
Jaggaer Supplier Relationship Management Manual for Signify BOM and System & Services Supplier

Signify Procurement

October, 2022

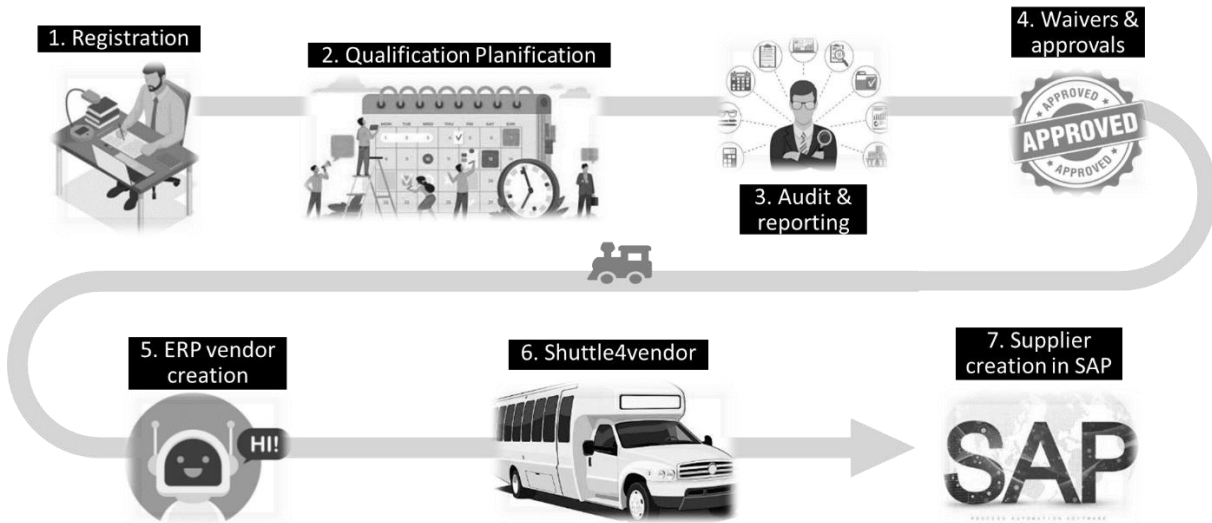
Table of Contents

Pre-registration requirements	2
Signify Supplier Relationship Management Process	3
1. Supplier registration.....	3
2. Qualifications Planification	3
3. Audit and Follow-ups	3
4. Audits and Waivers Approvals.....	4
5. RPA to fulfill S4V Forms	4
6. Shuttle for vendor (s4v)	4
7. Supplier creation into SAP	4
Supplier Registration	5
1) Base Data Registration	5
2) Account Management	10
3) Small Profile Registration.....	16
4) Big Profile Registration.....	23
Supplier Qualifications.....	29
5) Supplier Qualification	29
6) Audit completion	31
Rating, Action and Document Pure	34
7) Rating Pure	34
8) Action Pure.....	41
9) Document Pure	42
Change Management	43
10) Master and Profile Data Change	43
Support.....	46

Pre-registration requirements

Please accept this email address as trustworthy sender no-reply@app11.jaggaer.com and set jaggaer.com as trustworthy domain to avoid notification email end up in SPAM mailbox or blocked.

Signify Supplier Relationship Management Process



1. Supplier registration

SAM to initiate an invitation via the SRM platform towards the supplier. Once received the invitation, supplier shall login to the supplier portal following the link in the email. Invited supplier to self-populate data in supplier portal – these data are essential for supplier creation later in SAP

2. Qualifications Planification

Requestor to trigger for supplier qualification, where qualification ticket is automatically generated that are link to multiple audit tickets (central SQM will choose which audit type based on internal qualification criteria). Now it's up to central SQM to further plan and contact with internal or 3rd party auditors and suppliers for audit execution.

3. Audit and Follow-ups

Capturing audit results, reports, and action items. Audit ticket could even facilitate the needs to have waiver and loop for approval (just in case).

4. Audits and Waivers Approvals

Auditors, central SQM and waiver approvers can provide their verdict on the same audit ticket platform, with all information available or attached in the ticket.

5. RPA to fulfill S4V Forms

SAM need to go back to the SRM module, trigger the vendor creation ERP process via 'new master data ticket' to trigger the BOT that helps with transferring master data from SRM to WinShuttle.

6. Shuttle for vendor (s4v)

WinShuttle form (s4v) received the master data through the BOT and start validation before allowing supplier to be created into SAP.

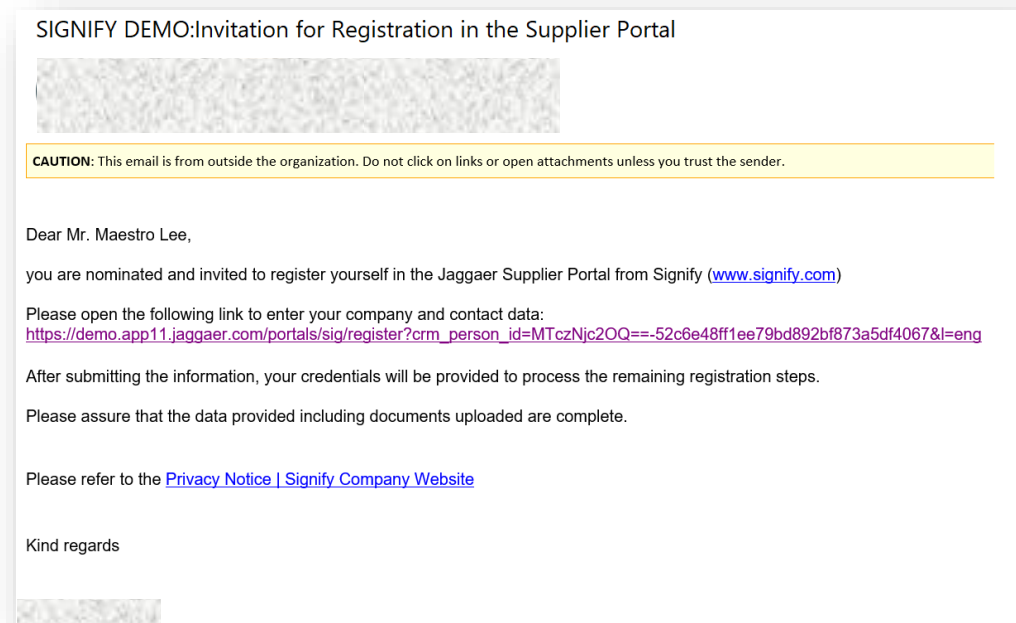
7. Supplier creation into SAP

Finally, supplier created into SAP, you may now start doing business with supplier – features like e-Sourcing, e-Contracting, PO issuance, delivery, invoicing & many more are now possible with the supplier.

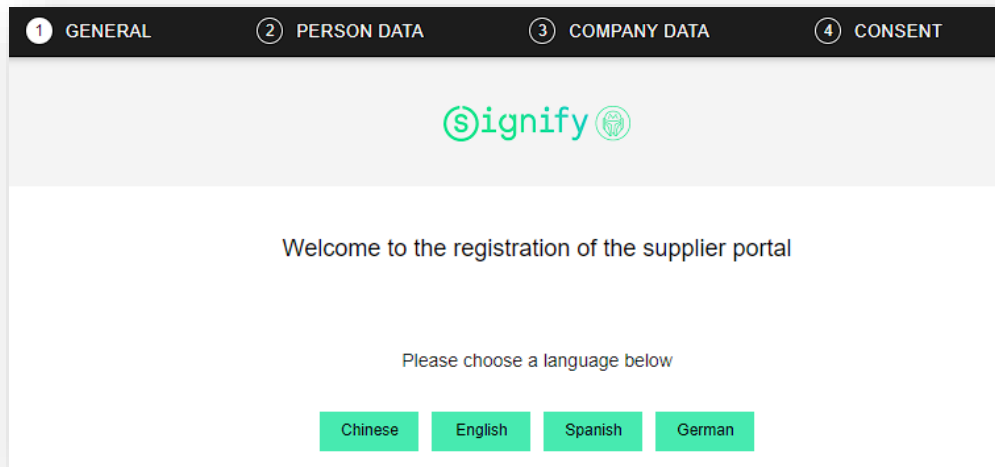
Supplier Registration

1) Base Data Registration

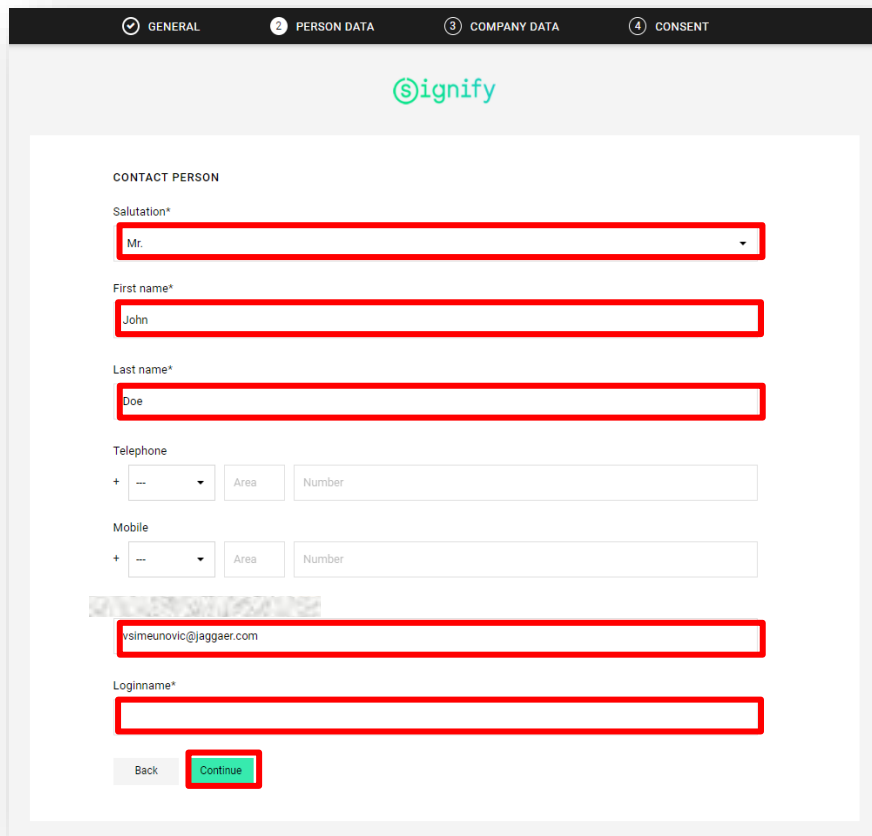
1. You will receive an invitation email to register from no-reply@app1.jaggaer.com. Click on the link:



2. Or you can go to the link: <https://app11.jaggaer.com/>
3. A new window will pop up as the following, select on the language that is most applicable to your company.
Unless you've registered with Jaggaer before, if not then please ignore "Already Jaggaer Direct supplier"



- 4. Fill in all the mandatory* fields in the Person Data tab. In this case: salutation, first name, last name, email, and create a login name for yourself. Click continue:



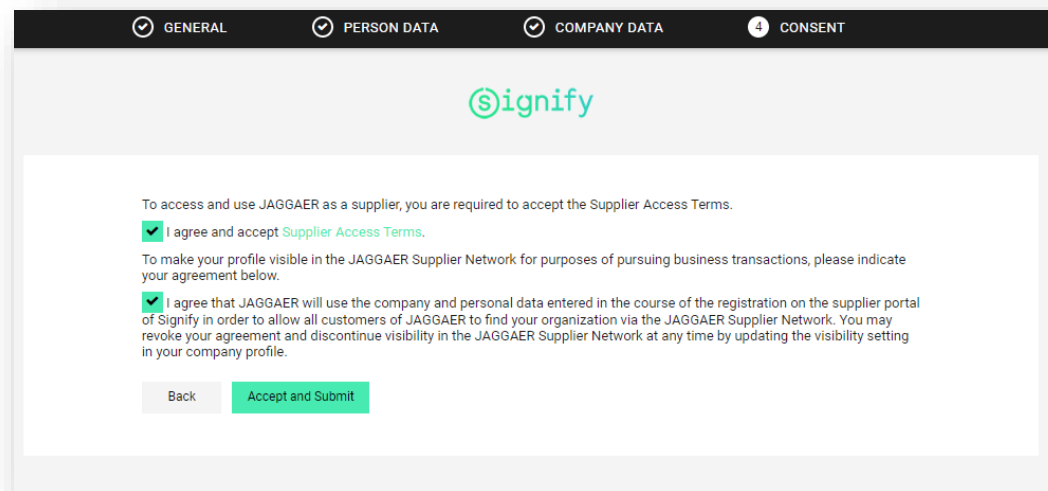
5. Fill in all the mandatory* fields in the Company Data tab. In this case: company name, street, zip code, city, country, currency & DUNS:

- a. If you don't know your DUNS number, then you may follow these steps to search for it:
- i. Go to <https://www.dnb.com/de-de/upik-en/>
 - ii. Scroll down until you see this:

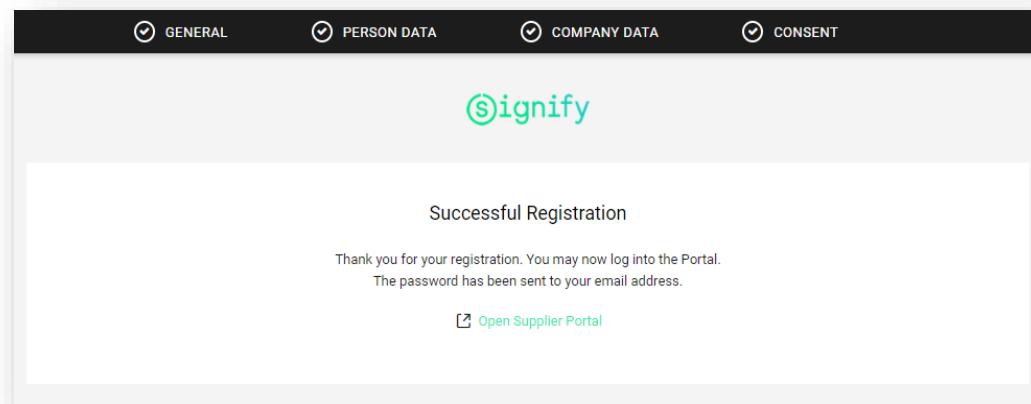
- iii. Please enter your company details (including the address) and click 'Search'
- iv. A list of companies or just a company should appear for you to choose from.
- v. Click on your choice and the DUNS number should appear to you.
- vi. However, if you cannot find it, then you may reach out to your local representative using this link: <https://www.dnb.com/de-de/upik-en/contact-upik/>

6. Click "Continue" at the bottom of the page.

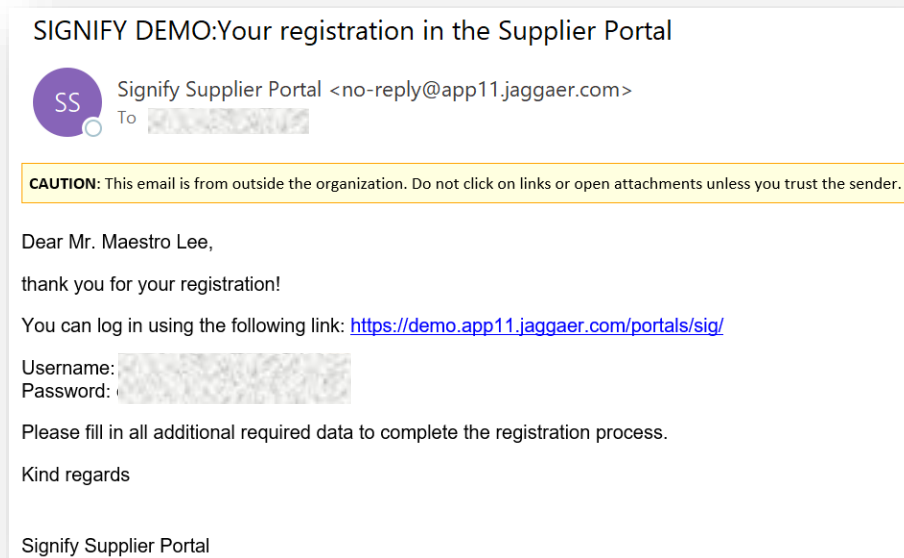
7. Tick all options and click "Accept and Submit"



8. Click "Open Supplier Portal":



9. Go to mailbox and open the email sent by Jaggaer. Here you can find the temporary password to login to your account:



10. Go to the Supplier Portal and enter the username and password:



11. Change password. Enter:

- a. Old password (1-time login password in email)
- b. New password
- c. Confirm password

Click SAVE:

Change Password
Your password has expired. Please change it now

Old password

New password

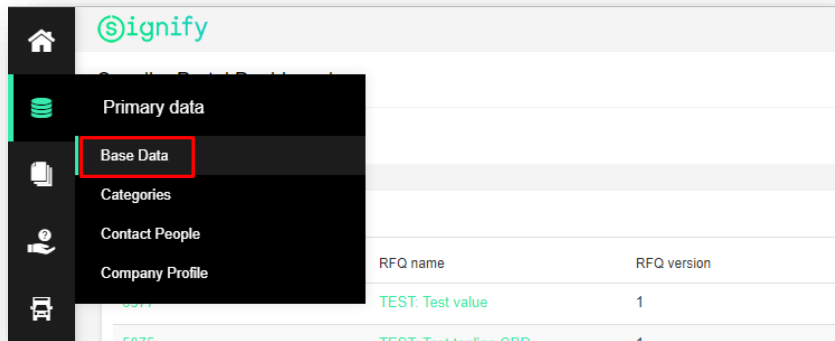
Confirm password

- ✗ 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

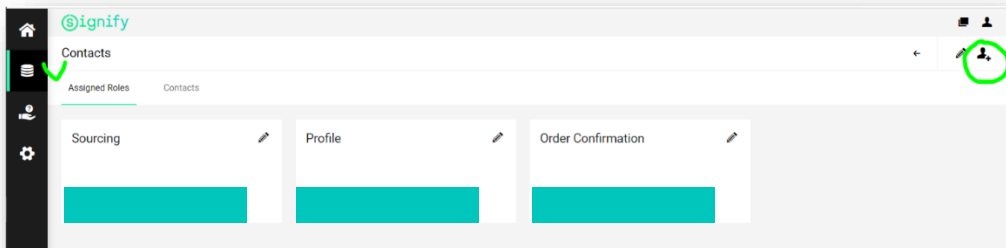
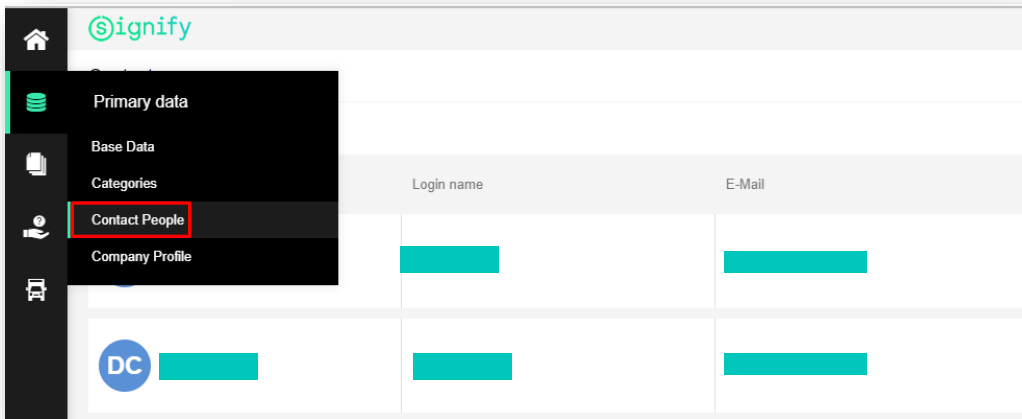
[Password forgotten?](#)

2) Account Management

12. In the Primary Data on the left-hand side, you should be able to update Base Data: which include company information, address, DUNS number, email, homepage etc. Update the fields which you can update and click “Save” on right upper corner.



13. When you open Primary Data-> Contact People you should be able to see all contacts from your company and the option to **add another contact person** to your company by clicking the Add Icon on right upper corner.



14. If you would like to **add a new user from your company and provide him/her with the portal access**, please click on 'add new contact' button as shown above and after filling in all necessary information, turn on 'portal access' slider. Then provide the login name for the user and tick 'permissions' box:

E-Mail*

Portal Access ⓘ

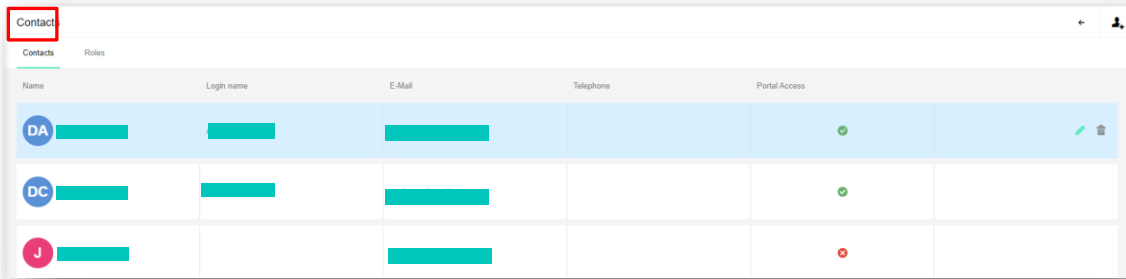
Login name*

permissions*

P99 Portal :: Admin

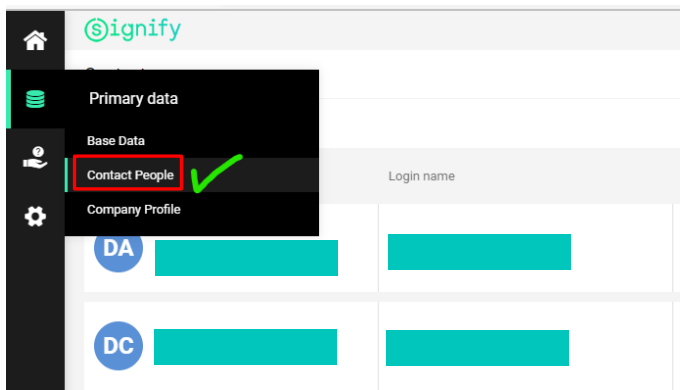
An email with username and one time password will be sent to this user after you click "Save".

- 15. If you need to edit a contact person’s information (e.g., name, mobile number, email address etc.) you can click on the edit button in the Contacts tab.

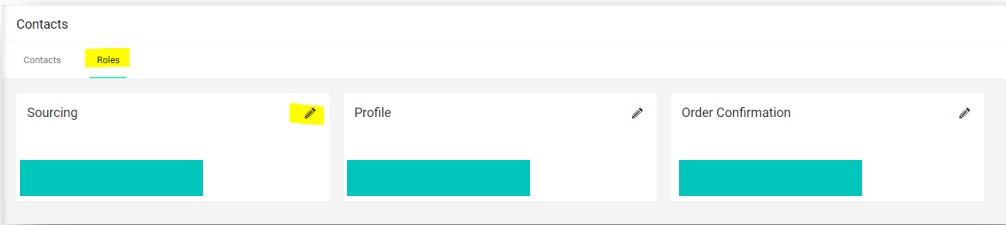


- 16. Please add more accounts from your company if other people will be working with Sourcing events, Purchase Orders (Order confirmations) and Advanced Shipping Notifications. After adding a new contact, make sure you assign a proper role: for RFQ and Auctions you need to assign “Sourcing” role, for PO confirmation you need to assign “Order Confirmation” role.

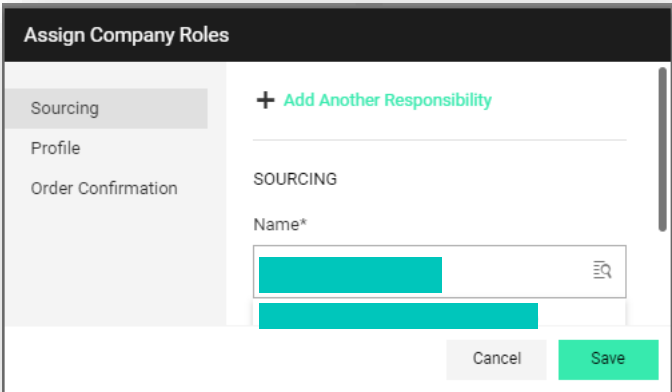
To assign roles for different contact person, please go to Primary Data → Contact People.



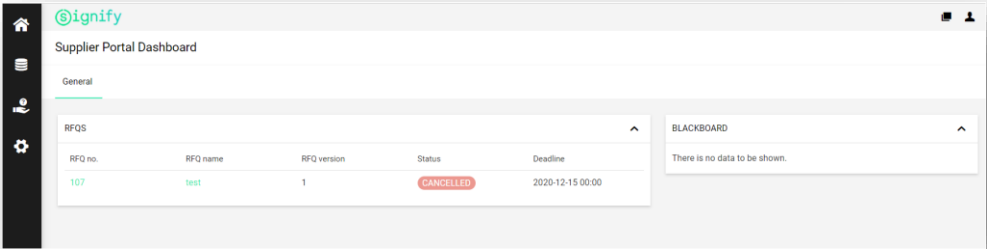
Click on “Roles” tab and click on the edit button for each role.



