Table of Contents

1. INTRODUCTION ......................................................................................................................................................... 2

2. PORTAL REGISTRATION .................................................................................................................................................. 3
   2.1 PREPARATION CHECKLIST .......................................................................................................................................... 3
   2.2 PRE-REGISTRATION .................................................................................................................................................... 4
   2.3 FIRST TIME LOGIN .................................................................................................................................................... 5
   2.4 REGISTRATION AND SUPPLIER PROFILE
      Item #1 – Registration Successful ................................................................................................................................. 6
      Item #2 – Account data received / Login successful / Enter additional company data .......... 7
      Item #3 – Contacts ......................................................................................................................................................... 8
      Item #4 – Material Group Assignment (Commodities) ............................................................................................... 9
      Item #5 – Detailed Profile ......................................................................................................................................... 10
      Item #6 – Publish Profile .......................................................................................................................................... 11

3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS) ............................................................................................. 12
   3.1 OVERVIEW ............................................................................................................................................................... 12
   3.2 ADD OR MODIFY USERS / ADD ADDITIONAL ADMINISTRATORS (Administrator Function) ....... 13
   3.3 MODIFY / UPDATE USER DATA (User Function) ..................................................................................................... 14
   3.4 UPDATE / MAINTAIN QUALITY CERTIFICATIONS – ISO / TS / AS / MBE ........................................... 15

4. FREQUENTLY ASKED QUESTIONS .................................................................................................................................... 16

5. FNST CORPORATE PURCHASING CONTACT LIST ......................................................................................................... 17
1. INTRODUCTION

Freudenberg-NOK Sealing Technologies (FNST) will be utilizing a web based Supplier Portal. This Supplier Portal is run through software called Jaggaer Direct and is provided at no cost to our supplier partners. The Supplier Portal is designed to be a central location to share information between FNST and our Supplier Partners.

The FNST Supplier Portal / Jaggaer Direct Software can be used to communicate information such as:

**Supplier Profile (contacts, products, certificates)**
Suppliers maintain key contact information, tax forms (W9), quality certifications (ISO/TS), products offerings (identify commodities).

**Request for Quotation and Supplier Response**
RFQ and RFI can be sent through the system, and suppliers can respond within the system (usage will depend and Site and/or Commodity).

**Purchase Orders**
Purchase Orders can be sent through this system, and suppliers can acknowledge/decline through the system (usage will depend and Site and/or Commodity).

**Material Forecasts, Orders and Releases**
Material Forecasts and Orders can be sent through the system (usage will depend and Site and/or Commodity).

**Quality Management**
Quality issues and complaints can be communicated through the system, and suppliers will respond within the system (8D, 5why, etc.). Coming Soon!

**Inventory Management**
Some suppliers will be asked to participate in our Vendor Managed Inventory System (VMI). This is currently handled by QAD SV which will be phased out and replaced with this System. Usage will depend and Site and/or Commodity.

If you have further questions please contact the Corporate Purchasing Team (see page 17).

