



## Documentation on the supplier portal of Rittal GmbH & Co. KG

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### The aim of this documentation is to:

Support the supplier in the first handling of the Rittal supplier portal.

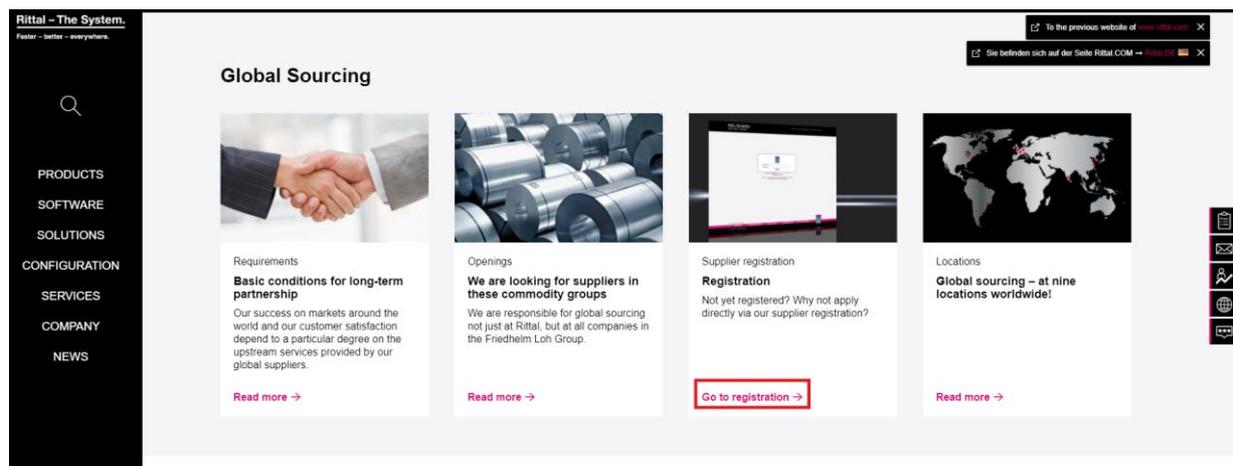
### Target group:

Users at suppliers

# 1 Introduction

Visit our homepage [www.rittal.de](http://www.rittal.de). In the menu "Company" you will find the item "Global Sourcing". Here you can find out about our requirements for suppliers, areas of demand and locations.

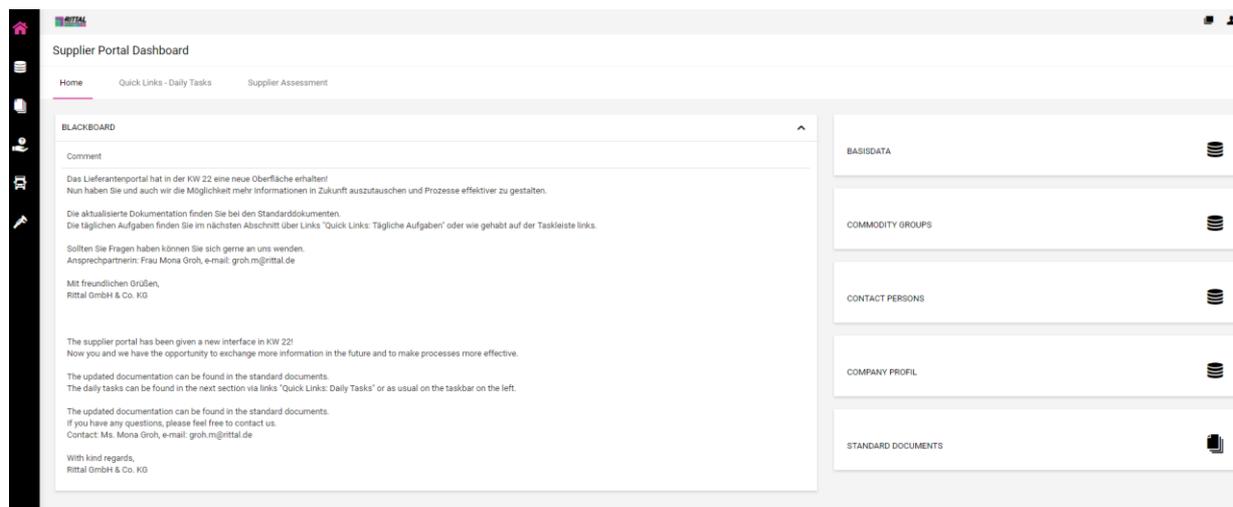
If you are not yet a supplier of Rittal, you can register here.



If you are already a supplier for us, you will receive the login data from your responsible contact person in the sourcing departments.

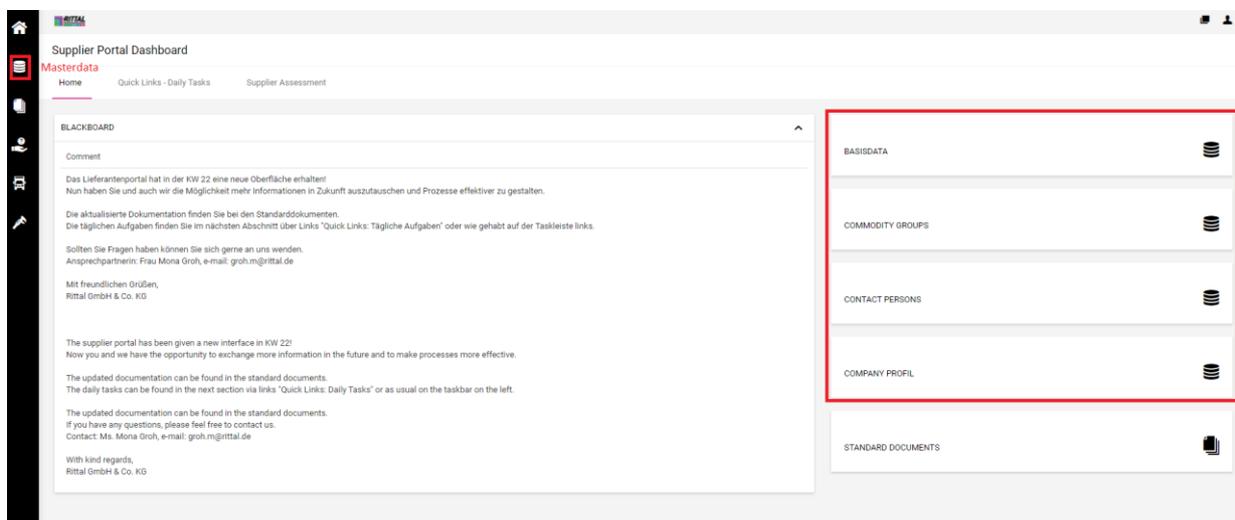
If you enter the following link in your Internet browser, you will be taken directly to the Login: <https://app11.jaggaer.com/portals/rittal/>.

After logging in, you will be returned to the start page of the portal.



## 1.1 How is user and company data maintained?

Via the menu item *master data* , you can maintain and administer the users in your company and the company profile. These menu items can be found on the menu bar on the left. You can also call up the sub-items directly with the quicklinks on the right. Within these menus you will find all the data you provided during registration as well as the information from the extended company profile.



The *Master Data* menu offers you the following applications:

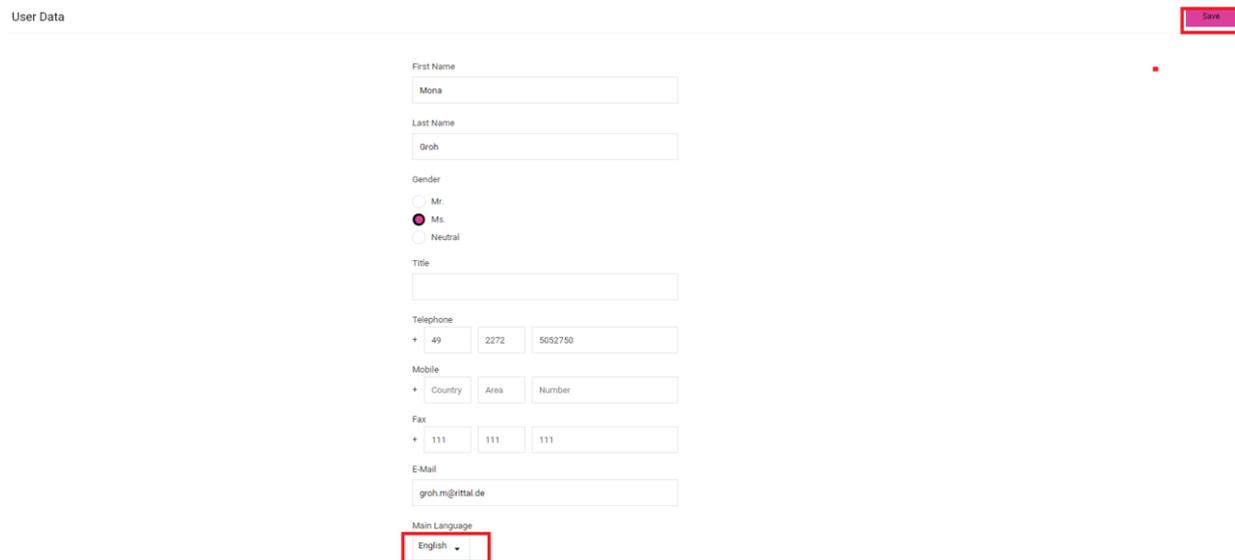
1. Under *Basic Data*, you can maintain the company's general address data and contact information, as well as the DUNS number.
2. For *commodity groups*, you can select the commodity groups that you could supply.
3. In the menu item *contact persons* offers you an overview of all users of your company. Furthermore, under this point, the creation of additional users for the company takes place. In the "Roles" tab, the users can then also be assigned to the specialist departments, depending on their responsibility.
4. In the menu item *Company profile* you enter the information about the different areas of your company.

