

# SUPPLIER WORK INSTRUCTION

NORTH AMERICA SUPPLIER PORTAL – SRM MODULE

Revision: 8.14.2018

Supplier Portal:

<http://www.fst.com/company/supplier-portal>

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## 1. INTRODUCTION

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Freudenberg-NOK Sealing Technologies (FNST) will be utilizing a web based Supplier Portal. This Supplier Portal is run through software called Jaggaer Direct and is provided at no cost to our supplier partners. The Supplier Portal is designed to be a central location to share information between FNST and our Supplier Partners.

The FNST Supplier Portal / Jaggaer Direct Software can be used to communicate information such as:

**Supplier Profile (contacts, products, certificates)**

Suppliers maintain key contact information, tax forms (W9), quality certifications (ISO/TS), products offerings (identify commodities).

**Request for Quotation and Supplier Response**

RFQ and RFI can be sent through the system, and suppliers can respond within the system (usage will depend and Site and/or Commodity).

**Purchase Orders**

Purchase Orders can be sent through this system, and suppliers can acknowledge/decline through the system (usage will depend and Site and/or Commodity).

**Material Forecasts, Orders and Releases**

Material Forecasts and Orders can be sent through the system (usage will depend and Site and/or Commodity).

**Quality Management**

Quality issues and complaints can be communicated through the system, and suppliers will respond within the system (8D, 5why, etc.). Coming Soon!

**Inventory Management**

Some suppliers will be asked to participate in our Vendor Managed Inventory System (VMI). This is currently handled by QAD SV which will be phased out and replaced with this System. Usage will depend and Site and/or Commodity.

If you have further questions please contact the Corporate Purchasing Team (see page 17).

Thank you for your continued support and cooperation.

## 2. PORTAL REGISTRATION

### 2.1 PREPARATION CHECKLIST

Item Description	Completed
<p><b>General Company Information</b></p> <ul style="list-style-type: none"> <li>- DUNS Number for the location being registered (Dun &amp; Bradstreet Number)</li> <li>- General Company Information (address, phone, fax, email)</li> </ul>	
<p><b>Tax Information</b></p> <ul style="list-style-type: none"> <li>- Federal Tax ID Number</li> <li>- Tax ID Documentation (W-9, W-8BEN, RFC, etc.)</li> <li>- VAT Reg. No. (if applicable)</li> </ul>	
<p><b>Key Company Contact Information (name/phone/email):</b></p> <ul style="list-style-type: none"> <li>- <b>Portal Administrator:</b> Person that will manage this Supplier Portal</li> <li>- <b>Management Contact:</b> CEO / Owner / Top Management Executive</li> <li>- <b>Engineering Contact:</b> Primary contact for engineering / technical issues</li> <li>- <b>Account Manager:</b> Primary contact for commercial issues - will receive RFQs</li> <li>- <b>Quality Contact:</b> Primary contact for quality issues - will receive quality complaints</li> <li>- <b>Customer Service Contact:</b> Primary contact for SCM / Logistics / Customer Service - will receive orders, input ASN, etc.</li> <li>- <b>Responsible for product safety:</b> Health &amp; Safety Director / Health &amp; Safety Manager</li> <li>- <b>Report Card Recipient:</b> Primary contact to receive FNST supplier performance feedback</li> <li>- <b>Compliance Contact:</b> Primary Contact for REACH, RoHS, Conflict Minerals, etc.</li> </ul>	
<p><b>Commodities</b></p> <ul style="list-style-type: none"> <li>- Knowledge of all commodities supplied to FNST</li> <li>- Identify main commodity supplied to FNST</li> </ul>	
<p><b>Company Banking Details</b></p> <ul style="list-style-type: none"> <li>- Bank Name</li> <li>- Bank Location (City, State, Country)</li> <li>- Bank Key / ABA Number</li> <li>- Bank Account Number</li> <li>- Account Holder (Name on account)</li> <li>- IBAN (only applies to accounts in Europe)</li> <li>- Account Type (Checking/Savings)</li> <li>- ACH Payment Advice e-Mail address</li> <li>- Remit to Address</li> </ul>	
<p><b>Quality Management System/Certificates (only items that apply). Need to upload electronic file of each.</b></p> <ul style="list-style-type: none"> <li>- ISO 9001</li> <li>- ISO/TS 16949</li> <li>- Minority/Woman Owned Business Certificate</li> <li>- AS 9100</li> </ul>	

## 2. PORTAL REGISTRATION

### 2.2 PRE-REGISTRATION

- Invitation will be sent with a link to register. Do not register via FNST website directly as this will cause errors.
- Email will be sent from [no-reply@app11.jaggaer.com](mailto:no-reply@app11.jaggaer.com), click the link in the Email to begin the registration.
- Suppliers will begin on the **Pre-Registration Page** and should complete all required fields (tips below).

