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## 1. Introduction to Coupa

Coupa is a cloud-based tool used for purchasing processes at Natura, such as: request for proposal – RFP, request for information – RFI and request for quotation – RFQ processes, in addition to orders and delivery confirmations.

The tool manages the relationship and interaction with the supplier. With this, all new quotations with Natura's supply team will occur within Coupa.

Additionally, Coupa offers a supplier portal (CSP) which you may use to manage this process.

Important: The CSP use is free and optional.

It is a **user-friendly, easy-to-use tool** and with features that offer greater **convenience and agility.** 

See some examples below:



The supplier can accept and decline events they have been invited to participate in via Coupa, eliminating the need for email exchanges.



Coupa provides access to all documentation and information sharing history for Supply events.



The supplier can communicate directly with the buyer through the Coupa chat.



At this time, no username and password in Coupa shall be required from the supplier. Access occurs directly through the link sent to the email.



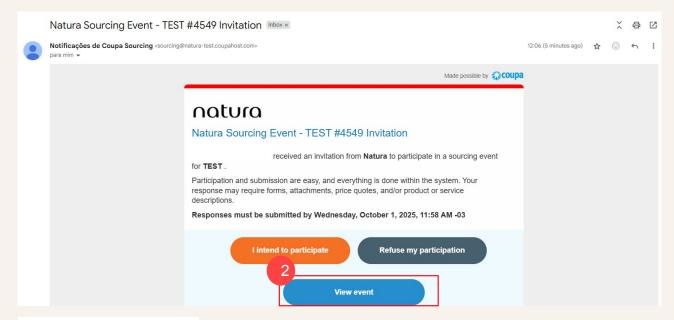


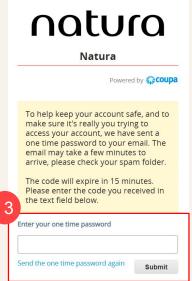




- 1. You will receive notification regarding the RFP event via email.
- 2. To access the event, click on View the event
- 3. Enter the access key that will be sent to your email

Natura Sourcing Event - TEST #4549 Invitation - Made possible by Natura Sourcing Eve...







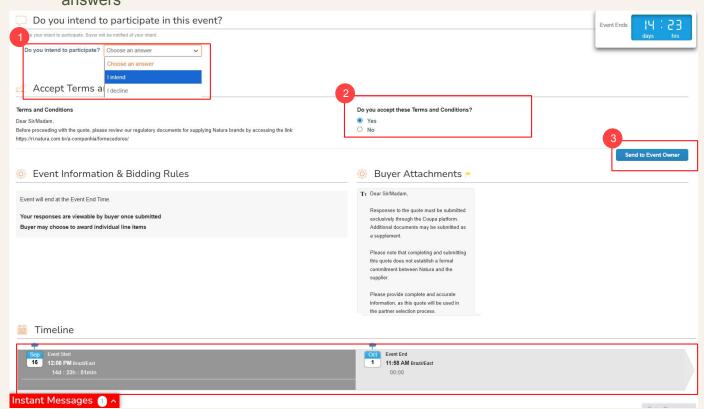






When accessing the event link, to proceed with the quotation/pricing, it is necessary:

- 1. Indicate whether you intend to participate in the event
- 2. Accept the terms and conditions after opening the Natura document reference link
- 3. After acceptances, navigate to the bottom of the page and click on insert answers







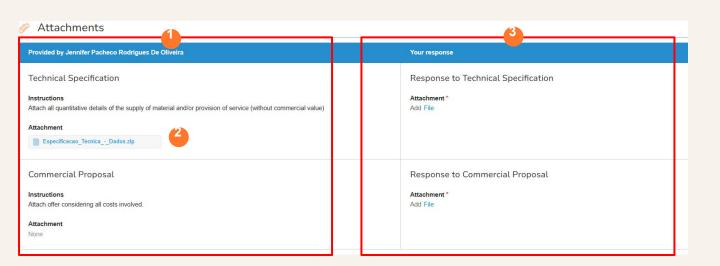


#### **Attachments**

On the left side of this section, the documents provided by the buyer for the requested quotation are displayed. These documents may be supplementary information to the quotation items that are not in the item line details, technical specifications, drawings, among others. (1)

