

Frequently Asked Questions

Survey NEW

Status 10.06.2020

Survey new for registered SupplyOn user

➤ How can I forward the survey to a colleague?

To forward the survey please open the survey by logging in with your user, open the survey and click on the button "Forward Survey".

Please note that you can only forward the survey to colleagues who already have a user. In addition, you cannot edit the survey after forwarding it.

➤ Why was my colleague invited to participate in the survey and not me?

The Survey is provided to SupplyOn users who have the required roles. The following roles are required to receive surveys:

BusinessDirectorySellerStandard and/or SurveyRecipient.

If your company does not have a user with the corresponding roles or if the customer requests this, the Company Admin can also be invited to the survey.

➤ What user roles are required to receive and access survey notifications?

To access a survey with an existing SupplyOn User you need one of the two following roles: BusinessDirectorySellerStandard and/or SurveyRecipient.

If your company does not have a user with the corresponding roles or if the customer requests this, the Company Admin can also be invited to the survey.

➤ Why was the subsidiary invited to participate in the survey but the umbrella company was not?

Your customer decides who will be invited to the survey. Please contact your customer contact person for further information.

➤ Why are several locations of my company group invited to the same survey?

Your customer decides who will be invited to the survey. Please contact your customer contact person for further information.

➤ Why are my answers not saved after submitting?

To make sure your data is saved, please wait a few seconds after pressing submit until the "Thank you" page appears.

➤ Why does the survey not appear correctly?

Please check your Pop-Up Blocker, delete the cookies and/or close the browser. In case you were previously logged in with another user, this may lead to a wrong survey view.

➤ The survey is already closed. How can I submit my answers afterwards?

There is no possibility to open and answer closed surveys. To give your customer direct feedback, please contact your customer contact.



- We do not want to participate in any survey - how can I make sure that I do not receive any more reminders?

Each survey can be rejected by logging in and rejecting it on the Welcome Page of the survey. A rejection without login is not possible.

Please contact your customer contact if you generally do not want to participate in any more surveys.

Survey new for not registered users

- How can I forward the survey to a colleague?

To forward the survey, please open the link and complete the basic registration to access the survey. In the next step you have the possibility to forward the survey.

Please note that you can only invite colleagues via email and not existing users. In addition, you cannot edit the survey after forwarding it.

- Why was my colleague invited to participate in the survey and not me?

The recipients of the survey are based on the contact information your customer has available from you. Please forward the surveys or contact your customer contact if the survey recipients are not correct.

- Why are my answers not saved after submitting?

To make sure your data is saved, please wait a few seconds after pressing submit until the "Thank you" page appears.

- Why does the survey not appear correctly?

Please check your Pop-Up Blocker, delete the cookies and/or close the browser. In case you were previously logged in with another user, this may lead to a wrong survey view.

- The survey is already closed. How can I submit my answers afterwards?

There is no way to open and answer closed surveys. To give your customer direct feedback, please contact your customer contact.

- We do not want to participate in any survey - how can I make sure that I do not receive any more reminders?

Please open the link and perform a basic registration to access the survey and reject it on the welcome page. In case you do not want to receive a survey again, please contact your customer contact

- What is the meaning of the due date?

The due date determines how long you can complete the survey. No more data can be submitted after the due date.

The link is created generically and is valid for the duration of the survey.