ACCESS TO SUPPLIER PORTAL AND OFFER RFQ'S

SUPPLIER GUIDE

Content

1 Two access options (based on account type)

Depending on your account type, you can access the Supplier Portal in two ways. If you don't know, there is a hint in the invitation email you received:

1.1 You have an account in the Supplier Portal

You have access to the portal and all RFQs via personal username and password.

Benefits of registration:

- You have access to all RFQs, ongoing and closed as well.
- You can hand over RFQs to colleagues (if you are not the right contact person).
- You can take over RFQs from colleagues (if they are on vacation or sick).
- You have access to the supplier portal and all its functionalities at any time, in addition to RFQs.

Continue with chapter 2, if your email looks like this:

> Please use your existing account.
> User name: user.name
>
> Please use the link: https:/kapp11.jaggaer.com/portal/kbrail

1.2 You do not have an account in the Supplier Portal.

You will get individual access to each RFQ you are invited to, called "one-time-account". The access credentials will be given within the invitation email.

Disadvantages of one-time-account:

- You only have access to the respective RFQ via the link and access data provided in the email. These are different for each RFQ.
- You cannot forward or take over an RFQ within your company.
- You do not have an overview of all RFQs.

Continue with chapter 3, if your email looks like this:

> Please use following link to open the auction.
> Link: https://app11.jaggaer.com/rfq/index.php?lang=eng&controller=quote&type=rfq&id=999999&cid=9999
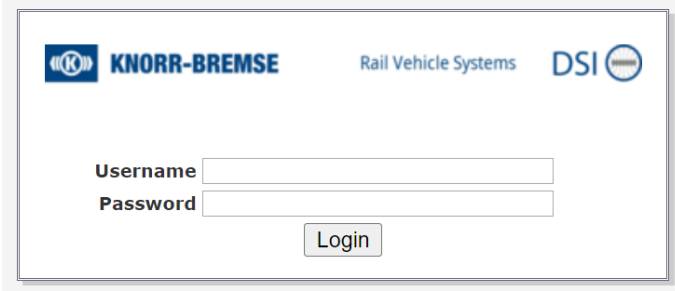>
> User name: user.name
> Password: *****

If you are interested in getting your own registration, please ask your contact at Knorr-Bremse for support.

# 2 Access via personal account (login with username and password)

2.1 Login screen

Follow the link https://app11.jaggaer.com/portal/kbrail/ given in the email. The logon screen will show up:

Enter your username and password to login.
If you have forgotten your password, see 5.1 Forgotten password

Tip: Since you have an account, the link is always the same and you can save it as a bookmark in your browser!!

Click on a logo to access the respective supplier portal.
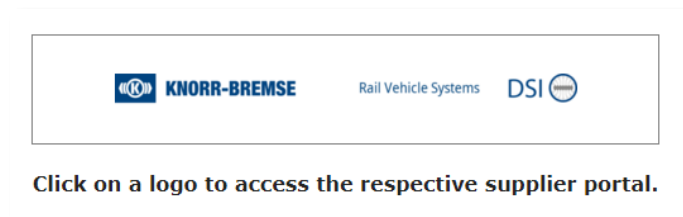
Select the Knorr-Bremse logo to access the Supplier Portal.

Note: In case you do have accounts with other customers besides Knorr-Bremse, these customer portal logos will also appear.

