Diebold Nixdorf

DieboldNixdorf.com

# Supplier Portal User Manual

**STANDARD OPERATING PROCEDURE**

# **Topic**: Supplier Portal User Guide

*Note: There is NO change in the Supplier **Invoicing** Process, please keep processing your Invoices as you normally do.*

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1. **Purpose:**
   This document provides guidance to use Supplier Portal to Acknowledge the Purchase Orders, Initiate Change orders for the Purchase Orders, Create ASN and Manage ASNs.

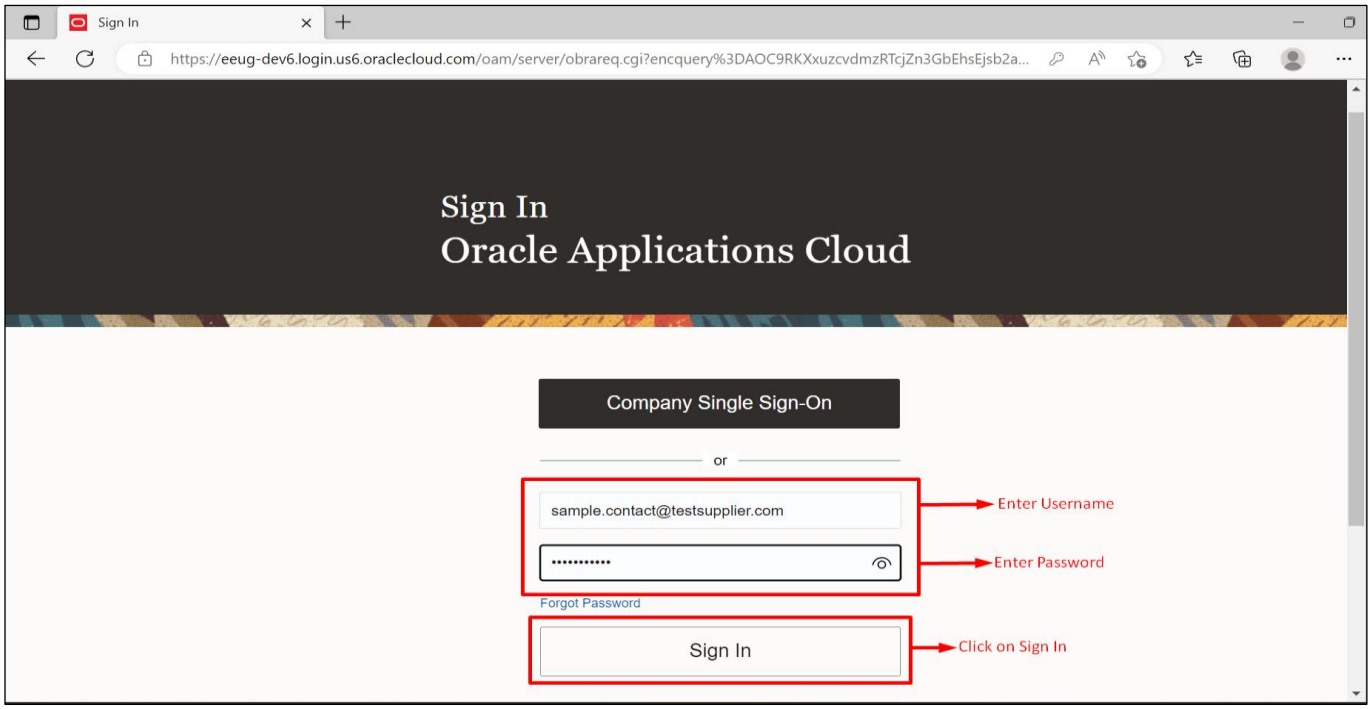
2. **Scope:**
   Supplier Portal

3. **Responsibility:**
   Suppliers

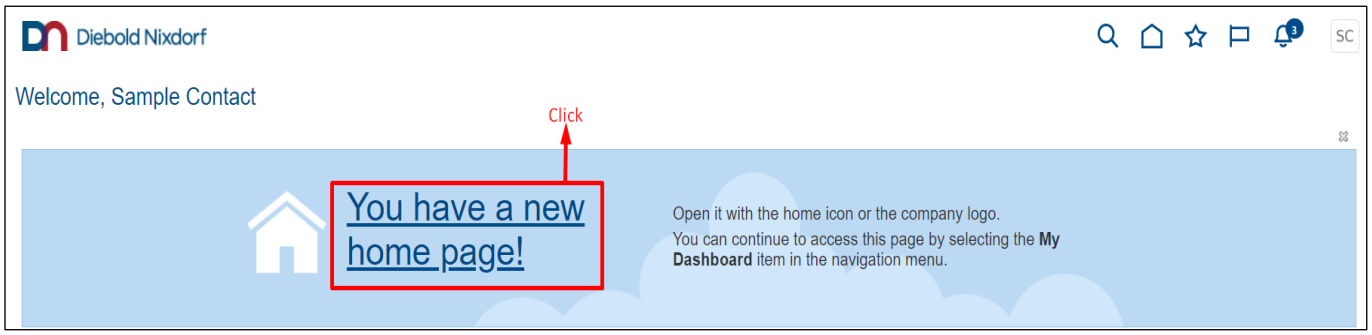
4. **Procedure:**
   Please follow the steps outlined below to Acknowledge the Purchase Orders, Initiate Change Orders for the Purchase Orders, Create ASN and Manage ASNs using Supplier Portal.

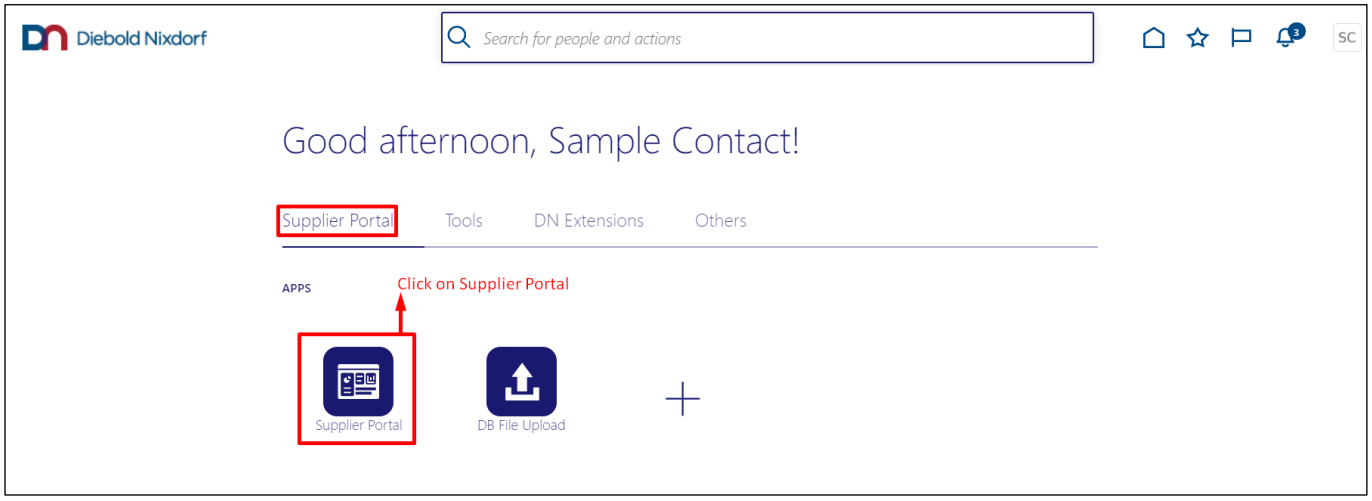
## 5. Supplier Login:

Step 1: Sign into Supplier Portal using URL: https://eeug.login.us6.oraclecloud.com/

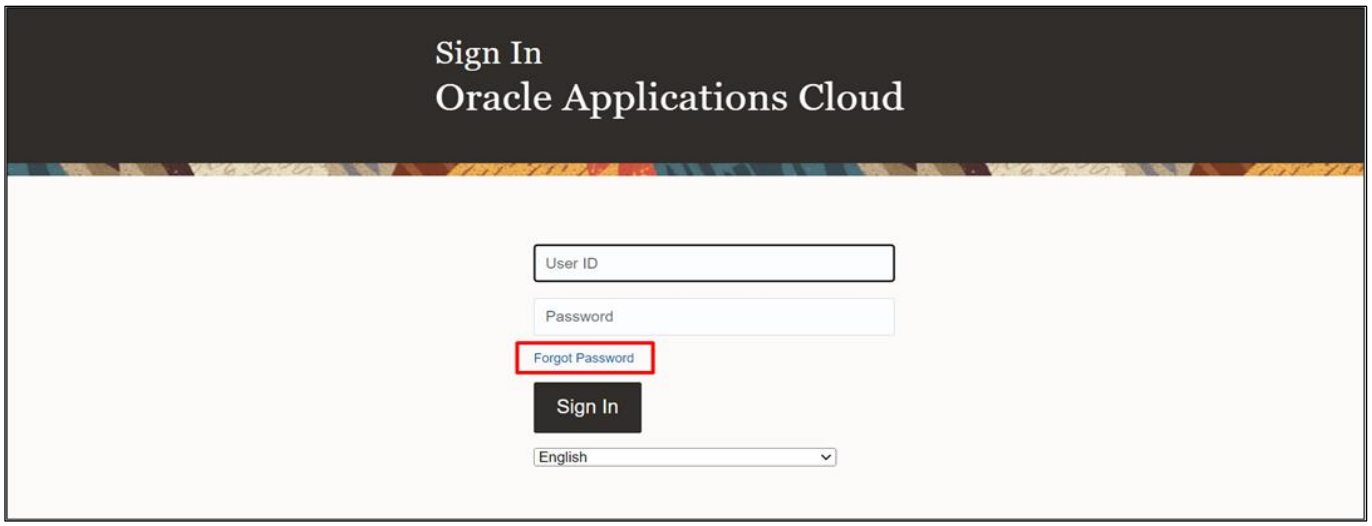


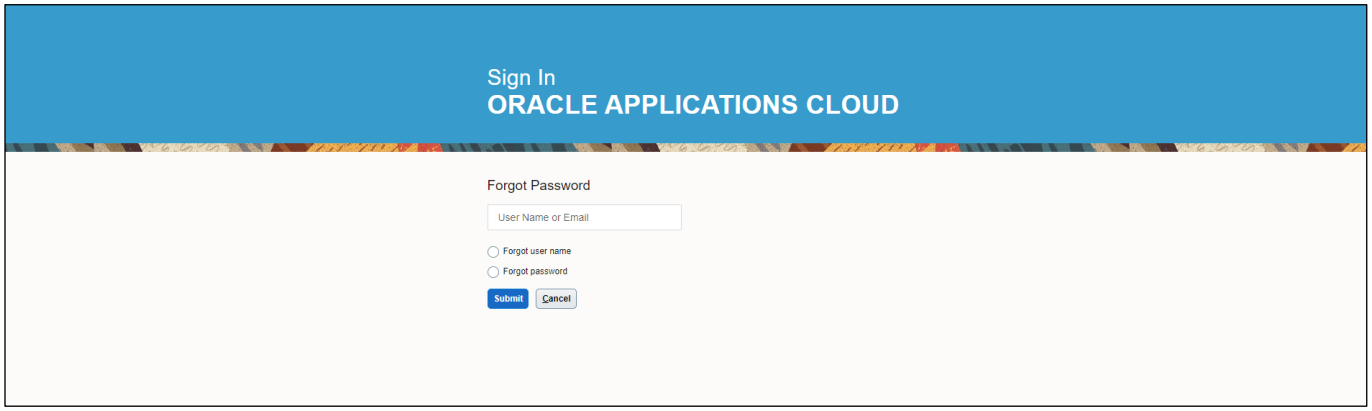

Step 2: Click on home page hyperlink and then Click on Supplier Portal icon.






- ✓ **What if I forgot my username or password?**
  Answer: On the login screen, please click on the **Forgot password** hyperlink and enter the Username or email address associated with the user account. An email will be sent to your email address with your username in case you chose the “forgot username” hyperlink; or you will receive an email containing a password reset link in case you chose the “forgot password” hyperlink.






If you are not able to reset the password, please contact helpdesk through Chat or Phone

**Chat Link for Support to users (internet facing)➔ Please identify yourself as a DN Supplier**
*https://home-e31.niceincontact.com/inContact/ChatClient/ChatClient.aspx?poc=cb16a80c-cc45-4891-82c9-ba8dab2eefb0&bu=4597487*

Country-wise phone number for IT Service Desk below.
***Note: - To contact the IT Support Desk, choose Option 1; then, choose Option 5. (Outside Supplier)***

## Contacting IT Service Desk by Phone

**+1-800-216-4783**

| COUNTRY NAME | |
|---|---|
| Algeria | Morocco |
| Brazil | Myanmar |
| Canada | Nicaragua |
| Colombia | Nigeria |
| Costa Rica | Norway |
| Czech Republic | Panama |
| Denmark | Peru |
| Dominican Republic | Romania |
| El Salvador | Russian Federation |
| Finland | Slovakia |
| Greece | Sweden |
| Guatemala | Taiwan |
| Honduras | Turkey |
| Ireland | Ukraine |
| Italy | United Arab Emirates |
| Luxembourg | United States |
| Mexico | Vietnam |

**Countries without an international toll-free number**

| | |
|---|---|
| Argentina<br>Chile<br>Paraguay<br>Uruguay | *Submit a service request via SMAX or chat with an agent using the Support icon on your desktop.* |

*Please use one of the following options to contact the IT Service Desk by telephone:*

- ***US**: 1-800-216-4783*
- ***DE**: +49 5251 693 5555*
- *Use your country-specific number on the right.*

***Select Option 1 to reach IT Service Desk.***

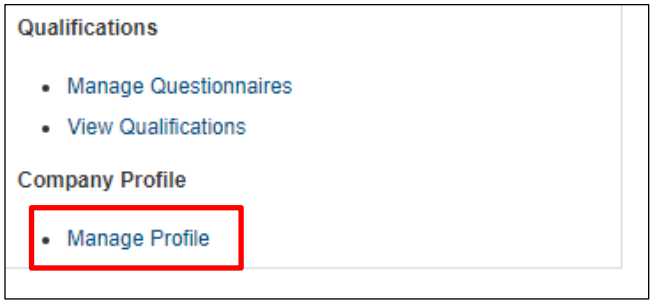
**For all other countries**

| COUNTRY NAME | PHONE NUMBER |
|---|---|
| Australia | 61297673528 |
| Austria | 0800-298089 |
| Belgium | 0800-79067 |
| China | 800-819-8620 |
| Ecuador | Ext. 1999119 then 18002164783 |
| France | 0800-905315 |
| Germany | +4952516935555 |
| Hong Kong | +852 28040022 |
| Hungary | 06-800-21043 |
| India | 0008000016911 |
| Indonesia | +62 21 25527933 |
| Malaysia | +60 3 6209 6209 |
| Netherlands | 0800-0229560 |
| Philippines | +63 02 86480968 |
| Poland | 0-0-800-1215314 |
| Portugal | 8008-12162 |
| Singapore | 6567402999 |
| South Africa | 080-09-99457 |
| Spain | 900-931650 |
| Thailand | +66 2 8384797 |
| Switzerland | +4952516935555 |
| United Kingdom | 0808-2342077 |

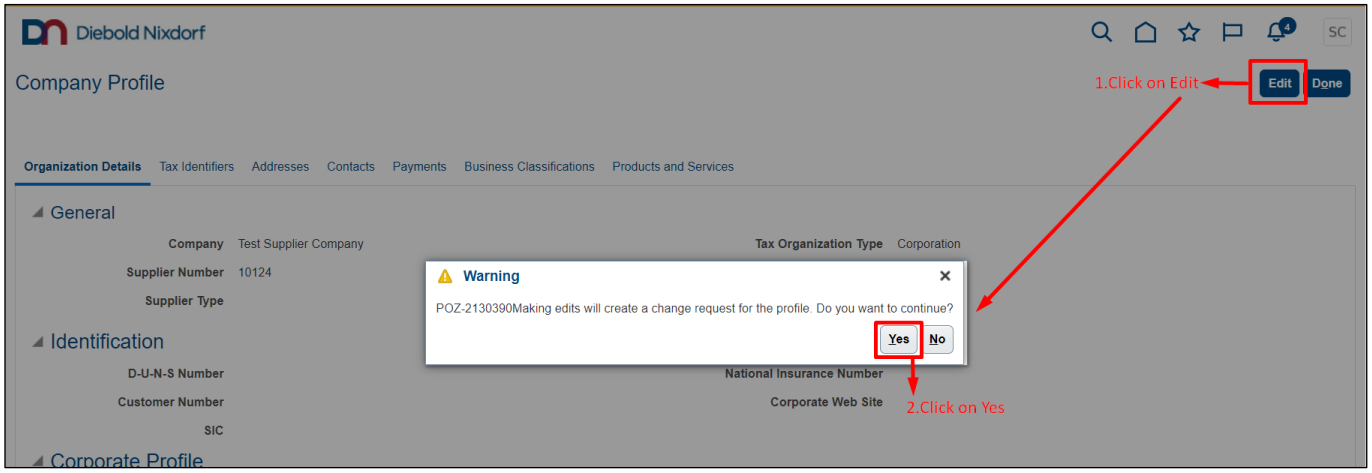
## 6. CLOUD – Supplier Administrator Instructions

### A. To Add Additional Portal Users (Supplier Contacts):

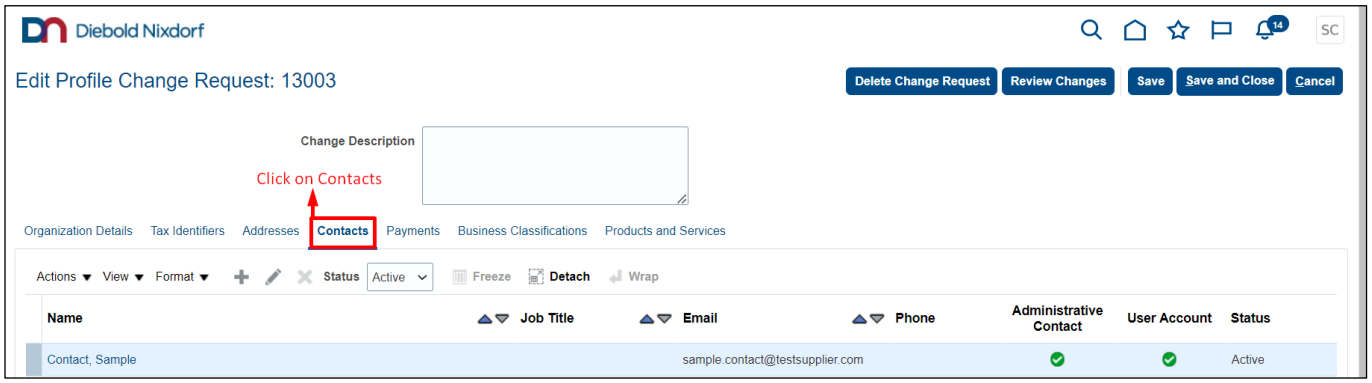
Step 1: Navigate to Manage Profile at the bottom of task menu.



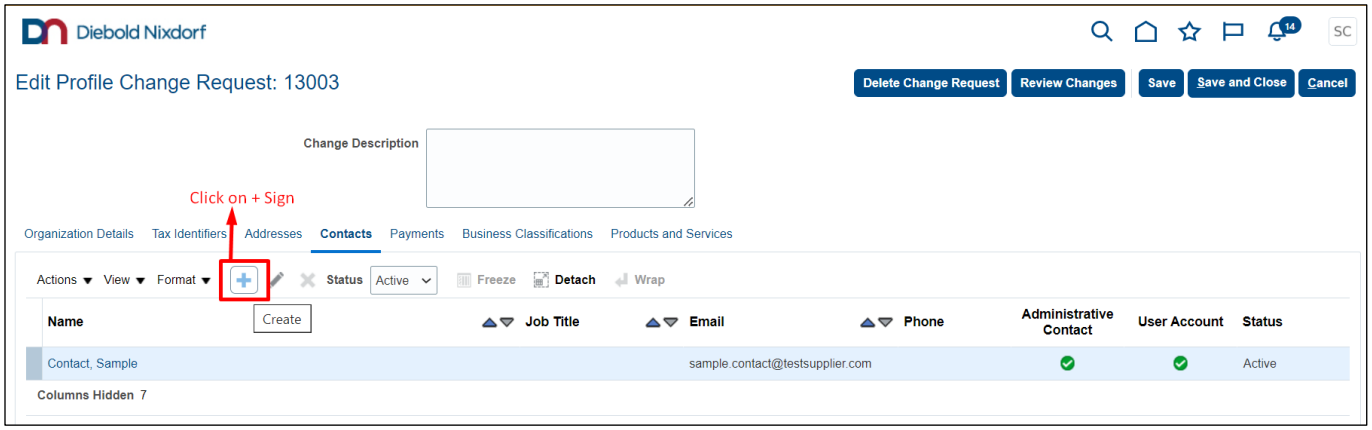

Step 2: In the Company Profile section select Edit, Warning message pops-up about the change. Click on Yes to proceed.



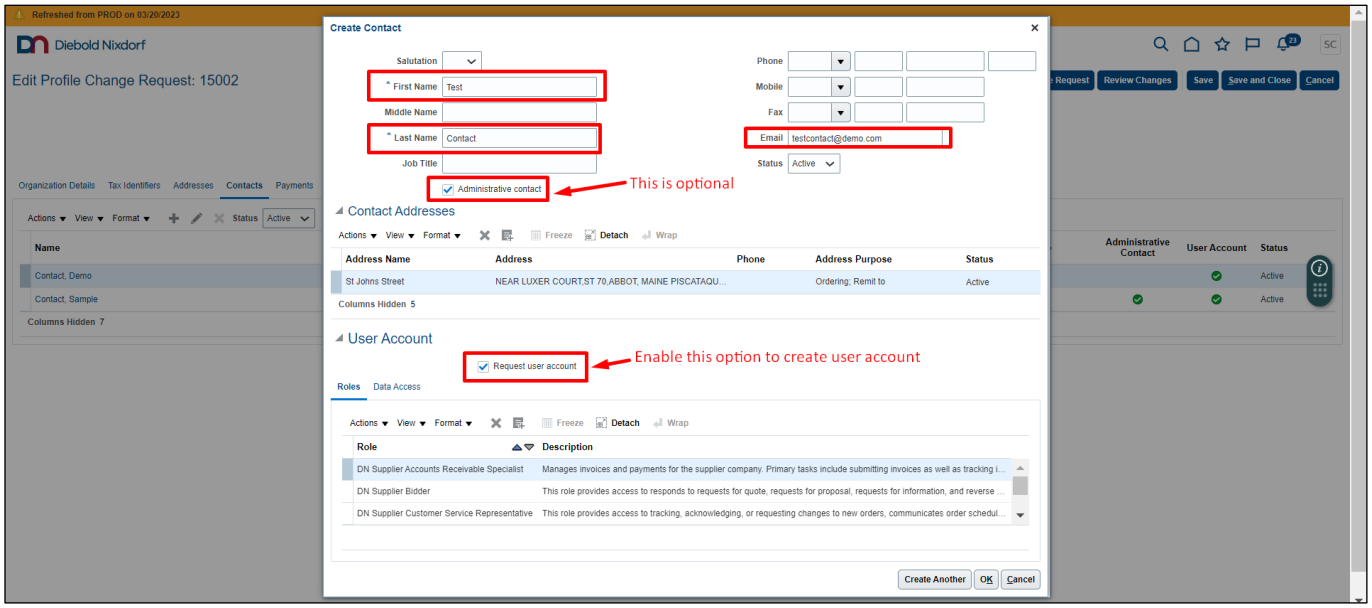

Step 3: In the Edit Profile Change Request section, select Contacts.



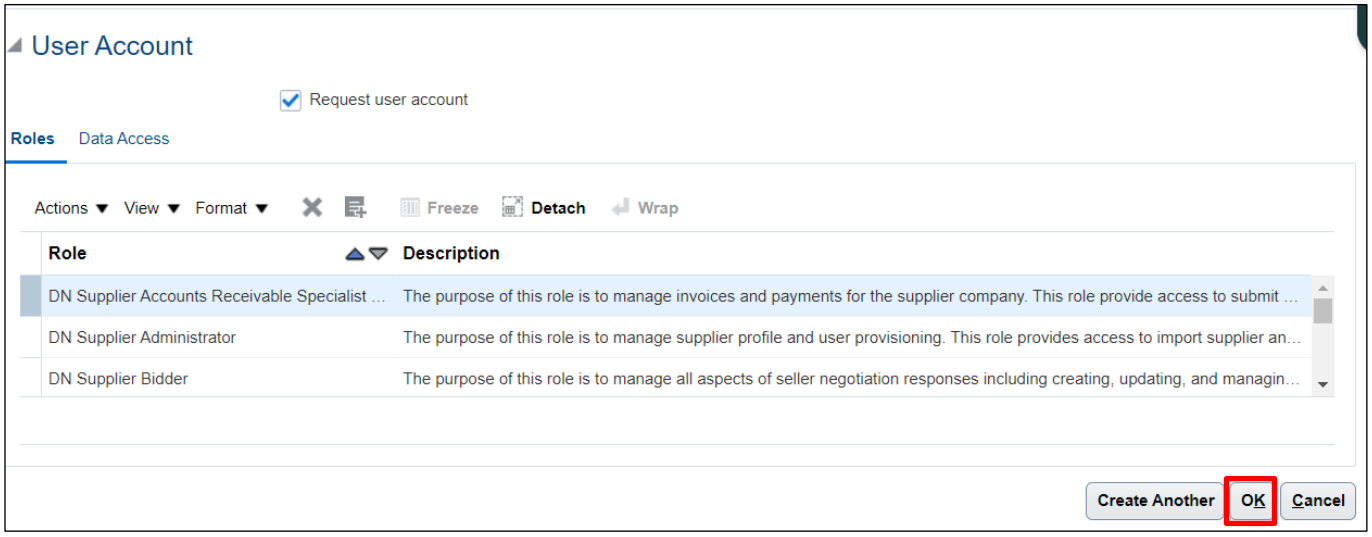
Step 4: Click the plus sign.



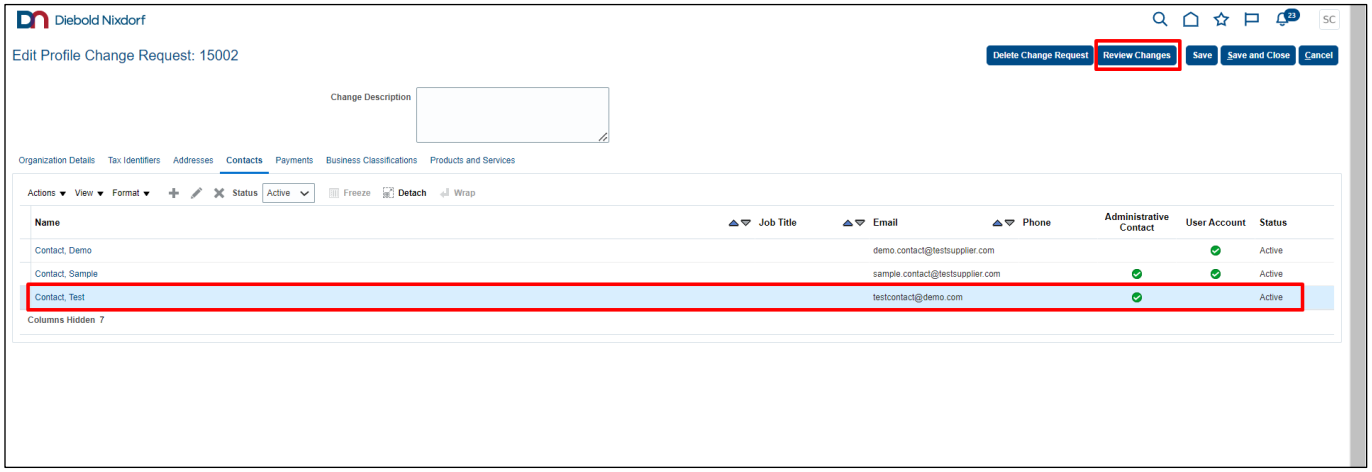

Step 5: In the Create Contact section enter the First Name, Last Name, the Email address, and click Request user account. If you would like the Supplier, contact to have administrative ability, select administrative contact checkbox.



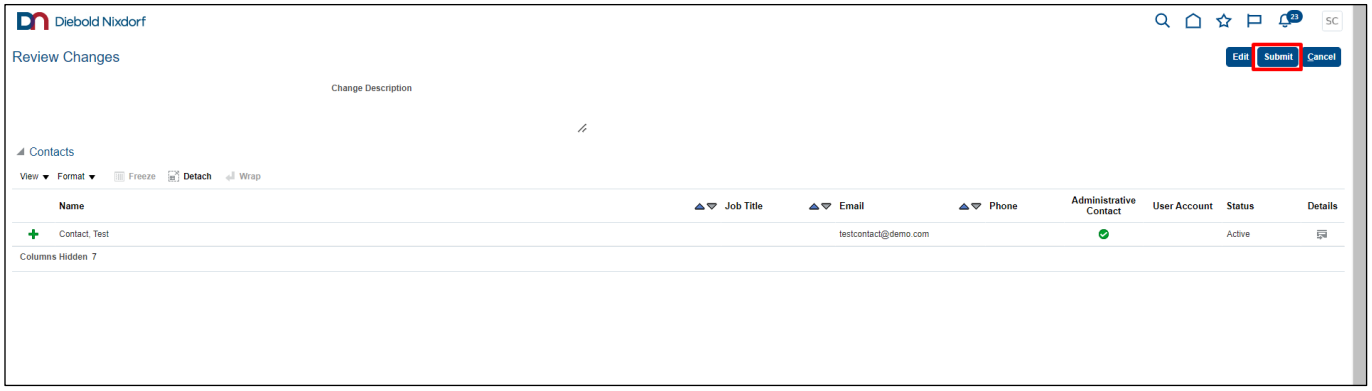
Step 6: After Request user account checkbox is selected, roles will appear as below. The roles needed are already added for you (Supplier User). Once all details are entered, click OK.



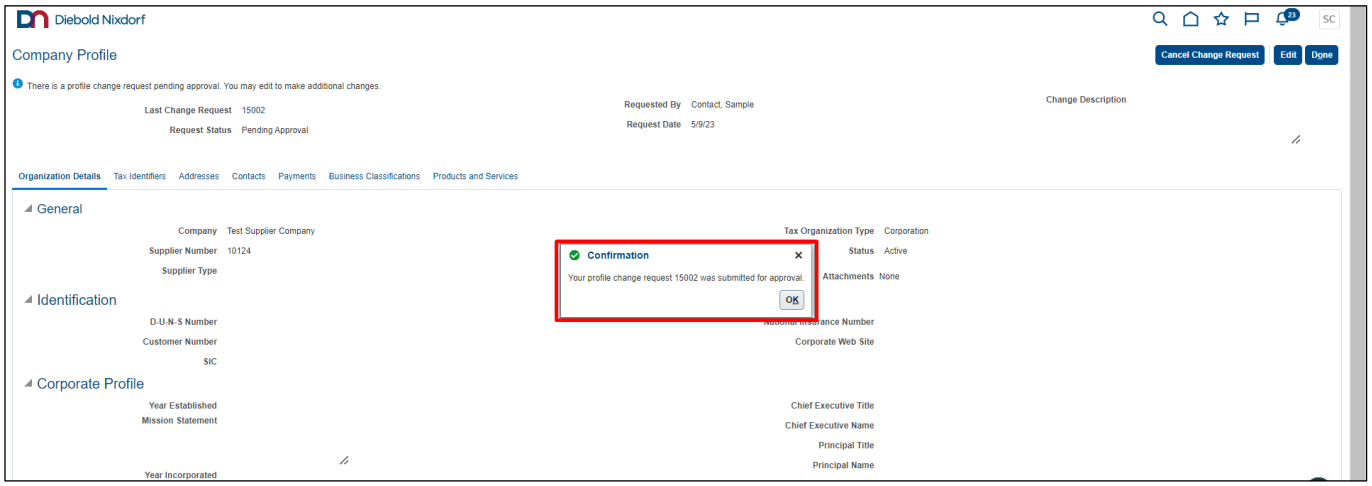

Step 7: Click on Review Changes. Review all the changes made and you can document the changes in “Change Description” text box.



Step 8: Once all the changes are reviewed, click Submit.



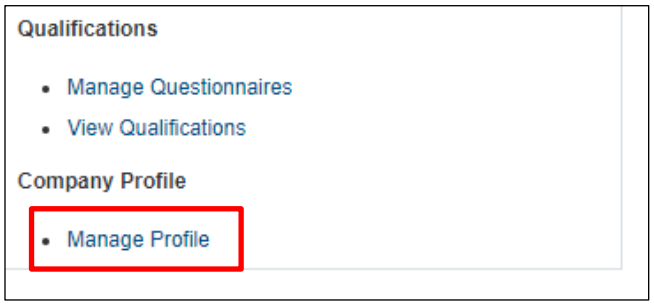

Step 9: Confirmation message appears on the screen.



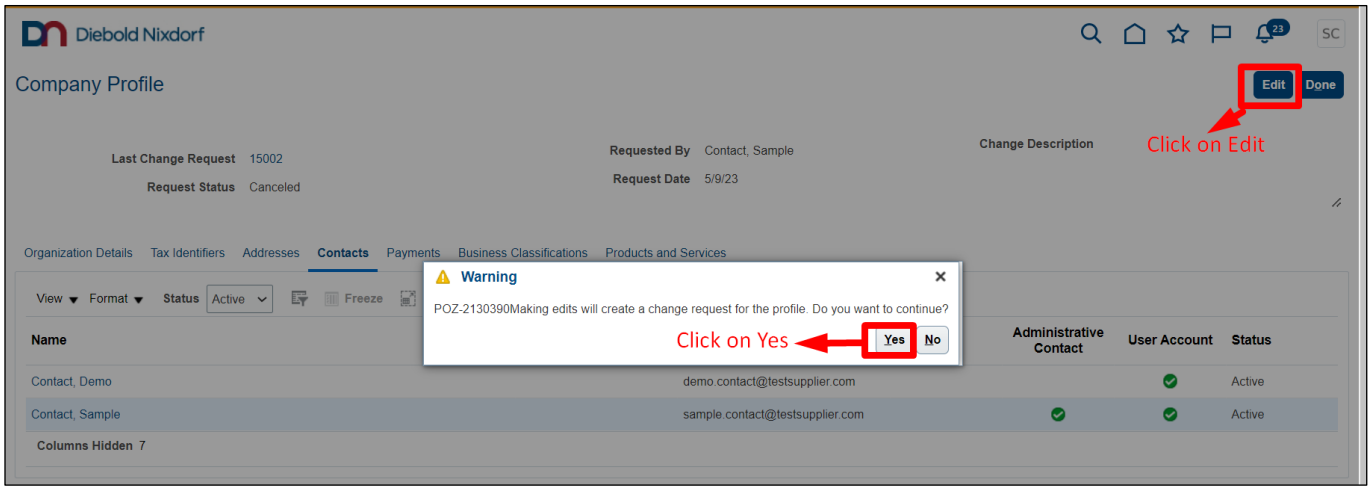

**Note: When trying to set up a new account for Supplier Contact, if the Supplier Administrator is not available, please send an email to [cloudsupplierportalsupport@dieboldnixdorf.com](mailto:cloudsupplierportalsupport@dieboldnixdorf.com) for more inquiries.*

## B. To inactivate the Portal Users:

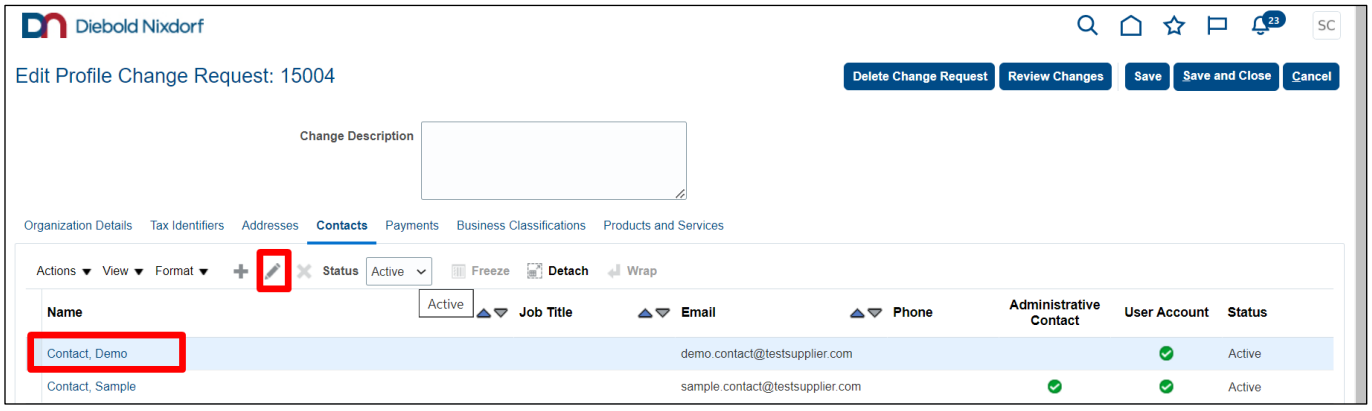
Step 1: Navigate to Manage Profile at the bottom of task menu.



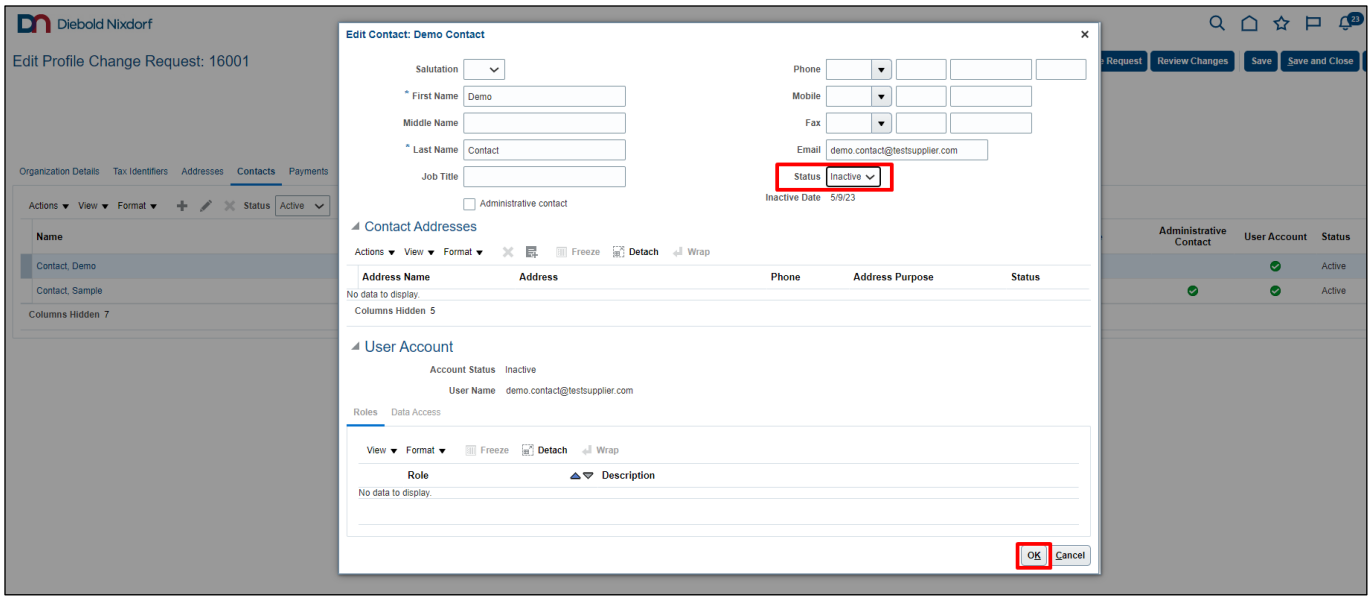

Step 2: In the Company Profile section select Edit, Warning message pops-up about the change. Click on Yes to proceed.



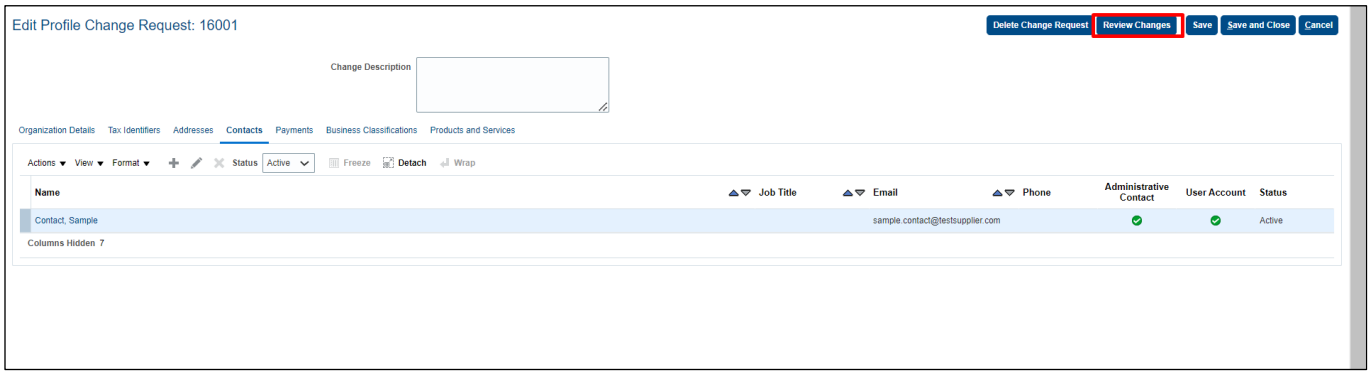

Step 3: Under Contacts, select the contact to Inactive and click on Edit (pencil icon).



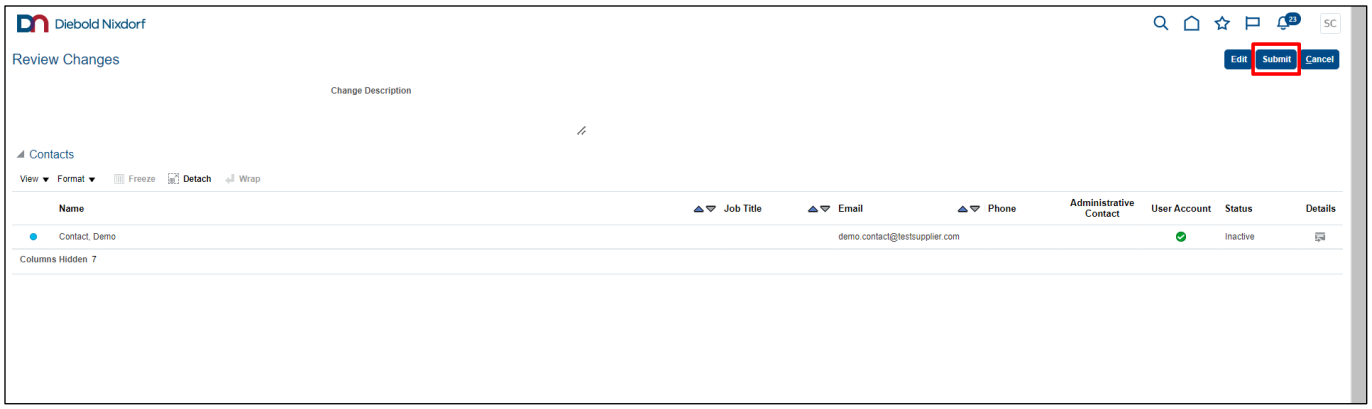
Step 4: Select the status as “Inactive “and click on OK.



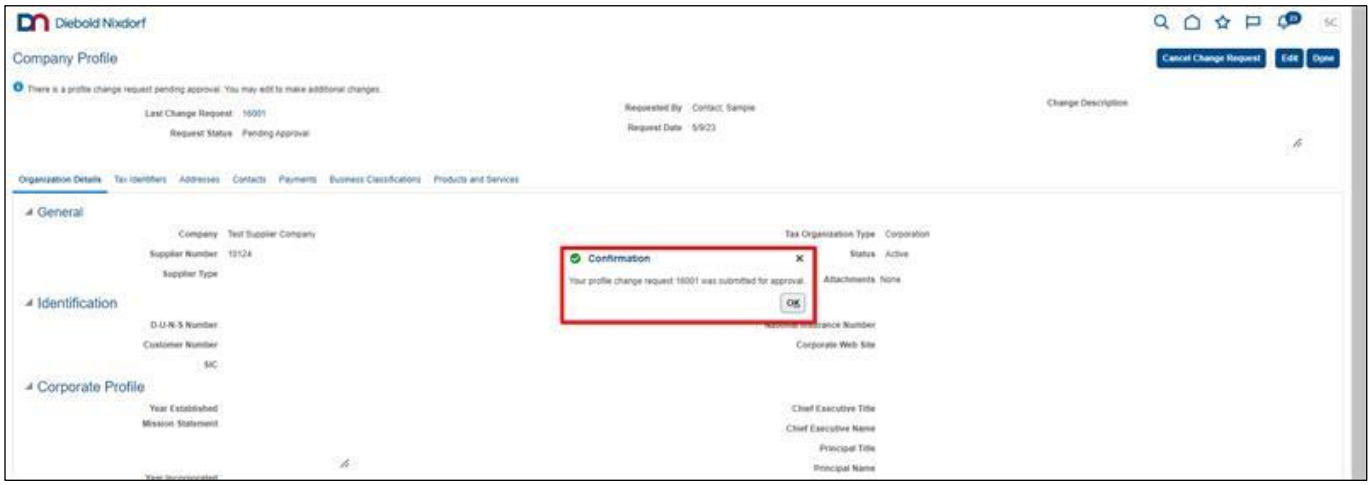

Step 5: Review the changes.



Step 6: Once the changes are reviewed, click on Submit.

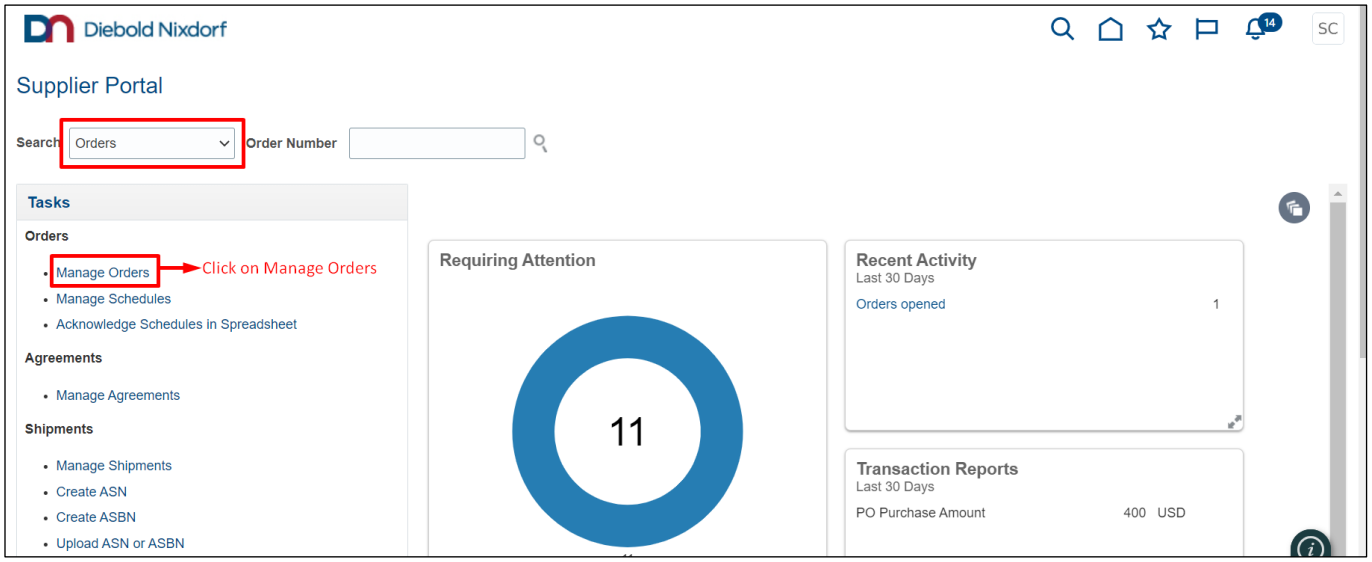



Step 7: Change request is gone for approval, once it is approved then it will reflect in system.

