



Supplier Portal Reference Guide

Version 1





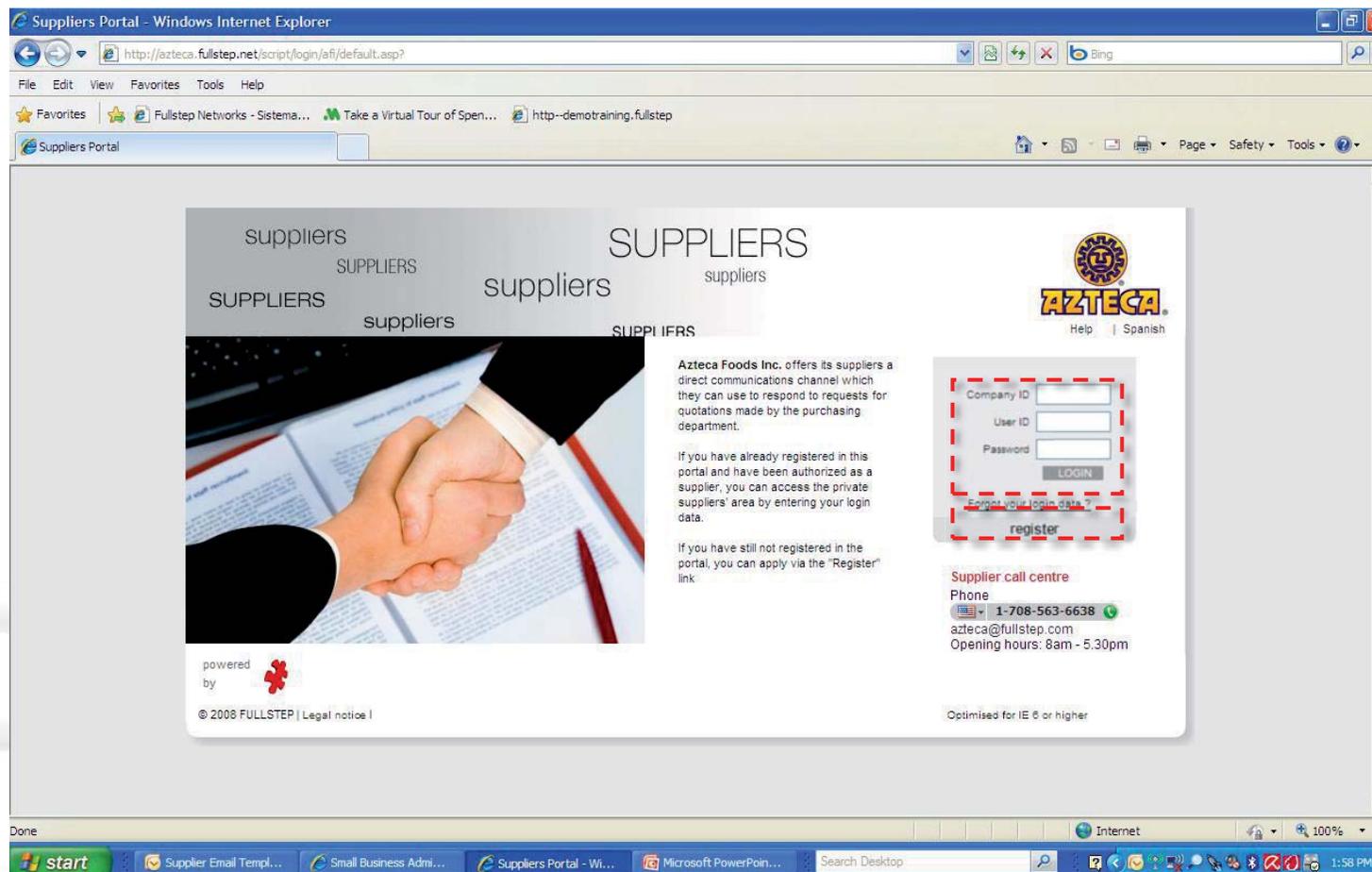
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● Login & User Setup

- The site address to access the supplier portal is **http://azteca.fullstep.net/**
- **To Register:** Click **register** to prompt supplier registration. Upon completion, a confirmation email will be sent. Once access had been granted, an email will be sent confirming login accessibility.
- **To Login:** Enter Company ID, User ID and Password. Click **LOGIN**



Supplier Home Page



• Notification of incomplete requests:

Requests listed here have yet to be completed and sent to the purchasing company. Click on the request for quick access to the form pending completion.

