

Continental Supplier Manual

Sourcing for
Engineering Services (ES) in SupplyOn

**SupplyOn, the shared supply chain collaboration
platform in the manufacturing industry**

Continental/SupplyOn
08/13/2019



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1. SupplyOn Sourcing

SupplyOn Sourcing allows you to manage your request for information (RFI) and quotation (RFQ) process for Continental efficiently by optimizing sales quality and reducing costs. This is ensured by a structured overview of all requests received and quotations issued. The electronic communication via SupplyOn Sourcing eliminates media incompatibilities and provides you access to up-to-date information. This ensures to submit high-quality quotations.

A supplemental Service to Sourcing is Business Directory. Here, you can store your company data centrally. Thereby, all of your customers procurement units are able to see your corporate data including your portfolio of products and services. Thus all requests for quotations can be specifically matched to your portfolio and unfitting requests are avoided. This saves you time and money. The following information are stored in Business Directory:

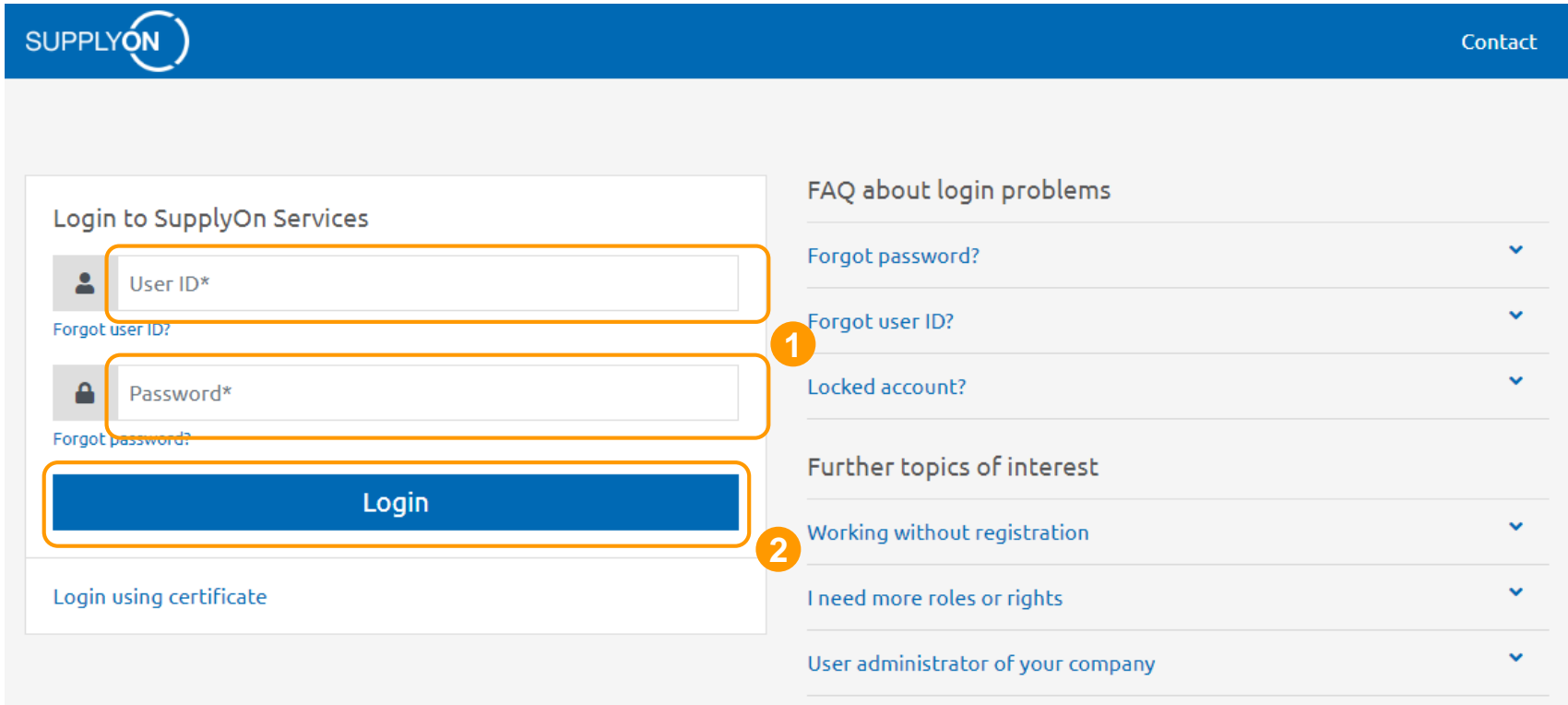
- Master data: Company name, legal form, DUNS number, etc.
- Detailed information: Key figure history, EDI connection capability, etc.
- Attributes: Certificates, number of employees
- Address/contacts: All relevant addresses and organization contacts
- Categories: Manufacturing capabilities on the basis of material group specific questionnaires
- Company structure: Manufacturing locations, subsidiaries, etc.

