

[For Suppliers]

Supplier survey /Subcontract survey

Coupa Operation Manual

LY Corporation

Ver1.2

LINEヤフー

Agenda

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02 Supplier survey(Supplier survey process and system operation method)

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About this document

Overview of this document

Background and purpose

- LY Corporation has been using [Coupa] for supplier surveys and subcontract surveys since Monday, May 19, 2025.
- This document describes the procedures for supplier surveys and subcontract surveys using Coupa.

For reference:

Supplier survey : When placing procurement orders (purchasing goods or licenses, contracting for business outsourcing, etc.), LY Corporation conducts a "supplier survey" of suppliers (including sole proprietors) in advance.

Subcontract survey : When outsourcing work to a supplier, LY Corporation conducts a "subcontract survey" in advance on the supplier (including sole proprietors).

About Coupa

- Coupa is a purchase system cloud service provided by Coupa Software Inc. No software installation is required to use this service, and there is no charge for use.

For reference: [Coupa Software Inc. website](#)

Terminology used this document

Terms

Sourcing Portal

This refers to the platform within Coupa where information regarding various surveys is exchanged between LY Corporation and suppliers. Suppliers will be required to use this platform to confirm the details of requests for information from LY Corporation and answer questionnaires.

Sourcing (Sourcing event)

This means a subcontract for which a survey is conducted.

*It is different from so-called "sourcing," which means obtaining a quotation.

Bid

Although this is displayed on some screens due to system specifications, it is not used in the "supplier survey" and "subcontract survey" processes covered in this document.

Precautions regarding this document

Precautions

- Although Coupa can be used for the entire procurement and purchasing process, from quotation to ordering and invoicing, LY Corporation uses Coupa for the purpose of exchanging questionnaires with suppliers regarding "supplier surveys" and "subcontract surveys."

Therefore, note that Coupa includes functions and terms that are used for purposes other than those mentioned above (procurement and purchasing processes), but please note that these cannot be hidden or their names changed due to system specifications.

- Points requiring special attention when operating Coupa will be marked with a "NOTE" in the instructions on the following pages, so please be sure to read them as you proceed.

Supplier survey

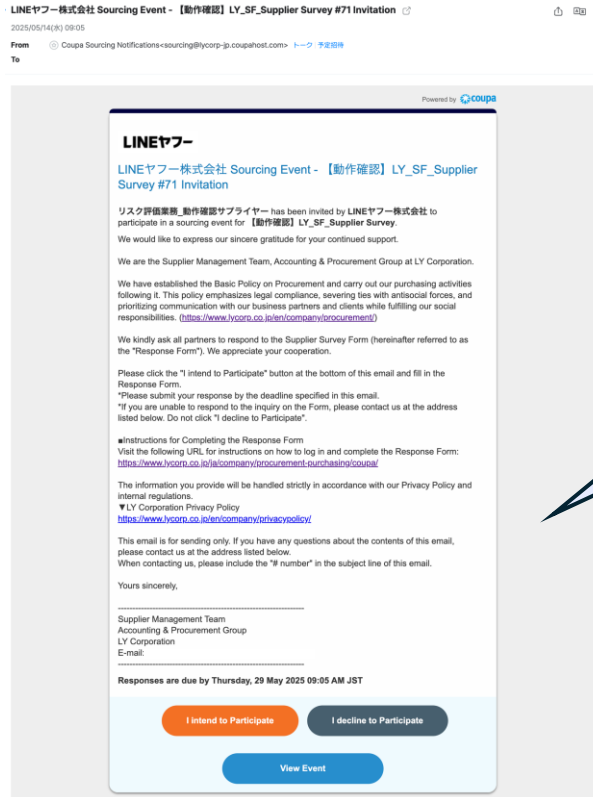
Supplier survey process and system operation method

