

# Klüber Lubrication Supplier Portal Manual

## Table of contents

1. Terms and abbreviations .....	2
2. Introduction.....	3
3. Link to the portal.....	3
4. Registration process.....	4
4.1. Registration form .....	4
4.2. Entering company data and answering process questions .....	6
4.2.1. Step 1: Confirm contact and registration information .....	6
4.2.2. Step 2: Product groups and delivery regions.....	7
4.2.3. Step 3: Bank statement.....	8
4.2.4. Step 4: Contacts.....	8
4.2.5. Step 5: Profile questions .....	10
4.2.5.1. Notes on the questions .....	11
4.3. Completing the registration .....	12
5. Help-Library & technical support .....	13

## 1. Terms and abbreviations

Procurement sp. z o.o.	Procurement is a developer and portal operator that provides its business partners with an internet application platform for exchanging information with their suppliers. Klüber Lubrication cooperates with Procurement.
Supplier portal:	The supplier portal is an IT application based on web technology that provides suppliers and Klüber Lubrication with centralised access to various information. In addition, it serves the efficient handling of certain processes (e.g. complaint processing, certificate management, etc.).
Profile:	The profile consists of information from the supplier on certain topics, e.g. quality. The profile is used to make an assessment in order to decide whether the supplier is approved.
Product group:	The product range of the supplier. The product group must be specified in the registration process and determines the responsible contact person at Klüber Lubrication.
Purchasing organisation:	Klüber Lubrication produces at 12 locations worldwide. The registration process therefore includes a query as to which locations the supplier can supply.
D-U-N-S ®	DUNS® (Data Universal Numbering System) is a 9-digit identification number introduced by Dun & Bradstreet (D&B) to uniquely identify companies worldwide. The DUNS® number is used, recognised and recommended as a standard by the United Nations, the German Association of the Automotive Industry (VDA), the European Commission and ISO, among others. The DUNS® number can be researched at <a href="https://www.upik.de/en/dunsan_f_ordern.html">https://www.upik.de/en/dunsan_f_ordern.html</a> .

## 2. Introduction

All Klüber production plants worldwide purchase production materials, often from international suppliers. A centralised electronic system enables us to manage information efficiently, network our processes better and at the same time make it easier for you as a supplier to exchange information.

The requirements of modern quality management standards such as ISO 9001 and IATF 16949 (e.g. certificate management, action and complaint management) are becoming increasingly complex. The **Meercat supplier portal** helps us to manage these requirements efficiently and ensure transparent, smooth collaboration.

The portal serves as a central platform for the exchange between Klüber Lubrication and its suppliers. You can manage your company data there, upload documents (e.g. certificates, complaint reports) and view your evaluations

The portal is free of charge for suppliers, but participation and registration are mandatory.

This manual guides you step by step through the most important functions and helps you to quickly familiarise yourself with the user interface and processes.

## 3. Link to the portal

The supplier portal can be accessed conveniently via the browser without the need to install any additional software. Please use an up-to-date web browser to ensure optimum display and functionality.

Link to the portal for registered users:

[Meercat Authorization Service](#)

Registration link for new suppliers:

<https://kluber.supplierportal.info/prod/SupplierAccount/Registration?lang=en-us>

#### 4. Registration process

Before you can use the Meercat supplier portal, you must register. During registration, you enter your company details, answer process-related questions and upload the required certificates. Below we will guide you step by step through the registration process. The registration process also helps us to gain an initial overview of the potential supplier and to decide whether to approve them as a supplier.

