

PROCURE PERFORMANCE

Supplier Performance Management Administrator Guide

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Contact Us

Visit us at <u>www.zycus.com</u>. For queries, contact customer support at:

Email id: tech-support@zycus.com

US Toll free: +1-800-409-3507 | +1-866-363-6625

International Toll free: + 800-9928-7111 | + 800-9928-7000

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Chapter 1 Administration

1.1 Introduction

The actions that a user can perform and the controls that the user can access depend on the rights and privileges granted to the user; hence the interface components (such as, buttons, tabs, and links) visible on the screen may differ between users. This aspect needs to be kept in mind while understanding the steps to change settings. The administration functionalities are controlled from the **Setup** tab.

1.2 Defining Configurations

1.2.1 Managing Supplier Ranking System

You can customize the supplier ranking system to award each supplier a rank based on the overall performance score attained by the supplier.

Note: The Ranking System can be modified at any time and it will be reflected across the application immediately for old and future scores.

To manage supplier ranking system:

- 1. Click Define tab.
- 2. Click **Supplier Rank** sub-tab. The following page is displayed.

ZYC	US	🚮 S	PM v							Ċ
Dashbo	oard \vee	Define	∧ Measure ∨	Analyze 🗡	Develop 🗡 F	Reports Setup	¥			
		KPI Libra	ary Scorecard Libra	ary Supplier P	Rank Score Range	Target Status				
		plier Rank								
			anking System							
You can	customize	e the supplier	r Ranking System to a	ward each suppli	ier a rank based on the	e overall performance	score attained by the	supplier.		
If Supp	lier's Ove	erall Score	is		Assign Rank		Assign Color			
<=	-10.00				Gold					
>	-10.00	and <=	50.69		Silver					
>	50.69	and <=	200.00		Bronze					
>	200.00				Platinum					
mpowered b							Copyright	© 2013 Zycus Ir	 <u>it Zycus</u> nts Rese	

3. Click **Modify** to modify the ranking system. The following page is displayed.

ZYCUS	🚮 SPM 🗸			Hi, Alan R	⇔ ?∨ 0
Dashboard \vee 🗍	Define 🔨 Measure 🕥 Analyze	× Develop × Reports	Setup 🗡		
	KPI Library Scorecard Library Supplie	r Rank Score Range Target S	tatus		
You are here : Supp					
Manage the Su	pplier Ranking System				
You can customize t	the supplier Ranking System to award each sup	plier a rank based on the overall pe	rformance score attained by the	supplier.	
If Supplier's Over	all Score is*	Assign Rank*	Assign Color		
<= -10.00		Gold			
> -10.00	and <= 50.69	Silver			0 🗊
> 50.69	and <= 200.00	Bronze			o 🗊
> 200.00		Platinum			
npowered by			Copyright	: © 2013 Zycus Ir	About Zycus S

- 4. Enter the required details.
- 5. Click **Save**. The following message is displayed.

Your data has been saved.

1.2.2 Managing Score Ranges for KPIs & Scorecards

You can override the default score range of 0 to 100 and have custom score ranges for your KPIs and Scorecards. Based on the score range set here, all KPI and Scorecard scores will fall in the ranges specified.

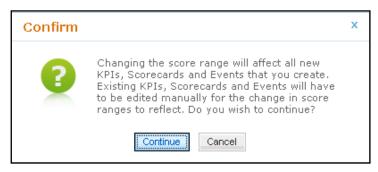
Note: If the Score Ranges are modified after data (KPI, Scorecard, and Event) is created in the system, none of the existing data will be affected, unless edited.

To manage score ranges for KPIs & scorecards:

- 1. Click **Define** tab.
- 2. Click **Score Range** sub-tab. The following page is displayed.

ZYCUS	🚮 SPM						¢r ?v Ů
Dashboard 🕥	Define 🔺			Reports Setup			
	KPI Library	Scorecard Librar	ry 🔋 Supplier Rank 🕴 Score Ra	nge Target Status			
You are here : Score	e Range						
Manage KPI an	d Scorecard	Score Range	S				
You can override the that all KPI and Scol			and have custom Score Ranges ecified.	or your KPIs and Scoreca	rds. Based on the Score	Range set here,	, the tool will ensure
Score Range For		Score Ra	nge				
Key Performance In	ndicators (KPIs)	-20.10 t	o 100.50				
Scorecards		-20.10 t	o 100.50				
Modify							

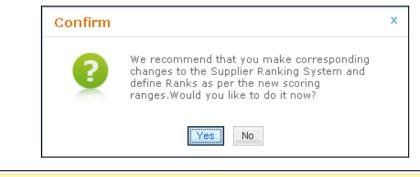
3. Click **Modify** to modify the score range. The following warning message is displayed.



4. Click **Continue**. The following page is displayed.

Manage KPI and Scorecard Sc	re kanges
You can override the default Score Rang and Scorecard scores fall in the ranges	of 0 to 100 and have custom Score Ranges for your KPIs and Scorecards. Based on the Score Range set here, the tool will ensure that all k ecified.
Score Range For	Score Range*
Key Performance Indicators (KPIs)	1.00 to 5.00
Scorecards	1.00 to 5.00

- 5. Enter the required details.
- 6. Click **Save**. The following message is displayed.



Your data has been saved.

