



# Vendor Origin instruction

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## Vendor Origin instruction

### 1. Purpose

This document explains the process, required for Signify Suppliers, to provide (preferential) origin information to Signify. It specifically instructs how vendors should make use of the Signify Trade Compliance System, 'Trade Automation.' The application of this process is required for all Signify Suppliers (including Cooper Lighting Suppliers) to ensure origin information is provided accurately and timely by Suppliers to Signify.

### 2. Background

Origin information plays a key role in (domestic and international) trade, export, import processes. A business is required to keep records of non-preferential origin (also called 'country of origin' or 'made in') information, as well the preferential origin status (eligibility for a product to qualify for a specific Free Trade Agreement (FTA) and reduced duty rates).

Origin information is required to be provided vendors, for Signify to apply downstream in the supply chain. Signify has implemented a standard process to collect this information, including the collection of Long-Term Supplier Declaration / Origin Certificates in a compliant and efficient way, for suppliers and Signify via the Trade Automation portal.

### 3. Contact

Signify has a central team to support origin information collection and validation.  
For any questions about the process or system, please reach out to: [support@gtcdesk.com](mailto:support@gtcdesk.com)

### 4. Scope

This process applies to all Signify/Cooper Lighting Vendors.

### 5. Terminology

The following terminology may be used throughout the document:

Term	Explanation
COO	Certification of Origin (eligible for either PREFERENTIAL and or NON-PREFERENTIAL)
FTA	Free Trade Agreement
HTS / HS	Harmonized (Tariff) Schedule
LTSD	Long Term Supplier Declaration
TA	Trade Automation (E2Open system is designed for the collection of Supplier's data information)

### 6. Instruction

The steps in the process of origin information collection are:

- **Initial Request to Supplier:** TA system initiates the Solicitation Campaign via email to the Supplier(s). The Supplier(s) receives an invitation via email to support for the requested information from TA system. In the invitation received, the Supplier(s) will receive instructions which will include an Excel file (parts & origin information to be added) and with a user account and password credentials.
- **Vendor Information submission:** Supplier(s) must provide part number(s) and origin information by using the Trade Automation system (optional: download the template & upload the data information into the TA system). This triggers the origin certificate creation, to be signed (digital or hand written signature) by the Supplier (With the Supplier(s) signature, validates that all data information is true and correct). Once submitted, the only changes to be made are by the Supplier only, otherwise the document will be read-only.
- **Signify validation:** Signify validates the received information. If not in time/complete Signify will contact the vendor.
- **Signify application:** confirmed by Signify, the origin information as provided by supplier in the Trade Automation system will be used by Signify in their trade processes.
- **Changes:** In the event the vendor has changes related to the submitted origin information, the vendor is required to update the information in the Trade Automation system. These changes will become visible for Signify, triggering the process back to step 3.
- In the event the product portfolio is extended, noted by Signify, Signify may initiate a new Solicitation request to vendor (see step 1)

The origin information collection can be distinguished in types of information collection:

1. Non-Preferential Origin (recurring in case of product portfolio additions)
  2. Preferential Origin (recurring yearly)
- For both types of information requests (preferential/non preferential), the process to provide the information as a supplier is similar. The difference is the information content which a vendor is required to provide in Trade Automation and the frequency to provide the information.
  - With respect to frequency, the non-preferential origin information is requested generally once for a product (unless there are changes to the product portfolio).
  - Preferential origin information will be systematically performed yearly, certificates of origin will only be valid for the current calendar year. During the year, in case of product portfolio additions, a new request may be initiated.



## Vendor Origin instruction

### Notes on (preferential) origin:

Non-Preferential origin: information to be provided is the non-preferential origin of the supplied product(s), also referred to the 'made in' or 'the country of origin' referring to the country where the last substantial transformation took place. A non-preferential country of origin, for example, could be USA, Canada, Mexico, Poland, ... etc.

Along with the non-preferential country of origin, the HTS code (6-10 digits) as determined by the supplier in the country of non-preferential origin must be provided.

Preferential origin: information to be provided is the status as determined by vendor on the eligibility of a product to apply a certain Free Trade Agreement. The indication of the preferential status for a product, for a specific Free Trade Agreement comes along with the preferential origin rule applied indicator, the non-preferential origin of the product, as well the HTS code as determined by the supplier in the country of non-preferential origin.

*Above information elements can differ per certificate type.*

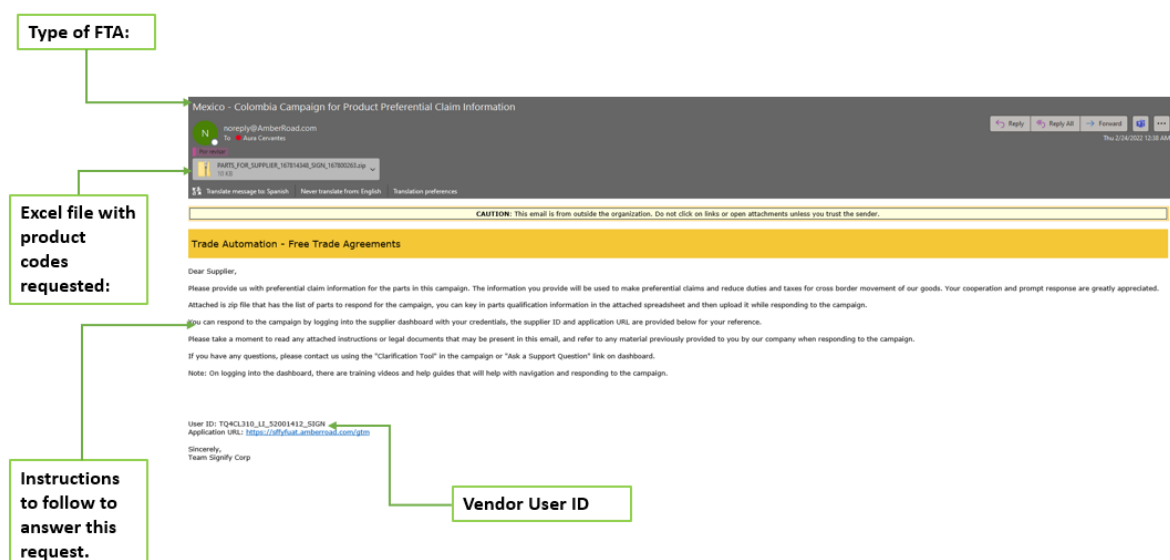
### 6.1 Initial request to vendor (Suppliers)

