

INITIAL REGISTRATION MANAGING THE SUPPLIER PORTAL

Manual
for
SUPPLIERS



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1 Introduction

KB RVS (Knorr-Bremse Rail Vehicle Systems) has invited you to register on our DSI (Digital Supplier Integration) SUPPLIER PORTAL. This means that the Purchasing Department is interested in a business relationship with your company and would like to initiate the necessary checks.

Your registration on our SUPPLIER PORTAL, powered by **JAGGAER**, is a prerequisite for further steps.

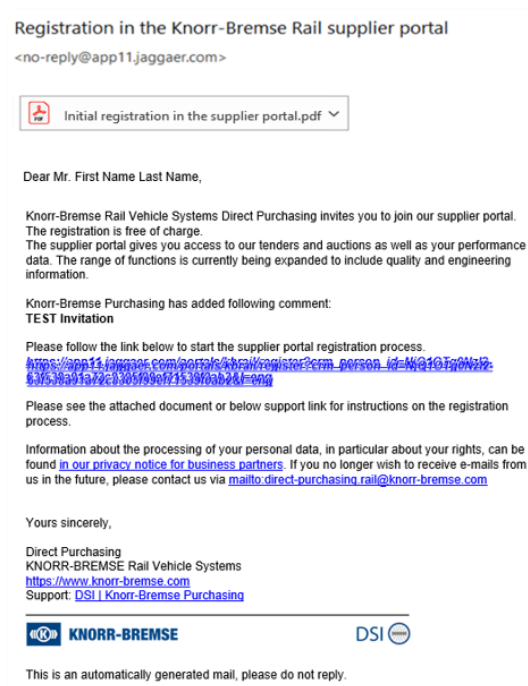
The SUPPLIER PORTAL is/will be the central tool of digital communication at a strategic level, e.g. for:

- Tendering process (processing of RFQs)
- Exchange of technical product information (e.g. drawings)
- Communication of performance indicators
- Processing of quality questions
- ...

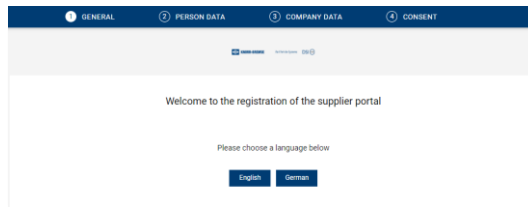
This manual will show you the basics of the registration process and how to administrate your account.

2 Initial Registration Process

First, you create your account in the SUPPLIER PORTAL. To register, click on the link you received with the invitation email:

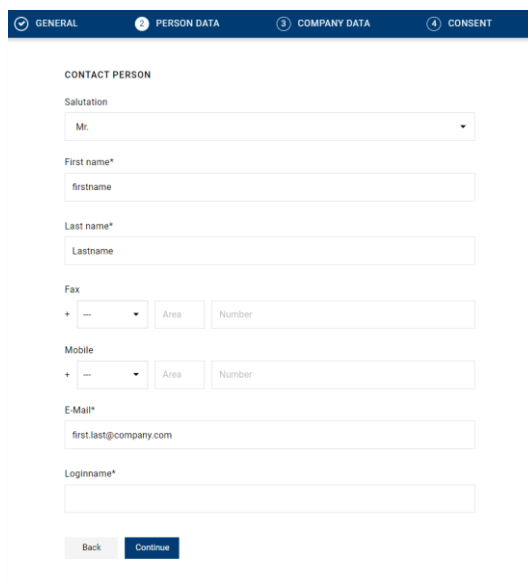


The link will take you to the first registration screen where you can select the language you want to register in (you can change the language at any time after registration).



The screenshot shows the first registration screen of the supplier portal. At the top, there is a navigation bar with four steps: 1. GENERAL, 2. PERSON DATA, 3. COMPANY DATA, and 4. CONSENT. Below the navigation bar, the text reads "Welcome to the registration of the supplier portal". Underneath, it says "Please choose a language below" and provides two buttons: "English" and "German".

Please enter requested data (also check and probably correct data that was already entered by Knorr-Bremse).



The screenshot shows the second registration screen, titled "CONTACT PERSON". It contains several form fields: "Salutation" (a dropdown menu with "Mr." selected), "First name*" (a text field with "firstname" entered), "Last name*" (a text field with "Lastname" entered), "Fax" (a field with a country code dropdown, an area code dropdown, and a number field), "Mobile" (a field with a country code dropdown, an area code dropdown, and a number field), "E-Mail*" (a text field with "first.last@company.com" entered), and "Loginname*" (an empty text field). At the bottom, there are "Back" and "Continue" buttons.

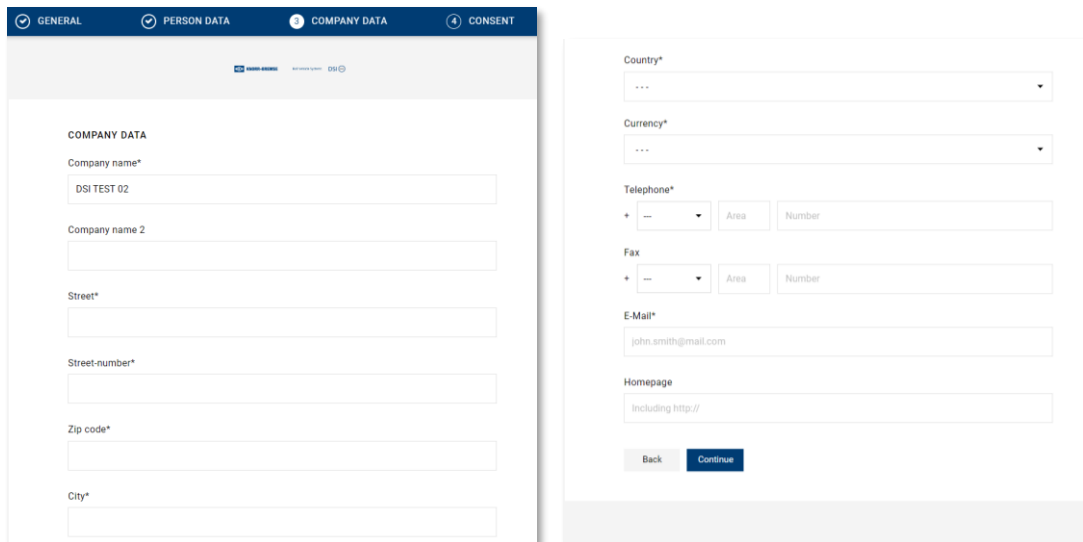
- Note: Fields marked with * are mandatory
- Please carefully check your email address!
- You must define your unique login name here.

When you submit the form, the system will check your username for duplicates. If the username you have chosen is already in use, you will be informed, and a change is required:



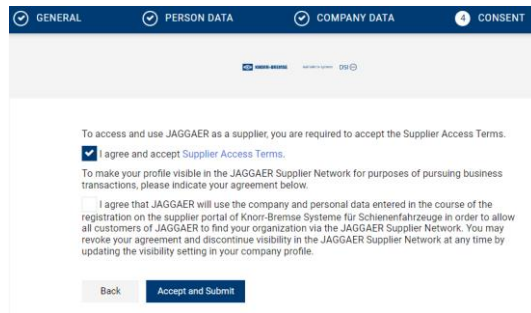
The screenshot shows an error message box. It has a red "X" icon and the text "ERROR" in bold. Below it, it says "Loginname already taken". There is a "Close" button in the top right corner.

The next step is to check/complete your company data. Usually Knorr-Bremse only entered your company name:



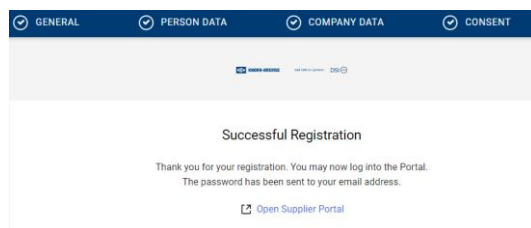
The screenshot shows a two-page registration form. The left page is titled 'COMPANY DATA' and contains fields for 'Company name*' (with 'DSI TEST 02' entered), 'Company name 2', 'Street*', 'Street-number*', 'Zip code*', and 'City*'. The right page is titled 'CONSENT' and contains fields for 'Country*', 'Currency*', 'Telephone*' (with 'Area' and 'Number' sub-fields), 'Fax*' (with 'Area' and 'Number' sub-fields), 'E-Mail*' (with 'john.smith@mail.com' entered), and 'Homepage' (with 'Including http://' entered). Both pages have 'Back' and 'Continue' buttons at the bottom.

Once you finished all entries and pressed 'Continue' the last step will be following confirmation screen:



The screenshot shows a confirmation screen with the following text: 'To access and use JAGGAER as a supplier, you are required to accept the Supplier Access Terms.' Below this is a checked checkbox 'I agree and accept Supplier Access Terms.' followed by a link 'Supplier Access Terms'. Then it says: 'To make your profile visible in the JAGGAER Supplier Network for purposes of pursuing business transactions, please indicate your agreement below.' Below this is an unchecked checkbox 'I agree that JAGGAER will use the company and personal data entered in the course of the registration on the supplier portal of Knorr-Bremse Systeme für Schienenfahrzeuge in order to allow all customers of JAGGAER to find your organization via the JAGGAER Supplier Network. You may revoke your agreement and discontinue visibility in the JAGGAER Supplier Network at any time by updating the visibility setting in your company profile.' At the bottom are 'Back' and 'Accept and Submit' buttons.

Minimum acceptance required is the first box. When you press 'Accept and Submit' you have finished your initial registration. You will see following screen:



The screenshot shows a 'Successful Registration' screen with the following text: 'Thank you for your registration. You may now log into the Portal. The password has been sent to your email address.' Below this is a link 'Open Supplier Portal' with an external link icon.

and in parallel an email with your initial password. You can either use the link given on the screen or within the email to enter the Supplier Portal.



Registration in the Knorr-Bremse Rail supplier portal



no-reply@app11.jaggaer.com



SUPPLIER QUICK GUIDE - Managing the Supplier Portal.pdf 1 MB

Dear **MR. JAGGAER**,

Thank you for your registration in the Knorr-Bremse Rail Vehicle Systems Supplier Portal

Please find your initial login data:

Login name: **30541003-04**

Initial password: **J1E4W0N2VDTG4K**

Login link: <https://app11.jaggaer.com/portals/kbrail/>

Please login and complete your profile in the Supplier Portal.
We will evaluate your entries before the profile will be released.

Please see the attached document or below support link for instructions on how to maintain your profile.

Information about the processing of your personal data, in particular about your rights, can be found in our [privacy notice for business partners](#). If you no longer wish to receive e-mails from us in the future, please contact us via <mailto:direct-purchasing.rail@knorr-bremse.com>

Yours sincerely,

Direct Purchasing
KNORR-BREMSE Rail Vehicle Systems
<https://www.knorr-bremse.com>
Support: [DSI | Knorr-Bremse Purchasing](#)



KNORR-BREMSE



This is an automatically generated mail, please do not reply.

Please follow the link and enter your login name and the initial password that you copied from the email.

