

Lindt & Sprüngli - Source-to-Contract

Supplier User Manual





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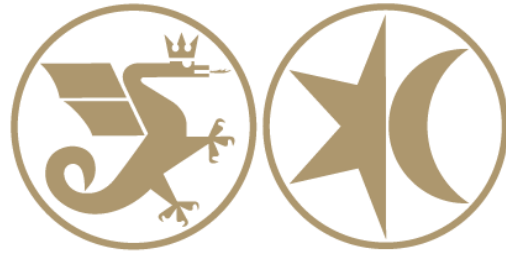
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Help & Useful links

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1.1 Process Overview

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

Coupa Supplier Portal Registration

- 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. There you will be able to perform business transactions with Lindt & Sprüngli. We provide you with helpful training material and videos explaining the [Coupa Supplier Portal](#).

Pre- Qualification

- Suppliers will receive the invite to fill in the pre-qualification form via email from Lindt & Sprüngli. With the supplier pre-qualification form, Lindt & Sprüngli collects business information and agreements with Lindt & Sprüngli documentation from the suppliers.

Qualification

- In order to be awarded business, you are required to complete the qualification form and fulfill all qualification requirements. This questionnaire is sent to your [Coupa Supplier Portal](#) account during sourcing events.



1.2 Contact Support

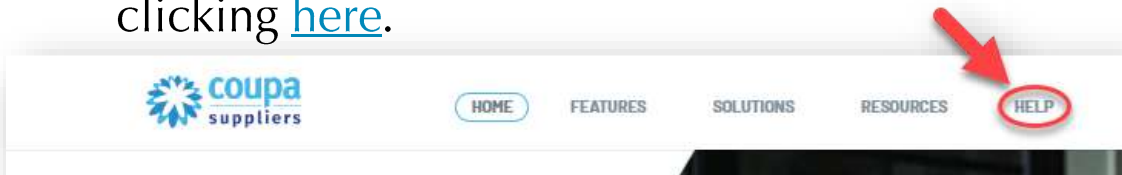


1.2 Contact Support

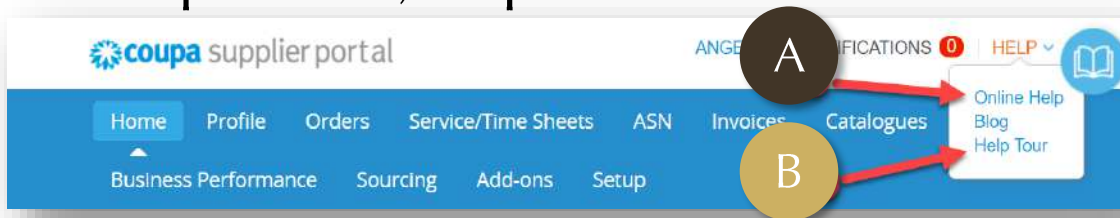
COUPA SUPPLIER PORTAL SUPPORT

There are 3 ways to access Coupa support:

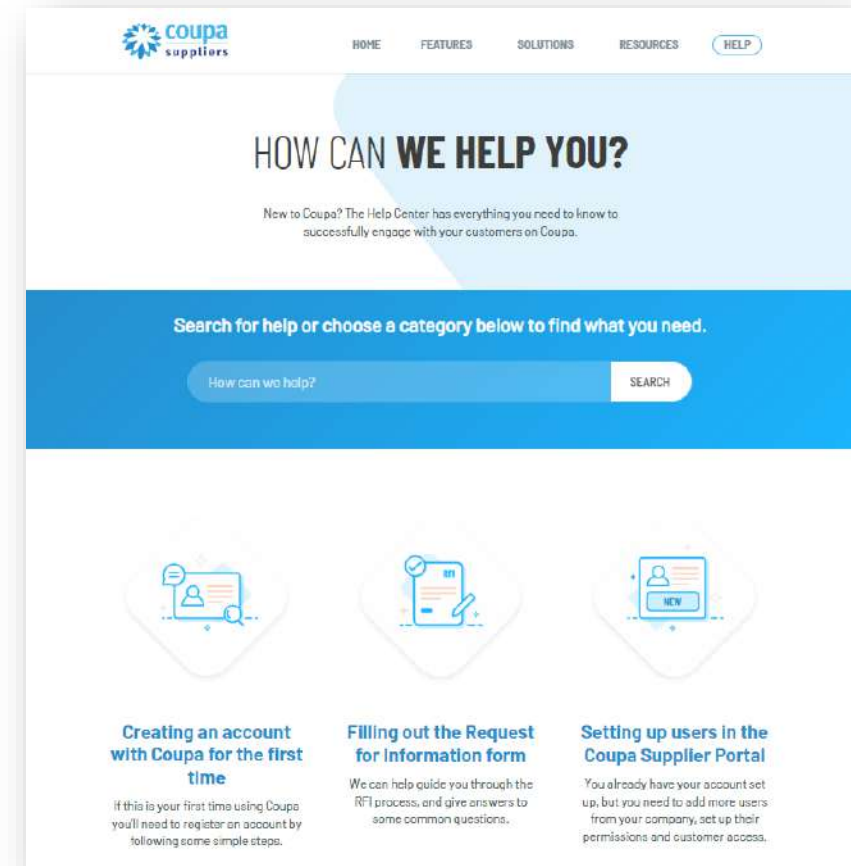
- 1) Access from [Coupa Suppliers Homepage](#) by clicking on **Help**. It will redirect you to Coupa Help Center. You can also access directly by clicking [here](#).



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



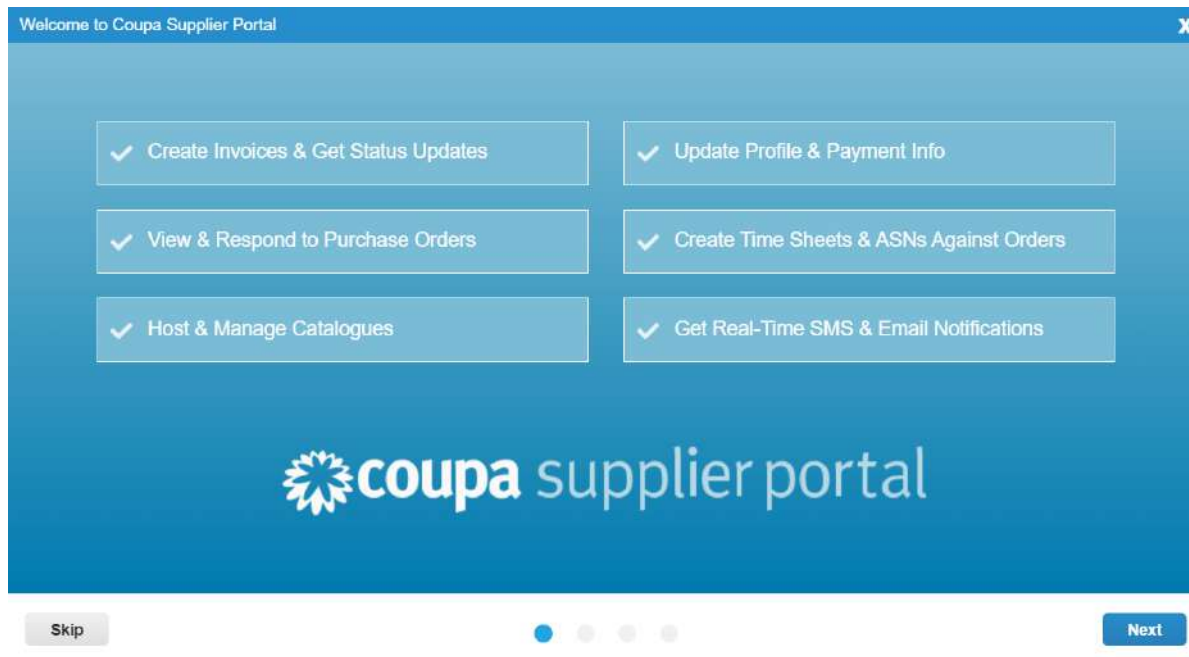
Both the **Online Help** button and the **Help** button will open the Coupa Help Center screen seen below.



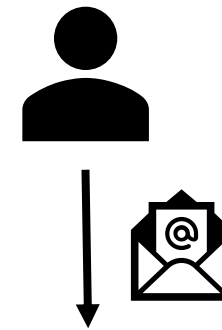
1.2 Contact Support

COUPA SUPPLIER PORTAL SUPPORT

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



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



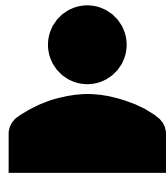
supplier@coupa.com



LINDT & SPRÜNGLI

1.2 Contact Support

LINDT & SPRÜNGLI SUPPLIER CENTER



Contact us via:

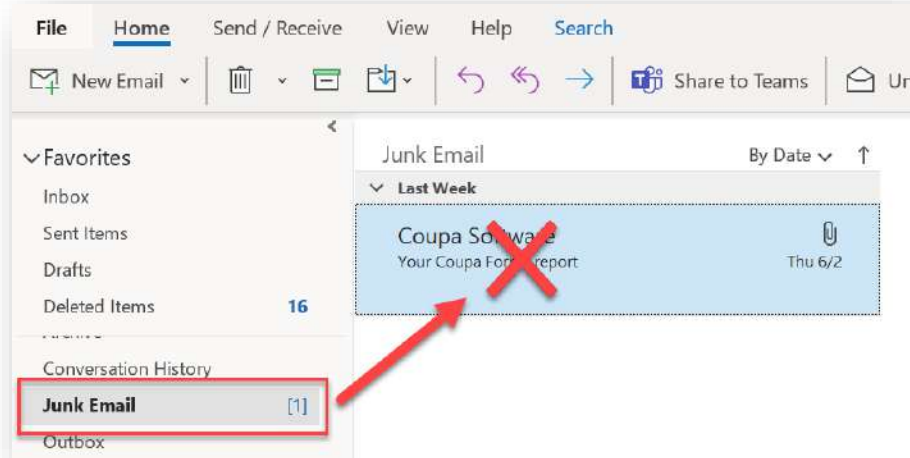
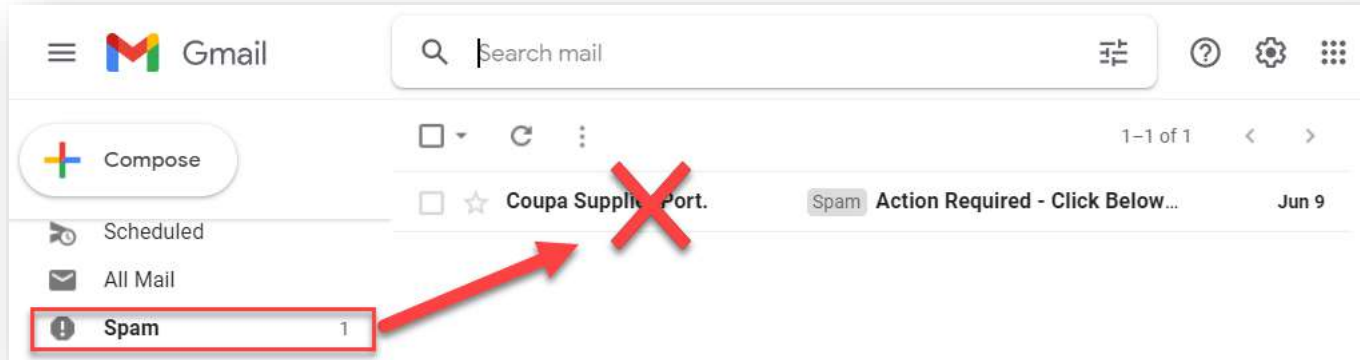
- Access to Lindt & Sprüngli Supplier Portal
- E-mail: supplier@lindt.com



LINDT & SPRÜNGLI

1.3 Security Settings

PERSONAL SECURITY SETTINGS



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

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

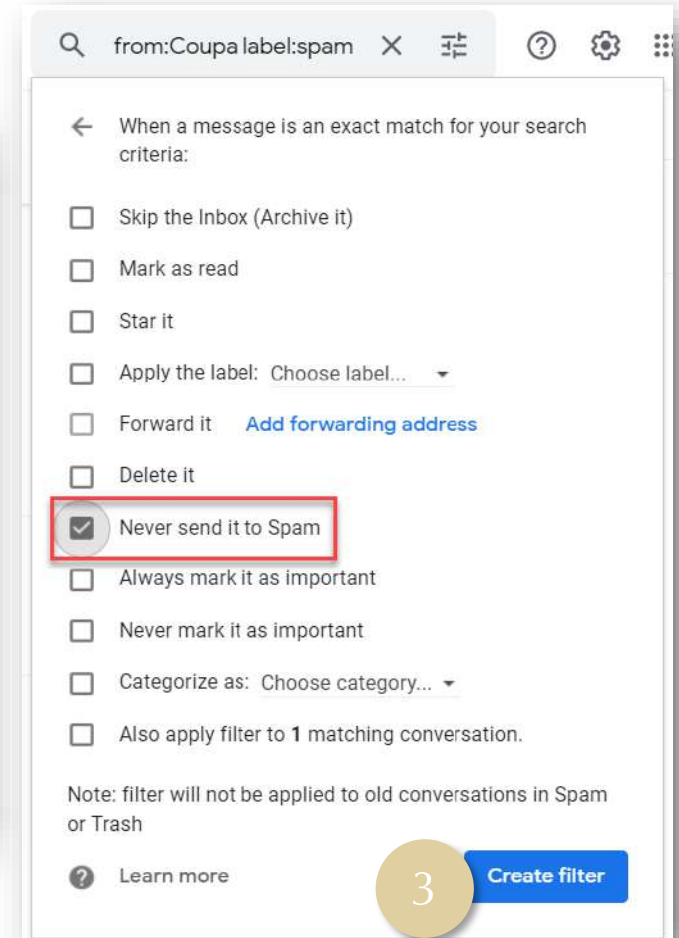
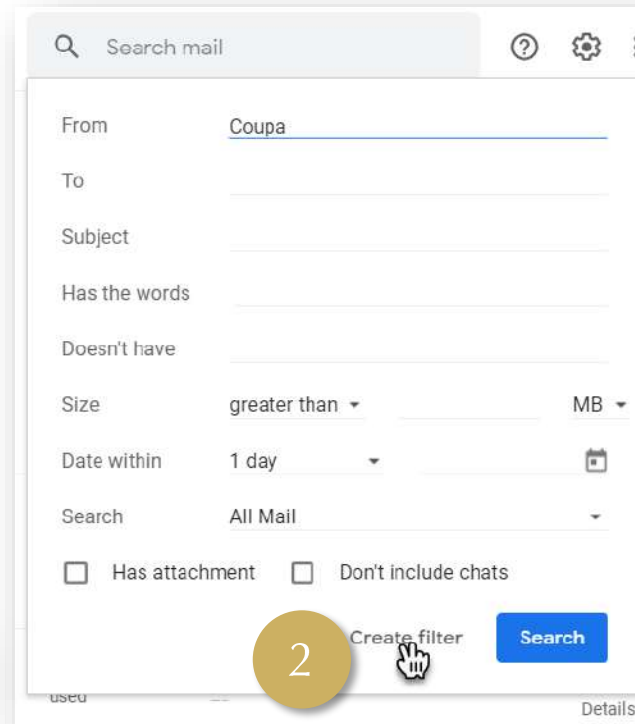
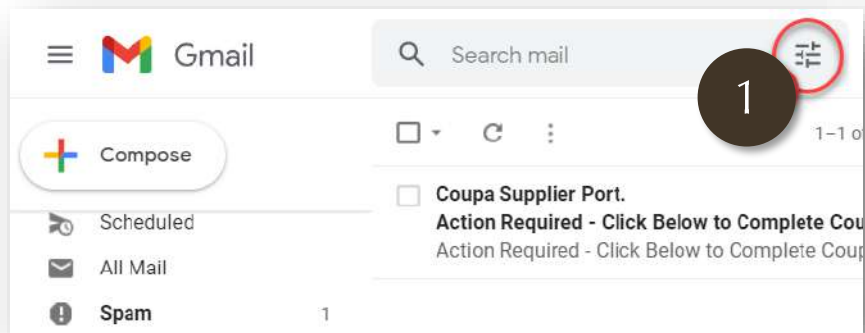
If your E-mail is based on Gmail or Outlook, we provide a couple of examples on how to change your security settings.



