

Lindt & Sprüngli - Coupa Sourcing Events

Supplier User manual





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Context about Coupa

Coupa – New platform for Source-to-Contract at Lindt & Sprüngli

Lindt & Sprüngli is adopting a new platform called Coupa to manage all tendering activities and enable enhanced collaboration with suppliers. This is part of a digital transformation of how Lindt sources and procures products and services, with efficient, automated ways of working that will benefit us and our suppliers.

Suppliers' responses to tenders will remain completely confidential when they are managed on Coupa.

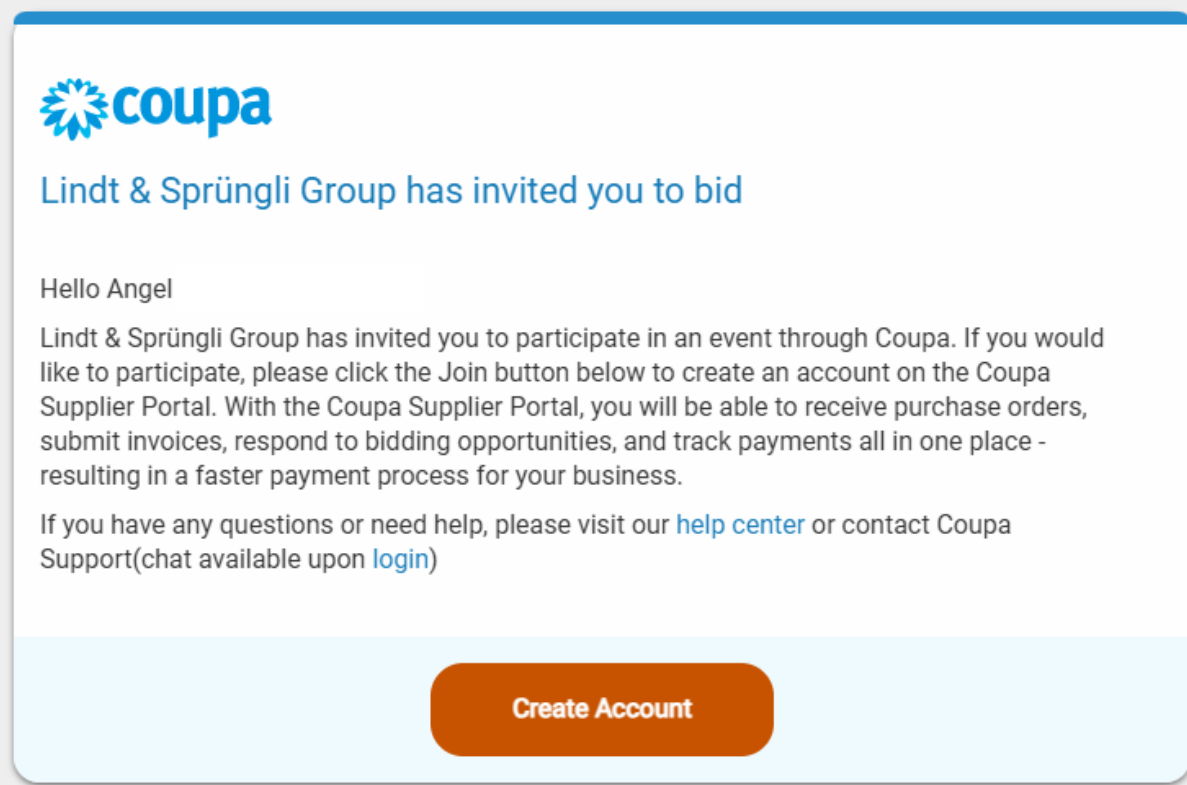
What changes for suppliers

- Invitations to Tender will now be sent directly to suppliers via Coupa.
- You will receive an email from the following address:
[Lindt & Sprüngli <do_not_reply@supplier.coupa.com>](mailto:do_not_reply@supplier.coupa.com) inviting you to the tender.
- Suppliers will need to respond to tenders on this new system.
- COUPA is free of charge to use for suppliers.



