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ORO

Supplier Portal
Self Maintenance



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1 Introduction to Self-Maintenance in the Supplier Portal

1.1 What is Self-Maintenance?

Self-maintenance allows suppliers to **manage and update their own data directly in the portal** – without relying on support teams or onboarding processes.

- **Fast & independent updates**
- **Secure access (login + one-time password)**
- **Always up-to-date supplier information**

Why is it beneficial?

- Increases **efficiency** by reducing dependencies
- Ensures **data accuracy and consistency**
- Enables **real-time updates** without delays

1.2 User Experience Overview

Existing Users can update:

- Bank details
- Contact information
- Legal entity data

New Users (does not exist in the Siemens Energy database**) are l**imited to contact information updates only.

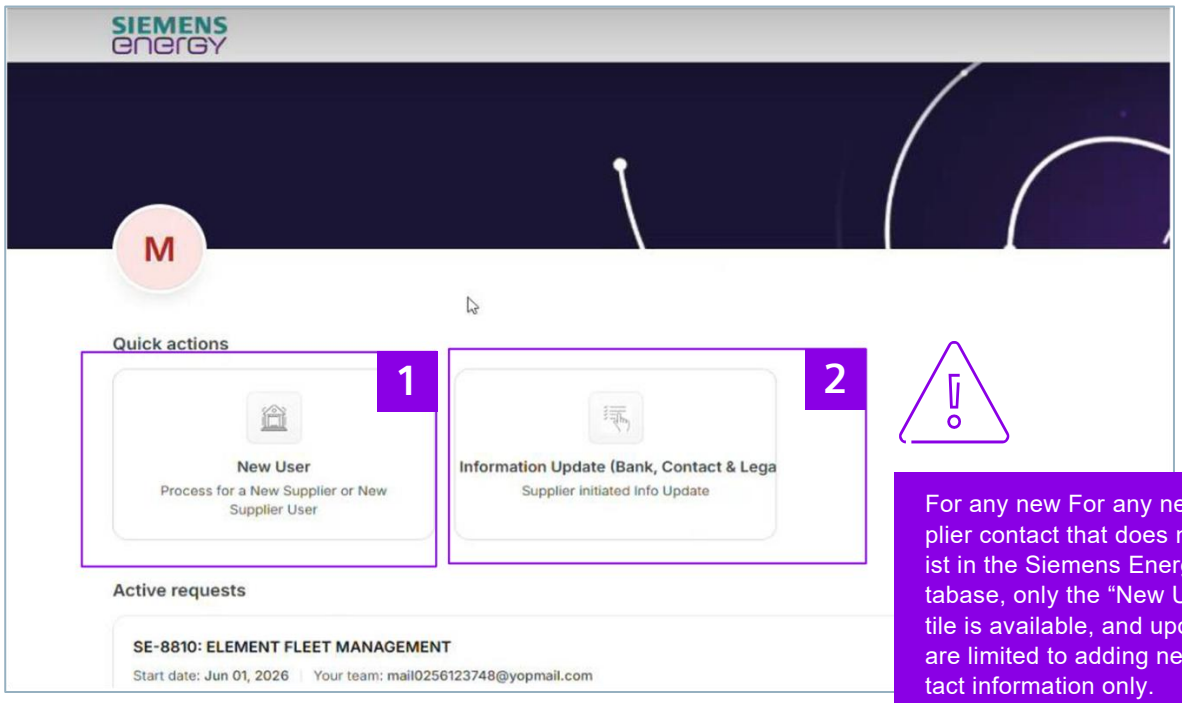
This ensures **controlled access** and prevents unauthorized changes to critical supplier data.

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2 Self-Maintenance Request

After logging into the Supplier Portal using your email, the landing page will present one or more options to initiate a request, depending on whether you are an existing or a new user. To proceed, select the appropriate option by clicking on one of the available tiles:

- **New User (1),** to add your contact or a new colleague contact
- **Information Update (2),** to update bank, contact or legal information**.**

