

Klüber Lubrication Supplier Portal Manual

Contents

1. Terms and abbreviations	2
2. Introduction.....	3
3. Technical requirements / Contact	3
4. Registration process.....	4
4.1. Registration via invitation (for existing suppliers).....	4
4.1.1. Registration form.....	5
4.1.2. Confirmation of basic data	7
4.1.3. Entry of contact persons	8
4.1.3.1. Contact person as Portal-User	9
4.1.4. Entry of material groups.....	10
4.1.5. Entry of the profile.....	11
4.1.5.1. Questions on ethical standards	11
4.1.5.2. Enter company data.....	12
4.1.5.3. Upload certificates	12
4.1.5.4. Questions relating to the process	14
4.1.6. Publish profile	15
4.2. Registration of new suppliers	16
4.2.1. Registration form.....	17
4.2.2. Confirmation of basic data	20
4.2.3. Entry of contact persons	21
4.2.3.1. Contact person as portal user.....	22
4.2.4. Entry of material groups.....	23
4.2.5. Enter further company data.....	24
4.2.5.1. Questions on ethical standards	24
4.2.5.2. Entry of business data	25
4.2.5.3. Upload certificates	26
4.2.6. Publish profile	27
4.2.7. Enter and publish extended profile data.....	28
5. Administration.....	30
6. Management of certificates	31
7. Processing of activities	32
7.1. Comments to actions.....	33
7.2. Completion of actions	34
8. Downloads.....	34
9. User administration.....	35

1. Terms and abbreviations






D-U-N-S®	The DUNS® (Data Universal Numbering System) number is a unique nine-digit identifier for companies and was introduced by Dun & Bradstreet (D&B). The DUNS® number is among other things used, recognized and recommended as standard by the United Nations, the German Association of the Automotive Industry (VDA), the European Commission and the ISO. The DUNS® number can be searched under https://www.upik.de/en/dunsanfordern.html .
Jaggaer Direct AG	Jaggaer Direct AG is a portal operator and provides an application platform on the Internet for its business partners so that they can exchange information with their suppliers. Klüber Lubrication is cooperating with Jaggaer (formerly Pool4Tool).
Supplier Portal	The Supplier Portal is a web-based IT application which provides suppliers and Klüber Lubrication with central access to various information. It is also used to efficiently handle certain processes (e.g. management of complaints, certificates, etc.).
Profile	The profile contains supplier-related data. In the registration process, a distinction is made between the small and the extended profile. The small profile is for the basis data only, while the extended profile requires more detailed information. Based on the small profile, a first evaluation is made for making a decision on the future cooperation. Upon positive decision, the data for the extended profile have to be entered.
Material group	The range of goods of the supplier. The material group is to be indicated in the registration process and determines the person in charge at Klüber Lubrication.
Purchasing organisation:	Klüber Lubrication manufactures worldwide at 12 sites. Therefore, it has to be indicated in the registration process which sites can be supplied by the supplier.

2. Introduction

All the Klüber production sites worldwide procure production materials, in many cases from internationally active suppliers. Obtaining information from just one electronic system will help us interlinking our activities more closely and making things easier for you as our supplier. The increasingly complex requirements of the QM standards ISO 9001 and IATF 16949 need to be managed efficiently (management of certificates, activities, complaints etc.); the new portal will help us achieving this goal. These are just two of the many reasons why we opted for a supplier portal.

3. Technical requirements / Contact

Access to the supplier portal is easy via the browser. The following minimum requirements apply:

Browser		Version	Supported
Microsoft Internet Explorer		>= v 11.0	Yes
Mozilla Firefox		>= 40	Yes
Google Chrome		>= 40	Yes
Apple Safari			No
Opera			No

If necessary, the technical support can be contacted at the following e-mail address:

SupplierPortal@klueber.com

4. Registration process

Depending on whether a supplier relationship exists or not, there are two possibilities of registration in the portal. Existing suppliers receive an invitation e-mail from the system, containing a link to the portal, see point 4.1. New suppliers can access the registration form via the Klüber website, see point 4.2.

4.1. Registration via invitation (for existing suppliers)

The invitation e-mail contains a link to our supplier portal. Please click on the link to directly access the pre-filled registration form. Important: if you have received an invitation, please only use the link in the e-mail for registration.

Dear Mr. Mustermann,

We shortly informed you of our plans for a Supplier Portal - and this is now the invitation for registration.

In a first step, please register using this link:

https://klueberdemo.pool4tool.com/portal/klueber/register.php?crm_person_id=ODgxNTQy-8b1effc63c061fb71e089de1597f95dc&l=eng

Once you have registered, you will receive an automatic e-mail with your initial password together with information on how to proceed.

Don't miss these prizes!

Register, enter your supplier profile and with luck win one of 100 prizes:

Among all suppliers having entered all their profile data and submitted their certificates within two weeks, lots will be drawn for winning high-quality backpacks, torches, bike bags, USB sticks, and other prizes.

Thank you very much in advance for your support!

Yours sincerely,

Via the link you directly access the registration form (see point 4.1.1) pre-filled with your company data. Please check the data and complete further fields, if necessary. Especially your telephone number, your DUNS number and the purchasing organisation to be supplied have to be entered again.

Important: Please enter your DUNS® number to ensure clear identification of your company. If you do not know your DUNS® number, you can click on "DUNS®" on the UPIK Website to search your DUNS® number. If your company does not have a DUNS® number yet, you can get a DUNS® number for free. Otherwise - only if the above options do not work - please enter "999999999" to continue the registration process.

Please indicate to the purchasing organization which of these plants your business unit could supply:

Via the checklist on the right (☐) several plants can be specified that can be supplied.

Via the checklist on the left (☐) you can select your favourite plant. Only one selection can be made. The material group manager in this plant will receive your registration data and become your future contact.

4.1.1. Registration form



I'm already a supplier for JAGGAER Direct ☐

General company data

Company name*:	<input type="text" value="Manual EN Ltd."/>
Company name 2:	<input type="text"/>
Street*:	<input type="text" value="Manual Road"/>
Street 2:	<input type="text"/>
Street-number*:	<input type="text" value="7"/>
Zip code*:	<input type="text" value="81379"/>
City*:	<input type="text" value="Munich"/>
Country*:	<input type="text" value="Germany"/>
Currency*:	<input type="text" value="EUR - Euro"/>
Telephone*:	<input type="text" value="Country / Area / Number"/>
	<input type="text" value="0049"/> <input type="text" value="89"/> <input type="text" value="78760"/>
Fax:	<input type="text"/>
Homepage:	<input type="text"/>
E-Mail:	<input type="text"/>
D-U-N-S*:	<input type="text" value="998765432"/>
VAT code:	<input type="text"/>

More about Klüber Lubrication München

Klüber Lubrication

English
Deutsch

Purchasing

Organisation*:

- ☒ Munich / Germany - 0007
☐ Dottignies / Belgium - 0070
☐ Cerkezköy / Turkey - 0201
☐ Salzburg / Austria - 0233
☐ Parets del Vells (Barcelona) / Spain - 0288

Please specify which of the above-mentioned plants you can supply (box / multiple selection) and which plant is your favourite one (option button, the purchaser in this plant will receive and check your registration data)

Contact person data

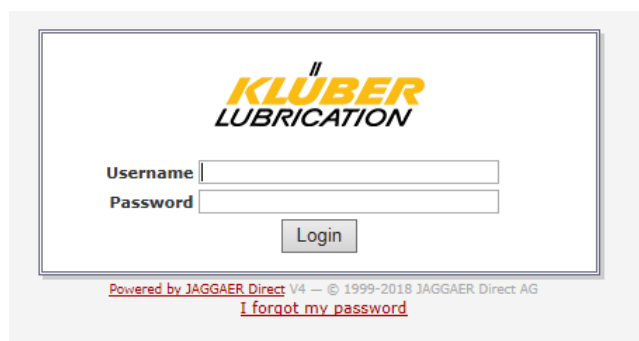
Salutation*:	<input type="text" value="Mr."/>
First name*:	<input type="text" value="Max"/>
Last name*:	<input type="text"/>

Once all fields are completed, click on "Check data" and then "Send" for the validation of the data and fields.



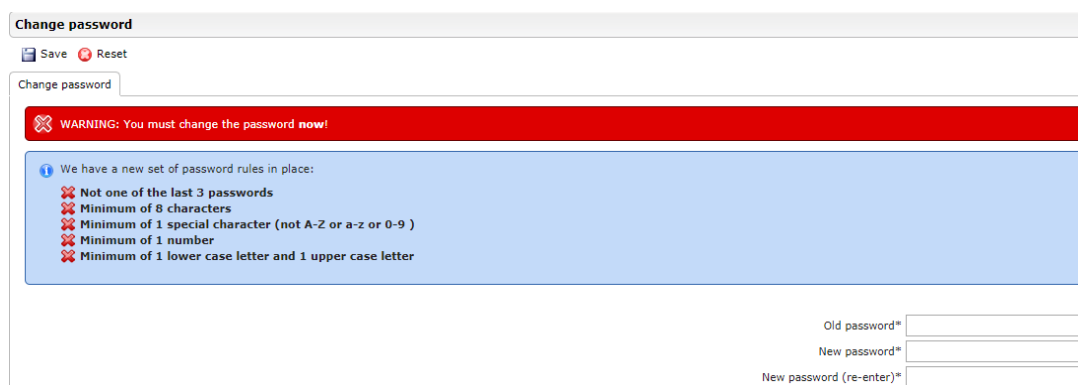
You will then receive an automatic e-mail containing your access data (login name and initial password) as well as the link to the portal. Please do not delete this e-mail as it contains your login name.

Enter your access data and click on Login.



The login form features the Klüber Lubrication logo at the top. Below it are two input fields: 'Username' and 'Password'. A 'Login' button is positioned below the password field. At the bottom of the form, there is a small text line: 'Powered by JAGGAER Direct V4 — © 1999-2018 JAGGAER Direct AG' and a link that says 'I forgot my password'.

After the login, you are requested to assign a new, personal password. For this purpose, the initial password from the e-mail has to be entered again. The new password has to comply with the password rules.

