

# User Guide - Coupa Supplier Portal



# Agenda

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# What are the new Solutions Implemented by Servier ?

Servier now uses the Coupa solution to manage its suppliers. This solution consists of two distinct platforms: the **Coupa Supplier Portal (CSP)**, dedicated to supplier management, and **Coupa Risk Assess (CRA)**, used to assess suppliers' risk profile.



## Coupa Supplier Portal (CSP)

## Coupa Risk Assess (CRA)

As the **CSP** is a shared platform, you may already have access through other clients. Some data and features are **common to all clients using the CSP**, while others are specific to the **relationship between your organization and Servier**.

You will find the following features within the CSP :

### Simplified Supplier–Customer Relationship Management

- Enter your administrative and financial information.
- Complete your onboarding to become an approved Servier supplier



### Sourcing Events (Tender)

- Access and respond to Servier sourcing events (RFI, RFP, RFQ..)
- Communicate with Servier buyers

The **CRA** is a platform that allows you to respond to risk assessments requested by Servier (information security, personal data, and CSR). If applicable, you will receive an email inviting you to create an account on the platform.

You will find the following features within the CRA:



### Risk Management

- Respond to risk assessments requested by Servier
- Follow the action plans put in place



This guide provides the information you need to get started with the solution and comply with Servier's requirements. If you cannot find the information you are looking for, you may refer to Coupa's official documentation available here: [Coupa Supplier Portal | Coupa](#)

# Legend



Consult



Tick



Tips



Warning



Click



Enter

**1.Mandatory Action**  
**1.Optional Action**

# 1. Access the CSP



# 1A. Log in and create your CSP account



# 1A. How to access the CSP?

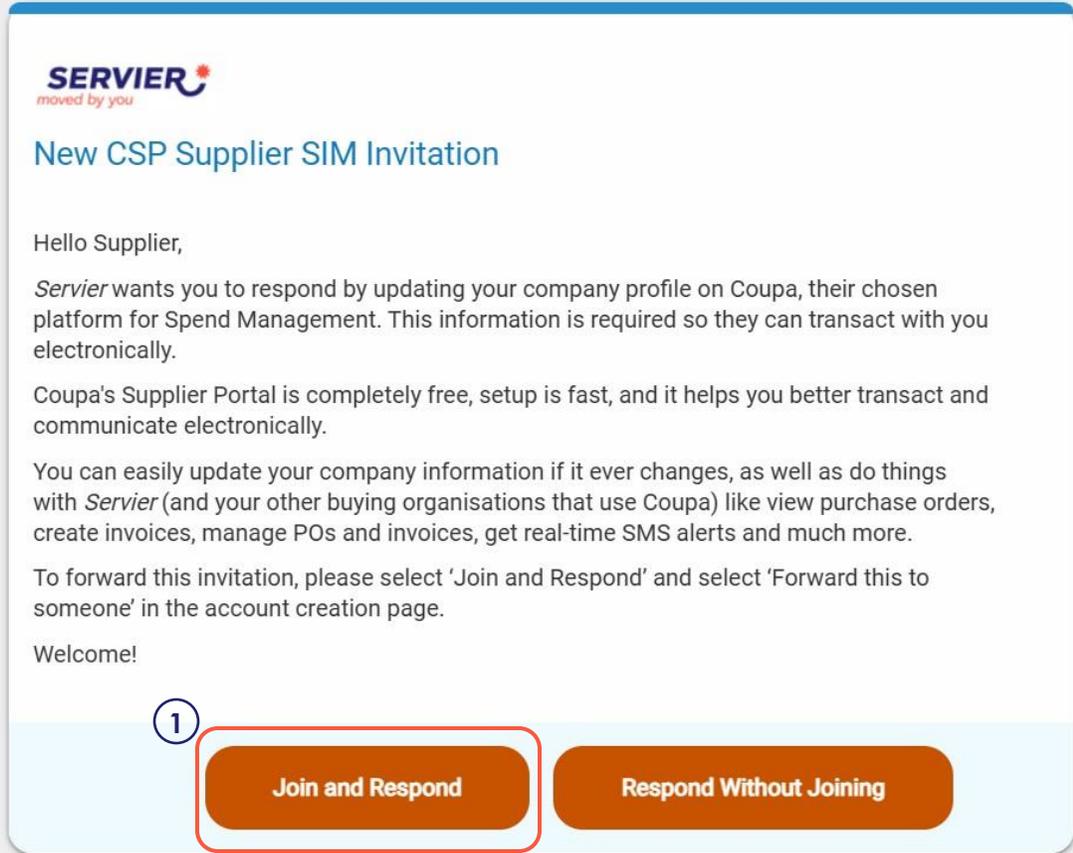
To access the **Coupa Supplier Portal (CSP)**, you must first receive an email invitation sent by Servier via Coupa ([do\\_not\\_reply@servier.coupa.com](mailto:do_not_reply@servier.coupa.com)). If you cannot find this email, please check your spam folder. The content of the invitation may vary depending on whether you are being contacted as part of a **sourcing event** or a **simple account creation** to access the Servier CSP.

**1. Click :** on « Join and Respond ». 2 options are then available. 

- Option 1: **You already have a CSP account:** you will be redirected to the CSP login page.
- Option 2: **You do not have a CSP account:** you will be invited to create an account.



**You have 30 days to accept the invitation. After this period, the invitation will expire.**



**SERVIER**  
moved by you

## New CSP Supplier SIM Invitation

Hello Supplier,

*Servier* wants you to respond by updating your company profile on Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically.

Coupa's Supplier Portal is completely free, setup is fast, and it helps you better transact and communicate electronically.

You can easily update your company information if it ever changes, as well as do things with *Servier* (and your other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

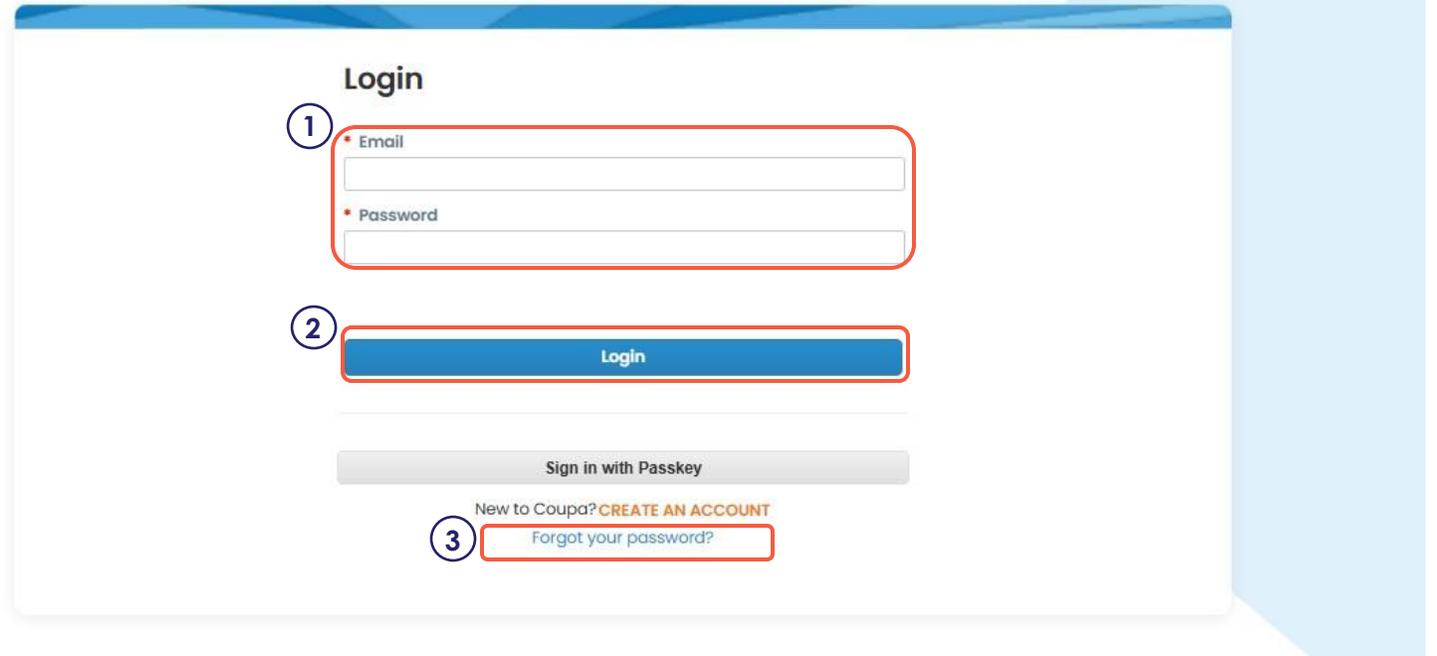
To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page.

Welcome!

1 **Join and Respond** **Respond Without Joining**

# 1A. Option 1: Logging in to your CSP account

1. **Enter:** your username and password. 
2. **Click:** to log in and access the CSP. 
3. **Click:** to access the form and enter your email address to generate a new password. 



The screenshot shows the login interface of the Coupa supplier portal. It features a 'Login' section with three numbered callouts: 1. A red box highlights the 'Email' and 'Password' input fields. 2. A red box highlights the blue 'Login' button. 3. A red box highlights the 'Forgot your password?' link. Below the login button, there is a 'Sign in with Passkey' button and a link to 'CREATE AN ACCOUNT' for new users.

# 1A. Option 1: How to add Servier as a client in your CSP account

Once you are logged in to the CSP, a menu will appear and you will be asked to provide your **payment details for Servier**. This process is completed in two steps: first, you will enter your address details, and then you will provide your payment information. Once both steps are completed, Servier will be added to your list of clients in the CSP.

1. **Enter:** the various pieces of information requested regarding your organization's main address. 
2. **Click:** to save your responses and proceed to the next step. 
3. **Click:** to save the information. 



The only payment method accepted by Servier is bank transfer. Any other payment method entered will not be usable for transactions with Servier. DO NOT select "do not accept Bank Transfer payments from Servier".

