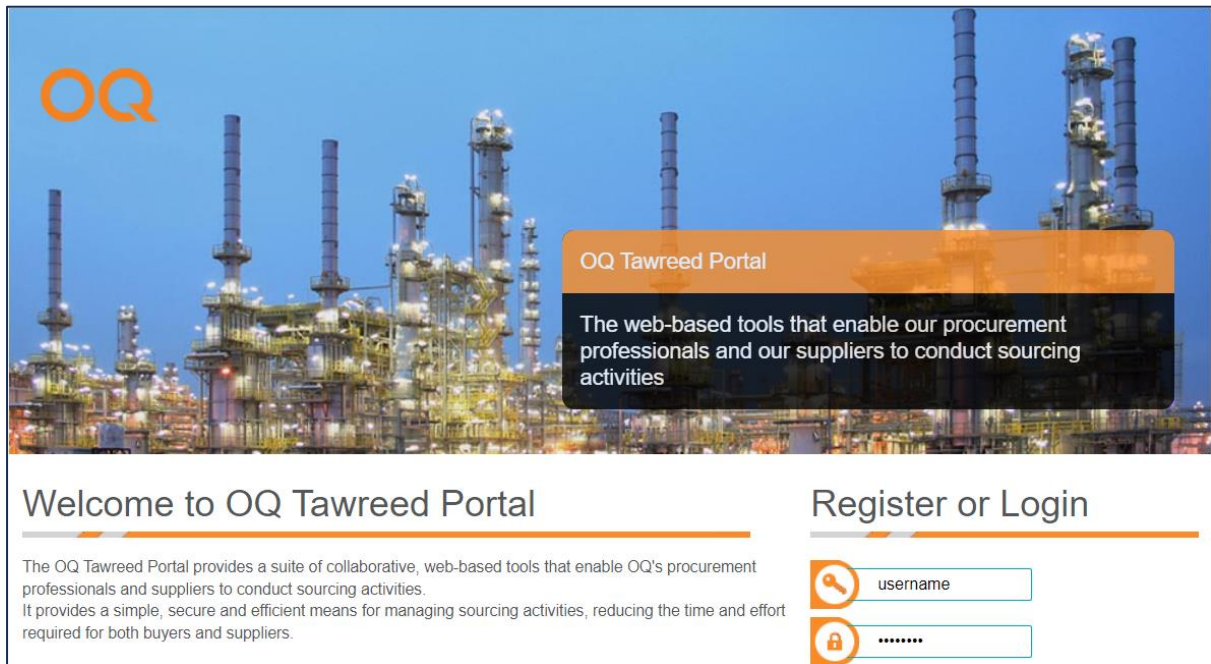


Dear Valued Tawreed Supplier

This user guide will assist you to log a ticket to Global Customer Care for assistance with the usage of the portal.

Please follow the steps below:

**Step 1:** Access the OQ Tawreed Portal by accessing the URL: <https://tawreed.oq.com>



**Step 2:** Click on the link to, "Supplier Support Webform" available under the "Tawreed Helpdesk" section.



**Step 3:** Fill in the form as below. Please note that all fields marked with an asterisk are mandatory.

All fields with an \* are required to submit a ticket

Supplier Company Name\*:  ← Enter your company name.

Contact Name\*:  ← Provide your name.

Email\*:  ← Enter a valid email address.

Phone:

Case Language\*:

Username:

Issue URL\*: (This is the address of the page you are having issues on)  ← Enter OQ portal URL.

Subject\*

Description\*:  
(please include information such as Event Name, PO Number, Auth Code, Account ID, etc. as applicable)

**Step 4:** Click on Submit

Once you click on submit, a ticket is created and submitted to Jaggaer Global Customer Care (GCC).

You will receive a confirmation email from [noreply@jaggaer.com](mailto:noreply@jaggaer.com) confirming the ticket submission and your ticket number. Please do not respond to this email.

The GCC team will respond to you and you will receive an email from [sqsupport@jaggaer.com](mailto:sqsupport@jaggaer.com).

Kindly ensure to whitelist [sqsupport@jaggaer.com](mailto:sqsupport@jaggaer.com) so that you receive timely assistance on your tickets.