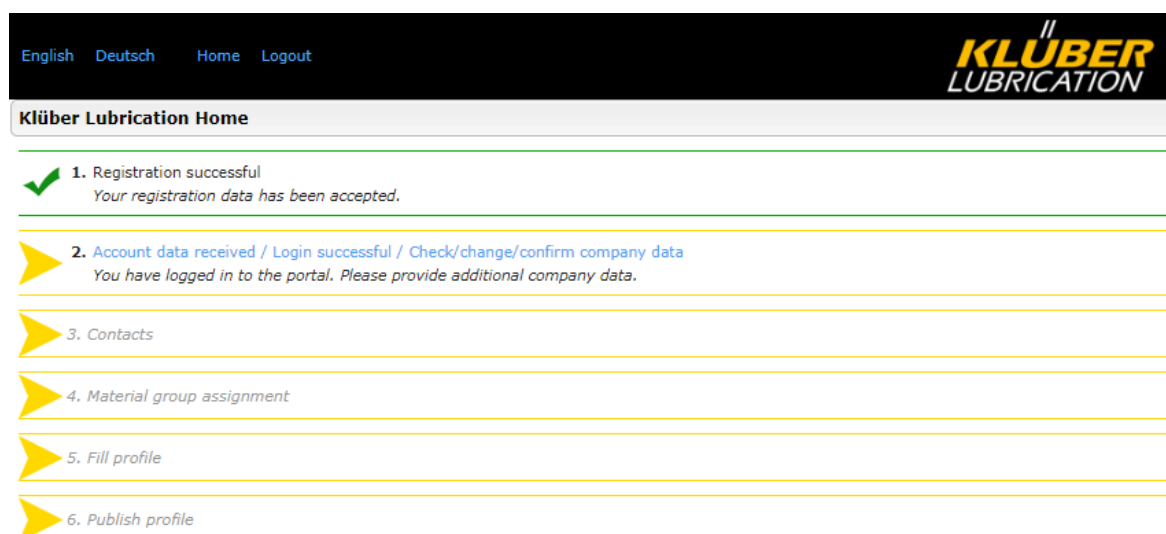


The 'Change password' form includes a 'Save' button and a 'Reset' button. A red warning banner at the top states: 'WARNING: You must change the password now!'. Below this, a blue box contains a list of password rules:

- Not one of the last 3 passwords
- Minimum of 8 characters
- Minimum of 1 special character (not A-Z or a-z or 0-9)
- Minimum of 1 number
- Minimum of 1 lower case letter and 1 upper case letter

 At the bottom of the form, there are three input fields: 'Old password*', 'New password*', and 'New password (re-enter)*'.

You will now be directed automatically to the next registration step to enter the small profile data (basic data on your company) in six steps. Completed steps are marked in green, pending steps are marked in yellow. By clicking on the respective headlines you get to the corresponding input fields. Upon completion of individual steps it is possible to cache them and complete remaining steps at a later date.



The registration progress bar shows six steps:

- 1. Registration successful** (green checkmark): Your registration data has been accepted.
- 2. Account data received / Login successful / Check/change/confirm company data** (yellow arrow): You have logged in to the portal. Please provide additional company data.
- 3. Contacts** (yellow arrow)
- 4. Material group assignment** (yellow arrow)
- 5. Fill profile** (yellow arrow)
- 6. Publish profile** (yellow arrow)

 The top of the bar includes navigation links: 'English', 'Deutsch', 'Home', and 'Logout'. The Klüber Lubrication logo is also present in the top right corner.

4.1.2. Confirmation of basic data



2. Account data received / Login successful / Check/change/confirm company data
You have logged in to the portal. Please provide additional company data.

Please check all data entered so far and correct them, if necessary. Confirm by clicking on "Save".

English Deutsch Home Logout

Manual EN Ltd.
Mr. Max Sample (max.sample)

- Administration
- Contact people
- Categories
- Company profile
- Downloads
- Contracts
- LTVD
- Complaints
- Actions

Company basic data

Save

Company name*: Manual EN Ltd.

Company name 2:

Street*: Manual Street

Street 2:

Street-number*: 7

Zip code*: 81379

City*: Munich

Country*: Germany ▼

Currency: EUR (not editable)

Country / Area / Number

0049

89

Fax: 0049 89 7876123

Homepage:

E-Mail:

D-U-N-S*: 998765432

VAT code:

☒

I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication JAGGAER Direct to have access via the 2relation.com platform.
The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

4.1.3. Entry of contact persons



3. **Contacts**

Responsibilities for the different areas

In this step, contact persons have to be designated for certain areas of responsibilities. The persons already known to us have already been entered in the supplier portal. Please check if they are up-to-date and assign a corresponding area of responsibility to them if necessary. By default, all areas are assigned to the invited person.

Area	Description	Assignment need	Portal activity
Sales	Contact person for prices, contracts and quantities, LTSD	X	
Complaint handling	Contact person for complaints processing and management of certificates.	X	X
Supplier Assessment	Contact person to receive the annual supplier ratings.	X	X
Regulatory Stewardship	Contact for the processing / provision of SDSs and REACH topics.	X	
Product Safety Representative according to VW, BMW or VDA	Contact person responsible for product safety and product liability.		
Order Management	Contact person for order processing, order confirmations, delivery dates etc.	X	
Technical Advice	Contact person for questions about quality, specification and product information.	X	

Assignment need

For defined areas contact persons must be assigned.

Portal activity

Defined contact persons must actively take over activities in the supplier portal in the mentioned areas and also receive corresponding notifications from the system. User **must** be created in the system as **portal users** (see point 4.1.31).

If necessary, other contact persons can be assigned for the individual areas by creating further users. For this purpose, click on "New user" and fill in all mandatory fields (signed with star).

4.1.3.1. Contact person as Portal-User

If user is to be assigned a responsibility area with **portal activity** "Create portal user" must be ticked so that access to the supplier portal is set up for the relevant new user. The system sends the access data by e-mail to the new user. This step is also necessary if you assign an area of responsibility with portal activity to an already existing contact person.

The screenshot shows the 'Contact people' section with a table of existing users. Below it is the 'Edit person' form. In the 'Edit person' form, the 'Create portal user' checkbox is checked, and the 'Loginname' is set to 'maxi.samples'.

Name	Loginname	Email	Menu
Sample, Max	max.sample	SupplierPortal@klueber.com	

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative	Max Sample	
Order management	Max Sample	
Technical advice	Max Sample	

Edit person

Save Close

Salutation*: Mr. ▼

First name*: Maxi

Last name*: Samples

Title:

Telephone*: 0049 89 7876531

Mobile:

Fax:

E-Mail*: supplierportal@klueber.com

Create portal user ☒

Loginname*: maxi.samples

Then click on to assign the corresponding area of responsibility to the new user.

The screenshot shows the 'Assignments (Sales)' section. The 'Responsibilities' table has the 'Sales' row highlighted. The 'Person' dropdown menu is set to 'Sample, Max'.

Assignments (Sales)

Save Close Reload

Responsibilities

Person: Sample, Max

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative	Max Sample	
Order management	Max Sample	
Technical advice	Max Sample	

Click on "Save" to complete this step.

4.1.4. Entry of material groups



4. Material group assignment

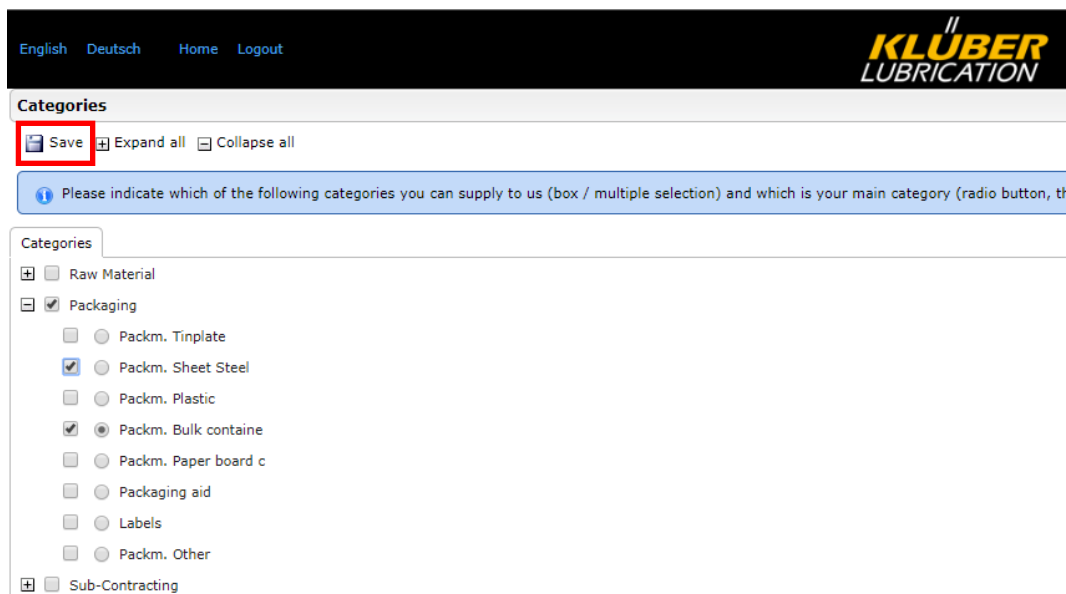
Click here to get the list of material groups.

In this step it is necessary to show and assign the range of products by means of material groups. For this purpose click on the respective checklists of the corresponding material group.

Via the checklist on the left(☐) several material groups matching your range of goods can be indicated.

Via the checklist on the right (☐) you can select your main material group which is your focus. Only one selection can be made. The selection determines the material group manager in charge at Klüber Lubrication.

Please complete the step by clicking on "Save".



English Deutsch Home Logout

KLÜBER LUBRICATION

Categories

Please indicate which of the following categories you can supply to us (box / multiple selection) and which is your main category (radio button, the

Categories

- ☐ Raw Material
- ☒ Packaging
 - ☐ Packm. Tinplate
 - ☒ Packm. Sheet Steel
 - ☐ Packm. Plastic
 - ☒ Packm. Bulk containe
 - ☐ Packm. Paper board c
 - ☐ Packaging aid
 - ☐ Labels
 - ☐ Packm. Other
- ☐ Sub-Contracting

4.1.5. Entry of the profile



5. Fill profile

Please give the demanded information in the supplier profile.

In this step, questions relating to the following subjects have to be answered one after the other:

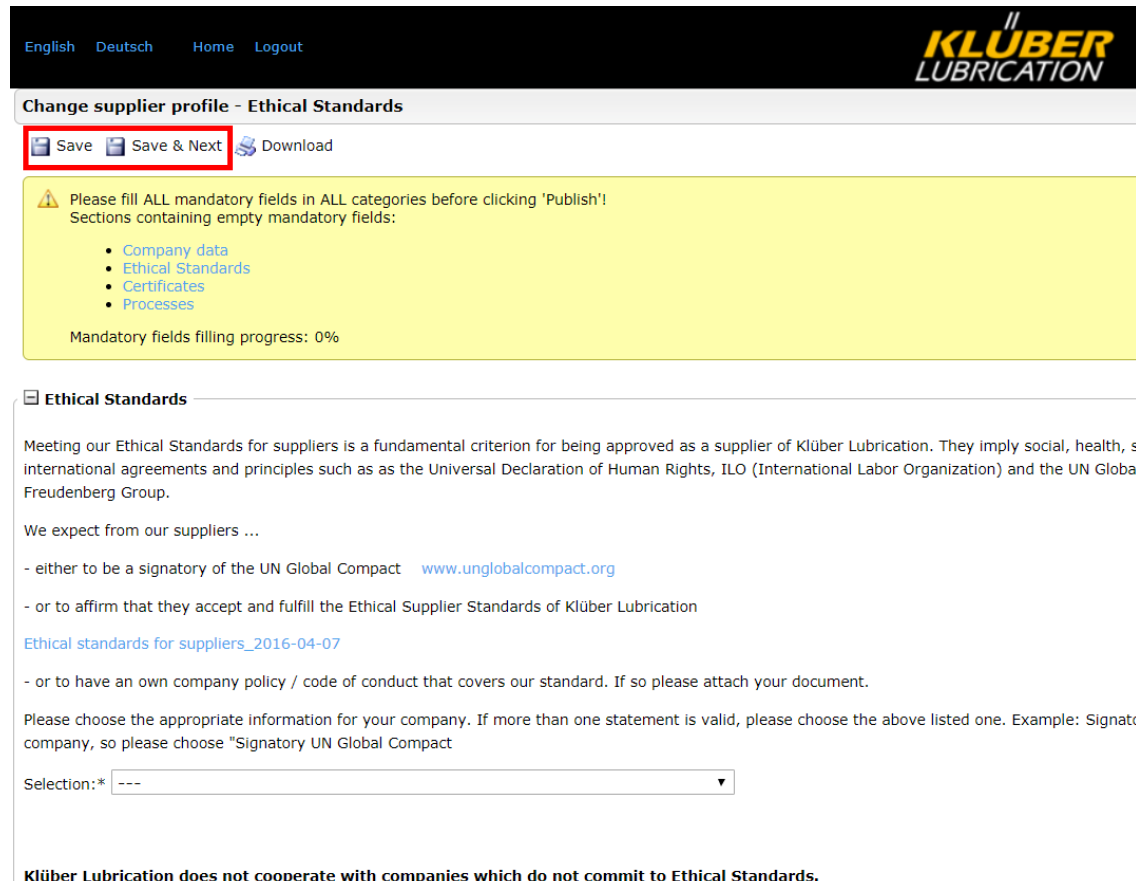
- Company data
- Ethical standards
- Certificates
- Processes

The answers can be cached any time and pending questions answered at a later date. In such a case, please complete your entries by clicking on "Save".

