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|  | **Supplier Frequently Asked Questions** |

**Information:** questions that are above and beyond the basic Supplier training videos located on the [Supplier Website](https://suppliers.mosaicco.com/suppliers/sup_fieldglass.htm)

**Purpose:** to provides answers to Frequently Asked Questions and additional Support

**Guide Reference:**

* Navigate to
* Complete

**Enquiries & Support:**

* **SOW Management:** contact the **SOW** **Owner & Buyer** or reference the [**Training Videos**](https://suppliers.mosaicco.com/suppliers/sup_fieldglass.htm)
* **SOW Invoice:** issues & inquiries email [**Mosaic.AccountsPayable@mosaicco.com**](mailto:Mosaic.AccountsPayable@mosaicco.com)
* **Fieldglass Supplier Rates:** fill out 2.3 Vendor Rate Form and email the **Mosaic Buyer**
* **Process Issues & Escalations:** email [**Mosaic.FieldglassHelp@mosaicco.com**](mailto:Mosaic.FieldglassHelp@mosaicco.com)
* **Fieldglass** **System**: Issues & Support click **(?) Help**, then **Contact Us**, in Fieldglass pop-up box click **SAP Fieldglass Help Center, i**n new browser, click **Contact us** tab, Type the issue into the “New issue?” search box and **search, c**lick **Create a Case** at the bottom, then fill out the case fields then click **One Last Step** to submit.
* **Contingent Support**: contact **Jenny.Valentin@mosaicco.com**

**FAQ & Troubleshooting**

1. What
2. Who
3. Where
4. When
5. Why