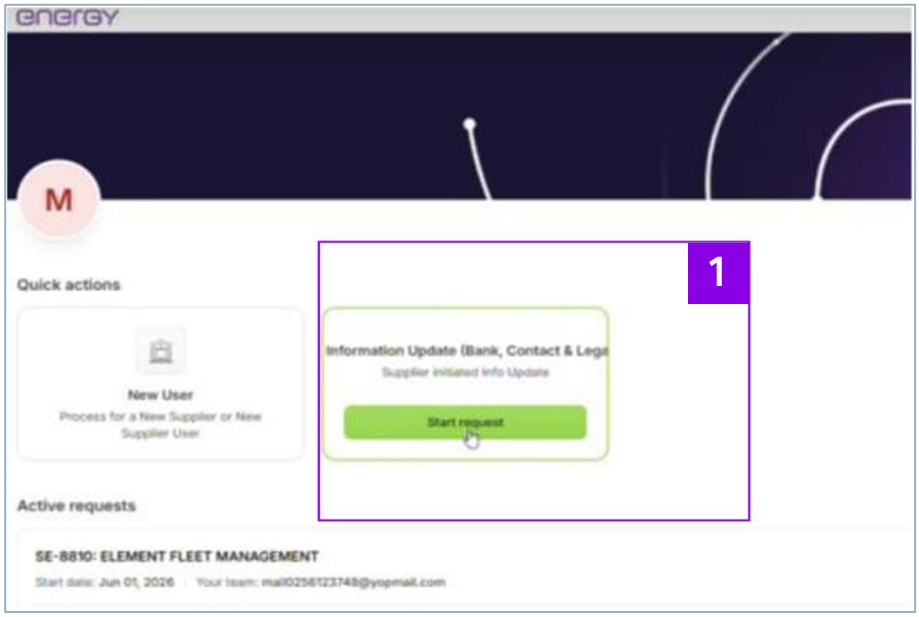


For any new For any new supplier contact that does not exist in the Siemens Energy database, only the “New User” tile is available, and updates are limited to adding new contact information only.

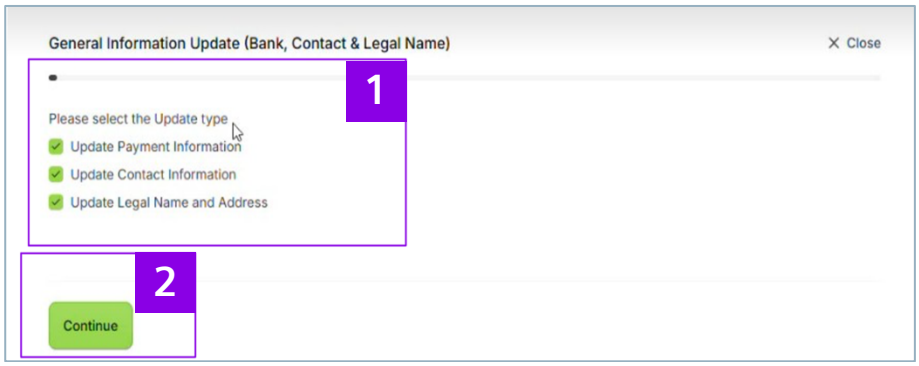
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2.1 Information Update for Existing Users

In the main page, click on the “Information Update” (1) tile.



A selection interface opens, where you can choose which type of data you intend to modify. The system allows you to **select** multiple categories simultaneously (1), such as bank details, contact information, and legal name changes. After making the selection, click on **“Continue”** (2).



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2.2 Update Legal Name or Address

If all fields are selected, the first change tab opened is Legal Name and Address. By default, the change options are selected as **“No”** (1). You can edit this option by clicking on **“Edit”** (2).



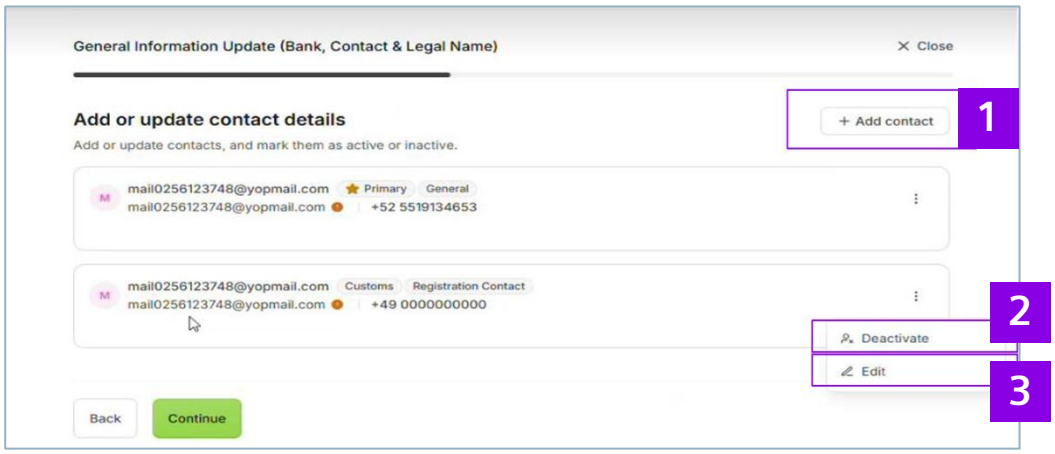
Select “Yes” for the information you want to update, either legal name, or address or even both. To update the legal name, type the new name (1) and upload supporting documents (2)**,** where this change is visible, serving as proof.
Similarly, for the address, you can type your new address manually (3) and upload a supporting document (4) and the address field will be automatically filled in by retrieving the information for the documents. When the information update is ready, click on “Continue”(5)**.**



