

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





People for Process Automation

Version: 3.3 Date: 2021-10-12

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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.

mail@pool4tool.com

E+H: New Order (1017518584) available / E+H: Neue Bestellung (1017518584) verfügbar

Dear Sir or Madam,

O Stefanie Klingele

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

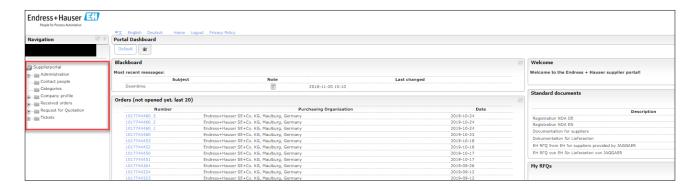
Included in this e-mail: Username, order number, link to the supplier portal. By subsequently logging in to Jaggaer you can view and edit your order.

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

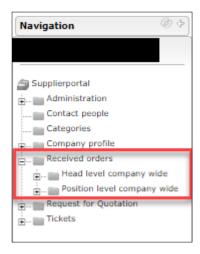


After logging in, the Dashboard will open. In the box "Orders (not opened yet, last 20)" the unopened orders are listed. Clicking on the order number takes you to the order. To confirm the order, proceed as described in point 4 below. The Dashboard is available in German, English and Chinese.



#### 5 Navigation

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



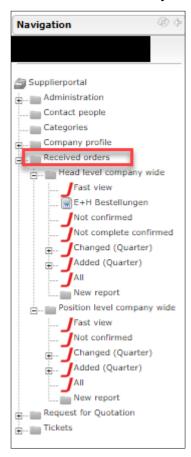
The difference between "Head level" and "Position level": At the "Head level", you can see the individual orders. Under "Position level", you can see the individual items of the purchase orders.

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.



Icon	Description
	Open order (order template)
w	Show position levels
<b>3</b>	Schedule line level
=	Changed order overview
<b>#</b>	Transfer the order to another user

Icon	Description
	Order has not been opened yet.
<b>*</b>	Order has been opened.
€	Order has been confirmed.
	The order has not been confirmed yet.
000	The order has been partially confirmed.
●●●	The order has been completely confirmed.
	The order has been declined.
2	Changes (double-click - details)
4	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:



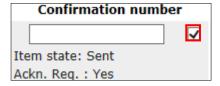
#### Click on the folder to edit the order.

	Endress+Hauser SE+Co. KG, Hauptstrasse 1, 79689 Maulburg, Germany					
			Purchase order			
			Order number/Date 1017744460 / 2019-10-23			
			Contact person Marina Thoma			
Endress	y address: s+Hauser SE+Co. KG		Telephone Fax			
Wiesent	nnahme 2 talstrasse 2 Maulburg					
German			eMail Address marina.thoma@endress.com			
			Purchase Group 011/134 - N.N.			
			Your person responsible Thorben Bregler			
Deliver	y conditions: DAP Maulburg (Delivered at Place)					
Payme	nt conditions: within 30 days due net					
Docum Please	be aware that all relevant information for a proper of	execution of the purchase order can be found in the at	ttached purchase order pdf. This pu	rchase order refers to our gener	al terms and conditions of purcha	se as well as to the current
Please valid veregues	be aware that all relevant information for a proper e ersions of our documents and specifications. The su sted by your responsible Endress + Hauser purchaser	oplier is responsible to have these documents available!	ttached purchase order pdf. This pute to ensure a proper execution of t	rchase order refers to our gener his purchase order. In case the o	al terms and conditions of purcha documents and specifications are	se as well as to the current needed they can be
Please valid vereques ZMMC	be aware that all relevant information for a proper ersions of our documents and specifications. The su- ted by your responsible Endress + Hauser purchaser PURCHA_1017744460 0028472792.pdf (2)	oplier is responsible to have these documents availabl 1 019-10-23 11:01:52) 👛	le to ensure a proper execution of t	his purchase order. In case the o	documents and specifications are I	needed they can be
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Please valid valid	be aware that all relevant information for a proper resions of our documents and specifications. The suited by your responsible Endress - Hauser purchase:  DPURCHA_1017744460 0028472792.pdf (24  Mat.No/Details  71265157  Housing GT20"2"(thru)+clw+PAL+DAE_BU/Al  Document: 211002812  Vers: H	optier is responsible to have these documents available of the property of the	Delivery date  Delivery date  2019-11-07  Condition Gross Price  Condition prec. metal surcharg	Price/Unit  1.562.17 EUR/100.00 Piece  1.562.17 EUR/100.00 Piece  1.341.39 EUR / 100 PCE 2.31 EUR / 1 KGM	Confirmation number  1234 Date: 2019-11-04 Item state: Changed Ackn. Req.: Yes	se as well as to the current needed they can be  Net value (EUR)  187,46

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

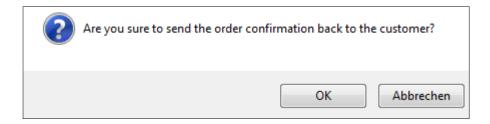
Once the order has been opened, the symbol appears behind the PDF.

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.



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.





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 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.



#### 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.



#### 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.



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.



