Muraai Information Technologies

Supplier Onboarding

Supplier – USA / Canada User manual

1 Contents

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	• View Dashboard • Fill and Submit the Supplier Registration form • Raise the Change request • View the Request Summary — Supplier Registration form details • Raise Incidents & Status

3. Login for Users (Azure AD Login)

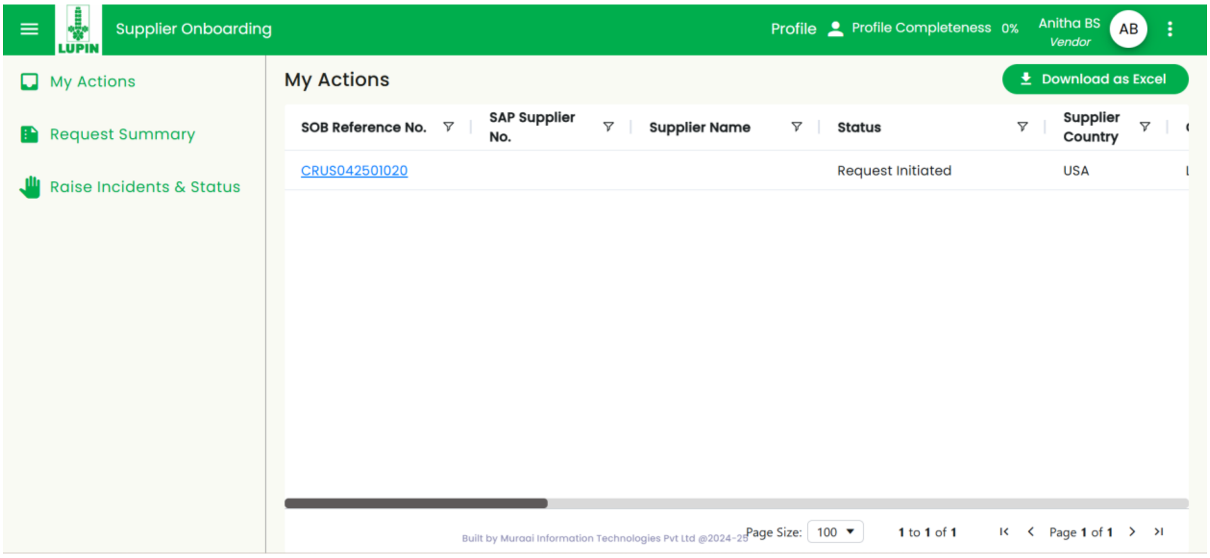
To access the application, the user must log in to the SOB portal using the link and credentials provided below

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 Onboarding 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.

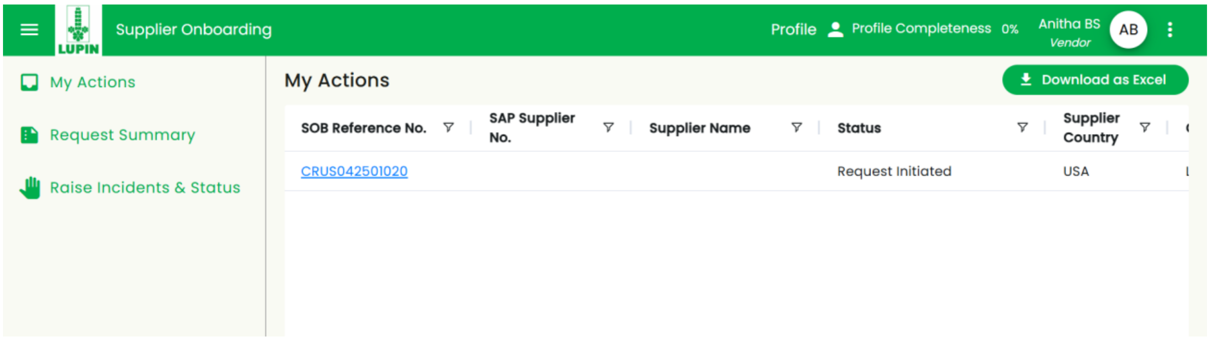


The user can view the profile section on the right side by clicking on the profile menu to see the logged-in user's details

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

After logging into the portal, the user can view the following menu options on the left side:

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

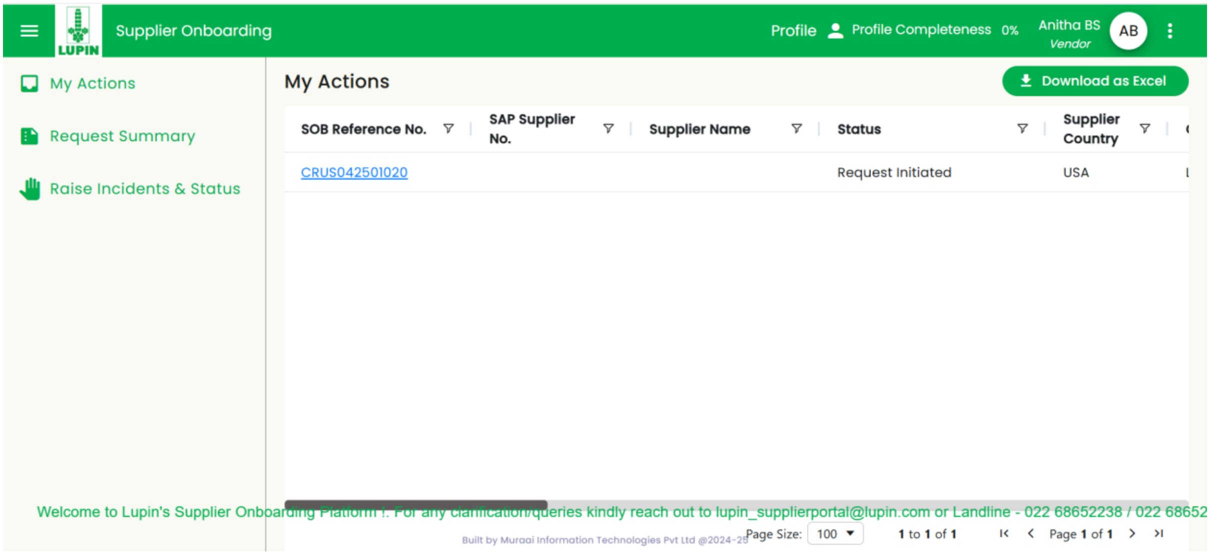


The requestor can invite the supplier by filling in the necessary supplier details. Once the request is raised by the requestor, the supplier can view the request details on the My Actions page.

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.'

