

Anonymous User Manual

eSupplierConnect

Version 9.2

November 18th, 2015

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1 Introduction

This document is the **Anonymous User Manual** and provides all the required information to begin to use *eSupplierConnect* Portal.

The next paragraphs explain:

PART 1

- **Basic information and general 'guidelines'** of eSupplierConnect.

PART 2

- **Self-service registration** detailing how a supplier can register in order to have access to eSupplierConnect's functionalities and applications.

PART 3

- **Support area.** Describing how to contact the Help Desk or find information about eSupplierConnect.

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 sign on.

2.1 Portal Access

In order to access eSupplierConnect, use the URL below:

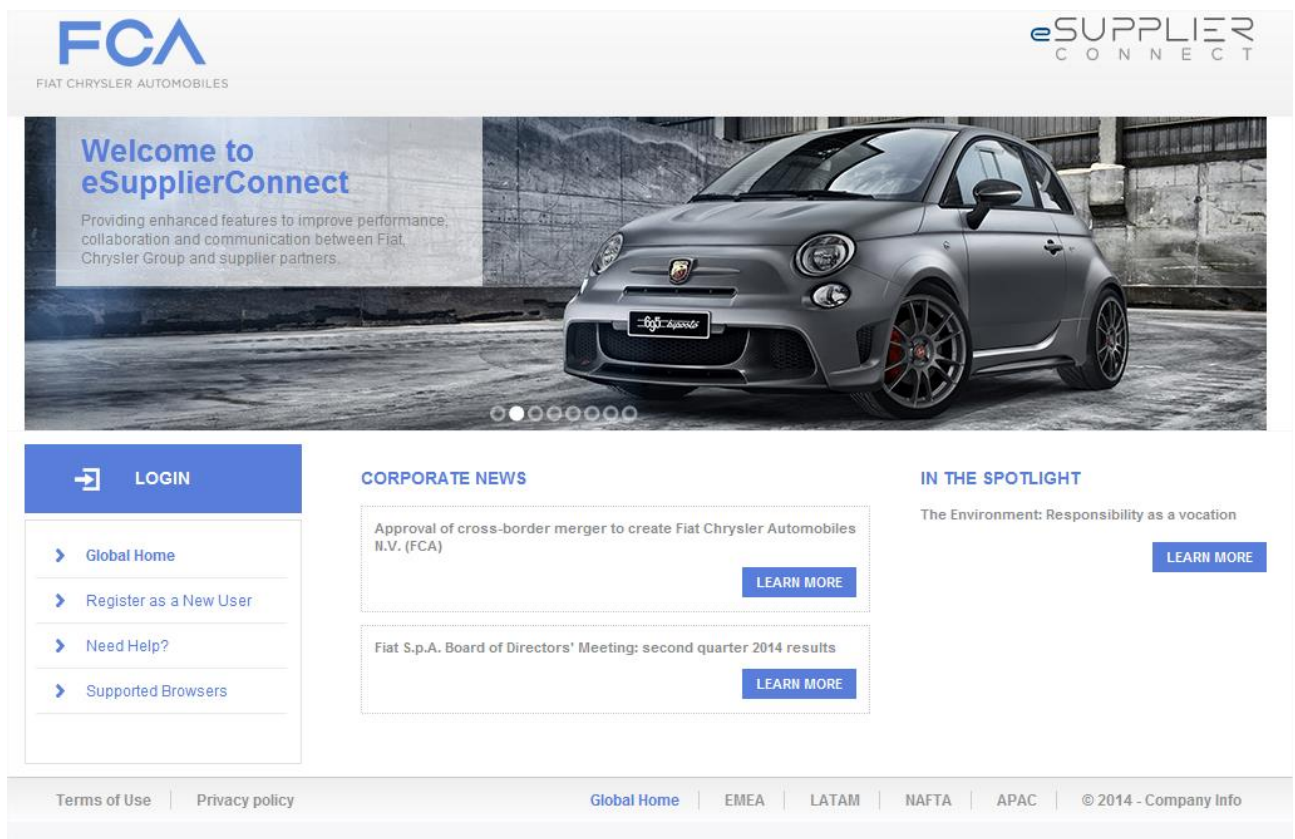
<https://www.esupplierconnect.com/>

The following page is displayed:



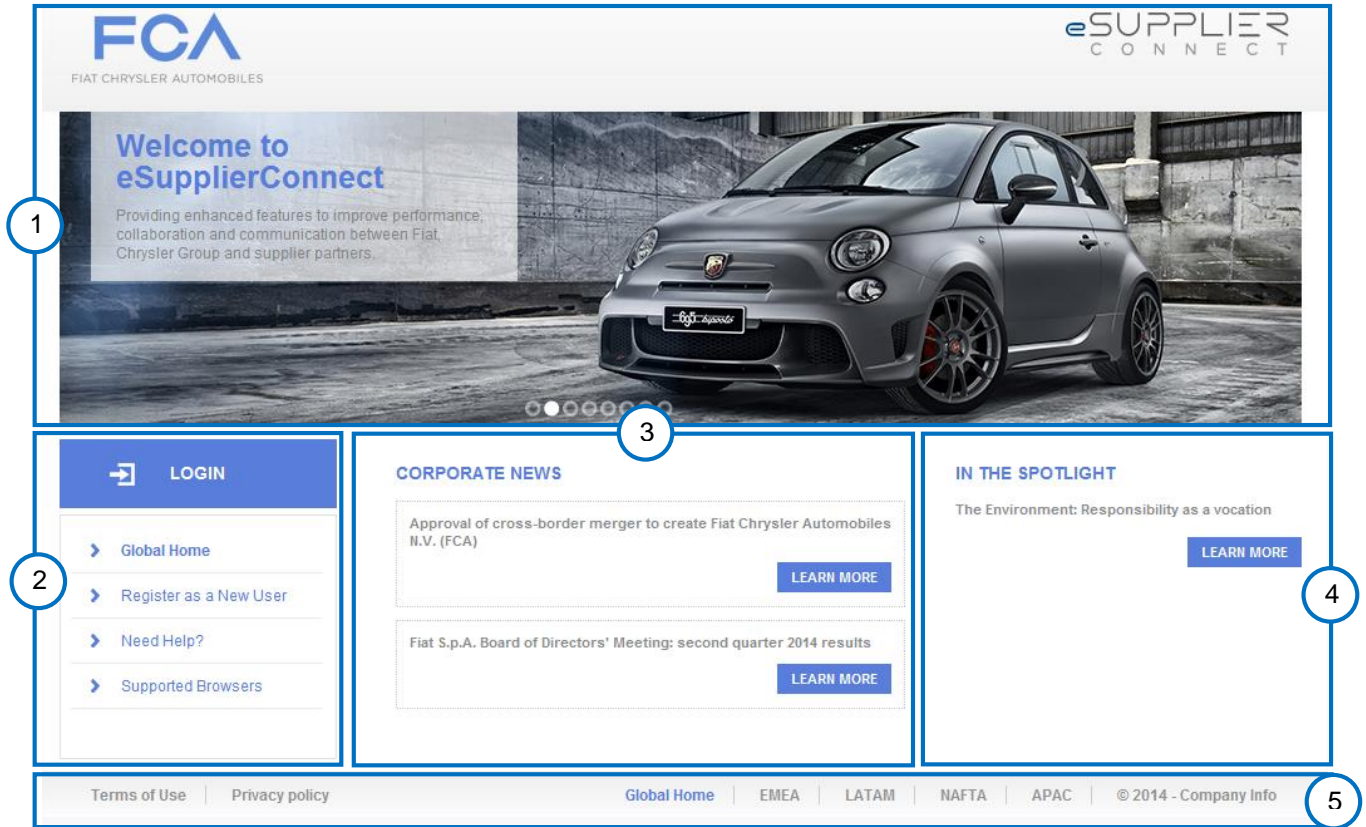
Choose either FCA or CNH Industrial by clicking on the appropriate logo.

The image below is the *Global Home* [Page] of eSupplierConnect.



