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:
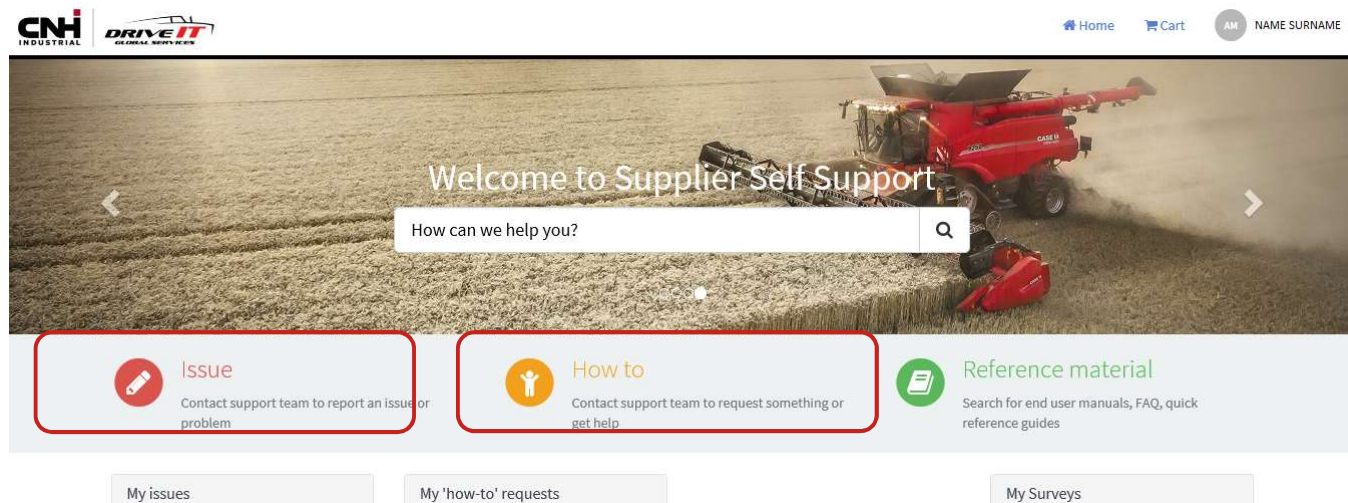
- ✓ SQP
- ✓ IRW
- ✓ Sustainability Tool

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:
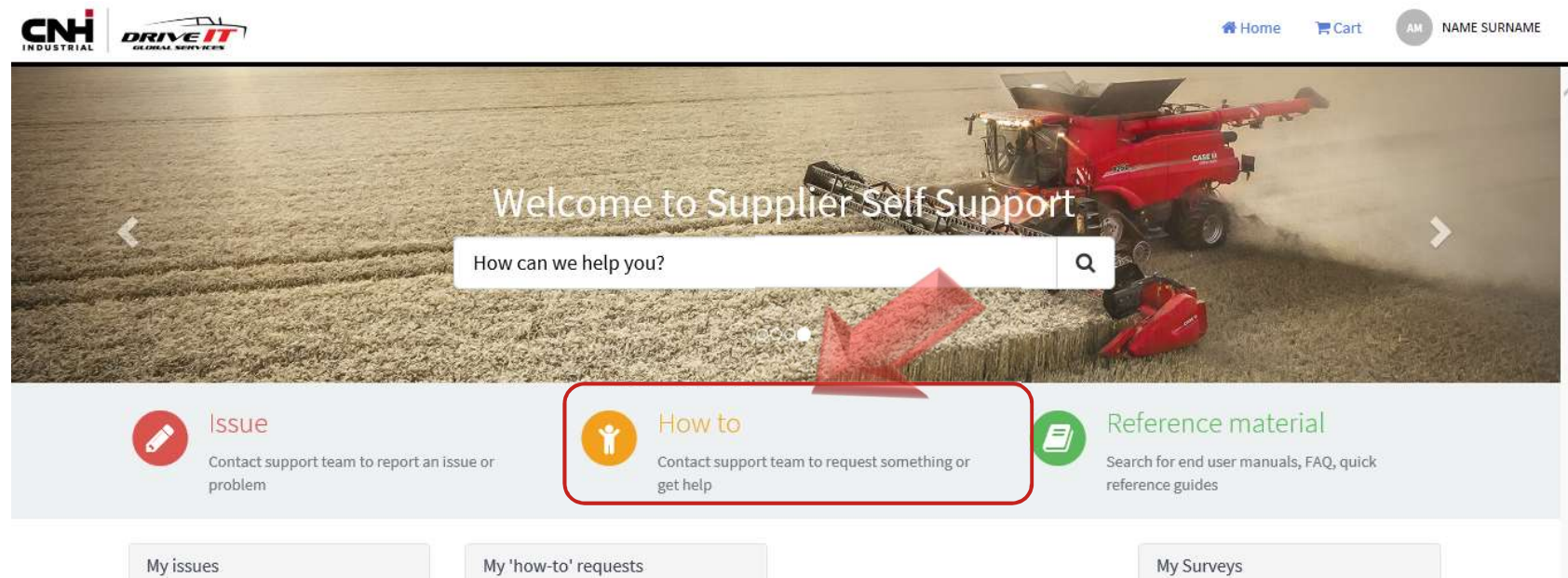

