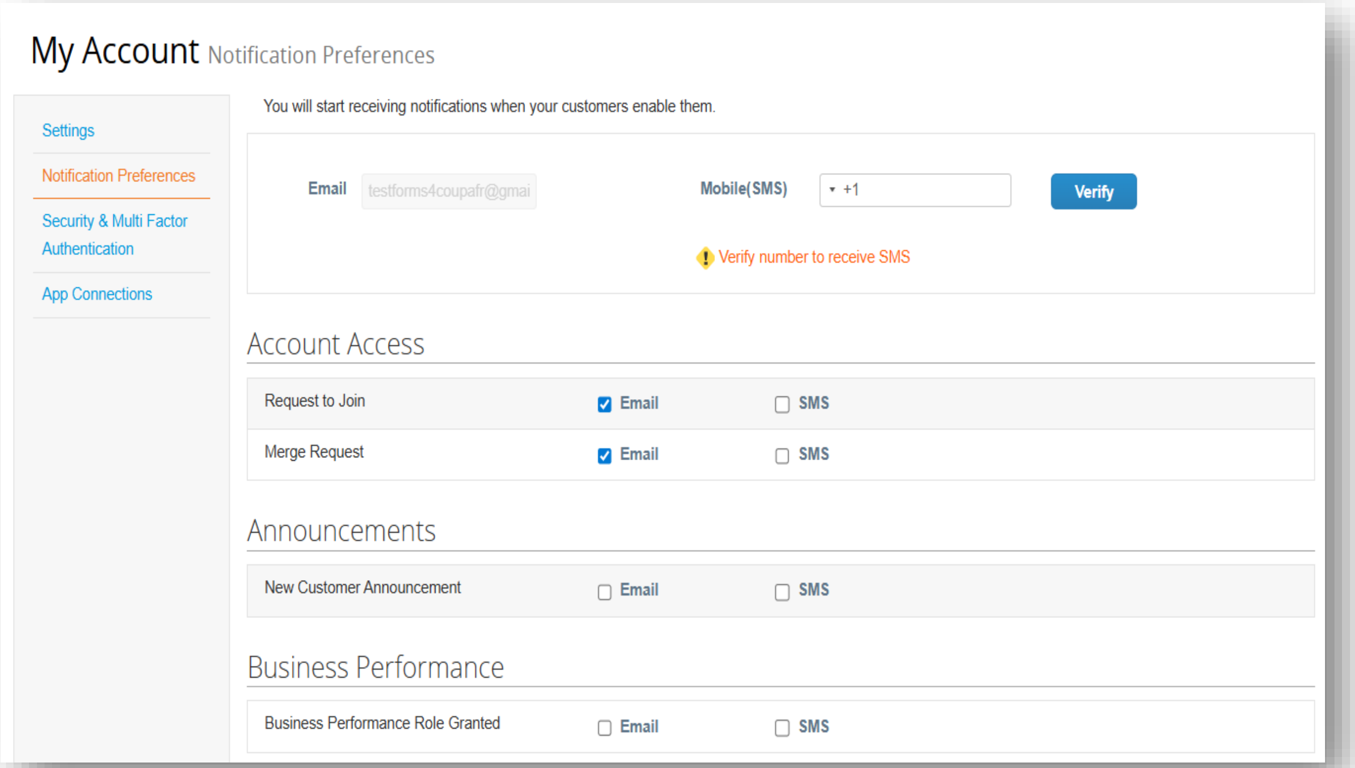
Here it is also possible to change your Coupa Supplier Portal access **password**.





3.4 My Account Settings on the Coupa Supplier Portal

NOTIFICATIONS PREFERENCES



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.

1.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER

Contact us via:

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

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Useful links & Help

Useful links

- Lindt & Sprüngli Supplier Portal
- Coupa Supplier Portal User Guide
- Coupa Supplier Portal Smart Onboarding
- The DUNS number
- Eco Vadis Score

Help

For the supplier express onboarding process, Lindt & Sprüngli Supplier enablement team will conduct regular supplier webinars to walk you through the process.

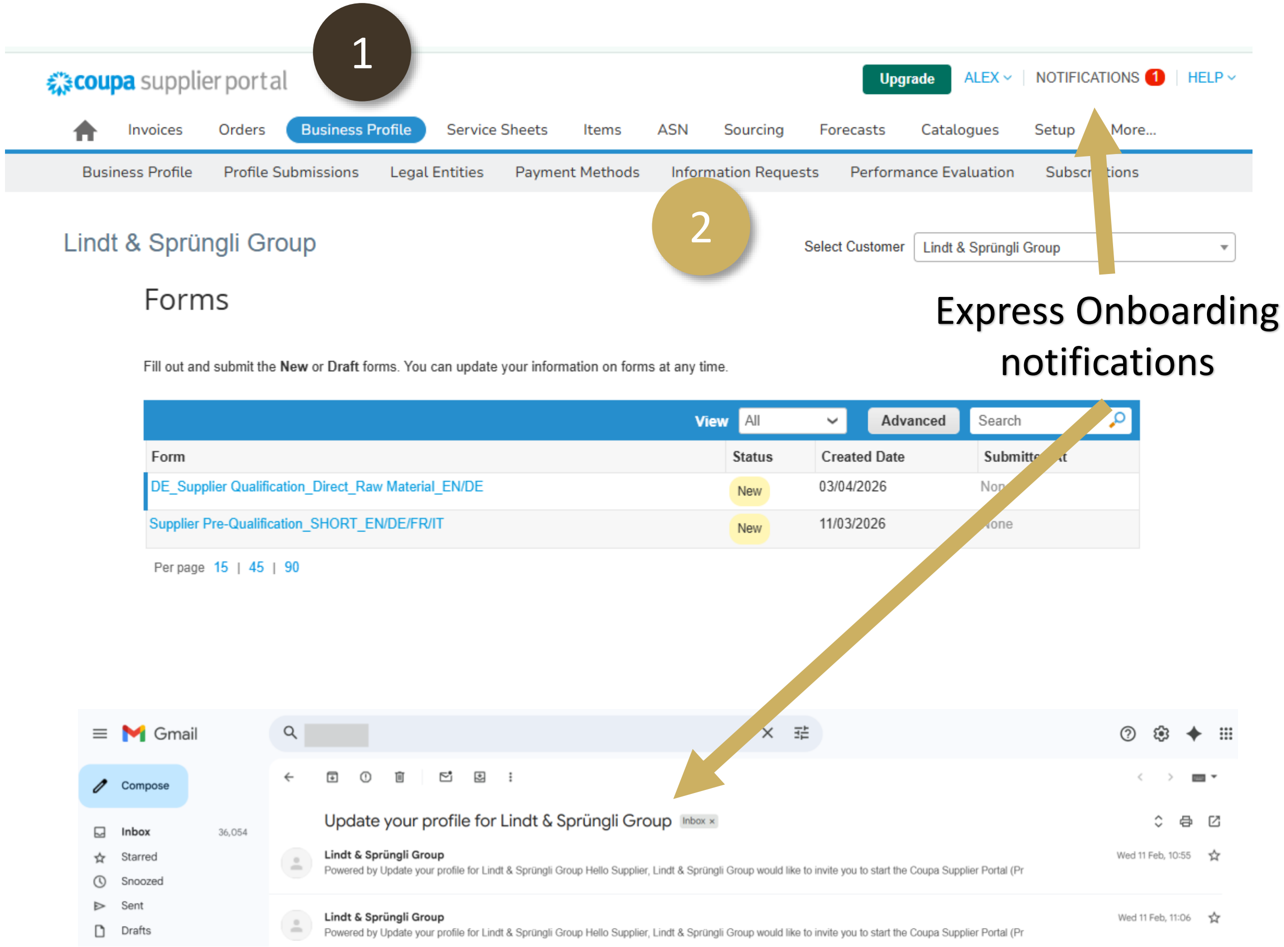
4.1 Express Onboarding form on the Coupa Supplier Portal

RECEIVING THE EXPRESS ONBOARDING FORM

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

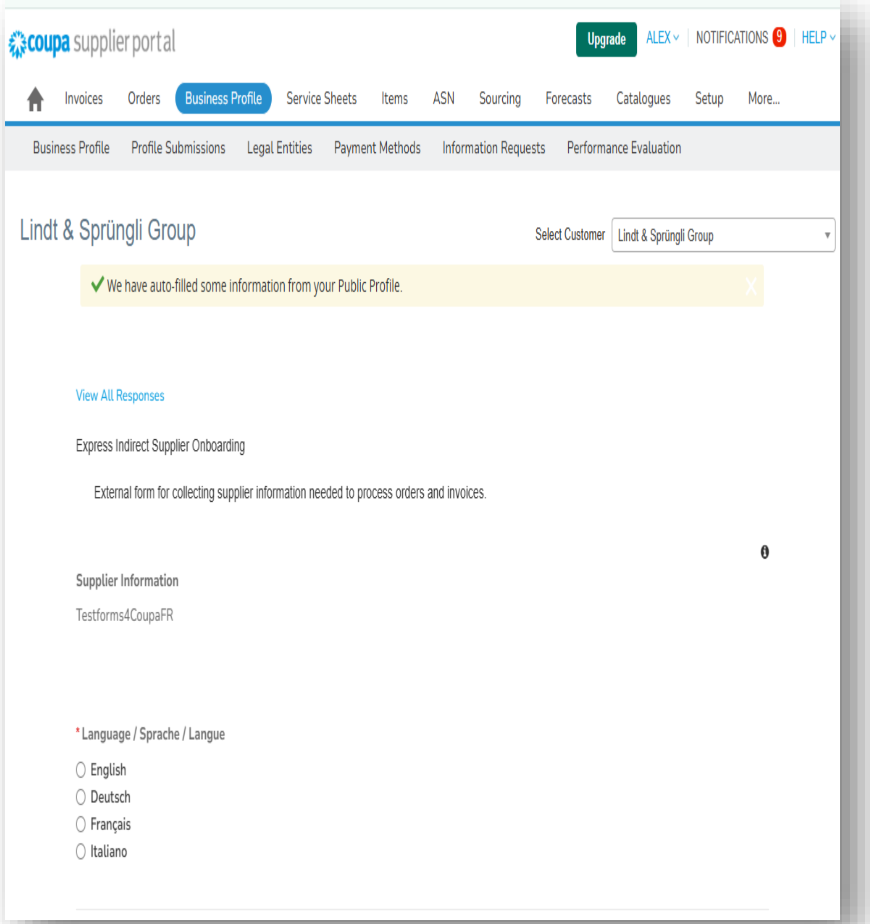
Upon registering / logging in on the Coupa Supplier Portal, you will need to complete the form(s), attach required documents and submit your answer.

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



4.1 Express Onboarding form on the Coupa Supplier Portal

RECEIVING THE EXPRESS ONBOARDING FORM



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

The Express Onboarding form requires you to answer **category and region-specific** questions and provide relevant documentation (e.g. bank details, certifications, PO email).

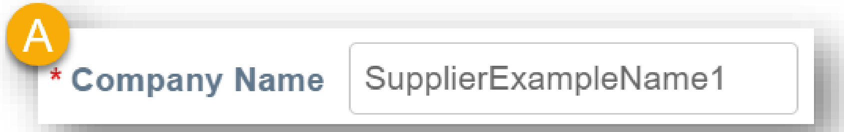
Note: If necessary, Express Onboarding may be done for other actions such as audits or testing; the form is not the only way to be qualified.

4.1 Express Onboarding form on the Coupa Supplier Portal

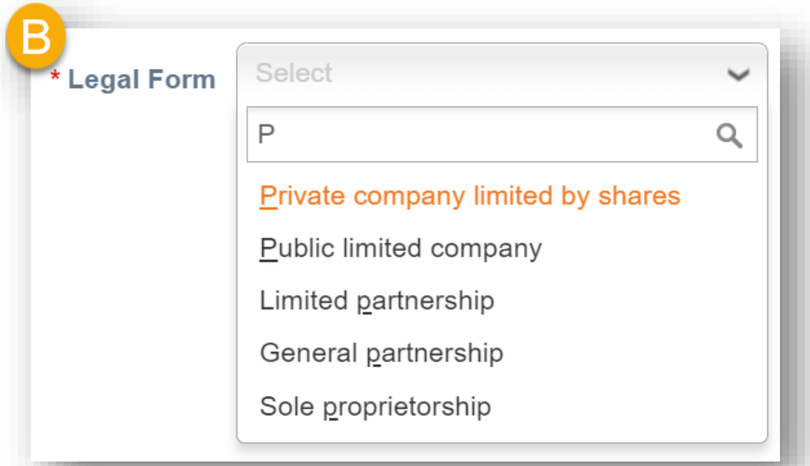
FIELD TYPES

The Express Onboarding 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.

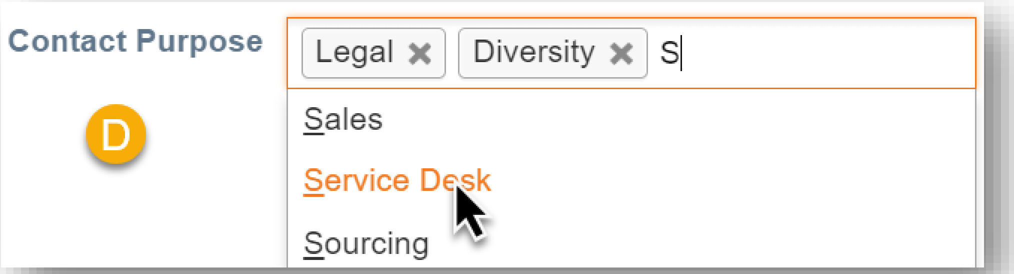


B. Dropdown fields: Select your answer from the drop-down list.



C. Button fields: Click on the button.

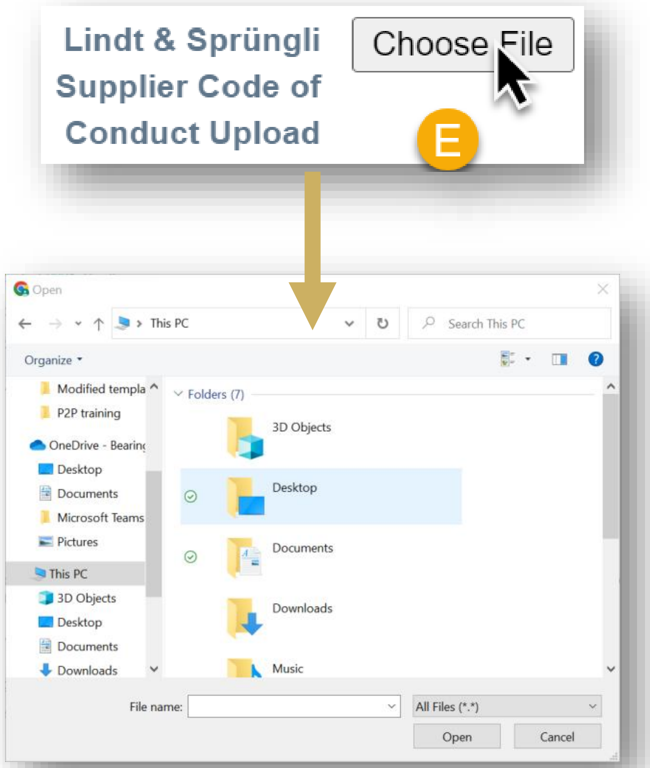
D. Category fields: A list of pre-filled answers will be shown, select one or various options to answer.



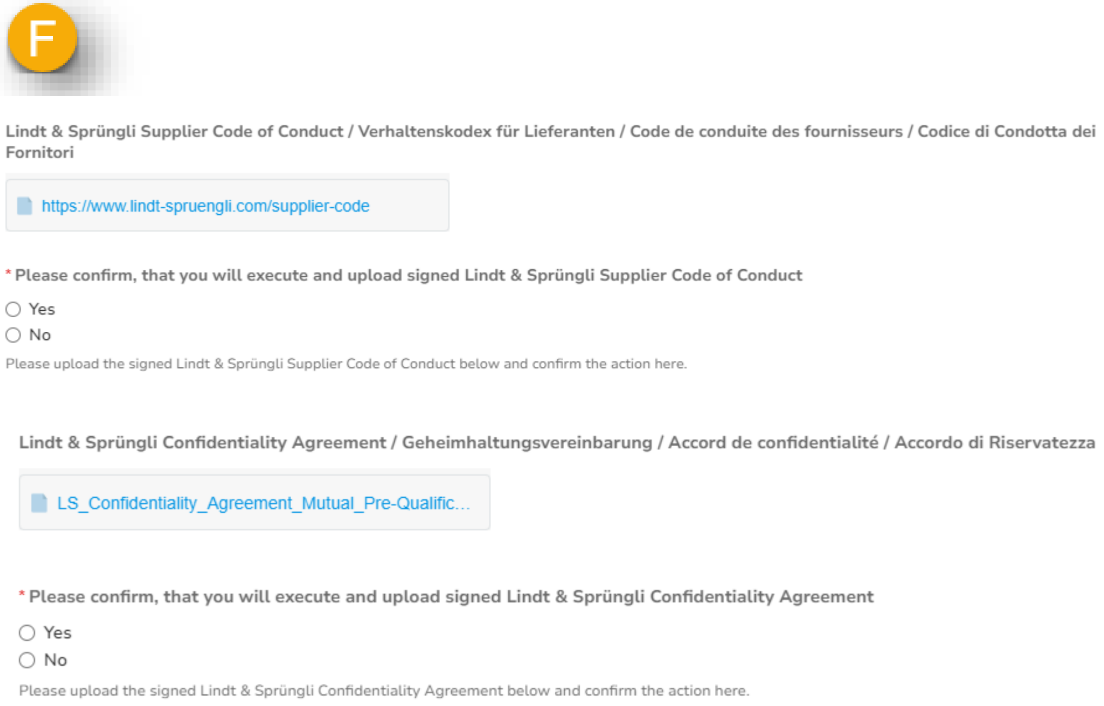
4.1 Express Onboarding form on the Coupa Supplier Portal

FIELD TYPES

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



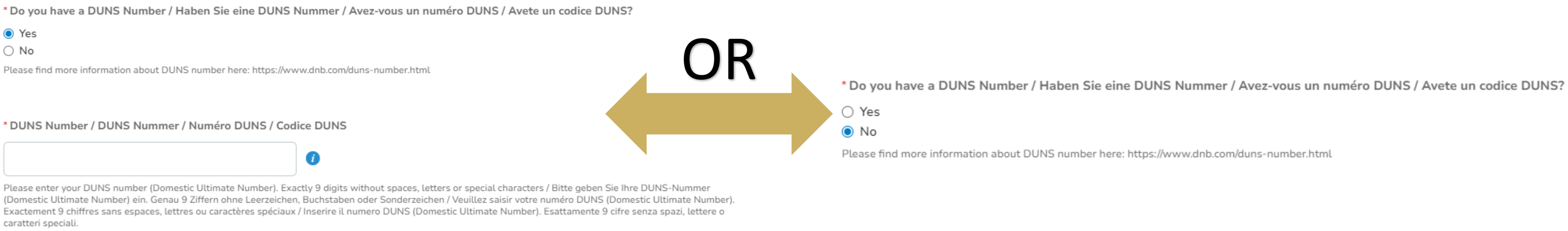
F. **Download attachment field:** Click on the file name to download it.



4.1 Express Onboarding 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.



4.1 Express Onboarding 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 and 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.

4.1 Express Onboarding 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 Express Onboarding 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 Express Onboarding 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

* Please confirm, that you will execute and upload signed Lindt & Sprüngli Supplier Code of Conduct

- Yes
- No

Please upload the signed Lindt & Sprüngli Supplier Code of Conduct below and confirm the action here.

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

* Revised Lindt & Sprüngli Supplier Code of Conduct Upload

Choose File No file chosen

Please add your comment(s) directly in the pdf. adjacent to the relevant sentence/section. No other document should be uploaded.

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. / Bitte lesen und akzeptieren Sie die folgenden Lindt & Sprüngli Dokumente. Damit erfüllen Sie die Mindestanforderungen, um mit uns Geschäfte zu tätigen. / Veuillez relire et accepter les documents suivants de Lindt & Sprüngli. Il s'agit des prérequis pour pouvoir travailler ensemble. / Vi chiediamo di leggere ed accettare i seguenti documenti di Lindt & Sprüngli. Questi sono i requisiti minimi essenziali per poter collaborare con noi.

Supplier Code of Conduct / Verhaltenskodex für Lieferanten / Code de conduite des fournisseurs / Codice di Condotta dei Fornitori

Lindt & Sprüngli Supplier Code of Conduct / Verhaltenskodex für Lieferanten / Code de conduite des fournisseurs / Codice di Condotta dei Fornitori

https://www.lindt-spruengli.com/supplier-code

* **Please confirm, that you will execute and upload signed Lindt & Sprüngli Supplier Code of Conduct**

- Yes
- No

Please upload the signed Lindt & Sprüngli Supplier Code of Conduct below and confirm the action here.

* **Lindt & Sprüngli Supplier Code of Conduct Upload**

Choose File No file chosen

Please upload signed Lindt & Sprüngli Supplier Code of Conduct by clicking on Choose File.

4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING FORM CONTENTS

There are four major sections to respond on the Express Onboarding 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.**


Bank Information

* Bank Form / Bankauskunft / Donnée bancaire / Informaioni bancarie

* Attachments

Add File

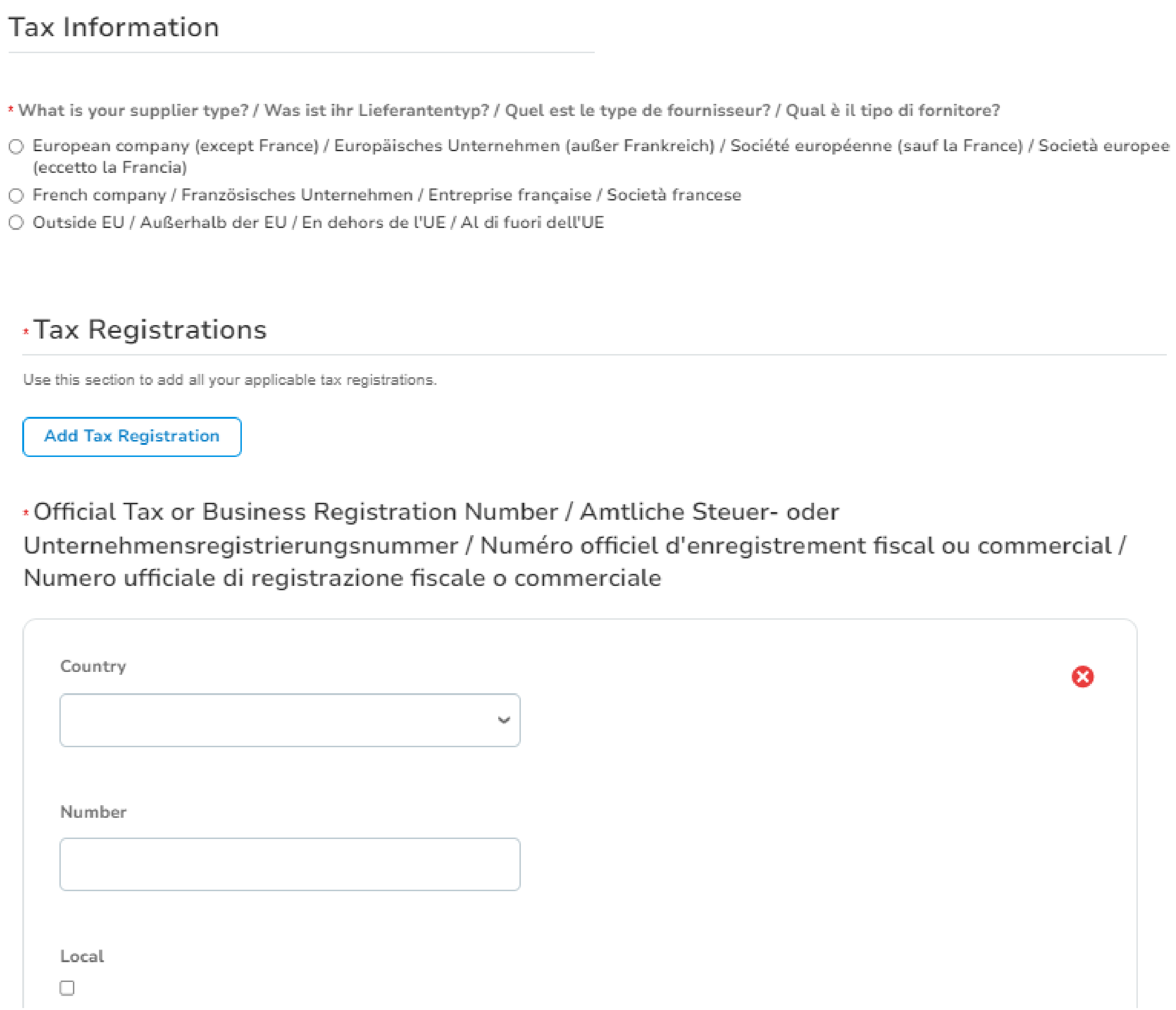
A document issued by your bank: either a letter from your bank confirming the bank details or a bank statement showing the name of the company and bank details (without balances/amounts). / Ein von Ihrer Bank ausgestelltes Dokument: entweder ein Schreiben Ihrer Bank, in dem die Bankverbindung bestätigt wird, oder ein Kontoauszug, der den Namen des Unternehmens und die Bankverbindung (ohne Salden/Beträge) enthält / Un document émis par votre banque : soit une lettre de votre banque confirmant les coordonnées bancaires, soit un relevé bancaire indiquant le nom de l'entreprise et les coordonnées bancaires (sans les soldes/montants) / Un documento rilasciato dalla vostra banca: o una lettera della vostra banca che confermi le coordinate bancarie o un estratto conto bancario che riporti il nome della società e le coordinate bancarie (senza saldi/importi)

4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING 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.