For Innovation quotations, a compressed file shall be attached to the data provided. Download this file and unzip it to view the data. (2)

On the right side, you can upload files as a response to the attachments provided. If the answer is mandatory, the field will be marked with (\*) in red. (3)



**IMPORTANT**: The number of sections and content available may vary depending on the quotation.







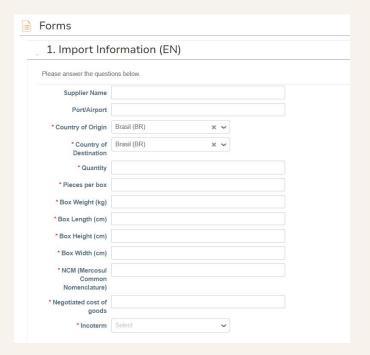




#### **Forms**

In the "Tax Regime and Shipping Modal" form, select the transportation modal for the quotation items and your company's tax regime.

Then click "Save"



Other forms may be made available by the buyer to request further information.

Respond according to the request.

If the answer is mandatory, the field will be marked with (\*) in red.









#### Items and services

All materials in the quotation will be listed here.

The gray line displays the material code and its description. (1)

To view all fields for each item, click > (2)











#### Items and services

In the expanded view, all fields related to the material will be displayed.

Below is a description of the most common fields in events.

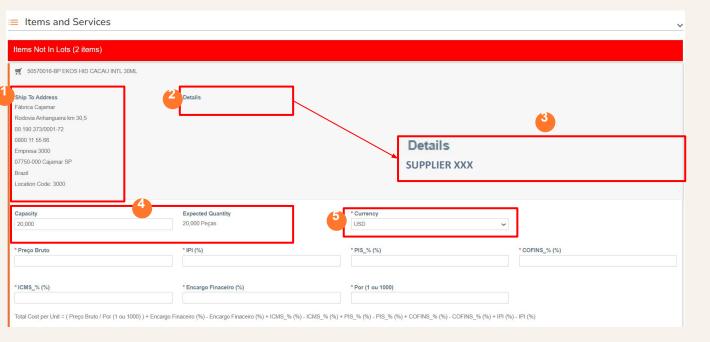
The view of these fields and the order in which they are displayed may vary depending on the category or process being executed.

**Ship-To Address** (1): displays the Natura delivery location for which the quotation is being requested.

**Details** (2): Displays additional item data. If the quotation delivery location is a Natura partner supplier, its name will be displayed in this field. (3)

**Capacity / Expected Quantity** (4): Displays the quantity requested for the item. In Innovation quotations, the volume scenario will be displayed in this field.

**Currency** (5): select the currency of the price entered.











#### Items and services

**Gross Price (Preço Bruto)** (1): enter the gross price (invoice price) of the item **IPI** (2): Not applicable for international suppliers. Please enter "0"

PIS (3): Not applicable for international suppliers. Please enter "0"

COFINS (4): Not applicable for international suppliers. Please enter "0"

ICMS (5): Not applicable for international suppliers. Please enter "0"

**Financial Charge (Encargo Financeiro)** (6): inform the percentage of financial charge applied to the Gross Price informed, if applicable.

**Per (1 or 1000)** (7): enter 1 if the price entered is for one unit or 1000 if the price entered is for one thousand units.

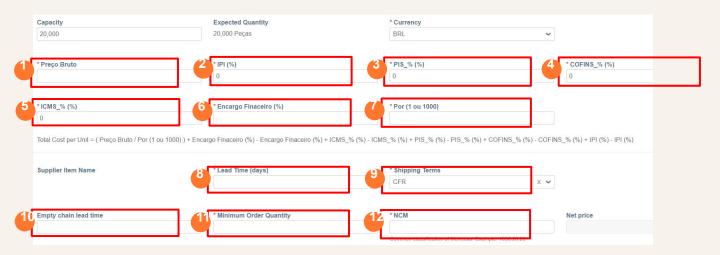
**Lead time (days)** (8): inform the full chain lead time of the material.

