

**Purchase Order Management on  
Endress+Hauser Supplier Portal  
Provided by JAGGAER**

Endress+Hauser 

People for Process Automation

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## 1 General information

Please note that the English version is considered as the master document.

## 2 Endress+Hauser Platform

Endress+Hauser is using the Jaggaer platform with its suppliers as a supplier relationship management tool, for document exchange purposes, automatic purchase order management, request for quotations and much more.

The link for the platform is:

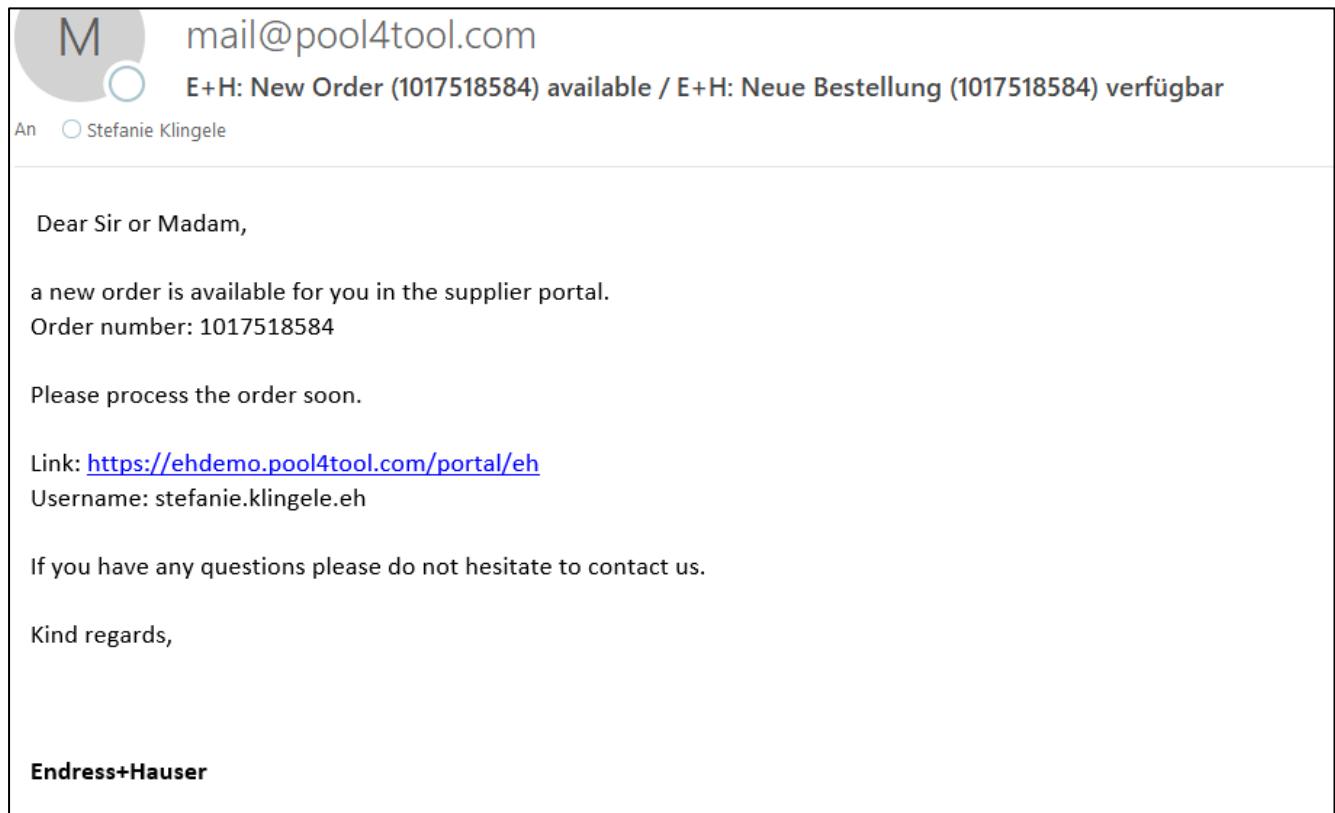
**<https://app11.jaggaer.com/portal/eh>**

The portal is available in English, German and Chinese (only main functions), you can select the language on the top left.

We suggest you use Google Chrome as a browser for the platform; our experience shows Chrome is faster and some functions are easier.

### 3 E-mail from Jaggaer portal – order is available

If a customer has placed an order, an e-mail with the notification will be sent. These e-mails are sent twice a day. For changed orders you will receive a separate e-mail.



The screenshot shows an email message. The recipient's name is Stefanie Klingele, and the subject line is "E+H: New Order (1017518584) available / E+H: Neue Bestellung (1017518584) verfügbar". The body of the email contains the following text:

Dear Sir or Madam,

a new order is available for you in the supplier portal.  
Order number: 1017518584

Please process the order soon.

