

ITS – Supplier’s Issue/ Query Registration & Tracking System

User Manual

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List of Plant and Functions which are touch Points of Suppliers mapped in System.

Sr. No	Issue/Query related to Plants	Departments listed as Supplier touch points
1	1100- ETL Corporate Function	Strategic Sourcing – E94
		Strategic Sourcing – K120
		VCD- Vendor Component Development
		SQA – Supplier Quality Assurance
		Casting Div. Outsourcing
		Alloy & Metal Sourcing
		Corporate Finance
2	1116- Suspension Div.K120	PPC/PPL
3	1117- Front Fork Div. K228	Plant QA
4	1118- Shock Absorber Div. E92/93	Accounts
5	1120- Brake Div.K226	Stores
6	1141- Brake Div.L20	Security
7	1126- Suspension Div.Pantnagar	
8	1132- Transmission Div.K227	
9	1135- Transmission Div.Pantnagar	
10	1136- Suspension Div.Sanand	

List of Plant / Function wise Single Point of Contact (SPOC) who are made responsible to resolve Supplier's Issue/Query.

Sr No	Plant / Function	SPOC	Department
1	1117- Front Fork Div. K228	Mr. R D Pawar	Operations
2	1116- Suspension Div.K120	Mr. A. P Bramhekar	Operations
3	1136- Suspension Div.Sanand	Mr. S. Sardeshmukh	Operations
4	1126- Suspension Div.Pantnagar	Mr. Rajiv Sharma	Quality
5	1118- Shock Absorber Div. E92/93	Mr. KK Verma	Operations
6	1132- Transmission Div.K227	Mr. Sachin Shukla	Operations
7	1120- Brake Div.K226	Mr. Pravin Kulkarni	Quality
8	1141- Brake Div.L20	Mr. Mahesh Aahuja	Operations
9	1100- ETL Corporate Function	Mr. S. A Bhadane	Corporate Purchase-(VCD)

Procedure for on line registration of Issue/ Query and its Status Tracking.

1. Visit our Supplier Portal with Link available on Group website www.endurancegroup.com
2. Login to VAS System with your provided login ID and Password.
3. You will find a separate icon "ITS" on VAS Home Page adjacent to EVA Icon.
4. By clicking on "ITS" Icon you will be redirected to home page of ITS System which is as below.

Sr.No.	Ticket No.	Plant	Issue / Query Title	Registered On	Updated On	Current Status	Details
1	ETLTICK113	1118 - Shock Absorber Div. E92/93	Again Same with Plant	Jan 12, 2018	Jan 12, 2018	Reopened	Details
2	ETLTICK112	1118 - Shock Absorber Div. E92/93	New changes are not yet done	Jan 12, 2018	Jan 12, 2018	Inprocess	Details
3	ETLTICK111	1118 - Shock Absorber Div. E92/93	Gate entry issue	Jan 12, 2018	Jan 12, 2018	Acknowledged	Details
4	ETLTICK110	1118 - Shock Absorber Div. E92/93	C Form Not received	Jan 11, 2018	Jan 11, 2018	Closed	Details
5	ETLTICK109	1118 - Shock Absorber Div. E92/93	Demo	Jan 11, 2018	Jan 12, 2018	Reopened	Details
6	ETLTICK108	1118 - Shock Absorber Div. E92/93	Gate entry receipt not given	Jan 11, 2018	Jan 11, 2018	Inprocess	Details
7	ETLTICK107	1132 - Transmission Div.K226/1	C Form for FY17-18 not received	Jan 11, 2018		Pending for Acknowledgement	Details

5. Click on Button "Issue / Query Registration" if you wish to register it for resolution by Endurance.

The screenshot shows the same 'Issue / Query Tracking' page as above, but with the 'Issue / Query Registration' button in the top right corner of the search area highlighted in a darker teal color, indicating it is the next step in the procedure.

6. You will be redirected to the Issue / Query Registration Page as below.

The screenshot shows the 'New Issue / Query Registration' page. It features a form with the following fields and sections:

- Select Plant***: A dropdown menu.
- Issue / Query Related To***: A dropdown menu.
- Issue / Query Title ***: A text input field.
- Details:**: A text input field.
- Name of the Person Registering Issue***: A text input field.
- Designation ***: A text input field.
- Contact No. ***: A text input field.
- Email id***: A text input field.
- Upload File for more Details:** A section with a 'Choose File' button and the text 'No file chosen'.
- Submit** and **Back** buttons at the bottom.

