# 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
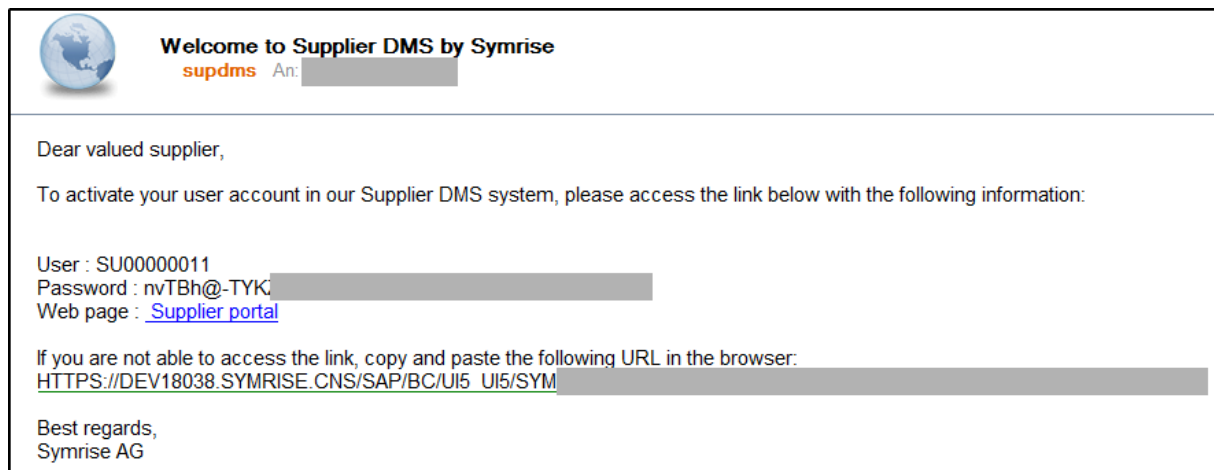


Once you'll enter the link "Supplier Portal" or copy and paste the URL in your browser this will direct you to the login screen. After you entered your user ID and the initial password, the system requires changing the initial password.

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 Holzminden, 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 Holzminden, Germany), who can be contacted at: 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."*
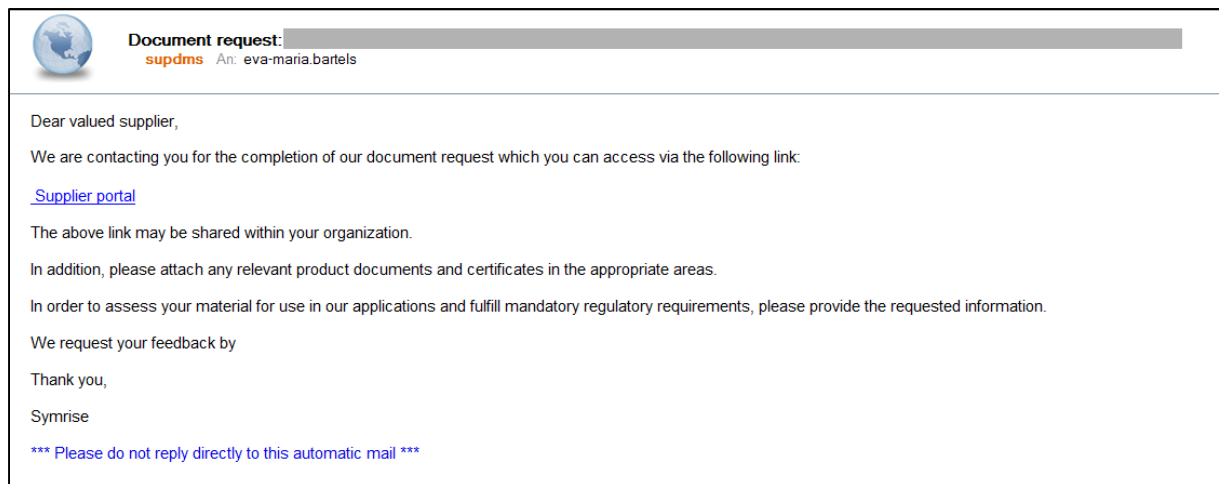
# 3. Document Request

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.

