User guide for suppliers

Vattenfall Supplier Bank



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Important information

Vattenfall uses the Vattenfall Supplier Bank (hereafter VSB) to manage supplier registration, qualification and onboarding. Following the instructions in this user guide helps ensure that each supplier has accurate and current information recorded in VSB.

Throughout the supplier lifecycle, each supplier is responsible for maintaining its information in VSB and keeping all details up to date.

Suppliers must ensure that their designated supplier administrator can respond to questionnaires and update information. Should the administrator be unable to perform these tasks, the supplier must assign this responsibility to another member of its team. VSB sends notifications directly to the administrator by email.

Questions?
Contact your Vattenfall contact person for further assistance.

Supplier checklist

- ❑ Registration form is fully completed and approved by Vattenfall
- ❑ Minimum one contact person/supplier admin is registered
- ❑ Qualification questionnaire is duly completed
- ❑ All information is correct in VSB
- ❑ Information is updated and maintained by the supplier during the lifecycle
- ❑ Inform your Vattenfall contact whenever updates regarding supplier information are made

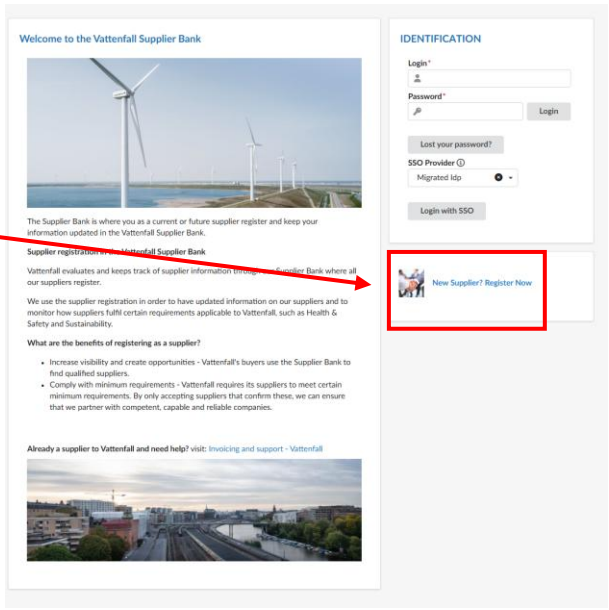
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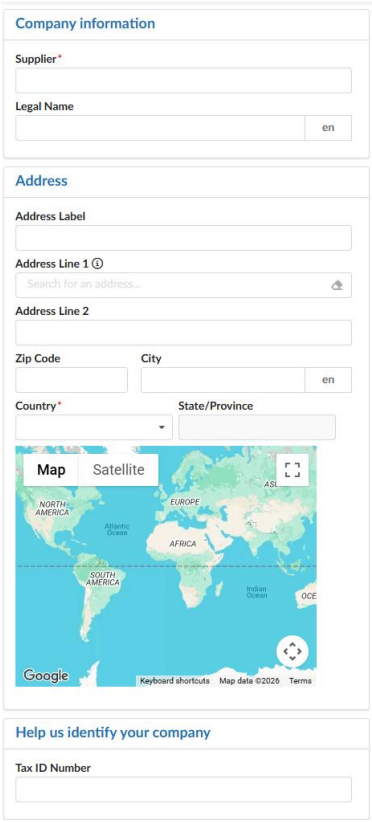
Supplier registration

There are two options for a supplier to be created in VSB:

1. By your Vattenfall contact person
2. By pasting the following link into the browser: Link.

Step 1:
By following the link above to the VSB homepage, Selecting the “Register as supplier” button will then open the registration form.





Step 2:
Complete the registration form, then click “Register” to submit.

Important! Following Vattenfall’s decision to accept or reject the registration, the supplier’s contact person will receive an email notification confirming the outcome. If Vattenfall accepts the registration, this notification will also include the login details.

