








## Q&A Document

### Supplier Webinar August 6<sup>th</sup> 2025

### Digital Procurement at Solenis: A New Era of Collaboration

	Question	Answer
1	Who were the speakers' webinar?	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>Francesca Borghi</b> Global Sustainable Procurement Leader</p> </div> <div style="text-align: center;">  <p><b>Jennifer Meyer</b> Coupa Support &amp; Optimization Team Lead</p> </div> <div style="text-align: center;">  <p><b>Valeria Venturelli</b> Global Third-Party Risk Management Leader</p> </div> </div>
2	We started to fill in the Coupa Supplier Portal ( CSP ) form but needed to gather more info. There was not a button to save So must we have all the answers before we begin?	If you have an account on the Coupa Supplier Portal, there will be a save button at the bottom of every form that you can click to come back to it. If you do not have an account, there will be no option to save.
3	The form is quite extensive. If we are an existing supplier, is this required to move forward?	Yes, the scope of our campaign is to include updated information, CoC acknowledgement, and ESG information for existing and new suppliers.
4	I noticed that any information entered does not save. How can I ensure data I enter are correctly saved?	Please make sure you create a free Coupa Supplier Portal account. Once you do and start the form, there will be a save button at the bottom of the form if you need to come back later with more answers. If you do not have an account, there will be no option to save.
5	Does all the information need to be entered in one session?	Not necessarily. If you have an account on the Coupa Supplier Portal, there will be a save button at the bottom of every form that you can click to come back to it. If you do not have an account, there will be no option to save.
6	Does this mean that we can stop engaging with GRMS (Achilles)?	<p>To ensure a smooth transition and avoid any disruptions, the new program will initially run in parallel with the our current risk program). Suppliers currently undergoing the enrollment process with GRMS are therefore kindly requested to complete the submission of all required documents and information.</p> <p>For new GRMS enrollments, please contact <a href="mailto:supplierrisk@solenis.com">supplierrisk@solenis.com</a> so we can guide you and support.</p> <p>Thank you for your cooperation and continued support during this transition</p>

7	How can we get our company information updated?	Once we launch the campaign, you can update all your information. If you require a supplier link, please email <a href="mailto:registration.coupa@solenis.com">registration.coupa@solenis.com</a> with the primary email for your account and we can set up the link
8	Solenis purchases from two of our company's businesses (each having different tax ID). We can use same Coupa account for both?	We can link your account to both of our vendor records. Please make sure you email <a href="mailto:registration.coupa@solenis.com">registration.coupa@solenis.com</a> with the email address you want us to use for each business.
9	This is for Invoicing only not for PO/orders. Is that correct?	For Direct suppliers, we are currently collecting information for Code of Conduct acknowledgement, ESG information, and to enroll you in our new Risk Program through Coupa. Purchase orders and invoicing for direct materials only will stay the same.
10	What if I haven't receive the invite to Coupa Supplier Portal ? Who should I need to contact ?	Please email our team at <a href="mailto:registration.coupa@solenis.com">registration.coupa@solenis.com</a> with your company name and primary contact name and email. Please note – Coupa will not accept generic emails such as gmail and yahoo.
11	Can you show the contact slide again?	<p><b>Support is Available</b>  <a href="#">Solenis Coupa Support Team &amp; More</a></p> <p> You can contact our Supplier Enablement team at <a href="mailto:registration.coupa@solenis.com">registration.coupa@solenis.com</a> for additional help</p> <p>You can also visit our <a href="#">Solenis Supplier Portal</a> ( Coupa supplier portal ) for helpful reference guides</p> <p></p> <p> <a href="#">Coupa Compass</a> is available for all account holders if you need further support</p> <p> <b>You have more questions ?</b>  For any inquiries regarding the program or process or any technical challenges during questionnaire fill in or action plans management , please contact us at <a href="mailto:Supplerrisk@solenis.com">Supplerrisk@solenis.com</a>.</p>