



JAGGAER



November 2024

Jaggaer Supplier Assistance

Mettler Toledo Guidance for Common Supplier Portal Issues

METTLER TOLEDO



Welcome to the Supplier Assistance Job Aid for external suppliers!

This guide is designed to help you effectively navigate our supplier portal and resolve the most common issues you may encounter.

In this document, the Supplier Assistance, you will find step-by-step instructions and troubleshooting tips for addressing typical problems, such as login difficulties, error messages and notification issues.

For additional details and process instructions, please consult the module specific job aids available on our external supplier webpage.

If you require further assistance, please contact your business contact.

[Link to MT Supplier Webpage](#)

Documents and Job Aids



Mettler-Toledo uses a cloud-based platform to interact with approved suppliers. The platform is for co-operation in industrial outsourcing and serves as an interface between Mettler-Toledo and its third-party suppliers.

- **Link to Jaggaer:** Access to METTLER TOLEDO Supplier Portal (**for registered and approved suppliers only**)
- MT Job Aid for Jaggaer Supplier Registration: [Link](#)
- MT Jaggaer Supplier Assistance: [Link](#)
- MT Jaggaer Supplier Assistance – Chinese: [Link](#)
- Jaggaer Application for Admin Rights: [Link](#)
- MT Job Aid for Supplier Data Maintenance: [Link](#)
- MT Job Aid for Jaggaer Supplier Purchase Order Management: [Link](#)
- MT Job Aid for Jaggaer Supplier Quote Processing: [Link](#)

Step-by-step instructions for first registration

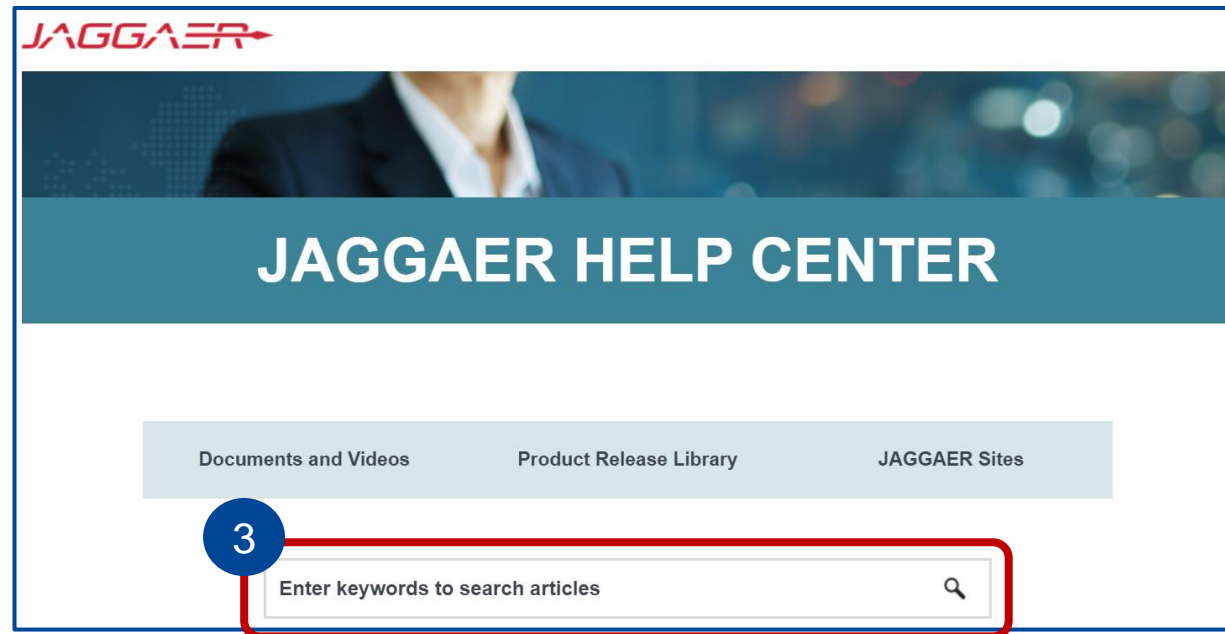
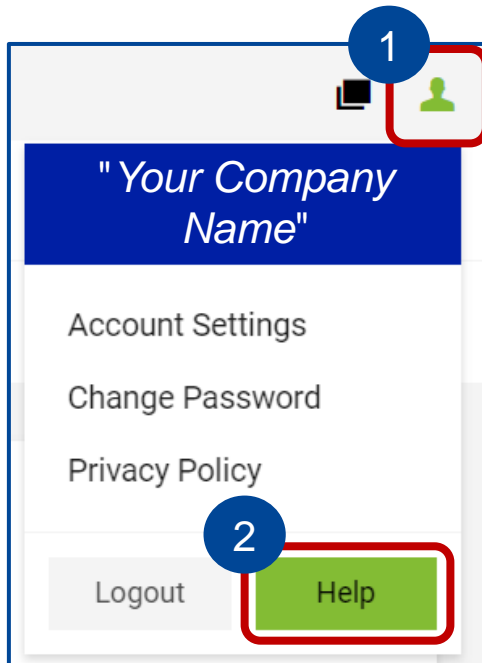
Provides guidance on updating supplier data and managing company contacts.