Receiving notification of a tender

You will receive an email invitation from [Lindt & Sprüngli <do_not_reply@supplier.coupahost.com>](mailto:do_not_reply@supplier.coupahost.com)



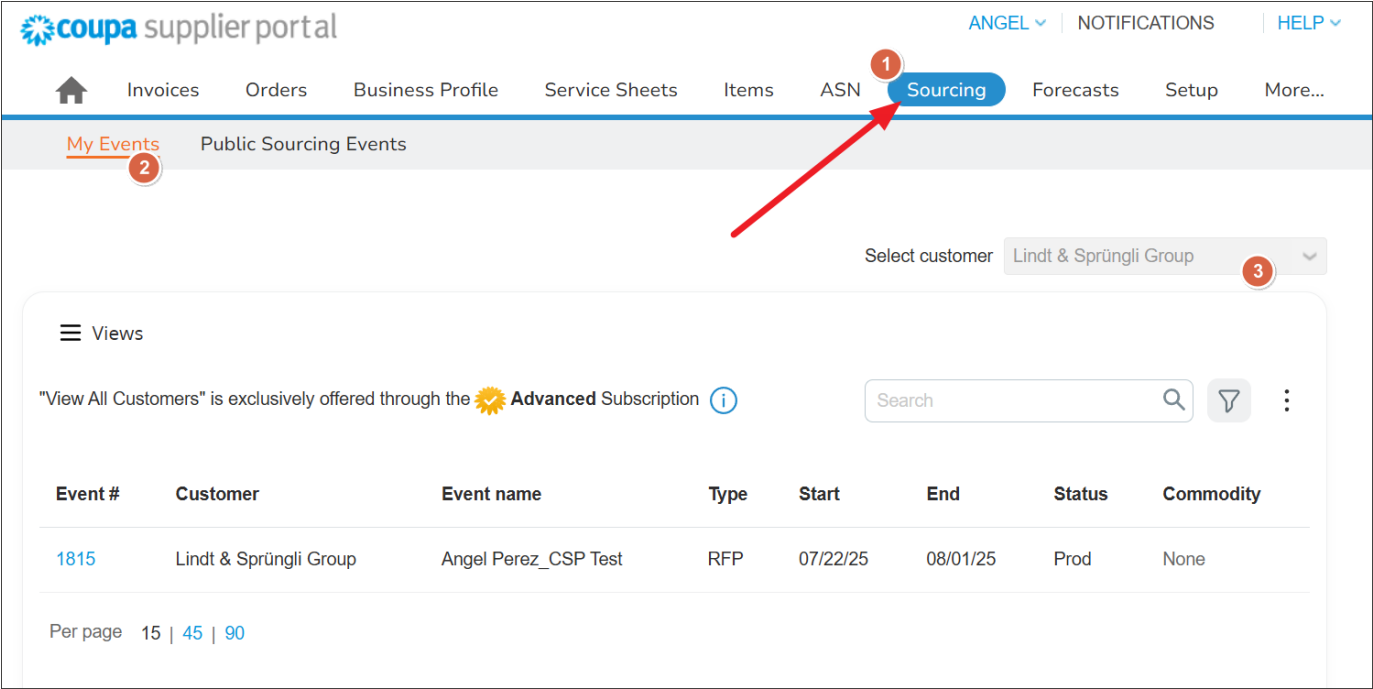
- The first time a user gets invited to participate in a sourcing event, Coupa will require the user to set up a new Coupa Supplier Portal (CSP) account.
 - You can also create a new CSP account [here](#).
- If you have already created an account on Coupa Supplier Portal, please login with your username and password.
 - You can go to the CSP login page [here](#).



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Sourcing in Coupa Supplier Portal

Navigate to **Sourcing >> My Events >> Select Customer >> Lindt & Sprüngli Group**. Here you will find all the sourcing events where we invited you



Including more participants to a Sourcing Event

You can invite your internal colleagues to participate in a Sourcing Event.

