eSH⬦P

SUPPLIER SUPPORT PORTAL
User Guide

Last modification : 21/08/2025

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INTRODUCTION

- The Supplier Support Portal, accessible from the SBN portal home page (formerly Ariba), allows you to create a ticket for any technical questions or support requests on the platform.

ACCESS TO THE SUPPLIER SUPPORT PORTAL

CREATE A NEW CASE

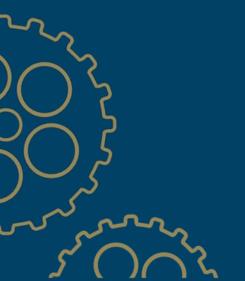ACCESS YOUR EXISTING CASES

LANGUAGE SETTING

NB: This document is interactive, click on the different areas for navigate and on the logo eSHOP to come back to this page.

You can also perform a search by word-key (CTRL + F).
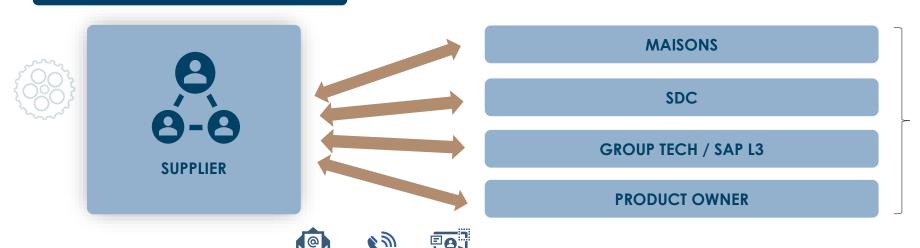
SUPPLIER SUPPORT PORTAL

PRESENTATION OF THE SUPPLIER SUPPORT PORTAL

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BEFORE SUPPLIER SUPPORT PORTAL

SUPPLIER

MAISONS

SDC

GROUP TECH / SAP L3

PRODUCT OWNER

- Lack of efficiency
- Lack of synergy
- Lack of reporting
- Lack of categorization of problem types
- Lack of criticality and urgency
- Data reliability

› The implementation of a **dedicated Suppliers' support platform** on the various suppliers' applications is part of our continuous improvement on the **facilitation and acceleration of our collaboration with Suppliers**.

› Suppliers used to contact support or request assistance at eshop@richemont.com. It started different exchanges by email / teams without having any synergy between the different stakeholders, which lengthened and complicated the consideration and implementation of assistance.
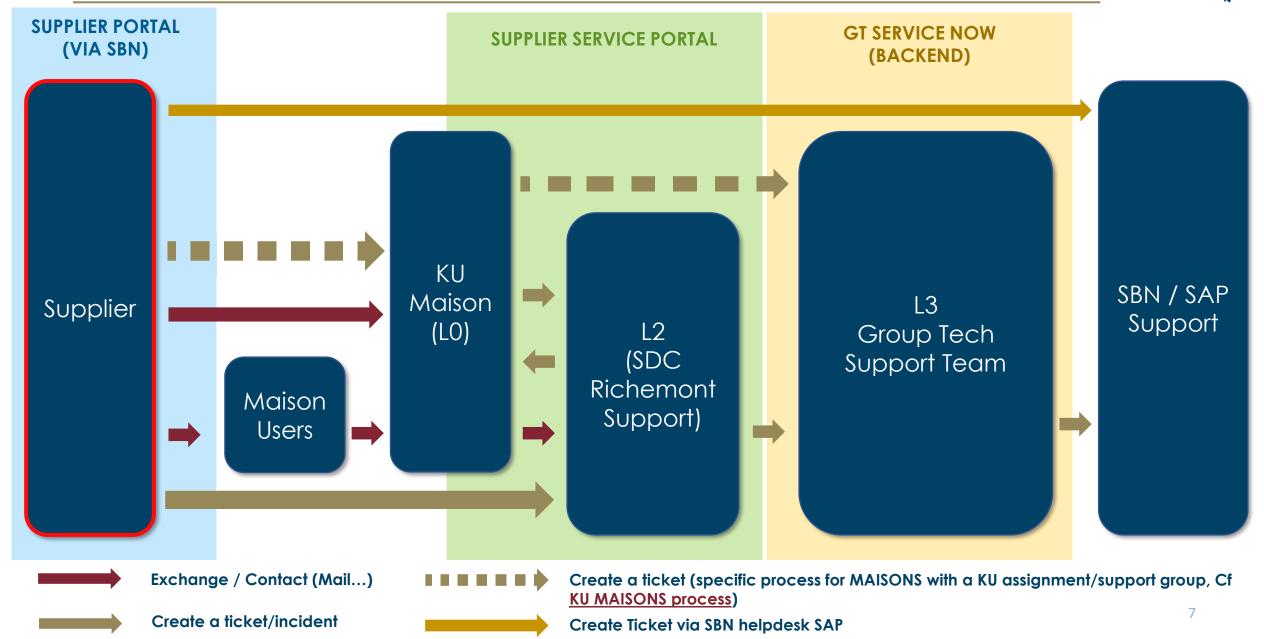
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⟩ With the implementation of this **Supplier support platform** through ServiceNow, the request for assistance is made in **a few clicks** and is quickly directed to the most relevant contact to **provide assistance**.