**Shipping Terms** (9): inform the Incoterm of the material.

**Empty/full chain lead time** (10): report the empty chain lead time (Required to fulfill demand starting from zero stock)

**Minimum order quantity** (11): Enter the Minimum order quantity of the material.

NCM (12): inform the NCM (commom classification of Mercosur) of the material.











#### Items and services

**Attachments** (1): in this field you can upload files, add text or specific links to the material being quoted, if necessary.

**Form** (2): click on the form name to fill in the additional data requested for the material.

A pop-up window will open. (3)

Fill in the fields and then click "Save" (4) to return to the item response.

5	Attachments Add File   URL   Text	Form Informaç	ações Item - Embalagens			
					Cancel	Save
	F	Informações Item orm Questions "Informe o lote di puxada (fração que - partir do lote minima de comprafemente "Informe - produtividade diári (pçs/dia)	de e a r a mo a); e a	× Save		









#### Items and services

The fields below are specific to quotations involving outsourcing and/or purchase of finished product:

**NCM** (1): displays the NCM (commom classification of mercosur) code of Natura's finished product (only for Contract Manufacturing category products)

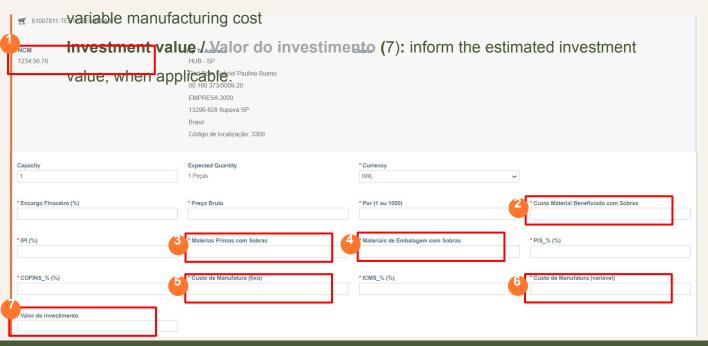
Benefited Material Cost Benefited with Leftovers / Custo Material beneficiado com sobras (2): inform the cost of the processed material with leftovers (only for Contract Manufacturing category produtcs)

Raw Materials with Leftovers / Matérias primas com sobras (3): Inform the cost of raw materials with leftovers

Packaging Materials with Leftovers / Materials de Embalagem com sobras (4): inform the cost of packaging with leftovers

Manufacturing Cost (fixed) / Custo de Manufatura (fixo) (5): inform the fixed manufacturing cost

Manufacturing Cost (variable) Custo de Manufatura (variável) (6): inform the











### Items and services

Click "Save" to save the information you entered.

Repeat the process for the remaining lines of material.

Attachments Add File   URL   Text	Form Informações Item - Embalagens		
		Cancel	Save









It is possible to fill in the data using a spreadsheet.

To do this, click on the "Import from Excel" button (1)

Follow the instructions on the panel to download and upload the file. (2)





**IMPORTANT**: Fill in the fields highlighted in yellow on each tab of the exported spreadsheet. If any mandatory field is left empty, there will be an error message when importing the file.

Item / Service	Item / Servi	ce Fields		Supplier Respo	nse Fields			
Item Description (Text)	Expected Quanti	Unit of Measurement (Text)	毒	Capacity (Number)	Unit Bid Price (Number)	Ŧ	Bid Price Currency (Text)	į
50570016-BP EKOS HID CACAU INTL 30ML	:	20000 Peças		20000	#DIV/0!		USD	*
50571452-TP AVON CT MATTE LIPSTICK POCHET Q325		20000 Peças		20000	#DIV/0!		USD	*

