

PORTAL WEB PARA EL SERVICIO HELPDESK

Os recordamos que para el correcto tratamiento de las incidencias y peticiones es necesario crear un ticket dentro de la categoría correcta.

Acceso al portal web

Podéis acceder desde **cualquier ubicación con acceso a internet** usando vuestro correo y contraseña a través del siguiente link: [Proactivanet Service Desk \(User portal\)](#).

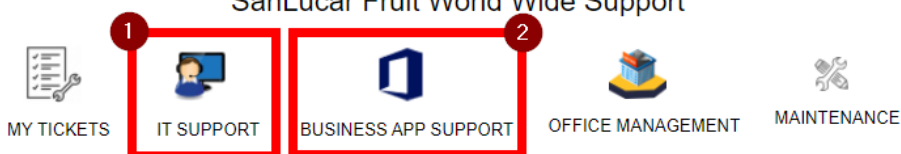
También desde la web de "Start SanLucar" <https://start.sanlucar.com> (icono "HelpDesk")

Los servicios están separados en:

- 1. IT Support:** Engloba incidencias y peticiones relacionadas entre otras con el puesto de trabajo, gestión de buzones, Teams, aplicaciones de escritorio como Outlook, problemas físicos con los ordenadores y dispositivos.
- 2. Business App:** Engloba incidencias y peticiones relacionadas con los procesos de negocio de AX y SAP, así como otras aplicaciones de negocio.



SanLucar Fruit World Wide Support



Categorías de cada Servicio

- IT Support:

Collaborative tools	Teams /Video Conference systems /Other collaborative tools
Communications & Network	Fax Service /Internet /Land phone service /Mobile phone service /Remote access network (Others) /Remote access network (VPN) /WIFI - Corporate network /Wired network
Corporate Database	Corporate Database
Desktop & Business applications	AX /DocuWare / Freshdesk /Internet browsers / Partner Portal / Mobile applications / Notilus / Office 365 / Woffu / Other business application
Email Support - Mailboxes service	Mailboxes management service / Mobile email / Outlook desktop application
Printing	HW failure / Scan To email / Supplies
Security	Digital signature / Hacking / MFA / Phising / Virus / Ransomware / Malware / SPAM
Storage & File Support	Backup & Restore corporate data / Fcloud / Network folders / OneDrive / SharePoint
Workstation & devices	HW and devices / HW failure / Mobile failure (HW) / Password expired-locked / Workplace

- Business App Support:

Claims	Issues Management (Rejections, Claims) / Issues Management (Claims of Client)
Finance	Account Receivables /Accounting and General Ledger /Taxes / Treasury & Bank Management / Account Payables / Fixed Assets / Costs Accounting / SanLucar Ecuador Finance Management / SanLucar SouthAfrica Finance Management / SanLucar Italy Finance Management
Human Resources & Meta4	Compensation & Benefits /Absences management /Personal data management /Development plans & Training /Selection & Onboarding /Structure & Organization Chart /Dual Training
Logistics	Change on Transport Management / Transport Creation / Transport Creation Import -Export / Transport Tracking EU / Transport Tracking Export/Import
Master Data	MD Client / MD Material / MD Supplier / MD Batch management / New Component Creation. Innovation of New Form / New Confection Creation. Programmed / New Confection Creation. Not Programmed / Packaging Materials Acquisition



Purchases	Purchase Forecast / Matching / Stock Management / Assignment / Supplier Catalogue / Generic Price List / Supplier Price List / Supplier Purchase Requisitions / Changes on Purchase Orders / Purchase Order Management / Supplier Delivery Confirmation / Invoice Reception F&V / Invoice Reception Other Expenses / Supplier Settlement
Quality	Food Safety / Quality Control / Quality Info Record / Labelling / Traceability Control
Report & Planning	Campaign Plan / Forecast Long-Term / Forecast Mid-Term / Budget
Sales	Sales Forecast / Client Offer / Delivery Confirmation / Info Record / Client Invoicing / Sales Order Confirmation / Order Reception /
Travel	Travel and Expense Management
Warehousing	Cost Provision (Warehouse) / Inbound Differencies / Inventory Adjustements / Loading Process / Warehouse Inbound / Work Order Management / Picking Order