Jaggaer

Supply Chain Management
for Signify Suppliers

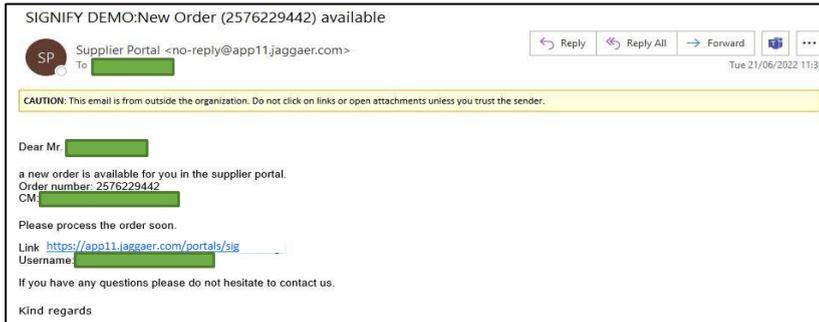## Table of Contents

1. Email Notification

You should receive an email with the link to Jaggaer platform. If you do not see it - **please check the SPAM mailbox.**
- **SUBJET: New Order (Order number) available**
- **SENDER: NO-REPLY@APP11.JAGGAER.com**

2. Login

Log in by clicking on the link in the email to your Jaggaer account. The Username is mentioned in the email. Use the password you set previously during registration. If you have forgotten your password, you can reset it by clicking "I forgot my password".
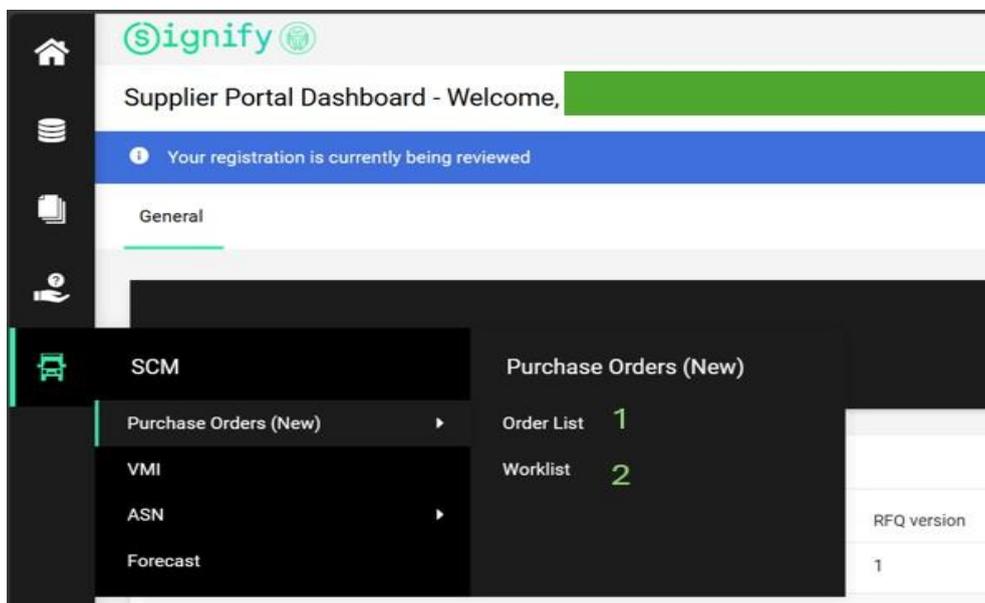
3. Purchase Orders list

To view and confirm purchase orders (POs), simply navigate from the home page to

SCM ⬛ → Purchase Orders.

You will then receive 2 Menus :

1. Order List

2. Worklist

- The **Order List** – provides an overview of all orders available in your inbox, along with their statuses, displayed in both Header and Line Item views. This list serves as the central location for completing Purchase Order confirmations.

- **Worklist** – Provides access to all orders that have already been confirmed. From this list, you can select orders that are ready for delivery and proceed to create and advise the Advanced Shipping Notice (ASN).

