

SUPPLIER HELP RESOURCES (SHR)		Suppliers Impacted				
ACRONYM - TITLE - DEFINITION			DIRECT	INDIRECT	LOGISTICS	MOPAR
<p>Direct Supplier – Suppliers that provide materials or parts that are used directly in the manufacturing and/or assembly of a production vehicle.</p> <p>Indirect Supplier – Suppliers that provide goods or services that are NOT used directly in the manufacturing and/or assembly of a production vehicle. Includes prototype parts suppliers.</p> <p>Logistics Supplier – Suppliers that provide transportation services for Vehicles, parts, machinery, etc.</p> <p>Mopar Supplier – Suppliers that provide aftermarket parts or accessories for production vehicles.</p>	EMAIL	PHONE				
AQIS - Advance Quality Information System - Reporting side of Corporate Quality Management System (CQMS). Allows users to view Production Part Approval Process (PPAP) and Advanced Quality Planning (AQP) data based on their selected parameters. * Program Readiness Reports - Report within AQIS, Reports Production Part Approval Process (PPAP) and Advanced Quality Planning (AQP) status data by individual vehicle program.	cqms@fcagroup.com Mopar: mopar_ppap@chrysler.com	N/A	X			X
AQP - Advance Quality Planning - Individual tasks required for Production Part Approval Process (PPAP). Tasks include Tooling Kick-off (TKO), Part Inspection Standard (PIS), Off-Tool-Off Process (OTOP) and Production Demonstration Run (PDR).	cqms@fcagroup.com Mopar: mopar_ppap@chrysler.com	N/A	X			X
BSC - Balanced Scorecard Deliverable Due Reports - Report within Advance Quality Information System (AQIS). Reports outstanding Production Part Approval Process (PPAP) / Advanced Quality Planning (AQP) tasks only for parts that will be scored in the Balanced Score Card (BSC).	cqms@fcagroup.com Mopar: mopar_ppap@chrysler.com	N/A	X			
CAP - Corporate Accounts Payable - Suppliers and Carriers should contact CAP with any billing inquiries or payment issues. Many resources are available through eSUPPLIERconnect, but for further assistance, suppliers should reach out to the FCA Call Center for Suppliers & Carriers. A case can be created by phone or electronically through eSUPPLIERconnect application - CAPSPIN (Contact CAP link on CAPSPIN home page).	N/A	US/Canada 844-289-1227 Mexico 52 55 50 81 77 62	X	X	X	X
CHAMPS / Web Champs- Chrysler Accounting Material Procurement System: is the central repository for all of Chrysler's productive material inventory records. CHAMPS contains the tools to reconcile, audit, maintain, and inquire shipments, receipt, and correction transactions necessary to support a single point records reconciliation process.	To find your Supply Delivery Operations (SDO) Analyst, from the APPLICATIONS tab, select the Supply Chain Knowledge Center link, then Click on the Production Part tab at the top of the screen, then Click Contacts section, then open SDO Deck Analyst Directory *NEW!* document. OR Inventory Control personnel contact information is transmitted on the daily EDI 862 and weekly EDI 830. The Per~EX segment of the raw EDI data contains e-mail address and phone numbers of the analyst responsible for each part.		X		X	X
CN - Change Notice - An application in eSupplierConnect that allows supplier to enter Production Part Approval Process (PPAP) and other cost impacts of design change.	Contact the FCA System Cost & Innovation Engineers (SCIE)	N/A	X			
CN - Change Notice MOPAR - An application in eSupplierConnect that allows supplier to enter part availability, Service Impact, International Material Data System (IMDS) Impact and other cost impacts of design change.	Contact the FCA Service Chane Specialist - PAL54@chrysler.com	248-512-6678				X
CN PBD - Change Notice Price Breakdown (within CN App) - Allows supplier to build new Price Breakdown (PBD) for new level of part and enter the delta cost of the design change.	Contact the FCA System Cost & Innovation Engineers (SCIE)	N/A	X			
CN Tooling Process (within CN App) - Allows the supplier to enter tooling updates to a suppliers tool record to support design change.	Contact the FCA System Cost & Innovation Engineers (SCIE)	N/A	X			
CQMS - Corporate Quality Management System - Allows Supplier Operations Engineering (SOE) to collect, validate and approve selective AQP data. - Allows the supply base users to enter promise and actual dates for selective CDS deliverables such as Production Demonstration Run (PDR) and Part Verification Testing (PVT). - Allows the supply base users to view Production Part Approval Process (PPAP) requirements, Promise Dates, Actual Dates and Dispositions. Suppliers will be responsible for Advanced Quality Planning (AQP) task promise date and actual date + disposition entry and also PPAP promise date entry.	cqms@fcagroup.com Mopar: mopar_ppap@chrysler.com	NA	X			X
