

AptivSupplier.com

# Website Instructions

## Overview of AptivSupplier.com

AptivSupplier.com allows the secure exchange of files between Aptiv (Internal accounts) and Vendors (External accounts) as well as between Aptiv users. Before exchanging any data, users must request an account using valid information at <https://www.Aptivsupplier.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@aptivsupplier.com](mailto:webmaster@aptivsupplier.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 Aptiv 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@aptivsupplier.com](mailto:webmaster@aptivsupplier.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@aptivsupplier.com](mailto:webmaster@aptivsupplier.com) or the Contact Administration tab can be selected and the feedback form completed.

## AptivSupplier.com Home Screen

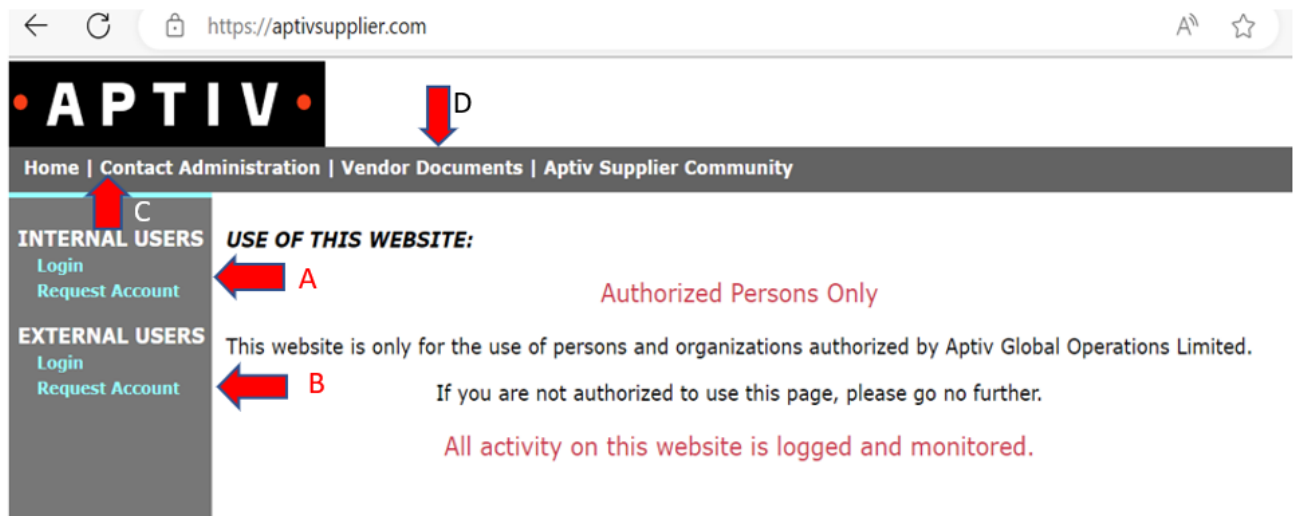


Figure 1

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**A:** Login and [Request Account](#) sections for Internal (Aptiv) Users.

**B:** Login and [Request Account](#) sections for External (Vendors) Users

**C:** Click [Contact Administration](#) to seek help from the Administrative team for Aptivsupplier.com OR send an email to [webmaster@aptivsupplier.com](mailto:webmaster@aptivsupplier.com).

**D:** [Vendor Documents](#) provide information that is publically available. No account is needed to access this information.

[See Frequently Asked Questions](#)

## Apply for an External User Account

INTERNAL USERS

Login

Request Account

EXTERNAL USERS

Login

Request Account

REQUEST EXTERNAL USER 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.

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## Apply for an Internal Account (Aptiv users only)

INTERNAL USERS

Login

Request Account

EXTERNAL USERS

Login

Request Account

REQUEST INTERNAL USER 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 Aptiv ID.

