

## FAQs – Lindt & Sprüngli Coupa Supplier Portal

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## General FAQs

### What are the Coupa Supplier Portal benefits for me?

Coupa Supplier Portal (CSP) is a free tool for suppliers to easily do business with customers who use Coupa. CSP makes managing customers easy. Depending on your customer's specific Coupa configuration, you can manage content and settings on a customer-by-customer basis, including:

1. Real-time customer performance & risk tracking.
2. Accelerated onboarding & workflow with your customer.
3. Enhanced transparency between customers and suppliers.
4. Automated e-mail notifications from customer's activity.
5. Multi-user company's account management.
6. Increased efficiency and productivity through simplified daily work.
7. Improved collaboration through standardized and automated processes.

## Coupa Benefits – What is in it for you?

### Benefits for supplier



Enhanced **efficiency** thanks to real-time visibility

Enhanced **communication** through notification system

Accelerated **onboarding** and **workflow**

### Benefits for Lindt & Sprüngli



Harmonized and **standardized** procurement processes

Enhanced **transparency** between customers and suppliers

Improved **collaboration** across functions & locations

### Benefits for both



Reduced cycle time and **workload**

Use **one single tool** with fully **electronic flow** for the entire Source-to-Contract process

User friendly tool to increase **efficiency** & **productivity** through simplified daily work



LINDT & SPRÜNGLI

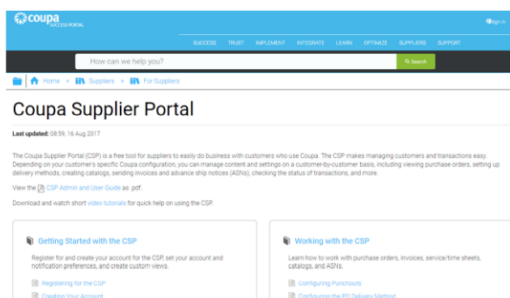
### Where do I go for help if I am struggling to use Coupa?

- Go to [Coupa help Center](#) or contact [suppliers@coupa.com](mailto:suppliers@coupa.com) in case of:

- Coupa is not available
- Technical issue
- Functional issue
- Contact Lindt & Sprüngli by writing to [supplier@lindt.com](mailto:supplier@lindt.com) in case of:
  - User access request
  - Process / content related questions
  - Training / improvements / best practices
  - Change requests in settings / templates

### Additional Resources – Coupa help/ CSP Technical Issues

- In the event of facing technical issues (E.g. - I have two Coupa supplier accounts, how do I merge them into one?) please search the Coupa help websites.



The [Coupa Success Portal](#) contains a vast amount of support content for CSP users.

This information can be translated using your browser (Chrome) and can be downloaded as a PDF.

Coupa Supplier Portal:

[https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal)

- Should 'Coupa help' not provide you the desired answers, kindly contact the Technical Support (see contacts below):

### How can I register for Coupa?

The following Links explain how to create a Coupa Supplier Portal (CSP) account:

- Read our [Supplier User Manual](#) >> **2. Coupa Supplier Portal Registration**
- [Setting up your Coupa account for the first time](#)
- [Watch an overview video](#)

If you get an invitation from a customer, consider that they might have already input basic information from you in the system during a supplier onboarding process that they might be running. Feel free to review it, suggest and make changes in the platform.

Your supplier account on Coupa can be used with any of your other Coupa Customers and is not locked down or specific to Lindt & Sprüngli.

## How do I get trained to Coupa?

Inside the Lindt & Sprüngli Supplier center go to **GET TO KNOW COUPA >> USEFUL LINKS** where you can find a set of manuals to use the platform. It is suggested to carefully read the **Supplier user manual**.

