

Lindt & Sprüngli - Procure-to-Pay

Supplier User Manual





01

1. Technical Overview

- 1.1 Process overview
- 1.2 Contact support
- 1.3 Security settings

02

2. Coupa Supplier Portal Registration

- 2.1 Option 1: Self registration
- 2.2. Option 2: Registration from invitation

03

3. Managing your Account

- 3.1 Coupa Supplier Portal homepage
- 3.2 Profile information
- 3.3 Admin setup menu
- 3.4 My Account settings

04

4. Express Onboarding

- 4.1 Express Onboarding form
- 4.2 Submitting the Express Onboarding form
- 4.3 Feedback



05

5. Set Up a Legal Entity

- 5.1 What is a legal entity?
- 5.2 View Legal Entity
- 5.3 Set Up a Legal Entity
- 5.4 Modify Legal Entities

06

6. Manage Purchase Orders

- 6.1 View Purchase Orders on Coupa Supplier Portal (CSP)
- 6.2. Acknowledge a Purchase Order on CSP

07

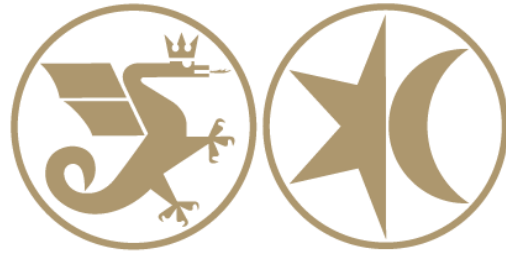
7. Invoicing Homepage

- 7.1 The 3 Best Free of Charge Ways to exchange POs/Invoices with Your Customers
- 7.2 Create Invoices on the CSP
- 7.3 View Invoices on the CSP
- 7.4 Create a Credit Note on the CSP

08

8. Manage Catalogues

- 8.1 Set Up a Supplier Hosted Catalogue on CSP
- 8.2 Create Catalogue Items Manually
- 8.3 Bulk Load Catalogue Items
- 8.4 Submit Catalogue Items for Approval and Check Status



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

Abbreviations

- 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:

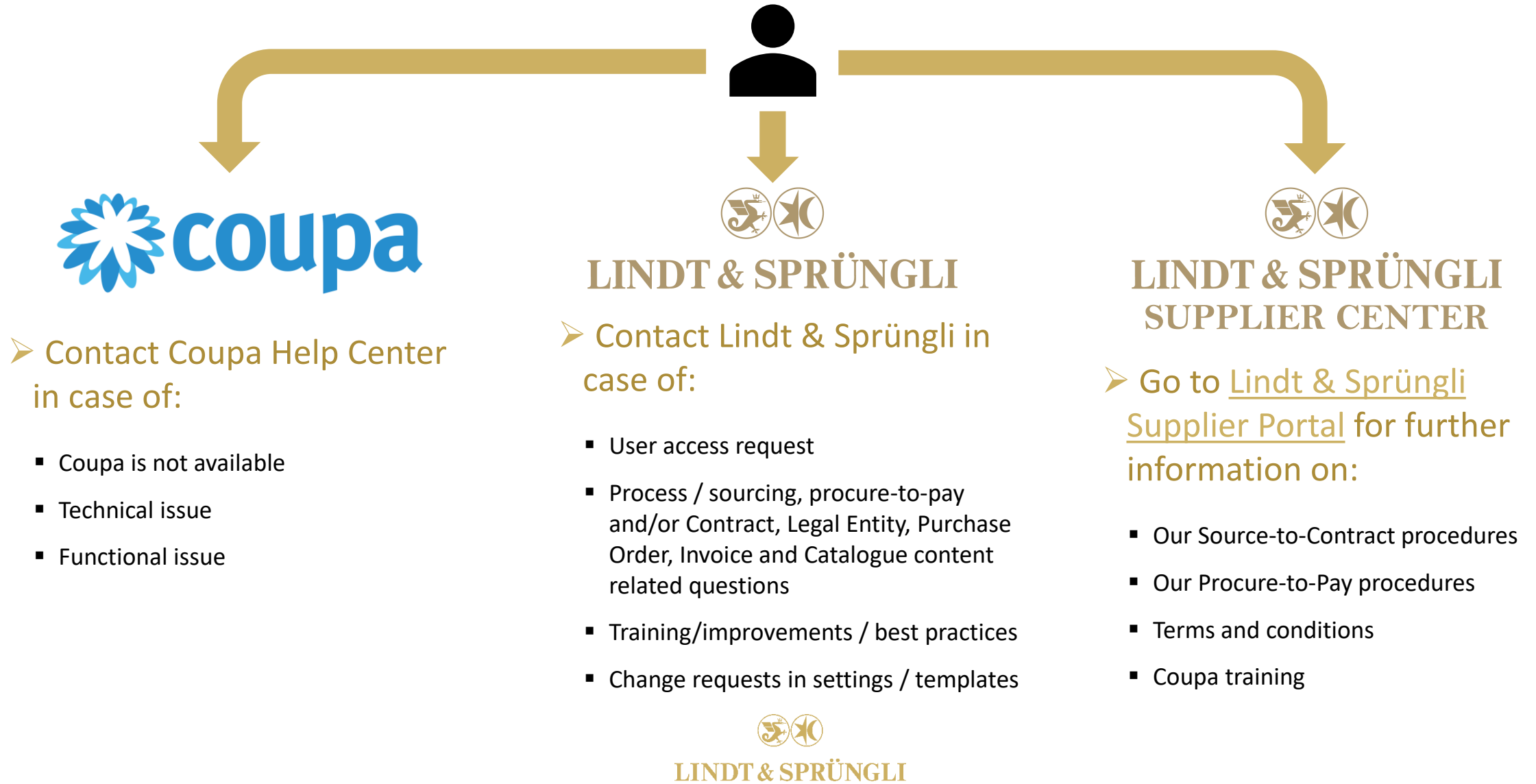
Coupa Supplier Portal Registration

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

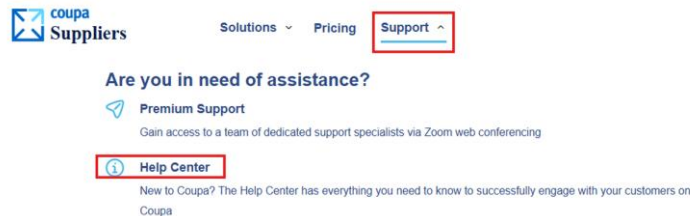


1.2 Contact Support

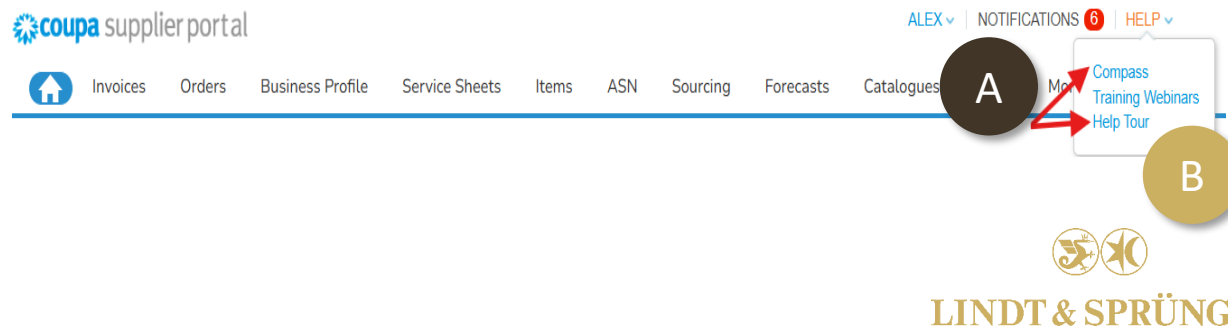
COUPA SUPPLIER PORTAL SUPPORT

There are 3 ways to access Coupa support:

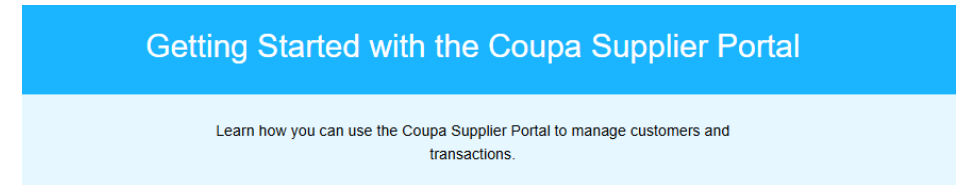
- 1) Access from [Coupa Suppliers Homepage](#) by clicking on **Support** -> **Help Center**. It will redirect you to Coupa Help Center. You can also access directly by clicking [here](#).



- 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)?

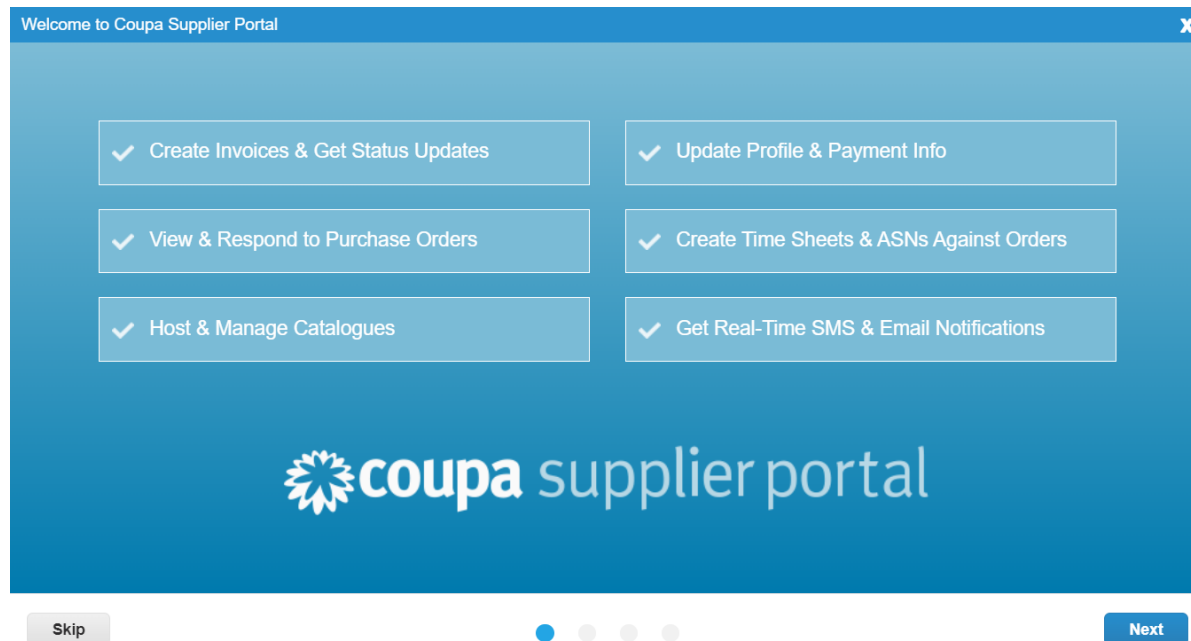
Depending on the customer's specific Coupa configuration, suppliers can manage content and settings on a customer-by-customer basis, including:

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

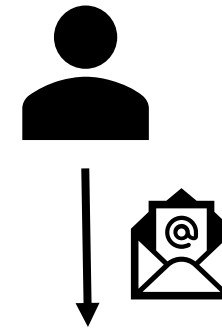
1.2 Contact Support

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:



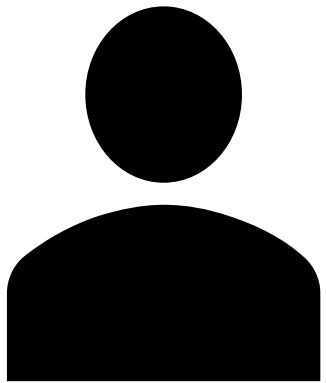
supplier@coupa.com



LINDT & SPRÜNGLI

1.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER



Contact us via:

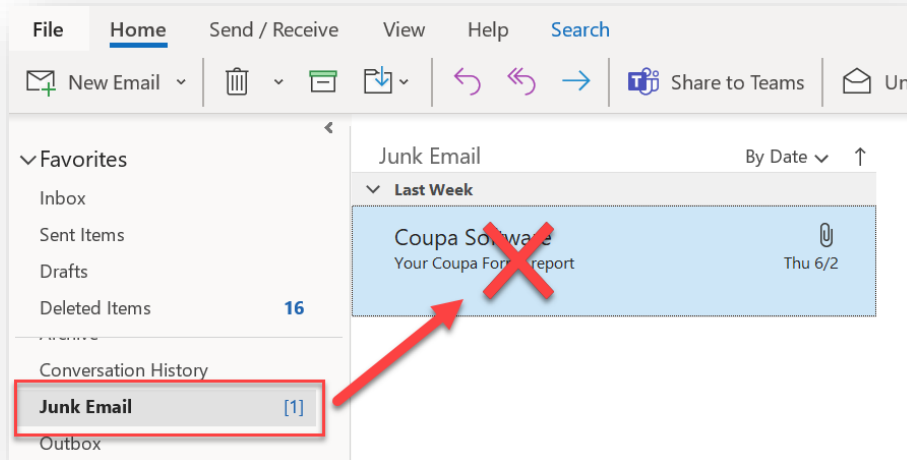
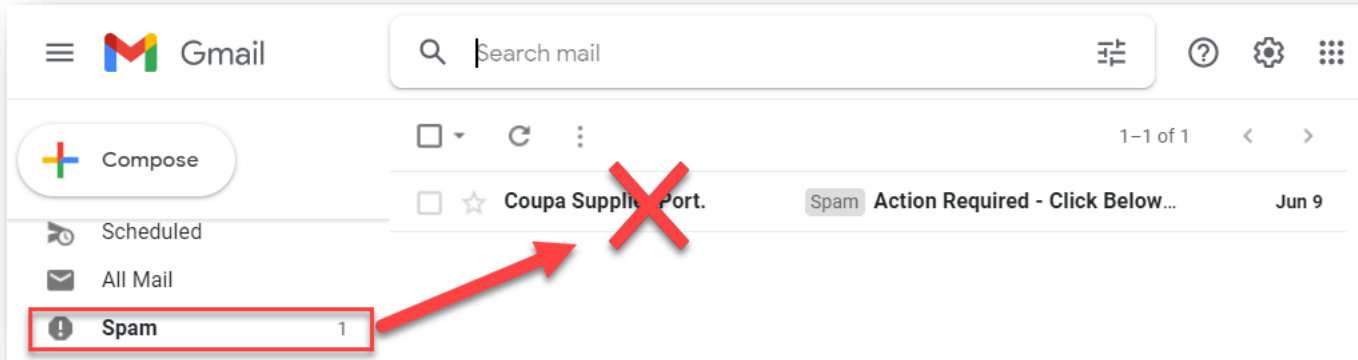
- Access to [Lindt & Sprüngli Supplier Portal](#)
- E-mail: supplier@lindt.com



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.

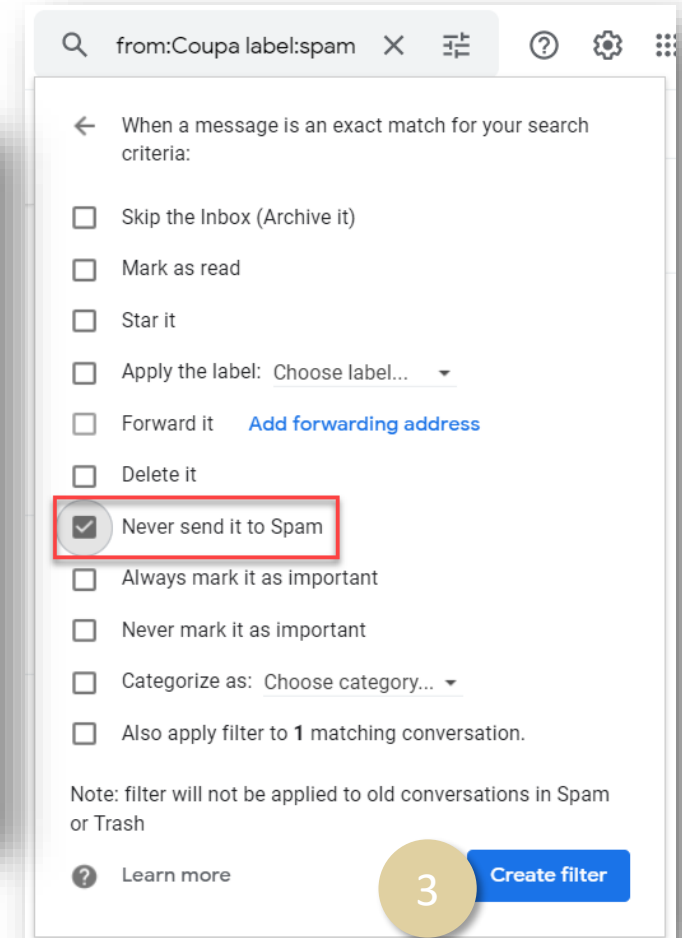
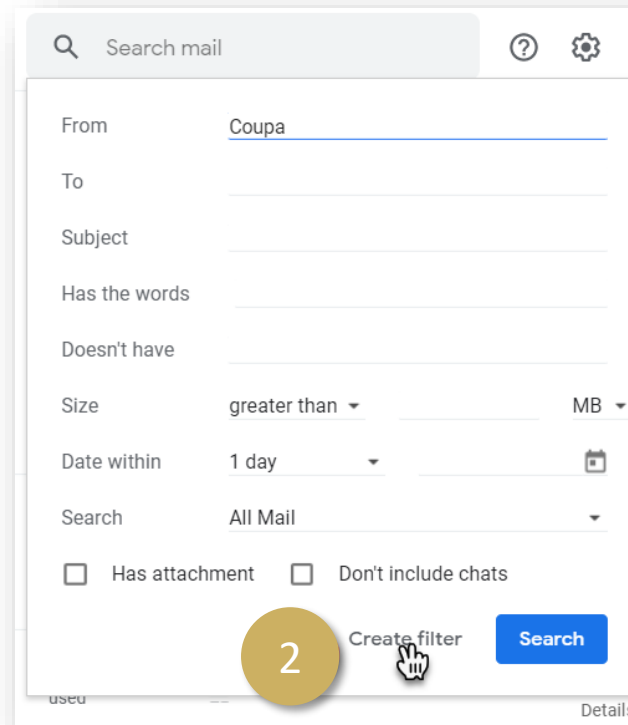
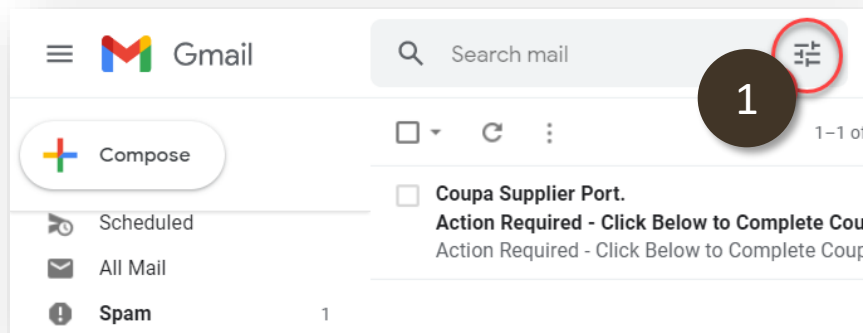
If your E-mail is based on Gmail or Outlook, we provide a couple of examples on how to change your security settings.



