Foto: Volker Emersleben

Introduction to the supplier management system of Deutsche Bahn

Supplier Management and Rating Tool: "SMaRT"

Deutsche Bahn AG | Supplier Management SMaRT | Berlin | Feb 2021

Welcome to SMaRT!

The last years have shown that both the market environment and our way of working with our suppliers have changed. In order to respond to the changed conditions and meet the demand for a new way or collaboration, we will introduce SMaRT ("Supplier Management and Rating Tool").

What are the benefits of SMaRT?
SMaRT is an online platform to which not only our DB employees, but also you as our suppliers have access to it. Working together on one platform will increase the transparency within our procurement and enhance the communication between you and our purchasing units.

In detail, this means to you:
- Login for suppliers:
  - Maintain and update your own company profile and contacts to keep Deutsche Bahn AG informed about any changes
  - Upload your documents yourself whenever a new version is available to present your company to Deutsche Bahn AG in the best way
  - Communicate with your DB contact via this platform about your product portfolio, company news, innovation ideas etc
  - Work together with Deutsche Bahn AG on tasks and improvement measures
- The platform is offered in English and German that every user can set themselves. We therefore make the Deutsche Bahn AG more attractive to suppliers outside Germany.

More transparency and more collaboration on one platform.

SMaRT Homepage

On your homepage you can see all the information relevant to you and your current tasks.

1. All questionnaires, measures, prequalification's and evaluations (if any available) are displayed on the left. The individual areas are only shown if there is content. Each individual area can be collapsed by clicking on:

2. The right side is for your information. Information material and various messages and announcements can be displayed here. You can also view your product groups and the associated status at any time.

3. At the top left you will find the menu bar in which you can edit your profile, add new users, view or upload documents and edit your master data. You can open the menu bar by clicking on the following icon:

4. At the top right you can adjust your personal user settings and you can also submit feedback to the supplier management team. If you are assigned to several suppliers, you can switch between them at any time.

SMaRT – Your personal Homepage

Profile administration

- You can maintain and update your company master data yourself at any time.

  - For example, you can change your company's address, legal information, number of employees, sales data, etc.

  - You can also add descriptions to your company.

- As soon as you have been verified as a suitable supplier by Purchasing at Deutsche Bahn AG, you can view your commodity status on the right side of your home page at any time.

- If you would like to select further product groups after your self-registration, you must click in the right area on your start page for your commodities on "Show details". There you can select any other product groups by clicking on "NEW".

- In the area of your commodities, you can see the current commodities of Deutsche Bahn. You can access the commodity tree by clicking on "Show commodities".

ⓘ FOR YOUR INFORMATION ONLY

Category status „**Approved**" means:

A DB employee has had a look on your company profile, documents, certificates, financial information etc. and – when fulfilling the minimum requirements per product category – marks your company as an eligible supplier.

Update your profile data (1 / 2)

- Step 1: Click on the following symbol in the top left to open the menu bar:

- Step 2: In the menu bar, select the "PROFILE" item and select "Update master data".
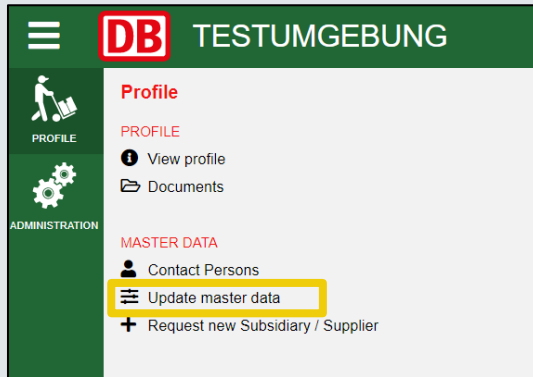

- Step 3: An overview opens with your stored master data. Here you can update or add to your master data. Simply enter the desired change in the relevant master data field. If changes have already been submitted, these will be displayed in the upper area.

Update your profile data (2 / 2)

DB

- Step 4: After you have made all changes click on „SAVE" on the lower left side of the screen.

- Information:
  - The following fields require the approval of our internal Supplier Master Data department. Please keep in mind that you need your current letterhead uploaded in SMaRT.
    - Name
    - City
    - Country
    - DUNS Number
    - Legal form
    - Postcode
    - Province
    - Street
    - Tax ID
    - Trade register ID
    - Vat EU ID
    - Vat Tax ID

