



Supplier Sustainability Self Assessment

Frequently Asked Questions

January 2022



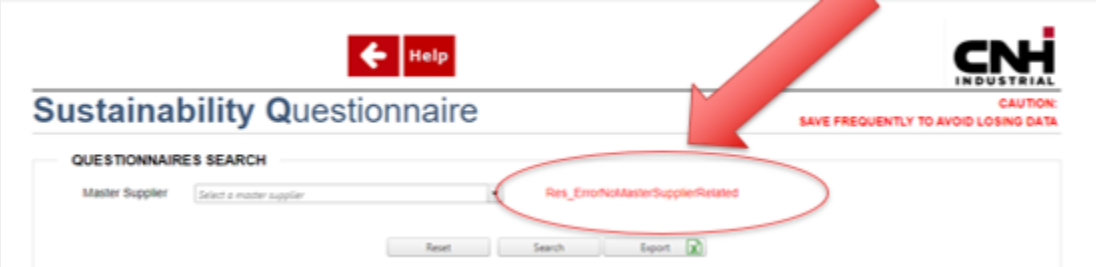
Supplier Sustainability Self Assessment

Frequently Asked Questions – Access Issues

ISSUES	SOLUTIONS
I am not registered to the portal	Please register as explained on page 5 of the Sustainability Self Assessment Guide
I have a User Id, but I cannot access the questionnaire	Please configure your User ID as explained on page 13 of the Sustainability Self Assessment Guide
<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>Back to Supplier Portal</p></div>	<p>Please configure your User ID as explained on page 13 of the Sustainability Self Assessment Guide 2022. Please also check if your user id is properly mapped on the vendor code of your company. To verify, please send a message to supplieraccess@cnhind.com</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

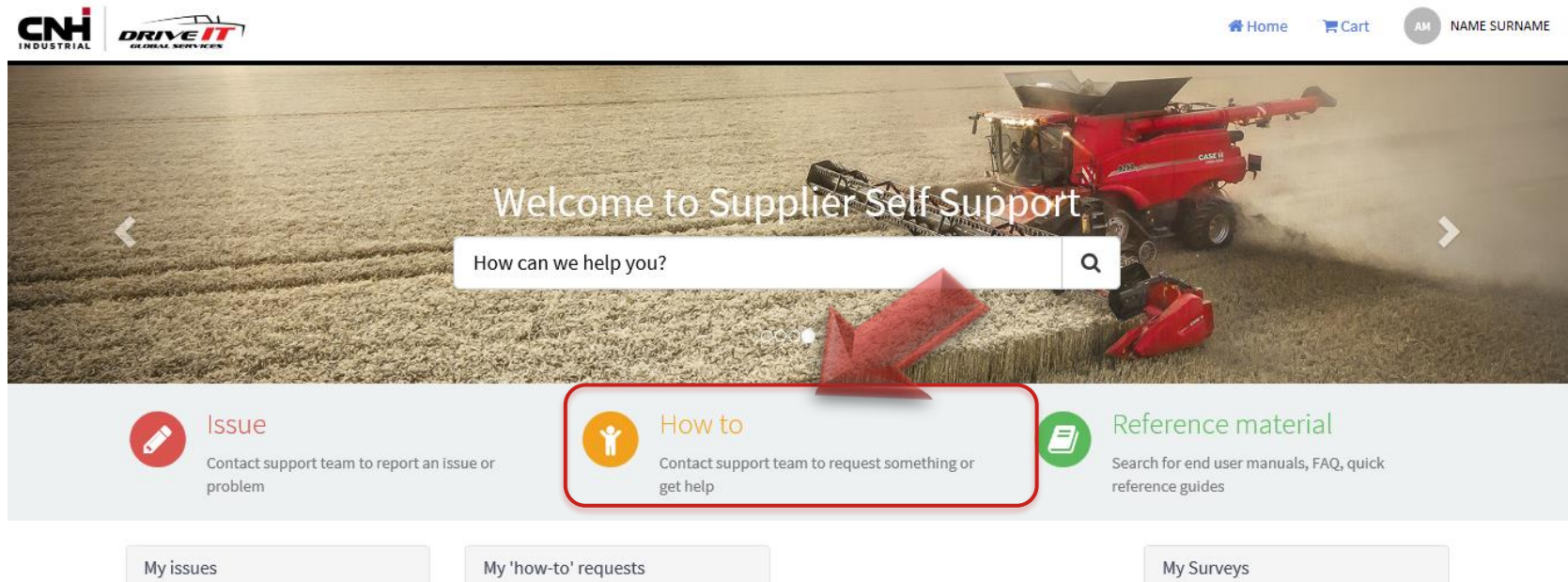
Domain is «FGEXTRANET»

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

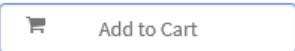
*Select application or software ?


*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
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

Reporting an Issue

- Click on HELP button



- Insert your credentials:



Sign in with your organizational account

Sign in

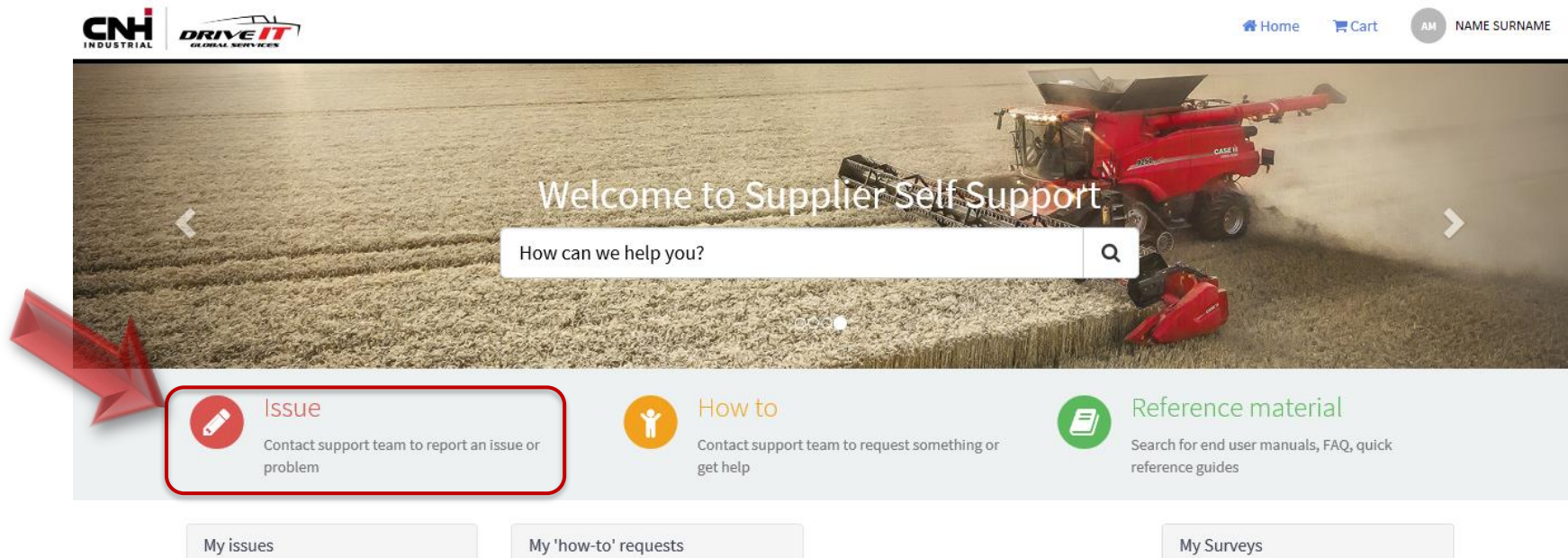
Domain is «FGEXTRANET»

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 and options:

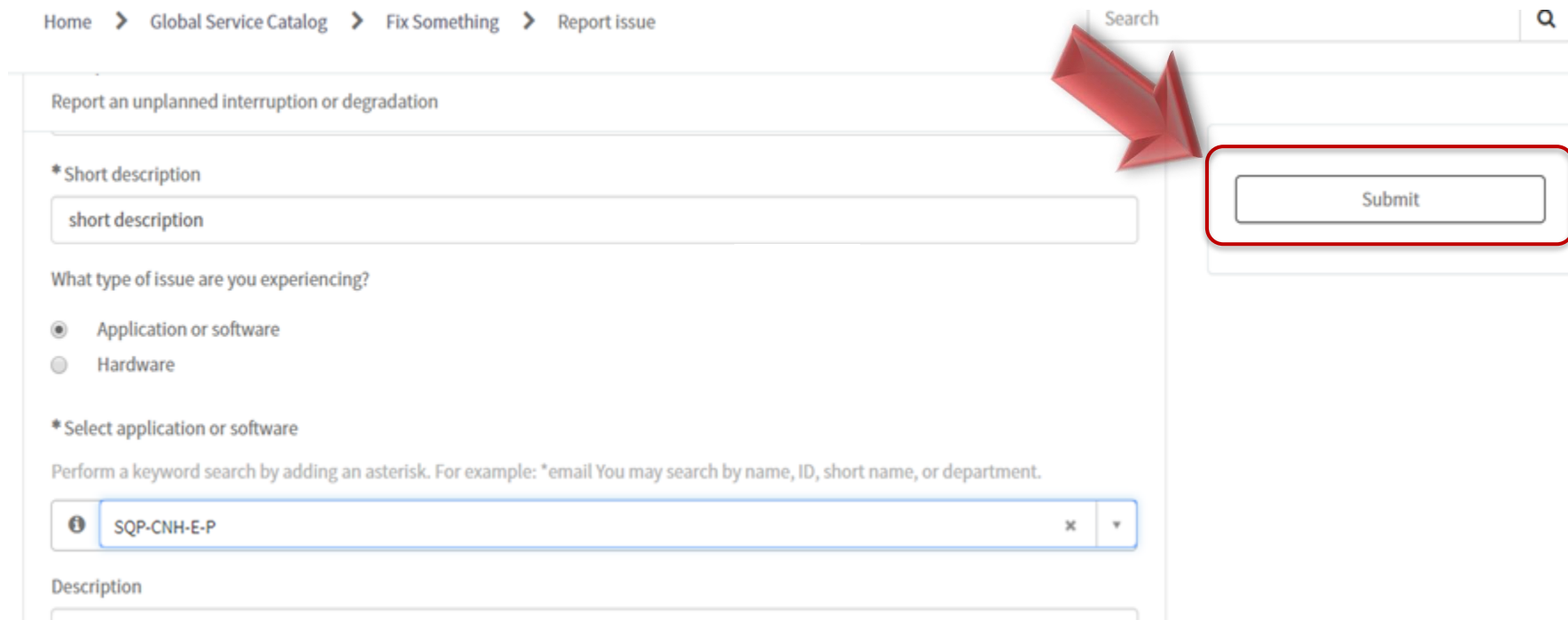
- Report issue**
Report an unplanned interruption or degradation
- * Short description**
Short description
- * Select application or software ?**
SQP-CNH-E-P
- * Component**
SQP CLUSTER/BILLS
- Issue area**
A dropdown menu is open, showing the following options:
 - SQP ACTIONS
 - SQP CLUSTER/BILLS (highlighted)
 - SQP REPORTS
 - SQP SUPPLIER CERTIFICATIONS

A red arrow points to the 'Select application or software' dropdown. A 'Submit' button is located to the right of the form.

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