

# Supplier Onboarding

Supplier – India User manual

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## 1. Introduction

The objective of this project is to automate the Supplier on boarding process. This document will explain the supplier registration process, and the process for raising a change request.

## 2. Roles and Responsibilities

The following roles will be used in the supplier on boarding process.

Roles	Responsibilities
Supplier	<ul style="list-style-type: none"> <li>• View Dashboard</li> <li>• Fill and Submit the Supplier Registration form</li> <li>• Raise the Change request</li> <li>• View the Request Summary — Supplier Registration form details</li> <li>• Raise Incidents &amp; Status</li> </ul>

## 3. Login for Users (Azure AD Login)

To access the application, the user must log in to the SOB portal using the link and credentials provided below

The supplier will log in to the portal using Multi-Factor Authentication (MFA).

Note: The first time a supplier receives an invite from Lupin, they must complete the MFA process.

The supplier needs to accept the Conflict of Interest Declaration and the Disclaimer of the Lupin Supplier On boarding Portal. Afterward, they can log in normally to the portal.

**Application Link:** <Provide the application link>

Example: <https://scs.lupin.com/lupinVOB/#/>

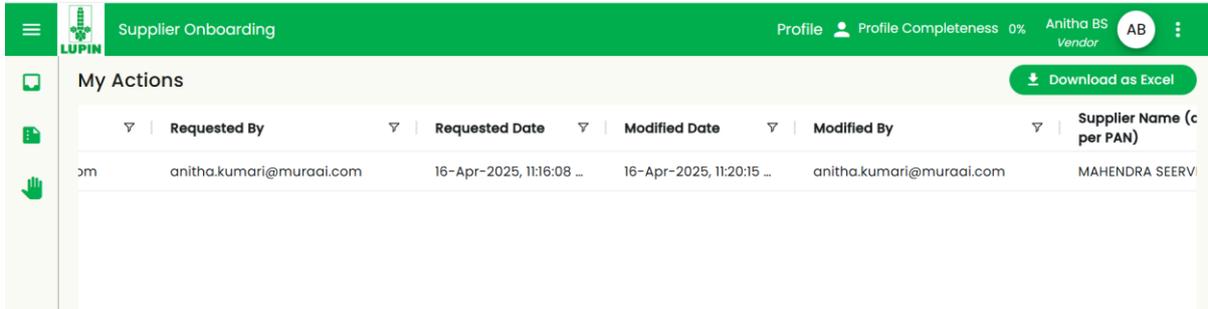
**User:** <Provide the valid user ID>

Example: abc@gmail.com

**Password:** <Provide the valid password / Microsoft code>

Example: Lupin@123 / 12345678

Upon logging into the portal, the user will be able to view the My Action.

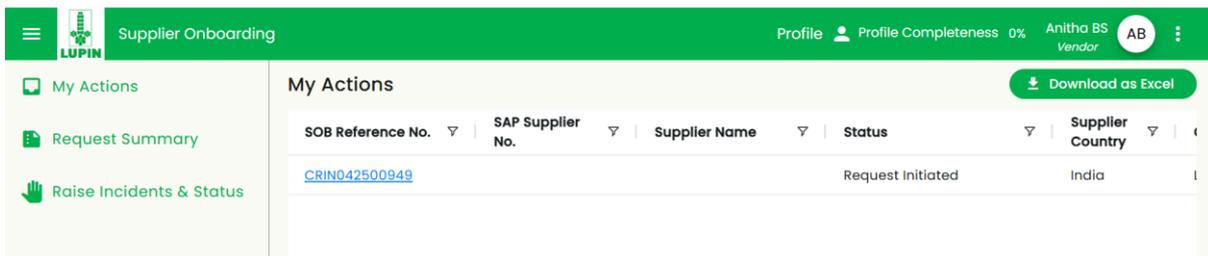


The user can view the profile section on the right side by clicking on the profile menu to see the logged-in user's details

Click on the three-dots icon to view the user manual and logout options.

After logging into the portal, click on the three horizontal lines, and the user can view the following menu options on the left side:

- **My Actions**
- **Request Summary**
- **Raise Incidents & Status**

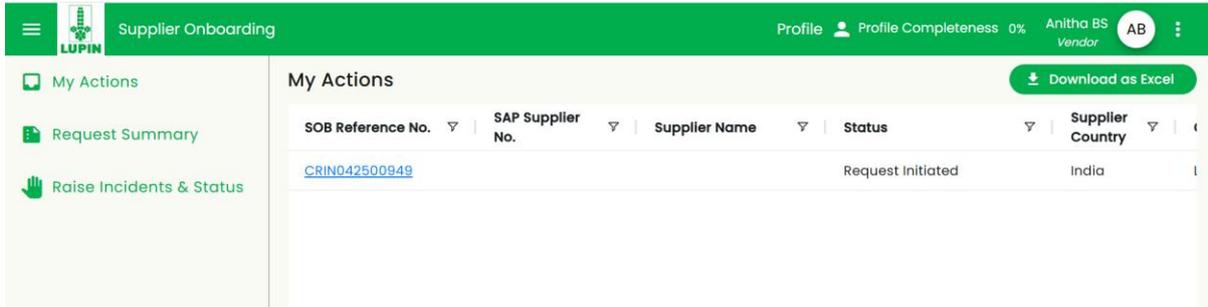


The requestor can invite the supplier by filling in the necessary supplier details. Once the request is raised by the requestor, the supplier can view the request details on the My Actions page.

## 4. My Action

In My Actions, the user can view the list of all pending requests.

The user has the option to download the pending request details in Excel by clicking on 'Download as Excel.'

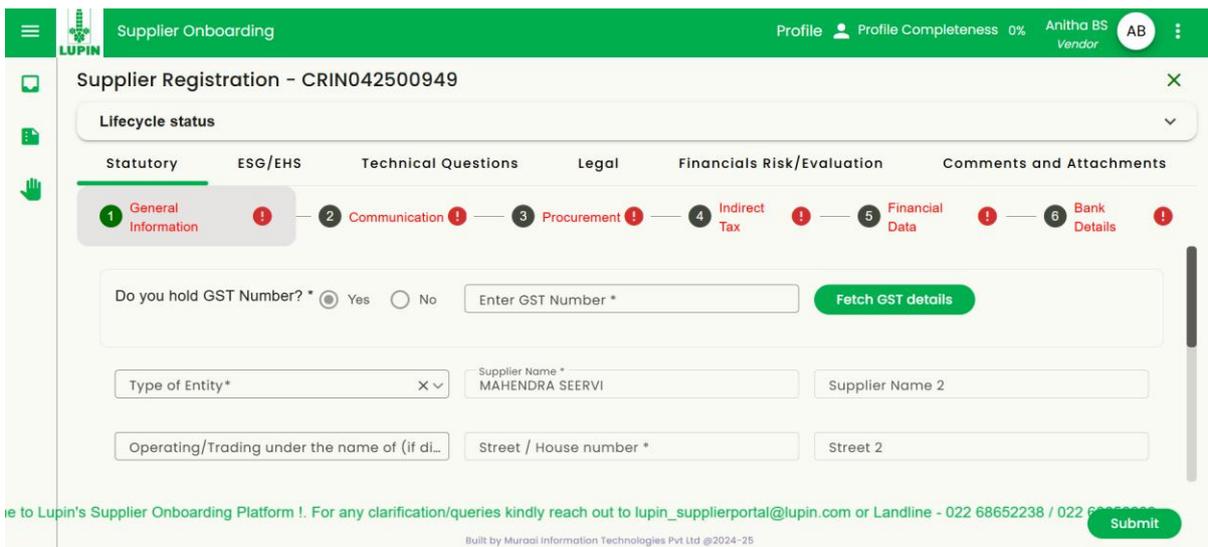


Click on the SOB Reference No to view the Supplier Registration details.

## 5. Statutory

The user can view the following options under Statutory

- General Information
- Communication
- Procurement
- Indirect Tax / Direct Tax
- Financial Data
- Bank Details



**Note:** Any mandatory fields that are not filled will cause the tab name to be highlighted in red (e.g., General Information, Communication, Indirect Tax or Direct Tax, Procurement, Financial Data, and Bank Details).

## 5.1 General Information

The user needs to fill out all the mandatory fields, such as GST, Type of entity, Supplier Name, Street/House Number etc.

Based on the GST (enter the GST number and click on the Fetch GST Details button), the supplier details will be auto-filled, including Supplier Name, Street/House Number, Street 2, Region, District, City, and Postal Code.

