End User Manual

eSupplierConnect

Version 9.4

January 23rd, 2017

Table of contents:

1 Introduction

This document is the **End User Manual** and provides all the required information to use e*SupplierConnect* functionalities.

The next paragraphs explain:

PART 1

- Basic information and general 'guidelines' of e*SupplierConnect*.

PART 2

- **Self-service management,** which details how to change personal data (e.g. Name, Surname, Password, etc.);
- **Application request,** which details how the supplier can request authorization to specific application(s) for supporting activities performed with Fiat Chrysler Automobiles;
- **Content management,** which shows the guidelines of how to manage bulletins and alerts and how to display them.

PART 3

- **Support area,** which describes how to contact the Help Desk or find Information about eSupplierConnect.

Not all the functionalities described in the next section will be available to every set of users. The availability depends on the user profile (*end user* or *supplier administrator*).

If a functionality is assigned to a subset of users, this will be highlighted in the title.

PART 1

GENERAL INFORMATION

2 About eSupplierConnect

eSupplierConnect is the Fiat Chrysler Automobiles (following referenced as FCA) suppliers' portal through which the suppliers' partners will be able to access applications, resources and communications.

eSupplierConnect grants:

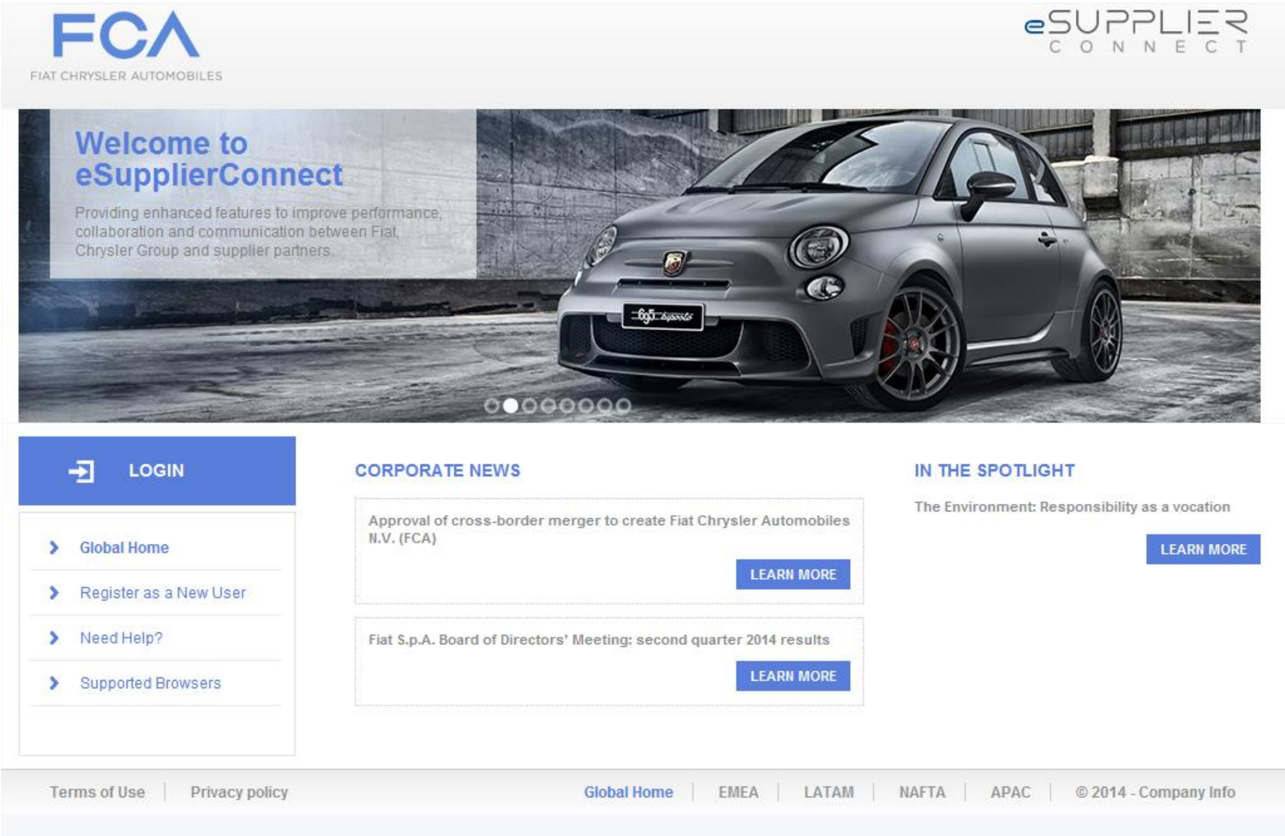
- A unified access point for all FCA suppliers;
- Multi-purpose portal content, not only related to Purchasing needs;
- A single supplier portal to gather information;
- Faster user ID provisioning and management;
- Ease of access to applications with a single log on.

2.1 Portal Access

In order to access eSupplierConnect, use the URL below:

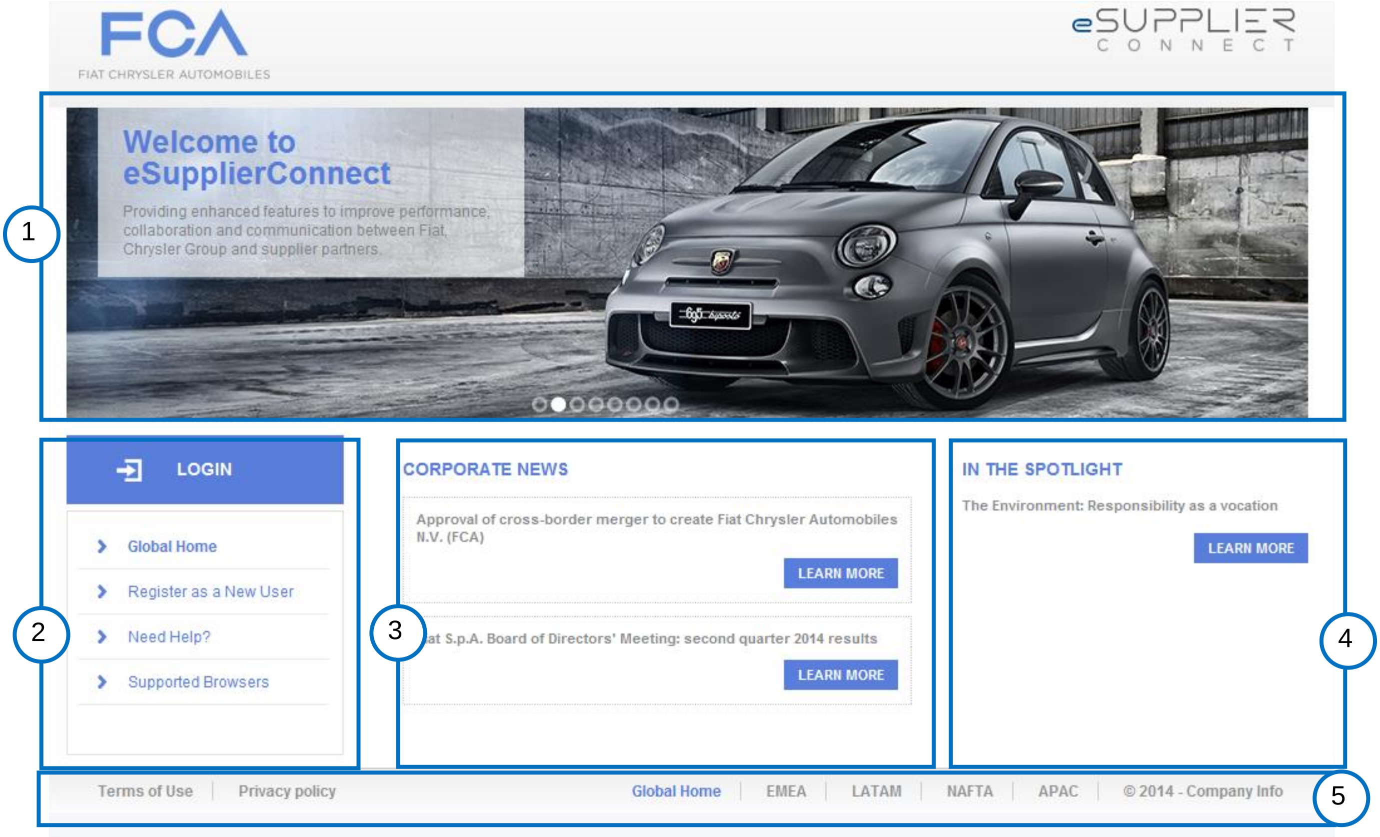
https://www.esupplierconnect.com

The *Global Home* [Page] of eSupplierConnect is displayed:



2.2 Portal Structure

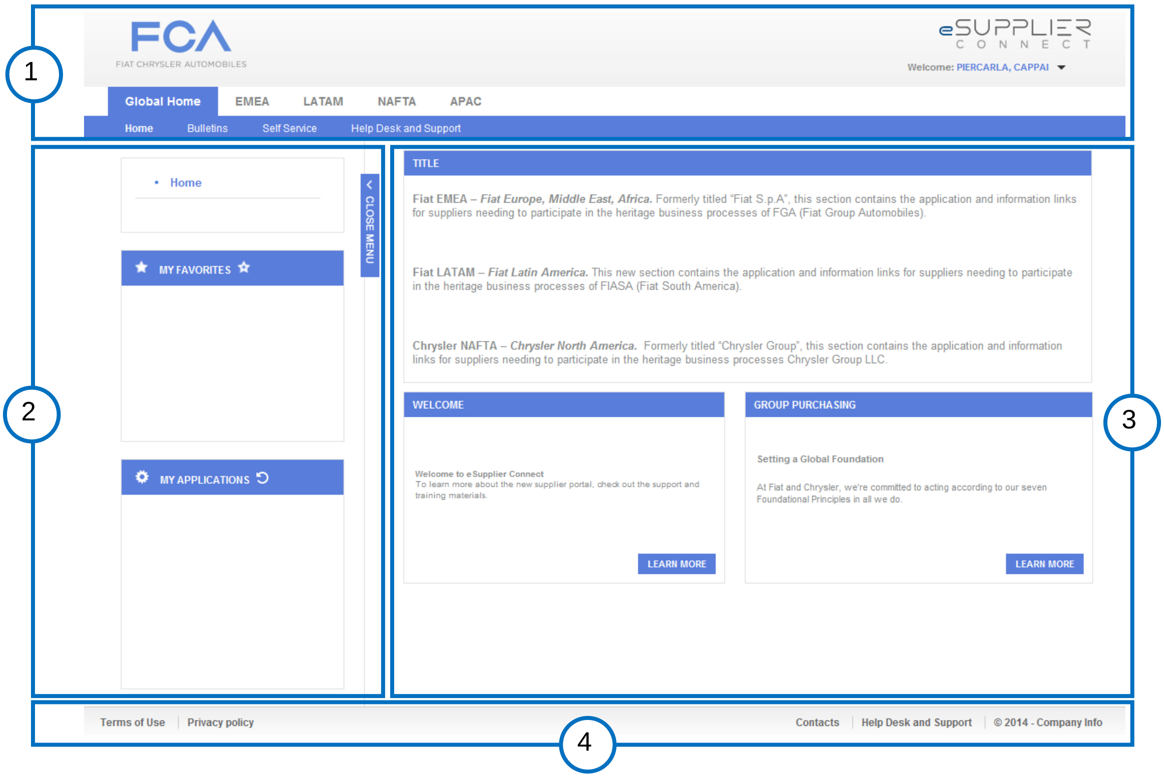
The Global Home Page has the following structure (**Anonymous Area**):



Here is a quick explanation of each section:

1	**Welcome area.** This header area contains the welcome message;
2	**Log in and main section selection.** This section contains links to the Login page, Support Area and Self-Registration (for information please see the next chapter); Notice that within a "Company Page," new users can complete the self-registration process to request access to eSupplierConnect (for more information please refer to the Anonymous User Manual).
3	**Corporate news.** This section includes general news and announcements;
4	**In the spotlight.** This section includes feature stories related to FCA;
5	**Footer area.** This section contains links in the footer that allow you to filter news and information based on the selected Region (i.e. EMEA or NAFTA). In addition you can find information about terms of use and privacy policy of the Portal.

As a general rule, all eSupplierPortal sections will adopt the following logics for the **Authenticated Area**:



Here is a quick explanation of each section:

1	**Header**. This area is divided into different menus: **Welcome Menu.** This area lists your name and contains a link to logging out. **Global Home.** This area provides global information and bulletins access. **Regions** (EMEA, LATAM, NAFTA, APAC). This allows you to choose which Region you want to work with for its specific applications.
2	**User favorites** (for portal pages): by clicking on the name of your preferred portal page, the required functionality will be returned in the main area (see next bullet). To add a new favorite to the list, click on the star icon on the top of list when you are in a portal page. **Applications favorites**: list of your favorite applications configured from applications lauchpad. **Note:** You can close/open this tab by clicking on the side button open/close menu.
3	**Main area.** As the default for the home pages, this section contains general communications relevant to users. In all other cases, this area shows the specific application/functionality you are using.
4	**Footer area**. In this part of each page, in addition to policy – company info, you can find: ➢ link to eSupplierConnect references (Terms of use and Privacy policy); ➢ link to eSupplierConnect support area (i.e. documents, how-to materials, frequently asked questions, Ticketing System and Help Desk Support).

2.3 Actors (External Users)

The eSupplierConnect's content and functionalities presented depend on the roles of the user that accesses the portal.

From an eSupplierConnect perspective, each external user belongs to one of the following user categories:

- **Supplier Security Administrator (SSA).** A supplier security administrator can:
  - request access to applications;
  - create specific supplier users;
  - lock and unlock users; associate applications to user IDs;
  - clone a user;
  - reset the password of a user;
  - create, modify or delete an Administration Group;

  An SSA could be:

  - **ROOT Administrator:** A ROOT Administrator is the SSA of all the company. The user with this role will be the person in charge of all the company and all the users created into the system for his/her company;
  - **Group Administrator:** A Group Administrator is the SSA of his/her own Administration Group subset of the company and all the users created into the system for his/her Administration Group and the Groups underneath;

- **End User**. An end user can:
  - use the applications available for him/her;
  - request access to extra applications, and/or supplier codes, available for his/her organization.
- **Anonymous user** (log in is not required). An Anonymous user can:
  - Navigate in the Anonymous Area
  - Self-register to the portal

Note: Supplier Security Administrators can also perform end user activities.

2.4 Organization and Administration Structure

A new external user registration into eSupplierConnect (the very first one) starts the definition of the organizational structure of the supplier company triggering the creation of the ROOT Administration Group that is the header of the company**;** this group must have at least a user with ROOT Administrator role.

All the supplier codes that belong to a company are assigned to the ROOT Administration Group and the Root Administrator is the person in charge to manage them into eSupplierConnect.

The Root Administrator can divide its company in subsets (delegated administration) and assign part of the supplier codes of the company to the different subsets, these subsets are called **Basic Administration group**.

A **Basic Administration Group** is an intermediate level connecting a subset of supplier codes with certain characteristics.

The real content of a grouping level, its organization and usage is an option input by the root administrator.

Consider the following example:

The ROOT Administration group for a supplier is

- “Group World”;

Under “Group World”, there are two different Basic Administration Groups:

- “Region NAFTA”
- “Region EU”;

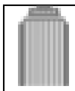
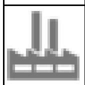
“Region NAFTA” and “Region EU” are two different entities that can manage its own codes and its own structure subset.
“Region NAFTA” has three different Basic Administration Groups:

- “Country USA”;
- “Country CANADA”;
- “Country MEXICO”;

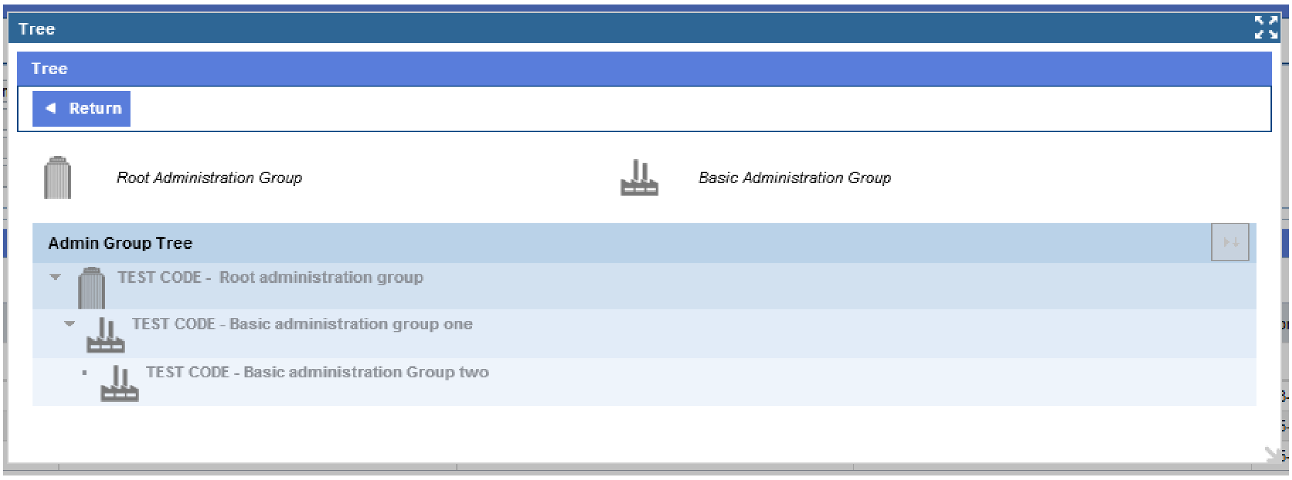
“Country USA” has two Basic Administrator Groups “TEXAS” and “CALIFORNIA” under it.

All these groups are different entities that can manage its own codes and its own structure subset.

The system shows the organizational structure using different icons for each group type:

	➤ Root Administration Group;
	➤ Basic Administration Group.

In the image below an example of a Supplier Administration Groups tree in the eSC portal.



PART 2

USER MANAGEMENT

3 Self-Service

This section explains:

- How to change personal data;
- How to display company data;
- How to find and add an application;
- How to modify an account of a granted application;
- How to check the status of own profiling requests.

