



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.

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Suppliers will use these instructions to determine when and who needs to be notified of issues.

<p>1. Instances when to contact your buyer for assistance</p>	<p>Business processes or issues with:</p> <ul style="list-style-type: none"> • PO's • RFQ's • Forecasts • Invoices • Payments • Receipts • Training
<p>2. Instances when to contact Jaggaer support</p>	<p>System processes or issues with:</p> <ul style="list-style-type: none"> • Passwords • Login names • System outages
<p>3. If Jaggaer – How do I reach out to them</p>	<p>Jaggaer can be reach via phone or online form for any issues related to passwords, login name sand or system outages.</p>
<p>4. Jaggaer Phone number</p>	<p>1-800-233-1121</p>
<p>5. Jagger online support</p>	<p>https://www.jaggaer.com/supplier-support/</p>
<p>6. Jaggaer online form direct link</p>	<p>https://www.jaggaer.com/submit-supplier-support-request/</p>



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<p>7. Online form - https://www.jaggaer.com/submit-supplier-support-request/</p>	
<p>8. Enter the following (Asterisks indicate required)</p> <ol style="list-style-type: none"> 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://us.jaggaer-direct.com/portals/oshkosh i. Subject j. Description <p>9. Select Submit</p>	
<p>10. End Job Aid</p>	