

The Supplier Scorecard is an important aspect of the Delphi Electronics & Safety/Supplier relationship. Let's look at how Delphi Electronics & Safety addresses this.

### DELPHI

### Delphi Supplier Portal

#### ◆ Delphi Supplier Portal Facts

- Vision
  - » Be the single point of e-contact between Delphi and its supply base
- Mission
  - » To provide an easy to use portal that hosts real-time information and acts as an integration point for Delphi to enable common systems and processes

#### ◆ Supplier Impact

- Policy
  - » Delphi expects all Direct Material and selected Indirect Material Suppliers to join Delphi and gain access to the Delphi Supplier Portal. It is a basic business requirement for working with Delphi
- Cost
  - » Delphi Supplier Portal - no charge
  - » Delphi Problem Solver Application – no charge

2

Supplier Training

The Delphi Supplier Portal is utilized by Delphi Electronics & Safety to communicate with our suppliers. As noted above, it allows for a single point of electronic contact between Delphi Electronics & Safety and suppliers.

All suppliers are expected to use Delphi Supplier Portal. It is a business requirement for working with Delphi Electronics & Safety. The Delphi Supplier Portal is available at no charge.

### DELPHI

### Delphi Supplier Portal

- ◆ Why Join?
  - Required to respond to Delphi Problem Cases
  - Single point of contact for Delphi bulletins to Suppliers
  - Additional functionality is being introduced over time
- ◆ All Suppliers must register with Covisint
  - [www.covisint.com](http://www.covisint.com)
- ◆ Covisint is the host of the Delphi Supplier Portal Application Systems
  - Once connected to Covisint, Delphi will complete the registration process
- ◆ All Manufacturing Duns must be registered for Delphi Problem Solver

Supplier Training

Delphi Electronics & Safety issued Problem Cases have been available in Delphi since January 2002.

Suppliers will receive an e-mail notification when a Problem Case has been issued and or updated.

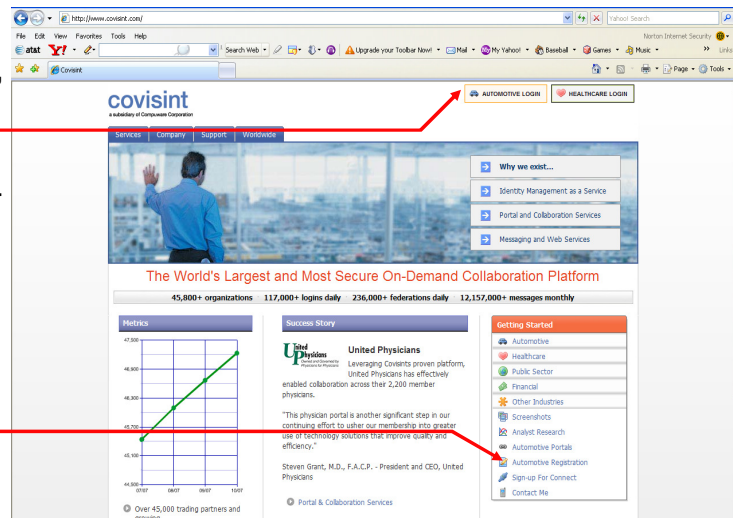
The next few slides will show how to access Delphi Supplier Portal and will also display some of the additional applications available through Delphi. Refer to the *Appendix* section for contact information.

### DELPHI

### Covisint Web Site

- ◆ If you are a registered user, click **Automotive Login** and insert your user name and password

- ◆ If you need to register, click **Automotive Registration** and complete the registration



**DELPHI**

### Covisint Web Site

- ◆ The Covisint registration screen will appear

- ◆ Choose your option

- ◆ Click **Begin Registration**

Covisint Connection and Administration

Home : My Profile : My Organization : Show sidebar

Linda Neuman - North America Delphi E & S

welcome: covisint registration

Thank you for choosing to register with Covisint. To begin the multi-step process, please select from the options below. If you are unsure what option to select, [help for this screen is available](#)

**user options**

☐ **New User**  
Select this method if you are an employee of an existing Covisint Member Company seeking access to one of the applications your Organization currently subscribes to OR if you are not sure if your organization is registered.

