



THE J.M. SMUCKER Co

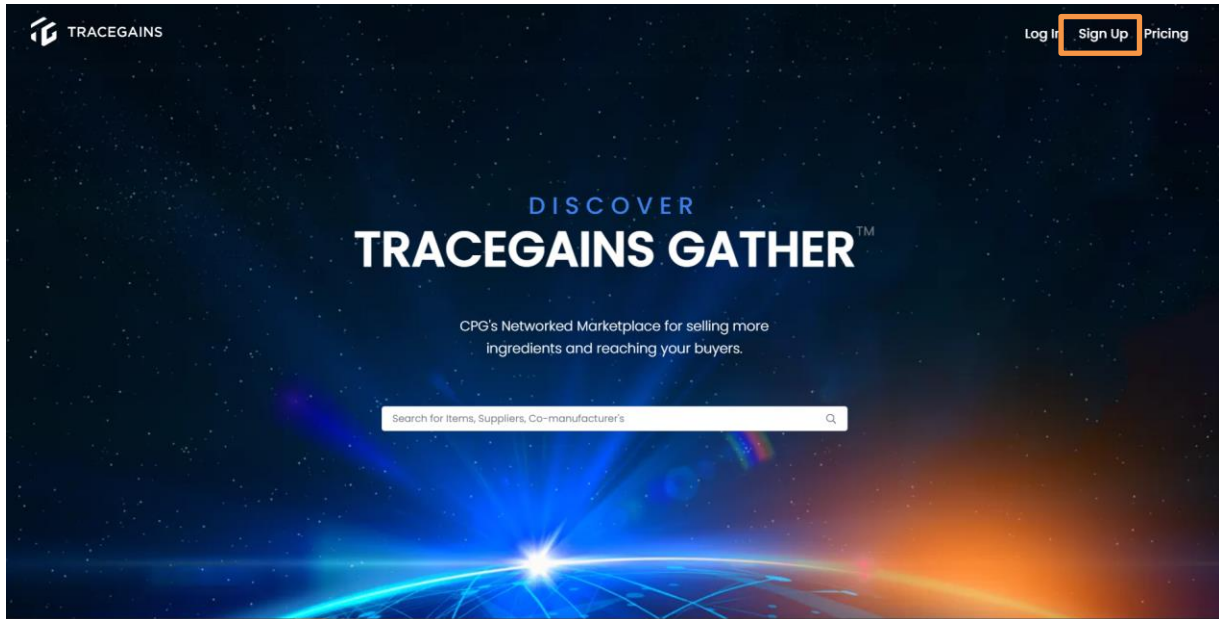
# **TraceGains Supplier Guide**

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# Creating an Individual Account

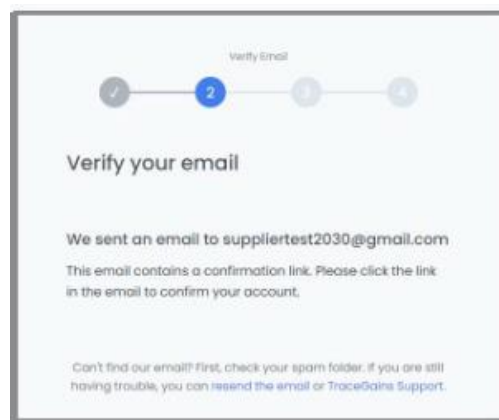
1. Navigate to [TraceGains Gather](#) and click "Sign Up"



