

May 2025



Jaggaer Supplier Assistance

Mettler Toledo Guidance for Common Supplier Portal Issues

METTLER TOLEDO

Welcome to the Supplier Assistance Job Aid for external suppliers!

This guide is designed to help you effectively navigate our supplier portal and resolve the most common issues you may encounter.

In this document, the Supplier Assistance, you will find step-by-step instructions and troubleshooting tips for addressing typical problems, such as login difficulties, error messages and notification issues.

For additional details and process instructions, please consult the module specific job aids available on our external supplier webpage.

If you require further assistance, please contact JAGGAER Supplier Support.

[Link to Jaggaer Support Page](#)

Our contract offers free assistance to both us and our suppliers, so you can contact Jaggaer support directly if needed.

[Link to MT Supplier Webpage](#)

Documents and Job Aids

Mettler-Toledo uses a cloud-based platform to interact with approved suppliers. The platform is for co-operation in industrial outsourcing and serves as an interface between Mettler-Toledo and its third-party suppliers.

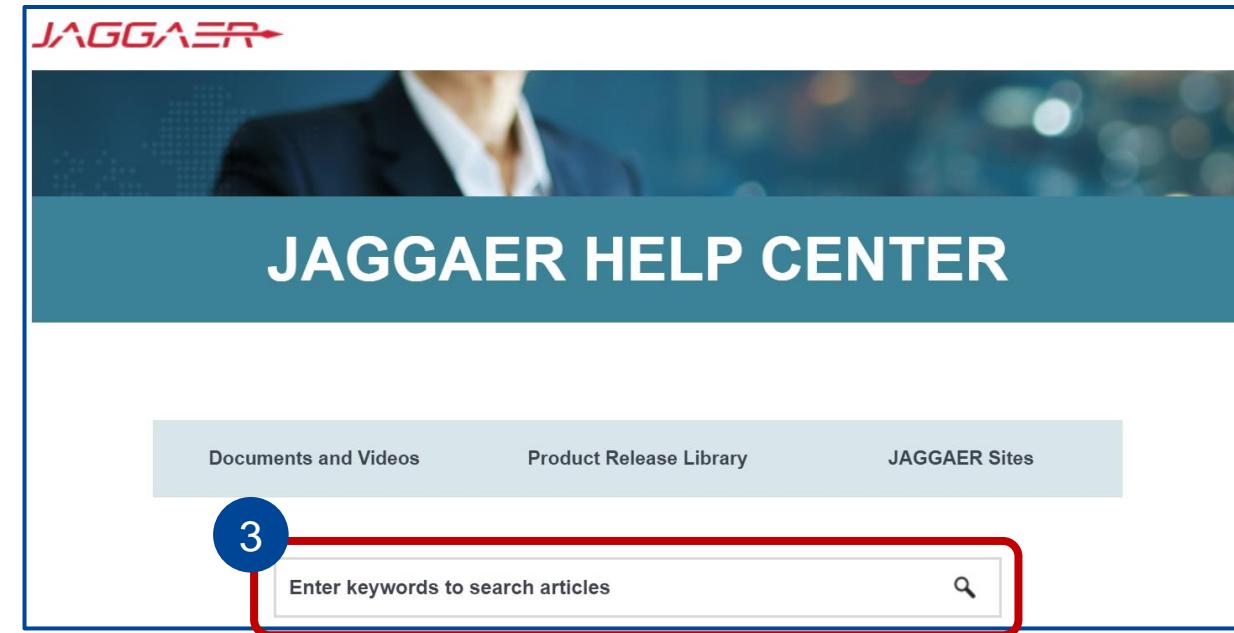
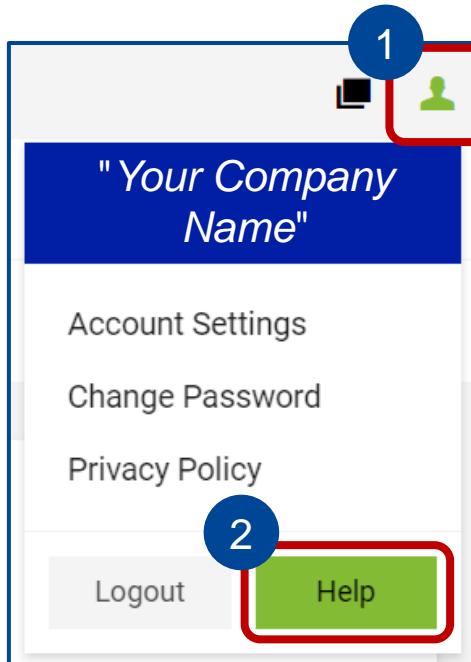
METTLER TOLEDO