##### 4.1. Registration form

Open the page <https://www.klueber.com/de/en/company/suppliers/supplier-portal/> and click on "Initial registration for new suppliers". You will now be taken to the registration form. Please fill in all mandatory fields (marked with an asterisk). Alternatively, please click on the following link:

<https://kluber.supplierportal.info/prod/SupplierAccount/Registration>

Introduction	<p>Please fill in the following fields carefully and completely. Mandatory fields are marked with an asterisk (*)</p> <p>Once you have completed all the fields, please click on "Send". You will then receive an e-mail with your login details and can continue with the registration process.</p> <p>Interested in co-operation with* <input type="text" value="KL HQ - Klüber Lubrication München GmbH &amp; Co. KG"/></p>
Your company	<p>Country <input type="text" value="Germany"/></p> <p>Registered supplier name* <input type="text" value="Manual-EN GmbH"/></p> <p><small>This is the full official company name, as indicated in the registration documents. e.g. AWS Advanced Water Systems London Co. Ltd.</small></p> <p>Vat ID <input type="text"/></p> <p>Vat EU ID* <input type="text" value="DE123456789"/></p> <p>D-U-N-S Number <input type="text"/></p> <p><small>You can search for an existing D-U-N-S number on the <a href="#">UPIK Plattform</a> or apply for a D-U-N-S number free of charge on the <a href="#">D&amp;B Website</a></small></p> <p>Website <input type="text"/></p>
Address	<p>City* <input type="text" value="München"/></p> <p>Post Code* <input type="text" value="81379"/></p> <p>Street* <input type="text" value="Geisenhausenerstr."/></p> <p>House number* <input type="text" value="7"/></p>
Contact person	<p>First name* <input type="text" value="User"/></p> <p>Surname* <input type="text" value="Manual"/></p> <p>Email* <input type="text" value="testklmeercat-manual-en@gmail.com"/></p> <p>Confirm email* <input type="text" value="testklmeercat-manual-en@gmail.com"/></p> <p>Preferred language <input type="text" value="English - United States"/></p>

You are welcome to enter your DUNS number. If you do not know the number, you can look it up on the Dun&Bradstreet website.

Set a password in accordance with the security guidelines. Please note that the e-mail address also serves as the user name for the portal.

Once all fields have been filled in, please click on "Send".



### Verify your email address to continue

Thank you. Your registration request has been saved with process ID: **14355**. Please save this number for your reference.

We have sent you an email to verify your email address. Please click on the activation link in the email to **continue** with the registration process. In case you do not receive an email in a few minutes, please check your SPAM folder and/or whitelist the following email address **development@meercat.eu**.

The e-mail address entered must then be verified. You will receive an e-mail for this purpose. Please follow the instructions and click on the link in the e-mail.



## Supplier Collaboration Portal

### Info - User Activation

Dear Supplier,

You have successfully registered your account on the Supplier Portal of Klüber Lubrication.

If you signed up to *Sofern Sie sich registriert haben* **register as a new supplier** you will be asked to complete a questionnaire after logging into the system. If you have any questions, you will find detailed instructions under this link: {Link}

If you are a **new user of an existing supplier in the system** you can view your company data (e.g. supplier assessment, complaints, etc.) and edit open measures / tasks directly after logging in.

To activate your account, please click on the link:

[Activate my account and continue](#)

Your user name corresponds to your e-mail address.  
Please use the password you set when you registered.

Yours sincerely,  
Klüber Lubrication Supplier Portal



### Email address verification

Please click on the button below to activate your account. After activation you will be asked to log-in to the system using your email and password.

[ACTIVATE ACCOUNT AND CONTINUE](#)

For the last step of the e-mail verification process, please click on the "Activate account and continue" button in your browser.

## 4.2. Entering company data and answering process questions

After completing the registration form and verifying the e-mail address, additional information about the company must be provided and quality-related questions answered in six steps in order to finalise the registration. It is possible to temporarily save after completing individual steps and complete the remaining steps at a later date. Log in with your e-mail address and password to continue.

### 4.2.1. Step 1: Confirm contact and registration information

Please check and correct your entries and confirm with "Continue".

The screenshot shows the 'Supplier Collaboration Portal - TEST' interface. At the top, there is a yellow header with the Klüber Lubrication and Freudenberg logos. Below the header, a progress bar indicates the current step: '1 Basic info' (active), '2 Details', '3 Documents', and '4 Supplier contacts'. The main content area is titled 'Contact and Registration information' and includes a note: 'In this step, you have the option of adjusting your master data or adding data. All fields marked with an asterisk "\*" are mandatory fields.'