#### 6.4 Document attachment in the Purchase Order

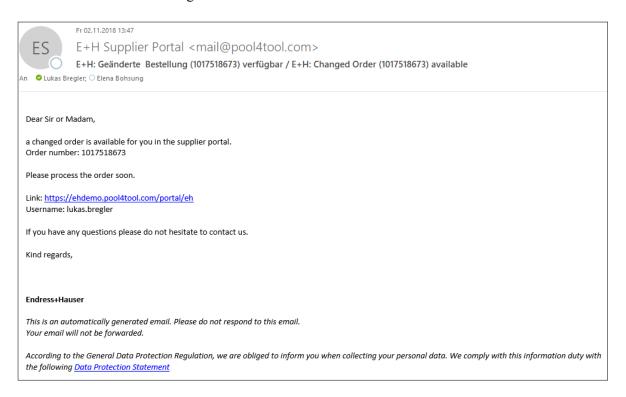
Document attachments are divided into two levels: Head level and position level. Sending documents at head level is optional. These can be found next to the order-PDF. Open the document to process the order.

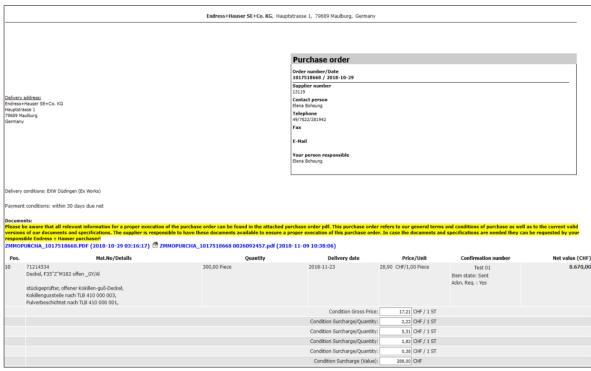
Documents at position level can be found under the material number or description. Here the relevant documents for each order (example: current drawings or TLBs) will be sent to you.



## 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".



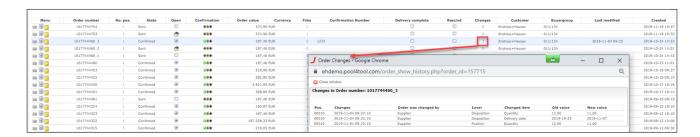




If several PDFs are attached to the order, you will notice an order change. To edit the changes, you need to reopen the PDFs. After opening the documents, you can process the order as usual.

#### 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.

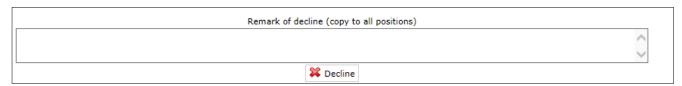




## **Rejection of orders**

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).





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

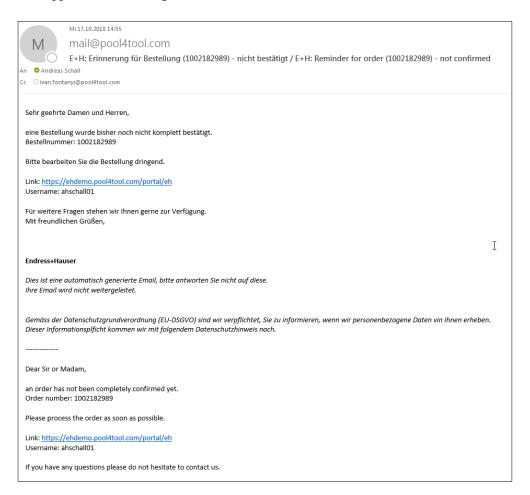
#### 9 Reminder

#### 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".

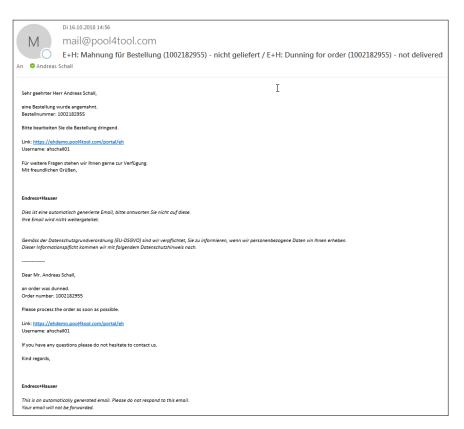
- 1. OC reminder 2 days after receipt of the order
- 2. OC reminder 4 days after receipt of the order
- 3. OC reminder 7 days after receipt of the order

This applies also to change orders.

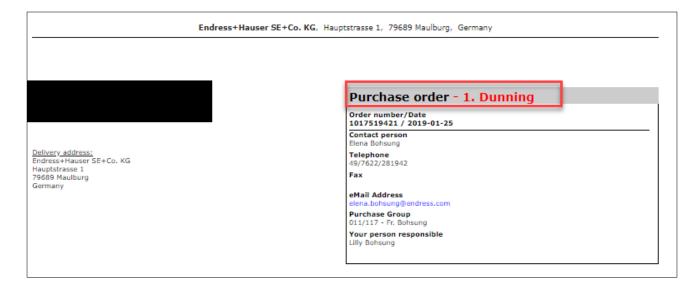


#### 9.2 Delivery dunning

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.





#### 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.				
Sent	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

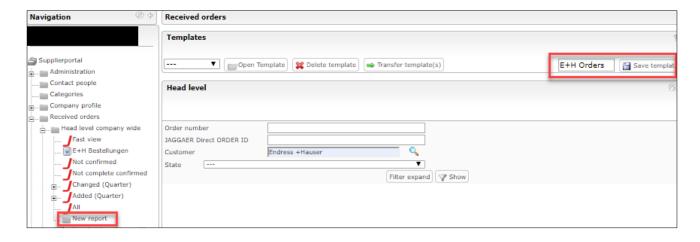


The delivery address is shown on position level.

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



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.



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