• Detailed instructions on how to **submit an offer, update supplier master data, and resolve technical issues** are downloadable from the home page.

Home Quality Requests for quotations Your details Your company

LOG OUT

Welcome

To navigate through the different areas of the portal:

- **Request for quotations:** access the Requests for quotations
- **Your details :** update all the personal information to be displayed.
- **Your company:** update the general details of your company inside the Portal.

If this is the first time you are posting an offer through the portal:

1. Click on "Requests for quotation" to display the requests for quotations pending for your company.
2. Select the request for quotation for which you want to send an offer by clicking on its code.
3. Configure your offers by filling in the appropriate data. From the navigation tree on the left side of the screen, you will be able to navigate through the different sections of the offer. To fill in the prices, click on the "items/prices" section. Don't forget to fill in the validity dates of your offer in the "General data of the offer" section.
4. Post your offers by clicking on Send

FULLSTEP PORTAL 14/10/2009

Hello Steve Stevenson

You have requests pending completion

Offers	1
Certificates	2
Non-conformities	2

Do not show this window again

INSTRUCTIONS

You can download the following tutorials

- How to offer
- Technical requirements
- Master data

Supplier call centre
Phone (+1) 708 563 6608

Company Details



The screenshot shows the AZTECA user interface. At the top left is the AZTECA logo. To the right is a 'LOG OUT' button. Below the logo is a navigation bar with tabs: 'Home', 'Quality', 'Requests for quotations', 'Your details', and 'Your company'. The 'Your company' tab is active, and a dropdown menu is open, listing the following options: 'Change company details', 'Change company activities', 'Attach files', 'Administer users', and 'Change main user'. The main content area below the navigation bar says 'Welcome'.

Change company details

- All basic company details entered at the time of portal registration may be edited here **except** the company login Code.
- **To change the company code**, email the system administrator at **azteca@fullstep.com** with your change request. All users registered under that company will receive notification of the code change.

Change company activities

The screenshot shows the 'Change company activities' interface. It features a tree view under the heading 'Activities'. The categories and their sub-items are as follows:

- Activities
 - + ✓ RAW MATERIAL
 - ✓ PACKAGING AND LOGISTICS
 - PACKAGING
 - + FILMS
 - + BAGS
 - + BOXES
 - + TAPE
 - + OTHER PACKAGING SUPPLIES

- **Activities** refer to the categories or items a company supplies.
- Selections at the category level will allow a company to participate in the bid process for that entire category. Drill down to the item level and select **ONLY** the goods the company supplies. This will reduce the number of non-applicable requests for quotation (RFQs) the company receives.

Attach files

- General company information or a product catalog, for example, should be attached here. **DO NOT** attach item specifications or quality documents. Specifications should be attached with bids.



Company Details Administer/Change Users



The screenshot shows the AZTECA portal interface. At the top left is the AZTECA logo. In the top right corner, there is a 'LOG OUT' button. Below the logo, there is a navigation bar with tabs: 'Home', 'Quality', 'Requests for quotations', 'Your details', and 'Your company'. The 'Your company' tab is selected, and a dropdown menu is open, listing the following options: 'Change company details', 'Change company activities', 'Attach files', 'Administer users', and 'Change main user'. The main content area displays 'Welcome'.

The portal enables a supplier to have multiple contacts/users. When the number of users is two or more, one of them must be the main user who will have permission not only to modify his or her own details, but also to modify the general company details.

Administer users

• In this tab you can:

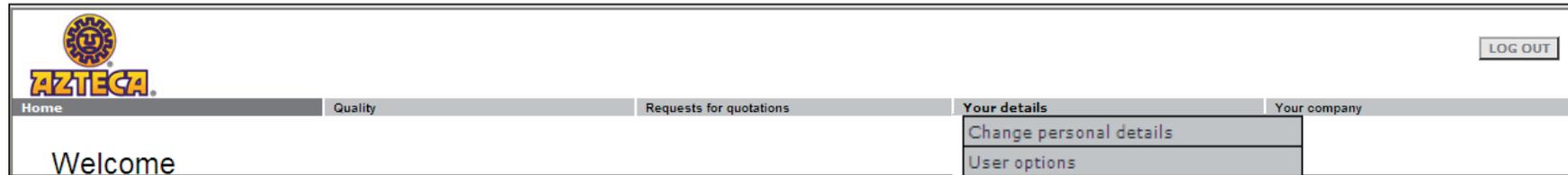
- Register a new user by clicking and completing the required fields.
(The new user will not be activated until authorized by the portal administrator)
- Modify or delete an existing user's details by selecting the user in the drop-down box.
The user's details will appear for modification. Below the details, select or