Thank you for your continued support and cooperation.
## 2. PORTAL REGISTRATION

### 2.1 PREPARATION CHECKLIST

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Completed</th>
</tr>
</thead>
</table>
| **General Company Information** | | - DUNS Number for the location being registered (Dun & Bradstreet Number)  
  - General Company Information (address, phone, fax, email) |
| **Tax Information** | | - Federal Tax ID Number  
  - Tax ID Documentation (W-9, W-8BEN, RFC, etc.)  
  - VAT Reg. No. (if applicable) |
| **Key Company Contact Information (name/phone/email):** | | - **Portal Administrator:** Person that will manage this Supplier Portal  
  - **Management Contact:** CEO / Owner / Top Management Executive  
  - **Engineering Contact:** Primary contact for engineering / technical issues  
  - **Account Manager:** Primary contact for commercial issues - will receive RFQs  
  - **Quality Contact:** Primary contact for quality issues - will receive quality complaints  
  - **Customer Service Contact:** Primary contact for SCM / Logistics / Customer Service - will receive orders, input ASN, etc.  
  - **Responsible for product safety:** Health & Safety Director / Health & Safety Manager  
  - **Report Card Recipient:** Primary contact to receive FNST supplier performance feedback  
  - **Compliance Contact:** Primary Contact for REACH, RoHS, Conflict Minerals, etc. |
| **Commodities** | | - Knowledge of all commodities supplied to FNST  
  - Identify main commodity supplied to FNST |
| **Company Banking Details** | | - Bank Name  
  - Bank Location (City, State, Country)  
  - Bank Key / ABA Number  
  - Bank Account Number  
  - Account Holder (Name on account)  
  - IBAN (only applies to accounts in Europe)  
  - Account Type (Checking/Savings)  
  - ACH Payment Advice e-Mail address  
  - Remit to Address |
| **Quality Management System/Certificates (only items that apply). Need to upload electronic file of each.** | | - ISO 9001  
  - ISO/TS 16949  
  - Minority/Woman Owned Business Certificate  
  - AS 9100 |

---

4
2. PORTAL REGISTRATION

2.2 PRE-REGISTRATION

- Invitation will be sent with a link to register. Do not register via FNST website directly as this will cause errors.
- Email will be sent from no-reply@app11.jaggaer.com, click the link in the Email to begin the registration.
- Suppliers will begin on the Pre-Registration Page and should complete all required fields (tips below).


Enter the street address of the physical location being registered. Additional addresses can be added later.

Enter Email of your main Customer Service Person for FNST products.

Choose North America Only. Click box first then button.

Enter contact details for your Company Administrator that will manage this Supplier Portal. Additional contacts added later.

Random login name created, this will be the admin credentials. Login name can be customized at this time.

When all data is complete, click “Check Data” and address any missing fields. If successful, “Send” button will appear.

Click “Send” to complete pre-registration and await further instructions via Email.
2. PORTAL REGISTRATION

2.3 FIRST TIME LOGIN

- Once pre-registration is complete and approved by FNST, a second Email will be sent with the username & temporary password.
- To begin the supplier profile, click the link in the Email and follow the instructions (see preparation checklist).
- You will be prompted to change your password at the first login:

Follow the instructions, click *save* and **wait for the screen to refresh.**
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #1 – Registration Successful

- Once the first time login is complete and password changed, Item #1 will be complete (green)
- Navigate by clicking each item next to the numbers in the checklist (right side of screen). Do not click through the left side navigation pane during the initial registration process. This navigation will be used later.
- If you cannot locate this screen, click home and it should appear.

Tip: Do not click the left side navigation pane during the initial registration process. This navigation will be used later.
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #2 – Account data received / Login successful / Enter additional company data

- Confirm all Company Data
- Click Save, wait and you will return to the home/checklist screen

If a PO Box is used for a mailing address, enter it here.
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #3 – Contacts

![Image of contacts page]

- Top section is **available contacts**, bottom section is **loaded contacts**.
- First, create contacts in the top box by clicking **new user**, then assign contacts in the bottom box.
- The contact list is for information only, contacts are not required to create a Username unless specified below.
- Contacts that will interact with the Portal must have a Username which is assigned by your company administrator. Click the check box **create portal user** when creating the contact and type the desired Username.
- When all contacts are loaded and assigned, click save and wait for screen to return to **home/checklist**

### Required Contacts

- All contacts listed below are required
- Account Manager, Quality Contact, Customer Service Contact, Report Card Recipient and Compliance Contact need to be set up as Portal Users