Supplier registration checklist

- ❑ Register and make sure that all information is correct
- ❑ Submit the registration form to Vattenfall through the system
- ❑ Ensure that the contact person is the Supplier Admin responsible for the subsequent steps in the supplier qualification process.

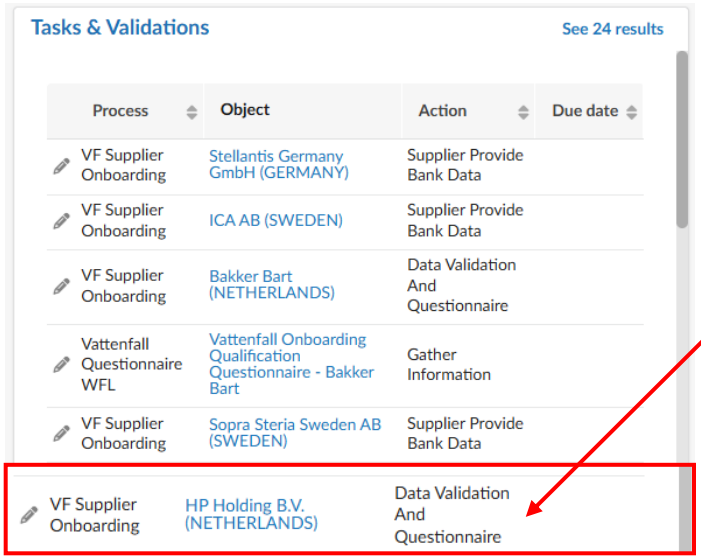
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Qualification process: Questionnaire

To gather all required information and ensure compliance with Vattenfall's global supplier qualification requirements, each supplier must complete a questionnaire.

Vattenfall sends the questionnaire link to the supplier's administrator or contact person named in the registration form. To access the questionnaire through this link, the recipient must first log in to the system.

Step 1:
Open up the questionnaire from the link in the email or go to the start page by logging in to VSB.



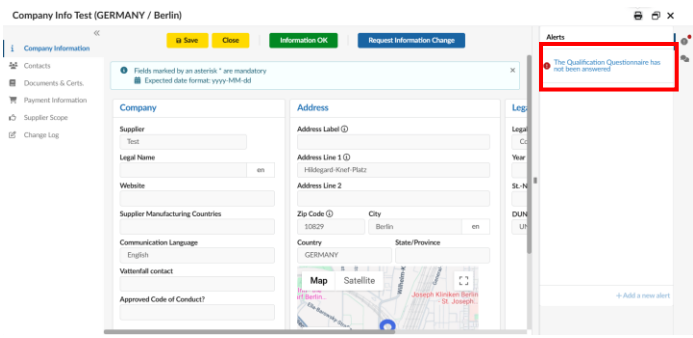
Step 2:

Logging in to the supplier admin account provides another way to access the questionnaire. The "Tasks & Validation" window lists all current tasks the supplier must complete. To proceed, select the blue text associated with the action "Data Validation and Questionnaire".

Step 3:

Selecting the blue text opens the company information page.

On the right, you will find the questionnaire alert. Click this alert to proceed to the next step.



