

# Handout for the SupplyOn Service Vendor Managed Inventory (VMI)



# Table of Contents

<b>1</b>	<b>About this Manual .....</b>	<b>3</b>
<b>2</b>	<b>Introduction to the Vendor Managed Inventory process .....</b>	<b>4</b>
<b>3</b>	<b>How to access SupplyOn .....</b>	<b>5</b>
<b>4</b>	<b>How to work with the Dashboard .....</b>	<b>7</b>
<b>5</b>	<b>How to work with the Inventory Projection .....</b>	<b>8</b>
5.1	How to open the Inventory Projection .....	8
5.2	How to plan your deliveries .....	9
5.3	How to create an ASN out of VMI .....	10
5.4	How to view the demand details and history .....	12
<b>6</b>	<b>Material master data I can define by myself.....</b>	<b>14</b>
<b>7</b>	<b>How to create a process-based alert .....</b>	<b>16</b>
<b>8</b>	<b>Roles and Rights.....</b>	<b>19</b>
<b>9</b>	<b>FAQs and further assistance .....</b>	<b>22</b>

# 1 About this Manual

The content of this manual shows you how to work with the Vendor Managed Inventory process.

The following abbreviations are used in this manual:

Abbreviation	Meaning
ASN	Advance Shipping Notice
CSV	Comma Separated Values
ERP	Enterprise-Resource-Planning
Max	Maximal
Min	Minimal
VMI (IPR)	Vendor Managed Inventory (Inventory Projection)
XLSX	Excel 2010

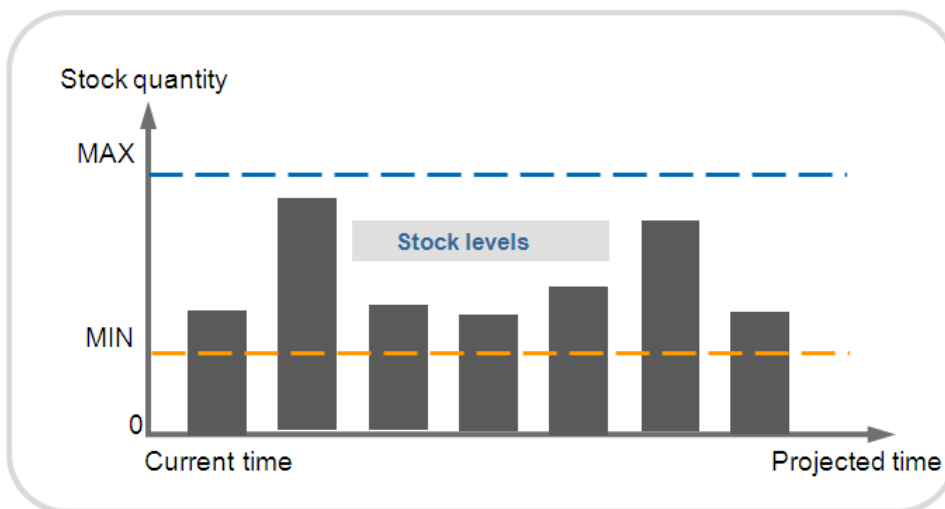
## 2 Introduction to the Vendor Managed Inventory process

The Vendor Managed Inventory (VMI) is an approach where you as a supplier are responsible for the management of the stock held by your customer.

The material assigned to the VMI (IPR) process does not appear as a demand in the purchase order overview.

Your customer will provide appropriate demand forecasts, their current inventories as well as minimum (Min) and maximum (Max) stock levels on a regular (usually daily) basis.

You should apply the correct replenishment actions in order to trigger appropriate deliveries of the requested material to your customer's warehouse and keep the material stock between this Min & Max levels.



There are several stock types:

- ✓ Actual stock: - the quantity of goods present at the current time
- ✓ Projected Stock: - describes the evolution of the available stock in the future

As soon as the application detects irregular cases (e.g. an out-of-stock situation), an alert is raised.

Thanks to that, you may only need to react if an alert is raised. If there are no alerts raised by SupplyOn concerning a VMI material, there is no need for you to perform replenishment actions for this material.

The following types of alerts are available:

- ✓ If the inventory level is not between the agreed Min & Max
- ✓ If the inventory level is not between the agreed Min & Max at the end of the day
- ✓ If the inventory level is not between the agreed Min & Max in the future

You need to set up the alerts by yourself as described [here](#).

### 3 How to access SupplyOn

To work with SupplyOn your company administrator needs to set up an account and initial password for you. The administrator will assign the appropriate roles to you ([see chapter 8, Roles and Rights](#)).

Your customer sends demands and their stock levels from his ERP system(s) on a regular basis. Based on this information, you are enabled to manage your deliveries. There is no automatic e-mail notification as you are used from other processes.

Open an internet-browser and log in to SupplyOn.

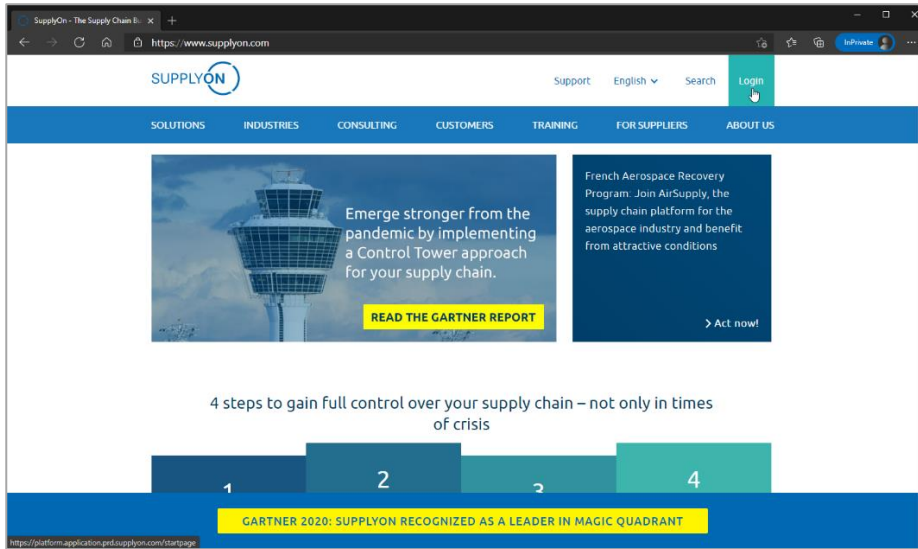


Figure: SupplyOn home page with Login button

Depending on your roles, you may see different tiles than used in the following screenshots.