<span style="color:red">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.</span>

**Document request:**
**supdms**   An: eva-maria.bartels

Dear valued supplier,

We are contacting you for the completion of our document request which you can access via the following link:

[Supplier portal](#)

The above link may be shared within your organization.

In addition, please attach any relevant product documents and certificates in the appropriate areas.

In order to assess your material for use in our applications and fulfill mandatory regulatory requirements, please provide the requested information.

We request your feedback by

Thank you,

Symrise

*** Please do not reply directly to this automatic mail ***

# 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

### 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.



### 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: <br> 1) Symrise manually cancels the request <br> 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.

<span style="color:red">Please note that the attachment at the level "List of Materials" is **not** product related.</span>
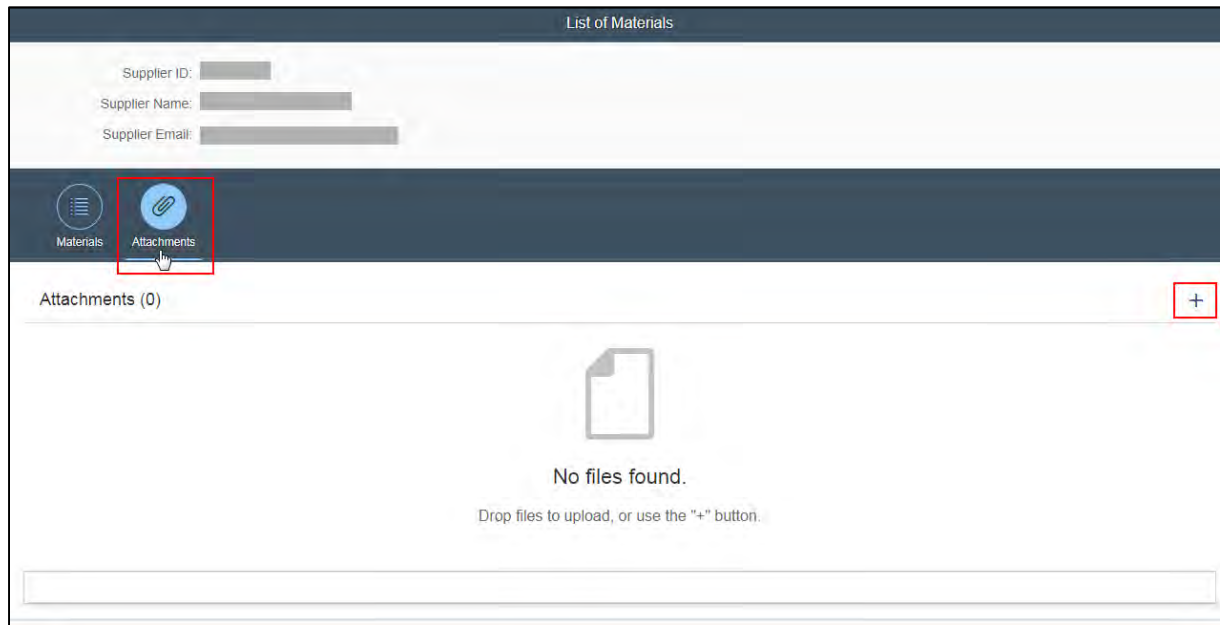


We recommend using product related attachments as described in chapter 4.1.3.2 and 4.2.3.

## 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".

### 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.





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.



On the "List of Materials" level klick 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.