- For this, please navigate to **Setup >> Users >> Invite User**.
- Fill in the new user details (name and email) and click on **Send Invitation**

The screenshot shows the Lindt & Sprüngli system interface. The top navigation bar includes links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup (highlighted with a red arrow and a red circle with the number 1), and More... Below the navigation bar, the 'Admin' section is active, showing 'Connection Requests'. The 'Admin Users' section is also visible, with a red circle with the number 2 next to the 'Users' link. The 'Invite User' button is highlighted with a red circle with the number 3. The 'View' dropdown is set to 'All', and there is a search bar. The table below shows the details of a user named 'Angel CSP Sourcing Test'.

User Name	Email	Status	Permissions	Customer Access	Purpose
Angel CSP Sourcing Test	aperezsalgado+csptest@lindt.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and	Lindt & Sprüngli Group	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing



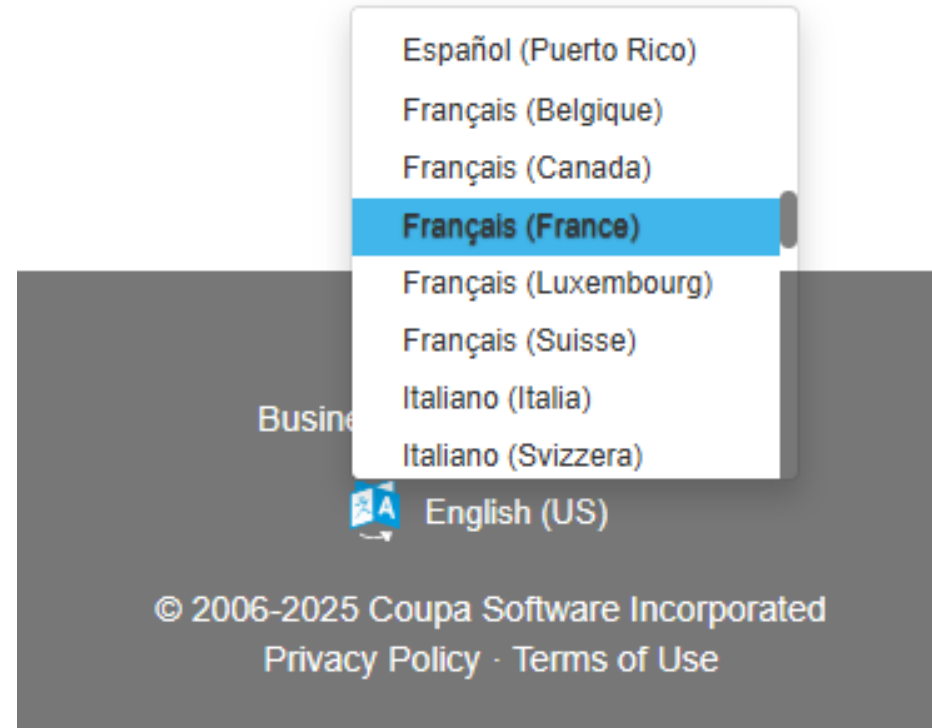
Changing the language on COUPA

Note: The language will only change the default COUPA system language, not the tender content created by Lindt

It is possible to change the language used in the tender event. The default language in the platform is English.

The language can be changed at the bottom of the home page.

- Click on « English » to access a drop-down list of languages on the Coupa Sourcing Response Portal.
- Select your preferred language from the drop-down list, for example « Français »



Your intention to participate (1/2)

- 1 To indicate your interest in this tender, click on « **I intend to participate in this event** ». This will trigger a notification to the tender owner.

Note: The intention to participate will be coupled with **Terms and Conditions** that must be accepted prior to participating in the tender. The intention to participate can be submitted in advance, so L&S is aware that you are interested.

- 2 Failure to Accept all the **Terms and Conditions** will prevent the suppliers from entering the sourcing event.

