Clearinghouse Web Changes

The main Clearinghouse Web page will remain the same.
To create a ticket, click on the link "Report a Functional Problem via web".
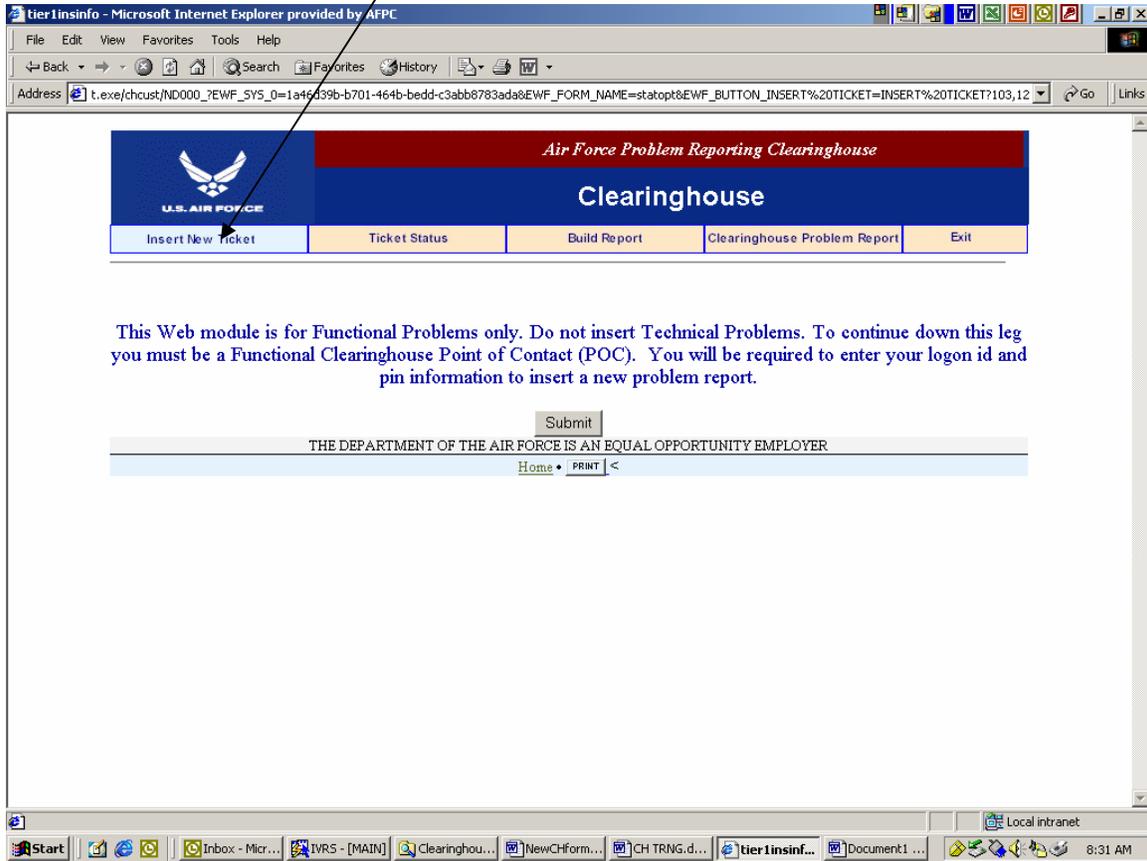
The Clearinghouse Web screens have changed from buttons to tabs.

To build a new ticket, click "Insert New Ticket" tab. The following screen will appear. To continue building a ticket you must click the "Submit" button.

After you click the "Submit" button a Security Alert window MAY BE displayed.
Select "YES" to continue.