⟩ Once a request is sent, it is redirected to L2 support for day-to-day usage issues, to the Maison Key User for a business issue and to L3/SAP support for technical / software issues.
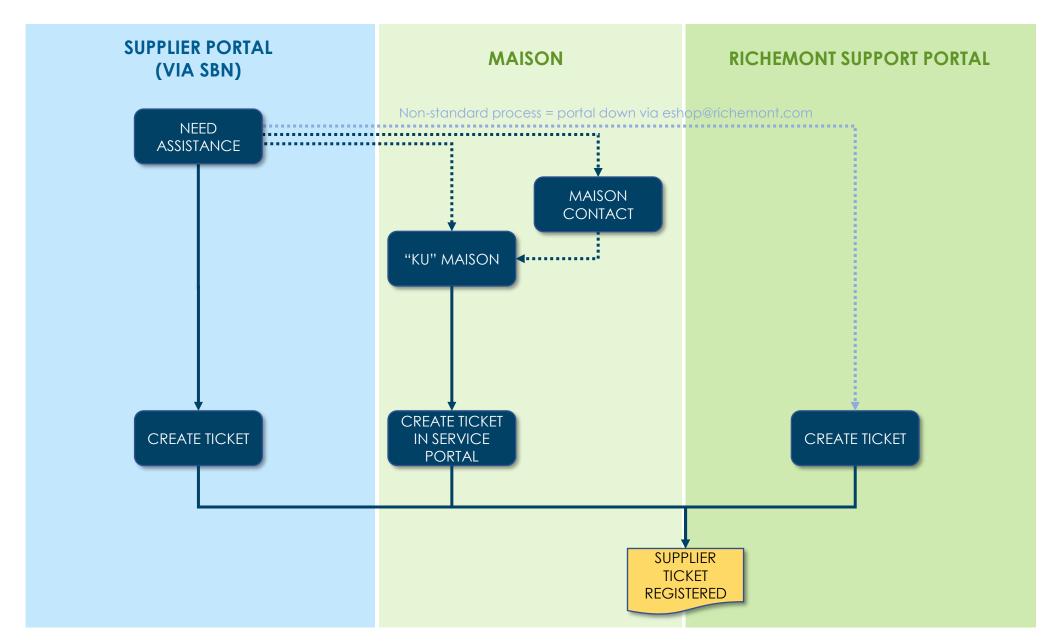Users will be notified of any changes in the status of your support request until it is resolved.

⟩ A single platform concentrating the entire history of requests with all interactors.

AFTER SUPPLIER SUPPORT PORTAL

SUPPLIER

✓ Simplification of processes

✓ Standardization and harmonization of assistance requests

✓ Real-time status evolution

servicenow.

KU MAISONS

L2

L3

PO

✓ Optimized allocation and processing

✓ Analysis of support requests

✓ Reactivity

✓ Classification of applications

PRESENTATION OF THE EVOLUTION OF SUPPLIER SUPPORT

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SUPPLIER PORTAL (VIA SBN)	MAISON	RICHEMONT SUPPORT PORTAL

Non-standard process = portal down via eshop@richemont.com

NEED ASSISTANCE

MAISON CONTACT

"KU" MAISON

CREATE TICKET

CREATE TICKET IN SERVICE PORTAL

CREATE TICKET

SUPPLIER TICKET REGISTERED

PRESENTATION OF THE EVOLUTION OF SUPPLIER SUPPORT

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SUPPLIER PORTAL (VIA SBN)

MAISON "KU" WITHOUT SNOW USER

RICHEMONT SUPPORT PORTAL

IT RICHEMONT PORTAL

SUPPLIER TICKET

TICKET ASSIGNMENT

If out of competence

TICKET RE-ASSIGNMENT

TAKE ACTIONS

TAKE ACTIONS

TAKE ACTIONS

INFORM SUPPLIER

NO

PROBLEM SOLVED?

YES

SUPPLIER TICKET CLOSED

PRESENTATION OF THE EVOLUTION OF SUPPLIER SUPPORT

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Maisons with their own assignment group, the KU Maisons is the first to receive the tickets

SUPPLIER PORTAL (VIA SBN)

MAISON "KU" WITHOUT SNOW USER

RICHEMONT SUPPORT PORTAL

IT RICHEMONT PORTAL

SUPPLIER TICKET

TICKET ASSIGNMENT

TAKE ACTIONS

TAKE ACTIONS

TAKE ACTIONS

INFORM SUPPLIER

NO

PROBLEM SOLVED?