**Onboarding for servier-test (Coupa Supplier Portal)**  
Fill out the required fields so your customer can pay you.

Primary Address saved successfully

Primary Address Provide the main address associated with your business. 2 Payment Methods (Virtual Card | Bank Transfer | Remit-To Address)

**1**

**Bank Transfer**  
Please enter the following information to receive Bank Transfer payments.

Account Nickname *	Beneficiary Legal Name *
Bank Branch Country / Region *	Bank Account Currency *
France	EUR
Bank Name *	IBAN *
	27 characters
SWIFT / BIC Code *	Branch Code
8 or 11 characters	

**Additional Information**

**Bank Branch Address**  
Address Line 1

**2**

City/Town \*

XXX

State/Province/Prefecture \*

Gard - 30

+ Subdivision ISO Code

Postal Code \*

XXX

**Contact Information**

Email Address

Phone Number

+1 201-555-0123

Remittance Email

Remit-To Code

Supporting Documents

Drop or Browse Files

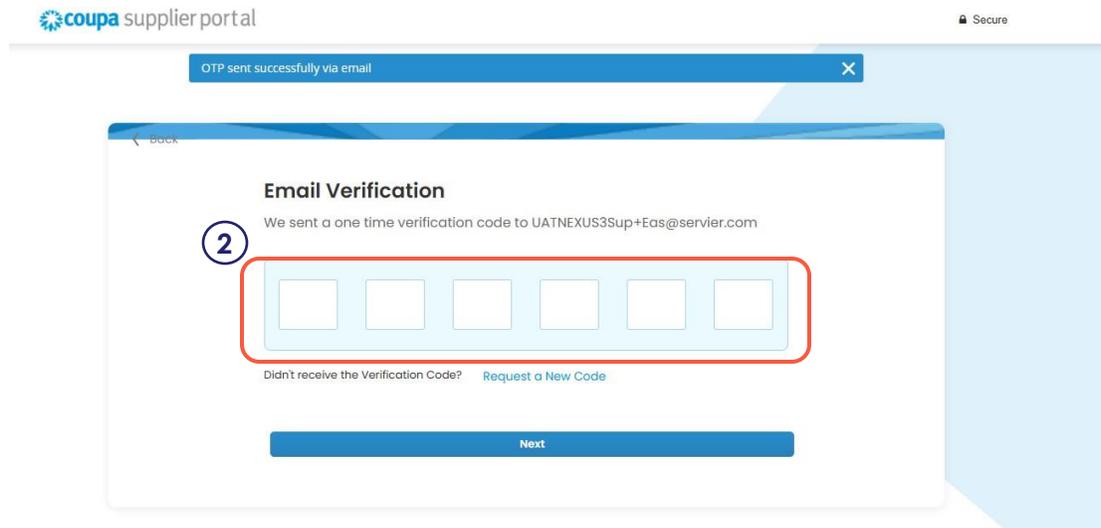
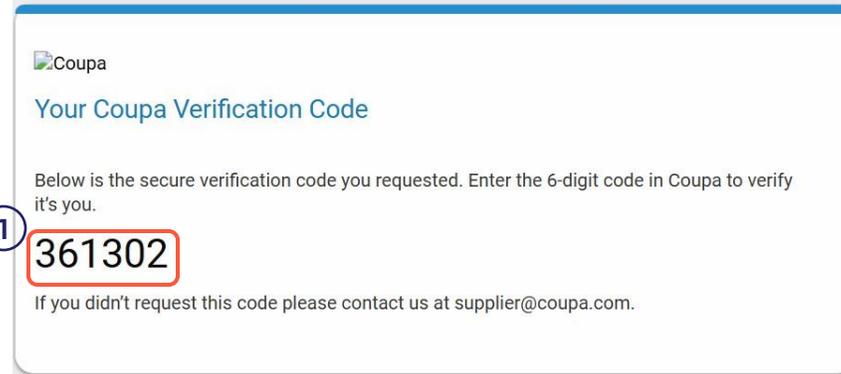
Browse

Do not accept Bank Transfer payments from Servier 

**3** Save and Next

# 1A. Option 2: How to create your CSP account ?

1. **Consult:** the code sent to your email. 
2. **Enter:** one-time code to confirm your identity in the CSP. 



# 1A. Option 2: How to create your CSP account?

Your organization may already have a CSP account. You can check here which users within your organization already have a CSP account. If applicable, **you can join an existing account** to avoid creating unnecessary additional accounts.

1. **Enter:** all the required information. 
2. **Click:** to transfer the invitation to the person in your organization whom you wish to assign the account creation to. 
3. **Click:** to proceed to the next step. 

 It is strongly recommended to check whether your organization already has a CSP account. Each account allows multiple contacts to be added, with different permission levels and customer access rights. Therefore, if an account already exists, it is preferable to join it rather than create a new one.

### Create an account

Servier uses Coupa to transact and communicate with you.  
If you can't provide this info, please send it to the right person who manages accounts.

2 [Forward this to someone](#)

1

\* Business Name  
  
Your legal business name (or legal personal name if an individual)

\* Email

\* First Name  \* Last Name   
Cannot contain special characters or symbols (like !, ?, \*, &, <, >).

\* Password  \* Confirm Password   
Use at least 8 characters and include a number and a letter.

\* Country/Region  \* VAT ID   
 I do not have a Tax ID

I accept the [Privacy Policy](#) and [Terms of Use](#)

3

Already have an account? [Log In](#)

# 1A. Option 2: How to create your CSP account ?

- 1. Enter:** You can fill in the different fields in the section if you want to check CSP accounts linked to email addresses sharing the same domain name. 
- 2. Tick:** If you do not need to check whether other CSP accounts exist within your organization. 
- 3. Click:** Once one of the two options has been selected, you can proceed to the next step. 



You can only transfer the invitation to someone within your organization who has the same domain name as you.

### Join an Existing Account?

1 Provide any of the additional info to get better suggestions.

View existing accounts matching email domain **suppliertestA.com**

Business Name  
Supplier test A

Country/Region  
France x v

Address Line 1  
+

City State Postal Code

Tax ID DUNS Number  
FR67494320716

2  No, continue creating a new account

3 **Next**

# 1A. Option 1: How to add Servier as a client in your CSP account?

Once you are logged in to the CSP, a menu will appear and you will be asked to provide your **payment details for Servier**. This process is completed in two steps: first, you will enter your address details, and then you will provide your payment information. Once both steps are completed, Servier will be added to your list of clients in the CSP.

1

2

1. **Enter:** the various pieces of information requested regarding your organization's main address. 
2. **Click:** to save your responses and proceed to the next step. 
3. **Click:** to save the information. 

## Onboarding for servier-test (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

Primary Address saved successfully

Primary Address Provide the main address associated with your business. 2  Payment Methods (Virtual Card | Bank Transfer | Remit-To Address)

### Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname *	Beneficiary Legal Name *
<input type="text"/>	<input type="text"/>
Bank Branch Country / Region *	Bank Account Currency *
<input type="text" value="France"/>	<input type="text" value="EUR"/>
Bank Name *	IBAN *
<input type="text"/>	<input type="text" value="27 characters"/>
SWIFT / BIC Code *	Branch Code
<input type="text" value="8 or 11 characters"/>	<input type="text"/>

### Additional Information

Bank Branch Address

Address Line 1

City/Town \*

State/Province/Prefecture \*

+ Subdivision ISO Code

Postal Code \*

### Contact Information

Email Address

Phone Number

Remittance Email

Remit-To Code

Supporting Documents

Drop or Browse Files

Do not accept Bank Transfer payments from Servier 

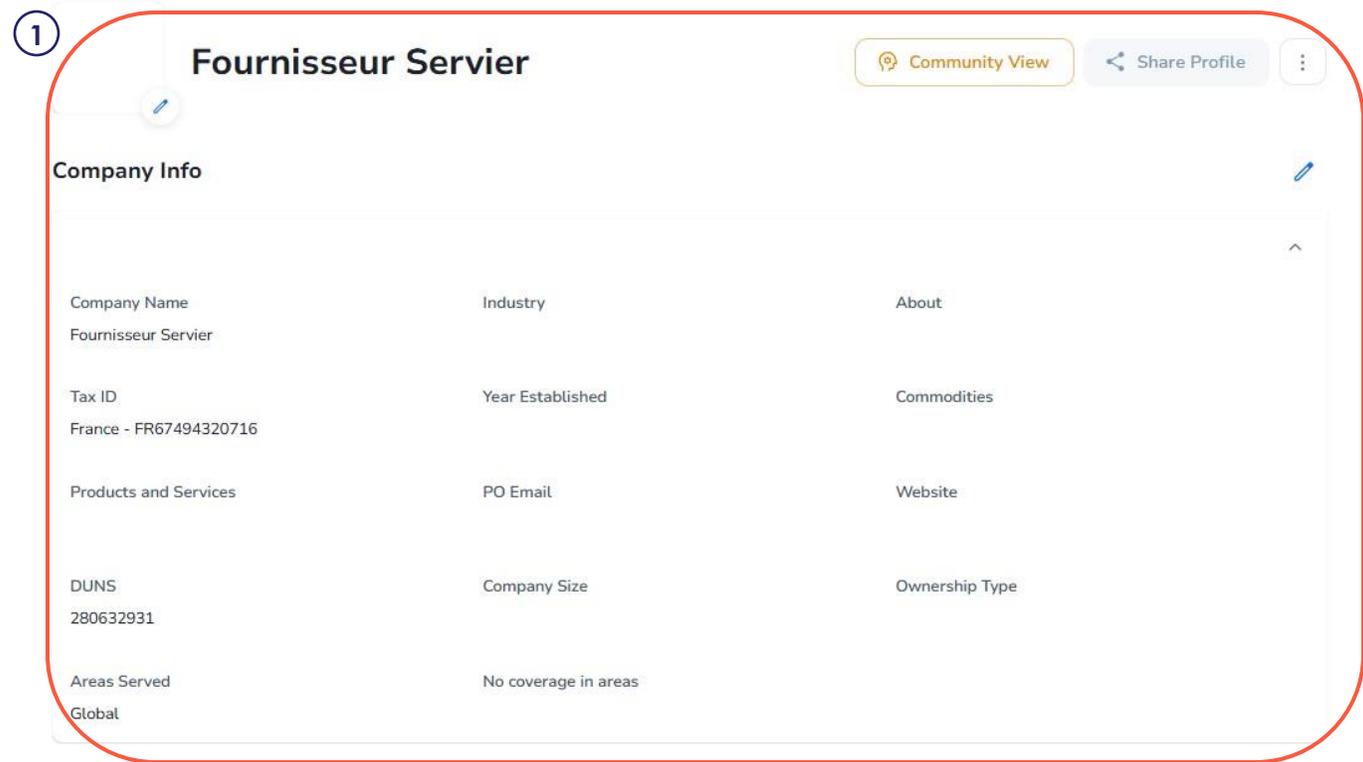
3



The only payment method accepted by Servier is bank transfer. Any other payment method entered will not be usable for transactions with Servier. DO NOT select "do not accept Bank Transfer payments from Servier".