1.3 Security Settings

EMAIL SECURITY SETTINGS

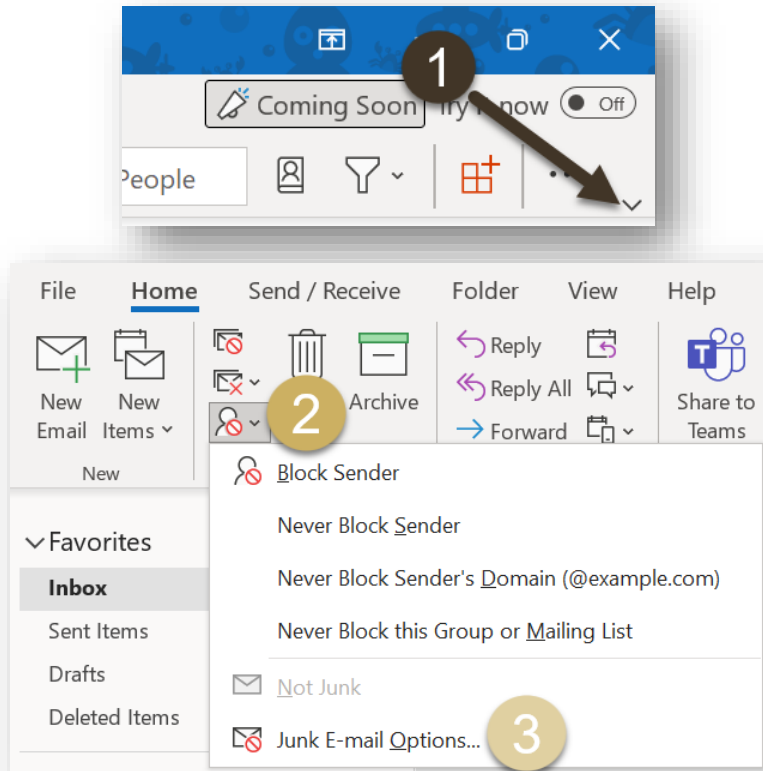
- 1 In your Gmail Spam folder, go to the **Search mail** field on top and click on the **Filter** symbol.
- 2 In the field "From" type 'Coupa' and then click on **Create filter** button.
- 3 Select **Never send it to spam** and click on create filter. Your filter has been created; every email in which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



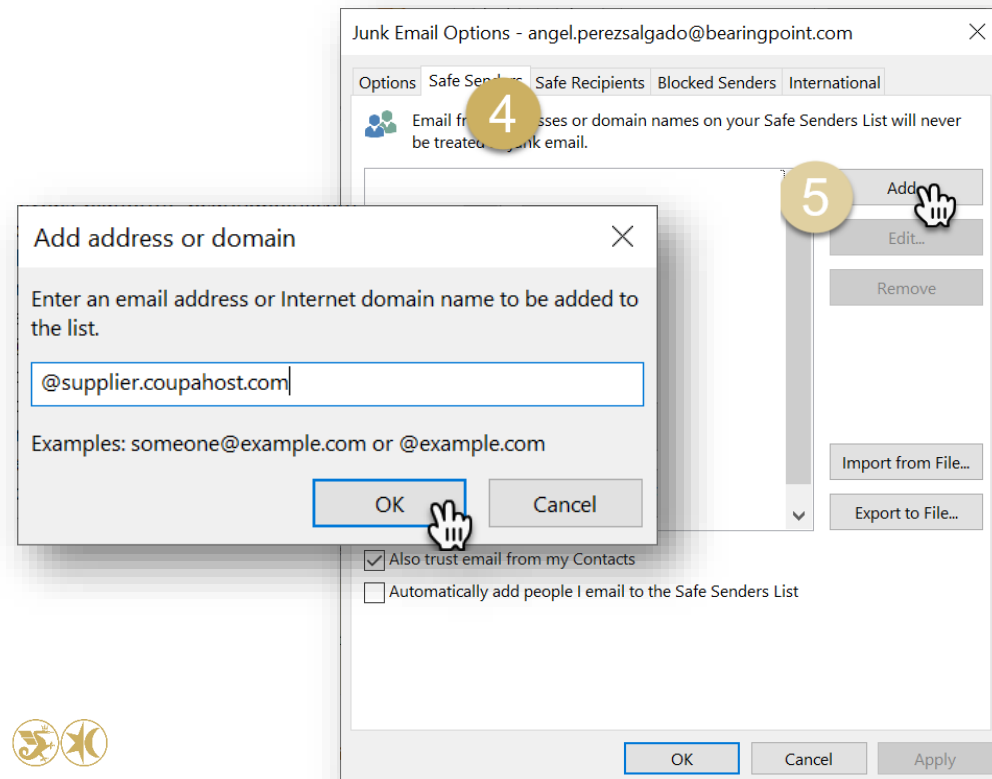
1.3 Security Settings

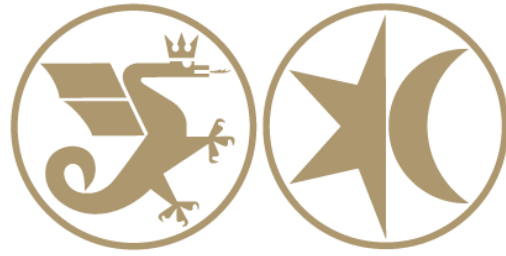
OUTLOOK SECURITY SETTINGS

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





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

- [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.



Solutions ▾ Pricing Support ▾

1

**Transact with your
Coupa customer.
Meet your next.**

Coupa's Supplier Portal connects purchasing organizations with suppliers, providing tools to get paid faster and get more accounts.

Get Started

2



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.

Create an Account

Grow your Business on Coupa with a Free Account

* Business Name

Your legal business name (or legal personal name if an individual)

* Email

* First Name

* Last Name

* Password

* Confirm Password

Use at least 8 characters and include a number and a letter.

* Country/Region

* Tax Registration ⓘ

☐ I do not have a Tax ID

☐ I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Already have an account? [LOG IN](#)

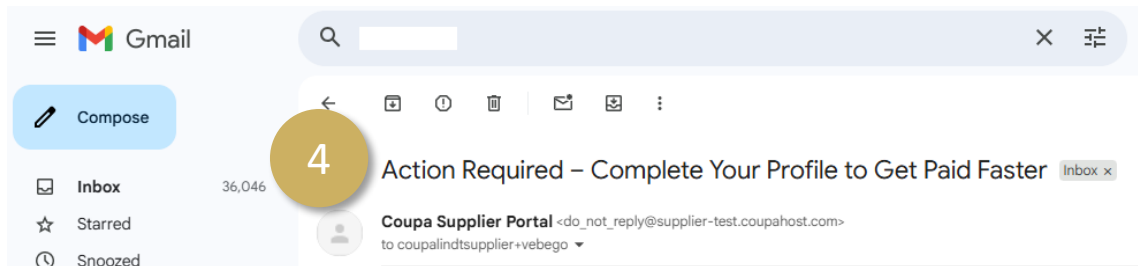
3



LINDT & SPRÜNGLI

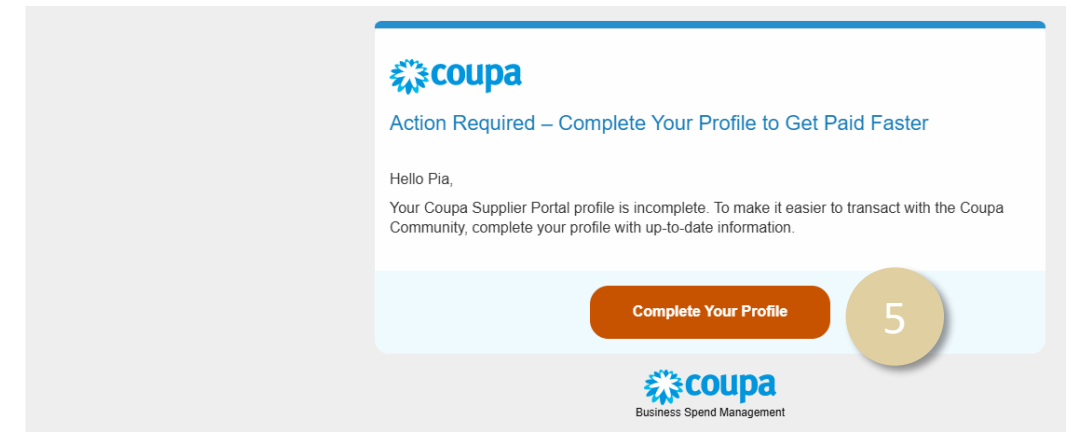
2.1 Option 1: Self-Registration

- 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**.



Action Required – Complete Your Profile to Get Paid Faster Inbox x

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



LINDT & SPRÜNGLI

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.

Activate your Coupa account

suppliermailexample@gmail.com | SupplierExampleName

Your name

First Name

Alex

Last Name

Mendoza

Company

SupplierExampleName

Create a Password

Use at least 8 characters and include a number and a letter.

.....

.....

☒ I accept the [Privacy Policy](#) and the [Terms of Use](#).

Activate Coupa Account

6



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**.

coupa supplier portal

Home Profile Orders Service/Time Sheets ASN Invoices Catalogues Business Performance

Admin Customer Setup **Connection Requests**

Learning Centre
Adding users to your account
FAQs

Request a Customer Connection

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

Customers	Actions	Status
Corsair Components, Inc.		
PepsiCo		

Don't see the customer you're looking for? **Search**

Search for a customer

*** Customer Name**
Lindt & Sprüngli (International) AG
You are limited to 22 attempts. Can't find your customer? [Contact Support](#)

*** Customer Contact**
Email address

☐ I'm not a robot 
reCAPTCHA
Privacy - Terms

[Cancel](#) **Request**

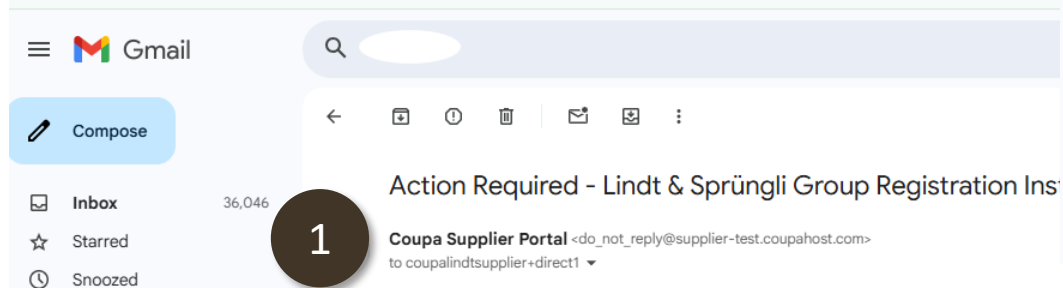


LINDT & SPRÜNGLI

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.

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



LINDT & SPRÜNGLI

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 (@#\$%*&)

3

- 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

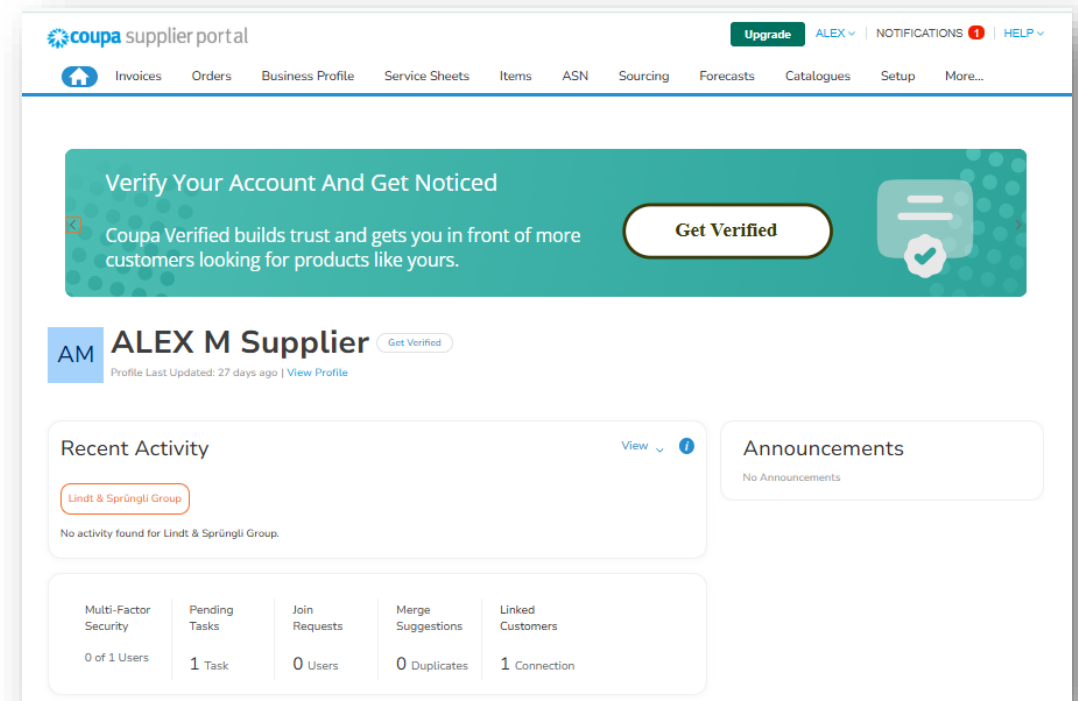
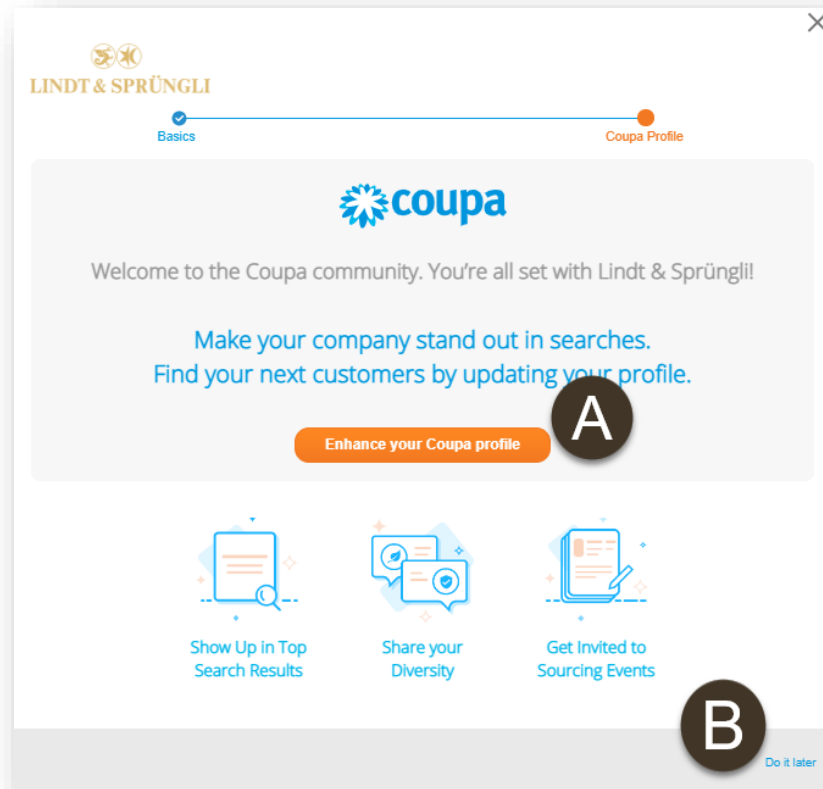
4



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”.

