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

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Signify Procurement

October, 2022

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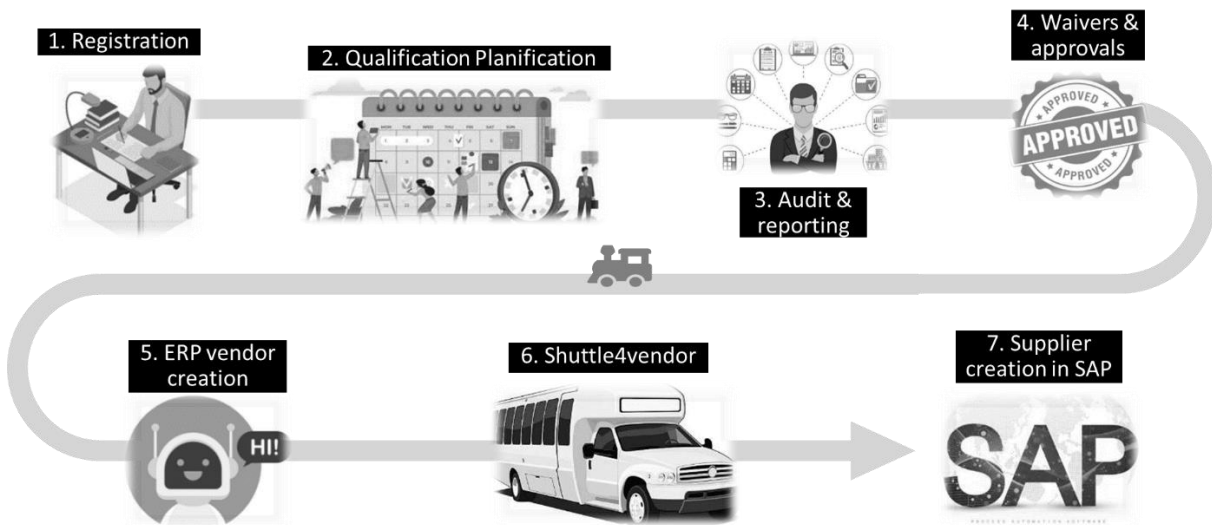
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## Pre-registration requirements

Please accept this email address as trustworthy sender [no-reply@app11.jaggaer.com](mailto: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](mailto:no-reply@app1.jaggaer.com). Click on the link:  
SIGNIFY DEMO:Invitation for Registration in the Supplier Portal



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

Dear Mr. Maestro Lee,

you are nominated and invited to register yourself in the Jaggaer Supplier Portal from Signify ([www.signify.com](http://www.signify.com))

Please open the following link to enter your company and contact data:

[https://app11.jaggaer.com/portals/sig/register?crm\\_person\\_id=MTczNjc2OQ==&-52c6e48ff1ee79bd892bf873a5df4067&l=eng](https://app11.jaggaer.com/portals/sig/register?crm_person_id=MTczNjc2OQ==&-52c6e48ff1ee79bd892bf873a5df4067&l=eng)

After submitting the information, your credentials will be provided to process the remaining registration steps.

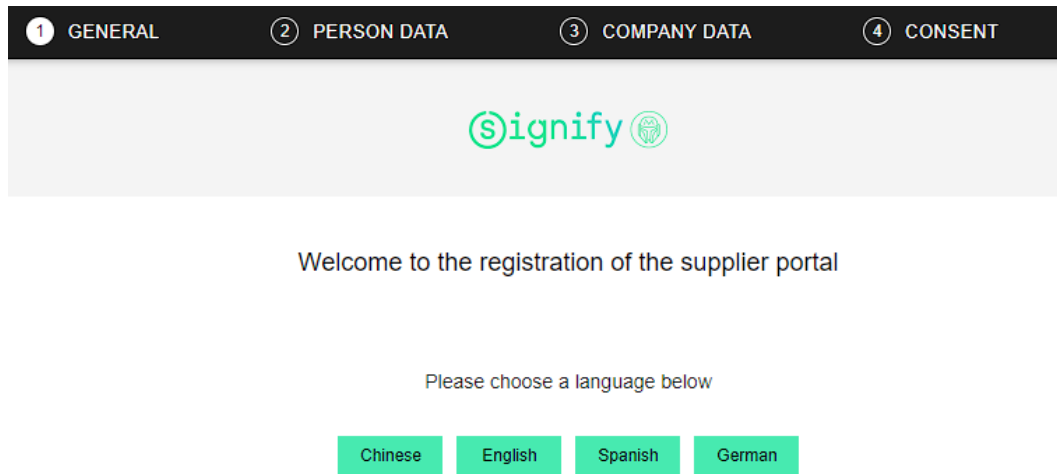
Please assure that the data provided including documents uploaded are complete.

Please refer to the [Privacy Notice | Signify Company Website](#)

Kind regards



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"