# 1A. Option 2 : How to enter my administrative information and contacts?

Your account has now been created, and you have access to the **various CSP features**. However, your account **is not yet fully set up**, and some information still needs to be completed.



1. **Enter:** your company's administrative information. 

# 1A. Option 2: How do I complete my administrative information and contacts?

Your account has now been created and you have access to the **different CSP functionalities**. However, your account is not yet fully set up **and some information still needs to be completed**.

1. **Enter:** Your company contacts. (More information on contact management can be found on **page 18**). 
2. **Enter:** The different locations of your organization. 

### Contacts

1

Add User

Name	Primary Contact	Email	Work Number	Purpose	Actions
Jean Dupont	Yes	UATNEXUS3Sup+SupB@servier.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	

Per page 5 | 15 | 30

### Addresses

2

Add Address

Address	Primary Address	City	State	Postal Code	Country/Region	Actions
RUE DE L'AUBISQUE	Yes	SERRES-CASTET		64121		

Per page 5 | 15 | 30

# 1A. Option 2: How to create a legal entity?

To finalize the creation of your profile, you must provide at least one **legal entity** for your organization. Please ensure that all legal entities that will carry out transactions with Servier are completed.

1. **Click:** on "Company Profile" "Legal Entities".
2. **Click:** on "Legal Entities".
3. **Click:** to access the invitation form.
4. **Enter:** the required fields.
5. **Click:** to save the legal entity.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', and 'Items'. The 'Business Profile' menu is highlighted with a red box and a circled '1'. Below it, the 'Legal Entities' sub-menu is highlighted with a red box and a circled '2'. The 'Legal Entities' page is displayed, showing a table with columns for 'Legal Entity Name', 'Invoice From Address', 'Tax ID', and 'Linker'. A 'Create' button is highlighted with a red box and a circled '3'. Below the table, it says 'No legal entity found. Please'. To the right, the 'Create Legal Entity' form is shown, which is highlighted with a red box and a circled '4'. The form includes fields for 'Legal Entity Name', 'Country/Region', 'Invoice From Address' (with sub-fields for Country/Region, Address Line 1, Address Line 2, City, State, and Postal Code), 'Ship From Address' (with a checkbox for 'Same as Invoice From Address'), and 'Remit-To Address' (with a checkbox for 'Same as Invoice From Address'). At the bottom right, the 'Save' button is highlighted with a red box and a circled '5', and the 'Cancel' button is also visible.

 Please ensure that all legal entities that will work with Servier France are fully completed. It will not be possible to proceed with transactions without this information.\*

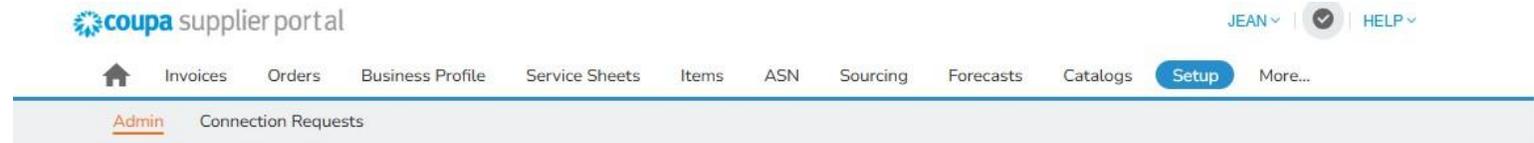
\*Some purchasing categories will not be covered by the CSP. If applicable, you will be informed by your buyer.

# 1B. Manage your CSP account



# 1B. How to manage your organization's contacts?

You can add multiple contacts from your organization so they can access the CSP. For each contact, you can **define the permission levels** to be granted as well as the **customers they will have access** to, as the CSP is a shared portal.



1. **Click:** You can manage the permission level you wish to assign to your profile.
2. **Clicker:** to access the invitation form.

## Admin Users 2

Users

- Worker Portal Access
- Merge Requests
- Merge Suggestions
- Requests to Join
- Fiscal Representatives
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)
- OAuth2/OpenID
- Connect Clients

**Invite User** View All Search

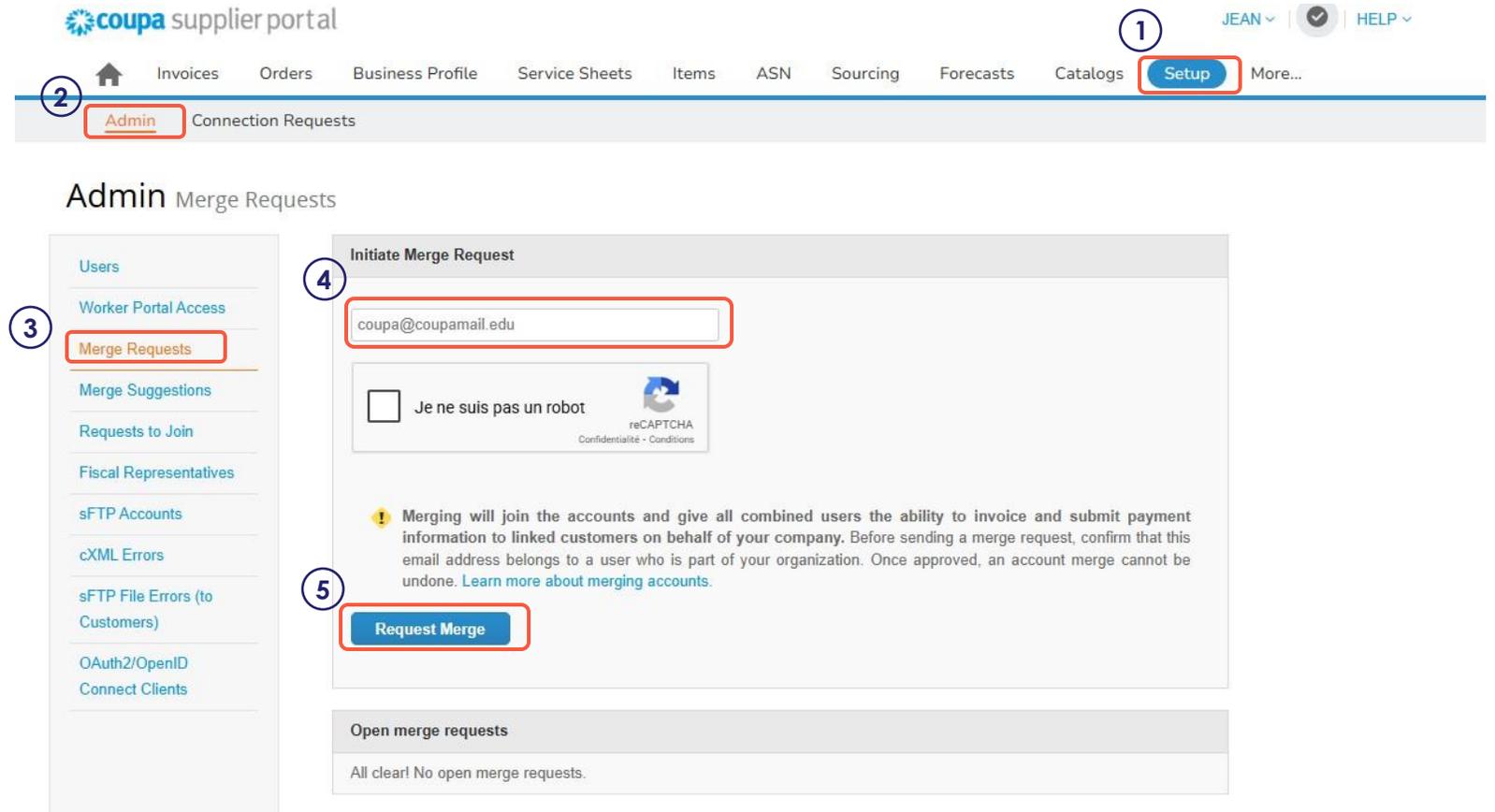
User Name	Email	Status	Permissions	Customer Access	Purpose	Actions <span>1</span>
Jean Dupont	UATNEXUS3Sup+SupB@servier.com	Active	ASNs Admin Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Navi Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	Servier - SUPB#54692427 Servier - SUPB#54692427	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	<b>Edit</b>

Per page 5 | 10 | 15

# 1B. How to merge CSP accounts within your organization?

If your organization has multiple CSP accounts, you can **merge certain accounts** to simplify the day-to-day management of the CSP. Please note that different **permission levels and customer access** can be assigned to the various contacts within your organization.

1. **Click:** on « Configuration ». 
2. **Click:** on « Admin ». 
3. **Click:** sur « Merge Requests ». 
4. **Enter:** the email address of the CSP account within your organization that you want to merge with. 
5. **Click:** to submit the merge request. Submitting the request does not immediately merge the accounts; you will then be able to choose which account will become the parent account. 



The screenshot shows the Coupa Supplier Portal interface. At the top right, the user name 'JEAN' and a 'HELP' link are visible. A red box labeled '1' highlights the 'Setup' button in the top navigation bar. Below the navigation bar, a red box labeled '2' highlights the 'Admin' button. On the left sidebar, a red box labeled '3' highlights the 'Merge Requests' menu item. The main content area is titled 'Admin Merge Requests'. A red box labeled '4' highlights the email address input field containing 'coupa@coupamail.edu'. Below the input field is a reCAPTCHA challenge with the text 'Je ne suis pas un robot'. A red box labeled '5' highlights the 'Request Merge' button. Below the main content area, there is a section titled 'Open merge requests' which displays the message 'All clear! No open merge requests.'

