

User Documentation: Job Aid

SynerTrade – Tendering/RFx

Supplier Quick Reference Guide

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List of Abbreviations

JA	Job Aid
ST	SynerTrade
RFI	Request for Information
RFQ	Request for Quotation
RFP	Request for Proposal

1 FIRST STEPS

1.1 General

For many procurement projects E.ON group uses SynerTrade (Accelerate version) as an eSourcing platform to get all relevant information from suppliers and also to simplify the communication with suppliers. E.ON uses the system for:

- a) Request for Information (RFI), e.g. pre-qualifications, tender specific questions
- b) Request for Quotation,
- c) Auctioning, e.g. Reverse Auction
- d) Document Sharing

This guide will help you to get familiar with the system and to send all necessary information back to E.ON.

To use the system usually no special system requirements are necessary. All browsers can be used. You only need an internet connection. You can access our eSourcing platform from your office or home or via your mobile phone with browser.

Nevertheless here are the requirements for browser / network configuration, just in case you face unexpected trouble:

- Javascript has to be enabled in the browser.
Normally this can be found in the web browsers preferences regarding 'scripting' or 'security'.
- Java has to be installed on the computer and its use has to be enabled in the web browser. If in doubt, google for 'install Java plugin' and the name of your web browser. Search the list of results for some official website like those from Mozilla, Microsoft, Apple, Google – depending on your web browser. Normally the official versions of the java environment can be downloaded from www.oracle.com/technetwork/java/javase/downloads. On normal end user computers the Java SE JRE should be needed. (SE = Standard Edition / JRE = Java Runtime Environment)
- In the network/firewall configuration there must not be any port/content restrictions in place for the use of the URL <https://eon.synertrade.com> or <https://uniper.synertrade.com>. Please note that this is a secure HTTPS connection which uses a different port number than the normal HTTP web traffic normally. HTTP uses TCP port number 80 and HTTPS uses TCP port number 443.
- Below is a list of web browsers which are officially tested to be OK with Synertrade. Other browsers may work, too. For example a lot of people do not have any problems using the current version of the 'Google Chrome' browser. But if in doubt, please use one of the following browsers:

Windows

- Mozilla Firefox: 22 or higher
- Internet Explorer: 9 or higher

Mac OS

- Current versions of Safari
- Current versions of Mozilla Firefox

1.2 Login

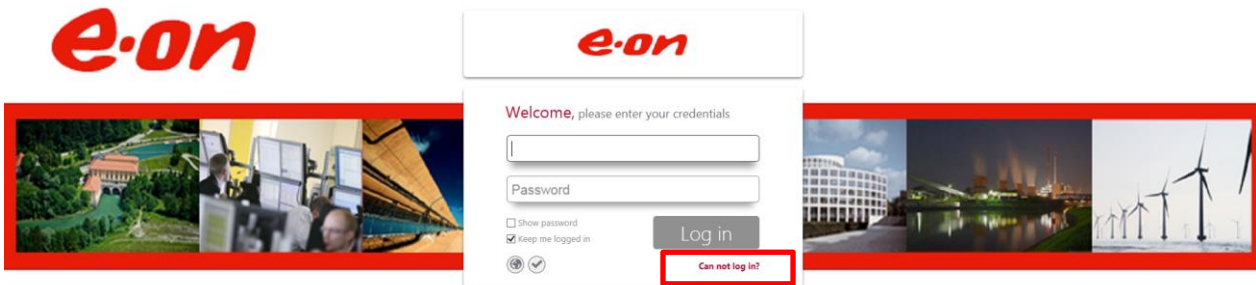
To get access to the system, you have to contact your E.ON responsible buyer.

Usually E.ON buyers set you up in the system and you get your login data via email. It depends on the set up which emails will be sent to you. If the buyer doesn't have all your relevant contact information, it could be that you have to complete an application form to get access to the system. What you have to do can be read in the email you get from the buyer.

Before accessing the system the first time, please save the web address in your favorites. Please only save <https://eon.synertrade.com> and not more, otherwise you get an error message.

To access SynerTrade please copy the login data from the email into the appropriate fields (see screenshot). The usual login is your email address.

Please note that the password from the email is only your initial password. After your first login, you have to change the password. If you forgot your password, please click on 'Can not log in?'.



1.3 Maintain your profile and your company's profile

The first step after your first login should be to check and adjust your profile (tabs "Contact information" and "Personal settings").

To go to your account/profile, please click on your name in the right upper corner after log in.

- Is your time zone, number and date format correct?
- Are the contact data e.g. telephone number correct?
- Would you change the interface language?

