



Documentation for the Rittal GmbH & Co. KG supplier portal

Content

1	Introduction.....	3
1.1	How is user and company data managed?.....	4
1.1.1	How are contacts managed? How can a password be obtained?	5
1.1.2	How do I manage and amend the commodities assignment?	5
1.1.3	What errors can arise with the profile questions?	6
2	What functionalities are available with the Pool4Tool SRM system?	7
2.1	How do I process requests for quotations (RFQs)?.....	7
2.2	How are orders handled using the SRM system?.....	13
2.2.1	Is the order document from the SRM portal legally valid?.....	15
	Original documents can be accessed there	15
2.2.2	How are orders confirmed?	16
2.2.3	How can order changes be queried?.....	18
2.2.4	How can I split volumes?	20
2.2.5	What are the steps in the order (change) process?	21
	Screenshots of possible (error) messages:.....	22
2.2.5.1	Customer is checking confirmed differences.....	22
2.2.5.2	Other messages	22
2.3	What purpose do questionnaires serve?.....	23
2.4	What is meant by Actions?.....	25
2.5	How are complaints handled?	25
3	Frequent errors.....	26
4	Who to contact in the case of a problem	27
5	Abbreviations.....	27

Purpose of this documentation:

To help suppliers get started using the Rittal supplier portal.



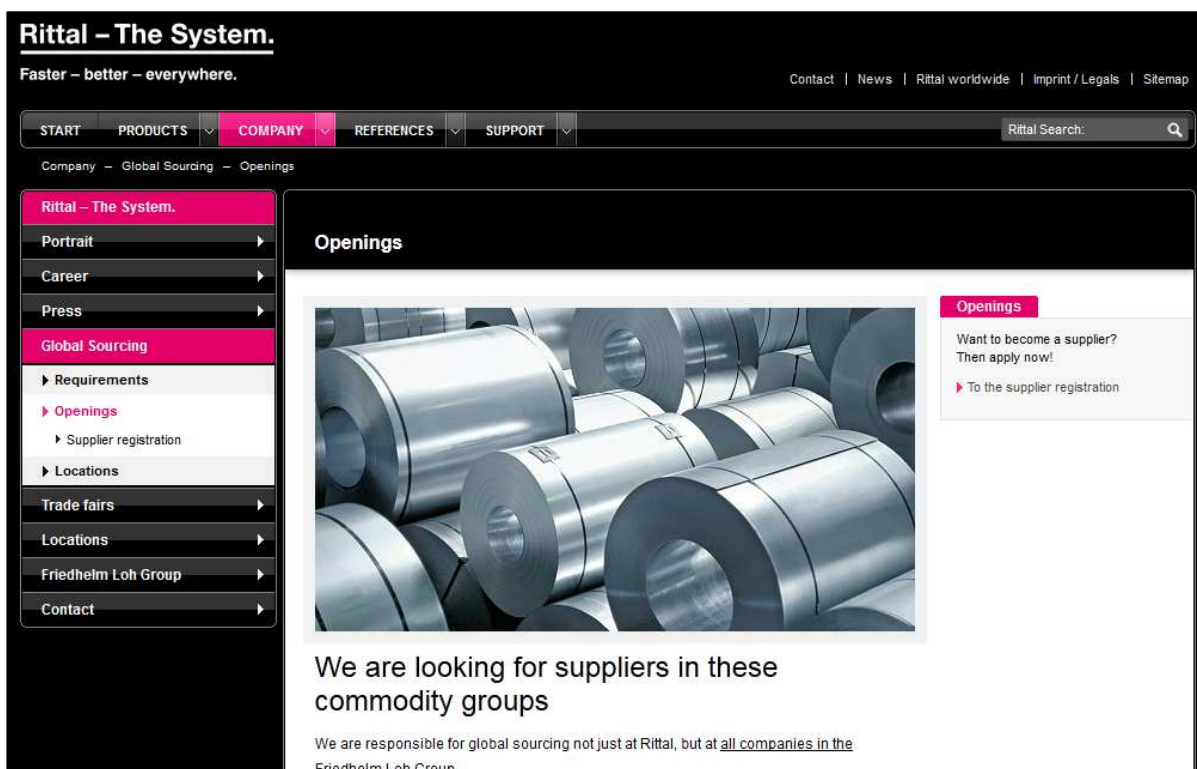
Target group:

Users at supplier companies

1 Introduction

Visit our homepage www.rittal.com. In the "Company" menu, select the option "Global Sourcing", where you can learn more about our openings, requirement areas and our locations.

Now select the "Openings" option and click on "Supplier portal" to register as a supplier.




The screenshot shows the Rittal website interface. At the top, there is a navigation bar with 'COMPANY' selected. Below it, a breadcrumb trail reads 'Company - Global Sourcing - Openings'. The main content area is titled 'Openings' and features a large image of metal coils. To the right of the image, a text box asks 'Want to become a supplier? Then apply now!' with a link 'To the supplier registration'. Below the image, the text reads: 'We are looking for suppliers in these commodity groups' and 'We are responsible for global sourcing not just at Rittal, but at all companies in the Friedhelm Loh Group'.

You would like to become a supplier or are already a supplier?
Then why not apply using our **supplier registration** or login to visit our **supplier portal**?

Register here

▶ **NEW Supplier Registration**
Not registered yet? Then why not apply using our supplier registration?

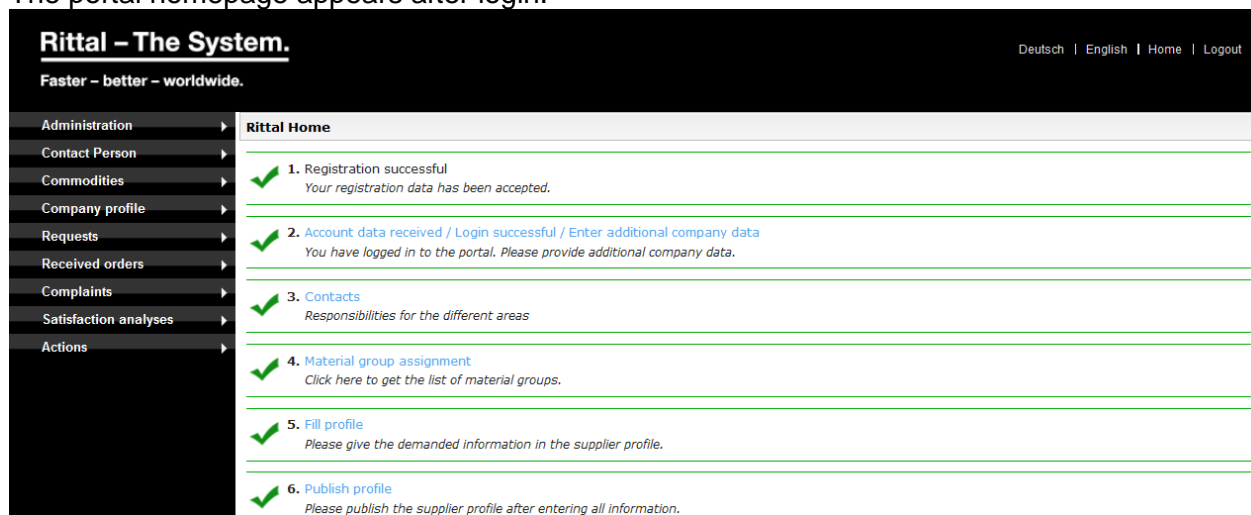
[FAQ supplier registration \(pdf\)](#)
[FAQ supplier portal \(pdf\)](#)



▶ **Registered Supplier Portal Access**
Please click for direct portal access!

Or enter the following link in your browser to go directly to the login screen:
<http://www.pool4tool.com/portal/rittal/>.

The portal homepage appears after login.



Rittal – The System. Deutsch | English | Home | Logout

Faster – better – worldwide.

Administration ▶ **Rittal Home**

- ▶ **Contact Person**
- ▶ **Commodities**
- ▶ **Company profile**
- ▶ **Requests**
- ▶ **Received orders**
- ▶ **Complaints**
- ▶ **Satisfaction analyses**
- ▶ **Actions**

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

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

✓ 3. **Contacts**
Responsibilities for the different areas

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

✓ 5. **Fill profile**
Please give the demanded information in the supplier profile.