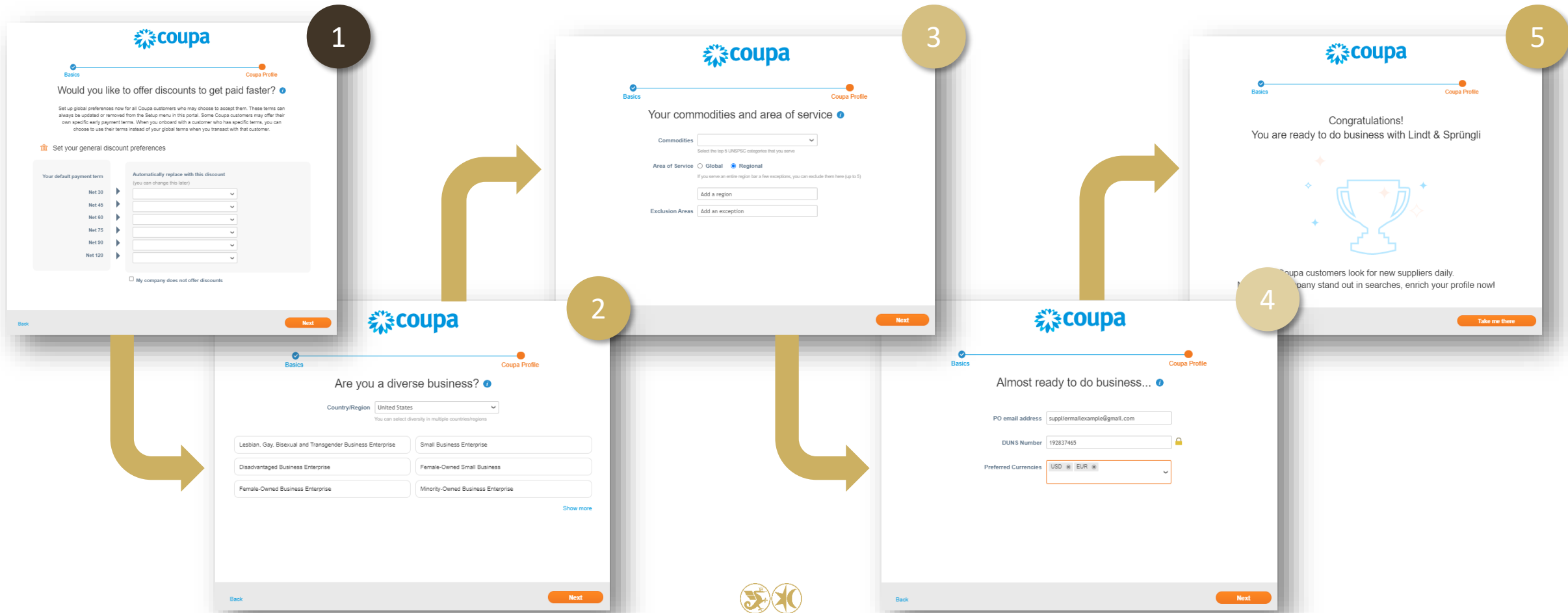
Choosing option B means that profile information can be input later, this will be explained in [section 3](#).



LINDT & SPRÜNGLI

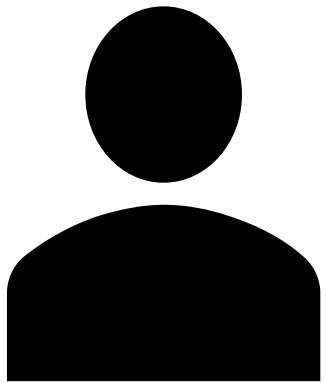
2.2 Option 2: Registration from Invitation

- 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.



1.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER

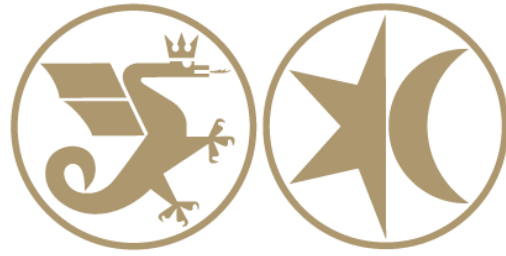


Contact us via:

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



LINDT & SPRÜNGLI



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](#)
- [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.

The screenshot displays the Coupa Supplier Portal interface for a user named ALEX M Supplier. The top navigation bar (1) includes links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogues, Setup, and More... A teal banner (6) at the top right encourages users to 'Verify Your Account And Get Noticed' with a 'Get Verified' button. Below this, the user profile section (5) shows the user's name and a 'Get Verified' button. The main content area features a 'Recent Activity' section (3) displaying a list of activities, including 'Lindt & Sprüngli Group'. Below this is a table (4) with five columns: Multi-Factor Security (0 of 1 Users), Pending Tasks (1 Task), Join Requests (0 Users), Merge Suggestions (0 Duplicates), and Linked Customers (1 Connection). To the right of the main content area is an 'Announcements' section (2) showing 'No Announcements'.



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



LINDT & SPRÜNGLI

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 'coupa supplier portal', user 'ALEX', 'NOTIFICATIONS 0', and 'HELP'. Below this is a secondary navigation bar with links: Home, Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Setup, and More... A red arrow labeled '1' points to the 'Setup' link. Below the navigation bar, there's a sub-navigation bar with 'Admin' and 'Users'. A red arrow labeled '2' points to the 'Users' link. On the left side, there's a sidebar menu with various options. A red arrow labeled '3' points to the 'Invite User' button at the top of the main content area. The main content area displays a table of users. The first user listed is 'Alex Mendoza' with email 'testforms4coupafr@gmail.com', status 'Active', and a list of permissions. An 'Edit' link is visible in the 'Actions' column for this user, with a red arrow labeled '2' pointing to it. The table has columns: User Name, Email, Status, Permissions, Customer Access, Purpose, and Actions. At the bottom, it shows 'Per page 5 | 10 | 15'.

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



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**.

Edit user access for Alex Mendoza

User Information

First Name: Alex

Last Name: Mendoza

Email: alex.mendoza@coupa.com

Phone Number

Country/Region: France

Area Code: 33

Number: 123123123

Extension:

Permissions

☐ All

☐ Admin

☐ Orders

☒ All

☐ Restricted Access to Orders

☒ Invoices

☒ Catalogs

☒ Profiles

☒ ASNs

☒ Service Sheets

☒ All

☐ 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

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
▼

Area Code
□

Number
□

Extension
□

Permissions ⓘ

☒ All
☒ Admin
☒ Orders
☒ Invoices
☒ Catalogs
☒ Profiles
☒ A/Bs
☒ Service Sheets
☒ Payments
☒ Order Changes
☒ Early Payments
☒ Sourcing
☒ Community
☒ Order Line Confirmation
☒ Forecast Planner
☒ Workers
☒ Inventory
☒ Supplier Dashboard
☒ Contracts
☒ Payment Method Admin
☒ Navl 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 Merge

Remove

SupplierB

supplierB@supplier.com

Request Merge

Remove

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)

B

Initiate Merge Request

coupa@cupamail.edu

☐ 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

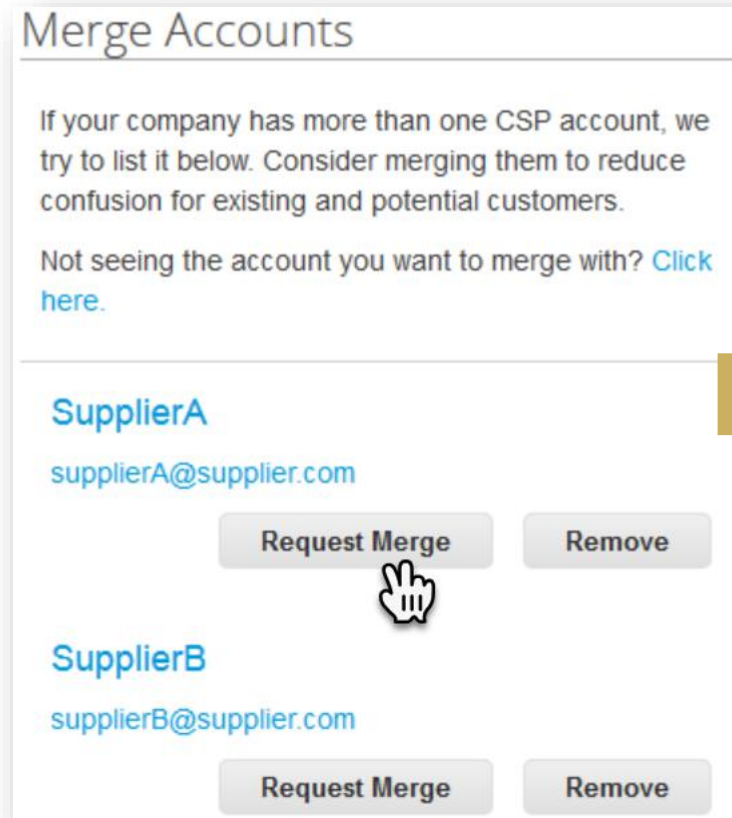
All clear! No open merge requests.



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.

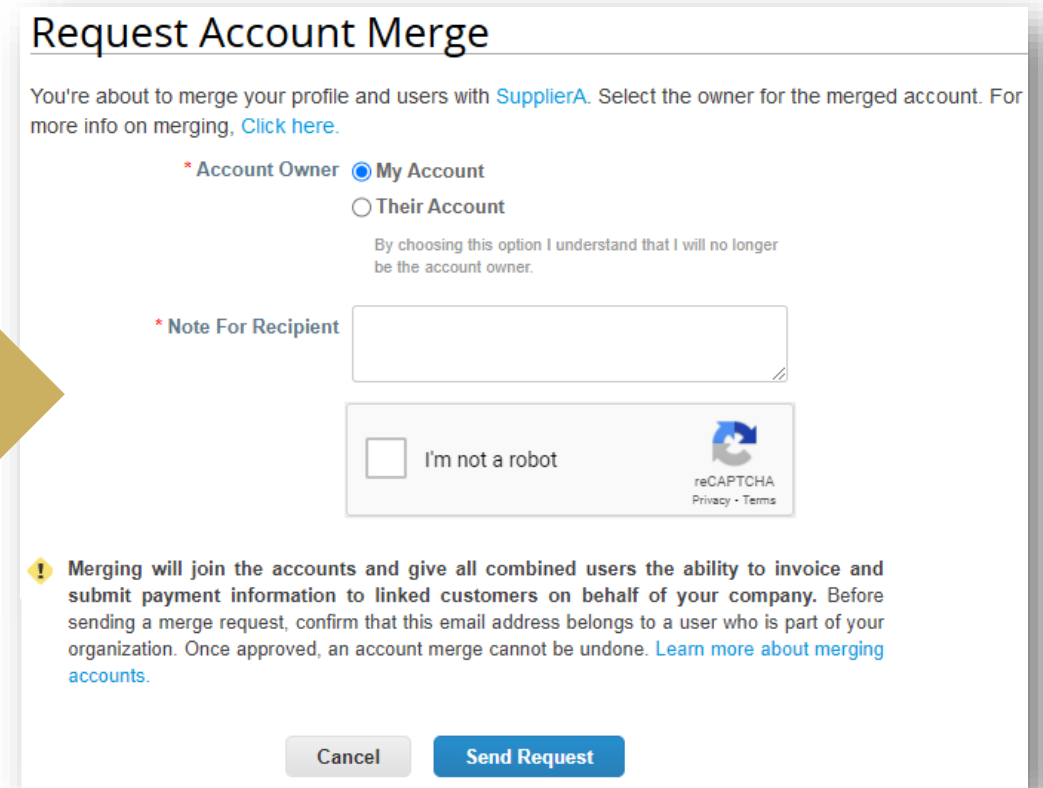
Not seeing the account you want to merge with? [Click here](#).

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

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 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

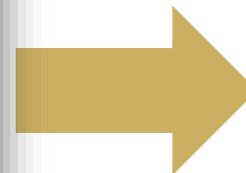
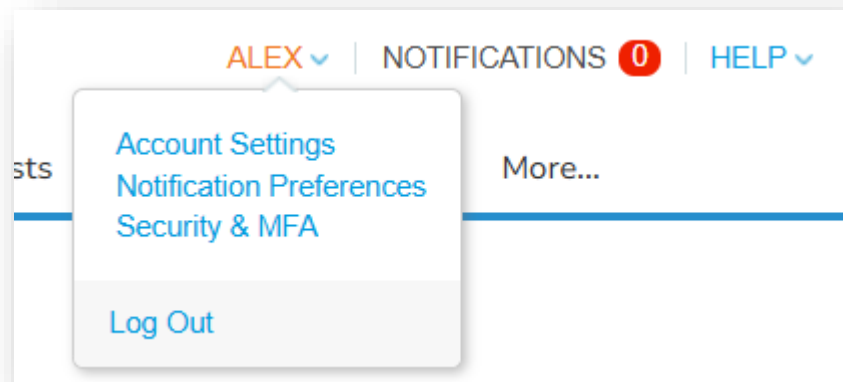
SETTINGS

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 has a title 'My Account Settings' and a sidebar with links: 'Settings' (highlighted), 'Notification Preferences', 'Security & Multi Factor Authentication', and 'App Connections'. The main content area is titled 'User Details' and contains several form fields: 'First Name' (Alex), 'Last Name' (Mendoza), 'Email' (testforms4coupafr@gmail.com), 'Purpose' (Accounting, Diversity, Legal, Procurement, Risk, S&E), 'Phone Number' (33), 'Country/Region' (France), 'Phone Number' (123123123), and 'Extension'. A 'Save' button is at the bottom right. Below the 'User Details' section is a 'Change Password' section with a 'Change Password' link.

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 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
-----------------------------------	--------------------------------	------------------------------

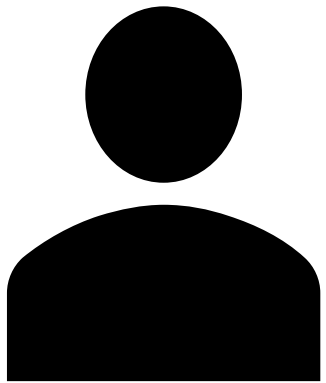
With **Notifications Preferences** you can decide which notifications you want to receive. There are 3 options:

- **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

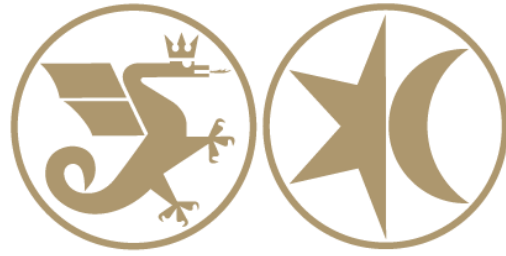


Contact us via:

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



LINDT & SPRÜNGLI



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

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](#).

The image shows two screenshots illustrating the process of receiving an Express Onboarding form. The top screenshot is of the Coupa Supplier Portal. A brown circle with the number '1' points to the 'coupa supplier portal' logo. A yellow circle with the number '2' points to the 'Business Profile' tab in the top navigation bar. Below this, the 'Information Requests' tab is selected, showing a list of forms for 'Lindt & Sprüngli Group'. A dropdown menu labeled 'Select Customer' is open, showing 'Lindt & Sprüngli Group'. A yellow arrow points from the 'Express Onboarding notifications' text to the 'More...' link in the top navigation bar. The bottom screenshot shows a Gmail inbox. A yellow arrow points from the 'Express Onboarding notifications' text to an email titled 'Update your profile for Lindt & Sprüngli Group'.

