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## Starting with MMOG.np

### Is MMOG v5 available as an Excel Workbook?

To use MMOG v5, you need to purchase a licence for MMOG.np. There is no Excel workbook available for MMOG v5.

### Where can I find support resources for MMOG.np?

Every screen of the MMOG.np portal solution offers online topic-oriented help designed to give you assistance on the section you are completing.

Quick Start Guides, Help Videos and User Manuals are available from <https://www.odette.org/mmog/resources>

### Where can I find the “Introduction and Instructions” document for MMOG/LE?

You can find the “Introduction and Instructions” documents for MMOG/LE v4 and v5 and “Comparison between v4 and v5” in the option “Introduction MMOG/LE” under Help on the top menu bar of the MMOG portal [www.mmogle.com](http://www.mmogle.com).

### I have forgotten my login details

If you have forgotten your login details, you can use the ‘Forgot login’ link on the MMOG.np login screen.

### The option “Create a New Site” is missing

Before you can create a site to be assessed for your company, you first need to:

- [Import your licence key](#)
- Create your own company in your ecosystem (**make sure you select the role ‘Own Organisation’**)

If you have mistakenly created your own company using the role “Supplier”, go to Edit menu:

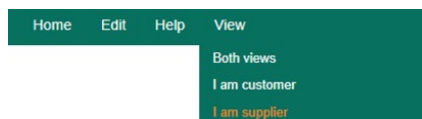
- Select “My Partner Companies”
- Delete any existing records
- Select “Company”
- Create your company again using the role “Own Organisation”

You then will be able to create a new site.

### Where can I create a new customer?

To create a new Customer record, you must be logged-in as a Company Administrator (C-Admin).

Use the View – ‘I am supplier’



### I need the FULL profile of MMOG/LE but on your Resources page I can only find the BASIC profile.

MMOG/LE v4 or v5 Catalogues are the FULL profile by default. To use the FULL profile of MMOG/LE, you need to upload the Catalogue in your chosen language (always upload the English version first).

If you import the BASIC profile in addition to the Catalogue, you will be able to make both FULL and BASIC assessments.

### What is the internal Mailbox service?

The internal Mailbox service allows Suppliers and Customers to exchange assessments directly from one MMOG.np ecosystem to another. Your own internal Mailbox address is automatically uploaded in your Ecosystem when you import your licence key.

You should use this service to exchange assessments only if requested by your customer. To be able to send assessments using the internal Mailbox, you must update your customer records with their internal Mailbox address (provided by your customer).



Home » Licences

### Licence

Your installation ID

1f24a08e-19ce-481a-9f24-5c185fcf1359

Licence information

Catalogue name	MMOG/LE
Catalogue versions lower than	6.0
Number of sites	10
Mailbox address	odette-XXXX@mail2.mmogle.com

### Where can I find my customer’s Mailbox address?

Your customer will provide you with their MMOG.np mailbox address (format: [odette-XXXX@mail2.mmogle.com](mailto:odette-XXXX@mail2.mmogle.com))

## Licence Key

### Where can I find the information required to request my licence key?

You need to provide your MMOG.np Account details, Odette Order Number and Transaction Code.

Click [here](#) for details on where to find this information.

### Nothing happens when I click the “Request Licence Key” button (no email is generated).

If clicking the ‘Request Licence Key’ button does not generate an email automatically. Please click [here](#) to download the ‘Request Licence Key’ document and email the requested information to [mmog@odette.org](mailto:mmog@odette.org)

### I have received my licence key but I cannot open the file.

You do not need to open the licence key file. You just need to **unzip** it and import it into your MMOG.np account.

