



Quick Guide

Supplier's guide



natura



Introduction to Coupa

Introduction to Coupa



First steps

How to participate in a Sourcing Event

How to collaborate on a Contract

Coupa is a cloud tool that is being used for purchasing processes at Natura, such as:

- **Request for Proposals – RFP;**
- **Request for Information – RFI;**
- **Request for Quotation – RFQ;**
- **Contracts;**
- **Orders and delivery confirmation.**

The tool manages relationships and interactions with suppliers, meaning all of Natura's new processes will take place within Coupa.

It is a **friendly tool, easy to use**, and with functionalities that offer more practicality and agility.

See some examples below:



The supplier can accept or reject invitations to participate in events directly within Coupa, eliminating the need for email exchanges.



The complete history of documentation and information sharing for Sourcing events and contracts collaboration is available in Coupa.



The supplier can communicate directly with the buyer through Coupa's instant messaging chat.



Suppliers do not need a user and password to participate in Sourcing Events or Contract Collaboration. Access is granted directly via the link sent in the email.



Real-time contract collaboration between supplier and Natura, avoiding email exchanges.

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Where to start?

Check your mailbox

- Please check your main inbox for an invitation email to complete the Natura process. However, it is important to always check your Spam folder and configure your AntiSpam settings, if necessary, to ensure you receive messages from the domain <https://natura.coupahost.com>.

Keep your contact updated

- Please ensure you inform your Natura contact of your correct email address and notify them of any changes. If you are temporarily absent, always forward messages to a team member so they can view and respond.

Use Google Chrome

- To access sourcing events in Coupa, it is recommended to use the Google Chrome browser, as suggested by the platform itself, for a better experience.

Step by step

In this guide you will see:

How to participate in a Sourcing Event

How to collaborate in a contract

Steps for a Sourcing Event

Introduction to Coupa

To participate in the sourcing event, you will go through 4 steps:

First steps

How to participate in a Sourcing Event

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Receive the Coupa¹
invitation email

Accept or decline
event participation

2

Send/review
your responses

3

Await communication
of the event result

4

How to participate in a Sourcing Event

Receive the Coupa
invitation email.

1

Based on a Natura demand, our buyers will register the Sourcing event in Coupa. Once the event is registered, the buyers will invite potential suppliers to participate.

The supplier will receive a link in the informed email to participate in the event in Coupa.

Click on the event invitation email to proceed to the next step.

Natura Sourcing Event - RFP - Indirect - Brazil #804 Invitation

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Accept or decline event participation

2

After opening the email, click "I Intend to Participate" to inform the buyer of your intention to participate in the event.

To view more details on the Sourcing Event before accepting or declining, click "View Event."

In either case, you will be directed to the event page in Coupa.

Possible by 

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Natura Sourcing Event - Centralized Request Test #1389 #584
Invitation

ICSER INDUSTRIA E COMERCI received an invitation from **Natura** to participate in a sourcing event for **Centralized Requisition Test No. 1389**.

Participation and submission are simple, and everything is done within the system. The response may require forms, attachments, price quotes, and/or product or service standards.

This event is a follow-up to [Event #522](#).

Responses must be submitted by Wednesday, July 30, 2025 06:40 AM -03

[I intend to participate](#) [Refuse my participation](#)

[View event](#)

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Accept or decline event participation

2

Upon accessing the link, you will need to insert a one-time verification code that will be sent to your email. Simply fill in the field with this received code and click **submit**.

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Natura

Powered by  coupa

To help keep your account safe, and to make sure it's really you trying to access your account, we have sent a one time password to your email. The email may take a few minutes to arrive, please check your spam folder.

The code will expire in 15 minutes. Please enter the code you received in the text field below.

Enter your one time password

[Send the one time password again](#)

Submit

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your responses

3

1. At "Event info", you will have access to all details about the Sourcing Event.
2. Please inform if you intend to participate.
3. Accept or reject our Terms and Conditions.
4. After validating all the details, click "**Enter response**".

The box "Do you intend to participate?" is filled according to the option selected upon receiving the email.

The timer indicates how much time remains before the event ends.

It is necessary to access the link described in the "Terms and Conditions" field to validate the documents (NDA/CGC/GTP/ Code of Conduct) and subsequently accept/reject.