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

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# Contact Administration Screen

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https://aptivsupplier.com/feedback.html

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• APTIV •

Mon Aug 21 2023 14:04:27  
GMT+0530 (India Standard Time)  
[www.aptivsupplier.com](https://www.aptivsupplier.com)

Home | **Contact Administration** | Vendor Documents | Aptiv Supplier Community

INTERNAL USERS

Login

Request Account

EXTERNAL USERS

Login

Request Account

FEEDBACK

For Current Users: Please check the documentation and FAQs, available after login from the HELP link, before submitting a question.

You may contact us by emailing [webmaster@aptivsupplier.com](mailto:webmaster@aptivsupplier.com)

This contact administration screen or sending an email to [webmaster@aptivsupplier.com](mailto:webmaster@aptivsupplier.com) can be used to get help with Aptivsupplier.com.

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# Vendor Documents

• APTIV •

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Aptiv Corporate

Aptiv Advanced  
Safety and User  
Experience

Document Information

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

Right mouse click on desired file to download.

Click here for Website instructions. [Updated! » Website User Instructions »](#)

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

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## Upload File Screen

[Home](#) | [Contact Administration](#) | [Vendor Documents](#) | [Aptiv Supplier Community](#)

### 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

Choose File

No file chosen(Max File Size Is 2000M)

Select User

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

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[How can I reach someone for assistance?](#)

### What is AptivSupplier.com?

AptivSupplier.com allows the secure exchange of files between Aptiv (Internal accounts) and Vendors (External accounts) as well as between Aptiv 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](#).

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### How do I request an Account?

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

Go to <https://www.Aptivsupplier.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 (Aptiv Users ONLY) account:**

Go to [https://www. Aptivsupplier.com/](https://www.Aptivsupplier.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.

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**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.

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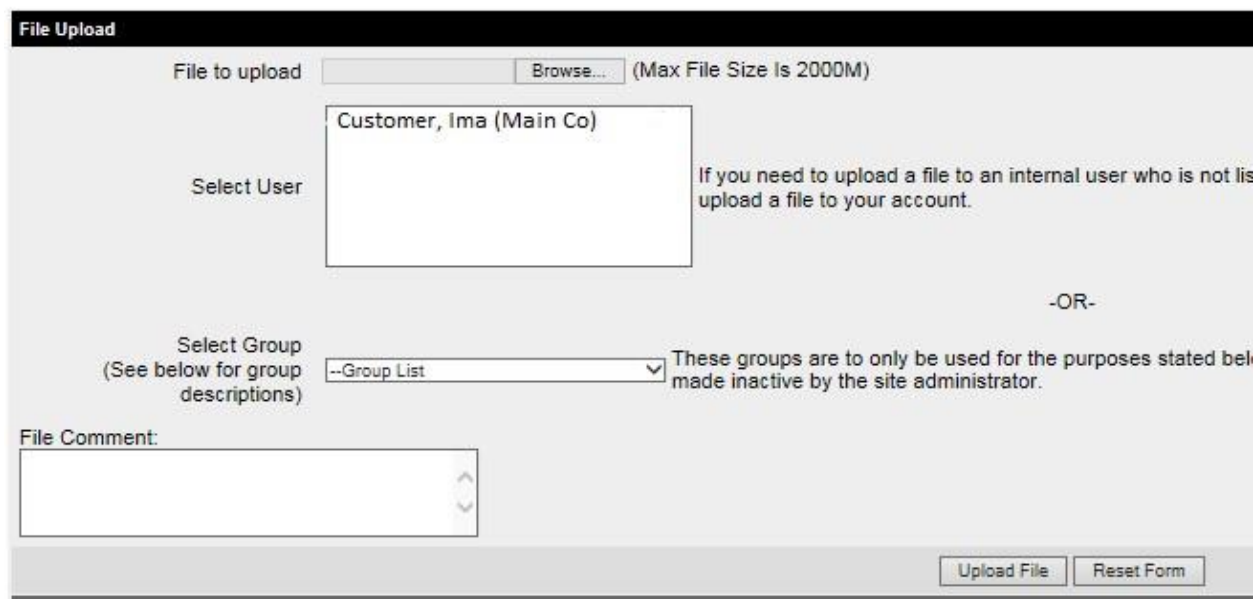
### Can I send multiple files and how many?