YES

SUPPLIER TICKET CLOSED

SCOPE OF APPLICATIONS INTEGRATED INTO SUPPLIER SUPPORT

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› **SBN – Purchase order process portal (Supply):** For the collaboration of the supply chain (confirmation and shipping notice, order management).

› **LTSD Application:** Long-term supplier declaration.

› **Batch declaration Application:** To declare the characteristics of the CoC (Chain of Custody) and associated mass production.

› **Certified stones declaration Application:** To declare gemstones / GIA information.

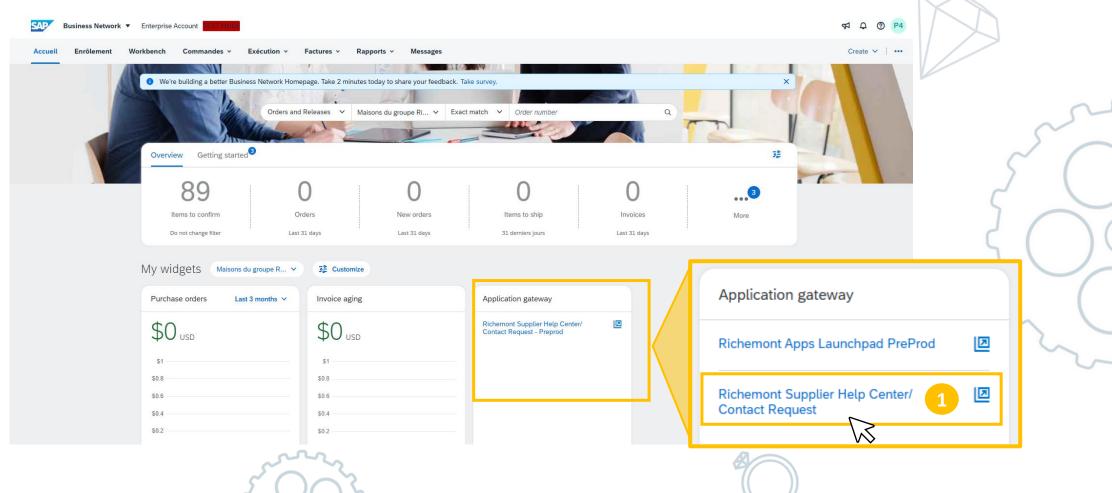# SUPPLIER SUPPORT PORTAL

ACCESS TO THE SUPPLIER SUPPORT PORTAL

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ACCESS TO THE SUPPLIER SUPPORT PORTAL

⟩ From your **Homepage of SAP Business Network** *(SBN, formerly Ariba)***,** in **Widget** section, in the tab **"Application Gateway",** click on "**Richemont Supplier Help Center / Contact Request" [1]** to access the supplier support platform.
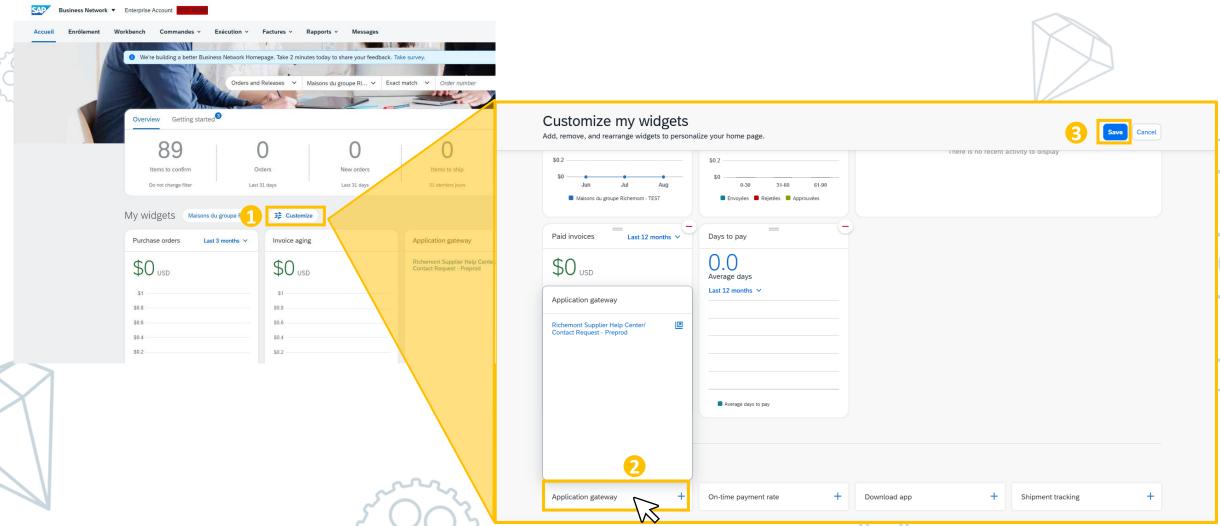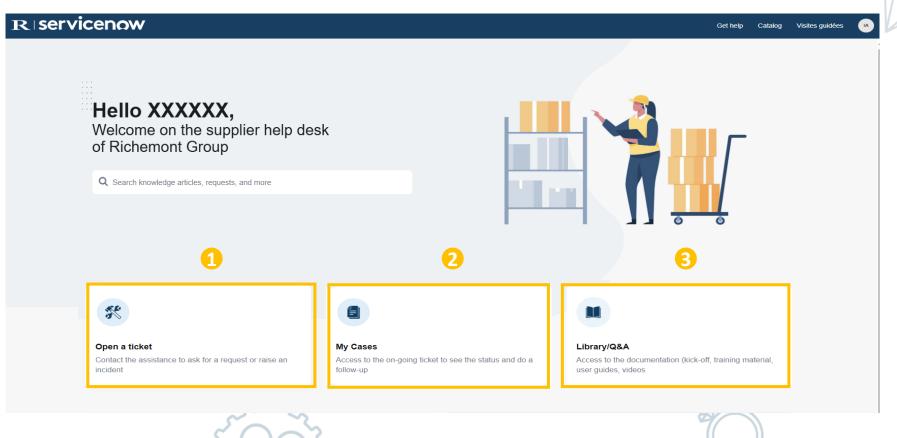
⟩ If the Widget is not displayed on the Homepage, click on **« Customize »** *[1]*, select **« Application Gateway »** *[2]*, click on **« Save »** *[3]*.