1.3 Security Settings

EMAIL SECURITY SETTINGS

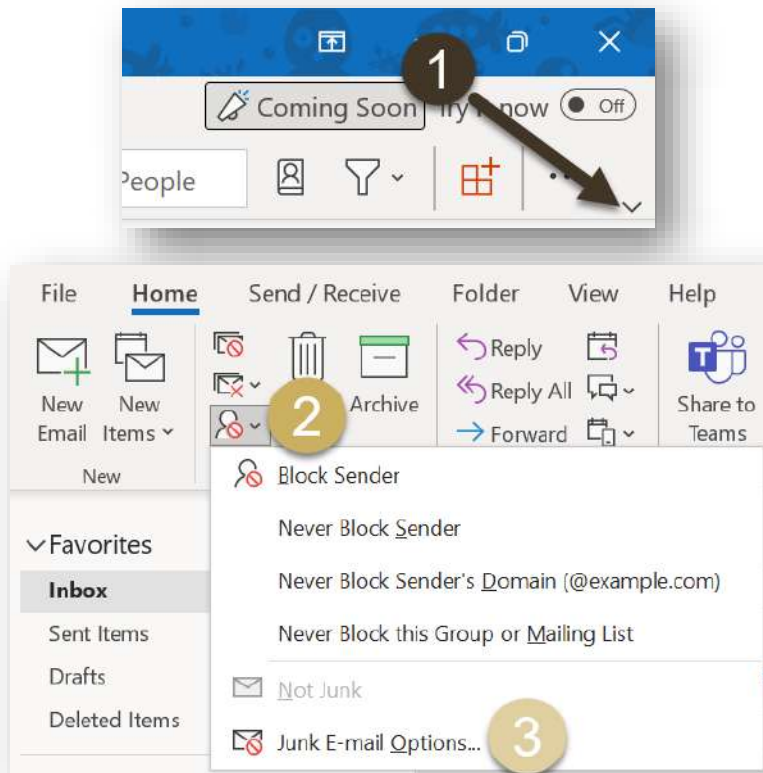
- 1 In your Gmail Spam folder, go to the **Search mail** field on top and click on the **Filter** symbol.
- 2 In the field "From" type 'Coupa' and then click on **Create filter** button.
- 3 Select **Never send it to spam** and click on create filter. Your filter has been created; every email in which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



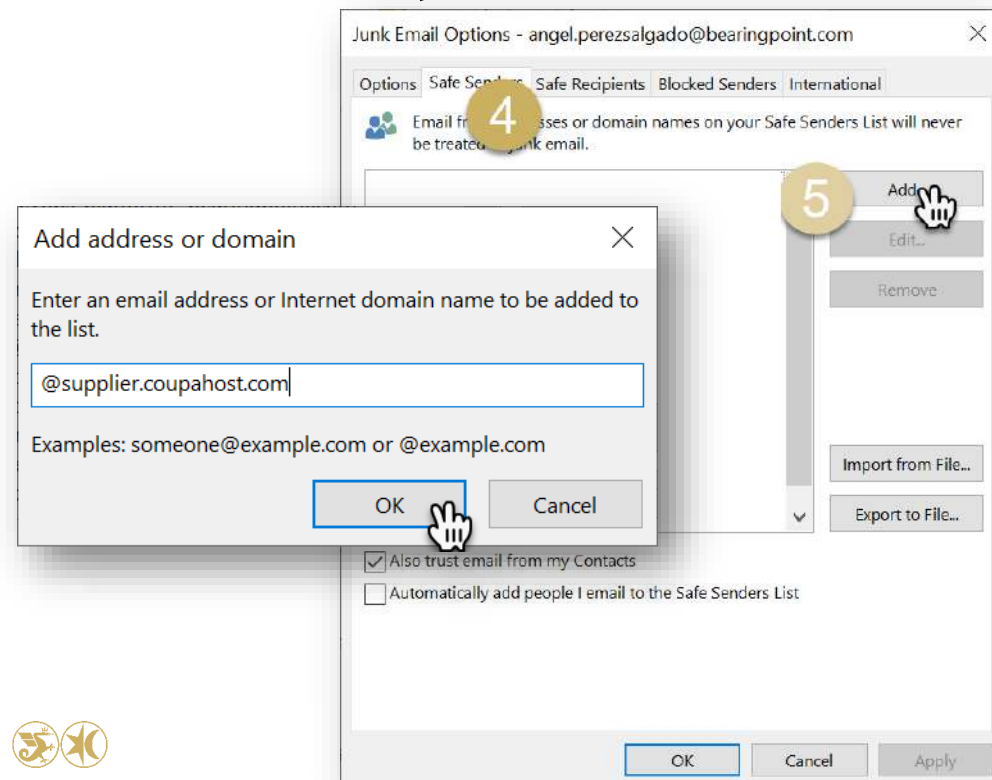
1.3 Security Settings

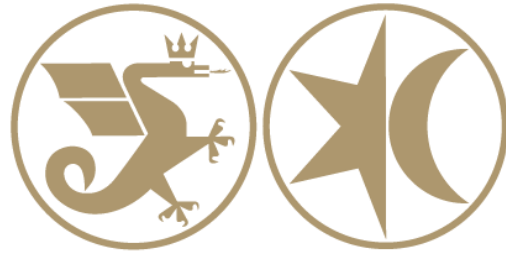
OUTLOOK SECURITY SETTINGS

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



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





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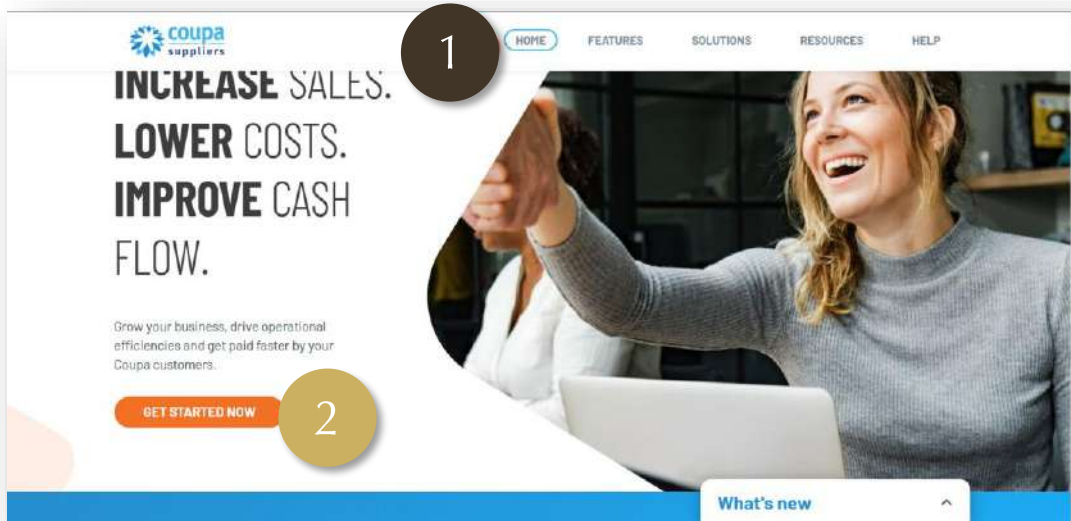
- [Video Tutorial Registration on Coupa Supplier Portal](#)
- [Lindt & Sprüngli Supplier Portal](#)
- [Coupa Supplier Portal User Guide](#)
- [Coupa Supplier Help Center](#)
- [Supplier Smart Onboarding](#)
- [Setting up your account for first time](#)



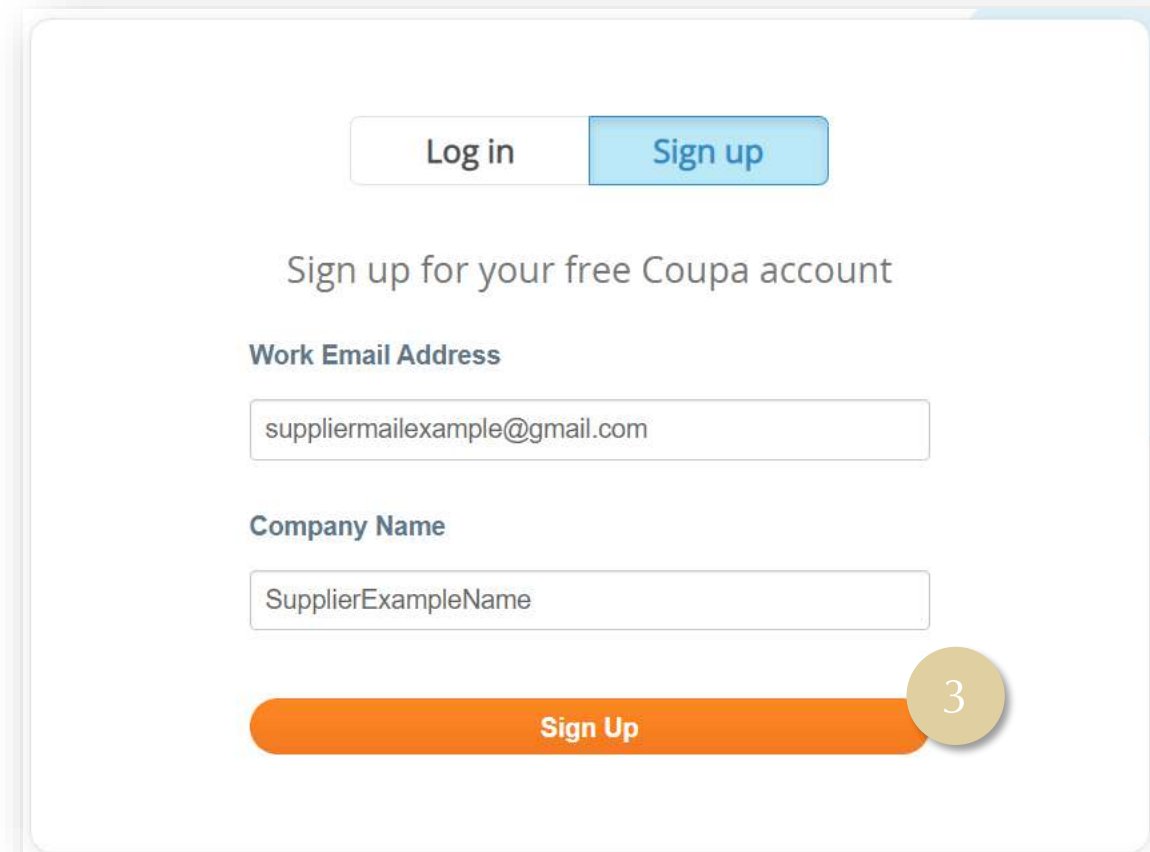
2.1 Option 1: Self-Registration

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

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

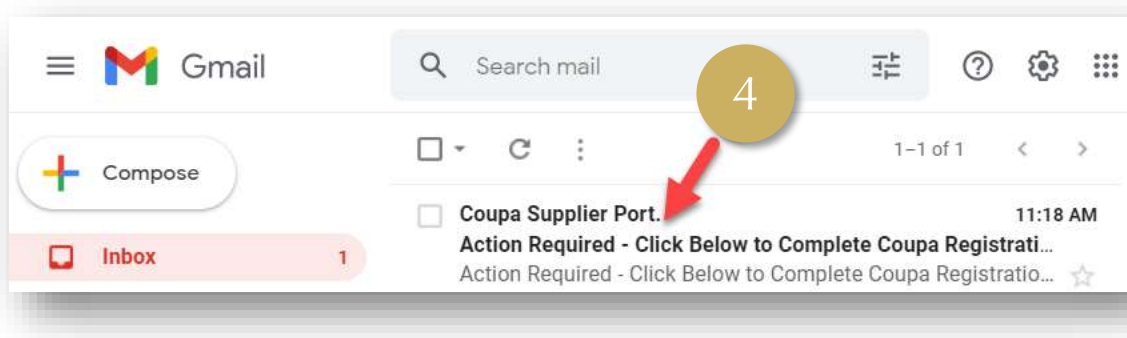


- 3 You will be redirected to the next screen. To register, please click on **Sign Up** button and fill out the fields.