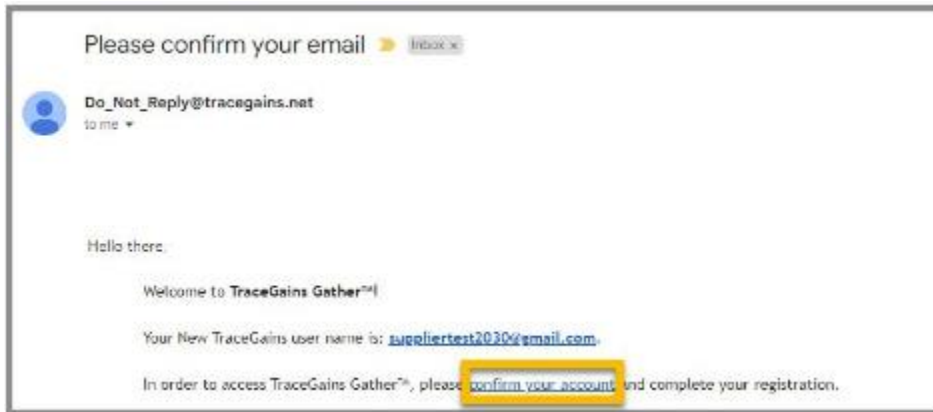
2. Complete the below boxes and hit create account.

The screenshot shows the "Create account" form. At the top, there is a progress bar with four steps: 1 (active), 2, 3, and 4. The title is "Create account". Below the progress bar is the heading "Create your free account". There are three input fields: "Company Email", "Password", and "Confirm password". Below these fields is a checkbox with the text: "By checking this box and creating an account, you agree to our [terms of service](#) and [privacy policy](#)." At the bottom are two buttons: "Cancel" and "Create account".

Once the form is complete, you will see the following screen:



3. Navigate to the email inbox that you used to fill out the form in Step 3. You should have received a confirmation email from Do\_Not\_Reply@tracegains.net. (If you did not receive the email, please check your spam folder). Click on "confirm your account".



4. You will be re-directed to tracegains.net. Log-in using the email address and password that you created in Step 3. Complete the additional information required.

A screenshot of a web form titled "Complete information". At the top, there is a progress bar with four steps: 1 (checkmark), 2 (checkmark), 3 (highlighted in blue), and 4. Below the progress bar is the section "General Information". It contains five required fields, each with a red asterisk: "Email", "Password", "First Name", "Last Name", and "Job Role". Each field has a corresponding text input box. Below these fields is a checkbox labeled "Email me about community updates" which is checked. At the bottom of the form is a blue button labeled "Continue".

## Creating a Supplier Group

6. If your company already has a supplier group, the system will suggest that group based on the email domain. You can request to join the group which will trigger an approval email to your system admin.

7. If you don't have a group, apply by selecting 'Supplier Services' and filling out the corresponding information. After you click 'Finish Registration', TraceGains will review your application within 48 business hours. Keep an eye out for an email with your approval so you can start fulfilling document requests!
8. Fill out the form and click "Finish Registration" to request a new supplier group.

Create Organization

1 2 3 4

### Set up your organization

\*How do you plan to use TraceGains?  
this helps us give you helpful guidance. You can update your profile at any time.

☐ Buyer Services Find items, qualify suppliers, request documents

☒ Supplier Services List and promote offerings, send documents to customers

\*Company Name  Company Website

Please add your separate address to speed up the approval process.

\*Address 1  Address Line 2

\*Country  United States \*City

\*State  \*Zip  \*Phone

[Need help? Contact TraceGains Support](#)

9. You should receive the message below upon completion of your supplier group application. TraceGains will now need to review your request for approval.

TRACEGAINS

Need Help?

