

# Supplier Relationship Management Module (SRM)

Supplier Relationship Management on the **JAGGAER** supplier portal

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## Terms and abbreviations

ASN	Advanced Shipping Notification (module in Jaggaer)
EDI	Electronic Data Interchange
JD	Jaggaer Direct (formerly Pool4Tool)
PO	Purchase Order
POM	Purchase Order Management (module in Jaggaer)
RFQ	Request For Quotation (module in Jaggaer)
SRM	Supplier Relationship Management (module in Jaggaer)

## 1 General information

Please note that the English version is considered the master document.

## 2 Endress+Hauser platform

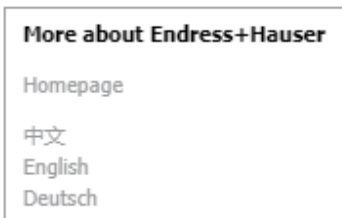
Endress+Hauser uses the Jaggaer platform with its suppliers as a supplier relationship management tool, for document and certificate storage, document exchange, automatic management of purchase orders, requests for quotations and much more.

The link to the platform is: [app11.jaggaer.com/portal/eh](http://app11.jaggaer.com/portal/eh)

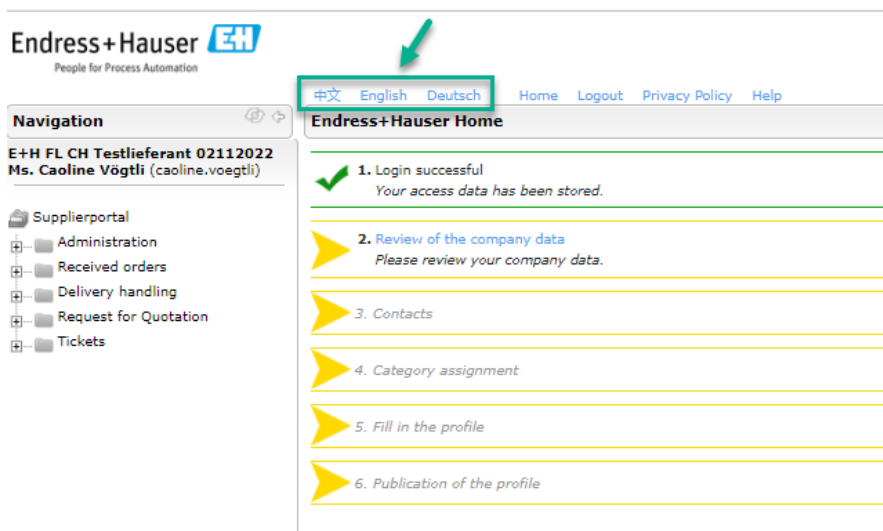
You will receive an invitation by e-mail from your Endress+Hauser contact person that will enable you to start the registration process.

The main functions are available in English, German and Chinese.

Language selection during registration:



Language selection once portal access has been granted:



We recommend that you use Google Chrome as your browser for the platform. Our experience shows that Chrome is faster and some functions are easier.

According to Microsoft, Internet Explorer is no longer supported as of 6/15/22. This is why we recommend using Google Chrome.

The first part of this document (*Chapters 3-4*) focuses on initial registration in the supplier portal. The second part describes the use of the SRM module in day-to-day business (*Chapter 5*).

## 3 Overview of the registration process

After you have received the invitation to the Endress+Hauser portal by e-mail, you can start registering and collaborating via the portal. Registration on the portal is a general requirement in order to be able to use modules such as purchase order management (POM) and requests for quotation (RFQ), among others, and does not refer to individual modules such as POM and RFQ, etc.

First you can check your company data and create your account, then update your contacts and select the categories you supply, and finally fill out the supplier questionnaire.

### 3.1 Entering general company data

⚠ Please note that the registration link can be sent only once. Once you have chosen a login name, Endress+Hauser does not allow anyone else in your company to be invited to the portal. You must first proceed to registration step 3 Contacts (*Chapter 3.3.3*) before you can grant another person access to the portal.


Therefore, if you are the wrong contact person for the registration process, please contact the responsible Endress+Hauser purchaser.

Please follow these steps:

- 1) Click on the link in the invitation e-mail

E+H DEMO: Invitation for Registration in the Supplier Portal



E+H Supplier Portal <no-reply@app11.jaggaer.com>  
An  Caroline Vögli



Nachricht übersetzen in: Deutsch | Nie übersetzen aus: Englisch

Dear Mrs. Caroline Voegtli,

you are invited to register yourself in the Supplier Portal.

ⓘ Please open the following link to enter your company and contact data:

[https://ehdemo.app11.jaggaer.com/portal/eh/register.php?crm\\_person\\_id=MTY0MzgwMQ==&c3b4cd9d4d9041df5438de40715aa9ad&l=eng](https://ehdemo.app11.jaggaer.com/portal/eh/register.php?crm_person_id=MTY0MzgwMQ==&c3b4cd9d4d9041df5438de40715aa9ad&l=eng)

Comment on invitation:

Hallo Caroline,  
anbei Registrierung Lieferanten.


After submitting the information your credentials will be provided to process the remaining registration steps.

Kind regards,

**Endress+Hauser**

2) A page for entering general company and contact data will open.

- Check and/or complete all fields marked with \*.
- The D-U-N-S number is required for registration; if you do not have or do not know this number, you can click on the field name and be automatically taken to a website (<https://www.upik.de/de/dunsanfordern.html>) to search for or apply for the D-U-N-S number. Please enter the D-U-N-S number without hyphens and only the numbers, even if it is shown differently on the website.



People for Process Automation

### Endress+Hauser Supplier Portal

I'm already a supplier for JAGGAER Direct

**General company data**

Company name*:	<input type="text" value="Musterunternehmen AG 2"/>
Company name 2:	<input type="text"/>
Street*:	<input type="text" value="Musterstraße"/>
Street-number*:	<input type="text" value="5"/>
Zip code*:	<input type="text" value="8050"/>
City*:	<input type="text" value="Zürich"/>
Country*:	<input style="border: none; background: none; text-decoration: none; padding: 0 5px;" type="text" value="Switzerland"/> ▾
Homepage:	<input type="text"/>
D-U-N-S*:	<input type="text" value="22222222"/> <small><a href="#">Please find your DUNS number at upik.de.</a></small>

**More about Endress+Hauser**

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[中文](#)

[English](#)

[Deutsch](#)

① If you already have a JAGGAER account, select "I am already a supplier for JAGGAER Direct" and then enter your login name and e-mail address under "Contact information".

- Under "Contact person data", please select a login name, agree to the exchange of information within the Endress+Hauser Group marked with (\*) and finally click on "Check data" (if necessary, select another unused login name).
- Please note that the login name cannot be changed later.



## Contact person data

Salutation*:	<input type="text" value="Ms. v"/>
First name*:	<input type="text" value="Caroline"/>
Last name*:	<input type="text" value="Vögtli"/>
Telephone*:	<input type="text" value="[Country] [Area] [Number]"/> 41 Zürich 004161
Fax:	<input type="text"/>
Mobile:	<input type="text"/>
E-Mail*:	<input type="text" value="ca"/>
Loginname*:	<input type="text" value="caroline.voegtli"/>

\*I agree that all information that I provide, either during the registration process or afterwards, will be accessible to all participating affiliates of the Endress+Hauser group of companies. Such information will not be disclosed to third parties and will not be used for other purposes than for evaluating the supplier and processing offers and orders.

I agree that JAGGAER uses the data, entered in the course of the registration on the supplier portal of Endress+Hauser, of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the JAGGAER Supplier Network.

The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

When you use our Solution, we process your personal information as described in our [Service Privacy Policy](#).

- Pressing the "Check data" button checks the integrity of the data.
- Pressing the "Send" button completes the registration and automatically sends the access data by e-mail.

## Contact person data

Salutation*:	<input type="text" value="Ms. v"/>
First name*:	<input type="text" value="Caroline"/>
Last name*:	<input type="text" value="Vögtli"/>
Telephone*:	<input type="text" value="[Country] [Area] [Number]"/>
	<input type="text" value="41"/> <input type="text" value="Zürich"/> <input type="text" value="004161"/>
Fax:	<input type="text"/>
Mobile:	<input type="text"/>
E-Mail*:	<input type="text" value="ca"/>
Loginname*:	<input type="text" value="carolinevoegtli"/>

\*I agree that all information that I provide, either during the registration process or afterwards, will be accessible to all participating affiliates of the Endress+Hauser group of companies. Such information will not be disclosed to third parties and will not be used for other purposes than for evaluating the supplier and processing offers and orders.

I agree that JAGGAER uses the data, entered in the course of the registration on the supplier portal of Endress+Hauser, of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the JAGGAER Supplier Network.

The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

When you use our Solution, we process your personal information as described in our [Service Privacy Policy](#).



- The registration is then completed by pressing the "Send" button and the access data is automatically sent by e-mail.

### Registration finished successfully.

We thank you for your registration. You may now log into the Portal.  
Your personal password has been sent to your email address.

#### More about Endress+Hauser


Homepage  
中文  
English  
Deutsch

## 3.2 Logging in and changing your password

Log in with the access data you have received (1) and then create a new password (2).

E+H DEMO: Your registration in the Supplier Portal



E+H Supplier Portal <no-reply@app11.jaggaer.com>  
An  Caroline Vögtli

 Antworten

 Nachricht übersetzen in: Deutsch | [Nie übersetzen aus: Englisch](#) | [Übersetzungseinstellungen](#)

Dear Mrs. Caroline Vögtli,

thank you for your registration!

You can log in using the following link: <https://ehdemo.app11.jaggaer.com/portal/eh/>

Username: carolinevoegtli  
Password: QNew7Yp%8maryBaum

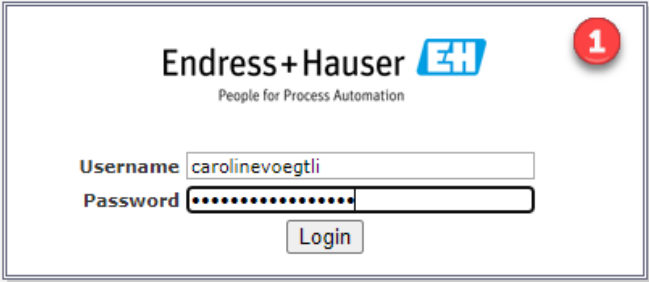
Please fill in all additional required data to complete the registration process.


Kind regards,

**Endress+Hauser**

*This is an automatically generated email. Please do not respond to this email.  
Your email will not be forwarded.*

According to the General Data Protection Regulation, we are obliged to inform you when collecting your personal data. We comply with this information duty with the following [Data Protection Statement](#)



Endress+Hauser  1

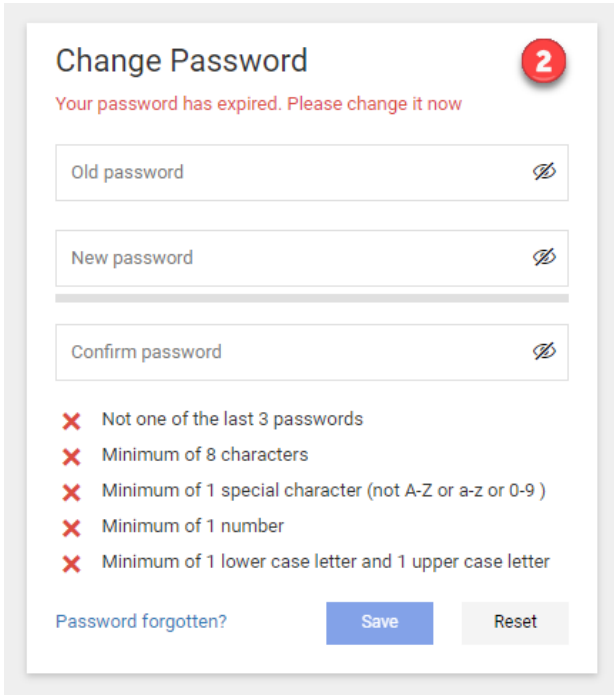
People for Process Automation

Username

Password

Powered by [JAGGAER Direct](#) V4 — © 1999-2022 JAGGAER  
[I forgot my password](#)

When you use our Solution, we process your personal information as described in our Service [Privacy Policy](#).