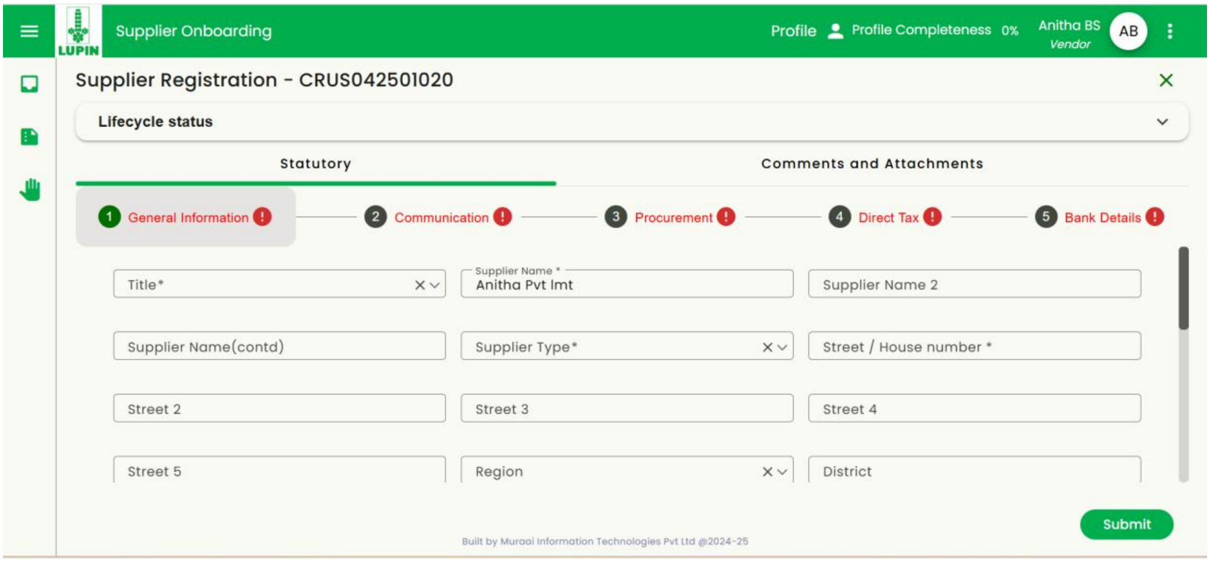


Click on the SOB Reference No to view the Supplier Registration details.

5. Statutory

The user can view the following options under Statutory

- General Information
- Communication
- Procurement
- Direct Tax
- Bank Details

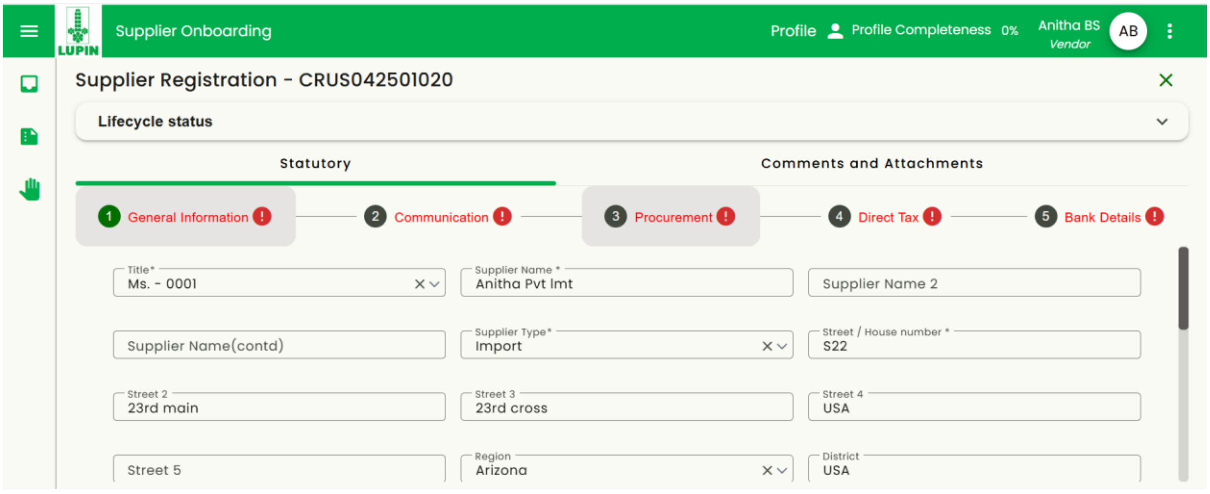


Note: Any mandatory fields that are not filled will cause the tab name to be highlighted in red (e.g., General Information, Communication, Direct Tax, Procurement and Bank Details).

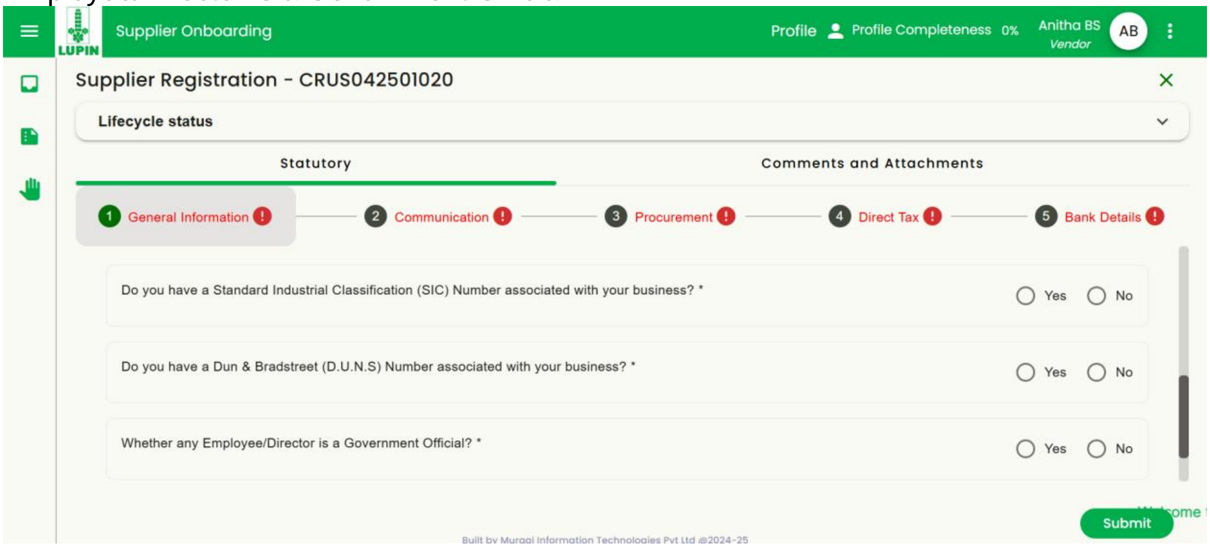
5.1 General Information

The user needs to fill out all the mandatory fields, such as Title, Supplier Name, Supplier type, Street/House Number etc.

The user will need to manually fill in the General Information details (e.g., Supplier Name, Operating/Trading under the name of, Street/House Number, Street, Region, District, City, Postal Code, Fax No, and Telex No).



Additionally, the user will need to select the radio button for Do you have a Standard Industrial Classification (SIC) Number associated with your business?, Do you have a Dun & Bradstreet (D.U.N.S) Number associated with your business? , and whether any Employee/Director is a Government Official?

