

Successful communication with your customers

SupplyOn's concept for training and process consultation for a profitable use of all SupplyOn services



This brochure gives you an overview of regularly offered SupplyOn trainings. Furthermore you can also book customized trainings. Please contact us!

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SupplyOn's concept for training and process consultation

Three aspects are decisive for the successful use of SupplyOn:

1. How does the process work and which benefits does it offer?
2. How do I use the software?
3. How can I implement the process in my company so that it offers the maximum benefit in my individual case?

SupplyOn has prepared a comprehensive training and consultation concept that integrates all of these aspects and can be implemented in stages.

1. Process training

Here you will get to know innovative business processes, such as Vendor Managed Inventory or complaints processing with the help of the 8D method and much more. The following questions are going to be answered:

- How are these processes realized?
- Which advantages do they offer?
- What has to be taken into consideration when implementing these processes?

2. Application training

In small groups you will be taught all functionalities of our solutions and will obtain an overview of all upload and download options. You can either take part in one of our training courses at various locations or in one of our telephone or Internet training.

Furthermore, SupplyOn offers customized training courses.

3. Process consultations

In process consultations by phone, we will help you implement these processes in your individual case. We will take the structures and parameters of your company into account. Prerequisites for the consultation are application and process knowledge which you can gain in one of our trainings.

The content of our trainings is continuously reviewed and therefore adapted to the current requirements.

Quotation and document management

SupplyOn Business Directory and Sourcing training course

Efficient submission of quotations and transparent quotation management

One-day intensive training course

During this training course, you will learn how you can use the Business Directory to present your business and range of services in a comprehensive manner. In addition, you will learn about how to answer quotation enquiries efficiently, how to manage the quotations you have submitted and what you should bear in mind if your customer invites you to take part in an online auction.

- Setting up and maintaining your business data in the Business Directory
- Searching for and managing business processes (for example enquiries)
- Setting up and managing attachments
- Creating quotations (online or offline) and submitting them
- Taking part in online auctions
- Setting up key accounts
- Setting substitutes
- Handling of versioned enquiries

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours.

Target group: Salespersons, sales assistants and other members of staff involved with the handling of quotations

Duration: 9:30 a.m. until 4:30 p.m.

Location: Munich

SupplyOn Business Directory and Sourcing for BMW Suppliers training course

Efficient submission of quotations and transparent quotation management when working together with BMW

One-day intensive training course

The content of this training course corresponds to the "SupplyOn Business Directory and Sourcing" training course, but focuses on the specific requirements when dealing with enquiries from BMW. This includes in particular how to deal with BMW's default QAF (Quotation Analysis Form).

- Setting up and maintaining your business data in the Business Directory
- Searching for and managing business processes
- Setting up and managing attachments
- Creating bids with QAF items offline
- Uploading bids created offline and submitting them
- Setting representations regulations
- Handling of versioned enquiries

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours.

Target group: Members of staff at BMW suppliers who are involved with the handling of quotations

Duration: 9:30 a.m. until 4:30 p.m.

Location: Munich

SupplyOn Document Manager training course

Effective document management for your customers' standards, drawings, specifications etc.

Two-hour online demo

During this training course, you will find out how you can call up current customer documents at any time via the SupplyOn Document Manager. You will get to know the Document Manager's role and rights concept as well as various functions for searching for and managing documents. We will show you options for distributing these documents internally and how you can sensibly organize the approval process in the event of changes to documents. In addition, you will learn how you can handle processes such as initial sampling and capacity planning using the Document Manager.

- The meaning of roles and rights
- Searching for documents
- Handling documents received
- Subscribing to documents
- Managing key-account recipients
- Returning documents

Target group: Members of staff who work with customer documents

Duration: 2 hours

Location: Online



Logistics and financial processes

SupplyOn WebEDI (Basics) training course

Handling logistics and financial processes electronically in an efficient manner

Half-day intensive training course

During this training course, you will learn about the basics of SupplyOn WebEDI and the advantages of handling logistics and financial processes electronically. You will also find out everything you need to know about user management in SupplyOn WebEDI.

- Delivery instructions
- Purchase orders
- Scheduling development parts
- Self billing invoice
- Stock movements

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours

Target group: Planner as well as members of staff who work in the logistics and financial departments

Duration: 9:30 a.m. until 12:30 p.m.

Location: Munich

SupplyOn WebEDI (Advanced) training course

WebEDI business processes in detail

Half-day intensive training course

This training course aims to build on your knowledge gained during the basic WebEDI training course. You will learn how to work efficiently with SupplyOn WebEDI, how to enter and upload data and how you can store master data which are frequently required.

- Creating delivery and transportation data
- Printing delivery and dispatch papers
- Uploading delivery and transportation data
- Setting up and using recurring master data in the Supply Chain Directory
- Displaying stock movements
- Creating electronic invoices

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours

Target group: Planner as well as members of staff who work in the logistics and financial departments who are already familiar with business processes involving delivery instructions, purchase orders or development parts.

Duration: 1:30 p.m. until 17:00 p.m.