2.2 Home screen
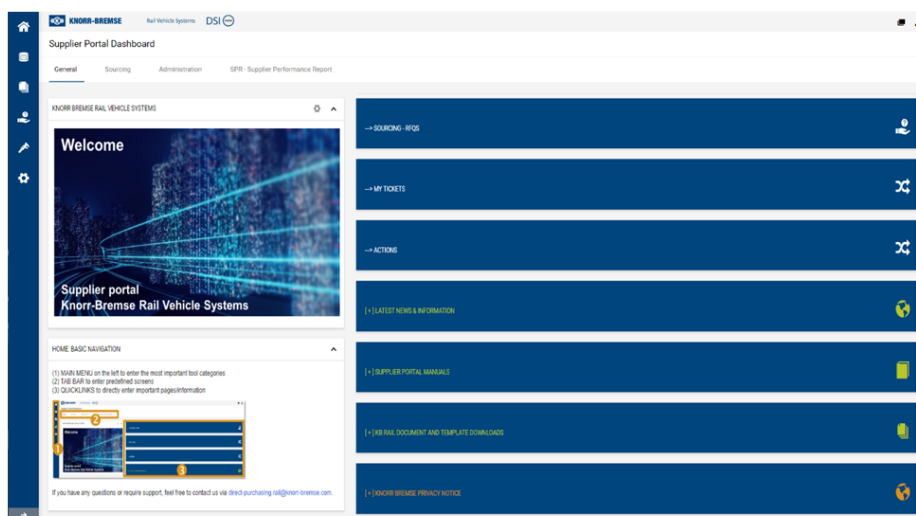
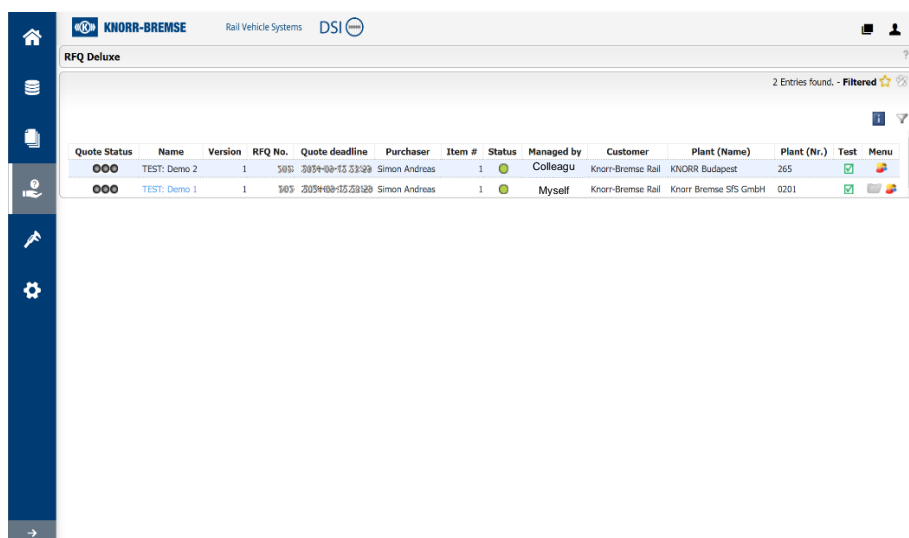*(current look might be slightly different to screenshot, but main logic will remain)*

To open RFQs, you have different options:

(1) Click "Request's icon in main menu on the left.

(2) Click "Sourcing" Tab Sourcing on tab bar.

(3) Click "--> SOURCING RFQS" ---> SOURCING - RFQS quick link button on right.

Regardless which option you chose, you will be directed to the RFQ overview screen.

2.3 RFQ overview screen

The RFQ overview screen shows a list of all RFQs sent to your company – sorted descending by deadline.

"Your" RFQs are accessible by clicking the RFQ name.
Link indicated by blue text color (TEST: Demo 1). Also, you find your username in the column "Managed by".