1. Click the tile **Logistics & Finance**

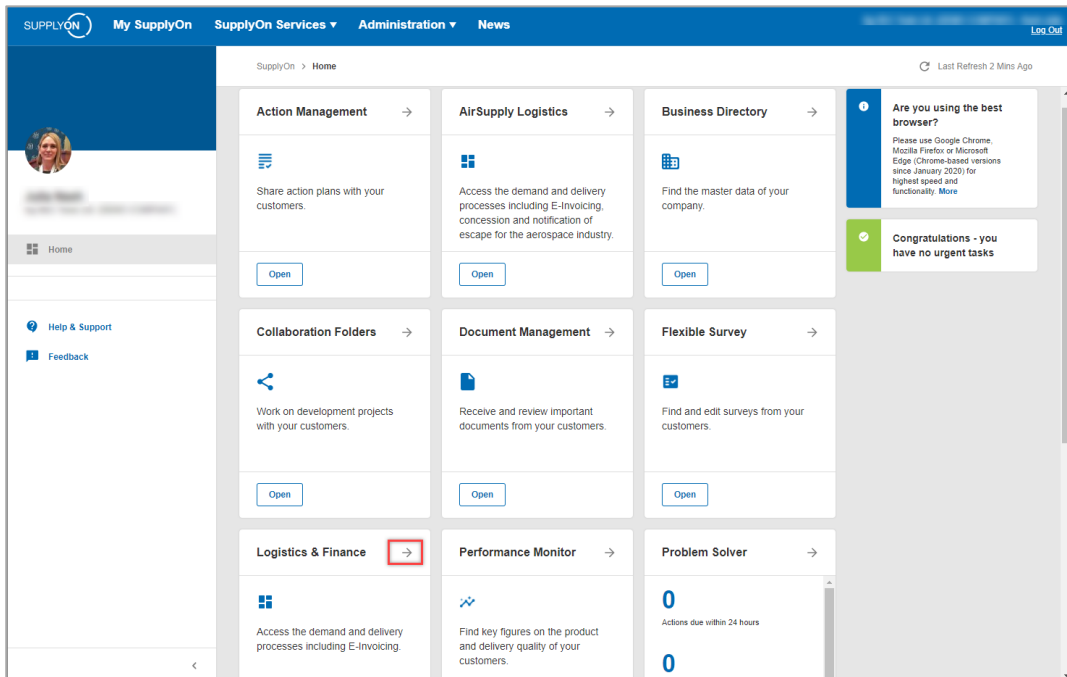


Figure: Home screen with tiles per application and actual notifications

## 4 How to work with the Dashboard

The **Logistics & Finance Dashboard** is displayed.

Depending on your roles, you may see different tiles than used in the following screenshots.

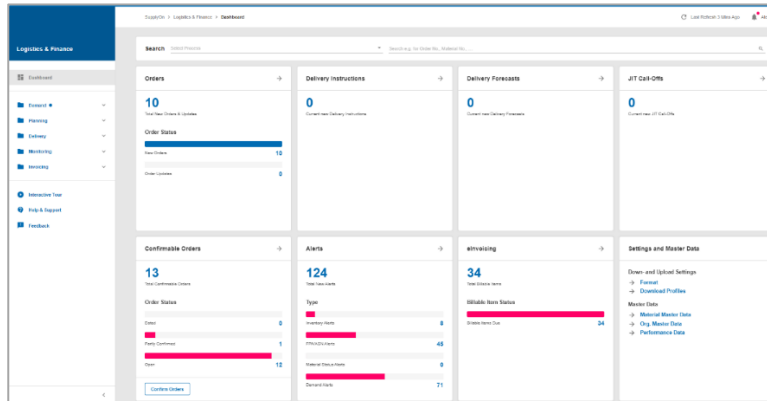


Figure: **Dashboard**

What I can see in the VMI (IPR) tile:

Within the VMI (IPR) tile you see material-based alerts.

- ✓ Projected Stock: Inventory Alerts – the sum of all alerts
- ✓ Actual Stock: Inventory Alerts – the sum of alerts based on the Actual Stock status
- ✓ Material Situation at the end of today:
  - Below Zero: – the actual stock is below zero at the end of the day
  - Below Min Limit: – the actual stock is below the agreed minimum level at the end of the day
  - Above Max Limit: – the actual stock is above the agreed maximum level at the end of the day

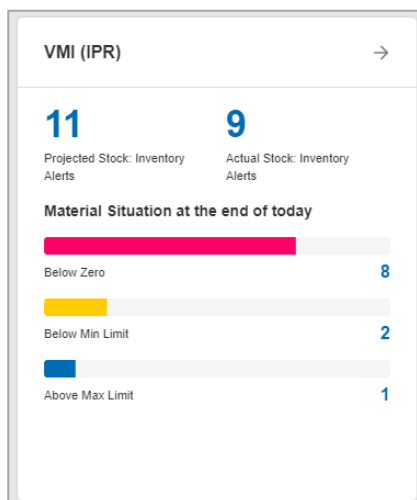


Figure: **Dashboard / tile / VMI (IPR)**

## 5 How to work with the Inventory Projection

### 5.1 How to open the Inventory Projection

1. To get an overview of all material numbers managed by VMI (IPR), click ->



Figure: Dashboard / tile / VMI (IPR)

In this example 18 different material numbers are flagged by your customer with VMI (IPR) and appear in the IPR Materials overview screen.