**More information on D-U-N-S:**  
<http://www.dnb.com/duns-number.html>

**Enter the street address** of the physical location being registered. Additional addresses can be added later.

**Enter Email** of your main Customer Service Person for FNST products.

**Choose North America Only.** Click box first then button.

**Enter contact details** for your Company Administrator that will manage this Supplier Portal. Additional contacts added later.

**Random login name** created, this will be the admin credentials. Login name can be customized at this time.

When all data is complete, click **“Check Data”** and address any missing fields. If successful, **“Send”** button will appear.

Click **“Send”** to complete pre-registration and await further instructions via Email.

**Freudenberg**  
Sealing Technologies

I'm already a supplier for POOL4TOOL

**General company data**

D-U-N-S\*: 953146726  
Company name\*: ACME Industries (Test MBB)  
Street\*: 123 Main Street  
Street-number\*:  
Zip code\*: 48170  
City\*: Plymouth  
Country\*: United States  
Currency\*: USD - US dollar  
Telephone\*: 1 734 354-5529  
Fax: 1 734 927-1377  
Homepage: www.fnst.com  
E-Mail\*: Michael.Boujoulian@fnst.com

Plants\*:  
Please select only one region below.  
 Europa  
 North America

**Contact person data**

Salutation\*: Mr.  
First name\*: Michael  
Last name\*: Boujoulian  
Telephone\*: 1 734 354-5529  
Fax: 1 734 927-1377  
E-Mail\*: Michael.Boujoulian@fnst.com  
Loginname\*: acme.test.us

I agree that POOL4TOOL AG uses the data, entered in the course of the registration on the supplier portal of Freudenberg Sealing Technologies, of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of POOL4TOOL 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.

**More about Freudenberg Sealing Technologies**  
Deutsch

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## 2. PORTAL REGISTRATION

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### 2.3 FIRST TIME LOGIN

- Once pre-registration is complete and approved by FNST, a second Email will be sent with the username & temporary password.
- To begin the supplier profile, click the link in the Email and follow the instructions (see preparation checklist).
- You will be prompted to change your password at the first login:

**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)\*

Follow the instructions, click **save** and wait for the screen to refresh.

**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\*  **Secure!**

New password (re-enter)\*

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## 2. PORTAL REGISTRATION

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### 2.4 REGISTRATION AND SUPPLIER PROFILE

#### Item #1 – Registration Successful

- Once the first time login is complete and password changed, Item #1 will be complete (green)
- Navigate by clicking each item next to the numbers in the checklist (right side of screen). Do not click through the left side navigation pane during the initial registration process. This navigation will be used later.
- If you cannot locate this screen, click **home** and it should appear.

The screenshot displays the 'Freudenberg Sealing Technologies Home' portal. At the top left is the Freudenberg logo with the tagline 'INNOVATING TOGETHER'. Below the logo is a navigation pane for 'ACME Industries (Test MBB) Mr. Michael Boujoulian (acme.test.us)'. The navigation pane lists several categories: 'Supplierportal', 'Administration', 'Contact people', 'Commodities', 'Company profile', 'Logistic', and 'Requests'. A blue arrow points from the tip below to the bottom of this navigation pane. At the top right of the main content area, there are language options: 'Deutsch', 'English', 'Français', 'Home', and 'Logout'. Below this is a header 'Freudenberg Sealing Technologies Home'. The main content area features a checklist of six items:

1. Registration successful  
*Your registration data has been accepted.*
2. Account data received / Login successful / Enter additional 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

*Tip: Do not click the left side navigation pane during the initial registration process. This navigation will be used later.*

## 2. PORTAL REGISTRATION

### 2.4 REGISTRATION AND SUPPLIER PROFILE

Item #2 – Account data received / Login successful / Enter additional company data



**2. Account data received / Login successful / Enter additional company data**  
*You have logged in to the portal. Please provide additional company data.*

- Confirm all Company Data
- Click **Save**, wait and you will return to the home/checklist screen



# FREUDENBERG

INNOVATING TOGETHER

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

### Navigation

**ACME Industries (Test MBB)**  
Mr. Michael Boujoulian (acme.test.us)

- Supplierportal
  - Administration
  - Contact people
  - Commodities
  - Company profile
- Logistic
- Requests

