

March 2024

JAGGAER



JAGGAER supplier assistance

Guidance for common supplier portal issues

METTLER TOLEDO

1	JAGGAER - Supplier Contact and Role Management
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](#)

The screenshot displays the JAGGAER Contact Management interface. On the left, a sidebar titled 'BLACKBOARD' contains a 'Comment' section with a message about the new supplier portal interface. Below this are sections for 'PROJECTS/MT PAP', 'Advanced Shipping Notes (ASN)', and 'Kind regards METTLER TOLEDO'. The main content area is titled 'SUPPLIER CONTACT AND ROLES' and includes fields for 'Salutation*', 'First name*', 'Last name*', 'Department' (set to 'Sales'), 'Telephone*', and 'E-Mail*'. A red box highlights the 'Portal Access' toggle switch, which is turned off. A blue box labeled 'Portal Access' is overlaid on this area. On the right, a vertical sidebar lists 'SUPPLIER BASE DATE', 'SUPPLIER CATEGORIES', 'SUPPLIER PROFILE', and 'STANDARD DOCUMENTS'. At the bottom right, there are buttons for 'Add User' (with a plus icon), 'Edit User' (with a pencil icon), and 'Delete User' (with a trash icon). A red box highlights the 'SUPPLIER CONTACT AND ROLES' section, and an orange box highlights the 'Add User' button.

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 auch wir die Möglichkeit mehr Informationen auszutauschen und Prozesse effektiv. 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)

Contacts

Portal Access

Supplier Contact and Roles

Add User

Edit User

Problem:

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

ALL CONTACTS					
User	Main Depa...	Contact	Responsibl...	Account	Gender
	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.

[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.

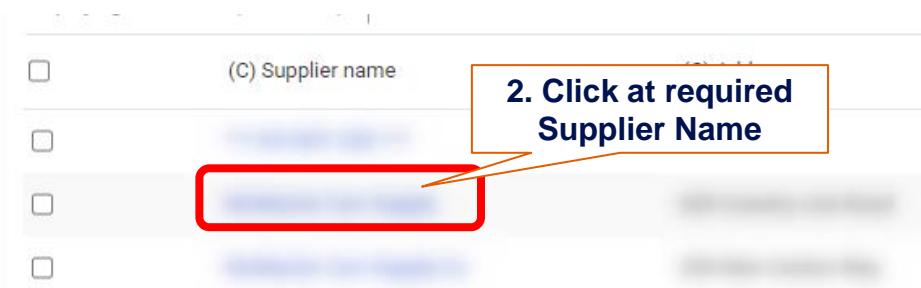
Supplier

The screenshot shows the JAGGAER Supplier Portal interface. On the left, a sidebar includes 'Home', 'Daily Tasks - Quick Links', and 'Cockpit'. Below this is a 'BLACKBOARD' section with a 'Comment' area containing a message about a new interface and a 'Project' section titled 'Assign Company Roles' with a list of categories: Orders (2), Ratings, Supplier Portal, Quality (3), and Sales. The main content area shows a 'Contacts' section with tabs for 'Contacts' (selected) and 'Roles'. A red box highlights the 'Roles' tab with the label '2. Go to Roles'. Below this is a 'Orders' section with a '2 Assignments' table for 'Sales'. A red box highlights the 'Supplier Portal' row in this table with the label '3. Change responsibilities via the Pen'. A green arrow points from the 'Supplier Portal' row to a 'SUPPLIER CATEGORIES' dialog box. This dialog box has a red box around the 'SUPPLIER CONTACT AND ROLES' section with the label '1. Click at "Supplier Contacts and Roles"'. A red box highlights the 'Save' button at the bottom of the dialog with the label 'Don't forget to Save!'. The 'SUPPLIER CATEGORIES' dialog also includes sections for 'SUPPLIER PROFILE' and 'STANDARD DOCUMENTS'.

Search Supplier via Searchfield in top right corner:



Access Supplier details via Hyperlink:



You can view the contacts to identify which partners have an account and whether that account is currently blocked

Blocked Accounts cannot access the portal

ALL CONTACTS						
User	Main Depa...	Contact	Responsibi...	Account	Gender	Blocked
				✗		✗
				✓		✗
				🔑		Orders, R...