Material	Material Desc.	Status	Stock...	Stock...	Demand L	In-transit	Min	Max	1st Stock Out	First "Below Min." Sit.	First "Above Max." Sit.	Code Buyer	Plant Buyer	Unloading P.	Bu
455933		Red	0	-271 900	271 900	0	0	0	16/08/21	16/08/21		MX01	B. Fischer Mexico	B. Fischer Me...	BF
11340998		Red	9 507	-22 758	38 265	6 000	4 500	7 300	16/08/21	16/08/21		IT01	B. Fischer Italia	Trenfurt - A	BF
2025338		Red	2 628	-659	3 287	0	800	1 000	16/08/21	16/08/21		IT01	B. Fischer Italia	Bekaaft	BF
NJK-000017		Red	0	-250	250	0	0	0	16/08/21	16/08/21		IT01	B. Fischer Italia	N-UK Gate 1	BF
ASA-000024		Red	661	-2 639	3 300	0	100	800	16/08/21	16/08/21		IT01	B. Fischer Italia	DEMO1	BF
ASA-000041		Red	671	-2 629	3 300	0	200	600	16/08/21	16/08/21		IT01	B. Fischer Italia	DEMO_VT	BF
995555		Red	0	0	0	0	1 000	5 000	16/08/21	16/08/21		IT01	B. Fischer Italia		BF
455933		Green	4 562	-267 338	271 900	0	1 000	8 000	16/08/21	16/08/21		MX01	B. Fischer Mexico	B. Fischer Me...	BF
NJK-000010		Green	0	2 000	54 000	56 000	2 000	5 000	16/08/21	16/08/21		IT01	B. Fischer Italia	N-UK Main Gate	BF
455828		Green	3 264	-244 536	247 800	0	3 000	10 000	16/08/21	16/08/21		MX01	B. Fischer Mexico	B. Fischer Me...	BF
993745		Green	3 473	3 207	1 416	1 150	2 700	6 000	16/08/21	16/08/21		IT01	B. Fischer Italia	B. Fischer Ita...	BF
345828	Sealing	Green	7 922	7 922	0	0	7 000	12 000		23/08/21		MX01	B. Fischer Mexico	B. Fischer Me...	BF
890126	Casing	Green	2 570	6 272	1 098	4 800	1 000	2 000			17/08/21	IT01	B. Fischer Italia	B. Fischer Ita...	BF
123442-B		Green	9 200	1 788	11 212	3 800	1 000	3 400				DE01	B. Fischer DE	7501	BF
127376		Green	2 625	2 217	1 176	788	610	1 566	26/08/21	23/08/21	17/08/21	IT01	B. Fischer Italia	B. Fischer Ita...	BF
345828		Green	7 922	10 022	0	2 100	950	5 000			17/08/21	IT01	B. Fischer Italia	B. Fischer Ita...	BF
747490		Green	2 242	1 299	943	0	500	3 000	23/08/21	21/08/21		IT01	B. Fischer Italia	B. Fischer Ita...	BF
NJK-000003		Red	1 000	-53 000	54 000	0	2 000	3 000	16/08/21	16/08/21		IT01	B. Fischer Italia	N-UK Main Gate	BF

The columns marked in green give you an actual overview of the stock situation per product.

The **Status** represents the following color codes:

- ✓ Red: - Stock out
- ✓ Orange: - below minimum
- ✓ Blue: - over maximum
- ✓ Green: - ok

The **Min** and **Max** columns show the limit levels defined by your customer, and the column **First "Below Min." Sit.** shows when the stock is expected to get below the minimum.

2. Select the material you want to work with by setting a **tick**
3. And click **Inventory Projection**.

Figure: IPR Materials / Overview



The Inventory Projection screen is divided into three areas:

- ✓ **Diagram and table** – overview of actual and projected stock levels and their position related to the min & max range, demands and planned deliveries including a graphical visualization
- ✓ **Material Details** – information like rounding and minimum delivery quantity, timestamps of last stock messages as well as order and ASN references
- ✓ **Legend** – explains the color codes in the diagram

The following buttons help with:

- ✓ **Master data** – changing the selected material master data like for example rounding and minimum delivery quantity
- ✓ **Configure view** – changing the actual view of the diagram

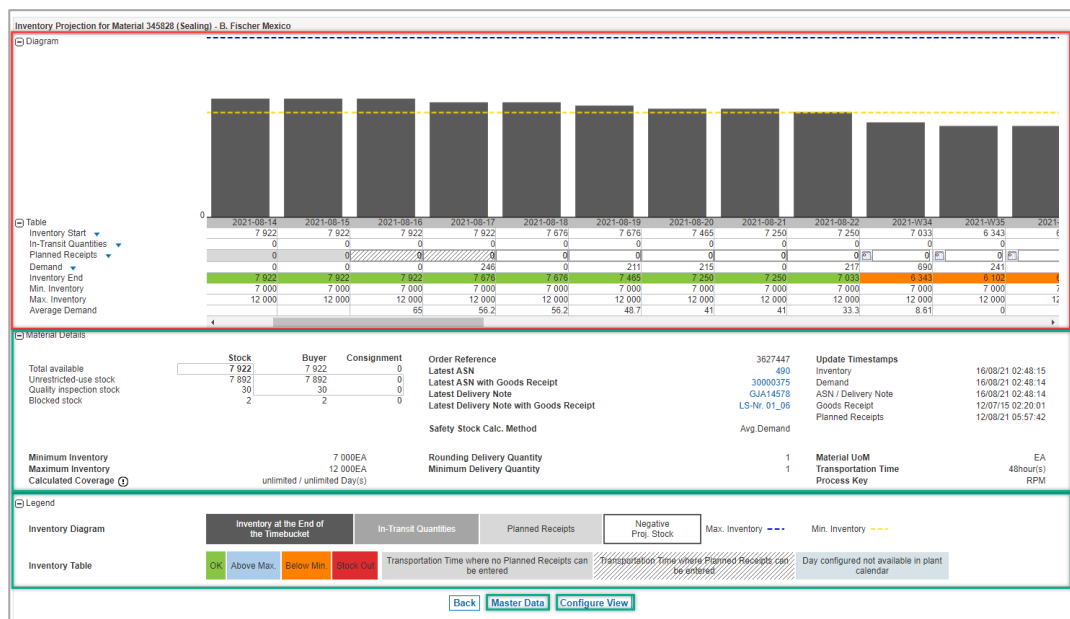


Figure: Inventory Projection with marked areas and buttons

## 5.2 How to plan your deliveries

The following screens and actions are examples to explain how to plan your deliveries.

The screenshot shows that the stock level slips below the agreed minimum quantity in calendar week 34. The minimum agreed quantity is represented by the yellow line. The maximum agreed quantity is represented by the blue line.

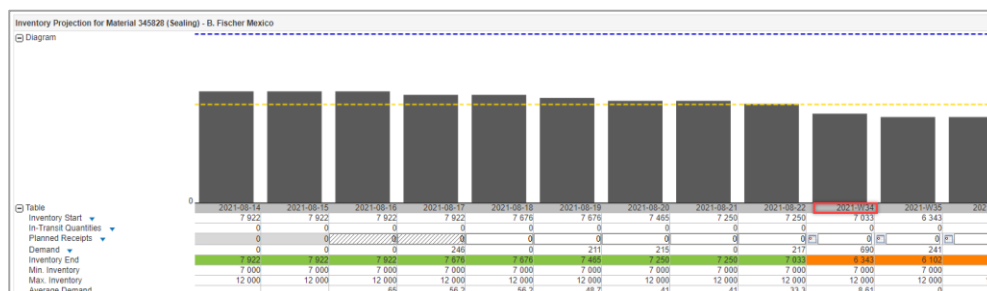


Figure: Inventory Projection diagram and table

The transportation time for this material to the customer location is defined with 48 hours. This is a setting you define in the master data as described [here](#). This ensures that you cannot plan a delivery within this defined period. In the screen above the 16<sup>th</sup> and 17<sup>th</sup> August are blocked in the Planned Receipt line.