DFSS - Design for Six Sigma - DFSS is a Proactive Design Methodology, and it is a integral part of the FCA PDP (Product Development Process). This link can be used for general questions concerning the DFSS Methodology & the FCA Supplier DFSS Program. This link can be first contact for internal and external user questions related to the DFSS, Can help explain FCA Supplier DFSS Program, its expectations, and how it relates to EBSC (External Balanced Scorecard) & SDCA (Supplier Design Capability Assessments). It can also help provides information on Area/Group DFSS contacts, getting started, training, participation , PDP collaboration, etc.	Neill.Quinlan@fcagroup.com	248-462-1908	X	X	X	X
DRIVE - Delivery Rating Improvement and Verification - The Supplier Delivery Development can assist suppliers with questions regarding their Delivery score (part of EBSC) and process improvements to improve Delivery Scores.	Gregory Hawkins	Use DRIVE Application to look up contacts.	X			X
DSD - Diversity Supplier Development - The Diversity Supplier Development Team can assist suppliers with questions regarding their Diversity (minority and women) goals set by FCA, Diversity spend reporting issues, External Balanced Scorecard (EBSC) Diversity Scores and DSD plans. For systems only issues, we ask that suppliers contact Supplier Gateway directly at support@supplier.io	Gregory Hawkins support@supplier.io	248-506-8113	X	X	X	X
EBSC - External Balanced (Supplier) Scorecard - General Questions - This email is often a first contact for internal and external user questions related to the EBSC. Helps direct suppliers to appropriate subject matter experts for different portions of the scorecard. Provides information on Training Materials available. Investigate user ID access and advise necessary steps to resolve issues.	ebsc@fcagroup.com	N/A	X			X
EBSC (Quality) External Balanced Scorecard Quality Score - Overall Quality Score in EBSC; Score is calculated as (75% PIQ + 25% AQP) - Deductions. The site can also be used to submit general questions related to the EBSC process.	ebsc-sq@fcagroup.com	N/A	X			X
EDI - Electronic Data Interchange - The electronic interchange of business information using a standardized format; a process which allows one company to send information to another company electronically rather than with paper. Business entities conducting business electronically are called trading partners. Typical standardized formats are ANSI ASC X12 and UN/EDIFACT.	EDIB2B@fcagroup.com		X	X	X	X
Electronic Payment - Suppliers and Carriers can request electronic payments (EFT (Electronic Fund Transfers)/wire payments) in lieu of physical checks by contacting the CAP Master data Team through eSupplier Connect, the FCA Call Center for Suppliers & Carriers, or directly at CAP_MASTERDATA@fcagroup.com. Please do not include confidential banking details in cases created by phone or electronically through the eSupplier Connect application. The EFT form will be sent upon request.	CAP_MASTERDATA@fcagroup.com	US/Canada 844-289-1227 Mexico 52 55 50 81 77 62	X	X	X	X

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<p>eSC - eSupplierConnect - FCA supplier portal through which the supplier partners will be able to access applications, resources, and communications. eSupplierConnect provides:</p> <ul style="list-style-type: none"> - A unified access point for all FCA suppliers; - Multi-purpose portal content related to FCA globally; - A single supplier portal to gather information; - Faster user ID provisioning and management; - Ease of access to applications with a single sign on. 	www.esupplierconnect.com	USA - 833-768-2754 Canada - 833-673-6106 Mexico 01-800-253-0973	X	X	X	X
<p>Ethics Helpline - At Fiat Chrysler Automobiles, all of our workforce participates in a culture of responsibility where we hold ourselves accountable to the highest level of ethics and integrity. The FCA Ethics Helpline allows employees, suppliers, clients and other stakeholders to request advice about the application of the FCA Code of Conduct, and to report any concerns about situations, events, or actions, that they may believe are inconsistent with our Code. The FCA Ethics Helpline is managed by an independent provider and is available 24 hours a day.</p>	http://www.ethicshelpline.fcagroup.com	Phone: available on website based on location	X	X	X	X
