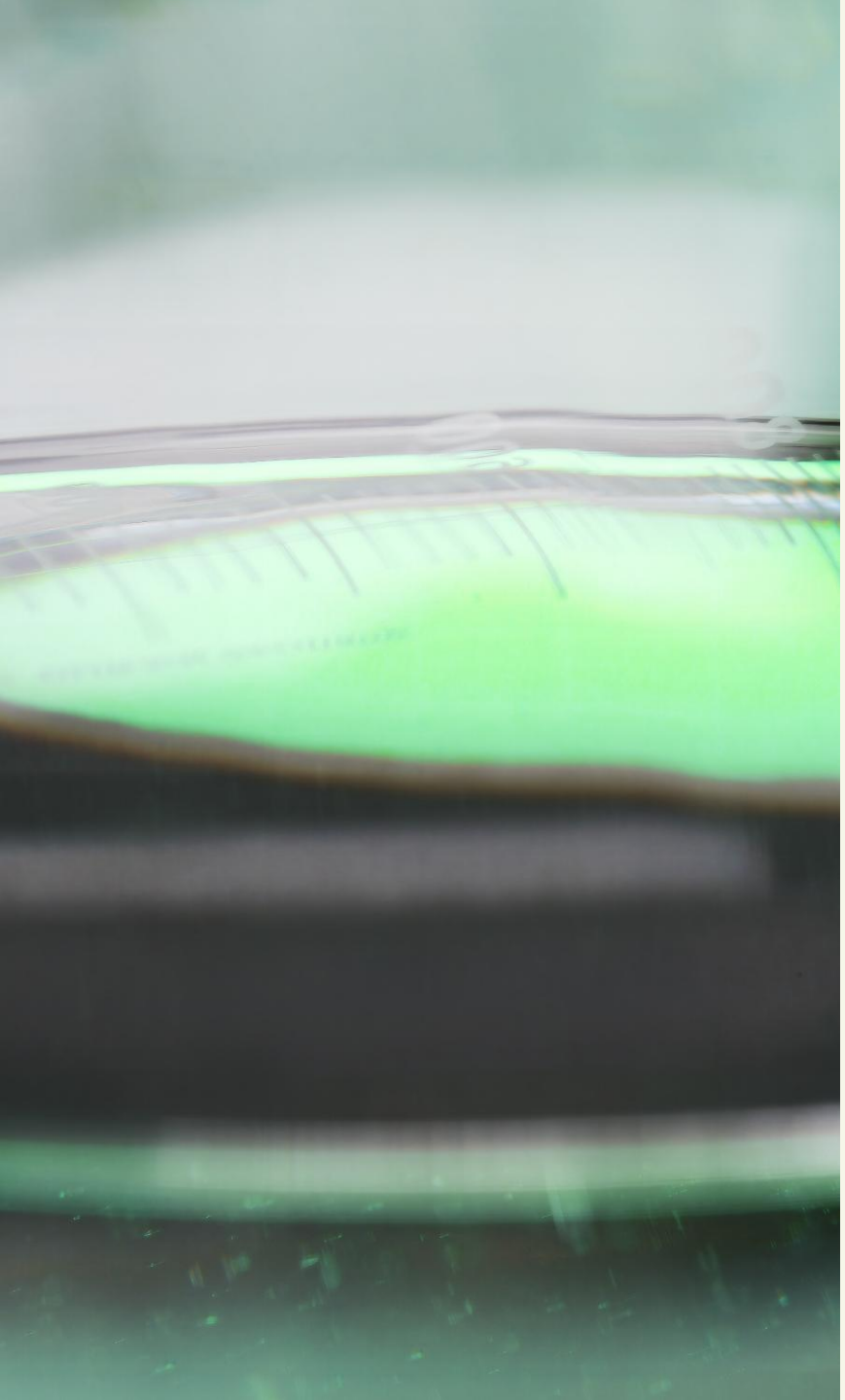


UPM – Supplier self-service portal guide for suppliers

Version 1.1

Welcome to use UPM Supplier self-service portal

We are pleased to welcome you as UPM's valued supplier to use Stibo Systems' Supplier Self-Service Portal. To streamline our collaboration and ensure accurate, up-to-date information about your company, we are inviting you to complete your onboarding.