Benefits

- ➔ There are only limited media incompatibilities because the RFI and RFQ is handled digitally end to end.
- ➔ Your company including the entire portfolio of products and services is presented attractively.
- ➔ You can lower the response to quotation costs and improve the quality of your results due to a simplified, transparent sales process.

2. SupplyOn sign in

1. Visit the SupplyOn website at: www.supplyon.com
2. Click on "Login".



The screenshot shows the SupplyOn login interface. The top navigation bar is blue with the 'SUPPLYON' logo on the left and a 'Contact' link on the right. The main content area is light gray. On the left, there is a white box titled 'Login to SupplyOn Services'. Inside this box, there are two input fields: 'User ID*' and 'Password*'. Both fields are highlighted with an orange border and a circled '1' next to them. Below the 'Password*' field is a blue 'Login' button, also highlighted with an orange border and a circled '2' next to it. Below the 'Login' button is a link for 'Login using certificate'. To the right of the login box, there is a section titled 'FAQ about login problems' with several links: 'Forgot password?', 'Forgot user ID?', and 'Locked account?'. Below this is a section titled 'Further topics of interest' with links: 'Working without registration', 'I need more roles or rights', and 'User administrator of your company'.

1. Fill in your Username and Password.
2. Confirm with "Login".

3. Initial User Setup

The screenshot shows the SupplyOn web application interface. At the top, there is a navigation bar with the SupplyOn logo, "My SupplyOn", "SupplyOn Services", "Administration", and "News". The "Administration" menu is expanded, showing options: "My User Account", "My Substitutes", "User Management", "Customer Responsible", "Company", "Logistics Settings", and "Contract & Invoice". The "My User Account" option is highlighted with an orange border. Below the navigation bar, the main content area is titled "My SupplyOn:SupplyOn Services" and contains several sections: "SupplyOn Services" with a sub-link for "Discussions and notifications", a "Management Cockpit" section with a bar chart icon and the text "Transparency at a click: An overview of process...", and a "SupplyOn Sourcing" section with a question mark icon and text explaining the sourcing process. On the right side, there is a user profile card with a photo of a man and a LinkedIn social media link with the text "Stay informed: Follow SupplyOn on LinkedIn". At the bottom left, a URL is visible: https://platform.application.prd.supplyon.com/iam/faces/default_user.js...

On the landing page of SupplyOn, mouse over the link “Administration” and then click “My User Account” in order to change your account master data.

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > My user: My master data Help and support | Print | Message to support

My master data My roles My service settings My substitutes Privacy settings

Save Discard changes

Contact data Collapse

User ID*: admin_contiseller1ndirekt_AGE
First name*: Sebastian
Last name*: Seller
Salutation*: Mr.
E-mail*: Sebastian.Seller@testmail.com
Phone*: 000
Language*: English
Change Password

Mobile phone:
Street:
City:
Zip code:
State/province:
Country*: Germany

Additional information Collapse

Fax:
Postbox:
Postbox location:
Postbox postal code:
Time zone*: (GMT+01:00) Europe/Berlin

Function:
Department:

Last status Expand

Save Discard changes

This is the “My master data” setting tab to set your user data:

1. Please make sure your email is setup correctly. This email is used for receiving passwords, RFQ notifications, etc.
2. Please set the language to “English” (optional) or to your preferred language.
3. Save after change.

Please make sure that you have all your contact persons data up to date in SupplyOn at all times. If there are changes in the company name or DUNS number please notify by creating a change request.