**Change Password** 2

Your password has expired. Please change it now

Old password

New password

Confirm password

- ✘ Not one of the last 3 passwords
- ✘ Minimum of 8 characters
- ✘ Minimum of 1 special character (not A-Z or a-z or 0-9)
- ✘ Minimum of 1 number
- ✘ Minimum of 1 lower case letter and 1 upper case letter

[Password forgotten?](#)

To log in to the Endress+Hauser supplier portal, please use the following link after you have created your new password:

<https://app11.jaggaer.com/portal/eh/>

- Please always use the full link provided above to go to the Endress+Hauser portal, otherwise you will be taken to the general Jaggaer portal.

### 3.3 Registration

To access the Endress+Hauser portal, please proceed as follows:

- Check your company data
- Enter a contact
- Assign a category
- Complete your profile
- Publish your profile

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**Endress+Hauser Home**

**Navigation**

Musterunternehmen AG 2  
Ms. Caroline Vögtli (carolinevoegtli)

- Supplierportal
  - Administration
  - Received orders
  - Delivery handling
  - Requests
  - Tickets

1. Registration successful  
*Your registration data has been accepted.*
2. Account data received / Login successful / Enter additional company data  
*You have logged in to the portal. Please provide additional company data.*
3. Contacts
4. Material group assignment
5. Fill profile
6. Publish profile


The green check mark  in front of each step indicates the steps you have already completed.

### 3.3.1 Step 1: Login details


Once you have successfully logged in with your login details, the first step is complete.

### 3.3.2 Step 2: Company basic data

Your company data is displayed again here.

Please validate your company data, checking all mandatory fields (\*) in particular, and click on  Save .  
You will be automatically redirected to the registration workflow.

An error message will appear if you have not completed a mandatory field.

Endress+Hauser   
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**Navigation**

Musterunternehmen AG 2  
Ms. Caroline Vögtli (carolinevoegtli)

- Supplierportal
  - Administration
  - Received orders
  - Delivery handling
  - Requests
  - Tickets

**Company basic data**

 Save

Company basic data

Company name\*:

Company name 2:

Street\*:

Street-number\*:

Zip code\*:

City\*:

Country\*:

Homepage:

D-U-N-S\*:   
Please find your DUNS number at upik.de.


I agree that JAGGAER uses the data, entered in the course of the registration on the supplier portal of Endress+Hauser , of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the JAGGAER Supplier Network.  
The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.


**Navigation**


Musterunternehmen AG 2  
Ms. Caroline Vöggtli (carolinevoegtli)

- Supplierportal
- Administration
- Received orders
- Delivery handling
- Requests
- Tickets

**Endress+Hauser Home**

 **1. Registration successful**  
Your registration data has been accepted.

 **2. Account data received / Login successful / Enter additional company data**  
You have logged in to the portal. Please provide additional company data.

 **3. Contacts**  
Responsibilities for the different areas

 **4. Material group assignment**

 **5. Fill profile**

 **6. Publish profile**

### 3.3.3 Step 3: Contacts




Here you define which employees in your company should also have access to the Endress+Hauser supplier portal and which tasks are assigned to these users. The initial user is always an Admin user (see also Chapter 5.2.2 or 5.2.4) and this user is assigned responsibility for orders by default.

**Navigation**

Musterunternehmen AG 2  
Ms. Caroline Vöggtli (carolinevoegtli)

- Supplierportal
- Administration
- Received orders
- Delivery handling
- Requests
- Tickets

**Contact people**

 Save  New user  Assign current user  Reload


1 Entries found.

Name	Loginname	Email	Menu
Vöggtli, Caroline	carolinevoegtli	caroline.voegtli@endress.com	

7 Entries found.

Role	Responsibilities	Menu
Orders	Caroline Vöggtli	 
Certifications	Caroline Vöggtli	
RFQ	Caroline Vöggtli	 
EDI Clearing	Caroline Vöggtli	
Contracts	Caroline Vöggtli	
Contracts	Caroline Vöggtli	
	Caroline Vöggtli	

You can add as many users to the portal as you need; this is free of charge.

 Please note: We recommend adding at least one additional user per role who can access the portal in another user's place. Users who require access to the portal can only be added by you and not by

Endress+Hauser. We recommend using a pool address for purchase orders, if available.

Note: If a user leaves the company and no representative is added, the role can no longer be performed and therefore no more orders can be processed.

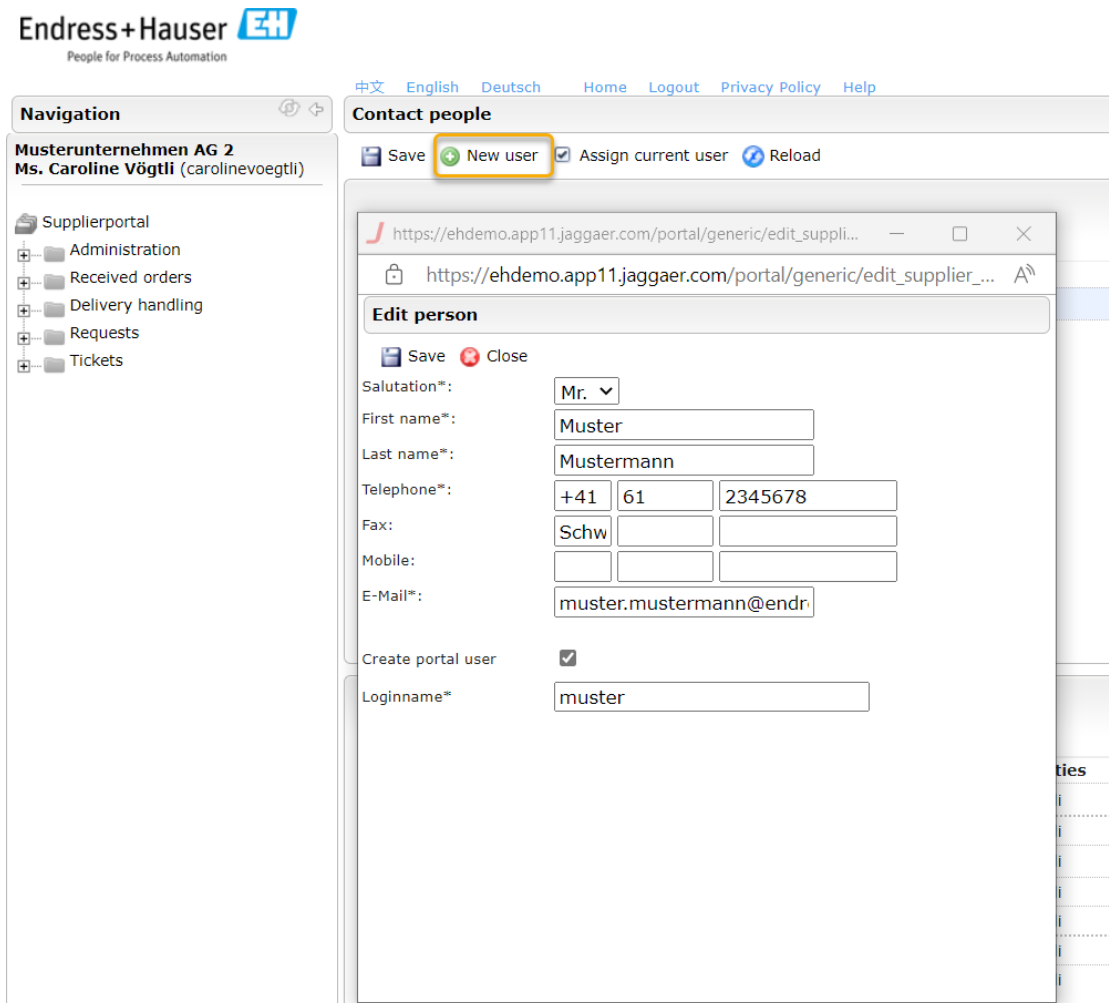
The following roles can be assigned:

Role
Orders
Certifications
RFQ
EDI Clearing
Contracts

The following procedure must be followed:

In order to assign a role to a person, a user/access to the Endress+Hauser supplier portal must exist for this person.

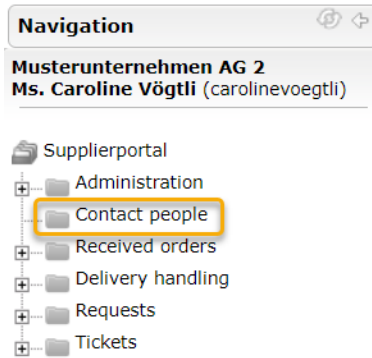
You can add a user as follows:



The screenshot shows the Endress+Hauser supplier portal interface. The top navigation bar includes the company logo and the text 'People for Process Automation'. Below the navigation bar, there are links for '中文', 'English', 'Deutsch', 'Home', 'Logout', 'Privacy Policy', and 'Help'. The main content area is titled 'Contact people' and contains a 'New user' button, which is highlighted with a yellow box. Other buttons include 'Save', 'Assign current user', and 'Reload'. Below the 'New user' button, there is a modal window titled 'Edit person' with the following fields:

- Salutation\*: Mr. (dropdown)
- First name\*: Muster
- Last name\*: Mustermann
- Telephone\*: +41 61 2345678
- Fax: Schw
- Mobile:
- E-Mail\*: muster.mustermann@endr
- Create portal user:
- Loginname\*: muster

- Create another portal user under "New user" (check the "Create portal user" checkbox) - then perform the steps described in 2.2.
- An automatic e-mail with the access data will now be sent to this person's e-mail address.
- Roles can then be assigned to the users that have been created in the navigation tree under "Contact people" (at the bottom of the window).



To edit the responsibility for a role, click on the pencil icon.

7 Entries found.

Role	Responsibilities	Menu
Orders	Caroline Vögtli	 
Certifications	Caroline Vögtli	
RFQ	Caroline Vögtli	 
EDI Clearing	Caroline Vögtli	
Contracts	Caroline Vögtli	
Contracts	Caroline Vögtli	
	Caroline Vögtli	

A window opens in which the assignment can be made.

The following options are available:

Changing the responsibility for a role by selecting the person.




Select "Add assignment" to store several persons for a role (e.g. orders) and thus add a representative.

↳ These persons receive an e-mail notification when new orders are received in the supplier portal.

⚠ Please note the representation provisions for processing RFQs/orders, etc. (Chapter 5.2.4).

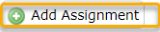
Define different responsibilities for different Endress+Hauser locations → to do this, select the relevant company under "Company Code"/"Purchasing Organisation".

