



COUPA Supplier Portal (CSP) Training

Grp Procurement | GRP-TRA- 091 Version 0

↗ What to Expect from this Training

- > Gain a clear understanding of the **Coupa Supplier Portal (CSP)** — with a focus on collaborating effectively with **Ontex**, managing your **supplier data**, and participation in **sourcing events**.

- > **During this Training, You Will:**
 - Understand how to register a new CSP account
 - Learn how to link your CSP account to Ontex for collaboration
 - Know how to manage and update your supplier data accurately
 - Gain the skills to participate in Ontex sourcing events

- > **Duration** — 60 minutes





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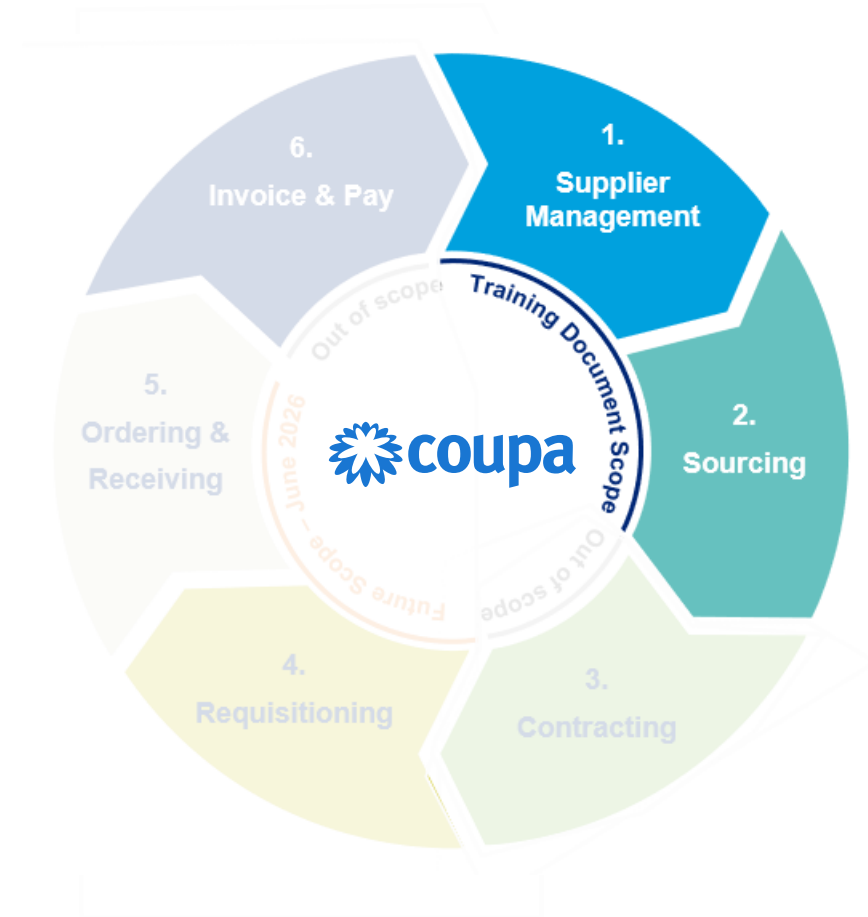
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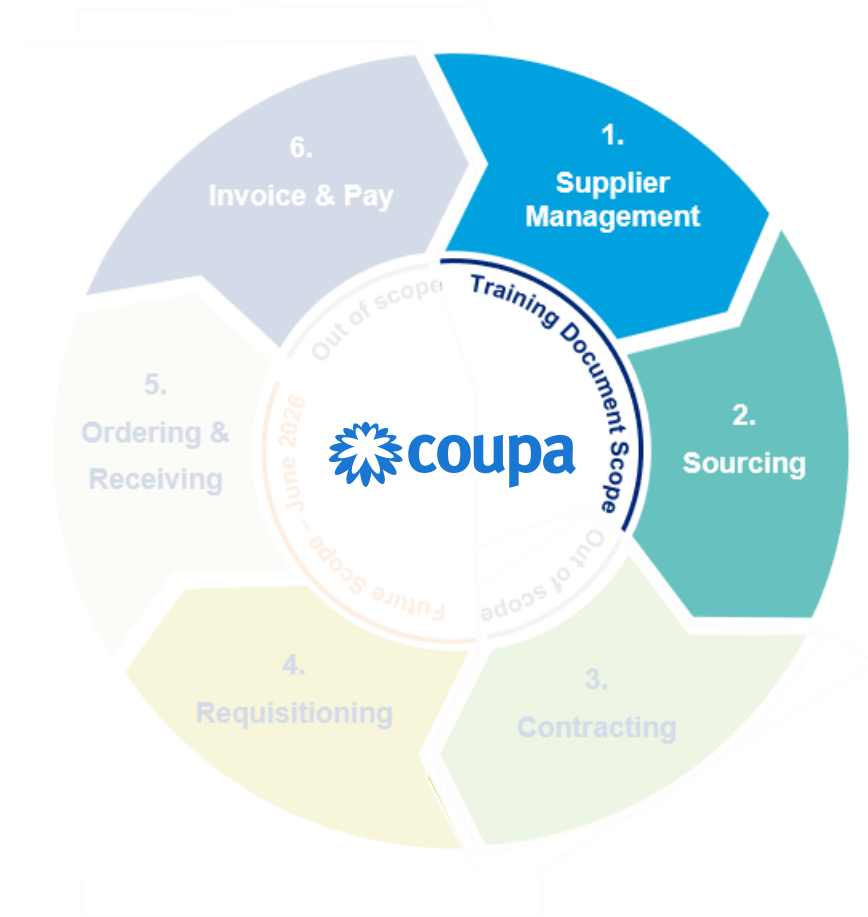
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Introduction – Coupa

> Ontex + Coupa: Digitize Supplier Collaboration

- Ontex has partnered with Coupa to digitize and **streamline sourcing, supplier onboarding and monitoring, and indirect spend Purchase Order (PO) management.**

> What will change?

- **One harmonized platform** for collaboration and document exchange
- **Automated processes** → less manual work, more transparency
- Mutual benefits through **improved efficiency** across the supply chain

> What does this mean for you?

- Manage your company details (address, bank account details, etc.) via the Coupa Supplier Portal (CSP)
- Respond to Sourcing events via the CSP
- Receive indirect spend purchase orders via the CSP

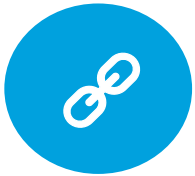


Note — The **CSP** is a **free, secure web portal** that helps suppliers manage all interactions and transactions with Ontex. If your company is **already active on the CSP**, you **don't need to create a new account** — simply **connect with Ontex** using your existing profile.

Introduction – Key Project Dates



October 13th 2025 – Coupa Supplier Portal **Training** Webinars



October 14th 2025 – Coupa supplier Portal **invitations** will be sent out



October 20th 2025 – Coupa **go-live** phase 1*

* Phase 1 encompasses processes associated with sourcing, contracting, and onboarding suppliers | Phase 2, anticipated for June 2026, will address indirect spend purchase-to-receipt activities.



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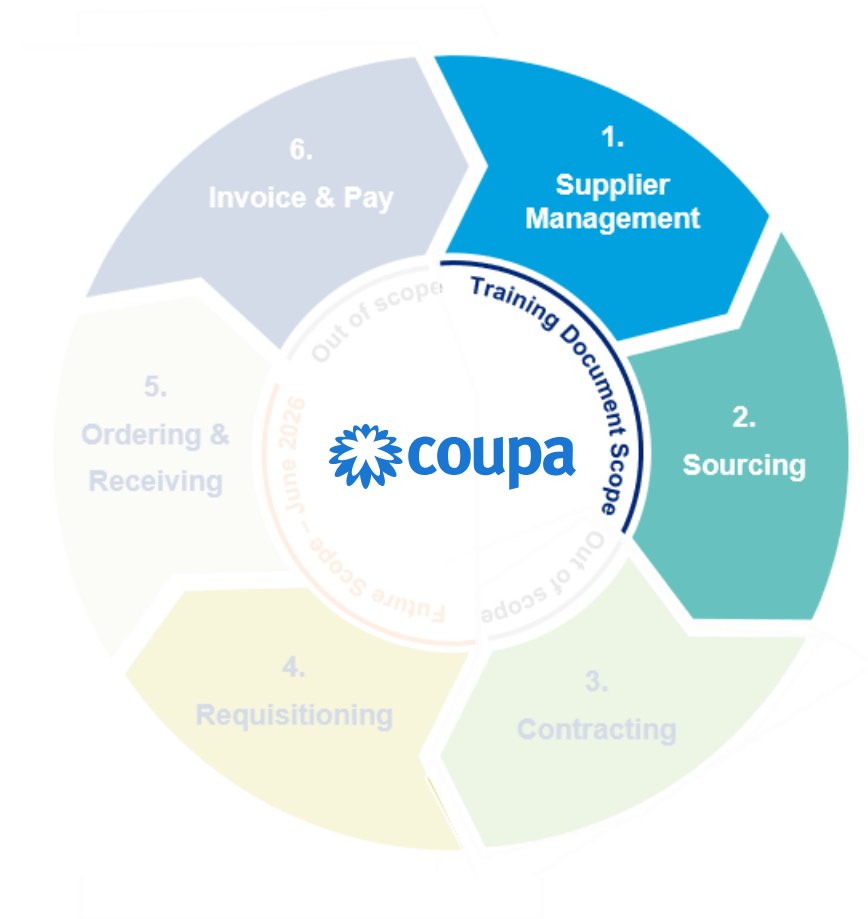
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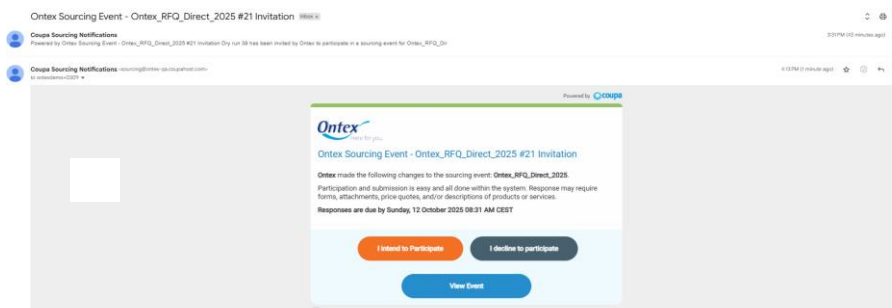
Supplier Management



