iGlass Supplier

Frequently Asked Questions

October 2012

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The Invensys Controls Supplier site is a privately branded website provided by "Plexus Systems". The following policy applies to the branded website as well as the actual system provider.

Email Policy – Plex Online

Electronic mail refers to all email utilizing any Plexus Systems resources regardless of the source of the email or the owner of the email server being accessed. It includes all aspects of email systems, including client and server software, and even the network equipment and lines on which the messages may travel. If any Plexus Systems resources are being used for the receipt or transmission of email, this policy applies. Usage not mentioned in the following list is considered acceptable.

- All email passwords, user accounts, and messages residing on Plexus Systems owned servers are the property of Plexus Systems and are considered confidential.
- Users are not to expect any privacy rights on email messages that make use of Plexus Systems resources. This holds true even if the employee is using third party client software to check email held on a non-Plexus Systems server. If any Plexus Systems resources are in use, even network resources, the contents of emails must be considered to be accessible by Plexus Systems and its customer organization.
- User email messages can be viewed for the purposes of employee monitoring only with the explicit permission of the Plexus Systems Chief Security Officer, the Plexus Systems CEO, or an official of the customer with appropriate authority (this authority may need to be verified by the Plexus Systems Chief Security Officer or other official). Any Plexus Systems employee as chosen by the Chief Security Officer or the Plexus Systems CEO may perform the monitoring.
- System administrators and developers may monitor all email that makes use of Plexus Systems resources for diagnostic, troubleshooting, and performance tuning purposes without special permission.
- It is forbidden to use Plexus Systems email resources for the sending of illegal material. Email material must conform to the laws of all regions involved in the sending, processing, and receiving of the email.
- If the monitoring of email reveals possible criminal activity, the evidence may be given to the appropriate law enforcement officials. The decision to do so may only be made by the Plexus Systems Chief Security Officer or the Plexus Systems CEO, possibly in cooperation with appropriate customer authorities.
- It is forbidden to use Plexus Systems email resources to knowingly send harmful electronic payload (such as viruses and worms).
- It is forbidden to use Plexus Systems email resources for the sending of unsolicited commercial email ("spam").
- Plexus Systems reserves the right to block all incoming unsolicited commercial email, as these emails have a significant impact on system resources and performance.
- Only valid Plexus Systems users have permission to use Plexus Systems email (SMTP) servers for the relaying of email not destined for email addresses hosted on Plexus Systems servers.
- It is forbidden to send email that contradicts the policies of the employee's organization.
- It is forbidden to send email containing racist, sexist, or other discriminatory content.

Acceptable Use Policy – Plex Online

- Plex Online is a private information system.
- Access to Plex Online is allowed only to organizations and individuals who have been given explicit permission by Plexus Systems to do so, and who have a valid user ID and password. Public access is strictly forbidden.
- Any and all attempts at intrusion will be tracked down and pursued.
- Any and all attempts at intrusion will be prosecuted to the full extent of the law.
- It is strictly forbidden to attempt to break into, attempt to crack passwords on, or scan for weaknesses in, any networking equipment, servers, PCs, software, or databases owned or operated by Plexus Systems.
- The use of Plexus Systems resources for anonymous web proxy services is forbidden.
- It is strictly forbidden for anyone to use Plex Online , or any other Plexus Systems hardware or software, for purposes other than the designed intent.
- All data in Plex Online is confidential and proprietary.
- Users may log into Plex Online only with their own User ID.
- Plex Online users may use the Plex Online software only in a manner that conforms to the normal operation of the software using the standard Plex Online user interface (by clicking on menu items, entering information, clicking on buttons, responding to prompts, etc.).
- Plex Online users may only view/change information in Plex Online that they have been given specific permission to view/change by their company management.
- Plex Online users may not access other companies' data without approval from both Plexus Systems and the other company involved.
- In the event that an accidental breakdown or relaxation in security occurs, it is the responsibility of the Plex Online user to report it to company management or Plexus Systems immediately.

