

WELCOME TO ARLA SUPPLIER COLLABORATION PORTAL



Your digital gateway to access vital information

Interact with Arla stakeholders

Access with 3 contacts in 2025 – request for additional if needed

Enjoy User Friendly Interface 24/7

UNLOCK THE POWER OF COLLABORATION

**CONNECTING SUPPLIERS WITH ARLA. ENABLING
STRONGER COLLABORATIVE RELATIONSHIPS
AND DRIVE MUTUAL GROWTH**

EXPLORE MORE

[Contact Us](#)

[Need Help](#)

NAVIGATE ESSENTIAL FUNCTIONALITIES AND FREQUENTLY ASKED QUESTIONS

My Company – Contacts

- Check company details and add new users

My Company – Documents

Performance Review

Performance – On Time In Full & Claims

Projects & Collaboration

- Monitoring assigned tasks and deadlines

Supplier Surveys

- Find assigned surveys and review previous answers

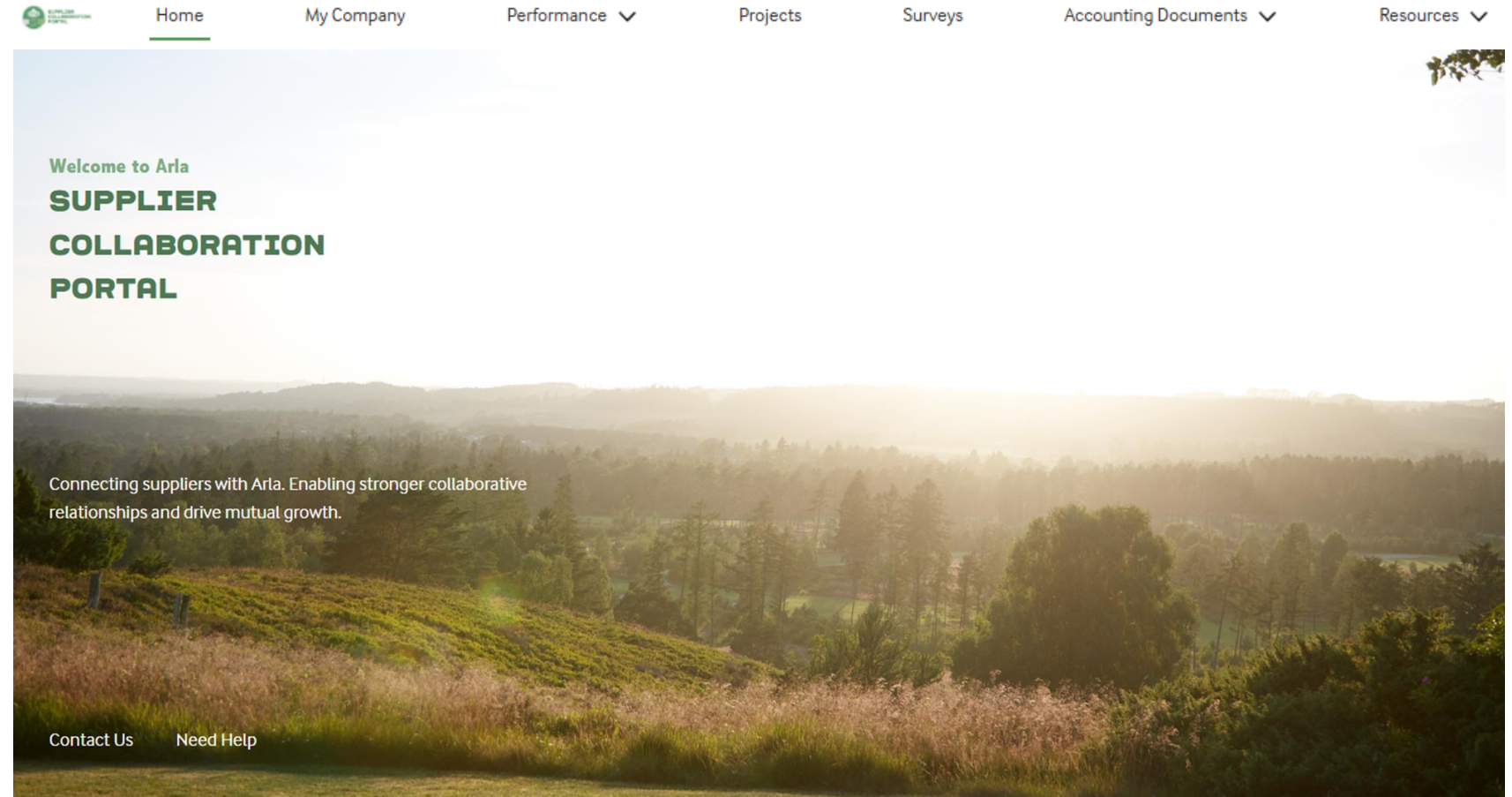
Accounting Documents

- Insights to real-time invoice payment status

Resources

- Announcements and Help

FAQ



MY COMPANY – CONTACTS ADMINISTRATION

Contact Overview

Contacts (8)


8 items • Sorted by Last Name • Updated 13 minutes ago

New Contact

	Contact Name	Role	Email	Phone	Portal Access
1	Rasmus Grønberg Hansen	CEO	rasgh@arlafoods.com		

Edit and Delete Contact

Click the name under Contact Name

Click the  to edit

Click

Delete Contact

Choose ☒ Yes and

Save

Delete Contact

Delete Contact ⓘ

Yes

Cancel

Save

CONTACT

RASMUS GRØNBERG HANSEN

+ Follow

Delete Contact

Phone


Email

Account Name

rasgh@arlafoods.com


Name

Account Name


Rasmus Grønberg Hansen 

Role

Portal Access

CEO 

Home Phone

Delete Contact ⓘ 

No

Phone

Email

rasgh@arlafoods.com

New Contact

Click New Contact and fill in required contact information

CREATE NEW CONTACT

*Name

Salutation

--None--

First Name

First Name

Middle Name

Middle Name

*Last Name

Last Name

Suffix

Suffix

*Role

--None--

*Email

☐ Create Portal User

Create


Check mark and User will receive a link with login details ☒ Create Portal User

No check mark in the box and only the contact information will be available for Arla Foods

☐ Create Portal User



MY COMPANY – DOCUMENT MANAGEMENT

**DOCUMENTS**
MY COMPANY DOCUMENTS

Search

