

March 2024



# JAGGAER supplier assistance

Guidance for common supplier portal issues

METTLER TOLEDO



1	JAGGAER - Supplier Contact and Role Managment
2	JAGGAER - Password reset and Login Credentials Resend
3	JAGGAER - Login issues
4	JAGGAER - Notifications Missing
5	JAGGAER - Confirmation Error
6	JAGGAER – Jaggaer Global Customer Care

## Transfer of master data management responsibilities

With the registration to the JAGGAER Procurement portal, the supplier is taking over the **full responsibility** and with it **the authorization to edit** for the following areas:

Supplier managed master data
Basic data (Company name, address, etc.)
User/Contact management incl. Roles -> Create, delete, user permission
Category selection
Profile management (RFI)

It is impossible for a METTLER TOLEDO user to modify any of the information in the supplier database that has been mentioned above. We can help the supplier get back on track by following the guidelines set out in this document.

Upon registration with JAGGAER, vendors are required to oversee their user management. Each supplier user has the capability to add, edit, delete users, as well as oversee the portal access.

Supplier

For more details consult [Job Aid for Supplier Data Maintenance](#)

HomeDaily Tasks - Quick LinksCockpit

BLACKBOARD

Comment

The METTLER TOLEDO Supplier Portal has been given a new interface from August 22nd! Now you (and we as well) have the opportunity to exchange more information in the future and make processes more effective. The daily tasks can be found in the next tab "Daily Tasks - Quick Links" or as usual on the taskbar on the left. If you have any questions, feel free to contact: michael.guntlin@mt.com

Additionally, there are two new Modules available:  
Projects/MT PAP  
Advanced Shipping Notes (ASN)  
You can ignore them until your METTLER TOLEDO contact person will reach out to you to discuss the or of the modules please let us know.

Kind regards  
METTLER TOLEDO

\*\*\*\*\*

Das METTLER TOLEDO Lieferantenportal hat am 22. August eine neue Oberfläche erhalten! Nun haben Sie und auch wir die Möglichkeit mehr Informationen auszutauschen und Prozesse effektive. Die täglichen Aufgaben finden Sie im nächsten Abschnitt "Daily Tasks - Quick Links" oder wie gehabt au. Sollten Sie Fragen haben können Sie sich gerne an uns wenden: michael.guntlin@mt.com

Weiter gibt es zwei neue Module:  
Projekt / Part Approval Process (MT PAP)  
Advanced Shipping Notes (ASN)

SUPPLIER BASE DATE

SUPPLIER CATEGORIES

SUPPLIER CONTACT AND ROLES

SUPPLIER PROFILE

STANDARD DOCUMENTS

CONTACT PERSON

Salutation\*

First name\*

Last name\*

Department

Telephone\*

E-Mail\*

1. Click at "Supplier Contacts and Roles"

Contacts

Roles

Portal Access

Contacts

Roles

Portal Access

Name

Login name

E-Mail

Portal Access

Edit User

Add User

Supplier

**Problem:**

Last User with Log In Account left the company, new User with Portal access must be requested

ALL CONTACTS						
User	Main Depa...	Contact	Responsibi...	Account	Gender	Blocked
	Purchasing		Quality	✓		
				✗		⊘
				✗		⊘
				✗		⊘
Guntlin, M...	Purchasing		Orders, Q...	✓ 🔑		

Account	Icon meaning
✗	No account
✓	Account available, same rights as Admin
🔑	Admin permission, no additional rights

**Solution:**

Supplier to fill Jaggaer application for admin rights and send it directly to [jdsupport@jaggaer.com](mailto:jdsupport@jaggaer.com).

[Link to Form](#)

All Supplier Users have the same rights and there are no special Admin Rights anymore  
-> in case last User left the company, new User with Account Rights must be requested  
We recommend to have always min 2 active User with Accounts

The system requires that suppliers identify a topic-specific contact.

Each contact will be assigned to a particular role and will trigger email notifications in the relevant process area.

It is possible to add or delete responsibilities for specific roles, and each role must have at least one contact assigned to it.

Furthermore, multiple users can be selected for each role.

The screenshot displays the JAGGAER Supplier Portal interface. The top navigation bar includes 'Home', 'Daily Tasks - Quick Links', and 'Cockpit'. The main content area is divided into several sections:

- BLACKBOARD**: A section for announcements and comments.
- Assign Company Roles**: A section for managing roles, featuring a list of roles (Orders, Ratings, Supplier Portal, Quality, Sales) and a form to assign responsibilities.
- SUPPLIER CATEGORIES**: A section for managing categories, with 'Edit' and 'Close' buttons.
- SUPPLIER CONTACT AND ROLES**: A section for managing contacts and roles, highlighted by a red box and labeled '1. Click at "Supplier Contacts and Roles"'. A green arrow points from this section to the 'Roles' tab in the 'Assign Company Roles' section.
- SUPPLIER PROFILE**: A section for managing the supplier profile.
- STANDARD DOCUMENTS**: A section for managing standard documents.

