



Ticket Management System for Suppliers

Supplier Requests Service Management Information Document

Corporate Quality Management | 07.08.2024



Important note

In this document changes are made on an ongoing basis. If the document is printed out or stored locally, please check if you have the latest version. You can find the latest information on the Krones homepage under this link (https://www.krones.com/media/downloads/Jira_information_for_Krones_suppliers.pdf) or directly on the Supplier Requests Service Management portal (see red border).

Information about provision of documents
There may be a time delay of up to 6 hours between the provision of the Krones purchasing documents and the necessary documents (drawings, parts lists, STEP files, DXF files). Only after the 6 hours have passed, please create a ticket.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests** for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.

If you have any **queries regarding commercial topics**, please contact the person in the purchasing department listed on the order form.

02.08.2024: Under this link you will find our updated user documentation.

Note for current release: Files in Step format can be received in the regular Krones ordering process by proactively downloading them from the SUS supplier portal. They will **not** be sent with the rest of the order information by e-mail. Therefore, please first check the supplier portal for the availability of the required file before addressing a ticket to us here.

Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

▽ Contact us about

- Technical supplier requests**
Missing technical documents, Requests regarding technical documents, Requests regarding technical changes, Release of specification deviations, Requests regarding tenders / inquiries
- Requests for and submission of material certificates, norms, test protocols and supplier evaluations**
Submit material certificate, Krones norms, Request test protocol, Requests regarding supplier evaluation
- Support**
Support eProcurement / SUS topics, Support with the use of the ticket system, Add account, Remove account

Agenda


- 01** Overview: Initial situation, objective

- 02** What is a ticket system?

- 03** Overview of the Supplier Requests Service Management portal for supplier requests to Krones

- 04** Conclusion and prospects

Summary

Initial situation	Objective	Implementation
 <p>Requests via Outlook mailbox</p> <p>Supplier requests have been handled via the central e-mail address supplier.request@krones.com until 09/2022.</p> <p>Processing of the requests</p> <p>This may result in unnecessary clarification time when processing the request through the medium e-mail.</p> <p>Request quality</p> <p>Often, the initial requests lack the necessary information to process the requests quickly and in a targeted manner</p>	<ol style="list-style-type: none"> <li data-bbox="1039 419 1737 591">1 Acceleration of the clarification time <li data-bbox="1039 591 1737 762">2 Establishment of a modern application-related system solution <li data-bbox="1039 762 1737 933">3 First Time Right <li data-bbox="1039 933 1737 1105">4 Support for digitalization 	<ul style="list-style-type: none"> <li data-bbox="1768 419 2435 534">– Implementation of a Ticket Management System to manage the supplier request process. <li data-bbox="1768 534 2435 619">– Integration of the Ticket Management System in the Krones supplier portal. <li data-bbox="1768 619 2435 705">– Successive conversion of the communication towards the ticketsystem. <p data-bbox="1768 833 2435 891">Advantages/implications</p> <ul style="list-style-type: none"> <li data-bbox="1768 905 2435 991">– Acceleration of the clarification time <li data-bbox="1768 991 2435 1076">– Good user guidance <li data-bbox="1768 1076 2435 1105">– Adherence to deadlines

Controlled query of information through the ticket system accelerates clarification time.

Everything at a glance - Supplier Requests Service Management

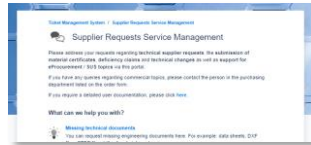
1 Initial access to the system

Mail to srsm-jira.registration@krones.com including your respective e-mail contacts to be registered

After you have received a personalized invitation link, please register with your name and password in the system.

2 Access to the portal

Access to the portal: krones.atlassian.net/servicedesk



3 Overview of the portal

Technical supplier requests

- Technical changes
- Requests about documents and tenders / enquiries
- Release of specification deviations

Requests for and submission of material certificates, norms, test protocols and supplier evaluations

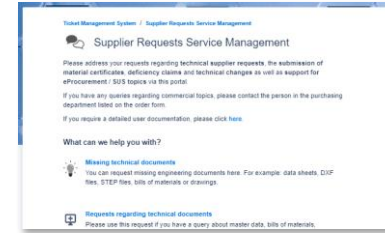
- Submit material certificates
- Requests test protocols
- Requests regarding supplier evaluation

Support

- Support eProcurement / SUS topics
- Support with the use of the ticket system
- Add and remove accounts

4 Ticket creation

Selection of an appropriate request category

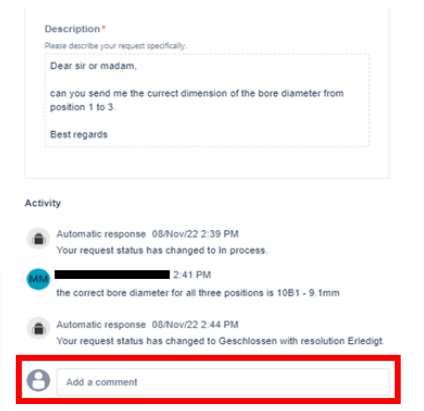


Filling in the required information in the ticket

Send

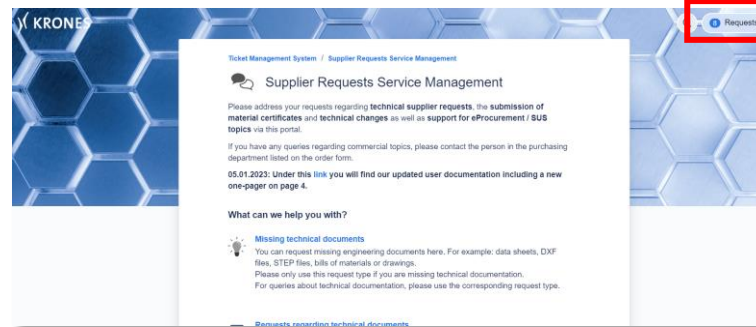
5 Comment function

The comment field can be used for further questions and for answering the request.



6 Overview of the created tickets

Clicking on "Requests" - "All" opens an overview of all created tickets.



7 Best practice tips

Substitute management:

To ensure continuous communication even during absences, you can make tickets available to other people at any time using the "+Share" function.



Enable / disable notifications:

Notifications regarding tickets can be disabled or enabled at any time in the ticket via "Receive notifications".



Language settings:

Under your respective profile you can set preferences regarding the language.