For detailed information, see:

Help Videos, Online Help or User Manual “Set up – Supplier perspective” (§3. OBTAIN LICENCE KEY, Page 11) [https://www.odette.org/mmogle/resources/1\\_MMOG\\_UG\\_Set\\_Up\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/1_MMOG_UG_Set_Up_Supplier_R2.pdf)

User Manual “Set-up – Supplier perspective, § 6.2. User management – Login and password reset, Page 31 available at [https://www.odette.org/mmogle/resources/1\\_MMOG\\_UG\\_Set\\_Up\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/1_MMOG_UG_Set_Up_Supplier_R2.pdf)

### I have purchased a corporate licence and I have set up my sites (plant locations). However one of my sites has already purchased a licence separately. Is there a way to merge that licence into the corporate account?

It is not possible to merge existing Ecosystems but it is possible to import assessments from one Ecosystem to another.

For detailed information, see:

User Manual “Managing Assessments - Supplier perspective” (§2.5. Import answers from a previous assessment into a new assessment) [https://www.odette.org/mmogle/resources/2\\_MMOG\\_UG\\_Assessment\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/2_MMOG_UG_Assessment_Supplier_R2.pdf)

## Creating and managing assessments

### Can I use a completed MMOG.np assessment as a template for a new assessment?

You may want to use the answers of a previous assessment and update them for a subsequent submission. You can easily do that in your MMOG/LE ecosystem:

1. Download the results from the assessment you want to use as the basis for your new submission (XML file).
2. Upload this XML file when creating the header of the new assessment.

For more information: User manual Managing MMOG/LE Assessments (§ 2.5. Import answers from a previous assessment into a new assessment, Page 18)

### When I create a new assessment, I cannot select my customer

To be able to select a customer when creating a new assessment, you must first create the Customer Record in your MMOG.np ecosystem.

See: User manual “Supplier set up” (§ 5. SET UP CUSTOMERS, page 23) available at [https://www.odette.org/mmogle/resources/1\\_MMOG\\_UG\\_Set\\_Up\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/1_MMOG_UG_Set_Up_Supplier_R2.pdf)

### I cannot select Catalogue and Profile when I create a new assessment

To be able to select Catalogue and Profile, you must first import the appropriate catalogue (and possibly the BASIC profile, if used) into your ecosystem.

You can download Catalogues from <https://www.odette.org/mmog/resources#catalogues> and Basic Profiles from <https://www.odette.org/mmog/resources#profiles>. Extract the XML file from the zip and import it into your ecosystem.

See: User Manuals “Supplier set up” (§ 7. SET UP CATALOGUES AND PROFILES, Page 37) [https://www.odette.org/mmogle/resources/1\\_MMOG\\_UG\\_Set\\_Up\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/1_MMOG_UG_Set_Up_Supplier_R2.pdf)

### Can I import the results of an assessment created in an MMOG/LE Excel workbook into MMOG.np?

Yes, you can import the results of an existing MMOG/LE **v4** Excel workbook to create a new MMOG/LE assessment v4 or v5 (based on a v4 workbook) in MMOG.np.

You will need to convert your Excel workbook into XML using the MMOG.np Converter Tool. See:

- Converter Tool guide <https://www.odette.org/mmog/resources#converter>
- User Manual “Managing assessments” (§ 2.5. Import answers from a previous assessment into a new assessment, Page 18) [https://www.odette.org/mmogle/resources/2\\_MMOG\\_UG\\_Assessment\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/2_MMOG_UG_Assessment_Supplier_R2.pdf)
- Webinar “How to create an assessment for MMOG/LE V5.0 based on results from a previous Excel workbook for MMOG/LE v4” (step-by-step 26 minute from the start) <https://attendee.gotowebinar.com/recording/3318456239405616386>

### Can I convert the results of an assessment created in MMOG.np into an Excel workbook?

Yes, **but this operation is only possible for MMOG/LE v4.**

For MMOG/LE v5, you can [export your assessment in xml or pdf](#) only.