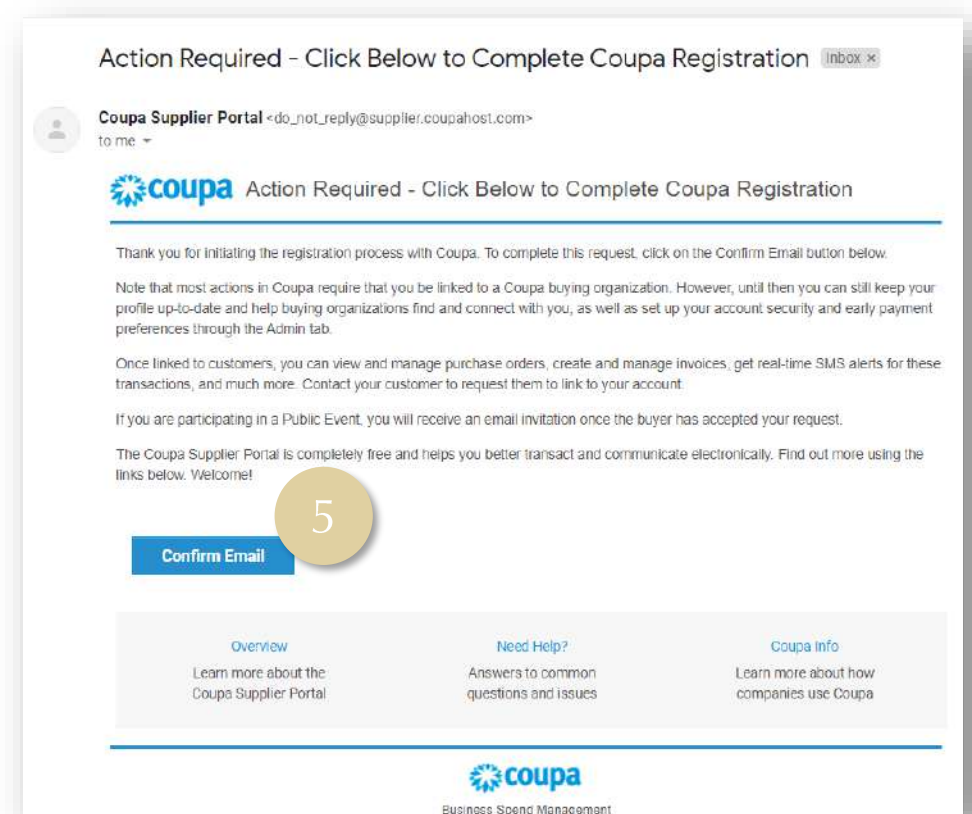
A screenshot of the Coupa registration form. At the top, there are two buttons: 'Log in' and 'Sign up'. Below them is the text 'Sign up for your free Coupa account'. The form has two input fields: 'Work Email Address' with the placeholder 'suppliermailexample@gmail.com' and 'Company Name' with the placeholder 'SupplierExampleName'. At the bottom is a large orange button labeled 'Sign Up'. A yellow circle with the number '3' is placed over the 'Sign Up' button.

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 **Confirm Email**.



2.1 Option 1: Self-Registration

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

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

The screenshot shows a web form titled "Activate your Coupa account" with the email "suppliermail@example.com" and the name "SupplierExampleName" displayed. The form contains several input fields: "Your name" (with a callout "First Name" pointing to the "Alex" entry), "Last Name" (with a callout "Last Name" pointing to the "Mendoza" entry), and "Company" (with "SupplierExampleName" entered). Below these is a "Create a Password" section with instructions to use at least 8 characters including a number and a letter, followed by two password input fields. A checkbox is checked, indicating acceptance of the "Privacy Policy" and "Terms of Use". At the bottom is an orange "Activate Coupa Account" button. A callout bubble on the right side of the form provides password suggestions: "It is suggested to use Uppercase and lowercase letters, numbers and special characters (@#%*&)". A small circle with the number "6" is located at the bottom right of the form area.



2.1 Option 1: Self-Registration

REQUESTING LINKAGE WITH LINDT & SPRÜNGLI

- 1 Go to Setup >> Connection Requests.
- 2 If Lindt & Sprüngli is on your list, click on connect symbol to request linkage.

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 Coupal Send them a connection request

Customers	Actions	Status
Corsair Components, Inc.		
PepsiCo		

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

- 3 If Lindt & Sprüngli is NOT on your list, Click on Search button, enter "Lindt & Sprüngli" and select us.
- 4 Enter your contact's name from Lindt & Sprüngli, accept the CAPCHA checkbox and click on Request.

Search for a customer

* Customer Name
Customer 1

You are limited to 5 attempts. Can't find your customer? [Contact Support](#)

* Customer Contact

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Cancel Request

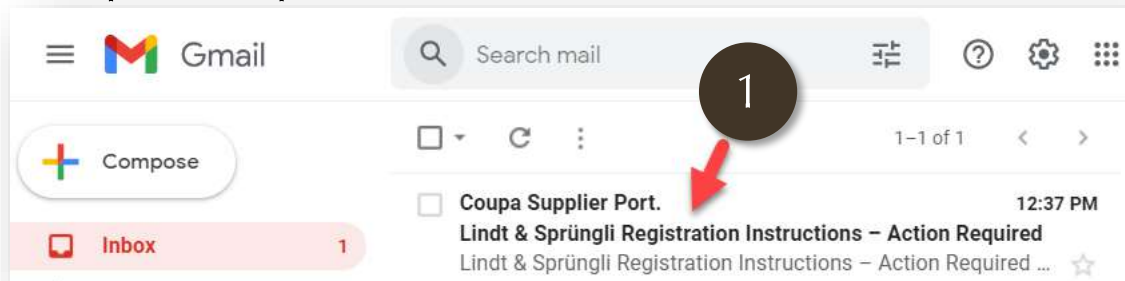


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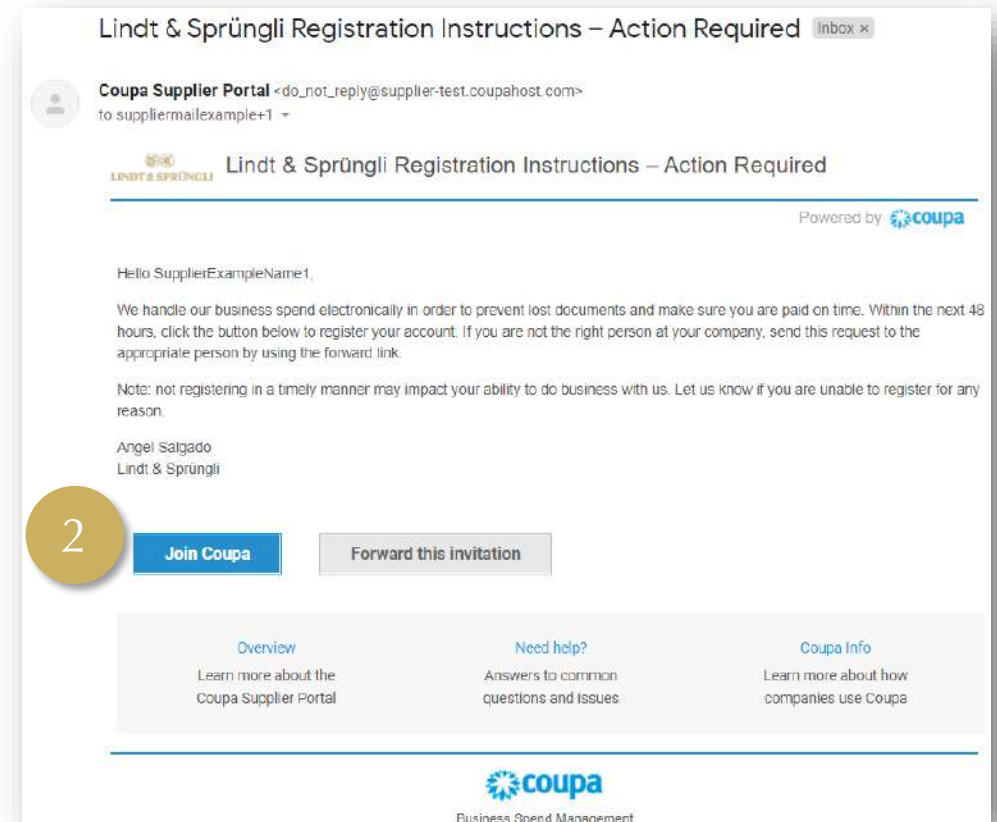
2.2 Option 2: Registration from Invitation

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

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



- 2 Read through the content of the Email and, if agreed, click on **Join Coupa** button.



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2.2 Option 2: Registration from Invitation

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

coupa

Create your business account

Lindt & Sprüngli is using Coupa to transact electronically and communicate with you. We recommend you complete the setup of your account with Lindt & Sprüngli so you're ready to go.

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.

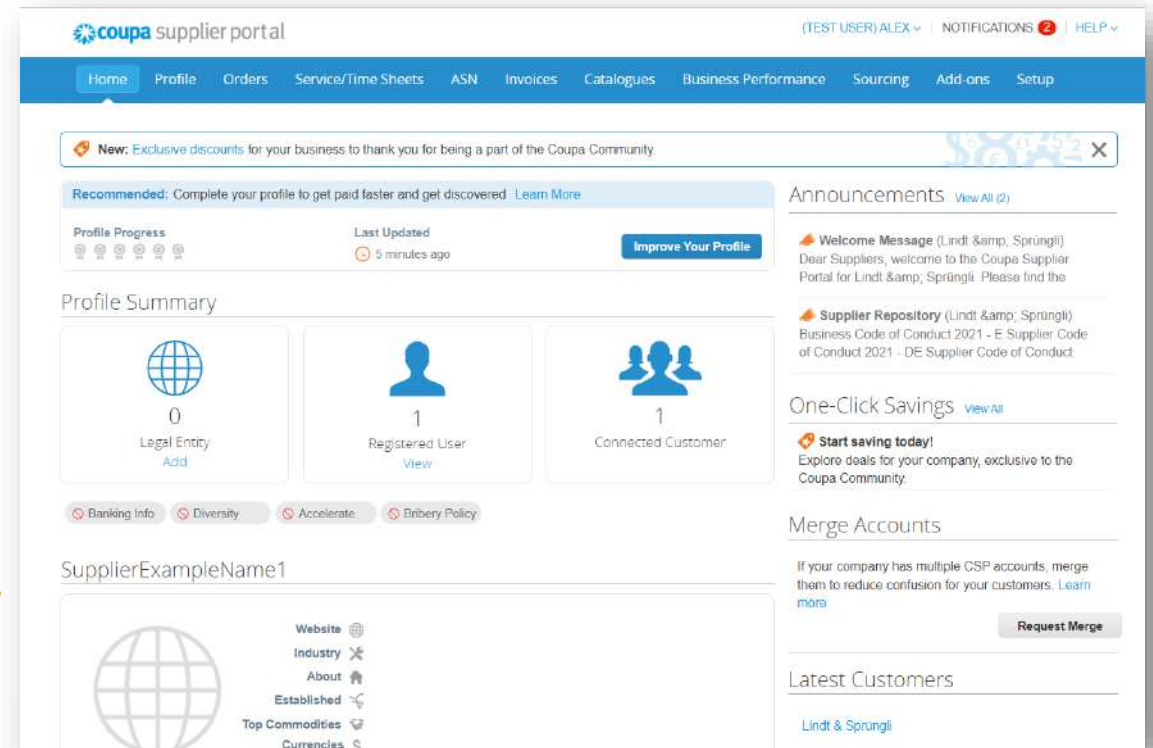
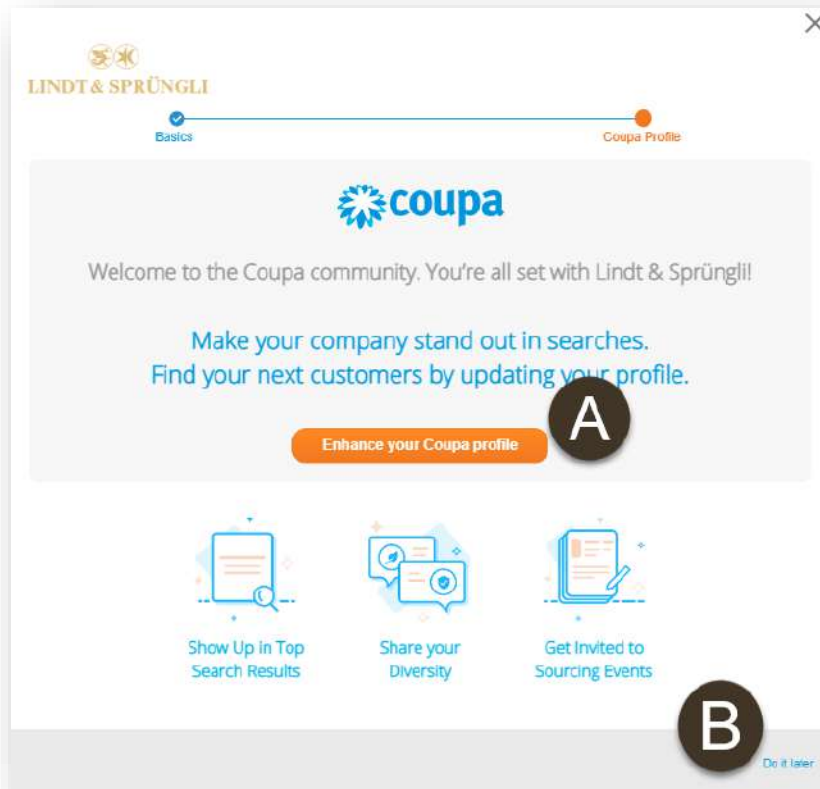
4 **Next**



2.2 Option 2: Registration from Invitation

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

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



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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