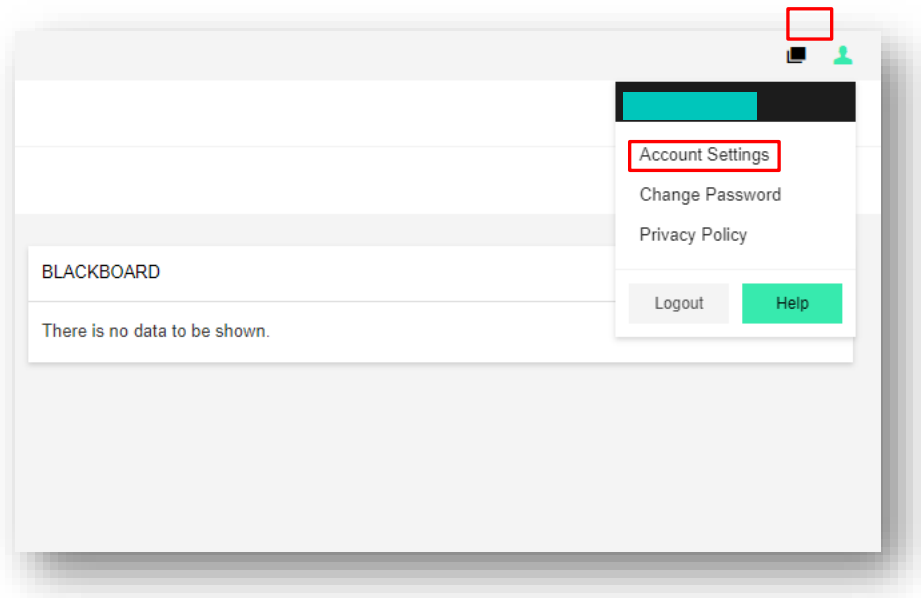
You can type/search for the contact person responsible for this role and click SAVE. Please do the same for other roles.



17. After accessing the Signify Jaggaer Platform you will be able to see event invitations (RFQ, Auction) sent by Signify Buyers:



18. It is advised to check your Account settings. Please click the Person icon on right upper corner:



19. Please check your **Time Zone settings** and **Decimal format**.

- Time zone update will allow you to see the correct event START and END date.
- Decimal separator defines which sign will be displayed when separating cents (either a dot or a coma)

NOTE! the same set of digits with a different separator might display as a different amount:

Mobile
+ Country Area Number

Fax
+ Country Area Number

E-Mail

Main Language
● English

Decimal
● Comma

Decimal Places
2

Force Relogin Every
● 30 mins

Short Date Format
YYYY-MM-DD

Long Date Format
YYYY-MM-DD

Short Time Format
HH:MM

Long Time Format
HH:MM:SS

Timezone
● Europe / Berlin

Portal ACLs*
 P99 Portal :: Admin

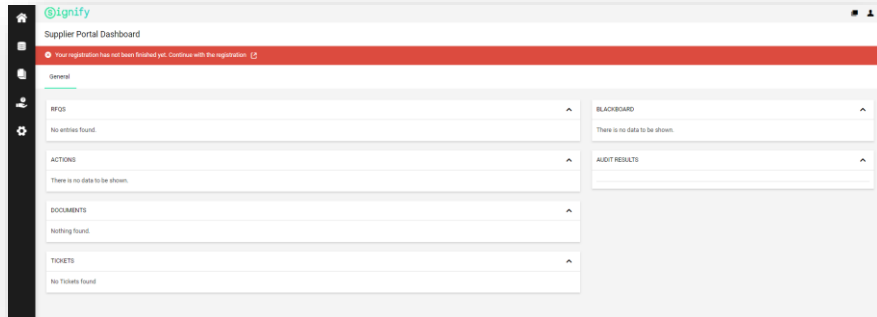
Department

Main Department

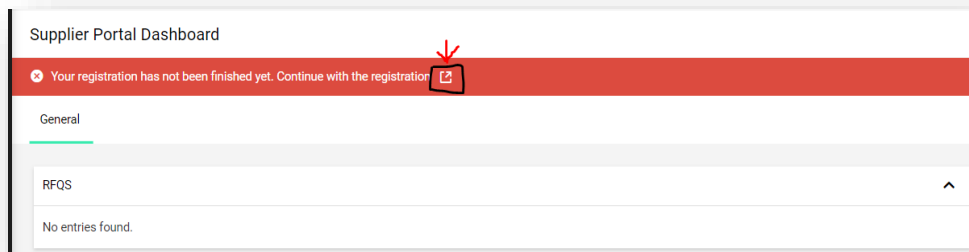
3) Small Profile Registration

! Note: Small profile registration or the initial registration will automatically be skipped if you're an existing Signify supplier.

20. Upon login you will see this page:



21. Click on this button to go to registration page:



22. DATA tab: The information has already been populated previously. Please check if all the mandatory fields are populated in the 'Company Data' tab:

- a. Company name
- b. Street
- c. Zip code
- d. City
- e. Country
- f. Currency

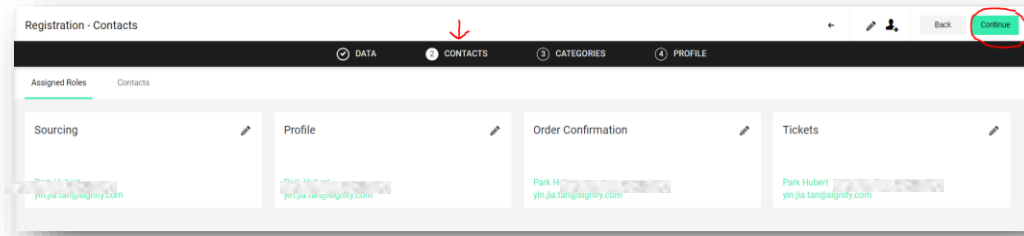
A screenshot of a mobile application interface showing a form titled 'COMPANY DATA'. The form is part of a multi-step process with tabs labeled '1 DATA', '2 CONTACTS', '3 CATEGORIES', and '4 PROFILE'. The 'COMPANY DATA' section is expanded, revealing several input fields: 'Company name*' (highlighted with a red box), 'Company name 2' (disabled), 'Street*' (highlighted with a red box), 'Street-number' (disabled), 'Zip code*' (highlighted with a red box), 'City*' (highlighted with a red box), and 'Country*' (highlighted with a red box). The form is set against a white background with a black header bar.

23. Click 'Company Data' on your upper left-hand corner and then click 'Continue':

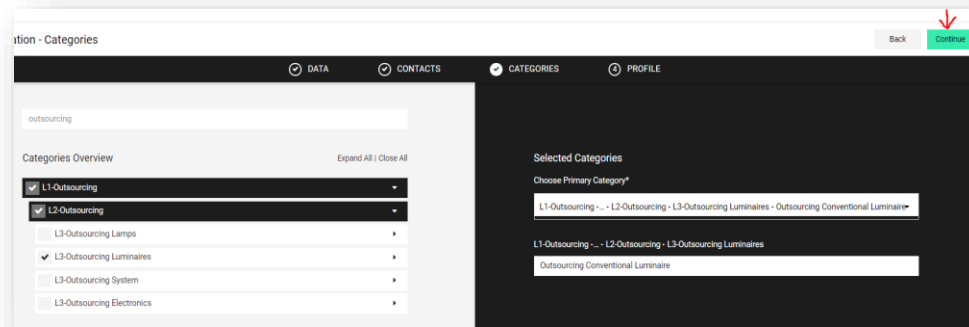
A screenshot of the same mobile application interface, showing the 'COMPANY DATA' form with some fields filled in. The 'Company name*' field contains 'Wedel 123', the 'Street*' field contains 'Wigury 77', and the 'Street 2' field is empty. A red circle highlights the 'Continue' button in the top right corner of the screen. The header bar and tabs are the same as in the previous screenshot.

24. CONTACTS tab: Please check if the email addresses for these functionalities are correct, if ok then please proceed to click "Continue":

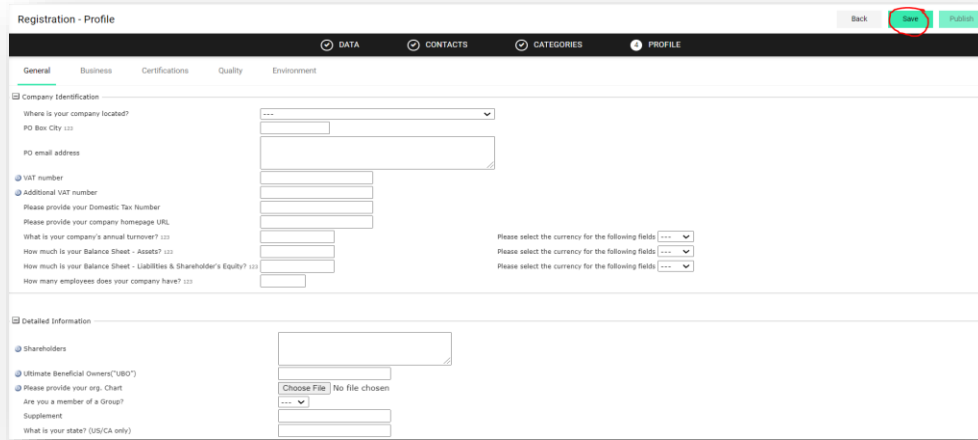
! Note: It is crucial to ensure that the “Order Confirmation” email address is the correct person as this will link with the SCC platform for PO lines confirmation with Signify.



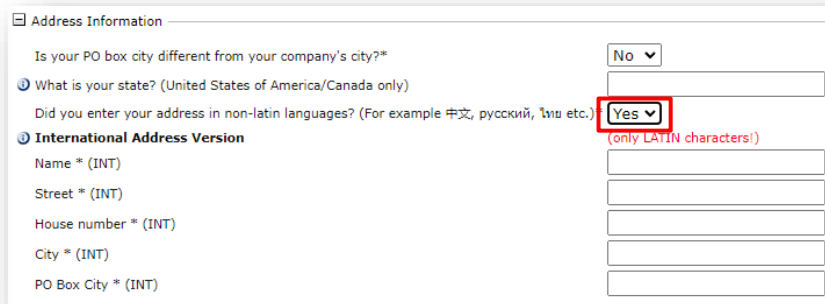
25. CATEGORIES tab: No need to make any changes. The purchaser has already assigned a category to you. Click Continue:



26. Fill in the information starting from the General tab. Questions with an asterisk (*) are mandatory questions. After filling in 1 tab, click SAVE and move on to the other tab (Business, Certifications, etc.):

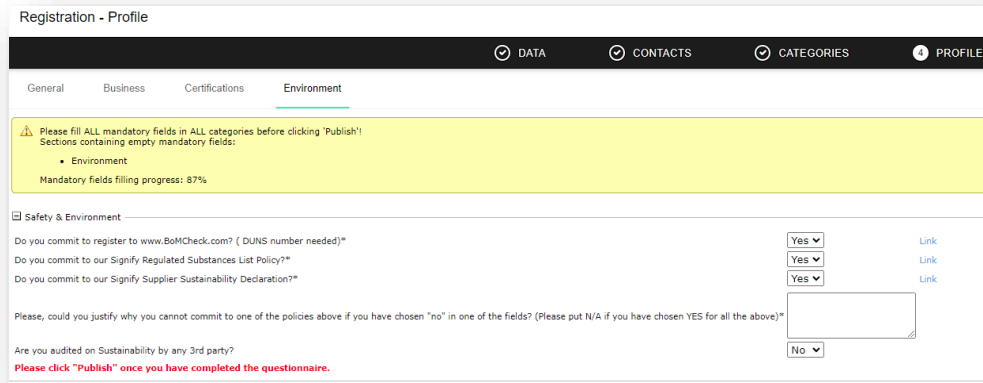


27. It is crucial to have the international name of your company and address as part of your profile. If you filled in with non-Latin character before, then you need to change the 'No' in the red box below into a 'Yes', so that additional fields will show up that will allow you to enter the international version of your company name and address.



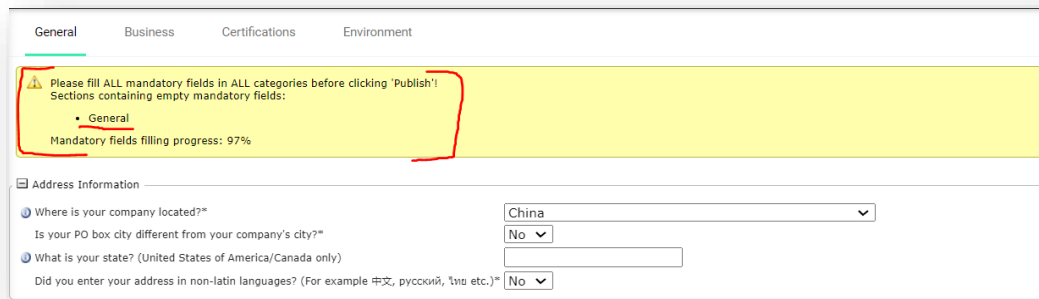
To:

28. Proceed to fill in those mandatory fields with an '*' next to them in all the remaining tabs:

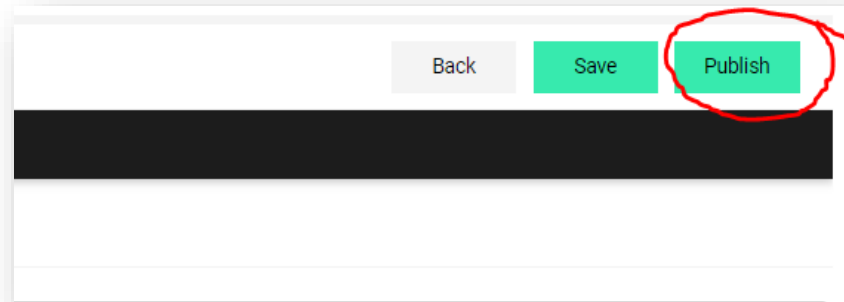


! Note: It is crucial that you, as supplier to Signify, agree to all our policies and what we stand for before proceeding any further.