Supplier survey process

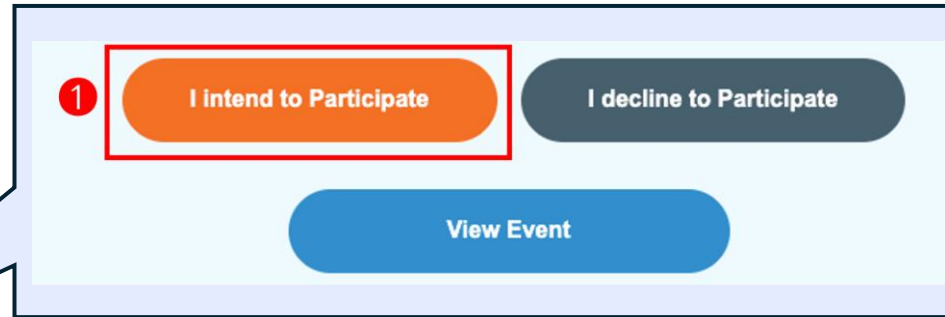
The workflow for replying to the supplier survey is as follows.
 (* For details, see the succeeding pages.)



How to log in to the Sourcing Portal (1/2)



① Open the invitation email you received and then click "I intend to Participate" displayed in the email.



*After you click the button, a one-time password for logging in to the Sourcing Portal will be issued as described on the next page (P.10).

NOTE

Do not click "I decline to Participate."

If you are unable to answer on Coupa due to an unavoidable reason or if you clicked the button by mistake, consult LY Corporation using the details below:

[Contact information] Email address provided in the invitation email

▼The invitation email has the following subject and is sent from the following address.

Subject:LY Corporation Sourcing Event - (the trailing text varies with the event)
(Example)LY Corporation Sourcing Event - SF_LY-Transaction-Survey_Company-Name #0000 Invitation

From : @lycorp-jp.coupahost.com (Email address of the domain shown to the left)

How to log in to the Sourcing Portal (2/2)

[One-time password entry screen]

LINEヤフー
LINEヤフー株式会社
Powered by coupa

新しいワンタイムパスワードをリクエストするには少なくとも15分お待ちください

ワンタイムパスワードを入力してください

ワンタイムパスワードを再送信する

送信

*The display language for the one-time password entry screen is Japanese only.

②Enter the one-time password (Coupa login authentication code, six-digit number) provided in the email you received, and then click the "Send" button.

[One-time password notification email screen (Japanese)]

Your Coupa Login Verification Code
2025/05/14(水) 09:22
From LINEヤフー株式会社 <do_not_reply@lycorp-jp.coupahost.com> トーク 予定招待
To

Powered by coupa

LINEヤフー
Your Coupa Login Verification Code

Hello 業務企画用 リスク評価業務_動作確認サプライヤー
To finish authenticating with Coupa please enter the following code or click the button below.
696885
Your code will expire in 15 minutes.
Thank you

coupa
Business Spend Management

*After you click " I intend to Participate " on the previous page (P.9), you will receive an email that contains the Coupa login authentication code.

*The language for the one-time password notification email sent to you may be Japanese as well.

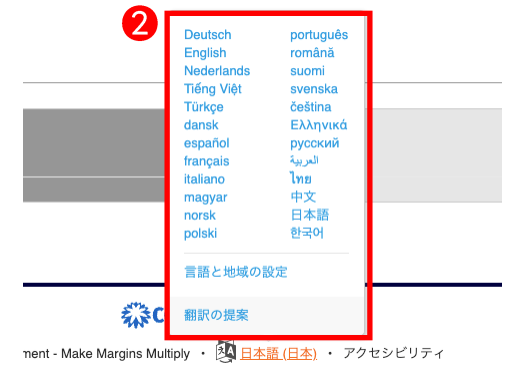


How to change the language

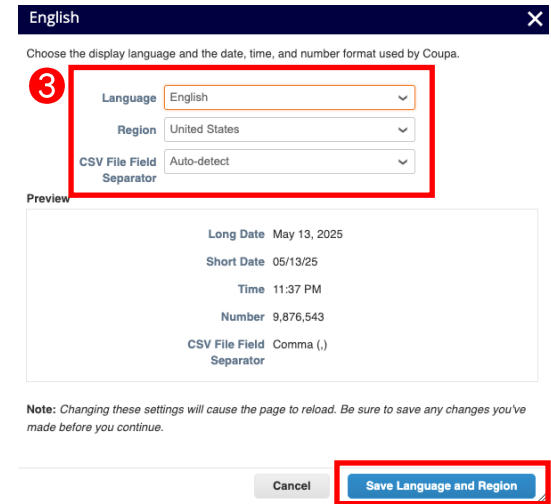


① Scroll to the bottom of the Coupa page and click the language change button.

