



FAQS



KION
e-source

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- **What are the advantages of the new solution for me as supplier?**
- **Do I have additional value as a supplier?**



- The new platform will provide all information (e.g. master data, procurement processes, etc.) in a central tool.
 - All relevant internal and external business partners will be on one virtual desk
 - You can exchange all information in real time (e.g., amendments on quotations)
 - Real-time exchange allows us to make decisions faster
 - Concerning small changes, you no longer need to call and you can also change data quickly and independently at any time
 - You will receive e-mail notifications and reminders from the system for each work step
 - There will be integrated workflows for related processes (e.g., PPAP)



- **Can I continue to do business with KION without the portal?**
- **How many accounts can be created?**



- In the future, KION e-source will be the central platform for our collaboration, sourcing & supplier management activities. Therefore, if a supplier is not using the tool he will be secondary selected due to expected additional expenses for KION.
- There is no limit to the number of accounts.



- **What are the advantages of self-managed master data.**
- **Do I get any benefits from this new solution?**
- **Are there different roles for suppliers in KION e-source?**



With the implementation of KION e-source, you have to confirm your data in the system. We are aware that you as a supplier will initially have to take action, but this will enable us to work together much better in the long term:

- Updating the master data yourself, enables much more efficient collaboration, e.g., you no longer have to call for small changes and you can quickly and independently change the data at any time
- The possibility of self-managed updates compensates the higher effort
- No, there is only one supplier role. Each user has their own account.



- **How do I get my account?**
 - **What data do I need to login?**
 - **What info should I complete during the registration process?**
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- **I already use another system with KION. Why do I need KION e-source now?**



- You will receive an e-mail with an invitation to register with a web service link (you will get a username and set a password - Please note that the email is only valid for 24 hours)
 - When you have provided the requested data (completed all mandatory fields highlighted in green) and we have checked and confirmed it, you will receive another e-mail with the username
 - Once you have received the username, your account is activated
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- You need a specific account for KION e-source, which will be sent to you by e-mail.
 - The focus of KION e-source is different from that of the other tools. We will continue to work on combining more functionalities with logistics, quality and procurement in this platform.



- **Do I have to spend more time processing RFQs (quotes) with the new system?**
- **Is the usage of the tool difficult & complex?**



No, we will be more flexible and efficient in our collaboration:

- Specific support for you as a supplier
- You no longer have to call for small changes and can quickly and independently change the data at any time
- The processing of requests will be faster due to real time data, higher transparency, easier work & approval processes at KION
- No, it is intuitive. When entering the data, you will be guided through the system. For specific applications we have prepared quick guides (Link: <https://www.kiongroup.com/de/%C3%9Cber-uns/Lieferanten/>). You can also use the contact button directly in the tool which is located in the lower right corner next to the session timeout timer or you can also click on the question mark on the upper right corner.



- **Will the weekly delivery schedule call-offs be made via KION e-source in the future?**
- **Do I have to look into KION e-source every day from now on?**
- **Will the implementation of KION e-source disable any other tools?**
- **Will I face any costs as a result of the transition?**



- No, these will continue to be sent by email.
- No, you as a supplier will always receive a notification about news by e-mail.
- To ensure that you can still be notified by us, we would like to ask you to make sure that our system-generated Emails (sender: noreply.kion@procurement.systems) will not end up in your spam folder.
- No other existing tools will be replaced without informing you as a supplier.
- No, the use of KION e-source is free of charge for your company.



- **Is the system preventing fraud?**
- **I am revealing a lot of data. Is the new system compliant in terms of data protection?**
- **Are there (hidden) conditions that I accept by using KION e-source?**
- **How can I get support regarding the usage of the tool?**



- The system meets the highest standards in terms of data protection and misuse protection. The software provider is certified according to the automotive standard TISAX. All systems comply with the requirements of the GDPR, your data is secured.
- No, there are no hidden conditions.
- You will find a button directly at the bottom of KION e-source or the upper right corner.
- For technical support please reach out to QAD (solution provider) (Phone: +49 (89) 278 257 – 201).
- For business related questions please feel free to get back to your KION contact within KION e-source or via email/phone.



Let's start this journey together...