- 1 Personal Account
- 2 Help: This will take you to the Jaggaer Help Center
- 3 Keyword Search

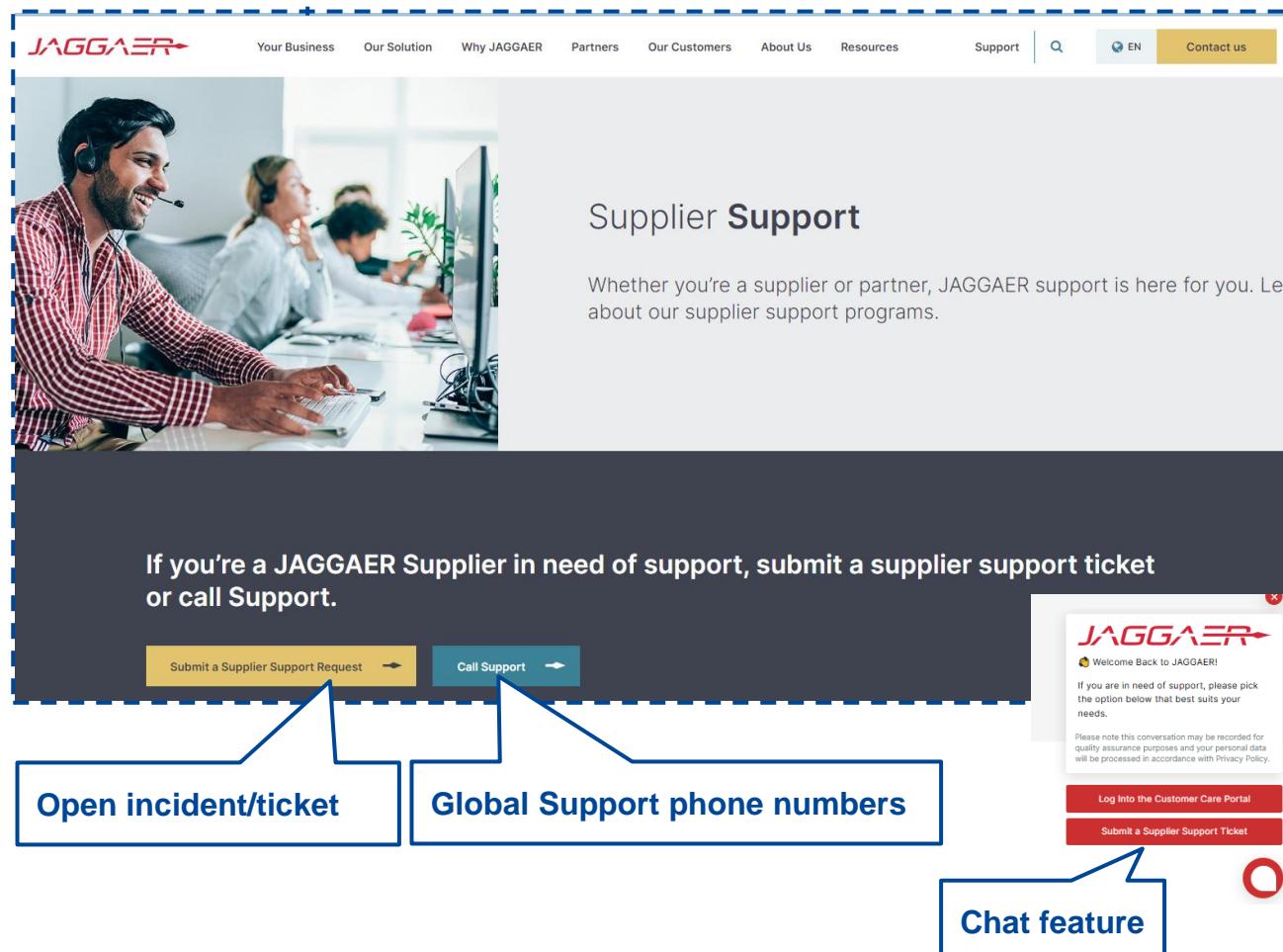


You can access the standard Jaggaer documentation through the "Help" button. For instructions specific to Mettler Toledo, please refer to the job aids available on our external MT supplier webpage, as indicated in the previous slide.



If the instructions on the following slides do not resolve your issue, please kindly submit a ticket directly through the Jaggaer support page. As METTLER TOLEDO does not have access to vendor-specific information, Jaggaer support will be able to assist you more promptly and effectively.

Link to Supplier Support Page



Supplier Support

Whether you're a supplier or partner, JAGGAER support is here for you. Learn about our supplier support programs.

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 Chat feature Log into the Customer Care Portal Submit a Supplier Support Ticket

Opening Hours

AMER	EMEA	APAC
Mo – Fr 9:00-17:00 (EST)	Mo – Fr 9:00-17:00 (CET)	So – Thu 9:00-17:00 (AST)
English French Spanish Portuguese	English, German, French, Italian, Spanish Portuguese	English Arabic

Service Level Agreement

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

Service Level Agreement (SLA):
Prio1 = 24x7, Prio 2-4 = 24x5

Search here for the issue you are facing and click on "- Solution" to be taken to the slide with detailed instructions.

- Lost Password, but username is known – [Solution](#)
- Login credentials are lost, but there are still other active users in your company with working portal access - [Solution](#)
- Login credentials are lost and there are no other active users with working portal access left - [Solution](#)