Account | **Icon meaning**

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

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2	JAGGAER - Password reset and Login Credentials Resend
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Vendor user has lost the JAGGAER login password (1/2)

Supplier

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:

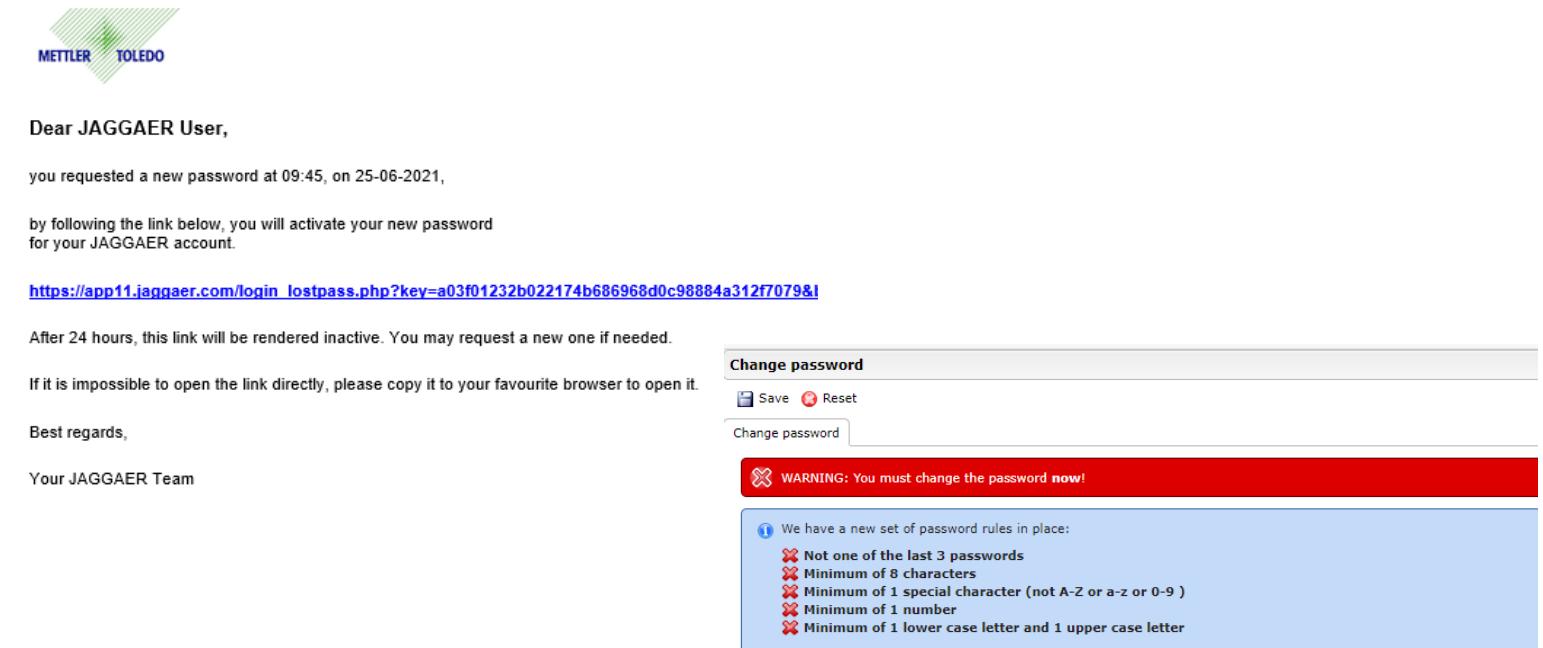


The image shows the JAGGAER login page. It features a 'METTLER TOLEDO' logo at the top. Below it are fields for 'Username' and 'Password', and a 'Login' button. A copyright notice at the bottom left reads: '© 1999-2023 JAGGAER. When you use our Solution, we process your data as described in our Service Agreement.' A red box highlights the 'I forgot my password' link, which is underlined and located below the login fields.

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.



The image shows the JAGGAER password request page. It has fields for 'Username' and 'Email', and a 'Password request' button. A red box highlights the 'Password request' button. Below the form, a green box displays the message: 'Password reset mail sent to the address specified. Please follow the HTML Link in the email.' A green arrow points from the 'Password request' button to this message.



The image shows an email from JAGGAER. The subject line is 'JAGGAER - Password Reset'. The body of the email contains the text: '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.' Below this is a red link: https://app11.jaggaer.com/login_lostpass.php?key=a03f01232b022174b686968d0c98884a312f7079&1. Below the email is a 'Change password' interface. It has 'Save' and 'Reset' buttons. A red warning box says: 'WARNING: You must change the password now!' It lists password rules: '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'. Below this are fields for 'New password*' and '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.