Event Info

Lindt & Sprüngli has invited you to the sourcing event: **Swiss Luxury Selection 145g - Small, Single Layer**. If you intend to participate, review the event timeline and accept the terms and conditions of the event, if applicable.
Click the 'My Responses' tab to provide your response, which may include Attachments, Forms and Items and Lots.

Do you intend to participate in this event?

☒ **I intend to participate in this event**
Event owner will be notified of your intent to participate.

Accept Terms and Conditions

Terms and Conditions

Disclaimer:

1. Lindt & Sprüngli accepts no obligation for costs incurred by prospective supplier(s) in anticipation of receiving an award pursuant to this pitch. The costs of developing and submitting a proposal are entirely the responsibility of the supplier(s). All proposals will become the property of Lindt & Sprüngli. Lindt & Sprüngli has the right to use such proposal and other materials or information and any of all ideas presented therein without cost to Lindt & Sprüngli.

2. Any and all the offer submitted in this RFx are considered binding valid for 6 months from the date of submission.

3. Any offer submitted in this tender may become integral part of future framework agreement between Lindt & Sprüngli and the supplier who has submitted the offer.

4. Lindt & Sprüngli reserves the exclusive right to change and/or withdraw this RFx at any moment in time

5. Lindt & Sprüngli does not commit to any minimum service volumes/turnover to any suppliers at any time.

Do you accept these Terms and Conditions?

☒ Yes
☐ No



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Your intention to participate (2/2)

The Enter Response Button will be greyed out until the Supplier agrees to all the Terms and Conditions

- 1 You can view any documents or information included in the tender by the tender owner, if applicable
- 2 Once you have read these documents and intend to participate in the tender, if you have accepted the T&C, you can start preparing your response by clicking on « **Enter Response** »
- 3 The deadline for submission of tenders and the remaining duration of the tender are shown.

The screenshot shows the 'Event Information & Bidding Rules' page. It includes a 'Buyer Attachments' section with a 'None' status. A 'Timeline' section displays the event start and end times. At the bottom, there are 'Export to Excel' and 'Enter Response' buttons. Annotations 1, 2, and 3 are placed on the page to highlight specific features.

1 Buyer Attachments

Event Information & Bidding Rules

Event will end at the Event End Time.

Your responses are viewable by buyer once submitted

Buyer may choose to award individual line items

Available Bid Currencies

EUR USD

3

Timeline

Jun 16 Event Start 03:15 CET 30d : 0h : 0min

Jul 16 Event End 03:15 CET 00:00

Export to Excel

2 Enter Response



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Communication through Coupa with the tender owner

- 1 You can now communicate with the L&S team via the message box. Click on the up arrow to open it.
- 2 Click on « **type new message** » and type your text. This message will only be visible to the tender owner. You can also send attachments by clicking on « **Attach Files** », if permitted for the particular event.

L&S can reply to all bidders on this tender through the messaging system. Alternatively, they can only reply to the supplier who sent them a message. An email will be sent to you when L&S has responded to your message, which is visible both in your email inbox and in the message centre of the tender event (Email notifications can be enabled/disabled by suppliers).

Suppliers can also continue to email tender owners directly by replying to the email.

The screenshot displays the Coupa messaging interface. At the top, there's a header bar with a yellow background and a blue button labeled 'Messages' with a small '2' and an upward arrow. Below this, the interface is split into two main sections. The left section, titled 'Messages', shows a conversation history. It starts with a message from 'Dunder Mifflin' 5 minutes ago asking for confirmation of submission standards. This is followed by a response from 'Imad Hasan' a few seconds ago confirming the submission. At the bottom of this section is a 'Send Message' button. The right section, titled 'Attachments', shows a list of attachments. It includes a blue header 'Provided by Imad Hasan', followed by 'RFP', 'Instructions' (Please review the product specifications carefully.), and 'Attachment' (None). Below this is a 'Forms' section with a dropdown menu showing '1. RFP Introduction - Dire...'. At the bottom of the interface, there's a text input field labeled 'Type new message' and a footer with the text 'Having Technical Issues? Contact sourcing.support@coupa.com'.