SynerSpace Last login: 22.12.2015 / 13:50 / GMT+01:00 Nice to see you again, Susanne

[? Online Documentation](#)
[Online Help](#)
[Call the Hotline](#)

Favourites
Personal Favourites

You have no content to display.

[All](#)
[My Favourites](#)
[Tender](#)

FAVORITE APPS

[\[Icon\]](#)
[\[Icon\]](#)

Page 0 of 0 | 1 2 3

My account Nice to see you again, Susanne

[Contact information](#) | [Company profile](#) | [References](#) | [Personal settings](#) | [Company addresses](#) | [Material groups](#) | [Documents](#) | [Additional information](#)

Save | Cancel

Contact information	Address
Title	Departments
Contact type	Company BSP Testsupplier 1
First name Susanne	Address
Last name	City
Functions 111	Postal/Zip code 43230
Login	State NRW
Password	Country Germany
User enabled <input checked="" type="checkbox"/>	Strategic business units

Signature	Contact data
Email signature	Email address
Use signature for email <input type="checkbox"/>	Phone 111
User Signature	Mobile/Cell
	Fax

My account Nice to see you again, Susanne

Supplier name **BSP Testsupplier 1** | Supplier status **Approved** | Contact

[Contact information](#) | [Company profile](#) | [References](#) | [Personal settings](#) | [Company addresses](#) | [Material groups](#) | [Documents](#) | [Additional information](#)

Save | Cancel

Settings

Main language	English
Secondary language	English
Time zone	(GMT+01:00) Berlin
Date/time format	dd.MM.yyyy
Numeric format	100.000,36
Decimals	2
Currency	EUR - Euro
Receive emails with calendar Assessment events	<input type="checkbox"/>
Receive open RFX mail	<input type="checkbox"/>
Show online status	<input checked="" type="checkbox"/>
Photo (Thumbnail)	
Start page	Auction

The second step should be to check your company's profile. Please add all relevant information to the profile. It could be that E.ON entered wrong data into your profile. Please update your profile. Don't forget to click on 'Save'.

1.4 Further Training Material / Help / Contacts

Further training material can be found in the help center. This material is SynerTrade material and not created especially for E.ON. Here you can also find training material for eAuctions and other functionalities of SynerTrade.

1.4.1 E.ON contact

Technical queries regarding SynerTrade:
Please send an email to strategic-sourcing-bpm@eon.com

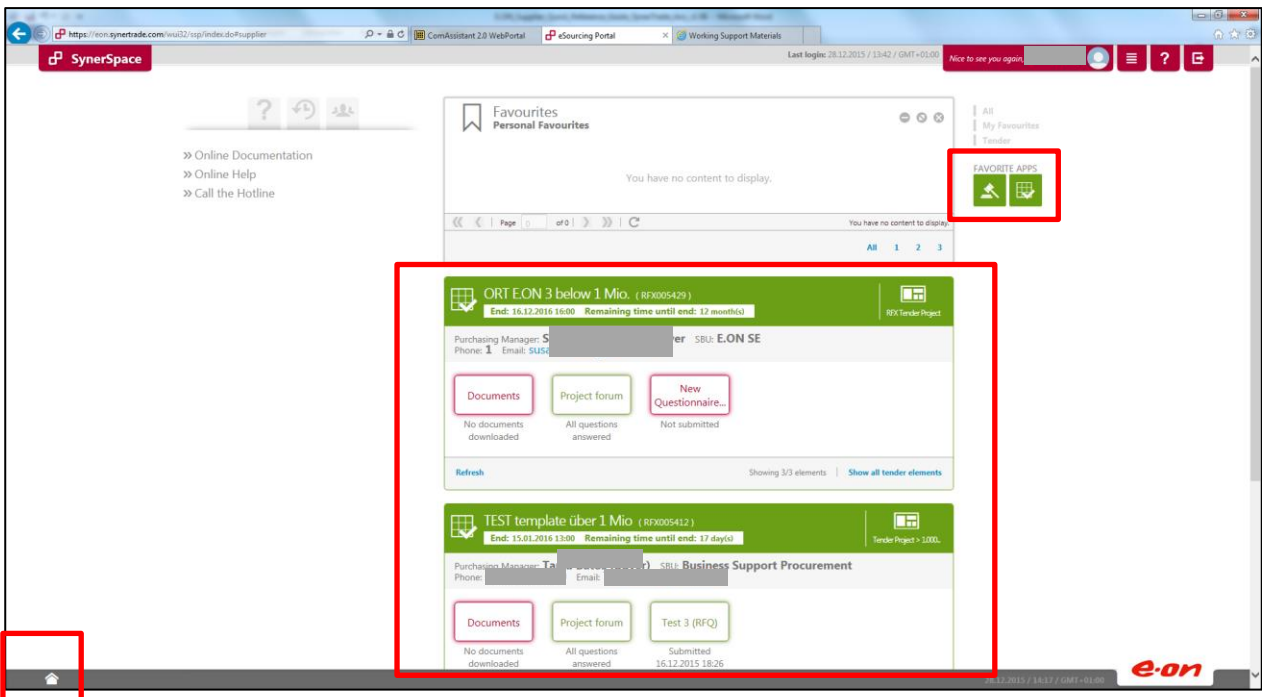
Professional, content related queries:
Please contact the project leader ([see chapter 2.2](#))

