

Supplier Portal Instructions

CNH Supplier Portal can be accessed by our registered Suppliers only, in possession of a CNH vendor code.

Under **MENU > Documents > Supplier Portal Guidelines**, Suppliers can find instructions on:

- How to register and access the Supplier Portal
- How to reset your password
- How to correctly configure your user profile to access applications and view information
- How to update your company contacts

How to Request Support

If you cannot find a solution to your issue in the Supplier Portal Guidelines, use the Supplier Portal Chatbot that can provide answers for most recurrent Portal queries.

If you need to contact CNH, **open a support ticket** by following these steps:

1. Go to the Supplier Portal Chatbot in the right bottom of the Portal Homepage
2. Type "I want to open a ticket"
3. Select a topic of your issue from the drop-down list
4. Provide a title and a description of your issue
5. Add an attachment (optional)
6. Submit your request.

The system will automatically create a ticket, and you will receive a confirmation email from the support system ServiceNow acknowledging receipt of your request. The support team will review and address your issue. Once resolved, you will receive a follow-up email containing a link to ServiceNow, where you can view your original request, see the resolution or feedback provided and respond directly if further clarification is needed.

Important – ServiceNow Login Credentials

When accessing ServiceNow via the provided link, please log in using your Supplier Portal credentials, as follows:

- User ID: W11111B@supplier.cnh.com
(where W11111B corresponds to your Supplier Portal user ID)
- Password: Your CNH Supplier Portal password

NOTE: If you have issues while creating your user id, write and email to supplieraccess@cnhind.com. (Email address is active for access-related issues only. For other issues, see Help with Portal Modules)

Help with Portal Modules

To access Supplier Portal applications, your user id needs to be properly configured and mapped.

- **MENU > Documents > Supplier Portal Guidelines** provide instructions on how to properly configure your user profile to access modules.
- **MENU > Documents** contain manuals and training organized in **Folders** related to Portal applications

Below are quick references for each module regarding instructions and contact:

Section or Module	Instructions for supplier users	Contact or support
My Profile	Menu > Documents > Supplier Portal Guidelines	Open a ticket through the Supplier Portal Chatbot
Company Profile	Menu > Documents > Training Documents > Company Profile Module and New Supplier Enablement OR Supplier Bank Data Management	CNH Buyer
Accounts Payable	Menu > Documents > Accounts Payable	Documents > Accounts Payable
BBS	Menu > Documents > Training Documents > BBS Tutorial	Open a ticket through the Supplier Portal Chatbot
Delivery Schedules	Menu > Documents > Delivery Schedules	deliverschedulesupport@cnhind.com
Engineering – OST (Outsourcing Services Tracking)	Menu > Modules > OST	ww-ost-support@cnhind.com IMPORTANT: please insert at the beginning of the SUBJECT of the mail the text "ACCOUNT:". The e-mails without this text at the beginning of the subject will be skipped by the system. Please insert also into the message of the mail your name, your surname, and your Supplier Portal User ID.

Section or Module	Instructions for supplier users	Contact or support
Engineering - Engineering Documents	Menu > Documents > Engineering	Open a ticket through the Supplier Portal Chatbot
Forecast Collaboration	Menu > Documents > Service Parts > EMEA	Open a ticket through the Supplier Portal Chatbot
Logistics - Container Management	Menu > Documents > Logistics	cnhi_containers-management@cnhind.com
Logistics - Pickup Request	Menu > Documents > Logistics	Open a ticket through the Supplier Portal Chatbot
Parts Master Data - Origin of Goods Declaration	Menu > Documents > Compliance	supplier.compliance@cnh.com
Parts Master Data - PFEP (Plan for Every Part)	Menu > Documents > Logistics Menu > Documents > Delivery Schedules	Open a ticket through the Supplier Portal Chatbot
Quality - PPAP Module	Menu > Documents > Training Documents > Supplier Quality	ppapmodule@cnhind.com
Quality - SQP	Menu > Documents > Training Documents > Supplier Quality	Open a ticket through the Supplier Portal Chatbot
Quality - GSS (Global Supplier Scorecard)	Menu > Documents > Training Documents > Supplier Quality	For questions regarding scores and ratings related to your Company, please contact your CNH Buyer; questions regarding score calculation: supplierscorecard@cnhind.com
Suppliers' Proposals	Menu > Documents > Training Documents > Supplier Proposals	Open a ticket through the Supplier Portal Chatbot
Wholegoods	Menu > Documents > Training Documents > Wholegoods Management	Open a ticket through the Supplier Portal Chatbot

Section or Module	Instructions for supplier users	Contact or support
Tooling	Menu > Documents > Purchasing > Vendor Tooling	martina.abate@cnh.com francesco.barile@cnh.com
Purchasing Documents	Menu > Documents > Purchasing > Purchase Orders on the Supplier Portal	Open a ticket through the Supplier Portal Chatbot
Warranty	Menu > Documents > Training Documents > Warranty Training Materials	FAQ section or if not resolved, supplierwarranty@cnh.com
My Documents – Delivery Performance	Menu > Documents > Training Documents > Delivery Performance KPI	Open a ticket through the Supplier Portal Chatbot
Supplier Contact Information	Menu > Documents > Supplier Portal Guidelines	Open a ticket through the Supplier Portal Chatbot
Regulated Substances	Menu > Documents > Compliance	regulated-substances@cnh.com