<p>Expeditors Express (Mopar) - Via Expeditors PTM application in eSupplierConnect. Arrange Expedited Mopar Shipments</p>		800- 893-6211 USA 011 52 55 5081 7700 MX	X		X	X
<p>FCA Call Center for Suppliers and Carriers – Call center for Corporate Accounts Payable (US/Can), Mexico Accounts Payable, Freight Payables and the Supplier Advocate Team. If you need assistance from one of these areas, please call the call center.</p>	N/A	US/Canada 844-289-1227 Mexico 52 55 50 81 77 62	X	X	X	X
<p>FR - Forever Requirements - (is part of webCN) Serves as the means to notify and obtain approval from FCA for a <u>process</u> change prior to the change being implemented. They include:</p> <ol style="list-style-type: none"> 1. Proactively communicate with FCA. Know when to raise the red flag. 2. Notify FCA of proposed <u>process</u> changes. 3. Notify FCA of proposed internal or sub-tier manufacturing changes. 4. Watch for sub-tier Supplier issues and tell FCA about them. 5. Notify FCA of potential supply / capacity issues <p>The FR process is detailed fully in the Production Part Approval (PPA) manual, Appendix E.</p>	ForeverRequirement@fcagroup.com Mopar:mopar_fr@chrysler.com	N/A	X			X
<p>FRV - Forever Requirements Violation - Issued when a supplier violates one or more of our Forever Requirements, or one of FCA's other specific requirements (e.g., making a process change without obtaining approval first, submitting Production Part Approval Process (PPAP) prior to all testing being completed, etc.). Each FRV issued results in a 10 point penalty to the Supplier's EBSC Quality score. The FRV process is detailed in the Production Part Approval (PPA) manual, Appendix E.</p>	ForeverRequirement@fcagroup.com Mopar:mopar_fr@chrysler.com	N/A	X			X
<p>GIM - Global Issues Management - The global corporate system to manage, track, and communicate all product issues from identification through closure. GIM is designed to provide a flexible and easy-to-use system to support the process of problem management across all business entities and regions of FCA.</p>	GIM@FCAGroup.com	N/A	X		X	X
<p>GPSIS - Global Platform for Sourcing and Information Services - GPSIS is a system on which multiple supplier portal applications run, including: EBSC, Purchase Order (PO) Inquire, Supplier Profile Update System, DSD Reports, Savings Database, Vendor Special Reports.</p>	gpsis@fcagroup.com	N/A	X	X	X	X
<p>Green Reqs. - Requisitions created by Supply Chain Management (SCM) to pay for premium costs (freight, overtime, packaging, etc.)</p>	greenreq@fcagroup.com		X			
<p>IMDS - International Material Data System Technical Support Team - Assists suppliers with the technical elements of an IMDS record in order to facilitate IMDS data approval by the Production Part Approval Process (PPAP) date. The team can troubleshoot IMDS concerns and provide guidance to rectify the majority of errors that lead to IMDS rejection. Issues are escalated to Vehicle Safety & Regulatory Compliance and/or Supplier Quality as necessary.</p>	ChryslerIMDS@urscorp.com	N/A	X	X		X
<p>IATF 16949 (Quality management system specification for automotive suppliers) FCA US LLC requires Production and Mopar Service suppliers to be third-party certified to IATF 16949. This is a prerequisite for new business eligibility. Certification status is an GEBS Quality metric. Suppliers required to submit proof of certification to the IATF Mailbox (address at right). Details of FCA US requirements for IATF 16949 are summarized in their "Customer-Specific Requirements", which can be downloaded from the IATF (International Automotive Task Force) website (www.iaobglobaloversight.org).</p>	iatf16949@fcagroup.com MOPAR:mopar_sq@fcagroup.com	N/A	X			X
<p>ISO 14001 (Environmental management system specification) FCA US LLC requires Production and Mopar suppliers to be third-party certified to ISO 14001. Suppliers required to submit proof of certification to the ISO 14001 Mailbox (address at right).</p>	iso14001@fcagroup.com	N/A	X			X
<p>KPMG Spectrum Third Party Intelligence (3PI) is a secure, confidential financial data collection site where suppliers upload their financials. The financials are accessed only by FCA Supplier Risk Management for the purpose of performing financial reviews.</p>	System support (user id/password issues, error messages): gtpsupport@kpmg.com	833-241-8429	X	X	X	X
