



# Supplier Sustainability Self Assessment

Guidelines

January 2022



# Sustainability Self Assessment Guide

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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](https://supplier.ivecogroup.com) FOR COMMERCIAL VEHICLES AND POWERTRAIN SUPPLIERS  
[read more](#)

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 Industrial Capital Markets February

SUPPLYING TO CNH INDUSTRIAL

HOW TO BECOME A PROSPECTIVE SUPPLIER

SUSTAINABILITY

FAQ

CREATE A NEW USER ID

Need help?

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

## 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.

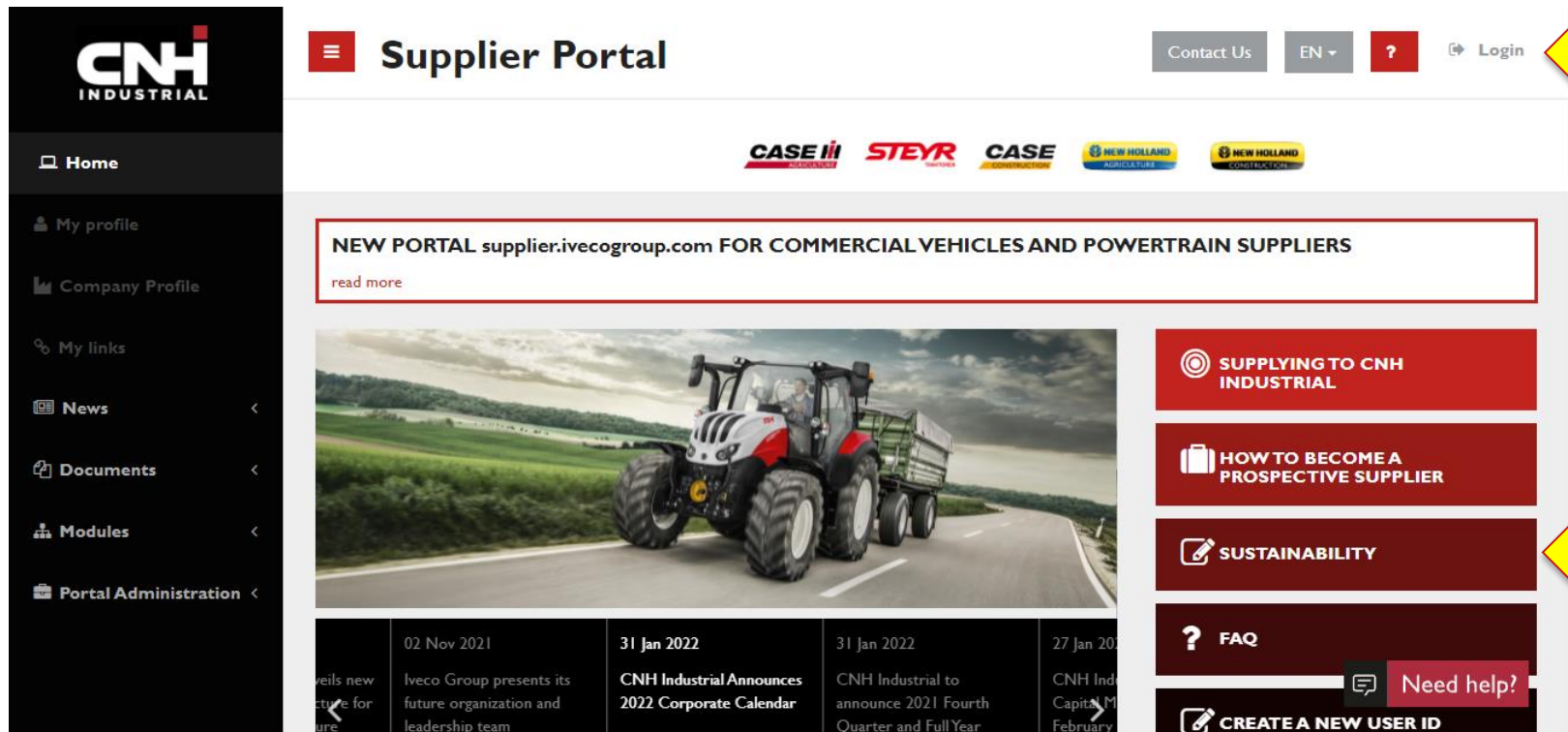
Fill in mandatory (\*) fields under Access Approval, Company Information, Supplier User information and Password tabs. Upon approval by your CNH Industrial contact person, you will receive your access credentials by email.