<table>
<thead>
<tr>
<th>Portal User</th>
<th>Portal Title</th>
<th>Recommended Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Required</td>
<td>Management Contact</td>
<td>CEO / Owner / Top Management Executive</td>
</tr>
<tr>
<td>Not Required</td>
<td>Engineering Contact</td>
<td>Primary contact for engineering / technical issues</td>
</tr>
<tr>
<td>Required</td>
<td>Account Manager</td>
<td>Primary contact for commercial issues - will receive RFQs</td>
</tr>
<tr>
<td>Required</td>
<td>Quality Contact</td>
<td>Primary contact for quality issues - will receive quality complaints</td>
</tr>
<tr>
<td>Required</td>
<td>Customer Service Contact</td>
<td>Primary contact for SCM / Logistics / Customer Service - will receive VMI alerts, order alerts, manage orders, input ASN, etc.*</td>
</tr>
<tr>
<td>Not Required</td>
<td>Responsible for product safety</td>
<td>Health &amp; Safety Director / Health &amp; Safety Manager</td>
</tr>
<tr>
<td>Required</td>
<td>Report Card Recipient</td>
<td>Primary contact to receive FNST supplier performance feedback</td>
</tr>
<tr>
<td>Required</td>
<td>Compliance Contact</td>
<td>Primary Contact for REACH, RoHS, Conflict Minerals, etc.</td>
</tr>
</tbody>
</table>

*VMI and order alerts are sent to only one Customer Service Contact Email address. To receive alerts to multiple email addresses, work with your local IT to set up an Email address distribution list and change the Customer Service Contact Email to this email address in the Supplier Portal.*
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #4 – Material Group Assignment (Commodities)

- Expand the Commodity Section by clicking +
- Choose Direct only – do not choose Invest or Indirect
- Choose all Commodities your company is capable of and interested in supplying FNST by clicking the box
- Choose the **main commodity** your company supplies to FNST by clicking the **round radio button**
- Suppliers can choose multiple square boxes, but only one round radio button
- Click save to complete this section
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #5 – Detailed Profile

**Federal Tax ID**
- Tax ID Documentation
- W-9, W-2, W-3, RFC, etc.
- VAT Reg. No.
- Please note, that the VAT Code is mandatory for suppliers of the following countries: Austria, Germany, Italy
- Tax Number 1%

**Bank details**
- US based supplier and only US sites supplied?
- Payment Currency
- Bank Country (Please enter the 2 character long country code - e.g. for Germany "DE")
- Bank Key / ABA Number
- Bank Account
- Account Holder
- Account Key (Please enter the 2 character long country code if you don’t have an Account Key)
- IBAN
- Bank Name
- Bank City Location
- ABA Number

**Categories**
- Manufacturer
- Trading organization
- Service Provider

**Remit To Address**
- Remit To Same as

**Quality Management System/Certificates**
- ISO 9001 manufacturer
- ISO/TS 16949
- Minority/Women Owned Business Certificate
- AS 9100

**Tip:** If you do not have a bank key, enter ABA Number

**Tip:** Bank Account is the Account Number

**Tip:** International Bank Account Number only applies to accounts in Europe.

**Tip:** Enter Bank City and State/Province

**Tip:** Click Yes if the registration location is in the US and will only supply FNST US

**Street Address:** Remit to street address in initial profile (item #2 on page 6)

**PO Box:** Remit to PO Box in initial profile (item #2 on page 6)

**Neither:** Enter a new remit to address Europe.

- Complete all fields, see below for tips

- Click Save to ensure all fields are complete, then click Publish Profile when you are ready to send.
2. PORTAL REGISTRATION

2.4 REGISTRATION AND SUPPLIER PROFILE

Item #6 – Publish Profile

- Once the profile is complete and successfully submitted, all check marks will appear green as outlined below.
- The profile and documents will be reviewed by the Corporate Purchasing Team. We will contact you if we have further questions or concerns.

This completes the initial registration and initial supplier profile. Thank you for your support and cooperation. If you have further questions please review the Frequently Asked Questions section, then contact the FNST associate that sent the invitation to register.

What happens next?