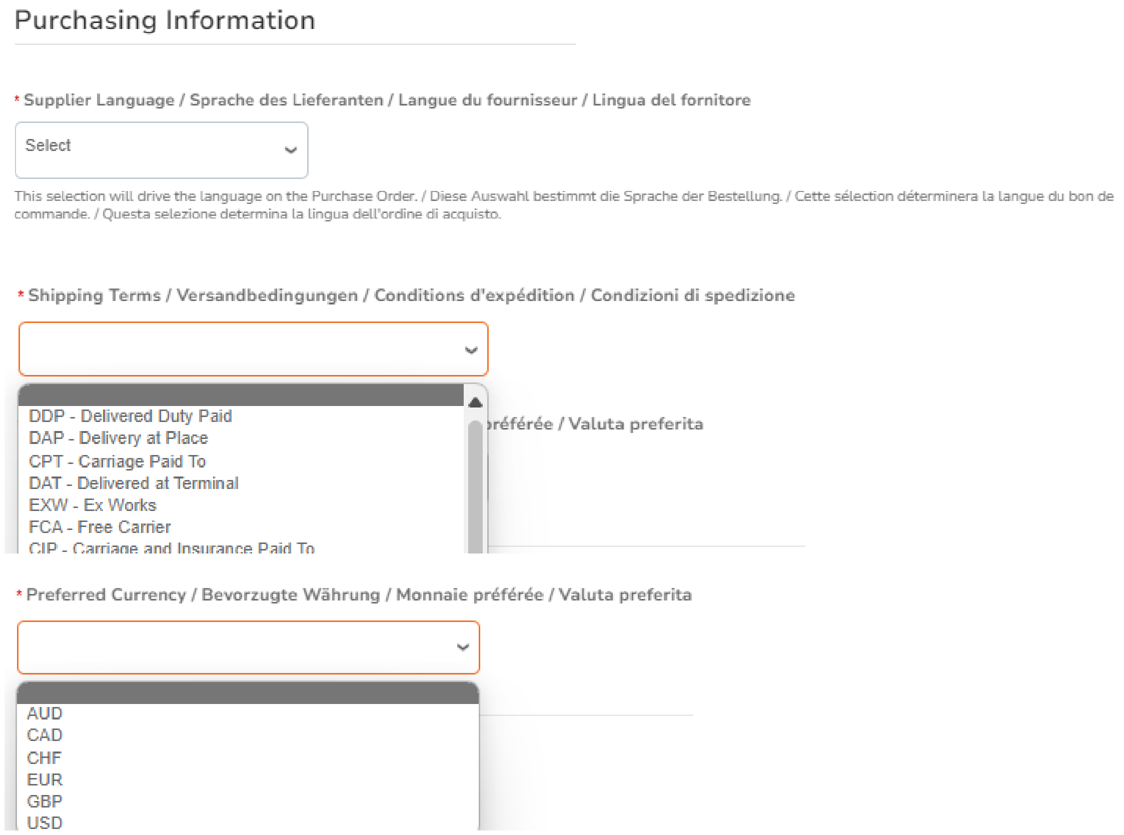


4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING FORM CONTENTS

3 Purchasing Information:

- Add the **Supplier Language**, this selection will drive the language used on the Purchase Order.
- Add the Shipping Terms.
- Select your **Preferred Currency** to receive payments: CHF, EUR or USD.



4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING FORM CONTENTS

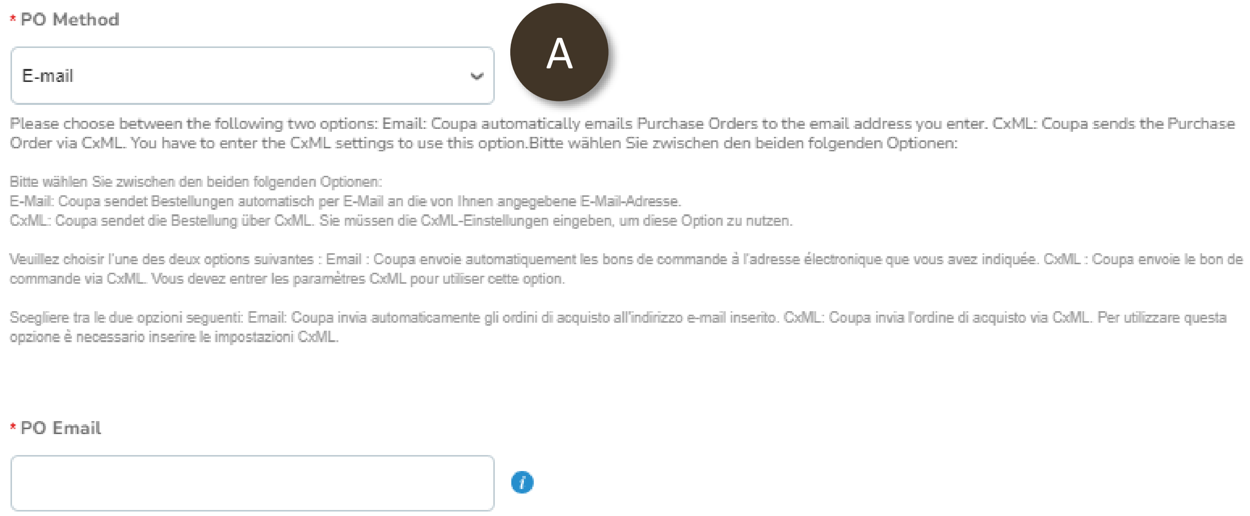
3

Purchasing Information:

- Select the PO Method and please choose between the following two options:

A

Email: Coupa automatically emails Purchase Orders to the email address you enter.



4.1 Express Onboarding form on the Coupa Supplier Portal

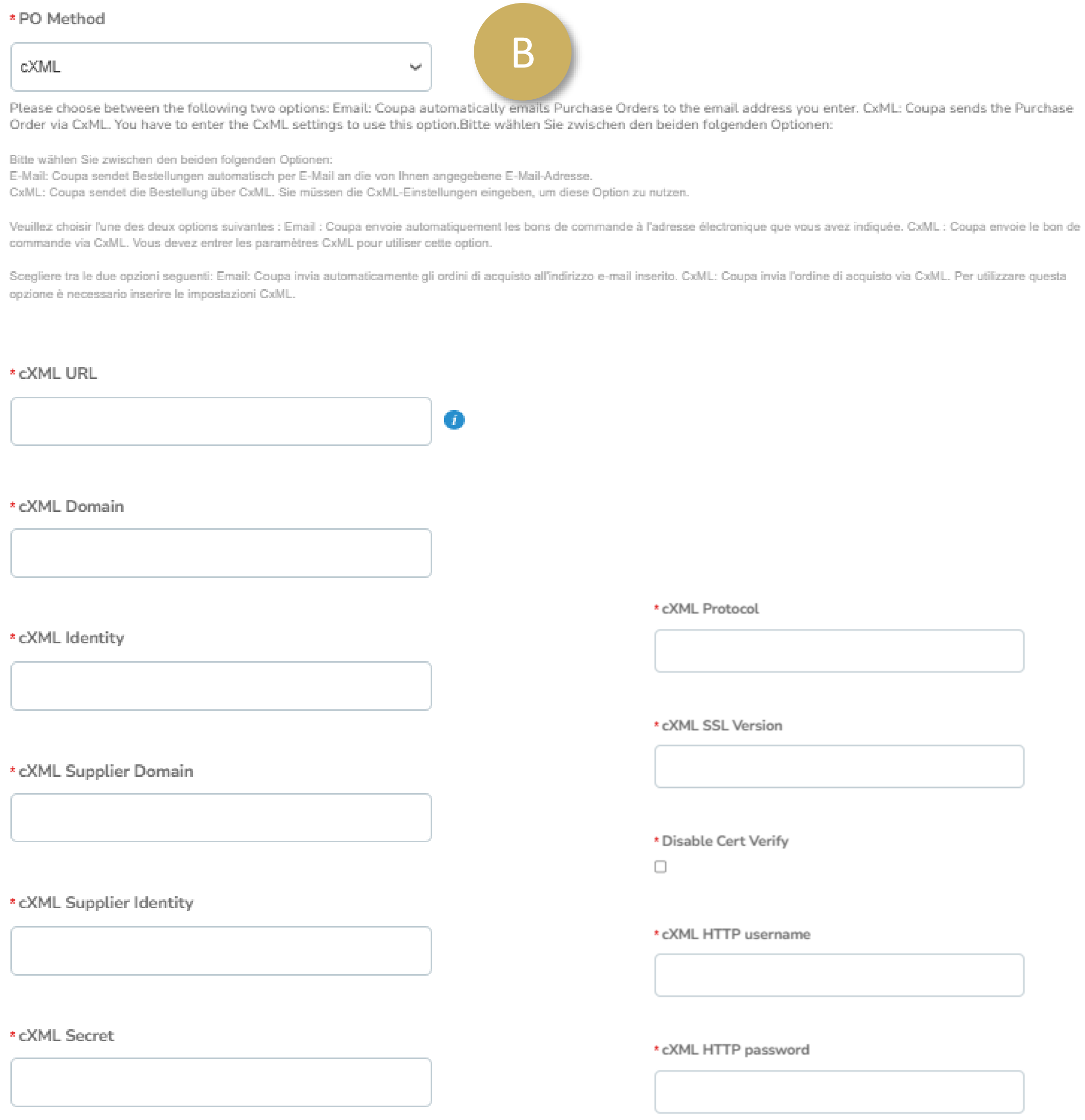
EXPRESS ONBOARDING FORM CONTENTS

3 Purchasing Information:

- Select the PO Method and please choose between the following two options:

B

CxML: Coupa sends the Purchase Order via CxML and you'll have to enter the additional CxML settings to use this option.

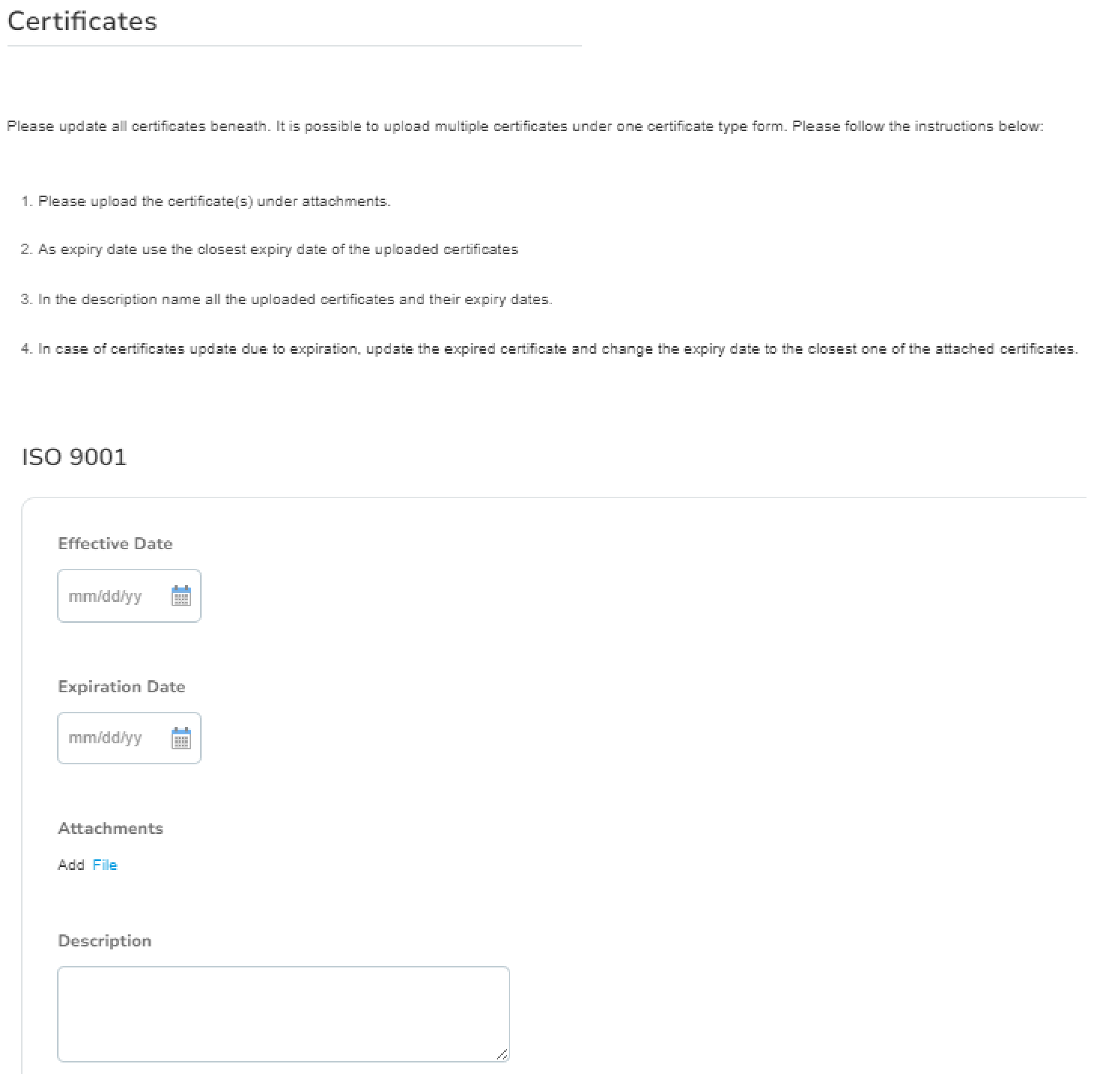


4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING FORM CONTENTS

4 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 certificates, 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.



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4.1 Express Onboarding form on the Coupa Supplier Portal

EXPRESS ONBOARDING FORM CONTENTS

4 Certifications:

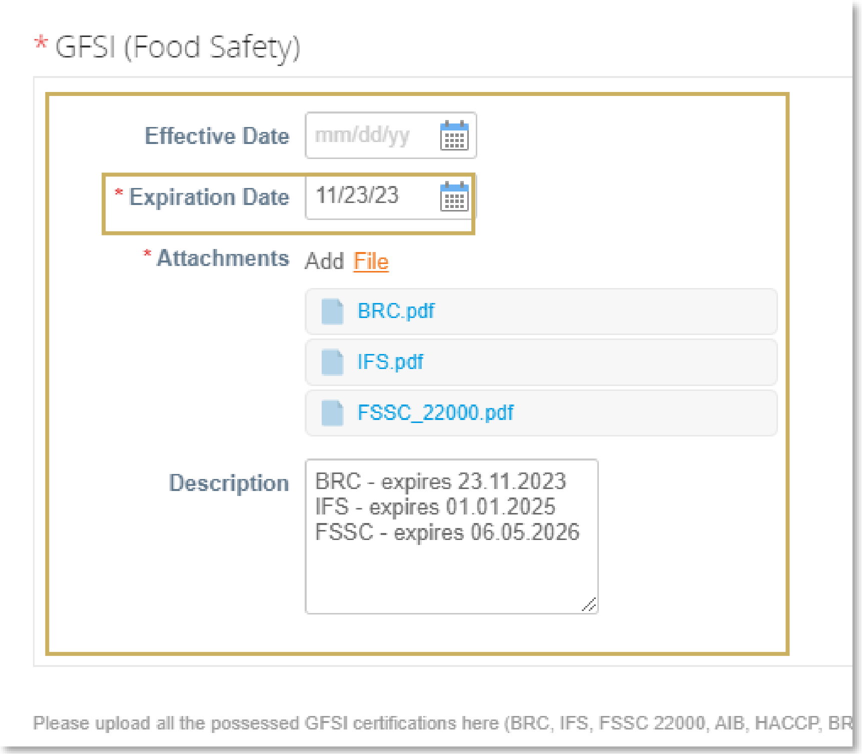
In the Certificate section, you can add several certificates.

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.



4.1 Express Onboarding form on the Coupa Supplier Portal

Express Onboarding FORM CONTENTS

4 Certifications:

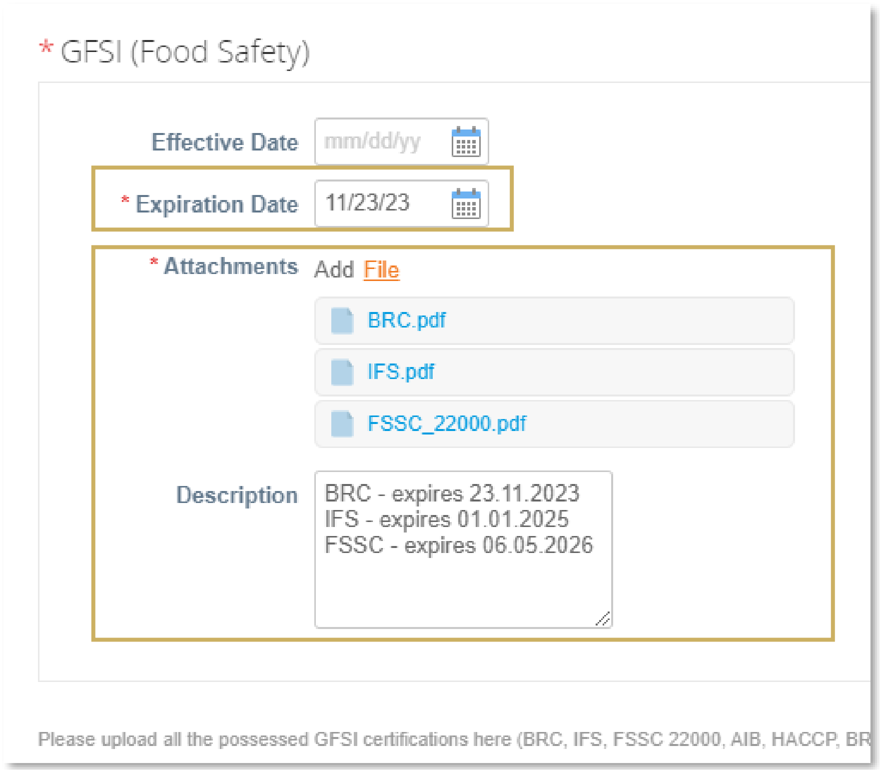
Practical example

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.



Notification

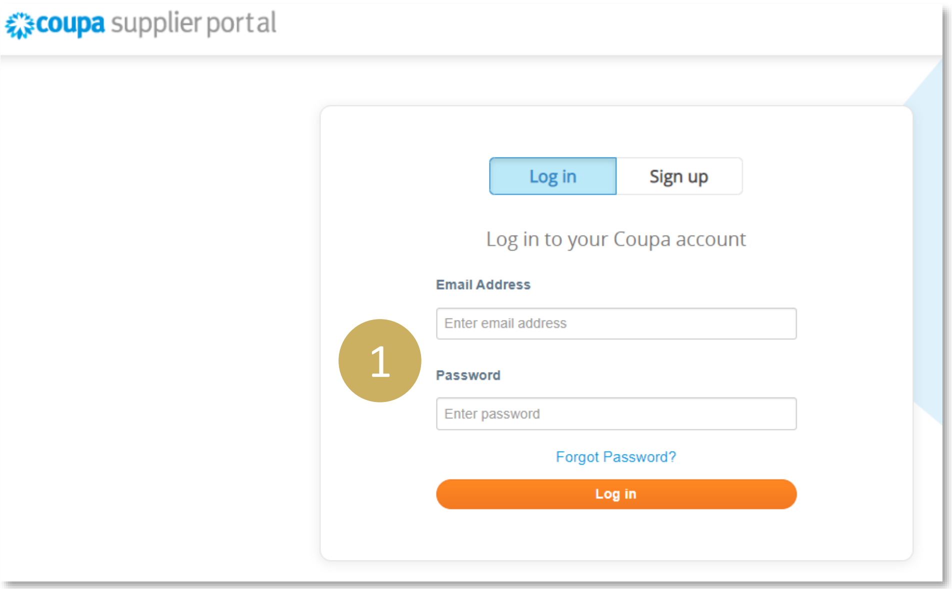
If one of the provided certificates is about to expire in **30 days**, you will receive the first kind **email reminder** to either upload the renewed certificate or inform us that you do not plan to renew the certification.

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.

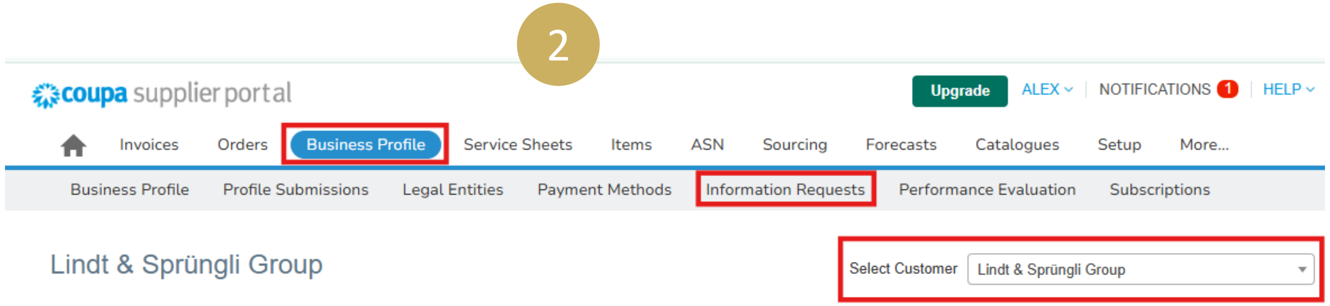
With that set up we hope to provide you enough time to complete the audit.

How to proceed?

1 Log in to Coupa Supplier Portal using your username and password



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

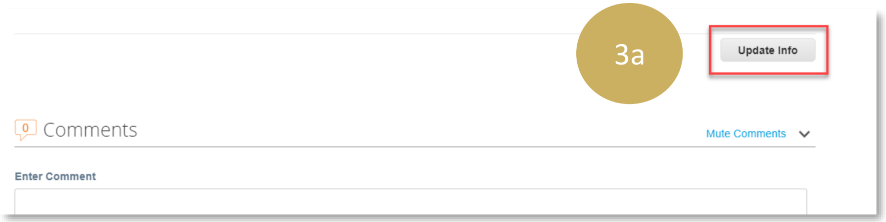


What would you like to do?

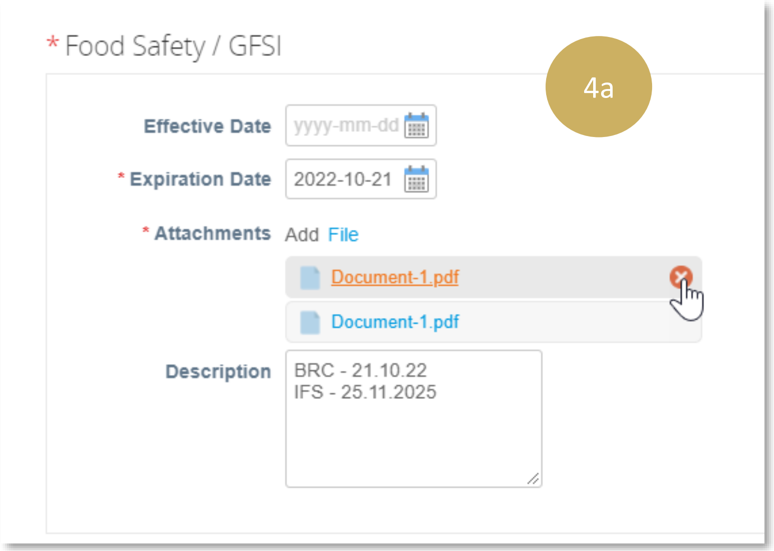
a) Upload renewed certificate?
b) Update the certificate information as there is no re-certification planned and inform your Lindt & Sprüngli Contact?

