JTI Supplier Portal Self-Service Handbook

Version 2.3
MAY 21st 2026

Contents

A. General information

Purpose and scope

This document is intended for external suppliers working with JTI who have been invited to the JTI Supplier Portal. It covers supplier self-service activities within the portal. Commercial, contracting, and operational questions outside the portal should be directed to your JTI contact as indicated on the Purchase Order.
This handbook explains how to access and use the JTI Supplier Portal, including initial onboarding steps, maintaining supplier data, responding to JTI requests, and submitting queries through the portal.

A.1 Portal capabilities (supplier self-service)

As a registered supplier, you can use the portal to:

- Maintain and update your company profile information.
- Complete required certifications and upload supporting company documents.
- Submit offers when requested by your JTI contact.
- Participate in JTI sourcing events and manage your responses.
- Respond to questionnaires and information requests issued by JTI.
- Raise and track invoice and payment-related queries.

A.2 Reference links

Use the links below to access JTI resources and the Supplier Portal:

- JTI corporate website: https://www.jti.com/.
- JTI Supplier Portal login page: https://jti-suppliers.ivalua.app.
- JTI Supplier Standards (PDF): LINK.

B. Frequently Asked Questions:

B.1. Where to send my invoices?

For submitting invoices, continue to use the established channel. The process for invoice submission has not changed.

B.2. I did not receive JTI Supplier Portal invitation.

Please check your spam/junk folder and confirm your company email can receive messages from **no-reply-jti@ivalua.com**. If you still cannot find the invitation, contact your JTI contact person indicated on the Purchase Order to request that a new invitation is sent (suppliers cannot self-register).

B.3. How can I request the access to JTI Supplier Portal/SQT?

Access to the JTI Supplier Portal is provided **by invitation only**. Please contact your JTI contact person indicated on the Purchase Order and ask them to initiate (or re-send) the invitation to your correct email address.

B.4. I'm not able to log in to Supplier Portal/SQT

Use the **Lost your password** option on the login page to reset your password. Also verify you are using the same email address that received the invitation and that you have completed the first-time password setup from the invitation email.

B.5. The link to Supplier Portal/SQT does not work

Try opening the portal in a different browser (or an incognito/private window) and ensure you are using the official URL provided in the invitation email. If your company network blocks the site, ask your IT team to allow access to. If the link is expired, request a new invitation from JTI contact person indicated on the Purchase Order.

B.6. I need to update my data

Log in to the Supplier Portal and go to **General Info > Company Profile**. Select **Request Information Change**, provide the reason, attach supporting documents (if required), update the relevant fields (including Bank Data if applicable), then **Save** and **Submit Changes**.

B.7. I need to raise an invoice or payment related query,

Raise invoice/payment queries in the portal via **Supplier Query > Create Query**. Complete the details, attach supporting documents if needed, then **Save** and **Submit**. To track or add comments later, go to **Supplier Query > Browse Queries** and open the relevant item.

B.8. I have auditors who conduct Balance Reconciliation. What is the method for them to contact JTI?

Auditors can be added as Supplier contacts via Self-Service under **General Info → Company Profile → Contacts**. This access allows them to submit questions directly to JTI GBS. If they are not assigned the Supplier Admin role, they will not have permission to request data modifications. If the auditor cannot use Self-Service Portal, advise contacting your JTI representative.

C. Data Management

This section describes how to access your supplier profile in the JTI Supplier Portal, review company and contact information, request updates to key data (including bank details), and upload supporting documents and certifications.

C.1. Supplier: Portal Login

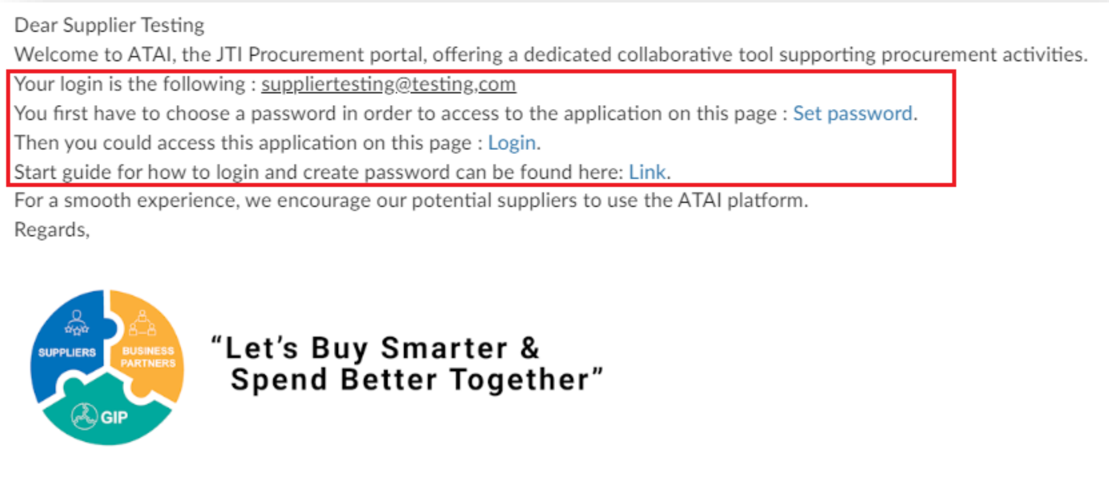
Use the steps below to complete your first sign-in and access the JTI Supplier Portal.

For first-time access, you will receive an invitation email from **no-reply-jti@ivalua.com**. Follow the email instructions to set your password and activate your account.

- Open the invitation email and select the password setup link to create your portal password.
  - Sender address: no-reply-jti@ivalua.com

Note: Suppliers cannot self-register. Access is granted only via an invitation sent by JTI.

1. You will receive an email notification similar to the example below.



Dear Supplier Testing

Welcome to ATAI, the JTI Procurement portal, offering a dedicated collaborative tool supporting procurement activities.

Your login is the following : suppliertesting@testing.com

You first have to choose a password in order to access to the application on this page : Set password.

Then you could access this application on this page : Login.

Start guide for how to login and create password can be found here: Link.

For a smooth experience, we encourage our potential suppliers to use the ATAI platform.