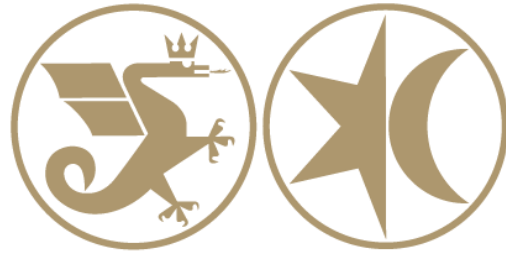
3

4

5



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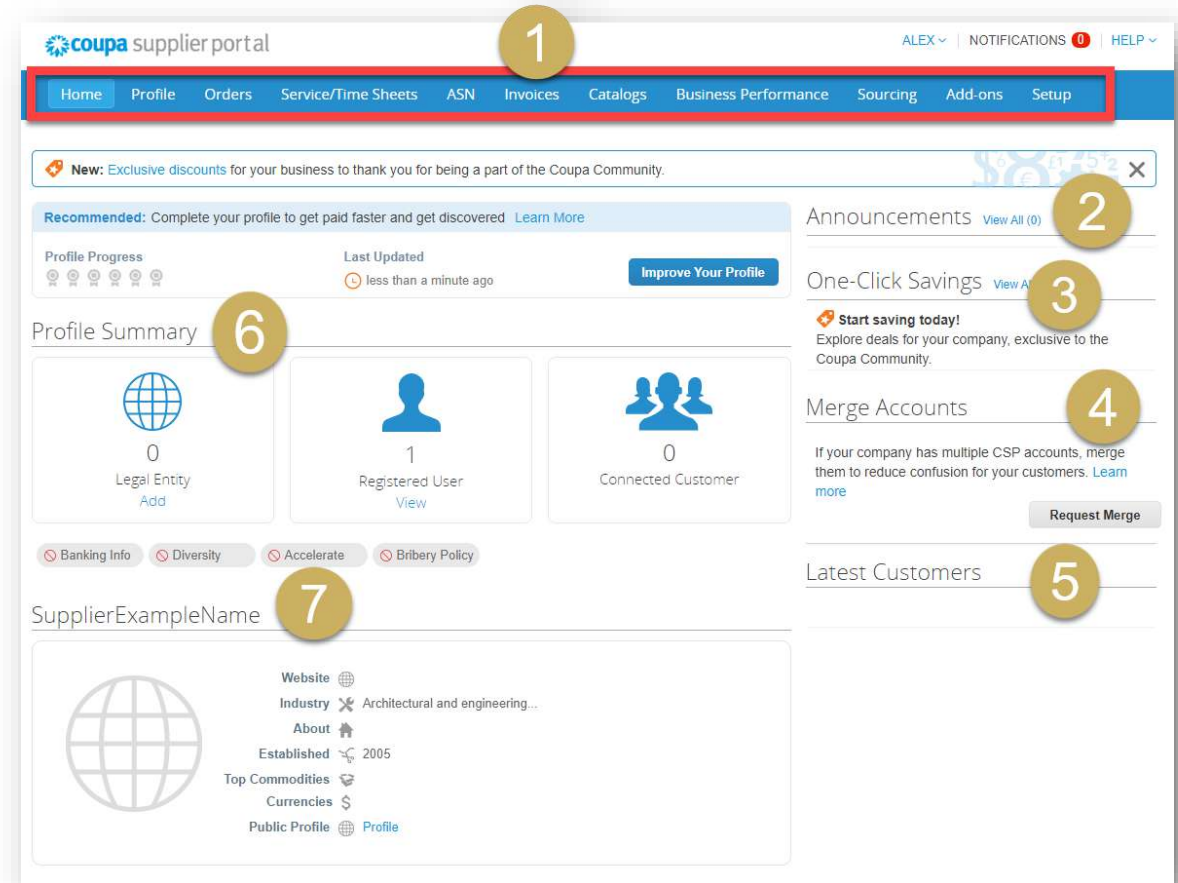
- [Lindt & Sprüngli Supplier Portal](#)
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- [Coupa Supplier Help Center](#)
- [Coupa Supplier Portal Videos](#)
- [Coupa Supplier Portal on Success Portals](#)
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3.1 Coupa Supplier Portal Homepage

Coupa Supplier Portal Homepage main elements:

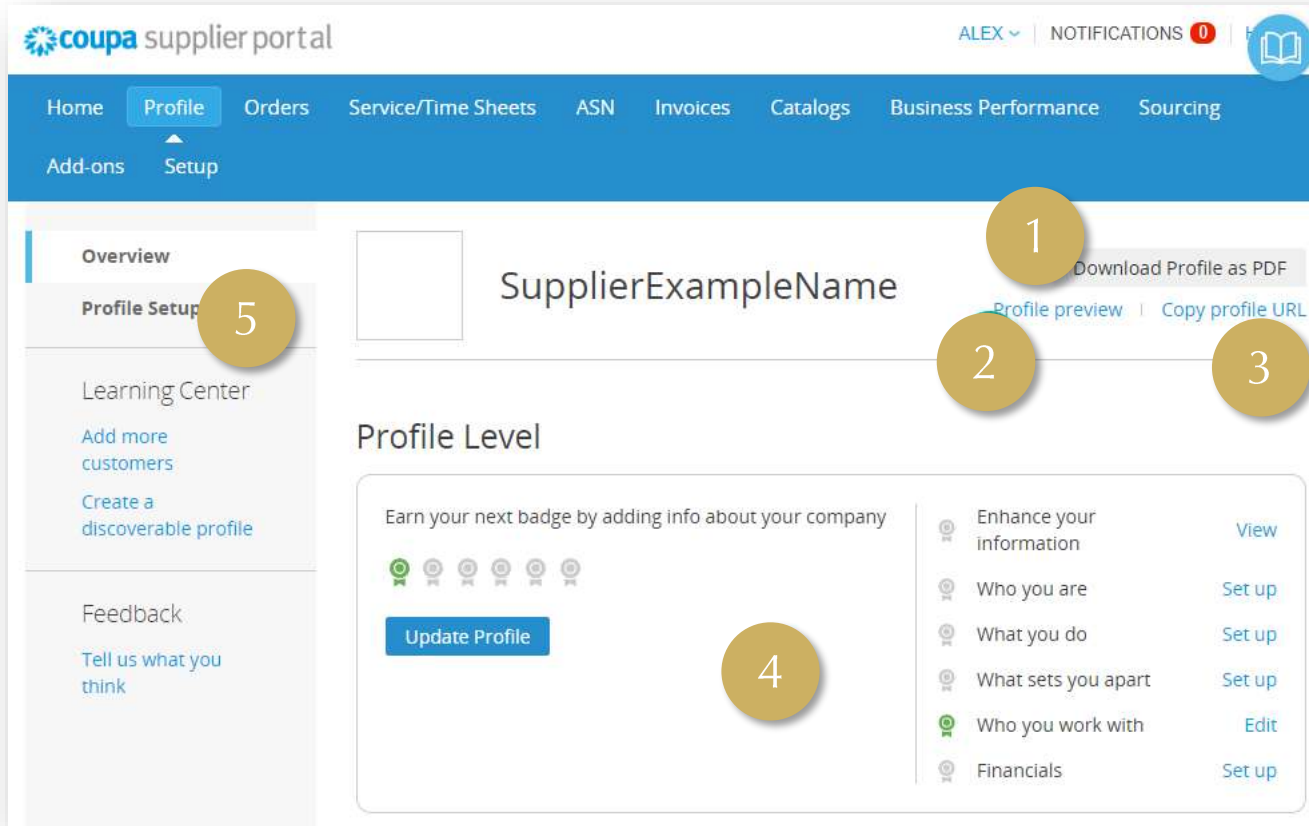
- 1 **Bar menu:** It allows to navigate through Coupa Supplier Portal functions and manage your account.
- 2 **Announcements:** Lindt & Sprüngli supplier announcements will be shown here.
- 3 **One-Click Savings:** It facilitates searching for business opportunities inside Coupa Supplier Portal.
- 4 **Merge accounts:** Shows a suggestion for other accounts on Coupa Supplier Portal that could be merged. More information will be explained later.
- 5 **Latest Customers:** here you can easily find Lindt & Sprüngli or other customers you might have.
- 6 **Profile Summary:** Displays general data of your company.
- 7 **Profile View:** Gives a quick overview of your company's profile information



3.2 Profile Information on the Coupa Supplier Portal

PROFILE OVERVIEW

By clicking on **Profile** on the top bar menu, you will have access to your profile information **Overview**, which gives a brief look to your profile completion level. It has also some functions such as:



1 Download profile as PDF

2 Profile Preview: it will open a screen with your Coupa resume.

3 Copy profile URL: copy to your clipboard the URL link to your Coupa resume.

4 Profile Level: shows the level of completion of your profile. By clicking on Update Profile, Set up or Edit buttons you will be redirected to Profile Setup menu.

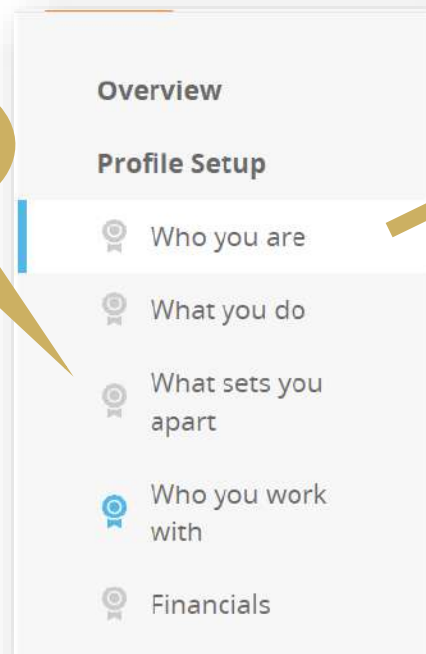
5 Profile Setup: gives a more in-detail view of your profile information segments. More information on the [next slide](#).



3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

Profile Setup allows you to manage, update and/or change your company's information. We invite you to click on the Profile Setup buttons or keep scrolling down to explore the options.



A screenshot of the 'Who you are' profile page in the Coupa Supplier Portal. The page has a title 'Who you are' and an 'Edit Section' button in the top right corner. The page is divided into several sections: 'Company Name' (SupplierExampleName), 'Doing Business As', 'About', 'Contact and Online Presence', 'Additional Information', and 'Primary Contact'. The 'Contact and Online Presence' section is highlighted with a red circle and a blue information icon. A brown speech bubble with the text 'Click on this symbol to get a description of the fields' points to the blue information icon. Another brown speech bubble with the text 'Click on Edit Section to modify current section information' points to the 'Edit Section' button. The 'Additional Information' section contains fields for Year Established (2005), Company Size (50-99 employees), Industry (Architectural and engineering activities and related technical consultancy), Tax ID, DUNS (132547689), and PO Delivery Email (suppliermailexample@gmail.com). The 'Primary Contact' section contains fields for Name (Alex Mendoza), Role, Email (suppliermailexample@gmail.com), Work number, and Mobile number.

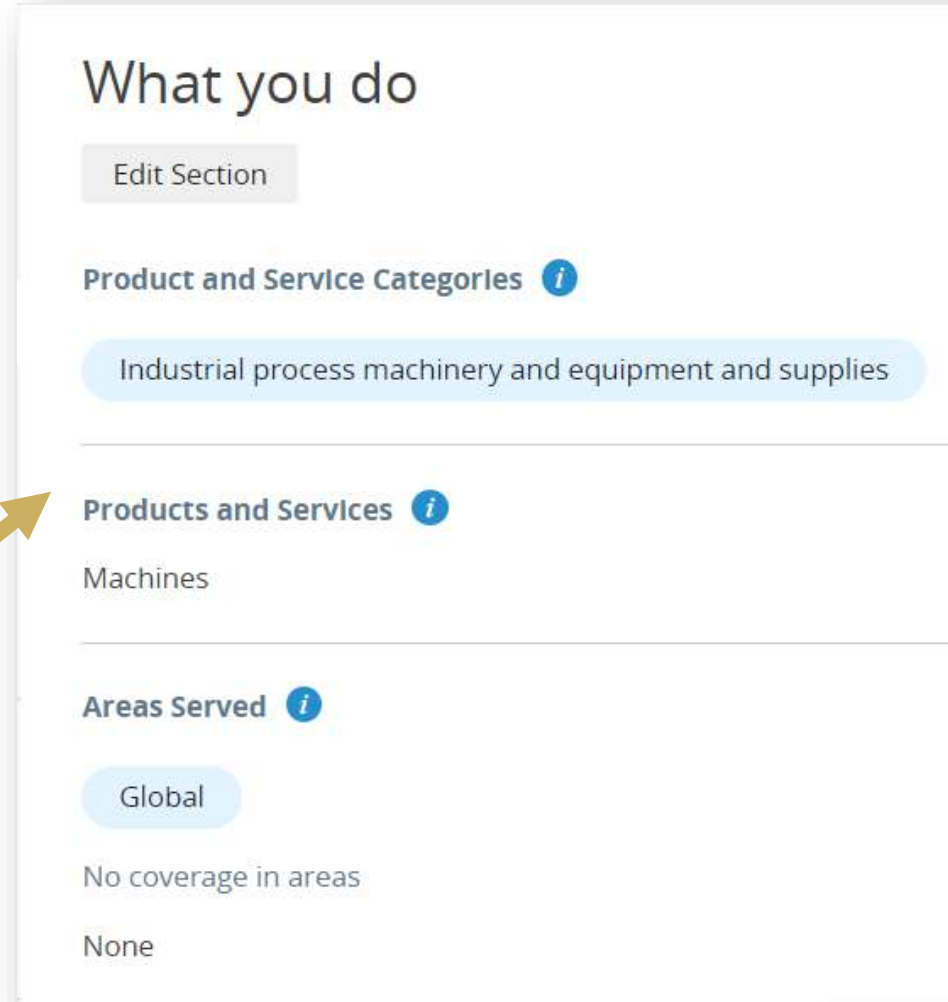
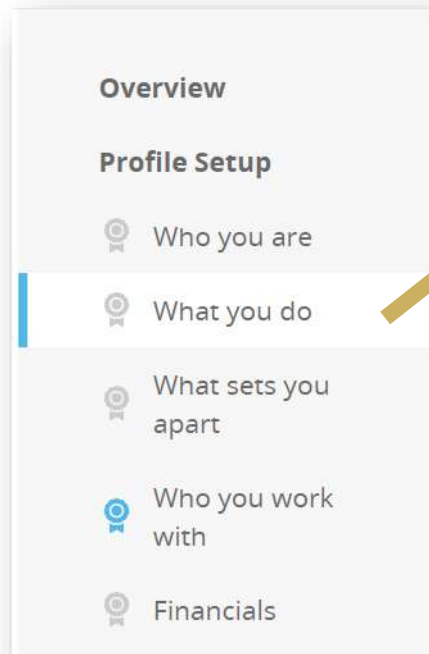
“Who you are” contains general business information such as contacts, company size, industry, etc.