### Assignments (Orders)

 Save  Close  Reload

#### Responsibilities

Company Code	Purchasing Organisation	Person	Deact notifi
0002 - E+H Flowtec Reinach	0200 - Endress+Hauser Flowtec AG, Reinach, Switzerland	Vögtli, Caroline	<input type="checkbox"/>
0004 - E+H Wetzler GmbH+Co.KG	0400 - Endress+Hauser Wetzler GmbH+Co. KG, Nesselwang, Germany	Mustermann, Muster	<input type="checkbox"/>



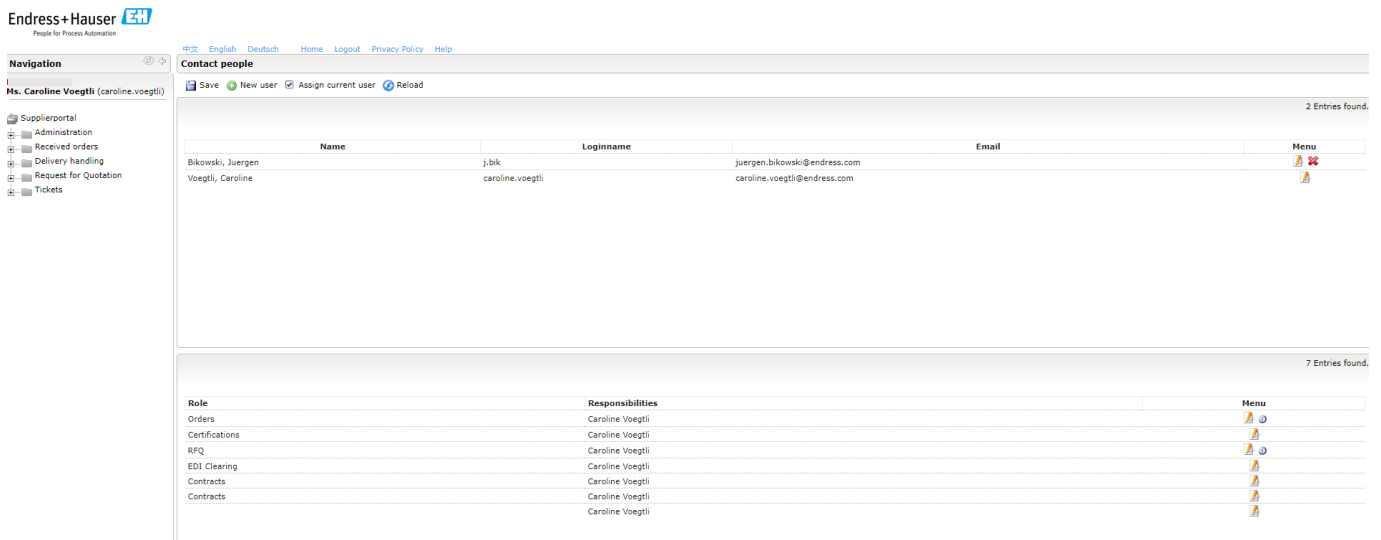



Information: If no change of responsibilities is actively made by the supplier, the administrator is initially stored for all roles.

Please note that the qualified person is stored for the specified roles. Otherwise, the administrator is the recipient and processor of all orders and RFQs.

**⚠ Note:** Creating a new user still does not mean that the user can edit orders. To change this, please follow the steps on the next page.

- Under the icon in the bottom right (next to responsibilities), the newly created user must be assigned the role for orders. (This enables the new user to receive e-mails regarding orders and edit them in the portal).
- The same applies to the role assignment for Certificates, the Jaggaer module RFQ and Contracts.






Endress+Hauser  People for Process Automation









Navigation: [Home](#) [Logout](#) [Privacy Policy](#) [Help](#)

Ms. Caroline Voegtli (caroline.voegtli)

Save New user Assign current user Reload

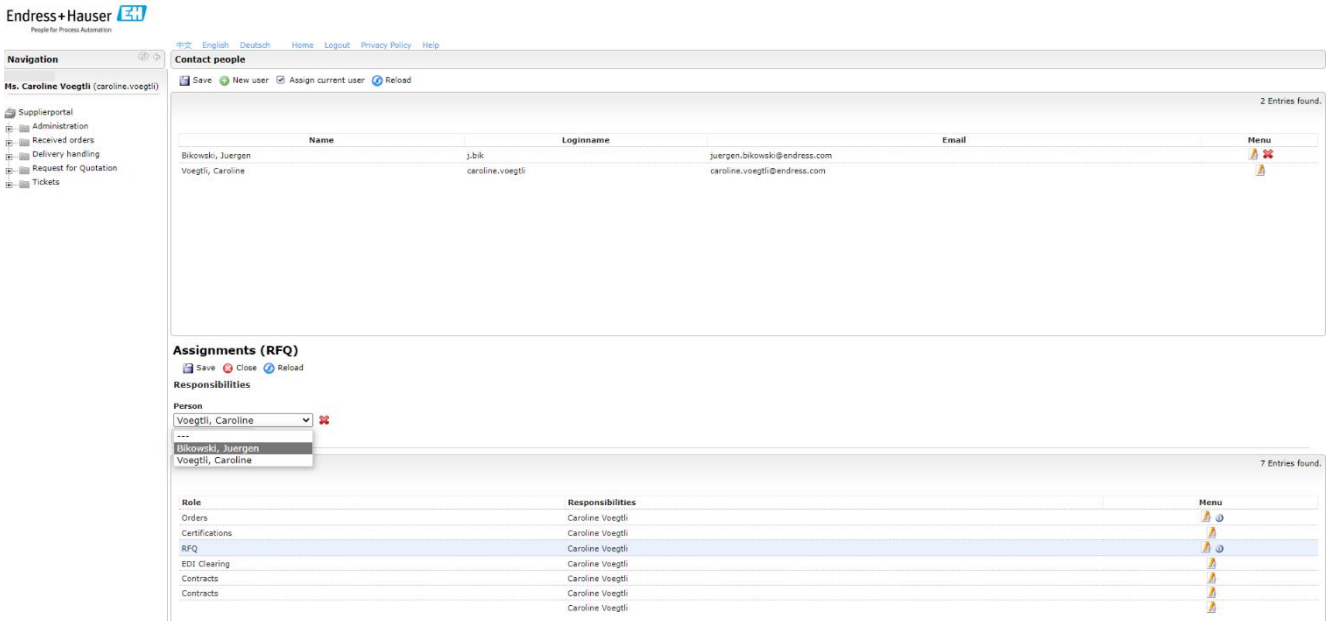
Name	Loginname	Email	Menu
Bikowski, Juergen	j.bik	juergen.bikowski@endress.com	 
Voegtli, Caroline	caroline.voegtli	caroline.voegtli@endress.com	

2 Entries found.

Role	Responsibilities	Menu
Orders	Caroline Voegtli	 
Certifications	Caroline Voegtli	
RFQ	Caroline Voegtli	 
EDI Clearing	Caroline Voegtli	
Contracts	Caroline Voegtli	
Contracts	Caroline Voegtli	

7 Entries found.

The role of the first user can also be changed.




**Contact people**

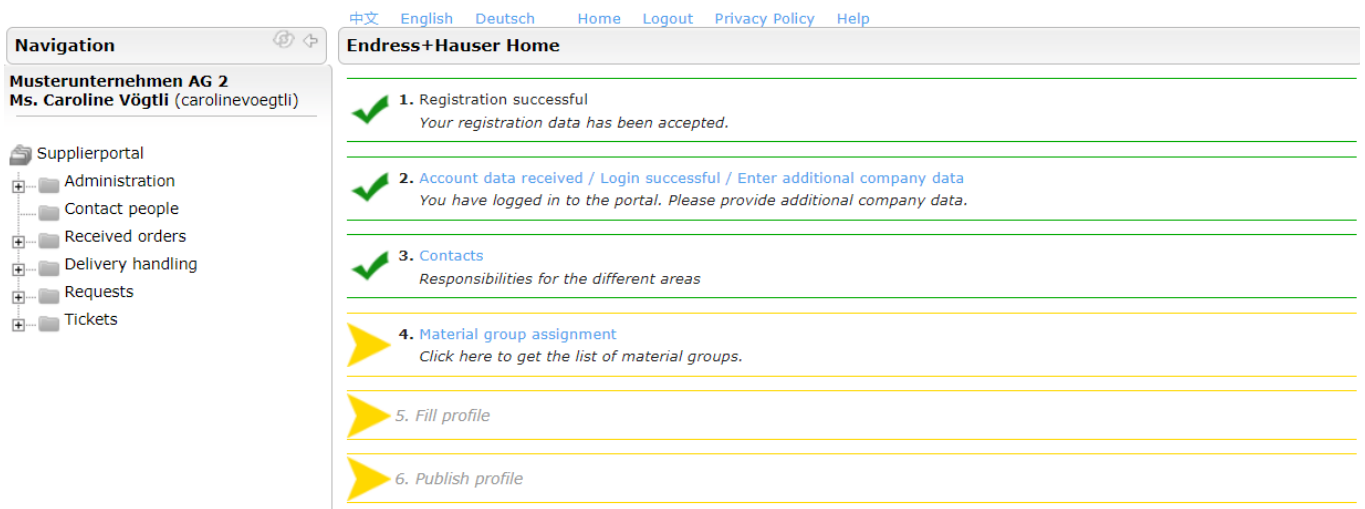
Name	Loginname	Email	Menu
Bikowski, Juergen	j.bik	juergen.bikowski@endress.com	
Voegtli, Caroline	caroline.voegtli	caroline.voegtli@endress.com	

**Assignments (RFQ)**







Person: Voegtli, Caroline

Role	Responsibilities	Menu
Orders	Caroline Voegtli	
Certifications	Caroline Voegtli	
RFQ	Caroline Voegtli	
EDT Cleaning	Caroline Voegtli	
Contracts	Caroline Voegtli	
Contracts	Caroline Voegtli	

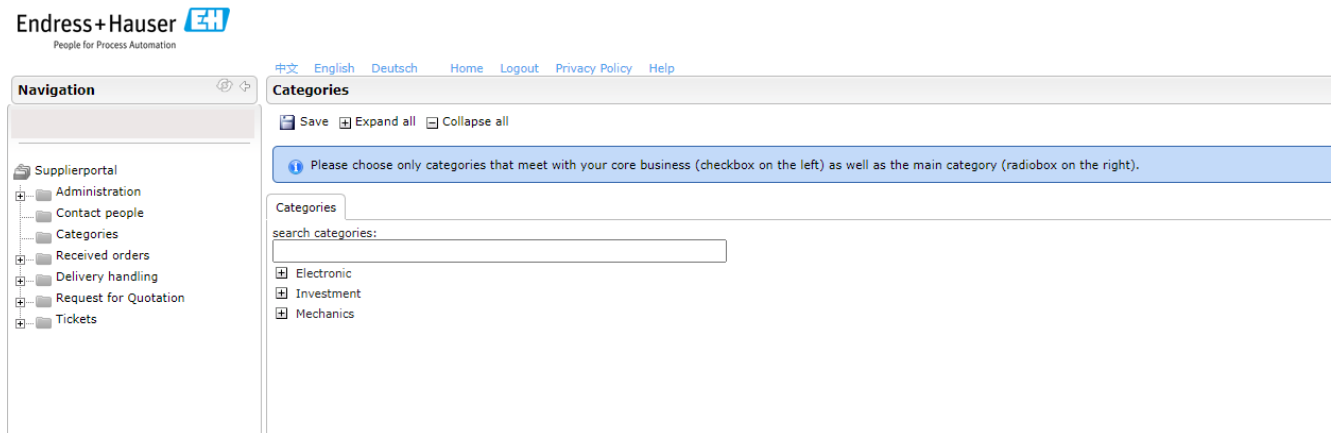
- Under "Company code", responsibility for a specific Endress+Hauser location can be defined. (For example, if there are different contacts.)
- If you do not select a company code, the user is automatically responsible for all Endress+Hauser locations/companies.
- More users can be assigned to a location, whereupon all of these users receive the e-mails for the orders.
- Please also specify the contact person who should receive the reminders for the expiration of ISO certificates.
- Complete the contact people page by clicking on  Save