2.4 Take over / hand over RFQ from/to colleague

To take over / hand over a RFQ click the contact icon ( ) in the Menu column.
A pop up will appear:

Via the drop-down field you can switch responsibility from you to colleagues and vice versa:
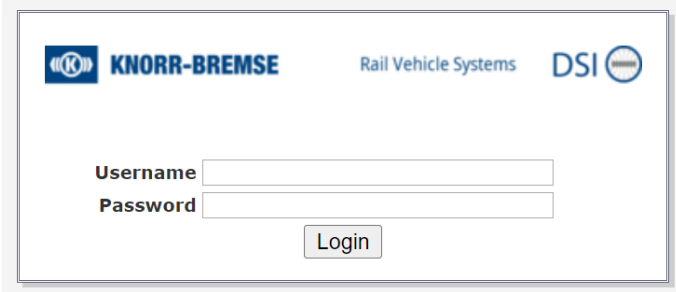
3 Access via "one-time-account" (login credentials via email)

3.1 Login screen

Follow the link https://app11.jaggaer.com/login.php?xxxxxxxxxxxxxxxx given in the email.
The logon screen will show up:

Enter the username and password given in the email.

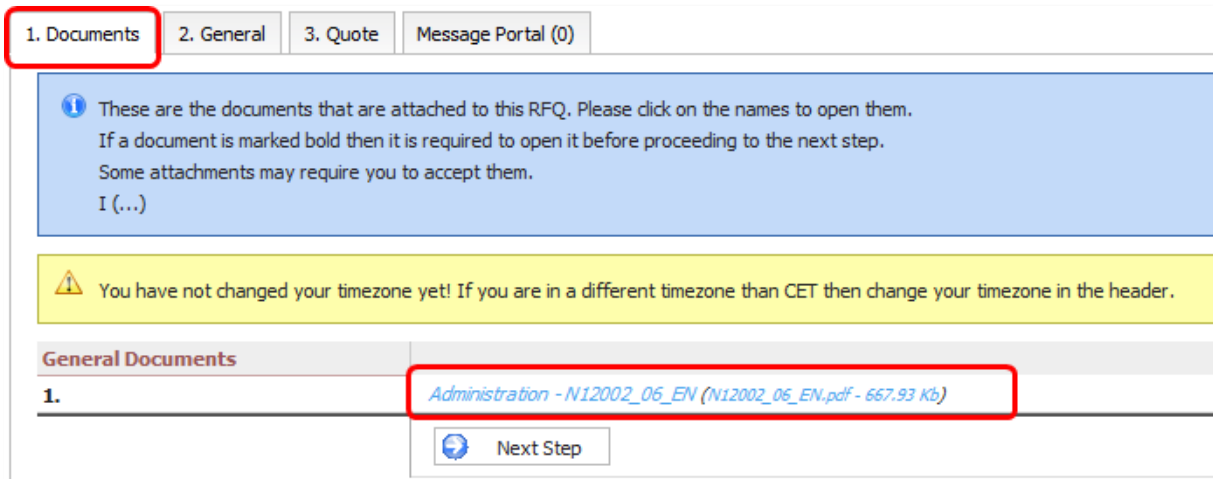You will directly be forwarded to the RFQ processing screen.

Note: Every RFQ has an individual link, username, and password!
It is only valid for the specific RFQ as long as the RFQ is running.
Please do not delete the email as long as you have not finished your offer.
You don't have access to old or other RFQs of your company.
You can't take over / hand over RFQs from/to other colleagues in case of absence etc.

4 Answer RFQs

To respond to an RFQ, you must follow the process in the system tab by tab as described below.

4.1 Tab 1: Documents

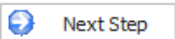In Tab 1 of the RFQ „Documents", all relevant documents the buyer of the RFQ uploaded are listed.
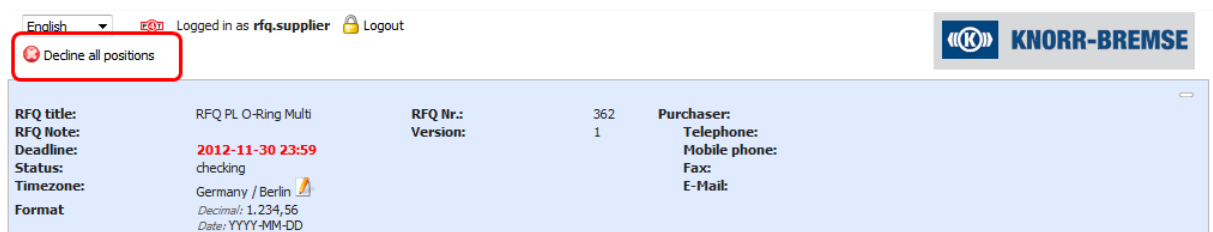

To open a document, please click on the name of the document. The Buyer can decide if you have to open or agree with the conditions of the document to go to the next step. Documents that have to be opened are written bold. Documents that you need to agree with have a check box.

