

# How to Complete a Periodic Recertification Request for Suppliers



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**Your screen in the Coupa Supply Portal may differ slightly from this training, but the steps to complete the activity will be the same.**



**This icon indicates there are further policy or business process details relating to a step. Click on the provided link(s) placed throughout the QRC for more information.**



**Note:**-If you need translation assistance, Google Chrome and Microsoft Edge offer free translation browser extensions, however, it is your responsibility to ensure the information provided back to Kimberly-Clark is accurate

## Purpose

This Quick Reference Card (QRC) explains the process for responding to and completing a periodic recertification request.

- **Task 1:** Responding to and Completing a Periodic Recertification Questionnaire
- **Task 2:** Delegating a Response to a Periodic Recertification Questionnaire
- **Task 3:** Submitting Responses to a Periodic Recertification Questionnaire

## Key Terms

- **Coupa Risk Assess (CRA)** is a system that connects all parties involved in risk management to collaborate on reducing the cost of compliance, minimizing risk and maximizing the value of their relationships.
- **Coupa Supplier Portal (CSP)** is a web portal designed to assist suppliers in managing their business transactions with Kimberly-Clark
- **Due Diligence Questionnaires (DDQ)** are forms used both internally and externally to assist in evaluating retained information on a potential supplier's data security, legal, financial, and other aspects of their organization to help identify and mitigate risk.
- **Recertification** is the process of periodically reassessing the level of risk for suppliers via due diligence questionnaires.
- **Risk Domains** are identified areas used to frame the types of controls that should be evaluated during supplier risk assessment to help guide risk management.

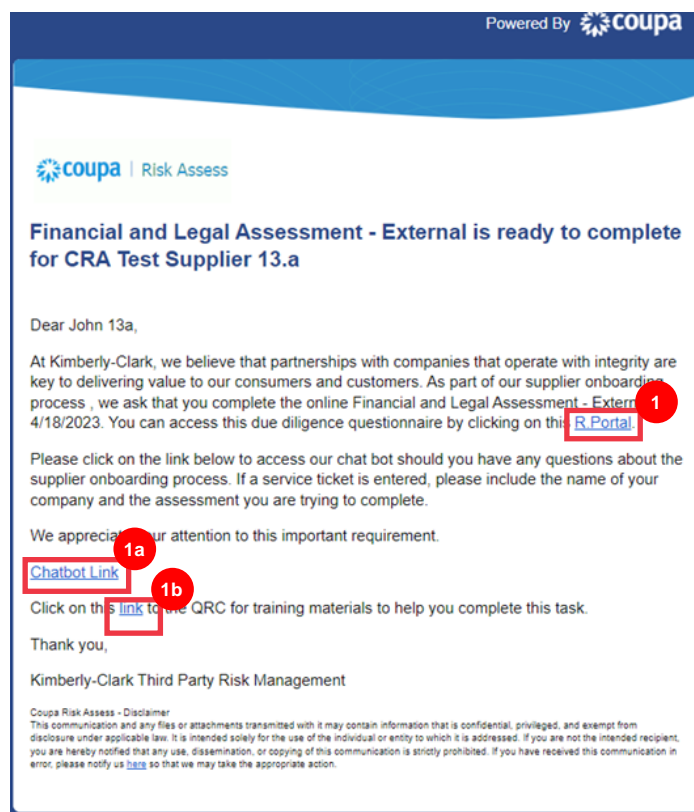
## Responding to and Completing a Periodic Recertification

Kimberly-Clark has varying Due Diligence Questionnaires to support its risk programs. Periodically, information gathering for recertification for in-scope areas of risk will be required. The completion of recertification questionnaires is an automated process that adheres to the predetermined recertification criteria from Kimberly-Clark.

Please follow the steps below to respond to and submit a periodic recertification questionnaire.

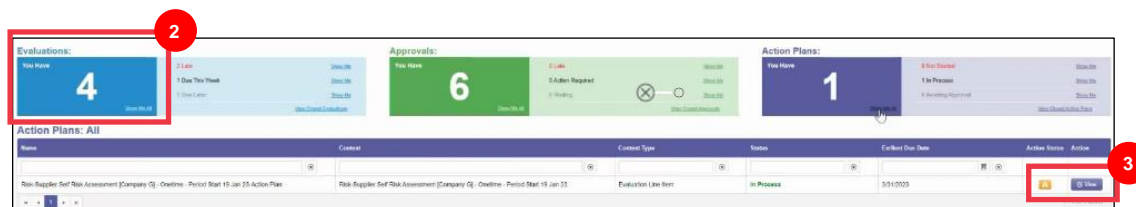
The individual designated as the CSP primary contact will receive an email notification from Kimberly-Clark with instructions.