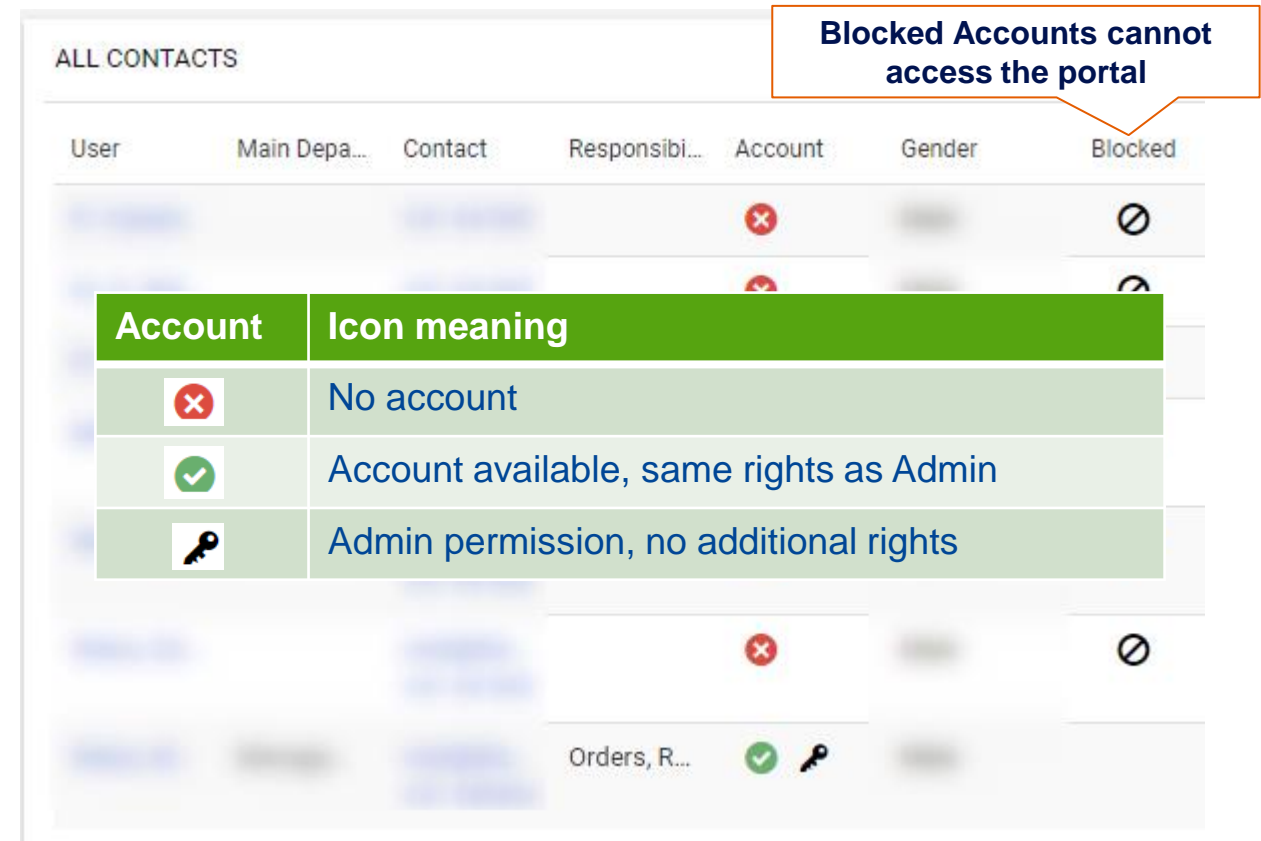
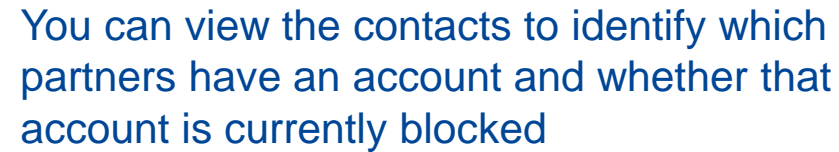
Numbered callouts indicate the steps for role assignment:

- 1. Click at "Supplier Contacts and Roles"**: Points to the 'SUPPLIER CONTACT AND ROLES' section.
- 2. Go to Roles**: Points to the 'Roles' tab in the 'Assign Company Roles' section.
- 3. Change responsibilities via the Pen**: Points to the edit icon (pen) next to the 'Supplier Portal' role.

Additional callouts within the 'Assign Company Roles' section include:

- Add New Responsible**: Points to the '+ Add Another Responsibility' button.
- Change Responsible**: Points to the edit icon (pen) next to the 'ORDERS' role.
- Don't forget to Save!**: Points to the 'Save' button at the bottom right.