The schedule shows the start and end of the event.

The screenshot displays the 'Event Info' page in Coupa. At the top, there are tabs for 'Event Info' (highlighted with a red box and callout 1) and 'My Response'. A timer in the top right corner shows '11:13' days and 'hrs' (highlighted with a red box and callout 2). The main content area includes a section 'Do you intend to participate in this event?' with a dropdown menu set to 'I intend' (highlighted with a red box and callout 2). Below this is the 'Accept Terms and Conditions' section, which includes a 'Do you accept these Terms and Conditions?' question with radio buttons for 'Yes' and 'No' (highlighted with a red box and callout 3). The 'Event Information & Bidding Rules' section on the left states that responses are viewable by the buyer and that the buyer may choose to award individual line items. The 'Buyer Attachments' section on the right contains a letter from Natura inviting the supplier to participate and outlining the terms of the competitive bidding process. At the bottom, a 'Timeline' section shows the event start on July 22 at 11:36 AM Brazil/East and the event end on August 6 at 04:36 AM Brazil/East (highlighted with a red box and callout 4). A red box at the bottom right contains the 'Enter Response' button (highlighted with a red box and callout 4).

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1. When you click "My response," check for any attachments and forms posted by the event owner.
2. Upload your files to the designated field.
3. Enter the unit price of your proposal in the "Price per unit" field.

Event Info My Response

Event Ends 11 days 13 hrs

Attachments

Provided by Jennifer Pacheco Rodrigues De Oliveira

Proposta Técnica

Instructions
Anexar todo o detalhamento quantitativo do fornecimento do material e/ou prestação do serviço (sem valor comercial)

Attachment
None

Proposta Comercial

Instructions
Anexar oferta considerando todos os custos envolvidos.

Attachment
None

Your response

Response to Proposta Técnica

Attachment *
Add File

Response to Proposta Comercial

Attachment *
Add File

Forms

Jennifer Pacheco Rodrigues De Oliveira has not provided any Forms for this event

Items and Services

Items Not In Lots (1 items)

Serviço	Expected Quantity	Capacity	Price per Unit	Currency	Total
1 Serviço	1	1		BRL	0.00 BRL

* Required field

Instant Messages 0

Import from Excel Save Submit Response

If you click the arrow next to it, the item details are shown.

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1. It is possible to export an Excel spreadsheet, fill it out, and import it back into Coupa using the "Import from Excel" button.
2. To save your response and submit later, click "Save".
3. After filling in all the requested information for the event, send your response to the buyer using the "Submit Response" button.

Forms

Jennifer Pacheco Rodrigues De Oliveira has not provided any Forms for this event

Items and Services

Items Not In Lots (1 items)

Serviço				0.00 BRL
Expected Quantity x Price per Unit				
Expected Quantity	Capacity	* Price per Unit	* Currency	
1 Serviço	1		BRL	

* Required field

Total 0.00 BRL

Instant Messages 0

1 Import from Excel

2 Save

3 Submit Response



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1. A green note will appear with the message "Response submitted to buyer."
2. On the "My Response" tab, you can view and manage all your responses. You can also edit your responses by clicking the "Edit response" button.

→ Please note that the valid responses for the events are only those that have been sent to the buyer.

1

Response submitted to Buyer

Event Info My Response 2

Event Ends 11:13 days hrs

Responded on 07/25/25

Attachments

Provided by Jennifer Pacheco Rodrigues De Oliveira	Your response
Proposta Técnica Instructions Anexar todo o detalhamento quantitativo do fornecimento do material e/ou prestação do serviço (sem valor comercial) Attachment None	Response to Proposta Técnica Attachment Test.pdf
Proposta Comercial Instructions Anexar oferta considerando todos os custos envolvidos. Attachment None	Response to Proposta Comercial Attachment Test.pdf

Instant Messages 0 ^

Edit Response

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Await communication of the event result **4**

In the lower corner of the screen there is an Instant Messages section for Supplier ↔ Natura communication.

All new event information, such as new chat messages, event updates, etc., are notified via email.

Please follow the buyer's instructions if you have been awarded.

