

Supplier Document Management System (DMS)
Supplier- Manual

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1. Introduction

The Supplier Portal is a web application to be accessible via Internet by the Symrise suppliers to reply document requests, upload documents and answering questionnaires.

The target groups are mainly Symrise Suppliers and approver groups from Symrise.

This application is used by responsible Symrise users to approve the returned documents and questionnaires. The supplier will be able to see the product related approval status.

Key functionalities:

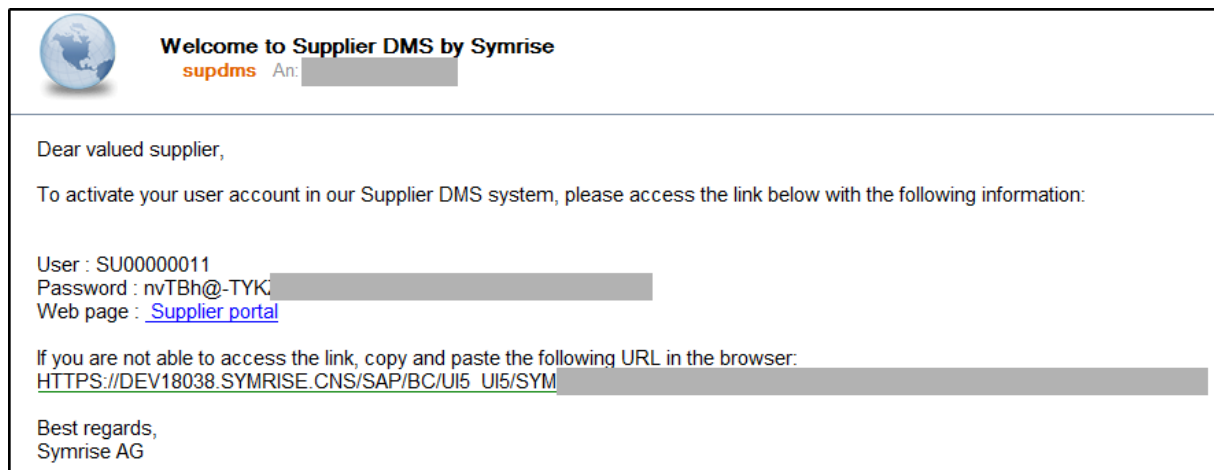
- upload requested documents
- answer requested questionnaires
- a communication channel between Symrise and the suppliers regarding product documentation
- document or questionnaire approval or rejection for material-supplier relations

2. Supplier Log-on

2.1 Welcome Mail

To access the Supplier Portal for the first time, you will receive a welcome mail including the following information:

- your user ID
- your initial password
- link to the Supplier Portal



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

The image shows a login interface with a light blue background. It contains two white input fields: the top one is labeled 'User' and the bottom one is labeled 'Password'. Below these fields is a blue button with the text 'Log On'. Underneath the button is a link that says 'Change Password'.

As these login details (your user ID + your password) will be required every time you would like to access the Supplier Portal, please keep your access details safe at all times. There is no need to log out of the application once you finished your work. You can simply close the tab or the browser.

To ensure the best possible system-performance, we recommend using **Google Chrome** to access the Supplier Portal.

2.2 Privacy Policy for Personal Data

To activate your user account, please confirm our privacy policy after login to our system.

"In compliance with European Regulation 2016/679 on safeguarding physical persons regarding the processing and free circulation of personal data ("GDPR"), SYMRISE AG ("SYMRISE GROUP"), with registered offices at Muehlenfeldstrasse 1, 37603 Holzminden, Germany hereby informs you that the personal data provided when signing up to the Portal supplierdms.symrise.com necessary for performing the contractual relations with the SYMRISE GROUP, will be processed in compliance with data protection regulations and the principles of good faith, lawfulness, transparency and protecting your confidentiality and relative rights.

We would therefore like to inform you of the following:

1. Data controller: Markus Sattler, Symrise AG, with registered offices at Muehlenfeldstrasse 1, 37603 Holzminden, Germany), who can be contacted at: [Data.protection\(at\)symrise.com](mailto:Data.protection(at)symrise.com).

2. Type of data processed, purposes and legal basis: the Data are collected and processed by the data controller exclusively for the following purposes:

- (a) Supplier database qualification and management;
- (b) participating in events and online tenders;
- (c) managing of pre-contractual and contractual Supplier relations;
- (d) performing administration, tax and accounting activities associated with the Supplier and the SYMRISE GROUP, and meeting the data processor's legal obligations;
- (e) managing litigation (in or out of court).

The legal basis for the data processing is the performance of the supply contract, pre-contractual Supplier activities, and/or meeting legal obligations.

3. Method of processing: the data may be collected, recorded, organised, stored, viewed, processed, modified, compared, used, inter-connected, selected, extracted, blocked, communicated, deleted and destroyed.

The data are collected after signing up to the Portal by filling out forms designed for the purposes, and may be included in contracts. The data are processed using electronic or other automatic, computerised or online methods with appropriate passwords, as strictly necessary for the purposes indicated above.

The data collected are recorded and stored by the data controller in computerised or paper format, and are protected and controlled using methods guaranteeing their security and confidentiality, in compliance with data protection regulations.

4. Communicating the data: *the data are provided for the purposes stated in point 2 above. Refusal to provide all or part of the data will therefore make it impossible for the SYMRISE GROUP to establish and/or continue the Supplier relationship.*

5. Data recipients or types of recipient: *the data is processed by the data controller's internal staff (employees, outsourcers, system administrators), who are identified and authorised to process them in compliance with data protection and security regulations.*

If necessary for the purposes indicated in point 2, the data may be transmitted to judicial authorities, public or private administrative offices, duly appointed outsourcers, professionals and technical consultants, and to any other subject necessary for the correct performance of the services and activities of the SYMRISE GROUP, and where necessary appointed data processor (as per article 28, GDPR).

The data will not be published or used for entirely-automatized decision-making processes, including profiling.

6. Transferring the data to third countries or international organisations: *as part of managing the relationship with the SYMRISE GROUP, the data may be transferred to a country outside the EU and/or to international organisations. In this case, the SYMRISE GROUP will take all the appropriate measures to protect the security and confidentiality of the data, in compliance with current data protection regulations.*

7. Storing the data: *for the purposes set out in point 2, the data will be processed and stored by the data controller for the time permitted by current accounting, tax, auditing and legal regulations.*

8. Data subject rights and how to exercise them: *in relation to the data processing described in this privacy policy, the data subject can exercise their rights set out in articles: 15 to 21 and 77 in the GDPR. In particular, the right to access, correct or delete your data, limit or oppose its processing, obtain data portability, or file a complaint with the Data Protection Authority.*

If the data processing requires consent, as per article 7 of the GDPR, the data subject can revoke that consent at any time, without affecting the lawfulness of its processing up until the revocation.

To exercise these rights, contact the relative data controller at the contact details indicated in point 1 above."

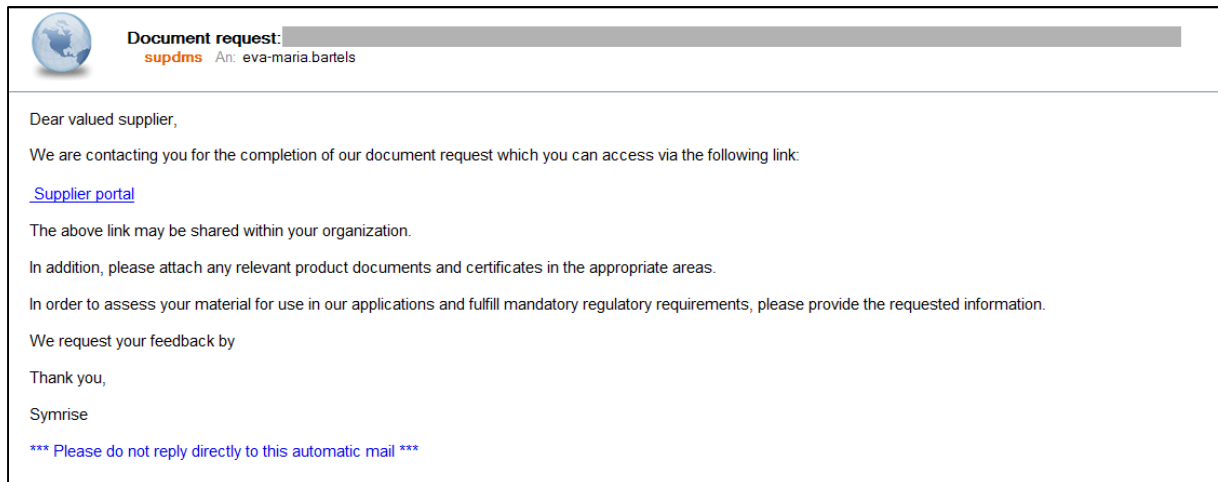
3. Document Request

You'll receive a document request by Symrise out of the DMS via e-mail. The email header will show the Symrise material code, Symrise material name, the supplier material code and the supplier name.