**METTLER TOLEDO**  
**Employee**



1	JAGGAER - Supplier Contact and Role Managment
2	JAGGAER - Password reset and Login Credentials Resend
3	JAGGAER - Login issues
4	JAGGAER - Notifications Missing
5	JAGGAER - Confirmation Error
6	JAGGAER – Jaggaer Global Customer Care

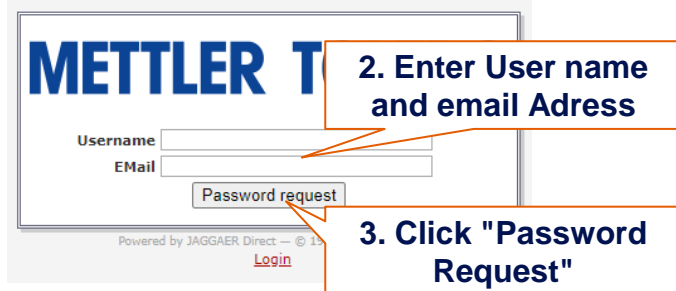
## Vendor user has lost the JAGGAER login password (1/2)

In the event that a supplier user's login information is lost, the contact can reset their password by following below steps on the JAGGAER dashboard:



The image shows the JAGGAER login page. At the top is the 'METTLER TOLEDO' logo. Below it are input fields for 'Username' and 'Password', followed by a 'Login' button. At the bottom, there is a link that says 'I forgot my password'. An orange callout box with the number '1' points to this link.

**1. Click "I forgot my password"**



The image shows the 'Password request' form. It has input fields for 'Username' and 'Email', and a 'Password request' button. An orange callout box with the number '2' points to the 'Username' field. Below the form, there is a 'Login' link. Another orange callout box with the number '3' points to the 'Login' link.

**2. Enter User name and email Address**

**3. Click "Password Request"**

Password reset mail sent to the address specified. Please follow the HTML Link in the email.

When receiving the email, follow the instructions by clicking on the provided link. You will then be prompted to change your password by entering a new password twice and then clicking save.



Dear JAGGAER User,

you requested a new password at 09:45, on 25-06-2021,

by following the link below, you will activate your new password for your JAGGAER account.

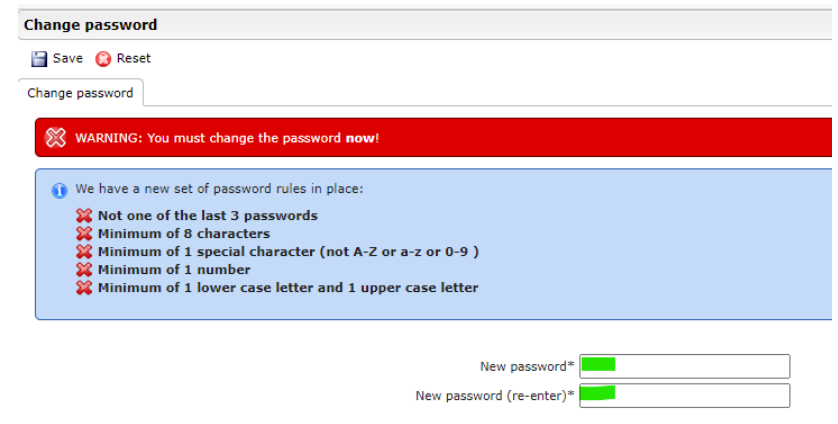
[https://app11.jaggaer.com/login\\_lostpass.php?key=a03f01232b022174b686968d0c98884a312f7079&l](https://app11.jaggaer.com/login_lostpass.php?key=a03f01232b022174b686968d0c98884a312f7079&l)

After 24 hours, this link will be rendered inactive. You may request a new one if needed.

If it is impossible to open the link directly, please copy it to your favourite browser to open it.

Best regards,

Your JAGGAER Team



The image shows the 'Change password' form. At the top is the 'Change password' title. Below it are 'Save' and 'Reset' buttons. A red warning banner says 'WARNING: You must change the password now!'. Below that is a blue box with a list of password rules: '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', and 'Minimum of 1 lower case letter and 1 upper case letter'. At the bottom are input fields for 'New password\*' and 'New password (re-enter)\*'.

**Change password**

Save Reset

Change password

**WARNING: You must change the password now!**

We have a new set of password rules in place:

- 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

New password\*

New password (re-enter)\*

If Supplier contact does not remember his Username, MT Buyers can send login credentials by email out of the contact person details in the Jaggaer Supplier Company information. See slide 4 how to search for Supplier and Contact Person.