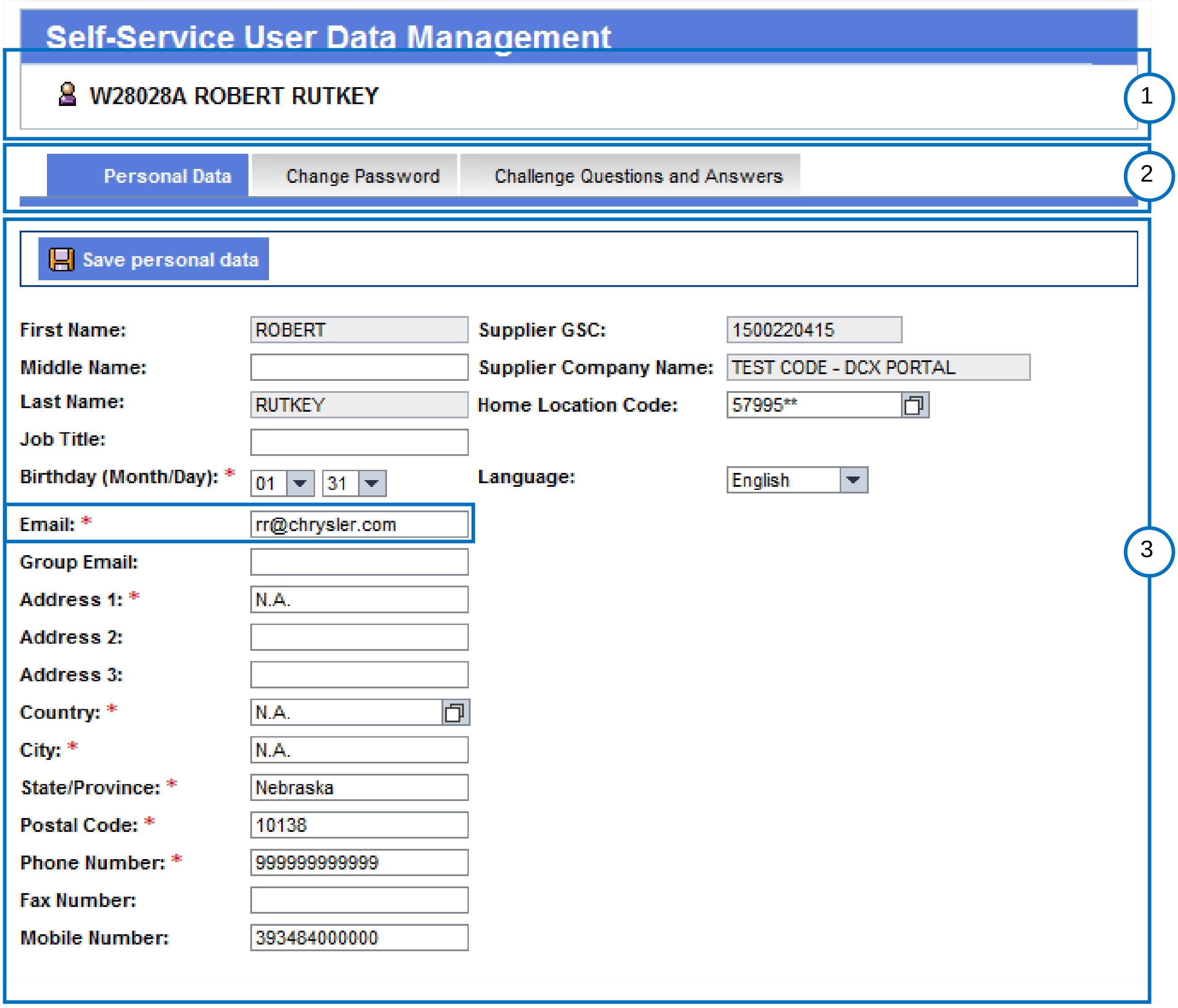
The workflow to add an application depends on your role in eSupplierConnect:

- End user;
- Administrator (root or group).

3.1 How to change personal data

It is possible to change user personal data accessing the Self Service area from the Global Home page.

To change user personal data, follow the path: **Global Home** > **Self Service** > **User Data Management**



The “User Data management” is structured as below:

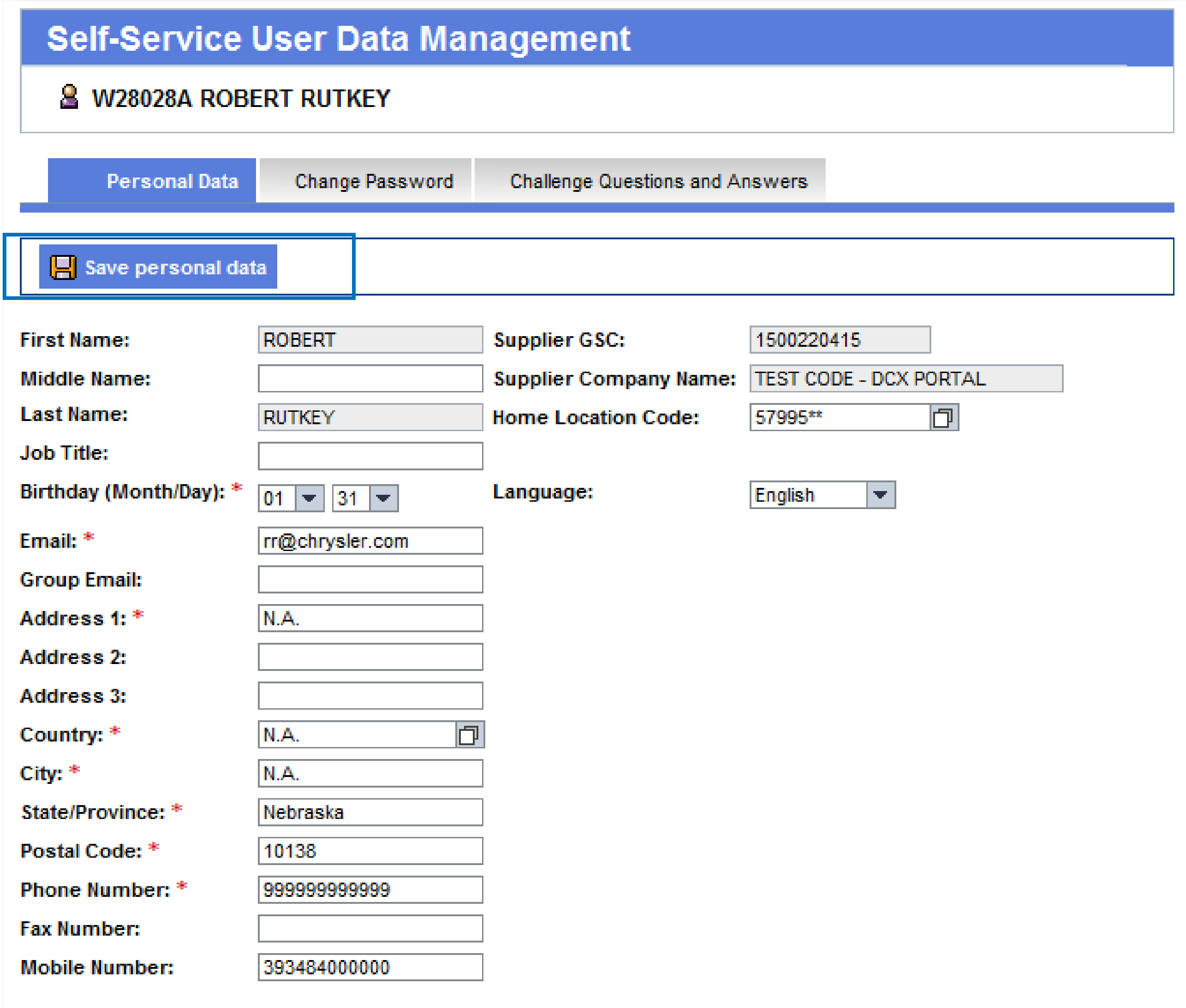
1	**Self-Service User Data Management:** Here the system reminds the user ID and name and surname of the user logged;
2	Select the area where to make changes: ➢ **Personal data;** ➢ **Change Password;** ➢ **Challenging Questions and Answers.**
3	Fields related to chosen area.

3.1.1 Personal data

When changing personal user data, the following rules apply:

- It is possible to change only fields with a white background.
- It is not possible to change fields with a grey background
- It is mandatory to insert an e-mail address not already used in the e-mail field.

After you have completed your changes select “Save personal data” to complete the changing.

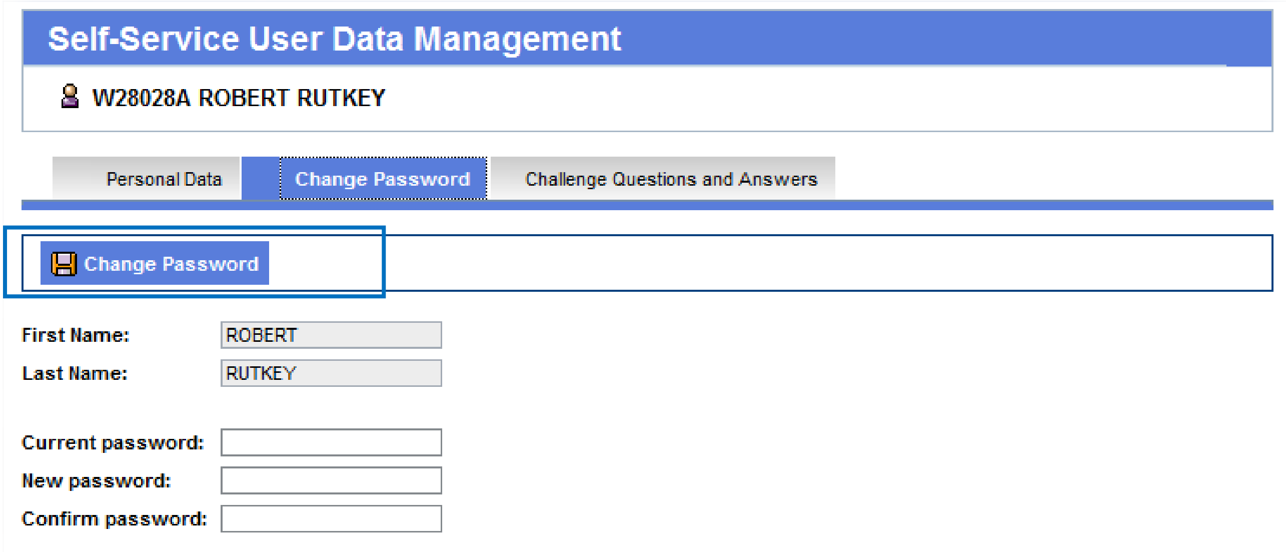


3.1.2 Change password

To change your password, the following fields must be completed:

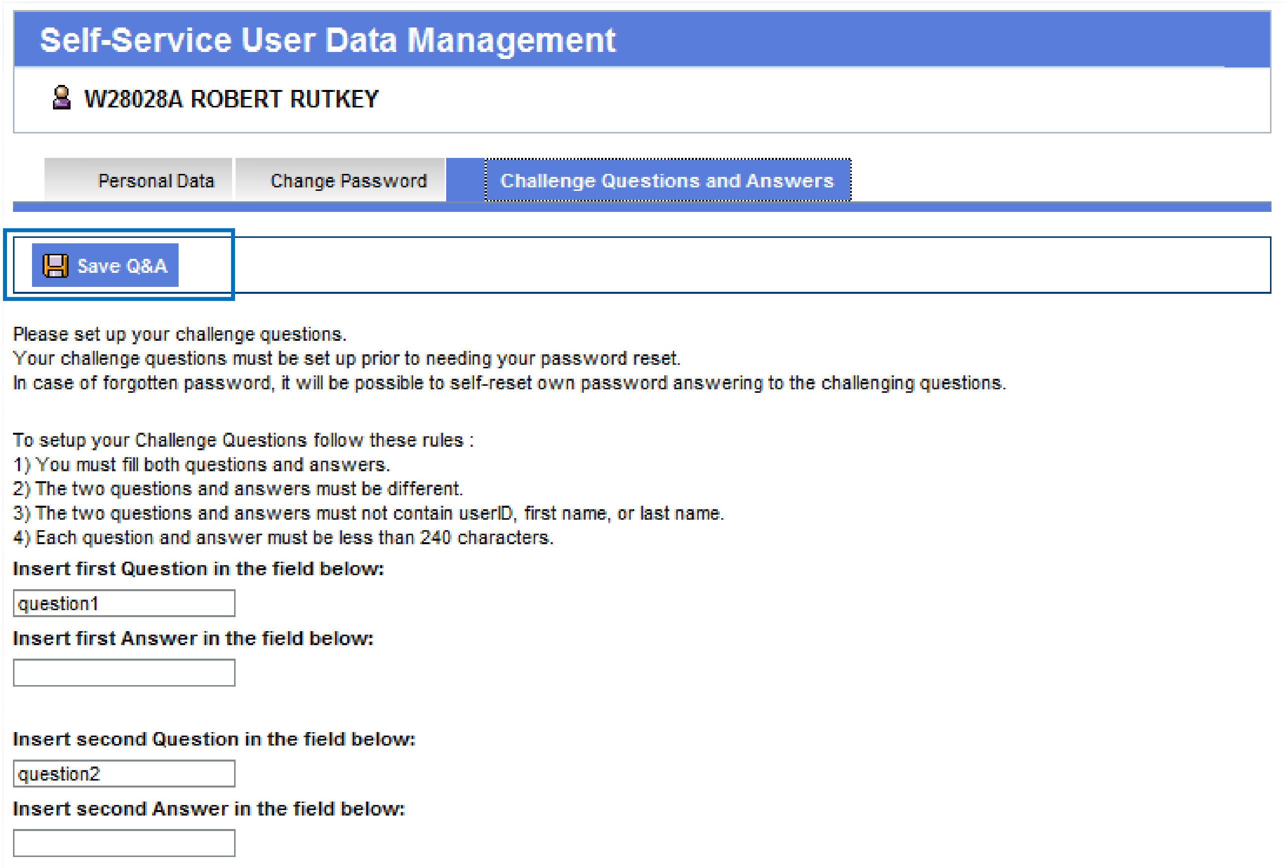
- Current password;
- New Password;
- Confirm password.

When you have finished select the *Change Password* button to confirm .



3.1.3 Challenge Questions and Answers

To setup or change the challenge questions and answers, the following fields must be compiled. Once finished select *Save Q&A* to confirm.

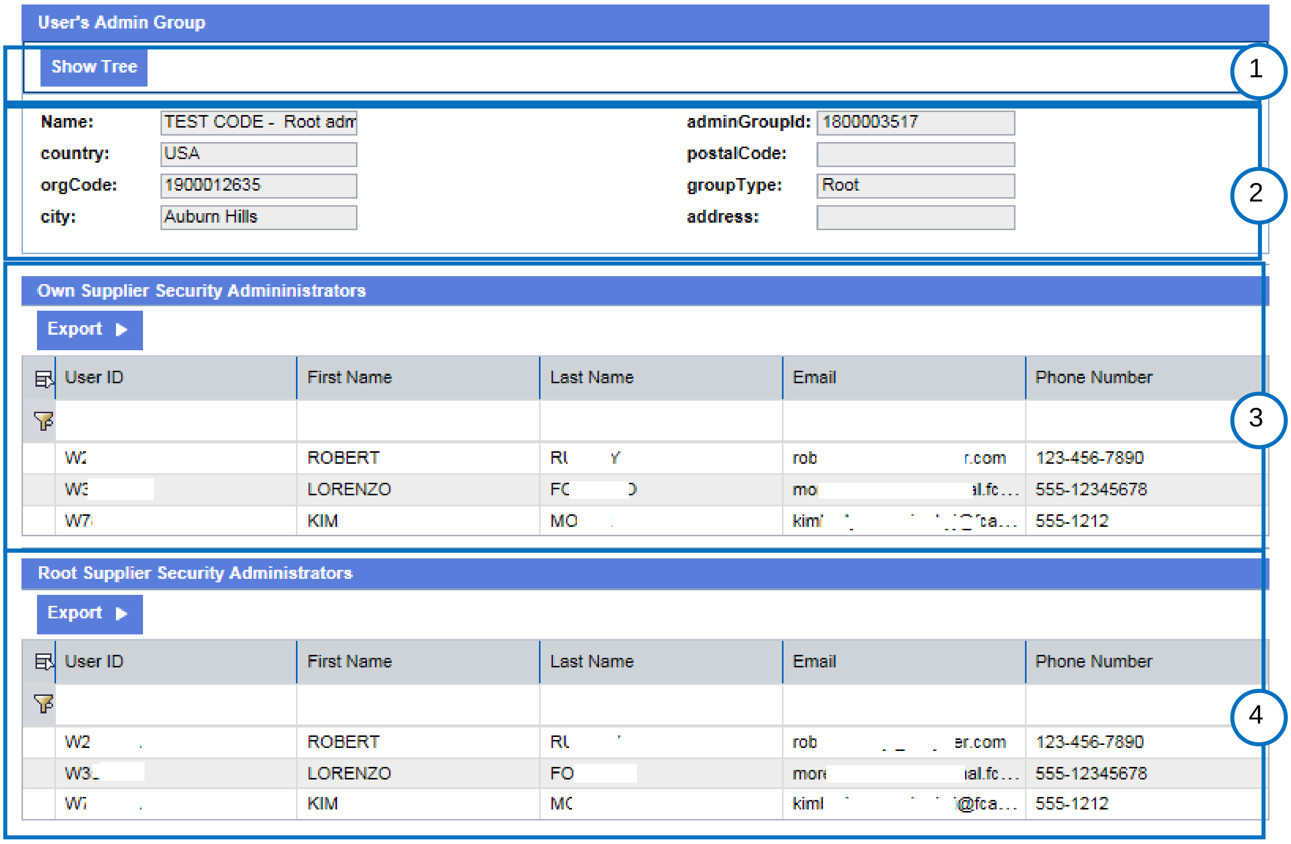


The challenge question and answer can be used to self-reset your password when needed (e.g.: In case of forgotten password, it will be possible to self-reset own password answering to the challenge questions).

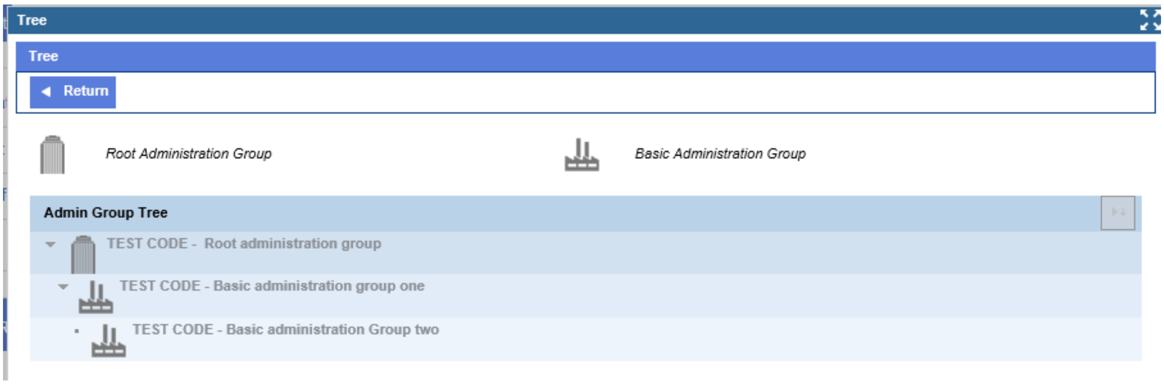
3.2 *How to display user's and company data*

It is possible to display user's related information, and a set of company data, by accessing the Self Service area from the Global Home page.

To display user's and company data follow the path: **Global Home** > **Self Service** > **User Info**



In the following table is a quick explanation of each section of the image above.