4. Purchase Order page explanation

Orders

5. Purchase order Confirmation

To confirm an order, navigate to SCM, then select "Purchase Order," and proceed to the "Order List" section.
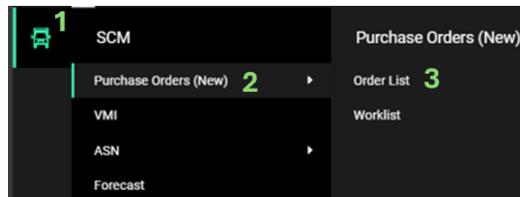
Upon accessing the 'Order List' section, suppliers will be able to view all Purchase Orders (POs) received from Signify.

They will have three distinct methods available for confirming the Purchase Orders (POs).

Outlined below is a comprehensive analysis of each method, highlighting their respective workflows, benefits, and recommended scenarios for optimal utilization.

Understanding these approaches will help suppliers effectively choose and implement the most suitable method based on the specific requirements and operational scenarios

A. Individual PO Confirmation:

Suppliers can confirm PO one at a time by reviewing the details of each order and providing confirmation at the PO level.
This method is ideal for low-volume orders or cases requiring detailed attention to specific PO.

First, navigate to the Order List and select the Purchase Order (PO) you wish to review
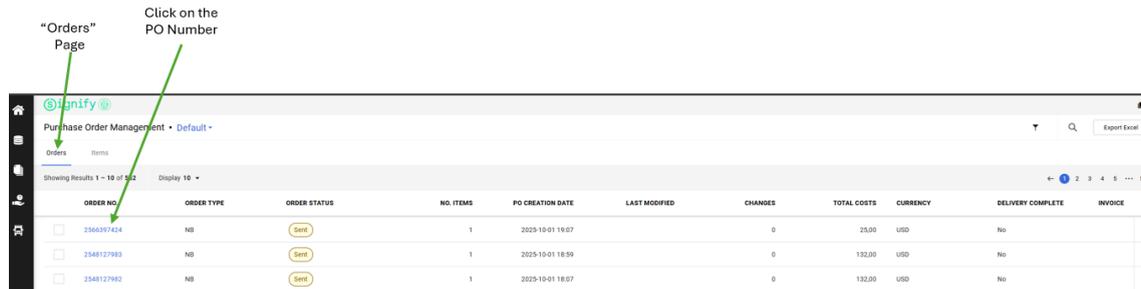
The selected Purchase Order will open on the subsequent page for further review and action
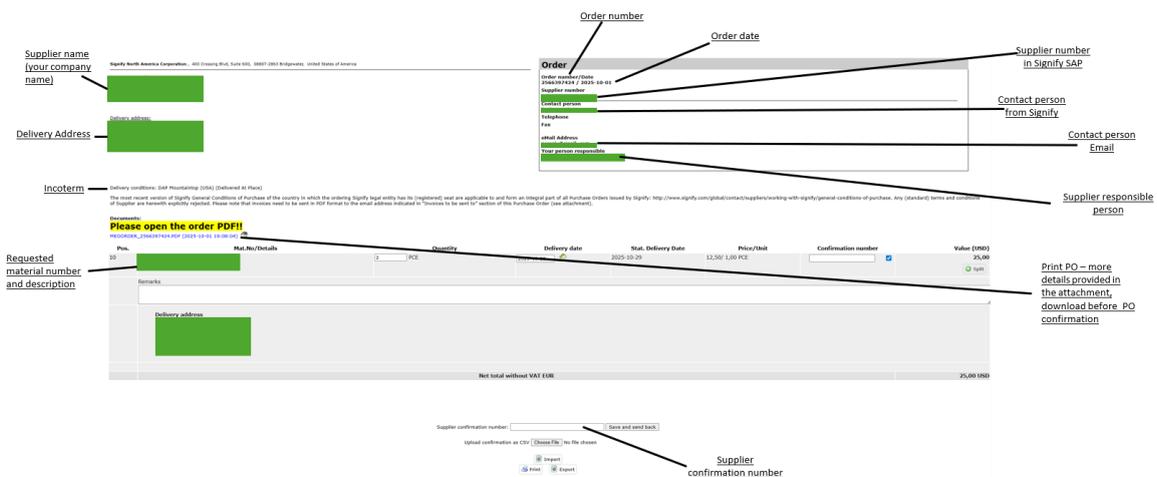
Ensure the following criteria are thoroughly checked:
   a. Your company name
   b. Requested Delivery Address
   c. SAP PO Number
   d. Signify Contact Person / Buyer
   e. Incoterms
   f. Extract the PO in PDF **(This is a Mandatory Step to allow you to confirm PO)**
   g. The Purchase Order Line-item details along with Quantity and Required Delivery date