The screenshot displays the Jaggaer Supplier Company information page. The top navigation bar includes tabs for General, Rating, Supplier Management, Orders & RFQs, Spend, Contracts, Documents, and a New tab. The main content area is divided into two panels. The left panel, titled "COMPANY BASIC INFORMATION", shows fields for Partner no., Address, Zip, City, State, Country, Telephone, Fax, Email, and DUNS. The right panel, titled "ALL CONTACTS", shows a table with columns for User, Main Depa..., Contact, Responsibi..., Account, Gender, and Blocked. A red box highlights a contact in the table, with an arrow pointing to it from a callout box that says "1. Click at required Contact Name". Below the table, a red box highlights a button labeled "Resend Login Credentials", with an arrow pointing to it from a callout box that says "2. Click 'Resend Login Credentials'". At the bottom of the page, a "TOOLBOX" section shows a message "Company already registered" and a button labeled "Resend Login Credentials". A green banner at the bottom right says "Email sent successfully."

COMPANY BASIC INFORMATION

Partner no. [redacted]

Address: [redacted]  
Zip, City, State: [redacted]  
Country: [redacted]  
Telephone: [redacted]  
Fax: [redacted]  
Email: [redacted]  
DUNS: [redacted]

SUPPLIER

COMPANY DETAIL INFORMATION

Person details +

PERSON DETAILS

First Name: [redacted]  
Last Name: [redacted]

ALL CONTACTS

User	Main Depa...	Contact	Responsibi...	Account	Gender	Blocked
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

1. Click at required Contact Name

2. Click "Resend Login Credentials"

TOOLBOX

Company already registered

Resend Login Credentials

ALL CONTACTS

Orders, R... [green checkmark] [key icon]

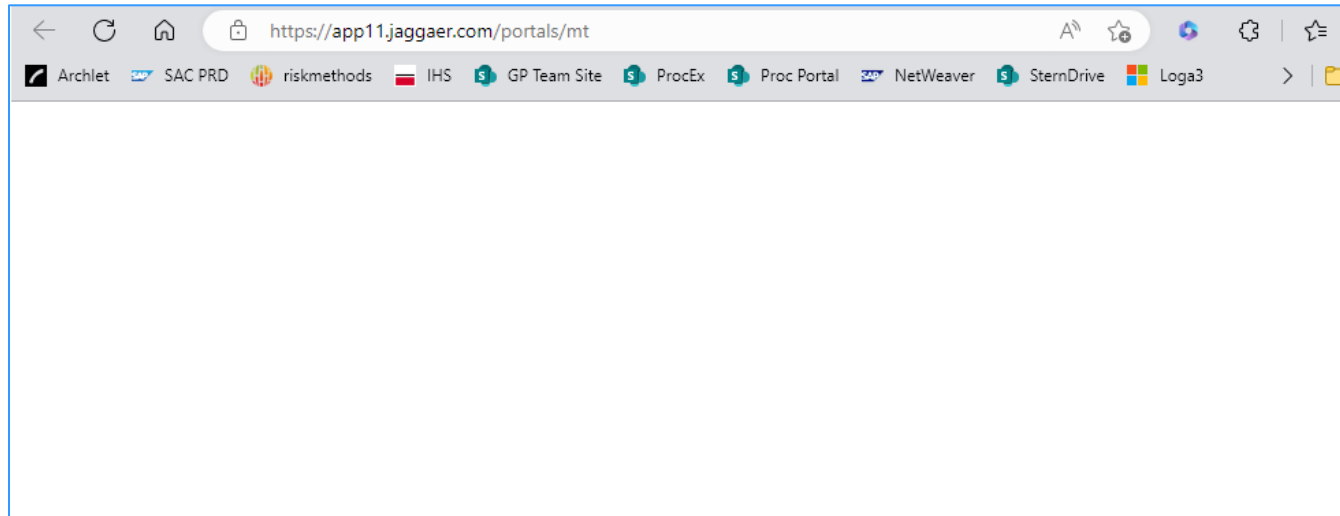
Email sent successfully.

Mail with Username and Email address is sent to the contact together with lost password link

<b>1</b>	<b>JAGGAER - Supplier Contact and Role Managment</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>

## Problem:

If supplier is not able to access the JAGGAER procurement portal, it may be due to the firewall blocking the JAGGAER URL. When a domain is added to a blacklist in a database, this information is shared with all firewalls connected to the service.