- 7. Click **Yes** to manage the supplier ranking system. For more details, see <u>Managing Supplier</u> <u>Ranking System</u>.
- 8. Click No to save the score range defined

1.2.3 Configuring Target Status

You can have custom text as target status and the colors associated with them if you would like to change the default text and colors. The count however cannot be more than three.

Note: The Target Statuses can be modified at any time and it will reflect across the application immediately for old and future scores.

To configure target status:

- 1. Click Define tab.
- 2. Click Target Status sub-tab. The following page is displayed.

ZYCUS	🚮 SPM					🌵 ?v O
Dashboard 🗡	Define 🔺		Analyze \vee 🕴 Develop 🗵	Reports Setup		
	KPI Library	Scorecard Library	/ Supplier Rank Score Ra	nge 🛛 Target Status		
You are here : Targe	et Status					
Configure Targ	et Status					
			ors associated with them if you v application without affecting any		ne count howeve	r cannot be more
Target Status		Assign Color				
Problem Area						
Meets the Target						
Overachieves the T	arget					
Modify						

3. Click **Modify** to modify the target status. The following page is displayed.

Configure Target Sta	Queterrining)	Click to set a color for the	
You can have custom text than 3. The changes made	Customizing target status text	ssociated with them cation without affec	corresponding target	and colors. The count however cannot be more
Target Status*	Assign Color	-	2	
Problem Area				
Meets the Target				
Overachieves the Target				
Save Restore Defaults	Cancel			

4. Click **Restore Defaults** to restore default text and color for the target status. The following message is displayed.





5. Click **Save** to save the changes made. The following message is displayed.

Your data has been saved.

1.3 Defining Client Settings

1.3.1 User Settings

1.3.1.1 Assigning Facilities

You can assign one or more facilities to the user. Any User will be able to score an Event for the Facilities he/she is assigned to. If a user is not assigned to any Facility, he/she cannot be invited to score an Event.

To assign facilities:

- 1. Logon to the SPM application.
- 2. Click Setup tab.
- 3. Click Client Settings sub-tab under Settings tab.
- 4. Under **User Settings** section, click **Assign Facilities**. The **User and Facility Mapping** page is displayed.

are here : Client Settings				
tings				
	User and Facility Mapping			
User Settings:	Assign one or more facilities to a user, a assigned to any Facility, he/she cannot	Any User will be able to score an E be invited to score an Event.	vent for Facilities he/she is assigned to	. If a user is r
Assign Facilities	Search in User Name 👻 😡	0		
Entity Ownership	User Name	Email Address	Facilities Assigned	Actio
	Prf264 Prf264	prf264@tms.com		2
Client Settings:	Prf265 Prf265	prf265@tms.com		2
Regions	Prf266 Prf266	prf266@tms.com		2
KPI Categories	Prf267 Prf267	prf267@tms.com		2
Supplier Groups	Prf268 Prf268	prf268@tms.com		2
Mail Templates	Prí269 Prí269	prf269@tms.com		2
General Settings	prf27 prf27	prf27@zycus.com	Naheola - CPG	2
	Prf270 Prf270	prf270@tms.com		2
	Prf271 Prf271	prf271@tms.com		2
	Prf272 Prf272	prf272@tms.com		2
	Display 10 • Records		HK 4 Page	25 of 61 🕨

5. Click corresponding to a user name to assign facilities to that user. The **Assign Facilities** page is displayed.

Assign Facilities	,
Facility Name	Go View All View Selected (0)
	Facility Name
	Default - Facility
	Fayette - CNS
	Huntsville - Packaging
	Peterman - Plywood
	Taladega - Plywood
	Naheola - CPG
	Thorsby - Laminated Lumber
	Crossett - Plup & Paper
	Crossett - Plywood & Studmill
	Crossett - Chemical
Display 10 👻	Records MI 4 Page 1 of 17 > >>
	Assign

- 6. Select the facilities and click **Assign**. The facilities are assigned to that user.
- 7. Enter text in the search box and click **Go** to search users.

1.3.1.2 Entity Ownership

You can change the ownership of various types of entities present in the system. You can change the ownership of KPIs, Scorecards, Events, Development Programs and Alerts, from the current owner to a new owner. You can also view the previous owner to whom the entity was assigned.

To change the ownership:

1. On the left pane, under User Settings section, click on Entity Ownership

ZYCUS SPN	4 ~		
Dashboard 🕥 Define 🗡	Measure × Analyze × Develop ×	Reports Setup ^	
		Client Settings Manage Supplie	ers
ou are here : Client Settings			
ettings			
	Change Entity Ownership		
User Settings:	You can change the ownership of various Entit Individual Entity.	ies here. The change in ownership can take place in	bulk or by selecting
Assign Facilities	Search Current Owner Go		
Entity Ownership	Current Owner	Entity Types Owned	Action
Client Settings:	abc qa	KPIs Development Programs	2
Regions	admin admin	KPIs Events Alerts	2 🙎
KPI Categories	ashish ashish	KPIs	2
Supplier Groups		KPIs Scorecards	
Mail Templates	ashish chaudhari	Scorecards Events Development Programs	2
General Settings		KPIs Scorecards	
	ashish chaudhari	Events Alerts Development Programs	2
	Bijal Vasa	KPIs Scorecards Events Alerts Development Programs	2
	Chitresh Chitresh	Scorecards	2
	Chitresh2 Jain	Events Development Programs	2
	Hardik Hardik	Events	2

2. On **Entity Ownership** screen, click on *lice*(Edit) under **Action** section for the Current Owner whose entity needs to be transferred.