Items and Services				
Items Not In Lots (1 items)				
Serviço				23.00 BRL
Expected Quantity x Price per Unit				>
Expected Quantity	Capacity	Price per Unit	Currency	
1 Serviço	1	23.00	BRL	
Total				23.00 BRL

Instant Messages 0 ^

Edit Response

Instant Messages

Search

Type new message

Having Technical Issues? Contact sourcing.support@coupa.com

Send Message

How to collaborate on a Contract

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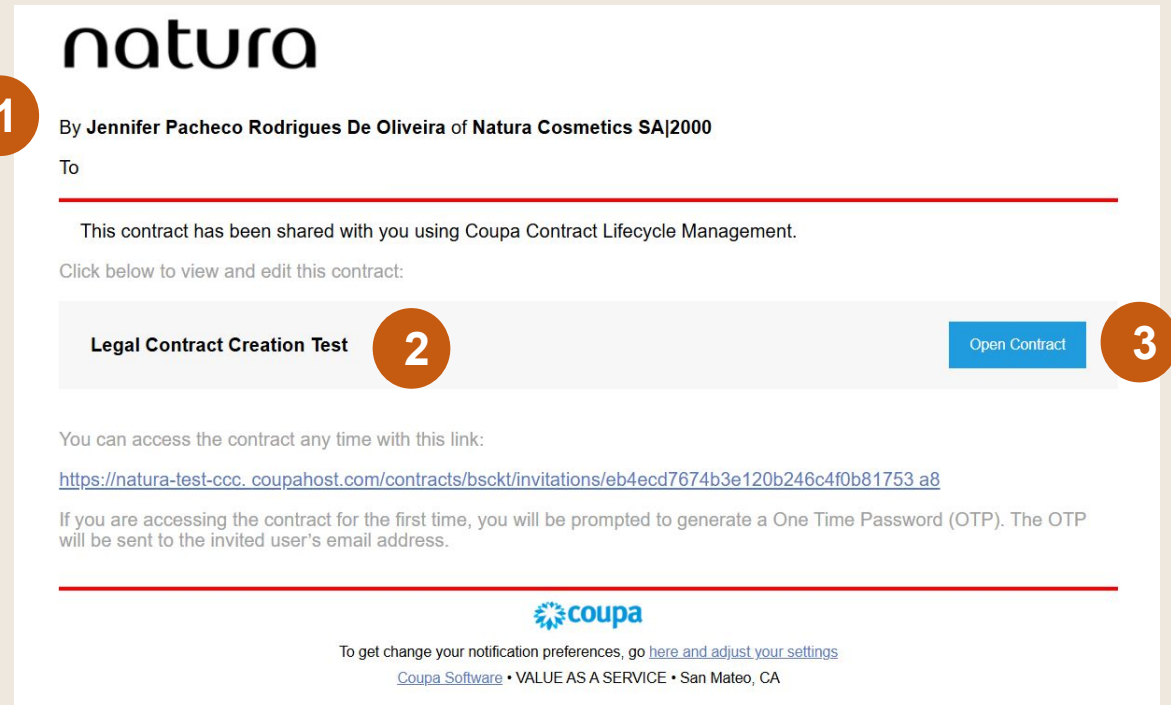
How to participate in a Sourcing Event

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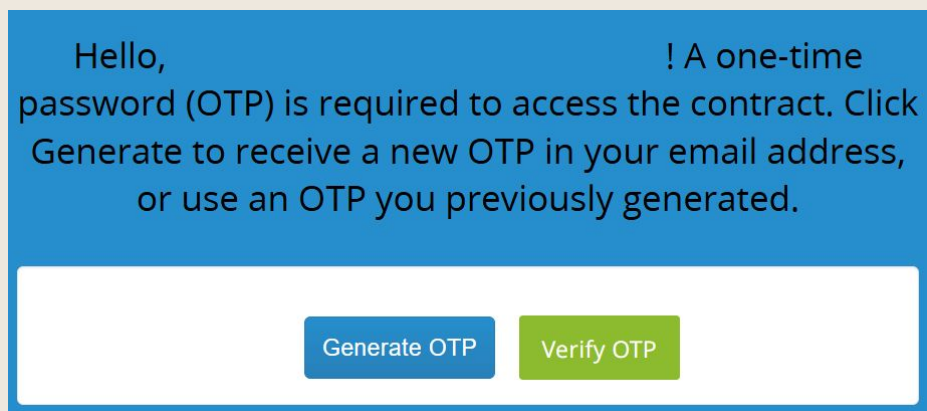
- We call contract collaboration the moment when the creation and revision of the legal document is carried out by both sides (Natura - Supplier) and then proceeds to signatures.