Instruction for Purchase Order (PO) Management, including PO confirmation

- 1 Personal Account
- 2 Help: This will take you to the Jaggaer Help Center
- 3 Keyword Search



You can access the standard Jaggaer documentation through the "Help" button. For instructions specific to Mettler Toledo, please refer to the job aids available on our external MT supplier webpage, as indicated in the previous slide.



If the instructions on the following slides don't resolve your issue, please submit a ticket via the Jaggaer support page. Our contract offers free assistance to both us and our suppliers, so you can contact Jaggaer support directly if needed.

[Link to Supplier Support Page](#)



Open incident/ticket

Global Support phone numbers

Opening Hours

| AMER | EMEA | | APAC |
|--|---|---------------------------------|---------------------------------|
| Mo – Fr 9:00-17:00 (EST) | Mo – Fr 9:00-17:00 (CET) | So – Thu 9:00-17:00 (AST) | Mo – Fr 9:00-17:00 (CNST) |
| English French Spanish Portuguese | English, German, French, Italian, Spanish Portuguese | English Arabic | English Chinese |

Service Level Agreement

| Level | Initial Response | Delivery of a Solution or Action plan |
|------------------|------------------|---------------------------------------|
| Severity Level 1 | 1 Hour | 12 Hours |
| Severity Level 2 | 8 Hours | 4 Business Days |
| Severity Level 3 | 2 Business Days | Next Release |
| Severity Level 4 | 4 Business Days | Next Release |

Service Level Agreement (SLA):
Prio1 = 24x7, Prio 2-4 = 24x5

Search here for the issue you are facing and click on "- **Solution**" to be taken to the slide with detailed instructions.

- Lost Password, but username is known – [Solution](#)
- Login credentials are lost, but there are still other active users in your company with working portal access - [Solution](#)
- Login credentials are lost and there are no other active users with working portal access left - [Solution](#)
- Last user with admin login account left the company, new admin user to be requested - [Solution](#)
- Access to the JAGGAER procurement portal is not working and showing blank screen - [Solution](#)
- Notifications are blocked by firewall - [Solution](#)
- Error message "Permission denied (1)" - [Solution](#)
- Error message "The customer blocked your access to his supplier portal. Please inquire directly to him" caused by multiple log in - [Solution](#)
- Error message "The customer blocked your access to his supplier portal. Please inquire directly to him" due to blocked status - [Solution](#)
- Purchase order notifications missing - [Solution](#)
- Confirmation error message "Idoc could not be sent: -8" – [Solution](#)

Additional available background information:

- for company data management responsibilities – [link](#)
- Purchase order complete delivery notification - [link](#)

Click on the link to learn more about the mentioned topics

If you have lost your password but remember your username, follow these steps to reset it:

- 1 Click "I forgot my password"
- 2 Enter username and email address and click "Password request"
- 3 An email will be sent to you with a link to follow
- 4 Enter your new password twice Please pay attention to the rules
- 5 Save the new password

JAGGAER

Username

Password

Login

© 1999-2024 JAGGAER

When you use our Solution, we process your personal information as described in our Service [Privacy Policy](#).