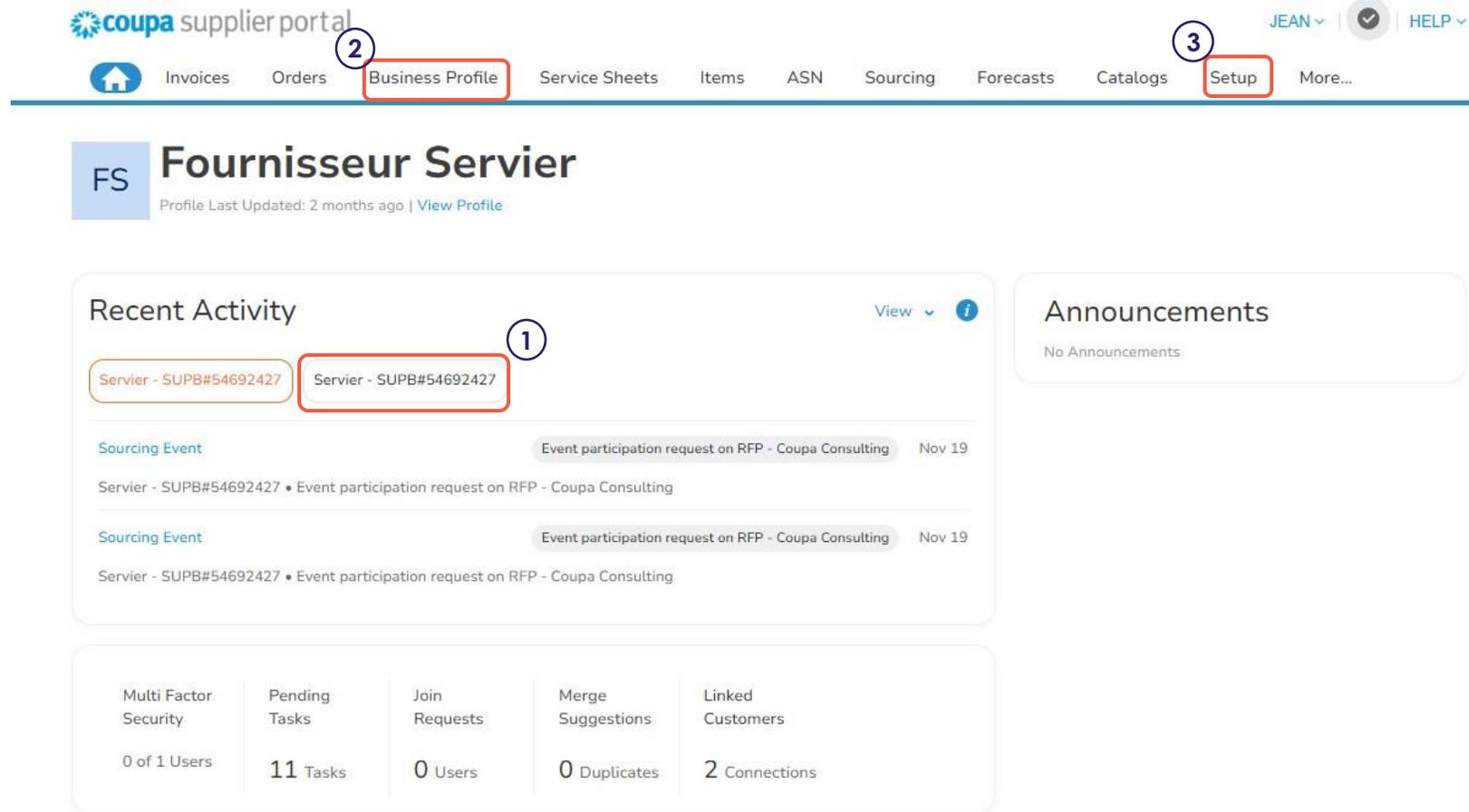
# 1C. CSP features



# 1C. What features are available on the CSP?

The CSP offers various features. Depending on the customer profile selected, you **will have access to more or fewer features**.

- 1. Click:** here to switch from one customer to another and access the information related to the selected customer. 
- 2. Click:** on "Company Profile". Here, you can update your general administrative information, your legal entities, and complete the information forms required by Servier. 
- 3. Click:** on "Configuration" to access your account settings (contact management, merge requests, etc.). 



The screenshot shows the Coupa Supplier Portal interface for a Servier supplier. The navigation bar at the top includes tabs for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogs, Setup, and More... The 'Business Profile' and 'Setup' tabs are highlighted with red boxes and numbered 2 and 3 respectively. The main content area displays the 'Fournisseur Servier' profile, with a 'View Profile' link. Below this is the 'Recent Activity' section, which contains two entries for 'Sourcing Event' with the text 'Event participation request on RFP - Coupa Consulting' and the date 'Nov 19'. The 'Business Profile' tab and the first 'Recent Activity' entry are highlighted with red boxes and numbered 1 and 2 respectively. To the right of the 'Recent Activity' section is an 'Announcements' section with the text 'No Announcements'. At the bottom of the page, there is a summary table with the following data:

Multi Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
0 of 1 Users	11 Tasks	0 Users	0 Duplicates	2 Connections

 The tabs not mentioned are currently not part of the features available to Servier suppliers. You will be informed in advance when these features become available.

## 2. Servier onboarding prerequisites



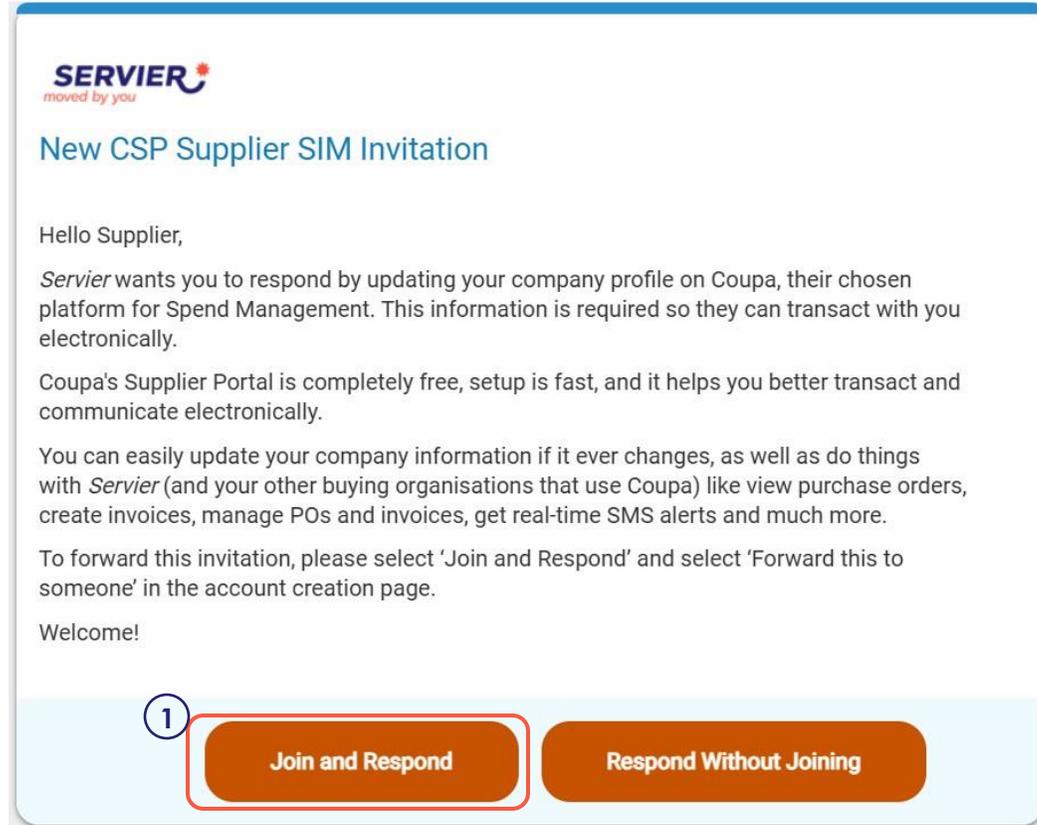
# 2A. Complete the Servier Onboarding Form



## 2A. How to complete the Servier onboarding form?

If you are a **new Servier supplier**, you must **complete an onboarding form** within the CSP. This may apply whether or not you already have a CSP account. If you are already a Servier supplier, you do not need to complete this onboarding form.

- 1. Click:** You will receive an email invitation to complete an information form. Access the form by clicking on "Join and Respond". If you already have a CSP account, you will be prompted to log in using your usual credentials. Otherwise, you will be asked to create a Coupa account (see page 10). 



**SERVIER**  
moved by you

### New CSP Supplier SIM Invitation

Hello Supplier,

*Servier* wants you to respond by updating your company profile on Coupa, their chosen platform for Spend Management. This information is required so they can transact with you electronically.

Coupa's Supplier Portal is completely free, setup is fast, and it helps you better transact and communicate electronically.

You can easily update your company information if it ever changes, as well as do things with *Servier* (and your other buying organisations that use Coupa) like view purchase orders, create invoices, manage POs and invoices, get real-time SMS alerts and much more.

To forward this invitation, please select 'Join and Respond' and select 'Forward this to someone' in the account creation page.

Welcome!

1 [Join and Respond](#) [Respond Without Joining](#)

## 2A. How to complete the Servier onboarding form?

After creating your CSP account (see [page 9](#)) and fulfill the Primary Address field, you will be asked to provide your **administrative** and **financial** information.

1. **Enter:** the required financial information. 

2. **Enter:** the required financial information. 

3. **Click:** to proceed to the next step. 

### Onboarding for servier-test (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

Primary Address saved successfully

Primary Address  
Provide the main address associated with your business.

Payment Methods  
(Virtual Card | Bank Transfer | Remit-To Address)

1

#### Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname *	Beneficiary Legal Name *
<input type="text"/>	<input type="text"/>
Bank Branch Country / Region *	Bank Account Currency *
<input type="text" value="France"/>	<input type="text" value="EUR"/>
Bank Name *	IBAN *
<input type="text"/>	<input type="text" value="27 characters"/>
SWIFT / BIC Code *	Branch Code
<input type="text" value="8 or 11 characters"/>	<input type="text"/>

#### Additional Information

##### Bank Branch Address

Address Line 1

2

City/Town \*

State/Province/Prefecture \*

+ Subdivision ISO Code

Postal Code \*

---

#### Contact Information

Email Address

Phone Number

Remittance Email

Remit-To Code

Supporting Documents

Drop or Browse Files

Do not accept Bank Transfer payments from Servier

3

Save and Next



The only payment method accepted by Servier is bank transfer. Any other payment method entered will not be usable for transactions with Servier. DO NOT select "do not accept Bank Transfer payments from Servier".