## 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.



### 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)

### 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.



| 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: |
| | 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.
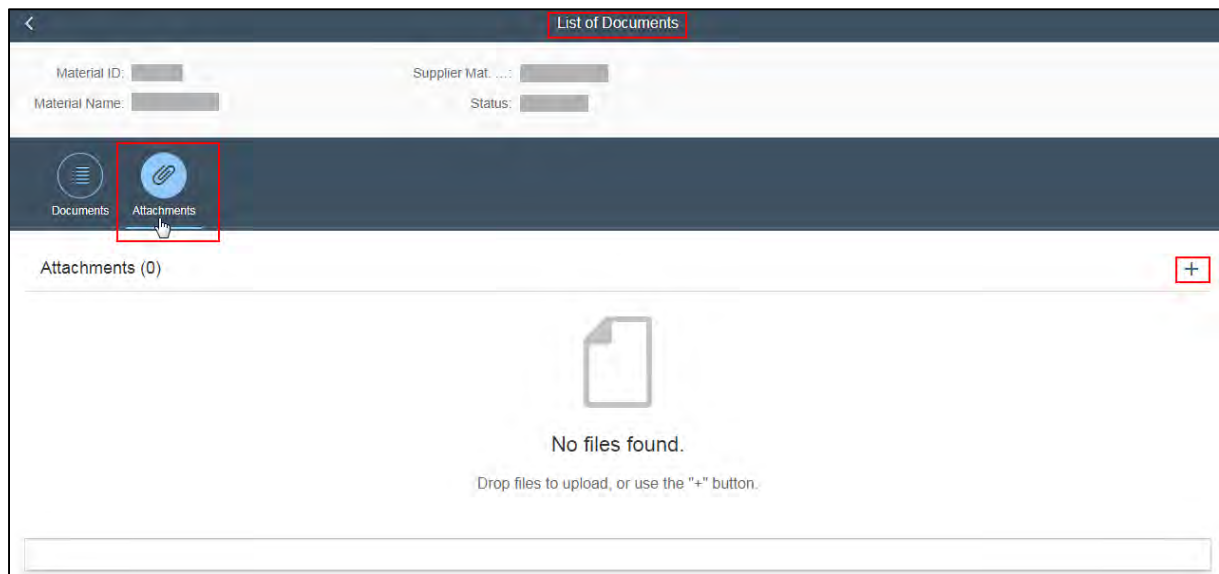


## 4.3    Level 3: Documents

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).



Select the "Attachments" icon and click "+" symbol to upload your document.
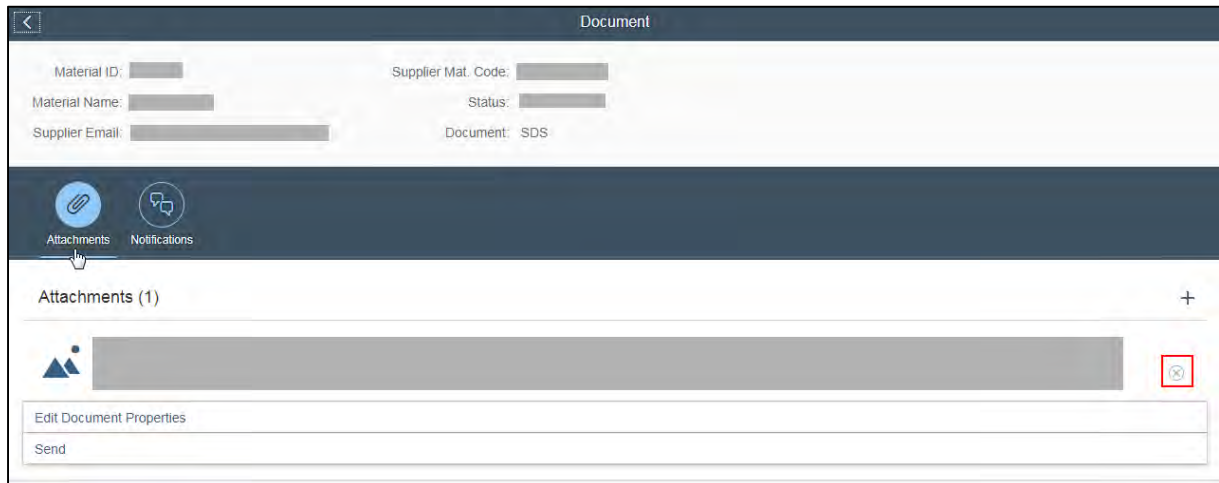
### 4.3.2 How to delete

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.