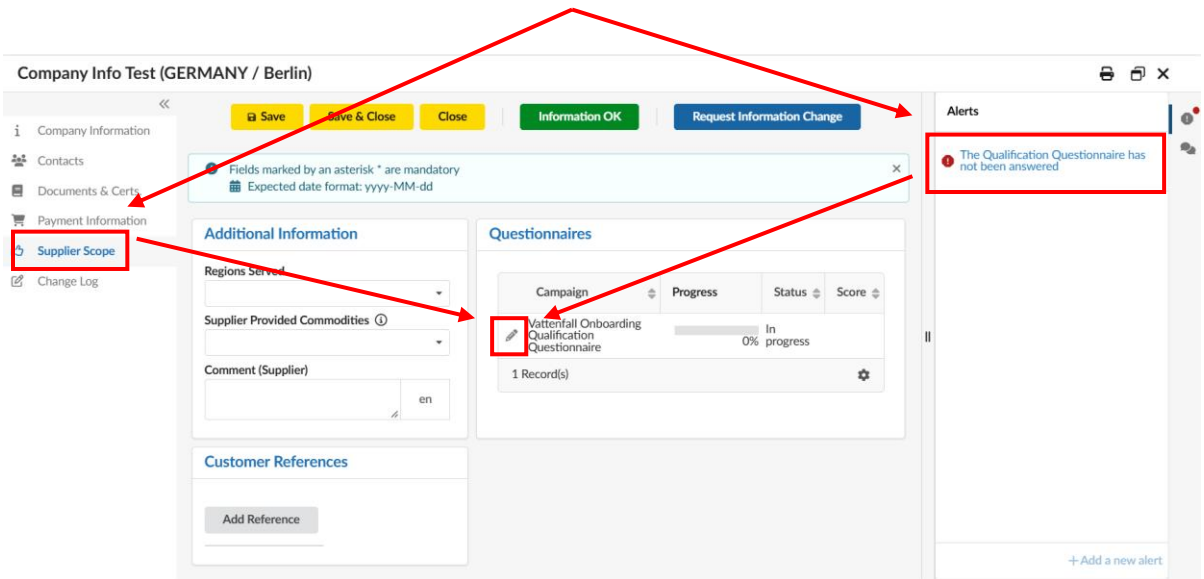
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Qualification process: Questionnaire

Step 4:
To access the questionnaire, select the relevant alert in the right-hand pane. This takes you to the “Scope” section on the left.

You can also go directly to the “Scope” section on the left. The red boxes below indicate both navigation options.

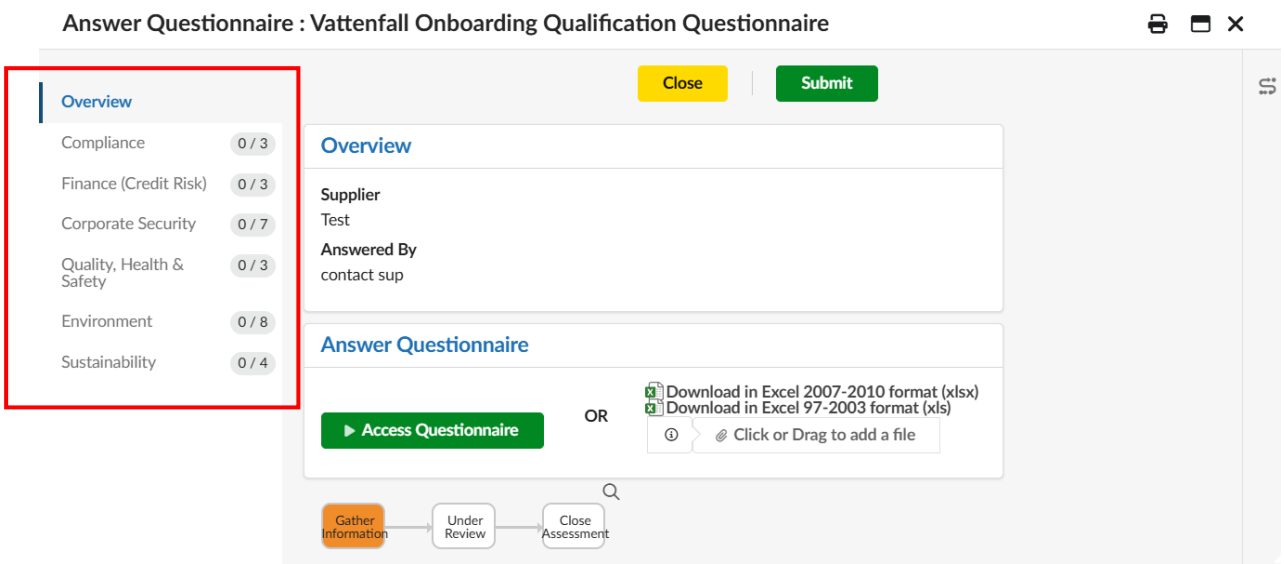
Once there, click the pen icon beside the questionnaire title opens the questionnaire.



