



Support for eSupplierConnect users

Supplier manual

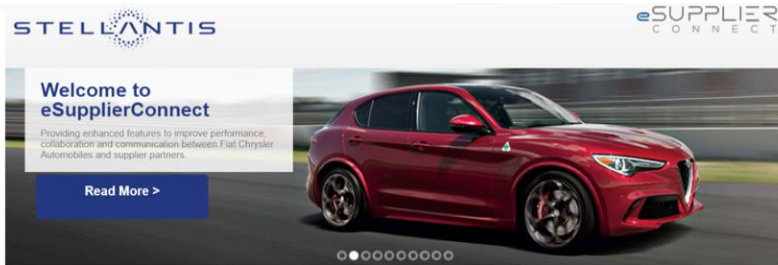
January 2023

- **eSupplierConnect Access and Help Information**
- **Support request (all users)**
- **Support request (Registered users only)**
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 - Notification from DriveIT
 - How to track a ticket
- **How to download manuals for applications on eSupplierConnect portal**
- **FAQ**
 - Check who your administrator is and get access to eSupplierConnect
 - Add applications to administered user, modify roles and add/remove supplier codes from an application
 - Add/remove supplier codes from an organization
 - Modify the data of an administered users

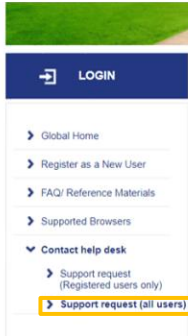
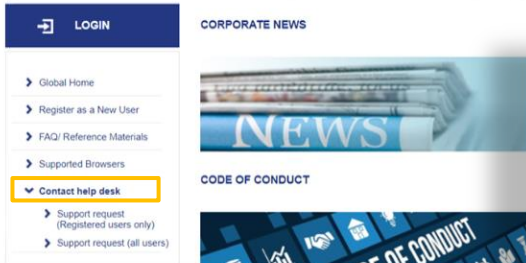
- Go to www.esupplierconnect.com
- Click the option on the left “to remain on FCA Supplier Portal” option (ALL suppliers should click this option even if you are an xPSA supplier)



How To access eSupplierConnect Support Page for all users



1 eSupplierConnect Homepage



SUPPORT REQUEST (ALL USERS)

Support request (Registered users only)
 Creating tickets using the Self-Service channel on eSupplierConnect Portal is the most effective and efficient way to receive assistance and we kindly invite you to use it.
Please turn off popup blocker to avoid compatibility browser issues.

Click [here](#) to open a ticket for support or check the status of an existing ticket.

Click [here](#) to download the instruction to correctly open a ticket.

Support request (all users)
 If you have access issues or you are not yet registered on eSupplierConnect portal use below telephone numbers to contact the help desk over the phone.

Country	Language	Direct Dial	Toll Free
Argentina	Spanish	Inside Buenos Aires - 5354 8505 Rest of Argentina - 011 5354 8505	0800 2665248
Brazil	Portuguese	Inside São Paulo, Rio, Curitiba - 47002094 Outside Cities use prefix - São Paulo (11), Rio (21) Curitiba (41)	08000474390
Canada	English	5146736001	833 6736106
China	English	+39 0282953771	108007440749
France	English	-	0800 949356
Germany	English	-	0800 7246556
India	English	+39 0282953771	0008000501246
Italy	Italian	+39 0282953770	800989090
Mexico	Spanish	Inside Mexico City - 1263 2572 Rest of Mexico - 01 55 1263 2572	01800 2530973

Note (*) to be used as "emergency numbers" in case of connecting issues with the others telephone numbers

Support request (all users) section 2

How to access eSupplierConnect Support Page (www.esupplierconnect.com) for registered users only