Link: <https://ehdemo.pool4tool.com/portal/eh>  
Username: stefanie.klingele.eh

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

Kind regards,

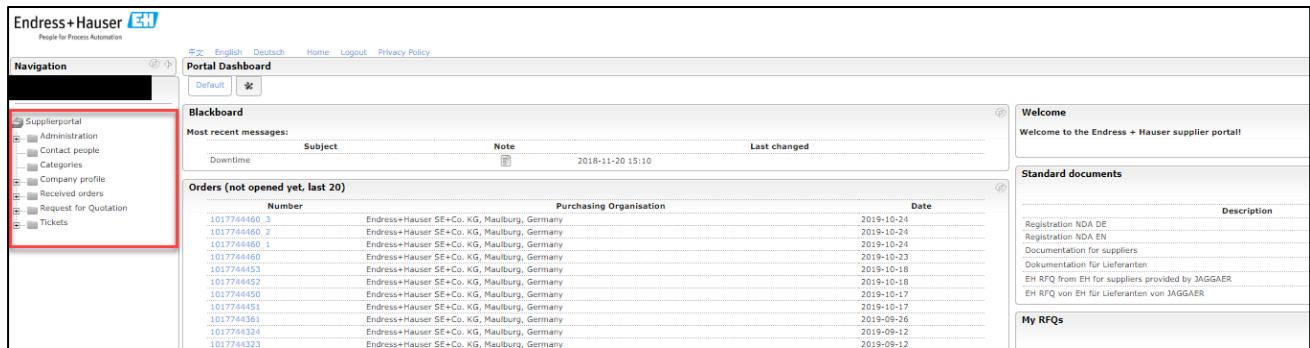
**Endress+Hauser**

Included in this e-mail: Username, order number, link to the supplier portal. By subsequently logging in to Jaggaer you can view and edit your order.

To log in on the Endress+Hauser supplier portal, please use the following link after creating a new password:

<https://app11.jaggaer.com/portal/eh>

## 4 Portal Dashboard



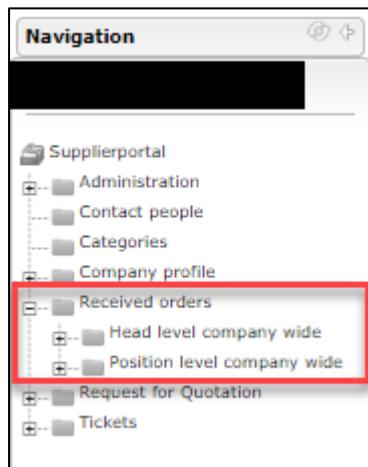
The screenshot shows the Endress+Hauser supplier portal dashboard. The navigation menu on the left includes links for Supplierportal, Administration, Contact people, Categories, Company profile, Received orders, Request for Quotation, and Tickets. The main content area features a 'Blackboard' section with a table of recent messages, an 'Orders (not opened yet, last 20)' section with a table of unopened orders, and a 'Welcome' message. The 'Standard documents' and 'My RFQs' sections are also visible.

Number	Purchasing Organisation	Date
1017744460_3	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-24
1017744460_2	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-24
1017744460_1	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-24
1017744450_00	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-23
1017744453	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-18
1017744452	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-18
1017744450	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-17
1017744451	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-10-17
1017744361	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-09-26
1017744324	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-09-12
1017744323	Endress+Hauser SE+Co. KG, Maulburg, Germany	2019-09-12

After logging in, the Dashboard will open. In the box “Orders (not opened yet, last 20)” the unopened orders are listed. Clicking on the order number takes you to the order. To confirm the order, proceed as described in point 4 below. The Dashboard is available in German, English and Chinese.

## 5 Navigation

Within the navigation folder “Received orders”, you will find the fields “Head level company wide” and “Position level company wide”.



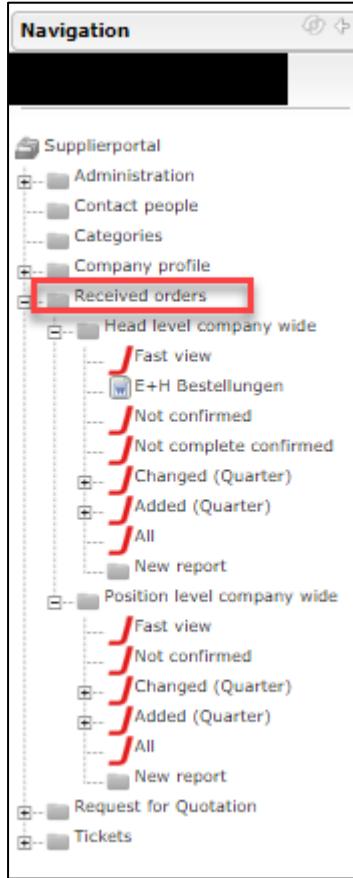
The difference between “Head level” and “Position level”: At the “Head level”, you can see the individual orders. Under “Position level”, you can see the individual items of the purchase orders.

As soon as you click on one of the folders, further sub-items open, such as “Quick view”, “Not confirmed”, etc.

