



Supplier Sustainability Self Assessment

Guidelines

January 2022



Sustainability Self Assessment Guide

Supplier Sustainability Self Assessment

Access through the

CNH Industrial Supplier Portal

<https://supplier.cnhind.com/>

- **User without a User ID** (see page 4)
- **User with a User ID** (see page 9)
- **Help desk and support** (see page 23)

➤ **User without an User ID**

Sustainability Self Assessment Guide

Creating a new User Id on the CNH Industrial Supplier Portal

Connect to CNH Industrial Supplier Portal: <https://supplier.cnhind.com> and

Home

My profile

Company Profile

My links

News

Documents

Modules

Portal Administration

CASE II STEYR CASE NEW HOLLAND AGRICULTURE NEW HOLLAND CONSTRUCTION

NEW PORTAL supplier.ivecogroup.com FOR COMMERCIAL VEHICLES AND POWERTRAIN SUPPLIERS

[read more](#)

SUPPLYING TO CNH INDUSTRIAL

HOW TO BECOME A PROSPECTIVE SUPPLIER

SUSTAINABILITY

FAQ

CREATE A NEW USER ID

Need help?

02 Nov 2021 Iveco Group presents its future organization and leadership team

31 Jan 2022 CNH Industrial Announces 2022 Corporate Calendar

31 Jan 2022 CNH Industrial to announce 2021 Fourth Quarter and Full Year financial results on February...

27 Jan 2022 CNH Ind Capital M February

Click on the “CREATE A NEW USER ID” on the homepage

- Home
- My profile
- Company Profile
- My links
- News
- Documents
- Modules
- Portal Administration

Supplier Portal Access Request

1. Access rights and approval

2. Company information

3. Supplier user information

4. Password

Select the functional role you have in your organization. This functional role will be linked to the grants you get to access the different functionalities in the portal. *

Select functional role to add:

- + Administrator**
You will have access to the supplier portal and all modules. In addition you will have capability to setup new users or modify settings for all users of your administrative group.
- + Basic User**
You will have basic access to the supplier portal, including modules for engineering, Supplier proposals and BBS
- + Quality SQP**
You will have access to the portal and to the Supplier Quality Performance tool SQP, Sustainability tool and IRW, you need mandatory to enter contact information



Choose "Quality SQP" functional role by clicking on "+"

Sustainability Self Assessment Guide

Creating a new User Id

CNH Industrial contact person *

CNH Industrial contact person 's phone number *

CNH Industrial contact person 's email *

Please provide the information of the CNH Industrial employee who will approve your access

Previous Next Cancel

On the bottom of the same page, provide information of your contact person in CNH Industrial, who will approve your request. Click on Next.

Sustainability Self Assessment Guide

Creating a new User Id

Supplier Portal

Home / Do you need a userID

Supplier Portal Access Request

1. Access approval | **2. Company information** | 3. Supplier user information | 4. Password

Vendorcode as per your Purchase Order

Company name *

Address (street name and number) *

Postal code *

City *

State

Country *

By providing your vendor code, the system will fill in automatically the company information data. If this does not happen or you don't know your vendor code yet, please complete the fields manually.

Fill in mandatory (*) fields under Access Approval, Company Information, Supplier User information and Password tabs. Upon approval by your CNH Industrial contact person, you will receive your access credentials by email.

➤ **User with a User ID**

Sustainability Self Assessment Guide

Connect to CNH Industrial **SUPPLIER PORTAL** <https://supplier.cnhind.com>

The screenshot shows the CNH Industrial Supplier Portal interface. On the left is a dark sidebar with navigation options: Home, My profile, Company Profile, My links, News, Documents, Modules, and Portal Administration. The main header area includes the CNH Industrial logo, a 'Supplier Portal' title, and links for 'Contact Us', 'EN', a help icon, and 'Login'. Below the header are logos for CASE IH, STEYR, CASE, and NEW HOLLAND. A central announcement reads 'NEW PORTAL supplier.ivecogroup.com FOR COMMERCIAL VEHICLES AND POWERTRAIN SUPPLIERS'. A large image of a tractor is featured. To the right is a vertical menu with buttons for 'SUPPLYING TO CNH INDUSTRIAL', 'HOW TO BECOME A PROSPECTIVE SUPPLIER', 'SUSTAINABILITY', 'FAQ', and 'CREATE A NEW USER ID'. A 'Need help?' button is located at the bottom right of the menu. A news section at the bottom left shows recent updates.