1 [I forgot my password](#)

JAGGAER

Username

Email

Password request

Powered by JAGGAER Direct — © 1999-2024 JAGGAER

[Login](#)

2



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

4

New password*

New password (re-enter)*

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

5

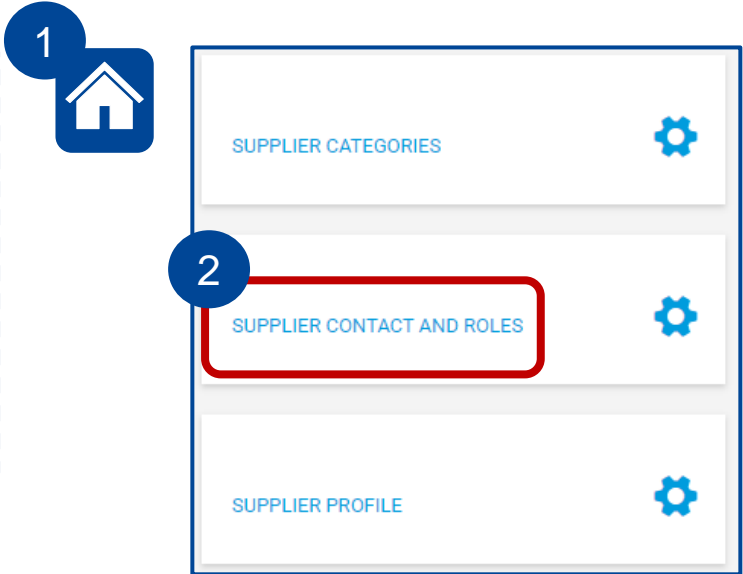
New password*

New password (re-enter)*

[Back to issue list](#)

If you have portal access, you can find the login names for other contacts in the "Supplier Contact and Roles" section.

- 1 Go to the Home Screen
- 2 Supplier Contact and Roles
- 3 Go to Contacts
- 4 Details including the login name for the registered users are found here