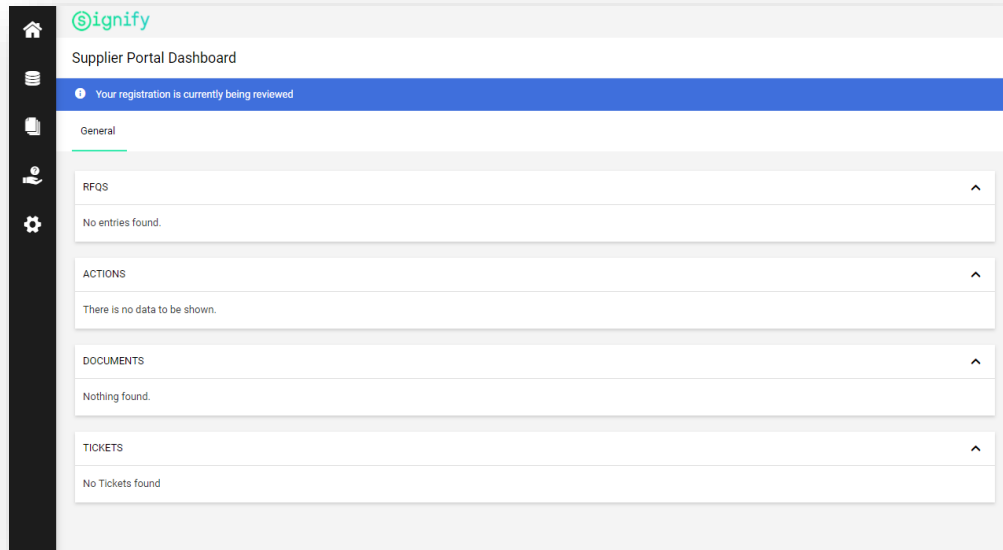
29. In case you did not fill in some mandatory fields, you will see this error message (in the yellow box) telling you which sections (General/Business/Certifications etc.) contain empty mandatory fields. Please go to the indicated section and fill in the mandatory fields:



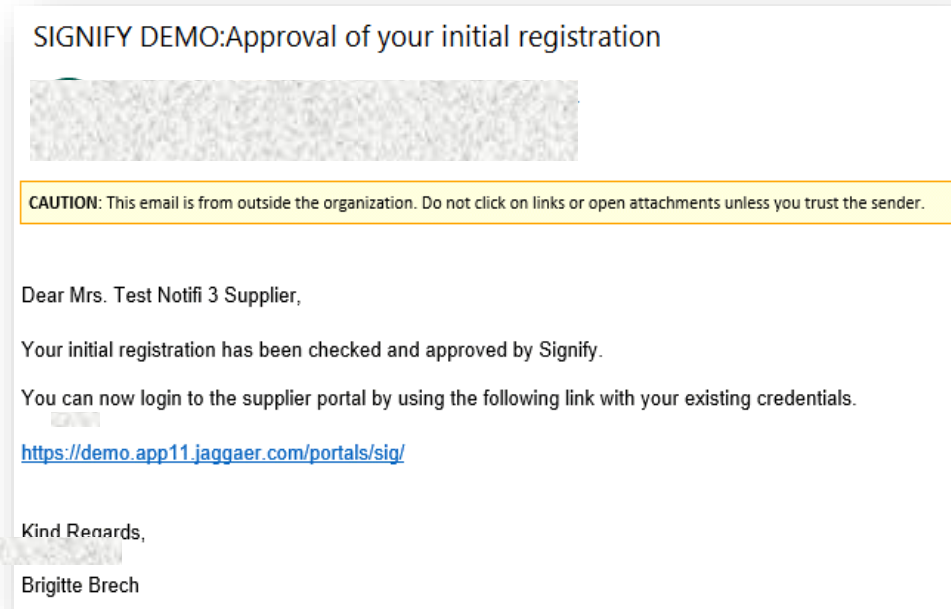
30. After filling in all the information and there is no error message regarding empty mandatory fields, click Publish:



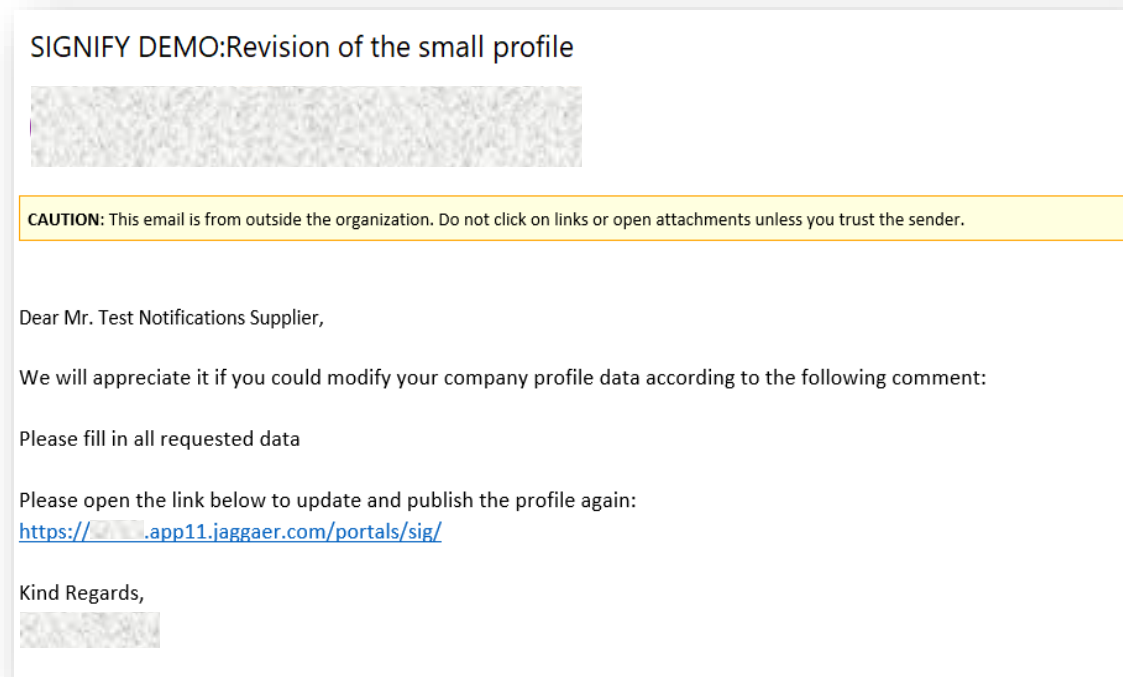
31. After publishing you will see the following status (in blue), which indicates that your small profile was published successfully and is now being reviewed by Signify.



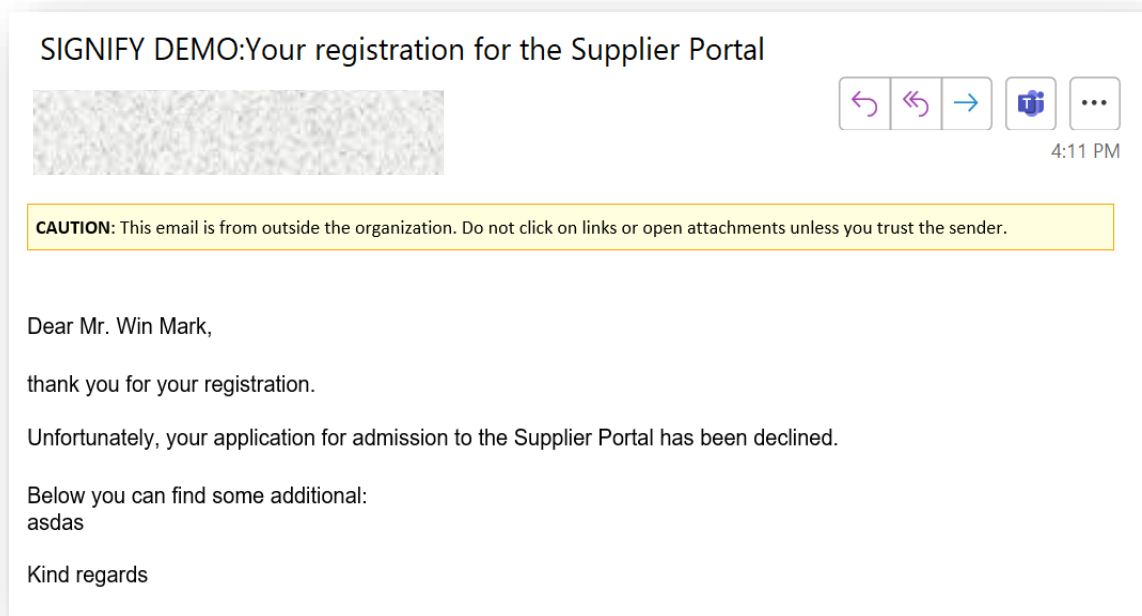
32. You will receive an email that confirms your initial registration has been approved by Signify:



- 33. There could be event where your registration was not completed, therefore you'll be asked to attend to your small profile registration once again with the following email triggering:

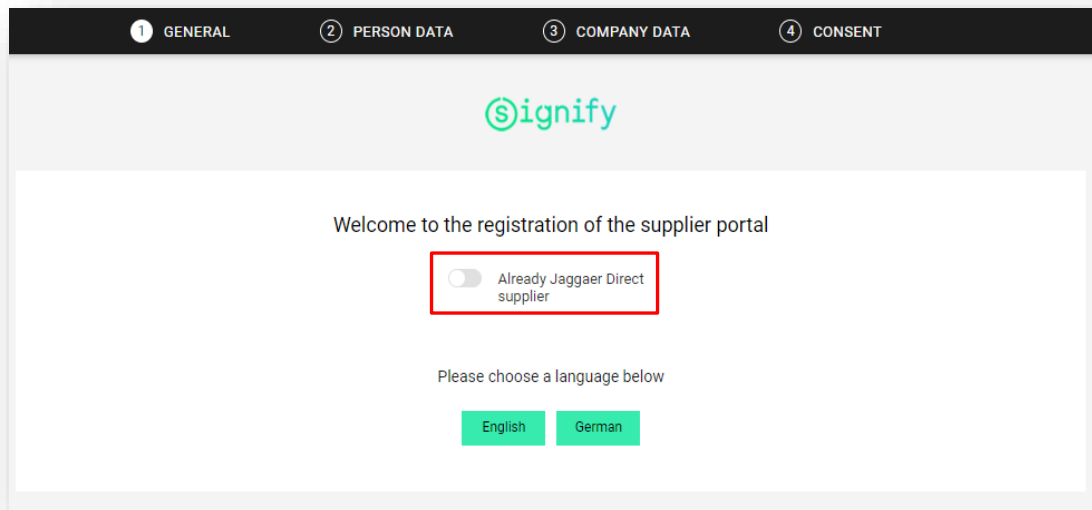


34. Or your registration is simply not accepted at all and inform through email as below:

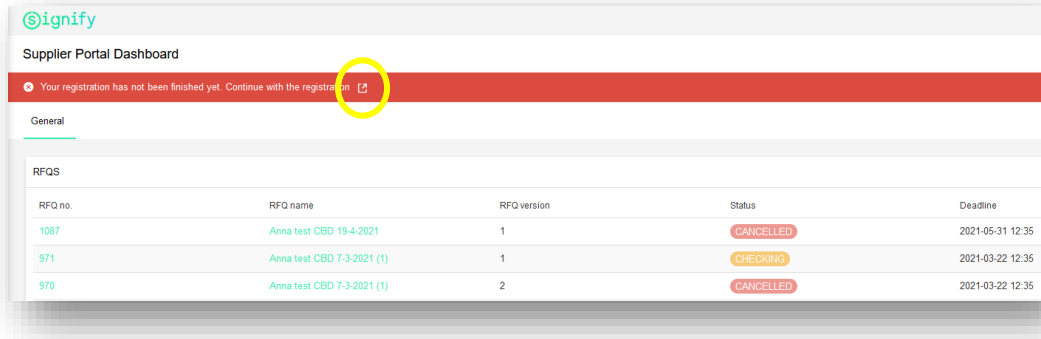


4) Big Profile Registration

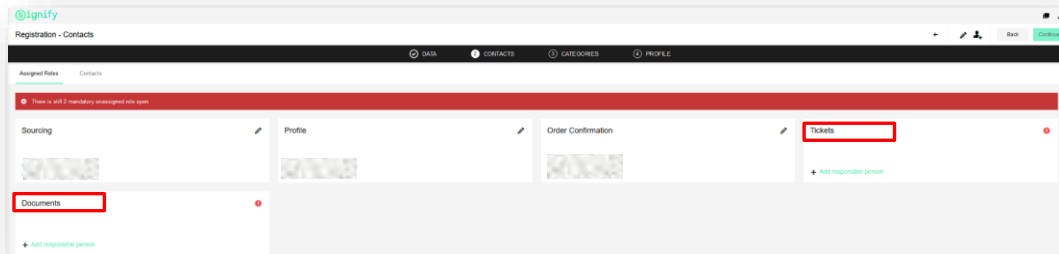
35. If you are already connected to the Signify supplier portal via a Vendor ID, then you can reuse the same login for another Vendor ID, all you need to do is simply to check the box "an Already Jaggaer Direct supplier"