### Company basic data

Company basic data

**D-U-N-S\*:**

**Company Name\*:**

**Street Address\*:**

**Street-number:**

**Zip code\*:**

**City\*:**

**Country\*:**

**PO Box:**

**PO Box ZIP:**

**Currency:** USD (not editable)

**Telephone\*:** Country - Region/Area Code - Number

<input type="text" value="1"/>	<input type="text" value="734"/>	<input type="text" value="354-5529"/>
--------------------------------	----------------------------------	---------------------------------------

**Fax:**

**Homepage:**

**E-Mail\*:**

*If a PO Box is used for a mailing address,  
enter it here.*

## 2. PORTAL REGISTRATION

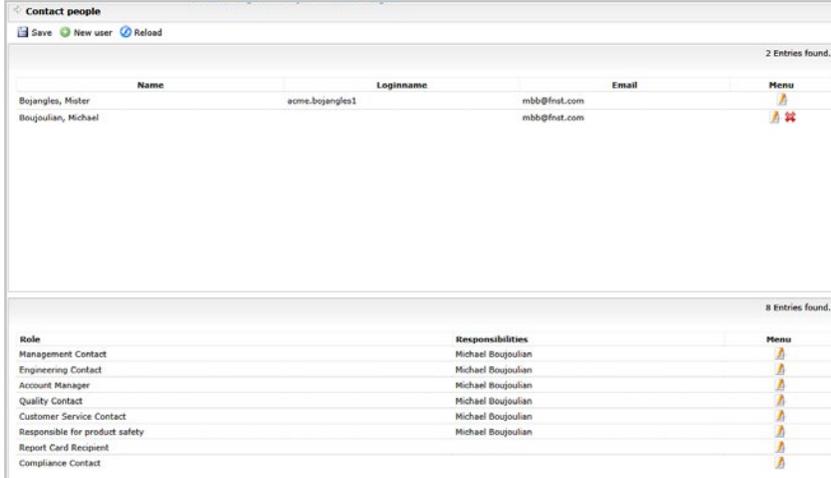
### 2.4 REGISTRATION AND SUPPLIER PROFILE

#### Item #3 – Contacts



**3. Contacts**  
Please click here to maintain the responsibilities for the different areas

- Top section is **available contacts**, bottom section is **loaded contacts**.
- First, create contacts in the top box by clicking **new user**, then assign contacts in the bottom box.
- **The contact list is for information only, contacts are not required to create a Username unless specified below.**
- Contacts that will interact with the Portal must have a Username which is assigned by your company administrator. Click the check box **create portal user** when creating the contact and type the desired Username.
- When all contacts are loaded and assigned, click save and wait for screen to return to **home/checklist**



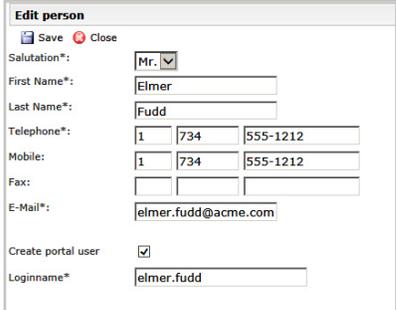
**Contact people**

2 Entries found.

Name	Loginname	Email	Menu
Bojangles, Mister	acme.bojangles1	mhb@fnst.com	
Boujoulian, Michael		mhb@fnst.com	

8 Entries found.

Role	Responsibilities	Menu
Management Contact	Michael Boujoulian	
Engineering Contact	Michael Boujoulian	
Account Manager	Michael Boujoulian	
Quality Contact	Michael Boujoulian	
Customer Service Contact	Michael Boujoulian	
Responsible for product safety	Michael Boujoulian	
Report Card Recipient	Michael Boujoulian	
Compliance Contact	Michael Boujoulian	



**Edit person**

Save Close

Salutation\*: Mr. ▾

First Name\*: Elmer

Last Name\*: Fudd

Telephone\*: 1 734 555-1212

Mobile: 1 734 555-1212

Fax:

E-Mail\*: elmer.fudd@acme.com

Create portal user

Loginname\* elmer.fudd

#### Required Contacts

- All contacts listed below are required
- Account Manager, Quality Contact, Customer Service Contact, Report Card Recipient and Compliance Contact **need to be set up as Portal Users**

Portal User	Portal Title	Recommended Contacts
Not Required	Management Contact	CEO / Owner / Top Management Executive
Not Required	Engineering Contact	Primary contact for engineering / technical issues
Required	Account Manager	Primary contact for commercial issues - will receive RFQs
Required	Quality Contact	Primary contact for quality issues - will receive quality complaints
Required	Customer Service Contact	Primary contact for SCM / Logistics / Customer Service - will receive VMI alerts, order alerts, manage orders, input ASN, etc.*
Not Required	Responsible for product safety	Health & Safety Director / Health & Safety Manager
Required	Report Card Recipient	Primary contact to receive FNST supplier performance feedback
Required	Compliance Contact	Primary Contact for REACH, RoHS, Conflict Minerals, etc.