Change Owner (a	of Entities belonging to 'Bijal I	/asa')		x
Current Owner: New Owner: *	Bijal Vasa Select			
Entities Owned B	iy:			
Cu	urrent Owner		New Owner	
	Entities		Entities	
KPIs Scorecards Events Alerts Development Prog	grams	> <		
			Next	Cancel

- 3. From the **New Owner** drop down menu, select the new owner on whose name the ownership needs to be transferred.
- 4. Select the entities to be transferred from the current owner to new owner and click on The selected entities will be transferred to the corresponding **New Owner** section.

Note: You can select multiple entities by pressing the Ctrl button on the keyboard.

Note: An entity can be transferred to the new owner only if the new owner has the appropriate rights to own such an entity.

5. Click Next.

Sear	ch by Category Name 👻 Other	Go (57) records found <u>Clear Sea</u>	rch Result
		View All	View Selected (120)
V	KPI Name	Category Name	Status
V	Total Cost of Ownership (TCO)	Other	Active
J	Cost & Billing	Other	Active
J.	Inventory turns	Other	Active
V	Green Purchasing	Other	Active
V	Service Reliability	Other	Active
4	Vendor relationship & service	Other	Active
1	Innovation: Product Improvement	Other	Active
J	Regulatory Compliance	Other	Active
V	Financial Risk	Other	Active
V	Catastrophic Risk	Other	Active
Displa	ay 10 - Records	(et et 1	Page 2 of 6 🕨

6. Select the particulars from each entity (KPI, Scorecard etc.) and then click on **Update** to transfer the ownership.

ZYCUS	🔺 SPM						Hi, Ashist	
Dashboard 🗡	Define 🗡	Measure 🗡	Analyze 🐣	Develop Y	Reports	Setup ^		
						Application Settings	Client Settings	Manage Supplier
ou are here : Clier	t Settings							
🕑 Ownership o	f selected KPIs a	and Scorecards ha	s been success	fully changed from	'Sangeetha She	etty' to 'Ashish Tripathi'.		
ettings								
		Change E	ntity Ownershi	ip				
User Setting		You can cha Individual E		hip of various Ent	tles here. The cl	hange in ownership can tai	ke place in bulk or	by selecting
Assign Faciliti	es	Search Cu	Search Current Owner Go					
Entity Owners	hip	Current	Owner		Ent	ity Types Owned		Action
Client Setting	IS:	Ravi Sing	h		Eve	necards nts ts		2
Regions					Dev	velopment Programs		
KPI Categorie	•	Sangeetha Shetty			Eve	recards nts		24
Supplier Grou	ps			Alerts Development Programs				
Mail Template	s	Sneha Pa	balkar		KP1 Eve			2 🙎
General Settin	gs	Spehal Pa	halkar		KP1 Sco Aler	recards		

7. The system shows a confirmation message upon the successful ownership change.

Note: Once the ownership is transferred, the corresponding mail communication would now take place with the new owner.

Settings Previous Owner (of Entities belonging to 'Ashish Tripathi') User Settings: by selecting KPIs Scorecards Events Alerts Development Programs Assign Facilities Go Search by KPI Name • Entity Ownership Action **KPI Name Category Name** Status Previous Owner 2 2 Cost & Billing Other Active Sangeetha Shetty **Client Settings:** Inventory turns Other Active Sangeetha Shetty Regions 22 Green Purchasing Other Sangeetha Shetty Active Service Reliability Other Active Sangeetha Shetty **KPI** Categories Vendor relationship & service Other Sangeetha Shetty Active Supplier Groups Innovation: Product Improvement Other Active Sangeetha Shetty 2 2 Mail Templates Regulatory Compliance Other Active Sangeetha Shetty Financial Risk Other Active Sangeetha Shetty General Settings Catastrophic Risk Sangeetha Shetty 2 🎿 Other Active Health and Safety Other Sangeetha Shetty Active Display 10 - Records ₩ 4 Page 3 of 12 🕨 2 🕹 2 & Cancel Eve

To view previous owner:

1. On **Entity Ownership** screen, click on **(Previous Owner)** under **Action** section to view the previous owner of the entities for the corresponding **Current Owner**.



1.3.2 Client Settings

1.3.2.1 Adding Regions

You can add regions that your company operates in and then associate the various Facilities to the Regions they fall under. Each facility can be assigned to one or more regions. Just like the supplier performance can be viewed for different facilities, it can now be viewed per region as well.

To add a region:

- 1. Click Setup tab.
- 2. Under Setup tab, click Client Settings.
- 3. On the left pane, under Client Settings section, click Regions.
- 4. Click Add Region tab on the upper right of the Region and Facility Mapping page.