If the user does not have a GST value, they will need to fill in the General Information details manually(Ex: Type of Entity, Supplier Name, Operating/Trading under the name of, Street/House Number, Street 2, Region, District, City, and Postal Code, Fax No, Telex No)

The screenshot shows the 'Supplier Registration - CRIN042500949' form. The 'General Information' tab is active, showing progress indicators for six steps: 1. General Information (completed), 2. Communication (pending), 3. Procurement (pending), 4. Indirect Tax (pending), 5. Financial Data (pending), and 6. Bank Details (pending). The form contains the following fields:

- Do you hold GST Number? \*  Yes  No
- Enter GST Number \* 29HJRP4254HIZI
- Fetch GST details (button)
- Type of Entity \* Company - 0003
- Supplier Name \* KAVERI GENERAL STORE
- Supplier Name 2
- Operating/Trading under the name of (if di...
- Street / House number \* Ground Floor Shivanahalli
- Street 2 No 10

A 'Submit' button is located at the bottom right of the form.

The screenshot shows the 'Supplier Registration - CRIN042500949' form. The 'General Information' tab is active, showing progress indicators for six steps: 1. General Information (completed), 2. Communication (pending), 3. Procurement (pending), 4. Indirect Tax (pending), 5. Financial Data (pending), and 6. Bank Details (pending). The form contains the following fields:

- Street 3
- Street 4 Near Veerabhadreshwara Swamy Tempel
- Street 5 Kasaba Hobli
- Region Karnataka
- District Ramanagara
- City Others
- Supplier City Name Ramanagara
- Supplier Country \* India
- Postal Code 562117
- Fax No.
- Telex No.

A 'Submit' button is located at the bottom right of the form.

Once the General Information is filled out, click on the 'Next' button to navigate to the 'Communication' page, or click on the 'Communication' tab.

## 5.2 Communication

The user needs to fill out all the mandatory fields, such as Department, Email ID, First Name, Last Name, Contact No etc. Click on the 'Add Contact Details' button to add the contact details (e.g., Department Name, Email, First Name, Last Name, Mobile/Landline Number, and send payment details to this email id)

Note: Here, by clicking on 'Add Contact Details' here, the user can add multiple contact entries.

The screenshot shows the 'Supplier Registration - CRIN042500949' page. The 'Communication' step is highlighted in green. Below the step indicator, there are fields for 'Communication Language' (English) and 'Website URL'. A 'Contact Details' section is visible with a '+ Add Contact Details' button. Below this, there is a table with columns: Actions, Department, Email, First Name, and Last Name. The current entry shows 'Marketing' in the Department field, 'anithabskogar@gmail.com' in the Email field, 'Anitha' in the First Name field, and 'BS' in the Last Name field. A 'Submit' button is located at the bottom right.

Once the Communication details is filled out, click on the 'Next' button to navigate to the 'Procurement' page, or click on the 'Procurement' tab.

## 5.3 Procurement

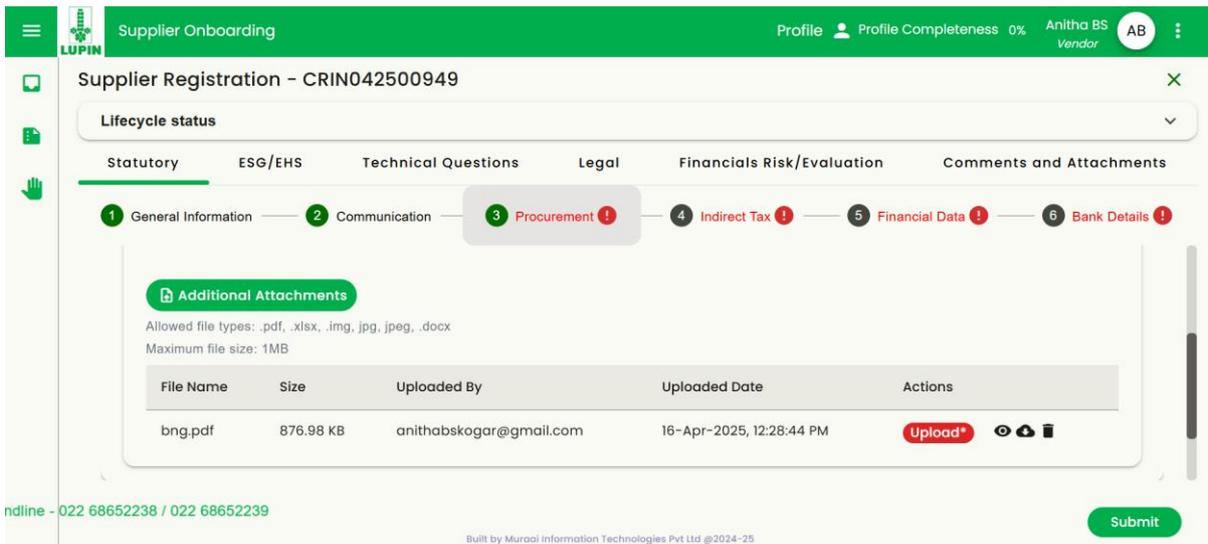
The user needs to select the radio button for SEZ. If the user selects 'Yes,' they should enter the IEC number and attach the IEC copy.

The screenshot shows the 'Supplier Registration - CRIN042500949' page. The 'Procurement' step is highlighted in green. Below the step indicator, there is a 'Domestic' section. It contains a question 'Do you belong to SEZ Category?\*' with radio buttons for 'Yes' (selected) and 'No'. To the right, there is an 'IEC Number \*' field with the value '1234567654' and an 'Upload\*' button. A file name '347137\_Lupin (1).pdf' is also visible next to the IEC number field.

In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document

- Upload button: To upload the browsed document to SOB.
- Eye Icon (View File): To preview the uploaded file.
- Download Icon: To download the attached file.
- Delete Icon: To delete the already uploaded file

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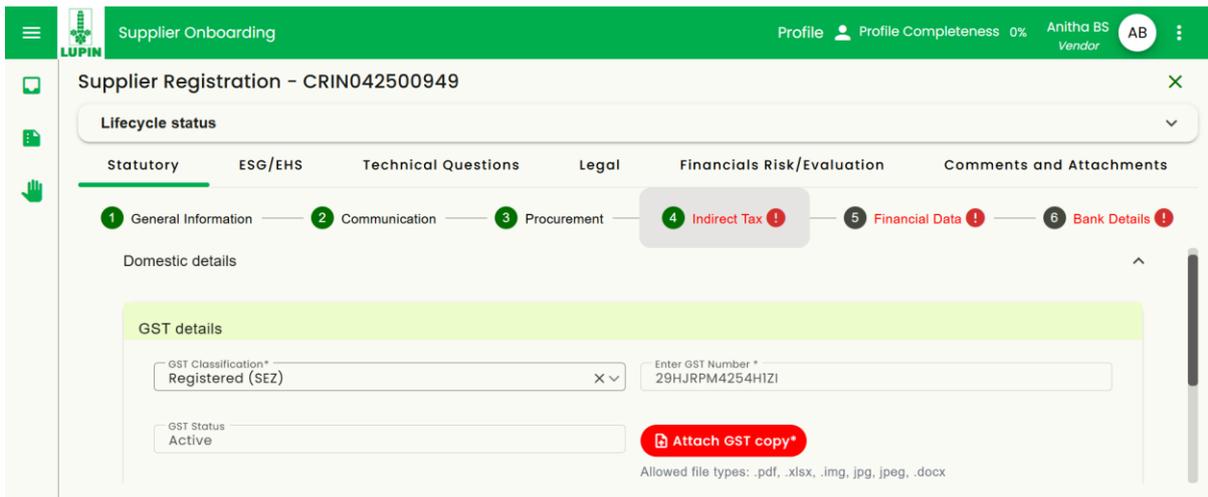
Once the Procurement details is filled out, click on the 'Next' button to navigate to the 'Indirect Tax' or 'Direct Tax' page, or click on the 'Indirect Tax' or 'Direct Tax' tab.

## 5.4 Indirect tax

If the request is a domestic request, the user can view the Indirect Tax options.

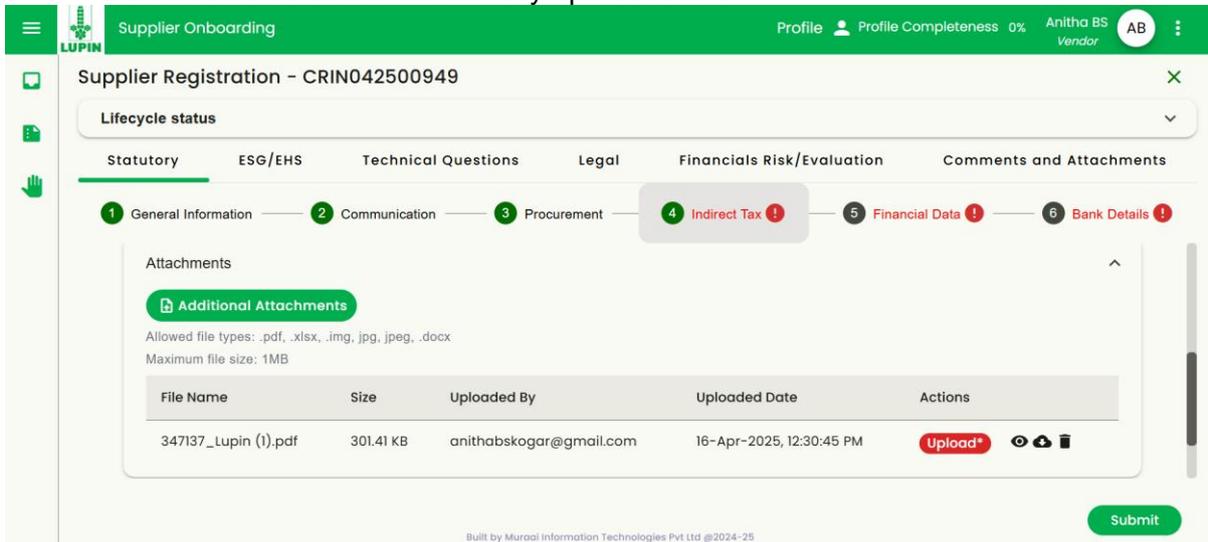
The user needs to fill out all the mandatory fields, such as GST Classification, attach the GST copy.

