



**SCANIA**



Info klass/Info class

Dokumentnamn/Document name

FAQ\_eQ2\_Access\_Supplier-v1

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Lagringsdata/File

Reg nr/Reg. No.

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Utfärdare (tjänstställebeteckning, namn)/Issued by

Jan F Visscher / SNI

Telefon/Phone

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# How to apply for eQ2 access

## FAQ's – answers and suggestions

### for supplier users



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## Update history

P1.0	First version	2022-01-11	SNLVIJ

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<p><b>Do I need an own eQ2 account or can we share individual and / or group accounts?</b></p>	<p>It is not allowed to use someone else's credentials for log in to any of the customer owned systems due to Information Security (Isec) policy and rules. It is only allowed to work from individual (Id's - eMail) accounts given to a person. Sharing accounts is not allowed.</p>
<p><b>How to get access to eQ2?</b></p>	<p><b>For SCANIA:</b> You need first an account to log in to Scania Supplier Portal (SSP <a href="http://supplier.scania.com">supplier.scania.com</a>). On SSP you find all needed information and links to the applications you need for doing business with Scania. Both accounts (SSP Id and eQ2 Id + PW) are to be provided by your local administrator for the respective applications.</p> <p><b>For MAN:</b> You need to have Cognito and eQ2-user Id; please contact the administrator at your company to register and give access to you; log-in via <a href="http://eq2.scania.com/man">eq2.scania.com/man</a> Please see also <a href="#">First login to MAN eQ2</a> in "User guides"</p> <p>If no active eQ2 administrator available, please contact: <b>For Scania:</b> your responsible buyer <b>For MAN:</b> <a href="mailto:eq2-onboarding@man.eu">eq2-onboarding@man.eu</a></p>
<p><b>Who is at my company the administrator for SSP and who for eQ2</b></p>	<p><b>For Scania:</b> You use the SSP Chatbot on the public side and ask "who is my local administrator"? You will be asked by the Chatbot to enter the 7# supplier number and you will receive then the email address of your local SSP administrator. When you logged in to SSP and received the right roles, you can click onwards to the eQ2 site <a href="#">here</a>. When you "Start Application" and have no eQ2 account yet, you will be shown the supplier users in eQ2 with local administrator rights. You should contact a local admin and request an account being set up for you.</p>

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	<p><b>For MAN:</b> Please contact support helpdesk at <a href="mailto:purchasing.system.support@scania.com">purchasing.system.support@scania.com</a> to receive information about eQ2 company administrator. Please indicate for the request</p> <ul style="list-style-type: none"> <li>• company name</li> <li>• MAN creditor No</li> <li>• DUNS-No</li> </ul>
<p><b>Maintenance of Contact Window in eQ2</b></p>	<p>The by the Organization appointed supplier administrator is responsible to initially update and maintain the details requested and contacts on regular base (as required in TRATON Customer Requirements CVS-10) and load the filled out validation templates. A user guide is available for supplier administrators (linked <a href="#">here</a>).</p>
<p><b>How to handle support requests?</b></p>	<p>Available Levels:</p> <ul style="list-style-type: none"> <li>• <b>1<sup>st</sup> level:</b> supplier user consults <b>User Manuals</b> and/or <b>FAQs</b></li> <li>• <b>2<sup>nd</sup> level:</b> supplier user requests support from his/her <b>local eQ2 administrator</b></li> <li>• <b>3<sup>rd</sup> level:</b> <u>local eQ2 administrator</u> addresses support request to <b>support helpdesk</b> (<a href="mailto:purchasing.system.support@scania.com">purchasing.system.support@scania.com</a>)</li> </ul> <p>Requirements concerning your support request to helpdesk:</p> <ul style="list-style-type: none"> <li>• Formulate in <b>English</b></li> <li>• Indicate <b>supplier account number and User ID</b> from staff member having the problem</li> <li>• Clearly describe the <b>problem</b></li> <li>• Add <b>screenshots</b></li> </ul> <p>Please note:</p> <ul style="list-style-type: none"> <li>➤ Support requests sent in by the local eQ2 administrator at the supplier will be prioritized.</li> </ul>
<p><b>How to use the modules in eQ2</b></p>	<p>Please read the user guide for the concerned module and/or watch available Video Tutorials which can be found</p> <ul style="list-style-type: none"> <li>• for Scania on the SSP site where to log in to eQ2.</li> </ul>

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	<ul style="list-style-type: none"> <li>For MAN after log in to eQ<sup>2</sup> under “User Guides” → “eQ2 User Guide”</li> </ul>
<b>Application eQ2 is missing in SSP</b>	Please contact your local SSP administrator. Request to have the missing app added. The user should receive the SSP access role/s "Gsp_Role_ExternalAP" or "Gsp_App_eQ2".
<b>Web browser issues</b>	Preferred browsers are Chrome and Edge. The advice is to clean your browsing history, cookies and other site data and cached images and files especially after releases. Sometimes it helps also to sign out, log off and restart the computer.
<b>Reports do not open (in a new window) when clicking the blue report number</b>	The pop up blocker shall be turned off <a href="https://lexisnexis.custhelp.com/app/answers/answer_view/a_id/1102020/~/disable-pop-up-blockers-in-most-common-internet-browsers">https://lexisnexis.custhelp.com/app/answers/answer_view/a_id/1102020/~/disable-pop-up-blockers-in-most-common-internet-browsers</a>
<b>Cannot log in due to Inactivated account</b>	Contact your local administrator for re-activation. Log in to the system at least once every two years to avoid being set to inactive by the system. When receiving a new password, you have to log in within 14 days otherwise the account will be inactivated again.
<b>I cannot sign the PSW in ePPAP</b>	Check if you received the correct roles for working in eQ2 from the eQ2 local administrator. There are 4 roles: Administrator, User, User PPAP and User Sign PPAP.
<b>Update of not editable fields in eQ2</b>	The DUNS number, supplier name, phone number and address to the company can't be changed by the supplier themselves in eQ2. If these 4 fields show wrong or missing info, contact your buyer and request a correction.
<b>I cannot make updates in a PPAP</b>	You might not have accepted the PPAP. It is still in the published state (PUB). You need to press the Accept button under the section “Scania/MAN Part and Order/Emcos Information”, then the PPAP enters the “Supplier working with PPAP” state (SUP). Please read the ePPAP manual.
<b>I can not save the added data to a report</b>	When there is made wrong input or input is missing for expected fields, this needs first to be corrected / added. There should be warning messages on the fields with errors or missing info. Mind that for e.g. eQuality reports it is required to update the report continuously from the moment you

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	received it. When passing time lines for answering, the system will require to fill the missing info and Save& Send is not possible without the info.
<b>I cannot choose my buyer in SCR</b>	On the SCR pre-form you are offered only the buyers which have open orders on your account. Once the SCR has been submitted the buyer can be changed by the customer.
<b>I cannot find the part number for which I want to submit a SCR</b>	You can only submit SCR's for PPAP approved parts.