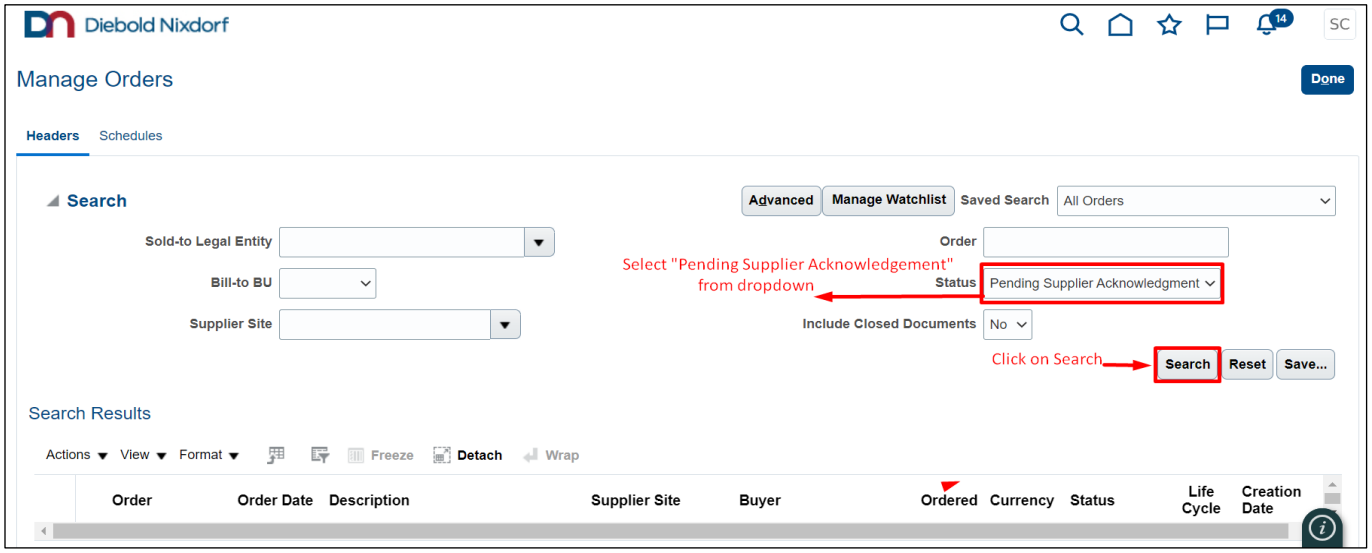


## 7. Manual Acknowledgement:

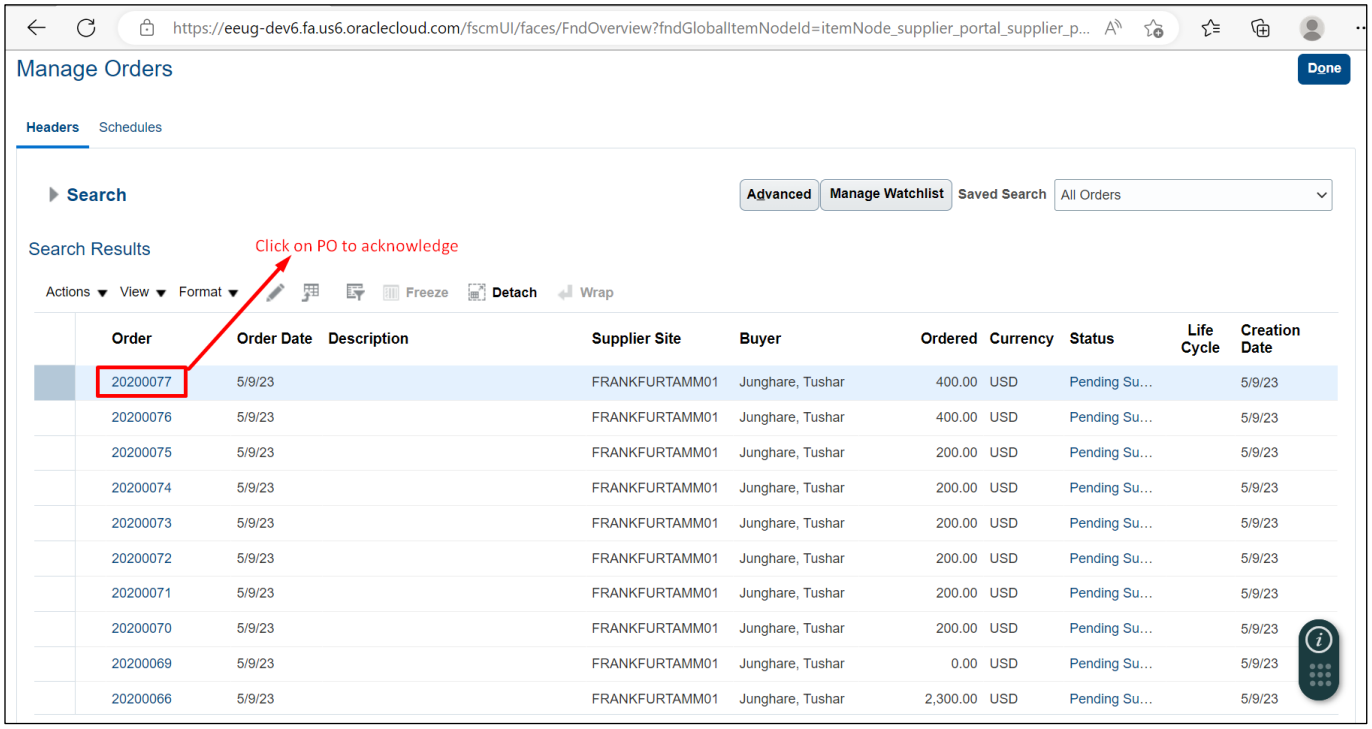
Step 1: Navigate to the Orders section then click on Manage Orders. Or Go to Requiring Attention infolet and click on Blue Color part of the Circle which will direct to Purchase Orders pending acknowledgment page.



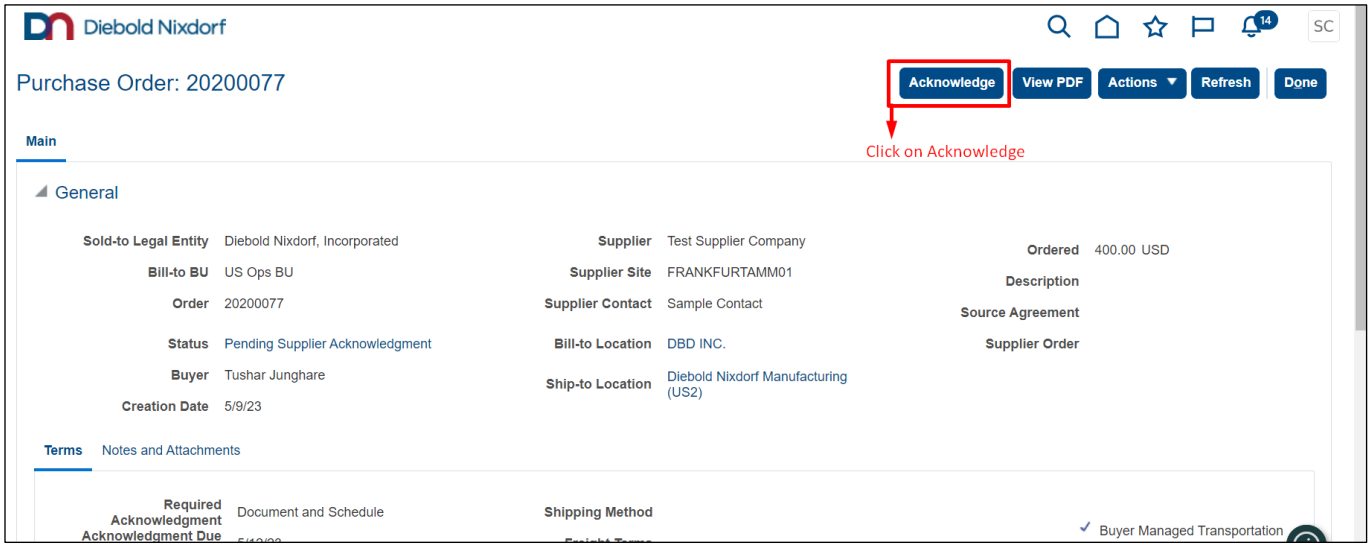

Step 2: In the Manage orders section select the status Pending Supplier Acknowledgement then click on Search.



Step 3: It will list out all the Orders which are in pending acknowledgment status. Then click on the Order number to open and acknowledge it.

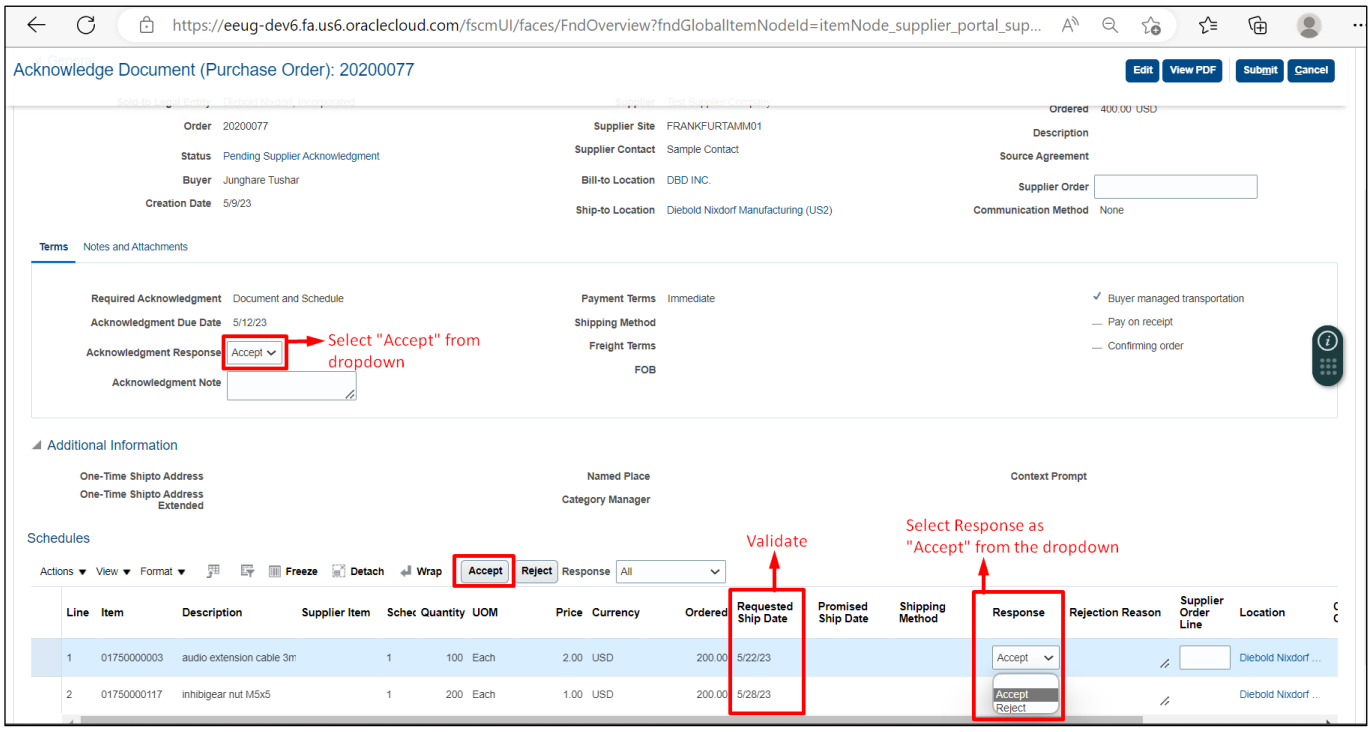



Step 4: Click on the Acknowledge button to acknowledge the Purchase Order.

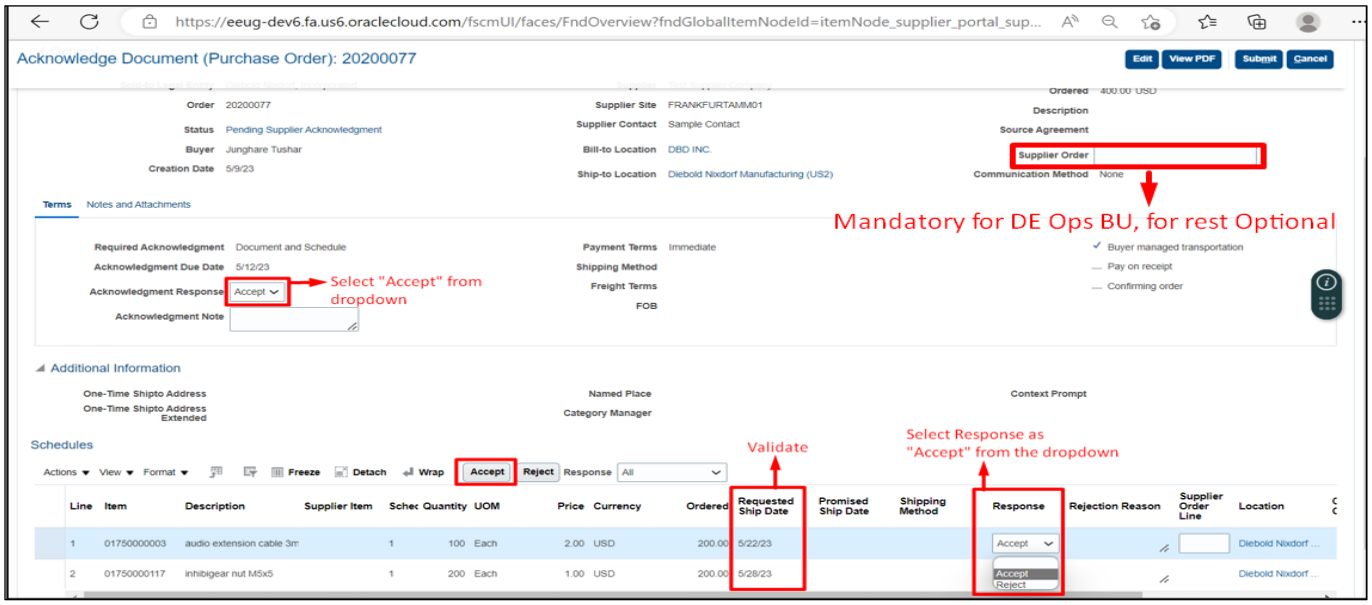


Step 5: Validate the Requested ship date. **Please note that the date shown on the PO schedule will be requested/need by ship date and promised ship date (Estimated Time of Departure ETD) only, not the arrival dates. This ETD is calculated by using the ETA on the submitted PO.**

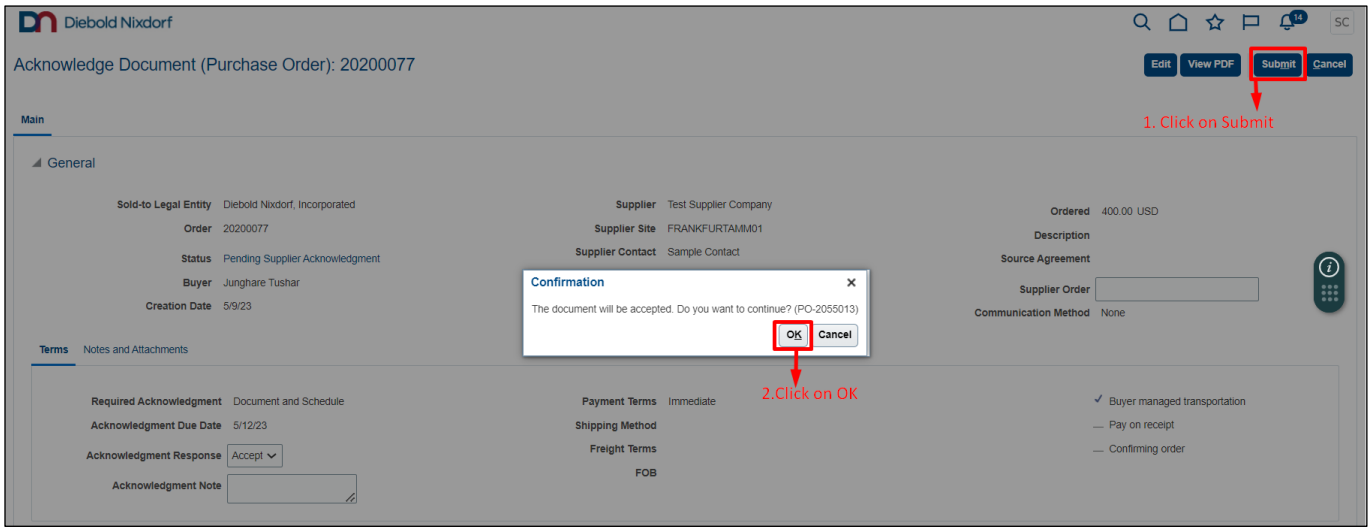
On the PO acknowledge page go to terms section and select Acknowledge response as Accept. Then go to Schedules and select Response as “Accept” for all the schedules.



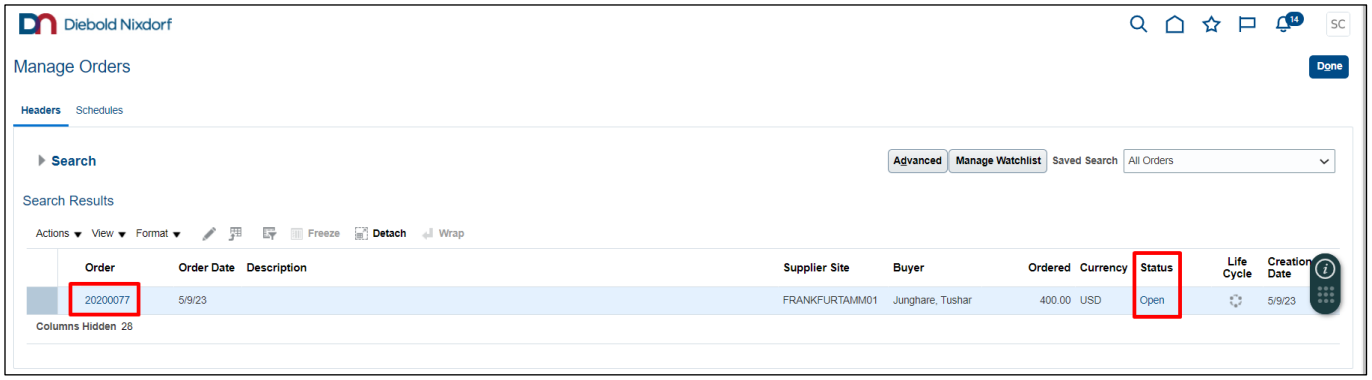

**Note – in case of confirming orders for GERMANY (DE Ops BU) Supplier Order number is mandatory*



Step 6: Click on the Submit button in the top right corner. A Warning message will be displayed mentioning "**The document will be accepted. Do you want to Continue?".** Click on OK.



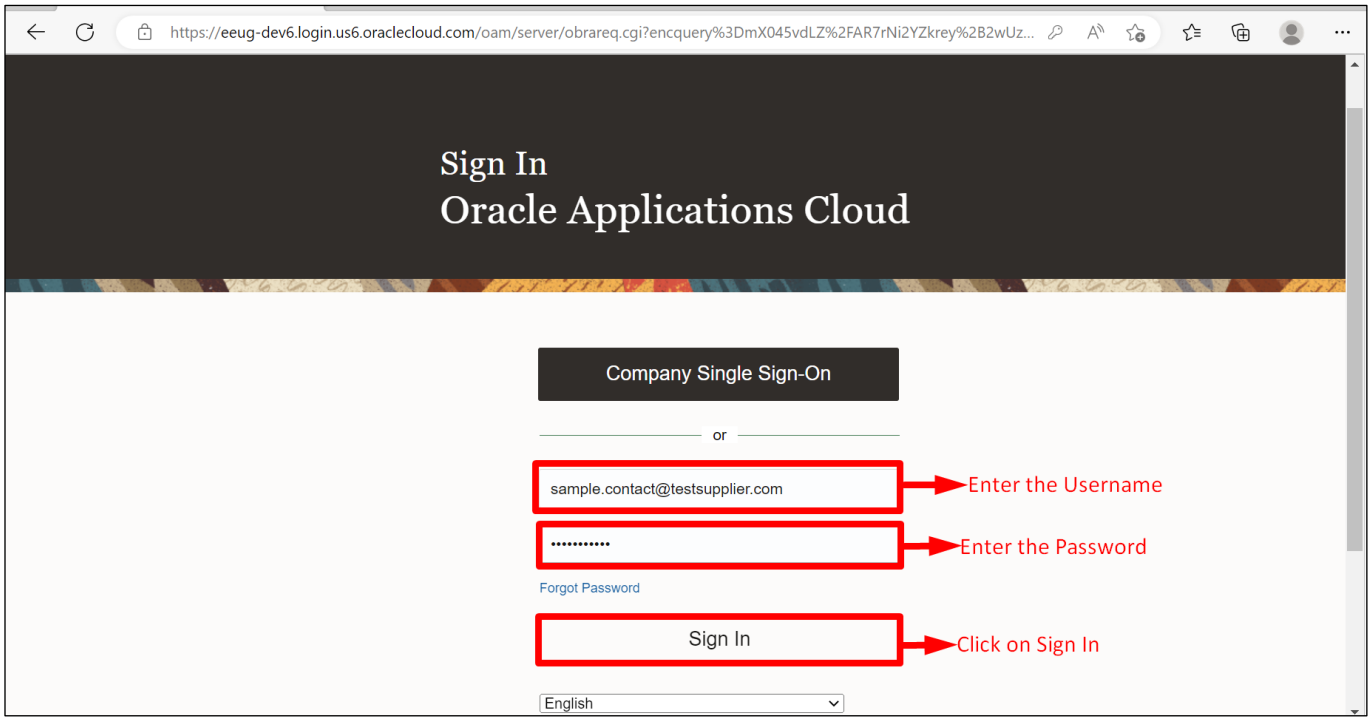

Step 7: Go to Manage Orders then search for the order which is acknowledged. The status of the PO should be changed to Open and promised ship date will be updated as requested ship date.



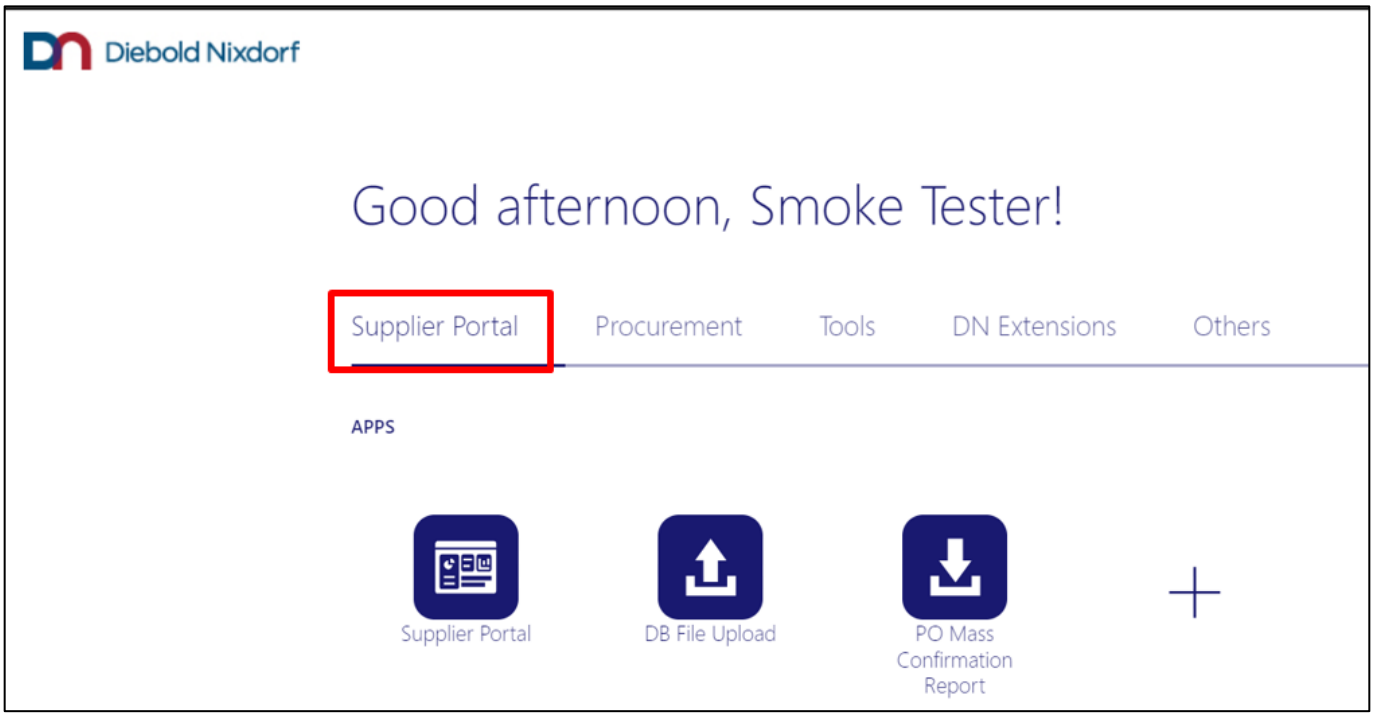
## 8. Mass Confirmation (Acknowledgement) of PO from Supplier Portal:

### A. Mass confirmation Activity for Initial login

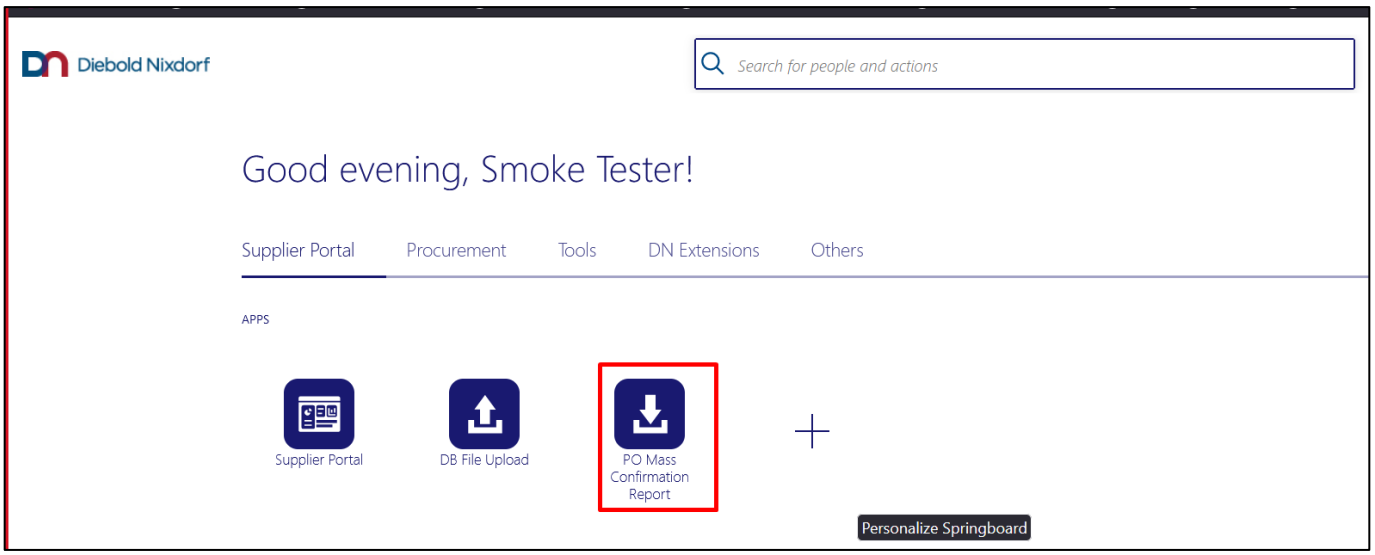
**Step 1:** Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: [https://eeug.login.us6.oraclecloud.com/](https://eeug.login.us6.oraclecloud.com/)




**Step 2:** Supplier Home page will open. Click on Supplier Portal offering.

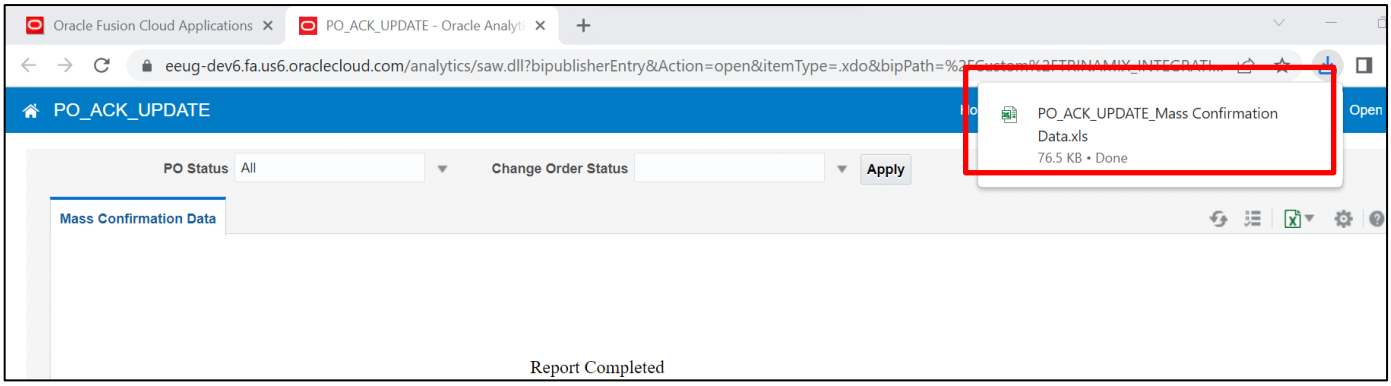



**Step 3**: Click on “PO Mass Confirmation Report” to download the report.



**Step 4:** New window will be open, and report will get downloaded automatically for all PO.

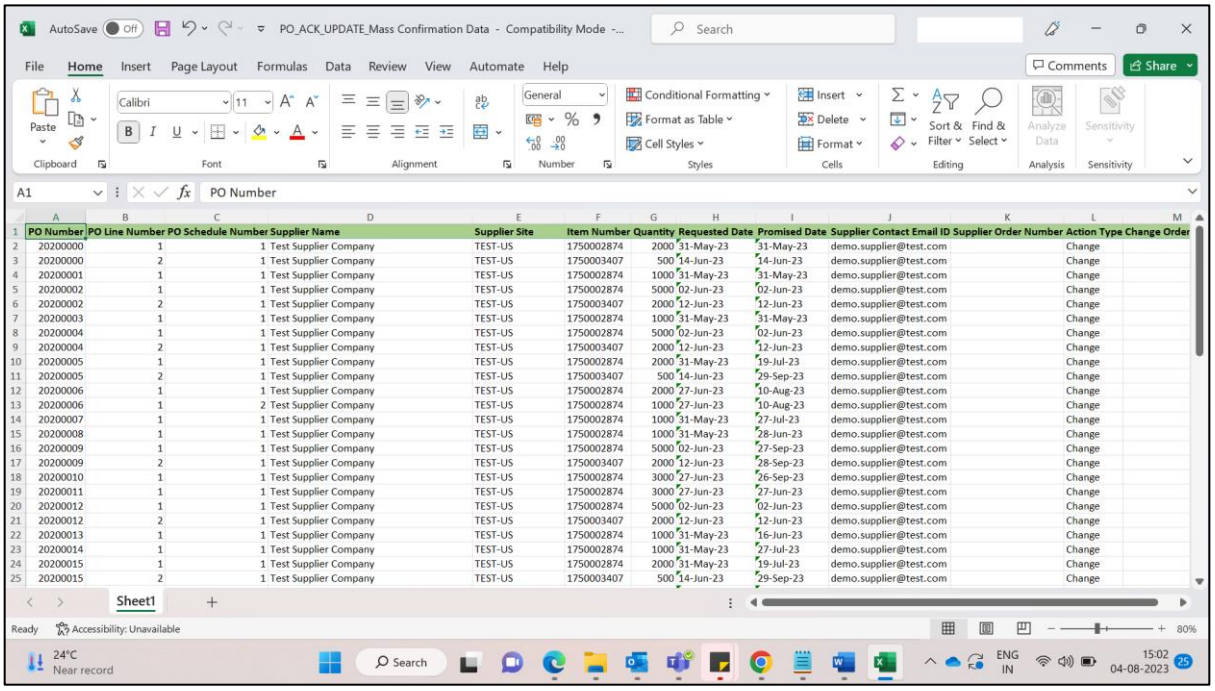
***Note: Please note that by default it will download all the PO data.***



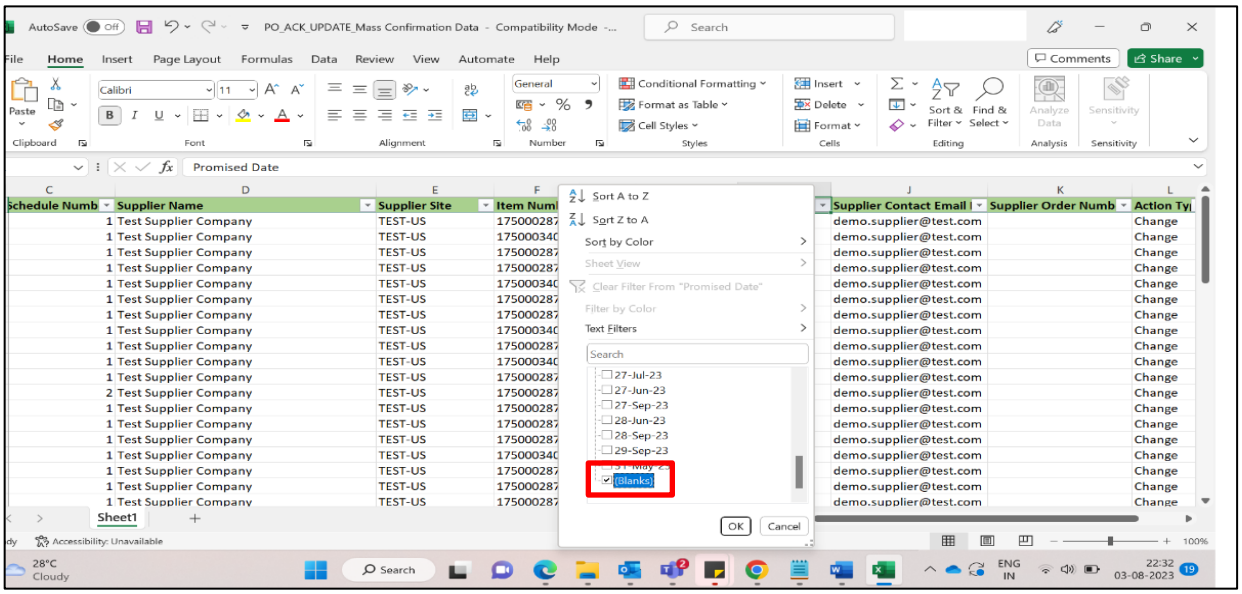

When you are using it for the first time, please make sure that the promise_date for all the orders is up to date.

Please follow the below steps to do this one-time activity.

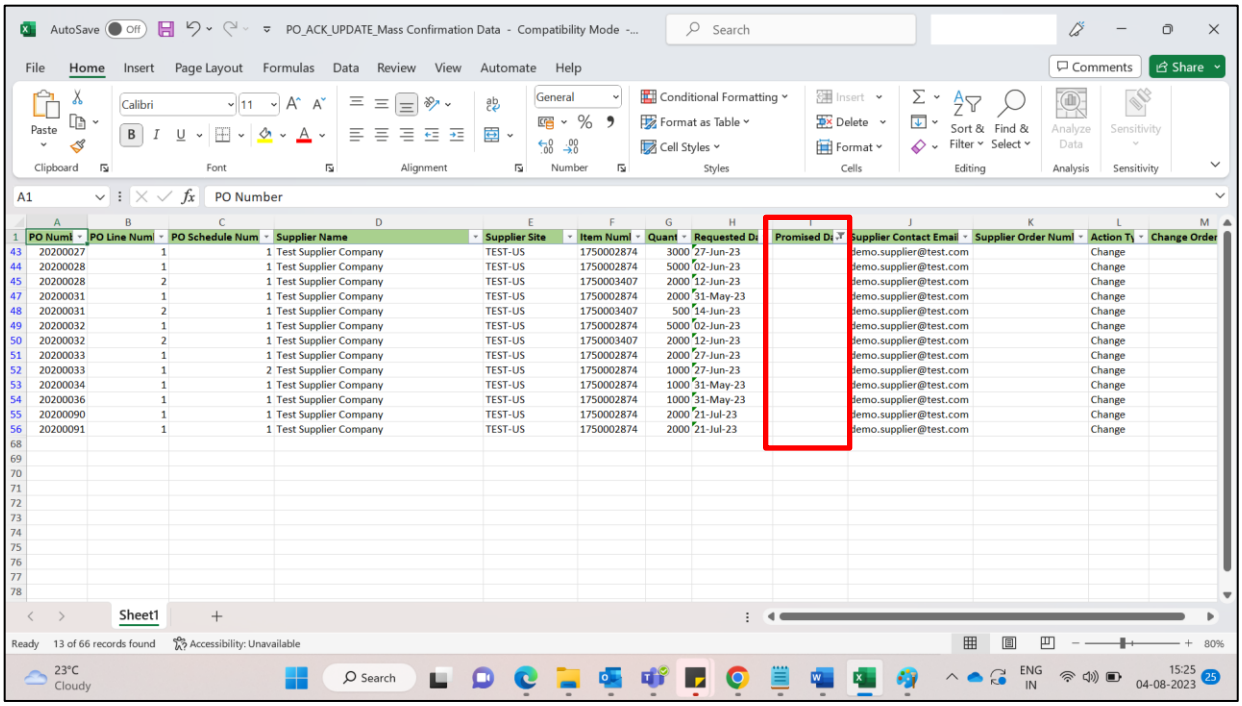
1. Open the report and you will be able to see the data for all PO.



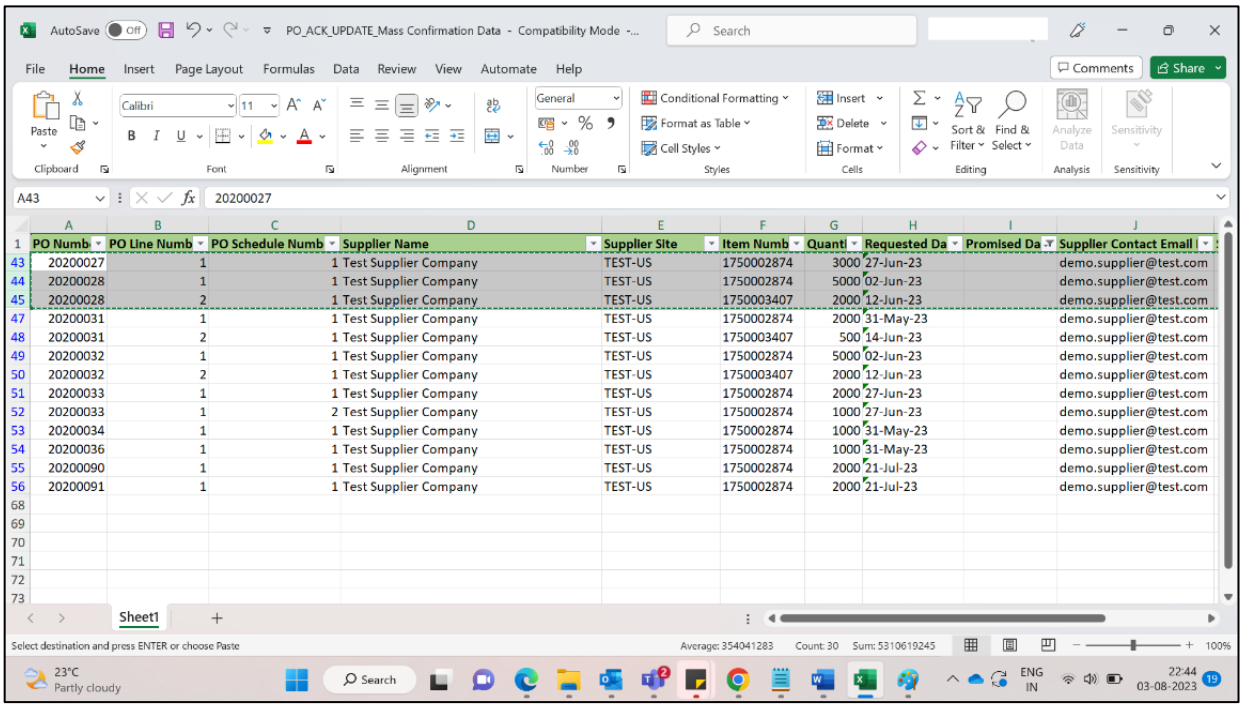

2. Apply the filter to the promise date column, select the value with “Blank” and click on OK.




3. You will be able to see the data for promise_date as blank.

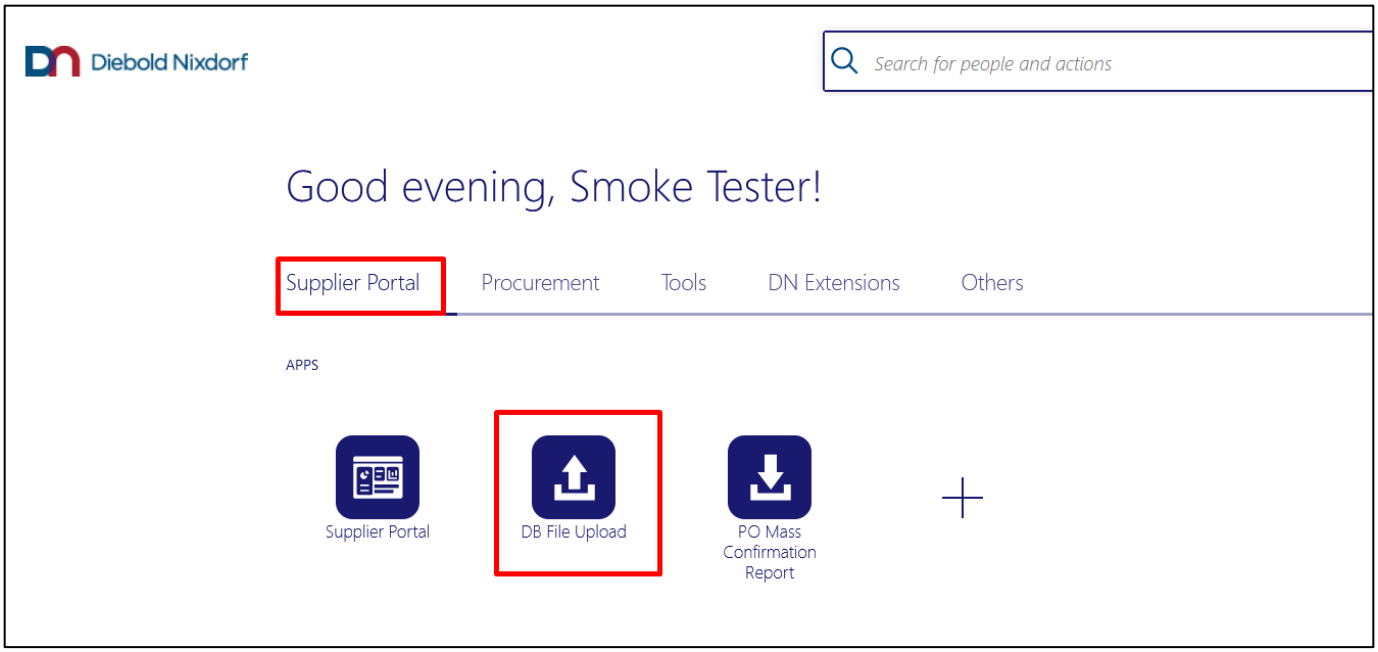



4. Select and copy the required data from report for which need to update the promise_date.

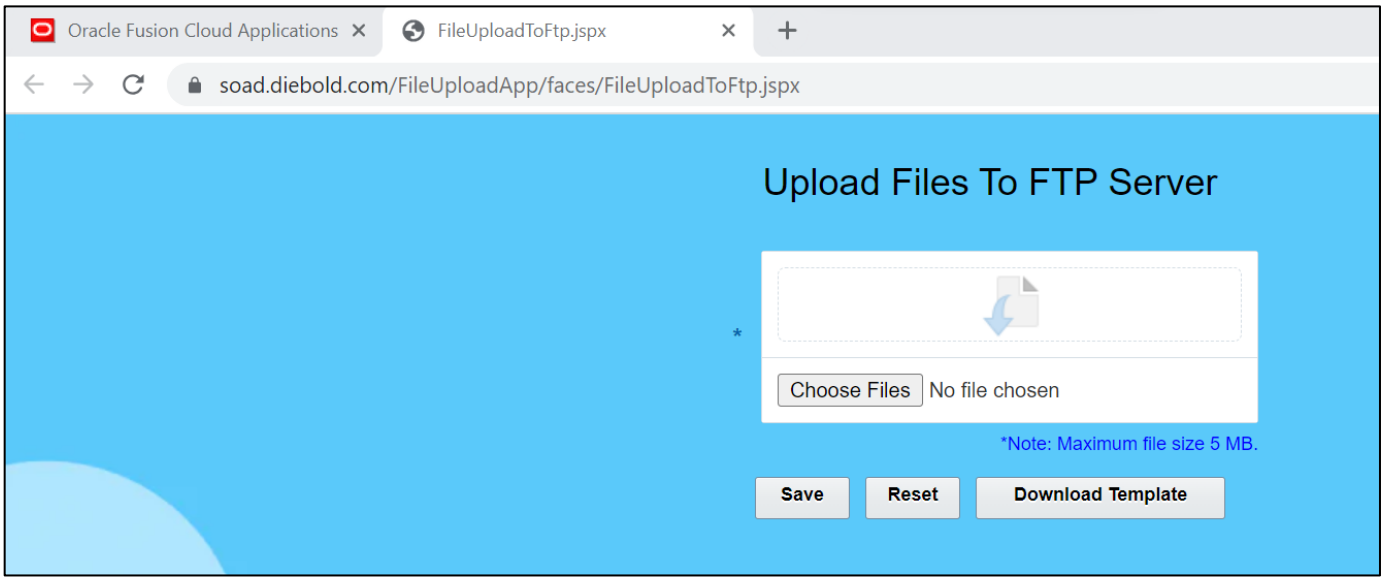



| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | PO Numb | PO Line Numb | PO Schedule Numb | Supplier Name | Supplier Site | Item Numb | Quanti | Requested Da | Promised Da | Supplier Contact Email |
| 43 | 20200027 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 3000 | 27-Jun-23 | | demo.supplier@test.com |
| 44 | 20200028 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | | demo.supplier@test.com |
| 45 | 20200028 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | | demo.supplier@test.com |
| 47 | 20200031 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 31-May-23 | | demo.supplier@test.com |
| 48 | 20200031 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 500 | 14-Jun-23 | | demo.supplier@test.com |
| 49 | 20200032 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | | demo.supplier@test.com |
| 50 | 20200032 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | | demo.supplier@test.com |
| 51 | 20200033 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 27-Jun-23 | | demo.supplier@test.com |
| 52 | 20200033 | 1 | 2 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 27-Jun-23 | | demo.supplier@test.com |
| 53 | 20200034 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com |
| 54 | 20200036 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com |
| 55 | 20200090 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com |
| 56 | 20200091 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com |
| 68 | | | | | | | | | | |
| 69 | | | | | | | | | | |
| 70 | | | | | | | | | | |
| 71 | | | | | | | | | | |
| 72 | | | | | | | | | | |
| 73 | | | | | | | | | | |

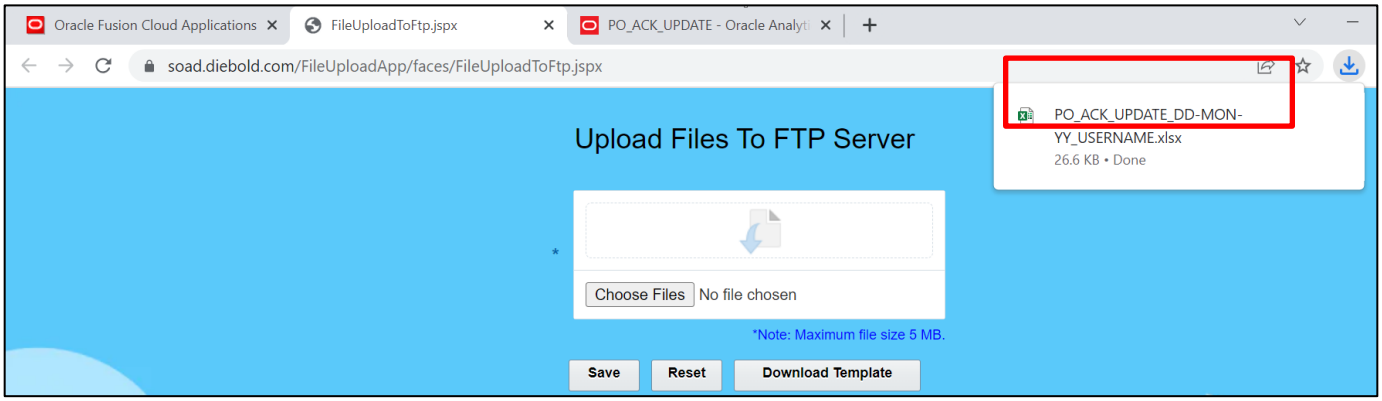
**Step 5:** Now again go back to the Supplier Portal and click on “DB File Upload” icon.