If you want to continuously edit the individual sections, please complete each chapter by clicking on "Save & Next".

4.1.5.1. Questions on ethical standards

Please answer the questions on ethical standards.



English Deutsch Home Logout

KLÜBER LUBRICATION

Change supplier profile - Ethical Standards

Save Save & Next Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Company data
- Ethical Standards
- Certificates
- Processes

Mandatory fields filling progress: 0%

Ethical Standards

Meeting our Ethical Standards for suppliers is a fundamental criterion for being approved as a supplier of Klüber Lubrication. They imply social, health, safety and environmental agreements and principles such as the Universal Declaration of Human Rights, ILO (International Labor Organization) and the UN Global Compact.

We expect from our suppliers ...

- either to be a signatory of the UN Global Compact www.unglobalcompact.org
- or to affirm that they accept and fulfill the Ethical Supplier Standards of Klüber Lubrication

[Ethical standards for suppliers_2016-04-07](#)

- or to have an own company policy / code of conduct that covers our standard. If so please attach your document.

Please choose the appropriate information for your company. If more than one statement is valid, please choose the above listed one. Example: Signatory company, so please choose "Signatory UN Global Compact"

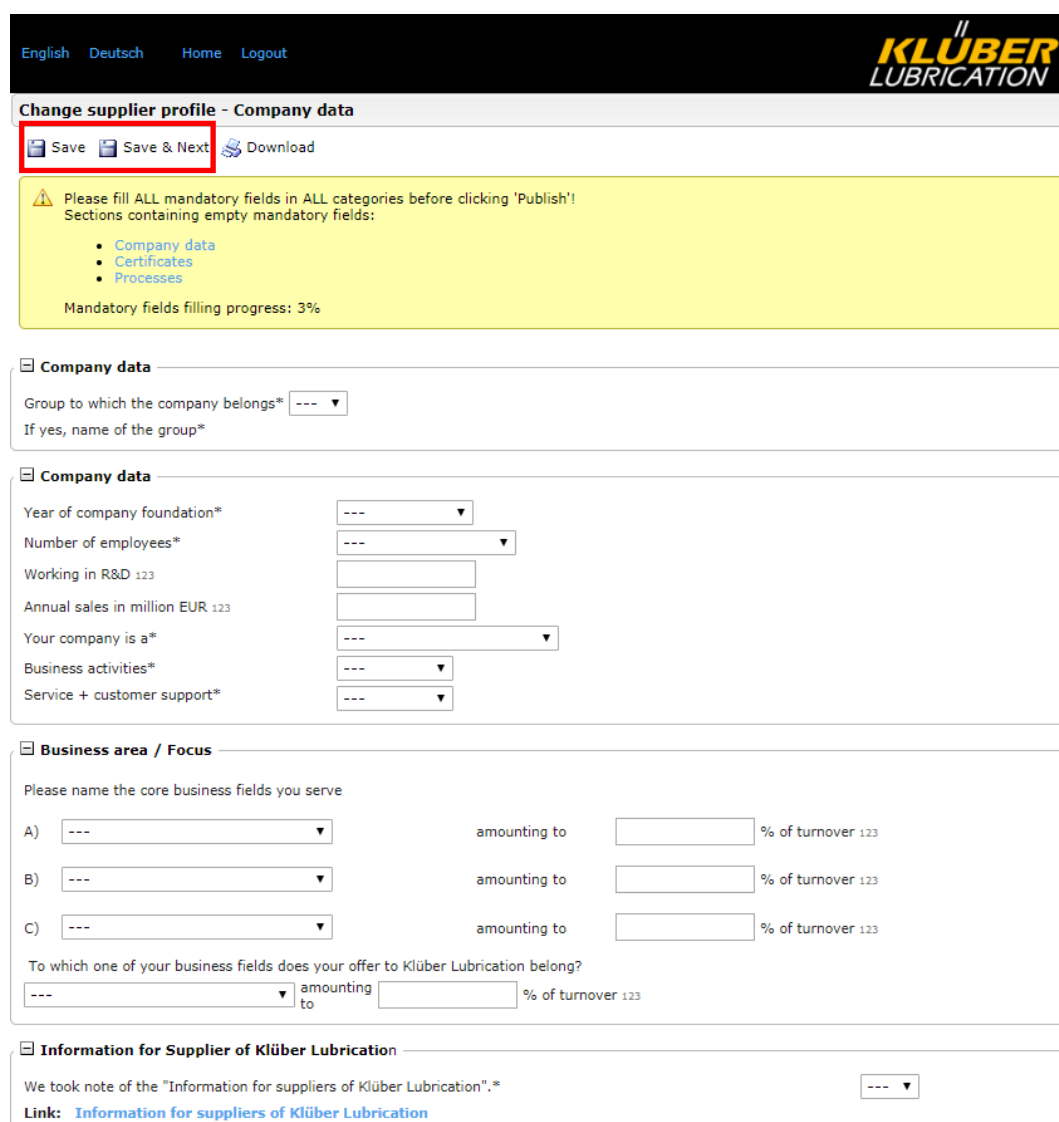
Selection:*

Klüber Lubrication does not cooperate with companies which do not commit to Ethical Standards.

By clicking on "Save & Next" you will get to the next questions.

4.1.5.2. Enter company data

Now you have to answer further questions on your company.



By clicking on "Save & Next" you will get to the next questions.

4.1.5.3. Upload certificates

Please answer the questions on the certificates (quality, environmental and workplace safety management) and upload your current certificates. For each certificate a date of validity has to be entered. For this purpose, please click on the calendar.

valid to:  

Important: If relevant, please upload the existing certificates of all of your plants which are part of your business unit and enter the date of validity. If you are a distributor you can upload certificates of the respective manufacturer here.

English
Deutsch
Home
Logout

KLÜBER LUBRICATION

Change supplier profile - Quality Management

Save
Save & Next
Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Certificates
- Processes

Mandatory fields filling progress: 25%

Quality Management - Your business unit

Are you certified according to the following standards?*

Do quality assurance agreements exist with your suppliers?*

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Industry Standards - Your business unit

Is your company certified according to further industrial standards?
ISO 22000*

Other Industry certificates:

Choose File
No file chosen

valid to:

Industry Standards additional Plants, and for dealers, respectively: Industry standards of manufacturers relevant for Klüber Lubrication

Environment & Industrial safety

Is a certified environmental protection and workplace safety management system in place in your company or do you have company-specific initiatives regarding environmental protection, reducing strain on resources, sustainabil
Environmental management system:*

Workplace safety management system:*

Expirence in the automotive segment

Are you familiar with quality management and process requirements of the automotive industry?
VDA 6.3 or equivalent automotive process management standards

Did you implement the PSB function (Product Safety Representative) in your company, compliant to VW customer specific requirements?

Did an automotive / automotive supply customer assess your company during the past three years?

A)
Rating:

B)
Rating:

C)
Rating:

D)
Rating:

E)
Rating:

By clicking on "Save & Next" you will get to the next questions.

Page 13 of 35

Supplier Portal Manual

Version 2

4.1.5.4. Questions relating to the process

In the last step, you have to answer questions on your processes.

English Deutsch Home Logout

Change supplier profile - Processes

Save
 Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!

Sections containing empty mandatory fields:

- Processes

Mandatory fields filling progress: 54%

Internal Process

Controls / inspections / assessments

Do you perform incoming goods controls?*

Do you perform in-process controls?*

Do you perform final inspections/quality approvals?*

Do you perform outgoing goods controls (logistic aspects)?*

Do you perform supplier assessments?*

Identification / labelling

Do you have a system to ensure traceability?*

Change management

In the event of product changes, do you have a customer communication policy?*

Do you make sure process changes do not affect product quality?*

Internal deviations

Do you have a system for documenting product deviations?*

If so, are resulting corrective actions reviewed?*

Customer complaints

Is there a complaint procedure in place?*

Do you manage customer complaints by means of 8D report or similar instruments?*

Contingencies

Do you have an emergency management system to ensure supply capability in a crisis?*

Maintenance / Repair

Do you perform Preventive Maintenance Planning/Total Productive Maintenance?*

Cooperation

Do you agree to make us process descriptions available on request?*

Do you agree to customer audits (Second Party Audits)?*

Remarks

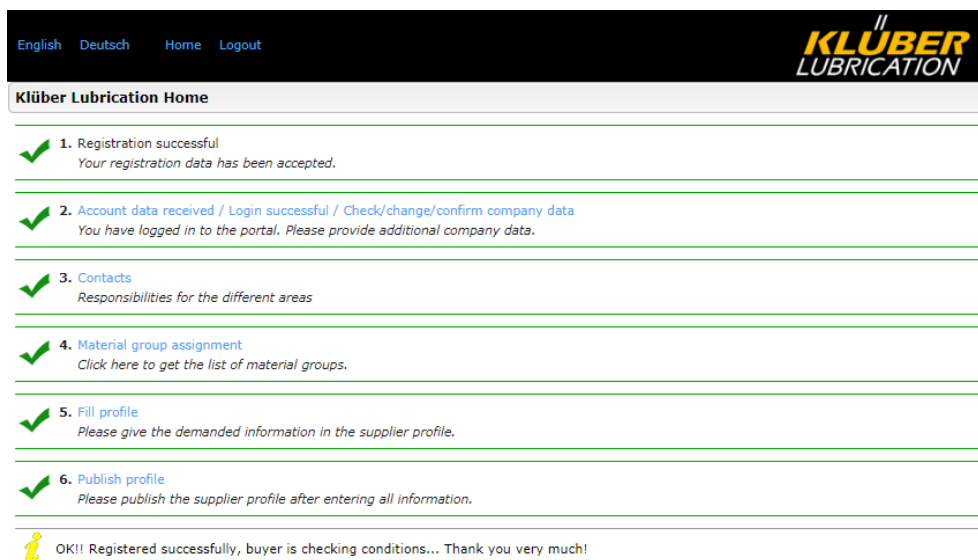
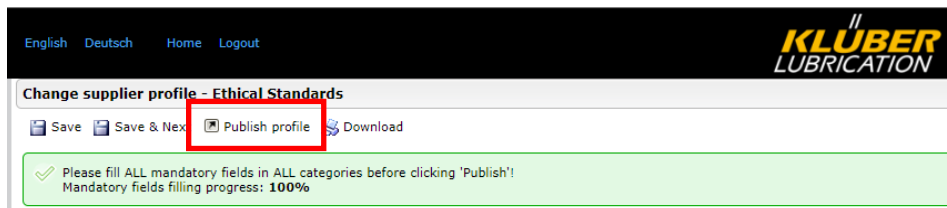
4.1.6. Publish profile



6. Publish profile

Please publish the supplier profile after entering all information.

