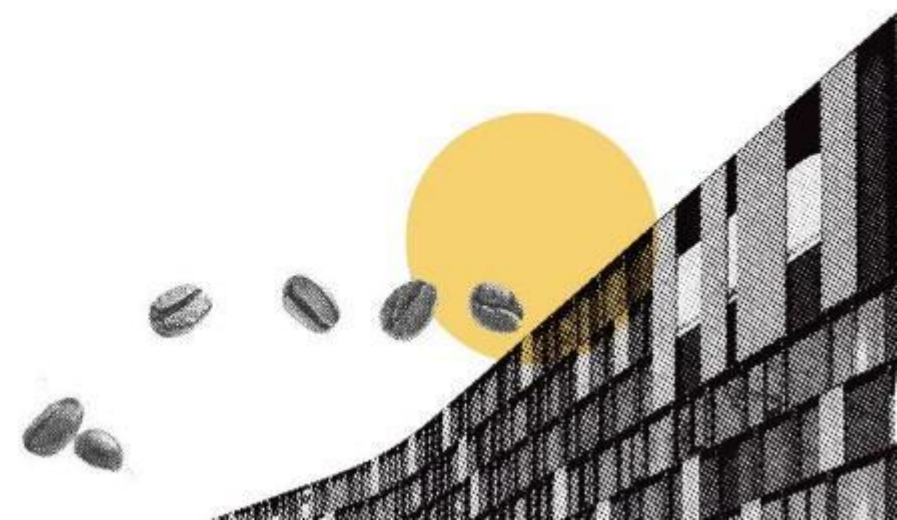


A vertical decorative graphic on the left side of the page. It features a grayscale globe of the Earth on the left, a blue vertical line, a yellow flame-like shape, a green leaf with red coffee cherries, a hand holding a cherry, and various dotted patterns in blue, orange, and brown. Two horizontal yellow lines cross the page.A small square dotted pattern in brown, located to the left of the main title.

Lavazza Suppliers' Portal





Introduction

The **LAVAZZA suppliers' portal** is an application to efficiently manage purchasing and interaction processes with suppliers.

Companies registered on the portal can:

- **Communicate** with LAVAZZA in a fast and structured way through a dedicated channel;
- **Expand collaboration**, signaling the services offered and the product categories proposed;
- Keep the **qualifying information** up-to-date (certifications, references, etc.);
- Be guaranteed **fair and transparent treatment** in compliance with the principles of competitiveness;
- Enjoy **confidentiality, authenticity, integrity** and availability in data exchange;
- **Answer LAVAZZA requests** quickly and efficiently;
- Consult the **performance** level;
- Consult the progress of the **invoices**.

The portal works in an integrated way both with the company ERP and with external Info-providers in order to guarantee the fairness and traceability of all information entered, in compliance with all Privacy regulations.

The «on-boarding» process

PHASES

Registration



- Portal Terms and Conditions;
- Lavazza's Ethics Code;
- Lavazza's Supplier Code of Conduct.

- User and Password creation;
- Info-provider Data Check;
- Profile Data compiling.

- Supply categories selection.

- Selected supply categories' questionnaires compiling.