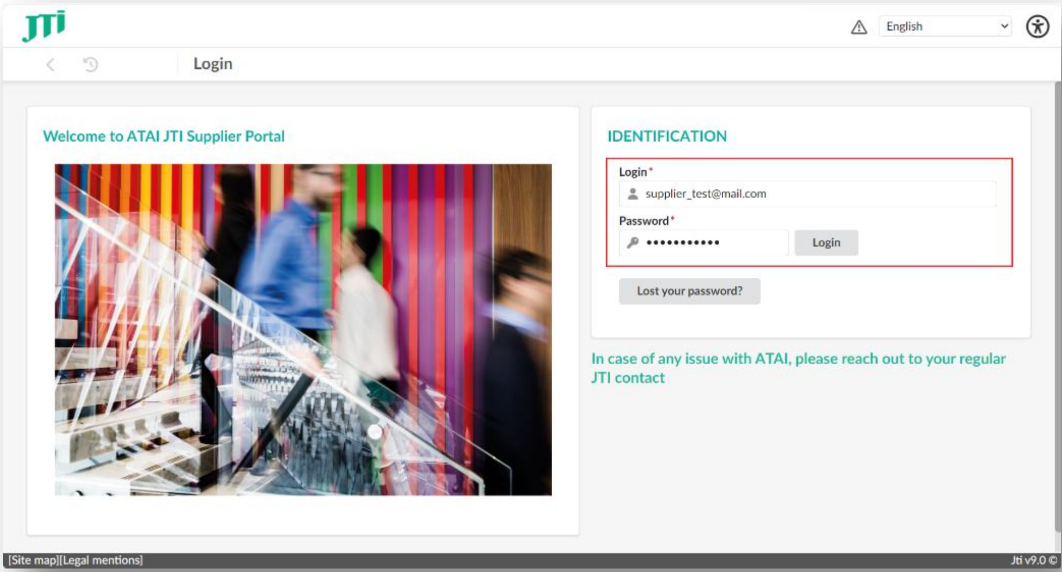
Regards,

2. Select the **Password** or **URL** link in the invitation email to open the password setup page.

Password management

3. Enter a **new password**.
4. Re-enter the password in **Confirm password**.
5. Select **Save** to confirm.

JTI Supplier Portal



6. Enter your **Login name**.
7. Enter your **Password**.
8. Select **Login**.

Note: Use **Lost your password** on the login page to reset your password if needed.

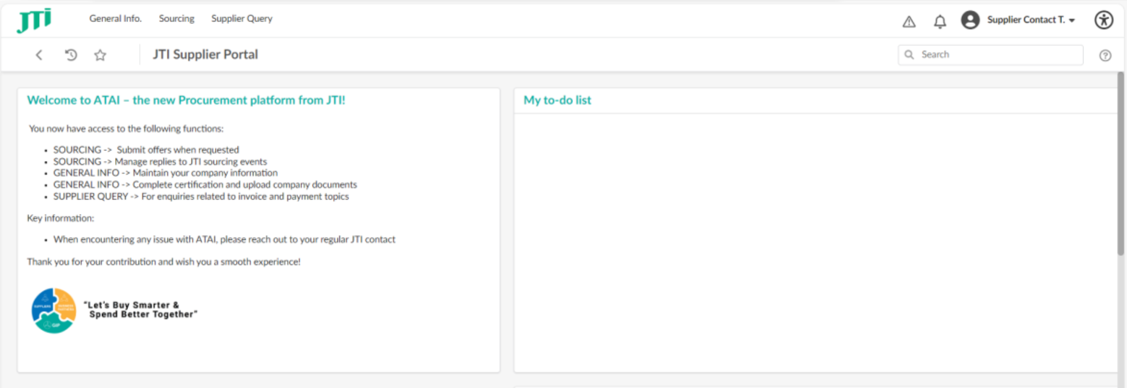
Terms of Use for the ATAI Platform

9. Review the platform **Terms of Use**, select the acceptance checkbox, then select **Acknowledge**.
   a. Click **Acknowledge**
10. Review the **GDPR** notice, select the acceptance checkbox, then select **Acknowledge**.
    a. Click **Acknowledge**

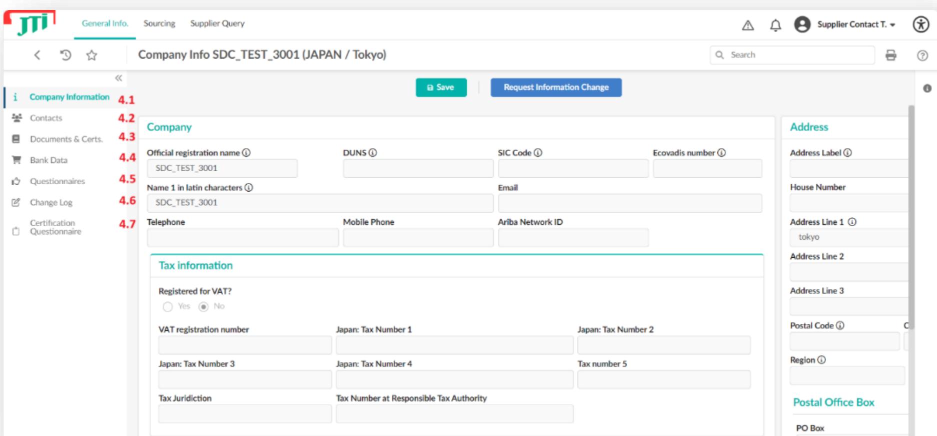
C.2. Display Company Information

After signing in, you can view your registered company details, documents, and questionnaires under your company profile.

1. After signing in, you will land on your Supplier Homepage.



2. Open **General Info**.
3. Select **Company Profile**.
4. In the left navigation panel, open the relevant tab to view or manage your information (examples below).
    1. ***Company Information*** *– company details as registered in the portal.*
    2. ***Contacts*** *– supplier contacts and assigned JTI contacts.*
    3. ***Documents and Certs.*** *– uploaded documents and certificates.*
    4. ***Bank Data*** *– registered bank details.*
    5. ***Questionnaires*** *– completion status and required actions.*
    6. ***Changes Requested / Log*** *– submitted change requests and change history.*
    7. ***Certification Questionnaire*** *– certification questions requiring response.*