**Step 6:** New Window will open. Click on **“Download Template”**



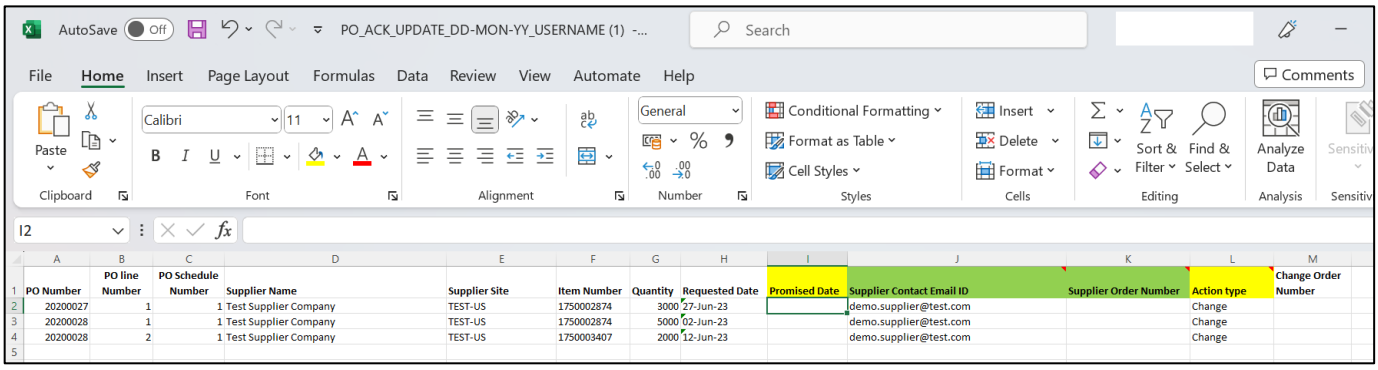

**Step 7:** The Template will be downloaded onto the system.




**Step 8:** Open that Template, you will be able to see the sample data and the format of the template.

| A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Orde Number |
| 201617947 | 1 | 1 | Demo Supplier | TAIPEI01 | 01750299984 | 668 | 03-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |
| 201617947 | 1 | 2 | Demo Supplier | TAIPEI01 | 01750299984 | 132 | 17-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |

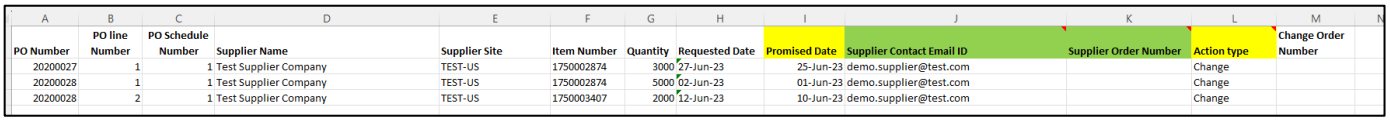
**Step 9:** Now paste the copied data from report (Step-4) into this Template.



| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Order Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200027 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 3000 | 27-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200028 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200028 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | | demo.supplier@test.com | | Change | |

**Step 10:** Update the promise date. Here you need to provide promise_date, email_id and select Action_Type as Change from the drop-down list.

**Note: This Template supports only date format as "DD-Mon-YY".**

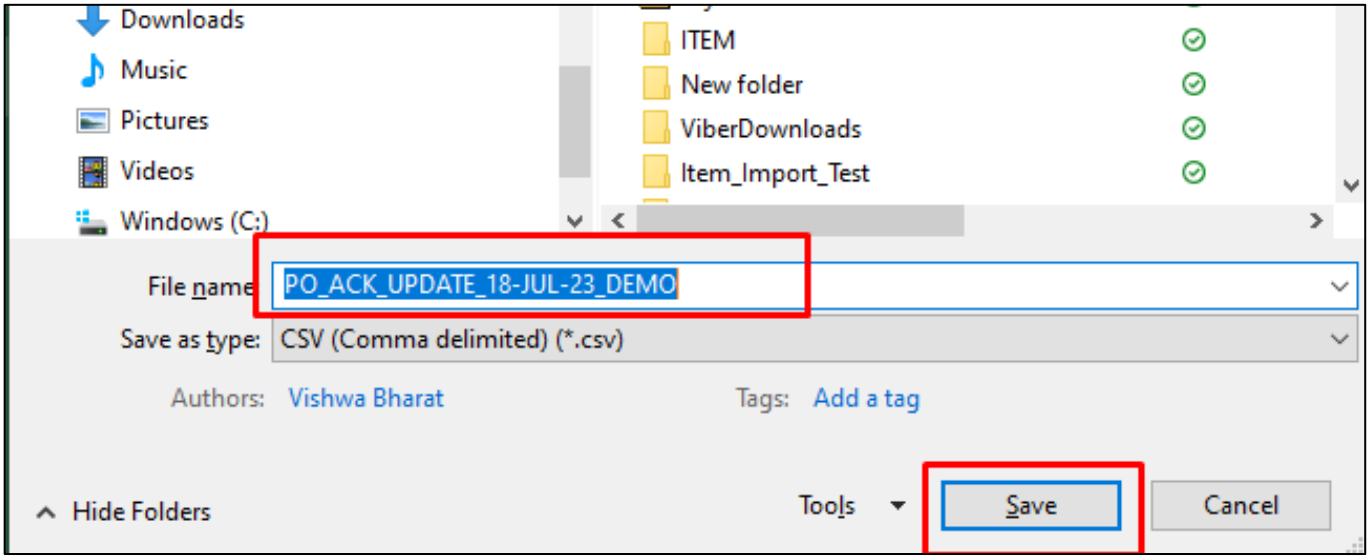


| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Order Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200027 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 3000 | 27-Jun-23 | 25-Jun-23 | demo.supplier@test.com | | Change | |
| 20200028 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | 01-Jun-23 | demo.supplier@test.com | | Change | |
| 20200028 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | 10-Jun-23 | demo.supplier@test.com | | Change | |

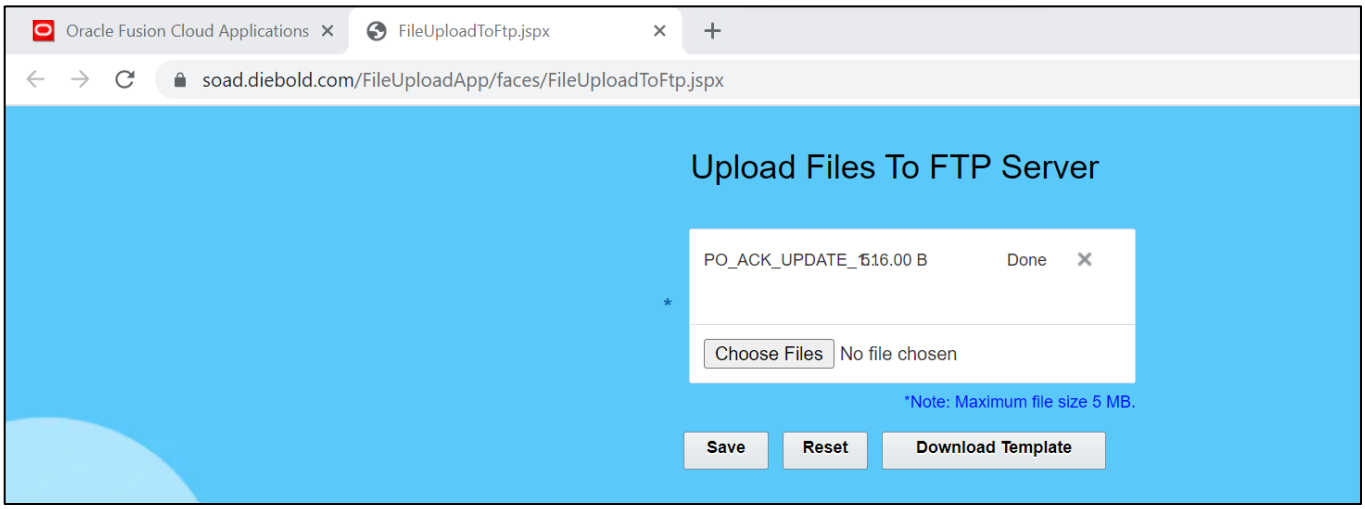
**Step 11:** Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

**Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.**

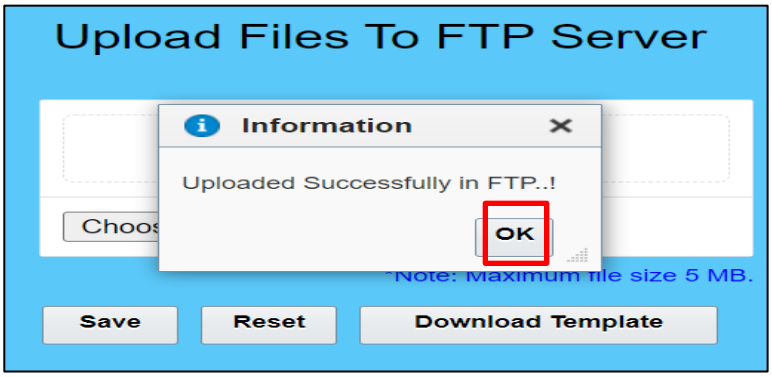
Save the file as CSV (Comma delimited) (*.csv)**.**



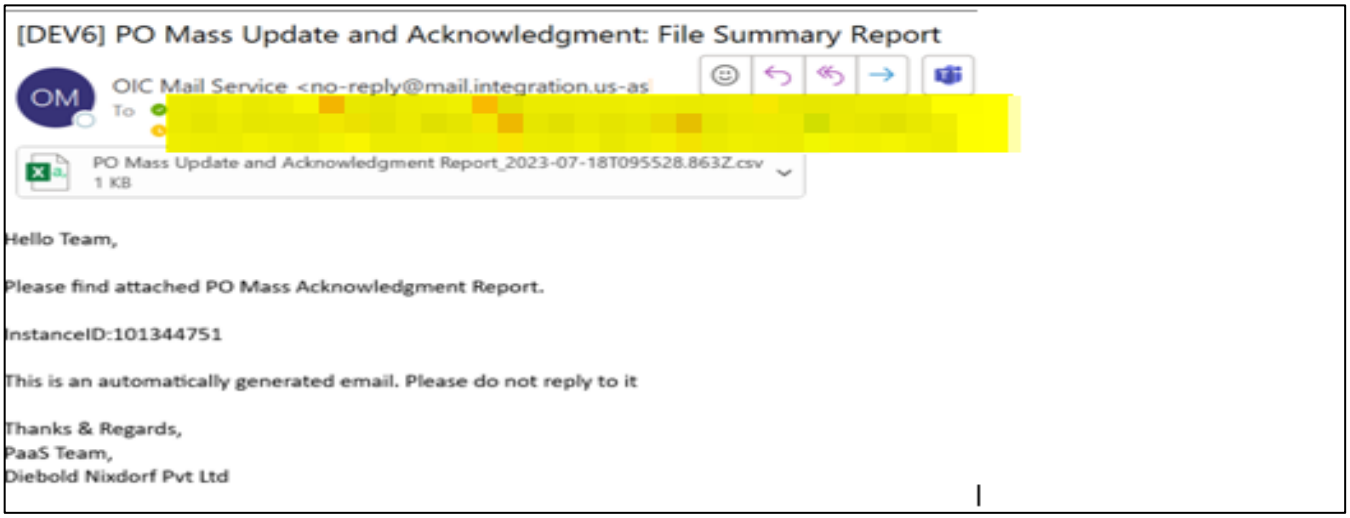

**Step 12:** Now go back to the Supplier Portal> click on "DB File Upload" window from where the template has been download, click on "Choose Files" and select the .CSV file from the system. Click on the Save button.




**Step 13:** Message will be populated regarding the successfully uploaded file. Click on OK.



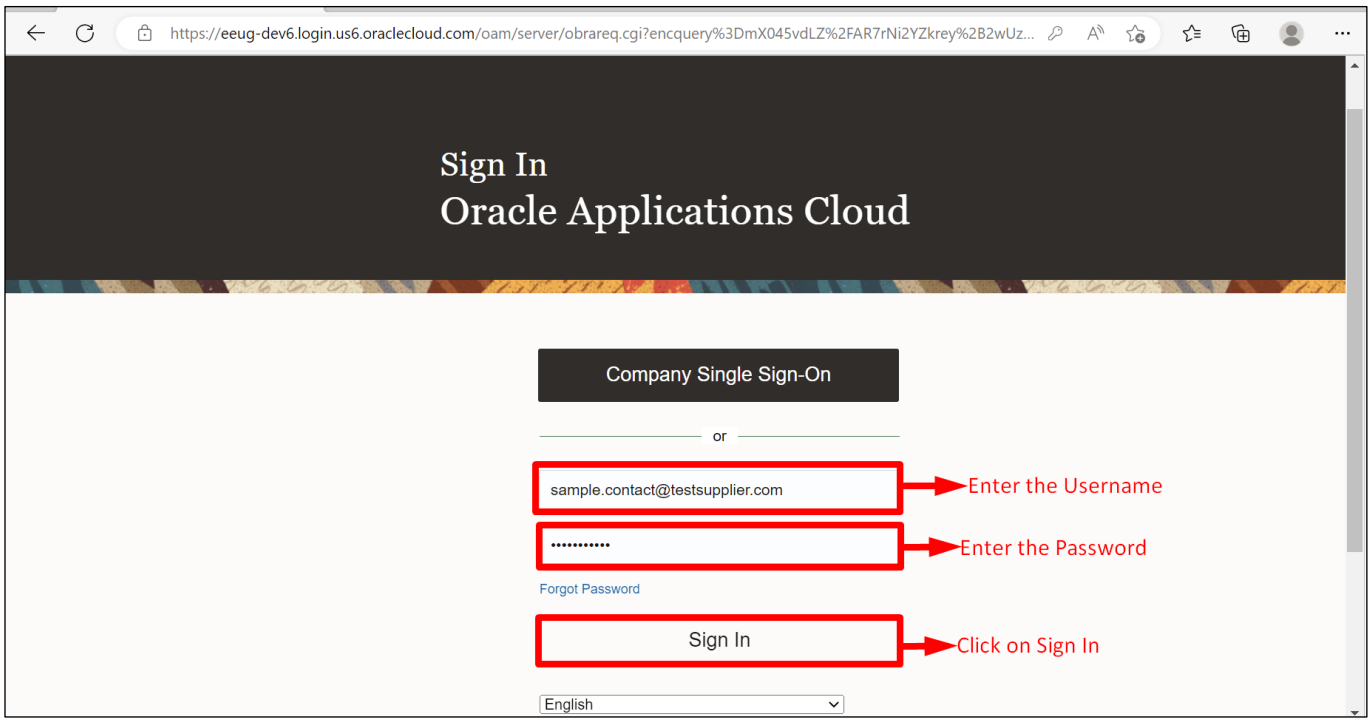

**Step 14:** After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.



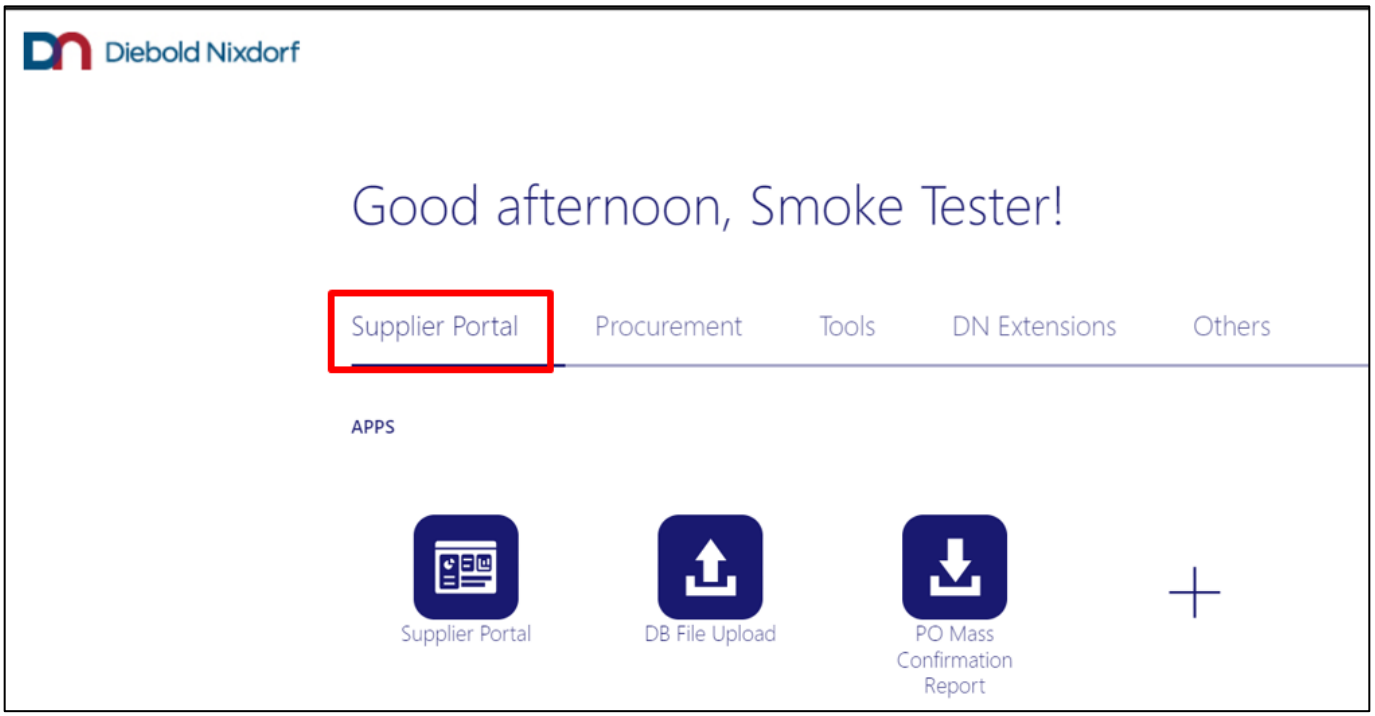
*Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.*

## B. File Preparation for Mass update promise date (Confirmation)

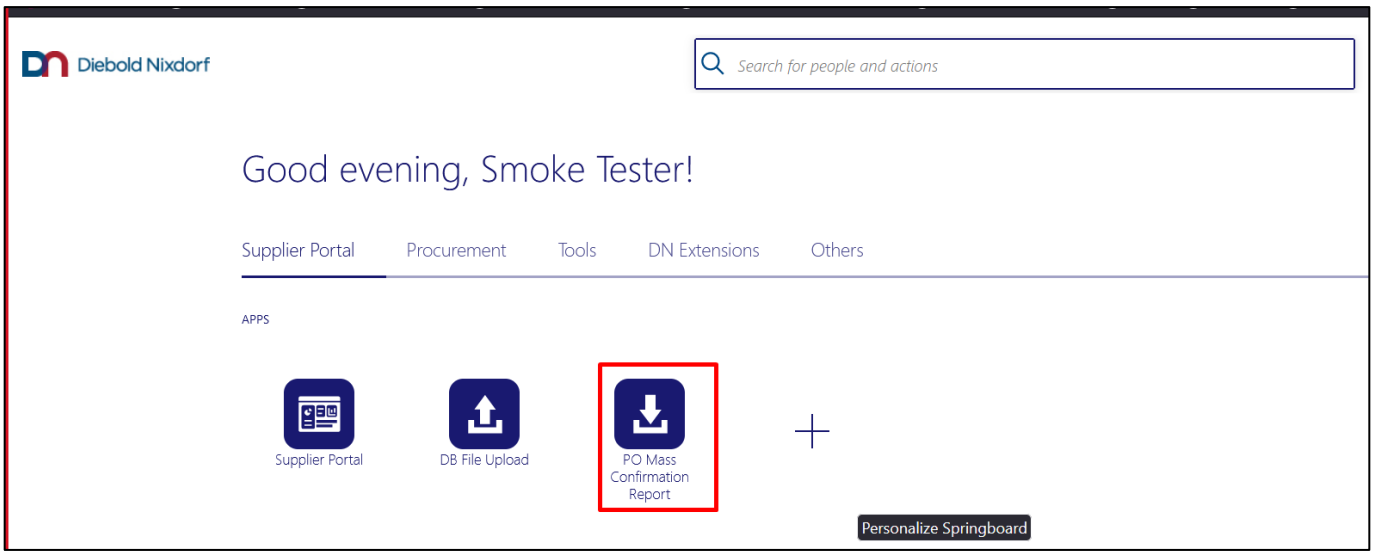
**Step 1:** Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: https://eeug.login.us6.oraclecloud.com/



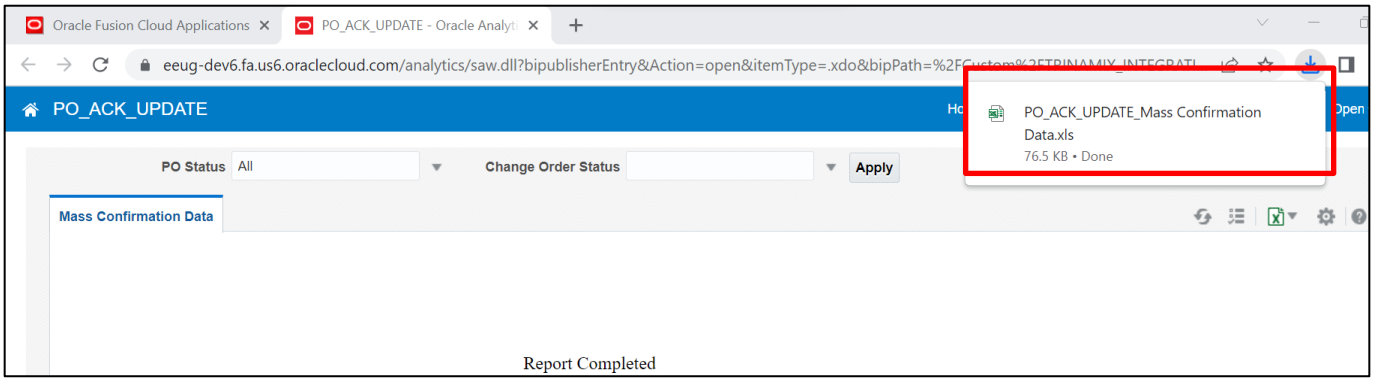

**Step 2:** Supplier Home page will open. Click on Supplier Portal offering.




**Step 3**: Click on “PO Mass Confirmation Report” to download the report.



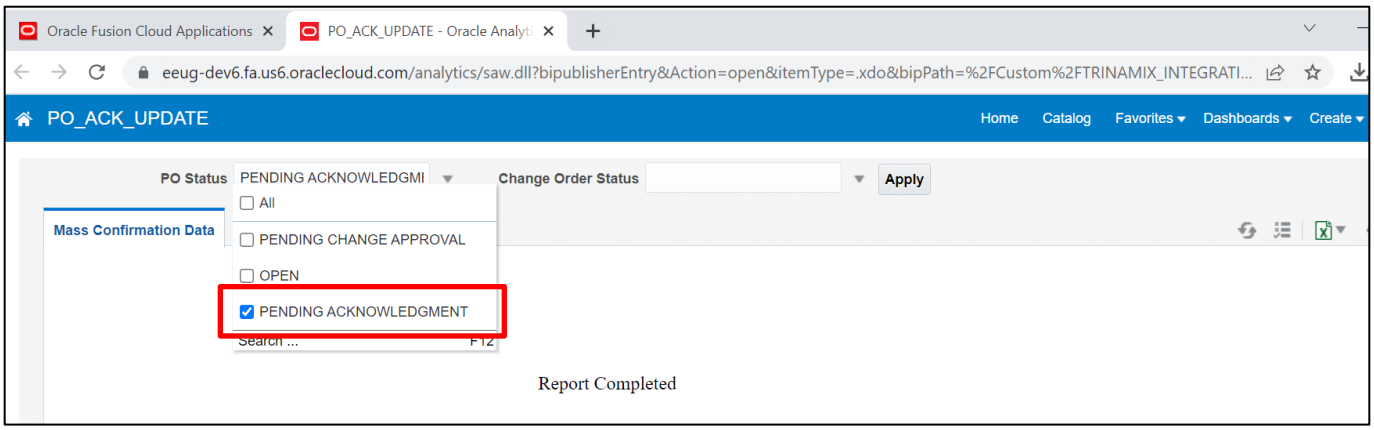
**Step 4:** New window will be open, and report will get downloaded automatically for all the POs.



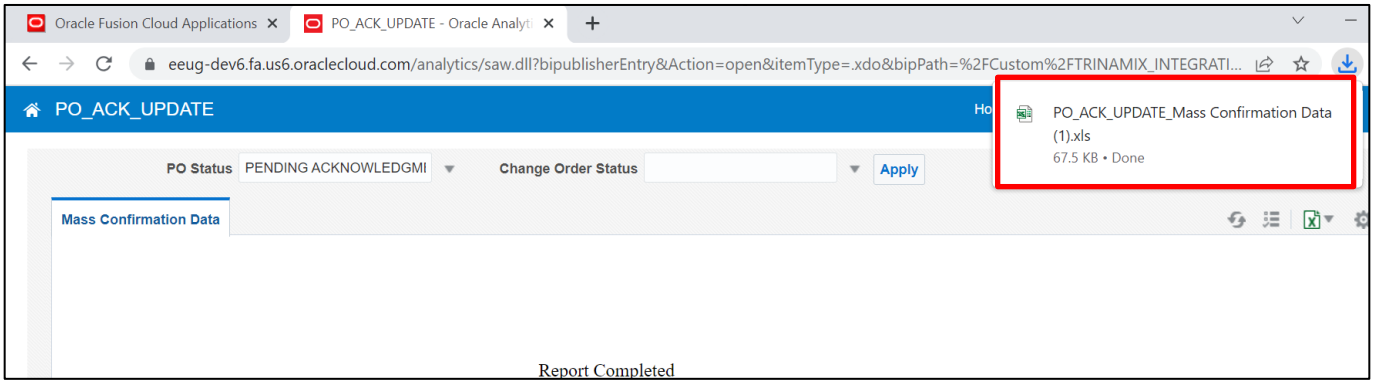

Note: Please note by default it will download all the PO data. If we are looking for specific PO status like Pending Acknowledgement or Change order status pending acknowledgment, then select the PO status or Change order status values and click on apply then it will download the new file.

If you are selecting Change order status select only change order status. Do not use combination of both.

**Step 5:** As we are performing PO Mass Confirmation, select the PO Status as “Pending Acknowledgement” and click on Apply button.



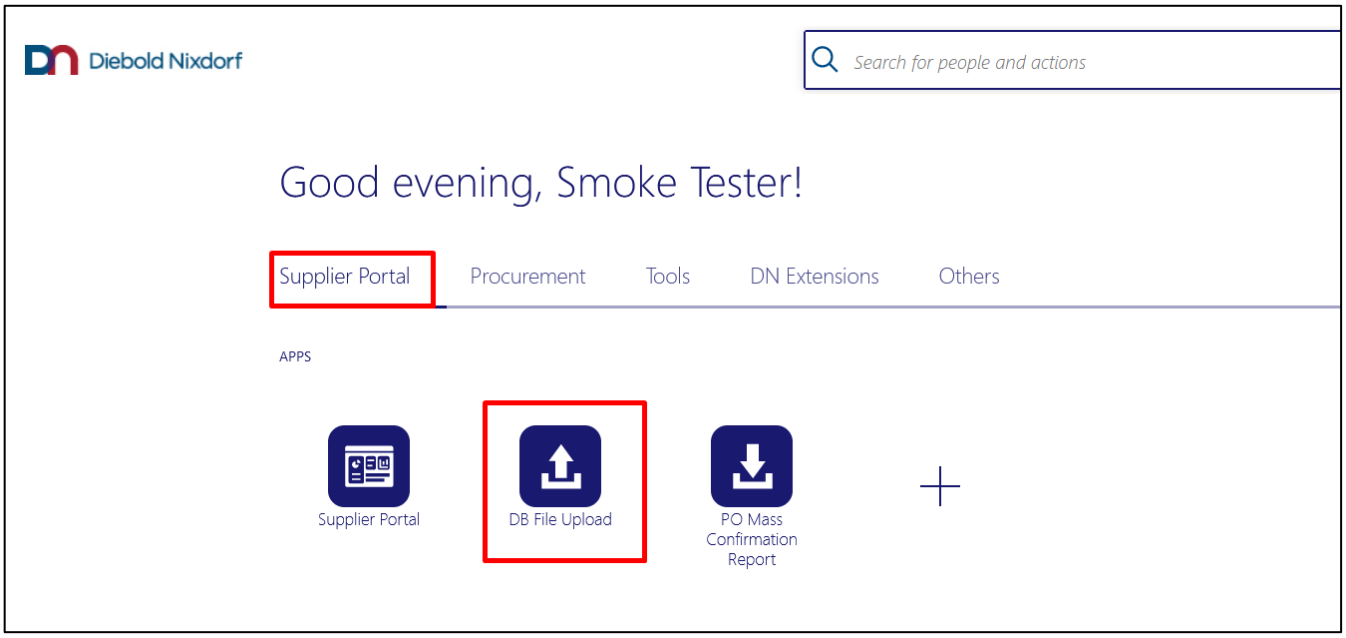

The report will be downloaded for all the PO with status as “Pending Acknowledgement”.



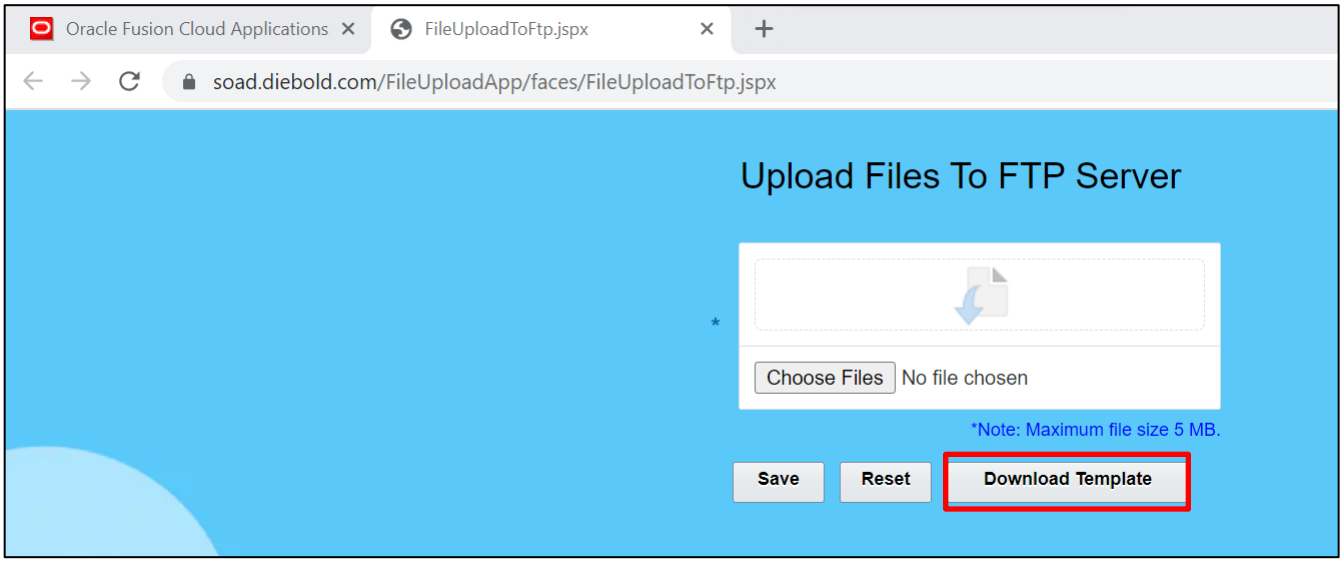
**Step 5:** Open the downloaded report. PO details will be listed as per the selection criteria.

| PO Number | PO Line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action Type |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200031 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 31-May-23 | | demo.supplier@test.com | | Change |
| 20200031 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 500 | 14-Jun-23 | | demo.supplier@test.com | | Change |
| 20200032 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | | demo.supplier@test.com | | Change |
| 20200032 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | | demo.supplier@test.com | | Change |
| 20200033 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 27-Jun-23 | | demo.supplier@test.com | | Change |
| 20200033 | 1 | 2 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 27-Jun-23 | | demo.supplier@test.com | | Change |
| 20200034 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com | | Change |
| 20200036 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com | | Change |
| 20200090 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change |
| 20200091 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change |
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change |

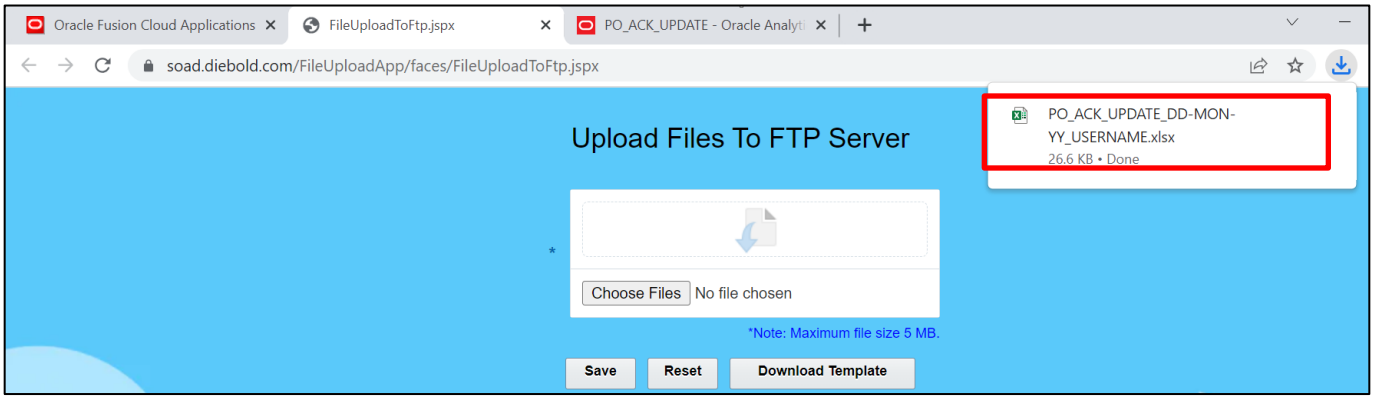
**Step 6**: Now again go back to the Supplier Portal and click on “DB File Upload” icon.




**Step 7**: New Window will open. Click on **“Download Template”**



**Step 8**: The Template will be downloaded into the system.




**Step 9**: Open that Template, you will be able to see the sample data and the format of the template.

| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Orde Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 201617947 | 1 | 1 | Demo Supplier | TAIPEI01 | 01750299984 | 668 | 03-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |
| 201617947 | 1 | 2 | Demo Supplier | TAIPEI01 | 01750299984 | 132 | 17-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |

**Step 10**: Now go to that downloaded PO report and copy the PO data which needs to be Acknowledged(confirmed).

For example: Here the last rows are copied from the report.

| PO Number | PO Line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action Type | Change C |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200031 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 31-May-23 | | demo.supplier@test.com | | Change | |
| 20200031 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 500 | 14-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200032 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 5000 | 02-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200032 | 2 | 1 | Test Supplier Company | TEST-US | 1750003407 | 2000 | 12-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200033 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 27-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200033 | 1 | 2 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 27-Jun-23 | | demo.supplier@test.com | | Change | |
| 20200034 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com | | Change | |
| 20200036 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1000 | 31-May-23 | | demo.supplier@test.com | | Change | |
| 20200090 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change | |
| 20200091 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change | |
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change | |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | | demo.supplier@test.com | | Change | |

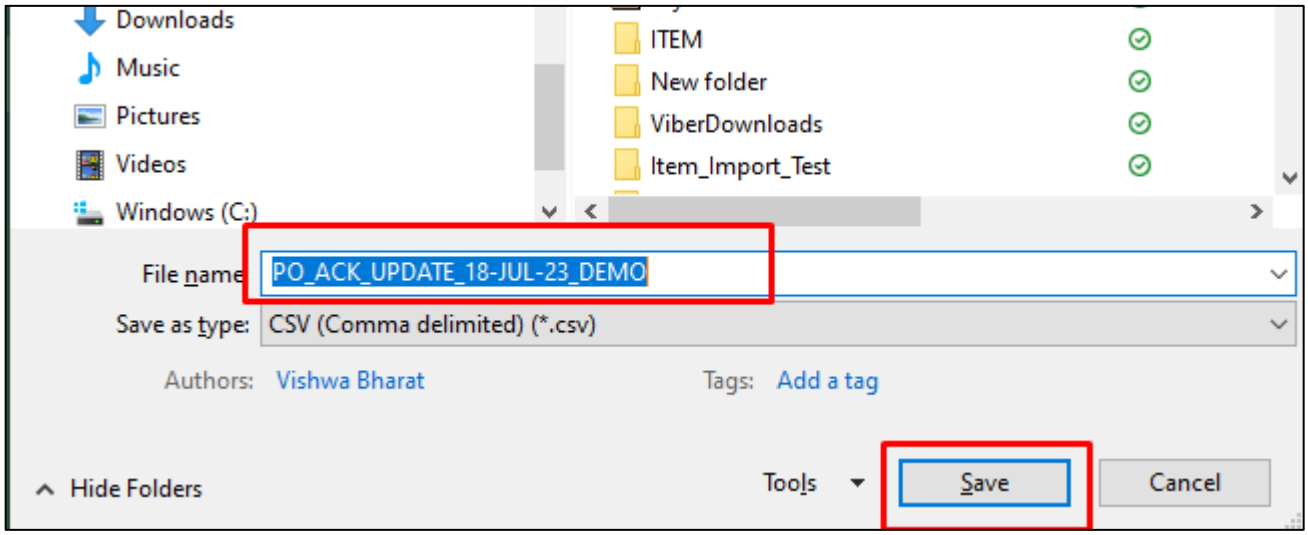
**Step 11**: Paste the data in the Template as it is.
Here you need to provide promise_date, email_id and select Action_type as Change from drop down list.
***Note: This template supports the date format as "DD-Mon-YY".***

| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Orde Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | komal.wanjari@trinamix.com | | Change | |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | komal.wanjari@trinamix.com | | Change | |

**Step 12**: Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

**Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.**

Save the file as CSV (Comma delimited) (*.csv)**.**



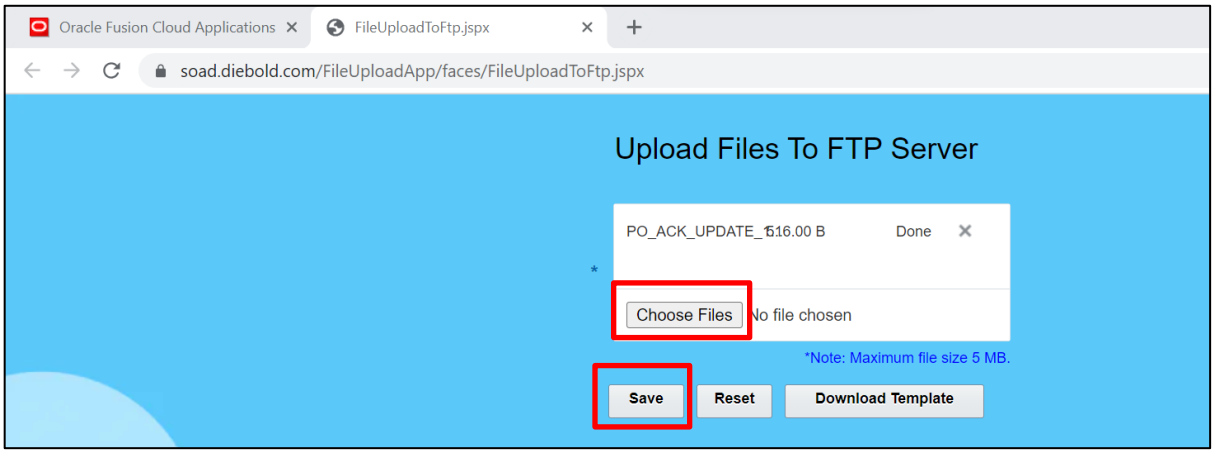

The file will be saved in your system.

Below are considerations while preparing the file.

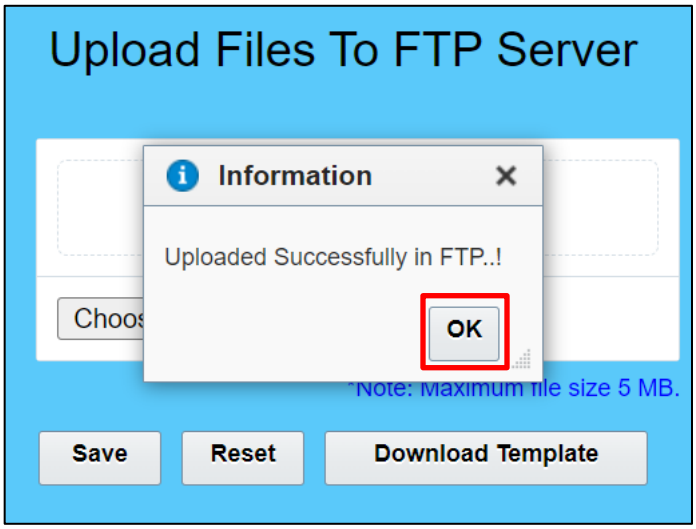
- **Action type:** by default, action, type is Change, for schedule split scenario please select change for original schedule, split action for new schedule, and keep original schedule number as schedule number for split schedules. (For Ex: if the split is for schedule 1 of having 100 then enter two lines for the same with split of 60 and 40 and keep schedule number same for both lines and put action type as Split for 40 quantity line.)
- Also make sure the quantity is matched for original schedule after split. Enter the requested date as original schedule and enter the confirmation date for split schedule.
- **Promised date:** Make sure to populate promised date for all schedules and Date format should be **DD-Mon-YY. (Ex: 04-Mar-23 or 14-Mar-23)**
- **Supplier Contact Email ID (optional):** Enter the email ID to receive the file upload status report.
- **Supplier Order Number (Mandatory for Germany Orders (SAP)):** Please enter the Supplier reference order number.
- **File format:** Save the file as **CSV** with file name **PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).** Please note that file names must be unique.

## C. File upload and validation process

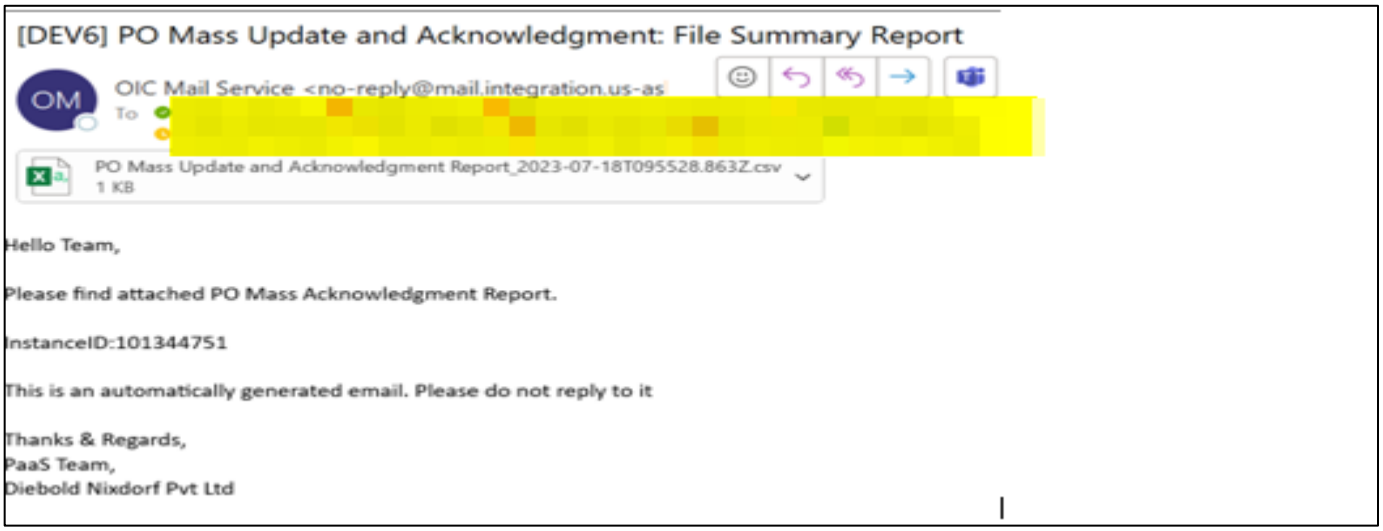
**Step 1**: Now go back to the Supplier Portal> click on “DB File Upload” window from where the template has been download, click on “Choose Files” and select the .CSV file from the system. Click on the Save button.




