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 <u>www.endurancegroup.com</u>
- 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.

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Issue	/ Query Track	ing						
Select	t Status	 Select Plant 	 Select Department 	 Select Ticket No. 	*	Sea	rch Reset Issue / Query Re	gistration
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Sr.No.	Ticket No.	Plant	Issue / Query Title		Registered On	Updated On	Current Status	Details
1	ETLTICK118	1118 - Shock Absorber Div. E92/93	Again Same with Plant		Jan 12, 2018	Jan 12, 2018	Reopened	Details
2	ETLTICK112	1118 - Shock Absorber Div. E92/98	New changes are not yet done		Jan 12, 2018	Jan 12, 2018	Inprocess	Details
3	ETLTICK111	1118 - Shock Absorber Div. E92/98	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. E92/98	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
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5. Click on Button "Issue/ Query Registration" if you wish to register it for resolution by Endurance.

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Select Status V Select Plant V Select Ticket No.	Search Reset Issue / Query Registration				
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6. You will be redirected to the Issue/ Query Registration Page as below.

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Select Plant*	Select Plant	¥	Name of the Person Registering Issue*				
Issue / Query Related To*	Select	¥	Designation *				
Issue / Query Title *			Contact No. *				
Details:			Email Id*				
Upload File for more Details:	Choose File No file chosen						
	Submit Back						

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

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ssue / Query Related To *	Select Plant 1101 - ETPL B-2 1108 - ETPL B-1/3 CHAKAN 1113 - ETPL CHENNAI	Registering Issue*		
Issue / Query Title *	1116 - Suspension Div.K120 1118 - Shock Absorber Div. E92/98 1100 - ETL Corporate Function	Contact No. *		
Details:	1117 - Front Fork Div. K228 1120 - Brake Div. K226/2 1126 - Suspension Div.Pantnagar 1132 - Transmission Div. K226/1	Email Id*		
Upload File for more Details:	1135 - Transmission Div.Pantnagar 1136 - Suspension Div.Sanand 1141 - Brake Div.L20			
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8. Select department with which your issue/ query related.

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New Issue / Query	Registration		
Select Plant*	1100 - ETL Corporate Function	Name of the Person	
		Registering Issue*	
Issue / Query Related To*	Select Department	Designation *	
Issue / Query Title *	Casting Div. Outsourcing SQA - Supplier Quality Assurance Strategic Sourcing – E94	Contact No. *	
Details:	Strategic Sourcing – K120 VCD- Vendor Component Development	Email Id*	
Upload File for more Details:	Choose File No file chosen		
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9. Enter the Issue / Query Title which you wish to register in 100 Characters.

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To*		Designation *]
Issue / Query Title *	Issue Registration for DEMD Purpose	Contact No. *]
Details:		Email Id*]
Upload File for more Details:	Choose File No file chosen			
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10. Describe your Issue/ Query by entering additional text which will help ETL SPOC to understand it very clearly and to act up on.

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New Issue / Query	/ Registration							
Select Plant*	1100 - ETL Corporate Function	Name of the Person Registering Issue*						
Issue / Query Related To*	VCD- Vendor Component Development	Designation *						
Issue / Query Title *	Issue Registration for DEMO Purpose	Contact No. *						
Details:	This particular issue is registered for DEMO	Email Id*						
Upload File for more Details:	Choose File No file chosen							
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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.

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🚛 Computer	Supplier issue resolution Microsoft PowerPoint Presentation 554 KB	unter Frank	Name of the Person Registering Issue*
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File nam	e: Supplier issue resolution		Email Id*
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12. Click on Open Button on browsing window to attach the document chosen. Then selected file will get attached.

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Issue / Query Related To*	VCD- Vendor Component Development	Designation *					
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Details:	This particular issue is registered for DEMO	Email Id*					
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13 Add the additional information like Name, designation, contact number and email ID in right side section.

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Issue / Query Related To*	VCD- Vendor Component Development		Designation *	A.Manager				
Issue / Query Title *	Issue Registration for DEMO Purpose		Contact No. *	9765410475				
Details:	This particular issue is registered for DEMO		Email Id*	sspujari@endurance.co.in				
Upload File for more Details:	Choose File Supplier issuolution.pptx							
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14 the click on "Submit" Button to register your Issue/ Query.



15 You will see the massage 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, updatation 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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