### 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.
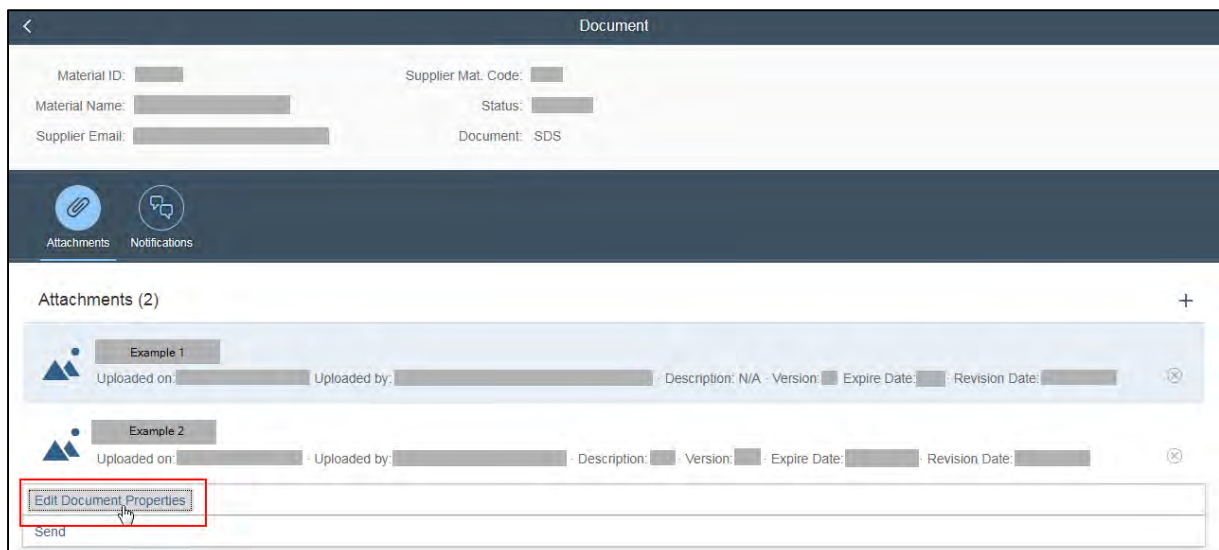
| Kosher certificate | => expiry date is mandatory |
| Halal certificate | => expiry date is mandatory |
| MSDS | => version + revision date are mandatory |
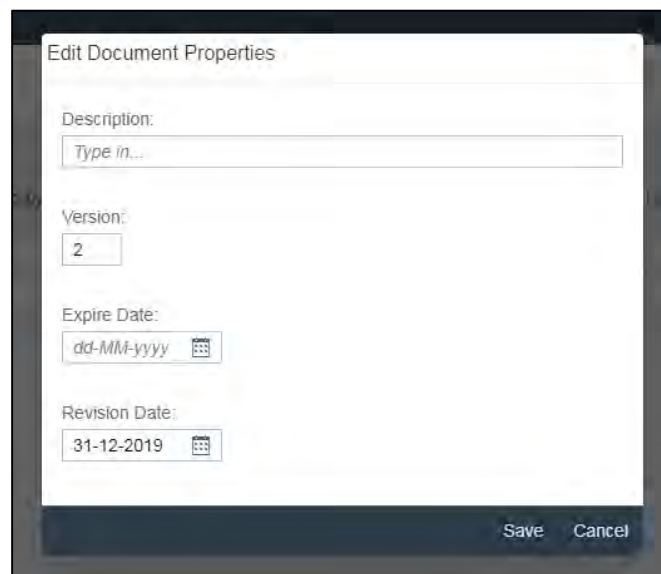
Additional mandatory requirements can be entered via "Edit Document Properties"
1. Select the respective document
2. Click "Edit Document Properties"
3. Enter mandatory fields