To see which document(s)/questionnaires are requested, click the provided link and you will be directed to the "List of Documents" where you will be able to view the approval status of every document.

Every document/questionnaire that shows the status "requested" needs to be answered.

Do not forward this mail or the encrypted link to the document request outside of your company. The link contains your company reference and if you forward the link, other users will be able to login to your products with their login details. Therefore, please keep your link confidential.



4. Supplier Portal Overview

4.1 Level 1: List of Materials

Once you successfully logged in to the Symrise Supplier Portal, this will direct you to the “List of Materials”. At the “List of Materials” you have a complete overview of all materials you are assigned to with its related document status at Symrise

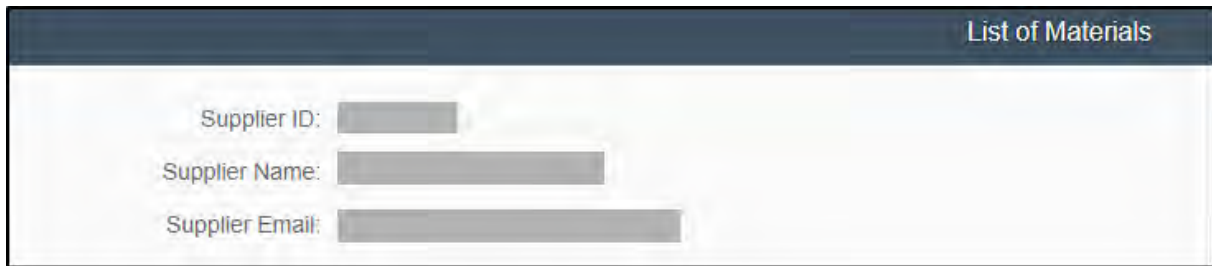
The screenshot displays the 'List of Materials' interface. At the top, there is a header with the title 'List of Materials'. Below the header, there is a form with three input fields: 'Supplier ID:', 'Supplier Name:', and 'Supplier Email:'. A navigation bar below the form contains two tabs: 'Materials' (highlighted with a red box) and 'Attachments'. The main content area is a table with the following columns: 'Status', 'Material Number', 'Material Name', and 'Supplier Mat. Code'. The table contains 16 rows of material entries. The statuses listed are: Received, Approved, Approved, Cancelled, Received, Received, Cancelled, Received, Received, Received, Received, Received, Approved, Cancelled, Pending, and Pending. At the bottom of the table, there are three links: 'Multiple Attachment', 'Request New User', and 'Reset Password'.

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Approved			
<input type="checkbox"/>	Approved			
<input type="checkbox"/>	Cancelled			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Cancelled			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Received			
<input type="checkbox"/>	Approved			
<input type="checkbox"/>	Cancelled			
<input type="checkbox"/>	Pending			
<input type="checkbox"/>	Pending			

Multiple Attachment Request New User Reset Password

4.1.1 Header

Within the level „List of Materials“, the header will show the supplier ID, the supplier name and the supplier mail address.



The screenshot shows a header section titled "List of Materials" in a dark blue bar. Below the bar, there are three input fields with labels: "Supplier ID:", "Supplier Name:", and "Supplier Email:". Each label is followed by a greyed-out rectangular input box.

4.1.2 Request Status

The document status within the “List of Materials” indicates which raw materials have all documentation completed, open to be replied, or expired. We distinguish between six different document statuses.

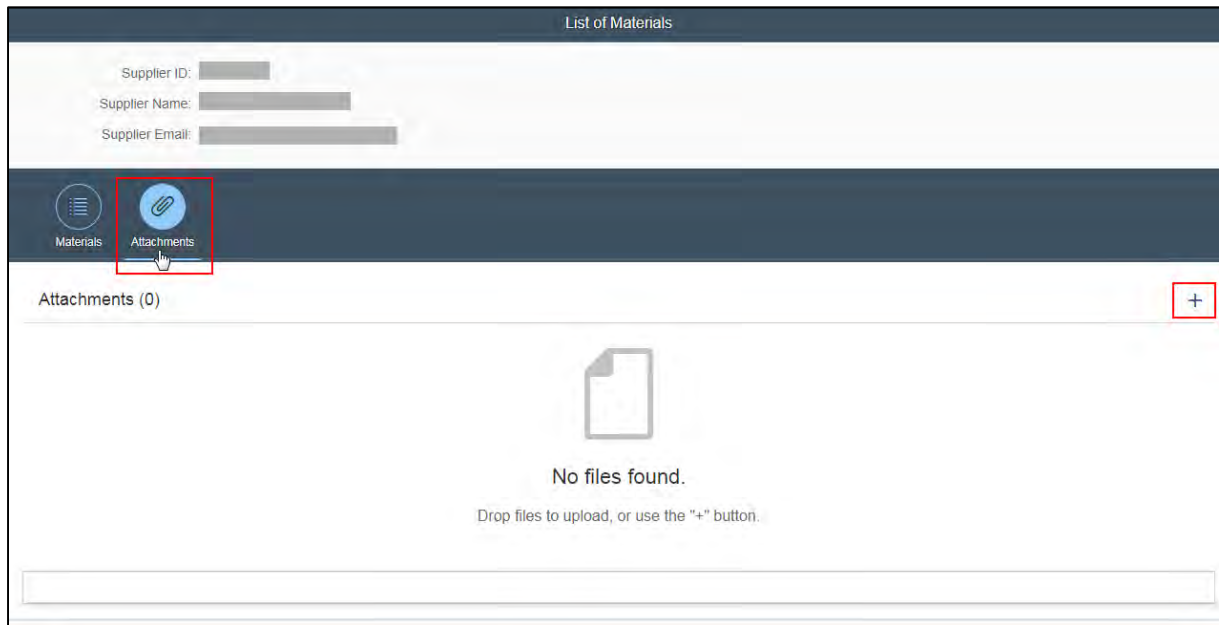
Approved	All requested documents are received by Symrise and approved. Symrise is allowed to buy.
rejected	At least one of the received documents is rejected. Therefore, the overall approval status is rejected and Symrise is not allowed to buy.
requested	ACTION SUPPLIER: You received a document request by Symrise which needs to be answered.
pending	ACTION SUPPLIER: You received additional questions regarding your documentation/filled in questionnaires. Please click on the document/questionnaire and go to “Notifications” to see Symrise’ comments.
received	All of the requested documentation is completely answered by the supplier and needs to be assessed by Symrise.
cancelled	The document is cancelled when: 1) Symrise manually cancels the request 2) The document request will run into cancellation after 56 days, when the request wasn’t completely answered till then.

4.1.3 Attachments

4.1.3.1 Non Product Related

Attachments can be added to the “List of Materials” via the “+” icon and will be automatically uploaded as soon as you select your attachment.

Please note that the attachment at the level “List of Materials” is **not** product related.



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

4.1.3.2 Product Related - Multiple Attachment

“Multiple Attachment” offers you the possibility to attach one attachment to more than one product at once (e.g. halal or kosher certificates which are applicable for many materials). You can find the “Multiple Attachment” icon at the level of the “List of Materials”.

The screenshot displays the 'List of Materials' interface. At the top, there is a header with the text 'List of Materials' in a red box. Below the header, there are input fields for 'Supplier ID:', 'Supplier Name:', and 'Supplier Email:'. A dark blue navigation bar contains two icons: 'Materials' (a list icon) and 'Attachments' (a paperclip icon). Below the navigation bar is a table with the following columns: 'Status', 'Material Number', 'Material Name', and 'Supplier Mat. Code'. The table contains 17 rows of material entries, each with a checkbox in the 'Status' column and a right-pointing arrow in the 'Supplier Mat. Code' column. The statuses include 'Received', 'Requested', 'Approved', 'Cancelled', and 'Pending'. At the bottom of the interface, there is a row of buttons: 'Multiple Attachment' (highlighted with a red box), 'Request New User', and 'Reset Password'.

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Approved			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Pending			>
<input type="checkbox"/>	Cancelled			>

4.1.4 Request New User

Due to the case that it is necessary to request a further user for your company, it is possible to request this new user within the Supplier Portal by yourself (e.g. you need to forward our document request internally to another responsible colleague who has no supplier user yet). The new user creation can be initiated via the icon “Request New User” at the “List of Materials”.

Please keep us informed about organizational changes to inactive supplier users when necessary (e.g. employees are no longer with the company). As long as a user is active within the Symrise Supplier Portal, they'll have access to the supplier related raw material data until further notice.