In the navigation you can also view your company profile, your categories, your contacts, and the administration. You can change these details if necessary. The instruction material “Registration on the Endress+Hauser Supplier Portal by JAGGAER” explains how to make initial entries and how to make changes.

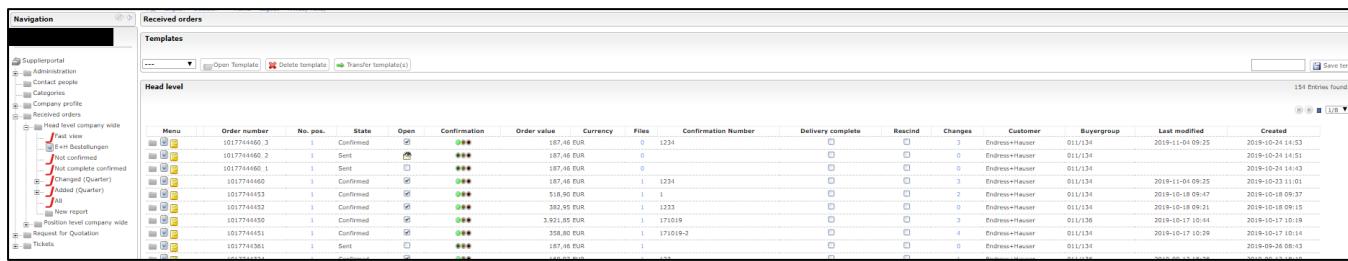
## 6 Order overview and some important functions

Under “Received orders” you will find your orders:



Please click on “All”

Here you find an overview of all the orders from Endress+Hauser Group. The latest order is always listed at the top.



The screenshot shows the 'Received orders' list page. The table displays various order details such as Order number, State, Confirmation, Order value, and Customer. The latest order is at the top of the list.

Menu	Order number	No. pos.	State	Open	Confirmation	Order value	Currency	Files	Confirmation Number	Delivery complete	Resind	Changes	Customer	Buyer group	Last modified	Created
Head level company wide	101774460_3	1	Confirmed	<input checked="" type="checkbox"/>	★★★	187,46 EUR	0	1234		<input type="checkbox"/>	3	Endress+Hauser	01/1/134	2019-11-01 09:25	2019-10-24 14:53	
	101774460_2	1	Sent	<input type="checkbox"/>	★★★	187,46 EUR	0			<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-10-24 14:51		
	101774460_1	1	Sent	<input type="checkbox"/>	★★★	187,46 EUR	0			<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-10-24 14:51		
	101774460	1	Confirmed	<input checked="" type="checkbox"/>	★★★	187,46 EUR	1	1234		<input type="checkbox"/>	3	Endress+Hauser	01/1/134	2019-11-01 09:25	2019-10-24 11:00	
	101774453	1	Confirmed	<input checked="" type="checkbox"/>	★★★	518,90 EUR	1	1		<input type="checkbox"/>	2	Endress+Hauser	01/1/134	2019-10-18 09:47	2019-10-18 09:37	
	101774452	1	Confirmed	<input checked="" type="checkbox"/>	★★★	383,95 EUR	1	1233		<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-10-18 09:21	2019-10-18 09:37	
	101774450	1	Confirmed	<input checked="" type="checkbox"/>	★★★	352,90 EUR	1	171019		<input type="checkbox"/>	3	Endress+Hauser	01/1/134	2019-10-17 10:44	2019-10-17 10:19	
	101774449	1	Confirmed	<input checked="" type="checkbox"/>	★★★	358,80 EUR	1	171019-2		<input type="checkbox"/>	4	Endress+Hauser	01/1/134	2019-10-17 10:29	2019-10-17 10:14	
	101774436	1	Sent	<input type="checkbox"/>	★★★	187,46 EUR	1			<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-09-26 09:13	2019-09-26 09:13	

Icon	Description
	Open order (order template)
	Show position levels
	Schedule line level
	Changed order overview
	Transfer the order to another user

Icon	Description
	Order has not been opened yet.
	Order has been opened.
	Order has been confirmed.
	The order has not been confirmed yet.
	The order has been partially confirmed.
	The order has been completely confirmed.
	The order has been declined.
<b>2</b>	Changes (double-click - details)
	Open search filter

## 6.1 Create confirmation without deviation

As soon as you want to edit an order confirmation, you must complete the following steps:



**Click on the folder to edit the order.**

Endress+Hauser SE+Co. KG, Hauptstrasse 1, 79689 Maulburg, Germany

**Purchase order**

Order number/Date  
1017744460 / 2019-10-23

Contact person  
Marina Thoma

Telephone

Fax

eMail Address  
marina.thoma@endress.com

Purchase Group  
011/134 - N.N.

Your person responsible  
Thorben Bregler

Delivery conditions: DAP Maulburg (Delivered at Place)

Payment conditions: within 30 days due net

Documents:  
Please be aware that all relevant information for a proper execution of the purchase order can be found in the attached purchase order pdf. This purchase order refers to our general terms and conditions of purchase as well as to the current valid version of our documents and specifications. The supplier is responsible to have these documents available to ensure a proper execution of this purchase order. In case the documents and specifications are needed they can be requested by your responsible Endress + Hauser purchaser!

