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## Chrysler Stars System

TITLE: Down

DEPT.: Operations

WI#: WI-OPS-45

Author: Matt Pedriana

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Rev:

JOB TITLES: **Operations Manager, Regional Manager, Operations Coordinator, Driver Manager, Customer Service Manager, Customer Service Coordinator, Customer Service Representative**

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Occasionally the Stars system will be down for an undetermined length of time. During these occasional outages, it is necessary to take the following steps to ensure information is still being processed in a timely matter. These steps are also important to ensure we are taking all steps necessary to communicate our lag or absence of information during a situation where we have limited control.

Plan 1:

1. The moment you discover that the stars system is nonoperational, contact support for Chrysler at the link "Help Desk and Support". (If you cannot reach this link, please see step 8).
2. Locate the Help Desk and Support link from the "Global Home" link on the main E-Supplier Connect screen. You come to this page right after you sign in.

**FCA**  
FIAT CHRYSLER AUTOMOBILES

**eSUPPLIER CONNECT**  
Welcome: JENNIFER, WORNHAM

Global Home EMEA LATAM NAFTA APAC

Home Bulletins Self Service **Help Desk and Support**

• Home

★ MY FAVORITES ★

ESUPPLIERCONNECT SECTION NAMES

As part of the continuous evolution and improvement of our supplier portal, the primary navigation tabs/sections at the top of eSupplierConnect (eSC) have been updated to reflect ongoing changes within our global enterprise. All the applications and information that you have been able to access remains available and unchanged -

3. If this link is active and able to direct you to the following page, you will scroll down to the Contact Help Desk section and click the "here" link for opening up a web request for support.
4. The following page should load and you will click the button for "New Ticket."
5. When the next page loads, fill in the information as accurately as you are able to. Be certain to provide your direct email and your direct phone number so that they are able to contact you when the ticket has been addressed and stars repaired. At the end of the ticket, click the "Save button."

From	Client
Subject	Client: [unclear]
Priority	Normal
Reply To	[unclear]
Request description	[unclear]
Attachments	[unclear]
Notes	[unclear]
Created	[unclear]
Modified	[unclear]



6. A ticket number will be provided on the next page. At this point, email all operations JTL staff with the details of the ticket. Include the following, the start time of the outage, what part of the Chrysler system is causing problems, the ticket number as well as what it is doing, and the expected end time of the outage if that information is available.
7. In the interim continue to utilize the EDI functions within our Innovative system to update loads in a timely matter. Also, it is very important to make note of any stars transactions that have been released via the EDI function within Innovative since stars went down. It is required to check that the transactions went through successfully when the system comes back up.
8. If you are not able to reach the stars link, you must still notify Chrysler of the outage for both their and our protection. You will need to call the following number 1-646-513-2694. This will get you to a live person that you are able to report the issues to. Once you are given a ticket number, follow steps 6 and 7 to proceed with updates. The system will come back up, more than likely, before you are notified that the issue has been resolved. Make sure to check the stars system every 15 minutes to check if it is working. The sooner the issue is resolved, the sooner we can resume normal operations.

#### EDI System Down

Occasionally the EDI system in Innovative goes down. When this happens we need to respond quickly and effectively since we rely heavily on the system for our load updates. If this should happen, follow the steps below.

1. Email edisupport@intelektechnologies.com as well as dsivils@tmwsystems.com , dlane@tmwsystems.com , and stsmith@tmwsystems.com with the details of EDI. Make sure to include all of operations staff when sending out the email, as well as a description of the issue. If all you can explain about the issue is EDI is not going through, that is acceptable.
2. Make sure to follow up with a call to 405-364-5473 and a call to 1-800-238-3895 if there has been no response to the emails within 1 hour.
3. When this occurs, begin manual entry of Chrysler stars as instructed in the JTL Manual.
4. When the EDI issue has been resolved in Innovative, follow up with an email to all of operations staff to inform them that the problem has been resolved.

**STARS Manual**

1. For additional STARS Information, reference the FCA STARS manual via either the esupplier or JTL Carriers websites.

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**Revision History:**

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