You must enter your Clearinghouse login and pin. The login is usually your social security number. The pin is the same as your EBIS pin. For NAF users you should have been assigned a login and pin. After entering your login and pin click on the "Submit" button to continue.
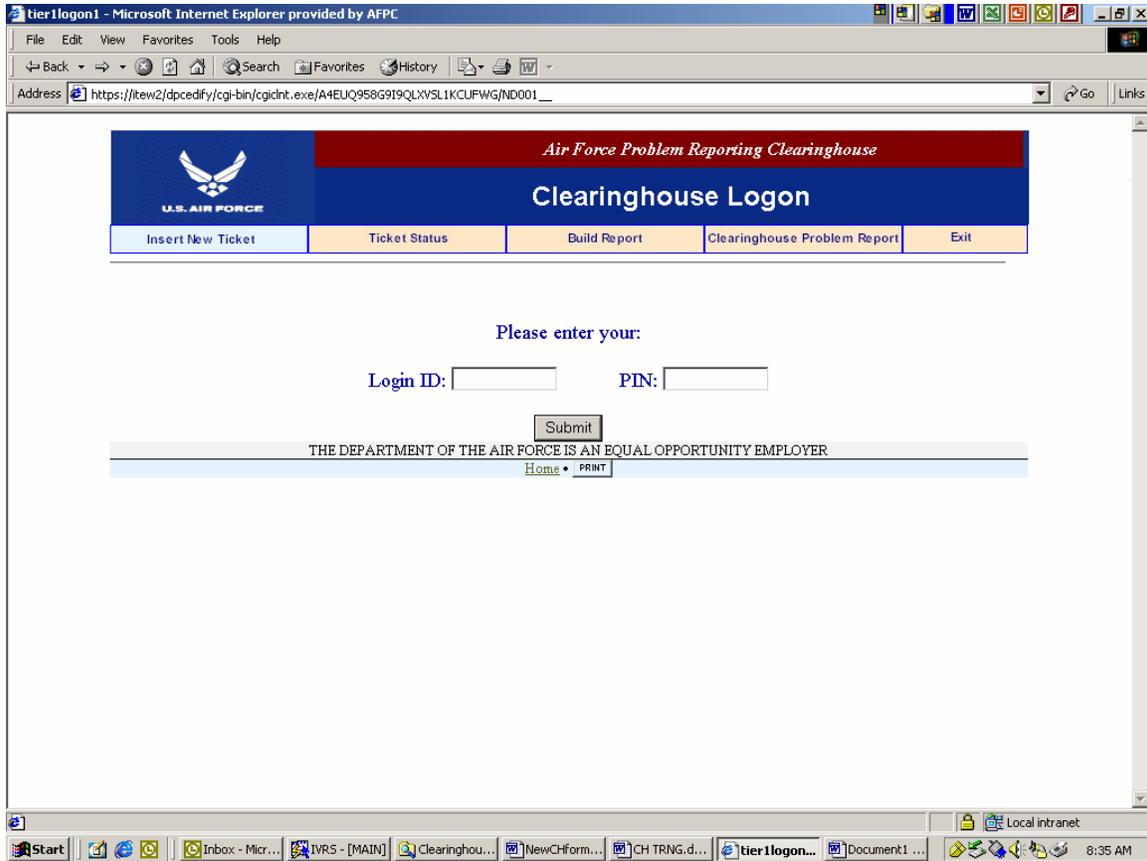
After a successful login, a ticket will be created. The ticket will be assigned a control number. Please save this number for future reference and place it on the supporting Template. This number should also be in the Subject line of your email when sending us your template.

Your customer information should be populated into the ticket. Please validate that your data is correct. If your customer data needs updating, please submit a POC form which can be found on the Clearinghouse Web page.

Use the Scroll bar to navigate up and down the form. Please make sure you complete all data fields.

Though some fields are not all "Required", please complete ALL fields to prevent delay in processing the ticket due to incomplete data.
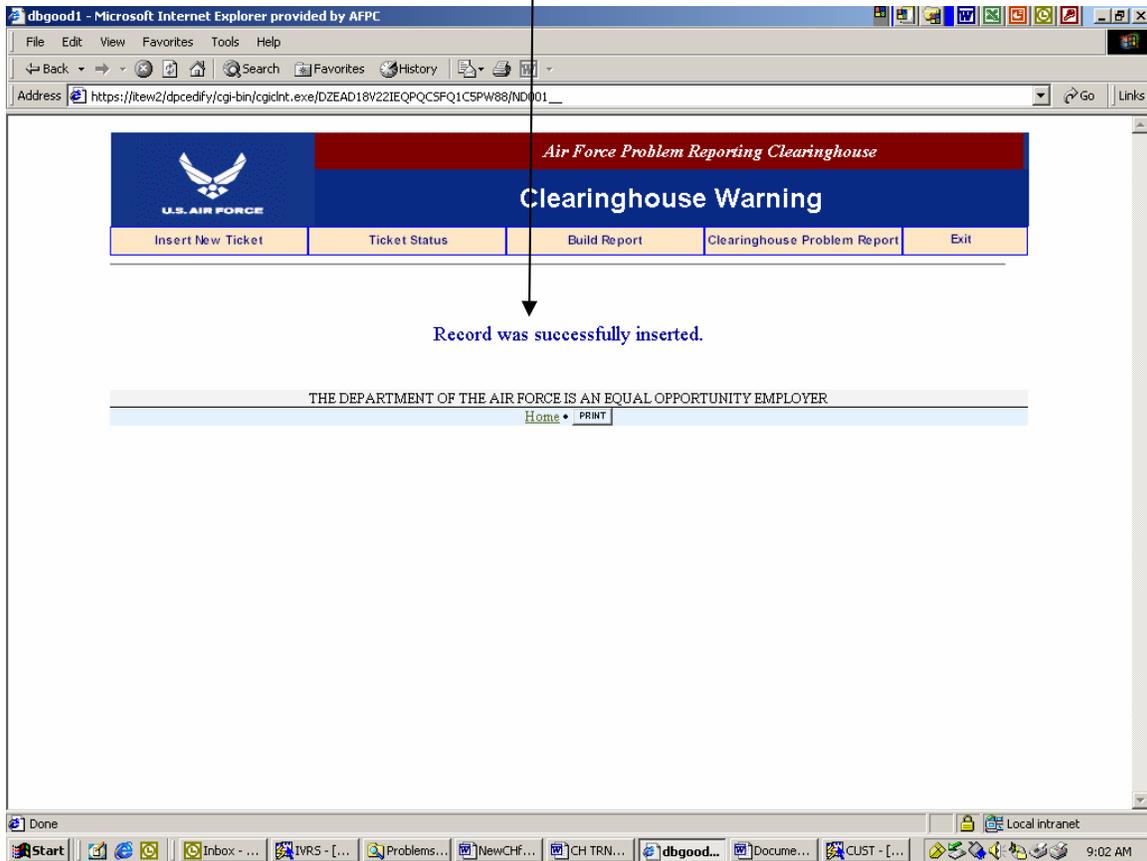
After you complete ALL fields, click the "Submit" button