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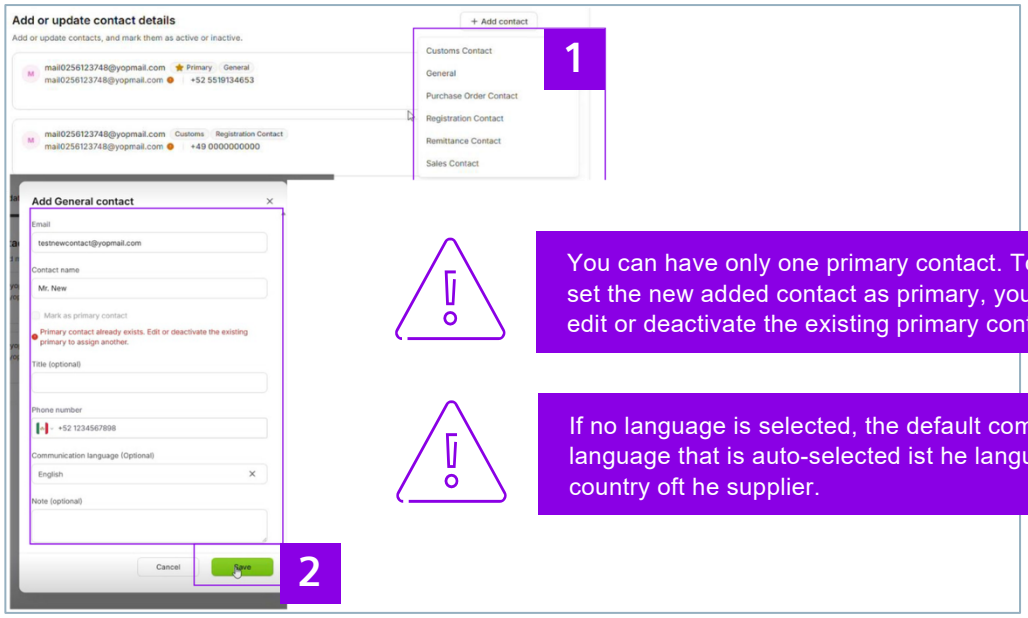
2.3 Update Contact Details

For Contact Details, there are three possible updates: **“Add Contact” (1), “Deactivate”(2) or “Edit”(3).**



If a contact profile is no longer valid, you can delete it by simply clicking on 3 dots, on the right side of the contact, and click on “Deactivate”.

To add a new contact, first click on **“Add contact”**. Select the type of the contact you want to add **(1)**. A window will pop-up. Fill in the required information: email, contact name, title, phone number, communication language and any other relevant notes. When all the details are filled in and re-viewed click on **“Save” (2)**.

