# Vendor Manual

Table of contents

Welcome!

Welcome as a user of the SISCommerce e-commerce service. If SISCommerce is new to your company, this manual will provide you with useful information about SISCommerce and guide you through the steps on how to handle request for quotes and purchase orders sent to you electronically through SISCommerce.

Basic information about SISCommerce

SISCommerce is an internet based e-procurement solution provided by Star Information Systems AS (SIS).

SIS is a leading provider of maritime software to the shipping and offshore industry. The Star systems consist of tightly integrated solutions enabling ships and rigs to communicate effectively with on-shore offices and the international trade market. SISCommerce is the end product to the SIS product chain; allowing shipping and offshore companies to communicate electronically with their respective vendors.
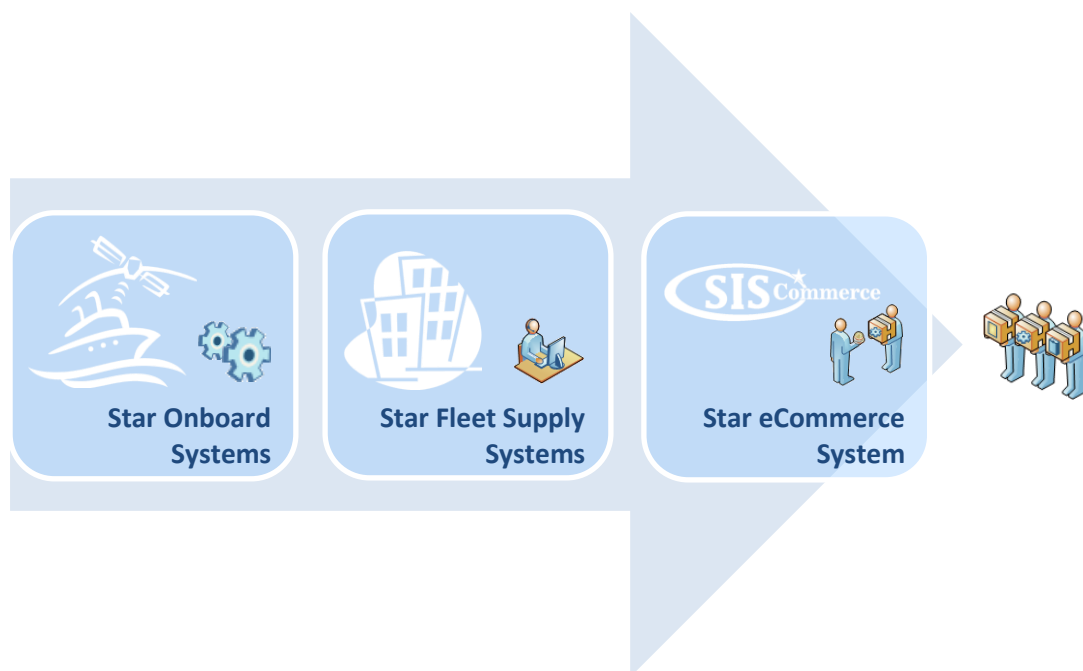
SISCommerce is an integrated part of your customer's in-house purchasing system. When the customer selects you as a vendor, a password secured account is automatically created for you on the SISCommerce web site. This account enables you to electronically receive and reply to trade messages sent by SIS customers.

- o Request for Quotes and Purchase Orders from your customers are delivered to you on your SISCommerce web account.
- o Quotes and Order Confirmations can easily be created and reverted to the customers through your SISCommerce web account.
- o Prices, terms, and conditions offered by you in SISCommerce will be fed directly into your customers purchasing system.
- o SISCommerce guarantee that no information sent through our system will be available to other parties.
- o SISCommerce is not based on membership, but the service is limited to vendors trading with SIS customers.
- o **The SISCommerce service is FREE of charge for all vendors to use.**

Our goal is that no inquiries or purchase orders will be faxed, e-mailed or mailed to your company; and no replies are expected on the formats mentioned unless especially agreed upon.