⟩ Once on the Supplier support portal, you will see 3 icons appear allowing you respectively to
- **« Open a ticket »** *[1]* to create a new case,
- **« My Tickets »** *[2]* to access your tickets in progress or closed
- **« Library / Questions and Answers »** *[3]* in which you can find all the documentary resources linked to the application you are using.
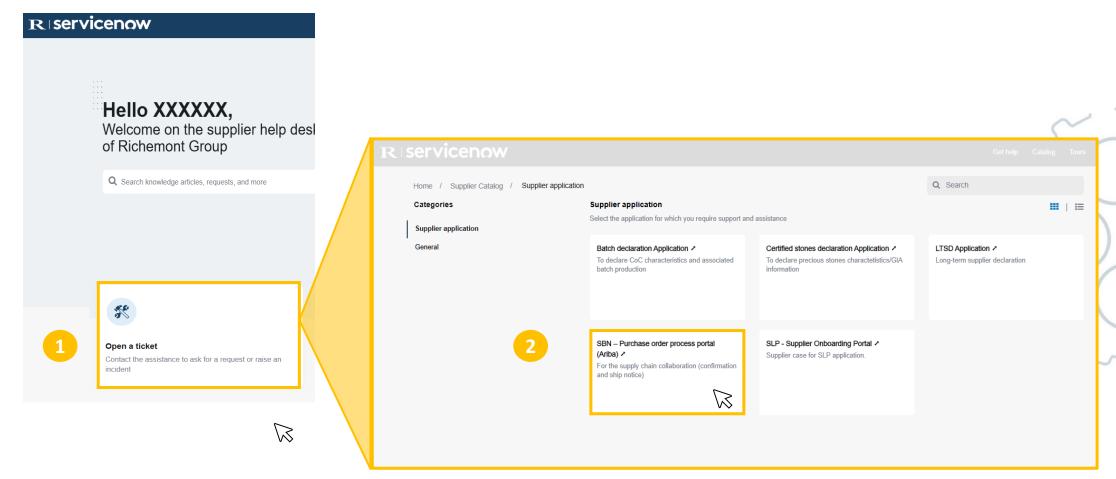
SUPPLIER SUPPORT PORTAL

CREATE A NEW CASE

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CREATE A NEW CASE

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> On the homepage, click on **"Open a ticket"** *[1]*, you will be redirected to a page where you will first select the application you need help.

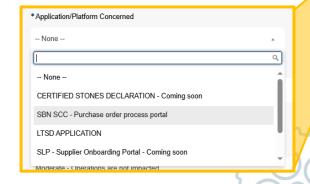> Open the application for which you wish to open a ticket. *[2]*