What is a ticket system? - An overview¹

Definition: A ticket system is a type of software to handle the receipt, acknowledgement, classification and processing of customer requests (tickets).²







- In a ticket system, predefined standardized documents / forms are defined, which are referred to as "tickets".
- The ticket creator must fill in the fields contained in the ticket with the complete information.
- A dedicated status scheme is defined for each request type to control the automated progress and allocation to the processor of the requests.
- After the ticket is created, the ticket processor can start working on the request and responding to it.
- After each interaction between ticket processor and ticket creator, both parties are notified, depending on the situation.
- If the supplier has any questions in the meantime, he can communicate directly with the responsible person via the comment function in the ticket.
- In case of relevant changes to the ticket (e.g., attachment, status change, new comment, etc.), participants are informed by e-mail.

A ticket system documents the complete communication between the ticket creator and the ticket processor of a request.



¹Source: [Link](#), ²Source: [Link](#)

Advantages and disadvantages of the Ticket Management system¹

Advantages

-  – **Clear communication** through automated direct forwarding to the ticket processor
-  – The tickets enable **complete data** regarding the request/order
-  – **Reduction of bureaucratic effort** by avoiding requests by e-mail
-  – **Standardized communication system** for the different categories of requests
-  – **Real-time overview:** All information relevant to the ticket creator is available in real time
-  – **Reduction of waiting time:** Immediate e-mail notification when the processor responds

Disadvantages

-  – **File size** of the upload for attachments **may be limited** (analog e-mail)
-  – **If applicable, costs** for the training of the person using the system

The main advantage of the Ticket Management System is that complete data of a ticket is already available when it is submitted.

¹Source: [Link](#)

How to access the "Ticket Management System"?

Link on the order form

Bestellnummer/Datum
4510573150 / Seite

Pos.	Material-Nr Bestellmenge	Einheit	Mat-Bezeichnung	Preis pro Einheit	Nettowert
			Größe/Abmessung : 2,100 X 2,100 X 0,250 CM Werkstoffnummer : 1.7225 Werkstoffbez. : 42CrMo4 Keine Über- oder Unterlieferung zulässig ! Dokument : 906309604 DokVersion : 00		
	6 Stück			4,40 EUR	26,40 EUR
Um ein Qualitätsrückfrageformular zu gewährleisten, wenden Sie sich bitte bei Qualitätsrückfragen an folgende E-Mail-Adresse: Supplier.Request@Krones.com					
20	0-906-28-96		Kr... NF.: D-11-1810-223569 Absatzdurchmesser (D) : 25,00 mm Länge (L) : 11,00 mm Oberfläche (Ist-Zustand) : keine Härtung : Ja Druckrelevantes Teil : Nein Werkstoffgruppe : Stahl Niro Werkstoff : 1.4112 Absatzdurchmesser : 25,00 mm Größe/Abmessung : 0,250 X 0,250 X 0,110 DM Werkstoffnummer : 1.4112 Werkstoffbez. : X90CrMoV18 Keine Über- oder Unterlieferung zulässig ! Dokument : 906289660 DokVersion : 00		
	1 Stück			42,50 EUR	42,50 EUR
Um ein Qualitätsrückfrageformular zu gewährleisten, wenden Sie sich bitte bei Qualitätsrückfragen an folgende E-Mail-Adresse: Supplier.Request@Krones.com					
Liefertermin 16.03.2022 im Haus					

Link to portal:
krones.atlassian.net/servicedesk

Integration in the supplier portal

KRONES

Willkommen: Frau Kontrakt 1

Home eSupplier eProcurement **Supplier Requests Service Management**

Link via ticket

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Supplier Requests Service Management
an mich ▾

Dear Sir or Madam,

Thank you for your request in the Supplier Requests Service Management Portal. The request

Best regards,

Supplier Requests Service Management

[View request](#) Turn off this request's notifications

The Ticket Management System can be accessed via three options: through the link on the order form, in the supplier portal or in the ticket.

Overview of the request types (1/3)

Parent category	Type of request	Concrete reason for the request	Responsible person at Krones
Technical supplier requests	Requests regarding technical changes	Requests regarding changes made by Krones	For each request type, the ticket is forwarded directly to the person responsible at Krones.
Technical supplier requests	Missing technical documents: For example: missing Bills of materials, missing data sheet, missing DXF file, missing STEP file, missing drawing	Missing Bills of materials	
		Missing data sheet	
		Missing DXF file	
		Missing STEP file	
Technical supplier requests	Request regarding technical documents: Requests to bills of materials, data sheet, DXF file, STEP file, drawing	Missing drawing	
		Bills of materials	
		Drawing	
		Data sheet	
		DXF file	
Technical supplier requests	Release of specifications deviations	Step file	
		Request for approval regarding alternative manufacturing processes, use of alternative materials or dimensional deviations etc.	
Technical supplier requests	Requests regarding tenders / inquiries	Requests or missing documents for Krones tenders	

So far, 13 enquiry types have been created in the portal. These can be flexibly extended.

Overview of the request types (2/3)

Parent category	Type of request	Concrete reason for the request	Responsible person at Krones
Requests for and submission of material certificates, norms, test protocols and supplier evaluations	Krones norms	Request a Krones norm	For each request type, the ticket is forwarded directly to the responsible person at Krones.
Requests for and submission of material certificates, norms, test protocols and supplier evaluations	Submit material certificates	Sending a material certificate to Krones AG	
Requests for and submission of material certificates, norms, test protocols and supplier evaluations	Request test protocol	Requesting a test protocol	
Requests for and submission of material certificates, norms, test protocols and supplier evaluations	Request for a supplier evaluations	Requesting information about the current supplier rating	