Once the above criteria have been verified, you may proceed to confirm the Purchase Order (PO) based on the scenarios outlined below:

   i. **Without changes:** Confirm the PO as is
   ii. **With changes:** if You need to propose new Delivery date or split lines
   iii. **Partial Confirmation:** If you need to confirm part of PO lines and not all PO
   iv. **Download/Upload CSV file :** Mainly used for PO with a high number of PO lines

i. **Order Confirmation without changes:**

If you agree to all requirements of Signify, provide your **confirmation reference number** and click "**Save and send back**" without making any changes.

Once confirmed, you will receive a **notification** on top of the screen, and the **order status** will change to "**confirmed**".

ii. **Order Confirmation with changes:**

If you cannot fulfill the requirements requested by Signify, you have the option to change delivery date or even split the delivery

a. **Click on "Split"** Icon on item level
b. Change the **Quantity** on both lines to match the total ordered Quantity by Signify
c. Change **Delivery Date**
d. Add **confirmation number** and **submit**

iii. **Partial confirmation:**

If you have an order with multiple line items, and you need to **partially confirm it**, **uncheck** the line which you do not want to confirm.

When completed, the order status will change to "**Partially confirmed**".

If any changes are required on the PO, contact the person responsible from Signify for PO update.

B. Fast / Mass Confirmation at PO Header Level:

Suppliers can perform fast or mass confirmation by approving multiple PO at the header level from "Orders" page.
This approach applies general confirmation to the entire PO without addressing individual line items, making it suitable for high volumes of straightforward orders.

Steps to Complete the Process:
1) **Go to the Orders page**: Navigate to the **Orders** section of the portal.
2) **Select the POs**: Choose the Purchase Orders (POs) you need to confirm.
3) **Click the 'Fast Confirmation' icon**: Locate and click the **Fast Confirmation** icon that appears at the bottom of the page.
4) **Review and add confirmation details**: A pop-up window will appear displaying the selected orders. Carefully review the information and enter your **confirmation number**.
5) **Click Confirm**: Press the **Confirm** button to finalize the process.
6) **Confirmation complete**: The POs will be confirmed, and their status will automatically update on the portal.

Ensure all information is accurate before proceeding to avoid delays or errors

1- Go To orders page

2- Select the POs

3- Click Fast Confirmation

4- and the confirmation number for each PO

5- Click Confirm

C. Fast / Mass Confirmation at the PO Line Item Level:

Suppliers can confirm multiple PO while specifying details for each individual line item within the orders. This method is particularly useful for complex PO where line-level adjustments, such as partial deliveries or item-specific details, are required.

Steps to Complete the Process

1) **Access the Items Page**: Navigate to the "Items" section within the portal to begin.
2) **Select the Relevant PO Lines**: Identify and select the Purchase Order (PO) lines that require confirmation.
3) **Click the 'Fast Confirmation' Icon**: Locate the "Fast Confirmation" icon at the bottom of the page and click it to proceed.
4) **Review and Update Confirmation Details:** A pop-up window will appear displaying the selected order Lines. Carefully review the information, enter your **confirmation number**
5) **Review and Update Confirmation Details:** Adjust the **Delivery Date** if needed.
6) **Click Confirm**: Press the **Confirm** button to finalize the process.
7) **Confirmation complete**: The PO Lines will be confirmed, and their status will automatically update on the portal.

Ensure all information is accurate before proceeding to avoid delays or errors.

<mark>**Important Information**</mark>

Amended Purchase Orders (POs):

✓ If Signify amends a PO after it has already been confirmed, the PO status in the portal will automatically update to 'Sent.'
✓ Vendors will receive an email notification regarding the amendment. It is the vendor's responsibility to log into the portal, review the changes, and submit a new confirmation after reviewing the updated PO details.