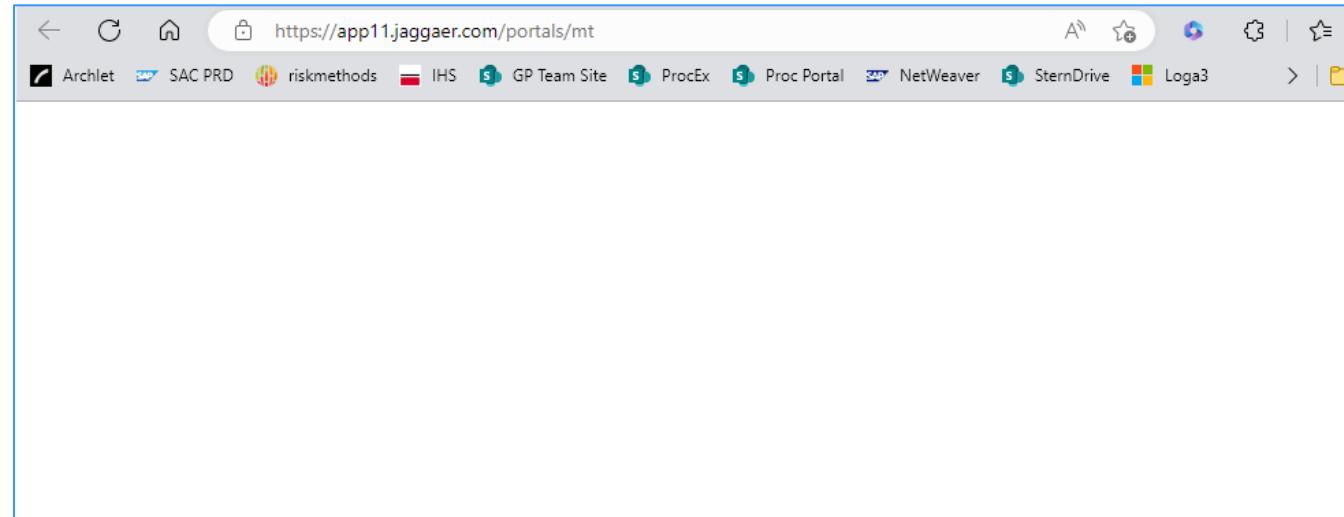
The screenshot shows a software interface with the following components:

- Top Navigation:** General, Rating, Supplier Management, Orders & RFQs, Spend, Contracts, Documents, New tab, +
- Left Panel:** COMPANY BASIC INFORMATION (Partner no., Address, Zip, City, State, Country, Telephone, Fax, Email, DUNS) and a SUPPLIER button.
- Right Panel:** ALL CONTACTS table with columns: User, Main Depa..., Contact, Responsibi..., Account, Gender, Blocked. The table lists several contacts with red 'X' icons in the Account column.
- Central Area:** A red box highlights a contact in the list, with a callout "1. Click at required Contact Name". A red arrow points from this contact to the "Resend Login Credentials" button in the TOOLBOX.
- Bottom Right:** A green box with a checkmark says "Email sent successfully." Below it, text reads: "Mail with Username and Email address is sent to the contact together with lost password link".
- Bottom Toolbox:** Includes buttons for "Resend Login Credentials" (highlighted with a red box and callout "2. Click 'Resend login Credentials'"), "Company already registered", and other standard toolbox icons.

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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.



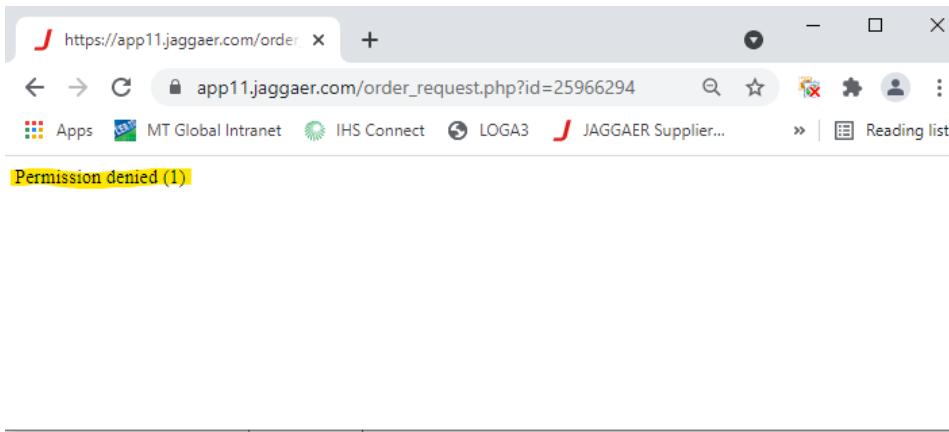
Solution

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.

