

Supplier Document Management System (DMS)

Supplier- Manual

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1. Introduction

The Supplier Portal is a web application to be accessible via Internet by the Symrise suppliers to reply document requests, upload documents and answering questionnaires.

The target groups are mainly Symrise Suppliers and approver groups from Symrise.

This application is used by responsible Symrise users to approve the returned documents and questionnaires. The supplier will be able to see the product related approval status.

Key functionalities:

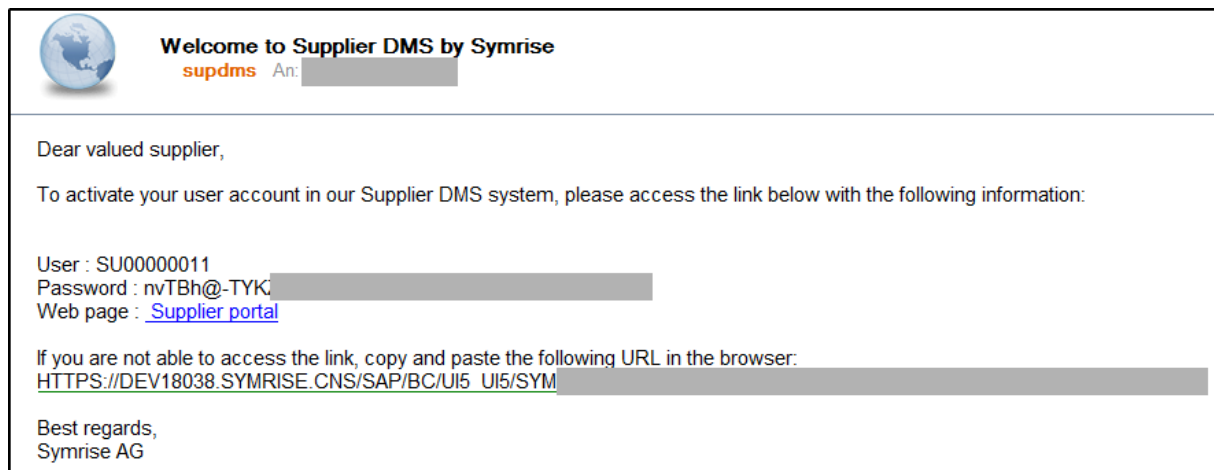
- upload requested documents
- answer requested questionnaires
- a communication channel between Symrise and the suppliers regarding product documentation
- document or questionnaire approval or rejection for material-supplier relations

2. Supplier Log-on

2.1 Welcome Mail

To access the Supplier Portal for the first time, you will receive a welcome mail including the following information:

- your user ID
- your initial password
- link to the Supplier Portal



Once you'll enter the link "Supplier Portal" or copy and paste the URL in your browser this will direct you to the login screen. After you entered your user ID and the initial password, the system requires changing the initial password.

As these login details (your user ID + your password) will be required every time you would like to access the Supplier Portal, please keep your access details safe at all times. There is no need to log out of the application once you finished your work. You can simply close the tab or the browser.

To ensure the best possible system-performance, we recommend using **Google Chrome** to access the Supplier Portal.

2.2 Privacy Policy for Personal Data

To activate your user account, please confirm our privacy policy after login to our system.

"In compliance with European Regulation 2016/679 on safeguarding physical persons regarding the processing and free circulation of personal data ("GDPR"), SYMRISE AG ("SYMRISE GROUP"), with registered offices at Muehlenfeldstrasse 1, 37603 Holzmin-den, Germany hereby informs you that the personal data provided when signing up to the Portal supplierdms.symrise.com necessary for performing the contractual relations with the SYMRISE GROUP, will be processed in compliance with data protection regulations and the principles of good faith, lawfulness, transparency and protecting your confidentiality and relative rights.

We would therefore like to inform you of the following:

1. Data controller: Markus Sattler, Symrise AG, with registered offices at Muehlenfeldstrasse 1, 37603 Holzmin-den, Germany), who can be contacted at: [Data.protection\(at\)symrise.com](mailto:Data.protection(at)symrise.com).

2. Type of data processed, purposes and legal basis: the Data are collected and processed by the data controller exclusively for the following purposes:

- (a) Supplier database qualification and management;
- (b) participating in events and online tenders;
- (c) managing of pre-contractual and contractual Supplier relations;
- (d) performing administration, tax and accounting activities associated with the Supplier and the SYMRISE GROUP, and meeting the data processor's legal obligations;
- (e) managing litigation (in or out of court).

The legal basis for the data processing is the performance of the supply contract, pre-contractual Supplier activities, and/or meeting legal obligations.

3. Method of processing: the data may be collected, recorded, organised, stored, viewed, processed, modified, compared, used, inter-connected, selected, extracted, blocked, communicated, deleted and destroyed.

The data are collected after signing up to the Portal by filling out forms designed for the purposes, and may be included in contracts. The data are processed using electronic or other automatic, computerised or online methods with appropriate passwords, as strictly necessary for the purposes indicated above.

The data collected are recorded and stored by the data controller in computerised or paper format, and are protected and controlled using methods guaranteeing their security and confidentiality, in compliance with data protection regulations.

4. Communicating the data: *the data are provided for the purposes stated in point 2 above. Refusal to provide all or part of the data will therefore make it impossible for the SYMRISE GROUP to establish and/or continue the Supplier relationship.*

5. Data recipients or types of recipient: *the data is processed by the data controller's internal staff (employees, outsourcers, system administrators), who are identified and authorised to process them in compliance with data protection and security regulations.*

If necessary for the purposes indicated in point 2, the data may be transmitted to judicial authorities, public or private administrative offices, duly appointed outsourcers, professionals and technical consultants, and to any other subject necessary for the correct performance of the services and activities of the SYMRISE GROUP, and where necessary appointed data processor (as per article 28, GDPR).

The data will not be published or used for entirely-automatized decision-making processes, including profiling.

6. Transferring the data to third countries or international organisations: *as part of managing the relationship with the SYMRISE GROUP, the data may be transferred to a country outside the EU and/or to international organisations. In this case, the SYMRISE GROUP will take all the appropriate measures to protect the security and confidentiality of the data, in compliance with current data protection regulations.*

7. Storing the data: *for the purposes set out in point 2, the data will be processed and stored by the data controller for the time permitted by current accounting, tax, auditing and legal regulations.*

8. Data subject rights and how to exercise them: *in relation to the data processing described in this privacy policy, the data subject can exercise their rights set out in articles: 15 to 21 and 77 in the GDPR. In particular, the right to access, correct or delete your data, limit or oppose its processing, obtain data portability, or file a complaint with the Data Protection Authority.*

If the data processing requires consent, as per article 7 of the GDPR, the data subject can revoke that consent at any time, without affecting the lawfulness of its processing up until the revocation.

To exercise these rights, contact the relative data controller at the contact details indicated in point 1 above."