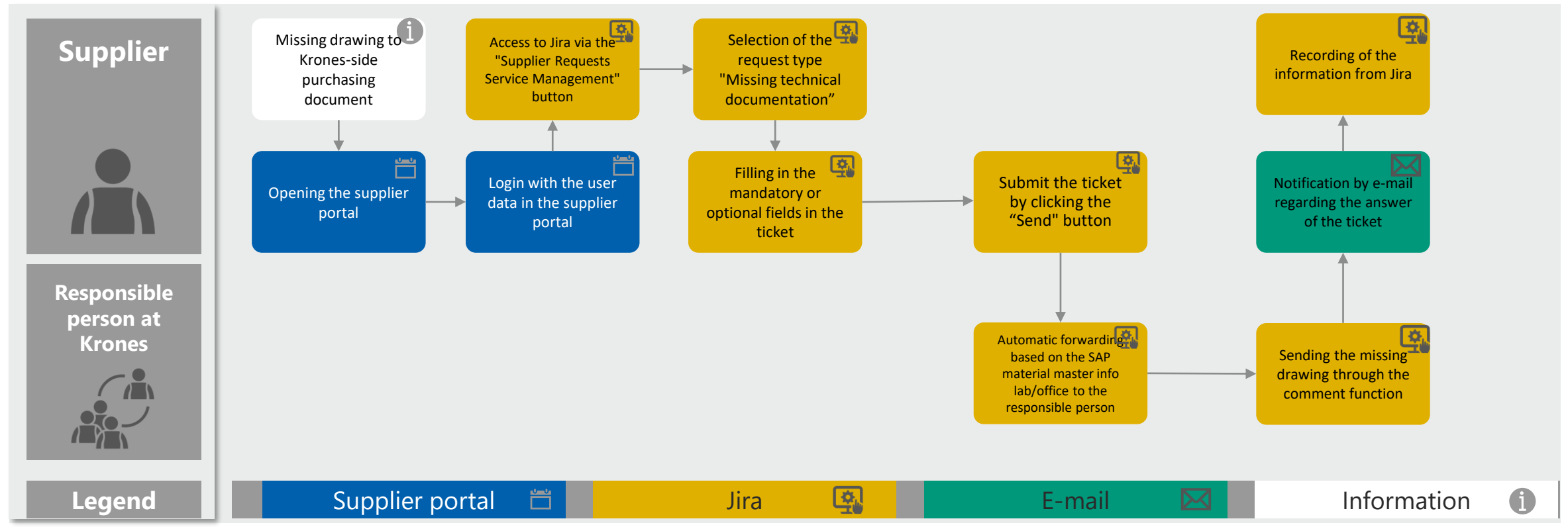
These 13 different enquiry types in the ticket management system cover the supplier's request as far as possible.

Overview of the request types (3/3)

Parent category	Type of request	Concrete reason for the request	Responsible person at Krones
Support	Support eProcurement	Support to eProcurement	For each request type, the ticket is forwarded directly to the responsible person at Krones.
Support	Support with the use of the ticket system	Support with the use of the ticket system	
Support	Add account	Adding another account for ticket creation	
Support	Remove account	Removing an account in the ticket system	

These 13 different enquiry types in the ticket management system cover the supplier's request as far as possible.

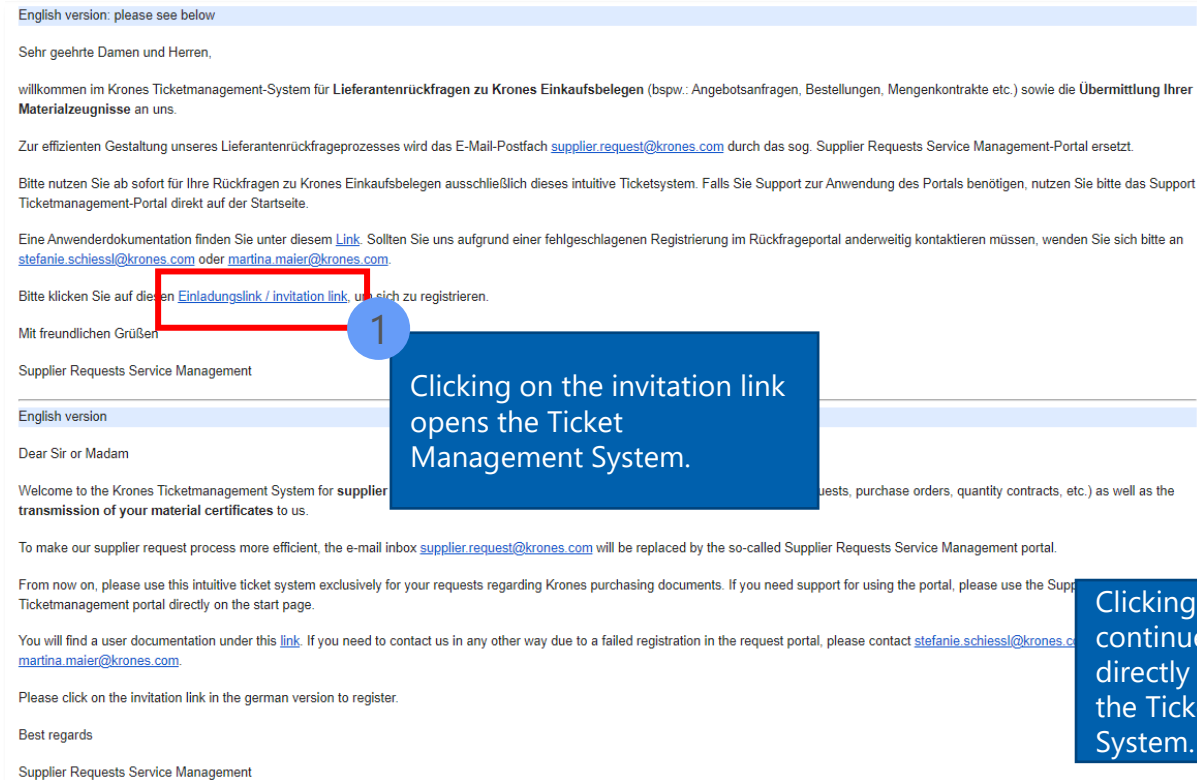
Example: Request type "Missing technical documentation"¹ - Forwarding



The process from ticket creation to the completion of the ticket is presented in the form of a use case.

¹includes missing data sheets, DXF files, STEP files, drawings, parts lists

Invitation to the Supplier Requests Service Management portal



1

Clicking on the invitation link opens the Ticket Management System.

Welcome to Supplier Requests Service Management!

You're almost there. We just need to grab a password so you can log in later.