2 PROCESSING OF A PROJECT

2.1 Access your project

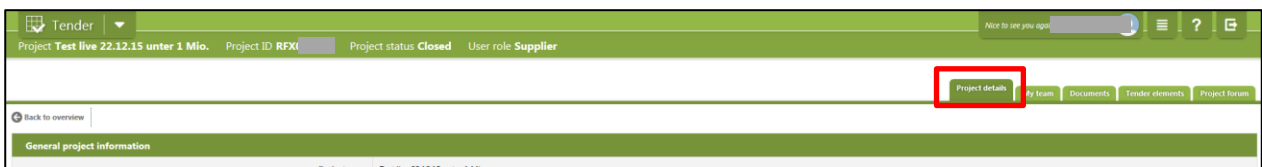
On the home page called "SynerSpace" you should find an overview over your running projects in the middle. You can go to all your auctions or tenders via the app buttons on the right side (project list). Click on the desired project No. there.

If you want to go to the "SynerSpace" page, please use the house button in the left lower corner.



No.		Project ID	Project name	Status	Start date	End date	Project leader
1		RFX00541	[Redacted]	Closed	22.12.2015	23.12.2015	Susan [Redacted]
2		RFX00541	[Redacted]	Online	16.12.2015	16.12.2016	Susan [Redacted]

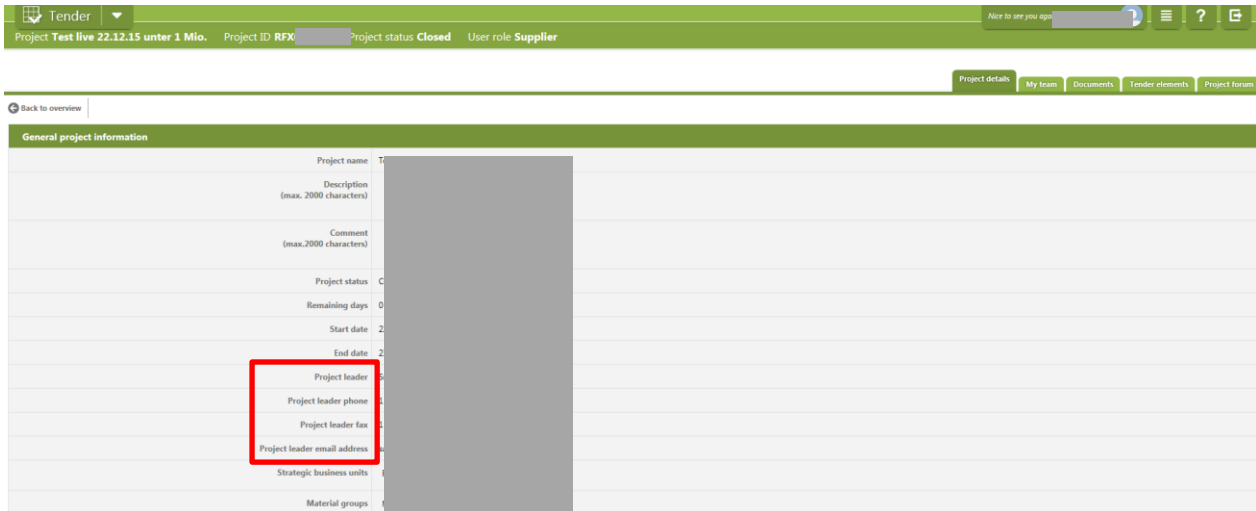
(Project list)



(Project details)

2.2 Tab "Project Details"

In the first tab 'project details' you can find all relevant information of the project. If you have questions regarding the project, please contact the project leader.



2.3 Tab "My team"

Here you have the possibility to add more colleagues to this project. Therefore click on 'New'. Then select the role the supplier should have. E.ON recommends to give them the role 'Substitute Supplier'. Otherwise they only have view rights or can't publish your offer.

You can only find your colleagues if they have been set up in your company's contacts (see [chapter 1.4](#)).