Signify initiates a campaign email to the vendor, requesting the vendor to submit the part number(s) & origin information. The campaign can be related to the submission of non-preferential and depending on the vendor country preferential information for one or multiple Free Trade Agreements.

If a vendor is part of a campaign for the first time, then the vendor will be provided with an introduction email, followed by user credentials emails on user account and password.

In the event you receive one of these emails, and have a question, please contact Signify Support Teams: [support@gtcdesk.com](mailto:support@gtcdesk.com)

FTA Campaign Notification:





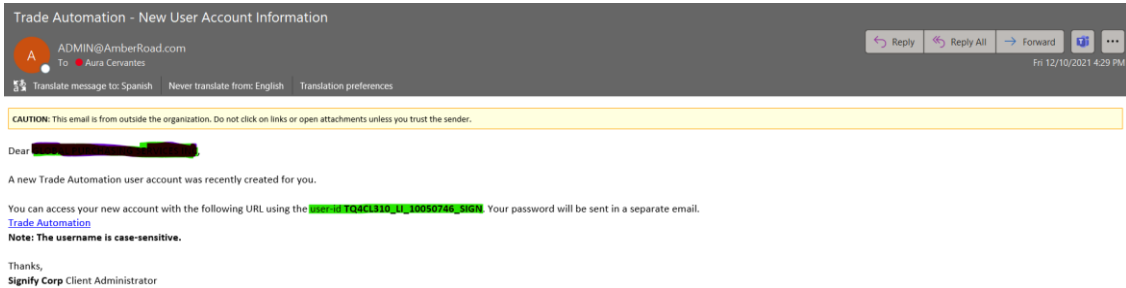
## Vendor Origin instruction

### User Credentials:

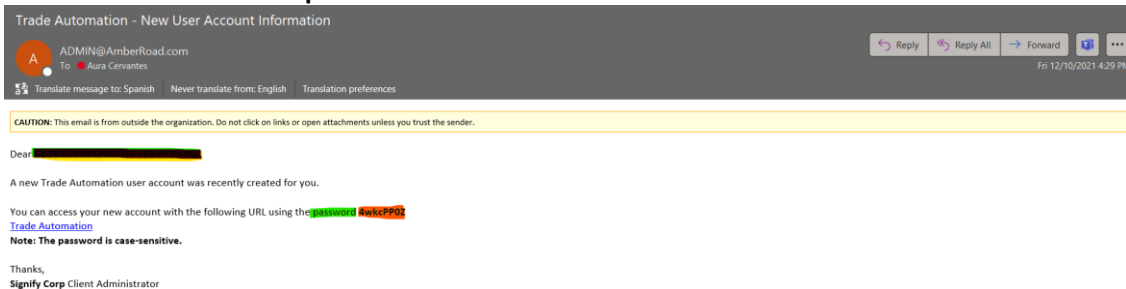
Before starting with the process, you receive from the Signify, via the Trade Automation system an email notification with the following subject: ***“Trade Automation – New User Account Information”***. These two emails, sent separately, provide user and password to use the system.

Examples below:

- **Email notification of the user:**



- **Email notification of the password:**



Do not reply to these emails. In case of questions/remarks, send an email to Signify Support Team: [support@gtcdesk.com](mailto:support@gtcdesk.com)

If you do not receive your user and password, please contact us.

Once you received the emails, please click on the following link to have access to Trade Automation (TA) system: [Trade Automation](#)

## 6.2 How to login Trade Automation (TA) system.

To submit your information to Signify, the Supplier is required to use the login and password supplied by the TA system by using the following link below.