- Last user with admin login account left the company, new admin user to be requested - [Solution](#)
- Access to the JAGGAER procurement portal is not working and showing blank screen - [Solution](#)
- Notifications are blocked by firewall - [Solution](#)
- Error message "Permission denied (1)" - [Solution](#)
- Error message "The customer blocked your access to his supplier portal. Please inquire directly to him" caused by multiple log in - [Solution](#)
- Error message "The customer blocked your access to his supplier portal. Please inquire directly to him" due to blocked status - [Solution](#)
- Purchase order notifications missing – [Solution](#)
- Link in Purchase Order Notifications not working – [Solution](#)
- Confirmation error message "Idoc could not be sent: -8" – [Solution](#)

Additional available background information:

- for company data management responsibilities – [link](#)
- Purchase order complete delivery notification - [link](#)

Click on the link to learn more about the mentioned topics

If you have lost your password but remember your username, follow these steps to reset it:

- 1 Click "Forgot password"
- 2 Enter email address and click "Submit"
- 3 An email will be sent to you with a link to follow
- 4 Enter your new password twice
Please pay attention to the rules
- 5 Save the new password

Login Using JAGGAER Global Identity English UK ▾

Email

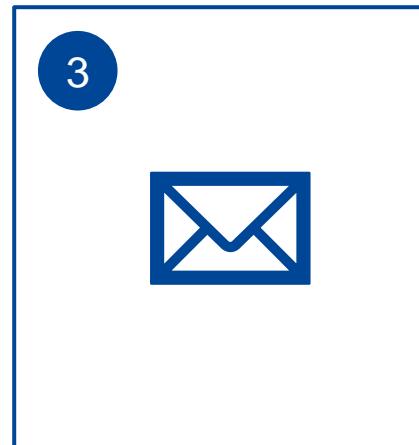
Forgot Password? 1

Password

Forgot Password English UK ▾

Enter your email address and Jaggaer will send instructions with a link to reset your password. Please check your Spam folder.