<input type="checkbox"/>	Status	Material Number	Material Name	Supplier Mat. Code
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Approved			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Received			>
<input type="checkbox"/>	Requested			>
<input type="checkbox"/>	Cancelled			>
<input type="checkbox"/>	Pending			>
<input type="checkbox"/>	Cancelled			>

Request New User

Title:

First Name:

Last Name:

Email:

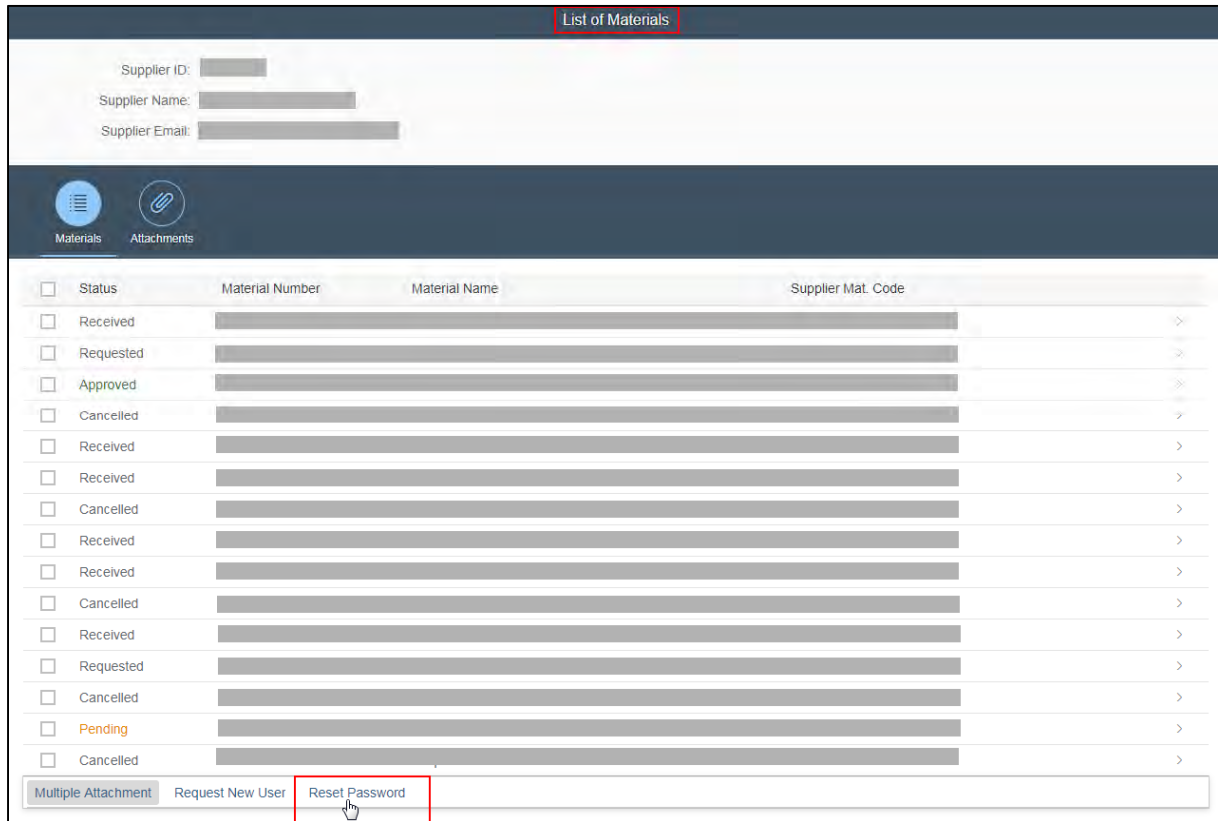
All input Fields are required

Send Request Cancel

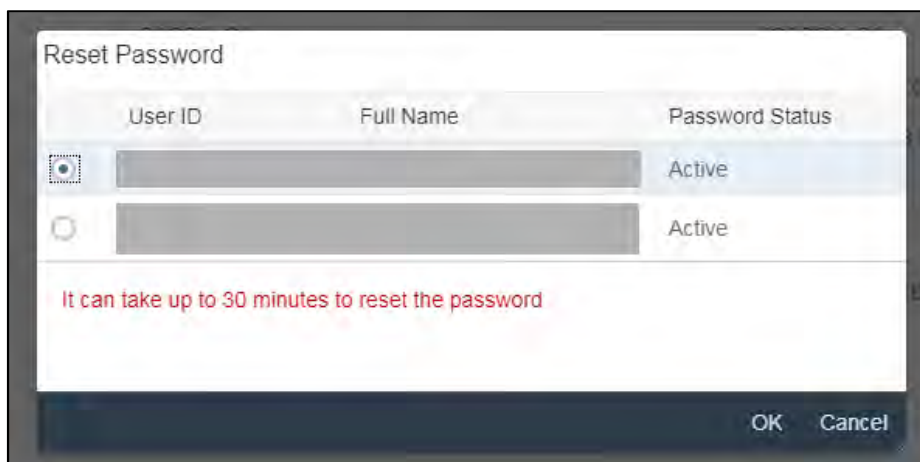
The requested user will get the welcome mail including the user ID + the initial password within **30 minutes**.

4.1.5 Reset Password

Whenever a user locks him/her out due to many failed attempts or in case the user forgets the password, he/she must ask a colleague to login to the Symrise Supplier Portal and request a password reset. To use this function, one person on the supplier side should know his/her password. If this is not the case, please get in contact with your general Symrise contact.



On the “List of Materials” level click the “**Reset Password**” icon. A popup will appear with users who are currently assigned. The user requesting a password reset can mark one or more names on the list and request the password reset.



4.2 Level 2: List of Documents

The “List of Documents” level displays a list of documents for a selected material. On this screen you will see the status of each document and/or questionnaire completed, open, to be replied or expired.

Status	Not filled	Document	Document Description
Received		Kosher certificate	Kosher Certificate >
Received		Organic Certificate	Organic Certificate >
Received		SDS	Safety Data Sheet >
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire >
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire >
Received		Halal Certificate	Halal Certificate >
Approved		DG Quest	DG Quest >
Received		One-time RSPO Questionnaire v1	One-Time RSPO Questionnaire v1 >
Approved	Yes	Folkes OTO RMQ	Folkes OTO RMQ >

4.2.1 Header

In the level „List of Documents“ the header will show you the following:

Material ID = Symrise Material Code
Material Name = Symrise Material Name
Supplier Mat = Supplier Material Code
Status = Overall request status of this supplier-material-relation
(see 4.1.2)

List of Documents	
Material ID: [input]	Supplier Mat. ...: [input]
Material Name: [input]	Status: Received

4.2.2 Document Status

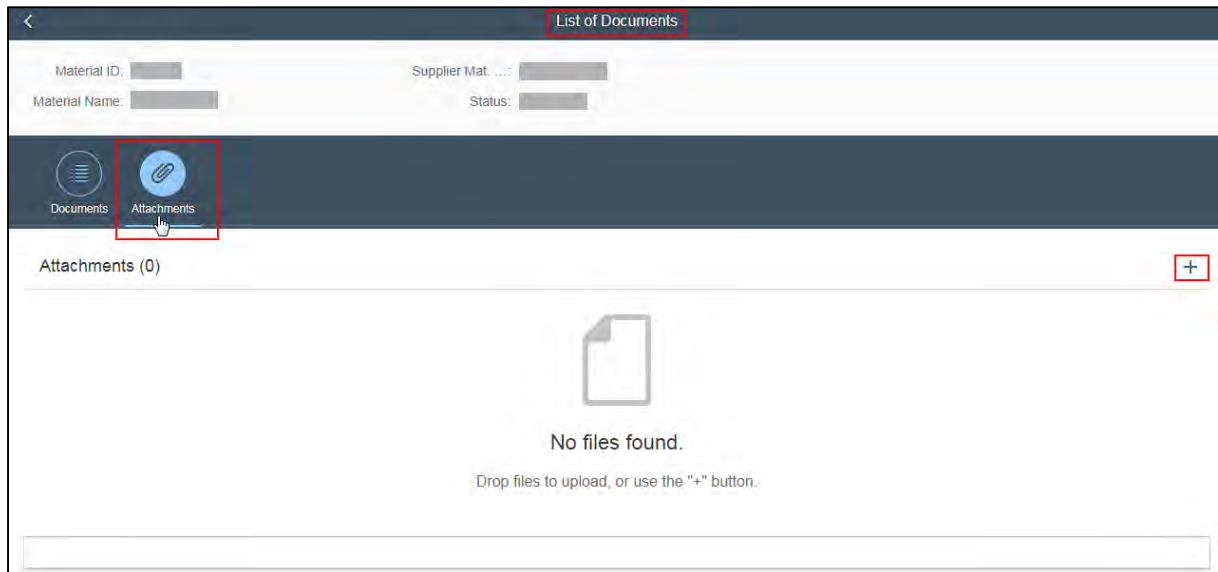
As a supplier you have a complete overview of all documents, assigned to the respective supplier-material-relation and its status at Symrise.