Change main user

- This option will enable you to change the person who is registered as the company's principal user to another user who is registered on the portal.
- Select the user who you want to be the principal user from the drop-down list. Once it has been selected, click .
(For the changes to take effect, they must be authorized by the portal administrator)

FOR MORE DETAILED INSTRUCTIONS ON COMPANY/USER DETAILS, DOWNLOAD THE "MASTER DATA" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE.

User Details

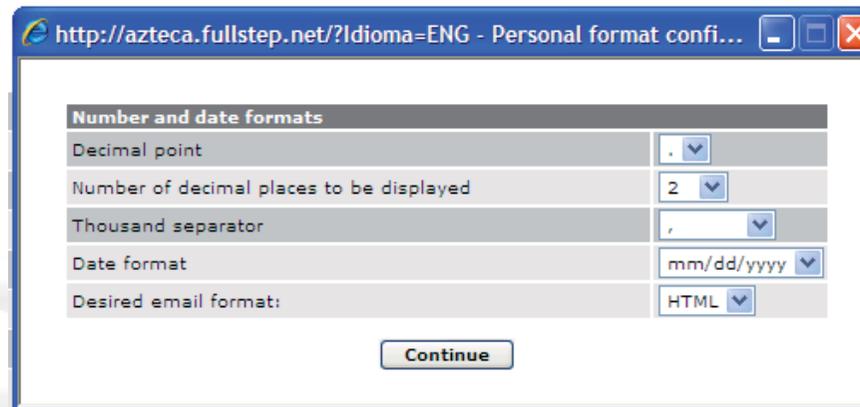


Change personal details

- With this selection, a form will be displayed with the details of the user who is currently logged in. All login and contact information may be edited. "Save" once modifications are complete.

User options

- Number, date, and email formats for the current user may be changed by selecting this field.



FOR MORE DETAILED INSTRUCTIONS ON COMPANY/USER DETAILS, DOWNLOAD THE "MASTER DATA" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE.

Responding to a Request for Quotation



1. Selecting this menu option displays the quotations requested by the purchasing organization

Process	Title	Contact	Offer limit	Offer	New targets
2009/PAL/11	AFI_FULL TRUCKS	TST Buyer	12/31/2010 16:59	<input checked="" type="checkbox"/>	No
2009/RM/1	INGREDIENTS	Jim Togher		<input checked="" type="checkbox"/>	No
2009/RM/2	FLOUR 2010	TST Buyer		<input checked="" type="checkbox"/>	No
2009/RM/3	FLOUR 2010	TST Buyer	11/15/2009 16:59	Refuse offering	No
2009/RM/4	CORN 2010	TST Buyer	11/15/2009 16:59	Refuse offering	No

2. To enter a purchasing process and send an offer or view the request, select the process title

3. Offer Limit: The date in which all bids must be submitted in order to be considered

4. Offer Submitted by supplier
 Offer Refused by supplier

If an RFQ is received and you will make no offer, please select "refuse offering"

5. Target prices have been changed. Submit another offer to remain competitive

Structure of the Offer Request



1. Actions Area-The icons are used for the following actions:

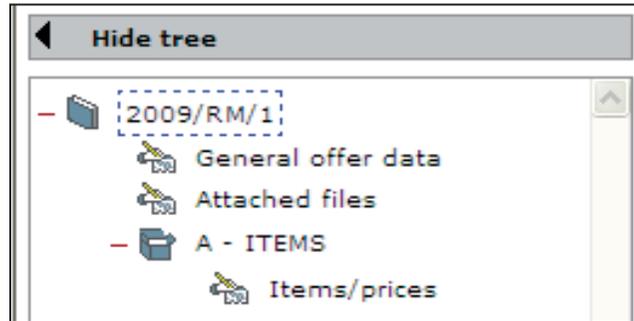
- **Save** data 
- **Export** offer request to excel 
- **Print** offer request 
- **Download** all specification files 
- **Send** the offer 
- **Refuse Offering** 

FOR DETAILED INSTRUCTIONS ON HOW TO IMPORT/EXPORT OFFER DATA USING EXCEL, DOWNLOAD THE "HOW TO MAKE AN OFFER" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE. LOCATE PAGE 15.