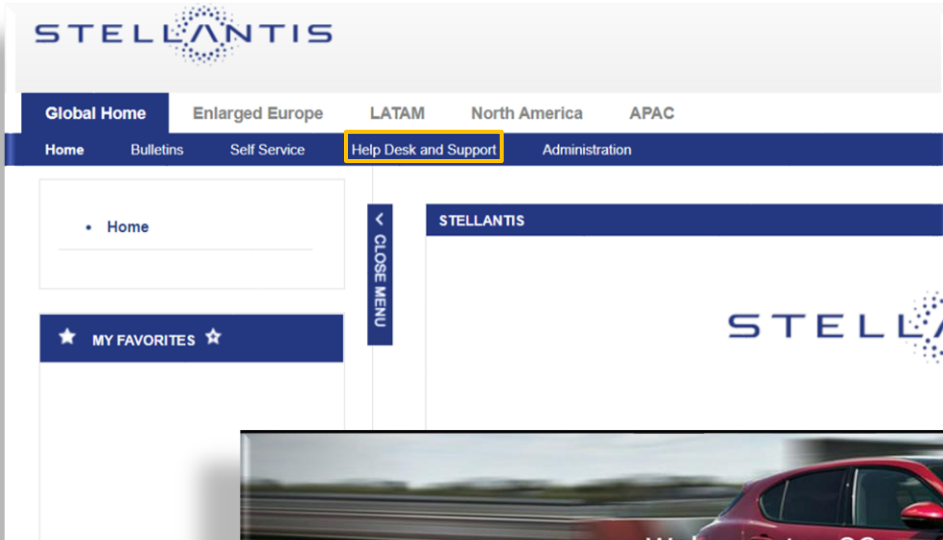


1 eSupplierConnect Homepage

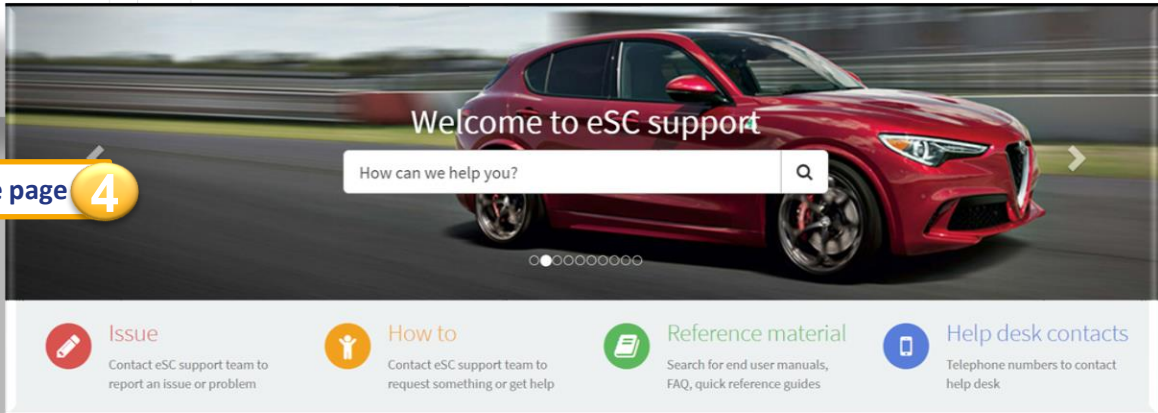


Login page 2





3 Help Desk and Support

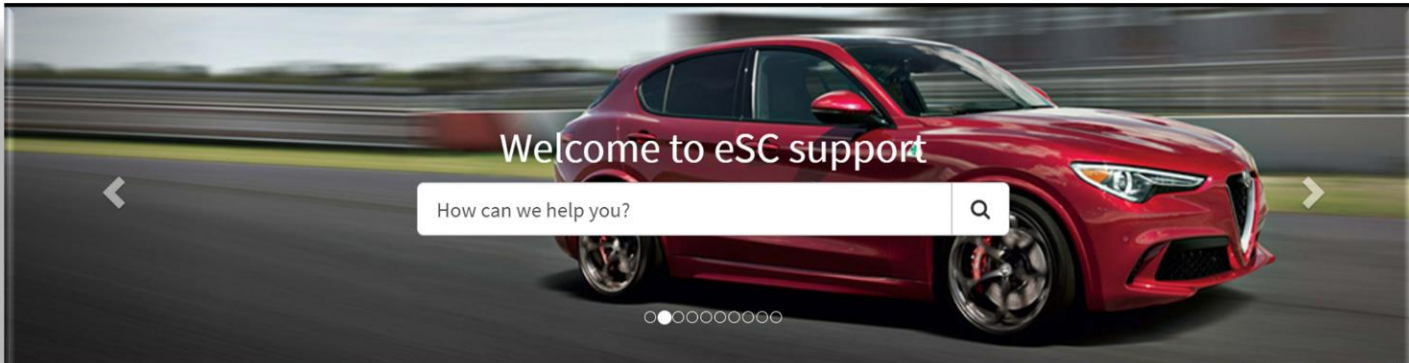


4 eSC Support Home page



It's strongly recommended to create a ticket through the Self-Service channel since is the most effective and efficient way to be supported and receive assistance.

!!! Please do not contact the buyer unless explicitly requested by help desk operators !!!




 **Issue**
Contact eSC support team to report an issue or problem

Form to open an incident

 **How to**
Contact eSC support team to request something or get help

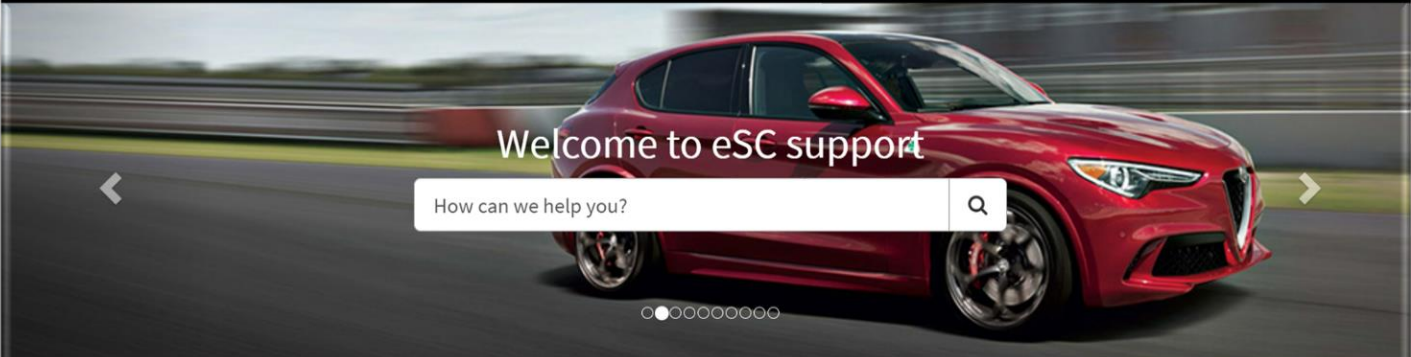
Form to raise a request

 **Reference material**
Search for end user manuals, FAQ, quick reference guides

End user manuals/FAQ/Quick Reference guides for authenticated users

 **Help desk contacts**
Telephone numbers to contact help desk

Telephone numbers to contact the Help Desk



Welcome to eSC support

How can we help you?



Issue

Contact eSC support team to report an issue or problem



How to

Contact eSC support team to request something or get help




Reference material

Search for end user manuals, FAQ, quick reference guides



Help desk contacts

Telephone numbers to contact help desk



Click here to report an issue

Report issue

Report an unplanned interruption or degradation

Fill out the form. Required fields are marked with a red *

* Indicates required

* Short description

* Select application or software ?

Description

Report issue

Report an unplanned interruption

* Indicates required

* Short description

* Select application or software ?

Purchasing- eSupplierConnect Portal- E-P	4477	EMEA	Production	eSC Portal
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To select the correct application you may perform a Keyword search by adding an asterisk (e.g.: *eSupplierConnect). You also search by Name, ID or Short name.

For example, if you have any issue on:

- eSupplierConnect portal → **Purchasing eSupplierConnectPortal-E-P**
- GST → **GST-Global Sourcing Tool-E-P**
- MyDocs → **My Docs-E-P**
- Price Break Down → **PBD (Price Break Down)-N-P**

Report issue

Report an unplanned interruption or degradation

* Indicates required

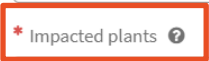
* Short description

* Select application or software ?