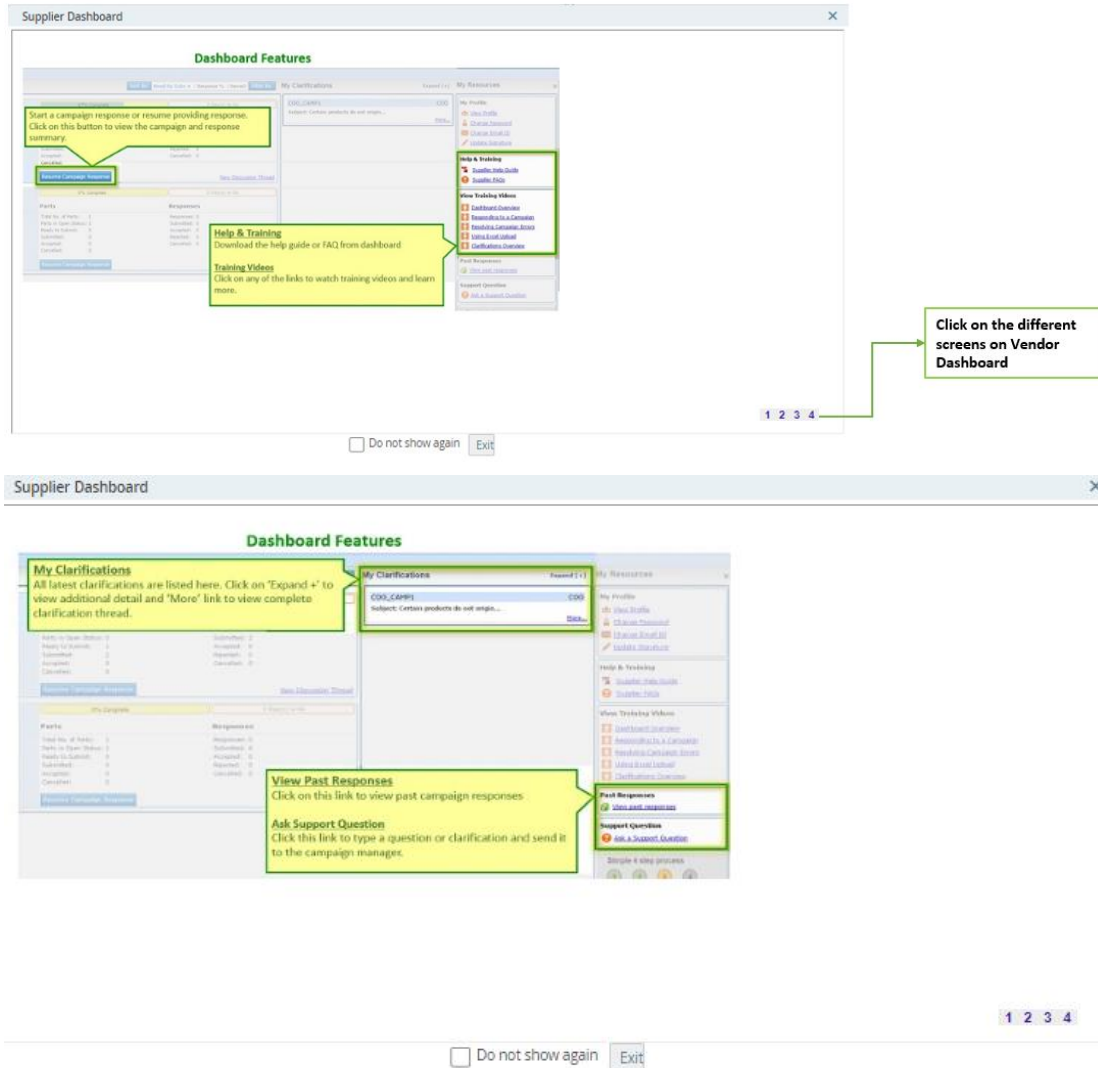
[Trade Automation](#)

An example:

### 6.3 Supplier Dashboard

Once that you have access to TA System, perform the following steps:

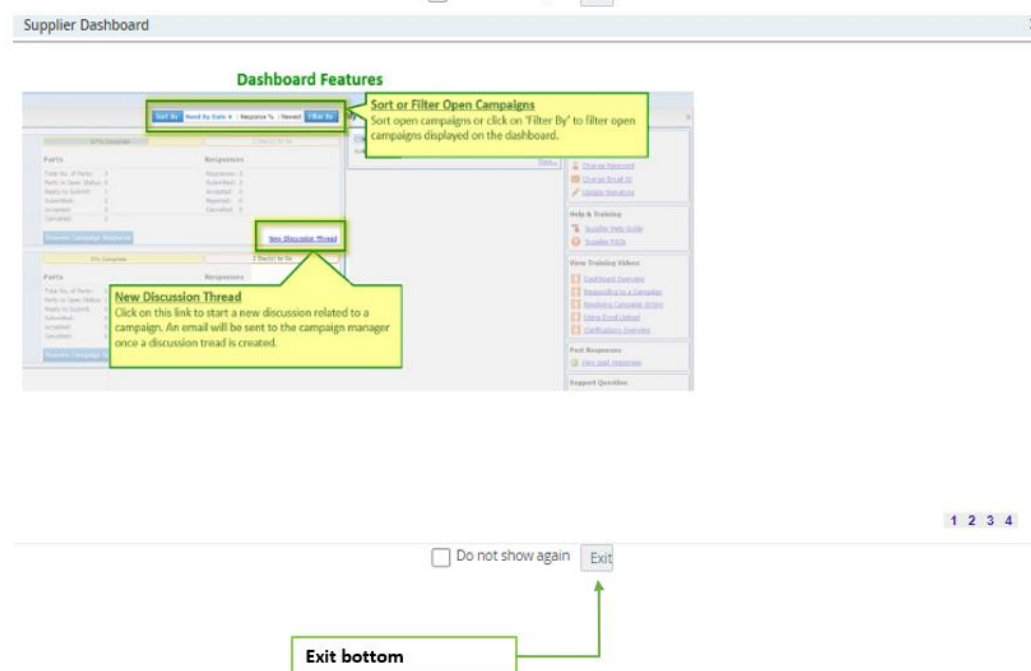
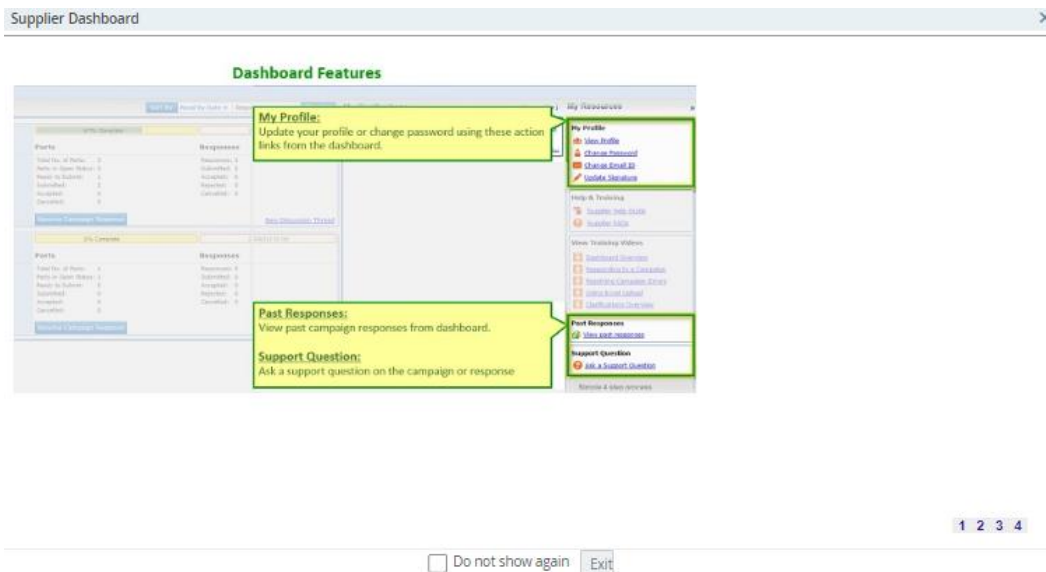
TA system will automatically display a Dashboard with features on your start to end processing. Please take a few minutes to see this screen as a summary of the information that you can see and upload in the system, after this please select bottom [Exit](#)