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.**



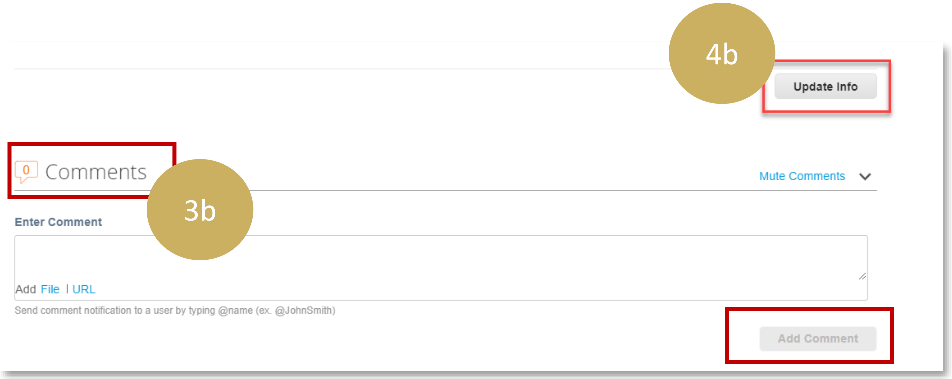
Example: *You need to upload renewed BRC certificate with new expiration date on 31.12.2025. Delete the outdated certificate under attachments and upload the renewed BRC certificate. Change the Expiration Date to 25.11.2025 as the IFS certificate expires the soonest. Adjust the expiry date of the BRC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

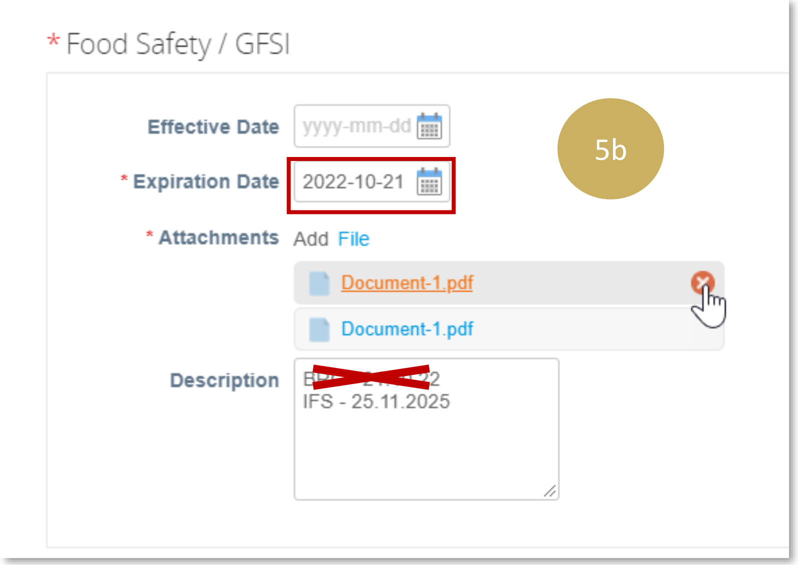
There is no re-certification planned

3b Scroll down to see the Comments section. Type @ and continue with your Lindt & Sprüngli 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?

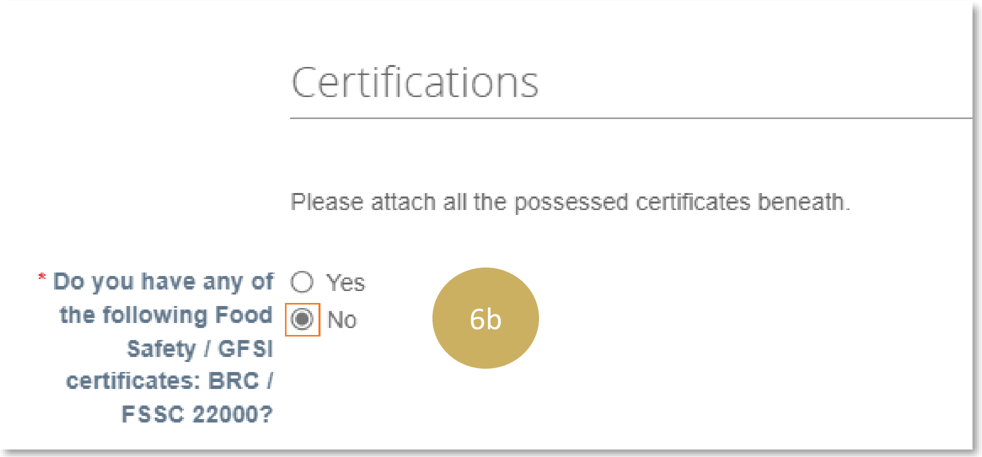
There is no re-certification planned

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.**



4.1 Express Onboarding form on the Coupa Supplier Portal

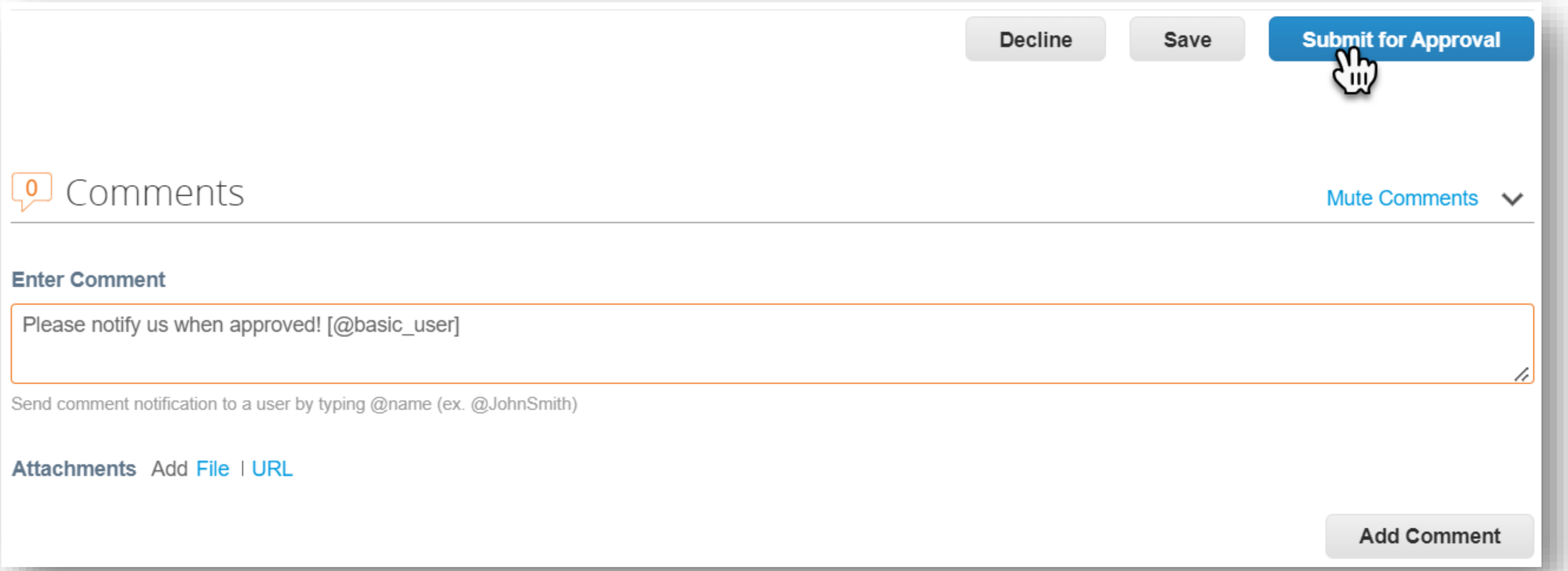
RESPONDING CONSIDERATIONS

- 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.

4.2 Coupa Supplier Portal Express Onboarding submission

Once the Express Onboarding 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.



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

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

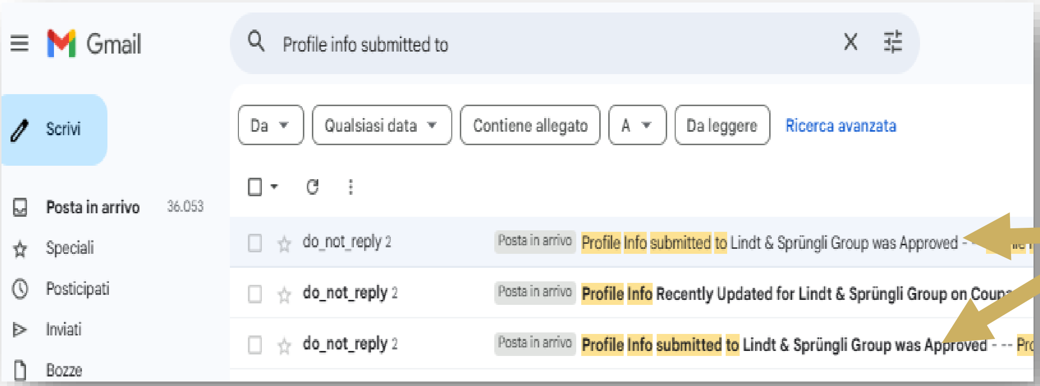
LINDT & SPRÜNGLI

4.3 Feedback

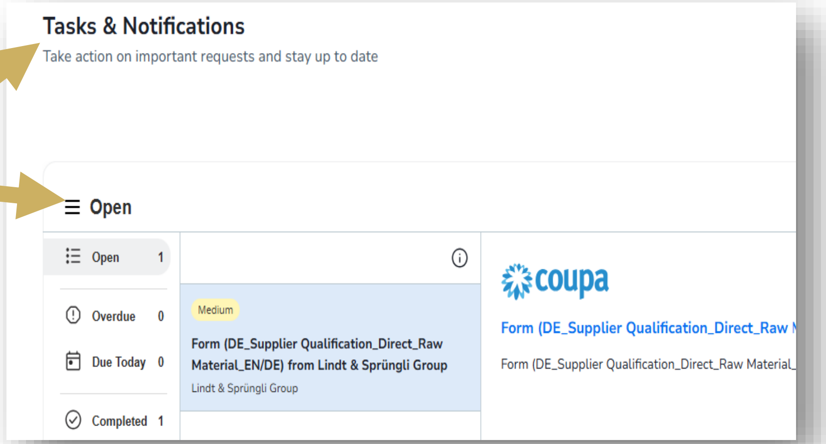
APPROVAL/REJECTION OF THE FORM

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, 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.



Notifications



4.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER

Contact us via:

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

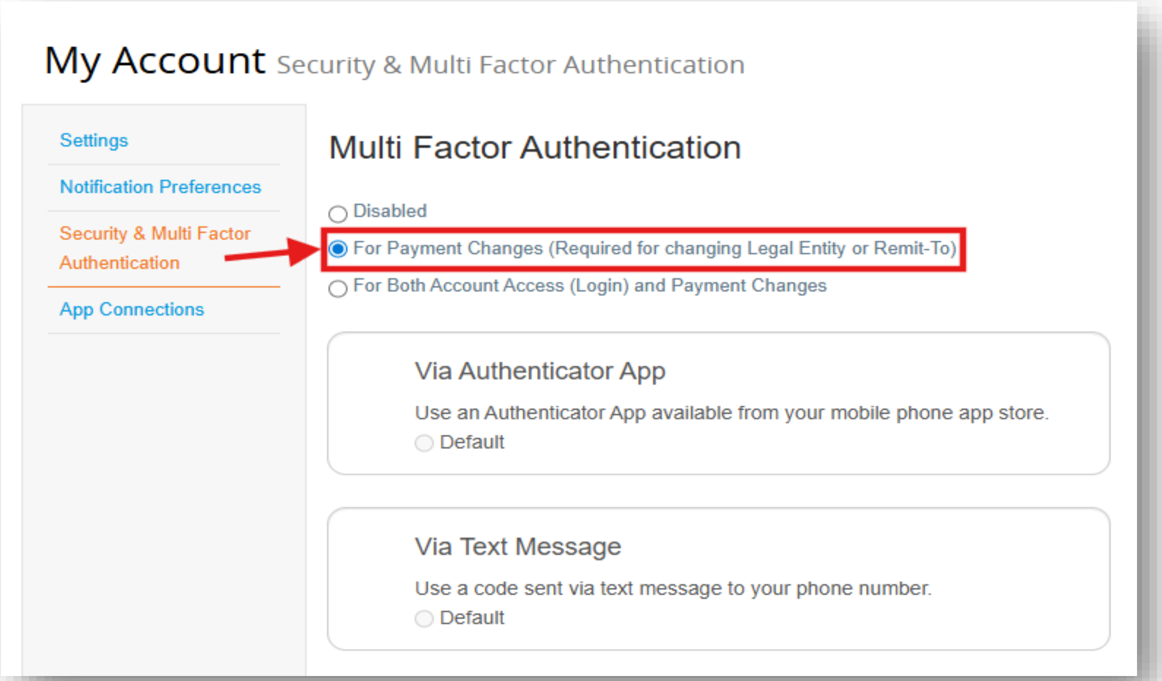
LINDT & SPRÜNGLI

1. Technical overview
2. Coupa Supplier Portal Registration
3. Managing your account
4. Express Onboarding
5. Set Up a Legal Entity
6. Manage Purchase Orders
7. Invoicing Homepage
8. Manage Catalogues

5.1 What is a Legal Entity?

A legal entity is is a **representation of your company** and gives your Coupa customers the information they need to do business with you, including **addresses**, **payment methods**, and remit-to details.

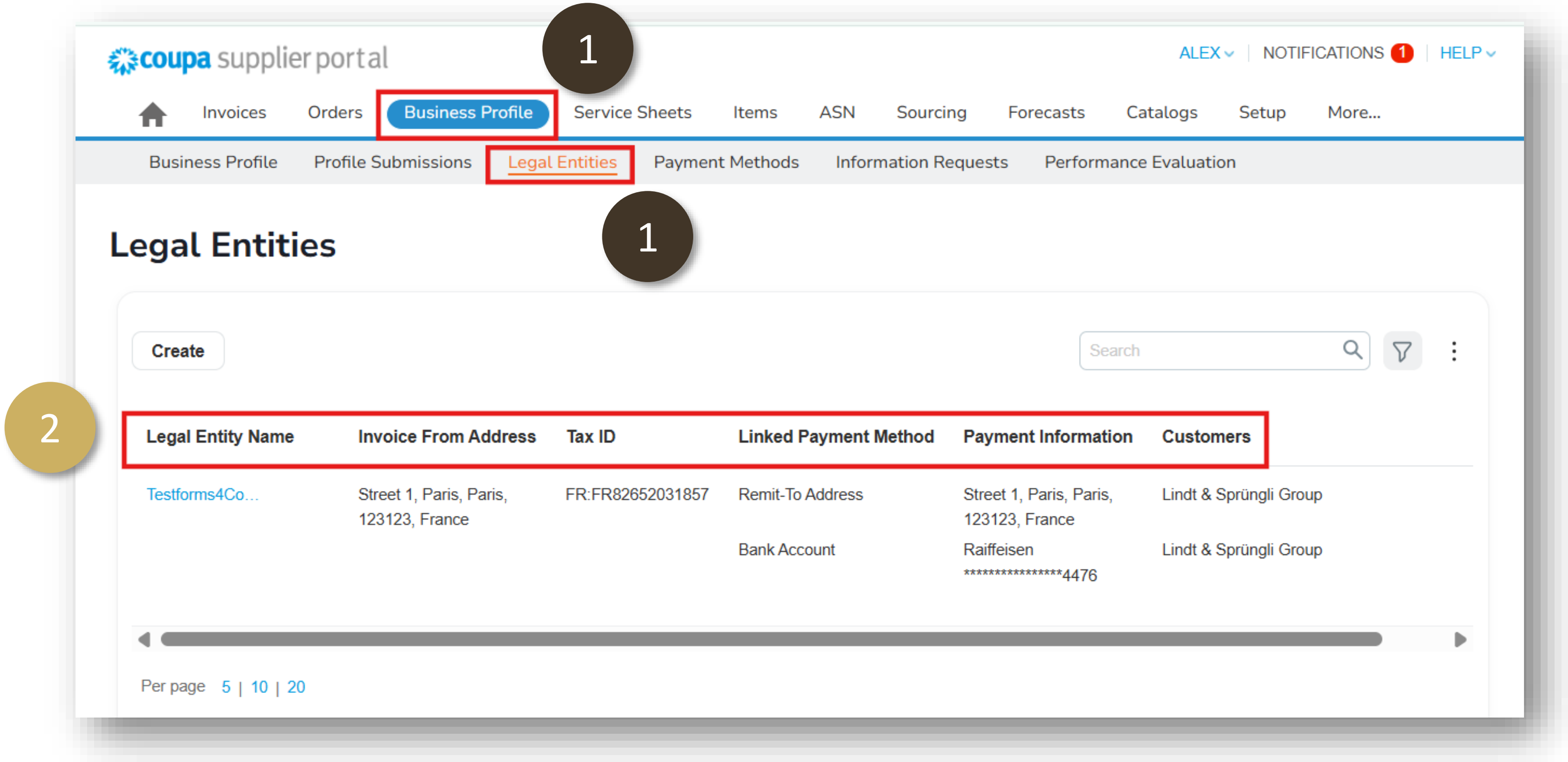
If you enabled **two-factor authentication** for financial data, the CSP prompts you to authenticate. To enable multi-factor authentication, click the **Security & Multi Factor Authentication** link on the **My Account** page:



5.2 View Legal Entity

1) Go to **Business Profile** > **Legal Entities**

2) Review your legal entity information. Each legal entity has the following sections: **Legal Entity Name**, **Invoice From Address**, **Tax ID, Linked Payment Method**, **Payment Information**, and **Customers**.



5.3 Set Up A Legal Entity – Create Legal Entity

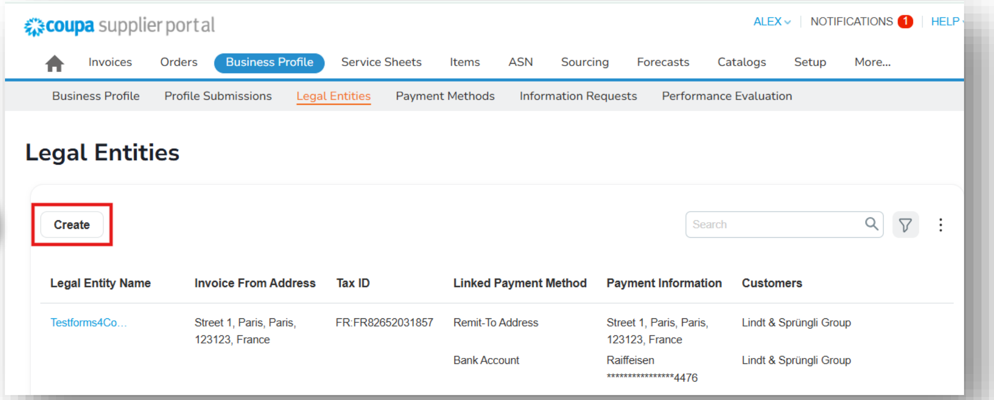
1) Go to **Business Profile** > **Legal Entities** and click on **Create**

2) The **Create Legal Entity** pop-up screen will appear. In the **Legal Entity Name** field, enter the official name of your business that is registered with the local government and select the **Country/Region** where it is located

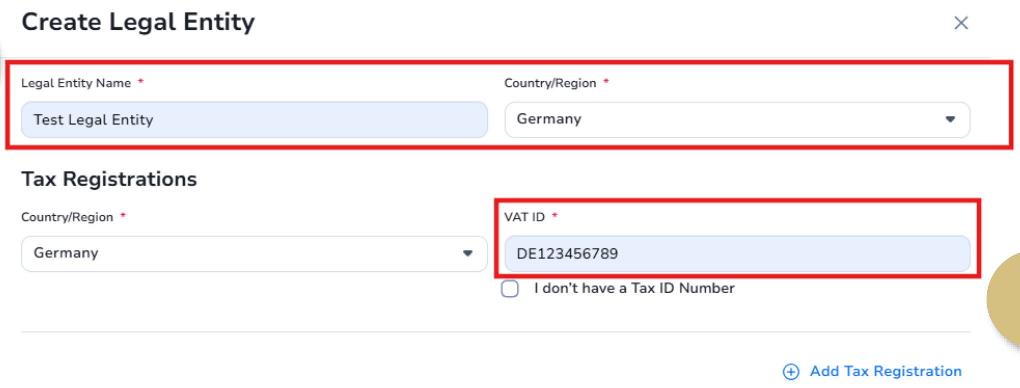
3) Enter your **VAT ID** (with country prefix to the number), **local Tax** ID, if you are not registered for VAT, or GST (in some countries/regions).

Note: Conducting business in certain markets/regions requires your invoice to contain specific information about your company. When selecting the "Country/Region" this will dictate the specific information required.

1



2

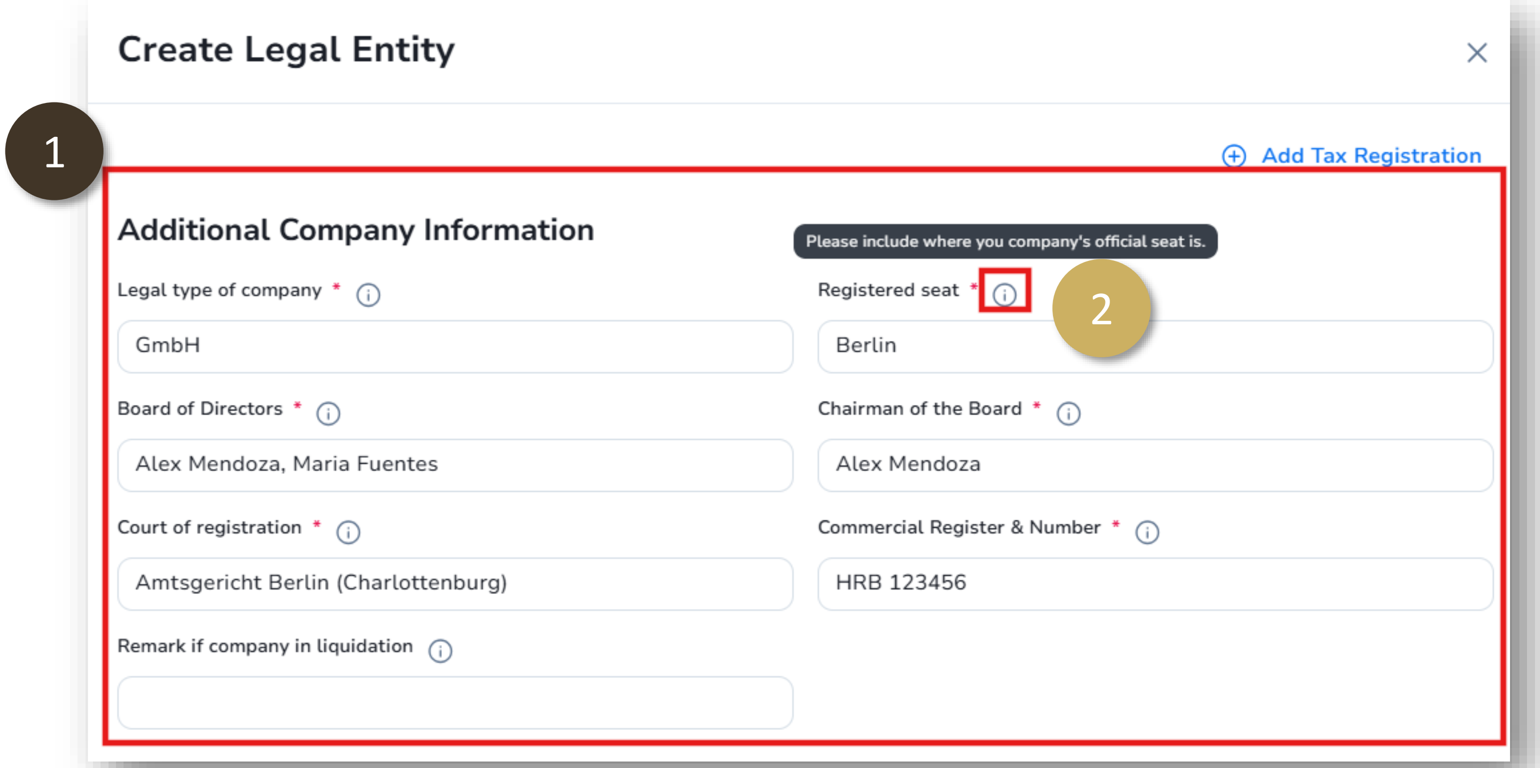


3

5.3 Set Up A Legal Entity – Additional Company Information

1) In the **Additional Company Information** section, fill out the fields (the ones marked with the red asterisk * are mandatory).