Qualification process: Filling out the questionnaire

Step 5:
All questions and statements marked with an asterisk(*) must be filled out. Make sure that each section is completed according to the important information box below.

It is important that each statement is answered carefully and truthfully before the questionnaire is sent to Vattenfall.



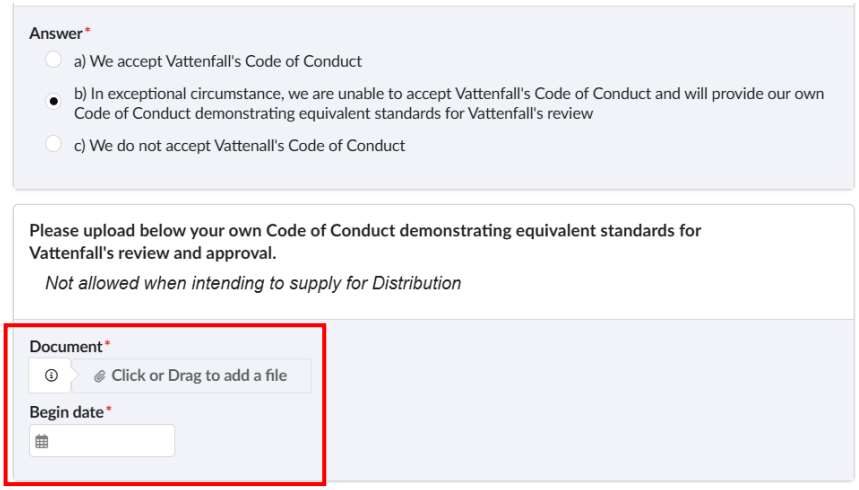
Important information

While not all qualification questions are mandatory for tender participation, suppliers are encouraged to provide complete and accurate information, including relevant supporting documentation where applicable. This information may facilitate future business opportunities and help streamline supplier qualification and onboarding activities.

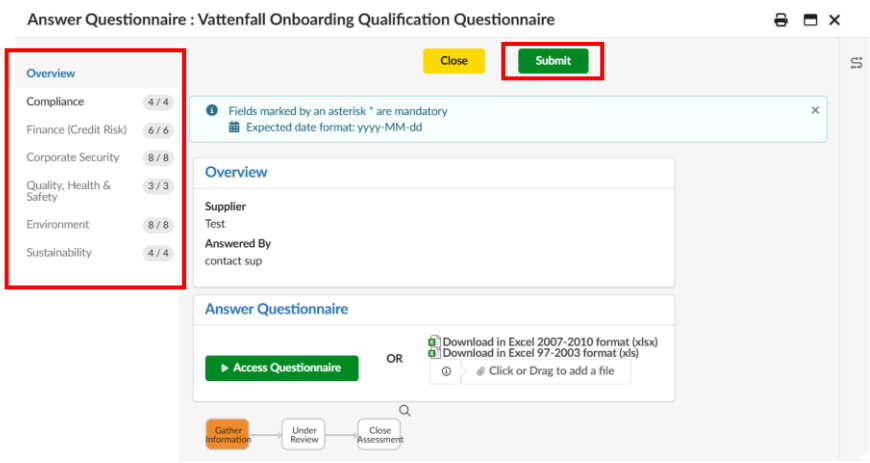
Qualification process: Filling out the questionnaire

Step 6:
The selected answer determines whether files can be attached or not. Choosing an answer that requires supporting documentation displays the attachment option.

Click the attachment field to select a file, or drag and drop the file into that field. After the upload finishes, complete the remaining mandatory fields.