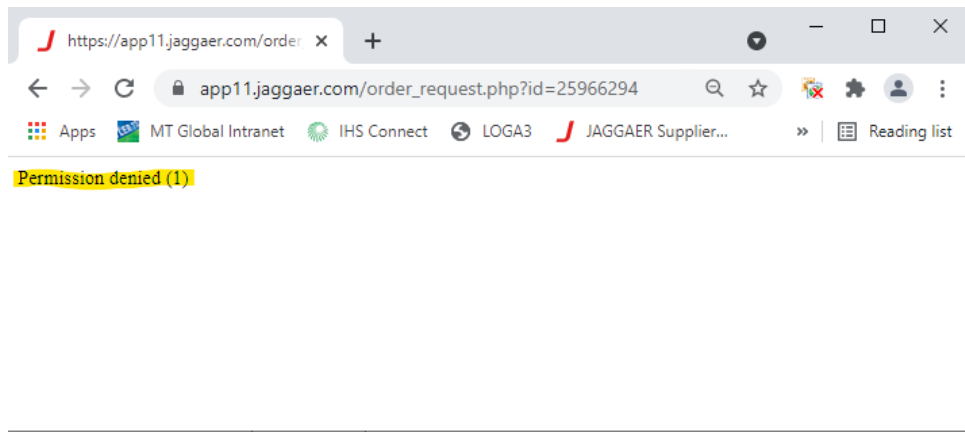


## Solution

The matter is not within MTs control. The supplier should reach out to their IT department and request them to add the URL **app11.jaggaer.com** or the entire JAGGAER domain **jaggaer.com** to their firewall's whitelist

## Problem:

When the supplier attempts to log in to the portal, error message "Permission denied (1)" is received.  
-> Combination of username and password does not match the log in credentials



## Solution

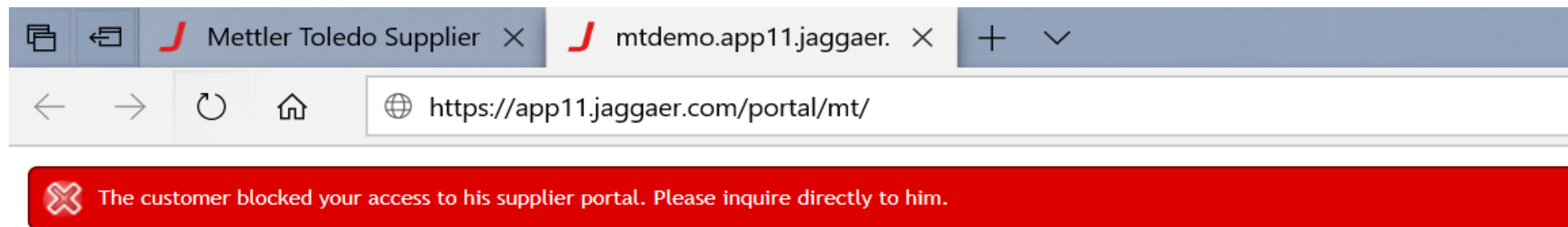
Perform either Password Reset or Resend Log in credentials. See details of the process in previous slides.

## Problem:

Supplier cannot log into portal and receives following error message:

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

The described scenario occurs when the supplier is still logged in (for example for another customer). It is not possible to have multiple logins within the same browser.



## Solution

Supplier should check that they have logged out of any prior sessions or sessions with other customers. Alternatively use different browser, if multiple log ins are required.

Furthermore, it is recommended to delete all Jaggaer-related browser cookies in their web browser.

## Problem:

Supplier cannot log into portal and receives following error message:

**"Your access to the supplier portal has been blocked by the customer. Please contact the customer directly."**

The described scenario occurs when the supplier is blocked.

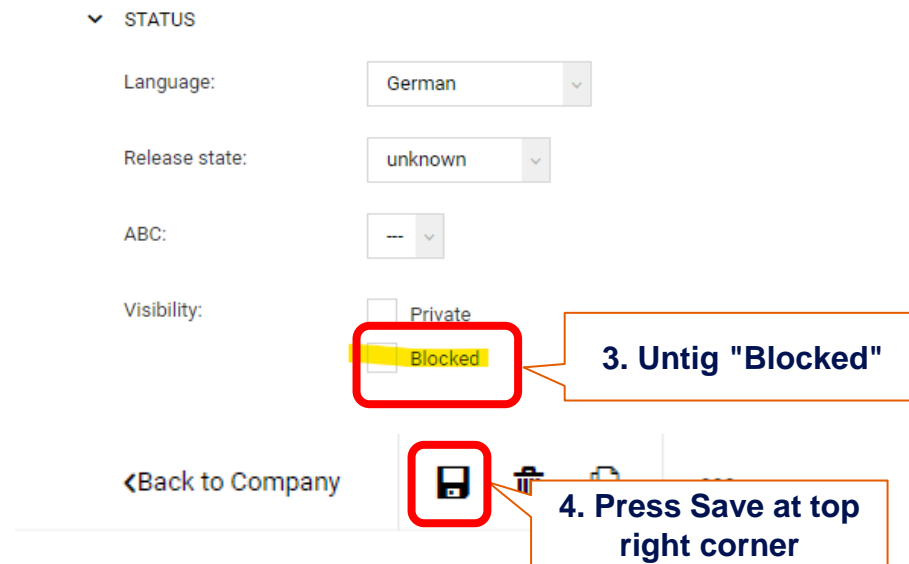
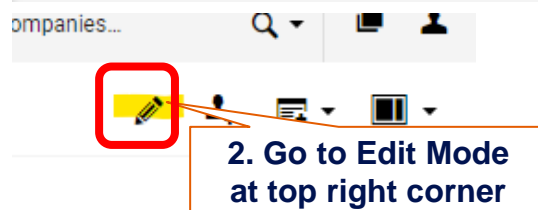
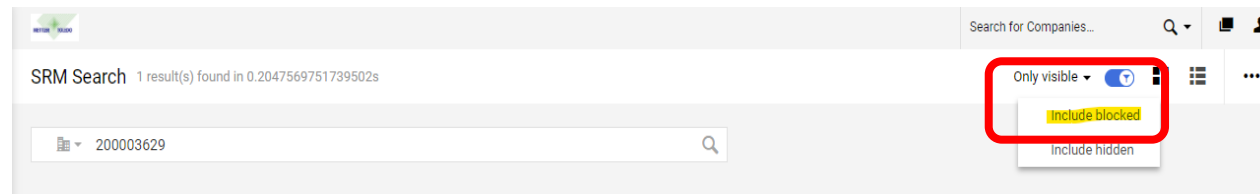
You may want to reach out to your MT Buyer to have them unblock your user, as it appears that you have been blocked for an unknown reason from MT's side.