Click on 'Attach GST Copy' to upload the document



In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document.

- Upload button: To upload the browsed document to SOB.
- Eye Icon (View File): To preview the uploaded file.
- Download Icon: To download the attached file.
- Delete Icon: To delete the already uploaded file.

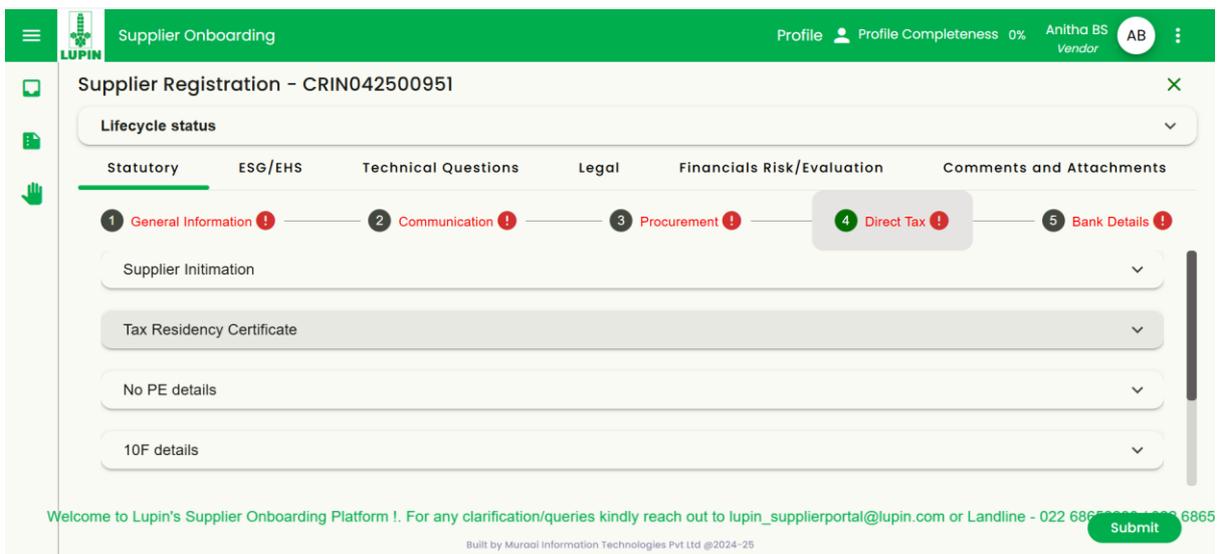


## 5.5 Direct Tax

If the request is an import request, the user can view the Direct Tax options.

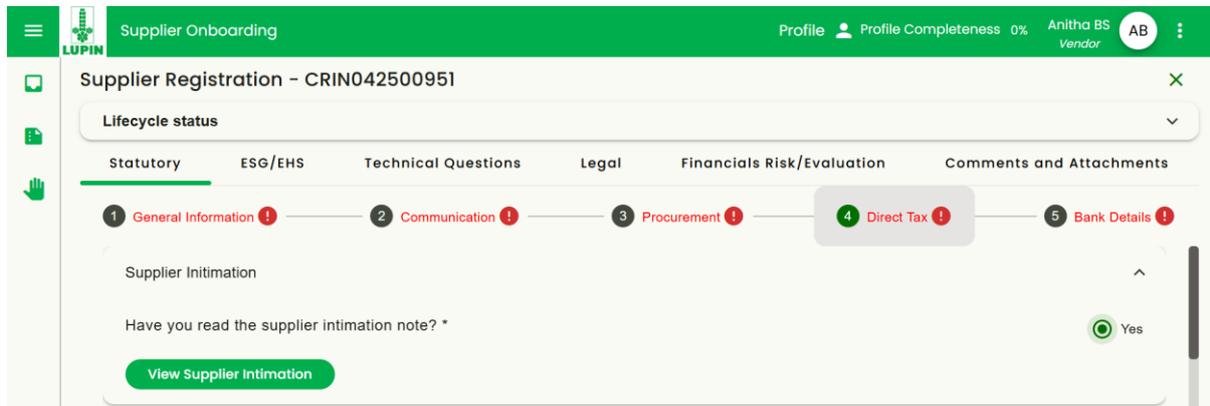
This section has the following submenu

- Supplier Intimation
- Tax Residency Certificate
- No PE Details
- 10F Details
- Attachments



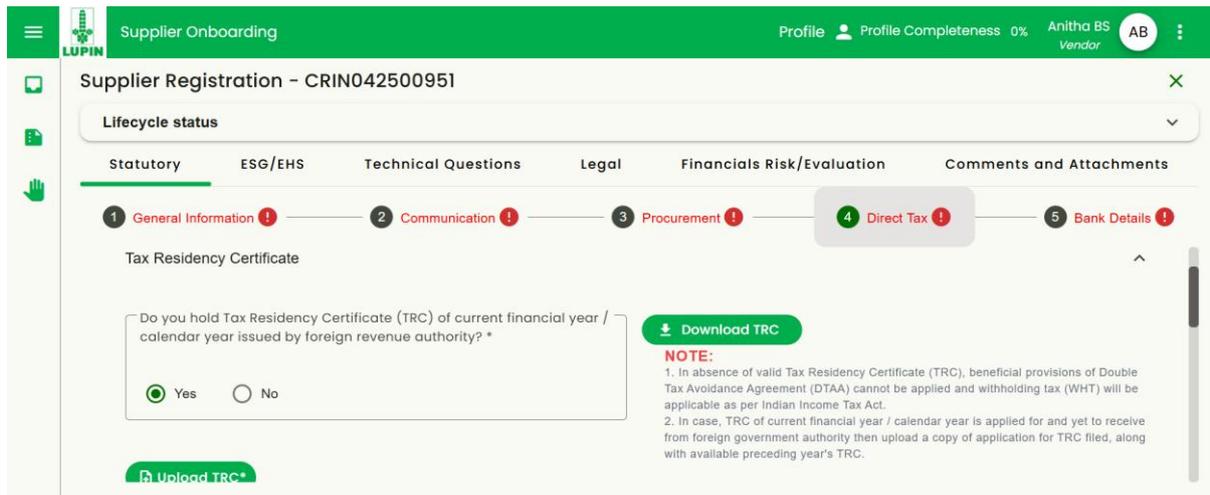
### 5.5.1 Supplier Intimation

The user will agree to the supplier intimation note and click on 'View Supplier Intimation' to review the supplier intimation details.

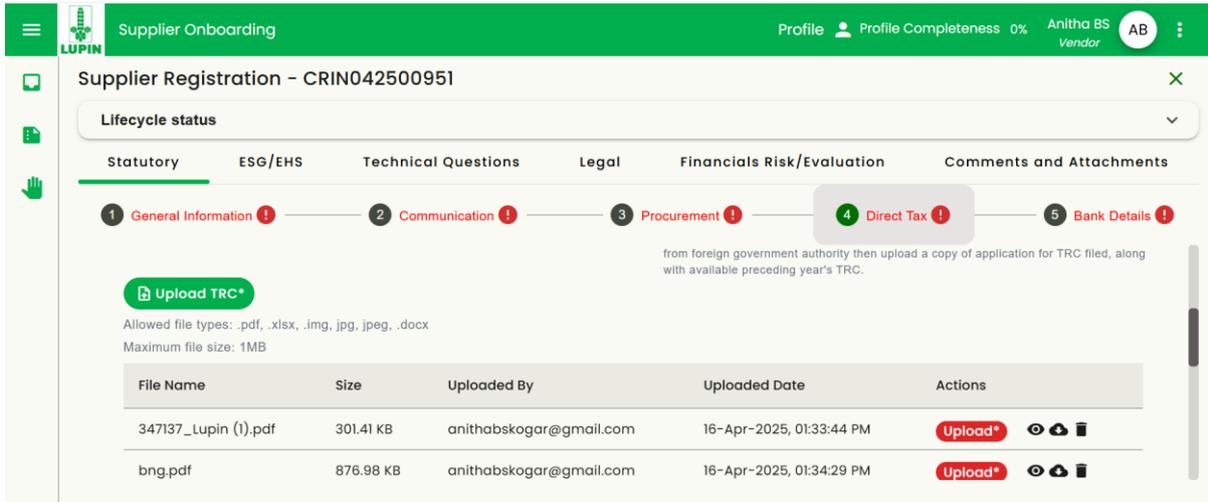


### 5.5.2 Tax Residency Certificate

If the radio button is selected as 'Yes' for 'Do you hold Tax Residency Certificate (TRC) of current financial year / calendar year issued by foreign revenue authority? \*', the user needs to upload the TRC documents.