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > My user: My roles Help and support | Print | Message to support

My master data **My roles** My service settings My substitutes Privacy settings

Expand the groups for a more precise roles assignment. Expand all | Collapse all

Request Discard changes

Company Administration (assigned) Expand

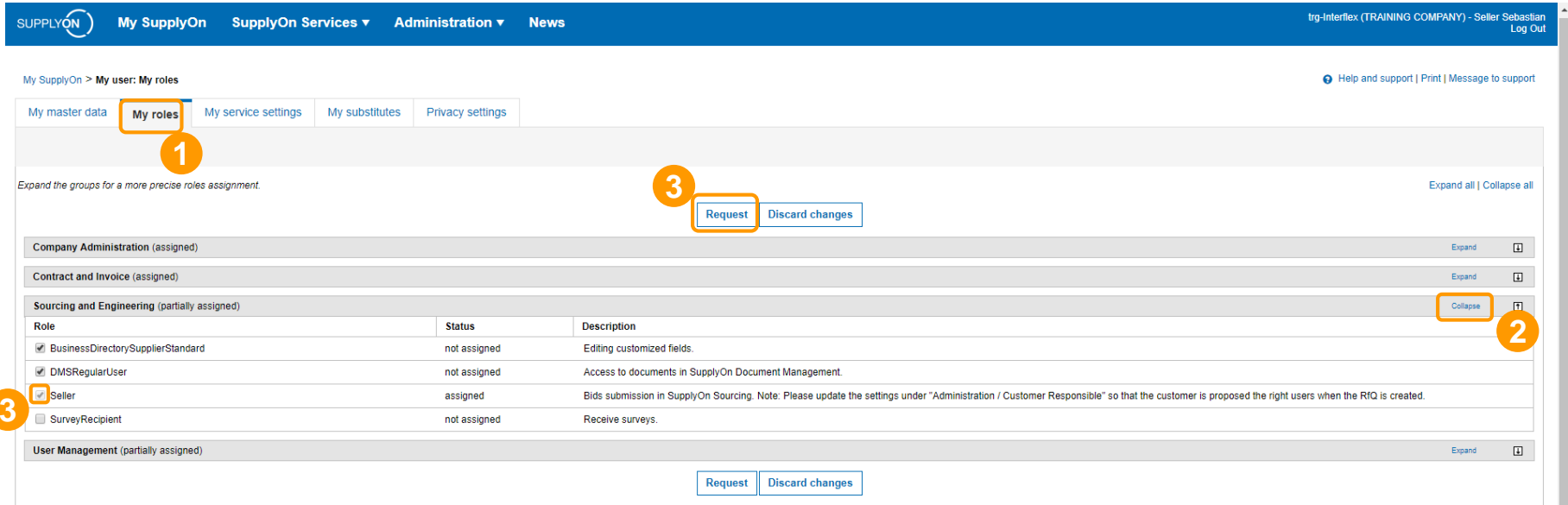
Contract and Invoice (assigned) Expand

Sourcing and Engineering (partially assigned) Collapse

Role	Status	Description
<input checked="" type="checkbox"/> BusinessDirectorySupplierStandard	not assigned	Editing customized fields.
<input checked="" type="checkbox"/> DMSRegularUser	not assigned	Access to documents in SupplyOn Document Management.
<input checked="" type="checkbox"/> Seller	assigned	Bids submission in SupplyOn Sourcing. Note: Please update the settings under "Administration / Customer Responsible" so that the customer is proposed the right users when the RFQ is created.
<input type="checkbox"/> SurveyRecipient	not assigned	Receive surveys.

User Management (partially assigned) Expand

Request Discard changes



To use SupplyOn Sourcing you require certain roles managed by your internal SupplyOn administrator. To request a role:

1. Click on the tab “my roles”.
2. Expand the section “Sourcing and Engineering”. In order to use the SupplyOn Sourcing service, you need to be assigned to the role “Seller”.
3. You can request new roles by clicking on the checkbox next to your required role. Then click on “Request”.

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > My user: My substitutes Help and support | Print | Message to support

My master data My roles My service settings **My substitutes** Privacy settings

Change substitution settings: 1 Save Discard changes 2

Here you can set which of your colleagues can act as your substitute when using the SupplyOn Services. You can create the substitutions for a period or permanently.

Substitute	from	until	E-mail notification	Sourcing
The table has no entries.				