1

2

Express Onboarding notifications

Form	Status	Created Date	Submitted
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

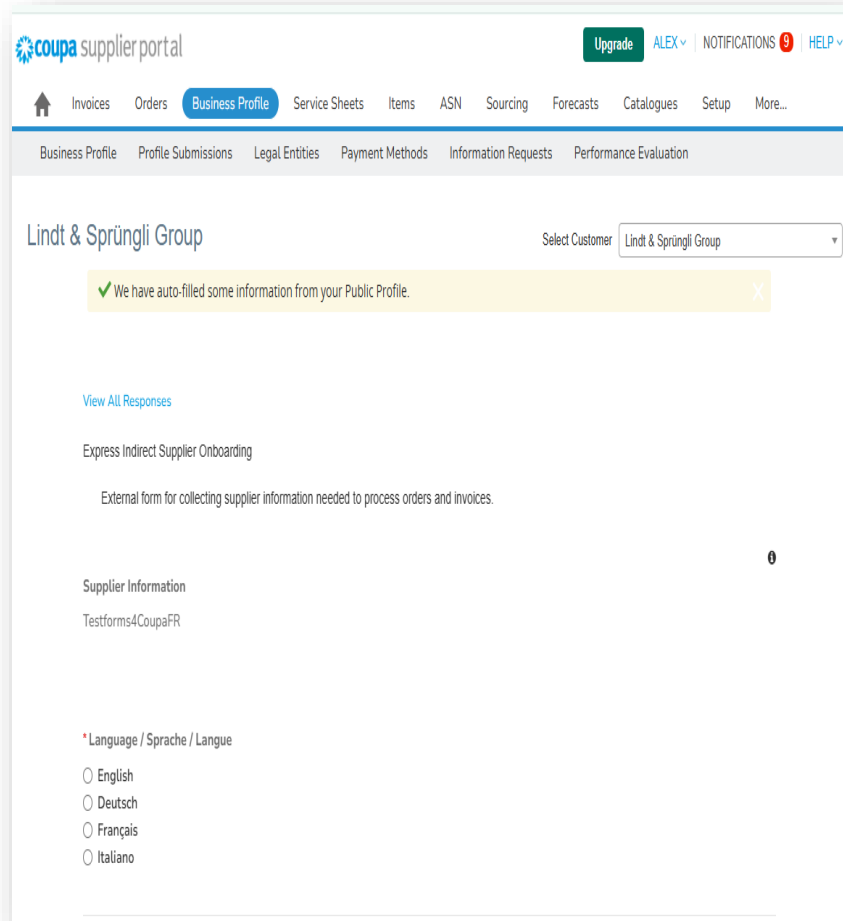
Wed 11 Feb, 10:55

Wed 11 Feb, 11:06



4.1 Express Onboarding form on the Coupa Supplier Portal

RECEIVING THE EXPRESS ONBOARDING FORM



The screenshot displays the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'coupa supplier portal' logo, an 'Upgrade' button, and user information 'ALEX'. Below this is a main menu with 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. A secondary menu under 'Business Profile' includes 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main content area shows 'Lindt & Sprüngli Group' as the selected customer. A yellow message box states: 'We have auto-filled some information from your Public Profile.' Below this, there's a link 'View All Responses'. The section 'Express Indirect Supplier Onboarding' is visible, with a description: 'External form for collecting supplier information needed to process orders and invoices.' Under 'Supplier Information', the text 'Testforms4CoupaFR' is present. At the bottom, there's a language selection section titled '*Language / Sprache / Langue' with radio buttons for 'English', 'Deutsch', 'Français', and 'Italiano'.

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.

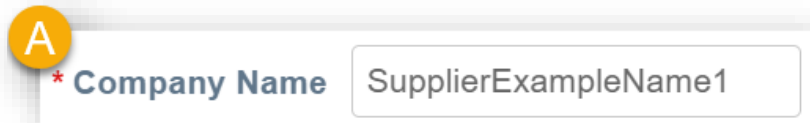


4.1 Express Onboarding form on the Coupa Supplier Portal

FIELD TYPES

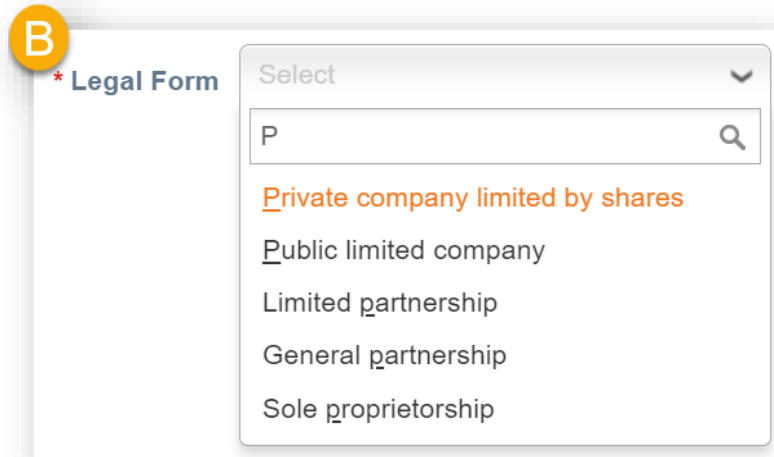
The Express Onboarding form has a series of questions related to your company such as contact information, financial health, and more. There are 6 types of fields to be fulfilled, this is how to respond on them:

A. Text fields: Write your answer.



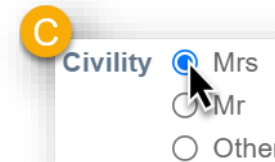
A screenshot of a text input field. To the left of the field is a label '* Company Name' with a red asterisk. The field contains the text 'SupplierExampleName1'. A yellow circle with the letter 'A' is positioned to the left of the label.

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



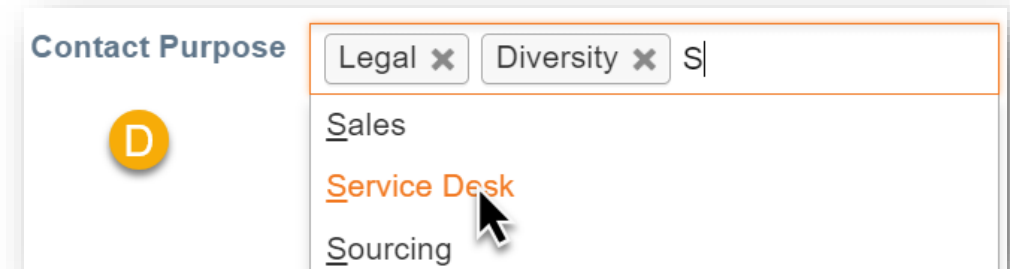
A screenshot of a dropdown menu. The label is '* Legal Form' with a red asterisk. The dropdown is open, showing a search bar with the letter 'P' and a list of options: 'Private company limited by shares' (highlighted in orange), 'Public limited company', 'Limited partnership', 'General partnership',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



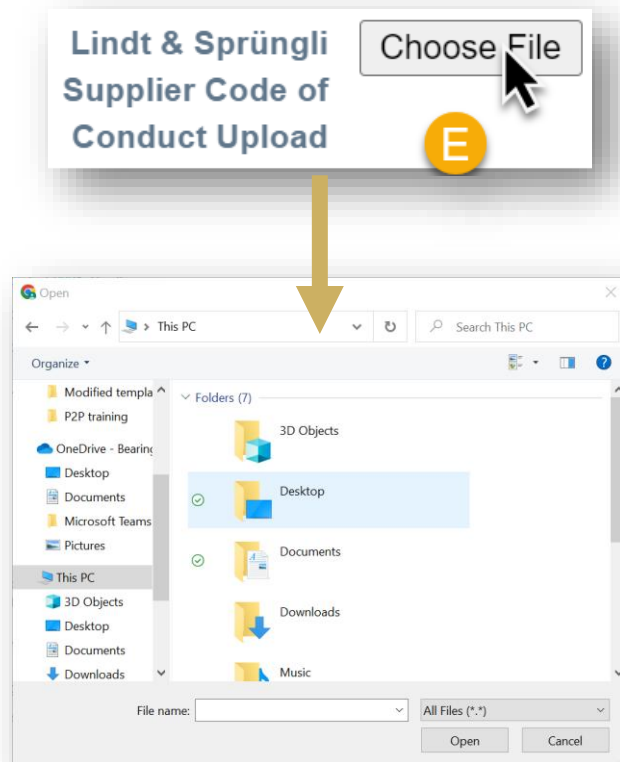
A screenshot of a category field. The label is 'Contact Purpose'. There are three buttons: 'Legal' (selected), 'Diversity' (selected), and 'Service Desk' (selected). A yellow circle with the letter 'D' is positioned to the left of the label.



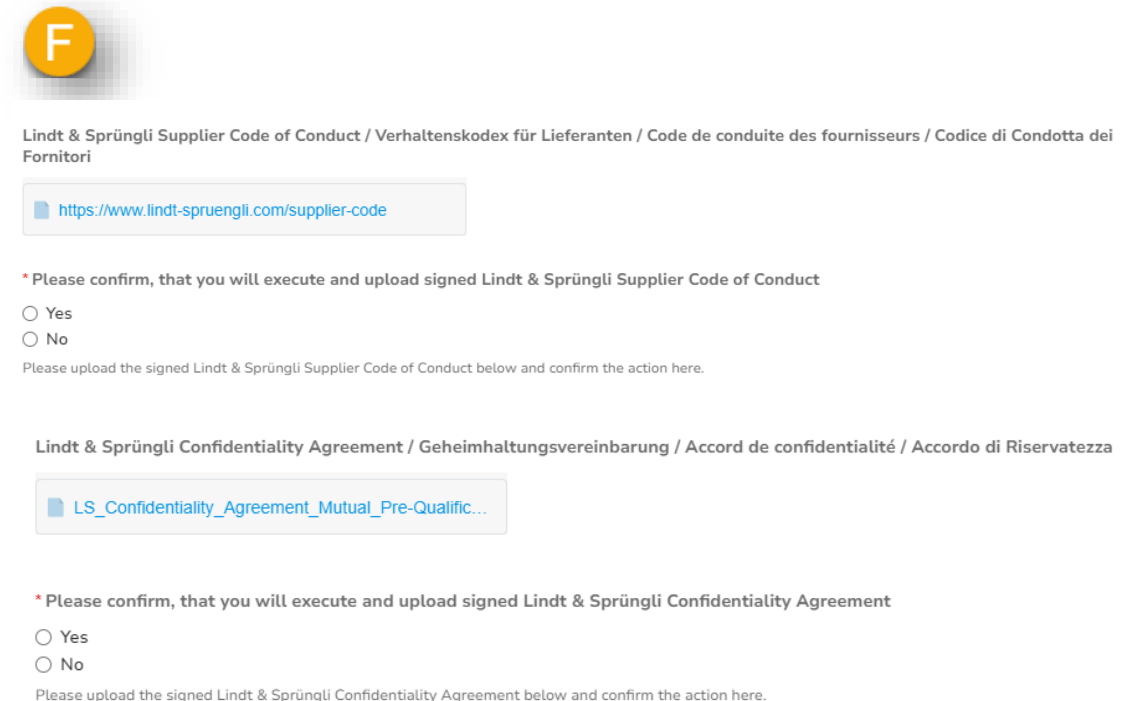
4.1 Express Onboarding form on the Coupa Supplier Portal

FIELD TYPES

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



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



LINDT & SPRÜNGLI

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.

* Do you have a DUNS Number / Haben Sie eine DUNS Nummer / Avez-vous un numéro DUNS / Avete un codice DUNS?

- ☒ Yes
☐ No

Please find more information about DUNS number here: <https://www.dnb.com/duns-number.html>

* DUNS Number / DUNS Nummer / Numéro DUNS / Codice DUNS



Please enter your DUNS number (Domestic Ultimate Number). Exactly 9 digits without spaces, letters or special characters / Bitte geben Sie Ihre DUNS-Nummer (Domestic Ultimate Number) ein. Genau 9 Ziffern ohne Leerzeichen, Buchstaben oder Sonderzeichen / Veuillez saisir votre numéro DUNS (Domestic Ultimate Number). Exactement 9 chiffres sans espaces, lettres ou caractères spéciaux / Inserire il numero DUNS (Domestic Ultimate Number). Esattamente 9 cifre senza spazi, lettere o caratteri speciali.

OR



* Do you have a DUNS Number / Haben Sie eine DUNS Nummer / Avez-vous un numéro DUNS / Avete un codice DUNS?

- ☐ Yes
☒ No

Please find more information about DUNS number here: <https://www.dnb.com/duns-number.html>



LINDT & SPRÜNGLI

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.



LINDT & SPRÜNGLI

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

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

No file chosen

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



LINDT & SPRÜNGLI

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.

Tax Information

• What is your supplier type? / Was ist ihr Lieferantentyp? / Quel est le type de fournisseur? / Qual è il tipo di fornitore?

- ☐ European company (except France) / Europäisches Unternehmen (außer Frankreich) / Société européenne (sauf la France) / Società europea (eccetto la Francia)
- ☐ French company / Französisches Unternehmen / Entreprise française / Società francese
- ☐ Outside EU / Außerhalb der EU / En dehors de l'UE / Al di fuori dell'UE

• Tax Registrations

Use this section to add all your applicable tax registrations.

[Add Tax Registration](#)

• Official Tax or Business Registration Number / Amtliche Steuer- oder Unternehmensregistrierungsnummer / Numéro officiel d'enregistrement fiscal ou commercial / Numero ufficiale di registrazione fiscale o commerciale

Country

Number

Local

☐



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.

Purchasing Information

* Supplier Language / Sprache des Lieferanten / Langue du fournisseur / Lingua del fornitore

This selection will drive the language on the Purchase Order. / Diese Auswahl bestimmt die Sprache der Bestellung. / Cette sélection déterminera la langue du bon de commande. / Questa selezione determina la lingua dell'ordine di acquisto.

* Shipping Terms / Versandbedingungen / Conditions d'expédition / Condizioni di spedizione

DDP - Delivered Duty Paid
DAP - Delivery at Place
CPT - Carriage Paid To
DAT - Delivered at Terminal
EXW - Ex Works
FCA - Free Carrier
CIP - Carriage and Insurance Paid To

* Preferred Currency / Bevorzugte Währung / Monnaie préférée / Valuta preferita

AUD
CAD
CHF
EUR
GBP
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.

* PO Method

E-mail

A

Please choose between the following two options: Email: Coupa automatically emails Purchase Orders to the email address you enter. CxML: Coupa sends the Purchase Order via CxML. You have to enter the CxML settings to use this option. Bitte wählen Sie zwischen den beiden folgenden Optionen:

Bitte wählen Sie zwischen den beiden folgenden Optionen:

E-Mail: Coupa sendet Bestellungen automatisch per E-Mail an die von Ihnen angegebene E-Mail-Adresse.

CxML: Coupa sendet die Bestellung über CxML. Sie müssen die CxML-Einstellungen eingeben, um diese Option zu nutzen.

Veillez choisir l'une des deux options suivantes : Email : Coupa envoie automatiquement les bons de commande à l'adresse électronique que vous avez indiquée. CxML : Coupa envoie le bon de commande via CxML. Vous devez entrer les paramètres CxML pour utiliser cette option.

Scogliere tra le due opzioni seguenti: Email: Coupa invia automaticamente gli ordini di acquisto all'indirizzo e-mail inserito. CxML: Coupa invia l'ordine di acquisto via CxML. Per utilizzare questa opzione è necessario inserire le impostazioni CxML.

* PO Email



LINDT & SPRÜNGLI

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.

* PO Method

cXML

B

Please choose between the following two options: Email: Coupa automatically emails Purchase Orders to the email address you enter. CxML: Coupa sends the Purchase Order via CxML. You have to enter the CxML settings to use this option. Bitte wählen Sie zwischen den beiden folgenden Optionen:

Bitte wählen Sie zwischen den beiden folgenden Optionen:

E-Mail: Coupa sendet Bestellungen automatisch per E-Mail an die von Ihnen angegebene E-Mail-Adresse.

CxML: Coupa sendet die Bestellung über CxML. Sie müssen die CxML-Einstellungen eingeben, um diese Option zu nutzen.

Veuillez choisir l'une des deux options suivantes : Email : Coupa envoie automatiquement les bons de commande à l'adresse électronique que vous avez indiquée. CxML : Coupa envoie le bon de commande via CxML. Vous devez entrer les paramètres CxML pour utiliser cette option.

Scegliere tra le due opzioni seguenti: Email: Coupa invia automaticamente gli ordini di acquisto all'indirizzo e-mail inserito. CxML: Coupa invia l'ordine di acquisto via CxML. Per utilizzare questa opzione è necessario inserire le impostazioni CxML.

* cXML URL



* cXML Domain

* cXML Identity

* cXML Supplier Domain

* cXML Supplier Identity

* cXML Secret

* cXML Protocol

* cXML SSL Version

* Disable Cert Verify

☐

* cXML HTTP username

* cXML HTTP password



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.

Certificates

Please update all certificates beneath. It is possible to upload multiple certificates under one certificate type form. Please follow the instructions below:

1. Please upload the certificate(s) under attachments.
2. As expiry date use the closest expiry date of the uploaded certificates
3. In the description name all the uploaded certificates and their expiry dates.
4. In case of certificates update due to expiration, update the expired certificate and change the expiry date to the closest one of the attached certificates.

ISO 9001

Effective Date

mm/dd/yy 

Expiration Date

mm/dd/yy 

Attachments

Add [File](#)

Description



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.

* GFSI (Food Safety)

The screenshot shows a form for uploading GFSI (Food Safety) certifications. It includes fields for 'Effective Date' (mm/dd/yy) and '* Expiration Date' (11/23/23). Below these is an 'Attachments' section with a list of uploaded files: 'BRC.pdf', 'IFS.pdf', and 'FSSC_22000.pdf'. A 'Description' box contains the following text: 'BRC - expires 23.11.2023', 'IFS - expires 01.01.2025', and 'FSSC - expires 06.05.2026'. At the bottom, a note states: 'Please upload all the possessed GFSI certifications here (BRC, IFS, FSSC 22000, AIB, HACCP, BR'.



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.**

* 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)



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.

