DelphiSuppliers.com

Website

Instructions

Overview of DelphiSuppliers.com

DelphiSuppliers.com allows the secure exchange of files between Delphi (Internal accounts) and Vendors (External accounts) as well as between Delphi users. Before exchanging any data, users must request an account using valid information at https://www.delphisuppliers.com. Vendors may only request External User accounts. Once users apply, an administrator will review the information and activate the account. In order for the account to stay valid, the user must be able to receive email from webmaster@delphisuppliers.com. Effective April 2014, accounts not used at least once every 90 days may be deactivated and after 120 days are deleted. Additionally, all INTERNAL users must keep their supervisor information updated to avoid account deactivation.

All data being uploaded must be compressed. A list of compression types is available on the upload screen. Files up to 2000 Mb can be sent at one time. Multiple users may be selected. To prevent spam, External users by default do not see any users on their list for uploading. Internal Users must first upload a file to the External User with whom they wish to exchange data. By uploading a file, a link is created and maintained for 30 days or until the file is deleted from the server. This link allows the Vendor (External User) to see the Delphi user on their list of people they are allowed to upload. Internal users by default have the ability to see all External Users.

When a file is uploaded, the receiving user is automatically notified via email from webmaster@delphisuppliers.com. Each file uploaded remains on the server typically 30 days and is then automatically deleted, so the recipient should download the file within 30 days.

If there are any questions regarding the system an email can be sent to webmaster@delphisuppliers.com or the Contact Administration tab can be selected and the feedback form completed.
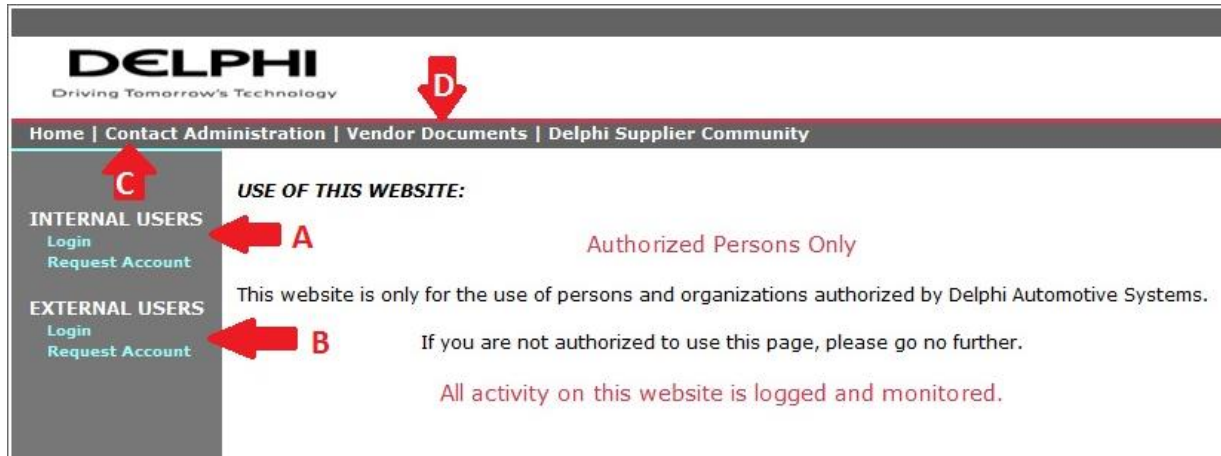
Delphisuppliers.com Home Screen

Figure 1

A: Login and <u>Request Account</u> sections for Internal (Delphi) Users.

B: Login and <u>Request Account</u> sections for External (Vendors) Users

C: Click <u>Contact Administration</u> to seek help from the Administrative team for delphisuppliers.com OR send an email to <u>webmaster@delphisuppliers.com</u>.

D: <u>Vendor Documents</u> provide information that is publically available. No account is needed to access this information.