Email

Full name

Password

Save and continue

2

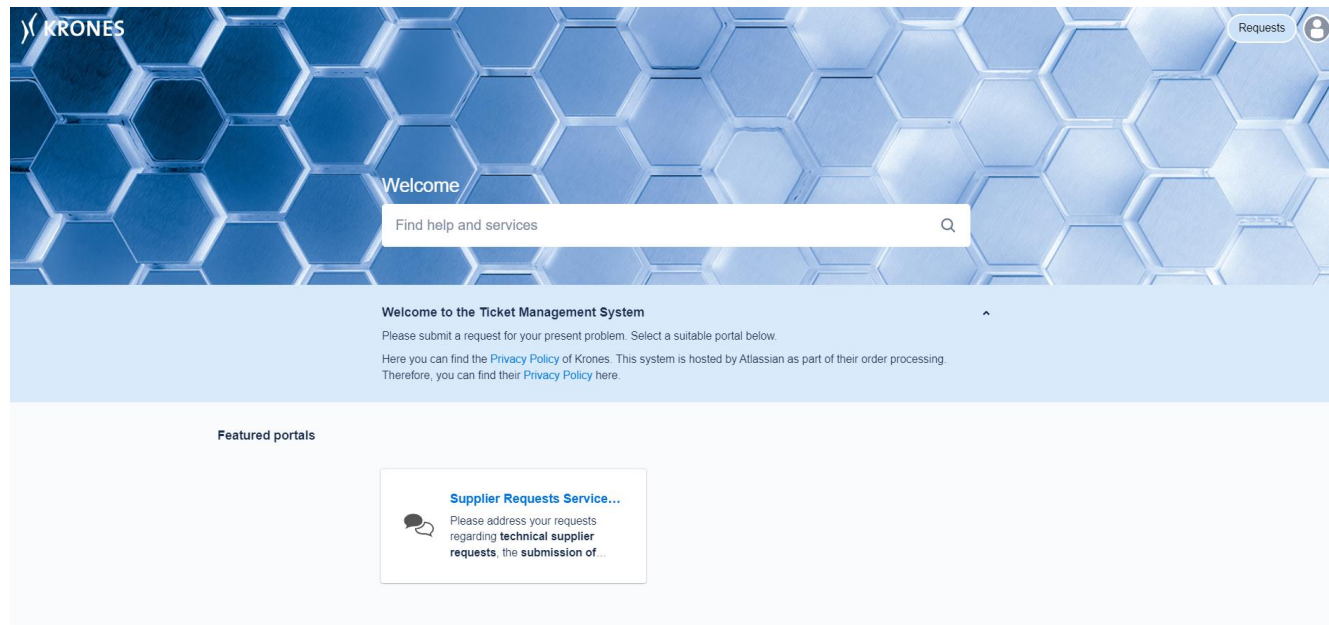
Please enter your full name and choose a password in the login screen.

3

Clicking on "Save and continue" will lead you directly to the start page of the Ticket Management System.

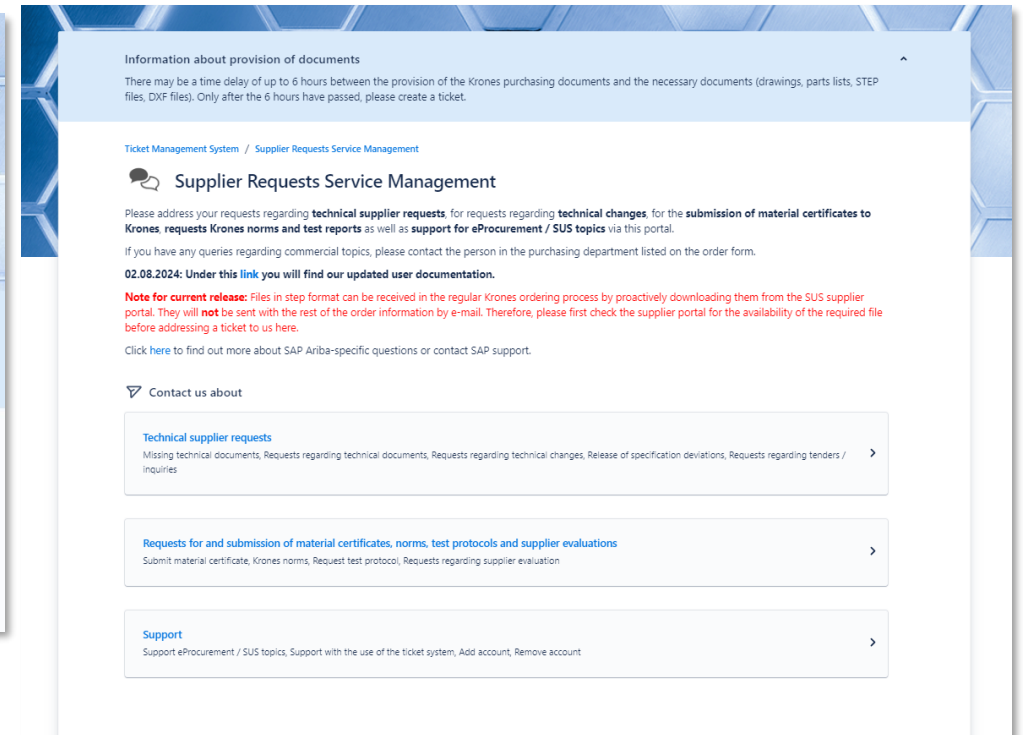
After three simple steps, you are registered in the Ticket Management System. This allows you to submit requests to Krones through the Supplier Requests Service Management portal.

Links to the Ticket Management System



The screenshot shows the homepage of the Krones Ticket Management System. At the top left is the KRONES logo. A search bar with the text "Find help and services" is prominently displayed. Below the search bar, a "Welcome" message is followed by a section titled "Welcome to the Ticket Management System" which provides instructions on how to submit a request and links to the Privacy Policy. A "Featured portals" section is visible, featuring a card for "Supplier Requests Service Management" with a speech bubble icon and a brief description of the service.

<https://krones.atlassian.net/servicedesk/customer/portals>



This screenshot displays the "Supplier Requests Service Management" page. It includes a header with the title and a breadcrumb trail. The main content area contains several sections: "Information about provision of documents" with a note about a 6-hour delay; a "Note for current release" regarding file formats; and a "Contact us about" section with three expandable cards: "Technical supplier requests", "Requests for and submission of material certificates, norms, test protocols and supplier evaluations", and "Support". Each card provides a brief description of the service area and a right-pointing arrow to expand it.

<https://krones.atlassian.net/servicedesk/customer/portal/2>

Ticket Management System user surface.

Process Ticket Management System

Ticket creation

Requests regarding the following categories can be submitted through the [Ticket Management System](#):

- Missing technical documents
- Requests regarding technical documents
- Requests regarding technical changes
- Release of specification deviations
- Requests about tenders / inquiries
- Submit material certificate
- Krones norms
- Request test protocol
- Requests regarding supplier evaluation
- Support eProcurement / SUS topics
- Support with using the ticket system
- Add/remove accounts

