

SBS-OP NAM Ticket creation

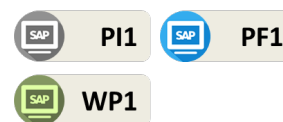
Tasks to be completed when creating an operating procedure (from creation to publication)

1. Enter the **Title of the procedure**.
2. Add the following **Labels Labels**:
 - Region: [apac](#), [emea](#), [lam](#), [nam](#)
 - Domain & Process using the [List of labels to be used in the PtP space](#)
3. Fill all fields as described
4. Once the procedure is completed, publish it using the [PtP Procure to Pay approval workflow](#)

Scope



ERP



References

Attachments

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1. INTRODUCTION

- 1.1. Objectives and scope of this procedure
- 1.2. Material groups not in scope
- 1.3. Process step described in this procedure and expected end product
- 1.4. Abbreviations

2. STANDARD OPERATING PROCEDURE DESCRIPTION

2.1 OPENING THE TICKET

1. INTRODUCTION

1.1. Objectives and scope of this procedure

The OP explains how create a ticket on Freshdesk, in order to handle a situation with one of our customers or suppliers. We use tickets to register information we received via phone, manage requests, ask for additional data, and any general situation where the tool might help us communicating.

Who uses this document?				What is the nature of the need			What provisioning channel does this document concern?					
User / PREQ creator	Approver	LPR /buyer	PS	Goods	Services	e-catalogue	Goods managed in stock	Goods and services – spot buys	Goods on contract	Services on contract with SES	Emergency cases	Urgent needs
			X	X	X		X if on contract	X	X		X	X

1. 1 1.2. Material groups not in scope

- Not applicable.

1.3. Process step described in this procedure and expected end product

Call Date	Caller	PO	Discrepancy	
11/20	Natalia	4512759820	nika.rj.almanzar@gcfrn.com	11/15 - re sup
11/20	Natalia	4512741745	dee.stames@nordson.com	did updated by LPR
11/20	Hilom	4512755564	Delivery Date 11/29/2016	did updated
11/20	Luiza	4512764217	PO confirmed by frendon	OK
11/20	Luiza	4512766554	Shirley informed that it was a job made on site, already finished on 10/51	GIR recorded

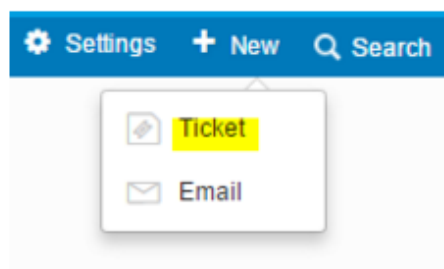
1.4. Abbreviations

Abbr.	Description	Abbr.	Description
PREQ	Purchase Requisition	LPR	Local Purchasing Representative
PO	Purchase Order	P2P	Procure to Pay
PS	Provisioning Specialist		

2. STANDARD OPERATING PROCEDURE DESCRIPTION

2.1 Opening the ticket

#	Main activities	Key points	Tips / Best practices
1	Enter the tool using the link: https://sbs-support.solvay.com/helpdesk or the shortcut on Solvay ONE main page.		
2	On the right corner of the screen, enter NEW TICKET.	If you create a ticket, you can edit its subject after the submission.	



#	Main activities	Key points	Tips / Best practices
3	Fill in fields and describe your request.	The mandatory fields are highlighted with a red asterisk (*)	
4	When appropriate, select the template that best fits your needs.	The template will automatically fill in the mandatory fills accordingly.	

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#	Main activities	Key points	Tips / Best practices
5	We can also create a ticket via 'E-mail'.	In this option, we cannot edit the subject anymore, and the ticket is automatically open with the e-mail sent.	

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End of document.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Jan 31, 2018	Actor	Type	Activity	Version
Published	 Diane Kealy	State	changed state to Published at 10:49 am	v2
To be approved	 Diane Kealy	State	gave <i>Approvers</i> approval at 10:49 am	
		State	changed state to To be approved at 10:48 am	v2
For Review	 Diane Kealy	State	gave <i>Reviewers</i> approval at 10:48 am	
Jan 30, 2018				
	 Juliano Gabriel De Carli	Edit	updated the page at 7:08 pm	
		State	assigned approval <i>Reviewers</i> to  Diane Kealy at 6:09 pm	
			<i>Hi Diane, Could you please approve this document? Thanks</i>	
		State	changed state to For Review at 6:08 pm	v2
Jan 12, 2018				
Draft	 IANA LARA YAN	Edit	created the page at 6:50 pm	
		State	changed state to Draft at 5:50 pm	v1