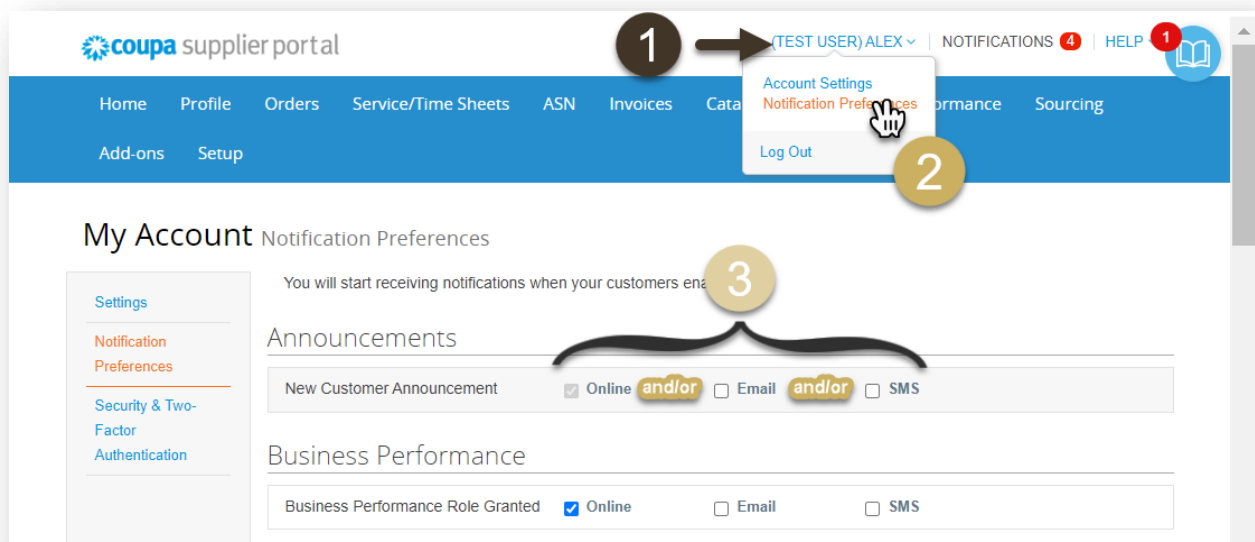
You are invited also to check the section **“VIDEO TUTORIALS”**, as there are guideline videos to explain some of the CSP functions.

## Is it an option not to use Coupa?

Over time, Lindt & Sprüngli will transition to managing all its tenders on Coupa. It will not be possible in the future to respond to a tender without accessing Coupa. This is a very simple process in Coupa and is explained in the training material sent to suppliers as a tender starts.

## How do I set up notifications in Coupa?

1. Once in Coupa Supplier Portal, **click or hover your mouse cursor over your profile name** at the upper right corner of the screen.
2. A label should be unveiled from your profile name, then click on **Notification Preferences**.
3. In the **Notification Preferences Menu**, manage where you will receive your notifications, there are three options:
  - a. **Online:** notifications will appear in your CSP.
  - b. **Email:** notifications will be received in your user e-mail account.
  - c. **SMS:** notifications will be received in your verified phone number as a text message.Enable two-factor authentication in CSP, [click here](#) for more information.



## I did not receive any Coupa emails, or I receive them in my Spam/Junk/Quarantined inbox?

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

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

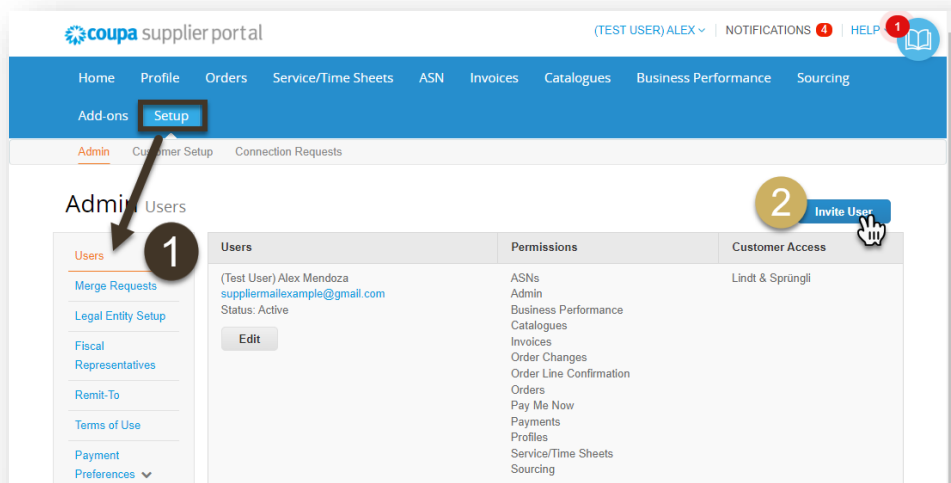
The next links provide information on how to do this on some common email providers.