Note: These documents rely to the RFQ in general. Specific item-related documents (i.e., drawings) you will find item by item in the tab "3. Quote".

Once you have already opened and / or agreed with the documents, you are forwarded to the Tab „General".

If you don´t want to make a quotation for this RFQ, you can already decline all positions in this step. Click on the Button "Decline all positions" to inform the Buyer. The Button is also available in all following steps.
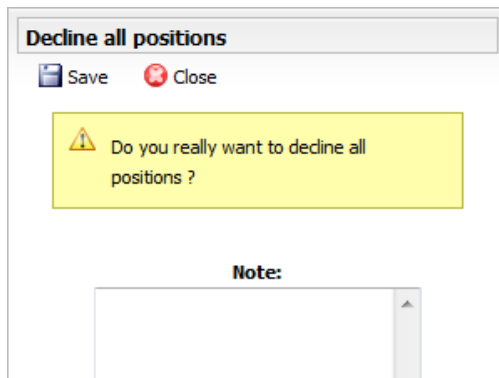

When you have clicked on that button, you can send a note to the Buyer to explain, why you declined the RFQ.

4.2 Tab 2: General

In this Tab you can find the Quotation settings and the supplier information.

In „Quotation settings" the Delivery and Payment conditions are shown. If these are greyed out, they are set on not changeable by the Buyer.
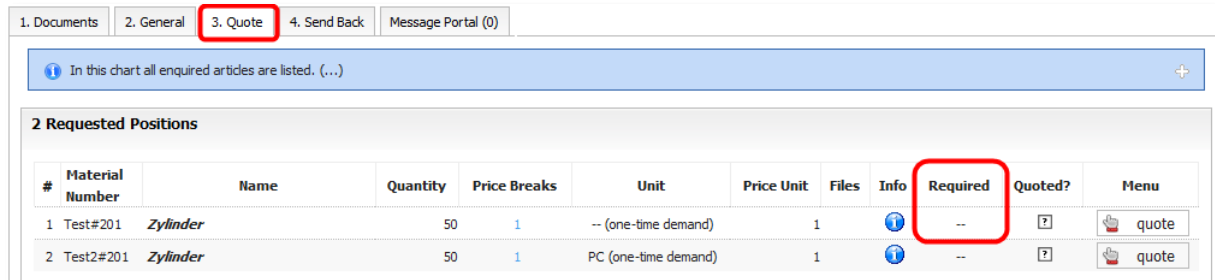
In „Supplier information" you can see your personal Data. You can change them for this RFQ if necessary.

4.3 Tab 3: Quote

In Tab 3 of the RFQ „Quote" all requested positions of the RFQ are listed.

If the checkbox „required" is activated, the position is mandatory for this RFQ. This means that you can answer the RFQ only if you quote/decline this position.

Two different kinds of quote modes can be handled via the Knorr-Bremse Purchasing platform.
- Standard / Default
  Standard-RFQs can contain different positions with individual settings. They can be requested in an online or offline quote mode.
- Multiposition
  Multiposition-RFQs usually contain a larger number of positions that are all requested with the same settings. They are always requested in an offline quote mode.

