

# Klüber Lubrication Supplier Portal Manual

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# 1. <u>Terms and abbreviations</u>

Procurence sp. z o.o.	Procurence 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 Procurence.
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 https://www.upik.de/en/dunsan f ordern.html.



#### 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. <u>Registration process</u>

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 <u>https://www.klueber.com/de/en/company/suppliers/supplier-portal/</u> 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	Please fill in the following fields carefully and completely. Mandatory fields are marked with an asterisk (*) 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 registration process.							
	Interested in co-operation with*	KL HQ - Klüber Lubrication München GmbH & Co. KG 🔹						
Your company	Country	Germany v						
	Registered supplier name*	Manual-EN GmbH						
		This is the full official company name, as indicated in the registration documents. e.g. AWS Advanced Water Systems London Co. Ltd.						
	Vat ID							
	Vat EU ID*	DE123456789						
	D-U-N-S Number							
		You can search for an existing D-U-N-S number on the <u>UPIK Plattform</u> or apply for a D-U-N-S number free of charge on the <u>D&amp;B Website</u> .						
	Website							
Address	City*	München						
	Post Code*	81379						
	Street*	Geisenhausenerstr.						
	House number*	7						
Contact person	First name*	User						
	Surname*	Manual						
	Email*	testklmeercat+manual-en@gmail.com						
	Confirm email*	testklmeercat+manual-en@gmail.com						
	Preferred language	English - United States						

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 email address also serves as the user name for the portal.



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



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
$\odot$	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

California Province Supplier Collaboration Portal - TEST									
SUPPLIER SELF-REGISTRATION									
	2	3		(4)					
Basic info	Detai	is Documents		Supplier contacts	Su				
Contact and Registration information									
In this step, you have the option of adjusting your master data or adding d	lata. All fields marked with an asteris	k * * * are mandatory fields.							
Country 🖴	Germany		Ŧ						
Registered supplier name*	Manual-EN GmbH								
	This is the full official company nam	e, as indicated in the registration documents. e.g. AWS Advanced Water Systems London Co. Li	td.						
Short name*	Manual-EN								
	Short name field is used in drop-dou	wns 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*	Geisenhausenerstr.								
House number*	7								
Website 🖴									
Alternative addresses			+ add						
ADDRESS									
	No items to	display							
Identification									
Vat ID 🖴									
Vat EU ID*	DE123456789								
DJ LM-S Number									
District Hamou	You can search for an existing D-U-	N-S number on the UPIK Plattform or apply for a D-U-N-S number free of charge on the D&B W	lebsite.						
← BACK		→ CONTINUE		CANCEL					

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



#### 4.2.2. <u>Step 2: Product groups and delivery regions</u>

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.

Basic into Basic into New supplier request Scope of Supply Main category * Please enter the main category in which you would like in the self assessment and which lead buyer you will to correctly and completely. Dicking on the + Add / Edit link allows you to select categ	Details	3 Documents	(4) Supplier contacts	5 Surv
Basic into New supplier request Scope of Supply Main category * Please enter the main category in which you would like the self assessment and which lead boyer you will to correctly and completely. Sticking on the + Add / Edit link allows you to select categ	Details	Documents	Supplier contacts	Sun
New supplier request Scope of Supply Main category * Please enter the main category in which you would like the self-assessment and which lead buyer you will correctly and completely. Zicking on the + Add / Edit link allows you to select categ				
Scope of Supply Main category * Please enter the main category in which you would like in the self assessment and which lead buyer you will b correctly and completely. Zicking on the + Add / Edit link allows you to select categ				
Asin category * Please enter the main category in which you would like the self-assessment and which lead buyer you will b orrectly and completely. Sicking on the + Add / Edit link allows you to select categ				
lease enter the main category in which you would lik in the self-assessment and which lead buyer you will b orrectly and completely. Jicking on the + Add / Edit link allows you to select categ		+ add / edit 🗊 clear all		
	to supply us. Your selection w ie assigned to in the system. The ories, please click in the list below	vill determine which specific questions you need to answer his is important to ensure that your details are entered is to deselect them.		
Other supplied categories		+ add / edit 🗊 clear all		
fou can select additional product groups that your con they are not relevant for the selection of the self-asses Clicking on the + Add / Edit link allows you to select categ	npany offers. Your company ca sment and the assignment of a ories, please click in the list below	nn be found in our system via these product groups, but lead buyer. ro deselect them		
← BACK			CANCEL	
CATEGORIES				
Category	Q	Click on the name to show further details about the catego	ory Click on [] to	
Search name	15	selectoreselect a category and the underlying sub-categor	res.	
	1 categories selected			
O1_RM Raw Materials	Î			
0.000 PAO - group IV				
0300 PNO - globp IV     0300 Synthetics - Group V				
0400 PIB polyisobutylep				
0500 Ester all				
0500 PAG				
0700 PEPE				
0800 Silicon oll				
0900 Solid lubricant				
1000 Thickener				
Last 1000 HICKENET	÷			

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 <sup>©</sup>.