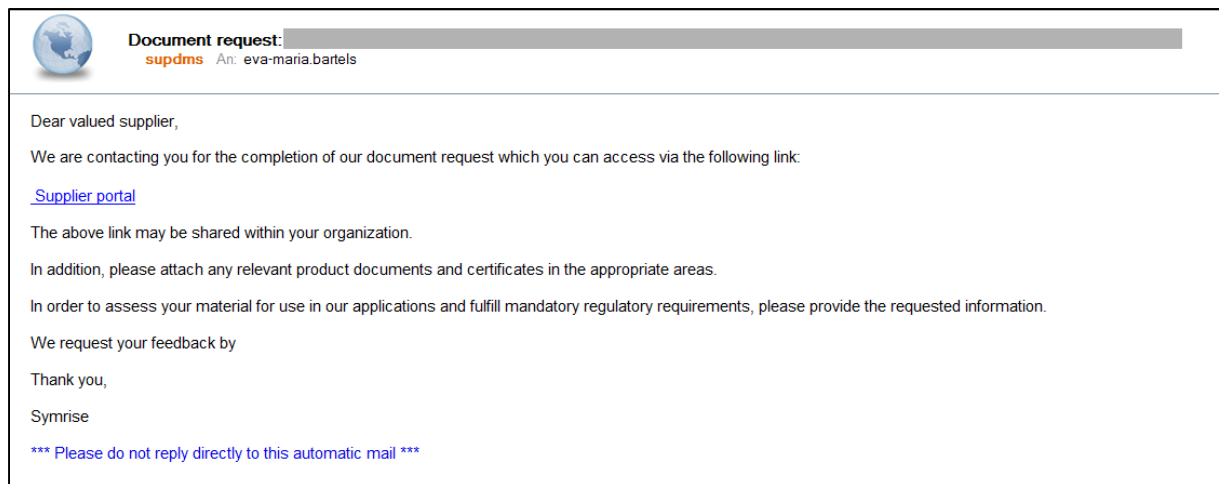
3. Document Request

You'll receive a document request by Symrise out of the DMS via e-mail. The email header will show the Symrise material code, Symrise material name, the supplier material code and the supplier name.

To see which document(s)/questionnaires are requested, click the provided link and you will be directed to the "List of Documents" where you will be able to view the approval status of every document.

Every document/questionnaire that shows the status "requested" needs to be answered.

Do not forward this mail or the encrypted link to the document request outside of your company. The link contains your company reference and if you forward the link, other users will be able to login to your products with their login details. Therefore, please keep your link confidential.



4. Supplier Portal Overview

4.1 Level 1: List of Materials


Once you successfully logged in to the Symrise Supplier Portal, this will direct you to the “List of Materials”. At the “List of Materials” you have a complete overview of all materials you are assigned to with its related document status at Symrise


List of Materials

Supplier ID:

Supplier Name:

Supplier Email:

Materials

Attachments

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Approved	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Approved	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Cancelled	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Cancelled	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Received	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Approved	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Cancelled	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Pending	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Pending	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Multiple Attachment](#) [Request New User](#) [Reset Password](#)

4.1.1 Header

Within the level „List of Materials“, the header will show the supplier ID, the supplier name and the supplier mail address.

List of Materials	
Supplier ID:	<input type="text"/>
Supplier Name:	<input type="text"/>
Supplier Email:	<input type="text"/>

4.1.2 Request Status

The document status within the “List of Materials” indicates which raw materials have all documentation completed, open to be replied, or expired. We distinguish between six different document statuses.

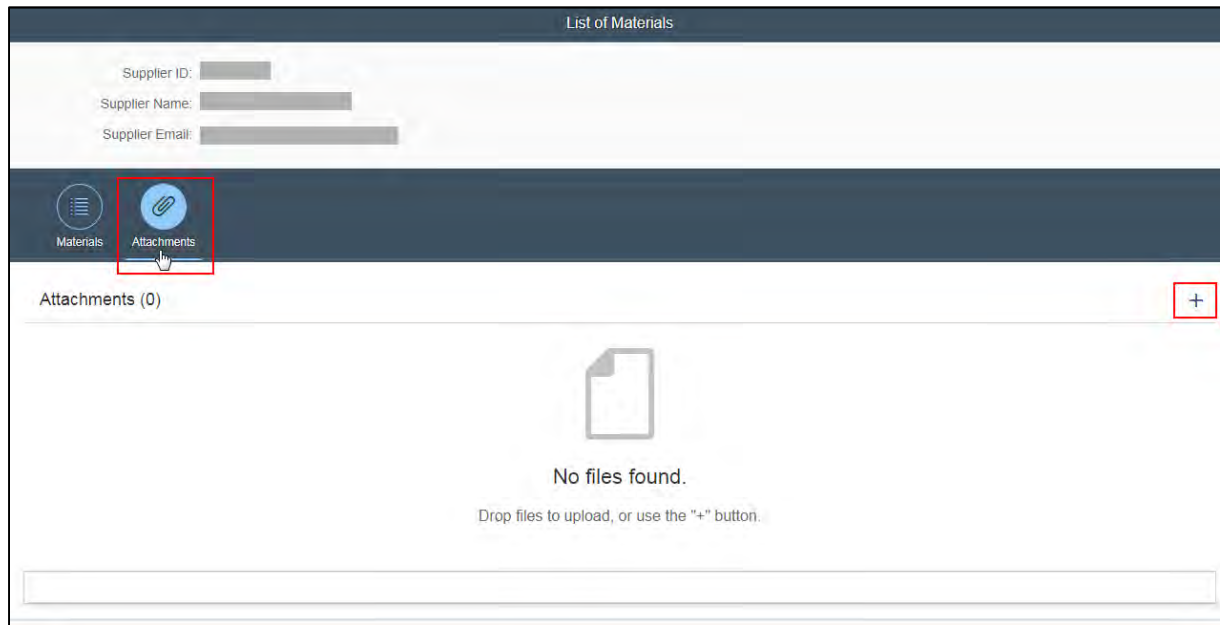
Approved	All requested documents are received by Symrise and approved. Symrise is allowed to buy.
rejected	At least one of the received documents is rejected. Therefore, the overall approval status is rejected and Symrise is not allowed to buy.
requested	ACTION SUPPLIER: You received a document request by Symrise which needs to be answered.
pending	ACTION SUPPLIER: You received additional questions regarding your documentation/filled in questionnaires. Please click on the document/questionnaire and go to “Notifications” to see Symrise’ comments.
received	All of the requested documentation is completely answered by the supplier and needs to be assessed by Symrise.
cancelled	The document is cancelled when: 1) Symrise manually cancels the request 2) The document request will run into cancellation after 56 days, when the request wasn’t completely answered till then.

4.1.3 Attachments

4.1.3.1 Non Product Related

Attachments can be added to the “List of Materials” via the “+” icon and will be automatically uploaded as soon as you select your attachment.

Please note that the attachment at the level “List of Materials” is **not** product related.



We recommend using product related attachments as described in chapter 4.1.3.2 and 4.2.3.