**Step 2**: Message will be populated regarding the successfully uploaded file. Click on OK.



**Step 3**: After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.

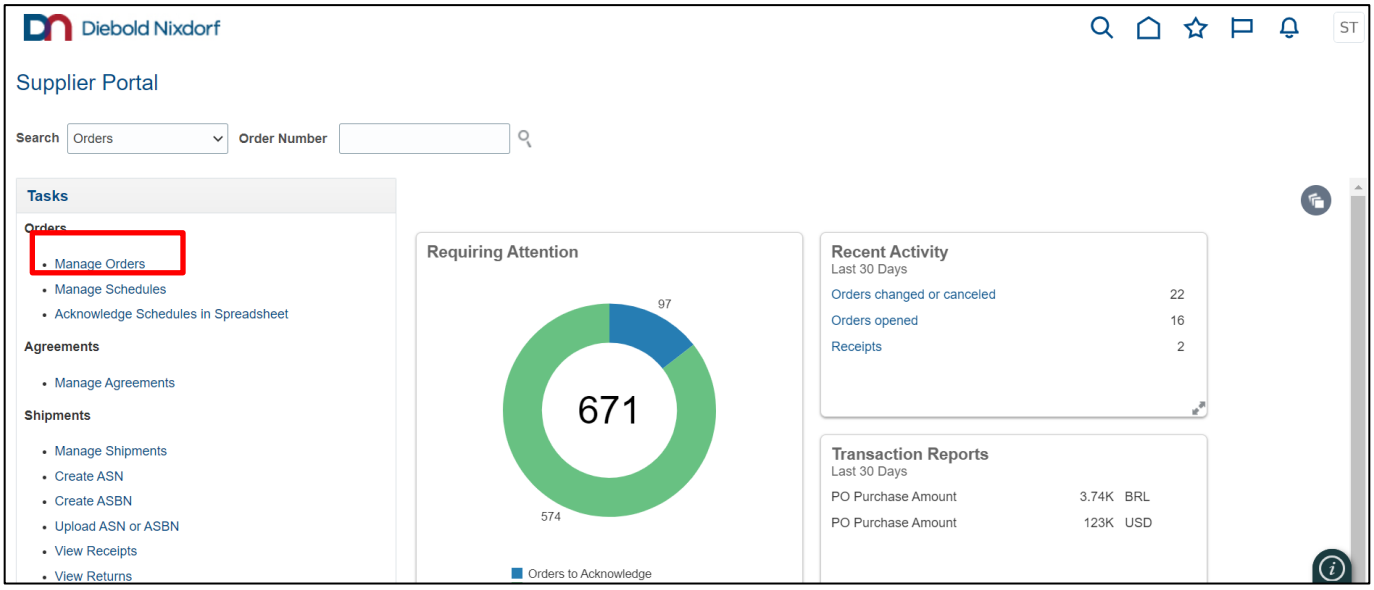



*Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.*

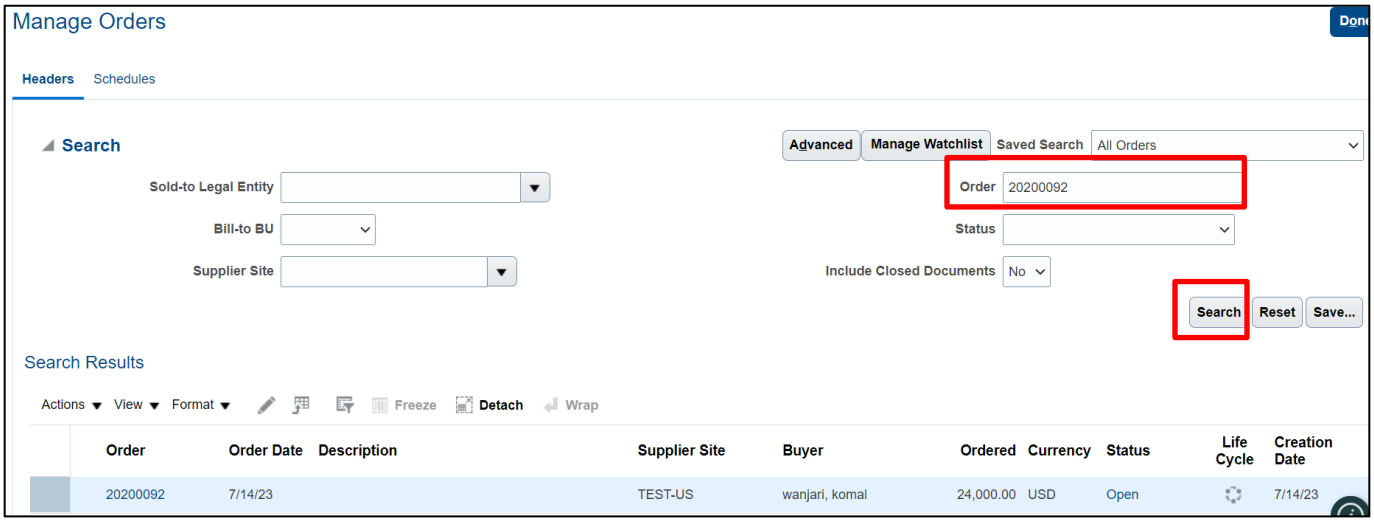
**Possible Errors:**

| Error Code | Action Required |
|---|---|
| Date format in the file is not correct. Please make sure all the dates are in DD-Mon-YY format for all lines. | Correct the Date format in file. Rename the file name and upload it back. |
| You can't perform this action because a pending change order exists | If you have already created change order for the PO, then validate the changes if duplicate then do not process it. Else cancel the change order created and upload the file back with new file name. |
| PO not found | Check the PO number, correct the data, and load it back again |
| No Mail received for upload status in 10-15mins. | There might be issue with file read. Please send mail to **cloudsupplierportalsupport@dieboldnixdorf.com** |

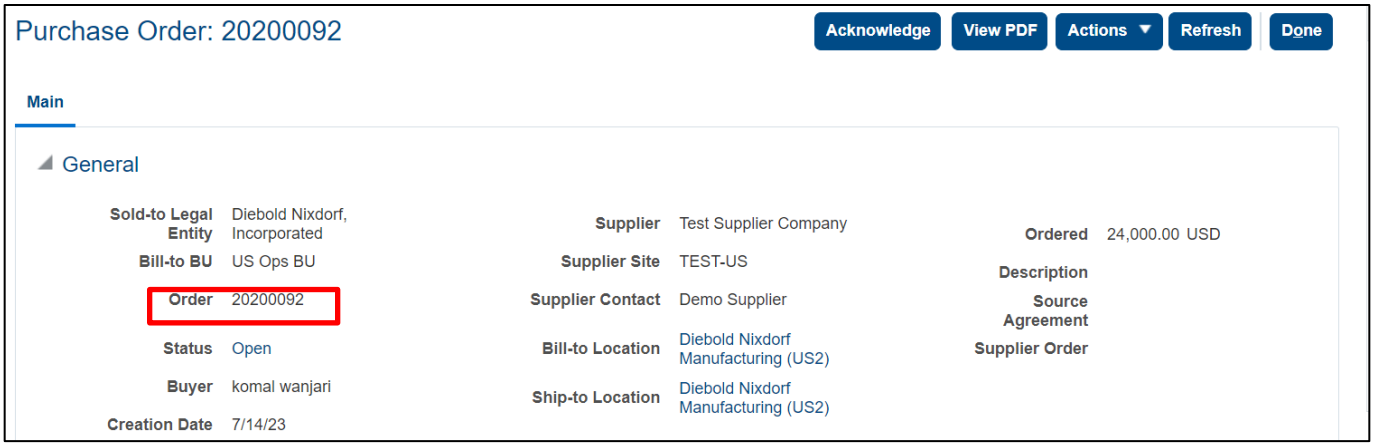
**Step 4**: Now Supplier can check from the supplier portal for Mass PO acknowledgement.
Click on Supplier Portal> Manage Orders.

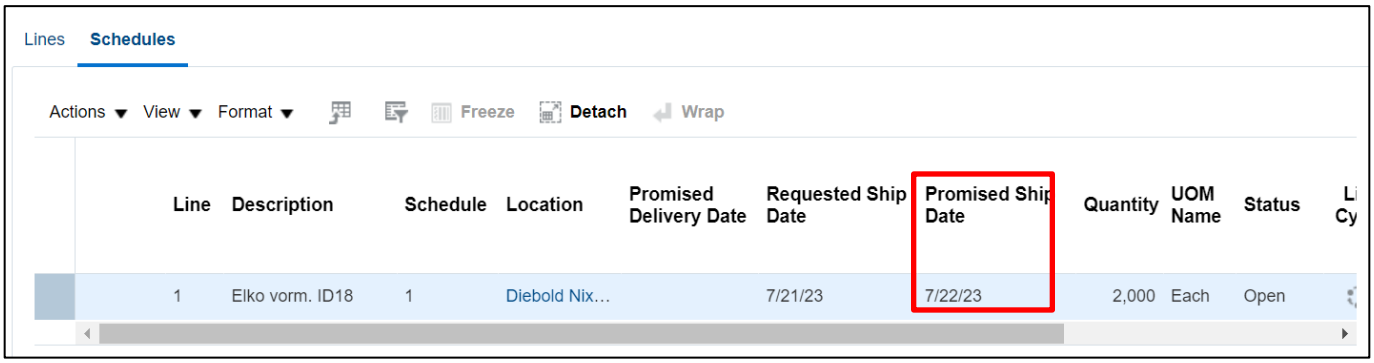



**Step 5**: Provide order number from the template and click on search button.



**Step 6**: Here you will be able to see the PO status changes from “Pending Supplier Acknowledgement” to “Open”, also you can check the Promise date has been update as per the Template.



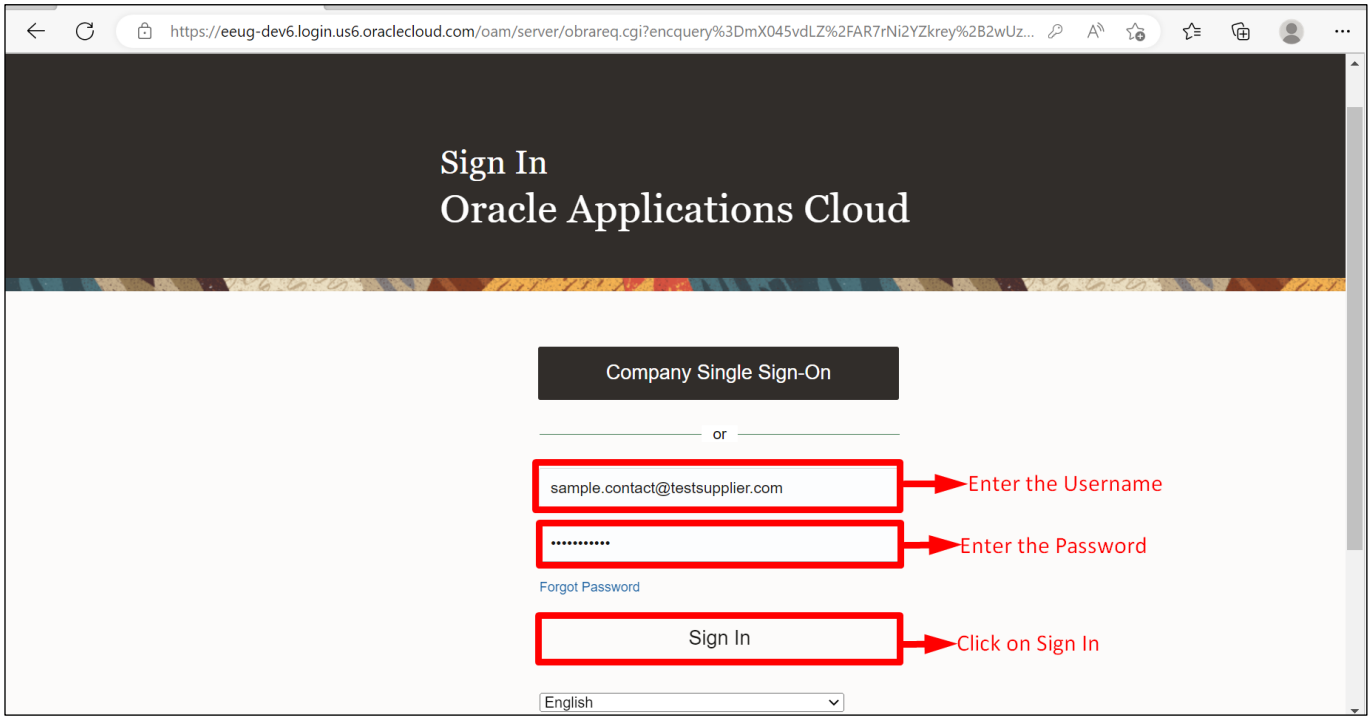




**For any concerns on the Supplier Portal, further assistance or IT issues please reach out to** cloudsupplierportalsupport@dieboldnixdorf.com .

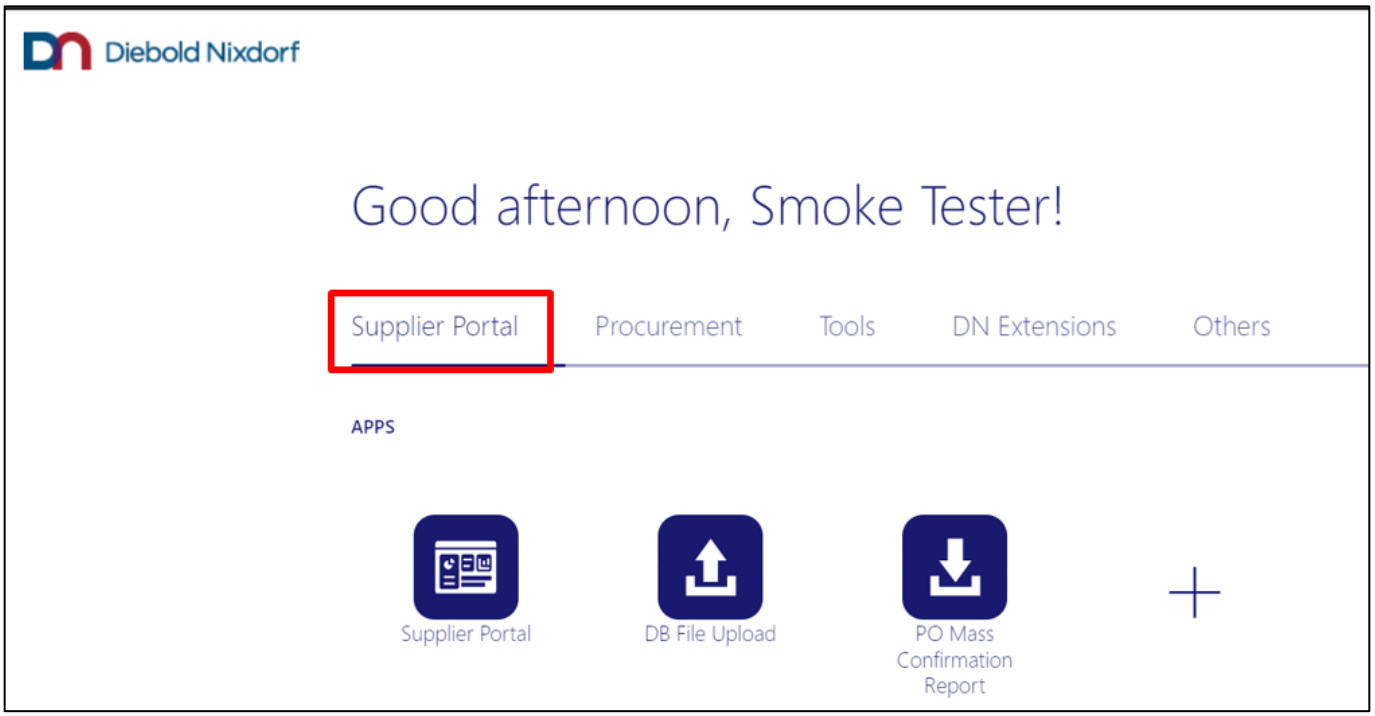
## 9. Mass Reconfirmation of PO from Supplier Portal:

### A. File Preparation for Mass update promise date (Reconfirmation)

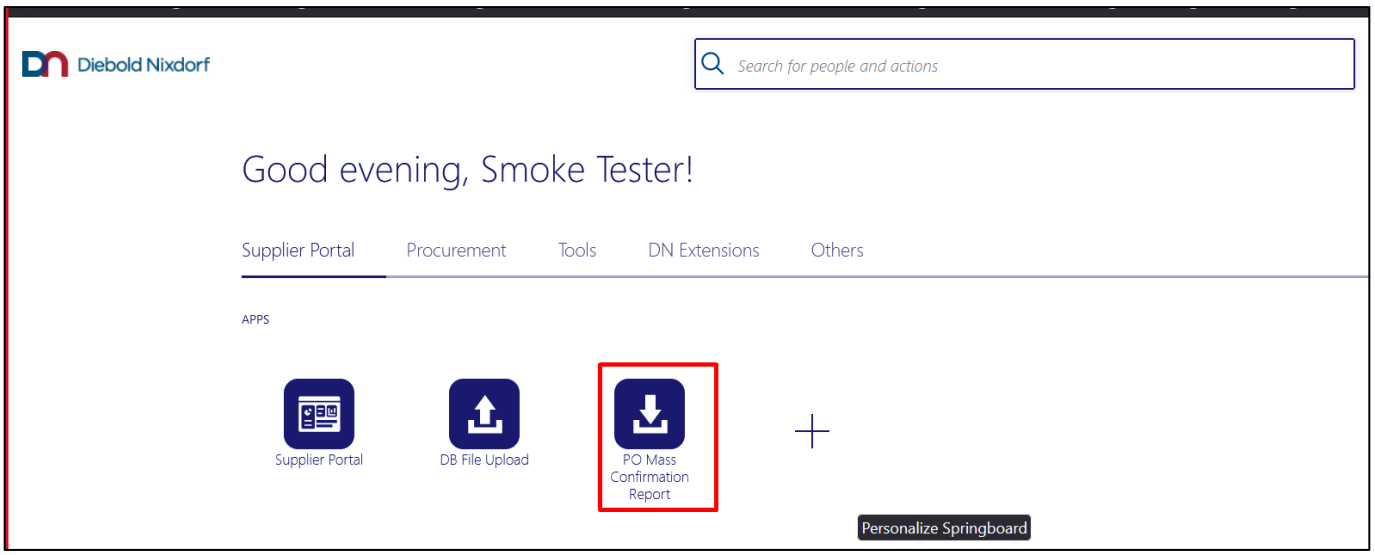
**Step 1:** Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: https://eeug.login.us6.oraclecloud.com/



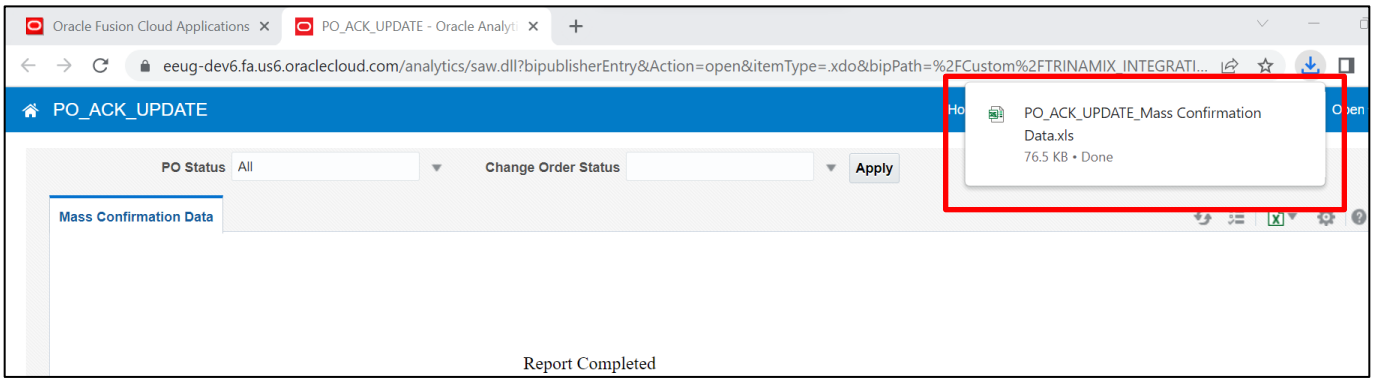

**Step 2:** Supplier Home page will open. Click on Supplier Portal offering.




**Step 3:** Click on “PO Mass Confirmation Report” to download the report.



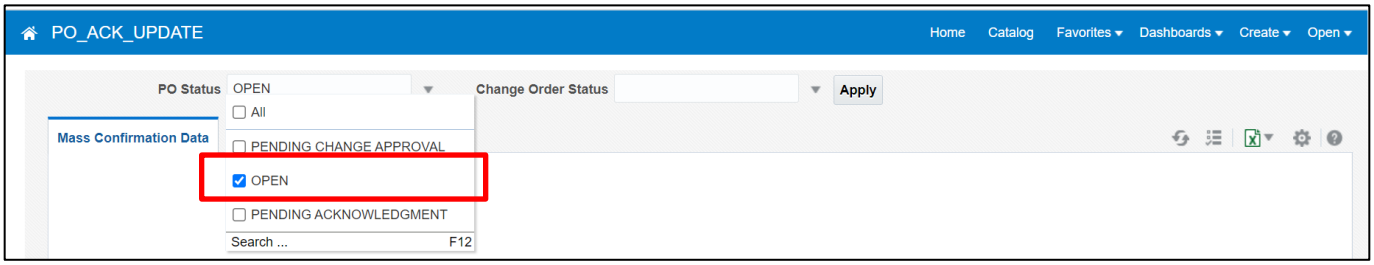

**Step 4:** New window will be open, and report will get downloaded automatically for all the POs.



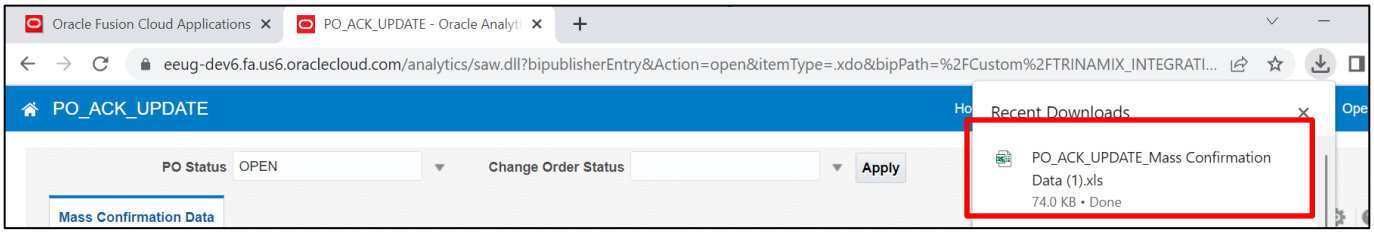

*Note: Please note by default it will download all the PO data. If we are looking for specific PO status like Pending Acknowledgement or Change order status pending acknowledgment, then select the PO status or Change order status values and click on apply. New file will be downloaded.*

*If you are selecting Change order status select only change order status. Do not use combination of both.*

**Step 5:** As we are performing PO Mass Reconfirmation, select the PO Status as “Open” and click on the Apply button.



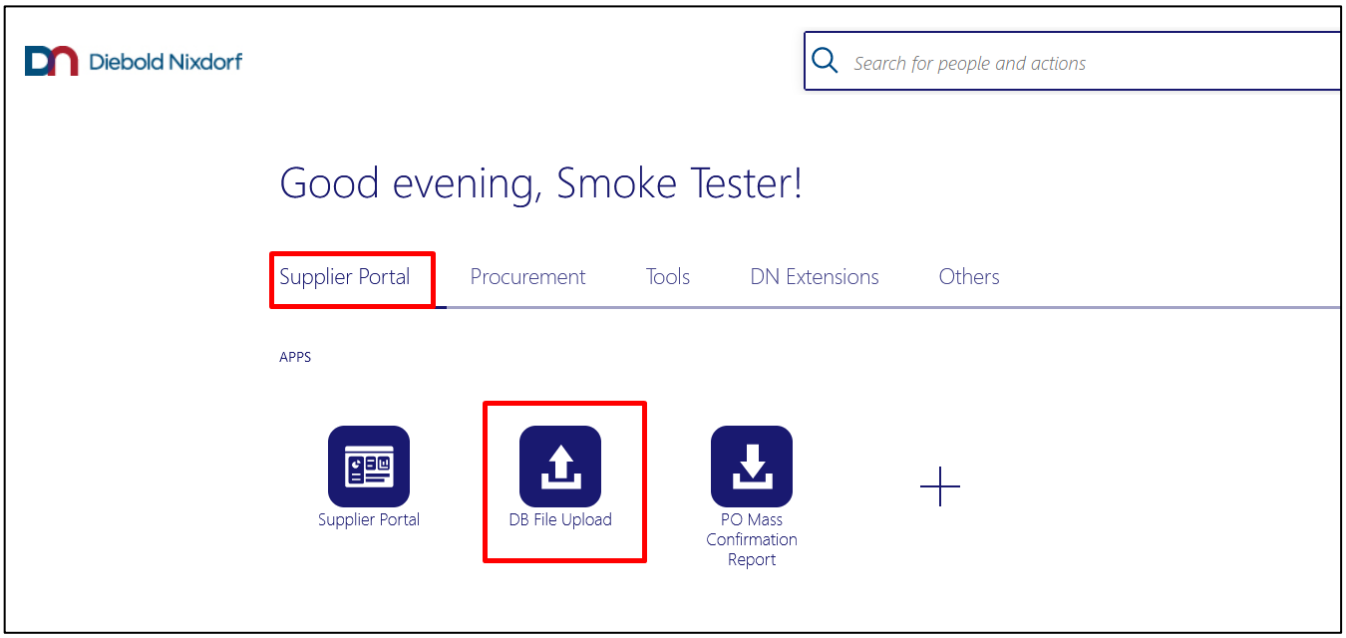

The report will be downloaded for all the POs with status as “Open”.



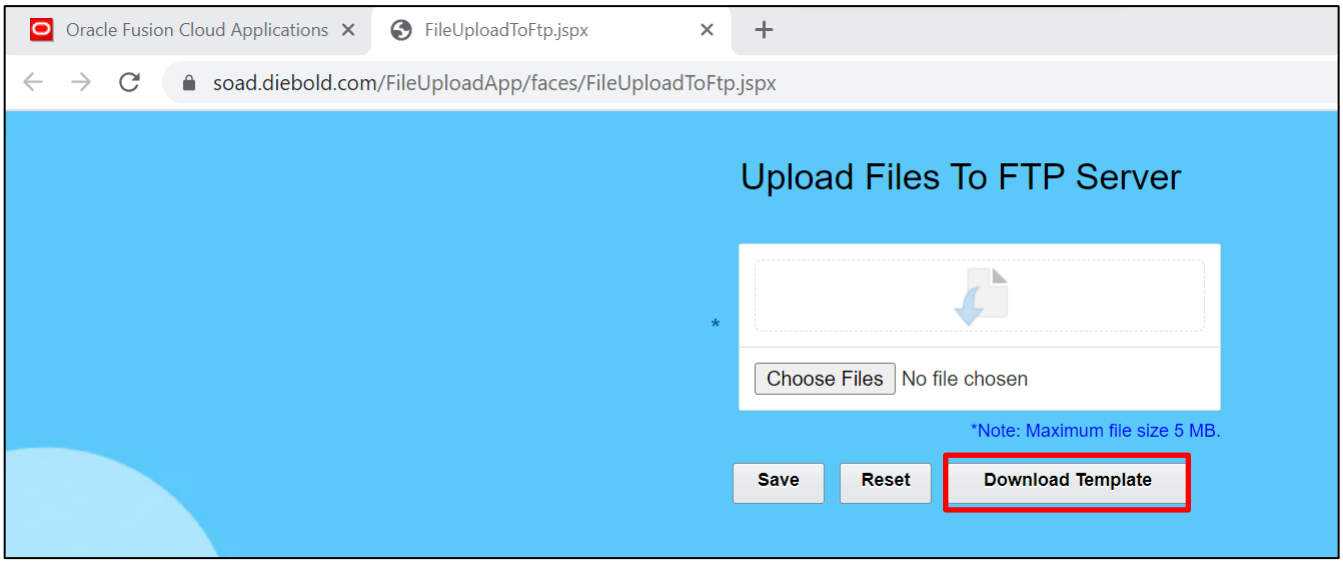

**Step 6:** Open the downloaded report. PO details will be listed as per the selection criteria.

| PO Number | PO Line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action Type | Change Order |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200030 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1500 | 31-May-23 | 31-May-23 | demo.supplier@test.com | | Change | |
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |
| 20200094 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 21-Jul-23 | demo.supplier@test.com | | Change | |
| 20200095 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 25-Jul-23 | demo.supplier@test.com | | Change | |
| 20200096 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 26-Jul-23 | demo.supplier@test.com | | Change | |
| 20200097 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 27-Jul-23 | demo.supplier@test.com | | Change | |
| 20200101 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |
| 20200102 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |

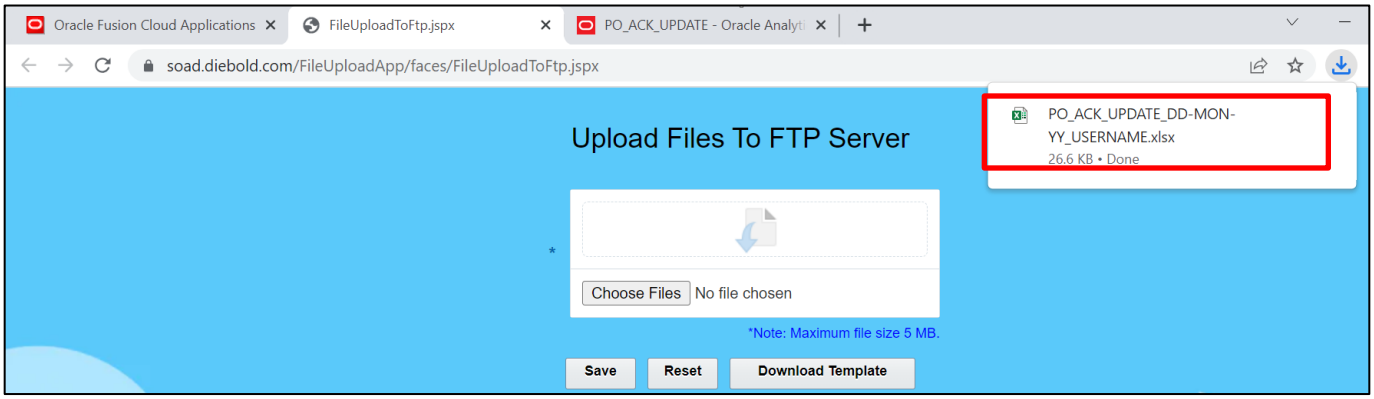
**Step 7:** Now again go back to the Supplier Portal and click on “DB File Upload” icon.




**Step 8:** New Window will open. Click on **"Download Template"**



**Step 9:** The Template will be downloaded into the system.




**Step 10:** Open that Template, you will be able to see the sample data and the format of the template.

| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Orde Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 201617947 | 1 | 1 | Demo Supplier | TAIPEI01 | 01750299984 | 668 | 03-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |
| 201617947 | 1 | 2 | Demo Supplier | TAIPEI01 | 01750299984 | 132 | 17-Mar-23 | 24-Mar-23 | suppliercontact@demo.com | DEM001 | Change | |

**Step 11:** Now go to that downloaded PO report and copy the PO data which need to be Reconfirmed.

| PO Number | PO Line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action Type | Change C |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200030 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 1500 | 31-May-23 | 31-May-23 | demo.supplier@test.com | | Change | |
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 22-Jul-23 | demo.supplier@test.com | | Change | |
| 20200094 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 21-Jul-23 | demo.supplier@test.com | | Change | |
| 20200095 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 25-Jul-23 | demo.supplier@test.com | | Change | |
| 20200096 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 26-Jul-23 | demo.supplier@test.com | | Change | |
| 20200097 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 27-Jul-23 | demo.supplier@test.com | | Change | |

**Step 12:** Paste the data in the Template as it is.

Here you need to provide updated promise_date, email_id and select Action_type as Change from drop down list.

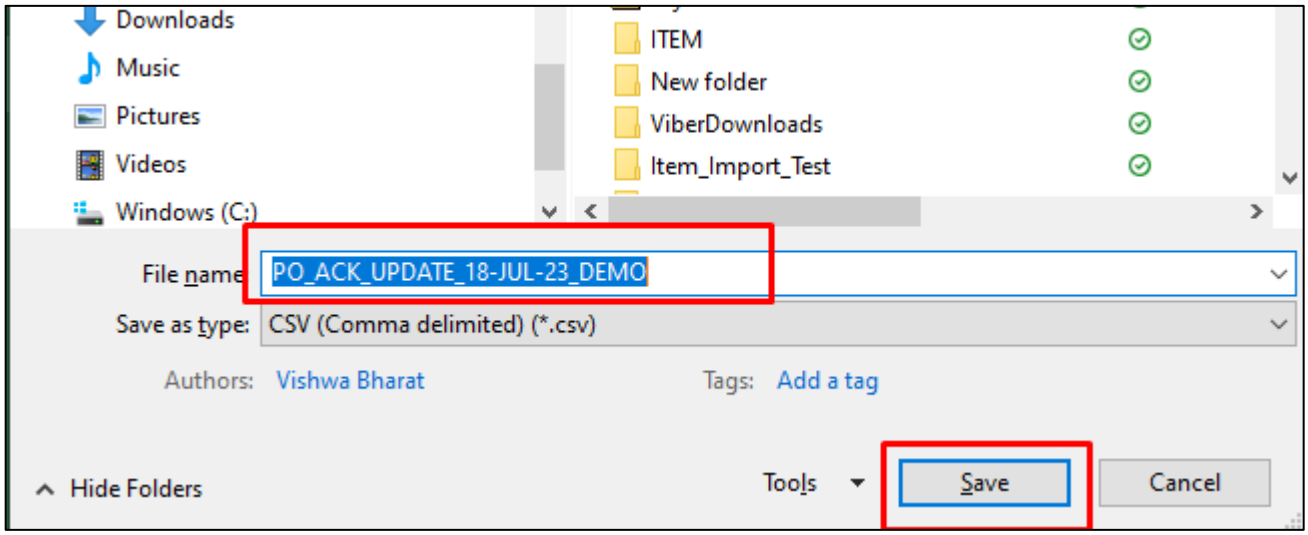
***Note: This template supports the date format as "DD-Mon-YY".***

| PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Orde Number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 20200092 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 24-Jul-23 | komal.wanjari@trinamix.com | | Change | |
| 20200093 | 1 | 1 | Test Supplier Company | TEST-US | 1750002874 | 2000 | 21-Jul-23 | 24-Jul-23 | komal.wanjari@trinamix.com | | Change | |

**Step 13:** Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

**Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.**

Save the file as CSV (Comma delimited) (*.csv)**.**



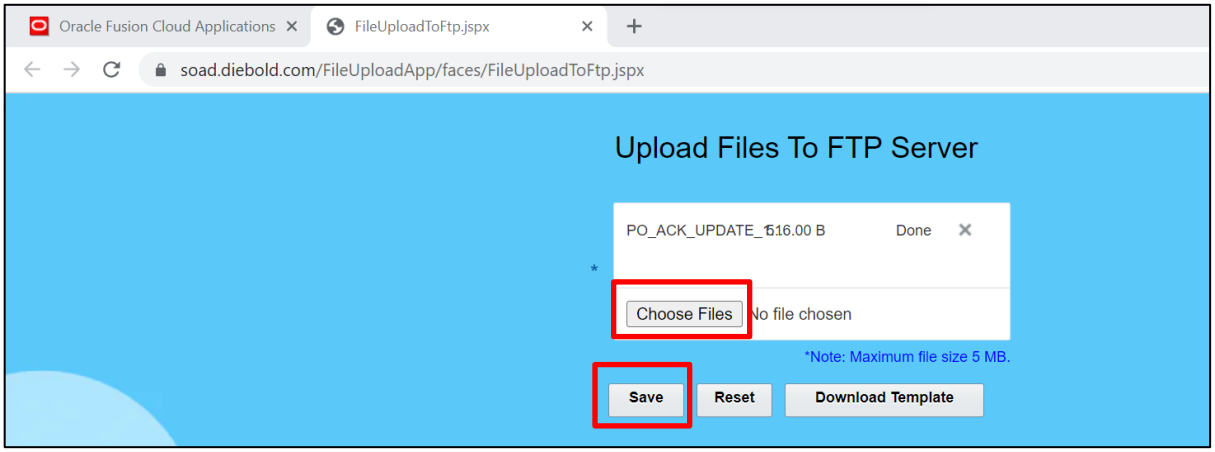

The file will be saved in your system.

**Below are considerations while preparing the file.**

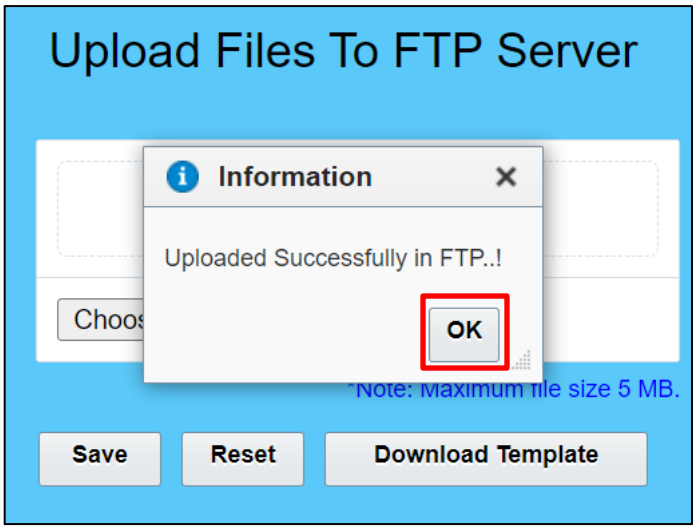
- **Action type:** by default, action type will be change for schedule split scenario please select change for original schedule, split action for new schedule, and keep original schedule number as schedule number for split schedules. (For Ex: if the split is for schedule 1 of having 100 then enter two lines for the same with split of 60 and 40 and keep schedule number same for both lines and put action type as Split for 40 quantity line.)
- Also, make sure the quantity is matched for original schedule after split. Enter the requested date as original schedule and enter the confirmation date for split schedule.
- **Promised date:** Make sure, to populate promised date for all schedules and Date format should be **DD-Mon-YY. (Ex: 04-Mar-23 or 14-Mar-23)**
- **Supplier Contact Email ID (optional):** Enter the email ID to receive the file upload status report.
- **Supplier Order Number (Mandatory for Germany Orders (SAP)):** Please enter the Supplier reference order number.
- **File format:** Save the file as **CSV** with file name **PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).** Please note that file names must be unique.

## B. File upload and validation process

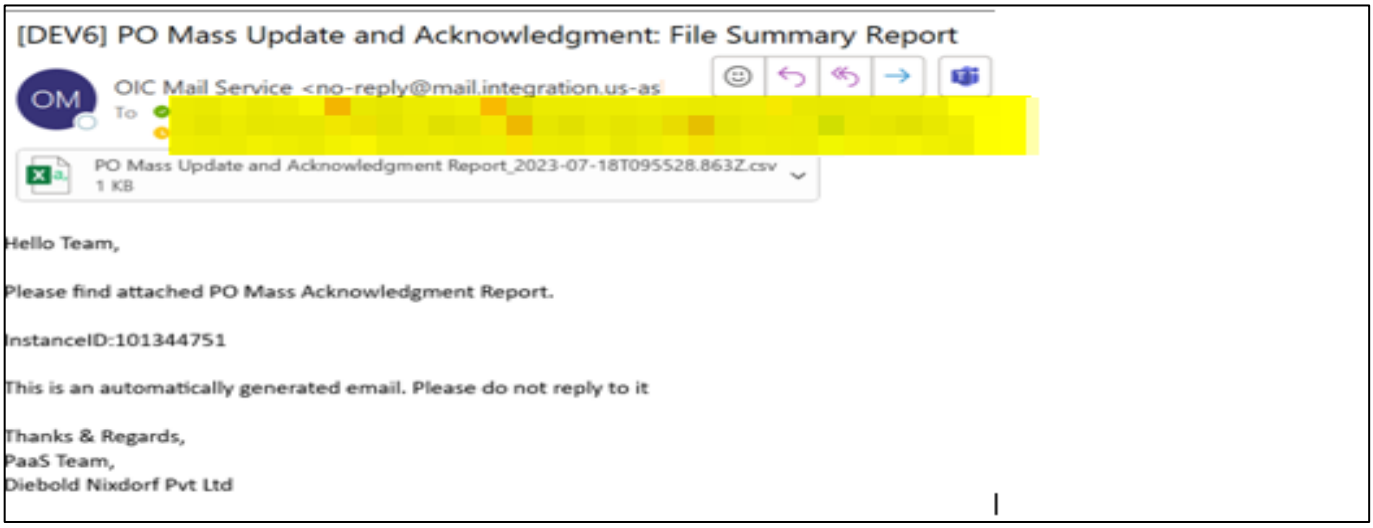
**Step 1:** Now go back to the supplier portal> click on “DB File Upload” window from where the template has been download, click on “Choose Files” and select the .CSV file from the system. Click on the Save button.




**Step 2:** Message will be populated regarding the successfully uploaded file. Click on OK.



**Step 3:** After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.


[DEV6] PO Mass Update and Acknowledgment: File Summary Report

OM OIC Mail Service <no-reply@mail.integration.us-as

To [redacted]

PO Mass Update and Acknowledgment Report_2023-07-18T095528.863Z.csv
1 KB

Hello Team,

Please find attached PO Mass Acknowledgment Report.

InstanceID:101344751

This is an automatically generated email. Please do not reply to it

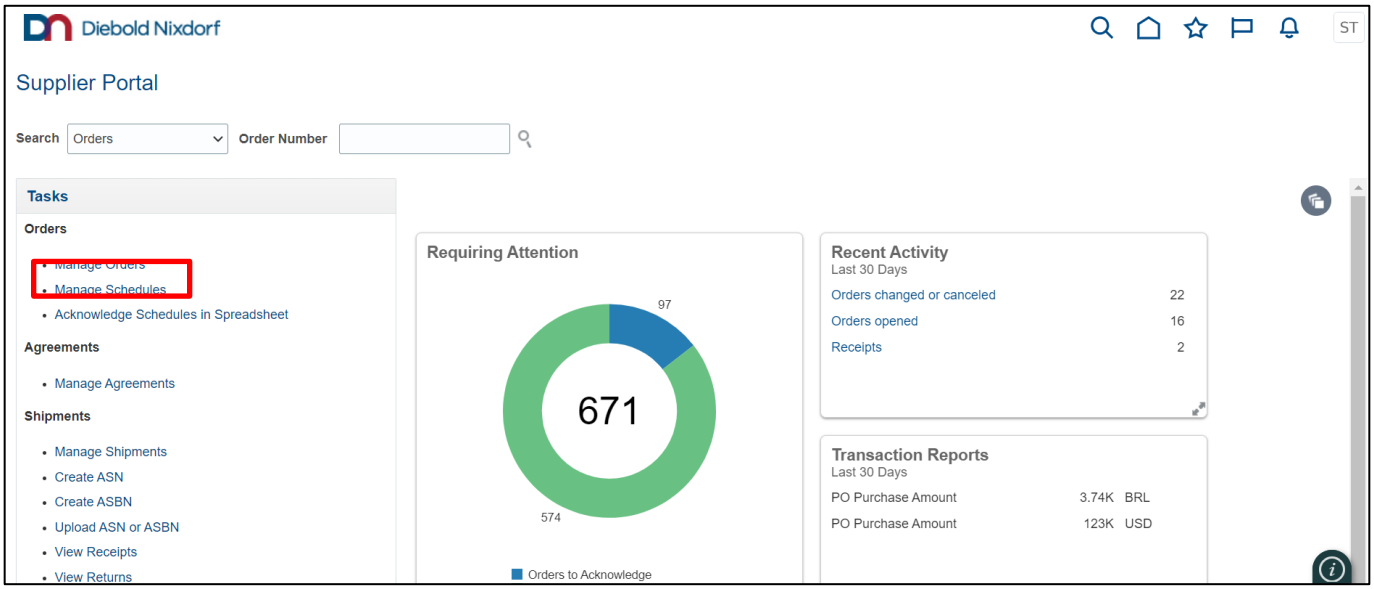
Thanks & Regards,
PaaS Team,
Diebold Nixdorf Pvt Ltd

*Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.*

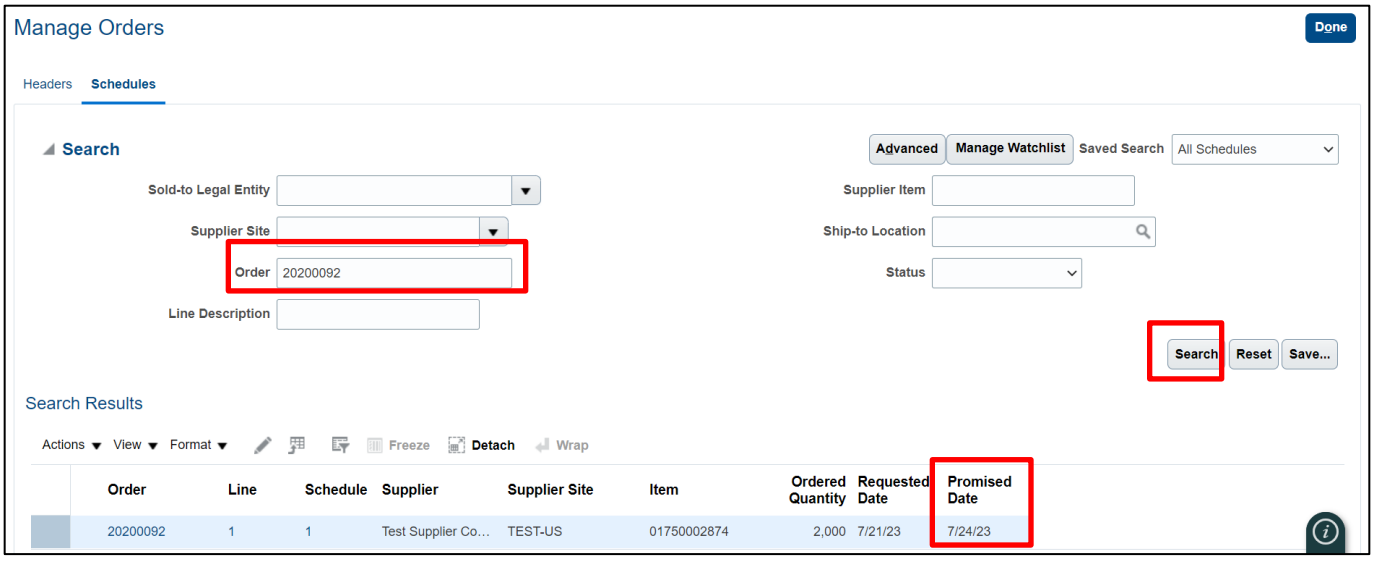
**Possible Errors:**

| Error Code | Action Required |
|---|---|
| Date format in the file is not correct. Please make sure all the dates are in DD-Mon-YY format for all lines. | Correct the Date format in file. Rename the file name and upload it back. |
| You can't perform this action because a pending change order exists | If you have already created change order for the PO, then validate the changes if duplicate then do not process it. Else cancel the change order created and upload the file back with new file name. |
| PO not found | Check the PO number, correct the data, and load it back again |
| Duplicate supplier order number issue | Make sure the supplier order confirmation number should not same. |
| No Mail received for upload status in 10-15mins. | There might be issue with file read. Please send mail to cloudsupplierportalsupport@dieboldnixdorf.com |

**Step 4:** Now Supplier can check from the supplier portal for the Mass PO acknowledgement.
Click on Supplier Portal> Manage Schedules.