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.

	lier Collaboration Portal - 1	TEST			Uner C Martical
SUPPLIER SELF-REGISTRATION					
0	O	0	(4)	6	6
Basic info	Details	Documents	Supplier contacts	Surveys	Confirmation
You are requested to upload the following docu in case you don't have of the requested documents Bank data Bank Details Please add a PDF of the letterhead of your compar	Icable" Summary X 1 missing documer V 0 document(s) with V 0 documents corre	nt(s) h missing startiend dates http://pisaded			
Select Bas.	ng files here is upland		CANCEL	A 0 marked as not ap	ppicable

### 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.

Торіс	Description	Assignment obligation	Portal access required
Sales	Contact person for contracts, prices, contracts, LLE.	х	
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".

" LUBRICATION	FREUDENBERG Supplier C	ollaboration Porta	al - TEST					
SUPPLIER SELF-R	EGISTRATION							
	0	0	Q				5	
Ba	sic info	Details	Docum	ents		Supplier conta	Surveys	
Supplier contact	persons							
Missing mandatory o Please let us know th supplier portal. Pleas	entacts: Complaint Processing, Order Ma le responsible contact persons in your co e note that the contacts for complaint pro	nagement, Regulatory Stewardshi mpany for the areas of responsibili cessing and supplier assessment	ip, Sales, Supplier Assessment, Tech ity mentioned. Initially, you are assign always require portal access in order	nical Consulting ed to all contact roles as a re to be able to actively process	gistering use the relevant	ir. However, you have the option of custr t cases in the portal.	omizing the contact persons and	d deciding indivic
NAME	FUNCTION	Ŧ	COMPANY / BU	CONTACT DETAILS	Υ /	ASSIGNMENTS	Ť	COMMENT
				No items to d	isplay			
	+ ADD NEW CONTACT PI	RSON						
	← BACK		→ CONTINUE			CANCEL		

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 <sup>O</sup>. A new person must then be assigned to this topic.

Supplier	Manual-EN GmbH		Existing contact person	
Function*	Complaint Processing 🐼 Order Management 🐼 Regulatory Stewardship 🐼 Sales 🐼 Supplier Assessment 🐼 Technical Consulting 😵	×	New contact person	×
LIMIT THE SCOPE	OF THE ASSIGNMENT			
Regions	select			
Business units	Please type at least 3 letters			
Commodities	Please type at least 3 letters			
	Save		Cancel	

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

kupplier	Manual-EN GmbH	O Existing contact person	
unction* IMIT THE SCOPE O Legions iusiness units commodities	select  F THE ASSIGNMENT  select  Please type at least 3 letters  Please type at least 3 letters	New contact person Email*      First name*      Surname*      Department name      Position      Réports to      Landine phone*      Mobile phone      Comment	ex.
		<ul> <li>by default the system was send a user activate the person only as an address book contact.</li> <li>Send this person an activation email and let them</li> </ul>	n email to anyone you and here, but you can disable this and add



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

LUBRICATION 🖉		<sub>RC</sub> Supplier Colla									User @	Q .
SUPPLIER SELF-	REGISTRATION	Ú.										( HELP
	0-		<u> </u>	O			_			) — — — — — — — — — — — — — — — — — — —	6	
1	Basic Info		Details	Document	s.)		Supplier	conta	Sun	reys	Confirmation	
Supplier conta	ct persons											
Please let us know supplier portal. Plea	the responsible of ase note that the	contact persons in your company contacts for complaint processing	for the areas of responsibility mention g and supplier assessment always req	ed. Initially, you are assigned uire portal access in order to b	to all cont be able to	act roles as a registering user actively process the relevant	r. Howeve cases in t	, you have the option of custom he portal.	izing the contact perso	ns and deciding individually whether	they should also have access	to our
NAME	Ŧ	FUNCTION	Ŧ	COMPANY / BU	٣	CONTACT DETAILS	T	SSIGNMENTS		T COMMENT	Ŧ	
Manual User		Complaint Processing		Manual-EN GmbH		en@gmail.com						10
Manual User		Order Management		Manual-EN GmbH		en@gmail.com						10
Manual User 🏯 🖌 🖾 🖌		Regulatory Stewardship		Manual-EN GmbH		E2 testilmeercal -manual- en@gmail.com E +49 £97876531						10
Manual User		Sales		Manual-EN OmbH		El testidmeercal+manual- en@gmail.com El +49 897876531						10
Manual User A 🗸 🖂 🗸		Supplier Assessment		Manual-EN GmbH Ba Supplier		B testidmeercal+manual- en@gmail.com 젊 +49.897876531						/0
Manual User 🏝 🖌 🖂 🗸		Technical Consulting		Manual-EN GmbH Ba Supplier		en@pmail.com						10
-	+/	ADD NEW CONTACT PERSO	4									
	÷	BACK			_			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.

unincrition and resulteneed Supplier Collaboration Portal - TEST						
SUPPLIER SELF-REGISTRATION						
<b>Ø</b>	<b>⊘</b>	<b>⊘</b>	<b>⊘</b>	5		
Basic info	Details	Documents	Supplier contacts	Surveys		
Surveys						
Please fill-out the following surveys.						
KL - Profile questions Raw material A You need to fill this required assessment before	suppliers fore going to next step.					
ACTIONS	STATUS					
FILL OUT		NOT STARTED				
← BACK			CANCEL			



All questions must be checked and answered.

