

The HOCHTIEF Supplier Portal

Frequently Asked Questions (FAQ)

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1. What is the HOCHTIEF Supplier Portal?

The HOCHTIEF Supplier Portal is for you as a business partner (subcontractor, supplier, architect / engineer, service provider or contractor) an important interface to the HOCHTIEF Group. We use the Supplier Portal to optimize our business processes with you. All your information and data are managed centrally in the Supplier Portal and are available to all employees of the HOCHTIEF Procurement for the search for potential bidders.

In the HOCHTIEF Supplier Portal you can:

- Provide general information about your company
- Specify your products and services
- Expand your service offerings to additional regions
- Describe your references and projects done

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2. Why should I use the HOCHTIEF Supplier Portal?

Does your company offers products or services, which we did not know, or are you active in the regions in which we have not worked? The supplier portal is your direct communication channel to the professional buyers of all HOCHTIEF segments and allows you to establish the cooperation with us.

Potential business partners who would like to introduce their products and services to HOCHTIEF for the first time must fill in the registration form and provide their data in the Supplier Portal. This is the preferred way to come in contact with us.

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3. What system or other requirements should be in place in order to register in the HOCHTIEF Supplier Portal?

There are no special technical or other requirements. You only need to have a PC with an Internet access and know your DUNS number.

However, there are minimum requirements that your system must meet:

- Microsoft Internet Explorer 6.x or higher
- Mozilla Firefox 2.x or higher
- Java Script - Active scripting must be enabled
- Cookies must be enabled
- Pop-up blockers must be disabled

Should you get technical difficulties while filling in the registration, please check the following conditions:

- Does my PC / Laptop connected to the Internet?
- Can I connect to <http://www.google.de>?
- Did I turn on my Wi-Fi?
- Does my computer have a LAN connection?
- Do I use the right browser, as mentioned in the system requirements?

- Do I have a virus scanner activated, preventing access to the Supplier Portal?
- Does Personal Firewall block my connection to the Internet?
- Is JavaScript (Active Scripting) enabled?
- Do I have the popup blocker disabled?
- Do I have cookies enabled in the current browser?

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If you do not know how to check these questions, please contact our Helpdesk via e-mail. We will then send you back a detailed documentation helping you to test these configurations.

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4. What does it cost to use the HOCHTIEF Supplier Portal?

There are no costs for the registration and use of HOCHTIEF Supplier Portal.

You may only have your own normal costs for the use of Internet access.

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5. How does the HOCHTIEF Supplier Portal work?

Your Registration in the HOCHTIEF Supplier Portal is the preferred way to get in contact with us. After clicking the link "Register" you have to select between German and English language for the questionnaire. In the next step you will see the registration form. Please complete this with your answers. These include the DUNS number, the full company name, contact information as well as a description of the products and services. You may also upload your company files, which describe your business in more particular details.

Companies who operate in Germany or Austria will be provided with the login in the next step. From these companies we expect more detailed supplier disclosure and upload of company legal certificates.

Companies who operate only outside of Germany or Austria will not be provided with the login. The prequalification procedure is then finished after the filling in the registration.

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6. How can I gain access to the HOCHTIEF Supplier Portal?

You can access the HOCHTIEF Supplier Portal all over the time in the Internet:

www.hochtief.com/supplierportal

Alternative you may navigate to the Supplier Portal on the HOCHTIEF homepage:

www.hochtief-solutions.com > Procurement

Here you will also find further documents concerning the Supplier Portal:

- General Terms of Use
- Code of Conduct

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7. What should I do in order to be listed in the HOCHTIEF Supplier Database?

New international business partners must be registered in the HOCHTIEF Supplier Portal if they want to introduce their company and get in contact with us. A successful registration includes a DUNS number, which you query before the start of registration and free of charge under www.upik.de. Please read further information about the DUNS number in these FAQ or go to www.dnbgermany.de.

Please start your registration only after you received the DUNS number.

After verifying your registration we will send you an e-mail confirmation.

