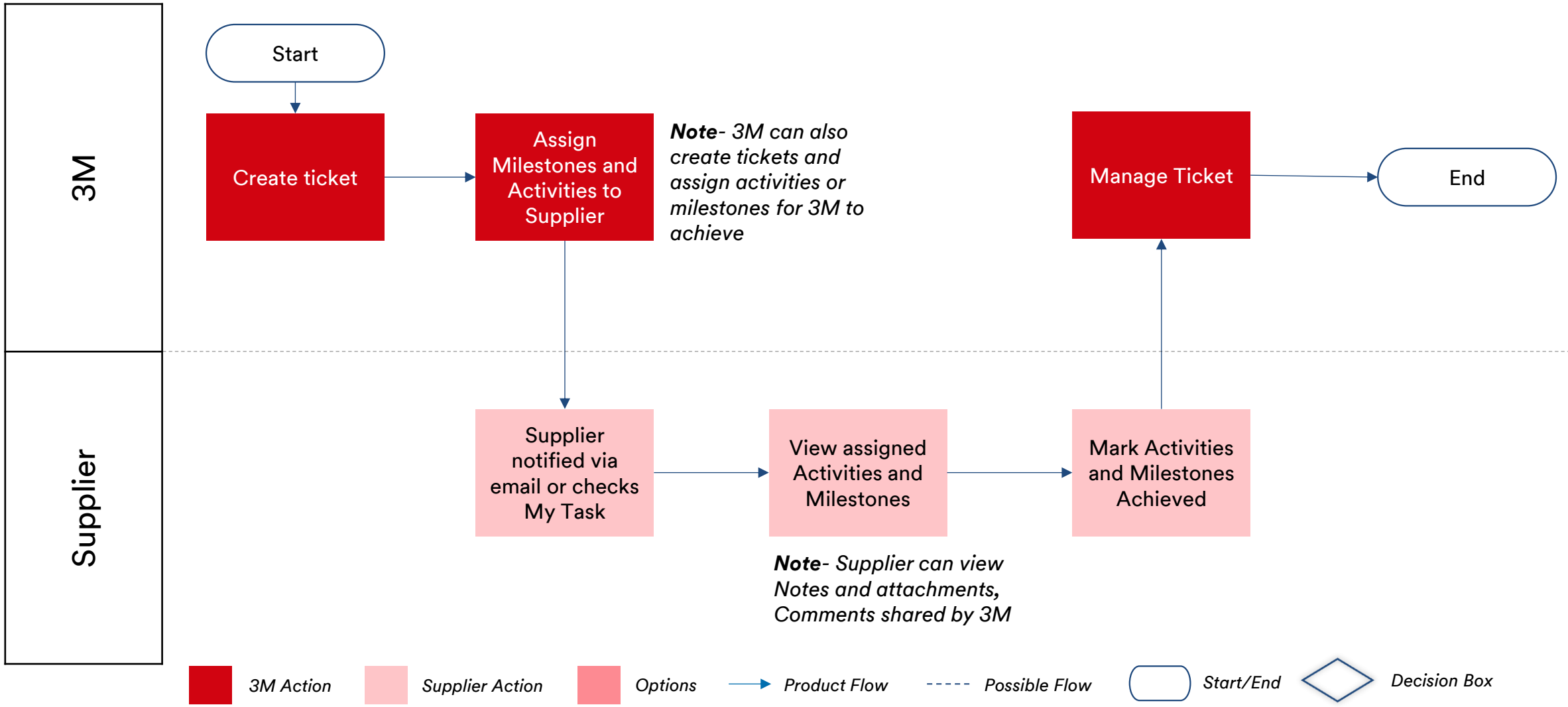


Supplier Enablement – Supplier Ticket Management

Supplier Ticket Management - Introduction

- **Supplier Ticket Management** module is designed to help address and resolve risk-related issues identified during Supplier Risk Assessment.
- In 3M terms, Supplier Ticket Management is also known as Supplier Issue management.
- Supplier Ticket Management module used to resolve or remediate risks related to-
  - ✓ Responsible Sourcing
  - ✓ Financial Health risks
  - ✓ Performance Risks
  - ✓ Commercials Risks
- This guide explains how Suppliers can view Milestones and Activities assigned to them in GEP system, how they can mark them achieved in GEP system and view any notes or attachments shared by 3M

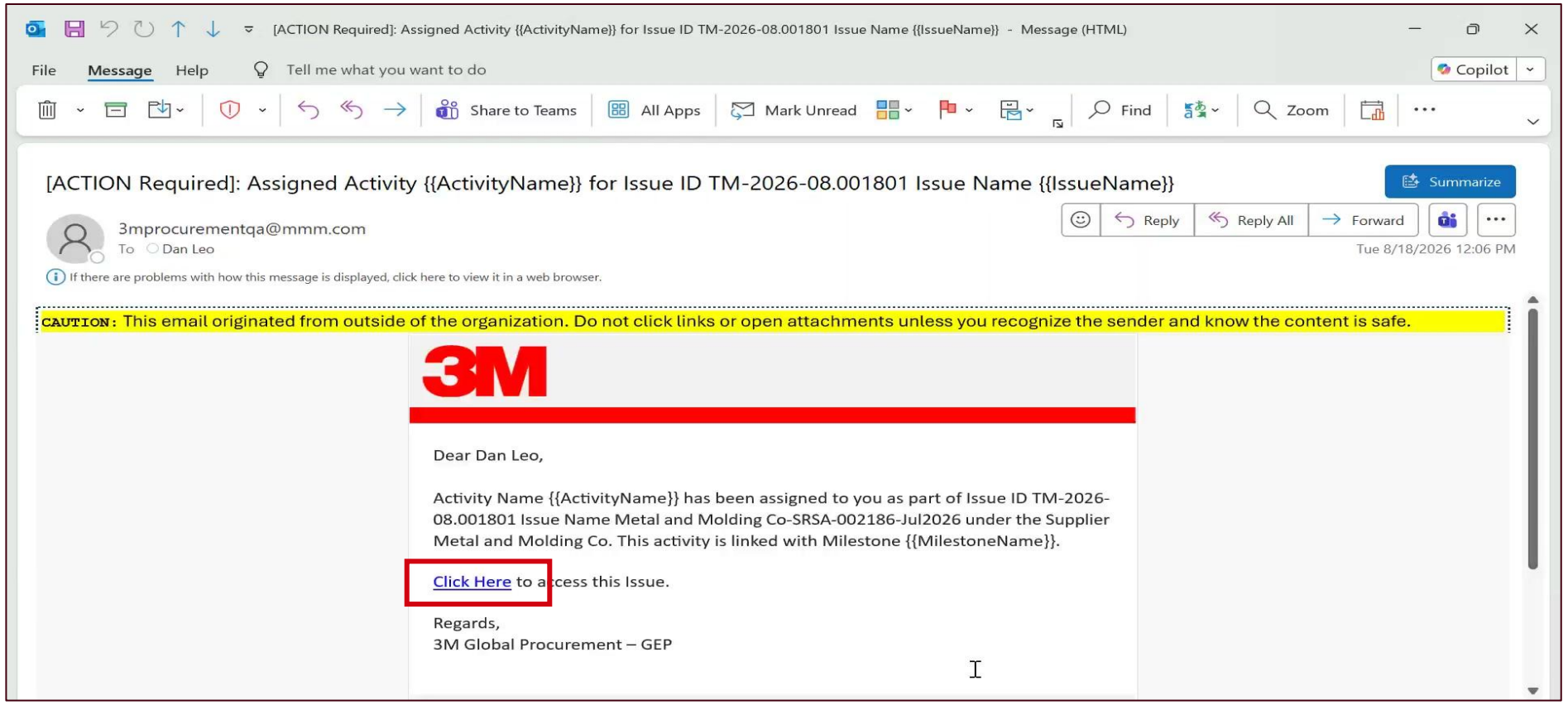
Supplier Ticket Management – Process Flow



Supplier Ticket Management – Process steps explained

1. The **Supplier Ticket Management** process begins when 3M creates a ticket.
2. 3M will add Milestones and activities and assign it to Supplier contacts or 3M
3. Once Tickets is created Assignees will be notified via email, If Supplier contact is the assignee they can open the notification email which will contain the hyperlink to access Milestone or activities assigned to them
4. Supplier can also access the ticket from GEP system, My Task, Action Pending page.
5. Supplier can view the assigned milestones and activities . Supplier can also check the notes, attachments and comments if any added by 3M in Ticket.
6. Supplier can take the necessary actions to achieve the milestones and activities. Supplier can then open the Ticket go to the Milestones and activities mark it as achieved.
7. 3M will be notified once the milestone, and activities are achieved by Supplier.

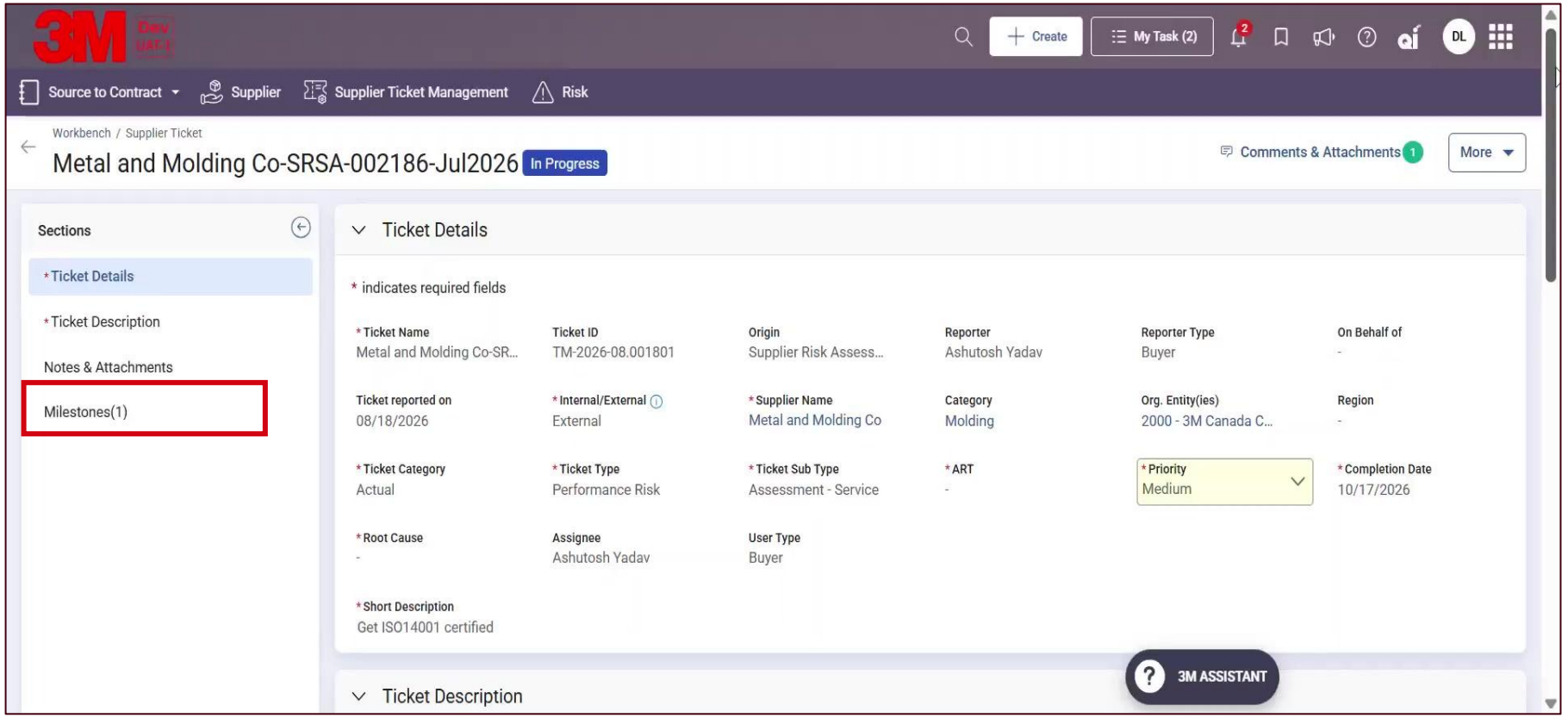
Supplier Ticket Management – Email notification