WHAT

is Self-service portal?

It is a digital platform designed to streamline and automate the supplier onboarding. It is part of UPM's Master Data Management (MDM) solutions.

Suppliers directly provide their own company data, improving data accuracy and quality.

HOW

Can I enter the portal?

Please use this instruction material to follow our guided and secured onboarding process.

WHO

Can I contact for support?

For technical issues, kindly contact our team

upm.vendor.data@upm.com

Before you start setting up your supplier self-service account

1) Make sure you can access your email

2) Keep your mobile phone nearby

3) Follow the instructions

UPM – Provide required company information email

ACTION 1

Click the link in the email that you received

Screenshot 1: email received from Supplier self-service portal

From: **STEP MDM** <noreply@cloudmail.stibo.com>
Date: Thu, Mar 27, 2025 at 4:01 PM
Subject: UPM – Provide Required Company Information

Dear Supplier,

We kindly invite you to provide your company's primary information using our Stibo platform.

Please select forget password option and use your email id as both username and email id for r

Please use this link to go directly to the Supplier Self Portal.

In case of any questions, please contact us (support email upm.vendor.data@upm.com).

Supporting material available in upm.com.

Sincerely,

UPM

This message has been autogenerated, do not reply to it.

Change your password

ACTION 2

Select forgot STEP password

Screenshot 2: Supplier self-service portal login screen

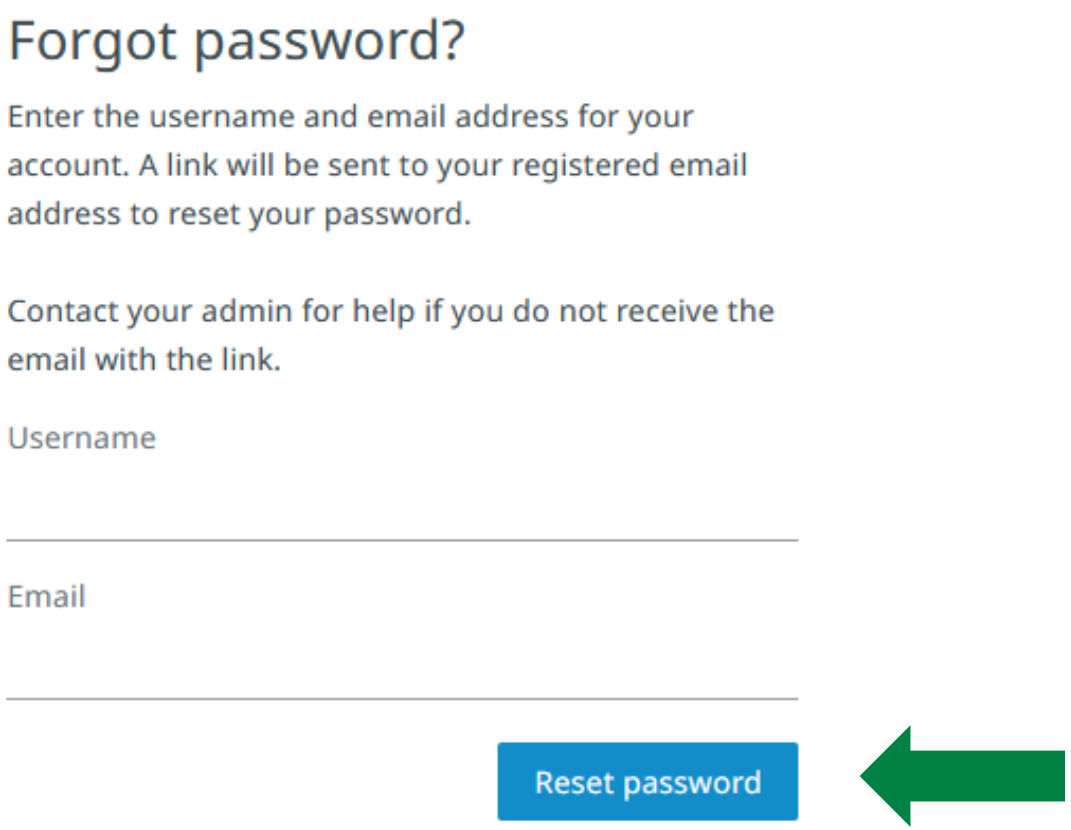
Change your password

ACTION 3

Use your email address for both username and email. Click “Reset Password”.