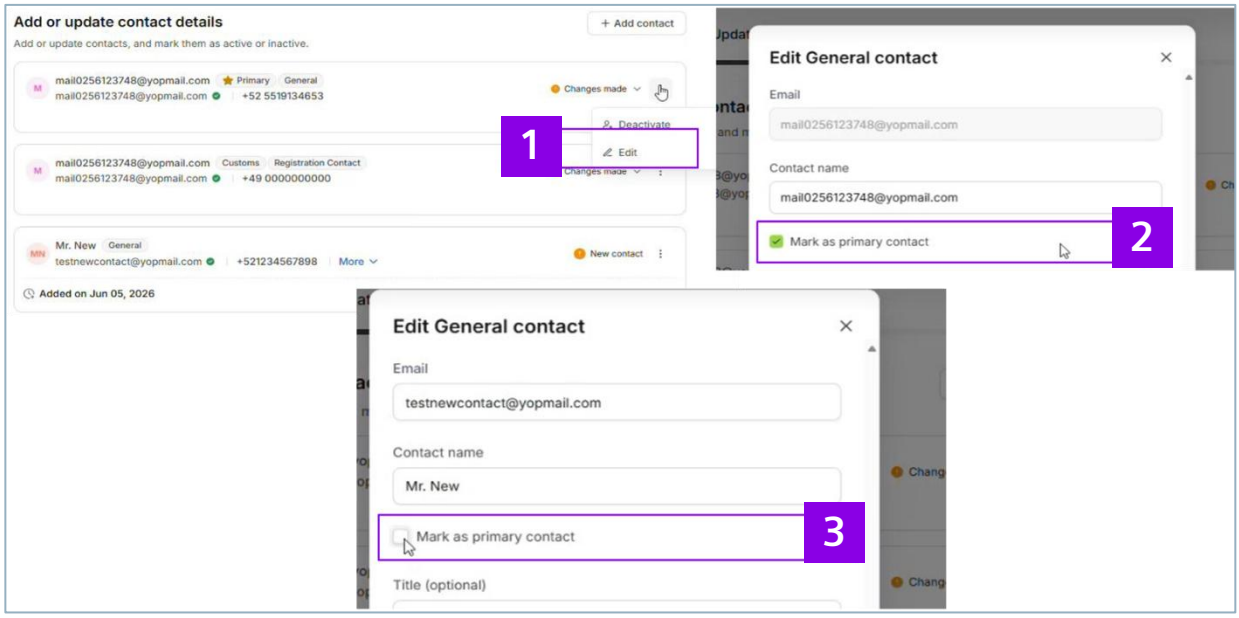


You can have only one primary contact. To be able to set the new added contact as primary, you have to edit or deactivate the existing primary contact first.

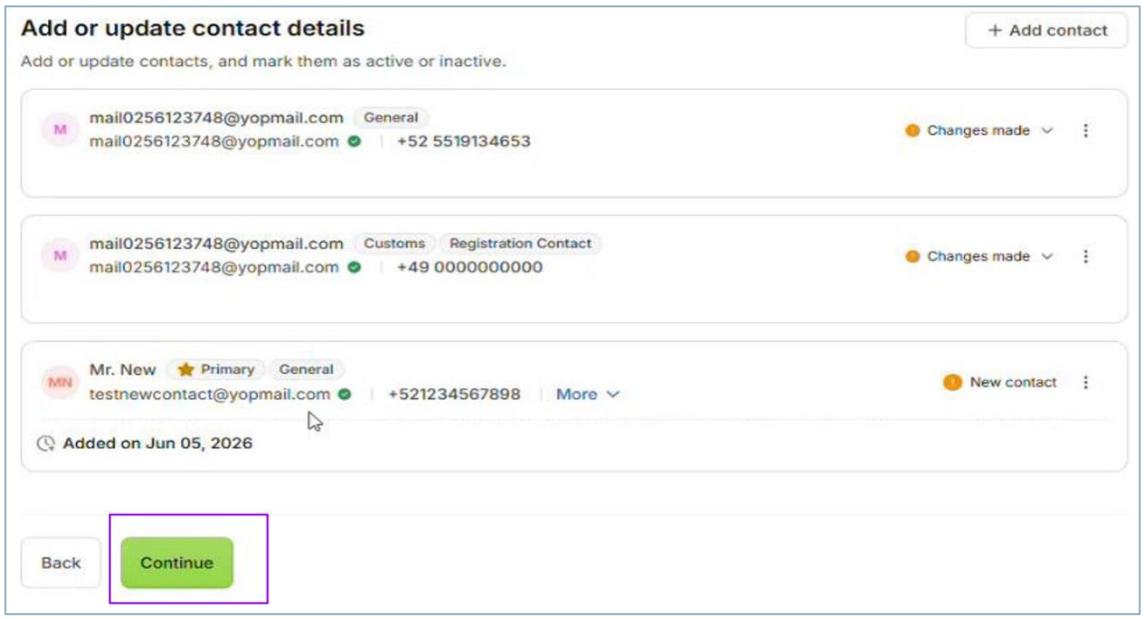
If no language is selected, the default communication language that is auto-selected ist he languae oft he country oft he supplier.