Invitation email for collaboration:

- You will receive an email with a link to access the document without logging into the system. You should click "**Open Contract**" to view the document..
- You can also forward this email internally so that a colleague can review the document.



- The email includes the contract sender's contact details and any messages in the email body.
 1. Contract sender
 2. Natura's message.
 3. Click "open contract" to start viewing and/or revising the contract



Upon accessing the link, you will need to insert a one-time verification code (One Time Password). Click on "Generate OTP", then insert the code sent to your email and click on "Verify".

How to collaborate on a Contract

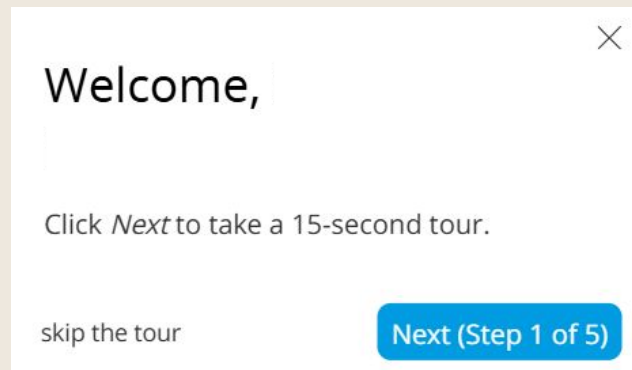
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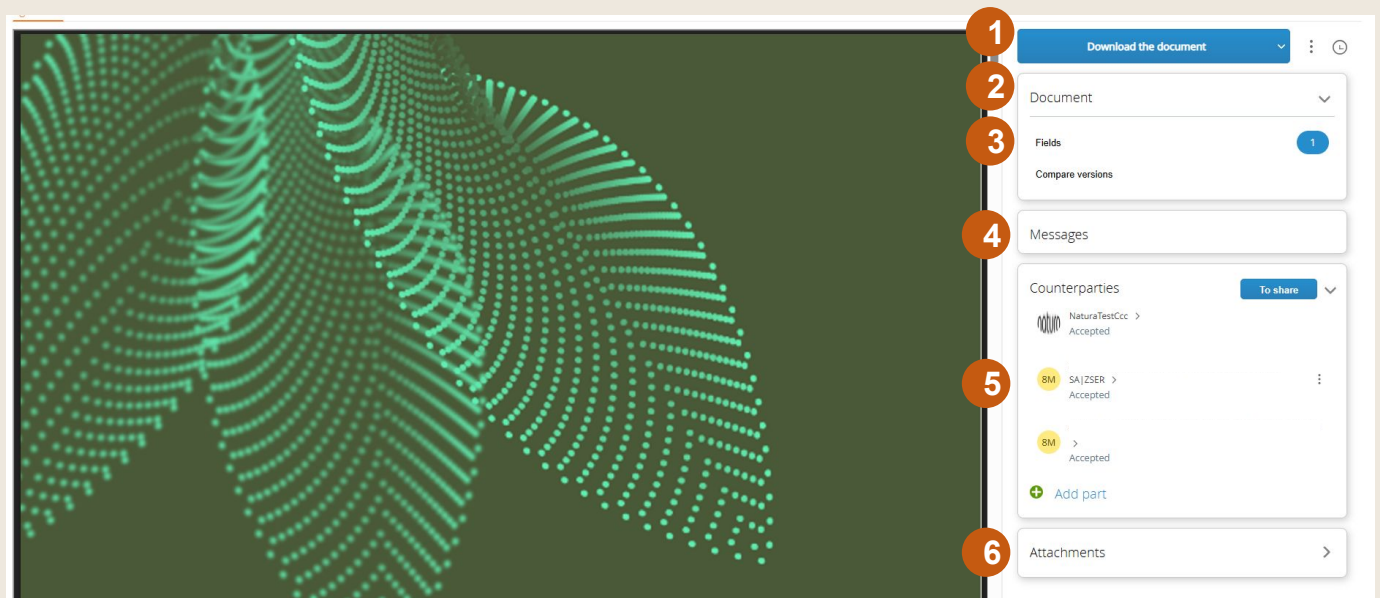
How to participate in a Sourcing Event

How to collaborate on a Contract

- After opening the contract, you will have the option to take a quick guided tour on how to review and collaborate on 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.