**Please note:** after selecting this option, you will be prompted to locate your Organization within our system.

**organization options**

☐ **New Top-Level Organization**  
select this method if you wish to join the Covisint Exchange as a new Covisint Organization

**Please note:** you must be the individual wishing to be the Security Administrator\* of your Top-Level Organization to select this method.

☐ **New Division**  
select this method if you would like to become the Security Administrator\* of a new division within an existing Covisint Organization

**Please note:** after selecting this option, you will be prompted to locate your Organization within our system.

\* the responsibilities of the Security Administrator will be explained in detail after you select a registration method. However, you may choose to cancel your registration in order to allow a different member of your Organization to register as the Security Administrator.

[begin registration](#)

**DELPHI**

### Delphi Supplier Portal Information Quick Reference

Delphi Supplier Portal Registration  
Quick Reference

☐ **All Delphi Suppliers must register for the following:**

**Direct Material Suppliers** - (e.g. a manufacturing site that makes or fabricates production materials, production or service parts, assemblies, or provides services such as heat treating, welding, painting, plating, or other finishing services for Delphi)  
Delphi Supplier Portal, Delphi Problem Solver, Supplier Scorecard, Supplier Profile Administration and any other Portal applications needed.

**Indirect Material Suppliers** - (e.g. is a supplier of corporate services, facilities services, industrial supplies, office supplies, information technology, logistics management, or machinery and equipment to Delphi)  
Delphi Supplier Portal, Supplier Profile Administration and any other Portal applications needed.

Go to: <https://us.register.covisint.com/start.html> (if nothing happens, copy and paste this link into your web browser address bar)

- For step-by-step registration instructions, click on the Registration tab at <http://delphi.covisint.com/> and select [Delphi Supplier Portal Registration-New User](#).

☐ **If you are unable to access the Delphi Supplier Portal or any other Portal applications** (e.g. Delphi Problem Solver, Supplier Scorecard, Supplier Profile, etc.) due to an Ultimate Duns number change or any other issue, contact the [Delphi Helpdesk](#).

Ask the Helpdesk Operator to transfer the case to the DELP\_SAP\_SUPPLIER\_APP Inbox. The support team will contact you to assist with issue resolution no later than the next business day.

- For additional Helpdesk information, go to: <http://delphi.covisint.com/> and select [Delphi Portal Applications Help Desk Information](#) on the Home tab or US, Canada and Mexico callers dial 1-877-733-5744, International callers dial 1-915-774-6599.

☐ **Direct Material Suppliers are responsible for uploading their Quality certificates** for manufacturing locations in the Supplier Profile Administration\* application.

- For step-by-step uploading certificate instructions, go to <http://delphi.covisint.com/>, select **Supplier Standards** on the Home tab, click on the **Quality Requirements Communications to Suppliers** link, and select [How to load Quality Certificate on Delphi Supplier Profile](#).

\* Note: User must have access to Supplier Profile Administration in order to upload a Quality certificate. To request Supplier Profile Administration access, click on the Registration tab at <http://delphi.covisint.com/> and select [Requesting Sub-Package User Level](#) (these instructions should also be used to request other required Delphi applications, e.g. Global Web EDI, Delphi Problem Solver, etc.)

**DELPHI**

August 18, 2007 1

**DELPHI**

### **Supplier Scorecard Elements**

- ◆ Quality data elements are:
  - Problem Case Incidents
  - Problem Case Responsiveness
  - Major disruptions
  - Controlled shipping
  - Number of defects
  - Customer impacts
  - Repeat issues
- ◆ For Quality Performance questions contact the Problem Case Owner

7

*Supplier Training*

Shown above are each of the elements for quality data.

This is for the Quality Scorecard only.

The sub-bullets are the things that impact the Pinnacle award.