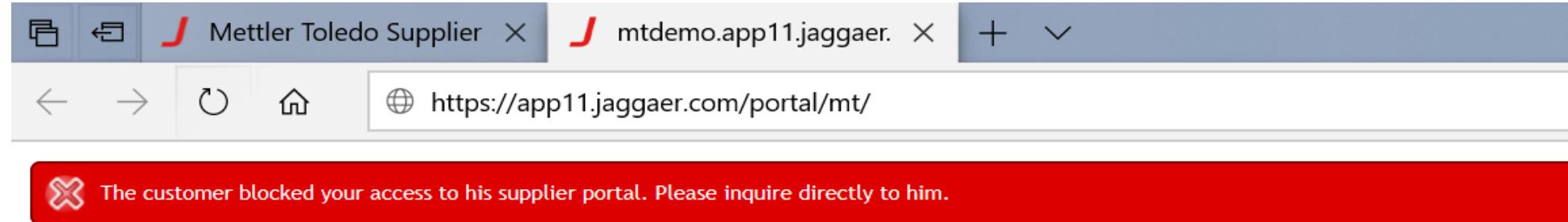
Problem:

Supplier

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.



The screenshot shows the JAGGAER SRM Search interface. On the left, a search bar displays '200003629'. Above the search bar are buttons for 'Only visible' (with a dropdown menu showing 'Include blocked' and 'Include hidden'), a magnifying glass, and a user icon. To the right, a 'STATUS' section includes dropdowns for 'Language: German', 'Release state: unknown', and 'ABC:'. Below these are 'Visibility' dropdowns for 'Private' and 'Blocked'. A red box highlights the 'Blocked' dropdown with the text '3. Untig "Blocked"'. At the bottom right, a 'Save' button is highlighted with a red box and the text '4. Press Save at top right corner'. A blue box with the text '2. Go to Edit Mode at top right corner' points to the edit mode icon in the top right corner of the main search area. A 'Back to Company' link is at the bottom left.

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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 procurement portal interface. The top navigation bar includes tabs for General, Supplier Management (which is selected and highlighted in blue), Documents, Collaboration, and Supplier Performance - WIP. Below the tabs, there are sections for TICKETS, GOOGLE NEWS (with a message stating 'No results to be displayed for the provided search term.'), and CATEGORIES. On the right side, there are sections for SUPPLIER PROFILE (with a 'Last modified by' field) and PURCHASING ORGANIZATIONS. The bottom right corner features a large red box highlighting the ACTIVITIES section. This section lists three recent activities, each with a small circular icon, the text 'MT :: Eingang einer Bestellung...', the date '2024-05-28', and status indicators 'DONE' and 'MEDIUM'. An orange callout box with the text 'Triggered Notifications' points to this ACTIVITIES section.

ID	Name	Created	Status	Responsible group	Assigned to	Type
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

SUPPLIER PROFILE	
[REDACTED]	

PURCHASING ORGANIZATIONS	
[REDACTED]	

ACTIVITIES	
	MT :: Eingang einer Bestellung... 2024-05-28 DONE MEDIUM
	MT :: Eingang einer Bestellung... 2024-05-28 DONE MEDIUM
	MT :: Eingang einer Bestellung... 2024-05-28 DONE MEDIUM

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.