Email 2



Set JAGGAER Global Identity Password English US ▾

katharina.pache@mt.com

New Password 4

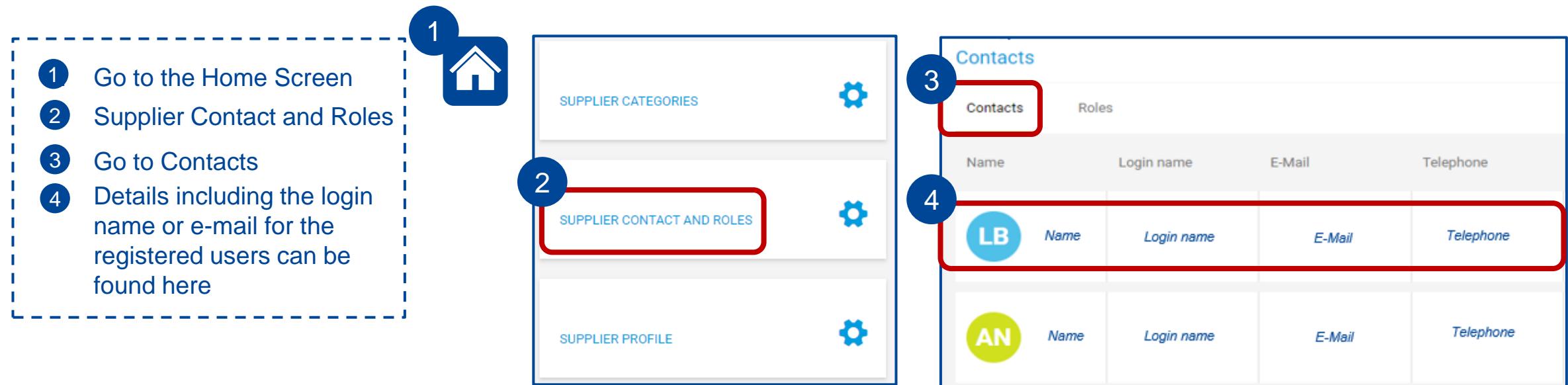
Confirm Password

Minimum of 12 characters
 Must be different from email
 Minimum of 1 special character (not A-Z, a-z, or 0-9)
 Minimum of 1 number
 Minimum of 1 lowercase letters
 Minimum of 1 uppercase letters
 Passwords must match

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Obtain Login Credentials from Other Company Contacts

If you have portal access, you can find the login names for other contacts in the "Supplier Contact and Roles" section.



If you have forgotten your username and do not have any active contacts available, please contact your MT business representative for assistance with your login credentials.

MT users can find instructions for triggering notifications in the internal Job Aid 01_4 JA Supplier Management for Buyer.

You will receive an email containing a link to update your password for the upgraded Supplier Identity Management with Multi-Factor Authentication.

Dear [REDACTED]

Your existing JAGGAER supplier account has been automatically upgraded to provide you and your customers with more protection.

As part of this upgrade, you need to provide a new password for your supplier account. Please follow this link to change your password within the next 72 hours:

[Change supplier account password](#).

JAGGAER is a leading provider of digital procurement software and solutions, and the procurement platform of choice for your customer(s). To learn more, visit <https://www.jaggaer.com/>.

If you are having issues with your JAGGAER account, please contact JAGGAER Global Customer Care via the following web form: <https://www.jaggaer.com/submit-supplier-support-request/>

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With the registration to the JAGGAER procurement portal, the supplier is taking over the full responsibility for company data and user management, including the ability to add, edit, and delete users, as well as manage their portal access.



MT cannot modify supplier database information for registered suppliers. We therefore provide guidelines for assistance.

Supplier managed master data

Basic data (Company name, address, email, homepage, registration numbers, etc.)

User & contact management incl. access and role assignment

Profile management (Questionnaire with request for information)

Suppliers must identify a specific contact for each topic, who needs to get the particular role assigned to receive the related notifications.

Responsibilities for roles can be added or removed, and each mandatory role must have at least one assigned contact.