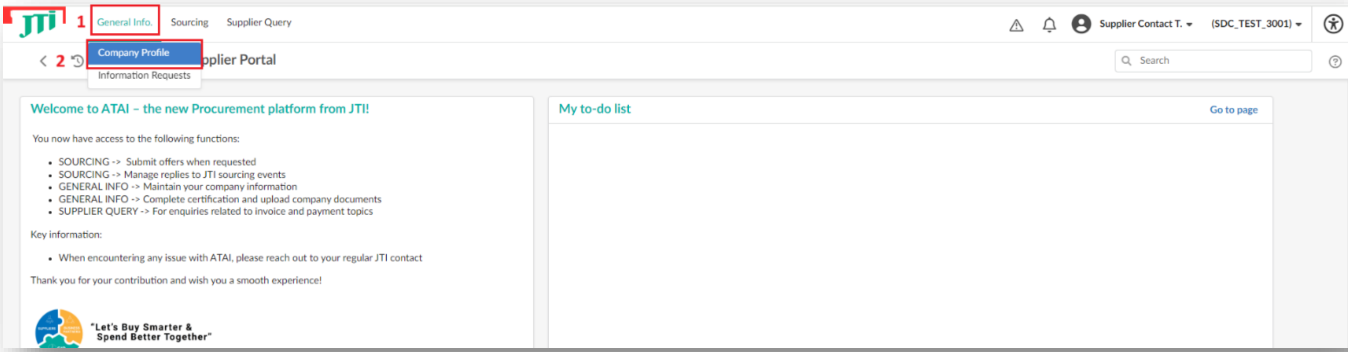


Note: To request updates to company information, bank data, certifications, or questionnaires, use the relevant tab and follow the procedures in the next sections. The **Changes Requested / Log** tab shows the status and history of submitted updates.

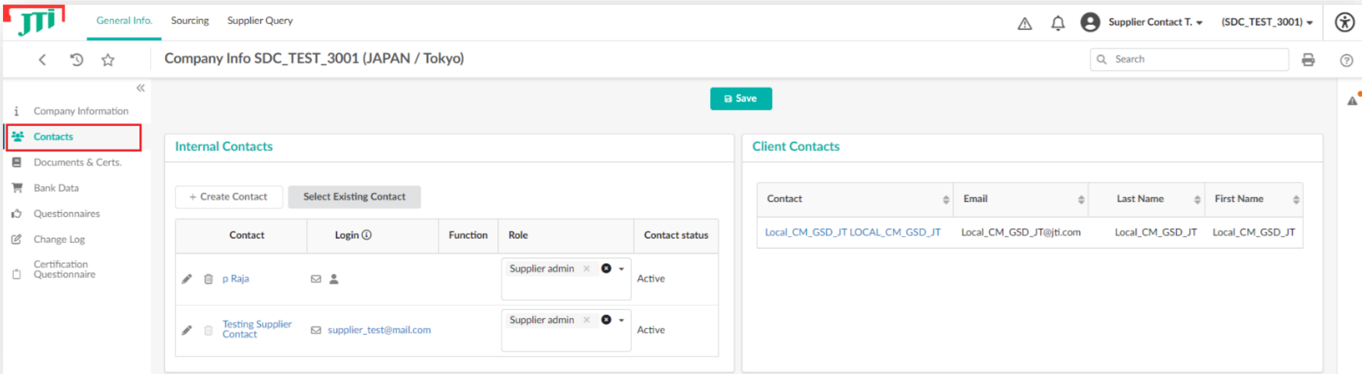
C.3. How to review supplier and JTI contacts?

Use the **Contacts** tab to review your supplier contacts and view the JTI contacts assigned to your company. You can also add additional supplier contacts when needed.

1. From the Supplier Homepage, open **General Info**.
2. Select **Company Profile**.



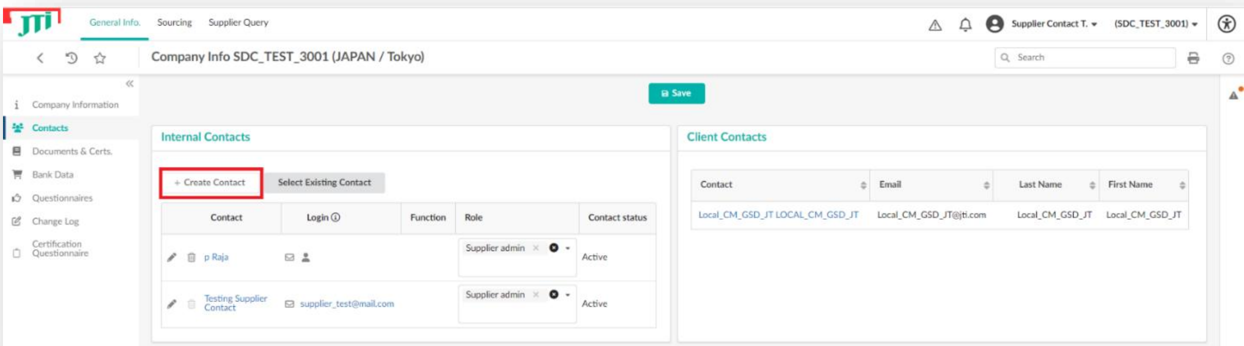
3. In the left navigation panel, select **Contacts**.



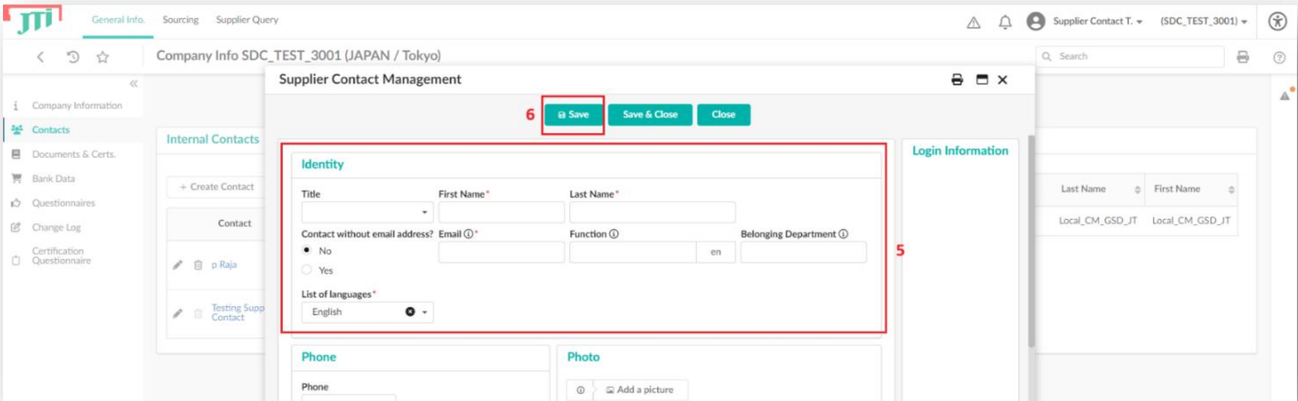
Note: The Contacts page typically includes two sections:

- Internal Contacts – your company (supplier) contacts.
- Client Contacts – JTI contacts assigned to your company.