Log in with your Portal user id and password

Click on «Sustainability»

Sustainability

Introduction

CNH Industrial adopts a responsible approach to the management of its supply chain, establishing relationships that go beyond commercial transactions, fostering long-lasting collaborations with highly qualified partners that share the Company's principles.

Advocating socially and environmentally responsible behavior along the entire supply chain is one of the Company's primary commitments.

Principles

The Company's Supplier Code of Conduct provides the framework for responsible supply chain management. In addition to compliance with local legislation, the Code calls for observance of human rights and working conditions, and respect for the environment and business ethics

Supplier assessment

CNH Industrial's standards of environmental and social responsibility have been fully integrated into its supply chain management. Moreover, a monitoring process is adopted to verify that suppliers meet the sustainability standards set by CNH Industrial and, where necessary, to take steps towards improvement and realignment.

[Go to Sustainability Self Assessment Tool](#)

[Download the Supplier Self Assessment Tool](#)

If you have a userID but you are not configured in Sustainability, logon to the Supplier Portal, select "My profile" in the menu, select "My functional groups" and then click the plus button next to "Quality SQP". Finally click on the SAVE button at the end of the page. The Supplier Portal Support Team will send you an e-mail as soon as the access is granted.

Supporting documents

[Sustainability Documents](#)

Discover more

CNH Industrial Corporate Website

[CNH Industrial Corporate Website](#)

CNH Industrial Sustainability Report

[CNH Industrial Sustainability Report](#)

Supplier Code of Conduct

[Supplier Code of Conduct](#)

“

Promoting and monitoring high standards of sustainability fosters long-term relationships with suppliers in the interest of both parties

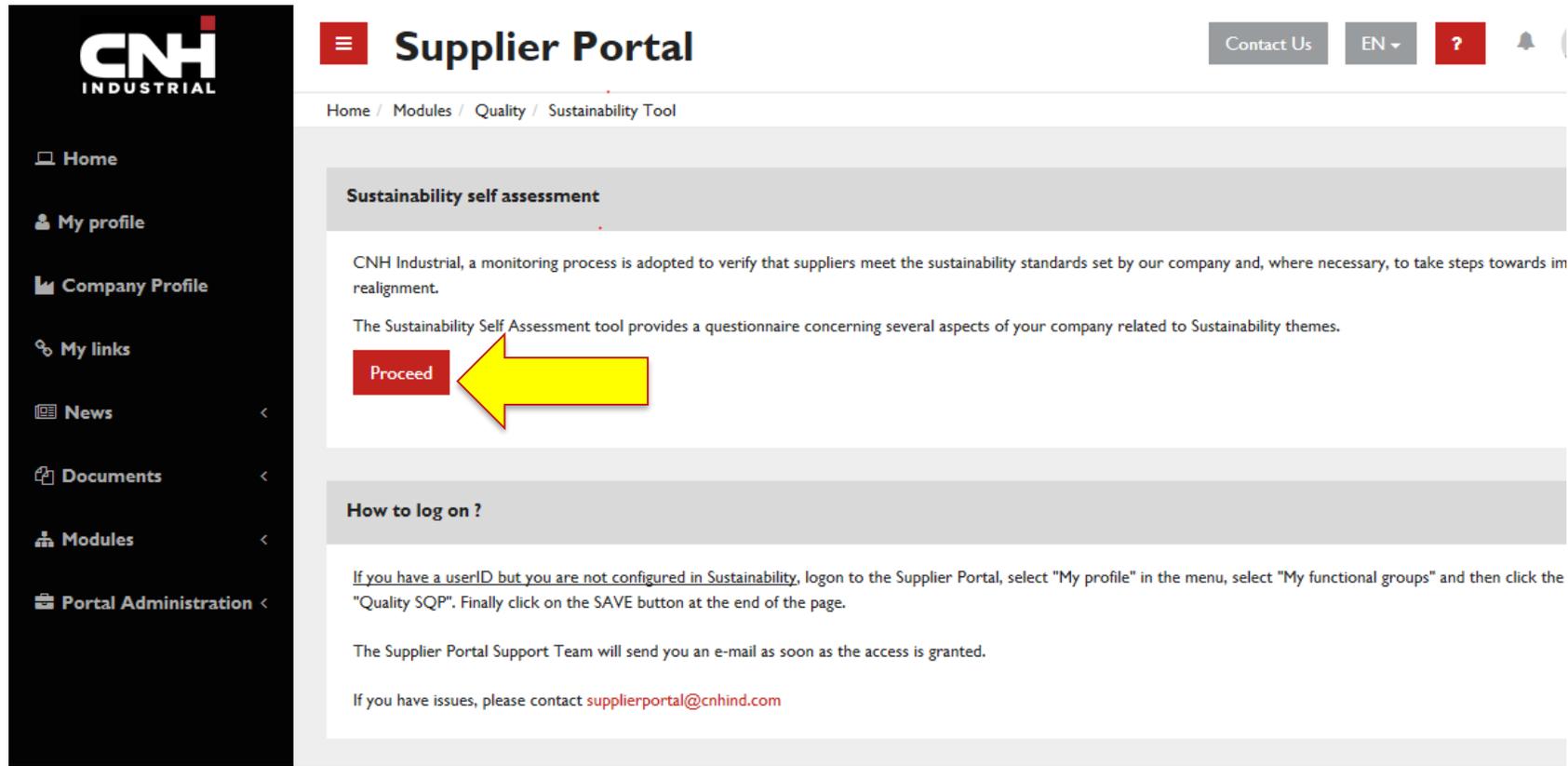
”

