



**JAGGAER**



October 2023

## **JAGGAER supplier assistance**

Guidance for common supplier portal issues

**METTLER TOLEDO**



<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>

## Transfer of master data management responsibilities

With the registration to the JAGGAER Procurement portal, the supplier is taking over the **full responsibility** and with it **the authorization to edit** for the following areas:

Supplier managed master data
Basic data (Company name, address, etc.)
User/Contact management incl. Roles -> Create, delete, user permission
Category selection
Profile management (RFI)

It is impossible for a METTLER TOLEDO user to modify any of the information in the supplier database that has been mentioned above. We can help the supplier get back on track by following the guidelines set out in this document.

Supplier

Upon registration with JAGGAER, vendors are required to oversee their user management. Each supplier user has the capability to add, edit, delete users, as well as oversee the portal access.

The screenshot displays the JAGGAER Supplier Portal interface. At the top, there are navigation links: Home, Daily Tasks - Quick Links, and Cockpit. The main content area is divided into several sections:

- BLACKBOARD:** Contains a comment about the new interface and two new modules (Projects/MT PAP and Advanced Shipping Notes (ASN)).
- CONTACT PERSON:** A form with fields for Salutation\*, First name\*, Last name\*, Department (Sales), Telephone\*, and E-Mail\*.
- SUPPLIER BASE DATE**
- SUPPLIER CATEGORIES**
- SUPPLIER CONTACT AND ROLES:** This section is highlighted with a red box and a callout: "1. Click at 'Supplier Contacts and Roles'".
- SUPPLIER PROFILE**
- STANDARD DOCUMENTS**

At the bottom, there is a "Contacts" section with a "Portal Access" toggle switch (highlighted with a red box and callout: "Portal Access") and a table of users. The table has columns for Name, Login name, E-Mail, and Portal Access. A callout "Add User" points to a user icon, and another callout "Edit User" points to an "Edit" button in the user row.

Name	Login name	E-Mail	Portal Access
[User Name]	[Login Name]	[Email]	[Status]

Supplier

## Problem:

Last Admin left the company, new User with Admin Right must be requested

User	Main Depa...	Contact	Responsibi...	Account	Gender	Blocked
	Purchasing		Quality	✓		
				✗		∅
				✗		∅
				✗		∅
Guntlin, M...	Purchasing		Orders, Q...	🔑		

Account	Icon meaning
✗	No account
✓	Account available, same rights as Admin
🔑	Admin permission, no additional rights

## Solution:

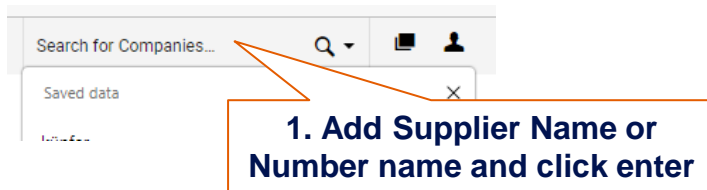
Supplier to fill [EXT Form Jaggaer admin Request](#) and send it directly to [jdsupport@jaggaer.com](mailto:jdsupport@jaggaer.com).

All Supplier Users have the same rights and there are no special Admin Rights anymore  
-> in case last User left the company, new User with Admin Rights must be requested

The system requires that suppliers identify a topic-specific contact. Each contact will be assigned to a particular role and will trigger email notifications in the relevant process area. It is possible to add or delete responsibilities for specific roles, and each role must have at least one contact assigned to it. Furthermore, multiple users can be selected for each role.