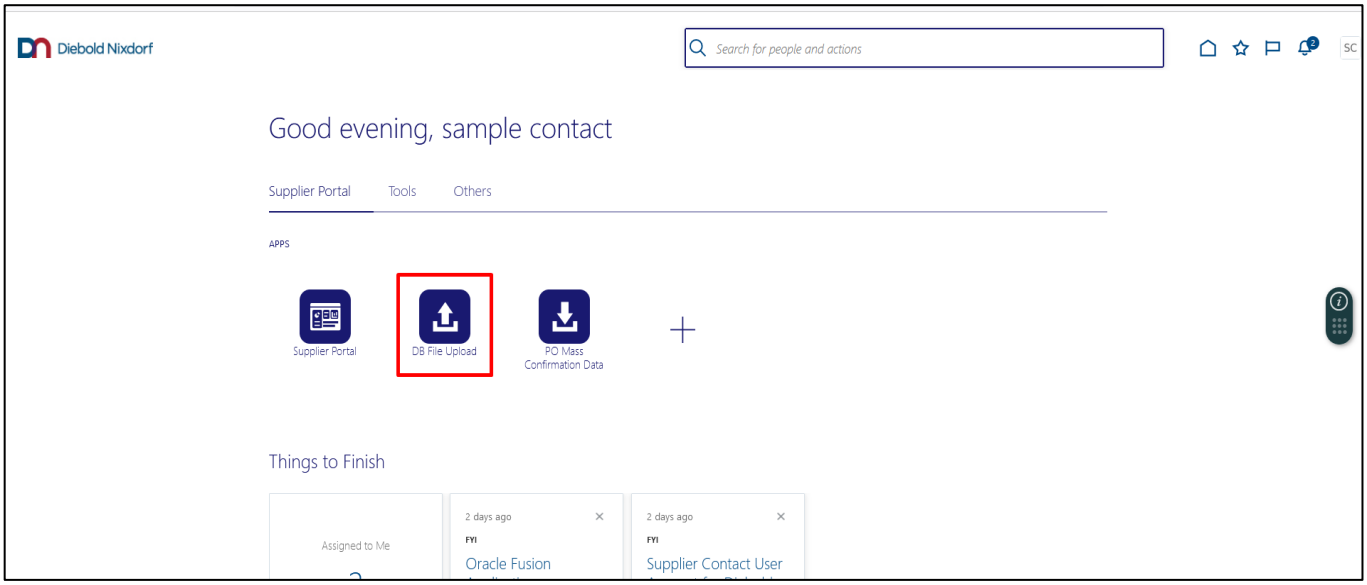



**Step 5:** Add order number from the template and click on search button.
Here you will be able to see the promise_date has been updated for the PO as per the template.

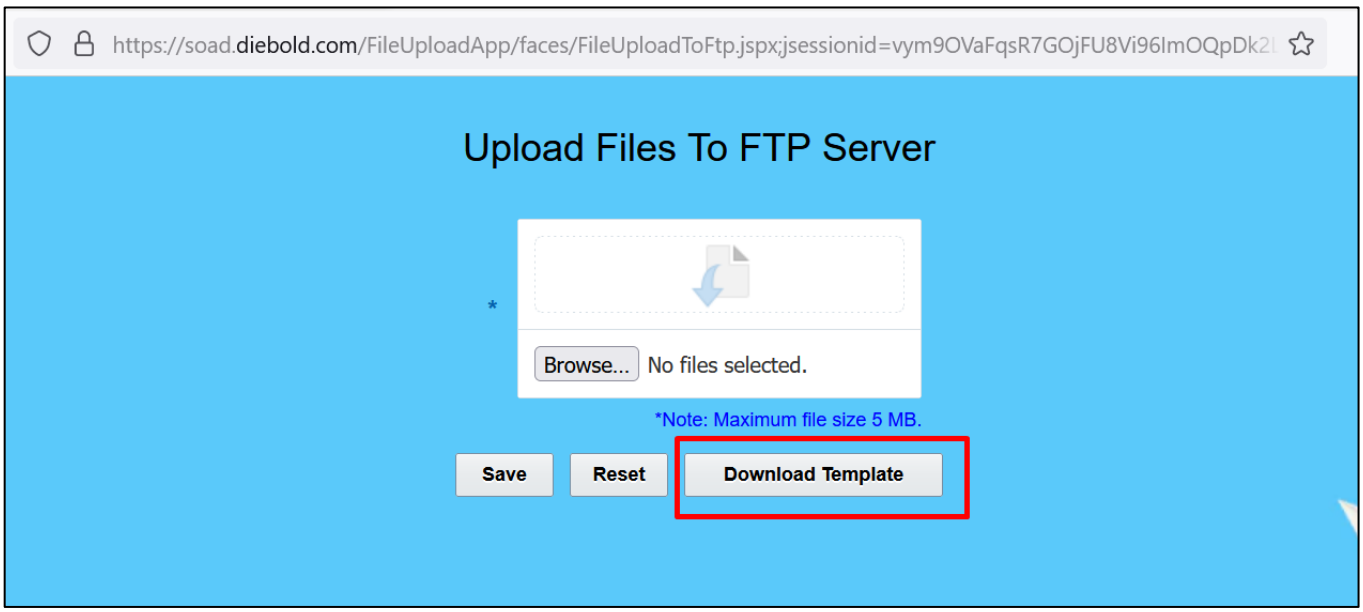


## C. Split Schedule using PO Mass Confirmation Process

**Step 1:** Login to Supplier Portal and select 'DB file Upload' icon.




**Step 2:** Download the template from Supplier Portal:



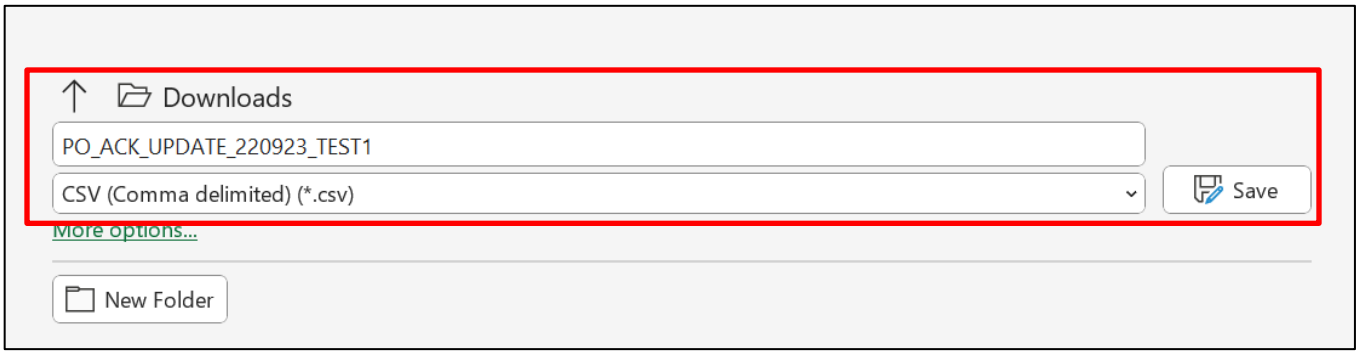
**Step 3:** Remove the sample data from the template and add data for PO which need to be split:

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | PO Number | PO line Number | PO Schedule Number | Supplier Name | Supplier Site | Item Number | Quantity | Requested Date | Promised Date | Supplier Contact Email ID | Supplier Order Number | Action type | Change Order Number |
| 2 | 4701703403 | 10 | 1 | CARADONNA ASSEMBLAGEM I | MARCO01-EUR | 175030806 | 30 | 08-Dec-23 | 22-Dec-23 | suppliercontact@demo.com | | Change | |
| 3 | 4701703403 | 10 | 1 | CARADONNA ASSEMBLAGEM I | MARCO01-EUR | 175030806 | 12 | 08-Dec-23 | 09-Nov-23 | suppliercontact@demo.com | | Split | |
| 4 | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | |

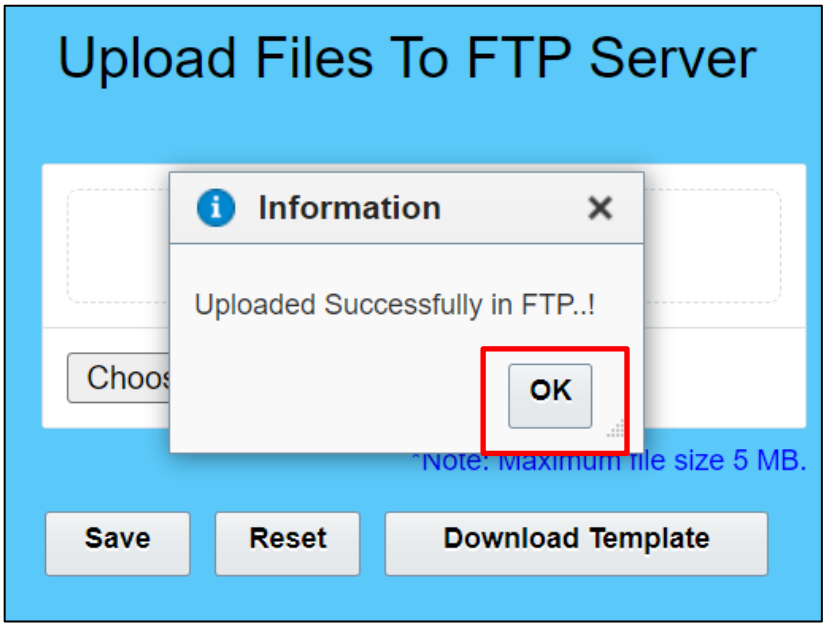
Note: While adding data to Split Schedule:

- Keep the **schedule number same** for split lines [ column = PO Schedule Number]
- Split the quantity under **Quantity column**.
- **Action type** for original line should be “Change” and for split lines should be “Split” [ column = Action Type]
- Update the promise date for both lines with date format as “DD-Mon-YY” [ column = Promised Date]

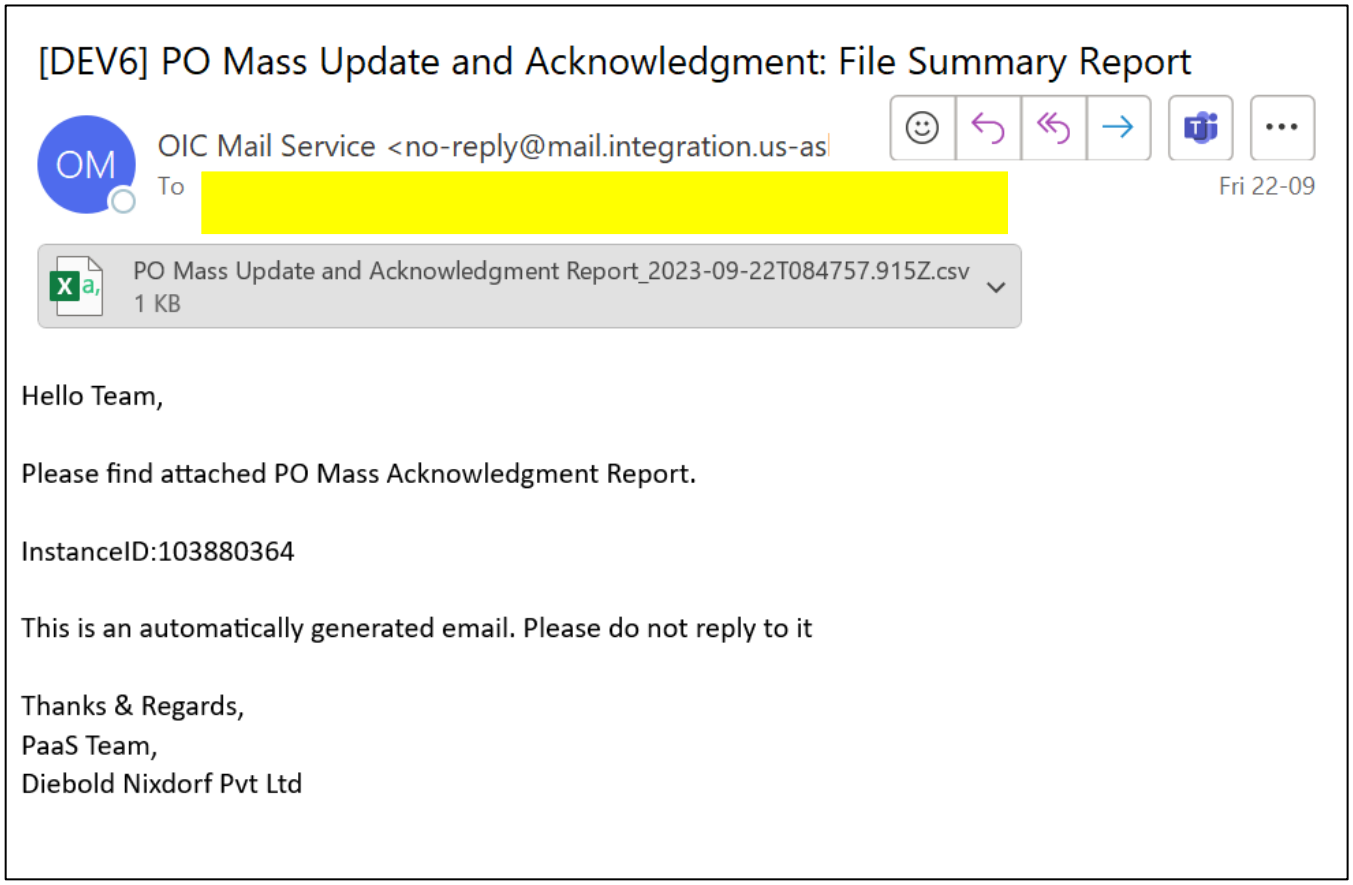
**Step 4:** Save the file as CSV with file name PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today’s Date and Username). Please note that file names must be unique.




**Step 5:** Upload the file from DB Upload:



**Step 6:** Email notification will be received with status of uploaded file:



[DEV6] PO Mass Update and Acknowledgment: File Summary Report

OM

OIC Mail Service <no-reply@mail.integration.us-as

To

Fri 22-09

PO Mass Update and Acknowledgment Report_2023-09-22T084757.915Z.csv
1 KB

Hello Team,

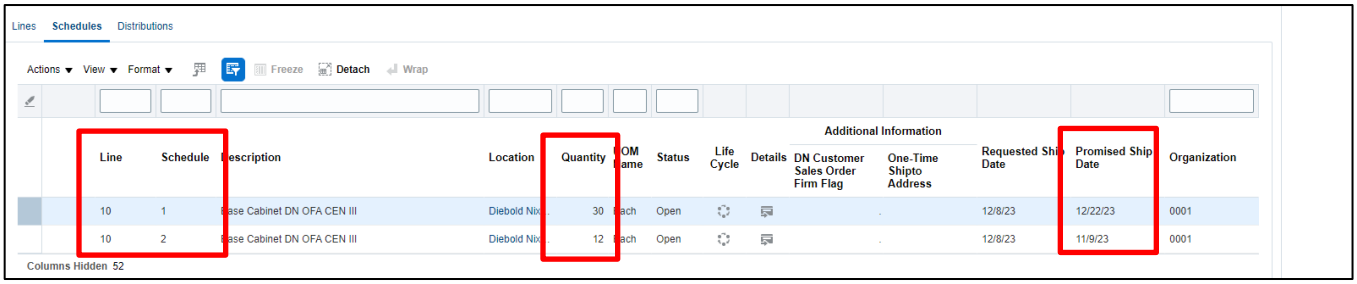
Please find attached PO Mass Acknowledgment Report.

InstanceID:103880364

This is an automatically generated email. Please do not reply to it

Thanks & Regards,
PaaS Team,
Diebold Nixdorf Pvt Ltd

**Step 7:** Check the PO after some time, the schedule will be split with promise date updated:



Lines | Schedules | Distributions

Actions | View | Format | Freeze | Detach | Wrap

| Line | Schedule | Description | Location | Quantity | UOM Name | Status | Life Cycle | Details | Additional Information: DN Customer Sales Order Firm Flag | Additional Information: One-Time Shipto Address | Requested Ship Date | Promised Ship Date | Organization |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10 | 1 | Base Cabinet DN OFA CEN III | Diebold Nix... | 30 | Each | Open | | | | | 12/8/23 | 12/22/23 | 0001 |
| 10 | 2 | Base Cabinet DN OFA CEN III | Diebold Nix... | 12 | Each | Open | | | | | 12/8/23 | 11/9/23 | 0001 |

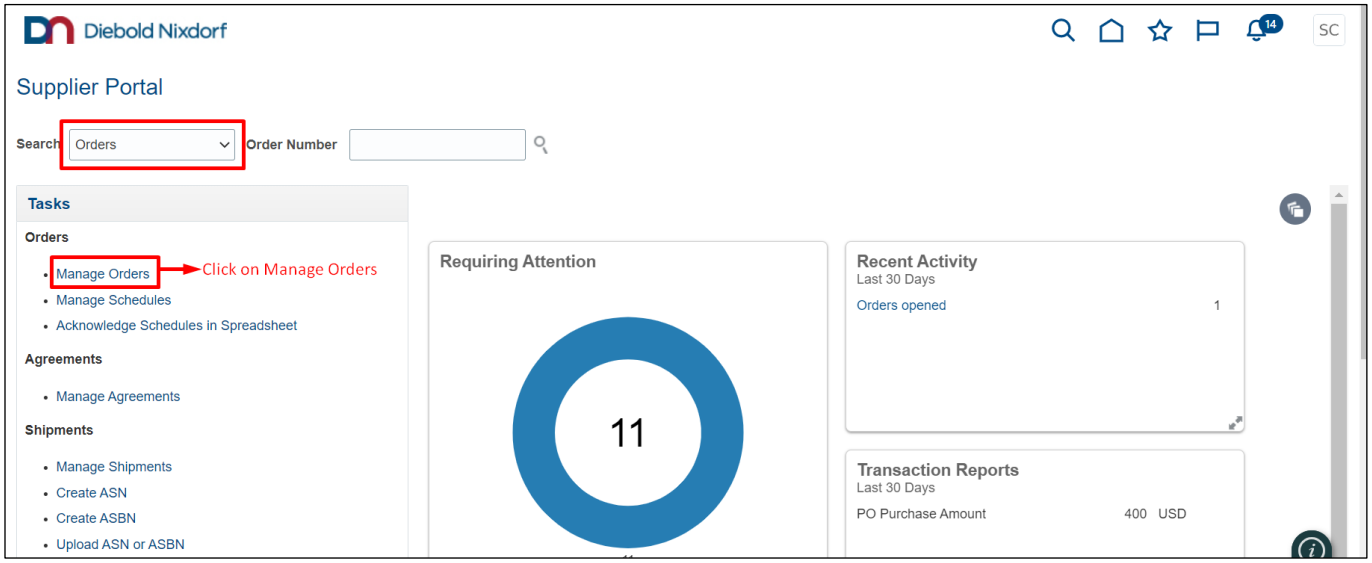
Columns Hidden 52

For any concerns on the Supplier Portal, further assistance or IT issues please reach out to cloudsupplierportalsupport@dieboldnixdorf.com .

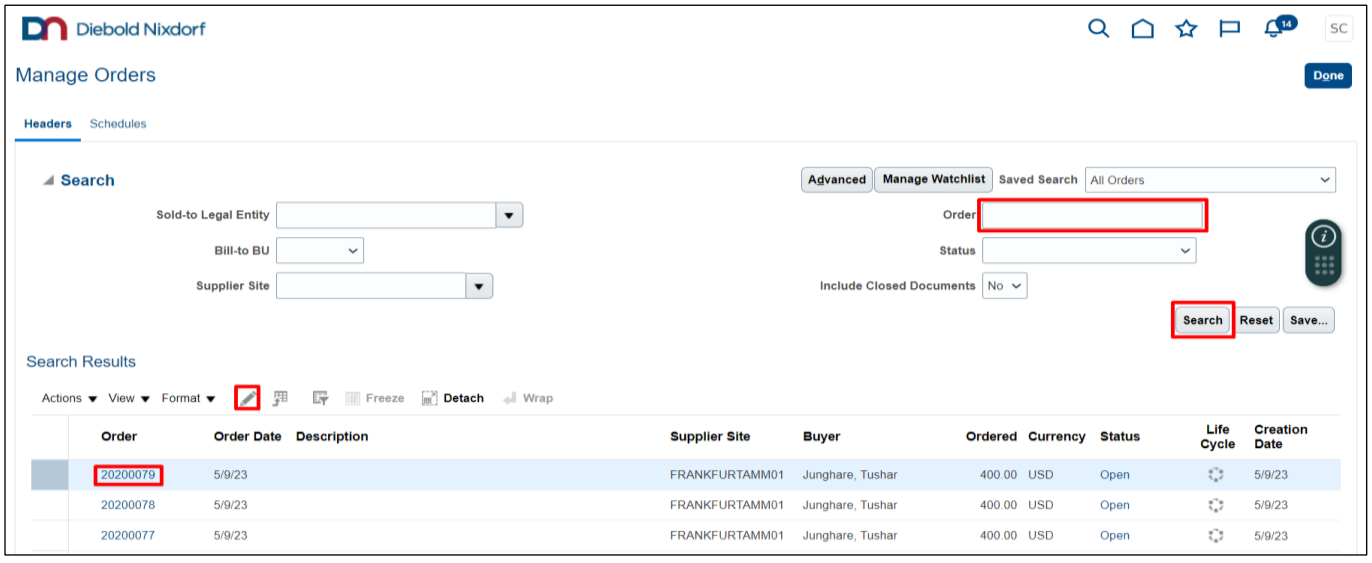
## 10. Supplier Initiated Change Order:

### A. Change in Promised Date

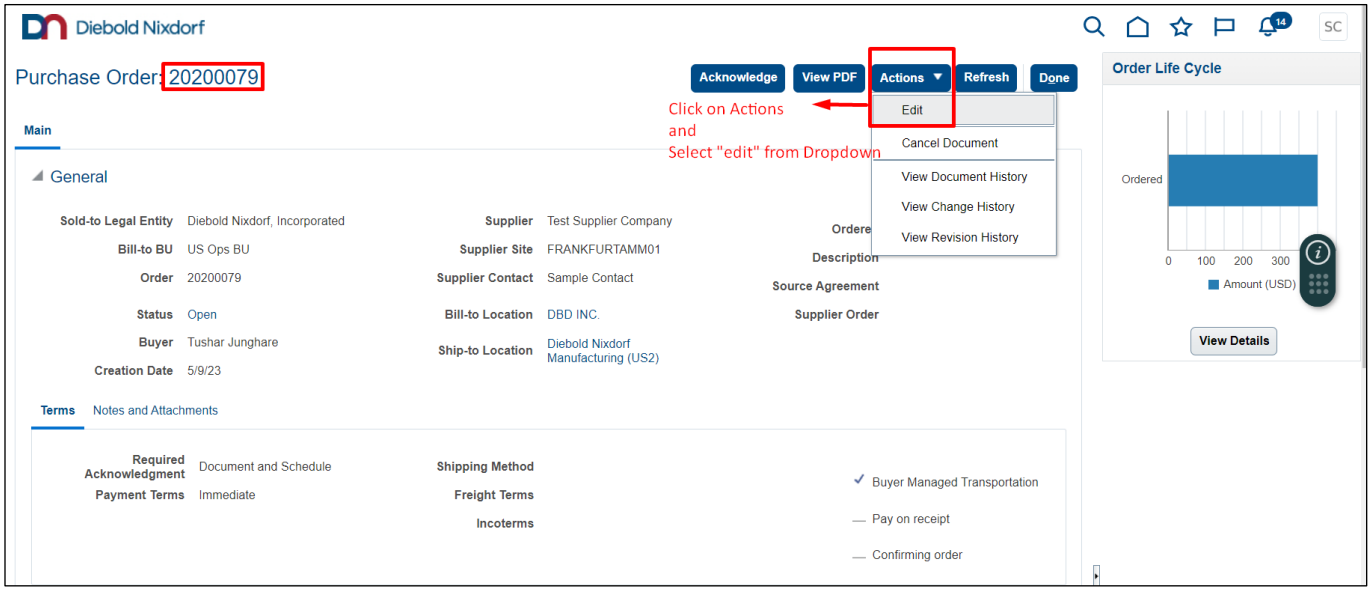
Step 1: Navigate to Orders then click on **Manage Orders.**



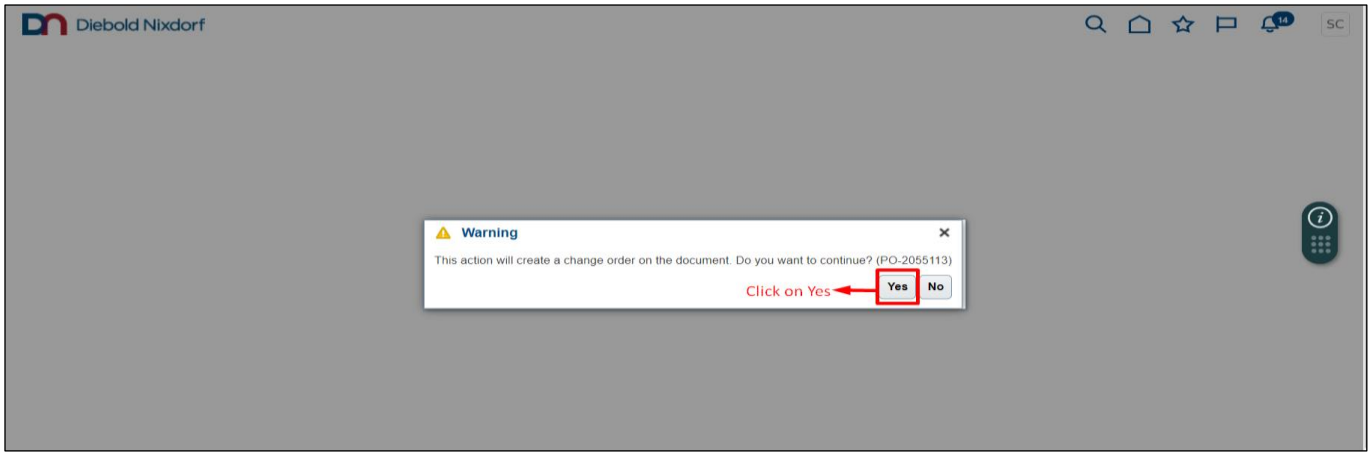

Step 2: In the Manage Orders page, either do a blank search to list out all the POs **OR** enter the order number to find the exact PO for which change order need to be created. Then select the PO line then click on **Edit** (Pencil Icon) to create Change order for the PO.



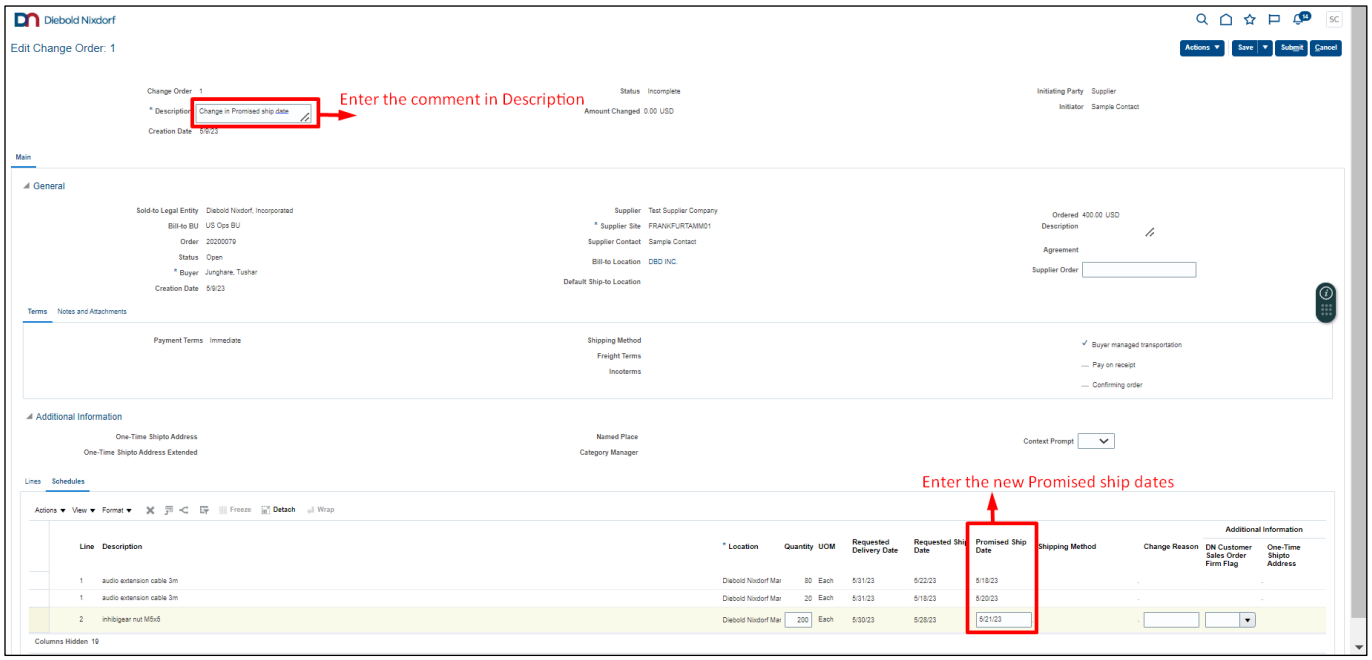
Step 3: You can also click on Purchase order number to Open the PO then go to **Actions** and click on **Edit** to create Change order for the PO.




Step 4: A Warning message is displayed asking for confirmation to create Change order. Click on **Yes** to Proceed.

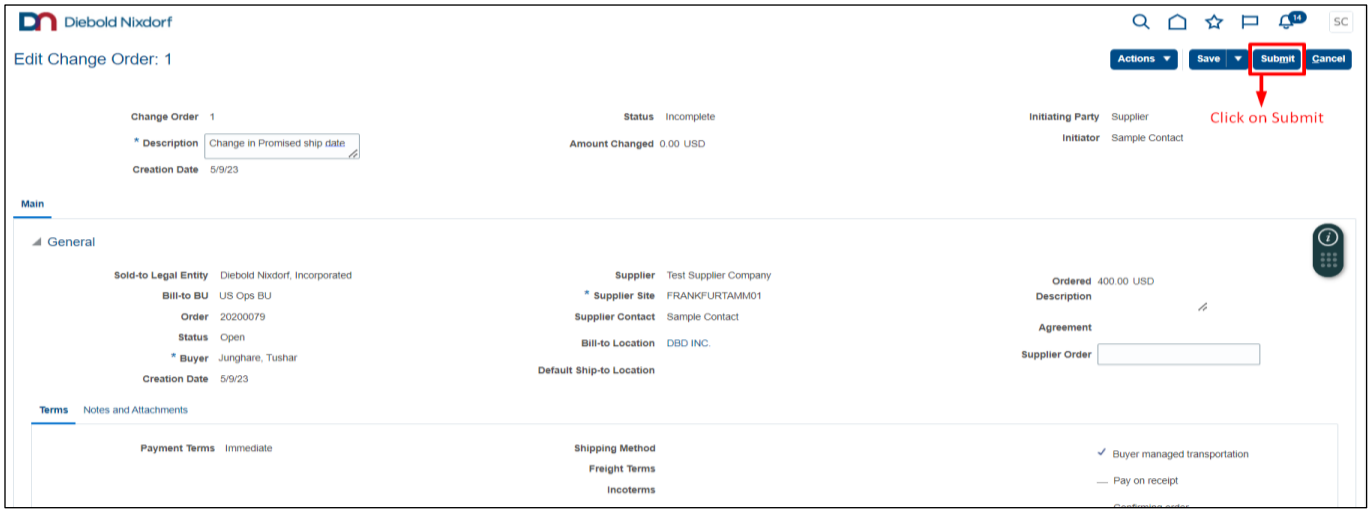


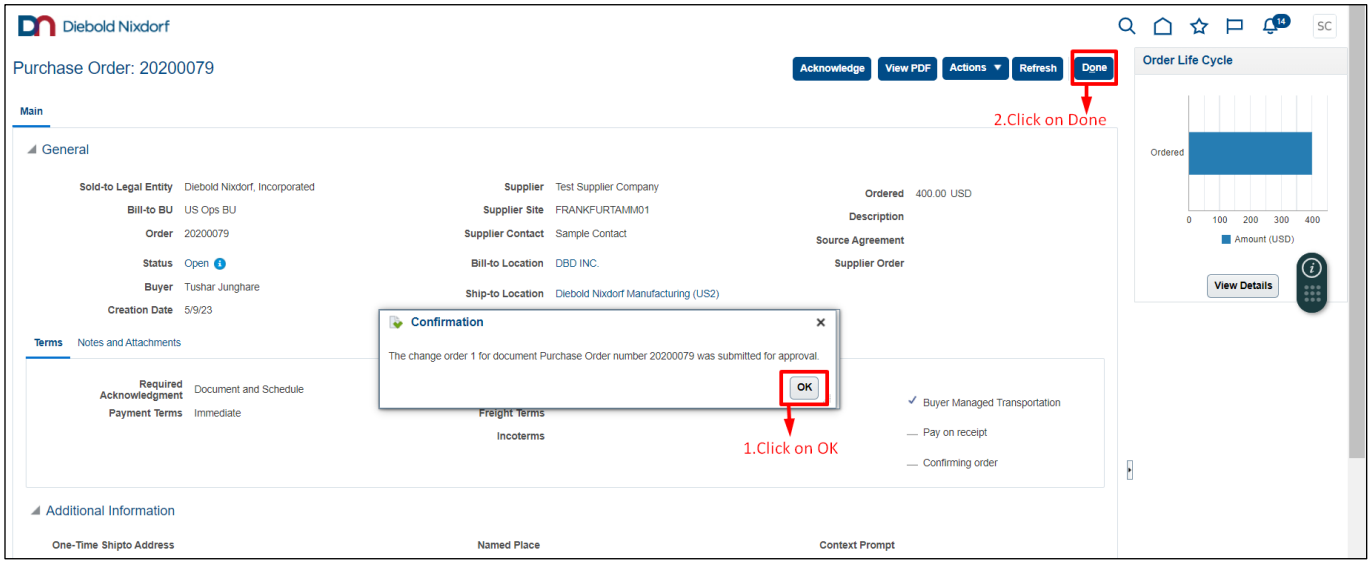
Step 5: Add the **Change Description** then Navigate to Schedules tab and update the Promised date as the supplier is BMT (Buyer Managed Transportation) enabled.



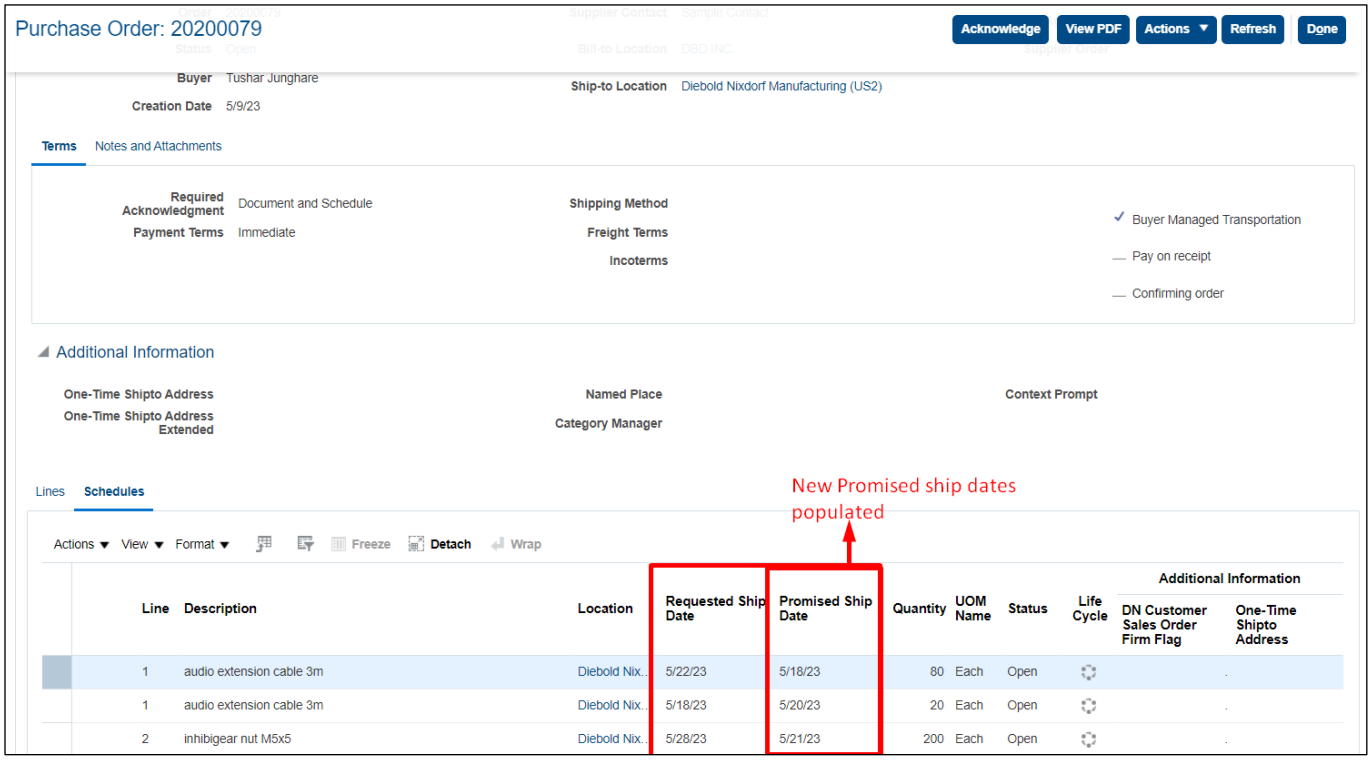

***Note: - Promised Ship date should be ETD (Estimated Time of Departure) irrespective of the incoterm.***

Step 6**:** Click on **Submit** to **Submit** the changes.






Step 7: Upon Buyer approval the changes to the promised delivery date will be updated.

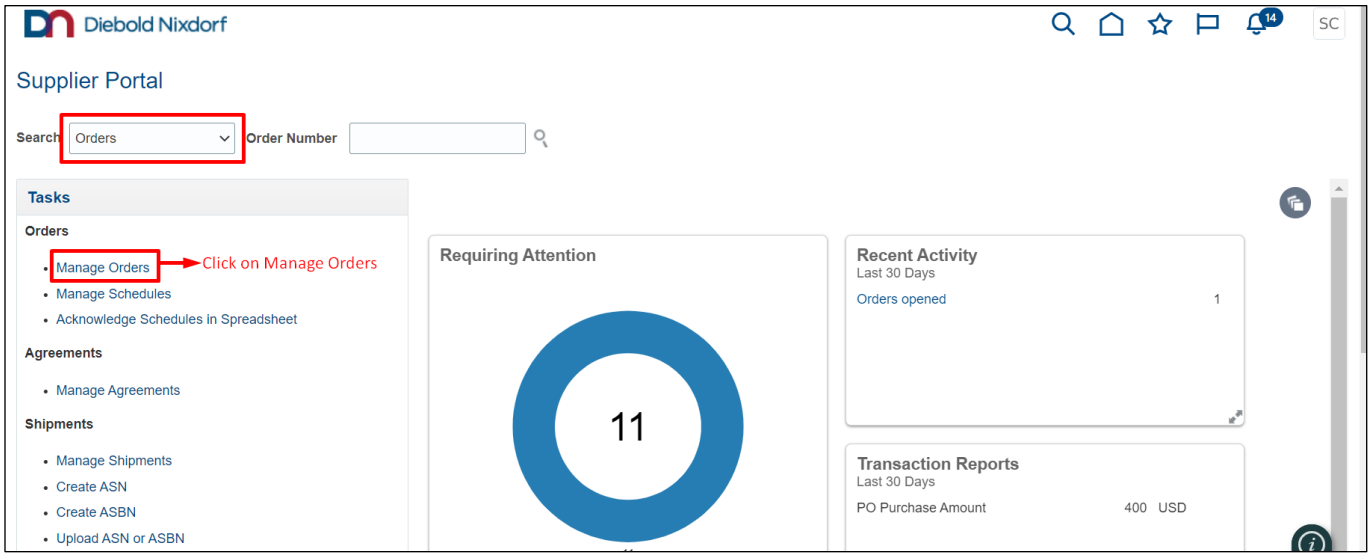


## B. Change in Need by Date from Buyer (for Open PO)

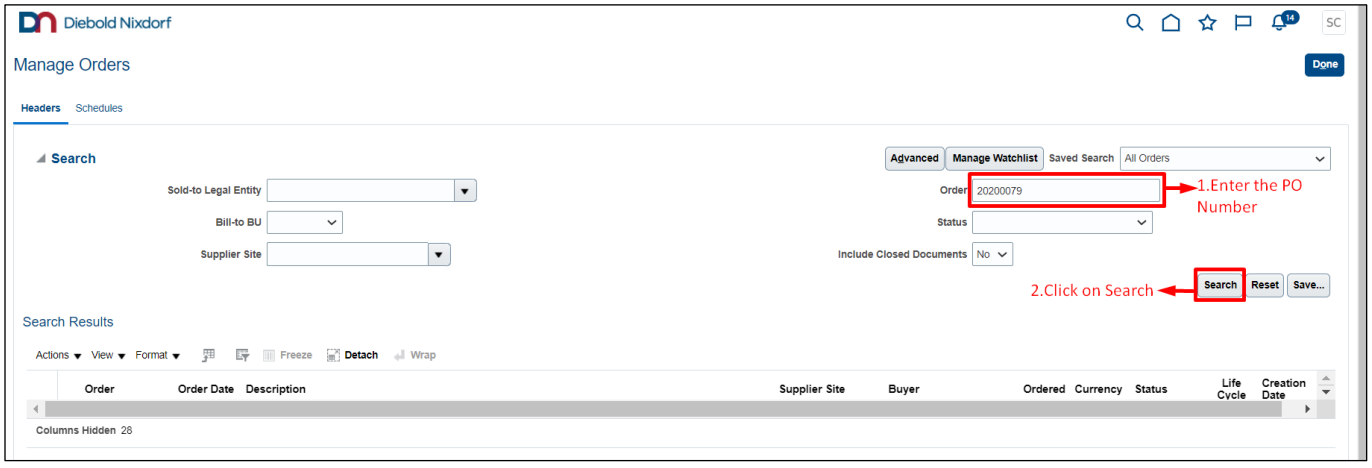
Context:
A) Supplier has acknowledged the PO with accept, then promised ship date will be populated as requested ship date.
B) Now, the buyer has created a new change order to accept the new requested ship date. And this change order will go to the supplier queue for acknowledgement. Supplier will receive email communication on the PO change Order.
C) Now supplier acknowledges the changed ship date, on the confirmation Promised ship date will be populated as requested ship date.

Please follow below Navigation for this process with screen shots for reference-

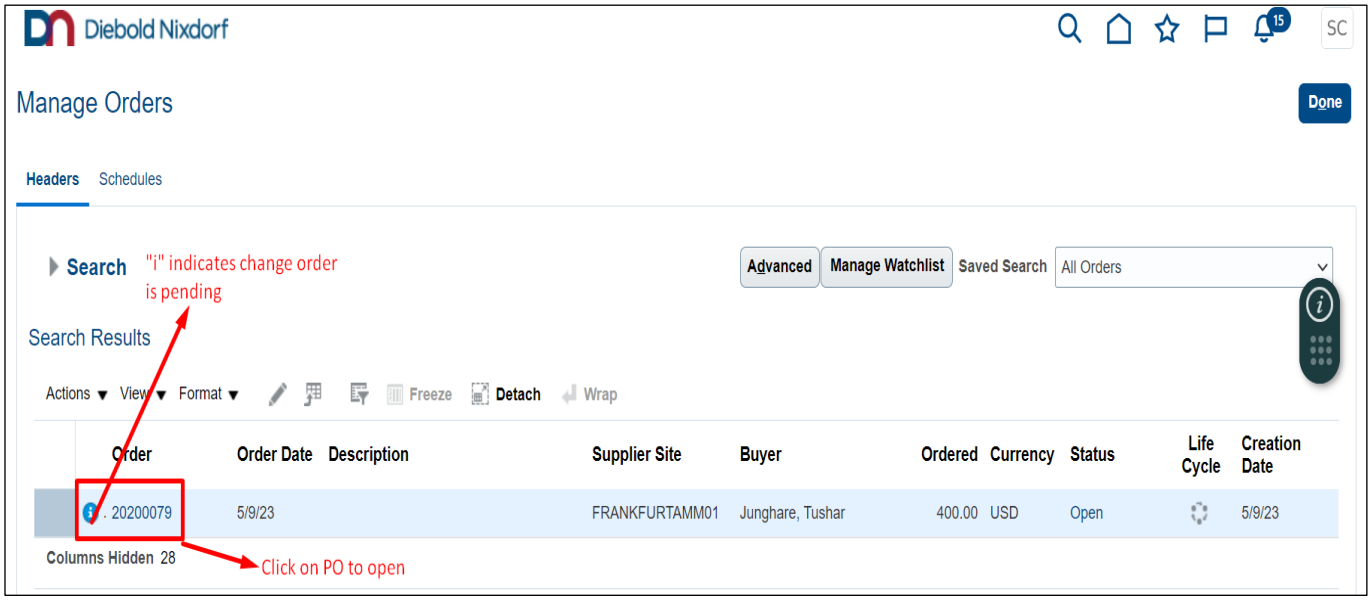
Step 1: from Supplier Portal, login with credentials and go to Manage orders.