NB: [For this training support we will take the example of "SBN – Purchase order process portal"]
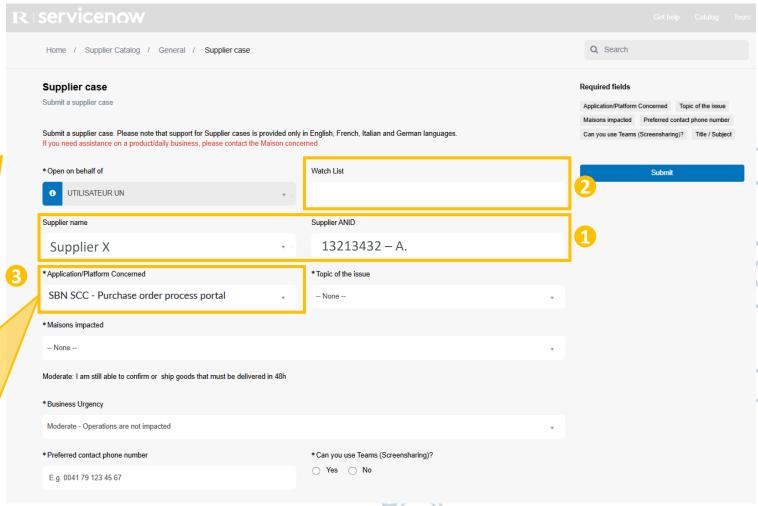
CREATE A NEW CASE – HOW TO FILL THE FORM

> Once the application is selected, you will be redirected to a form to complete and submit.

> **Supplier name** and **ANID** are automatically pre-filled *[1]*

> You can provide a contact in **Watchlist** that can follow/interact. *[2]*

> In case of error, you can modify the application for which you wish to open a ticket via the drop-down menu **« Application /Platform Concerned »** *[3]* .
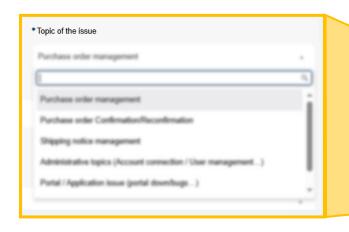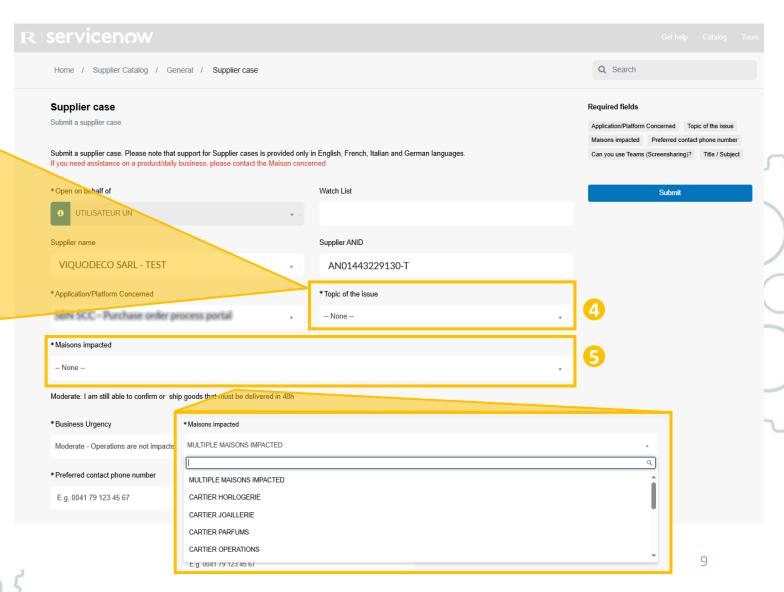
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〉 Select the topic you are requesting assistance for via the drop-down menu **« Topic of the issue »** *[4]* (which is specific to each application, refer to next slide).

〉 Select the Maison impacted via the drop-down menu **« Maisons impacted »** .
If more than one Maison is affected, please select "Multiple Maisons Impacted".*[5]*

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OPEN A NEW CASE

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⟩ The ***topic of the issue*** selection through the drop-down menu changes depending on the application choice :

SBN SCC
⟩ Purchase order management
⟩ Confirmation/Reconfirmation of purchase order
⟩ Management of shipping notices (ASN)
⟩ Administrative topics (Account login / User management, etc.)
⟩ Portal/application problem (portal down/bugs, etc.)
⟩ Other / I don't know

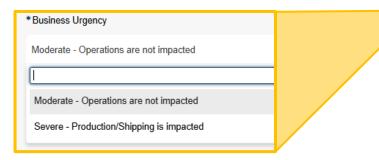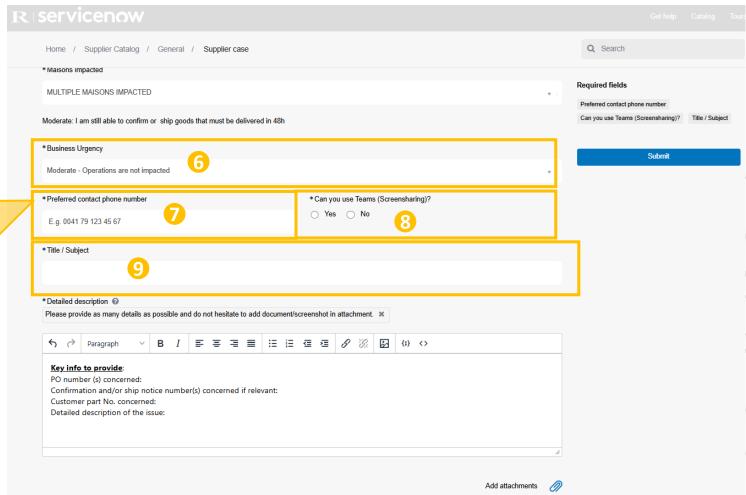| LTSD |
|---|
| ⟩ Running LTSD query (Problem/bugs whilethe upload) |
| ⟩ Access to the LTSD application |
| ⟩ LTSD Request Notification |
| ⟩ LTSD signed not received |