## Solution

If the supplier has been blocked by mistake, MT Buyer can unblock the supplier via Company Basic Information.

MT Buyer to search of blocked supplier and remove the block via edit mode

**Attention: Please check the Supplier Status in SAP as Status 99 will trigger a block on the supplier in the portal. In such case, it is crucial not to remove the block unless the supplier is reactivated in SAP as well.**



1	JAGGAER - Supplier Contact and Role Managment
2	JAGGAER - Password reset and Login Credentials Resend
3	JAGGAER - Login issues
4	JAGGAER - Notifications Missing
5	JAGGAER - Confirmation Error
6	JAGGAER – Jaggaer Global Customer Care

## Problem:

There could be several causes for a supplier not receiving notification emails from the JAGGAER procurement portal. To begin troubleshooting, MT Buyer should review the most recent 'Activities' listed in the company profile, which can be found in the Tab "Supplier Management" by scrolling to the bottom left corner of the page.

The screenshot shows the JAGGAER Supplier Management interface. The top navigation bar includes tabs for General, Supplier Management (selected), Documents, Collaboration, and Supplier Performance - WIP. The main content area is divided into several sections: TICKETS, GOOGLE NEWS, CATEGORIES, SUPPLIER PROFILE, and PURCHASING ORGANIZATIONS. The SUPPLIER PROFILE section is expanded, showing the 'ACTIVITIES' list. This list contains three entries, each with an information icon, a subject line 'MT :: Eingang einer Bestellung...', a date '2024-05-28', and status buttons 'DONE' and 'MEDIUM'. A red box highlights the 'ACTIVITIES' section, and a callout box labeled 'Triggered Notifications' points to it. The top right corner shows the METTLER TOLEDO logo and the user role 'Employee'.

## Solution

In the event that the email has been initiated from JAGGAER, we are not be able to address the issue.

We recommend the supplier to add **no-reply@app11.jaggaer.com** or the whole JAGGAER domain **jaggaer.com** to their firewall's whitelist.

## Problem:

Upon the creation of a new purchase order, the initial notification email from the JAGGAER procurement portal did not reach the supplier. If the supplier does not open the purchase order, they may receive a reminder notification three days later.

Minimum one contact for 'Orders', 'Ratings', 'Supplier Portal', 'Quality' and 'Sales'.

## Solution

To assign supplier contacts to available responsibilities in Portals Pure, the supplier needs to navigate to the "Supplier Contact and Roles" section, then select the "Roles" tab. From there, they have to assign one or more supplier contacts to the different responsibilities available.

The screenshot displays the JAGGAER procurement portal interface. On the left, a sidebar contains a 'BLACKBOARD' section with a comment from Michael Guntlin of Mettler Toledo regarding a new interface update. The main content area is divided into two columns. The left column lists responsibilities: 'Orders' (2 Assignments), 'Ratings', 'Supplier Portal' (3 Assignments), and 'Quality'. The right column lists 'Sales' and 'Standard Documents'. Annotations with red boxes and callouts provide navigation instructions:

- 1. Click at "Supplier Contacts and Roles"**: Points to the 'SUPPLIER CONTACT AND ROLES' link in the right sidebar.
- 2. Go to Roles**: Points to the 'Roles' tab in the 'Contacts' section at the top.
- 3. Change responsibilities via the Pen**: Points to the edit icon (pen) next to the 'Supplier Portal' responsibility.