Description

* Impacted plants ?

In some few cases there may be an additional mandatory field, depending on the application or software has been selected



Home > Global Service Catalog > Fix Something > Report issue

Search



Report issue

Report an unplanned interruption or degradation

* Indicates required

* Short description

* Select application or software ?

Description

Add attachments by clicking on the paperclip on the bottom right of the form.



Add attachments

Submit

Required information

Short description

Select application or software

Home > Global Service Catalog > Fix Something > Report issue

Search



Report issue

Report an unplanned interruption or degradation

* Indicates required

* Short description

* Select application or software ?

Description

Add attachments

When the form is completed,
confirm it using the «Submit»
button

Submit

Required information

Short description

Select application or software

INC2880406 was opened on your behalf. You can track the status from the Homepage



Report issue

Report an unplanned interruption or degradation

Submit

* Short description

I need help for manual

* Select application or software ?

Purchasing-eSupplierConnect Portal-E-P

Description

The issue has been registered. On this page you can find the ticket-ID number assigned to your issue

Notification about your recent ticket raising and the general ticket tracking notifications come from the address: ICT Service Desk (fiatchrysler@service-now.com)

Notifications for INCIDENT – Examples

New Incident	Incident Pending for User	Incident Resolved
<p>Dear DriveITTest ITIL_EMEA,</p> <p>The Incident INC0603932 was reported by you with the following details:</p> <p>Priority: 2 - Medium Incident Link: INC0603932 State: Assigned</p> <p>Opened on: 2016-08-25 13:32:06 GMT</p> <p>Affected User: DriveITTest ITIL_EMEA Affected User Callback#: (248) 555-1212 Preferred Callback#:</p> <p>Impacted Application: Drive IT - Global Services-N-P Configuration Item: Drive IT - Global Services-N-P Assignment Group: G_XXX_XXX_DrvIT_Gbl_Srvcs_L2</p> <p>Short Description: Test notification</p> <p>Description: Description of the issue.</p> <p>This is an automated notification, please do not reply to this email. Replies to it contact the ICT Service Desk in case you have any questions regarding this incident.</p> <p>2016-08-25 13:38:16 GMT - [Redacted] We need more details about this incident.</p>	<p>Dear DriveITTest ITIL_EMEA,</p> <p>Unfortunately we need some additional information to help us resolve the Incident INC0603932 you reported.</p> <p>You have been or will be contacted shortly by one of our team members. Please see the customer notes for the requested information.</p> <p>Priority: 2 - Medium Incident Link: INC0603932 State: Pending</p> <p>Opened on: 2016-08-25 13:32:06 GMT</p> <p>Affected User: DriveITTest ITIL_EMEA Affected User Callback#: (248) 555-1212 Preferred Callback#:</p> <p>Impacted Application: Drive IT - Global Services-N-P Configuration Item: Drive IT - Global Services-N-P Assignment Group: G_XXX_XXX_DrvIT_Gbl_Srvcs_L2</p> <p>Short Description: Test notification</p> <p>Description: Description of the issue.</p> <p>Customer notes:</p>	<p>Dear DriveITTest ITIL_EMEA,</p> <p>Incident INC0603932 reported by you has been resolved on 2016-08-25 13:42:21 GMT and will automatically close after ten days. Please verify that the reported issue has been resolved. If you continue to experience issues or are dissatisfied with the solution provided, please click the following link to request your ticket:</p> <p>Priority: 2 - Medium Incident Link: INC0603932 State: Resolved</p> <p>Opened on: 2016-08-25 13:32:06 GMT</p> <p>Affected User: DriveITTest ITIL_EMEA Affected User Callback#: (248) 555-1212 Preferred Callback#:</p> <p>Impacted Application: Drive IT - Global Services-N-P Configuration Item: Drive IT - Global Services-N-P Assignment Group: G_XXX_XXX_DrvIT_Gbl_Srvcs_L2</p> <p>Short Description: Test notification</p> <p>Description: Description of the issue.</p> <p style="text-align: right;">Closure information</p> <p>Close code: Solved Resolution: Reopened</p> <p>Resolution and Confirmation note:</p> <p>2016-08-25 13:42:21 GMT [Redacted] Ticket remote on user's machine and checked. User was receiving the Sync log issue from the Shared mailbox.....</p>

Support request (Registered users only): How to track a ticket



Welcome to eSC support

How can we help you?



