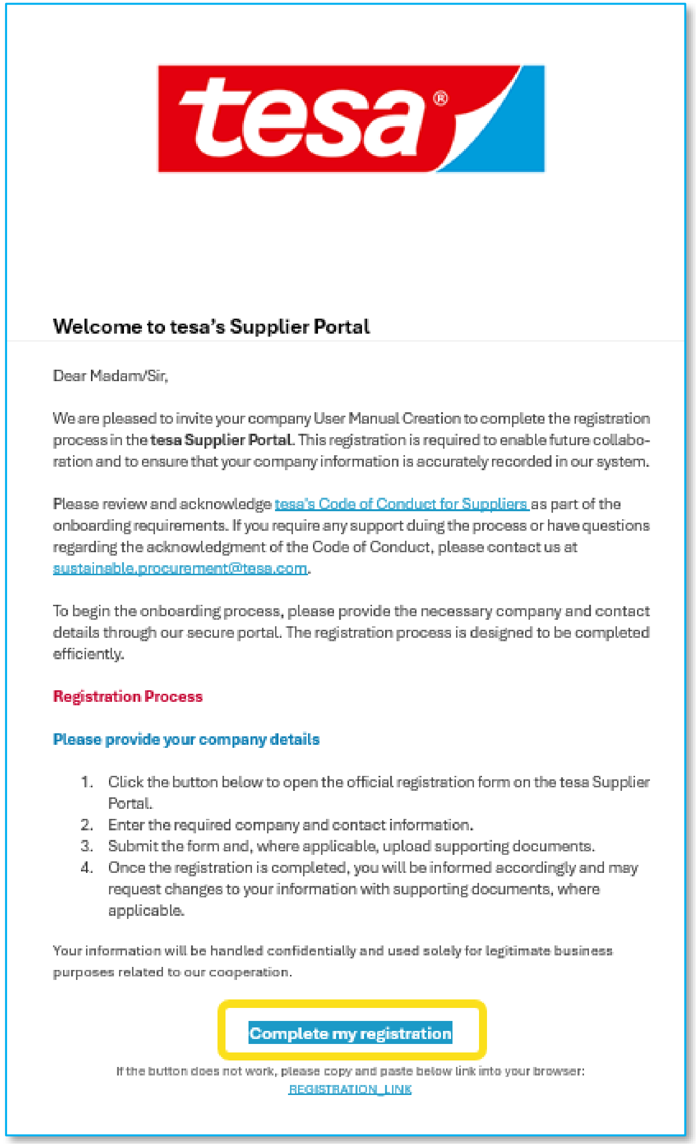
tesa Supplier Portal User Manual

Global Procurement

2026.06.19

How can we access the Supplier Portal?


Welcome to tesa's Supplier Portal

Dear Madam/Sir,

We are pleased to invite your company User Manual Creation to complete the registration process in the **tesa Supplier Portal**. This registration is required to enable future collaboration and to ensure that your company information is accurately recorded in our system.

Please review and acknowledge tesa's Code of Conduct for Suppliers as part of the onboarding requirements. If you require any support during the process or have questions regarding the acknowledgment of the Code of Conduct, please contact us at sustainable.procurement@tesa.com.

To begin the onboarding process, please provide the necessary company and contact details through our secure portal. The registration process is designed to be completed efficiently.

Registration Process

Please provide your company details

1. Click the button below to open the official registration form on the tesa Supplier Portal.
2. Enter the required company and contact information.
3. Submit the form and, where applicable, upload supporting documents.
4. Once the registration is completed, you will be informed accordingly and may request changes to your information with supporting documents, where applicable.

Your information will be handled confidentially and used solely for legitimate business purposes related to our cooperation.

Complete my registration

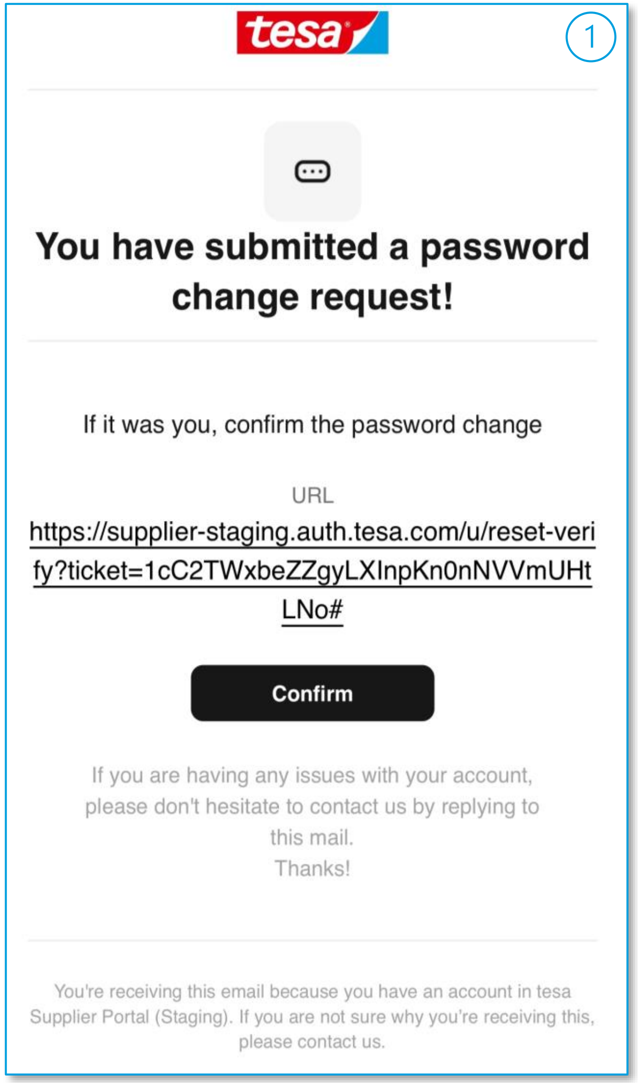
If the button does not work, please copy and paste below link into your browser:
REGISTRATION_LINK

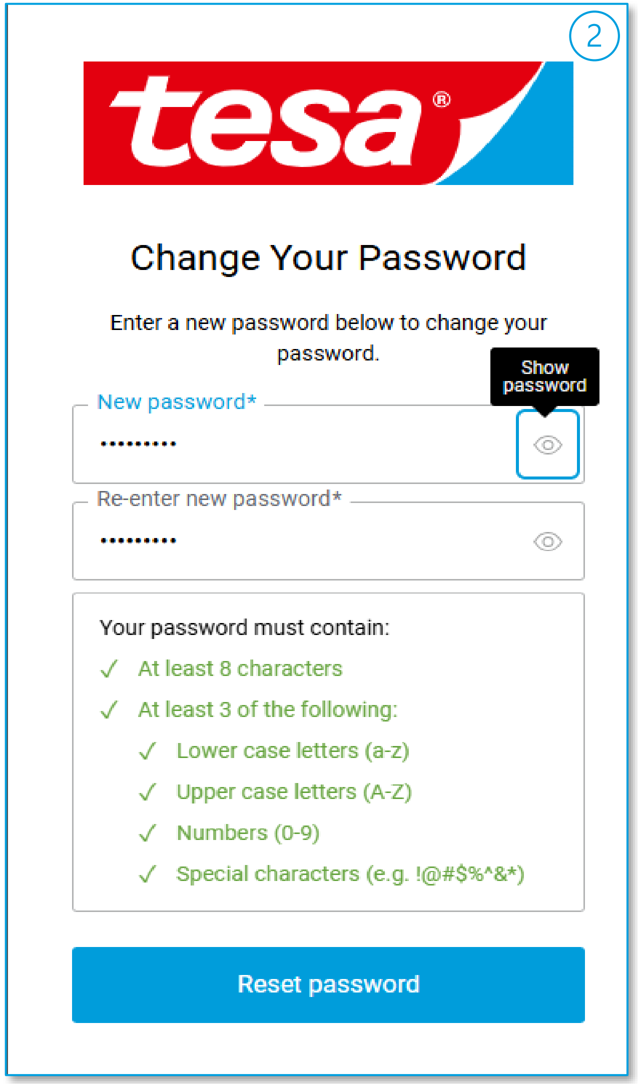
1. **Find Your Registration Email**
   As a new supplier of tesa, you will receive an email with the subject "tesa Supplier Portal – Action Required: Complete Registration". This email contains your personal registration link to the Supplier Portal.
   Or you can click into the link https://supplier.tesa.com.