The profile and documents will be reviewed by our Corporate Purchasing Team. We will contact you if we have further questions or concerns. When we are ready to launch additional functionality of this Supplier Portal, the contacts identified in the profile will be notified.
3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

3.1 OVERVIEW

Once initial registration is complete and approved by FNST, data can be maintained by supplier administrator(s). To update or change data:

- Log in to the Supplier Portal: http://suppliersportal.fst.com
- Click + to expand sections in the left navigation pane, choose the sections to modify data

![Diagram of Supplier Portal Navigation]

- **My account and info / My password / My user data:** User data, password, contact details, etc. (see page 14)
- **Company data – Marketplace / General Information:** Company data including DUNS, Company name, address, etc. (see page 7)
- **All accounts I manage / User data:** Maintain additional users' data, assign administrators, etc. (see page 13)
- **Contact people:** Maintain contacts and assigned functions (see page 8)
- **Commodities:** Add/remove commodities (see page 9)
- **Company profile:** Detailed Company profile, Tax ID documentation, bank details, remit to address, certificates, etc. (see page 10)
3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

3.2 ADD OR MODIFY USERS / ADD ADDITIONAL ADMINISTRATORS (ADMINISTRATOR FUNCTION)

“Users” have limited Portal access, Administrators have full access to modify all data in the Portal including Company information and details. Any registered user can be added as an administrator. The existing administrator must update or change user data.

To add an additional administrator, or modify user details:

- Log in to the Supplier Portal: [http://suppliersportal.fst.com](http://suppliersportal.fst.com)
- Click + to expand Administration, then All accounts I manage, then User data (item 1 below).
- To modify an existing user, under the Menu heading, click change icon (item 2 below).
- To add a new user, click ADD user. You will be prompted to create a username and password for the new user. Recommended username is firstname.lastname, recommended password is 1Firstnamelastname!
- To make a user an administrator, you must select the admin checkbox in the dialog box (item 3 below).
3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

3.3 MODIFY / UPDATE USER DATA (USER FUNCTION)

To modify user data:

- Log in to the Supplier Portal: [http://suppliersportal.fst.com](http://suppliersportal.fst.com)
- Click + to expand Administration, then My account and info, then My user data (item 1 below).
- Several items can be customized such as Name, Phone Numbers, E-mail, Main language, Decimal separator (dot or comma), Decimal places, Login timer (extend login time), Date format, Time Zone.

Note: “Users” have limited Portal access, Administrators have full access to modify all data in the Portal including Company information and details. Any registered user can be added as an administrator. The existing administrator must update or change user data (see page 13).
3. DATA MAINTENANCE (FOR REGISTERED SUPPLIERS)

3.4 UPDATE/MAINTAIN QUALITY CERTIFICATIONS – ISO/TS/AS/MBE

To update Quality Certifications:

- Log in to the Supplier Portal: [http://suppliersportal.fst.com](http://suppliersportal.fst.com)
- Click Company profile (item 1 below)
- Click change icon: [ ] (item 2 below) to upload new certificate
- Change Valid from and Expires on dates using calendar icons
- Click Save (item 3 below) to send to FNST for review.
4. FREQUENTLY ASKED QUESTIONS

What is a portal administrator?
The portal administrator is the person at your Company that will register and maintain information in this Supplier Portal. The portal administrator can perform additional functions such as modify key company details and adding/modifying portal users. If you do not know who your Company administrator is, contact your Supplier Development Specialist or Commodity Manager listed on page 17.

Can we assign more than one portal administrator?
Yes. Multiple users can be designated as a portal administrator (see page 13). It is recommended to have more than one portal administrator registered.

Our portal administrator is no longer with our Company, how do we change portal administrators?
If you do not have system credentials or access to the previous administrators email, you will need to contact the software provider (Jaggaer) to update the portal administrator for your Company. FNST does not have this access, contact the Jaggaer-Support Hotline: 1-248-434-1268. You may also contact them by email at jdsupport@jaggaer.com.