4.1.3.2 Product Related - Multiple Attachment


“Multiple Attachment” offers you the possibility to attach one attachment to more than one product at once (e.g. halal or kosher certificates which are applicable for many materials). You can find the “Multiple Attachment” icon at the level of the “List of Materials”.


List of Materials

Supplier ID:

Supplier Name:

Supplier Email:

Materials

Attachments

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Approved			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Pending			>
<input type="checkbox"/>	Cancelled			>

Multiple Attachment

[Request New User](#)

[Reset Password](#)

4.1.4 Request New User

Due to the case that it is necessary to request a further user for your company, it is possible to request this new user within the Supplier Portal by yourself (e.g. you need to forward our document request internally to another responsible colleague who has no supplier user yet). The new user creation can be initiated via the icon “Request New User” at the “List of Materials”.

Please keep us informed about organizational changes to inactive supplier users when necessary (e.g. employees are no longer with the company). As long as a user is active within the Symrise Supplier Portal, they'll have access to the supplier related raw material data until further notice.

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Approved			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Pending			>
<input type="checkbox"/>	Cancelled			>

Multiple Attachment Request New User Reset Password

Request New User

Title: [dropdown]

First Name: [Type in...]

Last Name: [Type in...]

Email: [Type in...]

All input Fields are required

Send Request Cancel

The requested user will get the welcome mail including the user ID + the initial password within 30 minutes.

4.1.5 Reset Password

Whenever a user locks him/her out due to many failed attempts or in case the user forgets the password, he/she must ask a colleague to login to the Symrise Supplier Portal and request a password reset. To use this function, one person on the supplier side should know his/her password. If this is not the case, please get in contact with your general Symrise contact.

Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/> Received			
<input type="checkbox"/> Requested			
<input type="checkbox"/> Approved			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Received			
<input type="checkbox"/> Received			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Received			
<input type="checkbox"/> Received			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Received			
<input type="checkbox"/> Requested			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Pending			
<input type="checkbox"/> Cancelled			

Multiple Attachment Request New User **Reset Password**

On the “List of Materials” level click the “**Reset Password**” icon. A popup will appear with users who are currently assigned. The user requesting a password reset can mark one or more names on the list and request the password reset.

User ID	Full Name	Password Status
<input checked="" type="checkbox"/>		Active
<input type="checkbox"/>		Active

It can take up to 30 minutes to reset the password

OK Cancel

4.2 Level 2: List of Documents

The “List of Documents” level displays a list of documents for a selected material. On this screen you will see the status of each document and/or questionnaire completed, open, to be replied or expired.

<


List of Documents


Material ID:

Supplier Mat. ...:

Material Name:

Status: Received

Documents

Attachments

Status	Not filled	Document	Document Description
Received		Kosher certificate	Kosher Certificate >
Received		Organic Certificate	Organic Certificate >
Received		SDS	Safety Data Sheet >
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire >
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire >
Received		Halal Certificate	Halal Certificate >
Approved		DG Quest	DG Quest >
Received		One-time RSPO Questionnaire v1	One-Time RSPO Questionnaire v1 >
Approved	Yes	Folkes OTO RMQ	Folkes OTO RMQ >

4.2.1 Header

In the level „List of Documents“ the header will show you the following:

Material ID = Symrise Material Code

Material Name = Symrise Material Name

Supplier Mat = Supplier Material Code

Status = Overall request status of this supplier-material-relation
(see 4.1.2)

<

List of Documents

Material ID:



Supplier Mat. ...:

Material Name:

Status: Received

4.2.2 Document Status

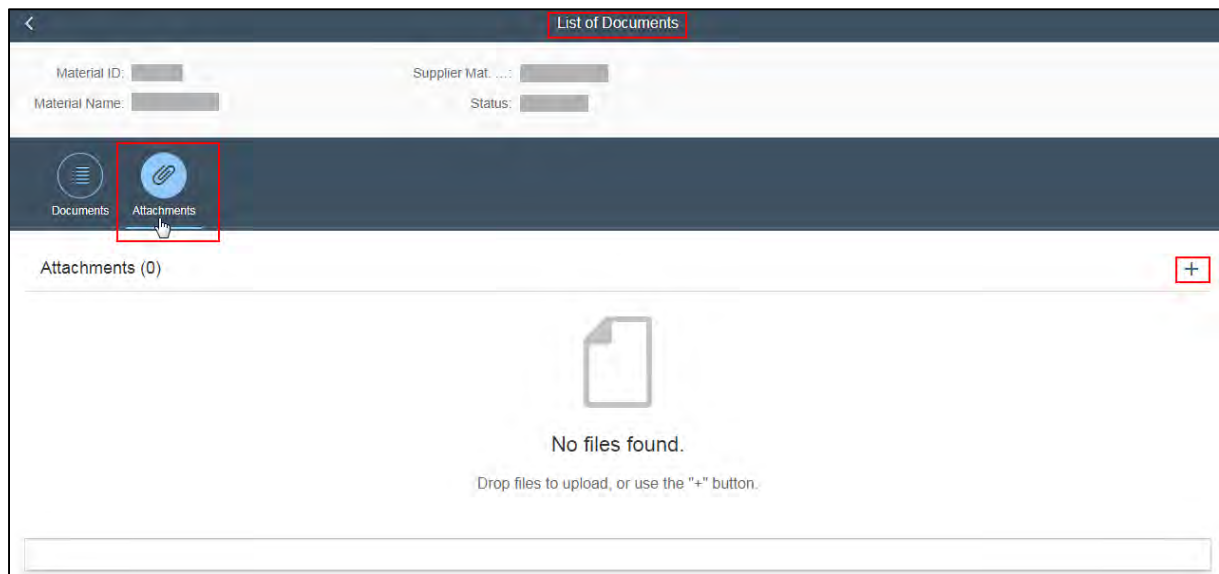
As a supplier you have a complete overview of all documents, assigned to the respective supplier-material-relation and its status at Symrise.

List of Documents			
Material ID: <input type="text"/>	Supplier Mat. ID: <input type="text"/>		
Material Name: <input type="text"/>	Status: <input type="text"/>		
 Documents	 Attachments		
Status	Not filled	Document	Document Description
Received		Kosher certificate	Kosher Certificate
Received		Organic Certificate	Organic Certificate
Received		SDS	Safety Data Sheet
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire
Received		Halal Certificate	Halal Certificate

approved	The requested document/questionnaire is received by Symrise and approved.
rejected	The requested document/questionnaire is received by Symrise and rejected.
requested	ACTION SUPPLIER: You received a document request by Symrise which needs to be answered.
pending	ACTION SUPPLIER: You received additional questions regarding your document/filled in questionnaire. Please click on the document/questionnaire and go to “Notifications” to see Symrise’ comments.
received	The requested document/questionnaire is completely answered by the supplier and needs to be assessed by Symrise.
cancelled	The document is cancelled when: <ul style="list-style-type: none"> 3) Symrise manually cancels the request 4) The document request will run into cancellation after 56 days, when the request wasn’t completely answered till then.