© 1999-2024 JAGGAER

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

[I forgot my password](#)

In the last step you generate your final personal password:

Change Password

Your password has expired. Please change it now

Old password

New password

Confirm password

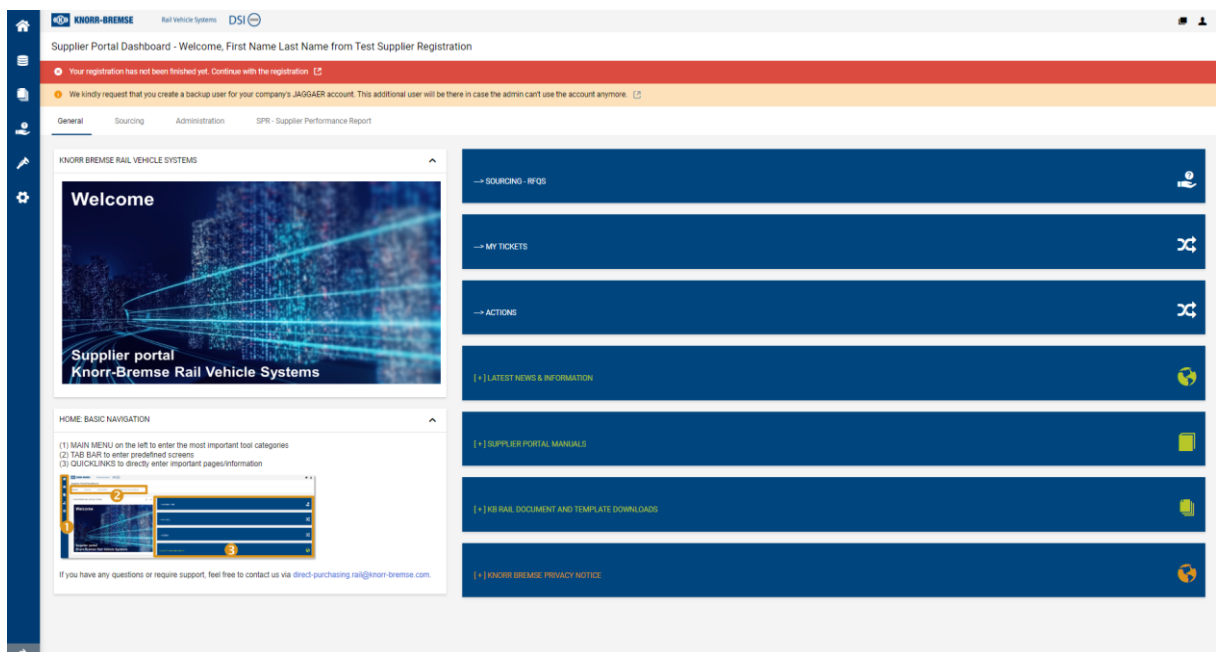
- ✗ Not one of the last 3 passwords
- ✗ Minimum of 8 characters
- ✗ Minimum of 1 special character (not A-Z or a-z or 0-9)
- ✗ Minimum of 1 number
- ✗ Minimum of 1 lower case letter and 1 upper case letter

[Password forgotten?](#) [Save](#) [Reset](#)


After saving your account is finished and you will be directed to the starting page of the Supplier Portal.

3 Maintenance of Company Data and Company Profile

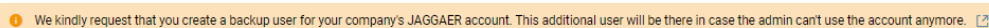
Once you have done the initial registration, you will see following starting page:



As long as these colored bars are shown, the registration is not finished:

- 

The 'Company Profile' has not been maintained yet. These data are required for Knorr-Bremse Purchasing and Quality department to preliminary release or reject your supplier account. See chapter [3.2 Manage Company Base Data](#) and [3.3 Manage Company Profile](#) for further information.

- 

It is highly recommended to add further contacts as ADMINISTRATORS to the account. In case of absence there is a backup available to manage the account or fulfill tasks without delay (in case the sole administrator is not available, the involvement of the tool-provider would be required which will cause delays of several days). See chapter [0](#) In this section you are able to change your basic company data.

Directly after the first registration you do not need to change anything, as you just have entered it while doing your registration.

Nevertheless, the system forces you to enter the screens one by one and to confirm your entries for (1) Data, (2) Contacts and (3) Categories:



1 DATA

2 CONTACTS

3 CATEGORIES

4 PROFILE

COMPANY DATA

Company name*

Supplier Test

Simply check again the data shown on these three tabs and confirm by pressing the 'Continue'-button:

KNORR-BREMSE Rail Vehicle Systems DSI

Registration - Base Data

1 DATA 2 CONTACTS 3 CATEGORIES 4 PROFILE

Country*

Germany

Continue

KNORR-BREMSE Rail Vehicle Systems DSI

Registration - Contacts

1 DATA 2 CONTACTS 3 CATEGORIES 4 PROFILE

Assigned Rules Contacts

Add New Contact Back Continue

KNORR-BREMSE Rail Vehicle Systems DSI

Registration - Categories

1 DATA 2 CONTACTS 3 CATEGORIES 4 PROFILE

Back Continue

After that, the "Profile" tab will be shown. This needs to be maintained initially.

3.1 Manage Company Profile

Knorr-Bremse has made this section as little as possible. We do only request data which is needed to run accurate processes in the system or to data needed to take legal requirements into account.



3.1.1 Manage Profile 'General' Tab

Knorr-Bremse is asking some basic data on your business which is either needed to evaluate your profile or to fulfill legal requirements:

Registration - Profile

General Certifications Documents

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

- Certifications
- Documents
- General

Mandatory fields filling progress: 0%

Company information

Yearly figures

Base year for the following entries*

Total turnover of your company (value / currency)*

What percentage of the above annual turnover was generated in the railway industry?

Total number of employees*

General information

Fields of business (Primary / Secondary)*

Parent company*

What percentage of the above annual turnover was generated through exports?

Please name your top 3 customers

3.1.2 Manage Profile 'Certifications' tab

Knorr-Bremse is asking about the certificates your company has achieved. Please select yes or no.

In case of yes you need to enter validity and upload the certificate (pdf preferred).

In case of no no further action is required.

Registration - Profile

General Certifications Documents

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

- Certifications
- Documents
- General

Mandatory fields filling progress: 0%

Certifications

Please check which of the listed certificates you have available. For those that are available, please upload a valid certificate (pdf) and enter validity range. (Please note: If you select "Yes", file upload and date input are mandatory. To avoid data syntax errors, please use the calendar button to select the date. Invalid time periods will not be accepted)

Certificate name	Availability*	Upload (PDF ONLY)*	Valid from*	Valid until*
ISO 9001*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISO 22163*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISO 14001*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISO 45001*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISO 50001*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISO 27001*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ATF 16949*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
EN 14324*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please note: by using the "N"-key and "Tab"-key you can quickly enter all "no" entries!

