Supplier Messages

Supplier	Note: This job aid gives Vendors insight into the Repair Facility view.
Messages	Note: This section is for Repair Workflow user only. You must have a
	confirmed order to begin sending messages to a vendor.

Follow the steps below to view/ respond to messages received from the supplier in CCC **ONE** desktop:

 Click the Envelope icon to open your inbox. Then click Vendors, to view messages sent by your Vendors. Select the message you want to view, then click View. The Vendor Ch window opens 	nat	
 2 Then click Vendors, to view messages sent by your Vendors. 3 Select the message you want to view, then click View. The Vendor Cl window opens 	hat	
3 Select the message you want to view, then click View . The Vendor Cl	nat	
 Select the message you want to view, then click View. The Vendor Chat window opens. 		
Image: New - View - Action - Recent - Reports - Configure - Tools - Search CCC Test Shop 11 action items	help Q 📅 99+ 0	
My Inbox - Vendors	C Refresh	
My Tasks How Message From Subject Message	Received y	
V My Inbox 501 OE Dealership 109195319-PO-001 Thank you for the business!	2/26/2024	
CCCC 35 OE Dealership Order Updated OE Dealership Demo updated your purchase order. E	ew 🗎 Delete 🔉	
Co-workers 0 OE Dealership 109195318-PO-001 thank you for the order!	2/26/2024	
Insurance Companies 1 OE Dealership Order Updated OE Dealership Demo updated your purchase order. Exp	26/2024	
Open Shop Assignments 0 OE Dealership Order Updated OE Dealership Demo updated your purchase order. Price cn	2/26/2024	
DRP Assignments (30 days) 0 OE Dealership 109195277-PO-004 Chat Payments 0	2/26/2024	
OE Dealership 109195277-PO-004 Type a message	2/26/2024	
OE Dealership Order Updated OE Dealership Demo updated your purchase order. Exp. Dell	2/26/2024	
My Work Orders OE Dealership 78435764-PO-001 Delivery for the following line(s) has been updated: Line #o OE Dealership 78435764-PO-001 Delivery for the following line(s) has been updated: Line #2	2/26/2024	
4 To respond select an option from the Vender Chat - OF Dealership Demo	×	
drondown.		
• If you select Custom message enter the		
message in the field then click Send		
 If you soloot Pequest status on delivery it 	5 4:30 PM John Doe	
will prompt a status message, edit if needed then click Send .		
• If you select Request update on backorder .		
it will prompt a status message, edit if		
needed then click Send .	~	
Select Custom message		
Request status on delivery Request update on backorder		
View DO	Sand	
	Send	