Changes to Delivery Conditions or Dates:

✓ If there are any modifications to delivery conditions or dates after confirming the PO but before advising the lines, vendors must promptly log into the portal to update their confirmation details.
✓ Ensuring timely updates will help avoid discrepancies and ensure accurate record-keeping in the portal.

6. Advanced Shipping Notification (ASN)

The ASN or Advise Shipping Notification is a very crucial and important step in our Digital PO process.

To ensure all Data is accurate and properly transmitted between Our Vendors and Signify/ CLS, we kindly request you to ensure to check the ETA date once ASN is created (Before advising it) in order to have the correct Information transmitted and have smooth reception of the orders upon receiving then in our premises.

To do so, kindly follow the below Instructions:

    a. Create ASN **when the order is ready to be shipped:**

        i. Open **Work List**
        ii. **Select** the Purchase Order
        iii. Click on "**+**" and **Create Delivery Note**
        iv. **Update ETA**

First, PO needs to be confirmed to see it in Work list and create ASN.

Upon order readiness, and based on the agreed incoterm, you are requested to Create the ASN and advise it. To complete the same, you will need to:

    i. Go to Worklist List where you will be able to find all PO lines that you have already confirmed.
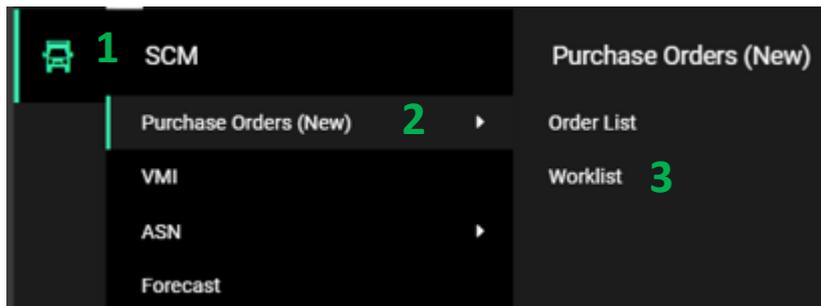
    ii. Once in the Worklist screen, you can use the Filter to help you easily find the PO lines you are searching for, the search can be done by PO number, Material number or description , delivery address , etc.
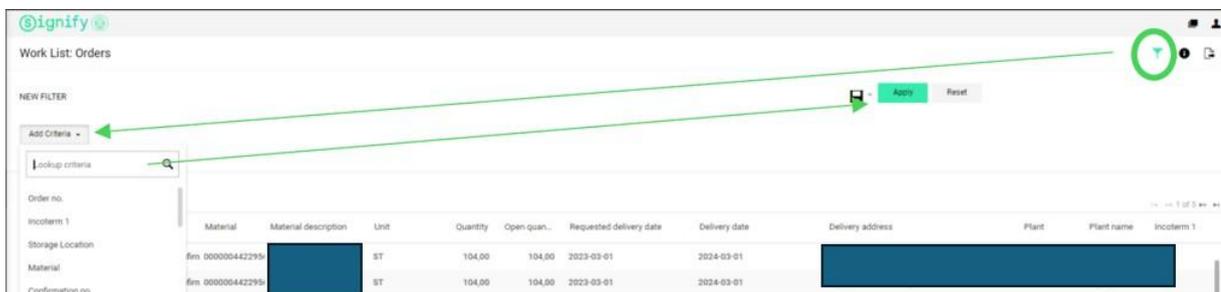
iii.   Select the PO or PO lines you are about to deliver and click on the + sign to create the ASN

iv.   Once you create the ASN, a new page will open with Delivery Note number (DN number can remain the same or can be changed to another reference if needed)

Delivery note number is generated automatically Supplier can change the Delivery Note number and add the reference agreed upon with Signify.

Delivery date & Shipping instructions Ensure to update the ETA date before Advising ASN (refer to instructions below)

Leave additional details such as vessel details, truck details etc…

v.   Once Delivery Note is created and before advising it you are kindly requested (**Mandatory step**) to ensure that the **ETA date** is the correct one.