7. Select Endurance Plant/ Function against which your Issue / Query is.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endorance/vendor/vendor-issue-tracking.aspx

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Dashboard | Purchase | Quality | Production | Finance | TPM | ASN Report | Advance Shipment Notice (ASN) Form | GST

New Issue / Query Registration

Select Plant*	<input type="text" value="Select Plant"/>	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*	<input type="text" value="1100 - ETL Corporate Function"/>	Designation *	<input type="text"/>
Issue / Query Title *	<input type="text" value="1100 - ETL Corporate Function"/>	Contact No. *	<input type="text"/>
Details:	<input type="text" value="1100 - ETL Corporate Function"/>	Email Id*	<input type="text"/>
Upload File for more Details:	<input type="text" value="1100 - ETL Corporate Function"/>		

12:30 13-01-2018

8. Select department with which your issue/ query related.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endorance/vendor/vendor-issue-tracking.aspx

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New Issue / Query Registration

Select Plant*	<input type="text" value="1100 - ETL Corporate Function"/>	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*	<input type="text" value="VCD - Vendor Component Development"/>	Designation *	<input type="text"/>
Issue / Query Title *	<input type="text" value="VCD - Vendor Component Development"/>	Contact No. *	<input type="text"/>
Details:	<input type="text" value="VCD - Vendor Component Development"/>	Email Id*	<input type="text"/>
Upload File for more Details:	<input type="button" value="Choose File"/> No file chosen		

12:39 13-01-2018

9. Enter the Issue / Query Title which you wish to register in 100 Characters.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endurance/vendor/vendor-issue-tracking.aspx

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New Issue / Query Registration

Select Plant*	1100 - ETL Corporate Function	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*	VCD- Vendor Component Development	Designation *	<input type="text"/>
Issue / Query Title *	Issue Registration for DEMO Purpose	Contact No. *	<input type="text"/>
Details:	<input type="text"/>	Email Id*	<input type="text"/>
Upload File for more Details:	<input type="button" value="Choose File"/> No file chosen		

12:41 13-01-2018

10. Describe your Issue/ Query by entering additional text which will help ETL SPOC to understand it very clearly and to act up on.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endurance/vendor/vendor-issue-tracking.aspx

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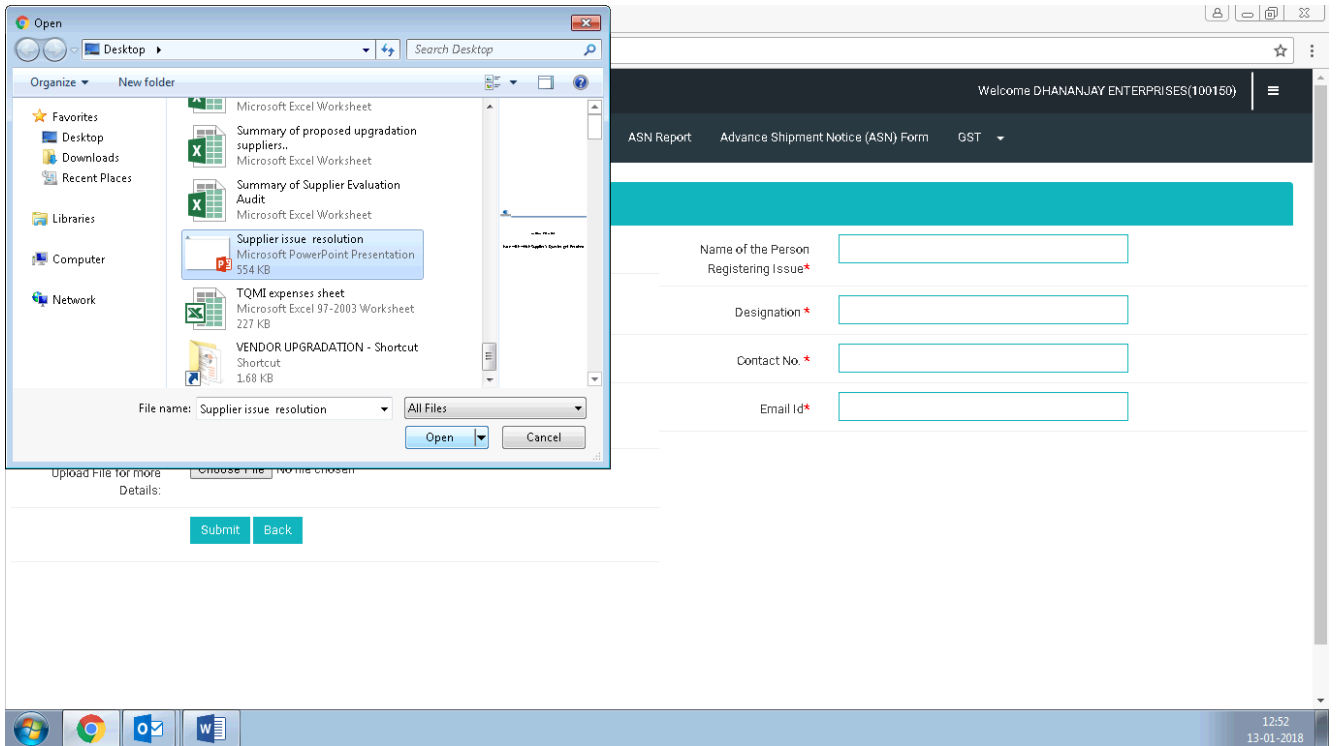
Dashboard | Purchase | Quality | Production | Finance | TPM | ASN Report | Advance Shipment Notice (ASN) Form | GST