Domain is «FGEXTRANET»

i.e. **FGEXTRANET**\W11111B

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

SQP Suite – Ticket management

How to 3/6

➢ Open a request on SQP Suite area if you need information and how to proceed
- ✓ Fill "Short description" field

SQP Suite – Ticket management

How to 4/6

> ➢ Open a request on SQP Suite area if you need information and how to proceed
> - ✓ For SQP in Application write "SQP" and select "SQP-E-P"
> - ✓ For IRW in Application write "IRW" and select "IRW-E-P"
> - ✓ For SUSTAINABILITY write "SUSTAINABILITY" and select "SUSTAINABILITY-E-P"

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.

SQP Suite – Ticket management

How to 6/6

> Open a request on SQP Suite area if you need information and how to proceed
> > ✓ Select "<u>Order ONLY this item</u>" to save your request

SQP Suite – Ticket management

Issue 1/5

➢ Click on HELP button

SQPevo
Supply Quality Performance

← SURNAME NAME | **Help**

Home | Cluster/Bills | Actions | Reports | SQP manuals | Users

➢ Insert your credentials:

FCA FIAT CHRYSLER AUTOMOBILES **CNH** INDUSTRIAL

Authentication Service

Sign in with your organizational account

Domain\user

Password

Sign in
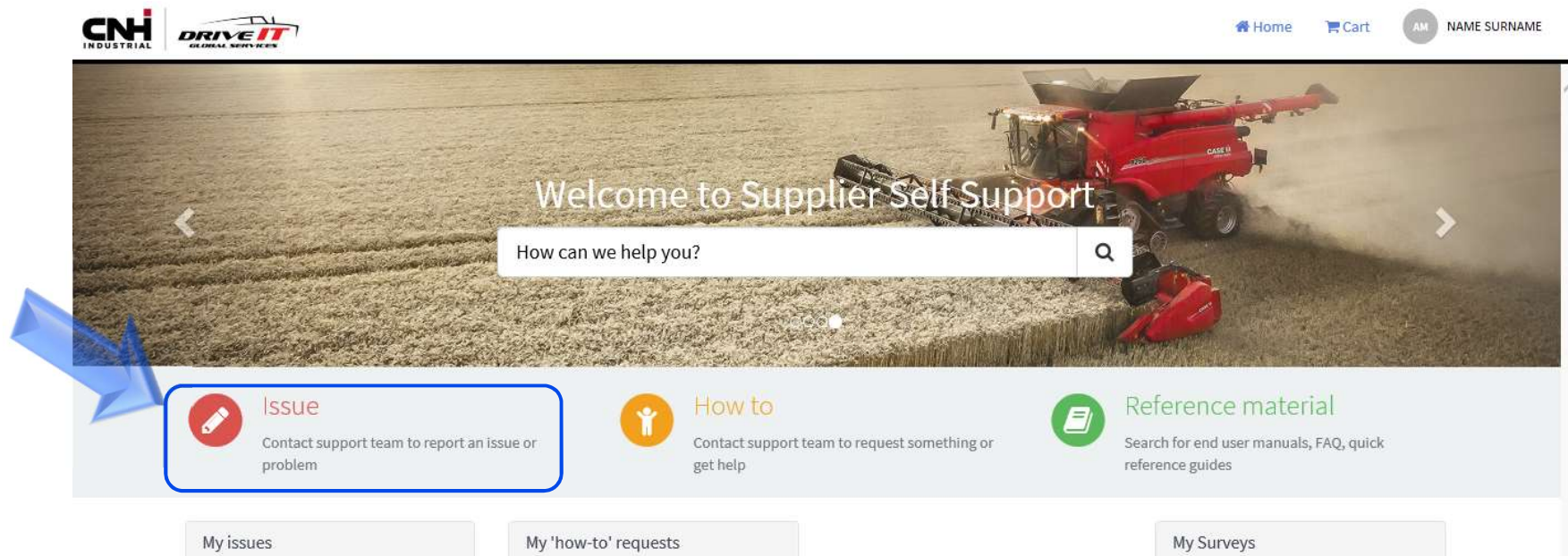
Domain is «FGEXTRANET»

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

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

SQP Suite – Ticket management

Issue 4/5

➢ Open an incident on SQP Suite area if you want to report an issue
  ✓ In Application write:
    • For SQP in Application write "SQP" and select "SQP-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

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