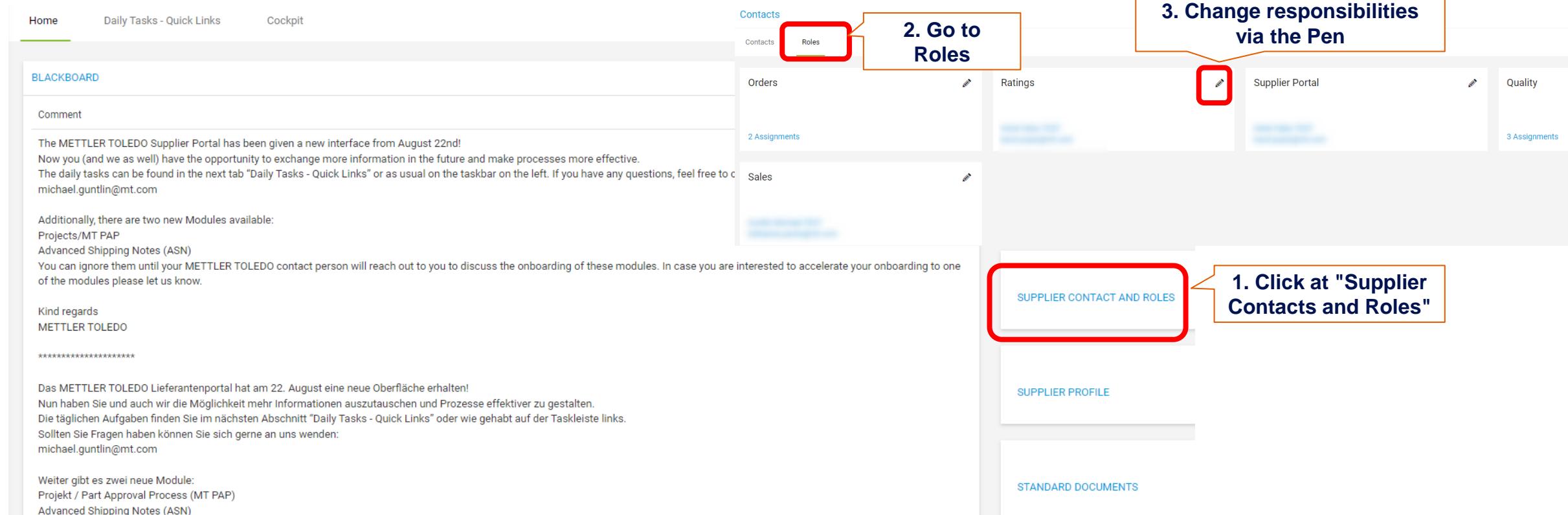
Problem:

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.



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
<hr/>		
<hr/>		

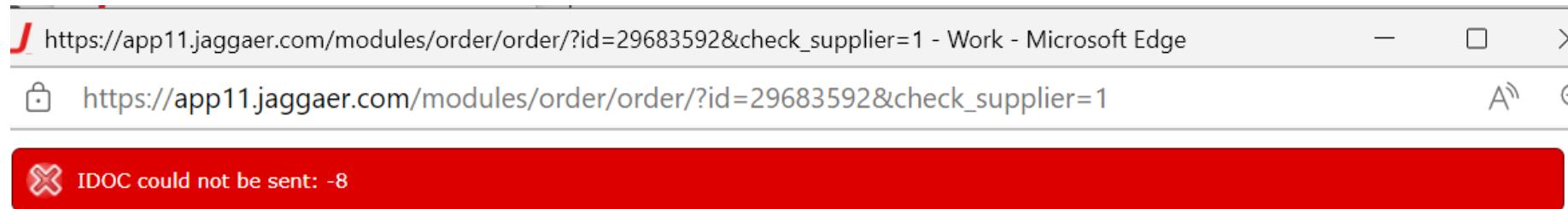
The behavior of sending messages to the supplier cannot be turned off as it is a standard practice in JAGGAER. However, buyers can prevent receiving these messages by either placing an order for a single line per PO or ordering multiple lines with the same delivery date. Implementing this approach may 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.

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Problem:

Red bar appears on top of the JAGGAER order confirmation form with Error "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

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'.

 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

[Link to Snow ticket](#)

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

The screenshot shows the Mettler-Toledo Supplier Portal Dashboard. The top navigation bar includes a blue sidebar with icons for Home, Daily Tasks, and Cockpit, and a main menu with Supplier Portal Dashboard, a profile message 'Please fill out remaining profile information', and account settings like Micro PCB AG TEST, Account Settings, Change Password, and Privacy Policy. A red box highlights the 'Help' button in the account menu. The main content area features a 'JAGGAER' logo and a 'JAGGAER HELP CENTER' banner with a video thumbnail of a person in a suit. Below this are sections for 'Documents and Videos' and 'Product Release Library', and a 'JAGGAER Sites' section. At the bottom is a search bar with 'Enter keywords to search articles' and a 'Search via Keywords' button. A red box highlights the search bar, and a red arrow points from the 'Help' button to the 'Search via Keywords' button.

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 is here to help. Learn more about our supplier support programs.

AMER	EMEA	APAC
Mo - Fr 9:00 – 17:00 (EST)	Mo - Fr 9:00 – 17:00 (CET)	So - Do 9:00 – 17:00 (AST)
Englisch Französisch Spanisch Portugiesisch	Englisch, Deutsch Französisch, Italienisch Spanisch Portugiesisch	Englisch Arabisch
		Englisch Chinesisch

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](#)

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.