2. **Start Your Registration**
   In the email, please click the button "Complete my registration". This will take you directly to the tesa Supplier Portal, where you can begin the registration process.

3. **If You Cannot Open the Link**
   If the link does not open when you click it, please copy the link provided in the email and paste it into your web browser. This will allow you to access the portal manually.

How can we log in via two-factor authentication (2FA)? (1/3)



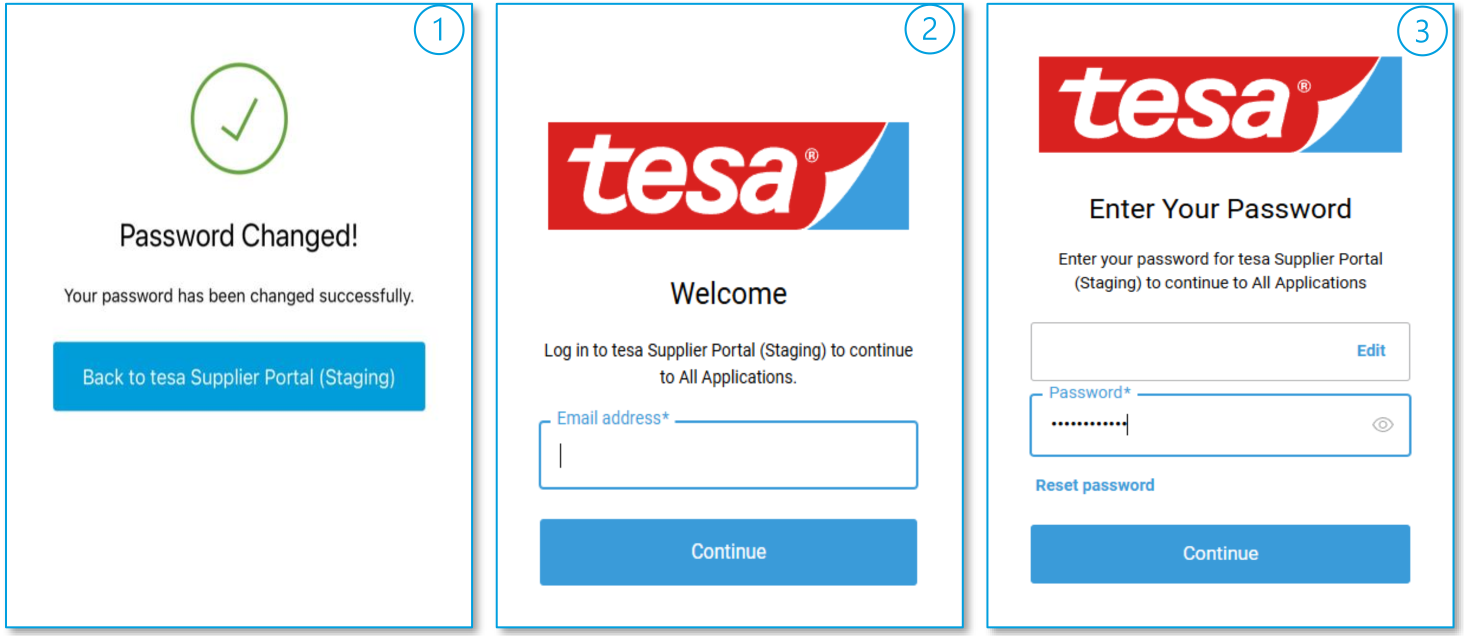


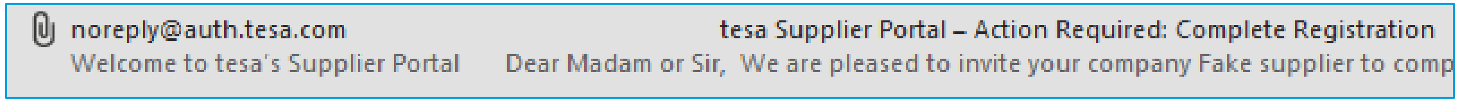
1. **Check Your Email Inbox**
   Please open your email inbox (and check your junk/spam folder if needed). You will receive two emails related to your account setup.

2. **Confirm Password Reset**
   Please open the email titled “**Reset your password**” and click “**Confirm**”. This will direct you to the page where you can create your new password.

3. **Set Up Your Password**
   Enter your new password and make sure it meets the required password criteria shown on the screen.

How can we log in via two-factor authentication (2FA)? (2/3)

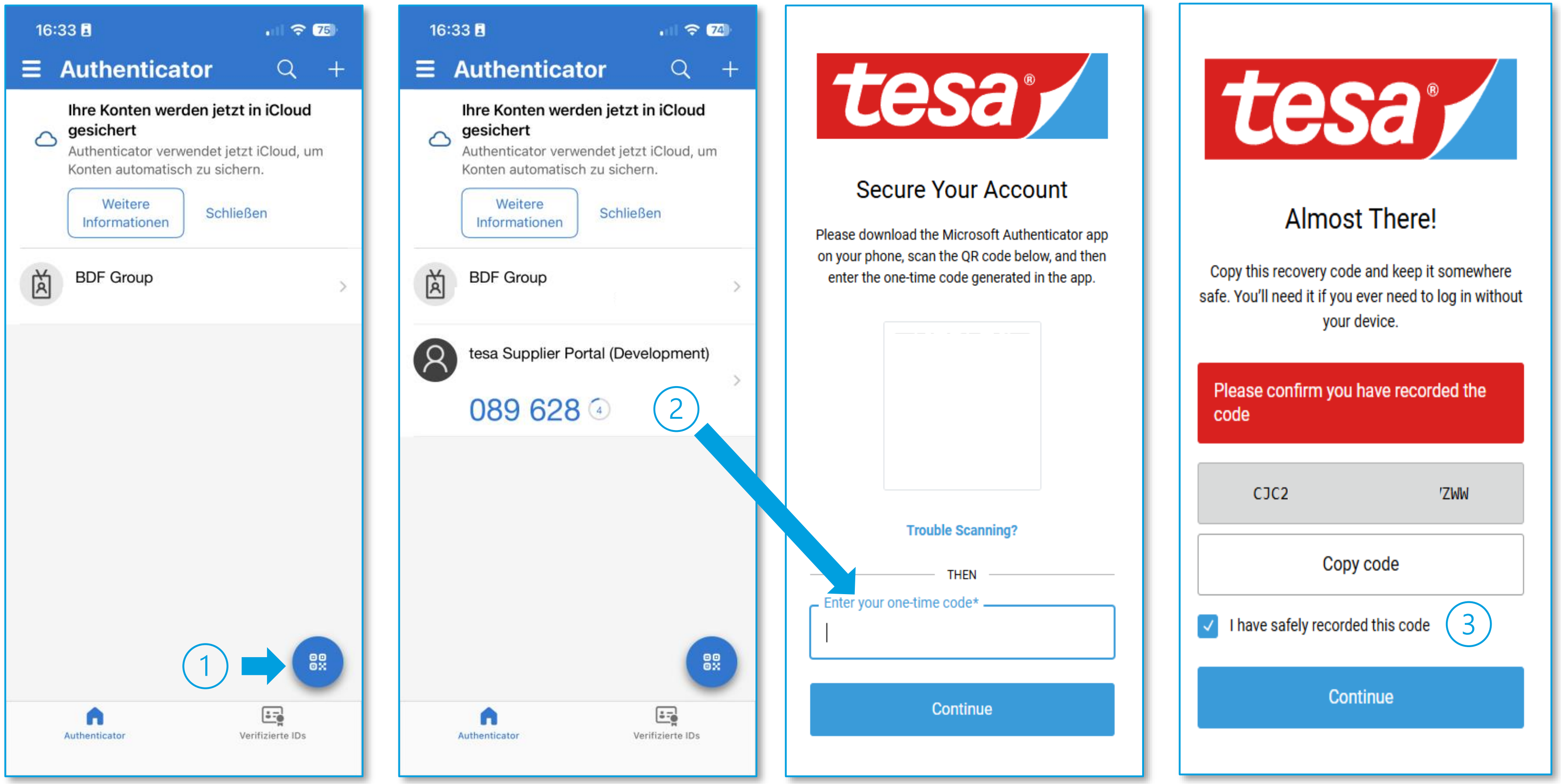




1. **Prepare to Log In to the Portal**
   You are now ready to log in to the tesa Supplier Portal. You can either click "**Back to tesa Supplier Portal (Staging)**" or open the other email sent by tesa to access the login page.