Step 7:
Before sending the questionnaire, check the numbers beside each section in the left pane to confirm that all statements are answered. Then click “Submit” to send it.



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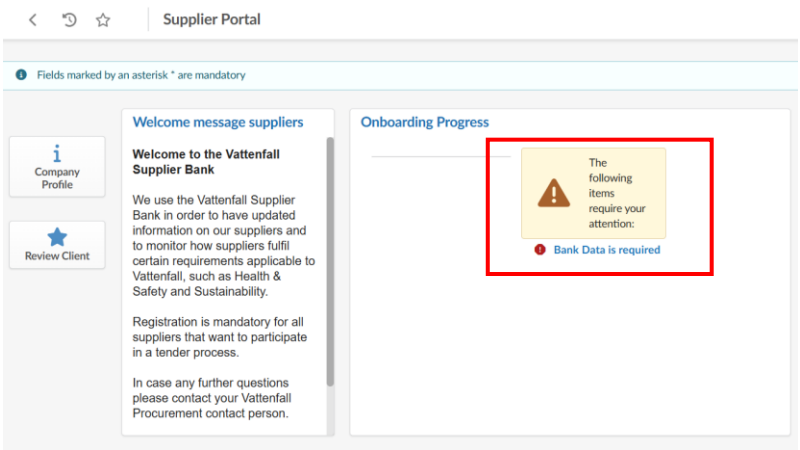
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Onboarding process: Submitting bank data

Step 1:
Once Vattenfall approves the questionnaire and the supplier attains Qualified status, onboarding may begin if a valid business need exists. The supplier's next step is to provide bank details.

As soon as these details are required, the system will display an alert and send an email notification.

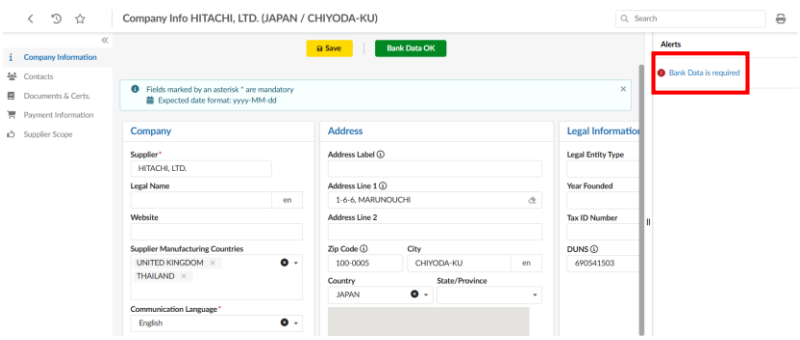
After logging in to VSB, the alert will be visible both on the homepage and on the company information page. The examples below illustrate how it appears in each location.



Alert on homepage

Step 2:

Click on either of the alerts to open the Payment Information section.