The screenshot shows the JAGGAER Supplier Portal interface. A navigation menu at the top includes 'Home', 'Daily Tasks - Quick Links', and 'Cockpit'. The main content area is divided into several sections: 'BLACKBOARD' with a comment, 'Assign Company Roles' (highlighted in blue), 'SUPPLIER CATEGORIES', 'SUPPLIER CONTACT AND ROLES' (highlighted in red), 'SUPPLIER PROFILE', and 'STANDARD DOCUMENTS'. A modal window titled 'Assign Company Roles' is open, showing a list of roles (Orders, Ratings, Supplier Portal, Quality, Sales) and a form to assign contacts to these roles. The form has two sections, each with a 'Name\*' field and a search icon. Annotations with callout boxes provide instructions: '1. Click at "Supplier Contacts and Roles"' points to the highlighted menu item; '2. Go to Roles' points to the 'Roles' tab in the 'Contacts' section; '3. Change responsibilities via the Pen' points to an edit icon on the 'Supplier Portal' role; 'Add New Responsible' points to the '+ Add Another Responsibility' button; 'Change Responsible' points to a trash icon; and 'Don't forget to Save!' points to the 'Save' button at the bottom of the modal.

Search Supplier via Searchfield in top right corner:



Access Supplier details via Hyperlink:



You can view the contacts to identify which partners have an account and whether that account is currently blocked



A screenshot of a table titled "ALL CONTACTS". The table has columns for "User", "Main Depa...", "Contact", "Responsibi...", "Account", "Gender", and "Blocked". The "Account" column contains icons: a red 'x' for "No account", a green checkmark for "Account available, same rights as Admin", and a black key for "Admin permission, no additional rights". The "Blocked" column contains a circle with a diagonal slash. A green callout box is overlaid on the table, containing a legend for the "Account" column icons.

Account	Icon meaning
	No account
	Account available, same rights as Admin
	Admin permission, no additional rights

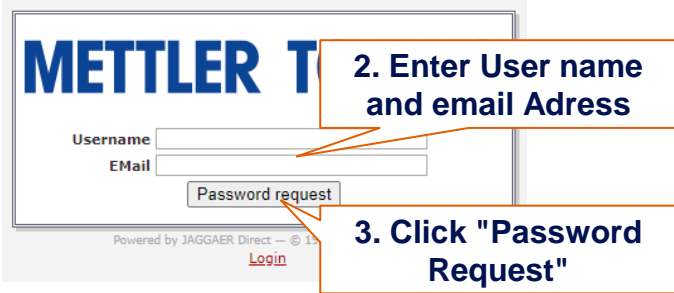
<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>



Supplier

## Vendor user has lost the JAGGAER login password (1/2)

In the event that a supplier user's login information is lost, the contact can reset their password by following below steps on the JAGGAER dashboard:



Password reset mail sent to the address specified. Please follow the HTML Link in the email.

When receiving the email, follow the instructions by clicking on the provided link. You will then be prompted to change your password by entering a new password twice and then clicking save.



Dear JAGGAER User,

you requested a new password at 09:45, on 25-06-2021,

by following the link below, you will activate your new password for your JAGGAER account.

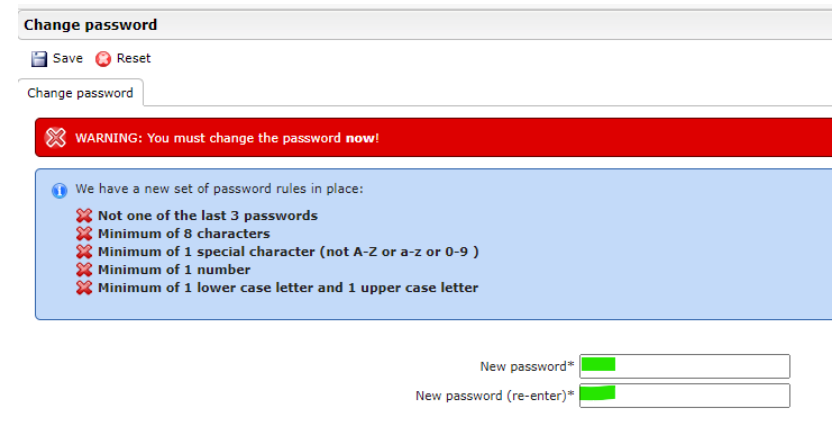
[https://app11.jaggaer.com/login\\_lostpass.php?key=a03f01232b022174b686968d0c98884a312f7079&I](https://app11.jaggaer.com/login_lostpass.php?key=a03f01232b022174b686968d0c98884a312f7079&I)

After 24 hours, this link will be rendered inactive. You may request a new one if needed.