To convert a v4 assessment to an Excel workbook, you need to:

- Complete your MMOG/LE assessment in MMOG.np using the v4 catalogue
- Click “Finish” assessment
- Export assessment in XML

- Install the Odette Converter Tool [http://www.odette.org/mmogle/mmog\(2018\).zip](http://www.odette.org/mmogle/mmog(2018).zip) (see user manual [http://www.odette.org/mmogle/resources/user\\_guide\\_converter\\_tool\\_supplier\\_release\\_1\\_V01.pdf](http://www.odette.org/mmogle/resources/user_guide_converter_tool_supplier_release_1_V01.pdf) “Odette MMOG.np Converter Tool – Supplier perspective – SET UP THE APPLICATION, page 4)
- Convert the XML file into an Excel workbook using the Converter Tool.  
(See Odette MMOG.np Converter Tool – Supplier perspective (Convert MMOG.np files into MMOG/LE V4.1 Workbooks, Page 8)
- Send Excel workbook to your customer

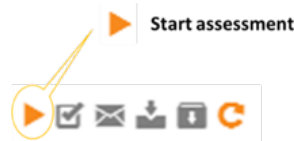
### How can I generate an assessment in PDF?

You need to use the print function of your web browser. For detailed information, see:

User manuals “Managing assessment – Supplier perspective” (§6.6. Print or save assessment as a PDF file, Page 53)  
[https://www.odette.org/mmogle/resources/2\\_MMOG\\_UG\\_Assessment\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/2_MMOG_UG_Assessment_Supplier_R2.pdf)

### I cannot update a criteria in the assessment.

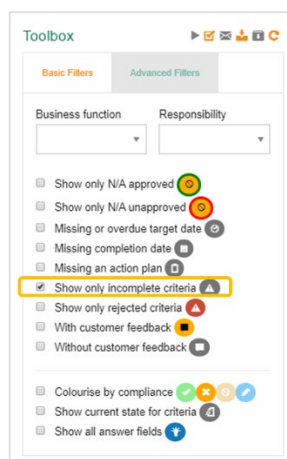
To be able to update criteria in an assessment, Click “Start assessment”.



Note: to start an assessment you must be logged-in as a Company Administrator or a Site Administrator.

### I cannot complete my assessment.

To be able to complete an assessment, all criteria must be answered. To check which criteria still need to be answered, select “Show only incomplete criteria” in the Advanced Filters toolbox.



Once all criteria have been answered, click “Finish” assessment.

To “Finish” an assessment you must be logged in as a Company Administrator or a Site Administrator.

**I cannot send my assessment to my customer using the MMOG.np mailbox service**

Your Company Administrator must first allocate the correct Mailbox address to your Customer Record. The Mailbox address is provided by your customer (format is [odette-XXXX@mail2.mmogle.com](mailto:odette-XXXX@mail2.mmogle.com)).

Once your assessment is completed, click “Finish” the assessment (you must be logged in as a Company Administrator or a Site Administrator)

**Bulk Import**

**What is the meaning of UUID?**

The UUID (universally unique identifier) is a key used to uniquely identify your partners or your sites during the bulk import process. It is required solely for this process.

Suppliers with a small number of customers or sites will usually find it easier to create the records individually.

For detailed information, see User Manual “Suppliers set up” (§ 5.2. Create customers using the “Bulk imports” option, page 25 / § 4.3.2. Create sites using the “Bulk imports” option, page 20)

[https://www.odette.org/mmogle/resources/1\\_MMOG\\_UG\\_Set\\_Up\\_Supplier\\_R2.pdf](https://www.odette.org/mmogle/resources/1_MMOG_UG_Set_Up_Supplier_R2.pdf)

**When I try to import my sites or partners using the bulk import option, I get the following error messages “not a UTF-8 Format” or “Missing columns: UUID”**

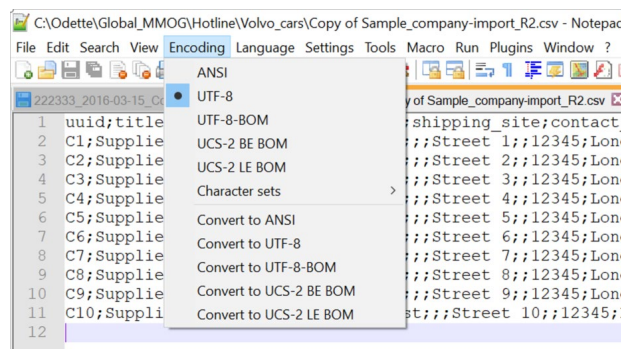
UTF-8 is the only encoding admissible. Depending on your operating system, when converting your Excel file into csv, the file generated is encoded in UTF-8 BOM, not UTF-8.

