



Customer Implementation Guide

Streamline Your Project Using JAGGAER U to Understand What's Possible



Quick Info for Customer Team Leaders



JAGGAER University Content

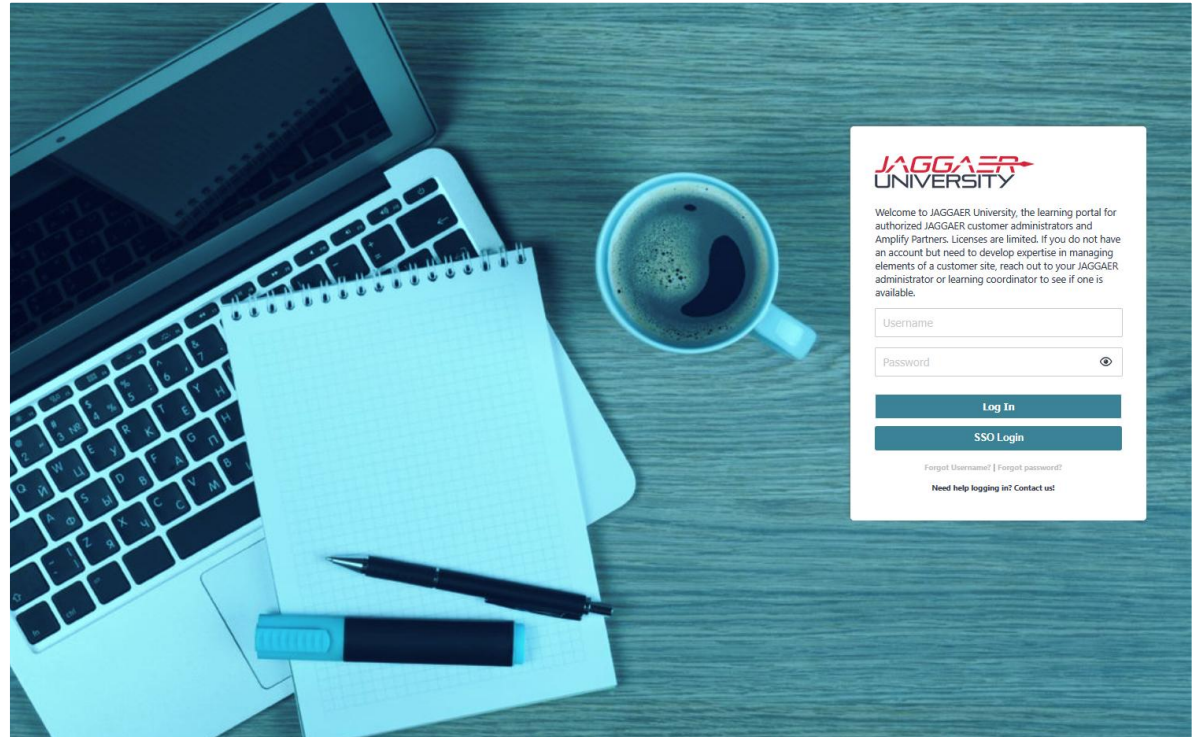
Who Should Get Access to JAGGAER U?

Customers access JAGGAER U here:

<https://university.jaggaer.com>

Once logged in, use home page banners to:

- Find your *Welcome to JAGGAER* and begin your learning journey from the [Get Started](#) page
- Find role-based learning pathways for your products from the [Solution Enablement Center](#)
- Learn about [Administrator Learning and Certification Pathways](#)