[Remove](#) [Add substitutes](#)

Save Discard changes

1. Change to the tab “My substitutes” to set up your colleague(s) as substitute(s) in case of your absence.
2. Click the “Add substitutes” button to add a new substitute.

User search

1

Name	Function	Department	E-mail	Company
2 <input type="checkbox"/> Key Account, Linda			srcmailtest@supplyon.com	trg-Interflex (TRAINING COMPANY)

1 User [Select all](#) | [Deselect all](#) Rows per page 20 First Previous | Page 1 of 1 | Next Last

3

1. Search for your substitute colleagues.
2. Click the checkbox next to the user.
3. Click "OK".

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > My user: My substitutes Help and support | Print | Message to support

You have added one colleague.

My master data My roles My service settings **My substitutes** Privacy settings

Change substitution settings: Save Discard changes

Here you can set which of your colleagues can act as your substitute when using the SupplyOn Services. You can create the substitutions for a period or permanently. Add substitutes

Substitute	from	until	E-mail notification	Sourcing
<input type="checkbox"/> Key Account, Linda	5/9/2019 11:59 PM	7/11/2019 11:59 PM	Yes	<input checked="" type="checkbox"/>

Remove Save Discard changes

1 2

Search for your substitute colleague(s).

1. Set the time frame in which you want to be represented.
2. Click "Save".

4. Start Using Sourcing RFQ

Start Using Sourcing RFQ



1

SUPPLYON My SupplyOn SupplyOn Services Administration News

trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > Sourcing : Open requests

2

Open requests Pending requests All requests

ID, name, customer, contact Search Reset search

Advanced Search Table profiles: SupplyOn default

3

ID	Request name	Type	Customer	Contact	Status	Changed by	Last modified	Sort	Time left	Discussions
982662513	Engineering Services	RFQ	trg-Continental Auto...	Geiß, Alexander	Active				39 Days, 8 Hrs	

1. First click on “SupplyOn Services” and then click “Sourcing”.
2. The “Open request” tab shows all non-processed RFQs.
3. Select an open RFQ by clicking on the “Open requests” tab. Then choose a RFQ from the list below and click on the request name to open it.

5. RFQ Email Notification


Alle Ungelesen Nach Datum ▾ Neuestes Element ↓

← Heute

SupplyOn Sourcing
New request "Engineering Services" from tr... 15:18
Dear Mr. Seller,

1

Mi 22.05.2019 15:18

 SupplyOn Sourcing <autoreply+60972099598c577424611cb9506547e2@mess>
New request "Engineering Services" from trg-Continental Automotive (TRAINING COMPANY)



Dear Mr. Seller,

The company **trg-Interflex (TRAINING COMPANY)** in **Hallbergmoos (D-U-N-S: 999016114)** has received a new request from the company **trg-Continental Automotive (TRAINING COMPANY)** (**[REDACTED]**).

Name: [REDACTED]
ID: 982662513
End date: 6/30/2019 11:59 PM CEST
Version comment: [REDACTED]
Contact: [REDACTED]

[Click here to bid or decline the request](#)

2

This e-mail was also sent to the following recipients: [Martha Company Admin](#), [Lin Engineer](#), [Linda Key Account](#), [Mike Key Account](#), [Fred Key Account](#), [Lara Admin](#),

Best regards
Your SupplyOn Team

1. For every incoming RFQ you will receive an email notification.
Please make sure your email is setup correctly in the user setting as described in Chapter 3 in order to receive it.
2. Click on the link to bid or decline the RFQ.

RFQ Email Notification



Terms and conditions

Please read and accept the "Non-Disclosure Agreement" to get access to the request

trg-Continental Automotive (TRAINING COMPANY) (Continental Frankfurt) is inviting you to an RFQ with the name [Engineering Services](#)

Subject of cooperation ("Purpose") and period of validity: production equipment for chassis components - 2019-2020

This Non-Disclosure Agreement ("the Agreement") is entered into the date ("Effective Date") when it is accepted by the Supplier. The Agreement is entered by and between the corresponding Continental legal entity (see above), hereinafter referred to as "Continental" and the Supplier, hereinafter referred to as "Company". Continental and the Company are hereinafter referred to individually as a "Party" or jointly as the "Parties". In connection with discussions on the Purpose, Continental will provide information to the Company which the Parties regard as confidential. For this reason, the Parties agree as follows:

- 1. Definitions.**
 - 1.1 "Confidential Information" shall mean any and all written, electronic, visual or oral non-public information and data, such as technical or business data, documents, knowledge, know-how, samples, prototypes, software, test results or trade secrets disclosed by Continental in connection with the Purpose, which is identified at the time of Disclosure as being confidential with an appropriate reference in accordance with the medium used or would reasonably be expected by the Company to be confidential based on the nature of the information contained therein and the circumstances in which the materials are provided. Confidential Information includes all copies, summaries and results in connection with the Purpose as well as the information about the existence and contents of the discussions, negotiations or this Agreement between the Parties. Confidential information disclosed on a need to know principle by an Affiliated Company of Continental shall be deemed to be a Disclosure by Continental and shall be covered by the terms of this Agreement.
 - 1.2 "Affiliated Company" shall mean any legal entity which directly or indirectly controls, is controlled by or under common control with Continental, whereby "control" means the ownership (direct or indirect) of more than 50 % of such legal entity's voting rights or capital. Any such legal entity shall be deemed to be an Affiliated Company of Continental only so long as such control exists.
- 2. Non-Disclosure.** The Company agrees to treat all received Confidential Information of Continental as follows:
 - a) to use it exclusively for the Purpose, in particular, unless otherwise agreed by the Parties in writing, the Company will not use any received Confidential Information neither directly nor indirectly for its own products and/or products with third parties (irrespective of whether such products are already existing or need to be developed);
 - b) not to make it accessible to third parties in any way or form without prior written permission of Continental;
 - c) to make it accessible only to those of its employees who have a reasonable need to know such Confidential Information for the Purpose and who by reason of their contract of employment or by reason of any other written agreement are bound by a non-Disclosure obligation or by ethical standards of

Contact in the buying company

Your responsible person for the request

Contact data

Name: _____

Phone: 000 _____

E-mail: _____

Contact at SupplyOn

Telephone (free of charge)

from Germany: 0800.78775966

from USA/Canada: 1.866.78775966

from Mexico: 01800.1233231

from other countries: +800.78775966

E-mail

Questions on registration:

[Registration](#)

Questions on how to use the services:

[Customer Support](#)

2

I have read and accept the Non-Disclosure Agreement hereby. Please add the name and position of the person who accepts this Non-Disclosure Agreement.

[SupplyOn NDA english.pdf \(88 KB\)](#)

1

Please enter name and position of person who authorized the confirmation of "Terms and Conditions" in your company:

First name*:	<input type="text" value="John"/>
Last name*:	<input type="text" value="Approver"/>
Function*:	<input type="text" value="General manager"/>

3

[Open request](#) [Back](#)

4

1. If a non-disclosure agreement is required, download the attachment and read it carefully.
2. Check the box to accept the non-disclosure agreement.
3. Enter the information about the person who authorized the non disclosure agreement.
4. Open the request.

My SupplyOn > Sourcing > Open requests > Engineering Services(Active)

Start guided tour | Help and support | Print | Message to support

Bid

[Submit bid](#) [Save as draft](#) [Decline request](#) [Back](#) [Discussions](#)

Bid [Enter bid line items](#)

Added colleagues [Collapse](#) [Forward request to colleagues](#)

Admin, Lara Key Account, Linda	Company Admin, Martha Key Account, Mike	Engineer, Lin Seller, Sebastian	Key Account, Fred
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Request details [Collapse](#)

Request name:	Engineering Services	Request ID:	982662513 (Version 3)
Customer:	trg-Continental Automotive (TRAINING COMPANY)	Contact:	
End date, time:	Jun 30, 2019 11:59:00 PM	Start Date, Time:	May 22, 2019 3:17:44 PM

Instructions*:

Dear supplier:
We would like to ask for an offer according to the requirements of this RFQ. In case there are contracts existing between your company and Continental or in case of existing "Offer Conditions for Engineering Services@Conti", the RFQ must be based on that. The offer must be binding. Non-binding offers are not valid offers.

RFQ Instructions:

Contact person for project/ technical matters (name, e-mail):
Tim Engineer

Purchasing contact (name, e-mail):
Mia Buyer

Add project specific documentation, e.g. specification in the "Add/Modify items" area.