ENABLE

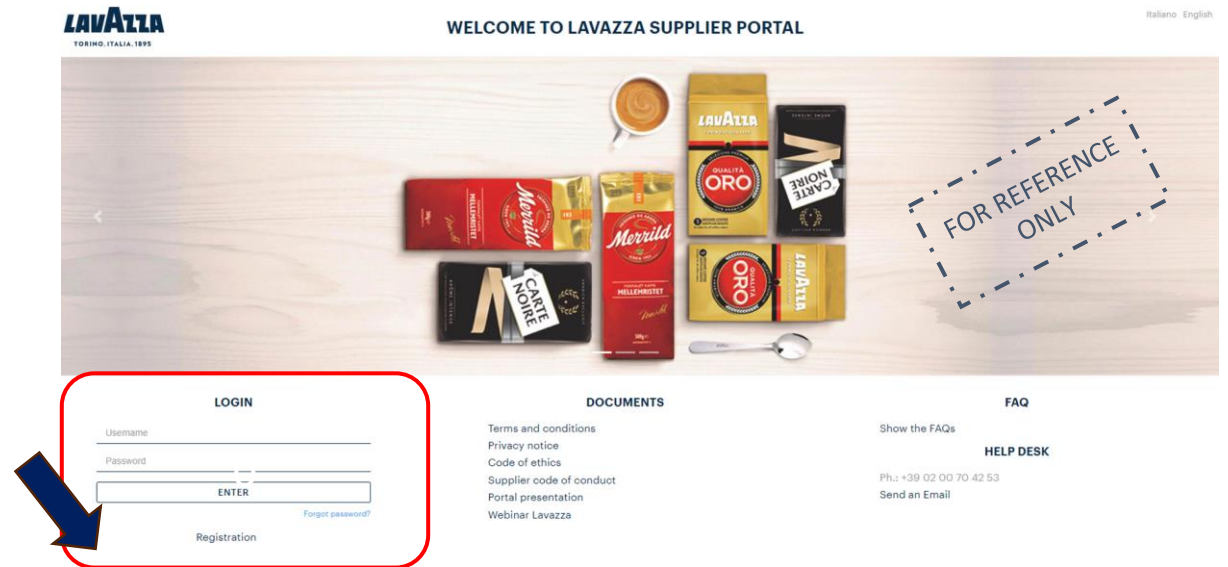
100% completion of the mandatory data guarantees the transition of status from «**REGISTERED**» into «**ENABLED**», and opens up the chance of being invited by Lavazza to negotiation events.

Access and Registration

ACCESS CONDITIONS

The portal **Registration** process foreseen:

- The acceptance of the mandatory documents: Lavazza Code of Ethics, Lavazza's Supplier Code of Conduct and the Portal Terms and Conditions;
- User and Password creation;
- Registration Forms compiling;
- Search for Company Data through external info-providers.



Inactivity on the portal or the failure to update the data for more than 2 years will lead to the expiry of the registration.

Classification

CATEGORY SELECTION AND RELATED QUESTIONNAIRES

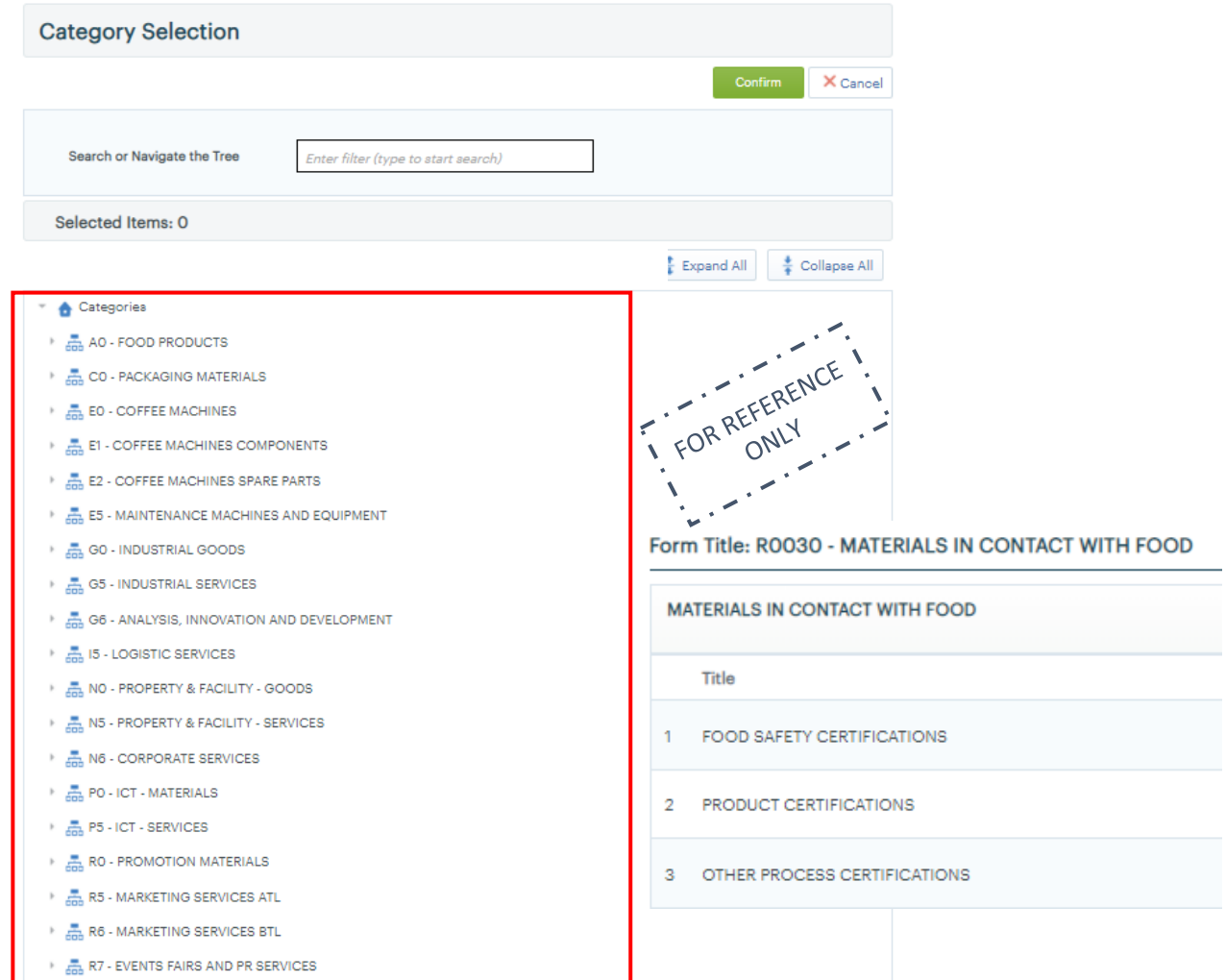
The **Classification** requires selecting products/ services that the supplier can offer Lavazza, within the category tree.

