

Stibo Support Plan For Suppliers

We are here to support you as you transition from our current state spreadsheet process to using Stibo. We have 2 separate processes in place to ensure we are getting the right information to the right people at Wawa so read this document and select the method that best suits the situation.

- I. **Log a Ticket:** Use this process to report technical issues that are preventing you from completing the onboarding process. If you have questions related to the data that you have been asked to provide, please reach out directly to Samantha Ward at Samantha.Culley@wawa.com
- II. **Give Feedback:** We welcome all feedback on your experience so we can continually refine our processes and system to meet our mutual needs. Read this section for more on how to share your feedback with us.

I. Report a Technical Issue: Log a Ticket

Send an e-mail to Stibousersupport@wawa.com to report a technical issue. When submitting a ticket, include the following:

- Application – MDM/Stibo
- Criticality (High, Medium, Low)

URGENCY - The business urgency of an incident is measured by how quickly an incident needs to be resolved	
High	I cannot move forward with the task and the task is due to be completed today.
Medium	I cannot move forward with the task and the task is due to be completed within 3 days.
Low	I can move forward with my task; however, something looks wrong.

- The URL
- User Email ID
- Company (external), Group (internal), etc.
- What is the issue?
 - Examples:
 - I cannot log in
 - Email link does not work
 - I didn't receive an email
 - I cannot locate my item/product
 - I received an error message and cannot submit
 - I received an error message – not sure what to do next
 - The submit button is not showing/allowing me to click
- Screen shot of error (s) received
- Phone number

Sample E-mail requesting technical support

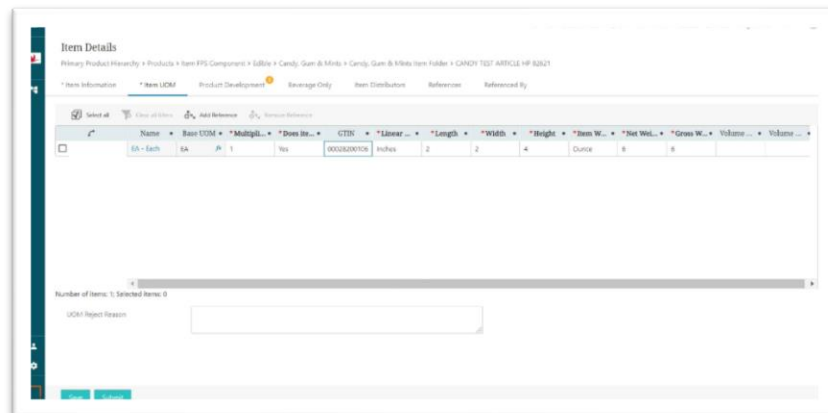
Send to: Stibousersupport@wawa.com

Subject Line: Stibo Support Request

Hello,

I am unable to submit an item in Stibo and need help. Please see below for details.

- Application – MDM/Stibo
- Urgency: High
- I am using this URL: Stibo.com
- My Username email is: wwindershins@wickles.com
- I work at Wickles Inc. Supply Chain department
- Issue: I am onboarding a new widget in Stibo and click submit but nothing happens. I filled out all the required information and the Submit button is there, but it doesn't work. This is due today, so I need help as soon as possible.



The screenshot shows the 'Item Details' form in the Stibo application. The form is titled 'Item Details' and has a breadcrumb trail: 'Primary Product Hierarchy > Products > Item PPS Component > S&B > Candy > Gum & Mints > Candy Gum & Mints Item Holder > CANDY TIS' ARTICLE HP 8287'. The form has several tabs: 'Item Information', 'Item UOM', 'Product Development', 'Beverage Only', 'Item Distribution', 'Reference', and 'Referenced By'. The 'Item UOM' tab is selected. Below the tabs is a table with columns: 'Name', 'Base UOM', 'Multipl...', 'Does It...', 'CTN', 'Linear...', 'Length', 'Width', 'Height', 'Item W...', 'Net W...', 'Gross W...', 'Volume...', and 'Volume...'. The table contains one row with the following data: 'SA - Each', 'SA', '1', 'Yes', '0000000000', 'Inches', '2', '2', '4', 'Cupcake', '8', '8', and empty cells for the last two columns. Below the table is a 'Number of Items: 1, Selected Items: 0' label and a 'UOM Report Reason' text box. At the bottom right of the form is a 'Submit' button.

- I can be reached at 444-555-6666

Thanks,
Samantha Ward

II. Give Feedback

You are an important part of the Stibo project! Through a process of continuous feedback, Stibo will be refined based on **your feedback** throughout its lifecycle to ensure the system works as intended and drives business value.

1. Immediately following the onboarding process for your new products, we will send you a link to a survey asking for your feedback. Please take the time to take the survey - we can't get better if we don't know what needs to be fixed.
2. After the initial onboarding survey is complete, we still want to hear from you! It is important to us that we keep refining Stibo throughout its lifecycle to ensure your expectations are satisfied. Please share any feedback you have during the onboarding process with Samantha Ward or the Category Team. We will capture all feedback and report any changes made as appropriate.