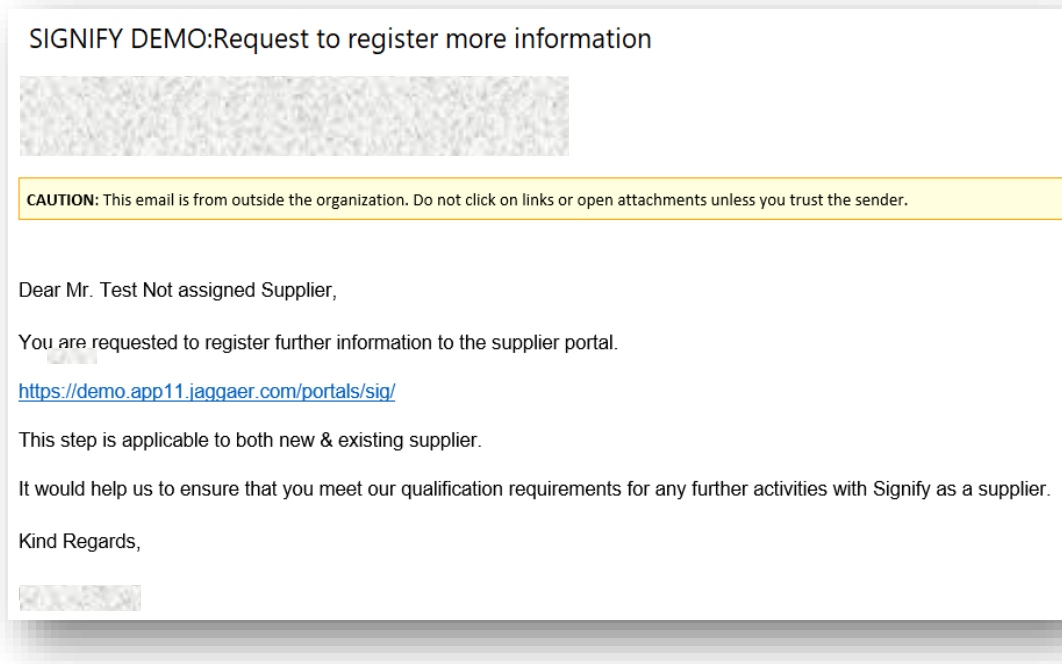
36. Upon login you will be greeted with this screen after login:



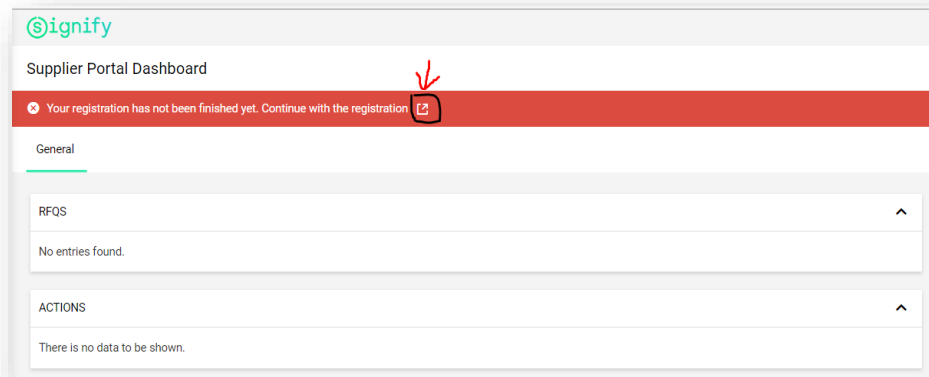
37. You are required to click on the red button (in yellow circle) to provide further information for the big profile registration. Prior to that, you will also be prompted to provide the contact details for 'Tickets' and 'Documents' as in the screenshot:



38. For suppliers that have never registered on SRM, you will receive an email stating that you are invited to register further information to the supplier portal. Click on the link to go to your supplier portal:



39. Click on the button to proceed to big profile – same as step#25 above:



40. A few important notes when filling in your company's big profile questionnaires:

a. General tab:

i. Please fill in 'yes' to all these Signify requirements as below to prevent you from being blocked:

☰ Acceptance of Signify Requirements

Please answer yes or no based on your acceptance status with regards to the below policies.

i Signify's General Conditions of Purchase (GCoP)?*	Link	No ▾
i Signify's Integrity Code?*	Link	No ▾
i Working with Signify's Supplier Sustainability Management System? *	Link	No ▾
i Signify's Privacy and Data rules?*	Link	No ▾
i Signify's Supplier Quality policy?*	Link	No ▾
i Signify's Supply Chain Security Requirements?*	Link	No ▾
i Signify's Health and Safety Regulations*	Link	No ▾

- b. Business tab:
 - i. Please download the financial template from the link in the snapshot below.
 - ii. Fulfill the template and upload it back again before proceeding further:

☰ Signify Financial Questionnaire

Financial Questionnaire is required for audit purpose. Please select your preferred language for the questionnaire, click on the link to download the Excel file, enter the information, and upload it.

What is your preferred language for the Financial Questionnaire?* English ▾

Signify Financial Questionnaire - English [Link](#) [000.txt](#)

- c. Logistic tab:
 - i. If your factory location is different from the office address that you initially put into your profile, then you can specify them here:

General Business Certifications Quality **Logistics** Environment

✔ Please fill ALL mandatory fields in ALL categories before clicking 'Publish!'
Mandatory fields filling progress: **100%**

☰ Factory Location 1

[i](#) Street

[i](#) Additional to address

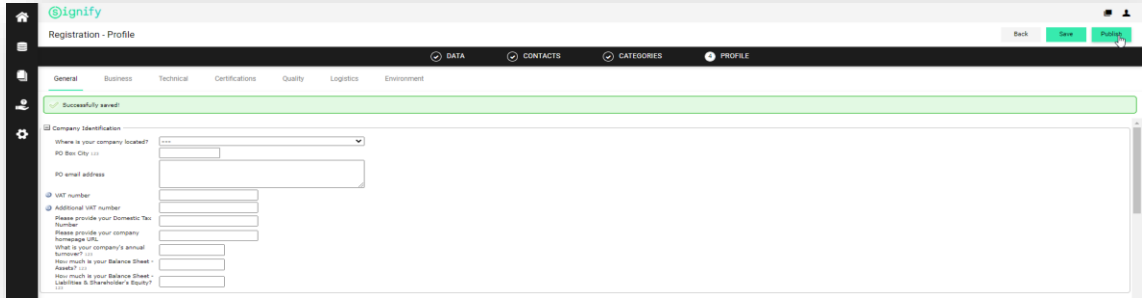
[i](#) ZIP

[i](#) City

[i](#) State/Province

[i](#) Country

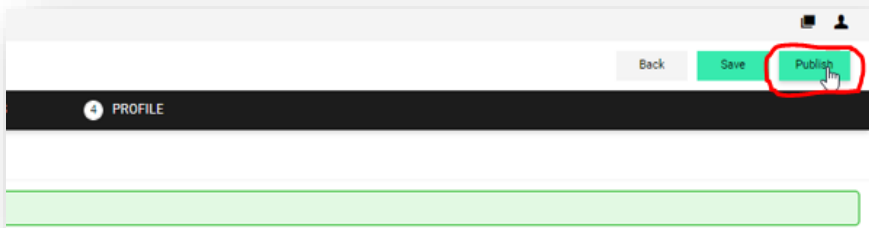
- 41. Fill out the remaining fields in big profile for each tab: General, Business, Certifications, Quality, Logistics & Environment. Remember to click SAVE (on upper right corner) after completing each tab:



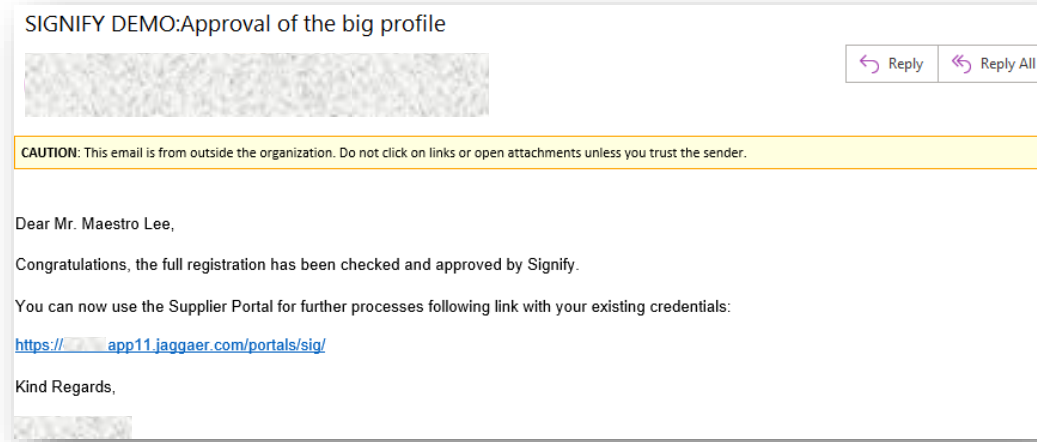
- 42. In case you did not fill in all mandatory fields, you will see this error message (in the yellow box) telling you which sections (General/Business/Certifications/Quality/Environment) contain empty mandatory fields. Please go to the indicated section and fill in the mandatory fields:



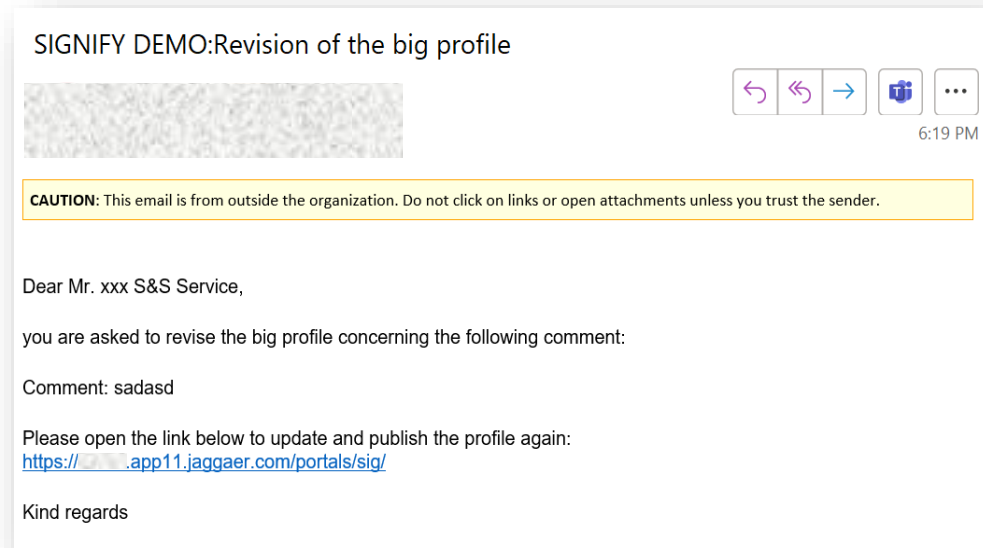
- 43. After you have filled in all the fields, Click Publish:



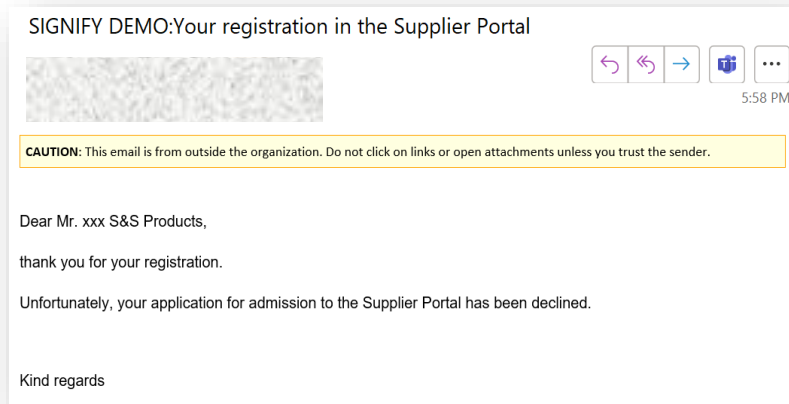
- 44. This will send your big profile to the SAM for checking. You will receive a final confirmation email stating that the big profile has been checked and approved successfully, after the SAM done his/her checking:



- 45. Or you're required to attend to your full registration again due to incompleteness with the following email triggering:



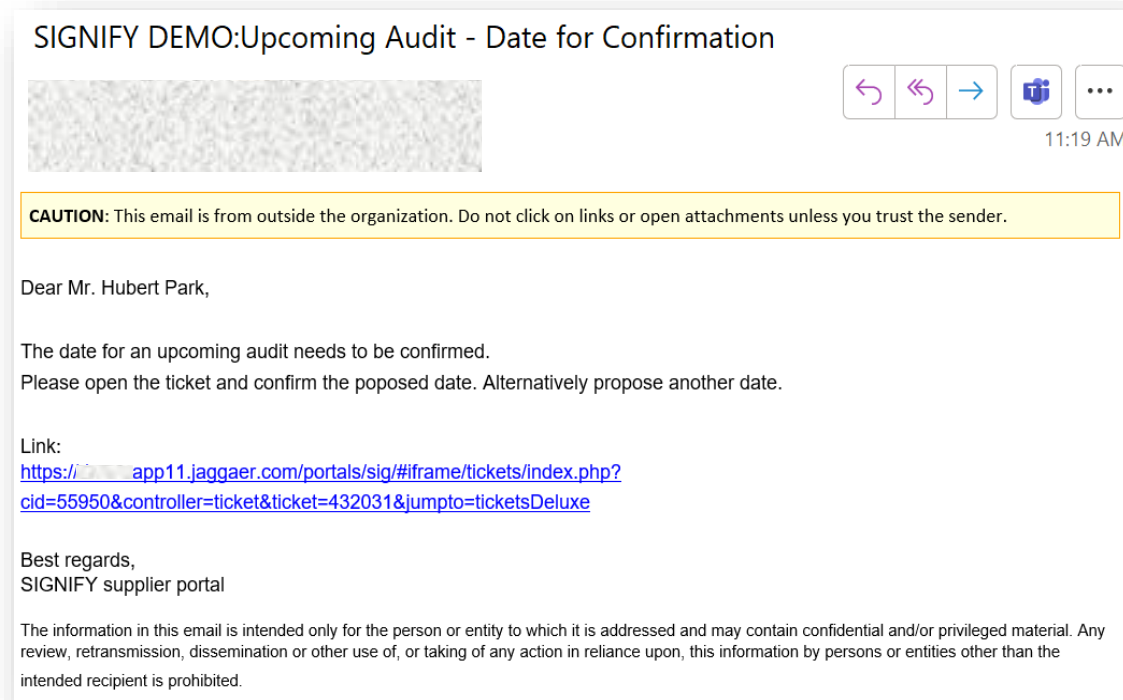
- 46. There could be scenario where your full registration is simply not accepted by Signify and you will be informed with the following email:



Supplier Qualifications

5) Supplier Qualification

- 47.** After your full registration has been completed, next step would be to get qualified; you will receive an email from no-reply@app11.jaggaer.com. Click on the link:



48. In the open ticket Supplier has options to Propose different date or to confirm proposed date. Please choose "Confirm proposed date" in Next Action and click SAVE:

Supplier Audit - Audit for Wedel 123

ID: #AU000086 (Revision: < 2)

Ticket Subject*: Audit for Wedel 123

Status: [dropdown]

Created By: Tan Yin Jia @2021-12-29 10:59
Revised by: Tan Yin Jia @ 2021-12-29 11:19
Responsible Group: Suppliers
Assigned To: Park Hubert (Reassign To...)
CRM Company: Wedel 123

Supplier Data

Commodity: 1AA000 Steel - Raw Material

Project: [text box]

Audit Planning Details

Audit Type: Initial risk assessment [dropdown]

Proposed Audit Date - SIGNIFY: 2021-12-29

Alternative Dates: alt-date1 alt-date2 alt-date3 alt-date4 alt-date5

Instructions: [text box]

Comments to Supplier: [text box]

Alternative Audit Date - Supplier: [text box]

Comments from Supplier: [text box]

Actions

Next Action*: Confirm proposed date [dropdown]

Save

Draft Auto-Saved @ 2021-12-29 11:23

49. Observed in all the ticket “Comment” field allows you to post comment & attach file to the wall for communication with the next person – no extra email or phone call needed:

Comment:

Sure! You've got it boss!

[Attach File]

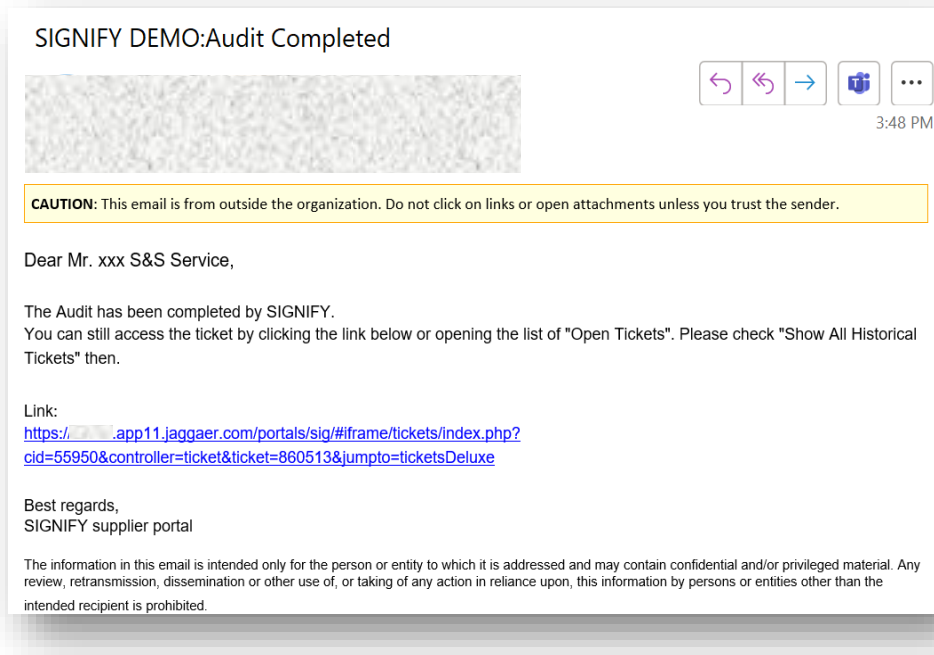
Add Comment

Comment for Revision 5 @ 2022-06-03 21:08 by [user] Ok, good supplier! We want them!

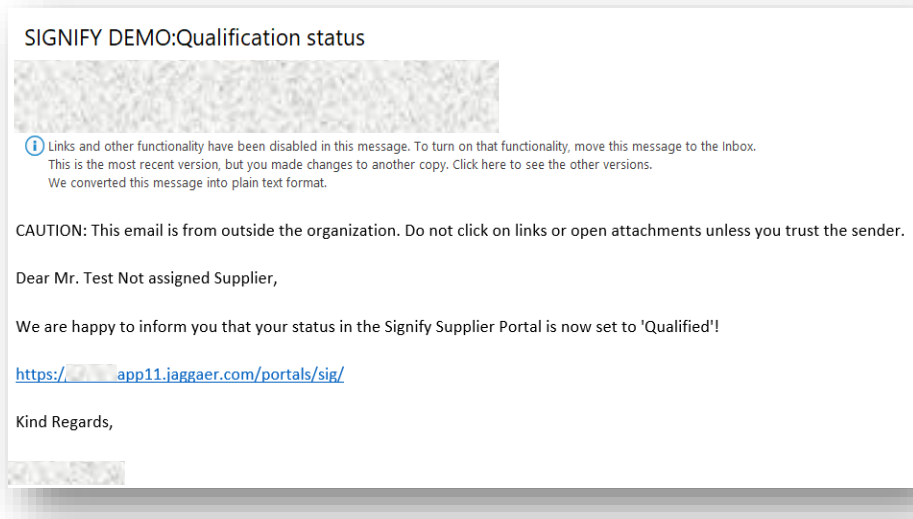
Comment for Revision 3 @ 2022-06-03 20:11 by [user] Hi [user], please approve me!

6) Audit completion

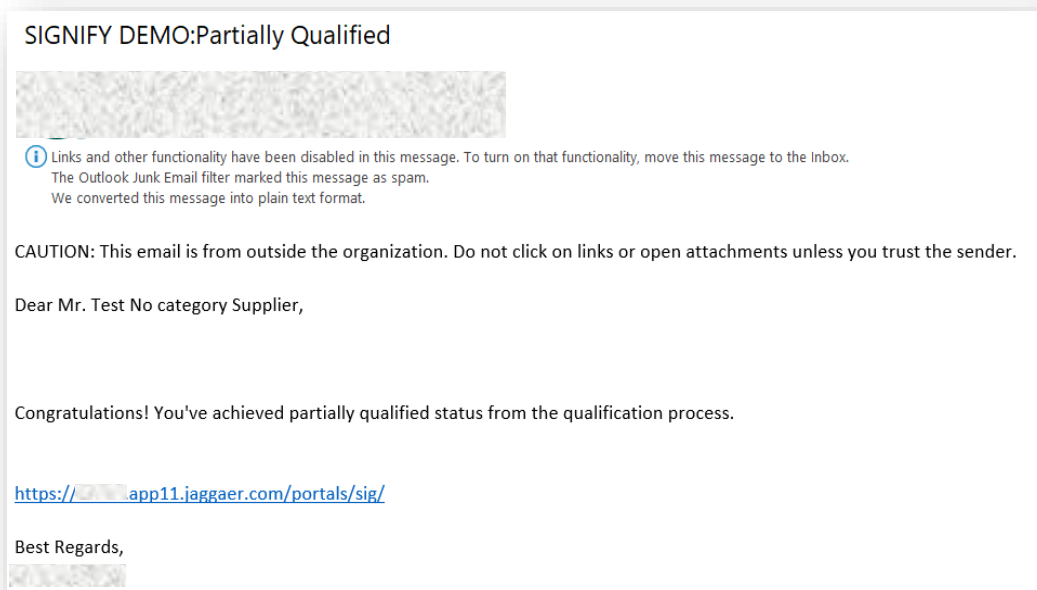
50. After going through our Signify audits process, you will receive the following email informing you that the audit is done:



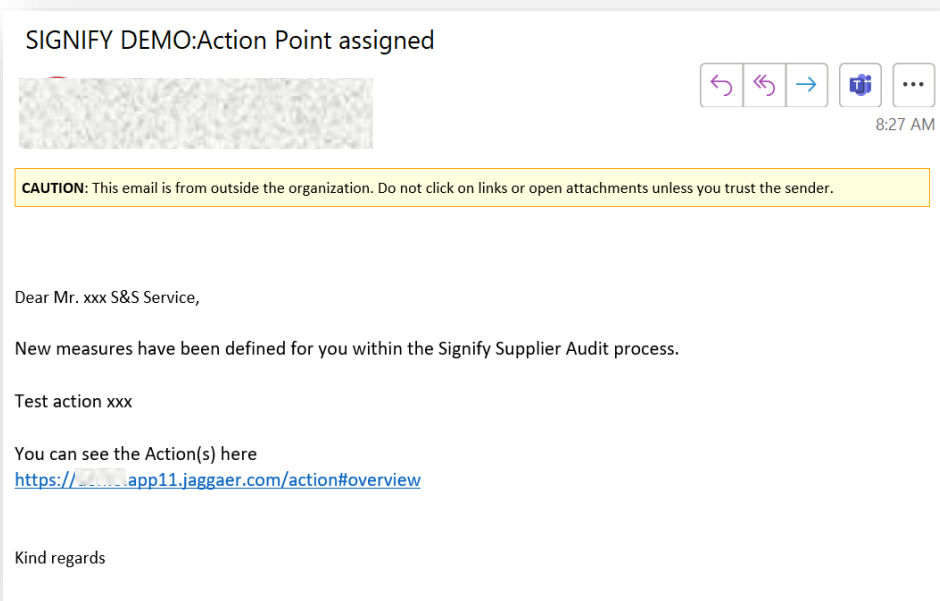
51. You will receive an email after the result of the audit is ready:



52. There could be a scenario where unfortunately you failed the audit, but a waiver was granted to continue doing business with you, and for that you will receive email notification as below:

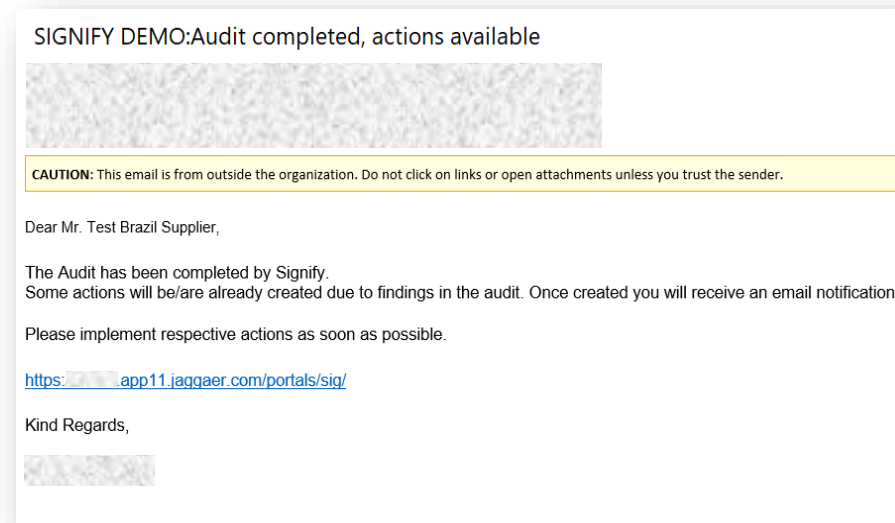


- 53. Either you passed or failed the audit but with waiver granted, there will be some actions needed from your side, you will be notified with the following email, so that you may check what are the corrective actions that needed to be taken. The link will take you to the supplier portal Action Point:



54. You will also receive another email to review your actions created by the auditor in the audit ticket – but those corrective actions should both be the same as in Action Pure:

! Note: This is because email notifications are generated from 2 different sources – audit ticket & Action Point but they're the same. Action Point allow you to continue work on the open action even after the audit ticket is closed.




