



Future EDI at Scania Transition

# Frequently asked questions about the webEDI portal at Seeburger Cloud

**SCANIA**



# Questions and answers (1/5)

#	Question	Answer
1.	I'm a selected WebEDI supplier of my customer. How do I get access to the portal?	Your customer will send you an invitation Email through the SEEBURGER Supplier Portal. This mail will contain a registration link or an activation link if you are already a registered SEEBURGER Portal user. Please follow this link to onboard for your customer. You can also register yourself beforehand through the official SEEBURGER Portal Website, but you won't be granted then the rights to access the WebEDI Portal or will be connected to your customer and you still have to undergo the registration procedure. In any case, advised is to wait for the invitation/activation link from the customer to register or activate your account.
2.	We have several persons that are required to operate the portal. How to invite further users for my account to the Portal?	Further users can be invited to the portal. But this is the duty of the supplier admin user(s). Also see: <a href="https://help.cloud.seeburger.com/apps/3/chapters/D20210129T151300/sections/BABEJ1DCB8">https://help.cloud.seeburger.com/apps/3/chapters/D20210129T151300/sections/BABEJ1DCB8</a>
3.	I'm already user of the SEEBURGER Cloud. Does something change or do I need a new account when I'm invited to use the Supplier Portal on the SEEBURGER Cloud?	No, you can use your existing account to also supply Scania though that one account. The portal and its core function will be the same. It just can be that other business documents are exchanged as for your existing customer and Input forms might vary. Ideally you name the email address of the user that you are already using for the onboarding, then you will just receive and acceptance link and don't need to undergo a registration procedure.
4.	Will my customers see data of also other customers that I supply via the portal?	No, your customer(s) will only see their regarded data not the data of the other customers you supply through the portal too.
5.	Do you offer training or webinars as introduction to the portal?	The portal shows a tutorial when first logging on to the portal. This tutorial can also be played on demand via <a href="https://www.youtube.com/watch?v=xVReAVhnb_w">https://www.youtube.com/watch?v=xVReAVhnb_w</a> . Apart from that the portal is not required to be introduced via a dedicated training.



# Questions and answers (2/5)

#	Question	Answer
6.	I can't see the Supplier Portal App from my Administration view. What is wrong?	You did most likely not register via an invitation link from your customer (see Q1) but through the official SEEBURGER Cloud Portal registration page. Please turn to your customer to send an invite for your already registered Portal user. This user will then receive an acceptance link from the portal that grants rights to access the Supplier Portal App and connects your account to your customer as well (to see customer data in the Supplier Portal App etc.).
7.	I need to set up package master data to follow my customer process. Where and how do I accomplish that?	Please add the package you require for your customer(s) in Master Data/Packaging. In regard to what data is necessary to be maintained there (esp. for Container Number Customer) please also adhere to your customer's logistic guideline (either published online or in Master Data/Partner Files).
8.	Is there an option to upload data from my ERP to Seeburger Supplier Portal?	The Supplier Portal offers Upload interfaces for Order Responses, Delivery Notes and Invoices in form of CSV files. Please obtain the CSV-templates from the CSV Upload Button that will provide you the necessary structure that is required to be filled for the single document types.
9.	Can I summarize multiple items into one order response/delivery note/invoice?	Yes, if the customer allows it, you can summarize multiple items into one delivery. Therefore, select multiple items in the Demand/Orders Screen. After selecting the desired items for the delivery note click on "Create Document" Button to create a order response/delivery note/invoice on these items. Please be also aware that items can only be summarized if certain prerequisites are met like Ship-To, Plant+ Dock must be unique for delivery notes and Invoice-To must be unique for Invoices.
10.	I do miss a currency in the invoice screen. What shall I do?	Available currencies are managed by your customer. Please turn to your planner and ask if the missing currency can be added as option to the portal.