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If the existing primary contact is no longer valid, you can change it by clicking on **“Edit”** **(1)** for the respective contact profile, then **unselect the box** marking the primary contact **(2).** Follow the same steps for the new primary contact, but this time, **tick the box** marking the primary contact **(3).**



When the contact details are updated and reviewed, click on **“Continue”.**



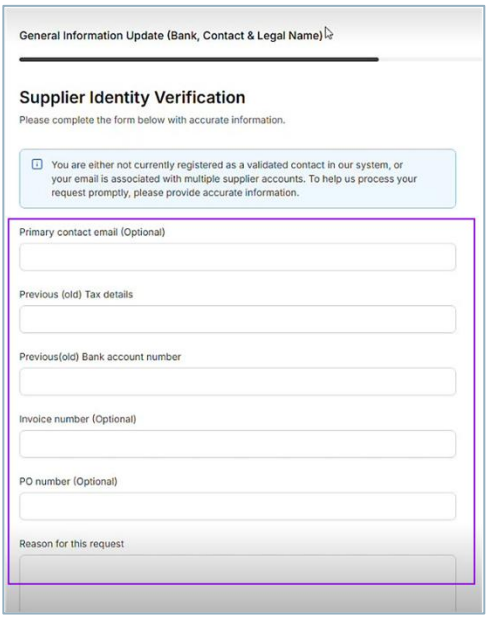
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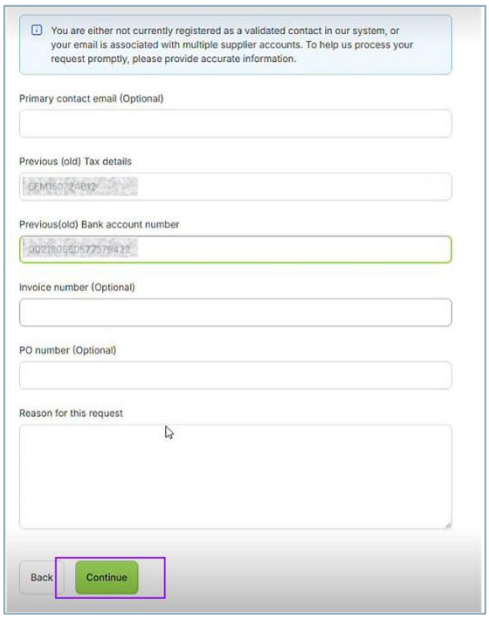
2.4 Validation and Security Checks

Before proceeding to sensitive updates such as financial data, the system performs validation checks to ensure authenticity and prevent fraudulent activity. These checks are necessary because access to the system is granted through login credentials and a one-time password, which alone may not be sufficient to verify identity in high-risk scenarios.

During this stage, the supplier is required to provide specific verification information, including previously registered tax details and bank account information that are currently stored in the Siemens Energy database and subject to update. These fields are mandatory for certain implementations and serve as an additional layer of security. The system ensures that only legitimate users can proceed with changes that could have financial implications. After filling in the mandatory information, click on **“Continue”**.

Upon successful verification, the option to submit a request for updating bank details will become available. If the verification is unsuccessful, the request for **Updating Bank Details** cannot be submitted.