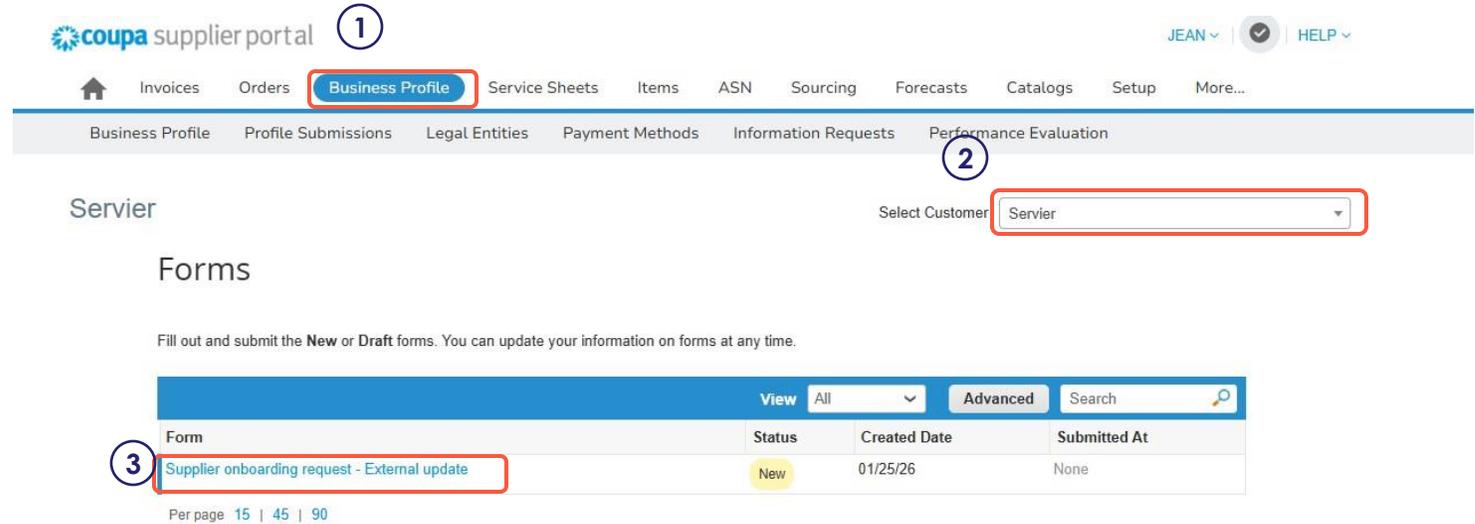
## 2A. How to complete the Servier onboarding form?

You can access the **different information forms** that you need to complete. You can filter by customer. This is only required if you are a **new Servier supplier**. If you are **already doing business** with Servier, please **disregard this message**.

1. **Click:** on “Company Profile”→“Information Requests”. 

2. **Click:** to filter by “Servier”. 

3. **Click:** to open the selected form 



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal' and user information 'JEAN' and 'HELP'. The main navigation menu has 'Business Profile' highlighted with a red box and a circled '1'. Below it, a sub-menu shows 'Information Requests' with a circled '2'. A 'Select Customer' dropdown menu is set to 'Servier' with a red box and a circled '2'. The 'Forms' section displays a table with one row: 'Supplier onboarding request - External update' with a status of 'New', a created date of '01/25/26', and a submitted date of 'None'. This row is highlighted with a red box and a circled '3'. The table also includes a 'View' dropdown set to 'All', an 'Advanced' search button, and pagination information 'Per page: 15 | 45 | 90'.

Form	Status	Created Date	Submitted At
Supplier onboarding request - External update	New	01/25/26	None



**You have a limited time to complete the form. After this deadline, you will no longer be able to access the form, and Servier will need to generate a new one.**

## 2A. How to complete the Servier onboarding form?

You must complete various **administrative** and **financial** information fields. We would like to draw your particular attention to the “**payment details**” section: if this section is not fully completed, it will not be possible to carry out transactions with Servier. This is only required if you are a **new Servier supplier**. If you are **already doing business** with Servier, please **disregard this message**.

- 1. Enter:** You must complete all fields required by Servier in order to finalize your onboarding.. 
- 2. Click:** to access the payment details form and select one of the payment methods you have already completed previously. 
- 3. Click:** to submit your form to Servier. 

Supplier update

**1**

**\*Primary Address**

Address Purpose  
Payment address 

**\* Region**

Country/Region  
France

State Region  
AL 

State ISO Code  
US-AL

Address Name

**\* Street Address**

**1**

**\* Annual turnover**  
EUR

Please enter the value in Euro (€)

Supplier website 

**\* Company Size**

**\* Could you indicate whether your organization belongs to any of the following categories related to social and professional adapted employment? If so, please specify.**

Select

- Entreprise d'insertion - EI
- Association intermédiaire - AI
- Atelier chantier d'insertion - ACI
- Entreprise de travail temporaire d'insertion - ETTI
- Entreprise d'insertion par le travail indépendant - EITI
- Groupement d'employeurs pour l'insertion et la qualification - GEIQ
- Services et produits réalisés en prison - SEP
- Entreprise adaptée - EA
- Entreprise adaptée de travail temporaire - EATT
- Etablissement et service d'aide par le travail - ESAT

**\*Supplier's sales details**

Contact Purpose  
Select Some Options 

**\*First Name**  
Jean

**\*Last Name**  
Dupont

**\*Email address**  
UATNEXUS3Sup+Eas@servier.com

Work Phone  
Other

Country/Region Area/City Local Extension (optional)

Mobile Phone

**1**

**\*Remit-To Addresses**  
Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

Add Remit-To

**\*Remit-To Address**

Region  
Country/Region  
United States

State Region  
None

State ISO Code

Bank Account Number 

IBAN Number 

Remit To Contact Email 

SWIFT Code (BIC) 

**2**

**\* Banking Supporting Document**  
Choisir un fichier | Aucun fichier n\_été sélectionné

**3**

Decline Save **Submit for Approval**

# 2B. Complete a Risk Assessment Requested by Servier



## 2B. How to respond to a Servier risk assessment form?

Depending on your organization's **risk profile**, Servier may ask you to complete dedicated forms in order to assess these risks. If applicable you will receive an e-mail from [noreply@servier.risk-mail.coupacloud.com](mailto:noreply@servier.risk-mail.coupacloud.com). These forms may cover **information security** and/or **data protection**. If these risks apply to you, you will receive an email inviting you to create an account on **Coupa Risk Assess (CRA)**, which is separate from the Servier CSP.

1. **Click:** You will receive an email containing your login details and inviting you to create an account on Coupa Risk Assess (CRA) via the dedicated link. 

2. **Consult:** you will receive an email containing your password to be entered using the link previously received. 

### A Coupa Risk Assess account has been created for you

Dear XXX XXX,

A Coupa Risk Assess account has been created for you.

Your Username is: [uatnexus3sup+1-2-3@servier.com](mailto:uatnexus3sup+1-2-3@servier.com)  
Please use the link below and the authentication code provided in a separate email with the subject "Your Coupa Risk Assess authentication code" to login to Coupa Risk Assess.

[https://servier-test.risk.coupacloud.com/External/\\_si7314?xS=eQgVM5HwX%2FuppTKRuMw%2FIAdckKuGmugph6DMt4hk2LEVCt8vWqk3uR2V3MNPanODOchm%2FFmJRSEbv6Vd4TKb2nZf8OlayWFKwKImEnwfgB9o1slYex45smumV%2F3FnmlAFrJtPMRAdPjDFboUUOSNrqgHu7njLULAr4eStM9NniAUBRI8W0fAvDITMe1dtp1yKJlaUg26Q%3D](https://servier-test.risk.coupacloud.com/External/_si7314?xS=eQgVM5HwX%2FuppTKRuMw%2FIAdckKuGmugph6DMt4hk2LEVCt8vWqk3uR2V3MNPanODOchm%2FFmJRSEbv6Vd4TKb2nZf8OlayWFKwKImEnwfgB9o1slYex45smumV%2F3FnmlAFrJtPMRAdPjDFboUUOSNrqgHu7njLULAr4eStM9NniAUBRI8W0fAvDITMe1dtp1yKJlaUg26Q%3D)

If you have any questions please contact your administrator at [riskassessment@servier.com](mailto:riskassessment@servier.com).

Thank you for using Coupa Risk Assess!  
The Coupa Risk Assess Team

This email was intended for XXX XXX .

Coupa Risk Assess - Disclaimer  
This communication and any files or attachments transmitted with it may contain information that is confidential, privileged, and exempt from disclosure under applicable law. It is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient, you are hereby notified that any use, dissemination, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us [here](mailto:help@servier.com) so that we may take the appropriate action.

### Your Coupa Risk Assess authentication code

Dear XXX XXX,

Enclosed is the authentication code needed to login to the Coupa Risk Assess system.

Your authentication code is **BDTDSTf**

A link to login was sent to you in a separate email. Please refer to that email for instructions on using your authentication code to login to your Coupa Risk Assess account.

If you have any questions please contact your administrator at [riskassessment@servier.com](mailto:riskassessment@servier.com).

Thank you for using Coupa Risk Assess!  
The Coupa Risk Assess Team

This email was intended for XXX XXX .

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**Risk assessment forms must be completed in Coupa Risk Assess (CRA). A dedicated account must be created, as your CSP login credentials will not work.**

## 2B. How to complete a Servier risk assessment form?

Depending on your organization's **risk profile**, Servier may ask you to complete dedicated forms to assess these risks. [noreply@servier.risk-mail.coupacloud.com](mailto:noreply@servier.risk-mail.coupacloud.com)  
These forms may relate to **information security** and/or **data protection**. If your organization is affected by one of these risks, you will receive an email inviting you to create an account **on Servier's risk assessment platform** (CRA), which is separate from the Servier CSP.

1. **Click:** You will receive an email containing a link to the questionnaire that Servier asks you to complete. 
2. **Consult:** the deadline to complete the form. 

### Information Security Questionnaire is ready to complete

Dear XXX,

Thank you for your interest in providing services to Servier. We require all our third party representatives, suppliers and partners to complete a due diligence screening process prior to executing an agreement and periodically while providing services. As such, we kindly ask that you complete the online Information Security Questionnaire by **11/30/2025**. You can access this by clicking on the **R Portal**. 

Please do not hesitate to contact us (**email address here**) should you have any questions about the due diligence process, or if you have any difficulty logging into the system. Please include the name of the assessment you are trying to complete and the name of your company. 

Thank you, in advance, for your cooperation in this important process.