Structure of the Offer Request (cont.)



2. Browser Tree: A hierarchical tree in which RFQ details are organized. Click on each section to view its detail in the detail area.



- The  icon indicates that there are fields in this section that **must** be completed in order to submit a complete bid.

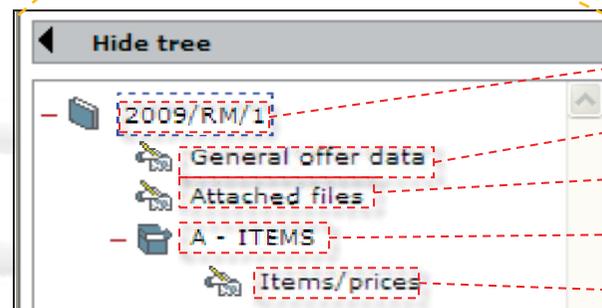
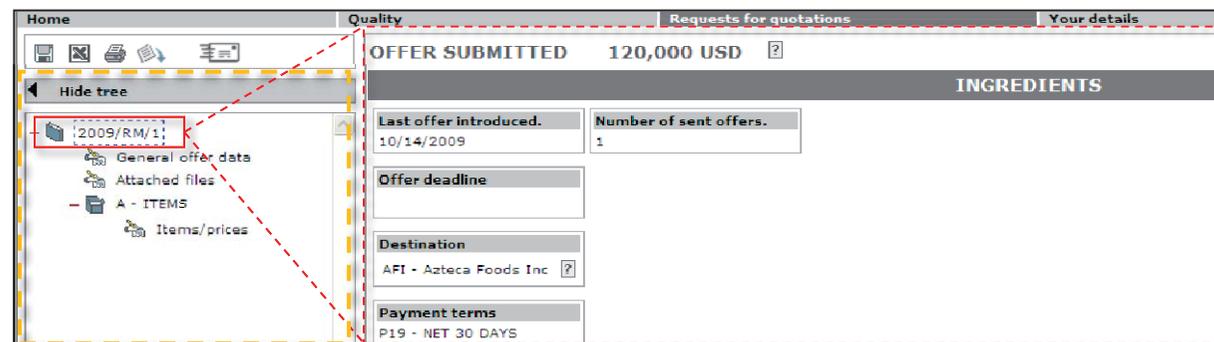
- While viewing the details of any section, select the  icon to contract or expand the browser tree. This will allow viewing of more or less of the detail area, respectively. Once the detail of a section is complete and the tree is hidden, select the  icon again to show the tree and navigate to another detail section or initiate an action.

Item Data			
	Quantity	Unit	Last pr
Item data	10,000	LBS	?
	750	LBS	?
	60	LBS	?
	122,000	LBS	?
	66,000	LBS	?
	6,000	LBS	?
	120,000	LBS	?
	83,000	LBS	?

Detail

3. Detail Area: The location of offer details & requirements are **not** always the same from one request to another. Offers will have at least one group of items, but the data of which they are made up may be required at different levels.

- Click each section in the browser tree to view its detail to the right.
- All required attributes are identified with a (*).



1. General Process Data (Process Code)

2. General Offer Data

3. Attached Files

4. Item Group Level

5. Item detail Level



Offer Detail

1. General Process Data (Process Code)



The screenshot shows a web application interface for 'Requests for quotations'. The main content area is titled 'INGREDIENTS'. On the left, there is a 'Hide tree' sidebar with a folder structure: '2009/RM/1', 'General offer data', 'Attached files', 'A - ITEMS', and 'Items/prices'. The main area contains the following data:

- A** OFFER SUBMITTED
- B** 120,000 USD
- C** Last offer introduced: 10/14/2009
- D** Number of sent offers: 1
- E** Offer deadline
- G** Destination: AFI - Azteca Foods I
- F** Payment terms: P19 - NET 30 DAYS
- H** Supply start date: 09/30/2009
- I** Supply end date: 09/30/2010
- J** Specifications: The first quotations will be received till friday, September 4th. The quality certifications of the products bidded, as well as technical analysis, will be required through the "Quality->Certificates" page of the private area of the Portal.