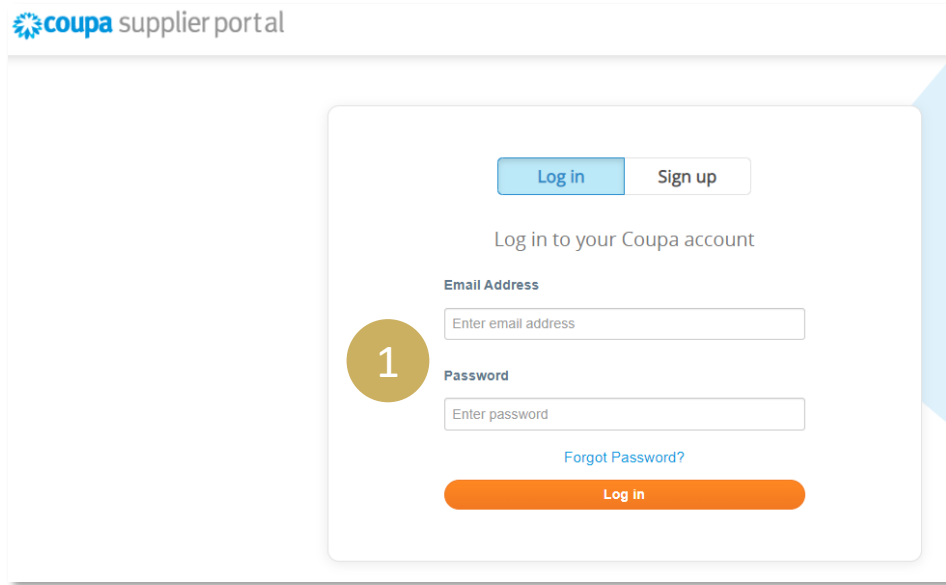
The second reminder (if no action taken) is sent **45 days after** the certificate's expiration, the third and last reminder **90 days after** the certificate's expiration.

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



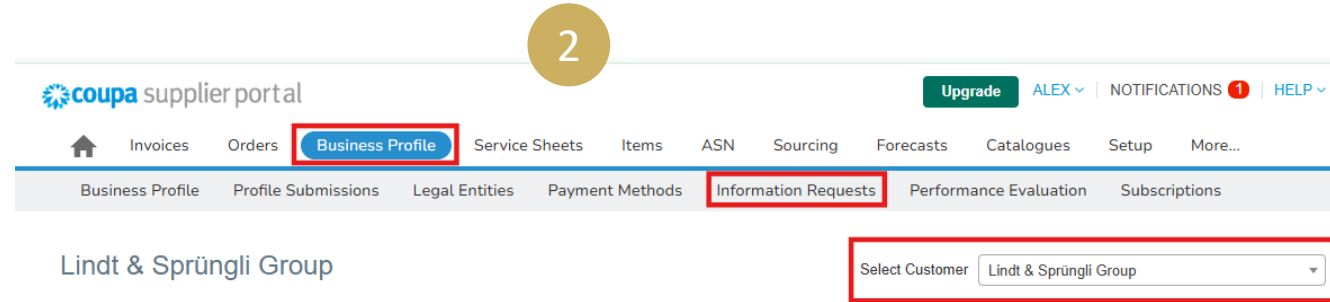
How to proceed?

- 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. Below it, there are 'Log in' and 'Sign up' buttons. The text 'Log in to your Coupa account' is centered. Below this, 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 is a large orange 'Log in' button. A yellow circle with the number '1' is placed to the left of the password field.

- 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 buttons for 'Upgrade', 'ALEX', 'NOTIFICATIONS' (with a red badge '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'. To the right is a 'Select Customer' dropdown menu with 'Lindt & Sprüngli Group' selected. A yellow circle with the number '2' is placed above the 'Business Profile' tab.

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?](#)



LINDT & SPRÜNGLI

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' portal. At the top right, there is a button labeled 'Update Info' highlighted with a red box. Below this, there is a 'Comments' section with a 'Mute Comments' dropdown and an 'Enter Comment' text box. The main section is titled '* Food Safety / GFSI' and contains a form with the following fields: 'Effective Date' (placeholder: yyyy-mm-dd), '* Expiration Date' (2022-10-21), '* Attachments' (Add File), and 'Description' (BRC - 21.10.22, IFS - 25.11.2025). A red cross icon is visible next to the 'Document-1.pdf' attachment, indicating it can be deleted. A yellow circle labeled '4a' is placed over the 'Add File' button.

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**.



LINDT & SPRÜNGLI

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

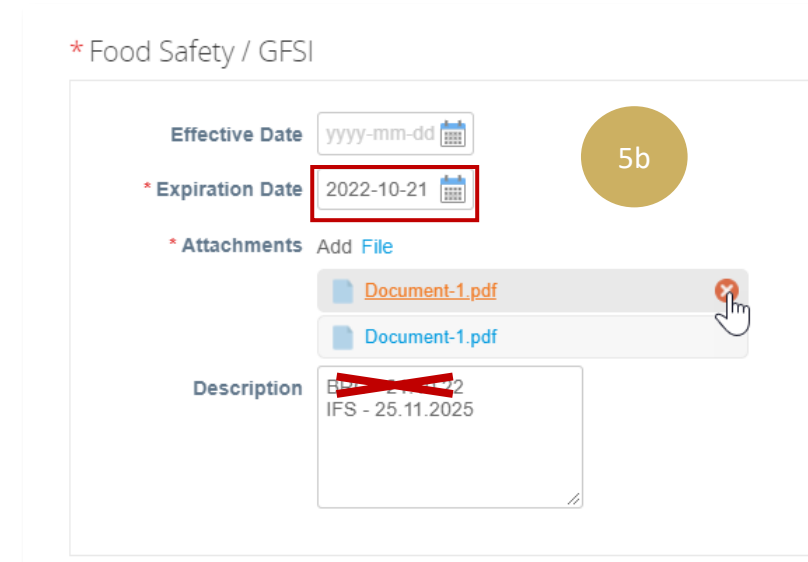
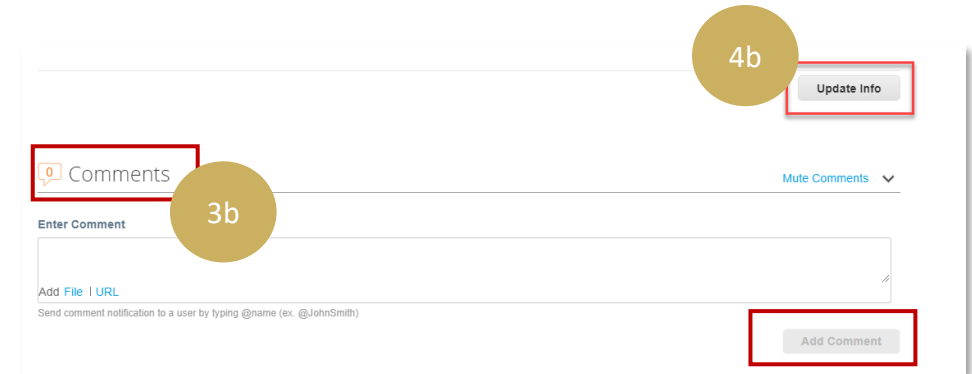
There is no re-certification planned

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?

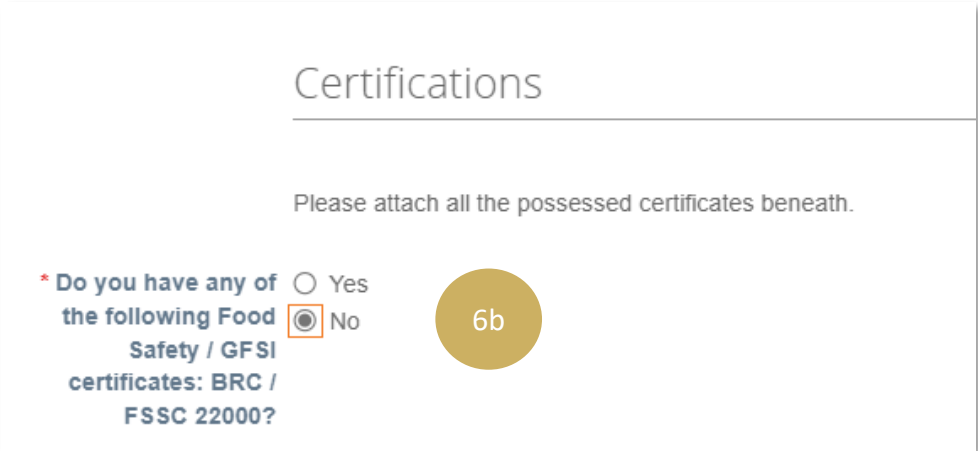
There is no re-certification planned

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**.



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?". To the right of the question are two radio buttons: "Yes" and "No". The "No" button is selected, indicated by a red square around it. A gold circle with the text "6b" is overlaid on the right side of the form.



4.1 Express Onboarding form on the Coupa Supplier Portal

RESPONDING CONSIDERATIONS

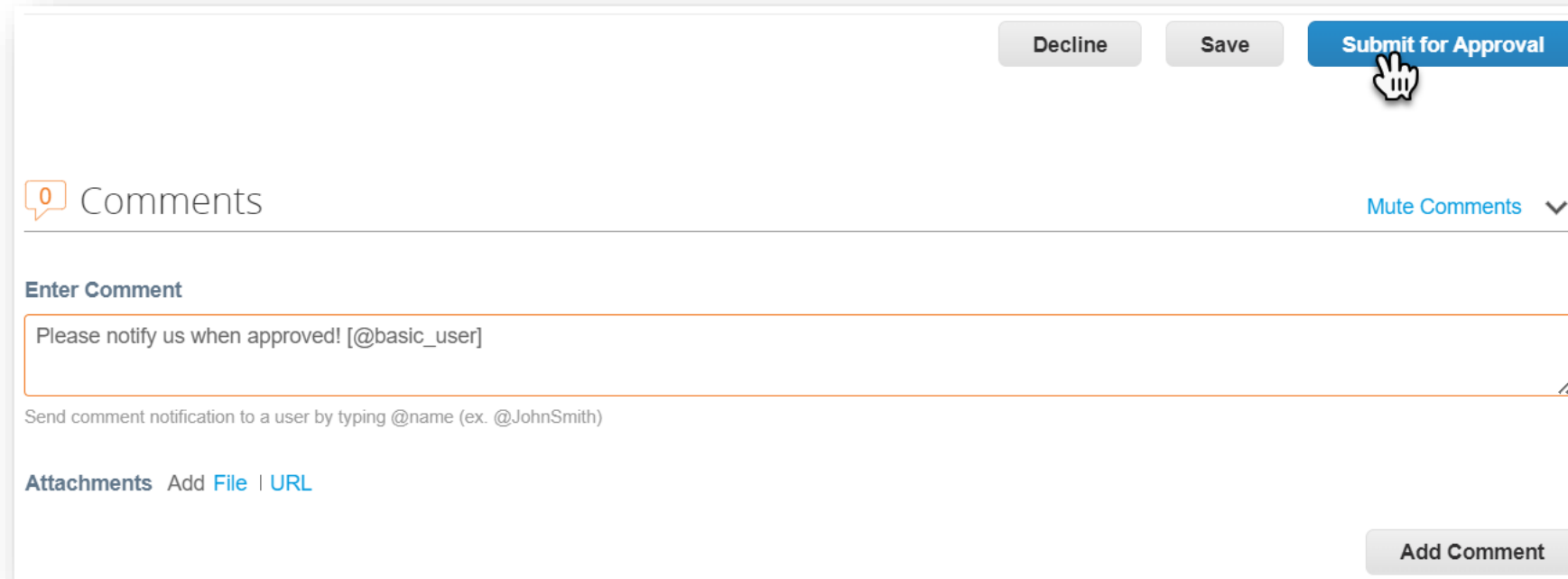
- Questions or fields with the * symbol are required to be answered.
- Every field has its own description below.
- For more information about how to answer the fields, [click here](#).



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.



Decline Save **Submit for Approval**

0 Comments [Mute Comments](#) ▼

Enter Comment

Please notify us when approved! [@basic_user]

Send comment notification to a user by typing @name (ex. @JohnSmith)

Attachments Add [File](#) | [URL](#)

Add Comment

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

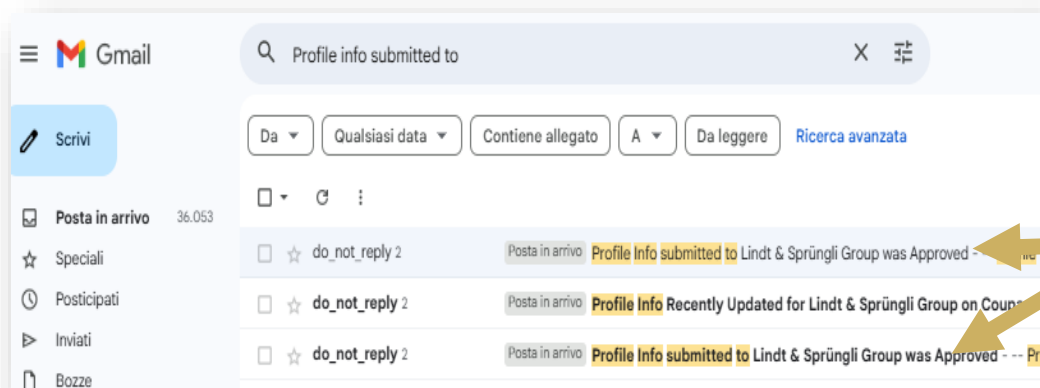
- Access to [Lindt & Sprüngli Supplier Center](#)
- Email: supplier@lindt.com

4.3 Feedback

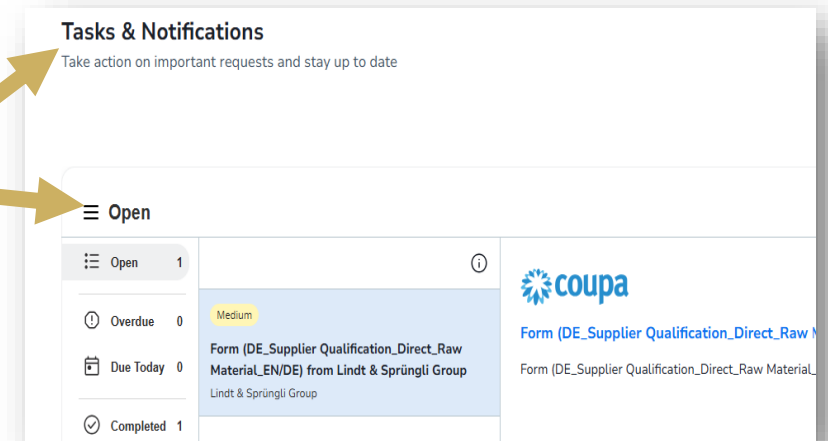
APPROVAL/REJECTION OF THE FORM

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, 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.



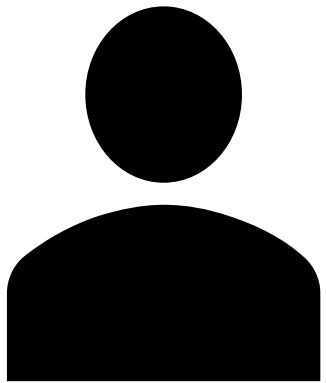
Notifications



LINDT & SPRÜNGLI

4.2 Contact Support

Lindt & Sprüngli SUPPLIER CENTER

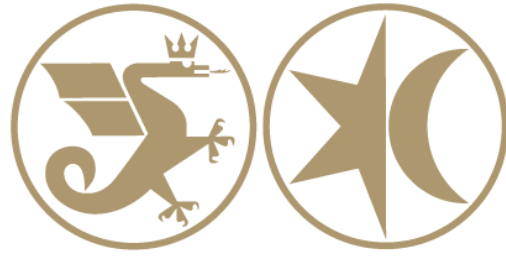


Contact us via:

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



LINDT & SPRÜNGLI



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

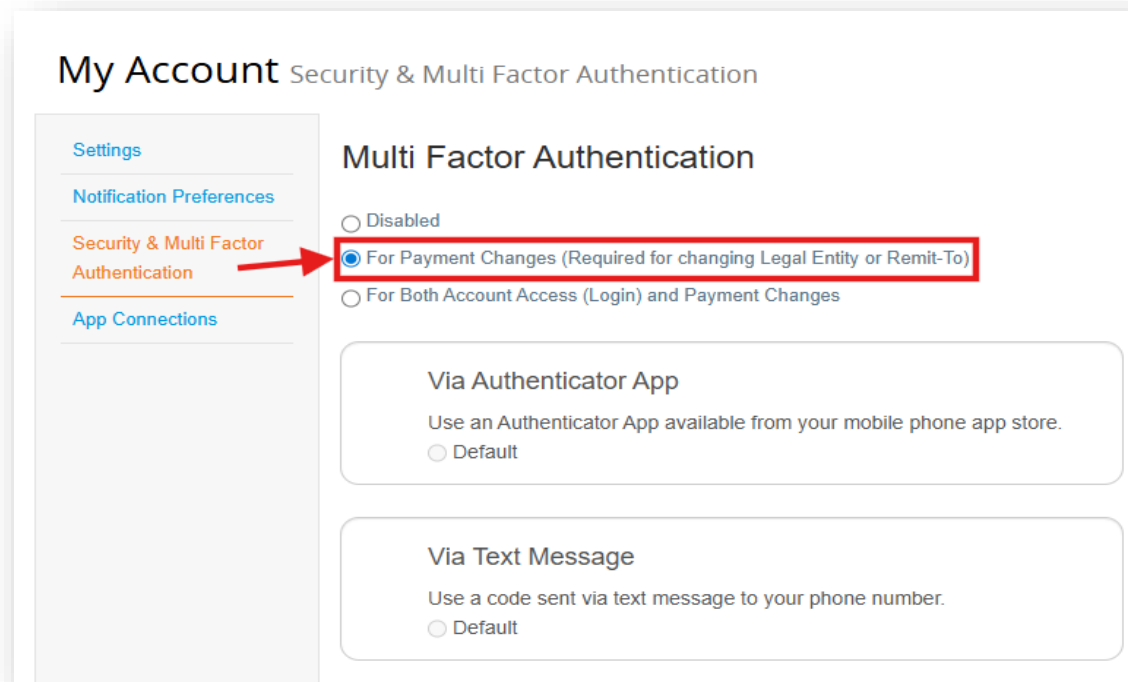
7. Invoicing
Homepage

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:



LINDT & SPRÜNGLI

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.**

Legal Entities

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
Testforms4Co...	Street 1, Paris, Paris, 123123, France	FR:FR82652031857	Remit-To Address	Street 1, Paris, Paris, 123123, France	Lindt & Sprüngli Group
			Bank Account	Raiffeisen *****4476	Lindt & Sprüngli Group

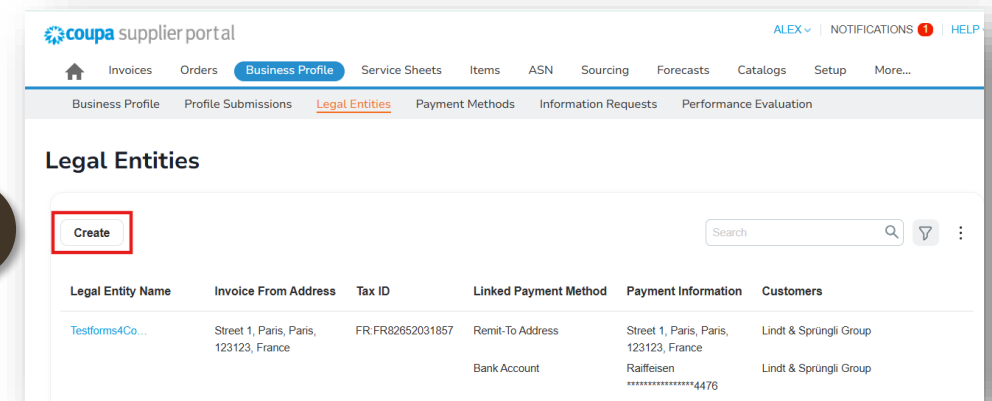
Per page 5 | 10 | 20



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.