The form contains the following fields and sections:

- Country:** A dropdown menu with 'Germany' selected.
- Registered supplier name\*:** A text input field containing 'Manuh-EN GmbH'. Below it, a note states: 'This is the full official company name, as indicated in the registration documents, e.g. AWS Advanced Water Systems London Co. Ltd.'
- Short name\*:** A text input field containing 'Manuh-EN'. Below it, a note states: 'Short name field is used in drop-downs and places with limited space and usually is the name you use in speech, eg AWS London.'
- Registered address:**
  - City\*:** 'München'
  - Post Code\*:** '81379'
  - Street\*:** 'Gelsenhausenerstr.'
  - House number\*:** '7'
  - Website:** An empty text input field.
- Alternative addresses:** A section with a '+ add' button and a table with the header 'ADDRESS' and 'No items to display'.
- Identification:**
  - Vat ID:** An empty text input field.
  - Vat EU ID\*:** 'DE123456789'
  - D-U-N-S Number:** An empty text input field. Below it, a note states: 'You can search for an existing D-U-N-S number on the [UPIK Platform](#) or apply for a D-U-N-S number free of charge on the [D&B Website](#)'.

At the bottom of the form, there are three buttons: '← BACK', '→ CONTINUE' (highlighted with a red border), and 'CANCEL'.

#### 4.2.2. Step 2: Product groups and delivery regions

In this step, you must specify your company's product range using product groups.

The main product group corresponds to the focus of your product range. Only one selection is possible. This selection determines the responsible product group manager at Klüber Lubrication. Under Other product groups, you can select additional product groups offered by your company.

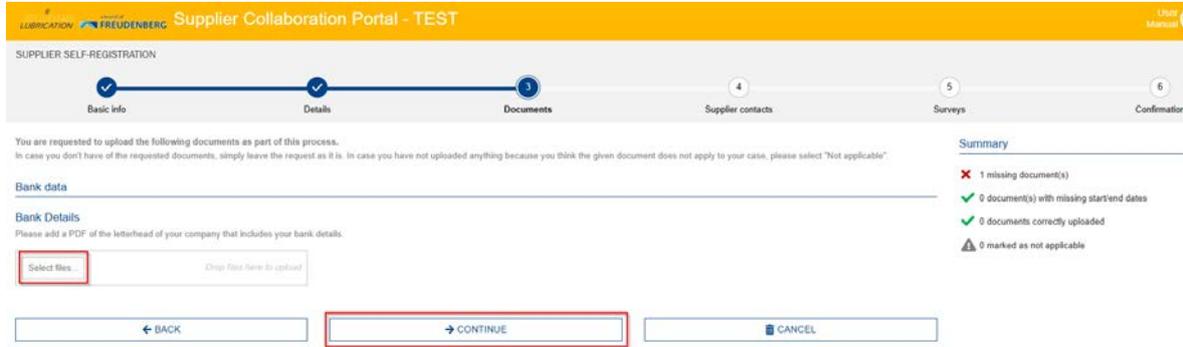
Please click on "add / edit" and select the product group in the window that opens.

Please also indicate the countries to which you can deliver or in which you are active. If you click on "Select all", all countries with Klüber production companies will be displayed. Countries that are not relevant can be removed by deleting .

Click on "Continue". Your entries will be saved and you will be taken to the next step.

### 4.2.3. Step 3: Bank statement

Please attach a PDF file with your company letterhead and your bank details. To do this, click on the "Select files" button and upload the relevant document from your computer. Then click on "Continue" to proceed to the next step.



### 4.2.4. Step 4: Contacts

In this step, the contact persons for certain topics must be defined. By default, the first person who carries out the registration can be assigned to these areas. However, other contact persons can also be assigned.