4. Select **Create Contact** to add an additional internal (supplier) contact.



5. Enter the required contact details.
6. Select **Save**.



D. Raising queries

This section explains how to submit and track finance-related queries (invoice and payment topics) through the JTI Supplier Portal. It also clarifies which topics should be directed to your JTI contact instead of being raised in the portal.

D.1. How to create queries via JTI Supplier Portal?

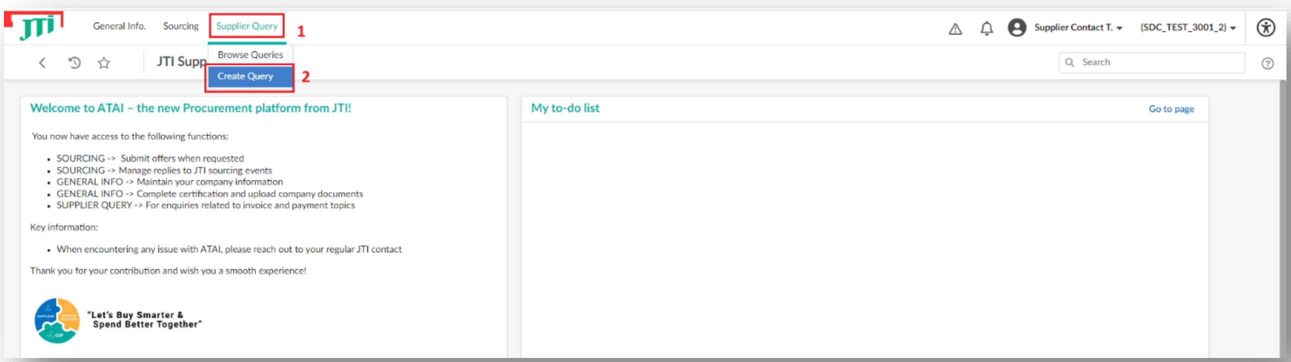
D.1 Overview

Use this procedure to create a query for invoice and payment topics and submit it to JTI GBS via the portal.

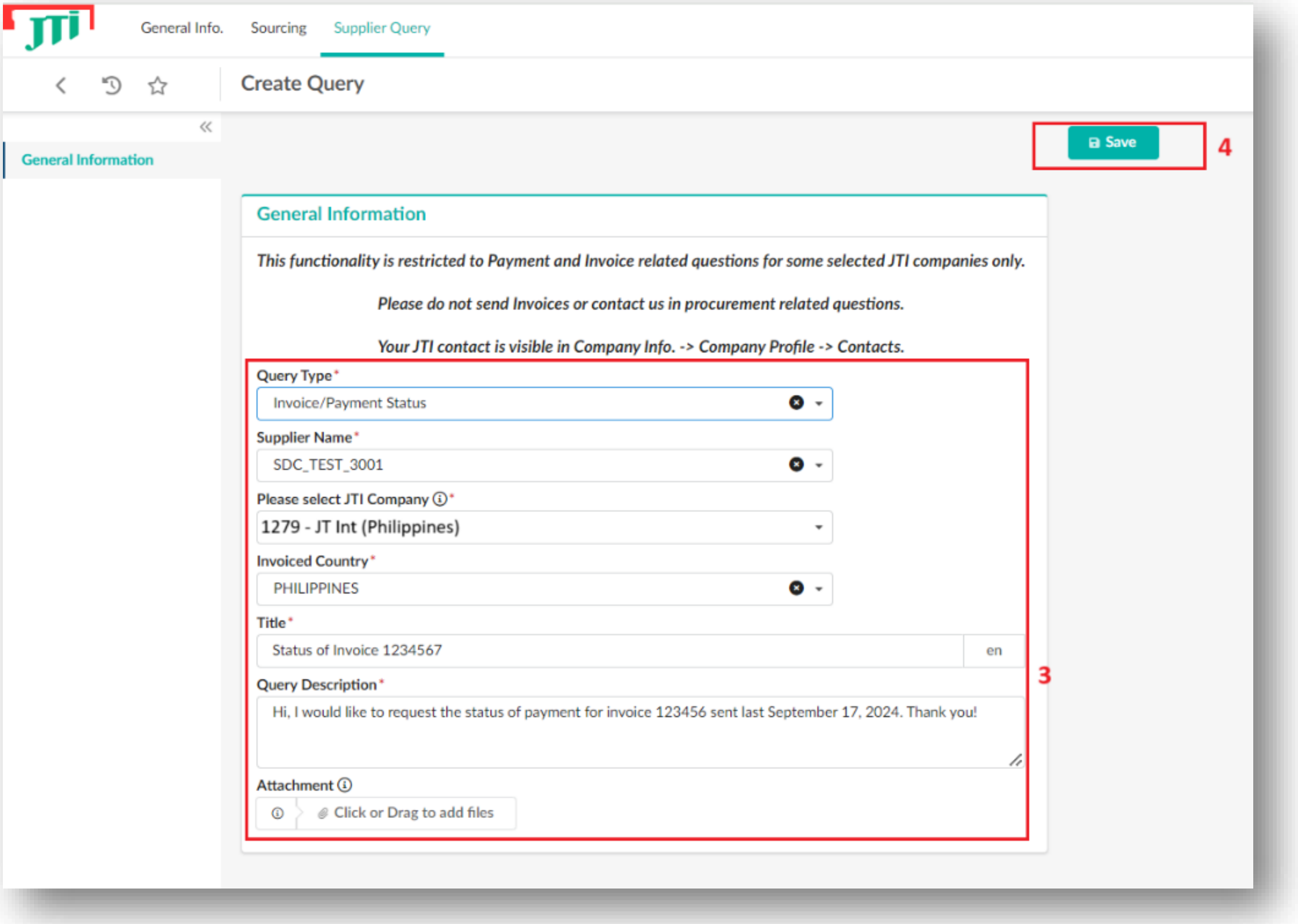
Note: Do not use the Supplier Portal to **submit invoices**. Invoices must be sent via the invoicing channel specified by JTI (as per your Purchase Order or local instructions).

Note: Queries that are **not** related to invoice or payment topics (for example, purchasing/procurement topics) should be raised to GBS Purchasing team, as indicated on the Purchase Order.