The 'Create Legal Entity' pop-up form is shown. It has a close button (X) in the top right corner. The 'Legal Entity Name' field contains 'Test Legal Entity' and the 'Country/Region' dropdown is set to 'Germany'. Below this, the 'Tax Registrations' section shows the 'Country/Region' dropdown set to 'Germany' and the 'VAT ID' field containing 'DE123456789'. A checkbox labeled 'I don't have a Tax ID Number' is present. At the bottom right, there is a link that says '+ Add Tax Registration'.



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.

Create Legal Entity ×

[+ Add Tax Registration](#)

Additional Company Information

Please include where you company's official seat is.

Legal type of company * ⓘ
GmbH

Board of Directors * ⓘ
Alex Mendoza, Maria Fuentes

Court of registration * ⓘ
Amtsgericht Berlin (Charlottenburg)

Remark if company in liquidation ⓘ

Registered seat * ⓘ **2**
Berlin

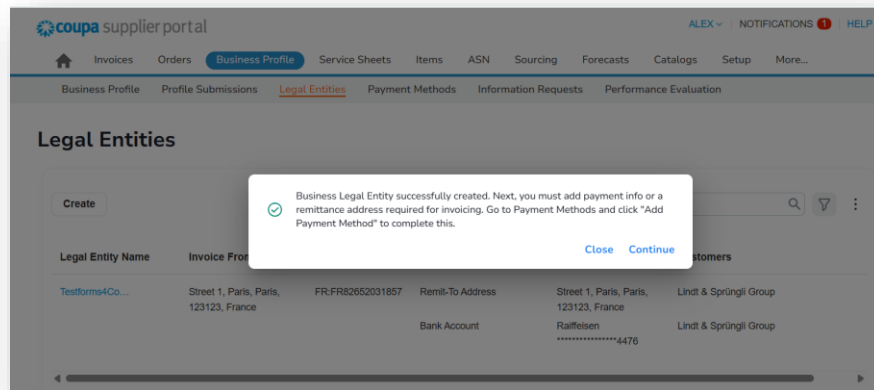
Chairman of the Board * ⓘ
Alex Mendoza

Commercial Register & Number * ⓘ
HRB 123456



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

Invoice From Address

Please enter the address that you invoice from or the address that you receive mailed and in-person payments.

2

Country/Region * Address Line 1 * Address Line 2

Germany 3-7 Oberweg Address Line 2

City * State Postal Code *

Frankfurt am Main Hesse 60318

Invoice From Code ⓘ Preferred Language

German (Germany)

3

Ship From Address

Please enter the physical address that your goods are shipped from? This can be a warehouse address.

☒ Same as Invoice From Address

Remit-To Address

Please enter the address where you receive in-person payments.

☒ Same as Invoice From Address

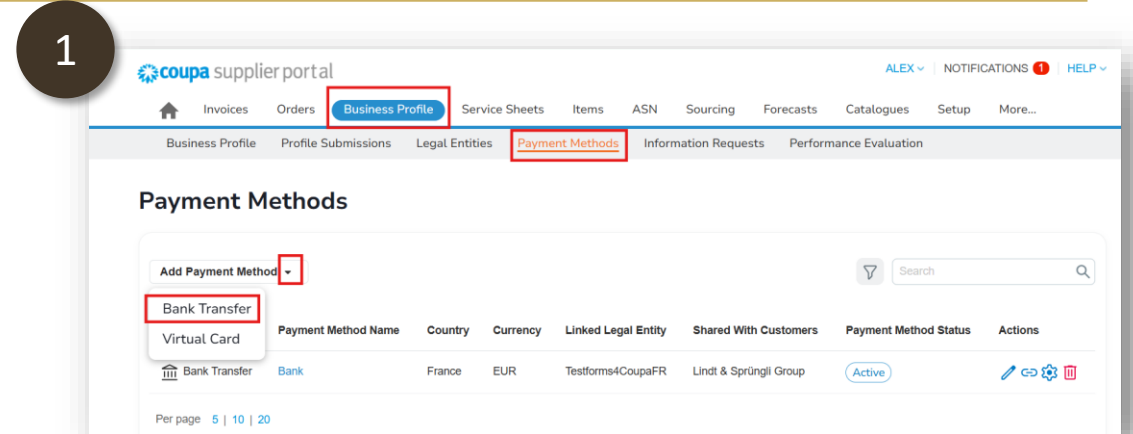
4

Cancel Save



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**.



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**.

The screenshot shows a modal window titled "Add Payment Method" with a close button (X) in the top right corner. A green success message box at the top contains the text "Great News! The payment information has been successfully saved." and a close button (X). Below this, a text instruction reads: "Select customers with whom you want to share Test Bank Account and click Save." The main area features a search bar and a table with the header "Customer" and a "Test Bank Account" icon. The table has a "Select All" row with an unchecked checkbox and a row for "Lindt & Sprüngli Group" with a checked checkbox. At the bottom, there are "Cancel" and "Save" buttons, with the "Save" button highlighted by a red box and a blue star icon. Numbered callouts 1, 2, and 3 are placed over the success message, the "Lindt & Sprüngli Group" row, and the "Save" button respectively.

1

Great News! The payment information has been successfully saved.

Select customers with whom you want to share Test Bank Account and click Save.

Search

Customer

Test Bank Account

Select All

Lindt & Sprüngli Group

Per page 5 | 10 | 20

Cancel Save

2

3



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”.

Legal Entities

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customer
Test Legal Entity	3-7 Oberweg, Frankfurt am Main, Hesse, 60318, Germany	DE:DE123456789	Remit-To Address	3-7 Oberweg, Frankfurt am Main, Hesse,...	Lindt & Sprüngli
			Bank Account	Test Bank Name *****3000	Lindt & Sprüngli

Edit Legal Entity

Legal Entity Name *
Test Legal Entity

Country/Region *
Germany

Tax Registrations

Country/Region *
Germany

VAT ID *
DE123456789

☐ I don't have a Tax ID Number

Additional Company Information

Legal type of company * ⓘ
GmbH

Registered seat * ⓘ
Berlin

Board of Directors * ⓘ
Alex Mendoza, Maria Fuentes

Chairman of the Board * ⓘ
Alex Mendoza

Court of registration * ⓘ
Amtsgericht Berlin (Charlottenburg)

Commercial Register Number * ⓘ
HRB 123456

Remark if company in liquidation ⓘ

Invoice From Address

Please enter the address that you invoice from or the address where you receive posted and in-person payments.

Country/Region *
Germany

Address Line 1 *
3-7 Oberweg

Address Line 2
Address Line 2

City *
Frankfurt am Main

State
Hesse

Postcode *
603

4 Delete Legal Entity 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**).

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal', user 'ALEX', 'NOTIFICATIONS 1', and 'HELP'. The main navigation bar has 'Business Profile' highlighted with a red box and a '1' in a black circle. Below it, the 'Payment Methods' sub-tab is also highlighted with a red box and a '1' in a black circle. The 'Payment Methods' section displays a table with columns: Payment Method, Payment Method Name, Country, Currency, Linked Legal Entity, Shared With Customers, Payment Method Status, and Actions. Two payment methods are listed: 'Test Bank Account' (Germany, EUR, Test Legal Entity) and 'Bank' (France, EUR, Testforms4CoupaFR). The 'Bank' entry's 'Actions' column has a pencil icon highlighted with a red box and a '2' in a black circle. A '3' in a black circle is next to the 'Edit Payment Method' button.

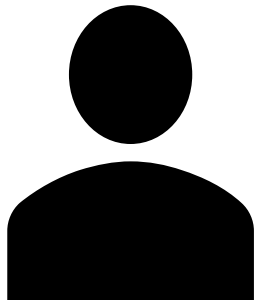
Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	Test Bank Account	Germany	EUR	Test Legal Entity	Lindt & Sprüngli Group	Active	   
Bank Transfer	Bank	France	EUR	Testforms4CoupaFR	Lindt & Sprüngli Group	Active	   

Per page 5 | 10 | 20



Contact Support

Lindt & Sprüngli SUPPLIER CENTER

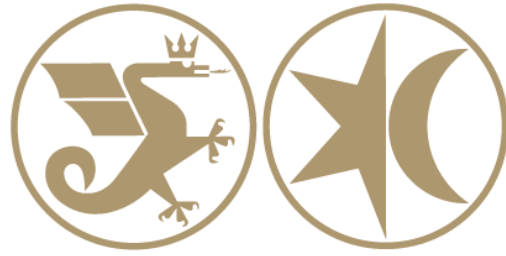


Contact us via:

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



LINDT & SPRÜNGLI



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

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 from 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).

The screenshot shows the Coupa Supplier Portal (CSP) interface. The top navigation bar includes tabs for Invoices, Orders, Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Setup, and More... The Orders tab is highlighted. Below the navigation bar, there's a section for 'Purchase Orders' with a search bar and a dropdown menu for 'Export to'. A table of Purchase Orders is displayed with columns: PO Number, Order Date, Status, Acknowledged At, Items, and Unanswered Comments. Two POs are listed: FR_4100020128 and FR_4100020127. A 'View' dropdown menu is open, showing options like 'All', 'Open Orders', 'Orders not acknowledged', 'Orders not invoiced', 'Orders past due', 'Orders with pending changes', 'POs with service lines', and 'Create View'. A search bar is also visible with the text 'FR_4100020128'.

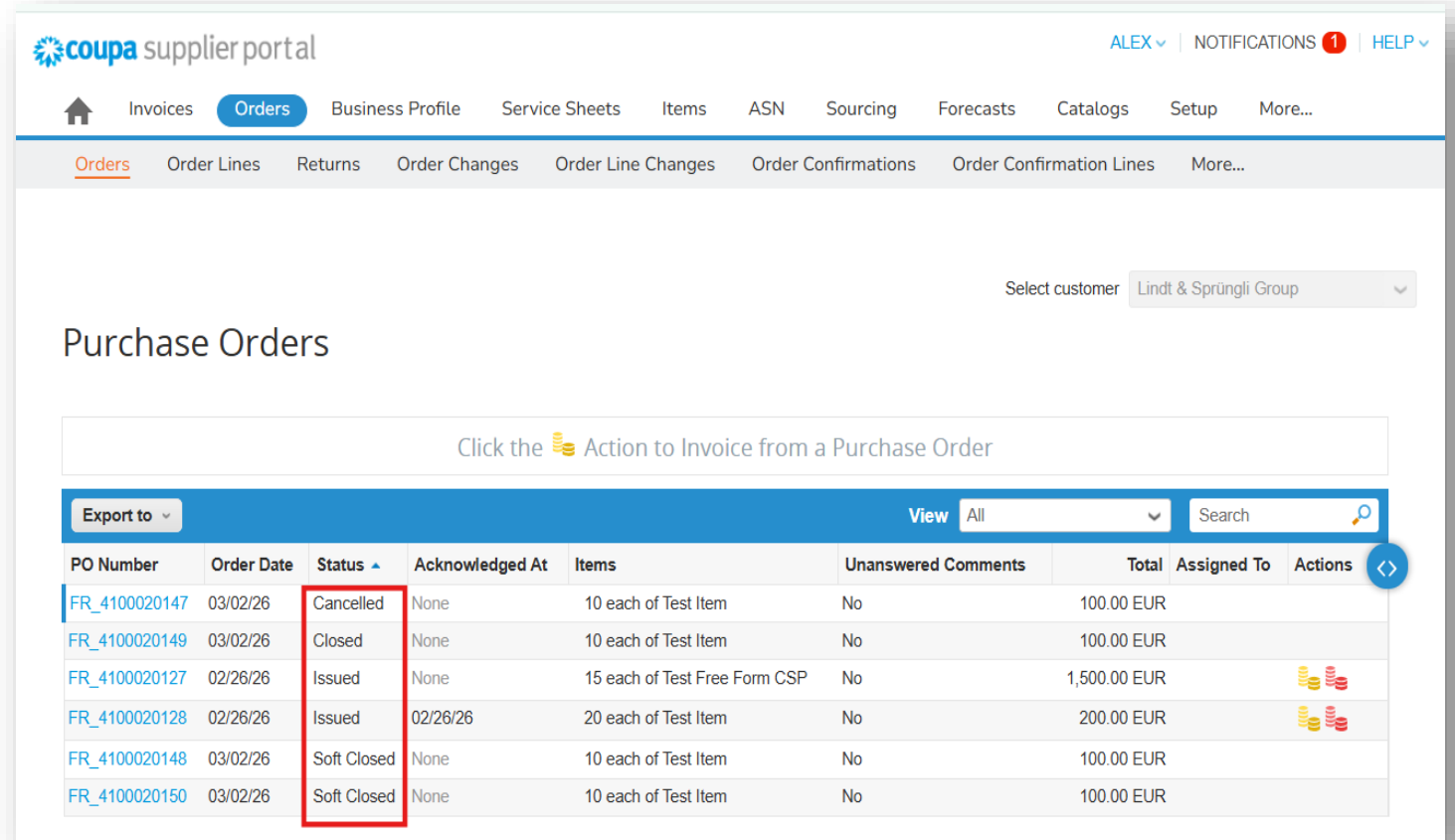
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments
FR_4100020128	02/26/26	Issued	None	20 each of Test Item	No
FR_4100020127	02/26/26	Issued	None	15 each of Test Free Form CSP	No



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



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes the Coupa logo, user name 'ALEX', notifications (1), and a help link. Below the navigation bar, there are tabs for 'Invoices', 'Orders' (selected), 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. Under the 'Orders' tab, there are sub-tabs: 'Orders' (selected), 'Order Lines', 'Returns', 'Order Changes', 'Order Line Changes', 'Order Confirmations', 'Order Confirmation Lines', and 'More...'. A 'Select customer' dropdown menu is set to 'Lindt & Sprüngli Group'. The main heading is 'Purchase Orders'. Below this, there is a message: 'Click the 📄 Action to Invoice from a Purchase Order'. A table with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, and Actions. The 'Status' column is highlighted with a red box. The table contains 7 rows of data.

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
FR_4100020147	03/02/26	Cancelled	None	10 each of Test Item	No	100.00 EUR		
FR_4100020149	03/02/26	Closed	None	10 each of Test Item	No	100.00 EUR		
FR_4100020127	02/26/26	Issued	None	15 each of Test Free Form CSP	No	1,500.00 EUR		
FR_4100020128	02/26/26	Issued	02/26/26	20 each of Test Item	No	200.00 EUR		
FR_4100020148	03/02/26	Soft Closed	None	10 each of Test Item	No	100.00 EUR		
FR_4100020150	03/02/26	Soft Closed	None	10 each of Test Item	No	100.00 EUR		



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.

Purchase Order #FR_4100020128

General Info

Status Issued - Sent via Email

Order Date 02/26/26

Revision Date 02/26/26

Requester Nicolas Couture

Email 3562.staging.test@coupa.com

Payment Term 60 Jours [60J_FR_102]

Attachments None

Acknowledged ☒

Shipping

Ship-To Address 2, Av. De Lattre de Tassigny
4774 Upgrade street2
64400 Oloron Sainte-Marie
France
Attn: Nicolas Couture

Terms DAP - Delivery at Place

Shipment Tracking

No shipment tracking.