Once all mandatory fields are completed and each step shows a green check mark, the data have to be published. This means that your data can now be viewed by the responsible material group manager at Klüber. He receives a message from the system and will check and assess your data.



Once the material group manager has checked your data, you will be informed by e-mail.

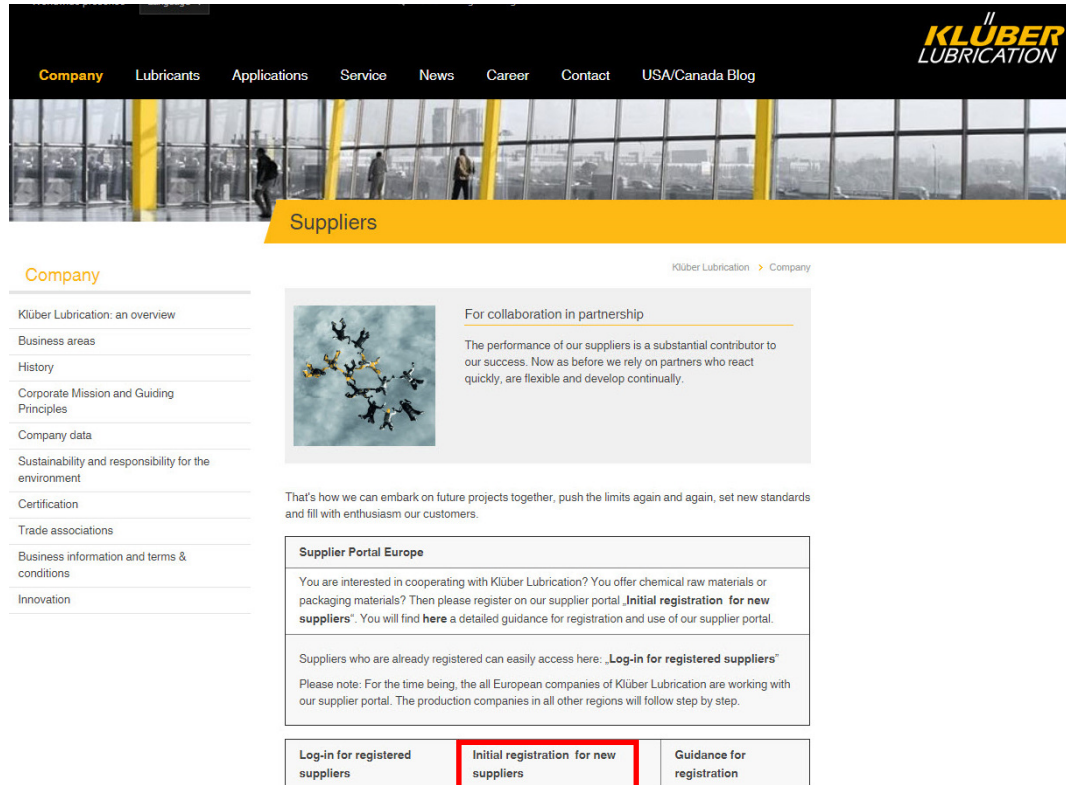
Dear Mr. Mustermann,

We appreciate very much your cooperation and thank you for having completed your company information in our supplier portal! Thus you paved the way to ease communication via this channel, and we are looking forward to an active exchange.

Best regards,
Klüber Lubrication

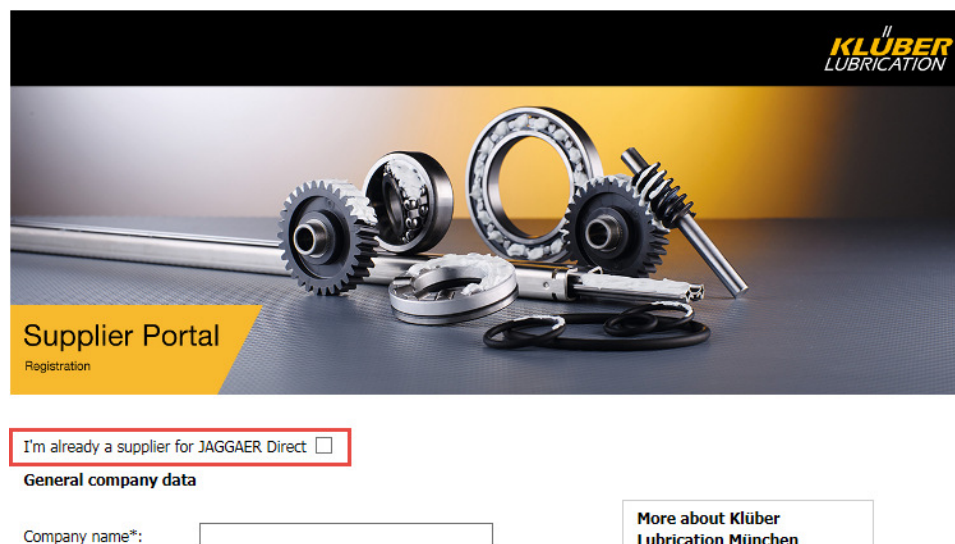
4.2. Registration of new suppliers

Open the page www.klueber.com/Supplier and click on "*Initial registration for new suppliers*". You can now access the registration form (see point 4.2.1). Please complete all mandatory fields.

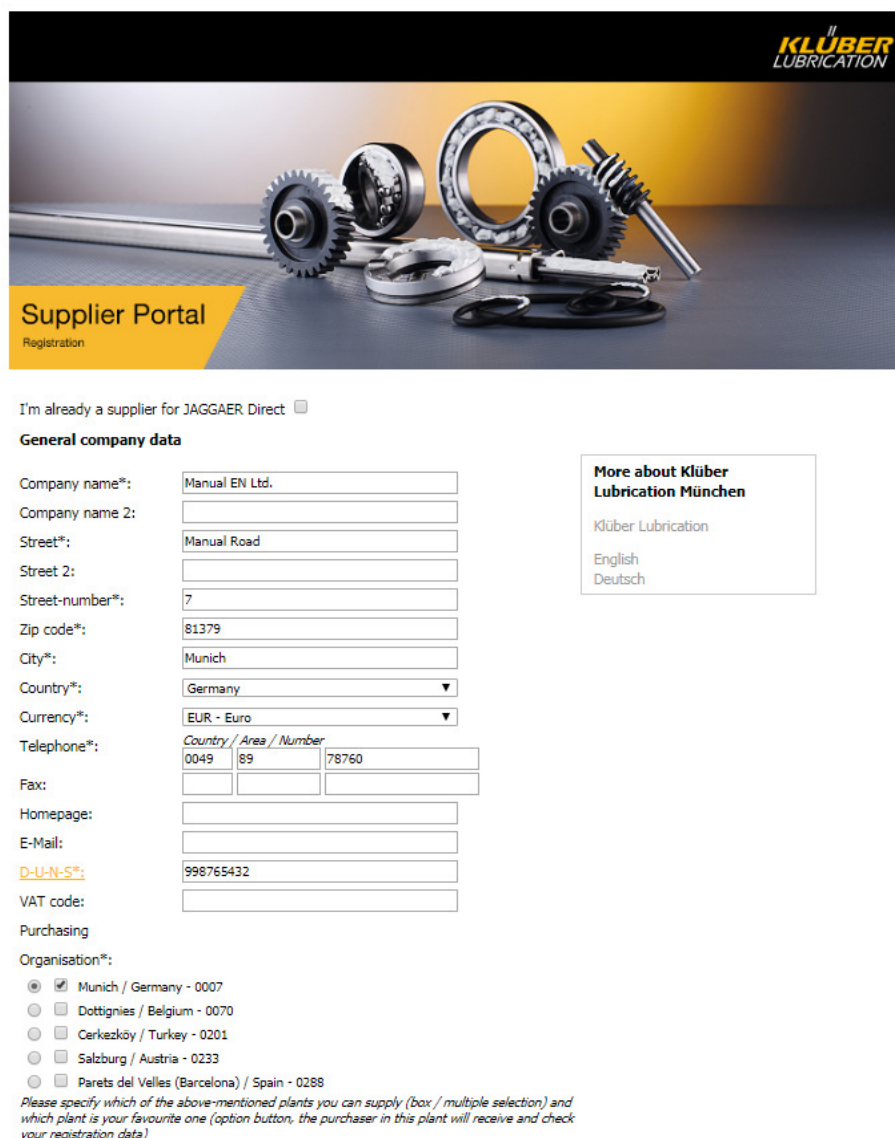


Function: „I’m already a supplier for JAGGAER Direct“

If you are already using the Jaggaer Portal with another customer, you can use your access data to log in. The relevant company data will be loaded from the other account and a new entry is no longer necessary. This speeds up the registration process.



4.2.1. Registration form



Supplier Portal
Registration

I'm already a supplier for JAGGAER Direct ☐

General company data

Company name*: Manual EN Ltd.
 Company name 2*:
 Street*: Manual Road
 Street 2*:
 Street-number*: 7
 Zip code*: 81379
 City*: Munich
 Country*: Germany
 Currency*: EUR - Euro
 Telephone*: Country / Area / Number
 0049 89 78760
 Fax*:
 Homepage*:
 E-Mail*:
 D-U-N-S*: 998765432
 VAT code*:
 Purchasing
 Organisation*:
☒ Munich / Germany - 0007
☐ Dottignies / Belgium - 0070
☐ Cerkezköy / Turkey - 0201
☐ Salzburg / Austria - 0233
☐ Parets del Vells (Barcelona) / Spain - 0288

Please specify which of the above-mentioned plants you can supply (box / multiple selection) and which plant is your favourite one (option button, the purchaser in this plant will receive and check your registration data)

More about Klüber Lubrication München
 Klüber Lubrication
 English
 Deutsch

Important: Please enter your DUNS® number to ensure clear identification of your company. If you do not know your DUNS® number, you can click on "DUNS®" on the UPIK Website to search your DUNS® number. If your company does not have a DUNS® number yet, you can get a DUNS® number for free. Otherwise - only if the above options do not work - please enter "999999999" to continue the registration process.

Please indicate to the purchasing organization which of these plants your business unit could supply:

Via the checklist on the right (☐) several plants can be specified that can be supplied.

Via the checklist on the left (☐) you can select your favourite plant. Only one selection can be made. The material group manager in this plant will receive your registration data and become your future contact.