If it is impossible to open the link directly, please copy it to your favourite browser to open it.

Best regards,

Your JAGGAER Team



If Supplier contact does not remember his Username, MT Buyers can send login credentials by email out of the contact person details in the Jaggaer Supplier Company information. See slide 4 how to search for Supplier and Contact Person.



1. Click at required Contact Name

2. Click "Resend login Credentials"

✓ Email sent successfully.

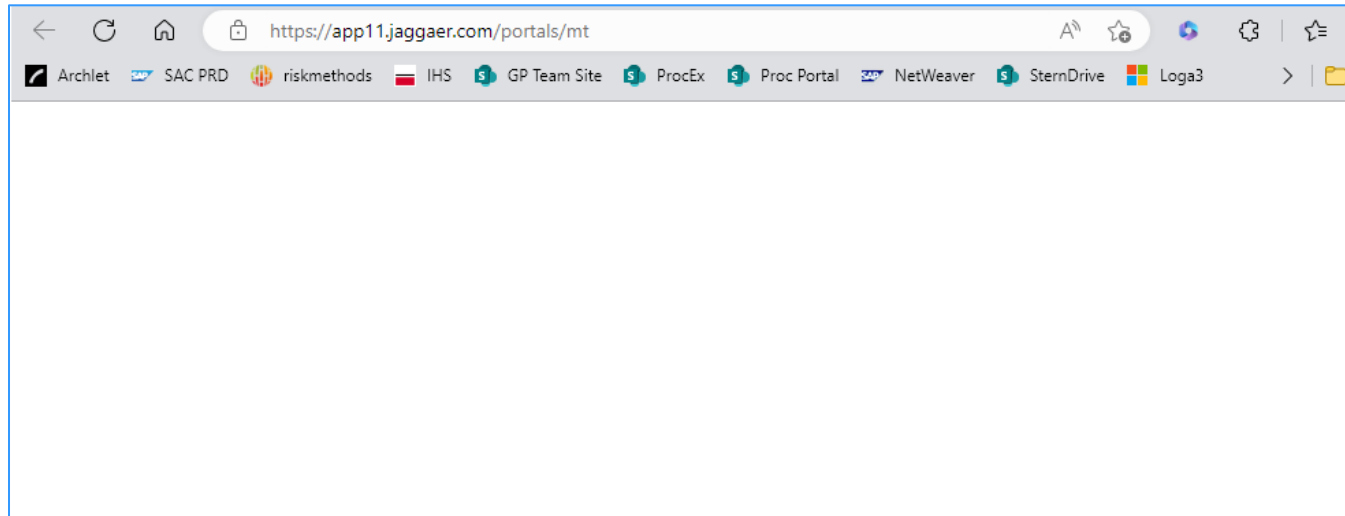
Mail with Username and Email address is sent to the contact together with lost password link

<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>

Supplier

## Problem:

If supplier is not able to access the JAGGAER procurement portal, it may be due to the firewall blocking the JAGGAER URL. When a domain is added to a blacklist in a database, this information is shared with all firewalls connected to the service.