Click on [Go to Sustainability Self Assessment Tool](#)

Sustainability Self Assessment Guide

Getting configured in Sustainability

Click on «Proceed» if you are configured for Sustainability



The screenshot shows the Supplier Portal interface. On the left is a dark sidebar with the CNH Industrial logo and navigation menu items: Home, My profile, Company Profile, My links, News, Documents, Modules, and Portal Administration. The main content area has a header with the Supplier Portal logo and navigation links (Contact Us, EN, a red question mark icon, and a bell icon). Below the header is a breadcrumb trail: Home / Modules / Quality / Sustainability Tool. The main content is titled "Sustainability self assessment" and contains the following text:

CNH Industrial, a monitoring process is adopted to verify that suppliers meet the sustainability standards set by our company and, where necessary, to take steps towards im realignment.

The Sustainability Self Assessment tool provides a questionnaire concerning several aspects of your company related to Sustainability themes.

Below this text is a red "Proceed" button, which is highlighted by a large yellow arrow pointing to it from the right.

Below the "Proceed" button is a section titled "How to log on ?" with the following text:

If you have a userID but you are not configured in Sustainability, logon to the Supplier Portal, select "My profile" in the menu, select "My functional groups" and then click the "Quality SQP". Finally click on the SAVE button at the end of the page.

The Supplier Portal Support Team will send you an e-mail as soon as the access is granted.

If you have issues, please contact supplierportal@cnhind.com

Sustainability Self Assessment Guide

Adding “Quality SQP” Functional Group to user’s profile

If you have a «User Id» but cannot access the tool after clicking “Proceed”, your user profile is not properly configured

Home / My profile

My profile

User Company data Personal data **My functional groups**

My email settings My links Contacts

Functional roles * Select functional role to add:

<input type="checkbox"/>	Basic User	You will have basic access to the supplier portal, including modules for engineering, Supplier proposals and BBS	<input type="checkbox"/>	Engineer FPT	Engineer FPT
<input type="checkbox"/>	Administrator	You will have access to the supplier portal and all modules. In addition you will have capability to setup new users or modify settings for all users	<input type="checkbox"/>	Purchasing Documents	You will have access to the purchase orders documents after approval
			<input checked="" type="checkbox"/>	Quality SQP	You will have access to the portal and to the Supplier Quality Performance tool SQP, Sustainability tool and IRV, you need mandatory to enter contact

Save

To configure yourself in Sustainability, go to MENU > My Profile > My Functional Groups and add “Quality SQP” Functional Group to your profile by clicking on “+” and Save.