- [Gmail](#)
- [Outlook](#)
- [Yahoo!](#)
- [AOL](#)

## How can I add another user to my Coupa account?

You are able to invite other employees to access your CSP account:

1. Click on **Setup >> Users** tab.
2. Click on the **Invite User** button and fill in the contact fields, **E-mail** is the only required one.



3. Configure **permissions** and **customers** for the new user, when you are done configuring, click on **Send Invitation**.
4. The invitation will be received by the new user via E-mail. The new user must click on **Join Coupa** and answer the fields on the next tabs. When ready, the new user must click on **Activate Coupa Account**.

For more information about managing users in CSP [click here](#).

## You forgot your Coupa password?

Please use the following link to reset your password for your CSP account. You will need to use the email address that you used to register for your CSP account.

- [Forgot password](#)

**Invite User**

First Name

Last Name

\*Email

**Permissions**

- ☒ All
- ☒ Admin
- ☒ Orders
- ☐ Restricted Access to Orders
- ☒ All
- ☒ Invoices
- ☒ Catalogues
- ☒ Profiles
- ☒ ASNs
- ☒ Service/Time Sheets
- ☐ Restricted Access to Service/Timesheets
- ☒ All
- ☒ Payments
- ☒ Order Changes
- ☒ Pay Me Now
- ☒ Business Performance
- ☒ Sourcing
- ☒ Order Line Confirmation

**Customers**

- ☒ All
- ☒ Lindt & Sprüngli

## Pre-Qualification FAQs

### What is a DUNS Number and how is it used?

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:

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

### What is the Eco Vadis score? What is it useful for?

Eco Vadis is a sustainability rating of companies that cover a broad range of non-financial management systems including Environmental, Labor & Human Rights, Ethics and Sustainable Procurement impacts. Each company is rated on the material issues as they pertain to their company's size, location, and industry.

Eco Vadis overall score (0-100) reflects the quality of the company's sustainability management system at the time of the assessment. For more detailed information, please visit [Eco Vadis help center](#).

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

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

## Technical FAQs

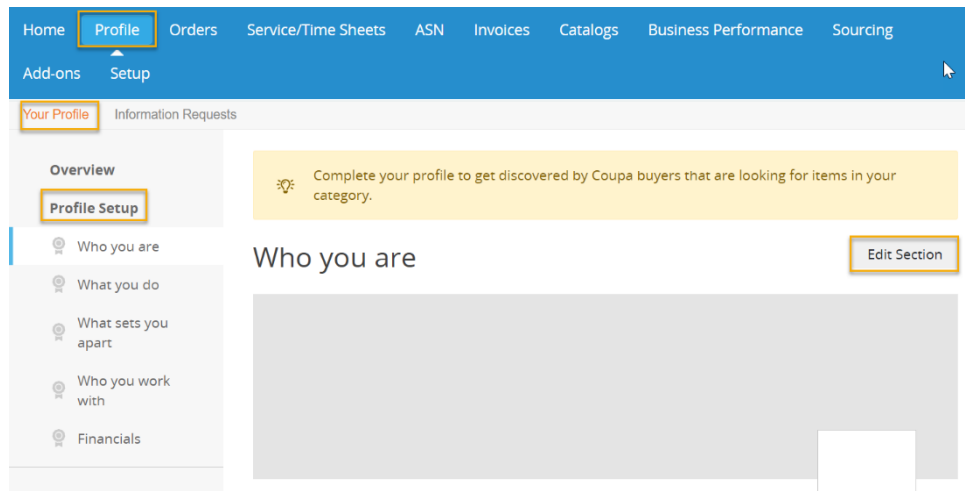
### How can I update my public company profile?