Status	Not filled	Document	Document Description
Received		Kosher certificate	Kosher Certificate
Received		Organic Certificate	Organic Certificate
Received		SDS	Safety Data Sheet
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire
Received		Halal Certificate	Halal Certificate

approved	The requested document/questionnaire is received by Symrise and approved.
rejected	The requested document/questionnaire is received by Symrise and rejected.
requested	ACTION SUPPLIER: You received a document request by Symrise which needs to be answered.
pending	ACTION SUPPLIER: You received additional questions regarding your document/filled in questionnaire. Please click on the document/questionnaire and go to “Notifications” to see Symrise’ comments.
received	The requested document/questionnaire is completely answered by the supplier and needs to be assessed by Symrise.
cancelled	The document is cancelled when: <ol style="list-style-type: none"> 3) Symrise manually cancels the request 4) The document request will run into cancellation after 56 days, when the request wasn’t completely answered till then.

4.2.3 Attachments

The “Attachments” icon within the “List of Documents” offers you the option to attach a material related document.



4.3 Level 3: Documents

Within the “List of Documents”, we differentiate between documents and questionnaires. Types of documents are Specifications, Safety Data Sheets and certificates of any variety.

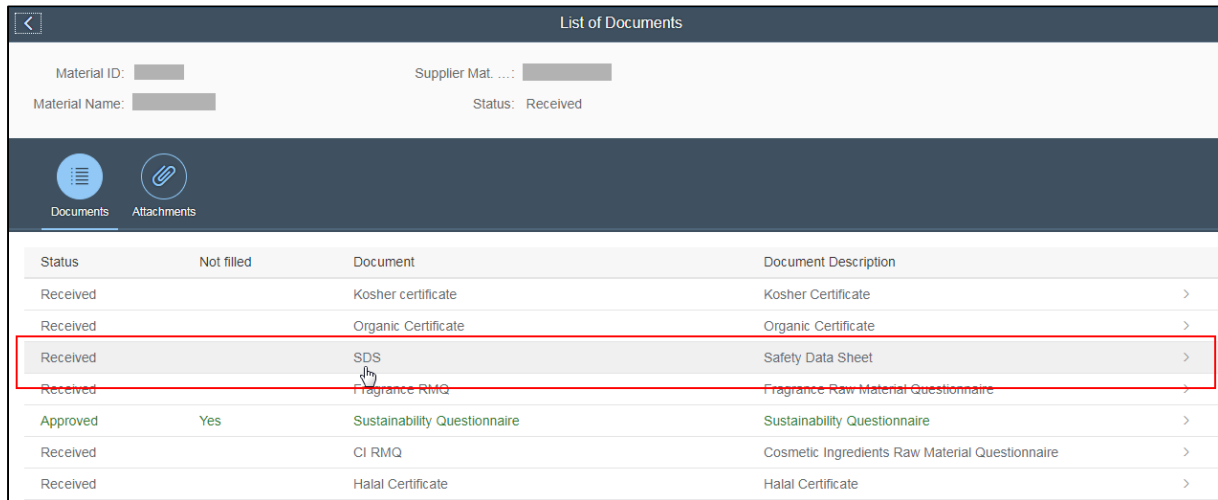
You have the option to click on each document to attach your current version.

Further, you have the possibility to **self-update** the specification and the safety data sheet without a specific document request from Symrise. As soon as you did a self-update it's no longer possible to delete this document.

Certificates and questionnaires can only be attached and completed when requested.

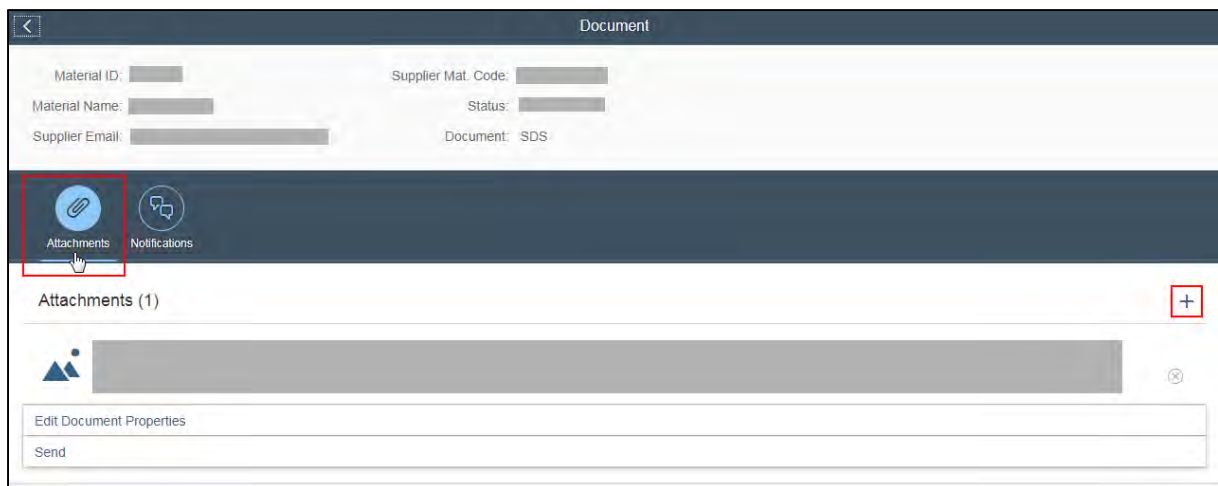
4.3.1 How to upload

Level “List of Documents”: Click on the respective line to upload your document(s).



Status	Not filed	Document	Document Description
Received		Kosher certificate	Kosher Certificate >
Received		Organic Certificate	Organic Certificate >
Received		SDS	Safety Data Sheet >
Received		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Approved	Yes	Sustainability Questionnaire	Sustainability Questionnaire >
Received		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire >
Received		Halal Certificate	Halal Certificate >

Select the “Attachments” icon and click “+” symbol to upload your document.



Material ID: [redacted] Supplier Mat. Code: [redacted]
Material Name: [redacted] Status: [redacted]
Supplier Email: [redacted] Document: SDS

Attachments (1) +

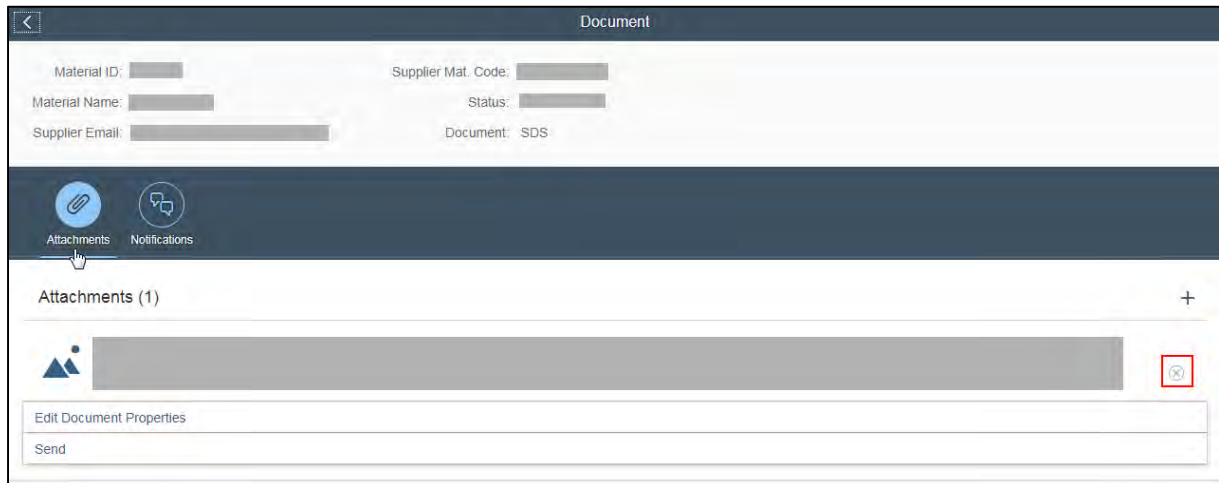
Edit Document Properties
Send

4.3.2 How to delete

Deletion is only possible after the upload and before the sending. It is not possible to delete a document, once received by Symrise.

To delete your document, press „x“ symbol.

The deletion of a **self-updated** document is not possible.



4.3.3 Edit Properties

As well as to the uploading of documents, there are additional mandatory requirements for kosher certificates, halal certificates and SDS.

