



## **Frequently Asked Questions (FAQ's)**

### **Access to Applications**

**Q:** How do I gain access to additional applications on H-DSN?

As a supplier, contact your supplier Central Point of Contact (H-DSN CPOC) for changes to your assigned resources. This name should appear on your Supplier Contacts page within the Supplier Profile Manager application.

### **Tutorials**

**Q:** How do I view the tutorial and also open up the application that I am learning about?

Instructions are provide in the Tutorial called: First Time User Tips for Tutorials

**Q:** Is there anything I can do to speed up the load time of the tutorial?

When the tutorial is loading, you may click the browser stop button and the loading process will be shortened.

**Q:** Can I stop and come back to finish a tutorial?

You can stop and close a tutorial and return to the same position, if your browser session remains open, and your H-DSN session does not time out. If closure occurs, you may open the tutorial again, select the topic name where you had stopped and resume the tutorial.

### **Administration & Passwords**

**Q:** Will my password expire and need to be re-set?

No, currently passwords do not expire on H-DSN.

**Q:** Can more than one person be given access to the User Administration functionality?

Yes, multiple Site Administrator's may be set up. Harley-Davidson prefers that each supplier designate only one Central Point of Contact, but may have multiple users with site administrator capability.

### **Supplier Profile Manager**

**Q:** How can we update the H-D Contacts for our company?

Only Harley-Davidson representatives can update the H-D Contacts page. Notify the appropriate H-D representative to request changes.

**Q:** Who do I contact to change information in SPM that I can not modify?

Notify your applicable H-D Purchasing representative for questions and for assistance with required changes.

**Q:** I need to see the financial summary page and it does not exist on my menu?

Contact your supplier Central Point of Contact (H-DSN CPOC) for changes to your assigned resources in the Administration application.



## Payables

Q: Are tooling and special invoices included in payables?

All invoices should be visible in the Payables application, although MRO and some manual invoices will not appear until they are entered at the point of payment.

Q: How far back can I view my invoices and payment history?

The application provides visibility to 2 years of history, but will limit reports to a three month window.

Q: Can I search for my debits only?

Debits at Harley-Davidson may be coded in the application as DM (Debit Memo's) or DR (Debit Reports). You can use the wildcard search capability and search for DM or DR to display reports of Debit activity.

Q: What if I do not find an invoice or find a discrepancy with an invoice?

It is suggested that you first contact your H-D Purchasing Representative for assistance, and if necessary then contact the H-D Accounts Payable department.

## Part Drawings

Q: Why am I not able to see a drawing that I have an active purchase order for?

It may be that a drawing is going through the revision process, during which time you may not have visibility until all systems are updated. Check back or contact your Purchasing representative for further assistance.

Q: I do not have an active purchase order for a part but for business reasons need to see the drawing. What can I do?

Harley-Davidson Purchasing representative can manually "attach" drawings for a supplier to view. You can make this easier for the H-D representative by providing a comma separated listing of part numbers that you need to view.

Q: What do I do if I can't access the H-DSN part viewer.

The H-DSN Part Drawing Viewer, "Brava!" (Part Drawing Viewer, Version 6.0+) is not dependent on a specific version of Java. It uses ActiveX control which is a Microsoft technology. Part Drawing Viewer issues usually are related to either browser settings or Microsoft Windows rights. To set your browser security setting perform the following. Open your browser and reset its security settings to the default setting. This can be located in the TOOLS->INTERNET OPTIONS->SECURITY TAB. Click on the "DEFAULT LEVEL" button. If this doesn't solve your issue, then contact H-DSN support for additional options. You may need to install a batch script available from H-DSN support.

Q: What browser should I use to view parts?

The H-DSN parts viewer was designed and tested for operation in Internet Explorer running inside Windows XP.

Q: I use Internet Explorer with Windows 7 or Windows Vista and I can't view drawings.

You may need to disable the security feature called "protected mode" within Internet Explorer. Some companies lock out the ability to disable this feature so you may need to contact your local I.T. staff for assistance.



### **Part Drawings & Engineering Standards**

**Q:** How can I be notified of a revision to or a new part drawing or engineering standard?

In the Supplier Profile Manager on the Supplier contacts page, you can modify a contact and check the box to receive email notifications of part drawing or engineering standards revisions.

### **Engineering Standards**

**Q:** I do not see the Standards for some of my parts. What can I do?

Currently all supplier specific engineering standards are manually assigned by the Harley-Davidson Purchasing representatives. You can request that standards be assigned for visibility. You can make this process easier for the H-D representative by providing a comma separated listing of the standards that you need to view.

### **Supplier Performance & Supplier Assessment**

**Q:** How frequently is the data updated in Supplier Performance?

Data for the Original Equipment (OE) sites is updated daily in the Supplier Performance application. Data for Parts & Accessories (P&A) and for General Merchandise (GM) is updated once a month. The P&A and GM updates usually occur on the 8th of the month.

**Q:** Why are there two tutorials and two user guides for this application?

The tutorial and user guide for Supplier Performance are specifically associated with the OE Harley-Davidson locations and performance measures. The tutorial and user guide for Supplier Assessment are associated with the Parts & Accessories and General Merchandise (P&A/GM) organization and their respective performance measures.

**Q:** Who do I contact regarding performance ratings displayed in the reports?

Contact the applicable Purchasing Representative for the site or business area that pertains to your specific question.

**Q:** Supplier performance reports are displaying as a blank page?

Check to ensure that Adobe Acrobat Reader is installed on the computer. If not installed, go to [www.adobe.com](http://www.adobe.com) to install the latest version of Adobe Reader. If Adobe Reader is installed, open Adobe Reader and go to Edit > Preferences. Select the Internet tab from the Preferences screen and un-check 'Display PDF in Browser'.



### **Planning Schedules**

Q: When is the Planning schedules data updated?

The answer to the question varies by H-D site. As of 2005, the updates occur as follows: Updates are completed for Parts and Accessories (P&A) and General Merchandise (GM) and for Kansas City on Monday morning (CST). Updates for York and some of Power train (Capitol Drive and Pilgrim Rd) are typically available on Tuesday morning (CST). Tomahawk planning schedule updates are typically available on Tuesday, as well as the balance of Power Train updates.