Rating, Action and Document Pure


7) Rating Pure

55. The Rating Pure sub-module is part of SRM. It contains your (supplier) performance results, which will be refreshed after the 2nd week of every month, following the ELEVATE scoring cycle.


56. Browse within the supplier portal and you will see the rating pure box:

General Sourcing Orders Invoices

MANUALS AND TRAININGS -> CLICK HERE 

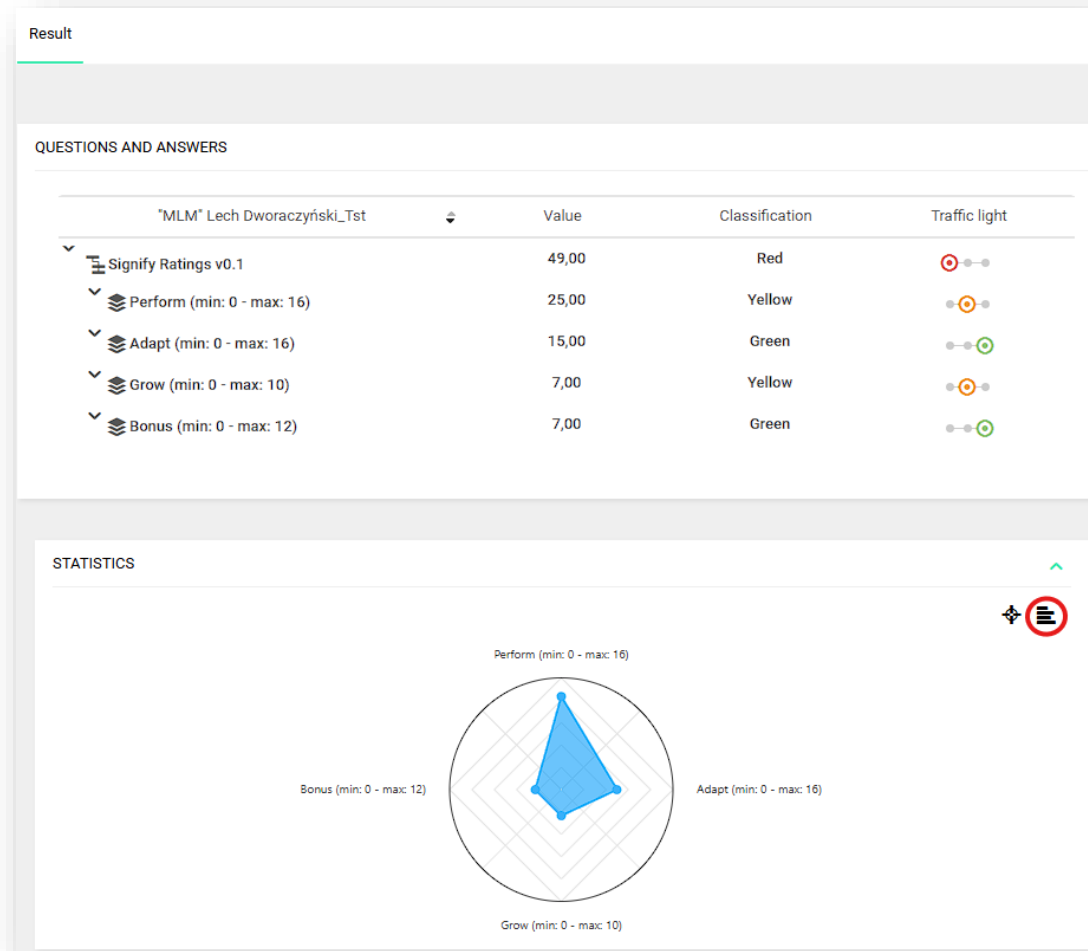
BLACKBOARD 

Title	Comment
Supplier manuals link	Dear supplier, Please access this link https://www.signify.com/global/contact/suppliers/portal to refer to our manuals.

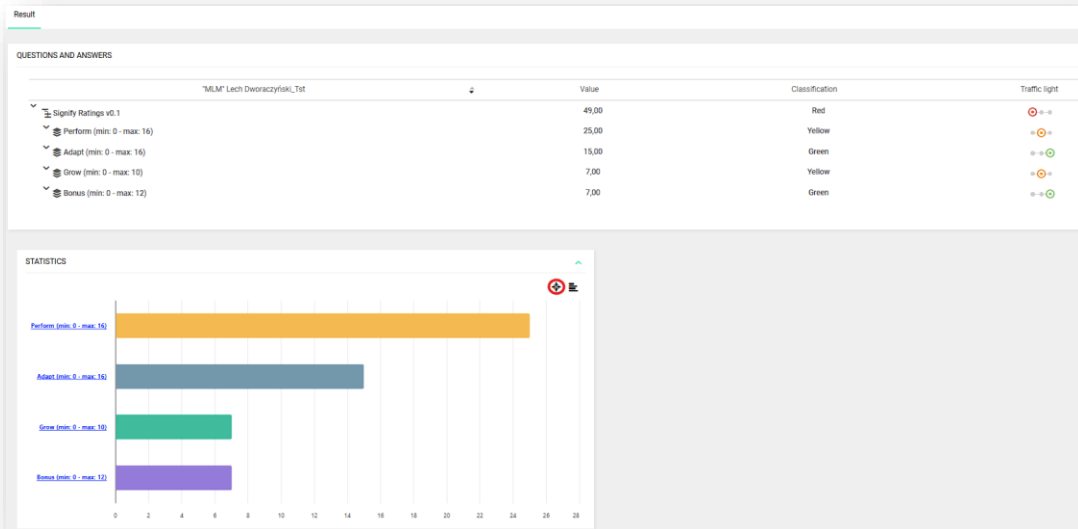
RATINGS 

Name	Time period	Result	Number of cycles
Signify Ratings v0.1	June 2026 - June 2026	49,00	2

57. Click on the name (green text) to go into the score breakdowns:

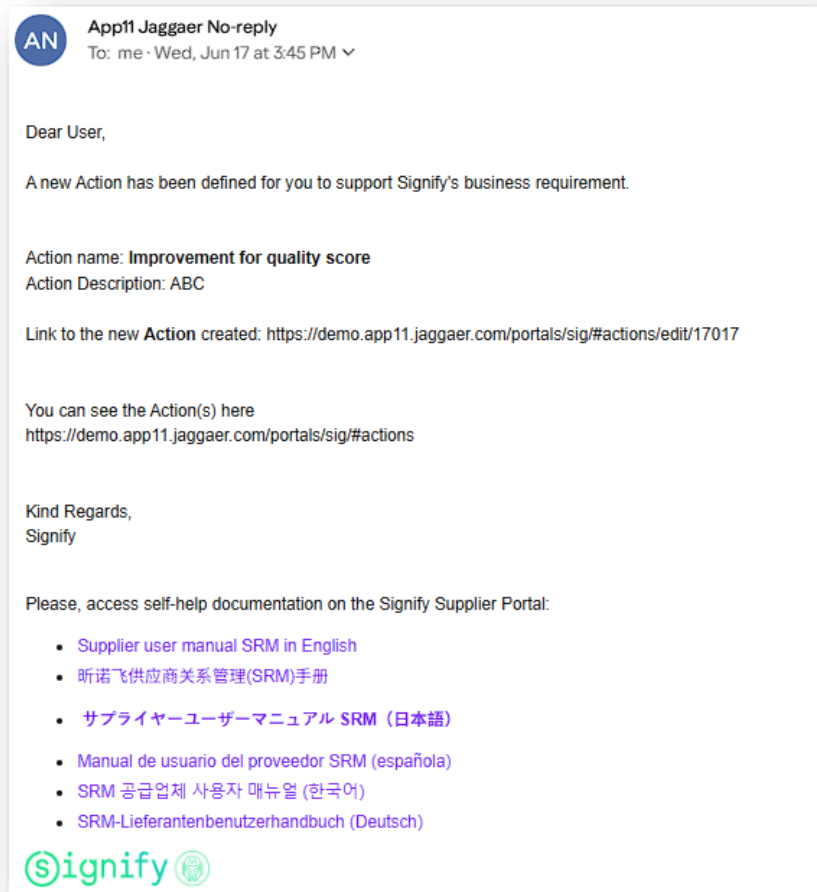


58. You can switch between radar or bar chart by clicking on the chart icon in the upper right hand corner:

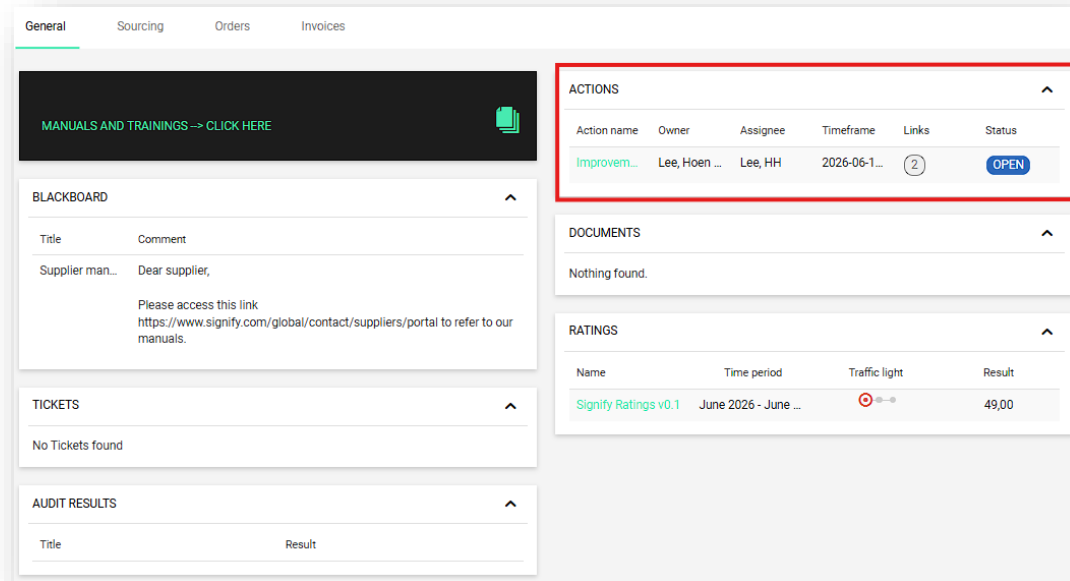


59. If you see some KPI's lacking behind, then chances are that your SAM from Signify has already created an improvement action for you,

60. You'll receive a notification sent via email, e.g.,



61. Or, you can go back to the main page to check it,



62. Click on the green text under “Action name” and you will see the details about the improvement request:

Edit Action ← Save

▼ **ACTION TASK**

Name*
Improvement for quality score

Description
Your quality score appears to be in red - please come back with improvement proposal.

Owner*
Lee, Hoen Hwa

Timeframe*
from 2026-06-17 To 2026-06-30

Classification

Links

Rating
Signify Ratings v0.1

Supplier
48003030 - *MLM* Lech Dworaczyński_Tst

▼ **ACTION DETAILS**

Status
Open

Progress
100 %

Assignee*
Lee, HH

Priority
Medium

Files
-

Feedback
Yes, I recognized the issue and I'm going to improvement with my team.

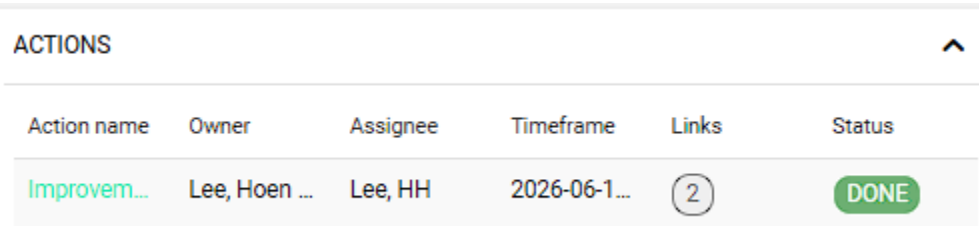
Assignee Files
Drag and Drop files or [Browse](#)

COMMENTS
Type Comment ...

- 63.** If you are the contact person then the action would be assigned already to you under the “Assignee” field, here you can only edit the following fields:
- a. Feedback – you can input your comments about this improvement action,
 - b. Assignee Files – you may submit any supporting evidence or attachments here regarding your improvement plan and proposal,
 - c. Status – once you’ve completed the above then you may change the status to:
 - i. Open – means that you’re still working on the improvement,
 - ii. Check – sending this back to Signify SAM/SQM to check your input for improvement proposal/plan
 - d. Comments – you may ask a question here just in case you’re unclear or unsure of the improvement action request, we’ll respond to you.

- 64.** Click “Save” on the upper right hand corner and send your input back to Signify.