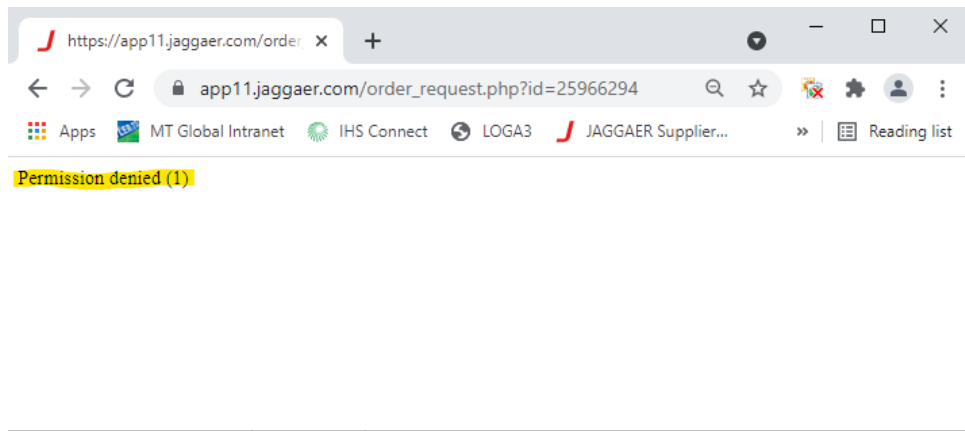


## Solution

The matter is not within MTs control. The supplier should reach out to their IT department and request them to add the URL **app11.jaggaer.com** or the entire JAGGAER domain **jaggaer.com** to their firewall's whitelist

## Problem:

When the supplier attempts to log in to the portal, error message "Permission denied (1)" is received.  
-> Combination of username and password does not match the log in credentials



## Solution

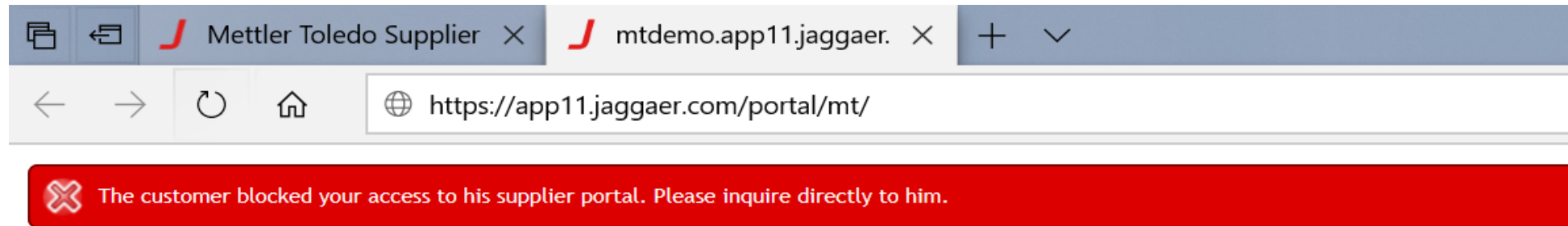
Perform either Password Reset or Resend Log in credentials. See details of the process in previous slides.

## Problem:

Supplier cannot log into portal and receives following error message:

**"The customer blocked your access to his supplier portal. Please inquire directly to him".**

The described scenario occurs when the supplier is still logged in (for example for another customer). It is not possible to have multiple logins within the same browser.



## Solution

Supplier should check that they have logged out of any prior sessions or sessions with other customers. Alternatively use different browser, if multiple log ins are required.

Furthermore it is recommended to delete all Jaggaer-related browser cookies in their web browser.

## Problem:

Supplier cannot log into portal and receives following error message:

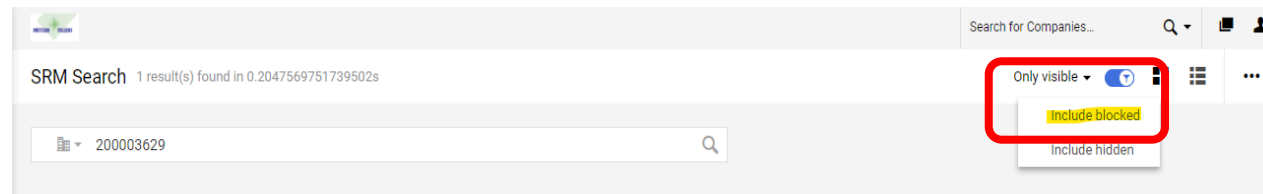
**"Your access to the supplier portal has been blocked by the customer. Please contact the customer directly."**

The described scenario occurs when the supplier is blocked.