How to maintain your company's information on the Coupa Supplier Portal



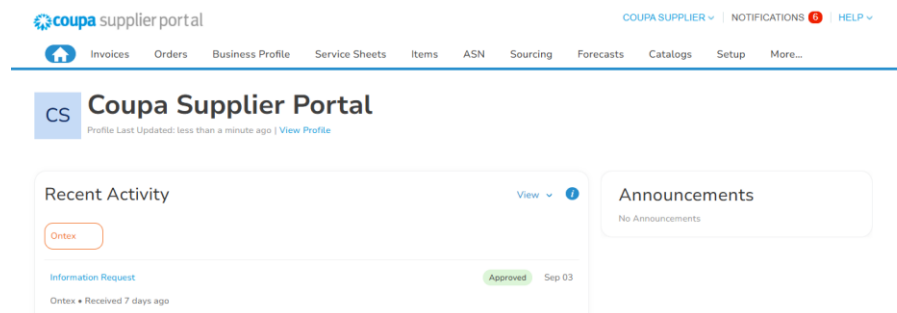
Supplier Actionable Notification (SAN)



You can receive SAN by email, for example, to participate in the sourcing event or receive and manage the **sourcing event** without registration or login.



Coupa Supplier Portal (CSP)



By registering on CSP, suppliers can independently manage **real-time and historical** sourcing events, payment methods, and also set up their own profile information.



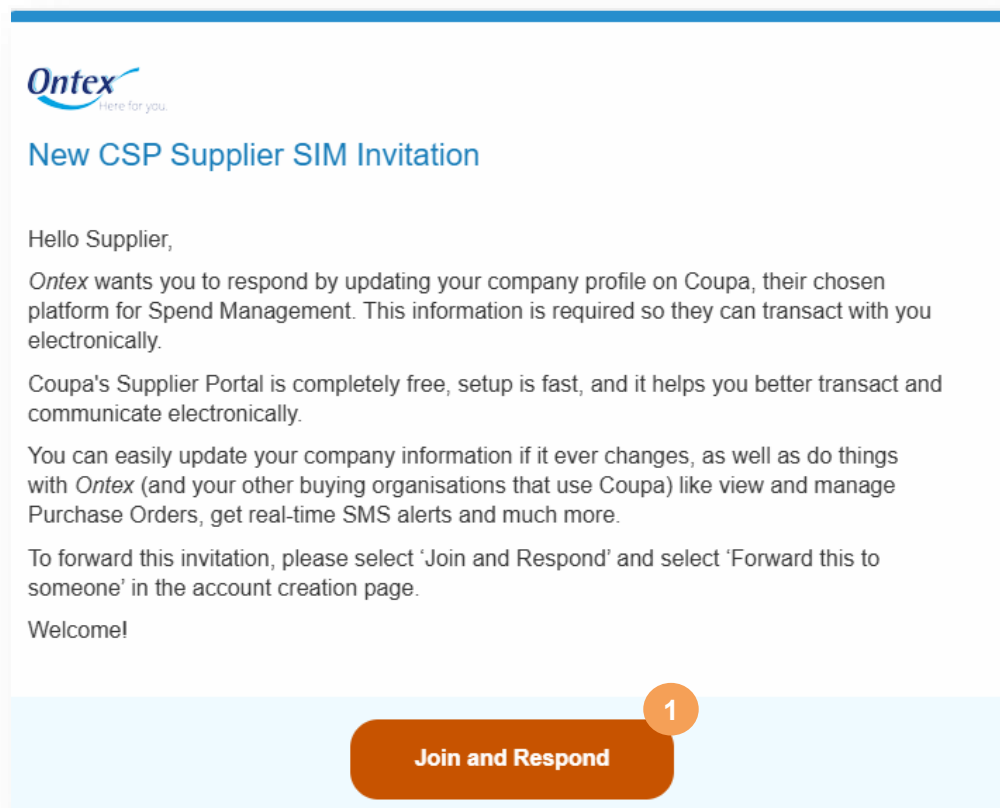
Note — The Coupa Supplier Portal screens may appear slightly different from those shown in this training. However, the overall processes and steps remain the same.

CSP New Account Registration

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)



1. You will receive an email invitation from Ontex with the subject “New CSP Supplier SIM Invitation”. Click on “**Join and Respond**”.



Note — If you would like to forward the invitation to someone else in your organization, select “**Join and Respond**”(see Step 1), then click “**Forward this to someone**” in the account creation page (see Step 2 under the button Create an account).

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

Create an account

Ontex is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Ontex so you're ready to do business together.

* **Business Name**

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

* **Email**

* **First Name** * **Last Name**

* **Password** * **Confirm Password**

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

* **Country/Region** * **Tax Registration** ⓘ

☐ I do not have a Tax ID

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

Create an account

Already have an account? [Log in](#)

[Forward this to someone](#)

2. Enter the required company information as instructed in the CSP setup, check the box to **accept the Privacy Policy and the Terms of Use**, then click **"Create an account"**.



- a. The legal terms of use outline the conditions for using e-invoicing through Coupa and the CSP. As a supplier, particularly if you manage legal tax invoices, you must read, review, and agree to these terms, and understand your responsibilities for the content and handling of invoices.

Note – invoicing via Coupa is currently not in scope for Ontex

- b. If you already have a CSP account, click on **"Log in"** below the "Create an account" button

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

Email Verification

We sent a one time verification code to [redacted]@gmail.com

[Six empty boxes for code entry]

Didn't receive the Verification Code? [Request a New Code](#)

3 Next

3. An authentication code will be sent to your email. Enter the code and then click **“Next”**.
4. Enter the primary address and related information, then click **“Save and Next”**.

Coupa Supplier Portal Onboarding

Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal

Account Details | Payment Information

Primary Address ✓

* Country/Region: Belgium | * Address Line 1: | Address Line 2: |

* City: | * State: | * Postal Code: |

Belgium

* Co Reg Num. | * Place of Reg. |

* Register Legal Entities | Liquidation State |

* Type of Company | License Number |

Invoice From Code | Preferred Language: Dutch (Belgium)

4 Save and Next



- a. Required fields are indicated with a red asterisk (*). The mandatory fields vary based on the country selected.
- b. Depending on your selected country/region, the additional information fields displayed may vary. Please complete the fields shown.

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

Coupa Supplier Portal Onboarding
Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal.

✓ Primary Address saved successfully

Account Details **Payment Information**

Payment Method (Virtual Card)

Virtual Card ⓘ
Please enter the following information to receive Virtual Card payments.

* Payment Method Name ⓘ * Email Address

☐ Process credit cards automatically

☒ Do not accept Virtual Card payments from Ontex

Save and Next

5. Ontex does not currently support Virtual Card payments. When this screen appears, please check the box “**Do not accept Virtual Card payments from Ontex**”
6. Proceed by clicking on “**Save and Next**”.

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

Account Details **Payment Information**

Payment Method (Bank Account)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

* Payment Method Name ⓘ

* Bank Account Country/Region: Belgium

* Bank Account Currency: EUR

Beneficiary Name

Bank Name

IBAN ⓘ

Confirm IBAN

☐ My company expects to receive urgent/wire payments

Branch Code

Beneficiary Type: Business

Remittance Email ⓘ

Remit-To Code ⓘ

Supporting Documents ⓘ

Drop or Browse Files

Browse

☐ Do not accept Bank Transfer payments from Ontex

7 Save and Next

7. Complete your **payment information** (bank Account and Remit-To Address) and proceed by clicking on “**Save and Next**”.