Based on the selected categories, the portal returns **specific questionnaires**.

Upon completion of **100%** of the **mandatory data** requested in the various questionnaires, the portal sends an automatic **e-mail confirming the enabling**.

Lavazza requires its suppliers to periodically check and keep the company data updated.

In case of expiry of sensitive documents such as certifications, the portal automatically sends a reminder.



The screenshot displays the 'Category Selection' interface. At the top, there is a 'Category Selection' header with 'Confirm' and 'Cancel' buttons. Below this is a search bar labeled 'Search or Navigate the Tree' with a placeholder 'Enter filter (type to start search)'. A 'Selected Items: 0' indicator is shown, along with 'Expand All' and 'Collapse All' buttons.

The main area contains a category tree with the following items:

- Categories
 - A0 - FOOD PRODUCTS
 - C0 - PACKAGING MATERIALS
 - E0 - COFFEE MACHINES
 - E1 - COFFEE MACHINES COMPONENTS
 - E2 - COFFEE MACHINES SPARE PARTS
 - E5 - MAINTENANCE MACHINES AND EQUIPMENT
 - G0 - INDUSTRIAL GOODS
 - G5 - INDUSTRIAL SERVICES
 - G6 - ANALYSIS, INNOVATION AND DEVELOPMENT
 - 15 - LOGISTIC SERVICES
 - N0 - PROPERTY & FACILITY - GOODS
 - N5 - PROPERTY & FACILITY - SERVICES
 - N6 - CORPORATE SERVICES
 - P0 - ICT - MATERIALS
 - P5 - ICT - SERVICES
 - R0 - PROMOTION MATERIALS
 - R5 - MARKETING SERVICES ATL
 - R6 - MARKETING SERVICES BTL
 - R7 - EVENTS FAIRS AND PR SERVICES

To the right of the category tree, a dashed box contains the text 'FOR REFERENCE ONLY'. Below this, the form title is 'Form Title: R0030 - MATERIALS IN CONTACT WITH FOOD'. The main content area shows a table with the following structure:

MATERIALS IN CONTACT WITH FOOD	
Title	
1	FOOD SAFETY CERTIFICATIONS
2	PRODUCT CERTIFICATIONS
3	OTHER PROCESS CERTIFICATIONS

