

eSupplierConnect Frequently Asked Questions

FAQs for New Users of Fiat and Chrysler Group's Supplier Portal, eSupplierConnect

1. How do I register for access to eSupplierConnect?

To request access, click the "Register" button on the eSupplierConnect homepage (www.esupplierconnect.com) and follow the steps as prompted. You will need your supplier code, along with general personal and business information (i.e. name, contact info, etc.). Reference guides for registration are available at www.esupplierconnect.com/support.

2. Does a security administrator for the supplier company have to register all new users for that company?

For brand new supplier companies, the first person to register from that company will be designated as the company's security administrator on eSupplierConnect. New individual users from a current supplier company can sign up via online registration (click the "Register" link on the eSupplierConnect homepage and fill in the appropriate information). Once you have submitted your request for access, your company's security administrator will approve you for access.

3. What is the role of the security administrator?

The security administrator monitors the supplier company's account on eSupplierConnect to ensure that his/her company's information within the Fiat and Chrysler Supplier Portal can be accessed by the appropriate people within their company.

4. If I'm a supplier to both Fiat and Chrysler Group LLC, will I have two separate IDs for eSupplierConnect?

No, users will have only one user ID for eSupplierConnect. Upon logging in, suppliers to both Fiat and Chrysler Group will be able to freely move within the sub-pages of both sections of the portal.

5. After I complete self-registration for a new eSupplierConnect account, what happens? When will I get my credentials to log in?

Once submitted, account requests are sent on for approval. A request from a first user at a brand new supplier has to be approved by an internal (Fiat or Chrysler) sponsor. A request from a new user at a current supplier company has to be approved by that supplier's security administrator. Approval time will vary depending on the individual responsible for granting approval. Approximately two hours after the necessary approval is granted, the new user will receive details on how to activate his/her account in eSupplierConnect (including new user ID and temporary password).

6. How do I perform my first log in?

A step-by-step reference guide for first time log in is available at www.esupplierconnect.com/support.

7. What web browsers can I use with eSupplierConnect?

We can only certify that the eSupplierConnect portal homepage and Chrysler applications can be accessed reliably using Chrome and Internet Explorer versions 7, 8, 9 and 10. When using more recent versions of Internet Explorer, we recommend running in “compatibility” mode. At this time, we can’t certify results when accessing with other browsers.

8. Upon first logging in to eSupplierConnect with my new user ID, why was I asked to provide my birthdate (month and day)?

This information is used to generate a default password, which would be provided when a user wants to reset his/her password. Users’ birthdates have not and will not be used for any other purpose.

9. Upon first logging in to eSupplierConnect with my new user ID, why was I asked to provide challenge questions and answers?

This information will be requested in the event that you need to auto-reset your password.

10. How do I request help if I have an issue?

eSupplierConnect offers three ways users can access help:

- *Reference Materials*: Offers self-service support resources such as manuals and answers to frequently asked questions.
- *Call Center*: Provides telephone numbers to support that is available 24 hours a day, seven days a week. Telephone support is available in several languages.
- *eSupport*: Provides the option to submit an online ticket for help or check the status of an existing ticket (log in required).

If not logged in to eSupplierConnect, access to these support resources is available at www.esupplierconnect.com/support. When logged in to eSupplierConnect, access to these support resources is available by clicking on the “Help Desk Support” button in the webpage footer.

11. What do I do if I forget my password?

If you have a problem with your password or you forgot it, you can:

- Auto-reset it by clicking on the “Reset Password” link on the Log In page.;
- Ask to your administrator to reset it.

12. How can I request access to an application?

Users can request access to applications available to their respective company within the “Applications” sub-tab under the main “Fiat” or “Chrysler” tab. Search for the desired application and then click the “Request” button next to it. Once your request is approved, you will be notified and can then access that application. A step-by-step reference guide for this process is available in the eSupplierConnect Support area (available by clicking the “Help Desk Support link in the footer).

13. How can I add or remove supplier codes from an application?

A step-by-step reference guide for this process is available in the eSupplierConnect Support area (available by clicking the “Help Desk Support” link in the footer).

14. What can I do if I have problem with accessing eSupplierConnect or a certain application?

You can try performing these activities to solve the problem:

- Delete cache
- Delete cookies

If the issue is still not resolved, try closing all browser sessions and logging in again, or contact the eSupplierConnect Help Desk.

15. How can I save applications as favorites?

Favorites can be saved by selecting the “Applications” sub-tab under the main “Fiat” or “Chrysler” tab at the top. Then search for the desired application and then click the “star icon” next to that application. It will then be added to the “My Applications” section on the far left of the screen. This will allow for quick access upon future visits to eSupplierConnect. This menu can be collapsed and expanded based on the users’ preference at any time.

16. How do I subscribe to receive emailed alerts about new bulletins posted to eSupplierConnect?

Users who wish to subscribe for bulletin alerts can do so by clicking on the “Home” sub-tab under the main “Fiat” or “Chrysler” tab in eSupplierConnect. Then click the “Subscribe” button in the upper right hand corner at the top of the list of current bulletin postings.

17. Can non-Tier 1 suppliers request access to eSupplierConnect?

Companies with current Fiat / Chrysler supplier codes can request access. Those without a supplier code cannot.