1 GENERAL 2 PERSON DATA 3 COMPANY DATA 4 CONSENT

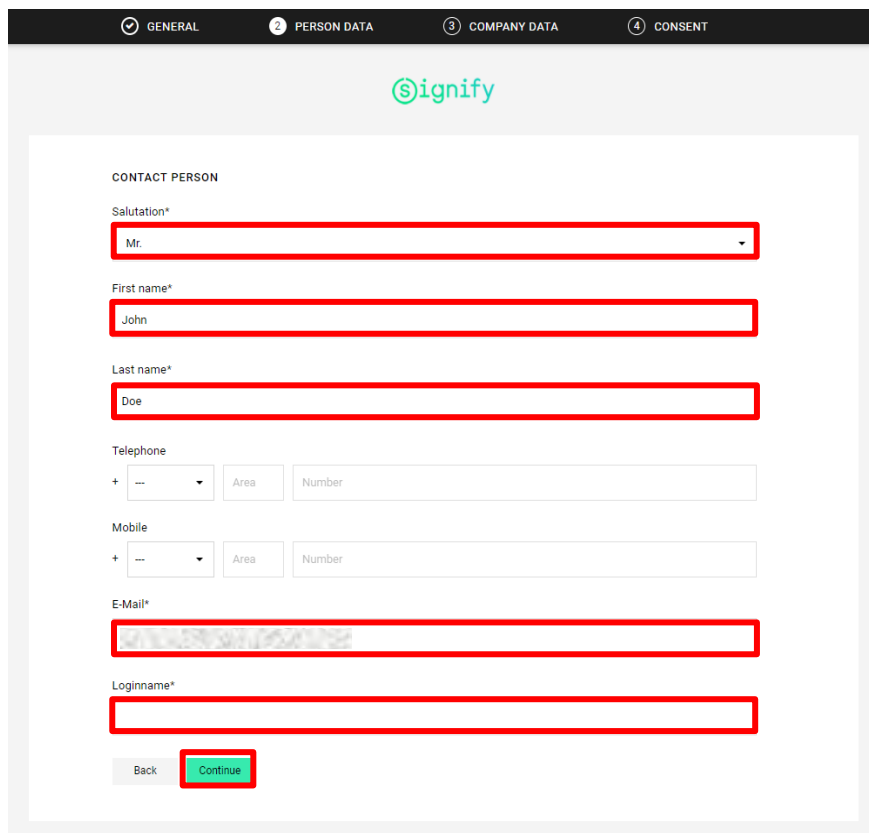
**signify**

Welcome to the registration of the supplier portal

Please choose a language below

Chinese English Spanish German

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:



1 GENERAL 2 PERSON DATA 3 COMPANY DATA 4 CONSENT

**signify**

CONTACT PERSON

Salutation\*  
Mr.

First name\*  
John

Last name\*  
Doe

Telephone  
+ --- Area Number

Mobile  
+ --- Area Number

E-Mail\*  
[Placeholder email address]

Loginname\*  
[Empty text field]

Back Continue

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

GENERAL

PERSON DATA

COMPANY DATA

CONSENT

signify

COMPANY DATA

Company name\*

Wedel 123

Street\*

Wigury 77

Street 2

Street-number

Zip code\*

75260

City\*

Łódź

Country\*

Poland

State / Province

...

Continent

...

PO Box

Zip PO Box

Currency\*

...

Telephone

+ -- Area Number

Fax

+ -- Area Number

Homepage

Including http://

PLANS

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

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

GENERAL

PERSON DATA

COMPANY DATA

CONSENT

signify

To access and use JAGGAER as a supplier, you are required to accept the Supplier Access Terms.

☒ I agree and accept [Supplier Access Terms](#).

To make your profile visible in the JAGGAER Supplier Network for purposes of pursuing business transactions, please indicate your agreement below.

☒ I agree that JAGGAER will use the company and personal data entered in the course of the registration on the supplier portal of Signify in order to allow all customers of JAGGAER to find your organization via the JAGGAER Supplier Network. You may revoke your agreement and discontinue visibility in the JAGGAER Supplier Network at any time by updating the visibility setting in your company profile.

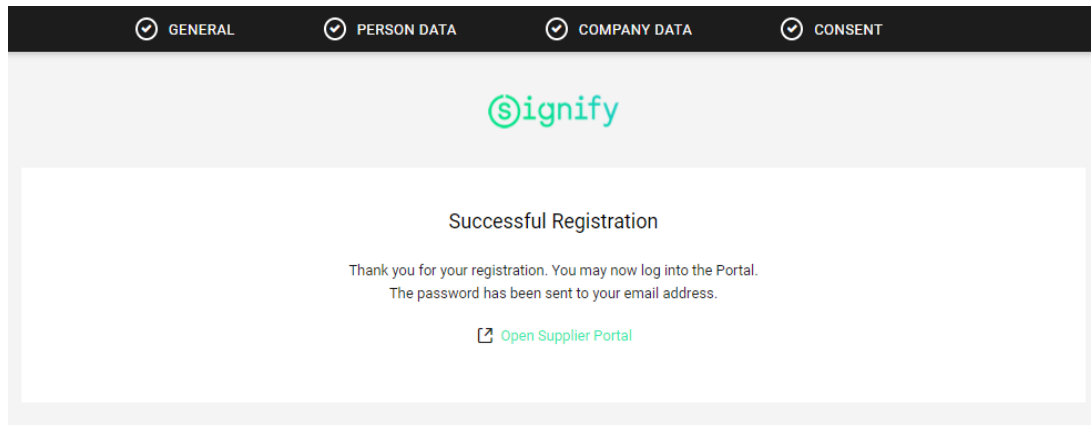
Back

Accept and Submit

8. Click "Open Supplier Portal":

7





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

### SIGNIFY DEMO:Your registration in the Supplier Portal



Signify Supplier Portal <no-reply@app11.jaggaer.com>

To [REDACTED]

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

Dear Mr. Maestro Lee,

thank you for your registration!

You can log in using the following link: [https://\[REDACTED\]app11.jaggaer.com/portals/sig/](https://[REDACTED]app11.jaggaer.com/portals/sig/)

Username: [REDACTED]

Password: [REDACTED]

Please fill in all additional required data to complete the registration process.

