



# Supplier Sustainability Self Assessment

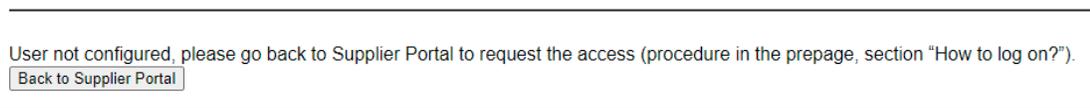
Frequently Asked Questions

January 2022



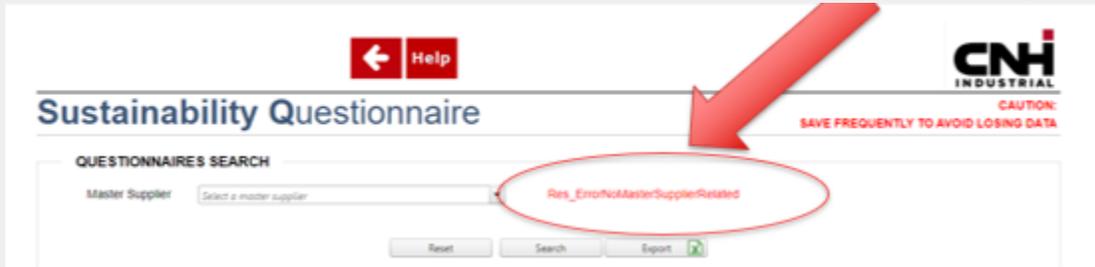
# Supplier Sustainability Self Assessment

## 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
I get an error message that my User ID is not configured: 	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 <a href="mailto:supplieraccess@cnhind.com">supplieraccess@cnhind.com</a>

# 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 left is a 'Help' button with a left arrow. The CNH Industrial logo is at the top right. Below the title is a 'CAUTION: SAVE FREQUENTLY TO AVOID LOSING DATA' warning. The main section is 'QUESTIONNAIRES SEARCH' with a 'Master Supplier' dropdown menu. A red error message 'Res_ErrorNotMasterSupplierRelated' is displayed below the dropdown, circled in red, with a red arrow pointing to it. At the bottom are 'Reset', 'Search', and 'Export' buttons.</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

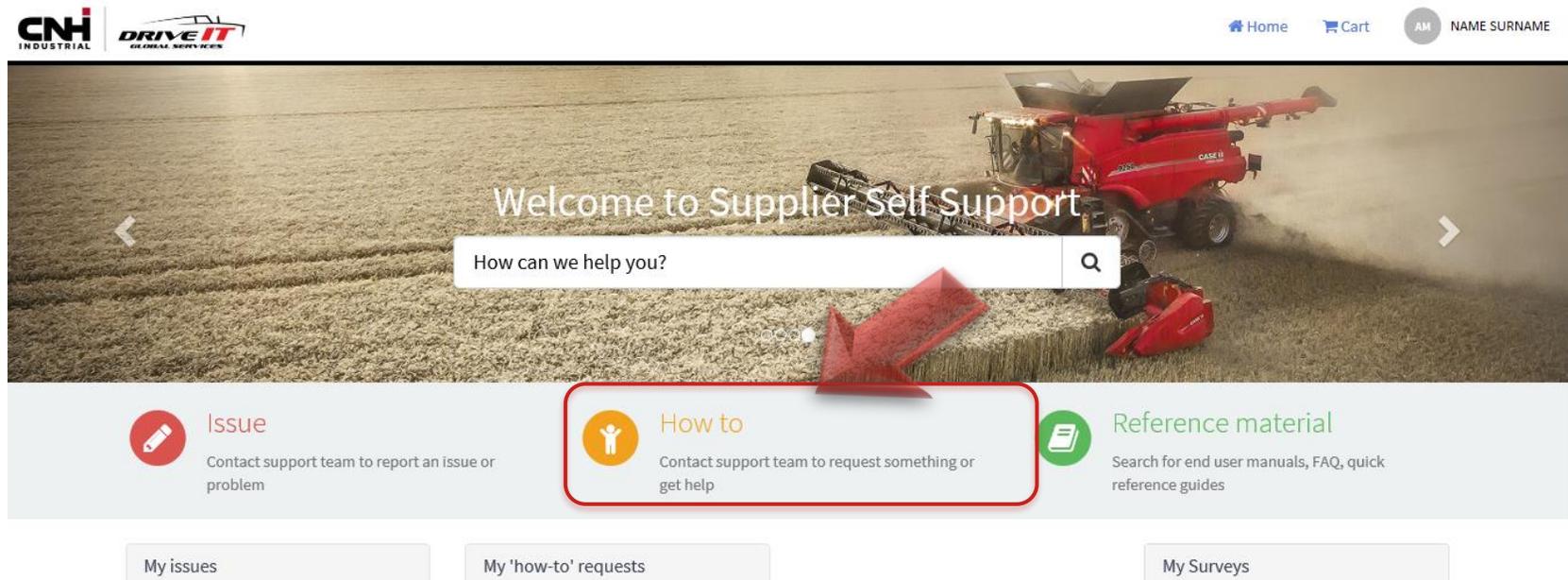
Domain is «FGEXTRANET»

i.e. **FGEXTRANETW1111B**

# 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  
 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 <sup>?</sup>

\* **Component**

Additional Comments <sup>?</sup>

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. At the top left, the CNH Industrial and Drive It Global Services logos are visible. On the top right, there are 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 asking "How can we help you?". Below the banner, three main navigation options are presented: "Issue" (with a red icon and a red box and arrow pointing to it), "How to" (with a yellow icon), and "Reference material" (with a green icon). 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

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