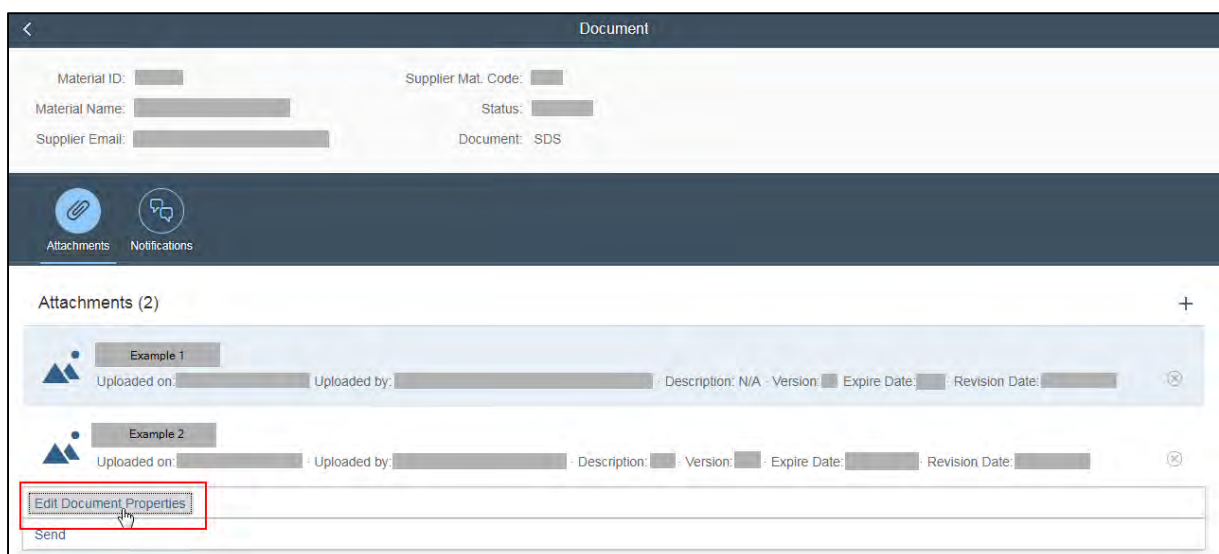
Kosher certificate => expiry date is mandatory

Halal certificate => expiry date is mandatory

MSDS => version + revision date are mandatory

Additional mandatory requirements can be entered via "Edit Document Properties"

1. Select the respective document
2. Click "Edit Document Properties"
3. Enter mandatory fields



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

Edit Document Properties

Description:
Type in...

Version:
2

Expire Date:
dd-MM-yyyy

Revision Date:
31-12-2019

Save Cancel

4.3.4 Send (Submit) Attachment

To make an attachment available for Symrise you need to press the “Send” icon. No matter if you answer a document request from Symrise or do a self-update for a Specification or a Safety Data Sheet.

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

Document

Material ID: [] Supplier file Code: []
Material Name: [] Status: []
Supplier Email: [] Document: Kasher certificate

Attachments Notifications

Attachments (1)
Jellyfish.jpg
Uploaded on: 08-05-2019 16:11

Electronic Signature

Notification of changes: The vendor is required to promptly notify Symrise in writing, of any and all proposed changes to the composition of this ingredient, changes to the manufacturing procedure, manufacturing location or changes to materials used for and in the manufacture of the ingredient that may impact the information provided in this questionnaire and the provided documentation.

Electronic signature: The person(s) completing the form must sign by typing his or her name. Typing the name will constitute as a signature.

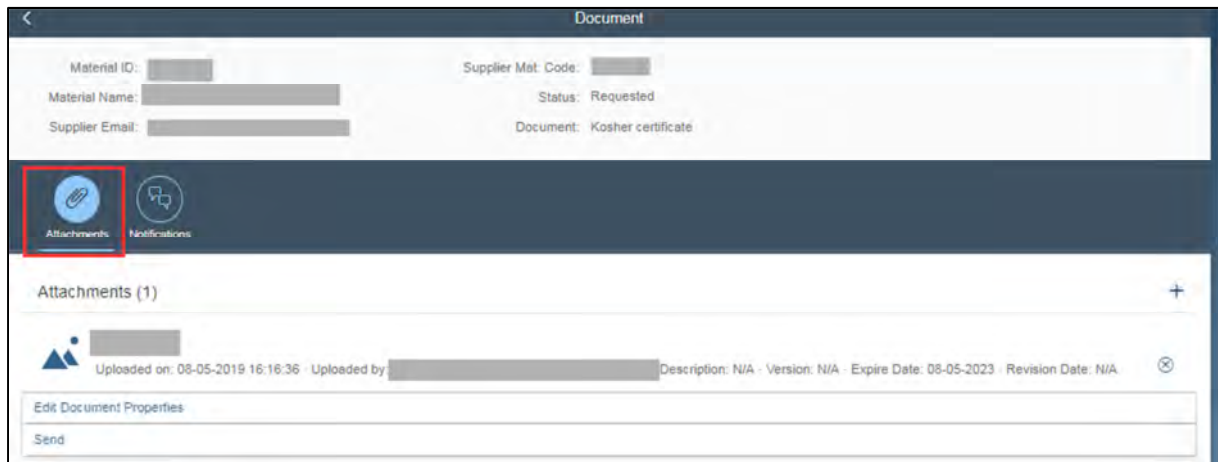
First Name: Type in...
Last Name: Type in...
Job Function: Type in...
Phone: Type in...
Email: Type in...

Send Cancel

4.3.5 Icons at Documents Level

4.3.5.1 Icon- Attachments

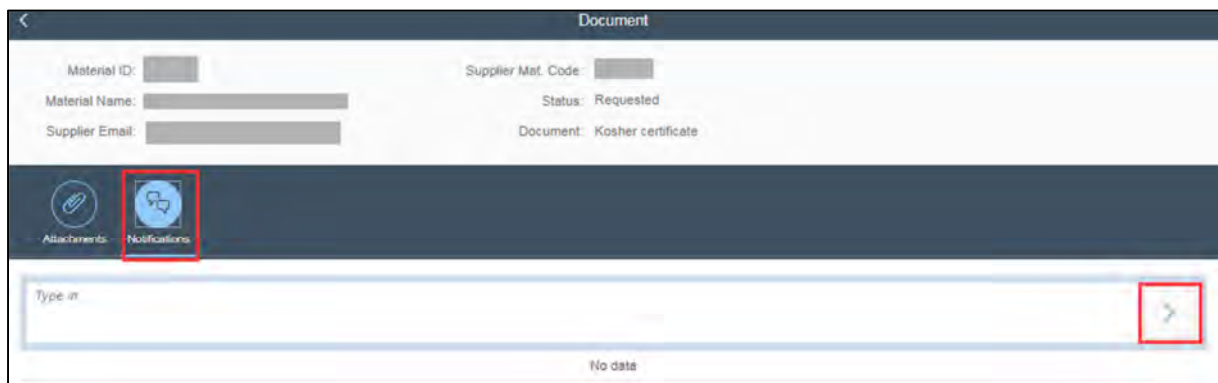
The area to attach a document is visible when the icon “Attachments” is active.



4.3.5.2 Icon - Notifications

If Symrise has further questions after you sent back a document/attachment, the communication on the attachment takes place under this icon.

If you type an answer it is essential that you press the button “>” at the end of the text field to submit what you typed.



4.4 Level 4: Questionnaires

4.4.1 Questionnaire types

- Symrise Flavor Raw Material Questionnaire
- Symrise Natural EU Flavor Raw Material Questionnaire
- Symrise Residue Questionnaire
- Symrise Fragrance Raw Material Questionnaire
- Symrise Cosmetic Ingredient Raw Material Questionnaire
- Symrise REACH Raw Material Questionnaire
- Symrise Kosher Questionnaire
- Symrise Halal Questionnaire
- Symrise Organic Questionnaire
- Symrise Sustainability Questionnaire
- Symrise Customs Questionnaire
- Symrise Toxicology Questionnaire

4.4.2 Header

Within the level Web Questionnaire, the header will show you the following:

- Material = Symrise Material Code and Material Name
- Supplier Mat. Code = Supplier Material Code
- Supplier Email = The general mail contact which is stored in the Symrise-ERP system
- Status = status of this Web Questionnaire
- Section = The name of the active below active Section
- Document = The name of the Questionnaire
- Responsible = The name of the requestor or the approver at Symrise
- Expire Date = The expiration date if available for this section