New Issue / Query Registration

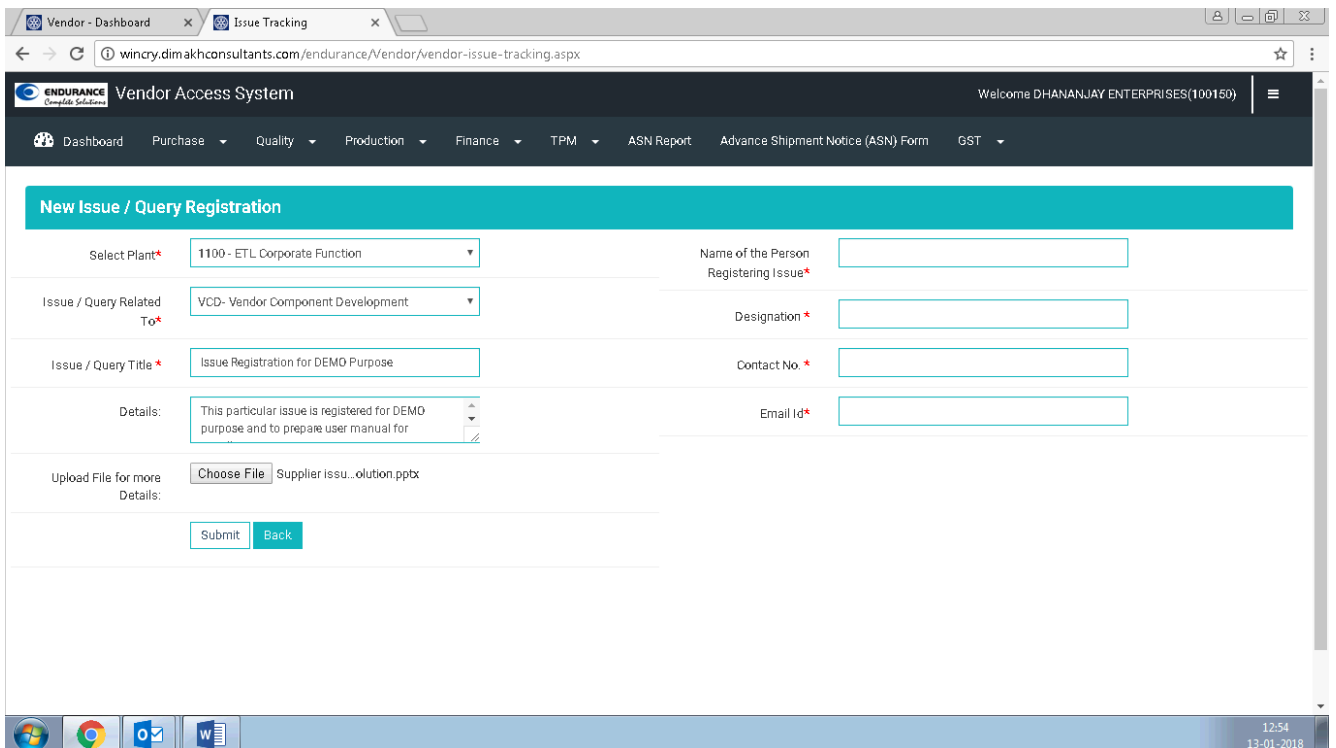
Select Plant*	1100 - ETL Corporate Function	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*	VCD- Vendor Component Development	Designation *	<input type="text"/>
Issue / Query Title *	Issue Registration for DEMO Purpose	Contact No. *	<input type="text"/>
Details:	This particular issue is registered for DEMO purpose and to prepare user manual for	Email Id*	<input type="text"/>
Upload File for more Details:	<input type="button" value="Choose File"/> No file chosen		

12:45 13-01-2018

11. If you wish to provide additional supporting document then just browse by clicking on chose file and attach appropriate document with file type Word, PDF, Excel, PPT, JPG Image etc.