## ➤ User with a User ID


# Sustainability Self Assessment Guide

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



Log in with your Portal user id and password

Click on «Sustainability»



Home

My profile

Company Profile

My links

News

Documents

Modules

Portal Administration

Supplier Portal

Contact UsEN?10ANNA KATARZYNA KASPROWICZNN359

Home / 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 Ma

If you have a userID but you are not configured in Sustainability, login 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](#)

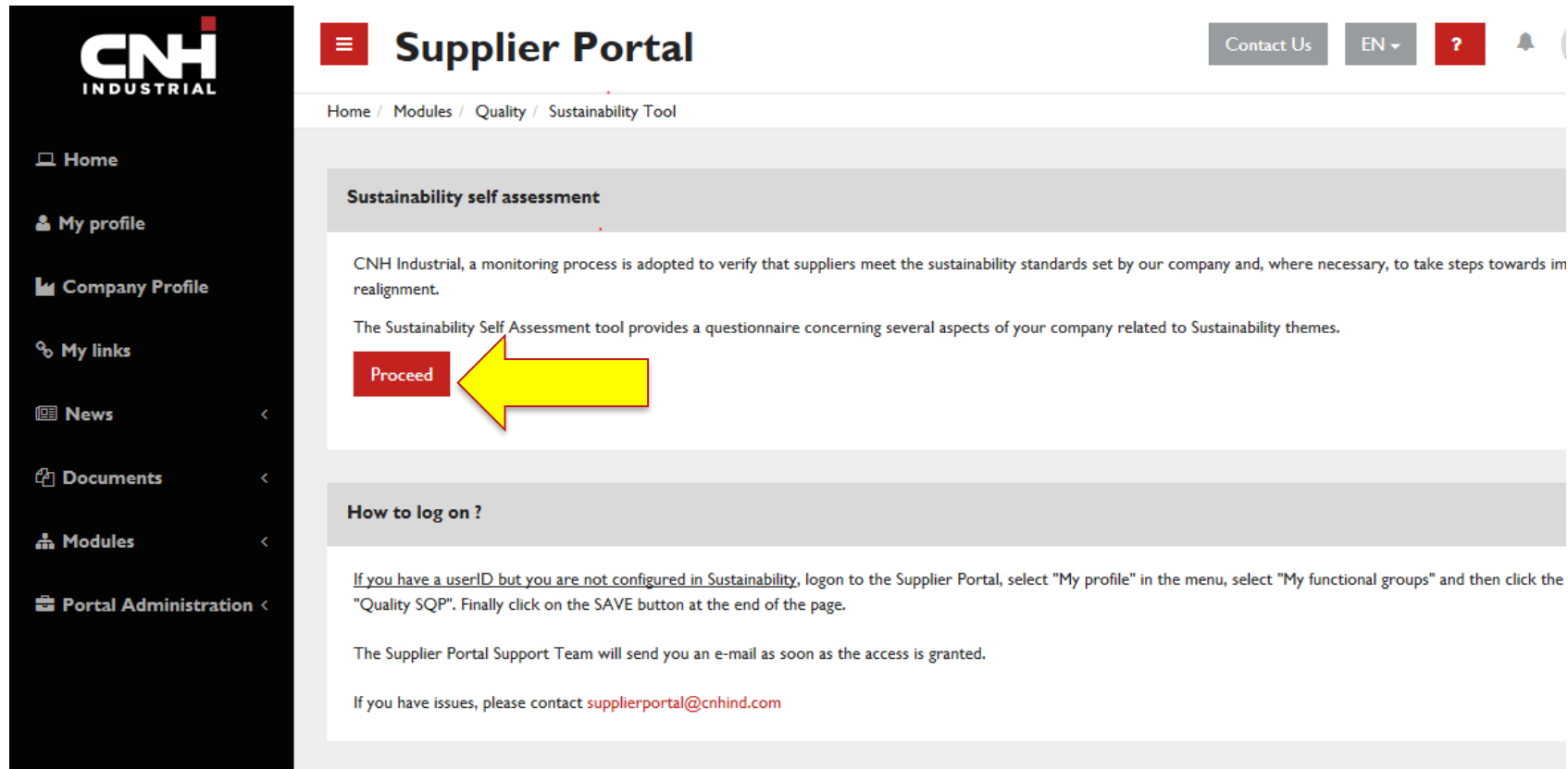
 CNH INDUSTRIAL

11

# Sustainability Self Assessment Guide

## Getting configured in Sustainability

Click on «Proceed» if you are configured for Sustainability



The screenshot displays the CNH Industrial Supplier Portal interface. On the left is a dark sidebar with the CNH INDUSTRIAL logo and a menu containing: Home, My profile, Company Profile, My links, News, Documents, Modules, and Portal Administration. The main content area has a header with a hamburger menu icon, the text 'Supplier Portal', and links for 'Contact Us', 'EN', a help icon, and a notification bell. Below the header is a breadcrumb trail: 'Home / Modules / Quality / Sustainability Tool'. The main section 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.' and 'The Sustainability Self Assessment tool provides a questionnaire concerning several aspects of your company related to Sustainability themes.' A red 'Proceed' button is located below this text, with a large yellow arrow pointing to it. Below the main content is a section titled 'How to log on ?' which includes instructions for users with and without userIDs, and contact information for the Supplier Portal Support Team.

**Supplier Portal**

Home / Modules / Quality / Sustainability Tool

### Sustainability self assessment

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.

**Proceed**

### How to log on ?

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](mailto: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	<b>My functional groups</b>
My email settings	My links	Contacts	



**Functional roles \***


Functional roles	Select functional role to add:
<b>- Basic User</b> You will have basic access to the supplier portal, including modules for engineering, Supplier proposals and BBS	<b>+ Engineer FPT</b> Engineer FPT
<b>- Administrator</b> 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	<b>+ Purchasing Documents</b> You will have access to the purchase orders documents after approval
	<b>+ Quality SQP</b> You will have access to the portal and to the Supplier Quality Performance tool SQP, Sustainability tool and IRVV, 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






## Sustainability Questionnaire















CAUTION:  SAVE FREQUENTLY TO AVOID LOSING DATA  Report

**QUESTIONNAIRES SEARCH**

Segments&Functions  Master Supplier  Questionnaire Version


Reset Search Export 

**RESULTS**



Action	Questionnaire Version	Master Supplier	Auditor writer	Status	Sup. Score	Aud. Score	Sup. Complete	Auditor Complete	Date
 	<input type="text" value="2020"/>	<input type="text" value="cg test"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
 	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

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...