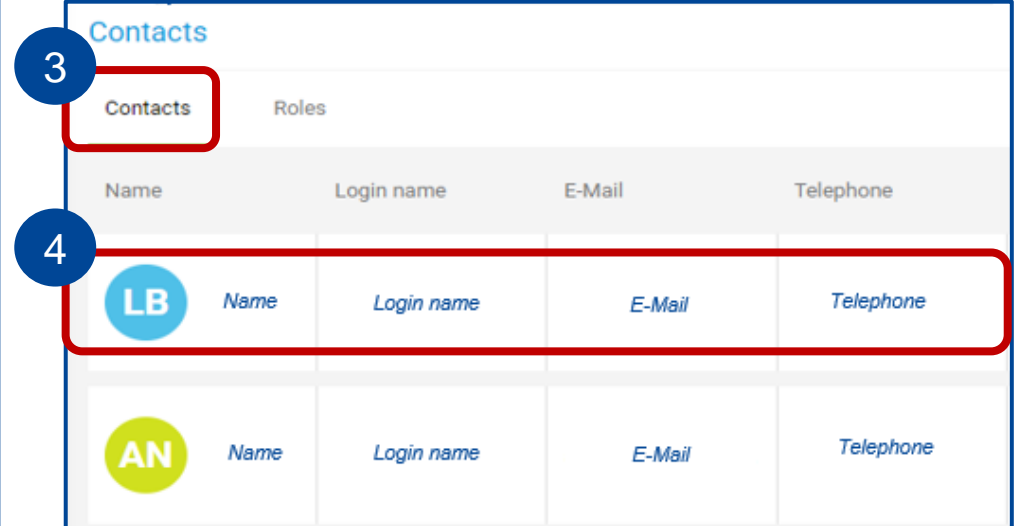


1

SUPPLIER CATEGORIES

SUPPLIER CONTACT AND ROLES

SUPPLIER PROFILE



3

Contacts Roles

| Name | Login name | E-Mail | Telephone | |
|------|------------|------------|-----------|-----------|
| LB | Name | Login name | E-Mail | Telephone |
| AN | Name | Login name | E-Mail | Telephone |

4

If you have forgotten your username and do not have any active contacts available, please contact your MT business representative for assistance with your login credentials.

MT users can find instructions for triggering notifications in the internal Job Aid 01_4 JA Supplier Management for Buyer.

You will then receive an email with the username, email address and a link to reset the password.

[Back to issue list](#)

With the registration to the JAGGAER procurement portal, the supplier is taking over the full responsibility for company data and user management, including the ability to add, edit, and delete users, as well as manage their portal access.



MT cannot modify supplier database information for registered suppliers. We therefore provide guidelines for assistance.

Supplier managed master data

Basic data (Company name, address, email, homepage, registration numbers, etc.)

User & contact management incl. access and role assignment

Profile management (Questionnaire with request for information)

Suppliers must identify a specific contact for each topic, who needs to get the particular role assigned to receive the related notifications.

Responsibilities for roles can be added or removed, and each mandatory role must have at least one assigned contact.

[For more details consult Job Aid for Supplier Data Maintenance](#)

[Back to issue list](#)

Problem

last User with admin user with login account left the company

Account Information

| User | Main Depa... | Contact | Responsibi... | Account | Gender | Blocked |
|------|--------------|---------|---------------|---------|--------|---------|
| | Purchasing | | Quality | ✓ | | |
| | | | | ✗ | | ⊘ |
| | | | | ✗ | | ⊘ |
| | | | | ✗ | | ⊘ |
| | Purchasing | | Orders, Q... | ✓ 🔑 | | |

| Account | Icon meaning |
|---------|-----------------------|
| ✗ | No portal access |
| ✓ | Login Account active |
| 🔑 | Admin User assignment |

Solution

If you do not have any active admin user left, please reach out to your MT business representative for assistance. MT users can find guidance on creating a new contact and assigning an admin user in the internal Job Aid 01_4 JA Supplier Management for Buyer.



To prevent this issue we highly recommend maintaining at least two active users with login credentials at all times.

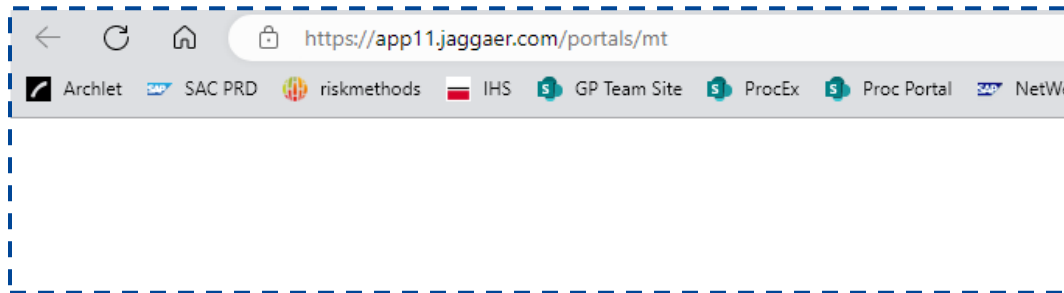
For more details see:

[link to MT Job Aid for Supplier Data Maintenance](#)

[Back to issue list](#)

Problem

If you're encountering a blank screen when trying to access the JAGGAER procurement portal, it could be due to a firewall blocking the JAGGAER URL. When a domain gets added to a blacklist in a database, that information is shared with all connected firewalls, which may prevent access.