2. **Log In with Your Account**
   Enter your registered email address and the password you have just created to log in.

How can we log in via two-factor authentication (2FA)? (3/3)

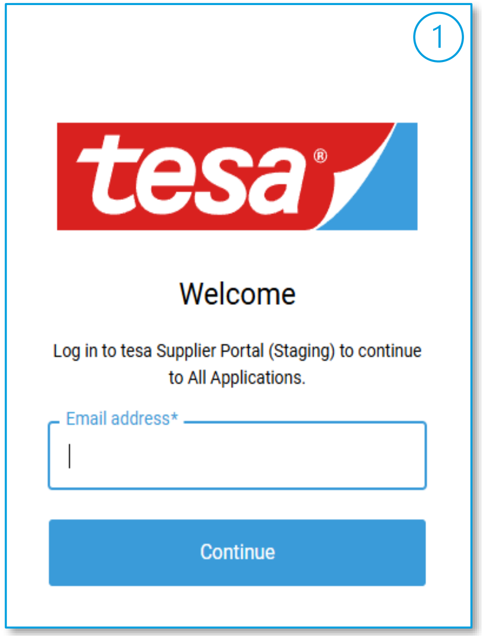


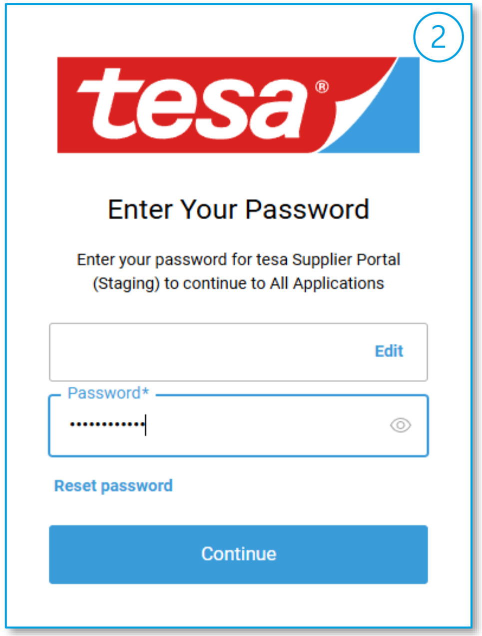
1. **Set Up Two-Factor Authentication (2FA)**
   To enhance account security, please use an authenticator app (such as Microsoft Authenticator).

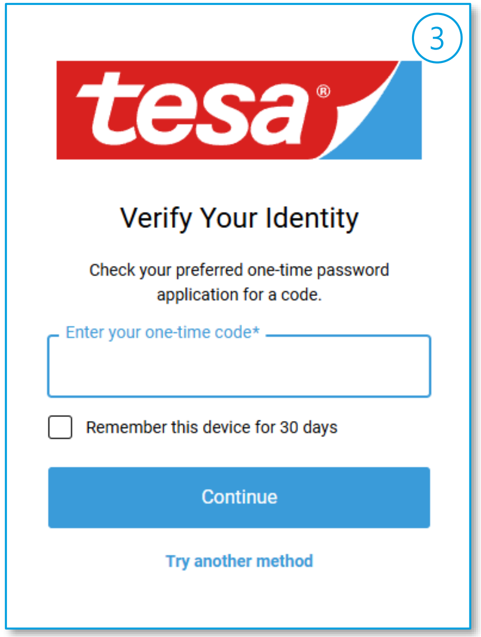
2. **Enter the One-Time Code**
   After successfully scanning the QR code, your authenticator app will generate a 6-digit one-time code. Please enter this code in the Supplier Portal to continue.

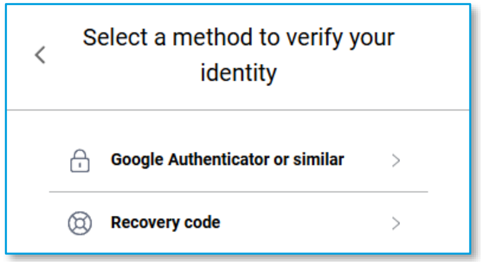
3. **Save Your Recovery Code**
   A recovery code will be provided during this process.
   Please store this code in a safe place, as it will allow you to access your account if you lose access to your authenticated device.

How can we log in after first registration?





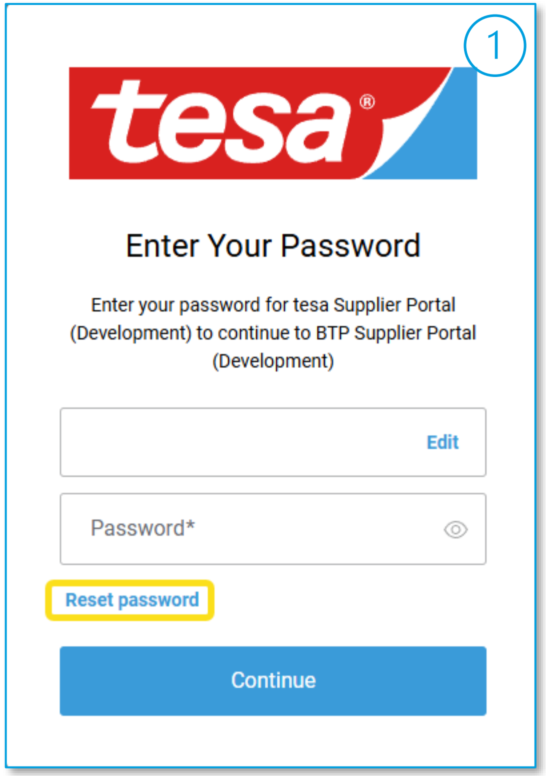


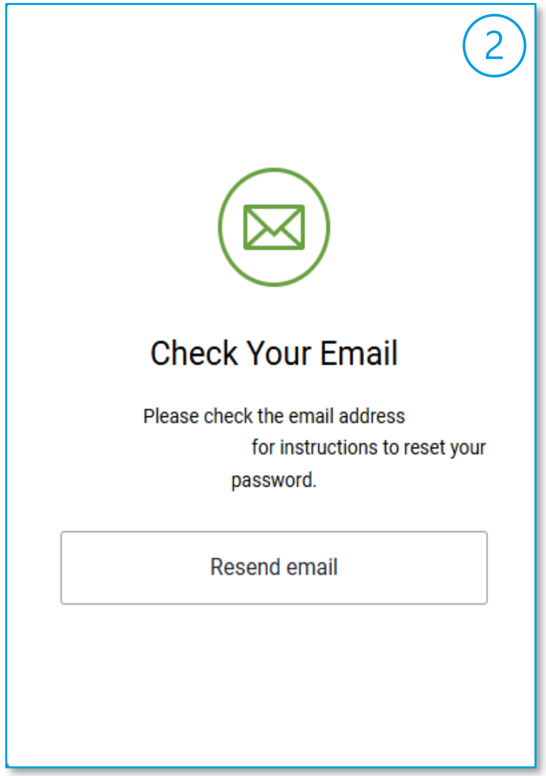


1. **Log In with Your Account**
   Enter your registered email address and the password you have just created to log in to the tesa Supplier Portal.

2. **Complete Two-Factor Authentication (2FA)**
   After logging in, you will be asked to complete two-factor authentication (2FA).
   You can enter the 6-digit one-time code generated by your Microsoft Authenticator.
   Alternatively, you may use other available methods, such as the recovery code provided during your initial registration or other authenticators.

What should we do if we forgot our password?