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

1.1 How is user and company data managed?

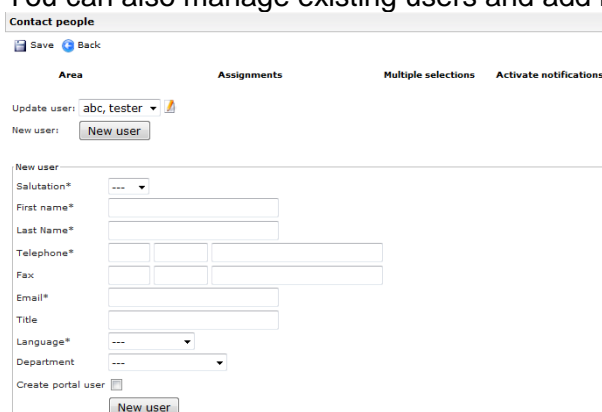
The *Administration*, *Contacts*, *Commodities* and *Company profile* menus can be used to update and manage your personal profile and company profile. All of the details specified by you during registration and information from the extended company profile can be found within these menus. You can also access this data again from the homepage.

The *Administration* menu offers the following applications:

1. You can change your password and update your personal information under *My account and info*.
2. In the *Company data - marketplace* submenu, you can update the company's general address details, contact information and DUNS number under *Basic data*.
3. The *Manage all users* option has 3 functions. For one, it provides an overview of all of your company's users. In addition to this, other users can be added for the company here. Users can also then be assigned to various departments, depending on their responsibilities.

1.1.1 How are contacts managed? How can a password be obtained?

You can also manage existing users and add new ones in the *Contacts* menu.



Each newly created user receives an email with a user name and password. If there is an error and the new user does not receive an email, a password can be obtained as follows if the user name is known:

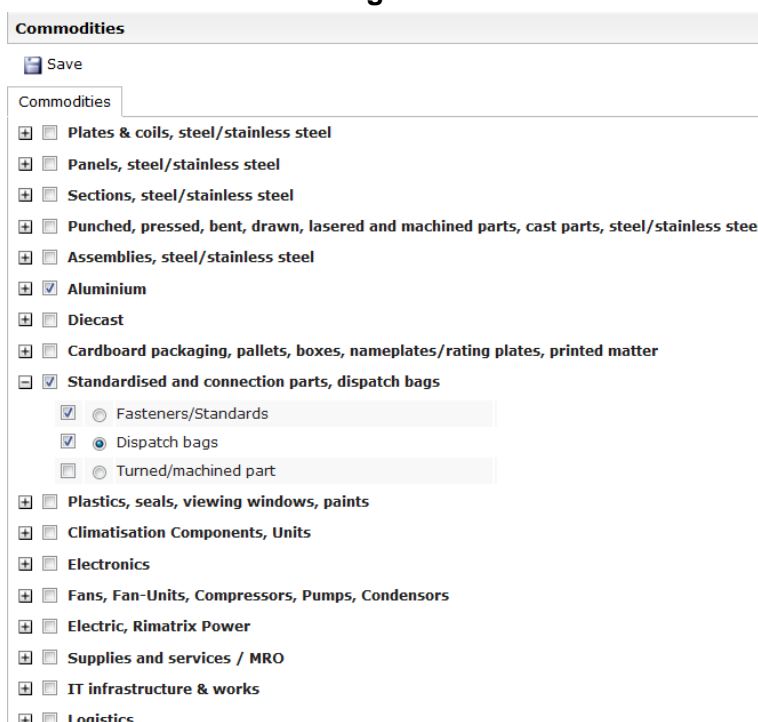
- Open the portal login screen in the browser
- Enter the user name
- Click on **Lost password?**

A new password is now emailed to the new user.

1.1.2 How do I manage and amend the commodities assignment?

You can select another goods group or change your selected goods groups using the *Commodities* option. Several goods subgroups can be selected within the individual goods groups.

The **square boxes** can be used to select multiple main goods groups and goods subgroups. Ticking a box (single selection) allows you to define the subgroup you would prefer to supply.





1.1.3 What errors can arise with the profile questions?

The information from the supplier profiles/questionnaires can be managed using the [Company profile](#). The questions are divided into sections in the submenu. You can update your information here at any time.

Please note:

- the data from the registration short profile is displayed again in the extended profile. Scroll down with the mouse to see the new questions.
- the extended profile is divided into sections. Click on [Save and continue](#) to go to the next section. Mandatory fields are not indicated in the profile and are not immediately obvious. If an error message appears after you have clicked the [Save and continue](#) button, please check your details carefully. All mandatory fields must be fully completed in order to continue editing the profile.

It is important that we always have the latest information to hand, so please keep us informed of any changes.

For example: it is particularly important to us that your certifications are always up to date. Therefore, we would appreciate it if you could upload your certificates to the [Quality](#) submenu and enter their validity period. When a certificate expires, you will be informed of this and asked to upload the most recent version.

2 What functionalities are available with the Pool4Tool SRM system?

The other menu items *Requests*, *Logistics*, *Complaints*, *Questionnaires* and *Actions* contain the processes that can be administered using Pool4Tool.

Requests	Process and submit quotations
Orders	Process and confirm orders
Complaints	Process complaints/issue a statement
Questionnaires	Answer outstanding questions, confirm documents
Actions	Create your own tasks and dates and receive the same from Rittal

2.1 How do I process requests for quotations (RFQs)?

First you will see the *Requests* option. This shows you all requests sent to you by Rittal since registration on the supplier portal.

If your company has several users registered on Pool4Tool, we may not send all requests to the same users.

Therefore, Pool4Tool differentiates in the submenu between *Personally received RFQs*, *Company-wide RFQs* and *Progress*. Only the requests to which you have been personally invited are shown in your *Personally received RFQs* and *Progress*. A request can be opened and processed by clicking on the yellow folder in the "Menu" column.

All requests to which your company has been invited are shown in the *Company-wide RFQs*.

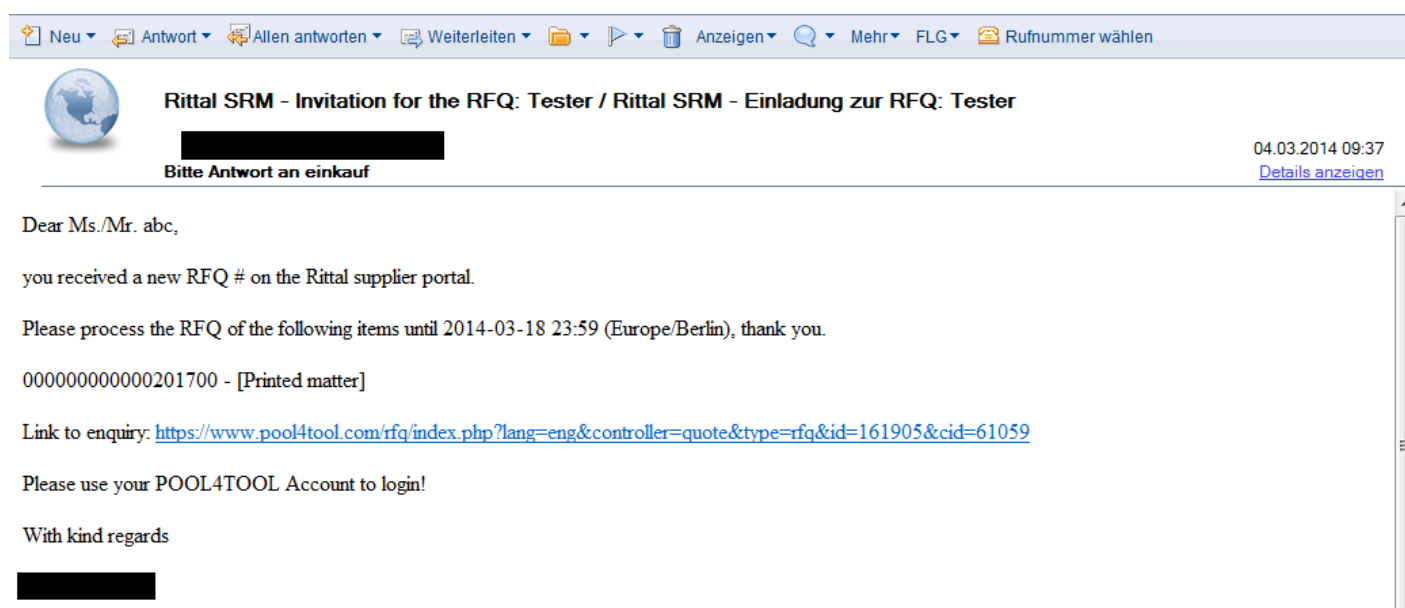
The Standard filter menu is available for personal and company-wide RFQs. Requests can be displayed in separate lists there.

