

A Supplier's Guide to Completing a Risk Assessment Questionnaire in Coupa

For: New and Potential Suppliers of 'Goods for Resale' to John Lewis

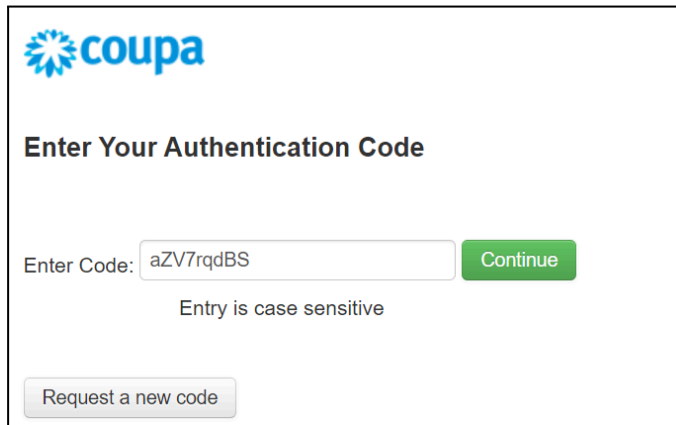
Purpose:

When engaging in business with a potential new supplier, John Lewis uses Coupa Risk Assess (CRAs) to perform part of its risk assessment process. To do this, potential new suppliers are required to create an account in Coupa which then allows them to complete a questionnaire. This questionnaire asks you a number of questions about your organisation and the products you supply.

This guide explains the steps required to **create an account** in Coupa Risk Assess, and then what you need to do once you receive an invitation to **complete the questionnaire**.

Setting up an Account on Coupa Risk Assess:

1. John Lewis will instigate the set up process in Coupa after which you will receive 2 emails:
 - 1.1. A Coupa Risk Assess account has been created for you
 - 1.2. Your Coupa Risk Assess authentication code
2. Copy or make a note of the **authentication code**
3. Click on the **link** contained in email 1.1 above, enter the authentication code as shown below and click **Continue**:




Enter Your Authentication Code

Enter Code:

Entry is case sensitive

*Note: Links sent from Coupa often **expire** after **24 hours** so when this happens, click 'Request a new code' or 'Request a password reset'*

4. Answer the 'Security Question' and click **Continue**
5. Create and confirm a **Password**
6. Click **Continue**
7. Sign into Coupa using your **username** (as shown in the email you received in 1.1 above) and the **password** you have just created
8. You will now see the Coupa Risk Assess Dashboard. If John Lewis has already sent you the questionnaire to complete, you will see this listed under the **Evaluations** section. To view and/or start the questionnaire, click the **Pencil** icon and proceed to step 3 on page 4 below

Action Items		Personal						
Evaluations 1		Approvals 0		Action Plans 3				
Late		Due This Week		Due Later		Closed		
Name	Periodicity	Start Date	Context	Status	Due Date	Action Status	Action	
Ethical and Technical Risk Questionnaire	One Time	04/21/2025	Supplier Name	Not Started	05/05/2025			

9. If your questionnaire hasn't been sent to you yet, you can log out of Coupa and wait for an email to be sent to you (see next section)

Receiving, Completing and Submitting a Questionnaire on Coupa Risk Assess:

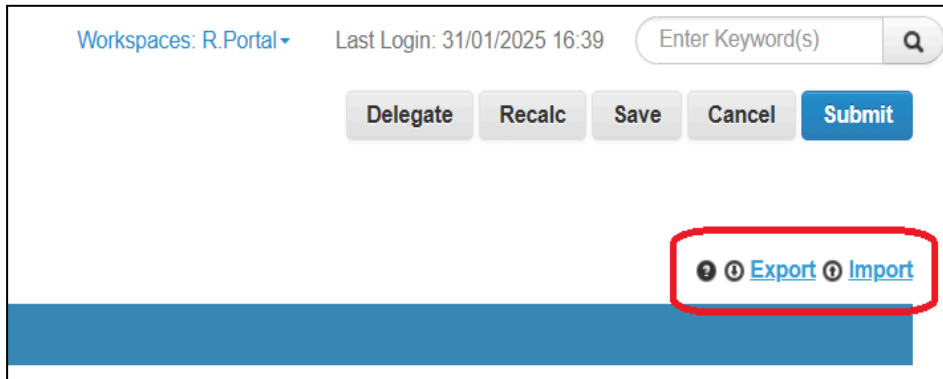
Via Coupa, John Lewis will send a questionnaire for you to complete. This questionnaire contains both **Ethical** and **Technical** questions about your organisation and the products you propose to supply. Questions marked * are mandatory and must be answered. Most answers are selected from drop down options with a few requiring free text responses. Depending on how you answer specific questions, some supplementary questions may appear asking for additional information.

In addition to the questions, the questionnaire also contains links to other information or websites. This information is provided as it may be useful to help you answer certain questions. In total there are around 40 Ethical questions to answer and a similar number of Technical questions depending on the type of products you supply.