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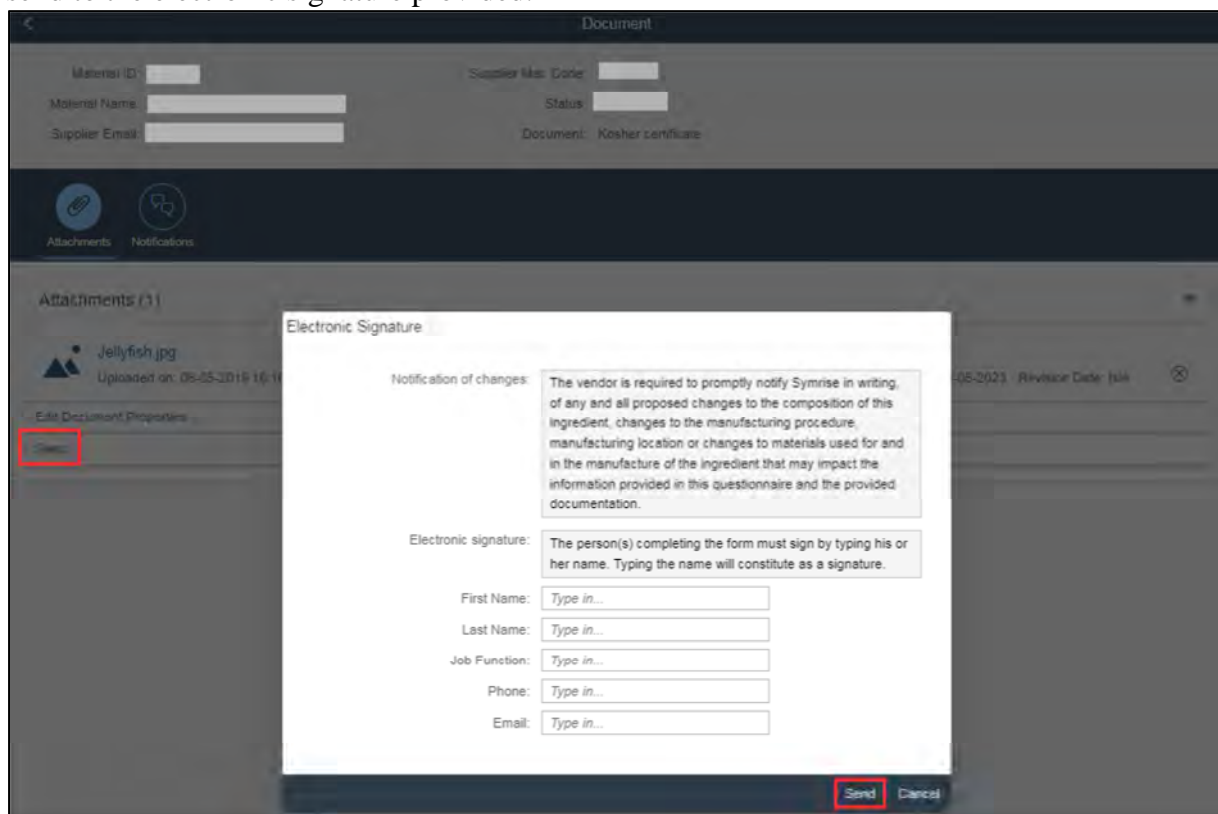


### 4.3.4 Send (Submit) Attachment

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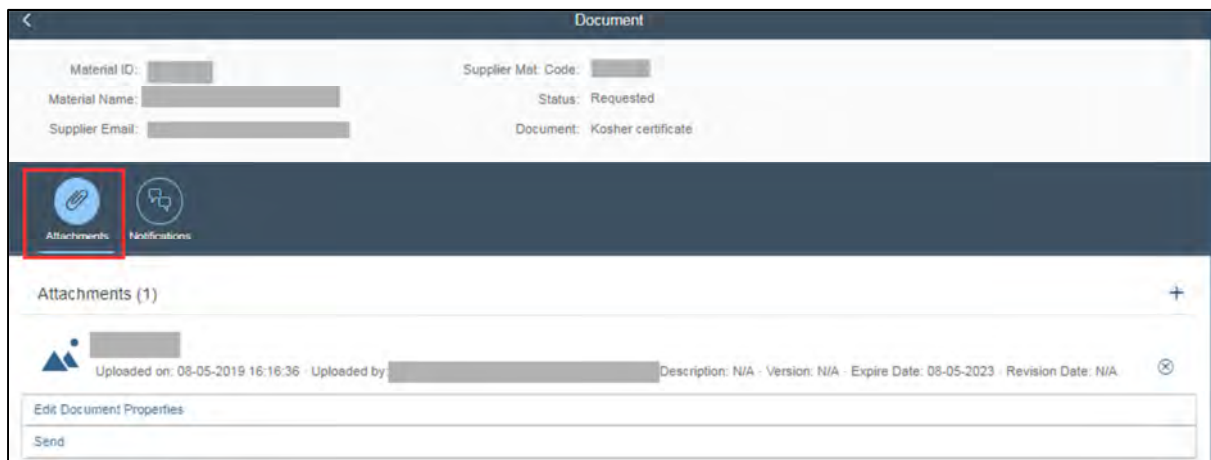
Further, the editor of a document needs to provide his/her electronic signature. If there are any concerns or questions on your submitted document(s) or questionnaire(s), an email will be send to the electronic signature provided.