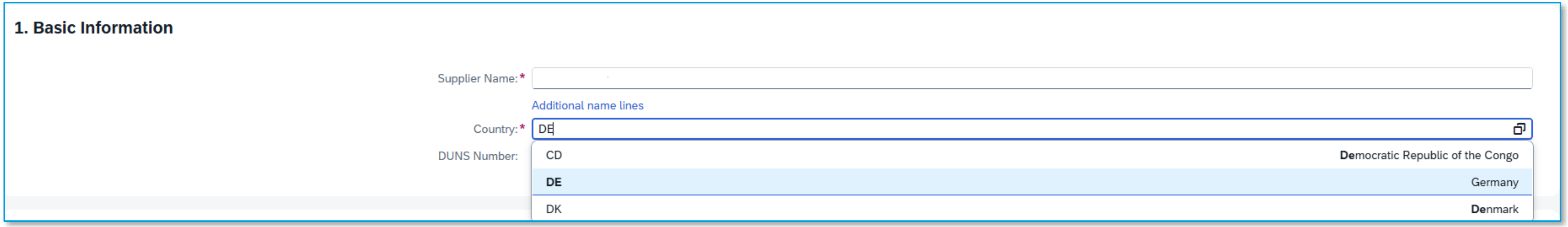
1. **Log in to the Supplier Portal**
   Please use your registered email address to log in to the tesa Supplier Portal.

2. **Reset Your Password**
   Click "**Reset password**" on the login page. After clicking the button, you will receive an email with instructions on how to set a new password.

3. **If You Do Not Receive the Email**
   If you do not receive the password reset email, please click "Resend email" to request a new one.

What kind of data should we submit via the supplier portal? (1/7)

Basic Information



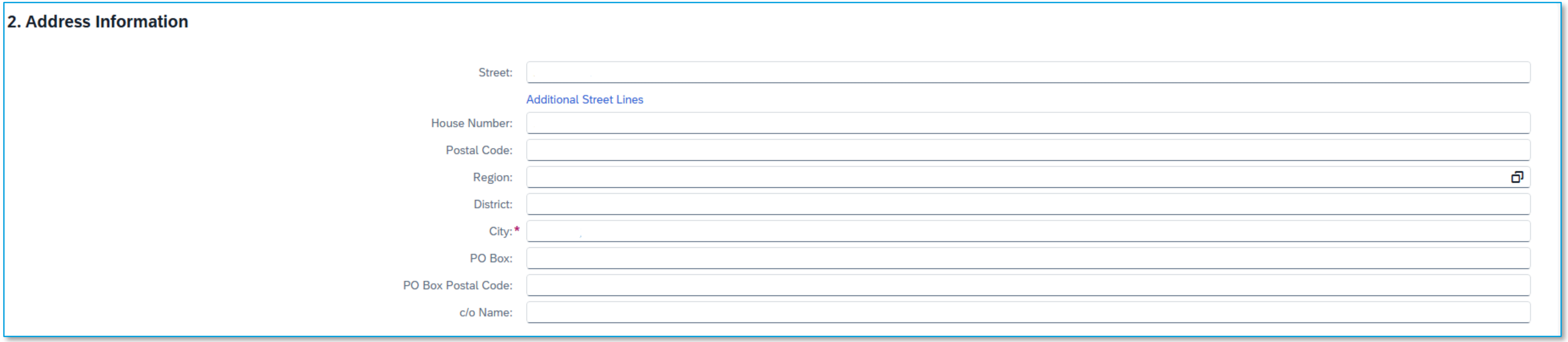
1. **Enter Supplier Name**
   Please enter your company's legal name.
   If the name is too long, you can click "Additional name lines" to add more fields.

2. **Select Your Country**
   Use this field to search and select your country.
   For example, if your company is based in Germany, you can type "DE" to quickly find and select the correct country.

3. **Provide DUNS Number (if applicable)**
   You may enter your DUNS number if available.
   The DUNS number is not mandatory for vendor master data creation. However, suppliers are encouraged to apply for one free of charge via the following link: https://www.dnb.com/duns/get-a-duns.html.
   Once your DUNS number is obtained, you can submit a change request through the Supplier Portal to update your information.

What kind of data should we submit via the supplier portal? (2/7)

Address Information



2. Address Information

Street:

Additional Street Lines

House Number:

Postal Code:

Region:

District:

City: *

PO Box:

PO Box Postal Code:

c/o Name:

1. Enter All Applicable Information

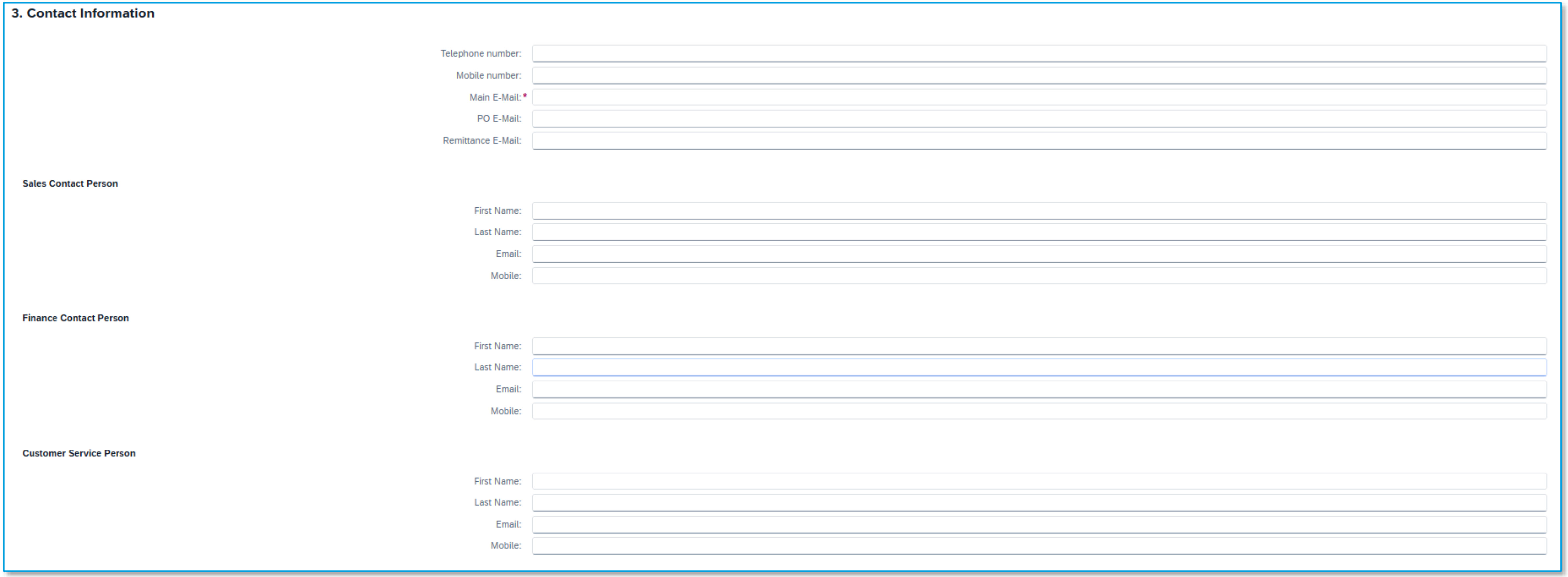
Please complete all relevant fields by referring to your official registration documents, such as your business license, to ensure the information provided is accurate.

2. Notes

- If the street name is too long, please click “Additional Street Lines” to add more fields.
- If a PO Box is provided, the corresponding PO Box Postal Code is also required and must be completed.