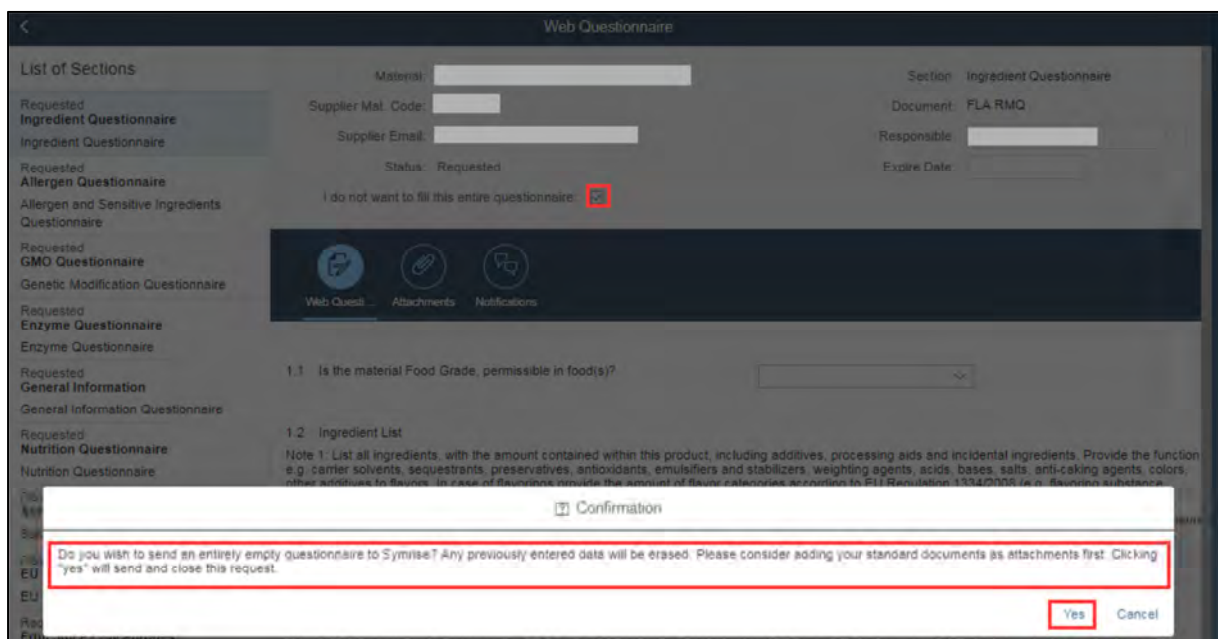
“I do not want to fill this entire questionnaire: ”

This check box submits an empty questionnaire to Symrise.

Choosing this check box might lead to a rejection of your material.

It depends on the quality of the documents which you attached instead of completing the questionnaires, if the raw material will still be assessed and possibly approved for use in our applications.

If you click the check box “I do not want to fill this entire questionnaire” you receive the following pop-up:

The screenshot shows the 'Web Questionnaire' interface. On the left is a 'List of Sections' with various questionnaire types like 'Ingredient Questionnaire', 'Allergen Questionnaire', etc. The main area contains form fields for 'Material', 'Supplier Mat. Code', 'Supplier Email', 'Status', 'Section', 'Document', 'Responsible', and 'Expire Date'. A checkbox labeled 'I do not want to fill this entire questionnaire:' is checked and highlighted with a red box. Below the form is a navigation bar with icons for 'Web Quest.', 'Attachments', and 'Notifications'. A confirmation pop-up is displayed at the bottom, titled 'Confirmation', with the text: 'Do you wish to send an entirely empty questionnaire to Symrise? Any previously entered data will be erased. Please consider adding your standard documents as attachments first. Clicking "yes" will send and close this request.' The 'Yes' button is highlighted with a red box.

“Do you wish to send an entirely empty questionnaire to Symrise? Any previously entered data will be erased. **Please consider adding your standard documents as attachments first.** Clicking “yes” will send and close this request.”

It is essential that you attach your own documents prior to pressing “Yes” in this pop-up. You can either attach them section by section under the particular “Attachments” Icon or under the “Attachments” Icon on the level “List of Documents”.

If you press “Yes” you will be guided to the electronic signature.

The email address you will mention in the electronic signature will be used for further possible questions regarding your documentation.

Web Questionnaire

List of Sections

- Requested **Ingredient Questionnaire**
- Requested **Allergen Questionnaire**
- Requested **GMO Questionnaire**
- Requested **Enzyme Questionnaire**
- Requested **General Information**
- Requested **Nutrition Questionnaire**
- Requested **Solvents Questionnaire**
- Requested **EU Data Questionnaire**
- Requested **Fruit Juice Concentrates**
- Requested **North American Data**
- Requested **Permissibility EAME**

Material: [Redacted] Section: Ingredient Questionnaire

Supplier Mat. Code: [Redacted] Document: FLA RMQ

Supplier Email: [Redacted] Responsible: [Redacted]

Status: Requested

I do not want to fill this entire questionnaire

Web Quest... Attachments Notifications

Electronic Signature

Notification of changes: The vendor is required to promptly notify Symrise in writing of any and all proposed changes to the composition of this ingredient, changes to the manufacturing procedure, manufacturing location or changes to materials used for and in the manufacture of the ingredient that may impact the information provided in this questionnaire and the provided documentation.

Electronic signature: The person(s) completing the form must sign by typing his or her name. Typing the name will constitute as a signature.

First Name:

Last Name:

Job Function:

Phone:

Email:

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

List of Documents

Material ID: [Redacted] Supplier Mat. Code: [Redacted]

Material Name: [Redacted] Status: Requested

Documents Attachments

Status		Document	Document Description
Requested	<input checked="" type="checkbox"/>	Kosher certificate	Kosher Certificate
Received		Supplier Specification	Supplier Specification
Received		SDS	Safety Data Sheet
Requested		REACH Questionnaire	REACH Questionnaire
Requested		Fragrance RMQ	Fragrance Raw Material Questionnaire
Received	<input checked="" type="checkbox"/>	FLA RMQ	Flavor Raw Material Questionnaire
Approved		CI RMQ	Cosmetic Ingredients Raw Material Questionnaire

4.4.3 How to complete the questionnaires

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

Status	Not filled	Document	Document Description
Requested		Kosher certificate	Kosher Certificate >
Requested		Supplier Specification	Supplier Specification >
Requested		SDS	Safety Data Sheet >
Requested		RSPO Certificate	RSPO Certificate >
Requested		REACH Questionnaire	REACH Questionnaire >
Requested		Fragrance RMQ	Fragrance Raw Material Questionnaire >
Requested		FLA RMQ	Flavor Raw Material Questionnaire >
Requested		Kosher	Kosher Questionnaire >
Requested		Halal RMQ	Halal Questionnaire >
Requested		Halal Certificate	Halal Certificate >

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

Web Questionnaire

List of Sections

- Requested Product Identity Identifiers
- Requested Registration Status Supplier's declaration for Registration
- Requested (e) SDS SDS
- Requested Only Representative (OR) OR information

Send Print

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

Web Questionnaire

List of Sections

Requested Product Identity Identifiers

Requested Registration Status Supplier's declaration for Registration

Requested (e) SDS SDS

Requested Only Representative (OR) OR information

Send Print

Material: [input]
Supplier Mat. Code: [input]
Supplier Email: [input]
Status: Requested

Section: Product Identity
Document: REACH Questionnaire
Responsible: [input]
Expire Date: [input]

I do not want to fill this entire questionnaire:

Web Quest... Attachments Notifications

1. Product Identity:
Others [input]
CAS No [input]
EC No [input]

Save Full Screen Clear

After completing the questions, click “Save” before proceeding with the next section. You have to click “Save”, or your entries will be lost.

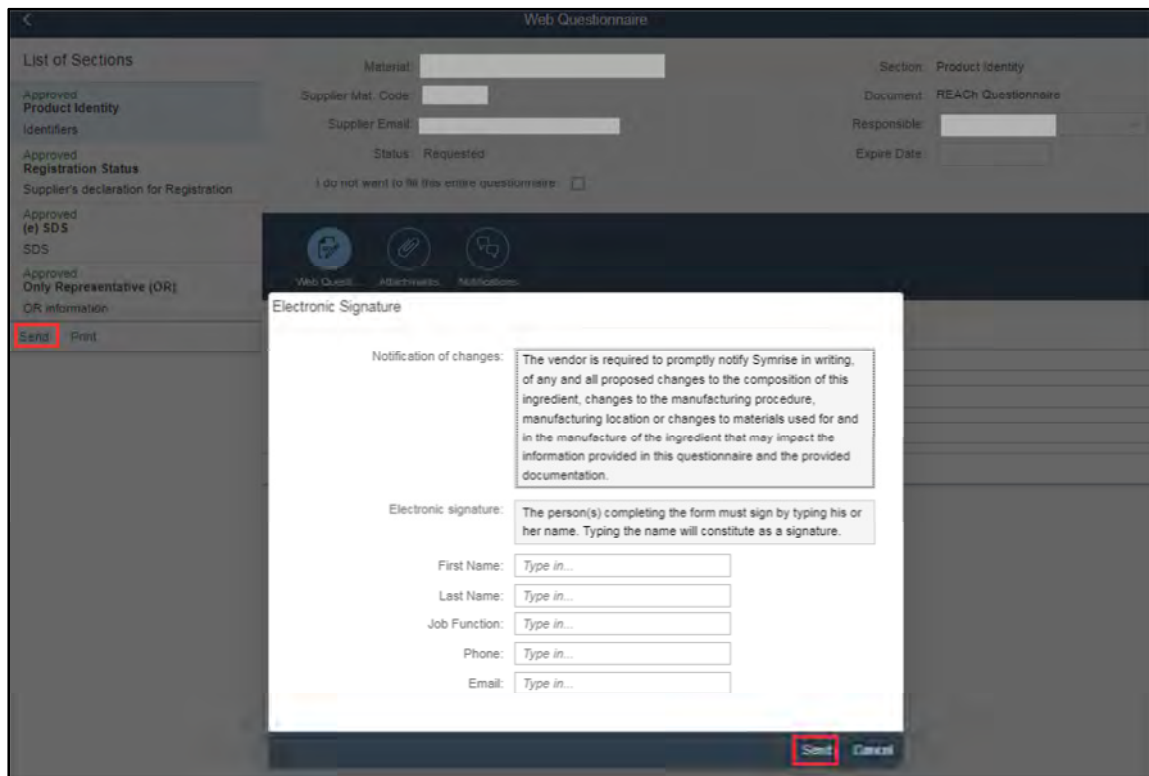
Once you click “Save”, mandatory fields are bordered by a red frame when they are not filled in.