<p>Mopar Back Order & Vor Charge Back - To offset the added logistics and customer service costs associated with backorders and VOR orders (Vehicle Off-Road), Mopar levies charges via the FCA CLSD Supplier Chargeback system. The charges are for parts that are past due to Mopar with full sufficient lead time. This is the e-mailbox that sends e-mails to suppliers about BO/VOR Chargebacks.</p>	Mobovor@fcagroup.com	N/A	X	X		X
<p>MCBF – Material Content Breakdown Form - Online form used exclusively for sheet steel & aluminum resale program. This form is used to capture the dimensions and type of material required to produce an assembly, the form is then reviewed to determine if the material requirements will be procured on the resale program.</p>	Rawmaterialresale@fcagroup.com	586-274-7567	X			
<p>Mopar Transportation - For routing, ASN questions/concerns, changing pickup windows, trailer overcubing, transit time questions</p>	Mopartransportation@fcagroup.com	888-303-0033	X		X	X
<p>Mopar Transportation - For placing temporary truck load request via email</p>	Mopar_Tempbids@Ryder.com	N/A	X		X	X

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Mopar Inventory Control Team - For questions about releases, Lead time, Engineering Level requested, Forecast EDI 830, When shipment date will be missed	Inventory Control personnel contact information is transmitted on the daily EDI 862 and weekly EDI 830. The Per-EX segment of the raw EDI data contains e-mail address and phone numbers of the analyst responsible for each part+B42 .		X		X	X
Mopar Supplier Development Team - To coordinate Mopar Training, Question about DRiVe, Questions about MMOG, Recovery Plans / Root Cause Analysis	mmatweb@fcagroup.com		X		X	X
NCT (MOPAR) Non-Conformance Tracking System - A data source & summary computer system designed to electronically record and process nonconforming MOPAR parts/material information and associated labor costs.	Mopar_SQ@FCAGroup.com	N/A				X
NCT (Production) Non-Conformance Tracking System - A data source & summary computer system designed to electronically record and process nonconforming production parts/material information and associated labor costs.	ncts@fcagroup.com	N/A	X			
Packaging - International - Inter Regional Flow (IRF) Network Design - responsible to validate supplier packaging compliance and cost as well as develop routing for new programs.	Robert.calcaterra@fcagroup.com – LATAM and APAC Region Brian.perion@fcagroup.com – EMEA region Kari.shier@fcagroup.com – Imports to MX Nicholas.johnson@fcagroup.com – Imports to NA and Canda	Rob – 248-512-0526 Brian – 248-512-0529 Kari – 248-512-5739 Nick – 248-12-2410	X			
Packaging - MPE - Mopar Package Engineering - Suppliers should contact MPE with any inquires pertaining to Mopar packaging. This team is responsible for items including: reviewing packaging submitted through our online submission process (CDR) and enforcing packaging requirements to ensure damage free products. Many resources are included on the MPE website, but for further assistance, suppliers should reach out to their Packaging Engineer - contact information located on website.	https://ps.extra.chrysler.com/sites/mpe	N/A				X
Packaging - Production - Suppliers with questions regarding returnable containers and/or the Container Management System or Container Portal (CRATES) should contact their Container Management Systems (CMS) Analyst. This team is responsible to assist suppliers with container inventory maintenance, container returns, container shortages/overages, container ASNs, container systems training and support.	Supplier Codes Email Addresses 10000-24935 kevin.feeney@fcagroup.com 24936-43697 janine.camper@fcagroup.com 43698-56209 derean.winters@fcagroup.com 56210-62616 tom.abramczyk@fcagroup.com 62617-68657 elizabeth.arketa@fcagroup.com 68658-99999 nick.sobczak@fcagroup.com ebsc-sq@fcagroup.com	N/A	X			
PIQ - Performance Index Quality - Measures Supplier providing a Commodity in 4 Categories using Infraction Points per Million scoring; Categories include: Non-conformance Tickets, Non-conformance Tickets with Critical (High) GIM, Containments Missed and Containments Rejected.	ebsc-sq@fcagroup.com	N/A	X			X
PO Inquire - Purchase Order Inquire Application allows suppliers to review, access, and download informational copies of their purchase orders.	GPSIS@fcagroup.com	N/A	X	X	X	X