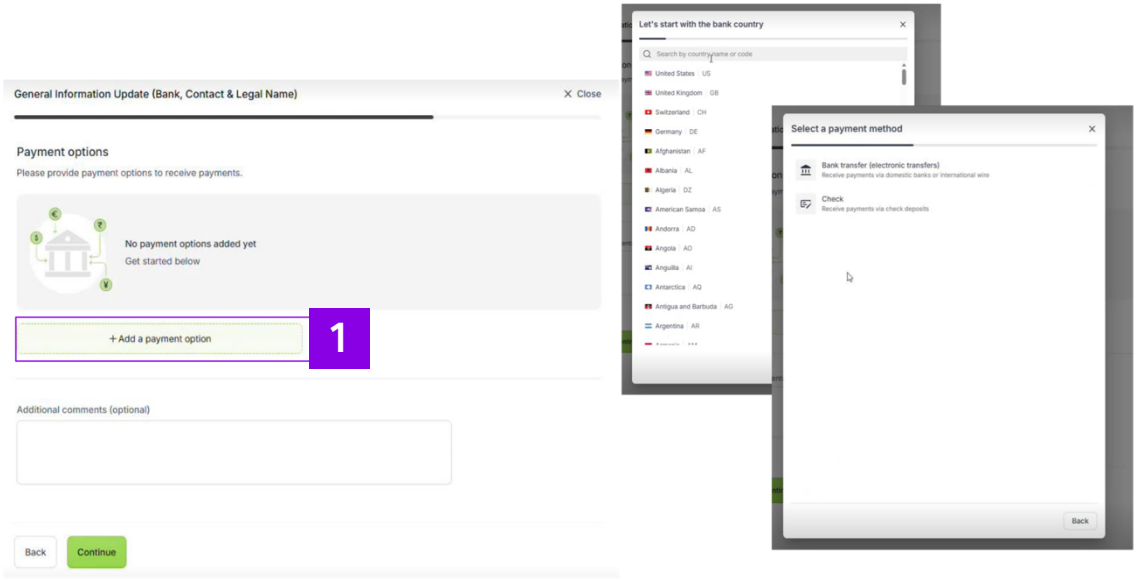




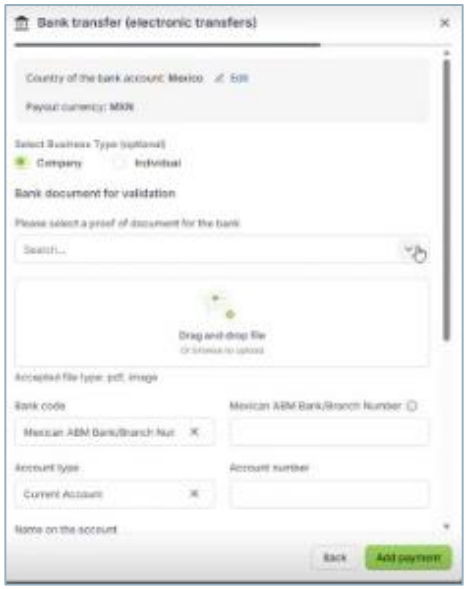
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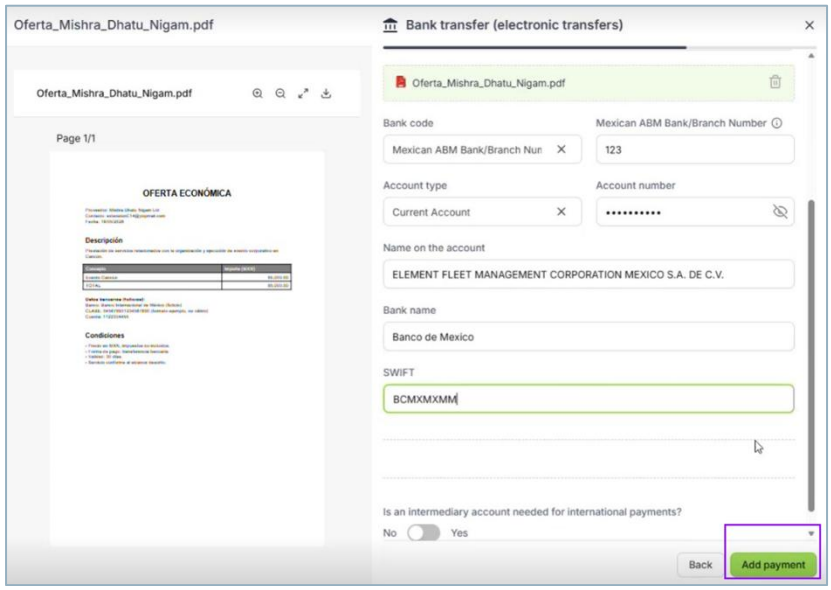
2.5 Updating Bank Details

The final major component of the self-maintenance process involves updating bank details. If no payment option is currently available, you have to create a new one by clicking on **“Add new payment option”** (1). Then, select the relevant country and specify the type of transaction method.