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> Select the urgency level of the assistance request via the drop-down menu **« Business Emergency »** *[6]*.
By default, the field will be "Moderate".
You will have to select "Severe" only in case of operational blockage (eg: inability to confirm or deliver goods within 48 hours) *

R servicenow

Home / Supplier Catalog / General / Supplier case

Required fields
Preferred contact phone number
Can you use Teams (Screensharing)? | Title / Subject

* Maisons impacted

MULTIPLE MAISONS IMPACTED

Moderate: I am still able to confirm or ship goods that must be delivered in 48h

* Business Urgency ⑥

Moderate - Operations are not impacted

Submit

*Business Urgency

Moderate - Operations are not impacted

|

Moderate - Operations are not impacted

Severe - Production/Shipping is impacted

* Preferred contact phone number ⑦

E.g. 0041 79 123 45 67

* Can you use Teams (Screensharing)? ⑧
○ Yes   ○ No

* Title / Subject ⑨

* Detailed description ⑦

Please provide as many details as possible and do not hesitate to add document/screenshot in attachment. ✕

Paragraph | **B** *I*

Key info to provide:
PO number (s) concerned:
Confirmation and/or ship notice number(s) concerned if relevant:
Customer part No. concerned:
Detailed description of the issue:

> Fill in the contact's **phone number**, with the country code (eg: 0041 32 45…) *[7]*

> Select the option to use the **screen sharing via Teams** in video/audio call if available on Supplier side. *[8]*

> Fill in the **title** of your request for assistance. *[9]*

Add attachments 📎

* It is imperative to **properly assess the level of urgency** not to discredit your future requests for assistance if abused.

1

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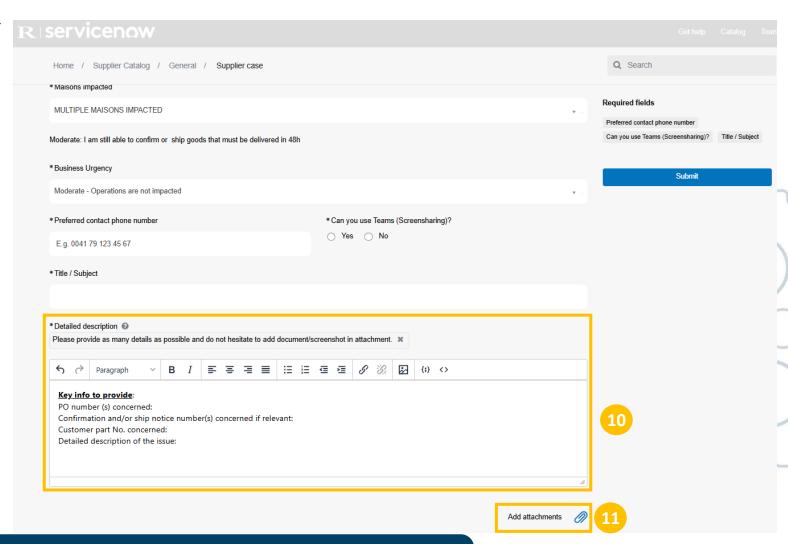› Fill in the information related to your support request in the **« Detailed description »** *[10]*.

› You have the possibility to **paste screenshots directly** in the description area and/or attach files using the **« Add attachment »** 📎 *[11]*

› In some cases, depending on your selection of "Topic of the issue" a **Pre-filled template** will appear to indicate to you **the minimum key information** to provide you with assistance and review your ticket. However, please feel free to provide **more details** if you feel it is necessary.