TraceGains Network / Supplier Group Application

1 Apply For Supplier Group

2 Supplier Group Pending

3 Supplier Group Pending

4 Add Locations

5 Add Users

6 Connect with Customers

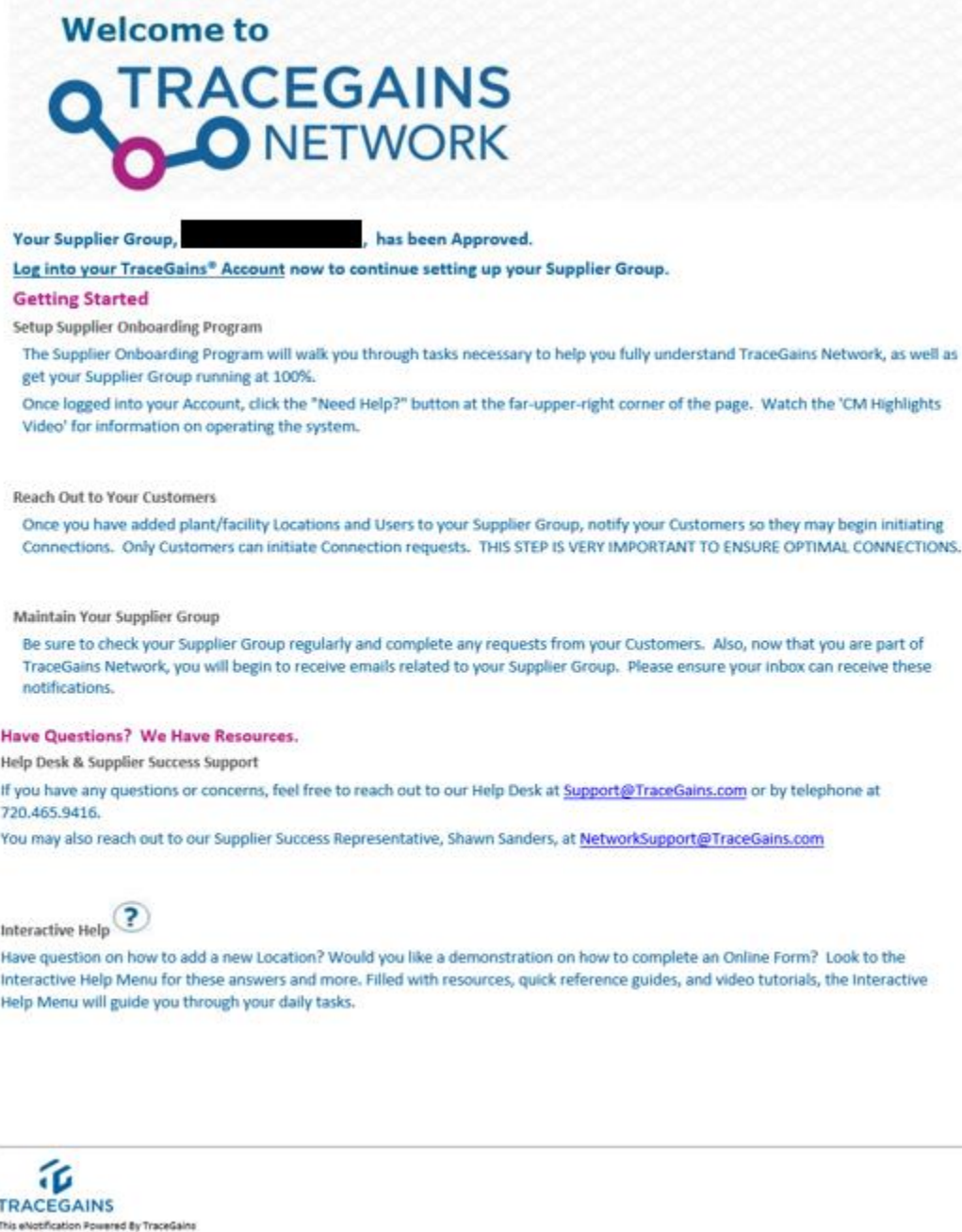
### Supplier Group Application Received

You will receive an email response within 1 business day.

Thank you for submitting your application to TraceGains Network. Your Supplier Group will be reviewed and we will email you to let you know next steps. Response times may vary depending on request volume.

[Return to Home Page](#)

10. Once the request has been approved, you will receive an email notification from [support@tracegains.com](mailto:support@tracegains.com)



11. You should now be able to log in to TraceGains using the email address and password you created. After logging in, click on your supplier group name under Gather to begin connecting with customers, uploading required documentation, etc.