② Select the desired language.
*The answer form and Excel questionnaire are only available in Japanese, English and Korean.



③ Select "Language" and "Region," and then click "Save Language and Region."



Note: Changing these settings will cause the page to reload. Be sure to save any changes you've made before you continue.

How to join an event

【動作確認】 LY_SF_Supplier S... - Event #61 Active

Claim your profile to amplify trust with current and future customers. **GET STARTED**

Event Ends 10 : 10
days hrs

[Event Info](#) [My Response](#)

Supplier has been invited by LINEヤフー株式会社 to participate in a sourcing event for 【動作確認】 LY_SF_Supplier Survey. We would like to express our sincere

NOTE

Do not click "GET STARTED" in the banner at the top of the page as this is not the same as participating in the event.

① After logging in to the Sourcing Portal, select "I intend" for "Do you intend to participate?" on the "Event Info" tab*.

Do you intend to participate in this event?
Indicate your intent to participate. Buyer will be notified of your intent.

1 Do you intend to participate? I intend

Accept Terms and Conditions
There are no Terms and Conditions for the current event.

Event Information & Bidding Rules Buyer Attachments

Event will end at the Event End Time.
Your responses are viewable by buyer once submitted
Buyer may choose to award individual line items

Timeline

May 14 Event Start 09:05 AM Japan
15d : 0h : 0min

May 29 Event End 09:05 AM Japan
00:00

2 Enter Response

You do not need to check the following:

- Event information & Bidding Rules
- Buyer Attachments
- Timeline

[Event Info](#) [My Response](#)

Supplier has been invited by LINEヤフー株式会社 to participate in a sc

*The tab is displayed in the upper portion of the page.
The "My Response" tab is displayed after you select "I intend."

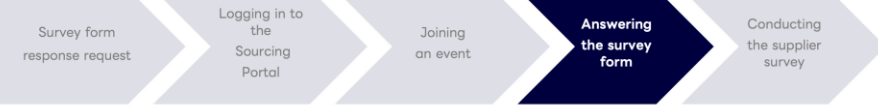
NOTE

Do not click "I decline to Participate."

If you are unable to answer on Coupa due to an unavoidable reason or if you clicked the button by mistake, consult LY Corporation using the details below:

[Contact information] Email address provided in the invitation email

② Click "Enter Response."



How to answer the survey form (1/2)

1

Event Info **My Response**

Attachments

Forms

1. LY_SF_Supplier Survey Form_v1.0

Please answer the questions below.

【This form also contains questions that will be answered by LY Corporation's administrative department. So, please answer the following questions:】

● Which group do you fall into: ①Business partner or Individual, or ②LY Corporation?

* LY-1Tp

①Business partner or Individual x

①Business partner or Individual

②LY Corporation

【Please answer your basic information】

● Please enter the name of the respondent.

* LY-1Xw

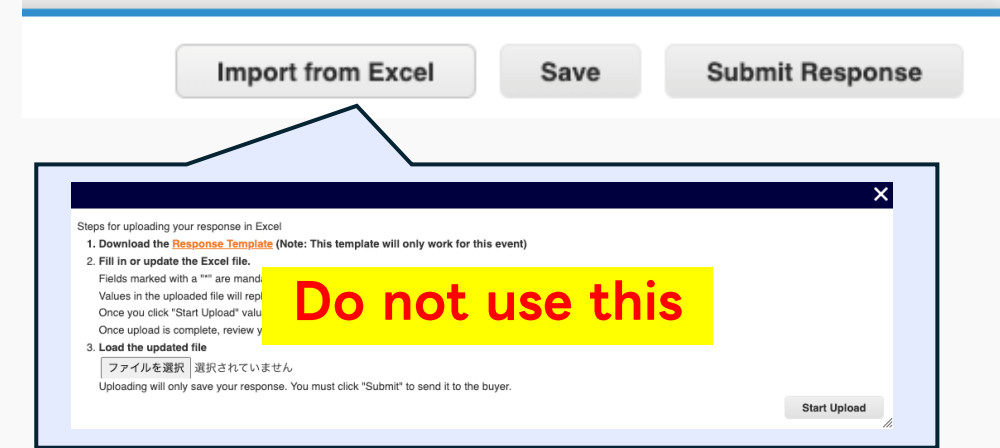
Enter your answer on the system.