The purpose of all of this is to request products from you and jointly handle requests with you in an automated and standardised manner.

Requests
▶ My RFQs
▶ Standard filter
▶ Running RFQs
▶ Running RFQs with quotations
▶ Running RFQs without quotations
▶ Finished RFQs
▶ Finished RFQs with quotations
▶ Finished RFQs without quotations
▶ Company RFQs
▶ History

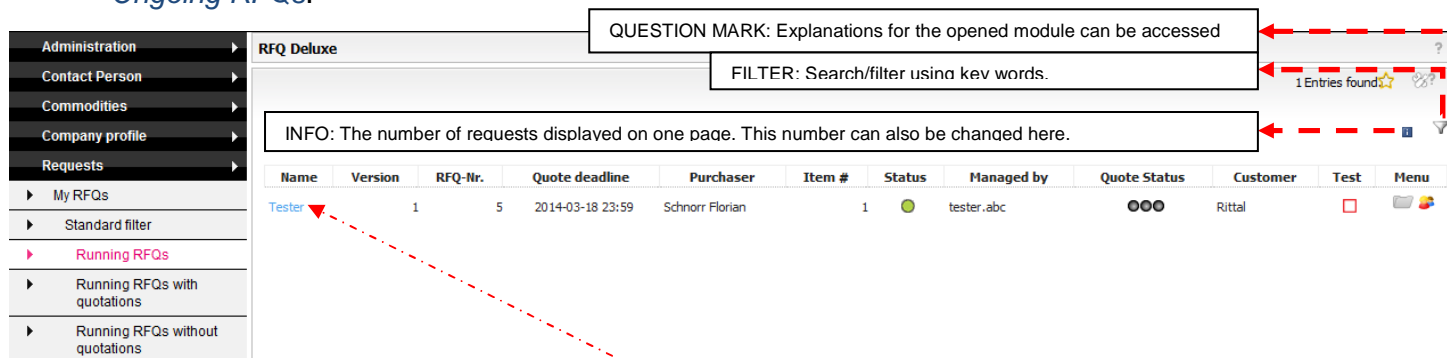


When a Rittal purchaser sends you a request, you receive an email telling you that we have sent you a request.
The requested item and deadline for submission of quotations are already included in this email. It also contains a link which you can use to directly access your request.



So you can now access the request in the portal or open it directly via the link.

The request can then be viewed in the portal amongst your personally received RFQs under *Ongoing RFQs*.



To open the request, click on the blue request name. It then opens in a new window.

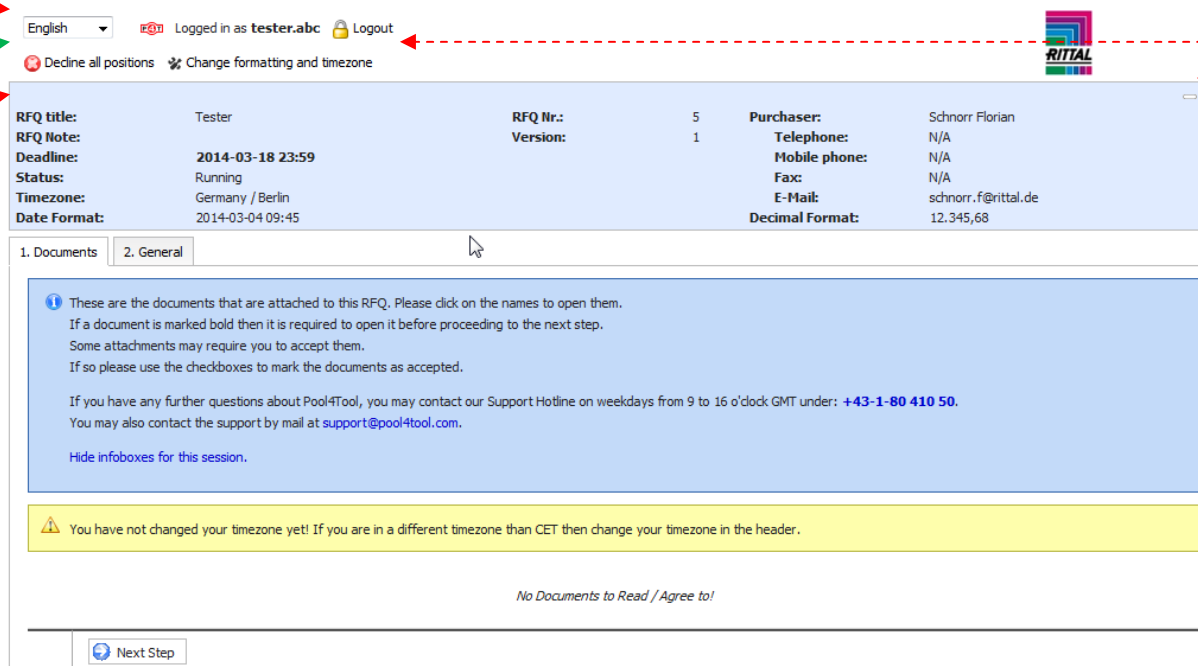
First you can see an overview of the request.

You can select a language in the top left-hand corner.

You can set a time zone directly under this.

The blue box at the top shows the header information for the request: name and number/version, deadline for the submission of a quotation, status, request date and the purchaser that has sent you the request with his/her contact details.

You can choose to display or hide the blue box information using the +/- in the upper right-hand corner of the box.



The request step to be dealt with at that time can be seen below the box. The first step might be any included documents, e.g. drawings or material requirements.

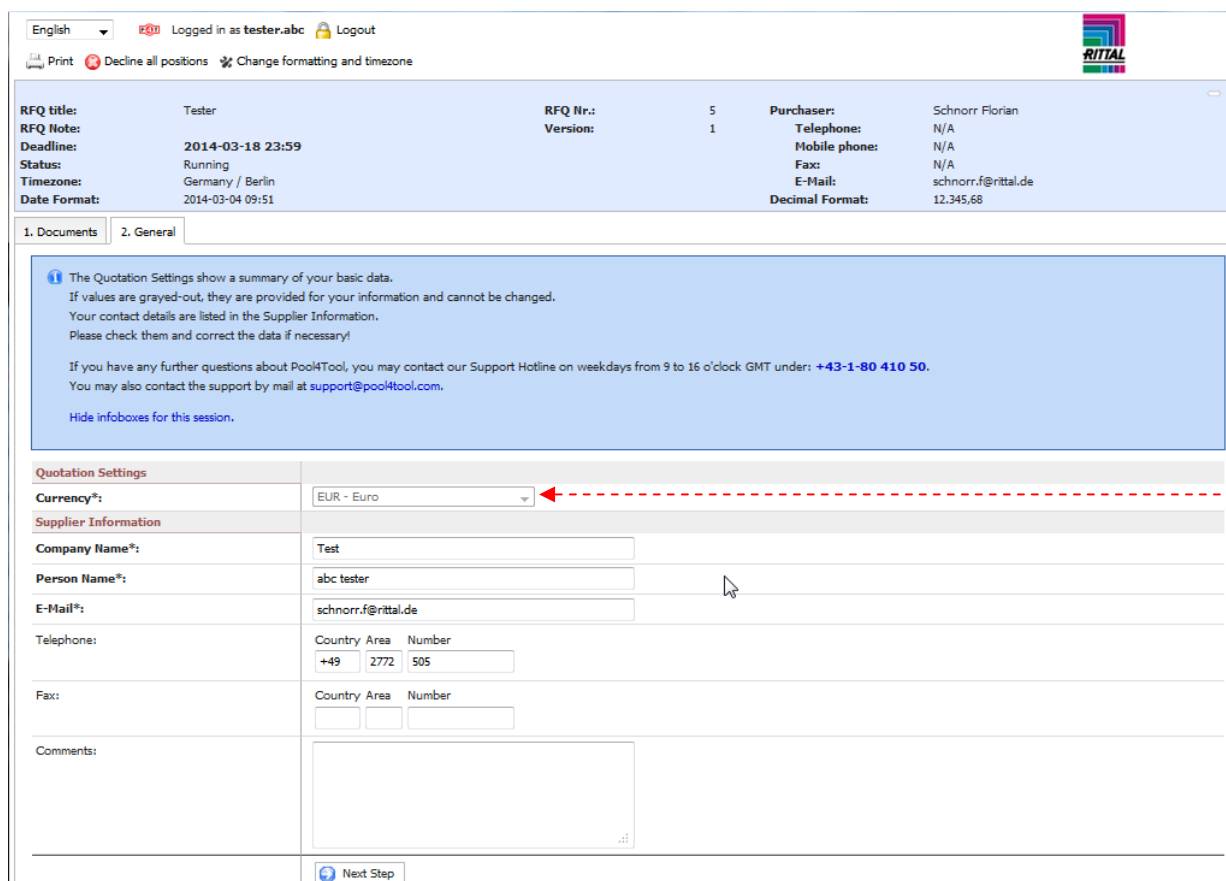
Pool4Tool differentiates here between documents provided for information purposes, necessary documents and documents which you must consent to. In the case of necessary documents, it is enough to open them. Documents requiring consent must be confirmed with a tick before the request can be processed further or a quotation submitted.