Location: Munich

SupplyOn Inventory Collaboration training course

Reduce costs and increase flexibility through innovative logistics concepts

One-day intensive training course

During this training course, you will learn how to view your customers' inventories and demand planning using SupplyOn Inventory Collaboration and to act within agreed minimum and maximum limits on the basis of this information. We will show you the advantages of this consumption-oriented control system. You will also learn how to implement these concepts in order to benefit from better planning, smaller inventories and lower transport costs.

- Handling the Inventory Monitor
 - Creating profiles
 - Timescale graduation
 - Working with the Alert Manager
 - Setting the coverage
 - Updating the advanced shipping notifications
 - Transmitting the transit inventories via WebEDI
 - Deleting planned deliveries
 - Inventory Collaboration from the point of view of your customer
- If you like to learn how to handle the Delivery Control Monitor, please let us know when you register for the training course.

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours

Target group: Planner and logistics staff
Duration: 9:30 a.m. until 4:30 p.m.
Location: Munich



Quality management

SupplyOn Performance Monitor training course

Improve performance and increase customer satisfaction with structured performance data

One-hour online demo

During this one-hour online training course, you will find out how you can view, analyze and download the performance data which your customer provides via the Performance Monitor. You will learn about where you will find what data and the conclusions which can be drawn on this basis in order to increase your performance and therefore customer satisfaction in the long term.

- Overview of your performance data
- Calling up history data
- Handling raw data
- Download options
- E-mail notifications

Target group: Members of staff from the quality management and sales divisions

Duration: 1 hour

Location: Online

SupplyOn Problem Solver training course

Long-term quality assurance through the transparent and efficient handling of complaints

Two-hour online demo

During this two-hour online training course, you will find out how you can use the SupplyOn Problem Solver to handle complaints step-by-step in accordance with the standardized 8D method. You will learn how to deal with event and task lists which allow structured and transparent complaints handling.

- Retrieving events (complaints, measures etc.)
- Displaying complaint data
- Recording basic information for processing complaints
- Processing and creating 8D reports
- Uploading attachments
- Referencing/bundling 8D reports
- Handling the task list
- Setting up key accounts

Target group: Members of staff from the quality management and sales divisions

Duration: 2 hours

Location: Online

Administration

Structure, Administration and Use of SupplyOn training course

Using SupplyOn services successfully in your business thanks to efficient administration

One-day intensive training course

In this training course, you will learn how you can implement the “SupplyOn project” successfully in your business. You will get to know the structure of SupplyOn in detail and learn all about handling your individual business data and user management options. We will also work together to come up with approaches for using SupplyOn effectively within your business.

- Setting up and maintaining user data
- Setting up and maintaining your business profile
- Handling key accounts and substitutes
- Handling confidential data securely
- Setting up superusers and managing user groups
- Maintaining master data for logistics functions
- Configuration for dispatch processing
- Installing and setting up the offline quotation
- Using SupplyOn Help effectively

Can also be booked in the form of a moderated online demo via Internet and telephone.
Duration: 2 hours.

Target group: Members of staff who play a central role in dealing with SupplyOn within the business

Duration: 9:30 a.m. until 4:30 p.m.

Location: Munich



Exploit potential for improvements, configure processes efficiently: we would be delighted to provide you with advice!

- Do you have the impression that your internal processes have become more complex rather than more efficient since the introduction of Internet portals?
- Would you like to know what internal organizational measures are necessary in order to be able to work efficiently with Internet portals such as SupplyOn?
- Are you wondering how you can integrate the new processes into your business so that you can benefit from the transparency of electronic processes?

Given that every business has different organizational structures and uses a variety of IT systems, there is no instant recipe for success. However, there is a solution available to suit every individual combination. We would like to show you this solution as part of our individual process consultation.

In order that we can provide you with targeted advice, you will initially receive a short questionnaire that will give us an idea of the systems you work with in your business, your internal organization, the customers you supply and where there is a definite need for action. As soon as this information about your business is available to us, we will make an appointment for an individual telephone consultation lasting one hour.

SupplyOn offers process consultations exclusively for PROFESSIONAL clients.
Please send an e-mail to PROFESSIONAL@SupplyOn.com, if you are interested in this service.

Why are integrated processes so important?

The Internet offers enormous potential for handling business processes more efficiently, more transparently and more securely than was previously possible – but only if the new processes are integrated into your internal processes in accordance with the individual IT and organizational structures within your business.

We provide you with assistance as part of our individual process consultation!

Training overview

Quotation and document management	Training course	Online Demo
SupplyOn Business Directory and Sourcing training course Munich	490 euros	120 euros
SupplyOn Business Directory and Sourcing for BMW Suppliers training course Munich	490 euros	120 euros
SupplyOn Document Manager training course	–	120 euros
Logistics and financial processes		
SupplyOn WebEDI (Basics) training course Munich	490 euros	120 euros
SupplyOn WebEDI (Advanced) training course Munich	490 euros	120 euros
SupplyOn Inventory Collaboration training course Munich	490 euros	120 euros
Quality management		
SupplyOn Performance Monitor training course	–	120 euros
SupplyOn Problem Solver training course	–	120 euros
Administration		
Structure, Administration and Use of SupplyOn training course Munich	490 euros	120 euros

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