Create additional supplier profiles

- If you already have access to a supplier profile in SMaRT, you can create additional suppliers. You can find this option in the menu bar under "PROFILE" and "Request new Subsidiary / Supplier".
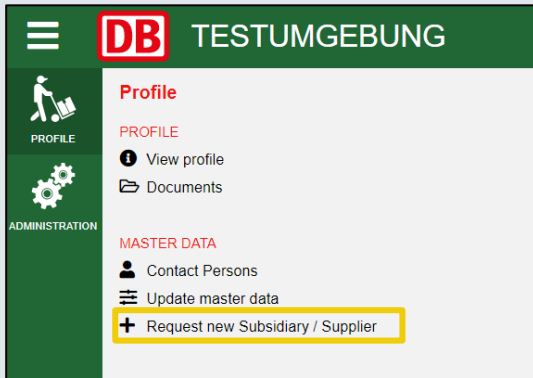

- Here you can select different linking options. You can create a subsidiary, a company that supplies your company or a main company. After you have submitted the application, it is checked by the master data management team at Deutsche Bahn. After a successful check and activation, you will receive an email and can switch between the different supplier profiles using the dropdown in the upper right area.

Upload and update of documents/ certificates in SMaRT (1 / 2)

- To manage your documents or to upload new documents, you have to open the menu bar. Select the menu item "PROFILE" and select "Documents".
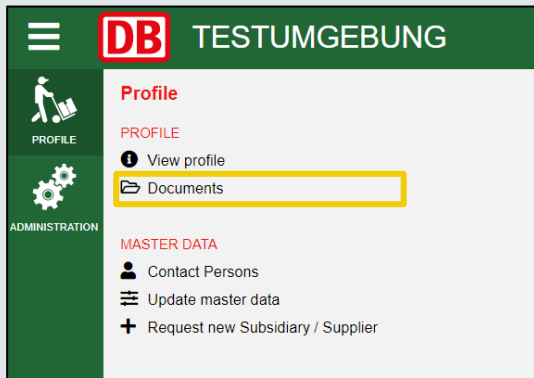
- You can upload your documents that you want the Deutsche Bahn to be aware of e.g., certificates, CSR reports etc. Add new documents by clicking on "ADD NEW". Depending on the file type, you can preview your uploaded documents

- Documents can be given an expiration date and reminders can be added, in order to have an email sent to yourself or a co-worker of your choice some time prior or after the expiration date.

- Documents can only be deleted within 24 hours after the initial update.

Upload and update of documents/ certificates in SMaRT (2 / 2)

- When you want to upload new documents follow the next steps:

- Step 1: Click on "Add new" in the document tab

- Step 2: Select a "Type", upload you document and set a name for it. You are also able to add a description and select the Deutsche Bahn Business Unit.

- Step 3: Furthermore, you can set a „Valid until" date for the document and set automatic reminders for you or a colleague and define the parameters for it.

Prequalification – Start the process

- If you want to start a new prequalification for a commodity, you can do this via the start page in the middle area. Click on "Add".

- After that select, the category that you need and confirm the terms and conditions by checking the two checkboxes.

- It is possible that fees may apply to some categories. In any case the fees will be displayed.

- Click on „Add" to start the PQ-process. The internal DB staff will get notified.

Management of tasks in SMaRT

- On the home page you can see the current tasks assigned to you.

- By clicking on one you can add requested information.

- In addition, you can, if you are responsible for the task, add subtasks, comments and documents.

- New tasks assigned to you by the DB staff will also be notified by email.

Management of tasks in SMaRT – Change the status

- When you want to change the staus of the task click on „Status"

- You can choose between three status :
  - „In Progress" - measure is in progress you
  - "Rejected" - you do not accept the measure
  - „Submitted" - completing the measure

- The DB Staff who started this task will be notified

The DB staff will then update the status
to either „Completed" or „Rejected".
In the latter, you have the possibility to
adjust the task again.

Management of tasks in SMaRT – Upload a attachment

- When editing a measure, you can upload documents

- The systems of tasks related documents is similar to the one for the upload of profile documents

- Step 1: Click in the detail view of the action to „Add"

- Step 2: Upload your document (same as mentioned before)