### 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.



### 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.



## 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:



*"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.

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

### 4.4.3 How to complete the questionnaires

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



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



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

After completing the questions, klick "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.



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.



### 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.

### 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.



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

### 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 send 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 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.
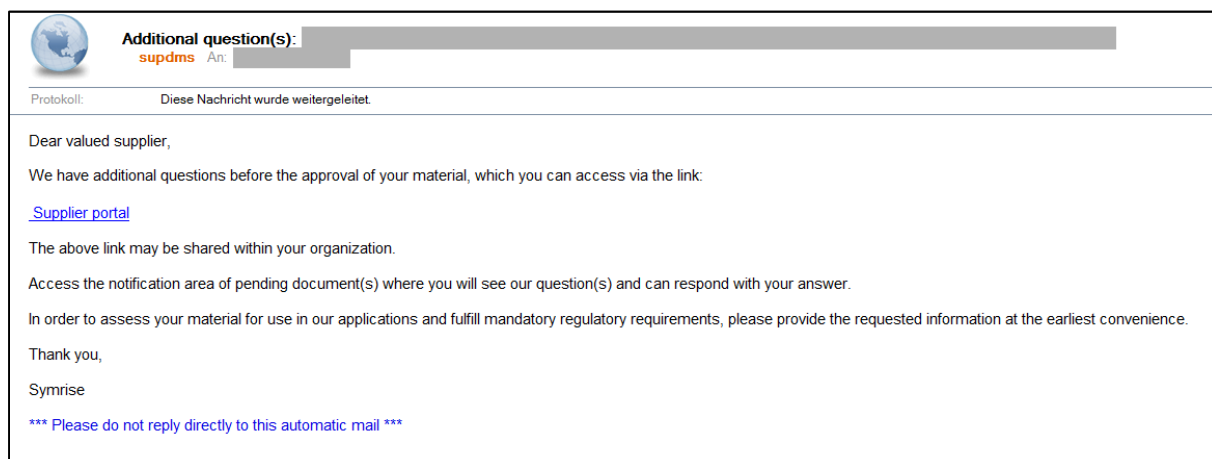


Every questionnaire/document which shows the status "pending" needs to be reviewed.
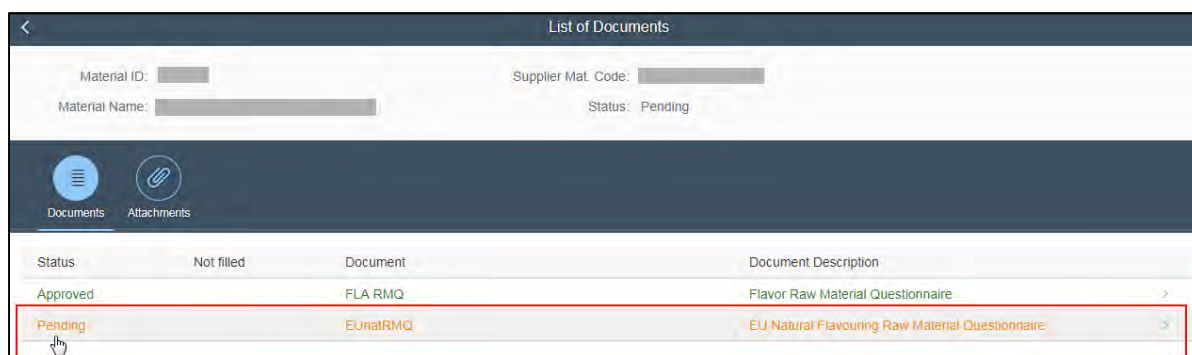
Click on the **pending questionnaire** and the pending section. Choosing the notifications icon, you will find a comment or question from Symrise. You can also enter your comment in the notifications area and submit it to Symrise.

Additionally, the questionnaire is now open for editing.



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



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.

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.