KL - Profile questions Rav	w material suppliers	COMPLETED	DUE DATE 2/14/2025	10 549	supplier Handbuch-DE (H1073644)	Category 0100 Mineral oil	0007	ISS UNIT		
Se	ction 1								Submit	
Et	hical Standards & S	Sustainability							III Cover page	
<u>u</u>									D tot	
Ett	hical Standards:									
and	eting our Ethical Standards fo d economic aspects and are la	or suppliers is a fun- argely based on inte	damental criterion mational agreeme	for being a ints and pri	pproved as a supplier of Kluber Lubro nciples such as as the Universal Decla	ation. They imply social, hea ration of Human Rights, ILO	th, salety, a Internation	environmental al Labor	1 Ethical Standards & Sustainability	
Org	panization) and the UN Global	Compact, to which	Kluber Lubricatio	n committe	d itself as a company of the Freudenbe	ng Group.			2 Company Data	
We	expect from our suppliers	1								
	<ul> <li>either to be a signatory of t</li> </ul>	the UN Global Comp	ABCE ( SEE UN GIOC	el Compact	website.)				<ul> <li>3 Quality &amp; Other Mangement Systems</li> </ul>	
	or to affirm that they accept	t and fulfill the Ethi	cal Supplier Stand	lards of Kili	ber Lubrication (see "Ethical standard	s for suppliers" on our webs	2		✓ 4 Processes	
	or to have an own company	y policy / code of co	educt that covers	our standa	nd. If so please attach your document.				◀ Verity & Submit	
Pie Co	ase choose the appropriate in mpact plus own Ethical Stand	nformation for your lards is appropriate	company. If more for your company	than one st	atement is valid, please choose the fin choose "Signatory UN Global Compac	t one in the list. Example: Sig	inatory UN	Global		
Ku	iber Lubrication does not wo	ork with companies	that are not comm	itted to any	othical standards!					
0	UN Global Compact									
0	Ethical Standards of Kluber	r Lubrication								
00	rown company code or code none	e a conduct								
6	view/add	view / add				<b>m</b> ••	*			
-	o comments	<sup>0</sup> attachments				tor	later			

#### 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.

← Previous section	Next section ->
--------------------	-----------------



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".

Add attachment			
File • Select files Drop files h	Valid from mm/dd/yyyy	Valid to *	ŧ
<ul> <li>Accepted file types: <sup>1</sup> ▶ <sup>1</sup> ▶</li></ul>			
Save		Cancel	

#### 4.3. Completing the registration

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

	All questions answered!			E Cover page
$\checkmark$	You are ready to submit your answers.			Exit
	Your answers have been saved, but have not ye	et been sent.	Q	1 Ethical Standards & Sustainability
	You can return to this page to continue editing the SUBMIT below.	hem or, if you are ready now, please click on	0	2 Company Data
	← Previous section	Submit	0	3 Quality & Other Mangement Systems
			0	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.





#### 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.

	Supplier Collaboration	n Portal	Test @ ୣ 🖓
TEST SUPPLIER KLÜBER - HOMEP	AGE		HELP
Quick Start Help Library	Master Data Edit Master Data	Sales, Logatics, Coulty See our contact persons and manage yours.	Library and support materials C Browse library 2  Kluber Lubrication - Help Library Welcome to the online Help in the Supplier Pottal
My Complaints		Q show all G refresh 0	Help     Meercat ⊕ Software Suite Cn-ine Help
ID Y PARTS	Y NAME	Y BU Y TYPE Y START Y STATUS	Pelationshin/status

Condension Republic Supplier Collaboration Portal FOLDER TABLE OF CONTENTS Library > Klüber Lubrication - Help Library: ID A Featured Klüber Lubrication -Welcome to **Help Library** Meercat This library contains help articles and documents on our processes and how Table of contents to run them in the system. In case you cannot find a suitable answer to your Search pages contact question. please supplierportal@klueber.com Show all subsections Hide all subsections **Q** view Welcome to Meercat **Q** view Supplier Assessment **Q** view Supplier Assessment (for suppliers) Q view Tasks / Measures **Q** view Task processing (for suppliers) **Q** view Complaint Processing Complaint Processing (for suppliers) **Q** view

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.

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