PRAS - Parts Return Analysis System - Current Production Quality has Warranty Reliability Specialists managing field material returns (dealerships) for analysis with the supplier base. Daily reviews are held with suppliers to identify key quality issues for corrective actions. All information is housed in the Part Return Analysis System (PRAS) for documentation of root cause and corrective actions. An electronic inventory for all returned material is available for users to track returns. PRAS links suppliers and engineering to vehicle histories and customer narratives to aid in root cause identification. PRAS also allows report generating capabilities for engineering and suppliers to summarize and communicate key findings.	Michael.Little@fcagroup.com galina.reznik@fcagroup.com	248-451-5619 248-451-5628	X			X
PRI - Product Related Issue - Meant to provide the methodology for communicating, coordinating and resolving assembly plant stop shipments due to quality spills.	ncts@fcagroup.com	N/A	X			X
SAWRP - Supplier Associated Warranty Reduction Program - Supplier Warranty Management Team assists suppliers with issues that fall outside the realm of the standard FCA US help desks and application solutions. The Supplier Warranty Management Team will provide general warranty answers, help the supplier with associated warranty systems, offer assistance in the understanding of the Supplier Associated Warranty Reduction Program (SAWRP), and reply to questions regarding External Balance Scorecard (EBSC) warranty value driver.	sqwarr@fcagroup.com	N/A	X			
SCAP - Supplier Chargeback Approval Process - A module in the NCT System used for cost recovery from an NC Ticket with an amount>=\$25,000 or cost breakdown * Seven levels of approval for SCAPs > =\$25,000 * Two levels of approval for SCAP < \$25,000	ncts@fcagroup.com	N/A	X		X	X

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<p>SCCS - Supplier Cancellation Claim System - it is a web-based claim system used to submit claims for reimbursement of costs as a result of program changes by FCA LLC.</p> <p>*Supplier Claim Request - Document submitted by the Supplier requesting reimbursement for costs incurred in four categories including:</p> <p>*Product specific production tooling – Dies, jigs, fixtures, molds, patterns, templates, gages, etc. which are purchased or specially constructed for use by outside suppliers in the manufacture of parts for FCA LLC specific models, assemblies, or products, and which have an effective useful life (without substantial modification or alteration) equal to the production and service life of specific models, assemblies or products.</p> <p>*Product Specific Application Engineering (PSAE) costs – PSAE may be referred to as ER&D (Engineering, Research and Development) or ED&D (Engineering, Design and Development).</p> <p>*Prototype costs including parts and tooling –Components, systems, and tools constructed to prove out functionality, feasibility and reliability.</p> <p>*Other costs not identified in any of the previous three categories.</p>	<p>Supplier access help: esuppliersupport.com/support</p> <p>Steve Ziemke - Lead Auditor - steve.ziemke@fcagroup.com</p> <p>Paul Itchue - Auditor - Paul.Itchue@fcagroup.com</p> <p>April Beaulac - Financial Analyst - april.leonard@fcagroup.com</p> <p>David Cornacchia - Administrator and IT Support - dave.cornacchia@fcagroup.com</p>	<p>April Beaulac (248) 944-5478</p> <p>Steve Ziemke (248) 944-5957</p> <p>Paul Itchue (248) 512-1012</p> <p>David Cornacchia (248) 944-5519</p>	X	X		X
<p>SDO - Supplier Delivery Operations - This team addresses potential production part delivery disruptions by implementing fast and effective countermeasures, optimizing strategies to minimize potential build loss, providing timely communication and coordination amongst suppliers, plants, logistics, and scheduling, follow-up on distressed suppliers, performing supplier delivery capability assessments, providing effective supplier delivery training, and developing/implementing delivery system efficiencies. To locate the correct contact based on commodities use the following path - eSupplierConnect > NAFTA > Corporate Focus Area > Supply Chain Management > SDO Deck Analyst Directory</p>	To find your Supply Delivery Operations (SDO) Analyst, from the APPLICATIONS tab, select the Supply Chain Knowledge Center link, then Click on the Production Part tab at the top of the screen, then Click Contacts section, then open SDO Deck Analyst Directory *NEW!* document. OR Inventory Control personnel contact information is transmitted on the daily EDI 862 and weekly EDI 830. The Per~EX segment of the raw EDI data contains e-mail address and phone numbers of the analyst responsible for each part.	MOPAR Only Mopar: mmmatlweb@fcagroup.com m SDRM or Plant Deck Analyst Phone number is listed in the header of the supplier's release.	X			X