You will also find portal information here if you are logging in for the first time.

If the purchaser hasn't included any documents, this step is empty.

- You now have two options. You can process the request and submit a quotation. Then click on the → **Next step** button.
- However, if you do not wish to submit a quotation for the requested item, click on the **X Reject RFQ** button.

General information is displayed to you in the next step. This includes the currency and terms of delivery for the quotation and the delivery address. The currency and terms of delivery cannot be amended if they have been set in advance by the purchaser. In such an instance, the selection fields are greyed out.



English | Logged in as tester.abc | Logout

Print | Decline all positions | Change formatting and timezone

RFQ title:	Tester	RFQ Nr.:	5	Purchaser:	Schnorr Florian
RFQ Note:		Version:	1	Telephone:	N/A
Deadline:	2014-03-18 23:59			Mobile phone:	N/A
Status:	Running			Fax:	N/A
Timezone:	Germany / Berlin			E-Mail:	schnorr.f@rittal.de
Date Format:	2014-03-04 09:51			Decimal Format:	12.345,68

1. Documents | 2. General

Quotation Settings

Currency*: EUR - Euro

Supplier Information

Company Name*: Test

Person Name*: abc tester

E-Mail*: schnorr.f@rittal.de

Telephone: Country Area Number
+49 2772 505

Fax: Country Area Number

Comments:

Next Step

As the supplier, you cannot amend the delivery address. Under Supplier information, you again see your company and the contact, which you can also amend here. Once the second step has been completed, confirm by pressing → **Next step** to continue processing the request.

English | Logged in as tester.abc | Logout

Print | Decline all positions | Change formatting and timezone

RFQ title: Tester | RFQ Nr.: 5 | Purchaser: Schnorr Florian
 RFQ Note: | Version: 1 | Telephone: N/A
 Deadline: 2014-03-18 23:59 | Mobile phone: N/A
 Status: Running | Fax: N/A
 Timezone: Germany / Berlin | E-Mail: schnorr.f@rittal.de
 Date Format: 2014-03-04 09:53 | Decimal Format: 12.345,68

1. Documents | 2. General | 3. Quote | 4. Send Back

1 Requested Positions

#	Material Number	Name	Commodity	Files	Price Unit	Unit	Quantity	Required	Info	Quoted?	Menu
1	000000000000201700		Printed matter	--		1 ST	1	--	Info	?	quote

Requested items can be indicated as required here. You are then required to provide a quotation for these in order to submit a complete quotation.

Next Step

An overview of all requested items is displayed in step 3 Quotation.

To submit a quotation for individual items, please click under Menu on the *quote* button. The item opens and the material with description, requested quantity and delivery address are listed again under Item information.

Now enter your pricing unit and the price under Quotation. You can add related documents as attachments. To submit the quotation, click now on

→ *Save and continue*. If you do not wish to provide a quotation for a non-required item, please enter the reason for this in the Comments and then click on

X Reject and continue.

Position Information

Position Number: 1/1
 Material Number: 000000000000201700
 Name:
 Commodity Number: R0805.000
 Needed Quantity: 1 ST

Quote

Format: Decimal: 1234,56 | Date: YYYY-MM-DD
 Price Unit: (int)*: 1
 Price Break 1*: EUR /1 ST

General Field

Attachments: Durchsuchen... Keine Datei ausgewählt. Maximum 128MB
 Comments:

If possible, prefill identical fields on the next position?

Save & Next | Decline & Next | Back to Overview

1. Documents | 2. General | 3. Quote | 4. Send Back

On this page your basic data and your quotes are summarised.
If you would like to adjust your offers you may re-quote at step 3. Quote.
If you have any further questions about Pool4Tool, you may contact our Support Hotline on weekdays from 9 to 16 o'clock GMT under: **+43-1-80 410 50**.
You may also contact the support by mail at support@pool4tool.com.
[Hide infoboxes for this session.](#)

Quotation Settings
Currency: EUR

Supplier Information
Company Name: Test
Person Name: abc tester
E-Mail: schroer.f@rittal.de
Telephone: +49 2772 505
Fax:
Comments:

Placed quotes

#	Material Number	Name	Commodity	Files	Price	Total Price	Price Unit	Quantity	Comments
1	000000000000201700		Printed matter		1,00 EUR	1,00 EUR	1	1 ST	--
					Total Sum: 1,00 EUR	Total Sum: 1,00 EUR			

Signatures and Labels
Supplier Quote Number:
Your Sign:

Once you have specified a price for all items or rejected the request, an overview of all items including price is displayed again. If you need to amend an item, please revert to step 3. You can also add your quotation number and a signature to the quotation under Signature and number.

To submit the quotation to us, please click on *Send quotation to customer*.

A window displaying the following question appears: "Are you sure you wish to submit this quotation?" If you confirm, the purchaser receives your quotation and an email stating that you have submitted a quotation. You can no longer amend the quotation after this!

Once the purchaser has dealt with your quotation, you will receive a further email. This will already provide you with an overview of what Rittal has decided with respect to your quotation. The email contains the quotation title and a list of all items that have been accepted or rejected.

2.2 How are orders handled using the SRM system?

Received orders
▶ Head level company wide
▶ Position level company wide
▶ Fast view
▶ Not confirmed
▶ Changed (Quarter)
▶ Added (Quarter)
▶ All
▶ New report

The SRM system notifies you of new orders. You also receive an email when an order is received. You can open the order directly via the link, as with requests, or access it using the *Orders* menu item.