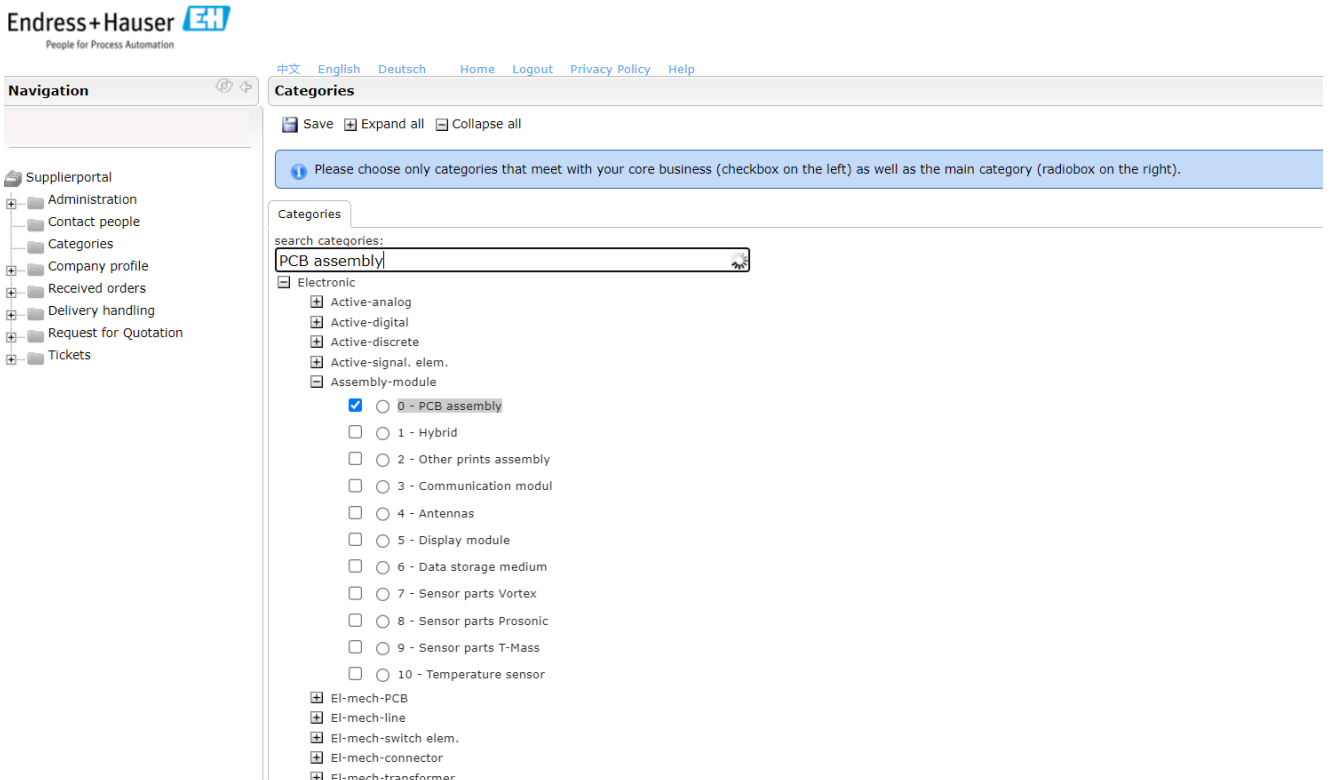
**Endress+Hauser Home**


-  **1. Registration successful**  
Your registration data has been accepted.
-  **2. Account data received / Login successful / Enter additional company data**  
You have logged in to the portal. Please provide additional company data.
-  **3. Contacts**  
Responsibilities for the different areas
-  **4. Material group assignment**  
Click here to get the list of material groups.
-  **5. Fill profile**
-  **6. Publish profile**

## 3.3.4 Step 4: Category assignment (material group assignment)



- Please note the following when selecting the category of product groups:
  - Select the main category you supply to Endress+Hauser
  - It is possible to select several categories
  - ① Please note: The main category can only be selected during the registration process. Once your registration has been approved by Endress+Hauser, it is no longer possible for you to change this.
  - ⚠ Please select only those product groups which you currently offer to Endress+Hauser.



Complete the Categories page by clicking on  Save .

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**Endress+Hauser Home**

**Navigation**

**Musterunternehmen AG 2**  
Ms. Caroline Vöggtli (carolinevoegtli)

- Supplierportal
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  - Contact people
  - Categories
  - Company profile
  - Received orders
  - Delivery handling
  - Requests
  - Tickets

- 1. Registration successful**  
Your registration data has been accepted.
- 2. Account data received / Login successful / Enter additional company data**  
You have logged in to the portal. Please provide additional company data.
- 3. Contacts**  
Responsibilities for the different areas
- 4. Material group assignment**  
Click here to get the list of material groups.
- 5. Fill profile**  
Please give the demanded information in the supplier profile.
- 6. Publish profile**

### 3.3.5 Step 5: Completing your profile



⚠ Please note: After **30 minutes** without saving the questionnaire, the page will automatically time out and your data will be lost.

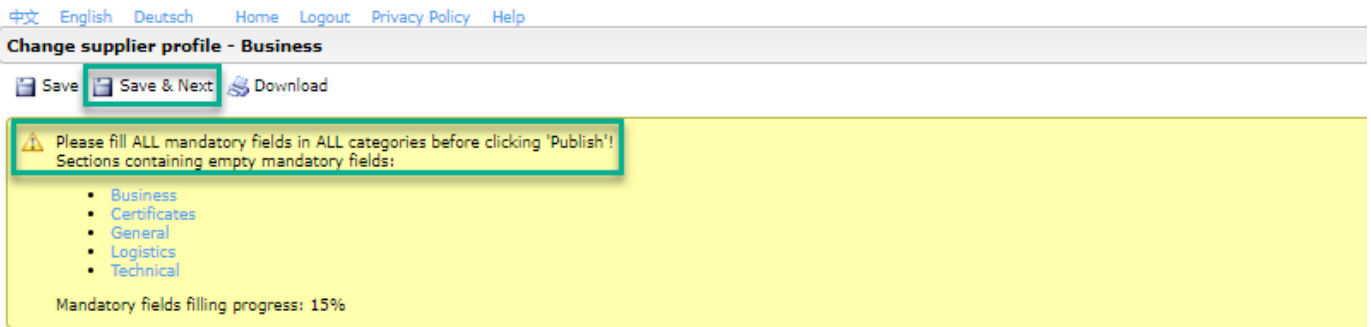
Please make sure you save each individual tab of the questionnaire to avoid a loss of data. You can change this under "Administration - My user data" (see *Chapter 5.2.2*).

In this step, you must complete the Endress+Hauser questionnaire. The questionnaire has five general categories:

- **General** (information regarding organization and legal form, business form and contact person)
- **Business** (core activities, insurance, turnover, top customers, top industries, headcount)
- **Certificates** (ISO 9001, ISO14001, ISO OHSAS 18001 and directives)
- **Logistics** (logistics with the customer, experience with compliance, cooperation with institutes and additional documents)
- **Technology questionnaire** (a technology questionnaire is not available for every product group)

Use "Save & Next" to complete all missing data listed in the yellow information box. If all of the data required in the supplier profile has been provided, this field will not appear and this step can be skipped.

⚠ All fields marked with (\*) are mandatory fields. You can save the result without opening the next section by pressing the  Save button. However, all mandatory fields must be completed in order to do this. You can switch to the next section by pressing the  Save & Next button.

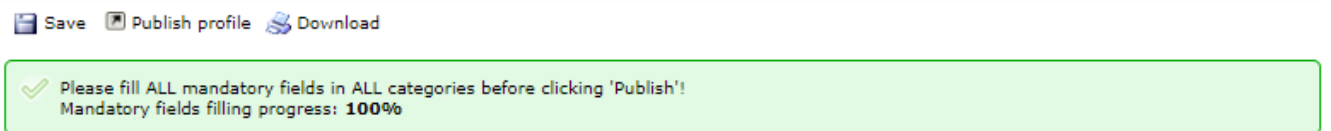


You can download the five company profile templates as a PDF under download.



If you do not wish to enter any information (number/text) in mandatory fields (\*), we ask that you enter a "0" for the numerical value "NA" for text.

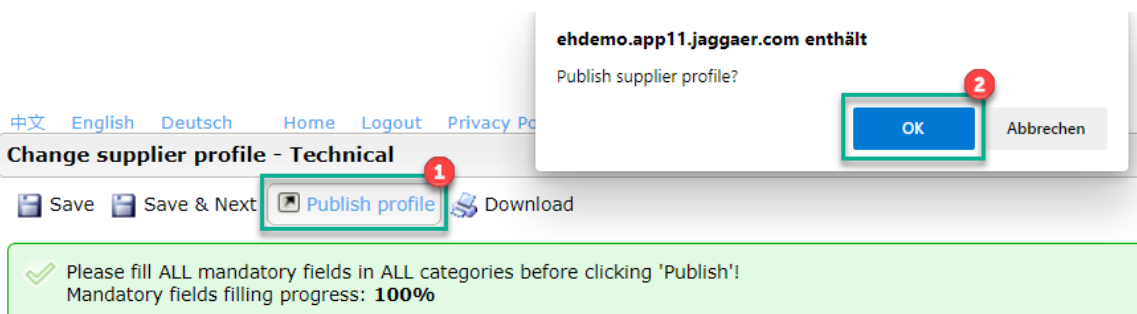
As soon as all mandatory fields have been completed, the information box turns green and the progress is displayed as 100%. The changes can only be saved if all mandatory fields have been completed (progress must be 100%).



The update can then be completed by pressing "Save & Next" → "Publish profile" → "OK".



Publishing does not mean that the data becomes public, but only visible to Endress+Hauser in the supplier profile.




**Navigation**

**Musterunternehmen AG 2**  
**Ms. Caroline Vögli** (carolinevoegtl)

- Supplierportal
  - Administration
  - Contact people
  - Categories
  - Company profile
    - General
    - Business
    - Technical
    - Certifications
    - Logistics
  - Received orders
  - Delivery handling
  - Requests
  - Tickets

**Endress+Hauser Home**

- ✓ **1. Registration successful**  
*Your registration data has been accepted.*
  - ✓ **2. Account data received / Login successful / Enter additional company data**  
*You have logged in to the portal. Please provide additional company data.*
  - ✓ **3. Contacts**  
*Responsibilities for the different areas*
  - ✓ **4. Material group assignment**  
*Click here to get the list of material groups.*
  - ✓ **5. Fill profile**  
*Please give the demanded information in the supplier profile.*
  - ✓ **6. Publish profile**  
*Please publish the supplier profile after entering all information.*
-  **Registration process completed. The approval workflow was started.**  
*Thank you for registering!*

### 3.3.5.1 General


**Navigation**

**Ms. Caroline Vögli** (caoline.voegtl)

- Supplierportal
  - Administration
  - Contact people
  - Categories
  - Company profile
    - General
    - Business
    - Technical
    - Certifications
    - Logistics
  - Received orders
  - Delivery handling
  - Request for Quotation
  - Tickets

**Change supplier profile - General**

[Save](#) [Save & Next](#) [Download](#)

 Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Sections containing empty mandatory fields:

- Business
- Certifications
- **Company**
- Logistics
- Technical

Mandatory fields filling progress: 0%

Currency for currency fields\*

**Organization and legal form of company**

Founding year\*

Form of organization\*

Shareholder equity 1st of January of the current year  
(in currency)\* <sup>123</sup>

Shareholder equity in percentage\* <sup>123</sup>

Further main production sites\*

Group affiliation\*

**Kind of company**

Producer\*


Dealership\*

System provider for e.g. mounting assembly\*

**Contact PERSONS**


	Form of address*	First name*	Last name*	Telephone*	E-mail*	Fax	Function*
Company management	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional person with POA commercial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sales	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Order Administration	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quality Management	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Accounting	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
R&D	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3.3.5.2 Business

 Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Sections containing empty mandatory fields:

- Business
- Certificates
- General
- Logistics
- Technical

Mandatory fields filling progress: 0%

 I. Business

**Core activities**

Please name in keywords your production and delivery skills. Distinguish between core competencies and general work.