3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

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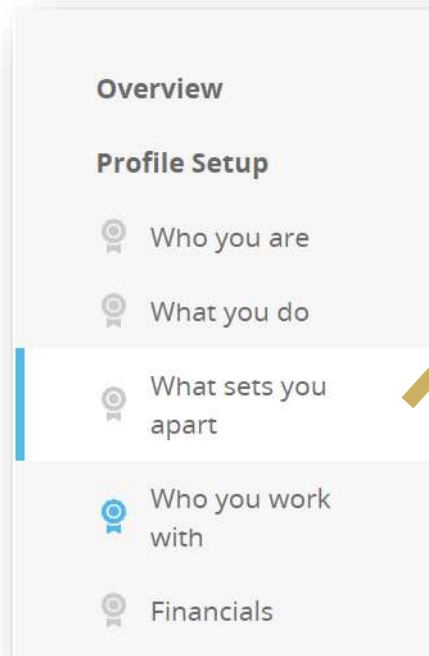
“What to do” should have your specific company's activity and products, as well as the geographic areas where you deliver.



3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

Profile Setup allows to manage, update and/or change your company's information. We invite you to **click on the Profile Setup buttons** or keep scrolling down to explore the options.

A screenshot of the 'What sets you apart' section in the Coupa Supplier Portal. The section has a title 'What sets you apart' and an 'Edit Section' button. Below the title, there are three main categories: 'Diversity Classifications and Certifications', 'Awards, Distinctions and Projects', and 'Bribery and Corruption Policy'. Each category has an information icon (i) and a brief description. A speech bubble points to the 'Diversity Classifications and Certifications' section, containing the text: 'If needed, Click here to see which certifications are suitable for you'. The 'Diversity Classifications and Certifications' section includes a radio button for 'Small Business Enterprise' and a link 'Check it here'. The 'Awards, Distinctions and Projects' section includes a link 'Award example'. The 'Bribery and Corruption Policy' section includes the text 'No'. The 'Corporate Social Responsibility Rating' section includes the text 'Rated by social responsibility agency, EcoVadis'.

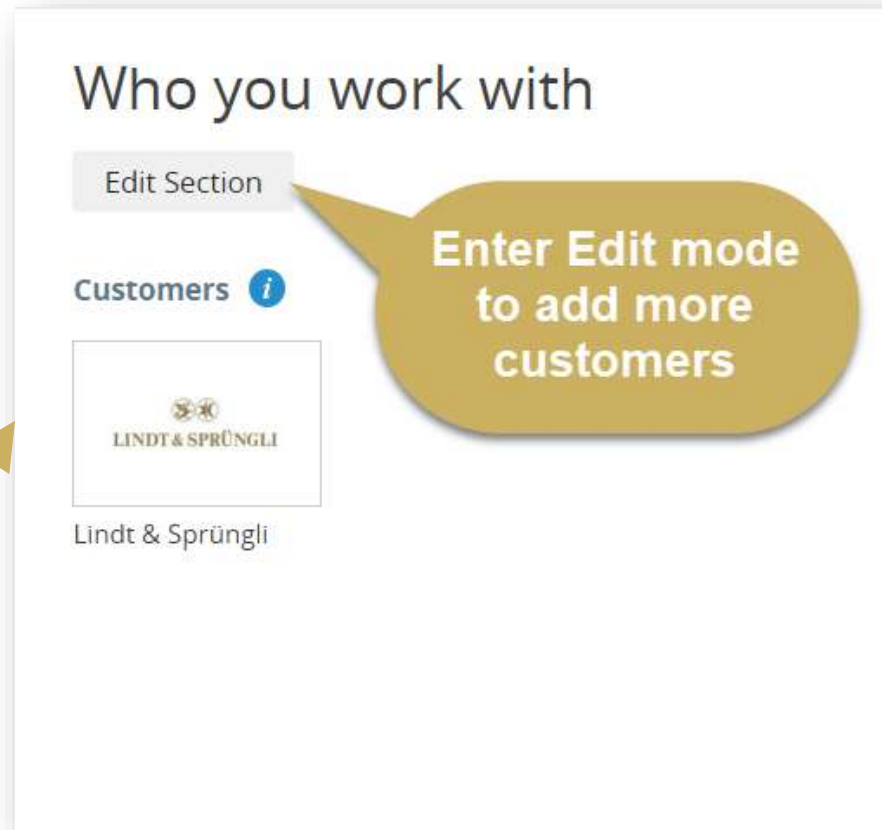
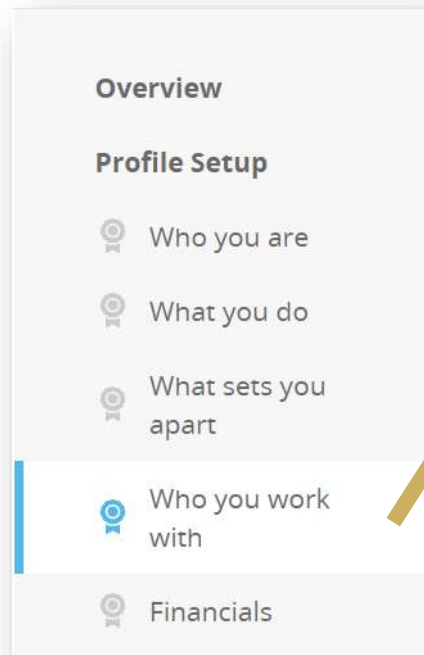
“What sets you apart” also allows you to upload your certifications, archives or documents when entering **Edit Section** mode.



3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

Profile Setup allows to manage, update and/or change your company's information. We invite you to **click on the Profile Setup buttons** or keep scrolling down to explore the options.



“Who you work with” enables you to show publicly your customers. You must manually add customers if needed.

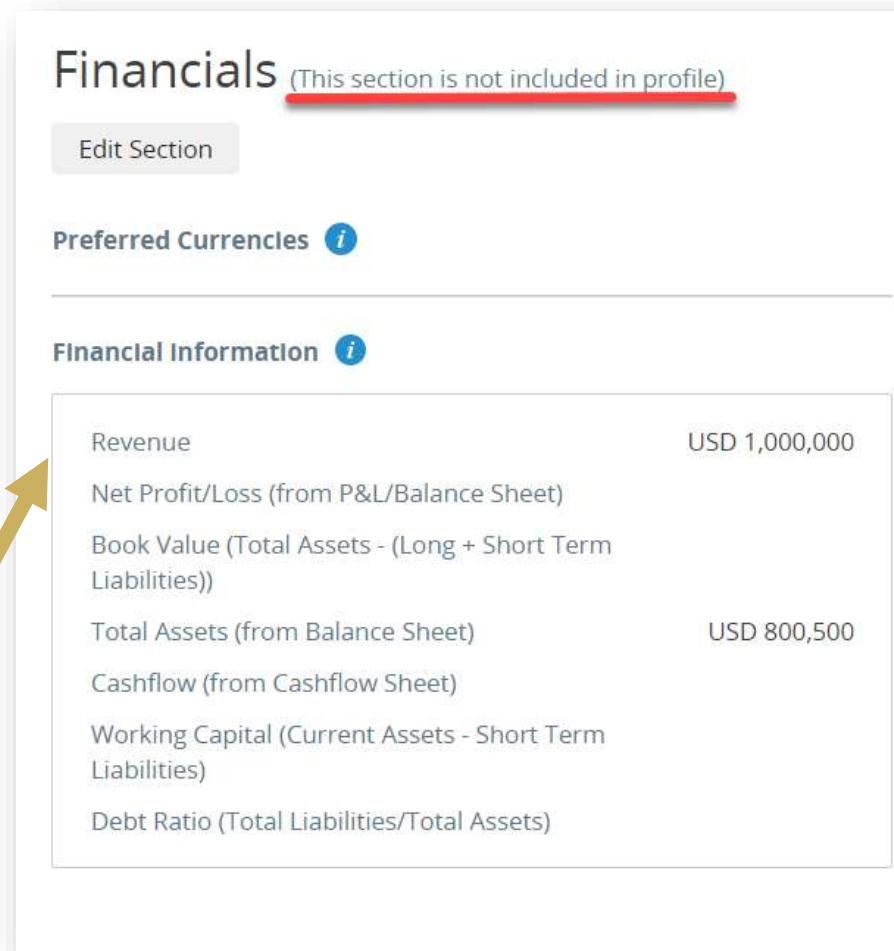
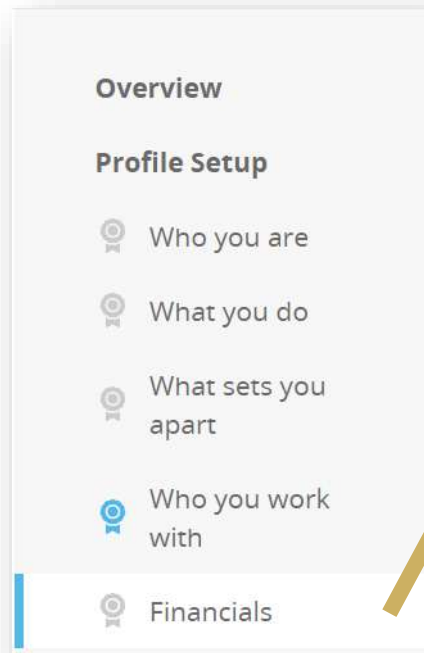


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3.2 Profile Information on the Coupa Supplier Portal

PROFILE SETUP

Profile Setup allows to manage, update and/or change your company's information. We invite you to **click on the Profile Setup buttons** or keep scrolling down to explore the options.



“Financials” allows you to set you a brief overview of some financing indicators. In **Edit Section** you can change the values as well as currency.



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



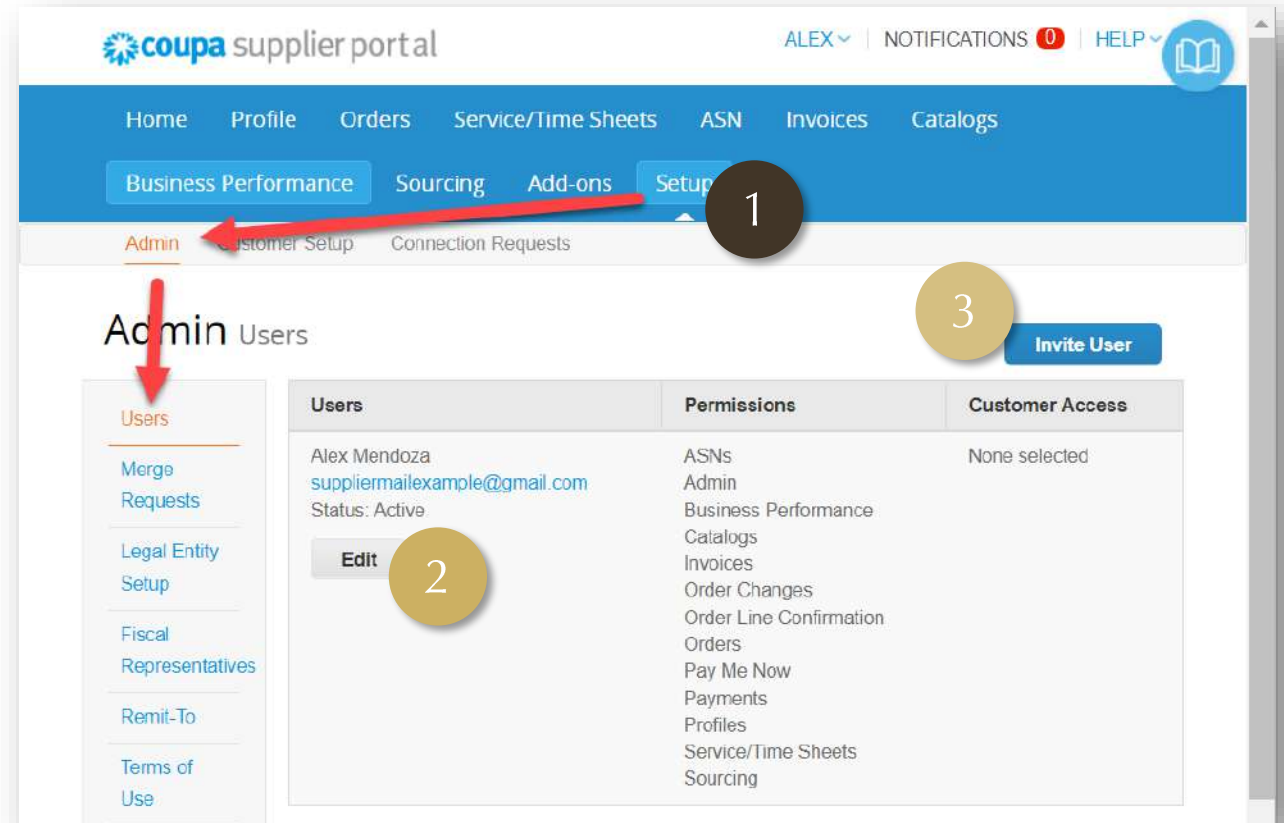
LINDT & SPRÜNGLI

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.



3.3 Admin Setup Menu on the Coupa Supplier Portal

EDIT USER

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

The screenshot shows the 'Admin Users' page in the Coupa Supplier Portal. The 'Edit user access for Alex Mendoza' modal is open, displaying the 'User info' and 'Permissions' sections. The 'User info' section includes fields for First Name (Alex), Last Name (Mendoza), and Email (suppliermail@example@gmail.com). The 'Permissions' section lists various permissions with checkboxes, including 'All', 'Admin', 'Orders', 'Invoices', 'Catalogs', 'Profiles', 'ASNs', 'Service/Time Sheets', 'Payments', 'Order Changes', 'Pay Me Now', 'Business Performance', 'Sourcing', and 'Order Line Confirmation'. The 'Deactivate User' button is highlighted with a red circle labeled 'B', and the 'Save' button is highlighted with a red circle labeled 'A'.