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ashboard \vee 🛛	Define \vee	Measure 🗡	Analyze \vee	Develop 🗸	Reports	Setup ^		
						Client Settings Manage	Suppliers	
i are here : Clier ttings	nt Settings							
		Region a	nd Facility Mapp	bing				Add Region
User Settings	5:	Add Region	is that your compa	any operates in	and then associa	te the various Facilities to the I	Regions they fall	under.
Assign Faciliti	ies							
Entity Owners	hip	Region			Facilities Ass			Action
Client Setting] 5:	APAC			Taladega - Plyv Crossett - Plup Thorsby - Lami Default - Facilit Fayette - CNS	vood & Paper nated Lumber		ø
Regions					Huntsville - Pac Peterman - Ply	skaging wood		
KPI Categorie		US			Crossett - Plup Chicago Crossett - Plyw Oklahoma City	ood & Studmill		
Mail Template	5				Houston			
General Settin	igs	WSE			Peterman - Ply Taladega - Plyv Naheola - CPG Crossett - Cher Crossett - Plyw Huntsville - Pag	vood mical vood & Studmill		
		NE			Crossett - Cher Crossett - Plyw Huntsville - Pac	rood & Studmill		
		MEA			Peterman - Ply Fayette - CNS Camas - CPG Taladega - Plyv			
		CEE			Naheola - CPG Thorsby - Lami			

5. The Add Region dialog box is displayed.





Add Region	x
Region Name:*	
]
	16

- 6. Enter the region name and click **Done**.
- 7. The following message is displayed.

A	dd Region	x
	Region added successfully.	
	Would you like to add another Region ?	-
	Yes	lo

- 8. Click **Yes** to add another region. The region is added and is displayed on the **Region and Facility Mapping** page.
- 9. Click i to assign facilities to the region.

1.3.2.2 Adding/Editing KPI Categories

The KPI categories are populated in the drop down list for KPI Category on the KPI creation screen. A KPI category already associated to a KPI cannot be deleted. You can add KPI categories or Edit/Delete existing ones.

Note: You can deactivate KPI categories that you no longer need. These KPIs will be hidden from the KPI Category selection drop down on the first step of KPI creation. You can deactivate or re-activate a KPI at any time. The Active KPIs using the deactivated KPI will not be affected unless they are edited.

To add/edit KPI categories:

- 1. Click Setup tab.
- 2. Under Setup tab, click Client Settings.
- 3. On the left pane, under Client Settings section, click KPI Categories.
- 4. Click Add Category tab on the upper right of the KPI Categories page.

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ashboard 🕥 🕴 Defin	ne 🗠 🕴 Measure 🗠 🕴 Analyze 🗠 🕴 Develop 🗠 🕴 Reports 🕴 Setup 🔨	
	Client Settings Manage Suppliers	
u are here : Client Setting	2s	
ttings		
	KPI Categories	Add Category
User Settings:	Add KPI categories or Edit/Delete existing ones. These categories are populated in the dropdown for	KPI Category on the KPI
Assign Facilities	creation screen. A KPI category already associated to a KPI cannot be deleted.	ner obleger y on ble ner
Assign Facilities		
Entity Ownership	KPI Category	Action
clinet Collinson	Other	2 🕲 🗊
Client Settings:	Cost	2 😟 🗎
Regions	Delivery	2 🛞 🗊
KPI Categories	Efficiency	2 🖲 🗊
Supplier Groups	Health	2 😟 🗊
Mail Templates	Safety and Environment	2
General Settings	Innovation	2 🕑 📋
	Quality	2 🖲 🗊
	Risk	2 🖲 🖀
	Service	2 🖲 🗎
	erwr	2 🖲 🗎
	Display 25 💽 Records	H < Page 1 of 1 > H

5. The **Add Category** dialog box is displayed.

Add Category	Enter a	x
Category Name:*	name for the categorv	
	Done	ancel

- 6. Click Done.
- 7. The following message is displayed.



- 8. Click **Yes** to add another category. The category is added and is displayed on the **KPI Categories** page.
- 9. Click dia to update a category.
- 10. Click ^(e) to deactivate a category and ^(e) to activate a category. On clicking the deactivate icon, the following message will be displayed.

Confirm		x
2	Once deactivated, the KPI Category will not be available to select during new KPI creation. Active KPIs using this Category will not be affected till they are Edited or Deactivated. Continue	

11. Click \square to delete a category.

1.3.2.3 Adding Supplier Groups

You can create and manage Supplier Groups. Each supplier can be associated with one or more Groups. Supplier data can be filtered and sorted by Groups when analyzing Supplier Information.

To assign facilities:

- 1. Click Setup tab.
- 2. Under Setup tab, click Client Settings.
- 3. On the left pane, under **Client Settings** section, click **Supplier Groups**. The following page is displayed.