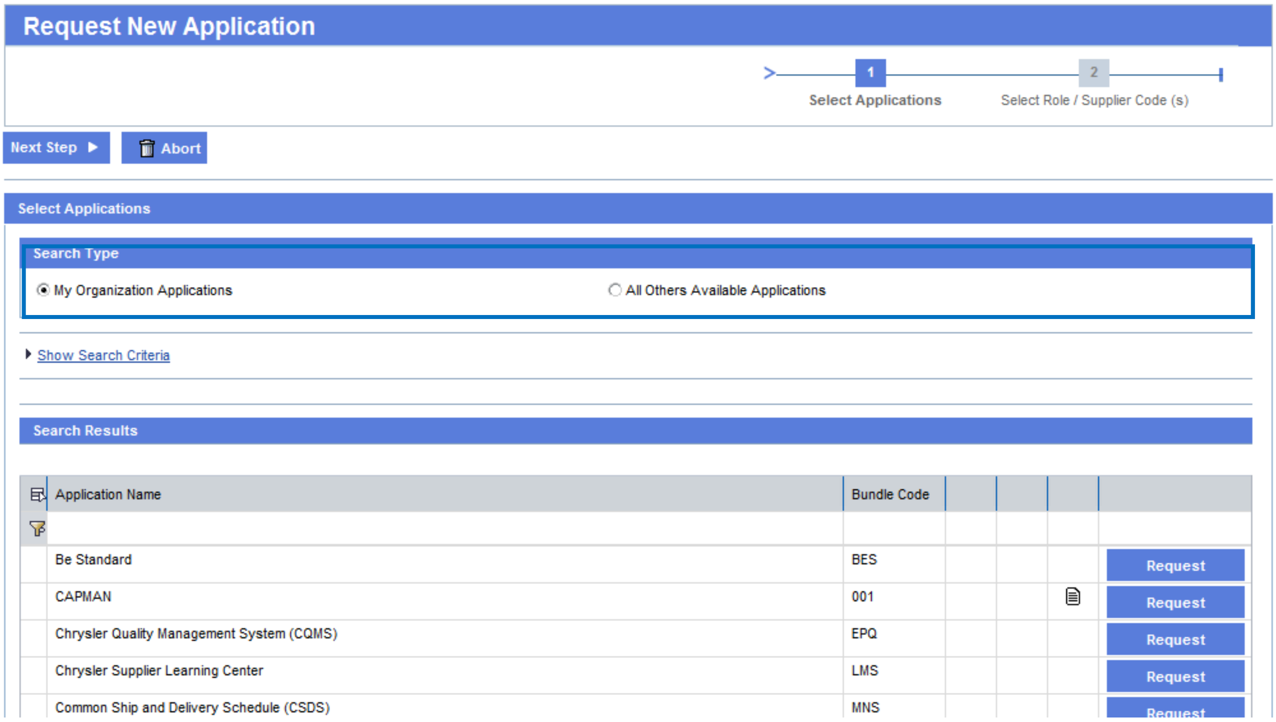
1	**User's Admin Group:** Select Show Tree to display the organizational structure of your company; 
2	**Data** of the Administration Group of the user.
3	**Own Supplier Security Administrator:** List of Administrator related to the Group the user belongs to
4	**Root Supplier Security Administrator:** List of Administrator of the Root Administration Group

3.3 End User – Application request

You can access the Applications Request by choosing which Region you want to work with for its specific applications:

- **[Region]** > **Applications** > **Request Applications**

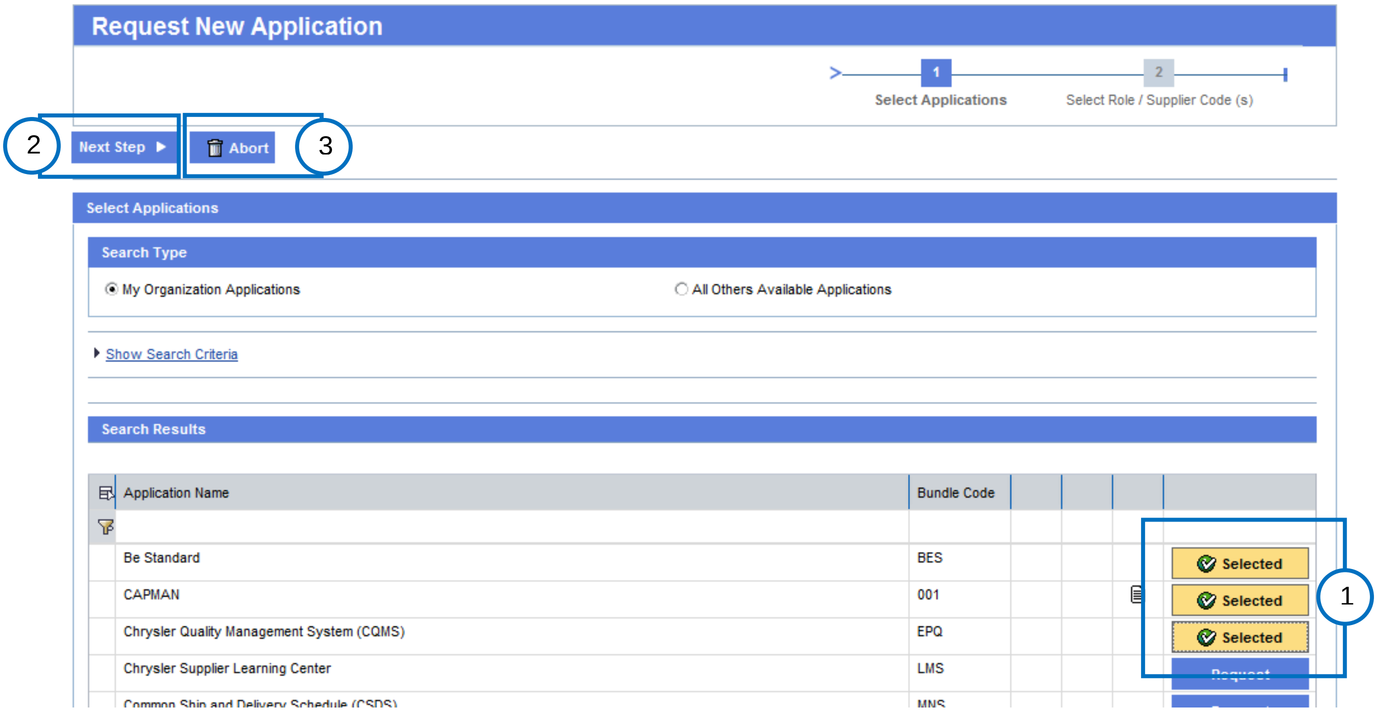
Different search type logics are provided in order to search for and select the appropriate application.



The available search types are:

- **My Organization Applications**: This option allows users to view all the available applications for a certain organization;
- **All Available Applications**: This option allows users to view all other applications available in the system. The applications in this list should be authorized for the user’s organization before they can be requested. Once authorized, the applications are moved in the **My Organization Applications** list.

Request new application(s) **First Step,** select one or more applications under **My Organization Applications**:

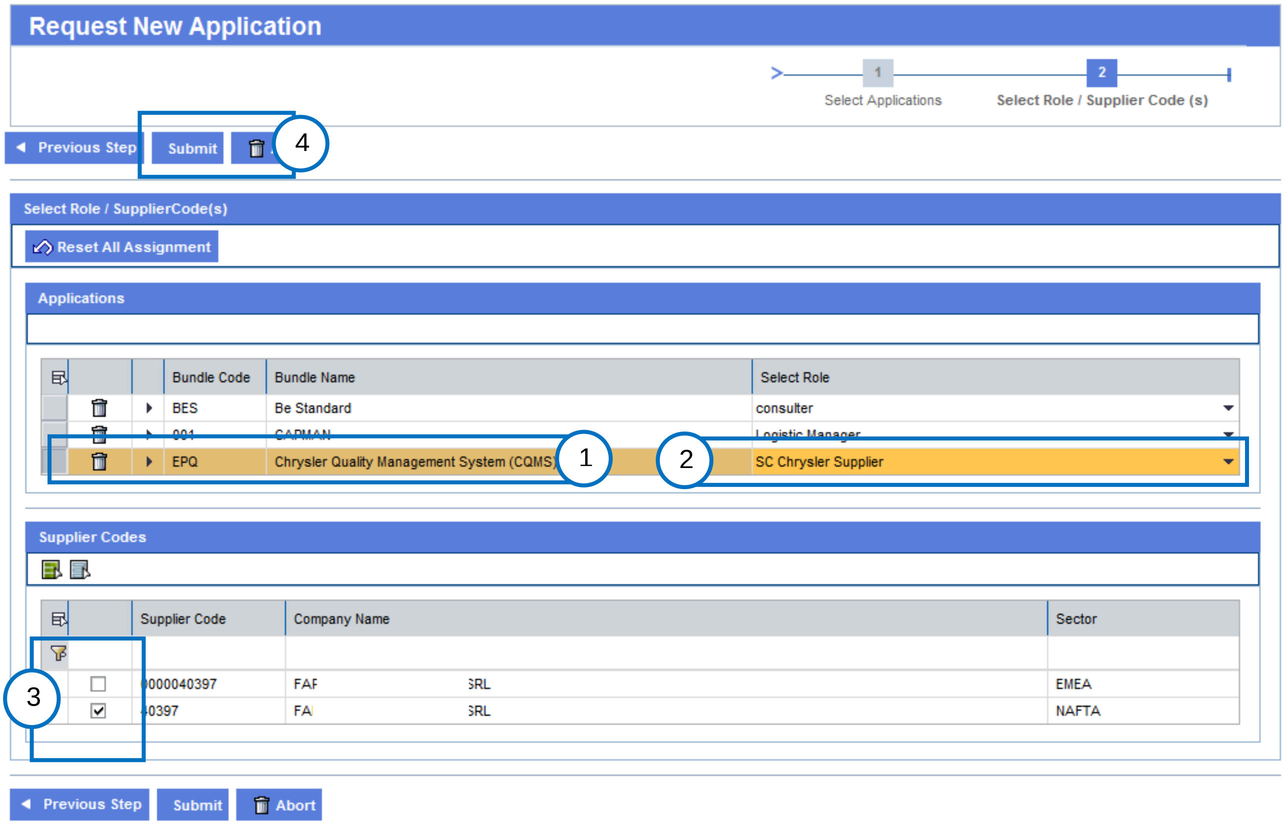


In the following table is a quick explanation of each section of the image above.

