

FAQs

About MMOG.np
Where can I find more information about MMOG/LE and MMOG.np?
Are MMOG/LE assessments available as an Excel Workbook ?
Which languages are the available in MMOG.np?
Obtaining a MMOG.np licence
Where can I purchase a licence?
What do I have to do after purchasing a licence?
MMOG.np licence pricing
What does the licence fee cover?
Selecting the appropriate licence
Do I need to order a MMOG.np licence for each customer who requests an assessment?
What is the definition of a "site" in MMOG.np?
I have 2 different supplier numbers/codes for the same site for the same customer. Do I need a licence for 2 sites?
We are a global company with many sites. What are the licencing options?
Adding sites to an MMOG.np licence
How can I increase the number of licenced sites in my account?
Administrative questions
Can I assign a purchase order and select the payment method when ordering on the Odette website?
When I have placed my order, how can I access my invoice?
I have paid my licence fee for MMOG.np but I did not receive my confirmation email?

About MMOG.np

Where can I find more information about MMOG/LE and MMOG.np?

You can find more info about MMOG/LE and MMOG.np at https://www.odette.org/mmog.

Are MMOG/LE assessments available as an Excel Workbook?

There is no longer any Excel workbook available for MMOG/LE assessments.

Which languages are the available in MMOG.np?

- For the catalogues (list of criteria): English, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Turkish.
- For the application: English and German



FAQs

Obtaining a MMOG.np licence

Where can I purchase a licence?

You can purchase a licence for MMOG.np for the required number of sites (plant locations) at https://www.odette.org/mmog#mmog-licence

For orders for a large number of sites, contact Odette at mmog@odette.org and we will send you an official offer.

What do I have to do after purchasing a licence?

AFTER payment is received by Odette, you will receive an Order Confirmation email which describes the next steps to follow:

- Connect to the MMOG online application
- Register your Company Account
- Import the Licence Activation Key (LAK) received with the order confirmation email
- Set-up your MMOG "Ecosystem"

You will also have access to MMOG.np support material: QuickStart Guide for suppliers, detailed user manuals, catalogues and profiles, etc.

MMOG.np licence pricing

What does the licence fee cover?

The licence fee covers the use of MMOG/LE Version 6 (also Version 5 and Version 4)

Selecting the appropriate licence

Do I need to order a MMOG.np licence for each customer who requests an assessment?

No. In MMOG.np, you need to order a licence for the number of sites (plant locations) within your company that need to be assessed. You can create assessments of these sites for an unlimited number of customers.

What is the definition of a "site" in MMOG.np?

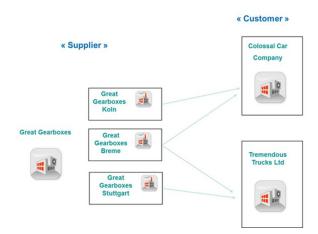
A site is a plant location within your company that needs to be assessed.

In MMOG.np, each supplier site can send an unlimited number of assessments to an unlimited number of customers.

In the example below, the supplier Great Gearboxes has 3 different sites. Each site sends assessments to customers: Colossal Car Company and Tremendous Trucks Ltd.



FAQs



You need to identify the number of sites in your company that send assessments to customers and order the appropriate licence.

I have 2 different supplier numbers/codes for the same site for the same customer. Do I need a licence for 2 sites? In MMOG.np if you have 2 different supplier numbers/codes for the same site for the same customer it means that, logically, you have 2 different sites for that customer. Our advice is that you should contact your customer to confirm whether they really need a separate assessment for each supplier number/code they have allocated to the same site.

We are a global company with many sites. What are the licencing options?

MMOG.np is very flexible and you can tailor your MMOG account to suit the organisation of your company:

- 1. You can have a global company account that includes all your sites
- 2. You can have different accounts for different groups of sites (e.g., by region, by product type, etc.)
- 3. You can have an individual account for each of your sites
- 1. If you decide to set up a global account for all your sites, you need to buy a single licence which covers the total number of sites to be assessed. You will need to manage and set up the account for all your sites centrally.
- 2. If you wish to split your sites into separate groups, you need to buy separate licences for each of those groups. Each group will be set up and managed as a separate account.
- 3. If you decide to have a separate account for each of your sites, you need to buy a separate licence for each site. Each site will then be responsible to manage and set up its own ecosystem.

Global or group accounts give you an overview on all assessments submitted to all customers by all sites in the account.

If you elect to set up separate accounts for each of your sites, you will get separate overview of assessments and analytics per site.

- Note 1: The price per site remains the same whichever option you select.
- Note 2: You can increase the number of sites in an account at any time (see below)

Adding sites to an MMOG.np licence

How can I increase the number of licenced sites in my account?

- Go to the Odette web shop https://www.odette.org/mmog#mmog-licence
- Order a licence for the number of <u>additional</u> sites you want to include in your account



FAQs

After making payment and receiving your Order Confirmation email:

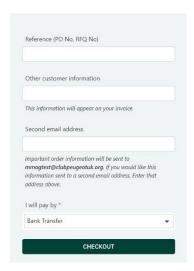
- Log in to your MMOG.np account
- Import the Licence Activation Key (LAK) received with the confirmation email
- Create your additional sites, selecting 6 as the catalogue version
 (Note: You will only be able to allocate a catalogue to the number of sites for which you have a V6 licence)

Administrative questions

Can I assign a purchase order and select the payment method when ordering on the Odette website?

The ordering process allows you to pay by credit card (immediate delivery) or by invoice (delivery within 1 working day after receipt of payment) and to assign a purchase order number plus any other information you may wish to see on your invoice (optional).

You can also add another email address if you want the invoice to be sent to another person/department (e.g., Accounts Payable).



When I have placed my order, how can I access my invoice?

You can access your invoice any time after purchase using the link "PDF of your invoice here" included in the order acknowledgement email you receive from Odette.

Dear Rob Exell

Thank you for your order #27676

You can download a <u>PDF of your invoice here</u> and access all your orders at any time via the <u>account section</u> of our website.

Please forward this mail to the person responsible for MMOG/LE in your company. They will need to follow the instructions listed below.

The Odette Order/Invoice Number and Payment Confirmation Code will be needed to obtain your licence key.



FAQs

You can also access your orders and associated invoices by logging in to your account on the Odette website www.odette.org

I have paid my licence fee for MMOG.np but I did not receive my confirmation email?

Depending on the country in which you are located, it can take several days for your bank transfer payment to arrive in the Odette bank account to allow us to mark your order as paid.

Or the confirmation email may have been blocked by your spam filter. Please check with your IT department.