Lines

Advanced Search Sort by Line Number: 0 → 9

1	Type	Item	Qty	Unit	Price	Total	Invoiced
		Test Item	20	each	10.00	200.00	0.00

Need By	Supplier Part Number	Supplier Auxiliary Part Number	Manufacturer Name	Manufacturer Part Number
02/26/26	123456	None	None	None

Per page 15 | 45 | 90

Total EUR 200.00

Create Invoice Save **Print View**

Comments

Mute Comments

Enter Comment

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

History

Automatically updated on 02/26/26 at 11:23 AM

Purchase order FR_4100020127 version 1 sent via email. View PO on 02/26/26 at 11:23 AM

Lindt & Sprüngli SAS France User on 02/26/26 at 11:22 AM

Lindt & Sprüngli SAS France User on 02/26/26 at 11:22 AM

Lindt & Sprüngli SAS France User on 02/26/26 at 11:22 AM

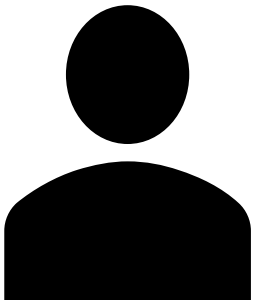
Purchase order FR_4100020127 Created



LINDT & SPRÜNGLI

Contact Support

Lindt & Sprüngli SUPPLIER CENTER

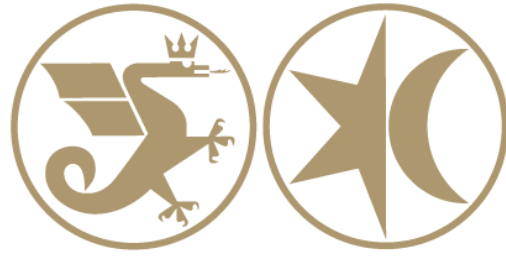


Contact us via:

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



LINDT & SPRÜNGLI



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

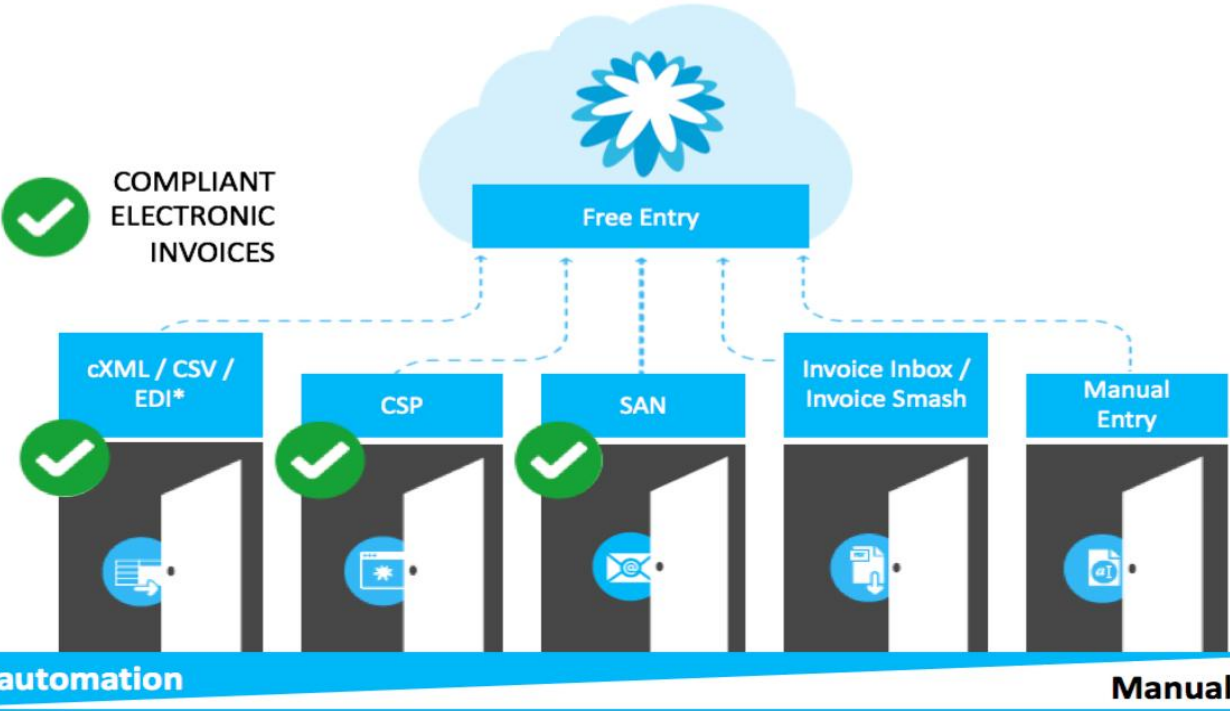
8. Manage
Catalogues

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.

ALEX

NOTIFICATIONS 1

HELP

Home

Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogs

Setup

More...

Orders

Order Lines

Returns

Order Changes

Order Line Changes

Order Confirmations

Order Confirmation Lines

More...

Select customer

Lindt & Sprüngli Group

Purchase Orders

Click the Action to Invoice from a Purchase Order

Export to

View All

Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
FR_4100020128	02/26/26	Issued	02/26/26	20 each of Test Item	No	200.00 EUR		
FR_4100020127	02/26/26	Issued	None	15 each of Test Free Form CSP	No	1,500.00 EUR		

1

2

Lines

Advanced

Search

Sort by

Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	Test Free Form CSP	15	each	100.00	1,500.00	0.00

Need By

Supplier Part Number

Supplier Auxiliary Part Number

Manufacturer Name

Manufacturer Part Number

02/26/26

None

None

None

None

Per page

15

45

90

Total EUR 1,500.00

1

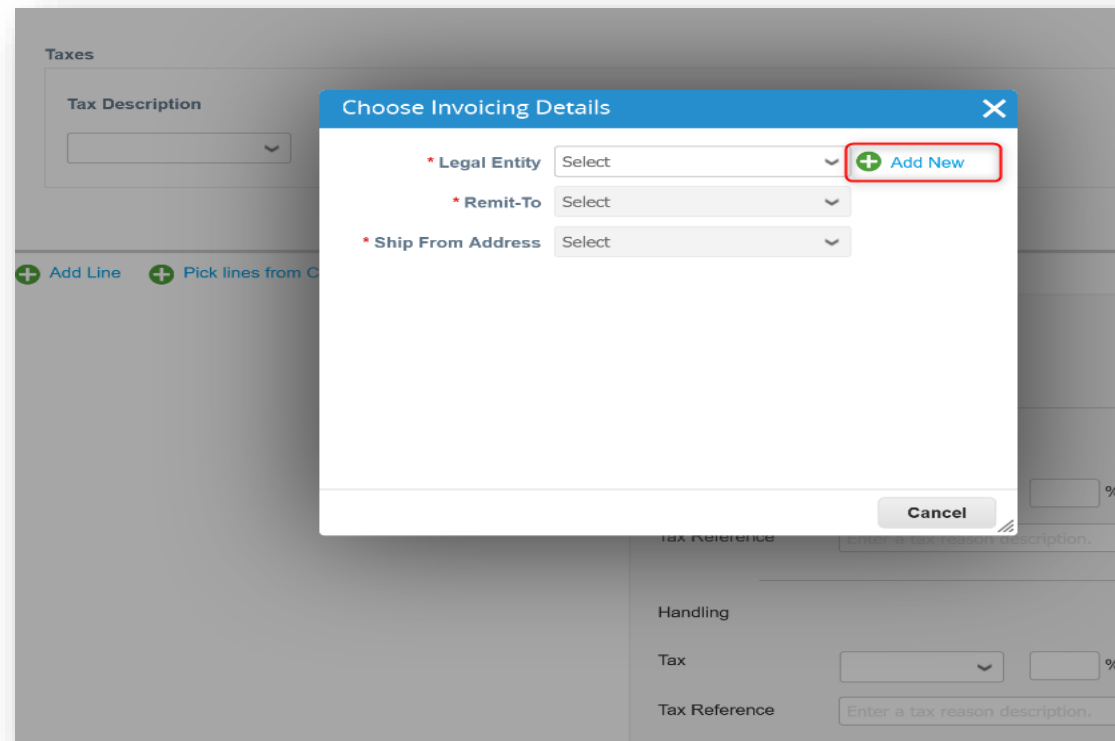
Create Invoice

Save

Print View

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.

The screenshot shows the 'Create Invoice' form with the following fields and callouts:

- Callout 1:** Points to the 'Invoice #' field.
- Callout 2:** Points to the 'Invoice Date' field.
- Callout 3:** Points to the 'Currency' dropdown menu.
- Callout 4:** Points to the 'From' section header.

The form includes the following sections and fields:

- General Info:**
 - * Invoice #
 - * Invoice Date: 06/03/2026
 - Payment Term: 60 Jours [60J_FR_102]
 - * Currency: EUR
 - Delivery Number
 - Status: Draft
 - Image Scan: Choose File (No file chosen)
 - Supplier Note
 - Attachments: Add File | URL | Text
 - Margin Scheme
- From:**
 - * Supplier: 64CoupaFR [602671_FR_102]
 - * Supplier VAT ID: DE123456789
 - * Ship-From Address: Test Legal Entity, 3-7 Oberweg, Alex, 60318 Frankfurt am Main, Mendoza, Germany
 - * Remit-To Address: Test Legal Entity, 3-7 Oberweg, Alex, 60318 Frankfurt am Main, Mendoza, Germany
 - * Ship-To Address: Test Legal Entity, 3-7 Oberweg, Alex, 60318 Frankfurt am Main, Mendoza, Germany
- To:**
 - Customer: Lindt & Sprüngli Group
 - * Bill-To Address: Lindt & Sprüngli SAS France, 4646 Upgrade street, 4646 Upgrade street2, San Mateo, CA 11111, United States
 - * Buyer VAT IDVAT: FR33672024155
 - Ship to Address: 2, Av. De Lattre de Tassigny, 4774 Upgrade street2, 64400 Oloron Sainte-Marie, France
 - QR-Reference: Use this field to enter your QR-Reference



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.

General Info

* Invoice #

* Invoice Date 06/03/2026

Payment Term 60 Jours [60J_FR_102]

* Currency EUR

Delivery Number

Status Draft

Image Scan No file chosen

Supplier Note

Attachments Add File | URL | Text

Option out of Cash Accounting Scheme

Late Payment Penalties

Margin Scheme

Pre-Payment Date dd/mm/yyyy

From

* Supplier Testforms4CoupaFR [602671_FR_102]

* Supplier VAT ID FR82652031857

* Invoice-From Address Testforms4CoupaFR

Street 1
123123 Paris
France
552 100 554
SARL
Paris, France
1,000,000

* Remit-To Address Testforms4CoupaFR

Street 1
123123 Paris
France

* Ship-From Address Testforms4CoupaFR

Street 1
123123 Paris
France

To

Customer Lindt & Sprüngli Group

* Bill-To Address Lindt & Sprüngli SAS France
4646 Upgrade street





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

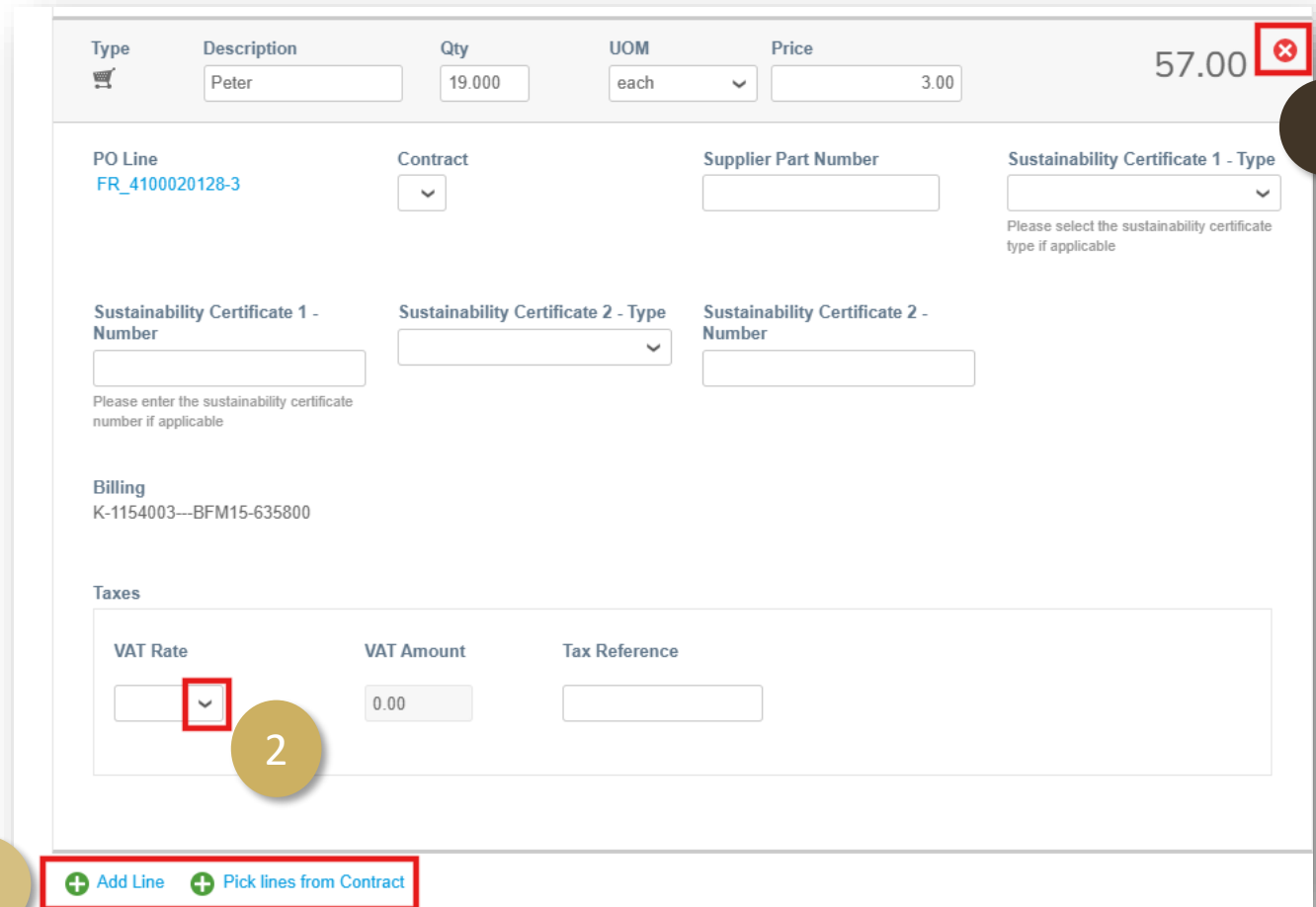
7.2 Create Invoices in the Coupa Supplier Portal – Invoice Lines

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.



The screenshot shows the 'Invoice Lines' interface in the Coupa Supplier Portal. At the top, a table lists invoice lines with columns: Type (shopping cart icon), Description (Peter), Qty (19.000), UOM (each), Price (3.00), and a total of 57.00. A red box with a white 'X' is over the total price. Below this, there are fields for PO Line (FR_4100020128-3), Contract (dropdown), Supplier Part Number, and Sustainability Certificate 1 - Type (dropdown). Further down are fields for Sustainability Certificate 1 - Number, Sustainability Certificate 2 - Type (dropdown), and Sustainability Certificate 2 - Number. A 'Billing' section shows K-1154003---BFM15-635800. A 'Taxes' section has a table with columns: VAT Rate (dropdown with a red box), VAT Amount (0.00), and Tax Reference. At the bottom, there are two buttons: '+ Add Line' and '+ Pick lines from Contract', both highlighted with a red box. Numbered callouts 1, 2, and 3 are placed around the interface to correspond with the instructions.



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.

The screenshot displays the 'Totals & Taxes' section of the Coupa Supplier Portal. It includes a table for 'Totals & Taxes' with the following data:

Totals & Taxes	
Lines Net Total	2,044.00
Lines VAT Totals	0.00
Shipping	
VAT	0.000
Tax Reference	
Enter a tax reason description.	
Handling	
VAT	0.000
Tax Reference	
Enter a tax reason description.	
Total VAT	0.00
Net Total	2,044.00
Gross Total	2,044.00

At the bottom of the form, there are five buttons: 'Deactivate / Delete', 'Cancel', 'Save as Draft', 'Calculate', and 'Submit'. The 'Calculate' and 'Submit' buttons are highlighted with red boxes. Numbered annotations (1, 2, 3) are placed over the form to guide the user through the process.



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).

The screenshot shows the 'Invoices' page in the Lindt & Sprüngli supplier portal. The page has a top navigation bar with 'Invoices' highlighted. Below the navigation bar, there's a 'Select customer' dropdown set to 'Lindt & Sprüngli Group'. The main section is titled 'Invoices' and includes a 'Create Invoices' button. Below this, there are tabs for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table of invoices is displayed with columns: Invoice #, Created Date, Status, PO #, Total, and Unanswered. A search bar and an 'Export to' dropdown are located above the table. A 'View' dropdown menu is open, showing various filters like 'Approved', 'Credit Notes', 'Disputed', etc. The 'Create View' button is at the bottom of the menu. Numbered callouts 1-5 highlight specific features: 1 points to the 'Invoices' tab, 2 points to an invoice number in the table, 3 points to the 'View' dropdown, 4 points to the search bar, and 5 points to the 'Export to' dropdown.