2.1 Portal Structure

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



In the table below 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 “Region Page,” a new user can complete the self-registration process to request access to eSupplierConnect (this process is detailed in chapter 3 of the present manual).
3	Corporate news. This section includes general news and announcements
4	In the spotlight. This section includes feature stories related to Fiat Chrysler Automobiles;
5	Footer area. This section contains links 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.

2.2 Actors (External Users)

The eSupplierConnect's portal content and functionalities presented to the user depend on the access mode.

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 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;
- **BASIC Administrator:** A Basic 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.

2.3 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 in 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 Groups**.

A **Basic Administration Group** connects a subset of supplier codes with certain characteristics (Region, Country, Subsidiaries, etc.). 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”;

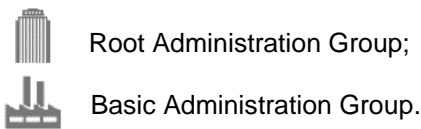
“Region NAFTA” and “Region EU” are two different entities that can manage their own codes and their own structure subset.

“Region NAFTA” has three different BASIC Administration Groups:

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

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

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



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

Root Administration Group		Basic Administration Group	
	Type	Administration Group Name	Group ID
▼		TEST CODE - Root administration group	1800003517
▼		TEST CODE - Top administration group	1800030001
▪		TEST CODE - Basic administration Group	1800030003