4.2.3 Attachments

The “Attachments” icon within the “List of Documents” offers you the option to attach a material related document.



4.3 Level 3: Documents

Within the “List of Documents”, we differentiate between documents and questionnaires. Types of documents are Specifications, Safety Data Sheets and certificates of any variety.

You have the option to click on each document to attach your current version.

Further, you have the possibility to **self-update** the specification and the safety data sheet without a specific document request from Symrise. As soon as you did a self-update it's no longer possible to delete this document.

Certificates and questionnaires can only be attached and completed when requested.

4.3.1 How to upload

Level “List of Documents”: Click on the respective line to upload your document(s).

<

List of Documents

Material ID:

Supplier Mat.:

Material Name:

Status: Received

Documents

Attachments

Status	Not filled	Document	Document Description
Received		Kosher certificate	Kosher Certificate >
Received		Organic Certificate	Organic Certificate >
Received		SDS	Safety Data Sheet >
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire >
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire >
Received		Halal Certificate	Halal Certificate >

Select the “Attachments” icon and click “+” symbol to upload your document.

<

Document

Material ID:


Supplier Mat. Code:


Material Name:

Status:


Supplier Email:


Document: SDS

 Attachments

 Notifications

Attachments (1)





Edit Document Properties

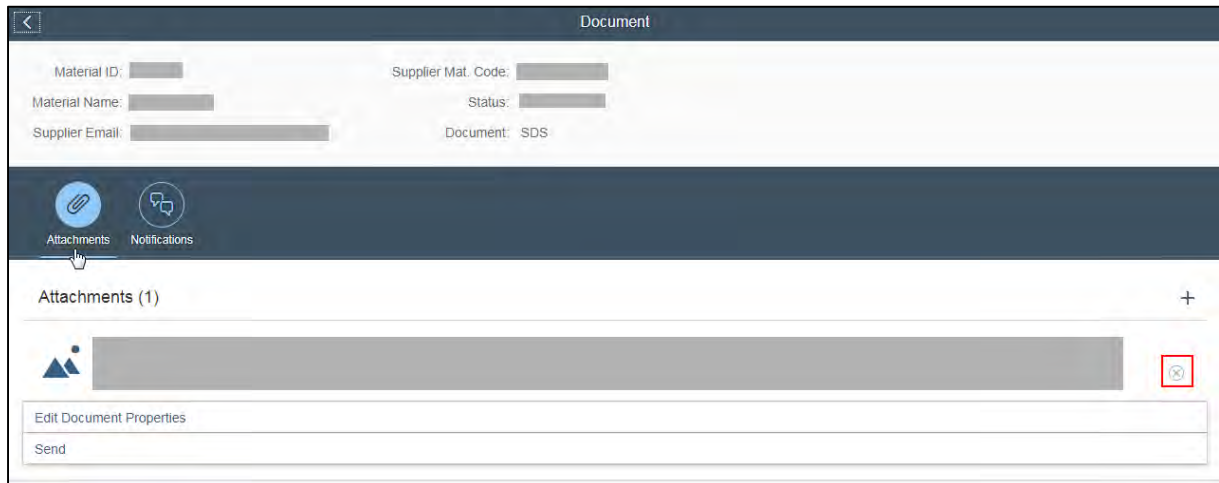
Send

4.3.2 How to delete

Deletion is only possible after the upload and before the sending. It is not possible to delete a document, once received by Symrise.

To delete your document, press „x“ symbol.

The deletion of a **self-updated** document is not possible.



The screenshot shows the 'Document' page in a web application. At the top, there are input fields for 'Material ID', 'Supplier Mat. Code', 'Material Name', 'Status', 'Supplier Email', and 'Document' (set to 'SDS'). Below these is a dark blue bar with 'Attachments' and 'Notifications' icons. The 'Attachments (1)' section shows a single document thumbnail with a red square containing a white 'x' icon for deletion. At the bottom, there are buttons for 'Edit Document Properties' and 'Send'.

4.3.3 Edit Properties

As well as to the uploading of documents, there are additional mandatory requirements for kosher certificates, halal certificates and SDS.

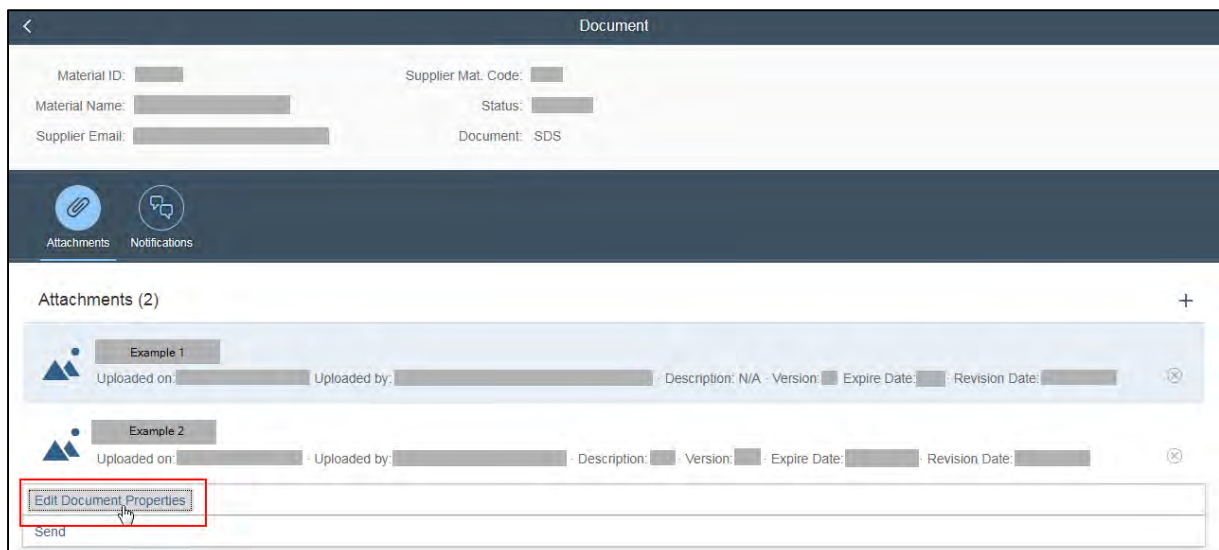
Kosher certificate => expiry date is mandatory