Invoice #	Created Date	Status	PO #	Total	Unanswered
None	03/08/26	Draft	FR_4100020187	100.00 EUR	No
None	03/08/26	Voided	FR_4100020189	200.00 EUR	No
2026031	03/08/26	Pending Approval	FR_4100020190	267.50 EUR	No
20260305	03/08/26	Approved	FR_4100020189	238.00 EUR	No
20260226	03/08/26	Approved	FR_4100020188	178.50 EUR	No
20260212	03/08/26	Abandoned	FR_4100020187	100.00 EUR	Yes
20260220	03/08/26	Disputed	FR_4100020127	1,605.00 EUR	Yes
20260303	03/08/26	Pending Approval	FR_4100020128	136.85 EUR	No

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.

Invoices

Create Invoices 

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to  View All  Search 

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
None	03/06/26	Voided	FR_4100020189	200.00 EUR	No		
20260311	03/06/26	Pending Approval	FR_4100020190	267.50 EUR	No		
20260305	03/06/26	Approved	FR_4100020189	238.00 EUR	No		
20260226	03/06/26	Approved	FR_4100020188	178.50 EUR	No		
20260212	03/06/26	Abandoned	FR_4100020187	100.00 EUR	Yes	Test Dispute	
20260220	03/06/26	Disputed	FR_4100020127	1,605.00 EUR	Yes	Test Dispute	
20260303	03/06/26	Pending Approval	FR_4100020128	136.85 EUR	No		

Per page 15 | 45 | 90



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.

1 Invoice #20260303 [Back](#)

2

3

legal_invoice_20260226_2026-03-06.pdf
104 KB • Done

Select customer [Lindt & Sprüngli](#)

General Info

Invoice # 20260303
Invoice Date 03/06/26
Payment Term 60 Jours [60J_FR_102]
Currency EUR
Delivery Number None
Status Pending Action
Shipping Term None
Legal Invoice [download](#)
Image Scan None
Supplier Notes None
Attachments None

Bill To & Ship To

Supplier Testforms4CoupaFR [602671_FR_102]
Invoice From Test Legal Entity
3-7 Oberweg
60318 Frankfurt am Main
Germany
Chairperson of the Board Alex Mendoza
Court of Registration Amtsgericht Berlin (Charlottenburg)
Legal Type of Company GmbH
Managing Directors Alex Mendoza, Maria Fuentes
Registered Seat Berlin
Commercial Register & Number HRB 123456
Remit To Test Legal Entity
3-7 Oberweg
60318 Frankfurt am Main
Germany



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**.

Comments Mute Comments

Enter Comment

Add [File](#) | [URL](#)

Send comment notification to a user by typing @name (e.g. @JohnSmith)

Add Comment

Payments

Status Externally Paid

Paid-in-Full Date 06/03/2026

Payment Reconciliation Details

Status	Date	Type	Description	Amount
Posted	06/03/2026	Payment	Fully Paid	238.00
Posted	06/03/2026	Payment	Fully Paid	-238.00
Posted	06/03/2026	Payment	Fully Paid	238.00

History



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.

The screenshot shows the Lindt & Sprüngli CSP system interface. The top navigation bar includes tabs for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Setup, and More... The Invoices tab is selected and highlighted with a red box and a circled '1'. Below the navigation bar, the 'Invoices' section is displayed. It includes a 'Select customer' dropdown set to 'Lindt & Sprüngli Group'. Under 'Create Invoices', there are buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A 'View' dropdown menu is set to 'Disputed' and is highlighted with a red box and a circled '2'. Below this, a table lists invoices. The first row is for invoice # 20260220, dated 03/02/26, with a total of 1,605.00 EUR. It is marked as 'Disputed' on 03/06/26. The 'Dispute Reason' is 'Test Dispute' and the 'Comments' are 'Adrian Cadis (@ACadis@lindt.com) on 03/06/26 at 01:57 PM Test Dispute'. The 'Actions' column for this row has a button highlighted with a red box and a circled '3', which is the 'Resolve' button.

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
20260220	03/02/26	FR_4100020127	1,605.00 EUR	03/06/26	03/06/26	Test Dispute	Adrian Cadis (@ACadis@lindt.com) on 03/06/26 at 01:57 PM Test Dispute	Resolve



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.

Summary

Total VAT	7,352.91
Net Total	90,776.65
Gross Total	98,129.56

Buttons: Cancel Invoice, Adjust

General Info

* Credit Note #

* Credit Note Date 2024-07-26

* Supplier

* Supplier VAT ID

Lines

Adjustment Type: Quantity

Type	Description	Qty	UOM	Price	
Monthly maintenance cleaning		-1.0	Months	90,626.6496	-90,626.65

PO Line 49000000206-4

Service/Time Sheet Line None

Contract Vebego Unterhaltsreinigung (F)

Supplier Part Number 1

Sustainability Certificate 1 - Type

Sustainability Certificate 1 - Number

Sustainability Certificate 2 - Type

Sustainability Certificate 2 - Number

Billing K-1746-01---46791-78944-IT

Taxes

VAT Rate	VAT Amount	Tax Reference
8.1%	-7,340.76	



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.

Are You Ready to Send? ✕

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa-generated credit note is your and your customer's legal credit note.

1 **Totals & Taxes**

Lines Net Total	-90,626.65
Lines VAT Totals	-7,340.76

Shipping

VAT 0.000

Tax Reference

Handling

VAT 0.000

Tax Reference

Total VAT	-7,340.76
Net Total	-90,626.65
Gross Total	-97,967.41

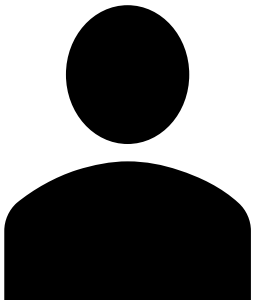
2

3



Contact Support

Lindt & Sprüngli SUPPLIER CENTER

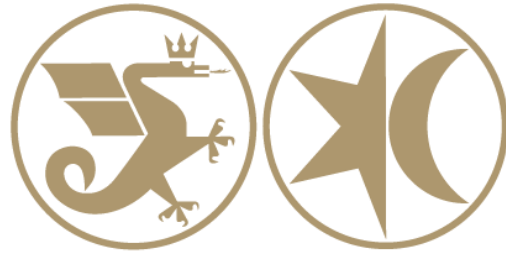


Contact us via:

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



LINDT & SPRÜNGLI



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

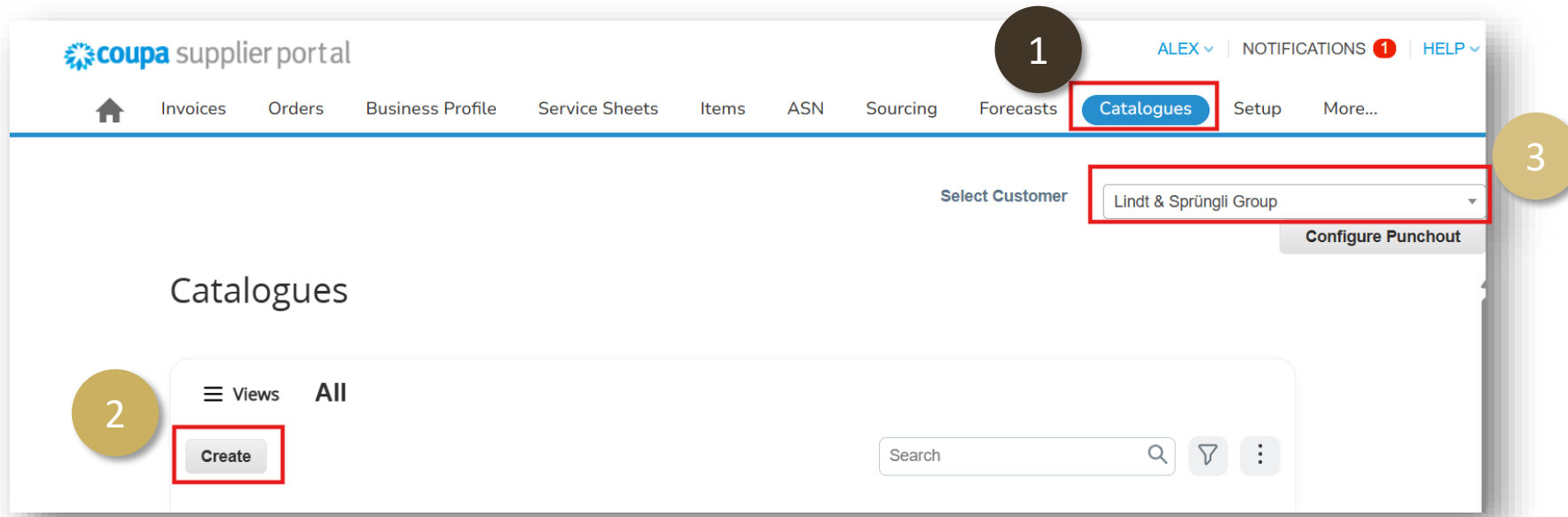
7. Invoicing
Homepage

8. Manage
Catalogues

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.

The screenshot shows the 'Catalogue 2 Edit' page in the Coupa Supplier Portal. The page has a top navigation bar with 'coupa supplier portal' and user links (ALEX, NOTIFICATIONS, HELP). Below this is a menu bar with 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. The 'Catalogues' tab is active. On the right, there's a 'Select Customer' dropdown set to 'Lindt & Sprüngli Group' and a 'Configure Punchout' button. The main form area is titled 'Catalogue 2 Edit' and includes a 'Back' link. The form fields are: 'Customer' (Lindt & Sprüngli Group), '* Catalogue Name' (Catalogue 2), 'Status' (Draft), 'Start Date' (dd/mm/yyyy), 'Expiry Date' (dd/mm/yyyy), and 'Currency' (EUR). A summary section shows '1 Item Changed (0 unchanged)' with six metrics: Price Increase (1), Price Decrease (0), Rejected Items (0), Other Fields Updated (0), New Items (0), and Deactivated Items (0). At the bottom right, there are 'Save' and 'Submit for Approval' buttons. Numbered callouts 1 through 5 are overlaid on the image: 1 points to the top navigation bar, 2 points to the 'Catalogue Name' field, 3 points to the 'Start Date' and 'Expiry Date' fields, 4 points to the 'Currency' field, and 5 points to the 'Save' button.



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.

The screenshot displays the 'Items Included in Catalogue' section of the Lindt & Sprüngli CSP interface. At the top, there are two summary boxes: 'NEW 0 New Items' and 'Deactivated Items 0'. Below these are 'Save' and 'Submit for Approval' buttons. The main area is titled 'Items Included in Catalogue' and features a 'Views All' dropdown. A red box labeled '1' highlights the 'Create' button. To the right, a search bar and a filter icon are visible, with a red box labeled '2' highlighting a menu icon. A dropdown menu is open, showing options: 'Load from file', 'Export as CSV Plain Text (Current Columns)', 'Export as CSV for Excel (Current Columns)', and 'Export as XLSX (Current Columns)'. Below the menu is a table with columns: Name, Part Number, Status Change, Price, Price Change, and Price Amount Change. The first row shows 'Test Item' with Part Number 123456, Status Change 'Updated', Price 15.00, Price Change 50.00 %, and Price Amount Change 5.0. At the bottom, there is a pagination bar showing 'Per page 15 | 45 | 90'.

Name	Part Number	Status Change	Price	Price Change	Price Amount Change
Test Item	123456	Updated	15.00	50.00 %	5.0



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.

The screenshot shows the 'Catalog Item Create' form in the Coupa Supplier Portal. The form is divided into several sections: 'Catalog Item Create', 'Sustainability Information', and 'Supplier Item Attributes'. The 'Catalog Item Create' section includes fields for Name, Description, Unit of Measure, Purchasable, Manufacturer Name, Manufacturer Part Number, and Attachment. The 'Sustainability Information' section includes a Sustainable dropdown and a Link field. The 'Supplier Item Attributes' section includes fields for Part Number, Auxiliary Part Number, Manufacturer, Lead Time, Unspac, Contract, Pricing Type, Price, Currency, Savings %, Order Increment, Minimum Order Quantity, Availability, and Availability Date. The form is annotated with numbered callouts: 1 points to the Name field, 2 points to the Description field, 3 points to the Unit of Measure dropdown, 4 points to the Part Number field, 5 points to the Price field, 6 points to the Currency dropdown, 7 points to the Choose File button, and 8 points to the Save button. The form also includes a Select Customer dropdown at the top right, a Configure Punchout button, and a Cancel button at the bottom right.



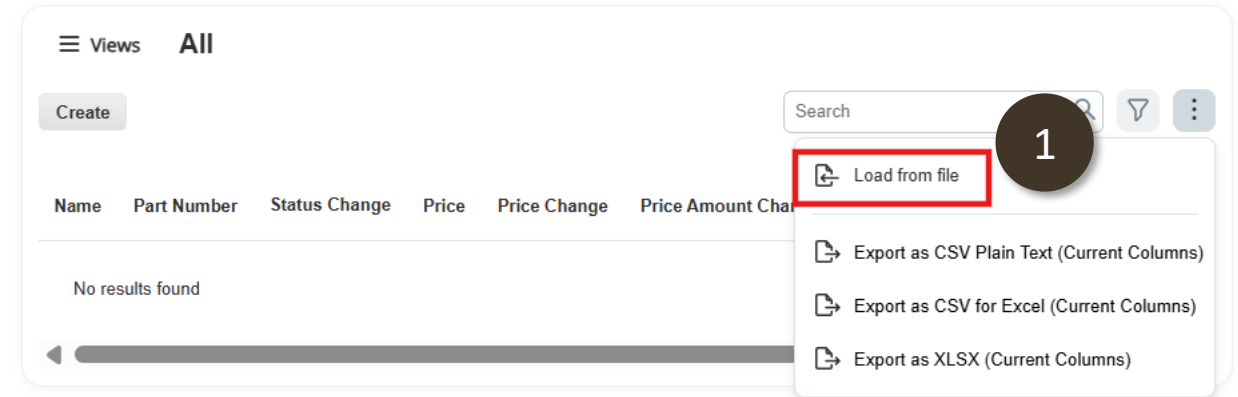
8.3 Bulk Load Catalogue Items

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.

Items Included in Catalog



Bulk Load Item Updates for Catalogue 4

Follow these steps to upload

1. **Download** the CSV template, or **export** the current list (Based on the CSV File Field Separator in your Language and Region settings.)
The interface shows a 'Download' button (highlighted with a red box and a circled '2') and an 'Export To' button.
2. **Fill in or update the CSV file.** [Click here](#) for a description of the required and optional fields in the template.
 - Fields marked with a "*" are mandatory.
 - Each row uploaded will create a new .
 - Click Start Upload and the system will attempt to load the first 6 rows from your file and show the results.

3. **Load the updated file**

The interface shows a 'Choose File' button (highlighted with a red box and a circled '3') and a text input field containing 'Catalogue items test.csv' (highlighted with a red box and a circled '4').

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

The interface shows a 'Start Upload' button (highlighted with a red box and a circled '5').



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.

The screenshot illustrates the workflow for submitting and managing catalogue items. It is divided into two main sections: 'Items Included in Catalog' and 'Catalogs'.

Section 1: Items Included in Catalog (Annotated with a '1' in a dark circle)

This section shows a table of items. A red box highlights the 'Submit for Approval' button in the top right corner, which is annotated with a '2' in a gold circle. The table below shows two test items.

Name	Part Number	Status Change	Price	Price Change	Price Amount Change	Currency	Other Fields Changed	Rejec
Test Item 2	122459	New	11.00	None	None	EUR	None	None
Test Item 3	122450	New	5.00	None	None	EUR	None	None

Section 2: Catalogs (Annotated with a '3' in a gold circle)

This section shows a table of catalogues. A green notification bar at the top states 'Catalog was successfully updated and awaiting approval.' (Annotated with a '4' in a gold circle). The table below shows the status of various catalogues.

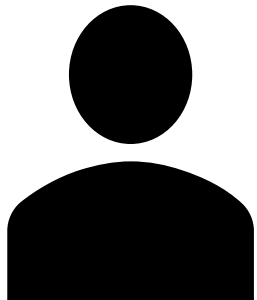
Catalog Name	Created Date	Submitted Date	Start Date	Expiration Date	Status	red Comments	Error	Acti
Catalogue 4	03/06/26	03/09/26	03/02/26	03/02/27	Pending Approval	No	None	
Catalogue 3	03/06/26	03/06/26	03/02/26	03/02/27	Pending Approval	No	None	
Catalogue 2	03/06/26	03/06/26	03/06/26	03/06/28	Pending Approval	No	None	
Hosted Catalogue CSP test	02/26/26	02/26/26	02/26/26	01/30/27	Accepted by Customer	No	None	Non

The 'Status' column in the Catalogs table is annotated with a '5' in a dark circle, highlighting the 'Accepted by Customer' status.



Contact Support

Lindt & Sprüngli SUPPLIER CENTER



Contact us via:

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



LINDT & SPRÜNGLI



Thank you.