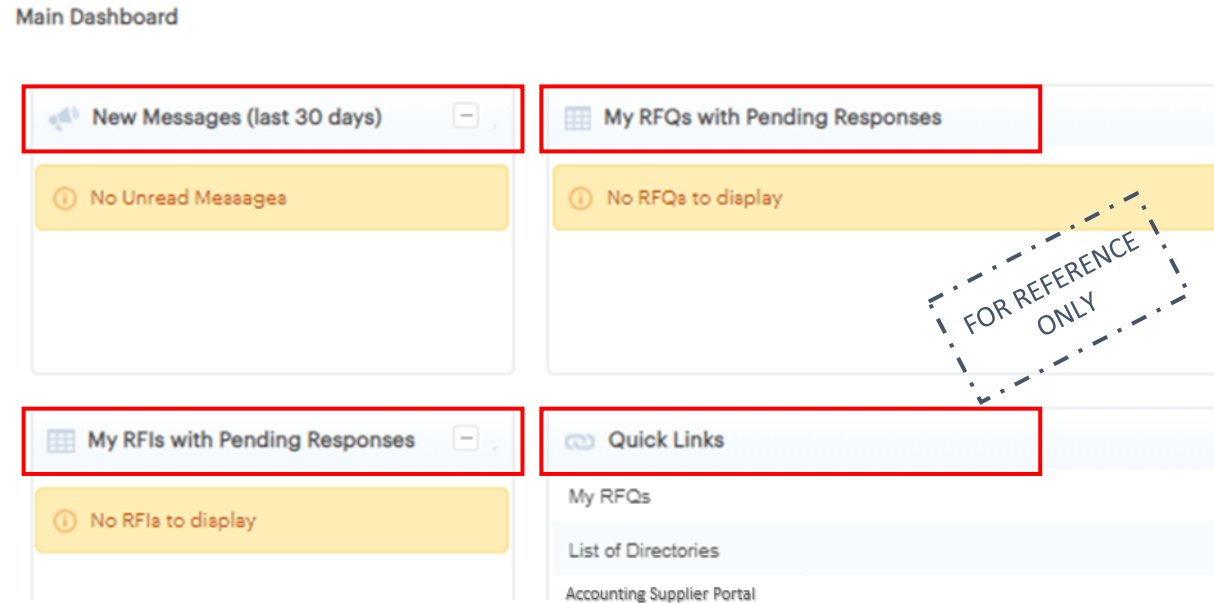
Supplier dashboard

AREAS OVERVIEW

The **dashboard** on the supplier's homepage allows to have the complete overview of:

- **New messages** received
- The **status of requests** for information and quotations received by Lavazza
- **Quick links** to the company data and useful documentation (*FAQ, Operating guides, ..*)
- **Link** for consulting the **status of the invoices**

Main Dashboard



The dashboard interface consists of the following elements:

- New Messages (last 30 days):** Header with a minus sign icon. Content area: No Unread Messages.
- My RFQs with Pending Responses:** Header with a grid icon. Content area: No RFQs to display.
- My RFIs with Pending Responses:** Header with a grid icon and a minus sign icon. Content area: No RFIs to display.
- Quick Links:** Header with a link icon. Content area: My RFQs, List of Directories, Accounting Supplier Portal.

A red dashed box highlights the text "FOR REFERENCE ONLY" overlaid on the "My RFQs" section.

RFI – RFQ: Requests for information and for quotations

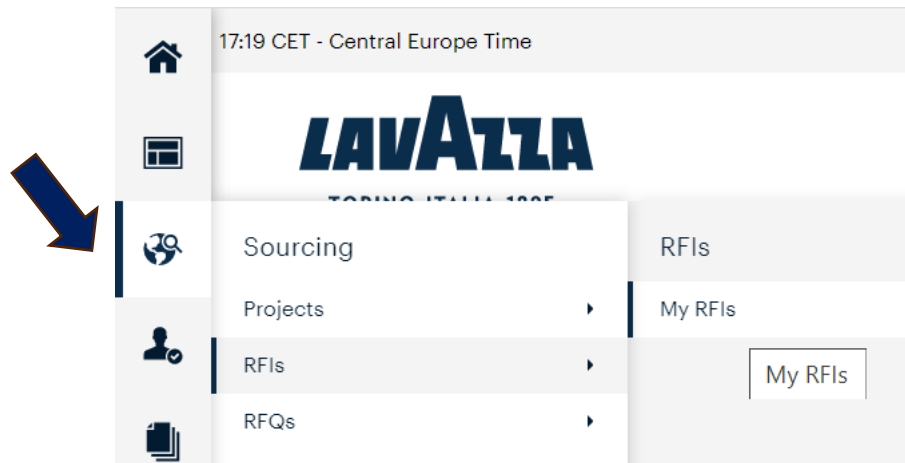
ACCESS TO RFI AND RFQ

Rfi = Tool through which Lavazza requires various kinds of information (technical, economical,...) to be able to deepen general or specific issues.

