



# Supplier Self Support Ticket opening

How to open Request and Incident on SQP Suite

Supplier user guide



# SQP Suite – Ticket management

Impacted application

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

Impacted application are the following:

- ✓ SQP
- ✓ IRW
- ✓ Sustainability Tool

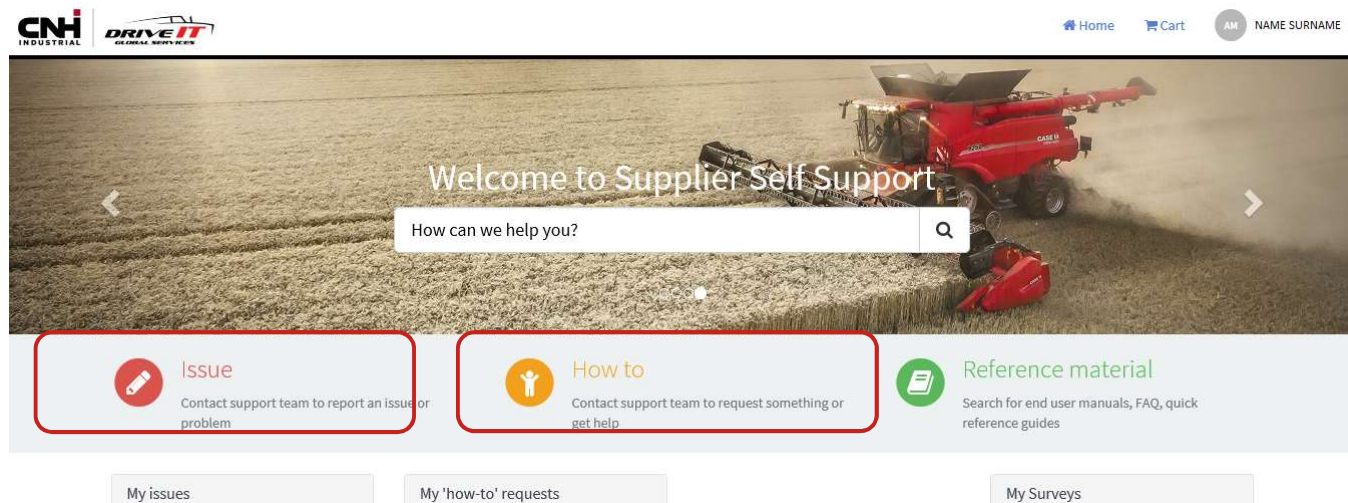
# SQP Suite – Ticket management

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:



Sign in with your organizational account

Sign in

Domain is «FGEXTRANET»