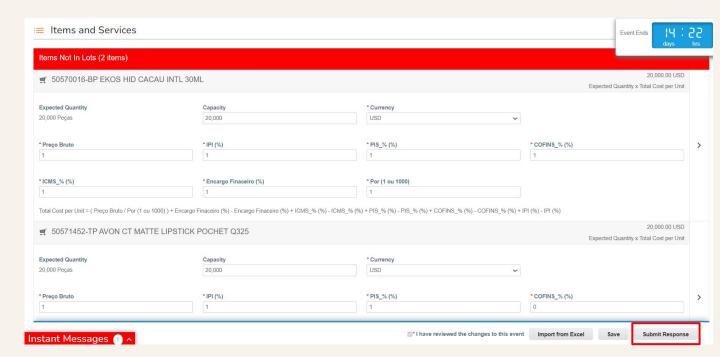








After filling out the RFP, either directly at the event OR via Excel, simply click on **Submit responses** 



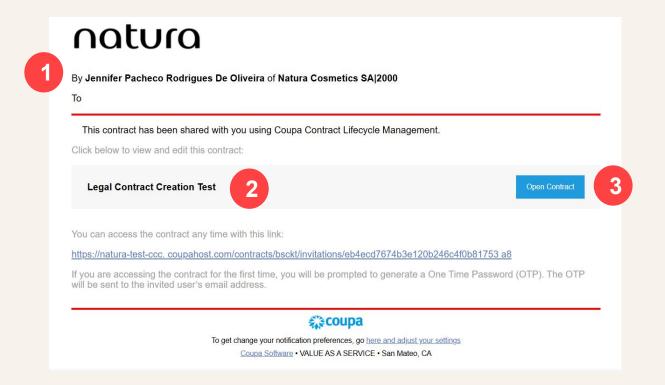








- You will receive an email with a link to access the document without logging into the system. You must click on "Open Contract" to open the contract document.
- You can also forward this email internally so a colleague can review the document.



- The email includes the contact details of the contract sender and possible messages in the body of the email.
- Contract sender
- Message from Natura about the contract
- 3. Open the contract

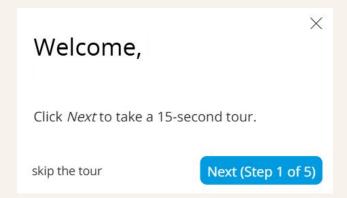








 After clicking the "Open Contract" button, you will have the option to take a quick tour of the system, guiding you on how to interact with the contract. If you are already familiar with the system, you can skip the tour by clicking the "Skip Tour" button in the lower left corner of the pop-up window.

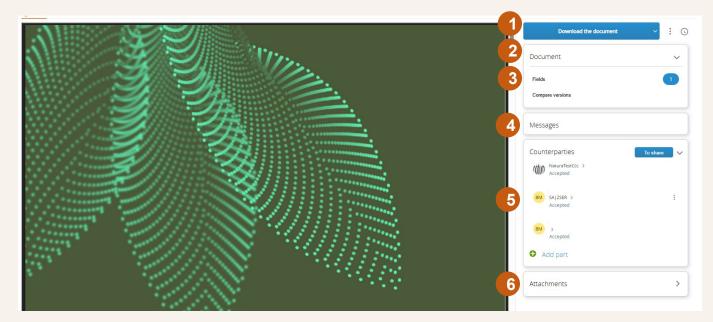








### Overview of system fields:



The main actions in the right menu are:

- "Download": In the "Download" option, you can download the document for reading only or for editing. In the "Download to edit" option, you must make the updates in the Word version, save the file on your computer and upload the revised file to Coupa by clicking "Upload" so that the document can be returned to Natura with your changes;
- **2.** "Documents": If the contract author allows, the supplier can make edits to the contract information directly in the assigned fields in the document;
- **3.** "Compare versions": Document version comparator. You will be able to see what has been edited between any versions of the document;
- **4. Messages:** In case of doubts or any other communication, it is possible to send messages to the counterpart through this session;
- **5.** "Counterparts": Section for viewing the counterparties involved in the contract and also for sending the revised document to the counterparty (Client);
- **6.** "Exhibits": To attach documents to the contract or view client attachments, use this section.