Sustainability Self Assessment Guide

 **Help** 

Sustainability Questionnaire

CAUTION:  **SAVE FREQUENTLY TO AVOID LOSING DATA**  Report

QUESTIONNAIRES SEARCH

Segments&Functions Master Supplier Questionnaire Version



RESULTS

Action	Questionnaire Version	Master Supplier	Auditor writer	Status	Sup. Score	Aud. Score	Sup. Complete	Auditor Complete	Date
 	2020	CG TEST SUPPLIER		Active	0.00	0.00			16/11/2020
 	2019	CG TEST SUPPLIER		Active	0.00	0.00			22/11/2019
					0.00	0.00			09/01/2019
					0.00	0.00			09/10/2017

1 - Enter the name of your company

2 – Click on Search

3 – Click on  to open the 2022 SSSA

Sustainability Self Assessment Guide



Sustainability Supplier Self-Assessment version 2020

CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA



Header	DUE DATE	LAST SAVED DATE	Master Supplier
MS details	12/31/2020 12:00:00 AM		CG TEST SUPPLIER
Copy			
Answers			
Human Rights			
Do you have a COMPANY code of conduct that...	HR1 - Do you have a COMPANY code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?		100
Do you have a SUPPLIER code of conduct tha...	HR2 - Do you have a SUPPLIER code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility		90
Do you know the location of 100% of the su...	Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Compensation and Working Hours including overtime?		80
	the supplier facilities that provide goods or services to your company?		70
	or process in place to measure or verify responsible Working Conditions practices of its		60
	al requirement on its suppliers (including staffing agencies) to be in compliance with Labor		50
			40

- Search
- Save draft version of responses
- Collapse all responses for the section
- Display all responses for the section
- Export .PDF version of complete assessment

Sustainability Self Assessment Guide

 **Help**

Sustainability Supplier Self-Assessment version 2020

Header **DUE DATE** **LAST SAVED DATE**
MS details 12/31/2020 12:00:00 AM

Copy

Answers

- Human Rights
- Environment
- Compliance & Ethics

Human Rights

! HR1 - Do you have a COMPANY code of
Guidance Statements in such areas as Bas
Freedom of Association, Health & Safety, Co

 CG TEST SUPPLIER

Supplier Code	Supplier description	Duns HQ	Duns GU
CN1DN640	TESTCO		
CN2DN640	TESTCO		
CN3DN640	TESTCO		
CN4DN640	TESTCO		
CJ1DN640	TESTCO		
CN2WMF02	CNHi dummy supplier		

Clicking on «MS Details» it is possible to view the composition of the Master Supplier.

Please see the next page for more details.

Sustainability Self Assessment Guide

Master Supplier structure

The Self Assessment Questionnaire is structured according to our Suppliers' Company structure on Headquarter level (DUNS HQ) . For each Supplier Company, a Master Supplier has been created that corresponds to either:

- 1) a Headquarter according your Company Structure (DUNS HQ) or
- 2) a group of headquarters – aggregated in line with requests from previous years.

Each Master Supplier is linked to a single questionnaire to be answered.

You can request to change your Master Supplier structure :

- If the it does not correspond to your correct Company structure;
- if you need to provide answers to more than one Headquarter/Master Supplier;
- If you want to group more Headquarters under the same Master Supplier.

For example, if a holding company has a common sustainability strategy for all its Headquarters, they can all be aggregated under the same Master Supplier, so that the questionnaire will be answered one time for all of them.

On the opposite, if a Master Supplier contain codes that do not belong to the Headquarter, they can be removed.

Changes can be requested by opening a ticket through the HELP button within the tool.

See also: Supplier portal > MENU > Documents > Sustainability > Sustainability Self Assessment > SQP Suite Supplier Self Support
Supplier user guide

Sustainability Self Assessment Guide



Sustainability Supplier Self-Assessment version 2020

CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA      

Header	DUE DATE	LAST S
MS details	12/31/2020 12:00:00 AM	
Copy		
Answers		
Human Rights		
Environment		
Compliance & Ethics		
Diversity		
Health Safety		
General		

Click **Copy Answers** to copy the answers from a previous year SSSA if already filled in

	% Answers
 HR1 - Do you have a COMPANY code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?	100
 HR2 - Do you have a SUPPLIER code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?	90
 HR3 - Do you know the location of 100% of the supplier facilities that provide goods or services to your company?	80
 HR4 - Does your company have a program or process in place to measure or verify responsible Working Conditions practices of its suppliers?	70
 HR5 - Does your company place a contractual requirement on its suppliers (including staffing agencies) to be in compliance with Labor	60

Sustainability Self Assessment Guide



Sustainability Supplier Self-Assessment version 2020

CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA

Header MS details Copy

DUE DATE 12/31/2020 12:00:00 AM

LAST SAVED DATE

Master Supplier CG TEST SUPPLIER

Answers

- Human Rights
 - Do you have a COMPANY code of conduct that...
 - Do you have a SUPPLIER code of conduct tha...
 - Do you know the location of 100% of the su...
 - Does your company have a program or proces...
 - Does your company place a contractual requ...
- Environment
- Compliance & Ethics

Human Rights % Answers

HR1 - Do you have a COMPANY code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?