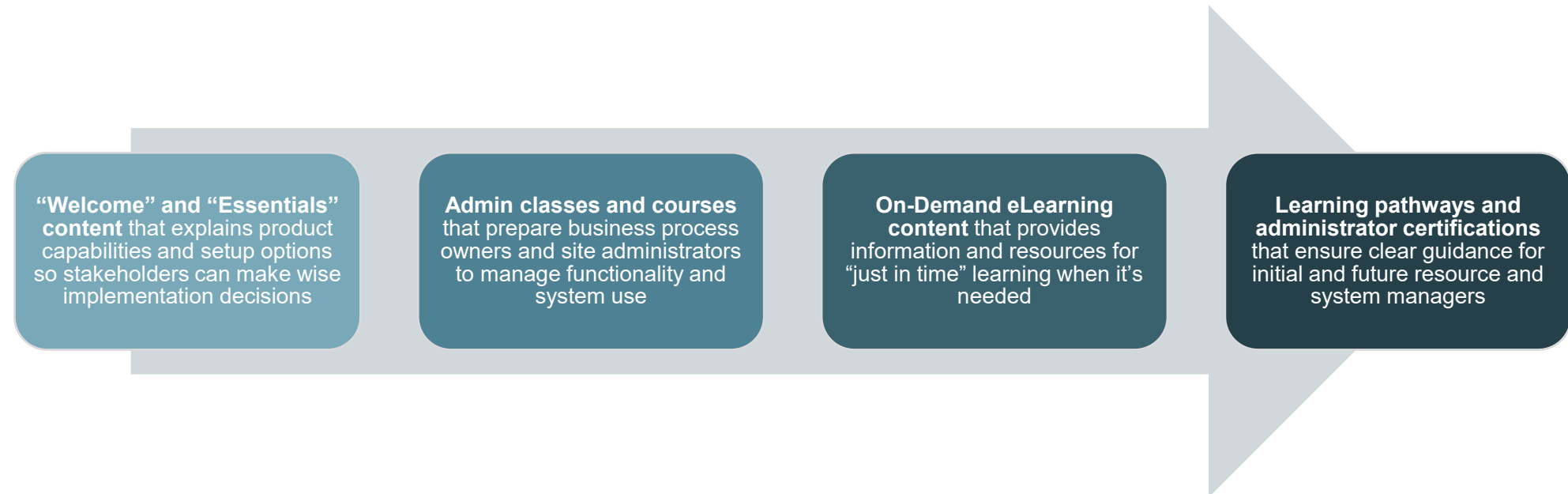




JAGGAER University Content

Who Should Get Access to JAGGAER U?

JAGGAER University content is primarily for **decision-makers, resource managers** and **site administrators** through:



JAGGAER University is not designed for end users, who get their guidance in-app!



What JAGGAER U Can Help You Do

Get Your Team Off to a Stronger Start



During Implementation and Beyond

- Build excitement before the kickoff
- Explain capabilities, enable better decisions
- Facilitate more effective and efficient implementation projects
- Give administrators structured learning pathways based on role and need
- Drive adoption after Go-Live
- Support expansion, growth and ROI



Implementation Learning Timeline

Progression of Role-Based Content

Before Kickoff

- Get appropriate stakeholders & admins into JAGGAER U
- Give meaningful, quick assignments
 - *Welcome to JAGGAER*
 - *Overview video (or Welcome class, if available) for each product being implemented*

Before Workshops

- Stakeholders watch courses that help understand functionality and decisions (*Essentials*)

Before / During Implementation

- Iterative training for Admins / Managers
- Available in classes and courses

Go-Live and Beyond

- Expertise building for Admins
 - Certification pathways for product and site administrators
 - Clear learning paths for future resource managers and site admins





Role-Based Recommendations During Implementation

Product Understanding

- Executive Sponsor
- Project Manager
- IT Lead, Team Leads
- Trainer, Change Lead



Project Stakeholders

- Before Kickoff:**
- *J1_1101: Welcome to JAGGAER*
 - *Welcome to class (if available) or Overview Video* for each product being implemented*
- Before Workshops**
- *Essentials* course for each product involved

Process Management

- Process Owners who will manage specific resources
- Business Owners who will broadly manage product functionality and use



Resource Managers & Product Admins

- Before Kickoff:**
- *J1_1101: Welcome to JAGGAER*
 - *Intro to Catalyze (if using)*
 - *Welcome to class (if available) or Overview Video* for each product being implemented*
- Before Workshops**
- *Essentials* course for each product involved
- During Project**
- Topic-based classes (for those with partial, specific responsibility) or *Standard Admin* courses

Site Management

- Those who will be responsibility for managing site settings, access, policies, workflows, data, users, supplier setup, etc.



Site Administrators

- Before Kickoff:**
- *J1_1101: Welcome to JAGGAER*
 - *Intro to Catalyze (if using)*
 - *Welcome to class (if available) or Overview Video* for each product being implemented*
- Before Workshops**
- *Essentials* course for each product involved
- During & After Project**
- Relevant Core (JA, JI, JD) *Foundations* and *Site Administration* courses
 - Product classes or Admin course as appropriate

RECOMMENDATIONS



• *Welcome to* classes are new, substantial but high-level overviews available for some products
Overview videos are available for all major products
One or both will be available at the top of each product page and provide a good pre-kickoff understanding of features, functionality and needs met



Getting Around in JAGGAER University

Learner Home Page Banner #1: Get Started

Doorway to information about JAGGAER and JAGGAER U

Hi Test! What would you like to learn today?