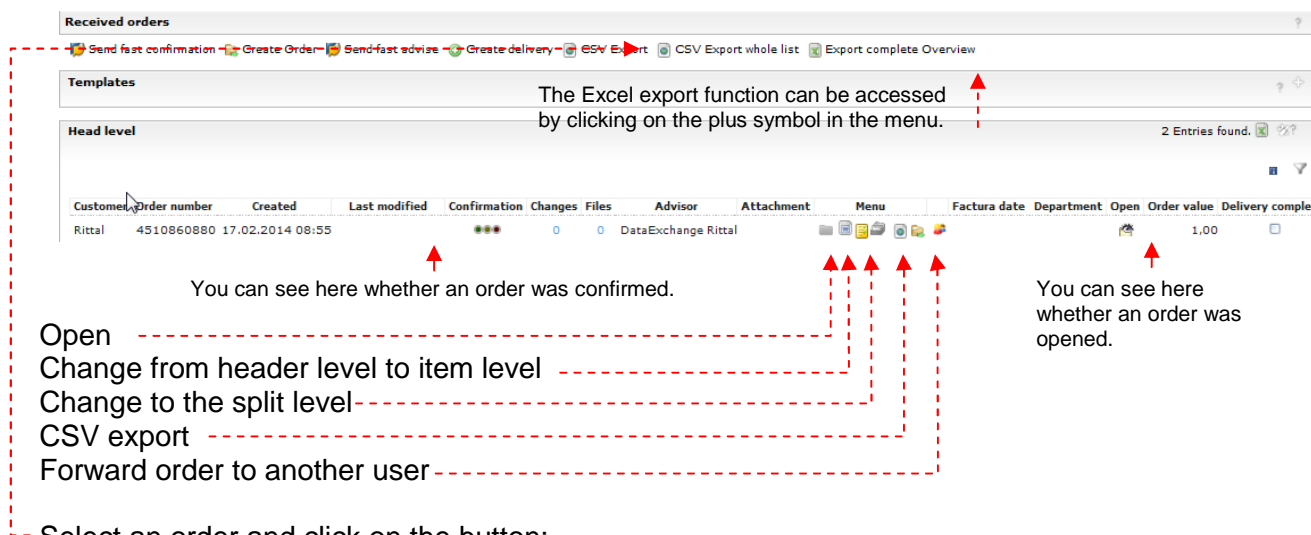
There are three different ways of displaying orders. As illustrated here at the side, orders can be displayed at *Header level company-wide* and at *Item level* for both your user name and *company-wide (Item level company-wide)*. Various filters and views can be selected at the individual levels as illustrated on the left. New orders can be found under *Not confirmed* or *All*.

Header and item levels correspond here to the levels in SAP. The header level provides an overview of general data.

To view item details, you should change to the item level.

The following describes how orders are confirmed, proposed amendments are sent, which messages appear and what you have to take into account.

If you open an order now, it is shown in an overview and further functionalities become available.



The screenshot shows the SRM system interface with the following elements:

- Received orders** menu with options: Send fast confirmation, Create Order, Send fast advise, Create delivery, CSV Export, CSV Export whole list, Export complete Overview.
- Templates** section with a note: "The Excel export function can be accessed by clicking on the plus symbol in the menu."
- Head level** section showing a table of orders with columns: Customer, Order number, Created, Last modified, Confirmation, Changes, Files, Advisor, Attachment, Menu, Factura date, Department, Open, Order value, Delivery complete.
- Annotations:**
 - "You can see here whether an order was confirmed." points to the Confirmation column.
 - "You can see here whether an order was opened." points to the Open column.
 - Red dashed lines and arrows point to the Menu column, indicating actions like "Open", "Change from header level to item level", "Change to the split level", "CSV export", and "Forward order to another user".

Select an order and click on the button:

- *CSV export* to export the data as a CSV file (text).
- *Excel export* to export the list as an Excel file.



Other header level functions:

Head level														
Factura date	Department	Open	Order value	Delivery complete	State	Num. Pos.	Create delivery note	Goods receipt	Menu internal	Company code	Pur.Org.	Fast confirmation	Confirmation No	Plant
		<input type="checkbox"/>	1,00	<input type="checkbox"/>	Sent	1				0021	0002	<input type="checkbox"/>		

You can see your confirmation number here after confirming the order.

After changing to the item view, the order functions also change.

Position level														
Customer	Delivery address			Order Number / Pos	Quantity	Advise info	Description	Supplier material number	Material number					
Rittal	Rittal RGS GmbH Rittershausen, Siegener Str. 31, 35716, Dietzhoelztal-Rittershausen			4510860880 / 1	1.00	0.00	GENERIC NUMBER FOR PIECE/PEZ		20170					
Position level														
Material number	Material number	Changes	Delivery date (Order confirmed completely)	Delivery date (requested)	Confirmation	Container status	Department	Count	dispositions	Open	Order value	Menu		
Position level														
Menu	Delivery complete	Create delivery note	Order Type	Quantity delivered	State	Item state	Created	Confirmation Number	Confirmation date	Fast confirmation	Confirmation N			
	<input type="checkbox"/>		NB	0,00	Sent	Seen	17.02.2014 08:55			<input type="checkbox"/>				
Position level														
Confirmation No	Dispositions	Contract number	Buyergroup	Desired date	Abw.T.	Abw.W.	Return item	Entrysheets	Company code	Invoice Selector	Invoice #	Has Invoice	Plant	Commodity C
Add confirm No.	26.02.2014:1,00	462		Purchaser invgvlved.			<input type="checkbox"/>	-	0021			<input type="checkbox"/>	2102	0

Each order can be processed in detail. You can split volumes or change dates and prices as normal.

Information on price and date changes can be found under 2.2.3.

Information on volume splits can be found under 2.2.4.

2.2.1 Is the order document from the SRM portal legally valid?

The orders in the SRM portal are a replica of our usual SAP orders. However, as there are differences from the original in the letter headings, this order cannot be legally valid.

The complete and legally valid document can be found directly in the order.

Lieferadresse
Rittal RWG Herborn
Rohfertigung Serie
Auf dem Stuetzelberg
35745 Herborn
Deutschland

Ansprechpartner Einkauf
Telefon
Fax
Email
Lief.-Fax

Lieferbedingungen: DDP Herborn (geliefert, verzollt)
Zahlungsbedingungen: 9003 (3 % - 1.-15 am 30./16.-31 am 15 des FM)

Dokumente: [4510800531.pdf](#) [4510800531.pdf](#) ←


Im übrigen gelten unsere allg. Einkaufsbedingungen. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu.
Sie finden diese auch unter <http://www.rittal.de>

Pos.	Material	Liefer
1	201560 IA-FEINBLECH 2,00 417,0 617,0	20Mär20

Original documents can be accessed there

An original SAP order can be seen on the right. This is the legally valid document. If an order is changed, all amendments are also indicated to you on this.

⇒ Amendments can be viewed directly, as described under 2.2.3.



Rittal RWG GmbH & Co. KG, Postfach 1682, D-35726 Herborn

Beste Teile wo gibt GmbH
middle of the road
66666 sechshelden

Änderung zur Bestellung

Bestell - Nr	: 4510800531
Bestelldatum	: 13.02.2014
Lieferanten- Nr	: 6920213
Seite	: 1 von 2
Angebot	:
Angebotsdatum	:

Anlieferadresse:
Rittal RWG Herborn
Rohfertigung Serie
Auf dem Stuetzelberg
35745 Herborn

Ansprechpartner/in Einkauf:
Name : Einkauf Zinkdruck
Telefon : 02772/505-2462
Fax : 02772/505-72462
EMAIL : Schmidt.Ing@rittal.de

Ansprechpartner/in Dispo/Termin:
Name : Gerold Thielmann
Telefon : 02772/505-2387
Fax : 02772/505-72387
Email : THIELMANN2.G@RITTAL.DE

Wareneingangstermin 20.03.2014

Lieferbed.: geliefert, verzollt
Zahlung: 3 % - 1.-15 am 30./16.-31 am 15 des FM

Im Übrigen gelten die Allgemeinen Einkaufsbedingungen der Rittal GmbH & Co.KG. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu. Sie finden diese auch unter <http://www.rittal.de>.

Währung EUR

Pos.	Material	Menge/ME	Preis/PE	Betrag
Lieferung gem. aktueller AA - TL035 http://www.rittal.com/imf/none/5_484/				
001	201560 IA-FEINBLECH 2,00 417,0 617,0	2,00 TO	500,00 1 TO	1.000,00
Wareneingangstermin 20.03.2014 Werkstoff: DCD1 AM				
*** BESTELLMENGE GEÄNDERT ***				
*** Nettopreis geändert ***				
*** LIEFERTERMIN GEÄNDERT ***				


Rittal RWG Wandgehäuse GmbH & Co. KG Auf dem Stuetzelberg D-35745 Herborn HRA 6272 Wetzlar	Phone +49(0)27 72 5 05-0 Fax +49(0)27 72 5 05-23 19 E-Mail: info@rittal.de www.rittal.de	Persönlich haftend: Rittal RWG Wandgehäuse Verwaltungs-GmbH, Herborn	Geschäftsführung: Michael Wehner
---	---	---	-------------------------------------

FRIEDHELM LOH GROUP

2.2.2 How are orders confirmed?

Open the overview of the order by clicking on the grey folder.