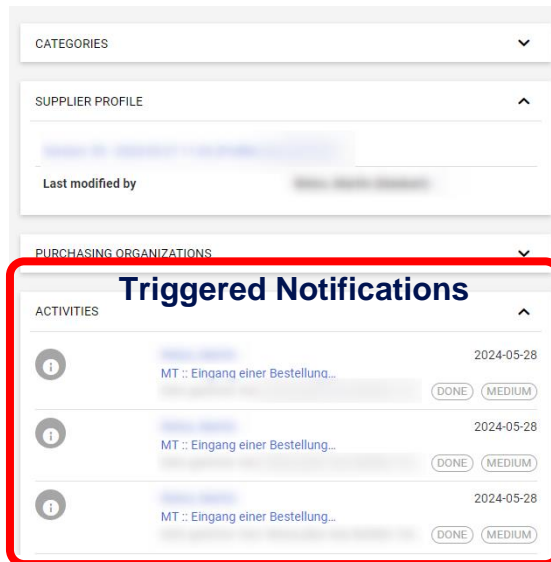
Solution

This issue is beyond MT's control. Please reach out to your IT department and request to whitelist the URL **app11.jaggaer.com** or the entire JAGGAER domain **jaggaer.com** in your company's firewall.

[Back to issue list](#)

Problem

If you are not receiving any email notifications from the JAGGAER supplier portal and your MT user confirmed the presence in the activities (see screenshot below), it's possible that your firewall is blocking them.



This panel is only visible for the MT user

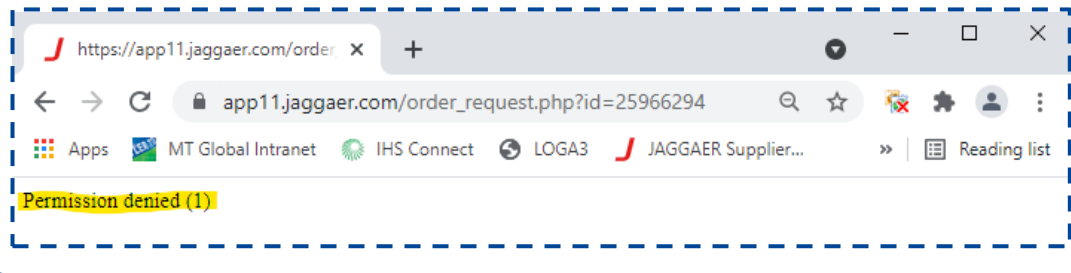
Solution

If your MT business partner has confirmed that the notifications appear in the 'Activities' section under the 'Supplier Management' tab in the supplier view, it indicates that the emails have been successfully sent from JAGGAER.

This issue is then beyond MT's control. Please contact your IT department and request to whitelist the **no-reply@app11.jaggaer.com** or the entire JAGGAER domain (**jaggaer.com**) in your company's firewall.

Problem

If you see the error message "**Permission denied (1)**" when accessing the JAGGAER procurement portal, it indicates that your username and password do not match your login credentials.

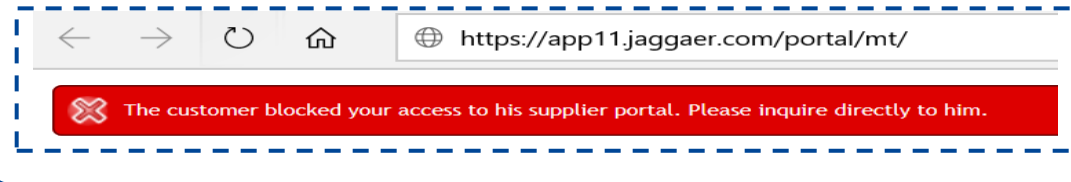


Solution

Please complete either the Password Reset or Resend Login Credentials process as instructed in the previous slides.