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

Human Rights, Forced / Compulsory Labor, Child Labor, Discrimination and Harassment, Compensation and Working Hours including overtime?

the supplier facilities that provide goods or services to your company?

or process in place to measure or verify responsible Working Conditions practices of its

al requirement on its suppliers (including staffing agencies) to be in compliance with Labor

% Answers

100

90

80

70

60

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



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*Sustainability Supplier Self-Assessment version 2020*

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Header

MS details

Copy

Answers

Human Rights

Environment


Compliance & Ethics

DUE DATE

12/31/2020 12:00:00 AM

LAST SAVED DATE

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: 

Header

MS details

Copy

Answers

Human Rights

Environment

Compliance & Ethics

Diversity

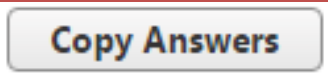
Health Safety






General

DUE DATE



12/31/2020 12:00:00 AM


LAST S

Click  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?	<div><div></div><div>100</div><div>90</div><div>80</div><div>70</div><div>60</div><div>50</div><div>40</div></div>
 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	







# 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

⚠ 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

% Answers

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

Human Rights

Environment

Compliance & Ethics

Diversity

Health Safety

General

**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

! 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 understands and has implemented at least 90% of the item. Some additional action is required in order to make this item robust 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

% Response

100

90

80

70

60

50

40

30

20

Click ? for description of responses

List Answer

# 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

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 evaluate regulatory requirements and track and report progress on the requirements to management?

EN8 - Does your company ensure environmental knowledge of regulatory requirements and new hire awareness of environmental requirements?

EN9 - Does your company require 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 require the purchase of recycled and/or sustainable materials and work with suppliers to ensure sustainable sourcing?

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?

% Answers

100

90

80

70

60

50

40

30

20

10

0

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

**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**

**Diversity**

**Health Safety**

- Does your company have a health & safety m...
- Does your company have a process to evalua...
- Does your company conduct facility level S...
- Are employees actively involved in risk as...
- Does your company promote understanding of...
- Does your company have a program or proces...
- Does your company have an emergency respon...
- Does your company have an effective Emerge...

**General**

- Does your company collaborate with industr...

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

**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...

**% Answers**

100  
90  
80  
70  
60  
50  
40  
30  
20  
10  
0

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

**CNH**  
INDUSTRIAL

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

# Sustainability Self Assessment Guide

←

Help

CNH

INDUSTRIAL

Sustainability Supplier Self-Assessment version 2020

SAVE FR

Supplier Score 56.69

Auditor Score

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?

Free - Do you know the location of 100% of the supplier facilities that provide goods or services to your company?

Does your company have a program or process in place to measure or verify responsible Working Conditions practices of its suppliers?

Does your company place a contractual requirement on its suppliers (including staffing agencies) to be in compliance with labor laws and regulations?

% Answers

100

90

80

70

60

50

40

30

20

10

SCORING

Human Rights

General

Environment

Compliance & Ethics

Diversity

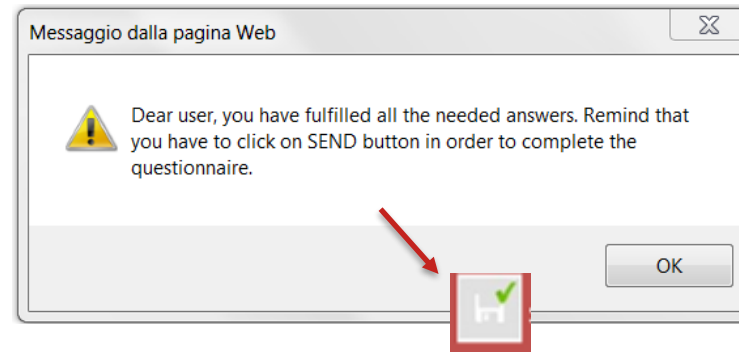
Health Safety

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

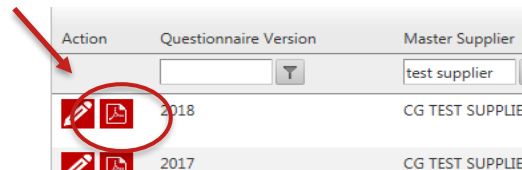


# Supplier Sustainability Self Assessment

- ✓ 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.