● Please enter the department name of the respondent. If you do not have

Be sure to **select**
"①Partner company or individual".

① Open the "My Response" tab, and then answer the questions.

NOTE



***Do not use "Import from Excel."**
Be sure to enter all your answers in the form on the system.

"Submit Response" cannot be executed until you enter your answers to all the required items (with a red asterisk "").

*The alphanumeric code displayed to the left of each question is LY Corporation's management ID.

How to answer the survey form (2/2)

3. *****Form to be answered by LY Corporation 【Form for LY】 *****

Please answer the questions below.

Attention: The following form will be answered by LY Corporation. No response required by Suppliers.

Once you have completed entering your answers to the above form, please click the "Submit Response" button at the bottom of the screen and then send it.

Save

4. LY_P1_お取引案件調査フォーム 【LY回答用】_v1.1_OLD

Please answer the questions below.

【本フォームには、LINEヤフー社の管理部門が回答する質問項目も含まれていますが、初めに以下の質問にご回答ください。】

●あなたは、①お取引先の企業または個人、②LINEヤフー社、どちらに該当するか選択してください。

*LY-2Eg ①お取引先の企業または個人 x v

You do not
need to
answer

Save

Import from Excel

Save

Submit Response

②After you enter all your answers, click "Submit Response."

*You can save your answers before finishing the entry by clicking "Save."

*After you execute "Submit Response," LY Corporation will start the survey. After the survey has started, the answers cannot be changed unless absolutely necessary. If you want to change them due to an unavoidable reason, follow the instructions on the next page.

NOTE

- The following form will be answered by LY Corporation. No response required by Suppliers.
- Send your answers by the due date displayed at "Event end" at the top right of the answer form.

*If it is difficult for you to send your answers by the due date, inform LY Corporation about it beforehand via instant messaging. (For information on how to use instant messaging, see P.16.)

イベントの終了

14:17
日 時間

[For reference] Changing or resubmitting survey form answers

2

Event Info **My Response**

Responded on 05/14/25

Attachments

Forms

1. LY_SF_Supplier Survey Form_v1.0

【This form also contains questions that will be answered by LY Corporation's administrative department. So, please answer the following questions:】

● Which group do you fall into: ① Business partner or Individual, or ② LY Corporation?

* LY-1Tp

【Please answer your basic information】

● Please enter the name of the respondent.

* LY-1Xw

4

3 **Edit Response**

After you click "Edit answers" in step ③, the button will change as follows.

5

Import from Excel Save **Submit Response**

NOTE

[When LY Corporation requests you to change your answers]
LY Corporation may request you to change your answers during the survey.
In such a case, LY Corporation will inform you about it via instant messaging.

[When you want to change your answers]
If you need to change your answer after submitting it, **inform LY Corporation about it via instant messaging beforehand.**

① Inform LY Corporation via instant messaging that you want to change your answers.

*For information on how to use instant messaging, see the next page (P.16).

② Log in to the Sourcing Portal and then open the "My Response" tab.

③ Click "Edit Response."

④ Edit the answers in the form.

⑤ After editing, click "Submit Response."

⑥ Inform LY Corporation via instant messaging that you have changed your answers.