The ETA date on the delivery note is automatically selected based on the Confirmed Delivery Date you selected when you initially confirmed the PO.

vi.   If you are delivering the PO at a different date from what you originally confirmed, you should update that date by following these steps

- Click on the 3 Dots on the top right of the screen

- Click on Change Delivery Date
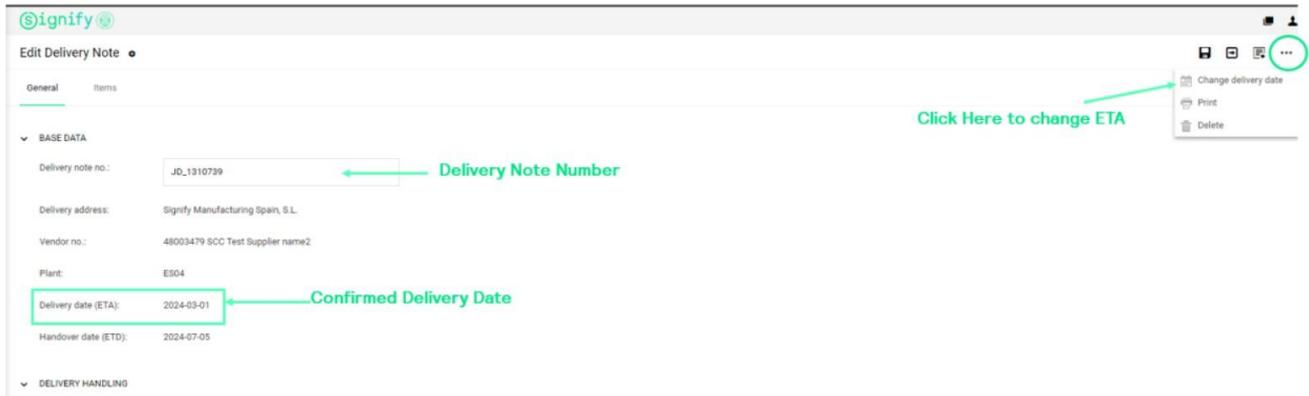
- Select The new / correct Estimated Time of Arrival (ETA)

- Click on Save
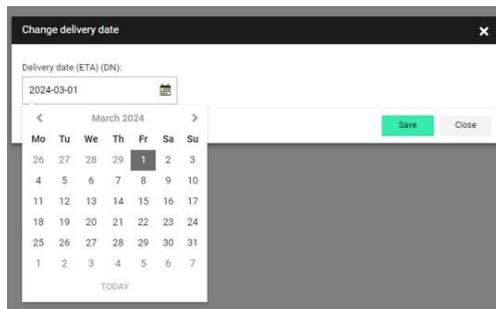
At this stage, the order status will change from "**Confirmed**" to "**Order prepared for Delivery**".

vii.   Advise ASN when the order is delivered (based on Agreed incoterm):
1) Open SCM -> ASN -> Open ASNs
2) Open the **Delivery note**
3) Click on **"Notify"** icon

4) **"Advise"** the delivery
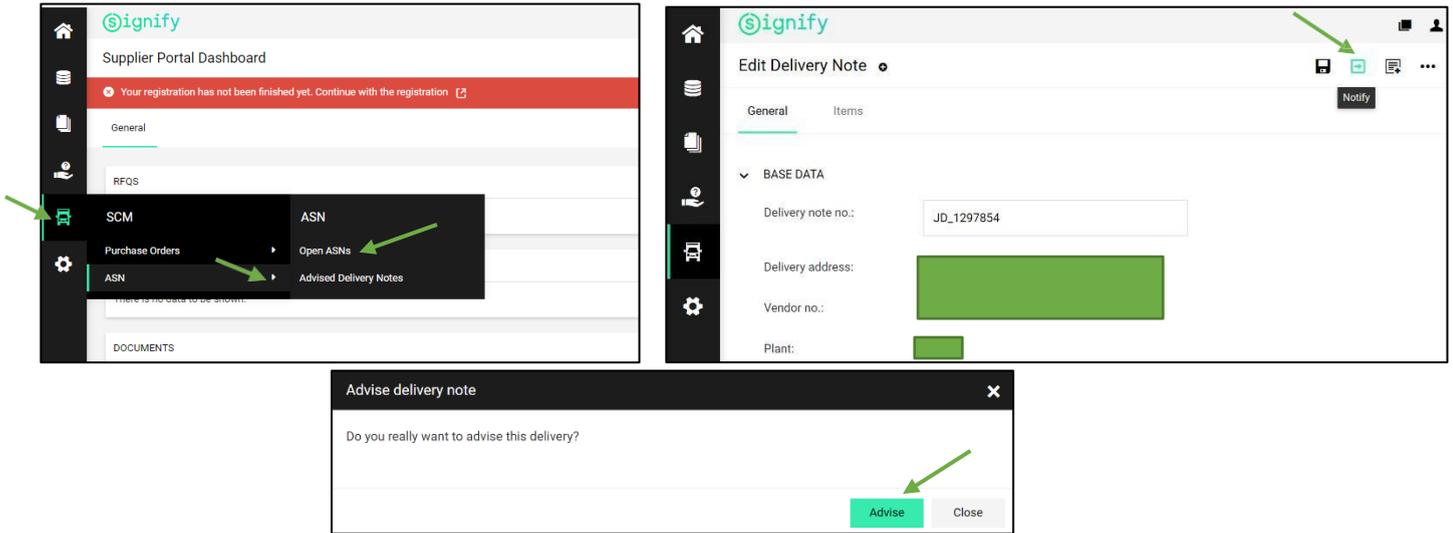
7. Purchase Order Amendment