3.1.3 Manage Profile 'Documents' tab

In the document tab you are asked to upload required documents / enter required information (for example supplier assurance information like NQC or ECOVADIS).



Also you have the chance to download - **just for information** – further Knorr-Bremse documents (for example general contract templates).

The screenshot shows the 'Registration - Profile' page with the 'Documents' tab selected. A yellow banner at the top states: 'Please fill ALL mandatory fields in ALL categories before clicking "Publish"! Sections containing empty mandatory fields: Certificates, Documents, General. Mandatory fields filling progress: 0%'. Below this, the 'Documents' section explains that users can download documents by clicking on them. The page is divided into 'Document' and 'Input' columns. The 'Document' column lists several documents for download, including 'Upload of documents / information', 'Conflict Mineral Reporting Template', and 'KB standard contract templates for your information'. The 'Input' column contains corresponding input fields, many of which are disabled and show 'Daten auswählen' (Select data) and 'Keine ausgewählt' (None selected). At the bottom, there are links to various agreements and templates, such as 'Knorr-Bremse General Terms & Conditions of Purchasing & Ordering', 'Knorr-Bremse Privacy Notice for Business Partners', 'Knorr-Bremse Master Supply Agreement (MSA)', 'Knorr-Bremse Quality Assurance Agreement (QAA)', 'Non-Disclosure-Agreement (NDA)', and 'Supplier Code of Conduct (SCoC)'.


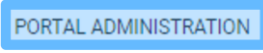
- Supplier Account Administration for further information.

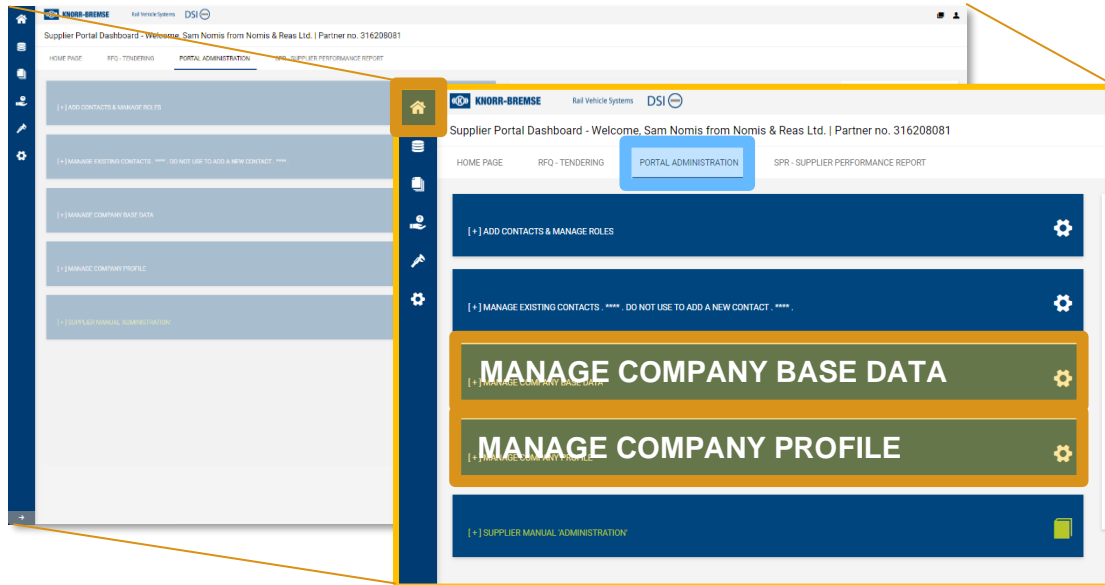


Company Data and Company Profile initially have to be filled during the initial registration process. If necessary, you can adjust your Company Data at any time.

Note: Knorr-Bremse may ask you to update some specific contents of your Company Profile if required (for example to replace expired certificates). The system will generate corresponding tasks for this purpose.

To start the maintenance, use the quick link buttons via

Starting page  -> Portal Administration Tab 

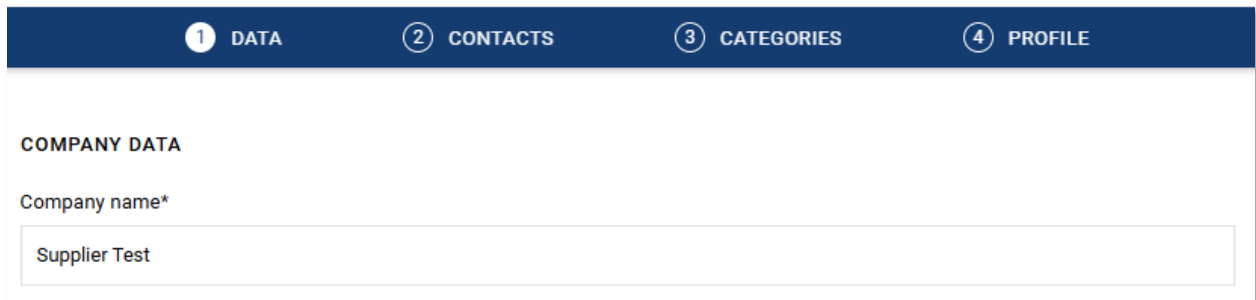


3.2 Manage Company Base Data

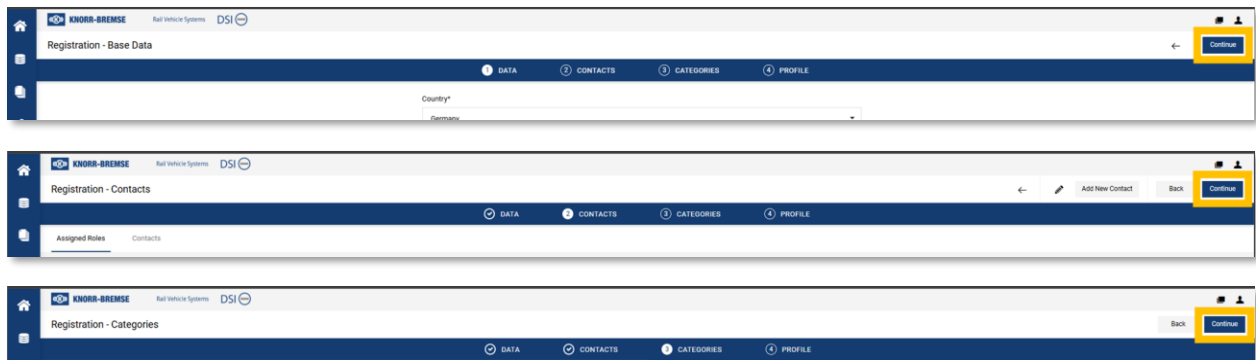
In this section you are able to change your basic company data.