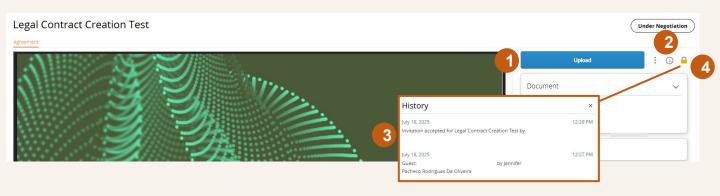








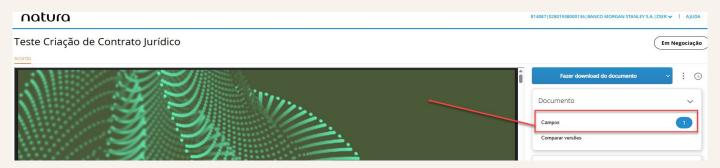
#### **Document**



- "Upload": To upload the edited document, click "Upload";
- 2. "PDF Preview": Click for a PDF preview of the document.
- **3. History:** Contract registration history made by users who collaborated on the contract.
- **4.** "Cancel Block": Click to unlock the document and make it available to the counterparty for editing;

**NOTE:** If you agree to the contract, you don't need to download it, just accept it in the "Fields" section and then click "Share".

#### **File**



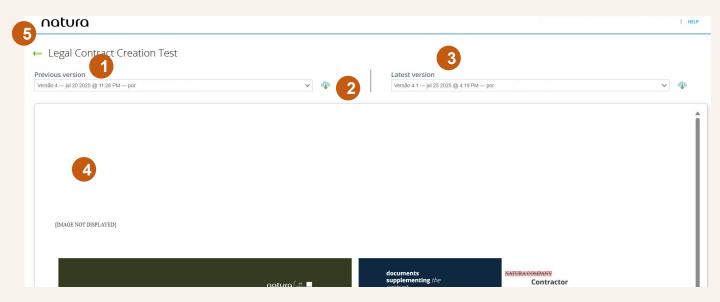








### **Compare versions**



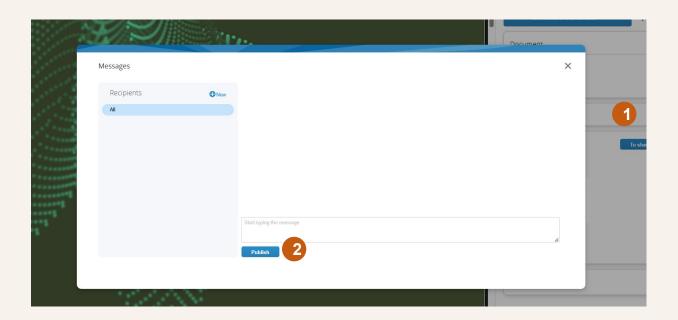
- 1. "Previous version: Select which previous version you want to consult;
- 2. "Download": Click to download the version;
- **3.** "Latest version": Select which current version you want to check;
- 4. Comparison page between versions, with marks where texts were modified. (Green colored marks: information included, red marks: information removed).
- 5. Return to document page











- 1. Messages: Click this section to review sent messages;
- 2. "Posting": Type a message in the text field and click "Post" to send it.

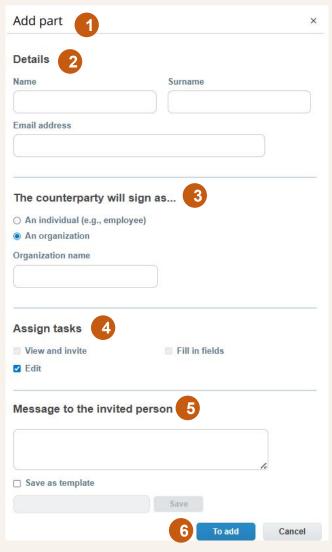






### 2.2 Contract collaboration via email

### Counterparty



If you need to add a counterparty, you can follow the steps below:

- 1. Add party: Section used to add a counterparty
- 2. "Details": Fill in the details of the person who will be invited:
- 3. "You will sign as...": Select the type of signatory, as a legal entity or as an individual;
- "Assign tasks": Select the type of access the person will have;
- "Message to the guest": Write an invitation message;
- 6. "Add": To send the document to the client, click "Add".