2) Hover over the ”i” icon to receive more information on how to fill out that field.



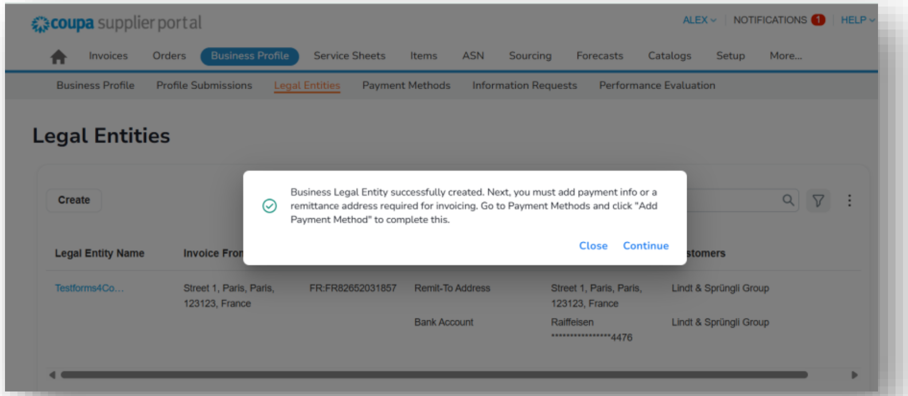
5.3 Set Up A Legal Entity – Invoice From Address

1) On the **Invoice From Address** section**,** fill out the fields.

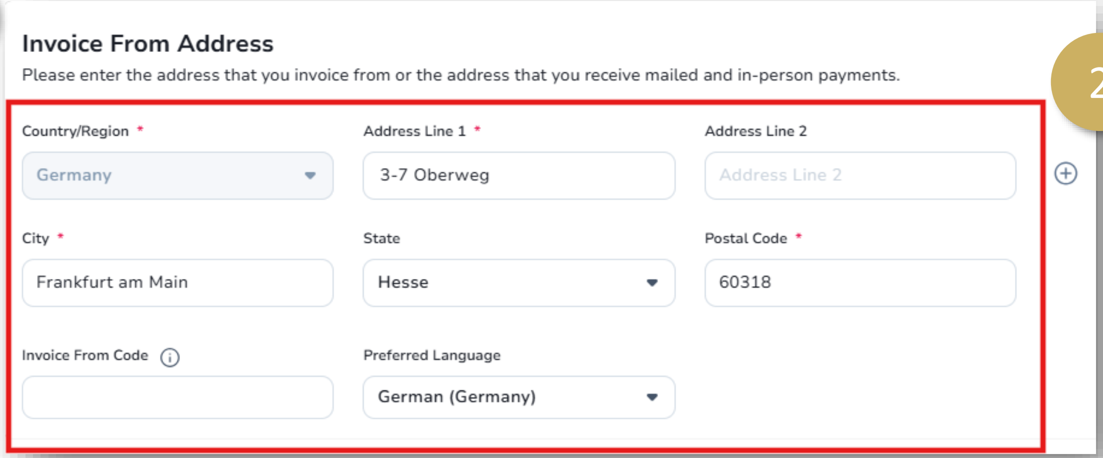
2) Enter the **registered address** of your Legal Entity. This is the same location where you receive government documents. The **Invoice From** address will be included on invoices and is critical for compliance in some countries/regions.

3) If you have a simple company structure, you'll probably use this as your **Ship From** and **Remit-To** location as well. Otherwise, uncheck the boxes to provide a separate address for those.

4) Click on **Save.** The message below will appear, instructing you on the next step to take (Add Payment Methods):

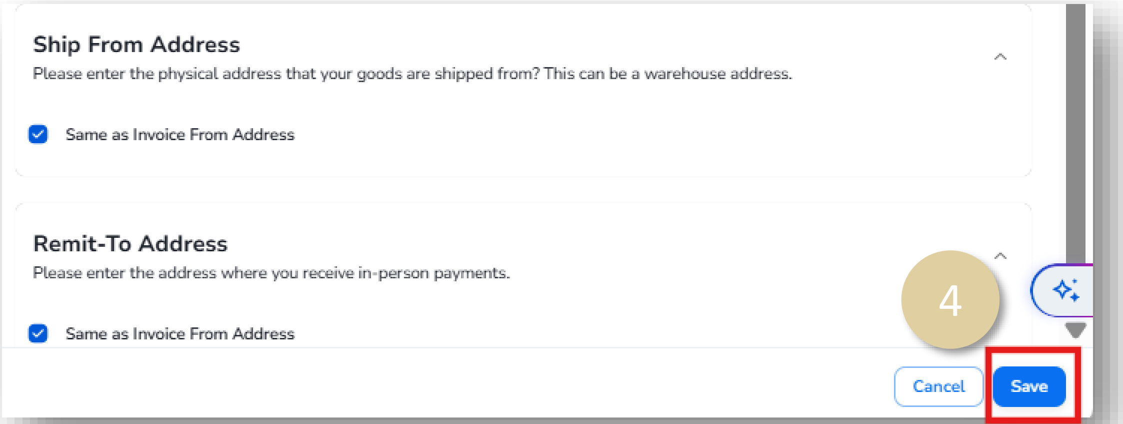


1



2

3



4

LINDT & SPRÜNGLI

5.3 Set Up A Legal Entity – Payment methods

1) Go to **Business Profile** > **Payment Methods** > **Add Payment Method** and choose **Bank transfer** (mandatory for invoicing).

2) In the **Add Payment Method** pop-up screen, fill out the mandatory fields.

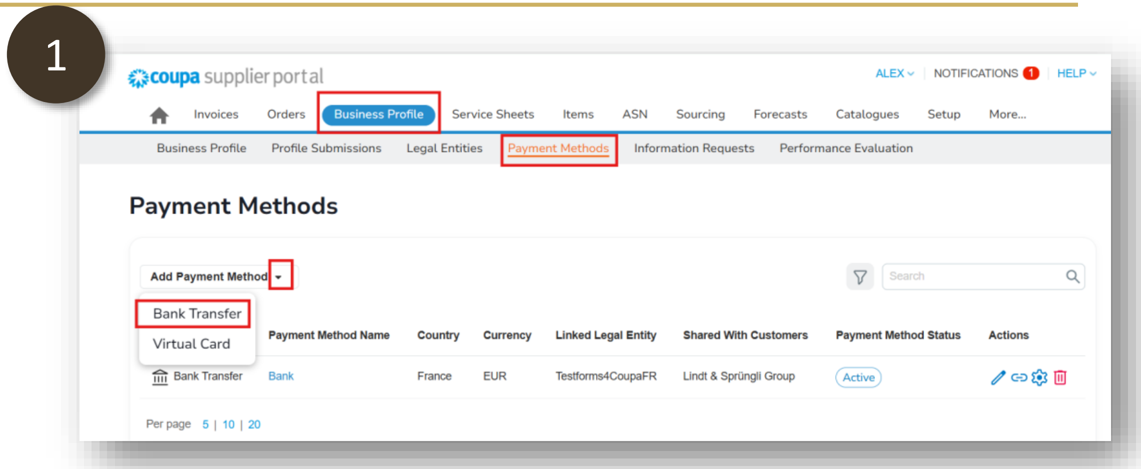
3) **Linked Legal Entity**: choose the Legal Entity you created in the previous steps.

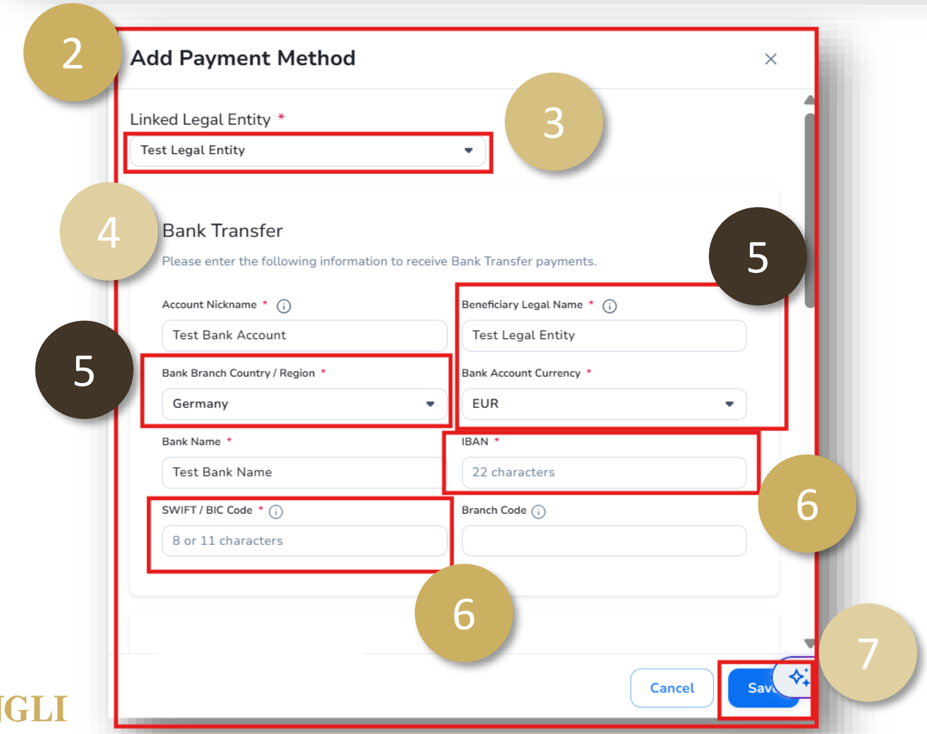
4) In the **Bank Transfer** section, fill in all the bank account details. They must be the same bank account as stored with Lindt & Sprüngli Group. Any updates to bank details must also be communicated to your Lindt & Sprüngli customer contact separately.

5) The **Bank Account Country/Region**, **Bank Account Currency** and **Beneficiary Legal Name** fields are prepopulated based on the Legal Entity. You can amend these if needed.

6) The country and currency will determine what other information is required. e.g IBAN, Sort Code etc.

7) Click on **Save.**





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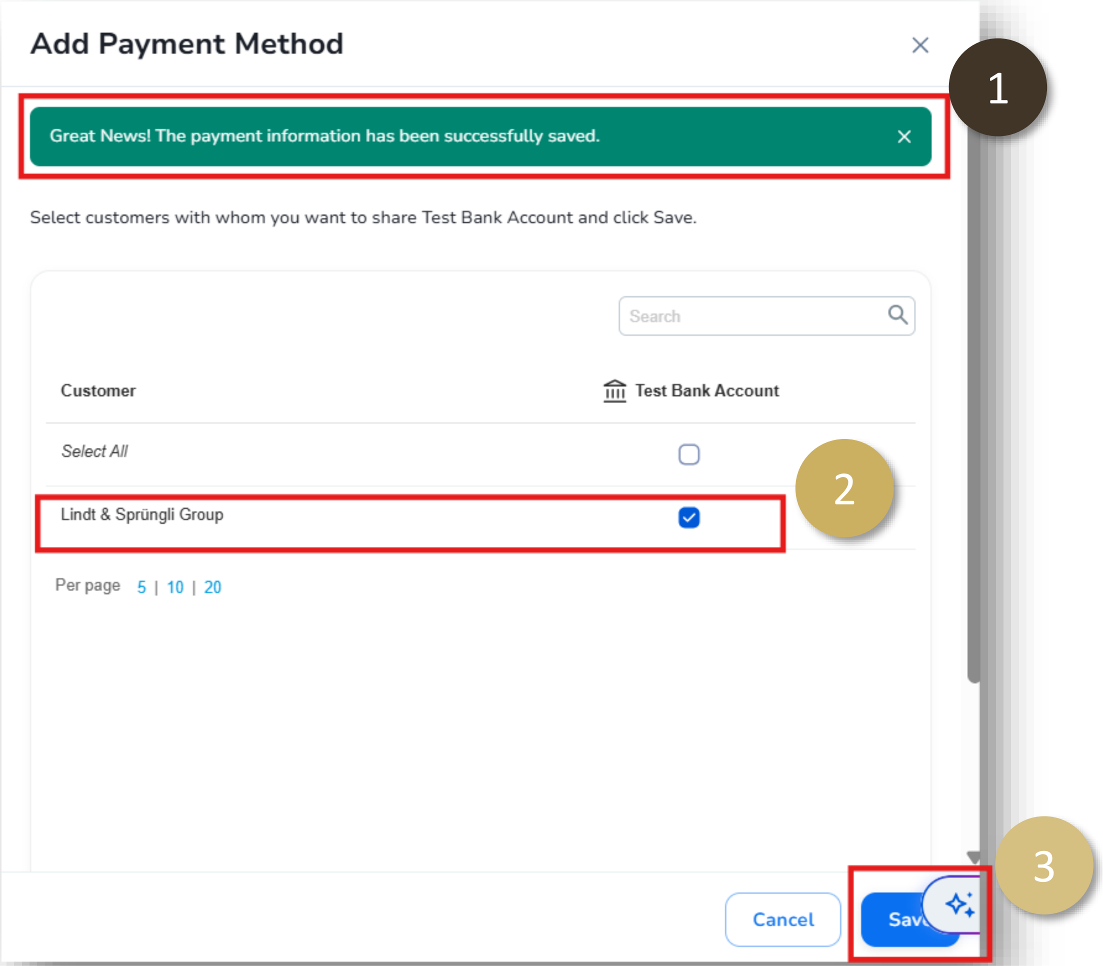
5.3 Set Up A Legal Entity – Payment methods

1) The following message appears: "**Great News! The payment information has been successfully saved.**"

2) Select **Lindt & Sprüngli** in the **Customer** section.

3) Click on **Save.**



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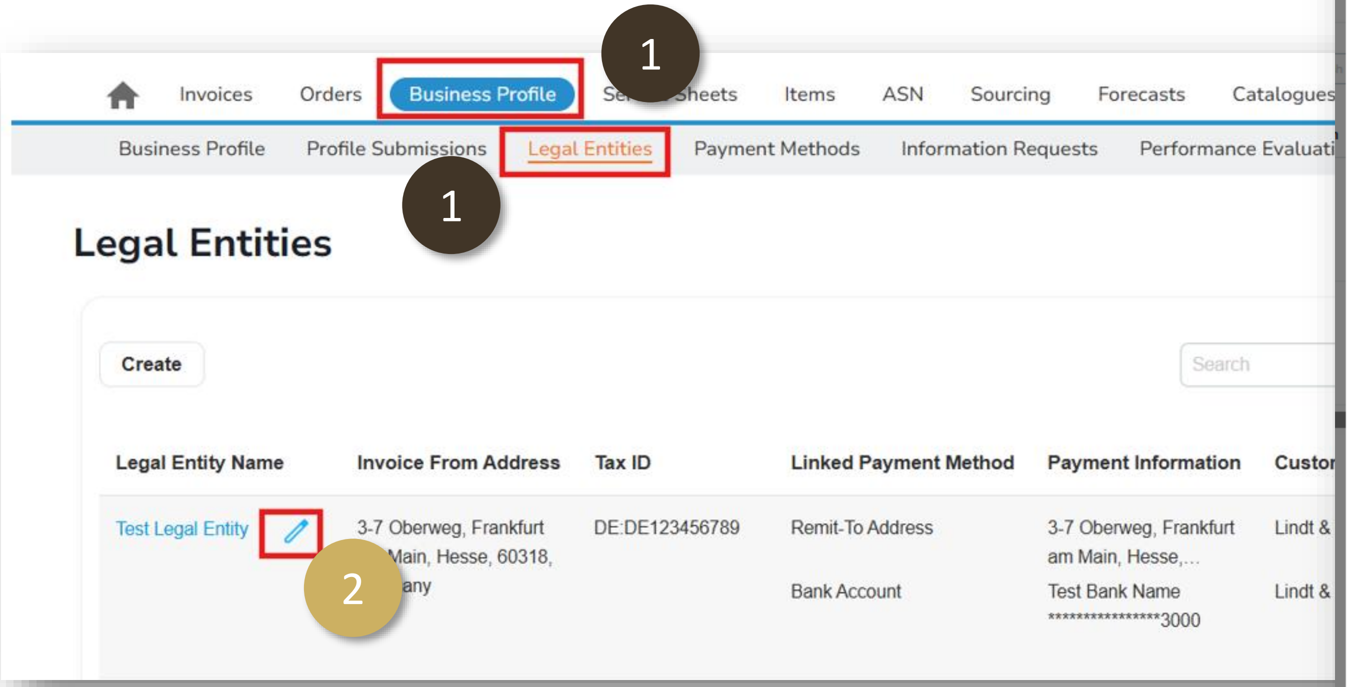
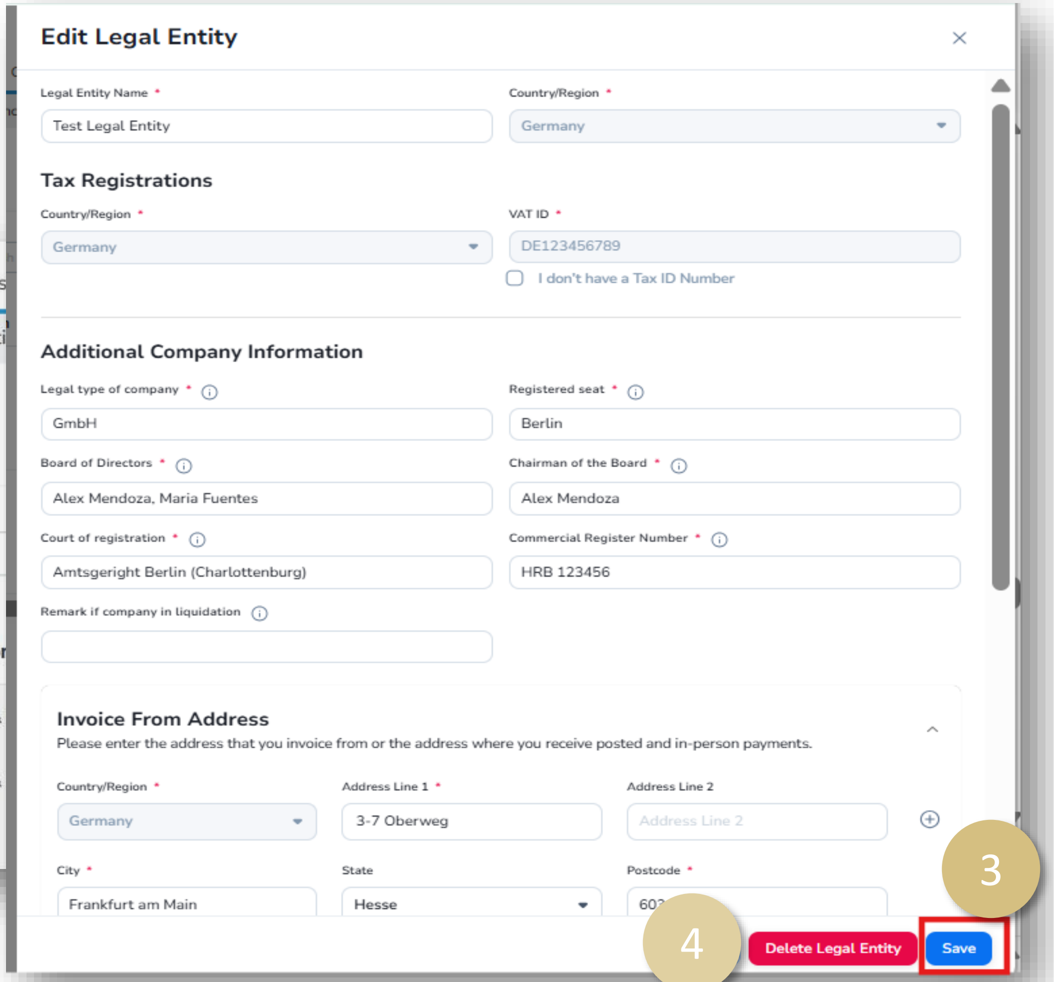
5.4 Modify Legal Entities

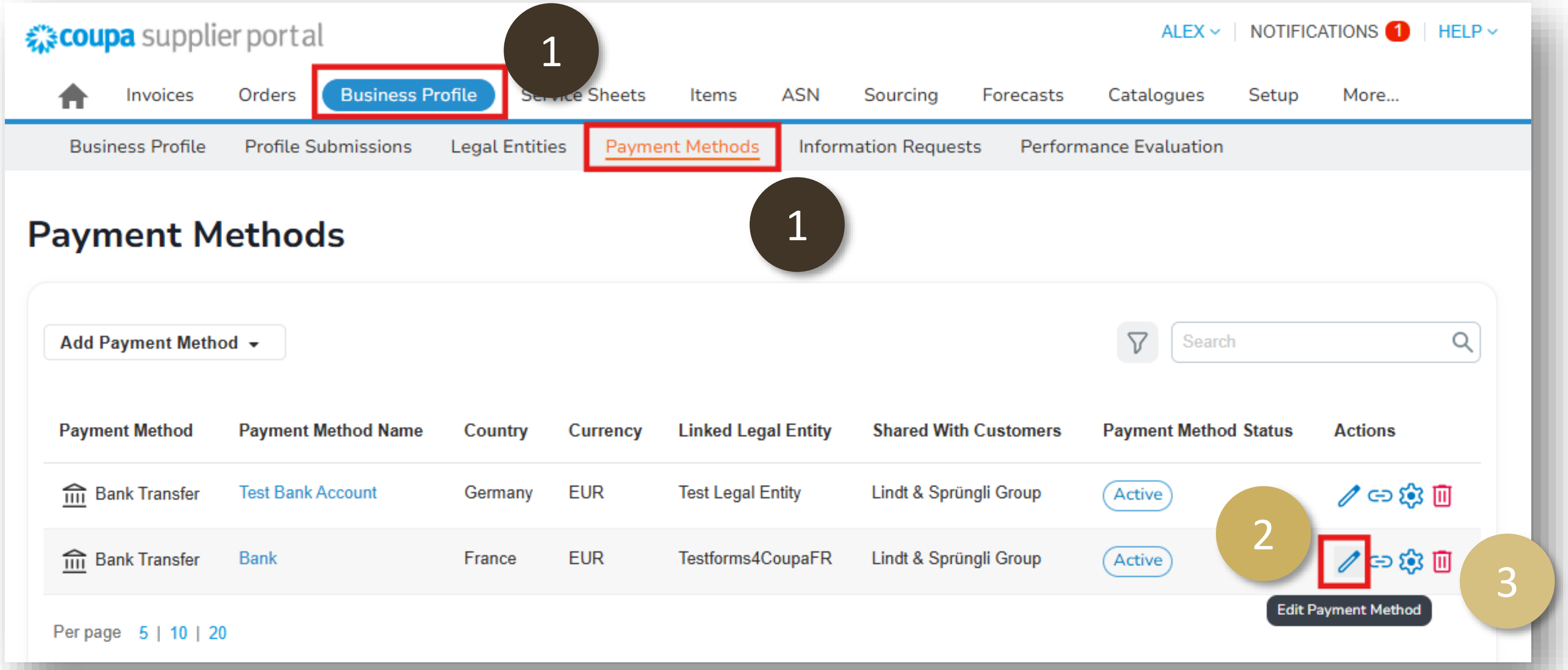
1) Go to **Business Profile** > **Legal Entities**
2) Hover over the Legal Entity you wish to modify and click on the Pencil icon (**Edit**) that appears.
3) Make the necessary changes and click on **Save**.
4) You can **delete** the Legal Entity by clicking on the red button next to “Save”.





5.5 Modify Legal Entities – Payment Methods

1) Go to **Business Profile** > **Payment Methods**
2) Click on the Pencil icon (**Edit Payment Method**) in the Actions section of the desired payment method to modify the information.
3) To delete the payment method, click on the Recycle bin icon (**Delete Payment Method**).