The steps below explain what you need to do:

1. On receipt of an email called 'Action Required: Complete JL Supplier Onboarding: Ethical & Technical Questionnaire', click on the **R.Portal** link contained within the email
2. Sign into Coupa using your **username** and **password** to open the Evaluation page

Note: When in the **Evaluation** page, please **DO NOT** use the 'Export' and 'Import' feature on the right side of the page. The form must be completed within Coupa Risk Assess:

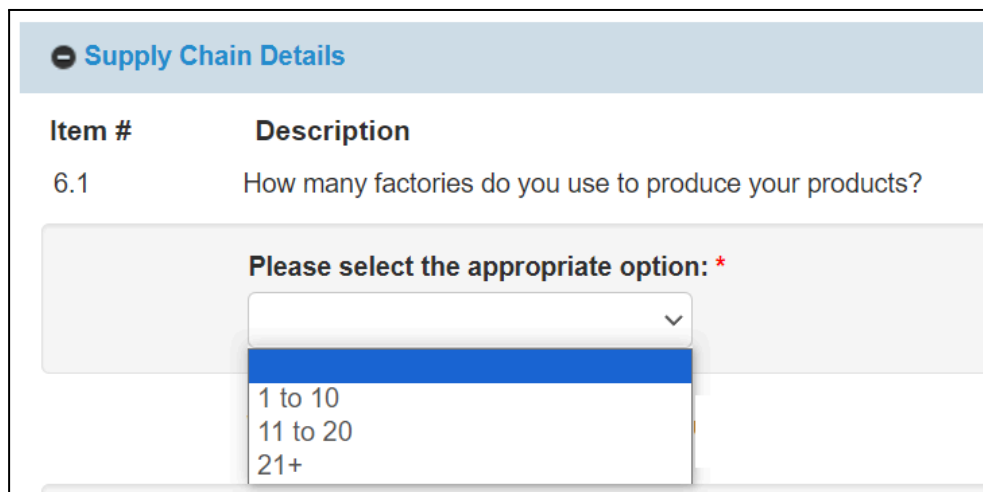


Workspaces: R.Portal ▾ Last Login: 31/01/2025 16:39 Enter Keyword(s) 🔍

Delegate Recalc Save Cancel Submit

🔍 📄 Export 📄 Import

- On the **Evaluation** page, which contains all the questions, work through each section and question, selecting your responses in the boxes provided. Here is an example:



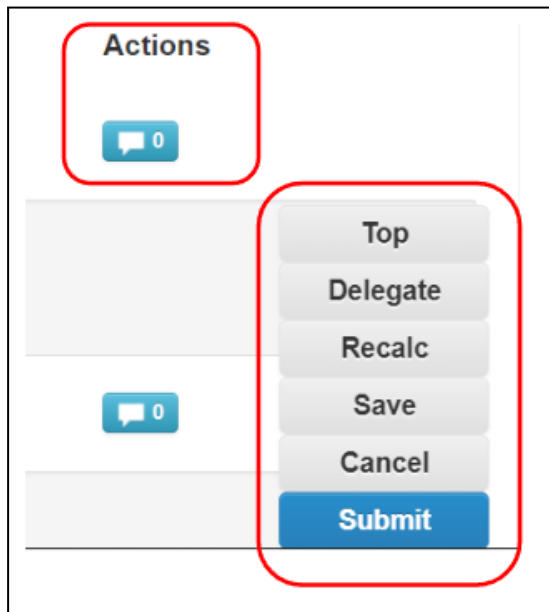
☰ Supply Chain Details


Item #	Description
6.1	How many factories do you use to produce your products?

Please select the appropriate option: *

1 to 10
11 to 20
21+

- Whilst working through the questions, you will see various actions and buttons available to you:



- 4.1. Clicking on  allows you to enter a **comment** or add an **attachment** if asked or useful to do so
- 4.2. **Top** returns you to the top of the Page
- 4.3. **Delegate** allows you to send the questionnaire to another email address in your organisation
- 4.4. **Recalc** is not used so please ignore
- 4.5. **Save** allows you to save your progress on the form.

*Tip: As Coupa will time you out, it is **strongly recommended** to press Save often whilst working to avoid losing you progress*

- 4.6. **Cancel** will take you away from the questionnaire and revert the version back to the last time it was saved
- 4.7. **Submit** allows you to send your completed questionnaire back to John Lewis
5. When you click **Submit**, you will be asked to Accept that the information provided is valid. Click **I Accept** to continue:

Authorization Required

I certify that all information that I have provided is valid.

I Accept

I Refuse

6. If you have forgotten to answer one or more of the mandatory questions, your submission will fail and you will be alerted to the question(s) that are missing answers:

Evaluation is incomplete!

- Components require a response on line(s): 8.1.1


7. Scroll down to the question(s) highlighted to enter your answer:

8.1.1

Please provide details as to what certification or audits standards are used?

Please select the appropriate option: *

8. Once completed, repeat step 5 above and click **Submit**
9. You will then be returned to the Dashboard view in Coupa where you should have no outstanding actions in the Evaluations section:



Evaluations

0

10. You can now log out of Coupa.

What Happens Next:

After submitting your responses, John Lewis Partners from our Technical & Compliance team will evaluate your answers. Depending on the outcome of their evaluation, the team may:

- **Return** the questionnaire back to you in Coupa, requesting that you log back into Coupa (via the link sent in the Coupa notification) and provide more information about a particular answer(s). The notification will also include the comments made by the Technical & Compliance team to guide you to what is required
- **Approve** your submission, after which you will be contacted by the Buyer to arrange next steps.