In the Coupa Supplier Portal (CSP), you have a public profile that is visible in the Coupa Supplier Portal Directory and allows potential Coupa customers to find your profile.

1. From the Menu, click **Profile > Your Profile > Profile Setup**.
2. Select the profile section you wish to edit from the **Profile** menu.
3. Click **Edit Section**. Make any desired changes to your profile.
4. Click **Save changes** when you have finished making changes.

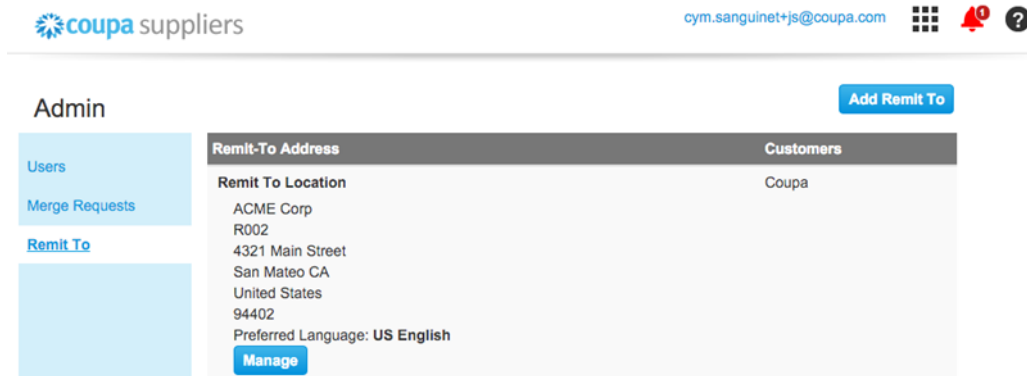
Fields marked with an asterisk (\*) are required fields.

You can find more information regarding the public profile [here](#).



## How can I set up a Remit To address?

1. From the Menu, click **Admin**.



2. Click **Remit To**.
3. Click **Add Remit To**.

The screenshot shows a modal window titled 'Create Remit To Address'. It contains the following fields and buttons: 'Remit To Name' (text input), 'Remit To Code' (text input), 'Address \*' (text input), 'Remit To Contact' (text input), and 'Assign Customers' (text input). At the bottom, there is a yellow warning box with the text: 'You are about to create a remit to address to use for invoicing, however it won't be sent to your customer until you include it on an invoice.' Below the warning box are 'Cancel' and 'Add' buttons.

4. Once you have filled out the remit to address fields, click **Add**.

### Remit To Contact

This is optional contact information for the remit-to address.

### Assign Customers

Here, you can choose which customers will be able to see a specific remit-to address. If you merge accounts, your remit-to addresses will not be merged unless you make them available for All customers. Once the merge is complete, you can again assign the remit-to address to the specific customers you want.

## What are the system requirements for Coupa?

No special system requirements are needed to use the Coupa Supplier Portal. Recommended browsers are Microsoft Edge, Mozilla Firefox, and Google Chrome. Internet Explorer is not supported. The Coupa Supplier Portal is free of charge.

## We already use Coupa with another customer; do we need to register with Coupa again?

You will receive an E-mail invite to join the CSP from Lindt & Sprüngli. If the same E-mail address is used to connect to your other Coupa customer(s) via the CSP, then, once you confirm the new connection request, you are automatically connected to your new customer and your previous customers within the CSP. If you provide a different E-mail address, you will be sent an E-mail invite to create a new CSP login. If you wish to merge the separate CSP accounts you hold later, then you can do so via Coupa's CSP homepage. Coupa has a CSP [training video](#) to find out how.