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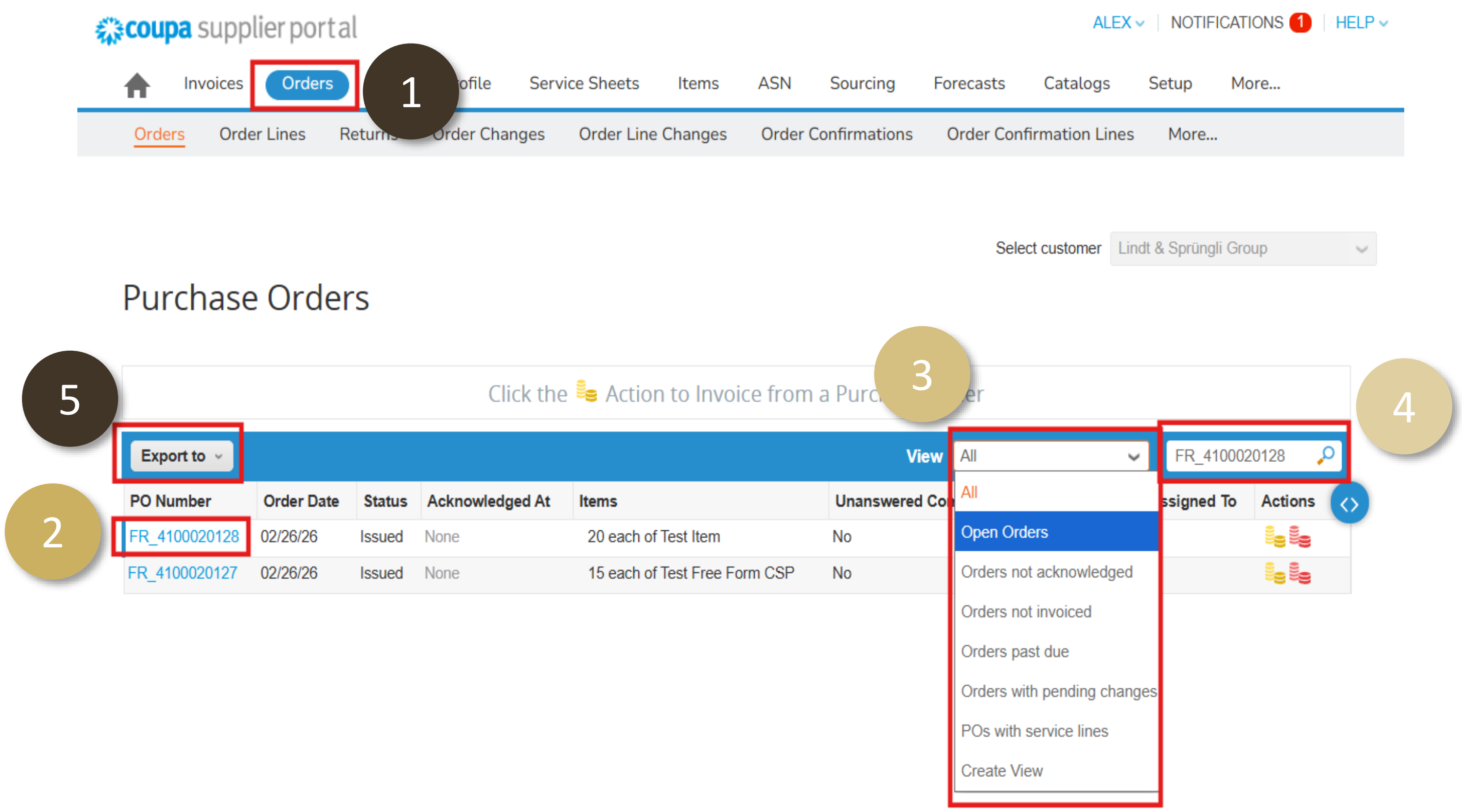
6.1 View Purchase Orders on Coupa Supplier Portal (CSP)

The CSP allows you to receive Purchase Orders (PO's), monitor their status and turn them into Invoices or Credit Notes. It also allows you to view PO's from different customers who use Coupa.

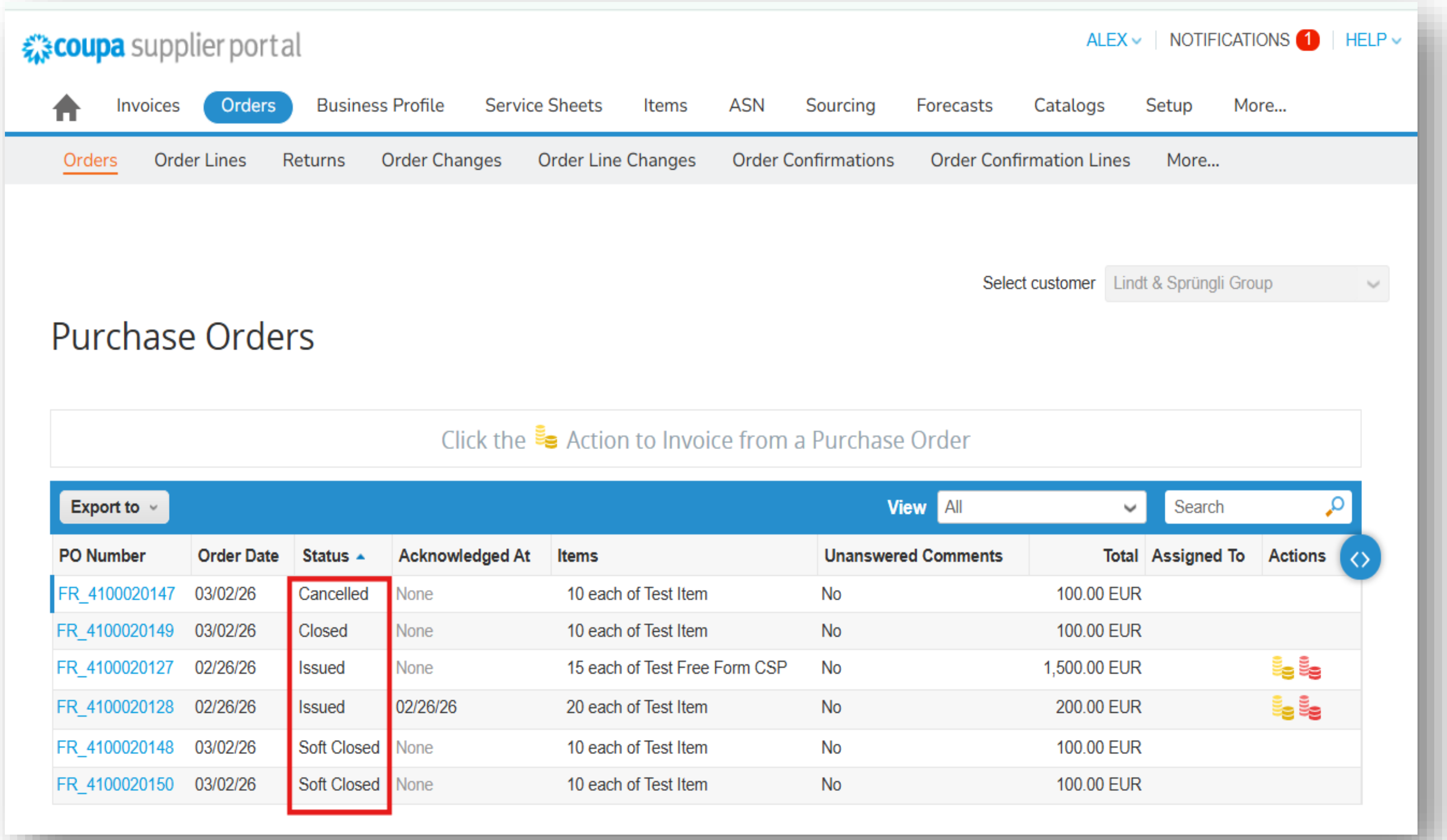
1) To **view** all the Purchase Orders raised by Lindt & Sprüngli Group, click on the Orders tab on the top toolbar, on the CSP homepage.
2) Click on a **PO number** to **open** that PO.
3) In the **View** menu, you can select an existing view form the drop-down list or create a customized view of the PO data.
4) Use the **search functionality** to find a particular PO.
5) You can also "**Export**" the information about the Purchase Orders into a File that you can download (Excel, CSV formats).



6.1 View Purchase Orders on Coupa Supplier Portal – PO Status

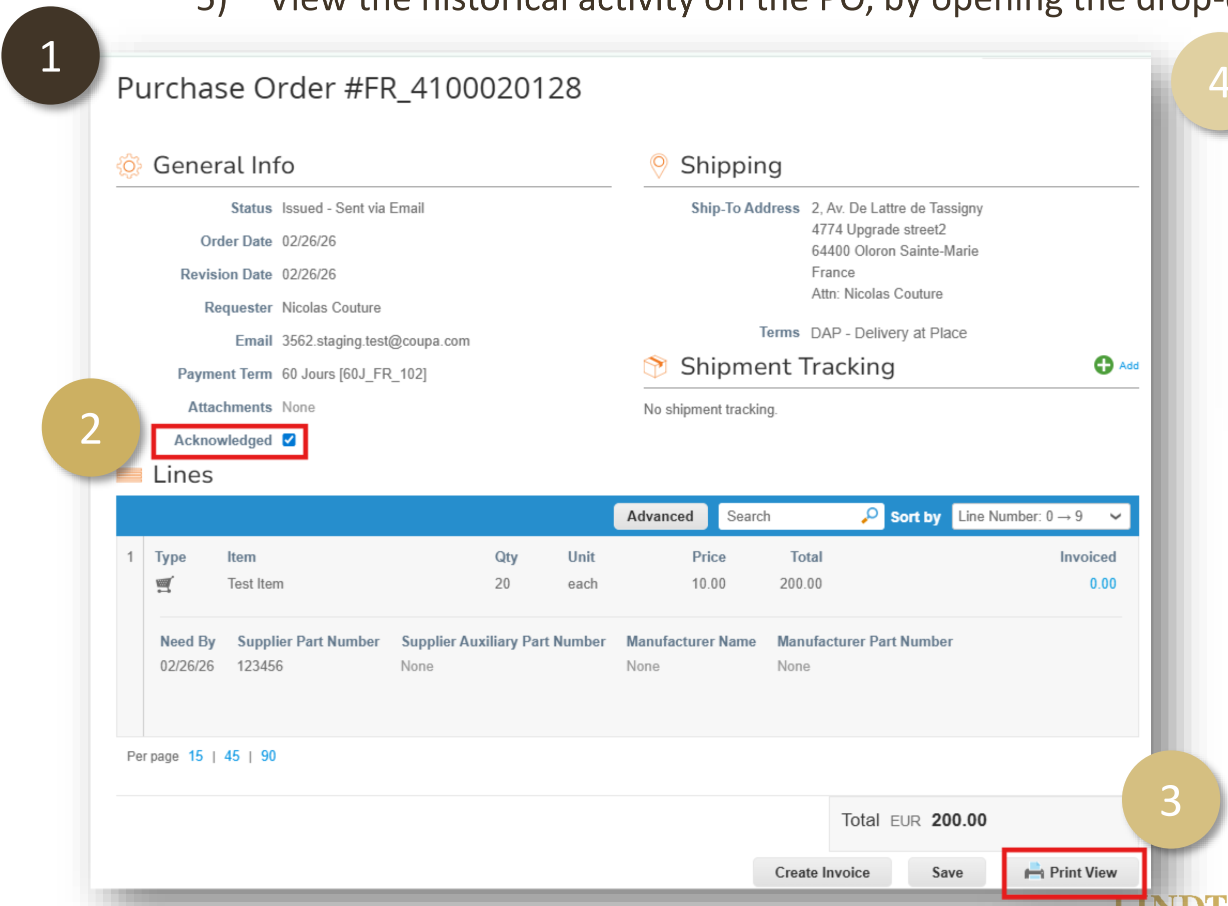
Starting with the PO number, all the orders are arranged per column. You can sort them by clicking on the different column titles, like **Status**, for example. A PO can have the following status in the CSP:

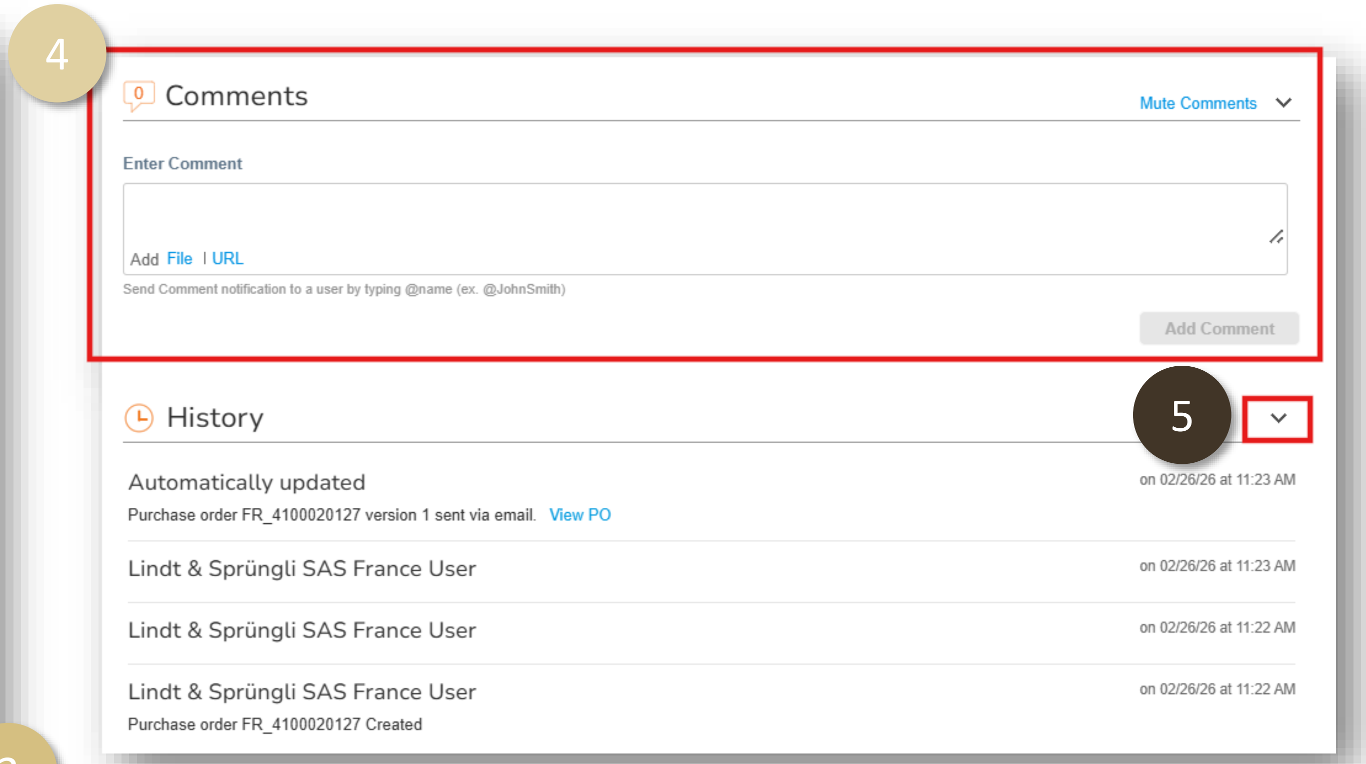
1) **Issued**: The PO was approved by Lindt & Sprüngli and sent to you as the Supplier.
2) **Cancelled**: The PO is cancelled and does not need to be fulfilled
3) **Closed**: The issued PO was received and then closed, either manually or automatically. You cannot invoice against a PO in this status
4) **Soft Closed:** The PO is closed but can be reopened. You cannot invoice against a PO in this status



6.2 Acknowledge a Purchase Order on CSP

1) After clicking on the PO number in your Orders list, within the **PO window**, you can view the **details** of the purchase order.
2) To acknowledge a PO, tick the “**Acknowledged**” box. POs must be **acknowledged within 48 hours** since delivery.
3) Click on **Print View** to access a **PDF version** of the PO.
4) View comments related to the PO on the bottom of the page under the **Comments** section.
5) View the historical activity on the PO, by opening the drop-down list in the **History** section.





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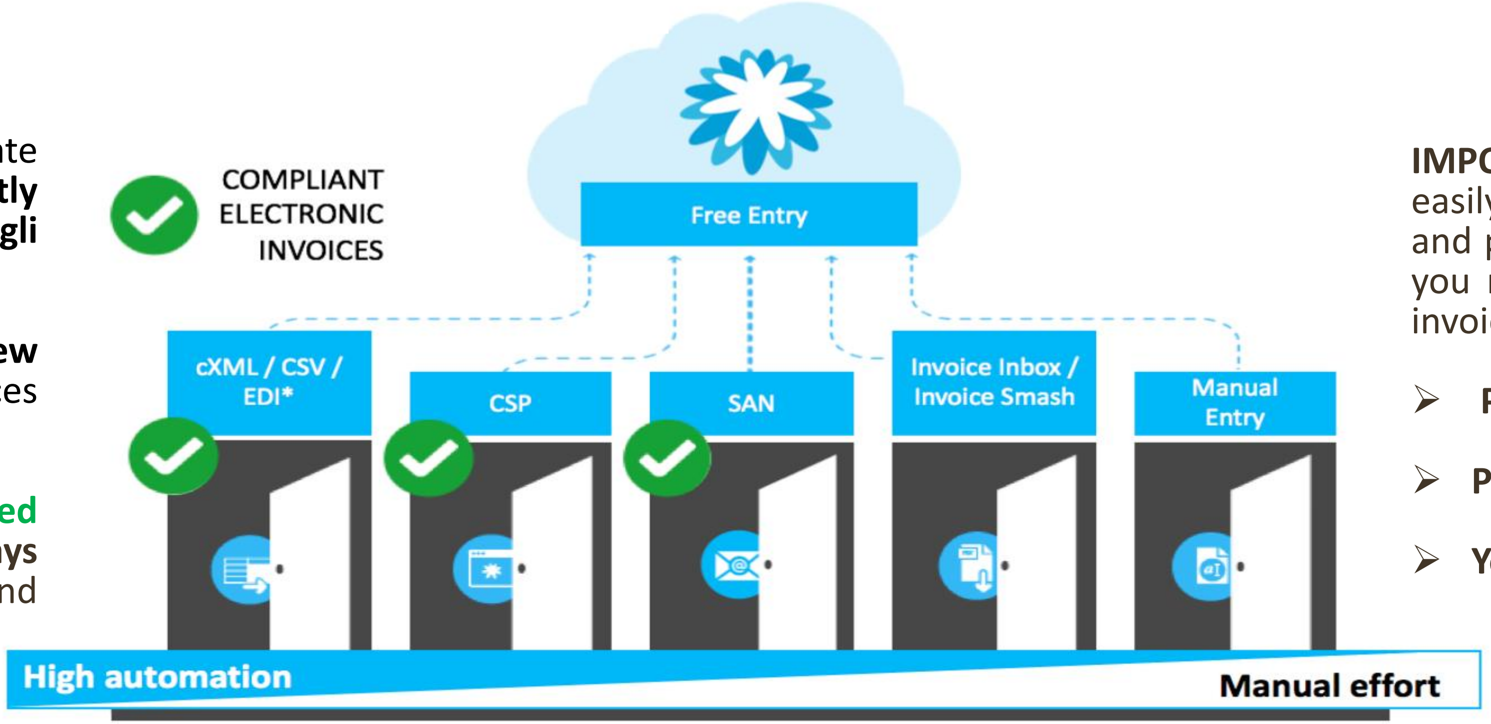
7.1 The 3 Best Free of Charge Ways to exchange POs/Invoices with Your Customers

CSP can be used to create **Invoices to send directly to Lindt & Sprüngli Group.**

On the CSP, you can **view the status** of your invoices **in real-time**.

You can see here **marked in green** the **best 3 ways** to exchange invoices and POs via CSP.



IMPORTANT: For Lindt & Sprüngli to easily match the PO to the invoice and pay you in due time, make sure you mention the following on your invoices:

- **PO number**
- **PO Requester name**
- **Your supplier number.**

cXML	Coupa Supplier Portal (CSP)	Supplier Actionable Notification (SAN)	Invoice Inbox	Manual Entry
Electronic exchange	Supplier creates invoice on portal	Supplier turns PO into invoice via email	Supplier turns PO into invoice via email	Invoice paper/scan is entered in Coupa manually by A/P

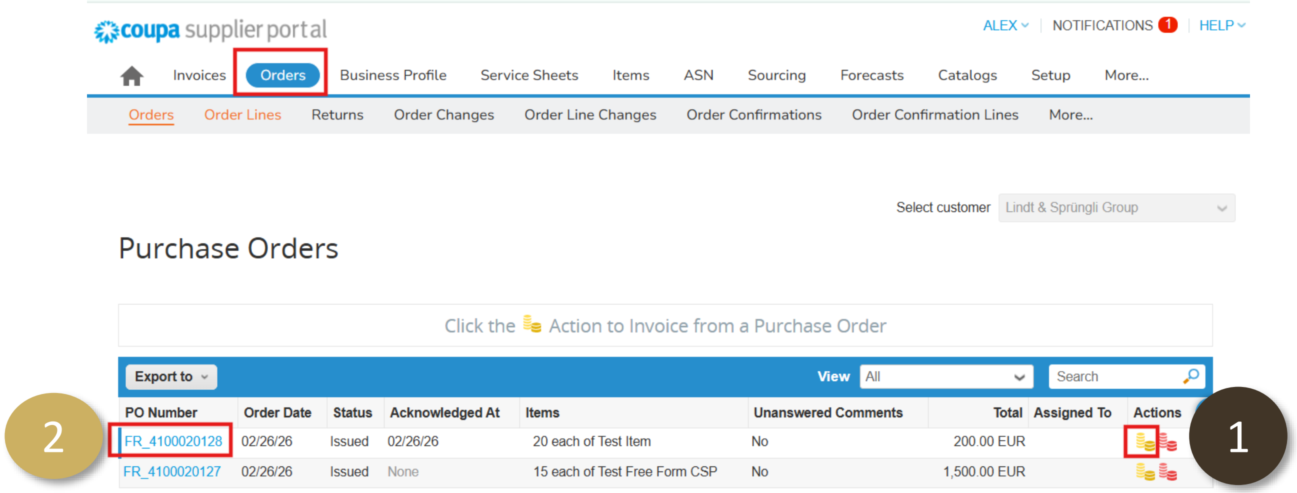
The free and various ways to connect for suppliers foster the conversion rate

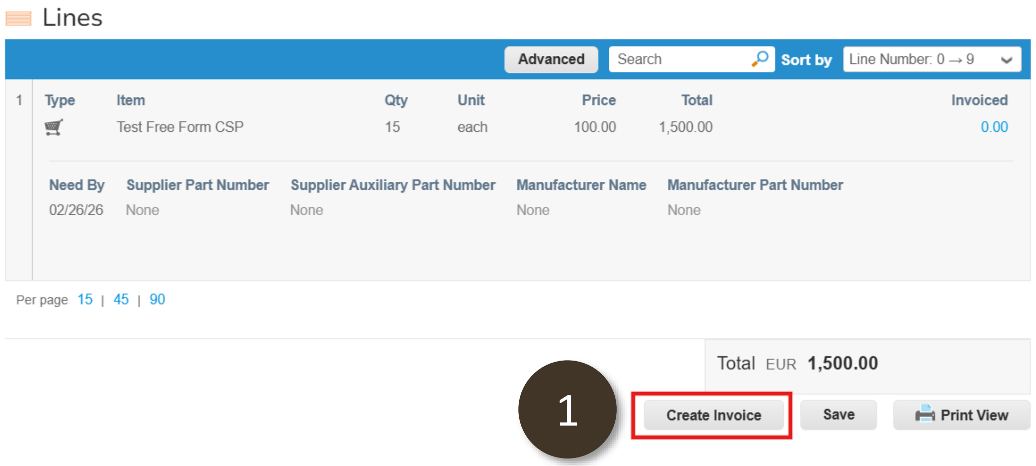
7.2 Create Invoices on the CSP – Selecting the Order

The CSP enables you to generate an invoice for Lindt & Sprüngli quickly and efficiently directly from a Purchase Order. This is known as PO Flip.

SELECTING THE ORDER : Go to the **Orders** page, identify the relevant PO line and click on either:

1. The **Yellow coins** icon situated in the **Actions** field to the right of the PO table. This takes you directly to the **Create Invoice** page.
2. The **PO Number** in the PO Number column. This opens up the Purchase Order page, which allows you to check the PO and turn it into an Invoice using the **Create Invoice** button.