1. On the Supplier Homepage, open **Supplier Query**.
2. Select **Create Query**.

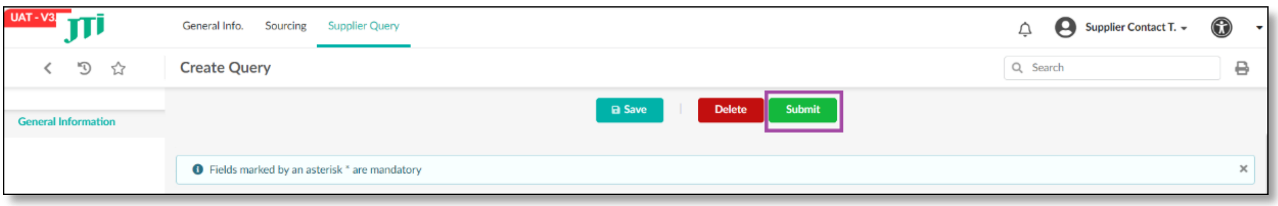


3. Complete the required fields in the query form (general information and query details).
4. Select **Save**.



Note: You can attach supporting documents to your query (for example, invoice copy, proof of delivery, or payment remittance details).

5. Select **Submit**.

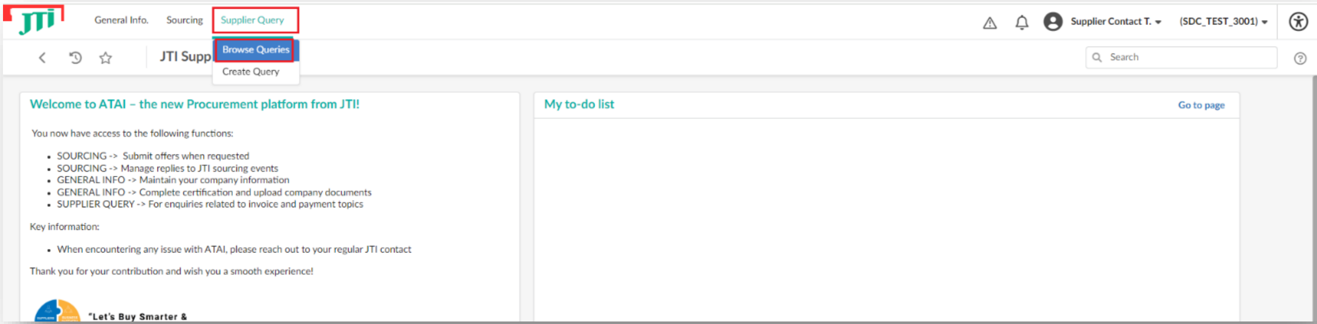


D.2. How to check status / update on Queries?

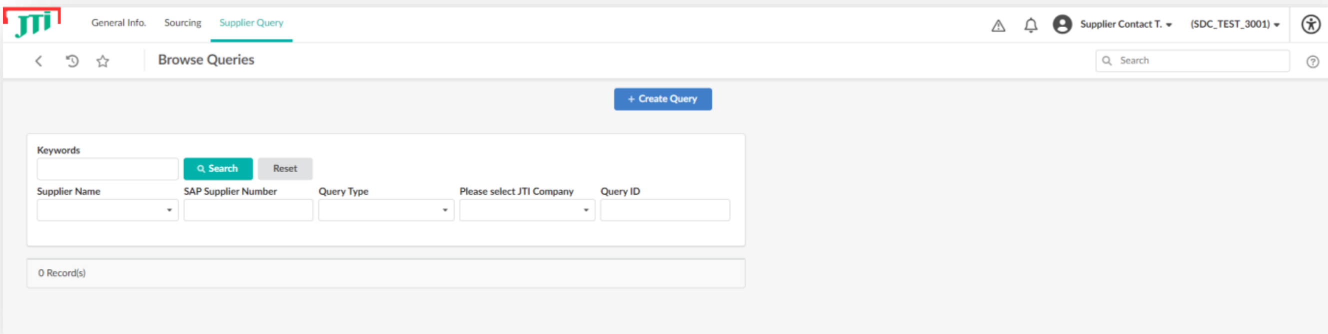
D.2 Overview

Use **Browse Queries** to view all queries you have submitted, check their current status, and add comments or supporting information when needed.

1. On the Supplier Homepage, open **Supplier Query**.
2. Select **Browse Queries**.

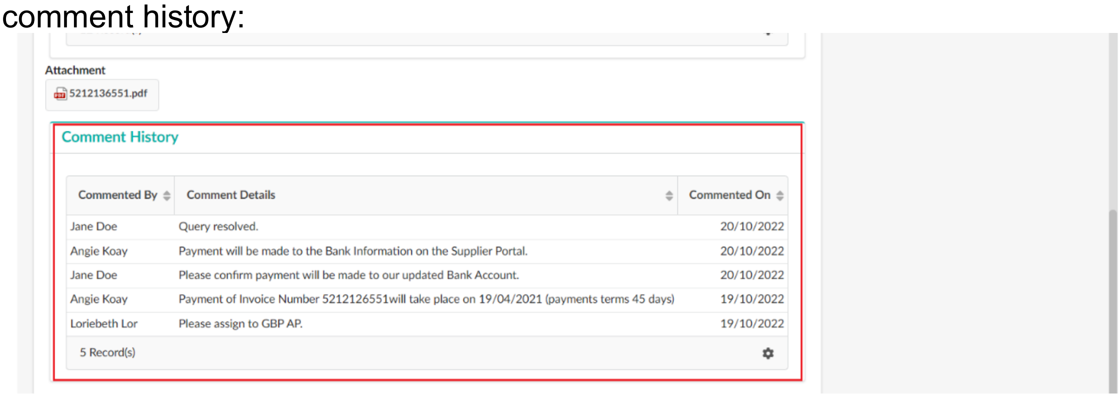


3. Your submitted queries will be listed, including their **Status**.
4. To add information or comments, open the relevant query and select **Edit**.
5. Review the comment history, add your update, then select **Save**.



Note: JTI responses are displayed in the query's comment history.