What kind of data should we submit via the supplier portal? (3/7)

Contact Information


3. Contact Information

Telephone number:
Mobile number:
Main E-Mail:*
PO E-Mail:
Remittance E-Mail:

Sales Contact Person

First Name:
Last Name:
Email:
Mobile:

Finance Contact Person

First Name:
Last Name:
Email:
Mobile:

Customer Service Person

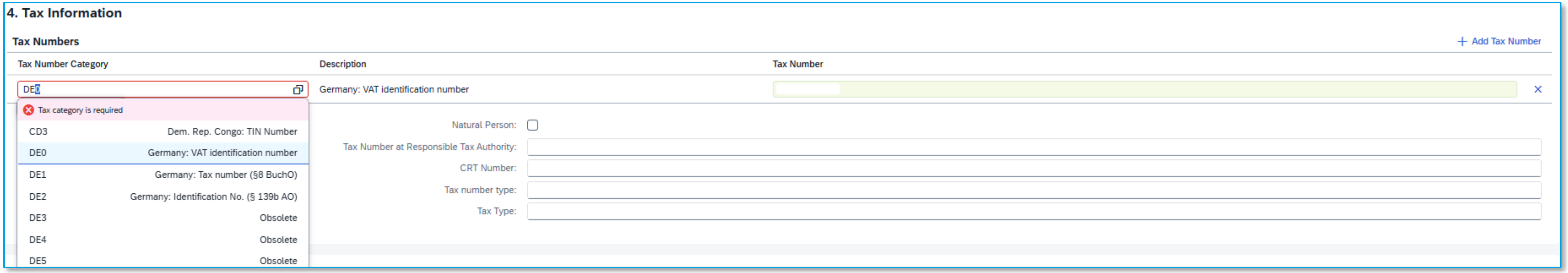
First Name:
Last Name:
Email:
Mobile:

1. **Provide Contact Information**
   Please provide contact information to ensure smooth and efficient communication in the future.

2. **Define the Main Email Contact**
   The main email address should belong to the primary contact person who serves as the main point of communication between tesa and your company.

What kind of data should we submit via the supplier portal? (4/7)

Tax Information



1. **Add Tax Number**
   Click "**Add Tax Number**" to create a new entry for tax information.

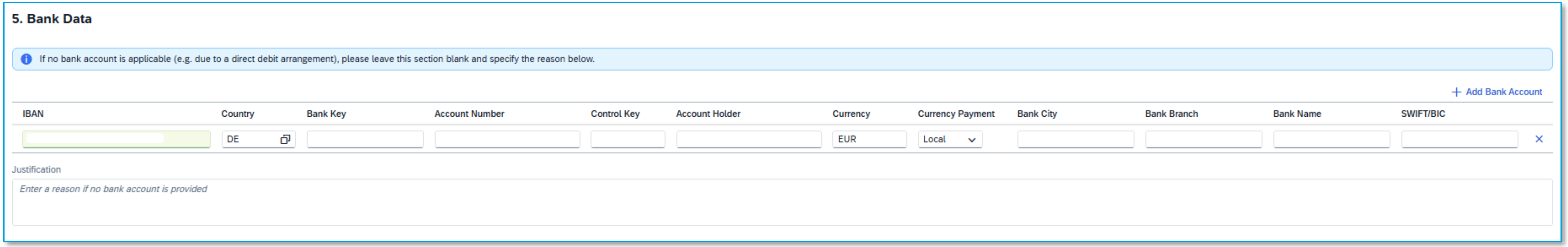
2. **Select Tax Number Category**
   Choose the appropriate tax number category.
   You can use the search function (similar to the country field) to quickly find and select the relevant category.

3. **Enter Tax Number**
   Please enter your tax number without any spaces.
   The system will automatically validate the format and length of the entered value.

4. **Notes**
   - If you are registering as a natural person, please select the "Natural Person" option.

What kind of data should we submit via the supplier portal? (5/7)

Bank Information



5. Bank Data

If no bank account is applicable (e.g. due to a direct debit arrangement), please leave this section blank and specify the reason below.

+ Add Bank Account

IBAN	Country	Bank Key	Account Number	Control Key	Account Holder	Currency	Currency Payment	Bank City	Bank Branch	Bank Name	SWIFT/BIC
	DE					EUR	Local				

Justification

Enter a reason if no bank account is provided

1. Add Bank Account

Click “**Add Bank Account**” to create a new entry for bank information.

2. Enter Bank Information

Please provide complete and accurate bank details, including:

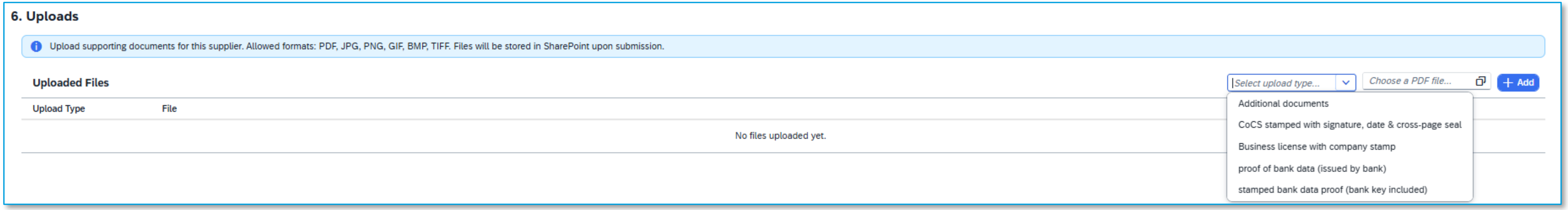
- Bank country
- Account number
- Account holder name (usually the same as the company name)
- Currency
- Payment currency
- Bank city and branch
- Bank name
- SWIFT/BIC (if applicable)
- IBAN (if applicable)

3. Notes

- Bank key and control key are not required to be filled in by suppliers.

What kind of data should we submit via the supplier portal? (6/7)

Upload Required Documents



1. Select Document Type

Click "**Select upload type**" to view and select the required document type.

2. Upload Your Document

Click "**Choose a PDF file**" to upload your document.
Supported file formats:

- PDF
- JPG
- PNG
- GIF
- BMP
- TIFF

3. Add the Document

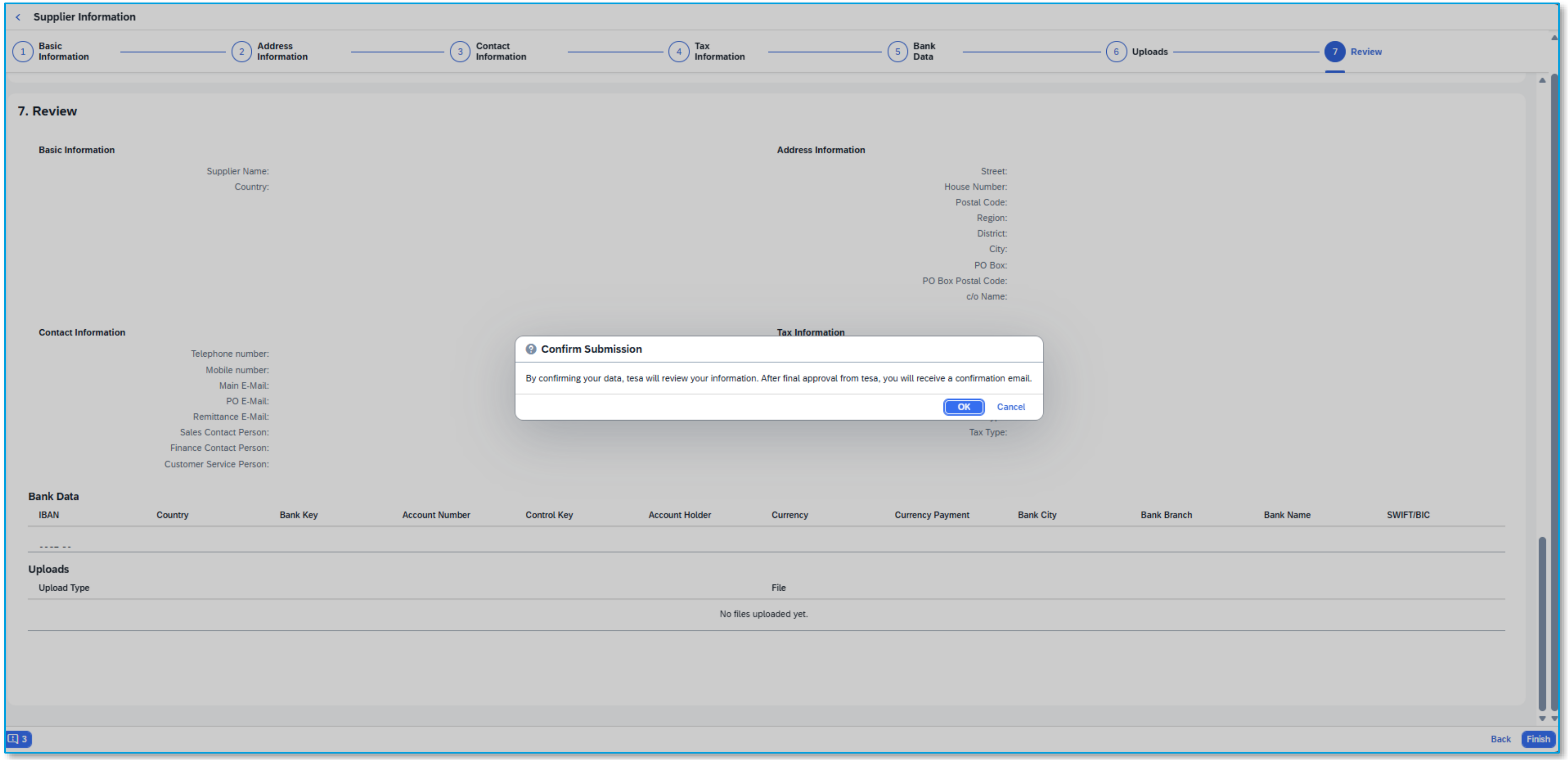
Click "**Add**" to attach the uploaded document to the corresponding entry.