Halal certificate => expiry date is mandatory

MSDS => version + revision date are mandatory

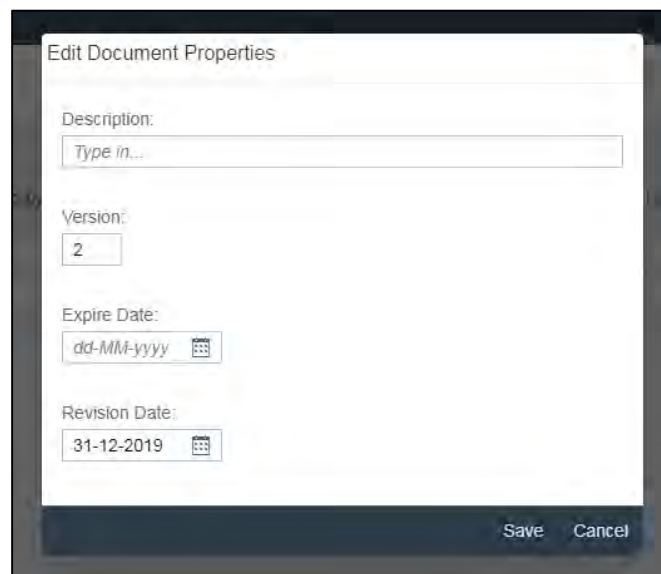
Additional mandatory requirements can be entered via "Edit Document Properties"

1. Select the respective document
2. Click "Edit Document Properties"
3. Enter mandatory fields



The screenshot shows the 'Document' page with two attachments, 'Example 1' and 'Example 2'. Each attachment has fields for 'Uploaded on', 'Uploaded by', 'Description', 'Version', 'Expire Date', and 'Revision Date'. At the bottom, the 'Edit Document Properties' button is highlighted with a red rectangle. The 'Send' button is also visible.

Please enter the required mandatory data in the “Edit Document Properties” window.

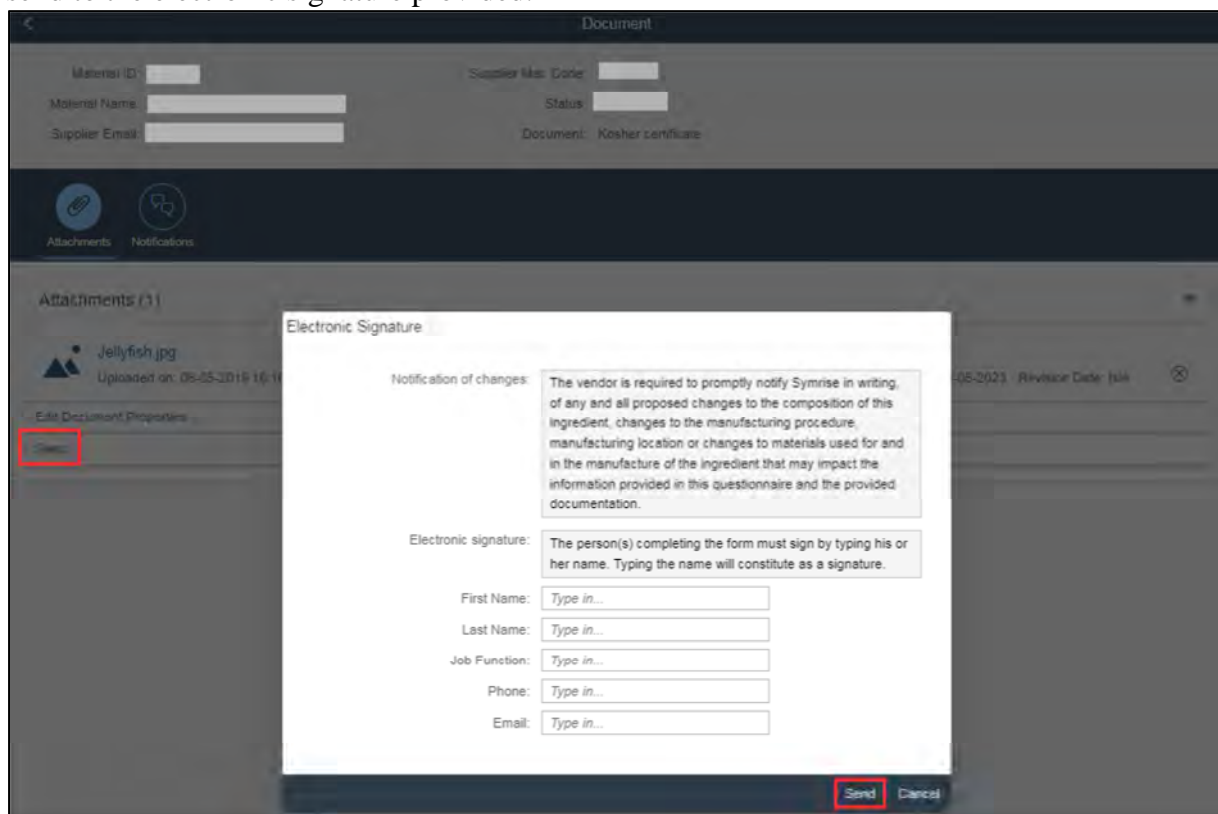


4.3.4 Send (Submit) Attachment

To make an attachment available for Symrise you need to press the “Send” icon.

No matter if you answer a document request from Symrise or do a self-update for a Specification or a Safety Data Sheet.

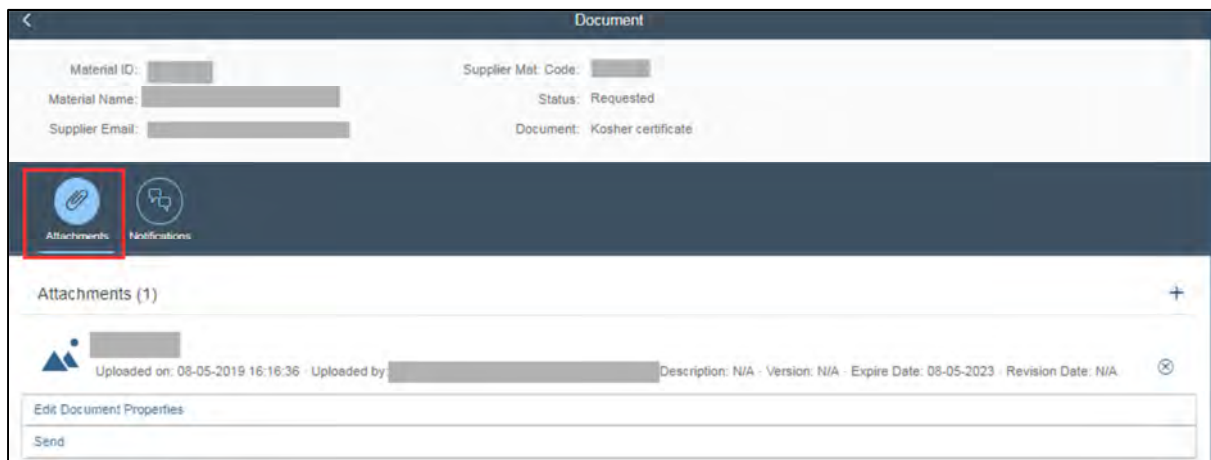
Further, the editor of a document needs to provide his/her electronic signature. If there are any concerns or questions on your submitted document(s) or questionnaire(s), an email will be send to the electronic signature provided.



4.3.5 Icons at Documents Level

4.3.5.1 Icon- Attachments

The area to attach a document is visible when the icon “Attachments” is active.

