



Supplier Self Support Ticket opening

How to open Request and Incident on SQP Suite

Supplier user guide



SQP Suite – Ticket management

Impacted application



This user guide contains the general instructions for the tickets opening on SQP Suite Applications.

Impacted application are the following:

- ✓ SQP
- ✓ IRW
- ✓ Sustainability Tool

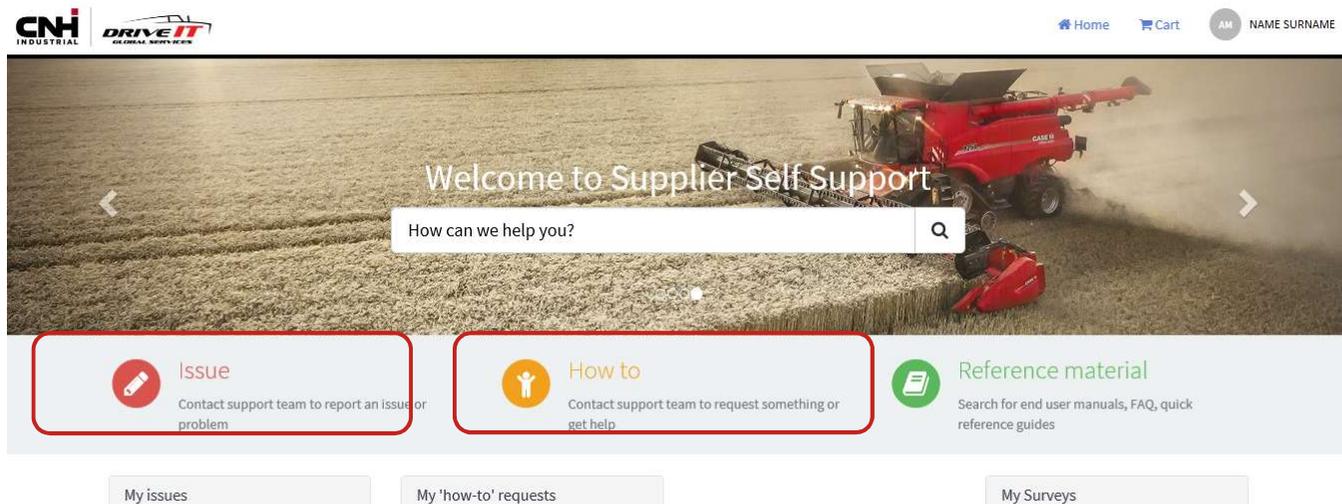
SQP Suite – Ticket management

How to/Issue



Please note that you can ask for:

- HOW TO if need information and how to proceed, for example:
 - Request for information
- ISSUE in case something doesn't work



SQP Suite – Ticket management



How to 1/6

- Click on HELP button



- Insert your credentials:



Domain is «FGEXTRANET»

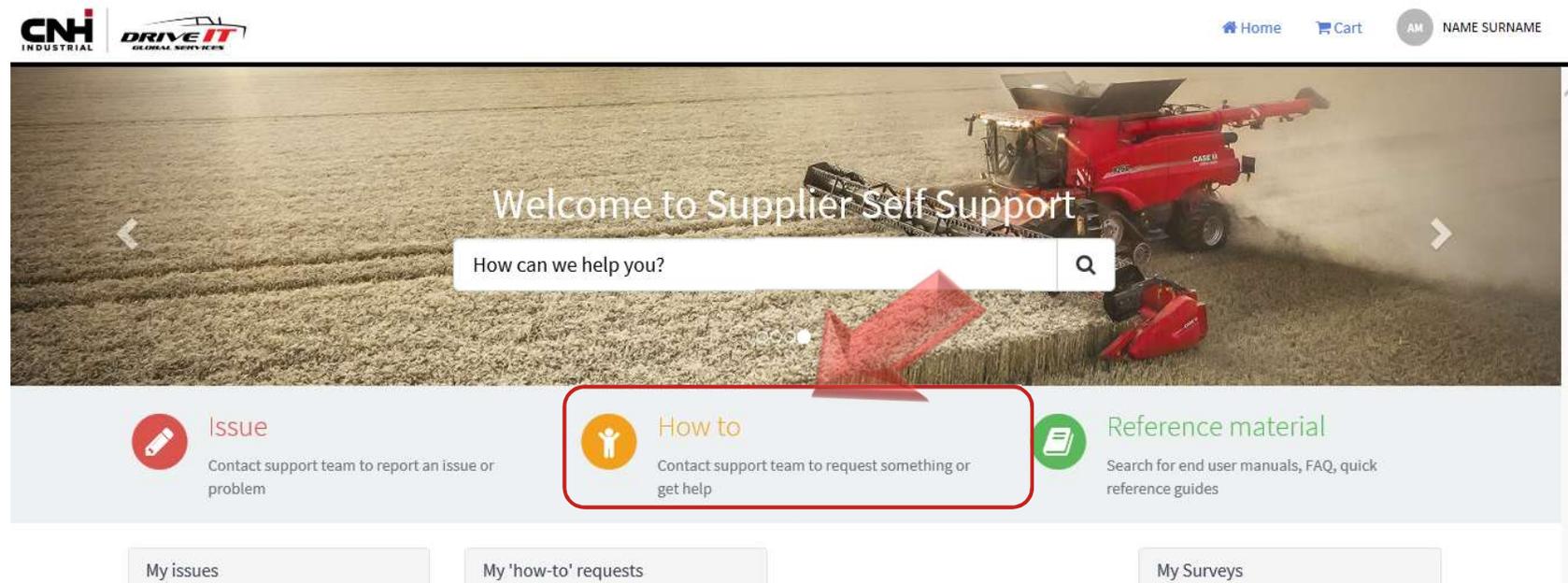
i.e. **FGEXTRANETW1111B**

SQP Suite – Ticket management

How to 2/6



- Open a request on SQP Suite area if you need information and how to proceed
 - ✓ Click on «How to» on the Home Page Search



SQL Suite – Ticket management

How to 3/6



- Open a request on SQL Suite area if you need information and how to proceed
 - ✓ Fill “Short description” field

Home > Application support

Search

*Short description

short description of the Request

*Select application or software ?

