

Frequently Asked Questions (FAQ)
Flexible Survey for not registered users
Status 11.02.2021

- Why do I need to perform a short registration with my e-mail-address to start a survey?

If your company has no active SupplyOn connection with your customer, you are invited via e-mail-address only. Thus, a short registration of your company is required. This enables you to participate in the survey without a SupplyOn registration, but with less functionality.

In case you want to avoid the e-mail-registration and make use of the full potential of the SupplyOn connection with your customer, a full-connection via SupplyOn is required. This connection is free of charge and can be requested by your customer.

- What can I do to receive a survey only once and avoid duplicate invitations?

If you got multiple invitations for the same survey, your e-mail address was registered more than once at SupplyOn. To clean or cancel these registrations, please contact: customer-support@supplyon.com and request a deletion of duplicates.

To avoid multiple invitations for the future, you should always select your company based on the company list displayed in the registration screen. Just in case your company is not listed, you should add your company name and address. Please make sure that you do not create duplicates. This will again lead to multiple invitations.

In order to avoid the e-mail registration completely, we recommend you to perform the complete and permanent registration for the Business Directory service on SupplyOn. This service is free of charge and can be requested by your customer. This will give you complete control over access to Surveys, the Business Directory and other opportunities to strengthen your business relationship with your customer.

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

The recipients of the survey are based on the e-mail contact information your customer has available from you. Please forward the surveys to the right contact and inform your customer about the right contact if the survey recipients are not correct.

- How can I forward the survey to a colleague?

A survey cannot be forwarded directly by email because the recipient will not have access to the survey. 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. These users are listed for you. In addition, you cannot edit the survey after forwarding it.

- How can I ensure, that my survey is saved after submitting?

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

- 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 in a written form.