

Supplier Portal Isringhausen

FAQ Frequently Asked Questions

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1 General Questions

1.1 The System logs me off automatically. Why?

This is a security setting. The system logs you off once you have been inactive for 30 minutes. In the bottom right corner of your screen, the time remaining until the automatic logoff is displayed. You will not be logged off while using the system actively (e.g. clicking).

1.2 Questions about pop-up blocker

1.2.1 I receive the message "Pop-up blocked"

Allowing pop-ups for this page is necessary for being able to work with the supplier portal. Please edit your pop-up-blocker settings (see 1.2.2. How do I disable my pop-up blocker?) or contact your IT-Support if necessary.

1.2.2 How do I disable my pop-up blocker?

Plugins like Google Toolbar or Yahoo Toolbar can block pop-ups as well. In case you are using such a plugin, please adjust its settings so pop-ups do not get blocked. More information about this can be found within the documentation of each plugin.

How to enable display of pop-ups with Microsoft Internet Explorer 9.0:

1. Select "Extras" – "Internet options" – "Privacy"
2. Select "Settings" in the area of "Pop-up blocker" and type in the internet address of the supplier portal, [e.g. https://www.astras.net/asp/astras.R6/WFE/public/isri/de/DE/-/login](https://www.astras.net/asp/astras.R6/WFE/public/isri/de/DE/-/login) If you are not sure about which URL to use, please contact the administrator.
3. Add the URL to the list. Pop-ups of this website will no longer be blocked now.

How to enable display of pop-ups with Mozilla Firefox 18.0:

1. Click Firefox (top left corner)
2. Select "Settings" – "Settings"
3. Switch to the tab "Content"
4. Select "Exceptions"
5. Add the internet address of the supplier portal, e.g. <https://www.astras.net/asp/astras.R6/WFE/public/isri/de/DE/-/login> If you are not sure about which URL to use, please contact the administrator.
6. Add the URL to the list. Pop-ups of this website will no longer be blocked now.

1.2.3 Why should Pop-ups of the supplier portal not be blocked?

Pop-ups, which are small windows that the system opens automatically, are necessary for the use of the platform. Most browsers have a feature for blocking those windows since they contain ads. Nevertheless, they are an important element of the supplier platform which is why they must not be blocked.

1.2.4 I already turned off the pop-up blocker in my browser but I still cannot see any pop-ups.

Plugins like Google Toolbar or Yahoo Toolbar sometimes also work with pop-up blockers. In case of using one of those plugins, you need to enable them to display pop-ups for the URL, [e.g. https://www.astras.net/asp/astras.R6/WFE/public/isri/de/DE/-/login](https://www.astras.net/asp/astras.R6/WFE/public/isri/de/DE/-/login). If you have any difficulties, contact your internal IT-Support.

1.2.5 I receive a safety-warning when I download a file from the platform.

This is a global security setting of your browser. Please accept this message (context menu right-click by clicking the message).

2 Questions about registration/login

2.1 I forgot my username or password

Click "Forgot password" on the login side to get new login details. Please insert the email address of the registered account as well as the Captcha and confirm with "OK". You will receive an email with a link that automatically sends you your new password.

Due to sometimes ambiguous letters (e.g. lowercased and capitalized "I"), it is recommended to copy and paste the password (no blank spaces!) right from the email instead of copying it in writing.

If you have more than one user account referring to your email address, please contact the support hotline instead of following the "Forgot password" process.

2.2 I receive the message: "Access is blocked"

When you try to login with the wrong user details 5 times, your account will be blocked. You can click "Forgot password" to request new login data, which unbans your account.

2.3 I receive the message: "User access is disabled"

Please contact the support hotline if you receive this message on the login side.

2.4 Why have I not received my login details yet?

2.4.1 You have not finished your registration process yet:

If you have been invited to register with the supplier platform, you can create your own password during the registration process. However, you will not receive your user name until you have finished your registration and have been accepted by our responsible purchaser.

2.4.2 You have finished your registration but are not accepted yet:

Please allow some time for our responsible purchaser to examine your registration after you completed and submitted it. Once your data have been verified successfully, you will receive your username. Your password has been created by you during the registration process.

2.4.3 You have not received an invitation to register but have been invited to an RFQ:

If you have received the invitation to the event already, please follow the link in the invitation mail. It will forward you to the login site. You can then request a password by using the "Forgot password" feature.

2.5 I receive an error message when I try to submit my application:

If you receive an error message when trying to submit the application, please check any red marked branches within the tree structure on the left hand side. If that is the case, you either forgot to provide some information or filled in an invalid format. Please check the area "Material groups" as well since you have to choose at least one material group you want to apply for.

3 Questions about Events

3.1 I cannot see the event.

The event is already closed.

