

MANAGING THE SUPPLIER PORTAL

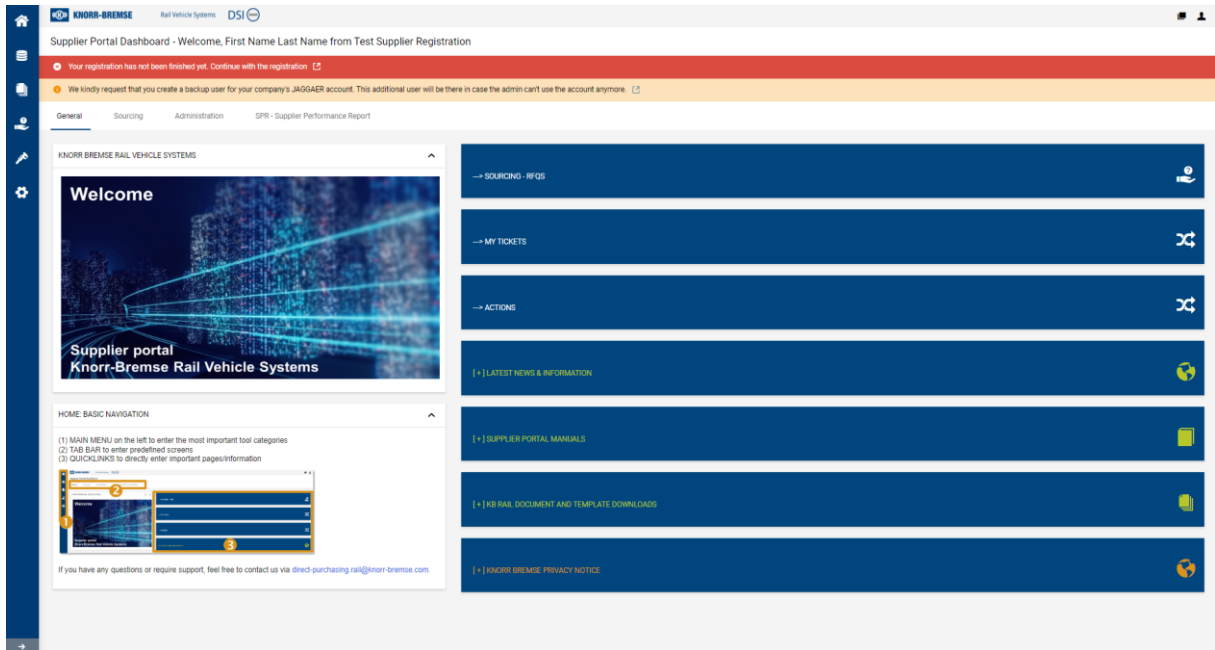
Quick Guide for SUPPLIERS

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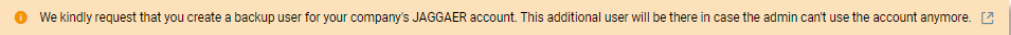
1 Maintenance of Company Data and Company Profile

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:

- 


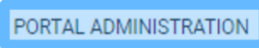
The 'Company Profile' has not been maintained yet. These data are required for Knorr-Bremse Purchasing and Quality department to preliminary release or reject your supplier account. See chapter 1.1 Manage Company Base Data and 1.2 Manage Company Profile for further information.
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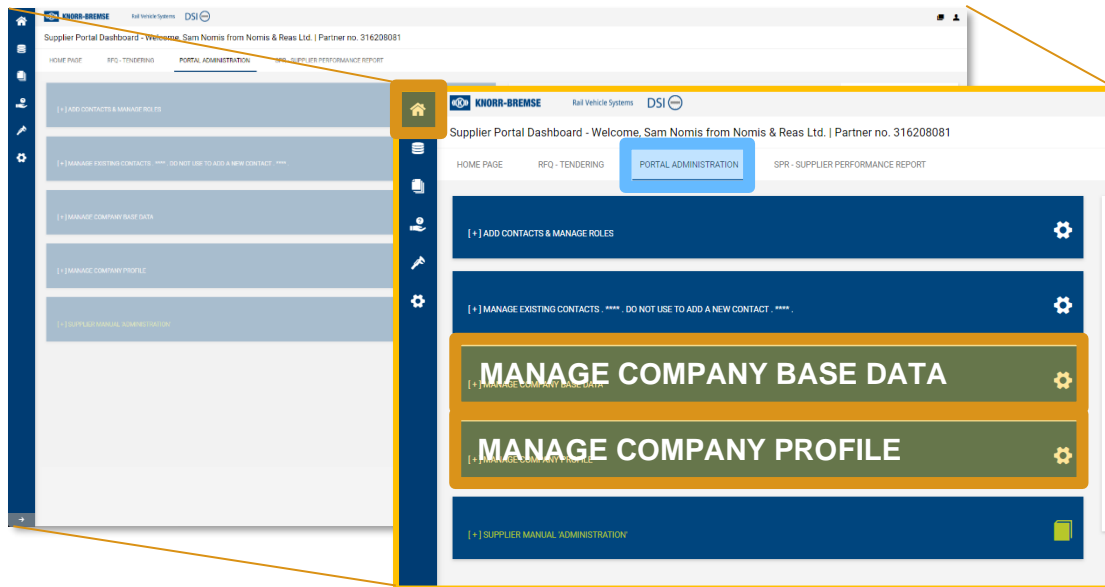
It is highly recommended to add further contacts as ADMINISTRATORS to the account. In case of absence there is a backup available to manage the account or fulfill tasks without delay (in case the sole administrator is not available, the involvement of the tool-provider would be required which will cause delays of several days). See chapter 2 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 