ZHMOPURCHA\_1017744460\_0028472792.pdf (2019-10-23 11:01:52) 

Pos.	Mat.No/Details	Quantity	Delivery date	Price/Unit	Confirmation number	Net value (EUR)
10	71265157 Housing GT20"Z"(thru)+clw+PAL+DAE_BU/AI  Document: 211002812 Vers: H	11,000 Piece	2019-11-07	1.562,17 EUR/100,00 Piece	1234 Date: 2019-11-04 Item state: Changed Ackn. Req.: Yes Est. price: No	187,46
				Condition Gross Price: 1.341,39 EUR / 100 PCE		
				Condition prec. metal surcharg: 2,31 EUR / 1 KGM		

Documents: 322354-0000.tif 322354-0000.pdf

Net total without VAT EUR 187,46

Supplier confirmation number: 1234

Remark of decline (copy to all positions)



**To confirm the order, you must first open the PDF. The Order-PDF takes precedence over all other documents.**

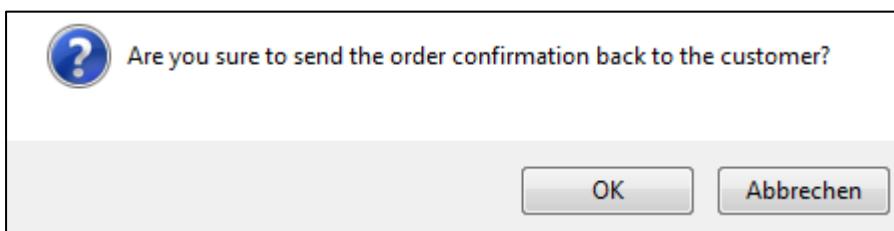
Once the order has been opened, the symbol  appears behind the PDF.

In the confirmation number field, enter your order number. Each item must be confirmed individually by pressing the icon next to the confirmation number field.

<b>Confirmation number</b>	
<input type="text"/>	<input checked="" type="checkbox"/>
Item state: Sent	
Ackn. Req. : Yes	

The confirmation number can be assigned separately for each position. Alternatively, an overarching confirmation number for all the positions can be given at the end of the order. In this case, the number will be transferred to all positions where confirmation is obligatory. All the positions must also be confirmed separately. If you do not confirm all the positions of the order, the customer will only receive a partial confirmation.

Confirm the order with .



If this message appears the confirmation has been sent to the customer.



## 6.2 Create confirmation with deviation

The following deviations can be confirmed:

### Delivery date

Delivery date can be changed using the calendar button.



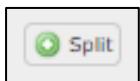
### Quantity

If necessary, the quantity can be changed as far as the pre-set tolerances of the customer allow this.

Quantity	
24,000	Piece

### Quantity split

It is possible to “split” the order quantity. Some parts of the quantity can be delivered on another date. Press the button “splitting”. A new line will appear where you can enter the subset and delivery date.



**i** Please make sure that the sum of the split quantities is equivalent to the original order quantity.

Pos.	Mat.No./Details	Quantity	Delivery date	Price/Unit	Confirmation number	Net value (EUR)
10	71265137 Housing GT20" (brw)=clw=PA1=D4E_BU/A Document: 211002812 Ver: H	12	2019-11-29	1.562,08 EUR/100,00 Piece	Dam. state : Yes Adm. Rep. : Yes Est. price : No	374,96
		12	2019-12-05	Condition Gross Price: 1.341,20 EUR / 100 PCE Condition prec. metal surcharge: 2,21 EUR / 1 KGM		

### Remarks

Please use the fields “quantity”, “delivery date”, as well as “quantity split” for any changes. It is not necessary to specify the reasons in the field “remark”. Additionally, please do not use the field “remark” for general communication.

Remark of decline (copy to all positions)	
<input type="text"/> <input type="button" value="Decline"/>	

### Price & conditions:

The total price as well as the conditions can be changed according to the quantity and the delivery date. Please note that altering the conditions does not update the total net worth of the order. A deviant confirmed price will be checked by Endress+Hauser and can be accepted or rejected.

Pos.	Mat.No./Details	Quantity	Delivery date	Price/Unit	Confirmation number	Net value (EUR)
10	71265137 Housing GT20" (brw)=clw=PA1=D4E_BU/A Document: 211002812 Ver: H	12 Piece	2019-11-29	1.562,08 EUR/100,00 Piece	Dam. state : Yes Adm. Rep. : Yes Est. price : No	374,96
		12	2019-12-05	Condition Gross Price: 1.341,20 EUR / 100 PCE Condition prec. metal surcharge: 2,21 EUR / 1 KGM		

If changes have been made, Endress+Hauser will receive a notification with an overview of the changes. Endress+Hauser now has the option of either accepting or rejecting the order confirmation with modified content (possibly with an alternative proposal). The supplier will be notified by e-mail in this case.