## ➤ **Help desk and support**

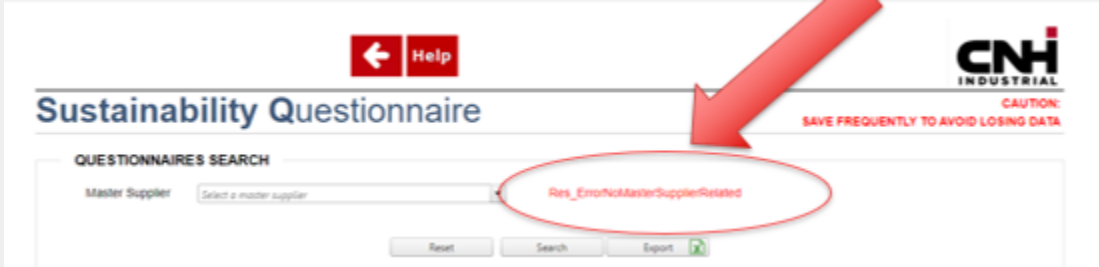
# Supplier Sustainability Self Assessment

## 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
<p>I get an error message that my User ID is not configured:</p> <div><p>User not configured, please go back to Supplier Portal to request the access (procedure in the prepage, section "How to log on?").</p><p><a href="#">Back to Supplier Portal</a></p></div>	<p>Please configure your User ID as explained on page 13.</p> <p>If the problem persists, please send a message to <a href="mailto:supplieraccess@cnhind.com">supplieraccess@cnhind.com</a></p>

# 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>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

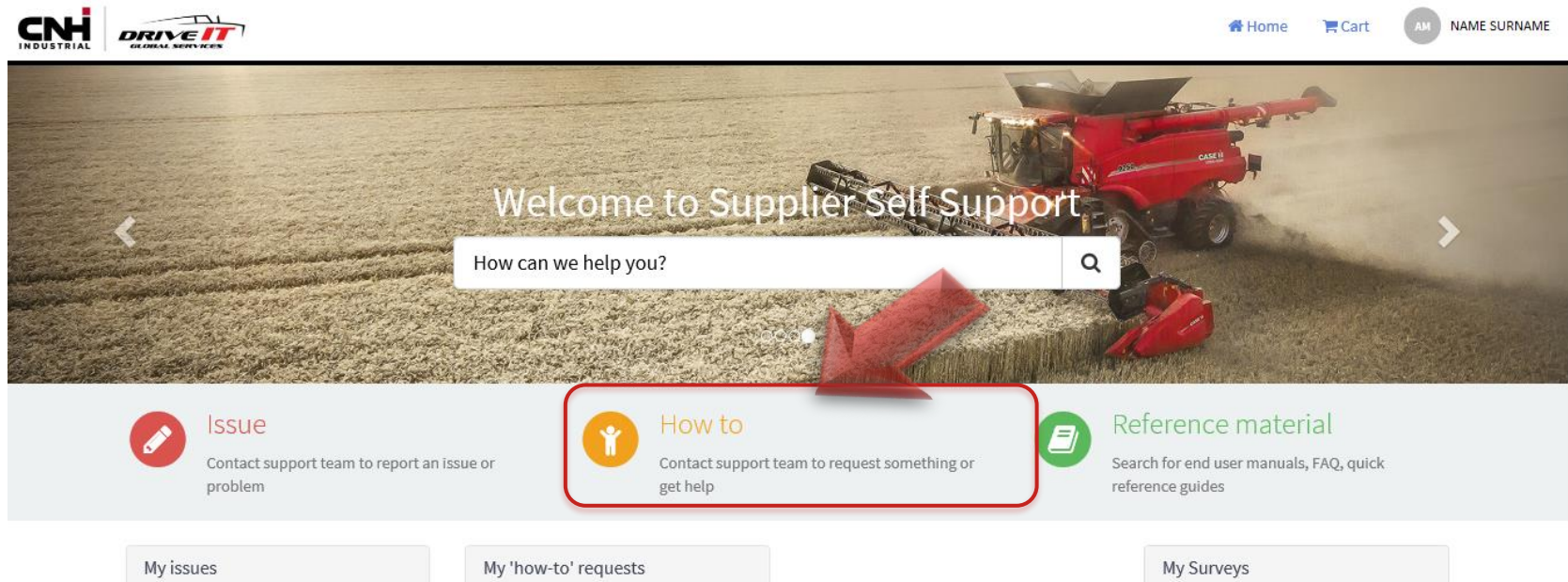
Domain is «FGEXTRANET»