4. Notes

- If you need to provide additional supporting documents, you can upload them by selecting "**Additional Documents**".

What kind of data should we submit via the supplier portal? (7/7)

Review Data



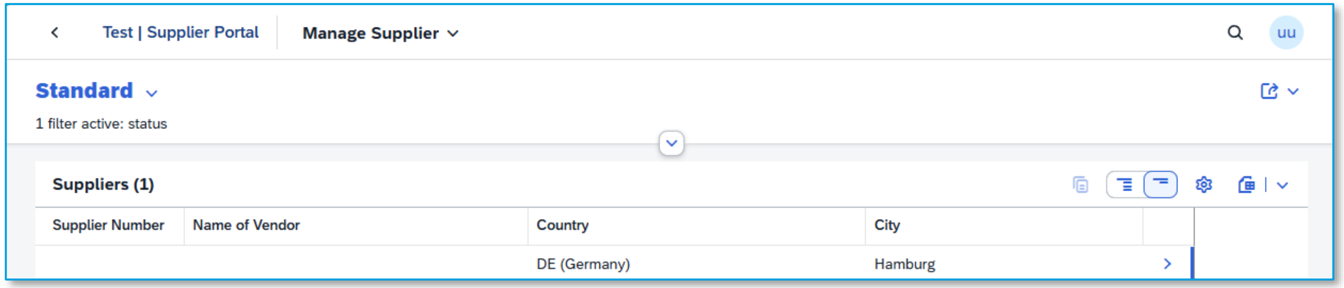
1. Review All Information

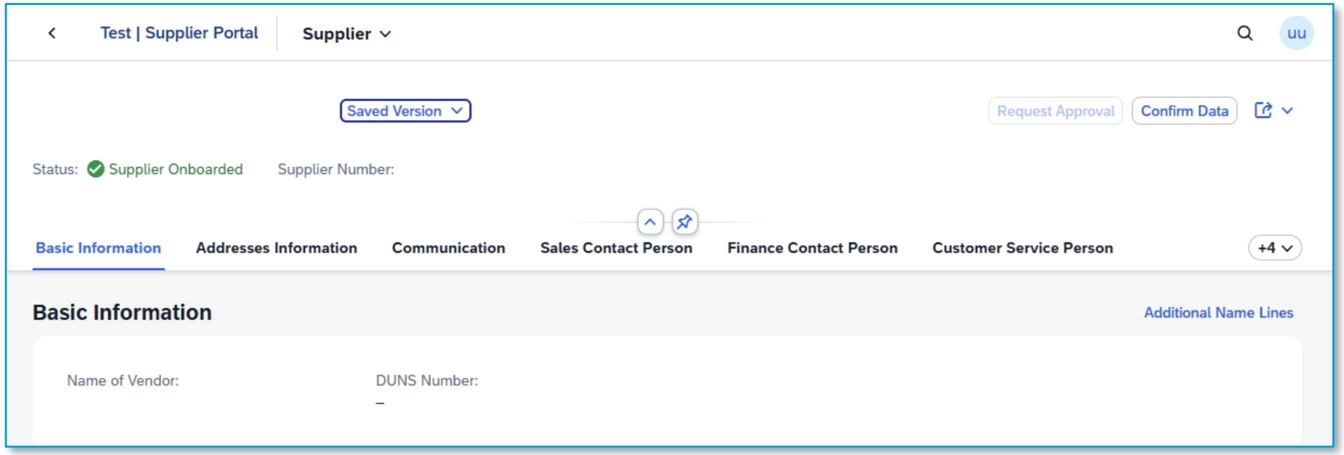
Before submission, you can review all the information you have entered to ensure it is complete and accurate.

2. Submit Your Request

Once you have finished the review, please click “Finish” to submit your request. The workflow will then be submitted for further processing.

How can we track the status of our request?

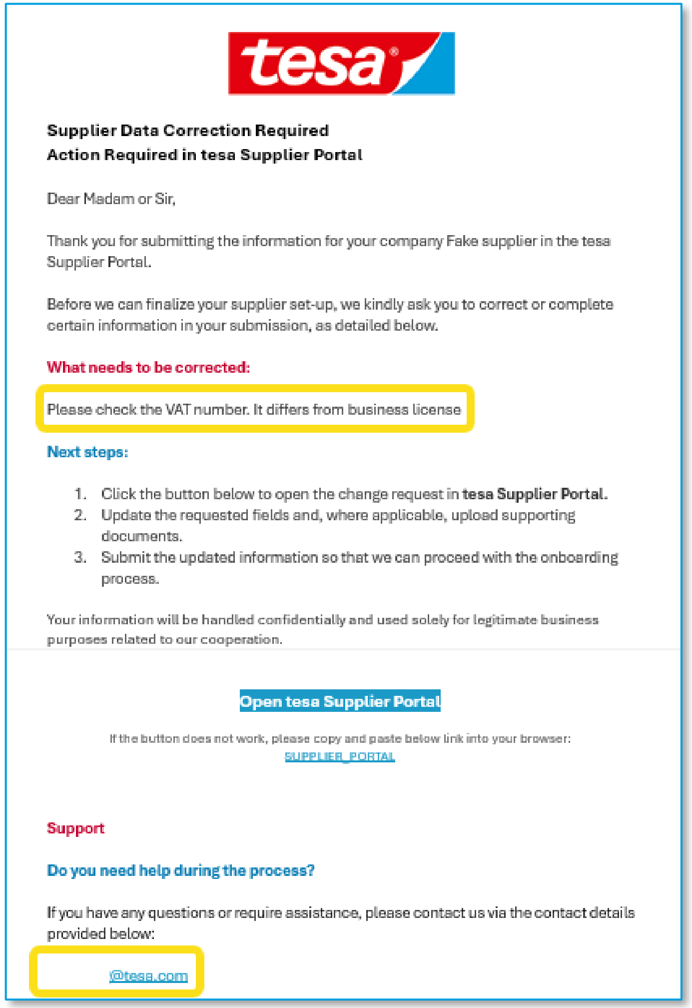




1. **Log In to the Supplier Portal**
   Log in to the tesa Supplier Portal to review your company profile and submitted information.

2. **Check Request Status**
   Open your request to view its current status.
   The status of your company's request is clearly displayed in the portal.

What should we do if our request is returned for correction?



Supplier Data Correction Required
Action Required in tesa Supplier Portal

Dear Madam or Sir,

Thank you for submitting the information for your company Fake supplier in the tesa Supplier Portal.

Before we can finalize your supplier set-up, we kindly ask you to correct or complete certain information in your submission, as detailed below.

What needs to be corrected:

Please check the VAT number. It differs from business license

Next steps:

1. Click the button below to open the change request in **tesa Supplier Portal.**
2. Update the requested fields and, where applicable, upload supporting documents.
3. Submit the updated information so that we can proceed with the onboarding process.