User Settings: Create new Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier are to any Group by default and can belong to multiple Groups at the same time. Assign Facilities Supplier Group Go View by Suppler Groups at the same time. Entity Ownership Go View by Suppler Group Supplier Group Client Settings: my group DOSF Image: Create new Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier are shown to all Users while Groups at the same time. Supplier Group Go View by Suppler Groups Regions Supplier Group DOSF Image: Create new Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier are shown to all Users while View by Supplier Groups at the same time. Supplier Group Go View by Supplier Groups Regions Supplier Groups DOSF KPI Categories DOSF Image: Create New Supplier Groups Notice 14002 BUG 14002 VIEW PULER ANGEN LTD Notice 14002 BUG 14002, VERIFY BUG 14002, VERIFY BUG 14002, VERIFY DUMINY LTD And TOYOTA TEST PORTAL LOGIN AK MULTIPLE CHECK YAMAHA	ZYCUS 🔄 SPM			Alan R 🔞 🗸 🤋 🗸 🕇 🖒
Supplier Groups Add Supplier Groups Assign Facilities Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier Data for easy filtering and categorization. Suppliers do not belong to any Group by default and can belong to multiple Groups at the same time. Entity Ownership Goo Supplier Group Go Supplier Group Go No group DDSF Regions Supplier Groups KPI Categories DOSF Supplier Groups DOSF Bud 14002 VERIFY Mail Templates PRIYA General Settings And Mult TPLE CHECK YAMAHA Supplier Groups And Mult TPLE CHECK YAMAHA Supplier Groups And Mult TPLE CHECK YAMAHA Supplier Groups And Mult TPLE CHECK YAMAHA Supplier Soup CINCINNATI_123	Dashboard - Define - 1	Measure - Analyze - De	evelop 🗹 i Reports i Setup 🔨	
User Settings: Create new Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier Data for easy filtering and categorization. Suppliers do not belong to any Group by default and can belong to multiple Groups at the same time. Assign Facilities Supplier Group Go View by Supplier Groups at the same time. Entity Ownership Go View by Supplier Group Active Client Settings: my group DDSF Image: Same Source Image: Same Source KPI Categories Supplier Groups DDSF Image: Same Source Ima			Client Settings Manage Suppliers	6
Assign Facilities Create new Supplier Group and manage existing Groups here. These Groups are shown to all Users while viewing Supplier Data for easy filtering and categorization. Suppliers do not belong to any Group by default and can belong to multiple Groups at the same time. Entity Ownership Go View by Supplier Client Settings: Import Group Supplier Group Active Regions my group DOSF Import The Same True true true true true true true true t		Supplier Groups		Add Supplier Group
Assign Facilities same time. View by Suppler Entity Ownership Supplier Group Suppliers Activ Client Settings: my group DDSF Image: Client Settings Image: Client Setting S	User Settings:	Create new Supplier Group and n	nanage existing Groups here. These Groups are shown to all Users	while viewing Supplier Data
Entity Ownership Supplier Group Suppliers Activity Client Settings: my group DDSF Image: Client Settings Image: Client Setings Image: Client Settings </td <td>Assign Facilities</td> <td>same time.</td> <td></td> <td>View by Supplier</td>	Assign Facilities	same time.		View by Supplier
Regions DDSF KPI Categories SANITY LTD Supplier Groups POT SUPPLIER Mail Templates BUG 14002 General Settings PRIYA	Entity Ownership			Action
KPI Categories SANITY LTD Supplier Groups POT SUPPLIER Mail Templates BUG 14002 General Settings AA TOYOTA TOYOTA TEST PORTAL LOGIN AK MultiFue SagaR SUPPLIER SAGAR CINCINNATI_123 SUPPLIER SAGAR	Client Settings:	my group	DDSF	2 🗊
Mail Templates PRIYA BUG 14002_ VERIFY General Settings DUMMY LTD AA TOYOTA TEST PORTAL LOGIN AK MULTIPLE CHECK YAMAHA SUPPLIER SAGAR CINCINNATI_123	KPI Categories		SANITY LTD TYU LTD POT SUPPLIER AMGEN LTD XKHK	
AK MULTIPLE CHECK YAMAHA SUPPLIER SAGAR CINCINNATI_123		PRIYA	BUG 14002_ VERIFY DUMMY LTD AA	2 🗊
Display 10 V Records HI 4 Page 4 of 4 1	General Settings		AK MULTIPLE CHECK YAMAHA SUPPLIER SAGAR	
		Display 10 - Records		₩ 4 Page 4 of 4 → H
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- 4. Click **View by Supplier** to sort the display list by supplier names.
- 5. Click **Add Supplier Group**. The following **Add Supplier Group** dialog box is displayed.



6. Click Next. The following Adding Suppliers to Group page is displayed.



	opliers to Group "Supp Group1"	
	Go	
		View All View Selected (0)
	Supplier Name	
	ACME LTD	
	DELL	
	LENOVO	
	123	
	BRST LTD	
	YAMAHA	
	123	
	HP INDIA	
	MPCL LIMITED	
	ACME	
Displa	ay 10 - Records	🕅 🖣 Page 🚺 of 697 🕨 🙀

- 7. Select the suppliers you wish to add to the group from the list.
- 8. Click **Update**. The supplier group is added and is displayed on the **Supplier Groups** page.
- 9. Click \geqq Edit to update a supplier group.
- 10. Click 🗇 Delete to delete a supplier group.

1.3.2.4 Configuring Mail Templates

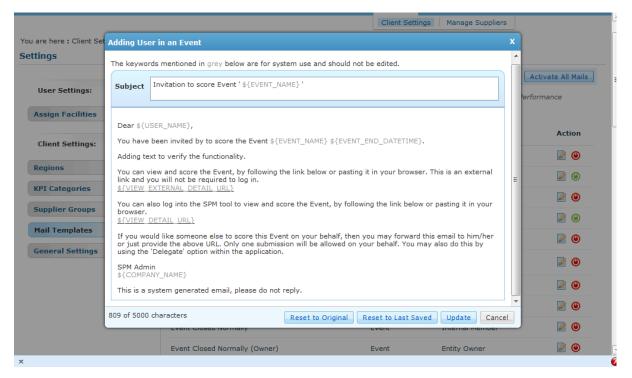
Under Mail Templates, you can modify the email templates sent to various stakeholders during the process of Supplier Performance Management.