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**


short description of the Request


**\*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

## 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  
short description of the Request

\*Select application or software ?  
SQP-CNH-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

## Asking for guidance - How to

- ✓ Select “Component” field, that is the area where you need information.

Home > Application support

Search


\*Short description

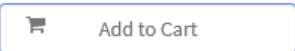
\*Select application or software ?


\*Component

Additional Comments ?

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

 Add attachments

 Add to Cart

 Order ONLY this item

# 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

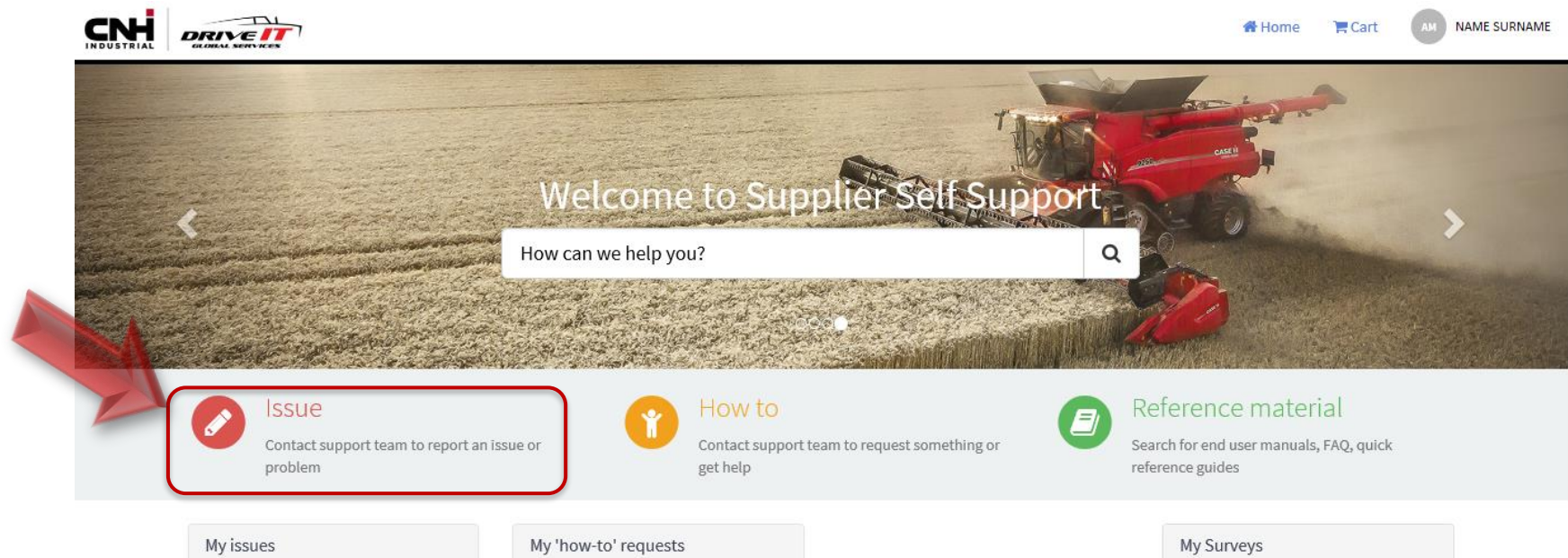
Domain is «FGEXTRANET»

i.e. **FGEXTRANET\W11111B**

# SQP Suite – Ticket management

## Reporting an Issue

- ✓ Select “Issue” on the Home Page



# 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 

Short description

\*Select application or software ?