Your information will be handled confidentially and used solely for legitimate business purposes related to our cooperation.

Open tesa Supplier Portal

If the button does not work, please copy and paste below link into your browser:
SUPPLIER_PORTAL

Support

Do you need help during the process?

If you have any questions or require assistance, please contact us via the contact details provided below:

@tesa.com

1. **Receive Notification from tesa**
   If any information is incorrect or incomplete, you will receive an email titled "**tesa Supplier Portal – Action Required: Data Correction Required**".

2. **Review "What Needs to Be Corrected"**
   The email will indicate the fields that require correction.
   Please review the provided notes and identify the areas that need to be updated.

3. **Update and Resubmit Your Data**
   Log in to the tesa Supplier Portal to review and update the relevant information.
   Once the corrections are completed, please resubmit the workflow to tesa.

4. **Note**
   If you have any questions, please contact the responsible tesa representative using the email address provided in the communication.

What is the reminder frequency?

Action Required:
Complete Data Submission in tesa Supplier Portal

Dear Madam or Sir,

Thank you for your cooperation.

We would like to remind you to review, update, and submit the master data for Fake supplier via the tesa Supplier Portal. As of today, the requested information has not yet been submitted. We kindly ask you to complete the required data entry at your earliest convenience.

If you have already completed the submission, please disregard this message.

Open tesa Supplier Portal

If the button does not work, please copy and paste below link into your browser:
SUPPLIER PORTAL

Support

Do you need help during the process?

If you have any questions or require assistance, please contact us via the contact details provided below:

Thank you for your cooperation.

Action Required:
Complete Data Submission in tesa Supplier Portal (2nd Reminder)

Dear Madam or Sir,

Thank you for your cooperation.

We would like to remind you to review, update, and submit the master data for Fake supplier via the tesa Supplier Portal. As of today, we have not yet received your submission within the requested timeframe. We kindly ask you to complete the required data entry as soon as possible.

If you have already completed the submission, please disregard this message.

Open tesa Supplier Portal

If the button does not work, please copy and paste the following link into your browser:
SUPPLIER PORTAL

Support

Do you need help during the process?

If you have any questions or require assistance, please contact us via the contact details provided below:

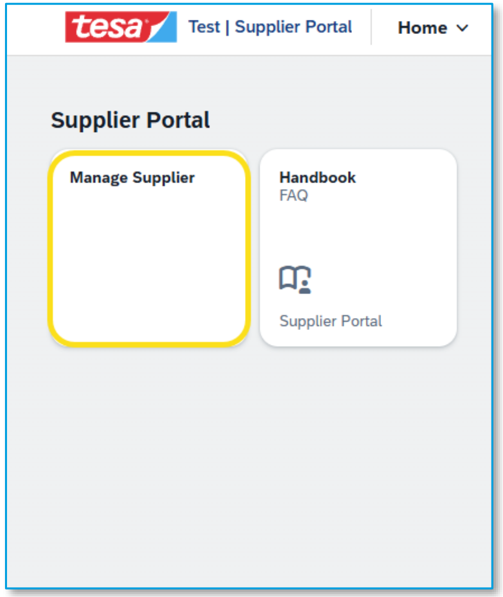
Thank you for your cooperation.

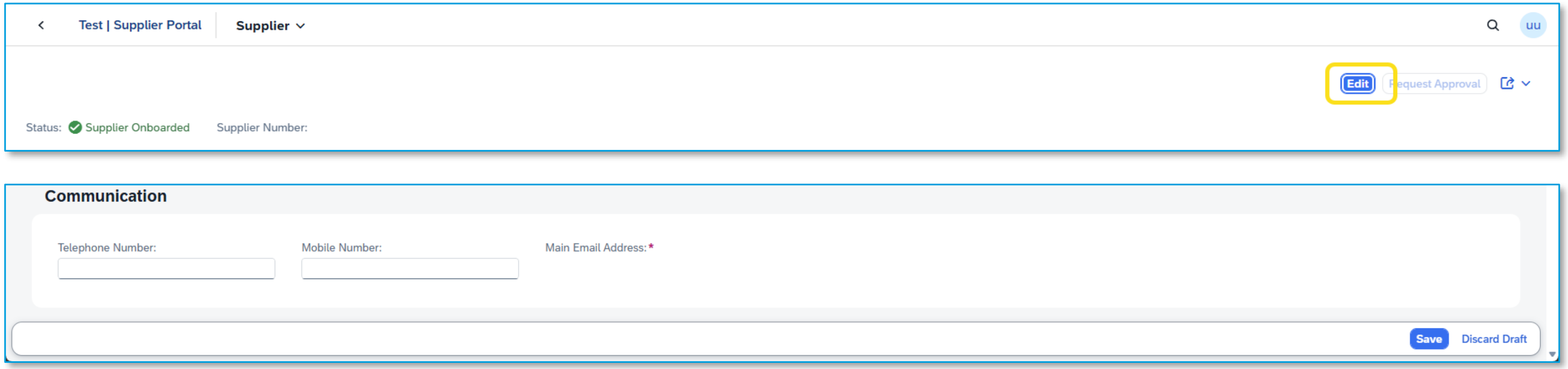
1. **First Reminder**
   If no response is received, a first reminder will be sent one working day after you receive tesa's request email.

2. **Second Reminder**
   If there is still no response, a second reminder will be sent two working days after you receive the initial request email.

3. **Manual follow-Up**
   If there is still no response after two reminders, a tesa representative will contact you via email to follow up and support you in case of any issues.

How can we update our company information (1/2)?