Internal competencies\*


Core competencies\*

---
---
---
---
---
---
---
---
---
---
---
---
---
---
---

External partners in the value added chain

Process step	Name of Company	Homepage

**Insurance**

Product liability insurance\*

---
-----

Fire insurance\*

---
-----

Transportation insurance\*

---
-----

Flood insurance\*

---
-----

Additional insurance

--

### Annual turnover and investments

Used trading currencies\*

- EUR
- RMB
- USD
- CHF
- YEN
- INR
- BRL

### Turnover

	Last Trading Year	One Year Before Last Trading Year <sup>123</sup>	Two Years Before Last Trading Year <sup>123</sup>
Within Endress+Hauser Group			
Total*			
Market share in percentage			
Germany			
China			
USA			
Switzerland			
Japan			
India			
Brazil			

### Please list your top 5 customers

Name*	Percentage share of the customer at your sales*

### Please list your top 3 industry

Name*	Percentage share of the industry at your sales*

### Reference customers

Name	Contact person	Contact details

### Average quantity / order

Mark the optimum size per order\*\*\*

### Planned investments (currency)

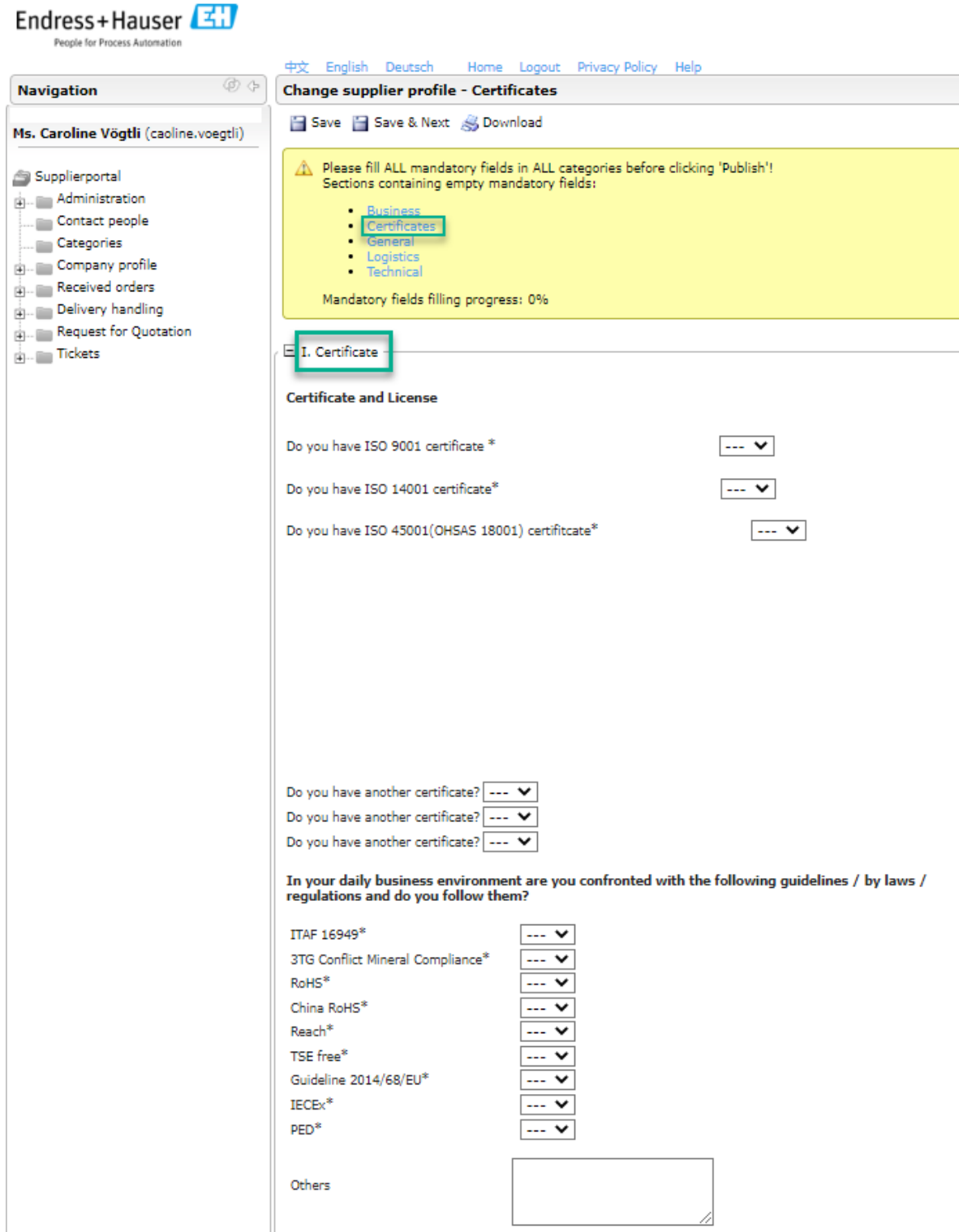
	Year + 0 (actual year) <sup>123</sup>	Year + 1 <sup>123</sup>	Year + 2 <sup>123</sup>
R&D (in currency)			
Machine (in currency)			
Others (in currency)			


### Headcount (number employees)

	Last Trading Year* <sup>123</sup>	One Year Before Last Trading Year* <sup>123</sup>	Two Years Before Last Trading Year* <sup>123</sup>
Total*			
Administration			
Planning/Disposition/Purchasing			
Production			
Assembly			
Development			
Quality			
Sales			



## 3.3.5.3 Certificates



**Endress+Hauser**   
People for Process Automation

中文 English Deutsch Home Logout Privacy Policy Help

**Change supplier profile - Certificates**

Save Save & Next Download

**Warning:** Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Sections containing empty mandatory fields:

- Business
- Certificates**
- General
- Logistics
- Technical

Mandatory fields filling progress: 0%

**I. Certificate**

**Certificate and License**

Do you have ISO 9001 certificate \*

Do you have ISO 14001 certificate\*

Do you have ISO 45001(OHSAS 18001) certificate\*

Do you have another certificate?

Do you have another certificate?

Do you have another certificate?

**In your daily business environment are you confronted with the following guidelines / by laws / regulations and do you follow them?**

ITAF 16949\*

3TG Conflict Mineral Compliance\*

RoHS\*

China RoHS\*

Reach\*

TSE free\*

Guideline 2014/68/EU\*

IECEX\*

PED\*

Others

⚠ The Endress+Hauser questionnaire is conducted every year. Once a certificate expires, you will receive a reminder and will need to renew the certificate in Jaggaer and update the "valid until date".

## 3.3.5.4 Logistics

**Navigation**

E+H FL CH Testlieferant 02112022  
Ms. Caroline Vöggtli (caoline.voegtli)

- Supplierportal
- Administration
- Contact people
- Categories
- Company profile
- Received orders
- Delivery handling
- Request for Quotation
- Tickets

**Change supplier profile - Logistics**

 Save  Download

**⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!**  
Sections containing empty mandatory fields:

- Business
- Certificates
- General
- **Logistics**
- Technical

Mandatory fields filling progress: 0%

**I. Logistics**

**Service (only for machines and assets)**

Are you a provider of machines and assets? \*\*  ▼

**Logistic with customer + experience with compliance / export regulations**

Standard delivery time in calendar days\*  ▼

		Remarks
Kanban*	<input type="text" value="---"/> ▼	<input type="text"/>
Just in time / Ship to Line*	<input type="text" value="---"/> ▼	<input type="text"/>
Buffer stock/ Safety stock*	<input type="text" value="---"/> ▼	<input type="text"/>
Consignment warehouse*	<input type="text" value="---"/> ▼	<input type="text"/>
Electronic Data Interface (EDI)*	<input type="text" value="---"/> ▼	<input type="text"/>
Vendo Management Inventory (VMI)*	<input type="text" value="---"/> ▼	<input type="text"/>
US Re- Export*	<input type="text" value="---"/> ▼	<input type="text"/>
Others*	<input type="text" value="---"/> ▼	<input type="text"/>

### Global market position

Please enter your market share in the listed countries/regions based on your core technology

	Market Share %
Switzerland	<input type="text"/>
Germany	<input type="text"/>
Europe Total	<input type="text"/>
USA	<input type="text"/>
Asia	<input type="text"/>
Worldwide	<input type="text"/>

### 3 strongest competitors

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

### Cooperation with institutes, research institutions, etc.

	Logistic	Development	Others	Homepage
Europe*	<input type="text" value="---"/>	<input type="text" value="---"/>	<input type="text" value="---"/>	<input type="text"/>
International*	<input type="text" value="---"/>	<input type="text" value="---"/>	<input type="text" value="---"/>	<input type="text"/>

### Additional documents

Document	Remarks
Annual report	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
Company brochure*	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
Organization chart	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
List of machinery	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
List of test equipment	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
Process description for error message handling	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt
Others	<input type="text"/> <input type="button" value="Datei auswählen"/> Keine Datei ausgewählt

### 3.3.5.5 Technology questionnaire (Technical)


The technology questionnaire allows you as a supplier to notify Endress+Hauser of any technologies you use. Depending on the technology, you will also be asked questions regarding quality assurance (measurement/testing technology), quality assurance, machinery and materials, and capacity utilization (e.g. number of shifts). This information is visible throughout the entire Endress+Hauser Group. This gives us a good insight into the technological possibilities across the Group.

The questionnaire is simple and can be updated by you at any time.

Below you will find a detailed description of how to complete the technology questionnaire. In case of complications, or unanswered questions, your strategic purchaser at Endress+Hauser will be happy to assist you.

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#### Change supplier profile - Certificates

 Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Sections containing empty mandatory fields:

- [Business](#)
- [Certificates](#)
- [General](#)
- [Logistics](#)
- [Technical](#)

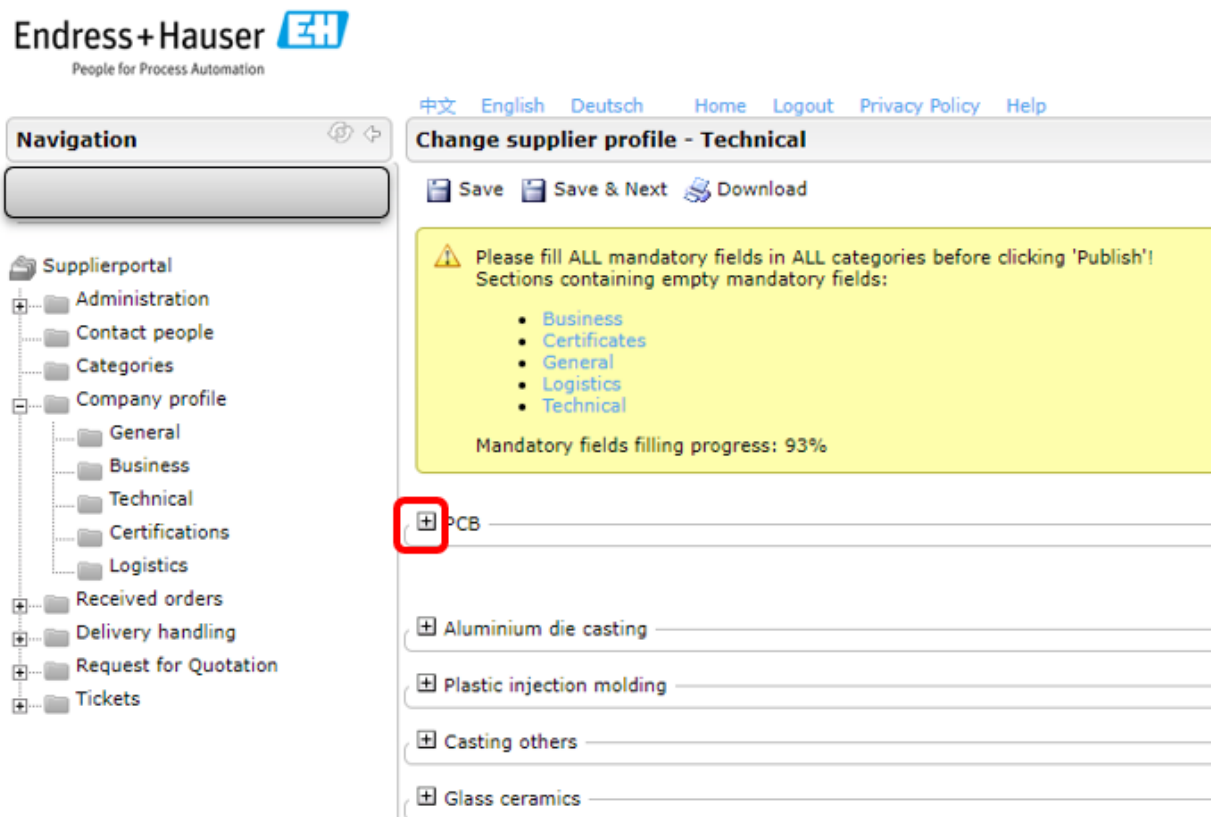
Mandatory fields filling progress: 0%

Only technologies that you use should be listed. If additional product fields are available for selection, please contact your responsible purchaser.