## Welcome to TraceGains Gather™

### Enterprise

Select Enterprise Site



The J.M. Smucker Co.  
Linked to The J.M. Smucker Co  
Supply Quality Assurance

### Gather™

Select Gather Organization



The J.M. Smucker Co  
Linked to The J.M. Smucker Co.



Create a new TraceGains Gather™  
organization

## Accepting Connection Requests

1. Your customer will need to request to connect with you. You should receive an email notification of this request. (If you do not receive the email notification, please check your spam filter).

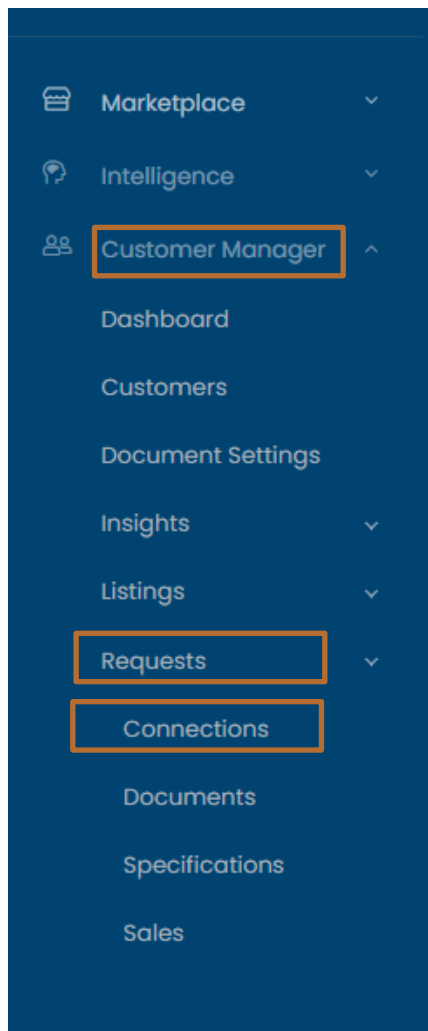
**Your Supplier Group [REDACTED] has been requested to CONNECT with J. M. SMUCKER COMPANY**

To acknowledge this request, please log in to TraceGains ([www.TraceGains.net](http://www.TraceGains.net)) and click on your Supplier Group tile, then go to "Connections" in the left-hand Navigation-list and 'Accept Connection' in the right-hand panel.

If you have any questions, please contact TraceGains Network HelpDesk at [NetworkSupport@TraceGains.com](mailto:NetworkSupport@TraceGains.com).



2. In TraceGains, you'll be able to find connect requests under Customer Manager on the left-hand side.
  - Click on the drop down by Customer Manager and select request dropdown and then select connections.



- This will take you to the connection screen, where there are two types of connection requests: Locations and Items:

Locations Items

16 RESULTS

Actions Search connections... Filter

|                          | Date      | Customer ↑           | Location                             | Status   | Items      |     |
|--------------------------|-----------|----------------------|--------------------------------------|----------|------------|-----|
| <input type="checkbox"/> | 3/12/2019 |                      | The J.M. Smucker Company - Chico     | Declined | 1          | ... |
| <input type="checkbox"/> | 7/21/2021 |                      | The J.M. Smucker Company             | Accepted | Disconnect | ... |
| <input type="checkbox"/> | 8/12/2020 | The J.M. Smucker Co. | The J.M. Smucker Company - Gentilly  | Accepted | 1          | ... |
| <input type="checkbox"/> | 8/12/2020 | The J.M. Smucker Co. | The J.M. Smucker Company - Grandview | Accepted | 74         | ... |

- To accept a location connection request, either select the row on the far left and then click actions – approve. You can also click on the three dots and click connect or disconnect.