Some questionnaires show pre-filled fields. You can adjust those entries to your needs.

Allergen Source or Derivatives	Contains the Allergen listed in column 1	If present, please state the amount (ppm)	List source food
Buckwheat	NO		
Celery	NO		
Cereal: Barley	NO		
Cereal: Kamut	NO		
Cereal: Oat	NO		
Cereal: Rye	NO		
Cereal: Spelt	NO		
Cereal: Triticale	NO		
Cereal: Wheat	NO		

The “Send” icon will be available when all mandatory fields have been completed.

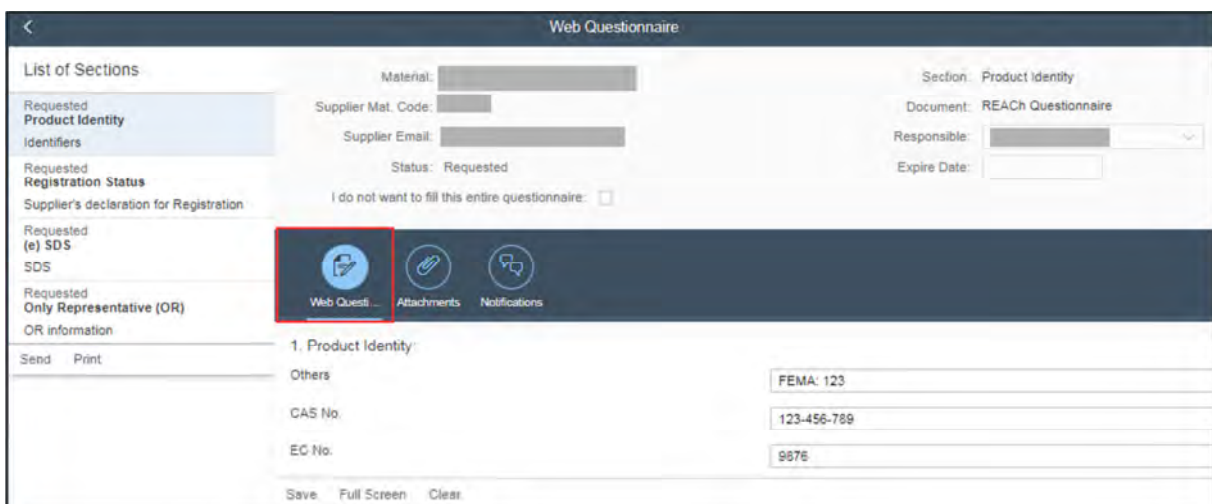
A partly completed questionnaire cannot be submitted - but you have the possibility to save your entries, leave the application and proceed later.



4.4.4 Icons at Web Questionnaire Level

4.4.4.1 Web Questionnaire Icon

The questions are visible when the “Web Questionnaire” icon is active.



4.4.4.2 Attachments Icon

If you are asked to make an attachment within a questionnaire, please select the “Attachments” icon to make your attachment.

The screenshot shows the 'Web Questionnaire' interface. The top bar displays 'Web Questionnaire'. Below it, the 'List of Sections' is visible on the left. The main content area shows the following details:

- Material: 131359 / ACETYL PYRROLE-2
- Section: (e) SDS
- Supplier Mat. Code: test
- Supplier Email: laura.bruening@symrise.com
- Status: Requested
- Document: REACH Questionnaire
- Responsible: BRUENING, Laura
- Expire Date: [empty field]

A red box highlights the 'Attachments' icon (a paperclip) in the navigation bar. Below the navigation bar, the text '3 SDS / (e)SDS' is displayed. A red box highlights the instruction: 'Please attach the REACH compliant eSDS (or the SDS, if the eSDS if not available) to the questionnaire'. Below this, there is a link: 'According to REACH Regulation: <https://echa.europa.eu/de/regulations/reach/legislation>'. At the bottom, there are buttons for 'Save', 'Full Screen', and 'Clear'.

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

The screenshot shows the 'Web Questionnaire' interface after selecting the 'Attachments' icon. The top bar displays 'Web Questionnaire'. Below it, the 'List of Sections' is visible on the left. The main content area shows the following details:

- Material: [redacted]
- Section: (e) SDS
- Supplier Mat. Code: [redacted]
- Supplier Email: [redacted]
- Status: Requested
- Document: REACH Questionnaire
- Responsible: [redacted]
- Expire Date: [empty field]

The 'Attachments' icon (a paperclip) is highlighted in red. Below the navigation bar, the text 'Attachments (0)' is displayed. A red box highlights the '+' button in the top right corner of the attachments area. Below this, there is a large document icon and the text: 'No files found. Drop files to upload, or use the "+" button.'

4.4.4.3 Notifications Icon

If Symrise has further questions after you sent the questionnaire, the communication on the single questionnaire sections takes place under this icon.

When typing your answer(s) it is required to press the “>” symbol at the end of the text field to submit your answers.

The screenshot displays the 'Web Questionnaire' interface. On the left, a 'List of Sections' sidebar includes 'Requested Product Identity Identifiers', 'Requested Registration Status Supplier's declaration for Registration', 'Requested (e) SDS SDS', and 'Requested Only Representative (OR) OR information'. The main area shows details for Material: 131359 / ACETYL PYRROLE-2, Supplier Mat. Code: test, Supplier Email: laura.brueinig@symrise.com, Status: Requested, and a checkbox for 'I do not want to fill this entire questionnaire:'. A navigation bar contains icons for 'Web Quest...', 'Attachments', and 'Notifications', with the 'Notifications' icon highlighted by a red box. Below this is a text input field with a red box around the submit arrow (>) and a 'No data' message at the bottom.

5. Mail Hierarchy

A mail hierarchy is installed for the different types of requests.

If we contact you with a document request for a material you haven't supplied previously, a request is sent to an addressee our buyers provided.

For existing and current vendor- material- relationships, a document request is sent to the general contact maintained in our vendor master data in SAP (who is as well the order recipient).

It is possible to maintain recipients per document type. This is known as the **Function ID**. Please let us know if there is a need to maintain a function ID for e.g. kosher, Flavor Regulatory, Fragrance Regulatory, Organic, SDS etc.)

The electronic signature submitted on document(s) or questionnaire(s).

If there are any concerns or questions on your submitted document(s) or questionnaire(s), an email will be send to the electronic signature provided.

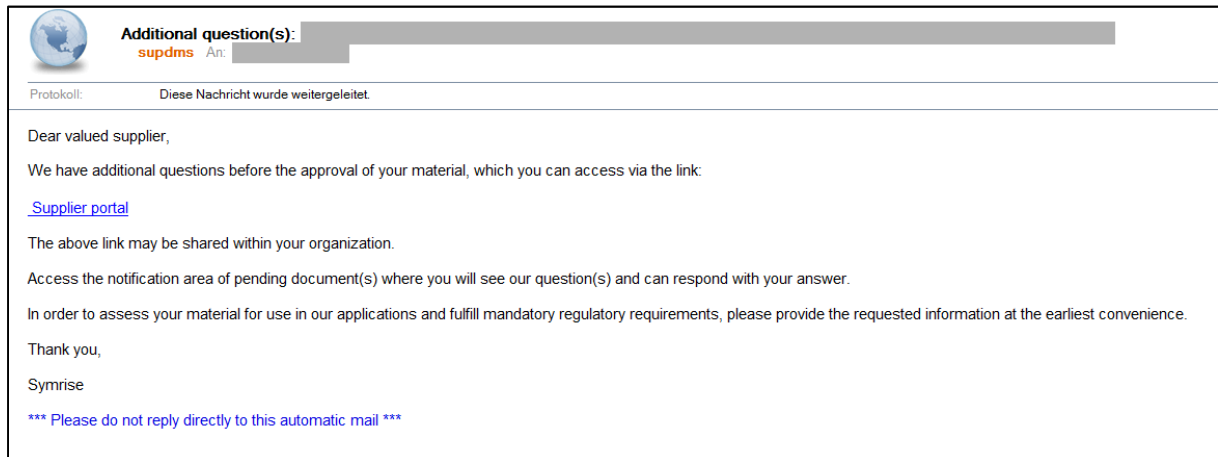
It is possible to forward our request mail to different persons within your company to have the document request completed.