For the time being:

Check whether mandatory data is missing or incorrect. Otherwise, simply confirm (save) the existing data.

Knorr-Bremse is renewing company data and company profile as part of the "DSI project". This will make your current entries obsolete and new entries will be requested. Therefore, no further maintenance is currently required. Your account will work for Sourcing/Offers – only the new upcoming functions will require the entries.

You will be informed as soon as the new process goes live.

1.1 Manage Company Base Data

The section will be defined once the new process goes live.

1.2 Manage Company Profile

The section will be defined once the new process goes live.



2 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 [2.1](#) User administration
- .

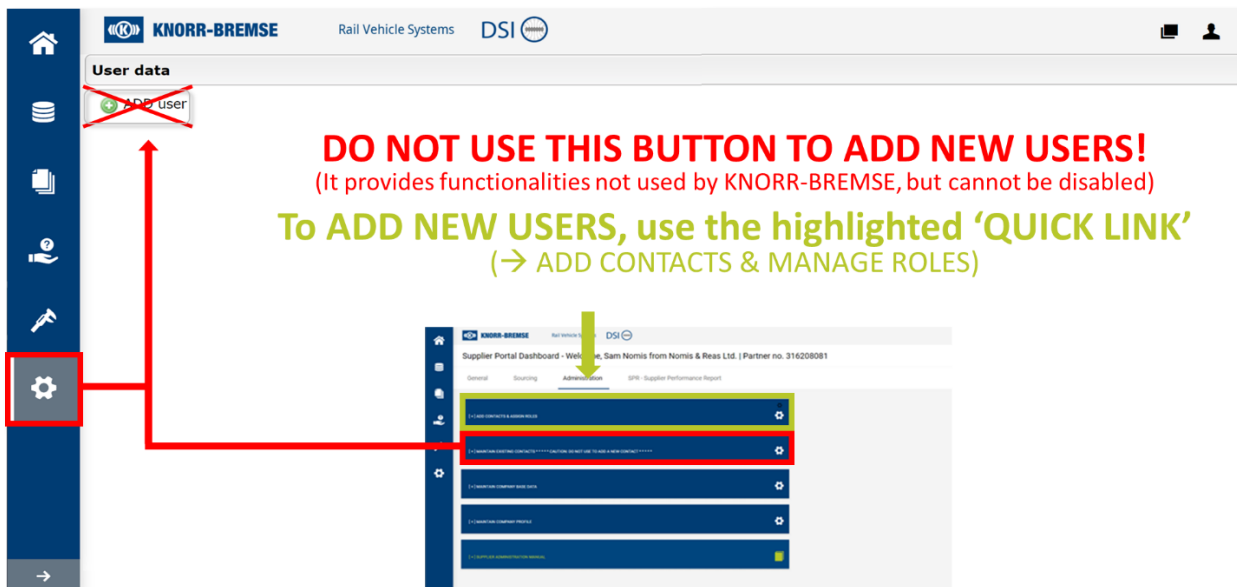
2. Role assignment to users:

- 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 [2.2](#) Role assignment to users

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)

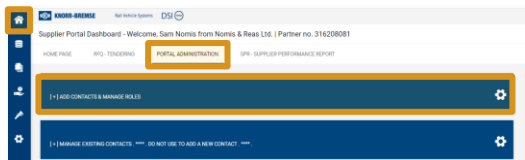


2.1 User administration

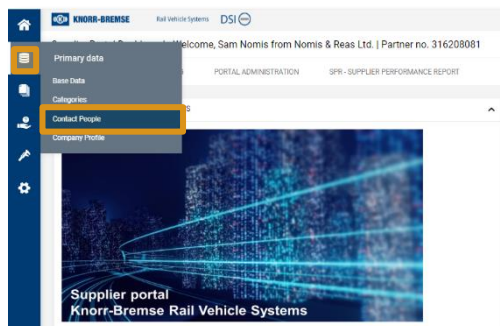
2.1.1 Add a new user

There are two ways to start adding a new user:

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

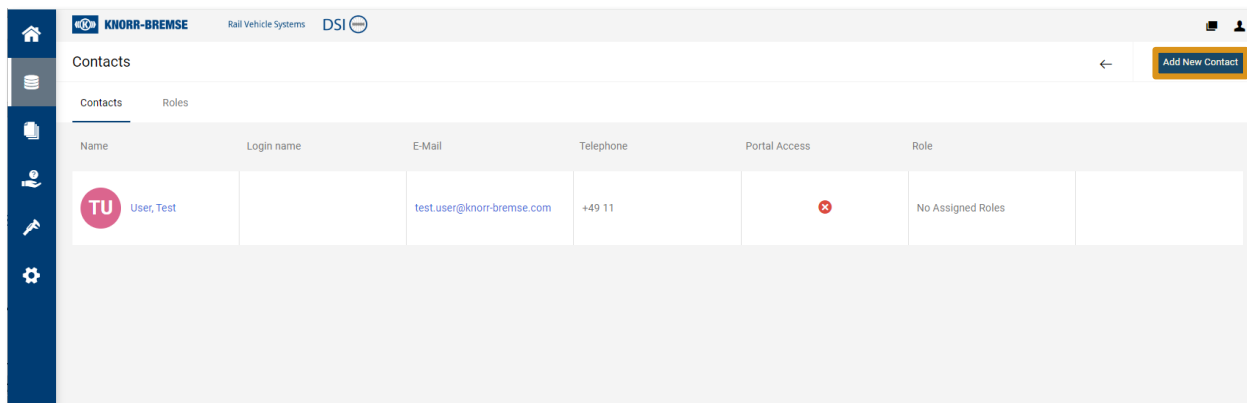




(b) PRIMARY DATA
-> CONTACT PEOPLE



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)



Name	Login name	E-Mail	Telephone	Portal Access	Role
 User, Test		test.user@knorr-bremse.com	+49 11		No Assigned Roles

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

Cancel Save

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.

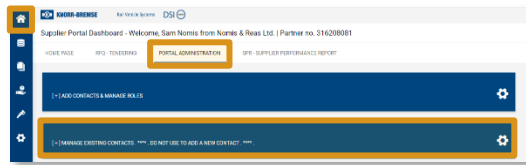
2.1.2 Assigning ADMIN rights to a user

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 [2.1.1 Add a new user](#)).

Goto manage existing users:

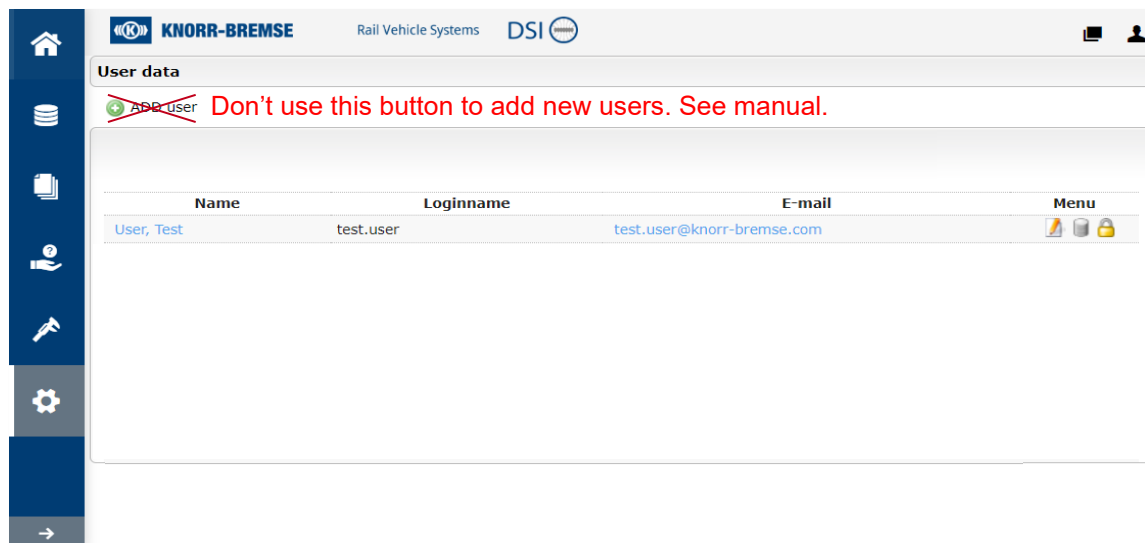
(a) HOME -> PORTAL ADMINISTRATION
-> MANAGE EXISTING CONTACTS