Directly after the first registration you do not need to change anything, as you just have entered it while doing your registration.

Nevertheless, the system forces you to enter the screens one by one and to confirm your entries for (1) Data, (2) Contacts and (3) Categories:



Simply check again the data shown on these three tabs and confirm by pressing the 'Continue'-button:



After that, the "Profile" tab will be shown. This needs to be maintained initially.



3.3 Manage Company Profile

Knorr-Bremse has made this section as little as possible. We do only request data which is needed to run accurate processes in the system or to data needed to take legal requirements into account.

3.3.1 Manage Profile 'General' Tab

Knorr-Bremse is asking some basic data on your business which is either needed to evaluate your profile or to fulfill legal requirements:

The screenshot shows the 'Registration - Profile' page with the 'General' tab selected. A yellow banner at the top states: 'Please fill all mandatory fields in ALL categories before clicking "Publish"! Sections containing empty mandatory fields: Certifications, Documents, General. Mandatory fields filling progress: 0%'. Below this, the 'Company information' section is visible. It includes a 'Yearly figures' subsection with fields for 'Base year for the following entries*', 'Total turnover of your company (value / currency)*', 'What percentage of the above annual turnover was generated in the railway industry?', and 'Total number of employees*'. The 'General information' subsection includes fields for 'Fields of business (Primary / Secondary)*', 'Parent company*', 'What percentage of the above annual turnover was generated through exports?', and 'Please name your top 3 customers'.

3.3.2 Manage Profile 'Certifications' tab

Knorr-Bremse is asking about the certificates your company has achieved. Please select yes or no.

In case of yes you need to enter validity and upload the certificate (pdf preferred).

In case of no no further action is required.

The screenshot shows the 'Registration - Profile' page with the 'Certifications' tab selected. A yellow banner at the top states: 'Please fill all mandatory fields in ALL categories before clicking "Publish"! Sections containing empty mandatory fields: Certifications, Documents, General. Mandatory fields filling progress: 0%'. Below this, the 'Certifications' section is visible. It includes a note: 'Please check which of the listed certificates you have available. For those that are available, please upload a valid certificate (pdf) and enter validity range. (Please note: If you select "Yes", file upload and date input are mandatory. To avoid data syntax errors, please use the calendar button to select the date. Invalid time periods will not be accepted)'. Below the note is a table with columns: 'Certificate name', 'Availability*', 'Upload (PDF OR X)*', 'Valid from*', and 'Valid until*'. The table lists several certificates: ISO 9001*, ISO 22163*, ISO 14001*, ISO 45001*, ISO 50001*, ISO 27001*, IATF 16949*, and EN 14324*.



Please note: by using the “N”-key and “Tab”-key you can quickly enter all “no” entries!

3.3.3 Manage Profile ‘Documents’ tab

In the document tab you are asked to upload required documents / enter required information (for example supplier assurance information like NQC or ECOVADIS).

Also you have the chance to download - **just for information** – further Knorr-Bremse documents (for example general contract templates).

4 Supplier Account Administration

Supplier Account Administration mainly consists of two major tasks:


1. User administration:

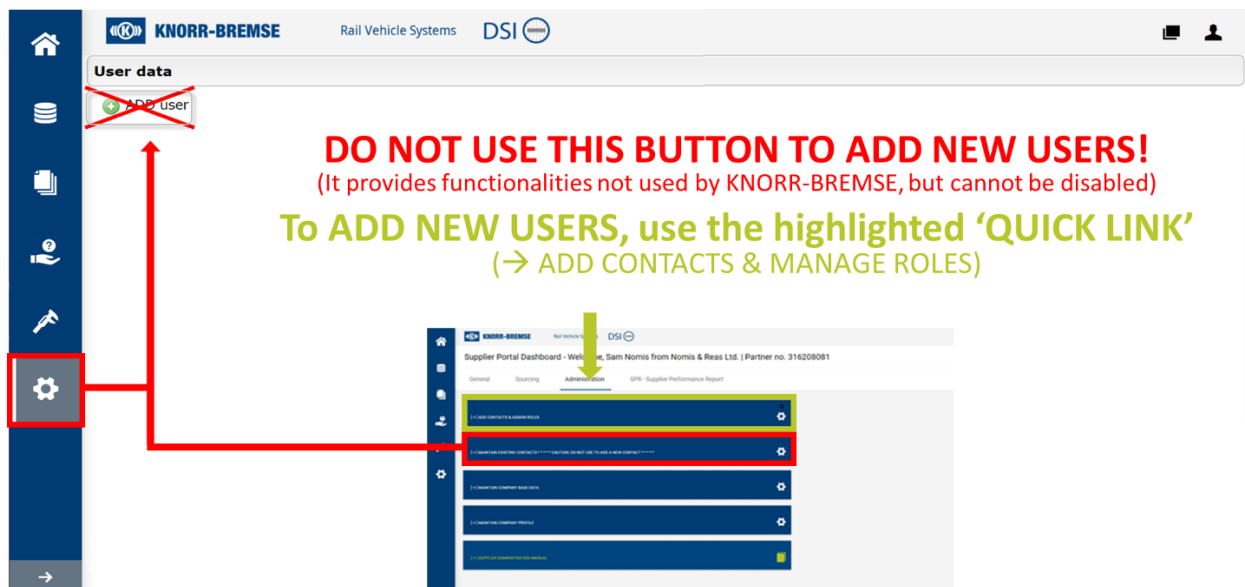
- Creating user accounts for new colleagues
- Granting access to the Supplier Portal for further colleagues
- **Assigning administrator rights to further users**
- The one doing the initial registration automatically is an administrator!
- *(Note: Only administrators can manage your supplier account. It is important to grant administrator rights to as many users as possible).*
- For further information, see [4.1 User administration](#)
- .