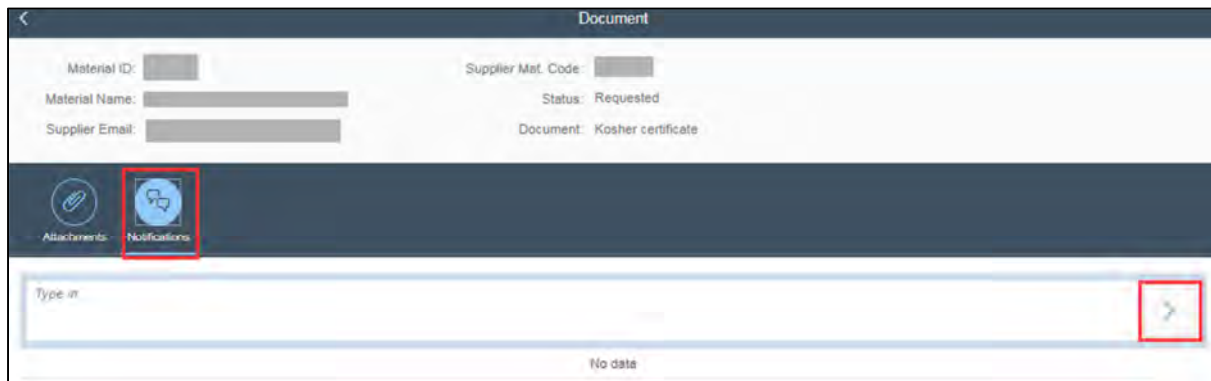


The screenshot shows the 'Document' page in a mobile application. At the top, there are input fields for 'Material ID', 'Supplier Mat. Code', 'Material Name', 'Supplier Email', 'Status' (set to 'Requested'), and 'Document' (set to 'Kosher certificate'). Below these fields is a dark blue bar containing two icons: 'Attachments' (a blue circle with a white paper and checkmark) and 'Notifications' (a blue circle with a white speech bubble). The 'Attachments' icon is highlighted with a red box. Below the bar, there is a section titled 'Attachments (1)' with a plus icon. It shows a document upload record with details: 'Uploaded on: 08-05-2019 16:16:36', 'Uploaded by: [redacted]', 'Description: N/A', 'Version: N/A', 'Expire Date: 08-05-2023', and 'Revision Date: N/A'. At the bottom, there are buttons for 'Edit Document Properties' and 'Send'.

4.3.5.2 Icon - Notifications

If Symrise has further questions after you sent back a document/attachment, the communication on the attachment takes place under this icon.

If you type an answer it is essential that you press the button “>” at the end of the text field to submit what you typed.



The screenshot shows the 'Document' page in a mobile application, similar to the previous one. The 'Notifications' icon (a blue circle with a white speech bubble) is highlighted with a red box. Below the dark blue bar, there is a text input field with the placeholder text 'Type in'. To the right of the input field is a red box containing a white right-pointing arrow (>). Below the input field, it says 'No data'.

4.4 Level 4: Questionnaires

4.4.1 Questionnaire types

Symrise Flavor Raw Material Questionnaire
Symrise Natural EU Flavor Raw Material Questionnaire
Symrise Residue Questionnaire
Symrise Fragrance Raw Material Questionnaire
Symrise Cosmetic Ingredient Raw Material Questionnaire
Symrise REACH Raw Material Questionnaire
Symrise Kosher Questionnaire
Symrise Halal Questionnaire
Symrise Organic Questionnaire
Symrise Sustainability Questionnaire
Symrise Customs Questionnaire
Symrise Toxicology Questionnaire

4.4.2 Header

Within the level Web Questionnaire, the header will show you the following:

Material	= Symrise Material Code and Material Name
Supplier Mat. Code	= Supplier Material Code
Supplier Email	= The general mail contact which is stored in the Symrise-ERP system
Status	= status of this Web Questionnaire
Section	= The name of the active below active Section
Document	= The name of the Questionnaire
Responsible	= The name of the requestor or the approver at Symrise
Expire Date	= The expiration date if available for this section

“I do not want to fill this entire questionnaire: ☐“

This check box submits an empty questionnaire to Symrise.

Choosing this check box might lead to a rejection of your material.

It depends on the quality of the documents which you attached instead of completing the questionnaires, if the raw material will still be assessed and possibly approved for use in our applications.

If you click the check box I do not want to fill this entire questionnaire” you receive the following pop-up:

The screenshot displays the 'Web Questionnaire' interface. On the left is a 'List of Sections' menu with options like 'Requested Ingredient Questionnaire', 'Requested Allergen Questionnaire', 'Requested GMO Questionnaire', 'Requested Enzyme Questionnaire', 'Requested General Information Questionnaire', and 'Requested Nutrition Questionnaire'. The main area shows fields for 'Material', 'Supplier Mat. Code', 'Supplier Email', 'Status: Requested', 'Section: Ingredient Questionnaire', 'Document: FLA RMQ', 'Responsible', and 'Expire Date'. A checkbox labeled 'I do not want to fill this entire questionnaire:' is checked and highlighted with a red box. Below this is a navigation bar with icons for 'Web Quest...', 'Attachments', and 'Notifications'. The questionnaire content includes questions 1.1 and 1.2. A confirmation pop-up is overlaid at the bottom, asking: 'Do you wish to send an entirely empty questionnaire to Symrise? Any previously entered data will be erased. Please consider adding your standard documents as attachments first. Clicking "yes" will send and close this request.' The pop-up has 'Yes' and 'Cancel' buttons, with 'Yes' highlighted by a red box.

“Do you wish to send an entirely empty questionnaire to Symrise? Any previously entered data will be erased. **Please consider adding your standard documents as attachments first.** Clicking "yes" will send and close this request.”

It is essential that you attach your own documents prior to pressing “Yes” in this pop-up. You can either attach them section by section under the particular “Attachments” Icon or under the “Attachments” Icon on the level “List of Documents”.

If you press “Yes” you will be guided to the electronic signature.

The email address you will mention in the electronic signature will be used for further possible questions regarding your documentation.

Web Questionnaire

List of Sections

- Requested Ingredient Questionnaire
- Requested Allergen Questionnaire
- Requested GMO Questionnaire
- Requested Enzyme Questionnaire
- Requested General Information
- Requested Nutrition Questionnaire
- Requested Solvents Questionnaire
- Requested EU Data Questionnaire
- Requested Fruit Juice Concentrates
- Requested North American Data
- Requested Permissibility EAME

Material:

Supplier Mat. Code:

Supplier Email:

Status: Requested

I do not want to fill this entire questionnaire: ☒

Section: Ingredient Questionnaire

Document: FLA RMQ

Responsible:

Expire Date:

Web Quest... Attachments Notifications

Electronic Signature

Notification of changes: The vendor is required to promptly notify Symrise in writing, of any and all proposed changes to the composition of this ingredient, changes to the manufacturing procedure, manufacturing location or changes to materials used for and in the manufacture of the ingredient that may impact the information provided in this questionnaire and the provided documentation.