Please select the technology used by your business. To do this, please click on the [+] in front of the corresponding product group.

The image below shows an example of the PCB product group.

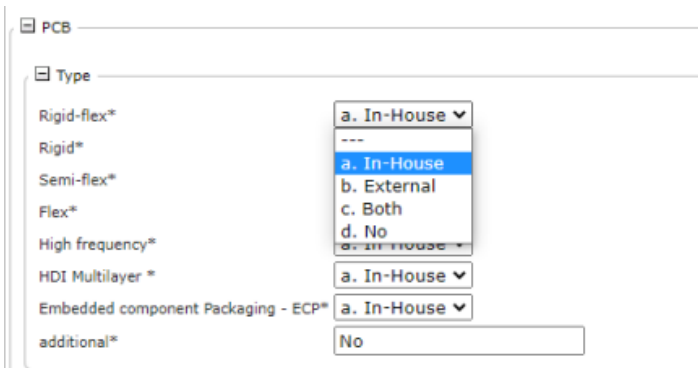
**⚠ Different product groups will be shown from now on by way of example. This does not necessarily have to correspond to your product group, or your technology.**



## Examples of different possible responses

**⚠** Different technologies are again used as examples here. You may not be able to respond to all of the possible answers shown.

Selecting predefined answers:



The screenshot shows a form titled 'PCB' with a 'Type' section. The following options are visible with their respective dropdown menus:

- Rigid-flex\*: a. In-House
- Rigid\*: a. In-House
- Semi-flex\*: b. External
- Flex\*: c. Both
- High frequency\*: d. No
- HDI Multilayer \*: a. In-House
- Embedded component Packaging - ECP\*: a. In-House
- additional\*: No

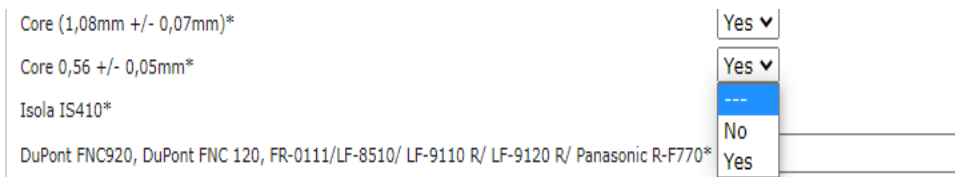
For answers *In-House*, *External*, *Both* or *No* please select as appropriate:

**In-House** = The product is manufactured by you.

**External** = You purchase the product from a supplier.

**Both** = The product is manufactured both by you and by a supplier.

**No** = You do not offer the product or process.



The screenshot shows a form with the following fields and dropdown menus:

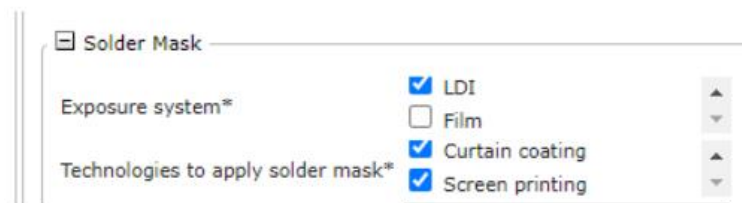
- Core (1,08mm +/- 0,07mm)\*: Yes
- Core 0,56 +/- 0,05mm\*: Yes
- Isola IS410\*: ---
- DuPont FNC920, DuPont FNC 120, FR-0111/LF-8510/ LF-9110 R/ LF-9120 R/ Panasonic R-F770\*: No

For the selection criteria *Yes* and *No*, please indicate whether you offer the respective product/process.

For fields with free answers, please write

**Yes** - if you offer the product/process.

**No** - if you do not offer the product/process.



The screenshot shows a form titled 'Solder Mask' with the following options:

- Exposure system\*:  LDI,  Film
- Technologies to apply solder mask\*:  Curtain coating,  Screen printing

For answers with check marks, please select the appropriate option. Multiple options can be selected.


### 3.3.6 Publishing your profile

After you have completed all required fields in all categories, your profile can be sent to Endress+Hauser by pressing the  Publish profile button.

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#### Change supplier profile - General

 Save  Save & Next  Publish profile  Download

 Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Mandatory fields filling progress: **100%**

By publishing your profile, you have completed the registration process. Your data will be sent to the responsible purchaser at Endress+Hauser.

[中文](#) [English](#) [Deutsch](#) [Home](#) [Logout](#) [Privacy Policy](#) [Help](#)

#### Endress+Hauser Home

-  **1. Login successful**  
*Your access data has been stored.*

---

-  **2. Review of the company data**  
*Please review your company data.*

---

-  **3. Contacts**  
*Please name all relevant contact persons in your company.*

---

-  **4. Category assignment**  
*Please specify your business based on the provided categories.*

---

-  **5. Fill in the profile**  
*Please fill in the profile and publish your data afterwards.*

---

-  **6. Publication of the profile**  
*The publication of the profile was successful.*

---

-  **The registration process is completed. Your data will be checked now.**  
*Thank you for your registration.*

## 4 Feedback from Endress+Hauser

The responsible Endress+Hauser purchaser checks the published supplier profile and has the following options for providing feedback (information to suppliers via automated e-mail).

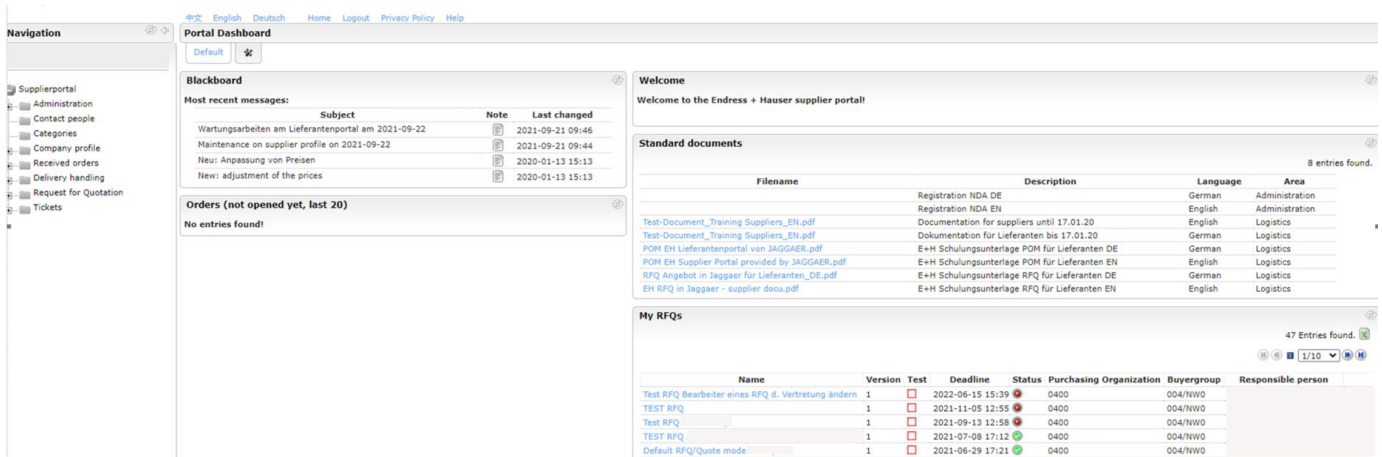
- The profile is accepted → access to the portal is retained
- The profile is sent back for further information → changes need to be made to the profile - more detailed information can be found in the e-mail - and then the profile can be published again.

## 5 Endress+Hauser supplier management

### 5.1 Portal dashboard

Once your profile has been accepted by Endress+Hauser, you will have access to the portal dashboard, where you will find four sections:

- **Blackboard:** Here you can read important general information that applies to all suppliers.
- **Orders:** As soon as order management has moved over to Jaggaer, you will find the last 20 unopened orders here. New orders are displayed and disappear after they are first opened.
- **Welcome**
- **Standard documents:** Here you will find the supplier training documents for using the Jaggaer portal.
- **My RFQs:** Complete overview of all current RFQs



**Blackboard**

Most recent messages:

Subject	Note	Last changed
Wartungsarbeiten am Lieferantenportal am 2021-09-22		2021-09-21 09:46
Maintenance on supplier profile on 2021-09-22		2021-09-21 09:44
Neu: Anpassung von Preisen		2020-01-13 15:13
Neu: adjustment of the prices		2020-01-13 15:13

**Orders (not opened yet, last 20)**

No entries found!

**Welcome**

Welcome to the Endress + Hauser supplier portal!

**Standard documents**

8 entries found.