You may want to reach out to your MT Buyer to have them unblock your user, as it appears that you have been blocked for an unknown reason from MT's side.

## Solution

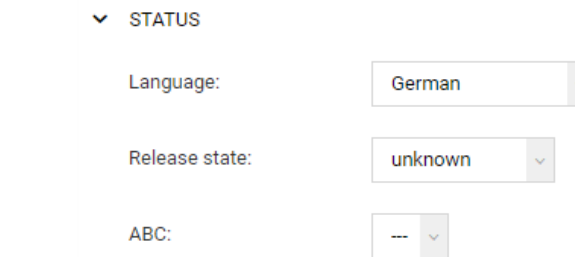
If the supplier has been blocked by mistake, MT Buyer can unblock the supplier via Company Basic Information. MT Buyer to search of blocked supplier and remove the block via edit mode



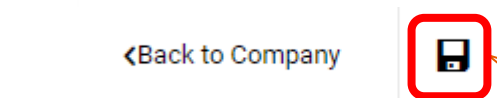
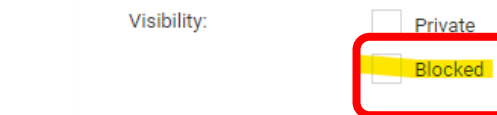
companies...



2. Go to Edit Mode at top right corner



3. Untig "Blocked"



4. Press Save at top right corner

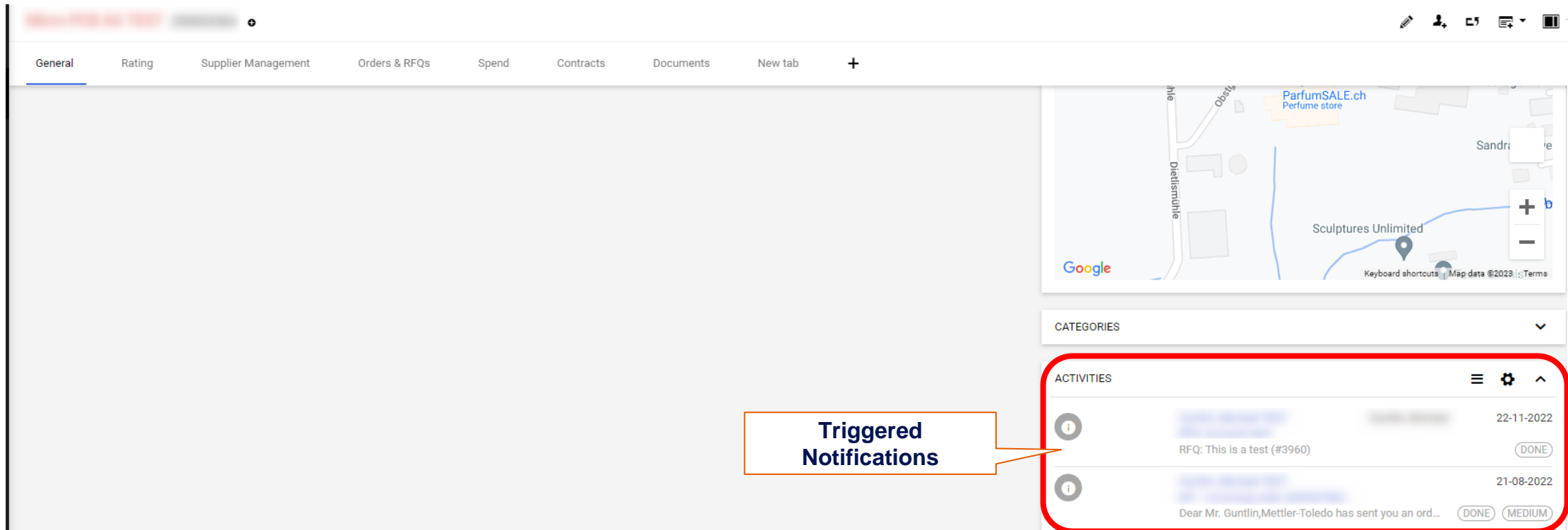
<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>