Material Details		Stock	Buyer	Consignment	Order Reference	3627447	Update Timestamps
Total available	7 922	7 922	0		Latest ASN	490	Inventory 16/08/21 02:48:15
Unrestricted-use stock	7 922	7 922	0		Latest ASN with Goods Receipt	30000375	Demand 16/08/21 02:48:14
Quality inspection stock	30	30	0		Latest Delivery Note	GJA14578	ASN / Delivery Note 16/08/21 02:48:14
Blocked stock	2	2	0		Latest Delivery Note with Goods Receipt	LS.Nr. 01_56	Goods Receipt 12/07/19 02:20:51
					Safety Stock Calc. Method	Avg Demand	Planned Receipts 12/08/21 05:57:42
Minimum Inventory		7 000EA			Rounding Delivery Quantity	1	Material UoM EA
Maximum Inventory		12 000EA			Minimum Delivery Quantity		Transportation Time 48hour(s)
Calculated Coverage		unlimited / unlimited Days					Process Key RPM

Figure: Inventory Projection with material details and the defined transportation time

1. Enter into the **planned receipts** field for August 21st the quantity **1200**.

As a result, you can see that there is no critical situation within the following days anymore. The planned receipts are shown in light grey on top of the dark grey bar. As soon as the goods are received by your customer and the stock level is updated the quantity will be added to Inventory level.

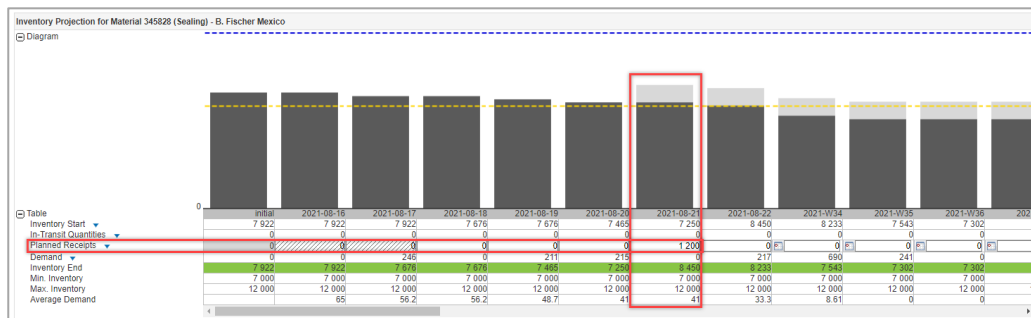


Figure: Inventory Projection with diagram, table and planned receipt delivery

### 5.3 How to create an ASN out of VMI

Inform your customer about the shipment of your planned delivery with an ASN.

1. Move your mouse over the **In-Transit Quantities** area and
2. select **create ASN**.

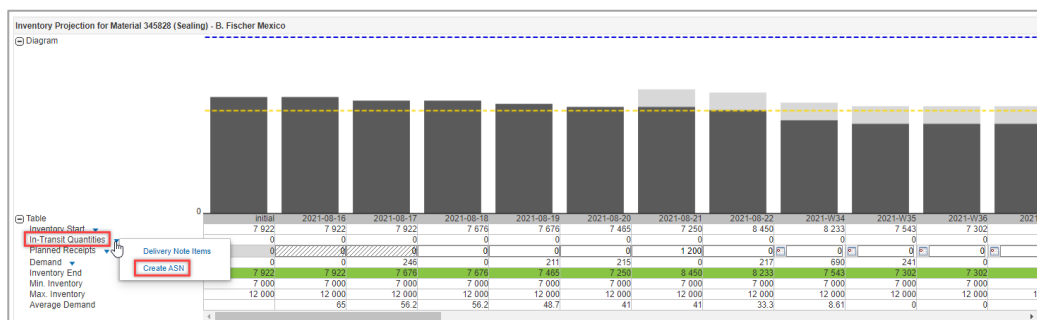


Figure: Inventory Projection view with diagram and activated selection for creating an ASN

3. Define the time frame for the **planned receipts to be considered for delivery**
4. and click **apply**.

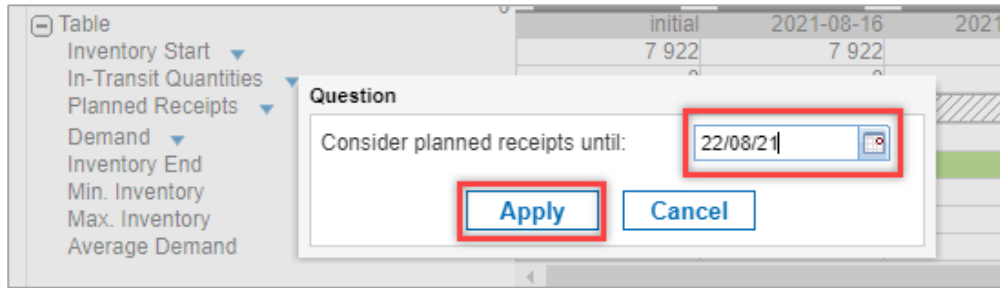


Figure: **Inventory Projection** view with question box for **considered planned receipts**

The **Create ASN** screen is displayed. Continue to create an ASN as described in the 'Handout for the SupplyOn Service Logistics & Finance. Advance Shipping Notice (ASN)', which can be found on the [Supplier Info Portal](#).

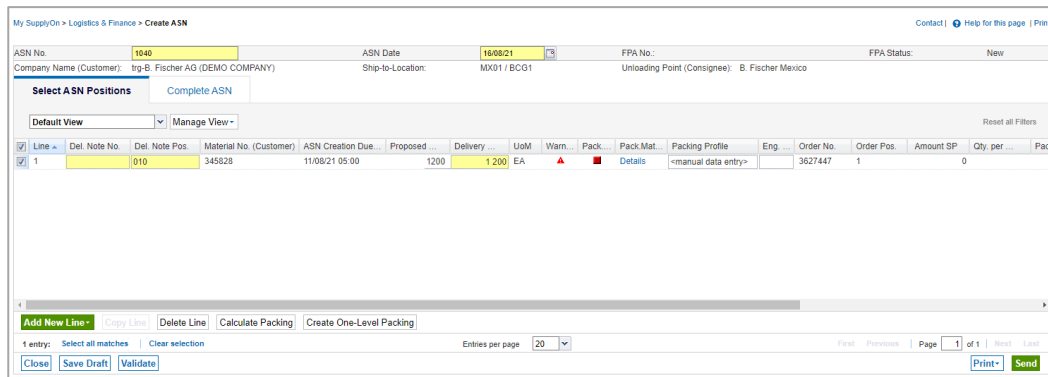


Figure: **Create ASN** with **Select ASN Positions** tab

As soon as you have sent the ASN, the **planned receipts** quantity will be reset to **0** and the line **In-Transit Quantities** will show for this example the quantity **1200**.