## How do I use Coupa if the admin/owner of the Coupa account left the company?

You can reach out to us at [supplier@lindt.com](mailto:supplier@lindt.com) to request Lindt & Sprüngli to change the contact information for you as a supplier and "unlink" from the leavers account, then "relink" to your account via invite using your E-mail address.

To manage activities such as Sourcing event, Contract, Data & Certificate Management we advise that you create multiple administrators for your account to ensure your account access is not impacted by any employee absences or leavers.

## Are digital signatures supported with Coupa?

Yes, digital signatures are supported by DocuSign. You can find more information regarding the setup and integration of e-signatures [here](#).

## How can I avoid losing my data if the browser times out?

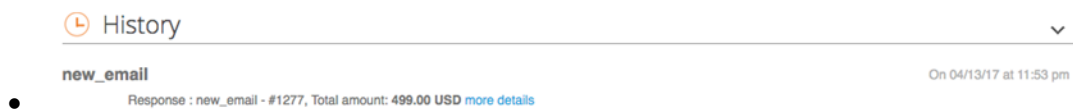
Depending on the time you need to fill in your responses, your browser might time out. To avoid losing your responses, enter them offline by using the exported .csv file and import the file back into the tender event.

If you decide to fill in your responses online, make sure you save your changes frequently.

## How do I know if my response was submitted?

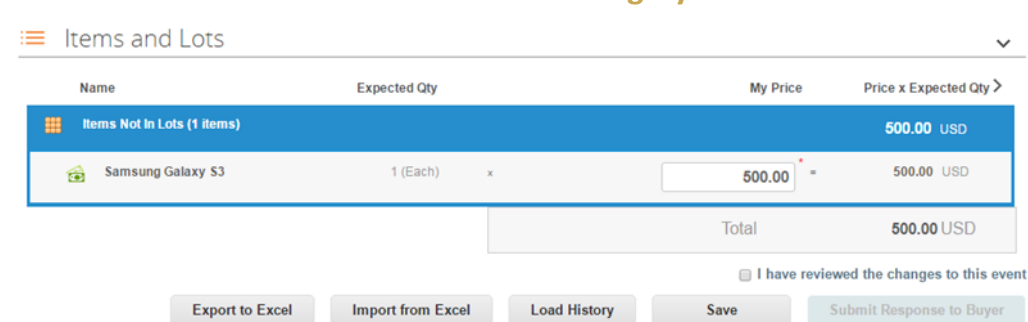
As a supplier, you can find out if your response was submitted either from:

- The flash message that indicates if the response has been received.



The history at the bottom of the tender event page that indicates the total amount, response name, and the time the response was submitted.

### What do I do when the “Submit” button is greyed out?



If the tender owner/creator has made changes to the tender event, you need to accept the changes before you can submit your proposal. The checkbox to accept changes is above the “Submit” button.

### What is the size limit when uploading files?

The file size limit is 250 MB per upload.

## Sourcing FAQs

### What can I do if I submit an incorrect bid?

Please ask the tender owner to disqualify your incorrect bid. When they disqualify your bid, you will see a notification. Please note that the tender owner can only disqualify your most recent bid.

### How can I contact the organizer of a tender?

When an organiser invites you to participate in a tender, you will receive an email that contains a link to the tender on Coupa, and contact information for questions about it. After accessing the tender, you can communicate with the organiser through the Message Centre button. Also, if you reply to the original email invite, your email is sent to the organiser (See supplier training material on responding to tenders).