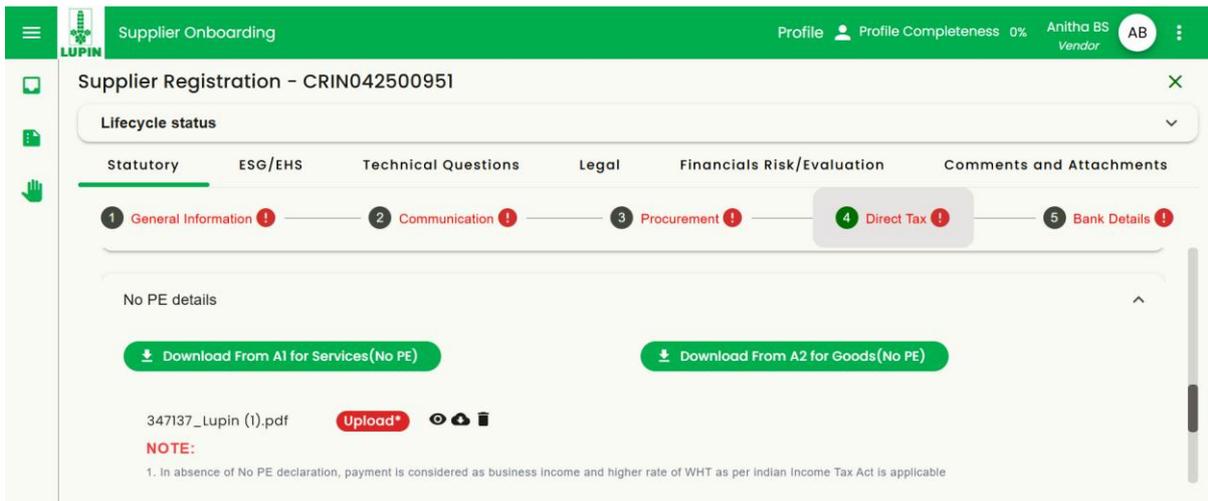


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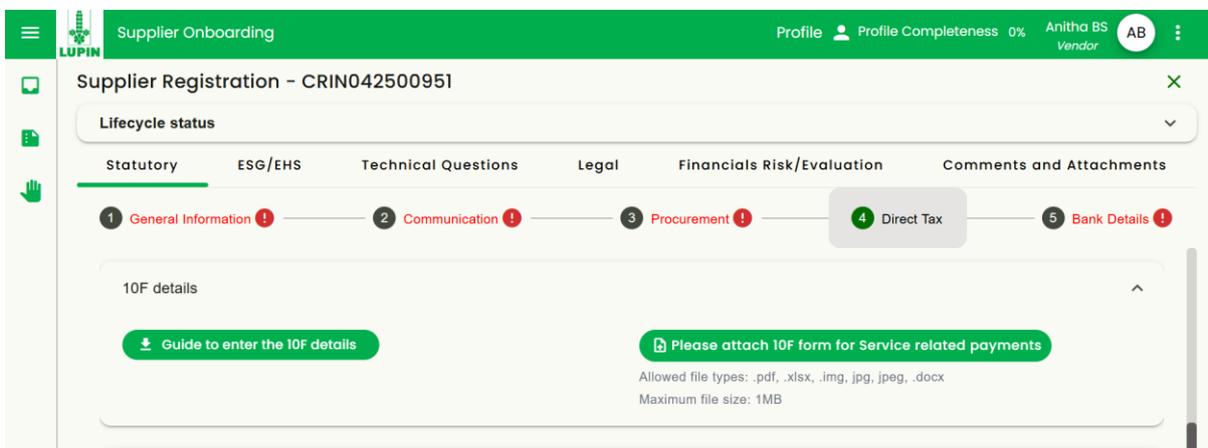
## 5.5.3 NO PE Details

The user can download the document from A1 for Services and A2 for Goods. The user also needs to upload the NO PE certificate



## 5.5.4 10F Details

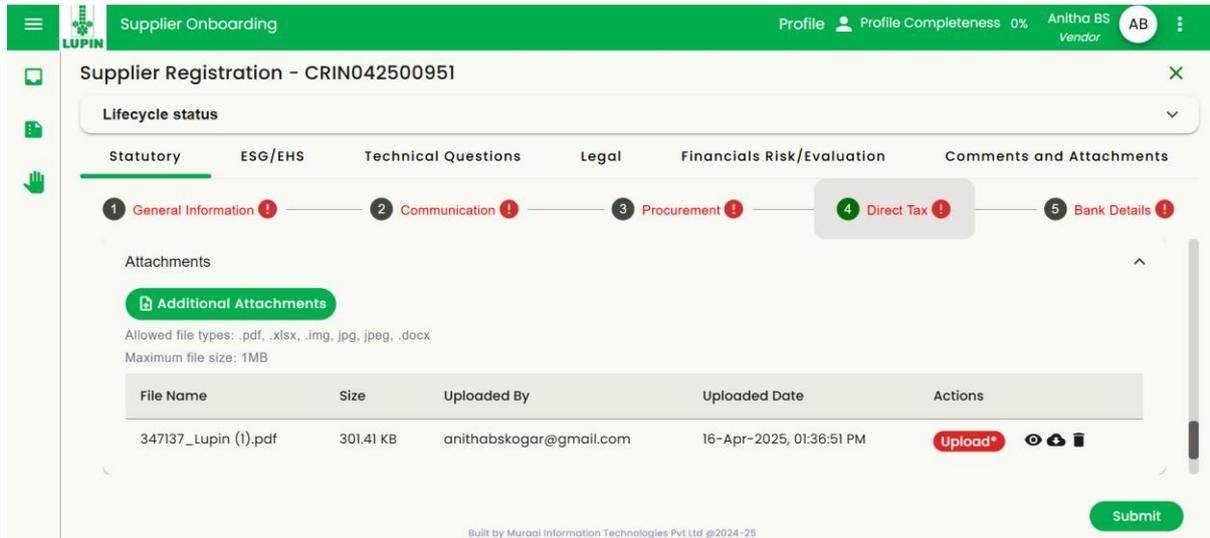
Here, the user can download the Guide to enter the 10F details and upload the 10F form for service related payments documents.



### 5.5.5 Attachments

In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document.

- Upload button: To upload the browsed document to SOB.
- Eye Icon (View File): To preview the uploaded file.
- Download Icon: To download the attached file.
- Delete Icon: To delete the already uploaded file.



Once the Indirect or Direct Tax details is filled out, click on the 'Next' button to navigate to the 'Financial Data' page, or click on the 'Financial Data' tab.

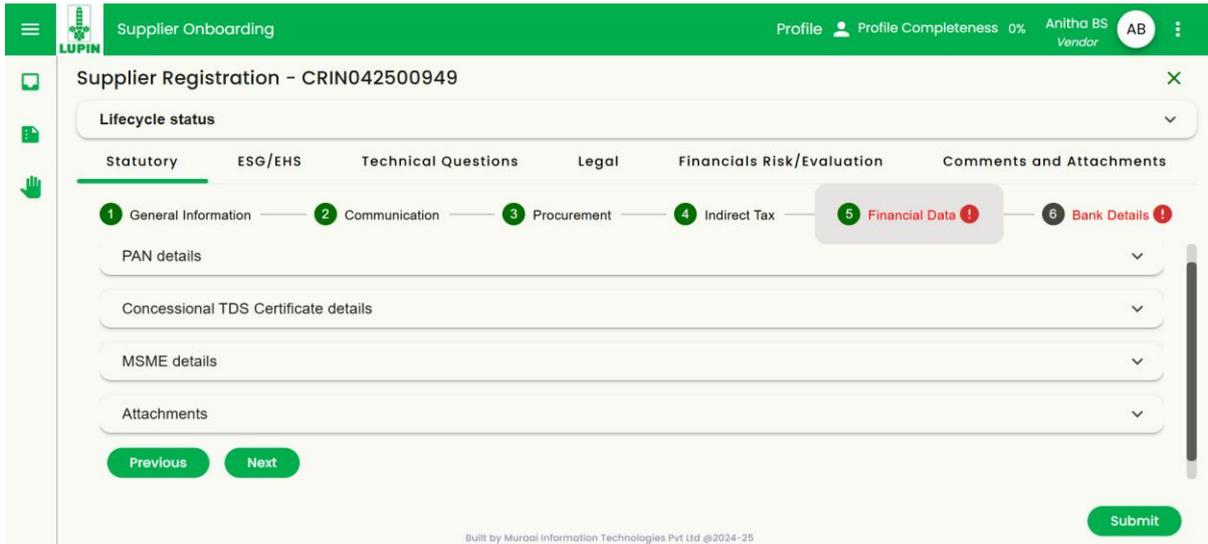
### 5.6 Financial Data

For a domestic request, the user will have the option for 'Financial Data'. For an import request, the 'Financial Data' option will not be available.