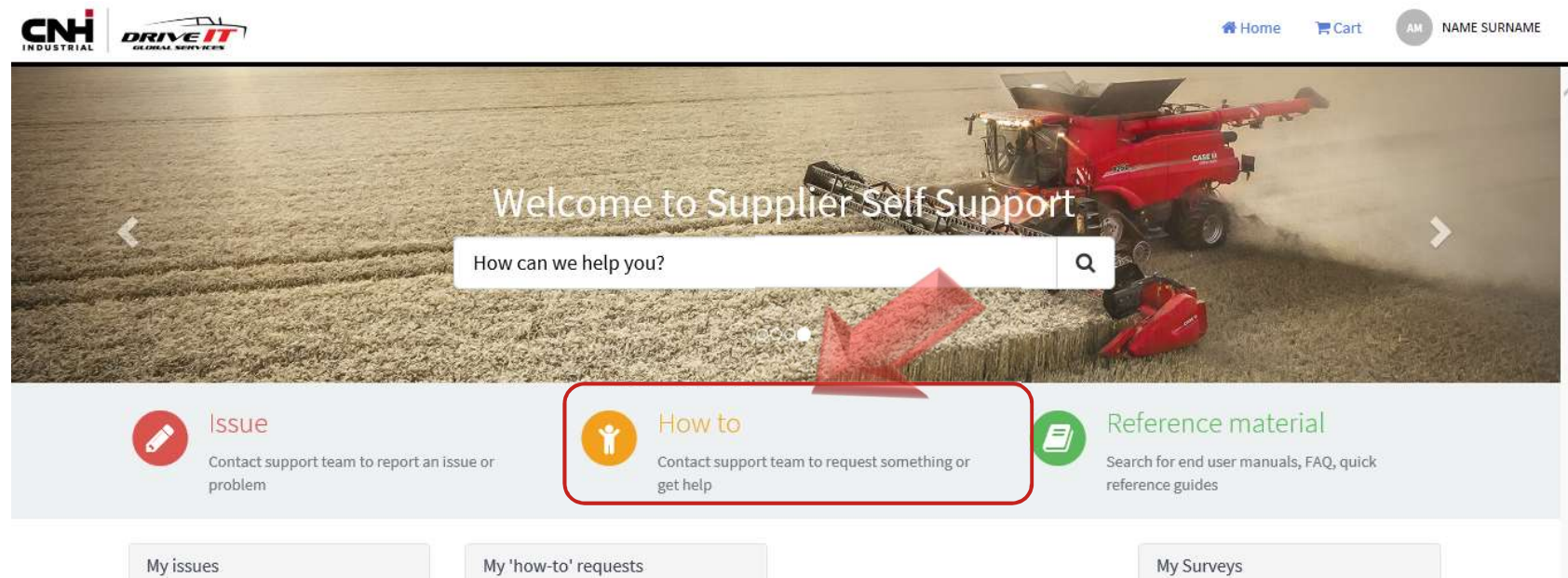
i.e. **FGEXTRANET**W11111B

# 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

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

# 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”

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

# 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.

A screenshot of the SQP Suite web application interface. The top navigation bar shows "Home" and "Application support" with a search bar on the right. The main form area contains several fields: "Short description" with the placeholder text "short description of the Request"; "Select application or software" with a dropdown menu showing "SQP-E-P"; "Component" with a dropdown menu showing "SQP CLUSTER/BILLS", which is highlighted with a red box and a red arrow; and "Additional Comments" with a text area containing the placeholder "Additional comment". To the right of the form are two buttons: "Add to Cart" and "Order ONLY this item". At the bottom of the form, there is a message "No search results found for 'short description of the Request'" and a link to "Add attachments".



# SQP Suite – Ticket management

How to 6/6



- Open a request on SQP 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'

Add attachments

Add to Cart  
**Order ONLY this item**

# SQP Suite – Ticket management

Issue 1/5



- Click on HELP button



- Insert your credentials:



Sign in with your organizational account

Sign in

Domain is «FGEXTRANET»

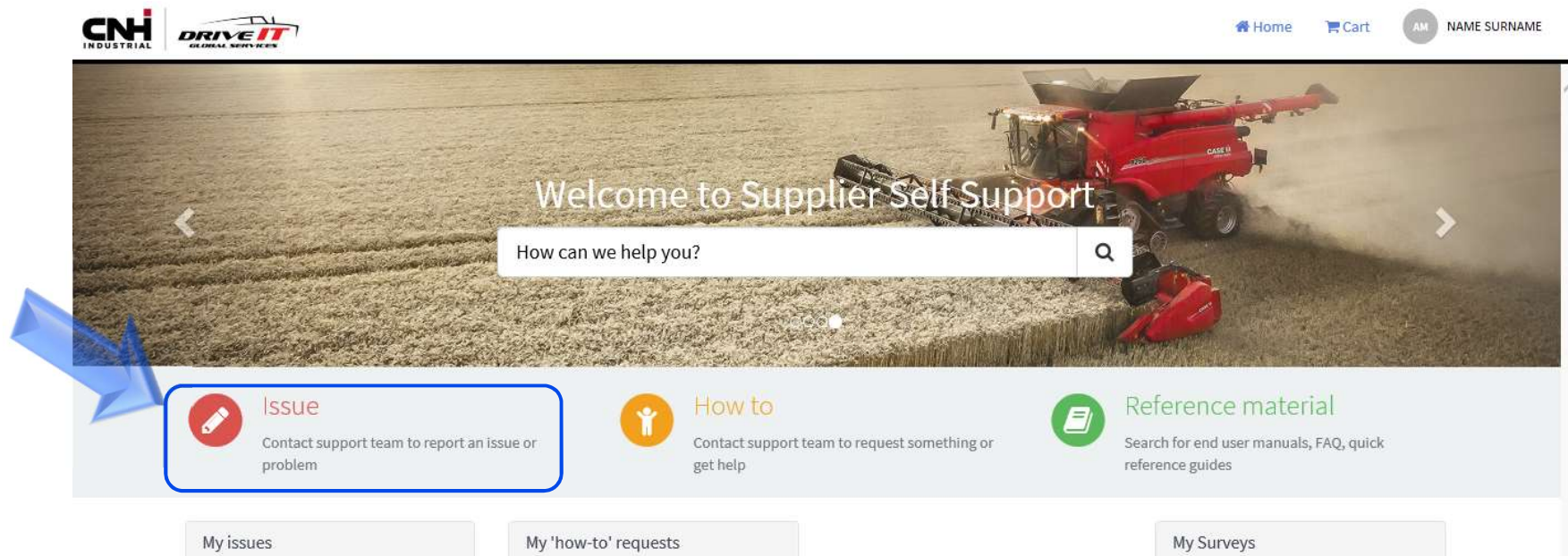
i.e. **FGEXTRANET\W11111B**

# 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

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

# 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

Report issue

Report an unplanned interruption or degradation

\* Short description

Short description

\* Select application or software ?

SQP-E-P

\* Component

SQP CLUSTER/BILLS

Descri

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

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 'Report issue' form in the SQP Suite. The breadcrumb trail at the top reads: Home > Global Service Catalog > Fix Something > Report issue. The form title is 'Report an unplanned interruption or degradation'. It contains a text field for 'Short description' with the placeholder 'short description'. Below this is a section 'What type of issue are you experiencing?' with two radio button options: 'Application or software' (selected) and 'Hardware'. Underneath is a section '\*Select application or software' with a search bar containing the text 'SQP-E-P'. A blue arrow points from the search bar area towards the 'Submit' button, which is highlighted with a blue rectangular border. The 'Submit' button is located on the right side of the form.