> *If your company can exchange trade messages electronically on the MTML format, you should contact SISCommerce to be set up for a B2B solution!*

How to log on to SISCommerce?

When an account has been created for you in SISCommerce, an introduction mail is automatically sent to your e-mail account.

The introduction e-mail holds information about the customer who is requesting your products or services, and equally important, your logon credentials for SISCommerce:

It's important that you store your logon credentials for future use.

To log on to SISCommerce you can follow the login link in the e-mail, or you can enter the login address www.siscommerce.com/vendor into your internet browser.

The login page for SISCommerce looks like this:
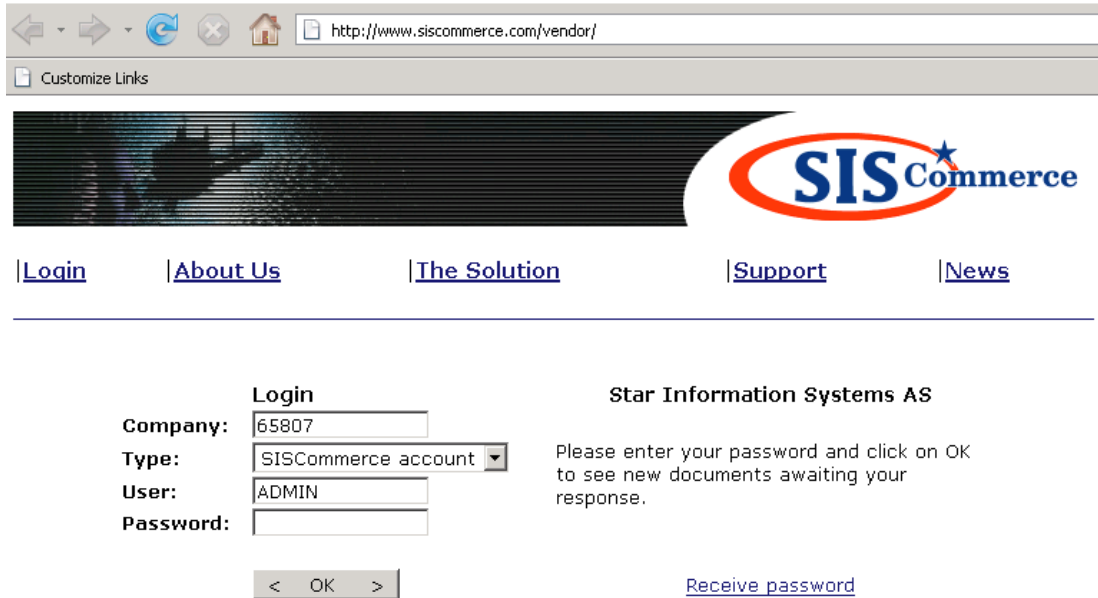
Example 1

As you can see you will need four parameters to be able to log in correctly. These are the parameters sent to you in the introduction e-mail:

Company:	*Your Company ID set by SISCommerce*
Type:	SISCommerce account
User:	*Your user ID (this is normally 'ADMIN')*
Password:	*Your password set by SISCommerce*

If you have any of these parameters wrong, you will not have a successful login. For assistance you can contact the SISCommerce support team by e-mail to siscommerce@sismarine.com, or by telephone: +47 73 87 62 00.

> *If you open the login page from the link in your e-mail, you only need to fill in the password. The remaining is automatically filled in for you!*

How do I know if there are new messages on my SISCommerce account?

SISCommerce can be compared to a post office.

When new Request for Quotes or Purchase Orders arrives in your SISCommerce account, an e-mail is automatically sent to your mail box to notify you that there are new trade documents pending in your SISCommerce account.

An example of the SISCommerce notification e-mail is displayed below:

The information displayed in this e-mail is only a short description of the Request for Quotes and Purchase Orders pending in your SISCommerce account.

To see the detailed Request for Quote or Purchase Order, you need to log on to your SISCommerce account.

The link in the e-mail will take you directly to the login pages in SISCommerce.

How to log on to SISCommerce?

How to log on to SISCommerce?