Search for learning

Let's Get Started!
Finding Resources that Put You on the Road to Success

[Click Here](#)

What's New in JAGGAER U

- Curriculum AR_1101: Advanced Rates Essentials 1 hour, 3 minutes
- Curriculum VTK_1101: Value Tracker Essentials 14 minutes
- Curriculum JI_1102: JI Site Administration 11 hours, 50 minutes
- Curriculum PAY_1102: JAGGAER Pay Standard 1 hour, 34 minutes

Continue Learning

- Curriculum ASO_1101: Advanced Sourcing Overview
- Curriculum SRC_1102: Sourcing Requirements
- Curriculum CNT_1101: A First Look at JAGGAER U
- Curriculum CNT_1102: Classifying JAGGAER U

Get Started

Begin Your JAGGAER Customer Journey Here
[Find the Right Training for Your Role and Products](#)

New to JAGGAER?
We recommend watching JI_1101: Welcome to JAGGAER (for the right) first to understand our products, people, and processes.

Ready to take the next step?
Start your JAGGAER Customer Journey on the right foot with the resources and guidance below.

If you're a JAGGAER employee or an Amplify Partner "Insider," look for your tailored getting-started resources in the banner on your JAGGAER University home page.

Expand the sections below to learn more about JAGGAER U resources, our company and JAGGAER One platform, and the role-based training we offer.

[Explore Your JAGGAER One Products](#)

Get Started Page A Welcome to JAGGAER and guidance on finding training by product and learning pathways by role

Navigate JAGGAER University

- JAGGAER U Quick Start:** How to make the most of our resources
- JU Quick Reference:** An overview of customer access and content
- JAGGAER U Badges:** Full details about our digital credentialing program
- Translations and Settings:** How to control subtitles, video quality and speed
- Customer Course Catalog:** A PDF list of customer-facing courses with descriptions
- Using JAGGAER University:** Follow this playlist of JAGGAER U resources

Explore JAGGAER and JAGGAER One

Explore this section to find content about our products and platform.

Welcome to JAGGAER
JI_1101

A comprehensive view about our platform and products, how we deliver value for our customers, and suggestions for additional learning - all in under an hour

Videos About JAGGAER

Orientation to JAGGAER & JAGGAER U
Resources to get you started, all in one place



Finding Training by Product

Learner Home Page Banner #2:

Solution Enablement Center

Portal to JAGGAER University product training

Hi Test! What would you like to learn today?

Search for learning

Solution Enablement Center
Find Training by Category and Product

Platform Spend Category Saving Supplier Sourcing Contract eProcurement Supply Chain Quality Invoicing Payment Analytics

Click Here

PAST DUE

ePRO_OC1101: eProcurement Solution Essentials
In Progress / Past Due 2152 days past due Launch

Certification Payment
Approved / Past Due 1761 days past due Register

Supplier Management+ Administrator Certification
Expired 1260 days past due Inactive

2023 Harassment and Bullying: Managing Threats to a Respectful Work Culture
In Progress / Past Due 147 days past due Open Curriculum

2023 Bribery and Improper Incentives | Foundation
In Progress / Past Due 147 days past due

What's New in JAGGAER U

Curriculum
JI_1200 Class: Workflow
3 hours, 47 minutes

Curriculum
JONE_101: A First Look at JAGGAER
38 minutes

Curriculum
AR_1101: Advanced Rates Essentials
1 hour, 3 minutes

Curriculum
VTK_1101: Value Tracker Essentials
14 minutes

Continue Learning

Curriculum Curriculum Curriculum Curriculum

JAGGAER UNIVERSITY

Solution Enablement Center
Find Training by Category and Product

JI / Catalyze Site Administration JAI / AI Supplier Spend Category Saving Sourcing Contract eProcurement Supply Chain Quality Invoicing Payment Analytics

Find Your Product

Solution Enablement Center

Find training by Source-to-Pay category and product

Click a category icon on the top row to see the product or products and any add-on modules available for that area of need

JAGGAER UNIVERSITY

Solution Enablement Center
Find Training by Category and Product

JI / Catalyze Site Administration JAI / AI Supplier Spend Category Saving Sourcing Contract eProcurement Supply Chain Quality Invoicing Payment Analytics