Once the ticket has been inserted you will receive a confirmation screen "Record was successfully inserted." **If you do not receive this screen your ticket <u>was not saved.</u>** This might be due to a time out error and network problems.

To check the status of a ticket, click on the "Ticket Status" tab.

Enter the ticket number and click the "Submit" button.

The ticket information will now be displayed.
Note: new fields (Severity Level, Ticket Location, Vendor, Vendor Number and Date to Vendor) have been added to this screen.

You can build a custom report by selecting the "Build Report" tab.
Note: new select criteria is now available, you can select tickets at your MAJCOM or Base. You can also select by Customer Name, Vendor Ticket Number or Appropriation. Make sure when making your selecting that you include Status. You must select Status "OPEN" to receive only the Open tickets, if not you will receive all tickets both Open and Closed. Please use the drop down arrow to select the appropriate list of values.

The "Clearinghouse Problem Report" tab now gives you the flexibility to select All tickets both (Open and Closed). Or you can select either just the Open or just the Closed.
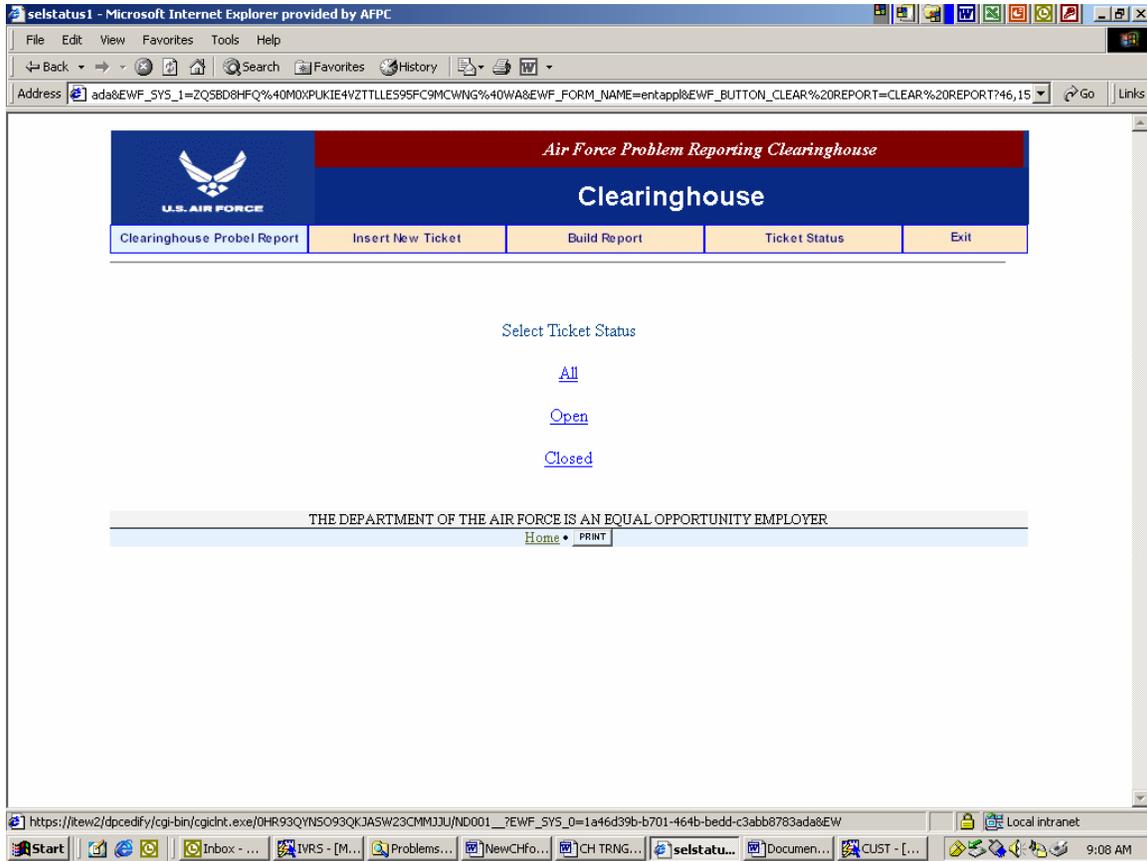
Once you select (All, Open or Closed) you can then sort your report by MAJCOM, Base, Control Number or Appropriated. If you need to see the detail information on a ticket, please click the Radio button for the specific ticket and then click the "Submit" button.