Navigating through the tender details

You can access the following information at any time until the tender finishes:

- 1 Click on « **Event Info** » to go back to the general event information including the T&C and timeline
- 2 Depending on how the event is set up, it may be possible for you to propose different responses. Click on « **My Responses** » to look through any of the responses submitted for this event
- 3 Click on your company name and the relevant number to go back to your current response
- 4 Enter the number or name of your offer here (naming convention recommended : "Vendor name - Offer #")

The screenshot shows a web interface for tender management. At the top, there are three tabs: 'Event Info' (blue text), 'My Responses' (blue text), and 'Dunder Mifflin - 01' (orange text, which is the active tab). Below the tabs, there is a search field with a pink border. To the left of the search field is a label '4 * Name' in blue text. The search field contains the text 'Dunder Mifflin - 01'. The numbers 1, 2, and 3 are in yellow circles above the tabs, and the number 4 is in a yellow circle above the search field label.



Responding to the RFP / RFI / RFQ (1/3)

The response to an RFP/RFI/RFQ is structured in **3 sections**:

1. Attachments
2. Forms
3. Items and Services

Depending on the nature of the RFx, you might only have to answer questions and transfer documents in the Attachments & Forms sections.

In other cases, you might be asked to give details on your products/services in the Items & Lots section.

SECTION 1 - Attachments

- 1** Add documents that support your response by clicking on « **Add File** » and then upload your supporting documents

Scroll down the page to go to section 2

Response Instructions Please attached here your response. Attachment None	Response to Response Attachment Add File
Additional documents Instructions Please attached here any additional documents you would like to share. Attachment None	Response to Additional documents Attachment Add File 1



Responding to the RFP / RFI / RFQ (2/3)

SECTION 2 - Forms

In the Forms section, you need to answer several questions. In this section you can also be provided with (read-only) information. Questions marked with an * are mandatory.

1 These questions may be general questions about your company or may be specific to the project.

Scroll down the page to go to section 3

1

2. General - Localization Questionnaire

Please answer the questions below.

Localization

* In which Countries do you offer a dedicated in-house customer support / customer service (please also specify where would it be located)? Which languages will each customer support be able to speak (in each country)?

Example: Switzerland, Zurich, German/English/French

* Which languages will each customer support be able to speak ?

☐ English
☐ Germany
☐ French
☐ Italian
☒ Spanish
☐ Portuguese
☐ Polish
☐ Czech
☐ Slovak
☐ Hungarian
☐ Russian
☐ Arabic
☐ Chinese (Mandarin)
☐ Chinese (Cantonese)
☐ Japanese

Please specify in each country

* How many offices do you have globally?

* Offices owned

Indicate the number of offices owned



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Responding to the RFP / RFI / RFQ (3/3)

SECTION 3 – Items and Services

1 In the 3rd section (if relevant) you should complete the list of items and lots.

Those marked with an * are mandatory. The tender owner chooses which fields are mandatory for that tender.

You may be asked to provide details on the items or services that are being sourced such as the price, the lead time, a description, an image, or an attachment to describe the product in detail.

2 Click on an item to add more information about it.

1

Items and Services				
Name	My Capacity	Expected Qty	My Price	Price x Expected Qty >
Lot: Deckenteil (OT):	1	1 Lots	1,700.0000 EUR	1,700.0000 EUR
Preis/1.000: Basisausführung		1,000 per Lot (Piece) x	0.65 *	650.00 EUR
Mehrpreis/1.000: Iriodin-Pigmente		1,000 per Lot (Piece) x	0.20 *	200.00 EUR
Mehrpreis/1.000: Kaltfolie flächig		1,000 per Lot (Piece) x	0.20 *	200.00 EUR
Mehrpreis/1.000: Heissfolienprägung flächig		1,000 per Lot (Piece) x	0.20 *	200.00 EUR
Mehrpreis/1.000: Strukturprägung partiell		1,000 per Lot (Piece) x	0.15 *	150.00 EUR
Mehrpreis/1.000: UV-Spotlack partiell		1,000 per Lot (Piece) x	0.30 *	300.00 EUR
Items Not In Lots (1 items)				550.0000 EUR
Bodenteil (UT):		1,000 (Piece) x	0.55 *	550.00 EUR
				Total 2,250.00 EUR