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.

Invite User

First Name: Kevin

Last Name: Yashkumar

*Email: supliemail@example+KY@gmail.com

Permissions ⓘ

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

Cancel Send Invitation



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 Merging Requests menu

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

From Admin Setup Menu

coupa supplier portal KEVIN | NOTIFICATIONS

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs

Business Performance Sourcing Add-ons Setup

Admin Customer Setup Connection Requests

Admin Merge Requests

Users

Merge Requests

Legal Entity Setup

Fiscal Representatives

Remit-To

Terms of Use

Payment Preferences

Static Discounting

sFTP Accounts

cXML Errors

Initiate Merge Request

coupa@cupamail.edu

☐ I'm not a robot

gCAPTCHA 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.](#)

Request Merge

Open merge requests

All clear! No open merge requests.

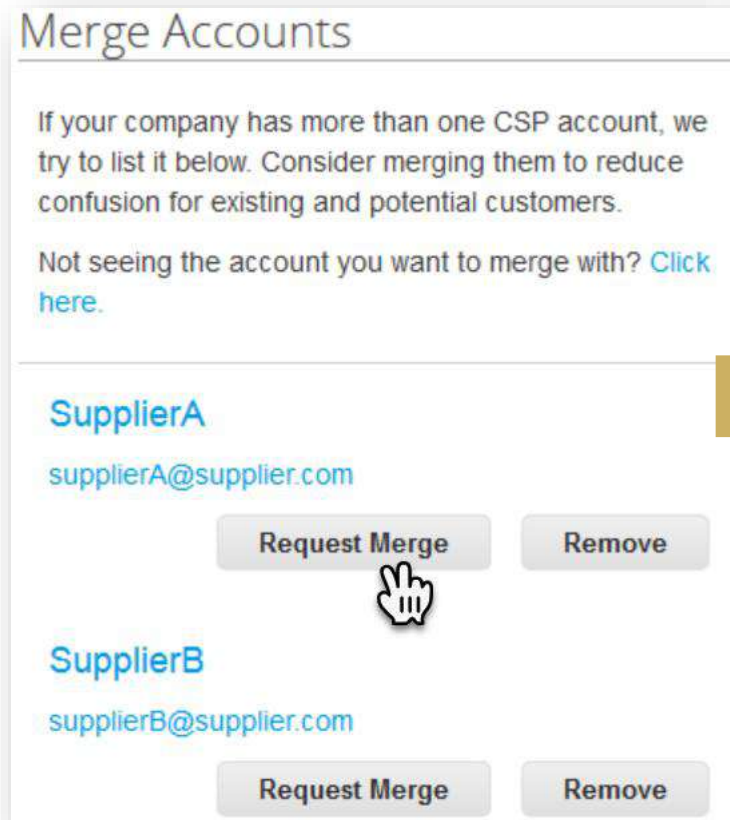
B



3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS FROM THE HOMEPAGE

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



Merge Accounts

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

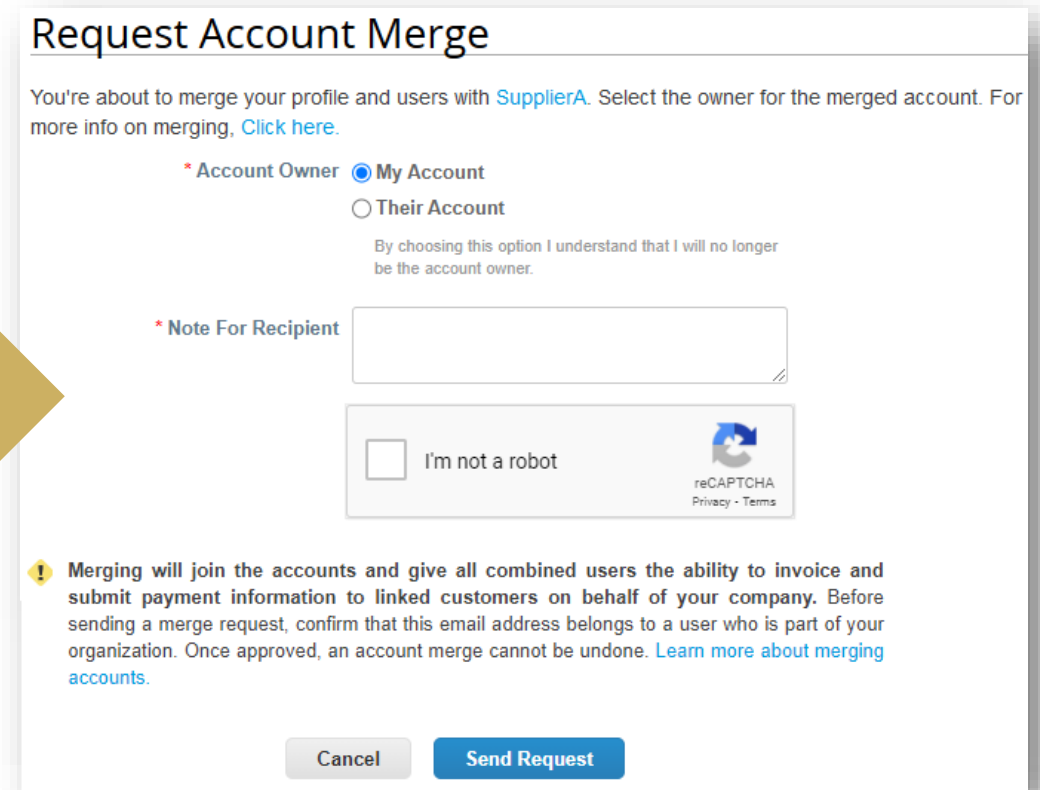
Not seeing the account you want to merge with? [Click here](#).

SupplierA
supplierA@supplier.com

Request Merge **Remove**

SupplierB
supplierB@supplier.com

Request Merge **Remove**



Request Account Merge

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

* **Account Owner** ☒ **My Account**
☐ **Their Account**

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

* **Note For Recipient**

☐ I'm not a robot 

reCAPTCHA
Privacy · Terms

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

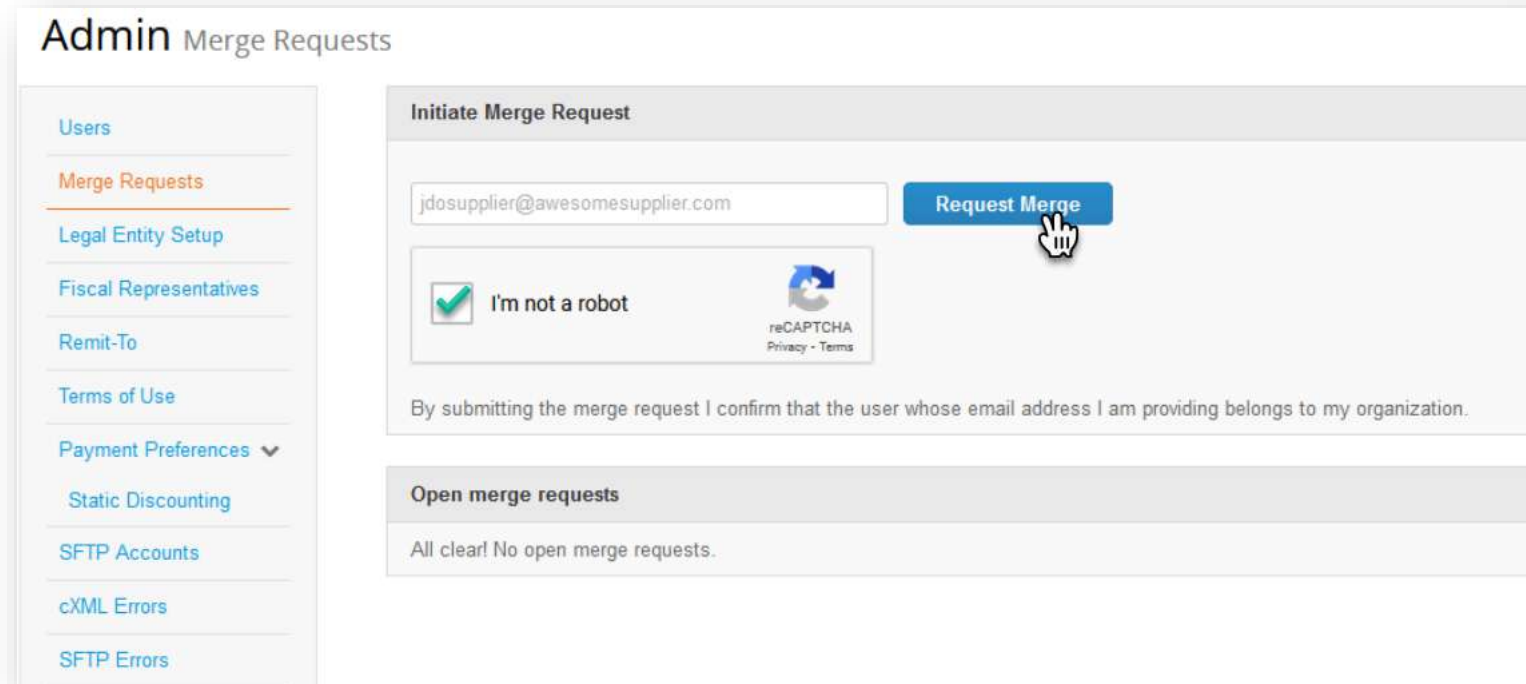
Cancel **Send Request**



3.3 Admin Setup Menu on the Coupa Supplier Portal

MERGE ACCOUNTS FROM ADMIN SETUP MENU

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



The screenshot shows the 'Admin Merge Requests' page. On the left is a sidebar menu with the following items: Users, Merge Requests (highlighted in orange), Legal Entity Setup, Fiscal Representatives, Remit-To, Terms of Use, Payment Preferences (with a dropdown arrow), Static Discounting, SFTP Accounts, cXML Errors, and SFTP Errors. The main content area is titled 'Initiate Merge Request' and contains a text input field with the email 'jdosupplier@awesomesupplier.com'. To the right of the input field is a blue button labeled 'Request Merge' with a hand cursor icon. Below the input field is a reCAPTCHA widget showing a green checkmark and the text 'I'm not a robot', with links for 'reCAPTCHA', 'Privacy', and 'Terms'. Below the reCAPTCHA is a confirmation statement: 'By submitting the merge request I confirm that the user whose email address I am providing belongs to my organization.' At the bottom, there is a section titled 'Open merge requests' which displays the message: 'All clear! No open merge requests.'



3.3 Admin Setup Menu on the Coupa Supplier Portal

OTHER OPTIONS

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

Admin Setup Menu option	Description
Legal Entity Setup	If your company has subsidiaries or other legal entities, you can add them and their details on this menu. For more information about legal entities click here .
Fiscal Representatives	Here you can add fiscal representatives that can delegate for your company in a country or region where you are no legally registered. Click here for further information.
Remit-to	Add remitting addresses for your legal entities. Click here to find out more about it.
Terms of Use	View the Accepted and/or Requested terms of use by your customer.
Payment Preferences	Allows you to setup Static Discounts , Create and View SFTP accounts and view cXML errors .



3.4 My Account Settings on the Coupa Supplier Portal

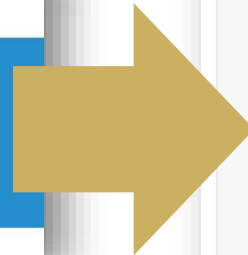
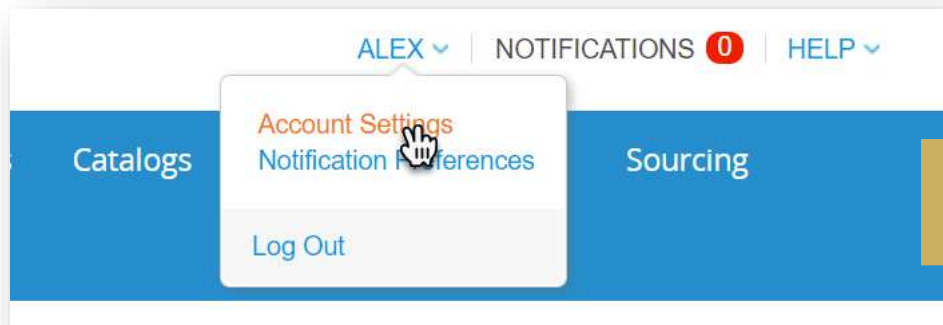
SETTINGS

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

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

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

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

A screenshot of the 'My Account Settings' page. The page has a white background with a light gray sidebar on the left. The sidebar contains a 'Settings' menu with three items: 'Settings' (highlighted in orange), 'Notification Preferences', and 'Security & Two-Factor Authentication'. The main content area is titled 'My Account Settings' and is divided into two sections. The first section, 'User Details', contains form fields for 'First Name' (Alex), 'Last Name' (Mendoza), 'Email' (suppliermail@example@gmail.com), 'Department' (a dropdown menu), and 'Role' (a dropdown menu). A blue 'Save' button is at the bottom right of this section. The second section, 'Change Password', contains form fields for 'Current Password', 'Password', and 'Password Confirmation'. A note below the 'Password' field states 'Use at least 8 characters and include a number and a letter.' A blue 'Save' button is at the bottom right of this section.

3.4 My Account Settings on the Coupa Supplier Portal

NOTIFICATIONS PREFERENCES

My Account

Notification Preferences

Settings

Notification Preferences

Security & Two-Factor Authentication

You will start receiving notifications when your customers enable them.

Announcements

New Customer Announcement

☒ Online

☐ Email

☐ SMS

Business Performance

Business Performance Role Granted

☒ Online

☐ Email

☐ SMS

Catalogues

New comment received

☒ Online

☒ Email

☐ SMS

Catalogue approved

☐ Online

☐ Email

☐ SMS

Catalogue rejected

☐ Online

☐ Email

☐ SMS

Catalogue about to expire

☐ Online

☐ 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.



3.4 My Account Settings on the Coupa Supplier Portal

SECURITY & TWO-FACTOR AUTHENTICATION

Here you can verify the mobile phone number where you want to receive notifications. For this, follow the next steps.

1 Enter your mobile phone number in the designated field and click **Validate**.

2 You will receive an SMS with the verification code, enter it on the next tab and click **OK**.

3 Your number is verified. You can enable Two-Factor authentication by clicking on **Enable** and repeating the previous step.