If the round of the event is already over and the event therefore closed, it is possible that its status has switched to "closed" as well and you cannot see the event on your homepage anymore. To look at the event, you need to select the "Event" tab and change the status to "all" to display even events that are already closed.

Another contact person was added to the event.

The contact person that was invited to the event is the only person, who can see the RFQ. If one of your colleagues got invited, he/she needs to login to the supplier platform with his/her login data to access the event. However, you will still not be able to see it since you were not invited.

3.2 How do I submit an offer?

You are only allowed to submit an offer during a current round. Please see the upper right corner within the area "Current round" to check if there is an active round running as well as its end date. Depending on the type and scope of the RFQ, you can either fill in the form online or export it as an Excel-file.

3.2.1 Excel Import

Once you open the event, you can see the Buttons "Export" and "Create new quote" on the main sheet. By clicking "Export" you can download the quotation form as well as all attached documents. Please save the xls-template on your computer and fill in all required information.

To import the filled in RFQ-sheet, please click the button "Create new quote". Then select the first sheet within the tree structure on the left beneath "Place quote". Once it opens, move your cursor to the "Actions menu" in the top right corner and select "import a quote". The information you saved in your completed RFQ-sheet will be transferred to the system automatically if you filled in all required information and did not change the file's structure. All requirements and instructions that are crucial for filling out the quotation template are given in the sheet "READ ME FIRST" within the Excel-file "RFQ template".

Once you added all information, you can click the button "Commit quote". If you just want to save it temporarily, please click "Save quote temporarily". You will then be asked whether you want to "save the quote and remain in the edit mode". Tick this box if you want to stay in your quote after saving it. Otherwise you need to load it again for editing it as described in 2.4. Temporarily saved quotes can be committed at any other time within the round to place a binding offer.

3.2.2 Online

For filling in the RFQ online without downloading the xls-template, you need to follow these steps:

1. Open the event.
2. Click "Create new quote".
3. Select the first sheet underneath "Place quote" within the tree structure on the right and fill in all required fields. If there are more sheets available, add your information to them as well. Mandatory fields are marked yellow.
4. Once you are done, choose between "Commit quote" to place a binding offer and "Save quote temporarily" to edit it and commit it some other time.

3.3 How do I edit a temporarily saved quote?

Once you open the event, it automatically opens your temporarily saved quote for editing. The buttons "Save quote temporarily", "Commit quote", "Cancel" and "Quit", displayed in the bottom right corner show this.

In case you cannot see those buttons, please follow the instructions to open a temporarily saved quote for further editing:

1. Select "Quotes" in the tree structure on the left hand side.
2. Click on your offer's name.
3. Now you have the option to either look at and edit your values within the menu item "Place quote" or select the first sheet within "Place quote" and import a quote. You can upload your edited xls-file again. This overwrites your former version.
4. Once you inserted your final values, you can commit the quote to place a binding offer. If you still need some more time, you can again save it temporarily instead.

3.4 I cannot import my quote

In case of occurring error messages while importing the completed RFQ-sheet, you are not able to place a binding offer for various reasons, e.g. incorrect data, missing information in mandatory fields or a changed structure of the RFQ-sheet. Please read the error message carefully since it usually gives you exact information about where to find the error, which makes it easy to double-check your values. If you are still not able to solve the problem, please contact the support hotline.

3.5 Where can I upload additional documents?

You have the option to upload additional documents within an event: access the event, open your quote and click "Supplier uploads" within the tree structure on the right hand side. Then click the "New" button with the blue plus sign on the left, above the table view. This opens an upload window where you can insert documents you saved on your computer by uploading them via "Browse" and saving it with "OK" in the bottom right corner.

3.6 How can I send Emails within an event?

1. Open the event.
2. Select "Messages" in the tree structure on the left hand side.
3. Click "New" in the top left corner, which opens a pop-up window.
4. Now you can select the recipient, edit subject and text and add attachments. The chosen recipient is marked blue. If you want to choose more than one recipient, please mark all of them while pressing the Ctrl-Key.
5. You send the Email with "OK".

3.7 I am not responsible for the RFQ.

For forwarding the RFQ to the responsible person, you have two options:

Delegate participation

If you are not responsible for this particular event, you can forward it to the responsible user within your company. Afterwards, you will no longer be able to view the event or commit any quotes.

- a. Click the "Delegate participation" button in the middle of the "Main sheet" of the event. This opens a new window.
- b. Search the list of available users with the "..." button
- c. Select the required person by clicking the blue manikin symbol.
- d. Use "OK" to confirm your choice.

Contact event owner

If you have been invited to events and are usually not responsible for them at all (e.g. because you are the contact person for quality issues), please contact the person event owner. To view the contact details, please open the event's "Main sheet". All information is given in the end of this page. The owner has the possibility to add the right contact person of your company so you will no longer receive invitations.