- Supplier primary contact will be notified via **email** if any ticket **milestones or activities** are assigned to them.
- There will be an hyperlink in email to open the Ticket or Issue in GEP system.

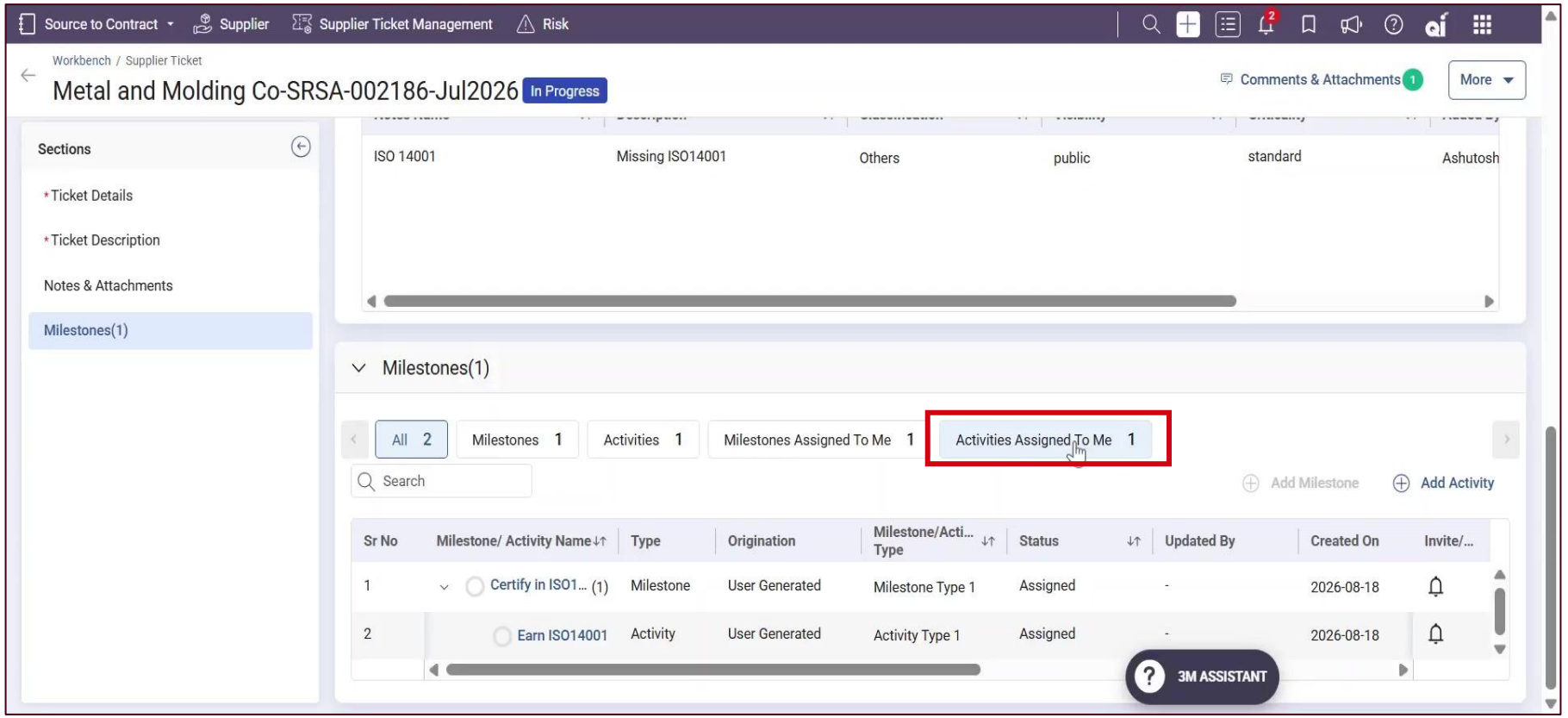
3M

Supplier Ticket Management – Milestones section



- When supplier **clicks** on the **hyperlink** it opens the Supplier Ticket in their web browser.
- Supplier can go to the **Milestones** section to open the assigned Activity or Milestone

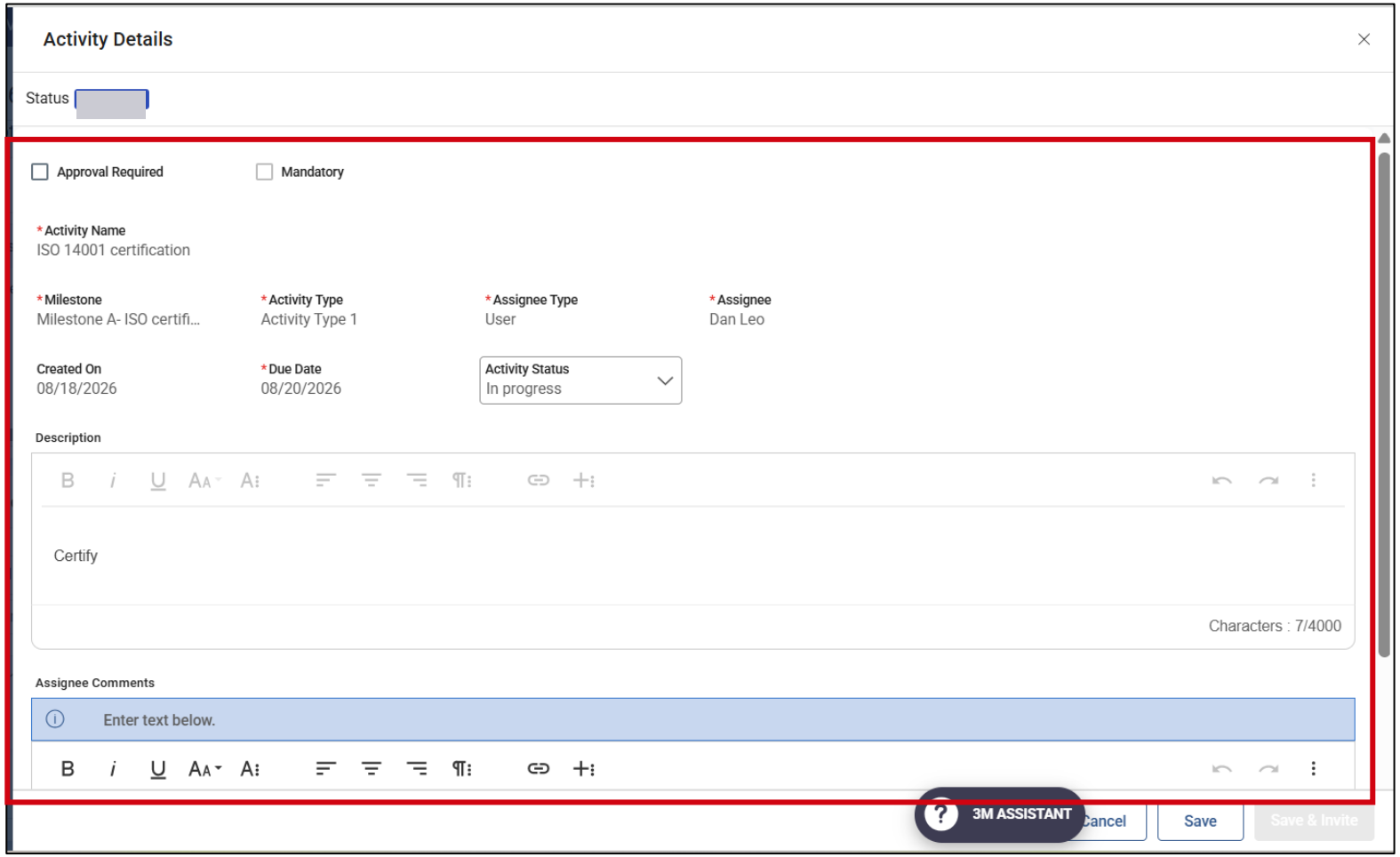
Supplier Ticket Management – Assigned Activity