Processing at Krones

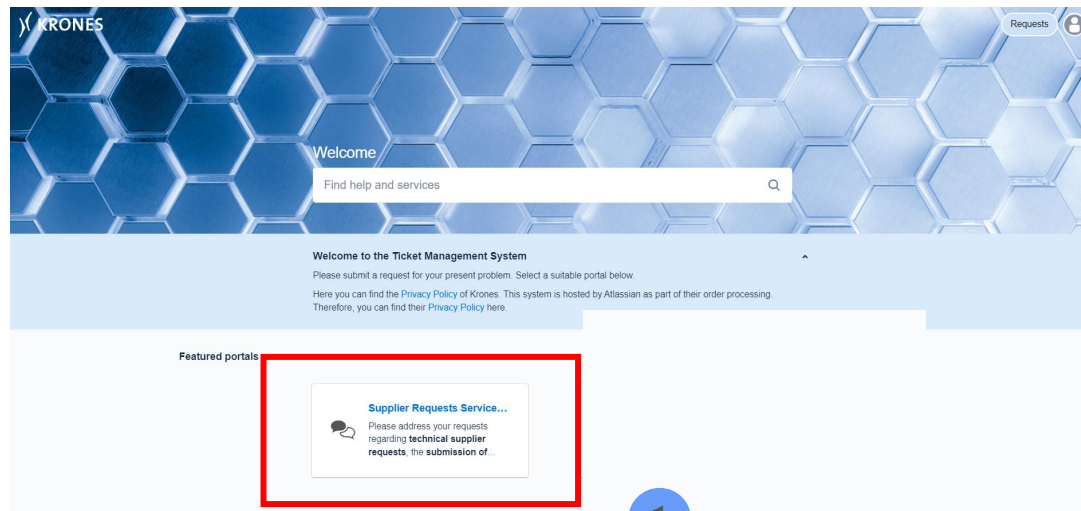
During the processing, the Ticket Management System informs about the achieved progress of the request.
In addition, the current status and the ticket processor can be displayed.

Processing completed

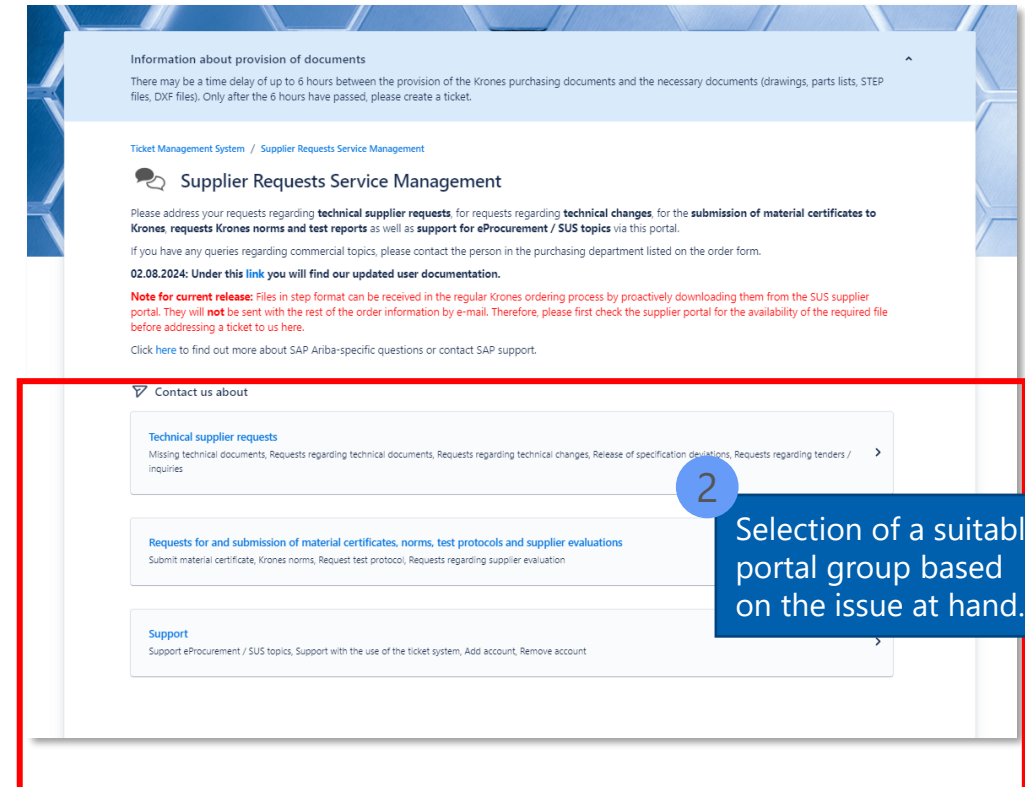
The direct communication between the supplier and the ticket processor takes place via the comment field.
A notification about the completed processing is sent by e-mail.

The process for supplier requests between the supplier and the ticket processor at Krones takes place exclusively via the ticket management system.

Ticket creation (1/4)



1 Selection of the Supplier Requests Service Management portal.



2 Selection of a suitable portal group based on the issue at hand.

The ticket creation is done in the Ticket Management System by selecting the Supplier Requests Service Management portal.

Ticket creation (2/4)

Information about provision of documents
There may be a time delay of up to 6 hours between the provision of the Krones purchasing documents and the necessary documents (drawings, parts lists, STEP files, DXF files). Only after the 6 hours have passed, please create a ticket.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests**, for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.
If you have any queries regarding commercial topics, please contact the person in the purchasing department listed on the order form.
02.08.2024: Under this link you will find our updated user documentation.
Note for current release: Files in step format can be received in the regular Krones ordering process by proactively downloading them from the SUS supplier portal. They will **not** be sent with the rest of the order information by e-mail. Therefore, please first check the supplier portal for the availability of the required file before addressing a ticket to us here.
Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

Contact us about
Technical supplier requests

What can we help you with?

- Missing technical documents**
You can request missing engineering documents here. For example: data sheets, DXF files, STEP files, bills of materials or drawings.
Please only use this request type if you are missing technical documentation.
For queries about technical documentation, please use the corresponding request type.
- Requests regarding technical documents**
Please use this request if you have a query about master data, bills of materials, drawings, data sheets, DXF files or STEP files.
- Requests regarding technical changes**
If you have any queries regarding changes made by Krones to purchasing documents, please use this request.

3

Example: Selection of the request type "Missing technical documents"

Predefined request categories ensure that the request is correctly addressed to the responsible person in the Krones organization.

Ticket creation (3/4)

Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

Contact us about
Technical supplier requests

What can we help you with?
Missing technical documents
You can request missing engineering documents here. For example: data sheets, DXF files, STEP files, bills of materials or drawin...

Raise this request on behalf of *
Enter name or email...

Attachment
Drag and drop files, paste screenshots, or browse
Browse

If you want to provide us a document related to your request, you can attach it here.

Language *
 German
 English

Creditor number *
Please enter your Krones creditor number here.

Company name *
Please enter your company name here.

4 If desired, an attachment can be added.

5 Filling in the ticket with the required information.

i All mandatory fields are marked with a red star.

Purchasing document position *
Please enter the relevant purchasing document position.
00010

Krones material number *
Please enter the material number of the relevant item.
04567843

Missing document *
Please select the type of the missing document here.
Missing data sheet

Description *
Please describe your request specifically.
Please send me the data sheet. Thank you.