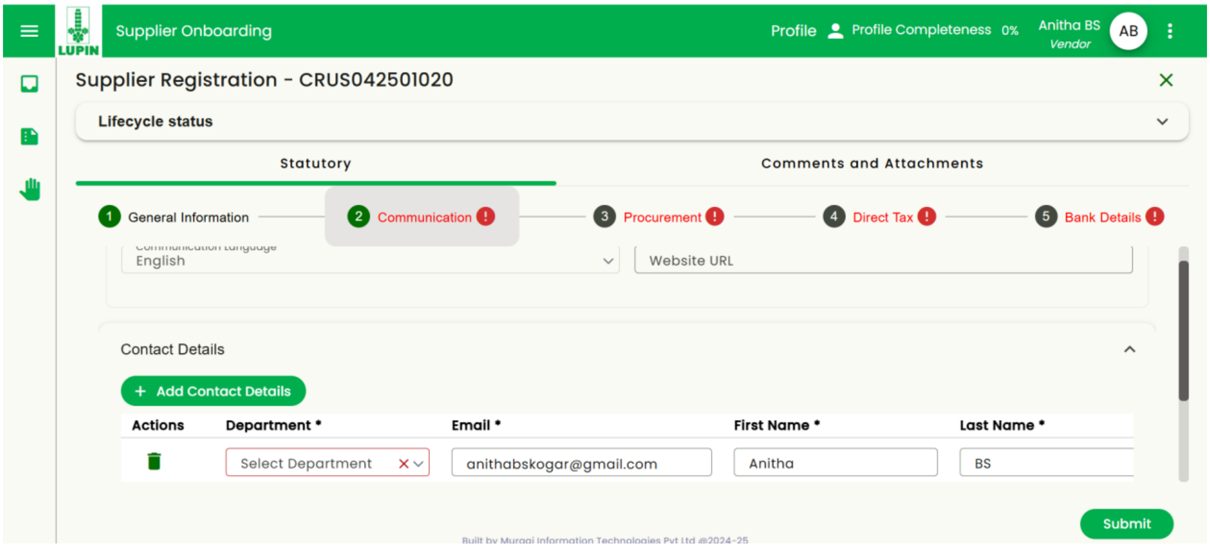


Once the General Information is filled out, click on the 'Next' button to navigate to the Communication page, or click on the 'Communication' tab.

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.

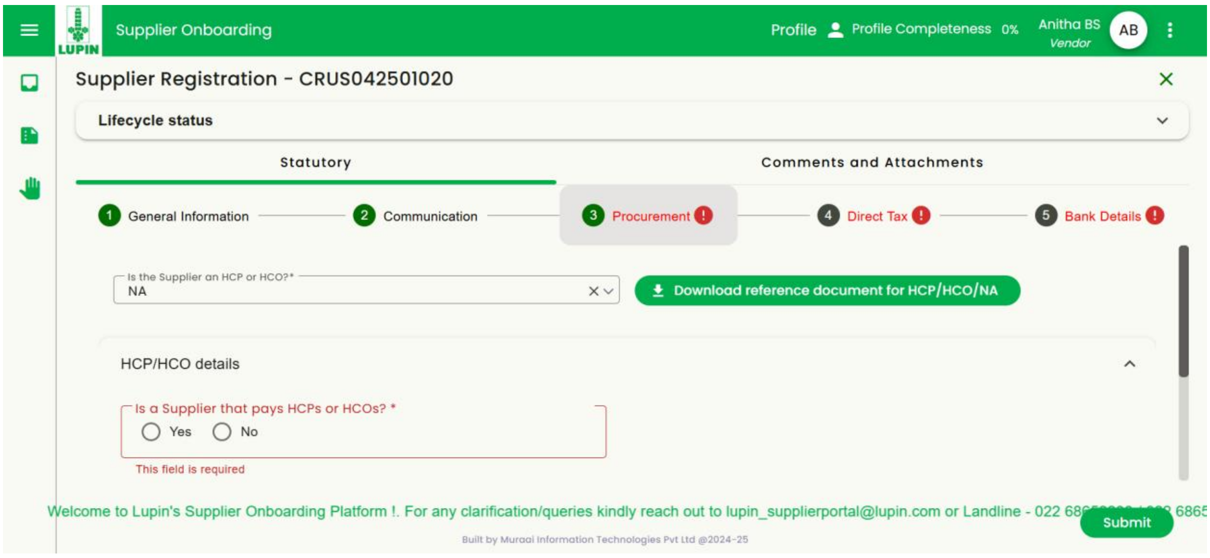


Once the Communication details is filled out, click on the 'Next' button to navigate to the 'Procurement' page, or click on the 'Procurement' tab.

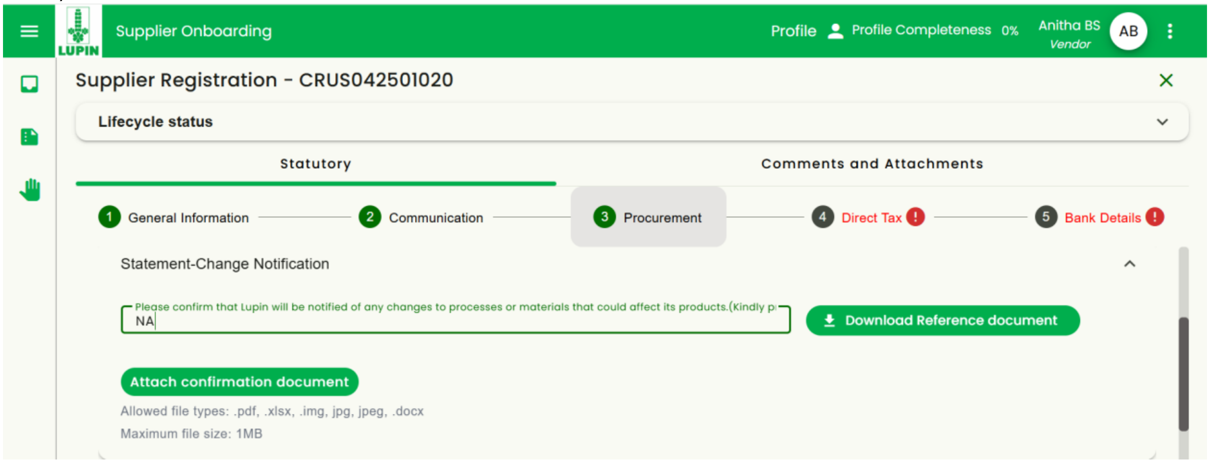
5.3 Procurement

The user has the option to select a value from the dropdown for 'is the Supplier an HCP or HCO?' with the default value set to 'NA'.

Based on the dropdown selection in 'Is the Supplier an HCP or HCO?' the corresponding HCP or HCO details will be populated. The user has the option to download the document corresponding to HCP/ HCO/NA.