The first screenshot shows the 'Supplier Dashboard' with a 'Dashboard Features' section. Callouts include: 'Start a campaign response or resume providing response. Click on this button to view the campaign and response summary.' pointing to the 'Start Campaign Response' button; 'Help & Training' pointing to the 'Help & Training' link; 'Training Videos' pointing to the 'Training Videos' link; and 'Click on the different screens on Vendor Dashboard' pointing to the bottom navigation bar (1, 2, 3, 4).

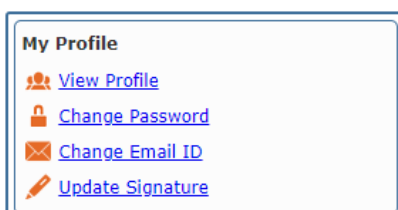
The second screenshot shows the 'Supplier Dashboard' with a 'Dashboard Features' section. Callouts include: 'My Clarifications' pointing to the 'My Clarifications' section; 'View Past Responses' pointing to the 'View Past Responses' link; and 'Ask Support Question' pointing to the 'Ask Support Question' link.

## Vendor Origin instruction



### Supplier Dashboard – My Profile.

Once logged in to the TA system, navigate to the right of your screen to “My Profile” section and update your information as follows.



## Vendor Origin instruction

**View Profile:** Please, ensure that the information on this screen is correct

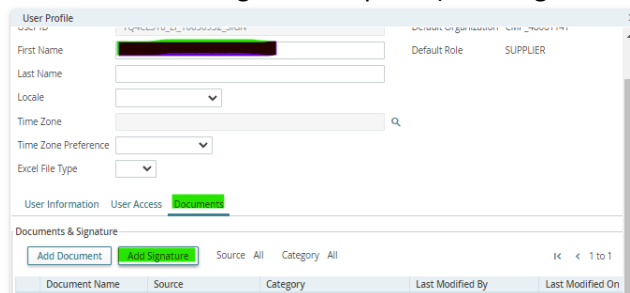
**Change Password:** It is advised to change the password to an own one after the first login.

**Change email ID:** If you need to update or change email please, click on this option. This can be used especiall when the responsible person for updating/ issuing certificates/LTSDs chnages.

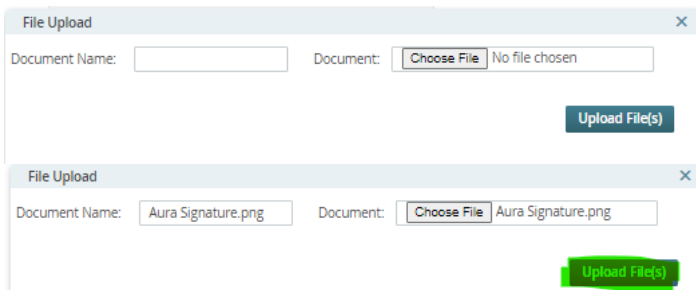
**Update Signature:** We encourage to you to upload your signature. This step is going to makes it easier to create the Certification of Origin document (see page 12 for example).

To add a digital signature, please follow the next steps:

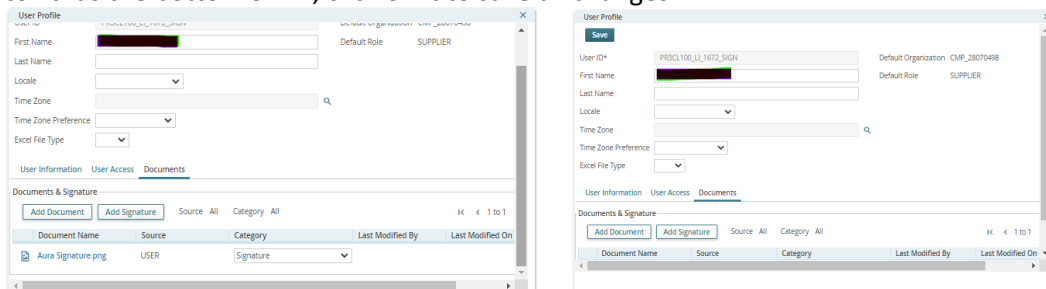
Click on the “Add Signature” option (see image below)



Upload the .pdf file with your digital signature. Choose the file on your computer and click on the icon to perform Upload File.





You will see the document uploaded as follows. Please user the bar tab at the right and look towards the bottom SAVE, click on it to save all changes.



**Supplier Dashboard - Help & Training tips:** In case you need more details on how to fill out the campaign, on the supplier dashboard you will find the section Help & Training.

**Help & Training**






 [Supplier Help Guide](#)

 [Supplier FAQs](#)



**Supplier Help Guide:** This document contains an overview of what you need to do to respond to the campaign received from us. **Supplier FAQs:** List of some FAQs as a guideline.