Supplier response fields [Collapse](#)

You may answer the request directly in the form or also offline using Excel (see options on the right side).

Download/upload bid

Download
 incl. attachments
[Request \(Excel\)](#)

Upload
[Upload bid](#)

Bid history

- Request version 3
- Request version 2
[5/9/2019 4:35:17 PM CEST \(Seller, Sebastian\)](#)
- Request version 1

SupplyOn automatically directs you to the RFQ. Please process the RFQ as shown in Chapter 6.

6. Check and Reply RFQ

Check and Reply RFQ



My SupplyOn > Sourcing > Open requests > Engineering Services(Active)

Start guided tour | Help and support | Print | Message to support

Bid

Submit bid Save as draft **Decline request** Back

Discussions

Enter bid line items

Added colleagues

Admin, Lara
Key Account, Linda

Company Admin, Martha
Key Account, Mike

Engineer, Lin
Seller, Sebastian

Key Account, Fred

Request details

Request name: Engineering Services

Customer: trg-Continental Automotive (TRAINING COMPANY)

Request ID: 982662513 (Version 3)

Contact: [Redacted]

Start Date, Time: May 22, 2019 3:17:44 PM

End date, time: Jun 30, 2019 11:59:00 PM

Instructions*:
Dear supplier:
We would like to ask for an offer according to the requirements of this RFQ. In case there are contracts existing between your company and Continental or in case of existing "Offer Conditions for Engineering Services@Conti", the RFQ must be based on that. The offer must be binding. Non-binding offers are not valid offers.

RFQ Instructions:

Contact person for project/ technical matters (name, e-mail)*: Tim Engineer

Purchasing contact (name, e-mail)*: Mia Buyer

Add project specific documentation, e.g. specification in the "Add/Modify items" area.



Supplier response fields

You may answer the request directly in the form or also offline using Excel (see options on the right side).

Download/upload bid

Download
 incl. attachments
Request (Excel)

Request version 2
5/9/2019 4:35:17 PM CEST
(Sebastian)



Do NOT download/upload any document here!
(Only in use for „direct material“)
Correct place for download/upload please see page 25.

Here you find the request details. Please read them carefully. Pay special attention to the customer Instructions and the RFQ Instructions. If you do not want to bid the RFQ, click “Decline request”. Please enter all your quotations **directly into the system** by completing the template. It is highly important that all the requested data are in the system.

Online Editing & Document Upload

Supplier response fields

You may answer the request directly in the form or also offline using Excel (see options on the right side).


Supplier Development Location(s)*: 1

Internal offer number*: 2

Supplier Remarks: 4

Bid valid until*: 3

Item list 5

▶ Enter / change bid line items 

Scroll down to the “Supplier response fields”.

1. Fill in the Supplier Development Location.
2. Fill in the supplier internal offer number.
3. Enter the expiry date for the offer.
4. Enter a comment regarding the bid, if necessary.
5. Enter the item list.

Download RfQ documents ([here](#) only!)



Positionen						
Positionenname*	Menge*	Unit of Quantity*	Type of contractual cooperation (comp. to Corporate Standard)*	Receiving Technical Department	Receiving Location (add new line for further locations)	Attachment e.g. Specification, Statement of work, drawings,...*
1 Workpackage SW Testing	1	Pieces	Contract for work & service (Werkvertrag)			1 Anhang/Anhänge

OK Save as draft Discard changes

1

Upload offer ([here](#) only!)



Remark	Start of Development (planned)- according SOW/Spec.	Währung*	Price per Unit*	Total Costs (fixed price) - according attached Quotation*	Terms of Payment *	Quotation (to be attached)*
		EUR				Keine Anhänge

2

OK Save as draft Discard changes

1. The table shows Item information like Item Name, Part Number, the Currency used for payment, etc. White fields are supplier input fields.
2. Scroll to the right to display additional supplier input fields.