2. Role assignment to users:

- Knorr-Bremse has predefined functional roles that need to be assigned to the appropriate users. These roles help route system processes to the right contacts.
- The person who performed the initial registration is automatically assigned to all roles. By adding more users, these roles can be reassigned to the right contacts.

For further information, see [4.2 Role assignment to users](#)

Important: To add a new user ONLY USE the Quick link button “ADD CONTACTS & MANAGE ROLES” on the “PORTAL ADMINISTRATION” Tab on the homepage!
(The “ADD user” button on the administration page  is used for functionalities not used by Knorr-Bremse and therefore will not work)

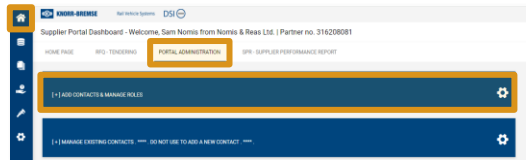


4.1 User administration

4.1.1 Add a new user

There are two ways to start adding a new user:

- (a) HOME -> PORTAL ADMINISTRATION
-> ADD CONTACTS & MANAGE ROLES

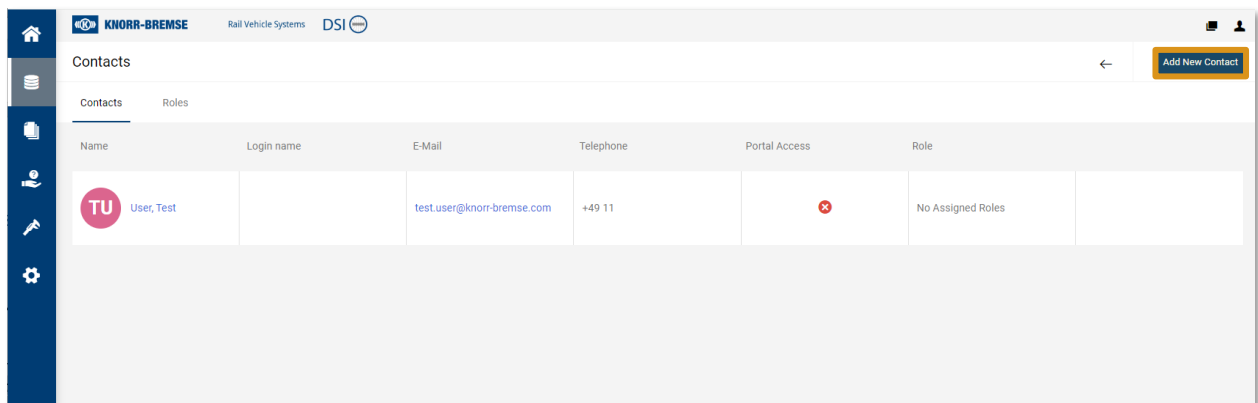


- (b) PRIMARY DATA
-> CONTACT PEOPLE



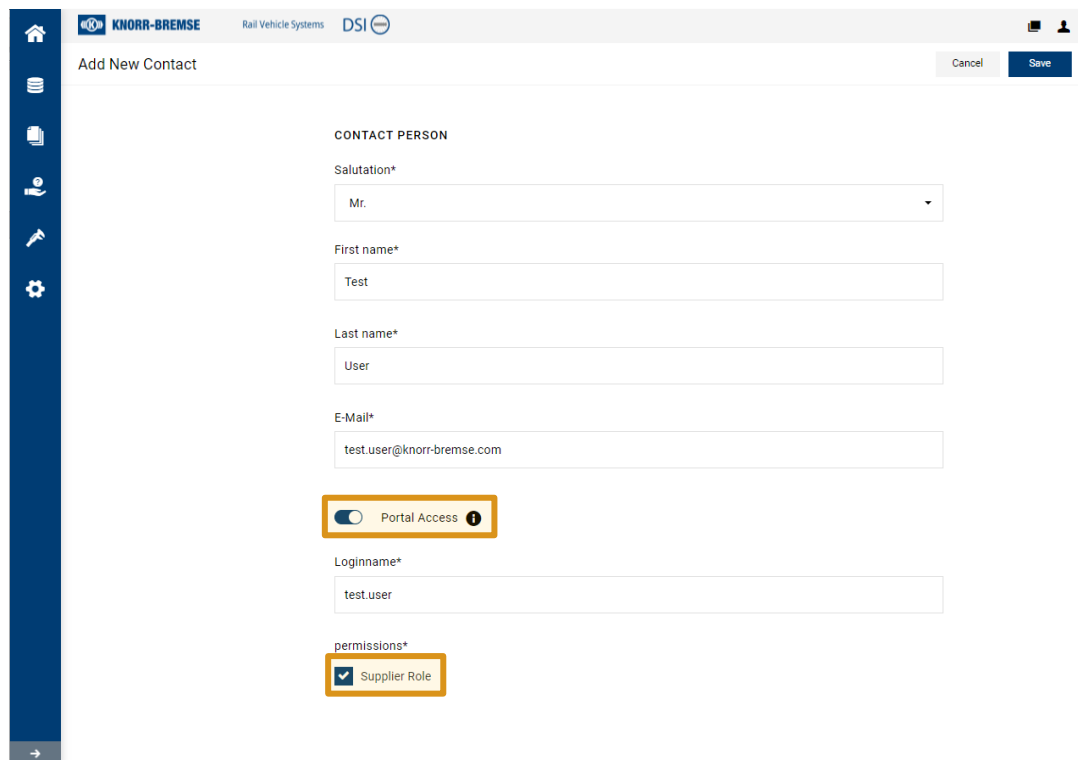
This will guide you to the following screen.