**View Training Videos**

-  [Dashboard Overview](#)
-  [Responding to a Campaign](#)
-  [Resolving Campaign Errors](#)
-  [Using Excel Upload](#)
-  [Clarifications Overview](#)

Please select start campaign response, you will submit the information requested on the system based on the FTA requested.

## Supplier Dashboard

### My Campaigns

[Sort by](#)
[Reset By Date](#)
[Response %](#)
[Newest](#)
[Filter by](#)

MX\_CO

Campaign Name

MEXICO COLOMBIA CO...

Need by Date

16-Mar-2022

Organization

Signify

Campaign Manager

Ashw Chatterjee

Supplier Name

COOPTEL S.A. DE C.V

0% Complete

32 Day/s Overdue

Parts

Total No. of Parts: 42

Parts in Open Status: 42

Ready to Submit: 0

Submitted: 0

Accepted: 0

Cancelled: 0

Responses

Responses: 0

Submitted: 0

Accepted: 0

Rejected: 0

Cancelled: 0

[Start Campaign Responses](#)
[New Discussion Thread](#)

### My Clarifications

No Clarifications

FTA Requested.  
Example USMCA, MX  
CO, etc

Start Campaign bottom

Fill in all information being requested for the campaign profile, then select **save and validate**.

The screenshot displays the 'Campaign Profile' page for a campaign named 'MEXICO COLOMBIA COO'. The page includes a top navigation bar with 'Save & Validate', 'Validation Status' (WIP), and 'Go Back' buttons. A green callout box labeled 'Product Codes/Items Requested' points to the 'Go Back' button.

Below the navigation bar, a summary section shows 'Total Parts in Campaign: 42', 'Parts Ready To Submit: 0', and 'Parts Complete: 0'. A green callout box labeled 'FTA Requested: Example USMCA, MX CO, etc.' points to the 'MEXICO COLOMBIA COO' text. To the right, there are buttons for '32 Days Overview', '0% Ready To Submit', and '0% Complete', along with dates for 'Next In Date' and 'Today In Date'.

The main section is titled 'Partners' and contains a table with columns for 'Partner Type', 'Partner ID and Name', and 'Email ID'. The table lists several partners, including 'IMPORTER' and 'EXPORTER'. A green callout box labeled 'Importer, Exporter information, Click on + icon to see details' points to the expandable rows in the table.

Below the 'Partners' table, there is a 'Signature' section with fields for 'Title', 'Contact Name', and 'User Signature'. A green callout box labeled 'Signature. If you want to use the signature, select box: USE SIGNATURE' points to the 'USE SIGNATURE' option.

The bottom section is titled 'Messages' and contains a table with columns for 'Category', 'Message', and 'Status'. The table lists several messages, including 'ALL (3)' and 'GENERAL (3)'. A green callout box labeled 'Signature. If you want to use the signature, select box: USE SIGNATURE' points to the 'USE SIGNATURE' option.

## Vendor Origin instruction

To respond to the campaign, you can select two options:

### Campaign Details

MEXICO COLOMBIA CDDI  
MEX\_CO  
For

Total Parts in Campaign: 42  
Parts Ready To Submit: 0  
Parts Complete: 0

32 Day(s) Overview

0 % Ready To Submit

0 % Complete

### Campaign Summary

References: 167814346

Importers: Mexico Importer  
Exporters:   
Producers: ---

[View Campaign Header](#)  
Click to view supplier and importer detail.

### Parts & Responses: Total Parts: (42), Open Parts: (42), Responses: (0)

State	Count	Percentage
Open:	42	100.00%
Past:	0	0.00%
On Hold/ Pending:	42	100.00%
Skipped:	0	0.00%
Cancelled:	0	0.00%
Ready to Submit:	0	0.00%
Responded:	0	0.00%
Accepted:	0	0.00%

**Option 1**

You can [respond to this campaign online](#). There are 42 part(s) in 'Open' status of which 0 part(s) in 'Past' status and 42 part(s) in 'Hold' or pending response.

**Option 2**

You can download the part(s) mentioned above [in Excel](#) and provide the qualification details. Once the excel is ready (File format must be in .xlsx) [Upload it here](#).

### My Responses

No Responses

Products/Items requested and status

Option 1: Select Response to this campaign online if you want to do it manually

Option 2: Click on excel to download EXCEL Layout to Upload the items requested in the system. To UPLOAD click on UPLOAD IT HERE

**Option 1:** Select the product codes or items to update.

[illegible]

**Attention:** Mandatory fields to fill are:

- 1) Qualified: select option from the pop-up  
!! In case you no longer deliver products please select option: No Longer Produced  
!! In case you do not know the product please select: Part not recognized  
In both cases you will no longer be asked for those products in the next campaigns.
- 2) COO: search for the countrycode or via name
- 3) Preference criteria which is visible option for EU Suppliers
- 4) RVC which is visible option for USMCA Suppliers.

**!! To select the appropriate Preference criteria please make sure you know exactly the criteria which was used to achieve the preferential status. In case you don't know please ask internally in your entity for this information.**

In the next step you will be asked to download the certificate/LTSD (EU Suppliers), you will have to check it, sign it and attach it to the campaign. Only then will the campaign be submitted.

The submission in TA status is shown below.



# Vendor Origin Instruction

Campaign Details

MEXICO COLOMBIA COOL  
MX\_CO  
For

Total Parts in Campaign: 42  
Parts Ready To Submit: 0  
Parts Complete: 2

32 Days to Overdue

0 % Ready To Submit

0 % Complete

Campaign Summary

Reference: 167814346

Importer: Mexico Importer  
Exporter:  
Producer: --

[View Campaign Header](#)  
Click to view supplier and importer detail.