- a. Required fields are indicated with a red asterisk (*): Payment method name, IBAN, and other fields are mandatory depending on the Bank Account Country
- b. Check the box for wire payments and enter your **SWIFT/BIC code**. Ontex currently does not support urgent payments. Invoices will be paid according to the payment terms agreed during the contract negotiation.
- c. Supporting Documents – No need to upload any documents in this section. If specific documents are required, you will be asked to provide them once your account has been registered with Ontex on the Coupa Supplier Portal.



CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

8. Select the Coupa Supplier Portal **Subscription** plan you want to proceed with. To collaborate with Ontex via the CSP, the **free** plan is sufficient.



Note — Any subscriptions selected by the Supplier during the Coupa Supplier Portal onboarding process are at the Supplier's own expense. Ontex will not cover these costs.

Great News! The payment information has been successfully shared with the following customers and has been validated: Ontex

Subscriptions

Registered

Easily do business with customers who use Coupa

Free

Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogs
- Payments
- Sourcing Events

Continue

Most Popular

Coupa Verified

Amplify your trusted brand across Coupa's community of buyers

\$549 / year

Everything in 'Registered' plus:

- Verified Badge
- Priority Search Rank

Purchase Verified

Coupa Advanced

Optimize your cash flow and increase productivity throughout your day

\$4,800 / year

Everything in 'Registered' plus:

- Automated invoice reminders and reporting
- A seamless integration with your account system

Purchase Advanced

Cancel

CSP – New Supplier Registration



How to Create a New Supplier Account for Ontex on the Coupa Supplier Portal (CSP)

9

coupa supplier portal

Business Profile

Ontex

Select Customer: Ontex

Form Responses

Form	Status	Created Date	Submitted At
SIM02B_Supplier External Update v9	New	09/24/25	None

Per page: 15 | 45 | 90

9. Once your registration to the Coupa Supplier Portal (CSP) is successful, you will be redirected to the **CSP homepage**.



You are almost there!

- a. Complete the Ontex supplier onboarding questionnaire to connect your CSP account to Ontex.

CSP - Link your Account to ONTEX

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal', 'TOM', 'NOTIFICATIONS 1', and 'HELP'. Below this is a secondary navigation bar with 'Invoices', 'Orders', 'Business Profile' (selected), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Setup', and 'More...'. A third navigation bar contains 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', 'Performance Evaluation', and 'Subscriptions'. The main content area is titled 'Ontex' and includes a 'Select Customer' dropdown menu set to 'Ontex'. Below this is the 'Form Responses' section, which features a table with columns: 'Form', 'Status', 'Created Date', and 'Submitted At'. The table contains one row with the form name 'SIM02B_Supplier External Update v9', status 'New', created date '10/03/25', and submitted date 'None'. An orange circle with the number '1' highlights the form name. The table also includes a 'View' dropdown set to 'All', an 'Advanced' search button, and a search input field. At the bottom of the table, it says 'Per page: 15 | 45 | 90'.

Form	Status	Created Date	Submitted At
SIM02B_Supplier External Update v9	New	10/03/25	None

1. Once your CSP account has been created, you will be automatically directed to the Ontex Supplier Onboarding Questionnaire to complete the required information.



Without completing this questionnaire, your CSP account will not be linked to Ontex, and the supplier onboarding process will not be completed.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

✓ We have auto-filled some information from your Public Profile. ✕

Company Address Details

Provide the full legal address of your company as registered with authorities.

Name

Enter your company's full legal name as it appears on official registration documents.

Parent Company Name

If applicable, provide the legal name of your parent company. Leave blank if your company is independent.

2

*Primary Contact

First Name

Last Name

Email address

3

Company Address & Contact Persons

2. Complete the different sections of the questionnaire. Add your company's full legal name.

If your company is operating under a parent company, please provide the name of the parent company.
3. Complete your company's primary contact person's details for Ontex. First Name, Last Name, and Email address are required. Phone number is optional.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Additional Contacts

4

Contact Purpose

Select Some Options *i*

First Name

Last Name

Email address

Work Phone

US/Canada *v*

650-555-1212

Contact persons

4. Optionally, add additional contact persons from your organization. For example, people responsible for replying to risk questionnaires.

All CSP notifications will be sent to the primary contact person only, and not to any additional contacts.



Note that the people added here will not automatically receive a user to your Coupa Supplier Portal account. Additional users need to be added manually (see later).

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Primary Address

Address Purpose
HQ x

* Region
Country/Region
Germany

State Region
None

State ISO Code

Address Name

* Street Address
68 Rathsbergstraße

Street Address 2

* City
Nürnberg

* Postal Code
90411

Location Code

Provide your company's primary business address used for official correspondence.

Primary Address

5. Complete your headquarters address details. The data will be prefilled based on the address you indicated when creating your Coupa Supplier Portal (CSP) account.

Region, street address, city, and postal code are mandatory.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Tax & Bank Details

6. Enter your tax registration number. This data is prefilled with the values submitted when creating your Coupa Supplier Portal (CSP) account.
7. Add your company's national registry number, depending on the country of origin of your company. One field is available for the different national registries.

Add a PDF extract from the national registry.

Tax & Bank Details

Provide the tax and bank details of the legal entity that will be invoicing Ontex.

• Tax Registration

Country

Germany

VAT ID

DE123456789

Local

☐

Enter your official tax registration number as issued by your local tax authority.

National Registry Number

Provide the unique registration number assigned to your company by national authorities (e.g. KBO, SIREN, KVK, CCIAA, etc.).

National Registry Extract

Choose File No file chosen

Upload a recent copy of your company's registry extract (e.g. Chamber of Commerce document).

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Tax & Bank Details

8. Add a **Remit-To** address to specify the bank account where you would like Ontex to send you payments.
9. All **payment methods** maintained on your CSP profile will be displayed here.
 - a. Coupa shows which payment methods are **supported by Ontex**.
 - b. Additional payment methods can be added via the **Add Payment Method** button.
 - c. Check the box next to the payment method relevant for Ontex.
10. Upload a recent **bank statement** that proves the bank account details belong to your company.

Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

8 Add Remit-To

9 How would you like to be paid?

All Methods Bank Transfers Remit-To Addresses Virtual Cards

Ontex supports Bank Transfers Payments.

c ☒ Bellus
Dennenstraat 14, 3460 Bekkvoort, Belgium
Account Number ****04560456 Transit Code Wire Routing Number

a ☐ Dennenstraat 14, 3460 Bekkvoort, Belgium, Belgium (BE0999999999) **Unsupported by Customer**

b Add Payment Method

10 Attachments
Add File

Upload a recent bank statement or document showing your account details for payment verification.

Remittance Advice Email

Enter the email address on which you would like to receive that payment details for your invoices.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Federal Reportability

11

a

* Is your company federal reportable for US?

☐ Yes

☐ No

Select Yes if your company is required to report to U.S. federal authorities (e.g., for tax or compliance purposes).

b

* Will you deliver goods/services to Ontex Mexico?

☐ Yes

☐ No

c

* Are you a Polish supplier delivering to Ontex Poland?

☐ Yes

☐ No

Federal reportability

11. Indicate whether your company is federal reportable in the **US**, will be delivering goods or services to **Ontex Mexico**, or is a **Polish** company delivering to Ontex Poland.



Depending on your answers, one or more additional questions will be shown.

- a. Federal reportable in the **US**
 - ✓ Load your W8 or W9 certificate
 - ✓ If you will be performing services at Ontex locations, you will be asked for a certificate of insurance
- b. Delivering goods/services to **Ontex Mexico**
 - ✓ Depending on whether your company is registered as a person, company, or foreign supplier, additional documents are requested.
 - ✓ CURP, Copia del Acta Constitutiva, Constancia de situación fiscal, etc.
- c. Polish suppliers delivering to **Ontex Poland**
 - ✓ Upload your local declaration of the status of the company.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Supplier Standards and Requirements

12

Ontex Supplier Handbook

<http://ontex.com/>

* I confirm I have read and understood the Ontex Supplier Handbook

☐

Ontex Ethical Sourcing Requirements

<http://ontex.com>

* I confirm I have read and understood the Ontex Ethical Sourcing Requirements

☐

13

Ontex Code of Conduct

<http://ontex.com>

* I confirm our organisation adheres to the Ontex Supplier Code of Conduct

☐ Yes

☐ No

Ontex Quality Agreement

<http://ontex.com>

* I confirm our organisation adheres to the Ontex Quality Agreement

☐ Yes

☐ No

Ontex Supplier Standards and Requirements

12. Confirm your company has read and understood the Ontex Supplier Handbook and Ethical Sourcing Requirements.
13. Confirm your company's adherence to the Ontex Code of Conduct and the Ontex Quality Agreements



The links to the relevant documents will be available in the questionnaire.