My Account Security & Two-Factor Authentication

Settings
Notification Preferences
Security & Two-Factor Authentication

Mobile Phone Verification

Mobile Phone : **Not verified**

+1 201-555-5555

This phone will receive SMS Notifications

Validate

Two-Factor Authentication

SMS : **Disabled**

Verify your mobile phone to receive verification codes by text message

Enable

Two-Factor Authenticator App : **Disabled**

Enable

Enter the code that you received by SMS

Your verification code has been sent to: +420 [REDACTED]

* Code 876893

Cancel Resend Code OK

My Account Security & Two-Factor Authentication

Settings
Notification Preferences
Security & Two-Factor Authentication

Mobile Phone Verification

Mobile Phone : **Verified**

+420 [REDACTED]

Disable

Two-Factor Authentication

SMS : **Enabled**

Disable

Two-Factor Authenticator App : **Disabled**

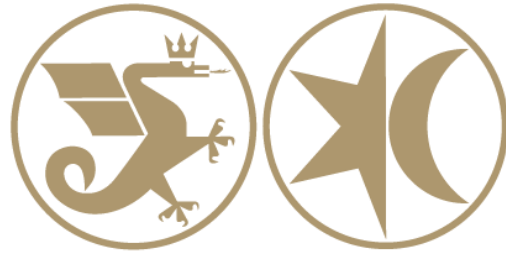
Enable

Two-Factor Recovery Codes :

Recovery Codes Regenerate Recovery Codes

If you don't receive the SMS code, try again by clicking on **Resend Code**.


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LINDT & SPRÜNGLI

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overview

2. Coupa
Supplier
Portal
Registration

3. Managing
your account

4. Pre-
Qualification

5.
Qualification

Help & Useful links

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



4.1 Pre-Qualification form on the Coupa Supplier Portal

RECEIVING THE PRE-QUALIFICATION FORM

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

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

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

The image shows two overlapping screenshots. The background screenshot is of the Coupa Supplier Portal. At the top, a blue navigation bar contains links: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, and a dropdown menu for 'Update Profile'. A yellow circle with the number '1' is over the 'Profile' link. Below the navigation bar, the 'Profile' section is active, showing 'Lindt & Sprüngli' as the profile name. A yellow circle with the number '2' is over the 'Information Requests' link. Below this, there is a message: 'We have auto-filled some information from your Public Profile.' and a photo of a bowl of nuts. The foreground screenshot is of a Gmail inbox. A yellow arrow points from the 'Update Profile' link in the Coupa portal to the top of the Gmail inbox. Another yellow arrow points from the 'Pre-qualification notifications' text to the first email in the inbox, which is from 'Lindt & Sprüngli' with the subject 'Update your profile for Lindt & Sprüngli'. The email body says 'Update your profile for Lindt & Sprüngli Powered by Coupa Soft...'. The Gmail interface shows 'Inbox' with 1 notification, and other folders like 'Starred', 'Snooded', 'Sent', 'Drafts', and 'More'.

1

2

Pre-qualification notifications



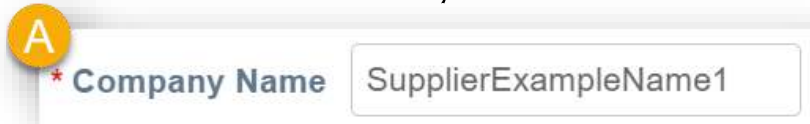
LINDT & SPRÜNGLI

4.1 Pre-Qualification form on the Coupa Supplier Portal

FIELD TYPES

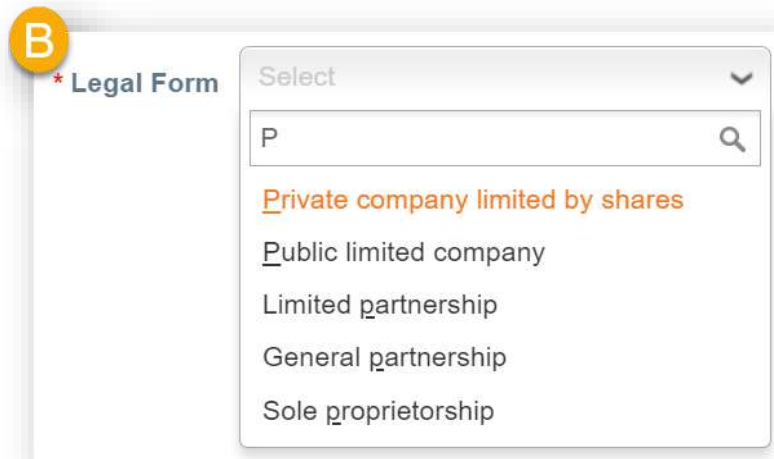
The Pre-Qualification form has a series of questions related to your company such as contact information, financial health, and more. There are 6 types of fields to be fulfilled, this is how to respond on them:

A. Text fields: Write your answer.



A screenshot of a text input field. To the left of the field is a yellow circle with the letter 'A'. The field is labeled '* Company Name' and contains the text 'SupplierExampleName1'.

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



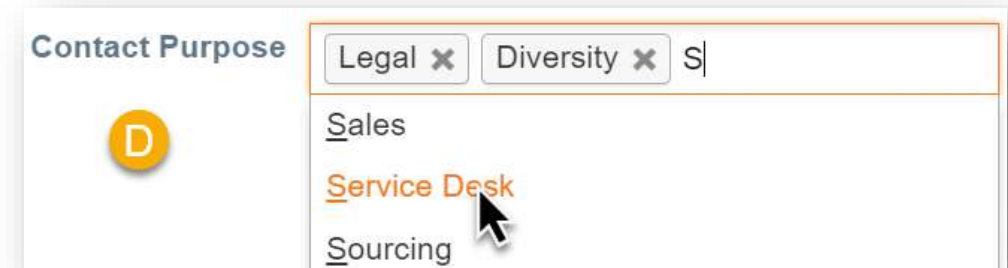
A screenshot of a dropdown menu. To the left of the menu is a yellow circle with the letter 'B'. The menu is labeled '* Legal Form' and has a search bar with the letter 'P'. The dropdown list shows several options: 'Private company limited by shares' (highlighted in orange), 'Public limited company', 'Limited partnership', 'General partnership', and 'Sole proprietorship'.

C. Button fields: Click on the button.



A screenshot of a button field. To the left of the field is a yellow circle with the letter 'C'. The field is labeled 'Civility' and has three radio buttons: 'Mrs' (selected), 'Mr', and 'Other'.

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



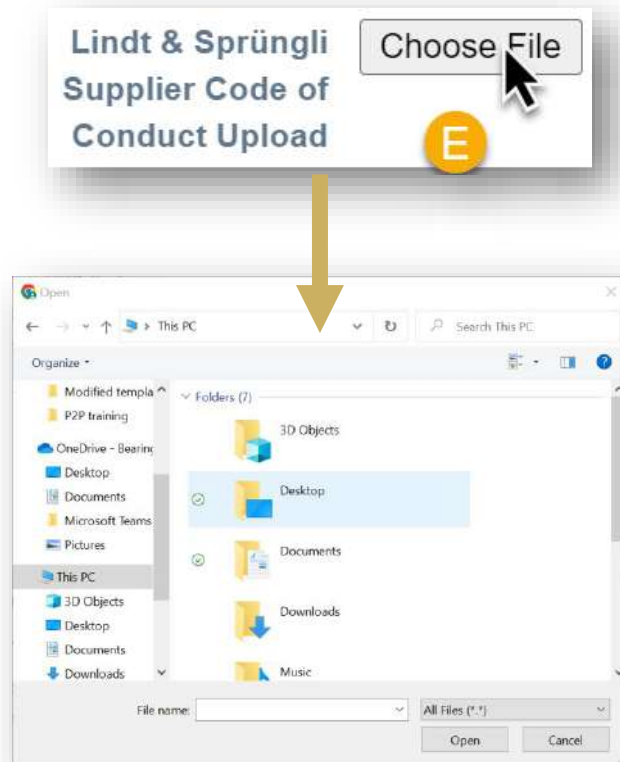
A screenshot of a category field. To the left of the field is a yellow circle with the letter 'D'. The field is labeled 'Contact Purpose' and has a search bar with the letter 'S'. The dropdown list shows several options: 'Legal' (with a close button), 'Diversity' (with a close button), 'Sales', 'Service Desk' (highlighted in orange), and 'Sourcing'.



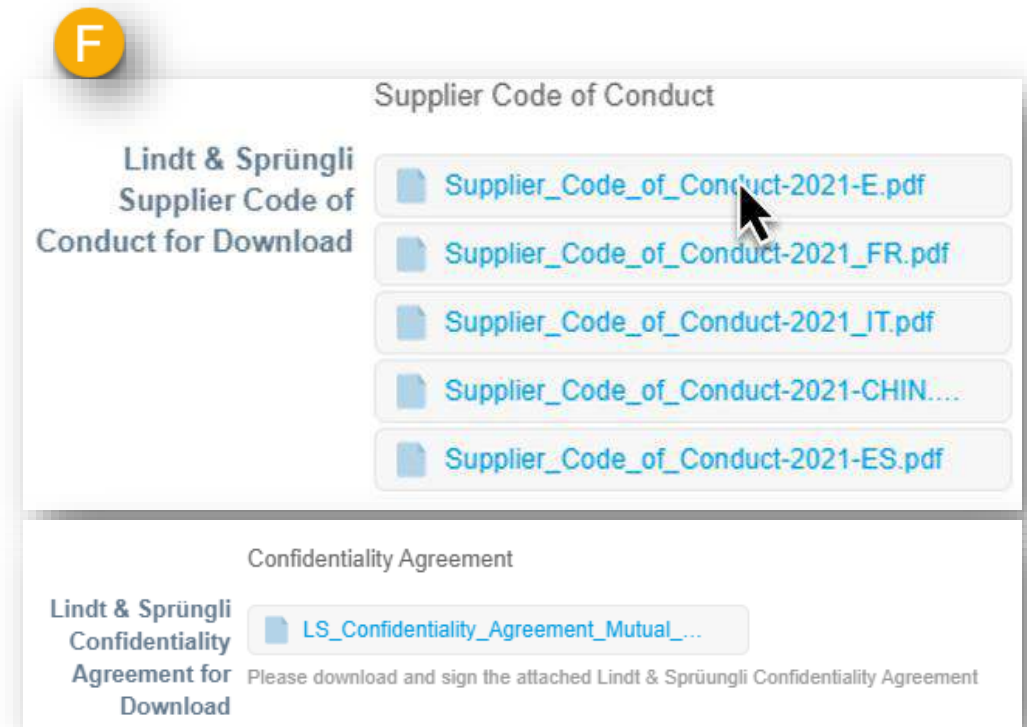
4.1 Pre-Qualification form on the Coupa Supplier Portal

FIELD TYPES

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



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



4.1 Pre-Qualification form on the Coupa Supplier Portal

RESPONDING CONSIDERATIONS

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

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

Revenue in Last 3 Years

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

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

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

OR

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

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

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



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4.1 Pre-Qualification form on the Coupa Supplier Portal

THE DUNS NUMBER

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

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

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

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



4.1 Pre-Qualification form on the Coupa Supplier Portal

ECOVADIS SCORE

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

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

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

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

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

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



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4.1 Pre-Qualification form on the Coupa Supplier Portal

FORTUNE GLOBAL 500

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

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

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

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



LINDT & SPRÜNGLI

4.1 Pre-Qualification form on the Coupa Supplier Portal

LINDT & SPRÜNGLI DOCUMENTS

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

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

B

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

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

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

A

Lindt & Sprüngli Documents

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

Supplier Code of Conduct

Lindt & Sprüngli Supplier Code of Conduct for Download

- Supplier_Code_of_Conduct-2021-E.pdf
- Supplier_Code_of_Conduct-2021_FR.pdf
- Supplier_Code_of_Conduct-2021_IT.pdf
- Supplier_Code_of_Conduct-2021-CHIN...
- Supplier_Code_of_Conduct-2021-ES.pdf

Lindt & Sprüngli Supplier Code of Conduct Upload

No file chosen

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

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

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

Confidentiality Agreement

Lindt & Sprüngli Confidentiality Agreement for Download

- LS_Confidentiality_Agreement_Mutual...

Please download and sign the attached Lindt & Sprüngli Confidentiality Agreement



LINDT & SPRÜNGLI

4.2 Submitting the Pre-Qualification form

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

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



The screenshot shows the bottom section of a web form. At the top right are three buttons: 'Decline' (disabled), 'Save' (disabled), and 'Submit for Approval' (active, with a hand cursor icon). Below these is a 'Comments' section with a '0' icon and a 'Mute Comments' dropdown. A text input field labeled 'Enter Comment' contains the text 'Please notify us when approved! [@basic_user]'. Below the input field is a hint: 'Send comment notification to a user by typing @name (ex. @JohnSmith)'. At the bottom left are links for 'Attachments', 'Add File', and 'URL'. At the bottom right is an 'Add Comment' button.