Coupa Risk Assess - Disclaimer

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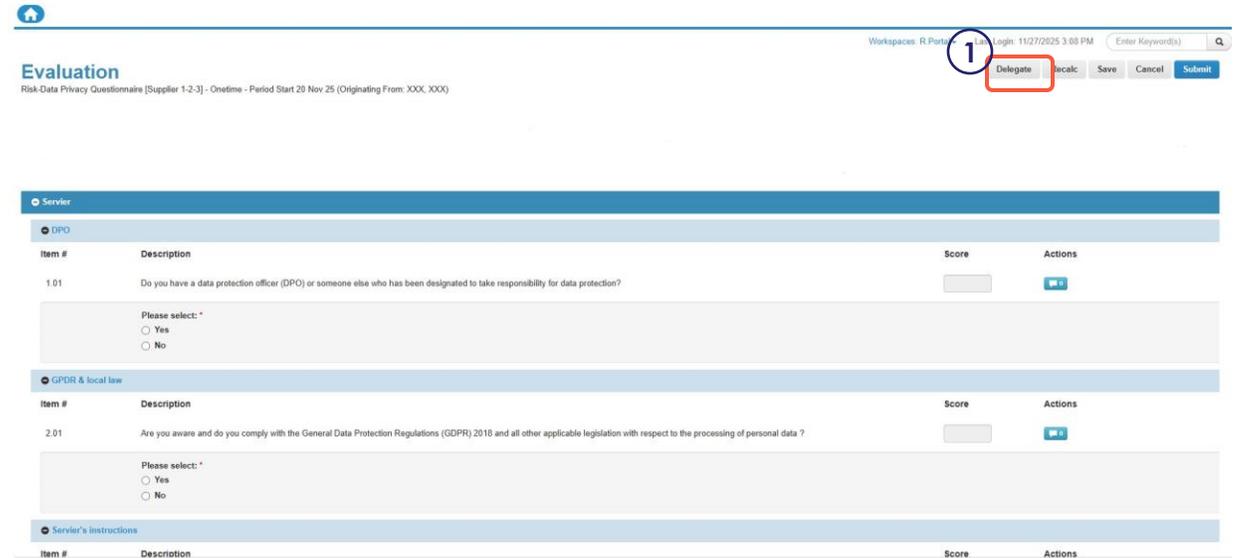


**You are required to meet the deadline to submit your completed questionnaire. After this deadline, the risk assessment will be reset.**

## 2B. How to delegate the completion of a form to another person in your organization?

If you are unable to complete one or more questionnaires, you **can delegate this task to another person** within your organization. They will receive an automatic email invitation to create an account.

- 1. Click:** to delegate the completion of the form to someone in your organization. 
- 2. Enter:** the contact details of the person of your choice. 
- 3. Click:** to confirm the delegation of the questionnaire. The selected person within your organization will receive an email invitation to create an account. 



Workspaces: R.Part... Last Login: 11/27/2025 3:08 PM Enter Keyword(s) 

**1** Delegate Back Save Cancel Submit

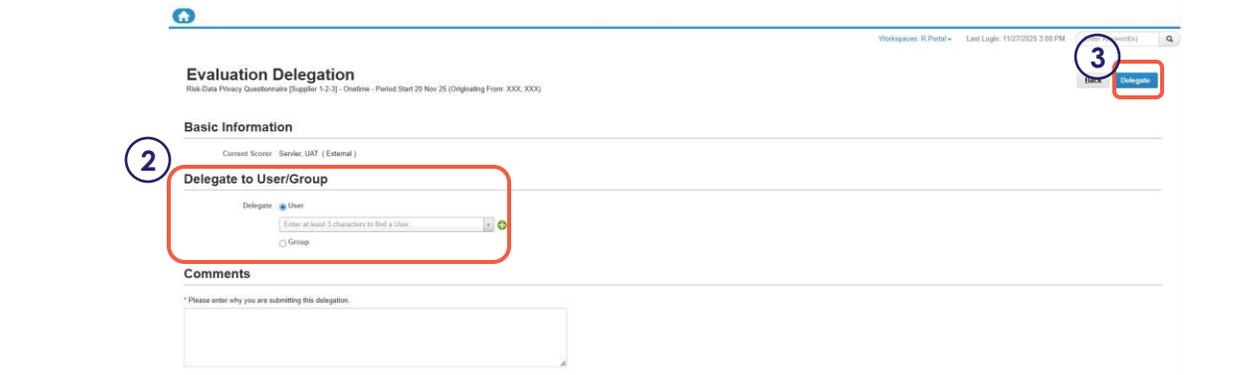
**Evaluation**  
Risk-Data Privacy Questionnaire [Supplier 1-2-3] - Onetime - Period Start 29 Nov 25 (Originaling From: XXX,XXX)

**Server**

Item #	Description	Score	Actions
1.01	Do you have a data protection officer (DPO) or someone else who has been designated to take responsibility for data protection?  Please select: * <input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	
2.01	Are you aware and do you comply with the General Data Protection Regulations (GDPR) 2016 and all other applicable legislation with respect to the processing of personal data ?  Please select: * <input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	

**Server's Instructions**

Item #	Description	Score	Actions
--------	-------------	-------	---------



Workspaces: R.Part... Last Login: 11/27/2025 3:08 PM Enter Keyword(s) 

**3** Delegate Back

**Evaluation Delegation**  
Risk-Data Privacy Questionnaire [Supplier 1-2-3] - Onetime - Period Start 29 Nov 25 (Originaling From: XXX,XXX)

Current Score: Server: UAT (External)

**2** Delegate to User/Group

Delegate  User  
Enter at least 3 characters to find a User.   
 Group

**Comments**

\* Please enter why you are submitting this delegation.



Once you have delegated a questionnaire, you will no longer be able to access it.

# 2C. Link Your EcoVadis Account to the CSP



## 2C. How to complete a Servier risk assessment form?

Once logged into the platform, you will be able to view the **different forms that Servier requires you to complete**. You will have access to both ongoing and past forms.

1. **Consult:** the questionnaires to be completed and those already completed.
2. **Click:** to access the form you wish to complete.
3. **Enter:** a score and/or a response using the drop-down menu.
4. **Enter:** a comment; it is also possible to attach documents in this section.
5. **Click:** to submit your questionnaire. You can save a questionnaire and complete it later.

The screenshot shows the Servier Risk Assessment form interface. At the top, there are navigation elements and a search bar. Below this, a summary dashboard displays three metrics: 'Late' (0), 'Due This Week' (3), and 'Due Later' (0). To the right, there are buttons for 'Approvals' (0) and 'Action Plans' (0). Below the dashboard is a table of questionnaires with columns for Name, Periodicity, Start Date, Context, Status, Due Date, Action Status, and Action. The 'Action' column contains a pencil icon, which is circled with a '2'. Below the table is a 'Servier' section with a table of risk assessment items. The 'Score' column contains a dropdown menu, circled with a '3'. The 'Actions' column contains a dropdown menu, circled with a '4'. At the bottom right, there are buttons for 'Top', 'Recalc', 'Save', and 'Submit', with the 'Submit' button circled with a '5'.



**It will not be possible to carry out transactions with Servier without an up-to-date risk assessment.**

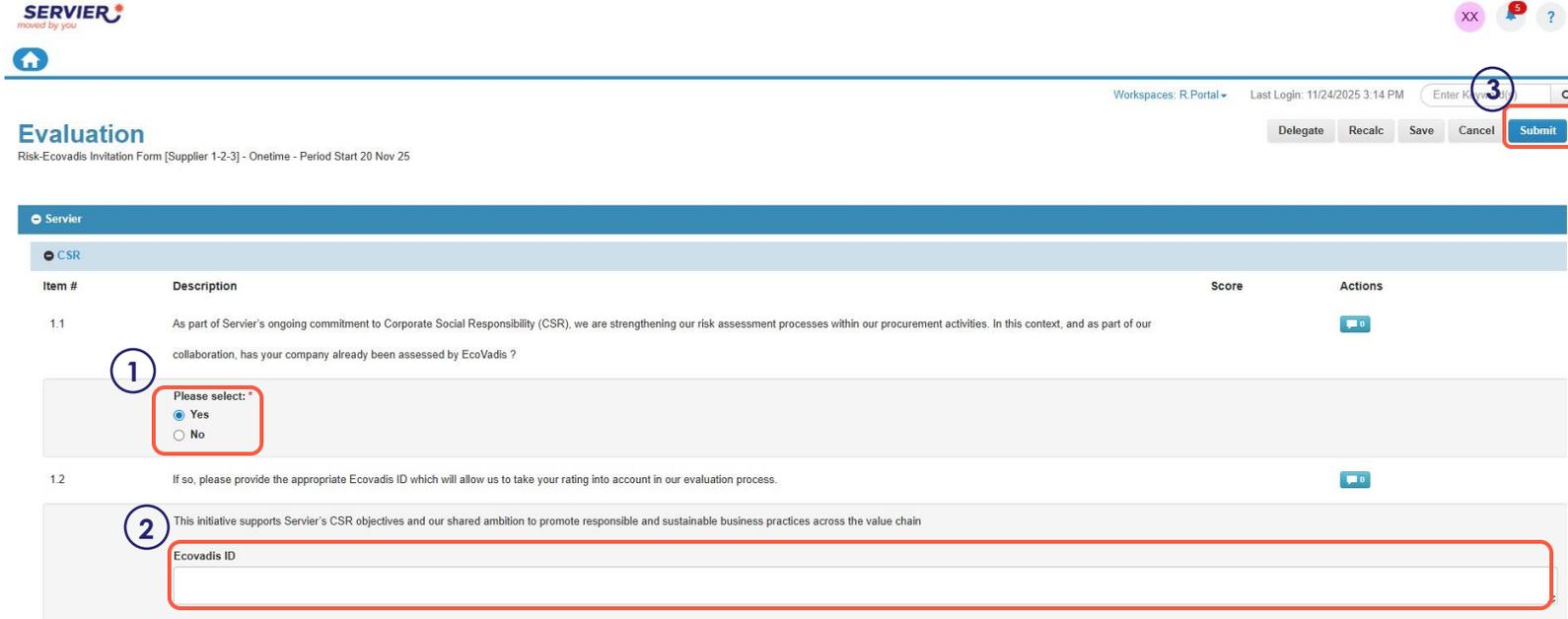
## 2C. How to link your EcoVadis account to Coupa Risk Assess (CRA)?

To enable Servier to carry out a **CSR risk assessment**, you may be asked to enter your **EcoVadis** ID in the CRA. To do so, go to "Evaluation" and then "EcoVadis Invitation Form". Then, go into the EcoVadis Platform and **share your scorecard with Servier**.

1. **Tick:** the appropriate response.. 

2. **Enter:** your EcoVadis ID. 

3. **Click:** to submit the questionnaire to Servier. 



The screenshot shows the Servier CRA Evaluation interface. At the top, the Servier logo is visible. The page title is "Evaluation" with the subtitle "Risk-Ecovadis Invitation Form [Supplier 1-2-3] - Onetime - Period Start 20 Nov 25". The interface includes a navigation bar with "Servier" and "CSR" tabs. A table lists evaluation items with columns for "Item #", "Description", "Score", and "Actions".

Item #	Description	Score	Actions
1.1	As part of Servier's ongoing commitment to Corporate Social Responsibility (CSR), we are strengthening our risk assessment processes within our procurement activities. In this context, and as part of our collaboration, has your company already been assessed by EcoVadis ?		
1.2	If so, please provide the appropriate Ecovadis ID which will allow us to take your rating into account in our evaluation process.		