SISCommerce Reminders

If you have not opened the Request for Quote or Purchase Order sent to you within the first day after the notification e-mail is sent, we will send you a Reminder notification daily during the next 10 days. If you have still not opened the Request for Quote and Purchase Order within 10 days, reminders are no longer sent.

The Reminder notification is similar to the Notification e-mail and holds a list of all unread Request for Quotes and Purchase Orders pending on your SISCommerce account:

This is a reminder notification from SISCommerce

Norway Ship Supply AS,

Your company has the following unread inquries/orders waiting for your reply on SISCommerce:

From	Type	Date	Reference No.	Description
✉ SIS Shipping Company	Inquiry	2009.07.27	SANTO/2009/D09	Assorted beverages

The link below will take you directly to the login pages on SISCommerce. From your pages, you can open the messages, view all the details received from the customer, and send your response directly back to the customer.

Link to login: **www.siscommerce.com/vendor**

Please contact us if you have any questions or comments regarding SISCommerce.
Remember that SISCommerce is FREE of charge for you.

www.siscommerce.com
SISCommerce, Star Information Systems AS • Telephone: (+47) 73 87 62 00 • E-mail: siscommerce@sismarine.com

Your SISCommerce web account

When logging on to SISCommerce the opening page is your Browse List, or "inbox". On this page you will find all Requests for Quotes and Purchase Orders sent to you by your SISCommerce customers.

New messages are marked with grey and have Status New, as shown below:
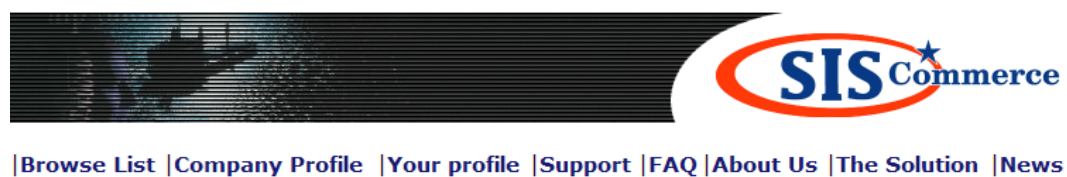
Filter Messages By:

Type:	Status:	Buyer:	Vendors Ref. No:	Buyers Ref. No:	○ Last week ● Last month ○ All	Refresh
All... ▼	All... ▼	All... ▼				

Type	Status	Buyer	Vendors ref. no	Buyers ref. no	Description	Due/Del/Doc	Attention
RequestForQuote	New	SIS Shipping Company		CECI/06-145	JOWA-bilge water seperator filter mass and flow sensor	2008-03-13	Per Skogen
RequestForQuote	New	SIS Norway Shipping		MADAG/2007/01000	Propeller blade	2008-03-12	Per Skogen
Order	New	SIS Shipping Company		ANTS/06-126	FOR M.E. FUEL OIL SUPPLY PUMP NO.2	2008-03-12	Per Skogen

Example 2

From this page you can open the trade messages to see detailed information about the Request for Quote or Purchase Order, and also reply to the customer with a Quote or Order Confirmation. We'll come back to this in the following sections.

Regardless of which page you open in your SISCommerce account, the top menu will always stay the same. The top menu looks like this:

Browse List

This page is as shown on the top of this page. This is the page you will learn to use to handle Request for Quotes and Purchase Orders from your customers, and we will look deeper into the functionalities of this page in the following sections.

Company Profile

On this page you can view and edit your company details registered in SISCommerce. Please note that your company details are received in SISCommerce from the customer. Sometimes the customer fails to update their vendor details, resulting in faulty details registered in SISCommerce.

Some of the values in your profile are fixed or under SISCommerce control, while others may be edited and kept up to date by you. Actually, we rely on you to keep the information correct. This is particularly true for the notification e-mail addresses which have a very important role in keeping the trading messages flowing.

Company Account Info:

Account number: TESTVN
Account qualifier: SISCommerce Account
Company name: Norway Ship Supply AS
Street address: Sandgt. 20
Postal code/ ZIP 1100
City: Oslo
Country: NOR
Phone: +47 22 44 55 67
Fax:
Web site: www.norshipsupply.com
Time zone: Select your timezone...