### **DELPHI**

### **Supplier Scorecard Report**

- ◆ The Scorecard is available on line to anyone at your facility that requests access
  - There is no charge for this Delphi application
- ◆ The scorecard is reviewed with Quality Focus Suppliers (QFS)
  - Quality Improvement Meeting
- ◆ The Scorecard is utilized for:
  - Future business decisions
  - Benchmarking within specific commodities
  - Feedback to drive performance improvements
- ◆ This is a Delphi Scorecard, not just Electronics & Safety

8

*Supplier Training*

The Scorecard is an important document shared with many parties and used for many important purposes.

Delphi Corporate revises the Scorecard.



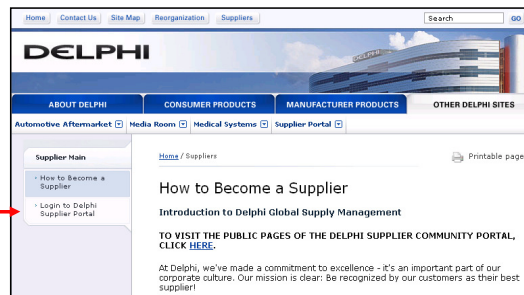
**DELPHI**

### Accessing Delphi Supplier Portal

- ◆ Access Delphi website;  
www.delphi.com
- ◆ Click on *Supplier Portal*
- ◆ The **Suppliers** web page will display



- ◆ Click *Login to Supplier Portal*



**You must also register for Delphi Problem Solver Application tool when you register for Delphi Supplier Portal**



To access Delphi on the Supplier Portal, log into the Delphi web site and choose the Suppliers link. The picture on the Delphi web site may be different from the one shown, but the content will be the same.

You must also register for Delphi Problem Solver when registering for Delphi Supplier Portal.

**DELPHI**

Delphi Supplier Portal

**DELPHI**

[Home](#) [Content](#) [Registration](#)

**Login**

User ID:

Password:

Clicking on Login indicates acceptance of Terms of Use and Privacy Policy.

[Forgot your Password?](#)

[Check your registration status](#)

Frequently Used Documents

- Contact Global Supply Management
- Delphi Name Change
- Doing Business With Delphi
- Delphi's Pinnacle Awards for Supplier Excellence
- General Terms and Conditions (M&E version, Direct/Indirect Version)
- Forced Labor Letter from Sid Johnson, VP Global Supply Management (1-Dec-2006)
- Forced Labor Policy
- Supplier Standards
- Materials Specifications / Substances of Concern

- ◆ The *Login* screen will display
- ◆ Enter your **User I.D.** and **Password**
- ◆ Click the *Submit* button

10

Supplier Training

If you are already a Delphi user, log in with your User ID and Password.

### DELPHI

### Delphi

- ◆ Click on the Applications tab to view available Delphi applications
- ◆ These Delphi applications are available at no charge
- ◆ Delphi Problem Solver Application is the necessary tool to address Delphi issued Problem Cases

Access	Name	Summary	Audience	Functional Area
...	Delphi ePayments	Detail	Suppliers to North America	Finance
<input checked="" type="checkbox"/>	Delphi Problem Solver	Detail	Suppliers to North America	Direct Material Suppliers
<input checked="" type="checkbox"/>	Delphi Supplier Suggestion/Change Request Program	Detail	All Delphi Suppliers	ALL
...	e*DelphiPay	Detail	Suppliers to North America	Finance
...	eDacor	Detail	Suppliers to North America	Finance
...	eRFQ	Detail	Suppliers to North America	Direct Material Suppliers
...	Global Web EDI	Detail	All Delphi Suppliers	Production Control & Logistics
...	Supplier Packaging Information (SPI)	Detail	All Delphi Suppliers	Production Control & Logistics
<input checked="" type="checkbox"/>	Supplier Profile	Detail	All Delphi Suppliers	ALL
...	Supplier Profile Administration	Detail	All Delphi Suppliers	ALL
<input checked="" type="checkbox"/>	Supplier Scorecard	Detail	All Delphi Suppliers	Direct Material Suppliers

11

Supplier Training

Delphi General Supplier information will continue to be available for public access. Current applications include messaging, supplier bulletins, eDacor, Global Web EDI, etc.