The user needs to fill out all the mandatory fields, such as PAN details, Concessional TDS Certificate details and MSME details.

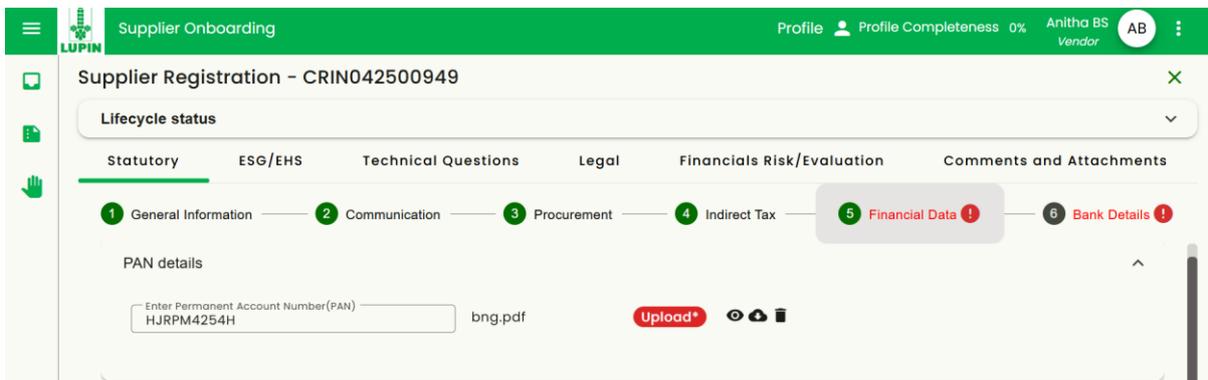
This section has the following submenu

- PAN details
- Concessional TDS Certificate details
- MSME details
- Attachments



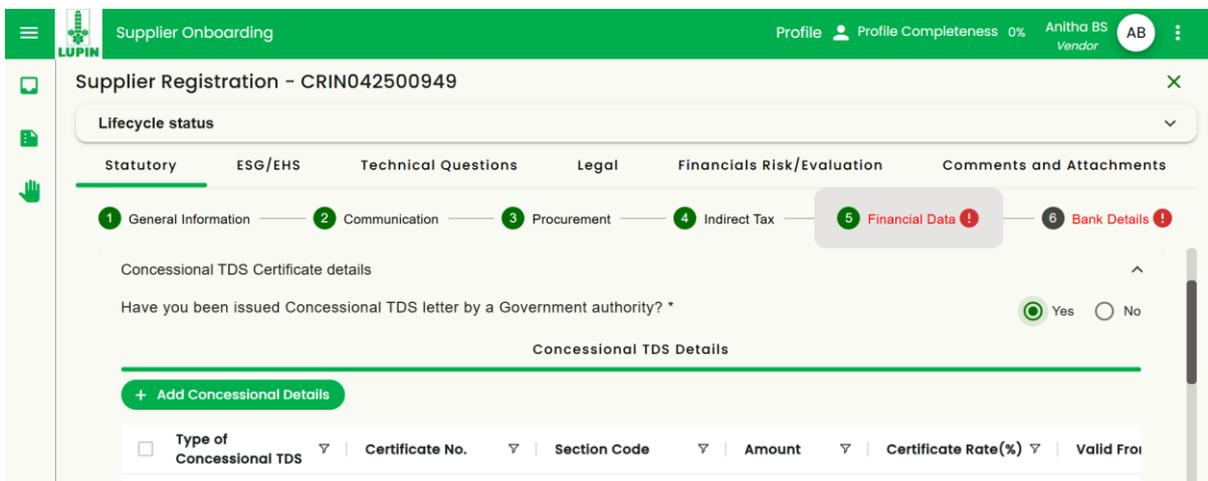
### 5.6.1 PAN details

The user needs to attach the PAN copy

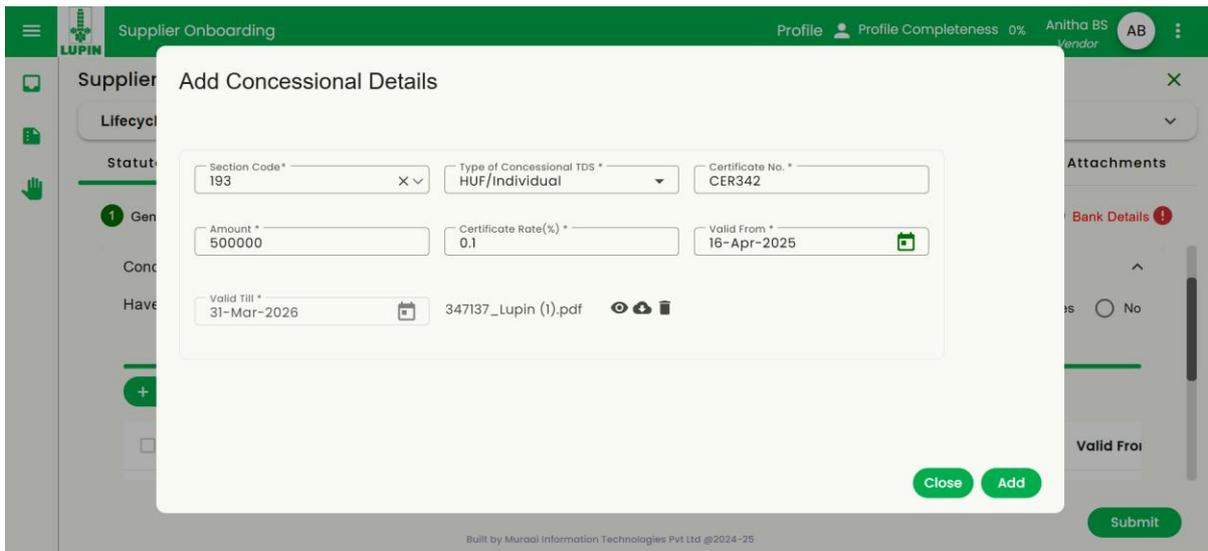


### 5.6.2 Concessional TDS Certificate

The user needs to select the radio button for 'Have you been issued a Concessional TDS letter by a Government authority?'. If the answer is 'Yes,' the user needs to enter the Concessional TDS Details. If the answer is 'No,' the user needs to fill in the reason for non-availability of TDS.



Click on Add Concessional details button to add the TDS details.

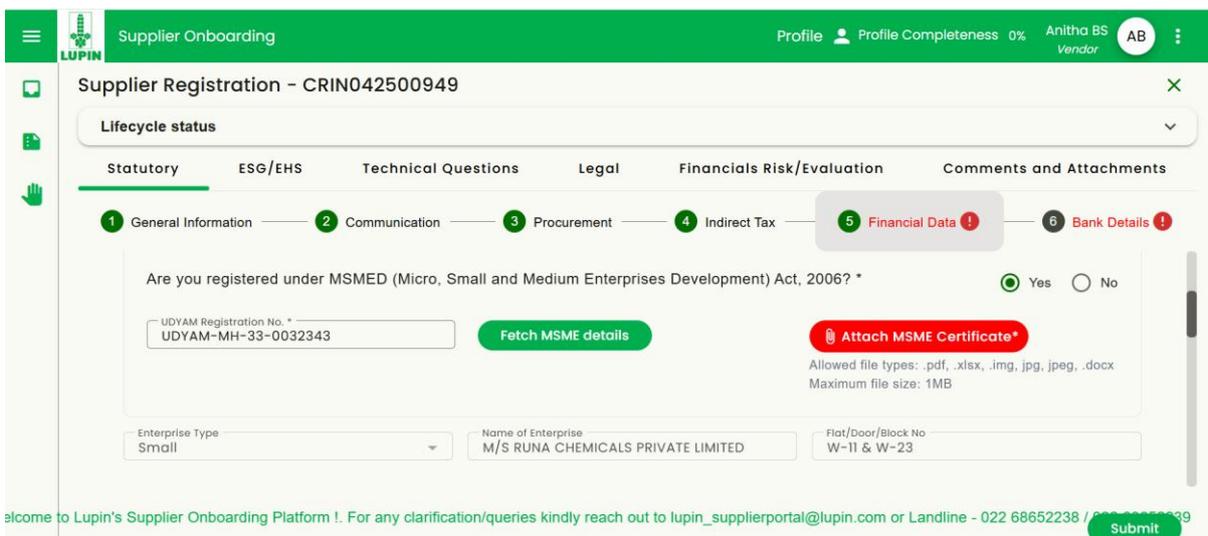


### 5.6.3 MSME Details

Click on MSME details group box to add the MSME details

If the user selects 'Yes' for the 'Are you registered under the MSMED (Micro, Small and Medium Enterprises Development) Act, 2006?' radio button, they will need to fill in the UDYAM Registration No and attach the MSME certificate.