Kind regards

Signify Supplier Portal

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

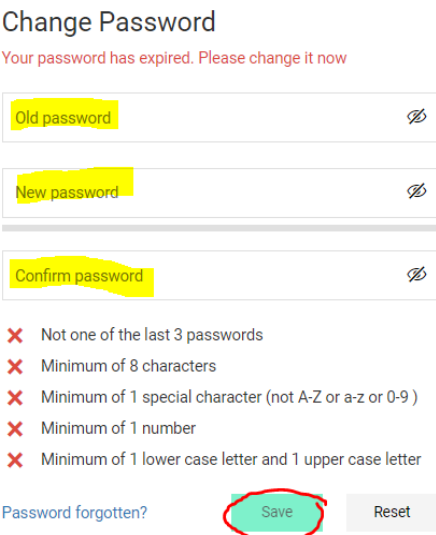


The image shows a login form for JAGGAER. At the top is the JAGGAER logo in red. Below it are two input fields: 'Username' with the text 'johndoe123' and 'Password' with masked characters. A 'Login' button is positioned below the password field. Underneath the login fields is a small copyright notice: '© 1999-2021 JAGGAER'. Below that is a line of text: 'When you use our Solution, we process your personal information as described in our Service [Privacy Policy](#)'. At the bottom of the form is a red link that says 'I forgot my password'.

**11. Change password. Enter:**

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

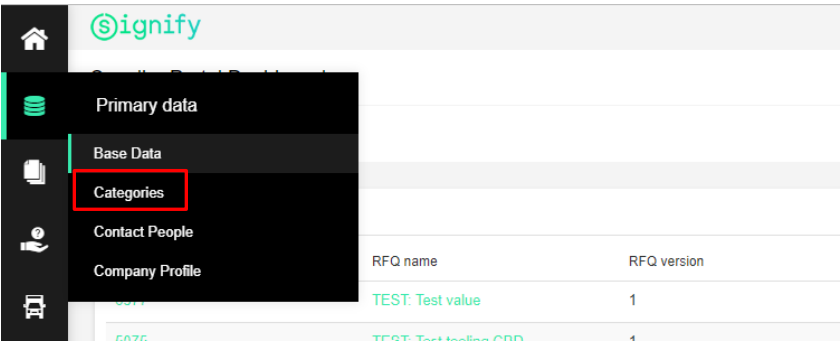
Click SAVE:



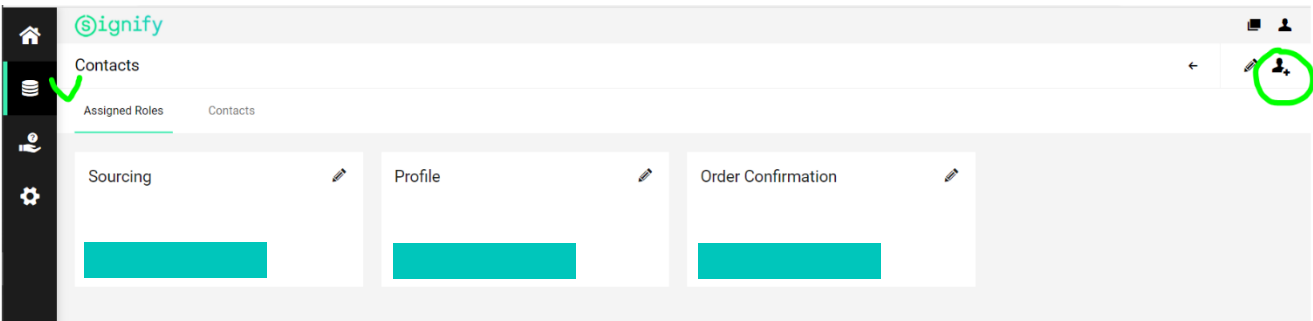
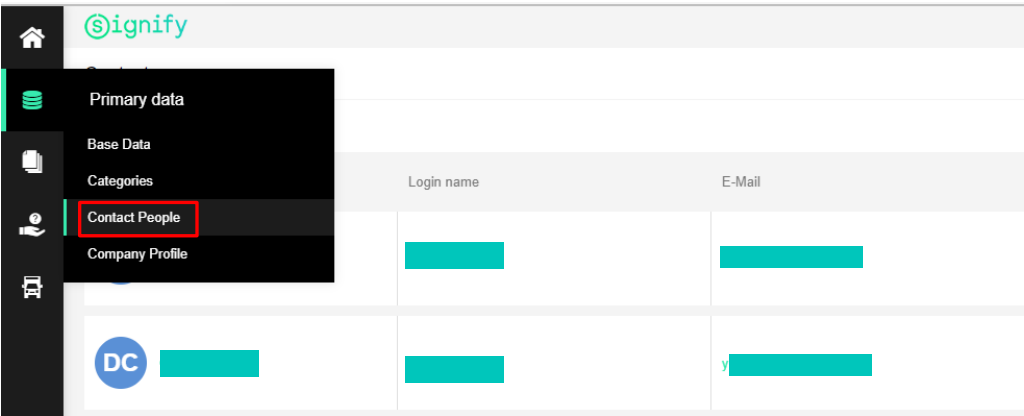
The image shows a 'Change Password' form. At the top, the title 'Change Password' is followed by a red message: 'Your password has expired. Please change it now'. There are three input fields: 'Old password', 'New password', and 'Confirm password'. Each field has a yellow highlight and a toggle icon on the right. Below the input fields is a list of password requirements, each preceded by a red 'X' icon: '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 left is a link 'Password forgotten?'. In the center is a green 'Save' button, which is circled in red. To the right of the 'Save' button is a grey 'Reset' button.

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 

i

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.

