Anonymous User Manual

eSupplierConnect

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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 Global Home [Page] of eSupplierConnect is displayed:
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:

- Root Administration Group;
- Basic Administration Group.

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

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

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.
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 a SupplierConnect 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 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: 

<table>
<thead>
<tr>
<th>Admin Group Name</th>
<th>Group Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Enter Admin Group Name]</td>
<td>[Enter Group Type]</td>
</tr>
</tbody>
</table>

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)

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 own User Master Data
  - Manage own 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 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

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.
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.
4 User ID Recovery Function

This section describes the process to recover a eSupplierConnect User ID starting from the email address used for the registration to the portal.

The application to recover the forgotten user ID is reachable from the eSupplierConnect login page clicking the “Forgot your User ID?” link at the bottom of the login box
To recover the missing User ID it is necessary to complete the following steps:

1) insert the email address that had been provided for the registration to eSupplierConnect portal.

2) insert the CAPTCHA security code (case unsensitive).

3) select the “Next” button to start the recovering operation.

A specific error message will be displayed for the following errors:

a) Incorrect email format
b) Incorrect CAPTCHA code
c) Inserted email not found in the system

To refresh the CAPTCHA code click on the circle arrows next to the CAPTCHA security code image.

To return to the login page without recovering the User ID click on the “Back to login page” button.
If the recovery operation ends successfully (one or more users is found) an email is sent to the email address provided.

The content of the email will be like the one presented in the image below.

---

Dear Supplier User,
Here below the eSupplierConnect User ID(s) related to the email you have provided.
If you also have forgot your password, you may use the link you find in the table.

<table>
<thead>
<tr>
<th>User ID</th>
<th>Organization Name</th>
<th>User ID Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>WT2567A</td>
<td>COMPASS GROUP ITALIA SPA</td>
<td>Disabled</td>
<td>Please reset my password</td>
</tr>
<tr>
<td>WT4270A</td>
<td>TEST CODE CHR ORGANIZATION</td>
<td>Enabled</td>
<td>Please reset my password</td>
</tr>
<tr>
<td>WT4341A</td>
<td>TEST CODE CHR ORGANIZATION</td>
<td>Disabled</td>
<td>Please reset my password</td>
</tr>
<tr>
<td>WT4438A</td>
<td>TEST CODE CHR ORGANIZATION</td>
<td>Disabled</td>
<td>Please reset my password</td>
</tr>
</tbody>
</table>

Best Regards.

---

eSupplierConnect Portal Team
All the User ID connected to the email inserted for the recovery are displayed in the email with the status.

When to access the eSupplierConnect portal with one of the User ID present in the email, is necessary to reset the password it is necessary to click on the related link “Please reset my password”. This will start a different action based on the status of the user and on the availability of one or more administrators. The possible actions are the following:

1) **User ID enabled**: Clicking on the link “Please reset my password” will open the browser displaying a box containing the information on how to self-reset the password. Clicking on the button “Navigate to login page” will display the eSupplierConnect login page.

2) **User ID disabled with direct administrator(s) available**: Clicking on the link “Please reset my password” will open the browser displaying a box containing the information about the possibility, of sending an email to the direct administrator(s) to enable the User ID. Clicking on the “Ok” button the email will be sent, clicking on the cancel button the email will not be sent and the browser is redirected to the eSupplierConnect Home Page.

3) **User ID disabled without direct administrator(s) available but with root administrator(s) available**: Clicking on the link “Please reset my password” will open the browser displaying a box containing the information about the possibility, of sending an email to the root administrator(s) to enable the User ID. Clicking on the “Ok” button the email will be sent, clicking on the cancel button the email will not be sent and the browser is redirected to the eSupplierConnect Home Page.

4) **User ID disabled and the Organization has no administrator(s) available**: Clicking on the link “Please reset my password” will open the browser displaying a box containing the information about the possibility, of sending an email to have the User ID enabled. Clicking on the “Ok” button the email will be sent, clicking on the cancel button the email will not be sent and the browser is redirected to the eSupplierConnect Home Page. In this case the email will be sent to the user with the instructions to have a new root administrator created on the portal.
PART 3
SUPPORT
5 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.
5.1 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.

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

**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).
### 5.2 Supported Browser

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

<table>
<thead>
<tr>
<th>Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer (IE)</td>
<td>• Version 7</td>
</tr>
<tr>
<td></td>
<td>• Version 8</td>
</tr>
<tr>
<td></td>
<td>• Version 9 (Compatibility Mode)</td>
</tr>
<tr>
<td></td>
<td>• Version 10</td>
</tr>
<tr>
<td>Firefox</td>
<td>• Latest versions supported</td>
</tr>
<tr>
<td>Chrome</td>
<td>• Latest versions supported</td>
</tr>
<tr>
<td>Safari on Mac OS</td>
<td>• Safari 5.0 on Mac OS 10.5/6</td>
</tr>
<tr>
<td></td>
<td>• Safari 5.1 on Mac OS 10.6/7</td>
</tr>
<tr>
<td></td>
<td>• Safari 6.0 on Mac OS 10.8</td>
</tr>
</tbody>
</table>