SUPPLYON My SupplyOn SupplyOn Services Administration News tfg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > Sourcing > Open requests > Engineering Services(Active) Start guided tour | Help and support | Print | Message to support

Bid Discussions

2 **1**

Submit bid Save as draft Decline request Back

Bid Enter bid line items

Added colleagues Collapse

Forward request to colleagues

Admin, Lara Key Account, Linda	Company Admin, Martha Key Account, Mike	Engineer, Lin Seller, Sebastian	Key Account, Fred
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Request details Collapse

Request name: Engineering Services	Request ID: 982662513 (Version 3)
Customer: tfg-Continental Automotive (TRAINING COMPANY)	Contact: [Redacted]
End date, time: Jun 30, 2019 11:59:00 PM	Start Date, Time: May 22, 2019 3:17:44 PM

Instructions*:
Dear supplier:
We would like to ask for an offer according to the requirements of this RFQ. In case there are contracts existing between your company and Continental or in case of existing "Offer Conditions for Engineering Services@Conti", the RFQ must be based on that. The offer must be binding. Non-binding offers are not valid offers.

RFQ Instructions:

Contact person for project/ technical matters (name, e-mail)*: Tim Engineer

Purchasing contact (name, e-mail)*: Mia Buyer

Add project specific documentation, e.g. specification in the "Add/Modify items" area.

Download/upload bid

Download
 incl. attachments
Request (Excel)

Upload
Upload bid

Bid history

Request version 3
Request version 2
5/9/2019 4:35:17 PM CEST (Seller, Sebastian)
Request version 1

Now you are ready to submit your bid to your customer:

1. Save bid as draft (optional), if you want to change anything before submitting.
2. Click on "Submit bid" if everything is correct and you want to send your bid.

• You have submitted the bid.

Open requests **Answered requests** All requests Act as substitute

ID, name, customer, contact

Advanced Search Table profiles: SupplyOn default

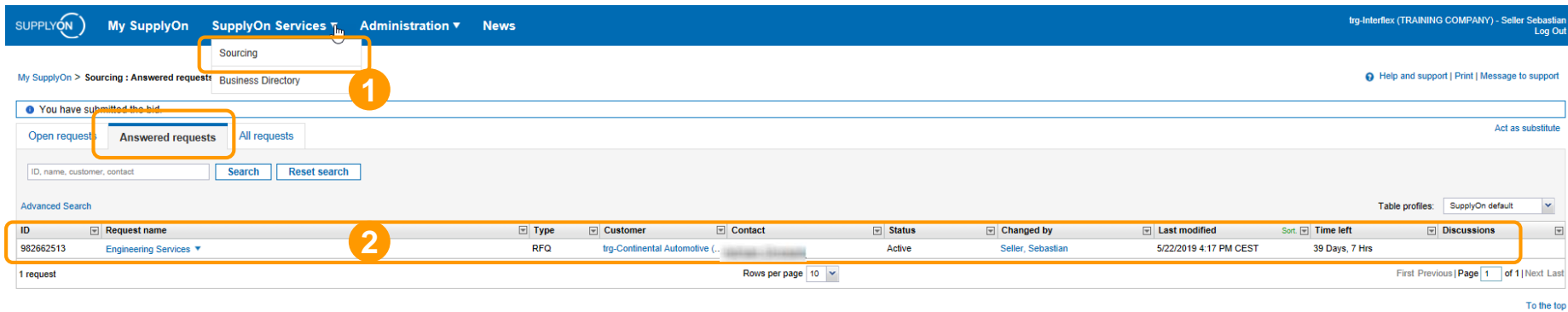
ID	Request name	Type	Customer	Contact	Status	Changed by	Last modified	Time left	Discussions
982662513	Engineering Services	RFQ	trg-Continental Automotive (...)		Active	Seller, Sebastian	5/22/2019 4:17 PM CEST	39 Days, 7 Hrs	

1 request Rows per page 10 First Previous | Page 1 of 1 | Next Last

[To the top](#)

Already processed bids are displayed in the “Answered requests” tab .
The tab “All requests” shows both open requests and answered requests in tabular form.

7. Update Offer



The screenshot shows the SupplyOn web application interface. The top navigation bar includes 'SUPPLYON', 'My SupplyOn', 'SupplyOn Services', 'Administration', and 'News'. The user is logged in as 'Itg-Interflex (TRAINING COMPANY) - Seller Sebastian'. The main content area shows the 'Sourcing' service selected, with the 'Answered requests' tab active. A table lists one request with the following details:

ID	Request name	Type	Customer	Contact	Status	Changed by	Last modified	Time left	Discussions
982662513	Engineering Services	RFQ	Itg-Continental Automotive (...)		Active	Seller, Sebastian	5/22/2019 4:17 PM CEST	39 Days, 7 Hrs	

Annotations in the image include a red box around the 'Sourcing' service and 'Answered requests' tab (labeled '1'), and another red box around the 'Request name' column header and the first row of the table (labeled '2').