### What is best practice for entering responses?

Excel files, PowerPoint files or word documents can be completed offline and attached in Coupa to support your response. It is possible to export information to Excel, enter data in the relevant cells of the Excel file offline, and import it back into Coupa.

|    | A                                         | B        | C                          | D        | E          | F    | G                   | H                            | I            | J | K |
|----|-------------------------------------------|----------|----------------------------|----------|------------|------|---------------------|------------------------------|--------------|---|---|
|    | Field name                                | Required | Demo Supplier - 06/06/2022 | Quantity | Base Price | UOM  | Information / Hints | Field Type                   | Need by date |   |   |
| 3  | Big Lot (Below)                           | N        | Nothing Required           |          |            |      |                     | Lot % (Lot name)             |              |   |   |
| 4  | Supplier's Capacity for "Big Lot":        | N        |                            |          |            |      |                     | Lot Capacity (number)        |              |   |   |
| 5  | Supplier's Unit Price for "Dextrose GER": | N        | 8.00 EUR                   | 650      | 535.00 EUR | Each |                     | Unit Price (amount)          |              |   |   |
| 6  | Supplier's Item Name:                     | N        |                            |          |            |      |                     | Item Name (text)             |              |   |   |
| 7  | Supplier's ID/Part Number:                | N        |                            |          |            |      |                     | Item Part Number (text)      |              |   |   |
| 8  | Supplier's Description:                   | N        |                            |          |            |      |                     | Item Description (long text) |              |   |   |
| 9  | Supplier's Lead Time:                     | N        |                            |          |            |      |                     | Lead Time (number)           |              |   |   |
| 10 | Item Description:                         | N        |                            |          |            |      |                     | Item Description             |              |   |   |
| 11 | Manufacturer Part Number                  | N        |                            |          |            |      |                     | Manufacturer Part Number     |              |   |   |
| 12 | Supplier's Unit Price for "Dextrose CH":  | N        | 50.00 EUR                  | 170      | 535.00 EUR | Each |                     | Unit Price (amount)          |              |   |   |
| 13 | Supplier's Item Name:                     | N        |                            |          |            |      |                     | Item Name (text)             |              |   |   |
| 14 | Supplier's ID/Part Number:                | N        |                            |          |            |      |                     | Item Part Number (text)      |              |   |   |
| 15 | Supplier's Description:                   | N        |                            |          |            |      |                     | Item Description (long text) |              |   |   |
| 16 | Supplier's Lead Time:                     | N        |                            |          |            |      |                     | Lead Time (number)           |              |   |   |
| 17 | Item Description:                         | N        |                            |          |            |      |                     | Item Description             |              |   |   |
| 18 | Manufacturer Part Number                  | N        |                            |          |            |      |                     | Manufacturer Part Number     |              |   |   |
| 19 | Supplier's Unit Price for "Dextrose FR":  | N        | 500.00 EUR                 | 470      | 535.00 EUR | Each |                     | Unit Price (amount)          |              |   |   |
| 20 | Supplier's Item Name:                     | N        |                            |          |            |      |                     | Item Name (text)             |              |   |   |
| 21 | Supplier's ID/Part Number:                | N        |                            |          |            |      |                     | Item Part Number (text)      |              |   |   |
| 22 | Supplier's Description:                   | N        |                            |          |            |      |                     | Item Description (long text) |              |   |   |
| 23 | Supplier's Lead Time:                     | N        |                            |          |            |      |                     | Lead Time (number)           |              |   |   |
| 24 | Item Description:                         | N        |                            |          |            |      |                     | Item Description             |              |   |   |
| 25 | Manufacturer Part Number                  | N        |                            |          |            |      |                     | Manufacturer Part Number     |              |   |   |
| 26 | Item Unit of Measure (Below)              | N        | Nothing Required           | N/A      |            | N/A  |                     |                              |              |   |   |

### How can I add details other than a price for each item?

Expand the item to see the additional fields (for example description) and enter the details in those fields. (See supplier training material on responding to tenders).

### How/when will I know if I am invited to a tender?

You will receive an email with a link to take you to the tender. (See supplier training material on responding to tenders).