Sample comment history:



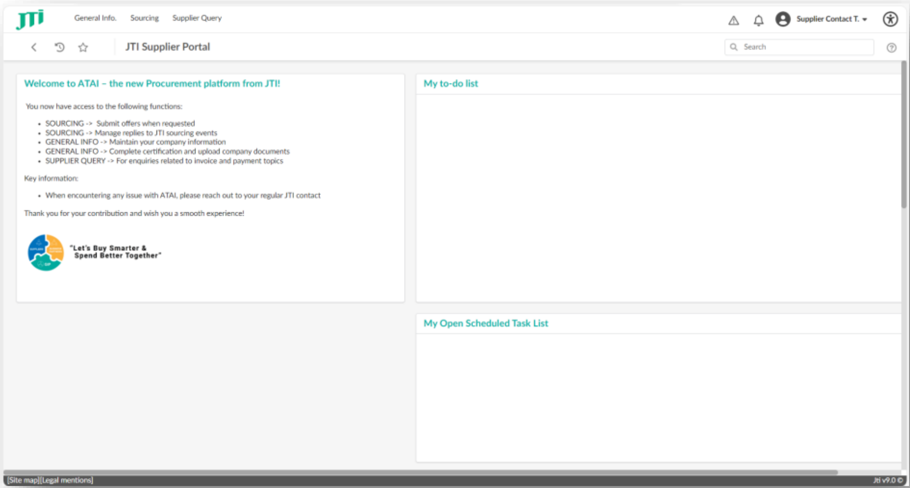
E. Maintain Company Information

This section explains how to request updates to your company profile in the JTI Supplier Portal (for example, address details, legal entity information, and bank data) and how to upload required registration documents and certificates.

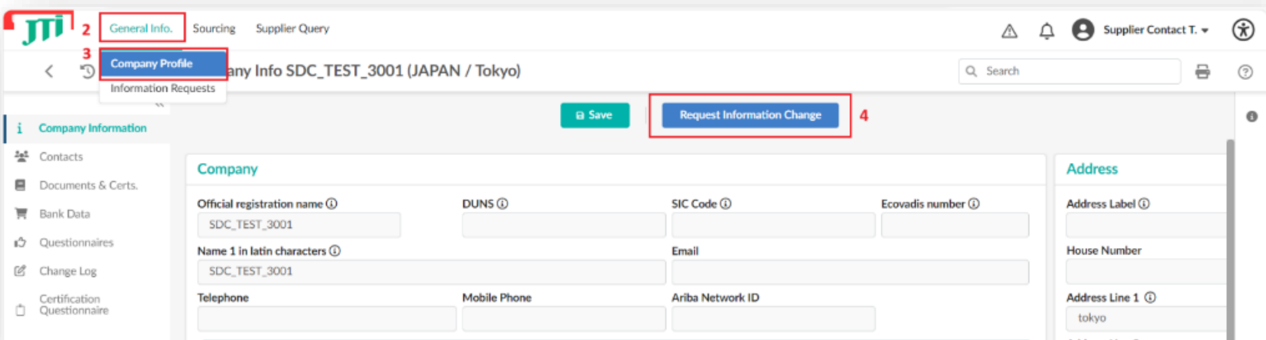
E.1. Modify supplier information

Use this procedure to submit a change request for your company profile details. Depending on the field being changed (for example, bank details or supplier name), supporting documents may be required and the change may be subject to JTI review before it is applied.

1. After signing in, you will land on your Supplier Homepage.



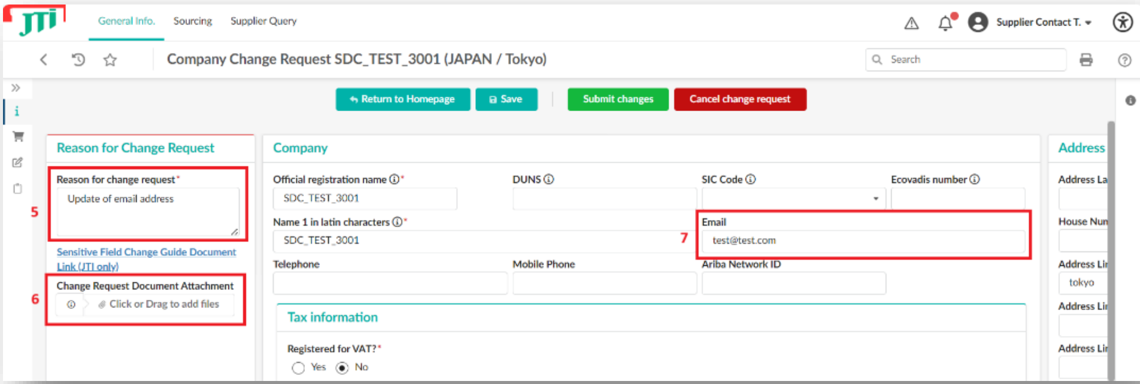
2. If JTI has triggered a pending action, it will appear in **My to-do list** and the bell icon will show a notification.
3. Go to **General Information**
4. Select **Company Profile** on the drop-down list.
5. On the Company Profile page, select **Request Information Change**.



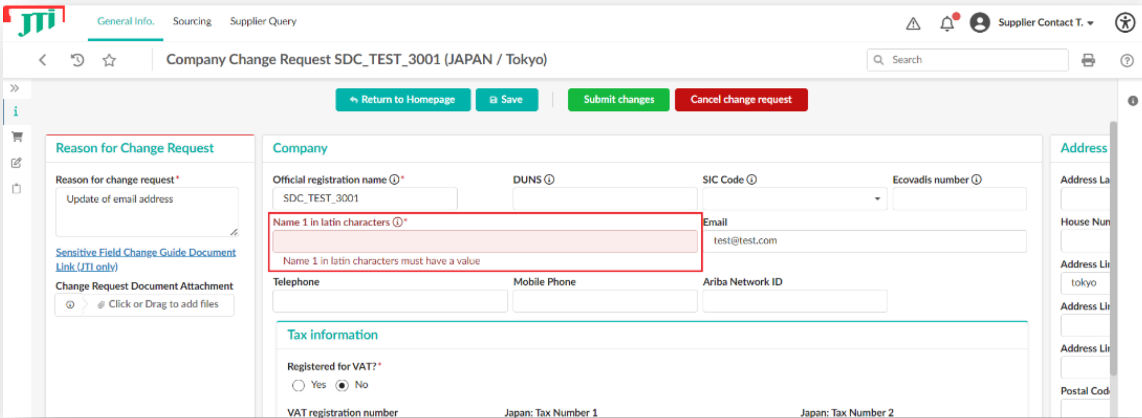
6. Enter the reason for the requested change.
7. Attach supporting documents (if required).