Company Contact

Contact person: Per Skogen
Title:
Department:
Phone: +47 22 44 55 67
Fax:
Email: ps@norshipsupply.com

Notifications

Notification E-mail I: ps@norshipsupply.com   ☐ Use plain text message
Notification E-mail II: ☐ Use plain text message
Notification E-mail III: ☐ Use plain text message

Preferred Language: English

Submit   Reset

E-mail notifications sent to you by SISCommerce are on the HTML format. If you are not able to view messages on the HTML format, you can choose to receive e-mail messages on the plain text format instead!

Your Profile

On this page you can edit you user details for SISCommerce.

Your SISCommerce account is created with only one user: ADMIN.
However, if you'd like to have different user accounts for the different persons in your company we can create this for you. For this to be done, please send an e-mail to siscommerce@sismarine.com with fully names of the persons that should have a private user id and password.

Below you can see the information stored in your user profile. Some of the values in your profile are fixed or under SISCommerce control, while others may be edited and kept up to date by you.

User Profile

User name:	Account Administrator
UserId:	ADMIN
Email:	
Preferred language:	English
Phone:	
Fax:	
Handphone:	
Telex:	
Home Phone:	
Home Fax:	
Password:	Change Password

Submit   Reset

Change of password

From Your Profile you're also given the opportunity to change your password.
When you follow the link 'Change Password' this page will appear:

Enter your old password, your new password and then confirm your new password.
The new password MUST contain at least 8 characters and/ or digits, not more than 20 characters/ digits.
When you're done, click **"Change password"** to update the database.
Click **"Back to User Profile"** to go back to your User Profile.

Password: [   ]
New Password: [   ]
Confirm New Password: [   ]

Back to User Profile

[Save Password] [Reset all fields]

To change your password, please follow the instructions on the top of the page.

Support

On this page you can find suggested solutions to common problems, pick up the Vendors Manual, or e-mail the SISCommerce support team.

FAQ

On this page you can find Frequently Asked Questions and also submit your question to SISCommerce.

About Us

On this page you will find general information about the provider of the SISCommerce solution, Star Information Systems AS, and read more about the other products and services delivered by Star Information Systems.

On this page you can also find our company contact details and e-mail addresses for the different parts of our company if you wish to contact us.

The Solution

On this page you will find general information about the SISCommerce solution, and also a list of our customers using SISCommerce.
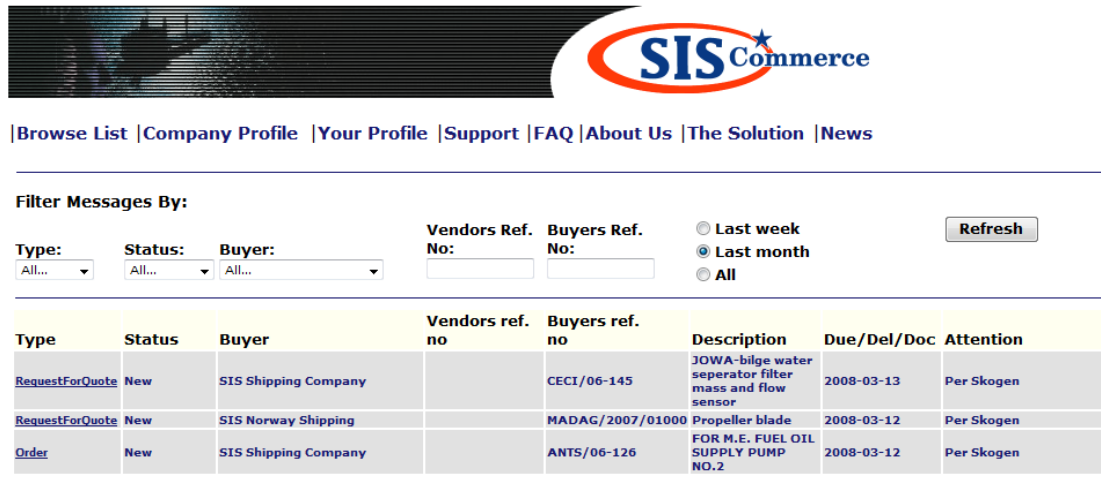
Contact details for SISCommerce can also be found on this page.