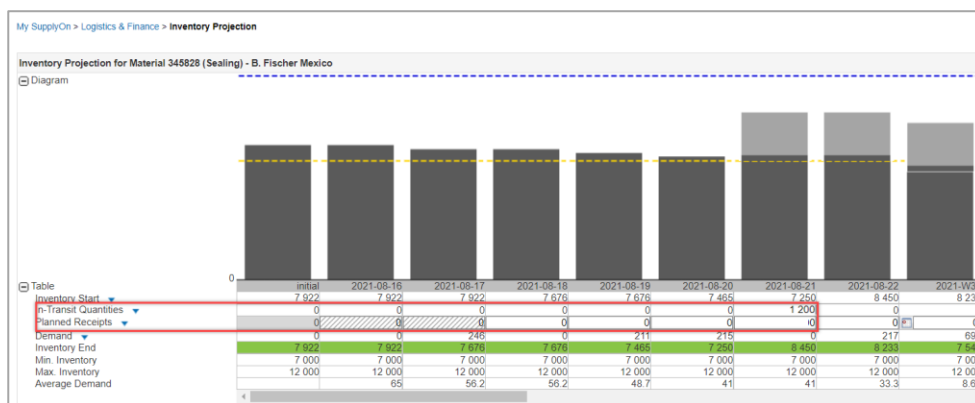


Figure: **Inventory Projection** view with new stock view with **In-Transit Quantities** number and stock

As soon as your customer has received the sent material, the **In-Transit Quantity** is reset to **0** and the **Inventory Start** will show a plus of **1200**.

## 5.4 How to view the demand details and history

The Inventory Projection screen offers additional details about the demands the customer sends. You can either open the details or the history.

1. Move your mouse over the **demand** area and select either **Demand history** or **Demand details**

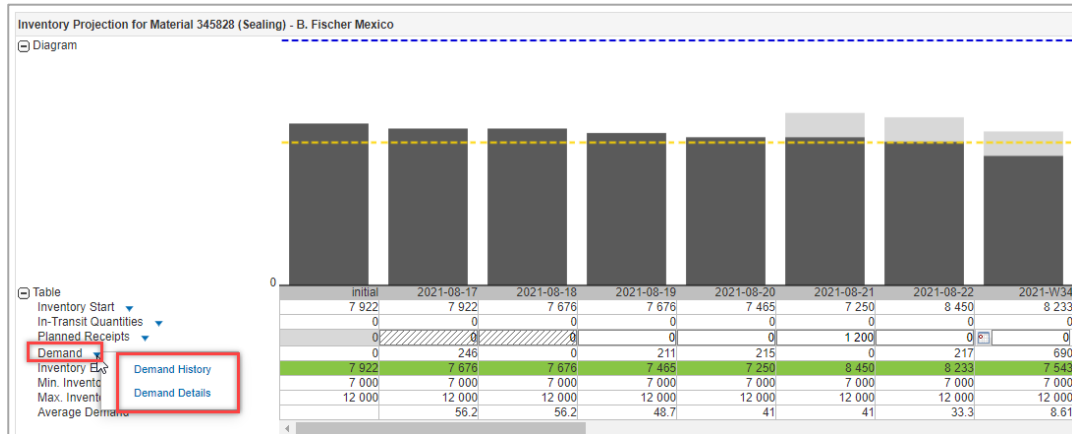


Figure: Inventory Projection view with diagram and activated selection for Demand

Within the **Demand History** you can see if and how a demand has changed within a certain time period. You define the time period of the messages and how many **time buckets** you want to see. A **time bucket** can be a day, a week or a month.

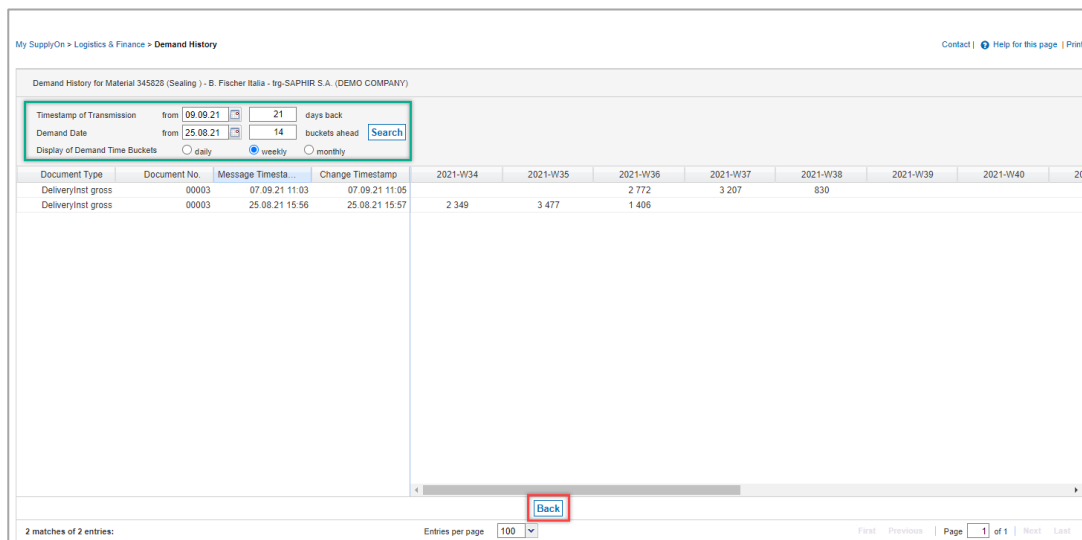


Figure: Demand History with details of demand messages

2. Click **Back** to return to the Inventory Projection screen.

Within the **Demand Details** you see the demands displayed in the layout of a delivery instruction. Here you can either Download or Print the demands if needed. From here you can also view the Demand history.