Note: You may access the guide on supporting documents on:
[Sensitive Field Change Guide Document Link (JTI only)]

8. Update the fields in the **Company Information** tab that require changes.

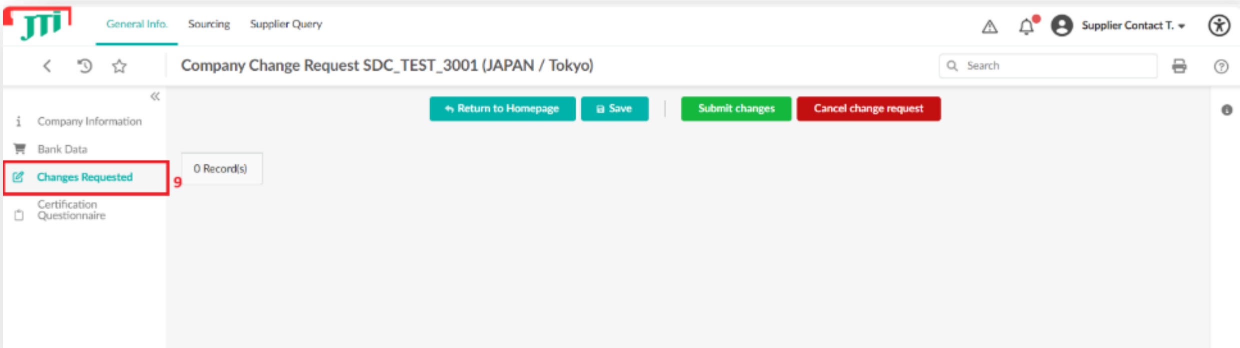


Note: Fields marked with * are mandatory. If a mandatory field is missing, the system will display an error.



9. For Bank Data change, you may move on to the **Bank Data Tab:**

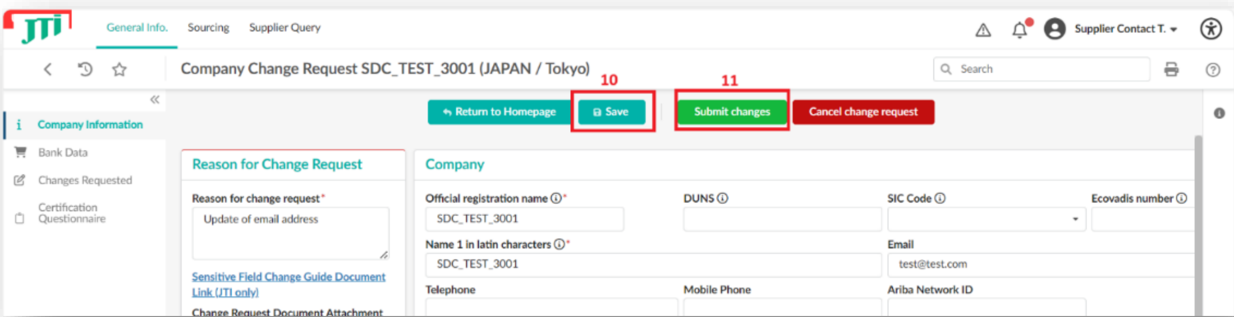
10. To review the history of your requests, open the **Changes Requested** tab.



11. When you have finished updating the information, select **Save**.

Note: Supporting documents are required for bank detail changes and supplier name changes.

- After you have saved the changes and attached supporting documents, you can proceed with submission.
- Select **Submit Changes** to send your request. If you need to stop the request, select **Cancel change request**.



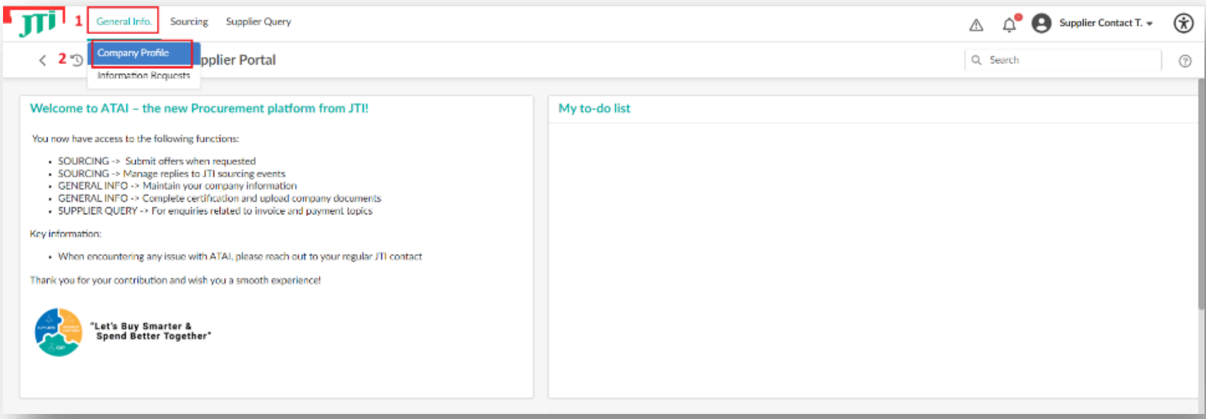
12. Monitor your email for notifications confirming completion of the change, or requests for additional information.

E.2. How to upload documents in JTI Supplier Portal?

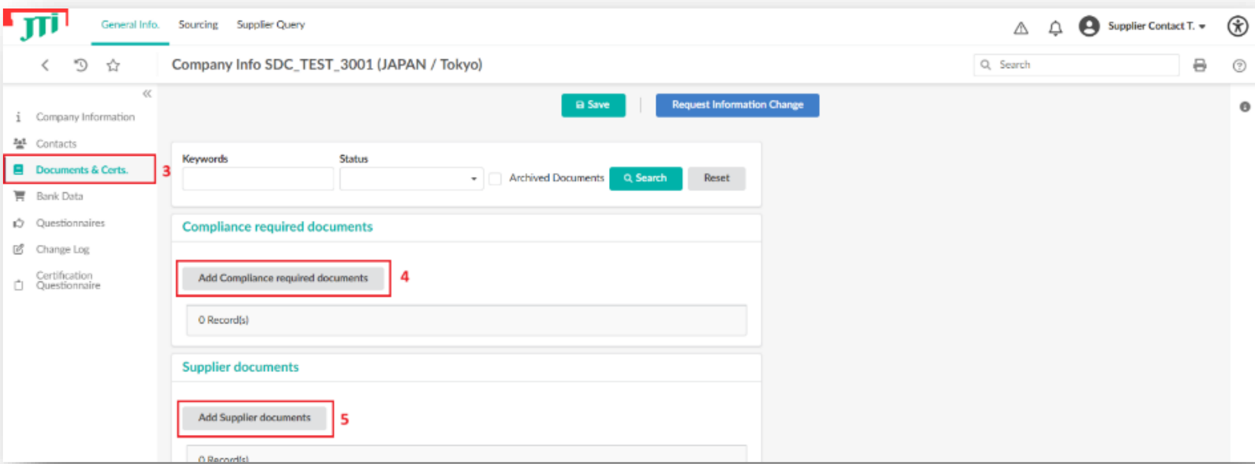
E.2 Overview

Use this procedure to upload compliance documents, registration documents, and certificates to your company profile.