News

On this page you will find the latest SISCommerce News.

Browse List options

As shown in the previous section, the opening page and 'Browse List' looks like this:

In the Browse List you will find all pending trade messages from and to your customers.

There are two types of messages you can expect to receive from the customers:
- o   Request for Quote
- o   Purchase Order

The Request for Quote encourages you to return a quote to the customer with your best prices and terms.

The Purchase Order is sent to you when the customer has accepted your quotation and wishes to order your goods or services. The customer may also send you a direct order, meaning they do not send you a Request for Quote beforehand.

There are two types of messages you may send back to the buyer:
- o   Quote
- o   Order Response / Order Confirmation

We will look deeper into this process on the following pages.

In addition you can also turn down both RFQ's and PO's with a cancellation.

When sending your response through SISCommerce and not by e-mail or fax, your Quote or Order Confirmation is fed directly into your customers purchasing system. This action saves the customer for extra work and ensures data quality throughout the trade process.

Before we go through the quoting process, let's have a look at your options in the Browse List:

Type:

There are 4 types of messages:
- o Request for quote
- o Quote
- o Order
- o Order Response (Order Confirmation)

By filtering on type, you can select to see i.e. only Orders, or maybe only Quotes if you want to double check the quotations sent.

Status

There are 8 different statuses listed in the drop-down menu, but only 3 of these are used in your browse list. The remaining statuses are only used by the SISCommerce support team, and can be disregarded.

- o New/Draft
  - ➢ 'New' indicates that Request for Quote (RFQ) or Purchase Order (PO) has not been opened. If this status remains for more than one day, you will receive a Reminder Notification from SISCommerce. *An example of the reminder is shown in section…*

  - ➢ 'Draft' indicates that you have selected to make a quote, but have saved a working copy. Quote has NOT been sent to the vendor.

- o Received – When RFQ's or PO's are opened, status changes from 'New' to 'Received'. The status is automatically reverted to your customer.
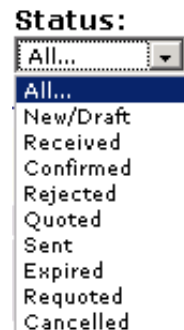
o   Sent – Indicates that a Quote or Order Response/Order Confirmation has been created by you and sent to the customer.

Buyer

In this list you can select if you would like to see trade messages pending for all buyers or for one specific buyer only.

Vendors Ref. No

This column displays your reference number for each trading message. You can filter on reference number to find one specific trade message.

Buyers Ref. No

This column displays the buyer's reference number for each trading message. You can filter on reference number to find one specific trade message.

Time period

You can select if you would like to see all trade messages, or only messages from last week or last month.

Refresh

When you have made your selection you need to press the Refresh button for the selection to come true.

How to respond to a Request for Quote

Request for Quotes received in SISCommerce are available in your Browse List:

To open the request you click on the underlined text 'Request for Quote'.

The Request for Quote (RFQ) is opened in a new page:

Request - Received

Vendor: Norway Ship Supply AS
Contact: Per Skogen

Vessel IMO no:	9143219
For Vessel:	Cecilia

Contact: Solheim, Pia
Purchaser
E-mail pia@sismarine.com
Phone +47 73 87 62 00

⟵ Customer contact details

Advice before:
Delivery date:
Del. terms: Cost & freight (CFR)

Request No: CECI/06-145
Short description: JOWA-bilge water seperator filter mass and flow sensor