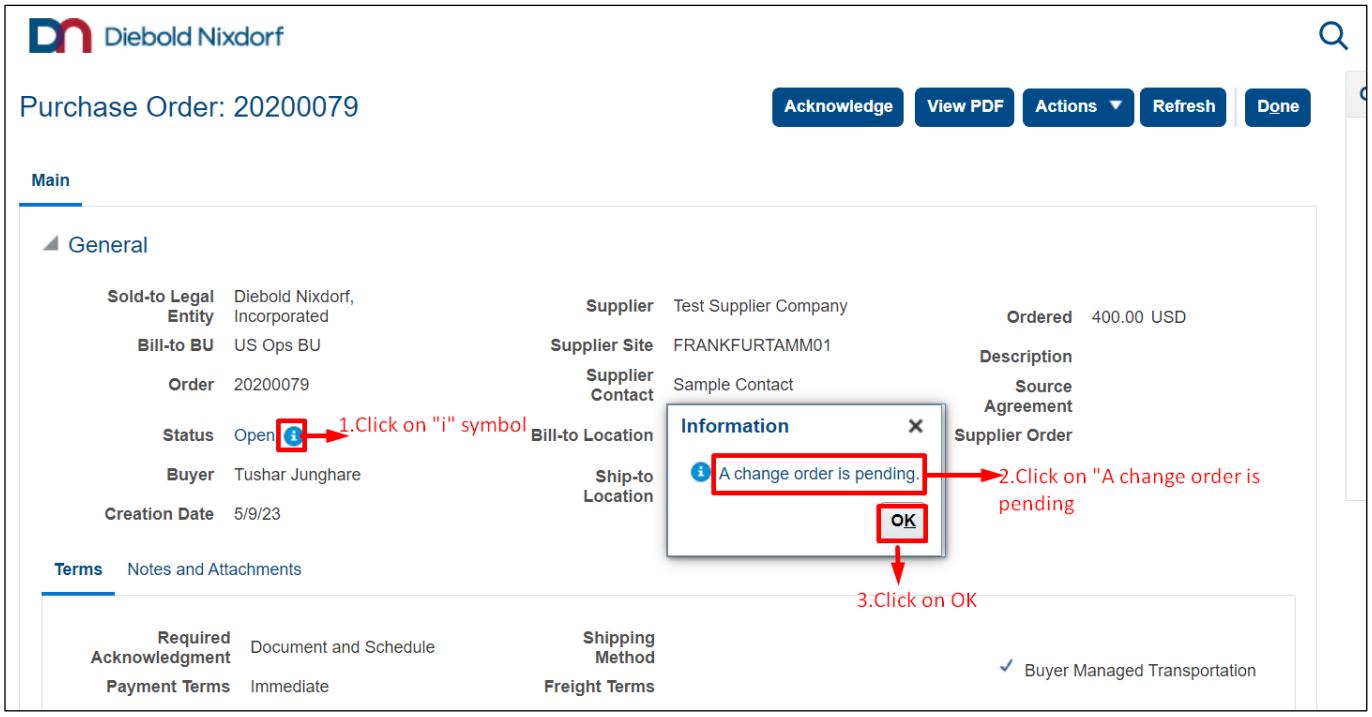

Step 2: Enter the PO number and click on search.



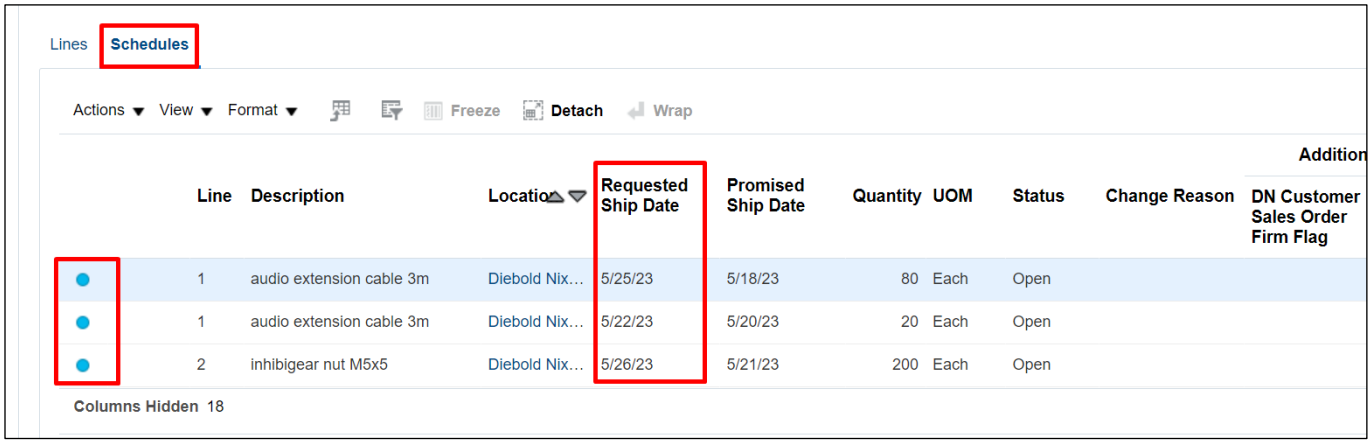
Step 3: Click on PO hyperlink to open the order.




Step 4: Click on Symbol “i”, then click on “A change order is pending” and click OK.

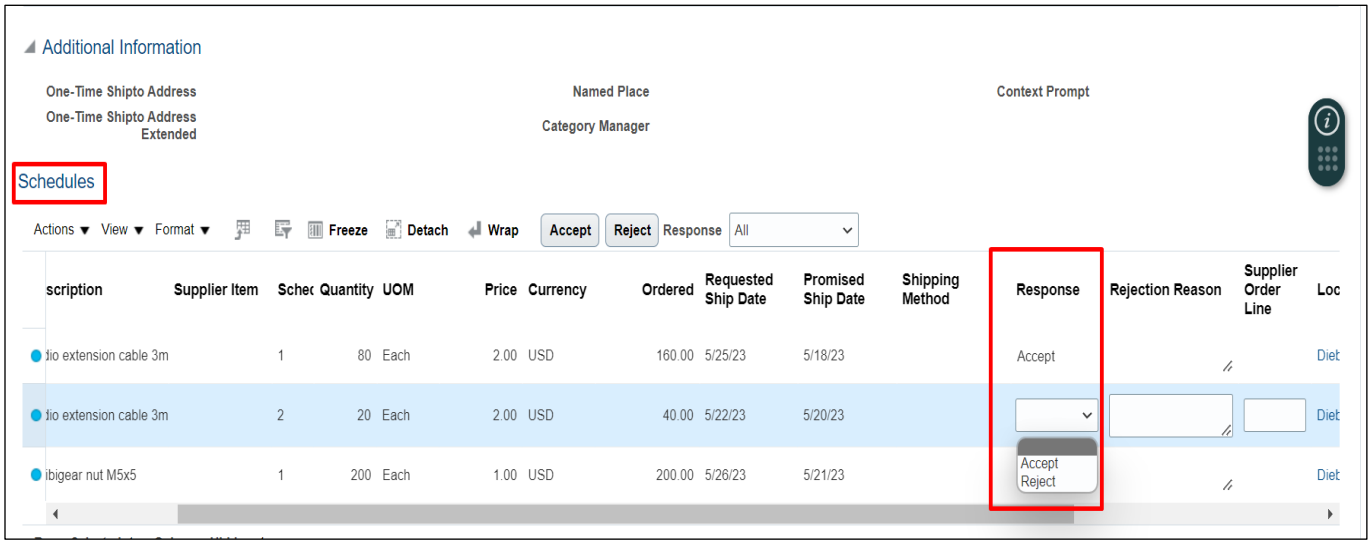


Step 5: Scroll to the bottom, Go to Schedules, and check the requested ship date, changes will be highlighted in blue color bubble.

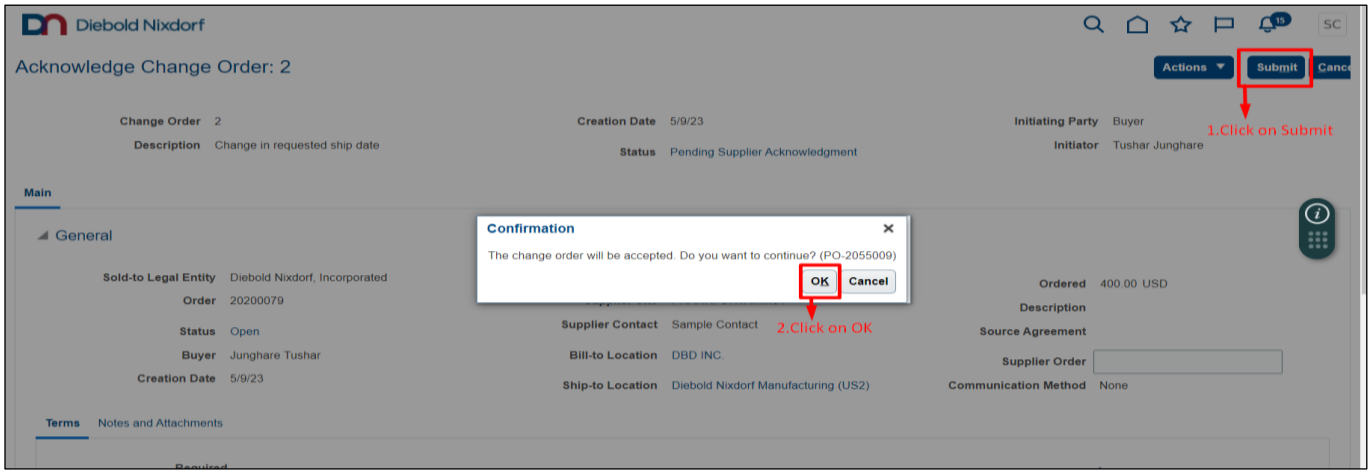



Step 6: After reviewing the date from requested ship date, Click on Acknowledge.

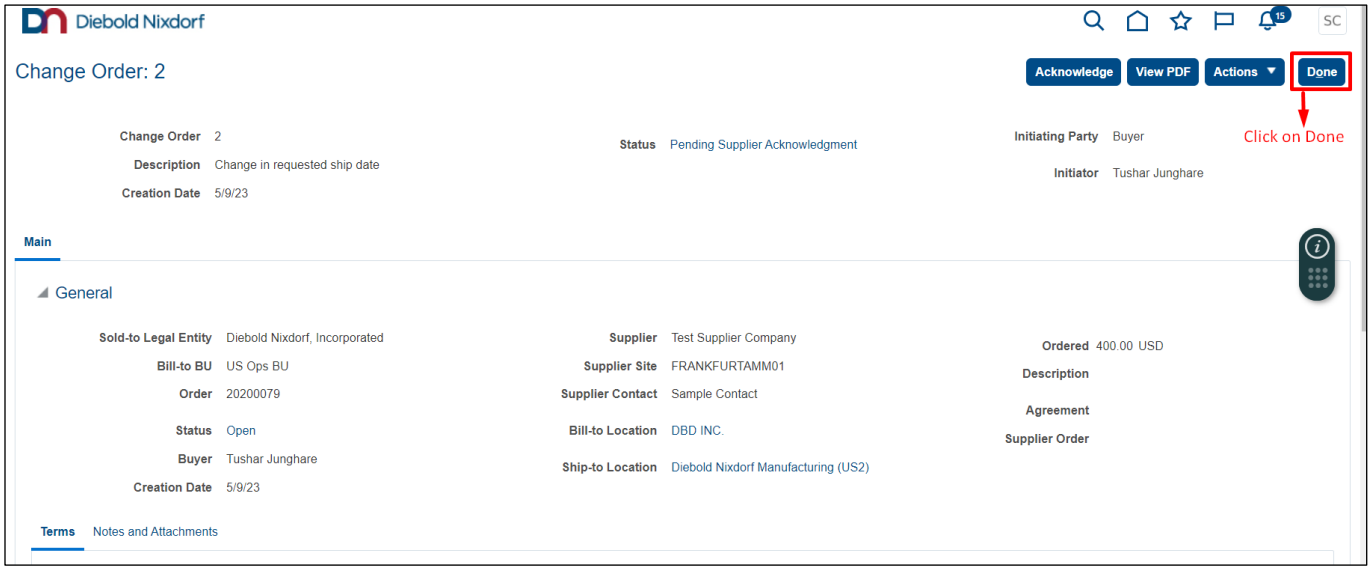
Step 7: Again, scroll to the bottom and Click on Accept at schedules.



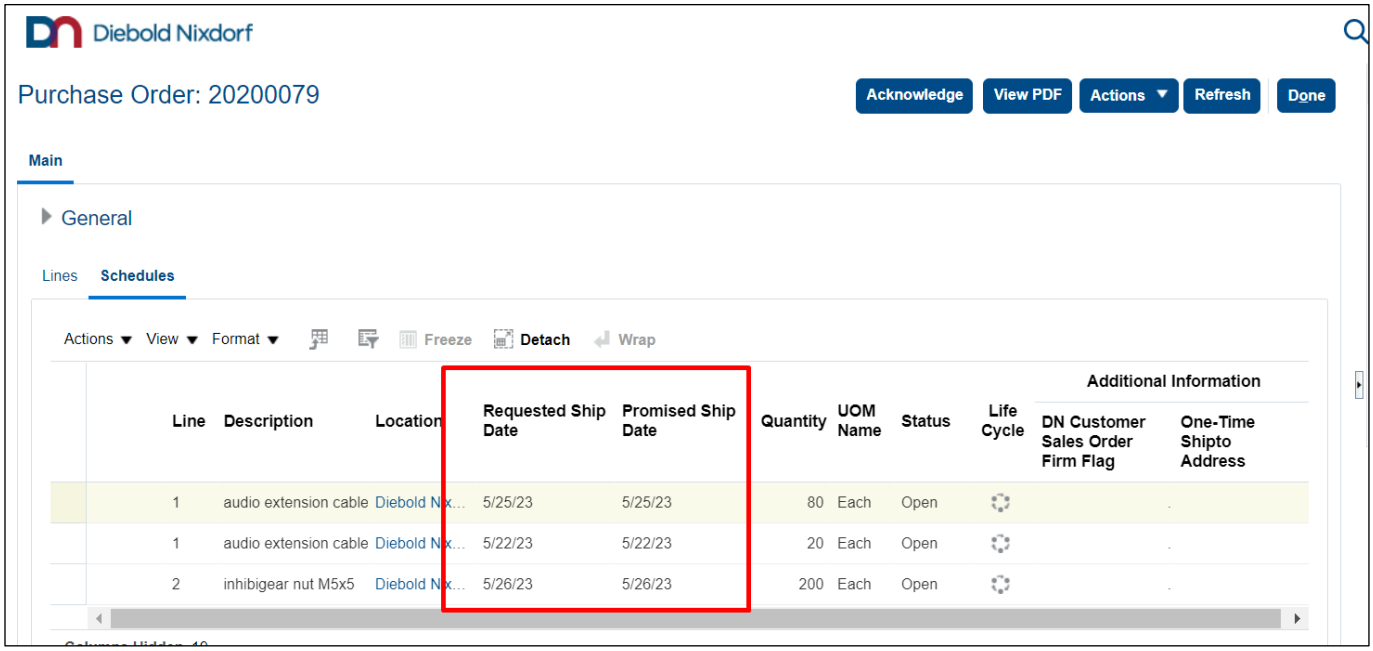
Step 8: Click on Submit and then a pop up with the warning message will be displayed, click on OK.




Step 9: Click on Done

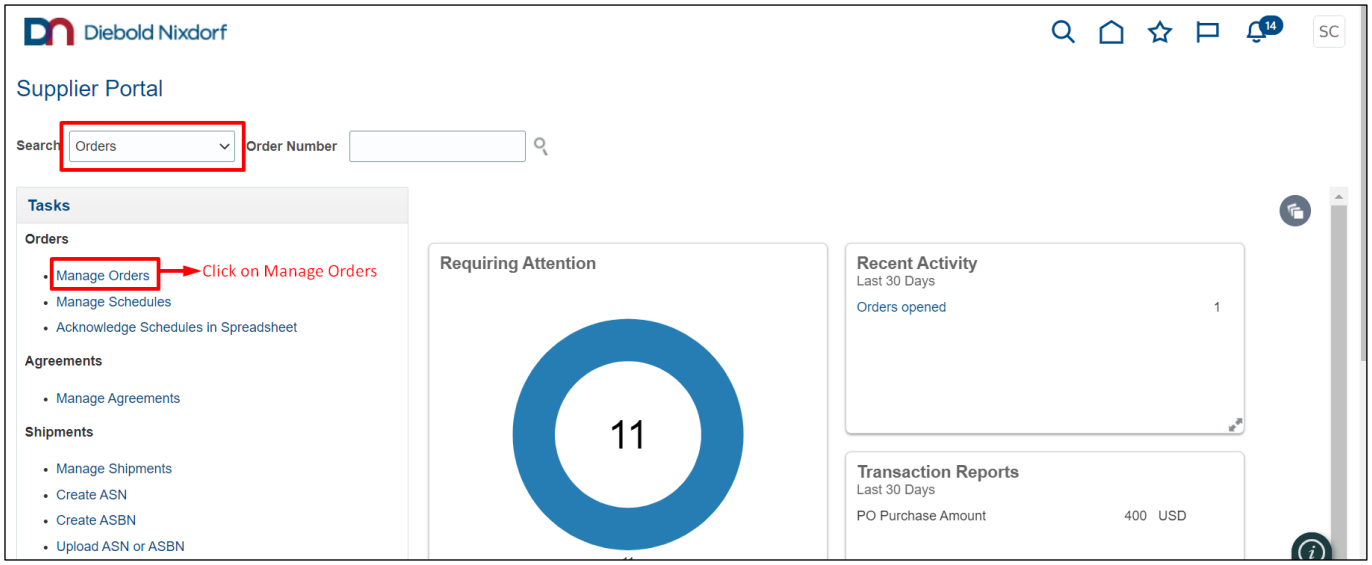


Step 10: Change order symbol “i” is gone and status is open. Now again go to Actions – Edit and enter the promised ship date as requested ship date and submit. Promised ship date matches new requested ship dates.

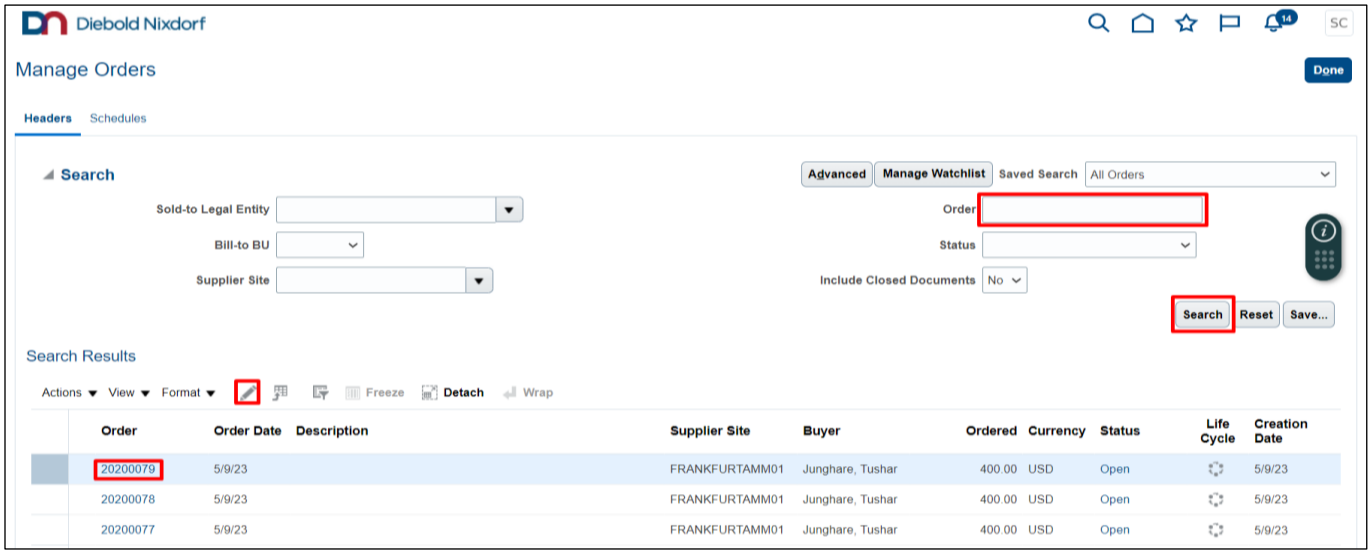


## C. Purchase Order Schedule Split

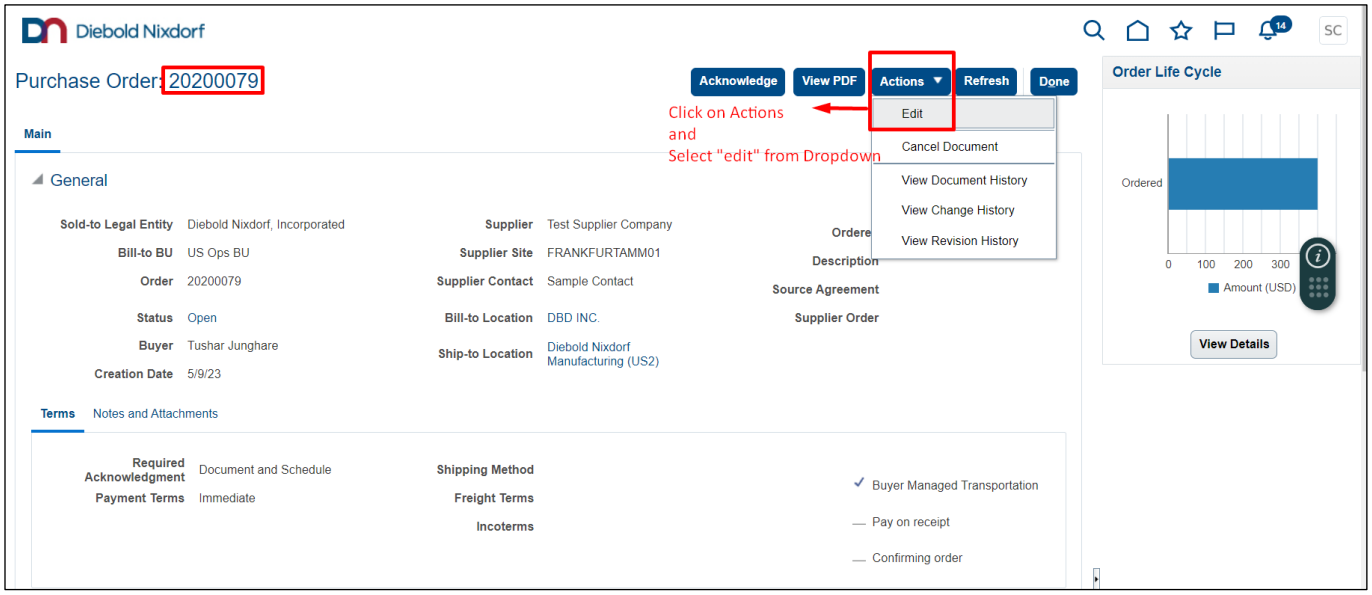
Step 1: Navigate to Orders then click on Manage Orders.



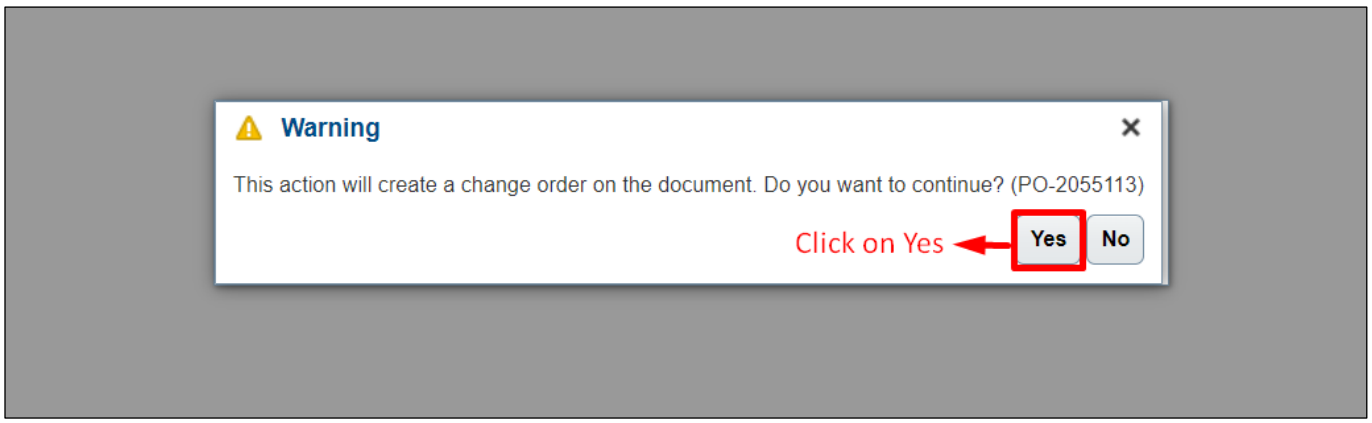

Step 2: In the Manage Orders page, either do blank search to list out all POs or enter order number to find the exact PO for which change order need to be created. Then select the PO line then click on Edit (Pencil Icon) to create Change order for the PO.



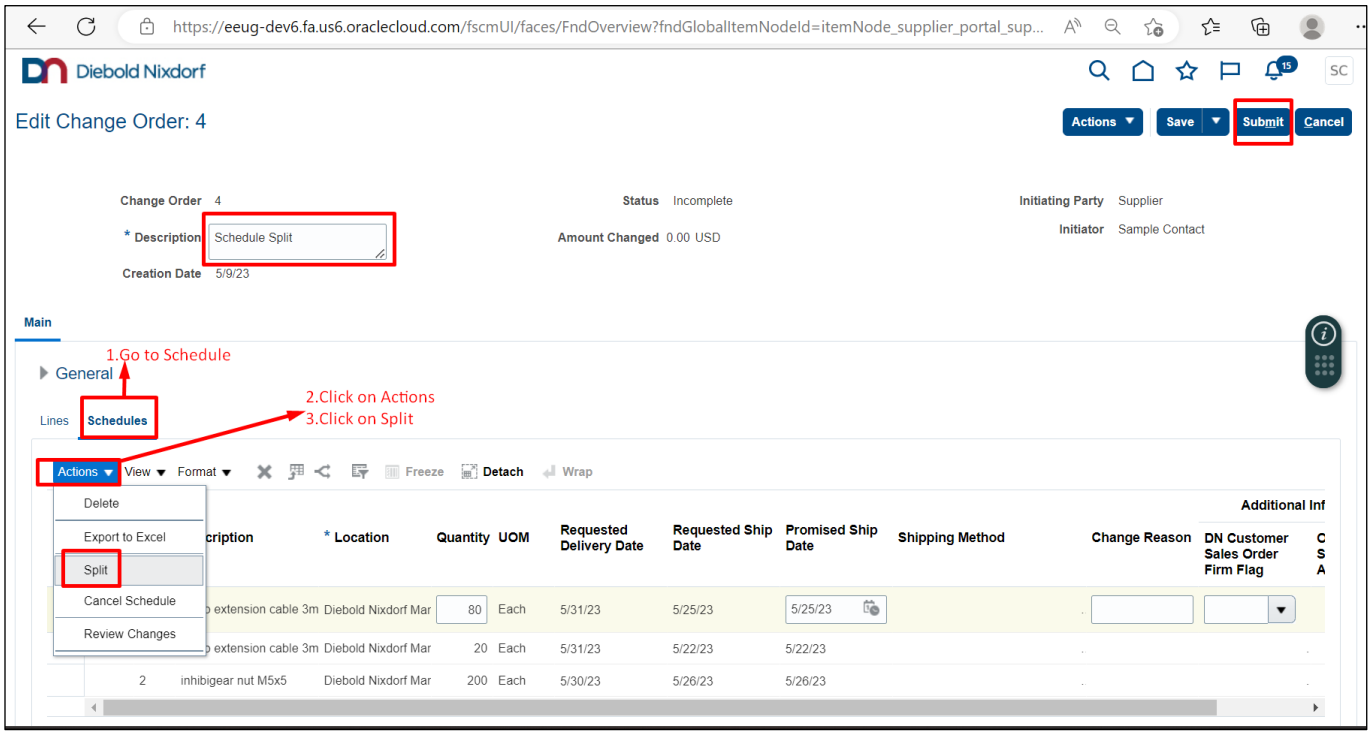
Step 3: You can also click on Purchase order number to Open the PO then go to Actions and click on Edit to create Change order for the PO.

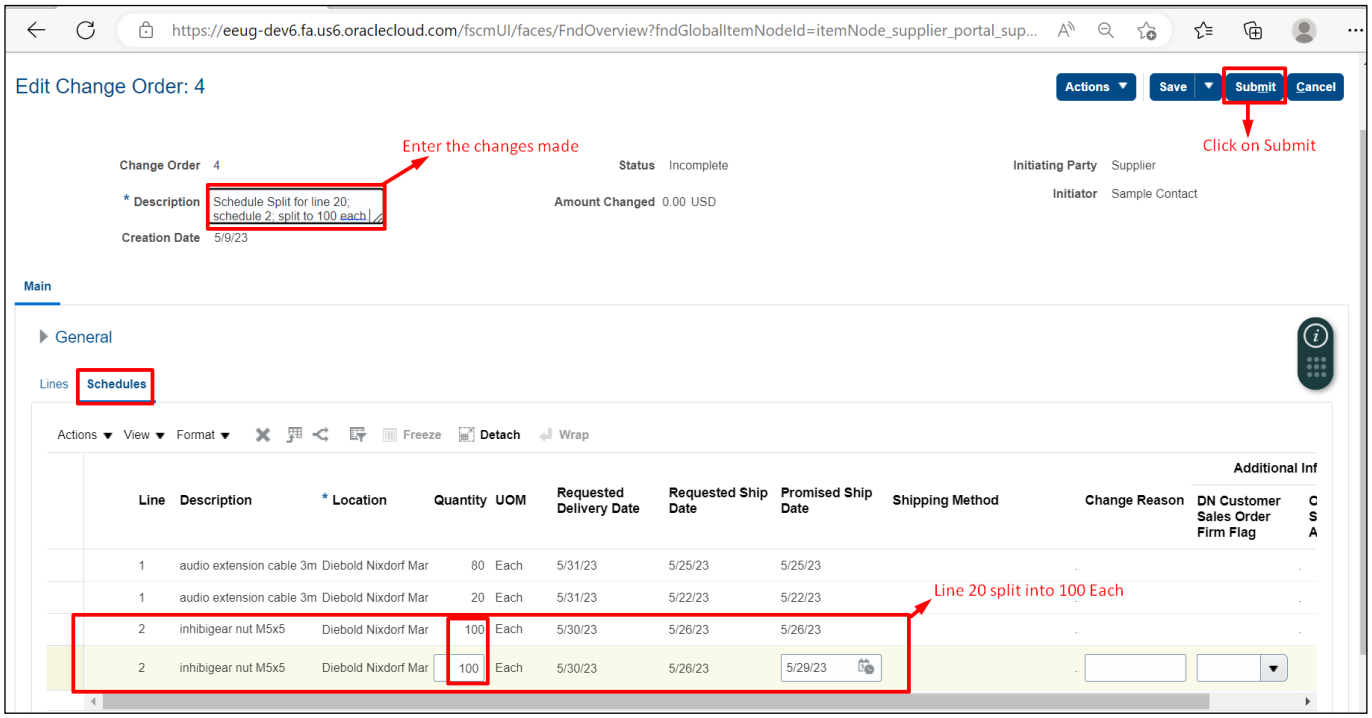



Step 4: A Warning message is displayed asking for confirmation to create Change order. Click on Yes to Proceed.



Step 5: Go to Schedules, select the schedule then go to Actions then click on split option. Schedule line will be duplicated. Enter the split quantity and promised date. Then click on Submit to submit the changes.

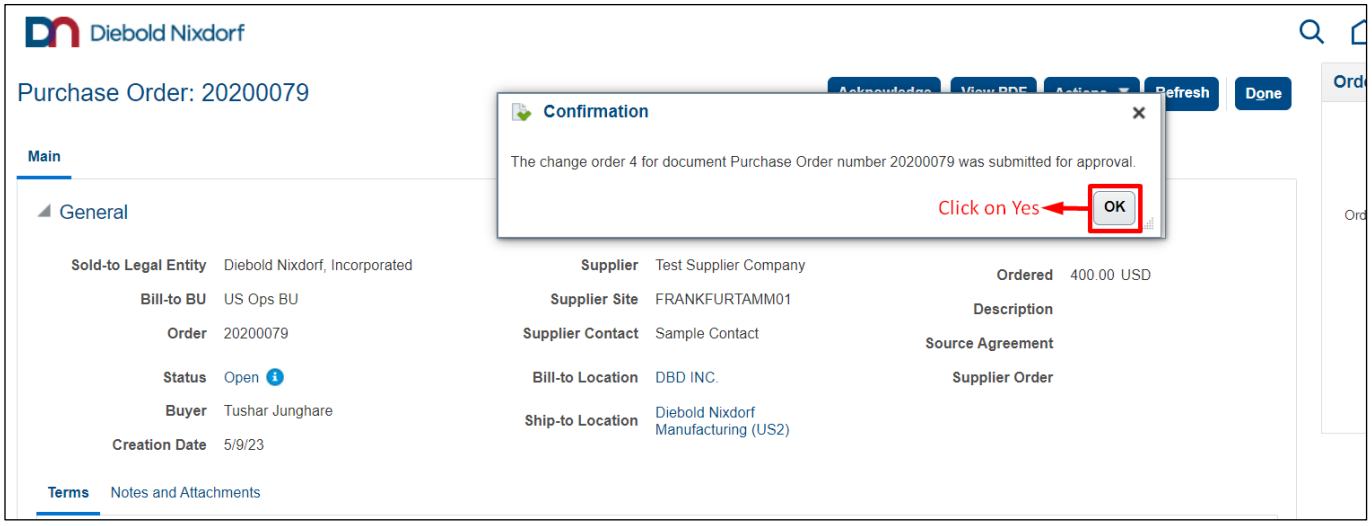


Please note that when we click on Split it will duplicate the schedule, make sure to adjust the quantity of first line in line with new quantity entered for schedule two.

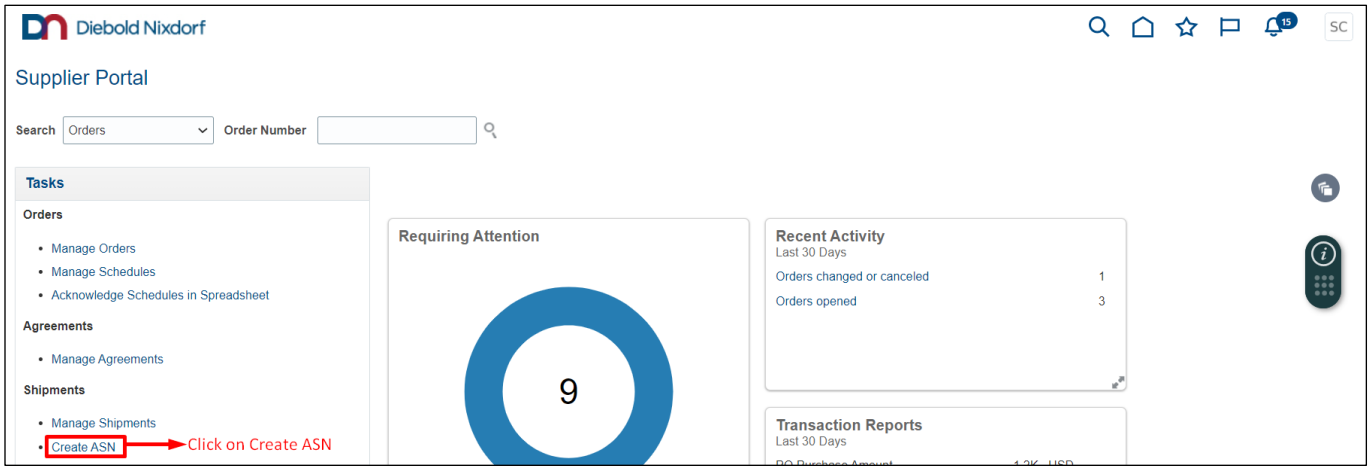
***Note: - Promised ship date should be ETD (Estimated Time of Departure) irrespective of the incoterm.***

Step 6: A Confirmation message will be displayed mentioning that **the change order 4 for document Purchase Order number 20200079 was submitted for approval**. Click on Ok to proceed further.
Once Buyer approves then new split will reflect on dashboard.



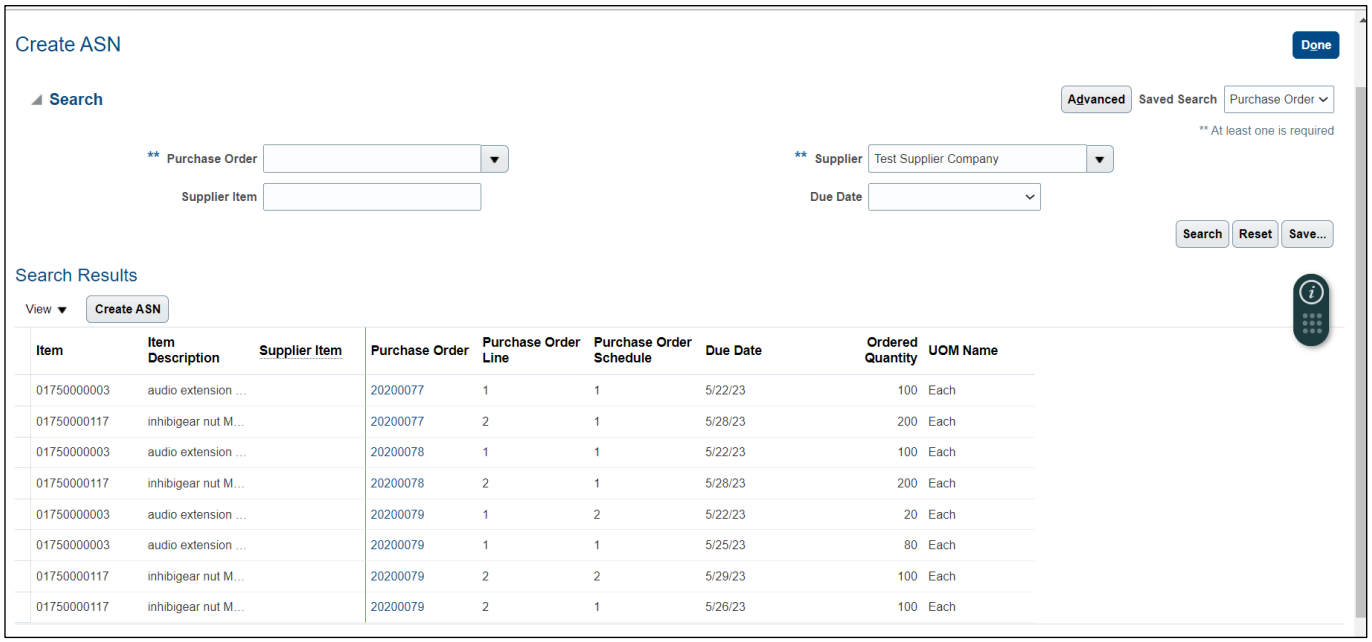
## 11. Create ASN:

Step: 1: Navigate to Shipments section and click on “Create ASN”.



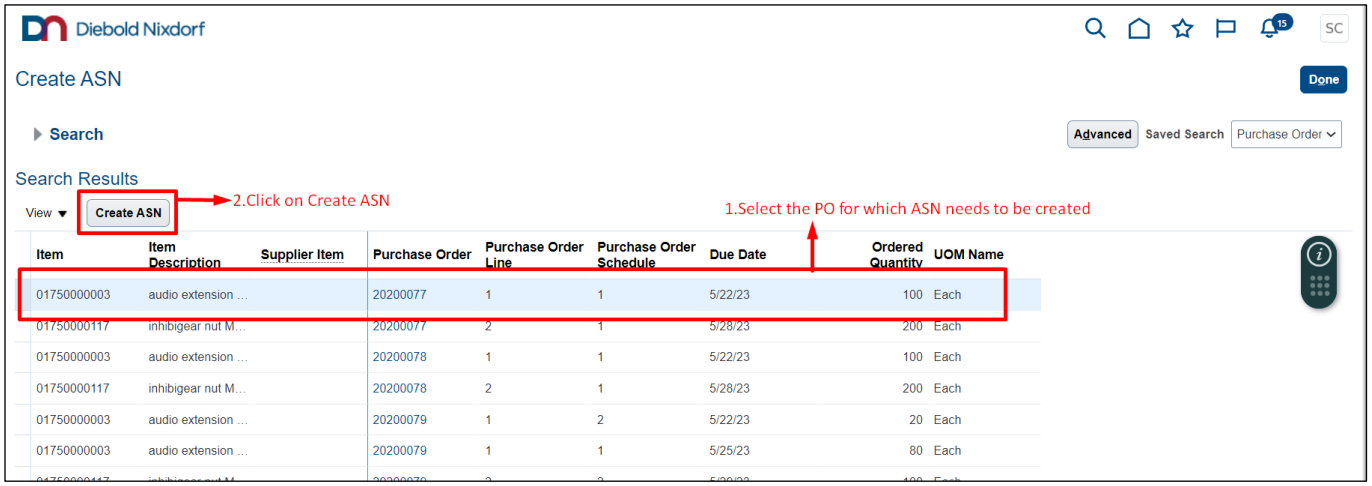

Step 2**:** Enter Purchase Order number for which ASN needs to be created or click on “Search” to select multiple POs to create ASN. Or select Supplier and click on Search.

**Note – ASN can be created only for OPEN POs.*

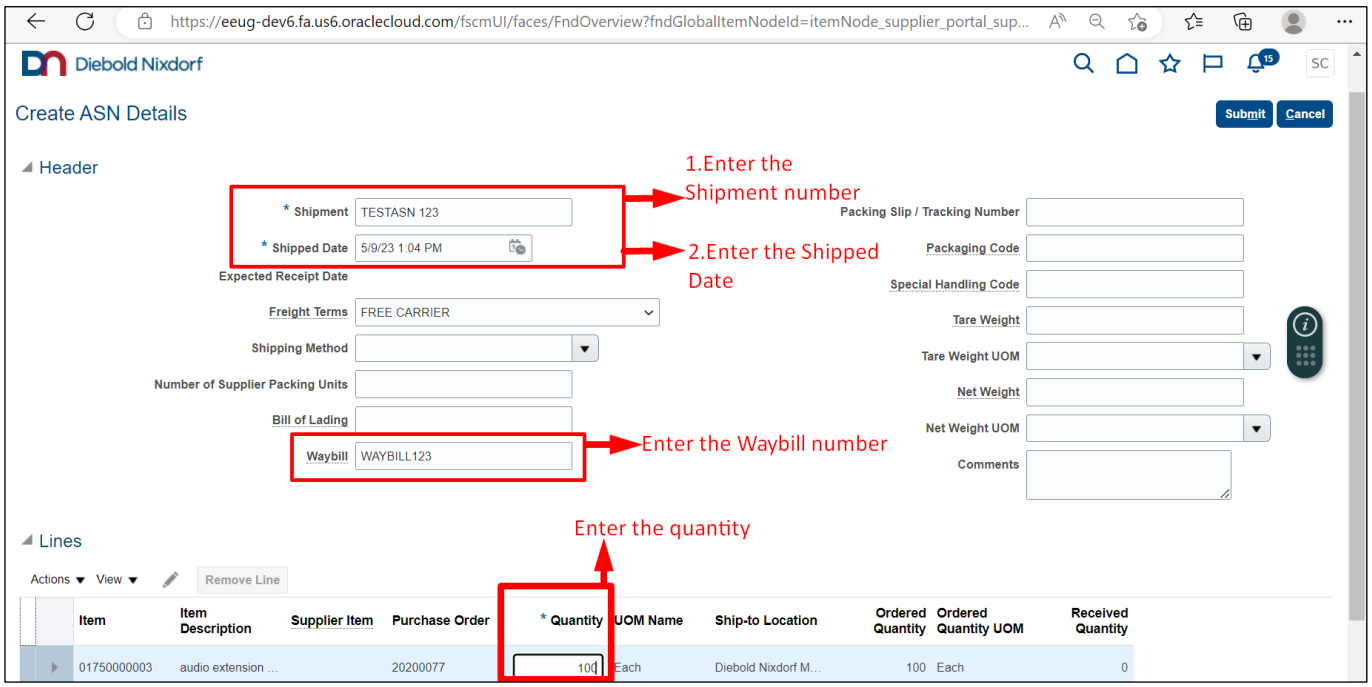



| Item | Item Description | Supplier Item | Purchase Order | Purchase Order Line | Purchase Order Schedule | Due Date | Ordered Quantity | UOM Name |
|---|---|---|---|---|---|---|---|---|
| 01750000003 | audio extension ... | | 20200077 | 1 | 1 | 5/22/23 | 100 | Each |
| 01750000117 | inhibigear nut M... | | 20200077 | 2 | 1 | 5/28/23 | 200 | Each |
| 01750000003 | audio extension ... | | 20200078 | 1 | 1 | 5/22/23 | 100 | Each |
| 01750000117 | inhibigear nut M... | | 20200078 | 2 | 1 | 5/28/23 | 200 | Each |
| 01750000003 | audio extension ... | | 20200079 | 1 | 2 | 5/22/23 | 20 | Each |
| 01750000003 | audio extension ... | | 20200079 | 1 | 1 | 5/25/23 | 80 | Each |
| 01750000117 | inhibigear nut M... | | 20200079 | 2 | 2 | 5/29/23 | 100 | Each |
| 01750000117 | inhibigear nut M... | | 20200079 | 2 | 1 | 5/26/23 | 100 | Each |

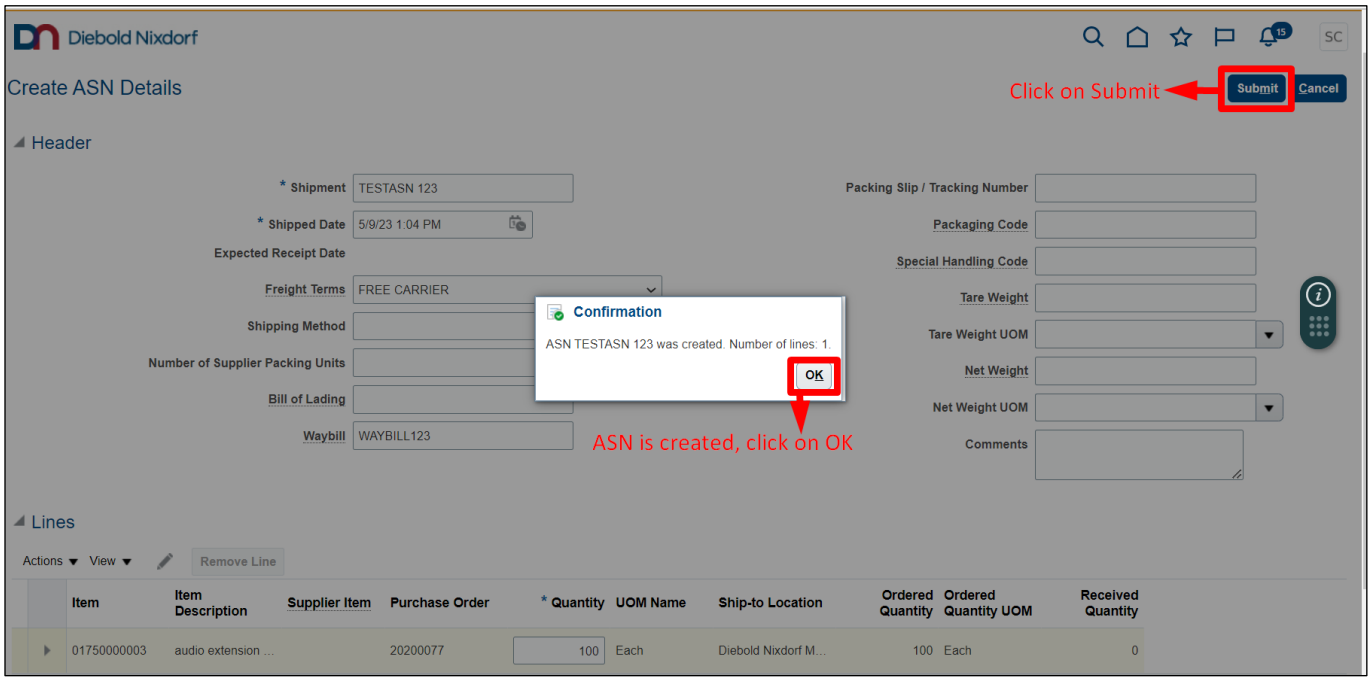
Step 3: Select the purchase order then click on Create ASN. If Multiple POs or Schedules to be selected use Control button to select the multiple schedules. Once lines are selected then click on Create ASN.