## Problem:

There could be several causes for a supplier not receiving notification emails from the JAGGAER procurement portal. To begin troubleshooting, MT Buyer should review the most recent 'Activities' listed in the company profile, which can be found by scrolling to the bottom left corner of the page.

Supplier



## Solution

In the event that the email has been initiated from JAGGAER, we are not be able to address the issue. We recommend the supplier to add **no-reply@app11.jaggaer.com** or the whole JAGGAER domain **jaggaer.com** to their firewall's whitelist.

Supplier

## Problem:

Upon the creation of a new purchase order, the initial notification email from the JAGGAER procurement portal did not reach the supplier. If the supplier does not open the purchase order, they may receive a reminder notification three days later.

Minimum one contact for 'Orders', 'Ratings', 'Supplier Portal', 'Quality' and 'Sales'.

## Solution

To assign supplier contacts to available responsibilities in Portals Pure, the supplier needs to navigate to the "Supplier Contact and Roles" section, then select the "Roles" tab. From there, they have to assign one or more supplier contacts to the different responsibilities available.

The screenshot shows the METTLER TOLEDO Supplier Portal interface. On the left is a 'BLACKBOARD' section with a comment from Michael Guntlin. The main content area is divided into two columns. The right column contains a 'Contacts' section with a 'Roles' tab highlighted by a red box and labeled '2. Go to Roles'. Below this is a grid of responsibility cards: 'Orders' (2 Assignments), 'Ratings' (1 Assignment), 'Supplier Portal' (1 Assignment), 'Quality' (3 Assignments), and 'Sales' (1 Assignment). A red box highlights the 'Supplier Portal' card with the label '3. Change responsibilities via the Pen'. At the bottom of the right column, a red box highlights the 'SUPPLIER CONTACT AND ROLES' link with the label '1. Click at "Supplier Contacts and Roles"'. Other links like 'SUPPLIER PROFILE' and 'STANDARD DOCUMENTS' are visible at the bottom.

Suppliers get notification emails from the JAGGAER procurement portal, announcing the delivery is completed for a specific order line. This is the case, when multiple lines are ordered in one PO with different delivery dates.

Dear Mr. Supplier,

Mettler-Toledo has sent you an order amendment for your further handling via the Mettler-Toledo supplier portal.

Order no.: 4505016209

Comment: Beistellmaterial wird mit Lieferung 93109623 angeliefert!Beistellmaterial wird mit Lieferung 93109623 angeliefert!

Changes position 00040: 30432182 ST-Koax5 3.0m kpl.		
Field	Old value	New value
delivered completely	0	1
<hr/>		

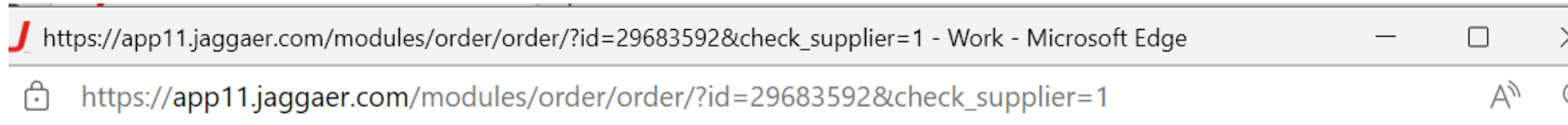
The behavior of sending messages to the supplier cannot be turned off as it is a standard practice in JAGGAER. However, buyers can prevent receiving these messages by either placing an order for a single line per PO or ordering multiple lines with the same delivery date. Implementing this approach may disrupt the automatic and streamlined order process and therefore might not be possible.