Topic	Description	Assignment obligation	Portal access required
Sales	Contact person for contracts, prices, contracts, LLE.	x	
Complaint processing	Contact person for complaints processing and certificate management.	x	x
Supplier Assessment	Contact person for the annual supplier evaluation.	x	x
Regulatory Stewardship	Contact person for the processing / provision of SDSs, REACH topics, etc.	x	
Order Management	Contact person for order processing, order confirmations, delivery dates, etc.	x	
Technical consulting	Contact person for questions regarding quality, product specifications and product information.	x	

#### Assignment obligation

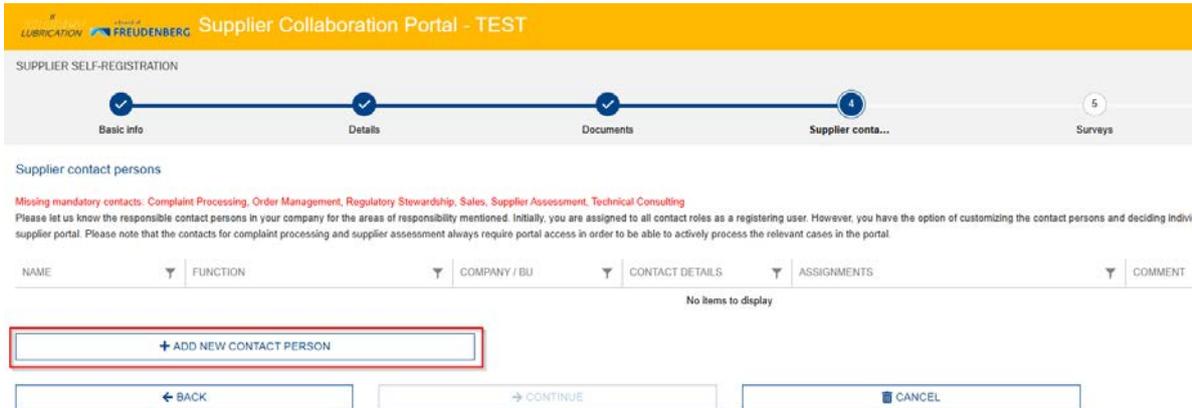
Contact persons must be named for defined areas.

#### Portal access required

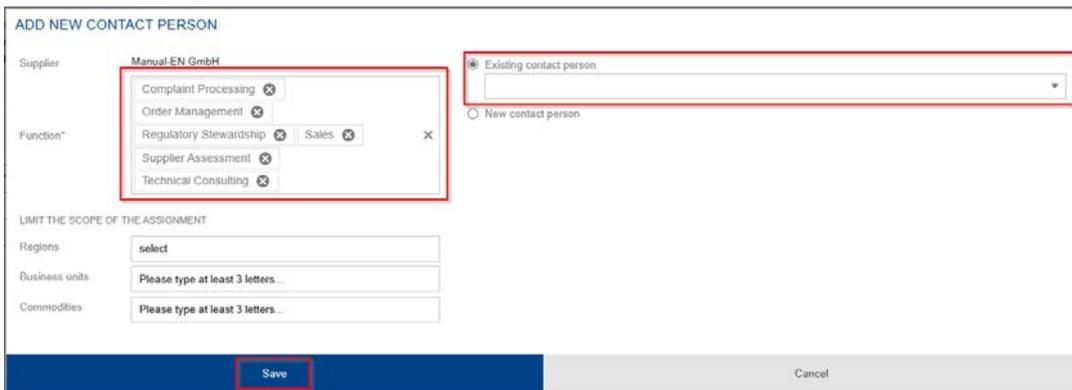
Defined contact persons must take over activities in the supplier portal in the specified areas and also receive corresponding notifications from the system. An account must be created for these contact persons. The system provides access for other contact persons as standard.

We strongly recommend that you create additional contact persons as portal users. This will ensure that your company has access to the supplier portal even in the event of personnel changes or longer absences.