See Frequently Asked Questions

Apply for an External User Account

REQUEST EXTERNAL USER ACCOUNT

INTERNAL USERS
Login
Request Account

EXTERNAL USERS
Login
Request Account

External User Information

*Real Name _____ _____ (First, Last)

*Company _____

*Address _____

*City _____

State ___

Zip Code _____

*Country _____

*Telephone _____

FAX _____

*E-mail _____

*Username _____

*Password _____

*Enter password again for validation _____

*Comment: (Reason for request) _____

*Required Field

Request Account   Reset Form

To apply for an external account complete the required information and click Request Account.

Note: Each user from a company should have their own account.

Return to Home Screen

Apply for an Internal Account (Delphi users only)

REQUEST INTERNAL USER ACCOUNT

INTERNAL USERS
Login
Request Account

EXTERNAL USERS
Login
Request Account

User Information

*Real Name _(First, Last)_

*Division

*Address

*City

State

Zip Code

*Country

*Telephone

FAX

*E-mail

*Supervisor Name

*Supervisor Phone

*Supervisor E-mail

*Username

*Password

*Enter password again for validation

*Comment

*Required Field

Request User Account   Reset Form

To apply for an internal account complete the required information and click Request User Account.
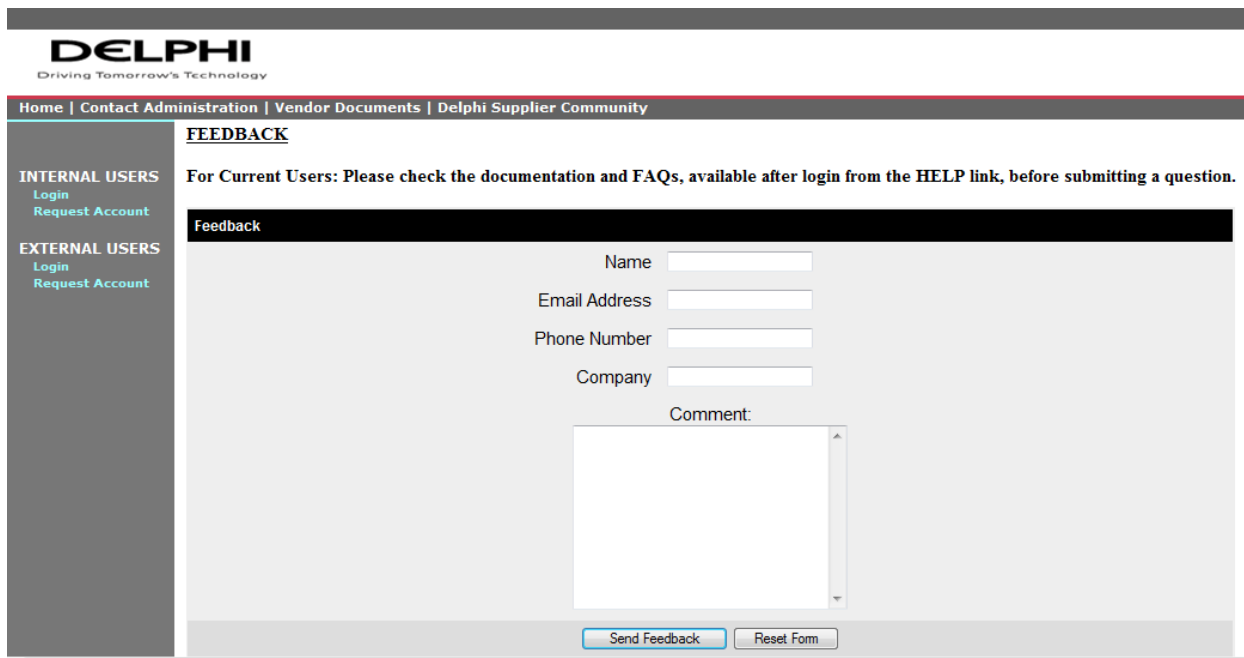
Detailed comments are not necessary.

Your username should match your Delphi ID.

This information is editable and you are required to keep your Supervisor information updated.