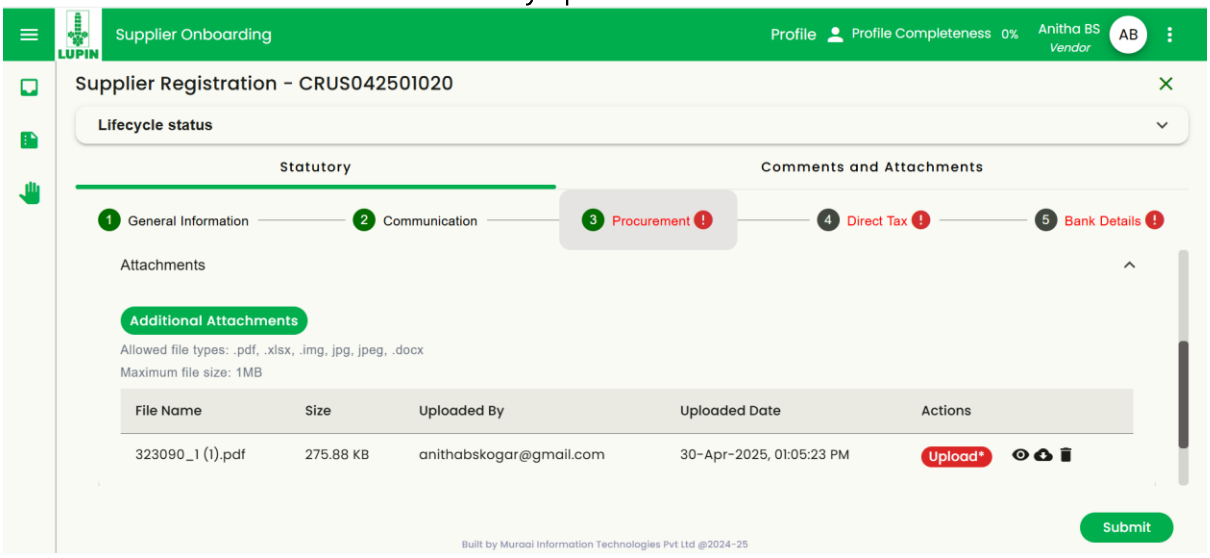


Statement-Change Notification : The user can enter a text value in the 'Please confirm that Lupin will be notified of any changes to processes or materials that could affect its products' field, and can also download the reference document and attach confirmation document.



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



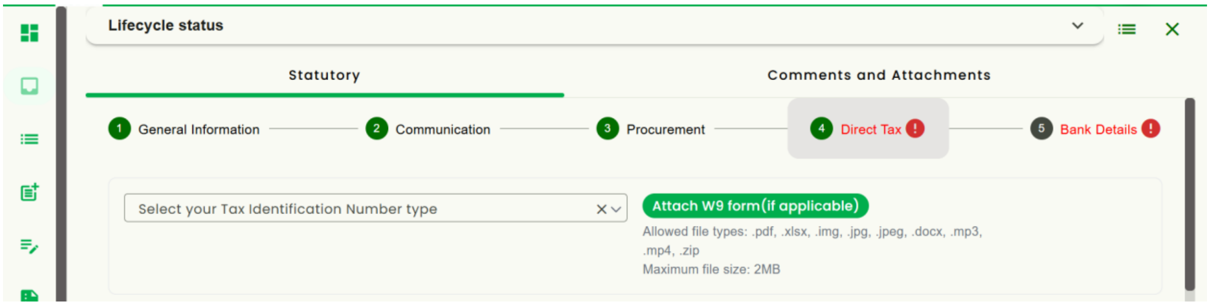
Once the Procurement details is filled out, click on the 'Next' button to navigate to the ‘Direct Tax’ page, or click on the ‘Direct Tax’ tab.

5.4 Direct Tax

Based on the Supplier Type selected in the General Information tab, the Direct Tax data will be displayed

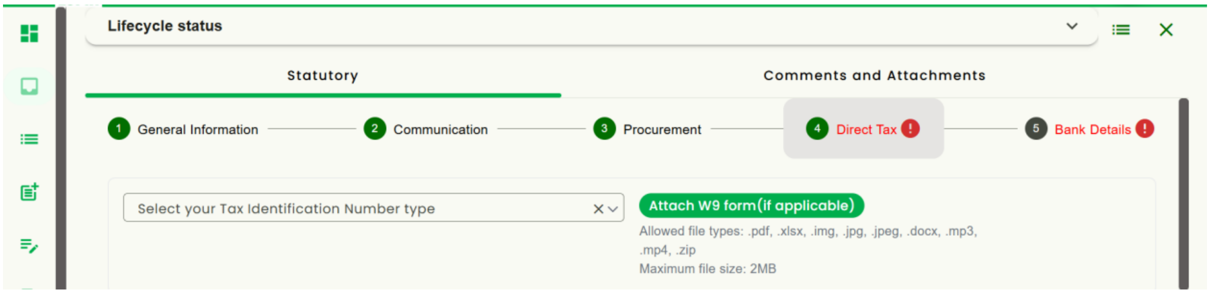
- **Supplier type : Government**

If the supplier type is Government, the user can select the Tax Identification Number (TIN) type from the dropdown list and attach the W-9 document.



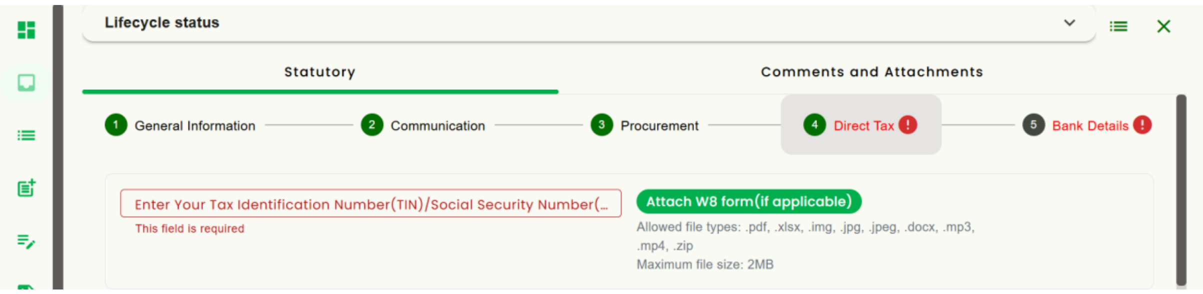
- **Supplier type : Domestic**

If the supplier type is Domestic, the user can select the Tax Identification Number (TIN) type from the dropdown list and attach the W-9 document.



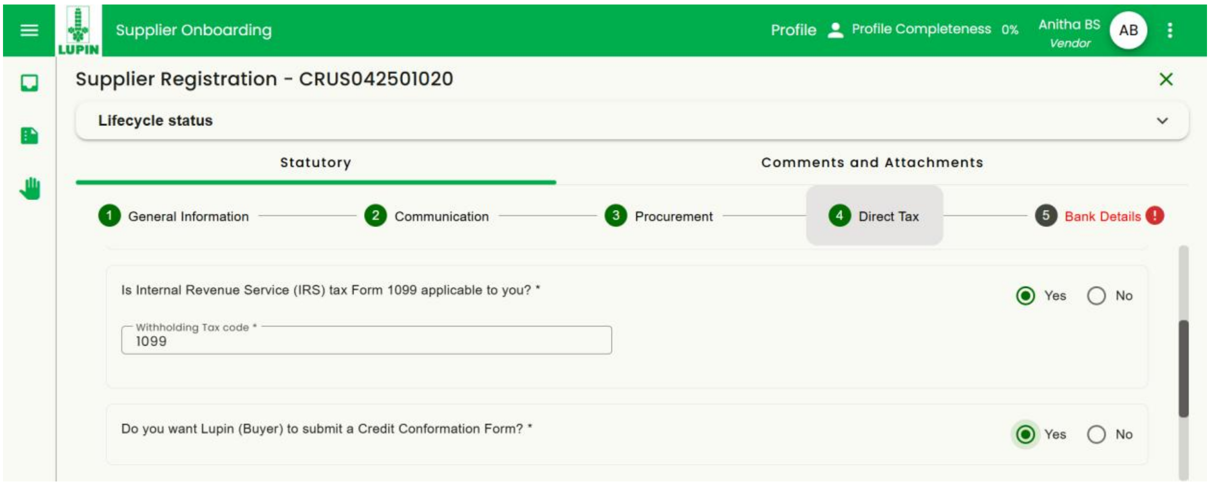
- **Supplier type : Import**

If the supplier type is Import, the user can enter the Tax Identification Number (TIN)/Social Security Number (SSN) and attach the W-8 document.