<p>SEA - Supplier Eligibility Assessment - A54E evaluates the suitability of a Supplier manufacturing location to provide parts of a particular commodity to FCA. The tool is an assessment at the Supplier location, and includes FCA Supplier Quality (SQ), Engineering, Supply Chain Management (SCM), Supplier Delivery Development (SDD), and Purchasing. An SEA is required for:</p> <ol style="list-style-type: none"> 1.A new Supplier manufacturing location for FCA (includes rework facilities and Tier 2 Suppliers quoting Tier 1 business). 2.A Supplier location with a new top parent, including one with a new corporate management structure / organization. 3.A current manufacturing location planning to quote business for a new commodity, process, or technology for that location. 4.A current service location planning to quote production business. 5.A Supplier location that has not shipped product to FCA for 24 months or more. 	sourcevaluation@fcagroup.com	N/A		X	X	X
<p>SEECs - Supplier Extended Enterprise Claim System - SEECs is the system used for excess and obsolete material claims. SEECs processes and controls the submission, review, tracking, audit and approval of valid part claims arising from engineering product change and/or cancellation of production parts.</p> <p>Supplier Claims Home Page https://webprod.extra.chrysler.com/ps/seecspin/seecmain.html</p>	<p>Production Claims - SEECsAnalyst@fcagroup.com</p> <p>MOPAR Claims</p> <p>Sarkis, James - james.sarkis@fcagroup.com</p> <p>Filmore Yvonne – yf3@chrysler.com</p>	<p>Production Claims SEECs Hotline: (248)512-0096</p> <p>MOPAR Claims</p> <p>Sarkis, Jim – (586) 755-7038</p> <p>Filmore Yvonne – (586)497-7876</p>	X	X		X
<p>Source Package – A Source Package is a collection of corporate requirements for new/modified production parts, to define a statement of work. Requirements include technical, functional, design, program timing, part volumes, packaging and other corporate requirements. Source Packages are established to communicate a baseline of corporate requirements in order for supplier(s) to provide technical and commercial offers. Based on the Sourcing process and program approval, Purchasing is able to issue part contracts and TPOs.</p>	N/A	N/A	X			
<p>SQ Portal – Supplier Quality Portal Webpage that displays summary data from various systems including Global Platform for Sourcing and Information Services (GPSIS), Corporate Quality Management System (CQMS), Non-Conformance Tracking (NCT), 3rd Party Containment & Problem Resolution (3CPR). Also displays various links to other systems frequented by Supplier Quality Engineer and Suppliers.</p>	<p>cqms@fcagroup.com</p> <p>Mopar: mopar_sq@chrysler.com</p>	N/A	X			X
<p>STW - Supplier Training Week. Provides learning and development to the FCA Supplier Community via: Two Supplier Training Events (Oct and May) and Lync Webinars. The team helps coordinate supplier training events for all regions. The Supplier Training Week Team will also provide answers, help the supplier connect with the right Subject Matter Expert(s) or provide training information sources as available upon request via our email address.</p>	suptrain@fcagroup.com	888-321-4321	X	X	X	X
<p>SAT - Supplier Advocate Team. The Supplier Advocate Team assists suppliers with issues that fall outside the realm of the standard FCA US help desks and resources. The Supplier Advocate Team will provide answers, help suppliers connect with the right Subject Matter Expert(s) or escalate issues for resolution / next steps. If you are having trouble resolving an issue, please contact the Supplier Advocate Team for assistance. We can be reached through the FCA Call Center for Suppliers and Carriers.</p>	Select Corporate Accounts Payable from APPLICATION tab, select Contact Corporate Accounts Payable, Open CASE by selecting "To Create a new Case click here" and follow instructions to submit CASE for followup.	844-289-1227	X	X	X	X
<p>SIC - Supplier Information Card - is the application used by suppliers to update their contact information. It covers all regions of FCA, including NAFTA, LATAM, EMEA, and APAC.</p>	eSupplierConnect Helpdesk	eSupplierConnect Helpdesk	X	X	X	X

