

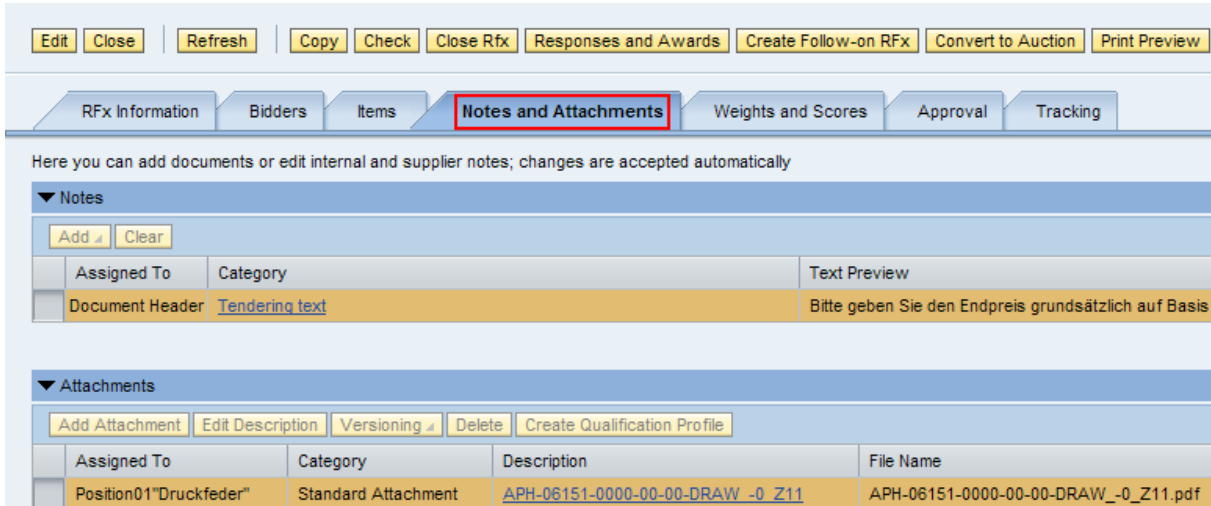
SRM FAQ

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1. Where do I find attachments (e.g. drawings) in SRM

Attachments can be found under the tab "Notes and Attachments" (see example below).



Here you can add documents or edit internal and supplier notes; changes are accepted automatically

▼ Notes

Add Clear

Assigned To	Category	Text Preview
Document Header	Tendering text	Bitte geben Sie den Endpreis grundsätzlich auf Basis

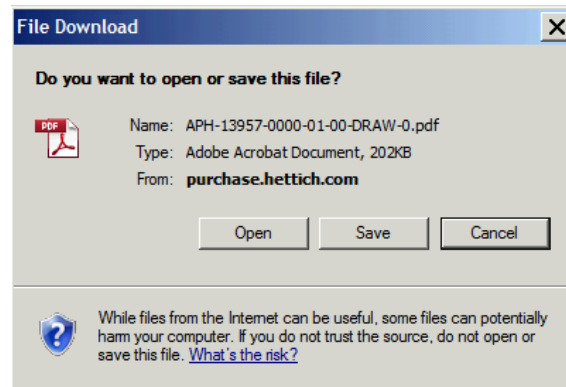
▼ Attachments

Add Attachment Edit Description Versioning Delete Create Qualification Profile

Assigned To	Category	Description	File Name
Position01"Druckfeder"	Standard Attachment	APH-06151-0000-00-00-DRAW_-0_Z11	APH-06151-0000-00-00-DRAW_-0_Z11.pdf

2. It is not possible to open attachments

Double-clicking on the link to the attachment does not lead to any result – neither does it display the content of the attachment, nor trigger the appearance of the following popup (to Open or Save the attachment).



The invitation to the RfX includes the following message regarding the necessary Internet Explorer settings for opening the attachments.

Note the required settings in Internet Explorer related to opening attachments in our tenders. These are available on pages 5 - 9 in our SRM instruction manual.

The SRM instruction manual, guidance on using our tender portal, is given below:

<http://www.hettich.com/fileadmin/content/mediathek/company/Bidder-Documentation.pdf>

Please configure the settings in your browser (Internet Explorer) as described in the message. This should help to open the attachments without any problems.

3. Access to SRM is not possible

The Support team would be able to work on restoring the access as quickly as possible, if you would send the following information to the e-mail address: SRM_Support@de.hettich.com

- Number of RFx
- User-ID (if known)

Without this information, you cannot receive new access data.

Considering the safety aspects, you will always receive the access data in two separate e-mails.

One e-mail would contain the user id and the other the initial password, which would need to be modified at the time of first login.

4. It is not possible to offer

If you are not able to make an offer for a RFX (for e.g. if the button "Create Answer" is missing), it could be due to an incorrect user id.

The following structure is applicable for the bidders in SRM:

Company ID → Contact person ID → User ID

Due to double-registrations, intentional creation of multiple contact persons, etc., many bidder companies have more than one user id. It should be noted here, that only the user id of the bidder invited for the RFX can create an offer. All other users only have authorisation to read a RFX, but cannot create an offer.

To get your user id checked in such cases, get in touch with your contact person from our Purchasing department or contact our SRM Support by e-mail SRM_Support@de.hettich.com.