H4G (1)

Parts & Responses: Total Parts: (42), Open Parts: (40), Responses: (1)

State	Count	Percentage
Open	40	95.24%
Paid	0	0.00%
On Hold Pending	40	95.24%
Skipped	0	0.00%
Cancelled	0	0.00%
Ready to Submit	0	0.00%
Responded	2	5.76%
Accepted	0	0.00%

**Option 1**  
You can [respond to this campaign online](#). There are 40 part(s) in 'Open' status of which 0 part(s) in 'Paid' status and 40 part(s) on 'hold' or pending response.

**Option 2**  
You can download the part(s) mentioned above [in excel](#) and provide the qualification details. Once the excel is ready (File format must be in .xlsx) [upload it here](#).

My Responses

Response ID: 159154662

[View Certificate](#) [View Submitted Parts](#)

Sort By: Date ▼ | Status

Status: Submitted

Response Rate: 5%  
Parts Count: 0  
Creation Date: 03-Apr-2022  
Submission Date: 03-Apr-2022

1. Response Created ✓  
2. Certificate Reviewed ✓  
3. Response Submitted ✓  
4. Campaign Manager Review Pending

Updated 7 seconds ago

Document Name	Document Source
<div></div>	

Products/items requested and status

To see details of the items submitted

Part Details View											
MEXICO COLOMBIA COOL MX_CO For				Total Parts in Campaign: 42 Parts Ready To Submit: 0 Parts Complete: 2				<div>32 Days to Overdue</div> <div>0 % Ready To Submit</div> <div>0 % Complete</div>			
<div>Search Status:   Create Response   Action: (Selected) (Unselected) (1) (0)   Total Responses: 15 (15)   Member Status: All   <a href="#">Go Back</a></div>											
Part ID	Product ID	Description	Quantity	HS Number	HSN	Reference Number	Unit Measure	Unit	Manufacturer	Effective To	Part Status
159154662	159154662	159154662	1	159154662	159154662	159154662	1	159154662	159154662	159154662	159154662

## Vendor Origin instruction

**Option 2:** Download Excel file and fill out the information requested on the layout by FTA. The Excel file has a tab with the instructions to follow base on region (USMCA, Europe: Cumulation field is a mandatory).

**Campaign Details**

MEXICO COLOMBIA COO  
MX\_CO

Total Parts in Campaign: 40  
Parts Ready To Submit: 0  
Parts Complete: 2

**Campaign Summary**

Reference: 167814346  
Importer: Mexico Importer  
Exporters: COOPLEX S.A. DE C.V.  
Producers: --

**Parts & Responses:** Total Parts: (42), Open Parts: (40), Responses: (1)

Item	Count	Percentage
Open	40	95.24%
Pending	0	0.00%
On Hold/Pending	40	95.24%
Submitted	0	0.00%
Cancelled	0	0.00%
Ready to Submit	0	0.00%
Response	2	4.76%
Accepted	0	0.00%

**My Responses**

Response ID: 105594552  
Status: Submitted  
Response Rate: 51%  
Parts Count: 1  
Creation Date: 10-Apr-2022  
Submission Date: 10-Apr-2022

**Upload and Link Document**

Document Type:   
Document:   
Choose File   
PartForCa\_7720547.xls   
Save

**Processing Results**

Your PartForCampaign\_16780262\_16497720547.xls has been successfully saved.

If you uploaded the information via Excel file a confirmation of the upload will be sent via email.

**Upload email confirmation**

**Free Trade Agreements - Campaign Parts Upload Complete**

noreply@AmberRoad.com  
To: Aura Cervantes

Translate message to: Spanish | Never translate from: English | Translation preferences

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

**Trade Automation - Free Trade Agreements**

Dear C,

The campaign parts upload process is completed and 40 part(s) are successfully uploaded and processed for the Campaign CAMPAIGN\_167800264.

Please login to the application to review the uploaded campaign parts.

URL: [Trade Automation](#)  
User ID: TQ4CL310\_U1\_52001412\_SIGN

Regards,  
Team Signify Corp

*This is a system generated mail notification. Please don't reply to this message*

TA System will show the campaign status and option to download a copy of the Certificate of Origin .pdf.

**My Responses**

Response ID: 105594558  
Status: Submitted  
Response Rate: 100%  
Parts Count: 1  
Creation Date: 01-Dec-2021  
Submission Date: 01-Dec-2021

**Document Name**  
Preferential Certificate-USMCA-0

**Document Source**  
SYSTEM

**1. Select the COO.**

Please fill only the columns which are available in the excel sheet. Please do not add columns as the format of the document will change and you will not be able to upload the document into TA. After the upload, TA will ask you to review the document, sign it and upload the certificate.



Vendor Origin instruction

Reference No: RG\_TEST\_SIGN\_617\_2

The United States-Mexico-Canada Agreement

Certificate of Origin

<div>1. Certified by</div> <div><input type="checkbox"/> Importer <input type="checkbox"/> Exporter <input checked="" type="checkbox"/> Producer</div>			<div>2. Blanket Period</div> <div>FROM (mm/dd/yyyy): 01/01/2022</div> <div>TO (mm/dd/yyyy): 12/31/2022</div>		
<div>3. Exporter:</div> <div>Aztec Global Solutions, Inc. 1201 ACTIVITY DRIVE, Nansha District, Nuevo Leon, 90100 United States of America Email:aura.cervantes@cooperlighting.com; Tel:+524441418929</div>			<div>4. Producer:</div> <div>Various</div>		
<div>5. Importer:</div> <div>Signify Electromag México, S.A. de C.V. Test addresss - street etc 8, Chihuahua, test postcode 8 Mexico</div>					
6. Product Code	7. Product Description	8. Signify Batch IDs	9. HS Number	10. Country of Origin	11. Origin Criterion
RG_PR2_PR4_2 42208610779	FUSE RAD LT 1A 250V IEC MRT A		940599	US	Criterion B
<div>I CERTIFY THAT:</div> <div><ul style="list-style-type: none"><li>I certify that the goods described in this document qualify as originating and the information contained in this document is true and accurate. I assume responsibility for proving such representations and agree to maintain and present upon request or to make available during a verification visit, documentation necessary to support this certification.</li></ul></div> <div>THIS CERTIFICATE CONSISTS OF 1 PAGES, INCLUDING ALL ATTACHMENTS.</div>					
<div>12a. Certifier Signature</div> <div>Aura</div>			<div>12b. Certifier Company</div> <div>Aztec Global Solutions, Inc. 1201 ACTIVITY DRIVE, Nansha District, Nuevo Leon, 90100 United States of America</div>		
<div>12c. Certifier Name</div> <div>aura1</div>			<div>12d. Certifier Title</div> <div>Analyst</div>		
<div>12e. Date (mm/dd/yyyy)</div> <div>12/01/2021</div>		<div>12f. Telephone Numbers</div> <div>Voice: +524441418929</div> <div>Facsimile:</div>		<div>12g. Certifier Email</div> <div>aura.cervantes@cooperlighting.com</div>	