After this you will receive second email. Kindly check your Inbox.

Screenshot 3: Supplier self-service portal forgot password screen



Reset your Stibo Systems account password email

ACTION 4

You will receive second email. Click Complete password recovery.

This link is valid only 30 minutes, if expired then use again “Forgot password” button and start again.

Screenshot 4: Email coming from noreply@cloudmail.stibo.com

Hello!

The account associated with this email recently initiated a password reset. If this

If the password reset process was initiated by you, please follow this link to the p

Complete password recovery

Please keep in mind this link is active for 30 minutes. After that, you will need to

Thank you!

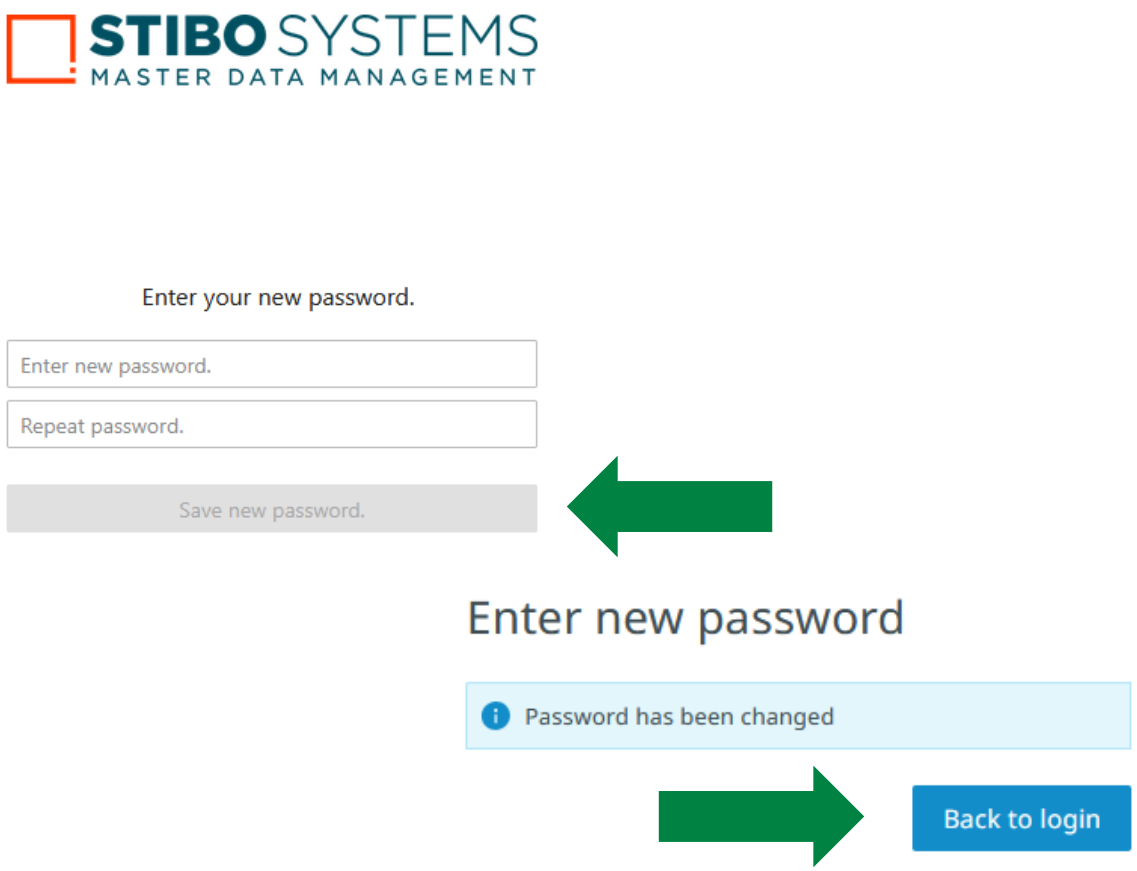
Enter your new password

ACTION 5

Enter your new password and click Save new password.

Then click button back to login.

Screenshot 5 & 6: Supplier self-service portal entering new password, notification screen.