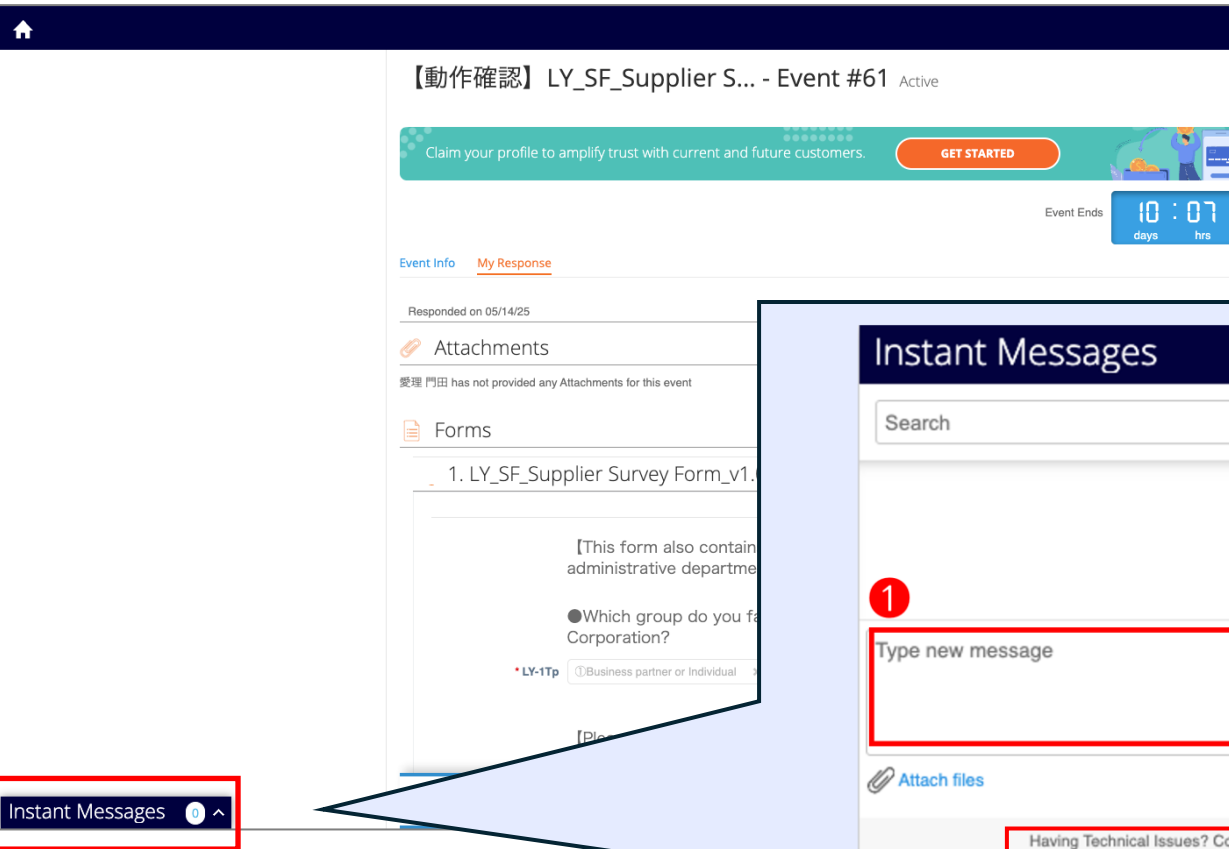
[For reference] Instant messaging

You can communicate with LY Corporation using Coupa's instant messaging function.

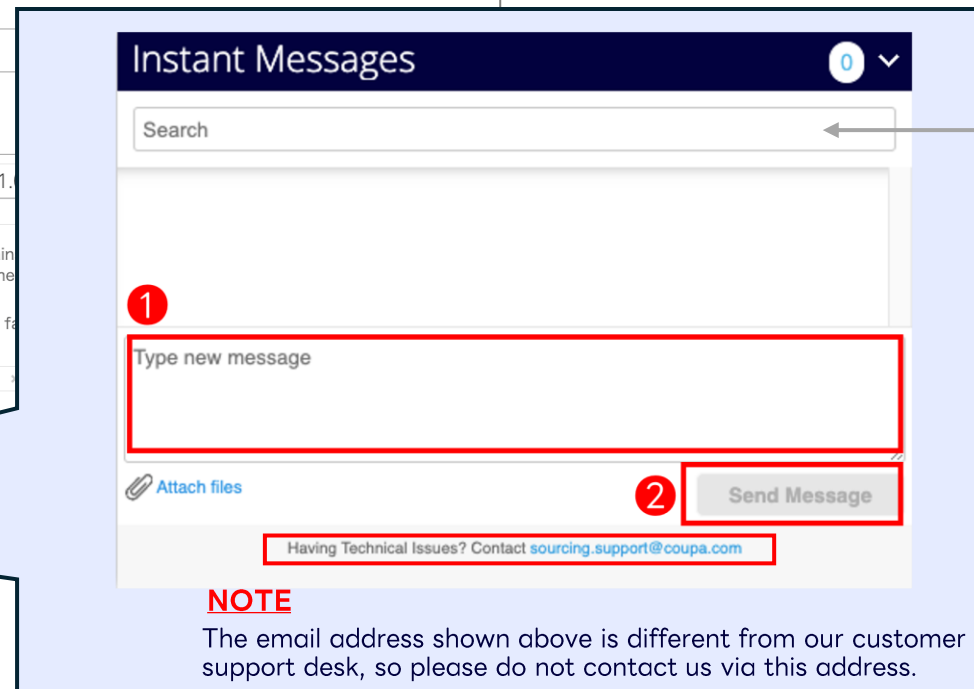
① Enter a message.