Item 1.1 includes a radio button selection: "Please select:" with "Yes" selected and "No" unselected. Item 1.2 includes a text input field for "Ecovadis ID".



The forms related to risk assessment must be completed on a platform separate from the CSP. It is necessary to create a dedicated account.

# 3. SOURCING EVENT (Tender)



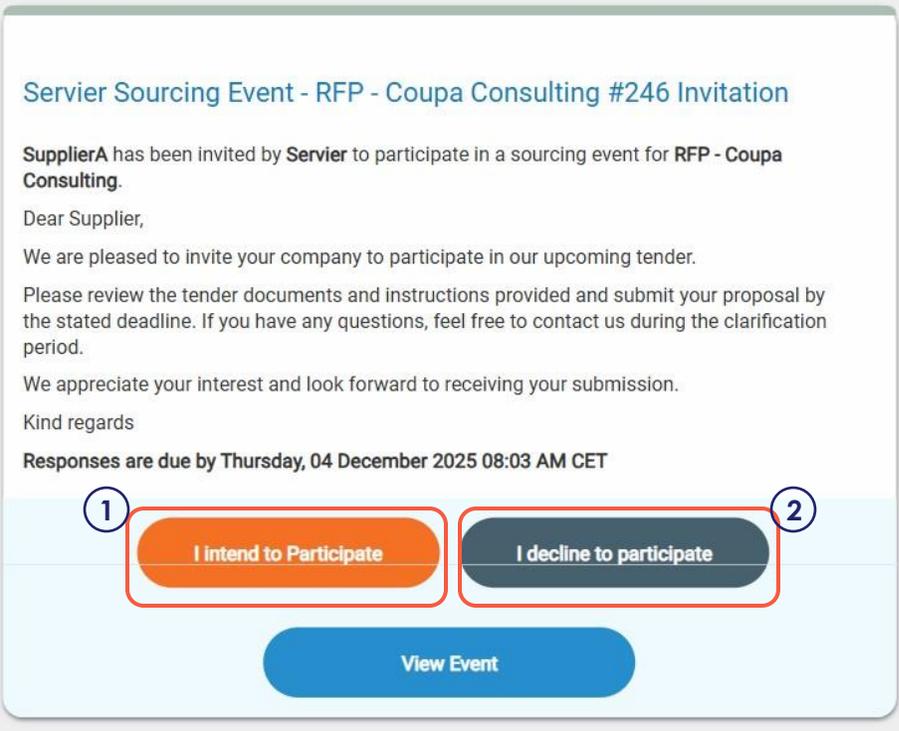
# 3A. Access a Sourcing Event



## 3A. How to access a sourcing event?

If you are invited to participate in a sourcing event by Servier, you will **receive an invitation email** ([sourcing@servier.coupacloud.com](mailto:sourcing@servier.coupacloud.com)) including the subject of the event. To access the sourcing event, you must use the link provided in the email; it **cannot be accessed directly through the CSP**.

1. **Click:** If you wish to access the sourcing event, click the button. Doing so does not commit you to participating; you can still decide not to respond to the event at a later stage. 
2. **Click:** If you do not wish to access the sourcing event. 



Servier Sourcing Event - RFP - Coupa Consulting #246 Invitation

SupplierA has been invited by Servier to participate in a sourcing event for RFP - Coupa Consulting.

Dear Supplier,

We are pleased to invite your company to participate in our upcoming tender.

Please review the tender documents and instructions provided and submit your proposal by the stated deadline. If you have any questions, feel free to contact us during the clarification period.

We appreciate your interest and look forward to receiving your submission.

Kind regards

Responses are due by Thursday, 04 December 2025 08:03 AM CET

1 **I intend to Participate** 2 **I decline to participate**

**View Event**



# 3B. Respond to a Sourcing Event (tender)



## 3B. How to view documents and upload response documents?

Then you access the sourcing event, where you can review all the **contractual** and **technical** documents made available to you. To submit a response, you will need to complete **several fields** and provide **the required documents**. Depending on the nature of the sourcing event, the amount of information and documentation to be completed may vary.

1. **Consult:** the remaining time before the end of the sourcing event. It will not be possible to submit a response after this deadline. 
2. **Enter:** the name you wish to give to your offer (only if Servier allows the submission of multiple responses as part of the sourcing event). 
3. **Consult:** You can download the technical and commercial documents related to the offer (contract, specifications, etc.). 
4. **Upload:** the required documents here. 

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active

Event Ends 14 : 10  
days hrs

Event Info My Responses Supplier 123 - #309

\* Name

Attachments

Provided by FR.BU - 1

Specifications Tender Consulting Strategical Group Transformation

**Instructions**  
You will find here the specifications related to the tender, make sure everything is clear for you or do not hesitate to send us your questions

**Attachment**  
None

Signed CDA

**Instructions**  
As you have accepted the CDA to join the tender, please provide us the CDA signed in this section

**Attachment**  
None

Your response

Response to Specifications Tender Consulting Strategical Group Transformation

**Attachment**  
Add File

Response to Signed CDA

**Attachment**  
Add File



Once the response deadline indicated in the top left corner has passed, you will no longer be able to submit your offer to Servier.

## 3B. How to enter the required information?

You will also be required to answer several questions regarding your **CSR commitments** and **practices**, your **technical capabilities**, and your **administrative information**. You may complete the questions at your own pace: you can start filling them in, **save your progress**, and return later to finalize your response, as long as you meet the indicated deadlines.

**1. Enter/Tick:** the required information in the various forms. This may include drop-down menus, checkboxes, and/or free text fields.  

**2. Click:** to save your response while it is being completed. This will not submit your response to Servier. 

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active

Event Ends **14 : 10**  
days hrs

Event Info My Responses Supplier 123 - #309

\* Name

**1** Attachments >

Forms >

1. CSR\_Questionnaire >

2. Technical Questionnaire\_Services >

Please answer the questions below.

\* Have you worked on any similar project?  Yes  No

\* Do you have a dedicated entity for healthcare/pharma clients?  Yes  No

\* How many Ressources will be dedicated to the project? Please describe their level of experience

\* What is the expected date for the project delivery?  

\* Do you anticipate to have professional fees or Pass Through Costs?  Yes  No

3. Sourcing\_Administrative Questionnaire >

Please answer the questions below.

1. Relationship with Servier

\* Have you worked with Servier during the last two years?

Please provide at least 3 customer references, ideally from the pharmaceutical or life science sector

**2**

## 3B. How to enter your pricing offer as part of a sourcing event?

- 1. Enter:** the different pricing line items requested, as well as any additional information requests (if applicable). 
- 2. Click:** You may be required to download an Excel file and enter the prices and requested information directly within it. 
- 3. Click:** to save your response while it is being completed. 

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active

Event Ends 14 : 10  
days hrs

Event Info My Responses Supplier 123 - #309

\* Name

Attachments

Forms

1 Items and Services

Items Not in Lots (1 items)

RFP Consulting - Strategical Group

Start Date

03/02/26

Due Date

12/31/26

Need By Date

02/16/28

Ship To Address

No address selected

Details

[Price\\_Cont.xlsx](#)

Request Details

No Request Details Present

\* Price per Unit

\* Currency

EUR

Supplier Item Name

Item Description

ID/Part Number

Lead Time (days)

Attachments

[Add File](#) | [URL](#) | [Text](#)

Cancel Save

\* Required field

Total 0.00 EUR

History

3 Import from Excel

Save Draft

Submit Response

## 3B. How to manage your different responses?

You can create **multiple** responses and **submit** one or **several** of them (if multiple responses are allowed by Servier). Depending on the sourcing event, you may also have the option to propose alternative responses.

1. **Tick:** the “My Responses” tab to view the different responses you have already saved. 
2. **Click:** to modify one of your responses. 
3. **Click:** if you wish to create a new response in addition to those already submitted. 
4. **Click:** to submit your response to Servier once you have completed and uploaded all the documents required to respond to the sourcing event. 



Once your response has been submitted, it can no longer be modified.

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active

Event Ends 14 : 10  
days hrs

1 Event info My Responses

Response Name	State	Submitted At	Total	Actions
Supplier 123 - #300	working		0.00	

Per page 15 | 45 | 90

2

3 Enter Response

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active

Event Ends 14 : 10  
days hrs

Event info My Responses Supplier 123 - #300

\* Name

Attachments >

Forms >

Items and Services >

History >

4

Import from Excel Save Draft Submit Response

# 3C. Communicate During a Sourcing Event



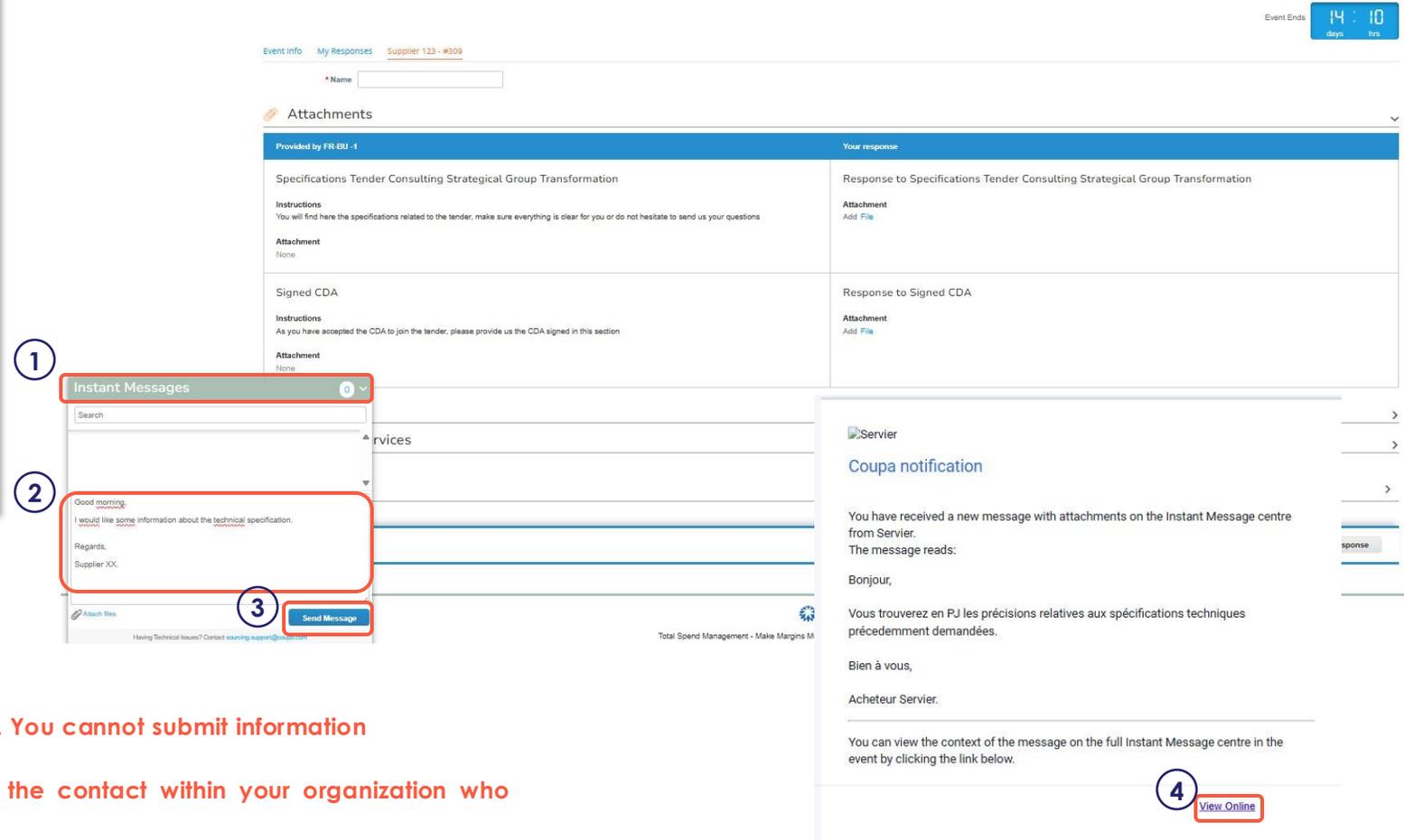
# 3C. How to communicate with Servier during a sourcing event?