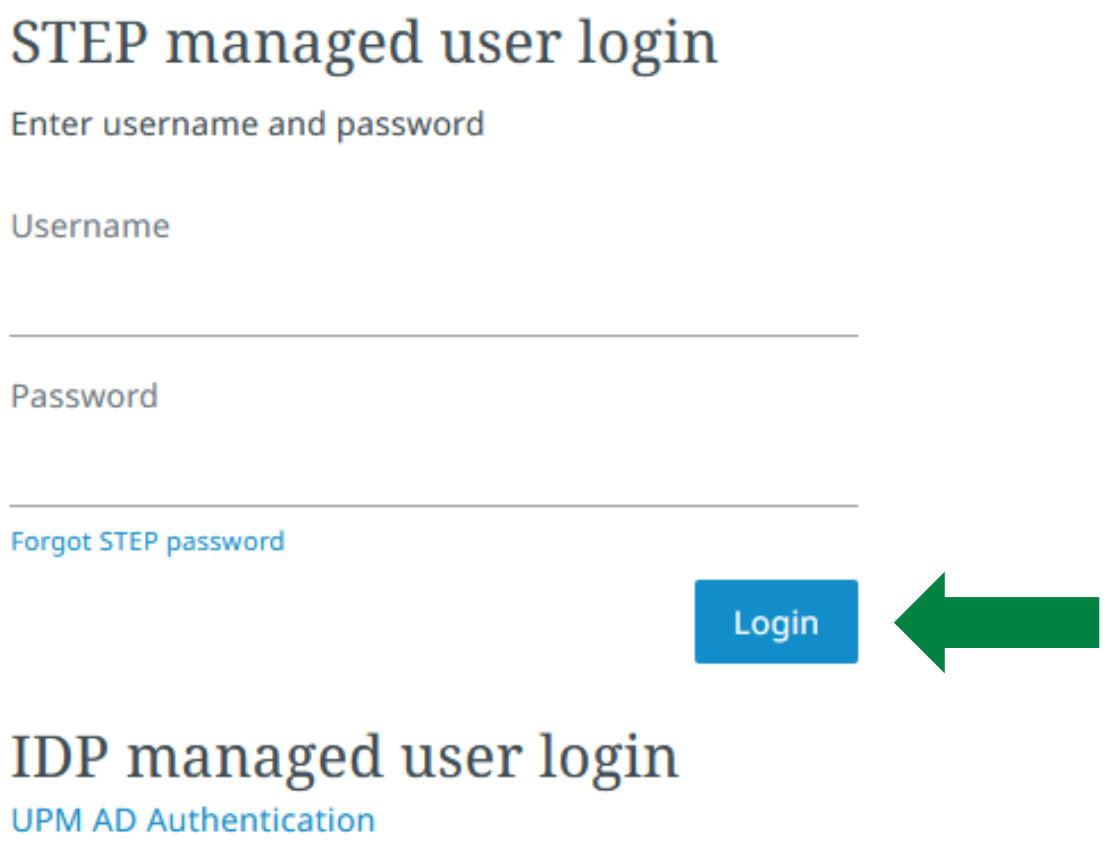


Log in to supplier self-service portal

ACTION 6

Provide your email address as username and new password and click “Login”.