Please note that adhering to the Ontex Code of Conduct and/or Quality Agreement does not equate to signing these documents. All Ontex suppliers will be required to sign them at a later stage.

CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

Manufacturing locations

14. Add all locations that will be producing goods or services for Ontex. Please limit entries to locations relevant to Ontex only. To add multiple locations, select '**Add Address**'



Note that the sustainability and quality assessment of your manufacturing locations will not be done via Coupa.

The existing process with offline questionnaires will continue to exist until a new dedicated system is implemented at Ontex (more information will follow soon).



CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex

By submitting, the Supplier confirms that the information entered by them, including their bank account details, is correct and up to date on the Coupa platform. The Supplier undertakes to update this information without delay in the event of any changes. If a payment is made by Ontex based on the bank account details listed on the Coupa platform (even if they are incorrect or outdated), the Supplier accepts full responsibility, and Ontex's payment obligation will be considered fulfilled.

Decline

Save

Submit for Approval

15

Comments

Mute Comments ▼

Enter Comment

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

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

Add Comment

15. Review the responses in the questionnaire before submitting. **'Submit for Approval'** to send the questionnaire to Ontex for Review.



CSP – New Supplier Registration



How to link your Coupa Supplier Portal Account to Ontex



Profile Info submitted to Ontex was Approved

Hi Tom,

The company profile information that you submitted to your customer, Ontex was recently approved.

This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

No further action is required but you can click below to view additional details.

[View Profile Info](#)

16. Coupa will send a **notification** when Ontex has approved your questionnaire.



Ontex requests that its suppliers keep their company information up to date through the Coupa Supplier Portal (CSP).

Any changes should be submitted through the CSP (see next chapter).

CSP – Update Supplier Information



CSP – Update Supplier Information



How to update your company information on the CSP

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Coupa' logo, 'supplier portal', and links for 'COUPA', 'NOTIFICATIONS', and 'HELP'. Below this is a secondary navigation bar with 'Business Profile' (highlighted with a red circle and '1'), 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests' (highlighted with a red circle and '2'), and 'Performance Evaluation'. The main content area is titled 'Ontex' and 'Form Responses'. It shows a table with columns 'Form', 'Status', 'Created Date', and 'Submitted At'. The first row is 'SIM02A_Supplier External Update v5' (highlighted with a red circle and '3'), with status 'Applied', created date '09/14/25', and submitted date '09/14/25'. Below the table is a section for 'Ontex Legal Entity' with the text '0170_BE_Ontex BV'. At the bottom right, there is a button labeled 'Update Info' (highlighted with a red circle and '4').

To update your supplier information, log in to your CSP account.

1. Navigate to **'Business Profile'**.
2. Select **'Information Requests'**.
3. Open the Ontex Supplier Information Form
4. Scroll all the way down and select **'Update Info'** to edit the questionnaire.
5. Review your changes and **'Submit for approval'** when ready.

CSP – Add Users



CSP – Add Users



How to add additional users to your company's CSP account.

To invite additional users, log in to your company's CSP account.

1. Navigate to **'Setup'**.
2. Select **'Users'**.
3. Click on **'Invite User'**

The screenshot shows the Coupa Supplier Portal interface. At the top, the 'Setup' button is highlighted with a blue circle and the number 1. On the left sidebar, the 'Users' link is highlighted with a blue circle and the number 2. In the main content area, the 'Invite User' button is highlighted with a blue circle and the number 3. Below this, a table lists existing users.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Tom Peeters	ontexdemo+st01@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing	Ontex	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

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CSP – Add Users



How to add additional users to your company's CSP account.

The screenshot shows the 'Invite User' form with the following sections and callouts:

- 4. User Information:** Includes fields for First Name, Last Name, Email (marked with an asterisk), Purpose (with a help icon), and a dropdown menu labeled 'Select Some Options'.
- Phone Number:** Includes a Country/Region dropdown, Area Code, Number, and Extension fields.
- 5. Permissions:** A list of checkboxes for various permissions: All, Admin, Orders, Invoices, Catalogs, Profiles, ASNs, Service Sheets, Payments, Order Changes, Early Payments, Worker Assignments, and Inventory. Each item has a radio button for 'All' or 'Restricted Access'.
- 6. Customers:** Includes checkboxes for 'All' and 'Ontex'.
- 7. Send Invitation:** A blue button at the bottom right of the form.

To invite additional users, log in to your company's CSP account.

4. Add the user's **contact details**. The email address is mandatory.
5. Assign the relevant **permissions** based on the action this user is expected to perform on the CSP. More information about what is behind each of the permissions can be found [here](#).
6. Assign to which Customers the user should have access.
7. 'Send Invitation' to notify the user about the creation of their account on the CSP.



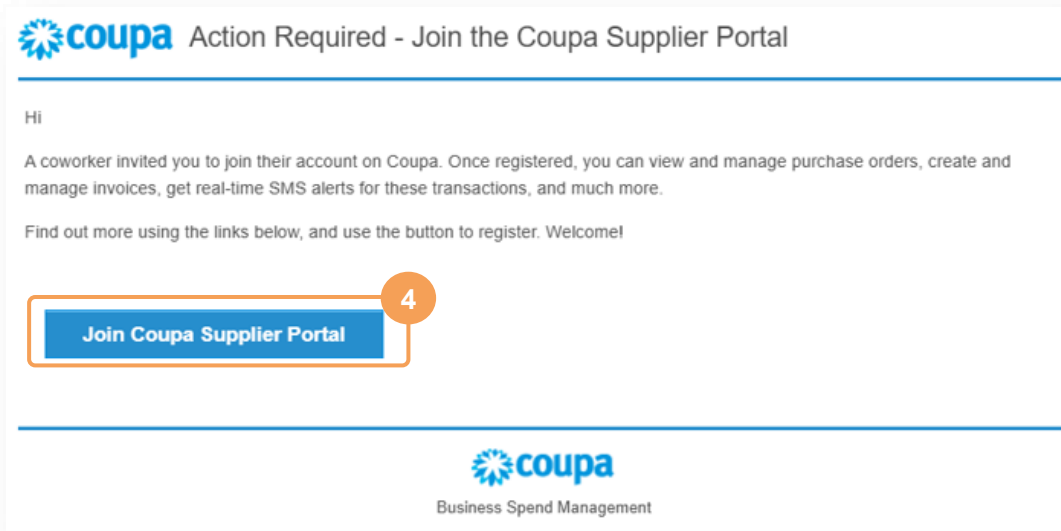
CSP – Add Users



How to add additional users to your company's CSP account.

To invite additional users, log in to your company's CSP account.

4. The user will receive a notification to '**Join the Coupa Supplier Portal**'



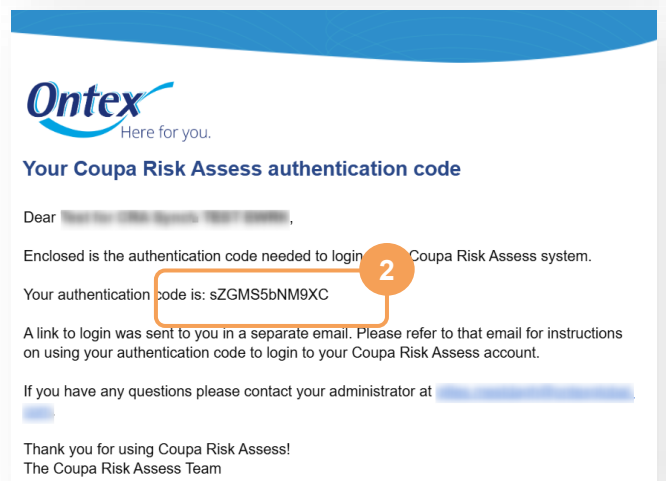
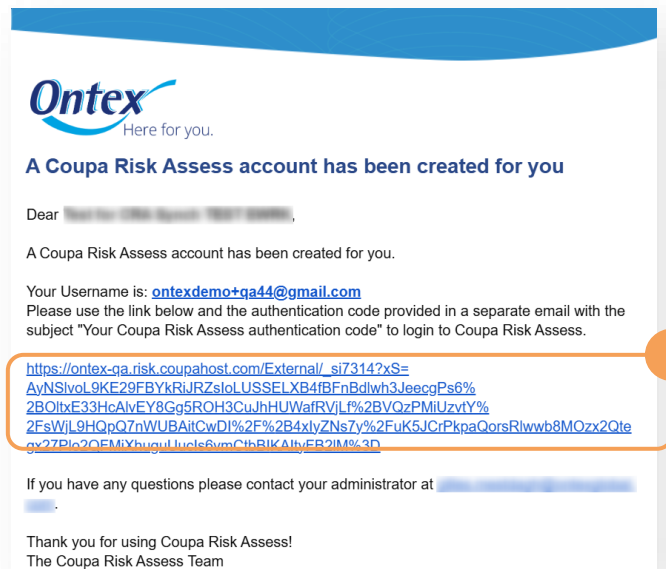
Vendor Due Diligence



Vendor Due Diligence



How to respond to a vendor due diligence questionnaire in Coupa?