Topic Filter

Sub-Topic Filter

All

All

New

Name

▼

Topic

▼

Sub Topic

▼

Arla Entity

▼

Expiry Date

▼

Created

Download

Delete

Upload New Document

Click

New

Fill in require field and upload file

Upload Files

Or drop files

Click

Done

UPLOAD FILES

SRM Test (2).png

276 KB

1 of 1 file uploaded

Done

New Document

* Name

Expiry Date

* Topic

Select an Option

* Sub-Topic

Select an Option

Arla Entity

Select an Option

* Upload File

Upload Files

Or drop files

Cancel

Download Document

Click Download

Delete Document

Click Delete

FAQ

What is the maximum size of the file shared and file type?

• 2 GB

• Excel (xls), Word (doc), PowerPoint (ppt), PDF, PNEG & JPEG



PERFORMANCE - REVIEWS

Find Performance Review

In the top menu bar click Performance and select 'Reviews'

Supplier Performance



FAQ

How can I raise issue(s) with my performance data?

Contact Support team supplierenablement@arlafoods.com

Find Performance Details



Performance Records

PERFORMANCE RECORDS

Search this list...

Performance Name



Account



Published Date



1 Test 2

2025-06-02

Click the file and Performance Summaries is available

If no file is available, then there have not yet been made a Performance Review by Arla Foods

Summaries

Digitalization

6.5

Strategic Collaboration

7.3

Operational Excellence

6.0

Sustainability

9.8

Competitiveness

7.0

Resources & Capabilities

7.1

Innovation

7.8

PERFORMANCE - ON TIME IN FULL (OTIF) AND CLAIMS

Find On Time In Full (OTIF) Performance

In the top menu bar click Performance and select On Time In Full. Only selected suppliers have OTIF data available.

In the drop-down different selection options are available.

OTIF Overview

Select Time Period

Twelve Months

Select OTIF Option

10% deviation, 2 days ...

Metric

OnTime

75.75%

InFull

88.73%

OnTimeInFull

69.31%

✓ Indicates On Time and In Full is acceptable

Click Purchasing Document Number for additional order details



Orders

MY ORDERS

Search this list...

Purchas... ▾

Account ▾

Plant ▾

Material... ▾

Last Acc... ▾

On Time

In Full

1

4703576244

Upahl Dairy

CutLid HSL S...