Screenshot 7: Supplier self-service portal login screen



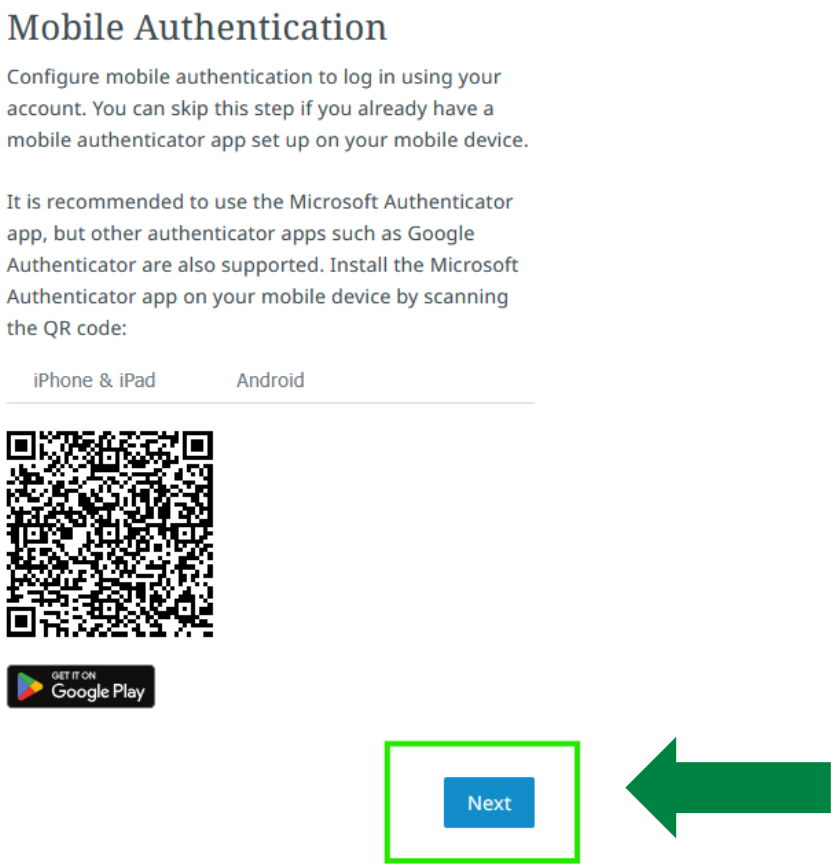
Mobile authentication required

ACTION 7

Make sure your mobile phone has one mobile authentication app, we recommend Microsoft Authenticator.

When this is available for use, click Next.

Screenshot 8: Mobile authentication

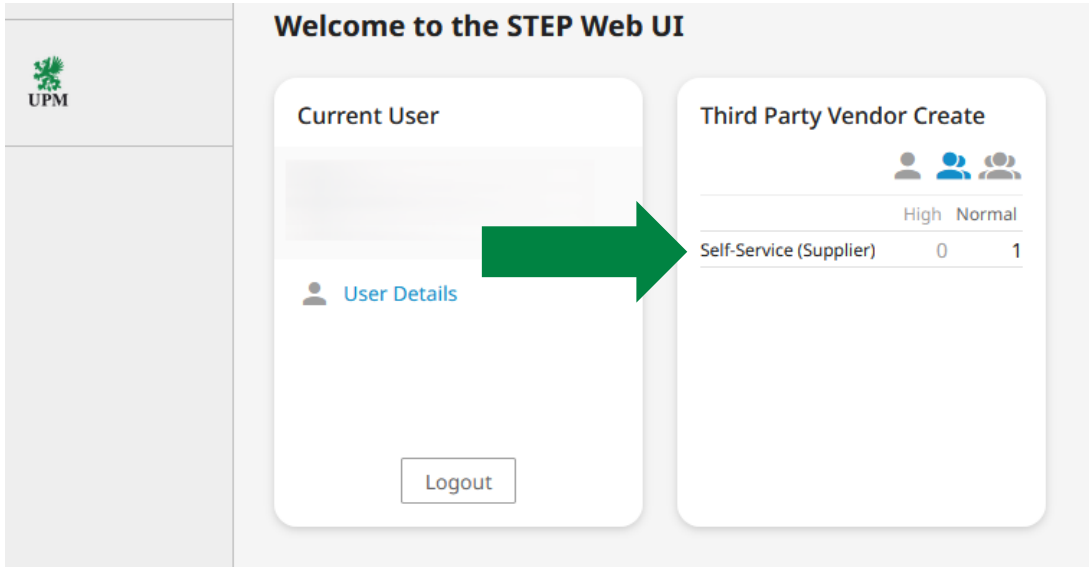


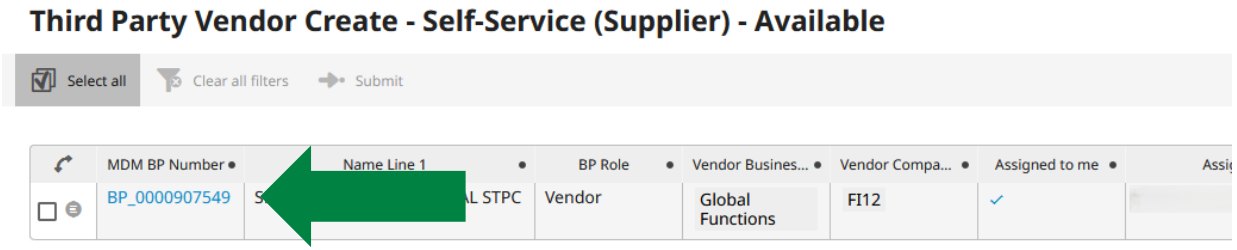
Enter self-service portal (Supplier)

ACTION 8

Enter your company request; click Self-Service (Supplier) and click MDM BP Number hyperlink highlighted in blue.