An order can be repeatedly edited and confirmed until the actual delivery takes place. This keeps the ordering process flexible for making changes to the order and delivery conditions.

**Important!** In the event of a subsequent delivery date shift, a reason must always be given.

### 6.3 Orders without order confirmations

If the customer waives the requirement for an order confirmation, the acknowledgement requirement under the confirmation number field is set to "No". In this case, a confirmation of the order is not necessary.

Confirmation number	
<input type="text"/>	<input checked="" type="checkbox"/>
Item state: Sent	
Ackn. Req. : No	

### 6.4 Document attachment in the Purchase Order

Document attachments are divided into two levels: Head level and position level. Sending documents at head level is optional. These can be found next to the order-PDF. Open the document to process the order.

Documents at position level can be found under the material number or description. Here the relevant documents for each order (example: current drawings or TLBs) will be sent to you.

Delivery conditions: DAP Hauburg (Delivered at Place)							
Payment conditions: within 30 days due net							
Documents:							
<small>Please note that all relevant information for a proper execution of the purchase order can be found in the attached purchase order pdf. This purchase order refers to our general terms and conditions of purchase as well as to the current valid versions of our documents and specifications. The supplier is responsible to have these documents available to ensure a proper execution of this purchase order. In case the documents and specifications are needed they can be requested by your responsible Endress + Hauser purchaser!</small>							
Pos.	Mat.No./Details	Quantity	Delivery date	Price/Unit	Confirmation number	Net value (EUR)	
10	71265157 Housing GT20"Z"(thru)=clw+PAL+DAE_BU/AI Documents: 211002812 Vers: H	12 Piece	2019-11-29	1.562,08 EUR/100,00 Piece	<input checked="" type="checkbox"/> Item state: Sent Ackn. Req. : Yes Est. price : No	374,90	
Documents:	<a href="#">322354-00000.tif</a> <a href="#">322354-00000.pdf</a>			Condition Gross Price: 1.341,39 EUR / 100 PCE			
Remarks:				Condition prec. metal surcharge: 2,31 EUR / 1 KGM			
Net total without VAT EUR							

## 7 Order change from Endress+Hauser

If a customer has changed the order, you will receive a notification by e-mail. The subject of the e-mail will indicate whether it is a “changed order”.

Fr 02.11.2018 13:47

 E+H Supplier Portal <mail@pool4tool.com>

E+H: Geänderte Bestellung (1017518673) verfügbar / E+H: Changed Order (1017518673) available

An  Lukas Bregler;  Elena Bohsung

Dear Sir or Madam,

a changed order is available for you in the supplier portal.  
Order number: 1017518673

Please process the order soon.

Link: <https://ehdemo.pool4tool.com/portal/eh>  
Username: lukas.bregler

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

Kind regards,

**Endress+Hauser**

*This is an automatically generated email. Please do not respond to this email.  
Your email will not be forwarded.*

*According to the General Data Protection Regulation, we are obliged to inform you when collecting your personal data. We comply with this information duty with the following [Data Protection Statement](#)*

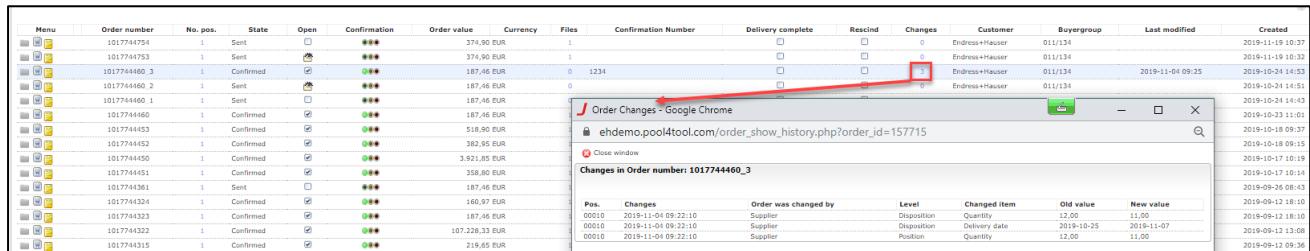
Endress+Hauser SE+Co. KG, Hauptstrasse 1, 79689 Maulburg, Germany