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

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Problem

last User with admin user with login account left the company

Account Information

ALL CONTACTS						
User	Main Depa...	Contact	Responsibi...	Account	Gender	Blocked
Purchasing		Quality		✓		
				✗		∅
				✗		∅
				✗		∅
Purchasing		Orders, Q...		✓ 		

Account	Icon meaning
	No portal access
	Login Account active
	Admin User assignment

Solution

If you do not have any active admin user left, please reach out to your MT business representative for assistance. MT users can find guidance on creating a new contact and assigning an admin user in the internal Job Aid 01_4 JA Supplier Management for Buyer.



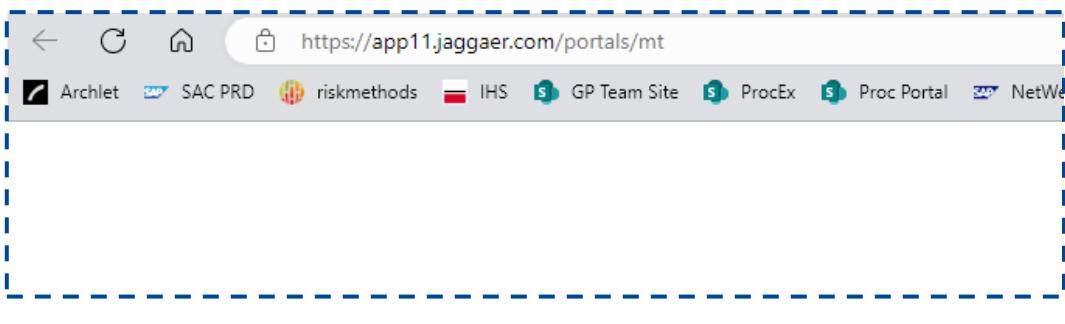
To prevent this issue we highly recommend maintaining at least two active users with login credentials at all times.

For more details see:
[link to MT Job Aid for Supplier Data Maintenance](#)

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Problem

If you're encountering a blank screen when trying to access the JAGGAER procurement portal, it could be due to a firewall blocking the JAGGAER URL. When a domain gets added to a blacklist in a database, that information is shared with all connected firewalls, which may prevent access.

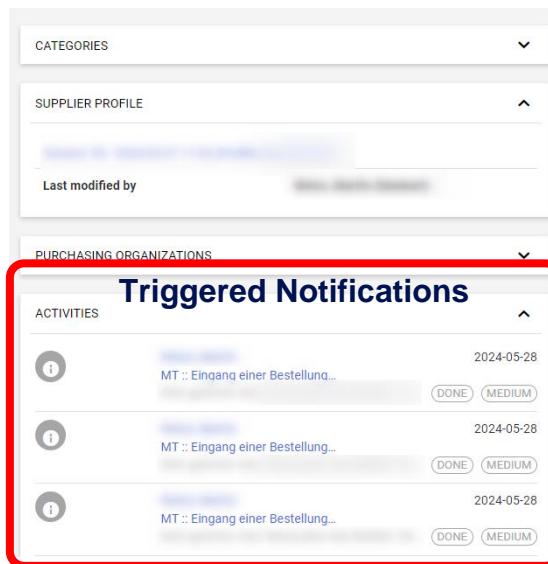


Solution

This issue is beyond MT's control. Please reach out to your IT department and request to whitelist the URL **app11.jaggaer.com** or the entire JAGGAER domain **jaggaer.com** in your company's firewall.

Problem

If you are not receiving any email notifications from the JAGGAER supplier portal and your MT user confirmed the presence in the activities (see screenshot below), it's possible that your firewall is blocking them.