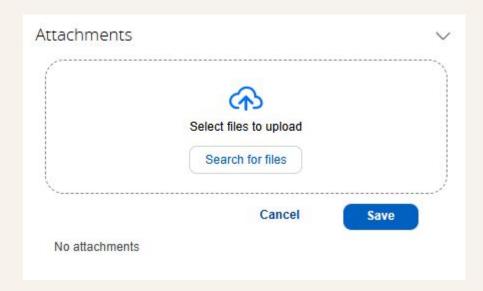








#### **Exhibits**



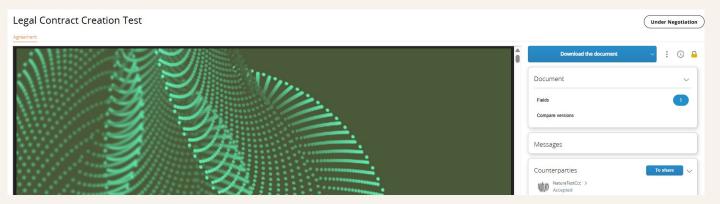
- 1. If you need to add exhibits, click this section to attach files from your computer;
- 2. After adding exhibits, click Save.







After reviewing the document according to the previous sessions, to send the document back to the buyer, simply select the "Share" button;



This process can occur in several rounds until the parties reach a final version of the document.

Whenever the document is shared again, you will receive a notification email and follow the same step-by-step instructions in this guide.



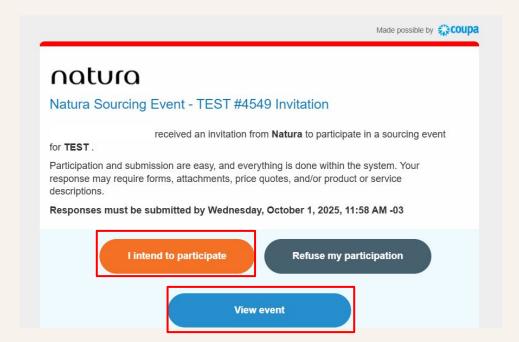




After opening the email, click "I Intend to Participate" to notify the buyer that you intend to respond to the event.

If you want to view more details about the event before responding to your acceptance or decline, click on "View Event".

In both cases, you will be directed to the Coupa Supplier portal.





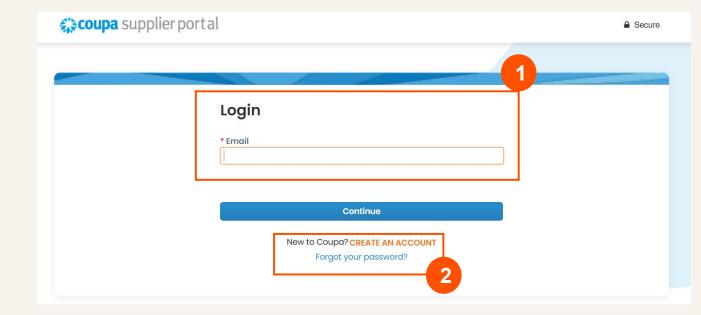






### Coupa Supplier Portal

- 1. Enter your login, or;
- 2. Create an account



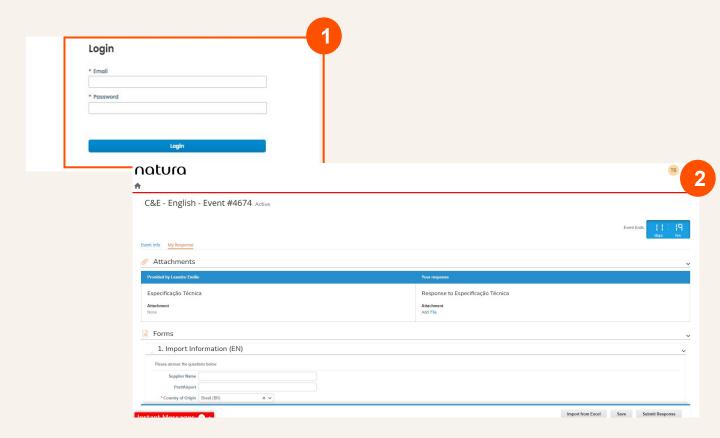








- 1. If you log in with your username, enter your email and password.
- 2. You will be automatically redirected to the event home page.