My SupplyOn > Logistics & Finance > Delivery Schedules > VMI-Demand (IPR) Details Contact | Help for this page | Print

**VMI-Demand (IPR) Details** | Partner Information | Additional Information

**Material Related Information**

Document No:	00003	Transmission Date:	07.09.21 11:03	Validity Period:	-
Buyer Material Number:	345328	Supplier Material Number:	00003	Planner:	
Material Description:	Sealing	Message Number:	00003		
Engineering Change Level:		IoM:	EA	Supply Model:	VMI
IncoTerms:	EXWFrankatur Text	Order Number:	3527447	Order Position:	1
Production Release:		Delivery Instruction Number:	1	Date:	22.09.21
Material Release:		Delivery Instruction Number Old:	2	Date:	

**Additional Reference Data**

Current cumulated quantity received: 0 Start date of current cumulated quantity: Last cumulated quantity before resetting:

**Cumulative quantities**

Buyer: 0  
 Supplier: 4.180   
 Quantity from ASNs in draft status: 0  
 Status: ok

**VMI-Demand (IPR) Schedule Lines**

Default View | Manage View

Delivery Date -	Pickup Date	Dispatch Qty.	cum. Quantity	Difference	Commit	Del...
07.09.21		359			Fix	359
08.09.21		498			Fix	498
09.09.21		482			Fix	482
10.09.21		437			Fix	437
11.09.21		517			Fix	517
12.09.21		479			Fix	479
13.09.21		444			Fix	444
14.09.21		497			Fix	497
15.09.21		537			Fix	467

Figure: VMI-Demand (IPR) Details with the Demand History, Download and Print buttons

3. Click **Back** to return to the **Inventory Projection** screen.

## 6 Material master data I can define by myself

You can update relevant material master data. For that you need the role as described [here](#).

1. Open the **Logistics & Finance** Dashboard
2. Scroll down to the tile **Settings and Master Data**
3. Open the **Material Master Data**

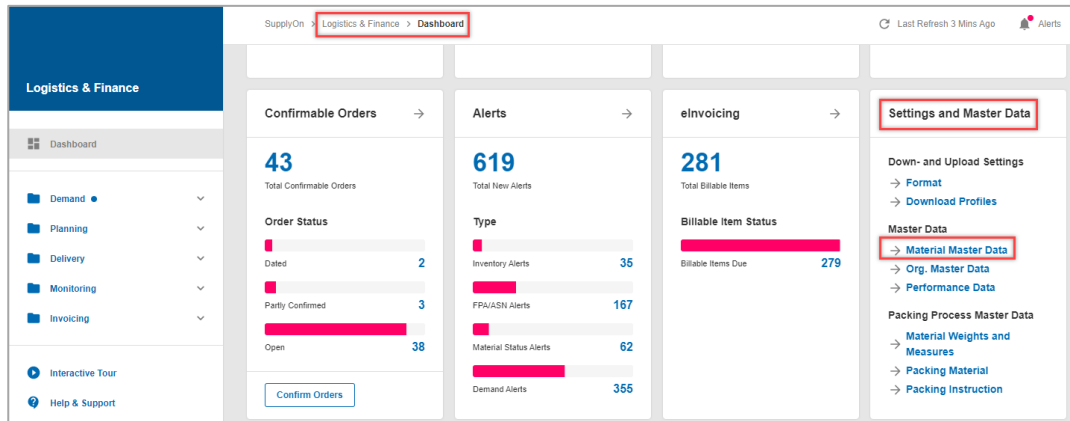


Figure: **Logistics & Finance** Dashboard with the tile **Settings and Master Data**

You are in the Material Master Data screen. Here you can define master data either one by one or use the **Download Material xls** and **Upload xls** functions.

SupplyOn > Supply Chain Collaboration > Material Master Data

Material	Material Number (Customer)	Material Description (Customer)	Unit of Measure	Material Number (Supplier)	Organization code (Customer)	Customer site	Supplier	Scheduled for Deletion
<input type="checkbox"/>	00000000000009616	ET200M, PROFILSCHIENE 483MM	PCE	6ES7195-1GA00-0XA0	S_K55	Siemens Stuttgart, D	SiemensTestDE03	No
<input type="checkbox"/>	00000000000009619	ET200M, EX-TRENNWAND	PCE	6ES7195-1KA00-0XA0	S_K55	Siemens Stuttgart, D	SiemensTestDE03	No
<input type="checkbox"/>	00000000000009897	FRONTSTECKER, 20POL, FEDE...	PCE	6ES7392-1BJ00-0AA0	S_K55	Siemens Stuttgart, D	SiemensTestDE03	No
<input type="checkbox"/>	00000000000042030	Brennspritus (BIB-Spiritus) 1 l	LTR	IVZ.1070021	S_K55	Siemens Stuttgart, D	SiemensTestDE03	No
<input type="checkbox"/>	000000000000143809	FRONTSTECKER, 40POL, FEDE...	PCE	6ES7392-1BM01-0AA0	S_K55	Siemens Stuttgart, D	SiemensTestDE03	No
<input type="checkbox"/>	00000000000200821	STAHL-RD 210 TL 101 1.65	KGM		S_CF1	Flender Bocholt 0030	SiemensTestDE03	No
<input type="checkbox"/>	00000000000200824	STAHL-RD 260 TL 101 1.65	KGM		S_CF1	Flender Bocholt 0030	SiemensTestDE03	No
<input type="checkbox"/>	00000000000203038	SCHB-LOCH S75X100X155 1.65	PCE		S_CF1	Flender Bocholt FLEN	SiemensTestDE03	No
<input type="checkbox"/>	000000000000322367	SCHRB-ZYL M12X025 D 7984 8.8	PCE	6115	S_CF1	Flender Bocholt 0020	SiemensTestDE03	No
<input type="checkbox"/>	000000000000323653	STIFT-GEW M10X020 W 3076 45H	PCE		S_CF1	Flender Bocholt 0020	SiemensTestDE03	No

Figure: **Material Master Data** overview screen

The min and max amount quantities are defined in the customer ERP and cannot be changed by you. You can define:

- ✓ **RND. Del. Qty. (rounding delivery quantity)** – is considered when creating the planned delivery. For one material the rounding quantity is for example 100. The system will not accept 85 as a planned delivery.
- ✓ **Min. Del. Qty. (Minimum delivery quantity)** – is considered when creating the planned delivery. For one material the batch size is for example 2000. The system will not accept a planned delivery of 1900 and will correct it up to 2000.

- ✓ **Transp. Time** (Transportation time) – is considered when creating the planned delivery. In this example 48 hours is shown. The next planned delivery is possible in 2 days.