Select the appropriate radio button for the following questions:

- Is the Internal Revenue Service (IRS) tax Form 1099 applicable to you?
- Do you want Lupin (Buyer) to submit a Credit Confirmation Form?



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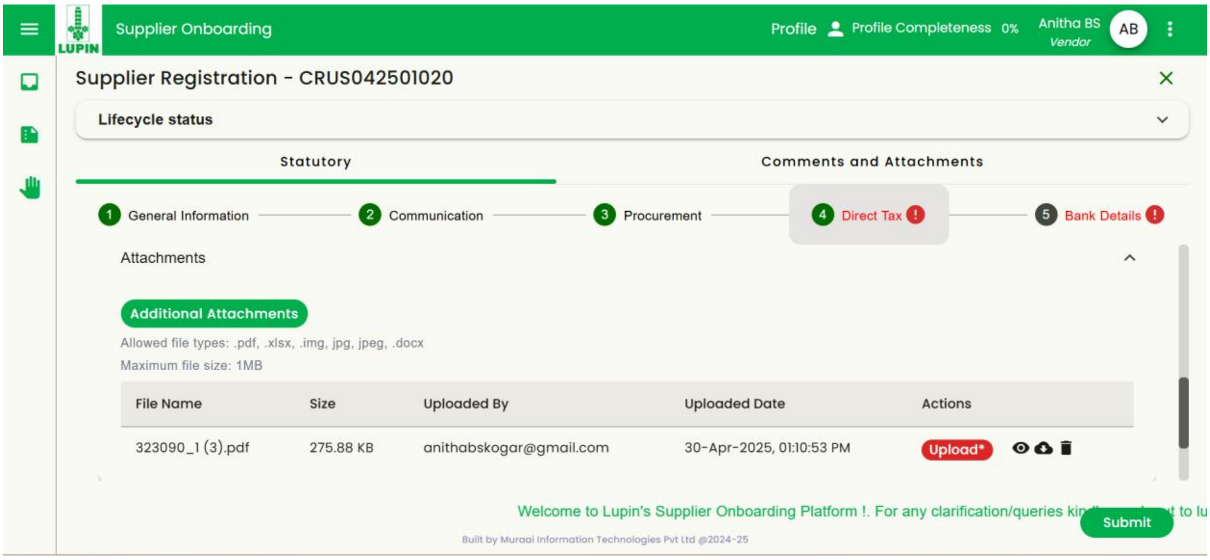


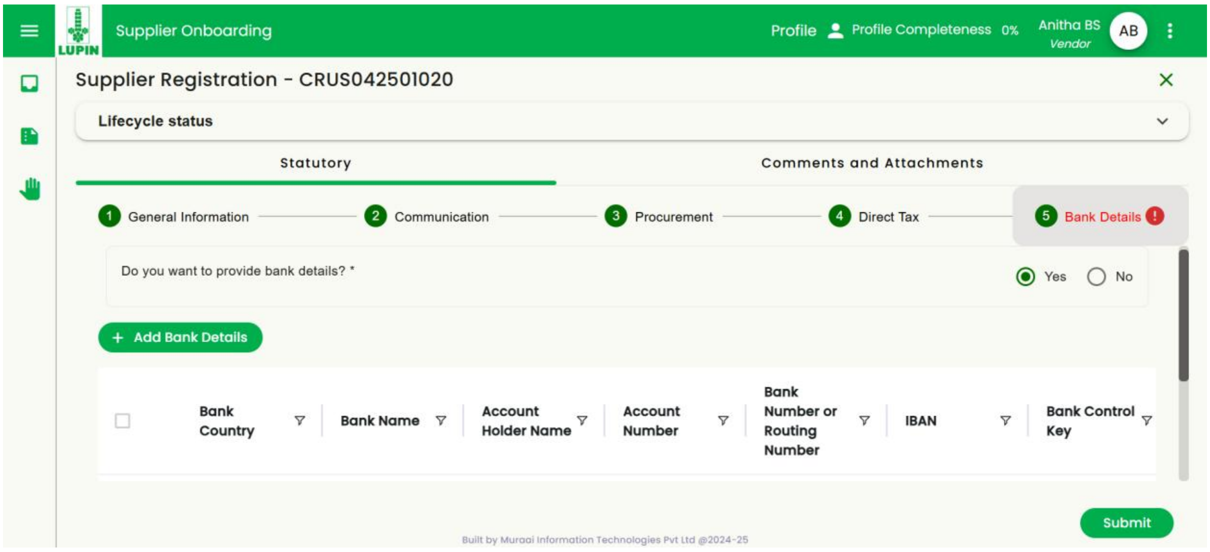
Once the Direct Tax details is filled out, click on the 'Next' button to navigate to the ‘Bank Details’ page, or click on the ‘Bank Details’ tab.

5.5 Bank Details

The user needs to fill out all the bank details.

By default, the radio button for 'Do you want to provide bank details?' is set to 'Yes'

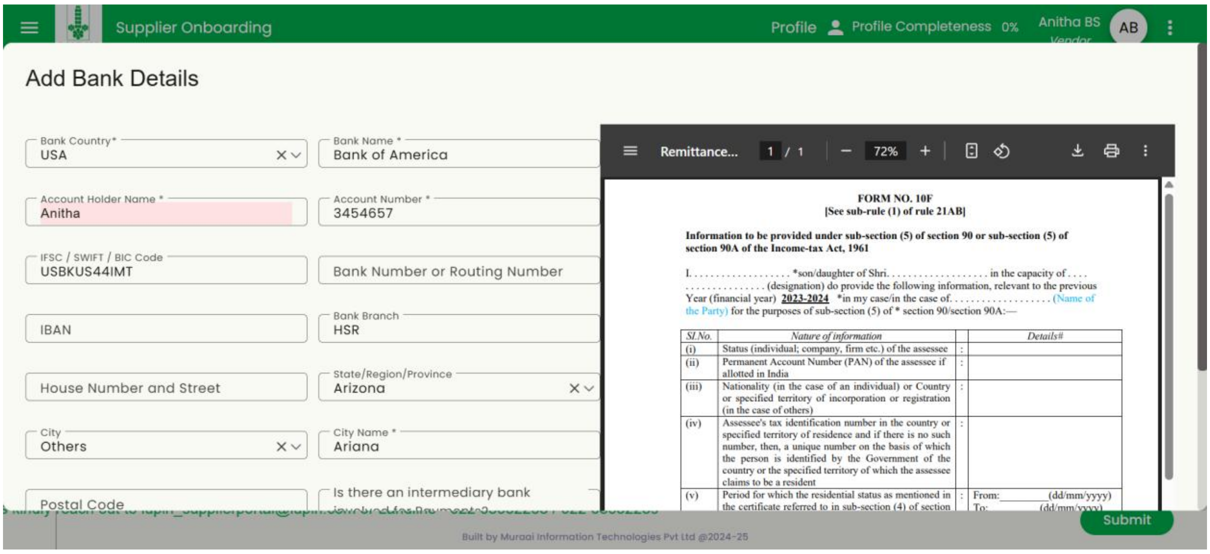
If the radio button for 'Do you want to provide bank details?' is selected as 'Yes', the user must fill in the bank details.