At the bottom, there is a table with columns 'Name', 'Size', and 'Remarks':

Name	Size	Remarks
AFI_PUR_General Purchasing conditions.pdf	55 Kb	General Purchasing Conditions

This section is the first to appear when a bid process is opened and applies to all items in the process.

- A. Offer Status:** Indicates whether or not the current offer has been sent to the buying company. This field is outside the tree and is visible and updated for all sections within the offer.
- B. Total Offer Amount:** Once prices are entered, the system automatically calculates the total value of the offer.
- C. Last Offer Introduced:** The date of the most recent offer sent for this RFQ.(It will be blank if nothing has been sent)
- D. Number of sent offers:** The number of offers sent for this bid process/RFQ.
- E. Offer Deadline:** Deadline for receipt of bids (set by the buying company)
- F. Payment Terms:** Payment terms for the process (set by the buying company)
- G. Destination:** For the destination address, click the location for a pop-up window with the complete address.
- H. Supply Start Date:** Supply initial date for the items of the group.
- I. Supply End Date:** Supply end date for the items of the group.
- J. Specifications:** Additional specifications that apply to all item groups within the process. General purchasing conditions of the purchasing company, if applicable, are attached here.



Offer Detail

2. General Offer Data



2009/RM/1
General offer data
Attached files
A - ITEMS
Items/prices

Validity Requests for quotations Your details Your company

OFFER SAVED WITHOUT SUBMISSION 120,000 USD ?

General offer data

Valid until 09/30/2009 Currency US Dollar

Remarks

Enter the following characteristics
Attributes marked with an asterisk are mandatory.
Acceptance of purchasing conditions ? Yes

In this section, the supplier is to provide general information regarding the offer:

- A. Valid until:** REQUIRED field to send an offer. This is the deadline set by the supplier until which the offer may be accepted by the purchasing company.
- B. Currency:** The default setting is the currency the purchasing company requires for this offer request. The currency type may be changed by selecting from the drop-down menu.
- C. Remarks:** Notes or terms regarding the offer, that are not already set by the purchasing company in general process data (see previous slide) may be entered here.
- D. Attributes:** REQUIRED field to send an offer. Attributes at the offer data level apply to the entire offer and may determine whether or not the offer meets the requirements of the purchasing company to even be considered. In this example, if the field "Acceptance of purchasing conditions" is not answered, or "no" is selected, the offer cannot be confirmed (required to send an offer).

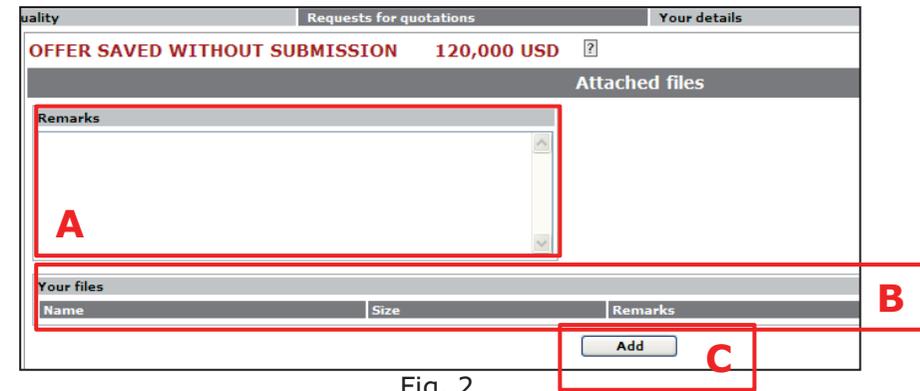
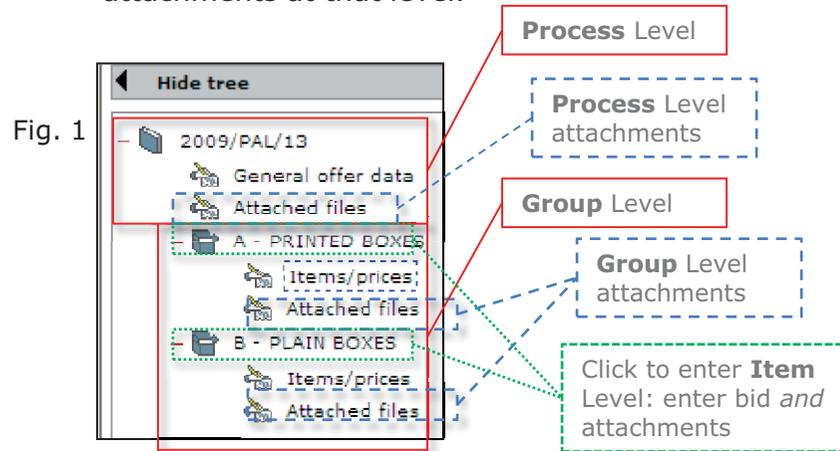
Note: The "purchasing conditions" file is located, and may be downloaded in the general process data section (see previous slide).