RG Blanket USMCA Value

<sup>1</sup> As an example of the USMCA certificate. Other FTA’s are supported by specific related templates in TA system.



# Vendor Origin instruction

If you have uploaded your .pdf digital signature, on the certificate document the TA system will automatically apply it. If no “digital signature” was uploaded, the Supplier will need to print all pages, physically sign, scan, then upload the signed .pdf document (Click OK in every screen)

Documents										
Upload Additional Documents		Source	Category							
Document Name	Documents Reviewed	Effective From	Effective To	Source	Category	Last Modified By	Last Modified On	Upload Documents	Signed Certificate	
Preferential Certificate-USA/CA-0.pdf		01-Jan-2022	31-Dec-2022	SYSTEM	Certificate	PREKCL100_UJ_384_SIGN	08-Dec-2021	Upload Document		

An email will be sent to you confirming the information that was submitted on your behalf.

Campaign Response Creation Notification-MEXICO COLOMBIA CODI

N

noreply@AmberRoad.com

To: Aura Cervantes

ⓘ

If there are problems with how this message is displayed, click here to view it in a web browser.

🌐

Translate message to: Spanish

Never translate from English

Translation preferences

↩

Reply

↩

Reply All

➡

Forward

📧

Tue 4/5/2022 11:57 AM

⚠

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

Trade Automation - Free Trade Agreements

Dear:

The response for the Campaign CAMPAIGN\_167800264, MEXICO COLOMBIA CODI is created successfully and is ready for your review.

Please find the Campaign Response Summary below:

Campaign ID	Campaign Name	Campaign Type	Effective From	Effective To	Response ID	Total number of part(s) in response	Number of Document(s) generated
CAMPAIGN_167800264	MEXICO COLOMBIA CODI	Blanket	01-01-2022	31-12-2022	189145720	40	0

Number of Part(s) on hold in Campaign:0

To see more details, please log into the Supplier Solicitation portal with your login credentials.

URL: [Trade Automation](#)

User ID: TQAC1310\_UJ\_53901412\_SIGN

Regards,

Signify Corp

Signify will review the response campaign and an email will be sent to you with the confirmation or to request more details.

## 7. FAQs

### 1. What is a campaign? Why did I get a campaign notification?

Campaign is a request sent out by Signify to all suppliers that are delivering products to Signify. Signify sends this request to get information about the preference status and the country of origin for all products which are in delivery as components.

### 2. What is LTSD?

LTSD is : Long Term Suppliers Declaration where the Supplier can confirm if his products delivered to Signify are of preferential or non-preferential treatment and what the country of origin of that product is. It is a document issued only between European countries, within the European process.

### 3. How do I respond to a new campaign request?

Upon login to the Supplier portal, the campaigns that need response (s) will be listed under 'My Campaigns' section. You can navigate to view the Campaign details and respond by clicking on 'Start Campaign Response' button against the respective Campaign.

Upon clicking Start Campaign Response, you will be navigated to the Campaign Summary. You will need to resolve any errors in the campaign header.

### 4. What is the next step after I resolve errors in the campaign header?

Once you resolve the errors, you can provide the part qualification details using the options provided in the Part & Responses section in the campaign summary view.

### 5. How do I provide the information for the Parts in a Campaign?

On navigating to the 'Campaign Summary' view, the following options are:

- **Respond Online:** This will navigate to the 'Part Details View', where you will need to provide the Product details
- **Download Excel:** This will download a template, which can be used to provide product claim information in offlinemode and then upload it back to the
- **Search and View Parts online:** This will help to filter the specific Products you want to respond to

For sections in the Campaign Summary view, you will see Help icons for quick information on the respective sections.

### 6. I am using the Excel spreadsheet option, what values should I provide for each field?

The Excel spreadsheet used to provide claim details for the parts has only certain fields that can be edited. The fields can be edited by either adding text or selecting options from the drop-down manually. Each Excel spreadsheet will have an Instructions worksheet to help you to in providing the part details.

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### **7. What is cumulation? Do I need to check Yes or NO?(LTSD process related for Europe only)**

Cumulation allows to treat products from a country where the cumulation process is within FTA agreement allowed, as they were from that country. This is mainly used to achieve preferential treatment (ex. EU-TR) Signify will not make the use of cumulation, therefore check should always be NO.

### **8. Do I have to complete the field Supplier Part ID in the campaign? Is it a mandatory field?**

No, you don't need to fill out the supplier part ID, this it's not a mandatory field.

### **9. The HS code provided in the campaign does not match my data base. How can I inform the Campaign Manager to recheck the HS code?**

You can contact to the Campaign Manager following the steps of question 13, or you can correct the HS Code direct in the system. If a mismatch on HS Code is finding Signify team will ask regarding the difference.

### **10. My company address details have changed recently. Can I change it myself or do I have to report this to the Campaign Manager?**

You can go to profile options and update the information of the company including contacts.