Locations

Items ①

16 RESULTS

Actions ▾

Search connections... 🔍

Filter ▾

| <input type="checkbox"/> | Date      | Customer ↑                                                                                                             | Location                                                                                                               | Status   | Items                              |   |
|--------------------------|-----------|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------|---|
| <input type="checkbox"/> | 3/12/2019 |                                                                                                                        |  The J.M. Smucker Company - Chico     | Declined | 1                                  | ⋮ |
| <input type="checkbox"/> | 7/21/2021 |                                                                                                                        |  The J.M. Smucker Company             | Accepted | <div><div>✕ Disconnect</div></div> | ⋮ |
| <input type="checkbox"/> | 8/12/2020 |  <a href="#">The J.M. Smucker Co.</a> |  The J.M. Smucker Company - Gentilly  | Accepted | 1                                  | ⋮ |
| <input type="checkbox"/> | 8/12/2020 |  <a href="#">The J.M. Smucker Co.</a> |  The J.M. Smucker Company - Grandview | Accepted | 74                                 | ⋮ |

Note: Accepting the location connection request does not automatically accept the item connection request.

- To accept an item connection request, click on the item tab and then review the connection requests. Click on choose action for the item and you will have three options: connect to a new item, connect to an existing item and decline. Choose whichever option is needed.

Locations

Items ⓘ

153 RESULTS

Actions ▾

Search connections... 🔍

Filter ▾

Filters

Status: = Pending ✕

| <input type="checkbox"/> | Date      | Status        | Customer ↑                                                                                               | Customer item ID/name                                     | Item ID/name | Location             |
|--------------------------|-----------|---------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------|----------------------|
| <input type="checkbox"/> | 8/12/2020 | Action needed |  The J.M. Smucker Co.   | 54800<br>Water ⓘ                                          | Unknown      | The J.M. Smucker Co. |
| <input type="checkbox"/> | 8/12/2020 | Action needed |  The J.M. Smucker Co. | 11046<br>BLACKBERRY MARION STRAINED STRAIGHT PACK CHILE ⓘ | Unknown      | The J.M. Smucker Co. |

+

Connect to new item

🔗

Connect to existing item

✕

Decline

Choose Action

Choose Action

- If you choose, connect to new item, it will take you to the below screen – where you can enter the required information.

Create New Item for Connection

The J.M. Smucker Co. wants to connect to the following Item

Company Item Name

Water

Company Item Part Code

Company Item HID

54800

Additional Info

None

\*Item ID

Search Items...

\*Item Name

Water

\*Item Category Group

\*Item Category

Marketplace visibility settings

Is visible

Description

Item Declaration

Cancel

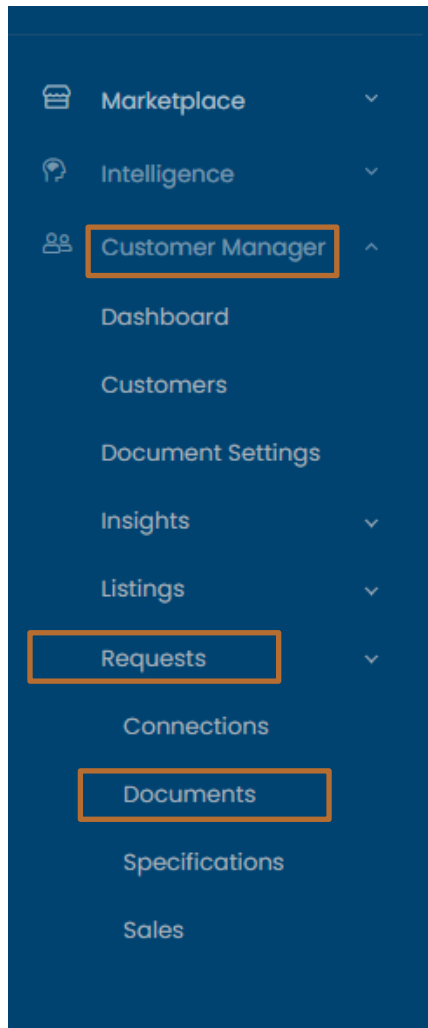
Accept Connection



7. If you choose, connect to a existing item, it will take you to a search box, where you search for the item you wish to connect to.