6 After filling in the information, the send button must be clicked. The ticket will then be automatically sent to the responsible person in the Krones organization.

Send Cancel

Mandatory fields ensure that all relevant information for processing the request are available.

Ticket creation (4/4)

Ticket creation

Processing at Krones

Each ticket receives an individual number.

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Supplier Requests Service Management
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Dear Sir or Madam,

Thank you for your request in the Supplier Requests Service Management Portal. The request will be forwarded directly to the responsible person in the Krones organization. As soon as an answer is available, you will be informed by e-mail.

Best regards,

Supplier Requests Service Management

[View request](#) · [Turn off this request's notifications](#)

E-mail notification when the ticket is successfully created.

Process Ticket Management System

Ticket creation

Requests regarding the following categories can be submitted through the [Ticket Management System](#):

- Missing technical documents
- Requests regarding technical documents
- Requests regarding technical changes
- Release of specification deviations
- Requests about tenders / inquiries
- Submit material certificate
- Krones norms
- Request test protocol
- Requests regarding supplier evaluation
- Support eProcurement / SUS topics
- Support with using the ticket system
- Add/remove accounts

Processing at Krones

During the processing, the Ticket Management System informs about the achieved progress of the request.
In addition, the current status and the ticket processor can be displayed.

Processing completed

The direct communication between the supplier and the ticket processor takes place via the comment field.
A notification about the completed processing is sent by e-mail.

The process for supplier requests between the supplier and the ticket processor at Krones takes place exclusively via the ticket management system.

Processing at Kronos (1/4): E-mail notifications regarding the ticket progress

Ticket creation

Processing at Kronos

SRSM-912

Dear Sir or Madam,
this is an automatically generated email.
Martina Maier has added a comment in the ticket SRSM-912:
the correct bore diameter for all three positions is 10B1 - 9.1mm
Best regards,
Supplier Requests Service Management
[View request](#) · [Turn off this request's notifications](#)

SRSM-912

Dear Sir or Madam,
this is an automatically generated e-mail.
The processing of the ticket SRSM-912 is completed.
For further questions please use the comment function in the ticket.
Best regards,
Supplier Requests Service Management
[View request](#) · [Turn off this request's notifications](#)

During the processing, the Ticket Management System informs about the achieved progress of the request.

Processing at Krones (2/4): Comparison of the ticket viewing options

View of the processing status through the E-mail notification

Dear Sir or Madam,

this is an automatically generated email.

Martina Maier has added a comment in the ticket SRSM-912:
the correct bore diameter for all three positions is 10B1 - 9.1mm

Best regards,

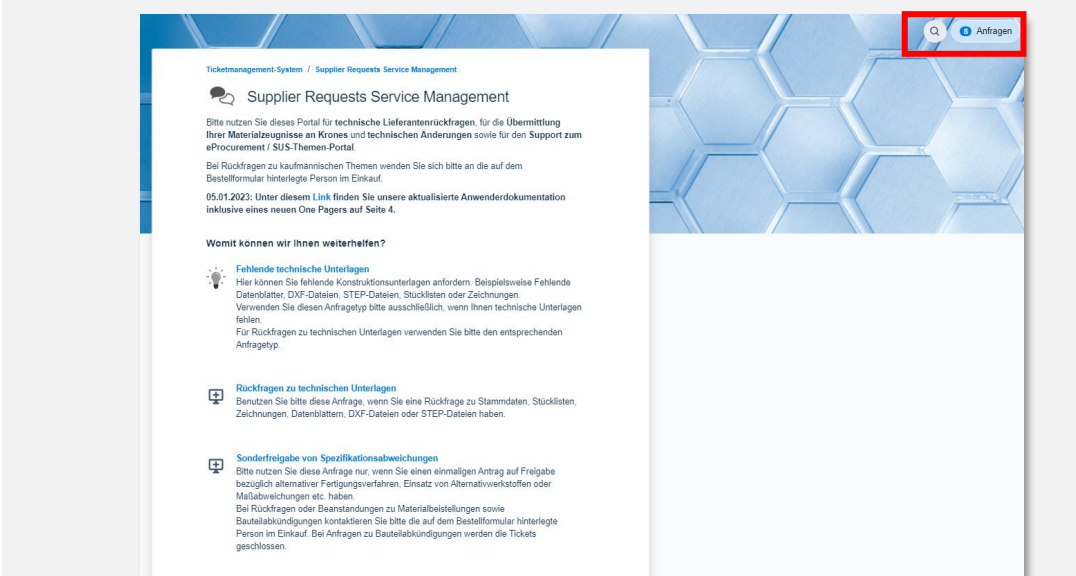
Supplier Requests Service Management

[View request](#)

[Turn off this request's notifications](#)

Notifications by e-mail can be disabled.

View of the processing status through the Supplier Requests Service Management portal



The screenshot shows the Supplier Requests Service Management portal interface. At the top right, there is a search bar with a magnifying glass icon and the text 'Anfragen'. Below the search bar, the page title is 'Supplier Requests Service Management'. The main content area contains several sections of text and icons, including a search icon and a list of tickets. The text includes instructions on how to use the portal for technical inquiries and how to manage notifications.

The current processing status can be viewed either via the e-mail notification or through the Supplier Requests Service Management portal.

Processing at Krones (3/4): Ticket overview

With click on "Requests" - "All" an overview of all created tickets opens.

1

2

Clicking on the summary or the reference opens the ticket.

Supplier Requests Service Management

Bitte nutzen Sie dieses Portal für technische Lieferantenrückfragen, für die Übermittlung Ihrer Materialzeugnisse an Krones und technischen Änderungen sowie für den Support zum eProcurement / SUS-Themen-Portal.

Bei Rückfragen zu kaufmännischen Themen wenden Sie sich bitte an die auf dem Bestellformular hinterlegte Person im Einkauf.

05.01.2023: Unter diesem Link finden Sie unsere aktualisierte Anwenderdokumentation inklusive eines neuen One Pagers auf Seite 4.

Womit können wir Ihnen weiterhelfen?

Fehlende technische Unterlagen
Hier können Sie fehlende Konstruktionsunterlagen anfordern. Beispielsweise Fehlende Datenblätter, DXF-Dateien, STEP-Dateien, Stücklisten oder Zeichnungen. Verwenden Sie diesen Antragstyp bitte ausschließlich, wenn Ihnen technische Unterlagen fehlen.
Für Rückfragen zu technischen Unterlagen verwenden Sie bitte den entsprechenden Antragstyp.

Rückfragen zu technischen Unterlagen
Benutzen Sie bitte diese Anfrage, wenn Sie eine Rückfrage zu Stammdaten, Stücklisten, Zeichnungen, Datenblättern, DXF-Dateien oder STEP-Dateien haben.