YCUS	d SPM	· ·				Hi, Ar	skit ∰v ?v
ashboard $ imes$	Define 🗡	Measure 😪 🕴 Analyze	> Develop ×	Reports	Setup ^		
u are here : Clien ttings	t Settings				Client Settings	Manage Suppliers	
		E-Mail Template Con	figurations				Deactivate All Mail
User Settings	:	On this page you can me Management.	odify mail templates	sent to various	stakeholders during	g the process of Supplie	r Performance
Assign Facilitie	es						
Entity Owners	hip	Template Name			Activity Associated	Mail Receiver	Action
Client Setting	51	Adding User in an Eve	nt		Event	Internal Member	20
Regions		Adding User in an Eve	nt (External)		Event	External Member	20
KPI Categories		Custom Alert on Supp	lier KPI Score		Alerts	Internal Member	20
Supplier Group	15	Custom Alert on Supp	lier Overall Score		Alerts	Internal Member	20
Mail Template	5	Custom Alert on Supp	lier Rank		Alerts	Internal Member	20
General Settin	gs	Delegate to Score in a	n Event (External)		Event	Internal Member External Member	20
		Event Closed Manually			Event	Internal Member	20
		Event Closed Manually	(Owner)		Event	Entity Owner	20
		Event Closed Normally	,		Event	Internal Member	20
		Event Closed Normally	(Owner)		Event	Entity Owner	20
		Event Extended			Event	Internal Member	2 🖲
		Event Extended (Exter	nal)		Event	External Member	20
		Event Extended (Owne	er)		Event	Entity Owner	20
		Event in One see				Tehnenal Marshan	

You can edit the content of individual template at any point in time. You can also Activate or Deactivate emails sent by the system.

To edit a mail template:

1. For a corresponding email template, under **Actions** section, click on **A** popup is displayed.



In this popup, you will get to view the text of the template for the corresponding action.

- 2. Edit the text of template as required and click **Update**.
- 3. Click **Reset to Original** to reset the text of the template to the original state.
- 4. Click **Reset to Last Save** to reset the text of the template to the last saved state.

Note: The mail template consists of a number of keywords which are necessary for system use. In case you modify any keyword and try to update the template, the system would check and highlight (in Red) the missing keywords in the mail template as shown below:

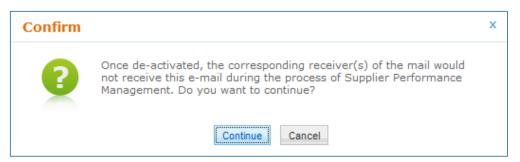
		Client Settings Manage Suppliers
You are here : Client S	t Adding User in an Event	x
Settings	The keywords mentioned in red are missing in the curre want to include them in your e-mail template else click f	roceed Anyway.
User Settings:	Current Template	Original Mail Template Deactivate All Mails
Assign Facilities	Subject Invitation to score Event '\${EVENT_NAME}'	Subject Invitation to score Event '\${EVENT_NAME}'
Client Settings:	Dear },	Dear \${USER_NAME},
	Adding Text to demonstrate this functionality.	Sou have been invited by \${EVENT_OWNER} to
Regions	You have been invited by \${EVENT_OWNER} to score the Event \${EVENT_NAME}. The Event is	score the Event \${EVENT_NAME}. The Event is open for scoring until \${EVENT_END_DATETIME}.
KPI Categories	open for scoring until \${EVENT_END_DATETIME}. You can view and score the Event, by following the	You can view and score the Event, by following the link below or pasting it in your browser. This is an external link and you will not be required to log in.
Supplier Groups	link below or pasting it in your browser. This is an external link and you will not be required to log in. \${VIEW EXTERNAL DETAIL URL}	\${VIEW_EXTERNAL_DETAIL_URL}
Mail Templates	You can also log into the SPM tool to view and score	You can also log into the SPM tool to view and score the Event, by following the link below or pasting it in your browser.
General Settings	the Event, by following the link below or pasting it in your browser. \${VIEW DETAIL URL}	\${VIEW DETAIL URL} If you would like someone else to score this Event
	If you would like someone else to score this Event on your behalf, then you may forward this email to	on your behalf, then you may forward this email to him/her or just provide the above URL. Only one submission will be allowed on your behalf. You may
	him/her or just provide the above URL. Only one	also do this by using the 'Delegate' option within the
	857 of 5000 characters	Update Cancel Proceed Anyway
	Event Closed Normally (Owner)	Event Entity Owner 📝 🕲

- 5. Click **Cancel** to cancel the update and go back to the **Mail Templates** listing screen.
- 6. Click Proceed Anyway to update the mail template with the missing keyword.

To Activate/Deactivate mail template:

For a corresponding event, under Actions section, click on any of the following:

• Click this option to deactivate email for the corresponding event. Once you click this option the following message is displayed:



Click **Continue** to deactivate the email for the corresponding event.

Click this option to activate email for the corresponding event. Once you click this option the following message is displayed:



Click **Ok** to activate the email for the corresponding event.



1.3.2.5 Configuring General Settings

You can control whether on the Supplier Portal, the Supplier should be able to see individual responses from all respondents or only the basic Performance Report. This setting can be turned On or Off at any time by the Admin.

To configure general settings:

- 1. Click Setup tab.
- 2. Under Setup tab, click Client Settings.
- 3. On the left pane, under **Client Settings** section, click **General Settings**. The following page is displayed.