My Company is registered, but I need access. How do I get a username / account to log in?
The portal administrator at your Company is the only person that can grant you access, see page 8 for details on adding/modifying contacts. If you do not know who your Company administrator is, contact your Supplier Development Specialist on page 17.

My Company is registered, and I’m listed as a contact but don’t have an account / username. How do I get access?
The portal administrator at your Company is the only person that can grant you access, see page 8 for details on adding/modifying contacts. If you do not know who your Company administrator is, contact your Supplier Development Specialist on page 17.

I lost my username, how do I find it?
Your company portal administrator can view all user data including username, Email, and access rights (see page 13)

How do I change the time zone, number format from comma to decimal, name, email, phone number, etc.?
In the navigation pane, click Administration -> My account and info -> My user data (see page 14).

Do I have to log in to the portal every day?
No. You will be prompted by an Email notification if action is required. For example, an Email will be sent when you receive a new RFQ or a new Release / Delivery Call off. The exception is VMI Suppliers that may need to log in frequently to monitor FNST inventory levels.

How do I determine the main commodity?
The main commodity should be the commodity / material group with the highest sales to FNST (see page 9).

What is a DUNS Number?
Data Universal Numbering System or D-U-N-S® Number is D&B’s copyrighted, proprietary means of identifying business entities on a location-specific basis. Assigned and maintained solely by D&B, this unique nine-digit identification number has been assigned to over 100 million businesses worldwide. More info: https://www.dnb.com/duns-number.html

What region should I choose if I supply both North America and Europe?
Freudenberg-NOK North America suppliers must choose “North America” as the region even if they supply globally. This may be changed later, but for initial registration please choose North America only.

Continued on next page —>
4. FREQUENTLY ASKED QUESTIONS

Can Email notifications be sent to multiple Email addresses from the Portal?
Only one Contact and Email address can be assigned for each function in the Portal. To receive notifications across multiple email addresses, work with your local IT to set up an Email address distribution list and change the appropriate Contact Email to this Email address in the Supplier Portal.

How do I change where Email notifications are sent?
System notifications are sent to the contacts your Company identified based on function (quality, customer service, etc.). See page 8 for more details on updating/changing contacts.

I am unable to login to the portal, what should I do?
If you are unable to login to the portal, try resetting your password by following the “I forgot my password” link on the login page http://suppliersportal.fst.com. You will need the Username and Email address used at initial user registration. Your Portal Administrator can provide this information if needed. If you cannot reset your password and are unable to login to the system, please contact the software provider for assistance: Jaggaer Support Hotline: 1-248-434-1268

When will FNST roll out other aspects of the portal?
The Supplier Portal is launching in phases, our supplier partners will be notified when additional functionality is added or if further action is required. Please continue to interact with FNST using the current method or system until notified.

5. FNST CORPORATE PURCHASING CONTACT LIST

For questions regarding orders, material releases, delivery call offs, VMI, or other Plant specific items, contact the FNST manufacturing site.

For questions regarding the Supplier Portal, please contact the Corporate Purchasing Team as outlined below:

Commodity Managers
BPS Stampings, Metal Components, PM, Castings: Colleen VanAuken 734-354-5503
Gasket Stampings: Derek Guminik 734-354-1095
Oil Seal Stampings: Jennifer Pape 734-354-5460
Rubber Compounds & Silicone: Rodrigo Lopez-Falco 734-354-5366
Specialty Polymers: Valerie Monjanel 734-354-5302
Chemicals, Services, HNBR/NBR & Commodity Polymers: BethAnn McNabb 734-354-5581
Plastics, PTFE, Rolled Goods, Textiles: Olivia Hart 734-354-1087
Metal Raw Material: Tim Layman 734-354-5469

Supplier Development Specialists
Chemical Raw Materials, Non-metallic Components: Kyle Johnstone 706-219-6304
Stampings, Metal Raw Material, Metal Components: Dave Pedersen 603-628-7198