Purchase order						
Order number/Date <b>1017518668 / 2018-10-29</b> Supplier number <b>13119</b> Contact person Elena Bohsung Telephone 49/7522/281942 Fax  E-Mail  Your person responsible Elena Bohsung						
Delivery conditions: EXW Düdingen (Ex Works) Payment conditions: within 30 days due net  <b>Documents:</b> Please be aware that all relevant information for a proper execution of the purchase order can be found in the attached purchase order pdf. This purchase order refers to our general terms and conditions of purchase as well as to the current valid versions of our documents and specifications. The supplier is responsible to have these documents available to ensure a proper execution of this purchase order. In case the documents and specifications are needed they can be requested by your responsible Endress + Hauser purchaser <b>ZMMOPURCHA_1017518668.PDF (2018-10-29 03:16:17)</b>  <b>ZMMOPURCHA_1017518668 0026092457.pdf (2018-11-09 10:38:06)</b>						
Pos.	Net.No/Details	Quantity	Delivery date	Price/Unit	Confirmation number	Net value (CHF)
10	71214534 Deckel, F35"Z" M182 offen _GY/AI  stückgeprüfter, offener Kokillen-guß-Deckel, Kokillengussteile nach TLB 410 000 003, Pulverbeschichtet nach TLB 410 000 001,	300,00 Piece	2018-11-23	28,90 CHF/1,00 Piece	Test 01 Item state: Sent Ackn. Req.: Yes	8.670,00
				Condition Gross Price:	17,21 CHF / 1 ST	
				Condition Surcharge/Quantity:	2,22 CHF / 1 ST	
				Condition Surcharge/Quantity:	5,31 CHF / 1 ST	
				Condition Surcharge/Quantity:	2,82 CHF / 1 ST	
				Condition Surcharge/Quantity:	0,38 CHF / 1 ST	
				Condition Surcharge (Value):	288,00 CHF	

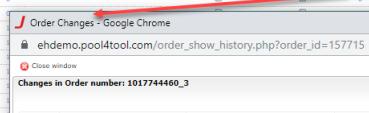
If several PDFs are attached to the order, you will notice an order change. To edit the changes, you need to reopen the PDFs. After opening the documents, you can process the order as usual.

Note:

You can see the date of the order change in the attached PDFs, the original order and the change order. The change order is not displayed again on the dashboard. The history of your changes can be seen in the “changes” field. Further details such as the date of your change, the changed field and the changed values can be found there.



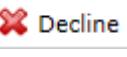
Menu	Order number	No. pos.	State	Open	Confirmation	Order value	Currency	Files	Confirmation Number	Delivery complete	Rescind	Changes	Customer	Buyer group	Last modified	Created
	1017744754	1	Sent	<input type="checkbox"/>	★★★	371.90 EUR		1		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-11-19 10:37	2019-11-19 10:37
	1017744753	1	Sent	<input type="checkbox"/>	★★★	371.90 EUR		1		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-10-29 14:53	2019-10-19 10:32
	1017744460_3	1	Confirmed	<input checked="" type="checkbox"/>	★★★	187.46 EUR		0	1234	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-11-04 09:25	2019-10-24 14:51
	1017744460_2	1	Sent	<input type="checkbox"/>	★★★	187.46 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-10-24 14:43	2019-10-23 11:01
	1017744460_1	1	Sent	<input type="checkbox"/>	★★★	187.46 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-10-23 10:37	2019-10-18 09:37
	1017744460	1	Confirmed	<input checked="" type="checkbox"/>	★★★	187.46 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-10-17 10:19	2019-10-17 10:14
	1017744453	1	Confirmed	<input checked="" type="checkbox"/>	★★★	518.90 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 08:43	2019-09-26 18:10
	1017744453	1	Confirmed	<input checked="" type="checkbox"/>	★★★	383.05 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744450	1	Confirmed	<input checked="" type="checkbox"/>	★★★	3.921.85 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744451	1	Confirmed	<input checked="" type="checkbox"/>	★★★	358.80 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744361	1	Sent	<input type="checkbox"/>	★★★	187.46 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744324	1	Confirmed	<input checked="" type="checkbox"/>	★★★	160.97 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744323	1	Confirmed	<input checked="" type="checkbox"/>	★★★	187.46 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744322	1	Confirmed	<input checked="" type="checkbox"/>	★★★	107.226.33 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10
	1017744315	1	Confirmed	<input checked="" type="checkbox"/>	★★★	219.65 EUR		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Endress+Hauser	011/134	2019-09-26 18:10	2019-09-26 18:10



The screenshot shows a browser window titled "Order Changes - Google Chrome" with the URL "ehdemo.pool4tool.com/order\_show\_history.php?order\_id=1017744460\_3". The window displays a list of changes made to the order, with a red box highlighting the "Changes" section. Below the list, a message says "Changes in Order number: 1017744460\_3".

Pos.	Changes	Order was changed by	Level	Changed item	Old value	New value
00010	2019-11-04 09:22:10	Supplier	Disposition	Quantity	12,00	11,00
00010	2019-11-04 09:22:10	Supplier	Disposition	Delivery date	2019-10-25	2019-11-07
00010	2019-11-04 09:22:10	Supplier	Position	Quantity	12,00	11,00

## 8 Rejection of orders

By pressing the  Decline button, the order is rejected and the customer receives a notification.

Reasons for rejection can be entered in the remark of decline field (below).

<small>Remark of decline (copy to all positions)</small>
<div style="border: 1px solid #ccc; width: 100%; height: 100%;"></div>
 Decline



The “Reject” button may only be used if the order cannot be accepted.