- System Fields Overview:



The main actions are:

- "Download the document":** In the **"Download"** option, download the current version for reading only. In the **"Download to edit"** option, download the current version for editing the document. When you download it, after you make updates in the Word version, save the file on your computer, and upload the revised file to Coupa by clicking "Upload";
- "Document":** Respond to the field indicating whether you accept the contract and save your response;
- "Compare versions":** Document version comparator. You will be able to see what was edited between any version of the document;
- "Messages":** In case of doubts or any other communication, it is possible to send messages to the counterparty through this section;
- "Counterparties":** In this section, you can view the counterparties involved in the contract and send the revised document to the counterparty (Natura);
- "Attachments":** to attach documents to the contract or view current attachments, please access this section.

On the following pages, you will see more details about each section.

How to collaborate on a Contract

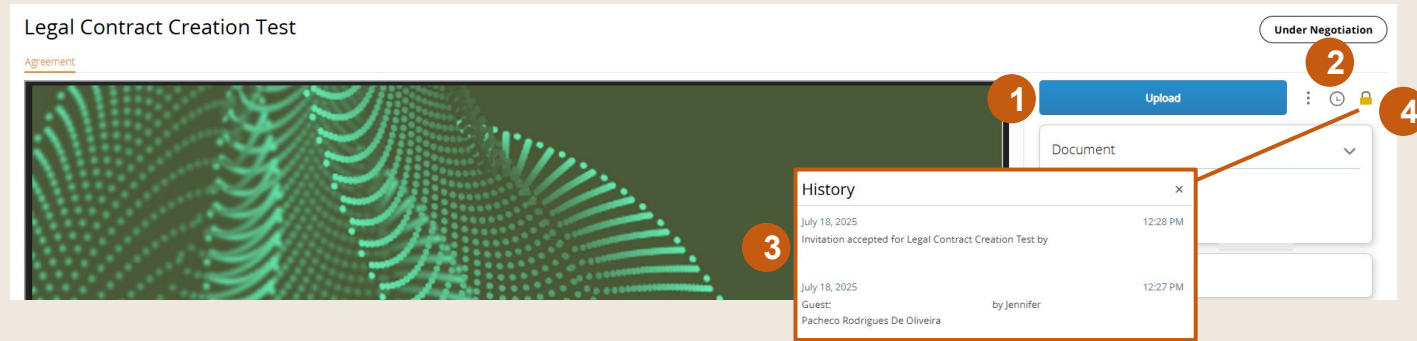
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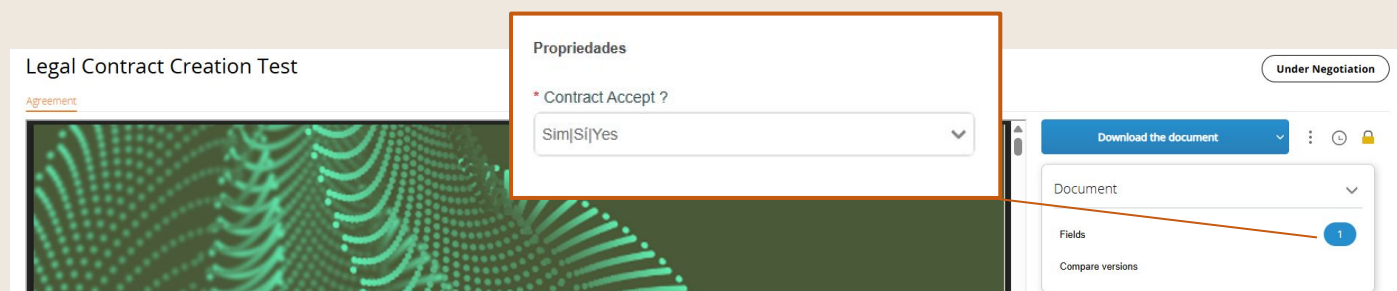
How to collaborate on a Contract

2. Document



1. **"Upload"**: To upload the edited document, click "Upload";
2. **"PDF view"**: Click for PDF view of the document.
3. **"History"**: History of actions taken by users in contract collaboration.
4. **"Cancel Lock"**: Click to unlock the document and make it available to the counterparty for editing.