a. Amend a PO that is not yet been confirmed by Supplier:

If signify Planners amend a PO that has not yet Been confirmed by a supplier,

1- the status of the order remains the same "Sent"
2- the date when the PO is amended will appear under column "Last modified"
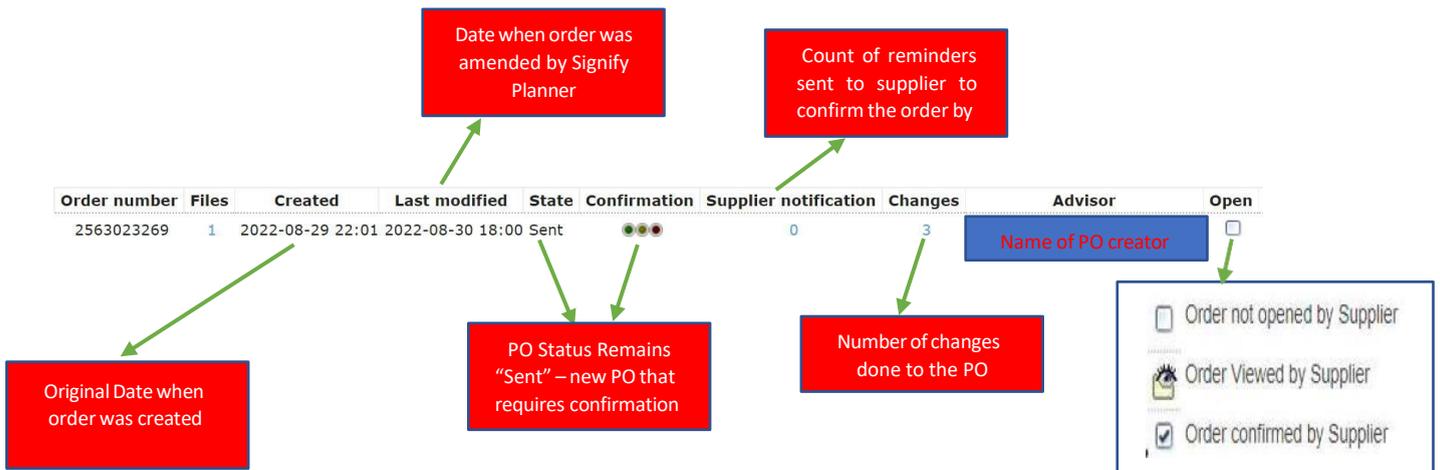
3- Supplier will receive a Notification to review and reconfirm the order

Changed Order (2515494273) available
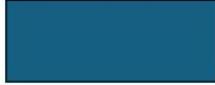
Classified

Dear

a changed order is available for you in the supplier portal.
Order number: 2515494273

Please process the order soon.
Link: https://app11.jaggaer.com/sig
Username

Please, access self-help documentation on Signify Supplier Portal
- Supplier user manual Supply Chain Management in English

Or access our video library in English or Chinese:

- How to add your colleague to confirm Purchase order
- How to confirm a Purchase Order Supply Chain Management
- How to create Advanced Shipping Notification and advise the delivery Supply Chain Management
- 如何添加您的同事以确认采购订单
- 如何确认采购订单
- 如何创建"提前发货通知"并通知送货

If you have any questions please do not hesitate to contact us.