Privacy and Confidentiality: All company and personal data stored in Plex Online is considered and treated as confidential and proprietary at all times. No company or personal data is copied, communicated, sold or shared with third parties outside Plexus Systems and its trusted affiliates. The policies documented here are in addition to any policies that may be implemented by a user's employer. In cases where the employer's policy conflicts with this policy, or where this policy is more restrictive, then this policy is authoritative. In cases where the customer policy is more restrictive, it must be considered authoritative.

The Chief Security Officer of Plexus Systems will deal with all violations of this policy on an individual basis. The Chief Security Officer, Project Manager, or other Plexus Systems employee will contact someone of authority at the company site regarding the breach of Plexus Systems policy by an employee of that company. Plexus Systems may contact law enforcement officials, as determined by the Chief Security Officer.

"Plex Online" represents a branded name on a branded front end. This policy applies to the branded system as well as the underlying system on which it is based. If you have any questions concerning the acceptable use of Plexus Systems resources, please contact Plexus Systems at 248-391-8000.

Plex Print ActiveX (OCX) will not load. What do I do?

The OCX file should install automatically, provided the user is an administrator of the machine (after install the user can be removed from the Administrators group if needed) and they are using the 32-bit version of Internet Explorer (it will not work with the 64-bit version of IE).

If you need to manually register the ActiveX component, you should follow these instructions: Download the following file: http://www.plexus-online.com/viewers/Plexus_Print_OCX.CAB

For Windows 7 32-bit:
Extract the contents of the CAB file (using WinRAR or 7-Zip) to C:\Windows\System32
Open a Command Prompt (with Administrative rights)
Type: regsvr32 c:\windows\system32\Plexus_Print_OCX.ocx

For Windows 7 64-bit:
Extract the contents of the CAB file (using WinRAR or 7-Zip) to C:\windows\sysWOW64
Open a Command Prompt (with Administrative rights)
Type: regsvr32 c:\windows\sysWOW64\Plexus_Print_OCX.ocx

Can I print out my Plex BOL?

Invensys does not mandate suppliers to print out the Plex BOL.
Invensys expects that suppliers will use their own BOL.

How do I configure Microsoft Internet Explorer to use Plex?

Switch off your pop-up blocker. Go to the URL https://www.plexus-online.com/
Click on **PC Setup** button and follow the instructions to configure your Internet Explorer (IE) session for Plex.

Note: Plex only supports Microsoft Internet Explorer (version 8.0 minimum). Non-IE browsers such as Firefox, Chrome, Opera, Safari, and others, are not supported.

My logon/my password has expired. What do I do?

If you encounter difficulties, have questions, or have an idea for improving the system, then please do not hesitate to contact us at **(248) 391-8001** (If dialling from outside the USA or Canada, dial 001 before the number.). When calling, state your Name, Company, and User ID. You will be connected to the right person.

You can also contact us through the system itself. Click the **Plex Online** logo in the upper right hand corner of most screens to add a user support request.

Can I run Plex on my Mac?

No. Plex only supports Microsoft Internet Explorer (version 8.0 minimum).

My logon screen is closing before I can access Plex. What do I do?

This indicates that your pop-up blocker has not been disabled. Please disable your pop-up blocker and go to URL: https://www.plexus-online.com . Then click on **PC Setup** button and follow the instructions to configure your Internet Explorer (IE) session for Plex.

My logon screen is closing before I can access Plex -what do I do?

This indicates that your pop-up blocker has not been disabled. Please disable your pop-up blocker and go to URL: https://www.plexus-online.com . Then click on **PC Setup** button and follow the instructions to configure your Internet Explorer (IE) session for Plex.

How are price changes made to Blanket orders on Plex?

If a price change becomes effective part-way through the life of the Purchase Order, your Invensys Planner / Buyer will update your Item Price Master record on Plex. By updating the Price Master, the system will automatically apply the appropriate price for each item and assign them according to specific date ranges. When viewing a Purchase Order in Online Releases, you will be able to see what price applies to which Release.

If I change my PC or laptop, do I need to re-configure it to run Plex?

Yes, you will need to re-configure Microsoft Internet Explorer on your new PC or Laptop. Please refer to "How do I configure Microsoft Internet Explorer to use Plex?"

Why can't I select my Purchase Order to Acknowledge?