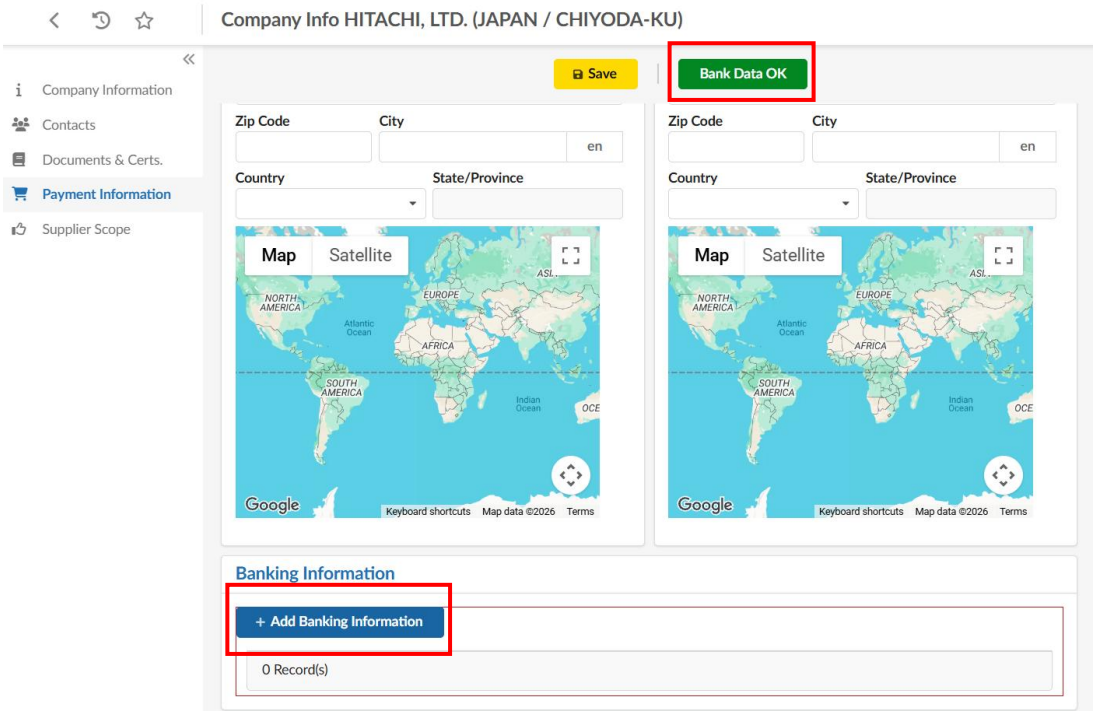


Alert on company information page

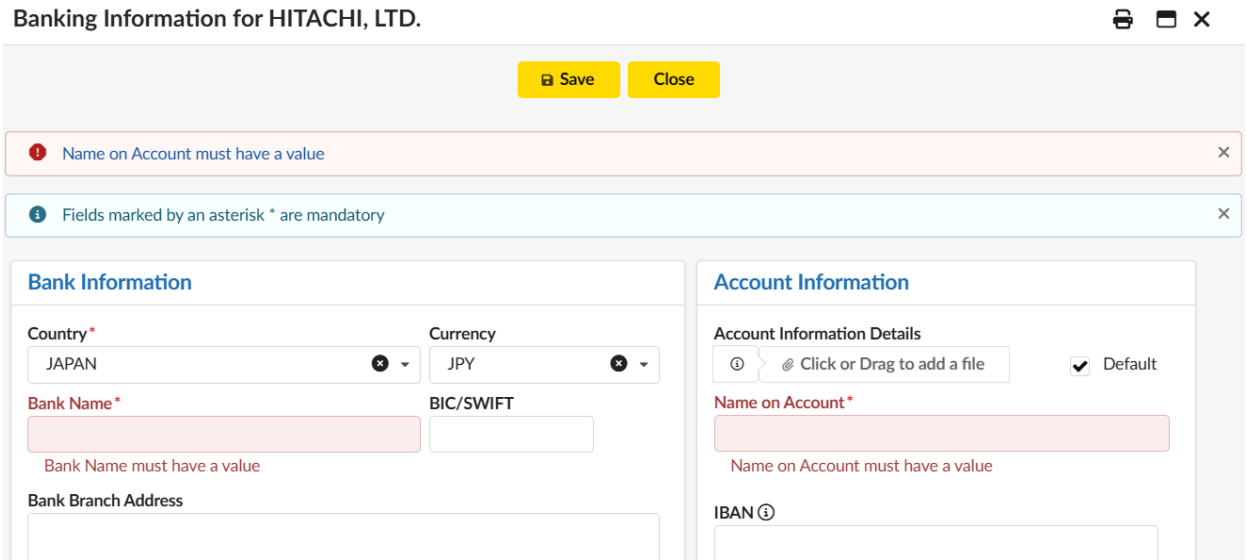
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Onboarding process: Submitting bank data

Step 3:
On the Payment information section, click on “+ Add Banking Information”.