R | servicenow

Get help   Catalog   Tours

Home / Supplier Catalog / General / Supplier case

🔍 Search

* Maisons impacted

MULTIPLE MAISONS IMPACTED

Moderate: I am still able to confirm or ship goods that must be delivered in 48h

* Business Urgency

Moderate - Operations are not impacted

* Preferred contact phone number

E.g. 0041 79 123 45 67

* Can you use Teams (Screensharing)?
  ○ Yes   ○ No

* Title / Subject

Required fields

Preferred contact phone number

Can you use Teams (Screensharing)?   Title / Subject

Submit

* Detailed description ⍰

Please provide as many details as possible and do not hesitate to add document/screenshot in attachment. ✕

↶ ↷ | Paragraph ▾ | **B** *I* | ≡ ≡ ≡ ≡ | ⋮≡ ⋮≡ ⤵ ⤴ | 🔗 ⛓ | 🖼 | {} <>

Key info to provide:
PO number (s) concerned:
Confirmation and/or ship notice number(s) concerned if relevant:
Customer part No. concerned:
Detailed description of the issue:
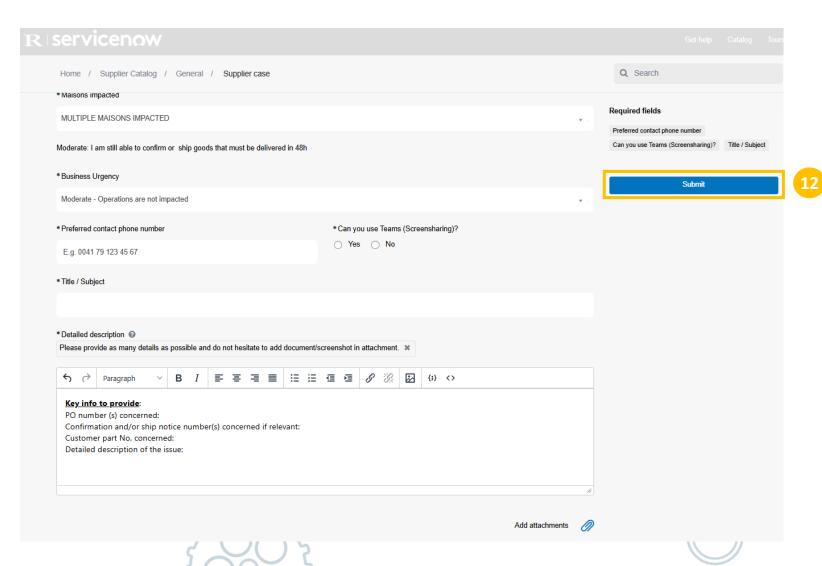
10

Add attachments 📎 **11**

💡 It is important **to provide as much detail as possible** in order to optimize the processing of your request and avoid the multiplication of exchanges.

2

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> Once all the fields are filled in, click on **« Submit »** to send the ticket.*[12]*
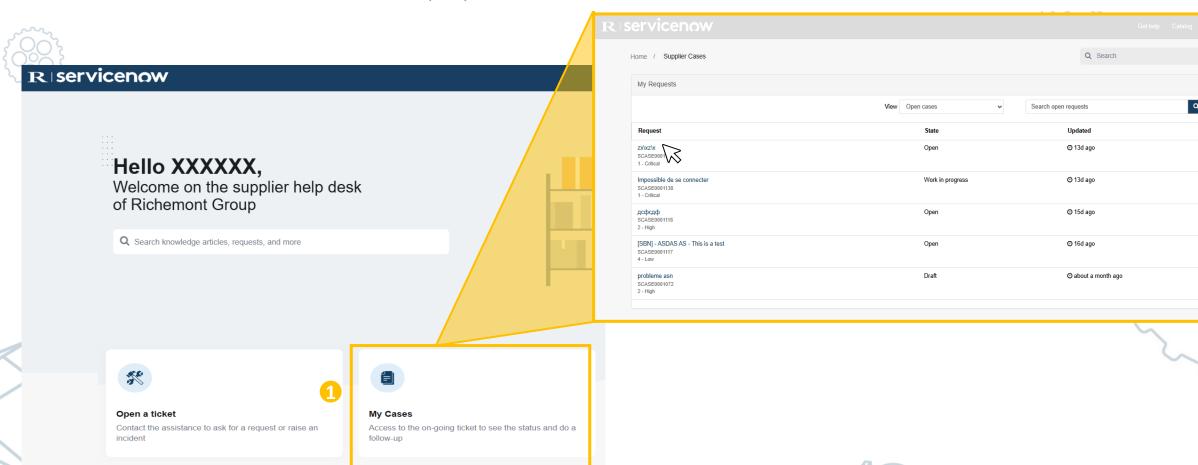
SUPPLIER SUPPORT PORTAL