SQP-E-P

*Component

SQP CLUSTER/BILLS

Additional Comments ?

Additional comment

No search results found for 'short description of the Request'

Add attachments

Add to Cart

Order ONLY this item

SQL Suite – Ticket management



How to 4/6

- Open a request on SQL Suite area if you need information and how to proceed
 - ✓ For SQL in Application write “SQL” and select “SQL-E-P”
 - ✓ For IRW in Application write “IRW” and select “IRW-E-P”
 - ✓ For SUSTAINABILITY write “SUSTAINABILITY” and select “SUSTAINABILITY-E-P”

Home > Application support Search

*Short description

*Select application or software ?
SQL-E-P x v

*Component
SQL CLUSTER/BILLS x v

Additional Comments ?

No search results found for 'short description of the Request'

Add attachments

SQP Suite – Ticket management

How to 5/6



- Open a request on SQP Suite area if you need information and how to proceed
 - ✓ Select “Component” field, that is the area where you need information.

Home > Application support

Search

*Short description

*Select application or software ?

*Component ?

Additional Comments ?

No search results found for 'short description of the Request'

Add attachments

SQL Suite – Ticket management

How to 6/6



- Open a request on SQL Suite area if you need information and how to proceed
 - ✓ Select “Order ONLY this item” to save your request

Home > Application support

Search

*Short description

*Select application or software ?

*Component

Additional Comments ?

No search results found for 'short description of the Request'

A large red 3D arrow points from the top right towards the "Order ONLY this item" button, which is highlighted with a red rectangular border.

Add attachments

SQP Suite – Ticket management

Issue 1/5



- Click on HELP button



- Insert your credentials:

Domain is «FGEXTRANET»

i.e. **FGEXTRANET\W11111B**

SQP Suite – Ticket management

Issue 2/5



- Open an incident on SQP Suite area if you want to report an issue
 - ✓ Select “Issue” on the Home Page

The screenshot shows the SQP Suite Home Page. At the top left, there are logos for CNH INDUSTRIAL and DRIVE IT GLOBAL SERVICES. On the top right, there are links for Home, Cart, and a user profile icon labeled 'AM NAME SURNAME'. The main banner features a red combine harvester in a field with the text 'Welcome to Supplier Self Support' and a search bar 'How can we help you?'. Below the banner, there are three main navigation options: 'Issue' (with a red pencil icon and description 'Contact support team to report an issue or problem'), 'How to' (with a person icon and description 'Contact support team to request something or get help'), and 'Reference material' (with a green document icon and description 'Search for end user manuals, FAQ, quick reference guides'). At the bottom, there are three buttons: 'My issues', 'My 'how-to' requests', and 'My Surveys'. A blue arrow points to the 'Issue' button.

SQP Suite – Ticket management

Issue 3/5



- Open an incident on SQP Suite area if you want to report an issue
 - ✓ Write a “Short Description” max 10 words

Home > All Catalogs > eSupplier Connect > Fix Something > Report issue

Search



Report issue

Report an unplanned interruption or degradation

*Short description

Short description



*Select application or software ?

SQP-E-P

*Component

SQP CLUSTER/BILLS

Description

Issue description

Submit

SQL Suite – Ticket management

Issue 4/5



- Open an incident on SQL Suite area if you want to report an issue
 - ✓ In Application write:
 - For SQL in Application write “SQL” and select “SQL-E-P”
 - For IRW in Application write “IRW” and select “IRW-E-P”
 - For SUSTAINABILITY write “SUSTAINABILITY” and select “SUSTAINABILITY-E-P”
 - ✓ In Component select the correct issue area, where you want to report the issue

Report issue

Report an unplanned interruption or degradation

* Short description

Short description

* Select application or software ?

SQL-E-P

* Component

SQL CLUSTER/BILLS

Descri			
ISSU	SQL ACTIONS	SQL-A	9774-SQP-A
	SQL CLUSTER/BILLS	SQL-C/B	9774-SQP-C/B
	SQL REPORTS	SQL-R	9774-SQP-R
	SQL SUPPLIER CERTIFICATIONS	SQL-SC	9774-SQP-SC

No:

Submit

SQP Suite – Ticket management

Issue 5/5



- Open an incident on SQP Suite area if you want to report an issue
 - ✓ When the form is completed, confirm it using the “Submit” button

A screenshot of the SQP Suite 'Report issue' form. The breadcrumb trail at the top reads 'Home > Global Service Catalog > Fix Something > Report issue'. A search bar is located in the top right corner. The main heading is 'Report an unplanned interruption or degradation'. The form contains several fields: a required 'Short description' field with a placeholder 'short description'; a question 'What type of issue are you experiencing?' with radio button options for 'Application or software' (selected) and 'Hardware'; a required 'Select application or software' field with a search prompt: 'Perform a keyword search by adding an asterisk. For example: *email You may search by name, ID, short name, or department.' Below this is a search input field containing 'SQP-E-P'. At the bottom is a 'Description' field. A large blue arrow points from the right side of the form towards a 'Submit' button, which is highlighted with a blue rectangular border.