1	**Request Button.** Click on the *Request* button to start the activation process for an application. The application is marked as selected (the Request button is switched to Selected);
2	**Next Step Button**. Click *Next Step* button, to go ahead in the process;
3	**Abort Button**. Click this button to stop the application request process.

When you click the **Next** button the process will continue allowing the access to the next screen for the applications profiling.

Select Supplier Code(s) and submit your request, **Second Step**:



In the following table is a quick explanation of each section of the image above.

1	**Select Application.** Select the application to be profiled. When all the applications have been profiled it is possible click on the **Submit** button.
2	**Select Role**. Select the role for the application. This option for some applications could be unavailable. Some applications do not need roles for the profiling.
3	**Select Supplier Code(s).** Check the supplier's codes you want to be configured for the selected application.
4	**Submit Button.** Click this button to submit the profiling and complete the applications configuration request.

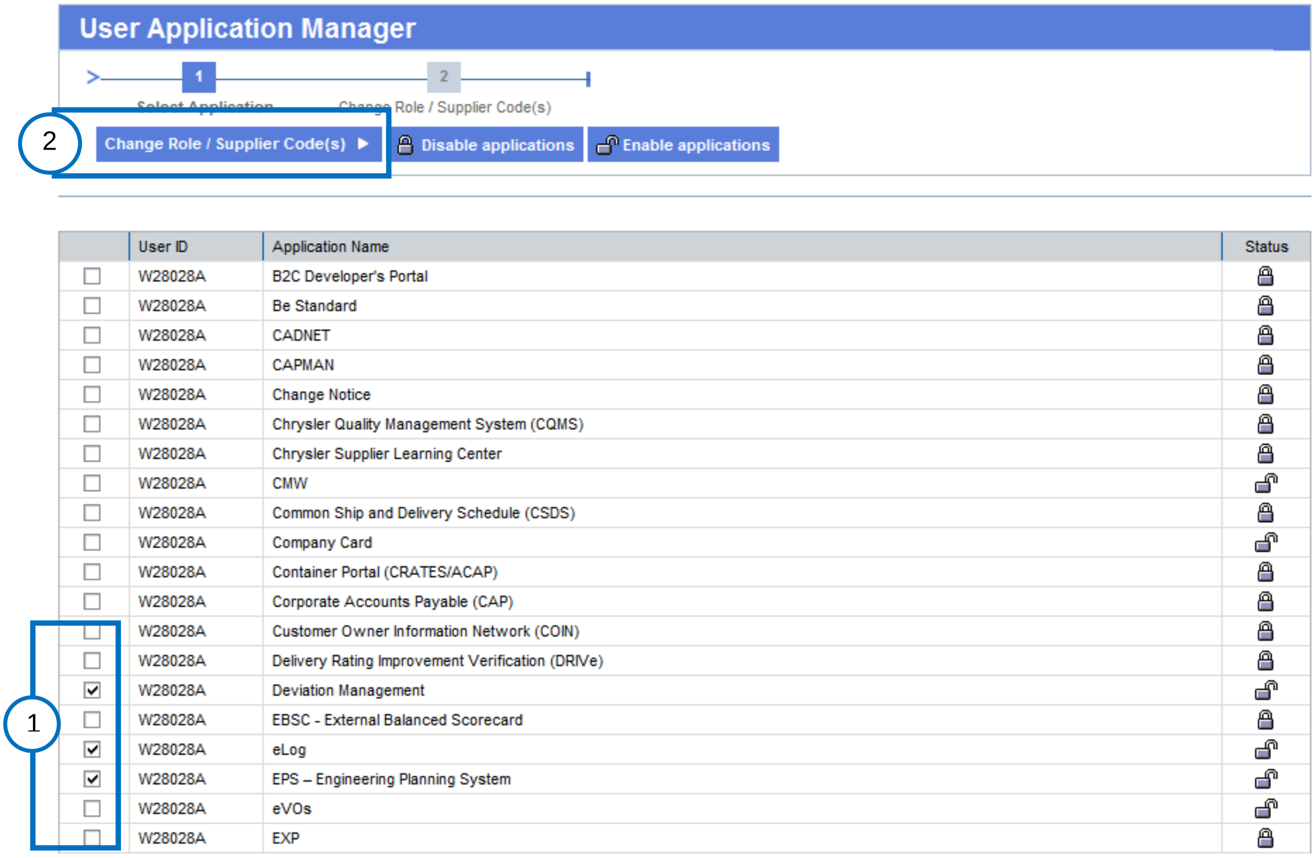
Note: It is not possible to submit a new request until the previous one has not been completed.

3.4 User Application Manager

It is possible to change a user's accounts on granted applications by accessing the Self Service area from the Global Home Page.

To access the Account Manager follow the path:
Global Home > **Self Service** > **User Application Manager**

Select the applications you want to modify and click the "Change Role / Supplier Code(s)" button; it is possible to select more than one application.

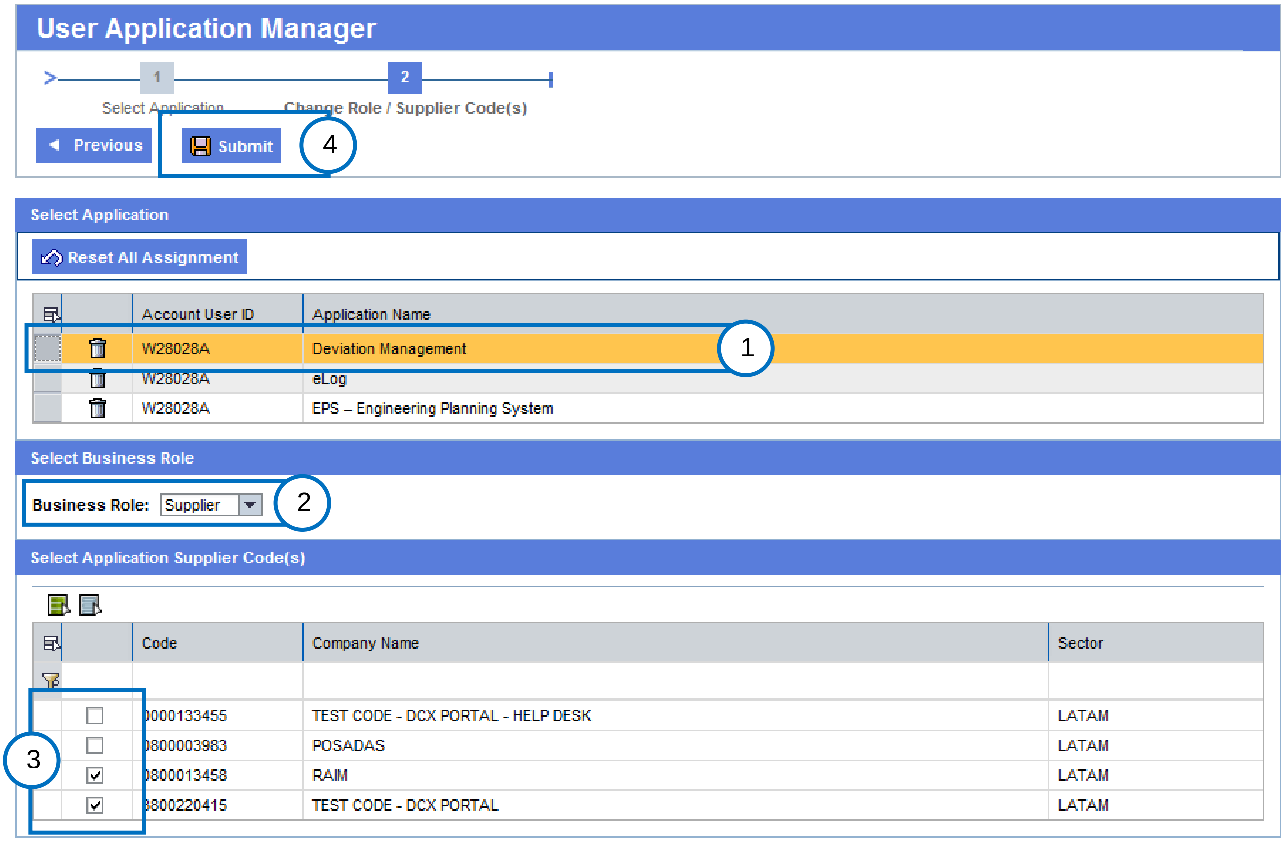


	User ID	Application Name	Status
☐	W28028A	B2C Developer's Portal	
☐	W28028A	Be Standard	
☐	W28028A	CADNET	
☐	W28028A	CAPMAN	
☐	W28028A	Change Notice	
☐	W28028A	Chrysler Quality Management System (CQMS)	
☐	W28028A	Chrysler Supplier Learning Center	
☐	W28028A	CMW	
☐	W28028A	Common Ship and Delivery Schedule (CSDS)	
☐	W28028A	Company Card	
☐	W28028A	Container Portal (CRATES/ACAP)	
☐	W28028A	Corporate Accounts Payable (CAP)	
☐	W28028A	Customer Owner Information Network (COIN)	
☐	W28028A	Delivery Rating Improvement Verification (DRIVe)	
☑	W28028A	Deviation Management	
☐	W28028A	EBSC - External Balanced Scorecard	
☑	W28028A	eLog	
☑	W28028A	EPS – Engineering Planning System	
☐	W28028A	eVOs	
☐	W28028A	EXP	

In the following table is a quick explanation of each section of the image above.