## 9 Reminder

### 9.1 OC reminder

With this function, an OC reminder will be sent via e-mail from the portal, in case you have not yet confirmed the order. This happens only when the acknowledgment requirement is set to "Yes". The e-mails will be sent to the contact persons with the responsibility for "orders". Further information on entering and updating contact persons and roles is outlined in the instruction material "Registration on the Endress+Hauser Supplier Portal by JAGGAER".

1. OC reminder 2 days after receipt of the order
2. OC reminder 4 days after receipt of the order
3. OC reminder 7 days after receipt of the order

This applies also to change orders.

Mi 17.10.2018 14:55  
 mail@pool4tool.com  
E+H: Erinnerung für Bestellung (1002182989) - nicht bestätigt / E+H: Reminder for order (1002182989) - not confirmed

An  Andreas Schall  
Cc  ivan.fontanyi@pool4tool.com

Sehr geehrte Damen und Herren,

eine Bestellung wurde bisher noch nicht komplett bestätigt.  
Bestellnummer: 1002182989

Bitte bearbeiten Sie die Bestellung dringend.

Link: <https://ehdemo.pool4tool.com/portal/eh>  
Username: ahschall01

Für weitere Fragen stehen wir Ihnen gerne zur Verfügung.  
Mit freundlichen Grüßen,

I

**Endress+Hauser**

*Dies ist eine automatisch generierte Email, bitte antworten Sie nicht auf diese.  
Ihre Email wird nicht weitergeleitet.*

*Gemäss der Datenschutzgrundverordnung (EU-DSGVO) sind wir verpflichtet, Sie zu informieren, wenn wir personenbezogene Daten von Ihnen erheben.  
Dieser Informationspflicht kommen wir mit folgendem Datenschutzhinweis nach.*

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Dear Sir or Madam,

an order has not been completely confirmed yet.  
Order number: 1002182989

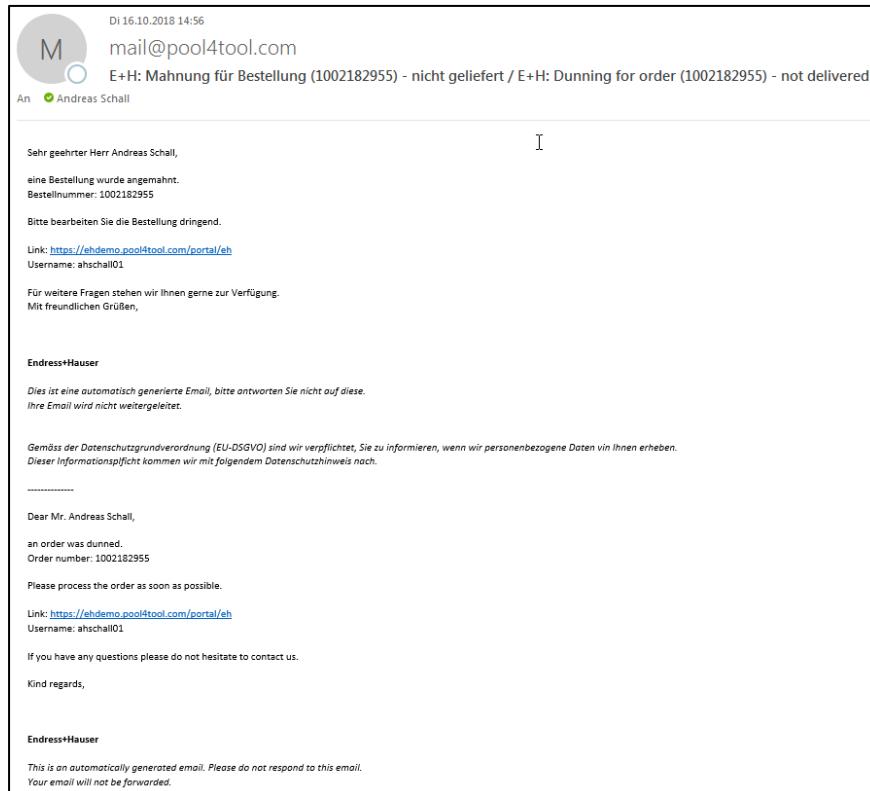
Please process the order as soon as possible.

