

# Vendor Gateway - Issue Checklist

This is a checklist of information the Gateway Support team will need to receive from you before assisting you with any system issues.

Checklist items:	Descriptions:
<input type="checkbox"/> <b>What is your User ID</b>	What profile do you log into Vendor Gateway with?
<input type="checkbox"/> <b>What Internet browser are you using?</b>	Are you using Internet Explorer, Google Chrome, Safari, etc. What version are you using?
<input type="checkbox"/> <b>What is the document number you are having an issue with?</b>	Are you having an issue with a PO, a bid event, an invoice, etc.
<input type="checkbox"/> <b>Are you receiving an error message?</b>	Please include a screen shot of any error messages you are receiving.

The following is a sample e-mail sent to Gateway.Vendor@deepwater.com:

