Issue Type	Examples	Who to contact?
Jaggaer - Technical • Login and Password issues • Error page or software bug encountered within the supplier portal • Catalog management assistance • Portal invoicing assistance • Bid response technical assistance • General registration questions	• How do I submit an invoice? • What do I do if I forgot my password? • How do I add new users to my supplier profile and set their permissions? • How do I upload my pricing for a catalog or sourcing event? • The portal keeps getting stuck? • Why can't I setup my mobile app password? • How can I set up cXML invoicing?	• Log a ticket with **Jaggaer Global Customer Care** • Call Jaggaer's 24/5 Support Hotline at 1-800-233-1121 opt 2. • International numbers available here
PPG – Registration • Help with PPG specific registration questions	• Which certificates am I required to upload? • What does this registration question mean? • What do I do if I received multiple e-mails to register? • How do I know which commodity code to choose during registration? • Why do I need to provide information included in the registration form?	• e-mail: eProSupplierSupport@ppg.com
PPG – Invoice Payment Status • Check the status of your invoices	• How can I check the status of my invoices submitted through the Jaggaer Portal? • What do the invoice payment status options mean?	Review the Payment Status QRG
PPG - Payment Issues • Payment is late • Payment went to the wrong bank account • Payment remittance not received	**Please check the portal for payment status first** • What if my invoice says "Payable" but it is past due? • What if my invoice says "Paid" but I did not receive payment?	• **EMEA** – Find the correct contact using this list • **USCA** – Find the right contact here. Please have correct invoice numbers and PO numbers when contacting AP

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