Screenshot 9 & 10: Supplier self-service portal homepage & widget, task list screen



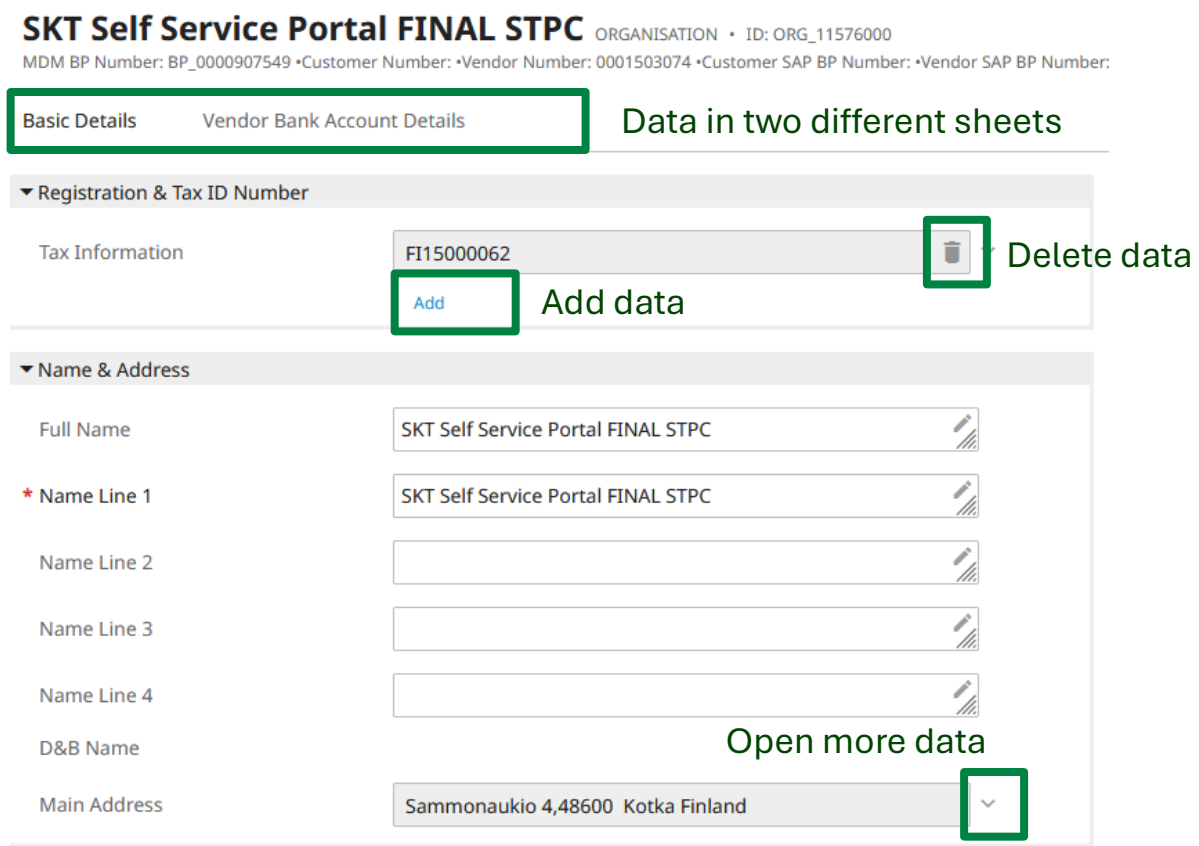


Fill in company information – basic details

ACTION 9

Add data and fill in basic details

Screenshot 11: Basic details tab (1/2)