Company Code of Conduct

-

Comment

100
90
80
70
60

For each question
Enter your answers
& comments

Click here to open and
complete each
question

% completed
answers

Sustainability Self Assessment Guide

Click  for description of responses

Health Safety

! HS1 - Does your company have a health & safety management system at a facility level that documents and records the needed regulatory compliance issues and conforms to company and customer requirements?

System

? -

Help Answer

Commento

List Answer

! HS2 - Does yo

! HS3 - Does yo

! HS4 - Are emp

! HS5 - Does yo
for employees

! HS6 - Does yo

! HS7 - Does yo

Human Rights - Do you have a SUPPLIER code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?

0. Our company currently does not have this item and has not dedicated resources to this area.

1. Our company has dedicated limited resources to this item, has recently begun to implement a program to address this item, or relies solely on external resources to address this item. Our company has approximately 25% of the requirements in place or underway.

2. Our company has elements of this item implemented (approximately 50%) with the understanding that further action and activities are required. Our management supports further engagement.

3. Our company has many of the elements of this item implemented and a formal policy in place. Implementation of the additional required elements is underway and planned over the course of a longer period of time. The time is approximately 75% implementation.

4. Our company fully undertands and has implemented at least 90% of the item. Some additional action is required in order to make this item robus and effective.

5. Our company has fully implemented this item and is able to address future requirements that are in development or anticipated. Management is fully engaged. Our company meets or exceeds customer or regulatory requirements

NA. This question does not apply to our company

% Risposte

100

90

80

70

60

50

40

30

20

Sustainability Self Assessment Guide

Master Supplier

Copy Answers

- Do you have a COMPANY code of conduct that...
- ▲ Do you have a SUPPLIER code of conduct tha...
- Do you know the location of 100% of the su...
- ▲ Does your company have a program or proces...
- Does your company place a contractual requ...

Environment

- Does your company have an environmental ma...
- ▲ Does your company track waste recycling ra...
- Has your company established environmenta...
- Does your company report your greenhouse g...

Environment	% Answers
● EN1 - Does your company have an environmental management system? Examples include ISO 14001, Responsible Care, or internal systems.	100
▲ EN2 - Does your company track waste recycling rates?	90
● EN3 - Has your company established environmental targets and reduction plans for Greenhouse gas emissions, energy, water, waste and air emissions?	80
● EN4 - Does your company report your greenhouse gas emissions and/or climate change strategy to the Carbon Disclosure Project (CDP) or similar initiatives?	70
● EN5 - Does your company have a proactive (such as preventative maintenance) program in place and review sources of potential releases to air, water and land on a periodic basis and identify areas of improvement?	60
▲ EN6 - Does your company have an Emergency Planning system and track and report progress on the requirements to management?	50
▲ EN7 - Does your company evaluate regulatory requirements and track and report progress on the requirements to management?	40
▲ EN8 - Does your company ensure environmental knowledge of regulatory requirements and new hire awareness of environmental requirements?	30
▲ EN9 - Does your company require your suppliers to take ENVIRONMENTAL training?	20
▲ EN10 - Does your company have an environmental policy that is approved by management and communicated throughout the organization?	10
▲ EN11 - Does your company require the purchase of recycled and/or sustainable materials and work with suppliers to ensure responsible sourcing?	0
▲ EN12 - Does your company have a process in place to identify policy and management system non-compliance and areas of improvement?	
▲ EN13 - Does your company have a strategy to promote activities related to biodiversity (for example, land and water conservation)?	
▲ EN14 - Does your company have a process in place to measure or verify responsible environmental practices of its suppliers?	