SupplyOn > Supply Chain Collaboration > Material Master Data

Material

View/Edit Details Download Upload View history

	Material Number (Customer)	Material Description (Customer)	Material Number (Supplier)	Rounding Delivery Quantity	Minimum Delivery Quantity	Transportation Time
<input type="checkbox"/>	000000000000009616	ET200M, PROFILSCHIENE 483MM	6ES7195-1GA00-0XA0	1	1	48
<input type="checkbox"/>	000000000000009619	ET200M, EX-TRENNWAND	6ES7195-1KA00-0XA0	1	1	48
<input type="checkbox"/>	000000000000009897	FRONTSTECKER, 20POL, FEDE...	6ES7392-1BJ00-0AA0	1	1	48
<input type="checkbox"/>	00000000000042030	Brennspiritus (BfB-Spiritus) 1 l	IWZ.1070021	1	1	48
<input type="checkbox"/>	000000000000143809	FRONTSTECKER, 40POL, FEDE...	6ES7392-1BM01-0AA0	1	1	48
<input type="checkbox"/>	000000000000200821	STAHL-RD 210 TL 101 1.65		1	1	48
<input type="checkbox"/>	000000000000200824	STAHL-RD 260 TL 101 1.65		1	1	48
<input type="checkbox"/>	000000000000203038	SCHB-LOCH 575X100X155 1.65		1	1	48
<input type="checkbox"/>	000000000000322367	SCHRB-ZYL M12X025 D 7984 8.8	6115	1	1	48

Figure: **Material master data** overview screen of **Rounding Delivery Quantity**, **Minimum Delivery Quantity** and **Transportation Time**

## 7 How to create a process-based alert

SupplyOn supports you in complying with the logistics KPIs. As explained [here](#), you can see your current to-dos in the dashboard in the different order tiles. Additionally, you can set up an individual email alert for specific situations. This ensures that critical situations are no longer overlooked and logistics KPIs can be met.

1. Open the **Dashboard**
2. Click **Alerts**
3. Select **Inventory Alerts**

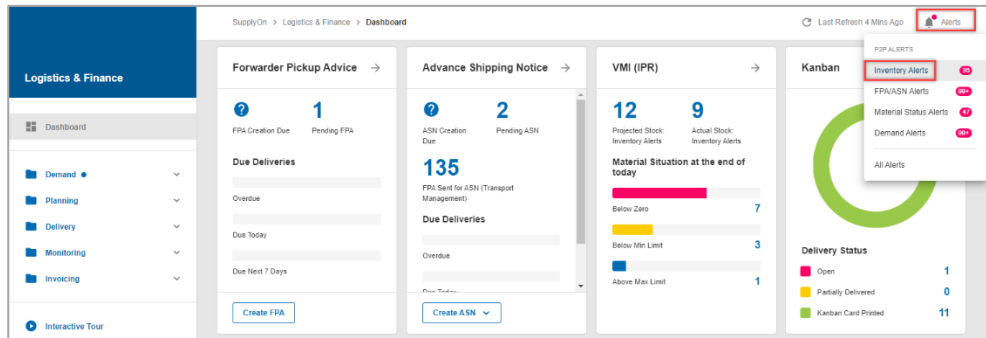


Figure: Dashboard / Alerts

Define a search profile you are interested in. For further details how to create a search profile open the [media library](#) and search for the tutorial **VMI monitoring**.

4. Build your search profile by clicking **Add a line**.
5. Select the Search criteria, for this example select **Status Stock Projection**.
6. Leave **equal to** and select the entries **below minimum**, **below zero** and **above maximum**.
7. Determine by when you want to be informed about this situation by selecting **occurrence**, **days in the future** and **90**.
8. Test your search parameters by clicking **Search**.

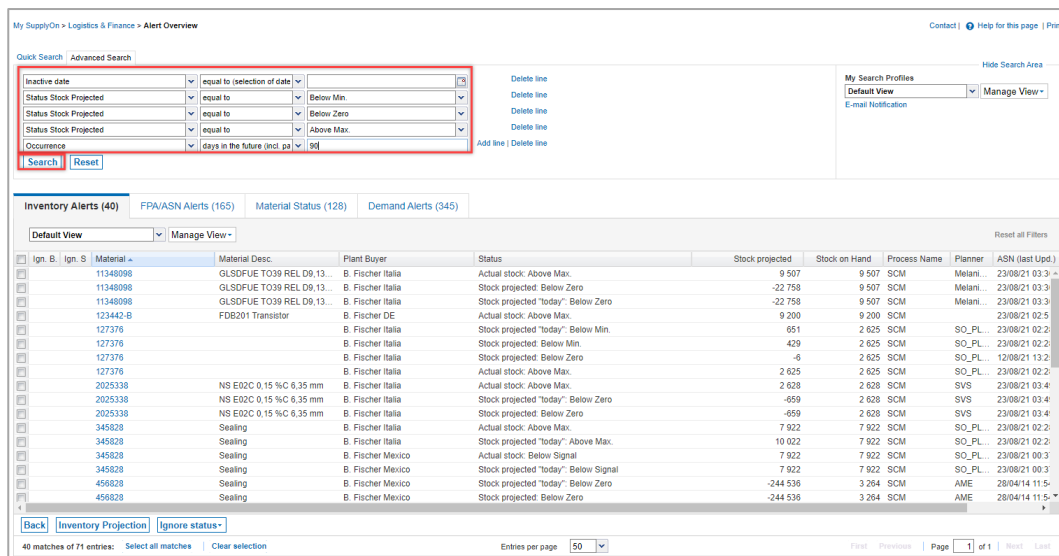


Figure: Alert Overview / Define Search Profile



You can save these search parameters as search profile and define the frequency of e-mail notifications for it. Define a name for your search parameters and save it.

9. Define a name for your **Search Profile**.
10. Click on the **Drop Down** next to **Manage View**
11. and click **Create new**

The screenshot shows the 'Alert Overview' page in SAP. At the top, there are search filters for 'Inactive date', 'Status Stock Projected', and 'Occurrence'. Below these is a 'My Search Profiles' section with a dropdown menu showing 'critical in 90 days' and a 'Manage View' button. A table below lists 14 inventory alerts with columns for material, description, plant, status, stock projected, stock on hand, process name, planner, and ASN. The table includes items like 'GLSDFUE TO39 REL D9.13', 'NIS E02C 0,15 %C 6,35 mm', and 'Zweig zum Koppeln'.

Figure: Alert Overview / Define and save Search Profile

12. Click **E-mail Notification**

This close-up screenshot shows the 'My Search Profiles' dropdown menu. The selected profile is 'critical in 90 days'. Below it, the 'E-mail Notification' option is highlighted with a red box. To the right, there is a 'Manage View' button with a dropdown arrow.

