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Jaggaer or Purchasing Support

Jaggaer Help Desk or Purchasing Support
Job aid will show scenarios for when you should contact Jaggaer Support or if you should contact your buyer for assistance with the Jaggaer application.

Jaggaer Help Desk or Purchasing Support	
Suppliers will use these instructions to determine when and who needs to be notified of issues.	
1. Instances when to contact your buyer for assistance	Business processes or issues with: • PO's • RFQ's • Forecasts • Invoices • Payments • Receipts • Training
2. Instances when to contact Jaggaer support	System processes or issues with: • Passwords • Login names • System outages
3. If Jaggaer – How do I reach out to them	Jaggaer can be reach via phone or online form for any issues related to passwords, login name sand or system outages.
4. Jaggaer Phone number	1-800-233-1121
5. Jaggaer online support	https://www.jaggaer.com/supplier-support/
6. Jaggaer online form direct link	https://www.jaggaer.com/submit-supplier-support-request/

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7. Online form - https://www.jaggaer.com/submit-supplier-support-request/	**Submit Your Ticket Today** All fields with an * are required to submit a ticket Supplier Company Name:* Contact Name:* Email:* Phone: Case Language:* –None– Username: Issue URL:* Subject:* Description:* (Please include information such as Event Name, PO Number, Auth Code, Account ID, etc. as applicable) Submit

8. Enter the following (Asterisks indicate required)
   a. Supplier company Name
   b. Contact Name
   c. Email
   d. Phone
   e. Case Language
   f. Username (not required but if known enter)
   g. Issue URL – enter the login link
   h. https://app12.jaggaer.com/portals/oshkosh/login?local=1
   i. Subject
   j. Description
9. Select Submit
	Submit Your Ticket Today
	All fields with an * are required to submit a ticket
	
	Supplier Company Name:* XYZ Corporation
	Contact Name:* John Smith
	Email:* john.smith@
	Phone: 222-222-2222
	Case Language:* English
	Username: john.smith
	Issue URL:* https://us.jaggaer-direct.com/portals/oshkosh
	Subject:* Password - Login Name - or system outage
	Description:* (Please include information such as Event Name, PO Number, Auth Code, Account ID, etc. as applicable)
	Provide as many details as possible to ensure timely support
	
	Submit

10. End Job Aid	