This panel is only visible for the MT user

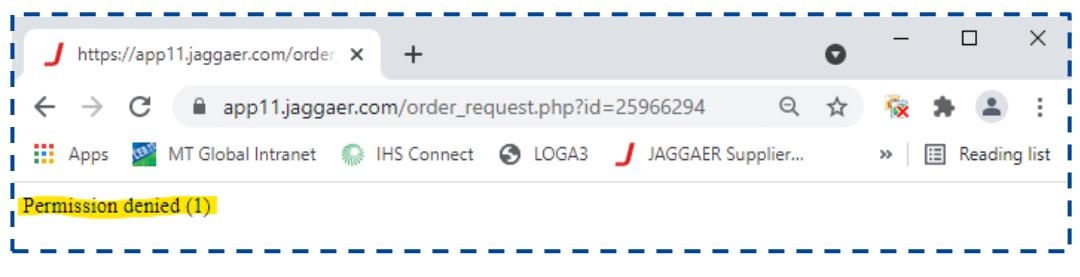
Solution

If your MT business partner has confirmed that the notifications appear in the 'Activities' section under the 'Supplier Management' tab in the supplier view, it indicates that the emails have been successfully sent from JAGGAER.

This issue is then beyond MT's control. Please contact your IT department and request to whitelist the **no-reply@app11.jaggaer.com** or the entire JAGGAER domain (**jaggaer.com**) in your company's firewall.

Problem

If you see the error message "**Permission denied (1)**" when accessing the JAGGAER procurement portal, it indicates that your username and password do not match your login credentials.



Solution

Please complete either the Password Reset or Resend Login Credentials process as instructed in the previous slides.

Problem

When accessing the portal you receive error message
"The customer blocked your access to his supplier portal. Please inquire directly to him".



Solution

You cannot have multiple logins in the same browser. Please ensure you've logged out of any previous sessions or sessions with other customers. If you need to log in to multiple accounts, use a different browser. Additionally, it's recommended to delete all Jaggaer-related cookies in your browser.

Problem

When accessing the portal you receive error message **"The customer blocked your access to his supplier portal. Please inquire directly to him".**

If you have confirmed that you've logged out of any previous sessions or sessions with other customers, it appears that your company has been mistakenly blocked on MT's side. Please contact your MT business representative to have your company unblocked.



Solution

The MT business partner needs to check the status in both SAP and Jaggaer, and based on the situation, initiate the appropriate process to unblock the supplier. MT users can find instructions for unblocking supplier in internal Job Aid 01_4 JA Supplier Management for Buyer.

Problem

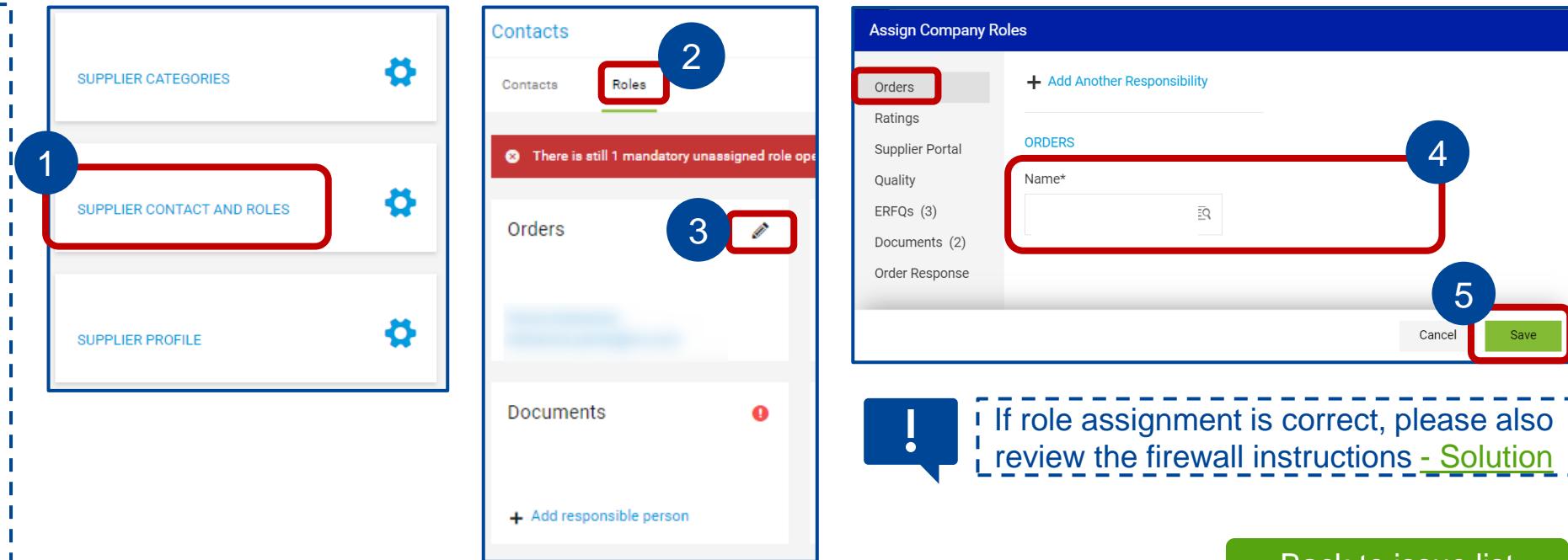
You do not get notifications for newly created purchase orders and/or do not receive reminder notifications three days later if the purchase order has not been opened.