Deutsch ([logout](#))



Rittal RWC GmbH & Co. KG, Postfach 1662, D-35726 Herborn

Schrauben und Muttern GmbH
Hammerstraße 3-5
Strahlsund
Germany

Lieferadresse
Rittal RGS Rittershausen
Wareneingang Montage
Siegener Str. 31
35716 Dietzhoelztal-Rittershausen
Deutschland

Lieferbedingungen: FH1 (frei Haus incl. Verpackung)
Zahlungsbedingungen: 9003 (3 % - 1.-15 am 30./16.-31 am 15 des FM)

Im übrigen gelten unsere allg. Einkaufsbedingungen. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu.
Sie finden diese auch unter <http://www.rittal.de>

Bestellung

Bestellnummer	4510800483
Datum	2014-02-12
Lieferanten-Nr.	6920212
Währung	EUR
USt.-ID.-Nr.	DE211589046
Ansprechpartner Einkauf Rittal Dataexchange	
Telefon	
Fax	
Email	marc.rozinek@pool4tool.com
Lief.-Fax	

Pos.	Material	Lieferdatum	Menge/ME	Bestätigung	Preis/PE	Gesamtbetrag
1	000000000002430000 SZ SICHERHEITS-ZYLINDERSCHLOSS	2014-02-14	10,00 ST	<input checked="" type="checkbox"/>	170,00 EUR / 100,00	17,00 split
Total:					17,00 EUR	

Dieses Dokument wurde elektronisch erstellt und ist ohne Unterschriften gültig.

Rittal RWC Wandgehäuse GmbH & Co. KG Auf dem Stützelberg D-35745 Herborn HRA 6272 Webstar	Phone +49(0)27 72 5 05-0 Fax +49(0)27 72 5 05-23 19 E-Mail: info@rittal.de www.rittal.de	Persönlich haftend: Rittal RIG Wandgehäuse Verwaltungs-GmbH, Herborn	Geschäftsführung: Michael Wehler
--	--	--	-------------------------------------

FRIEDHELM LOH GROUP

Lieferanten Auftragsnummer: Confirm the order here.

Auftragsbestätigung als CSV hochladen

(Zuletzt zurückgesandt: *nie*)

You will see the following:

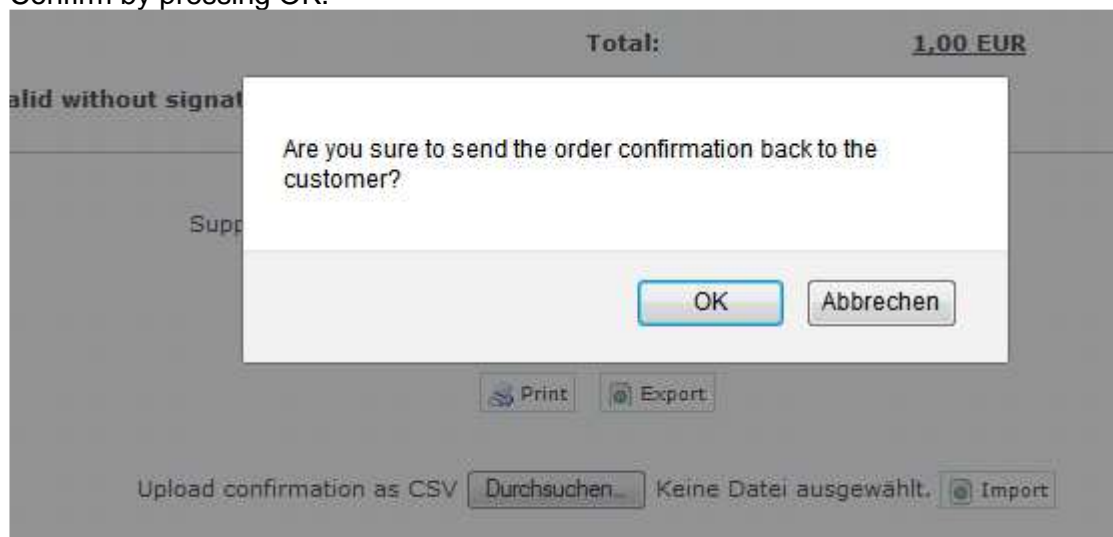
Please check the order.

You can send us further forms/printouts e.g. as a PDF file, by uploading these. First click on [Browse](#) and then [Import](#).

Orders can be accepted or rejected.

If you accept the order, enter your order number or order confirmation number in the Supplier order number and click on [Save and return](#).

You will be asked again whether you really wish to send the order confirmation. Confirm by pressing OK.



Once the order confirmation has been successfully sent, you receive the following notification in the order:




The confirmation notice for this order is now green.

2.2.3 How can order changes be queried?

Please open the order as described above.

You can enter anything you wish in the Delivery date and Price fields, as shown below. If you wish to amend something, please make your changes here.

Only order volume splits are supported in this current version (see 2.2.4) – in the future, volume changes via the portal should also be possible – until then, please contact your relevant purchaser by telephone or email if you wish to amend the volumes.

Deutsch


Rittal RWG GmbH & Co. KG, Postfach 1662, D-35726 Herborn

Schrauben und Muttern GmbH
Hammerstraße 3-5
Germany

Lieferadresse
Rittal RGS Rittershausen
Wareneingang Montage
Siegener Str. 31
35716 Dietzhoelztal-Rittershausen
Deutschland

Bestellung

Bestellnummer	4510800483
Datum	2014-02-12
Lieferanten-Nr.	
Währung	EUR
USt.-ID.-Nr.	DE211589046
Ansprechpartner Einkauf: Rittal Dataexchange	
Telefon	
Fax	
Email	marc.rozinek@pool4tool.com
Lief.-Fax	

Lieferbedingungen: FH1 (frei Haus incl. Verpackung)
Zahlungsbedingungen: 9003 (3 % - 1.-15 am 30./16.-31 am 15 des FM)

Im übrigen gelten unsere allg. Einkaufsbedingungen. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu.
Sie finden diese auch unter <http://www.rittal.de>

Pos.	Material	Lieferdatum	Menge/ME	Bestät-igung	Preis/PE	Gesamtbetrag
1	00000000002430000 SZ SICHERHEITS-ZYLINDERSCHLOSS	2014-02-14	10,00 ST	<input type="checkbox"/>	EUR / 100,00	17,00 <input type="button" value="split"/>
Total:					EUR	

Dieses Dokument wurde elektronisch ersteeit und ist ohne Unterschriften gültig.

Rittal RWG Wandgehäuse GmbH & Co. KG
Auf dem Stützensberg
D-35745 Herborn
HRA 6272 Wetzlar

Phone +49(0)27 72 5 05-0
Fax +49(0)27 72 5 05-23 19
E-Mail: info@rittal.de
www.rittal.de

Persönlich haftend:
Rittal RWG Wandgehäuse
Verwaltungs-GmbH,
Herborn

Geschäftsführung:
Michael Weiler

FRIEDHELM LOH GROUP

Lieferanten Auftragsnummer:

Auftragsbestätigung als CSV hochladen

(Zuletzt zurückgesandt: **nie**)



Of course, Rittal may also amend an order. All changes to an order can be displayed in a list again by opening the orders at header level. There you will find an overview of the orders with a Changes column.

Now click on the blue number under Changes and all amendments to this order will be listed.

Head level

Customer	Order number	Created	Last modified	Confirmation	Changes	Files
Rittal	4510899180	26.02.2014 10:34	26.02.2014 11:25	●●●●	6	0
Rittal	4510899050	26.02.2014 09:26	26.02.2014 11:07	●●●●	2	0
Rittal	4510896226	25.02.2014 15:51	26.02.2014 09:21	●●●●	1	0
Rittal	4510896005	25.02.2014 14:09	25.02.2014 14:19	●●●●	2	0
Rittal	4510891143	24.02.2014 13:55	25.02.2014 14:07	●●●●	1	0
Rittal	4510891072	24.02.2014 13:41	24.02.2014 13:47	●●●●	3	0

Changes can be found here. (Click on 5)

The changes are displayed as follows:

Close window

Changes in Order number: 4510896005

Pos.	Changes	Order was changed by	Level	Changed item	Old value	New value
00001	2014-02-25 14:11:21	Supplier	Position	Notice		SDFGHJKLÖÄ*
00001	2014-02-25 14:19:36	Supplier	Position	Price per unit	1,00	5,00

If an order is changed, you will receive an email notifying you of the change and the order is changed in the portal.