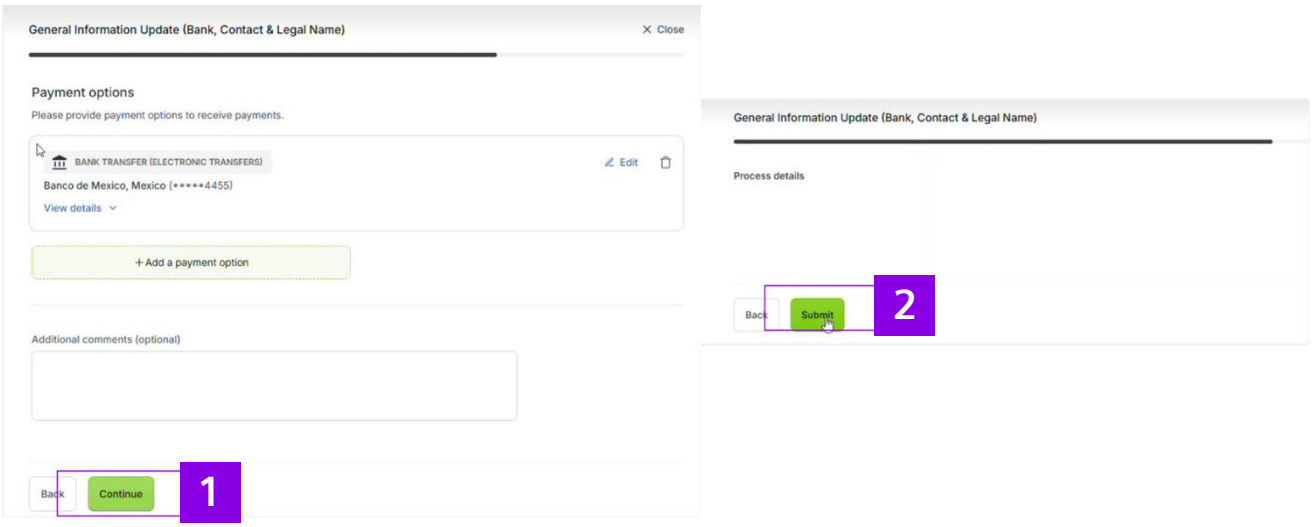
Next, detailed banking information are required, such as account name, account number, and other identifiers. Certain fields, such as the SWIFT code, are mandatory and must be correctly filled to ensure successful processing. Supporting documentation are required to validate the new bank details. After entering all necessary information, click on **“Add Payment”.**



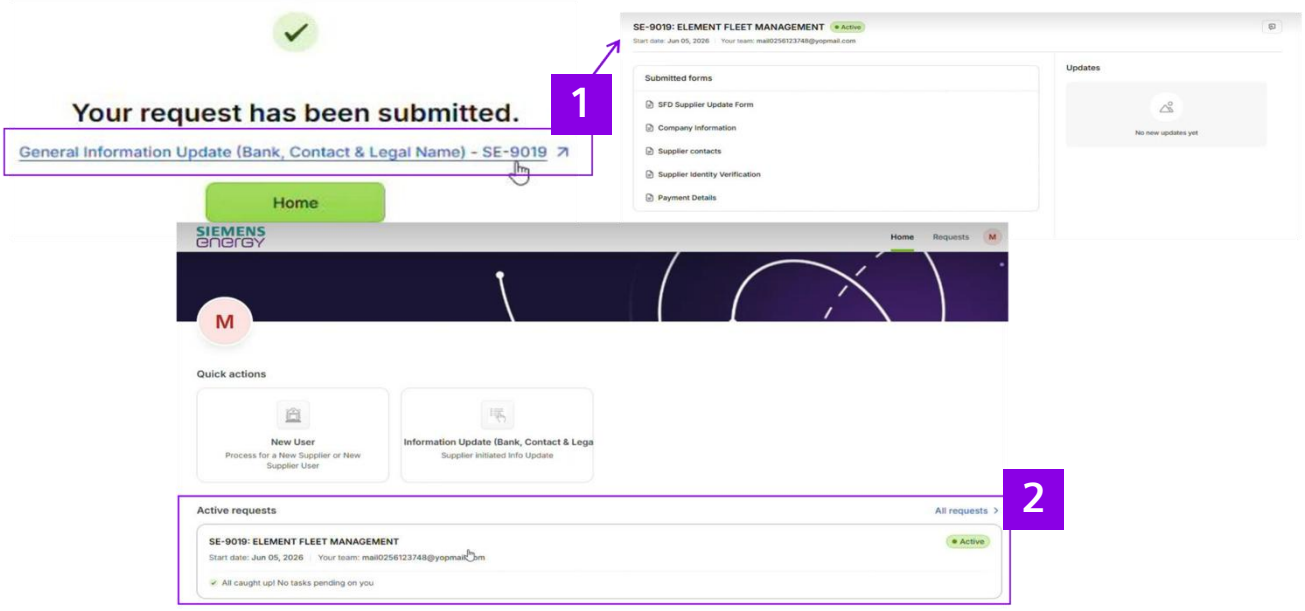


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When the update of the bank details are done, click on “Continue” **(1).** At the final step, after all required fields have been completed, select “Submit” **(2)**.