12. Click on Open Button on browsing window to attach the document chosen. Then selected file will get attached.



13 Add the additional information like Name, designation, contact number and email ID in right side section.

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New Issue / Query Registration

Select Plant*

Issue / Query Related To*

Issue / Query Title*

Name of the Person Registering Issue*

Designation*

Contact No.*

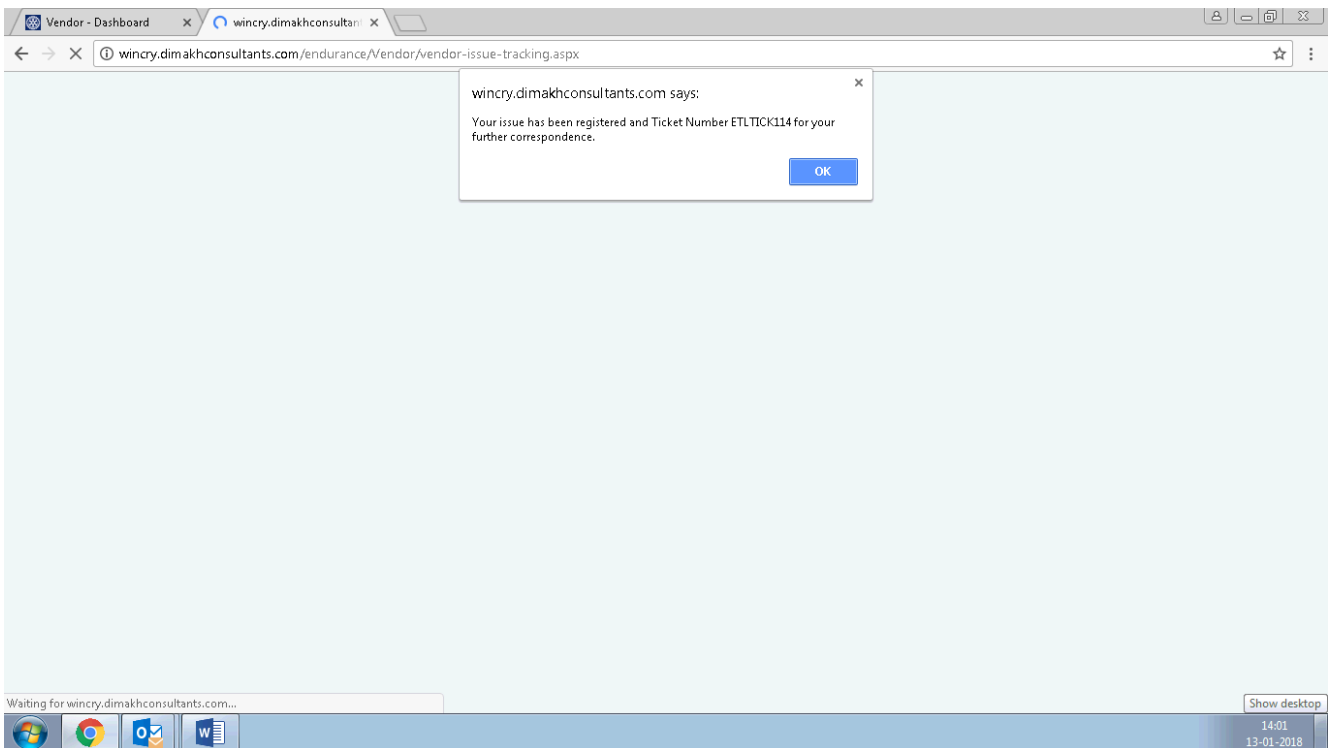
Email Id*

Details:

Upload File for more Details: Supplier issu...olution.pptx

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14 the click on "Submit" Button to register your Issue/ Query.



15 You will see the message on successful registration of issue/ query with specific ticket number which will be for tracking its status till final closure from either side, then click on "OK" button you will be redirected to home page of ITS where in you will find the details of your registered Issue/ Query at top row.

16. W.r.t Ticket Number click on "Details" to see the details provided and to know its latest status update by ETL SPOC like its acknowledgement, updation of decided action plan then closure by ETL etc.

17. After that from your side you also need to enter your comment and close the Ticket Number If satisfied or Re open with your remark, which will again routed to ETL SPOC for alternate action.

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