

Frequently Asked Questions (FAQ)

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On the following pages, you can find answers to some of the common questions asked by our Suppliers.

Click on a topic to the left to jump directly to the relevant section.

General



➤ **Should I do anything to make sure to get the invites?**

Yes, you need to make sure that the emails coming from Keelvar does not end up in your spam filter. You do that by following these guidelines: [Whitelisting Keelvar](#).

➤ **Is there a standard deadline for the RFQs?**

No, the deadlines is set separately per RFQ. It is very important that you quote within the given time. You can see the deadline within your email.

➤ **What will it cost us to join Keelvar?**

As a supplier, you can create an account for free.

➤ **Will Keelvar be the only method to send RFIs and RFQs to KK Wind Solutions in the future?**

Yes. KK Wind Solutions is fully committed to going digital as we see a lot of benefits for both KK Wind Solutions and for our suppliers. Keelvar is the preferred method and eventually it will be the only method to send quotes to KK Wind Solutions.

➤ **What if we do not wish to use Keelvar?**

KK Wind Solutions is going digital and we want you as our valued suppliers to join us on the journey. We know this has a big influence on our way of communicating, however, from KK Wind Solutions' side the aim is to get all of our suppliers to send quotes and RFIs through Keelvar.

General



➤ **Which entities are KK Wind Solutions moving to Keelvar?**

We are moving all entities to Keelvar.

➤ **How should we process with proceeding RFQs?**

Ongoing RFQs should be handled through the old processes in excel and email. Only new RFQs that you receive through Keelvar will be processed through Keelvar.

➤ **Will the communication take place through Keelvar or via email/phone?**

The communication related to a specific RFI/RFQ should take place in Keelvar. If you have any question(s) that is not related to a specific RFQ, then the communication can take place via email/phone.

Account Setup



➤ **How do I create an account in Keelvar?**

When you receive an invite for an event, you get the option to Create an Account. When clicking on this, the Keelvar registration site opens. The required information to upload is First Name, Last Name, Organization Name and Time Zone. After registering, you'll receive an email to verify your account and create a password. When this is done, you've successfully created an account.

➤ **Can more than one person within our organization access Keelvar?**

Yes, you can add specific team members to each event that you have been invited for. You do that by following this guide: [Adding team members to an event](#). You have access to the same details and can add the bid sheet both of you.

Notifications



➤ **What are examples of notifications that I will receive from the Keelvar platform?**

You will receive an email when you have been invited for a new event, and you will receive a notification when you have a new message in Keelvar. Otherwise, you will not get any notifications from the Keelvar platform.

➤ **Can notifications be sent to multiple people within our organization?**

Yes. Every team member to the specific event will get notified on the same level.

➤ **Will KK Wind Solutions get notifications on changes that we make in Keelvar?**

We will not get notifications on changes that you make in Keelvar, but we can follow your progress in the event as well as the mistakes you experience so that we are able to help you out.

Training and Support



➤ **Will I receive training in using the new system?**

You will not receive any training by us but we encourage you to take a look at this 3 minute video to get a quick overview: [Keelvar Supplier Training](#)

We do believe that Keelvar is a very intuitive system to use.

➤ **Where can I get support once I need it?**

If you need help in terms of the event, please reach out to your category manager. If you need technical help on the system, you can reach out the Keelvar team here: [Technical Support](#).

➤ **Does Keelvar support local language requirements?**

No, not directly. However, you can use Google Translate in your browser to translate the Keelvar platform. Please use this guide to see how you do it: [Change Language](#).

Bid Sheet Questions

➤ **Can I still get the bid sheet in an excel file?**

Yes, you can still get the bid sheet in an excel file. You do that by clicking on the RFQ tab in the bottom of the starting page on Keelvar. Here, you click “Offline bidding” and click “Download”. Then you get the bid sheet in an excel file. When you’ve added the information, you click on the “Offline bidding” tab again and then “Upload” your file. Then you’ve submitted your bids.

➤ **What does the * sign indicate in the bid sheet?**

The * sign tells you that this field is a mandatory field. This means that you can’t submit your bid without the information for this field. We have made some of the cells mandatory as this is information that we need.

➤ **I get an error message when I try to upload my bid sheet – what can I do?**

The three most common reasons is: 1) You did not complete one or more mandatory fields, or 2) The number formatting is incorrect. Use a period (.) when entering a decimal number, or 3) You didn’t use the dropdown list but entered the text manually.

Where to learn more?

Support is available

For more information:

Visit kkwindsolutions.com to learn more about our process towards digitalization and find quick links to the Keelvar platform.

For questions or technical support:

If you need technical support, please check the [Support Portal](#) or [Contact](#) the support team.