1. From the Supplier Homepage, open **General Information**.
2. Select **Company Profile**.

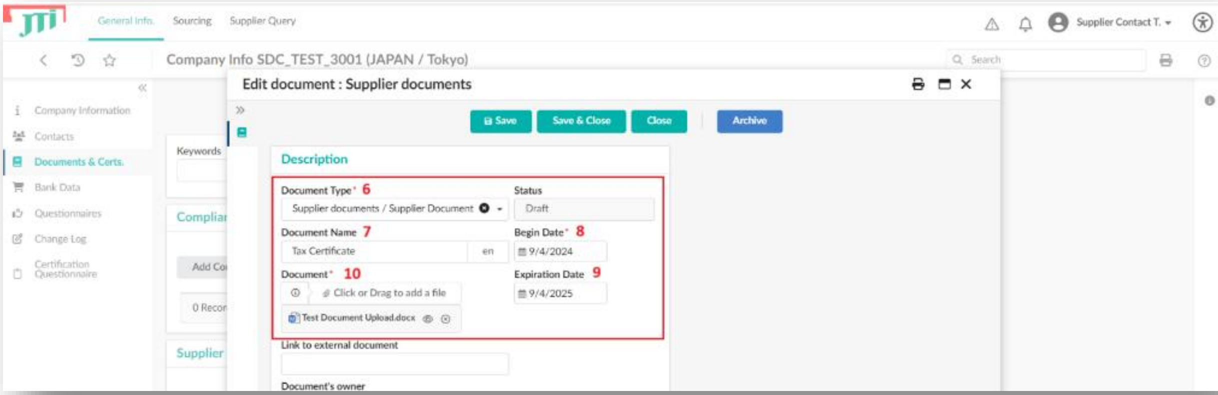


3. In the left navigation panel, open the **Documents and Certs.** tab.
4. Select **Add compliance documents** to upload required compliance documentation.
   - Those documents should be related to the: Company Standards, Tobacco Licenses, Local Procedures, Certificates on supplier's process quality and ISO.
5. Select **Add supplier documents** to upload supplier registration documents.
   - Those documents should be related with documents that confirm supplier's registration: Vendor Information Form, Business Registration, Tax Certificate, and Bank Documents.

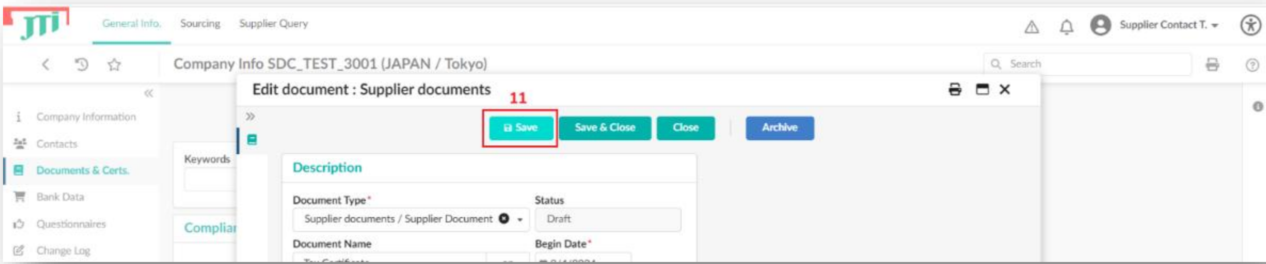


6. Select the appropriate **Document Type**.
7. Enter the **Document Name**.
8. Enter the **Begin Date**.

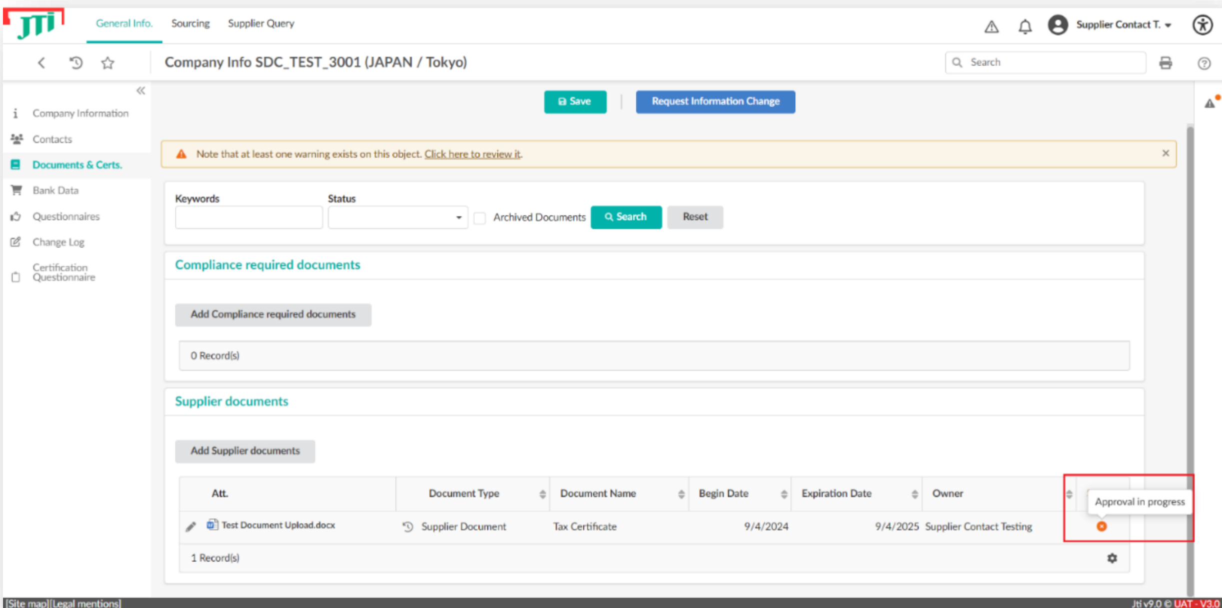
9. Enter the **Expiration Date** (if applicable).
10. **Note:** If documents have no expiration date this field can be left as blank.
11. Select **Click or Drag to add a file** and upload your document.



12. When the upload is complete, select **Save**.



13. After saving, the document status will show **Approval in progress** until it is reviewed by the relevant JTI approver.



Note: If you need to remove a document, use the **Archive** option.