Management of tasks in SMaRT – Add a comment

- When editing a measure, you can add comments

- Step 1: Click in the detail view the action „Add"
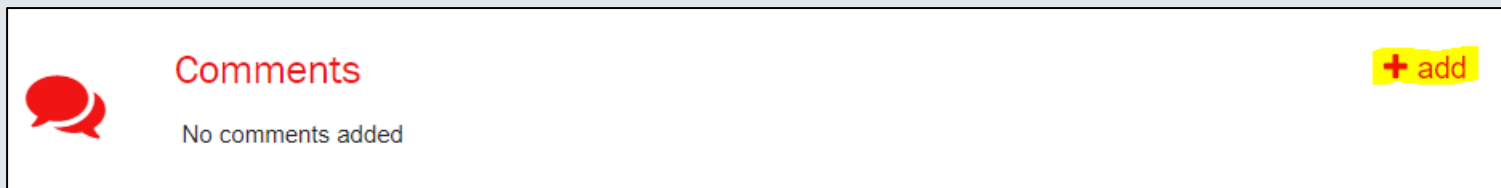
- Step 2: Type in your comment in the comment section. You are able to inform the internal DB staff involved in the task by selecting their User in the box below the comment section. That way the selected person will receive an E-Mail.
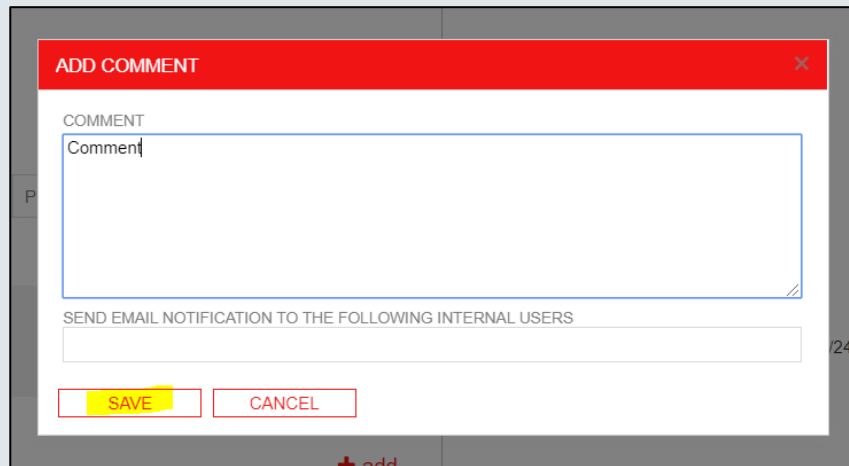
Management of tasks in SMaRT – Define a sub-task

- When editing a measure, you are able to define sub-tasks.
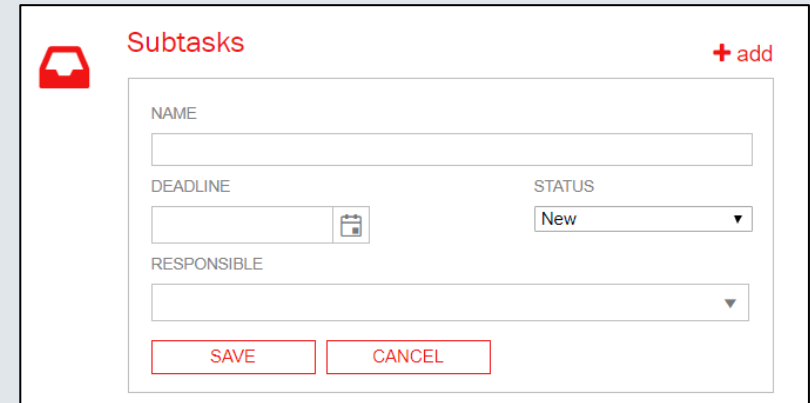
- Step 1: To create a sub-task, click on „add"

- Step 2: Enter the task Name.

- Step 3: Set a deadline for the task is to be processed.

- Step 4: Select the appropriate status from „New"

- Step 5: Select the person who is responsible for the sub-task. This can be only a contact person for DB.

- Step 6: Save the task by clicking "SAVE". The task is now visible in the overview of the measure

Subtasks   **+ add**

NAME

DEADLINE   STATUS
                            New

RESPONSIBLE

SAVE   CANCEL

Exchange of information through comments feature

- Simple and direct exchange of information within your supplier profile. Comments can be added by both suppliers and Deutsche Bahn.

- Step 1: On your home page, click "View Profile" in the left pane.

- Step 2: Click on the "Comments" tab.

- Step 3: Select the "Add Topic" box on the top right of the screen.

- Please provide comments on active prequalification requests in the respective process (tab overview)
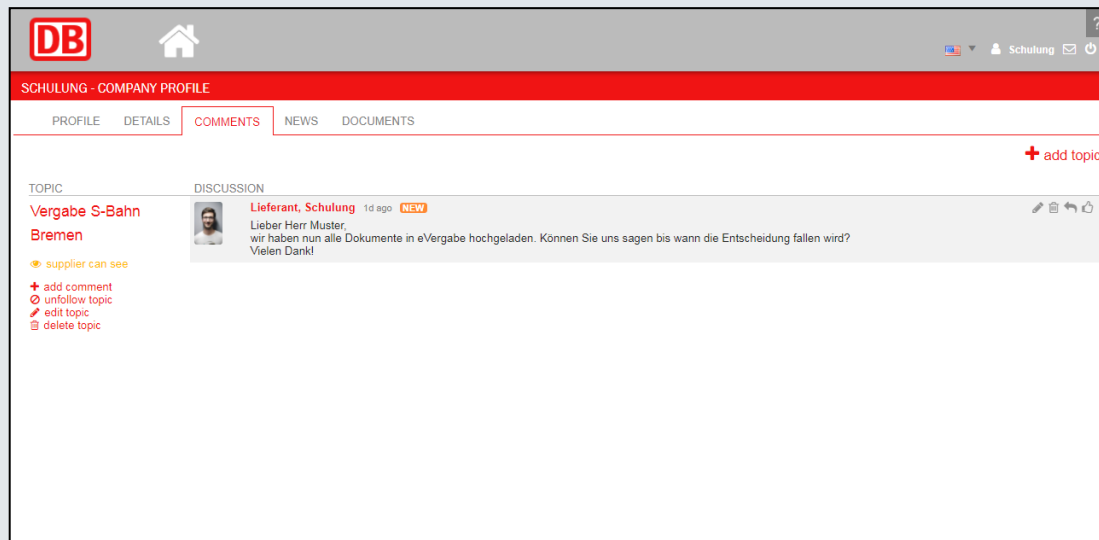
Usermanagement