Two different kinds of enquiry structures can be handled via the Knorr-Bremse Purchasing platform.
- Online:
  Online enquiry structures are always handled with the standard quote mode. RFQs will be answered completely in Pool4Tool. The supplier will fill in an online form to make a quotation.
- Offline:
  Offline enquiry structures are mostly handled with the multi-position quote mode but can also be handled in the standard quote mode. RFQs will be answered with an excel file. The file will be prefilled with the information from Knorr-Bremse and can be downloaded by the supplier. The supplier can quote by completing the information in the excel file and uploading the excel file to pool4tool.

4.3.1 Standard – Online

To make a quote for a position of the standard type, you need to click on „Quote" in the position overview in the column Menu.
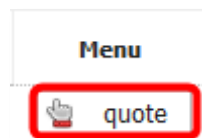
When you have clicked on „quote", an overview of the position details will be shown.

Below the positions details there are some field with requested information from you. You can answer these questions here and fill in the prices for the position. The structure, kind and

number of questions is depending on the requesting commodity and the kind of products that are requested in this RFQ.

The requested quantity can be a one-time, yearly or project demand.

The price breaks are selected by the buyer. The requested quantity will be written in the label of the scale prices. For example "Scale price 10" for a quantity of 10. All fields with a * are mandatory and need to be filled in to answer this position.

Most positions within one RFQ have the same enquiry structure. For this reason you have the possibiliy to activate a field at the end of the questionnaire called "If possible, prefill identical fields on the next position?". If activated, all possible answers from the current position will be taken over to the next position and need to be changed only where necessary.

You can add an attachment to each position in the RFQ. Please click on Search and select the attachment. The attachment will be uploaded when you save the position.

Note: You can add only one attachment to each position. If you like to upload several documents, please upload a zip.-file.

Please click on „Save & Next" to save the data / upload the attachment and go to the next position. To decline this position please click on „Decline & Next".
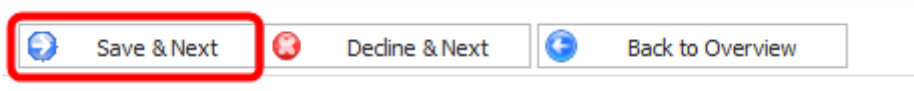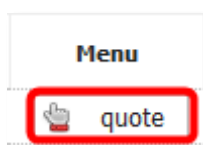

If this was the last position in this RFQ you will be forwarded to Step 4 (See chapter 3.4).

You can stop working on the RFQ at any time and go on later. Already saved data will remain in the system.

4.3.2 Standard - Offline

To make a quote for a position of the type of standard, you need to click on „Quote" in the position overview in the column Menu.

In Tab 3 you will find a link for the Offline-Excel-Template. Please click on the name of the file to open and download it (1). Afterwards you can save the file locally and fill in your quote. The File will contain all necessary information about the requested positions and will offer you different fields to make your quote. When you have filled in all necessary information, please upload the document in Tab 3 (2).

Note: The fields in the Offline-Excel-file can vary depending on the commodity and will contain information for each requested position.

Please do not upload an Excel-file from another RFQ.
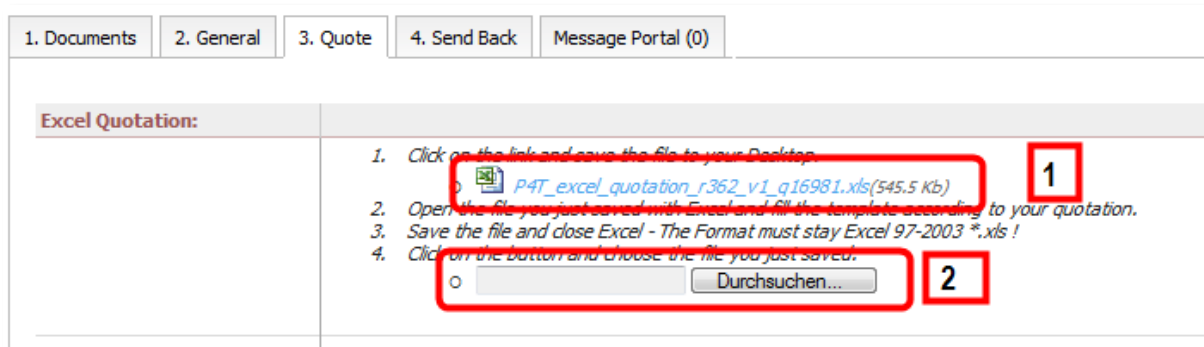
Click on „Save & Next" to go to the next position.