11/03/2025

✓

Find Claims Performance

In the top menu bar click Performance and select Claims

Claims overview

Metric	Value
Open Claims	5
Closed Claims	41
Time to close a claim (days)	51

Click Claim No for additional Claim details



Claims

MY CLAIMS

Search this list...

Claim No ▾

Account ▾

Plant Name ▾

Sent to Supplier ▾

Closed ▾

1

000200266868

Arinco

2025-05-05

FAQ

Can I update claims directly on the portal?


No

PROJECT & COLLABORATION

Overview of Project

In the top menu bar click Projects and you have an overview of Open and Closed Projects

Open Projects


 Business Review 06.2025
Until: 16 Jun 2025

meeting 06/06

Open Project

Closed Projects can only be reviewed

Closed Projects


 Test UAT
Closed: 14 May 2025

Test

Review project

Overview of Open Projects

Click **Open Project** to view the Project details created by Arla Foods

 **SRM PROJECT**
BUSINESS REVIEW 06.2025

Project Name	Associated Account
Business Review 06.2025	
Description	Start Date
meeting 06/06	02/06/2025
Project Type	End Date
Business Review	16/06/2025
Status	Comments
New	
Creator Name	
Katarzyna Ott-Slozowska	

View the **Tasks (1)** to see assigned task and click task


Task Name	Deadline	Status
Share price estimations	16/06/2025	Active

All fields marked with  is editable


Change status to Closed and Arla Foods is notified

Only Arla Foods can create Project(s) and Task(s)

See Document Management for Notes & Attachments guidance

 **TASK**
SHARE PRICE ESTIMATIONS

Task Name	Deadline
Share price estimations	16/06/2025
Details	Status
	Active
Comments	Closed by
SRM Project	Created By
Business Review 06.2025	Katarzyna Ott-Slozowska, 27/05/2025, 17:06
Account	
Responsible	Last Modified By
Katarzyna Ott-Slozowska	Katarzyna Ott-Slozowska, 27/05/2025, 17:06

 **Notes & Attachments (0)**

Title	Type
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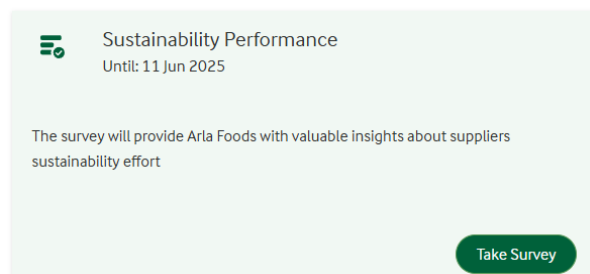
SUPPLIER SURVEYS

Overview of Surveys

In the top menu bar click Surveys and you have an overview of Open and Closed Surveys

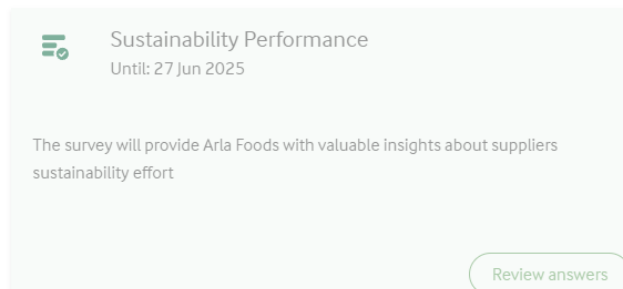
Only Arla Foods can create and assign surveys

Open Surveys



Closed Projects can only be reviewed

Closed Surveys



Overview of Open Surveys

Click **Take Survey** to view and reply to Open Surveys assigned by Arla Foods

Click **Submit** when you have completed the survey. The survey is then moved to Closed Surveys

Click **Save** and your answer is saved, and you can return to the survey again.

Overview of Closed Surveys

Click **Review answers** to review your survey answers.

If, you want to change survey answer(s) you need to contact your Arla Foods contact

FAQ

Can I change my answers in the survey after submitting?

No – Contact your Arla contact person or the contact the support team supplierenablement@arlafoods.com

ACCOUNTING DOCUMENTS – OVERVIEW & DETAILS

Account Overview

OPEN POSITIONS – DUE IN UPCOMING 7 DAYS

In the top menu bar click Accounting Documents and select Overview in the drop-down menu.