During a sourcing event, you can **communicate with the Servier buyer** in charge of the event. You may ask questions to request clarification, and the buyer may also proactively share information with you. Two communication channels are available: **“instant messages”** and **“emails.”**

## « Instant Messages » Type:

1. **Click:** to open the “Instant Messages” drop-down menu located at the bottom left of the screen. This menu is accessible from all tabs of the sourcing event. 
2. **Enter:** Enter the message you wish to send to the Servier buyer. You may also attach a file. 
3. **Click:** to confirm the sending of the message. 
4. **Click:** You will receive an email in your inbox when the buyer responds to your instant message in the CSP. 

RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active



The screenshot displays the sourcing event interface for 'RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part) - Event #325 Active'. The interface includes a header with 'Event info', 'My Responses', and 'Supplier 123 - #309'. A search bar is present, followed by an 'Attachments' section with two items: 'Specifications Tender Consulting Strategical Group Transformation' and 'Signed CDA'. Below this is the 'Instant Messages' dropdown menu, which is open and shows a search bar, a text input field containing 'Good morning, I would like some information about the technical specification.', and a 'Send Message' button. A notification email from Servier is also visible, titled 'Coupa notification', with the message: 'You have received a new message with attachments on the instant Message centre from Servier. The message reads: Bonjour, Vous trouverez en PJ les précisions relatives aux spécifications techniques précédemment demandées. Bien à vous, Acheteur Servier.' A 'View Online' button is located at the bottom right of the notification.

1

2

3

4



**“Instant messages” operate on a per-sourcing event basis. You cannot submit information requests related to another sourcing event.**

**Email notifications for instant messages are only sent to the contact within your organization who initially received the invitation to the sourcing event.**

## 3C. How to communicate with Servier during a sourcing event?

During a sourcing event, you can communicate with **the Servier buyer** in charge of the event. You may ask questions to request clarification, and the buyer may also proactively share information with you. Two communication channels are available: “**instant messages**” and “**emails**”.

### « Instant Messages » Type:

**1. Tick:** the buyer’s message directly in your email inbox. To reply, you can respond directly to the email and the buyer will receive your response. 

1

**SERVIER**  
moved by you

### Additional information on technical specifications

Hello,

Please find attached the additional information requested regarding the technical specifications.

Best Regards,  
Servier Buyer

You are receiving this because you were invited to [a sourcing event](#).

Replies from any email address other than the one this message was addressed to will not be accepted or received by the sender.

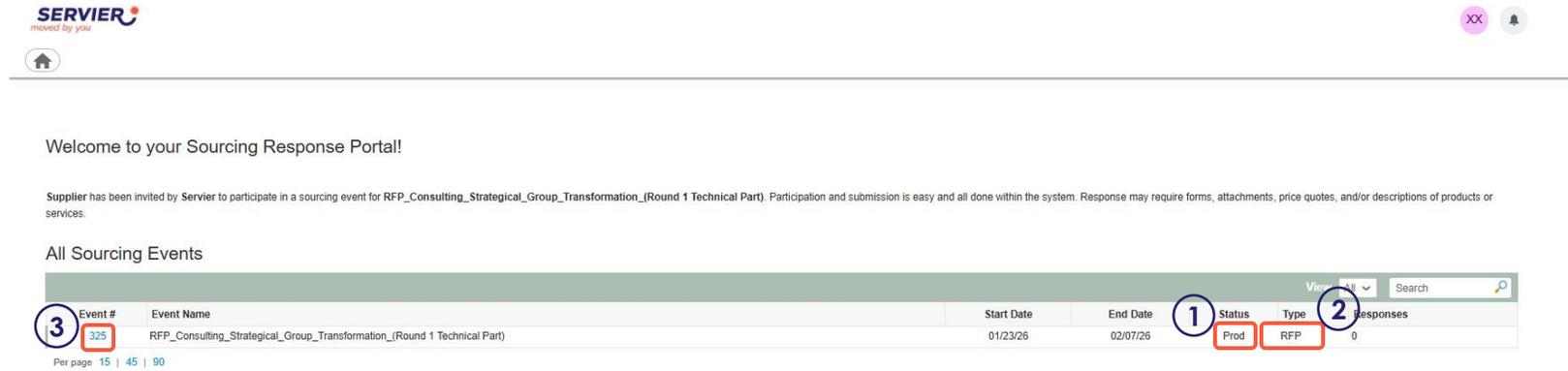
# 3D. Navigate Through Your Sourcing Events



# 3D. How to navigate between my different sourcing events?

On this page, you can view **all your ongoing and past sourcing events** to which you have been invited by email..

- 1. **Consult:** The status of the sourcing event. It may be ongoing or completed. 
- 2. **Consult:** The type of sourcing event. 
- 3. **Click:** to access the desired sourcing event. 



**SERVIER**  
moved by you

Welcome to your Sourcing Response Portal!

Supplier has been invited by Servier to participate in a sourcing event for RFP\_Consulting\_Strategical\_Group\_Transformation\_(Round 1 Technical Part). Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services.

All Sourcing Events

Event #	Event Name	Start Date	End Date	Status	Type	Responses
325	RFP_Consulting_Strategical_Group_Transformation_(Round 1 Technical Part)	01/23/26	02/07/26	Prod	RFP	0

Per page 15 | 45 | 90

Annotations: 1 points to Status, 2 points to Type, 3 points to Event #.

# 4. FAQ



Questions	Answers
<b>Access the CSP</b>	
How to receive an invitation to join the Servier CSP	You will receive an invitation to join the CSP if you are already a Servier supplier or if Servier wishes to engage you as a supplier.
How to access the Servier CSP?	To join the Servier CSP, you must have received an email invitation, whether or not you already have a CSP account. Depending on your situation, you will be asked either to create an account or to add Servier to your list of existing clients in the CSP.
Is it possible to interact with multiple clients using the same CSP account?	The CSP is a shared portal. As such, you can use this solution for multiple clients. However, the features you have access to may vary from one client to another.
What features are available to me through the Supplier Portal?	As of H1 2026, through the CSP, you will be able to update your administrative and financial information, respond to sourcing events, and complete Servier risk assessment forms.
Is it possible to have multiple CSP accounts for the same organization?	Yes, it is entirely possible to create multiple CSP accounts for the same organization (using different email addresses). You may also merge certain accounts if you wish.
Is it possible to have multiple users for the same account?	Yes, you can have multiple users. It is possible to configure each user's access rights as well as the clients they can access.

Questions	Answers
<b>Onboarding Prerequisites</b>	
How to respond to a risk assessment form requested by Servier?	To respond to a risk assessment requested by Servier, you will need to access Coupa Risk Assess (CRA), a platform separate from the Coupa Supplier Portal (CSP). The CRA is a platform dedicated exclusively to risk assessment.
How to create a Coupa Risk Assess (CRA) account?	To create an account, you must receive an invitation from Servier. Depending on your organization's risk level, you may be asked to complete one or more risk assessment forms. If applicable, you will receive a request by email.
Which risk assessment forms may Servier ask you to complete?	Servier may ask you to complete risk assessment forms related to information security and/or data confidentiality.
How to update your organization's administrative and financial information?	To do so, please contact <a href="mailto:supplier.onboarding.france@servier.com">supplier.onboarding.france@servier.com</a> specifying the changes you wish to make to your administrative and financial information.
How to link your EcoVadis account to Servier?	To do so, you must enter your EcoVadis ID in the dedicated CRA form. If applicable, you will be contacted by email to complete this step.
How to access and complete a Servier onboarding form?	You can access the Servier onboarding form in two ways: via the email you received or directly from the CSP, under the "Company Profile" and then "Information Requests" sections.

Questions	Answers
<b>Sourcing Event</b>	
How to access a sourcing event?	If you are invited to participate in a Servier sourcing event, you will receive an email containing the corresponding link. At this time, it is not possible to access a sourcing event other than via this link.
How to communicate with the Servier buyer during a sourcing event?	<p>Two channels are available to communicate with the Servier buyer during a sourcing event:</p> <ul style="list-style-type: none"> <li>- Instant messaging, integrated directly within the sourcing event.</li> <li>- Coupa email: through this channel, you cannot proactively contact the buyer; you can only respond to a request initiated by the buyer.</li> </ul>

# Useful Resources and Contacts



## Contact

<b>CSP Access and Onboarding Prerequisites</b>	If you experience any difficulties accessing the CSP or completing the various forms requested, you may send your questions to: <a href="mailto:supplier.onboarding.france@servier.com">supplier.onboarding.france@servier.com</a>
<b>Sourcing Event</b>	If you have any questions related to a sourcing event (tender), we invite you to contact your usual Servier procurement contact.



## Ressources

<b>Servier Documentation</b>	You can find all information and support resources related to the Servier CSP on <a href="#">Relations fournisseurs - Servier France</a>
<b>Coupa Documentation</b>	If you are unable to find the information you are looking for, you may refer to the Coupa vendor documentation: <a href="#">Coupa Supplier Portal   Coupa</a>

**THANK YOU**