Equipment:	BILGE WATER SEPARATOR.
Description:	Makers No.: F200-036 Capacity : 2,5-5,0 m3/h Voltage : 380-440 VAC Power : 1.25 KW Fuse : 10 A Frequency(+/- 10%) : 50-60 Hz Tank material : SIS 2343 Filter media : Jowa F200 Filter media Quantity : 200 Kg Maximum temprature : 55 deg.C Minimum temprature : 5 deg,C Media temprature min/max : -2/45 deg.C Maximum testing pressure : 8 bar Safety valve pressure : 6 bar Normal running pressure : 0-2 bar Air supply : 4-6 bar Weight excl.media approx. : 350 Kg Weiht total approx. : 1400 Kg
Manufacturer:	JOWA
Model:	JOWA OIL-A TRIOSEP
Drawing No:	
Rating:	
Type:	
Serial No:	MJT 5120

Instructions:

Ship:
Berth:
Pier:
Port: NOTRD (Trondheim, NORWAY)

Items			Currency: NOK

No: 1 - Flowsensor Item.7

Vendor cat. no:	Priority:	Quantity:
30008-00002	High	1 PCE

Buyer's memo: Maker: JOWA AB
Drawing No: Rev. b
Pos.no.F15

No: 2 - Filter material, F-200 Item.11(25 kg)

Vendor cat. no:	Priority:	Quantity:
17004-12407	High	4 PCE

Buyer's memo: Maker: JOWA AB
Drawing No: Rev. b
Pos.no.V2,V3. 25 kg mass pr vessel.(1 pcs = 25 kg)

Item Count: 2

SIS Test Vendor   Tel +47 12 34 56 78
Test street 1   E-mail ps@sismarine.com
Test city
Norway

[Make quote]   [No thanks]

[Print page]

[Back to list]

On the bottom of the page, you will find 4 buttons:

- 'Make quote'
- 'No thanks'
- 'Print page'
- 'Back to list'

The choices of what to do with a trading message will always show in form of buttons on the bottom of the page.

Description of buttons:

| Make quote | If you would like to make and send a quotation back to the buyer, select the button want to make and send a quote back to the buyer, select the button "Make quote". A new window will open, and you are able to fill in your prices and terms etc. for the buyer. |

| No thanks | If you for some reason do not want to make a quote, select this button. The system will request a confirmation for this choice. If you have selected the "No thanks"-button by mistake, you will find a regret option next to the confirm button. |

You have selected not to make a quotation for the request

ODFC-TESTV-TEST/TEST 13.03-1

from SIS Shipping Company.

Please confirm your intention

Confirm   Cancel

Back to list

Click the 'Confirm' to send a cancellation to the customer.

Click the 'Cancel' button if you've done a mistake, and do not want to cancel this Request for Quote.

Click the "Back to list"-button to go back to the Browse List.

| Print page | This button will take you to a printer-friendly page if you need a print out of the Request for Quote. |

| Back to list view | This button will take you back to the Browse List where you can view all trading documents. |

How to make a Quote

By selecting 'Make quote' a new page will open. On this page you will find the Request for Quote with fields where you can insert prices, comments and other important information to the customer:

Quote - Draft   ![SIS]

Vendor: Norway Ship Supply AS
Contact:
Title: [   ]
Name: [Per Skogen   ]

Vessel IMO no: 9143219
for: Cecilia
Request No: CECI/06-145
Short description: JOWA-bilge water seperator filter mass and flow sensor
Advice before: (No date):

Contact: Solheim, Pia
Purchaser
E-mail pia@sismarine.com
Phone +47 73 87 62 00

Quote ref. no: [   ]

Expiry date: [   ][   ][   ] (YYYY MM DD - HH MI)

Del. terms: Cost & freight ▼

Currency: Norway - Kroner ▼

Equipment: BILGE WATER SEPARATOR.
Description: Makers No.: F200-036
Capacity : 2,5-5,0 m3/h
Voltage : 380-440 VAC
Power : 1.25 KW
Fuse : 10 A
Frequency(+/- 10%) : 50-60 Hz
Tank material : SIS 2343
Filter media : Jowa F200
Filter media Quantity : 200 Kg
Maximum temprature : 55 deg.C
Minimum temprature : 5 deg,C
Media temprature min/max : -2/45 deg.C
Maximum testing pressure : 8 bar
Safety valve pressure : 6 bar
Normal running pressure : 0-2 bar
Air supply : 4-6 bar
Weight excl.media approx. : 350 Kg
Weiht total approx. : 1400 Kg