Based on the UDYAM Registration (enter the UDYAM Registration number and click on the Fetch MSME Details button), the MSME details will be auto-filled, including Name of Enterprise, Flat/Door/Block No, Name of Premises/ Building, Village/Town, Block, Road/Street/Lane, City, State, District, Mobile, Email etc.



## Supplier Onboarding User Manual

The screenshot shows the 'Supplier Registration - CRIN042500949' page in the 'Financial Data' step. The page has a green header with the Lupin logo and navigation options. Below the header, there's a 'Lifecycle status' dropdown and a series of tabs: Statutory, ESG/EHS, Technical Questions, Legal, Financials Risk/Evaluation, and Comments and Attachments. A progress bar at the top shows six steps: 1. General Information, 2. Communication, 3. Procurement, 4. Indirect Tax, 5. Financial Data (highlighted in red), and 6. Bank Details (highlighted in red). The 'Financial Data' section contains input fields for District (THANE), Mobile (84\*\*\*\*\*924), Email (runachemicals@gmail.com), and Classification Date (16-Apr-2025). Below these fields is a table with columns: Sno, Classification Year, Enterprise Type, and Classification Date. The table contains one row with Sno 1, Classification Year 2025-26, Enterprise Type Small, and Classification Date 2025-04-01. A 'Submit' button is located at the bottom right.

Sno	Classification Year	Enterprise Type	Classification Date
1	2025-26	Small	2025-04-01

### 5.6.4 Attachments

In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document.

The screenshot shows the 'Supplier Registration - CRIN042500949' page in the 'Attachments' section. The page has a green header with the Lupin logo and navigation options. Below the header, there's a 'Lifecycle status' dropdown and a series of tabs: Statutory, ESG/EHS, Technical Questions, Legal, Financials Risk/Evaluation, and Comments and Attachments. A progress bar at the top shows six steps: 1. General Information, 2. Communication, 3. Procurement, 4. Indirect Tax, 5. Financial Data (highlighted in red), and 6. Bank Details (highlighted in red). The 'Attachments' section contains an 'Additional Attachments' button, a list of allowed file types (.pdf, .xlsx, .img, .jpg, .jpeg, .docx), and a maximum file size of 1MB. Below this is a table with columns: File Name, Size, Uploaded By, Uploaded Date, and Actions. The table contains one row with File Name 347137\_Lupin (1).pdf, Size 301.41 KB, Uploaded By anithabaskogar@gmail.com, and Uploaded Date 16-Apr-2025, 12:40:05 PM. An 'Upload\*' button and icons are visible in the Actions column. A 'Submit' button is located at the bottom right.

File Name	Size	Uploaded By	Uploaded Date	Actions
347137_Lupin (1).pdf	301.41 KB	anithabaskogar@gmail.com	16-Apr-2025, 12:40:05 PM	Upload*   

Once the Financial Data is filled out, click on the 'Next' button to navigate to the Bank details page, or click on the 'Bank Details' tab.

## 5.7 Bank Details

The user needs to fill out all the mandatory fields, such as Bank details and attachments.

The screenshot shows the 'Supplier Registration - CRIN042500949' page. The 'Bank Details' step is highlighted in red. A progress bar shows steps 1 through 6, with step 6 being the current step. A green '+ Add Bank Details' button is visible. Below it, a table of bank details is shown with columns: Bank Country, Account Holder Name, Account Number, Bank Name, IFSC / SWIFT / BIC Code, Bank Number or Routing Number, UPI Id, IBAN, and a partial 'B' column. The table is currently empty, displaying 'No Rows To Show'. An 'Attachments' section is visible below the table, and a 'Submit' button is at the bottom right.

### 5.7.1 Add Bank details

Click on the 'Add Bank Details' button to add the Bank details.

This screenshot is identical to the previous one, showing the 'Supplier Registration - CRIN042500949' page. The 'Bank Details' step is highlighted in red. The green '+ Add Bank Details' button is now highlighted in a darker green, indicating it is the active element. The table below it remains empty with 'No Rows To Show'.

The user needs to enter the following details in the bank details popup: Account Holder Name, Account Number, Bank Name, Bank Branch, House Number and Street, State/Region/Province, City, Postal Code, Attachment Type, Upload the document.

Click on the eye icon to preview the document in the portal.

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The screenshot displays the 'Supplier Onboarding' interface. On the left, there is a form for entering bank details. The fields are as follows:

- Bank Country\*: India
- Account Holder Name\*: MAHENDRA SEERVI
- Account Number\*: 99999999887543
- Account Type\*: Savings
- Bank Name\*: HDFC
- IFSC / SWIFT / BIC Code\*: HDFC000371
- UPI Id
- Bank Branch
- House Number and Street
- State/Region/Province: Assam
- City: Jorhat
- Postal Code
- Attachment Type\*: Bank Letter
- Attachment: bank1.pdf

On the right, a document titled 'Remittance ...' is displayed, which is a confirmation letter. The text of the document is as follows:

<<ON LETTER HEAD OF PARTY>>  
TO WHOMSOEVER IT MAY CONCERN

I/We hereby confirm that -

- 1) I am/We are tax residents of (Name of Country) within the meaning of the Article 4 of India - (Name of Country) Double Tax Avoidance Agreement (DTAA);
- 2) I / We do not have a permanent establishment (PE) / fixed place of business / profession in India as contemplated under Article 5 of India - (Name of Country) DTAA read with the provisions laid down in Multilateral Instruments, wherever applicable, during the financial year 1st April 2023 – 31st March 2024;
- 3) In my /our view, based on our limited understanding, I/ We do not have business connection in India within the meaning of section 9(1)(i) of the Income-tax Act, 1961 (Act) of India during the financial year 1st April 2023 – 31st March 2024;
- 4) I am/We are the beneficial owner of the amount received by me /us from Lupin Limited for the period 1st April 2023 to 31st March 2024. In other words, we are not acting in the capacity of a trustee or nominee;
- 5) I / We hereby confirm that we do not have a place of effective management (POEM) during the financial year 1st April 2023 – 31st March 2024 in India and none of the key management and commercial decisions for the conduct of business in substance are made in India;
- 6) All income received from Lupin Limited by us is attributable to tax in (Name of the country) and is thus, eligible for claiming treaty benefits of DTAA between India and (Name of the country);
- 7) My/Our presence in India have / has not exceeded and is not likely to exceed in the aggregate of

Buttons at the bottom: Close, Save & Add New, Add.

Note: Here, by clicking on 'Add Bank Details' here, the user can add multiple contact entries.

### 5.7.2 Attachments

In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document

The screenshot shows the 'Supplier Change Request' interface for CHIN072500459, Supplier Code - 212870. The 'Lifecycle status' is 'Statutory'. The 'Bank Details' tab is selected, and the 'Attachments' section is visible.

Attachments

[Additional Attachments](#)

Allowed file types: .pdf, .xlsx, .img, .jpg, .jpeg, .docx, .mp3, .mp4, .zip  
Maximum file size: 2MB

File Name	Size	Uploaded By	Uploaded Date	Actions
Dummy (1).pdf	48.36 KB	anithabskogar@gmail.com	25-Jul-2025, 10:52:59 AM	<a href="#">Upload*</a>

Buttons: Submit

### 5.7.3 Penny Drop Confirmation

Once the FSSC team sends back the request for Penny Drop confirmation, the requestor will receive it on the 'My Action' page.

Open the request and click on the 'Bank Details' tab. The user can view the Penny Drop Confirmation section.

In the Penny Drop Confirmation section, click the green checkmark icon to confirm

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Supplier Registration - CRIN072501675

Profile Profile Completeness 50% Anitha BS Vendor

Lifecycle status

Statutory ESG/EHS Technical Questions Legal Financials Risk/Evaluation Comments and Attachments

1 General Information 2 Communication 3 Procurement 4 Indirect Tax 5 Financial Data 6 Bank Details

Bank Country	Account Holder Name	Account Number	Bank Name	IFSC / SWIFT / BIC Code	Bank Number or Routing Number	UPI Id
India	SHIVALINGAIAH...	2345632	HDFC	HDFC0000076		

Penny Drop Confirmation

SM ID Number	Bank Name As per Cancel Cheque	Bank Account Number	IFSC Code	UTR Number	UTR Date
CRIN072501675	HDFC	2345632	HDFC0000076	>520612999920	2025-07-25

Welcome to Lupin's Supplier Onboarding Platform

Submit

Built by Muraai Information Technologies Pvt Ltd @2024-25

Once the user clicks the green checkmark, a pop-up will appear with a confirmation message. Enter the remarks and click 'Yes' to proceed.