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

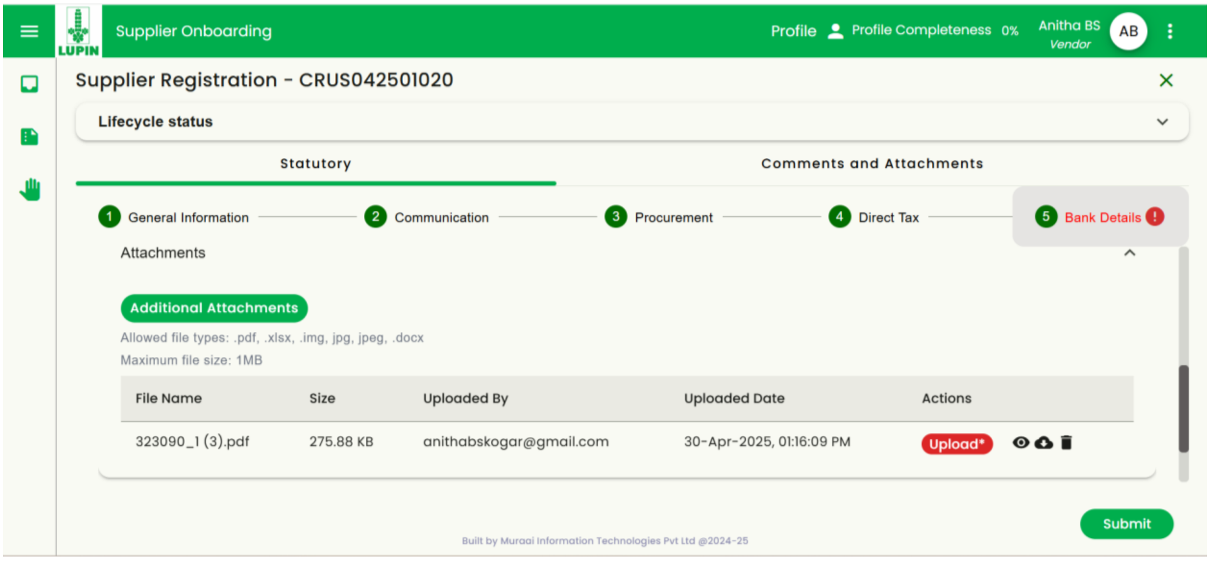
The user needs to enter the following details in the bank details popup: Account Holder Name, Account Number, Bank Name, Bank Branch, House Number and Street, State/Region/Province, City, Postal Code, Attachment Type, Upload the document.

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



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

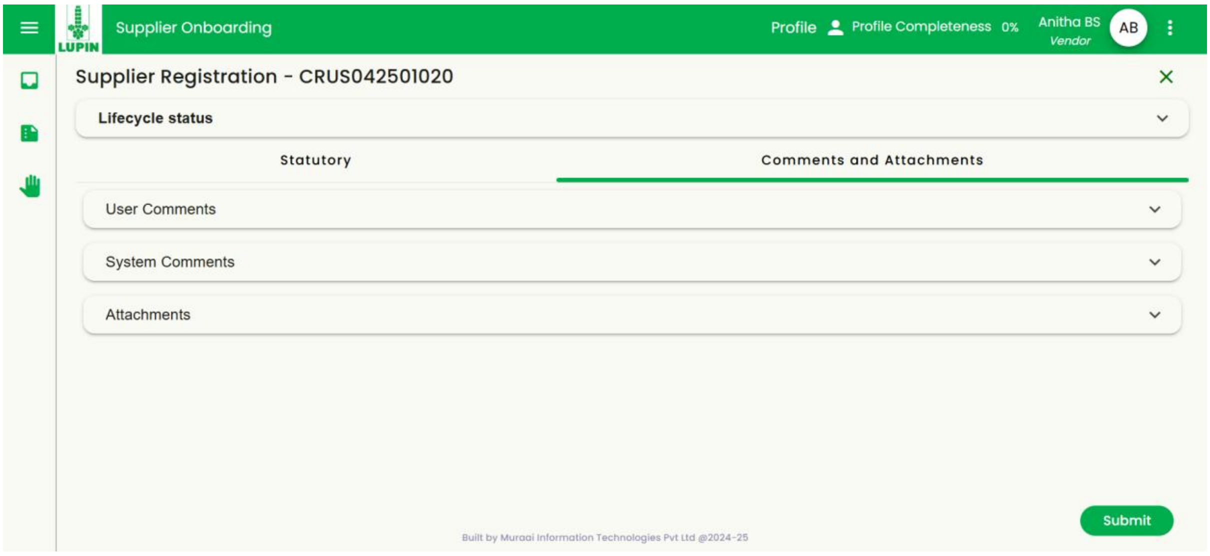
In case the user has any extra documents to attach, click on the 'Additional Attachments' button and upload the document