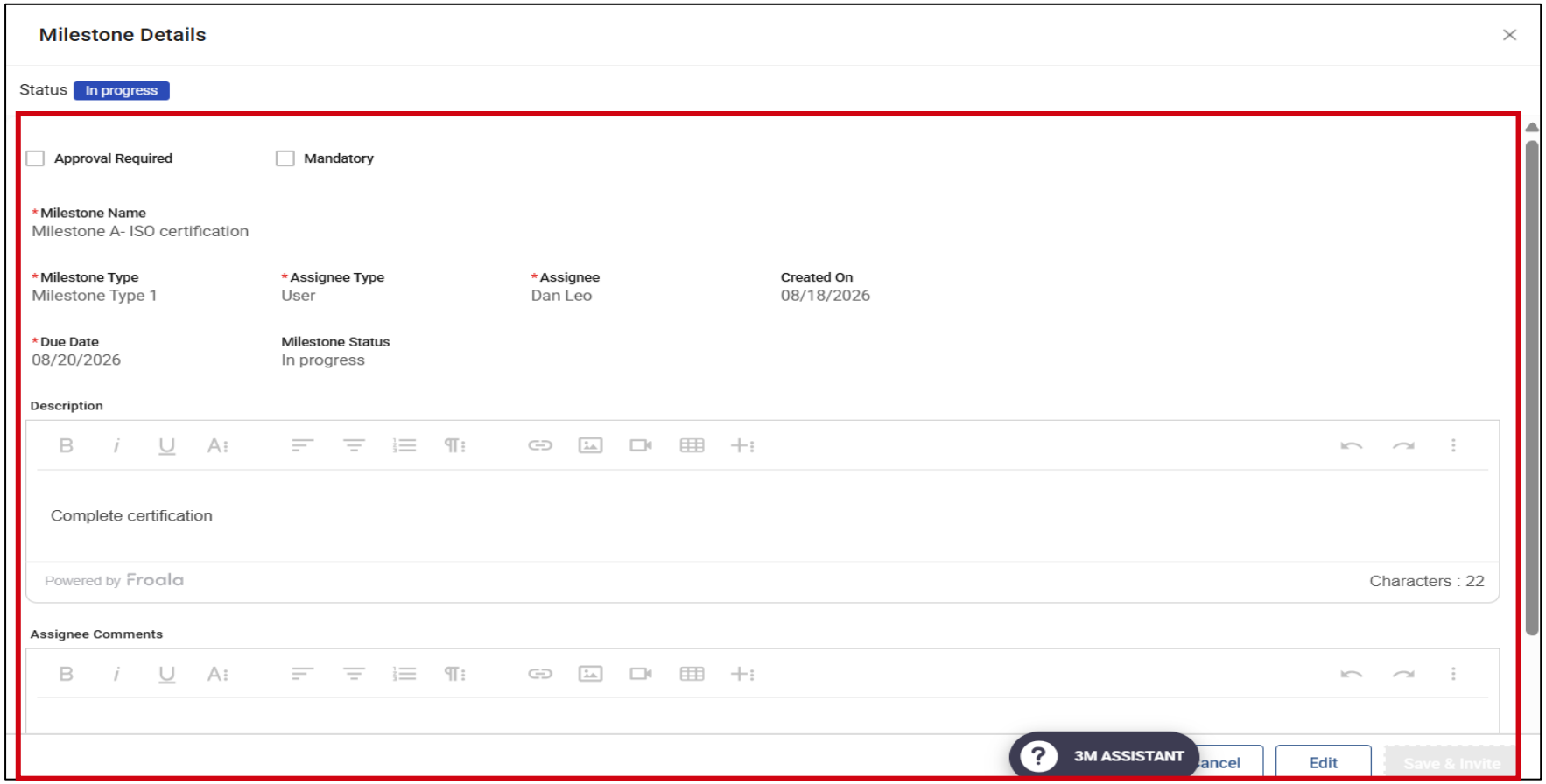
- From the Activities Assigned to Me, Open the assigned Activity

Supplier Ticket Management – Assigned Activity to me

- Within Activity details, view details such as **Approval required, Mandatory, Due date, Description**
  - **Approval required** means when the supplier marks the Activity status as Achieved, it will require 3M approval to show Activity status as Achieved else status shows as Achieved - Pending Approval
  - **Mandatory** means Activity must be achieved, only then 3M can Mark the Ticket as Complete
  - **Due date** means the date until when the assignee has to mark the activity as achieved.
  - **Description** provides more details about the assigned activity.

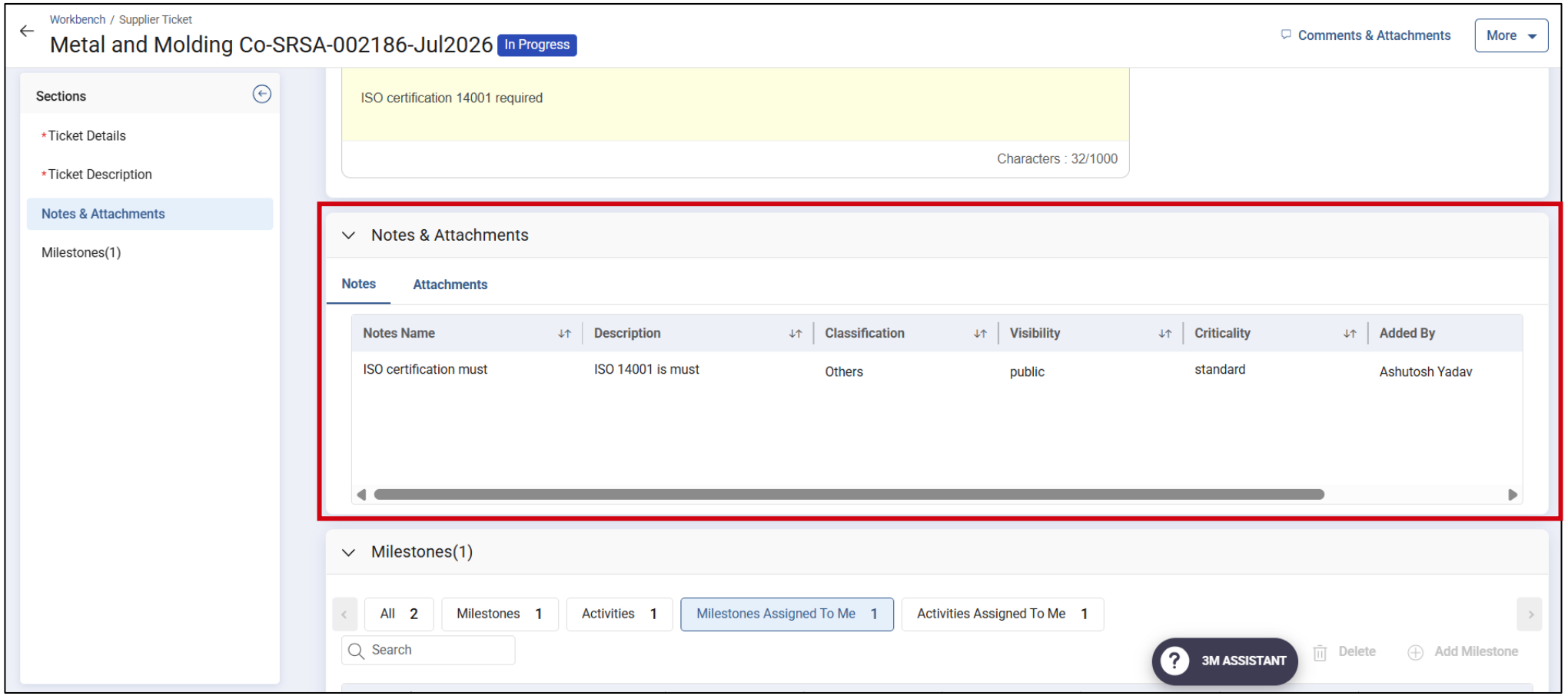


Supplier Ticket Management – Assigned Milestones to me



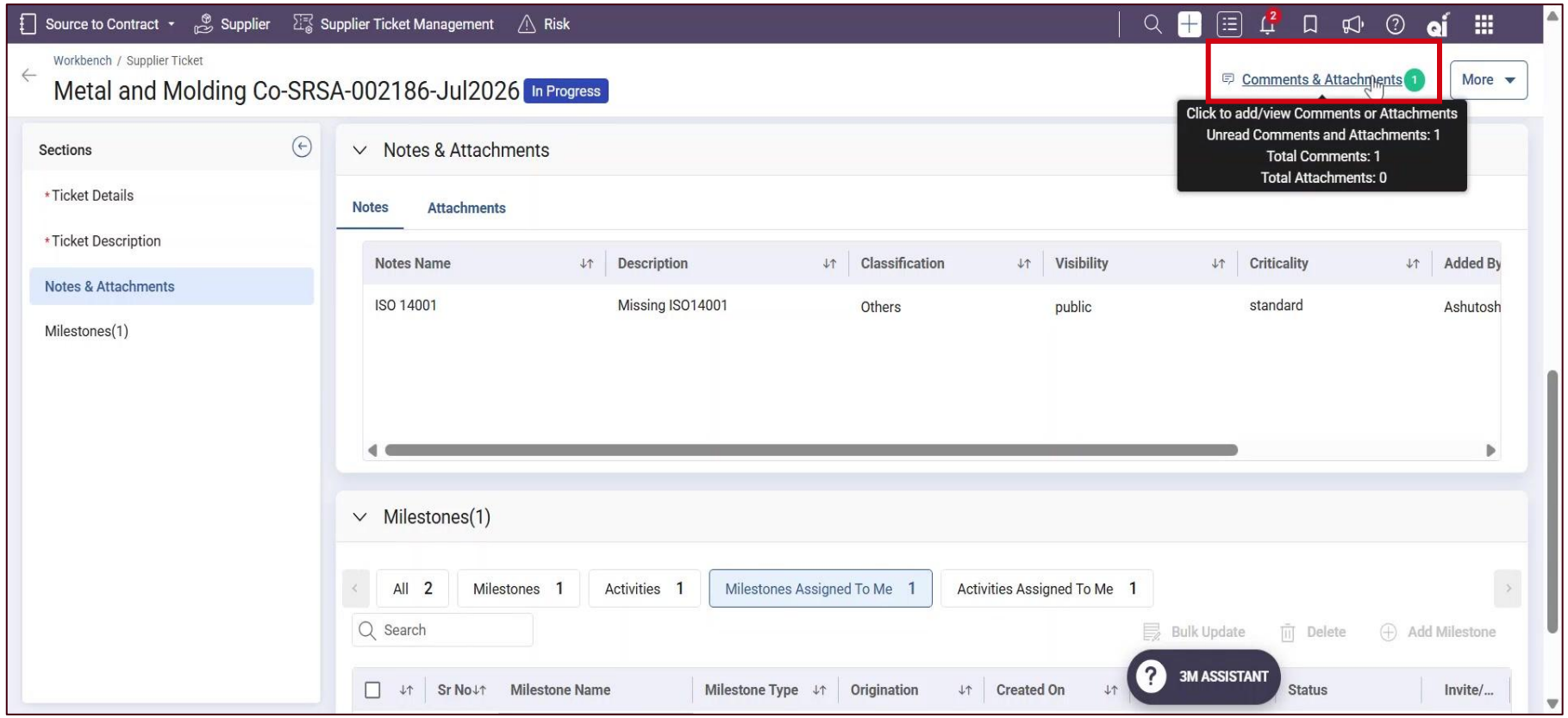
- Similarly, view the assigned Milestone details.