2

Items Not In Lots (1 items)		550.0000 EUR		
Item Requested	Ship To	Item Details		
Bodenteil (UT):				
Manufacturer Part Number	Item Description			
	Requirement: 680,000 pieces			
My Capacity	Expected Quantity	My Price * Line Total		
1,000	1,000 Piece x	0.55 = 550.00 EUR		
Your Item Name	Lead Time			
Enter your item or service name	Lead Time Days			
ID/Part Number	Description			
Enter an ID or part number	Enter your item or service description			
Add Image				
Add image in GIF, JPEG, or PNG formats				
Attachments				
Click to view				
Form				
Cancel		Save Item		
Total 550.00 EUR				

Importing responses from Excel (1/3)

For flexibility, you can also export all items/forms into MS Excel and complete the required fields. The excel file can then be uploaded back into your response on Coupa Sourcing Response Portal.

1 Export the items to Excel.
Please do not change the name of the downloaded file.

2 Fill in the required fields in Excel. The white cells are the cells that you can enter data into.

(Continued on next slide)

The interface shows a summary for 'Items Not In Lots (1 items)' with a total value of 550.0000 EUR. Below this, a row for 'Bodenteil (UT):' shows a quantity of 1,000 (Piece) multiplied by a unit price of 0.55, resulting in 550.00 EUR. A 'Total' box shows 550.00 EUR. At the bottom, a row of buttons includes 'Export to Excel' (highlighted with a pink border and a circled '1'), 'Import from Excel', 'Load History', 'Save', and 'Submit Response to Buyer'.

2

The Excel template is titled 'From: Lindt & Sprüngli' and 'Event: Swiss Luxury Selection 145g - Small, Single Layer'. It includes a note: 'The White Cells below are your entry fields. You can upload this file to save the information you entered in the editable cells to your response. NOTE: This Excel file is locked to ensure it uploads correctly, and you must still click 'submit' after uploading to submit!'. The spreadsheet has columns for 'Field name', 'required', 'Your Responses', 'Quantity', 'UOM', and 'Information / Hints'. It lists two items: 'Deckelteil (OT): (Below)' and 'Iridin-Pigmente'. For each item, it specifies required fields like 'Your Capacity', 'Your Unit Price', 'Currency', 'Your Item Name', 'Your ID/Part Number', 'Your Description', 'Your Lead Time', 'Item Description', and 'Manufacturer Part Number'. The 'Your Responses' column contains white cells for data entry. The 'Quantity' and 'UOM' columns show '1000' and 'Piece' respectively for each item. The 'Information / Hints' column contains 'Nothing Required' for the first item and 'Basic version' and 'Iridine pigments' for the second item.

Field name	required	Your Responses	Quantity	UOM	Information / Hints
Deckelteil (OT): (Below)	N	Nothing Required	1	Lots	
Your Capacity for "Deckelteil (OT):":	N	1		Lots	
Your Unit Price for "Preis/1.000:	Y*	0.65	1000	Piece	
Basisausführung":	Y*	EUR			
Currency:	N				
Your Item Name:	N				
Your ID/Part Number:	N				
Your Description:	N				
Your Lead Time:	N				
Item Description	N	Basic version			
Manufacturer Part Number	N				
Your Unit Price for "Mehrpreis/1.000:	Y*	0.2	1000	Piece	
Iridin-Pigmente":	Y*	EUR			
Currency:	N				
Your Item Name:	N				
Your ID/Part Number:	N				
Your Description:	N				
Your Lead Time:	N				
Item Description	N	Iridine pigments			
Manufacturer Part Number	N				
Your Unit Price for "Mehrpreis/1.000:	Y*	0.2	1000	Piece	
Kaltfolie flächig":					



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Importing responses from Excel (2/3)

3 Be Sure to check for all tabs associated to the excel export – the excel not only contains **Items and Services** but also any **Forms** associated to the tender.