Filename	Description	Language	Area
	Registration NDA DE	German	Administration
	Registration NDA EN	English	Administration
Test-Dokument_Training Suppliers_EN.pdf	Documentation for suppliers until 17.01.20	English	Logistics
Test-Dokument_Training Suppliers_EN.pdf	Dokumentation für Lieferanten bis 17.01.20	German	Logistics
POM EH Lieferantenportal von JAGGAER.pdf	E+H Schulungsunterlage POM für Lieferanten DE	German	Logistics
POM EH Supplier Portal provided by JAGGAER.pdf	E+H Schulungsunterlage POM für Lieferanten EN	English	Logistics
RFQ Angebot in Jaggaer für Lieferanten_DE.pdf	E+H Schulungsunterlage RFQ für Lieferanten DE	German	Logistics
EH RFQ in Jaggaer - supplier docu.pdf	E+H Schulungsunterlage RFQ für Lieferanten EN	English	Logistics

**My RFQs**

47 Entries found.

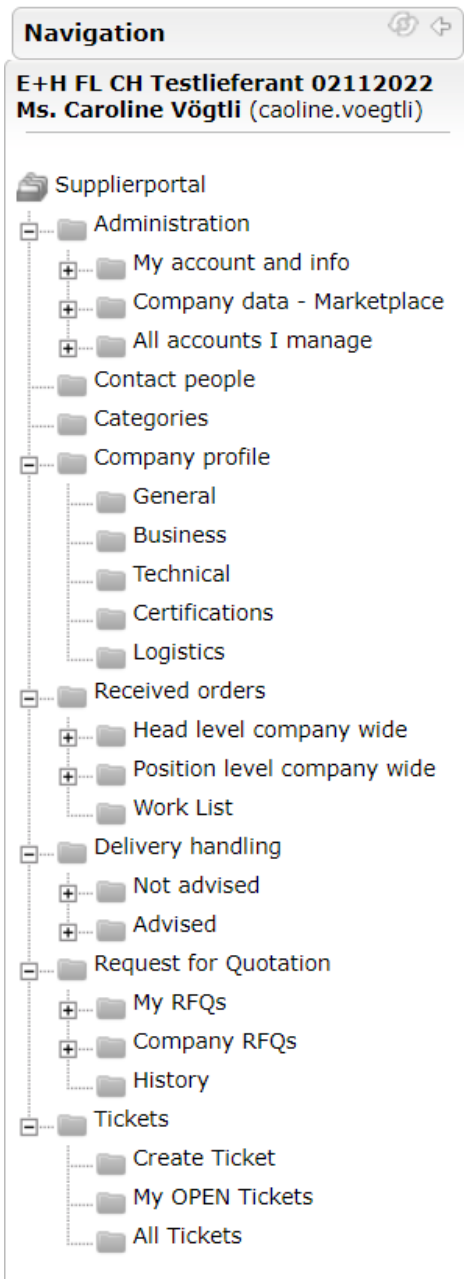
Name	Version	Test	Deadline	Status	Purchasing Organization	Buyergroup	Responsible person
Test RFQ bearbeiter eines RFQ d. Vertretung ändern	1	<input type="checkbox"/>	2022-06-15 15:39	0400		004/NWO	
TEST RFQ	1	<input type="checkbox"/>	2021-11-05 13:55	0400		004/NWO	
Test RFQ	1	<input type="checkbox"/>	2021-09-13 12:58	0400		004/NWO	
TEST RFQ	1	<input type="checkbox"/>	2021-07-08 17:12	0400		004/NWO	
Default RFQ/Quote mode	1	<input type="checkbox"/>	2021-06-29 17:21	0400		004/NWO	



## 5.2 Navigation bar

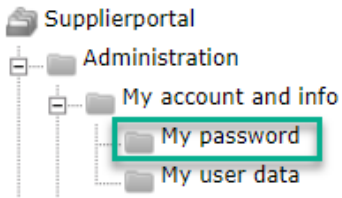
You can navigate through the different sections on the left-hand side of the start portal.

⚠ If something changes in your company (e.g. new and departed employees, extended absences), the information in the portal must be amended immediately.



## 5.2.1 Administration – "My password"

Here you can change your password.



### Change Password

- ✘ Not one of the last 3 passwords
- ✘ Minimum of 8 characters
- ✘ Minimum of 1 special character (not A-Z or a-z or 0-9)
- ✘ Minimum of 1 number
- ✘ Minimum of 1 lower case letter and 1 upper case letter

[Password forgotten?](#)

[Save](#)

[Reset](#)

## 5.2.2 Administration – "My user data"

Navigation: E+H FL CH Testlieferant 02112022 Ms. Caroline Vögtli (caoline.voegtli)

Administration: My account and info, My password, My user data, Company data - Marketplace, General information, All accounts I manage, User data, Contact people, Categories, Company profile, Received orders, Delivery handling, Request for Quotation, Tickets

User data

Back Save

User data

First name\*

Last name\*

Salutation\*  Male  Female  Neutral

Title

Country- Area-Code Number

Telephone

Mobile phone

Fax

E-mail\* @

Main language

Decimal separator  . [DOT]  , [COMMA]

Decimal places

Force relogin every

Short Date Format

Long Date Format

Short Time Format

Long Time Format

Timezone

Permissions  User  Admin

Department  Administration  Engineering  Human resources  IT  Logistics  Management  Marketing  Production  Purchasing  Quality  Sales

Main department

Navigation: E+H FL CH Testlieferant 02112022 Ms. Caroline Vögtli (caoline.voegtli)










Administration: My account and info, My password, My user data, Company data - Marketplace, General information, All accounts I manage, User data, Contact people, Categories, Company profile, Received orders, Delivery handling, Request for Quotation, Tickets

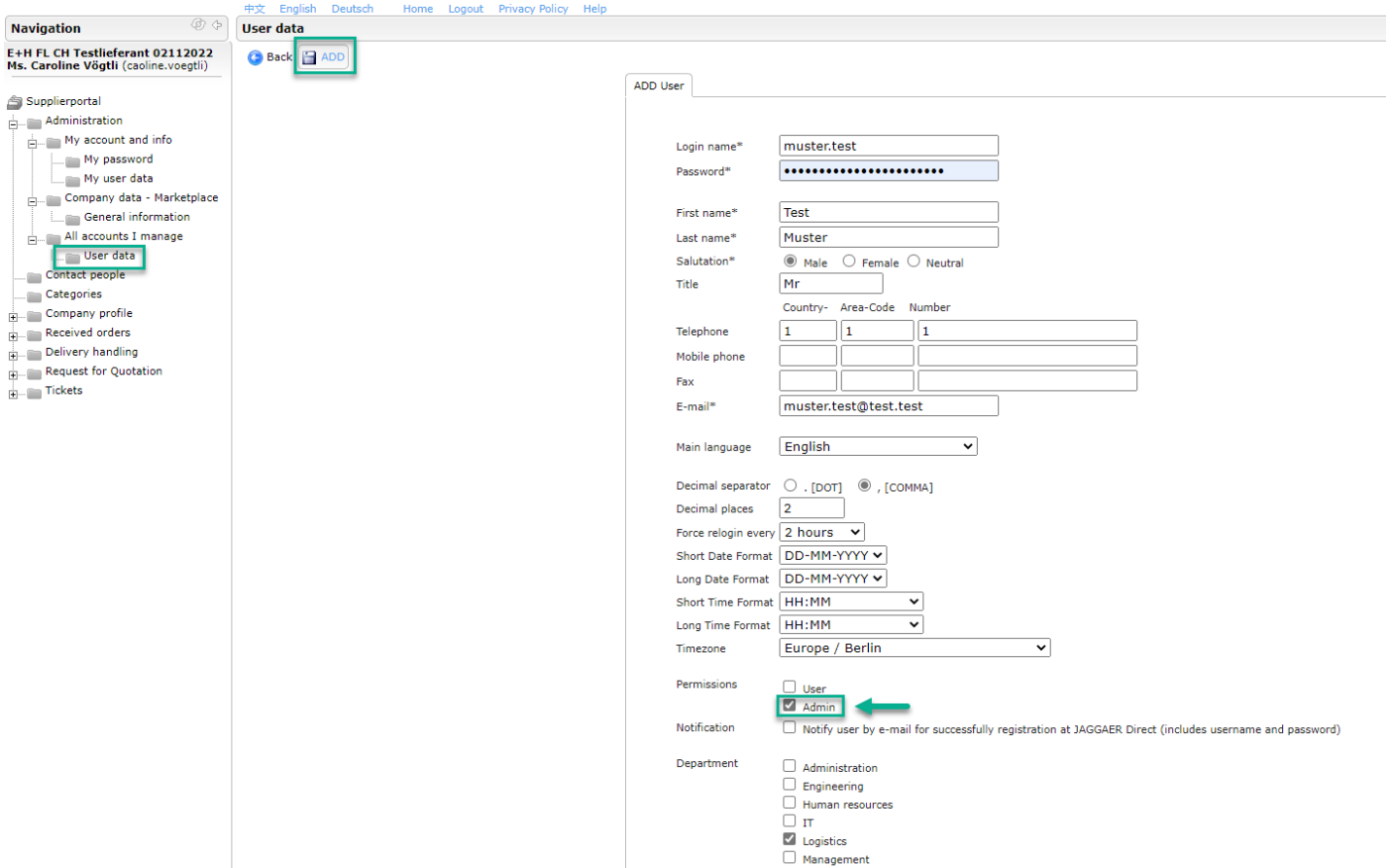
User data

ADD user

3 entry/entries found.

Click here

Name	Loginname	E-mail	Menu
Muster, Test	muster.test	muster.test@test.test	  
Testerin, Mia	mia.testerin	mia.testerin@test.ch	  
Vögtli, Caroline	caoline.voegtli		  



The screenshot shows the 'ADD User' form in the JAGGAER Direct portal. The form includes the following fields and options:

- Login name\*: muster.test
- Password\*: [Redacted]
- First name\*: Test
- Last name\*: Muster
- Salutation\*:  Male  Female  Neutral
- Title: Mr
- Country-, Area-Code, Number: 1 1 1
- Telephone: 1 1 1
- Mobile phone: [Empty]
- Fax: [Empty]
- E-mail\*: muster.test@test.test
- Main language: English
- Decimal separator:  . [DOT]  , [COMMA]
- Decimal places: 2
- Force relogin every: 2 hours
- Short Date Format: DD-MM-YYYY
- Long Date Format: DD-MM-YYYY
- Short Time Format: HH:MM
- Long Time Format: HH:MM
- Timezone: Europe / Berlin
- Permissions:  User  Admin (indicated by a green arrow)
- Notification:  Notify user by e-mail for successfully registration at JAGGAER Direct (includes username and password)
- Department:  Administration  Engineering  Human resources  IT  Logistics  Management

Here you can maintain settings such as date, language, time zone, time for re-login and department.

① On this page, you can also see whether a user is an Admin or a User.

- The first user is always set as Admin
- Two Admin users must always be maintained
- The last user is always an Admin and cannot be deleted

Permissions

User

Admin (last Admin of company and therefore unchangeable)


- Only an Admin can create new portal users
- Only an Admin can create new Admins
- Only an Admin can update responsibilities

Only an Admin can change company basic data

### 5.2.3 Company data - Marketplace

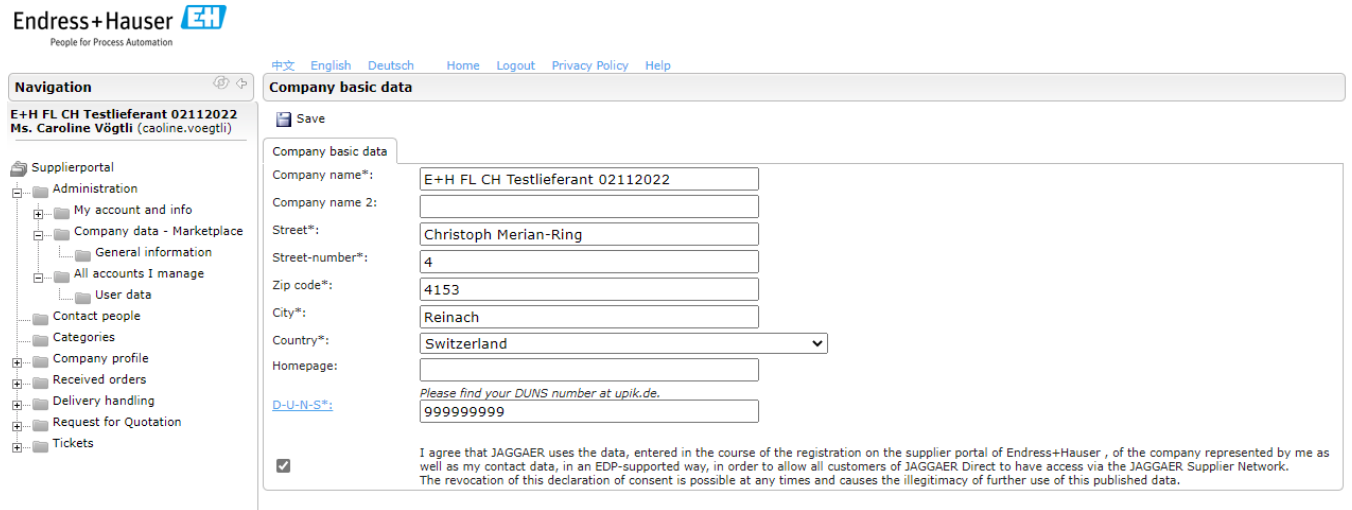
Here you will find the company basic data that you have checked/updated during the registration process-*Step 2: Basic company data (Chapter 3.3.2)* .