Legend

- ▲ Question has not been answered
- Value of 0 or 1 entered
- Value of 2 or 3 entered
- Value of 4 or 5 entered
- Response of NA entered

Sustainability Self Assessment Guide

A comment is mandatory for every "NA" and "5" selection, please check the section tree

% Answers

Environment

- EN1 - Does your company have an environmental management system? Examples include ISO 14001, Responsible Care, or internal systems.
- EN2 - Does your company track waste recycling rates?
- EN3 - Has your company established environmental targets and reduction plans for Greenhouse gas emissions, energy, water, waste and air emissions?
- EN4 - Does your company report your greenhouse gas emissions and/or climate change strategy to the Carbon Disclosure Project (CDP) or similar initiatives?
- EN5 - Does your company have a proactive (such as preventative maintenance) program in place and review sources of potential releases to air, water and land on a periodic basis and identify areas of improvement?
- EN6 - Does your company have an Emergency Planning system and track and report progress on the requirements to management?
- EN7 - Does your company have a system to evaluate regulatory requirements and track and report progress on the requirements to management?
- EN8 - Does your company provide training to ensure environmental knowledge of regulatory requirements and new hire awareness of the company's environmental policy and procedures?
- EN9 - Does your company provide or encourage your suppliers to take ENVIRONMENTAL training?
- EN10 - Does your company have an environmental policy that is approved by management and communicated throughout the organization?
- EN11 - Does your company have a system to require the purchase of recycled and/or sustainable materials and work with suppliers to...

NOTE: For NA and 5 answers, a comment is REQUIRED.

Sustainability Self Assessment Guide

Saving the questionnaire

IMPORTANT!

Please remember to save the questionnaire after completing it.

← Help

Sustainability Supplier Self-Assessment version 2020

CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA

Header
Master Supplier
Copy Answers

- Human Rights
- Environment
- Compliance & Ethics
- Diversity
- Health Safety
- General

Human Rights

- HR1 - Do you have a COMPANY code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?
- HR2 - Do you have a SUPPLIER code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?
- HR3 - Do you know the location of 100% of the supplier facilities that provide goods or services to your company?
- HR4 - Does your company have a program or process in place to measure or verify responsible Working Conditions practices of its suppliers?
- HR5 - Does your company place a contractual requirement on its suppliers (including staffing agencies) to be in compliance with Labor and Human Rights laws and regulations?

% Answers

100

90

80

70

60

50

40

30

20

10

0

This button  saves and transmits the questionnaire once 100% of questions have been answered

rsion

CNH INDUSTRIAL

Sustainability Self Assessment Guide



Sustainability Supplier Self-Assessment version 2020

- Header
- Master Supplier
- Copy Answers

SAVE FR

Supplier Score 56.69
Auditor Score



- Human Rights
- Environment
- Compliance & Ethics
- Diversity
- Health Safety
- General

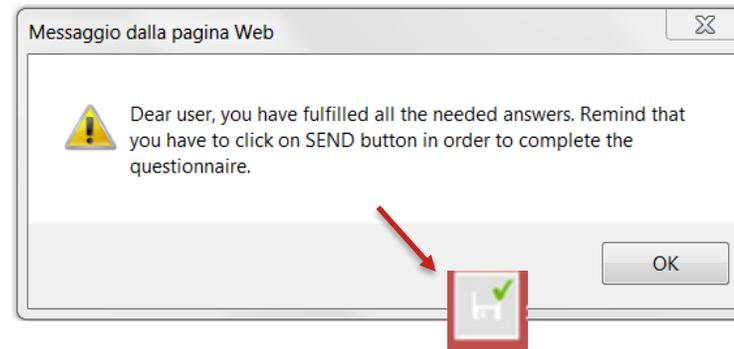
Human Rights	% Answers
HR1 - Do you have a COMPANY code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?	100
HR2 - Do you have a SUPPLIER code of conduct that specifically addresses and is consistent with the AIAG Corporate Responsibility Guidance Statements in such areas as Basic Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Freedom of Association, Health & Safety, Compensation and Working Hours including overtime?	100
Free - Do you know the location of 100% of the supplier facilities that provide goods or services to your company?	100
HR3 - Does your company have a program or process in place to measure or verify responsible Working Conditions practices of its suppliers?	100
HR4 - Does your company place a contractual requirement on its suppliers (including staffing agencies) to be in compliance with labor laws and regulations?	100



Once the questionnaire has been sent, the final score and the radar chart are displayed

Supplier Sustainability Self Assessment

- ✓ The questionnaire can be saved at any time (partially or totally) prior to sending.
- ✓ Answers can be changed until final submission. After entering 100% of the answers, a dedicated message will remind you to click on the «send» button in order to finalize your submission.



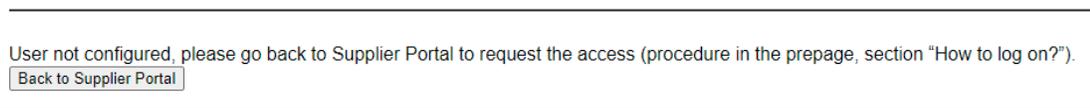
- ✓ Filled questionnaires that have not been sent will be considered definitive and automatically saved after the deadline.
- ✓ The questionnaire can be always downloaded as .pdf file with responses you have provided.