Supplier Ticket Management – Notes and Attachments



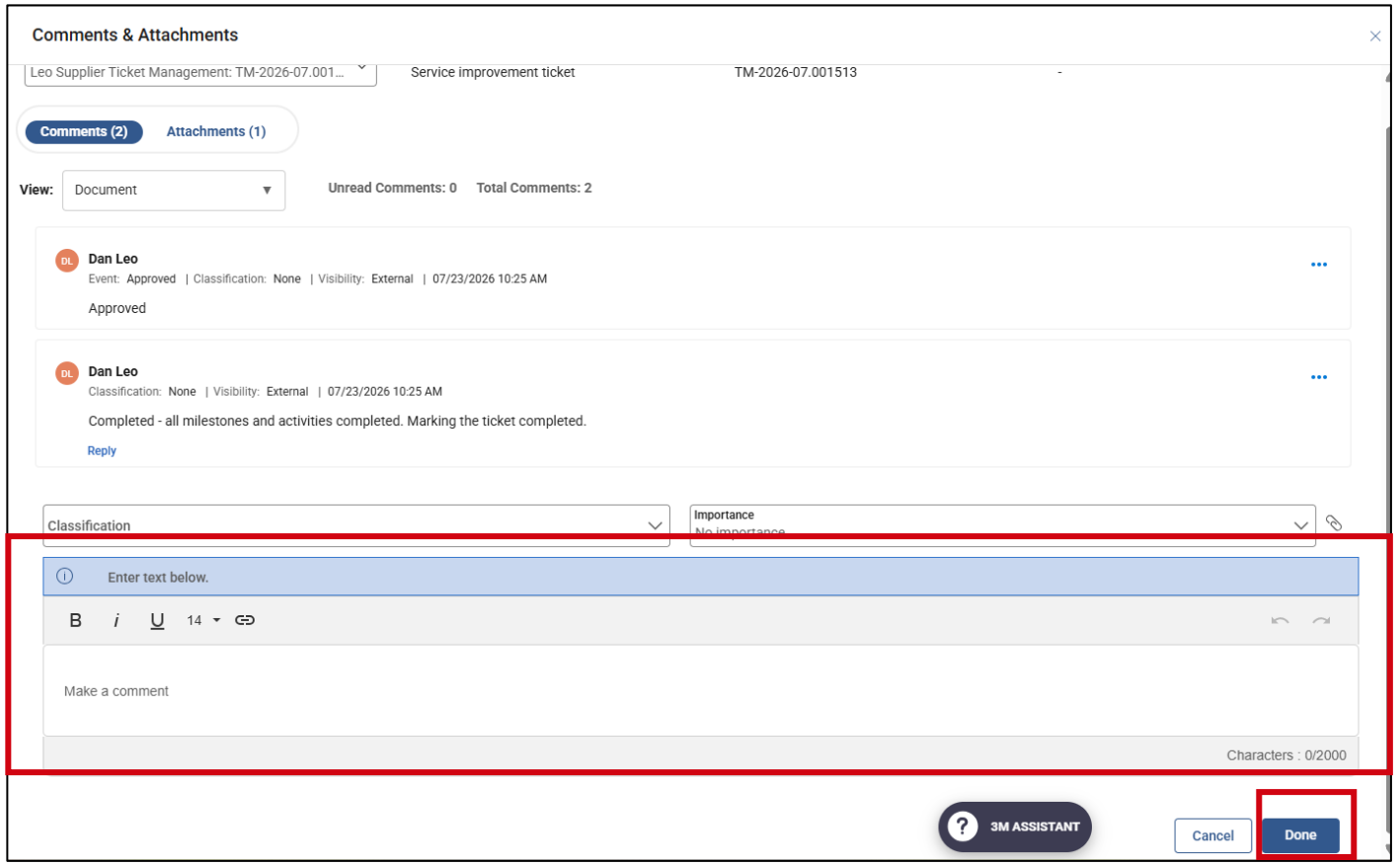
- Supplier can go to the **Notes and Attachment** section to view the notes and attachment if any added by 3M

Supplier Ticket Management – Comments and Attachments



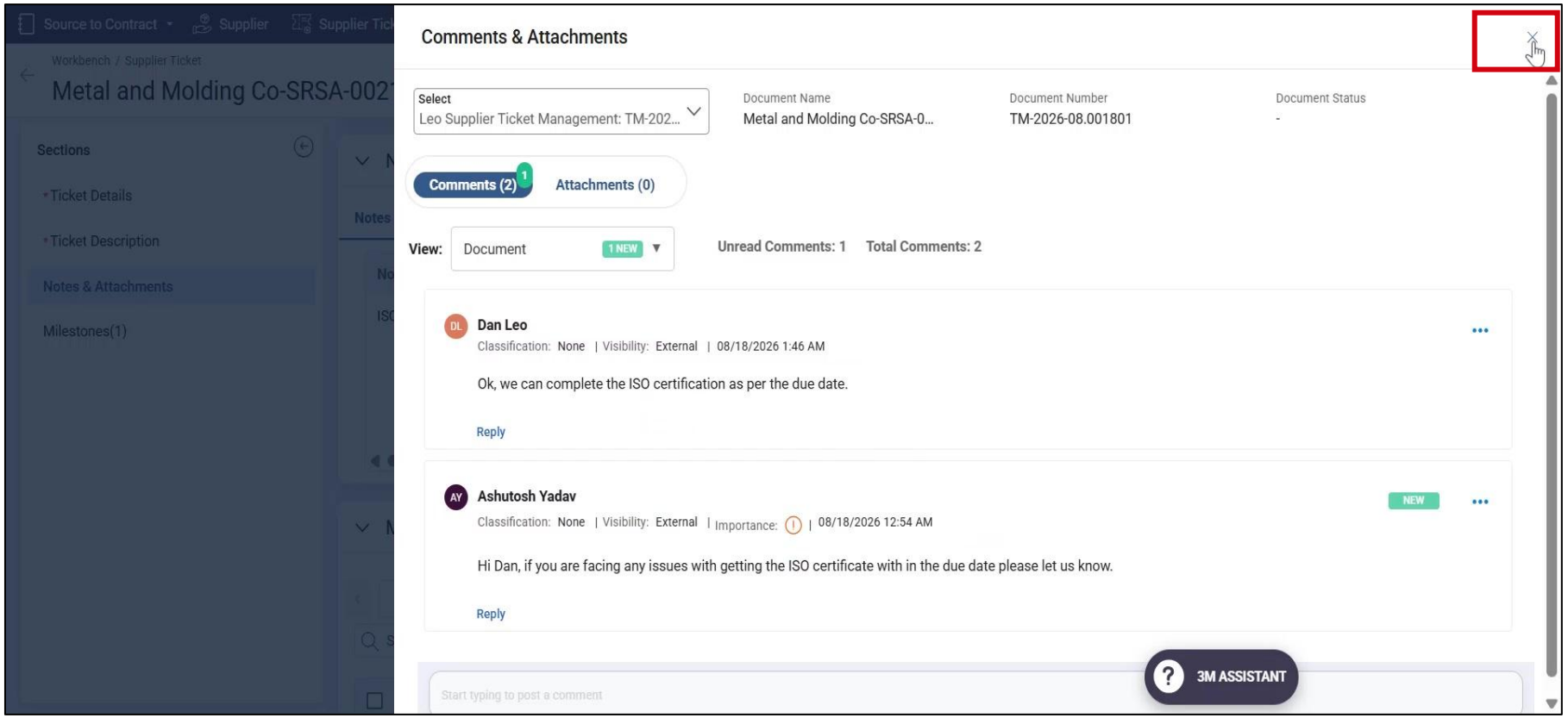
- Open the **Comments and Attachment** link to view if any comments or attachment added by 3M.

Supplier Ticket Management – Comments and Attachments



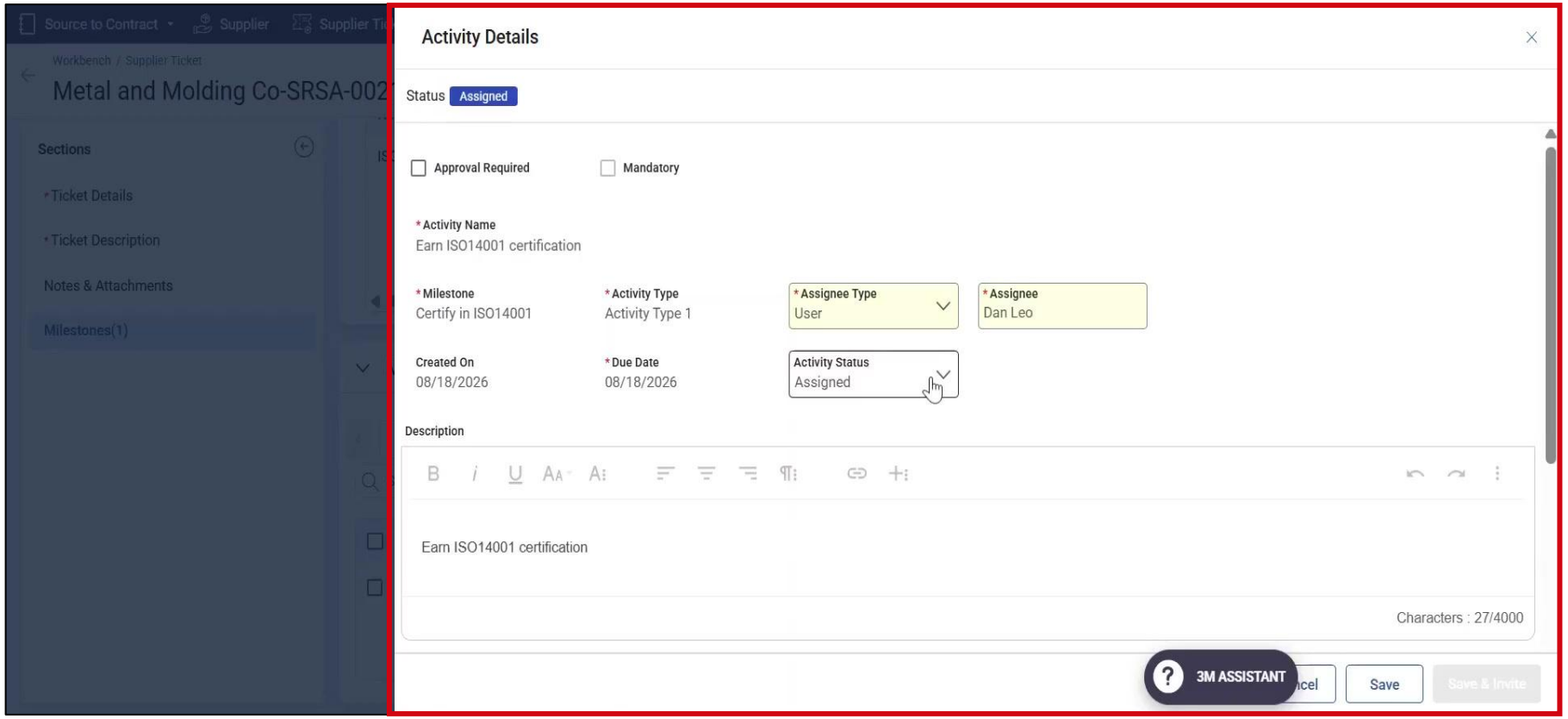
- Supplier can respond to the Comment and click Done