Step 4: Enter the required details for creating ASN like Shipment number, date, line quantity, and other required information.



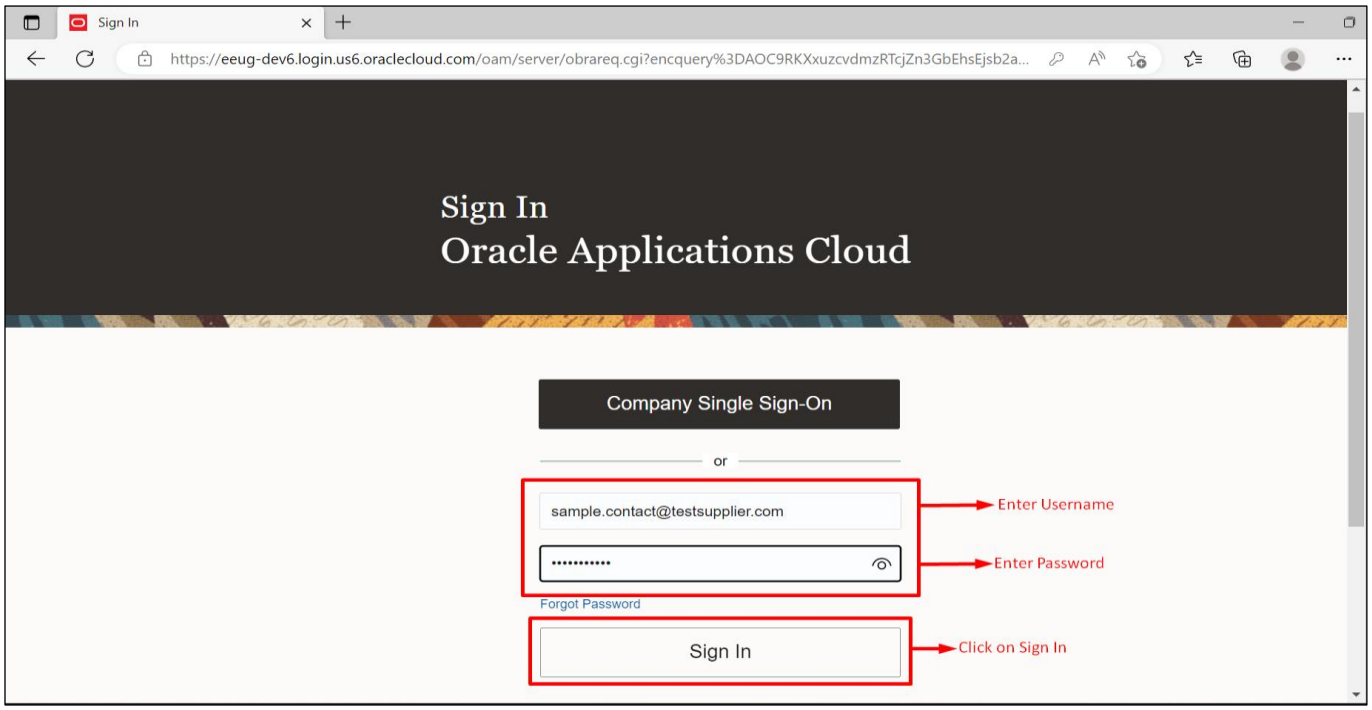
Step 5: Click “**Submit**” after filling all the details. ASN created confirmation will be displayed. Click on OK to close the page.



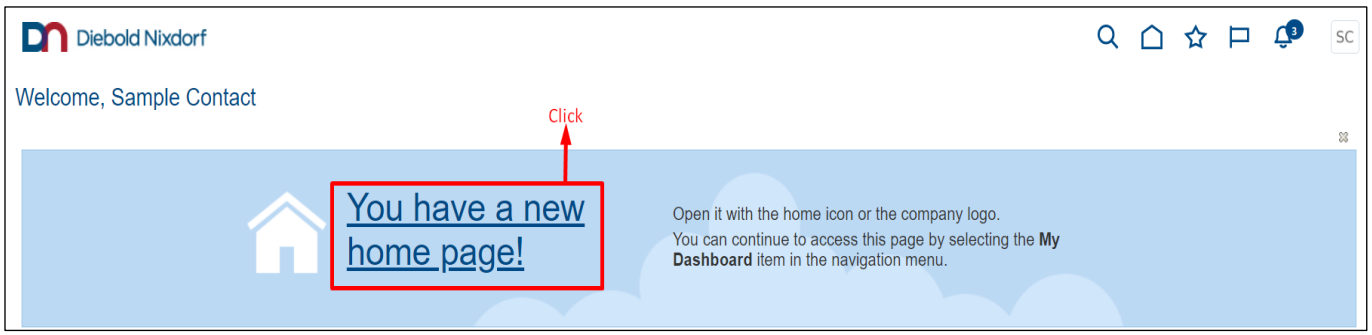
## 12. Mass Upload of ASN:

Step 1: Login to the Application
Link - https://eeug.login.us6.oraclecloud.com/

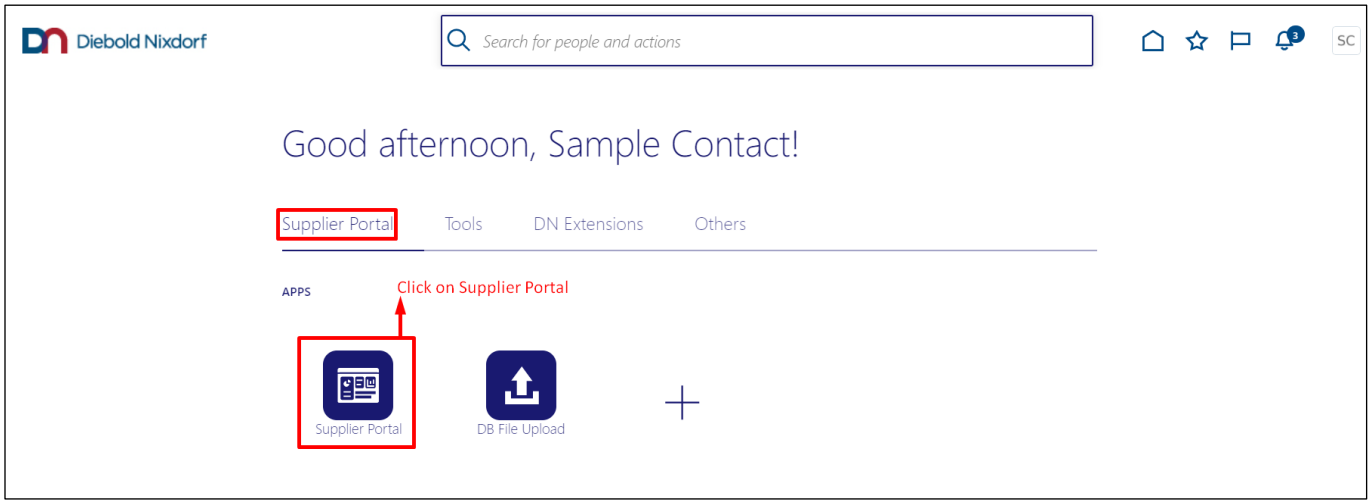
Step 2: Please enter the username and password, then click on Sign In



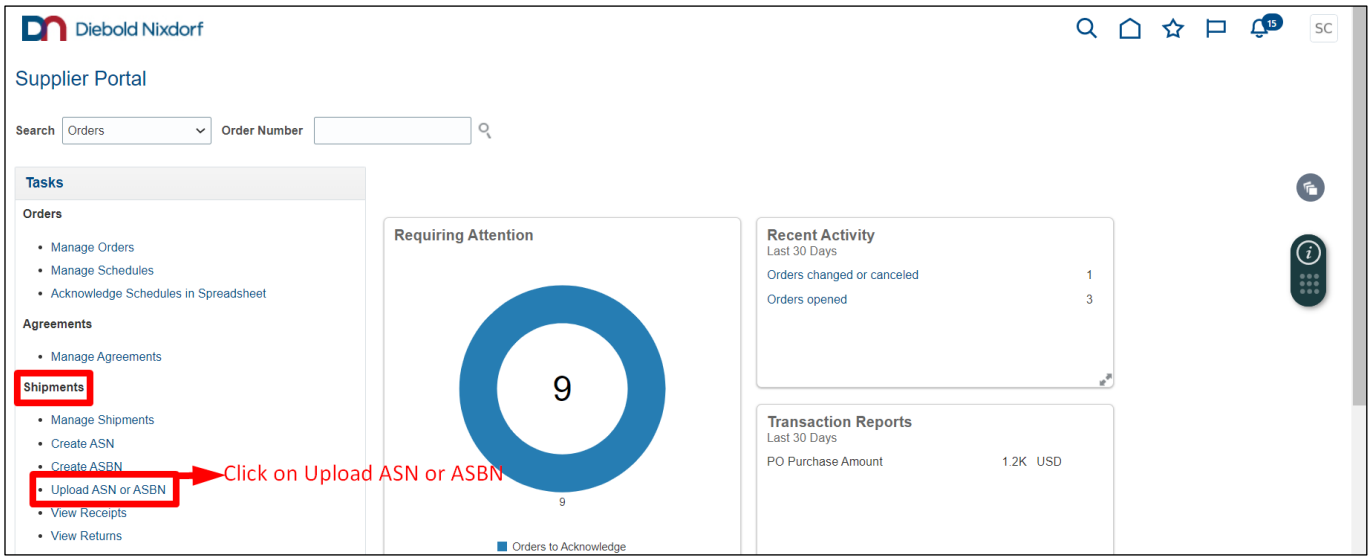

Step 3: After clicking on Sign in, user will be landed on Supplier homepage. On this page, Click on homepage Hyper Link.



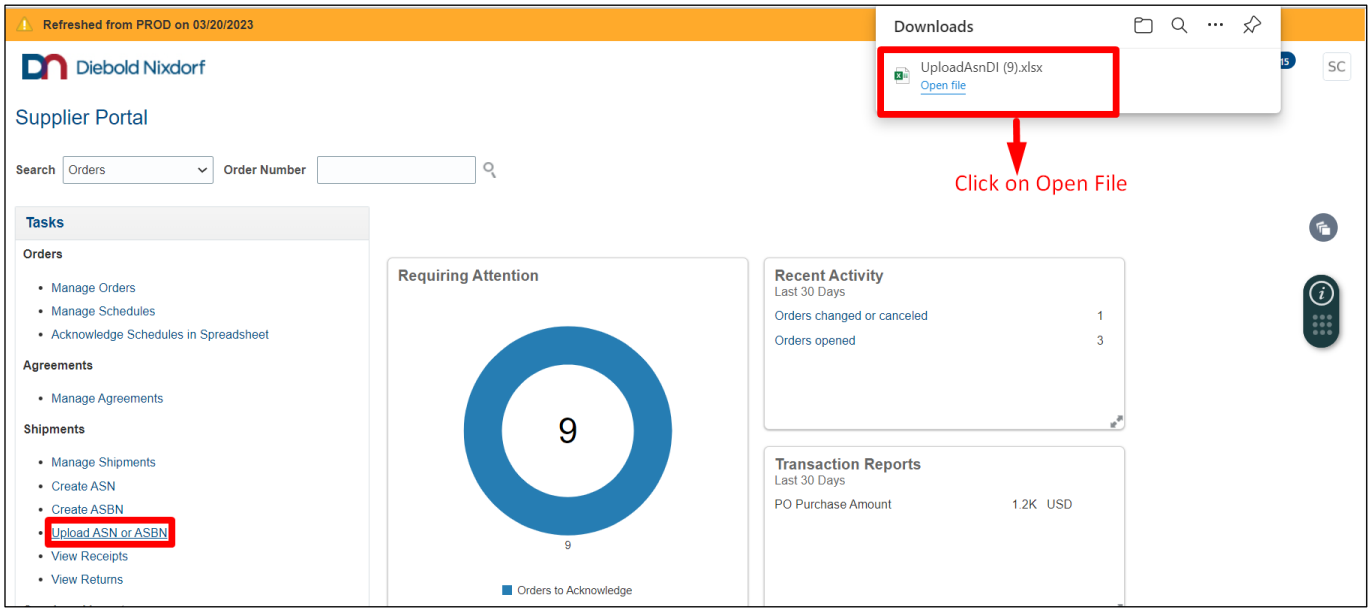
Step 4: Move to the Supplier Portal icon. Then Click on “**Supplier portal”** icon.



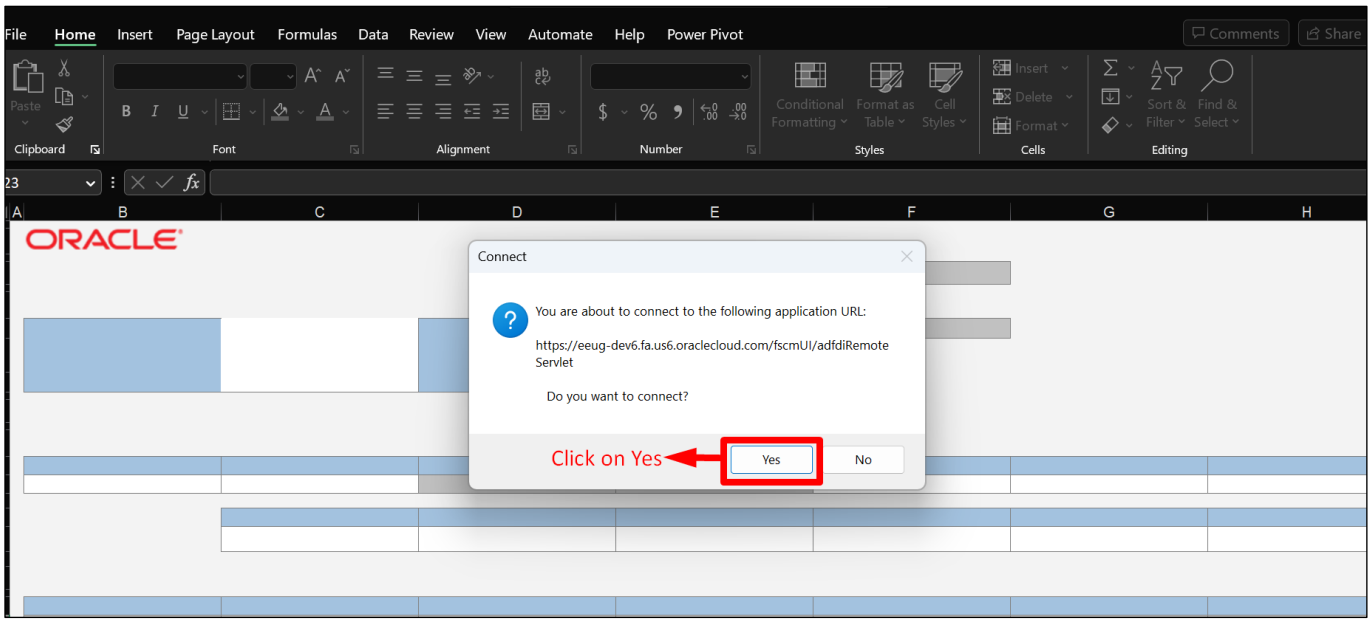

Step 5: That click will navigate to Supplier Portal Dashboard. Then click on “Upload ASN or ASBN” under “Shipments” in task bar.



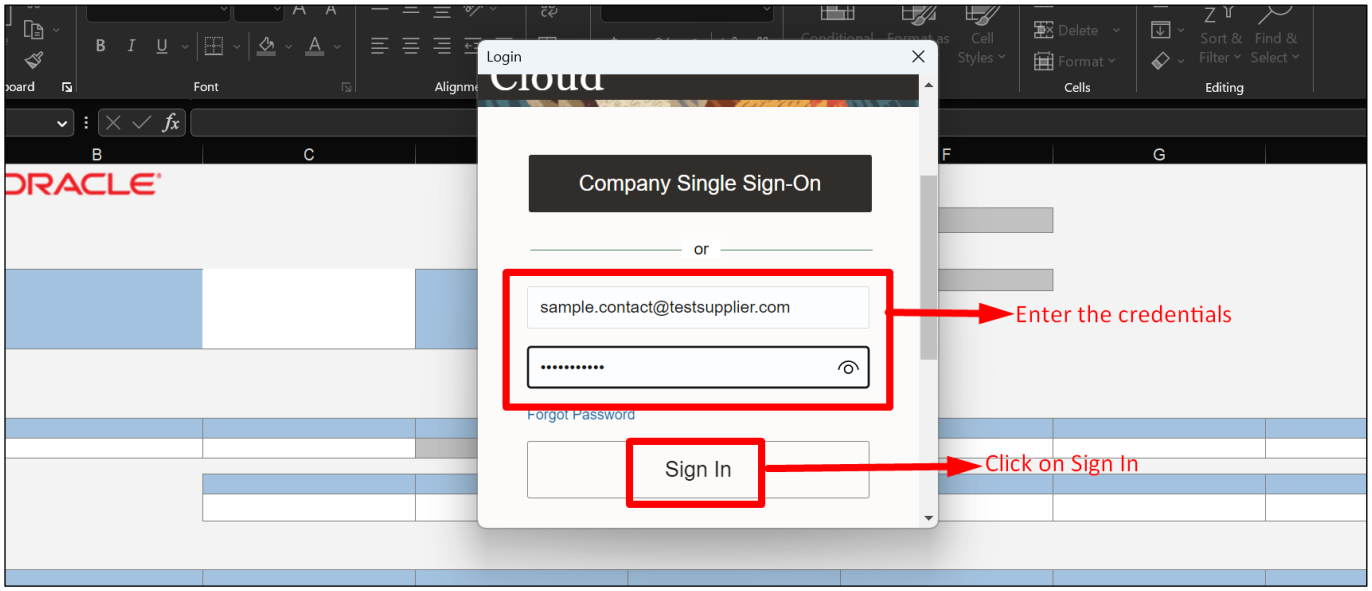
Step 6: Once you click on “**Upload ASN or ASBN**”, **ADFDI** Excel file will be downloaded automatically.



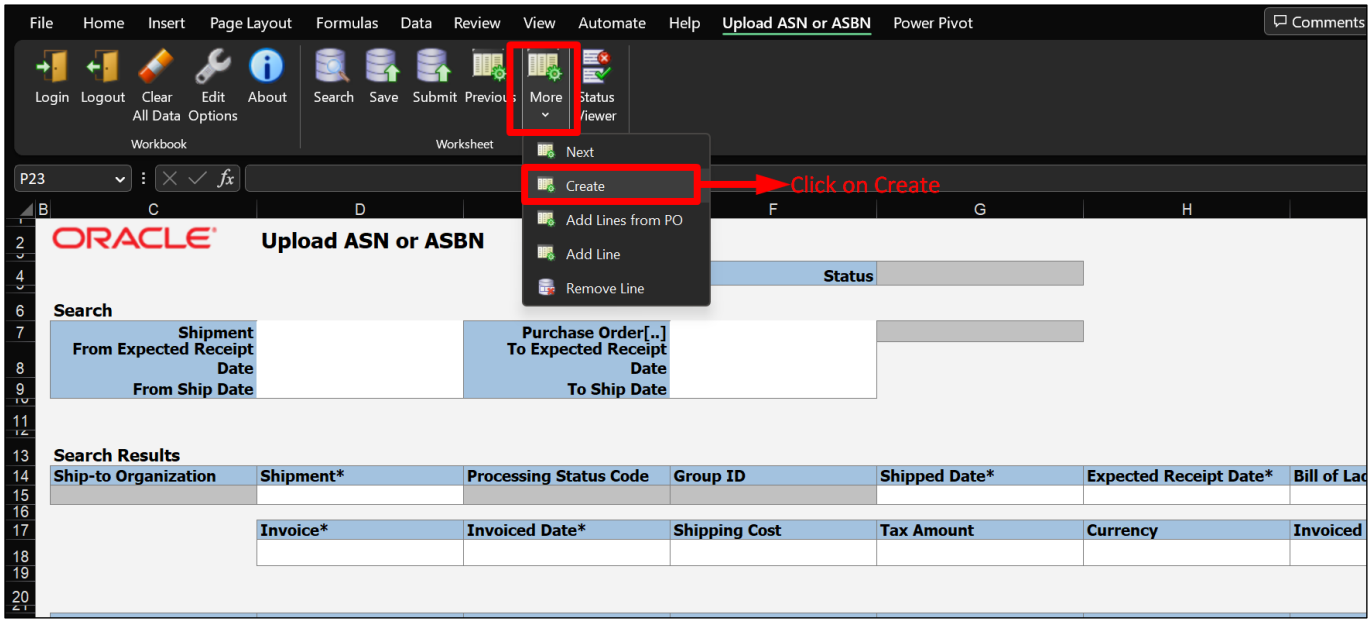

Step 7: Open the downloaded Excel file and it will ask you to connect to the application. Click on “**Yes**”.



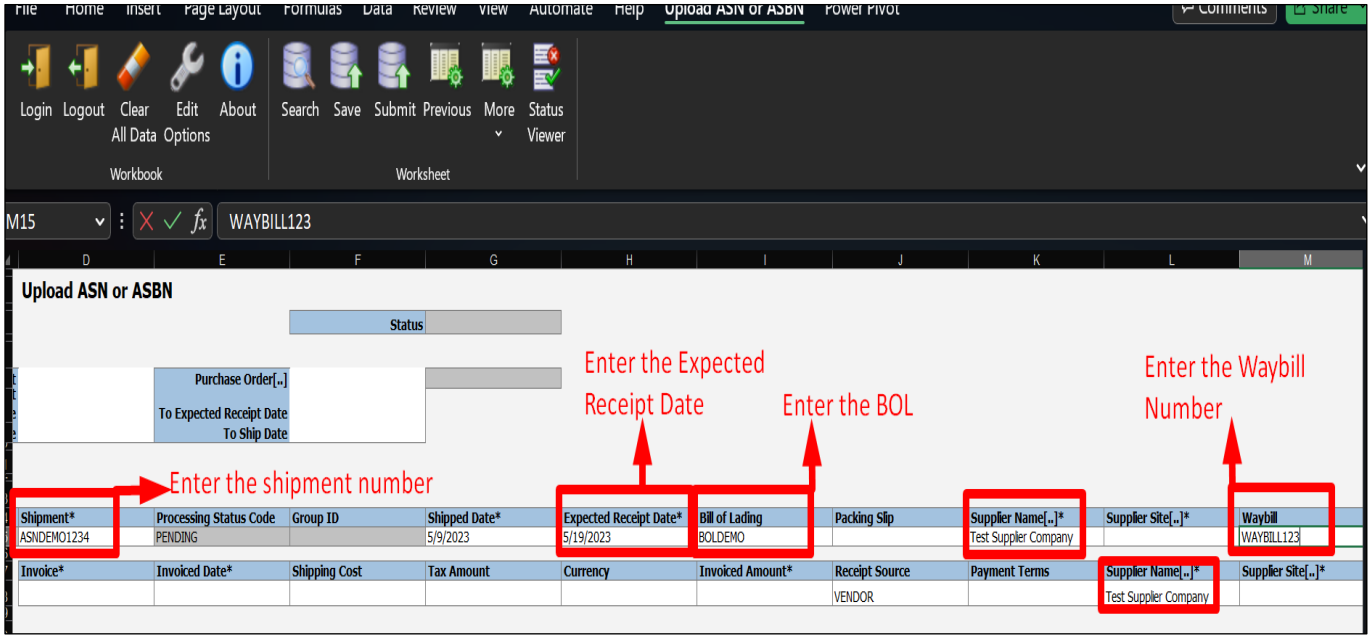
Step 8: Please enter the supplier user credential to login into the application.



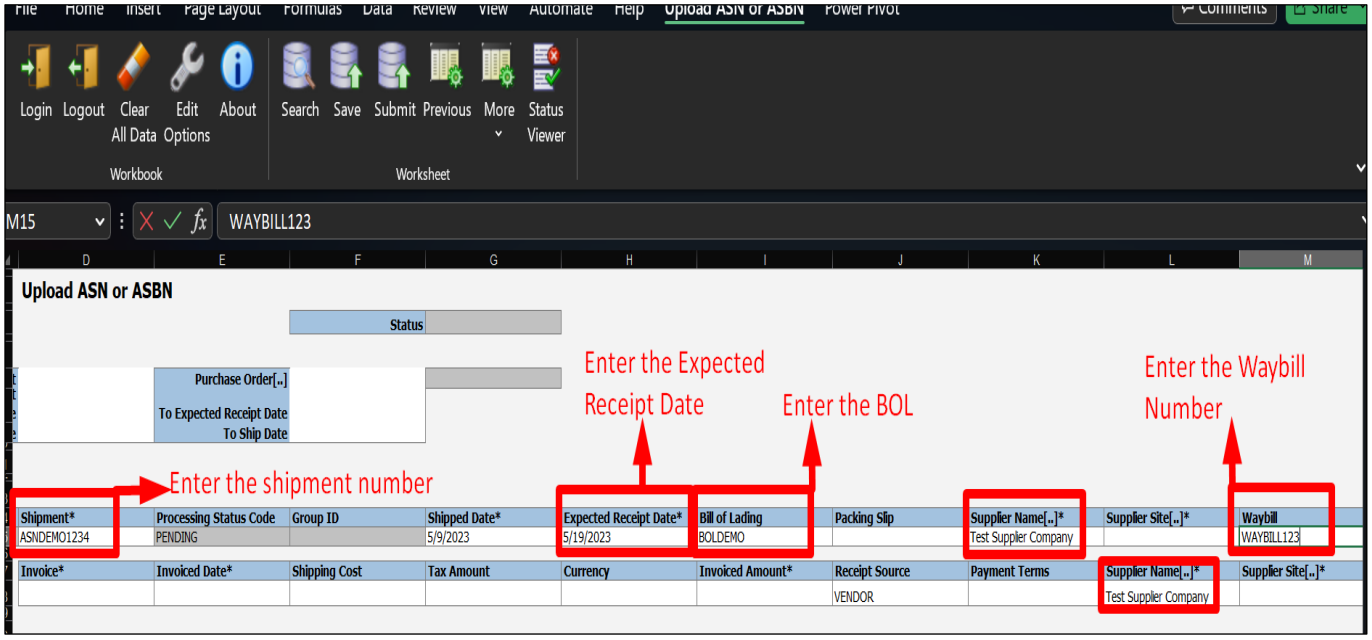

Step 9: After successfully logging in, go to Excel sheet headers, select “more” and then click on “Create” from the dropdown.



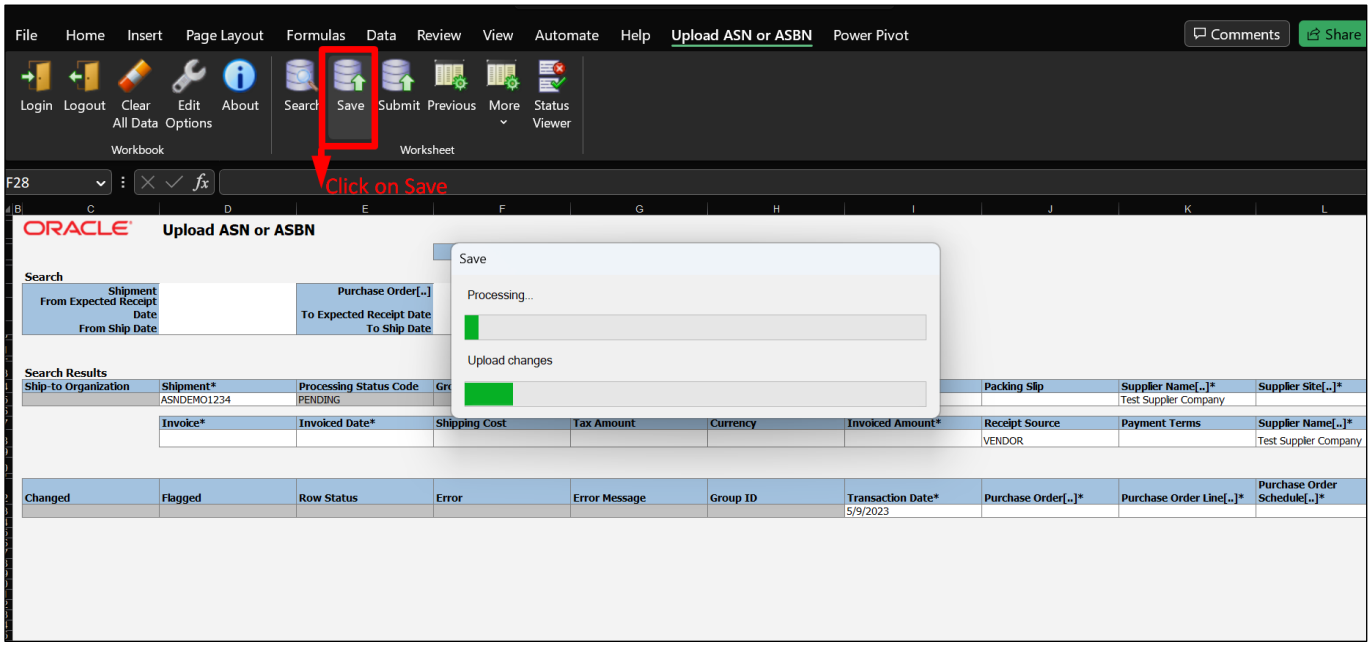
Step 10: Once you click create, it will pop up the columns in which data needs to be filled in, likewise Processing status code, shipped date, Expected receipt date, Transaction date and Supplier details, Bill of Lading (BOL), Waybill.



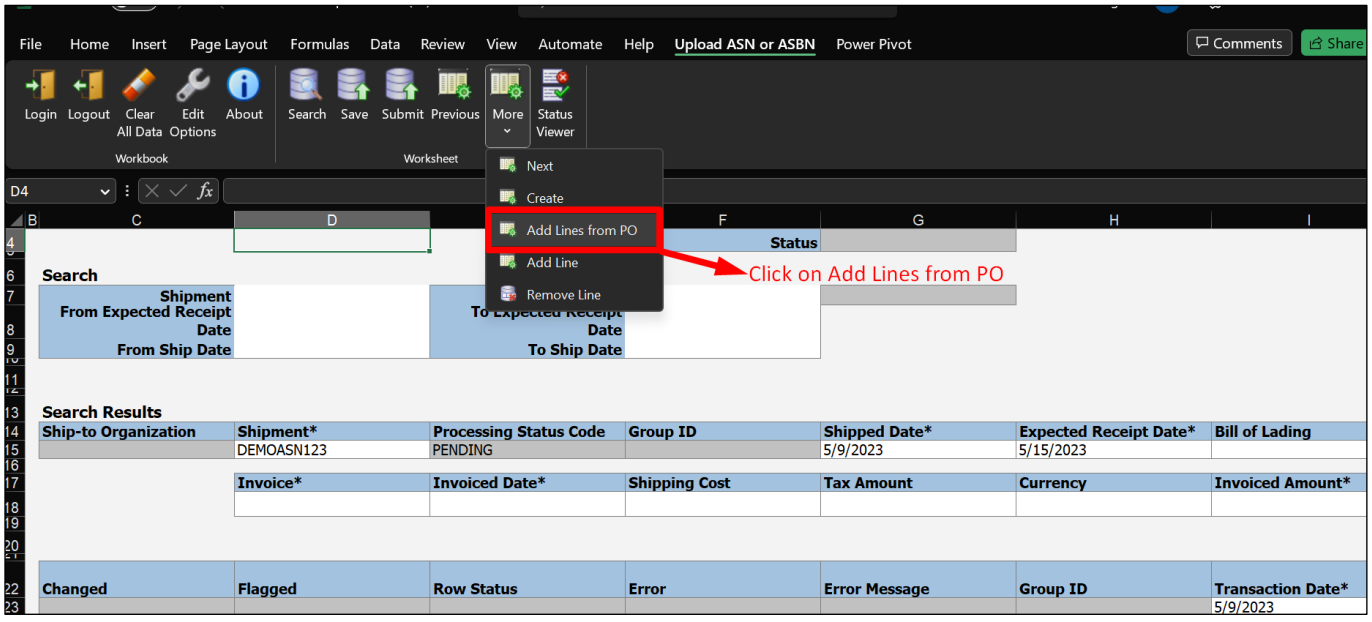

Step 11: Validate all the information entered specially – Shipment Number, BOL and Waybill.



Step 12: Click on Save to save the entered data.

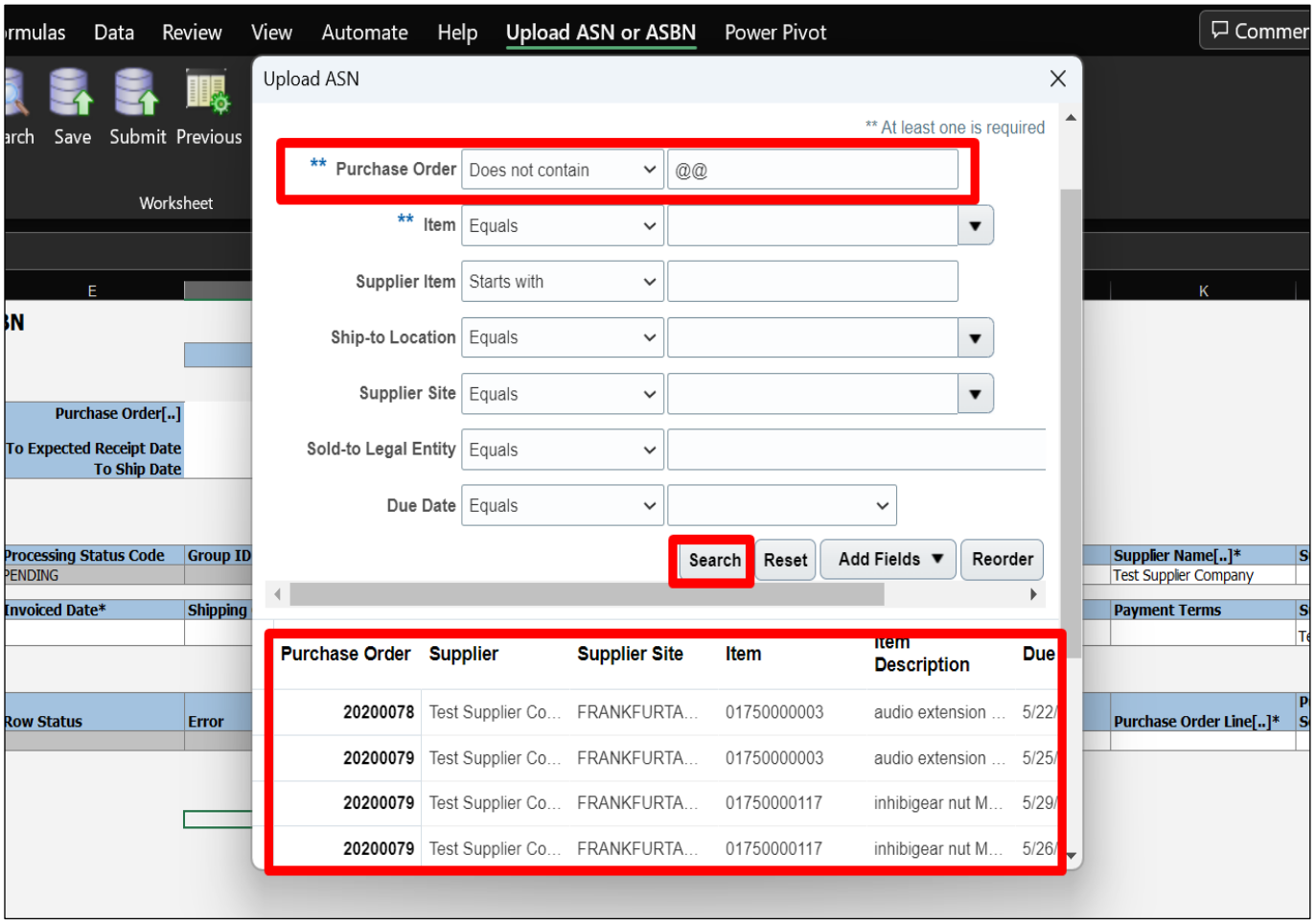



Step 13: To Create ASN for Multiple POs, please click on More and Click on “Add lines from PO.”

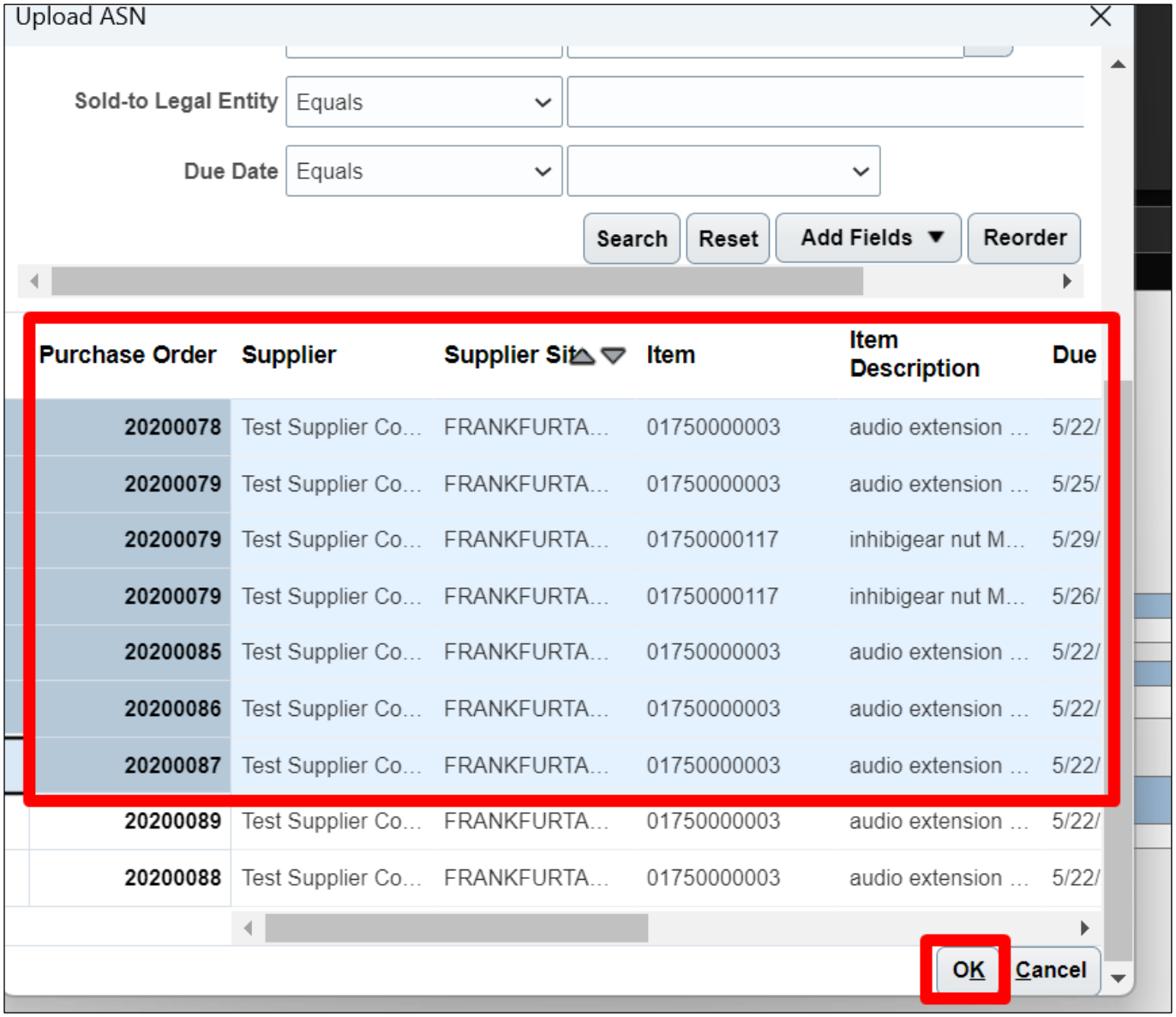


Step 14: Once you click “add from lines from PO’’, It will populate the Upload ASN screen. By using Advanced search criteria, you can select the POs which you wanted to create ASN.

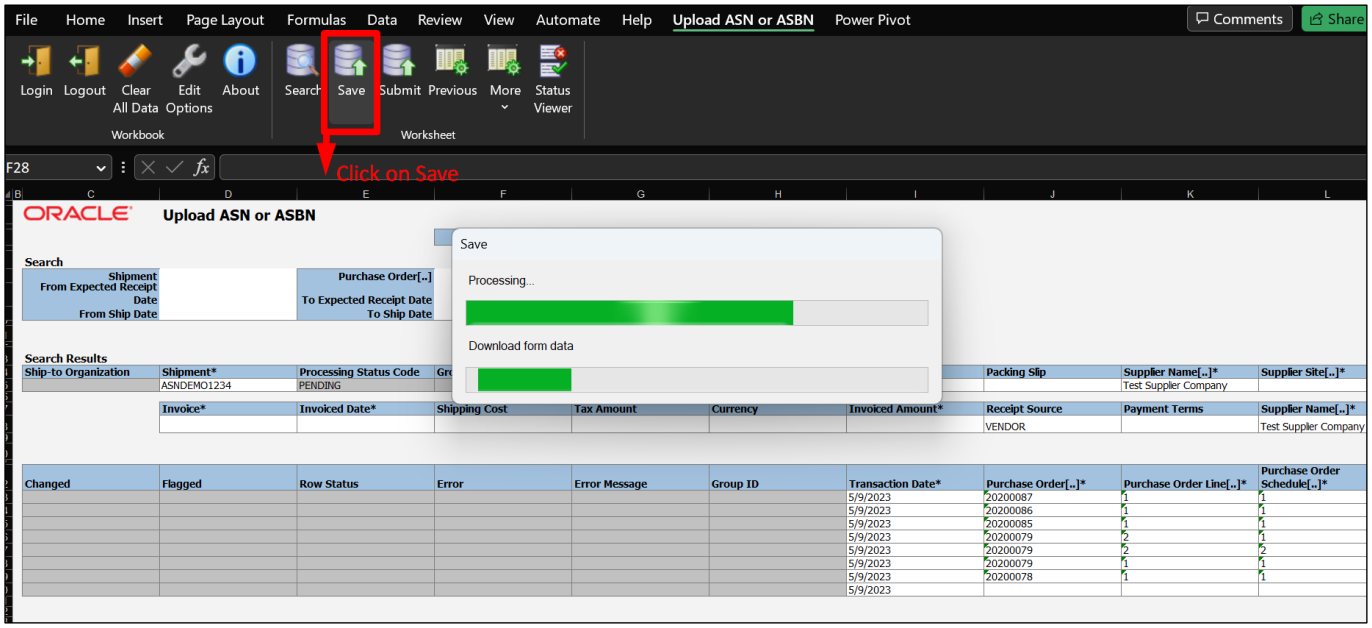
**Ex:** You can search with item, Supplier or Purchase Orders……



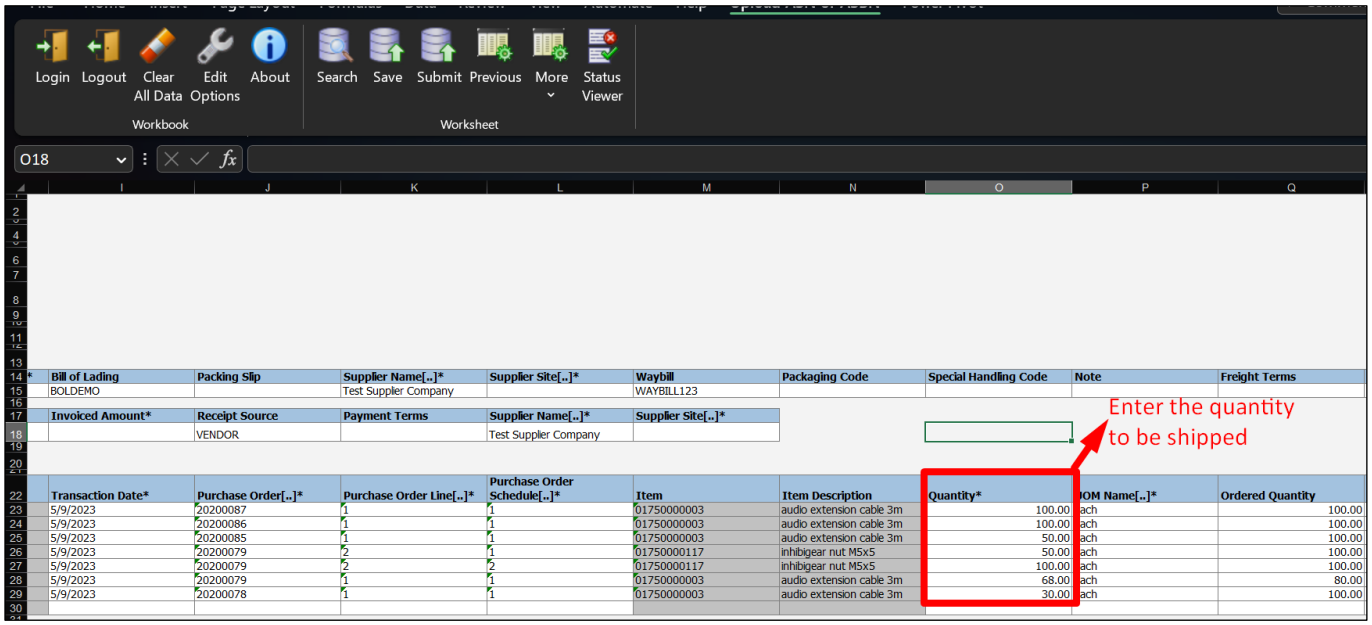
Step 15: Select the multiple line the click on “**OK.**”



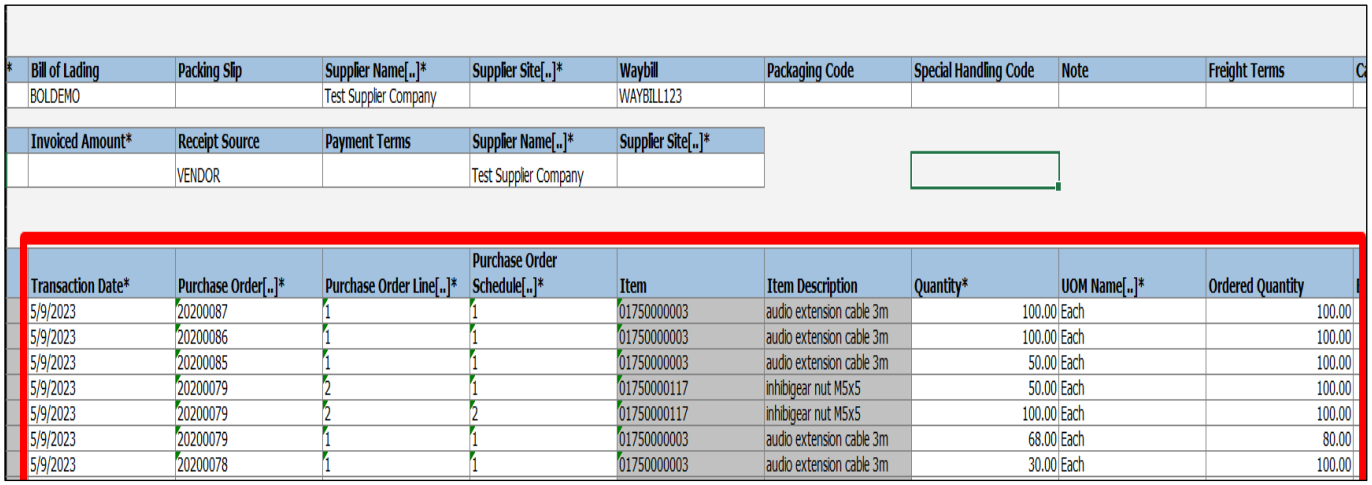
Step 16: Click “**Save**” to Upload ASN or ASBN tab to save the details.




