



sasol

Sasol Service Portal

Users guide

3 April '17



Welcome

This is a user guide for the Sasol Service Portal

The guide is intended for first time users of the Sasol Service Portal. Once your registration details are shared with you, please follow the easy steps in the guide to navigate the system.

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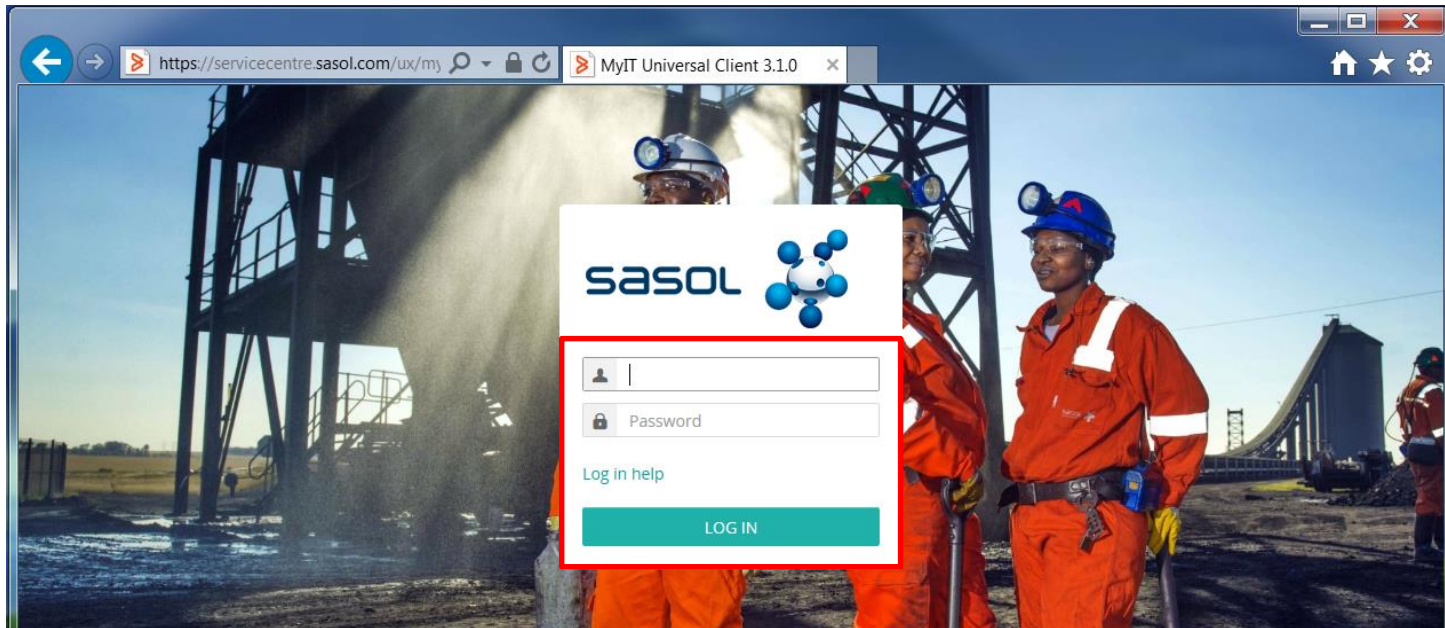
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1. Login process

Step 1: To login to the Sasol Service Portal use this link:

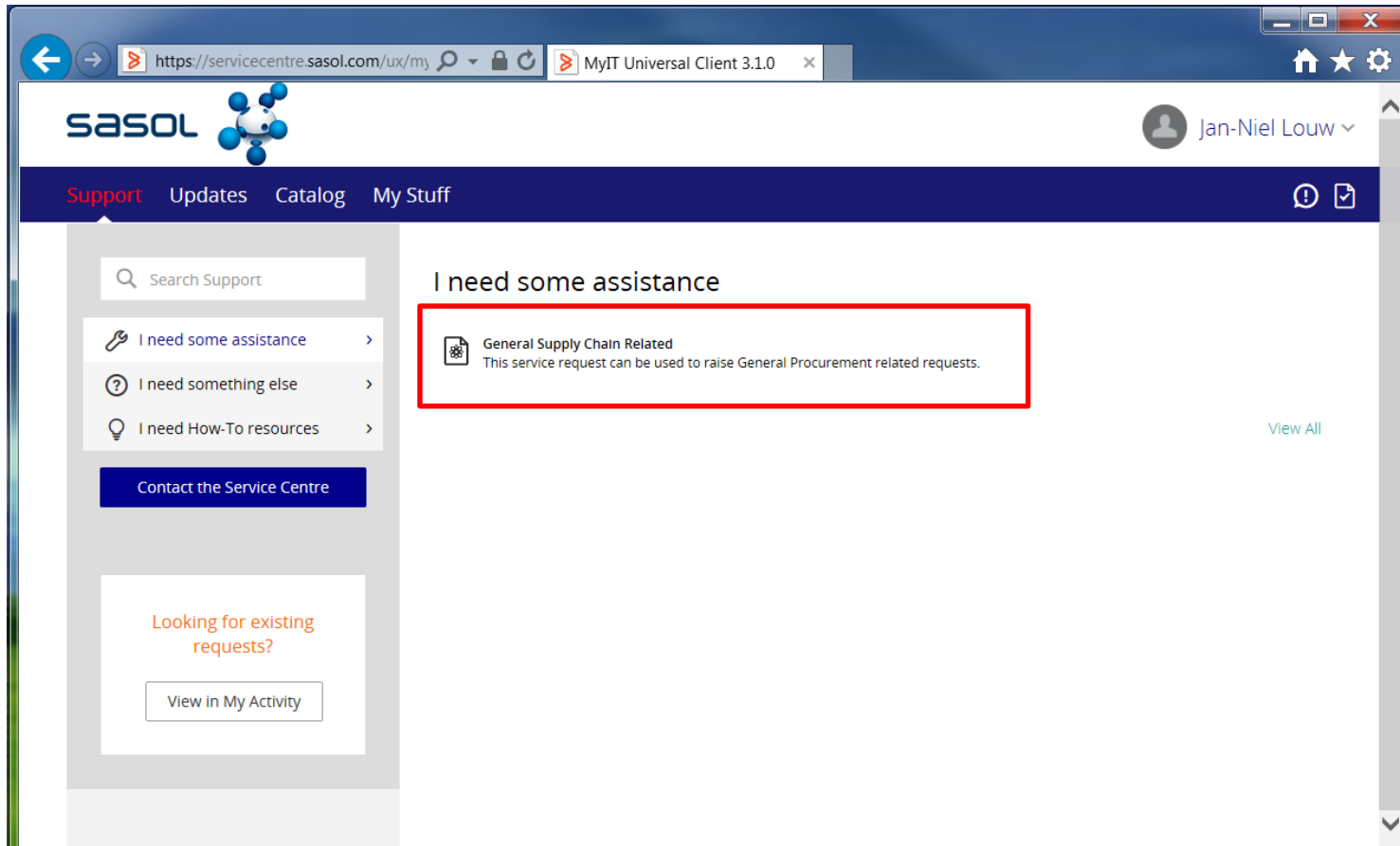
<https://servicecentre.sasol.com/ux/myitapp>

Use the credentials that was shared with you during registration. Please note that on the first successful login, you will be requested to change your password (minimum 8 characters, with one upper case and one special character).