### 1.1.1 How are your own data maintained?

Each user will find their own data at the top right (button marked in red). Then the green marked window opens.



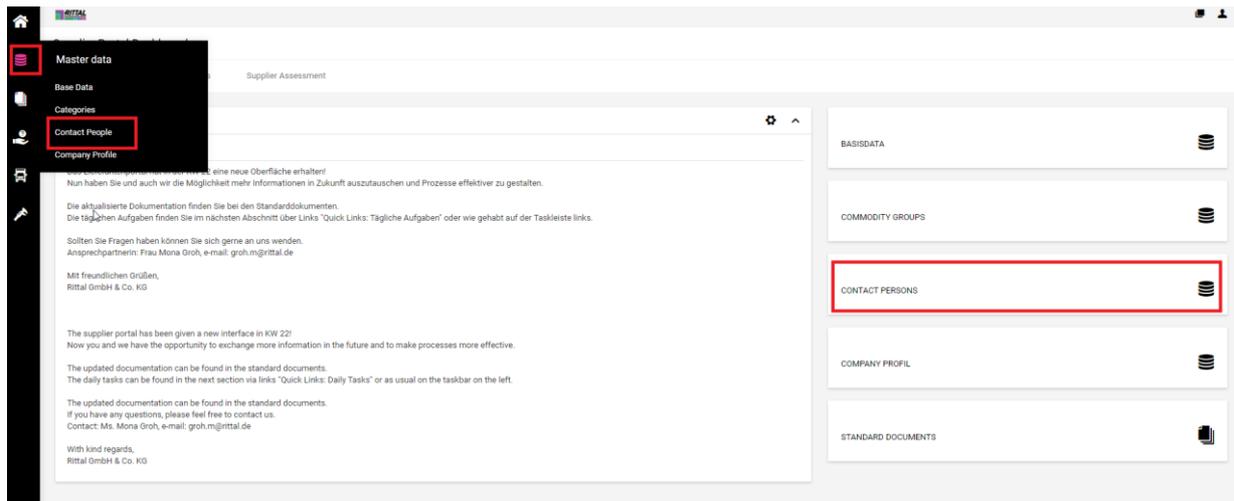
Here you have to change the selection in the user settings for example phone number, language etc. Please do not forget to save in the upper right corner.



Of course, you can also change your password at any time.

### 1.1.2 How are contact persons maintained? Where can I get a password?

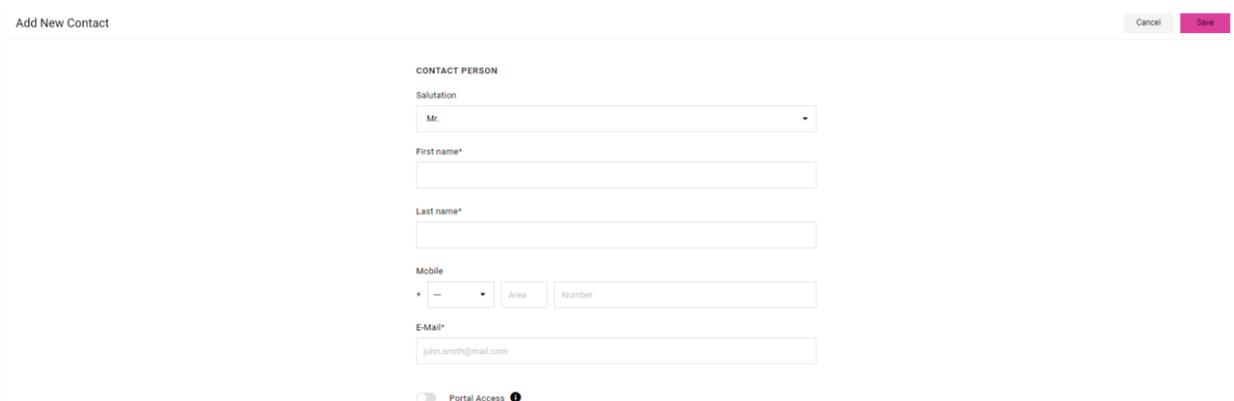
In the menu item  *master data/contact persons* or via the quick link "*Contact persons*" you have the possibility to manage existing users and create new users.



By selecting the red marked button on the right side, you create new users.



You then have to fill in different fields. With "*Save*" at the top right you create a new user.



If the user should get portal access, you must activate portal access  
As permission, please click "Rittal Supplier".

Add New Contact

Cancel Save

CONTACT PERSON

Salutation  
Mr.

First name\*

Last name\*

Mobile  
+  Area  Number

E-Mail\*

Portal Access ⓘ

Login name\*

permissions\*

Rittal : Supplier

Each new created user with portal access receives an e-mail with which you can create your password. The e-mail address is the username. If there is an error and the new user does not receive an e-mail and the username is known, you can receive a password as follows:

- Open the portal login in the browser (<https://app11.jaggaer.com/portals/rittal/>)
- Please click to *I forgot my password*
- Enter username (for new accounts since 2022 the e-mail address is the username) and e-mail address

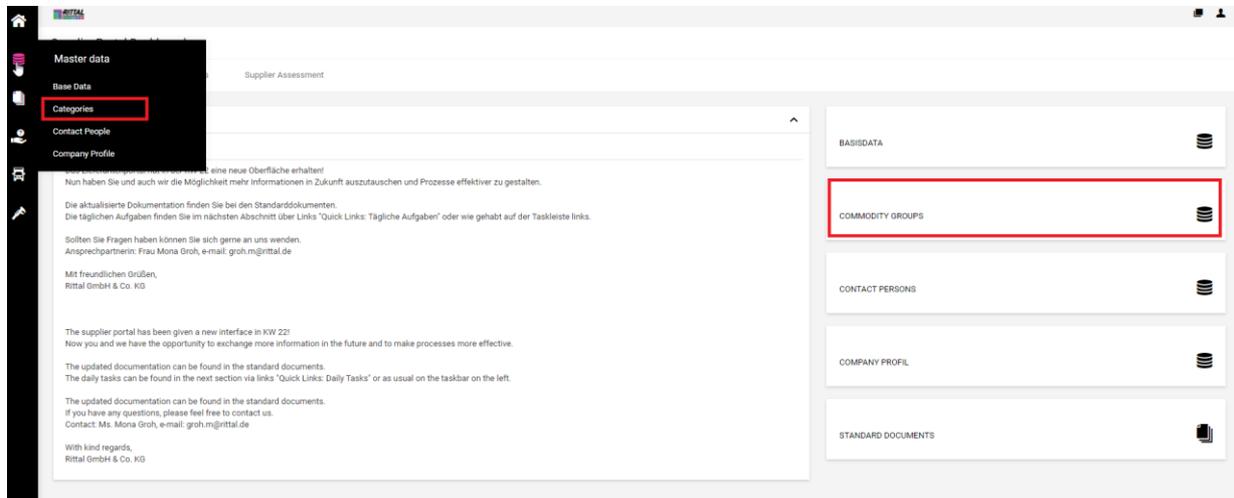


The image shows a login page for JAGGAER. At the top is the JAGGAER logo in red. Below it are two input fields: 'Username' and 'Password'. A 'Login' button is positioned below the password field. At the bottom of the page, there is a copyright notice '© 1999-2021 JAGGAER' and a privacy policy link. A prominent red link 'I forgot my password' is located at the bottom center of the page.

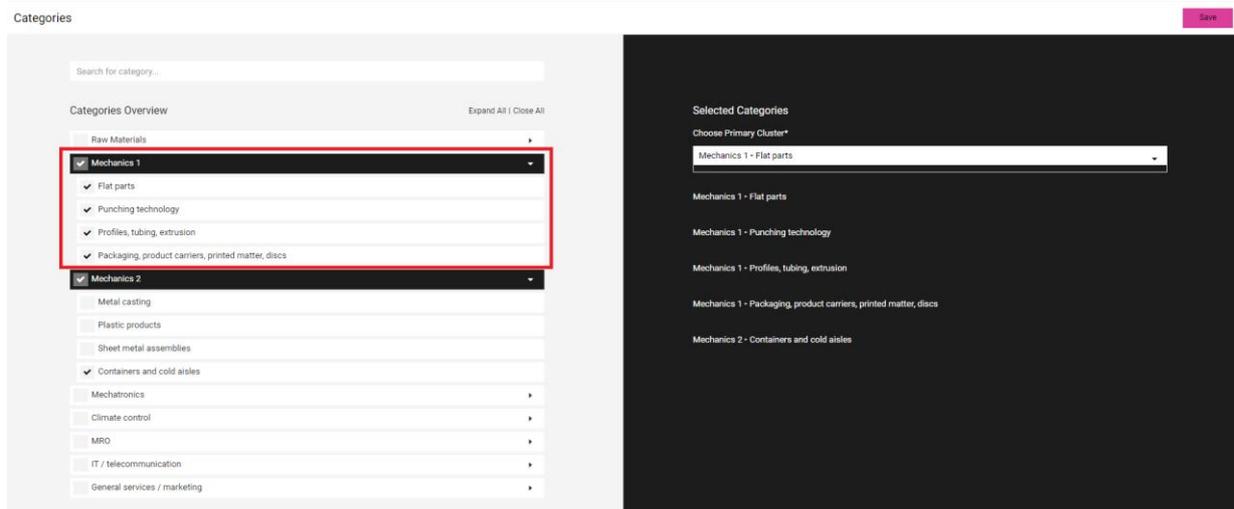
Now the user receives an e-mail and can generate a new password.

### 1.1.3 How can the commodity group assignment be maintained and changed?

The menu item  *Master data/categories* or the quick link "*Commodity groups*" offers you again the possibility to make a commodity group selection or to change your selected commodity groups.

