

Supplier Awareness FAQ

Question	Answer
What is ePro?	ePro is PPG's global solution for managing supplier relationships, conducting sourcing events, and purchasing indirect goods and services. The solution is hosted by Jaggaer.
Is ePro available in local language?	Yes, local language is available. Once you click on <Register Now> button on the [Welcome to Supplier Registration] page, you can switch to your preferred language by clicking on the top right drop down button to select your preferred language
How much does it cost to use the ePro system?	There are no fees for suppliers to register or process transactions in the ePro system (powered by the Jaggaer platform).
What is ePro used for?	Suppliers will use ePro to perform many interactions with PPG, including: <ul style="list-style-type: none"> • Registering and maintaining their organization's data, including address, banking and contact details • Submitting required onboarding documentation • Participating in sourcing events (processes related to the selection of suppliers (tenders, auctions, RFI, etc.) • Reviewing and finalizing contracts for goods / services Indirect suppliers will also use ePro for: <ul style="list-style-type: none"> • Maintaining catalogs of negotiated goods / services • Receiving and acknowledging purchase orders (POs) electronically • Submitting invoices and monitoring payment status
What are the benefits for suppliers?	<u>All suppliers:</u> <ul style="list-style-type: none"> • Ability to easily maintain and update your organization's data via the ePro portal • System notifications advise of expiring certificates so they can be addressed timely • Enhanced capabilities for suppliers participating in sourcing events or contract negotiations <u>Indirect Suppliers:</u> <ul style="list-style-type: none"> • Electronic transmission of POs and the ability to submit invoices electronically through the ePro portal • Real time visibility of POs, invoice status and payment information in one location • Fewer data errors with invoice data validated prior to submission, reducing the volume of payment disputes
How to register?	<ul style="list-style-type: none"> • Please contact your usual PPG representative and express your intention to register in ePro • Suppliers will receive email from eproPPG@jaggaer.com with an invitation to the ePro portal and a link to register and create a profile. The registration link will only be valid for 72hrs. • PPG recommends all suppliers to register prior to participating in a sourcing event, signing a new contract, or updating organization information (e.g., address, banking, contact details)
What happens if I do not register?	<ul style="list-style-type: none"> • PPG requires all our Suppliers to be register on ePro as we are moving our procurement activities such as sourcing, contract management and supplier data management to ePro. To continue our partnership we recommend all suppliers to register on ePro.
Where can I get support ?	<ul style="list-style-type: none"> • If you forgot your user ID or password for the PPG ePro Supplier Portal, please submit a supplier support request at https://www.jaggaer.com/supplier-support/.