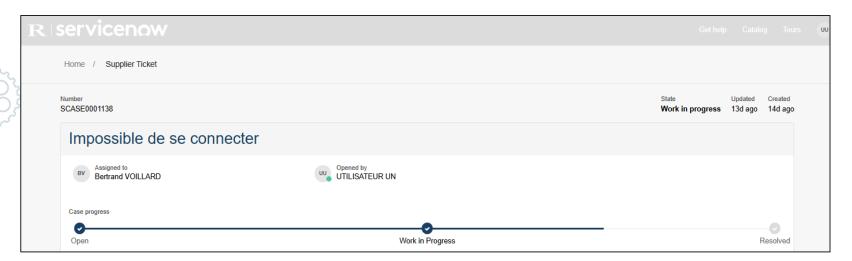## ACCESS YOUR EXISTING CASES

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> On the Service NOW Homepage, click on **« My Cases »** *[1]*.
> You will be redirected to a page listing all the tickets you have issued or created for you. Click on the ticket number to access and display the content.
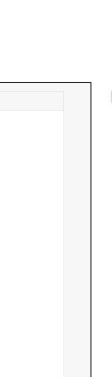
ACCESS YOUR EXISTING CASES

eSHOP

> Once a ticket is selected, you will have access to the details you have provided as well as its status.
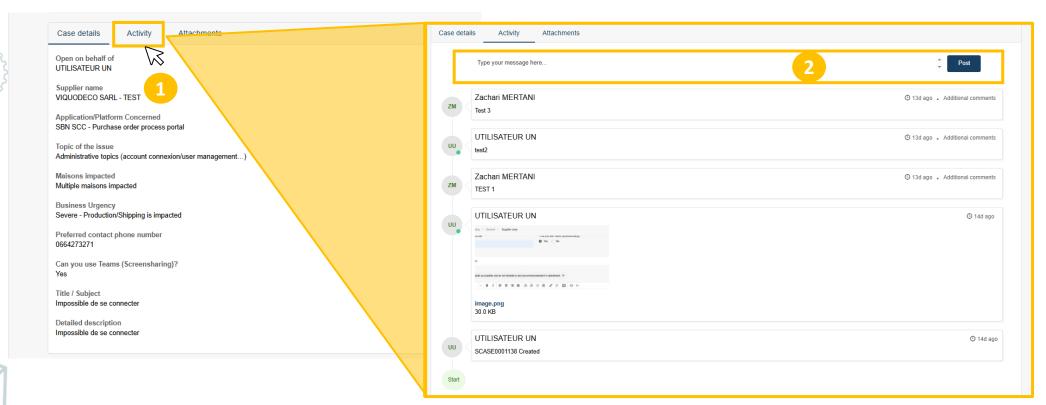
〉 By clicking on **« Activity »** *[1]*, you will be able to access the exchanges with the Support team so that they can guide you until your ticket is resolved.

〉 You can have a discussion with your contact support by redacting a message and click on *"Post"* *[2]* to send your message.

An email notification is sent each time the status of your support request changes.

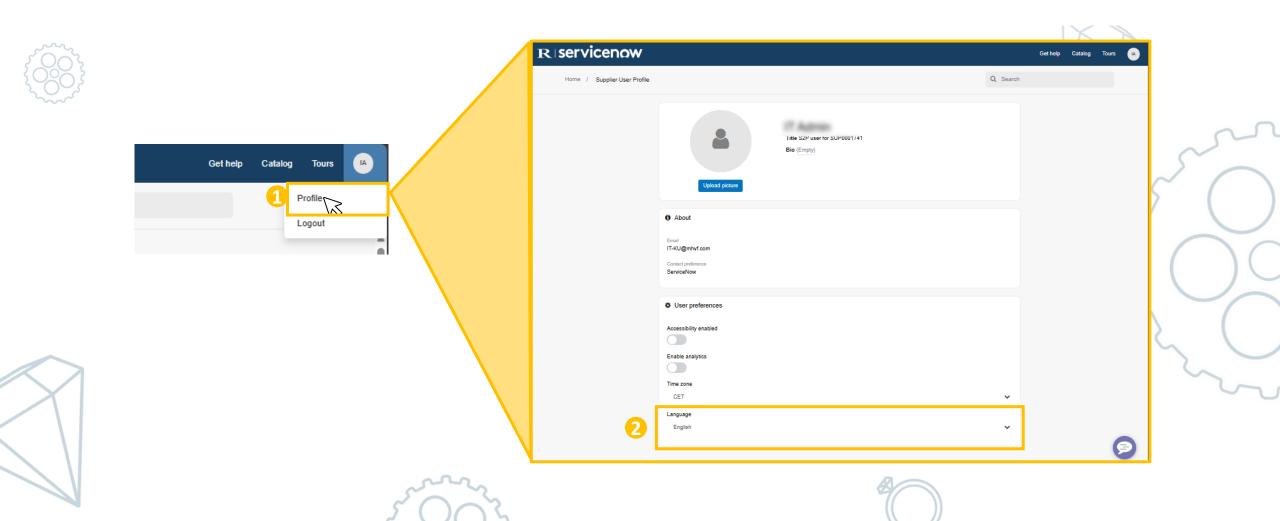SUPPLIER SUPPORT PORTAL

LANGUAGE SETTING

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SETTINGS - LANGUAGE

⟩ On the Homepage, click on your **« Profile »** *[1]* at the top right of the screen, with your initials.
  You will be redirected to a page allowing you to change the language *[2]*.

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