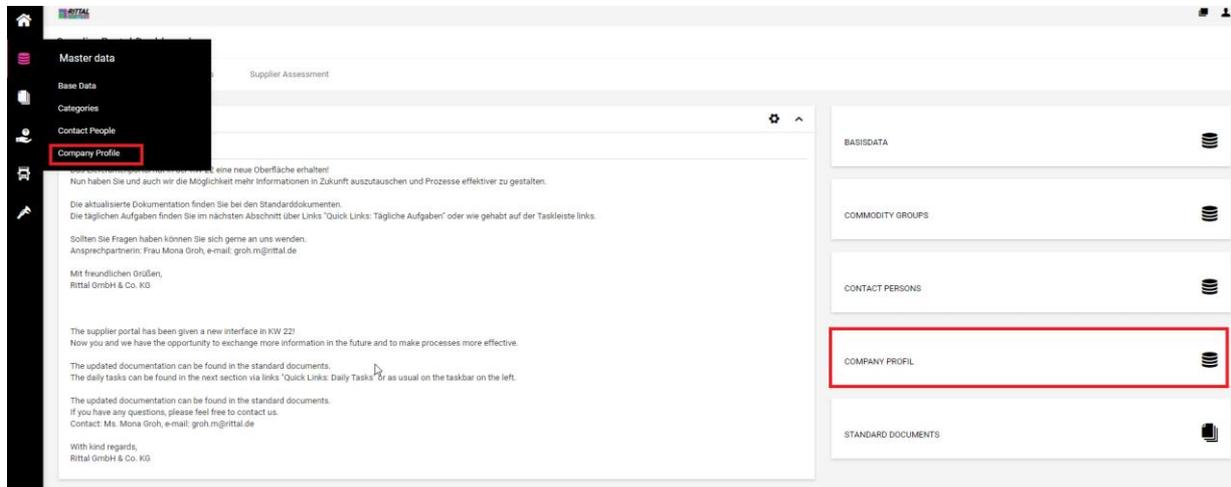


Here you can select several sub-commodity groups within the individual commodity groups. In the square boxes you can make a multiple selection of the main commodity groups as well as commodity subgroups. Please enter your primary commodity group on the right in the corresponding field by selecting them. This field is mandatory. Please confirm the entries by saving at the top right.



### 1.1.4 What errors can occur with the profile questions?

In the case of  *master data / company profile* (or via the *quick link "Company profile"*) you can maintain the information from the supplier profiles / questionnaires. In the submenu you will find the questions divided by subject area. Here you can update your data at any time.



#### Please note

- that the data from the short profile of the registration are displayed again for the extended profile. To see the new questions, scroll down with the mouse.
- that the expanded profile is divided into subject areas. Click on the *Save* button to go to the next topic section. Must fields are marked in the profile with an asterisk. If you receive an error message after clicking the *Save* button, please check your details.

It is important to us to be able to fall back on current information at any time, so please let us know.

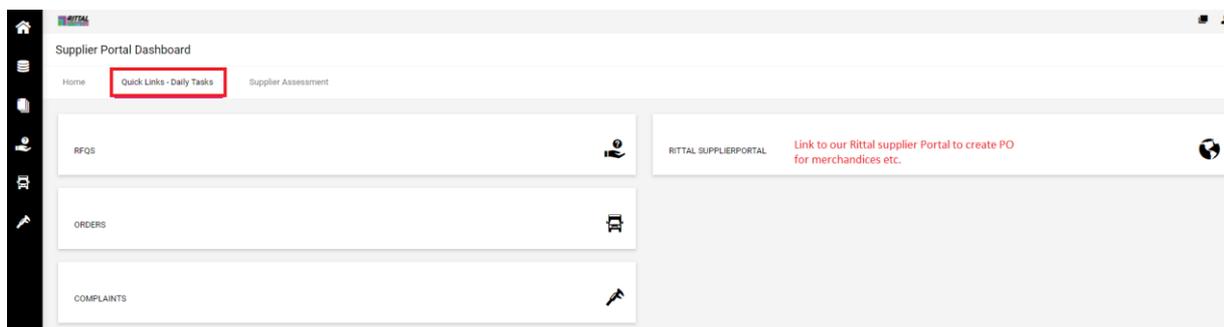
For example: We attach particular importance to ensuring that your certifications are always up to date. In the submenu *Quality* we therefore ask you to upload your certificates and enter their validity. When the validity of a certificate expires, you will be informed and asked to upload the current version.

## 2 What functionalities does the Jaggaer SRM system offer?

The supplier portal dashboard can be reached at any time via the home button at the top left.



In the supplier portal Dashboard you will find in the tab "*Quick Links – Daily Tasks*" navigation buttons to the individual menu items *Requests, Orders and Complaints*. Here you can also find a link to our Rittal supplier portal, in which you can independently generate orders for merchandise etc.



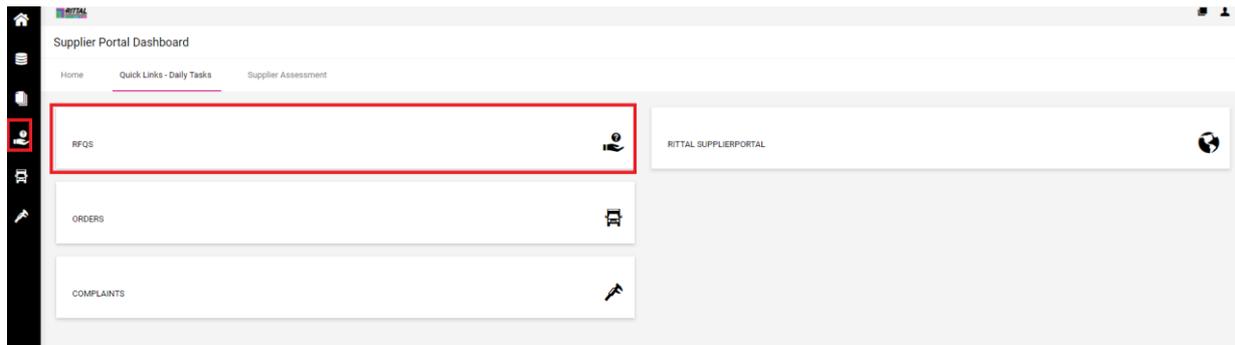
In the *supplier evaluation* tab you can see the letters as well as the details of your supplier evaluations. Here you can view and download the current key figures weekly or monthly.

The other menu items *Requests, SCM, Quality*, contain the processes that can be handled via the portal.

<b>Requests</b>	Edit and submit offers
<b>Purchase orders</b>	Process and confirm orders
<b>Complaints</b>	Process complaints / fill out the 8 D report

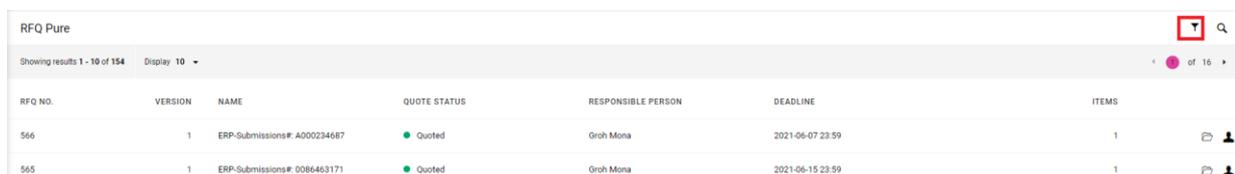
## 2.1 How can I process tenders and requests (RFQ)?

In the supplier portal dashboard you will find the navigation button to the menu item *Requests* in the tab "*Quick Links – Daily Tasks*" or you can click on the corresponding button in the left menu bar.



Here you can see all inquiries that Rittal has sent you since your registration in the supplier portal. In the event that several users are logged in to the Jaggaer for your company, it is possible that we will not send all requests to the same user.

You can either filter or search for requests in the header bar.



RFQ NO.	VERSION	NAME	QUOTE STATUS	RESPONSIBLE PERSON	DEADLINE	ITEMS
566	1	ERP-Submissions#: A000234687	Quoted	Groh Mona	2021-06-07 23:59	1
565	1	ERP-Submissions#: 0086463171	Quoted	Groh Mona	2021-06-15 23:59	1

Here Jaggaer distinguishes between *all* or *mine*. Within this selection, you can then filter again on the different stages of the requests.

All  
 Mine

---

All  
 New  
 In Progress  
 Quoted  
 Declined  
 Expired

Apply



Mine will only show you the requests to which you have been personally invited. By clicking on the folder or pen in the last column, you can open and edit the request.

All displays all requests to which your company has been invited.