Contacts

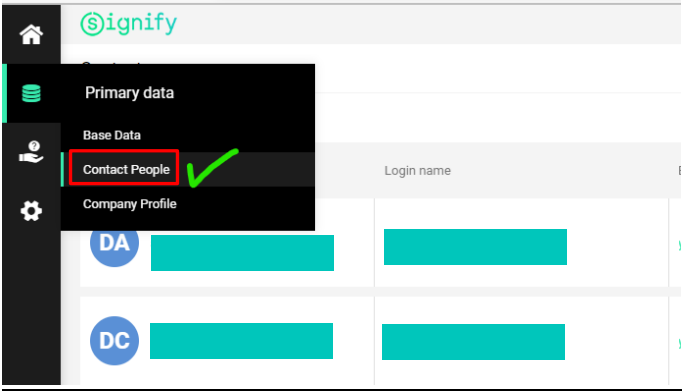
Contacts

 Roles

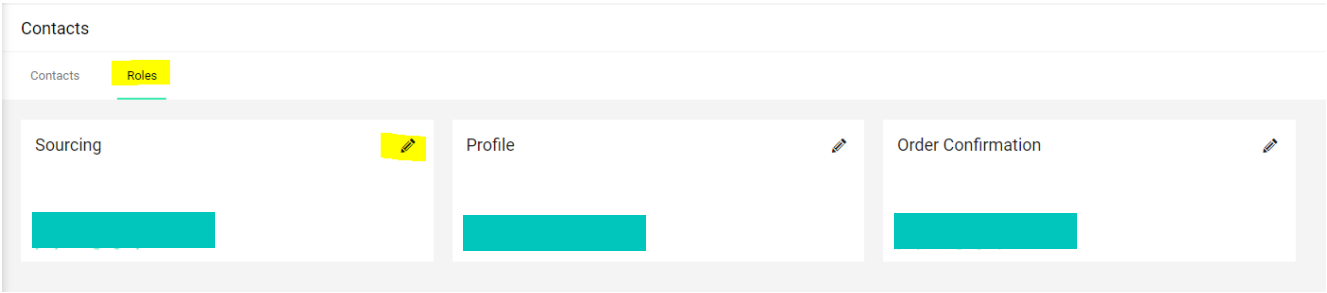
Name	Login name	E-Mail	Telephone	Portal Access	
DA				✓	<div><div></div></div>
DC				✓	
J				✗	

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.

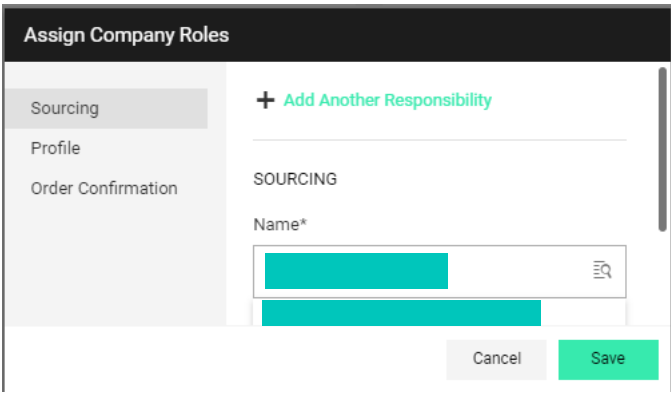
To assign roles for different contact person, please go to Primary Data → Contact People.



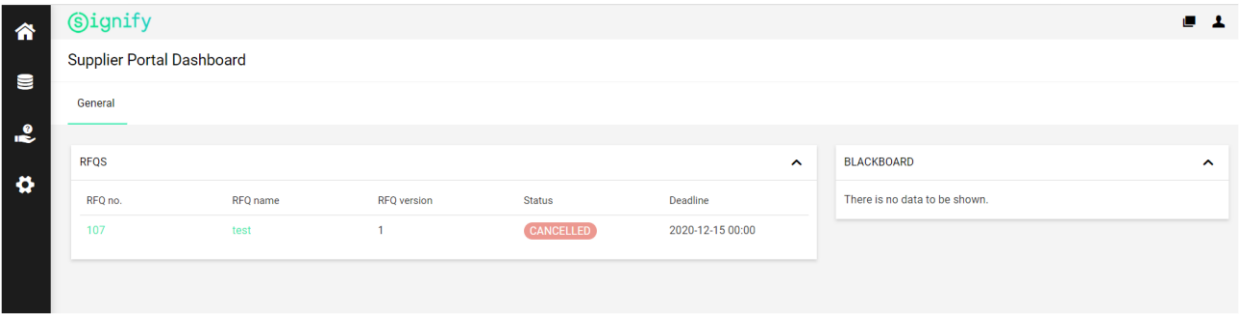
Click on “Roles” tab and click on the edit button for each role.



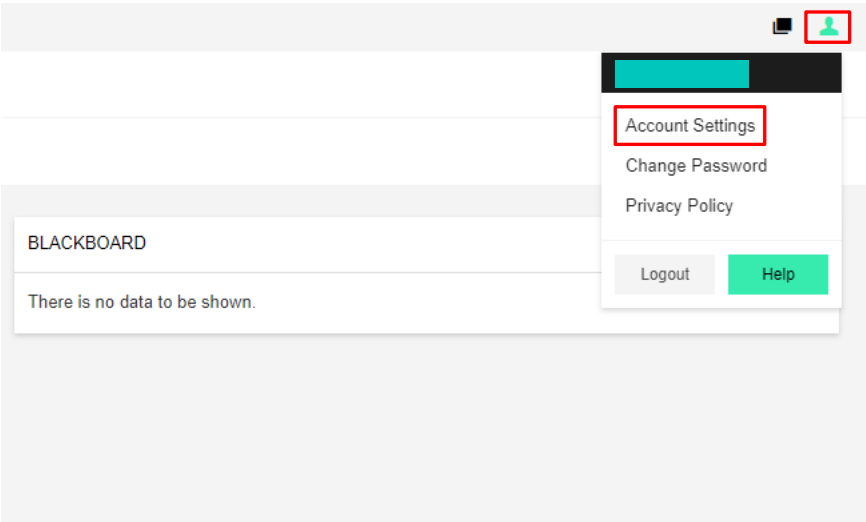
You can type/search for the contact person responsible for this role and click SAVE. Please do the same for other roles.