Supplier Ticket Management – Comments and Attachments



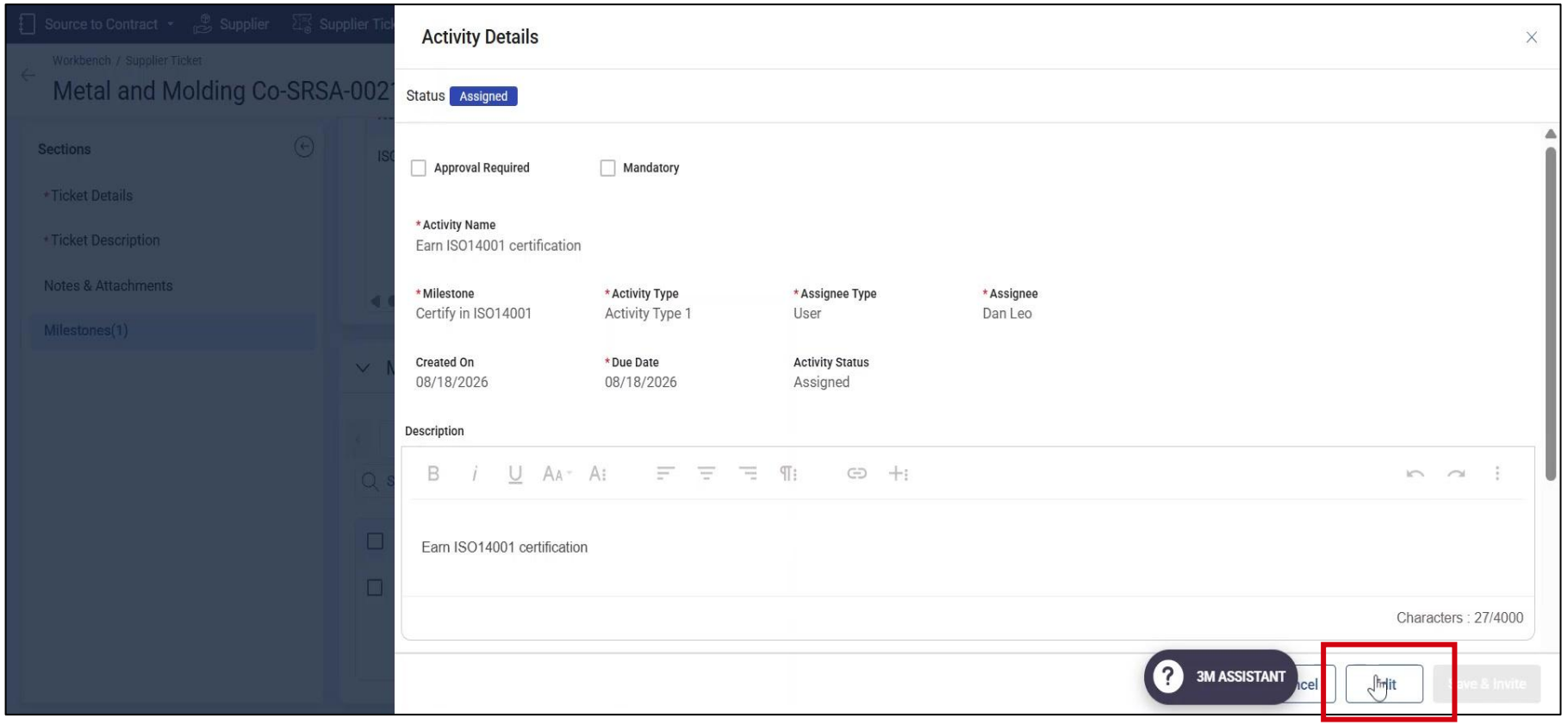
- To close the Comments and Attachment page click on **x** at top right corner

Supplier Ticket Management – Mark activity achieved



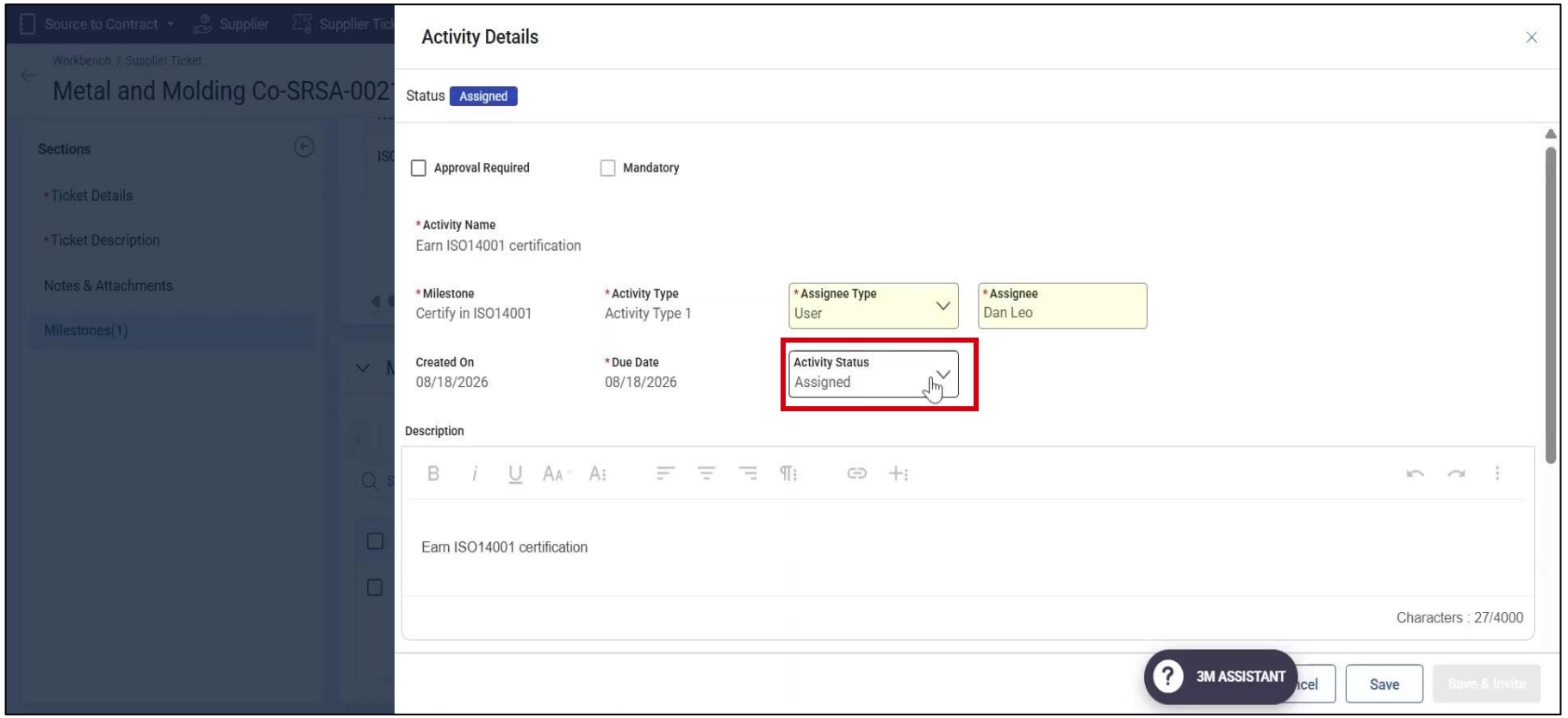
- Once the Supplier completes the Activity, they can open the Activity to update the Activity status to **Achieved.**

Supplier Ticket Management – Mark activity achieved



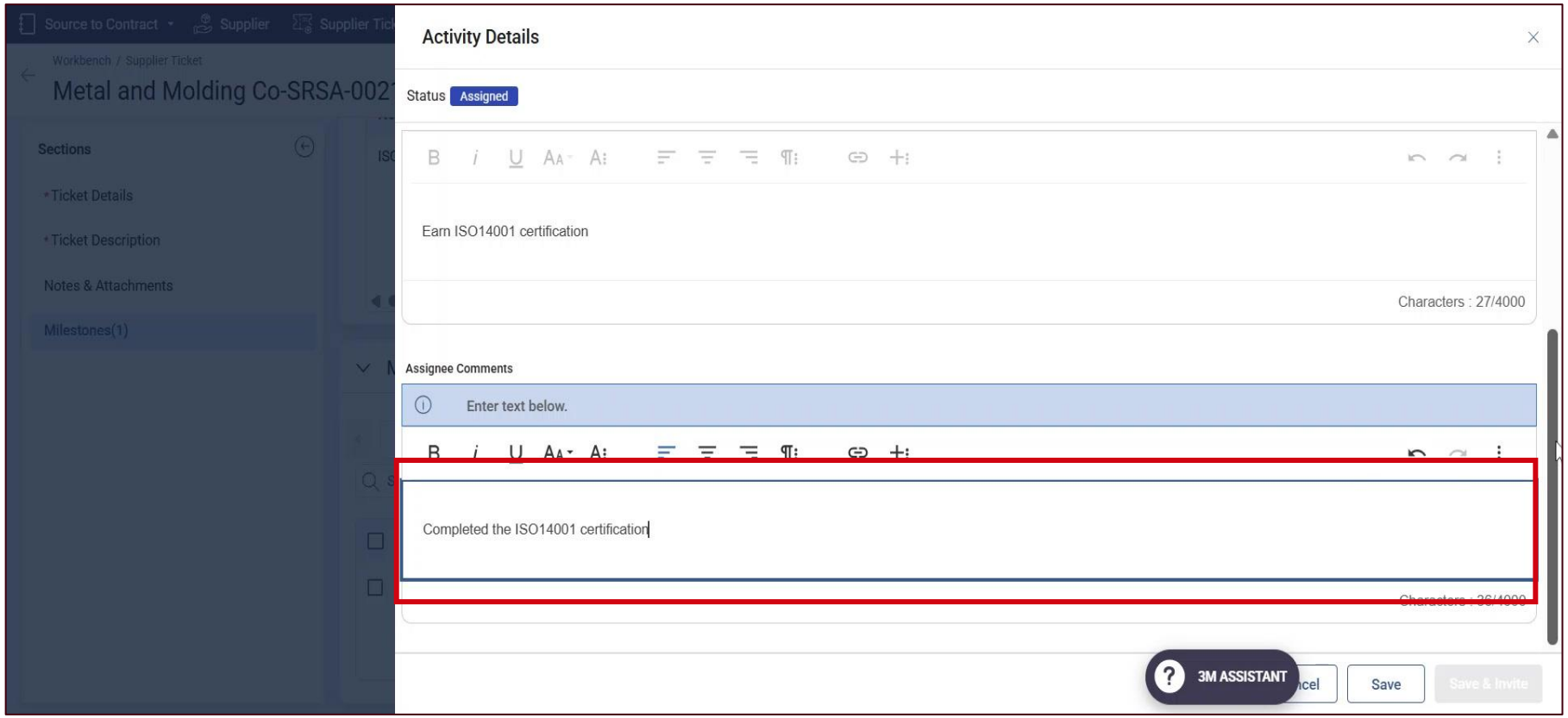
- Click on Edit button

Supplier Ticket Management – Mark activity achieved



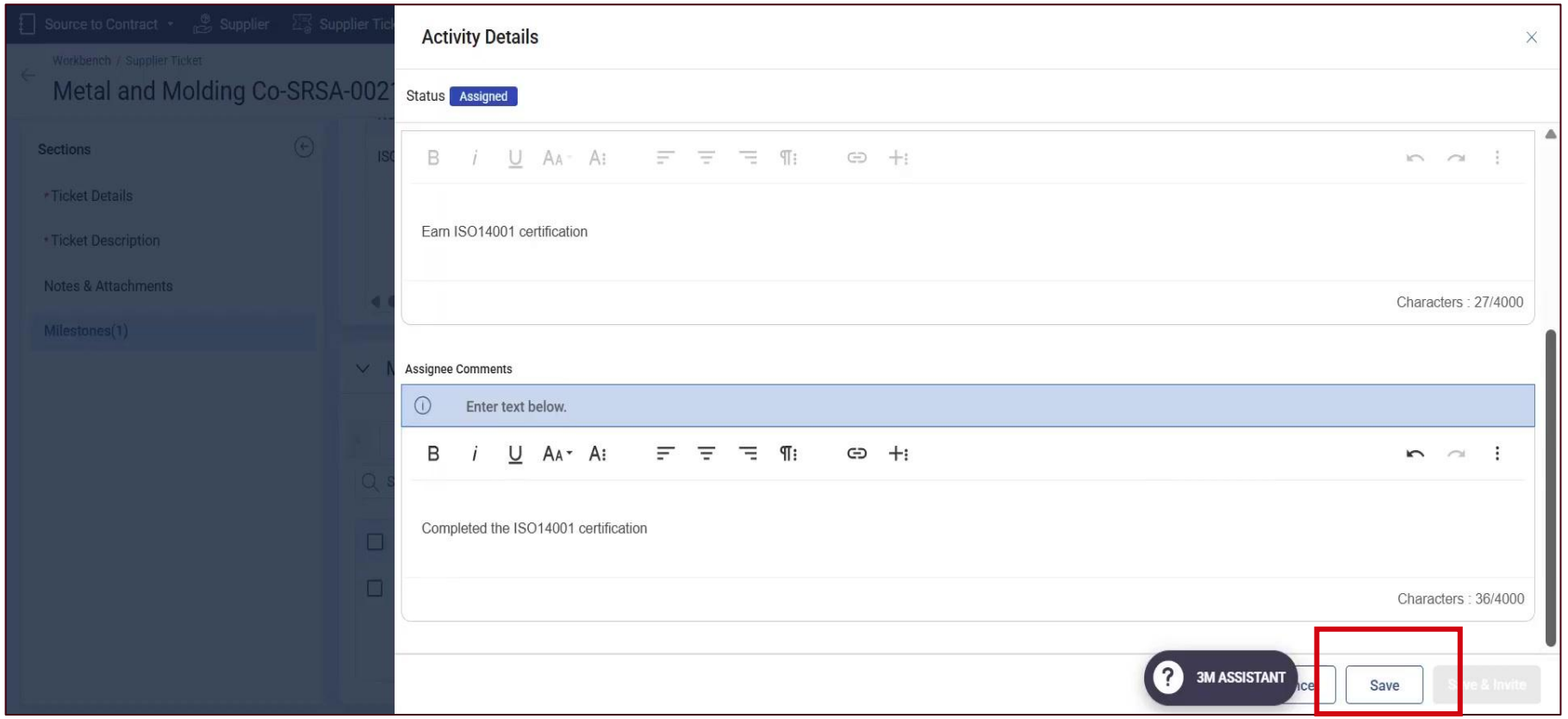
- Change the Activity status from Assigned to Achieved