NOTE: If you agree with the contract, you do not need to download it; simply fill in the field below, save, and click "Share."



- Please inform in this section if you agree with the contract.

How to collaborate on a Contract

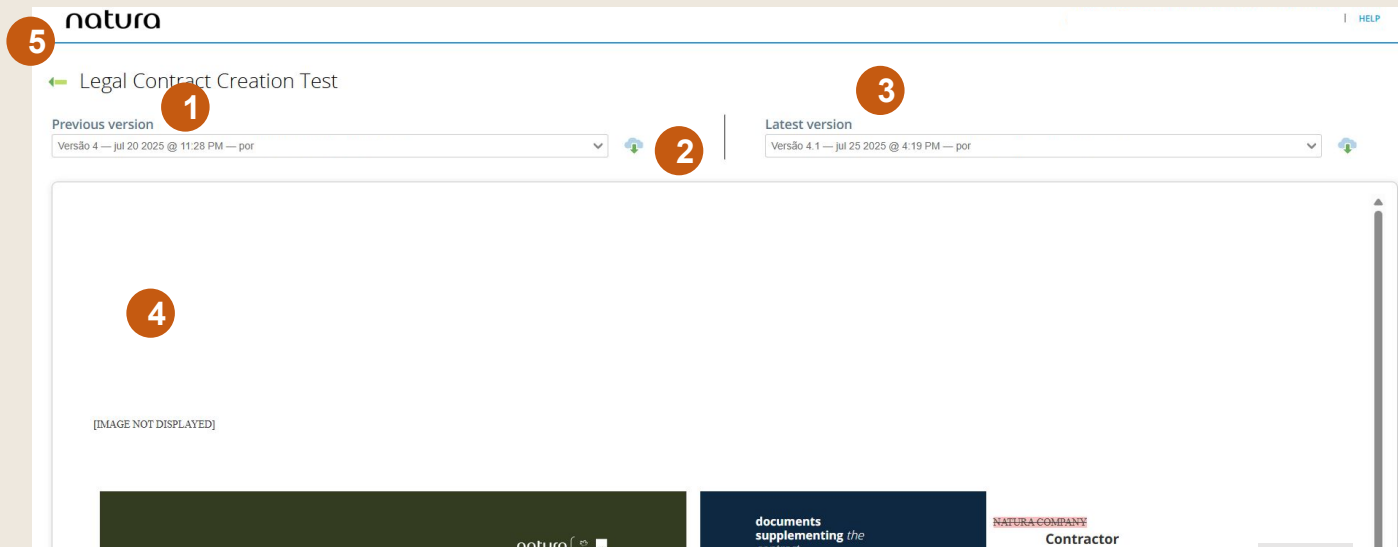
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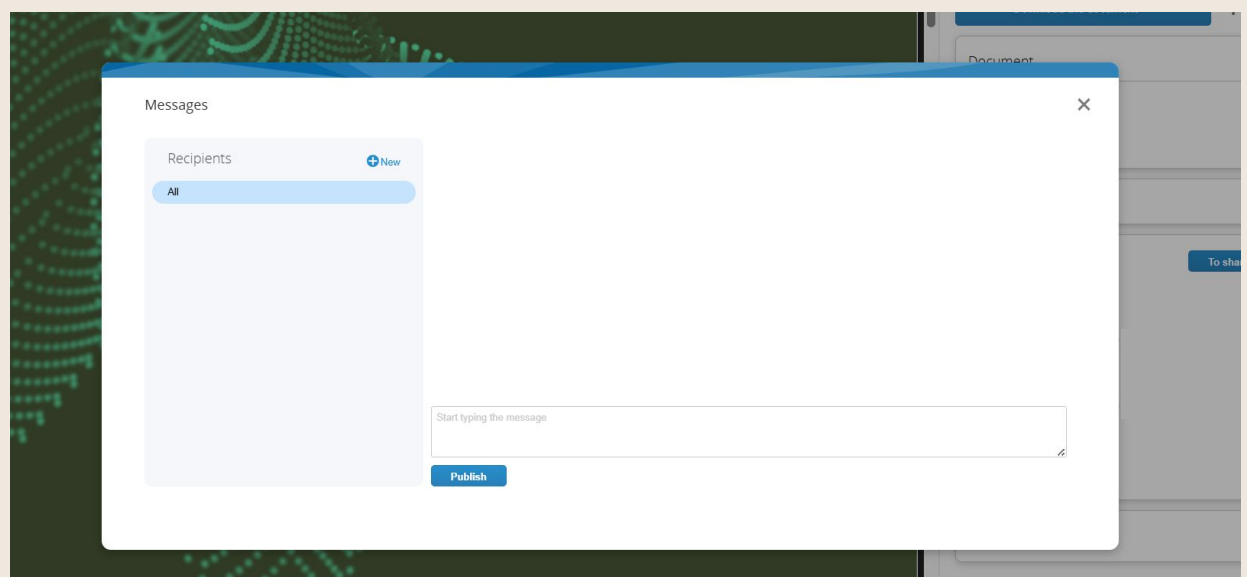
3. Compare versions