Figure: Alert Overview / Define E-mail Notification for Search Profile

13. The just created search profile is automatically selected.
14. Set the tick next to **Active**.
15. Define the notification period, for example on a daily basis at 8:15 am in the morning.
16. Click **Save**

My SupplyOn > Logistics & Finance > Alert Overview > Email Notification

### E-mail Notification

Based on Search Profile

Active

Alert Notification Type  
 as Attachment  as Pure Text

Frequency  
Periodic (according to your timezone: (GMT+01:00) Europe/Berlin)  
 Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  
 Daily at  :   
 Hourly from  to  every  hour(s)

Figure: Alert Overview / E-mail Notification

In this example you will receive an e-mail notification as soon as the critical situation occurs.

## 8 Roles and Rights

Basic information about your user account, its roles and rights are visible under Administration – My User Account.

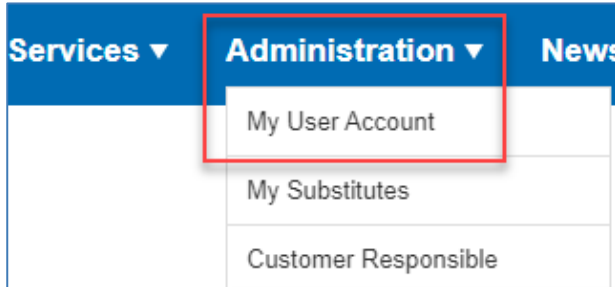


Figure: Administration > My User Account

As soon as you click here, you will see basic information like your username, email address etc.

**Contact data**

User ID\*: SiemensTest\_User\_TTA1

First name\*:

Last name\*:

Salutation\*:  ▼

E-mail\*:

Phone\*:

Language\*:  ▼

Two-factor authentication:  Enabling for user

[Change Password](#)

Figure: My master data

To be able to commit the actions of this guide, the following roles in the tab “My roles” are required:

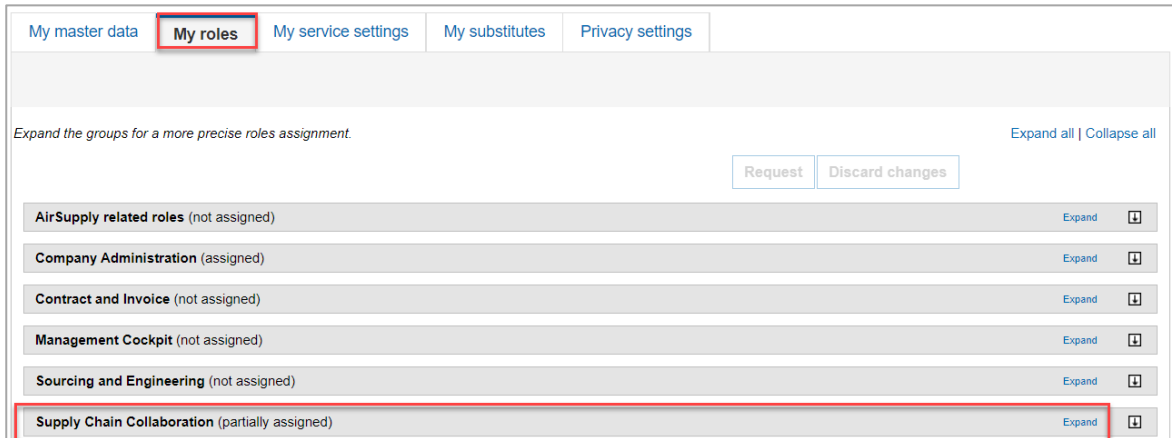


Figure: **My roles**

Group: Supply Chain Collaboration

VMI Seller Admin:

✓ Display of VMI articles, display and changing of supplier master data

WebEDISellerAdmin:

✓ Access to Supply Chain Collaboration.

The SupplyOn Company Admin is authorized to create new users or to assign roles to already existing users.

Depending on whether you were already an existing supplier on SupplyOn or are completely new, the role assignment differs:

For newer suppliers you should see this screen here:

### Shipping, Goods Receipt, Warehouse...

Areas of responsibility			
<input type="checkbox"/>	Name ↑	Description	More information
<input type="checkbox"/>	Company Administration	Company master data, users and permis...	<a href="#">More information</a>
<input type="checkbox"/>	Order Fulfillment, Finance Processes	Supply Chain Management.	<a href="#">More information</a>
<input type="checkbox"/>	Quality Management	Supplier Quality Management (QM).	<a href="#">More information</a>
<input type="checkbox"/>	Sales	Sourcing to Contract, Progress to Order ...	<a href="#">More information</a>
<input checked="" type="checkbox"/>	Shipping, Goods Receipts, Warehouse ...	Shipping, goods receipts, warehouse ma...	<a href="#">More information</a>
<input type="checkbox"/>	Supply Chain Administration	Demand, logistics and finance processes.	<a href="#">More information</a>

Figure: User Management with Edit User and Areas of responsibility

After clicking **More information**, the following help page is displayed. Here you can see the tasks the user can fulfill with this responsibility.

Shipping, goods receipts, warehouse management
<p><b>Logistics &amp; Finance</b></p> <ul style="list-style-type: none"> <li>• Displaying demand and logistics data</li> <li>• Creating FPAs and ASNs</li> <li>• <b>Editing planned receipts</b></li> <li>• <b>Editing stock movements</b></li> <li>• Creating goods receipts</li> <li>• <b>Managing master data</b></li> </ul>

Figure: Help page with explanation for Shipping, goods receipt and warehouse management responsibility

## 9 FAQs and further assistance

### ✓ Forgot your password?

You can receive a new password at any time. You will need your user ID and your e-mail address. You will receive an e-mail with a link that you must click on within the next 24 hours. You will then be redirected to a website where you can set your new password. You can start the process [here](#).

### ✓ Forgot your user-ID?

You can be informed of your user ID at any time. To do this, you will need your first and last name and your e-mail address. You will then receive an e-mail with your current user ID. Important: The e-mail address, first name and surname must be stored at SupplyOn. Your spam filter must not block the e-mail. You can obtain your user ID [here](#).

### ✓ Do you need more roles and rights on SupplyOn?

Every company that uses SupplyOn services has at least one user administrator. Only this administrator can create users or manage roles and rights. A list of SupplyOn user administrators in your company can be found in the "Administration" menu, option "My user administrators".

Further frequently asked questions can be found [here](#).

Detailed information on the SO applications and navigation on the user interface can be found in the [SupplyOn Media Library](#).

For productive questions, please contact us here: <https://contact.supplyon.com/en/>

- Worldwide support in 9 languages (English, German, French, Spanish, Portuguese, Italian, Chinese, Japanese and Korean)

- Available 365 days/24 hours