2.4 Tab Documents

Here you can download all documents from E.ON and also upload documents which should be forwarded to E.ON.

2.4.1 Download documents

Please download and check all documents.

To download all documents as a ZIP file, please click on "Download docs as ZIP".

In the pop-up window you tick the lines with "Buyer documents" because you want to download these and click "Apply". The download starts automatically.

Tender ▾
 Project **ORT E.ON 3 below 1 Mio.** Project ID **RFX00** Project status **Online** User role **Supplier**

You have downloaded 0 of 1 document(s). 0 document(s) uploaded.

Filter Save Upload document Export Download docs as ZIP

No.	<input type="checkbox"/>	↔	Name	Type	No.	Expired	Buyer access	Document link
1	<input type="checkbox"/>	⋮	git[redacted].zip	File	DOC138813.1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ORT E.ON 3 below 1 Mio. Susar

https://eon.synertrade.com/core32/common/actions/document/Dow...
 https://eon.synertrade.com/core32/common/actions/document/DownloadDocsAsZip

Download docs as ZIP

Documents owner: All Display settings

Apply Undo Close

No.	<input type="checkbox"/>	Owner	Type of document owner
1	<input type="checkbox"/>	Susann [redacted]st buyer	Buyer

1 Record exists Show 10 Records ▾

To download a special document tick the respective line and click on the download symbol.

Tender ▾
 Project **ORT E.ON 3 below 1 Mio.** Project ID **RFX00**

You have downloaded 0 of 1 document(s). 0 document(s) uploaded.

Clear selection **Download** Expired Delete

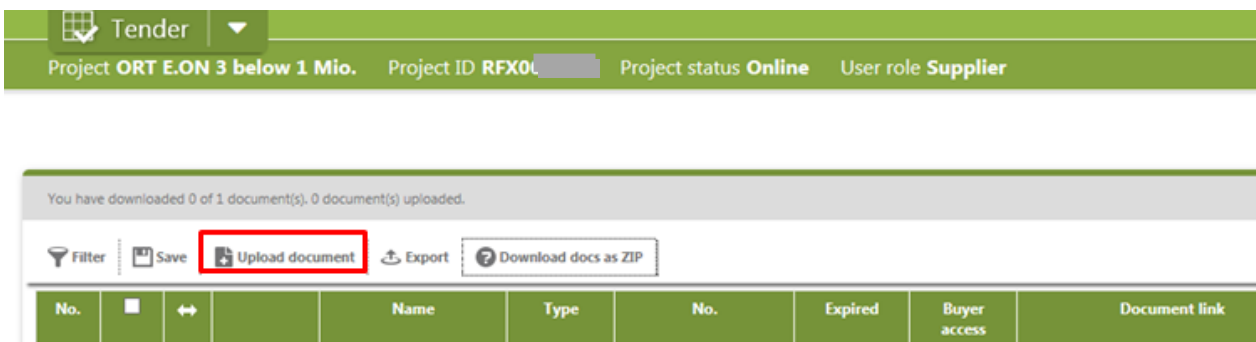
No.	<input checked="" type="checkbox"/>	↔	Name
1	<input checked="" type="checkbox"/>	⋮	[redacted] File

2.4.2 Uploading Documents

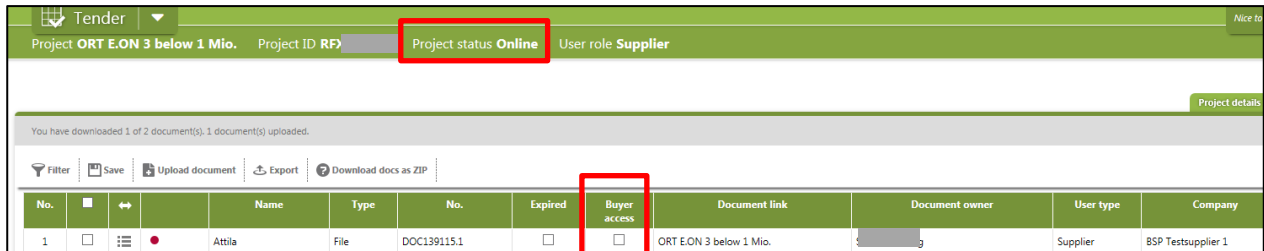
We recommend to upload one zip file with all your documents as it is easier to handle for E.ON's buyer. There are no restrictions on the number or size of documents.

To upload documents click 'Upload Document'. After uploading the column 'Buyer Access' is not ticked. This only shows you that the buyer can't see your uploaded documents as long as the project is in status 'online'. When the tender is closed, the buyer can access your documents and the column is ticked.