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

4. Messages

Messages



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

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5. Counterparties

Add part 1

Details 2

Name Surname

Email address

The counterparty will sign as... 3

☐ An individual (e.g., employee)
☒ An organization

Organization name

Assign tasks 4

☐ View and invite ☐ Fill in fields
☒ Edit

Message to the invited person 5

☐ Save as template

Save

6 **To add** Cancel

Add part: Section used to add a counterparty

"Details": Fill in the details of the person who will be invited

"The counterparty will sign as...": Select the type of signatory, such as company or individual;

"Assign tasks": Select the type of access the person will have;

"Message to the invited person": Write an invitation message;

"To add": To send the document to the counterparty, click "Add".

6. Attachments

Attachments

Select files to upload

Search for files

Cancel Save

No attachments

- **"Search for files":** Click to attach files from your computer;
- Click if you want to download the attached file or delete it.

How to collaborate on a Contract

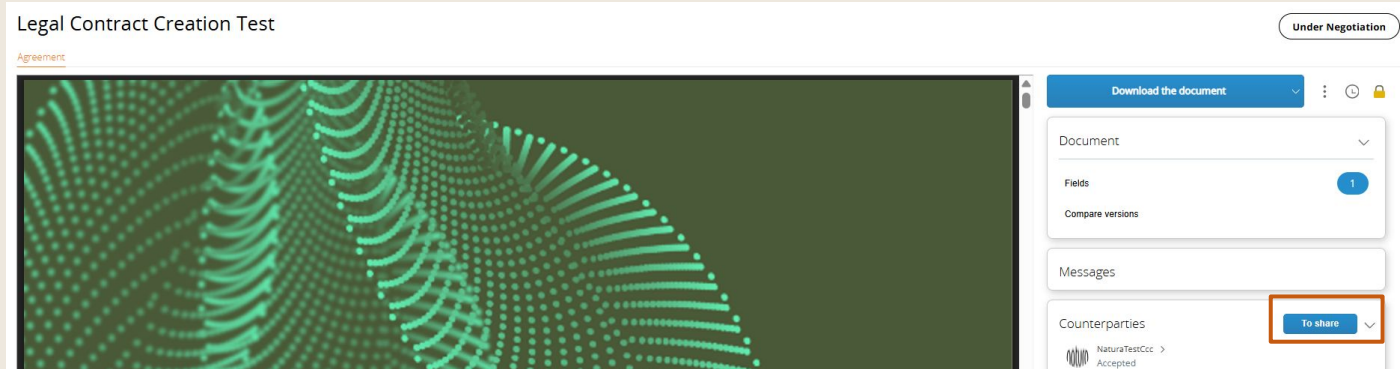
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- After reviewing the document according to the previous sections, you can share the revised document back to the buyer by simply selecting the "**Share**" button.



- This process may occur in several rounds until the parties reach a final version of the document.
- Whenever the document is shared again with you, you will receive a notification email and follow the same step-by-step instructions in this guide.
- Once the contractual negotiation process is finalized, the contract will be sent for signature via DocuSign.