Before you can select a Purchase Order to acknowledge it, you must click on the Purchase Order number to view a printable version. Once viewed, you are free to select the Purchase Order for acknowledgement.

How should suppliers invoice their deliveries?

The Delivery Note must match the Invoice. It is recommended that suppliers issue one invoice for one shipment.

Should I acknowledge a Purchase Order that has already been received?

If a supplier's shipment has been received, it should also be acknowledged on Plex.

If I don't have a Zebra printer should I "ASN & Ship" on Plex?

If you do not have a Zebra printer, you do not have to complete the "ASN & Ship" functions on Plex at this time. However you do need to Acknowledge Purchase Orders and Acknowledge Releases. Please discuss your printing requirements with your Planner/Buyer.

What Internet Browser can I use?

Plex only supports Microsoft Internet Explorer (version 8.0 minimum). Non Microsoft Internet Explorer browsers such as Firefox, Chrome, Opera, Safari etc. are not supported.

Why can't I select my Release to Acknowledge it?

Purchase Orders must be acknowledged before the individual Releases can be acknowledged.

What if I cannot achieve the Delivery Due Date for my Release?

Suppliers who cannot achieve the "Delivery Due Date"for a Release can suggest an alternative within the Supplier Proposed Due Date field.

Note: Any updated dates are submitted by clicking **Update**. When this date has been agreed with, and the supplier can continue with the Release Acknowledgement process the Buyer the Due Date will change.

How do I add Notes to a Release?

Suppliers can add Notes to a Release by clicking the asterisk within the Supplier Note column. This opens a dialogue box where Notes relevant to the Release can be entered.

What is a Tracking Number?

A Tracking Number is the Tracking reference allocated to a shipment by the Suppliers Carrier.

What is a Supplier Packing Slip Number?

A Supplier Packing Slip Number is the Suppliers internal Delivery Reference number.

How do I change my shipment from "Labelled not shipped" to "Labelled and shipped"?

Go to the Labelled Inventory-Ship function. This function will display automatically when the DONE button on the Add Inventory screen is clicked. Next, use the Search feature to see containers that have been labelled.

Within the Search feature, the Received Date Range should be set to "blank" to view all labelled shipments. Next, select the containers to ship by clicking on the open box next to the container and click on the Ship button.

What will be the format of *new* Plex Purchase Order numbers?

Plex Purchase Order numbers format will be: first three (3) letters refer to the site where they were released (e.g. COR for Corona), followed by six (6) numbers (e.g. COR123456).

Within Online Releases, what is the *Due Date*?

The "Due Date" is the date that the delivery is due at the Invensys Site, it is not the Shipment date.

Can I download my Purchase Orders and Purchase Order Releases?

Within Online Releases select your search criteria and press Search . To download the data press Download and select your preferred file format (XLS or CSV).

Does the Plex fax functionality require fax numbers to be entered in a specific format?

Yes, fax numbers need to be added in the format: 011 + country code + fax number

For example to send a fax to a local fax number of 01234 567890 in Germany, you would need to enter the following into Plex: **011491234567890**

Why has the status of my "acknowledged" PO Release changed to "unacknowledged"?

If your Invensys Buyer/Planner amends your acknowledged PO Release, it's status reverts back to unacknowledged and you will need to acknowledge it again.

What do the different types of Release Status mean?

FIRM release = a definite requirement for a specific quantity on an specific date at a specific price
PLANNED release = a planned required, yet to be "firmed-up"
FORECAST release = to allow planning of raw materials
PARTIAL release = created by a part shipment/receipt

How do I change the language within Plex?

Within ONLINE RELEASES, click on the INVENSYS CONTROLS logo (top right of your screen) then click LANGUAGE and select the required language.

Useful Links

Plex

www.plexus-online.com

Supplier Presentations

Click here to download the Supplier Introduction to the Plex System.pdf (4.4mb)

Click here to download the PO Acknowledgement video.mp4 (4.3mb)

Click here to download the Release Acknowledgement video.mp4 (5.0mb)

Click here to download the ASN Label Ship video.mp4 (8.0mb)

Supplier Documentation

Click here to download the current iGlass Supplier User Manual.pdf (500k)

Click here to download the current iGlass Supplier FAQ.pdf (70k)

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