

# Supplier Messages

## Supplier Messages

**Note:** This job aid gives Vendors insight into the Repair Facility view.

**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:

Step	Action
1	Click the <b>Envelope</b> icon to open your inbox.
2	Then click <b>Vendors</b> , to view messages sent by your Vendors.
3	Select the message you want to view, then click <b>View</b> . The Vendor Chat window opens.
4	To respond select an option from the dropdown: <ul style="list-style-type: none"> <li>• If you select <b>Custom message</b>, enter the message in the field, then click <b>Send</b>.</li> <li>• If you select <b>Request status on delivery</b>, it will prompt a status message, edit if needed then click <b>Send</b>.</li> <li>• If you select <b>Request update on backorder</b>, it will prompt a status message, edit if needed then click <b>Send</b>.</li> </ul>