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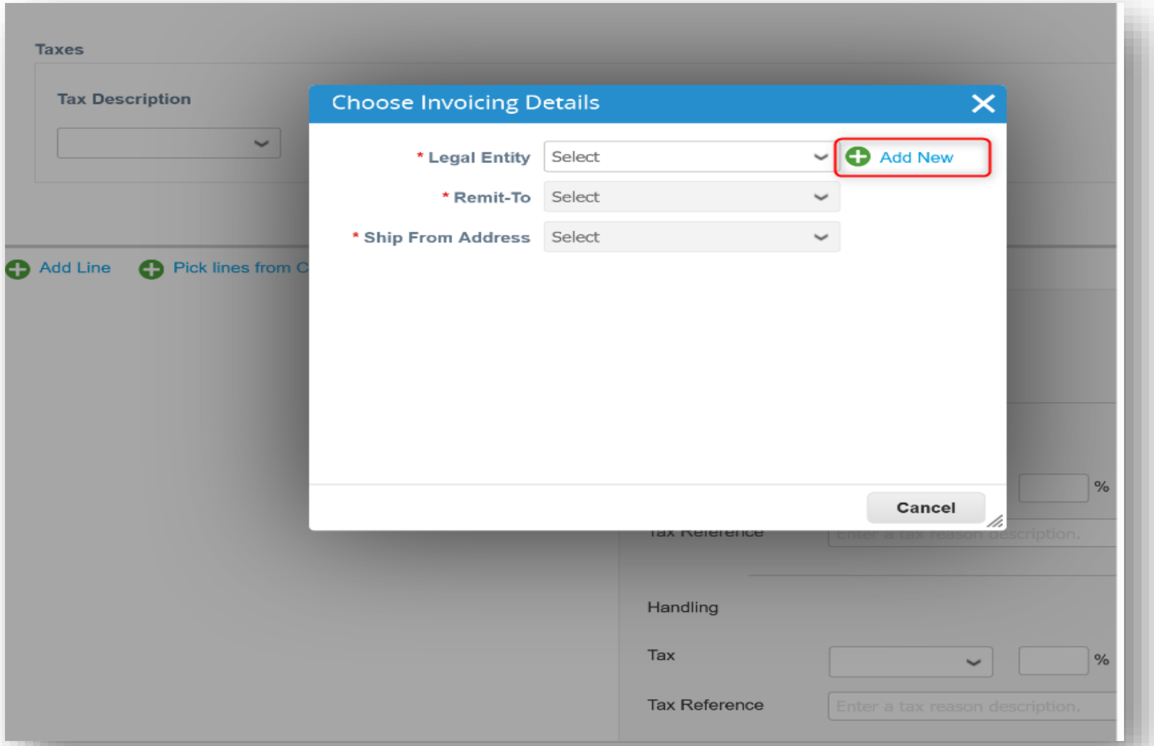
7.2 Create Invoices in the Coupa Supplier Portal – Legal Entity

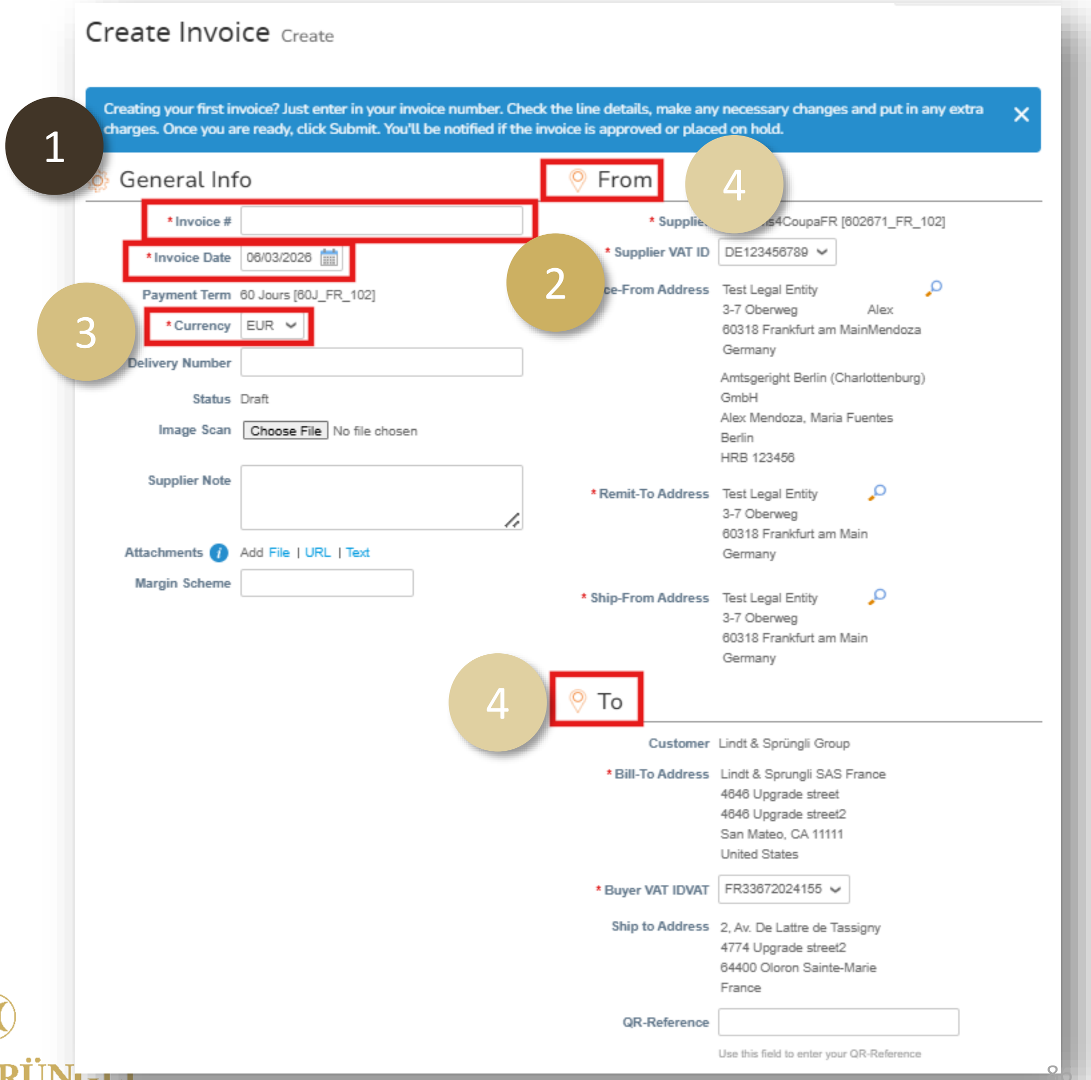
NOTE: A **pop-up screen** will appear if you have **none**, **or more than one Legal Entity** created. Select the Legal Entity you want to use.
If no Legal Entity is visible, you should click on **Add New** and you will be guided through the process to create one.
The selected or newly created legal entity is added to your invoice.
If you only have a single Legal Entity set up in the CSP this pop-up box will not appear when you create an Invoice.



7.2 Create Invoices on the CSP – General Information

GENERAL INFORMATION: Fill out the General Info. The fields marked with a (*) red asterisk are mandatory:

1. Enter your **Invoice Number.**
2. Please make sure you check and **use the correct invoice date**, as it defaults to the current day.
3. **Currency** defaults to the currency the **PO** was created in as it needs to align to it.
4. The **From** and **To** sections of the invoice will be auto populated from your invoicing setup in the CSP. You can **update** an **invoice from**, a **remit-to**, and/or a **ship from** address by clicking on the corresponding **Search icon** in the **From** section and selecting or creating details. If you need to create a Legal Entity, you will be guided through the process.



7.2 Create Invoices in the Coupa Supplier Portal - Markets

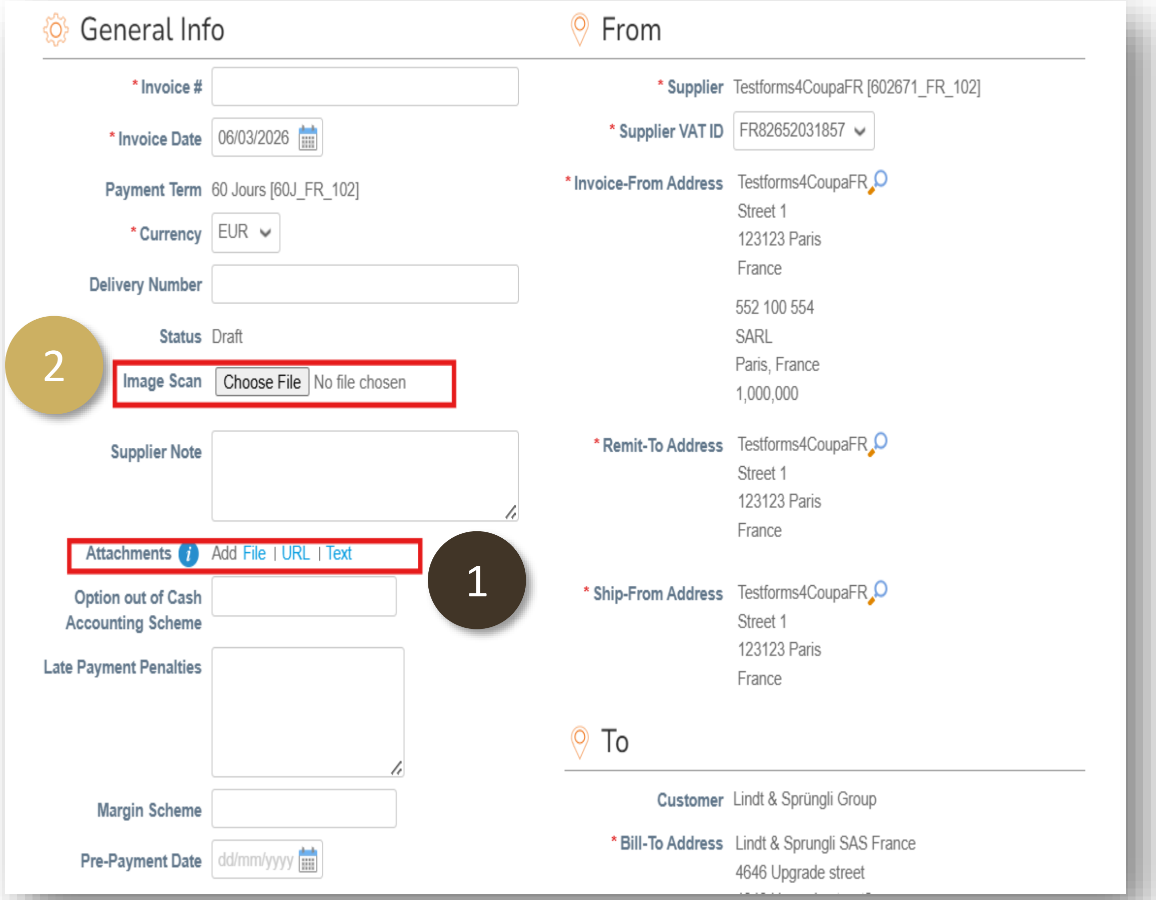
NOTE: COMPLIANT vs NON-COMPLIANT INVOICING MARKETS*

1 If you are in a **Compliant Invoicing Market**, the **invoice you** create in the CSP is legally compliant and **you should NOT attach the original Invoice** you may have created in your other systems or processes. Supporting files such as a breakdown of the Invoicing details can be attached using the **Attachments** field (up to **100 MB**, **PNG**, **GIF**, **JPG**, **JPEG**, **PJPEG**, **TIFF** or **PDF**).

2 The **Image scan** is **mandatory** if you are invoicing in a **Non-Compliant Invoicing Market**. You **MUST attach a PDF of your invoice** here. The system will not allow you to submit an invoice without the Image scan being attached.

Non-compliant invoicing markets: Taiwan Region, Macau S.A.R., Russia, Ukraine, Turkey.

*Please refer to the market overview list in the next slide.



Coupa Compliant E-Invoicing Countries

- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Canada
- China
- Colombia
- Croatia
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hong Kong
- Hungary
- India
- Ireland
- Italy
- Japan
- Latvia
- Lithuania
- Luxembourg
- Malaysia
- Malta
- Mexico
- Montenegro
- Myanmar
- Namibia
- Netherlands
- New Zealand
- Norway
- Pakistan
- Poland
- Portugal
- Romania
- Saudi Arabia
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- South Korea
- Spain
- Sweden
- Switzerland
- UK
- United Arab Emirates
- USA

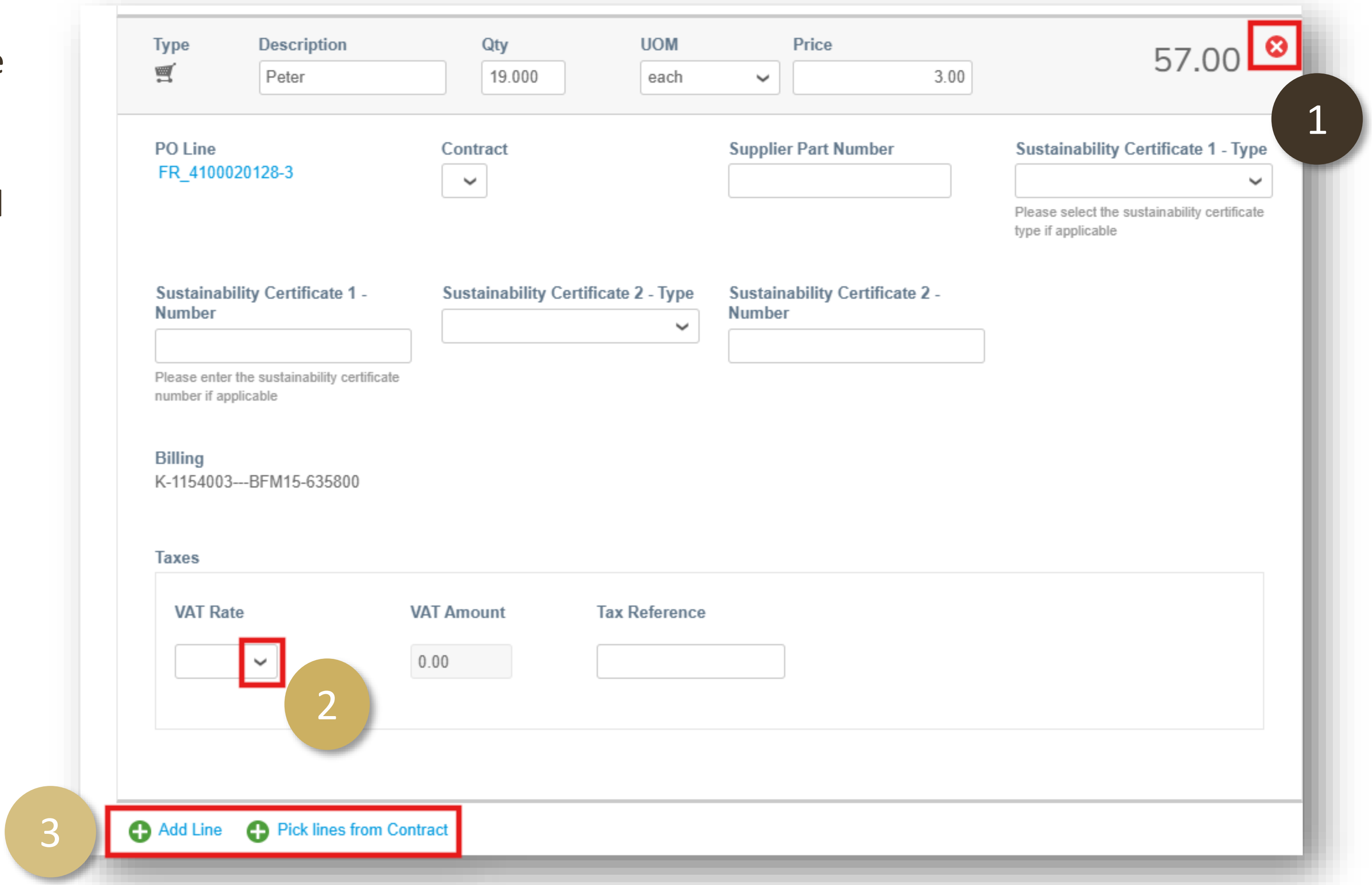
7.2 Create Invoices in the Coupa Supplier Portal – Invoice Lines

INVOICE LINES AND TAXES: Validate the Purchase Order lines and select what you want to Invoice.

1. You can **remove a line** by clicking on the **red X** on the **Invoice line** . If you are not invoicing for the entire Purchase Order, you should **delete the unused lines** to avoid confusion.

2. If applicable, add a (**VAT Rate**) from the **drop-down** list. If applicable different Tax Rates can be applied to different lines on the invoice.

3. You can click on Add line, if you wish to add an invoice extra line.



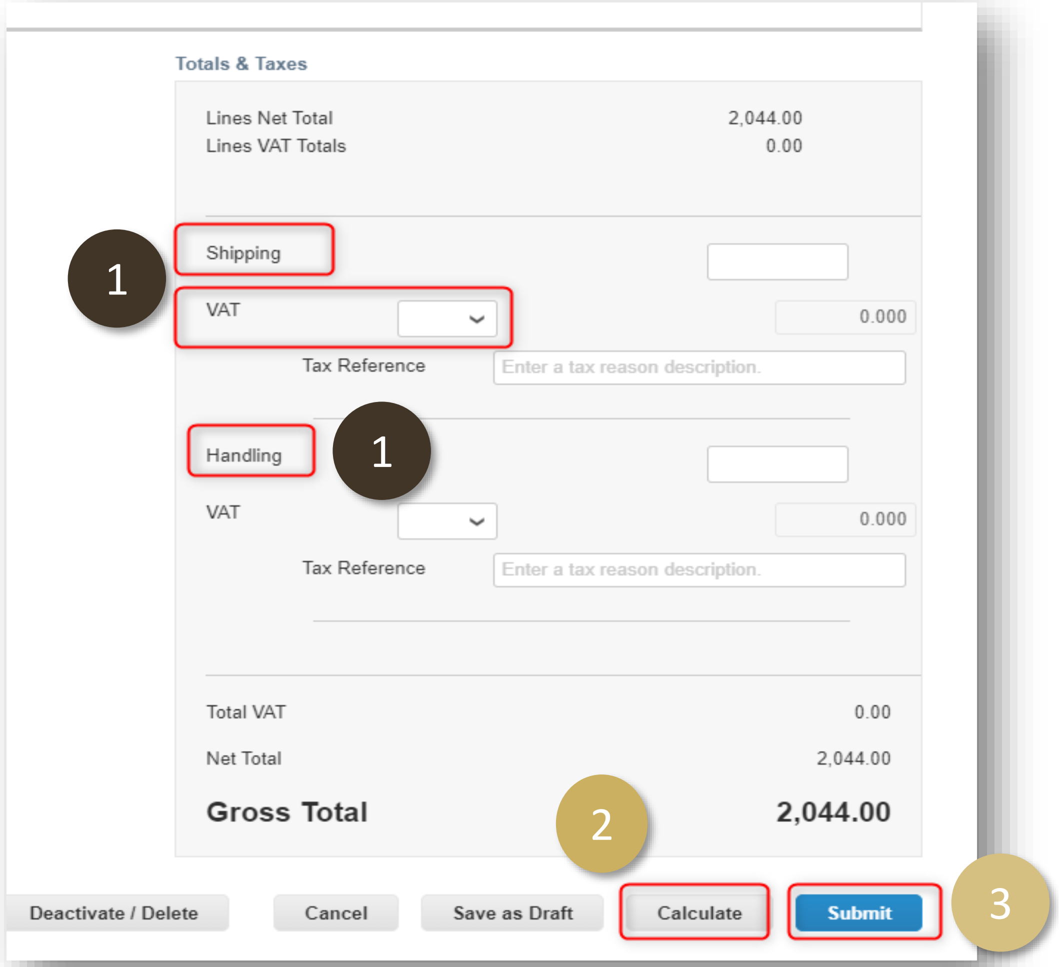
7.2 Create Invoices in the Coupa Supplier Portal – Final Steps

1 **ADDING ADDITIONAL COSTS:** The **Totals & Taxes** section of the invoice is used to enter **shipping** and **handling** costs. You should also select the applicable tax rate for these costs. Please note only costs approved by Lindt & Sprüngli should be added to these fields.

2 **Do not forget to click** the **Calculate** button to obtain the gross total amount including relevant tax.

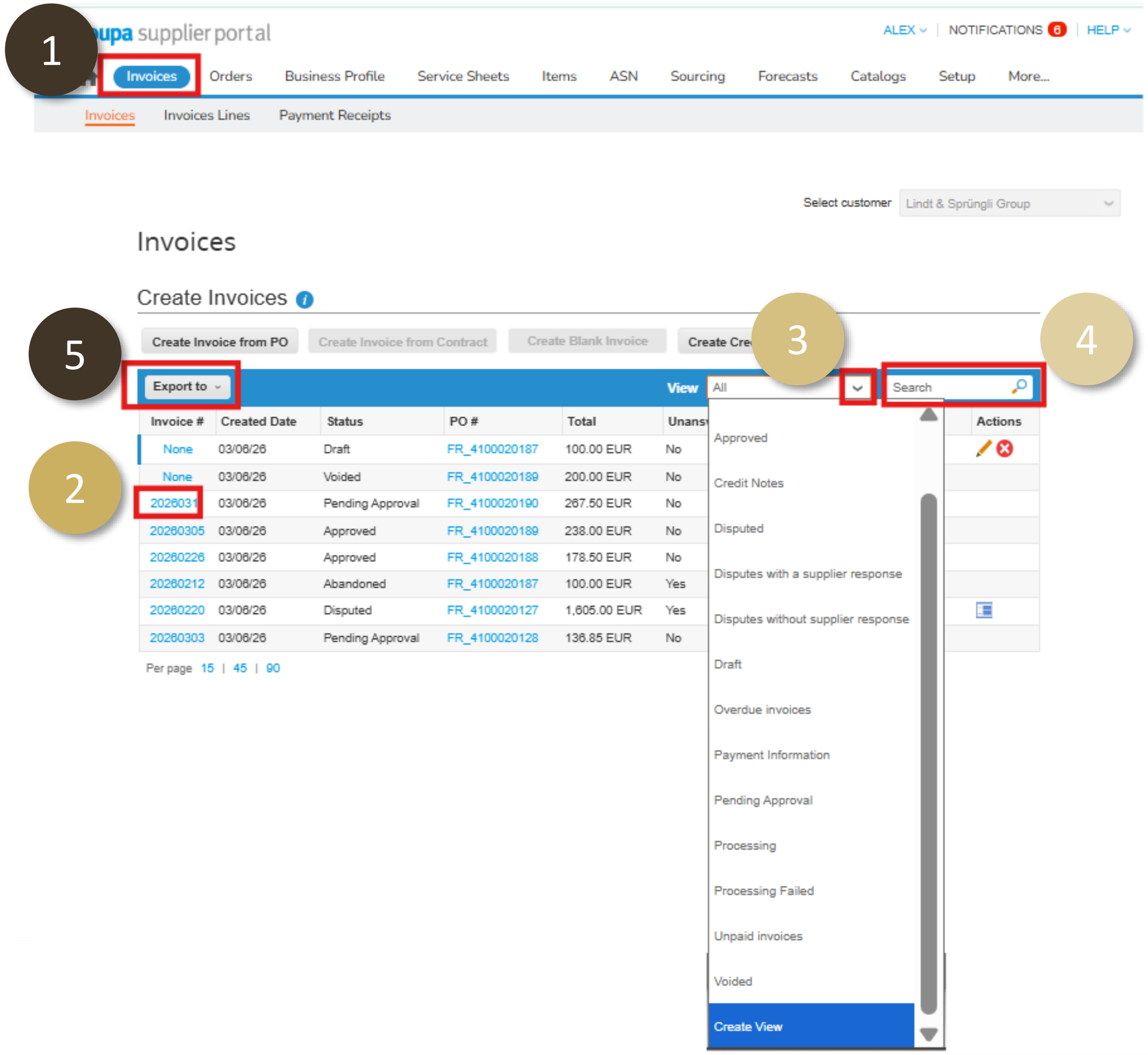
3 **SUBMITTING INVOICES:** Invoices can be created and saved as a draft before being submitted. Draft invoices can be deleted or cancelled. **Submit** the invoice. You can also add comments for Lindt & Sprüngli Group.

Congratulations, you have created a legally compliant Invoice! It has now been delivered to Lindt & Sprüngli for processing. The Status of the Invoice will be visible on the Invoice tab.