1. To update a RFQ go to “SupplyOn Services”, choose the service “Sourcing” and click on the tab “Answered requests”.
2. Select a RFQ you want to update. Click on the request name.

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-Interflex (TRAINING COMPANY) - Seller Sebastian Log Out

My SupplyOn > Sourcing : Answered requests > Engineering Services(Active) Start guided tour | Help and support | Print | Message to support

Bid Discussions

Add or change bid Back

Bid Show item list

Added colleagues Collapse

Forward request to colleagues

Admin, Lara Key Account, Linda	Company Admin, Martha Key Account, Mike	Engineer, Lin Seller, Sebastian	Key Account, Fred
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Request details Collapse

Request name:	Engineering Services	Request ID:	982662513 (Version 3)
Customer:	trg-Continental Automotive (TRAINING COMPANY)	Contact:	[REDACTED]
End date, time:	Jun 30, 2019 11:59:00 PM	Start Date, Time:	May 22, 2019 3:17:44 PM

Instructions*:
Dear supplier,
We would like to ask for an offer according to the requirements of this RFQ. In case there are contracts existing between your company and Continental or in case of existing "Offer Conditions for Engineering Services@Conti", the RFQ must be based on that. The offer must be binding. Non-binding offers are not valid offers.

RFQ Instructions:

Contact person for project/ technical matters (name,e-mail)*: Tim Engineer

Purchasing contact (name,e-mail)*: Mia Buyer

Add project specific documentation, e.g. specification in the "Add/Modify items" area.

Download/upload bid

Download incl. attachments
Request (Excel)

Bid history

Request version 3
5/22/2019 4:17:35 PM CEST (Seller, Sebastian)

Request version 2
5/9/2019 4:35:17 PM CEST (Seller, Sebastian)

Request version 1

Click on the button "Add or change bid".

End date, time: Jun 30, 2019 11:59:00 PM

Start Date, Time: May 8, 2019 2:09:28 PM

Instructions*:
Dear supplier,
We would like to ask for an offer according to the requirements of this RFQ. In case there are contracts existing between your company and Continental or in case of existing "Offer Conditions for Engineering Services@Cont", the RFQ must be based on that. The offer must be binding. Non-binding offers are not valid offers.

RFQ Instructions:

Contact person for project/ technical matters (name,e-mail)*: Tim Engineer

Purchasing contact (name,e-mail)*: Mia Buyer

Add project specific documentation, e.g. specification in the 'Add/Modify items' area.

Supplier response fields

You may answer the request directly in the form or also offline using Excel (see options on the right side).

Supplier Production Location(s):

Internal offer number:


Supplier Remarks:

Bid valid until*:

Terms and conditions: [View details](#)

Item list

[Enter / change bid line items](#)

 2 line items are contained in the request. Please click on the link "Enter / change bid line items".

1. Then change your bid with the same approach as in Chapter 6.
2. You could also add Supplier Remarks to inform your customer about any changes.
3. Click "Submit bid".

8. SupplyOn Support

SupplyOn assists you in using its solutions:

User hotline – available 24/7

- SupplyOn provides its users with a hotline in eight different languages (German, English, French, Spanish, Portuguese, Japanese, Korean and Chinese).
- The hotline is available 24/7 and assists you quick and competent, if you have any questions concerning SupplyOn.

Telephone - free of charge and around the clock

from Germany: 0800.78775966
from the USA and Canada: 1.866.787.7596
from Mexico: 01.800.123.3231
from China*: 4001.203.357 - available from 07:00am to 08:00pm CNST
from Japan: 0120.778166 - available from 08:00am to 05:00pm JST
from Korea: 080.648.0880 - available from 08:00am to 05:00pm KST

from all other countries: +800.78775966

Note: If you have any dial-in problems, please call +49.811.99997-0
* toll-free but local access fees may apply

- **E-mail:**
Customer-Support@SupplyOn.com or Asia-Support@SupplyOn.com
- **Online Help:**
SupplyOn provides you with a comprehensive online help, available for all functionalities and for all screens the supplier is currently working in