



FAQ

1. Access to Huf Partner Portal

<i>Question</i>	<i>Answer</i>
How to get access to Huf-Partner-Portal as company?	Please apply for access by e-mail to extranet.info@huf-group.com and inform us about an e-mail address where to send the login details. Afterwards you will receive your portal access data as soon as possible.
How to get a login name and password as user?	Please contact your main user. The main user of your company is allowed to set up further logins.
How to get a new password?	Please open the public space of our partner portal (access: see on the bottom of our homepage). Click "Forgot your password?" Enter your login name and click "request". A new password will be sent on your deposited e-mail address.

2. Short Term Monitoring (continuous quality – and logistics analyses)

<i>Question</i>	<i>Answer</i>
Where can I find my quality and logistics analyses?	Please log in and select application Short Term Monitoring. You have to be released for this application.
Why can't I find my analyses?	Please check if you are locked in and released for Short Term Monitoring.
Why am I not able to find updated data on a daily basis?	Huf evaluates the performance of their suppliers once a month. Therefore your data are updated on a monthly basis in the beginning of the following month.
Why did I receive ppm without causing a complaint during the month in consideration?	Huf evaluates only closed complaints. It might be that the complaint occurred in a previous month but was closed during the month in consideration.
Why did I receive an 8D grade without causing a complaint during the month in consideration?	The 8D grade is given when the complaint is closed. It might be that the complaint occurred in a previous month but was closed during the month in consideration.