\*Component

Description

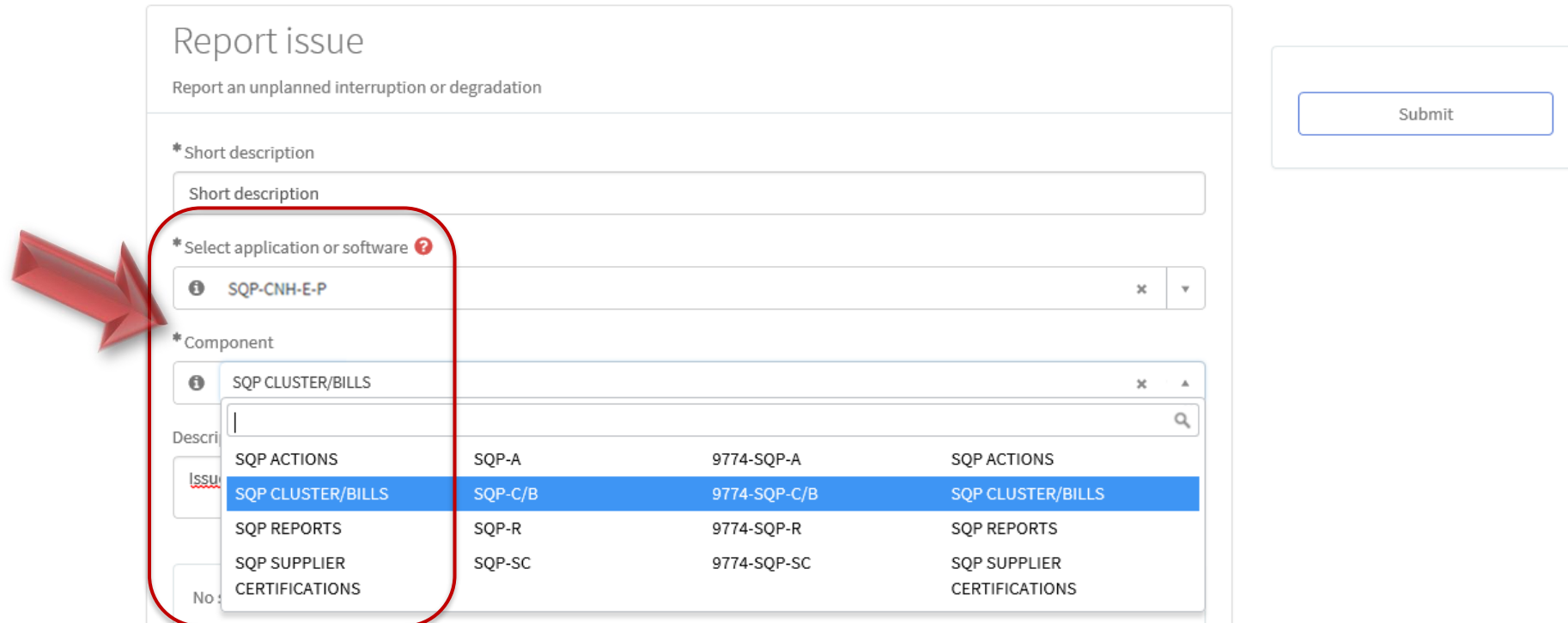
Issue description

Submit

# 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



The screenshot shows the 'Report issue' form with the following fields:

- Short description**: A text input field.
- Select application or software**: A dropdown menu showing 'SQP-CNH-E-P'. A red arrow points to this field.
- Component**: A dropdown menu showing 'SQP CLUSTER/BILLS'.
- Issue area**: A table with the following data:

Issue area	Short description	Short description	Short description
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

A red box highlights the 'Select application or software' dropdown and the 'Component' dropdown. A red arrow points to the 'Select application or software' dropdown.

# 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