Offer Detail

3. Attached Files

There are 3 locations in which the buyer can specify where documents may be attached. See Figure 1 for the levels at which a document may be attached.

Note: If the ability for documents to be attached at a level is not visible, the buyer has elected NOT to allow attachments at that level.



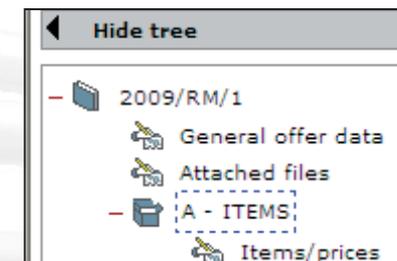
Attaching Files at PROCESS or GROUP LEVEL (Figure 2):

- A. Remarks:** Add notes/comments regarding the offer (file notes may be added when a file is attached).
- B. Your Files:** The designated area for attachments relating to the supplier's offer. Files with any file extension may be attached here; most commonly, item specifications are required for an offer to be considered.
- C. To Add Files:** Click : for the file window. Click and select the file to be attached. In **Comments**, enter the code and description of the item (from the items/prices section) for which the file relates. Click . The file will have been added to the offer. **FOR DIFFICULTIES ATTACHING FILES** see page 20 for file size & character limits.

Attaching Files at ITEM LEVEL: See page 15 #3e

4. Item Group level

The articles may appear divided into groups according to their characteristics. Likewise, each group may have particular parameters depending on how the purchasing company has defined it (different forms of payment, various supply dates, etc.). Such specifications will be identified in this section.





Offer Detail

5. Item Detail (Entering an Offer)



4

Home Quality Requests for quotations Your details Your company

OFFER MODIFIED WITHOUT SAVING / SENDING 9,090 USD ?

Items/prices

Parts			Item Data				Group: A Value:9,090 USD				
Spe.	Code	Name	Quantity	Unit	Last price	Target	P.P.U.	Value USD	Com.	Max. qty.	Att.
	10400	ENZYME	10,000	LBS	?	54	5.4	5,329.8		987	
	11311	ENRICHMENT NRA T 4	750	LBS	?	456	4.56	3,420		7,896	

1

2

3

1. Parts

- a) **Specifications (Spe.):** Click to open/download the item specifications required by the purchasing company.
- b) **Code:** The article number of the item, as defined by the purchasing company.
- c) **Name:** The article name of the item, as defined by the purchasing company.

2. Item Data

- a) **Quantity:** The estimated number of units needed for the supply dates specified in the General Process Data section.
- b) **Unit:** Unit of measure
- c) **Last Price:** The last price submitted by the supplier for this item. If this is the first bid, the field will be blank.
- d) **Target:** The target price per unit, as set by the purchasing company. This field is optional and may be blank.

3. Group Value (OFFER ENTRY)

- a) **Price Per Unit (P.P.U.):** Enter a bid for the quantity specified.
- b) **Value USD:** The total value of your bid will calculate once the price per unit is entered.
- c) **Comments (Com.):** Click to enter comments specific to this item.
- d) **Max. Qty:** Enter the maximum quantity for which the offer is valid.
- e) **Attachments (Att.):** Click to add item specifications for the respective part. Specifications must be received as an attachment.

4. CLICK TO SAVE OFFER

Submitting an offer



WARNING! The purchasing company will **not** receive the offer until  is clicked and the supplier **confirms** the offer in the following pop-up notification.

Attention, you are about to send an offer!

Check the data you have entered. (This information appears shaded.)