Find Your Product

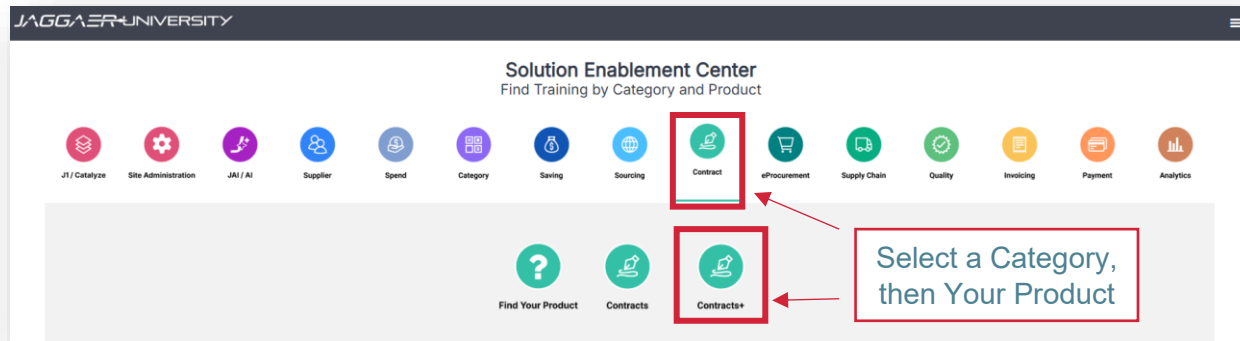
Product-Specific Enablement Resource Pages
Guided training pathways, videos, classes, and courses with recommendations based on role and need