17. After accessing the Signify Jaggaa 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

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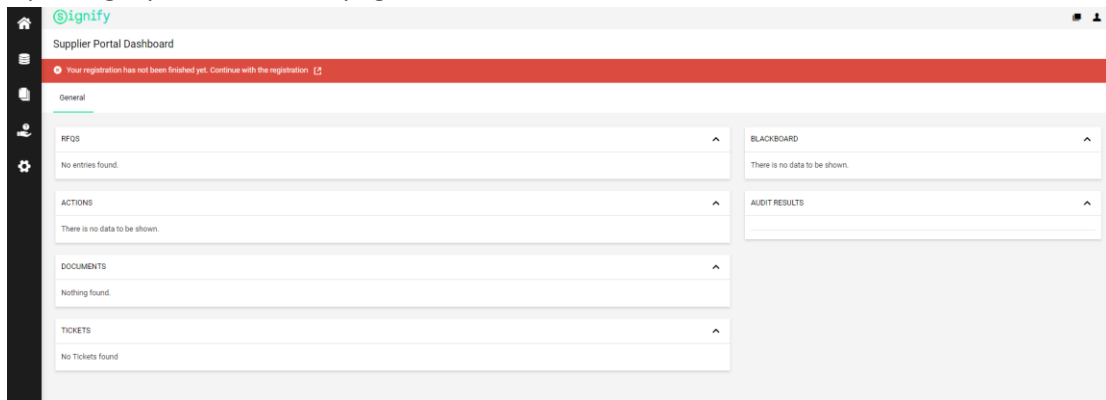
Main Department

---

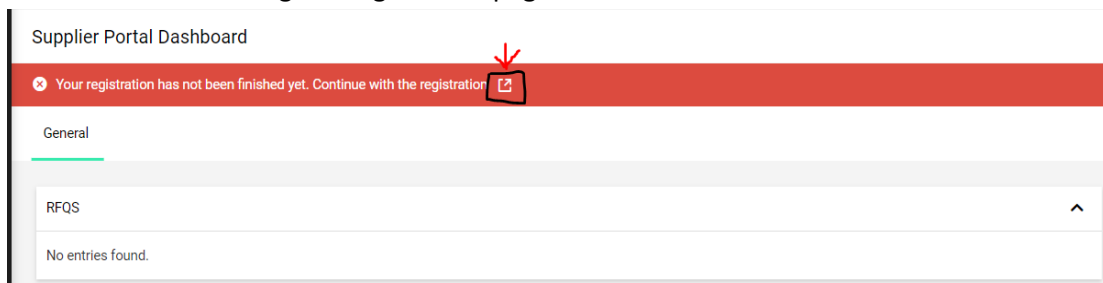
### 3) Small Profile Registration

**! 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



1 DATA2 CONTACTS3 CATEGORIES4 PROFILE

COMPANY DATA

Company name\*

Street\*

Street-number

Zip code\*

City\*

Country\*

Malaysia

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

1 DATA2 CONTACTS3 CATEGORIES4 PROFILE

COMPANY DATA

Company name\*

Wedel 123

Street\*

Wigury 77

Street 2

←Continue

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.

**Address Information**

Is your PO box city different from your company's city?\*

What is your state? (United States of America/Canada only)

Did you enter your address in non-latin languages? (For example 中文, русский, ไทย etc.)\*  (only LATIN characters!)

**International Address Version**

Name \* (INT)

Street \* (INT)

House number \* (INT)

City \* (INT)

PO Box City \* (INT)

To:

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

Registration - Profile

DATA CONTACTS CATEGORIES **PROFILE**

General Business Certifications **Environment**

**Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!**  
Sections containing empty mandatory fields:

- Environment

Mandatory fields filling progress: 87%

**Safety & Environment**

Do you commit to register to www.BoMCheck.com? ( DUNS number needed)\*  [Link](#)

Do you commit to our Signify Regulated Substances List Policy?\*  [Link](#)

Do you commit to our Signify Supplier Sustainability Declaration?\*  [Link](#)

Please, could you justify why you cannot commit to one of the policies above if you have chosen "no" in one of the fields? (Please put N/A if you have chosen YES for all the above)\*

Are you audited on Sustainability by any 3rd party?

**Please click "Publish" once you have completed the questionnaire.**

**! 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:

General Business Certifications Environment

**Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!**  
Sections containing empty mandatory fields:

- General

Mandatory fields filling progress: 97%

**Address Information**

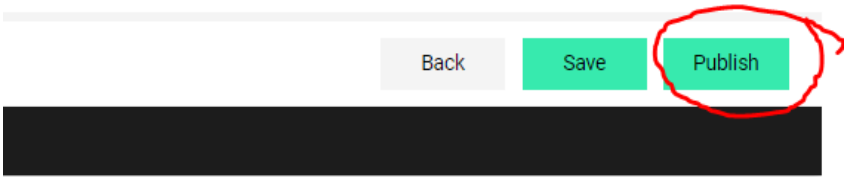
Where is your company located?\*

Is your PO box city different from your company's city?\*

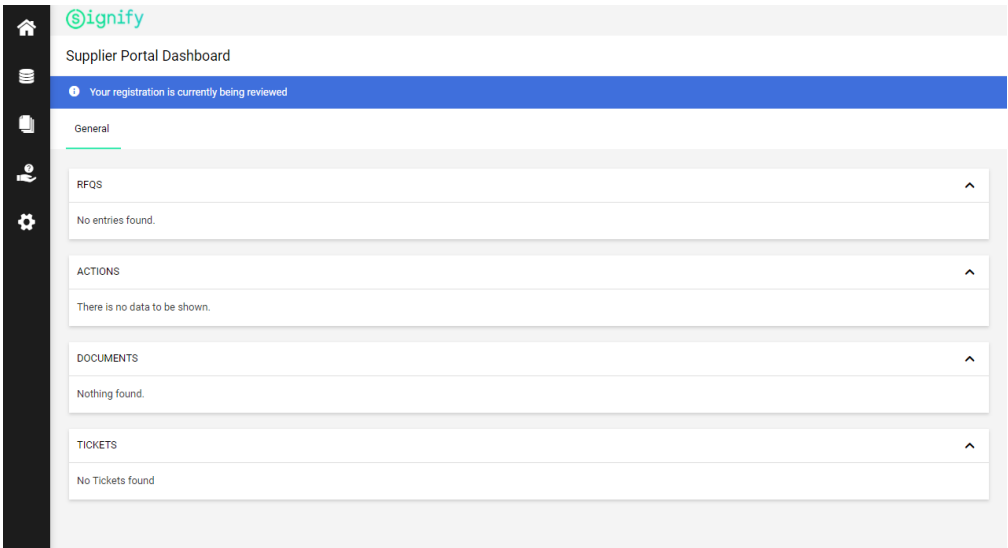
What is your state? (United States of America/Canada only)