\*VMI and order alerts are sent to only one Customer Service Contact Email address. To receive alerts to multiple email addresses, work with your local IT to set up an Email address distribution list and change the Customer Service Contact Email to this email address in the Supplier Portal.

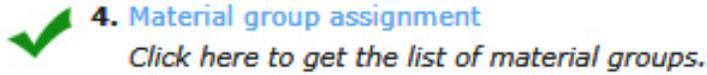
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## 2. PORTAL REGISTRATION

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### 2.4 REGISTRATION AND SUPPLIER PROFILE

#### Item #4 – Material Group Assignment (Commodities)



- Expand the Commodity Section by clicking +
- Choose Direct only – do not choose Invest or Indirect
- Choose all Commodities your company is capable of and interested in supplying FNST by clicking the **box**
- Choose the **main commodity** your company supplies to FNST by clicking the **round radio button**
- Suppliers can choose multiple square boxes, but only one round radio button
- Click save to complete this section

### Commodities

 Save

 Please open the commodity tree and chose your main commodity on the lowest level (round radio button). Furthermore you can add more commodities from your product and service portfolio (square shaped checkbox).

Commodities

Direct

- Chemicals
- Metals
  - Castings
    - Castings
    - Aluminium die casting
    - Sintered metal components
  - Metallic Components
  - Forgings
  - Machined Parts
  - Metal Raw Material
  - Springs
    - Non-standard springs
    - Standard, DIN, normparts springs
  - Stampings
    - Stamping parts
    - Precision stamping parts
    - Deep drawing parts/metal forming parts
    - Pressure formed metal sheets
- Non-Metallic Components
- Surface Treatment
- Processing

Invest

Indirect

## 2. PORTAL REGISTRATION

### 2.4 REGISTRATION AND SUPPLIER PROFILE

#### Item #5 – Detailed Profile



**5. Detailed profile**  
Please provide the requested information in the supplier profile

- Complete all fields, see below for tips

Federal Tax ID	
Tax ID Documentation* W-9, W-8BEN, RFC, etc.	<input type="text"/> <input style="float: right;" type="button" value="Browse..."/>
VAT Reg. No.*	<input type="text"/>
Please note, that the VAT Code is mandatory for suppliers of the following countrys: Austria, Germany, Italy	
Tax Number 1*	<input type="text"/>
Bank details	
US based supplier and only US sites supplied?*	<input type="text" value="---"/>
Payment Currency*	<input type="text" value="---"/>
Bank Country (Please enter the 2 character long country code - e.g. for Germany "DE")*	<input type="text"/>
Bank Key / ABA Number*	<input type="text"/>
Bank Account*	<input type="text"/>
Account Holder*	<input type="text"/>
Account key (Please enter the 2 character long country code if you don't have an Account Key)*	<input type="text"/>
IBAN*	<input type="text"/>
Bank Name*	<input type="text"/>
Bank City Location*	<input type="text"/>
ABA Number	<input type="text"/>
Categorization	
Manufacturer*	<input type="text" value="---"/> <i>Products manufactured on site</i>
Trading organization*	<input type="text" value="---"/> <i>Distribution, Warehouse only</i>
Service Provider*	<input type="text" value="---"/> <i>Processing of FNST provided material</i>
Remit To Address	
Remit To Same as...*	<input type="text" value="---"/>
Quality Management System/Certificates	
<b>Certificates</b>	
ISO 9001 manufacturer*	<input type="text" value="---"/> Valid from: Y-m-d Expires on: Y-m-d Certificate:
ISO/TS 16949*	<input type="text" value="---"/>
Minority/Woman Owned Business Certificate*	<input type="text" value="---"/>
AS 9100*	<input type="text" value="---"/>

**Tip:** Click Yes if the registration location is in the US and will only supply FNST US

**Tip:** If you do not have a bank key, enter ABA Number

**Tip:** Bank Account is the Account Number

**Tip:** International Bank Account Number only applies to accounts in Europe.

**Tip:** Enter Bank City and State/Province

**Street Address:** Remit to street address in initial profile (item #2 on page 6)

**PO Box:** remit to PO Box in initial profile (item #2 on page 6)

**Neither:** Enter a new remit to address Europe.

*Choose applicable certificates for site being registered and attach.*

- Click **Save** to ensure all fields are complete, then click **Publish Profile** when you are ready to send.