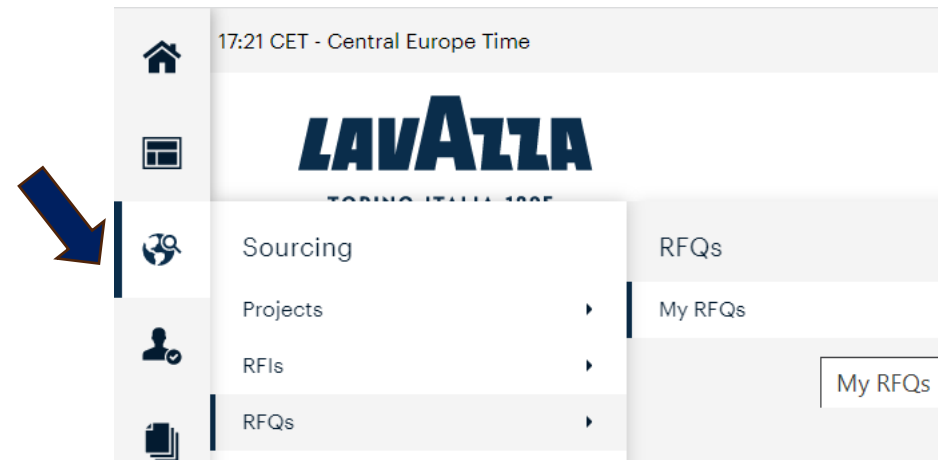
Rfq = Tool through which Lavazza publishes offer requests in order to manage the sourcing activity.

To access the areas and view the list of events to which you have been invited, follow the menu:

«Sourcing» - «Rfi» - «My Rfi»



«Sourcing» - «RfQ» - «My RfQ»



RFI – RFQ: Requests for information and for quotations

ANSWERS

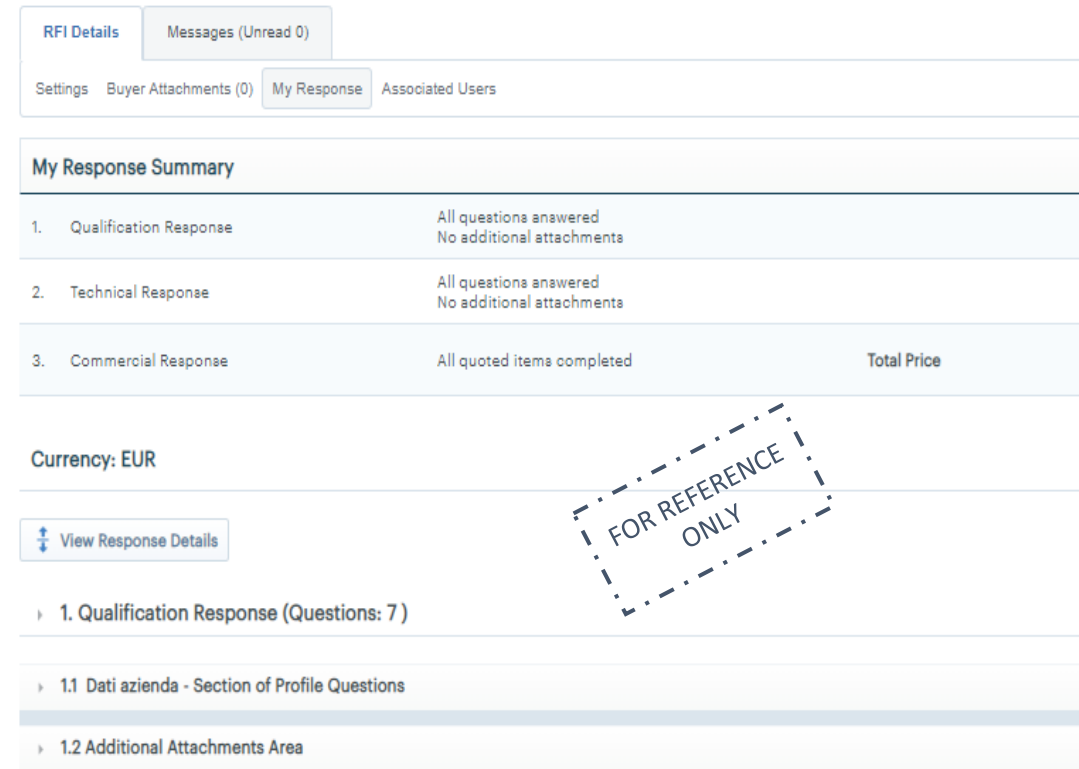
To answer a specific event, simply click on the reference line.