The messages to the supplier will only stop once the complete PO with all the lines is finished.

<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>

## Problem:

Red bar appears on top of the JAGGAER order confirmation form with Error "Idoc could not be sent: -8"



Mettler-Toledo, LLC - MTI, 1900 Polaris Parkway, 43240 Columbus, United States of America

Mettler-Toledo Cargoscan AS CSN  
Ulvenveien

Order
<b>Order number/Date</b> 4504855964 / 18-04-2022
<b>Supplier number</b>

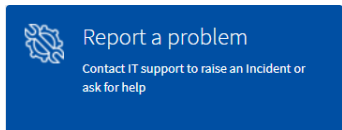
## Solution:

Supplier to contact MT Buyer

-> Open Incident via SNOW. The interface from JAGGAER to MT SAP is interrupted.

Set priority to ' I cannot do tasks essential to my work'.

[Link to Snow ticket](#)



\*Select affected area

Choose your affected SAP area

Choose your affected Supply Chain Management (SCM) area

<input type="radio"/> Recent Selections	<input type="radio"/> Service (SVC)	<input type="radio"/> DDMRP - Demand Driven MRP
<input checked="" type="radio"/> SAP	<input type="radio"/> Sales and Marketing (SAM)	<input type="radio"/> Delivery and Outbound Logistics
<input type="radio"/> Workplace	<input checked="" type="radio"/> Supply Chain Management (SCM)	<input type="radio"/> Manufacturing
<input type="radio"/> PLM / Engineering Services	<input type="radio"/> Finance (FIN)	<input type="radio"/> Inventory / Warehouse Management
<input type="radio"/> Other Business Applications	<input type="radio"/> Human Resources (HR)	<input type="radio"/> Planning
<input type="radio"/> None of the above	<input type="radio"/> SAP Data Maintenance	<input checked="" type="radio"/> Procurement Portal Jaggaer
	<input type="radio"/> eCommerce (ECO)	<input type="radio"/> Quality Management
	<input type="radio"/> Security / Access	<input type="radio"/> Sourcing
	<input type="radio"/> Others	

<b>1</b>	<b>JAGGAER - Supplier Contact and Role Management</b>
<b>2</b>	<b>JAGGAER - Password reset and Login Credentials Resend</b>
<b>3</b>	<b>JAGGAER - Login issues</b>
<b>4</b>	<b>JAGGAER - Notifications Missing</b>
<b>5</b>	<b>JAGGAER - Confirmation Error</b>
<b>6</b>	<b>JAGGAER – Jaggaer Global Customer Care</b>

## JAGGAER Global customer care (GCC) contact data

- Our support contract with JAGGAER **offers free assistance also for suppliers**. If a supplier is in trouble with the portal and known solutions are not working, they can get in direct contact with the JAGGAER support without MT is getting charged.

Support languages per region:

AMER	EMEA		APAC
Mo - Fr 9:00 – 17:00 (EST)	Mo - Fr 9:00 – 17:00 (CET)	So - Do 9:00 – 17:00 (AST)	Mo - Fr 7:00 – 17:00 (CNST)
Englisch Französisch Spanisch Portugiesisch	Englisch, Deutsch Französisch, Italienisch Spanisch Portugiesisch	Englisch Arabisch	Englisch Chinesisch

- JAGGAER Support contact data (24x7 – Prio 1, 24x5 – Prio 2-4):**

**E-Mail.: [jdsupport@jaggaer.com](mailto:jdsupport@jaggaer.com)**

**Phone: <https://www.jaggaer.com/support/phone-numbers/> (Intl. toll free numbers)**

This website offers information about the support for METTLER TOLEDO and our suppliers:

EN <https://www.jaggaer.com/supplier-support/>

DE <https://www.jaggaer.com/de/lieferanten-support/>