(after initial registration you will find yourself only, otherwise all other contact persons of your company that have been added to the tool)



Please press the 'Add New Contact' button:

On the next page you have the chance to enter minimum contact data required by the system:



KNORR-BREMSE Rail Vehicle Systems DSI

Add New Contact

CONTACT PERSON

Salutation*

Mr.

First name*

Test

Last name*

User

E-Mail*

test.user@knorr-bremse.com

☒ Portal Access ⓘ

Loginname*

test.user

permissions*

☒ Supplier Role

Important:

- Please take care to enter correct email address.
- You **must** activate the 'Portal Access'.
(Otherwise, the new user will not be able to enter the tool! Also, you specify a login name. The system will check uniqueness of the name during saving)
- You **must** activate the 'Supplier Role' permission.
(To keep it simple Knorr-Bremse does provide only one permission type for all users. Unfortunately, the tool does not allow it to be pre-selected)

When finished, press Save-button.

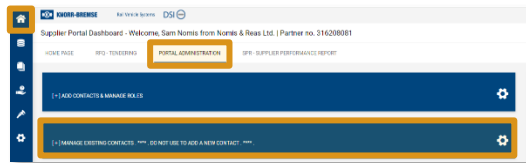
4.1.2 Assigning ADMIN rights to a user

Note: We highly recommend that you assign ADMIN rights to every user. In case there were only one administrator being unavailable for whatever reason no-one else would be able to manage the account. Knorr-Bremse would need to ask the system provider for support – which will require several days and also additional effort on supplier side.

To assign ADMIN rights to a user is simple. The only prerequisite is, that the user is a portal user (see [4.1.1 Add a new user](#)).

Goto manage existing users:

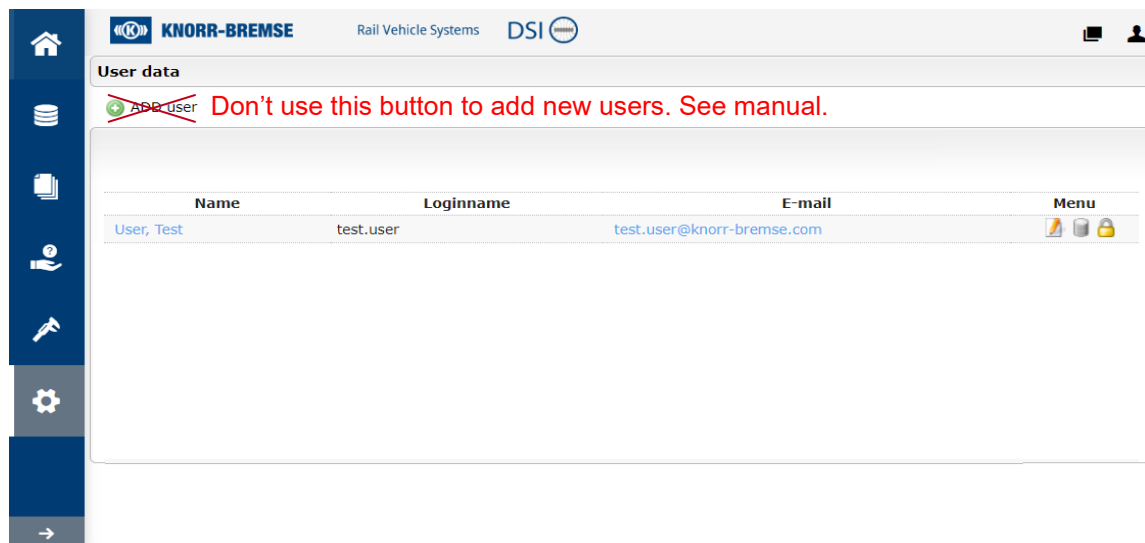
(a) HOME -> PORTAL ADMINISTRATION
-> MANAGE EXISTING CONTACTS



(b) ADMINISTRATION



You will find all users that have been added to the portal.



Note: in case you enter the administration page as first step during initial registration it may happen that this selection screen does not appear at that time, and you are directed to the next screen immediately.

Menu options:

- Edit this user.
- Delete this user.
- Create new password for this user.

To assign ADMIN rights to a user, press Edit key , you will see this page:

User data

Back Save

You are editing **Test Contact, New** (20240510)

First name* Test
 Last name* User
 Salutation* ☒ Male ☐ Female ☐ Neutral
 Title
 Country- Area-Code Number
 Telephone
 Mobile phone
 Fax
 E-mail* test.user@knorr-bremse.com
 Main language English
 Decimal separator ☐ . [DOT] ☒ , [COMMA]
 Decimal places 2
 Force relogin every 30 mins
 Short Date Format YYYY-MM-DD
 Long Date Format YYYY-MM-DD
 Short Time Format HH:MM
 Long Time Format HH:MM:SS
 Timezone Europe / Berlin
 Permissions ☒ User ☒ Admin
 Portal ACLs ☒ Supplier Role [23588]
 Department ☐ Administration ☐ Engineering ☐ Human resources ☐ IT ☐ Logistics ☐ Management ☐ Marketing ☐ Production ☐ Purchasing ☐ Quality ☒ Sales
 Main department Sales

To assign Admin rights, activate the ☒ Admin Admin box:

Important:

You can adapt other settings as well, but always keep all the permission boxes active!