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.

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### 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.



The screenshot shows a web interface titled "File Upload". At the top, there is a "File to upload" section with a "Browse..." button and a note "(Max File Size Is 2000M)". Below this is a "Select User" section with a dropdown menu showing "Customer, Ima (Main Co)". To the right of the dropdown is a note: "If you need to upload a file to an internal user who is not listed, you must upload a file to your account." Below the "Select User" section is a "Select Group" section with a dropdown menu showing "--Group List" and a note: "These groups are to only be used for the purposes stated below and are made inactive by the site administrator." Below the "Select Group" section is a "File Comment:" section with a text area. At the bottom right are two buttons: "Upload File" and "Reset Form".

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### How do I update my contact information?

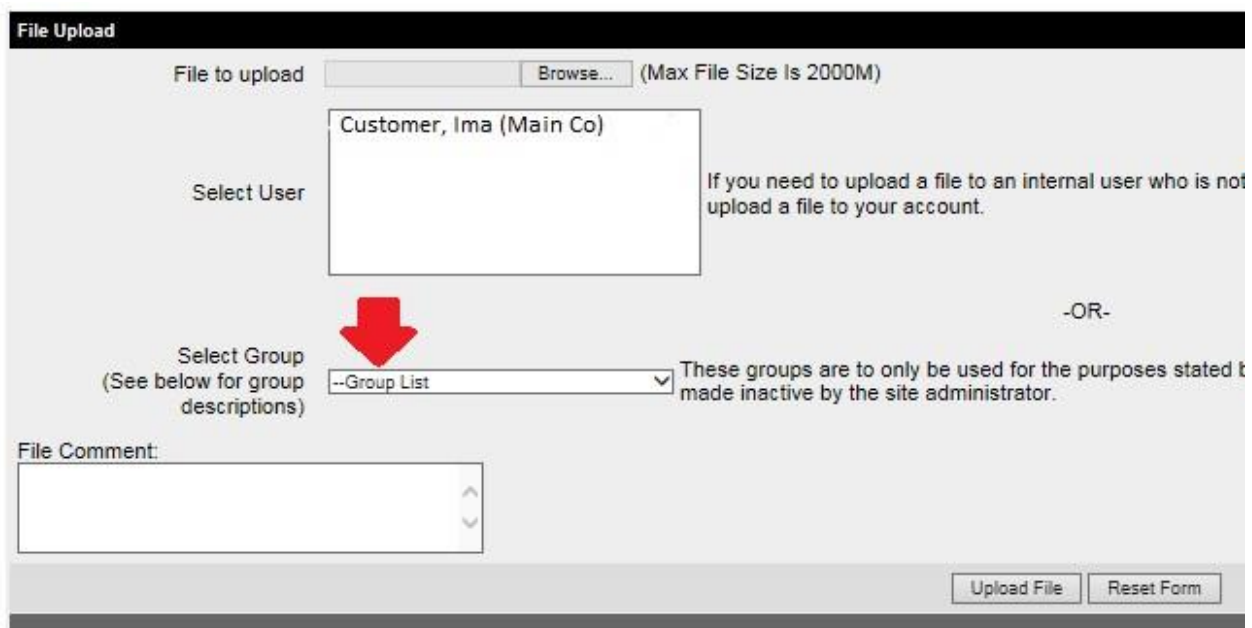
If you have an **external** account, the administrator has to change the information for you. Please send an email to [webmaster@aptivsupplier.com](mailto:webmaster@aptivsupplier.com) from your email address with the necessary updates. Please note that we do not update accounts based on requests from other users, unless we are deactivating the account and Aptiv 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 Aptiv contact. Add any comments you wish and click Upload File. See image below.