Return to Home Screen

Contact Administration Screen

This contact administration screen or sending an email to webmaster@delphisuppliers.com can be used to get help with delphisuppliers.com.

Return to Home Screen

Vendor Documents

Document Information

Delphi Corporate

Delphi Electronics & Safety

Delphi Powertrain Systems

Delphi Thermal Systems

Delphi Product & Service Solutions

Click on appropriate division in menu bar on left to view list of available documents.

Right mouse click on desired file to download.
For Netscape Navigator browsers use the menu option "Save Link As...".
For Microsoft Internet Explorer browsers use the menu option "Save Target As...".
For other browsers refer to your browser documentation.

Click here for Website instructions.   Website User Instructions

Information for Vendors is available from this screen. It is sorted by division.

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Upload File Screen

Download File
Upload File
Display User Log
Help
User Preferences
Forms
Login
Logout

EXTERNAL USER FILE UPLOAD

As an external user, you are only able to upload files to internal users who have uploaded files to your account. This creates a link that will be in place until that file is deleted or purged from the server.

The file you are uploading will be purged after 30 days.

File Upload

File to upload [   ] Browse... (Max File Size Is 2000M)

Select User

Customer, Ima (Main Co)

If you need to upload a file to an internal user who is not listed in your user list, please contact that user through e-mail or phone and have them upload a file to your account.

-OR-

Select Group
(See below for group descriptions)

--Group List--

These groups are to only be used for the purposes stated below. If you upload other information to these groups, you run the risk of your account being made inactive by the site administrator.

File Comment:
[   ]

[Upload File] [Reset Form]

Frequently Asked Questions

What is DelphiSuppliers.com?

DelphiSuppliers.com allows the secure exchange of files between Delphi (Internal accounts) and Vendors (External accounts) as well as between Delphi users. Files up to 2000 Mb can be sent at one time. Multiple users may be selected and users are protected from being spammed. Read the [overview here](#).   < [Back to FAQ](#) >

How do I request an Account?

If you are a supplier, you must apply for an EXTERNAL account:

Go to https://www.delphisuppliers.com/
Under EXTERNAL USERS, click Request Account
Fill in the information.
Click Request User Account

Be sure to remember the password you entered.
When the account is approved, an automatic message that the account is available will be sent to the e-mail address associated with the account.

To apply for an INTERNAL (Delphi Users ONLY) account:

Go to https://www.delphisuppliers.com/
Under INTERNAL USERS, click Request Account
Fill in the information.
Click Request User Account

Be sure to remember the password you entered.
When the account is approved, an automatic message that the account is available will be sent to the e-mail address associated with the account.

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How long does it take before my account is activated?

Account requests are typically checked regularly during the week Monday - Friday 8AM - 5PM EST. The wait is typically less than 4 hours, but can be up to 4 days. Users receive an automated message notifying them when their account is active.   < [Back to FAQ](#) >