AG containing your Supplier Code

PART 2

FUNCTIONALITIES

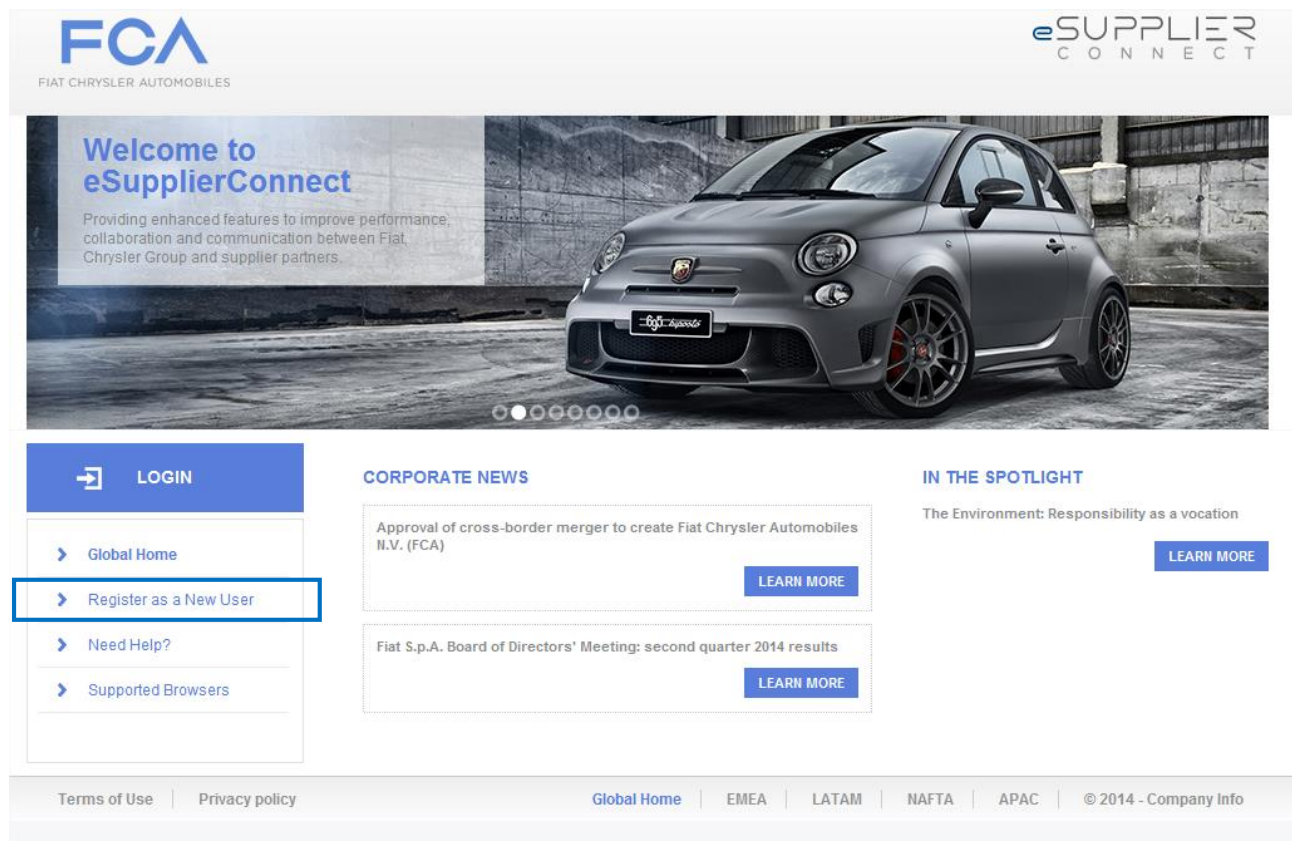
3 Self-Service Registration

This section describes the process to register to eSupplierConnect as a new user explaining how to start the self-registration process and how to register as a Supplier Security Administrator or as an End User.

3.1 Self-Registration – Path and Steps

From the Global Home [Page], you can start the self-registration process by clicking the **Register as a New User** in the left side menu.)

Link to Global Home: <https://www.esupplierconnect.com>



3.1.1 Self-Registration – First User of an Organization

After selecting **Register as a New User** a new window is opened.

General Rules

- ➔ **The self-registration steps are the same for both administration users and end users** who have to be activated to operate in eSupplierConnect.
- ➔ To successfully complete the self-registration process, **it is required to fill in all the mandatory fields in the forms.**
- ➔ In the top of the page (left corner), a navigation bar shows the required steps to complete the self-registration. This also works as a progress bar as it highlights the current step in blue).
- ➔ The mandatory fields are highlighted with an asterisk **‘*’**

Information about your company

1
2
3

Company Information
User Information
Internal Contact Information

Welcome to the eSupplierConnect self-guided registration procedure!

If you are not the first person from your organization to use eSupplierConnect, you can request assistance from one of the Supplier Security Administrators from your company. This process may also be performed by your Supplier Security Administrators through their administration control panel. The information icon next to the field will provide more details about that field.

Click on the related information button to see more details about each field.

Notice: All the fields in red (*) are mandatory.

Main FCA Region of interest: * i

Supplier Code: * i

Company Name: * i

Next Step ▶
Reset
Help



Please note that the first user to be registered for your company is automatically set up as the Root Administrator.

Insert the information related to your company

Information about your company

1
2
3

Company Information
User Information
Internal Contact Information

Welcome to the eSupplierConnect self-guided registration procedure!

If you are not the first person from your organization to use eSupplierConnect, you can request assistance from one of the Supplier Security Administrators from your company. This process may also be performed by your Supplier Security Administrators through their administration control panel. The information icon next to the field will provide more details about that field.

Click on the related information button to see more details about each field.

Notice: All the fields in red (*) are mandatory.

Main FCA Region of interest: *

Supplier Code: *

Company Name: *

Next Step ▶
Reset
Help

In this section the following data fields are required as mandatory (*):

- **Main FCA Region of interest:** This refers to the region where your main FCA partner is located (i.e. NAFTA, LATAM or EMEA);
- **Supplier Code:** The supplier code assigned to each vendor by FCA. This code is related to the region previously selected;
- **Company Name.** The supplier company name.

Once you have filled in these fields with the appropriate information, click on **Next Step** in order to move to the next registration phase.

GATEWAY: First user for the organization

If you are the first user of your organization, you must provide company information and Root Administration Group Name:

Mandatory fields are highlighted with an asterisk “*”:

- **Address:** Street or plaza of the Administration Group;
- **Country:** Related to Address;
- **City:** Related to Address;
- **State/Province:** Related to Address;
- **Postal Code:** Related to Address;
- **Phone Number:** Contact number;
- **Fax Number:** *optional field*;

Select **Next Step** to go to next step.