2. Logging a request

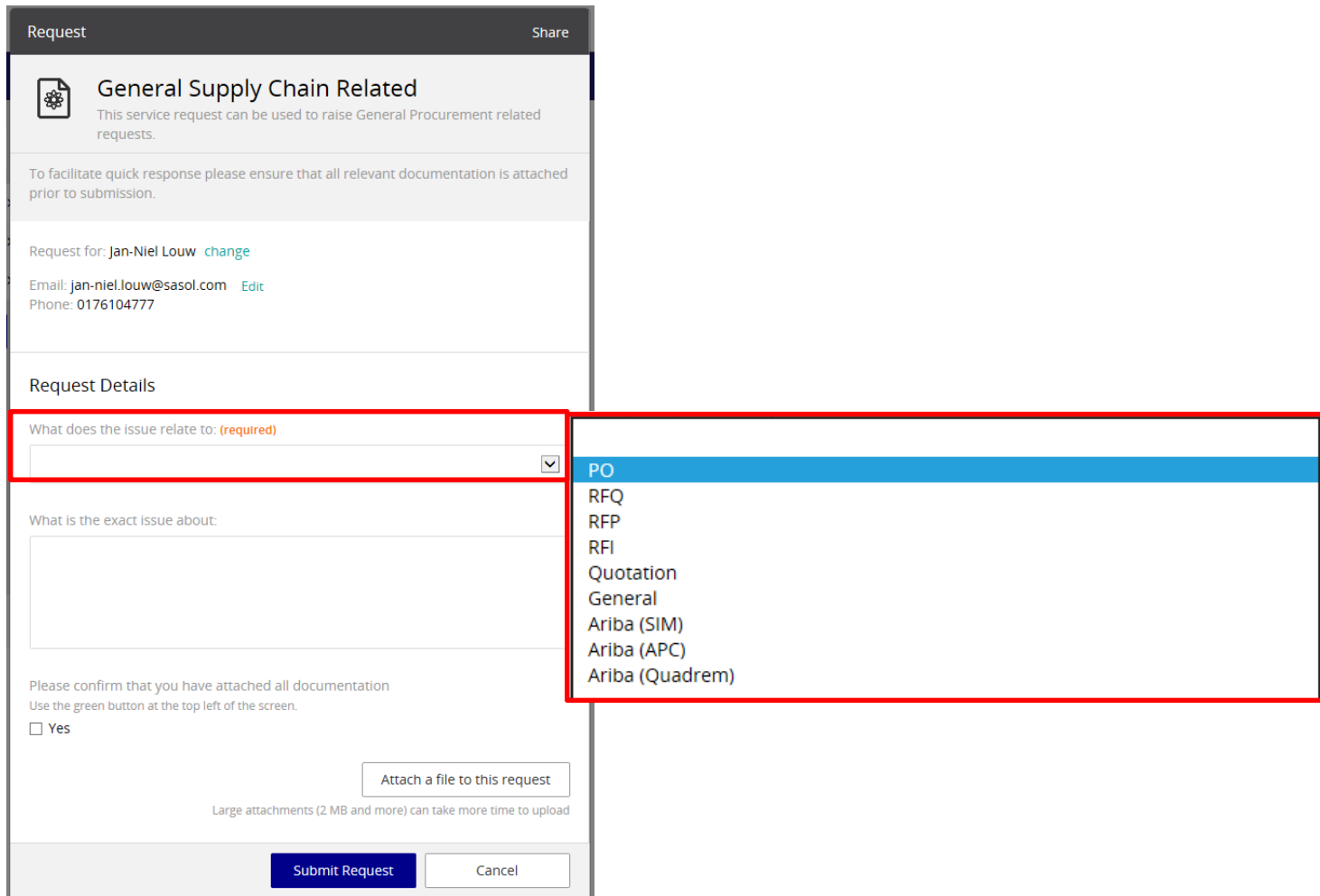
Step 2: On the landing page you will be able to open a request form and submit a query to the Contact Centre. To open the request for click on the “General Supply Chain Related” requestable



The screenshot displays the SASOL Service Centre interface. The browser address bar shows the URL <https://servicecentre.sasol.com/ux/my>. The user is logged in as Jan-Niel Louw. The main navigation menu includes 'Support', 'Updates', 'Catalog', and 'My Stuff'. On the left, there is a search bar and a list of request categories: 'I need some assistance', 'I need something else', and 'I need How-To resources'. A blue button labeled 'Contact the Service Centre' is also present. The 'I need some assistance' category is expanded, showing a red-bordered box around the 'General Supply Chain Related' option. This option includes a document icon and the text: 'General Supply Chain Related' and 'This service request can be used to raise General Procurement related requests.' A 'View All' link is located to the right of this option. At the bottom of the left sidebar, there is a section titled 'Looking for existing requests?' with a 'View in My Activity' button.

3. Completing a request form

Step 3: When the Request form opens, please select an option in the “What does the issue relate to:” field. Note that when a selection is made the form is generated according to detail require per option. All field marked with “(required)” are mandatory fields.