The change to the order then has to be confirmed again.

If an order is deleted, you will receive an email as shown on the right.

Dear Ms./Mr. Ingo Schmidt,

we like to inform you about changes of the supplier Beste Teile wo gibt GmbH for the order # 4510921819.

Changes of quantity, price and date can be edit in the SAP transaction ZMM_EMORD .

Changes position 00001: 201700 GENERIC NUMBER FOR PIECE PE2		
Field	Old value	New Value
Unit price	1.00000	2
Delivery date	2014-03-13	2014-03-14

With kind regards

Ingo Schmidt

Diese eMail was generated automatically, with questions please contact the person in charge of the supplier.

2.2.4 How can I split volumes?

To do a volume split, click as shown in Chapter 2.2.3 on the *split* button.

Another row now appears in the order.

Pos.	Material	Delivery date	Quantity/ME	Confirmation	Price/PE	Costs
1	201700 test	15.02.2014	10	ST TEST11 13.02.2014	1,00 EUR / 1,00	10,00
		15.02.2014	0	ST		

Enter the desired volume and delivery date in both the upper and new rows. Click on *delete* to remove a split again.

Once order processing has been completed, it is automatically confirmed to the purchaser via *Save and return*.

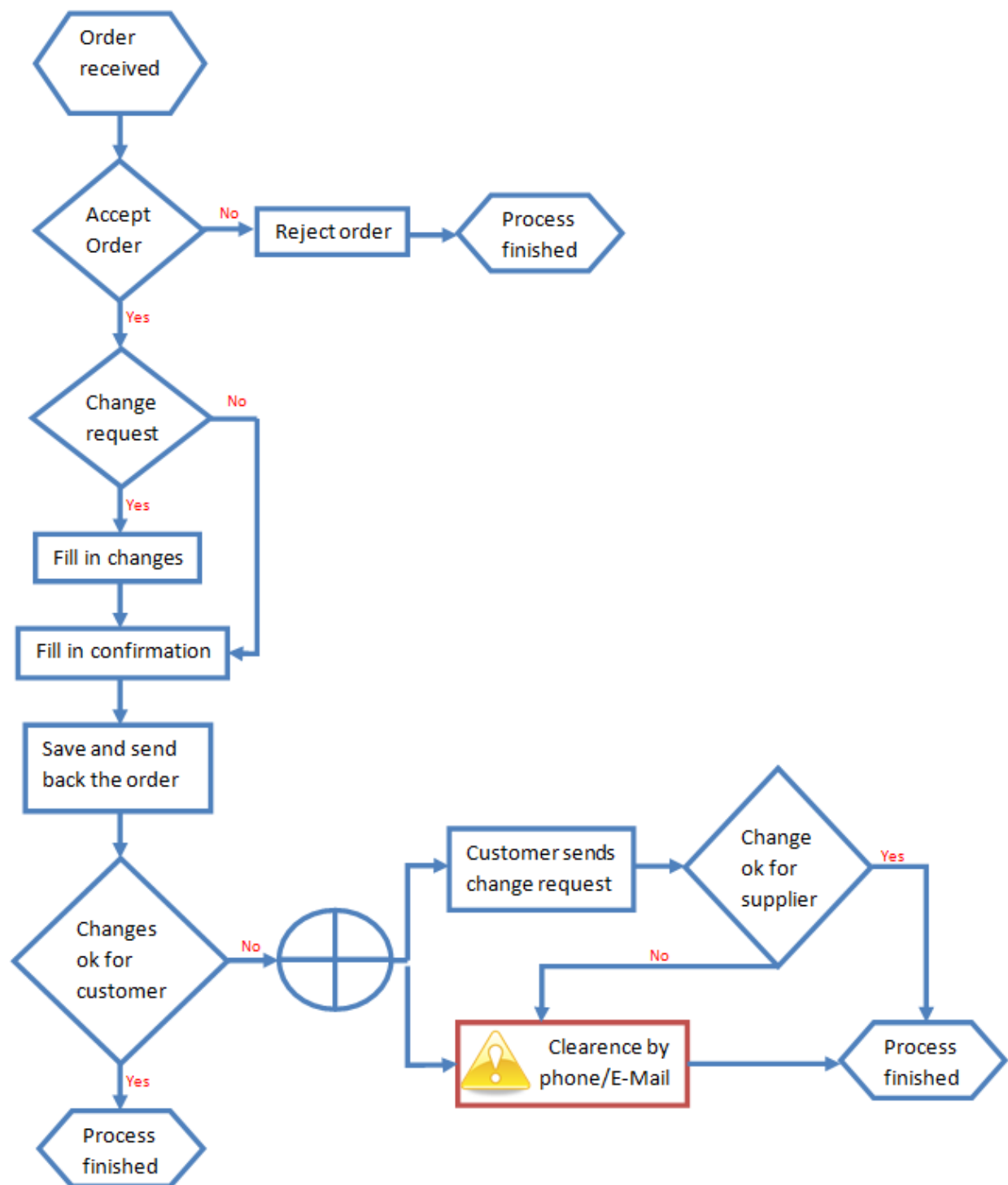
The order just processed is no longer in the *Not confirmed* menu. Instead it can be found under *Amended*.



A red message always appears when saving and sending proposed amendments. This is not an error, just information. See also 0

The confirmation is now shown in green.

2.2.5 What are the steps in the order (change) process?



Screenshots of possible (error) messages:

2.2.5.1 Customer is checking confirmed differences

This is not an error message in the sense of an error. This message indicates that your order changes have been sent for review to the purchaser involved.



Deutsch (logout)

RITTAL

Customer is checking confirmed differences (4510848379 02EK2SCHMIIN)

Rittal RWG GmbH & Co. KG, Postfach 1662, D-35726 Herborn

Bestellung

Bestellnummer	4510848379
Datum	2014-02-13
Lieferanten-Nr.	
Währung	EUR
USt.-ID.-Nr.	DE211589046

Lieferadresse
 Rittal RGS GmbH Rittershausen
 Siegener Str. 31
 35716 Dietzhoelztal-Rittershausen
 Deutschland

Lieferbedingungen: FH1 ()
 Zahlungsbedingungen: ()

Im übrigen gelten unsere allg. Einkaufsbedingungen. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu.
 Sie finden diese auch unter <http://www.rittal.de>

Pos.	Material	Lieferdatum	Menge/ME	Bestät-	Preis/PE	Gesamtbetr
------	----------	-------------	----------	---------	----------	------------

2.2.5.2 Other messages

All other messages, e.g. "IDOC could not be sent", are error messages. There are technical problems behind these.

Please get in touch with your relevant contact for these.

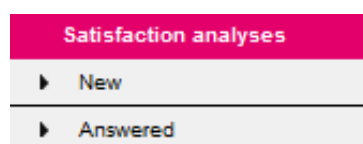
2.3 What purpose do questionnaires serve?

The Rittal purchaser is entitled to send you a questionnaire at any time if information is needed. This may contain questions and/or documents.

Examples:

- As an international company, we have to ensure that our products satisfy a multitude of requirements. We have drafted “Technical Terms of Delivery” to ensure that these are met. These summarise the requirements in respect of our suppliers. We would send you a questionnaire with the Technical Terms of Delivery as a must-agree attachment to find out whether your products meet our requirements.
- You have registered on the portal under a particular goods group and entered your delivery portfolio in your profile. We have questions on this and issue you with a questionnaire.

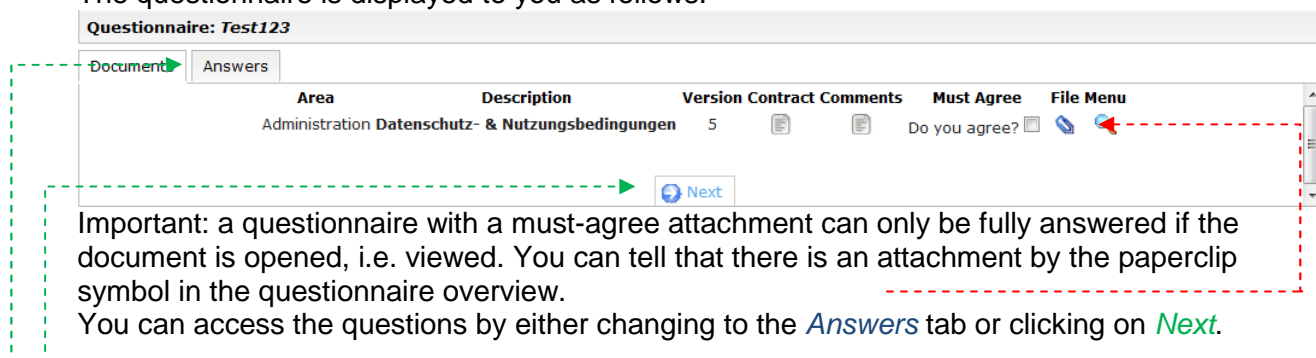
You also receive an email in this instance telling you that a questionnaire has been sent to your Pool4Tool account.