Supplier Registration - CRIN072501675

Profile Profile Completeness 50% Anitha BS Vendor

Lifecycle status

Statutory ESG/EHS Technical Questions Legal Financials Risk/Evaluation Comments and Attachments

1 General Information 2 Communication 3 Procurement 4 Indirect Tax 5 Financial Data 6 Bank Details

Bank Country India

Penny Drop Confirmation

SM ID Number CRIN072501675 Bank Name As per Cancel Cheque HDFC Bank Account Number 2345632 IFSC Code HDFC0000076 UTR Number >520612999920 UTR Date 2025-07-25

Confirmation

Please confirm that one rupee has been credited to your account!

Enter Comment

No Yes

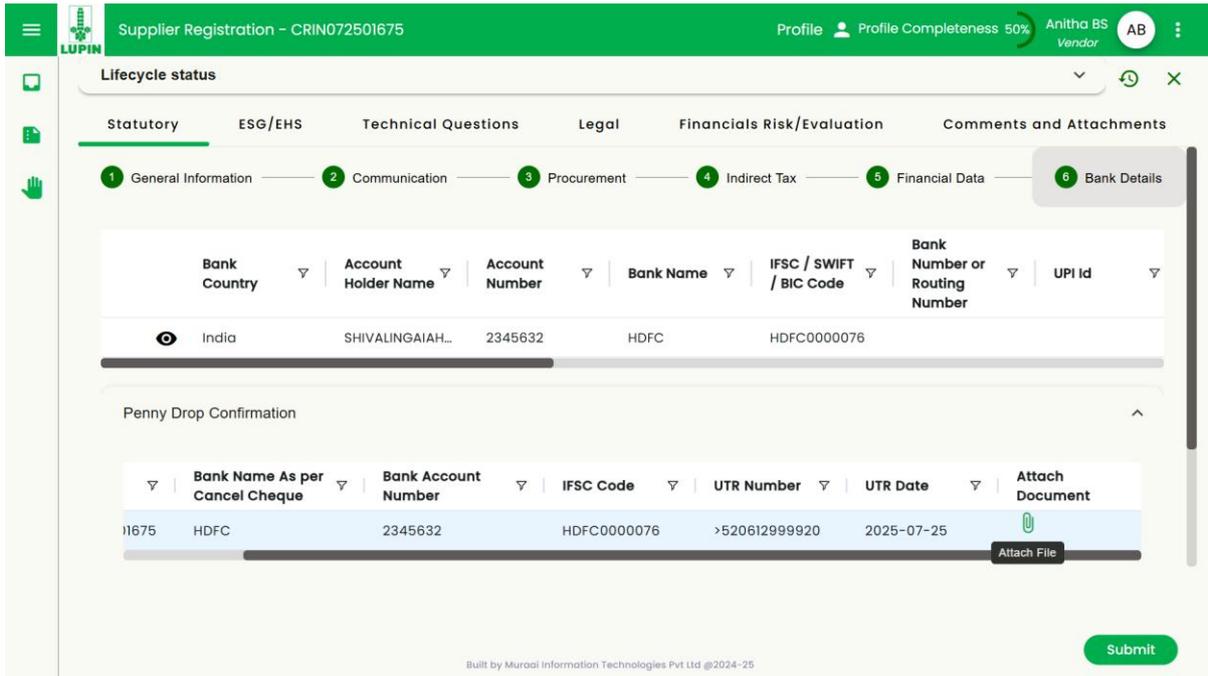
8 / 022 68652239

Submit

Built by Muraai Information Technologies Pvt Ltd @2024-25

In the Penny Drop Confirmation section, scroll to the right to attach the Penny Drop Confirmation documents, then submit the request

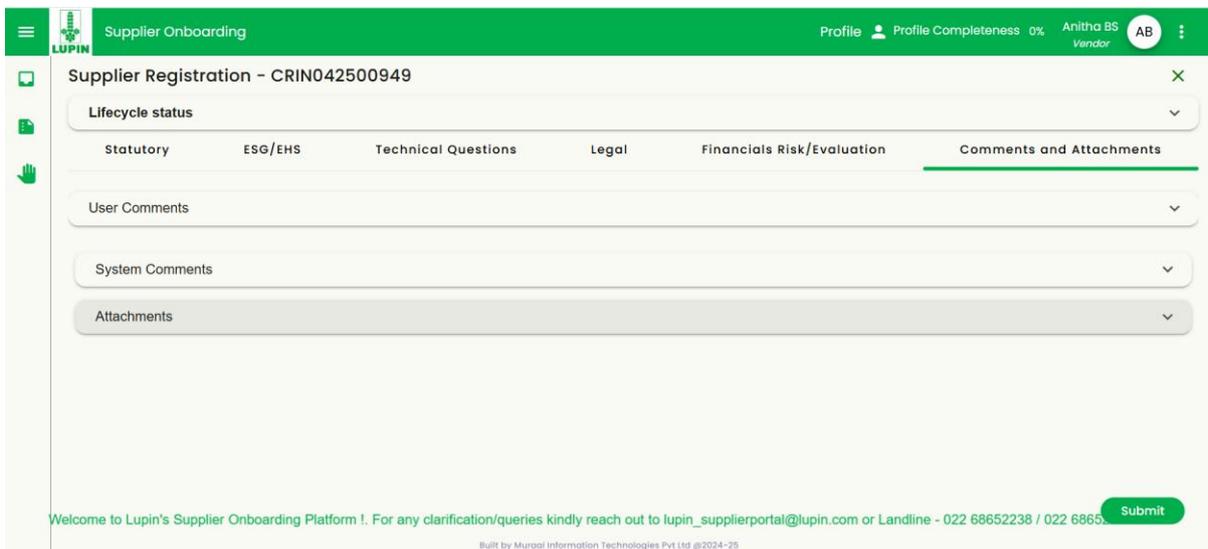
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## 6. Comments and Attachments

This section has the following submenu

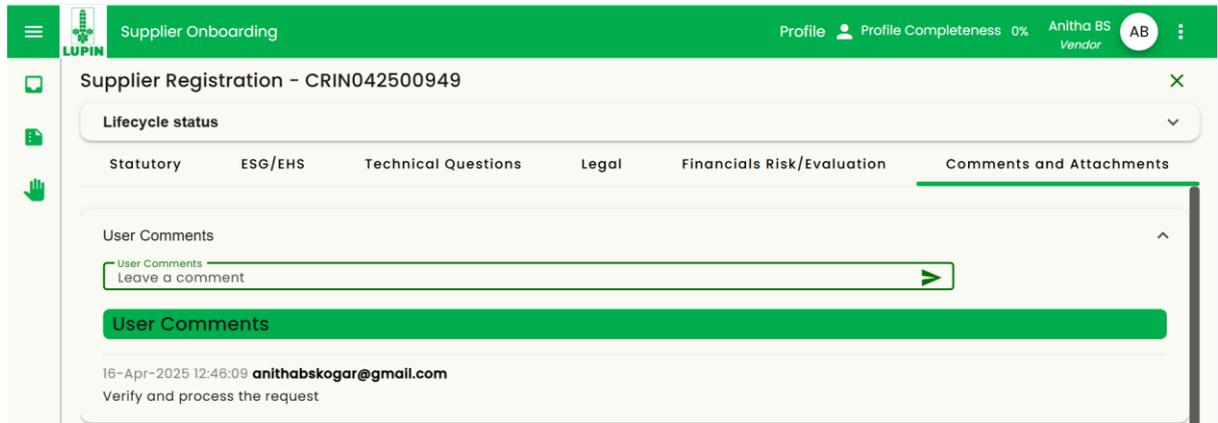
- Comments
- Attachments



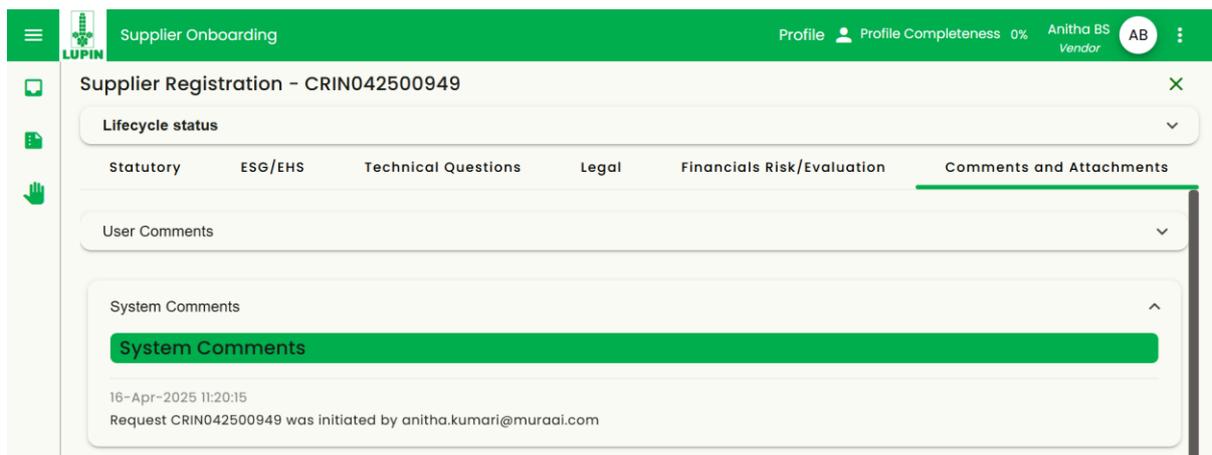
## 6.1 Comments

The user can enter comments in the Comments section (enter the comments and click on the arrow icon)

In User Comments, the user can view previously entered comments in the Comments section, along with the username, date, and time.