4 Fill in the required fields in for the form. Non-mandatory fields can also be filled out for additional information.

Be sure to save all the responses in the excel sheet prior to uploading it back in Coupa.

ID	Question	Required?	Your Responses	Information / Hint
1	RFP Introduction - Direct Materials	N	Nothing Required	
2	Cocoa Butter - Business Scope	N	Nothing Required	
2.1	Are you able to supply Cocoa-Powder?	Y*	Yes	
2.2	Origins	Y*	Sudan, Africa	
2.3	Your annual capacity in tons	Y*	5.5 Billion	
2.4	Are you able to supply Cocoa-Butter deso?	Y*	Yes	
2.5	Origins	N		
2.6	Your annual capacity in tons	Y*	5 Billion	

3



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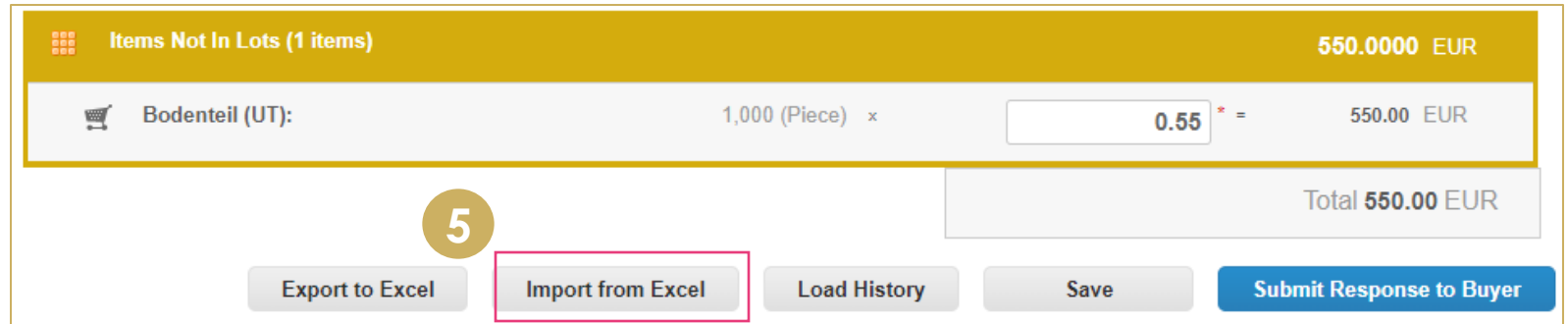
Importing responses from Excel (3/3)

(Continued from previous slide)

5 Import the items from Excel

6 This information will appear when you click on « **Import from Excel** ». Follow the instructions.

The file format should remain xls or.xlsx.



Items Not In Lots (1 items) 550.0000 EUR

Bodenteil (UT):	1,000 (Piece) x	0.55 *	=	550.00 EUR
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Total 550.00 EUR

Export to Excel **Import from Excel** Load History Save Submit Response to Buyer

Steps for uploading your response in Excel

1. Download the [Response Template](#) (Note: This template will only work for this event)
2. Fill in or update the Excel file.
 - Fields marked with a "*" are mandatory. Do not unlock/unprotect the Excel file if you plan to upload it.
 - Values in the uploaded file will replace anything currently saved to your response.
 - Once you click "Start Upload" values in the excel file will be saved, but not submitted.
 - Once upload is complete, review your response and click "Submit." Your response will not be sent until you do so.