Manufacturer: JOWA   **Model:** JOWA OIL-A TRIOSEP
Drawing: **Rating:**
Type: **Serial No:** MJT 5120

Instructions:

Comments: [   ]

Packing cost: [0] [0000] NOK
Freight cost: [0] [0000] NOK

Ship:
Berth:
Pier:
Port: NOTRD (Trondheim, NORWAY)

Items   **Currency:** NOK

No: 1 - Flowsensor Item.7

New cat. no:	Delivery days:	Quantity:		Discount:	Unitprice:	
	0	1	PCE	0	0	0000

Vendor cat. no: 30008-00002   **Item Total:** 0.0000
Priority: High
Buyer's memo: Maker: JOWA AB
                       Drawing No: Rev. b
                       Pos.no.F15
Your comment:

No: 2 - Filter material, F-200 Item.11(25 kg)

New cat. no:	Delivery days:	Quantity:		Discount:	Unitprice:	
	0	4	PCE	0	0	0000

Vendor cat. no: 17004-12407   **Item Total:** 0.0000
Priority: High
Buyer's memo: Maker: JOWA AB
                       Drawing No: Rev. b
                       Pos.no.V2,V3. 25 kg mass pr vessel.(1 pcs = 25 kg)
Your comment:

Count/Priced:	2/0	**Line items totals:**	0.0000
Total discount (%):	0	**Total discount amount:**	0.0000
		Total Freight/ packing costs:	0.0000
		Total:	0.0000

SIS Test Vendor   **Tel +47 12 34 56 78**
Test street 1   **E-mail ps@sismarine.com**
Test city
Norway

[Calculate prices]

[Save document as draft]   [Send document now]

As you can see from the example above there are several fields where you can fill in your details. When this has been done, you have three choices on the bottom of the page:

[Calculate prices]   When calculating the prices you have inserted you will find the line items total, total discount amount, total freight/packing cost, and the grand total on the bottom of the document.

Save document as draft

If you need to gather more information before sending your quotation, or if you are interrupted while quoting, you may save a work copy of your document and continue the quotation later on. When saving your document as a draft, this can be found as a Quote with status 'Draft' in your Browse list.

Send document now

When you have entered all the information you would like to send back to the customer and checked that the pricing is correct, press 'Send document now'. Your quotation will then be sent directly into your customer's purchasing system.

How to respond to an Order

When the buyer has received and accepted your quote, they will send a Purchase Order. The process is the same as with the request for quote: A notification is sent to you by e-mail, and the Purchase Order is available through the Browse List on your SISCommerce account:

To open the request you click on the underlined text 'Order'.

Instructions:

Packaging cost: 0.0000 NOK
Freight cost: 148.5000 NOK

Consignee:
Company:	Norway Ship Supply AS
Street:	Sandgt. 20
Postal code:	1100
City:	Oslo
Country:	NORWAY

Contact:	After sales Manager, Per Skogen
Email:	ps@sismarine.com
Phone:	+47 22 44 55 67
Web:	www.norshipsupply.com

Invoicee:
Company:	SIS Shipping Company
Street:	Kjøpmannsgata 35
	7011 Trondheim
Postal code:	
City:	
Country:	NORWAY

Ship:
Berth:	
Pier:	
Port:	NOOSL (Oslo, NORWAY)

Items **Currency:** NOK

No: 1 - GEAR NUT

Vendor cat. no:	Delivery days:	Quantity:	Discount:	Unitprice:
6	0	2 PCE	0	20.0000

Maker's no:	6		**Item Total:**	40.0000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	GEAR NUT FOR M/E SUPPLY PUMP #2			

No: 2 - PUMP SHAFT WITH KEY

Vendor cat. no:	Delivery days:	Quantity:	Discount:	Unitprice:
5A	0	1 SET	0	159.5000

Maker's no:	5A		**Item Total:**	159.5000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	PUMP SHAFT WITH KEYFOR M/E SUPPLY PUMP #2			