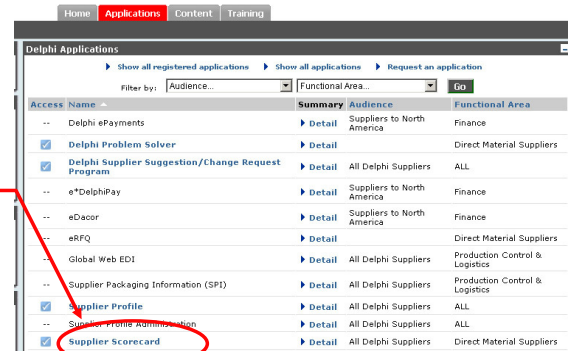
The Delphi Problem Solver Application tool is necessary in order to address Delphi issued. There is a monthly access charge for this tool.

This screen displays only an overview of what the Problem Solver tool is and what it looks like. Once you have registered for Problem Solver, the link for accessing the tool will display as shown on the following page.

### DELPHI

### Delphi Supplier Scorecard

- ◆ Once in the **Applications** web page, click on **Supplier Scorecard**



Access Name	Summary	Audience	Functional Area
Delphi ePayments	Detail	Suppliers to North America	Finance
<input checked="" type="checkbox"/> Delphi Problem Solver	Detail	Direct Material Suppliers	
<input checked="" type="checkbox"/> Delphi Supplier Suggestion/Change Request Program	Detail	All Delphi Suppliers	ALL
e*DelphiPay	Detail	Suppliers to North America	Finance
eDacor	Detail	Suppliers to North America	Finance
eRFQ	Detail	Direct Material Suppliers	
Global Web EDI	Detail	All Delphi Suppliers	Production Control & Logistics
Supplier Packaging Information (SPI)	Detail	All Delphi Suppliers	Production Control & Logistics
<input checked="" type="checkbox"/> Supplier Profile	Detail	All Delphi Suppliers	ALL
<input checked="" type="checkbox"/> Supplier Profile Recommendation	Detail	All Delphi Suppliers	ALL
<input checked="" type="checkbox"/> Supplier Scorecard	Detail	All Delphi Suppliers	Direct Material Suppliers

- ◆ The Supplier Scorecard screen will appear. Click on **Quality**



Supplier Training

Once in the Delphi Portal, click on **Applications**. The Supplier Scorecard screen will appear. On the Supplier Scorecard, there will be red text at the bottom of this screen. Please read the text.

Click on **Quality** to move to the next screen.

**DELPHI**

### Supplier Selection

- ◆ Click on the **Supplier Selection** tab

The screenshot displays the DELPHI Supplier Scorecard web application. The interface includes a top navigation bar with the DELPHI logo and the title 'SUPPLIER SCORECARD'. Below this, there are several tabs: 'SUPPLIER SELECTION', 'SCORECARD', 'TRENDS', and 'HELP'. The 'SUPPLIER SELECTION' tab is circled in red, and a red arrow points to it from the text 'Click on the Supplier Selection tab'. The main content area shows a 'Filter:' section with dropdown menus for 'Commodity' (set to '[All]'), 'Buyer' (set to '[All]'), 'Division' (set to '[All]'), and 'Region' (set to '[All]'). There is also a 'Commodity Team' field. Below the filters, there is a note: '(Multiple commodity teams can be selected by holding the ctrl button and selecting from the list)'. At the bottom of the filter section, there are three buttons: 'Set Filters', 'Restore Filters', and 'Clear Filters'. The left sidebar contains a 'Main' menu with options like 'Scorecard Categories', 'Reports', and 'Help'. The footer of the page indicates '© 2009 Delphi Corporation. All rights reserved.'

13

Supplier Training

This is an example of the **Quality** screen.

Click the Supplier Selections tab to move to the next screen.