If all data is correct, confirm sending, if not press cancel, correct data and send again.

2009/RM/1 INGREDIENTS Total value: 120,000 USD

General offer data

Valid until: 10/30/2009 Currency in which prices are presented: USD - US Dollar

Attributes entered

OK_CONDITIONS: Acceptance of purchasing conditions

When the sending of the offer is confirmed by clicking the confirm button, the following confirmation page will appear if the offer has been sent correctly:



Home Quality Requests for quotations Your details Your company

Offer for the process 2009/RM/1

Your offer is being transferred to the purchasing company. An e-mail confirming that your offer has been successfully transferred will be sent to you.

In case that you do not receive the e-mail please contact the website administrator and inform him.

You can send an e-mail to the following address: azteca@fullstep.com

[Click to go back to the processes list](#)

•If mandatory fields are missing, the confirmation page will highlight the missing fields and exclude . Select to go back and fill out the missing fields.

● Offer Requirements & Award Notifications



1. Offer Requirements- There are **2 requirements** for an offer to be considered complete and valid:

1. A completed *Supplier Company Information* Certificate (see page 18)
2. A submitted offer with item specifications attached (see page 16 & page 15 #3e)

2. Request for Quality Documentation

Receipt of "Request for sample & quality documentation" via email: This email serves as notification that your company has moved on to the **next phase** of the bid process.

- Under the Quality tab in the portal, select certificates. Open the "*request for sample & quality documentation*" certificate for a listing of the items in consideration. Attach the requested quality documents for each item and send samples to the buyer for testing.

3. Award Notifications- Receiving a response to an offer – **2 outcomes:**

1. This email serves as notification that the bid process has ended and your company has not been chosen on this occasion for the contract.
 - After submittal of an offer and/or samples and quality documentation, **if your company has not been awarded the contract**, you will receive a "*process closure notification*" via email.
 - **If your company has been awarded the contract**, you will receive a "*process results notification*": This serves as notification that the bid process has ended and your company has been awarded an item(s). The "Award Notification" attachment details the items and quantities to which your company has been awarded. Communication from the buyer will soon follow.

Quality Certification



Certificates

- A certificate is a request for information from the purchasing company that is **required** in order to qualify for consideration in the bid process. Click the name of the certificate to view its content. Fill out all fields and send to the purchasing company for award consideration.

Certificates

The purchasing company requests that the information corresponding to the following certificates is attached:

Published enquiries						
Request date	Code	Certificate	Contact	Deadline	Completed?	
09/07/2009	1233	Supplier Company Information	Jim Togher	09/18/2009	<input checked="" type="checkbox"/>	
08/20/2009	13t	Sample & Quality Documents Request	Jim Togher	08/20/2009	Pending	

Date certificate requested

Certificate reference number

Certificate Name

Certificate requester: contact this person for assistance

Receipt deadline *

Completion status**

* The certificate will remain visible and allow entry if it has not been completed by the deadline, however it cannot be sent to the purchasing company.

** Pending= pending completion (not sent).

Non-Conformities



Quality
Certificates
Non-conformities

Complaints [Click here to see closed claim](#)

The buying company has asked you to attach the information relating to the following complaints:

Open complaints					
Registration date	Identifier	Complaint	Title	Contact	Coment.
09/08/2009	236	AFI_Non conformity	Phone call	George Chamraz	
09/08/2009	235	AFI_Non conformity	Phone call 10am	George Chamraz	

Date of complaint

Complaint reference number

Form Name

Complaint Name

Non-conformity issuer: contact this person with questions

Status Comments: Click to add comments

When the supplier has provided a product or service that does not meet the requirements of the buying company, the complaint will be communicated on the portal as a non-conformity.

- If a non-conformity is registered by the buying company, the supplier contact(s) registered in the portal will receive email notification of the issue.
- Click the name of the complaint to manage resolution online.

HELP TOPICS: Attaching Files & Downloading



Attaching Files

File size limit: There is a file size limit of 300 kilobytes for file attachments. If the file will not upload, please check the document properties. If the file size is larger than 300 kilobytes, it will not upload into the Portal. Try the following:

1. Re-save the document in PDF format. This will save the document in a smaller size.
For a free download of Adobe PDF maker for Microsoft Office 2007, go to:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=4D951911-3E7E-4AE6-B059-A2E79ED87041&displaylang=en>

2. In the comments area of the quotation form, explain in detail the missing files. Describe how the files will be received (email attachment, CD, disk, hand delivered, etc...) and when they should be expected. If the file is received via email, the buying organization has the capability to add files up to 600 kb.