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## 2. PORTAL REGISTRATION

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### 2.4 REGISTRATION AND SUPPLIER PROFILE

#### Item #6 – Publish Profile

**6. Publish profile**  
*Please publish the supplier profile after entering all information.*

- Once the profile is complete and successfully submitted, all check marks will appear green as outlined below.
- The profile and documents will be reviewed by the Corporate Purchasing Team. We will contact you if we have further questions or concerns.

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

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**Freudenberg Sealing Technologies GmbH & Co. KG Home**

---

**1. Registration successful**  
*Your registration data has been accepted.*

---

**2. Account data received / Login successful / Enter additional company data**  
*You have logged in to the portal. Please provide additional company data.*

---

**3. Contacts**  
*Please click here to maintain the responsibilities for the different areas*

---

**4. Material group assignment**  
*Click here to get the list of material groups.*

---

**5. Detailed profile**  
*Please provide the requested information in the supplier profile*

---

**6. Publish profile**  
*Please publish the supplier profile after entering all information.*

---

**Registration process completed. The approval workflow was started.**  
*Thank you for registering!*

This completes the initial registration and initial supplier profile. Thank you for your support and cooperation. If you have further questions please review the Frequently Asked Questions section, then contact the FNST associate that sent the invitation to register.

#### What happens next?

The profile and documents will be reviewed by our Corporate Purchasing Team. We will contact you if we have further questions or concerns. When we are ready to launch additional functionality of this Supplier Portal, the contacts identified in the profile will be notified.

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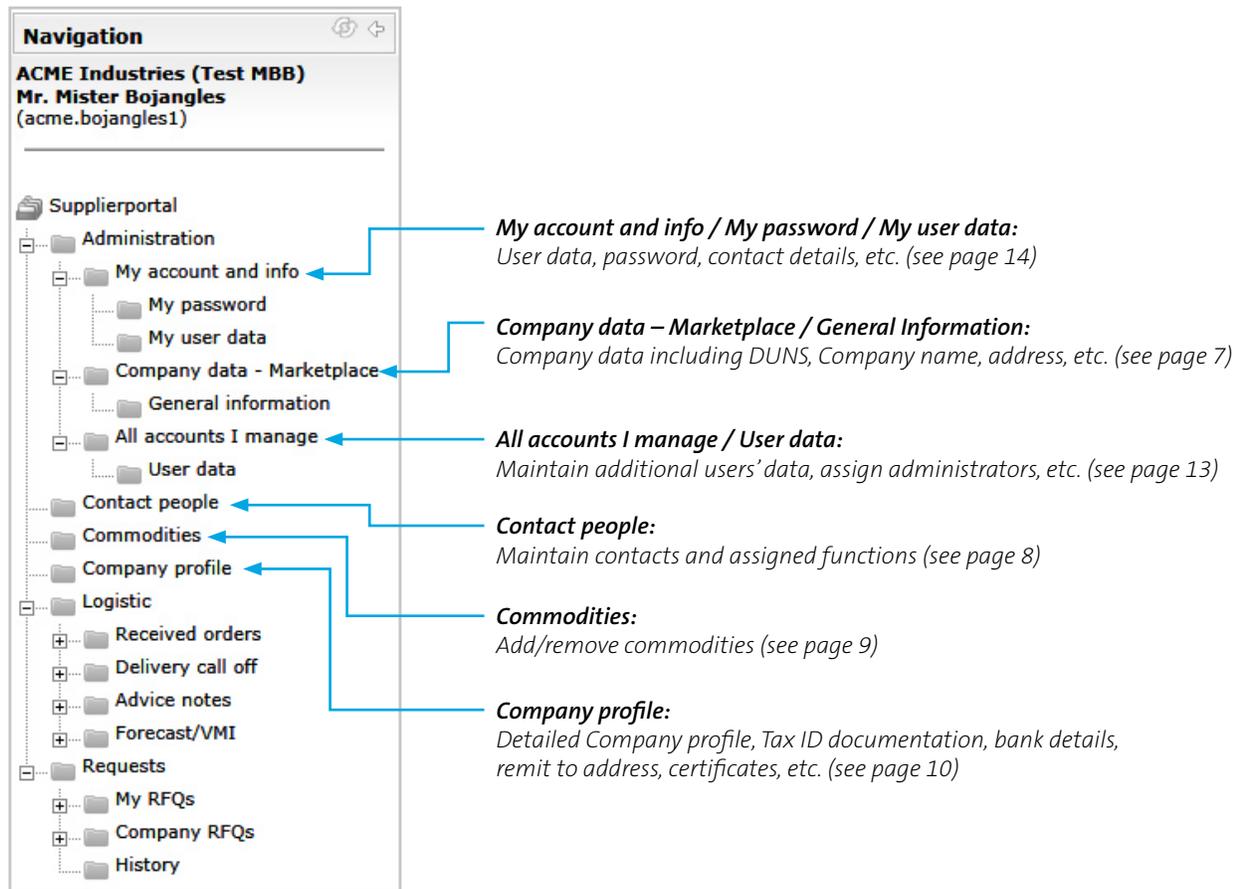
### 3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