Please go to tab Tender Elements and edit them. **It is important that you click on publish!!!**



(before upload)



(after upload)

2.5 Tab Tender elements

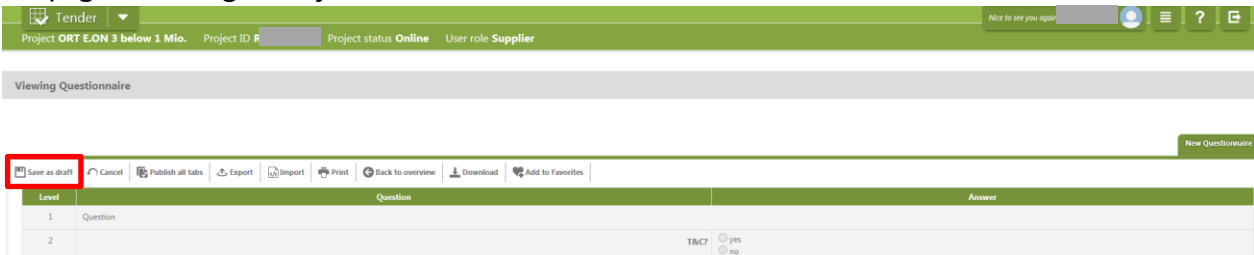
Once you have downloaded all project documents, go to tab 'tender elements' and 'place values' in the questionnaires and/or pricing grids. Therefore click on the left symbol in the action cell.



You can place values in the questionnaires and/or pricing grids online or offline in excel:

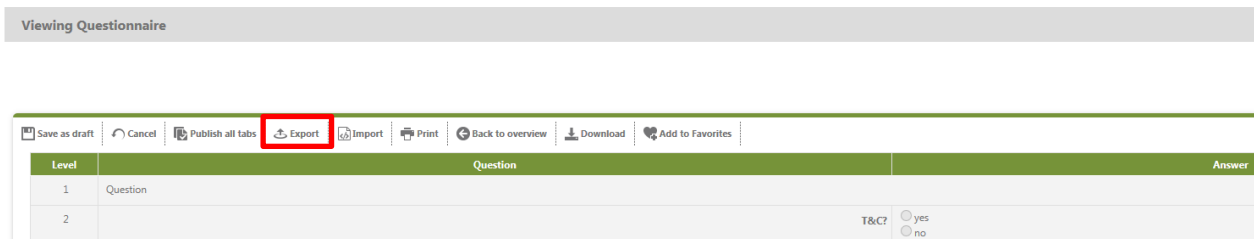
2.5.1 Place values online

Enter your prices or responses here. Please don't forget to save ('save as draft') your entries before leaving the page or clicking on a symbol.



2.5.2 Place values offline

This function is recommended to be used in case of many items. Click on 'Export' to download these elements into Excel. Save this file locally. Once you have edited the xlsx-file, save it (in **xlsx!!**) and click on 'Import'. Your prices/responses are now imported and saved online.

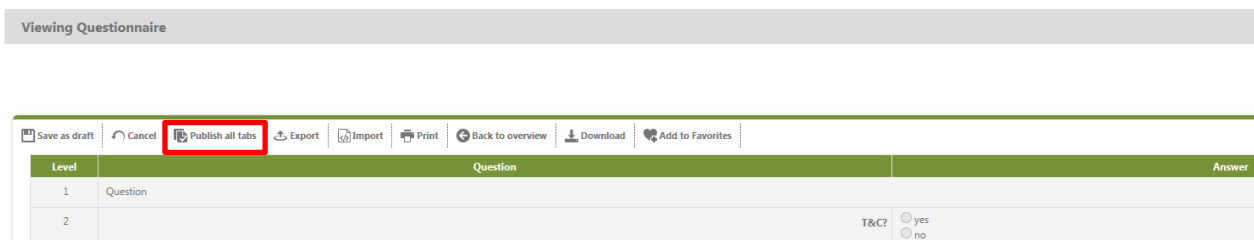


2.5.3 Publish your offer (!!)

Once you are sure all data are finalized and all documents are uploaded and saved, please click on 'publish'. Only if you click 'publish' your data are visible for E.ON.

After clicking on 'publish' you will receive a confirmation email that your data are published. Good to know: E.ON can only see your data after the project is closed.

PLEASE DON'T FORGET TO CLICK ON 'PUBLISH ALL TABS'!!!!



2.6 Tab Project Forum (communicate with E.ON)

There is a possibility within the SynerTrade system to ask questions to the project lead and receive answers. Use "new question", put it in and save. The project lead will receive an email information about it. The answer of E.ON can be seen in your email account and in the system.