*Once a message is sent, it cannot be edited or deleted.

② Click "Send Message."



↑ Click this button to open the entry screen shown to the right.



NOTE

The email address shown above is different from our customer support desk, so please do not contact us via this address.

Search

If you want to check the contents of messages exchanged in the past, you can search by entering keywords in the "Search" field.

Notification method

When LY Corporation sends an instant message to you, a notification is sent to your registered email address.

Subcontract survey

Process and system operation procedure for the subcontract survey

Process for subcontract survey

The workflow for replying to the subcontract survey is as follows.
 (* For details, see the succeeding pages.)



*In some cases, answers to the Excel file are not required.

The following procedures are the same as those for the supplier survey, so look at the pages shown below:

- [How to log in to the Sourcing Portal \(P.9~10\)](#)
- [How to join an event \(P.12\)](#)

How to answer the survey form (1/4)

1

Event Info **My Response**

Attachments

愛理 門田 has not provided any Attachments for this event

Forms

1. EN_P1_Interview sheet

Please answer the questions below.

attachment <https://workers-hub.box.com/s/y55c8n47...>

Please download the Excel file in your language from the Box folder at the link above, then fill in your answers and submit it to us by attaching the answered file to an Instant Message.
*There will be further questions in the subsequent answer form, so please answer them as well.

Save

2. LY_P1_LY Transactional Survey Form 【Form for supplier】 _v1.0_OLD

Please answer the questions below.

[This form includes some items to be answered by LY Corporation's internal management division. Therefore, please begin by answering the following question:]

● Which of the following describes the relationship between your company and LY Corporation?

* LY-2Eg

● Please provide the name of the person in charge of the project.

* LY-2Et

[Project-Related Questions]

Import from Excel Save Submit Response

① Open the "My Response" tab and then answer the questions in "1. LY_xx*_transaction survey form_basic [For answers from partners]."

*Depends on the project.

NOTE

"Submit Response" cannot be executed until you enter your answers to all the required items (with a red asterisk "").

*The alphanumeric code displayed to the left of each answer field is LY Corporation's management ID.

▼ Depending on the nature of the case, additional procedures may be required.

If requested by our company, please proceed with necessary actions such as signing a memorandum of understanding. (For example: in cases where subcontracting occurs, or when work within our company is necessary)

How to answer the survey form (2/4)

3. *****Form to be answered by LY Corporation 【Form for LY】 ***** >

Please answer the questions below.

Attention: The following form will be answered by LY Corporation. No response required by Suppliers.

Once you have completed entering your answers to the above form, please click the "Submit Response" button at the bottom of the screen and then send it.

Save

4. LY_P1_お取引案件調査フォーム 【LY回答用】_v1.1_OLD >

Please answer the questions below.

【本フォームには、LINEヤフー社の管理部門が回答する質問項目も含まれるため、初めに以下の質問にご回答ください。】

●あなたは、①お取引先の企業または個人、②LINEヤフー社、どちらに該当してください。

• LY-2Eg ①お取引先の企業または個人 x v

Save

2

Import from Excel Save **Submit Response**

You do not
need to
answer

②After you enter all your answers, click "Submit Response."

*You can save your answers before finishing the entry by clicking "Save."

*After you execute "Submit Response," LY Corporation will start the survey. After the survey has started, the answers cannot be changed unless absolutely necessary. If you want to change them due to an unavoidable reason, follow the instructions on the next page.

NOTE

- The following form will be answered by LY Corporation. No response required by Suppliers.
- Send your answers by the due date displayed at "Event end" at the top right of the answer form.