**DELPHI**

### Supplier Selection

◆ Your information will appear in the **Matches** field

The screenshot shows a web browser window with the URL <https://supplierscorecard.delphi.com/score/go>. The page has a navigation menu on the left with links like Home, Scorecard Categories, Reports, and Help. The main content area is titled 'Quality Category' and includes tabs for FILTERS, SUPPLIER SELECTION, SCORECARD, TRENDS, and HELP. Under 'SUPPLIER SELECTION', there are 'Current supplier filters' for Commodity, Buyer, Division, and Region, all set to 'All'. Below this, instructions for Step 1 (Retrieving Matching Suppliers) and Step 2 (Selecting Suppliers) are provided. The 'FIND SUPPLIERS WHERE:' section has search criteria fields. The 'MATCHES' section contains a 'PERFORM SUPPLIER SEARCH' button and a list area. The 'SELECTED' section shows '1000 or Less supplier Locations' and a 'Get Selected Suppliers' button. At the bottom, it says 'Number of Suppliers Selected : 0'. A red arrow points from the text 'Your information will appear in the Matches field' to the 'MATCHES' section.

14

Supplier Training

Your information will appear in the **Matches** field. This shows the company information that you have access.

### DELPHI

### Supplier Selection

- ◆ Highlight your selection(s)
- ◆ Move the selection to **Selected** field by clicking on the arrows
  - Click the 3 arrows tab to move all of the sites
  - Click the 2 arrows tab to move individual sites

Step 1) Retrieve a set of Matching Suppliers by using any of the criteria areas below. If you leave the fields in this step blank and click search, all suppliers that meet the Current Supplier Filters above will be returned.

**FIND SUPPLIERS WHERE:**

Ultimate Dist (Containing):  
and Ultimate Name (Containing):  
and Location Dist (Containing):  
and Location Name (Containing):

Search Clear

Step 2) Select Suppliers from the MATCHES list and move them to the SELECTED ultimates list for display on report.

**MATCHES**

PERFORM SUPPLIER SEARCH

**SELECTED:** 1000 or Less supplier Locations.

Set Selected Suppliers

Number of Suppliers Selected : 0

Select your information in the **Matches** field. Once this information is highlighted, move the selection to the **Selected** field by clicking on the arrows. If you want to move all of the sites at one time, click the 3 arrows tab. To move individual sites, click the 2 arrows tabs.

### DELPHI

### Supplier Selection

- ◆ Click **Set Selected Suppliers** tab to set suppliers
- ◆ Click the **Scorecard** tab

Once your selection is moved, click **Set Selected Suppliers** tab to set the suppliers. Next, Click on **Scorecard** to move to the Scorecard screen.

Locations are grouped in the following categories:

- Currently Shipping to Delphi (CSD)-receipts reported for these locations
  - Delphi records indicate that there are receipts from these active supplier locations. There is PPM data reported for the previous Scorecard reporting month
- Manufacturing locations (not CDS)
  - According to Delphi records, these locations have been identified as manufacturing locations and are not currently supplying Delphi. All manufacturing locations should submit to Delphi their quality certification via Supplier Profile application. Only certified manufacturing locations will be considered during sourcing of future business.
- Non-manufacturing locations (not CSD)
  - According to Delphi records, these locations have been identified as other than manufacturing sites, e.g., Sales, HQ, distribution, warehouse, etc. If location is a manufacturing location, please submit quality certification for manufacturing location via Supplier Profile application.
- Inactive locations
  - Inactive locations are those that are not performing business and include closed, transfer, sold-out locations, etc. as reported by Duns & Bradstreet. This line item WILL NOT have a score but will display accrued values of problem case information as appropriate.



**DELPHI**

### Delphi Quality Scorecard

- ◆ The Delphi Quality Scorecard screen appears

Report Created on: 15 Jun 2008

17

Supplier Training

This is the Problem Solver Quality data. This data is generated from using Problem Cases.

The previous month will available by middle of the following month.

If text appears in the lower section of the Scorecard, you will need to correct the problem.

The next few slides will reveal those problem areas.

All locations

Manufacturing and non-manufacturing locations may be classified as CSD locations as long as there are receipts reported for them. CSD locations are scored individually.

## Delphi Quality Scorecard

- [illegible]

## Supplier Training

© 2009 Delphi Electronics & Safety  
SAP Supplier Training – Supplier Scorecard  
Page 18

**DELPHI**

### Delphi Quality Score Formula

**DELPHI**  
Driving Tomorrow's Technology

**SUPPLIER SCORECARD**

Main

HOME

Scorecard Categories

QUALITY  
COST  
DELIVERY  
COMPLIANCE  
TECHNOLOGY

Reports

QUALITY REPORT  
COMMODITY REPORT

Help

TRAINING MANUAL  
HELP CONTACTS

Filters

Supplier Selection

Scorecard

Trends

Help

Quality Category

Quality Score Formula

View / Edit Formula For: Month: August Year: 2007 Submit

Quality Score Formula: August, 2007

Measure Group	Possible Points	Points Distribution		
<i>Nonconforming</i>	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
<i>Number of Problem Cases</i> (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
<i>Repeat Problems</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Customer Impacted</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Major Disruptions</i> (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
<i>CS1 Days</i>	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
<i>CS2 Days</i>	8	0 = 8 points	1 to 80 = 8 points	More than 80 = 0 points
<i>Number Late</i>	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Number Rejected</i>	0	0 = 0 points	1 to 1 = 0 points	More than 1 = 0 points
<b>Supplier Initiated</b>		3 Points added for each supplier initiated problem case. However, the total supplier score cannot exceed 98 points.		
<b>Score Color Indicators</b>		<div>RED for scores Less than 80</div> <div>YELLOW for scores Equal to or greater than 80 Less than 90</div> <div>GREEN for scores Equal to or greater Than 90</div>		

19

Supplier Training

This screen shows the formula used to calculate scores.

**DELPHI**

### Delphi Problem Solver

Quality Score Formula				
View / Edit Formula For: Month: <input type="text" value="August"/> Year: <input type="text" value="2007"/> <input type="button" value="Submit"/>				
Quality Score Formula: August, 2007				
Measure Group	Possible Points	Points Distribution		
<b>Nonconforming</b>	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
<b>Number of Problem Cases</b> (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
<b>Repeat Problems</b>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<b>Customer Impacted</b>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<b>Major Disruptions</b> (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
<b>CS1 Days</b>	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
<b>CS2 Days</b>	8	0 = 8 points	1 to 60 = 8 points	More than 60 = 0 points
<b>Number Late</b>	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
<b>Number Rejected</b>	0	0 = 0 points	1 to 1 = 0 points	More than 1 = 0 points

Supplier Training

Shown above are each of the elements for quality data.  
This is for the Quality Scorecard only.

### DELPHI

### Compliance

◆ Click on **Compliance** to view the **Compliance Category** screen

**DELPHI SUPPLIER SCORECARD**

NAME: USER ID:

**Compliance Category**

**Current supplier filters**

Commodity: All  
Commodity Team(s): All  
Buyer: All  
Division: All  
Region: All

• Current Scorecard Reporting month - JUNE 2005  
• Data is loaded in Scorecard once a month (around the 10th). Any information provided or updated by suppliers (e.g. Quality Certification) by the last day of a given month will only be reflected in the following month's data load. Longer for information that needs to be approved by Delphi (e.g. Quality Certification loaded in Supplier Profile) will be reflected in the following month's data load.  
• Rolled up scores are based on the current suppliers shown, and may not reflect the complete set of suppliers known to Delphi for this ultimate DUNS code (suppliers locations are filtered).  
• Prompt action to resolve discrepancies must be taken by suppliers

Report Created on: 08-Jul-2005

View | Excel | PDF

Supplier Location DUNS	Supplier Name / City	Certification Status	Dunsify Certification	Supplier Profile Verification	Supplier Profile New Contacts	Problem Solver Registration	Summary Status
		●	No	●	●	●	●
		●	No	●	●	●	●
		●	No	●	●	●	●
		●	No	●	●	●	●
		●	No	●	●	●	●
		●	No	●	●	●	●
		NR	No	●	●	●	●

The Compliance screen will appear by clicking on the **Compliance** tab on the Scorecard screen.

The red dot at the bottom of the screen indicates that the location Duns is not registered for Problem Solver.

Someone in your company needs to determine where the correction needs to be made.

### DELPHI

### Addressing Problem Report & Resolution - Problem Cases

- ◆ Suppliers are required to respond to Delphi-E&S Problem Cases through the Delphi Supplier Portal/Delphi Problem Solver Application
  - Issued based on individual incidents
  - May contain Controlled Shipping and/or Cost Recovery
- ◆ Suppliers need to manage their scorecards.
  - If wrong duns is used request the case be written to correct duns and cancel case with incorrect duns.
  - Systemic issues should be reported to the Delphi Help Desk.
- ◆ Required to address Problem Case within specific timeframes:
  - Calculated in Greenwich Mean Time - GMT
  - Initial Response – within 24 hours
  - Final Response – within 15 calendar days
- ◆ For questions regarding Problem Cases contact the Problem Case Owners

22

Supplier Training

Suppliers must respond to Problem Cases through Delphi Problem Solver Application. The following slides will walk you through the registration process for Delphi.

It is imperative that you register for the Problem Solver Application tool when you register for the Delphi portal, this is in order to respond to Delphi Electronics & Safety-issued Problem Cases.

**DELPHI**

### Problem Solver Tool

◆ The Problem Solver tool **To Do** tab will display

The **To Do** tab lists the tasks that suppliers need to take action

Items in **red** in the **Due Date** column indicate past due responses

**Problem Types** include Part Quality, Shipping, Customer Satisfaction, and Packaging/ Dunnage

WELCOME TO Problem Solver

To Do My Open Case My Draft Cases Co-Work

To Do 10 records per page.

Task Name	Due Date	Problem Case	Problem Type	Disruption Status	Supplier Location	Part Numbers
<a href="#">Approve Initial Response</a>	May 8, 2002 4:50:38 PM - GMT		Customer Satisfaction	None		
<a href="#">Resolve Cost Recovery Notice</a>	May 23, 2002 8:37:21 PM - GMT		Part Quality	None		
<a href="#">Review Response to Cost Recovery Notice</a>	Jun 17, 2002 6:53:59 PM - GMT		Shipping	Shortage		
<a href="#">Resolve Cost Recovery Notice</a>	Jun 17, 2002 6:53:59 PM - GMT		Packaging / Dunnage	Spill		

Disruption Status can be a Spill, a Shortage, or None

23

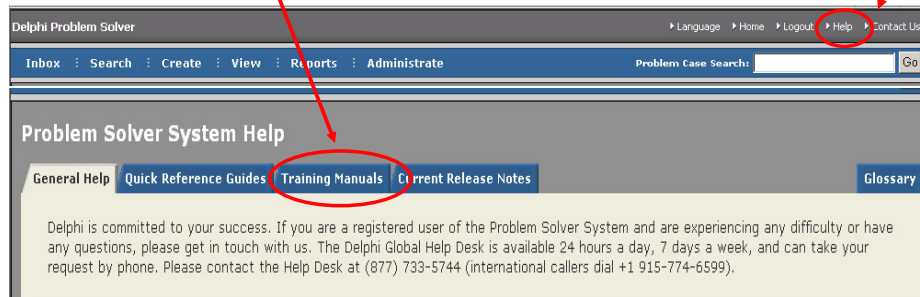
Supplier Training

The Problem Solver tool **To Do** tab displays.

**DELPHI**

### Problem Solver Tool

- ◆ The Problem Solver Tool offers additional resources, such as *General Help*, *Quick Reference Guides*, and *Training Manuals*. Access these tools by selecting the **Help** link
- ◆ The Training Manuals tab within Help includes Users Guides that are available only to registered Delphi Problem Solver users



24

Supplier Training

Help and Training Materials for the Problem Solver tool are available only to registered users of Problem Solver. Refer to the *Appendix* section of this training for contact information.

Delphi is committed to your success. If you are a registered user of the Problem Solver System and are experiencing any difficulty or have any questions, please get in touch with us. Our Help desk is available 24 hours a day, 7 days a week, and can take your request by phone. For a listing of our customer support numbers around the world, please visit [Delphi Customer Support](#).



**DELPHI**

# **Questions and Answers**

If you have additional questions regarding SAP after the training session, please contact the  
Delphi Electronics & Safety SAP Support Team:  
**[delco.vega.support.kokomo@delphi.com](mailto:delco.vega.support.kokomo@delphi.com)**



*Supplier Training*