Solution Enablement Center Product Pages

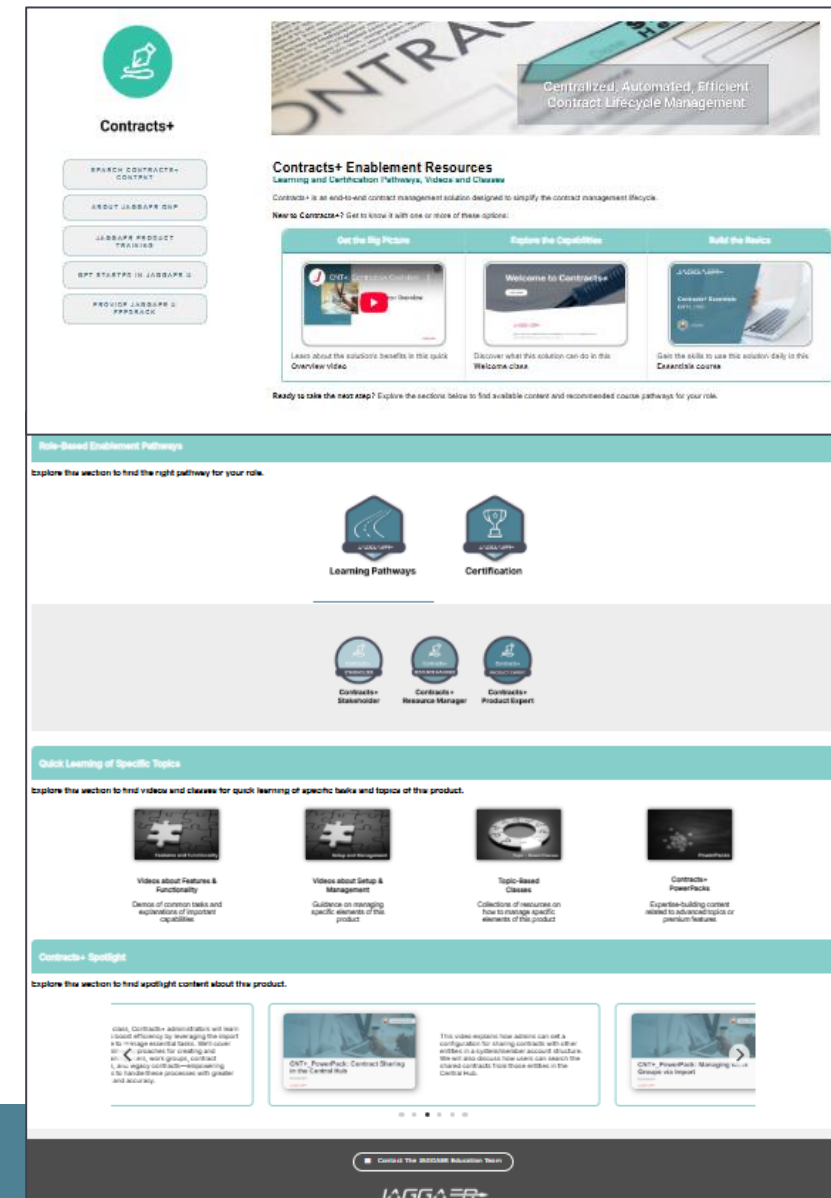
Role-Based Resources & Recommendations

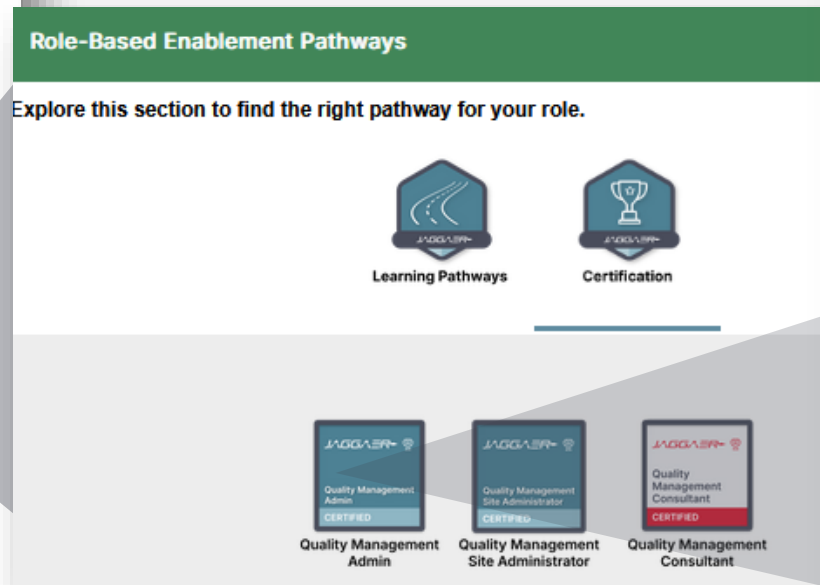
Finding the content you need
based on the products you have
and the role you (or your team) play



Anatomy of a Product Page:

1. Introductory Content
2. Courses, Arranged in Role-based Learning Pathways
3. Videos, Topics and PowerPacks
4. Highlighted Content





Playlist
 Follow

Certified Quality Management Admin

ITEMS	LAST UPDATED	FOLLOWERS
6	September 19, 2025	0

Description

This pathway is to be used by customer learners for earning the Quality Management Admin Certification. Earners of this JAGGAER University certification have completed a series of courses designed to establish thorough understanding of the administration of JAGGAER Quality Management. This robust product supports supply chain management and supplier collaboration. The earner has now the skills to administer.

[Read All](#)

Playlist
⌵ ⌶

Curriculum

J1 1101: Welcome to JAGGAER

In Progress

[Open Curriculum](#)

This course prepares customers for their JAGGAER journey by introducing them to...

[Read All](#)

Curriculum

QM 1101: Quality Management Essentials

—

45 minutes

This introductory class provides learners with an understanding of the JAGGAER...

[Read All](#)

Curriculum

QM 1102: Quality Management Standard Administration

—

2 Hours, 45 minutes

This course provides a thorough look into the administration of Quality Management...

[Read All](#)

Course

JU: Administrator Pathways in JAGGAER University

In Progress

[Mark Complete](#)

This page in JAGGAER University describes the intensive learning pathways available...

[Read All](#)

Section

JU: Quality Management Enablement Resources Page

—

15 minutes

Visit this JAGGAER Ju Enablement Resources page to find all training content about...

[Read All](#)

Material

Certification Pathways in Credly

In Progress

[Mark Complete](#)

Visit the Credly pathway for the certification to see all the badges you will have earned...

[Read All](#)

Pathway as play content recommender check track pr

Pathways appear as playlists of content, in the recommended order, with checkmarks to track progress.



Customer Learner Roles in JU

Our Pathways Terminology & the People on Your Team



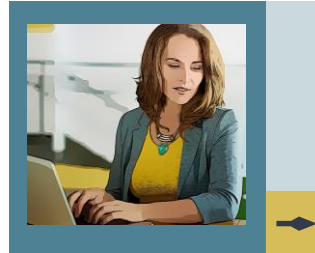
Implementation Stakeholders

- Anyone who'll help make significant decisions but won't help configure or manage your site
- *Executive Sponsor, Project Manager, IT Lead, Trainer, Change Lead*
- Should follow **Stakeholder learning pathways** but are welcome to watch any more in-depth content they want/need to see



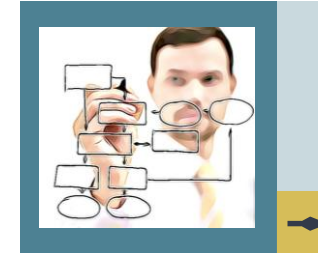
Resource Managers

- People who will have a say in setup and will manage specific things in the application – templates or contract clauses or catalogs for instance – but not everything
- *Process Owners*
- Appropriate content, classes are found in **Resource Manager pathways**



