Vendor Chat for Two-Way Communication

Introduction

Vendor Chat in CCC Estimating allows you to have two-way communications with the supplier/vendor regarding electronically placed orders (ePOs).
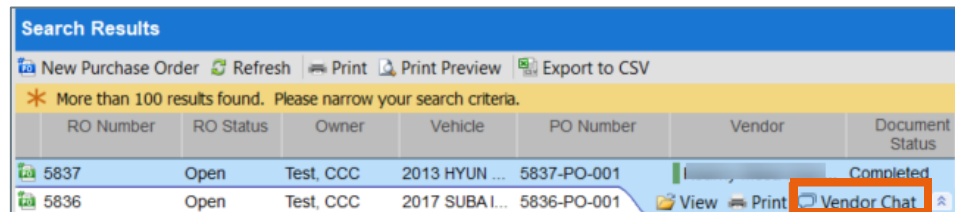
You can use this feature to send and receive chat messages about changes in part prices, part numbers, delivery dates, preferred pricing, etc.
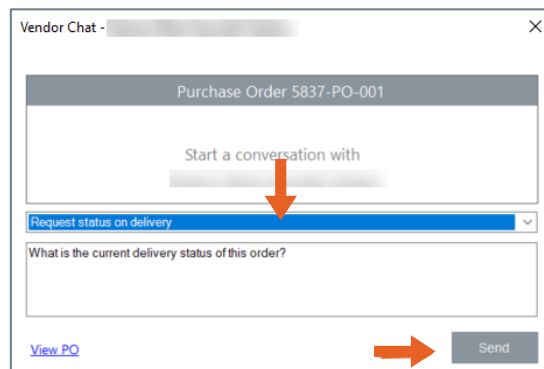
Accessing Parts Chat

1. In CCC ONE, expand **View** to select **Purchase Orders**.
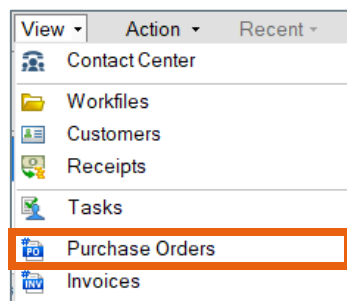
2. A list of recent purchase orders displays. Select the order for which you want to send a chat message for and click **Vendor Chat**.

3. In the **Vendor Chat** window that appears, select a predefined message from the list or write a custom message and click **Send**.
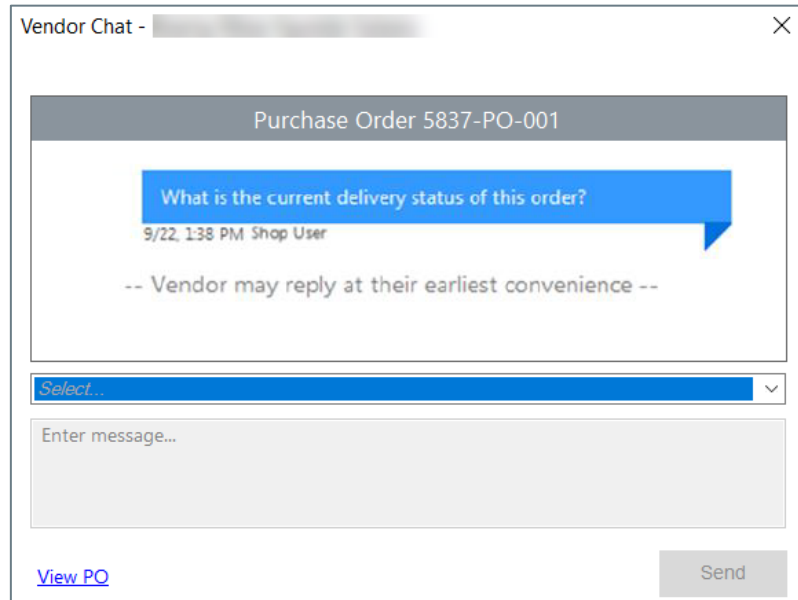
Accessing Parts Chat, continued

4. The message you have sent will move to **conversation view** after sending.

5. The chat message from the vendor/supplier appears at the bottom right-hand corner in CCC ONE. Click to open the chat to view or reply.

   You can also access the message by using **My Inbox > Vendors**.