LINDE
salesforce
Supplier Community Portal

Linde Suppliers Help Card

Linde

Making our world more productive

Linde Suppliers Help Card

Purpose:

This document is created to introduce the Linde Supplier Community Portal and guide the external users in using the portal. The portal will be used for supplier registration and sensitive data change (e.g. legal name, bank details, etc)

Process:

The supplier Linde contact person will create a vendor maintenance request in Salesforce and submit to Linde Business Solutions Center Master Data Team (LBSC-MDM) to maintain. Depending on the request, LBSC-MDM will assign the case to external vendors to obtain the documentary requirements and will communicate with them via the portal chatter functionality. Email notifications will be sent on case assignments and chatter posts.

Workflow:

Business User / Buyer (Create) > LBSC Agent (Review) > Vendor (Attach Documents) > Procurement Approver > Finance Approver (based on Finance sensitive fields) > LBSC agent (Maintain in SAP & Resolve) > Business User / Buyer (Close)

Got questions on the portal? Reach out to LBSC –MDM through the following:

xlgsm-masterdatamanagement@linde.com

(+632) 8280 3400 local 3645 to 3467

Supplier Maintenance Documentary Requirements

The following are the accepted documents for supplier registration and sensitive data change:

1. GST/VAT Registration Certificate / Business License to operate or any government-issued registration document. The following are also accepted:
   - Permanent Account Number (PAN) for India
   - Nomor Pokok Wajib Pajak (NPWP) for Indonesia

2. Bank document stating the account name and account number of the supplier in any of the following:
   - Bank Certificate with bank letterhead
   - Cancelled check (accepted for India suppliers only)
   - Signed Mandate form with Bank Seal, Authorized Signatory with position and contact information (accepted for India suppliers only)
   - Cleared check
   - Account opening confirmation with bank letterhead
   - Validated deposit slip not more than 3 months from transaction date
   - Bank statement with bank letterhead not older than 3 months from date of issue
   - Passbook with bank validation

NOTE: If supplier registered name is different from bank account name, a government-issued document or bank certificate stating the relationship of the two is also required.

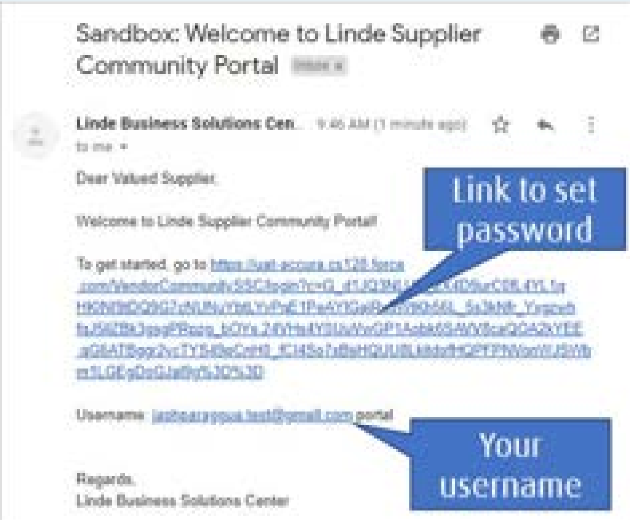
3. Signed Linde Code of Conduct

4. Completed Vendor Creation Form

For initial supplier registration, all 4 documents are required while for sensitive data change, either a government-issued document, bank document or both are required depending on the change. The Vendor Creation Form and Linde Code of Conduct can be downloaded in the SELF HELP section of the portal.

How to Navigate through the Supplier Portal

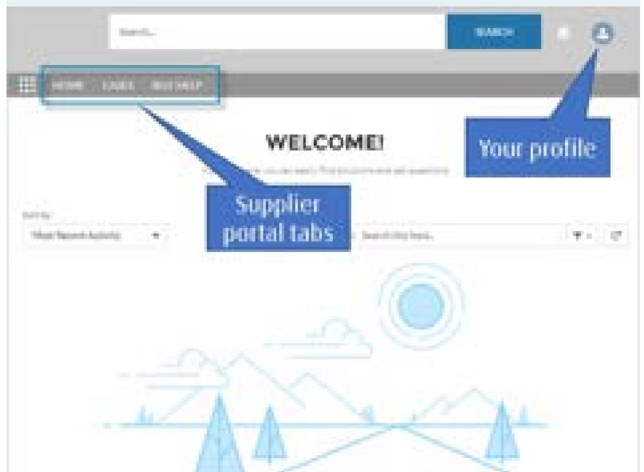
Once your first case is assigned, you will receive a welcome email from the Linde Salesforce Supplier Portal containing your username and a link to create your password. Take note of these data since you will use these to access the portal.



Click on the link to set password and create your password as per system specification.