Contact person data

Salutation*:	<input type="text" value="Mr. ▼"/>
First name*:	<input type="text" value="Max"/>
Last name*:	<input type="text" value="Sample"/>
Title:	<input type="text"/>
Telephone*:	<input type="text" value="0049"/> <input type="text" value="89"/> <input type="text" value="7876531"/>
Mobile:	<input type="text"/> <input type="text"/> <input type="text"/>
Fax:	<input type="text"/> <input type="text"/> <input type="text"/>
E-Mail*:	<input type="text" value="supplierportal@klueber.com"/>
Loginname*:	<input type="text" value="max.sample"/>

☒ I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication München, of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the 2relation.com platform. The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

Once all fields are completed, click on "Check data" and then "Send" for the validation of the data and fields.

You will then receive an automatic e-mail containing your access data (login name and initial password) as well as the link to the portal. Please do not delete this e-mail as it contains your login name.

Enter your access data and click on Login.

KLÜBER
LUBRICATION

Username

Password

Powered by JAGGAER Direct V4 — © 1999-2018 JAGGAER Direct AG
[I forgot my password](#)

After the login, you are requested to assign a new, personal password. For this purpose, the initial password from the e-mail has to be entered again. The new password has to comply with the password rules.

Change password

Save

Reset

Change password


WARNING: You must change the password now!


 We have a new set of password rules in place:

-  Not one of the last 3 passwords
-  Minimum of 8 characters
-  Minimum of 1 special character (not A-Z or a-z or 0-9)
-  Minimum of 1 number
-  Minimum of 1 lower case letter and 1 upper case letter


Old password*

New password*


New password (re-enter)*


You will now be directed automatically to the next registration step to enter the small profile data (basic data on your company) in six steps. Completed steps are marked in green, pending steps are marked in yellow. By clicking on the respective headlines you get to the corresponding input fields. Upon completion of individual steps it is possible to cache them and complete remaining steps at a later date.


[English](#)
[Deutsch](#)
[Home](#)
[Logout](#)





Klüber Lubrication Home



1. Registration successful
Your registration data has been accepted.


2. Account data received / Login successful / Check/change/confirm company data
You have logged in to the portal. Please provide additional company data.


3. Contacts


4. Material group assignment


5. Fill profile


6. Publish profile

4.2.2. Confirmation of basic data



2. Account data received / Login successful / Check/change/confirm company data
You have logged in to the portal. Please provide additional company data.

Please check all data entered so far and correct them, if necessary. Confirm by clicking on "Save".

English Deutsch Home Logout

Manual EN Ltd.
Mr. Max Sample (max.sample)

- Administration
- Contact people
- Categories
- Company profile
- Downloads
- Contracts
- LTVD
- Complaints
- Actions

Company basic data

Save

Company basic data

Company name*:

Company name 2:

Street*:

Street 2:

Street-number*:

Zip code*:

City*:

Country*:

Currency: EUR (not editable)

Telephone*:

Country / Area / Number
<div style="display: flex;"> <div style="border-right: 1px solid black; padding: 2px 5px;">0049</div> <div style="border-right: 1px solid black; padding: 2px 5px;">89</div> <div style="padding: 2px 5px;">78760</div> </div>
<div style="display: flex;"> <div style="border-right: 1px solid black; padding: 2px 5px;">0049</div> <div style="border-right: 1px solid black; padding: 2px 5px;">89</div> <div style="padding: 2px 5px;">7876123</div> </div>

Fax:

Country / Area / Number
<div style="display: flex;"> <div style="border-right: 1px solid black; padding: 2px 5px;">0049</div> <div style="border-right: 1px solid black; padding: 2px 5px;">89</div> <div style="padding: 2px 5px;">7876123</div> </div>

Homepage:

E-Mail:

[D-U-N-S*](#):

VAT code:

☒

I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication JAGGAER Direct to have access via the 2relation.com platform.
 The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

4.2.3. Entry of contact persons



3. **Contacts**

Responsibilities for the different areas

In this step, contact persons have to be designated for certain areas of responsibilities. By default, all these areas are assigned to the initial user.

Area	Description	Assignment need	Portal activity
Sales	Contact person for prices, contracts and quantities, LTSD	X	
Complaint handling	Contact person for complaints processing and management of certificates.	X	X
Supplier Assessment	Contact person to receive the annual supplier ratings.	X	X
Regulatory Stewardship	Contact for the processing / provision of SDSs and REACH topics.	X	
Product Safety Representative according to VW, BMW or VDA	Contact person responsible for product safety and product liability.		
Order Management	Contact person for order processing, order confirmations, delivery dates etc.	X	
Technical Advice	Contact person for questions about quality, specification and product information.	X	

Assignment need

For defined areas contact persons must be assigned.

Portal activity

Defined contact persons must actively take over activities in the supplier portal in the mentioned areas and also receive corresponding notifications from the system. User **must** be created in the system as **portal users** (see point 4.2.31).

Further contact persons can be assigned for the individual areas by creating further users. For this purpose, click on "New user" and enter the user data for the new user.

4.2.3.1. Contact person as portal user

If the new user is to be assigned a responsibility area with **portal activity** "Create portal user" must be ticked so that access to the supplier portal is set up for the relevant new user. The system sends the access data by e-mail to the new user.

English Deutsch Home Logout

KLÜBER
LUBRICATION

Contact people

Save New user Assign current user Reload

Name	Loginname	Email	Menu
Sample, Max	max.sample	SupplierPortal@klueber.com	

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative	Max Sample	
Order management		
Technical advice		

Edit person

Save Close

Salutation*: Mr. ▼

First name*: Maxi

Last name*: Samples

Title:

Telephone*: 0049 89 7876531

Mobile:

Fax:

E-Mail*: supplierportal@klueber.com

Create portal user ☒

Loginname*: maxi.samples

Then click on to assign the corresponding areas of responsibilities to the new user.

3 **Assignments (Sales)**

Save Close Reload

Responsibilities

Person
Sample, Max

7 En

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative		
Order management		
Technical advice		

1

Click on "Save" to complete this step.

4.2.4. Entry of material groups



4. Material group assignment

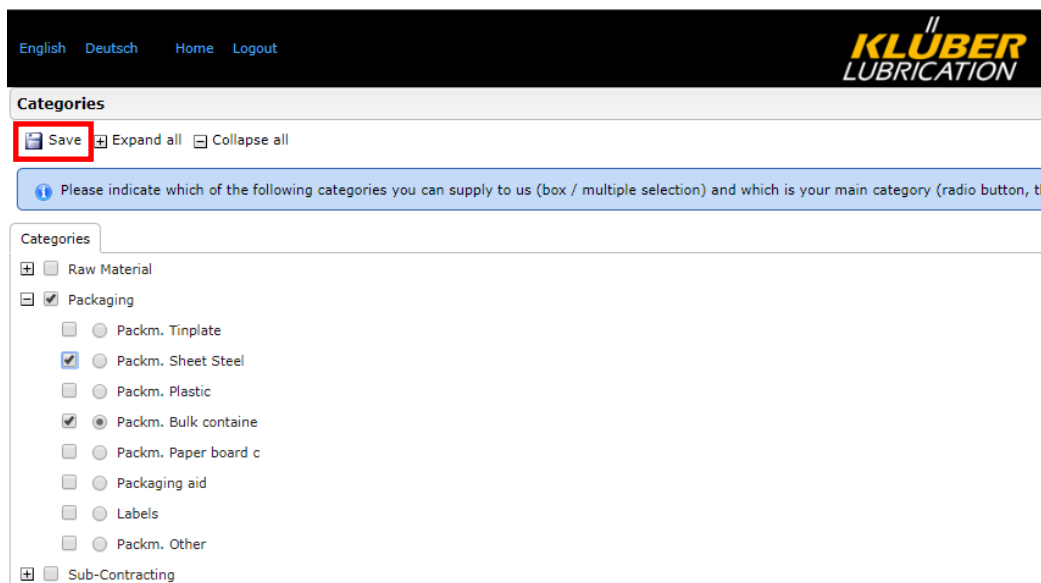
Click here to get the list of material groups.

In this step it is necessary to show and assign the range of products by means of material groups. For this purpose click on the respective checklists of the corresponding material group.

Via the checklist on the left (☐) several material groups matching your range of goods can be indicated.

Via the checklist on the right (☐) you can select your main material group which is your focus. Only one selection can be made. The selection determines the material group manager in charge at Klüber Lubrication.

Please complete the step by clicking on "Save".



English Deutsch Home Logout

Categories

Please indicate which of the following categories you can supply to us (box / multiple selection) and which is your main category (radio button, the

Categories

- ☐ Raw Material
- ☒ Packaging
 - ☐ Packm. Tinplate
 - ☒ Packm. Sheet Steel
 - ☐ Packm. Plastic
 - ☒ Packm. Bulk containe
 - ☐ Packm. Paper board c
 - ☐ Packaging aid
 - ☐ Labels
 - ☐ Packm. Other
- ☐ Sub-Contracting

4.2.5. Enter further company data



5. Fill profile

Please give the demanded information in the supplier profile.

In this step, questions relating to the following subjects have to be answered one after the other:

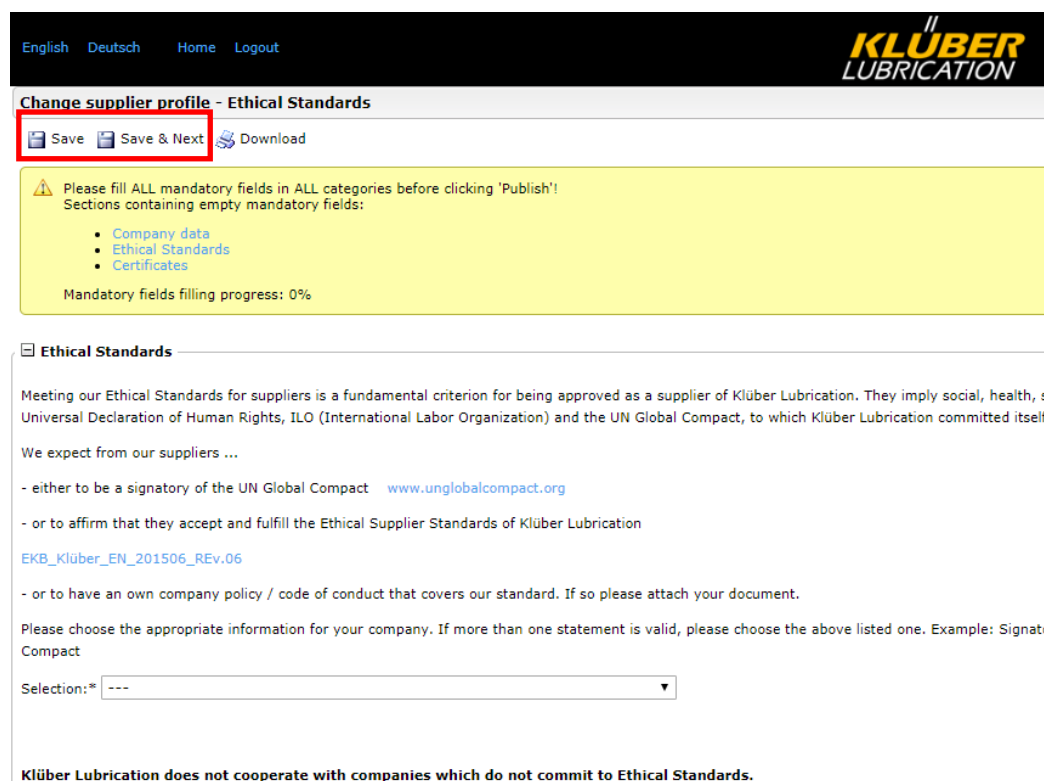
- Ethical standards
- Company data
- Certifications

The answers can be cached any time and pending questions answered at a later date. In such a case, please complete your entries by clicking on "Save".