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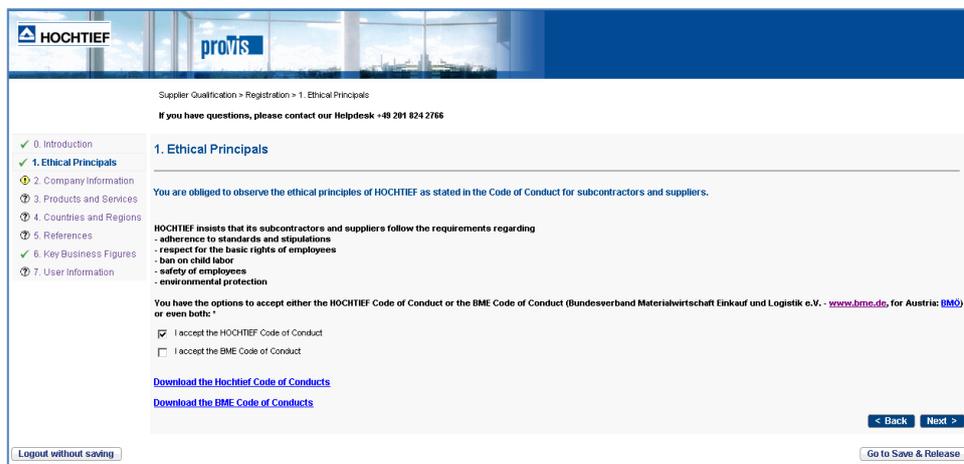
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8. How does the registration process work?

Follow the link "Register" on the HOCHTIEF homepage. This brings you directly to the registration form. At the left side of the online questionnaire you see the chapter summary. The right side contains the questions and information to each chapter. To move between the chapters, use the buttons "Next" and "Back" below or click directly on the chapter title.



After the filling in the data please go to the last page "Go to Save and Release" and then press the button "Release the Questionnaire" - 

Doing this way you submit your registration to HOCHTIEF. In one to two working days you will receive via e-mail the confirmation that HOCHTIEF received the data and examined for plausibility. So, you are now listed in the HOCHTIEF Supplier Portal.

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9. What kind of data and information will be provided in the Registration form?

The questions of the Registration form are structured into chapters. In the "Introduction" you accept the Terms of Use of the HOCHTIEF Supplier Portal, in the "Ethical Principles" the HOCHTIEF Code of Conduct. You provide your company name, ad-

dress and phone number, size of the business, your references and user information. In the chapters "Products and Services" and "Countries and Regions" please select those from our standard product and ISO-country catalogs. Please read the information in the questionnaire on how to use these catalogs.

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10. What is the DUNS number and how can I get it?

DUNS stands for Data Universal Numbering System. This was introduced in the year 1962 by D&B and is being used today as an international standard for the clear classification of business partners on a global level. The DUNS number improves data transparency at HOCHTIEF and their subsidiaries, standardizes and consolidates available information about our business partners.

The inquiry, application or getting a DUNS number is associated with no cost to your company.

If you do not know whether your company already has a DUNS number, please find it out first and read the chapter "Finding a DUNS number" for that purpose.

Finding your company's DUNS number

1. Go to the website www.upik.de/en/start.html
2. In the main navigation menu on the left side click on "**UPIK® Search**".
3. Fill out the boxes (example shown below)
4. Click on "**Find**".

If you don't know the D&B D-U-N-S® Number of the company you're seeking, please enter the name and address of the company into the fields below.

Company *	<input type="text" value="HOCHTIEF AG"/>
Address	<input type="text" value="Opernplatz 2"/>
Zip Code	<input type="text" value="45128"/>
City	<input type="text" value="Essen"/>
Country *	<input type="text" value="Germany"/> <input type="button" value="Find"/>

For more accurate search results, please complete as many fields as possible. A maximum of 100 results will be displayed for each query.

* These fields must be completed to conduct a search

5. Choose the company name from the list for detailed information to be displayed. Enter the code shown in the security query in the corresponding box. Click on "Continue".

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▶ Home ▶ Authentifizierung

Security query

To ensure that the search is executed manually,
please enter the text from the graphic below:

Please enter the code below:



[Try again with a new graphic](#)

6. You will receive the requested information including the DUNS number in the following screen.

▶ Home ▶ UPIK® datensatz

UPIK® Record - L

L	Registered company name	HOCHTIEF Aktiengesellschaft
W	Non-registered name or business unit	HOCHTIEF Aktiengesellschaft
L	D-U-N-S® Number	315922807
L	Registered address	Opernplatz 2
L	Post code	45128
L	City	ESSEN
L	Country	Germany

7. Please enter your DUNS number into the appropriate field in the registration form in this format 22-333-4444, for example 31-592-2807.