1. Click the **R. Portal** link to access the questionnaire.
  - a. Suppliers can also access the Chatbot Link to communicate with Kimberly-Clark if further assistance is needed.
  - b. Suppliers can also access additional training resources from Kimberly-Clark if further assistance is needed.



The **Coupa Risk Assess Dashboard** appears.

2. Locate the **Evaluations** tile and click the **Show Me All** link.
  - Review the list for open evaluations.
3. Click the **View** button to open the appropriate (pending) questionnaire.

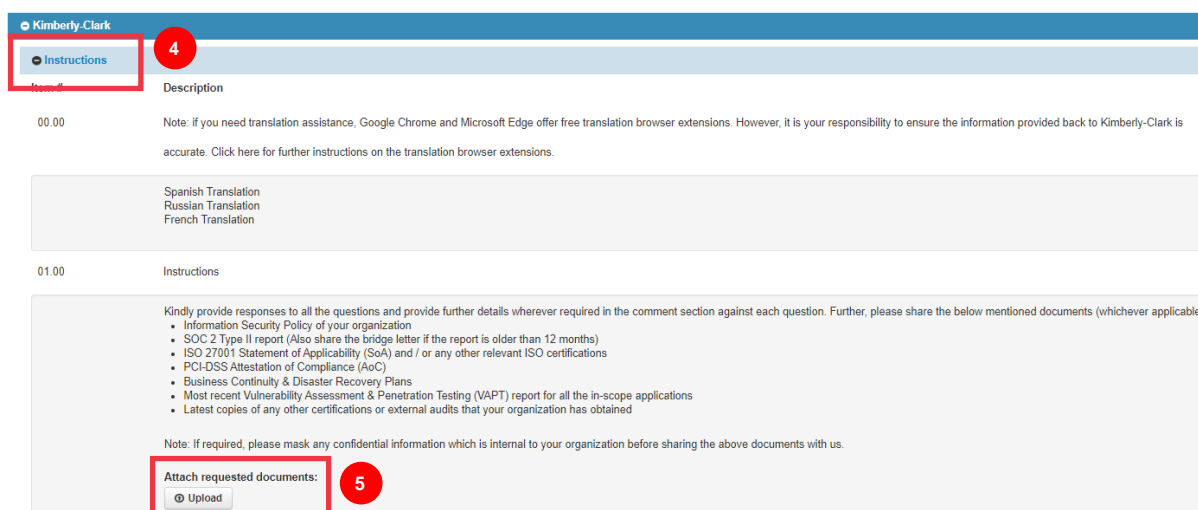


The Recertification form will load with prepopulated data that was provided at the initial form completion.

4. Click the **Instructions** link (if available) to expand the questionnaire’s instructions.

**Note:** Suppliers will only edit information on the form that needs to be updated and/or upload any supporting documentation.  
Please provide those requested documents via upload where applicable.

5. Click the **Upload** button to attach supporting documents (if applicable).



6. Questions are organized by section title. Be sure to expand each section to review responses. A section may contain either one (1) or a grouping of several questions.

**SOC 2 Type II Report** 6

Item #	Description
02.00	Do you have a valid SOC 2 Type II Report? Only answer this as "Yes" if it was either conducted in the past 12 months or you have valid Bridge Letter
Please select: * <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Access Control</b>	
<ul style="list-style-type: none"> <li>Asset Management</li> <li>Cryptography</li> <li>Data Privacy</li> <li>Subcontractor</li> <li>Cloud Security</li> <li>Compliance &amp; Organizational Security</li> <li>Human Resource &amp; Policies</li> <li>IT Operations</li> <li>Business Continuity Management</li> <li>Communication Security</li> </ul>	

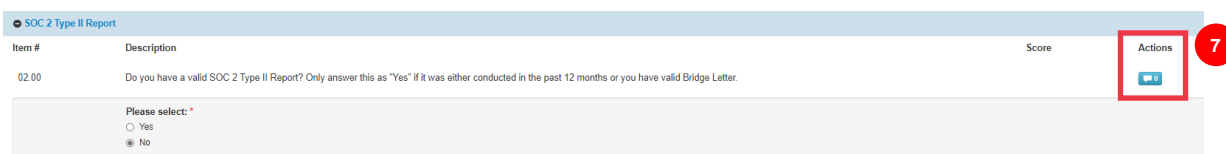
a. Click the **(+)** icon to expand the question sections' details.