A message confirming the submission of your request will appear with a link that redirects you to your request **(1).** Also, your request will now appear on the landing page under “**Active Requests”** **(2).** Initially, the request appears as pending, indicating that it is still under review or processing. This visibility ensures transparency and allows you to stay informed about the status of their updates.

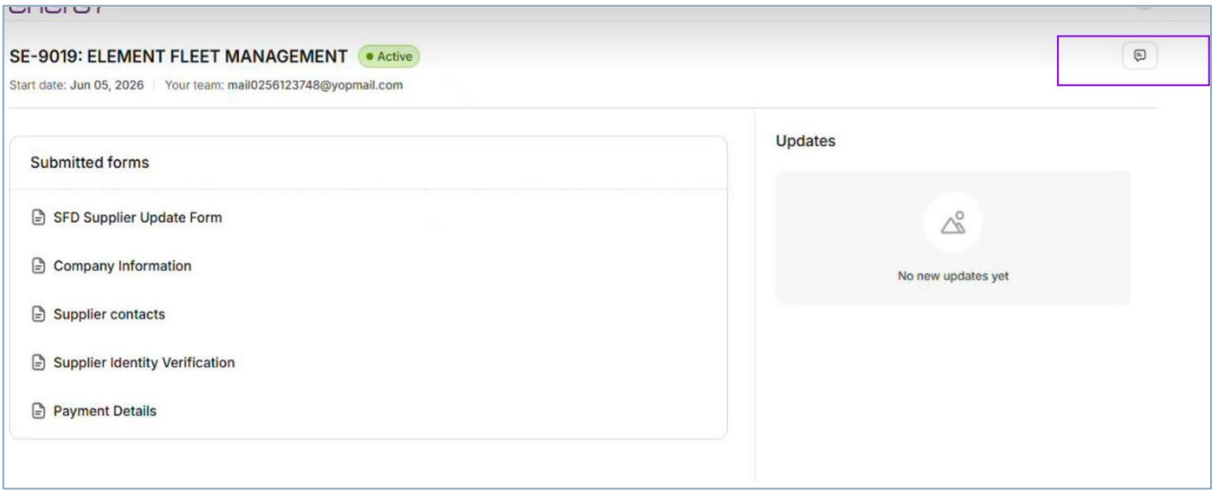


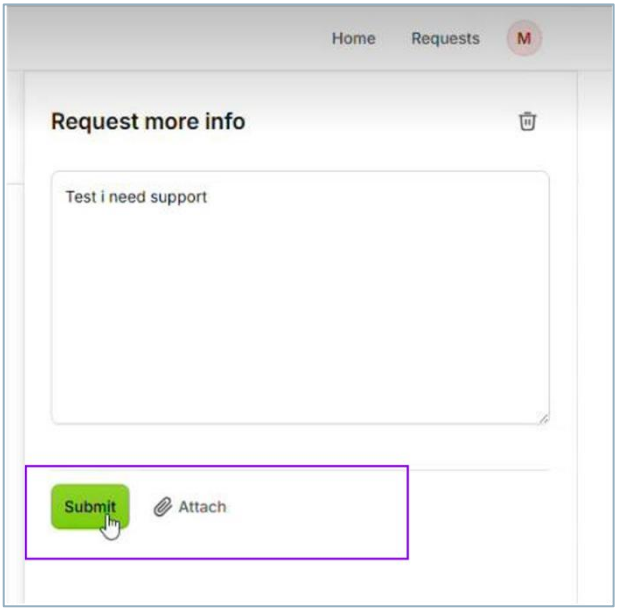
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3 Communication and Support Within the Process

The system includes an integrated messaging feature that allows you to communicate with relevant stakeholders involved in the request workflow. If support is required or clarification is needed, you can use this messaging functionality directly within the request interface.

This feature ensures that all communication related to a specific request is centralized, making it easier to track discussions and resolve issues efficiently. It also provides a structured channel for collaboration between you and support teams. Click on the request and see the icon for communication.





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