If you did not find your company's number this way, that means that you don't have it yet and have to apply it directly and free of charge at D & B.

Applying for a DUNS number

As a company, you can apply for a number free of charge and this number will be issued for you after the completion of the online application. You will be asked to provide contact and correspondence details, as well as information on your company's area of activity, size and history. To make a first time application for a DUNS number, please do the following:

1. Go to the website www.upik.de/en/start.html
2. In the main navigation menu on the left, click on "D-U-N-S® Number Request".
3. In the following screen click on "Outside Germany".

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Request your D&B D-U-N-S® Number today:

Companies **based in Germany** will receive their D&B D-U-N-S® Number **within three to five working days**. Please click here to request your D&B D-U-N-S® Number free of charge for Germany:

[Inside Germany](#)

Companies **based outside of Germany** will receive their D&B D-U-N-S® Number **within 30 working days**. Please click here to request your D&B D-U-N-S® Number free of charge for international companies:

[Outside Germany](#)

4. In the following screen you can immediately request your DUNS number without any further identification or registration required. After that click on "Response by e-mail".

Would you like to receive a D&B D-U-N-S® Number without registering with My UPIK®?

If you do not want to register with My UPIK®, you will receive your new D&B D-U-N-S® Number sent to you by e-mail. Please click here to do so:

[Response by e-mail](#)

5. Fill in the "D&B D-U-N-S® Number Request" online. You will receive your DUNS number from D&B by e-mail after sending out your application.

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11. How will my Registration be transferred to HOCHTIEF?

All mandatory fields in the questionnaire are marked with an asterisk (*) and so must be completed before the registration can be successfully submitted to HOCHTIEF. In addition there are optional fields where you can provide further information about your company.

In order to transfer your registration to HOCHTIEF, please click on

[Go to Save & Release](#)

below on each page and after that

[Release the Questionnaire](#)

The appearance of the "Thank you" page is an indication for a successful transmission of the registration.

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12. How do I know that my Registration was successfully accepted by HOCHTIEF?

We will go through your registration answers within one to two business days. After that you will get an e-mail confirmation to the address of the user specified, with the subject "HOCHTIEF Supplier Portal: Registration accepted".

We will check your company name and address at www.upik.de as well as your statement to the DUNS number. In case the DUNS number was provided incorrectly, we will unfortunately refuse the acceptance of the entire registration. In this case you will get an e-mail with the subject "HOCHTIEF Supplier Portal: Registration declined".

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13. Why don't I get my login to the HOCHTIEF Supplier Portal?

The login data to the HOCHTIEF Supplier Portal will be provided to the suppliers who have country statements Germany and Austria. This is a key to the next step of the prequalification process, where those suppliers must provide more detailed information regarding certificates, legal requirements, bank connection etc. This kind of information is not required from our international partners. That is why the registration is for you the only step your company should go in order to be listed in our supplier database.

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14. Can I change my data provided in the registration?

No. After you have sent the registration form to HOCHTIEF it is no more possible to change the given answers. If you would like to update your data, you must fill in the complete registration again. In this case we will assign the previous registration to your history.

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15. What do the icons next to the chapters mean?

Within the registration questionnaire, there are several chapters that are thematically combined together. The green check mark indicates that all mandatory fields are completed in the particular chapter. The yellow exclamation point indicates that there are some mandatory fields that are not answered yet. The white question mark indicates that no single field is filled in the chapter. So, when you are completely finished with answering questions, all chapters must be marked green before you can send it to HOCHTIEF.

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✓ 1. Ethical Principals
⚠ 2. Company Information
❓ 3. Products and Services
❓ 4. Countries and Regions
❓ 5. References
✓ 6. Key Business Figures
❓ 7. User Information

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45128 EssenSeite 9 von 9
28.09.2011[*Back to Content*](#)**16. What should I do if I still have questions after reading these FAQ?**

If you have questions or need support, please contact our Helpdesk:

e-Mail: **provis@hochtief.de**Phone: **0201 824 2766**

Monday to

Thursday: 07:30 till 16:00

Friday: 07:30 till 14:00

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