Information about your company

>
1
2
3

Company Information
User Information
Internal Contact Information

The Supplier Code 61234 you entered does not have a Root Administration Group, which means you are the first user to request authorization for this code.
In order to create the related Root Administration Group for your organization, you will need to enter a unique name.

Root Administration Group Name: *

◀ Previous Step
Next Step ▶
Reset
Help

Mandatory fields are highlighted with an asterisk “*”:

- **Administration Group Name:** Write the Administration Group Name you desire;

Select **Next Step** to go to next step.

Insert Personal data

User master data



You are the first user from your Organization to register on eSupplierConnect and so you will become the Root Supplier Security Administrator. The Root Supplier Security Administrator main duties and responsibilities are:

- Manage your own company's end users (e.g. Add, Change, Delete, and Authorize user IDs)
- Manage your own company's administration group structure (e.g. Nominating other administrators, Creating new administration groups)

Note: If you are not the appropriate person for this role you can continue with the registration procedure but, after that, the correct person should register as an administrator to cover this role. The eSupplierConnect Helpdesk can assist in setting up that person and downgrading your profile.

Replace as a New User:

First Name: *
 Middle Name:
 Last Name: *
 Birthday: Month: * Day: *
 Email Address: *
 Group Email Address:
 Preferred System Language: *
 Address 1: *
 Address 2:
 Address 3:
 City: *
 Postal Code: *
 State/Province: *
 Country: *
 Phone Number: *
 Fax Number:
 Mobile Number:

Mandatory fields are highlighted with an asterisk “*”:

- **First Name:** user first name;
- **Last Name:** user last name;
- **Birth date** (Month and Day): month and day of user’s birth date;
- **Email Address:** Please note that all communications to the user from eSupplierConnect will be sent to this email address;
- **Group Email Address (optional):** a group mailbox if available (e.g.: info@company.com);
- **Address 1:** Work Address;
- **Address 2 (optional):** Additional address data;
- **Address 3 (optional):** Additional address data;
- **Country:** Related to Address 1;

- **City:** Related to Address 1;
- **State/Province:** Related to Address 1;
- **Postal Code:** Related to Address 1;
- **Phone Number:** Work phone number;
- **Fax Number (optional):** Work Fax Number;
- **Mobile Number (optional):** Work Mobile Number;

Select *Next Step* to go to next step.

Insert the Internal FCA Contact Data

Cambiare Immagine e valori fields)

Insert the FCA Internal Contact Data

1 2 3

Company Information
User Information
Internal Contact Information

Fill in all the fields to identify your FCA contact (e.g. the buyer). This information will be used to verify your registration.

Notice: Your request has to be approved by an internal FCA eSupplierConnect Portal Administrator.