If you want to decline one of the positions, please click on "Decline & Next". You have the possibility to write down a note for the buyer in the field comment.

If this was the last position of this RFQ, you will be forwarded to Step 4 (Chapter 3.4).

You can stop working on the RFQ at any time and go on later. Already saved data will remain in the system.

4.3.3 Multiposition

To make a quote with the type of multi-position, please click on "Multiposition Quoting" below the position overview.
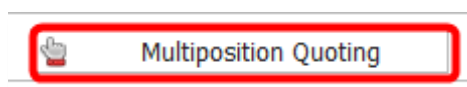
In Tab 3 you will find a link for the Offline-Excel-Template. Please click on the name of the file to open and download it (1). Afterwards you can save the file locally and fill in your quote. The File will contain all necessary information about the requested positions and will offer you different fields to make your quote. When you have filled in all necessary information, please upload the document in Tab 3 (2).

__Note__: The fields in the Offline-Excel-file can vary depending on the commodity and will contain information for each requested position.

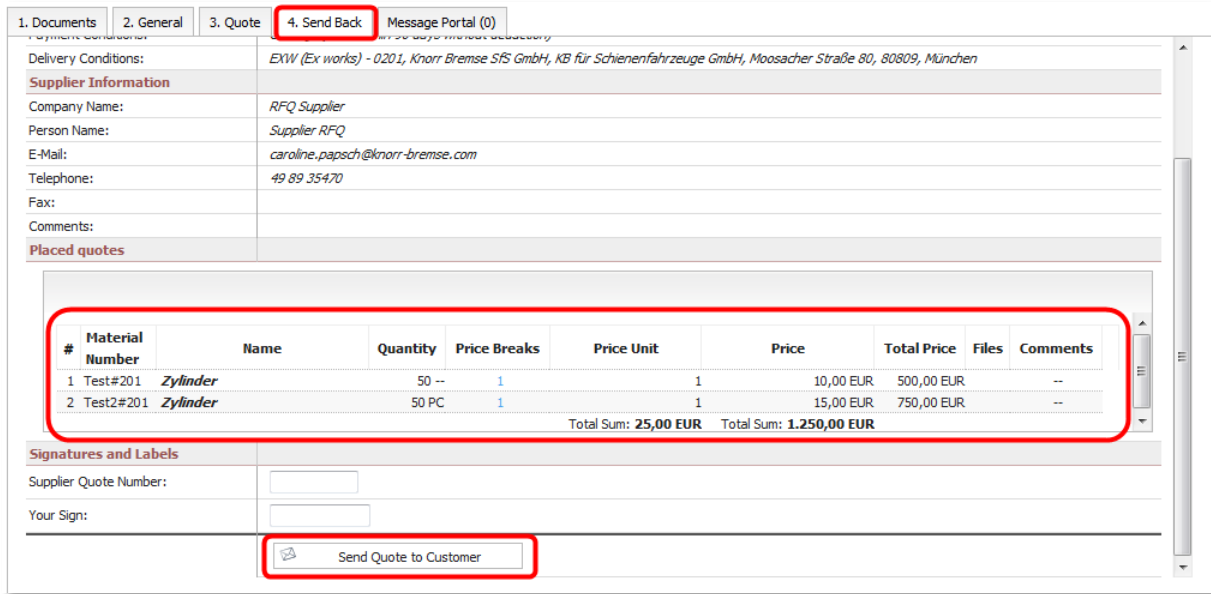Please do not upload an Excel-file from another RFQ.
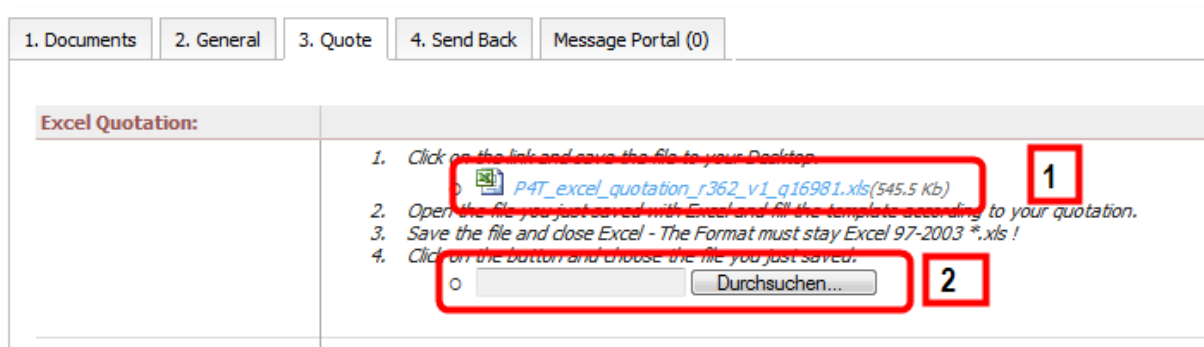
Click on „Save" to upload the quote.