Product Administrators

- Those who will be responsible for managing all the functionality or multiple elements of a specific application, or the training and change management required
- *Business / Process Owners*
- Should follow **Product Admin certification pathways**



Site Administrators

- Whoever will be in charge of site-wide functionality, management and maintenance – site settings, workflows, data, supplier and user management and data
- *Site Administrator(s)*
- Should follow **Site Administrator certification pathways**

Contracts+

Centralized, Automated, Efficient Contract Lifecycle Management

SEARCH CONTRACTS+ CONTENT

ABOUT JAGGAER ONE

JAGGAER PRODUCT TRAINING

GET STARTED IN JAGGAER U

PROVIDE JAGGAER U FEEDBACK

Contracts+ Enablement Resources
Learning and Certification Pathways, Videos and Classes

Contracts+ is an end-to-end contract management solution designed to streamline every phase of contract development, from initiation through negotiation, approval, execution, renewal, and expiry. This powerful tool centralizes contract metadata, documents milestones, and automates renewal and expiry alerts, significantly simplifying the contract management process.

Explore the sections below to find available content and recommended course pathways for your role.

Role-Based Enablement Pathways
Explore this section to find the right pathway for your role.

Learning Pathways **Certification**

Contracts+ Stakeholder
Contracts+ Resource Manager
Contracts+ Product Expert

Quick Learning of Specific Topics
Explore this section to find videos and classes for quick learning of specific tasks and topics of this product.

Feature and Functionality
Videos about Features & Functionality
Demos of common tasks and explorations of important capabilities

Setup and Management
Videos about Setup & Management
Guidance on managing specific elements of this product

Topic-Based
Collections of resources on how to manage specific elements of this product

Contracts+ PowerPacks
Expertise-building content related to advanced topics or premium features

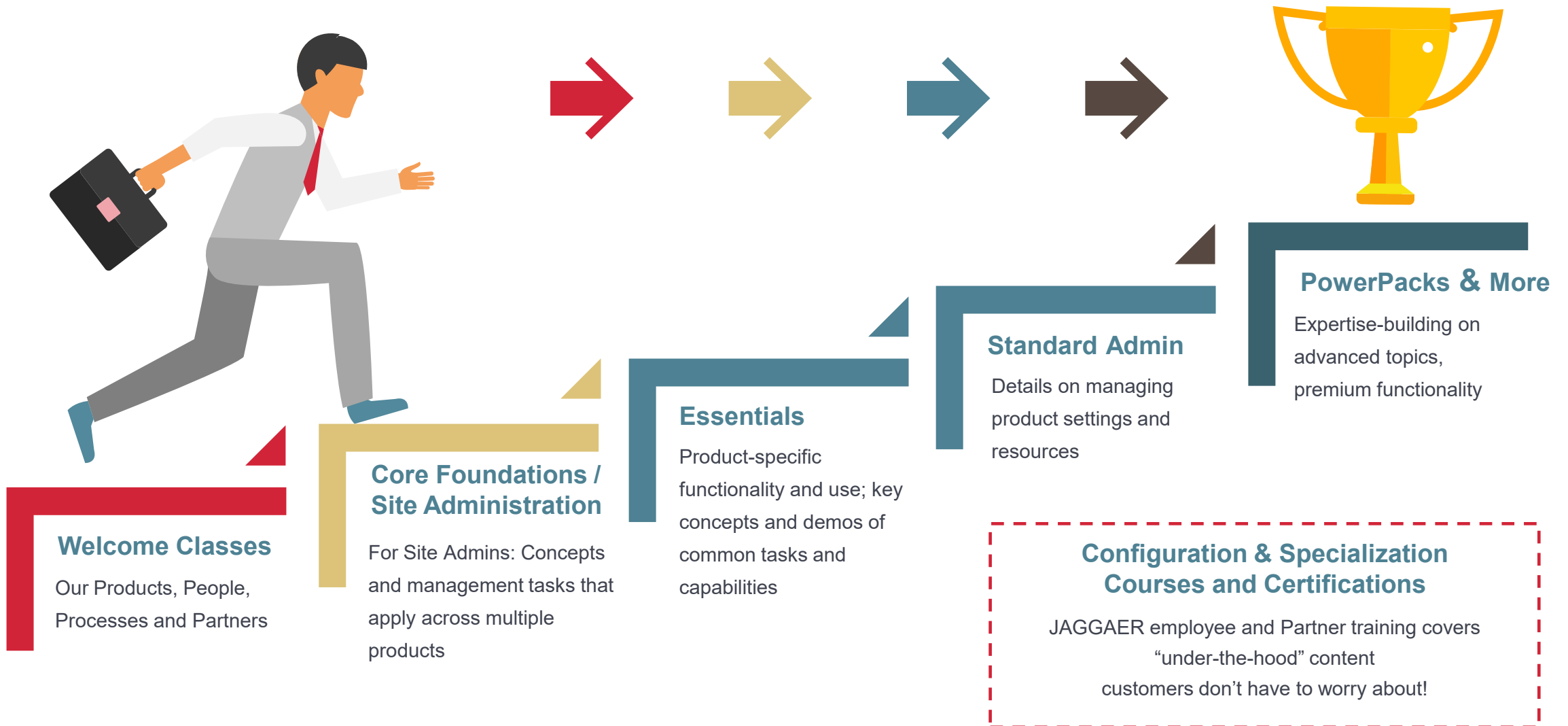
Learning Pathways
for Stakeholders and Resource Managers

