

Frequently asked questions (FAQ)

The following link will take you to a short explanatory video of the ClassCOCKPIT Supplier Portal:

<https://www.dundts.com/wp-content/uploads/2020/07/ClassCOCKPIT-Supplier-Portal-Alle-Funktionen-auf-einem-Blick.mp4>

1. What is the purpose of the ClassCOCKPIT Supplier Portal?

Through the ClassCOCKPIT Supplier Portal, companies could work more closely together than ever before. By maintaining and forwarding the most current material master data, the following things are made possible:

- Classified material master data thanks to **eCI@ss**.
- Orders are **easier** to take up.
- Customers are always **up to date** with the latest material master data.
- Enormous **time savings** for customers and suppliers.
- Building **trust** between customers and suppliers.
- **Increase in turnover** for the supplier.
- **Savings** for the customer.
- **Win-Win situation** for both companies.

2. Can I also work with Excel?

Yes, editing in Excel is possible. Just **click on the class** you want to edit. Then click on the **black cloud with the down arrow (Export to XLSX)**. Now **click on Download** to download the desired class as an Excel file. After you have downloaded the class, you can start editing it in Excel. The file contains a second page (**ValueLists**), which serves as an aid, because for certain characteristics only selected data can be entered. After you have entered all data, **click on the black cloud with the arrow pointing upwards (Import from XLSX)**. Now **click on Open** and select the Excel file you have edited. Then **click on Import** to import the data into the ClassCOCKPIT Supplier Portal. Finally, check whether the entries have been transferred correctly and whether a **check mark** has been set for Completed.

3. I can't mark my material as done, why?

In order to confirm the status and tick the relevant material, **at least three out of five main characteristics** and **at least one technical characteristic** must be completed. Features to be filled in are:

- Product article number from the supplier
- Supplier name
- Product article number from the manufacturer
- Manufacturer Name
- Product type

- Min. 1 technical characteristic

We also ask you to enter all technical characteristics that are known.

4. What is the done button for?

The done button is a **mandatory field** and is used to complete the filed in all features but have not marked the material as completed, the material will continue to be displayed as “Open”.

5. Which browsers are suitable for the **ClassCOCKPIT Supplier Portal**?

The **ClassCOCKPIT Supplier Portal** works with all common browsers Microsoft Edge, Mozilla Firefox and Google Chrome (Recommended).

6. How do I register at **ClassCOCKPIT Supplier Portal**?

You register by clicking “Register” at the top right. Then enter your data and make sure that you accepted the license agreements and that your access code is correct.

7. How do I login at **ClassCOCKPIT Supplier Portal**?

Enter your email address and your password you entered at your registration and click “LOGIN”.

8. My access code is not accepted, what do I do now?

Please contact **D&TS** at portal@dundts.com or by telephone at 02336 / 42828 -31 and you will receive a new access code after consultation.

9. I have not received an access code, what to do now?

Please contact **D&TS** at portal@dundts.com or by telephone at 02336 / 42828 -31 and you will receive your access code after consultation.

10. What is an access code and what is it used for?

The access code is a key to verify your company. This ensures that only you can see your delivered materials. Every company receives an individual access code. The access code can be used multiple times in your company.

11. The login fails, even though I entered everything correctly, what to do now?

Please check all details again. Please note that the e-mail address and the password are case-sensitive. If you still have problems with the registration, please contact **D&TS** at portal@dundts.com or by phone under 02336 / 42828 -31.

12. How do I change the language in the **ClassCOCKPIT Supplier Portal**?

In the **ClassCOCKPIT Supplier Portal** you can choose between German and English. To select your preferred language please click on **DE (German)** or **EN (English)** in the upper area of the **ClassCOCKPIT Supplier Portal**.

13. What does the Final date mean to me?

After successful registration we provide a **period of six weeks** to fill in the desired characteristics of the respective materials. Within these 6 weeks you have to select a completion date here.

14. Where do I see my materials to be edited?

You can see the materials you need to edit on the left side of the [ClassCOCKPIT Supplier Portal](#). Here you can choose between two display variants. In one view, you see all your materials immediately (**4th level**). In the other view you see your materials in the **eCI@ss** structure, structured according to:

- Subject areas (1st level)
- Main groups (2nd level)
- Groups (3rd level)
- **Classes (4th level) ← The level to be worked on.**

15. How do I enter the characteristics for the respective materials?

Log in with your account first. Next, search for the respective material in the folder tree on the left and click on it. Then enter your characteristics in the respective columns. Alternatively, you can click on the column you want to edit and edit it on the right side of the [ClassCOCKPIT Supplier Portal](#). After all the characteristics have been entered, check the box for Completed (or switch to Yes on the right for Completed) to confirm your entry.

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