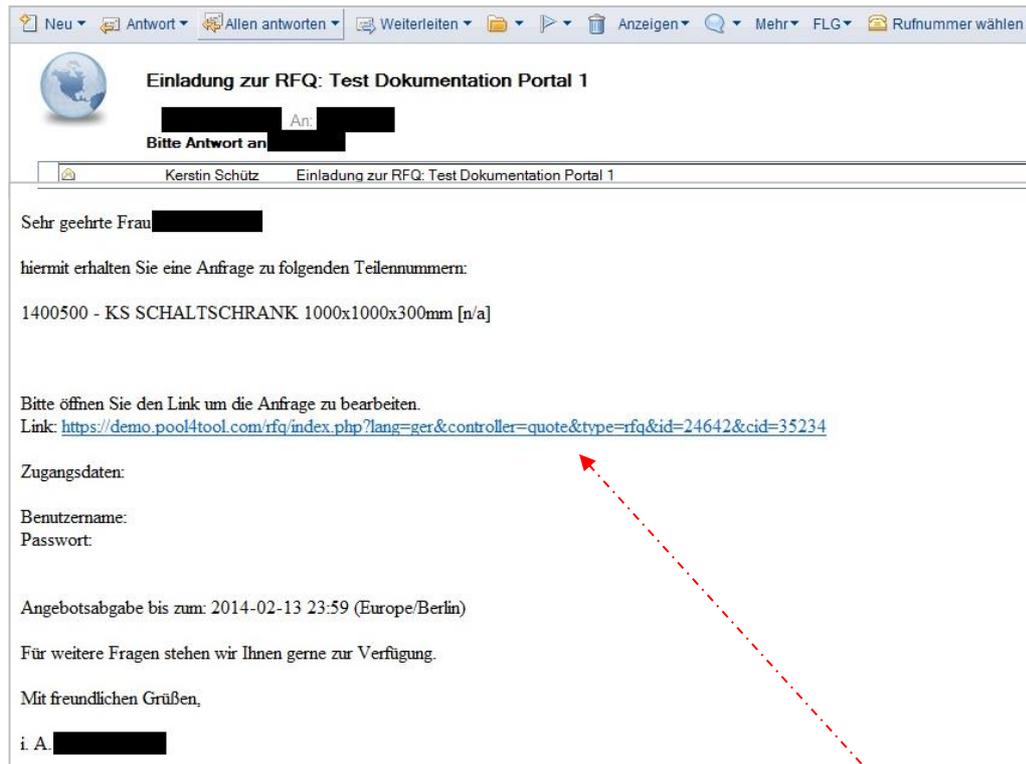
RFQ NO.	VERSION	NAME	QUOTE STATUS	RESPONSIBLE PERSON	DEADLINE	ITEMS	
566	1	ERP-Submissions#: A000234687	Quoted	Groh Mona	2021-06-07 23:59	1	 
565	1	ERP-Submissions#: 0086463171	Quoted	Groh Mona	2021-06-15 23:59	1	 
564	1	RFQ vs test 2605	Quoted	CEO 1 Kevin	2021-06-23 14:53	3	 
558	1	RFQ #558 (2021-05-18 17:08)	In Progress	Groh Mona	2021-06-04 17:06	1	 

Here you will see how many requests are displayed on one page or how many pages there are with requests.

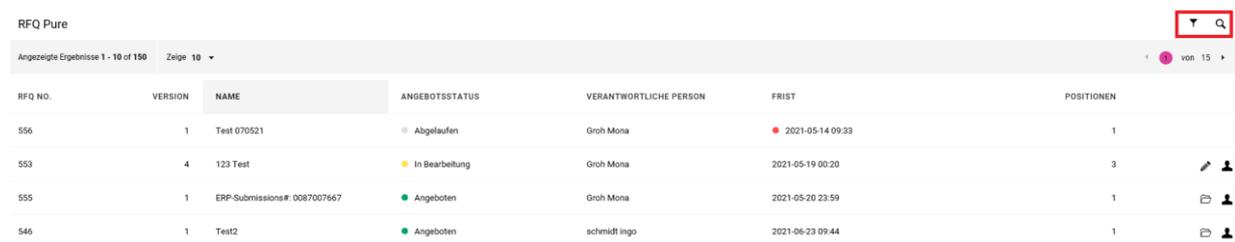
RFQ NO.	VERSION	NAME	QUOTE STATUS	RESPONSIBLE PERSON	DEADLINE	ITEMS	
566	1	ERP-Submissions#: A000234687	Quoted	Groh Mona	2021-06-07 23:59	1	 
565	1	ERP-Submissions#: 0086463171	Quoted	Groh Mona	2021-06-15 23:59	1	 
564	1	RFQ vs test 2605	Quoted	CEO 1 Kevin	2021-06-23 14:53	3	 
558	1	RFQ #558 (2021-05-18 17:08)	In Progress	Groh Mona	2021-06-04 17:06	1	 

The aim is to request automated and standardized products from you and to process inquiries together with you.

As soon as a Rittal buyer sends you a request, you will receive an e-mail informing you that we have sent you a request.  
 You can already find the requested article and the offer period in advance from this e-mail.  
 Furthermore, the e-mail contains a link that takes you directly to your request.



So you can now call up the request in the portal or open it directly via the link.  
 In the portal you will find the request with the filter "My" and "New".



RFQ NO.	VERSION	NAME	ANGEBOTSSTATUS	VERANTWORTLICHE PERSON	FRIST	POSITIONEN
556	1	Test 070521	Abgelaufen	Groh Mona	2021-05-14 09:33	1
553	4	123 Test	In Bearbeitung	Groh Mona	2021-05-19 00:20	3
555	1	ERP-Submissions# 0087007667	Angeboten	Groh Mona	2021-05-20 23:59	1
546	1	Test2	Angeboten	schmidt ingo	2021-06-23 09:44	1

To open the request, click on the red marked buttons in the respective lines. Expired requests can no longer be opened.

RFQ NO.	VERSION	NAME	QUOTE STATUS	RESPONSIBLE PERSON	DEADLINE	ITEMS	
566	1	ERP-Submissions#: A000234687	Quoted	Groh Mona	2021-06-07 23:59	1	
565	1	ERP-Submissions#: 0086463171	Quoted	Groh Mona	2021-06-15 23:59	1	
564	1	RFQ vs test 2605	Quoted	CEO 1 Kevin	2021-06-23 14:53	3	
558	1	RFQ #558 (2021-05-18 17:08)	In Progress	Groh Mona	2021-06-04 17:06	1	
556	1	Test 070521	Expired	Groh Mona	2021-05-14 09:33	1	

With the button  you have the possibility to transfer the request to another person in your company, so that this person can process the request.

First, you will see an overview of the request.

Here you can see the currently to be processed step in the request. The button "Next" takes you to the next step.

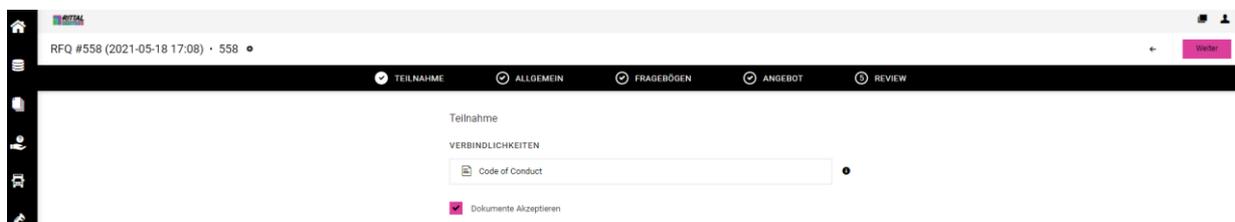


Since our buyers can choose from different templates, the characteristics of the individual steps can be from 3 to 5.

With 5 steps you can get in the first step "*Participation*" documents.

Here we distinguish between general documents, documents whose opening is necessary or documents which require consent. The approval is given by setting a flag before you can further process the request and submit an offer.

You will be taken to the next step with the button *Next*.





In the *tab "General"* you can see which buyer has sent you the request. Here is also the information with which delivery and payment conditions or in which currency you should offer preferably.

RFQ #558 (2021-05-18 17:08) · 558

GENERAL QUESTIONNAIRE QUOTE REVIEW

Contact Information

BUYER  
Groh, Mona  
+49 2772 505-2750  
groh.m@rittal.de

General

QUOTATION SETTINGS

Currency  
EUR

Payment Conditions  
9003 (3%-1-15.on30 and 16-31.on15. follow month)

Delivery Conditions  
DAP ()

Delivery Address  
hier

OTHER DETAILS

Comments

In the next tab *"Questionnaire"* we can ask you general or special questions for this request.

In the tab *"Quote"* you will see an overview of the requested materials or services.

RFQ Vs Test 2605 · 564

GENERAL QUOTE REVIEW

Export  
Export Excel File

Import\*  
IMPORT.xls  
Last imported 2021-05-26 15:48

MATERIAL NAME	REQUIRED	STATUS	FILES	QUANTITY	UNIT	UNIT PRICE	PRICE UNIT	TOTAL PRICE
NUT/D934/MS/H...		Ready	0	1	each	17	1	17
WELDING NUT/D...		Ready	0	1	each	18	1	18
EARTH STUD MS...		Ready	0	1	each	13	1	13

However, if you do not want to make an offer for the requested item, please click on the button  *Reject*.

To submit an offer for individual positions, please click on the folder button on the right side of the position line.

RFQ #558 (2021-05-18 17:08) · 558

GENERAL QUESTIONNAIRE QUOTE REVIEW

MATERIAL NAME	REQUIRED	STATUS	FILES	QUANTITY	UNIT	UNIT PRICE	PRICE UNIT	TOTAL PRICE
TS FLAT DOOR HINGE AS...		Open	2	100	each		1	

Now you can enter the data such as price, delivery time, etc.  
Existing drawings etc. can be downloaded.

RFQ #558 (2021-05-18 17:08) · 558

Cancel Decline Save

GENERAL QUESTIONNAIRE QUOTE REVIEW

**Item Details** Item 1 of 1

Number  
0000000000277377

Name  
TS FLAT DOOR HINGE ASM 180DEG RAL7035

Status  
Open

Category  
Diecast assembled

Delivery Address  
0201\_Rudolph-Loh-Str. 3,35708,Haiger,DE

Files

Drag and Drop files or Browse

CUSTOMER

A19598.dwg  
A19598.pdf

**Quote Details**

QUOTE

Price Unit: (int)\*  
1

Price Break 100\*  
e.g. 1.000,00 EUR / 1 each

Supplier Material Code

Quantity  
100

Price/Unit\*  
e.g. 1.000,00

Price Unit  
1,00

Lead Time (Days)\*  
0

ADDITIONAL INFORMATION

Comment

0,00 EUR  
Total Price

Quantity  
100

Unit Price  
0,00 EUR

MESSAGES

*Save* takes you back to the view with the positions. If you no longer have another position to offer, you will come to the last step with the *Next* button. Here you can see all the data again.