Suppliers get notification emails from the JAGGAER procurement portal, announcing the delivery is completed for a specific order line. This is the case, when multiple lines are ordered in one PO with different delivery dates.

Dear Mr. Supplier,

Mettler-Toledo has sent you an order amendment for your further handling via the Mettler-Toledo supplier portal.

Order no.: 4505016209

Comment: Beistellmaterial wird mit Lieferung 93109623 angeliefert!Beistellmaterial wird mit Lieferung 93109623 angeliefert!

Changes position 00040: 30432182 ST-Koax5 3.0m kpl.		
Field	Old value	New value
delivered completely	0	1

The behavior of sending messages to the supplier cannot be turned off as it is a standard practice in JAGGAER.

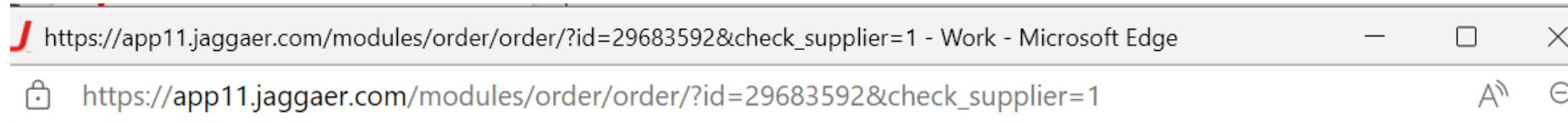
*However, buyers can prevent receiving these messages by either placing an order for a single line per PO or ordering multiple lines with the same delivery date. Implementing this approach may disrupt the automatic and streamlined order process and therefore might not be possible.*


The messages to the supplier will only stop once the complete PO with all the lines is finished.

1	JAGGAER - Supplier Contact and Role Managment
2	JAGGAER - Password reset and Login Credentials Resend
3	JAGGAER - Login issues
4	JAGGAER - Notifications Missing
5	JAGGAER - Confirmation Error
6	JAGGAER – Jaggaer Global Customer Care

## Problem:

Red bar appears on top of the JAGGAER order confirmation form with Error "Idoc could not be sent: -8"



 IDOC could not be sent: -8

Mettler-Toledo, LLC - MTI, 1900 Polaris Parkway, 43240 Columbus, United States of America

Mettler-Toledo Cargoscan AS CSN  
Ulvenveien

## Order

Order number/Date  
4504855964 / 18-04-2022  
Supplier number


## Solution:

Supplier to contact MT Buyer

-> Open Incident via SNOW. The interface from JAGGAER to MT SAP is interrupted.

Set priority to 'I cannot do tasks essential to my work'.

[Link to Snow ticket](#)

 Report a problem  
Contact IT support to raise an incident or ask for help

\*Select affected area

- ☐ Recent Selections
- ☒ SAP
- ☐ Workplace
- ☐ PLM / Engineering Services
- ☐ Other Business Applications
- ☐ None of the above