Sonderfreigabe von Spezifikationsabweichungen
Bitte nutzen Sie diese Anfrage nur, wenn Sie einen einmaligen Antrag auf Freigabe bezüglich alternativer Fertigungsverfahren, Einsatz von Alternativwerkstoffen oder Maßabweichungen etc. haben.
Bei Rückfragen oder Beanstandungen zu Materialbestellungen sowie Bauteilabkündigungen kontaktieren Sie bitte die auf dem Bestellformular hinterlegte Person im Einkauf. Bei Anfragen zu Bauteilabkündigungen werden die Tickets geschlossen.

Requests

Request contains... **Status: Open requests** **Created by me** **Request type**

Type	Reference	Summary	Status	Requester	Created date
<input type="button" value="v"/>	SRSM-886	Freigabe von Spezifikationsabweichungen	TICKET ZUGEWIESEN	Lieferant	07/Nov/22

View of the processing status through the Supplier Requests Service Management portal.

Processing at Kronos (4/4): Communication history

3
The ticket contains an activity protocol, which informs about all processing steps.

Description*
Please describe your request specifically.

Dear sir or madam,

can you send me the correct dimension of the bore diameter from position 1 to 3.

Best regards

Activity

- Automatic response Today 2:39 PM
Your request status has changed to In process.
- Automatic response Today 2:40 PM
Your request status has changed to Ticket zugewiesen.
- Automatic response Today 2:40 PM
Your request status has changed to In Bearbeitung durch Fachbereich.
- MM [redacted] Today 2:41 PM
the correct bore diameter for all three positions is 10B1 - 9.1mm
- Automatic response Today 2:44 PM
Your request status has changed to Geschlossen with resolution Erledigt.

4
The comment field can be used for further queries and for the response to the request.

View of the ticket after accessing it through the e-mail notification or selection of a ticket in the overall overview in the Supplier Requests Service Management portal.

Process Ticket Management System

Ticket creation

Requests regarding the following categories can be submitted through the [Ticket Management System](#):

- Missing technical documents
- Requests regarding technical documents
- Requests regarding technical changes
- Release of specification deviations
- Requests about tenders / inquiries
- Submit material certificate
- Krones norms
- Request test protocol
- Requests regarding supplier evaluation
- Support eProcurement / SUS topics
- Support with using the ticket system
- Add/remove accounts

Processing at Krones

During the processing, the Ticket Management System informs about the achieved progress of the request.
In addition, the current status and the ticket processor can be displayed.

Processing completed

The direct communication between the supplier and the ticket processor takes place via the comment field.
A notification about the completed processing is sent by e-mail.

The process for supplier requests between the supplier and the ticket processor at Krones takes place exclusively via the ticket management system.

Processing completed (1/2)

Dear Sir or Madam,

this is an automatically generated e-mail.

The processing of the ticket SRSM-912 is completed.
For further questions please use the comment function in the ticket.

Best regards,

Supplier Requests Service Management

[View request](#) · Turn off this request's notifications

1

Click on "View request" to open the ticket.



Ticketmanagement-System / Supplier Requests Service Management / SRSM-912

Rückfragen zu technischen Unterlagen

Lieferant raised this on Today 2:39 PM [Show details](#)

Activity

- Automatic response Today 2:39 PM
Your request status has changed to In process.
- Automatic response Today 2:40 PM
Your request status has changed to Ticket zugewiesen.
- Automatic response Today 2:40 PM
Your request status has changed to In Bearbeitung durch Fachbereich.
- today 2:41 PM
the correct bore diameter for all three positions is 10B1 - 9.1mm
- Automatic response Today 2:44 PM
Your request status has changed to Geschlossen with resolution Erledigt.

Add a comment

Geteilt mit

- Lieferant Ersteller
- Teilen

2 By clicking on "Show details", the information provided in the ticket can be displayed.

3 In the comments, you can find Krones' response.

The ticket can be opened directly from the e-mail notification.

Processing completed (2/2)

Ticketmanagement-System / Supplier Requests Service Management / SRSM-912

Rückfragen zu technischen Unterlagen

Lieferant raised this on Today 2:39 PM [Show details](#)

Status
GESCHLOSSEN

Activity

- Automatic response Today 2:39 PM
Your request status has changed to In process.
- Automatic response Today 2:40 PM
Your request status has changed to Ticket zugewiesen.
- Automatic response Today 2:40 PM
Your request status has changed to In Bearbeitung durch Fachbereich.
- Mix** Today 2:41 PM
the correct bore diameter for all three positions is 10B1 - 9.1mm
- Automatic response Today 2:44 PM
Your request status has changed to Geschlossen with resolution Erledigt.

Request type
Requests regarding technical documents

Shared with

- Lieferant Creator
- + Share

4

Aa **B** **I** ... **A** **≡** **🔗** **📧** **+**

Save

In case of further queries, an individual question can be formulated in the comment field. Click on "Save" to forward the ticket to the responsible person in the Krones organization.

The comment field can be used for further questions and for the response. This ensures direct communication between the supplier and the ticket processor.

Support for the use of the Ticket Management System (1/3)

Information about provision of documents
There may be a time delay of up to 6 hours between the provision of the Krones purchasing documents and the necessary documents (drawings, parts lists, STEP files, DXF files). Only after the 6 hours have passed, please create a ticket.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests**, for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.

If you have any queries regarding commercial topics, please contact the person in the purchasing department listed on the order form.

02.08.2024: Under this link you will find our updated user documentation.

Note for current release: Files in step format can be received in the regular Krones ordering process by proactively downloading them from the SUS supplier portal. They will **not** be sent with the rest of the order information by e-mail. Therefore, please first check the supplier portal for the availability of the required file before addressing a ticket to us here.

Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

☑ Contact us about

- Technical supplier requests**
Missing technical documents, Requests regarding technical documents, Requests regarding technical changes, Release of specification deviations, Requests regarding tenders / inquiries
- Requests for and submission of material certificates, norms, test protocols and supplier evaluations**
Submit material certificate, Krones norms, Request test protocol, Requests regarding supplier evaluation
- Support**
Support eProcurement / SUS topics, Support with the use of the ticket system, Add account, Remove account

1 Selection of the request category "Support".

Information about provision of documents
There may be a time delay of up to 6 hours between the provision of the Krones purchasing documents and the necessary documents (drawings, parts lists, STEP files, DXF files). Only after the 6 hours have passed, please create a ticket.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests**, for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.

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Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

Contact us about

- Support

What can we help you with?