1	**Select Application.** Select the application(s) to be profiled.
2	**Change Role / Spplier Code(s)** button. Click the button to access the next screen for the applications profiling.

User Application Manager, **How to manage profile changes**:



In the following table is a quick explanation of each section of the image above.

1	**Select Application.** Select the application to be profiled. When all the applications have been profiled it is possible click on the **Submit** button.
2	**Select Role**. If needed, select the role for the application. This option for some applications could be unavailable. Some applications do not need roles for the profiling.
3	**Select Supplier Code(s).** Check or uncheck the supplier's codes to configure the selected application.
4	**Submit Button.** Click this button to submit the profiling and complete the applications configuration request.

Note: It is not possible to submit a new request until the previous one has not been completed.

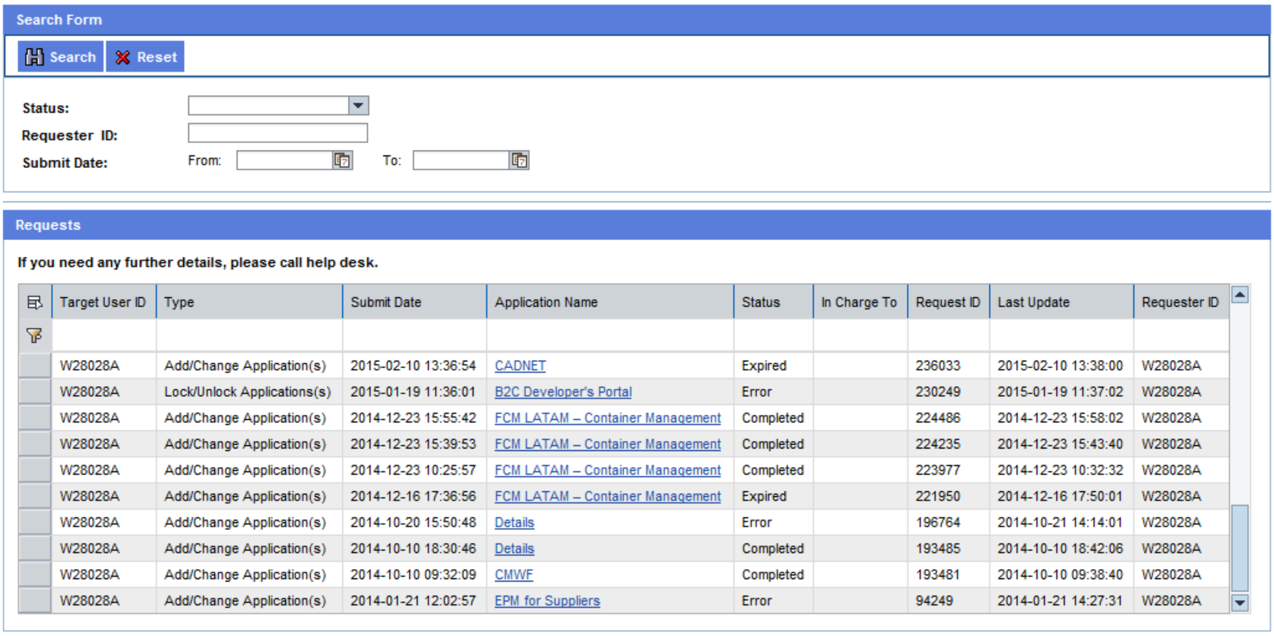
3.5 Requests on my user ID

It is possible to check the status of own profiling requests by accessing the Self Service area from the Global Home Page.

To access the Request on my user ID follow the path:

Global Home > **Self Service** > **Requests on my user ID**

The same application will be also available at the following path:
[Region] > **Applications** > **Requests on my user ID**



Search Form

Search Reset

Status:

Requester ID:

Submit Date: From: To:

Requests

If you need any further details, please call help desk.

Target User ID	Type	Submit Date	Application Name	Status	In Charge To	Request ID	Last Update	Requester ID
W28028A	Add/Change Application(s)	2015-02-10 13:36:54	CADNET	Expired		236033	2015-02-10 13:38:00	W28028A
W28028A	Lock/Unlock Applications(s)	2015-01-19 11:36:01	B2C Developer's Portal	Error		230249	2015-01-19 11:37:02	W28028A
W28028A	Add/Change Application(s)	2014-12-23 15:55:42	FCM LATAM – Container Management	Completed		224486	2014-12-23 15:58:02	W28028A
W28028A	Add/Change Application(s)	2014-12-23 15:39:53	FCM LATAM – Container Management	Completed		224235	2014-12-23 15:43:40	W28028A
W28028A	Add/Change Application(s)	2014-12-23 10:25:57	FCM LATAM – Container Management	Completed		223977	2014-12-23 10:32:32	W28028A
W28028A	Add/Change Application(s)	2014-12-16 17:36:56	FCM LATAM – Container Management	Expired		221950	2014-12-16 17:50:01	W28028A
W28028A	Add/Change Application(s)	2014-10-20 15:50:48	Details	Error		196764	2014-10-21 14:14:01	W28028A
W28028A	Add/Change Application(s)	2014-10-10 18:30:46	Details	Completed		193485	2014-10-10 18:42:06	W28028A
W28028A	Add/Change Application(s)	2014-10-10 09:32:09	CMWF	Completed		193481	2014-10-10 09:38:40	W28028A
W28028A	Add/Change Application(s)	2014-01-21 12:02:57	EPM for Suppliers	Error		94249	2014-01-21 14:27:31	W28028A

It is possible to search request for:

- Status
- Requester ID
- Submit Date (Range of dates)

It is also possible to filter the content of the table for:

- Target ID
- Type (of request)
- Submit Date
- Application Name
- Status
- In Charge To
- Request ID
- Last Update
- Requester ID

Clicking on the application name link it is possible to display the details of the supplier codes requested for the application. If there is more than one application in the request the application name is substituted by the string “Details”. Clicking on the details string are displayed the details of the applications requested.

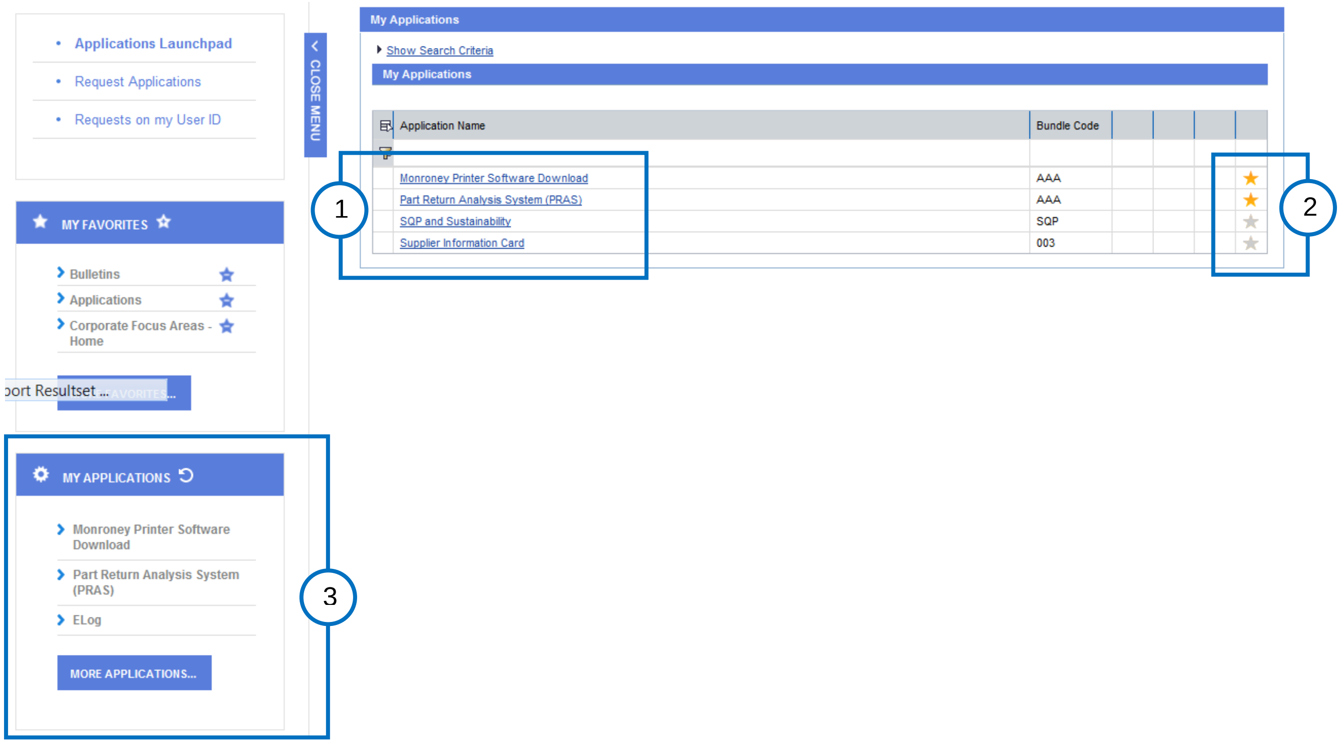
4 Applications Launchpad

In this section will be explained how to access to an application from eSupplierConnect.