The screenshot shows a 'Request' form with the following sections:

- Request Header:** 'Request' title, 'Share' button, and a gear icon.
- General Supply Chain Related:** A sub-header with a gear icon and a description: 'This service request can be used to raise General Procurement related requests.'
- Instructions:** 'To facilitate quick response please ensure that all relevant documentation is attached prior to submission.'
- Requester Info:** 'Request for: Jan-Niel Louw [change](#)', 'Email: jan-niel.louw@sasol.com [Edit](#)', and 'Phone: 0176104777'.
- Request Details:** A section containing a dropdown menu labeled 'What does the issue relate to: (required)'. The dropdown is open, showing a list of options: PO (highlighted in blue), RFQ, RFP, RFI, Quotation, General, Ariba (SIM), Ariba (APC), and Ariba (Quadrem).
- Issue Description:** A text area labeled 'What is the exact issue about:'.
- Confirmation:** A checkbox labeled 'Yes' with the text 'Please confirm that you have attached all documentation Use the green button at the top left of the screen.'
- Attachments:** An 'Attach a file to this request' button and a note: 'Large attachments (2 MB and more) can take more time to upload'.
- Buttons:** 'Submit Request' and 'Cancel' buttons at the bottom.

4. Completing a request form - continued

Step 4: for this scenario the “PO” option was selected to guide you through the process. See detailed descriptions for form items below.

Request Share

 **General Supply Chain Related**
This service request can be used to raise General Procurement related requests.

To facilitate quick response please ensure that all relevant documentation is attached prior to submission.

Request for: **Jan-Niel Louw**
 Email: jan-niel.louw@sasol.com [Edit](#)
 Phone: 0176104777

Request Details

What does the issue relate to: (required)

PO Number: (required)
 Please provide the Sasol PO number for which you have raised the invoice.

Invoice Number:

Invoice Date:

Service Entry Number:

Vendor Contract Number:

PR Number:

Advanced Mapping Invoice (SIN) Reference Number:

What is the exact issue about:

Please confirm that you have attached all documentation
 Use the green button at the top left of the screen.

Yes

Large attachments (2 MB and more) can take more time to upload

Indicates a required field, PO number is required for PO related issues

Optional field, Invoice number. These fields are not mandatory but if provided will speed up the query resolution process

Free text field to describe your issue, please be as specific as possible

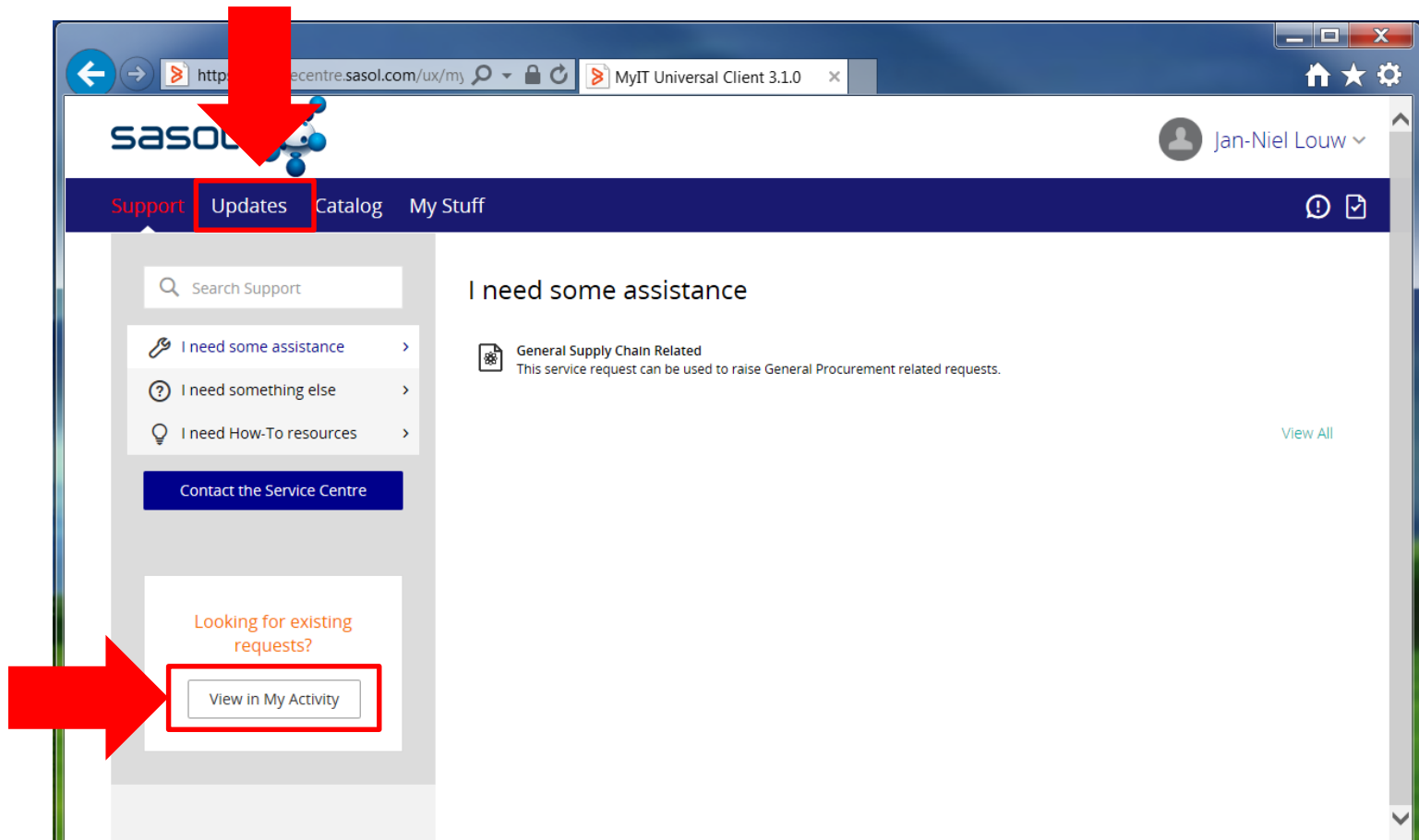
Please remember to always check the confirmation field, that you included all available information