Choose your affected SAP area

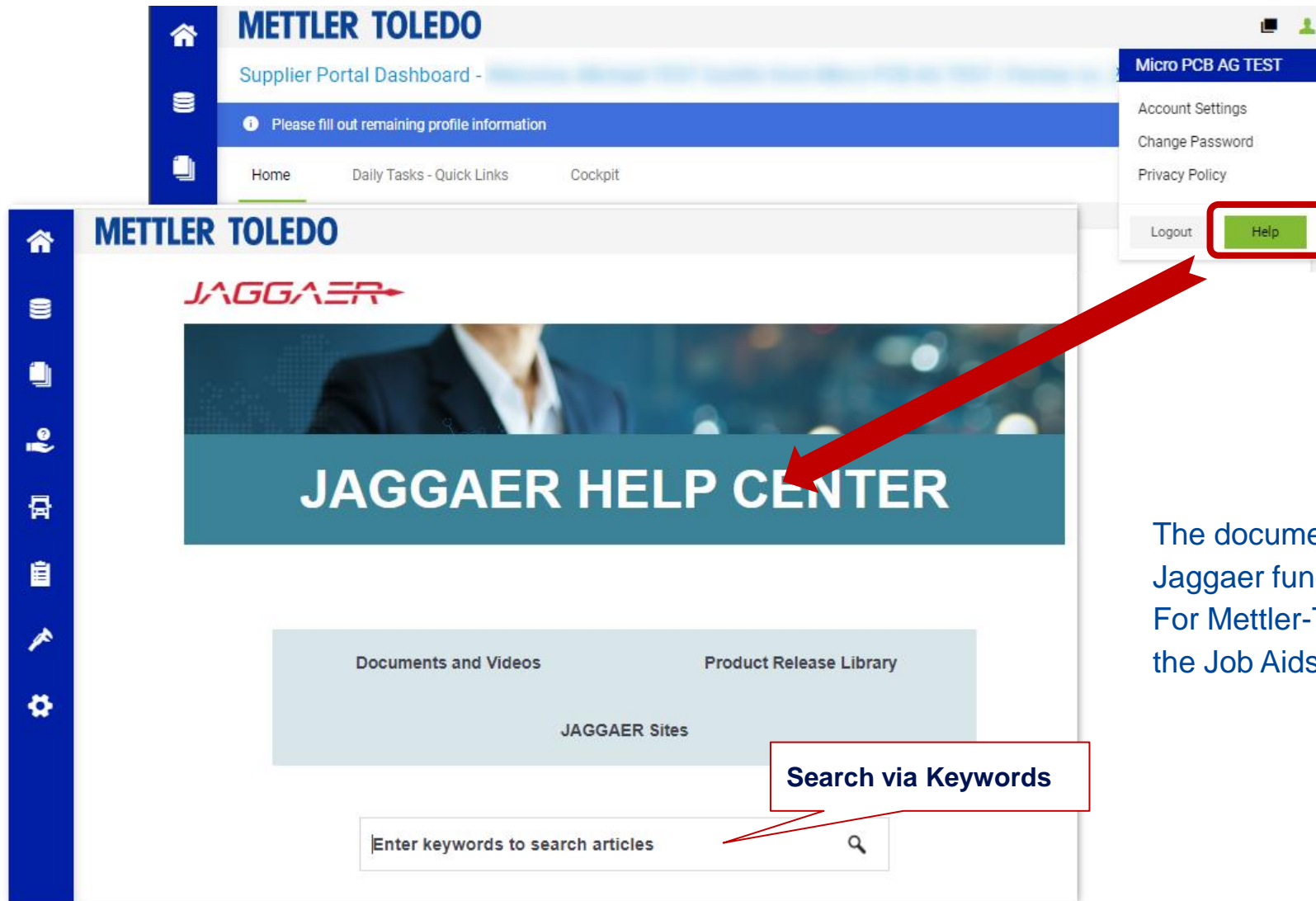
- ☐ Service (SVC)
- ☐ Sales and Marketing (SAM)
- ☒ Supply Chain Management (SCM)
- ☐ Finance (FIN)
- ☐ Human Resources (HR)
- ☐ SAP Data Maintenance
- ☐ eCommerce (ECO)
- ☐ Security / Access
- ☐ Others

Choose your affected Supply Chain Management (SCM) area

- ☐ DDMRP - Demand Driven MRP
- ☐ Delivery and Outbound Logistics
- ☐ Manufacturing
- ☐ Inventory / Warehouse Management
- ☐ Planning
- ☒ Procurement Portal Jaggaer
- ☐ Quality Management
- ☐ Sourcing

1	JAGGAER - Supplier Contact and Role Managment
2	JAGGAER - Password reset and Login Credentials Resend
3	JAGGAER - Login issues
4	JAGGAER - Notifications Missing
5	JAGGAER - Confirmation Error
6	JAGGAER – Jaggaer Global Customer Care


Jaggaer created some documentation, which is accessible via "Help"




The documentation covers standard Jaggaer functionalities.  
For Mettler-Toledo specific please consult the Job Aids in [MT supplier webpage](#)

[Link to Supplier Support Page](#)

Support languages per region, SLA: Prio1 = 24x7 & Prio2-4 = 24x5



[Your Business](#)[Our Solution](#)[Why JAGGAER](#)[Partners](#)[Our Customers](#)[About Us](#)[Resources](#)[Support](#)



# Supplier Support

Whether you're a supplier or partner, JAGGAER has support programs for you.

	Standard SLA	
Level	Initial response	Delivery of a Solution or Action Plan
Severity Level 1	1 Hour	12 Hours
Severity Level 2	8 Hours	4 Business Days
Severity Level 3	2 Business Days	Next Release
Severity Level 4	4 Business Days	Next Release

If you're a JAGGAER Supplier in need of support, submit a supplier support ticket or call Support.

Submit a Supplier Support Request

Call Support

Open incident/ticket

Global Support phone numbers

AMER

Mo - Fr  
9:00 – 17:00  
(EST)

Englisch  
Französisch  
Spanisch  
Portugiesisch

EMEA

Mo - Fr  
9:00 – 17:00  
(CET)

So - Do  
9:00 – 17:00  
(AST)

Englisch, Deutsch  
Französisch, Italienisch  
Spanisch  
Portugiesisch

APAC

Mo - Fr  
7:00 – 17:00  
(CNST)Englisch  
Chinesisch

Our support contract with JAGGAER provides free assistance to both us and our suppliers. If a supplier has portal issues and standard solutions are ineffective, they can contact JAGGAER support directly for help.