Step 4:
Enter the bank information in the new window that opens, ensuring that every field marked with an asterisk(*) is complete. To send the bank details, select “Save”, followed by “Submit for approval”. The system will then remove the alert and forward the bank data to Vattenfall. Completing this step concludes the onboarding process in VSB.



Updating information in VSB

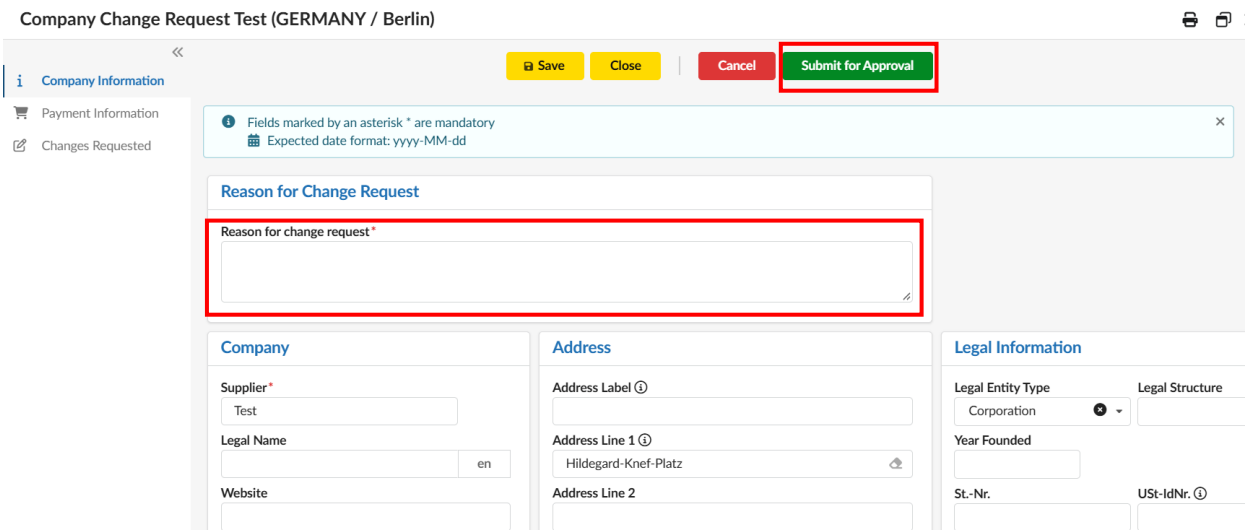
Each supplier is responsible for keeping its information in the system accurate and up to date. An administrator must therefore be available to make any necessary updates. If the administrator needs to delegate this responsibility, registering additional users can be done by the administrator. To help maintain security, Vattenfall encourages suppliers to manage their user accounts and ensure that the corresponding user records remain up to date.

Whenever important information is changed, remember to notify your Vattenfall contact person.

How to request information change

To update information, select “Request information change” on the company information page.

Any field may be edited. Clearly explain the reason for the change request, then click “Submit for approval” to send the updated details. Vattenfall will review the request and either accept or reject it.



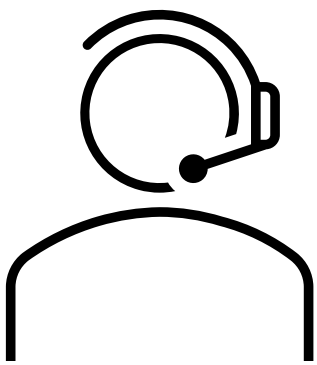
Issue resolution process

If issues are encountered, the priority for getting support is as follows:

1. Reach out to the Vattenfall contact person for the supplier
2. If no contact person exists or unable to provide with support, please contact Vattenfall Procurement Operations Support team at procops@vattenfall.com for further assistance

Important!

If the supplier is experiencing issues while filling out the registration form before the supplier has access to VSB, please contact Vattenfall Procurement Operations Support team at procops@vattenfall.com for further assistance.



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