(b) ADMINISTRATION



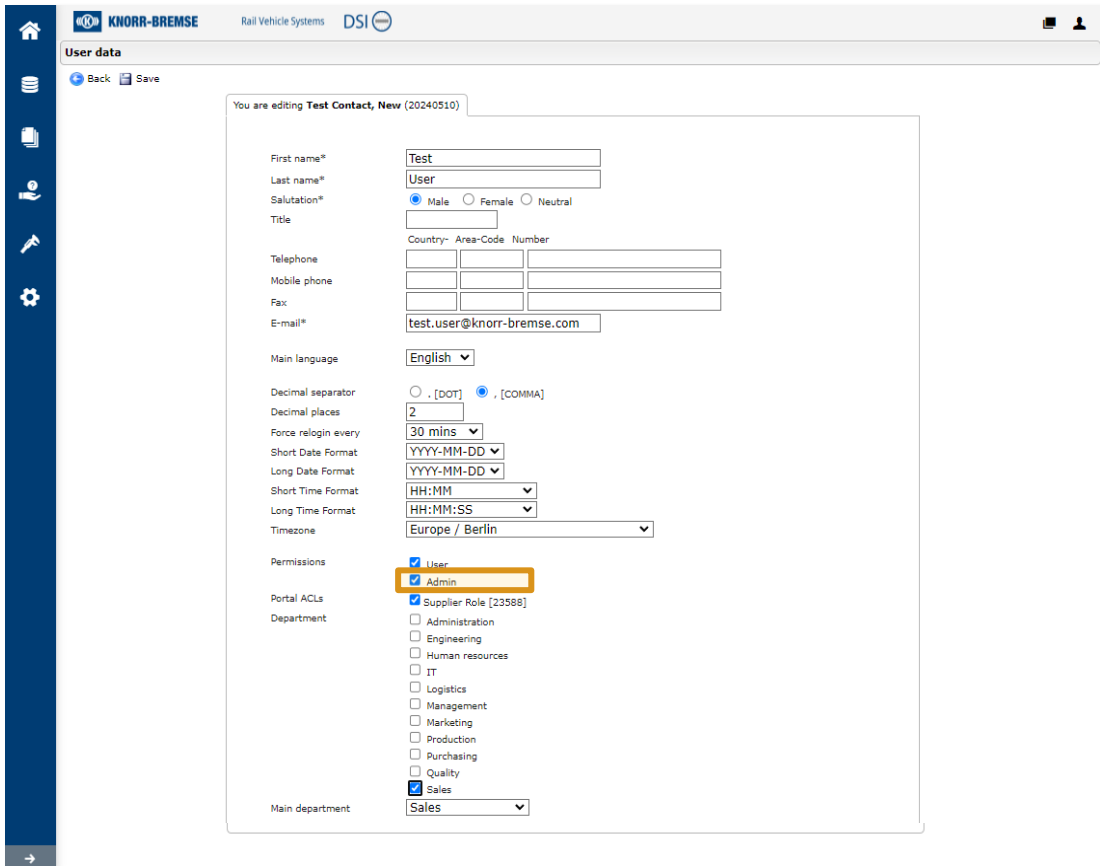
You will find all users that have been added to the portal.



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*

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
- Supplier Role [23588]
- Administration
- Engineering
- Human resources
- IT
- Logistics
- Management
- Marketing
- Production
- Purchasing
- Quality
- Sales

Portal ACLs

Department

Main department

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!