- Support eProcurement / SUS topics**
Please use this request if you need support regarding eProcurement / SUS topics.
- Support with the use of the ticket system**
If you need support with the use of the Supplier Request Service Management, please use this request.
- Add account**
If you want to connect additional accounts to the Supplier Requests Service Management, please use this request.
- Remove account**
If you want to remove accounts from the Supplier Requests Service Management, please use this request.

2 Select the request category "Support in using the ticket system" if you require support in using the ticket management system.

The comment field can be used for queries and answers. This ensures direct communication between the supplier and the person processing the ticket.

Support for the use of the Ticket Management System (2/3)

After filling in the information, the send button must be clicked. The ticket will then be automatically sent to the responsible person in the Krones organization.

4

Send Cancel

3

Fill in the ticket with the relevant information. If desired, an attachment can be added.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests**, for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.
If you have any queries regarding commercial topics, please contact the person in the purchasing department listed on the order form.
02.08.2024: Under this link you will find our updated user documentation.
Note for current release: Files in step format can be received in the regular Krones ordering process by proactively downloading them from the SUS supplier portal. They will **not** be sent with the rest of the order information by e-mail. Therefore, please first check the supplier portal for the availability of the required file before addressing a ticket to us here.
Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

Contact us about
Support

What can we help you with?
Support with the use of the ticket system
If you need support with the use of the Supplier Request Service Management, please use this request.

Raise this request on behalf of*
Enter name or email...

Subject*
Please enter a specific subject.

Description*
Please describe your request specifically.

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Send Cancel

Analogous to the Supplier Requests Service Management portal, you will find the answer to your request in the comments of the ticket.

Support for the use of the Ticket Management System (3/3)

Information about provision of documents
There may be a time delay of up to 6 hours between the provision of the Krones purchasing documents and the necessary documents (drawings, parts lists, STEP files, DXF files). Only after the 6 hours have passed, please create a ticket.

Ticket Management System / Supplier Requests Service Management

Supplier Requests Service Management

Please address your requests regarding **technical supplier requests**, for requests regarding **technical changes**, for the **submission of material certificates to Krones**, **requests Krones norms and test reports** as well as **support for eProcurement / SUS topics** via this portal.

If you have any queries regarding commercial topics, please contact the person in the purchasing department listed on the order form.

02.08.2024: Under this [link](#) you will find our updated user documentation.

Note for current release: Files in step format can be received in the regular Krones ordering process by proactively downloading them from the SUS supplier portal. They will **not** be sent with the rest of the order information by e-mail. Therefore, please first check the supplier portal for the availability of the required file before addressing a ticket to us here.

Click [here](#) to find out more about SAP Ariba-specific questions or contact SAP support.

Contact us about
Support

What can we help you with?

- Support eProcurement / SUS topics
Please use this request if you need support regarding eProcurement / SUS topics.
- Support with the use of the ticket system
If you need support with the use of the Supplier Request Service Management, please use this request type.
- Add account**
If you want to connect additional accounts to the Supplier Requests Service Management, please use this request.
- Remove account**
If you want to remove accounts from the Supplier Requests Service Management, please use this request.

5
If you want to add more accounts of your company, please select this request type.

6
If you want to remove accounts of your company, please select this request type.

Contact us about
Support

What can we help you with?
Add account
If you want to connect additional accounts to the Supplier Requests Service Management, please use this request.

Raise this request on behalf of*
Enter name or email...

E-mail address*
Please enter here the email address of the account you want to connect.

Send Cancel

7
Please enter here the e-mail address of the account you would like to add. The entered e-mail address will receive an invitation link via e-mail in a timely manner.

Via the request type "Add account" respectively "Remove account", accounts can be added or edit to the Ticket Management System.

Personal settings

The screenshot displays the 'Profile' page in the 'Ticketmanagement-System'. The page is divided into two main sections: 'Personal details' and 'Account preferences'. In the top right corner, a navigation menu includes 'Requests' (with a count of 8), 'Profile', and 'Log out'. The 'Personal details' section contains input fields for 'Name' and 'Email', a 'Manage your account' button, and 'Language and time zone' settings (Language: English (United States), Time zone: (GMT+01:00) Berlin). The 'Account preferences' section includes a 'Language' dropdown menu set to 'English (US)' and a 'Time zone' field. Red boxes and blue numbered circles (1-4) highlight the user profile icon, the 'Profile' menu item, the 'Edit account preferences' button, and the 'English (US)' language selection, respectively. A blue information banner at the top of the profile page states: 'Your changes may take up to five minutes to appear.'

In the profile, settings regarding personal details, language and the time zone can be configured.

Activate / deactivate notifications of a ticket

The screenshot displays a ticket management interface. The ticket title is "Rückfragen zu technischen Unterlagen" (Requests regarding technical documents). The status is "GESCHLOSSEN" (Closed). The ticket was raised by "Lieferant" (Supplier) on "Today 2:39 PM". The ticket type is "Requests regarding technical documents". The language is set to "English". The "Shared with" section shows "Lieferant Creator" and a "Share" button.

On the right side, there are two notification options: "Notifications on" (indicated by a red box and a blue circle with the number 1) and "Notifications off" (indicated by a red box and a blue circle with the number 2). A blue arrow points from the "Notifications on" option to the "Notifications off" option.

By clicking on "Do not receive notifications" you can reactivate your notifications.

1 There is a status overview in the ticket. Here you can see whether you "receive notifications" or "do not receive notifications" for this ticket.

By clicking on "Receive notifications" you deactivate the notifications regarding your ticket.

Notifications regarding your ticket can be deactivated or activated at any time.

Setting up a substitute regulation

Ticketmanagement-System / Supplier Requests Service Management / SRSM-912

Rückfragen zu technischen Unterlagen

Lieferant raised this on Today 2:39 PM [Hide details](#)

Viewing Form

Rückfragen zu technischen Unterlagen / Requests regarding technical documents

Language*

German

English

Status

GESCHLOSSEN

Notifications on

Request type

Requests regarding technical documents

Shared with

Lieferant Creator

+ Share



Please note that the added person must also have a free Jira account.

Please enter the e-mail address of the desired person in the field.

By clicking on "Add", the named person will be given access to the ticket and will be informed about all processes in the ticket, just like the ticket creator.

1

Click on "Share" to open another window.

Shared with

Lieferant Creator

Type name, email address or organizat...

Add

Cancel

To ensure continuous communication even when you are absent, you can make the ticket available to other people at any time using the "Share" function.

Conclusion

- Ticket Management System replaces the central e-mail address "supplier.request@krones.com".
- Supplier feedback will be incorporated into the Supplier Requests Service Management portal as appropriate.
- If you have any questions or need support, please open a ticket in the portal „[Support Ticketmanagement](#)“.

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