- Within SMaRT you have the option of adding, editing and deleting additional supplier users.

- You can also save colleagues as contact persons for Deutsche Bahn. Various types are available to you, such as "Key Account Manager", "Management", "Assistance" etc.

- The user administration can be reached via the menu item "Administration" in the menu bar. The items "View list" and "Add new user" are available to you here.
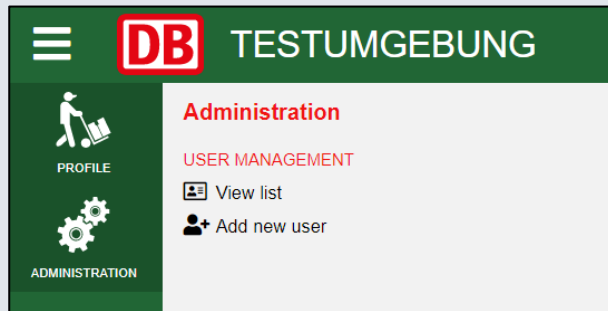
- With the help of the menu item "View list" you can see all supplier contacts that are assigned to your supplier profile. You can edit all users. If you want to create a new supplier user, select "Add new user". When creating a new user, you have the option of restricting the user's rights in the red area "Important information". Select the option that applies.

Usermanagement – Contact Persons

- To add new contact persons or to edit existing ones, select "Contact Persons" in the menu bar under "PROFILE".
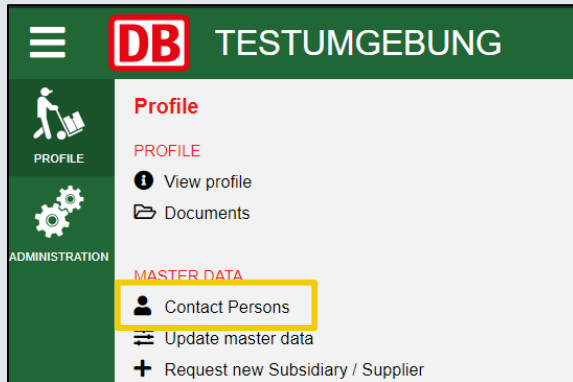
- In the overview of the contact persons, you can see both your supplier contact persons and your contact persons at Deutsche Bahn such as those responsible for commodities, contact persons for general purchasing, etc.

- You can add a new supplier contact by clicking on "Create new supplier contact". You can select existing supplier users or use this function to create a new supplier user. This subdivision is made via the selection items "Existing contact person" or "New contact person". If you use this function to create a new user, make sure that the corresponding checkmark is set for full access.

Support / Feedback

DB

- Within SMaRT you have the option to report feedback, technical problems or questions directly to the supplier management team at any time. To do this, click on the speech bubbles at the top right.

- You can explain your problem in the window that opens. Try to provide as much information as possible so that the problem can be identified and resolved as quickly as possible. As soon as you click on "Send", the SMaRT technical team will receive an information email directly. Please do **NOT** use the function for general questions about your ongoing prequalification process. To do this, use the various comment functions such as within the prequalification process or the task.

FEEDBACK

Feedback for the current page "Add user". If you want to give feedback for another page, simply open that page and click on ⌕.

SPEED
★ ★ ★ ☆ ☆

I'M CONNECTING FROM
Office ▼

FUNCTIONALITY
★ ★ ★ ☆ ☆

YOUR COMMENT

☐ This is URGENT, I would like to receive a reply as soon as possible.

| Send | Cancel |

How to contact us for any additional questions

SMaRT Support

Suppliers hotline:
Monday to Friday : 9:00 to 15:00

E-Mail:
smart.support@deutschebahn.com

Phone:
0049 1806 67 30 40