The screenshot shows a web form titled "File Upload". It contains the following fields and elements:

- File to upload:** A text input field with a "Browse..." button and a note "(Max File Size Is 2000M)".
- Select User:** A dropdown menu currently showing "Customer, Ima (Main Co)". To its right is a note: "If you need to upload a file to an internal user who is not upload a file to your account."
- Select Group:** A dropdown menu with the text "(See below for group descriptions)" and "--Group List". A large red arrow points to this dropdown.
- File Comment:** A text area for entering comments.
- Buttons:** "Upload File" and "Reset Form" at the bottom right.
- Text:** "-OR-" is positioned between the "Select User" and "Select Group" sections. A note at the bottom right states: "These groups are to only be used for the purposes stated t made inactive by the site administrator."

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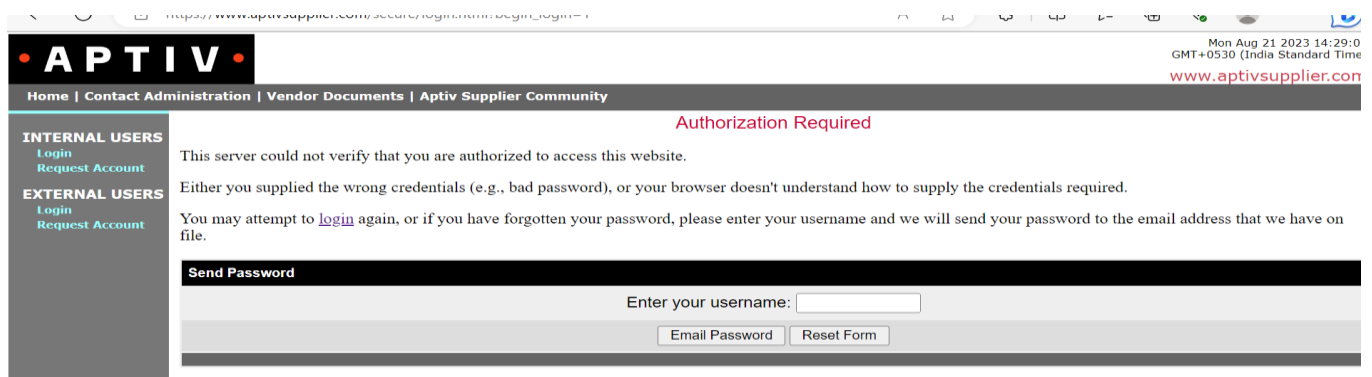
### A user left the company and we need to update the information on our account.

Please send an email to [webmaster@aptivsupplier.com](mailto:webmaster@aptivsupplier.com) with the name and/or email address of the person who has left. Per Aptiv 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 Aptiv 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@aptivsupplier.com](mailto:webmaster@aptivsupplier.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.



The screenshot shows the Aptiv Supplier Community website. The header includes the Aptiv logo and navigation links: Home, Contact Administration, Vendor Documents, and Aptiv Supplier Community. The page displays an 'Authorization Required' error message in red text, stating: 'This server could not verify that you are authorized to access this website. Either you supplied the wrong credentials (e.g., bad password), or your browser doesn't understand how to supply the credentials required. You may attempt to [login](#) again, or if you have forgotten your password, please enter your username and we will send your password to the email address that we have on file.' Below the message is a 'Send Password' section with a text input field for 'Enter your username:' and two buttons: 'Email Password' and 'Reset Form'. The left sidebar contains links for 'INTERNAL USERS' (Login, Request Account) and 'EXTERNAL USERS' (Login, Request Account). The top right corner shows the date and time: 'Mon Aug 21 2023 14:29:0 GMT+0530 (India Standard Time)' and the website URL 'www.aptivsupplier.com'.

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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@aptivsupplier.com](mailto:webmaster@aptivsupplier.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 Aptiv 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.

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**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](#).

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**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 Aptiv Supplier?**

From the Aptivsupplier.com Home screen, on the top right click on Aptiv Supplier Community. This will take you to Aptiv Supplier Portal, an entirely different system from Aptivsupplier.com. Here is the direct link:

[Suppliers - Leaders in Supply Chain Diversity | Aptiv.](#) The administrators for Aptivsupplier.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@aptivsupplier.com](mailto:webmaster@aptivsupplier.com) to reach an administrator.

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