# Questions and answers (3/5)

#	Question	Answer
11.	I would like to over take the order data into my ERP system. Are there any interfaces offered on the portal?	In the Demand/Orders Screen you can select orders and download all regarded order data in form of CSV or XML data. Please be aware that you can also select multiple orders and download them at once. Still there is limitation of 100 lines that can be selected at once. Be aware that Purchase Orders and Delivery Forecasts can't be combined into one CSV file as CSV structures for Purchase Orders and Delivery Schedules are different.
12.	I'm starting with the portal for a (new) customer. Where and how do I need to maintain item master data for that customer?	The item master data will be automatically created with the first call-off or purchase order for that item. So, you are not necessarily required to maintain item master data. However, you can still enhance the item master data with assigning a default packaging proposal and added information (i.e. for Engineering Change State) that could already proposed in the required business documents (like delivery notes). The item master data can be found in Master Data/Materials. If you miss item master data here, it is most likely due to the fact that no orders for the missing items have been sent yet to the portal. In that case turn to your customer's planner.
13.	I see Drop-Downs for addresses in the to be created business documents. How do I add data for these drop downs?	In Master Data/Addresses you can add address master data for the single address types there are on the portal (i.e. supplier, customer, carrier). What addresses you require depends on the customer and the setup for the different business documents. Still you can add the addresses either from scratch or you can also check the "Partner Addresses" Button to import already prepared addresses from your customer. Each address you add will be then added as viable option in the drop-down for the regarded address type (new supplier address will be added to drop downs for supplier addresses, not to drop downs for carrier).
14.	I need to maintain the Handling Unit (HU)-/Serial-Number for the packaging. Do I need to maintain them manually?	The system allows you to maintain also number ranges for an automatic HU-/Serial-Number generation. Therefore, go to Settings/Supplier and check the Number Ranges Setting. If you maintain a number range there, the system will then propose automatically generate HU-/Serial-Numbers for your packages and also allows you the utilization of the Generate Packaging Number button. Still, you must make sure that the number ranges specified also comply with the requirements to serials of your customer(s).



# Questions and answers (4/5)

#	Question	Answer
21.	I miss orders on the portal. What shall I do in that case?	Please check the complete tab if you have not deleted or finalized them by mistake. For accidentally finalized orders you can try to use the “Status Reset” button to re-activate an order. If that don’t work and in all other case please turn to your Customer’s planner that they can trigger you a new order or release for the portal.
22.	I have to serve “Mixed” boxes (multiple items in one box) for deliveries to my customer. How can I create these?	If your customer is allowing mixed boxes in the supplier portal, you are allowed to assign the same HU-/Serial Number for different package rows in the Packaging step. The portal will then interpret these “Package” rows as one physical package combining two items into one package.
23.	I have to serve “Mixed” Load carriers/Pallets (packages with multiple items on one load carrier) for deliveries to my customer. How can I create these?	Therefore, your customer must activate the load carrier packaging in the delivery note creation screen. Here you will then have to assign packages to load carriers. If you select boxes of different items in the package wizard, the portal will consider the created load carrier as “Mixed” Load/Pallet and also show that with a dedicated symbol deviating from a “Master” load carrier which only contains packages of one item.
24.	I do the delivery schedule/call-offs process with my client. Do I need to confirm/accept incoming call-offs?	No, you are not required to accept or do any other action on incoming delivery schedules. The schedules are directly available for you to work with and create follow up documents.
25.	I face a technical issue with the portal where it says I should turn to my administrator. What should I do?	Please write an email to <a href="mailto:supplierportal@seeburger.de">supplierportal@seeburger.de</a> ideally with a description what action you tried on the Portal accompanied with a Screenshot. The mail will open a ticket where Support Agents from SEEBURGER will then take care of your case and offer assistance.



# Questions and answers (4/5)

#	Question	Answer
26.	Can I invite additional users to the web EDI portal at Seeburger Cloud?	Yes, additional users can be invited to the portal. But this is the duty of the supplier admin user(s). Also see: <a href="https://help.cloud.seeburger.com/apps/3/chapters/D20210129T151300/sections/BABEJIDCB8">https://help.cloud.seeburger.com/apps/3/chapters/D20210129T151300/sections/BABEJIDCB8</a>
22.	I'm already user of the Seeburger Cloud. Does something change? Do I need a new account?	No, you can use your existing account to also supply Scania though that one account. The portal and its core function will be the same. It just can be that other business documents are exchanged as for your existing customer and input forms might vary. Ideally you name the email address of the user that you are already using for the onboarding, then you will just receive and acceptance link and don't need to undergo a registration procedure.
23.	Will Scania see data of other customers that I supply via the web EDI portal at Seeburger cloud	No, Scania will only see Scania data
24.	Do you offer training or webinars as introduction to the web EDI portal at Seeburger cloud?	Yes, we have had webinars and you can find the recording and presentation material in Scania Supplier Portal. There is also an instruction video available on Scania supplier portal. Please see link: <a href="https://supplier.scania.com/supplying-to-scania/edi/scania-edi-cloud-migration-with-seeburger-cloud/webedi-at-scania-seeburger-supplier-portal/">https://supplier.scania.com/supplying-to-scania/edi/scania-edi-cloud-migration-with-seeburger-cloud/webedi-at-scania-seeburger-supplier-portal/</a> . o There is also an instruction video available on YouTube, please see link: <a href="https://www.youtube.com/watch?v=xVReAVhhb_w">https://www.youtube.com/watch?v=xVReAVhhb_w</a>
25.	I can't see the Supplier Portal App from my Administration view. What is wrong?	You most likely have not registered via the Scania invitation link. Please contact your Scania Responsible, <a href="mailto:edi@scania.com">edi@scania.com</a> . , to send an invitation to the already registered user. This user will then receive an acceptance link from the portal that grants access rights to the webEDI portal at Seeburger.