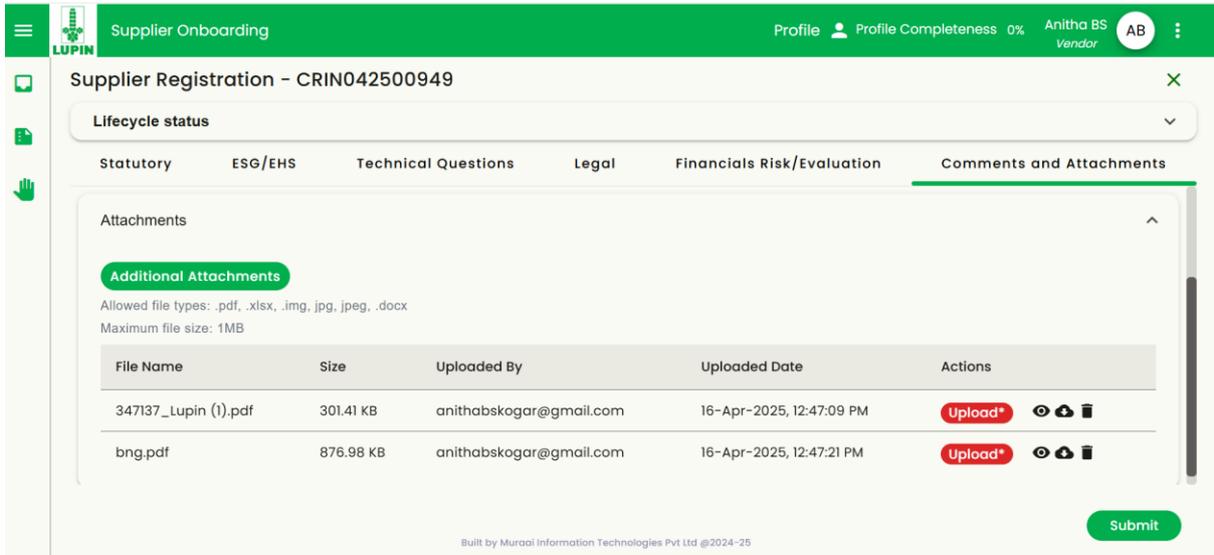
In System Comments, the user can view system-generated comments. (Ex: Request CRIN042500949 was initiated by anitha.kumari@muraai.com)



## 6.2 Attachments

In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document

- Upload button: To upload the browsed document to SOB.
- Eye Icon (View File): To preview the uploaded file.
- Download Icon: To download the attached file.
- Delete Icon: To delete the already uploaded file.

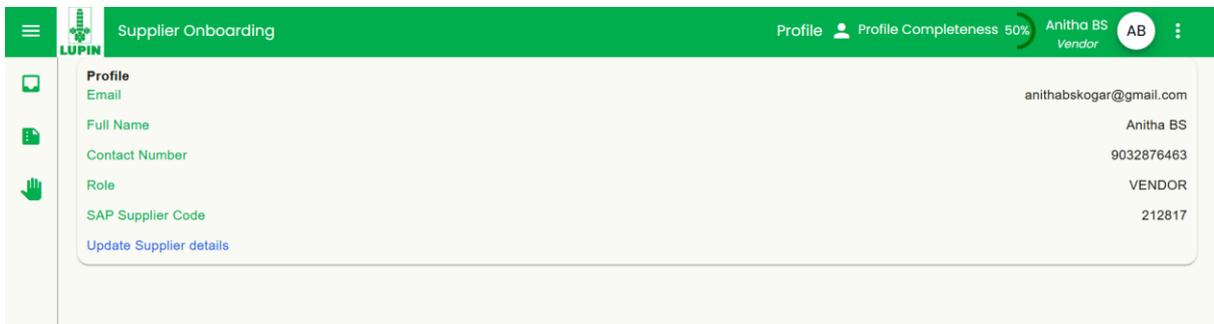
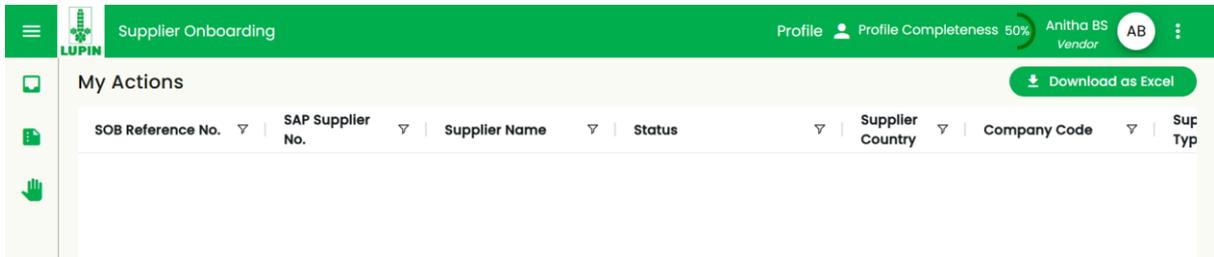


## 7. Action Buttons

- **Submit:** Once all mandatory fields are filled, the user can click the 'Submit' button to send the request to the Requestor for verification.

## 8. Change Request

Once the supplier is logged into the portal, the user can view the My Action page. On the right side, click on the Profile menu to view the supplier's profile details.



Click on the 'Update Supplier Details' link to view and modify the Supplier Registration details, and raise the change request.

## Supplier Onboarding User Manual

Supplier Onboarding

Profile Profile Completeness 50% Anitha BS Vendor AB

Supplier Change Request - CHIN042500244 , Supplier Code - 212817

Lifecycle status

Statutory ESG/EHS Technical Questions Legal Financials Risk/Evaluation Comments and Attachments

1 General Information 2 Communication 3 Procurement 4 Indirect Tax 5 Financial Data 6 Bank Details

Do you hold GST Number? \*  Yes  No Enter GST Number \* 29HJRP4254HIZI Fetch GST details

Type of Entity\* Company - 0003 Supplier Name \* KAVERI GENERAL STORE Supplier Name 2

Operating/Trading under the name of (if d... Street / House number \* Ground Floor Shivanahalli Street 2 No 10

Welcome to Lupin's Supplier Onboarding Platform. Clarific

Submit

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The Supplier can edit any details such as General Information, Communication, Indirect Tax or Direct Tax, Procurement, Financial Data, and Bank Details and submit the Request to Requestor.

Please refer to the '[6.Statutory](#)' section for more details.

## 9. Request Summary

The user can view all requests, including Closed, In Progress, Change Request in Progress, Request Initiated, and Cancelled requests.

The user has the option to download the pending request details in Excel by clicking on 'Download as Excel.'

Supplier Onboarding

Profile Profile Completeness 50% Anitha BS Vendor AB

My Actions

Request Summary

Raise Incidents & Status

Request Summary

Download as Excel

SOB Reference No.	SAP Supplier No.	Supplier Name	Status	Supplier Country
<a href="#">CHIN042500244</a>	212817	KAVERI GENERAL STORE	Change request in progress	India
<a href="#">CRIN042500949</a>	212817	KAVERI GENERAL STORE	Closed	India
<a href="#">CRIN042500948</a>			Cancelled	India
<a href="#">CRIN042500946</a>			Cancelled	India
<a href="#">CRIN042500945</a>			Cancelled	India

Items per page: 15 1 - 5 of 5

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Click on the SOB Reference No. to view the Supplier Registration details.

## 10. Raise Incidents & Status

The supplier can raise any queries in the 'Raise Incidents and Status' page. Clicking on the 'Raise Incidents and Status' menu will navigate to the Lupin Helpdesk page (<https://myhelpdesk.lupin.com/>).