Step 17: Please enter the quantity column, which you would like to ship. It can be partial (less than ordered quantity) or equal to ordered quantity.



Step 18: Validate the details in the respective columns such as POs, PO lines, transaction date etc.

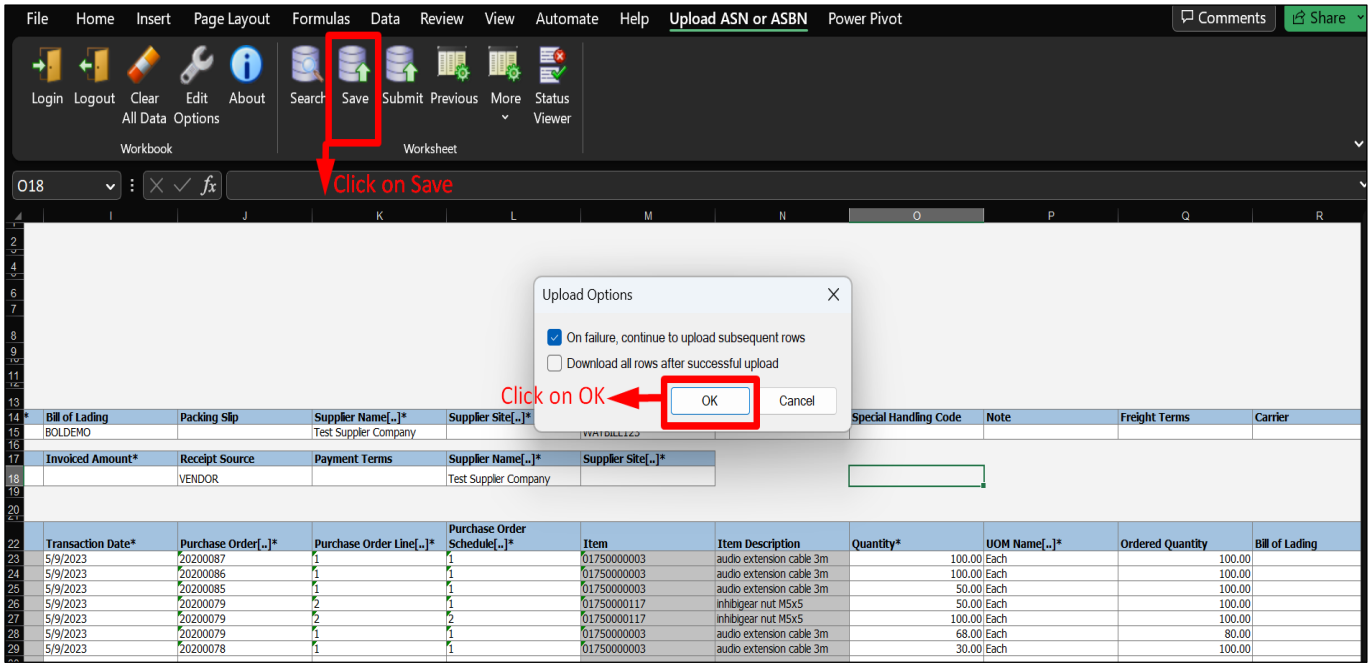


| Bill of Lading | Packing Slip | Supplier Name[..]* | Supplier Site[..]* | Waybill | Packaging Code | Special Handling Code | Note | Freight Terms |
|---|---|---|---|---|---|---|---|---|
| BOLDEMO | | Test Supplier Company | | WAYBILL123 | | | | |

| Invoiced Amount* | Receipt Source | Payment Terms | Supplier Name[..]* | Supplier Site[..]* |
|---|---|---|---|---|
| | VENDOR | | Test Supplier Company | |

| Transaction Date* | Purchase Order[..]* | Purchase Order Line[..]* | Purchase Order Schedule[..]* | Item | Item Description | Quantity* | UOM Name[..]* | Ordered Quantity |
|---|---|---|---|---|---|---|---|---|
| 5/9/2023 | 20200087 | 1 | 1 | 01750000003 | audio extension cable 3m | 100.00 | Each | 100.00 |
| 5/9/2023 | 20200086 | 1 | 1 | 01750000003 | audio extension cable 3m | 100.00 | Each | 100.00 |
| 5/9/2023 | 20200085 | 1 | 1 | 01750000003 | audio extension cable 3m | 50.00 | Each | 100.00 |
| 5/9/2023 | 20200079 | 2 | 1 | 01750000117 | inhibigear nut M5x5 | 50.00 | Each | 100.00 |
| 5/9/2023 | 20200079 | 2 | 2 | 01750000117 | inhibigear nut M5x5 | 100.00 | Each | 100.00 |
| 5/9/2023 | 20200079 | 1 | 1 | 01750000003 | audio extension cable 3m | 68.00 | Each | 80.00 |
| 5/9/2023 | 20200078 | 1 | 1 | 01750000003 | audio extension cable 3m | 30.00 | Each | 100.00 |

Step 19: After validating the details, click on "**Save**". Once you click on save, the "Upload Options" box will pop up, select 'On failure, continue to upload subsequent rows" and click on "**Ok**."

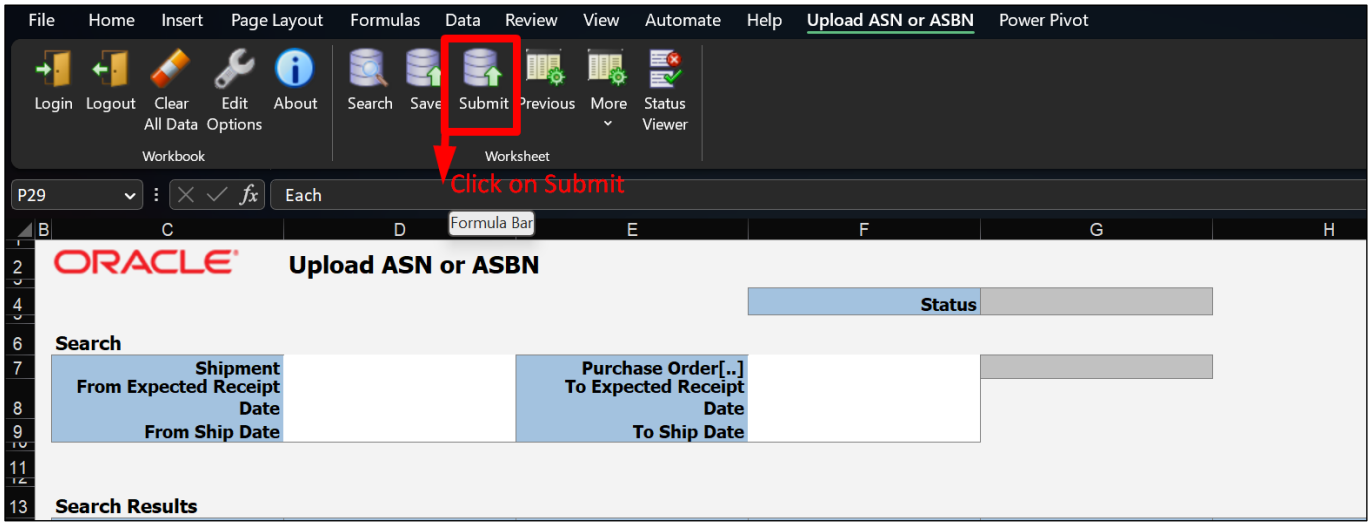



| Bill of Lading | Packing Slip | Supplier Name[..]* | Supplier Site[..]* | Special Handling Code | Note | Freight Terms | Carrier |
|---|---|---|---|---|---|---|---|
| BOLDEMO | | Test Supplier Company | | | | | |

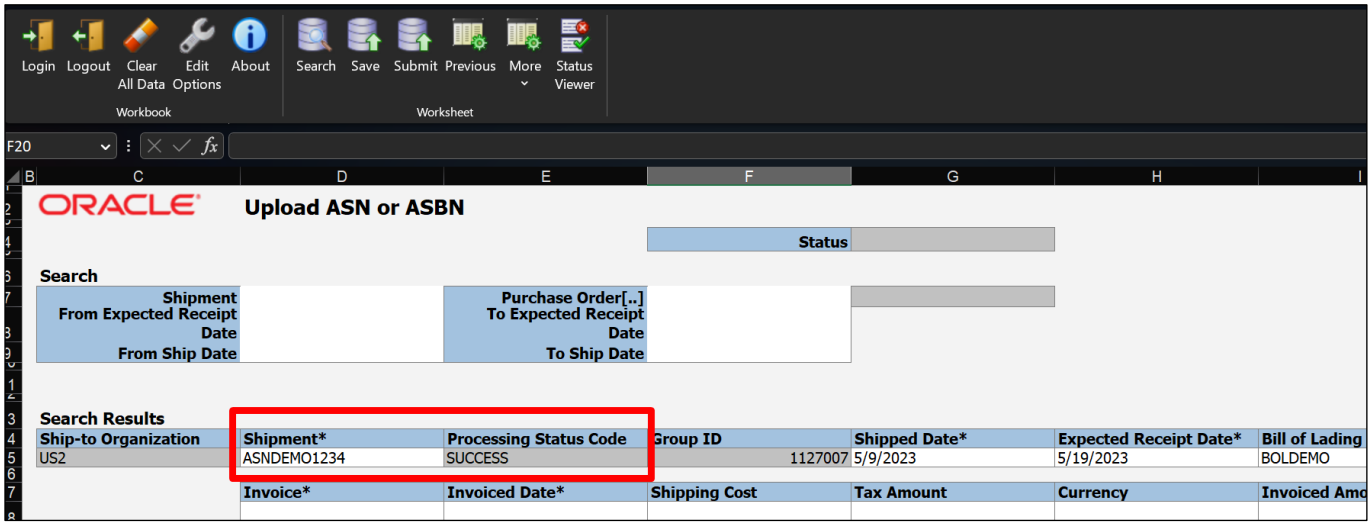
| Invoiced Amount* | Receipt Source | Payment Terms | Supplier Name[..]* | Supplier Site[..]* |
|---|---|---|---|---|
| | VENDOR | | Test Supplier Company | |

| Transaction Date* | Purchase Order[..]* | Purchase Order Line[..]* | Purchase Order Schedule[..]* | Item | Item Description | Quantity* | UOM Name[..]* | Ordered Quantity | Bill of Lading |
|---|---|---|---|---|---|---|---|---|---|
| 5/9/2023 | 20200087 | 1 | 1 | 01750000003 | audio extension cable 3m | 100.00 | Each | 100.00 | |
| 5/9/2023 | 20200086 | 1 | 1 | 01750000003 | audio extension cable 3m | 100.00 | Each | 100.00 | |
| 5/9/2023 | 20200085 | 1 | 1 | 01750000003 | audio extension cable 3m | 50.00 | Each | 100.00 | |
| 5/9/2023 | 20200079 | 2 | 1 | 01750000117 | inhibigear nut M5x5 | 50.00 | Each | 100.00 | |
| 5/9/2023 | 20200079 | 2 | 2 | 01750000117 | inhibigear nut M5x5 | 100.00 | Each | 100.00 | |
| 5/9/2023 | 20200079 | 1 | 1 | 01750000003 | audio extension cable 3m | 68.00 | Each | 80.00 | |
| 5/9/2023 | 20200078 | 1 | 1 | 01750000003 | audio extension cable 3m | 30.00 | Each | 100.00 | |

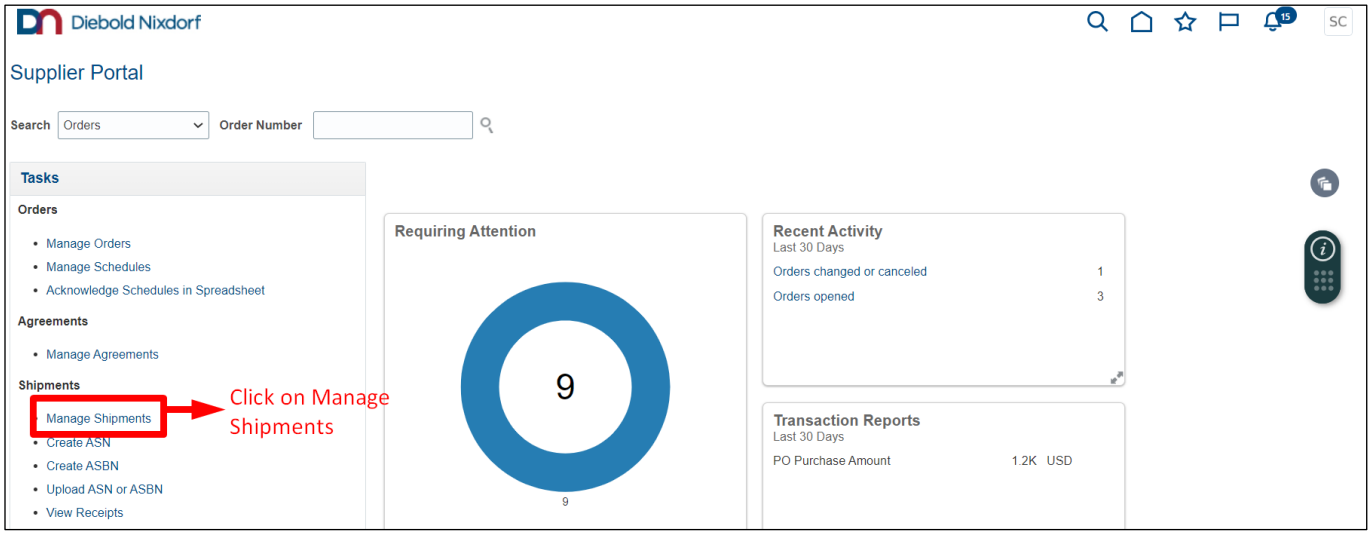
Step 20: Once details are updated, click on “**Submit**” button in the header to create **ASN**.



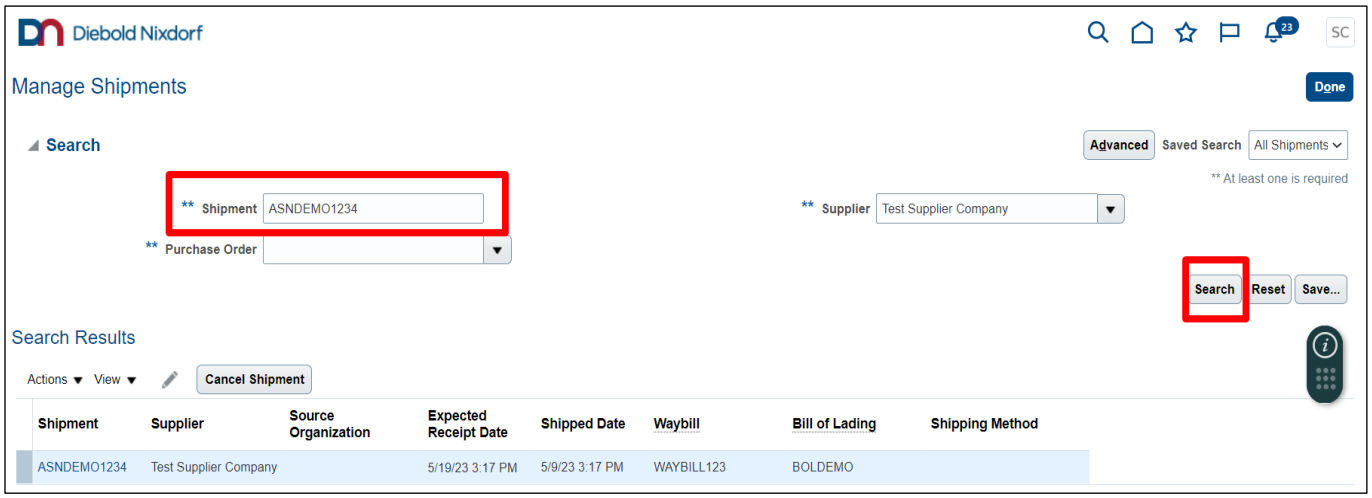

Step 21: Once data is processed successfully, it changes the status to “**Success**” from “**Pending**” in Processing Status Code.

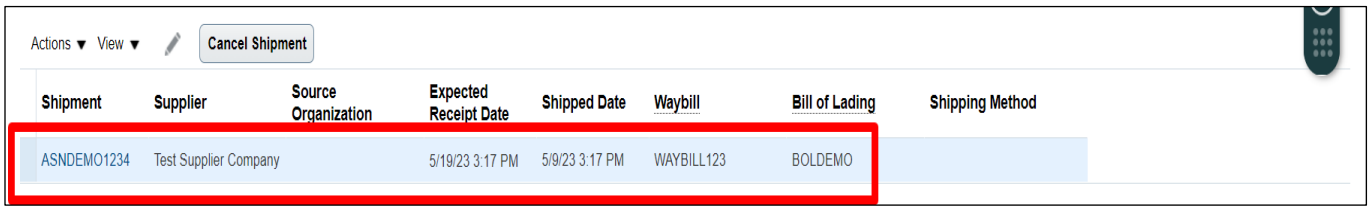


Step 22: To validate the ASN's, please login to the portal and go to "Manage Shipments".

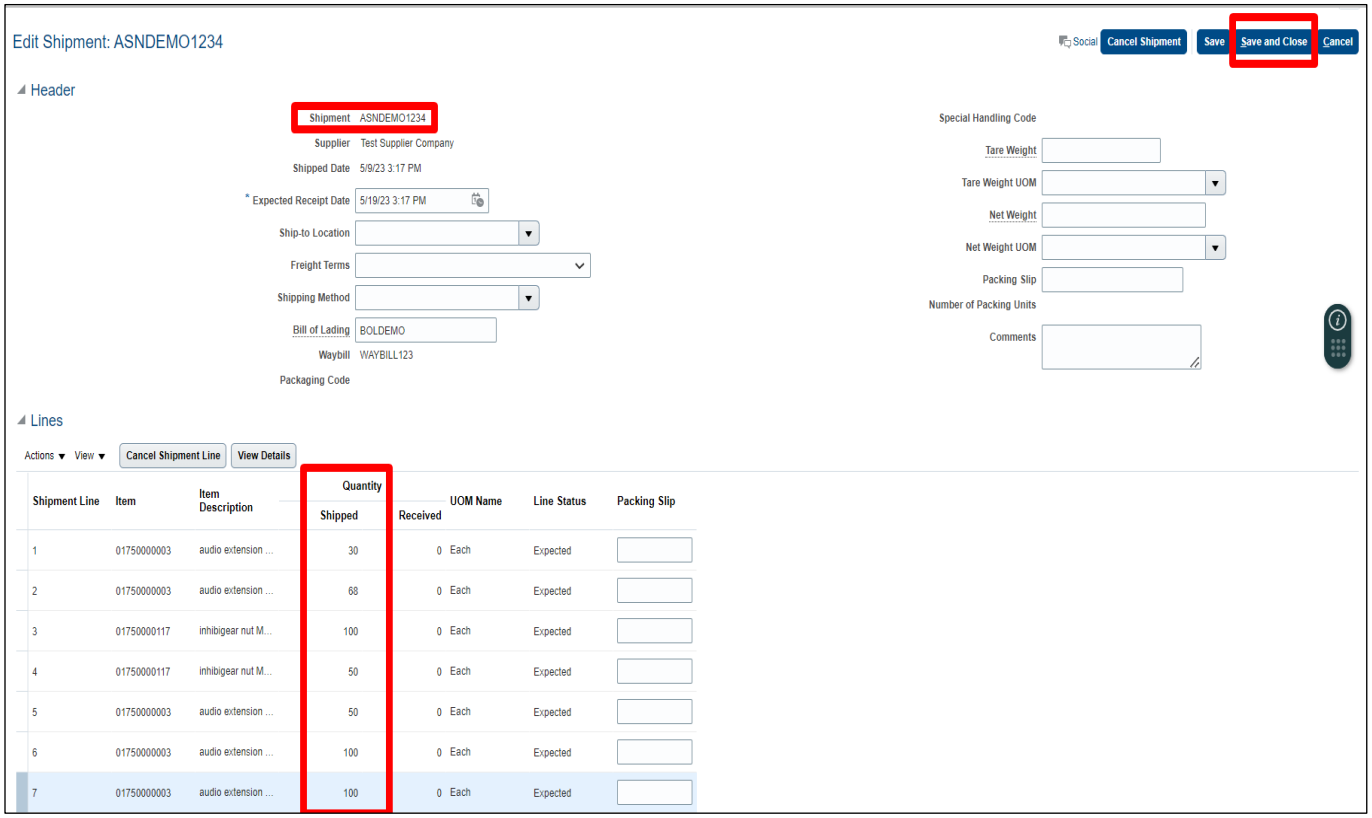



Step 23: Enter the "**Shipment Number**" and click on Search. It will result the ASN Details.



Step 24: Please validate the ASN details by clicking the ASN number (hyperlink) and it will pop-up the details of this ASN. Once information is validated click on save and close.

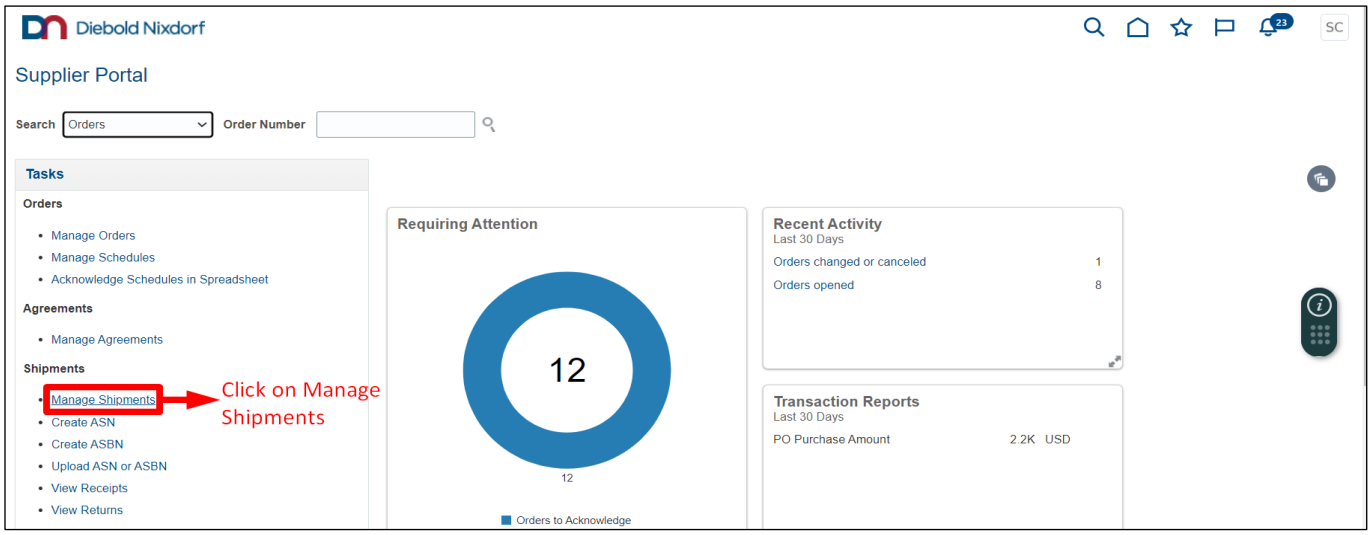


## 13. Manage Shipments:

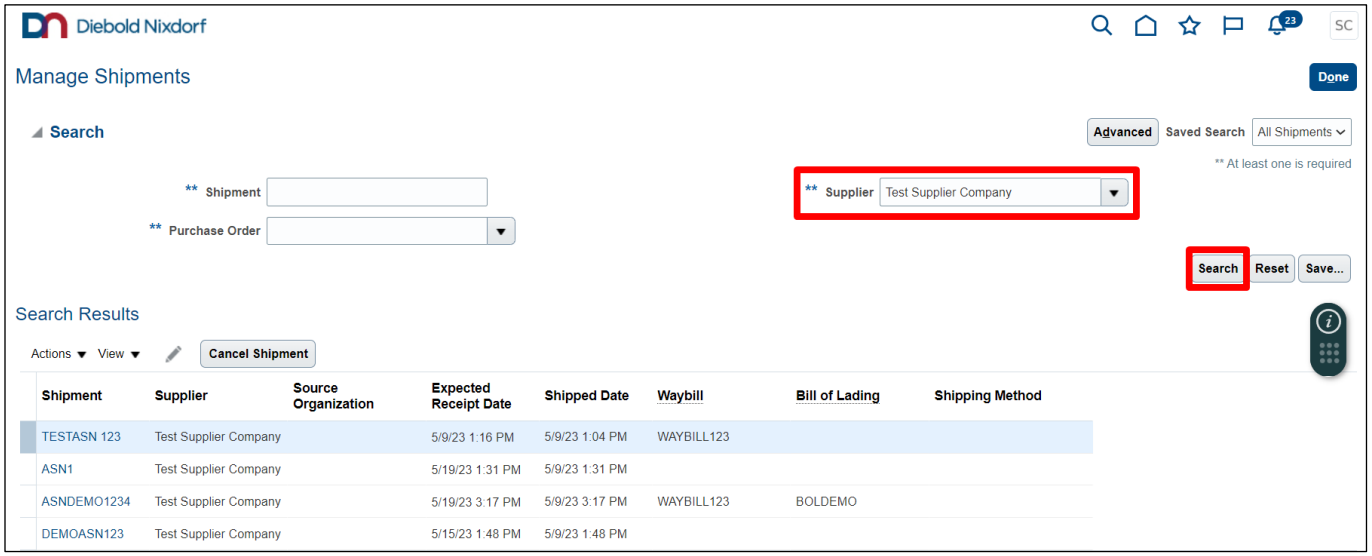
Process to view Shipment details.

Step1: Login into Supplier portal then click on Supplier portal icon to Open Supplier portal dashboard.

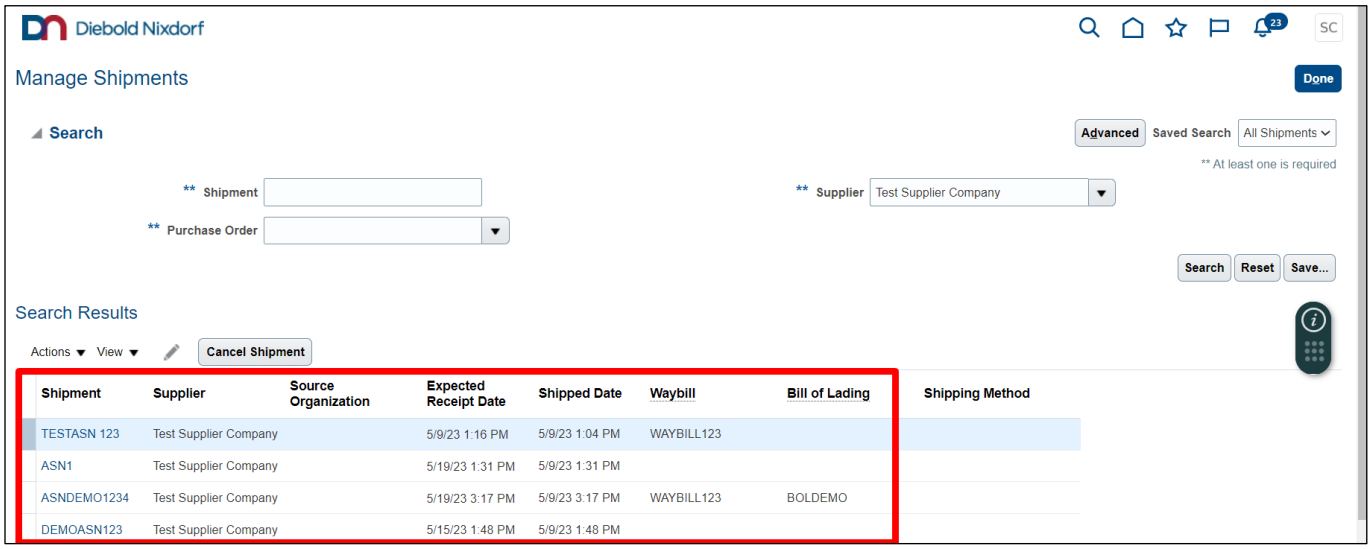
Step2: Navigate to Shipments then click on Manage Shipments.



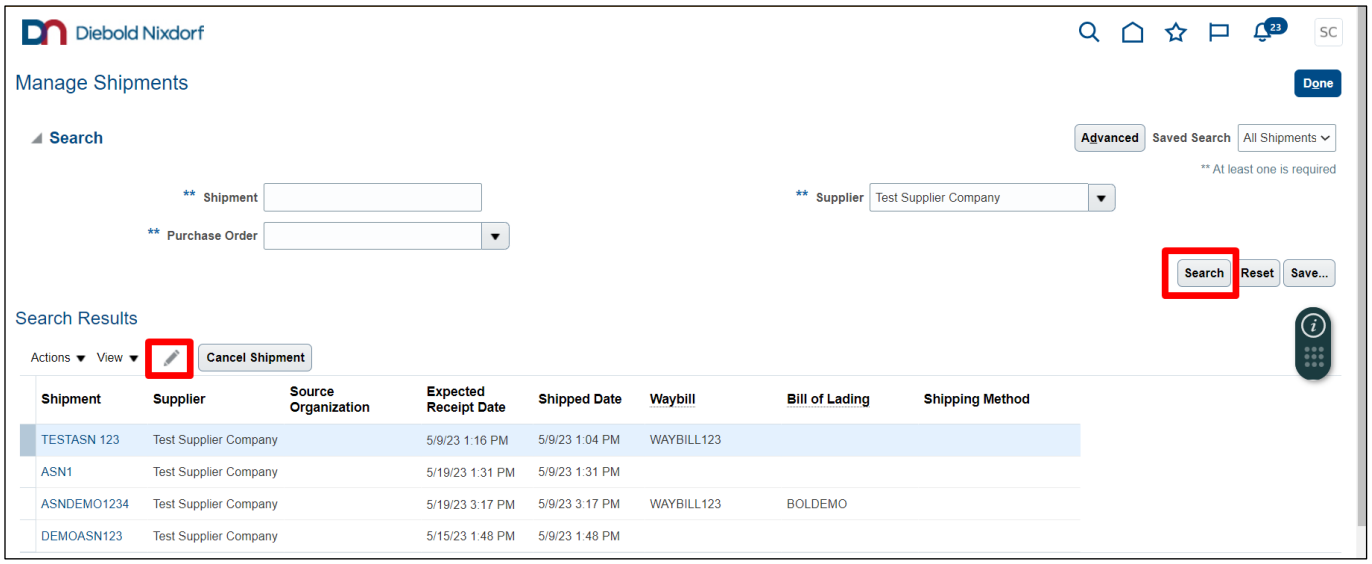
Step 3: Enter either shipment number or click on Search or to fetch all shipments click on Search without giving the Shipment number.

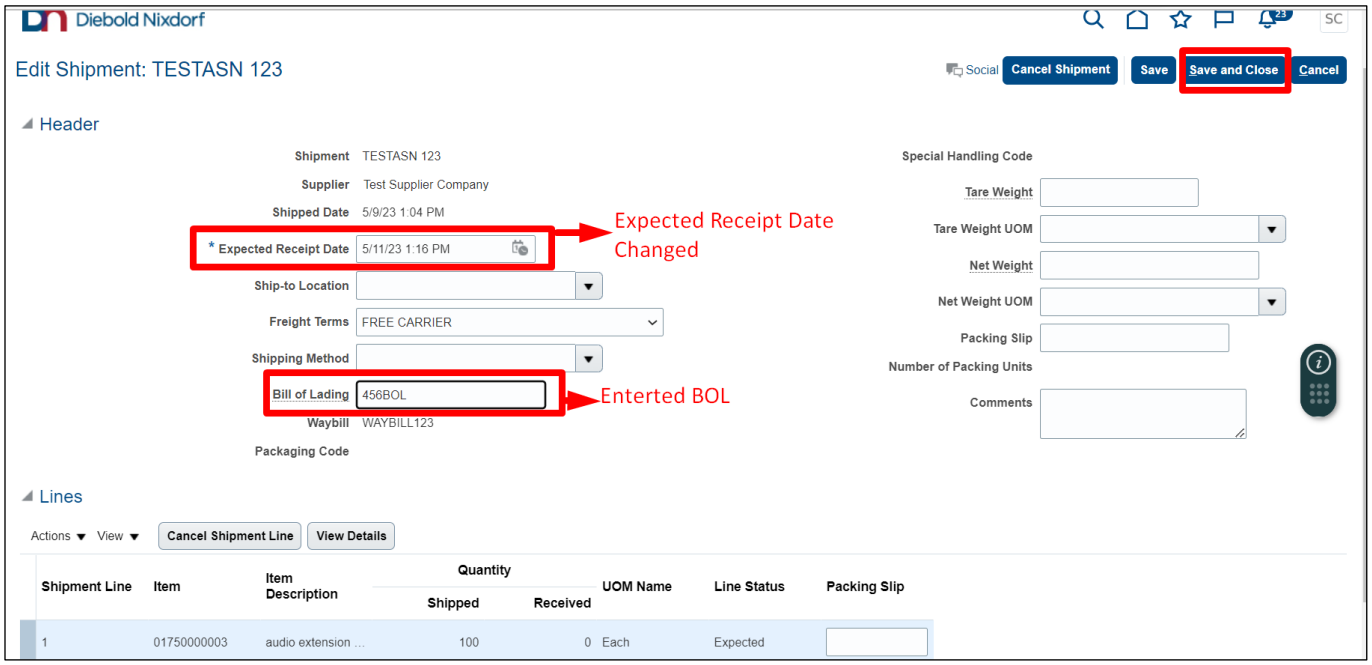



Step 4: Shipment details will be displayed based on the search criteria.

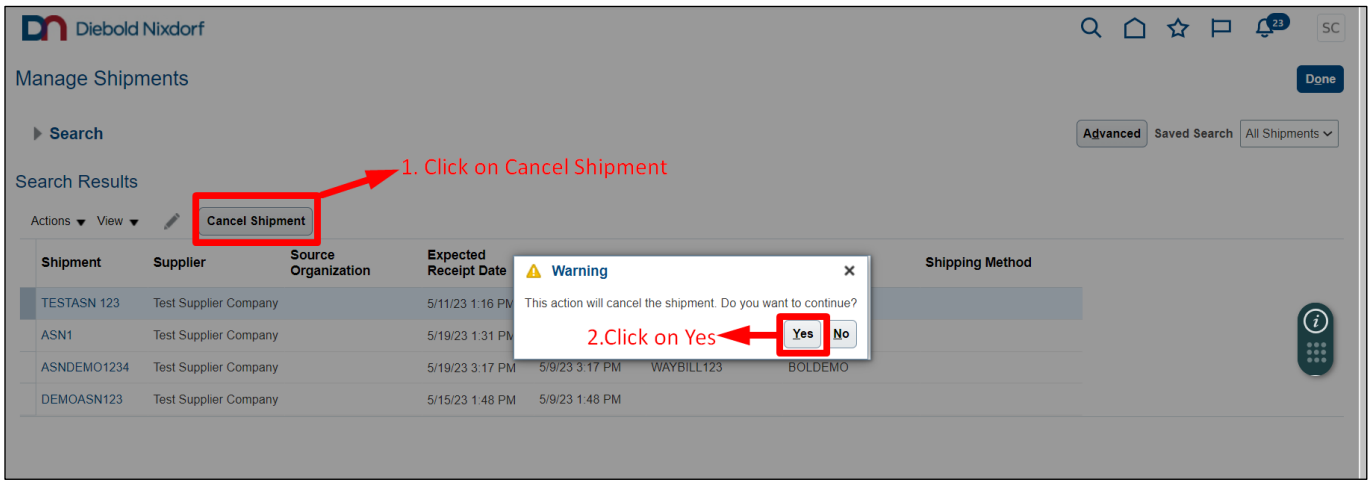


Step 5: Click on Edit (Pencil Icon) to Edit the shipment. Update the ASN Promised date or freight terms or other information of the shipment as per the requirement. Enter the information which needs to be changed and then click on save and close.



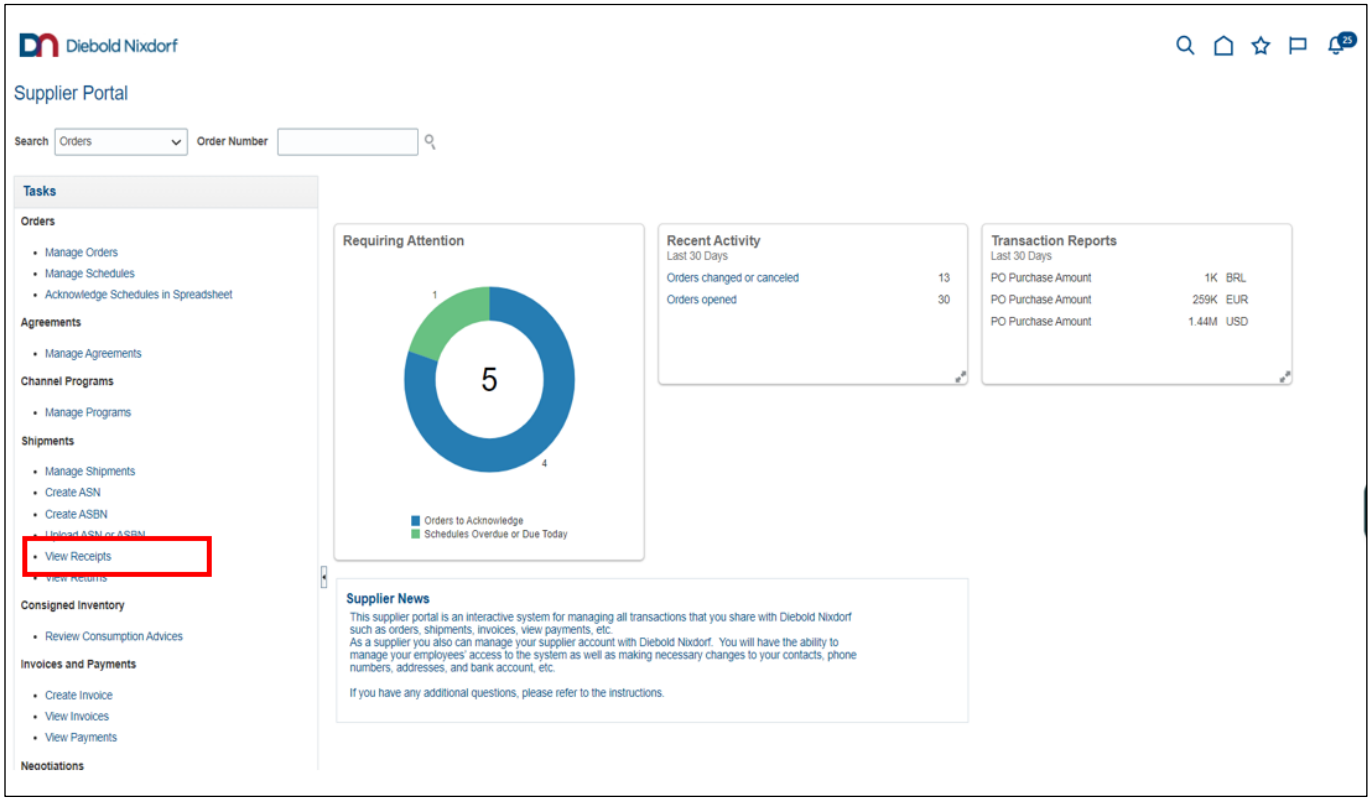
You also have the option to cancel shipment if it was created by mistake.



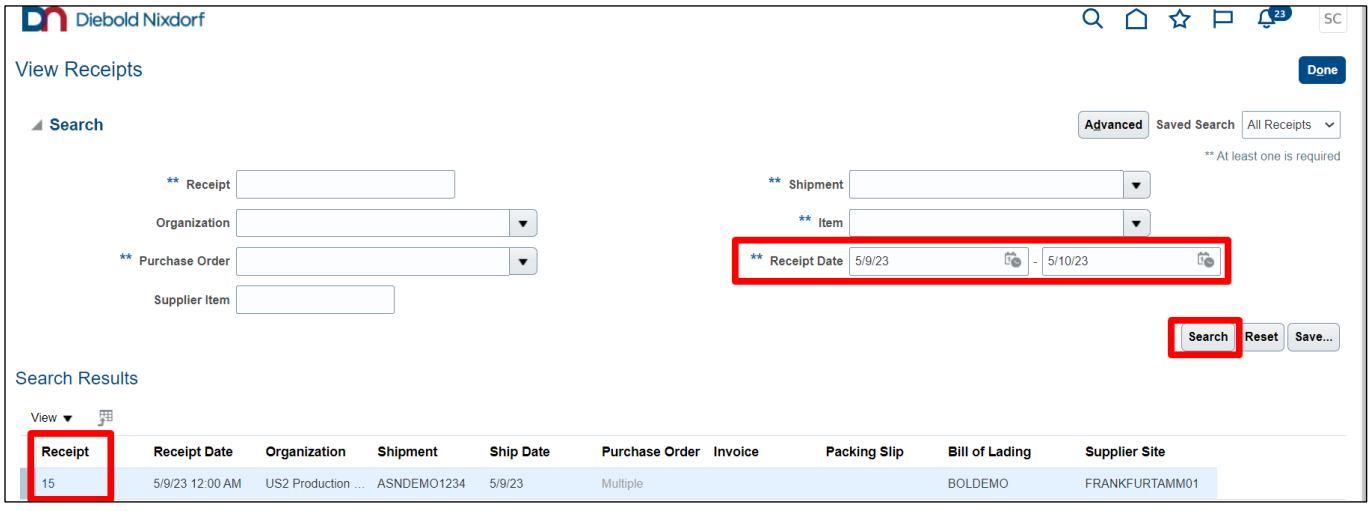

Click on Yes then shipment will be cancelled.

## 14. View Receipts:

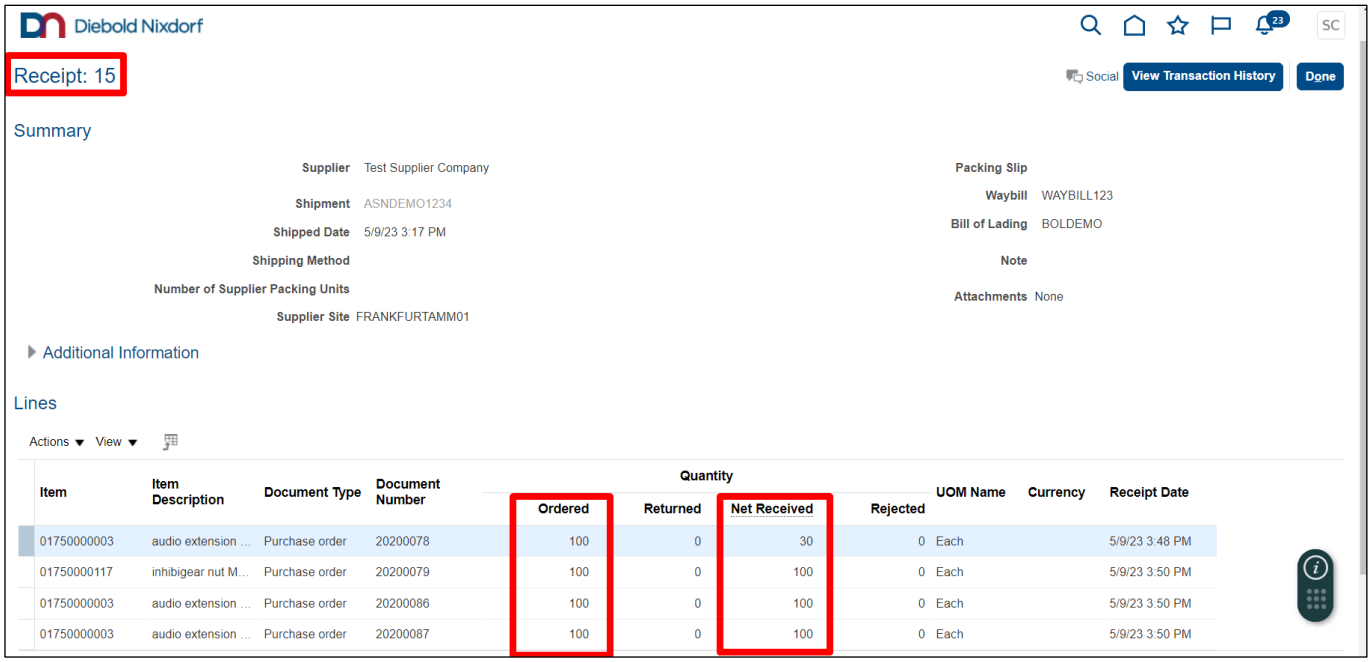
Step 1: Login into Supplier Portal then Click on Supplier Portal Icon to open the Supplier portal dashboard. Navigate to Shipments section then Click on “View Receipts.”




Step 2: Enter the Search criteria like Receipt number or Receipt Date then click on Search.



Step 3: Click on the Receipt number to view the Receipt details.



## 15. FAQ:

1) **Is my user account created to access the supplier portal?**
   Answer: Please check your email inbox and validate if you have received password reset link. If you do not find this email, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com*
   Note: The user id of the supplier, would be the Email id of the supplier contact

2) **Where is the link to the supplier portal?**
   Answer: Please click on the link below for access to Supplier Portal
   https://eeug.login.us6.oraclecloud.com/

3) **When a supplier is acknowledging an order, can they change the promise date at the same time?**
   Answer: Yes, the supplier can create a change order to change the promise date instead of acknowledging the schedule.
   Note: Change Order will be routed to buyer for approval.

4) **How to check and remove if there is any blank or any special characters from PO Mass Confirm Report?**
   Answer: Please right click on .csv file. Select “Edit with Notepad++” or open with “Notepad” application. Check if there is any special character or blank line/space at the end of the data, remove the last blank line with backspace. Click on Save and close the Notepad/Notepad++. Try to upload the .csv file now from the portal.
   If the issue persists, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com*
   Note: Install Notepad++ software in your system to edit the file using “Edit with Notepad++”.

5) **Unable to view the details in dashboard?**
   Answer: If users encounter this issue, please clear the browser cache and re-login the application.

6) **Has the procedure for Supplier Invoicing changed?**
   Answer: There is NO change in the Supplier Invoicing process. Please follow the current procedure for invoicing.

7) **How to contact IT Support for new account enquiries?**

   Answer: When trying to setup a new account for Supplier Contact, if the Supplier Administrator is not available, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com* .

**Any other issues or concerns please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com.***