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SSD - Supplier Ship Direct - Suppliers are able to see their SSD open order details; Details on their rejected ASNs and pending payments.	https://moparssd.extra.chrysler.com/SSD/Welcome.do	800-332-9978	X			X
Supplier Warranty Management. Supplier Warranty Management Team assists suppliers with warranty issues that fall outside the realm of the standard FCA US help desks and application solutions. The Supplier Warranty Management Team will provide general warranty answers, help the supplier with associated warranty systems, offer assistance in the understanding of the Supplier Associated Warranty Reduction Program (SAWRP), and reply to questions regarding External Balance Scorecard (EBSC) warranty value driver.	sqwarr@fcagroup.com	N/A	X			
Sustainability - This EBSC Partnership measure is the score resulting from the Supplier Sustainability Self-assessment (SSSA), which is available in eSupplier Connect. The SSSA is intended to identify strengths and opportunities in a supplier's corporate responsibility activities. For assistance, contact SustainSQ@fcagroup.com . Please include your supplier code(s) and the user ID in the email.	SSSA/M2P2 access support - Traci Madden SustainSQ@fcagroup.com Supplier sustainability questions - Todd Yaney sustainability-nafta@fcagroup.com		X			X
<p>TCR - Technical Cost Reduction. FCA cost reduction program is a partnership with the supplier to reduce the cost of components and systems through innovative ideas that include material, function, form, process, and part management. If a supplier submits their idea into GPSIS, and it meets the FCA business case criteria without Decontending, reducing Quality or Performance, FCA has 2 teams to support supplier idea development.</p> <p>Purchasing Technical Cost Reduction (TCR-L): Purchasing has Leads that ensure the supplier is supporting Engineering's TCR objectives by providing training, certification, workplan review and acts on the supplier's behalf when issues arise.</p> <p>Engineering Technical Cost Reduction (TCR-E): Champions all TCR ideas from conception to implementation and leads the development of TCR strategies/methods. Cost savings are achieved through close collaboration with our supply base utilizing collective technical expertise to optimize designs and reduce cost.</p>	tcrpurch@fcagroup.com	N/A	X	X	X	X
Tooling Process - Tooling process consists of Suppliers input of tooling records in eSupplierConnect. This is Evaluation by our System Cost & Innovation Engineers (SCIE) Analysts and Tool Verification by both parties.	www.esupplierconnect.com	US/Canada 800-841-1752 Mexico 800-099-0297	X			X
UPS - United Parcel Service - Contact for supplier UPS inquiries / shipping issues and/or UPS codes used when shipping Indirect/Prototype material to FCA Plants: Tim Quinnette, Director Global Accounts	Quinnette.Timothy@ups.com	248-797-6428		X		
WebRFQ - Web Request For Quote - An application within eSupplierConnect that allows suppliers to enter piece price, tooling, packaging, capacity, shift pattern, etc. quotes for the potential award of new business.	Please see 'Contact Us' link on webRFQ home page.	N/A	X			X
WRAP - Warranty Recovery Approval Process - Group assists suppliers with billing related questions associated with the Supplier Associated Warranty Reduction Program (SAWRP).	wrapsg@chrysler.com	N/A	X	X		X
3CPR - Third Party Containment & Problem Resolution - FCA US LLC program to manage Supplier-responsible product nonconformance issues. 3CPR utilizes a single sourced third party service provider who will conduct containment and sorting of Supplier product. This process is applied to prevent additional nonconforming product from reaching FCA manufacturing and MOPAR facilities.	3CPR@fcagroup.com	N/A	X			X
3rd Party Audits PFMEA - Process Failure Mode & Effects Analysis Third Party Process - FCA USA LLC uses Third Party subject matter experts to audit Supplier's Process Failure Modes and Effects Analysis (PFMEAs) and Control Plans (CP) and to provide coaching as required. The intent behind FCA USA's Third Party Audit Process, is to ensure proper application of those tools to identify potential failure modes and prevent them from occurring in the parts purchased.	3paudits@fcagroup.com	N/A	X			X

Supplier can find the most current version of the SHR Document on eSC / NAFTA / Reference Tab