Electronic signature: The person(s) completing the form must sign by typing his or her name. Typing the name will constitute as a signature.

First Name:

Last Name:

Job Function:

Phone:

Email:

Send Cancel

The status will be displayed as well in the “List of Documents”.

List of Documents

Material ID:

Supplier Mat. Code:

Material Name:

Status: Requested

Documents Attachments

Status	Document	Document Description
Requested	Kosher certificate	Kosher Certificate
Received	Supplier Specification	Supplier Specification
Received	SDS	Safety Data Sheet
Requested	REACH Questionnaire	REACH Questionnaire
Requested	Fragrance RMQ	Fragrance Raw Material Questionnaire
Received	FLA RMQ	Flavor Raw Material Questionnaire
Approved	CI RMQ	Cosmetic Ingredients Raw Material Questionnaire

4.4.3 How to complete the questionnaires

Level “List of Documents”: Click on the respective line to complete a questionnaire.

Material ID: Supplier Mat. Code:
Material Name: Status: Requested

Documents Attachments

Status	Not filled	Document	Document Description
Requested		Kosher certificate	Kosher Certificate >
Requested		Supplier Specification	Supplier Specification >
Requested		SDS	Safety Data Sheet >
Requested		RSPO Certificate	RSPO Certificate >
Requested		REACH Questionnaire	REACH Questionnaire >
Requested		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Requested		FLA RMQ	Flavor Raw Material Questionnaire >
Requested		Kosher	Kosher Questionnaire >
Requested		Halal RMQ	Halal Questionnaire >
Requested		Halal Certificate	Halal Certificate >

Select one of the questionnaire sections in the “List of Sections” on the left to open the section on the right.

Web Questionnaire

List of Sections

- Requested Product Identity Identifiers
- Requested Registration Status Supplier's declaration for Registration
- Requested (e) SDS SDS
- Requested Only Representative (OR) OR information

Send Print

On the right, you can start completing the questionnaire section.

Web Questionnaire

List of Sections

- Requested Product Identity Identifiers
- Requested Registration Status Supplier's declaration for Registration
- Requested (e) SDS SDS
- Requested Only Representative (OR) OR information

Send Print

Material: Supplier Mat. Code: Supplier Email: Status: Requested

Section: Product Identity Document: REACH Questionnaire Responsible: Expire Date:

I do not want to fill this entire questionnaire: ☐

Web Questionnaire Attachments Notifications

1. Product Identity:

Others:

CAS No.

EC No.

Save Full Screen Clear

After completing the questions, click “Save” before proceeding with the next section. You have to click “Save”, or your entries will be lost.

Once you click “Save”, mandatory fields are bordered by a red frame when they are not filled in.

Some questionnaires show pre-filled fields. You can adjust those entries to your needs.

Allergen Source or Derivatives	Contains the Allergen listed in column 1	If present, please state the amount (ppm)	List source food
Buckwheat	NO		
Celery	NO		
Cereal: Barley	NO		
Cereal: Kamut	NO		
Cereal: Oat	NO		
Cereal: Rye	NO		
Cereal: Spelt	NO		
Cereal: Triticale	NO		
Cereal: Wheat	NO		

The “Send” icon will be available when all mandatory fields have been completed.

A partly completed questionnaire cannot be submitted - but you have the possibility to save your entries, leave the application and proceed later.

The screenshot shows the 'Web Questionnaire' interface. On the left, a 'List of Sections' sidebar includes 'Approved Product Identity Identifiers', 'Approved Registration Status', 'Approved (e) SDS', 'Approved Only Representative (OR)', and 'OR information'. The 'Send' button is highlighted with a red box. The main area contains fields for 'Material', 'Supplier Mat. Code', 'Supplier Email', 'Status: Requested', and 'Section: Product Identity'. A 'Document: REACH Questionnaire' is selected. Below these fields are three icons: 'Web Quest...', 'Attachments', and 'Notifications'. An 'Electronic Signature' dialog box is open, displaying a 'Notification of changes' and an 'Electronic signature' section with input fields for 'First Name', 'Last Name', 'Job Function', 'Phone', and 'Email'. The 'Send' button at the bottom of the dialog is also highlighted with a red box.

4.4.4 Icons at Web Questionnaire Level

4.4.4.1 Web Questionnaire Icon

The questions are visible when the “Web Questionnaire” icon is active.

The screenshot shows the 'Web Questionnaire' interface. The 'List of Sections' sidebar is on the left, with 'Requested Product Identity Identifiers' highlighted. The main area contains fields for 'Material', 'Supplier Mat. Code', 'Supplier Email', 'Status: Requested', and 'Section: Product Identity'. A 'Document: REACH Questionnaire' is selected. Below these fields are three icons: 'Web Quest...', 'Attachments', and 'Notifications'. The 'Web Quest...' icon is highlighted with a red box. The main content area displays '1. Product Identity' with input fields for 'Others', 'FEMA: 123', 'CAS No.', '123-456-789', 'EC No.', and '9876'. At the bottom, there are 'Save', 'Full Screen', and 'Clear' buttons.

4.4.4.2 Attachments Icon

If you are asked to make an attachment within a questionnaire, please select the “Attachments” icon to make your attachment.

The screenshot shows the 'Web Questionnaire' interface. On the left is a 'List of Sections' menu with options like 'Requested Product Identity Identifiers', 'Requested Registration Status', 'Requested (e) SDS SDS', and 'Requested Only Representative (OR) OR information'. The main area displays questionnaire details for 'Material: 131359 / ACETYL PYRROLE-2', 'Supplier Mat. Code: test', 'Supplier Email: laura.brueuning@symrise.com', and 'Status: Requested'. A red box highlights the 'Attachments' icon (a paper with a paperclip) in the top navigation bar, which also includes 'Web Quest...' and 'Notifications'. Below the navigation bar, a message states: '3 SDS / (e)SDS Please attach the REACH compliant eSDS (or the SDS, if the eSDS if not available) to the questionnaire'. A link to 'https://echa.europa.eu/de/regulations/reach/legislation' is provided. At the bottom are 'Save', 'Full Screen', and 'Clear' buttons.

After selecting the “Attachments” icon, click “+” to upload your document.

This screenshot shows the 'Attachments' section of the 'Web Questionnaire'. The 'Attachments (0)' header is at the top right, with a red box around a '+' button. The main area contains a large document icon and the text 'No files found. Drop files to upload, or use the "+" button.' The left sidebar and top navigation bar are consistent with the previous screenshot, with the 'Attachments' icon still highlighted in the top bar.

4.4.4.3 Notifications Icon

If Symrise has further questions after you sent the questionnaire, the communication on the single questionnaire sections takes place under this icon.

When typing your answer(s) it is required to press the “>” symbol at the end of the text field to submit your answers.