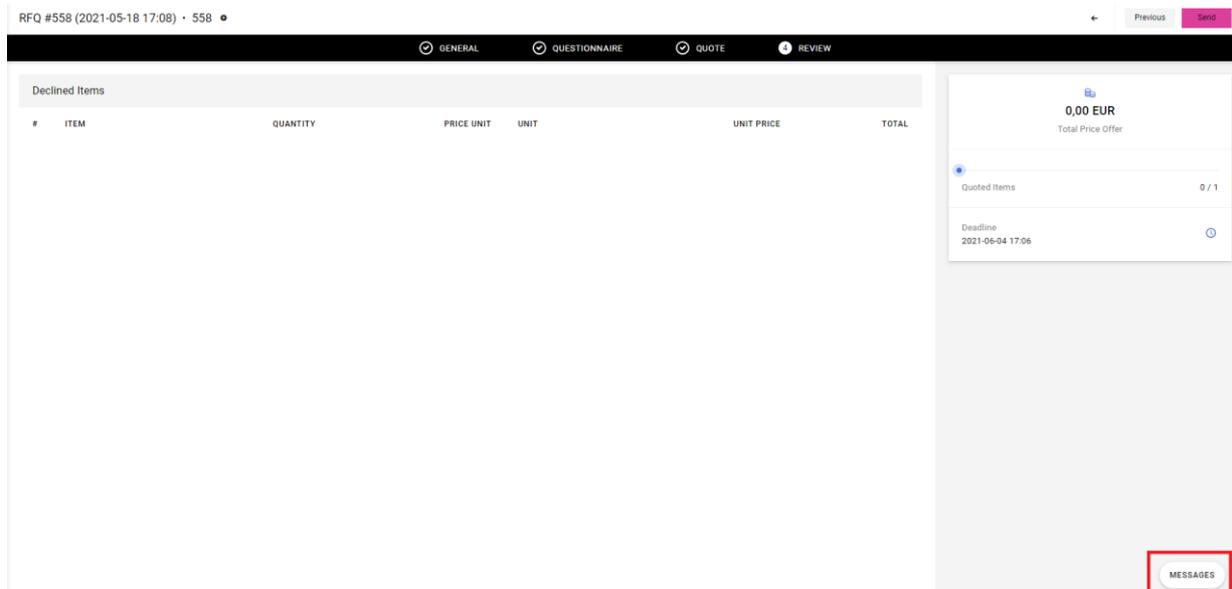
If you have given a price for all positions or have rejected the request, you will be shown an overview of all positions including price.

If it is necessary to change a position, please switch back to the step offer.

You can assign your offer number and a signature to the offer under signature and number. To send us the offer, click *send*. The buyer receives their offer and an e-mail that you have submitted an offer.

You can no longer change the offer afterwards!

If you have a question during editing, you can call the corresponding buyer at any time or send a message via this tool. To do this, please click on the *News* button at the bottom right.



In the next view, you would see the messages sent or received. If you would like to add a new message, please click on *new message*.



The message is like a normal e-mail, i.e. You can store a text and, if necessary, also send files. To send, please press *Send*. If you would like to delete the message, please click on *Discard*.



← Discard Send

---

**TAG** RFQ #558

---

**TO** Groh, Mona

---

Add Subject

---

Enter your message...

📎 Drag and Drop files or Browse

After sending, the message appears in the left pane.

+ New Message

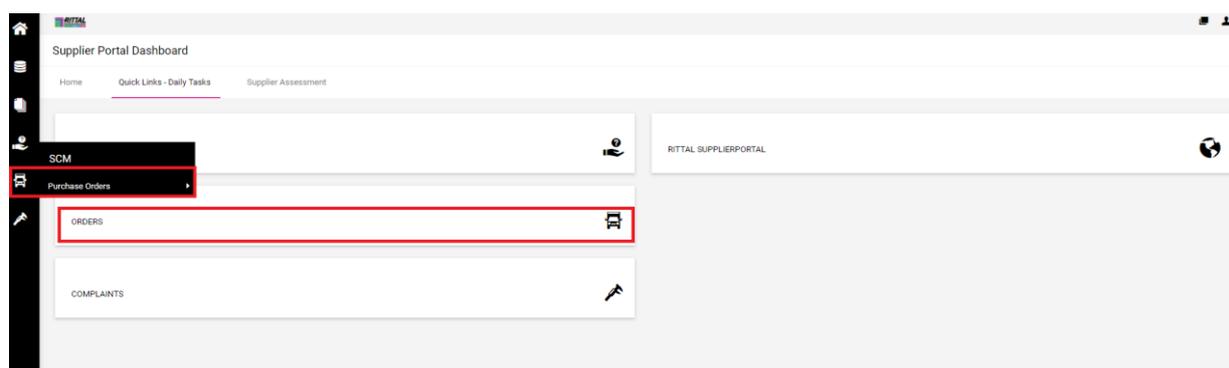
---

**Messages**

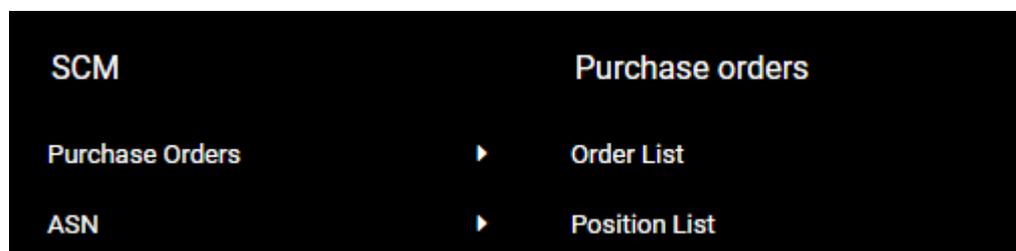
Groh, Mona	
<b>Test</b>	
Sehr geehrte Damen und Herren, ...	Wed, 11:14 AM

## 2.2 How can orders be processed via the SRM system?

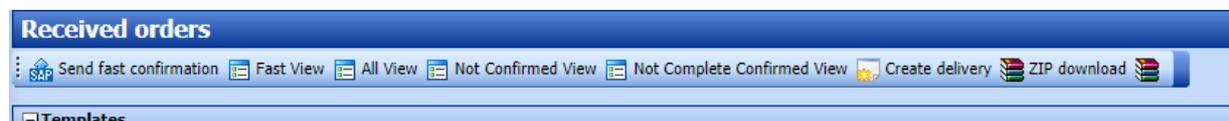
The SRM system informs you about new orders. Here, too, you will be informed by an e-mail upon receipt of an order. As with the inquiries, you can open the order directly via the link or call it up via the menu item *SCM/Purchase Order* or the quick link "Orders".



There are two different ways to view orders. As shown below, you can display orders at *the head level (order list)* as well as at the *position level (position list)*.

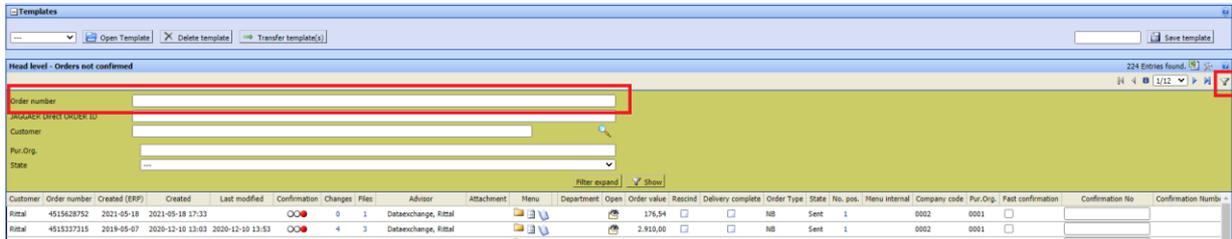


On the individual levels, as in the figure, you can choose different filters and views. For a new order, choose *Not Confirmed* or *All*.

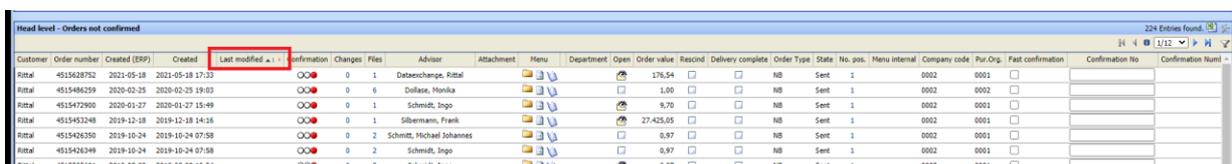


The head and position levels correspond to the levels in SAP. The head level gives an overview of general data. So please switch to the position level to display position details.

You can also select a specific order number, search by setting a filter.

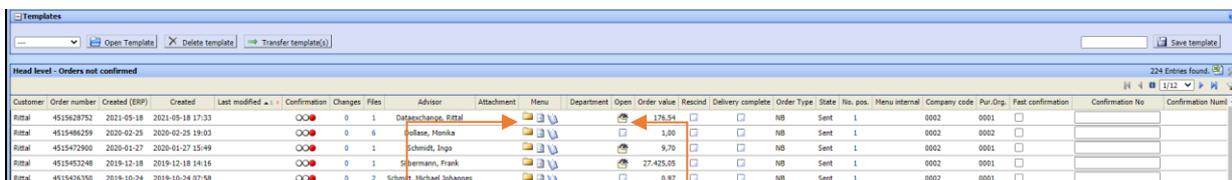


If you want to sort, you are welcome to do so by clicking on the column.