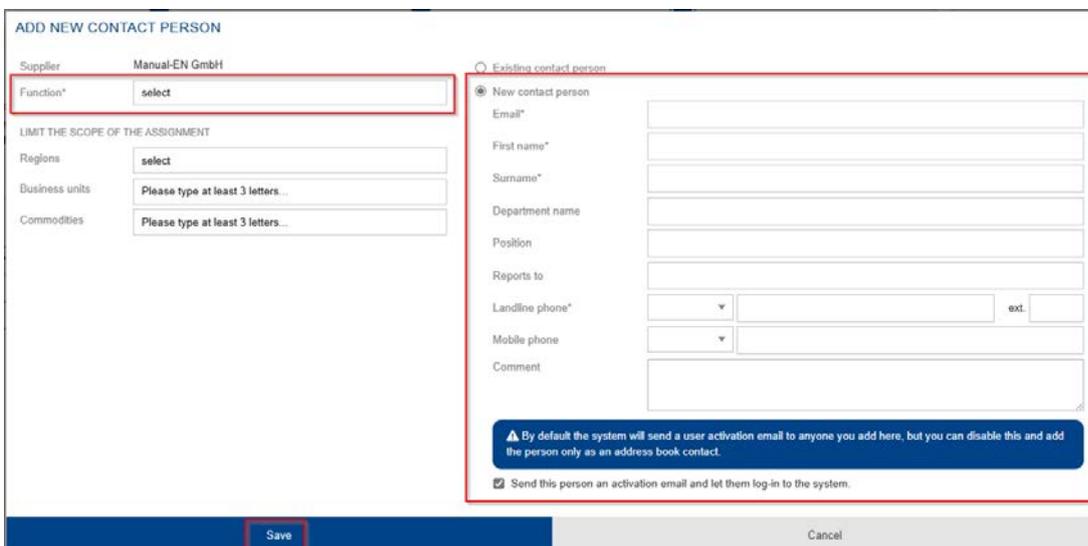
Click on "Add new contact person".



In the following window, the contact persons are assigned to the various topics. The topics are already preselected. The relevant person must be selected under "Existing contact person" and "Save" clicked. If individual topics are not to be assigned to this person, the topic can be removed by clicking . A new person must then be assigned to this topic.



Alternatively, you can also select "New contact person". The data for the new contact must then be entered.



Once all topics have been assigned to a contact person, click on "Continue" to proceed to the next step.

**Supplier contact persons**

Please let us know the responsible contact persons in your company for the areas of responsibility mentioned. Initially, you are assigned to all contact roles as a registering user. However, you have the option of customizing the contact persons and deciding individually whether they should also have access to our supplier portal. Please note that the contacts for complaint processing and supplier assessment always require portal access in order to be able to actively process the relevant cases in the portal.

NAME	FUNCTION	COMPANY / BU	CONTACT DETAILS	ASSIGNMENTS	COMMENT
Manual User	Compliant Processing	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		
Manual User	Order Management	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		
Manual User	Regulatory Stewardship	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		
Manual User	Sales	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		
Manual User	Supplier Assessment	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		
Manual User	Technical Consulting	Manual-EN GmbH Supplier	test@seeral-manual-en@gmail.com +49 897878531		

Buttons: + ADD NEW CONTACT PERSON, ← BACK, → CONTINUE, CANCEL

#### 4.2.5. Step 5: Profile questions

In the final step, profile questions on quality and other topics must be answered.

- Ethical standards and sustainability
- Company data
- Quality and management systems
- Processes

It is possible to save the answers at any time and answer the remaining questions at a later date. In this case, please finalise your entries with "Save".

Click on "Fill out" to start.

**Surveys**

Please fill-out the following surveys.