Within each request it is possible to access:

- Qualification envelop
- Technical envelop
- Economic envelop
- Any attachments published by Lavazza

While responding to an event, the portal allows you to make intermediate saves, in order not to lose the work previously done.

After completing the response, it must be published so that it is visible to Lavazza.



The screenshot shows a web interface for managing RFI/RFQ responses. At the top, there are tabs for 'RFI Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (0)', 'My Response', and 'Associated Users'. The 'My Response' tab is active, displaying a 'My Response Summary' table with three rows:

My Response Summary		
1.	Qualification Response	All questions answered No additional attachments
2.	Technical Response	All questions answered No additional attachments
3.	Commercial Response	All quoted items completed

Below the table, there is a 'Total Price' column header. Further down, the currency is set to 'EUR'. A button labeled 'View Response Details' is visible. A large dashed box with the text 'FOR REFERENCE ONLY' is overlaid on the right side of the interface. At the bottom, there is a list of sections to be completed:

- 1. Qualification Response (Questions: 7)
- 1.1 Dati azienda - Section of Profile Questions
- 1.2 Additional Attachments Area



RFI – RFQ: Requests for information and for quotations

MESSAGING TOOL

The **messaging tool**, available within each event, facilitates the sharing and exchange of information between the parties.

By accessing the «messages» session available in each event (Rfi, RfQ) it is possible to exchange messages directly with people in Lavazza.

Click on the message to view and to answer and/or to print it.

RFI Details Messages (Unread 0)

Create Message Received Messages Sent Messages Draft Messages

Create ...

Enter Filter (type to start search)

	Sender	Date	Subject	Opened by Me	Opened	Replied
1	Lavazza	03/10/2018 15:02	New project	03/10/2018 15:39	03/10/2018 15:39	03/10/2018 15:39

Total 1 Page 1 of 1

← Back

Message

Date
03/10/2018 15:02

Sent from User
Superutente lavazza

Message
It si possibile to have more details about the coffee machines valves?

Sent by
Lavazza

Subject
New Project

Reply Print

Accounting Supplier Portal Module

ACCESS AT THE MODULE

The module allows you to monitor the **status of invoice processing** and **manage specific accounting requests**.

The module is accessible only by ENABLED suppliers and with a SAP code.

Main Dashboard

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

No RFQs to display

My RFIs with Pending Responses

No RFIs to display

FOR REFERENCE ONLY

Quick Links

- My RFQs
- List of Directories
- Organisation Profile
- My Categories
- Custom Links
 - Accounting Supplier Portal
 - Quick Guide - My Organization
 - QuickGuide - Supplier Dashboard
 - Quick Guide - File Sharing
 - Quick Guide - On Boarding Eng.
 - Quick Guide - Sourcing Eng.

The login link is available in the dashboard, in the custom links area.

Accounting Supplier Portal Module

MAIN PAGE, CONTENTS AND USEFUL INFORMATION

The main page of the module is divided into the following macro-areas:

My Tasks
My in progress Tasks List

My Invoices
My Invoices Search

My Requests
My Requests Search

My Documents
My Documents Search

Company Profile
Company Profile Data

Invoices List

Recent Invoices
Invoices recently updated

Name	Invoice Nr*	Invoice Issuing Date	Amount	Currency	Invoice expiration date	Recently Updated Invoice	Creation date	Last Update	Stage
S.P.A.	1013025200	15/11/2013	7.757,89	EUR			15/12/2021, 12:31:04	10/2/2022, 16:52:33	Registered/Paid
S.P.A.	10005631	30/11/2020	12.034,36	EUR			2/2/2022, 16:06:19	4/2/2022, 12:07:58	Received
S.P.A.	10005631	30/12/2020	12.034,36	EUR			2/2/2022, 16:23:50	4/2/2022, 11:57:09	Received
S.P.A.	10005758	3/2/2021	1.585,65	EUR			3/2/2022, 14:49:48	4/2/2022, 10:26:32	Received
S.P.A.	10000707	30/4/2021	8.846,6	EUR			15/12/2021, 12:31:13	17/12/2021, 15:11:21	Registered/In Payment

