Supplier FAQs

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Supplier FAQs

Q: How do I respond to a new campaign request?

A: On login to the Supplier portal, the campaigns that need response (s) will be listed under ‘My Campaigns’ section. You can navigate to view the Campaign details and respond by clicking on ‘Start Campaign Response’ button against the respective Campaign.

On clicking Start Campaign Response, you will be navigated to the Campaign Summary. You will need to resolve any errors in the campaign header.

Q: What is the next step after I resolve errors in the campaign header?

A: Once you resolve the errors, you can provide the part qualification details using the options provided in the Part & Responses section in the campaign summary view.

Q: If I have any questions, how do I ask Campaign Manager?

A: Click the ‘New Discussion Thread’ hyperlink on the dashboard of the campaign and submit a question which will be sent to the Campaign Manager. When they respond to your question, you will receive an email notification.

OR

You can click the link ‘Ask a Support Question’ in the Support Question section on the dashboard. You will have to fill-in the Subject and the Body in the email template displayed. The email is sent to the Campaign Manager who will respond to your email.

Q: In case I have not completed the responding to a campaign, how can I resume?

A: Once you login, for the campaigns you have not completed with responses, will display the ‘Resume Campaign Response’ button. You can click the button and continue with providing the responses.

Q: I am able to view the Campaigns created for my subsidiary Partner. Can I also respond to those Campaigns?

A: Yes. You can respond. The response submission notification email will be sent to you and your subsidiary Partner.

Q: How will I know the Campaign details such as the due date for the Campaign submission, status of the Campaign, etc.?

A: Each of the Campaign listed under ‘My Campaigns’ section will have a summary providing the following details:

1. FTA (Free trade agreement) for which the Campaign details need to be provided
2. Need by date – date by when the Campaign needs to be responded. A status bar also details number of days by when the response is due to be responded
3. Organization of the campaign
4. Campaign Manager who is requesting the campaign
5. Supplier Name to whom the campaign is requested or solicited

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6. Total number of Parts in the Campaign
7. Parts – lists the total number of parts, parts in open status, parts that are in ready to submit, number of parts submitted, number of parts accepted and number of parts canceled.
8. Responses – lists the number of responses, number of responses submitted, number of responses accepted, number of responses rejected and number of responses

Q: How do I provide claim information for the Parts in a Campaign?

A: On navigating to the ‘Campaign Summary’ view, there are following options:

1. Respond Online – This will navigate to the ‘Part Details View’, where you will need to provide the Product details
2. Download Excel – This will download a template, which can be used to provide Product claim information in offline mode and then upload it back to the
3. Search and View Parts online – This will help to filter the specific Products you want to respond

> For sections in the Campaign Summary view, you will have Help icons for quick information on the respective sections.

Q: I am using the Excel spreadsheet option, what values should I provide for each field?

A: The Excel spreadsheet used to provide claim details for the parts has only certain fields that can be edited. The fields can be edited by either adding text or selecting options from the drop-down manually. Each Excel spreadsheet will have an **Instructions** worksheet to help you to in providing the part details.

Q: I have provided the claim information for the parts by uploading a spreadsheet. How will I know if there are any errors?

A: Upon successful upload of the file, a response will be created automatically and you will receive an email notification. The created response can be viewed under ‘My Response’ section in the Campaign summary view. In case of errors, the parts are on ‘Hold’; you can fix the errors using ‘Online’ or ‘Download Excel’ option.

Q: I have provided the claim information for the parts in the Campaign online, what should I do next?

A: Once the claim information for parts is provided and the parts are in ‘PASS’ status. You can choose to create a response by clicking ‘Create response online’ through the ‘Campaign summary’ section. This will create a response and you will be notified via an email.

Q: While providing Claim information, I have marked a few parts as ‘Skip’. What happens to the skipped parts when a response is created?

A: The application will not run any part-level validations for the parts that are skipped. When a Response is created, the skipped parts will not be considered in the response creation.

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Q: I have created a response successfully; does this mean I have completed the process?

A: No. You have just completed the first step out of the four-step process. You will have to complete the next steps as explained below:

- Review Documents
    - Review the Certificates that are generated that belong to the response. If you have chosen to add your signature automatically, then the document review will be automatically checked. If not, you will need to download the generated document, sign it and then upload it back to the response.
- Submit Response
    - Once the signed document(s) for the response are reviewed, the 'Submit Response' button is enabled to submit the response.
- Response Review
    - Once the response is submitted, the respective Campaign Manager will receive a notification and will review your submitted response. In case, your response is rejected, you will be notified through email and the Parts will need to be re-submitted.

Also, there is a guided four-step process as seen on the dashboard that will help you understand the steps to be followed for responding to a campaign.

Q: After I created/submitted my response, where do I view the 'Ready to Submit/Submitted Parts'?

A: You can view the 'Ready to Submit/Submitted Parts' in the 'View Submitted Parts' link available in the 'My Responses' section.

Q: Can I cancel a response once it is created?

A: Yes. You can cancel a response until you have submitted it. You will not be able to cancel a response once it is submitted. Once a response is canceled, the Part(s) belonging to the response will be added in the Campaign with 'Ready to Submit' status.

Q: How do I reset my password?

A: In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Password' hyperlink which prompts you to change your password.

Q: Where can I find the Qualification–related information to complete the response for my part?

A: You can refer the 'Help & Training' section for more information on Qualification process.

Q: Is there any training or Help content to know more about the features workflow?

A: Yes. In the section, 'Help & Training' you can download the **Supplier Help Guide** to know more about the features workflow. Also, in the 'View Training Videos', you can view videos on various topics as listed below:

- Dashboard Overview

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- Responding to a Campaign
- Resolving Campaign Errors
- Using Excel Upload
- Clarifications Overview

Q: I want to change the email ID to which I receive the email notification. How can I update my email address?

A: In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Email ID' hyperlink. This will prompt you to change the email address associated with the account.

Q: How do I upload the signature and where can I preview the uploaded signature?

A: You can upload the signature in the **My Resources** > **My Profile** > **Update Signature**. Once you upload the signature (image), you must select the Document Category type as Signature. You can preview the uploaded signature in the **View Parts & Responses** link > **View Campaign Profile** link.

Q: What if I no longer produce one or more Products for my customer?

A: If you produced Products within the past year, your customer may still require a qualification response. Within the response, you may choose the option for 'No Longer Produced' for the Products that fit that criteria and submit your response. Or you may send a Clarifications message to your Campaign Manager by clicking on the 'New Clarification' of the Campaign and submit a question which will be sent to the Campaign Manager. When they respond, you will receive an email notification.

Q: Who can I ask for technical assistance?

A: Click the 'New Clarification' hyperlink on the Dashboard of the Campaign and submit a question which will be sent to the Campaign Manager. When they respond, you will receive an email notification.

Q: I submitted my response to all Products in the Campaign request, am I done?
A: Once you have followed the three steps out of the four-step process,

1. Created response
2. Reviewed all the signed document(s)
3. Submitted your response
4. Response Review - Your Campaign Manager will review the response and choose to either accept or reject it. You will receive an email notification when either of the actions is

If your response is rejected, you will need to login back into the Trade Automation application to make corrections as requested by your Campaign Manager and submit the response by following the above process.

Q: Can I view the Past Campaign responses that I had submitted?

A: Yes. You can view your Past responses by clicking the 'View Past Responses' link on the Dashboard.

Q: Is there help content/ guide that is available?

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A: On the dashboard you have ‘Help & Training’ section which will have additional content such as videos, help guide and updates on new features.

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