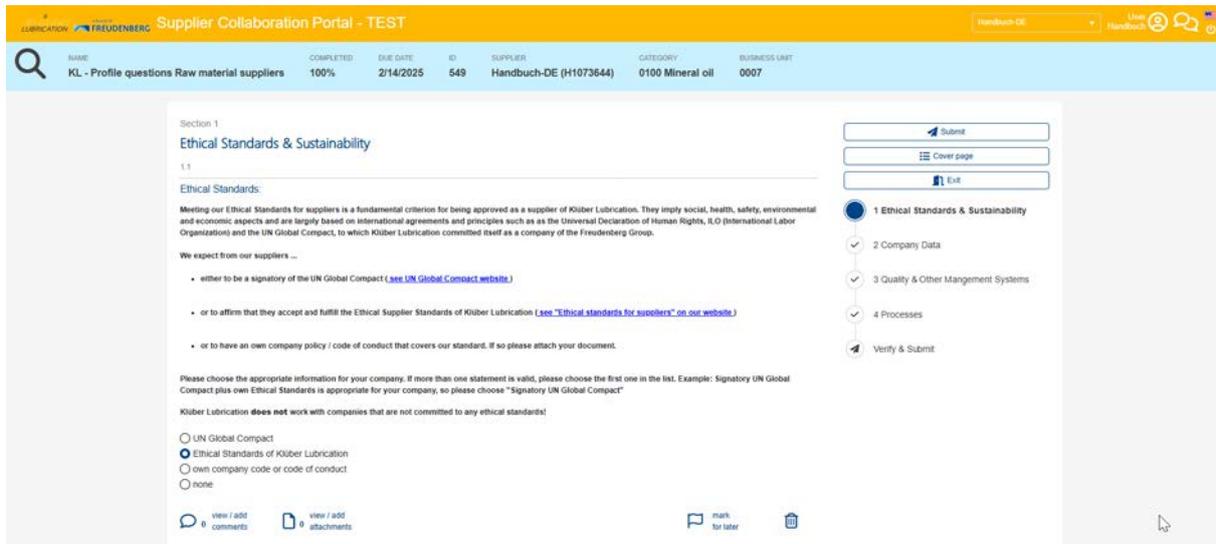
**KL - Profile questions Raw material suppliers**

**⚠ You need to fill this required assessment before going to next step.**

ACTIONS: FILL OUT, NOT STARTED

Buttons: ← BACK, → CONTINUE, CANCEL

All questions must be checked and answered.



#### 4.2.5.1. Notes on the questions

The questions are multiple-choice questions. Depending on the answer, some questions require comments to be entered or attachments (e.g. certificates) to be added. A corresponding note will appear.

Please click on "View / add comments" or "View / add attachments".



You can jump backwards and forwards at any time. Please note, however, that all questions must be answered at the end.



For questions about certificates (e.g. ISO 9001), attach the relevant documents and enter the validity date. To do this, click on "Select files" and select the date under "Valid to".

#### 4.3. Completing the registration

Once you have answered all the questions, click on "Submit". This completes the registration process.



#### All questions answered!

You are ready to submit your answers.

Your answers have been saved, but have not yet been sent.

You can return to this page to continue editing them or, if you are ready now, please click on SUBMIT below.

[← Previous section](#) [Submit](#)

[☰ Cover page](#)

[🚪 Exit](#)

- ✓ 1 Ethical Standards & Sustainability
- ✓ 2 Company Data
- ✓ 3 Quality & Other Management Systems
- ✓ 4 Processes
- 🚪 Verify & Submit

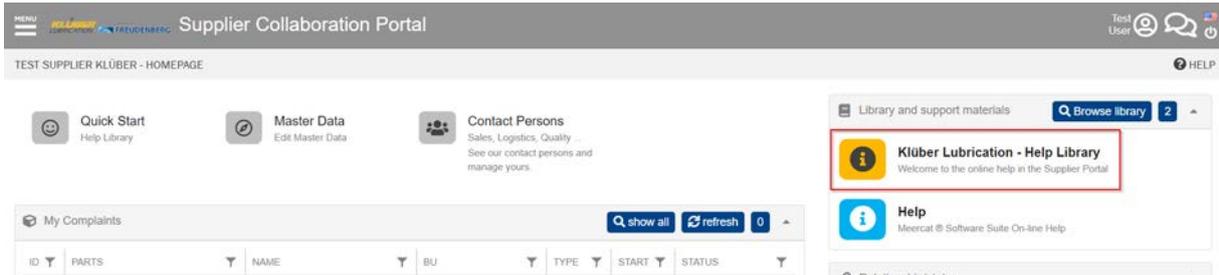
The responsible product group manager will now be notified by e-mail and will check and assess your details. After the check, you will receive an e-mail with the result.