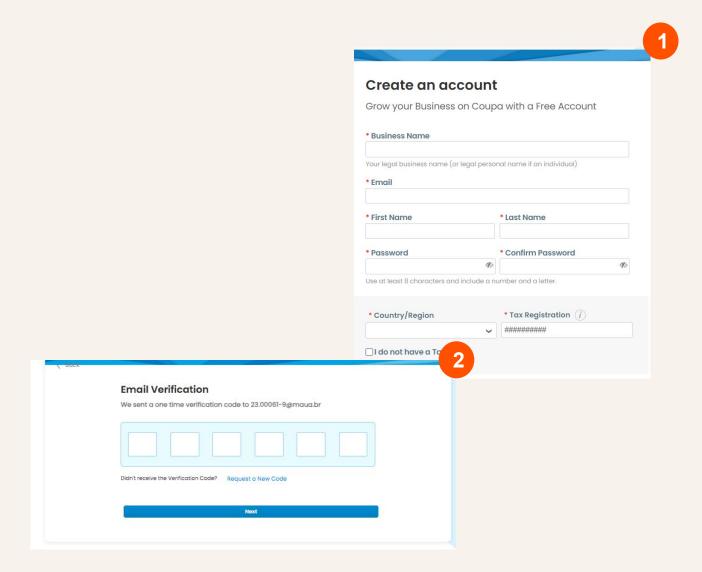








- 1. If you click on "Create an account", fill in the data required by the portal.
- 2. Verify your registered email address

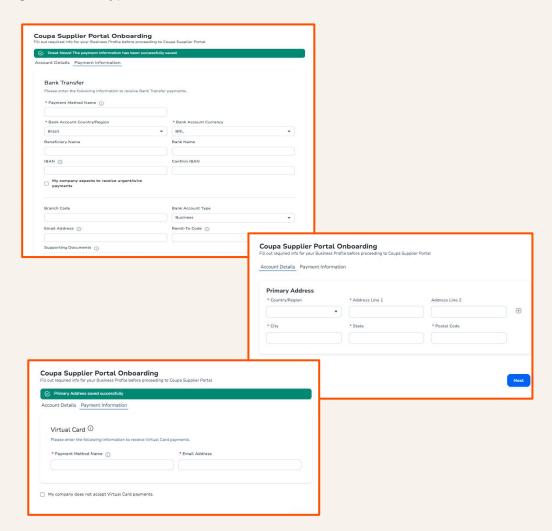








3. Fill in the data required by the portal after verifying the registered email. Note: payment and delivery data are not necessary for Natura, but are requested on the CSP portal if you have other clients who made payments through this tool (Natura payment data are provided at the time of Natura registration only).

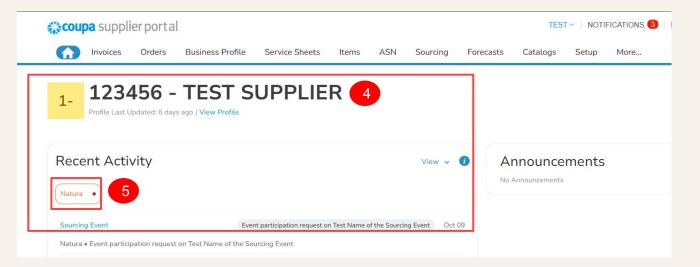








- 4. After completing the data, your account will be created successfully.
- 5. To view the Sourcing events you have been invited to participate in, select Natura as your registered supplier.