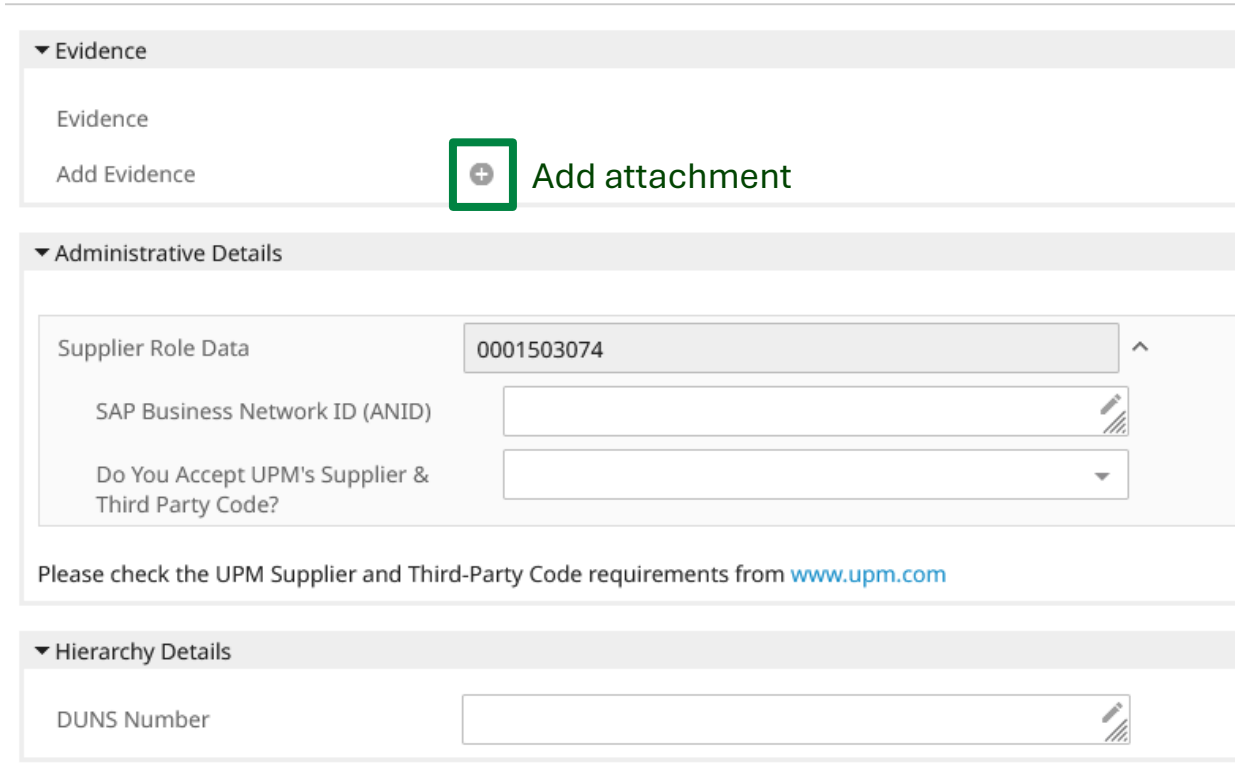


Fill in company information – basic details (continued)

ACTION 10

Add evidence documents and other data

Screenshot 12: Basic details tab (2/2)