### **11. I have provided the information for the parts by uploading a spreadsheet. How will I know if there are any errors?**

Upon successful upload of the file, a response will be created automatically, and you will receive an email notification. The created response can be viewed under 'My Response' section in the Campaign summary view. In case of errors, the parts will be placed on 'hold'; you can fix the errors using the 'Online' or 'Download Excel' options.

### **12. While providing the information, I have marked a few parts as 'Skip.' What happens to the skipped parts when a response is created?**

The application will not run any part-level validations for the parts that are skipped. When a response is created, the skipped parts will not be considered in the response creation.

### **13. If I have any questions, where can I raise them in the Web tool?**

Click the 'New Discussion Thread' hyperlink on the dashboard of the campaign and submit a question which will be sent to the Campaign Manager. When they respond to your question, you will receive an email notification.

OR

You can click the link 'Ask a Support Question' in the Support Question section on the dashboard. You will have to fill-in the Subject and the Body in the email template displayed. The email is sent to the Campaign Manager who will respond to your email.

OR

Submit your question via [support@gtcdesk.com](mailto:support@gtcdesk.com)



### 14. In case I have not completed the responding to a campaign, how can I resume?

Upon login, the campaigns with incomplete responses will display the 'Resume Campaign Response' button. You can click the button and continue with providing the responses.

### 15. How will I know the Campaign details such as the due date for the Campaign submission, status of the Campaign, etc.?

Each of the Campaign listed under 'My Campaigns' section will have a summary with the following details:

- **FTA** (Free Trade Agreement): for which the Campaign details need to be provided for
- **Need by Date**: date by when the Campaign needs to be responded. A status bar also details number of days by when the response is due to be responded
- **Organization of the Campaign**
- **Campaign Manager**: who is requesting the campaign
- **Supplier Name**: to whom the campaign is requested or solicited
- **Total Number of Parts**: in the Campaign
- **Parts**: lists the total number of parts, parts in open status, parts that are in ready to submit, number of parts submitted, number of parts accepted and number of parts canceled.
- **Responses**: lists the number of responses, number of responses submitted, number of responses accepted, number of responses rejected and number of responses.

### 16. I have created a response successfully; does this mean I have completed the process?

No, you have just completed the first step out of the four-step process. You will have to complete the next steps as explained below:

- ✓ **Review Documents**: Review the Certificates that are generated that belong to the response. If you have chosen to add your signature automatically, then the document review will be automatically checked. If not, you will need to download the generated document, sign it and then upload it back to the response.
- ✓ **Submit Response**: Once the signed document(s) for the response are reviewed, the 'Submit Response' button is enabled to submit the response.
- ✓ **Response Review**: Once the response is submitted, the respective Campaign Manager will receive a notification and will review your submitted response. In case, your response is rejected, you will be notified through email and the Parts will need to be re-submitted.

Also, there is a guided four-step process as seen on the dashboard that will help you understand the steps to follow to respond to a campaign.

### 17. I submitted my response to all Products in the Campaign request, am I done?

Once you have followed the three steps out of the four-step process:

- ✓ **Created response**
- ✓ **Reviewed all the signed document(s)**
- ✓ **Submitted your response**
- ✓ **Response Review**: Your Campaign Manager will review the response and choose to either accept or reject it. You will receive an email notification when either of

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the actions is If your response is rejected, you will need to login back into the Trade Automation application to make corrections as requested by your Campaign Manager and submit the response by following the above process.

### **18. After I created/submitted my response, where do I view the 'Ready to Submit/Submitted Parts'?**

You can view the 'Ready to Submit/Submitted Parts' in the 'View Submitted Parts' link available in the 'My Responses' section.

### **19. Can I cancel a response once it is created?**

Yes, you can cancel a response until you have submitted it. You will not be able to cancel a response once it is submitted. Once a response is canceled, the Part(s) belonging to the response will be added in the Campaign with 'Ready to Submit' status.

### **20. Can I view the Past Campaign responses that I had submitted?**

Yes, you can view your Past responses by clicking the 'View Past Responses' link on the Dashboard.

### **21. Where can I find the Qualification-related information to complete the response for my part?**

You can refer the 'Help & Training' section for more information on Qualification process.

### **22. How do I reset my password?**

In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Password' hyperlink which prompts you to change your password.

### **23. Is there any training or Help content to know more about the features workflow?**

Yes, in the section, 'Help & Training,' you can download the Supplier Help Guide to know more about the features workflow. Also, in the 'View Training Videos', you can view videos on various topics listed below:

- Dashboard Overview
- Responding to a Campaign
- Resolving Campaign Errors
- Using Excel Upload
- Clarifications Overview

### **24. I want to change the email ID where I receive the email notification. How can I update my email address?**

In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Email ID' hyperlink. This will prompt you to change the email address associated with the account.

### 25. How do I upload the signature and where can I preview the uploaded signature?

You can upload the signature in the My Resources > My Profile > Update Signature. Once you upload the signature (image), you must select the Document Category type as Signature. You can preview the uploaded signature in the View Parts & Responses link > View Campaign Profile link.

### 26. What if I no longer produce one or more Products for my customer?

If you produced products within the past year, Signify may still require a qualification response. Within the response, you may choose the option for 'No Longer Produced' for the Products that fit those criteria and submit your response. Or you may send a Clarifications message to your Campaign Manager by clicking on the 'New Clarification' of the Campaign and submit a question which will be sent to the Campaign Manager. When they respond, you will receive an email notification.

### 27. Is there help content/ guide that is available?

On the dashboard you have 'Help & Training' section which will have additional content such as videos, a help guide, and updates on new features.

### 28. What in case the Suppliers main contact person for the Campaign changes?

In this case each supplier is obliged to issue a request via the gtc helpdesk, that the contact person has changed, and the email should be changed to the given