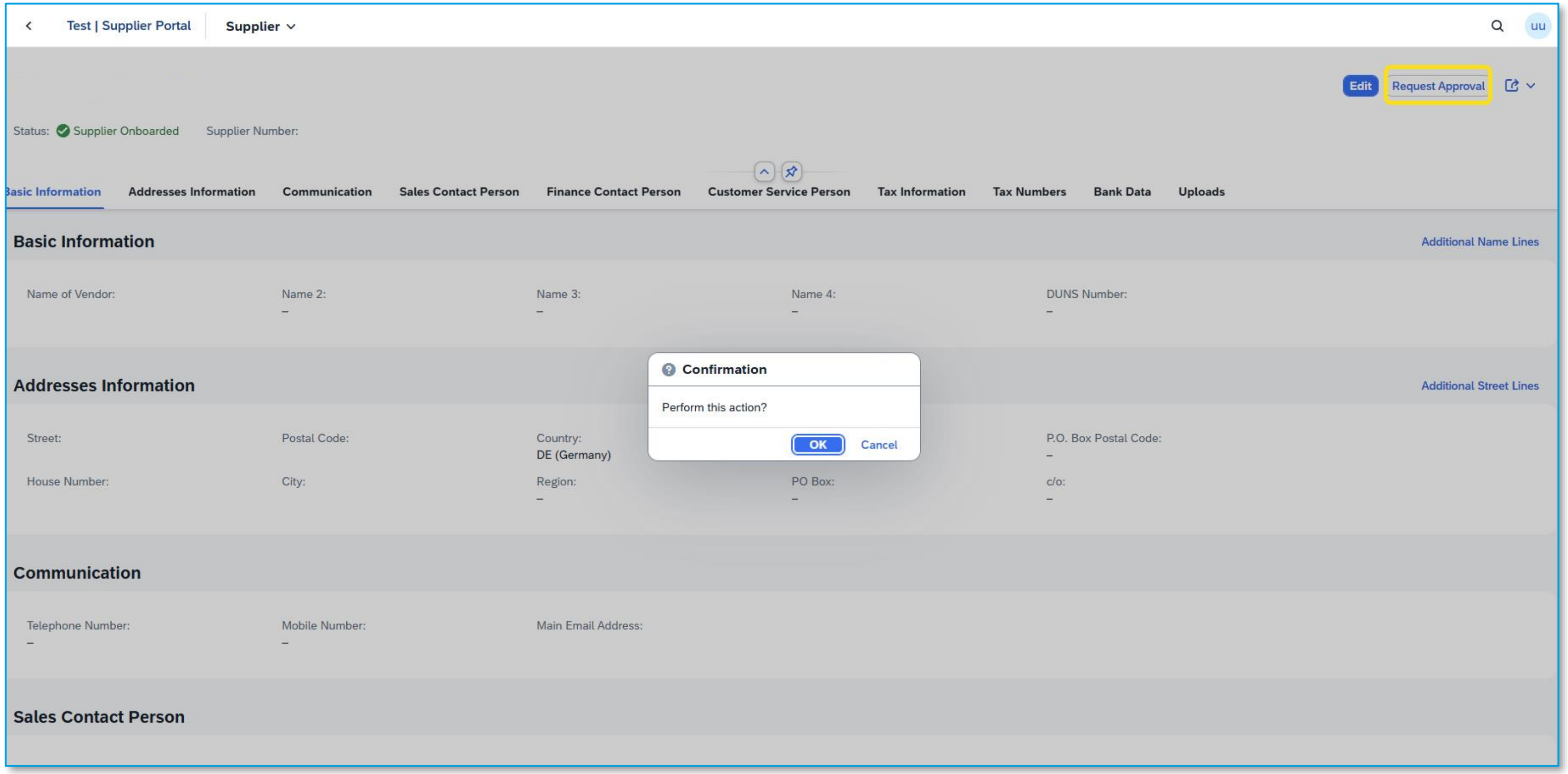


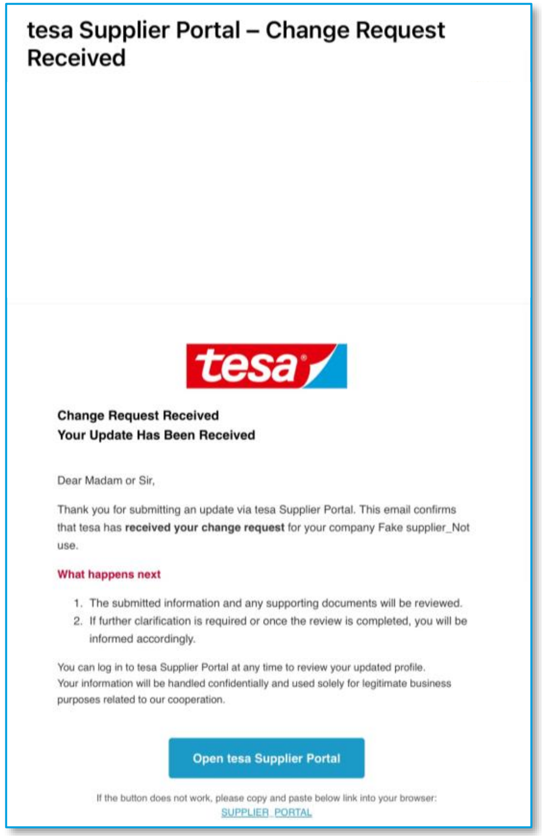
1. **Log In to the Supplier Portal**
   Log in to the [tesa Supplier Portal]() and click "**Manage Supplier"** to access and manage your company profile.

2. **Edit Information**
   Update your company profile as needed.
   Please upload relevant supporting documents where applicable.

3. **Save Your Changes**
   After making the required updates, please click "Save" to ensure your changes are recorded.

How can we update our company information (2/2)?





1. **Submit Your Request for Approval**
   Click “Request Approval” to submit your workflow to tesa for review.

2. **Receive Confirmation Notification**
   After submission, you will receive a notification confirming that your request has been successfully received.

FAQ

tesa Supplier Portal

Q1: Is it secure to upload data via the Supplier Portal?

A: Yes. The Supplier Portal complies with applicable data protection and privacy requirements to ensure secure handling of submitted information.

Q2: How can we change the language of the Supplier Portal?

A: The Supplier Portal language is determined by your browser's language settings. To change the display language, please update your browser's preferred language order in Settings → Languages. The portal will be displayed in the first supported language on the list.

Q3: Who should we contact if we encounter issues when using the Supplier Portal?

A:

- Primary contact: Your assigned tesa Procurement Manager, who is responsible for the business relationship.
- Supplier Portal approver: The contact email address indicated in the notification emails sent by the Supplier Portal.

Q4: Who should we contact if we encounter issues when accepting the tesa Code of Conduct?

A: For any issues related to the acceptance of the tesa Code of Conduct, please contact sustainable.procurement@tesa.com. Acceptance of the tesa Code of Conduct is a prerequisite for establishing a new business relationship. We will work together with our business partners to resolve any issues.

Q5: What should we do if we are unable to submit information successfully?

A: The Supplier Portal includes built-in data validation. If the entered information does not meet the required criteria, a system warning message will be displayed. Please review the system notes and correct the information accordingly before resubmitting.

FAQ

tesa Supplier Portal

Q6: Will our data be saved if the window is closed accidentally?

A: Currently, the Supplier Portal does not support an automatic save function. If the window is closed unexpectedly, data will be lost, and the information will need to be entered and submitted again.

Q7: What should we do if we do not have a DUNS number?

A: The DUNS number is not mandatory when completing vendor master data. Suppliers are encouraged to apply for a DUNS number free of charge at https://www.dnb.com/duns/get-a-duns.html. Once the DUNS number is received, a change request can be submitted via the Supplier Portal.

Q8: What is a valid bank confirmation document?

A: A valid bank confirmation document is an official letter issued by the supplier’s bank, bearing the bank’s signature or official stamp.

Q9: What is a W-8 / W-9 form?

A: W-8 and W-9 are U.S. tax forms required prior to establishing a business relationship with a tesa legal entity in the United States. Form W-9 applies to U.S. entities, while Form W-8 applies to non-U.S. entities.

Q10: How can we complete the W8 form?

A: Please refer to the provided W-8 form template and the official instructions for completion. If further assistance is required, please contact your assigned tesa Procurement Manager.

W.8.BEN.E1 W-8 Instructions

Q11: How long does the onboarding or change request process take?

A: Processing times may vary depending on the completeness and accuracy of the submitted information as well as internal review requirements.

Q12: Can we modify information after submission?

A: Once submitted, changes cannot be made directly on previous change request. If updates are required, please follow the instructions provided in the system or submit a new change request.

Q13: Can we withdraw a submitted request?

A: If a submitted request is no longer required, please contact your tesa Procurement Manager for further assistance.

Q14: Why must the submitted information match the supporting documents?

A: Consistency between submitted information and supporting documents is required to ensure data accuracy, compliance, and auditability. Inconsistency data will cause workflow pending for correction, which will delay the whole process.

Q15: What file formats are supported for document upload?

A: Common file formats (e.g. PDF, JPG, PNG) are supported. Currently, Excel document is not allowed to upload via portal. Specific requirements are indicated within the Supplier Portal.

FAQ

tesa Supplier Portal

Q16: Is there a size limit for uploaded documents?

A: Yes. File size limits may apply and are defined within the Supplier Portal during the upload process.

Q17: Why was our uploaded document rejected?

A: Documents may be rejected if they are incomplete, unclear, expired, or do not meet the defined requirements. Please review the provided feedback and upload a valid document.

Q18: How will our submitted data be used?

A: Submitted data is used solely for supplier management, compliance, and business relationship purposes, in accordance with applicable data protection regulations.

Q19: Which browsers are supported by the Supplier Portal?

A: The Supplier Portal supports standard modern web browsers. For optimal performance, it is recommended to use the latest version of your browser.

Q20: What should we do if the system shows an error or does not respond?

A: Please refresh the page, clear your browser cache, or try accessing the portal using a different browser. If the issue persists, contact email written down in the notification email.

Q21: Will the system log out automatically after inactivity?

A: For security reasons, the system may automatically log out after a period of inactivity. Please ensure that your data is saved before leaving the session.

Q22: Why did we not receive a notification email?

A: Please check your spam or junk folder and ensure that emails from the Supplier Portal are not blocked. If necessary, contact email written down in the notification email.

Q23: Can multiple users from the same company access the Supplier Portal?

A: Yes. Please contact your contact person in tesa. We will support to add new member under your entity.

Q24: Can we add or update contact persons in the Supplier Portal?

A: Yes. Contact details can be updated via the Supplier Portal as part of the supplier master data maintenance process.