3.8 How can I suggest alternatives for my quote?

If there are any beneficial alternatives e.g. for materials or processes, that differ from the specifications of the RFQ, please detail them within a second quote. Therefore, follow these steps:

1. Create your first quote in line with the specifications of the RFQ as described in chapter 2.2.
2. After submitting your first binding offer, please open the event again and push the "Create new quote"-button in the bottom right corner.
3. This opens a window where you have the option to transfer all values you added to your first offer into the new one by selecting it within the field "Create copy of quote".

4. Please choose a name stating clearly that this second offer contains alternatives for the requested specification.
5. Create the new offer with "OK".
6. Once your second offer opens, you can fill in your alternatives into the same row as the corresponding specification. Therefore, please describe the alternatives within the column "Description Supplier" and change the values accordingly.
7. Once you inserted your final values, you can commit the quote to place a binding offer. If you still need some more time, you can again save it temporarily instead.

The responsible supplier will then examine your alternatives and confer with you about their feasibility.

4 Questions about user management and data administration

4.1 How do I edit my company data?

Please login to the supplier platform with your user data. Select the menu item "Your Data" and then the "Company"-icon. Now you can edit your company data, information, classifications, documents, certificates and contact persons.

4.2 How do I edit my user data?

Please login to the supplier platform with your user data. Select the menu item "Your Data" and then "User account". Now you can edit your personal information as well as your username.

4.3 How do I change my password?

Please login to the supplier platform with your user data. Select the menu item "Your Data" and then "Password". Now you can create a new password. It has to have a length of at least 8 characters and should contain letters as well as numbers. Furthermore, the system is case sensitive. After saving the process with "OK", the system will log you off automatically and you will have to login again with your new password.

4.4 How do I edit my language settings?

To edit your language settings, please select the menu item "Your Data" and then "User account". The system language is defined by the "Country-specific settings".

4.5 How can I add additional contact persons/user accounts?

You can add further colleagues in your company as contact persons to the supplier portal. Within the menu item "Your Data" – "Company" – "Contact persons" you can create new accounts. By clicking the plus sign within the tree structure on the left hand side, all accounts that have been added to your company profile already will be displayed. A new account can be created as follows:

1. Select menu item "Your Data".
2. Open the company data by clicking the company icon.
3. Click "Contact persons" within the tree structure on the left hand side.
4. Press the "Create"-button in the upper right corner to add a new contact person.
5. Fill in the data for the contact person. Mandatory fields are marked yellow.
6. To request a user account for the new contact person, please move your cursor to the "Actions menu" in the upper right corner and select "Request user account".
7. Save your changes with "OK".

Now, the system administrator will be informed, that a new user account has been requested. The administrator will then send the user name and password to the new contact person.

4.6 How can I delete contact persons/user accounts?

You can delete contact persons/user accounts by following these steps:

1. Select the menu item "Your Data".
2. Open the company data by clicking the company icon.
3. If the contact persons are not displayed yet, click the plus sign beside "Contact persons" within the tree structure on the left hand side.
4. Move the cursor to the "Actions menu" and click "Delete contact person".
5. Add a cause for deletion and confirm with "OK".
6. Save your company data with "OK".

4.7 My company has a user account but wants to add another plant/a sister company. What do I have to do?

If the plant/sister company is a separate supplier, which means payments are handled separately for example, it needs to register as a new supplier.

If this plant/sister company does not supply Isringhausen separately, please add the information only to your company information within the chapter "Further company data" – "Other locations". A separate account is not needed.

4.8 I received a message that my certificates will expire/expired. What do I have to do?

You receive messages from the system when certificates that have been saved within the company profile will expire soon or have expired already. Those messages remind you to upload the newest version of your certificates and delete expired ones. Please follow these steps:

Uploading a new certificate:

1. Login to the supplier platform and select the menu item "Your Data".
2. Open the company data by clicking the company icon.
3. Select "Documents" within the tree structure on the left hand side.
4. Press the "New document"-button with the blue plus sign, which opens a pop-up window.
5. Select "Certificate" as attachment type.
6. Select the right certificate type.
7. Please provide information about the certifier, the certificate number, the issued date and the validity date.
8. Click "Browse" beneath "Upload file" choose the right document from your computer and upload it with "Open".
9. Save your information with "OK". The certificate is now added to your documents.
10. Save your company data with "OK".

In case you planned a certificate but have not received it yet, please activate the checkbox "Certification is planned on the date stated below". Now, you just need to fill in the planned certificate type as well as the validity date.

Deleting a certificate:

1. Login to the supplier platform and select the menu item "Your Data".
2. Open the company data by clicking the company icon.
3. Select "Documents" within the tree structure on the left hand side.
4. Select the document you want to delete by clicking the document symbol, which will change into a marked checkbox.
5. Please press the "Delete"-button with the red cross on it and confirm your choice.
6. Save your company data with "OK".

Please remember that it is your responsibility to keep your data up-to-date.