7.3 View Invoices on CSP

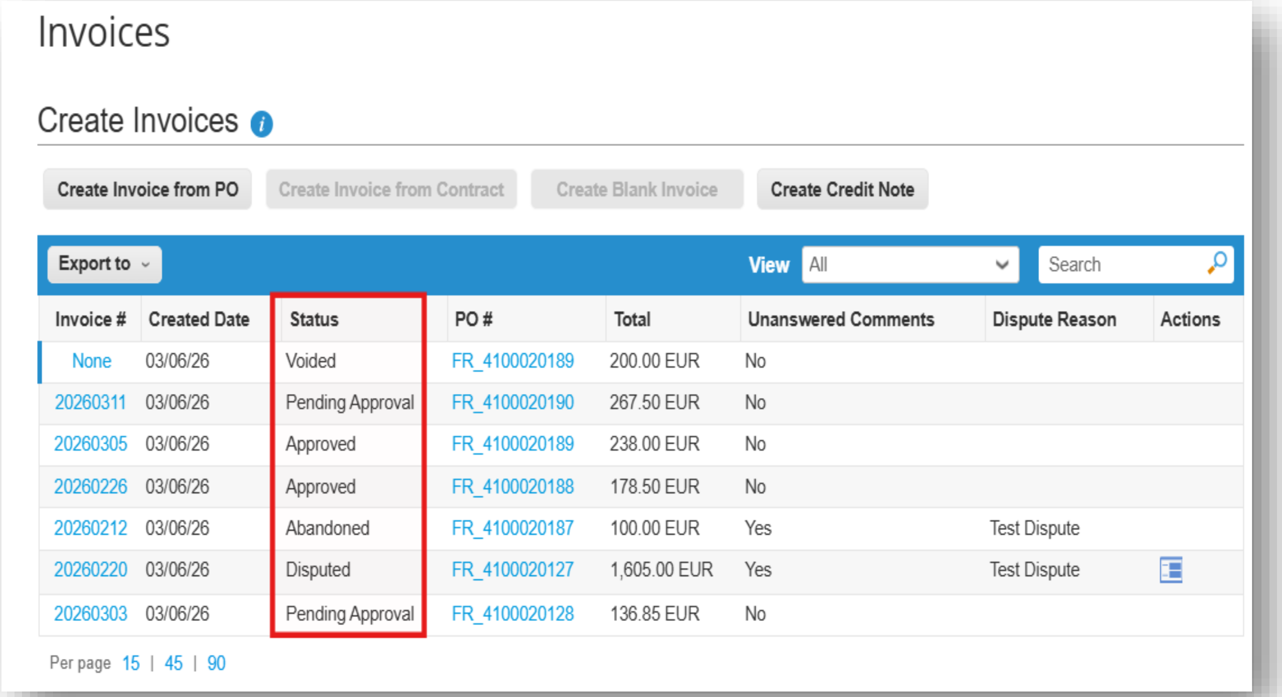
1) The **Invoice** page shows all the Invoices you have created.
2) Go to the **Invoice #** column**,** then click on a specific invoice number to open the Invoice page and find detailed information.
3) In the **View** menu, you can select an existing view from the drop-down list or create a customized view of the Invoice data.
4) Use the **search functionality** to find specific invoices.
5) You can also "**Export**" the information about the invoices a file that you can download (Excel, CSV formats).



7.3 View Invoices on CSP – Invoice Status

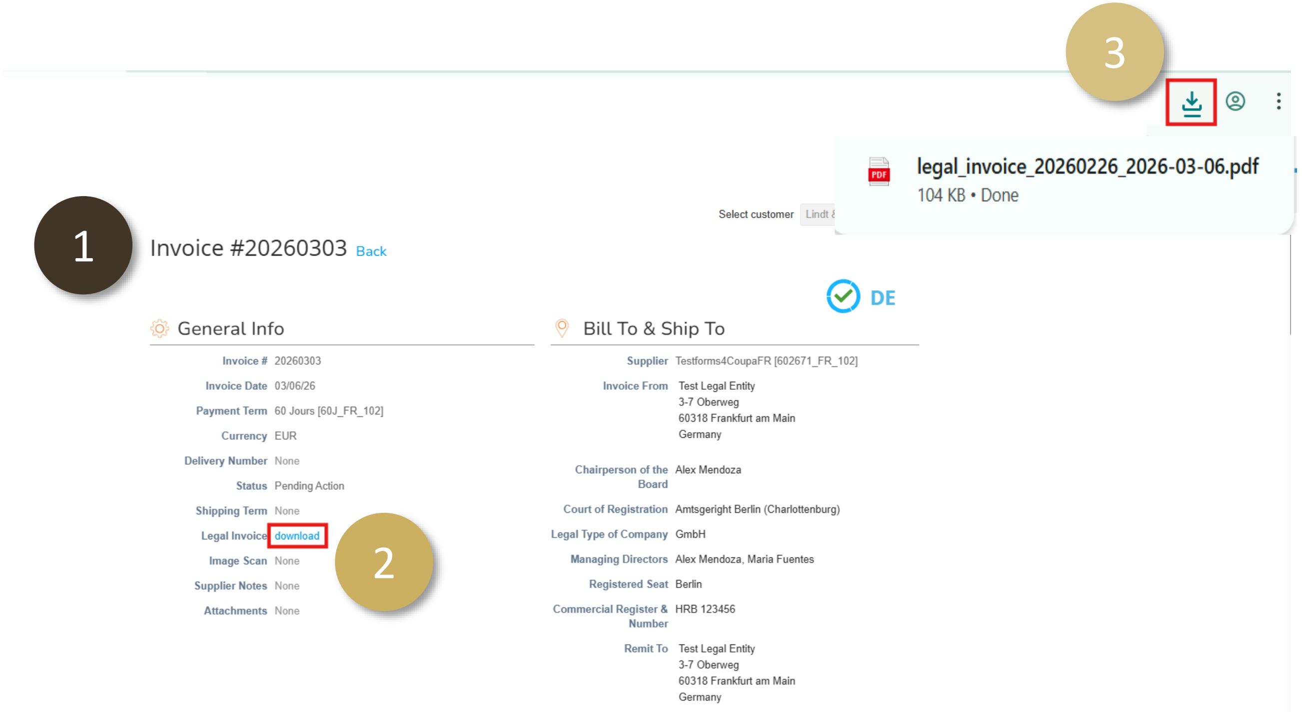
An Invoice can appear with the following status on CSP:

1) **Approved**: The invoice has been approved for payment and will be paid at the next payment campaign, based on the agreed payment terms.
2) **Abandoned:** the disputed invoice has been abandoned.
3) **Disputed**: the invoice has been submitted to Lindt & Sprüngli yet.
4) **Pending Approval**: the invoice needs an approval from Lindt & Sprüngli Group, before an approval workflow can be triggered.
5) **Processing**: after having been submitted, the invoice is being processed to be sent for approval.
6) **Voided**: the invoice was revoked.



7.3 View Invoices on CSP – The Invoice Page

1) Once you click on a specific invoice number from your invoice list, the invoice page opens, where you can view all the details of the invoice.
2) To view the Legal Invoice, click on download next to it
3) This will open a .PDF version of the VAT legal invoice, which can be printed or downloaded.



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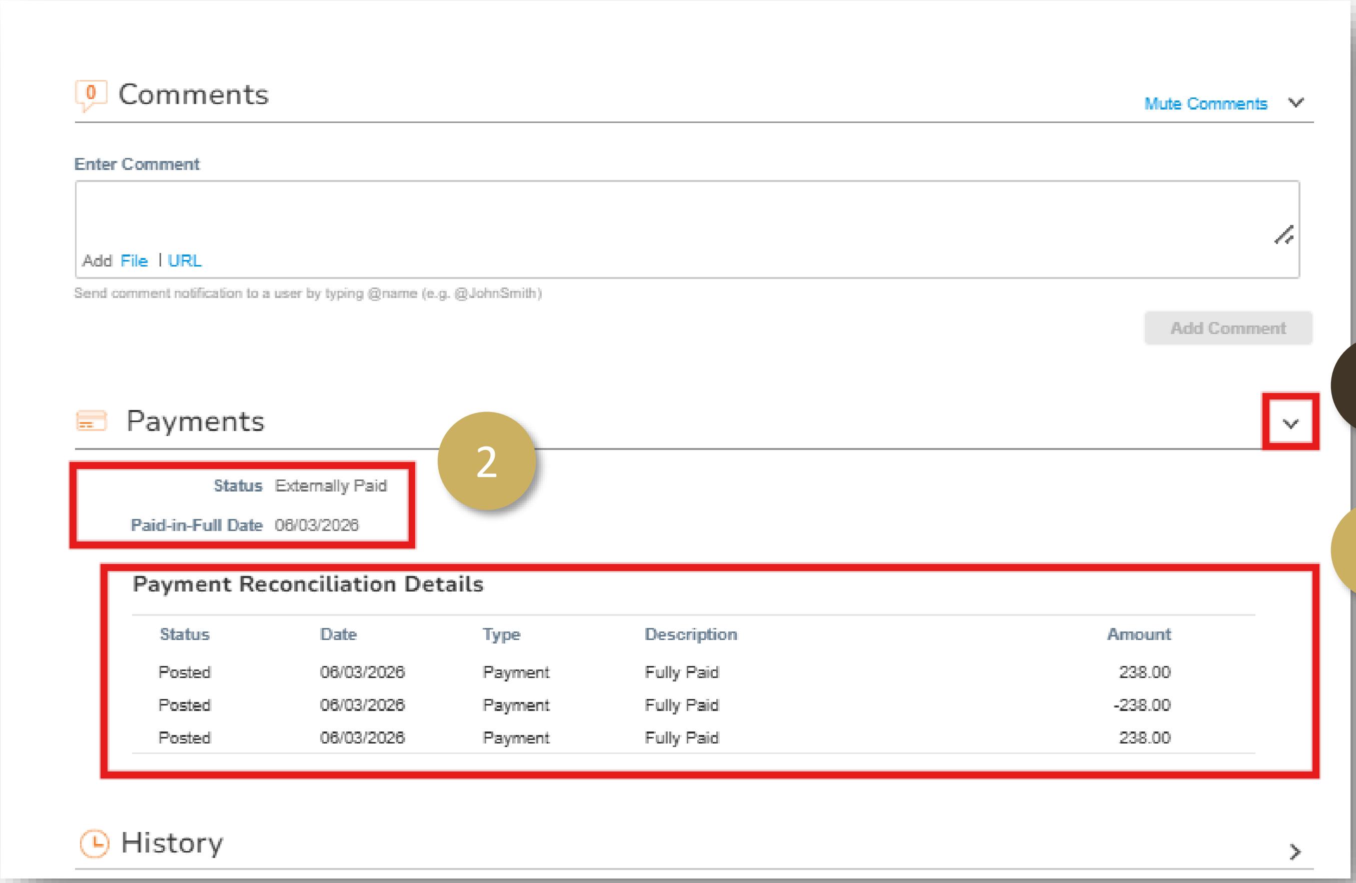
7.3 View Invoices on CSP – View Payment Details

1) If your invoice is in status **Approved**, you can see the payment details on the invoice page, by scrolling down to the **Payments** section
2) This section displays the **payment status**, **paid-in-full date**, and all the related **payment reconciliation details**.



1

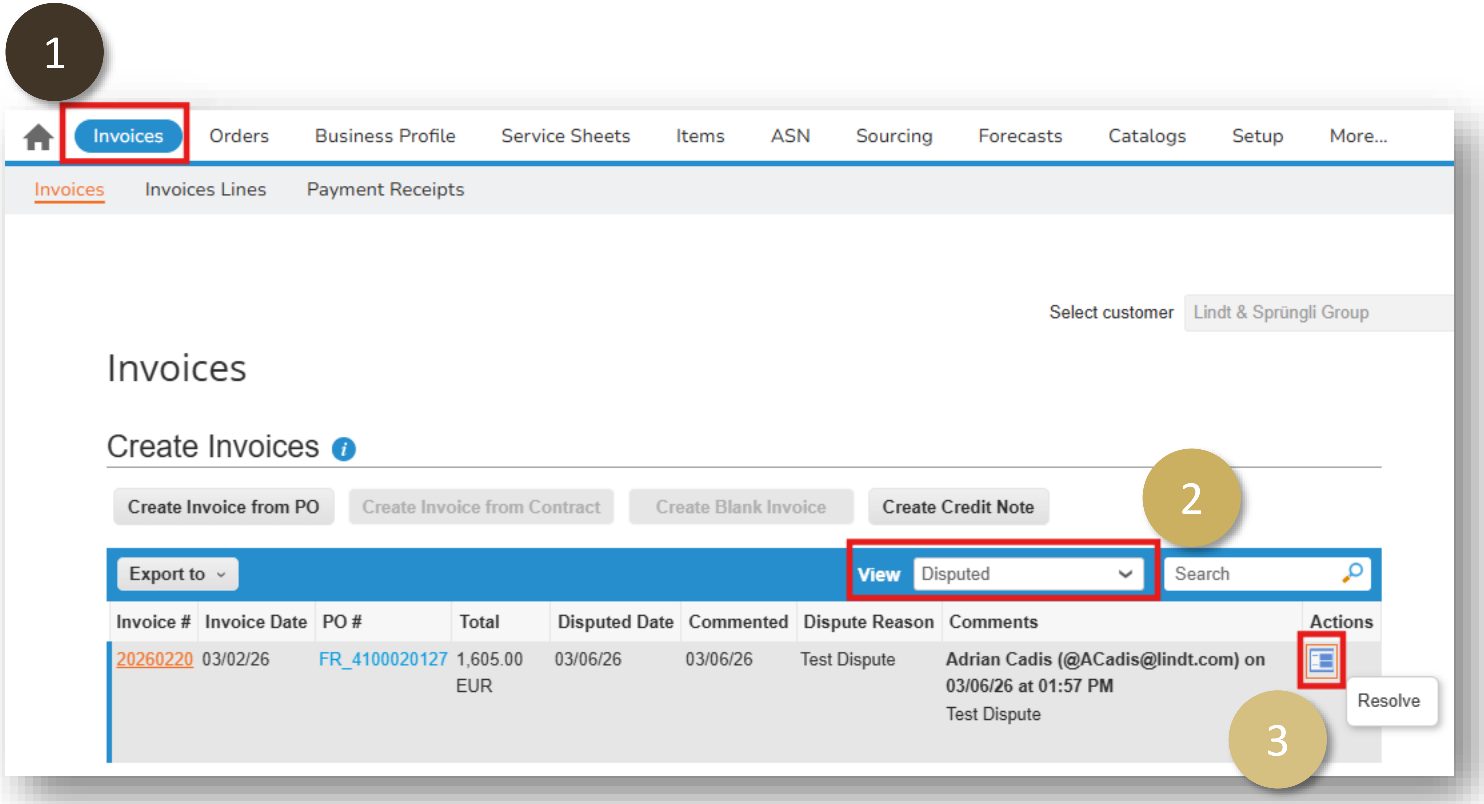
2

2

7.4 Create a Credit Note on CSP – Resolve Options for a Disputed Invoice

Credit Notes can be created when either an **Invoice has been disputed** by Lindt & Sprüngli Group, or when a **mistake on an Invoice** was noticed after it was submitted. Credit Notes can cover **part or all of the Invoice amount**.

1) Click on the **Invoices** tab.
2) In the **View** tab, choose **Disputed.**
3) Click on the **Resolve** action button.



7.4 Create a Credit Note on CSP – Resolve Options for a Disputed Invoice

There are two resolution options for a disputed invoice:

1) For a **COUPA COMPLIANT INVOICING MARKET**:

   a) Click on the disputed invoice. The invoice screen will appear with a description of the resolution options at the top.
   b) Based on the disputed reason, scroll down to the bottom of the page and select one of the two options below:
      - **Cancel Invoice** – this will create a credit note for the full amount invoiced.
      - **Adjust** – this will take you to an editable screen
   c) The Create Credit Note screen will appear.

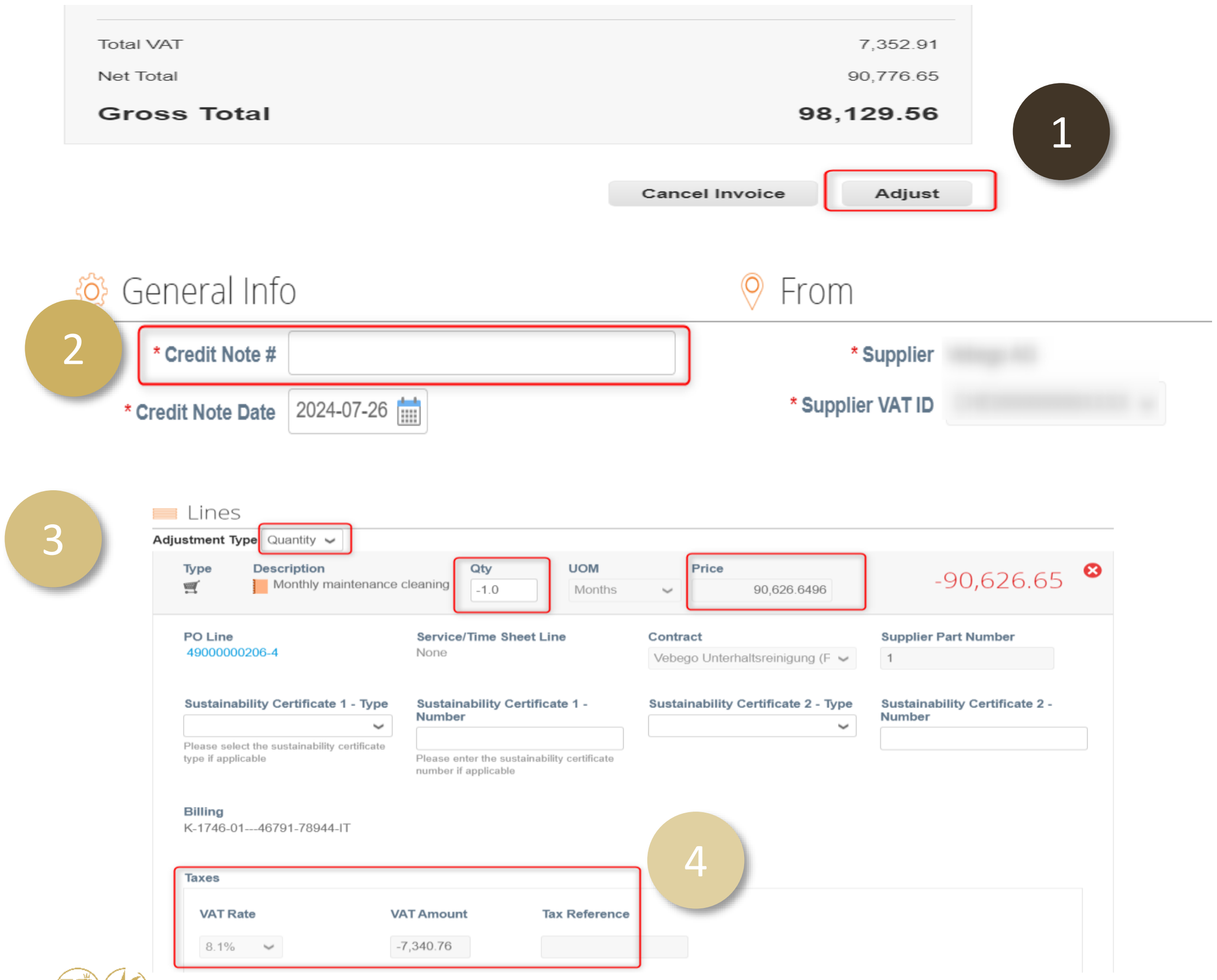
2) For a **COUPA NON-COMPLIANT INVOICING MARKET**: A message at the top of the invoice screen presents the options for resolution. You can choose one of the options below, which are on the same editable screen used when creating the invoice:

   - **Void** the invoice entirely
   - **Correct** the invoice

7.4 Create a Credit Note on CSP – Adjust an invoice

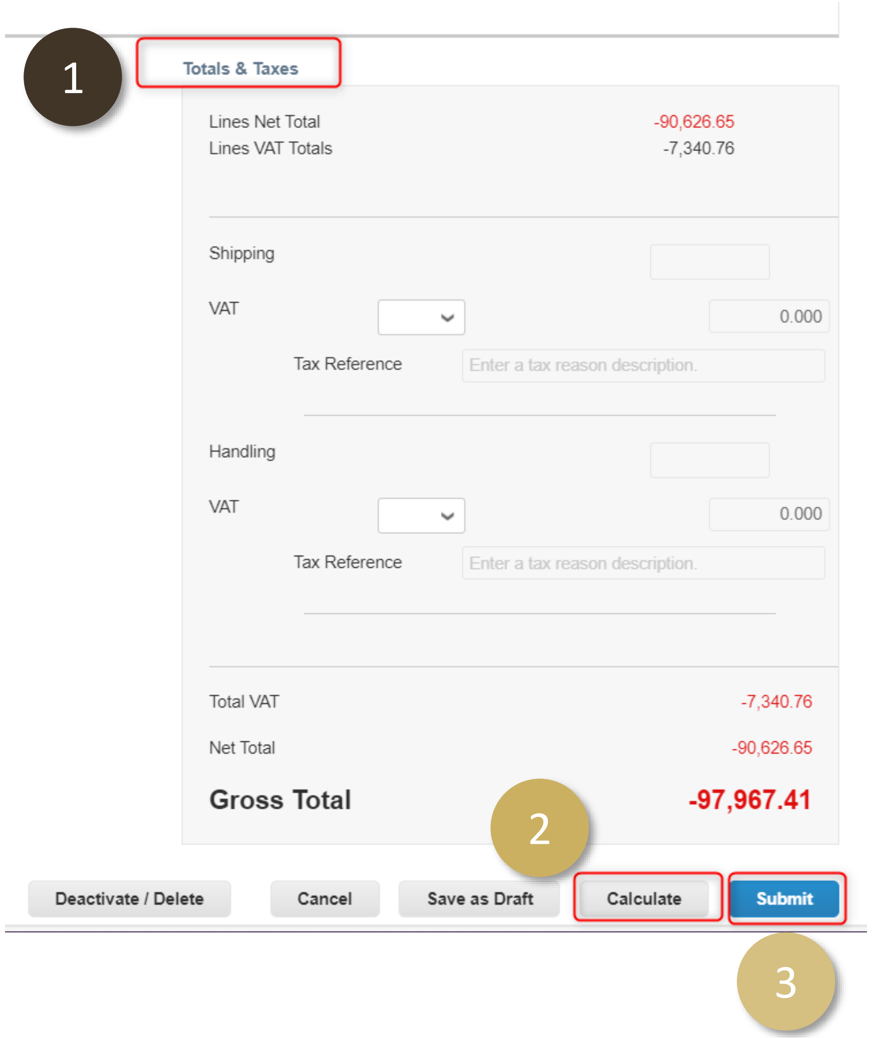
1) After opening the disputed invoice, click on **Adjust.**
2) Give the Credit Note a **number**.
3) If the line is:
   - **quantity-based**, enter a **negative quantity** and leave the **price** as **positive**
   - **price-based**, and only contains a price field, enter a **negative price** adjustment.

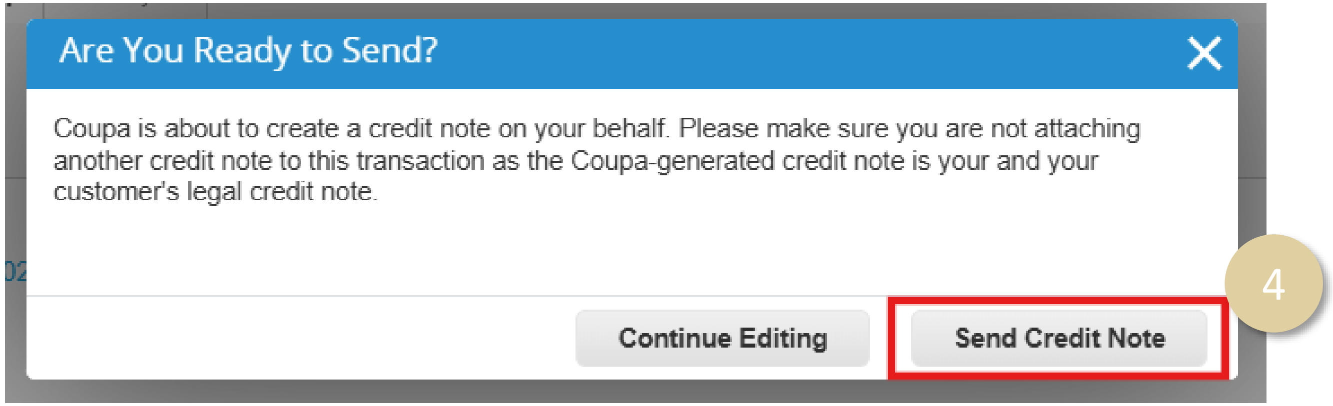
4) Add the **tax description rate**. Note that you will have to add taxes at the line level.



7.4 Create a Credit Note on CSP – Adjust an invoice – Final Steps

1) Scroll down to see the **Totals & Taxes** section
2) Click **Calculate** to finalize the totals, taxes and verify.
3) Click **Submit** to send Lindt & Sprüngli the Credit Note.
4) Finally, **confirm** that you wish to Send Credit Note in the pop-up confirmation window.





