

Supplier Messages

Introduction This job aid shows you how to view and respond to supplier messages.

Supplier 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:

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