6. Comments and Attachments

This section has the following submenu

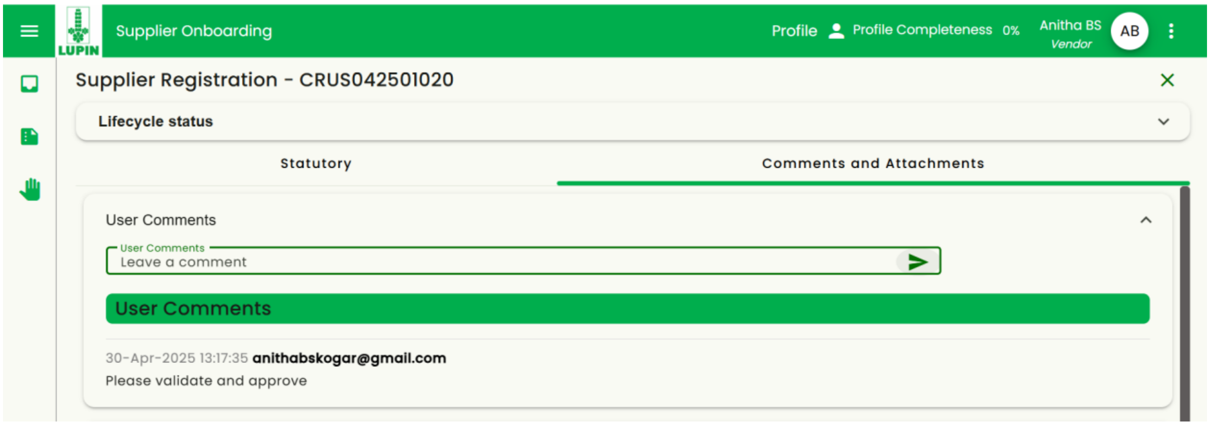
- Comments
- Attachments



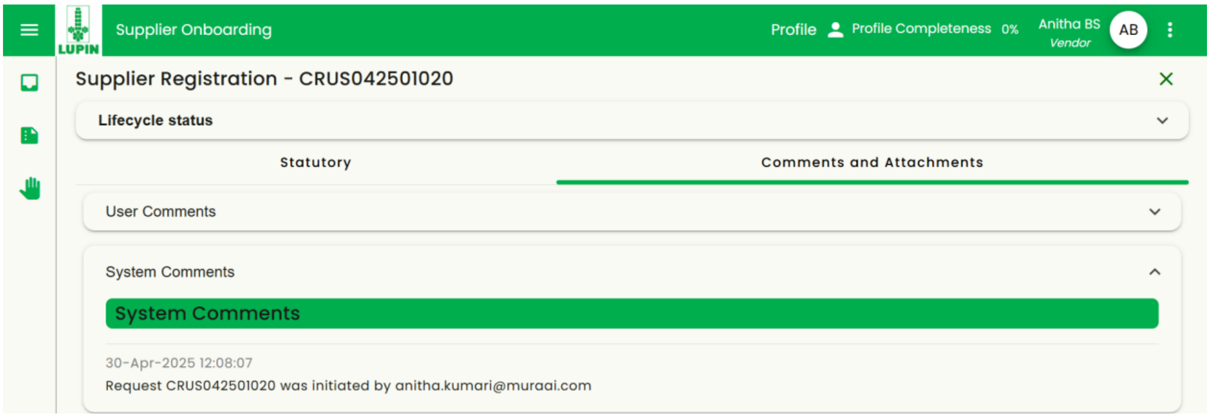
6.1 Comments

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 CRUS042501020 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

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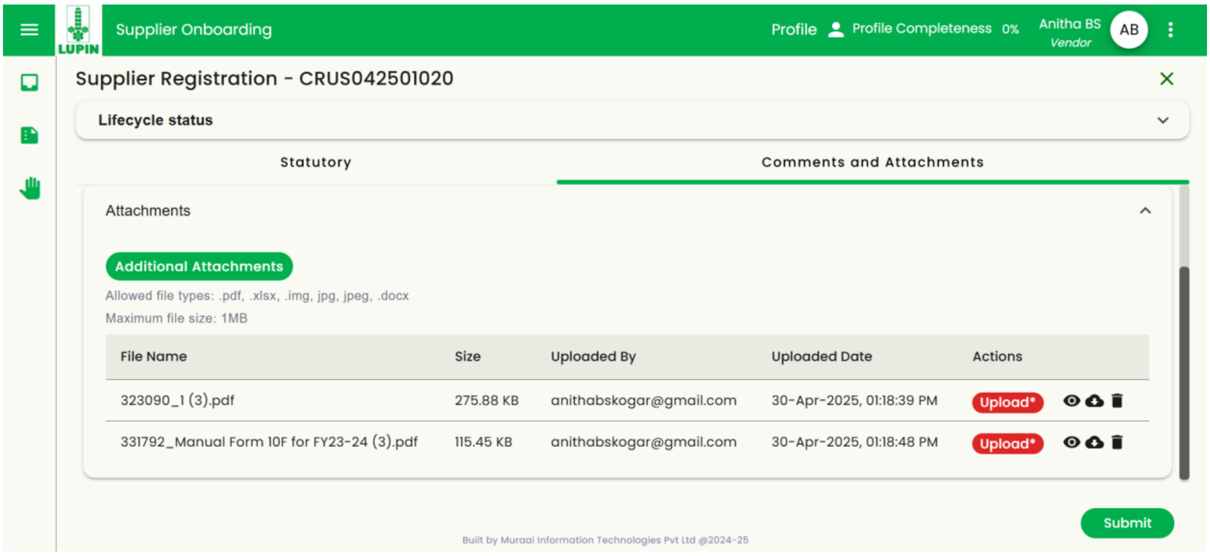
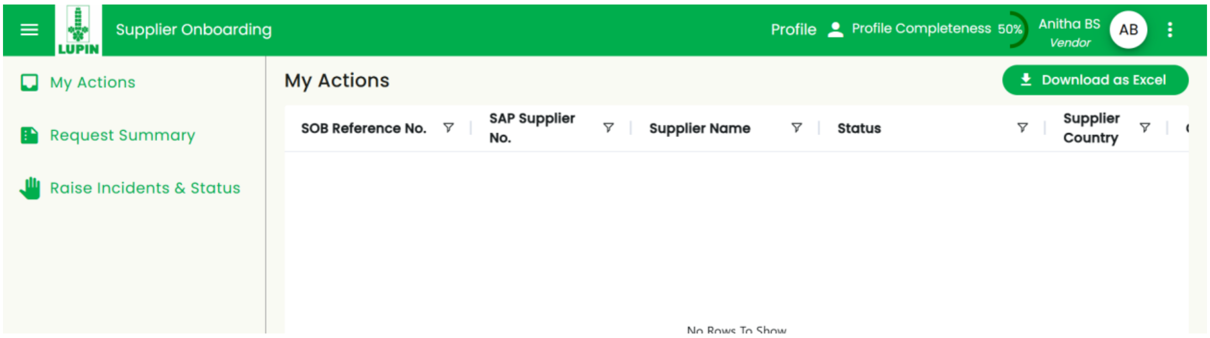


7. Action Buttons

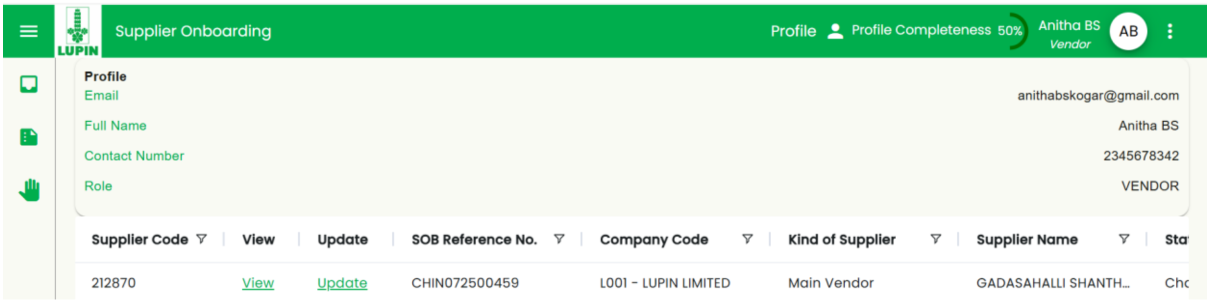
- **Submit**: Once all mandatory fields are filled, the user can click the 'Submit' button to send the request to the Requestor for verification.