Upon log-in, the default tab will be the Home page. Aside from this, there are also additional tabs that are important to you:

- Cases Tab - you will find here all vendor maintenance cases that were assigned to you regardless of the status
- Self Help - this contains a folder where you can find self-help documents for vendor registration and change:
    1. Supplier Add & Change form - contains the required information for vendor registration that should be filled up by the supplier
    2. Linde Code of Conduct - terms and conditions applicable to suppliers that wish to transact with Linde. This needs to be signed by the supplier and attached together with the vendor form.

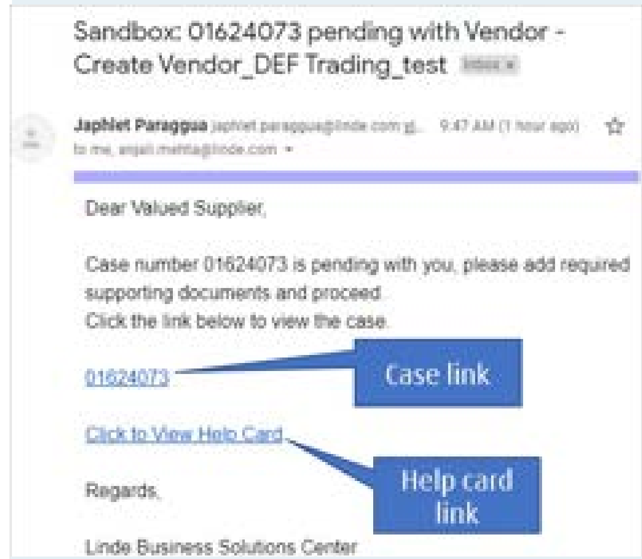


How to Access the Case Assigned

There are two main ways to access the cases assigned to you:

1. Cases tab - the default view is set to the "Recently Viewed" list. Click on the drop down and select "All Vendor Cases" to view all cases assigned to you. You can "Pin" this case view as your default by clicking the pin icon next to the list. Click on the case number to go to the details where you will attach the documents.

2. Case email notification - you will also receive a email containing the link to the case and to the Self Help page. Clicking the case link will open the case.

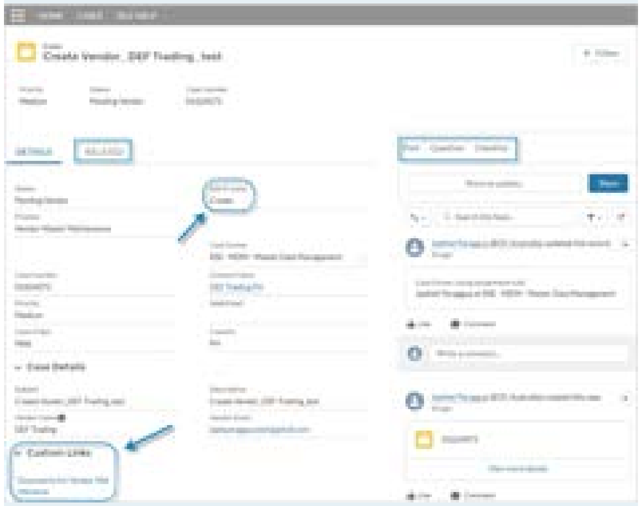


How to Navigate through the Case

The default tab shown is the Details tab which shows some information on the request. The following are the most relevant to you as supplier:

- Sub process - shows whether it's a supplier registration/create or supplier details change . This will determine the mandatory documents to provide and attach in the case.

- Documents for Vendor Maintenance link - this will direct you to the Self Help tab where you can download the Vendor Creation Form and Linde Code of Conduct which the supplier needs to fill up, sign and



attach back to the case.

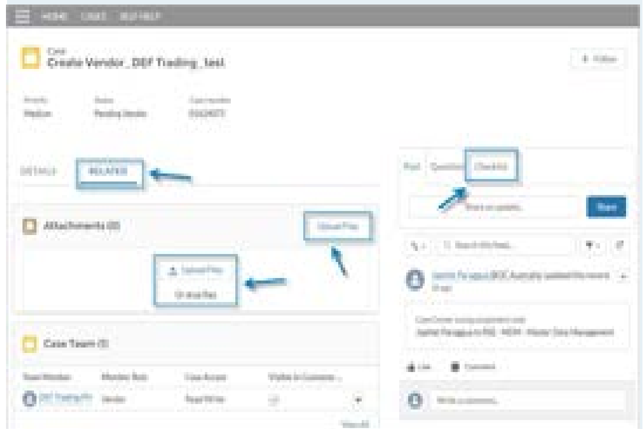
Other areas to note while you are on this page:

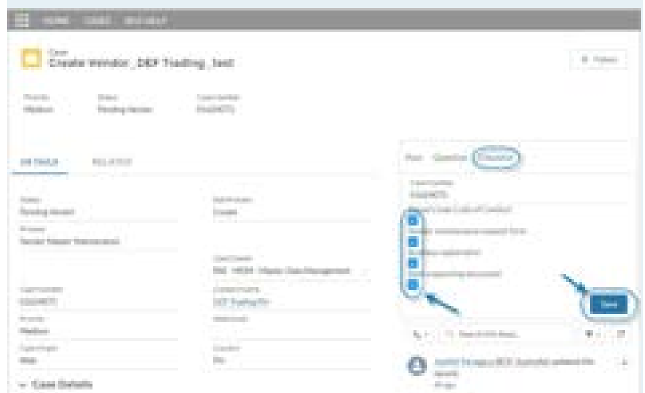
- Related tab - this contains more information on regarding the case, but more importantly, this is where you can upload your documents and attach to the case
- Post, Questions and Checklist section - this section is where you can communicate with LBSC for questions or comments related to the case. This section will be

How to Submit the Documents to LBSC

You can find the required documents for supplier registration and supplier data change in the Supplier Documentary Requirements section of this document. To submit the documents to LBSC-MDM, you will need to:

1. Click on the Related tab beside the Details tab.
2. On the Attachment section of the Related tab, click on Upload Files to let you choose the file that you will submit. You can either submit all documents as one file or upload each document separately. Alternatively, you also drag the files from your local computer and drop in the section. Next, click on the Checklist tab on the middle right of the case.
3. Tick the applicable check box/es before each of the document requirement and click Save.





Note the following system responses.

For supplier registration/creation:

- If you tick all 4 check boxes but have not attach a document, it will give you an error and the case will not be routed back to LBSC-MDM.

For supplier data change:

- Only the Business Registration and Bank supporting document are relevant, if you tick any of these check boxes and click save, the case will be routed back to LBSC
- If you tick any of the relevant check box/es but have not attach a document, it will give you an error and the case will not routed back to LBSC-MDM.
- If you tick only the signed Code of Conduct or Vendor Maintenance Form which are not relevant to supplier data change, the case will not be routed back to LBSC-MDM even though you attached the correct documents

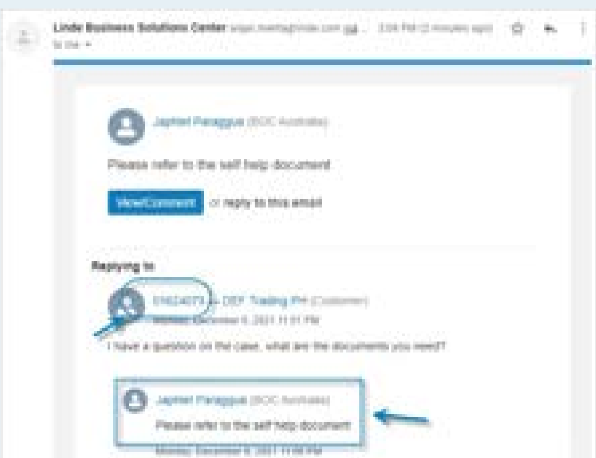
TIP: To check that the case is correctly routed back to LBSC-MDM after clicking "Save", check that the status has changed to "Pending SSC Action". If the status is still "Pending Vendor", this means that the case is still with the supplier and was not successfully routed back.

How to Use the Chatter/Post Functionality

The chatter functionality is the main gateway for the supplier to communicate to LBSC-MDM on any concern, questions, or comments regarding the case assigned to you. You can find the chatter on the Post section of the case.

To initiate a post, simply type your question/comment on the text box provided and click “Share”. Once you click this, your post will be visible to the case and LBSC-MDM can respond back on your post.

When LBSC-MDM replies back, you will receive an email notification that your question/comment was replied. The reply is visible on the email itself. Click on the Case Number in the email to take you back to the case or follow the instruction on how to access the case documented earlier.



Frequently Asked Questions

1. I attached some documents but I’m still missing others, can I save the case and submit it back later when I have all the requirements?

Yes, you can simply upload the documents ready and tick the applicable check box then click “Save”. This will save the case but will not route back to LBSC-MDM.

2. I forgot to attach one document but have already ticked all check boxes and the case status has changed to “Pending SSC Action”, can I still go back and attach the others?

Yes, you will maintain access to the case after routing back to LBSC-MDM. Simply go to the case attachment section and upload the missing document. NOTE: You cannot delete uploaded attachment but can add more documents.

3. How will I know if my supplier registration or change in details is complete?

Go the Cases tab and check the case status. If the status is “Resolved” or “Closed”, this means that the request is complete.

4. I can see that my case is resolved and I want to know my Linde vendor number, who can I contact?

Click on the case and go the “Post” section, LBSC-MDM agent will mention the vendor/supplier number in the post when resolving the case.

5. I was assigned a case for supplier data change request, however, I forgot my username and/or password, what should I do?

If you know your username, you can reset your password in the Portal log in section. If you forgot both, contact LBSC-MDM via the contact points outlined in this document.

6. I want to change my supplier data, can I contact LBSC-MDM directly?

No, all requests should be coursed through your Linde contact person in Procurement team or Operations. Communication to LBSC starts when a case is assigned to you in the Linde Supplier Community Portal and ends when the case is Resolved.