Issue

Contact eSC support team to report an issue or problem



How to

Contact eSC support team to request something or get help



Reference material

Search for end user manuals, FAQ, quick reference guides



Help desk contacts

Telephone numbers to contact help desk

My issues

duplicate bidder requests

INC9829346 • 3 - Low • Resolved • 2d ago

FIX NEEDED - User detail export - colonna P (Company Name) vuota

INC9806724 • 2 - Medium • Pending • 2mo ago

FIX NEEDED - eSC - errore nell'export

INC9806724 • 2 - Medium • Pending • 2mo ago

My 'how-to' requests

Request general application support

REQ3989508 • RITM4677065 • 3 - Low • Fulfillment • Purchasing-eSupplierConnect Portal-E-P • a day ago

Request general application support

REQ3982626 • RITM4668910 • 3 - Low • Validation • Purchasing-eSupplierConnect Portal-E-P • 22h ago

Top rated reference material

eSupplierConnect (eSC) - First Login PT

★★★★★

eSupplierConnect_First_Login

★★★★★

Reset Password Tool for SSA ES

★★★★★

eSupplierConnect_Reset_Password

My Surveys

Incident Customer Satisfaction Survey

INC9118171 • Due in 19d

Incident Customer Satisfaction Survey

INC9796982 • Due in 20d

In this section you can find all the incidents you have opened

You can add further information and comments to the selected incident by using the "Additional comments field".

Home > Ticket Form

INC8701788 - GST Rating Not Matching FS3

Type your message here...

Send

GIACOMO GHIRARDI

🕒 12mo ago

Dear Andrew,
I have made the fix, please check GST System tomorrow.

Thanks and Regards

Giacomo

GG

You can confirm your comments using the "Send" button.

How to download manuals for applications on eSupplierConnect portal



You can access the support manuals for specific applications directly from the "Application Launchpad" section



eSUPPLIER
CONNECT

Welcome: LORENZO, FORNERO

- Global Home
- Enlarged Europe**
- LATAM
- North America
- APAC
- Home
- Bulletins
- Applications**
- Reference
- Corporate Focus Areas

Applications Launchpad

- Request Applications
- Requests on my User ID

CLOSE MENU

My Applications

Show Search Criteria

My Applications

Application Name	Info	FAQ	Manual	
beStandard				
Capex & Services Sourcing Tool				
CAPMAN				
CATnet				
CENTS -- 3270				
CHAMPS/ERS				
Change Management Work Flow (CMWF) - Workflow ODM				

You can refer to your administrator for:

Check who your administrator is and get access to eSupplierConnect

- To check your administrators you should go on **Global Home - Self Service - User Info - Table “Own Supplier Security Administrators”**.
- To get access to eSupplierConnect portal you can perform a self registration that will be then approved by the administrator of the code inserted (if already administered) or by a Stellantis internal user (in case of new registration) or ask to your administrator to register yourself to eSupplierConnect portal

Add applications to administered user, modify roles and add/remove supplier codes from an application

- You can autonomously request a new application from “Enlarged Europe / LATAM / North America / APAC-Applications - Request Application” area or request updates on your application profiles by following the path “Global Home - Self service - User application manager”. Alternatively, you can ask your administrator to add applications to your profile, modify roles and add/remove supplier codes for your granted applications.

Add/remove supplier codes from an organization

- This function is available for your administrator in order to add codes into the Administration Group you belong to. This will allow you to request visibility on a certain application for missing supplier code.

Modify the data of an administered users

- You can autonomously modify your personal data from “Global Home - Self service - User Info”. Alternately through the functionality “Modify” your administrator can update your personal data according to your instructions (such as email, address, phone number)

STELLANTIS