Error downloading specifications in the portal

Some antivirus applications (checked with Norton and Panda) block offer request specifications from being downloaded. The most up to date antivirus applications also scan and block specific pages. To check if the antivirus is blocking file downloads, do the following:

1. Close the browser. The affected supplier should then temporarily deactivate the antivirus. The antivirus is normally deactivated by clicking on the right mouse button over the antivirus icon (bottom right part of the screen) and selecting the antivirus deactivate option. If the user does not have an antivirus deactivate option, consult an IT specialist.
2. Once the antivirus is deactivated, access the request for offer function and try to download the specifications. If it now works, the antivirus is no longer blocking it.
3. To prevent suppliers from having to deactivate their antivirus every time they want to access a FULLSTEP portal, they should configure their antivirus to trust the portal. Since each supplier has a different antivirus, the IT team at each supplier should take responsibility for ensuring that the antivirus software does not block the portal.

HELP TOPICS: Pop Up Blockers



Pop-Up Blocking and File Download Errors (*cont.*)

Antivirus Blocking

It is possible that if your equipment is protected by an antivirus, this is blocking your access to the suppliers' portal.

To resolve the problem, carry out one of the following two actions:

1. Configure the antivirus so that it allows access to the purchasing portal.
2. Temporarily deactivate your equipment's antivirus each time you want to access the purchasing portal.

Windows XP Blocking

Certain problems may arise using Windows XP – Service Pack 2. Please follow these instructions to prevent potential problems with the file download and popups:

1. From internet explorer, go to the Tools/Internet Options/Privacy menu. The "Block pop-ups" option must remain unchecked (This will not affect the security set up for other sites e.g. Internet, intranet, trustsites).
2. Go to the Security tab and click the "Custom level" button.
Check that the "Enable" box for the "File download" option is checked.

Technical Requirements & Additional Instructions



Technical Requirements

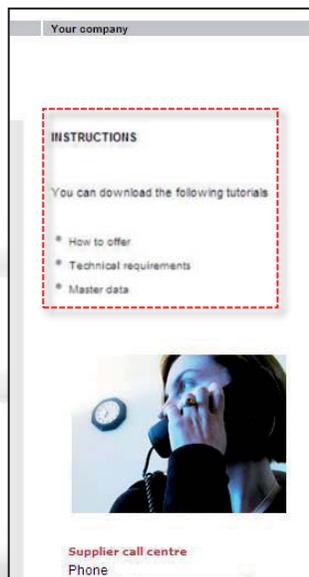
Suppliers approved by the purchasing company must meet certain technical requirements to ensure their bid(s) are received properly.

- 1. Internet Connection:** The supplier must have a computer with an Internet connection. Bids can be sent during the period determined by the purchasing company, as well as providing other functions.
- 2. Email Account:** The supplier must have an e-mail account. The company will use that account for supplier communication.
- 3. Web Browser:** The supplier must have installed on its computer a version of Internet Explorer 6 or higher.
To check your version of Internet Explorer you will have to open the browser, go into the "Help" menu and select "About Internet Explorer". Once this option has been selected, a window opens in which the version of the browser appears.

*Use the following address to download the correct version of Internet Explorer:

<http://www.microsoft.com/windows/ie/downloads/ie6/default.asp>

Once you have accessed this page, click on "Download Center". You will be redirected to a new page from which to continue downloading and installing the new version of the browser.



- 1. FOR MORE DETAILED INSTRUCTIONS ON STRUCTURE OF HOW TO SUBMIT AN OFFER, DOWNLOAD THE "HOW TO OFFER" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE**
- 2. FOR DETAILED INSTRUCTIONS ON RESOLUTION OF POP-UP BLOCKERS AND FILE DOWNLOADING ERRORS, DOWNLOAD THE "TECHNICAL REQUIREMENTS" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE.**
- 3. FOR MORE DETAILED INSTRUCTIONS ON PORTAL FIELDS OR COMPANY/USER DETAILS, DOWNLOAD THE "MASTER DATA" TUTORIAL LOCATED TO THE RIGHT ON THE PORTAL HOME PAGE.**