Create new Request

Create New Request
Create New Request

Requests

My Active Requests
Requests that require your attention

Draft	1
Answer Received	2

Recent Requests
Requests recently updated

Invoice ID	Subject	Description	Topic	SAP code	Company Name	Creation date	Last Update
W0000019	test	Contabilità Lavazza - 27/01/2022 test rispos...	Fattura duplicata	308623	CROCCO S.P.A.	27/1/2022, 17:29:31	27/1/2022, 17:32
W0000017	test	Soilecto internal Risposta test -----	Fattura non trovata	308623	CROCCO S.P.A.	5/1/2022, 15:40:55	17/1/2022, 16:25
W0000018	C	AAA -----	Fattura duplicata	308623	CROCCO S.P.A.	7/1/2022, 12:03:20	7/1/2022, 12:08
W0000016	Fattura n° 10005978 non trovata	Grazie -----	Fattura non trovata			4/1/2022, 16:11:46	4/1/2022, 16:19
W0000015	Fattura non trovata	Buongiorno, non trovo la fattura n° 100059...	Fattura non trovata			4/1/2022, 16:08:20	4/1/2022, 16:08
W0000014	Check carta	fff	Fattura non trovata			4/1/2022, 16:05:33	4/1/2022, 16:05



Tools & Help



Areas and functions available



Invoice List



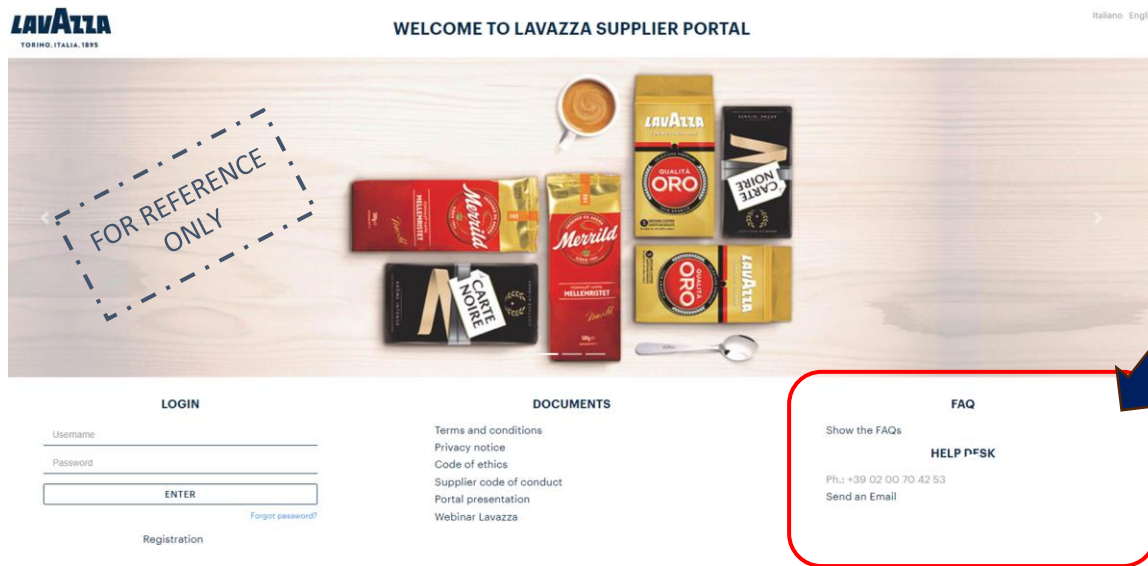
Requests management

Technical Assistance and FAQ

CONTACTS

In case of need:

- Contact the **Help Desk** indicated in the homepage
- Consult the **FAQ** and the **Quick Guides**



Main Dashboard