You can access the current questionnaire directly via the link in the email or by opening the questionnaire in the *Questionnaires* menu.

Open the questionnaires you have not yet answered in the *New* submenu.

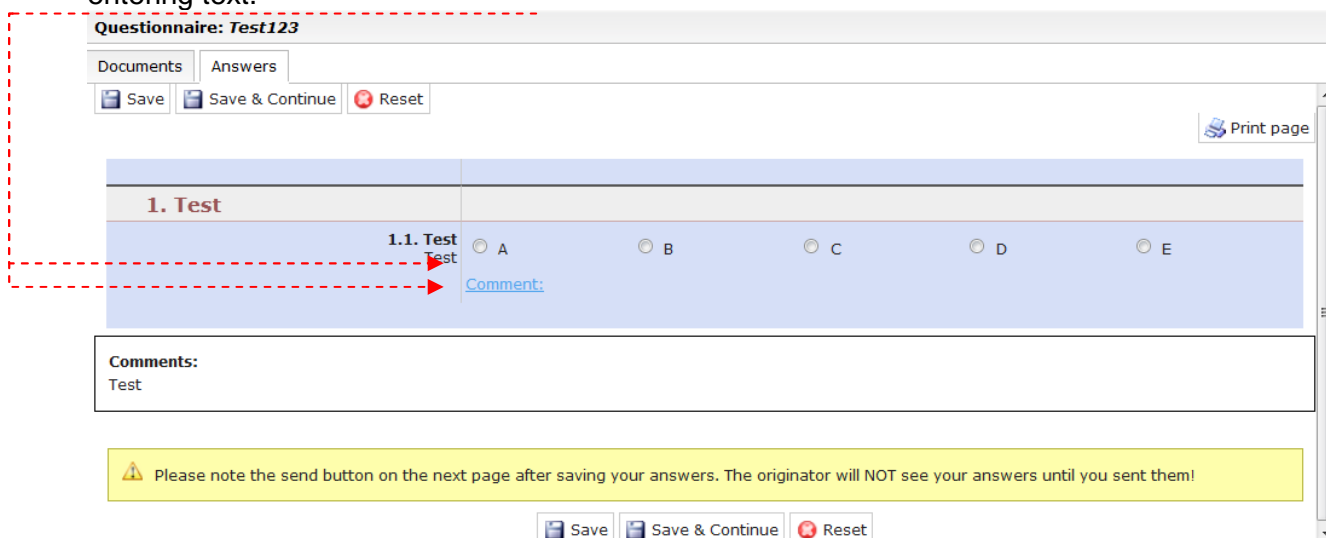
The questionnaire is displayed to you as follows:



Important: a questionnaire with a must-agree attachment can only be fully answered if the document is opened, i.e. viewed. You can tell that there is an attachment by the paperclip symbol in the questionnaire overview.

You can access the questions by either changing to the *Answers* tab or clicking on *Next*.

Answer the questions now by selecting the relevant answer or clicking on Comment and entering text.



The screenshot shows a web-based questionnaire interface. At the top, it says "Questionnaire: Test 123". Below this are two tabs: "Documents" and "Answers". Under the "Answers" tab, there are three buttons: "Save", "Save & Continue", and "Reset". On the right side, there is a "Print page" button. The main content area is titled "1. Test" and contains a question "1.1. Test" with five radio button options labeled A, B, C, D, and E. Below the question is a "Comment:" field with a red arrow pointing to it. Underneath the question is a "Comments:" section with the text "Test". At the bottom of the form, there is a yellow warning box that says: "Please note the send button on the next page after saving your answers. The originator will NOT see your answers until you sent them!". Below the warning box are three buttons: "Save", "Save & Continue", and "Reset".

You can now either just save your answers (*Save*) or save and send them (*Save and continue*).

If you click on *Save and continue*, an overview of your responses is shown. You will see a *Send* button at the bottom. It's important to click on this button again to finally send the questionnaire to the purchaser. Once you have done this, you can no longer change your responses.

2.4 What is meant by Actions?

The Pool4Tool SRM portal allows us and you to configure and coordinate dates and tasks.

This application can be found in the *Actions* menu.

A new action point can be created under *Owner* and *Resource*.

A list of the action points can be found under Lists.

The Rittal purchaser can also set up an action for you. You are informed of this via email.



Define the current status of the action point here, e.g. *Planned*, *Waiting*, *In review*, etc.

Drucken

Titel / Notiz

Bis: 2014-02-10

Status: ---

Ressource: Benutzer (selected), CRM/SRM Person

Liste: * Neu *

Priorität: 3

Menü: Öffentlich

Neuer AP

Calendar: a date can easily be selected here.

Please save here.

0 Einträge gefunden

#	Titel	Bis	Status	Ressource	Unternehmen	Liste	Prio	Menü

Thank you for using our supplier portal. We are looking forward to successful cooperation with your company.

2.5 How are complaints handled?

We can also use the SRM system to handle complaints. You can filter by complaints sent by us to you or view all complaints of the entire company.



We can send you all necessary documents with a complaint. Therefore, you can respond directly to a complaint in the SRM system and provide us with an appropriate statement.

3 Frequent errors

Error description	Reason/solution
In spite of saving/clicking a button, the system does not execute that step.	Clicking the “Save” button or any other button only works if you click precisely on the button symbol/text.
It is not possible to complete the large profile as all questions shown have already been filled out.	Scroll down using the mouse. Questions already filled out are displayed again in order to make it easier for you to answer questions relating to the short profile.
All of the questions in the profile have been answered but I am getting a system message stating that the profile is not yet 100% complete.	Check whether all of the fields have really been filled out. Mandatory fields are not indicated but the profile cannot be saved if these have not been completed. Click on “Save and continue”. The extended profile is divided into sections. You can access more open questions by clicking on “Save and continue”.
The quotation is not being sent to Rittal in spite of being saved.	Check whether you have answered all of the items indicated as required. Check whether all documents have been accepted/confirmed as indicated.
The questionnaire is not being sent to Rittal in spite of being saved.	Check whether you have answered all questions. Check whether all documents have been accepted/confirmed as indicated.
After registering on the system as a user you do not receive an email with your login details	Request password: <ul style="list-style-type: none"> • Open the portal login screen in the browser • Enter the user name • Click on Lost password? <p>A new password is now emailed to the new user.</p>



4 Who to contact in the case of a problem

If you are experiencing problems with the portal or have further questions, please contact the relevant person or email us at einkauf@rittal.de:

- Administration: Mr Ingo Schmidt
Tel.: +49 (0)2772/505-2551
E-mail: schmidt.ing@rittal.de
- Commodity Group R01 – R06, R09 and R16: Ms Vesile Ersoy
Tel.: +49 (0)2772/505-2640
E-mail: ersoy.v@rittal.de
- Commodity Group R07, R08, R10: Mr Ingo Schmidt
Tel.: +49 (0)2772/505-2551
E-mail: schmidt.ing@rittal.de
- Commodity Group: R11 – R14 Mr Jens Kempe
Tel.: +49 (0)2772/505-2076
E-mail: kempe.j@rittal.de
- Commodity Group R15: Mr Stephan Senger
Tel.: +49 (0)2772/505-2404
E-mail: senger.s@rittal.de
- Commodity group R18: Mr Sören Pässler
Tel.: +49 (0)2772/505-1913
E-mail: paessler.s@rittal.de

5 Abbreviations

SRM	Supplier Relationship Management
RFQ	Request for Quotation