To fix this issue, once you have created the .csv format using Excel, you should save it in UTF-8 format using a tool such as Notepad++. You can download Notepad++ from the internet free of charge.



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To save file as UTF-8 using Notepad++, open the file with Notepad++ . Select option “encoding” (Encode in UTF-8) and Save file.



You should be able to import the resulting UTF-8 file in MMOG.np.

## Converter tool

I cannot convert my Excel workbook for MMOG/LE v4 into an XML file.

Check that the date of your workbook is formatted correctly in the “Assessment Profile” sheet. Then start the converter tool again. The date format should follow the example below.

This problem mostly arises when the workbook macros have been disabled.

Company Site Information		Assessment Information		Customer Information	
*Company Name	Great Gearboxes - Breme	Current MMOG/LE Workbook Setting	Full	Customer Required Setting	Full
*Site Address 1	Hohenzollerndamm 208	*Assessment Date	January 31, 2019	Customer	Tremendous Truck
Site Address 2		*Assessor	Paul McCartney	Contact Name	Agnetha Faltskog
City	Breme	*Assessor Email	gfrancois@odette.org	Email Address	af@tt.com
State/Province Code		*Assessor Contact Number	+49 09 56	Phone Number	44 8080 8080
Zip Code	57809	Verification Date		Assessment Due Date	March 31, 2019
Country Code	DE	Verifying Assessor		Date Last Submitted	
**Supplier Code(s) - Manufacturing Site	222333	Verifying Assessor Email		Update Frequency	
**Supplier Code(s) - Ship Site	1	Verifying Assessor Contact Number		MMOG/LE Reference Link	

\*Required Fields - MMOG/LE classification will not be displayed on the Scoring Summary worksheet unless the required fields have been populated.  
\*\* At least one of the Supplier Code(s) fields must be populated in order to display the MMOG/LE classification.

When I import a MMOG/LE v4.1 Excel assessment into MMOG.np as a “Historical Assessment”, I get the error message “Partner with reference XXX does not exist”.

You can only import a historical assessment (converted from an MMOG/LE v4.1 Excel workbook into XML) if you have already set-up an assessment in MMOG.np for the same site/customer couple in order to ensure that the correct supplier code(s) for the site exist in MMOG.np.

Check user manual “Set up – Supplier perspective, § 5. Import Historical Assessment from previous Excel workbook, Page 38” available at [https://www.odette.org/mmogle/resources/2 MMOG UG Assessment Supplier R2.pdf](https://www.odette.org/mmogle/resources/2_MMOG_UG_Assessment_Supplier_R2.pdf)

When I try to import a MMOG/LE v4 Excel assessment into MMOG.np as a “historical assessment”, I get the error message “assessment status must be ‘completed’, ‘archived’ or ‘reviewed’”.

To import a historical assessment as an XML file, you must generate the XML file from your existing MMOG/LE v4.1 Excel assessment. See instructions in Odette MMOG.np Converter Tool – Supplier Prespective, [https://www.odette.org/mmogle/resources/user\\_guide\\_converter\\_tool\\_supplier\\_release\\_1\\_V01.pdf](https://www.odette.org/mmogle/resources/user_guide_converter_tool_supplier_release_1_V01.pdf)

When using the converter tool to create the XML file to import as a “historical assessment”, don’t forget to tick the box “Finished” as shown below

The screenshot shows a web-based form for the converter tool. It includes fields for 'Open File', 'Language' (set to English), and 'Output File'. Below these are two radio buttons: 'Excel generated as supplier' (selected) and 'Excel generated by customer'. Under the 'Excel generated as supplier' option, there is a checked checkbox labeled 'Finished'.