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Document History

Revision History

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Quality Review

The following have been nominated as quality reviewers for this Product:

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Approval / Sign-off

This document requires approval from the following individuals:

(Signed approval forms are filed in the quality section of the project files)

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Attention Icons

The key below explains what each of these icons means.

Call-out: Important information the participant should be aware of.

Note: Information for the participant to consider for the learning activity.
GENERAL SYSTEM OVERVIEW

Key Benefits
BBS is a module on the CNH Industrial Supplier Portal used to exchange big files between external supplier users and internal CNHI users. The system is not intended to replace e-mail communication. It is intended for transferring large files securely. The functionality allows to not only upload files but add additional text in an email. Email notification warns the users that new entries are in their mailbox. The sender can indicate a deletion date of the document. The sender can see if the receiver has read his message.

The company also provides SYNCPLICITY as a tool to exchange files, outside of the supplier portal. The features between the two tools are quite the same. BBS however can be used by already registered users. Internal users do not have to register, while on SYNCPLICITY both have to register.

SYNCPLICITY is also used to exchange files between 2 internal partners, which is not possible with BBS.

Access
Anyone internal to CNHI has access to the CNH Industrial supplier portal with the network logonID and Password. An external supplier actively working for CNHI should also already have access to the supplier portal. If not, he can request access via the online selfservice tools on the homepage https://supplier.cnhind.com

BBS as a module does not have separate security needs, once a user is registered for the portal, he/she can use BBS.

Call-out: the logon security is based on the Fiat group widely implemented IAM FGExtranet active directory, and therefore, any supplier registered on any portal within the fiat group will have automatically access to the CNH Industrial Supplier portal and by default to BBS.

Flow
BBS or Bulletin Board System works as a mailbox and is easy to use.

```
Upload a document → Document remains on server → Download a document
```

Document kept for short time on server
Note: The direction is either from internal user to supplier or vice versa, not between suppliers nor between internal users.

Screenprints in this manual are taken from the test environment.

Module BBS

GOTO https://supplier.cnhind.com you will arrive on the homepage:

Enter your logon credentials and click GO.
Goto MODULES and click on BBS
BBS HOMEPAGE

Address Book: Click on this link to select recipients of your message. You need to do this before you try to create a message.

New Message: Click on "New Message" to create and send a new message.

Inbox: Click on "Inbox" to view messages sent to you. You will be able to download the attachments and then delete the message. This will only delete the message from your view. The actual message will be deleted when all recipients have read it and the deletion date has passed.

Outbox: Click on "Outbox" to view messages sent by you. You can also check the status of the message. (Unread, Viewed or Deleted)
ADDRESS BOOK

An internal user can click on Address book to organize his most used contacts for this tool. The usage of BBS is based on entries of contacts added to a personal address book. This is useful because

- User is obliged to select the user before he starts the creation of a message; this way he is sure that the user is existing and can logon on the portal
- Search does not have to be repeated when creating new messages, at that point he can simply chose the contact from the address book
- External users are registered in FGExtranet active directory using the IAM administrative tool; the BBS functionality will read in this FGExtranet active directory and keep a limited list of most used contacts in a table in the database of the portal (only userID) to be used when sending the message

Call-out: use wildcards "**" to select from a list of multiple search results based on the entered string
As an internal user, it is only possible to send messages to supplier users. So in the address book it is only possible to search for and to add supplier users. By entering the name of the supplier using wildcards, the user will see all suppliers that have the text string in their name, with related individuals.

A supplier user will also need to build up his address book first. But as they can only send messages to internal users, they will only get internal users in their search result. The results of the search will also be grouped by company of the Fiat Group.
Entered contacts can be deleted again, this will not delete the person in IAM, but only from the BBS_ADDRESSBOOK.
Delete Date: Default date is today + 2 weeks and cannot be more than today + 1 month.

Since the attachments are very large, it is essential that messages and related uploaded documents be deleted periodically. BBS is not a storage location but a gateway to pass large files. The user can indicate the date when he wants the message to be deleted, but the message will only be deleted when all recipients have read the message and the delete date has passed.

If a recipient has not read the message 1 month later then the deletion date, also in this case the message and uploaded document will be deleted.

In BBS when deleting a message, logging, historical audit trails or whatsoever is being kept.

Subject: Enter a short title for your message.

Message: Enter a short text message to the recipients. There is a countdown on the max amount of characters while the user is typing (255 char max).
**Attachment:** To add an attachment to your message, click on Browse and select the file from your computer or network. In principle any kind of file can be uploaded. But the user should be warned, in order to reduce transfer times, it is recommended that he compresses the file using WinZip or some such program. After selecting the file, click on OK in the "Add files to transfer" dialog box.

If you want to add more than one attachment to your message, just click on the button “Add another attachment” and an additional line will be added. This gives you the possibility to add up to 5 attachments to one message.

Finally the user clicks on “Send Message” to upload the files and notify the recipients by e-mail. The user will be transferred to the Outbox page after the upload. The user will need to confirm his action in the popup warning:

![Popup Warning](image)

If not all mandatory fields are completed when you try to send the message, a warning will be shown on the screen on what fields are forgotten:

![Warning Message](image)
OUTBOX

The user is redirected after the message is sent to the Outbox screen, showing an overview of sent items.

Click on View to find out all the details of the message.
You can also find here which recipients have read the message or deleted it. If you want to resend the message with a few modifications, click on the button "Resend Message". This will also create an additional line in the outbox overview list.

Click on "delete" to delete the message from all recipients inbox as well as from your sent items. This can be done either on the outbox screen (line by line) or on the message detail screen for the message that is displayed.

**INBOX**

In the inbox the user gets an overview of all the messages they received from the different users. The list of messages is sorted by default on the send date of the message. This can be changed by the user at any time by clicking on the column name where you want to sort on.
When you click on view, you can see the details of the message and download the attachments. From that moment the message will be marked as read and shown in green.

A user can also delete message from their inbox. This action does not remove the message from other users inboxes or the senders outbox. This action is also only possible after you viewed the message. For new messages this delete button will not be available.

**EMAIL MESSAGES**

When a new message is submitted, all recipients get an email message notifying them that someone submitted a message in the BSS module. The message looks like the example below:
A second type of email that gets sent from the system is a notification telling the sender of a message that the recipient has read the message.
Appendix

Glossary of Terms

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Additional supporting / reference documentation