Did you enter your address in non-latin languages? (For example 中文, русский, ไทย etc.)\*

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 you're small profile was published successfully and is now being review by Signify.



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

### SIGNIFY DEMO:Approval of your initial registration



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

Dear Mrs. Test Notifi 3 Supplier,

Your initial registration has been checked and approved by Signify.

You can now login to the supplier portal by using the following link with your existing credentials.

[https://\[redacted\].app11.jaggaer.com/portals/sig/](https://[redacted].app11.jaggaer.com/portals/sig/)

Kind Regards,



- 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:

### SIGNIFY DEMO:Revision of the small profile



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

Dear Mr. Test Notifications Supplier,

We will appreciate it if you could modify your company profile data according to the following comment:

Please fill in all requested data

Please open the link below to update and publish the profile again:

[https://\[redacted\].app11.jaggaer.com/portals/sig/](https://[redacted].app11.jaggaer.com/portals/sig/)

Kind Regards,



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

SIGNIFY DEMO:Your registration for the Supplier Portal



4:11 PM

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

Dear Mr. Win Mark,

thank you for your registration.

Unfortunately, your application for admission to the Supplier Portal has been declined.

Below you can find some additional:  
asdas

Kind regards

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”

1 GENERAL2 PERSON DATA3 COMPANY DATA4 CONSENT

signify

Welcome to the registration of the supplier portal

☐ Already Jaggaer Direct supplier

Please choose a language below

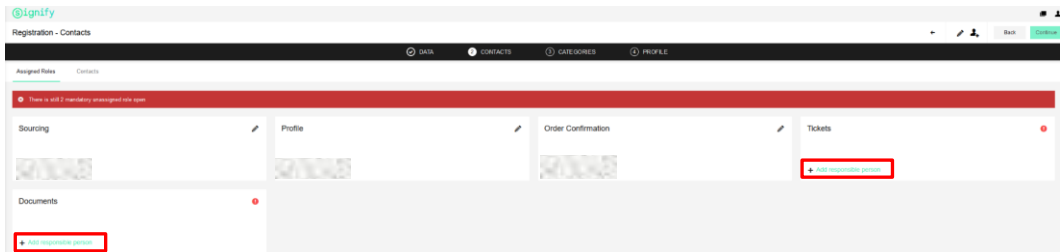
English

German

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:

SIGNIFY DEMO:Request to register more information



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

Dear Mr. Test Not assigned Supplier,

You are requested to register further information to the supplier portal.

<https://i app11.jaggaer.com/portals/sig/>

This step is applicable to both new & existing supplier.

It would help us to ensure that you meet our qualification requirements for any further activities with Signify as a supplier.

Kind Regards,

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

Supplier Portal Dashboard

Your registration has not been finished yet. Continue with the registration

General

RFQS

No entries found.

ACTIONS

There is no data to be shown.

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.

Signify’s General Conditions of Purchase (GCoP)?\*

Link

No

Signify’s Integrity Code?\*

Link

No

Working with Signify’s Supplier Sustainability Management System? \*

Link

No

Signify’s Privacy and Data rules?\*

Link

No

Signify’s Supplier Quality policy?\*

Link

No

Signify’s Supply Chain Security Requirements?\*

Link

No

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

① Street

① Additional to address

① ZIP

① City

① State/Province

① 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:

@ignify

Registration - Profile

Back Save Publish

General Business Technical Certifications Quality Logistics Environment

✓ Successfully saved!

Company Identification

Where is your company located?

PO box City

PO email address

① VET number

① Additional VET number

Please provide your Domestic Tax Number

Please provide your company homepage URL

What is your company's annual turnover?

How much is your Balance Sheet

How much is your Shareholder's Equity?

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:

General Business Certifications Quality Environment

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!  
Sections containing empty mandatory fields:

- General

Mandatory fields filling progress: 97%

Address Information

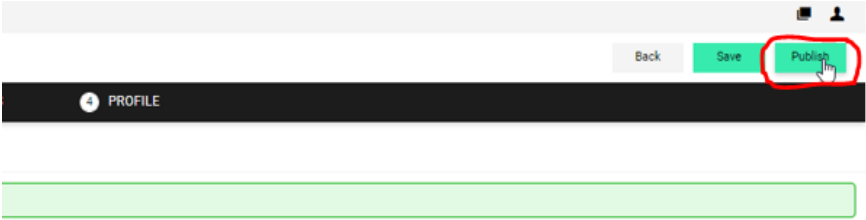
① Where is your company located?

Is your PO box city different from your company's city?

① What is your state? (United States of America/Canada only)

Did you enter your address in non-latin languages? (For example 中文, русский, etc.)

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:

SIGNIFY DEMO:Approval of the big profile



Reply   Reply All

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


Dear Mr. Maestro Lee,

Congratulations, the full registration has been checked and approved by Signify.