Ontex will use Coupa Risk Assess (CRA) for Information Security and Climate-related due diligence processes.

- a. **Information Security:** you will receive a questionnaire when your company processes Ontex's personal data or if you deliver IT-type services to Ontex.
- b. **Climate:** all our direct spend & logistics suppliers will receive a climate questionnaire. This questionnaire will need to be completed every year.

1. You will receive a notification when an Ontex Coupa Risk Assess account has been created for you. Click on the **link** to access CRA.
2. A separate email with an **authentication code** is sent out.



Vendor Due Diligence



How to respond to a vendor due diligence questionnaire in Coupa?

3. For each questionnaire, you will receive an email notification indicating that an evaluation is pending your input.

Click on the **link in the email** to access the Coupa Risk Assess portal.

You will be automatically redirected to the relevant questionnaire.



Evaluation Ready

The evaluation **Risk-Climate Risk TPQ** - Onetime - Period Start 02 Oct 25 is open. Please complete this evaluation by 10/11/2025.

This evaluation of is being conducted on behalf of **Ontex BV QA**

The designated Internal Program Manager is

- Group Sustainability, ontexdemo+qasust@gmail.com

The designated Third Party Program Manager is **G M**, ontexdemo+uat11@gmail.com,

Click [R.Porta](#) to log in.



Vendor Due Diligence



How to respond to a vendor due diligence questionnaire in Coupa?

4. Review the questions and respond.

Click on '**Delegate**' to request someone else from your organization to complete the questionnaire.

Click on '**Save**' to store your responses, but do not yet submit them to Ontex.

Click on '**Submit**' to submit your responses to Ontex for Review.



After review of the questionnaire by Ontex, an action plan could be created.

You will receive a notification in case of such action.

Action plans are visible on the Coupa Risk Assess homepage along with your pending evaluations.



Contents

Welcome

0 Introduction

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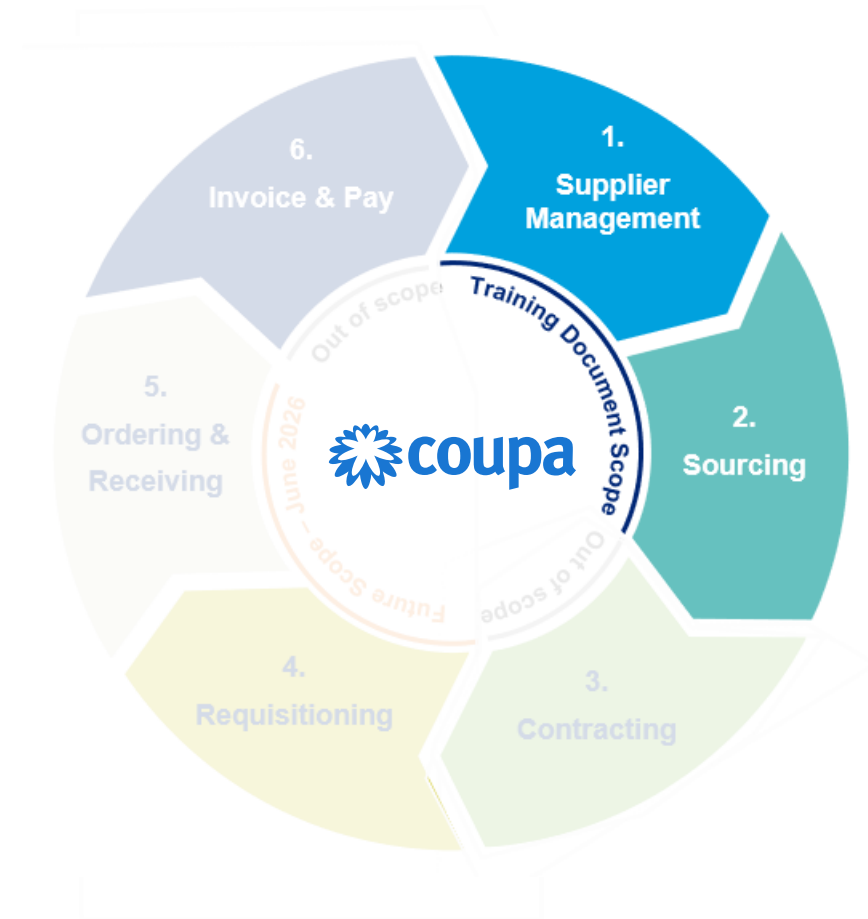
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SOURCING Introduction



Sourcing Introduction



Sourcing definition & Coupa Sourcing Modules Used at Ontex

> WHAT is Sourcing

- Sourcing is the strategic activity of **identifying, evaluating, and selecting suppliers** to obtain the best value for goods and services.
- Suppliers are invited to participate in sourcing events and can submit their responses or bids directly through the Coupa platform.

> WHICH Coupa sourcing modules will Ontex use?

Modules	What is the difference?
• Coupa Sourcing • Coupa Sourcing Optimization (CSO)	All types of Sourcing events are equally important to Ontex. The choice between Coupa Sourcing or Coupa Sourcing Optimization is merely to reflect an internal structure of the event.

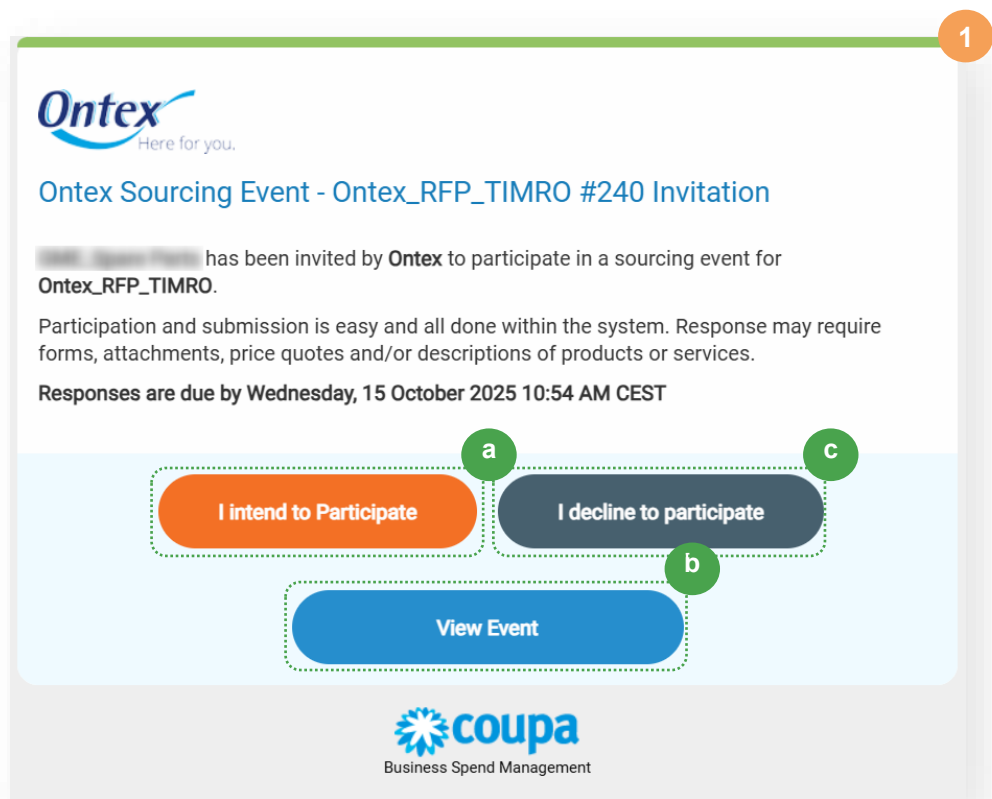
COUPA Sourcing



Coupa Sourcing



How to participate in a Coupa sourcing event?



1. You will receive **an email invitation** from Ontex with the subject “Ontex Sourcing Event – *Event Name*”.
 - a. Click on “**I intend to participate**” to indicate that your company would like to submit a bid to the event.
 - b. Click on “**View Event**” to see the event details. Please note that event items will not be visible until you accept the Terms of Acceptance.
 - c. Click on “**I decline to participate**” to indicate that your company will not submit a bid for the event.

In this scenario, you will be requested to enter a reason for rejection to participate.



Note – You do not need to log into your CSP account to submit an offer for a sourcing event. If another team member should respond on your behalf, you can forward the email invitation to them..



Coupa Sourcing



How to participate in a Coupa sourcing event?

The screenshot shows the 'Ontex_RFP_TIMRO - Event #240' page. It includes a header with the Ontex logo and a user profile. The main content area has several sections: a participation intent question, a terms and conditions section, event information and bidding rules, buyer attachments, and a timeline. Numbered steps (1-5) and callouts (a, b) are overlaid on the page to guide the user through the process.