3. Load the updated file

Choose file No file chosen

Uploading will only save your response. You must click "Submit" to send it to the buyer.

Start Upload



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Managing your responses (1/2)

At any time until the tender closes you can do the following:

- 1 Save a draft or partial response for completion later
- 2 **Submit your response** to Lindt & Sprüngli
- 3 If you have saved your response and exited Coupa, and then want to return to the response, either click on the link in the original email you were sent and click on « **View Event** », or directly log on to the **Sourcing Response Portal** to find the right sourcing event.

Note: As long as the tender is not closed, you can edit your response even if you have already submitted it to the tender owner.

The tender owner can only see your response once you have submitted it.



3

Welcome to your Sourcing Response Portal!

Lindt & Sprüngli has invited you to the sourcing event: **Swiss Luxury Selection 145g - Small, Single Layer**. If you intend to participate, review the event timeline and accept the terms and conditions of the event, if applicable. Click the 'My Responses' tab to provide your response, which may include Attachments, Forms and Items and Services.

All Sourcing Events

Event #	Event Name	Start Date	End Date	Status	Type	Responses
635	Swiss Luxury Selection 145g - Small, Single Layer	20/06/2022	23/06/2022	Prod	RFI	1
633	Swiss Luxury Selection 145g - Small, Single Layer	19/06/2022	22/06/2022	Prod	RFI	1
631	English Auction_Piping and Construction	17/06/2022	18/06/2022	Complete	Auction	1
630	Pipe Line English Auction_US	17/06/2022	18/06/2022	Complete	Auction	0
629	Pipe Line Tender_US	16/06/2022	16/07/2022	Prod	RFI	2

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Managing your responses (2/2)

- 1 You can retrieve all of your responses for a particular tender by clicking on « **My Responses** » at any time until the tender closes (if permitted by Lindt & Sprüngli)
- 2 You can also create a new response from a previous response or edit a previous response at any time by using the **Actions** button. You can also give it a new name.

Note: Any new responses do not replace previous responses. **Each response could be a different solution** to meet Lindt & Sprüngli needs, so each response will be evaluated independently.

1

Event Info My Responses

View All Advanced Search 				
Response Name	State	Submitted At	Total	Actions
Dorothy Zbornak	Submitted	16/06/2022	0.00	  2
Dorothy Zbornak	Work	16/06/2022	0.00	 
Dorothy Zbornak	Work	16/06/2022	0.00	 
Dorothy Zbornak _01	Work	17/06/2022	0.00	 
Dunder Mifflin - 01	Submitted	17/06/2022	0.00	 
Dunder Mifflin - 01	Work	17/06/2022	0.00	 
Dunder Mifflin - #475	Work		0.00	 

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Concluding a Sourcing Event

If you are invited to a follow-on event, the Event Info tab will specify the original event

Following a Sourcing event, L&S will evaluate all supplier responses received.

- Depending on the tender, there might be **follow-on event**. An RFI may lead to an RFQ event or an RFI may be followed by an eAuction event. Responses from the event will be transferred over to the new tender, eliminating duplication of work for suppliers.
- L&S may decide to award you the tender based on your response, where the L&S Buyer will reach out to you via email.
- If awarded, a sourcing event can lead to the creation of a contract, or a Purchase Order (depending upon the tender's nature and the agreement formed)

 Event Information & Bidding Rules	 Buyer Attachments
Automatic Bid Extensions You will have at least 2 minutes to respond after a new best price is submitted. Competitive Ranking During competitive bidding, you will see your 'Competitive Ranking' only. Example 'Your rank is 3'. Incremental Bidding (Auction) Rules Ties for 1st place are allowed for: • Event Total • Lots • Individual Items During competitive bidding, you must improve your bid by: • Event Total — 1.00% • Lots — 1.00% • Items — 1.00% Your responses are viewable by buyer once submitted Buyer may choose to award individual line items Available Bid Currencies	None  Event Follow-On Information This event is a Event #631 follow-on of





Thank you.