Supplier Ticket Management – Mark activity achieved



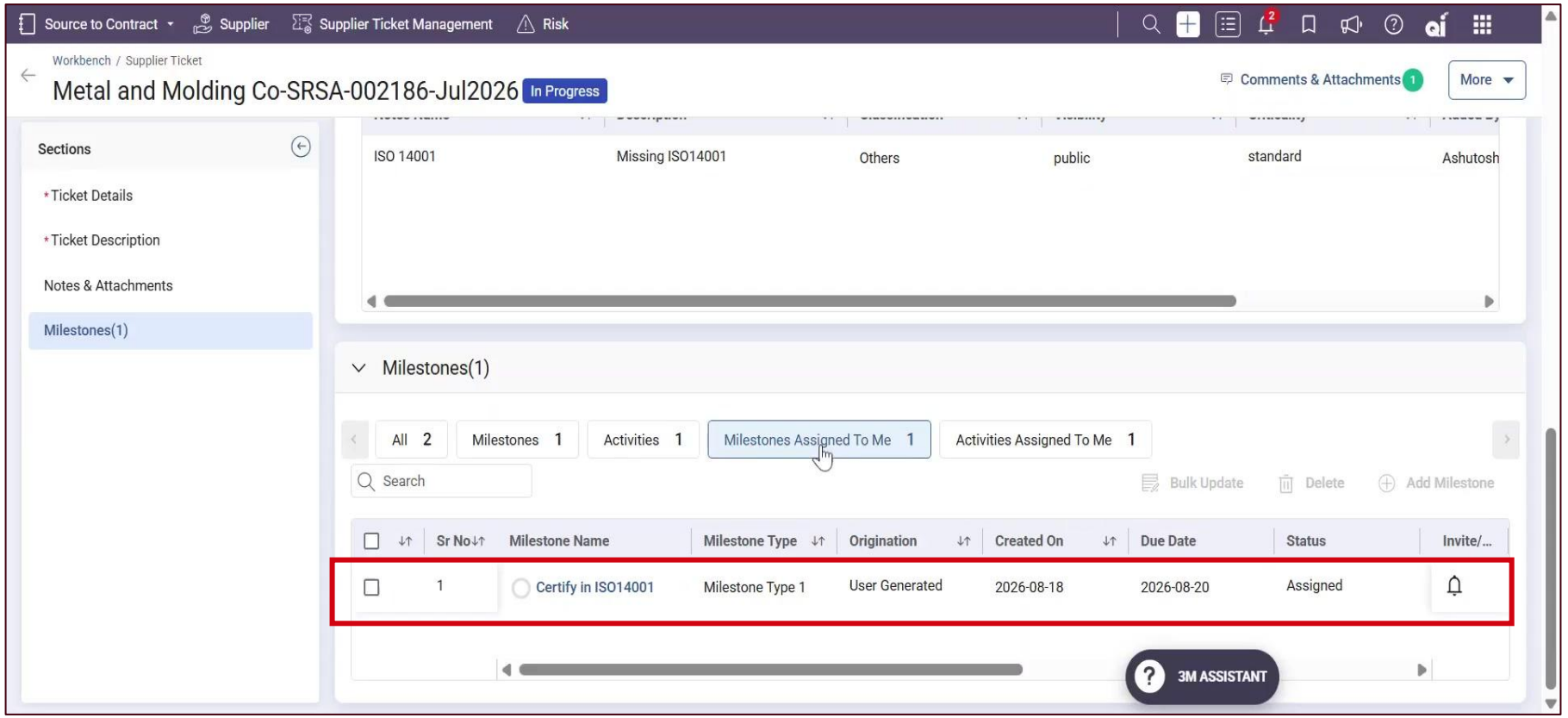
- Supplier can add comments if any

Supplier Ticket Management – Mark activity achieved



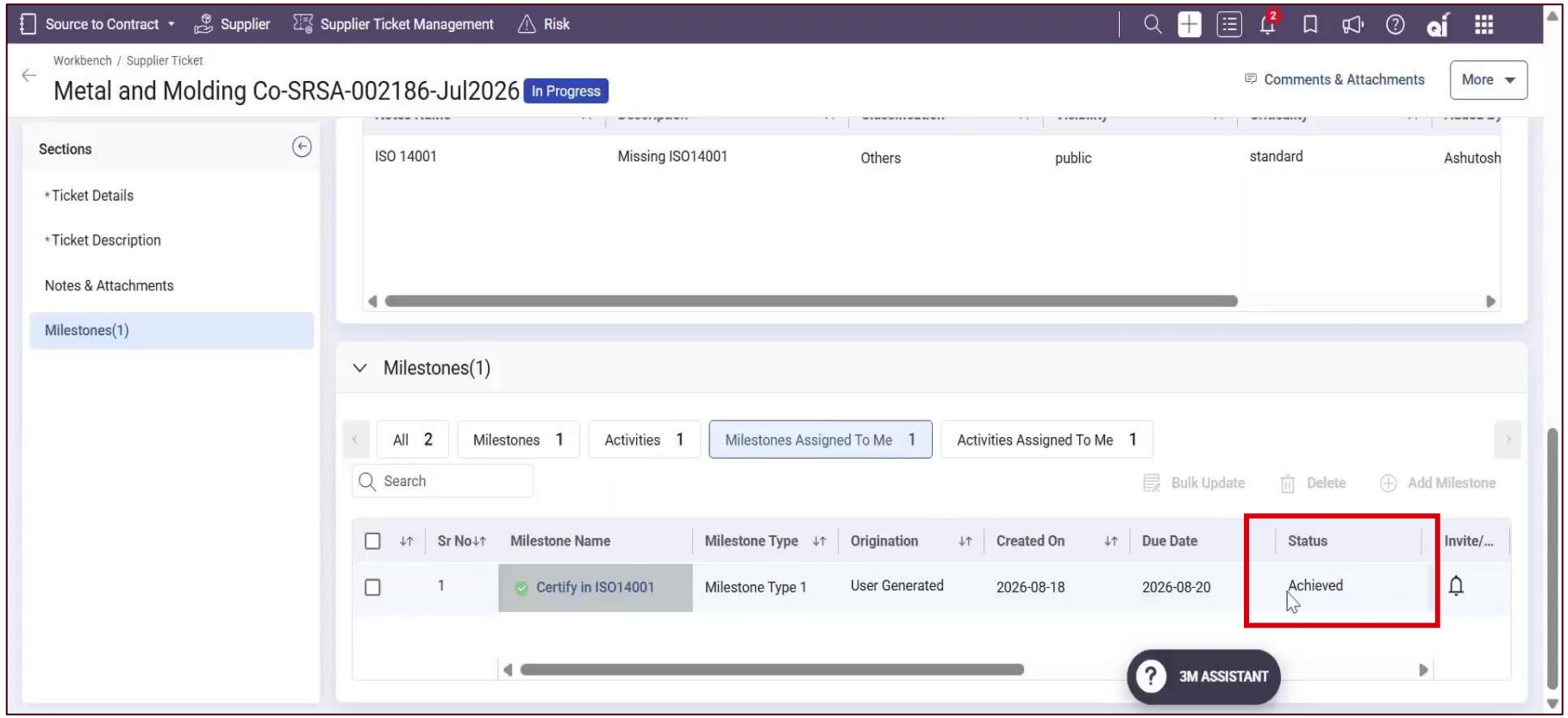
- Click on Save

Supplier Ticket Management – Mark Milestone achieved



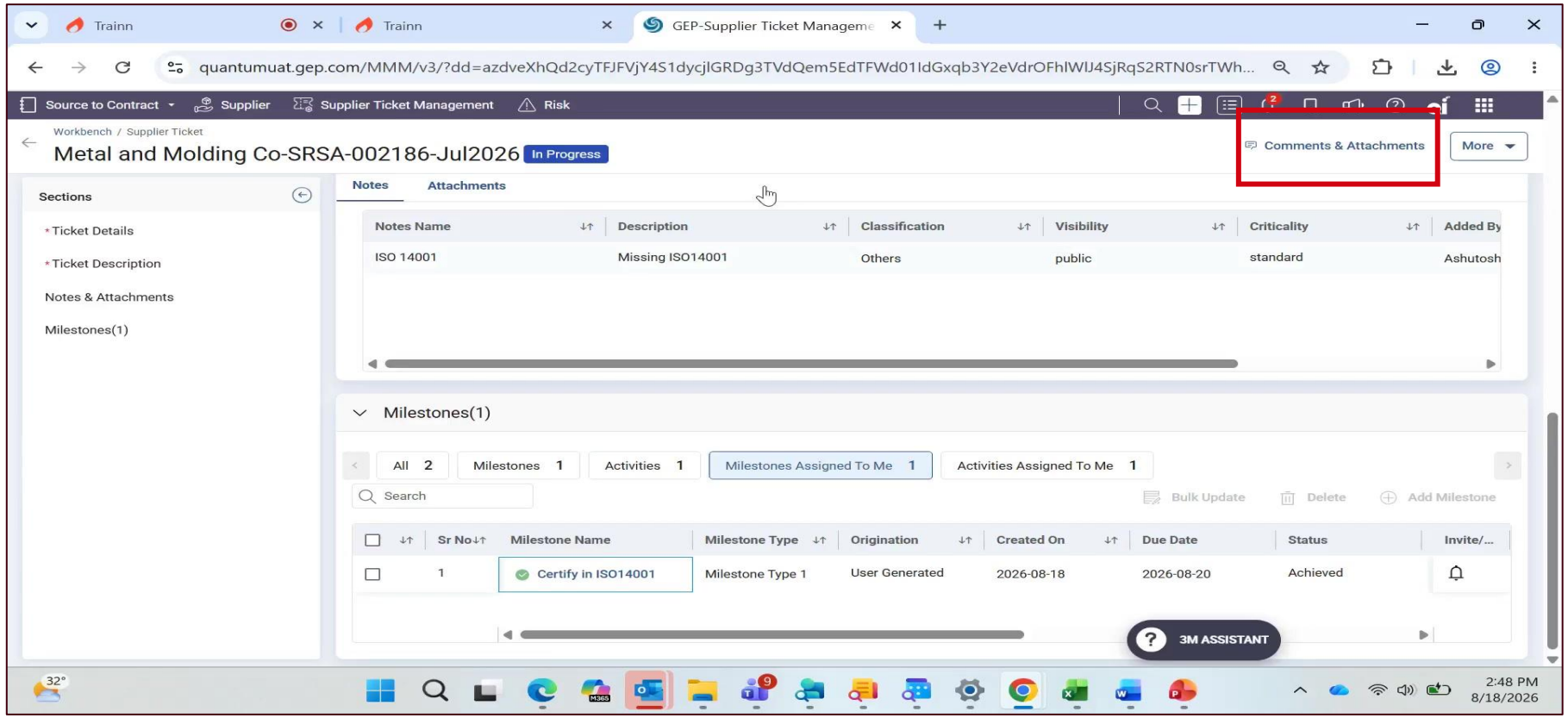
- Similarly, Supplier can open and mark the assigned milestone as achieved after completing the required actions

Supplier Ticket Management – Status change to Achieved



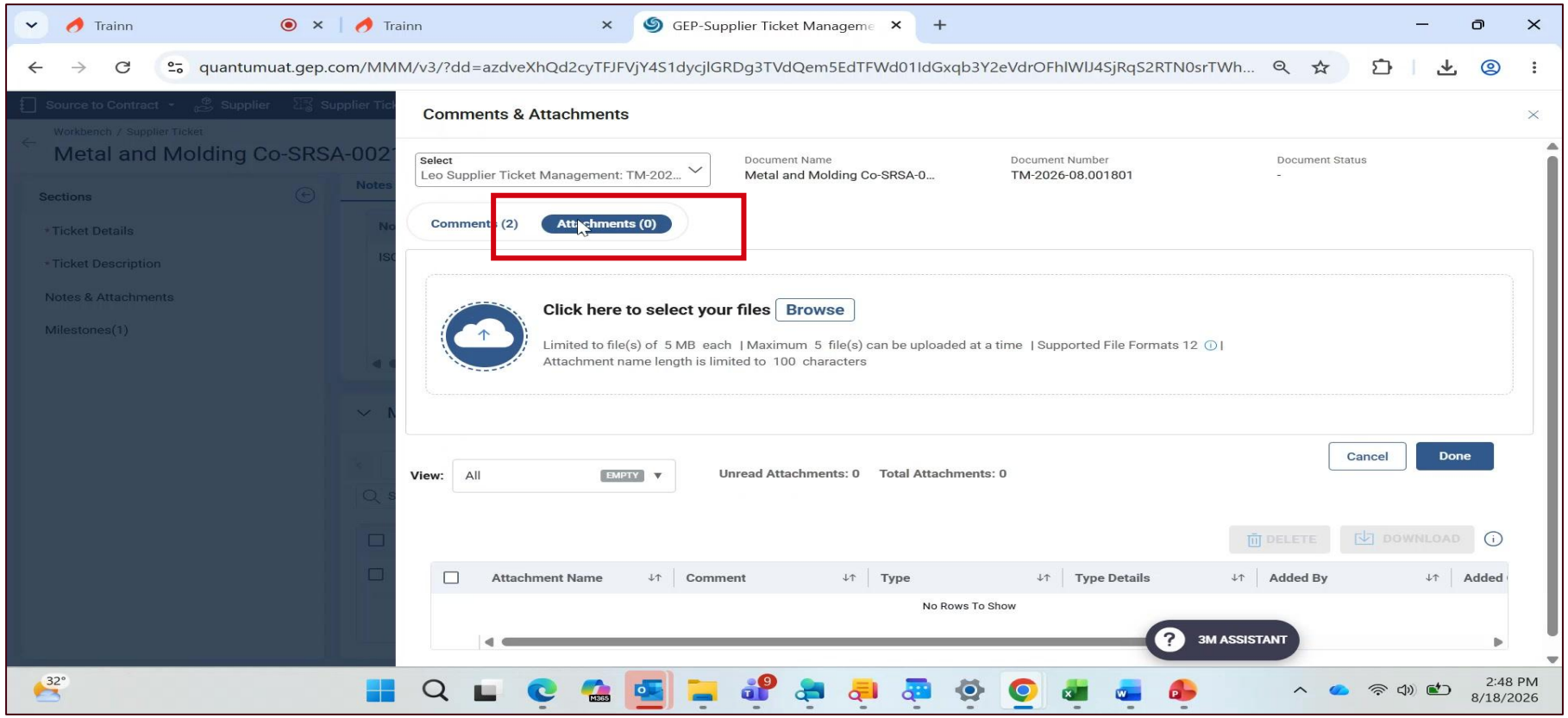
- After marking the Milestone or Activity achieved, the status changes from In Progress to Achieved.
- If approval required is enabled by 3M, then the status will show as Achieved - Approval pending. And once Approver approves it the status changes to Achieved