5. Mail Hierarchy

A mail hierarchy is installed for the different types of requests.

If we contact you with a document request for a material you haven't supplied previously, a request is sent to an addressee our buyers provided.

For existing and current vendor- material- relationships, a document request is sent to the general contact maintained in our vendor master data in SAP (who is as well the order recipient).

It is possible to maintain recipients per document type. This is known as the **Function ID**. Please let us know if there is a need to maintain a function ID for e.g. kosher, Flavor Regulatory, Fragrance Regulatory, Organic, SDS etc.)

The electronic signature submitted on document(s) or questionnaire(s).

If there are any concerns or questions on your submitted document(s) or questionnaire(s), an email will be sent to the electronic signature provided.

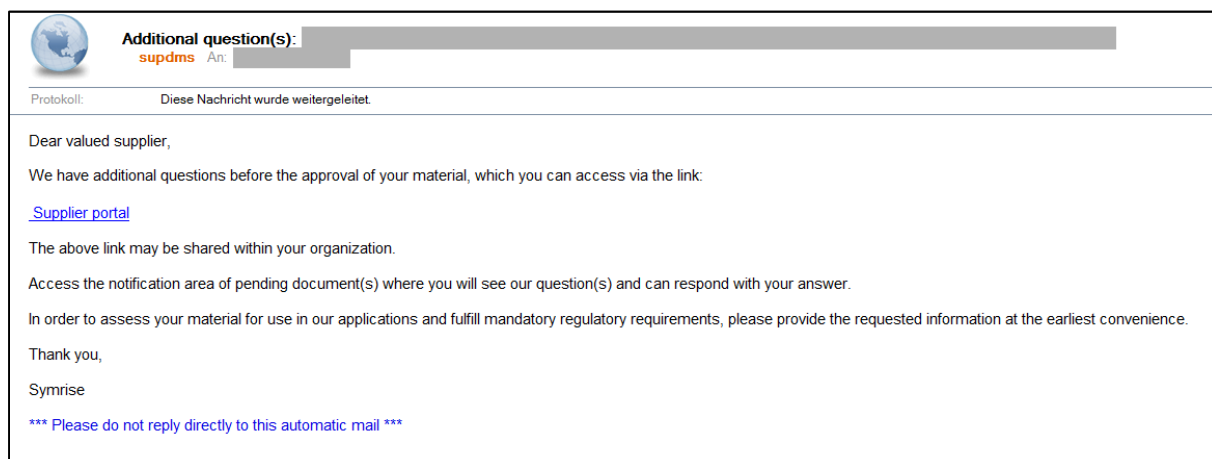
It is possible to forward our request mail to different persons within your company to have the document request completed.

All that is needed is a user ID in DMS, the initial user can issue (and later on, each user who has an account). (see 4.1.4. Request New User)

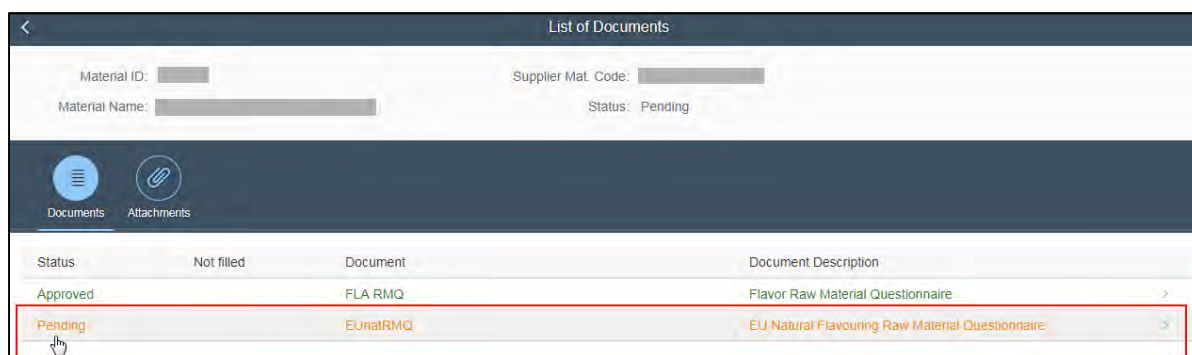
6. Additional Questions - pending questionnaires/documents

Symrise may have further questions to your provided documentation. In that case, you will receive an e-mail “additional question(s)” out of the DMS.

The header of the mail will show the Symrise material code, Symrise material name, the supplier material code and the supplier name. Via the link “Supplier Portal” you will be directed to the “List of Documents” where you can see the status of each document.



Every questionnaire/document which shows the status “pending” needs to be reviewed.



Click on the **pending questionnaire** and the pending section. Choosing the notifications icon, you will find a comment or question from Symrise. You can also enter your comment in the notifications area and submit it to Symrise. Additionally, the questionnaire is now open for editing.

The screenshot shows the 'Web Questionnaire' interface. On the left, the 'List of Sections' includes 'Approved Initial Remark', 'Approved Natural', 'Approved US natural', 'Approved EU nat. classification', and 'Pending Processes' (highlighted with a red box). The main area displays questionnaire details: 'Material', 'Supplier Mat. Code', 'Supplier Email', 'Status: Pending', and 'Section: Processes'. A red box highlights the 'Notifications' icon in the top navigation bar.

Please note that the comment will be only visible for Symrise when you submit it.

This screenshot is similar to the previous one, showing the 'Web Questionnaire' interface. A red box highlights the 'SUBMIT' button in the bottom right corner of the main content area.

Click on the **pending document**. The notifications icon will appear. Here you will find a comment or question from Symrise. You will be permitted to attach a new document. In the notifications area, you can make your comments.

The screenshot shows the 'Document' interface. It includes fields for 'Material ID', 'Supplier Mat. Code', 'Material Name', 'Status', 'Supplier Email', and 'Document'. A red box highlights the 'Notifications' icon in the bottom navigation bar.

After you submitted a comment/an answer to a question, you need to make use of the “Send” icon to submit the process back to Symrise.

7. Reminder System

As a supplier, you will receive two reminders asking you to complete our document request. If the document request is not completed or only partly completed the system will auto cancel it after a certain period of time.

8. Key Essentials

- **Browser**

We recommend using Google Chrome for the DMS. The application works best with this Browser.

- **Link**

Do not forward the welcome mail, any document request or the encrypted link from the browser’s address line outside of your company.

This link allows a view of your “List of Materials” and “List of Documents”.

- **Completion of Questionnaires**

Consider that clicking the check box “I do not want to fill this entire questionnaire” might lead to a rejection of your material by Symrise even if you attached own documents. In any case, please attach your own documentation when you select “I do not want to fill this entire questionnaire”.

- **Submit**

It is mandatory to press the icon “submit” when you would like to leave a message under “Notifications”. Otherwise Symrise will not receive your message.

- **Save**

Make sure that you save every questionnaire section before proceeding with the next one.

- **Send**

Make sure that you press “Send” for completed questionnaires and attachments. Otherwise Symrise will not receive them.