- Step 1: Do you intend to participate in this event? (Callout a)
- Step 2: Do you intend to participate? (Callout b)
- Step 3: Accept Terms and Conditions (Callout a)
- Step 4: Event Information & Bidding Rules (Callout b)
- Step 5: Send to Event Owner

To participate, complete the following steps:

2. Select '**I intend**' from the dropdown list under the question 'Do you intend to participate?'.
3. Download the '**Ontex Terms of Acceptance**' by clicking on the blue hyperlink.

Use the radio buttons to **accept** (or decline) the provided Terms of Acceptance. Event details become visible only after the Terms of Acceptance are accepted.
4. Review the **Event information and Bidding Rules**. If applicable, review the **Buyer Attachments**. Review the **Timeline** for the Event.
5. Click on '**Send to Event Owner**' to confirm your intention to participate and acceptance of the event's Terms of Acceptance.



- a. Terms of Acceptance – apply only to this sourcing event and are separate from the Ontex Purchasing Terms and Conditions.
- b. Use the 'Instant Messages' in case you have any questions for the Ontex Procurement team at this stage.



Coupa Sourcing



How to participate in a Coupa sourcing event?

A confirmation message is shown.

6. Click on '**Enter Response**' to see the details of the sourcing event.

Terms and Conditions have been accepted.

Terms and Conditions
[Ontex_RFx_Terms_of_Acceptance.docx](#)

Do you accept these Terms and Conditions?
☐ Yes
☐ No

Send to Event Owner

Event Information & Bidding Rules

Event will end at the Event End Time.
Responses are sealed until event closes
Buyer may choose to award individual line items

Buyer Attachments

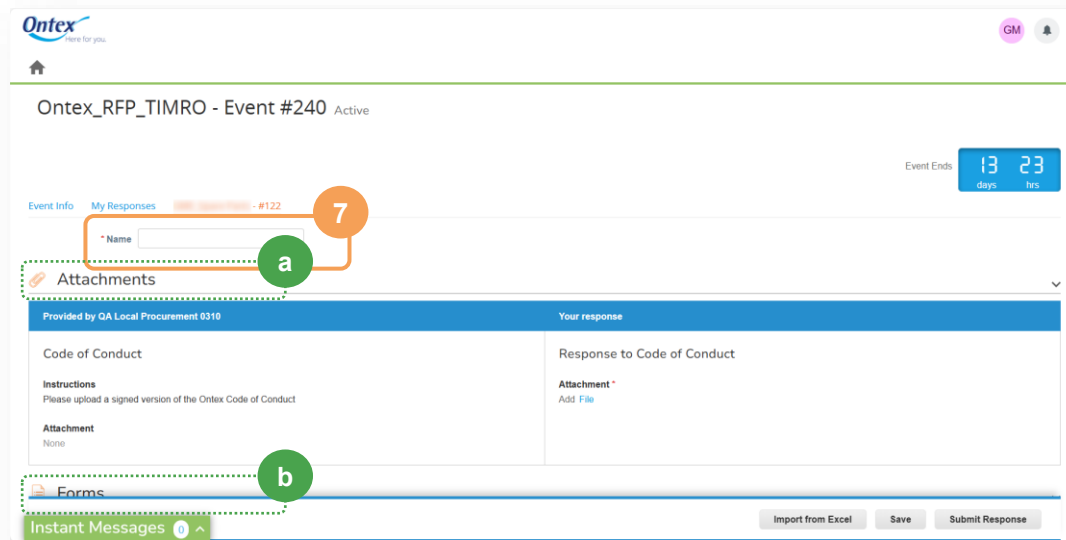
Timeline

Event Start
1 (Start time may change based on approvals)
10:54 AM Europe/Brussels
14d : 0h : 0min

Event End
15 (End time may change based on approvals)
10:54 AM Europe/Brussels
00:00

Enter Response

How to participate in a Coupa sourcing event?



7. Assign a 'Name' to the response.



Sourcing events in Coupa Sourcing can consist of 3 sections:

- a. Attachments:** this can either be an informative attachment shared by Ontex to support you in compiling your bid, or it can also be a document that Ontex requires the supplier to upload.
- b. Forms:** additional questions, Ontex requests you to complete
- c. Items and Services:** the items and/or services that require a bid.

In some sourcing events, **multiple responses** can be submitted for different scenarios. Use the response name to identify each bid scenario.



Coupa Sourcing



How to participate in a Coupa sourcing event?

Attachments

Provided by QA Local Procurement 0310	Your response
Code of Conduct Instructions Please upload a signed version of the Ontex Code of Conduct Attachment None	Response to Code of Conduct Attachment * Add File

8. **Attachments** – Review and/or upload any requested attachments via the ‘**add File**’ button (if applicable).



If attachments are available, download and review them. These documents may contain additional information from the event owner or may request further information from you.

9. **Forms** – Review the forms and respond to the questions as applicable. Forms may include a variety of question types

10. Click on ‘**Save**’ to confirm your responses.



Always remember to save when switching between sections, as unsaved answers will be lost.

Forms

1. Form 1

Event Ends 13:23 days hrs

Please answer the questions below.

Operational questions

What are your standard lead times in days per Ontex location (Belgium, Germany & France)? 3 days

What are your standard lead times in days for repairs? 2 weeks

Save

Instant Messages 0

Import from Excel Save Submit Response



Coupa Sourcing



How to participate in a Coupa sourcing event?

11. **Complete all required information** for each item or service, including quantity, price, and any other mandatory field.



- a. **‘Expected Quantity’** indicates the forecasted volume that Ontex requires for the specified item.
- b. Enter your **quote** by providing the following information:
 - i. Capacity: maximum volume or quantity you can deliver.
 - ii. Price per unit
 - iii. Currency: if the event allows bidding in multiple currencies, select the appropriate currency here.
- c. Click on the **‘arrow’ icon** to view more details of a specific item. Additional details for each item may become available. Mandatory fields are highlighted with an asterisk (*).
- d. Bids may also be submitted by importing data from an Excel file. This option is especially helpful when dealing with a large number of items or when input is required from multiple departments (for example, Sales for pricing and ESG for sustainability-related questions). To use this option, click **‘Import from Excel’**. (See more clarification on next slide)

The screenshot displays the 'Items and Services' section of a Coupa sourcing event. It lists two items: 'Ontex_Item 1' and 'Ontex_Item 2'. For each item, fields for 'Expected Quantity', 'Capacity', 'Price per Unit', and 'Currency' are visible. A total value of 23,599.75 EUR is shown at the bottom right. A green dashed box labeled '11' highlights the item details. A green circle 'a' points to the 'Expected Quantity' field, 'b' points to the 'Price per Unit' field, and 'c' points to the 'Currency' dropdown. A green circle 'd' points to the 'Import from Excel' button. Below the main list, a detailed view of 'Ontex_Item 1' is shown, with fields for 'Need By Date', 'Ship To Address', 'Details', 'Request Details', 'Capacity', 'Expected Quantity', 'Price per Unit', 'Currency', 'Supplier Item Name', 'Item Description', 'ID/Part Number', and 'Lead Time (days)'. A green circle 'c' points to the 'Expected Quantity' field in this detailed view.



How to participate in a Coupa sourcing event?

Steps for uploading your response in:

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 **Start Upload**

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

14. A pop-up window will appear. Download the Excel template by clicking on '**Response Template**'.

15. Complete the Excel file with your bids. This includes:

- Bids for items & services
- Responses to form questions



Note – Any attachments must be uploaded directly to the Coupa platform, not via Excel.

16. Upload your completed Excel file by clicking '**Choose File**'.

17. Click '**Start Upload**' to submit your responses. Once the upload is complete, a confirmation message will appear indicating that the Excel import was successful.

15

Item / Service		Item / Service Fields		Supplier Response Fields			
Item Description (Text)	Expected Quantity (Number)	Unit of Measurement (Text)	Need by Date (Date)	Capacity (Number)	Unit Bid Price (Number)	Bid Price Currency (Text)	Lead Time
Ontex_Item 1	100	Each	2025/10/31 00:00:00	100	175	EUR	
Ontex_Item 2	25	Bag	2025/11/14 00:00:00	25	243.99	EUR	

The yellow cells below are your input 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!

Form		Question Fields		Answer Fields	
Form Name (Text)	Label (Text)	Type (Text)	Required (Text)	Answer	
Form 1	What are your standard lead times in days per Ontex location (Belgium, Germany & France)?	Text Area	No	3 days	
Form 1	What are your standard lead times in days for repairs?	Text Area	No	2 weeks	



Coupa Sourcing



How to participate in a Coupa sourcing event?

18. Review all your responses for accuracy, then click on **'Submit Response'** to finalize your bid.



After submitting, a **'Response submitted to Buyer'** message will appear at the top of your screen, confirming your successful participation in the event.