You can now use the Supplier Portal for further processes following link with your existing credentials:

<https://app11.jaggaer.com/portals/sig/>

Kind Regards,



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

SIGNIFY DEMO:Revision of the big profile



Reply   Reply All   Forward   Share   More

6:19 PM

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

Dear Mr. xxx S&S Service,

you are asked to revise the big profile concerning the following comment:

Comment: sadasd

Please open the link below to update and publish the profile again:

<https://app11.jaggaer.com/portals/sig/>

Kind regards

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

SIGNIFY DEMO:Your registration in the Supplier Portal



5:58 PM

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

Dear Mr. xxx S&S Products,

thank you for your registration.

Unfortunately, your application for admission to the Supplier Portal has been declined.

Kind regards

## 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](mailto:no-reply@app11.jaggaer.com). Click on the link:

SIGNIFY DEMO:Upcoming Audit - Date for Confirmation



11:19 AM

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

Dear Mr. Hubert Park,

The date for an upcoming audit needs to be confirmed.

Please open the ticket and confirm the proposed date. Alternatively propose another date.

Link:

<https://app11.jaggaer.com/portals/sig/#iframe/tickets/index.php?cid=55950&controller=ticket&ticket=432031&jumpto=ticketsDeluxe>

Best regards,

[Redacted Signature]

The information in this email is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited.

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:

Created By: @2021-12-29 10:59

Revised by: @ 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:

Audit Planning Details

Audit Type: Initial risk assessment

Proposed Audit Date - SIGNIFY: 2021-12-29

Alternative Dates: 

alt-date1 alt-date2 alt-date3 alt-date4 alt-date5

Instructions:

Comments to Supplier:

Alternative Audit Date - Supplier:

Comments from Supplier:

Actions

Next Action\*: Confirm proposed date

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

Ok, good supplier! We want them!

Comment for Revision 3 @ 2022-06-03 20:11 by

Hi , 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:

## SIGNIFY DEMO:Audit Completed



3:48 PM

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

Dear Mr. xxx S&S Service,

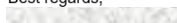
The Audit has been completed by SIGNIFY.

You can still access the ticket by clicking the link below or opening the list of "Open Tickets". Please check "Show All Historical Tickets" then.

Link:

<https://app11.jaggaer.com/portals/sig/#/frame/tickets/index.php?cid=55950&controller=ticket&ticket=860513&jumpto=ticketsDeluxe>

Best regards,



The information in this email is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited.

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

### SIGNIFY DEMO:Qualification status



Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox. This is the most recent version, but you made changes to another copy. Click here to see the other versions. We converted this message into plain text format.

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

Dear Mr. Test Not assigned Supplier,

We are happy to inform you that your status in the Signify Supplier Portal is now set to 'Qualified'!

<https://app11.jaggaer.com/portals/sig/>


Kind Regards,



## 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:

## SIGNIFY DEMO:Partially Qualified



 Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox.  
The Outlook Junk Email filter marked this message as spam.  
We converted this message into plain text format.

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

Dear Mr. Test No category Supplier,

Congratulations! You've achieved partially qualified status from the qualification process.

<https://app11.jaggaer.com/portals/sig/>

Best Regards,



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:

SIGNIFY DEMO:Action Point assigned



8:27 AM

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

Dear Mr. xxx S&S Service,

New measures have been defined for you within the Signify Supplier Audit process.

Test action xxx

You can see the Action(s) here

<https://app11.jaggaer.com/action#overview>

Kind regards

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 Point:

**! 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.

SIGNIFY DEMO:Audit completed, actions available



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

Dear Mr. [REDACTED],

The Audit has been completed by Signify.  
Some actions will be/are already created due to findings in the audit. Once created you will receive an email notification.

Please implement respective actions as soon as possible.

[https://\[REDACTED\].app11.jaggaer.com/portals/sig/](https://[REDACTED].app11.jaggaer.com/portals/sig/)

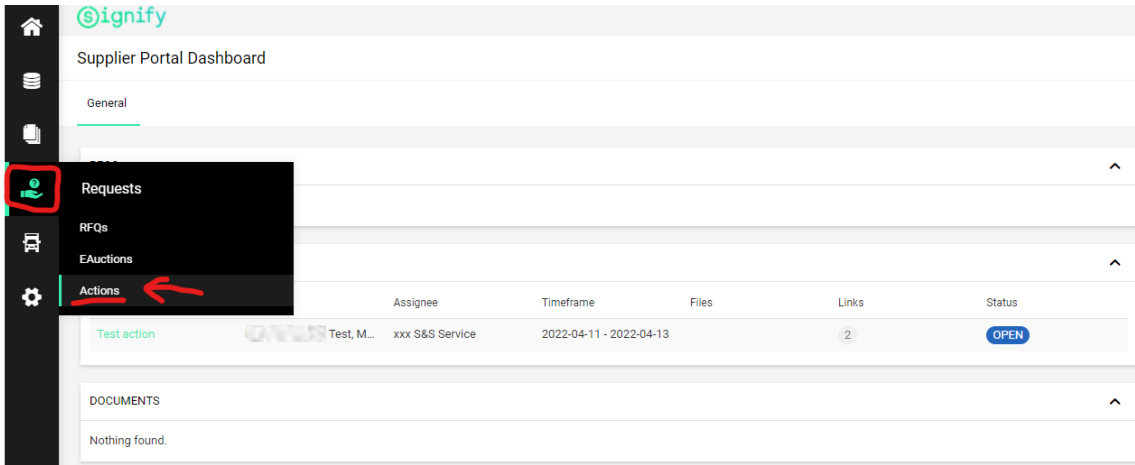
Kind Regards,



# Action and Document Pure

## 7) Action Point

55. After clicked on the link in the email from step#41, you can access the Actions by clicking here and fill in your response/ attach file in Action Details:



56. Click on the edit button:

Actions Overview1 ResultAll

Action name	Owner	Assignee	Timeframe	Files	Links	Status	
Test action	MM	Test, M.	XS S&S Service, xxx	2022-04-11 - 2022-04-13		2	OPEN

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

Save

Files

Links

Supplier

S&S Service (small)

Ticket

S&S Service (small) - AU000124

ACTION DETAILS

Status

Open

Progress

0 %

Description

Files

Drag and Drop files or Browse

8) Document Pure

58. 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:

signify

Supplier Portal Dashboard

General

RFQS

No entries found.