Documentation related to the request can be attached to assist the resolution process

To Submit your request to the Contact Centre, click the submit button – please verify that all available information has been included in the request form

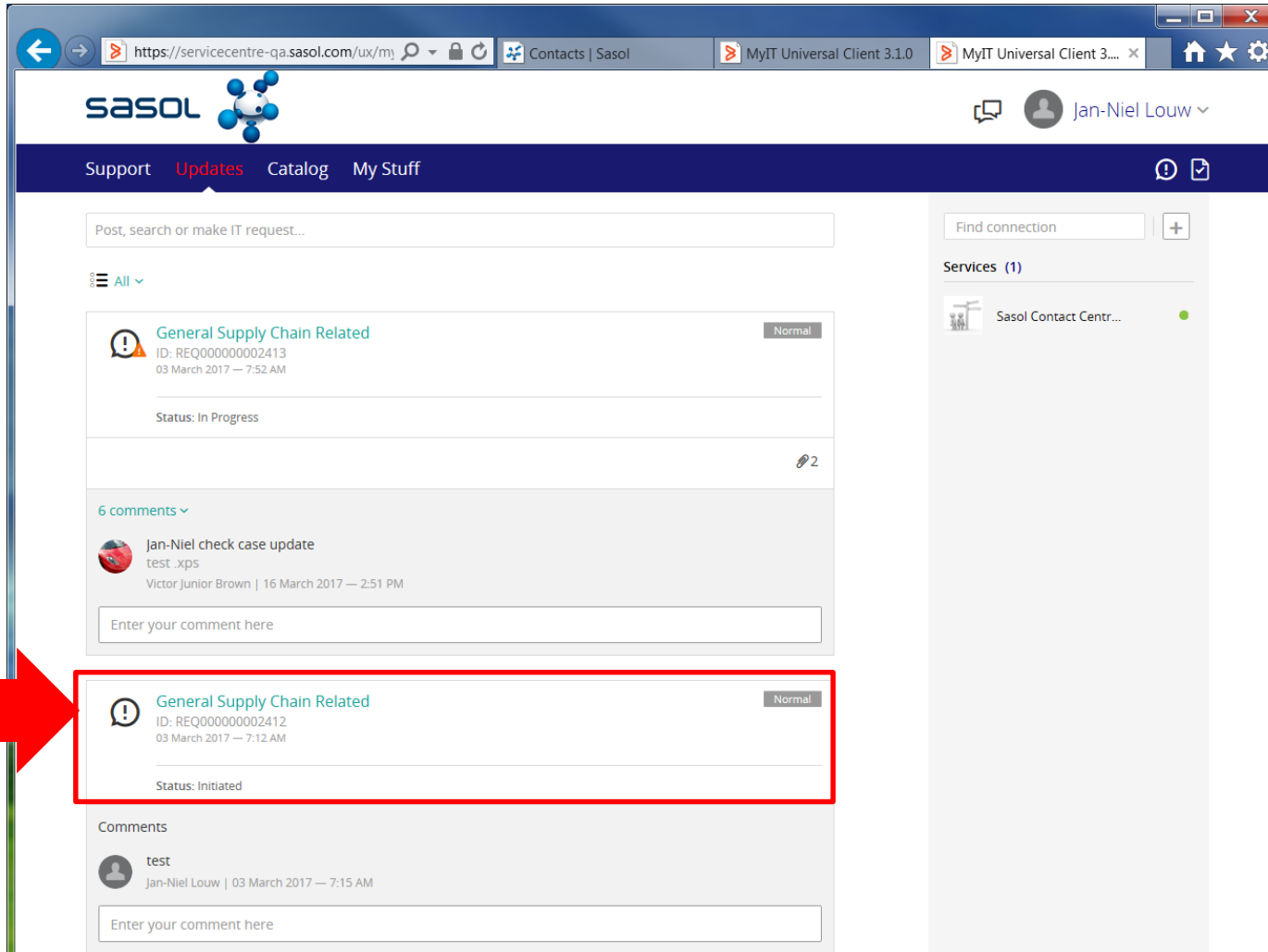
5. Navigation of existing / submitted cases