First Name: *

Last Name: *

Email: *

Reason: *

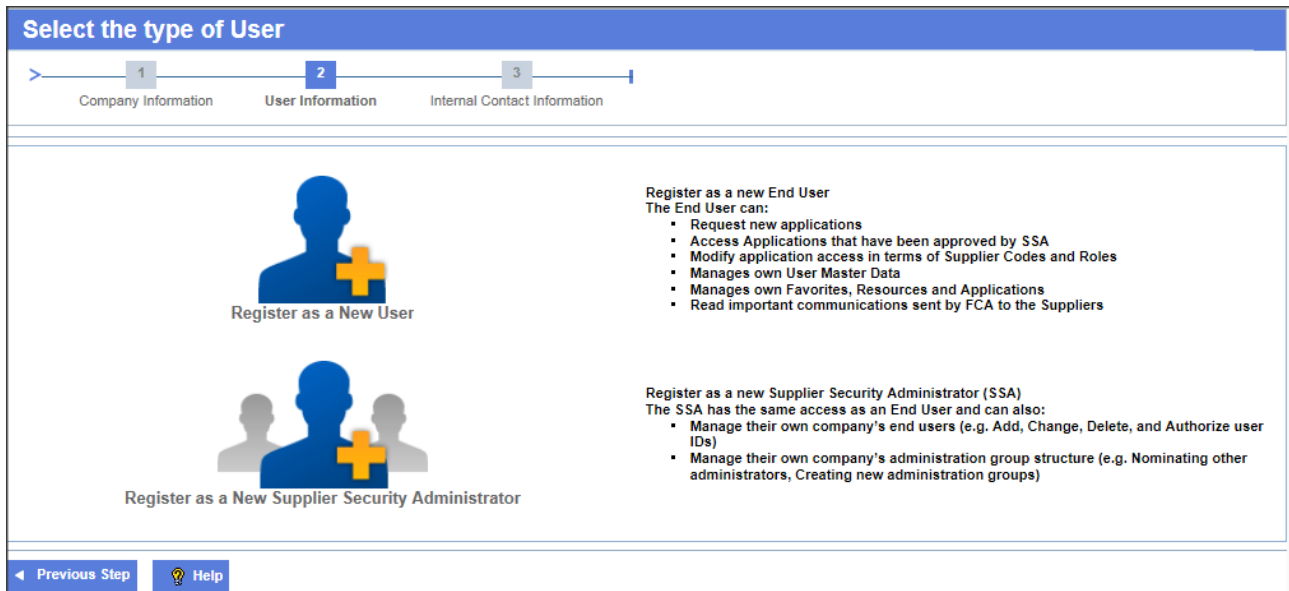
← Previous Step
Submit
Reset
? Help

At this step, the supplier must insert internal (Fiat Chrysler Automobiles) contact data:

- **First Name:** First Name of the internal contact person
- **Last Name:** Last Name of the internal contact person
- **Email:** Email of the internal contact person
- **Reason:** The rationale about why you want to register to have access to eSupplierConnect.

Select **Submit** button to complete the process and send the request to the approver. The person in charge to approve the request is the one of the Internal FCA eSupplierConnect Administrators.

GATEWAY: Not the first user for the Organization



Chose the type of the user you want to create, the options are:

➤ Register as a New User

The End User can:

- Request new applications
- Access Applications that have been approved by SSA
- Modify application access in terms of Supplier Codes and Roles
- Manage Personal Master Data
- Manage Favorites, Resources and Applications
- Read important communications sent by FCA to the Suppliers

➤ Register as a New Supplier Security Administrator

The SSA has the same access as an End User and can also:

- Manage their own company's end users (e.g. Add, Change, Delete, and Authorize user IDs)
- Manage their own company's administration group structure (e.g. Nominating other administrators, Creating new administration groups)

Select the Administration Group in which to create the user

Select the Administration Group

1 Company Information 2 **User Information** 3 Internal Contact Information

Please select the most appropriate Administration Group (Root or Basic) where you want to register based on the Supplier Codes you have to use.

Note that you will not be able to see application data on codes outside this group.

To help you choose, the green highlighted Administration Group(s) contain the Supplier Code you specified during the registration process.

Organization Information: Organization Code: 1900006705 Organization Name: TEST CODE CHR ORGANIZATION

Root Administration Group

Basic Administration Group

Type	Administration Group Name	Group ID
	TEST CODE - Chrysler Portal Admin	1800003517
	TEST CODE-DCX PORTAL-ICT	1800030054
•	TEST CODE-DCX PORTAL-APPL OWNERS	1800030055
•	TEST CODE-DCX PORTAL - OFFSHORE TEAM	1800030112
•	TEST CODE-DCX PORTAL-HELP DESK	1800030111

AG containing your Supplier Code

◀ Previous Step
Next Step ▶
Help ?

Select the administration group to which you will belong.

Notice: To help you choose, the green highlighted Administration Group(s) contain the Supplier Code you specified during the registration process.

Click on **Next Step** button on the top of page, to move to the next step.