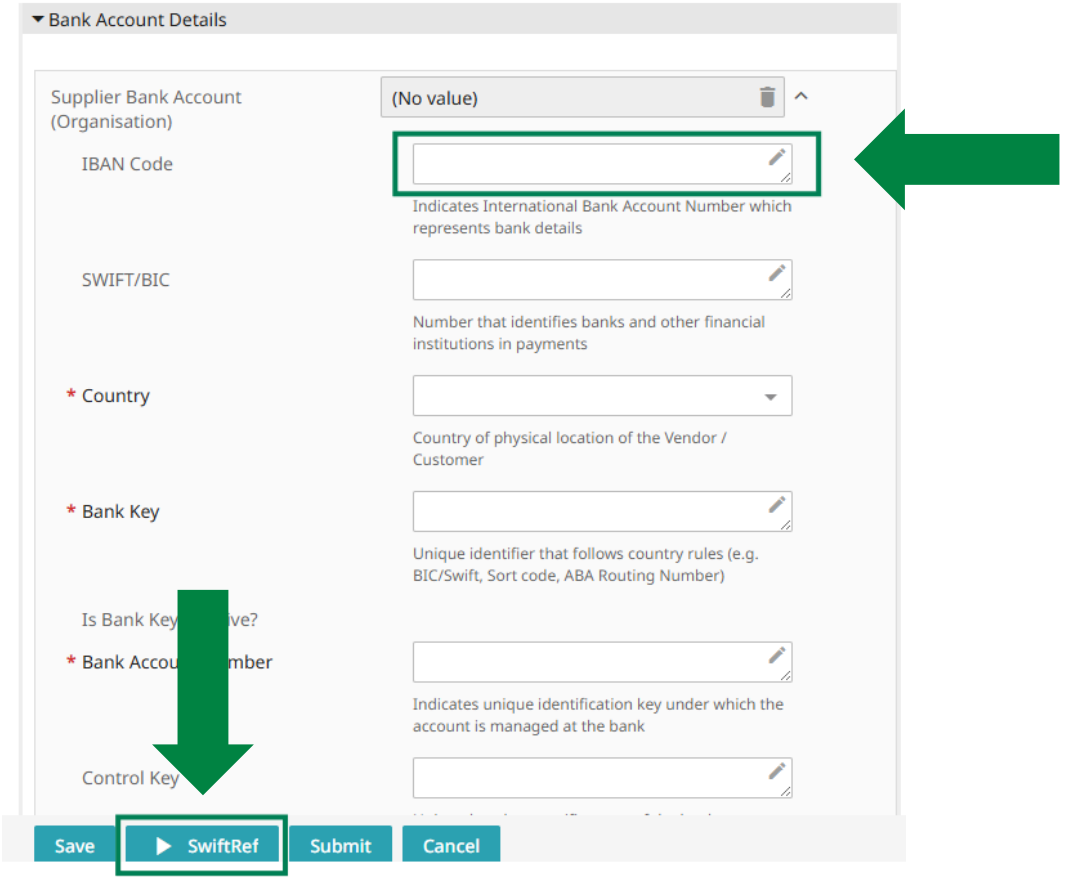
Review, add and validate data

ACTION 11

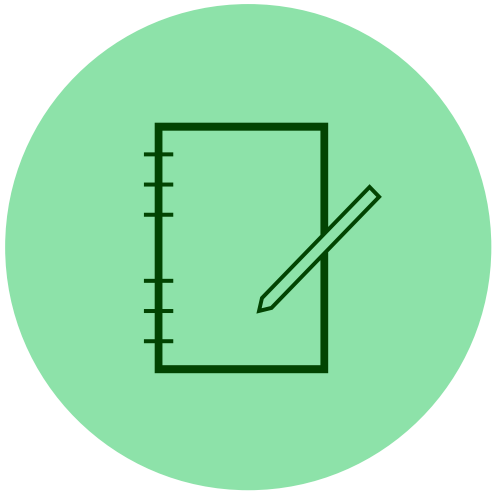
Bank Account Details; quickest way to provide bank details for IBAN countries is to add IBAN Code and then click SwiftRef button.

Next choose Currency and Save.

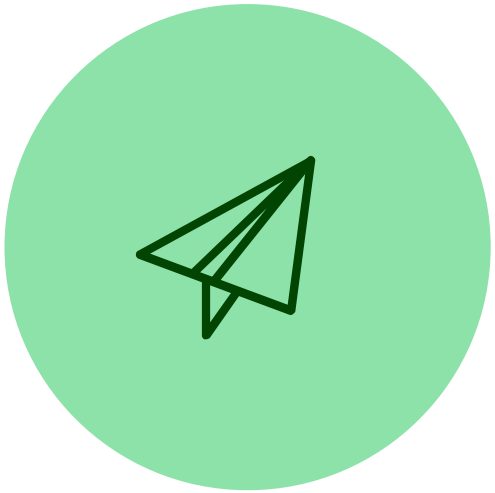
Screenshot 13: Bank account details tab



Final step - save and submit your work



You can save your work and login again using the same username and new password and authentication app. Link can be found from original email.



Once you are ready kindly save and submit. After submit you cannot update any company information anymore via this portal.

In case of any questions, please contact our support upm.vendor.data@upm.com

UPM