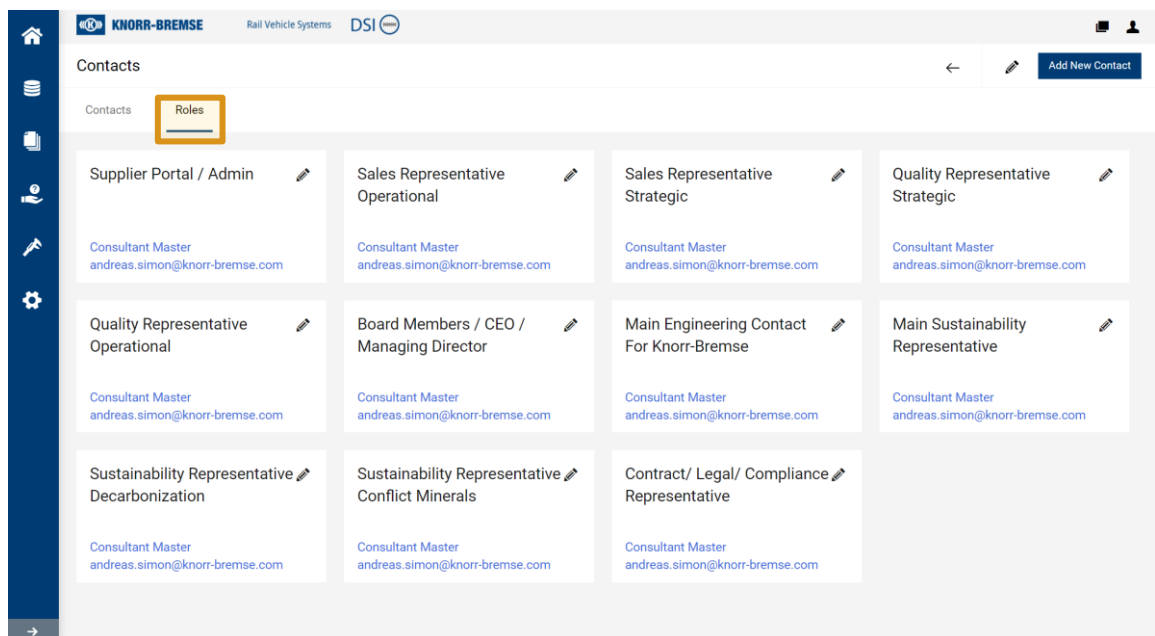
- User
- Admin
- Supplier Role [23588]


2.2 Role assignment to users

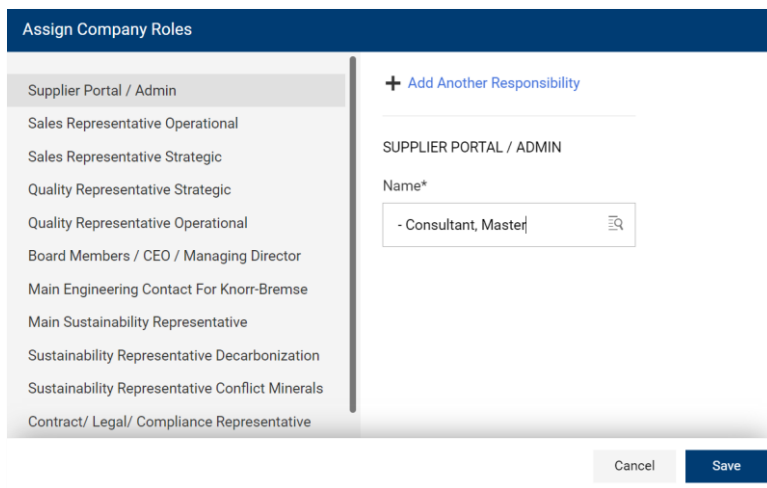
The Supplier Portal does have several functions and processes, where a contact person on supplier side needs to be assigned. To find the corresponding contact, each supplier must assign “roles” to specific contact persons (for example, the role “Sales Representative Operational” will be suggested to 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:

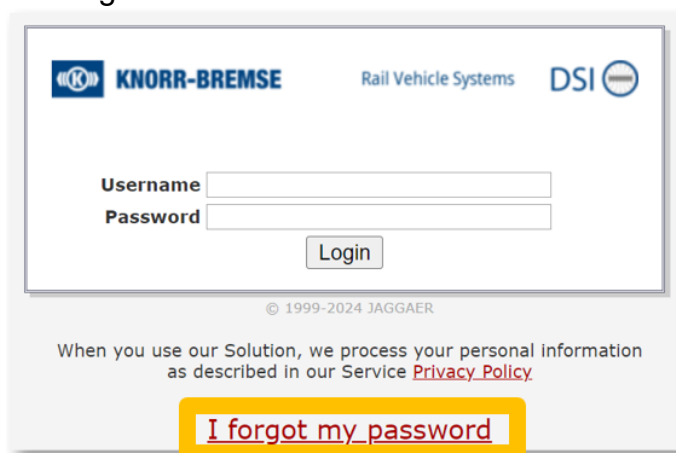
Role	Description	Mandatory	Multi-assignment
Supplier Portal / Admin	Contact person that will be assigned by the tool regarding Supplier Portal administration topics	Yes	Yes
Sales Responsible Strategic	Head of Sales (Key Account contact) responsible for Knorr-Bremse	Yes	No
Sales Responsible Operational	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

3 FAQ / Troubleshooting

3.1 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.

3.2 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.