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#### 3.1 OVERVIEW

Once initial registration is complete and approved by FNST, data can be maintained by supplier administrator(s). To update or change data:

- Log in to the Supplier Portal: <http://suppliersportal.fst.com>
- Click + to expand sections in the left navigation pane, choose the sections to modify data





### 3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

#### 3.3 MODIFY / UPDATE USER DATA (USER FUNCTION)

To modify user data:

- Log in to the Supplier Portal: <http://suppliersportal.fst.com>
- Click + to expand **Administration**, then **My account and info**, then **My user data** (item 1 below).
- Several items can be customized such as Name, Phone Numbers, E-mail, Main language, Decimal separator (dot or comma), Decimal places, Login timer (extend login time), Date format, Time Zone.

**Note:** “Users” have limited Portal access, Administrators have full access to modify all data in the Portal including Company information and details. Any registered user can be added as an administrator. **The existing administrator must update or change user data (see page 13).**

The screenshot displays the 'User data' page in the Freudenberg Supplier Portal. The page header includes the Freudenberg logo and 'INNOVATING TOGETHER' slogan, along with language options (English, Français, Deutsch) and links for Home and Logout. The navigation menu on the left shows the path: Administration > My account and info > My user data, with 'My user data' highlighted and circled with a blue '1'. The main content area contains a form for updating user data, including fields for first and last name, gender, title, telephone, mobile phone, fax, email, birthday, main language, decimal separator, decimal places, force relogin every, short and long date and time formats, time zone, and department. The 'Sales' department is selected.

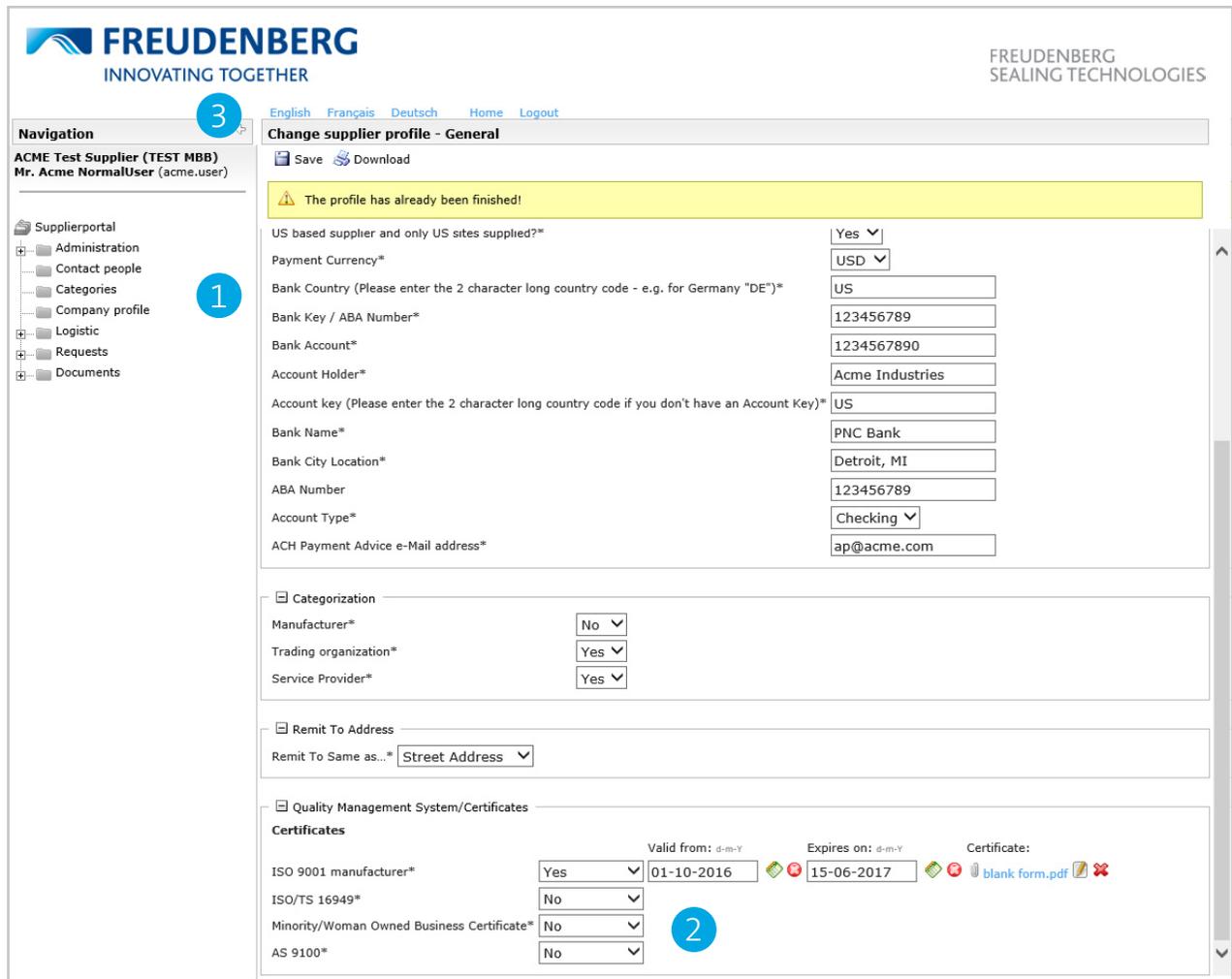
First name*	Acme
Last name*	NormalUser
Gender*	<input checked="" type="radio"/> male <input type="radio"/> female
Title	
Country- Area-Code Number	
Telephone	
Mobile phone	
Fax	
E-mail*	supplychainmanagement@fr
Birthday (Long format)	
Main language	English
Decimal separator	<input type="radio"/> . [DOT] <input checked="" type="radio"/> , [COMMA]
Decimal places	2
Force relogin every	2 hours
Short Date Format	DD-MM-YYYY
Long Date Format	DD-MM-YYYY
Short Time Format	HH:MM
Long Time Format	HH:MM
Time Zone	Afghanistan / Kabul
Department	<input type="checkbox"/> Administration <input type="checkbox"/> Engineering <input type="checkbox"/> Human resources <input type="checkbox"/> IT <input type="checkbox"/> Logistics <input type="checkbox"/> Management <input type="checkbox"/> Marketing <input type="checkbox"/> Production <input type="checkbox"/> Purchasing <input type="checkbox"/> Quality <input checked="" type="checkbox"/> Sales
Main department	---