All is needed is a user ID in DMS, the initial user can issue (and later on, each user who has an account). (see 4.1.4. Request New User)

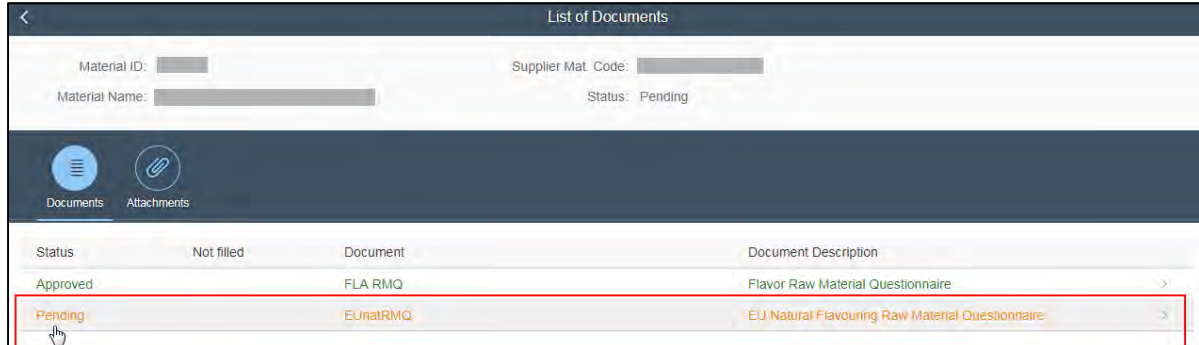
6. Additional Questions - pending questionnaires/documents

Symrise may have further questions to your provided documentation. In that case, you will receive an e-mail “additional question(s)” out of the DMS.

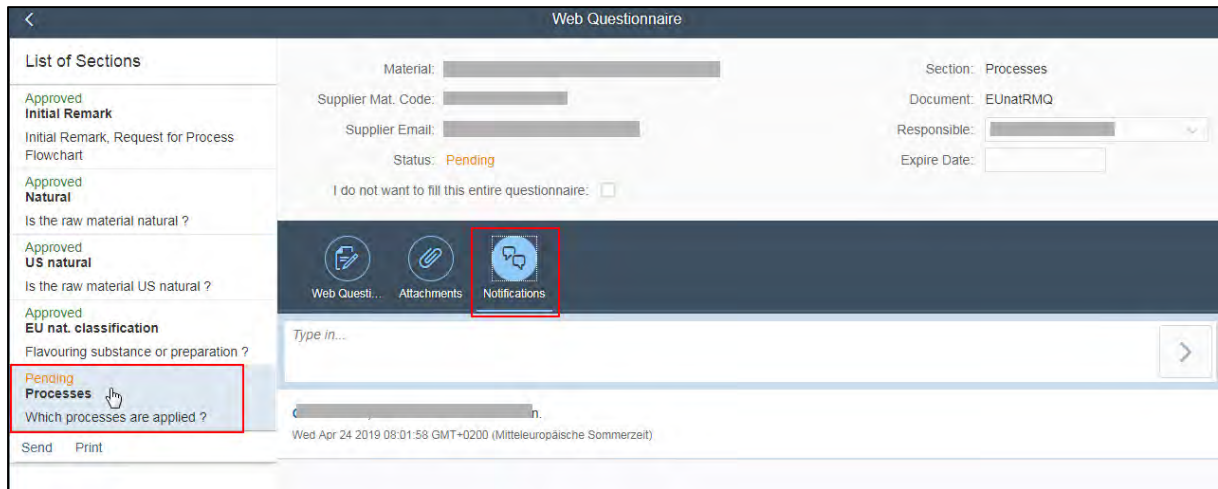
The header of the mail will show the Symrise material code, Symrise material name, the supplier material code and the supplier name. Via the link “Supplier Portal” you will be directed to the “List of Documents” where you can see the status of each document.



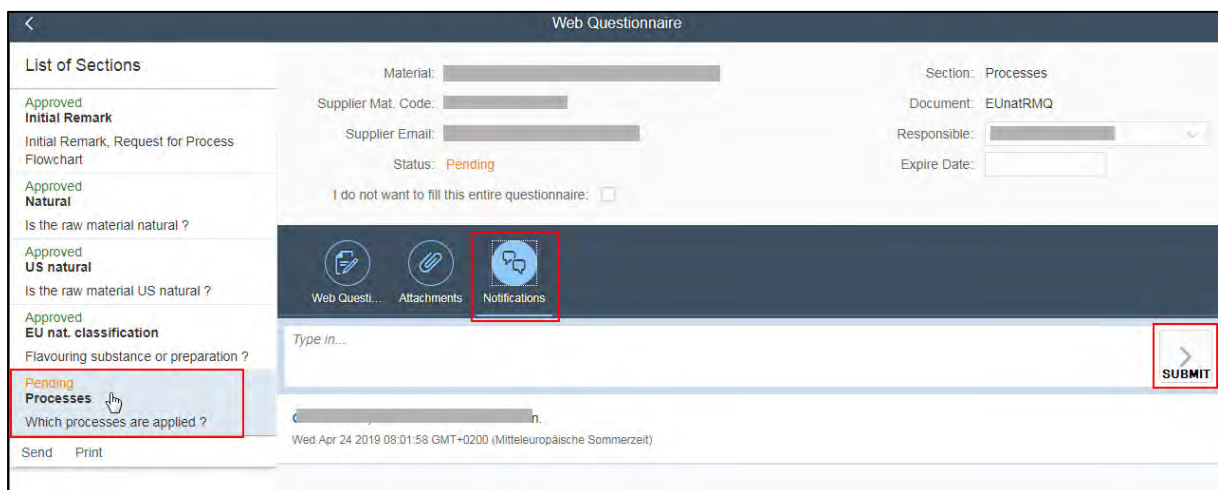
Every questionnaire/document which shows the status “pending” needs to be reviewed.



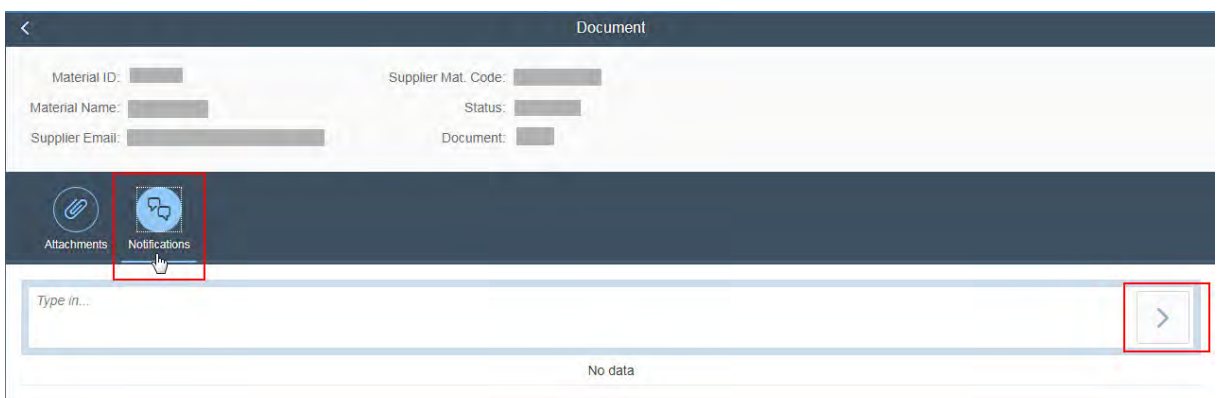
Click on the **pending questionnaire** and the pending section. Choosing the notifications icon, you will find a comment or question from Symrise. You can also enter your comment in the notifications area and submit it to Symrise. Additionally, the questionnaire is now open for editing.



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



Click on the **pending document**. The notifications icon will appear. Here you will find a comment or question from Symrise. You will be permitted to attach a new document. In the notifications area, you can make your comments.



After you submitted a comment/an answer to a question, you need to make use of the “Send” icon to submit the process back to Symrise.

7. Reminder System

As a supplier, you will receive two reminders asking you to complete our document request. If the document request is not completed or only partly completed the system will auto cancel it after a certain period of time.

8. Key Essentials

- **Browser**
We recommend using Google Chrome for the DMS. The application works best with this Browser.
- **Link**
Do not forward the welcome mail, any document request or the encrypted link from the browser’s address line outside of your company.
This link allows a view of your “List of Materials” and “List of Documents”.
- **Completion of Questionnaires**
Consider that clicking the check box “I do not want to fill this entire questionnaire” might lead to a rejection of your material by Symrise even if you attached own documents. In any case, please attach your own documentation when you select “I do not want to fill this entire questionnaire”.
- **Submit**
It is mandatory to press the icon “submit” when you would like to leave a message under “Notifications”. Otherwise Symrise will not receive your message.
- **Save**
Make sure that you save every questionnaire section before proceeding with the next one.
- **Send**
Make sure that you press “Send” for completed questionnaires and attachments. Otherwise Symrise will not receive them.