Please be patient!  
You have successfully completed the user activation, but your supplier profile is still being checked by our team. As soon as your supplier profile has been successfully checked and activated, you will be informed by e-mail.

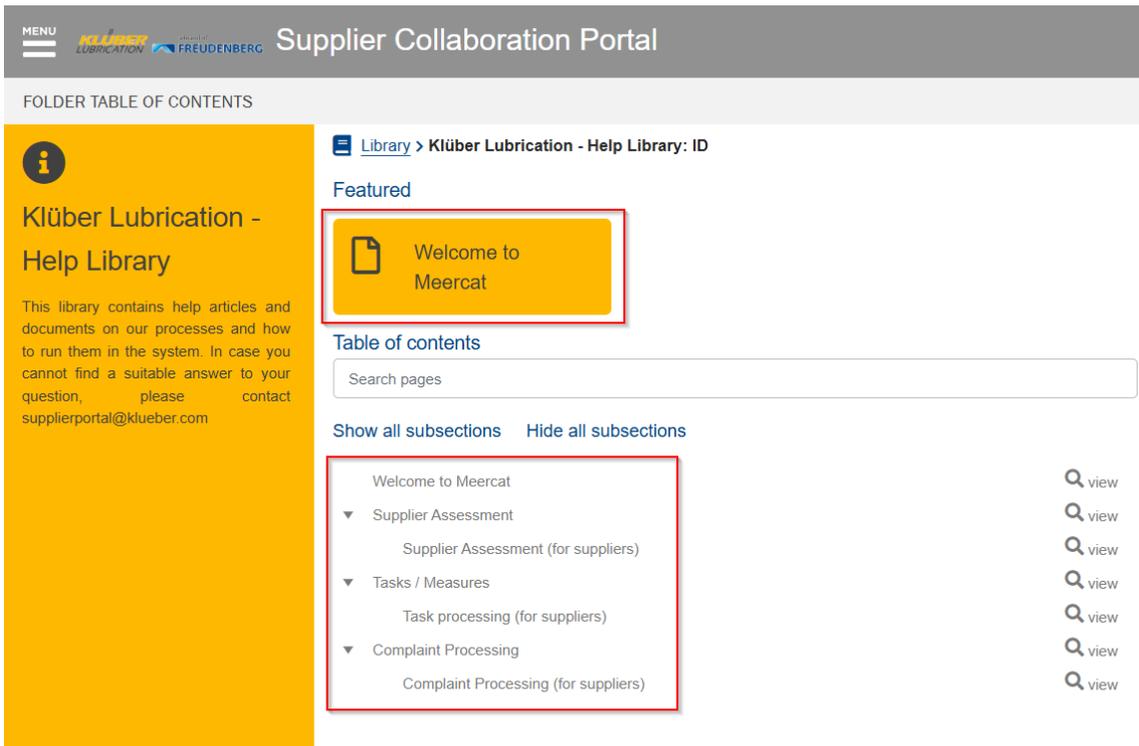
## 5. Help-Library & technical support

In the library you will find a collection of guides on various topics, such as “first steps in Meercat” or “complaints processing”. These guides will help you to operate the portal and use all its features.

You can access the Help Library by clicking on 'Help Library' at the top right of the start page.



Click on the desired topic in the library to view the guide.



If necessary, our technical support is at your disposal. If you have any questions or technical problems, contact us at the following e-mail address:

[SupplierPortal@klueber.com](mailto:SupplierPortal@klueber.com).

Please include as much information as possible in your message, including a screenshot if necessary, to help us process your request quickly.