### 3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

#### 3.4 UPDATE/MAINTAIN QUALITY CERTIFICATIONS – ISO/TS/AS/MBE

To update Quality Certifications:

- Log in to the Supplier Portal: <http://suppliersportal.fst.com>
- Click **Company profile** (item 1 below)
- Click **change** icon:  (item 2 below) to upload new certificate
- Change **Valid from** and **Expires on** dates using calendar icons
- Click **Save** (item 3 below) to send to FNST for review.



**FREUDENBERG**  
INNOVATING TOGETHER

English Français Deutsch Home Logout

**Navigation**

ACME Test Supplier (TEST MBB)  
Mr. Acme NormalUser (acme.user)

Supplierportal

- Administration
- Contact people
- Categories
- Company profile
- Logistic
- Requests
- Documents

**Change supplier profile - General**

Save Download

**The profile has already been finished!**

US based supplier and only US sites supplied? Yes

Payment Currency\* USD

Bank Country (Please enter the 2 character long country code - e.g. for Germany "DE")\* US

Bank Key / ABA Number\* 123456789

Bank Account\* 1234567890

Account Holder\* Acme Industries

Account key (Please enter the 2 character long country code if you don't have an Account Key)\* US

Bank Name\* PNC Bank

Bank City Location\* Detroit, MI

ABA Number 123456789

Account Type\* Checking

ACH Payment Advice e-Mail address\* ap@acme.com

**Categorization**

Manufacturer\* No

Trading organization\* Yes

Service Provider\* Yes

**Remit To Address**

Remit To Same as...\* Street Address

**Quality Management System/Certificates**

**Certificates**

ISO 9001 manufacturer\* Yes Valid from: 01-10-2016 Expires on: 15-06-2017 Certificate: blank form.pdf

ISO/TS 16949\* No

Minority/Woman Owned Business Certificate\* No

AS 9100\* No

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## 4. FREQUENTLY ASKED QUESTIONS

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### **What is a portal administrator?**

The portal administrator is the person at your Company that will register and maintain information in this Supplier Portal. The portal administrator can perform additional functions such as modify key company details and adding/modifying portal users. If you do not know who your Company administrator is, contact your Supplier Development Specialist or Commodity Manager listed on page 17.