*If it is difficult for you to send your answers by the due date, inform LY Corporation about it beforehand via instant messaging. (For information on how to use instant messaging, see P.16.)



How to answer the survey form (3/4)

Attachment

Event Info My Response

Attachments

Forms

1. EN_P1_Interview sheet

Please answer the questions below.

③ attachment <https://workers-hub.box.com/s/y55c8n47...>

Please download the Excel file in your language from the Box folder at the link above, then fill in your answers and submit it by attaching the answered file to an Instant Message. Please answer the further questions in the subsequent survey so please answer them as well.

③ From the URL shown in the "Attachment" field, download the "Subcontractor Interview Sheet" and other files, and then enter your answers in the Excel files you downloaded.

*The content in the "Subcontractor Interview Sheet" and other files and the number of questions will vary depending on the subcontract type.

*Example of Subcontractor Interview Sheet

Basic Contractor Survey Form (EN)					
(JP) 本サイトの英語訳版・韓国語訳版も用意しています。日本語での回答が困難な場合は、英語版または韓国語版にご回答ください。					
In the process of outsourcing system development and maintenance, we will conduct a survey to verify your requirements related to security and contracts. We appreciate your cooperation.					
Date of Response Entry		YYYY/MM/DD			
Name of the Organization Performing the Contracted Tasks					
Filled by (Affiliated Organization, Name)					
Serial Number	Category	Question Items	Response	Detailed Response Area	Background of Question (Explanation)
-		Do you conduct work outside our company's premises or store data externally in relation to the contracted work?	Please select.		
-		Do you use any devices other than the PC we have provided for the contracted work, or do you store information on servers or other systems (in relation to the contracted work)?	Please select.		
1	Awareness of Information Security Policy	Have you established and disseminated an information security policy within your company to promote information security?	Please select.	If you answered "yes" to the question on the left, please fill out the following: (1) Name of security policy (2) Notification method If you answered "No" to the question on the left, please fill out the following: (1) Current status and future prospects regarding the development of security policies	
2	Development and Operation of Information Security Risk Management System	Based on the information security policy, are you implementing measures to reduce security risks?	Please select.	If you answered "Yes" to the question on the left, you do not need to fill in this section. If you answered "No" to the question on the left, please fill out the following: (1) Current status and future prospects for measures against security risks	
3	Regular Compliance Verification and Improvement Regarding	Are you conducting regular monitoring (self-inspections, internal audits, external audits, etc.) and improvement measures for security risks?	Please select.	If you answered "yes" to the question on the left, please fill out the following: (1) Type of monitoring (self-inspection, internal audit, external audit)	

How to answer the survey form (4/4)

The screenshot shows an 'Instant Messages' window. At the top, there is a search bar. Below it is a large text area for typing a message. At the bottom of the window, there is a row of buttons: 'Attach files' (with a paperclip icon) and 'Send Message'. A red box highlights the 'Attach files' button with a red circle containing the number '4'. Another red box highlights the 'Send Message' button with a red circle containing the number '5'. Below the buttons, there is a footer with the text: 'Having Technical Issues? Contact sourcing.support@coupa.com'.

NOTE

The email address shown above is different from our customer support desk, so please do not contact us via this address.

④ Attach the completed "Subcontractor Interview Sheet" to the "Attach files" section of the instant message.

⑤ Click "Send Message."

*No message text is required when submitting the survey form.

Reference

If you would like to change or resend a survey form that you have already completed, see [\[For reference\] Changing or resubmitting answers on the survey form on P.15.](#)

For information on how to use instant messaging, see [\[For reference\] Instant messaging on P.16.](#)

Contact information

Contact information

**If you have any questions,
please contact us using the following procedure.**

*LY Coporation will respond to your inquiries. It may take a few business days to respond.

Before logging in to the Sourcing Portal

Contact LY Coporation at the email address provided in the invitation email you received([see P.9](#)).

After logging in to the Sourcing Portal

Contact LY Corporation via Coupa's instant messaging function ([see P.16](#)).

Revision History

Ver.	Date	Description
Ver1.0	2025/5/18	First edition created
Ver1.1	2025/10/6	Added text regarding additional procedures based on the nature of the case (P.20)
Ver1.2	2026/6/1	Added this page and revised expressions in accordance with the launch of Coupa as a procurement and payment system (P.4)