The screenshot displays the Coupa Sourcing event interface. At the top, a green banner reads 'Items Not In Lots (2 items)'. Below this, there are two item sections: 'Ontex_Item 1' and 'Ontex_Item 2'. Each section contains fields for 'Expected Quantity', 'Capacity', 'Price per Unit', and 'Currency'. For 'Ontex_Item 1', the values are 100 Each, 100, 175, and EUR respectively. For 'Ontex_Item 2', the values are 25 Bag, 25, 243.99, and EUR. A 'Total' of 23,599.75 EUR is shown at the bottom right of the item sections. Below the items is a 'History' section. At the bottom of the interface, there are three buttons: 'Import from Excel', 'Save', and 'Submit Response'. The 'Submit Response' button is highlighted with an orange circle and the number 18. The footer includes the Coupa logo, 'Instant Messages' with a notification icon, and the text 'Total Spend Management - Make Margins Multiply' followed by 'English (United States)' and 'Accessibility'.



Coupa Sourcing



How to submit additional responses (bids) to the sourcing event?

19. If permitted by the Ontex event owner, you can submit an additional bid (response) while the event remains open. To do this, click '**Enter Response**'.



All submitted responses can be reviewed under 'My Responses' tab.

Ontex_RFP_TIMRO - Event #240 Active

Event Ends: 13:18

Event Info My Responses

Supplier has been invited by Ontex to participate in a sourcing event for Ontex_RFP_TIMRO. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes and/or descriptions of products or services.

Accept Terms and Conditions

Terms and Conditions

Do you accept these Terms and Conditions?

Yes No

Event Information & Bidding Rules

Buyer Attachments

Timeline

Event Start: 10:54 AM Europe/Brussels

Event End: 10:54 AM Europe/Brussels

Instant Messages

Enter Response



Coupa Sourcing



How to edit submitted responses (bids) in a sourcing event?

20. While the event is open, you can edit your submitted responses (bids). To make changes, click the **'Edit Response'** button.



Coupa Sourcing



How to participate in a Coupa sourcing event?

21. When the event deadline is approaching, Coupa will send a notification to the email address registered for the event.

From the notification, you can access the event and review your responses



After event closure, all supplier responses will be evaluated.

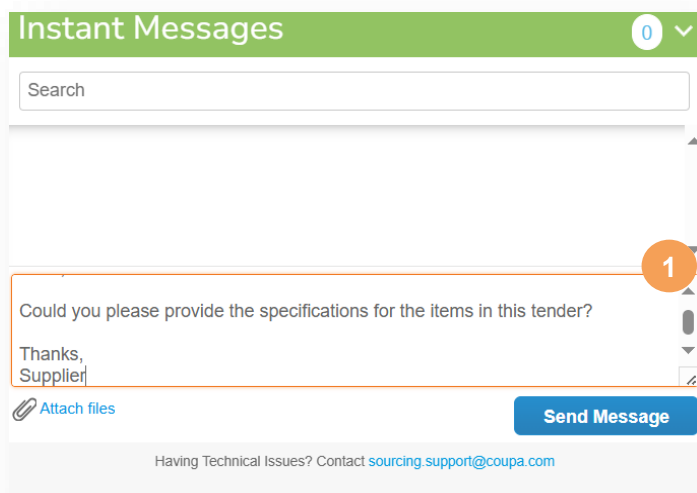
Potentially, an additional round of bidding will be started, for which the same steps can be followed.

Award messages will not be communicated via the Coupa Supplier Portal. The Ontex Procurement Manager will contact you offline to communicate award decisions.

The screenshot shows an email reminder from Ontex. The header includes the Ontex logo and the text "Reminder, Ontex_Direct_Local #168, ends in less than 1 day". Below this, it says "Powered by Coupa". The main body of the email states: "Ontex has invited you, Supplier Training CSP to sourcing event Ontex_Direct_Local #168." It then explains that participation and submission are easy and done within the system, and that responses may require forms, attachments, price quotes, and/or descriptions of products or services. A deadline is set: "Please respond by Friday, 03 October 2025 07:26 AM CEST". At the bottom, there are three buttons: "I intend to Participate", "I decline to participate", and "View Event". The "View Event" button is highlighted with an orange border and a red circle containing the number 20.

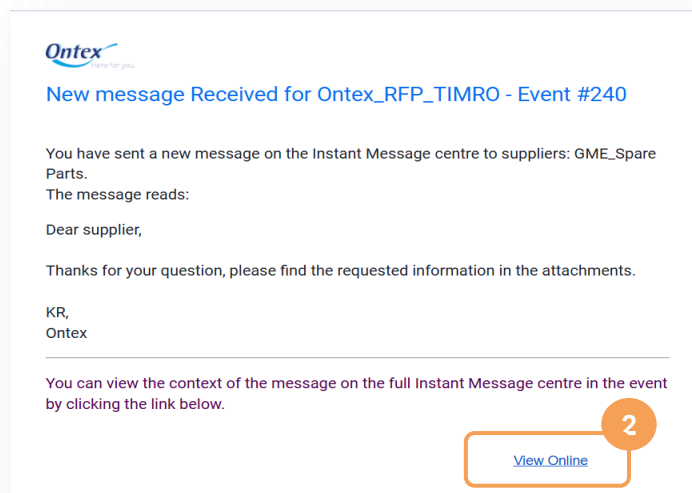
How to communicate with Ontex procurement during a sourcing event?

All communications need to go via the '**Instant Message**' center on the Coupa Supplier Portal

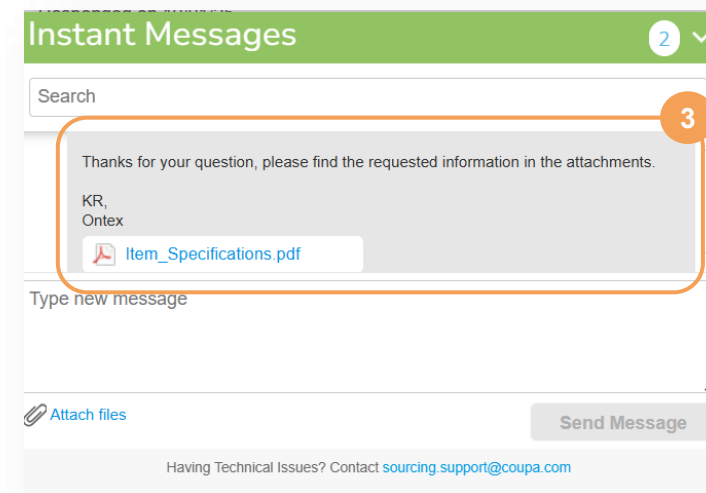


1. Write your message in the '**Instant Messages**' window.

This message will only be visible to the Ontex Procurement department, not to any other suppliers participating in the sourcing event.



2. You will receive a notification when a response is sent. Click '**View Online**' to check the message and potential attachments directly on the Coupa Supplier Portal



3. The Ontex response is also available in the Sourcing event on the Coupa Supplier Portal.

COUPA Sourcing Optimization (CSO)



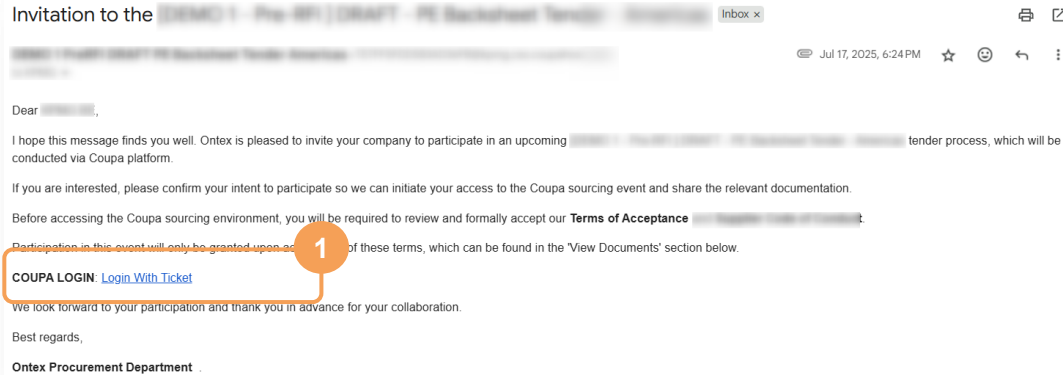
Coupa Sourcing Optimization (CSO)



How to participate in a Coupa Sourcing Optimization Event?



- A specific supplier guide will be prepared for each CSO event.
- A general supplier's guide to Coupa Sourcing Optimization can be found [here](#).
- A CSO event can contain different phases: RFI, RFP & Auction.
- You will receive a notification when you are invited to participate in a CSO event.



1. Click on '**Login With Ticket**' to create a username and password.

Each CSO event has its own CSO site. Meaning that a username and password need to be created for each event.

Once created, the username and password remain valid for the complete duration of the event.

You will be able to invite other users from your organization to contribute to the bidding.



Coupa Sourcing Optimization (CSO)



How to participate in a Coupa Sourcing Optimization Event?