You can see the filtering on the arrow, the digit indicates the number of sorts.

The following describes how orders are confirmed, how suggestions for changes are submitted, which notifications occur and what you need to consider.



Here you can see if an order has been confirmed.

Here you can see if the order has been opened.

Open  
Change from head level to position level  
Change to the disposition level

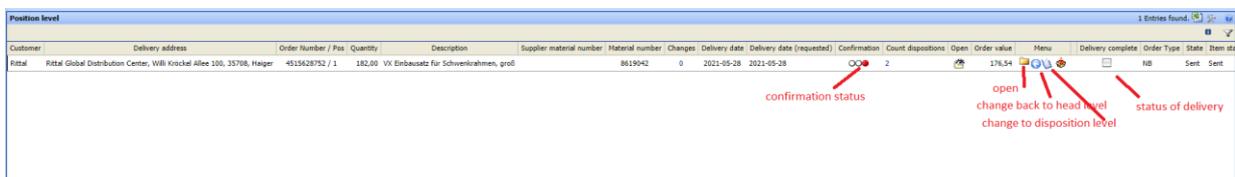
To download the order as a PDF, click either on *file* or on quick *download last*.



Created	Last modified	Confirmation	Changes	Files	Advisor	Attachment	Menu	Department	Open	Order value	Rescind	Delivery complete	Order Type	State	No. pos.	Menu internal	Company code	Pur.Org.	Fast confirmation	Confirmation No	Confirmation Number	Plant	Download last	Buyergroup	ZIP do
11-05-18 17:33		OO	0	1	Dataexchange, Rittal					176,54			NB	Sent	1		0002	0001			0201	001			
01-02-25 19:03		OO	0	6	Dollase, Monika					1,00			NB	Sent	1		0002	0002			0201	DER53			

Here you can see your confirmation number after confirming the order.

After switching to the position view, the functions for the order also change.



Customer	Delivery address	Order Number / Pos	Quantity	Description	Supplier material number	Material number	Changes	Delivery date	Delivery date (requested)	Confirmation	Count dispositions	Open	Order value	Menu	Delivery complete	Order Type	State	Item st
Rittal	Rittal Global Distribution Center, Willi Krockel Allee 100, 35708, Heiger	+5150,28752 / 1	182,00	VX Einbausatz Für Schwenkrahmen, groß	8619042		0	2021-05-28	2021-05-28	OO	2		176,54			NB	Sent	Sent

confirmation status

open

change back to head level

status of delivery

change to disposition level

Each order can be processed in detail. As usual, you can make quantity allocations or date and price changes.

Information on price and schedule changes can be found at 2.2.3.

For information on quantity classifications, see 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 ordinary SAP orders. However, since there are deviations between the letterheads to the original, this order may not be the legally valid one.

<b>Lieferadresse</b> Rittal RWG Herborn Rohfertigung Serie Auf dem Stuetzelberg 35745 Herborn Deutschland	<b>Ansprechpartner Einkauf</b> Telefon Fax Email Lief.-Fax			
Lieferbedingungen: DDP Herborn (geliefert, verzollt ) Zahlungsbedingungen: 9003 (3 % - 1.-15 am 30./16.-31 am 15 des FM) <b>Dokumente:</b> <a href="#">4510800531.pdf</a> <a href="#">4510800531.pdf</a>				
Im übrigen gelten unsere allg. Einkaufsbedingungen. Auf Wunsch senden wir Ihnen gerne ein Exemplar zu. Sie finden diese auch unter <a href="http://www.rittal.de">http://www.rittal.de</a>				
Pos.	Material	Lieferdatum	Menge/ME	Bestätigung
1	201560 IA-FEINBLECH 2,00 417,0 617,0	20Mär2014	2,00 TO	

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

Original documents can be retrieved here

On the right you will see an original order from SAP. This is the legal document. On this, in the event of an order change, all changes will also be mentioned to you.

Changes can be viewed directly as 2.2.32.2.3.

<b>Rittal RWG GmbH &amp; Co. KG, Postfach 1867, D-35726 Herborn</b>				
Beste Teile wo gibt GmbH middle of the road 66666 sechshelden	<b>Änderung zur Bestellung</b> Bestell - Nr : 4510800531 Bestelldatum : 13.02.2014 Lieferanten- Nr : 6920213 Seite : 1 von 2 Angebot : Angebotsdatum : Ansprechpartner/in Einkauf: Name : Einkauf Zinkdruckg 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			
Anlieferadresse: Rittal RWG Herborn Rohfertigung Serie Auf dem Stuetzelberg 35745 Herborn				
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 <a href="http://www.rittal.de">http://www.rittal.de</a> .				
Währung EUR				
Pos.	Material	Menge/ME	Preis/PE	Betrag
Lieferung gem. aktueller AA - TL035 <a href="http://www.rittal.com/imf/none/5_484/">http://www.rittal.com/imf/none/5_484/</a>				
001	201560 IA-FEINBLECH 2,00 417,0 617,0 Wareneingangstermin 20.03.2014 Werkstoff: DC01 AM	2,00 TO	500,00 1 TO	1.000,00
*** BESTELLMENGE GEÄNDERT *** *** Nettopreis geändert *** *** LIEFERTERMIN GEÄNDERT ***				
Rittal RWG Wandgehäuse GmbH & Co. KG Auf dem Stuetzelberg 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 RWG Wandgehäuse Verwaltungs-GmbH, Herborn
Geschäftsführung Michael Weiher				
FRIEDHELM LOH GROUP				



## 2.2.2 How are orders confirmed?

Open the order in the overview by clicking the yellow folder.   
You get the following view:

Beste Teile wo gmb GmbH  
middle of the street  
Beach  
Barbados

**Delivery address**  
Rittal Global Distribution Center  
Siegener Str. 31  
35716 Dietholzetal  
Germany

Delivery conditions: DOP - ()  
Payment conditions: 9003 (3% 1.-15.on30.and16.-31.on15.follow.month)  
Documents: [4515472900.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>

**Purchase order**  
Order number: 4515472900  
Date: 2020-01-27  
Supplier number: 7611286  
Currency: EUR  
USt.-ID.-Nr.: DE211589046

Pos.	Material	Delivery date	Quantity/ME	Confirm-ation	Price/PE	Costs
1	201701 Your material number: FLG_PROD Index:02 SAMMELNR. FÜR STÜCK/PEO	2020-02-10	10 ST	<input checked="" type="checkbox"/>	0,97 EUR / 1,00	9,70 EUR 
Bruttopreis			1,00 EUR		10,00 EUR	
Fracht & Verpackung			0,00 EUR		0,00 EUR	
Zuschl. "Gewichtsabh			0,00 EUR		0,00 EUR	
GWP % vom Netto			0,00		0,30	
Nettowert			0,97 EUR		9,70 EUR	
Nicht abz. Vorsteuer			0,00 EUR		0,00 EUR	
Nettowert incl Vst.			0,97 EUR		9,70 EUR	
Skonto			0,00		0,29	
Effektivpreis			0,94 EUR		9,41 EUR	
Grenzübergangswert			0,00		9,59	
<b>Total:</b>						<b>9,70 EUR</b>

This document is valid without signature.

Supplier confirmation number:

Please check the order.

Orders can be accepted or rejected.

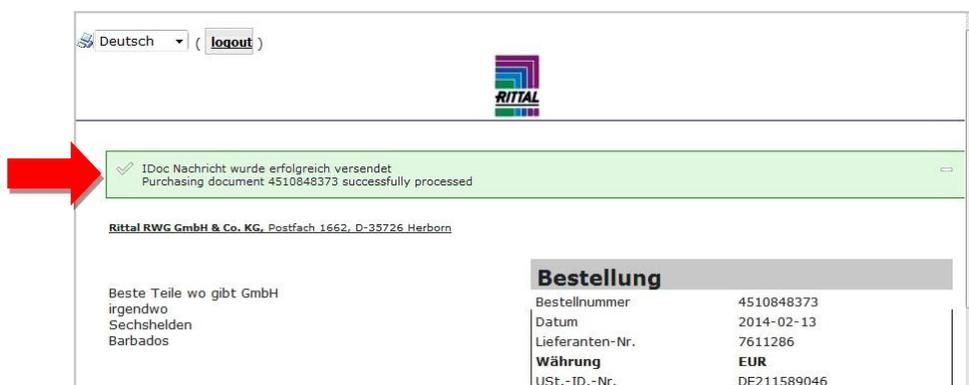
When you accept the order stick your order number or order confirmation number at supplier order confirmation number and click *save and send back*.

You will be asked again if you really want to send the order confirmation.  
Confirm with OK.

**rittaldemo.app11.jaggaer.com enthält**

Are you sure to send the order confirmation back to the customer?

When the submit completes successfully, you will receive the following notification in the order:



The confirmation display of this order is now green.

## 2.2.3 How can changes in orders be requested?

Please open the order as described above.

The delivery date and price fields are, as marked below, free input fields. If you wish to change, please enter your changes here.

Beste Teile wo gibt GmbH  
middle of the street  
Beach  
Barbados

**Delivery address**  
Rittal Global Distribution Center  
Will Kröckel Allee 100  
35708 Häger  
Germany

Delivery conditions: DDP : ()  
Payment conditions: 9003 (3%- 1.-15.on30.and16.-31.on15. follow.month)  
Documents: 4515453246.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>

**Purchase order**

Order number	4515453248
Date	2019-12-18
Supplier number	7813286
Currency	EUR
USt.-ID.-Nr.	DE211589046

Pos.	Material	Delivery date	Quantity/ME	Confirmation	Price/PE	Costs
1	3238100 SK Filterlüfter 55m³/h 230V 50/60Hz	2019-11-13	2,880 ST		952,26 EUR / 100,00	27.425,09 EUR
	Bruttopreis		981,71 EUR	28.273,25 EUR		
	Fracht & Verpackung		0,00 EUR	0,00 EUR		
	Zuschl. *Gewichtssch		0,00 EUR	0,00 EUR		

Of course, Rittal can also change an order. You can view all changes to an order listed again by calling up the orders in the header level. Orders with changes have at least a 1 in column changes.