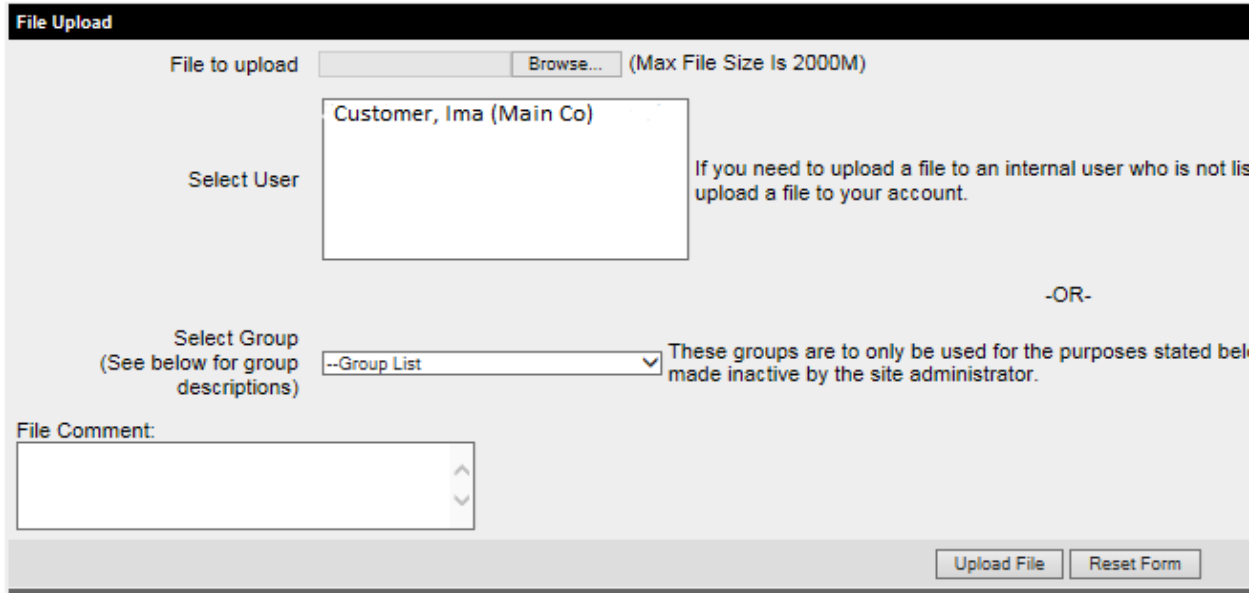**I have an external account, but why can't I see anyone's name on my list?**

External users are only allowed to communicate with **internal** users that have first sent a file to the **external** user. This file creates a link between the users and prevents spam. When the file expires, the **internal** user will have to send another file. By default, the linking file is deleted by the system after 30 days. The **external** user can only see actively linked **internal** users on their list.   < [Back to FAQ](#) >

Can I send multiple files and how many?

You may package as many files as you want into one (1) compressed file as long as the total file size does not exceed 2000 Mb.   < [Back to FAQ](#) >

How do I upload a file?

From the menu on the left, select Upload File. From the Upload screen, select the compressed file you wish to send (must be < 2Gb) , select the user or hold the Ctrl key to select multiple users, fill in any comments and click Upload File.