## Document Requirements

1. Once you have accepted the connection requests, you should be able to see the documents your customers are requesting.
  - a. Click on the drop down under Customer Manager and then the drop down under requests. Then click on documents.



2. This will take you to the Document Requests Screen where there will be 4 categories for documents. These are : New, In Process, Expiring Soon and Complete

### Document requests

New In process Expiring soon Complete

0 RESULTS

Actions

Search...

Filter

|                     | Requested | Customer | Document | Location | Item ID/name | Customer item ID/name | Status |
|---------------------|-----------|----------|----------|----------|--------------|-----------------------|--------|
| No Results Found... |           |          |          |          |              |                       |        |

20 per page >

0 results in 0 pages

- Any new item/location documents requests will show under the new tab. Any documents in the process of being uploaded/reviewed, will be under the In-Process tab. Any documents close to expiration will show under the Expiring Soon Tab. Any documents that have been completed will show under the Complete tab.
- The system will show the requested date, comments, document type, and the action tab. Click on the action tab, and you will be given 3 options: Upload File, Add from Library and not applicable. If it is a new document that doesn't exist in the library, click upload file and fill out the relevant information. If it is a document already in your library, click add from library and fill out the relevant information.

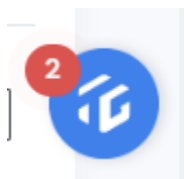
## Document requests

| <div> <div>New</div> <div>In process</div> <div>Expiring soon</div> <div>Complete</div> </div> |           |                      |                                |                                                 |              |                                                                          |                                                                                                                       |            |  |
|------------------------------------------------------------------------------------------------|-----------|----------------------|--------------------------------|-------------------------------------------------|--------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------------|--|
| 15 RESULTS                                                                                     |           |                      |                                |                                                 |              | <div> <div>① Actions</div> <div>Search...</div> <div>Filter</div> </div> |                                                                                                                       |            |  |
|                                                                                                | Requested | Customer             | Document                       | Location                                        | Item ID/name | Customer item ID/name                                                    | ① Status                                                                                                              | Expiration |  |
| <input type="checkbox"/>                                                                       |           |                      |                                |                                                 |              |                                                                          |                                                                                                                       |            |  |
| <input type="checkbox"/>                                                                       | 6/17/2021 | The J.M. Smucker Co. | 3rd Party Audit Certificate  ① | The J.M. Smucker Company - New Orleans, LA Silo | --           | --                                                                       | <div> <div> Upload file</div> <div> Add from Library</div> <div> Not applicable</div> <div>Choose Action</div> </div> |            |  |
| <input type="checkbox"/>                                                                       | 6/17/2021 | The J.M. Smucker Co. | Kosher Schedule B  ①           | The J.M. Smucker Company - New Orleans, LA Silo | --           | --                                                                       |                                                                                                                       |            |  |

5. Customer Specific Questionnaires – You will need to click , to open this form in Microsoft Word. Please complete the form in Word, save the file to your computer and re-upload using the cloud icon. 
- Note: These forms should be downloaded for *each* specific item and manufacturing location and loaded back into TraceGains for that same document request as a word document.  
\*\*\*Forms downloaded from other requests, or uploaded in a different format, will create data errors for your customers

## Additional Assistance

1. To learn more about using the TraceGains system, click on the "Resource Center Icon" on the bottom right of the page.



2. There is also additional resources at the site: [Gather Help Center \(tracegains.com\)](https://www.tracegains.com)

\*\*\*For help with troubleshooting system issues, please contact TraceGains support at [support@tracegains.com](mailto:support@tracegains.com)

\*\*\*For questions on a specific material, please reach out to your customer.