4.1 How to access to an application from eSupplier Connect

You can access the Applications Launchpad by choosing which Region you want to work with for its specific applications:

- **[Region]** > **Applications** > **Applications Launchpad**



In the following table is a quick explanation of each section of the image above.

1	**Application Name.** The application can be run by clicking on the application name in the “Application Name” column;
2	**Star Icon**. When you click on the Star icon, the icon color will change to yellow and the application name will be added into the preferred list (on the far left side of the screen). This allows users to quickly run the desired application without executing the search procedure every time;
3	**Preferred List.** This area (set on the left side of the screen) contains all the applications selected as described in the previous step. It allows a quick ‘*find and run’* of an application.

5 User Enable/Disable

➔ **Only users with an Administrator role are enabled to access the users' enable/disable management.**

In the case that your user id has been disabled, please contact your Administrator.

PART 3

COMMUNICATION

6 Bulletins and Alerts (Supplier Side)

6.1 Bulletins

Bulletins are information content made of text and attachment(s). These can be edited in more than one language and can be both published and sent via email to subscribers (if needed).

Supplier partners can display bulletins content, but the maintenance of bulletins is managed by the eSupplierConnect team.

The next paragraphs are specific to supplier users.

6.1.1 Bulletins Main Display

The main display section contains published bulletins and provides the following features:

- *Unread/Read* identifier for every bulletin (unique to the user);
- *New* identifier for every bulletin;
- *Urgent/Normal Priority* identifier for every bulletin;
- Direct access to *All List Display* component;
- Access to bulletin subscriber service.

6.1.2 Display All Live Bulletins

The Display All Live Bulletins component displays published bulletins and provides the following features:

- Configurable number of displayed bulletins (paging) or list of all published bulletins;
- *New* identifier for every bulletin;
- *Unread/Read* identifier for every bulletin(unique to the user);
- *Urgent/Normal Priority* identifier for every bulletin;
- Search on bulletins titles (excluding attachments);
- Access to bulletin subscriber service.

6.1.3 Display All Archived Bulletins

This section provides similar functionalities to the previous one, but the search is conducted on all the archived bulletins.

6.2 Alerts

Alerts are text messages that eSupplierConnect team to communicate something unusual. The alerts are public on the eSupplierConnect pages.

Only the eSupplierConnect team is able to create and/or modify Alerts.

The next paragraph is specific to supplier users.

There are three different types of alerts, which are indicated by the communication's level of relevance:

Informative. These are communications of information to suppliers with a low level of urgency.

Warning. These alert suppliers about important news affecting the system usability or the business processes.

Alarm. These communicate critical news that is severely impacting the system usability or the business processes.

Please note that you will see only Bulletins and Alerts suited for your use.

PART 4

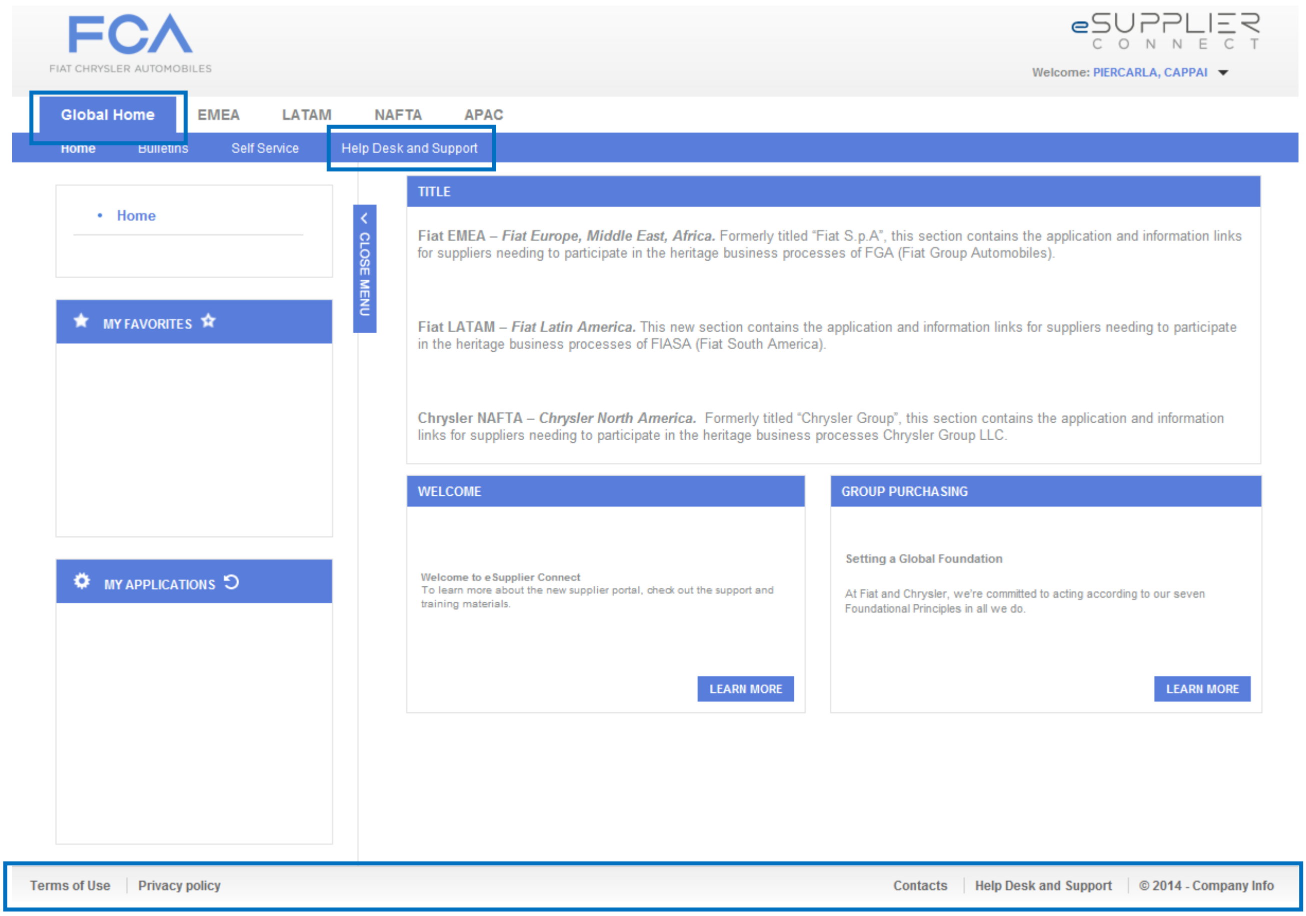
SUPPORT

7 Need Help?

This section explains what to do in case any problems arise or if you would like additional information about eSupplierConnect, and what is the support service offered.

The Support Area is reachable from two different links:

- Global Home;
- Footer.



In the footer area (see Chapter 2.2 for the definition of “footer area”), there are links to help users with questions or issues concerning eSupplierConnect:

- **Need Help?,** this links takes to the following content:
  - **Support Area**, this link contains all content and useful information to solve your issue. These information are also replicated specifically in the following two main areas:
    - **Reference Material,** this link takes to the following content:
      - **Manuals**

        User guides that provide in-depth details on all sections of eSupplierConnect;
      - **Quick Reference Guides**

        Quick learning modules that describe eSupplierConnect functionalities;
      - **Frequently Asked Questions (FAQs)**

        Answers to commonly asked questions about new user registration, Covisint migration and more;
    - **Contact Help Desk**, This link takes to two options for requesting support or help with a problem;
      - **Create a Ticket**

        Visit the eSupport system to open a new ticket or check the status of an existing ticket;
      - **Call for Support**

        Use these telephone numbers to contact the help desk over the phone.

7.1 Help Desk Support

The Help Desk options also include:

- **Create a Ticket**: Visit the eSupport system to open a new ticket or check the status of an existing ticket.

  Note: Login is required.

- **Call for Support:** Use these telephone numbers to contact the help desk over the phone.

Country	Language	Local number	Toll free number
International	English	+44-2033182510 (same as UK)	+800-85573586 (*)
Argentina	Spanish	+54-1152175860	0800-666-1239
Brazil	Portuguese	+55-1132301204	0-800-0380623
Canada	English	1-647-556-5988	1-800-841-1752 (same as US)
China	English	+86-400-120-0758	10-800-713-1504
France	English	+33-975181792	0800-910563
Germany	English	+49-305683700517	0800-181-9127
India	English	Not available	1-800-841-1752
Italy	Italian	+39-02-266002 618	800-555797
Mexico	Spanish	+52-5546242417	01-800-099-0297
Poland	Italian	+48-223071194	00-800-1410155
Serbia	English	Not available	0800-190-163
Turkey	English	Not available	00-800-8529-5936
UK	English	+44-2033182510	0-800-088-5543
USA	English	1-646-513-2694	1-800-841-1752
Venezuela	Spanish	+58-2123357483	0-800-100-4658

Notes

(*) When dialing a universal toll free number the caller must first dial the appropriate country's international access code (+).

When a user calls, he will be automatically directed to the 'Main Language' related to each number (e.g., Italy → Italian, USA → English and Brazil → Portuguese).

If the related language is not available because of the time zone, the call will be automatically redirected to the International Number (English).

7.2 Supported Browser

This section lists the browser currently supported by the eSupplierConnect portal.

Browser	Version
Internet Explorer (IE)	• Version 7 • Version 8 • Version 9 (Compatibility Mode) • Version 10
Firefox	• Latest versions supported
Chrome	• Latest versions supported
Safari on Mac OS	• Safari 5.0 on Mac OS 10.5/6 • Safari 5.1 on Mac OS 10.6/7 • Safari 6.0 on Mac OS 10.8