Insert Personal data

User master data

1
2
3

Company Information
User Information
Internal Contact Information

Admin Group Name
 Replace as a New User: TEST CODE - Chrysler Portal Admin

Group Type
Root Administration Group

First Name: *

Middle Name:

Last Name: *

Birthday: Month: * Day: *

Email Address: *

Group Email Address:

Preferred System Language: * English

Address 1: *

Address 2:

Address 3:

City: *

Postal Code: *

State/Province: *

Country: *

Phone Number: *

Fax Number:

Mobile Number:

◀ Previous Step
Next Step ▶
Reset
Help

Mandatory fields are highlighted with an asterisk “*”:

- **First Name:** user first name;
- **Last Name:** user last name;
- **Birth date** (Month and Day): month and day of user’s birth date;
- **Email Address:** Please note that all communications to the user from eSupplierConnect will be sent to this email address;
- **Group Email Address (optional):** a group mailbox if available (e.g.: info@company.com);
- **Address 1:** Work Address;
- **Address 2 (optional):** Additional address data;
- **Address 3 (optional):** Additional address data;
- **Country:** Related to Address 1;
- **City:** Related to Address 1;

- **State/Province:** Related to Address 1;
- **Postal Code:** Related to Address 1;
- **Phone Number:** Work phone number;
- **Fax Number (optional):** Work Fax Number;
- **Mobile Number (optional):** Work Mobile Number;

Select *Next Step* to go to next step.

Insert Internal Contact Information of your Organization

Internal contact information of your Organization

<
1
2
3
>

Company Information
User Information
Internal Contact Information

Fill in all the fields with the data of a contact person within your Organization. This information will be used to verify your registration.

Notice: Your request has to be accepted by a Supplier Security Administrator within your Organization.

First Name:

Last Name:

Email:

Reason: *

◀ Previous Step
Submit
Reset
Help

At this step the supplier can insert contact data (optional) and **Reason** (mandatory): the rationale about why you want to register to have access to eSupplierConnect.

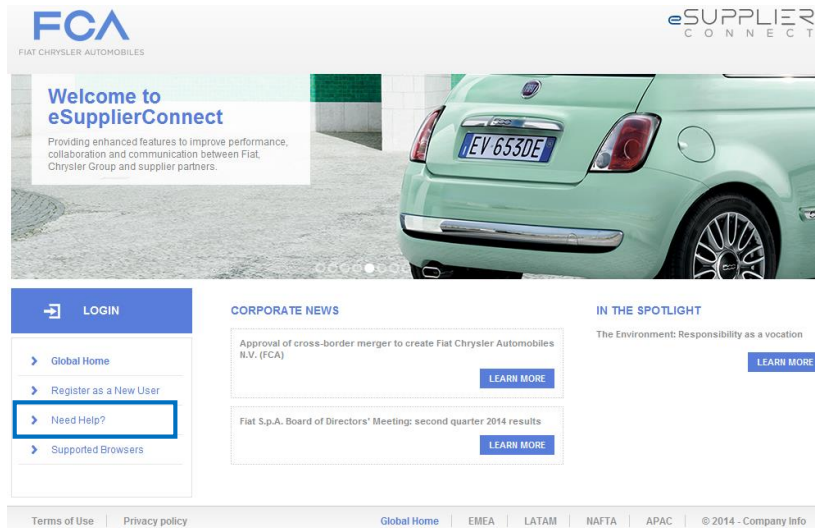
Select **Submit** button to complete the process and send the request to the approver. The person in charge to approve the request is one of the Supplier Security Administrator of the Administration Group chosen during the Select Administration Group step, who may approve or reject your request.

PART 3

SUPPORT

4 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 the left side menu by clicking on **Need Help?**. This link takes you to eSupplierConnect resources divided in sub-menus:

- **Need Help?**, 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 you 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.

4.1 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, 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).

4.2 Supported Browser

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

Browser	Version
Internet Explorer (IE)	<ul style="list-style-type: none"> • Version 7 • Version 8 • Version 9 (Compatibility Mode) • Version 10
Firefox	<ul style="list-style-type: none"> • Latest versions supported
Chrome	<ul style="list-style-type: none"> • Latest versions supported
Safari on Mac OS	<ul style="list-style-type: none"> • 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