Supplier Ticket Management – Comments and Attachments



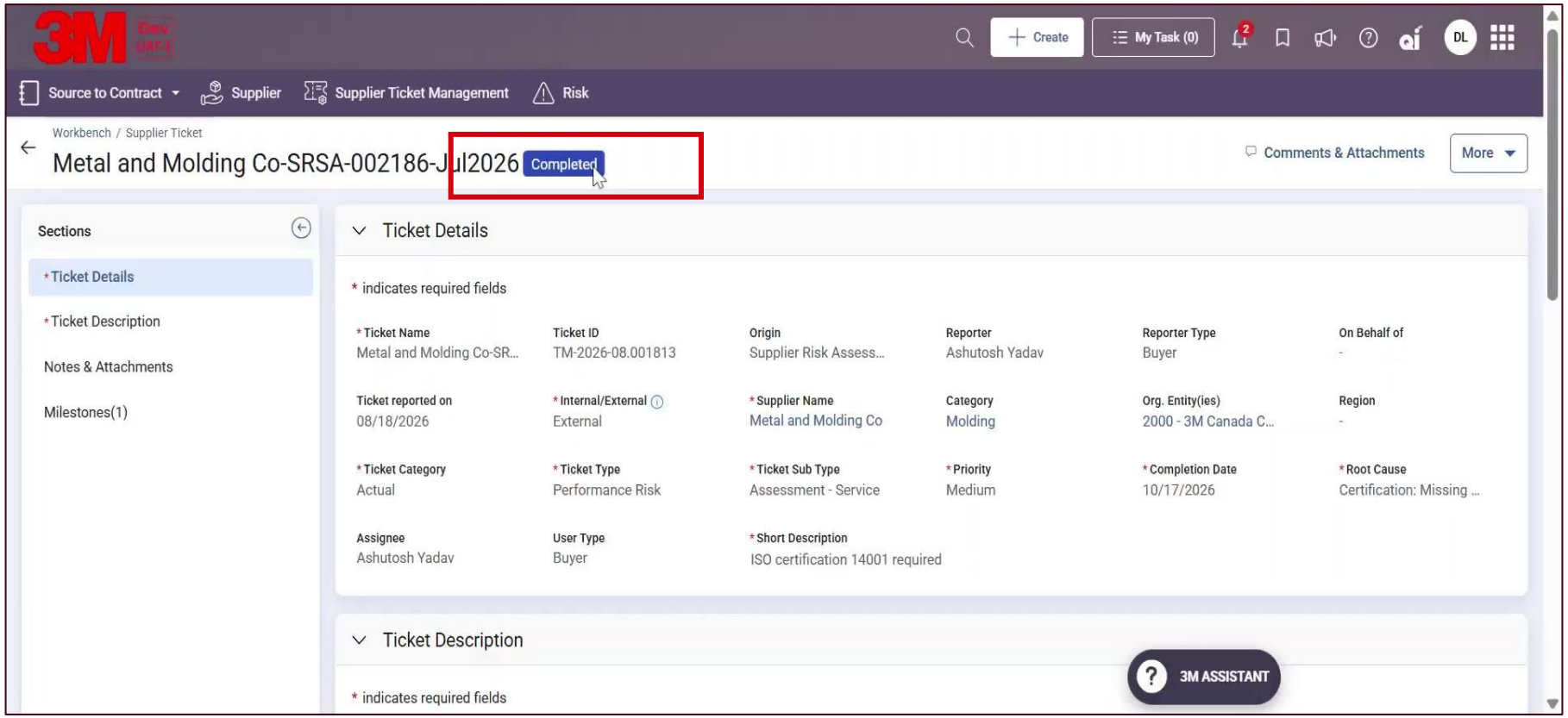
- To upload any attachment Supplier can click on the Comments and Attachment link

Supplier Ticket Management – Comments and Attachments



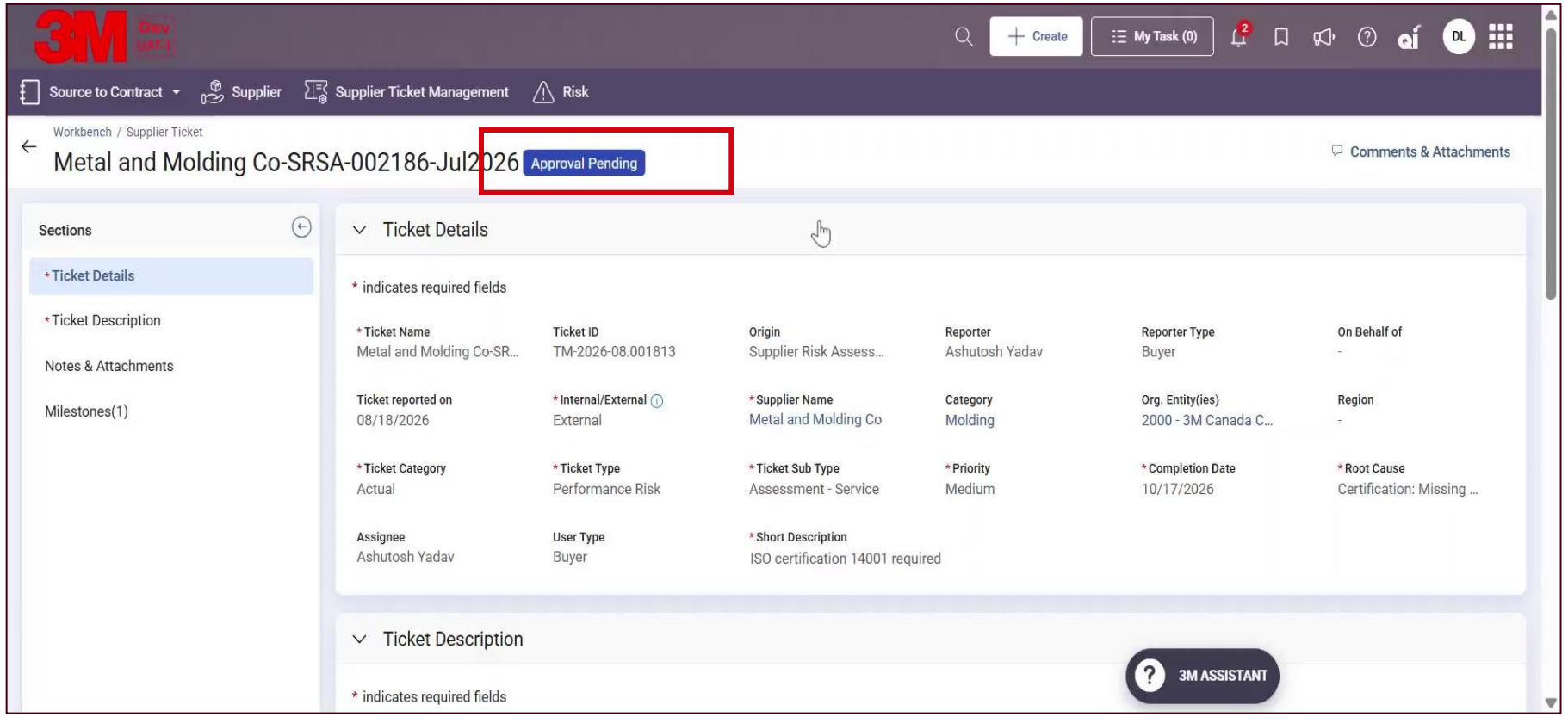
- Open the Attachments tab

Supplier Ticket Management – Ticket status – Completed(No Approval required)



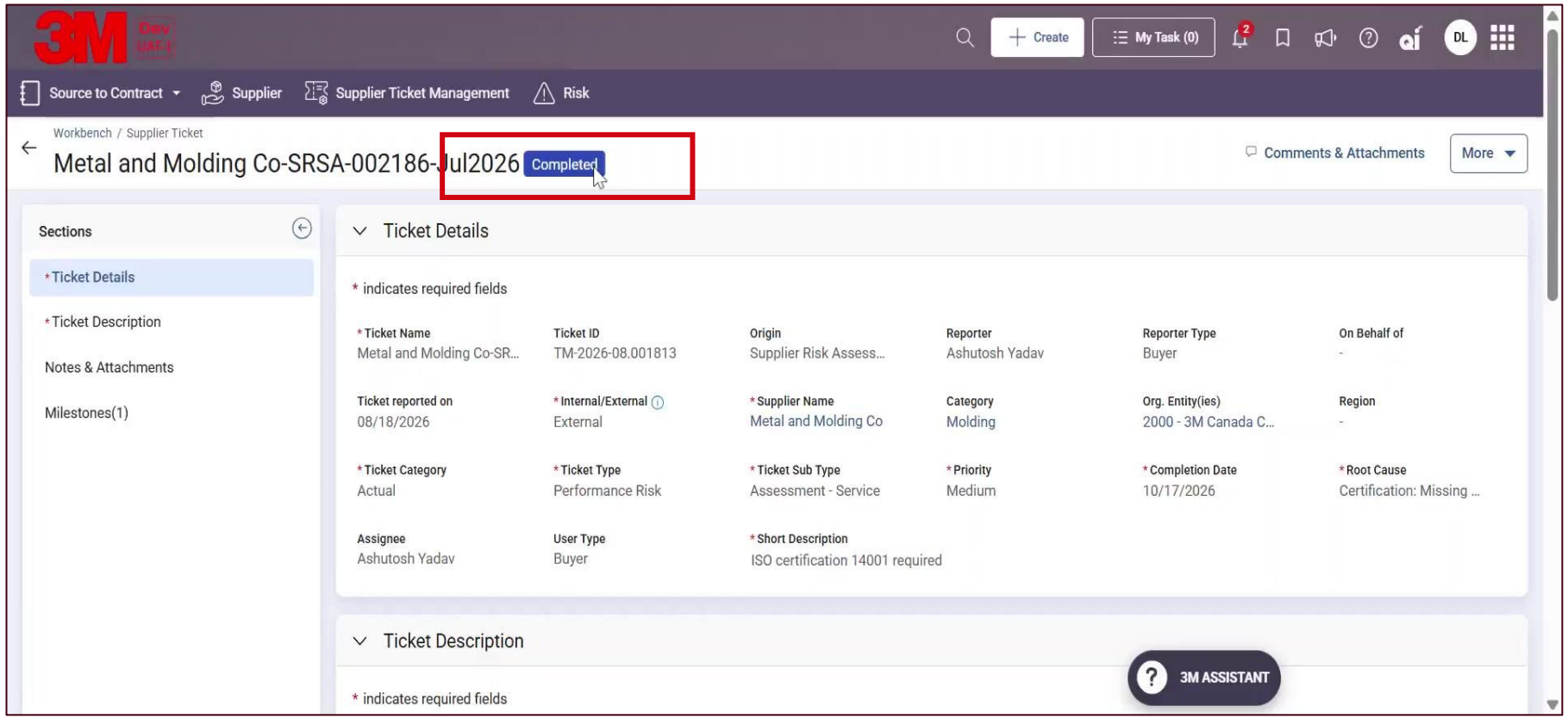
- Once all the milestone and activities are achieved, 3M(the ticket creator) can mark the Ticket **Complete.**
- Depending upon the Approval workflow configured the ticket will go for Approval. If there are no approval workflow the Ticket status will change from **In Progress** to **Complete.**

Supplier Ticket Management – Ticket status –Approval Pending



- Once all the milestone and activities are achieved, 3M, the ticket creator can mark the Ticket Complete.
- Depending upon the Approval workflow, if configured, the ticket will go for Approval. For Supplier the Ticket status will change from **In Progress** to **Approval pending.**

Supplier Ticket Management – Ticket status – Completed



- When the 3M Approver approves the Ticket, the Supplier can view the ticket status as **Completed.**
- Otherwise in case Approver rejects for supplier the ticket status would change from **Approval Pending** to **In progress.**

Thank You