To view and track requests that has been submitted, you can use both the “View in My Activity”
Or you can click on “Updates”



6. Navigation of existing / submitted cases - continued

To view a requests detail, status or to add documentation or a comment, simply click on the request



The screenshot shows the SASOL service center interface. The top navigation bar includes 'Support', 'Updates', 'Catalog', and 'My Stuff'. The user 'Jan-Niel Louw' is logged in. The main content area displays a list of requests. A red box highlights a request with the following details:

- Title:** General Supply Chain Related
- ID:** REQ000000002412
- Date:** 03 March 2017 — 7:12 AM
- Status:** Initiated

A red arrow points to this highlighted request from the left side of the screen. Below the highlighted request, there is a 'Comments' section with a comment from 'test' (Jan-Niel Louw) dated 03 March 2017 — 7:15 AM.

7. Viewing a submitted request's details and attaching files



To view a requests detail, status or to add documentation or a comment, simply click on the request

The image shows a 'Request Details' modal window. At the top, it says 'Request Details' with a close button. Below that, there's a header section with a gear icon, the text 'General Supply Chain Related', a 'Normal' priority tag, and the ID 'REQ00000002412' and date '03 Mar 2017'. The status is 'Initiated'. A red box highlights the 'Requested For' section, which includes the name 'Jan-Niel Louw', email 'jan-niel.louw@sasol.com', and phone number '0176104777'. Below that is the 'Description' section with the text 'This service request can be used to raise General Procurement related requests.' Underneath is a 'Request Details' section with a right-pointing arrow and the text 'Status: Initiated, Submitted: 03 March 2017 — 7:12 AM...'. At the bottom is the 'Comments and Attachments' section, which shows a comment from 'test' (Jan-Niel Louw) on '03 March 2017 — 7:15 AM' with a right-pointing arrow. At the very bottom are two buttons: 'Request Again' and 'Cancel Request'.