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

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



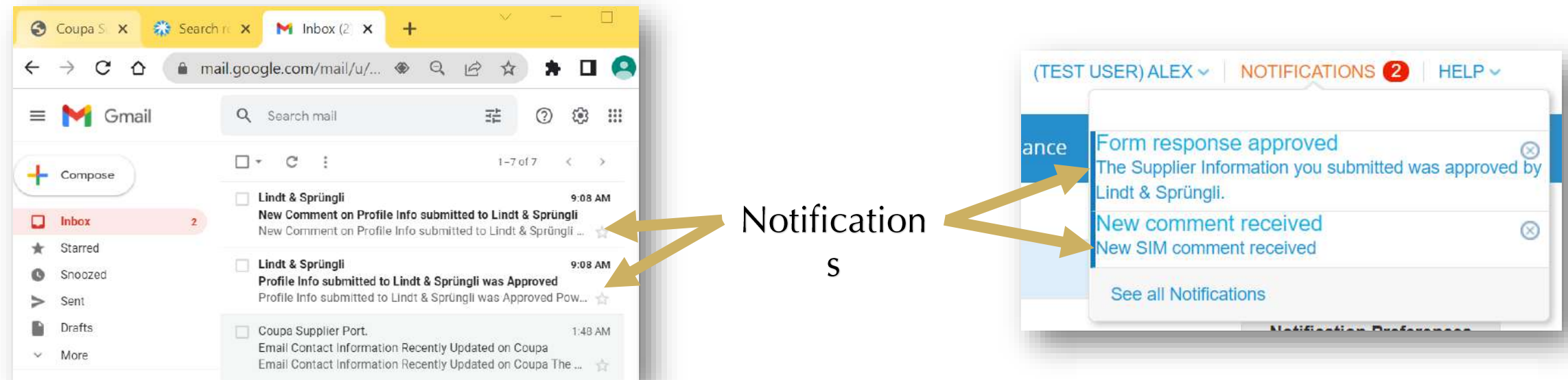
4.3 Feedback

APPROVAL/REJECTION OF THE FORM

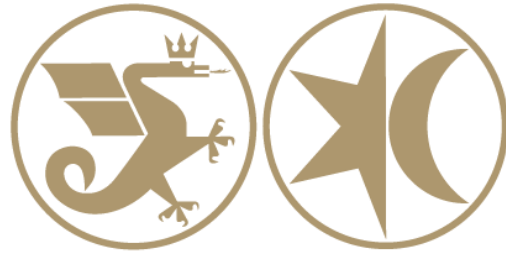
After submitting your response, Lindt & Sprüngli will review your information and you will be notified on your notification preference channels such as Email and in the Coupa Supplier Portal. Approvers might leave some comments on the responded form.

If the form is approved, you will be notified.

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



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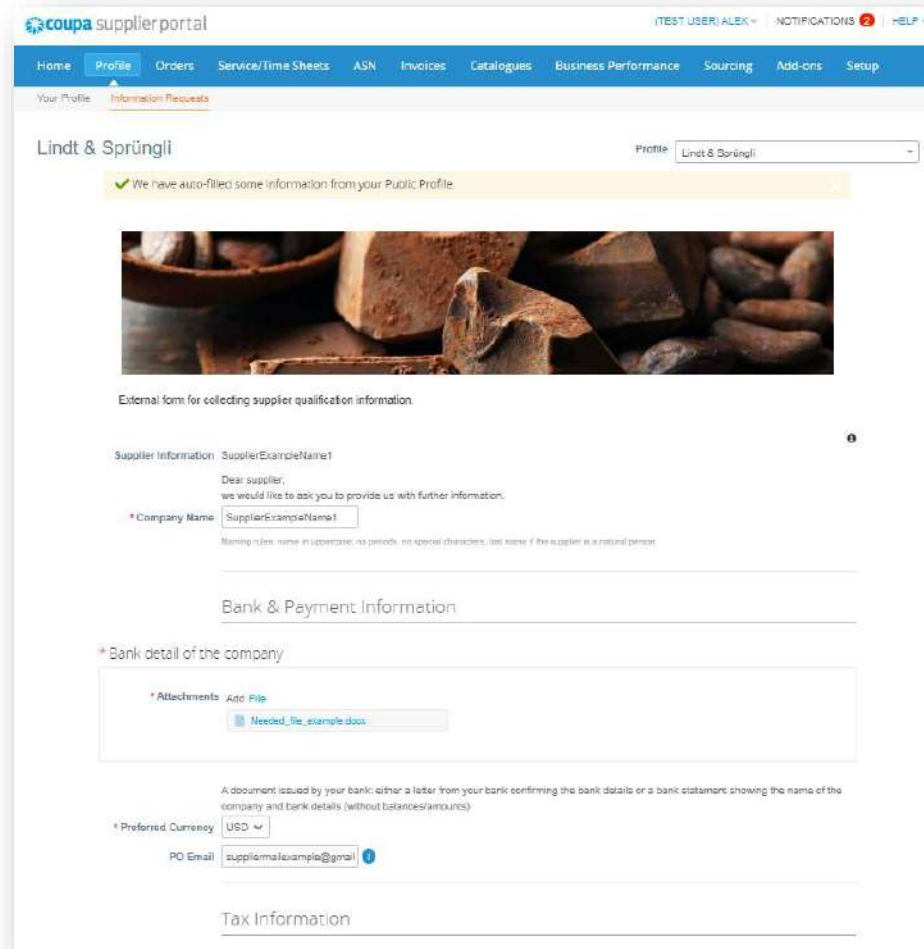
Help & Useful links

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



5.1 Qualification form on the Coupa Supplier Portal

RECEIVING THE QUALIFICATION FORM



The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'coupa supplier portal', and user information: '(TEST USER) ALEX', 'NOTIFICATIONS 2', and a 'HELP' link. A navigation bar contains links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, Sourcing, Add-ons, and Setup. Below the navigation bar, the user's profile is shown for 'Lindt & Sprüngli'. A message states: 'We have auto-filled some information from your Public Profile.' Below this is a placeholder image of chocolate. The form is titled 'External form for collecting supplier qualification information.' It includes sections for 'Supplier Information' with a 'SupplierExampleName1' field, a 'Company Name' field with a placeholder 'SupplierExampleName1', and a 'Bank & Payment Information' section. The 'Bank & Payment Information' section has a '* Bank detail of the company' label, an 'Attachments' section with a 'Add File' button and a placeholder 'Needed file example.docx', and a '* Preferred Currency' dropdown set to 'USD'. At the bottom, there is a 'PO Email' field with the placeholder 'supplierexample@gmail.com' and a 'Tax Information' section.

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

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

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



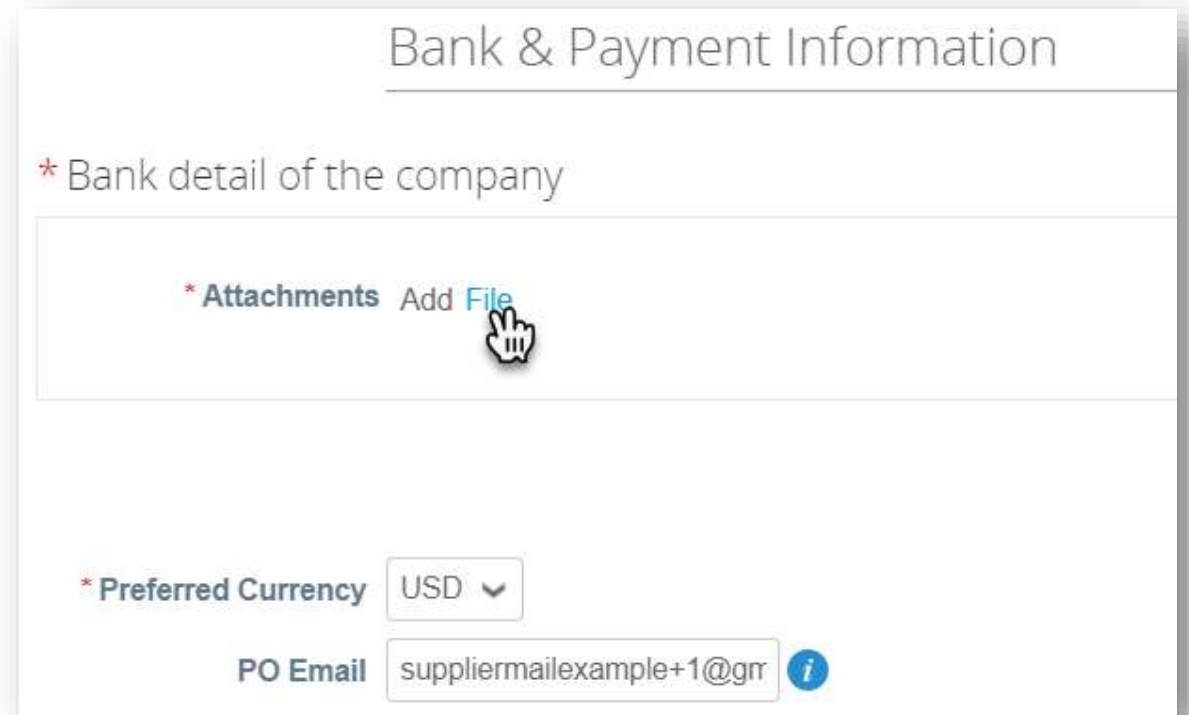
5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

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

1 Bank details of the company

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



The screenshot shows the 'Bank & Payment Information' section of the qualification form. It includes a red asterisk followed by the text 'Bank detail of the company'. Below this is a large rectangular area for attachments, with the text '* Attachments' and a blue 'Add File' button. A hand cursor icon is pointing at the 'Add File' button. At the bottom of the form, there is a field for 'Preferred Currency' with a dropdown menu showing 'USD' and a downward arrow. Below that is a field for 'PO Email' with the text 'suppliermailexample+1@gm' and a blue information icon.

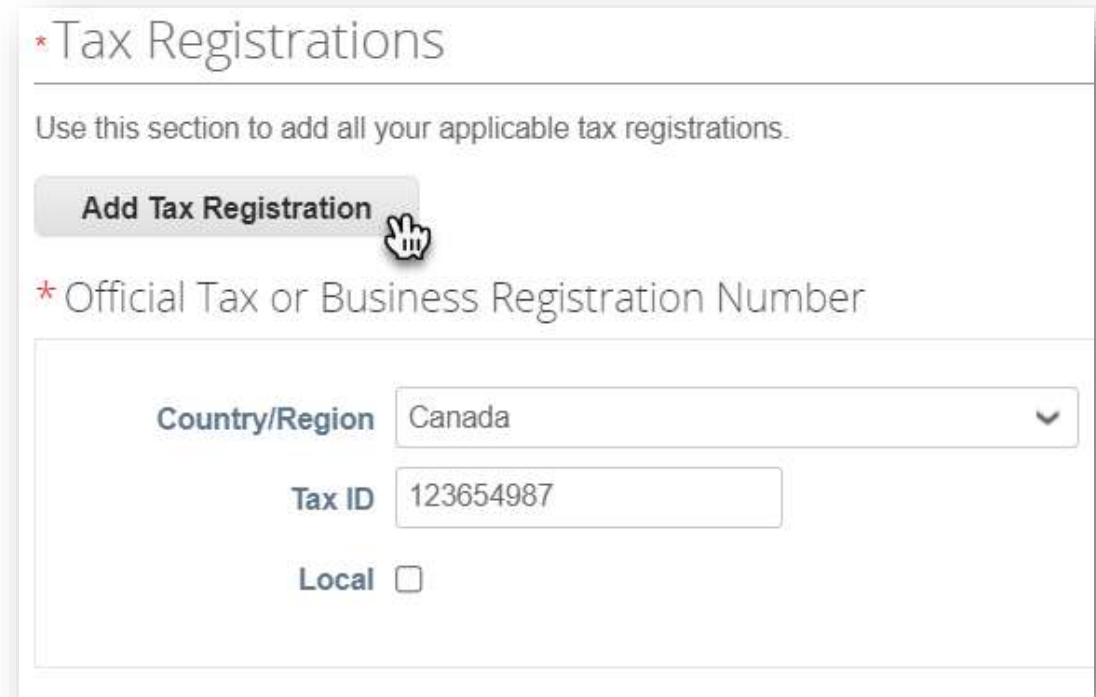


5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

2 Tax Registrations:

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



The screenshot shows the 'Tax Registrations' section of the Coupa Supplier Portal. It includes a title, a descriptive instruction, an 'Add Tax Registration' button with a hand cursor, and a form for entering tax details. The form has fields for 'Country/Region' (set to Canada), 'Tax ID' (123654987), and a 'Local' checkbox.

***Tax Registrations**

Use this section to add all your applicable tax registrations.

Add Tax Registration

*** Official Tax or Business Registration Number**

Country/Region Canada

Tax ID 123654987

Local ☐



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

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

The screenshot displays the 'Certifications' section of the Coupa Supplier Portal. At the top, it says 'Please attach the relevant and required certifications'. Below this, there are two identical sections for 'Custom Certificate 1' and 'Custom Certificate 2'. Each section contains the following fields: 'Effective Date' and 'Expiry Date' (both with date pickers), 'Attachments' (with a link to 'Add File'), and a 'Description' (with a text area). In the 'Attachments' field of 'Custom Certificate 1', two files are listed: 'Attachment_1.docx' and 'Attachment_2.docx'.



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

In the Certificate section, you can add several certificates.

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

In the Description, all uploaded certificates and their expiry dates will be listed.

You will receive a notification when the certificate is close to the expiry day (90 days before).

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

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

The screenshot shows a form titled "GFSI (Food Safety)". It contains the following fields and sections:

- Effective Date:** A date input field with a calendar icon, showing "mm/dd/yy".
- * Expiration Date:** A date input field with a calendar icon, showing "11/23/23".
- * Attachments:** A section with an "Add File" button and three file upload slots. The files listed are "BRC.pdf", "IFS.pdf", and "FSSC_22000.pdf".
- Description:** A text area containing the following text:
BRC - expires 23.11.2023
IFS - expires 01.01.2025
FSSC - expires 06.05.2026

At the bottom of the form, there is a note: "Please upload all the possessed GFSI certifications here (BRC, IFS, FSSC 22000, AIB, HACCP, BR".



5.1 Qualification form on the Coupa Supplier Portal

QUALIFICATION FORM CONTENTS

3 Certifications:

Practical example

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

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

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

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

* GFSI (Food Safety)

Effective Date

* Expiration Date

* Attachments [Add File](#)

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

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



5.1 Qualification form on the Coupa Supplier Portal

RESPONDING CONSIDERATIONS

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



5.2 Coupa Supplier Portal Pre-Qualification submission

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

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



Decline Save **Submit for Approval**

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



5.3 Feedback

APPROVAL/REJECTION OF THE FORM

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

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

The diagram illustrates the notification process. On the left, a screenshot of a Gmail inbox shows two emails from Lindt & Sprüngli: 'New Comment on Profile Info submitted to Lindt & Sprüngli' and 'Profile Info submitted to Lindt & Sprüngli was Approved'. On the right, a screenshot of a notification panel shows two notifications: 'Form response approved' and 'New comment received'. Arrows point from the email subjects to the notification titles, and from the notification panel to the word 'Notifications' in the center. The Lindt & Sprüngli logo is at the bottom center.

Notifications

LINDT & SPRÜNGLI



Thank you.