ACTIONS

There is no data to be shown.

DOCUMENTS

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

BLACKBOARD

There is no data to be shown.

TICKETS

No Tickets found

VS Company Test

Account Settings

Change Password

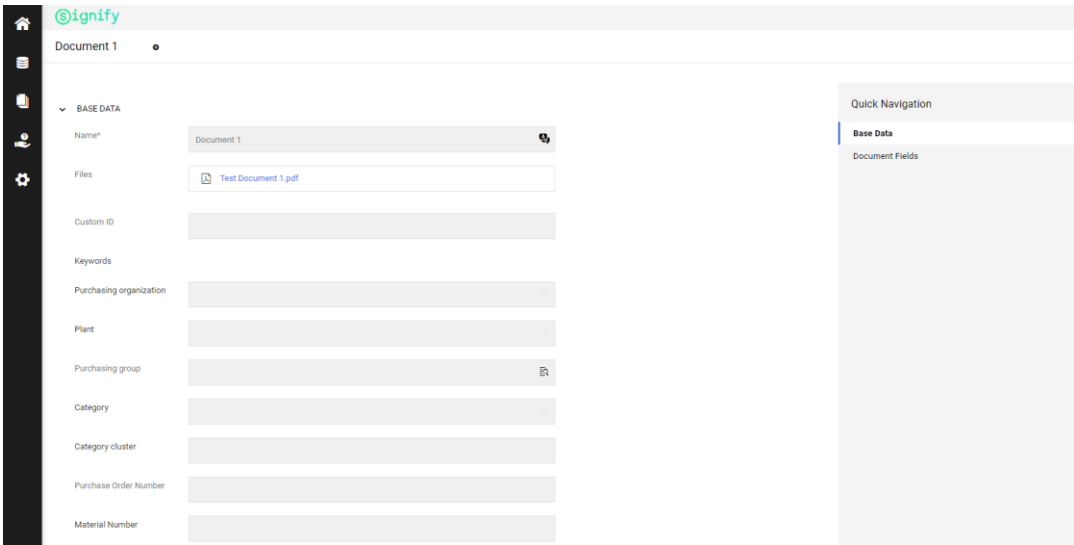
Privacy Policy

Login

Help



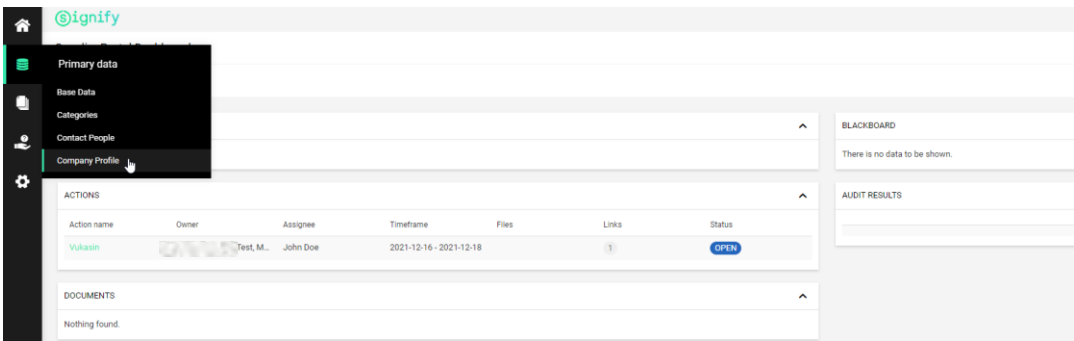
59. And from there you can access the document in Read or Write mode:



## Change Management

### 9) Master and Profile Data Change

60. 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:



61. 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:  
In the example below, you may changed your company **VAT number**:

The screenshot shows the Ignify Profile page with the 'General' tab selected. The 'Save' button in the top right corner is highlighted with a red box. The form contains fields for Address Information, International Address Version, and Company Identification. The 'Save' button is located at the top right of the page, next to the 'Publish' button.

62. 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):

The screenshot shows the Ignify Profile page with the 'Publish' button in the top right corner highlighted with a red box. A red arrow points from the 'Successfully saved' message to the 'Publish' button. The form contains fields for Address Information, International Address Version, and Company Identification. The 'Publish' button is located at the top right of the page, next to the 'Save' button.

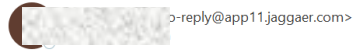
63. You will be notified with a banner, as the one below:

The screenshot shows the Ignify Profile page with a notification banner at the top. The banner contains the text: "With 'publish' the changes will be sent to customer and the responsible person will review the data you provided". The banner is highlighted with a red box. The form contains fields for Address Information, International Address Version, and Company Identification. The 'Publish' button is located at the top right of the page, next to the 'Save' button.

64. 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.

- 65.** 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



**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

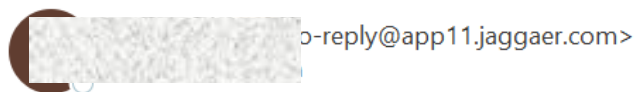
This means either your changes was successfully created in Shuttle 4 Vendor or Shuttle 4 Vendor request could not be generated due to incorrect bank account number or IBAN number.

Kind Regards,



- 66.** 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,



- 67.** 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



o-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,

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

- 68.** 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).
- 69.** Support:
- In case of tool technical support needed (like login failures) you can contact the Jaggaer Support Team. <https://www.jaggaer.com/servicesupport/suppliersupport/>
  - In case of content questions, please reach out to your contact person (buyer) in Signify.