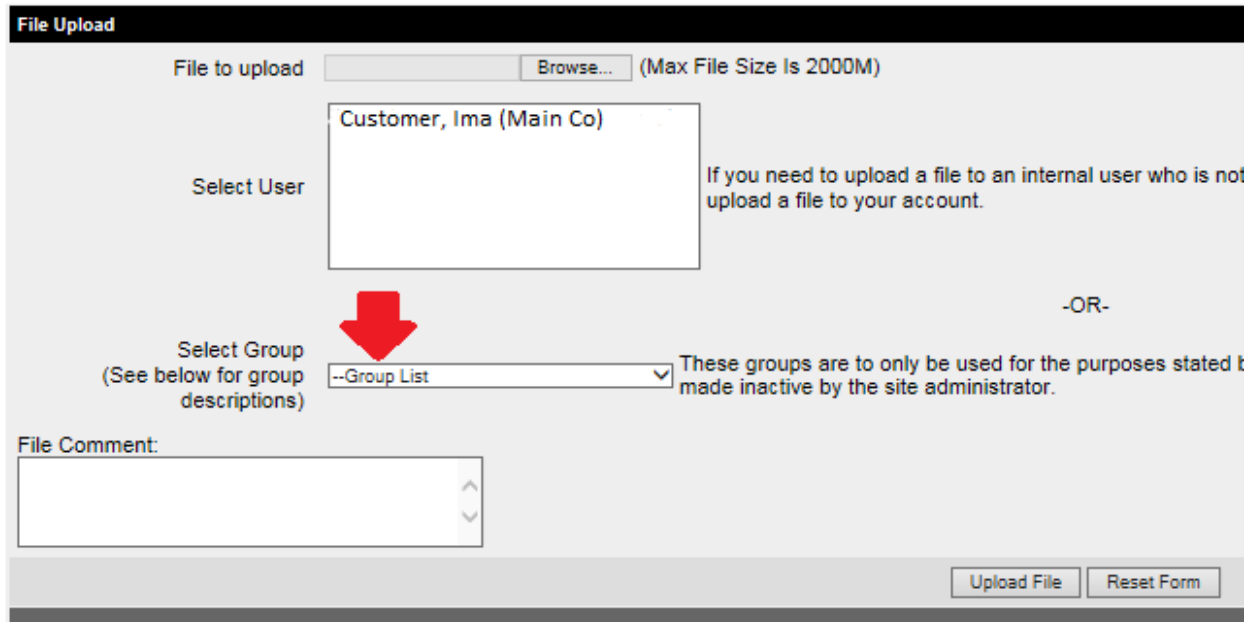< Back to FAQ >

How do I update my contact information?

If you have an *external* account, the administrator has to change the information for you. Please send an email to webmaster@delphisuppliers.com from your email address with the necessary updates. Please note that we do not update accounts based on requests from other users, unless we are deactivating the account and Delphi Security does not allow us to transfer accounts/assign other users to the account.

If you have an *internal* account, login to your account and select User Preferences. Make updates as needed and select Submit Changes.

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How do I send my PPAPs to a group?

There are multiple groups, so be sure your contact has provided you the name of the group. From the upload screen, select the compressed file you wish to send. Then, instead of selecting an individual, select the dropdown menu from the Group List and select the group provided by your Delphi contact. Add any comments you wish and click Upload File. See image below.

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A user left the company and we need to update the information on our account.

Please send an email to webmaster@delphisuppliers.com with the name and/or email address of the person who has left. Per Delphi security rules, we do not transfer accounts, so the new user must apply for their own account. Please do not share accounts. The account belongs only to the person whose name is assigned. Please inform your Delphi contact(s) of the change.   < Back to FAQ >

How do I reset my password?

If you require a password reset and you don't know your existing password, you may either send an email to webmaster@delphisuppliers.com requesting a reset or you may select Login, when prompted for your password, click Cancel and it will take you to the Authorization Required screen. Reset your password by entering the username on file and click Email password. The system will automatically reset your password to a randomly generated, case-sensitive password and email it to the email address on file.

If you just want to update your password, login to your account and select User Preferences.

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Why did you deactivate my account?

Accounts are deactivated under four (4) conditions: 1) When we received bounced emails. All users must be able to accept email from webmaster@delphisuppliers.com. If there was a temporary server issue, let us know and we will reactivate it. 2) When we receive notice that a user is no longer with the company. We do not transfer accounts. Please do not share accounts. The account belongs only to the person whose name is assigned. Accounts of users no longer with the company are not allowed to be used by other users so they are deactivated. 3) You have not logged in for more than 90 days. If you are still in need of the account, let us know ASAP and we will reactivate it. Deactivated accounts are deleted in 30 days and we can't recover them. 4) You

are a Delphi user who has not kept your supervisor information updated. If this is the case, you were sent an email notifying you that you need to provide your new supervisor's name, email and phone number to reactivate your account.   We do not research organizational change information.   < Back to FAQ >

I had an account long time ago, can you restore it?

If your account has been deactivated, you have 30 days to request reactivation. If your account has been deleted, we can't restore it so you will need to apply for a new account. See Apply for New Account.   < Back to FAQ >

My customer sent a file to my team member who has left the company, can you forward it to me?

We do not have access to the data inside user accounts and security procedures would prohibit transfers. Please inform us of the user who has left so we can deactivate their account. Request the customer resend the file(s).

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How can I become a Delphi Supplier?

From the delphisupplier.com Home screen, on the top right click on Delphi Supplier Community. This will take you to Delphi Supplier Portal, an entirely different system from delphisuppliers.com. Here is the direct link: http://www.delphi.com/footer-navigation/suppliers.   The administrators for delphisuppliers.com cannot provide further information on this question.

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I have a question that was not covered here. How do I get assistance?

Use the Contact Form or email webmaster@delphisuppliers.com to reach an administrator.   < Back to FAQ >