**SOC 2 Type II Report** 6a

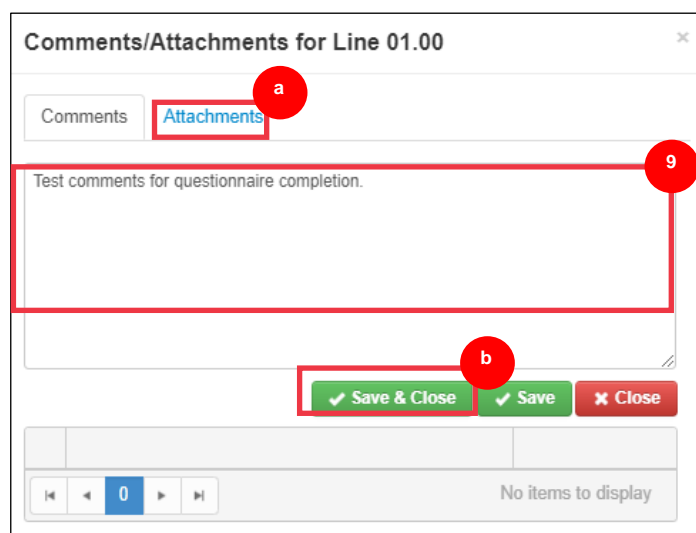
Item #	Description
02.00	Do you have a valid SOC 2 Type II Report? Only answer this as "Yes" if it was either conducted in the past 12 months or you have valid Bridge Letter.
Please select: * <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Access Control</b>	
Item #	Description
03.00	Is there a process for establishing and maintaining logical and physical access to ensure only authorized personnel will have access to data / information?
The supplier should have and adhere to documented policies to ensure that only approved users are granted access to Kimberly-Clark information system and assets. Users should be granted access c	
Please select: * <input type="radio"/> Compliant <input type="radio"/> Partially Compliant <input type="radio"/> Non Compliant <input type="radio"/> Not Applicable	

For those question sections that do not feature an upload button, comments and documentation can still be provided by clicking the **Actions** button.

7. Click the **Actions** button to add any comments to the questionnaire for Kimberly-Clark to receive.



8. Enter a comment in the **Comments** field to add additional information regarding attached information, ask questions, or to provide more detail about responses to action item(s) indicated in the plan.
  - a. Click the **Attachments** tab to add supporting attachments (if applicable).
  - b. Click the **Save & Close** button when complete.

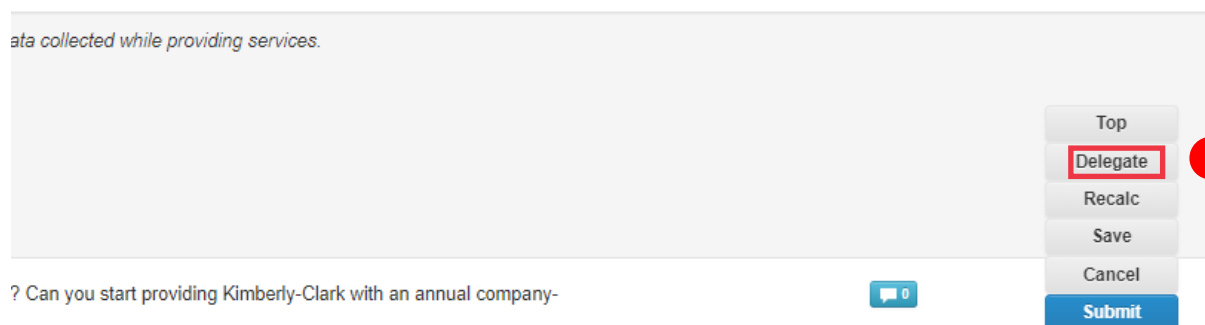


## Delegating Response to a Periodic Recertification

If a Periodic Recertification questionnaire needs to be reassigned, follow these steps.

1. Click the **Delegate** button to assign the completion of the questionnaire to a designee.

ata collected while providing services.