When amending any of these fields, such as the name, address, or D-U-N-S number,

please update the information on this page and click on  Save .


The changes are forwarded to all necessary contacts at Endress+Hauser so that the data can be updated in the appropriate tools.

Only Admin users can make changes to these fields.



**Endress+Hauser**   
People for Process Automation


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**Navigation** 

E+H FL CH Testlieferant 02112022  
Ms. Caroline Vöggtli (caoline.voegtli)

Supplierportal

- Administration
  - My account and info
  - Company data - Marketplace
    - General information
  - All accounts I manage
    - User data
- Contact people
- Categories
- Company profile
- Received orders
- Delivery handling
- Request for Quotation
- Tickets

**Company basic data** 

Company basic data

Company name\*:

Company name 2:

Street\*:

Street-number\*:

Zip code\*:

City\*:

Country\*:

Homepage:

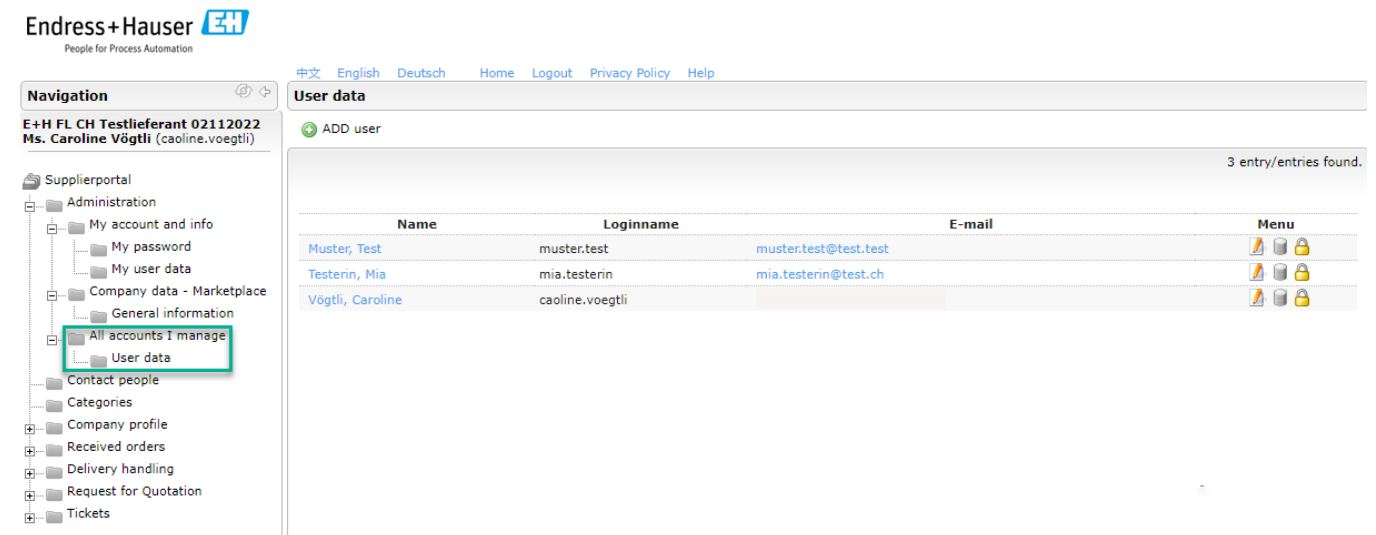
D-U-N-S\*:


Please find your DUNS number at upik.de.

I agree that JAGGAER uses the data, entered in the course of the registration on the supplier portal of Endress+Hauser , of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the JAGGAER Supplier Network. The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.


## 5.2.4 Managing all users

This tab displays a list of all portal users.



**Endress+Hauser**   
People for Process Automation


中文 English Deutsch Home Logout Privacy Policy Help

**Navigation** 

E+H FL CH Testlieferant 02112022  
Ms. Caroline Vöggtli (caoline.voegtli)










Supplierportal

- Administration
  - My account and info
    - My password
    - My user data
  - Company data - Marketplace
    - General information
    - All accounts I manage
      - User data
  - Contact people
  - Categories
  - Company profile
  - Received orders
  - Delivery handling
  - Request for Quotation
  - Tickets

**User data** 

ADD user

3 entry/entries found.

Name	Loginname	E-mail	Menu
Muster, Test	muster.test	muster.test@test.test	  
Testerin, Mia	mia.testerin	mia.testerin@test.ch	  
Vöggtli, Caroline	caoline.voegtli		  

Only an Admin can make another user an Admin by clicking on the pencil (1) and then setting the checkmark to Admin (2).

**Navigation**







E+H FL CH Testlieferant 02112022  
Ms. Caroline Vöggtli (caoline.voegtli)

- Supplierportal
  - Administration
    - My account and info
      - My password
      - My user data
    - Company data - Marketplace
      - General information
      - All accounts I manage
        - User data**
    - Contact people
    - Categories
    - Company profile
    - Received orders
    - Delivery handling
    - Request for Quotation
    - Tickets

**User data**

[ADD user](#)

3 entry/entries found.

Name	Loginname	E-mail	Menu
Muster, Test	muster.test	muster.test@test.test	 
Testerin, Mia	mia.testerin	mia.testerin@test.ch	 
Vöggtli, Caroline	caoline.voegtli		 

[Click here](#) <sup>1</sup>

**Navigation**

E+H FL CH Testlieferant 02112022  
Ms. Caroline Vöggtli (caoline.voegtli)

- Supplierportal
  - Administration
    - My account and info
      - My password
      - My user data
    - Company data - Marketplace
      - General information
      - All accounts I manage
        - User data**
    - Contact people
    - Categories
    - Company profile
    - Received orders
    - Delivery handling
    - Request for Quotation
    - Tickets

**User data**

[Back](#) [ADD](#)

ADD User

Login name\*

Password\*

First name\*

Last name\*

Salutation\*  Male  Female  Neutral

Title

Country- Area-Code Number

Telephone

Mobile phone

Fax

E-mail\*

Main language

Decimal separator  . [DOT]  , [COMMA]

Decimal places

Force relogin every

Short Date Format

Long Date Format

Short Time Format

Long Time Format

Timezone

Permissions  User  Admin <sup>2</sup>

Notification  Notify user by e-mail for successfully registration at JAGGAER Direct (includes username and password)

Department  Administration  Engineering  Human resources  IT  Logistics  Management

⚠ Please make sure that you have at least two Admin users who can manage all users.

## 5.2.5 Contact people

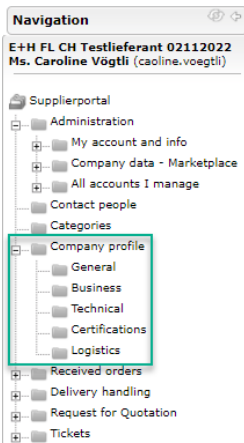
In this tab, the administrator can add new portal users and change the responsibilities defined during the registration process-*Step 3: Contacts (Chapter 3.3.3)*.

## 5.2.6 Categories

In this tab, you will see the categories you have selected during the registration process - *Step 4: Category assignment (Chapter 3.3.4)*.

You can no longer change the categories once Endress+Hauser has approved your profile.

## 5.2.7 Updating your company profile



In this tab, you can view and update the information in your company profile supplier questionnaire, which you completed during the registration process - *Step 5 Completing your profile (Chapter 3.3.5)*.

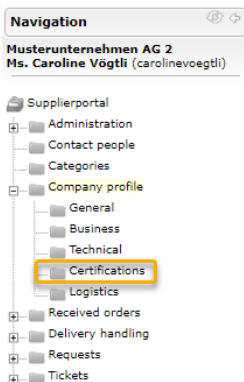
The information provided in these sections forms the basis for supplier management, so **please update this information** as needed. This must be carried out **at least once a year**. You will receive a reminder if the information has not been updated in the last 12 months.

Certification reminders are issued separately according to the expiration date and are sent to the profile management role responsible for certificates.

⚠ We can only accept certificates that are uploaded to the Jaggaer portal.

In the navigation tree, select "Company profile" → "Certifications".

Update any expired certificates (upload new document & update validity period).



## 6 Frequently asked questions and problems

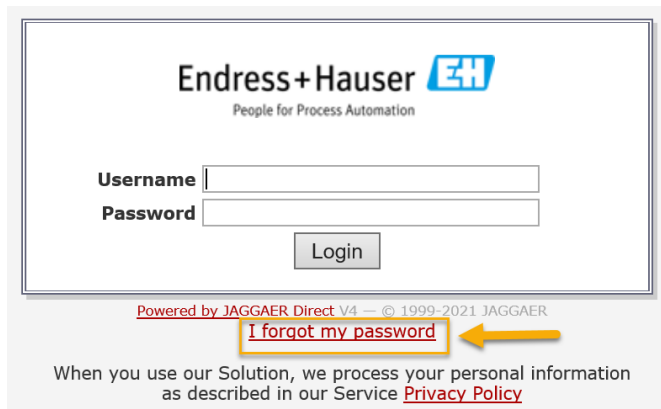
### 6.1 Forgotten password and/or username

If problems arise during registration that you cannot solve with the help of the work instruction, the responsible Endress+Hauser purchaser is your first point of contact.

To help us better assist you, please provide us with screenshots and corresponding URL links when submitting your support request.

If you have **Forgotten your password**, you can use the login link <https://app11.jaggaer.com/portal/eh> to request a new password.

To do this, click on "[I forgot my password](#)". The new password will be automatically sent to you by e-mail. Endress+Hauser cannot reset the password for you.




If you have **Forgotten your username**, a user who has been defined as your representative can check your username. If you have not appointed a representative, you can also have the login verified by your Endress+Hauser strategic purchaser.

The user who can access your portal on your behalf was added during the registration process - *Step 3 Contacts 3.3.3 and 5.2.4 Managing all users*).

Users can only be added by you and not by Endress+Hauser.

### 6.2 "Access blocked" error message

Error message shown to the supplier:

 Ihr Zugriff auf das Lieferantenportal wurde vom Kunden gesperrt. Bitte wenden Sie sich direkt an den Kunden.

This usually relates to the automatically saved cache/cookies in your Internet browser.



Therefore, the following procedure is recommended:

- Please make sure you use the correct link to the Endress+Hauser supplier portal:  
<https://app11.jaggaer.com/portal/eh>
- Chrome is the preferred Internet browser (as Internet Explorer is too slow to process the data and may not execute this correctly, for example).
- Clear the cache + cookies in your browser  
(CTRL+F5 or via Settings → Security and privacy → Delete browser data (checkmark must be set for cookies and cache)).

Then restart your browser or call up the supplier portal again.

It should now be possible to access the Endress+Hauser supplier portal again. If this is not the case, please contact the responsible purchaser again and send a screenshot.

In this case, access was not blocked by Endress+Hauser; the error message is misleadingly formulated by Jaggaer.

## 6.3 User has left the company

If the Admin user has left the company and no second Admin user has been assigned, it is no longer possible to manage the Jaggaer account (role assignment, new employees). In this case, only corporate IT can restore access by reactivating the e-mail account. Your Endress+Hauser contact person can provide you with the username. If it is not possible to reactivate the e-mail account, the supplier must go through the entire Jaggaer registration process again. The former supplier will be blocked by Endress+Hauser.

For more information, see *Chapter 5.2.4 Managing all users* and *5.2.5 Contact people*.