### **Can we assign more than one portal administrator?**

Yes. Multiple users can be designated as a portal administrator (see page 13). It is recommended to have more than one portal administrator registered.

### **Our portal administrator is no longer with our Company, how do we change portal administrators?**

If you do not have system credentials or access to the previous administrators email, you will need to contact the software provider (Jaggaer) to update the portal administrator for your Company. FNST does not have this access, contact the Jaggaer-Support Hotline: 1-248-434-1268. You may also contact them by email at [jdsupport@jaggaer.com](mailto:jdsupport@jaggaer.com).

### **My Company is registered, but I need access. How do I get a username / account to log in?**

The portal administrator at your Company is the only person that can grant you access, see page 8 for details on adding/modifying contacts. If you do not know who your Company administrator is, contact your Supplier Development Specialist on page 17.

### **My Company is registered, and I'm listed as a contact but don't have an account / username. How do I get access?**

The portal administrator at your Company is the only person that can grant you access, see page 8 for details on adding/modifying contacts. If you do not know who your Company administrator is, contact your Supplier Development Specialist on page 17.

### **I lost my username, how do I find it?**

Your company portal administrator can view all user data including username, Email, and access rights (see page 13)

### **How do I change the time zone, number format from comma to decimal, name, email, phone number, etc.?**

In the navigation pane, click Administration -> My account and info -> My user data (see page 14).

### **Do I have to log in to the portal every day?**

No. You will be prompted by an Email notification if action is required. For example, an Email will be sent when you receive a new RFQ or a new Release / Delivery Call off. The exception is VMI Suppliers that may need to log in frequently to monitor FNST inventory levels.

### **How do I determine the main commodity?**

The main commodity should be the commodity / material group with the highest sales to FNST (see page 9).

### **What is a DUNS Number?**

Data Universal Numbering System or D-U-N-S® Number is D&B's copyrighted, proprietary means of identifying business entities on a location-specific basis. Assigned and maintained solely by D&B, this unique nine-digit identification number has been assigned to over 100 million businesses worldwide. More info: <https://www.dnb.com/duns-number.html>

### **What region should I choose if I supply both North America and Europe?**

Freudenberg-NOK North America suppliers must choose "North America" as the region even if they supply globally. This may be changed later, but for initial registration please choose North America only.

*Continued on next page —>*

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#### 4. FREQUENTLY ASKED QUESTIONS

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##### **Can Email notifications be sent to multiple Email addresses from the Portal?**

Only one Contact and Email address can be assigned for each function in the Portal. To receive notifications across multiple email addresses, work with your local IT to set up an Email address distribution list and change the appropriate Contact Email to this Email address in the Supplier Portal.

##### **How do I change where Email notifications are sent?**

System notifications are sent to the contacts your Company identified based on function (quality, customer service, etc.). See page 8 for more details on updating/changing contacts.

##### **I am unable to login to the portal, what should I do?**

If you are unable to login to the portal, try resetting your password by following the "I forgot my password" link on the login page <http://suppliersportal.fst.com>. You will need the Username and Email address used at initial user registration. Your Portal Administrator can provide this information if needed. If you cannot reset your password and are unable to login to the system, please contact the software provider for assistance: Jaggaer Support Hotline: 1-248-434-1268

##### **When will FNST roll out other aspects of the portal?**

The Supplier Portal is launching in phases, our supplier partners will be notified when additional functionality is added or if further action is required. Please continue to interact with FNST using the current method or system until notified.

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#### 5. FNST CORPORATE PURCHASING CONTACT LIST

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For questions regarding orders, material releases, delivery call offs, VMI, or other Plant specific items, contact the FNST manufacturing site.

For questions regarding the Supplier Portal, please contact the Corporate Purchasing Team as outlined below:

##### **Commodity Managers**

BPS Stampings, Metal Components, PM, Castings: Colleen VanAuken 734-354-5503

Gasket Stampings: Derek Guminik 734-354-1095

Oil Seal Stampings: Jennifer Pape 734-354-5460

Rubber Compounds & Silicone: Rodrigo Lopez-Falco 734-354-5366

Specialty Polymers: Valerie Monjanel 734-354-5302

Chemicals, Services, HNBR/NBR & Commodity Polymers: BethAnn McNabb 734-354-5581

Plastics, PTFE, Rolled Goods, Textiles: Olivia Hart 734-354-1087

Metal Raw Material: Tim Layman 734-354-5469

##### **Supplier Development Specialists**

Chemical Raw Materials, Non-metallic Components: Kyle Johnstone 706-219-6304

Stampings, Metal Raw Material, Metal Components: Dave Pedersen 603-628-7198