Problem

When accessing the portal you receive error message
"The customer blocked your access to his supplier portal. Please inquire directly to him".



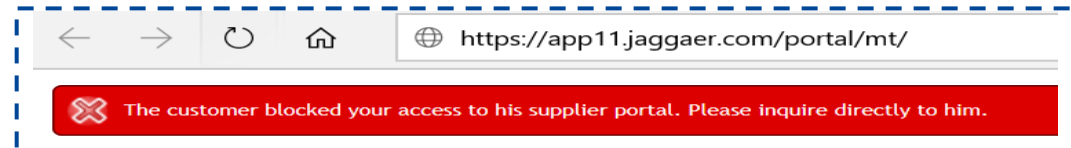
Solution

You cannot have multiple logins in the same browser. Please ensure you've logged out of any previous sessions or sessions with other customers. If you need to log in to multiple accounts, use a different browser. Additionally, it's recommended to delete all Jaggaer-related cookies in your browser.

Problem

When accessing the portal you receive error message **"The customer blocked your access to his supplier portal. Please inquire directly to him"**.

If you have confirmed that you've logged out of any previous sessions or sessions with other customers, it appears that your company has been mistakenly blocked on MT's side. Please contact your MT business representative to have your company unblocked.



Solution

The MT business partner needs to check the status in both SAP and Jaggaer, and based on the situation, initiate the appropriate process to unblock the supplier. MT users can find instructions for unblocking supplier in internal Job Aid 01_4 JA Supplier Management for Buyer.

Problem

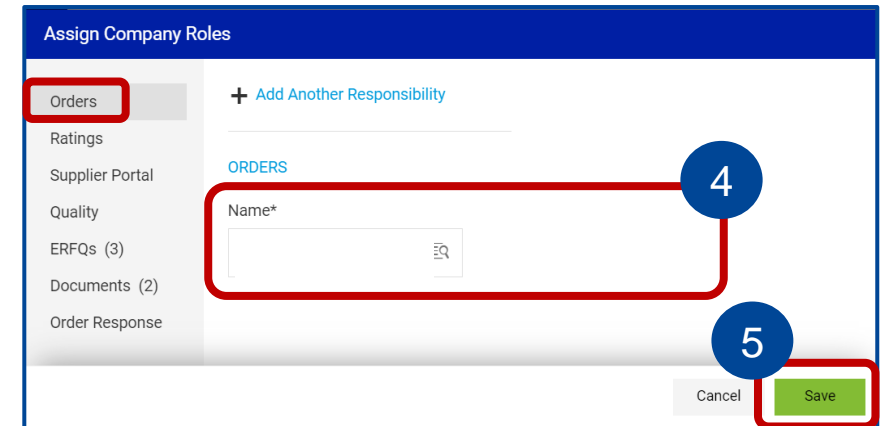
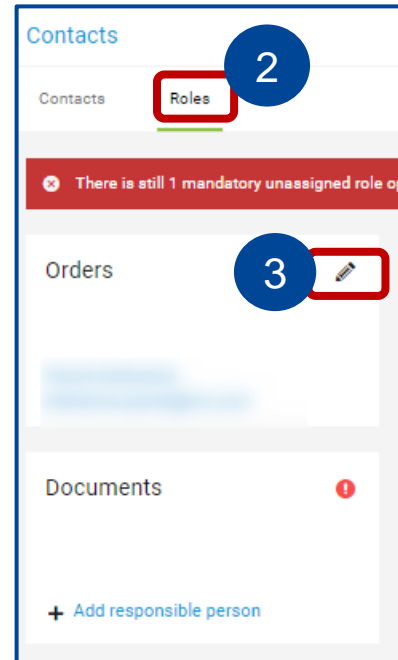
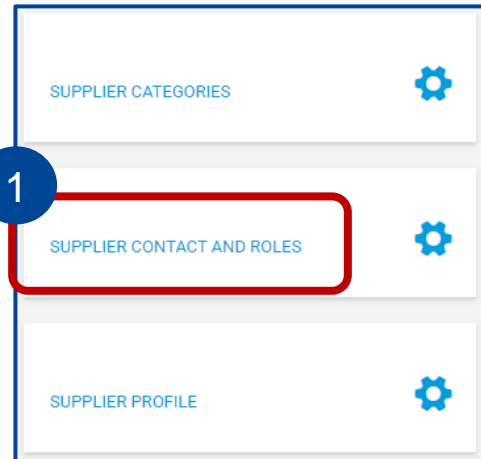
You do not get notifications for newly created purchase orders and/or do not receive reminder notifications three days later if the purchase order has not been opened.