8. Change Request

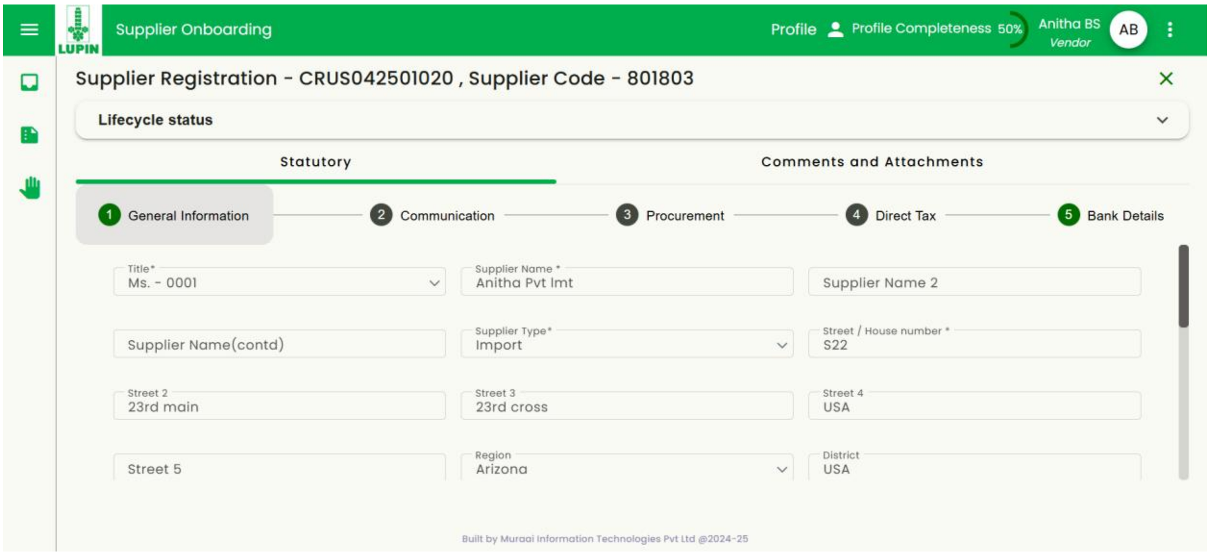
Once the supplier is logged into the portal, the user can view the My Action page.



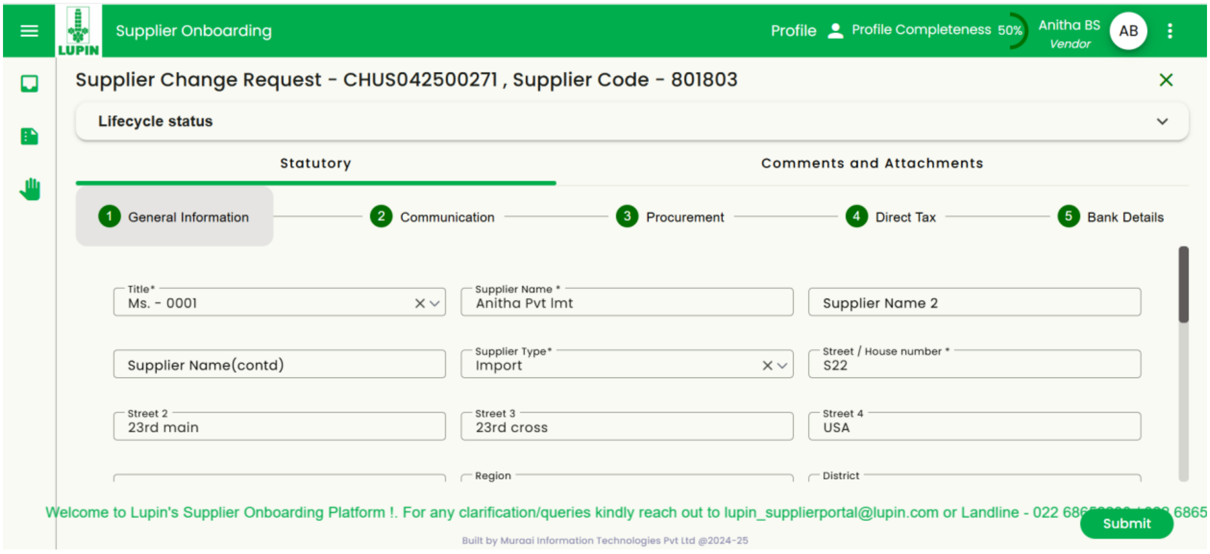
On the right side, click on the Profile menu to view the supplier's profile details.



Click on the 'View' link to view the Supplier Registration details.



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



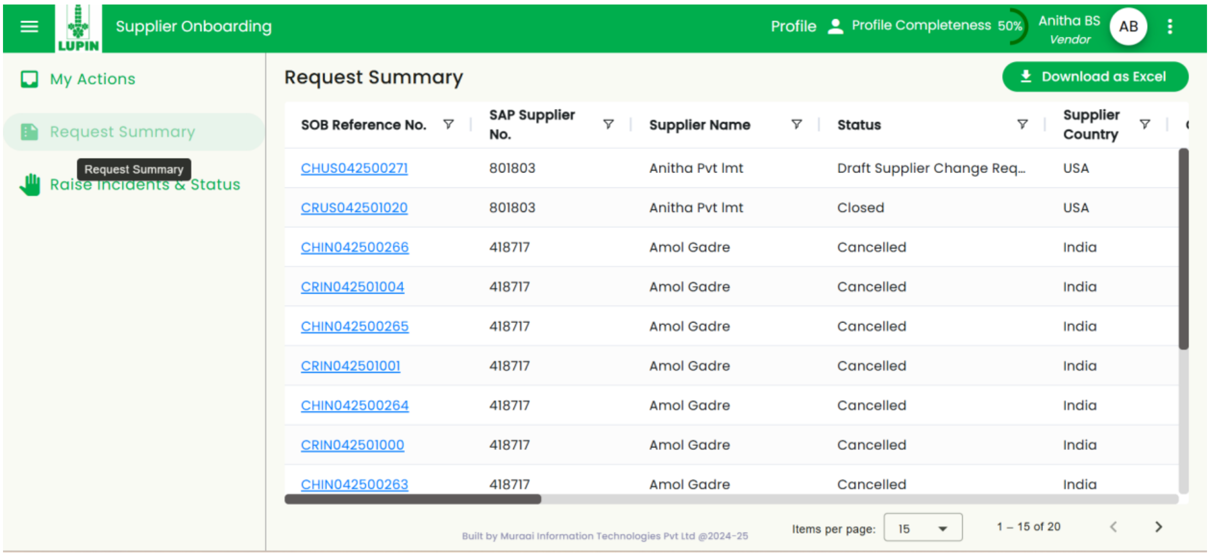
The Supplier can edit any details such as General Information, Communication, Direct Tax, Procurement, and Bank Details and submit the Request to Requestor.

Please refer to the '5.Statutory' section for more details.

9. Request Summary

The user can view all requests, including Closed, In Progress, and 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.'



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/).