Settings Supplier should be able to view individual responses from internal members while viewing his performance report.		Value
Supplier should be able to view individual responses from		Value
		🖲 Yes 🔘 No
Handle "NA" scenarios during calculation by considering NA values in a formula as Zero		🖲 Yes 💿 No
How should the Performance Report be shared with the		Automatically Manually
KPI's to show on the listing page	Show	w All Only created by that user
Scorecards to show on the listing page	Show	w All Only created by that user
Events to show on the listing page	Show	w All Only created by that user
Sava		
(and		
	How should the Performance Report be shared with the Supplier through the tool? KPI's to show on the listing page Scorecards to show on the listing page	How should the Performance Report be shared with the Supplier through the tool? KPI's to show on the listing page

- 4. For Supplier should be able to view individual responses from internal members while viewing his performance report, select Yes to turn on the setting or select No to turn off the setting.
- 5. For Handle NA scenarios during calculation by considering NA values in a formula as Zero, select Yes to turn on the setting or select No to turn off the setting.

In case the tool encounters a NA as a score while calculating scores, it will resolve it in the following manner.

Sum: Ignore all NAs and take the sum of available values



Scenario 1: 24+16+NA = 40 Scenario 2: 0+0+NA = 0 Scenario 3: NA+NA+NA = NA (But will be taken as 0 if it is a KPI score which will be used in Scorecard formula)

Average: Ignore all NAs and take the average, by also reducing the denominator.

If there are 5 questions and 1 is NA then KPI value would be Q1+Q2+Q3+Q4/4. Behavior will be same for the Scorecard formula as well.

Custom: This will remain NA as we cannot assume values to be Zero in case of a custom formula.

6. For **How should the Performance Report be shared with the Supplier through the tool,** select **Manually** to allow the users to manually share the report OR select **Automatically** to let the tool automatically share the report with the users once the event gets closed.

Note: You will be able to switch between the original behavior of the tool or the new behavior. On switching to the original behavior, when the tool encounters a NA in the formula, the final score would be NA.

1.4 Managing Suppliers

The **Manage Suppliers** sub-tab lets you create new suppliers and submit the supplier creation requests for approval.

Note: User must be authorized to manage suppliers. The following error message is displayed if not authorized.

ZYCUS 🚽 SPM		Hi, Ankt 🤹 🗸 🤋 🖓 🗸 🗎
	Oops! Error Details You are not authorized to 'Manage Suppliers'. Please contact your Administrator. Go to <u>Product Selection Page</u>	



To manage suppliers:

1. Under **Setup** tab, click **Manage Suppliers** sub-tab. The **Supplier Management** page is displayed.

🦀 Supplier Mar	nagement	Close
Create New	Supplier	
Search By: Select	v	
<u>GS ID</u> –	Supplier Name	Actions
15125	TEST REQ CO	🛃 Edit
15124	TTQWEQWE	🛃 Edit
15121	SAA ASDSD TEF	🛃 Edit
15119	TEST 18277	🛃 Edit
15113	TESTING SUPPLIER CREATION	🛃 Edit
14111	HIDE OUT	🛃 Edit
13110	Panasonic	🛃 Edit
12110	PikPens	🛃 Edit
11110	Whirlpool	🛃 Edit
9109	BBC CORP	🛃 Edit
	K4 4	Page 1 of 7 🕨 🙀

2. Click Create New Supplier. The following Create Supplier screen is displayed.

-998	Create Supplier							Close
	Company	Address	Product 8	& Services	Spend Information			
2	You are in System : Clie	ent System Name 1 under F	PLOO1 - Alen	ndale				
Cor	mpany Details	Company Details						
DB	A/Alias	Global Supplier Identifier		19		Legal Name *	YAMAHA	
Sup	pplier Hierarchy	DUNs Number						
		Tax Information						
		Tax ID / W8 / W9 form not re	equired					
		Tax ID Format		SSN Fee	deral TAX ID 🖲 Others	W8/W9 Form		Browse
		Tax ID				W8/W9 Received Date		E29
		Submit Cancel					* indic	ates mandatory fields

3. Enter the required details. Under **Company Details**, **Legal Name** is a mandatory field.

Note: Each supplier has a unique Tax ID. If you enter the Tax ID in this screen, ensure it is the correct Tax ID which does not conflict with any of the prior created supplier Tax IDs. No two suppliers can be created with the same Tax ID. If that is the case, an error message will be shown as displayed.

4. Ensure you have entered the **Legal Name** and click **DBA/Alias** sub-tab. The following page is displayed.

🕦 Supplier Manag	jement				Clos
Company	Address	Product & Services	Spend Information		
You are in System	: Client System Name 1 unde	er PLOO1 - Alendale			
Company Details	DBA / Alias				
DBA/Alias	Alias Name *				
Supplier Hierarchy	Alias Type *		•		
	Has Separate Addresses?		🔘 Yes 🖲 No		
			Add To List	Submit	* indicates mandatory fields
	DBA / Alias				
	Alias Name		Alias Type	Has Separate Addresses?	
	YAM		DBA	No	

- 5. DBS/Alias **section is NON mandatory**. If you do need to add an Alias, only then the fields marked with Red asterisk are mandatory.
- 6. Fill the mandatory fields and click **Add To List**. The supplier is added and is displayed below.
- 7. Click Address tab. The All Locations is displayed.