If you want to continuously edit the individual sections, please complete each chapter by clicking on "Save & Next".

4.2.5.1. Questions on ethical standards

Please answer the questions on ethical standards.



English Deutsch Home Logout

KLÜBER LUBRICATION

Change supplier profile - Ethical Standards

Save Save & Next Download

Warning: Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Company data
- Ethical Standards
- Certificates

Mandatory fields filling progress: 0%

Ethical Standards

Meeting our Ethical Standards for suppliers is a fundamental criterion for being approved as a supplier of Klüber Lubrication. They imply social, health, safety, environmental protection, human rights, and the Universal Declaration of Human Rights, ILO (International Labor Organization) and the UN Global Compact, to which Klüber Lubrication committed itself.

We expect from our suppliers ...

- either to be a signatory of the UN Global Compact www.unglobalcompact.org
- or to affirm that they accept and fulfill the Ethical Supplier Standards of Klüber Lubrication

[EKB_Klüber_EN_201506_REV.06](#)

- or to have an own company policy / code of conduct that covers our standard. If so please attach your document.

Please choose the appropriate information for your company. If more than one statement is valid, please choose the above listed one. Example: Signatory of the UN Global Compact

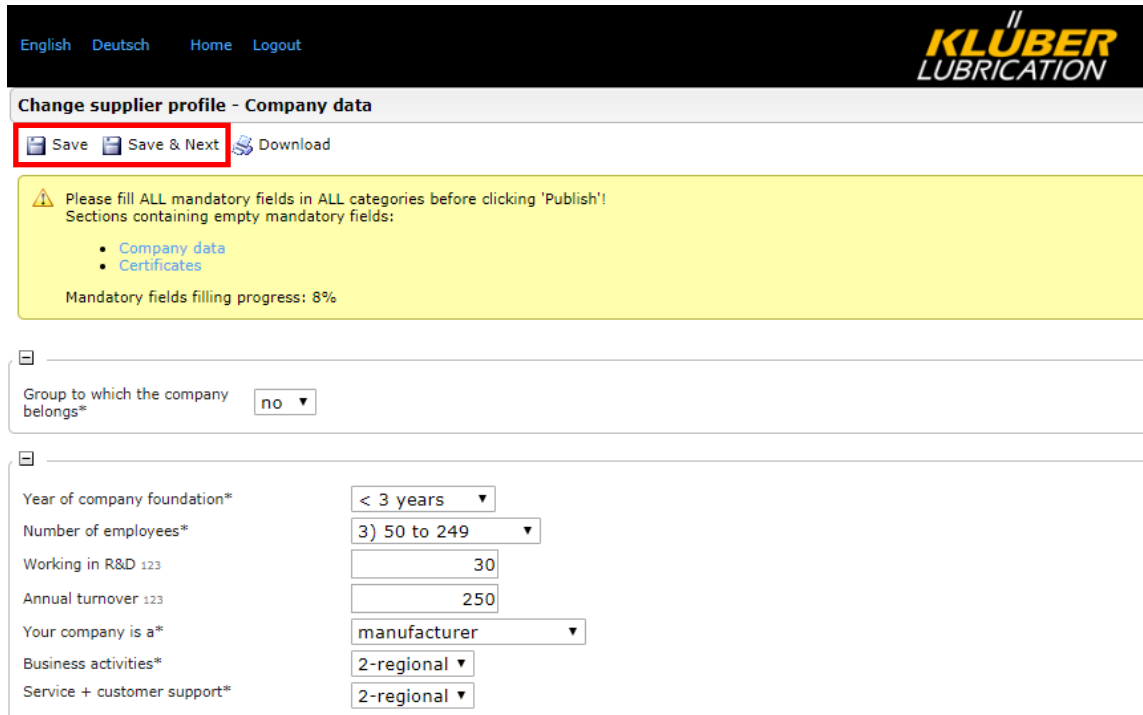
Selection: * --- ▼

Klüber Lubrication does not cooperate with companies which do not commit to Ethical Standards.

By clicking on "Save & Next" you will get to the next questions.

4.2.5.2. Entry of business data

Now you have to answer further questions on your company.



English Deutsch Home Logout

Change supplier profile - Company data

Save Save & Next Download

Warning: Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Company data
- Certificates

Mandatory fields filling progress: 8%

Group to which the company belongs* no

Year of company foundation* < 3 years

Number of employees* 3) 50 to 249

Working in R&D 123 30

Annual turnover 123 250

Your company is a* manufacturer

Business activities* 2-regional

Service + customer support* 2-regional

By clicking on "Save & Next" you will get to the next questions.

4.2.5.3. Upload certificates

Please answer the questions on the certificates (quality, environmental and workplace safety management) and upload your current certificates. For each certificate a date of validity has to be entered. For this purpose, please click on the calendar.

valid to:



Important: If relevant, please upload the existing certificates of all of your plants which are part of your business unit and enter the date of validity. If you are a distributor you can upload certificates of the respective manufacturer here.

English Deutsch Home Logout

Change supplier profile - Quality Management

Save
 Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!

Sections containing empty mandatory fields:

- Certificates

Mandatory fields filling progress: 58%

Quality Management - Your business unit

Quality Management*

ISO 9001*

Do quality assurance agreements exist with your suppliers?*

ISO 9001 ▼

Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-05-24

yes ▼

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Certificate Type	Plant/manufacturer name	File	Valid to Y-m-d
Plant/Manufacturer 1 ISO 9001 ▼	Plant Spain	Datei auswählen 2017 Diplom...pecial.pdf	2019-05-24
Plant/Manufacturer 2 --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 3 --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 4 --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 5 --- ▼		Datei auswählen Keine ausgewählt	

Industry Standards - Your business unit

Is your company certified according to further industrial standards?

ISO 22000*

Other Industry certificates:

Yes ▼

Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-05-24

Datei auswählen Keine ausgewählt valid to:

Industry Standards additional Plants, and for dealers, respectively: Industry standards of manufacturers relevant for Klüber Lubrication

Certificate Type	Plant/manufacturer name	File	Valid to Y-m-d
Plant/manufacturer 1 ISO 22000 ▼	Plant Spain	Datei auswählen 2017 Diplom...pecial.pdf	2019-07-25
Plant/manufacturer 2 --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 3 --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 4 --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 5 --- ▼		Datei auswählen Keine ausgewählt	

Environment & Industrial safety

Is a certified environmental protection and workplace safety management system in place in your company or do you have company-specific initiatives regarding environmental protection, reducing strain on resources, sustain

Environmental management system:*

ISO 14001*

Workplace safety management system:*

OHSAS 18001*

ISO 14001 ▼

Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-09-19

OHSAS 18001 ▼

Datei auswählen 2017 Diplom...pecial.pdf valid to: 2020-03-23

Click on "Save" to complete this step.

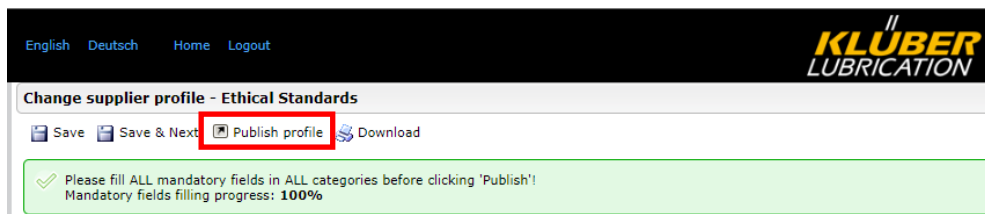
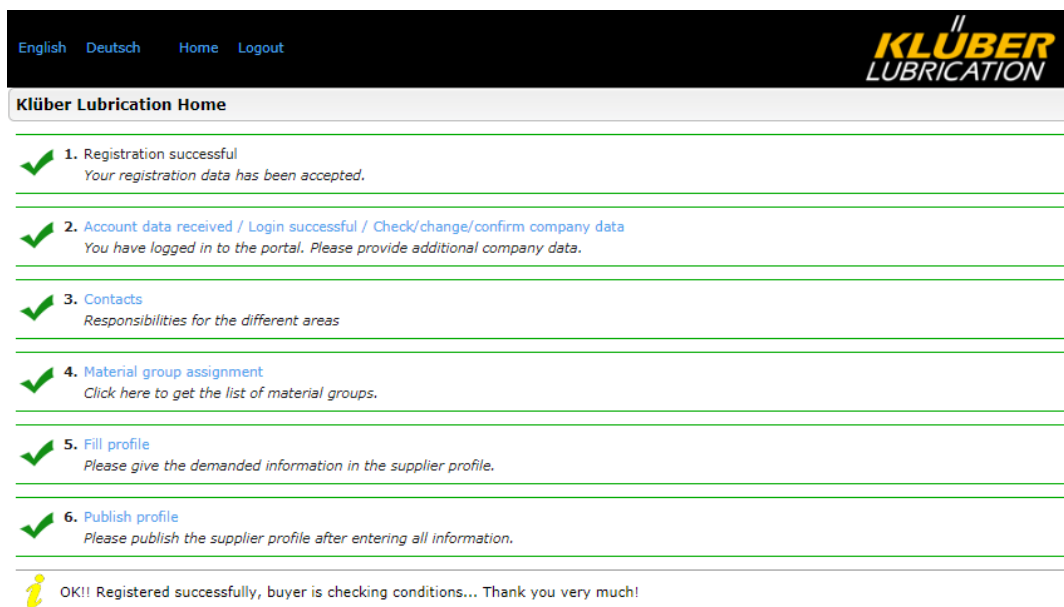
4.2.6. Publish profile



6. Publish profile

Please publish the supplier profile after entering all information.

Once all mandatory fields are completed and each step shows a green check mark, the data have to be published. This means that your data can now be viewed by the responsible material group manager at Klüber. He receives a message from the system and will check and assess your data.

Once the material group manager has checked your data, you will be informed by e-mail. If you meet the basic requirements for our suppliers, you will be asked to complete the registration process by entering the extended profile data. If, based on your input, we realize that the basic requirements for cooperation have not been met, you will be rejected for inclusion in our supplier portal.

4.2.7. Enter and publish extended profile data

Please click on the link in the e-mail and sign in with your username and your password to complete the registration process.

Dear Mr. Sample,

Thank you very much for the basic information submitted to our Supplier Portal.

Our material group manager has verified that you meet the basic qualifications of a potential supplier for Klüber Lubrication. We now need some more information and would ask you to add the required data to your company profile.

<https://klueberdemo.pool4tool.com/portal/klueber/>

We will contact you again as soon as your additional entries have been verified.

Yours sincerely,
Klüber Lubrication

Now please answer further questions on your company and processes and complete the step by clicking on "*publish*".