Customer	Order number	Created (ERP)	Created	Last modified	Confirmation	Changes	Files	Advisor	Attachment	Menu	Department	Open	Order value	Rescind	Delivery complete	Order Type	State	No. pos.	Menu internal	Company code	Pur. Org.	Fast confirmation	Confirmation No.	Confirmation
rittal	451563249	2021-05-31	2021-05-31 10:06	2021-05-31 10:09	OOO	5	1	Dataexchange, Rittal					176,54			NB	Confirmed	1	0002	0001			Test	Test
rittal	4515628762	2021-05-18	2021-05-18 17:33		OOO	0	1	Dataexchange, Rittal					176,54			NB	Sent	1	0002	0001				
rittal	4515337215	2019-05-07	2020-12-10 13:03	2020-12-10 13:53	OOO	4	3	Dataexchange, Rittal					2.910,00			NB	Sent	1	0002	0001				
rittal	4515578842	2020-11-17	2020-11-17 10:19	2020-11-17 10:36	OOO	3	3	Rittal, Admin					189,20			NB	Confirmed	1	0002	0001				

Now click on the number marked in blue under Changes and you will see all changes to this order listed.

Changes in Order number: 4515632449						
Pos.	Changes	Order was changed by	Level	Changed item	Old value	New value
00001	2021-05-31 10:09:10	Supplier	Disposition	Quantity	182,00	100,00
00001	2021-05-31 10:09:10	Supplier	Disposition	Delivery date [YYYY-MM-DD]	2021-05-28	2021-06-04
00001	2021-05-31 10:09:10	Supplier	Disposition	handover_date	2021-05-28	2021-06-04
00001	2021-05-31 10:09:10	Supplier	Disposition	Quantity	0,00	82,00
00001	2021-05-31 10:09:10	Supplier	Disposition	Delivery date [YYYY-MM-DD]	2021-05-28	2021-06-07

As soon as changes have been made in an order, you will receive an e-mail informing you of the change and a change to the order in the portal.

The change to the order must then be confirmed again.

In the event of deletion of an order, you will also receive an e-mail or you can recognize this by the crossed-out order in the portal and the check mark in the cancellation column.

Customer	Order number	Created (ESP)	Created	Last modified	Confirmation	Changes	Files	Advisor	Attachment	Menu	Department	Open	Order value	Resend	Delivery complete	Order Type	State	No. pos.	Menu internal	Company code	Pur. Org.	Fast confirmation	Confr
rittal	451629609	2019-01-15	2019-01-15 11:07	2021-04-02 13:28	🟢	4	1	Rittal-Admin				<input checked="" type="checkbox"/>	6,98	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NB	Delivered	1	IT02	IT02			
rittal	451562449	2021-05-31	2021-05-31 10:06	2021-05-31 10:09	🟢	5	1	Dataexchange, Rittal				<input checked="" type="checkbox"/>	176,54	<input type="checkbox"/>	<input type="checkbox"/>	NB	Confirmed	1	0002	0001			Test
rittal	451260768	2016-02-17	2016-02-17 11:45	2021-05-17 08:52	🟢	1	1	Schmidt, Ingo				<input checked="" type="checkbox"/>	5,00	<input type="checkbox"/>	<input type="checkbox"/>	NB	Prepared for delivery	1	0002	0002			ok

## 2.2.4 How do I make a quantity classification?

To make a quantity classification, click on the *split* button as marked in chapter 2.2.3.

Payment conditions: 9003 (3%-1-15.on30.and16-31.on15. follow.month)

Documents: 4515453248.pdf

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Pos.	Material	Delivery date	Quantity/ME	Confirmation	Price/PE	Costs
1	3238100 SK Filterlüfter 55m³/h 230V 50/60Hz	2019-11-13	2.880	ST	952,26 EUR / 100,00	27.425,09 EUR
		2019-11-13	0	ST		
	Bruttopreis		981,71 EUR		28.273,25 EUR	
	Fracht & Verpackung		0,00 EUR		0,00 EUR	
	Zuerchl. "Gewichtsbahn"		0,00 EUR		0,00 EUR	

Now another line opens in the order.

Enter both the top and the new line the desired quantity and delivery date. To undo a split, click *delete*.

After the processing of the order is completed, it is automatically confirmed to the buyer via *save and send back*.

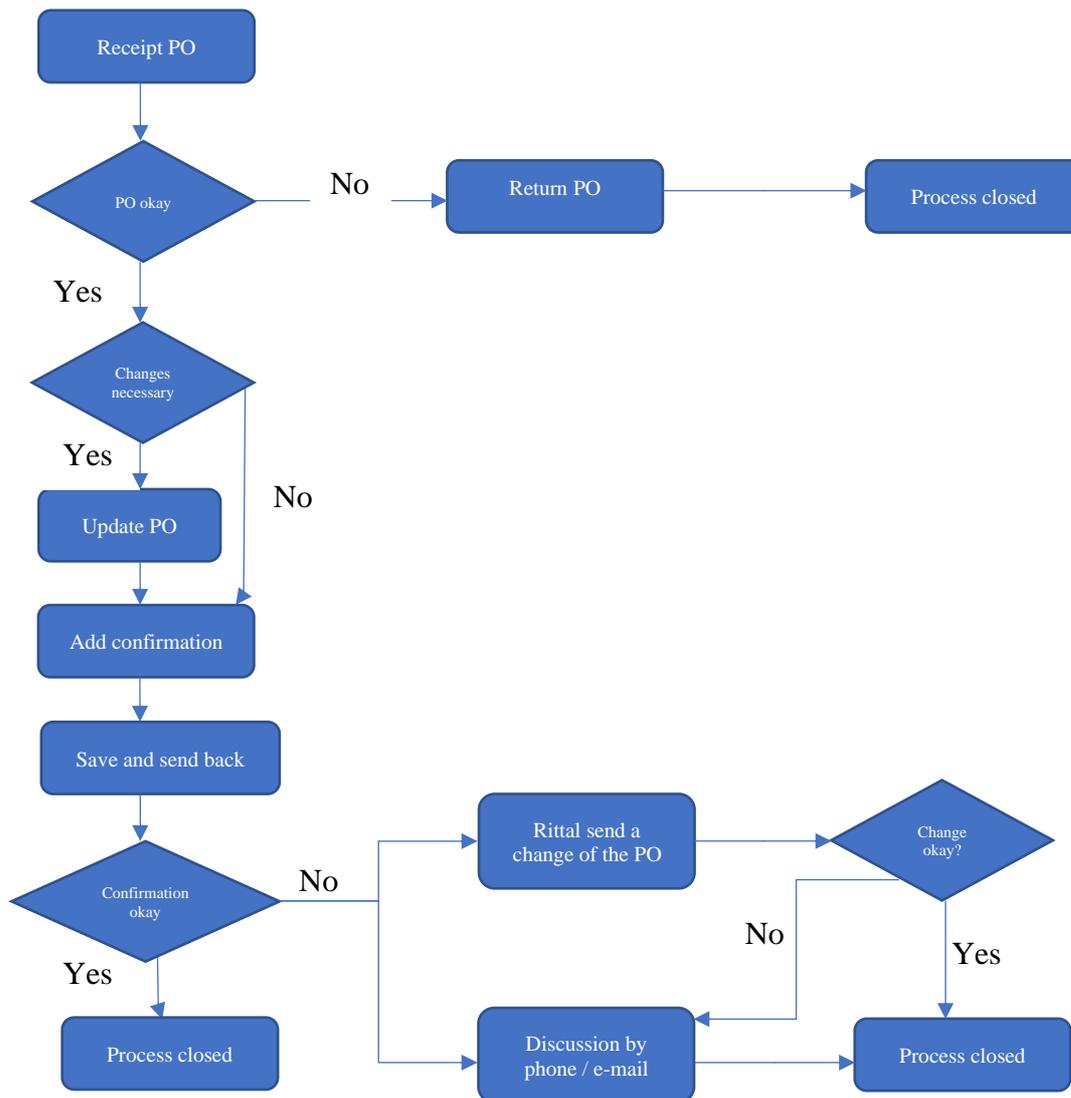
The order just processed can no longer be found in the menu under *Not confirmed*,



When saving and submitting suggestions for changes, you will always receive a red message. It is not an error, but a hint, see also 0

The confirmation display is now green.