🎎 Supplier Managem	ent											Close
Company		Addres	s Produ	ct & Services	Spend Informat	ion						
A You are in System : Cl	ient Syste	em Name	1 under PL001 - /	Alendale								
All Locations	Select	Legal/DI	BA supplier name *	YAMA	HA 💌							
Contact Details				-		ddress type	here*					
My Locations				🔲 но		🔲 0A 😰			RT 🛸			
	Address	1*										
	Address	2										
	Address	3										
	PO Box	Number *										
	Country	•			United States	•						
	State *					•						
	City *											
	Zip / Pos	stal Code	•									
	Phone *											
	Fax											
					Add To List	Submit	C	Cancel	For fields	, Address	* indicates man s1 and POBox, at le	ast one field
											sho	uld be filled.
	Associa	ated Add	ress(es)									
		A RT				Phone	Fax	RT Address	Addr	ess ID	Show Facilities	
	Y N		HIGH ST,USA, PO Bo	x 54634, WRWE, A	K, 34234, US	342355	. ux		23697			2 🗊

- 8. Choose an address type and fill all the mandatory details. Click Add To List.
- 9. The address is added and is displayed on the list below.
- 10. Click **Contact Details** sub-tab. The following page is displayed.

🌺 Supplier Manage	ment					Clo
Company	Address	Product & Services	Spend Information			
You are in System : (Client System Name 1 under	PL001 - Alendale				
All Locations	Showing Contact Details	for All Locations				
Contact Details	For Address *					
My Locations	Contact Type *					
	First Name *					
	Last Name *					
	Title *					
	Email *					
	Phone Number					
	Cell Number					
	Fax					
	Supplier Portal Access?		🔘 Yes 🖲 No			
	Portal Login Status					
			Add To List	Submit	Cancel	* indicates mandatory field
	Showing Contact Details	for All Locations				
	For Contact First	Name Last Name	Title E	mail	Phone Number	Cell Number Fax Portal Access? Status
	236975 Prc abc	xyz	Mr.	@fgdf.com		No 📝 🛅

11. Enter the mandatory fields and click **Add To List**. The details get added and are displayed on the list.

Note: For Su	upplier (creation,	filling	information	n under	Company	and J	Address ta	abs is
mandatory.									

12. Click **Product & Services** tab. The following page is displayed.

🎎 Supplier Managem	ent			Close
Company	Address	Product & Services	Spend Information	
A You are in System : Cl	ient System Name 1 under F	2L001 - Alendale		
Product & Services			Classify	Select Category by Searching Taxonomy
	Selected Product & Servic	es		
	CATEGORY ID		CATEGORY CODE	CATEGORY NAME
	Submit Cancel			

Note: Filling Spend Information is not mandatory for supplier creation. However, if you start filling, fill all the mandatory fields.

- 13. Enter a product description and click **Classify**.
- 14. Click **Spend Information**. The following page is displayed.

Note: Filling Spend Information is not mandatory for supplier creation. However, if you start filling, fill all the mandatory fields.



🕵 Supplier Manage	ment				Clo
Company	Address	Product & Services	Spend Information		
You are in System :	Client System Name 1 under	r PLOO1 - Alendale			
Actual Spend	AddToList				
Spend Information	Tax ID		💿 SSN 🔘 Fed. Tax 🔍 Othr		
	Total Spend				
	Spend Date				
	Spend Documents		Browse		
	Comment		* *		
			Add To List Subm	Cancel	* indicates mandatory field
	AddToList				
	Tax ID	Total Spend	Spend Date	Spend Documents	Comment

- 15. Enter the details and click Add To List.
- 16. Click **Spend Information** sub-tab. The following page is displayed.

🥦 Supplier Managem	ent				Close
Company	Address	Product & Services	Spend Information		
A You are in System : Cl	lient System Name 1 under I	PL001 - Alendale			
Actual Spend	Spend Information				
Spend Information	Supplier/Alias Name *				
	Category *		×		
	Currency Type *		×		
	Spend Amount *				
			Add To List	Submit	* indicates mandatory fields
	Spend Information				
	Supplier/Alias Name	Category	Currency Type	Spend Amount	

17. Click Address tab. Select My Locations sub-tab. The following page is displayed.

Company	Address	Product & Services	Spend Information				
You are in System : Clien	t System Name 1	under PLOO1 - Alendale					
All Locations	Showing add	resses used in facility					
Contact Details	Address Id	Supplier Name	Address	HQ	OA	RT	Use Address In Facility
	236975	YAMAHA	HIGH ST,USA, PO Box 54634,	×	N	N	

18. Click **Submit**. The supplier is added and is displayed on the **Supplier Management** screen.



	Management ACME [®] added to repository. New Supplier	Close
Search By: Sele	ect 💌	
GS ID	Supplier Name	Actions
12	SUMSUNG	🛃 Edit
11	DBA_123	🛃 Edit
10	POT_SUPPLIER	🛃 Edit
9	SONY	🛃 Edit
8	ТАТА	🛃 Edit
7	TATA INDICOM	🛃 Edit
6	OPTIC EDGE CORP	🛃 Edit
4	PANTALOON	Z Edit
		₩ ∢ Page 1 of 1 → ₩

- 19. Select **GS ID** or **Supplier Name** from the **Search By** drop down list to search a supplier.
- 20. Click *Edit* corresponding to the supplier you wish to edit the details of.