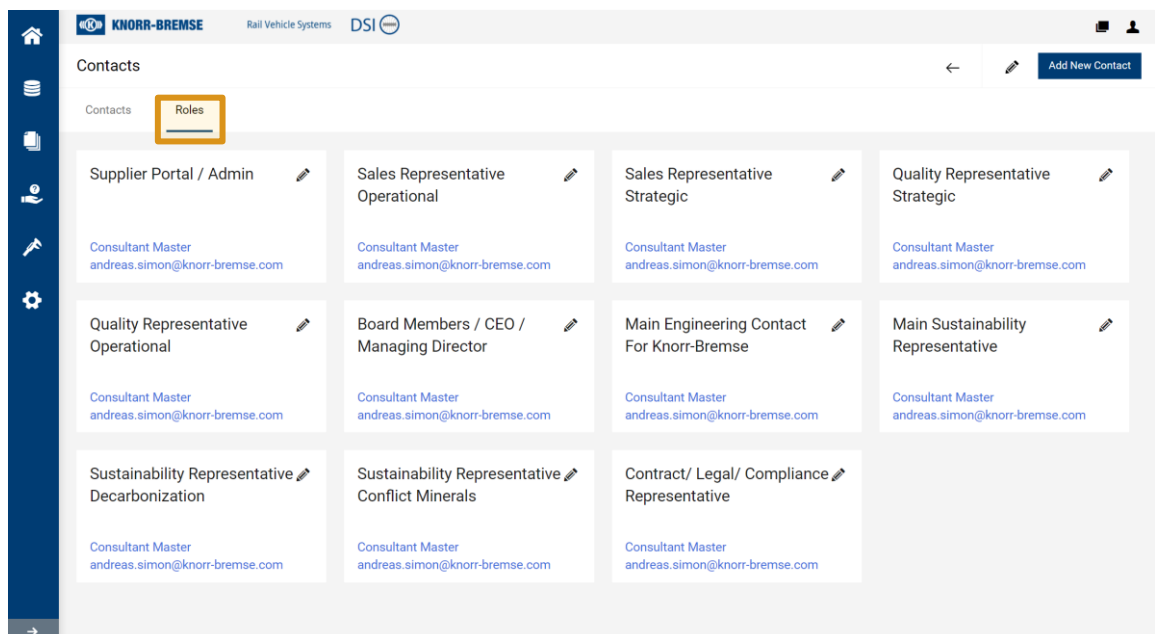
- ☒ User
- ☒ Admin
- ☒ Supplier Role [23588]


4.2 Role assignment to users

The Supplier Portal does have several functions and processes, where a contact person on supplier side needs to be assigned. To find the corresponding contact, each supplier must assign “roles” to specific contact persons (for example, the role “Sales Representative Operational” will be suggested to the Knorr-Bremse buyer during the creation of an RFQ).

During the initial registration process, the one doing the registration is assigned automatically to all roles. By adding more contact persons, the roles can be assigned according to the responsibilities.

Note: In case your account already existed before the launch of the ‘Supplier Portal PURE’ on 04. October 2024 you will see an error message that not all roles have been assigned yet. This is because with ‘Supplier Portal PURE’ Knorr-Bremse started to enlarge the functionalities of the portal and new roles were added.



To maintain roles responsibilities, please click the  icon, either on the top left or at one of the role tiles. Following pop-up window will appear:



On the left you can select the role, on the right you can assign the contact to the role.

Some roles allow multi-assignment, then you will have the button **+ Add Another Responsibility** on top right.

Following roles are available:

Role	Description	Mandatory	Multi-assignment
Supplier Portal / Admin	Contact person that will be assigned by the tool regarding Supplier Portal administration topics	Yes	Yes
Sales Responsible Strategic	Head of Sales (Key Account contact) responsible for Knorr-Bremse	Yes	No
Sales Responsible Operational	Contact person(s) for receiving RFQs	Yes	Yes
Quality Responsible Strategic	Head of Quality responsible for Knorr-Bremse	Yes	No
Quality Responsible Operational	Contact person(s) to deal with Quality related topics for Knorr-Bremse	Yes	Yes
Board Member / CEO / Managing Director	The Managing Director /CEO / Board Member to be contacted by Knorr-Bremse Head of Purchasing / CEO in case of an emergency situation	Yes	No
Main Engineering Contact for Knorr-Bremse	The contact in your Engineering department to be contacted in regard to engineering topics	Yes	No



Role	Description	Mandatory	Multi-assignment
Main Sustainable Representative	The contact in your organization to be contacted in regard to Sustainable topics, such as decarbonization, conflict minerals, CBAM etc.	Yes	No
Sustainability Representative Decarbonization	In case the representative for Decarbonization topics differs from the Main Sustainable Representative	No	No
Sustainability Representative Conflict Minerals	In case the representative for Conflict Minerals topics differs from the Main Sustainable Representative	No	No
Contract / Legal / Compliance Representative	In case the representative for contractual, legal or compliance topics differs from the Main Sustainable Representative	No	No

5 FAQ / Troubleshooting

5.1 Account blocked

Sometimes you will see following error message when trying to login:



The customer blocked your access to his supplier portal. Please inquire directly to him.

99% of it is an issue caused by your Internet browser!

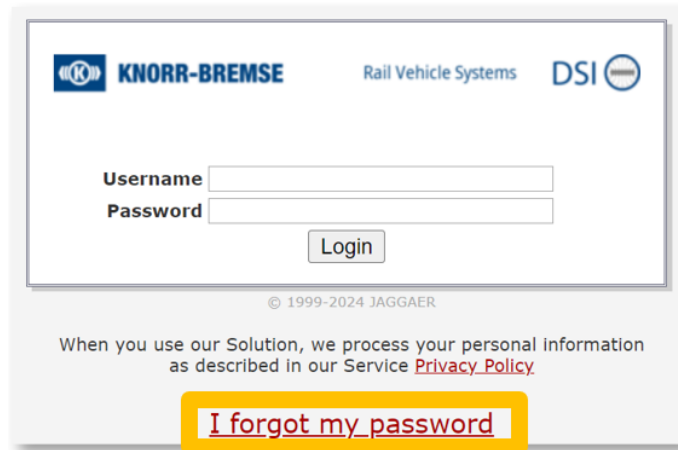
To solve the issue, you have several options:

- Copy the link and try to open it in an Internet browser you have not used yet for the Supplier Portal.
- Copy the link and try to open it in a “private window” mode of your browser.
- Latest and long-term solution: delete all JAGGAER-cookies and JAGGAER-temporary Internet files in your browser, close all open browser windows and restart with your link.

If everything fails, your account is damaged and must be repaired by our provider. Please ask your KB- contact for support.

5.2 Forgotten password

If you have forgotten your password, you can request a new one using the “I forgot my password” option on the login screen:



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

[I forgot my password](#)

Please follow the process given by the system.