7. Fill extended profile

Please give the demanded information in the extended supplier profile.



8. Publish extended profile

Important: Among the questions from the extended profile, the questions from the small profile, including your answers, will be displayed again for information on the respective topics. This gives you the opportunity to view all questions in the overall context.

English
Deutsch
Home
Logout

KLÜBER LUBRICATION

Change supplier profile - Processes

Save

Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Processes

Mandatory fields filling progress: 64%

Internal Process

Controls / inspections / assessments

Do you perform incoming goods controls?*

Do you perform in-process controls?*

Do you perform final inspections/quality approvals?*

Do you perform outgoing goods controls (logistic aspects)?*

Do you perform supplier assessments?*

Identification / labelling

Do you have a system to ensure traceability?*

Change management

In the event of product changes, do you have a customer communication policy?

Do you make sure process changes do not affect product quality?

Internal deviations

Do you have a system for documenting product deviations?

If so, are resulting corrective actions reviewed?

Customer complaints

Is there a complaint procedure in place?

Do you manage customer complaints by means of 8D report or similar instruments?

Contingencies

Do you have an emergency management system to ensure supply capability in a crisis?

Maintenance / Repair

Do you perform Preventive Maintenance Planning/Total Productive Maintenance?

Cooperation

Do you agree to make us process descriptions available on request?

Do you agree to customer audits (Second Party Audits)?

Remarks

English
Deutsch
Home
Logout

KLÜBER LUBRICATION

Change supplier profile - Processes

Save

Publish profile

Download

Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Mandatory fields filling progress: 100%

After publication of the extended profile your data will be checked again and assessed by the material group manager. You will then receive an e-mail with the final decision.

Dear Mr. Sample,

Thank you very much for the information submitted to our Supplier Portal.

We are pleased to inform you that you meet the qualifications as a potential supplier of Klüber Lubrication. You are now listed at Klüber Lubrication as a supplier for the product groups entered by you.

As soon as your cooperation is in demand, we will contact you immediately.

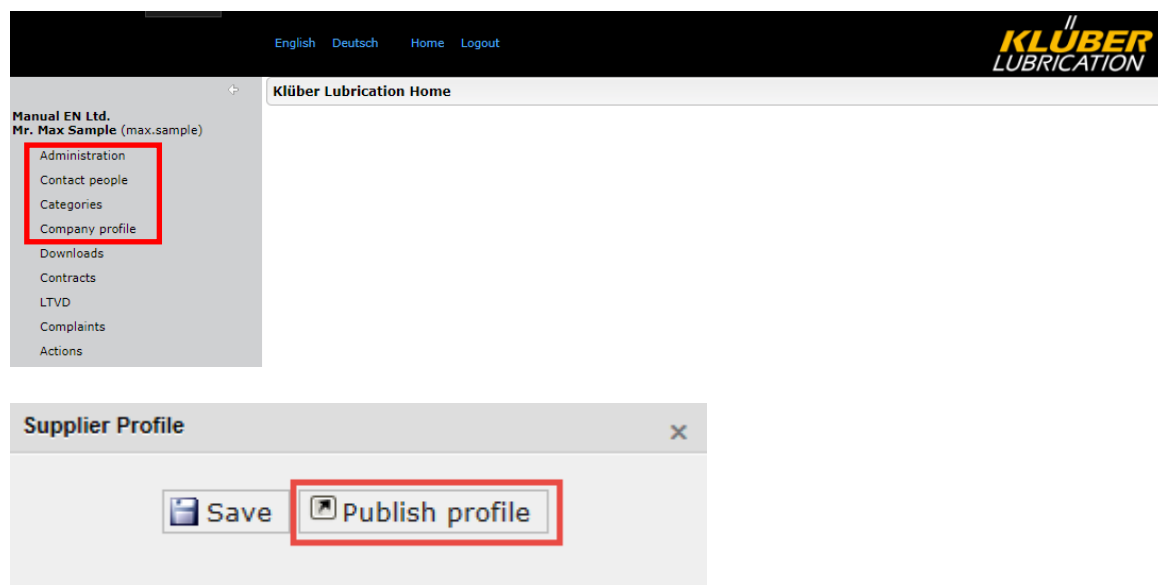
Yours sincerely,
Klüber Lubrication

5. Administration


All the data entered so far are available in the portal and from time to time should be checked for up-to-dateness and adjusted, if necessary. As some of these data are directly fed from the supplier portal into the Klüber ERP system, it is very important that data are always correct and that adjustments of your company data are made directly in the supplier portal. The correct assignment of the contact persons to the individual processes is very important in order to ensure smooth and quick processing and communication.

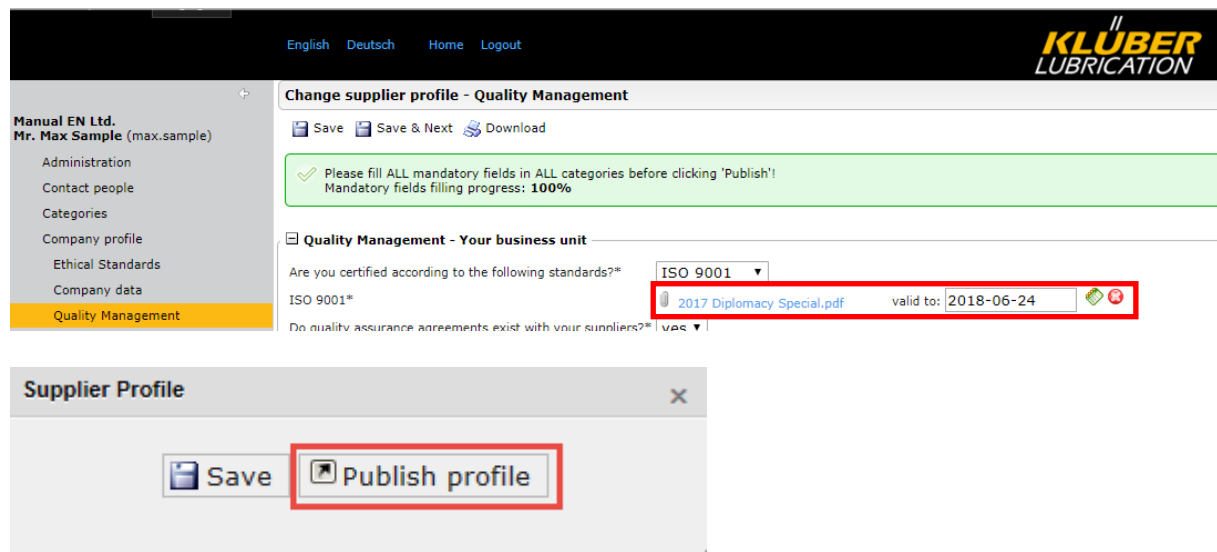
Click on the respective fields in the navigation to access your data.

Important: your changes only become valid if you click on "**Save**". Furthermore, a new publication is also necessary. Please click on "**Publish profile**" in the following pop-up window.



6. Management of certificates

As soon as one of your certificates (quality, environment, occupational safety) expires, you will receive a notification from the supplier portal. In the portal, click Company profile and then Quality Management. Then upload your new certificate and enter the **new expiration date**. The previous certificate must first be deleted with the symbol . The symbol appears as soon as the mouse pointer is moved over the certificate. This step is completed by clicking on "Save" and then clicking on "Publish profile" in the following pop-up window. Otherwise the change will not take effect.



The screenshot displays the 'Change supplier profile - Quality Management' page in the Klüber Lubrication Supplier Portal. The page includes a sidebar with navigation links: Administration, Contact people, Categories, Company profile, Ethical Standards, Company data, and Quality Management (highlighted). The main content area shows a 'Quality Management - Your business unit' section with a dropdown menu set to 'ISO 9001'. Below this, there is a table of certificates. One certificate, '2017 Diplomacy Special.pdf', is highlighted with a red box, showing a 'valid to' date of '2018-06-24' and a red 'X' icon. A green message box at the top states: 'Please fill ALL mandatory fields in ALL categories before clicking 'Publish!' Mandatory fields filling progress: 100%'. At the bottom, a 'Supplier Profile' pop-up window is shown with 'Save' and 'Publish profile' buttons, with the 'Publish profile' button highlighted by a red box.

7. Processing of activities

The material group manager at Klüber Lubrication can define activities / measures in the supplier portal to be processed by the supplier to improve quality and delivery performance. Activities can be defined for the following topics:

- Corrective measures from audits
- Corrective actions from complaints
- Measures from supplier ratings
- Measures from supplier monitoring

The corresponding contact person (see points 4.1.3 or 4.2.3) receives a notification (e-mail) from the system as soon as a measure is assigned to him.

Dear Mr. Sample,

Klüber Lubrication requires your cooperation and asks you to provide the information described below in the supplier portal:

Action: **Quality check**

Description:

Increase number of checks during production.

Link: <https://klueberdemo.pool4tool.com/portal/klueber/>


Initiated by: Klüber Lubrication, Mr. Portal

Assigned to: Manual EN Ltd., Max Sample

Please handle this action until **2018-07-05**

We thank you for your support!

The measure can be accessed in the portal via the menu item "Actions" on your start page.



The screenshot shows the 'Actionpoints assigned' section of the portal. A table lists the assigned actions. The first action is highlighted with red triangles numbered 1 to 6, corresponding to the information described in the text above.


	#	Title	Due	Status	Resource	Owner	Company	List	Prio	Category	Menu
<input type="checkbox"/>	3167.001	Quality check Increase number of checks duri ...	2018-07-05	●	Max Sample	Ömer Bahat	Manual EN Ltd.	process improvement	1	Product Quality	

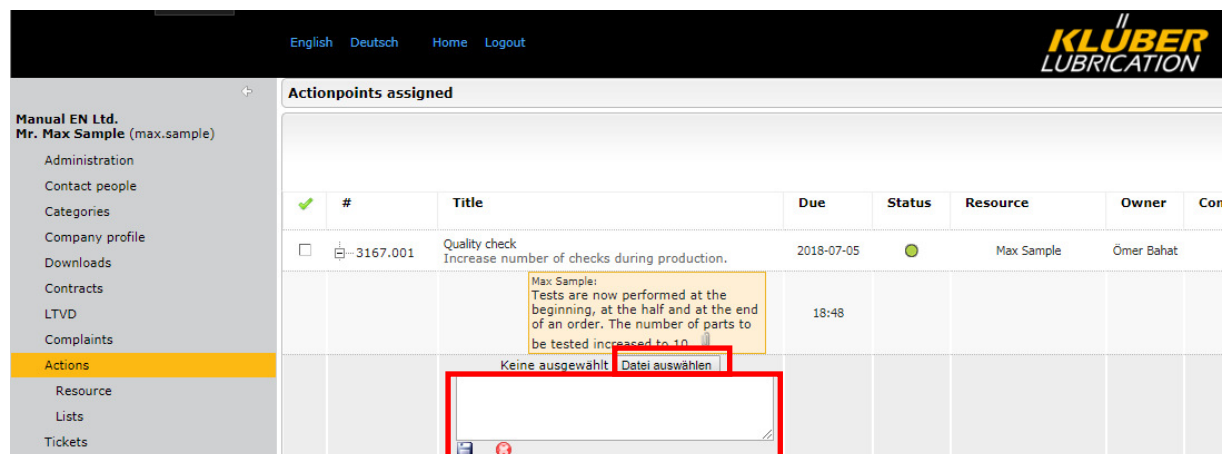
The following information is included in the action:

1. Action number in the system
2. Title and description of the action
3. Date until when the action must be completed by the supplier
4. Current status of the action
5. Contact person at the supplier to whom the measure has been assigned
6. Contact person at Klüber, who has created and assigned the measure

You have the option to sort by topics. Simply click on the appropriate column heading. You can also adjust the column widths. Simply click on the edge of the column and drag to the right or left.