2. On the Homepage, you will see the **active event** along with details of your pending tasks, including their status and deadline.
3. Any additional supporting documents are available for download upon entering the event. These documents remain available in the '**Documents**' section.

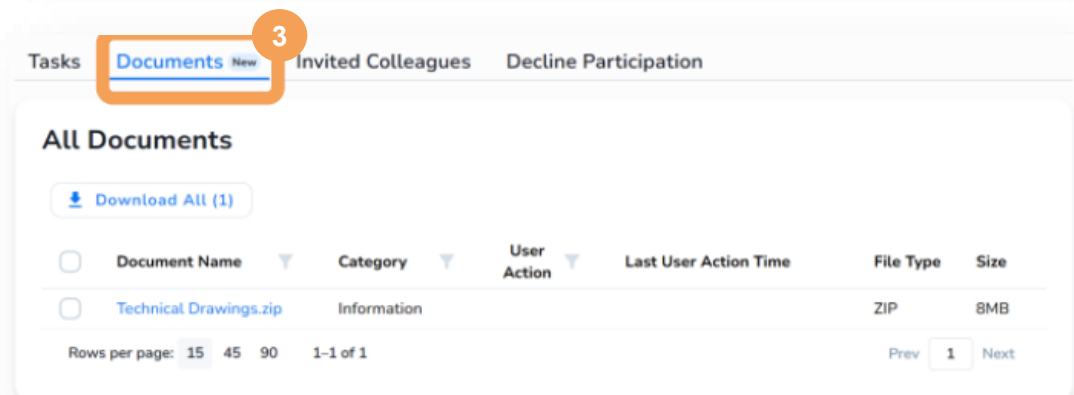


Events

Name	Messages	Status	Next Planned Action	Upcoming Deadline
(RFQ) Ontex F - Test	Test	RFQ Started: Sep 18, 2025, 1:42:11 AM	1 task to fulfill	Oct 8, 2025, 2:00 PM

Rows per page: 15 45 90 1-1 of 1

Prev 1 Next



Tasks **Documents** New Invited Colleagues Decline Participation

All Documents

[Download All \(1\)](#)

☐	Document Name	Category	User Action	Last User Action Time	File Type	Size
☐	Technical Drawings.zip	Information			ZIP	8MB

Rows per page: 15 45 90 1-1 of 1

Prev 1 Next



Coupa Sourcing Optimization (CSO)



How to participate in a Coupa Sourcing Optimization Event?

Tasks 1 out of 1 task remaining

○ Place Bid*

Unfulfilled

Answers to questions are submitted via the bid form.

1. Download form

2. Open the downloaded file and modify values

3. Upload your bids

Standing bids: 0

Latest bid

Task History >

4. Enter the **'Tasks'** section to access the tasks for this phase of the event. In the example below, the 'Place Bid' task is active. The bid form can be downloaded via the 'Download form' button.

5. The bid sheet can be completed in Excel. After completion, submit your bids via the 'Upload your bids' button. The status of the task will be updated to **'Fulfilled'**.

Tasks 0 tasks remaining

✓ Place Bid*

Fulfilled

Answers to questions are submitted via the bid form.

1. Download form

2. Open the downloaded file and modify values

3. Upload your bids

Standing bids: 874

Latest bid: Sep 18, 2025, [30 seconds ago]

Task History >

Clear All X

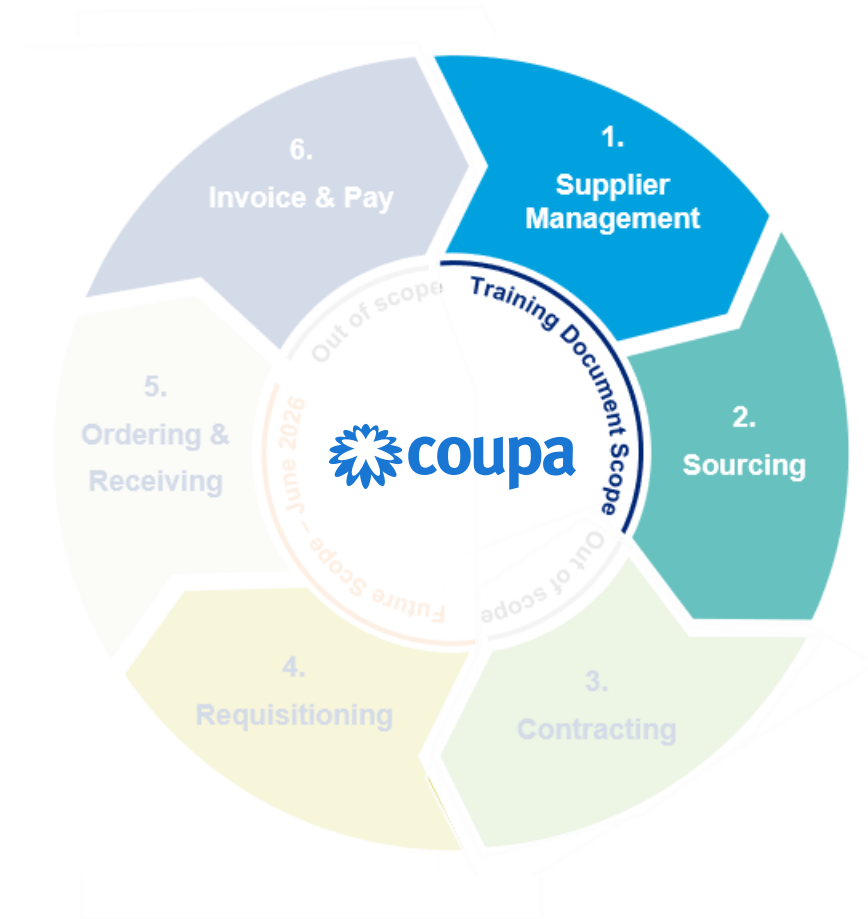
✓ Submitting Bid Form Sep 18, 2025 More Information X



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What's Next?



Q&A Follow-up – All questions raised during this webinar series will be consolidated. Answers to any open questions will be shared offline after the sessions.



Training Recording – A recording of this session will be available soon on the [Ontex Supplier Website](#).



Coupa Supplier Portal Invitation – This week, you will receive an invitation to connect with Ontex on the Coupa Supplier Portal (CSP). Please accept this invitation to ensure a smooth transition to the new system.



Go-Live Date – Phase 1 Go-Live [October 20th, 2025](#)



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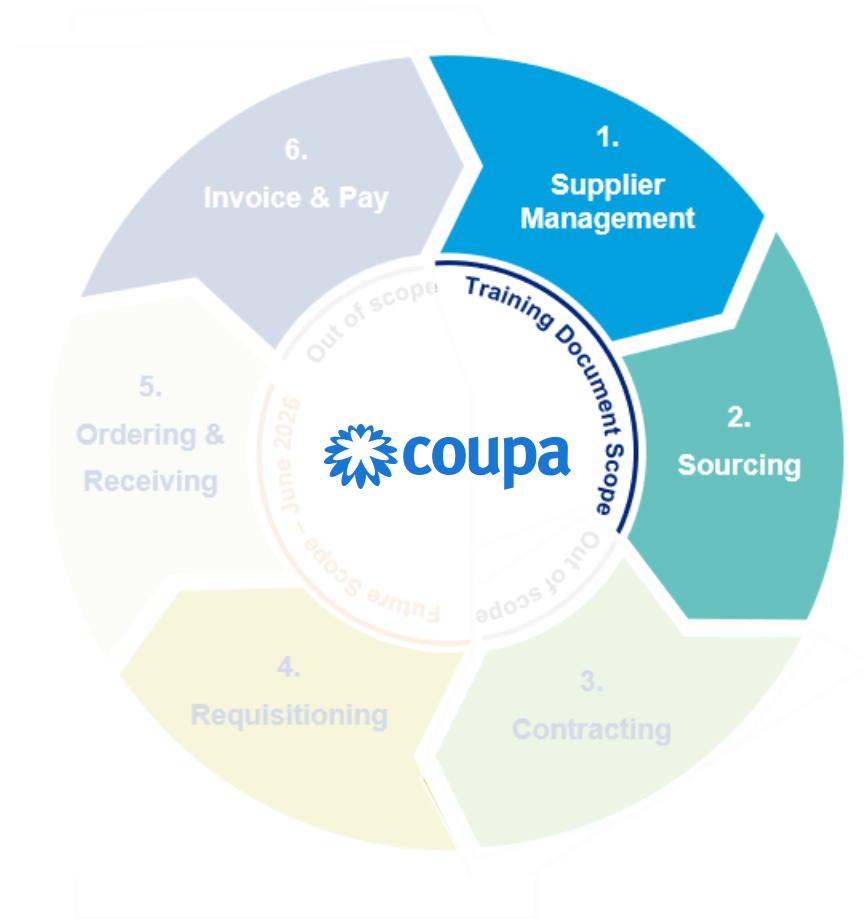
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↗ Thank you – Questions?





The everyday, made easier.