You can stop working on the RFQ at any time and go on later. Already saved data will remain in the system.

4.4 Tab 4: Send back

In Tab 4 „Send back" an overview of the RFQ with your quote will be shown. To change your quote, please go back to tab 3 "Quote" and change your entries or upload a new file.

You can type in a Supplier-Quote-Number and your sign before you send your quote to the Buyer. Afterwards you can send the RFQ by clicking on "Send Quote to Customer".

Note: You can NOT change you quote after you sent it to the buyer. [1]

On the following screen you can print an overview of your offer for your documents.

4.5 Tab 5: Message Portal

You have the possibility to communicate with the responsible Buyer directly in Pool4Tool with the Message Portal. Open the Tab "Message Portal", type in a subject and the text you want to send and click on "Send".

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[1] If a change is necessary, please contact the responsible buyer. He/she has the possibility to decline your offer to give you the opportunity to make a new offer.

Afterwards you will get an overview of all messages and answers in the Message Portal. If necessary, you can forward these message per email with the Button .
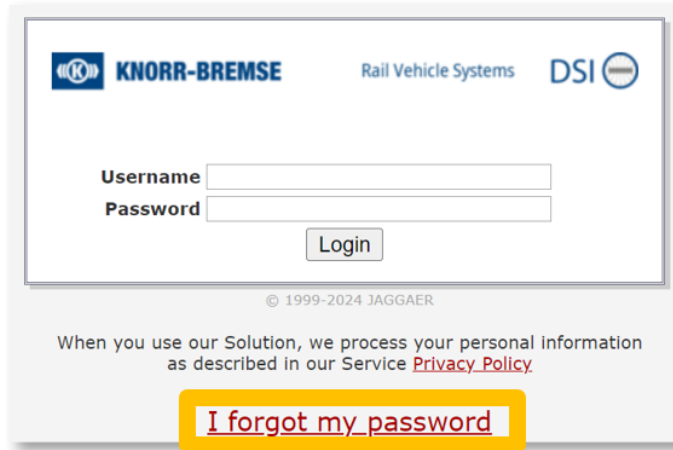

The responsible Buyer will be informed about the message you sent and will contact you in the message portal or personally. You can also find messages from the Buyer to you or all suppliers in the message portal (e.g. explanations about the requested positions).

5   FAQ / Troubleshooting

5.1   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:

Please follow the process given by the system.

5.2   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.