Link: <https://ehdemo.pool4tool.com/portal/eh>  
Username: ahschall01

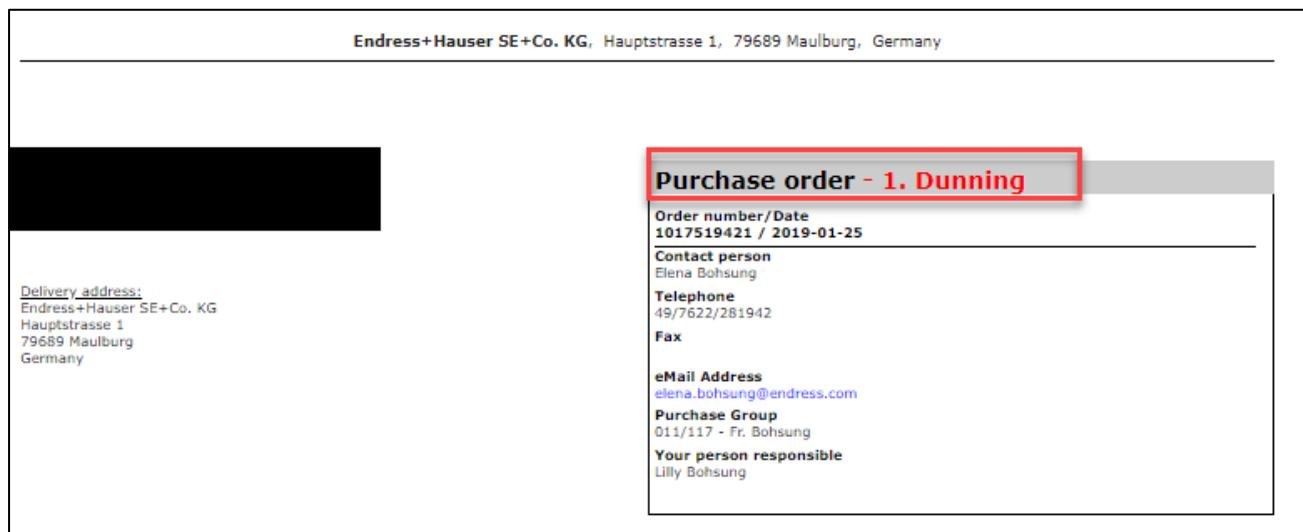
If you have any questions please do not hesitate to contact us.

## 9.2 Delivery dunning

If the order is not delivered on the specified delivery date, you will receive a notification via e-mail. The e-mails will be sent to the contact persons with the responsibility for "orders". Further information on entering and updating contact persons and roles is outlined in the instruction material "Registration on the Endress+Hauser Supplier Portal by JAGGAER".



The dunning letter for the associated order can be viewed in the portal.



The screenshot shows a detailed view of a purchase order dunning in the Endress+Hauser supplier portal. The title of the section is "Purchase order - 1. Dunning". Key details shown include:

- Order number/Date:** 1017519421 / 2019-01-25
- Contact person:** Elena Bohsung
- Telephone:** 49/7622/281942
- Fax:** (not explicitly listed)
- eMail Address:** elena.bohsung@endress.com
- Purchase Group:** 011/117 - Fr. Bohsung
- Your person responsible:** Lilly Bohsung

## 10 Order status

**There are different order statuses in received orders:**

Sent	The customer has submitted the order.
Confirmed	The supplier has confirmed the order and sent it to the customer.
Partially confirmed	The supplier has only partially confirmed the order or there has been a changed order from the customer.
<del>Sent</del>	If the order has been canceled, it will be crossed out.
Delivered	The order has arrived at Endress+Hauser.

Completely delivered orders will be archived 30 days after Endress+Hauser has set the “Completed order mark” and will be removed from the overview of incoming orders.

## 11 Reports

The order overview will provide you with all information about an order at head and position level. In the standard overview, you can identify the Endress+Hauser group production center by looking at the buyer group displayed.

- 011 PC Maulburg
- 020 PC Flowtec
- 004 PC Wetzer
- 005 PC Conducta

Head level																
Menu	Order number	No. pos.	State	Open	Confirmation	Order value	Currency	Files	Confirmation Number	Delivery complete	Rescind	Changes	Customer	Buyer group	Last modified	Created
	1017744754	1	Sent	<input type="checkbox"/>	★★★	374,90 EUR	1			<input type="checkbox"/>	<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-11-19 10:37	
	1017744753	1	Sent	<input type="checkbox"/>	★★★	374,90 EUR	1			<input type="checkbox"/>	<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-11-19 10:32	
	1017744460	2	Sent	<input type="checkbox"/>	★★★	187,46 EUR	0			<input type="checkbox"/>	<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-10-24 14:51	
	1017744460	1	Sent	<input type="checkbox"/>	★★★	187,46 EUR	0			<input type="checkbox"/>	<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-10-24 14:43	
	1017744361	1	Sent	<input type="checkbox"/>	★★★	187,46 EUR	1			<input type="checkbox"/>	<input type="checkbox"/>	0	Endress+Hauser	01/1/134	2019-09-26 08:43	

The delivery address is shown on position level.

If you use the filter function  you can search for specific order numbers or other filter criteria. The report can be downloaded with 

Head level

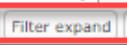
68 Entries found   ?

Order number

JAGGAER Direct ORDER ID

Customer  

State  

The selected filter criteria can be set as a report and saved for future requests. To do this, click on "new report", enter your filter criteria, and save the template.

Navigation 

Received orders

Templates

Head level

Order number

JAGGAER Direct ORDER ID

Customer  

State  

Fast view   
E+H Bestellungen   
Not confirmed   
Not complete confirmed   
Changed (Quarter)   
Added (Quarter)   
All   


The generated template will be integrated in the tab of the order income.