4- Supplier should review and confirm PO

b. Amend a PO that has already been confirmed by Supplier:

Order number	Files	Created	Last modified	State	Confirmation	Supplier notification	Changes	Advisor	Open
2563023269	1	2022-08-29 22:01	2022-09-11 14:16	Confirmed	🟢🟢🔴	0	4		☑

Order number	Files	Created	Last modified	State	Confirmation	Supplier notification	Changes	Advisor	Open
2563023405	1	2022-09-07 02:01	2022-09-07 22:01	Sent	🟢🟡🟡	0	2	Name of PO creator	☑

In cases when Signify Planners Amends a PO After being Confirmed by the supplier, the order status in Jaggaer will change from Confirmed to "Sent" and it will require **to be reconfirmed by Supplier one more time.**

To identify such cases, we will need to look at the 3 Combinations highlighted above

1- State is "sent"
2- Confirmation Traffic light is "Yellow" Color
3- Open Status has a Check Mark ☑

    c.   Amend a PO that has already been Advised or completely Delivered:

After a PO is advised or delivered, no amendment should be done at this stage as supplier has already moved the shipment

8. Support

1. In case of tool **technical** support needed (like login failures) you can contact our
   Support Team via email on s2c.support@signify.com .
   https://www.jaggaer.com/service-support/supplier-support/

2. In case of **content** questions, please reach out to your **contact person** (buyer) in **Signify**.

9. FAQ

#	Question	Answer
1	As Signify's supplier, can we reconfirm Open PO and make changes on Delivery dates?	Yes, supplier can still adjust and amend confirmed orders by adjusting Delivery date or splitting quantities of a specific Line item into multiple deliveries. The same will be updated in Jaggaer & SAP for the planners to review.
2	As Signify's supplier, can we cancel an ASN that has been created but not yet Advised?	If ASN is only created but still not yet advised, hence no IBD has been created in SAP, then the supplier can cancel that ASN and resubmit it.
3	As Signify's supplier, can we cancel an ASN that Has already been Advised / Notify?	If ASN is created and advised, hence IBD is also created in SAP, then the supplier cannot make any changes.
5	As Signify's supplier, can we login to Jaggaer using the same account credentials at the same time?	No. As per security Policy, every user needs to maintain his own credentials confidentiality.
6	As Signify's supplier, can we create multiple users account under one Vendor ID?	Yes, supplier key account manager can create multiple user IDs and assign Purchase order confirmation role to those users accordingly.
7	As Signify's supplier, can we do Mass PO confirmation?	Yes, it is possible for Signify suppliers to do Mass Confirmation, please follow the instructions above to mass confirm PO on header level/item level.