65. Once your improvement proposal/plan has been accepted by Signify, then you'll see the "Action" status changed to "Done":



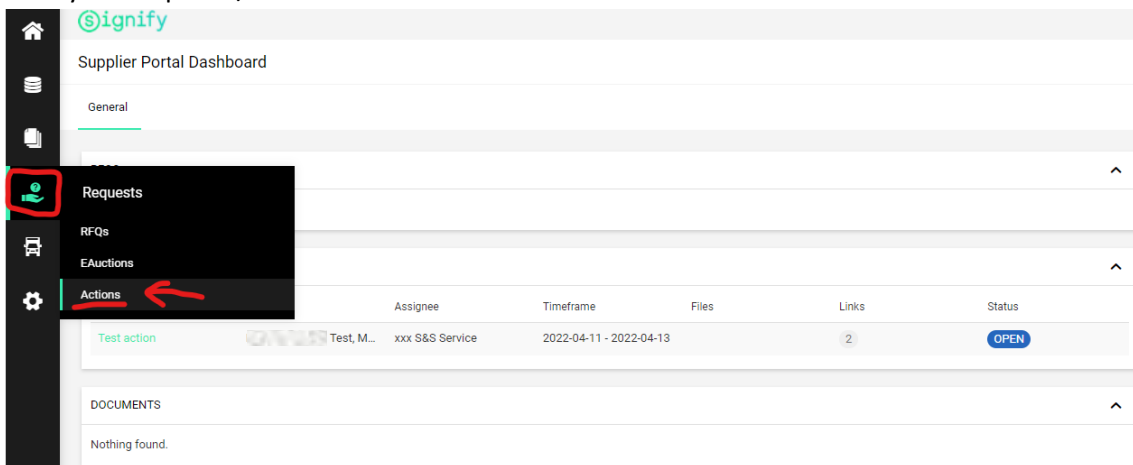
Action name	Owner	Assignee	Timeframe	Links	Status
Improvem...	Lee, Hoen ...	Lee, HH	2026-06-1...	2	DONE

8) Action Pure

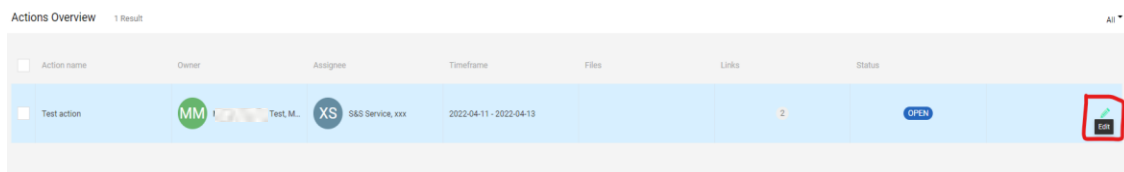
66. Action pure can be used to improve multiple topics including but not limited to:

- a. Rating,
- b. Documentation,
- c. RFQ &
- d. Supplier association with the topic (from a., b. or c.)

67. After clicked on the link in the email from step#54, you can access the Actions by clicking here and fill in your response/ attach file in Action Details:



68. Click on the edit button:



69. Check the action task and provide your response in description/attach file under Action Details. Click SAVE on right upper corner.

The screenshot shows a web form titled "ACTION DETAILS" with a yellow header. The form includes the following sections:

- Files:** A section with a minus sign (-).
- Links:** A section with a plus sign (+).
- Supplier:** A dropdown menu showing "S&S Service (small)".
- Ticket:** A dropdown menu showing "S&S Service (small) - AU000124".
- ACTION DETAILS:** A yellow header with a dropdown arrow.
- Status:** A dropdown menu showing "Open".
- Progress:** A progress bar showing "0 %".
- Description:** A large text area with a cursor at the beginning.
- Files:** A dashed box with the text "Drag and Drop files or [Browse](#)".

In the top right corner of the form, there is a green "Save" button with a red arrow pointing to it.

9) Document Pure

70. There would be documents as well on the supplier portal, which sometimes need action from you. Upon logs in, the Documents box will show all the documents connected to your account:

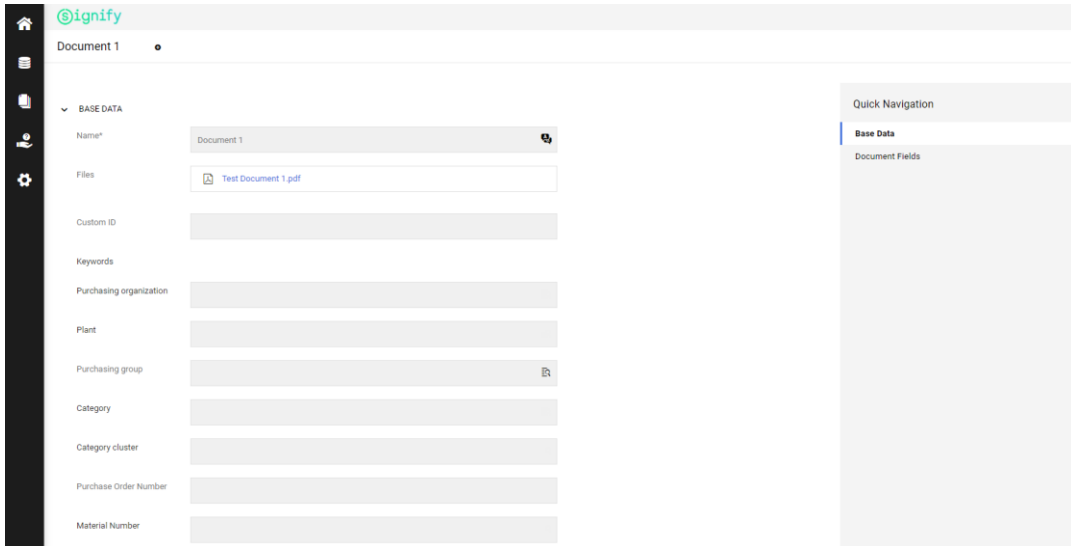
The screenshot shows the "Supplier Portal Dashboard" for Ignify. The dashboard includes a sidebar with navigation icons and a main content area with several sections:

- General:** A section with a plus sign (+).
- RFQS:** A section showing "No entries found."
- ACTIONS:** A section showing "There is no data to be shown."
- DOCUMENTS:** A section showing a table of documents.

Name	Document type	Status	Validity	Owner
Document 1	General Text Document	ACTIVE	2021-09-29 - 2021-10-21	

On the right side of the dashboard, there is a "VS Company Test" menu with options: "Account Settings", "Change Password", "Privacy Policy", "Logout", and "Help".

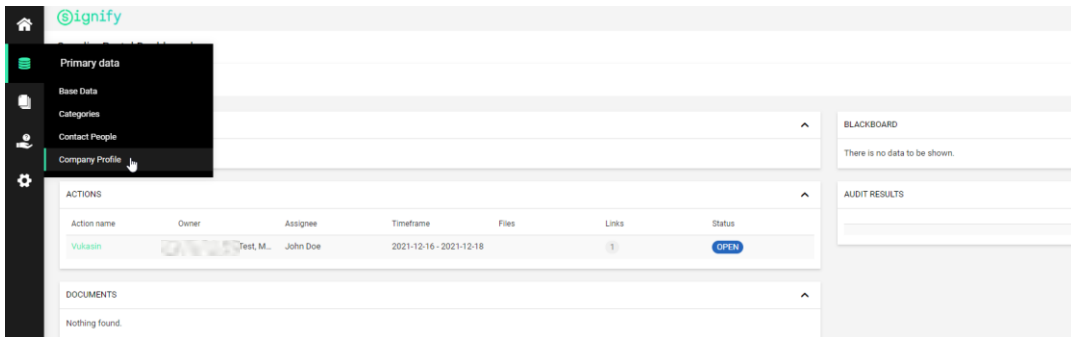
71. And from there you can access the document in Read or Write mode:



Change Management

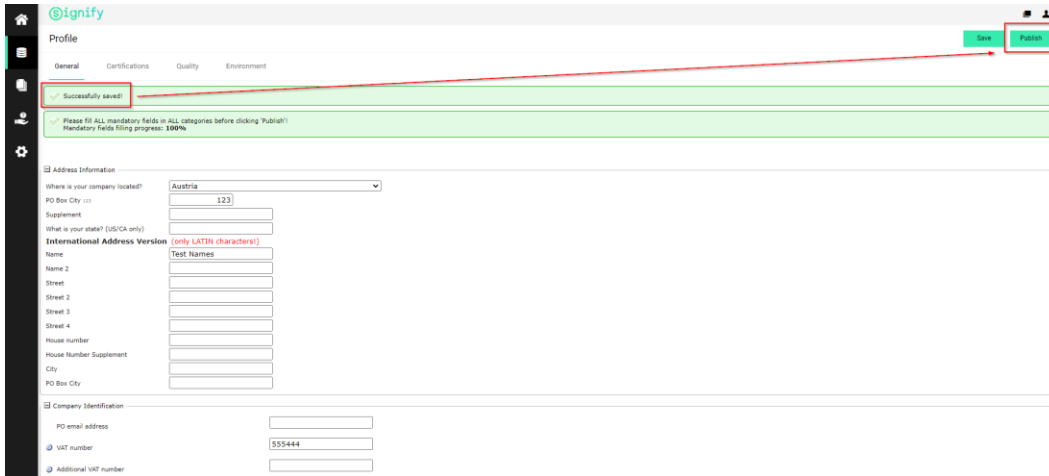
10) Master and Profile Data Change

72. Our SRM platform also facilitates the need for a change on those data. In order to initiate the process, you need to change certain profile data. The data is accessed from the Main Dashboard, by clicking on Company profile button:

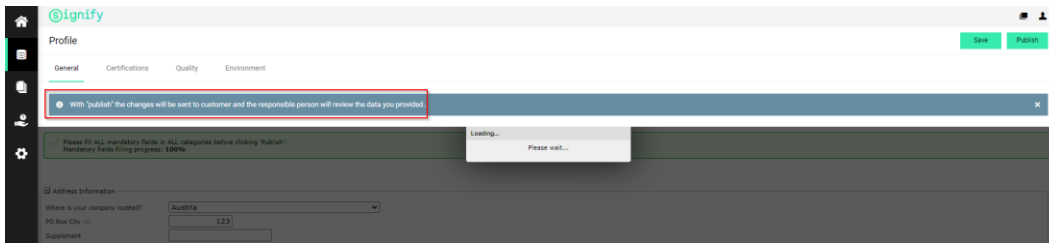


73. After opening the new screen, different sections will appear, such as: General, Certifications, Quality and Environment. For testing purposes, we will use the General section:

74. After the fields have been changed, you need to be Saved (by clicking on the button in the upper right corner) after which you need to be Published (the button is located in the same screen part as the Save button):




75. You will be notified with a banner, as the one below:



76. And the responsible on the customer side will receive a new PDC ticket and he/she will process it accordingly. Once it is done, you will either received the following 2 emails.

77. This means that your change request was either accepted successfully or there's a Bank Account Number of IBAN number error, which requires you to amend in supplier portal. Please start follow those steps again starting step#48:

SIGNIFY DEMO:Change of profile data accepted

 <reply@app11.jaggaer.com>

CAUTION: This email is from outside the organization. Do not click on links or open attachments unless you trust the sender.

Dear Mr. Test SI934 Supplier,

Your Profile Data Change ticket was closed by our system

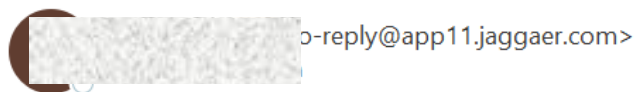
This means either your changes was successfully created in Shuttle 4 Vendor or Shuttle 4 Vendor request could not be generated due to incorrect bank account number or IBAN number.

Kind Regards,



78. Or you might receive this email instead, in which case you need to look at the comment from the email and start making correction by following steps starting step#48:

SIGNIFY DEMO:Profile Data Change - Declined



CAUTION: This email is from outside the organization. Do not click on links or open attachments unless you trust

Dear Mr. Test SI934 Supplier,

Your Profile Data Change request have been declined.

This could be due to an error has been identified in your changed data.

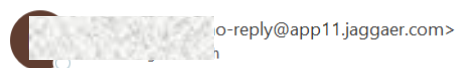
Comment on decision:
Please do the needfull

Kind Regards,



79. In case the data that you're attempting to change was from the Master Data (in the Company base data), then you will receive the following emails (if something is incorrect). In this case you need to go back to the Company base data to make amendment:

SIGNIFY DEMO:Change of master data rejected



CAUTION: This email is from outside the organization. Do not click on links or open attachments unless you trust the sender.

Dear Mr. Test SI934 Supplier,

You recently changed your master data on the Supplier Portal.

This change has been checked and rejected.
This could be due to the following reasons:
- System has detected an error in your changed data, or
- An attempt to change your company's country address has been identified. (please respond to your Supplier Account Manager for further info.)

Comment on decision:
Your country was not correct

Kind Regards,



Support

80. Please also visit the [Supplier Support Portal by Jaggaer](#) to find out more about the tool. After completing the registration, you can easily access the [Signify Jaggaer platform](#) (advised: please add to bookmarks).

81. Support:

- a. In case of tool technical support needed (like login failures) you can contact the Jaggaer Support Team. <https://www.jaggaer.com/servicesupport/suppliersupport/>
- b. In case of content questions, please reach out to your contact person (buyer) in Signify.