No: 3 - PUMP SHAFT WITH KEY

Vendor cat. no:	Delivery days:	Quantity:	Discount:	Unitprice:
5B	0	1 SET	0	133.0000

Maker's no:	5B		**Item Total:**	133.0000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	PUMP SHAFT WITH KEY FOR M/E SUPPLY PUMP #2			

No: 4 - MECHANICAL SEAL

Vendor cat. no:	Delivery days:	Quantity:	Discount:	Unitprice:
36	0	2 PCE	0	120.0000

Maker's no:	36		**Item Total:**	240.0000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	MECHANICAL SEAL FOR M/E SUPPLY PUMP #2			

No: 9 - BUFFER RING				
Vendor cat. no:	**Delivery days:**	**Quantity:**	**Discount:**	**Unitprice:**
15	0	6 PCE	0	1.3000
Maker's no:	15		**Item Total:**	7.8000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	BUFFER RING FOR M/E SUPPLY PUMP #2			

No: 10 - COUPLING BOLT				
Vendor cat. no:	**Delivery days:**	**Quantity:**	**Discount:**	**Unitprice:**
14	0	6 PCE	0	1.3000
Maker's no:	14		**Item Total:**	7.8000
Priority:	High			
Comments:	Maker: HEISHIN PUMP WORKS CO. LTD.			
	Drawing No: 91277			
	COUPLING BOLT WITH WASHER FOR M/E SUPPLY PUMP #2			

Count/Priced:	10/10	**Line items totals:**	1544.1000
Total discount (%):	0.0	**Total discount amount:**	0.0000
		Total Freight/ Packing cost:	148.5000
		Total:	1692.6000

SIS Test Vendor   **Tel +47 12 34 56 78**
Test street 1   **E-mail ps@sismarine.com**
Test city
Norway

[Accept order]   [Reject the order]

[Print page]

[Back to list]

In the Purchase Order you are not allowed to submit any changes to the document, as this is already based on your quotation. You are only asked to accept or reject the Order.

> *One exemption to the rule:*
> *If the customer has sent you a direct order without prices, and did not send you a Request for Quote beforehand, you are given the opportunity to insert your prices directly into the Order Confirmation. Prices are entered into the Order Confirmation the same way as previously explained for the Quote.*

Accept order

To accept the order, with prices and delivery terms as stated, press 'Accept order'. A new page will then appear.

You have selected to confirm the order

ODFC-TESTVN-ANTS/06-126

from

SIS Shipping Company.

Please confirm this is what you want.
The customer will be notified, and you may add a date of delivery and a comment
to the message if you so please.

Vendor ref. no:

Handled By: Per Skogen

Delivery date: 2008 03 25 (YYYY MM DD HH MI)

Comment: Add a comment   Clear comment

Confirm   Cancel

On this page you can enter your reference number, delivery date, and any comments you may have.

By clicking 'Confirm' a confirmation is sent back to the customer with your information.

If you have changed your mind and do not want to send an Order Confirmation, click 'Cancel'.

Reject the order

If you do not accept the order, you can send a rejection back to the customer by selection 'Reject the order'. When clicking on the button, a new page will appear.

You have selected not to accept the order

ODFC-TESTVN-ANTS/06-126

from

SIS Shipping Company.

Please confirm your intention not to do so.
You may enter a comment to the buyer if you so please.

Confirm   Cancel

Back to list

On this page you can enter a comment to the customer on why the order is rejected. Your comment will be returned to the customer when clicking 'Confirm'.

If you do not want to reject the order after all, select 'Cancel' and you will be taken back to the order.

Contact us

Please contact us if you have any questions or comments on how to use SISCommerce. We are grateful to receive tips and comments to improve our solution. If you have any questions to the contents of the inquiry or order, you must contact the buyer directly.

Contact information:

Star Information Systems AS
Kjøpmannsgata 35
NO-7011 Trondheim
NORWAY

Telephone: +47 73 87 62 00
E-mail: siscommerce@sismarine.com