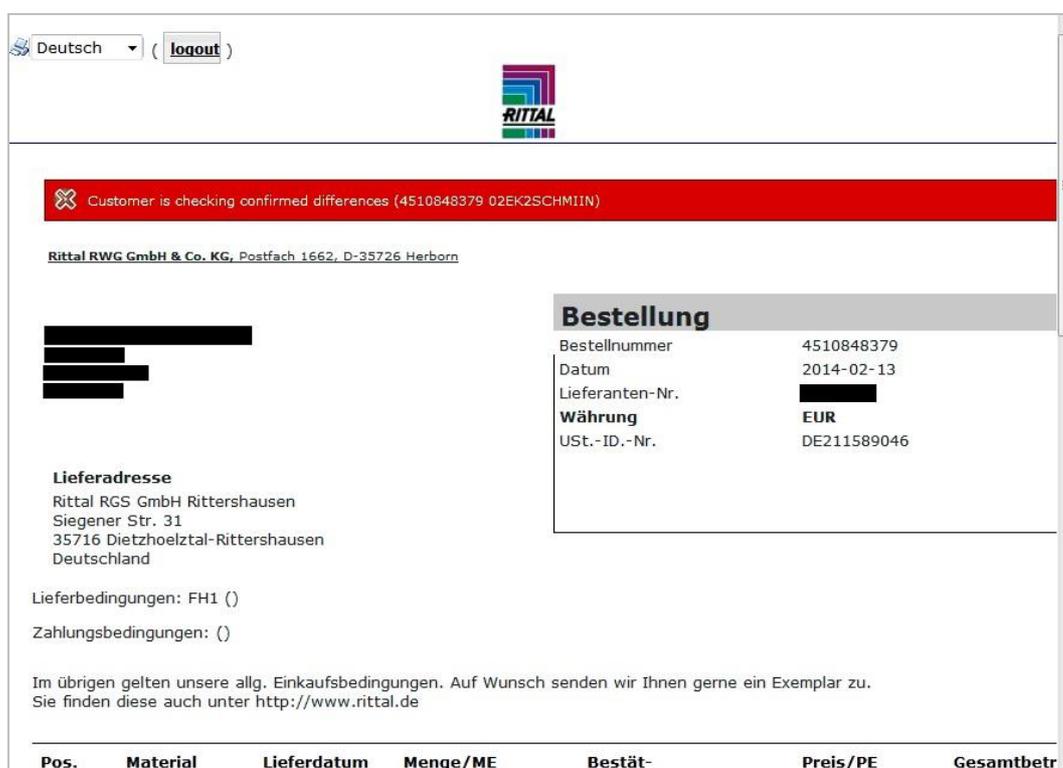
## 2.2.5 How does the order (change) process work?



## 2.2.6 Screenshots of possible (error) messages:

### 2.2.6.1 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 to the affected buyer for review.



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.	[redacted]
<b>Währung</b>	<b>EUR</b>
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
------	----------	-------------	----------	---------	----------	------------

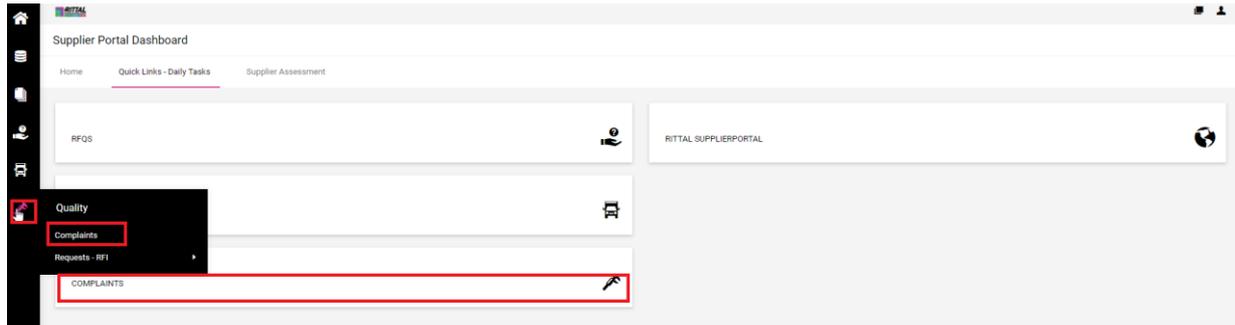
### 2.2.6.2 More news

All other messages, such as "IDOC could not be sent", are error messages. The reasons for this are technical problems.

In this case, please contact the responsible contact person.

### 2.3 How are complaints handled?

The processing of complaints on our part is also possible via the SRM system. You can filter for complaints that we have sent you or view all complaints of the entire company.



With a complaint, we can send you all the necessary documents. In this way, you can respond directly to the complaint in the SRM system and send us a corresponding statement.

The detailed operating instructions are stored as a separate document in the portal.

## 2.4 Forecast

In the Forecast modul you will see the following data

- forecast quantity for the next 15 months
- order quantity of all open orders
- our warehouse stock

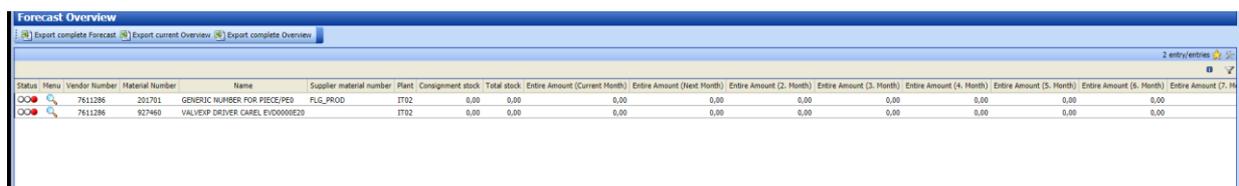
Please note that we have not reduced the forecast data by our stock quantity. You see the last date and the time of the last update in the column “date and time of permission”.

### 2.4.1 Detail Forecast

To open the forecast modul please click to”SCM” and then to “Forecast”.



Then you will see the following view



The screenshot shows the 'Forecast Overview' window with the detailed data table. The table has columns for 'Status', 'Menu', 'Vendor Number', 'Material Number', 'Name', 'Supplier material number', 'Plant', 'Consignment stock', 'Total stock', and 15 columns for 'Entire Amount' (Current Month through 15th Month). Two entries are listed in the table.

Status	Menu	Vendor Number	Material Number	Name	Supplier material number	Plant	Consignment stock	Total stock	Entire Amount (Current Month)	Entire Amount (Next Month)	Entire Amount (2. Month)	Entire Amount (3. Month)	Entire Amount (4. Month)	Entire Amount (5. Month)	Entire Amount (6. Month)	Entire Amount (7. Month)	Entire Amount (8. Month)	Entire Amount (9. Month)	Entire Amount (10. Month)	Entire Amount (11. Month)	Entire Amount (12. Month)	Entire Amount (13. Month)	Entire Amount (14. Month)	Entire Amount (15. Month)	
OOO		7611286	201701	GENERIC NUMBER FOR PIECE/PEB	FLG_PROD	IT02	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
OOO		7611286	927460	VALVE/VP DRIVER CAREL EVD0000E20		IT02	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	

To open the details please click to the button Menu 

If you change the days to month you will see the forecast for the next 15 months.

7611286	Beste Teile wo gibt GmbH	
Material Number	Name	
927460	VALVEXP DRIVER CAREL EVD0000E20	
Plant	Plant Name	
IT02	Kelvin S.r.l.	
Leadbuyer	EKGRP Name	
Pur.Org.	EKORG Name	
IT02	IT02	
Supplier material number		
	Total stock	
	0,00	
Consignment stock	0,00	
Entire Amount (9 Months)	Entire Amount (6 Months)	Entire Amount (3 Months)
0,00	0,00	0,00
Entire Amount (30 Days)	Entire Amount Orders (3 Months)	Entire Amount Orders (30 Days)
0,00	0,00	0,00
Entire Amount Orders (Current Month)	0,00	
Entire Amount (Current Month)	Entire Amount (Next Month)	Entire Amount (2. Month)
0,00	0,00	0,00
Entire Amount (3. Month)	Entire Amount (4. Month)	Entire Amount (5. Month)
0,00	0,00	0,00
Entire Amount (6. Month)	Entire Amount (7. Month)	Entire Amount (8. Month)
0,00	0,00	0,00
Status	OO●	
Date and time of transmission	Contractnumber	Contractposition
2021-08-02 13:03		

Forecast duration	15	Months	Calculate													
Base Date	2021-08-25															
	Current	CM: 2021-Aug	CM: 2021-Sept	CM: 2021-Oct	CM: 2021-Nov	CM: 2021-Dec	CM: 2022-Jan	CM: 2022-Feb	CM: 2022-Mar	CM: 2022-Apr	CM: 2022-May	CM: 2022-Jun	CM: 2022-Jul	CM: 2022-Aug	CM: 2022-Sept	CM: 2022-Oct
Forecast	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Orders	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## 2.4.2 Download Forecast

You can download the forecast in two ways.

### Download Overview

If you click to Export complete overview you will download the overview which you see. Then you will have the forecast for 13 months (current month + 12 months).

Forecast Overview																	
Export complete Overview																	
1 entry/entries																	
Status	Menu	Vendor Number	Material Number	Name	Supplier material number	Plant	Consignment stock	Total stock	Entire Amount (Current Month)	Entire Amount (Next Month)	Entire Amount (2. Month)	Entire Amount (3. Month)	Entire Amount (4. Month)	Entire Amount (5. Month)	Entire Amount (6. Month)	Entire Amount (7. Month)	Entire Amount (8. Month)
OO●		7611286	344882	RADIAL FLOW FAN G1G1 IT02	IT02		0,00	1.322,00	546,00	806,00	1.030,00	1.108,00	1.092,00	1.128,00	1.032,00	1.152,00	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
Status	Vendor Num	Material Num	Supplier mat	Plant	Consignmen	Total stock	Entire Amount (Current Month)	Entire Amount (Next Month)	Entire Amount (2. Month)	Entire Amount (3. Month)	Entire Amount (4. Month)	Entire Amount (5. Month)	Entire Amount (6. Month)	Entire Amount (7. Month)	Entire Amount (8. Month)	Entire Amount (9. Month)	
new	7611286	344882	RADIAL FLOW FAN G1G1	IT02	0	1322	546	806	1030	1092	1108	1092	1128	1032	1152	1176	



### 3 Contact person in case of problem

In case of problems with the portal or further questions, please contact the contact person concerned or send us an e-mail.

- Administration:

Ms. Mona Groh

Phone: +49 (0)2772/505-2750

E-mail: [groh.m@rittal.de](mailto:groh.m@rittal.de)

Mr. Ingo Schmidt

Phone: +49 (0)2772/505-2551

E-mail: [schmidt.ing@rittal.de](mailto:schmidt.ing@rittal.de)