7.1. Comments to actions

It is possible to enter comments or queries in the action. Click on the symbol  next to the action number and then on *"Add comment"*. In the text field a comment can now be entered. You can also attach relevant documents. To do this, click on the *"Select file"* button.



If you have an answer to your comment, the system will send you an e-mail notification.

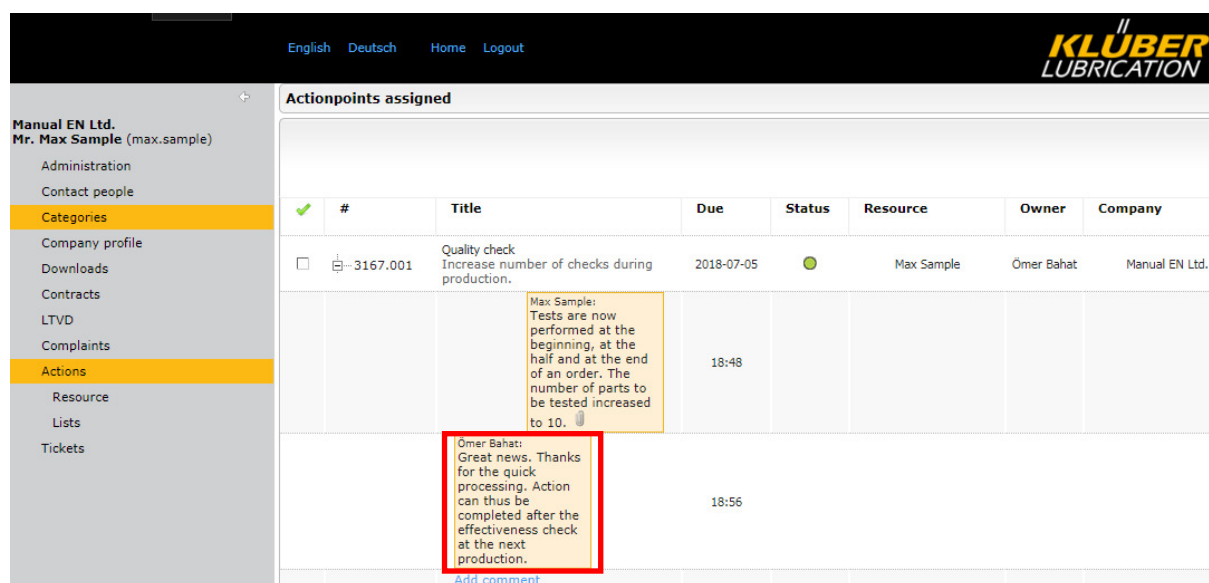
Dear Mr. Sample,

On the subject of Quality check, your contact person at Klüber Lubrication, Mr. Portal, made a change or addition in the supplier portal. Please check the new details under the link and, if necessary, provide us with the necessary additional information in the supplier portal.

Link: <https://klueberdemo.pool4tool.com/portal/klueber/>

Please check / edit the changes by 2018-07-05

Klüber Lubrication answers are also visible in the Comments section.



7.2. Completion of actions

After completion of all activities, the measure will be completed by Klüber. You will receive a corresponding e-mail notification.

Dear Mr. Sample,

the action **Quality check** is now complete.

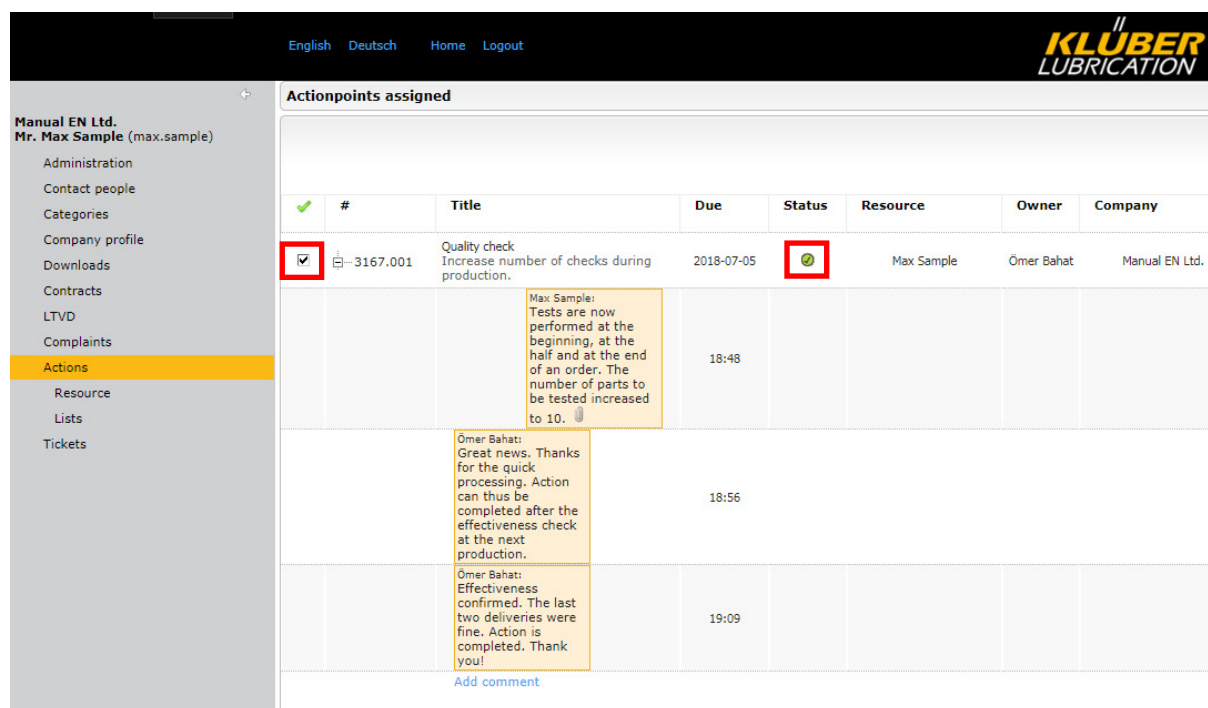
Thank you for your support!

Link: <https://klueberdemo.pool4tool.com/portal/klueber/>

Best regards,

Klüber Lubrication


The status of the action is set to done.

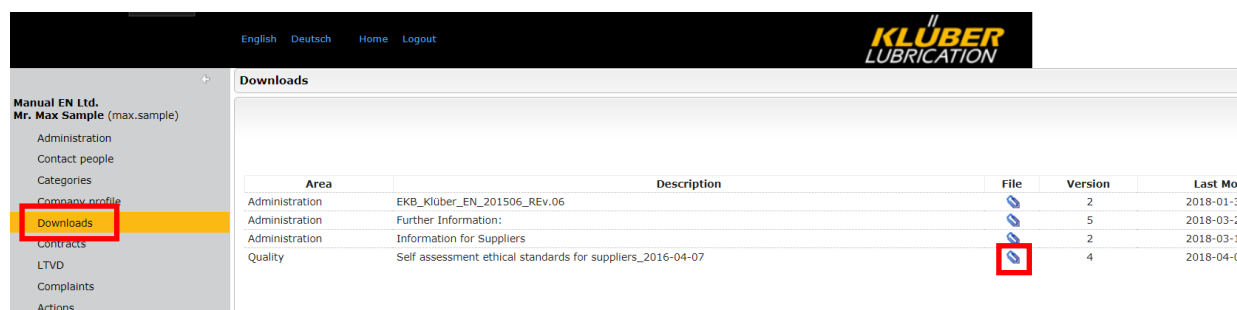


✓	#	Title	Due	Status	Resource	Owner	Company
<input checked="" type="checkbox"/>	3167.001	Quality check Increase number of checks during production.	2018-07-05	<input checked="" type="checkbox"/>	Max Sample	Ömer Bahat	Manual EN Ltd.
		Max Sample: Tests are now performed at the beginning, at the half and at the end of an order. The number of parts to be tested increased to 10.	18:48				
		Ömer Bahat: Great news. Thanks for the quick processing. Action can thus be completed after the effectiveness check at the next production.	18:56				
		Ömer Bahat: Effectiveness confirmed. The last two deliveries were fine. Action is completed. Thank you!	19:09				

[Add comment](#)

8. Downloads

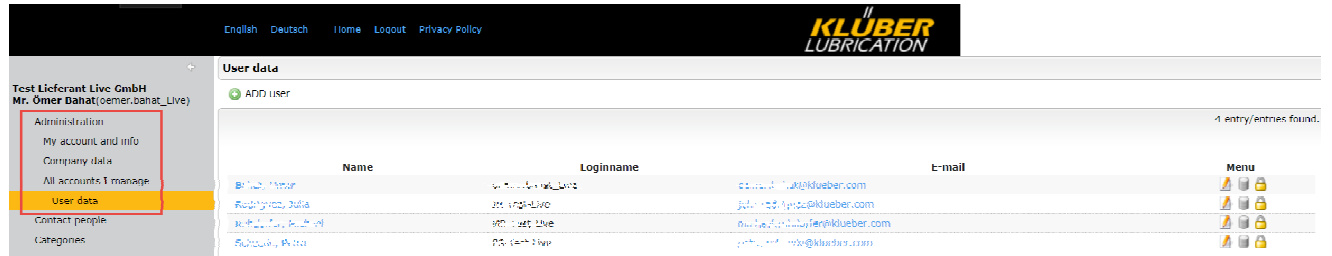
In the Download areas you'll find important documents for download. Just click on the symbol .







Area	Description	File	Version	Last Modified
Administration	EKB_Klüber_EN_201506_REV.06		2	2018-01-3
Administration	Further Information:		5	2018-03-2
Administration	Information for Suppliers		2	2018-03-1
Quality	Self assessment ethical standards for suppliers_2016-04-07		4	2018-04-0

9. User administration

All users registered in the portal can be managed in the "Administration" area. To do this, click on "Administration -> Administration of all users -> User data" in the menu bar. You will receive a list of all available users.



Here you can delete a user (), edit the personal data like e-mail, telephone number () and reset the password (). A new user can also be added ( **ADD user**).

Under Edit you can change the personal data (gender, phone number, e-mail etc.), the system language (German / English) and the permissions of the respective user.

Possible authorizations:

User

The user can answer or change profile questions, edit assigned actions, and view ratings and existing contact persons.

Admin

In addition to the user's permissions, the admin can edit company data, manage registered users, assign users as admin, and maintain contact persons.

Important!

By default, the first registered user is the main user with all authorizations. Should this user leave the company, a new user must **first** be created or an existing user assigned the admin role. Otherwise, the affiliation to the company must first be verified for a new user for data protection reasons. This is done by Jaggaer support.