All original information submitted with the request can be viewed here

To add a comment or provide documentation click the arrow

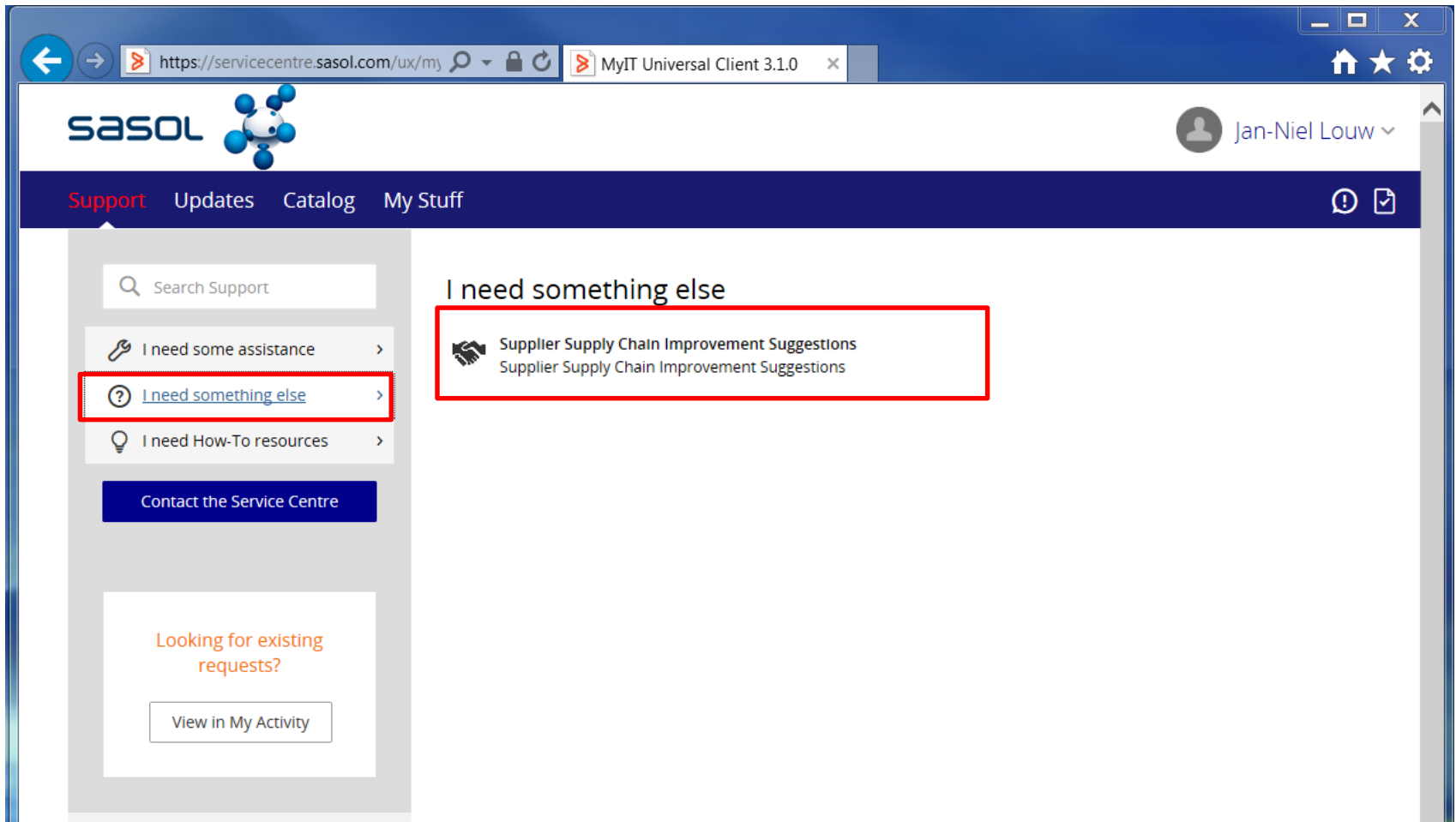
The image shows a 'Comments and Attachments' modal window. It has a back arrow and a close button. Below that, it says 'Comments 1'. There is a comment from 'test' (Jan-Niel Louw) on '03 March 2017 — 7:15 AM'. Below the comment is a text input field with the placeholder 'Enter your comment here'. At the bottom, there is an 'Add File - 5MB max size' button with the text 'Drag and drop files here' and an 'Add' button.

Comment can be left in this section

If documentation needs to be attached, click on this section

8. Submitting an improvement suggestion

If you have a Improvement Suggestion, please do not hesitate to click on “I need something else” and use the available requestable. Complete the form and submit.



The screenshot shows the SASOL Service Centre interface. The browser address bar displays <https://servicecentre.sasol.com/ux/my>. The user is logged in as Jan-Niel Louw. The navigation menu includes Support, Updates, Catalog, and My Stuff. A search bar is present with the text "Search Support". Below the search bar, there are three options: "I need some assistance", "I need something else" (highlighted with a red box), and "I need How-To resources". A "Contact the Service Centre" button is also visible. At the bottom of the sidebar, there is a section titled "Looking for existing requests?" with a "View in My Activity" button. The main content area is titled "I need something else" and contains a red-bordered box with the text "Supplier Supply Chain Improvement Suggestions" and a corresponding icon.

➤ End