Certification Options
for Product and Site Administrators



Types of Courses in JAGGAER U

Content Based on Level of Knowledge Required





Recommendations by Role and Implementation Phase

PHASE	CONTENT	What Is It?	Stakeholders	Resource Managers	Product Admins	Site Admins
INITIATE (before kickoff)	J1_1101: Welcome to JAGGAER* ~45 minutes	Short class introducing us (JAGGAER, our products and portfolio), the Customer Journey (our processes, people and Partners) <i>Certification track course found in all learning pathways</i>				
	JC_1101: Intro to Catalyze ~1.5 hours	Introduction to Catalyze Orchestration, J1 Navigation, Buyer Management and other features available through J1 / Catalyze capabilities <i>Mainly for Site Admins or Product Managers; non-Catalyze customers should skip this</i>				
	Welcome Class or Overview Video for Each Product ~10 minutes or less for most Overview videos ~30 minutes for Welcome to classes	Quick look at a specific module's capabilities, suitable to prepare the team for initial discussions (key team members are welcome to jump ahead to deeper <i>Essentials</i> content) <i>See these in the upper right corner of each product page; feel free to watch them as a group!</i>				
PLAN (before Design or Topic Workshops)	Product Essentials Courses* 1 - 4 hours, depending on product	Solid tour of major features and functionality, demos of key end user tasks, and a quick look at configurability and main administrator tasks. <i>For a few products, a shorter First Look option is available from the Stakeholders pathway for those who only have time for basic introduction.</i>				
	Core Foundations Courses** (2 - 4 hours, depending on core)	Optional courses for site admins for single core, multi-product site show how products work together to facilitate continuous business processes. <i>Found only in the Site Administrator Certification Pathways</i>				
EXECUTE / VALIDATE Iterative learning throughout the project	Core Site Administration Courses** (2.5 - 12 hours, depending on product)	Site Administration courses for Cores (product sets) cover common site-wide setup options and management concepts that apply across that core <i>Certification track course for Site Admins who'll manage site settings, workflow, user roles, etc.</i>				
	Product 1101: Standard Administration Courses* (2 -11 hours, depending on product)	Standard Product Administration courses provide a comprehensive look at management of a product's features, resources and users <i>Certification track course for those who'll manage multiple product features, resources & use</i>				
	Product Admin Classes (Topic-Based, 1200-level) (Generally, < 1 - 2 hours)	Topic-specific elements of the Administration courses in a shorter format for those who only need to manage specific parts of the application (templates, catalogs, clauses, etc.) <i>Useful now or after go-live, found from an icon in the third section of some product pages</i>				
ENABLE Expand knowledge	PowerPack Content (Topic-Based, 1300-level) (Generally, < 1 - 2 hours)	Available for <i>some</i> products, these quick learning resources dive into advanced topics or offer details and management concepts for optional features or premium features <i>Useful as your expertise and use expands, found from an icon in product pages' third section</i>				

*Part of Product Admin or Site Admin certification pathways

**Site Admin-specific certification course

Stakeholders include Executive Sponsor, Project Manager, IT Lead, Trainer, Change Lead
Resource Managers include Process Owners with limited product management responsibilities
Product Admins include Business or Process Owners with broad responsibility for managing the product
Site Admins are those who will be responsible for managing the customer instance and optimizing its use

- Vital Learning
- Recommended in Some Scenarios
- Optional or Alternative Choice
- Not Relevant for this Role



Classes, Videos & PowerPacks

Just-in-Time Learning Resources

Videos about Features & Functionality

Quick insights into what a product can do, and what that looks like

Videos about Setup & Management

Tasks and Best Practices - a mix of “how-to” and “why”

Topic-Based Classes

Thorough coverage of specific elements of site or feature management

PowerPacks

Expertise-building content focused on advanced topics or premium features

Quick Learning of Specific Topics

Explore this section to find videos and classes for quick learning of specific tasks and topics of this product.