Solution

Review the role assignment for "orders" in the "Supplier Contact and Roles" section, and then click on the "Roles" tab. Notifications will not be sent unless this role is assigned to one or more contacts.

[For more details consult Job Aid for Supplier Data Maintenance](#)

- 1 Supplier Contact and Roles
- 2 Go to the tab «Roles»
- 3 Edit orders: Assign at least one contact to the module «orders»
- 4 Assign all responsible users to the "orders" role. You can define different responsibilities based on Buyer Group
- 5 Remember to "Save"



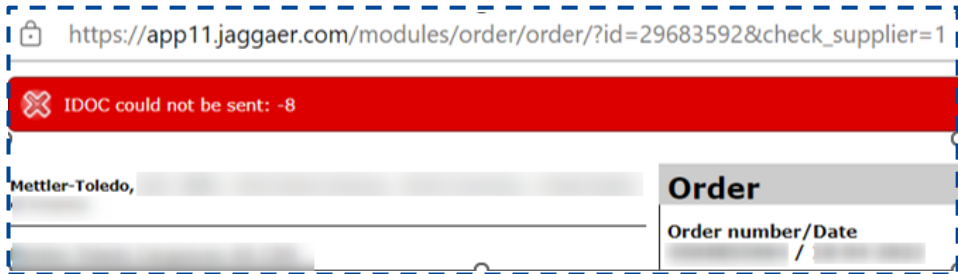
If role assignment is correct, please also review the firewall instructions - [Solution](#)

[Back to issue list](#)

Problem

At order confirmation red bar with Error "Idoc could not be sent: -8" appears

-> please contact your MT Business representative for assistance



Solution

MT users to open an incident in SNOW to report the interruption of the interface from JAGGAER to SAP, with setting the priority to "I cannot do tasks essential to my work."

Information for MT User:

[Link to Snow ticket](#)



*Select affected area

- Recent Selections
- SAP
- Workplace
- PLM / Engineering Services
- Other Business Applications
- Cyber Security
- None of the above

Choose your affected SAP area

- Service (SVC)
- Sales and Marketing (SAM)
- Supply Chain Management (SCM)
- Finance (FIN)
- Human Resources (HR)
- SAP Data Maintenance
- eCommerce (ECO)
- Security / Access
- Others

Choose your affected Supply Chain Management (SCM) area

- DDMRP - Demand Driven MRP
- Logistics Management
- Manufacturing
- Planning
- Quality Management
- Sourcing
- Supplier Portal Jaggaer

How much is this affecting your ability to work?

I cannot do tasks essential to my work

[Back to issue list](#)



Suppliers receive notification emails from the JAGGAER procurement portal confirming the completion of delivery for specific order lines, especially when multiple lines with different delivery dates are included in a single PO. This messaging is a standard practice in JAGGAER and cannot be disabled; notifications will cease only when all lines of the PO are delivered.

Dear Mr. Supplier,

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

Order no.: 4505016209
Comment: Beistellmaterial wird mit Lieferung 93109623 angeliefert!Beistellmaterial wird mit Lieferung 93109623 angeliefert!

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