Action	Questionnaire Version	Master Supplier
 	2018	CG TEST SUPPLIE
 	2017	CG TEST SUPPLIE

➤ **Help desk and support**

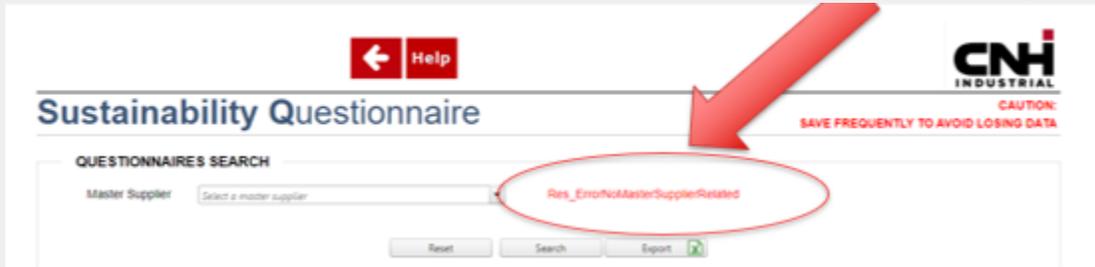
Supplier Sustainability Self Assessment

Frequently Asked Questions – Access Issues

ISSUES	SOLUTIONS
I am not registered to the portal	Please register as explained on page 5
I have a User Id, but I cannot access the questionnaire	Please configure your User ID as explained on page 13
I get an error message that my User ID is not configured: 	Please configure your User ID as explained on page 13. If the problem persists, please send a message to supplieraccess@cnhind.com

Supplier Sustainability Self Assessment

Frequently Asked Questions – Issues within the Sustainability Tool

ISSUES	SOLUTION
<p>I don't see my company on the drop-down list on the questionnaire search page</p>	<p>Please open a ticket through the HELP button – see ticket management guidelines on the following pages.</p>
<p>I see error in red on the questionnaire search page:</p>  <p>The screenshot shows the 'Sustainability Questionnaire' search interface. At the top, there is a 'Help' button with a left arrow and the CNH Industrial logo. Below the title, a 'CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA' message is displayed. The main section is titled 'QUESTIONNAIRES SEARCH' and contains a 'Master Supplier' dropdown menu with the text 'Select a master supplier'. Below the dropdown are 'Reset', 'Search', and 'Export' buttons. A red error message, 'Res_ErrorNotMasterSupplierRelated', is displayed below the dropdown and is circled in red. A large red arrow points from the top of the page down to the error message.</p>	
<p>I have issues sending the questionnaire</p>	
<p>I have sent the questionnaire but would like to re-open it and edit provided data</p>	

SQP Suite – Ticket management

HELP and Domain credentials

- Click on HELP button



- Insert your credentials:



Sign in with your organizational account

Sign in

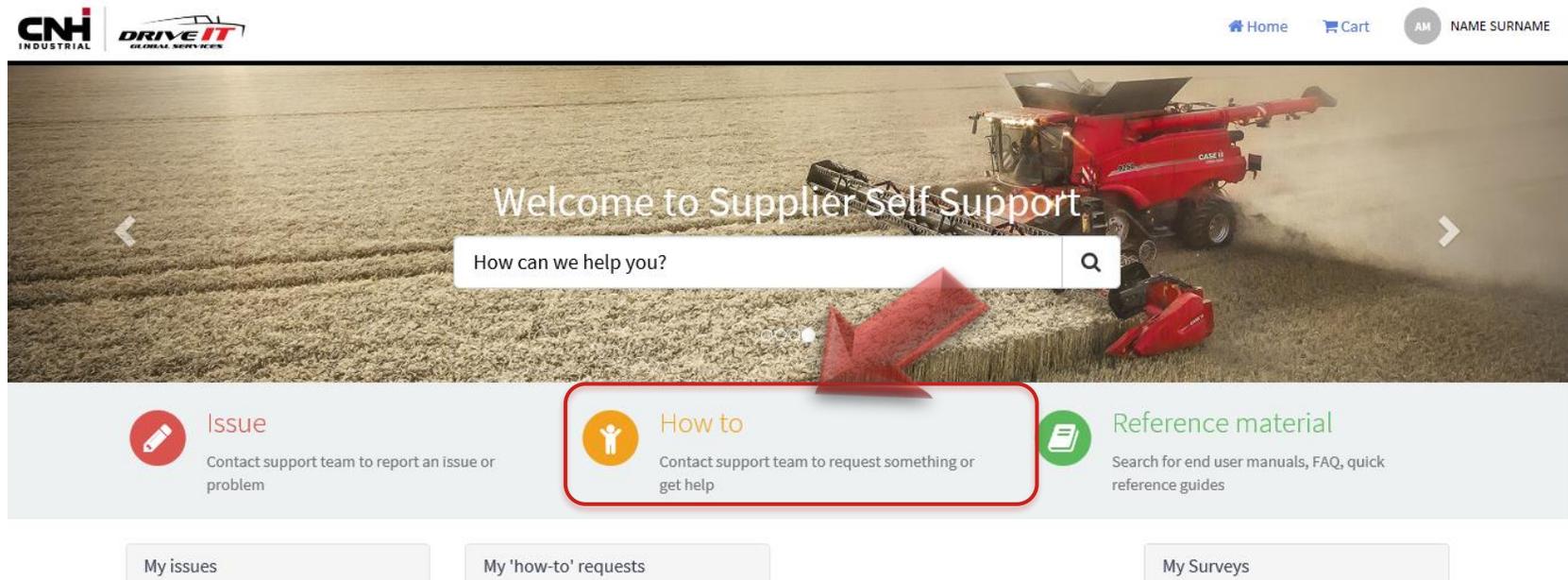
Domain is «FGEXTRANET»

i.e. **FGEXTRANET**W11111B

SQP Suite – Ticket management

Functionalities

- ✓ Click on «How to» on the Home Page Search if you need to obtain information regarding the application
- ✓ Click on “Issue” on the Home Page if you need to solve an issue



SQP Suite – Ticket management

Asking for guidance - How to

- ✓ Fill “Short description” field

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

SQP Suite – Ticket management

Asking for guidance - How to

- ✓ For SQP in Application write “SQP” and select “SQP-CNH-E-P”
- ✓ For IRW in Application write “IRW” and select “IRW-CNH-E-P”
- ✓ For SUSTAINABILITY write “SUSTAINABILITY” and select “SUSTAINABILITY-CNH-E-P”

Home > Application support Search

*Short description

*Select application or software ?
ⓘ SQP-CNH-E-P x ▼

*Component
ⓘ SQP CLUSTER/BILLS x ▼

Additional Comments ?

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

 Add attachments

SQP Suite – Ticket management

Asking for guidance - How to

- ✓ 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

SQP Suite – Ticket management

Asking for guidance - How to

- ✓ 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



SQP Suite – Ticket management

Reporting an Issue

- 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

Reporting an Issue

- ✓ Select “Issue” on the Home Page

The screenshot shows the CNH Supplier Self Support homepage. The top navigation bar includes the CNH Industrial logo, the 'DRIVE IT GLOBAL SERVICES' logo, and links for Home, Cart, and a user profile (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 are three main navigation options: 'Issue' (highlighted with a red box and arrow), 'How to', and 'Reference material'. At the bottom, there are three buttons: 'My issues', 'My 'how-to' requests', and 'My Surveys'.

SQP Suite – Ticket management

Reporting 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 

*Select application or software 

*Component

Description

SQP Suite – Ticket management

Reporting an Issue

- ✓ In Application write:
 - For SQP in Application write “SQP” and select “SQP-CNH-E-P”
 - For IRW in Application write “IRW” and select “IRW-CNH-E-P”
 - For SUSTAINABILITY write “SUSTAINABILITY” and select “SUSTAINABILITY-CNH-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-CNH-E-P

* Component

SQP CLUSTER/BILLS

Descri

Issue

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 CERTIFICATIONS	SQP-SC	9774-SQP-SC	SQP SUPPLIER CERTIFICATIONS

No

Submit

SQP Suite – Ticket management

Reporting an Issue

- ✓ When the form is completed, confirm it using the “Submit” button

Home > Global Service Catalog > Fix Something > Report issue

Search

Report an unplanned interruption or degradation

*Short description

What type of issue are you experiencing?

Application or software
 Hardware

*Select application or software
Perform a keyword search by adding an asterisk. For example: *email You may search by name, ID, short name, or department.

Description

Submit