Features and Functionality

Videos about Features & Functionality

Demos of common tasks and explanations of important capabilities



Setup and Management

Videos about Setup & Management

Guidance on managing specific elements of this product



Topic-Based Classes

Collections of resources on how to manage specific elements of this product



Contracts+ PowerPacks

Expertise-building content related to advanced topics or premium features



The screenshot shows the Jaggaer Contracts+ Enablement Resources page. It features a header with the Jaggaer logo and a navigation menu. The main content area is titled "Contracts+ Enablement Resources" and includes a sub-header "Learning and Certification Pathways, Videos and Classes". Below this, there are three columns of content: "Get the Big Picture", "Position the Capabilities", and "Build the Solution". Each column contains a video thumbnail and a brief description. At the bottom, there is a section for "Quick Learning of Specific Topics" with four icons representing different learning resources: Features and Functionality, Setup and Management, Topic-Based Classes, and Contracts+ PowerPacks. The page also includes a footer with the Jaggaer logo and a "Contact Us" button.



What Comes Next?

After Go-Live, it's time to reassess and prepare for success



If you need to transfer subscriptions to different users, transition to support is a good time! A JAGGAER contact can help, OR (faster) [use this Smartsheet Request Form](#)



If you would like to purchase additional subscriptions, reach out to your Account Manager



If you want more control over your team's learning, your JAGGAER contact can help designate a project lead or training coordinator as "LMS Manager"



Customer LMS (JAGGAER U) Manager

The Learning Leader for the Customer Organization

Customers CAN designate one individual to:

- Request new users or subscription transfers [through this link](#)
- Guide the organization's users to relevant content
- Assign content to others in the organization
- Track their team's progress

Customer and JAGGAER or Partner Project Managers should discuss this option.

If appropriate, JAGGAER PMs can initiate it or can email training@jaggaer.com





One-Pager: Accessing Resources in JAGGAER U

JAGGAER University content is not designed for end users but includes resources for anyone who will:

- Lead an implementation team
- Develop a training or change management plan
- Administer a customer site
- Have major responsibilities for managing a specific product or resources such as catalogs, templates, contract clauses, etc.
- Participate in key decisions during implementation or beyond

Getting Started

Step One: Request JAGGAER U Users

Early in the process, ask your JAGGAER implementation team contact to set up users based on the number of subscriptions available, or [use this link to request them individually or in bulk](#).

Recommended: Designate an LMS Manager

Empower someone on your team as the Learning Management System admin who can request users, assign content and track progress. Your OSM or Project Manager can put that in place.

GET SET: Develop Your Training Plan

Learn what's available for stakeholders, managers & administrators:
[JAGGAER U Quick Start](#) video
[JAGGAER U Quick Reference pdf](#)

Assigning Content by Role

All Team Members, Before Kickoff:

1. *Welcome to JAGGAER*
2. The overview video or (if available) *Welcome to class* for each product in their scope (found at the top of the Product Page in the JU Solution Enablement Center section)

After Kickoff, Before Design Workshops

- All decision-makers and key stakeholders watch the *Essentials* course for each product being implemented

During the Project or After Go-Live:

- **Resource Managers:** Relevant product admin classes related to the responsibilities they'll have (e.g. managing templates, hosted catalogs, supplier questionnaires, etc)
- **Product Admins:** *Standard Administration* course for any product they'll manage
- **Site Administrators:** *Core Foundations* and *Site Administration* courses followed by product *Essentials* courses for each product implemented and *Standard Administration* courses or admin classes based on their responsibilities and needs

What's the Benefit?

- Begin the learning process during the preparation period between introductions and the kickoff events
- Set the stage for understanding how to get the most out of JAGGAER capabilities
- Learn what the products you'll be using can do
- Begin thought and discussions about decisions that will be needed during implementation
- Develop a vision for growth into more robust features to be added as you continue your JAGGAER Journey
- Begin a culture of learning that will help you and your team expand your JAGGAER capabilities well past implementation