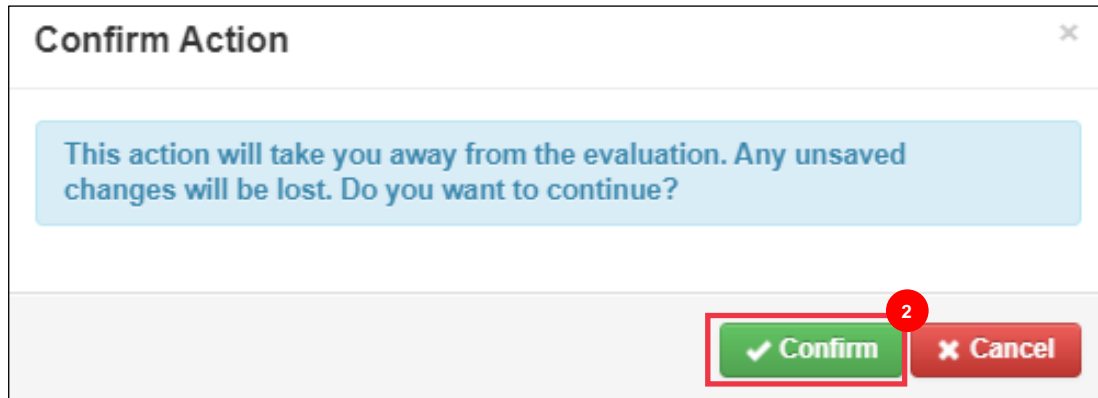


? Can you start providing Kimberly-Clark with an annual company-

Top  
Delegate  
Recalc  
Save  
Cancel  
Submit

The **Confirm Action** popup window appears.

2. Click the **Confirm** button.



**Confirm Action**

This action will take you away from the evaluation. Any unsaved changes will be lost. Do you want to continue?

✓ Confirm    ✕ Cancel



**Note:** Confirming this action continues the process of reassigning your ability to submit responses to the questionnaire.

3. In the **Delegate to User/Group** section select from either of the following radio button options:
  - **Delegate User** (assigns and delegates approval authority of this action to an individual)
4. Enter the **Name of the individual** in the field.
  - a. If the individual's name does not populate, click the green **(+)** icon to add the individual as user.

**Evaluation Delegation**  
Risk-Financial and Legal Assessment - Internal [Lane Inc] - Onetime - Period Start 01 Mar 23

Back Delegate

Basic Information  
Current Scorer Lane, Eric ( Internal )

Delegate to User/Group

Delegate  User  
  Group

Comments  
\* Please enter why you are submitting this delegation.

- b. Complete the following fields to add a user:
  - **Email Address**
  - **First Name**
  - **Last Name**
- c. Click the **Create User** button when complete.

**Create Kimberly Clark Services User**

Email Address \*  
jsmith@acmesupplier.com

First Name \*  
John

Last Name \*  
Smith

Cancel Create User



5. Enter an **Explanation** for submitting the delegation in the comments field (\*required).
6. Click the **Delegate** button when complete.



**Note:** The delegated individual receives an email notification of their newly assigned action.

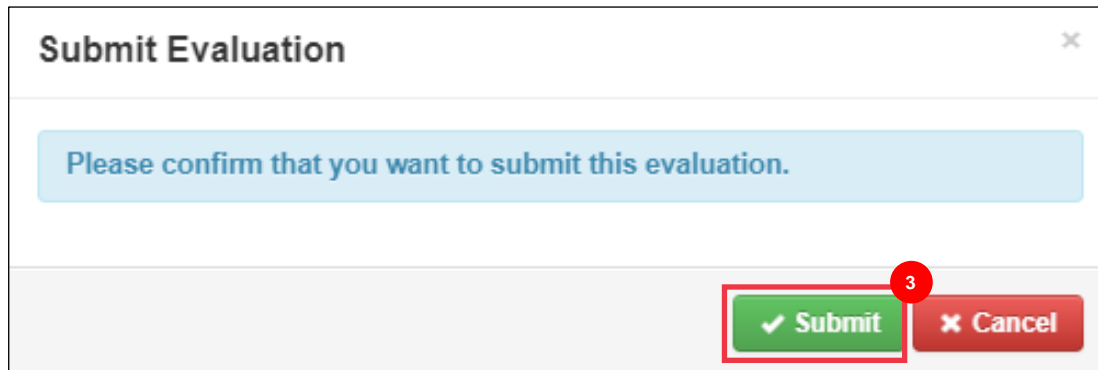
## Submitting Response to a Periodic Recertification

If delegation is not needed, and after reviewing and/or providing updated responses and attachments (if applicable) to the questionnaire:

1. Click the **Save** button to save all submitted responses.
2. Click the **Submit** button to submit the responses.

The **Submit Evaluation** popup window appears

3. Click the **Submit** button to validate and submit the responses to Kimberly-Clark.



**Note:** Submitted questionnaires route via CRA for review and approval processes within Kimberly-Clark. The designated individual submitting the form will be notified via email of the evaluation outcome.

## Additional Resources

- N/A