Solution

Review the role assignment for "orders" in the "Supplier Contact and Roles" section, and then click on the "Roles" tab. Notifications will not be sent unless this role is assigned to one or more contacts.

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

- 1 Supplier Contact and Roles
- 2 Go to the tab «Roles»
- 3 Edit orders: Assign at least one contact to the module «orders»
- 4 Assign all responsible users to the "orders" role. You can define different responsibilities based on Buyer Group
- 5 Remember to "Save"



1 **SUPPLIER CONTACT AND ROLES**

2 **Roles**

3 **Orders**

4 **ORDERS**

5 **Save**

! If role assignment is correct, please also review the firewall instructions - [Solution](#)

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Problem

The link in the notification for newly created purchase orders to access the Purchase Order no longer works.

Solution

Please switch to the new login with upgraded Supplier Identity Management and Multi-Factor Authentication for enhanced security. Follow instructions provided by Jaggaer: [Link to Jaggaer Instruction](#)



Watch Out Points:

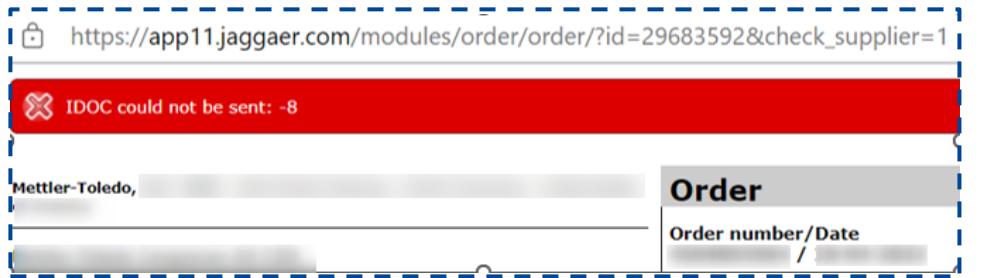
1. Update any saved Jaggaer cloud login favorites to: <https://app11.jaggaer.com/portal/mt/>
2. Use the registered email address when using 'Forgot password'.
3. Check all mail folders, including SPAM, for password reset emails from Jaggaer.
4. Clear browser cookies if you experience any issues."

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Problem

At order confirmation red bar with Error "Idoc could not be sent: -8" appears

-> please contact your MT Business representative for assistance



Solution

MT users to open an incident in SNOW to report the interruption of the interface from JAGGAER to SAP, with setting the priority to "I cannot do tasks essential to my work."

Information for MT User:

[Link to Snow ticket](#)



*Select affected area

- Recent Selections
- SAP
- Workplace
- PLM / Engineering Services
- Other Business Applications
- Cyber Security
- 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
- Logistics Management
- Manufacturing
- Planning
- Quality Management
- Sourcing
- Supplier Portal Jaggaer

How much is this affecting your ability to work?

I cannot do tasks essential to my work

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Suppliers receive notification emails from the JAGGAER procurement portal confirming the completion of delivery for specific order lines, especially when multiple lines with different delivery dates are included in a single PO. This messaging is a standard practice in JAGGAER and cannot be disabled; notifications will cease only when all lines of the PO are delivered.

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

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