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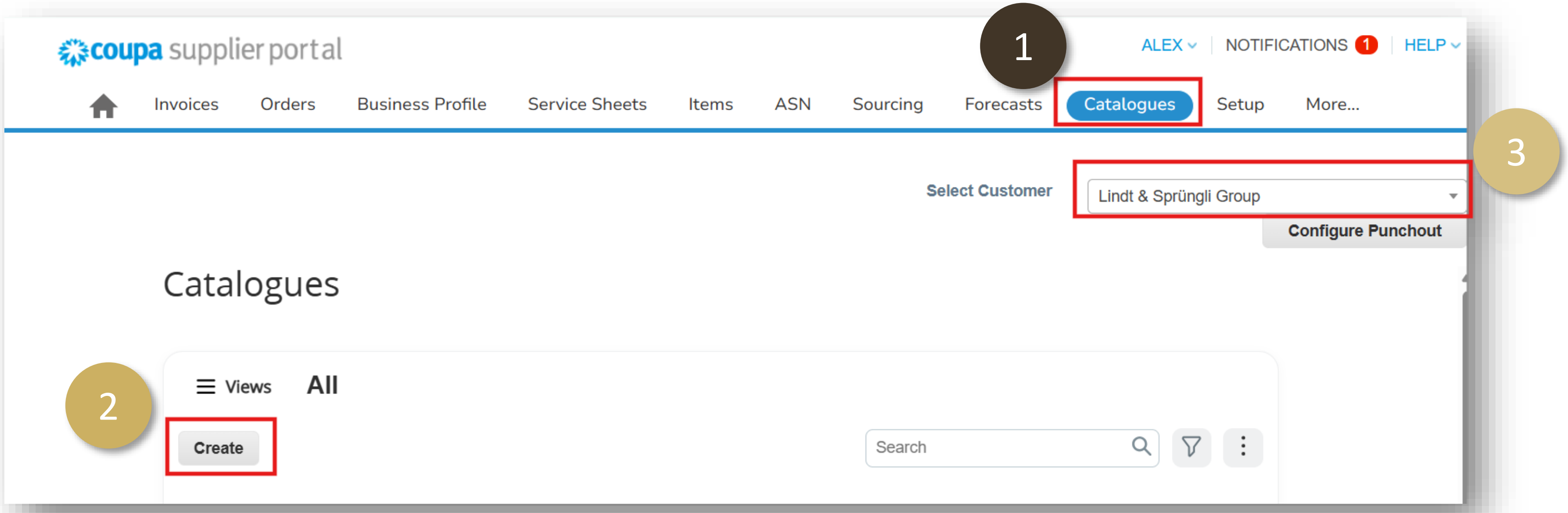
8.1 Set Up a Supplier Hosted Catalogue on CSP - Homepage

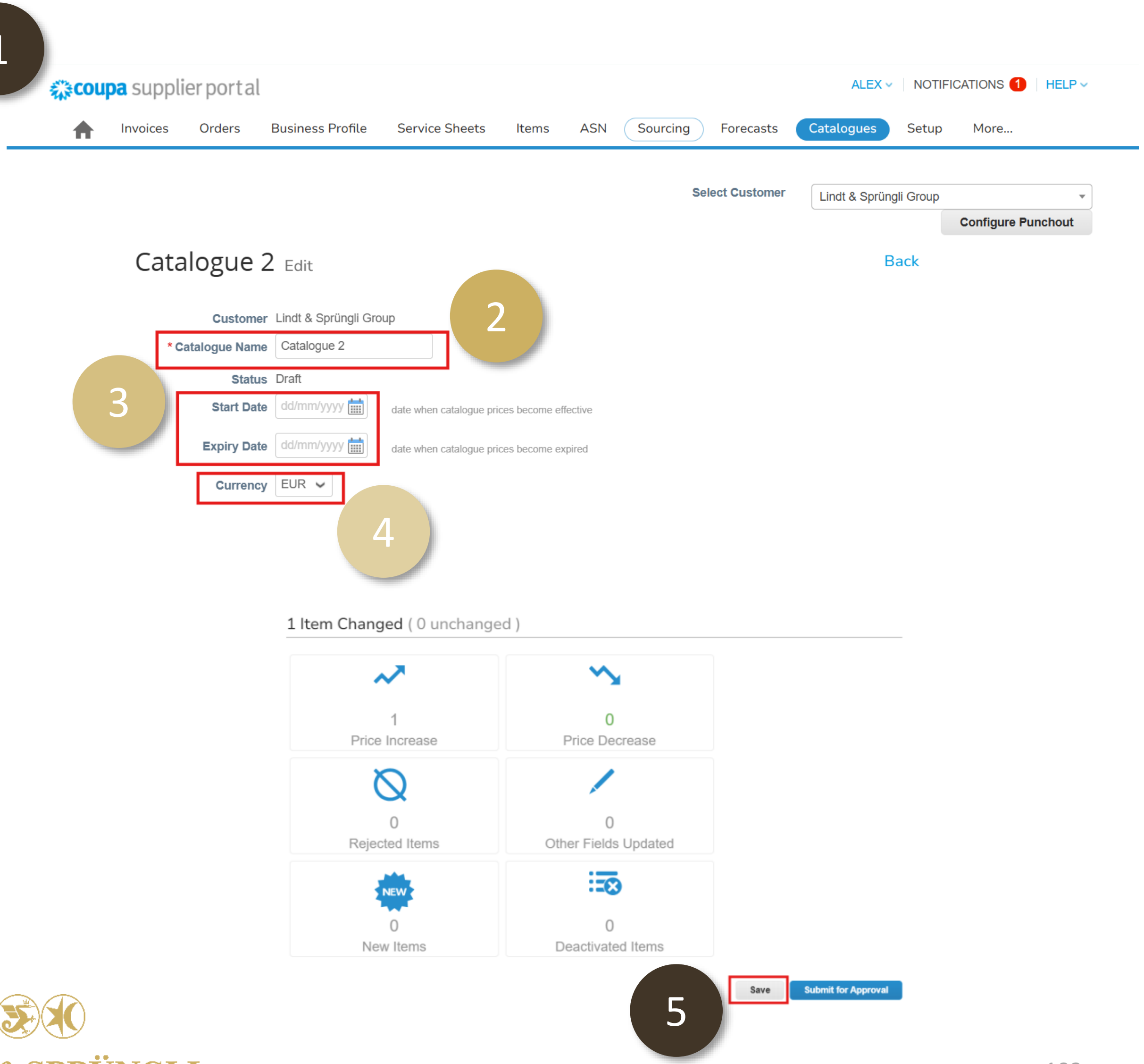
With the CSP, each Supplier can create and host their own Catalogues and offer them digitally to Lindt & Sprüngli or any other customer. Enabling Lindt & Sprüngli business users to order directly from a Catalogue ensures the most up-to-date accuracy of products, descriptions and prices.

1) After logging in to the CSP, click on the **Catalogue** tab at the top of the page. If this tab is hidden, ask your CSP administrator to adjust your permissions via the Setup tab.
2) Click on the **Create** button, to create a new catalogue
3) Ensure you are creating the catalogue for **the correct customer** (you may be linked to multiple customers via the CSP).



8.1 Set Up a Supplier Hosted Catalogue on CSP - Add Catalogue Information

1) After clicking on the Create button, the catalogue detail creation page appears. The first field identifies the Customer your Catalogue relates to. Please note that the fields marked with a red asterisk (*) are mandatory.
2) Provide the catalogue name.
3) Add the catalogue **Start Date** – this is the date the items in the catalogue become available to buy for Lindt & Sprüngli users. Enter the catalogue **Expiry Date** – this is the date items are available until. These 2 dates might represent a 12-month period linked to a contract for example. The items offered in the Catalogue will only be valid between the Start Date and Expiry Date
4) Select the **Currency**. This is likely to be the same as the Invoicing Currency you typically use with Lindt & Sprüngli Group
5) Click on **Save** when the details have been completed.

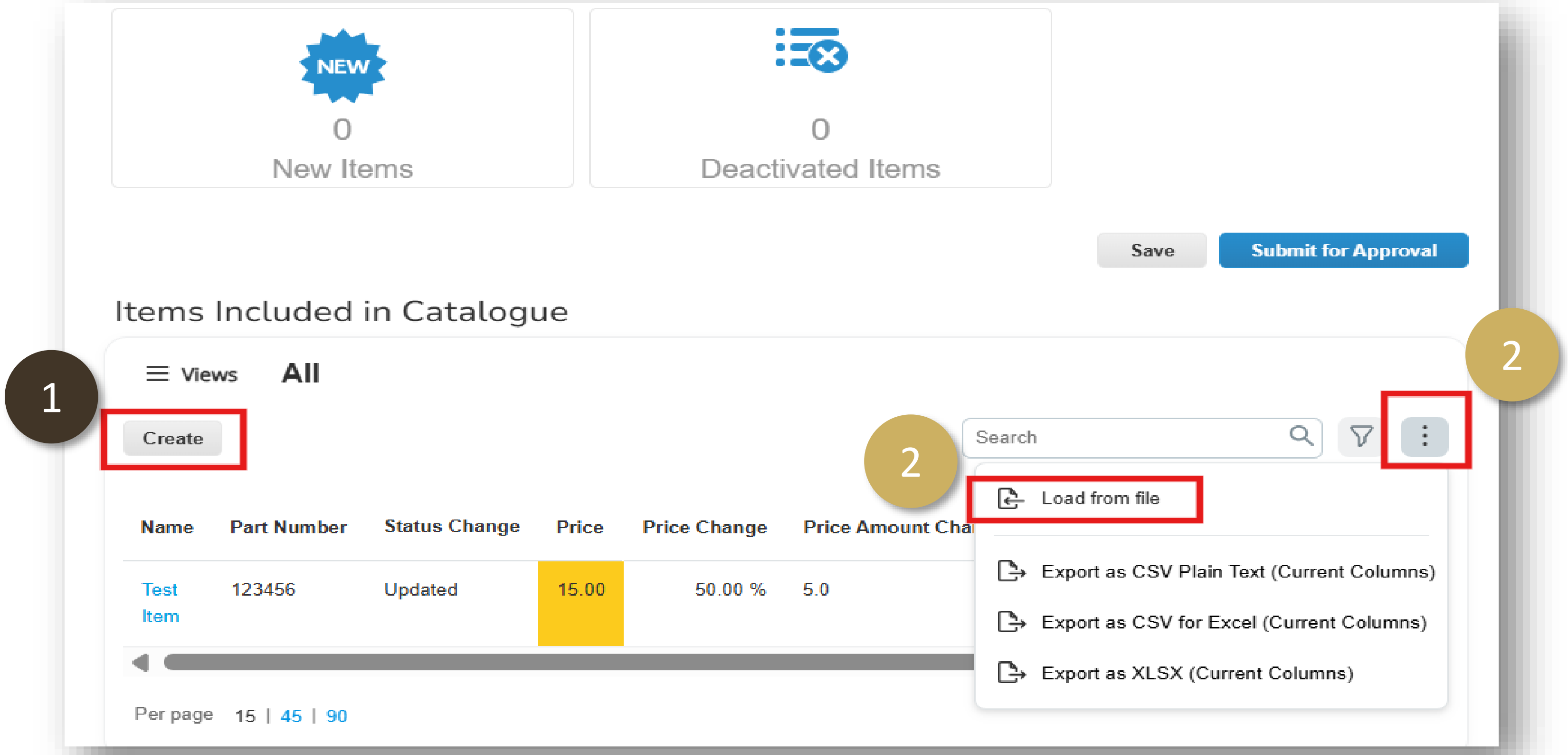


8.1 Set Up a Supplier Hosted Catalogue on CSP – Create items

After you have created the Catalogue, please scroll down to add items to your Catalogue. There are two methods of adding items:

1) **One item at a time**: click on **Create** to add each item separately to your catalogue. This is generally the most straight forward way to create a catalogue item.

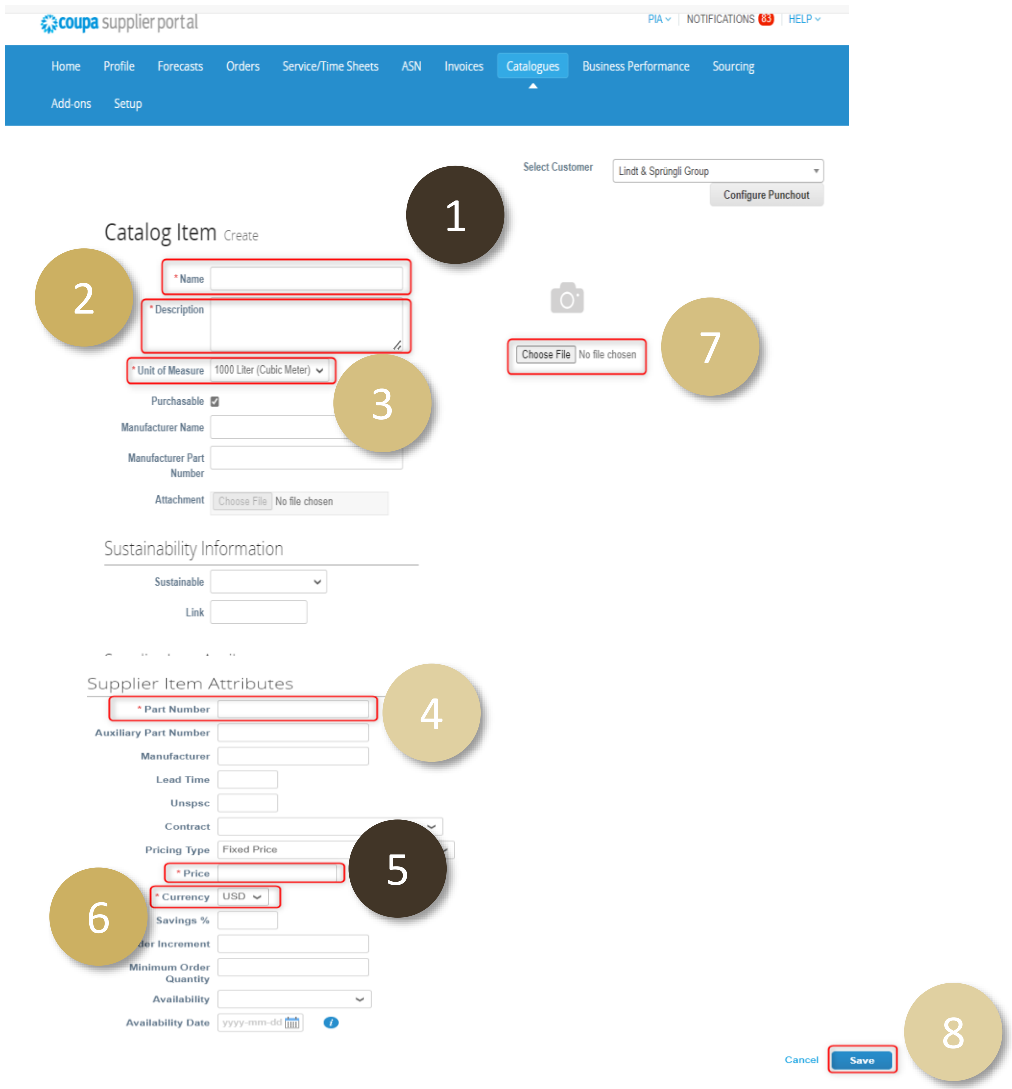
2) **Load from file**: Bulk upload multiple items collectively using an import template.



8.2 Create Catalogue items manually

After clicking on **Create**, the catalogue detail creation page appears. The first field identifies the Customer your Catalogue relates to. The fields marked with a red asterisk (*) are mandatory.

1) **Name**: enter a clear name for the item (typically not a code)
2) **Description**. create a short, concise description to support the item name.
3) **Unit of measurement** (UoM): select the correct UoM for your item from the drop-down list.
4) **Part Number**: add the part number that you use to recognize the item; use the number you recognize in your systems to be able to cross reference items.
5) **Price**: add the Price for the UoM
6) **Currency**: select the Currency of the item from the drop-down list.
7) **Choose File**: upload a clear picture of each item to help the Buyer to make the correct choice
8) **Save**: once completed, click on Save
9) **Repeat steps 1-8** for each item you wish to add to the Catalogue. Only related items should be added to a Catalogue.

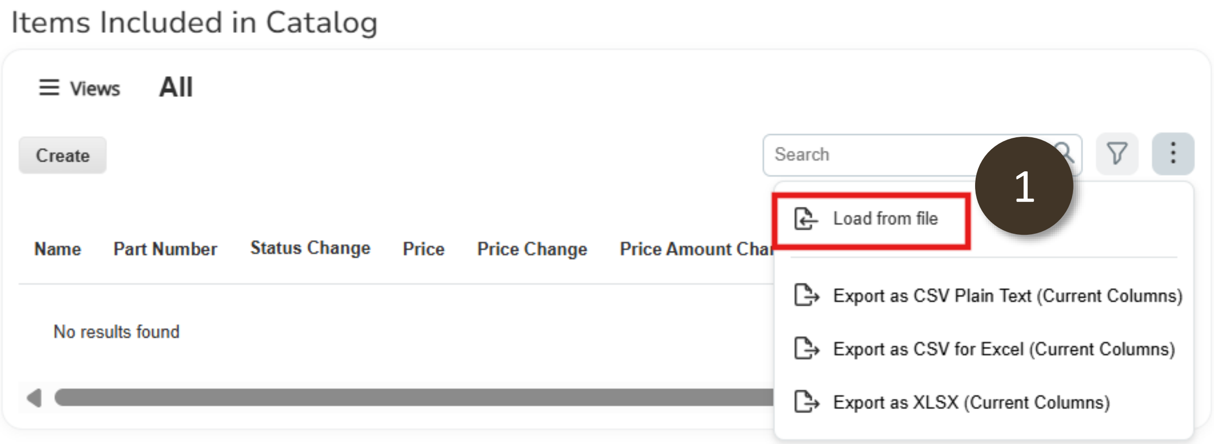


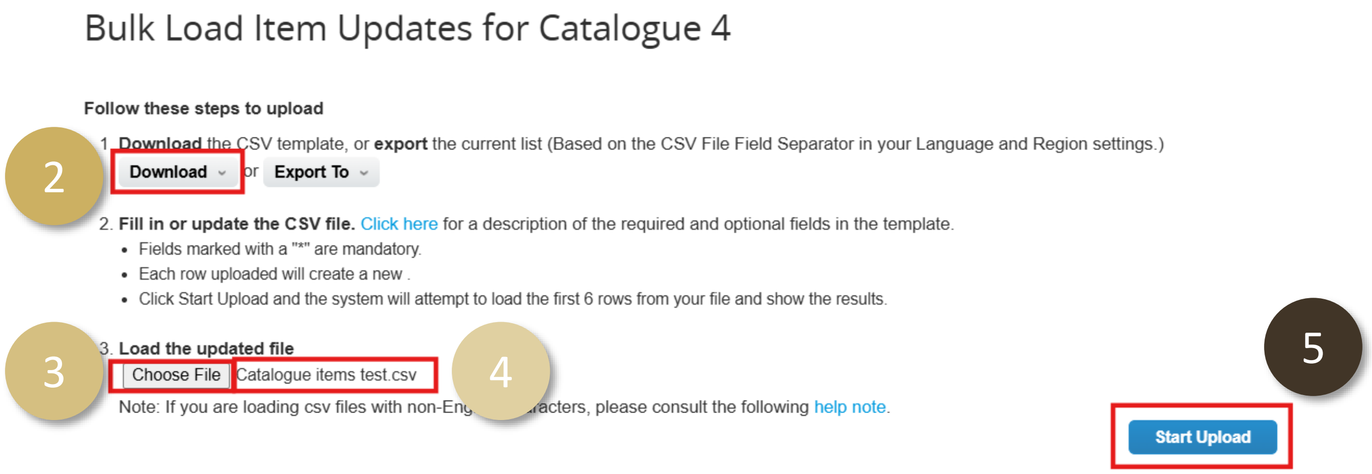
8.3 Bulk Load Catalogue Items

You can add multiple items to a Catalogue in one go. This is done via the **bulk load** function in the CSP. You should start by **downloading** the **Coupa upload template**.

1) Click on the **Load from file** option on the Catalogue Items page.
2) Click on **Download** to get the most recent upload template. Populate the .CSV file and save the file.
3) **Choose File:** locate the file you created and saved and select it from your computer
4) **Document name**: the name of the upload document will appear here once you have selected it
5) **Start Upload**: click on Start Upload to begin the upload process. You will get a message to confirm if the upload was successful

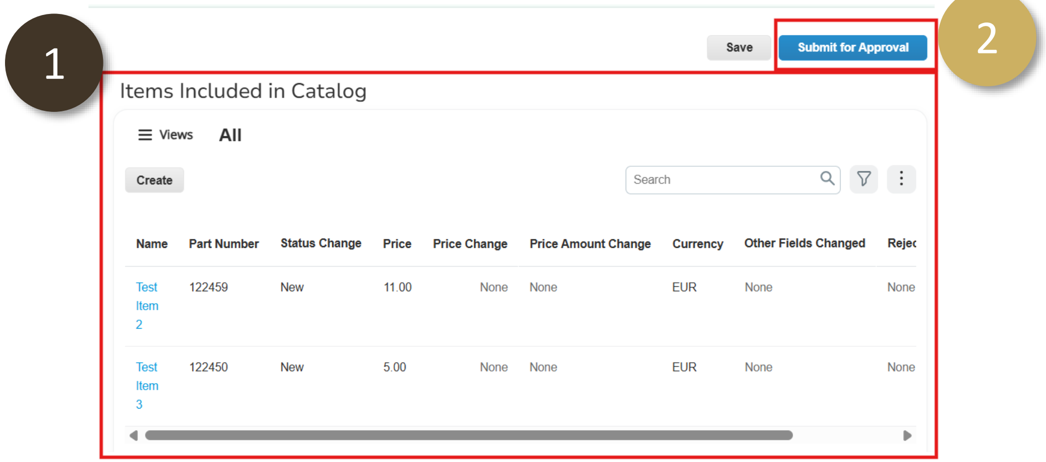
It is possible that you have to repeat these steps, to fix potential errors that Coupa detects when uploading the items. Upload issues might be an incorrect UoM or dates in the wrong format for example.

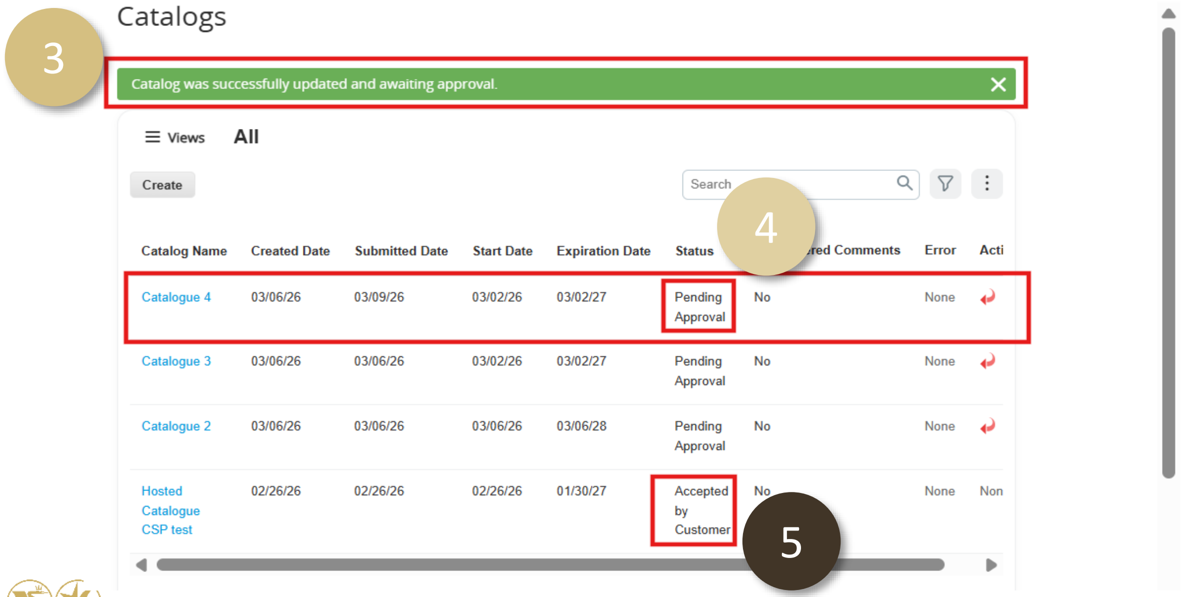




8.4 Submit Catalogue Items for approval and check status

1) Once you have successfully created your catalogue items, they will appear on the Catalogue screen, in **the Items included in Catalog** section.
2) Click on **Submit for Approval**, to send them to Lindt & Sprüngli for approval.
3) After submitting your Catalogue, you will see a green bar indicating that the (new) Catalogue was successfully submitted.
4) **Status**: you can see here the status of all your catalogue items. After submitting them to Lindt & Sprüngli Group, the Status will change to **Pending Approval**.
5) The status **Accepted by Customer** means that your catalog item has been successfully approved.





Contact Support

Lindt & Sprüngli SUPPLIER CENTER

Contact us via:

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

LINDT & SPRÜNGLI
MAÎTRE CHOCOLATIER SUISSE DEPUIS 1845

Thank you.