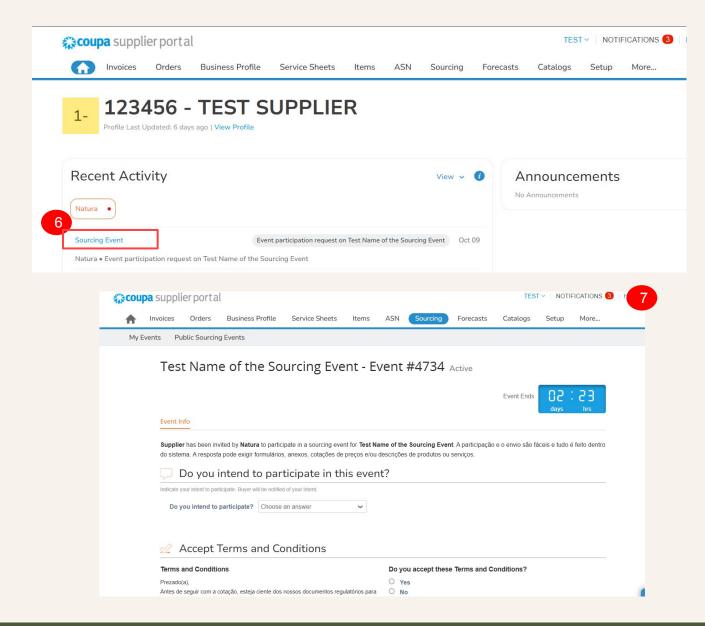








- 6. Choose the Sourcing event you want to participate in.
- 7. You will be redirected to the event home page and simply follow the same steps for filling included in this handbook to fill out and submit the event.



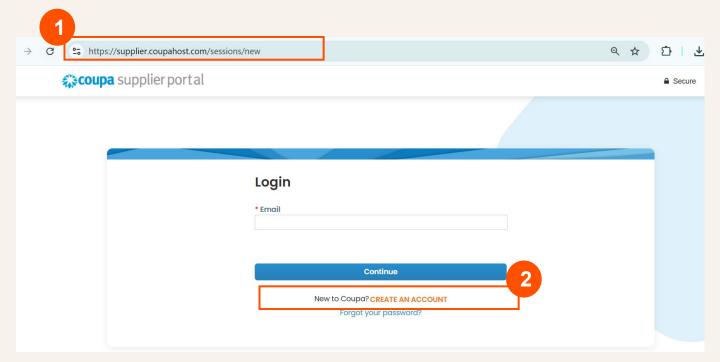








- 1.Access via link: <a href="https://supplier.coupahost.com/sessions/new">https://supplier.coupahost.com/sessions/new</a>
- 2.Create an account



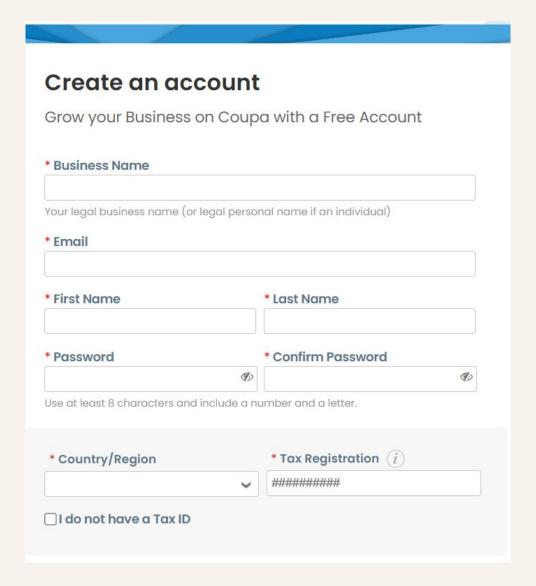








Fill out the basic information form









Confirm the code sent by email

We sent a one time verification code to 23.00061-9@maua.br
Didn't receive the Verification Code? Request a New Code
Next







Registration completed successfully!
Proceed with filling in basic data for the CSP