8	As Signify's supplier, can we do Mass ASN Creation?	YES. One ASN can be created for multiple Purchase orders based on the following criteria a) All Purchase orders needs to be confirmed b) Purchase orders need to be submitted from same Purchasing Org c) Purchase orders needs to have exact delivery address d) All Items need to have same Mode Of Transport
9	As Signify's supplier, can we create ASN for a Purchase order that is not confirmed?	If Purchase order has not been confirmed by supplier, it will not be visible in work list, hence it won't be possible to create ASN. Suppliers need to ensure to confirm all Purchase orders submitted to them.
10	As Signify's supplier, can we reject a New Purchase order submitted?	Suppliers has the ability of either Confirming the PO without changes or confirming the PO with changes such as adjusting delivery dates or splitting quantities per Line item. Moreover, Suppliers can Partially confirm a Purchase order by making sure to check mark the lines they need to confirm prior signing the PO. in case supplier requires any amendments to the PO, kindly refer to Question 11.
11	in case of required changes on the PO, how can a Supplier communicate the message to Signify?	In cases any changes are required to the Purchase orders, such as: a) adjust MOQ b) Wrong Price c) Wrong Unit of measure Supplier will need to request the same via email from Signify Buyer (Buyer name available on the PO) to adjust Purchase order accordingly and resend them the new amended PO
12	Can The Supplier change the Delivery note number automatically generated by the platform? 	Yes, Supplier can change the automated Delivery note number and replace it by a custom code. However kindly note that there is a limit of 35 Characters for the Delivery note number.
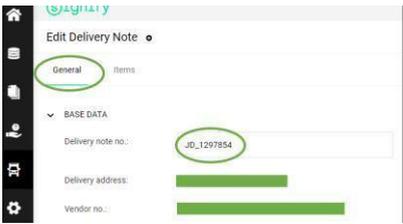
13	Can Supplier consolidate multiple PO lines for different POs to create and Advise ASN?	**Suppliers are now able to consolidate ASNs for multiple PO lines, even if the Confirmed Requested Delivery Date is not the same.** This will help you to manage your orders more efficiently. You can consolidate multiple Pos and PO lines if the following criteria are met: - PO belongs to the same Signify/Cooper Purchasing Org and plant - PO lines have the same Incoterm - PO lines have the same Delivery Address. In order to Consolidate the PO lines you need to • Go To Work list where you will be able to find all PO lines that you have already confirmed. • Once in the Work List screen, you can use the Filter to help you easily find the PO lines you are searching for , the search can be done by PO number, Material number or description , delivery address , etc... • Select the PO Lines you need to consolidate • The + Sign will appear on the top right of the screen to allow you to create the ASN • Once You create ASN , Delivery Note is automatically generated • Check the ETA date to ensure the correct date is populated and change it if needed. • Advise ASN
14	Can I adjust delivered Quantity in ASN when created and not advised?	**Scenario 1:** Go to the PO adjust date/Qty of the PO lines where required, then Go to Work list , select the needed line and Create the ASN, then Advise it upon delivery based on the Incoterm. **Scenario 2:** Adjust the Quantity on the Open ASN Screen. ie: for this scenario to work, the Tolerance level should be agreed on with Signify and maintained by Signify in both the Info Records & Material Master

10. Appendix

a. Order Change List Instruction for Suppliers

Introduction

This user guide explains how vendors can manage order changes using the SCC platform.

The Order Change List enables vendors to propose changes, communicate updates digitally, and track the status of order changes in a transparent and structured way.

Using this functionality helps reduce manual communication, improves visibility, and ensures a clear and auditable collaboration process between vendors and Signify.

What Triggers Order Change

An order change is created in SCC when a vendor performs one of the following actions during purchase order confirmation:

• Changing the requested delivery date
• Confirming a split delivery
• Adding or updating a comment in the remarks field

Each of these actions automatically registers a proposed change in the Order Change List which will be sent to the respective planner/buyer for confirmation.

Order Change Status Overview

Vendors can track the status of their submitted order changes directly in SCC.

Status definitions:

• Pending – The proposed change has been submitted and is under review.
• Sent – The proposed change has been declined, and purchase order or Purchase order line requires confirmation or reconfirmation.
• Confirmed – The proposed change has been accepted.

Additionally, vendors can view the details of all changes by simply clicking on the number displayed in the "Changes" column within the Order List or Item List. This action opens a pop-up window that provides a historical record of changes made to the selected purchase order or PO line, including timestamps, the user who made the change, what has changed and both old and new values.

This feature enhances transparency and enables thorough tracking of every modification.

Vendor Notifications

After submitting an order change, vendors are kept informed through SCC and email notifications.

Vendors will receive notifications when:
• A change has been approved
• A change has been declined and requires reconfirmation

If a purchase order or purchase order line status changes back to 'Sent', the vendor must reconfirm the order in SCC.

How to Track Order Changes

To view and track order changes in SCC:

1. Log in to SCC
2. Navigate to Order List
3. Select Change List for Orders
4. Review order numbers, delivery dates, quantities, remarks, and status

This overview allows vendors to manage all submitted changes from one central location.

Best Practices for Vendors

To ensure smooth processing of order changes, vendors are advised to:

• Provide clear and meaningful remarks when proposing changes
• Submit changes as early as possible
• Regularly monitor SCC for updates by checking PO status
• Promptly reconfirm purchase orders when requested

Following these best practices helps maintain efficient and transparent collaboration.

23 March 2026