Document Number	Type	Status	Gross Amount	Currency	Estimated Due Date	Account
6830008196	Invoice	Posted	7763.1	EUR	2025-06-04	S

Review all accounting documents that have been processed, posted, and scheduled for payment within the next seven days.

Click [VIEW FULL ACCOUNT DETAILS](#) to view all accounting documents from the last 15 months

Accounting Details

In the top menu bar click Accounting Document and select Details in the drop-down menu.

Monitor the statuses and estimated payment dates of invoices and credit notes issued to Arla Foods within the last 15 months

Utilize filters for detail searching

Status

Select Option

Document Type

Select Option

Gross Amount

Min

Max

Currency

S...

Document Date

From

Until

Payment Date

From

Until

Estimated Due Date

From

Until


Document Number

Search here

Apply Filters


Clear Filters

Additional

Click the Export  to download the overview as a .csv file

Click [Anything missing?](#) [Upload here](#) to upload missing documents

Click [Any additional questions?](#) [Submit Case](#) to submit a request to Arla Foods Accounts Payable to ask further about your account documents



ACCOUNTING DOCUMENTS

– MY ACCOUNTS PAYABLE REQUEST

Account's Payable Requests

In the top menu bar click Accounting Documents and select Account Payable Requests in the drop-down menu.

Accounting Documents ^

Overview

Details

Account Payable Requests

Click  Create Case and fill out information in the required fields & click 'Create Case'

NEW CASE

* Topic


--None--

* Arla Entity

Search Arla Entities...

* Description

Add attachment

 Upload Files

Or drop files

Uploaded Files:

Create Case

My Cases

Overview of key case information



MY CASES

Search this list...

	Case Number	Topic	Status	Creation Date
1	01306174	I need to update my company's basic information	New	03/06/2025

Case details

Chat with Arla Foods Accounts Payable



CASE
01306174

Upload additional files

DETAILS

FILES

Track communication

Search this feed...

Rasmus Hansen (Customer) created this case.
3 June 2025 at 16:01



01306174

View more details

Like Comment

Post Poll

Share an update...

Share

Contact Name

Rasmus Grønberg Hansen

Account Name

Amcor Flexibles Denmark A/S

Arla Entity

Arla Foods amba

Status

New

Topic

I need to update my company's basic information

Description

Test

RESOURCES – ANNOUNCEMENTS AND HELP

Announcements

In the top menu bar click 'Resources' and select 'Announcements in the drop-down menu.



Click the Announcement Id to read more details about the announcement

Announcement Id	Title
AN-0	Welcome to Arla's New Supplier Collaboration Portal!
Summary	

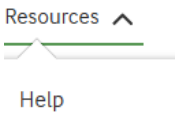
Designed to strengthen our relationship by enhancing communication and driving greater efficiency.

New announcement will be display at the front-page button right corner



Help

In the top menu bar click 'Resources' and select 'Announcements in the drop-down menu.



COMMON QUESTIONS ASKED BY OUR SUPPLIERS

FAQ

Do you have a question? Check our Frequently Asked Questions for answers to common queries.

GO TO FAQ

NAVIGATING WITH EASE

User guides

For a general introduction, please see the "supplier info package". If you would like to explore a specific topic you can find quick guides on Arla's global website.

Supplier info package

Arla.com/Procurement

Click [Supplier info package](#)

To explore guidance

Click [Arla.com/Procurement](#)

For quick guide

TECHNICAL SUPPORT

Contact the team

If you did not find what you were looking for, you are welcome to reach out to our support team on below email.

supplierenablement@arlafoods.com

FAQ

Forgot your password

→ Go to <https://suppliers.arla.com/SRM/s/login/?ec=302&startURL=%2FSRM%2Fs%2F>

→ Click the “Forgot your password” → Enter your  Username (your e-mail) and click **Reset Password**

You will then receive an e-mail with a link to reset your password

Can I update my Company data?

No – you can only review your company details. You can raise the need of change to your Arla contact person. Data in the portal will be updated accordingly

Can I change my answers in the survey after submitting?

No – Contact your Arla contact person or the contact the support team supplierenablement@arlafoods.com

How can I raise issue(s) with my performance data?

Contact Support team supplierenablement@arlafoods.com

Can I update claims directly on the portal?

No

What is the maximum size of the file shared and file type?

Excel (xls), Word (doc), PowerPoint (ppt), PDF, PNG & JPEG and 2 GB