



TCM: Communication Center

The **Communication Center** of a contract is used to monitor email correspondence about a contract from one central location. With the release of Jaggaer 19.1 version, contract communications on the **Communication Center** page are now differentiated between **internal** and **external**. Internal communication is restricted to send the communications to internal users only. The Contract Managers are not able to send them to supplier's email addresses via internal tab. However, external communication can be used to communicate with suppliers. The external tab can also be used to compare an email attachment to the latest version of a contract main document or another contract attachment, as long as both files are Microsoft Word files attached to the same contract in a .docx format.

Sections

After initiating a contract in TCM, attach the documents required to finalize the contract under **Attachments**. The following sections will assist Contract Managers to use Communication Center to finalize these agreement documents.

- A. Internal Tab
- B. External Tab
- C. Managing Conversations
- D. Compare Conversation Attachments

A. Internal tab

1. On the internal tab, click the **Add Internal Message** button to start internal communications.

The screenshot displays the contract details for PUR-00604. On the left, a navigation menu lists various sections: Summary, Header, Commodity Codes, Alternative Language (Do ...), Attachments, Obligations, Review Rounds, Submit for Approval, eProcurement Setup, Budget and Spend, Applies To, Goods and Services, PO Clauses, Comments, and Communication Center. The 'Communication Center' item is highlighted with a red border and shows a count of 0. The main content area is titled 'Communication Center' and features two tabs: 'Internal (0)' (highlighted with a red border) and 'External (0)'. Below the tabs is a red 'Add Internal Message' button. A light blue message box states, 'There are no communications on this contract yet'.

2. Internal communication is restricted to send the communications to other internal users only. The contract managers can share the document to any other internal users to review the document internally. However, they are not able to send them to other email

addresses.

Internal Communication ✕

Subject *****

Body *****

Size - **B** **I** **U** **S** x_2 x^2 **A** **A**

I_x **I**_m **I**_l **I**_l **I**_l **I**_l **I**_l **I**_l **I**_l

Please review the contract.

body 49973 characters remaining

Recipients (Optional)

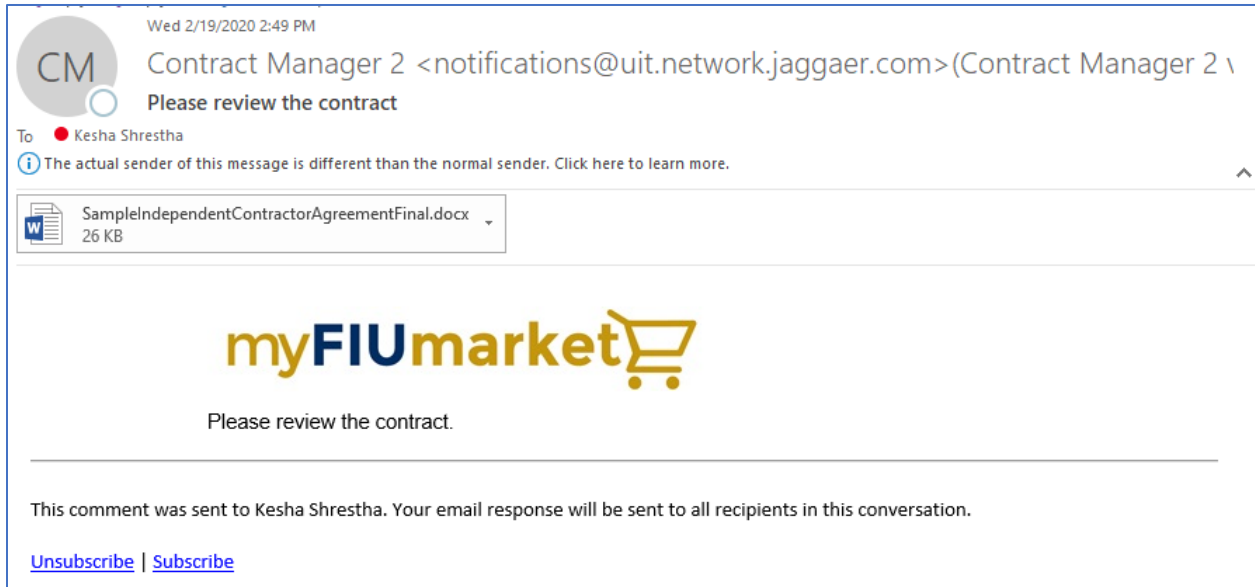
User Recipients ✕ Q

Attachments (Optional)

<input checked="" type="checkbox"/>	Attachment	Size
<input checked="" type="checkbox"/>	SampleIndependentContractorAgreementFinal.docx	30 KB

***** Required Create Close

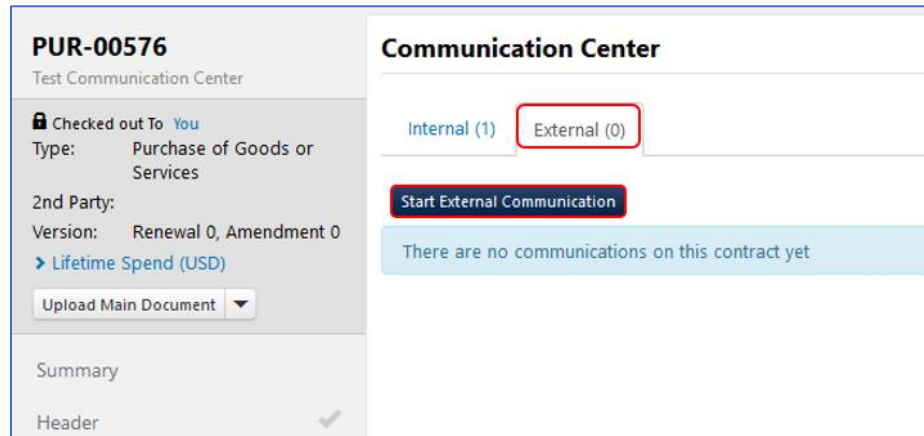
3. The recipients on their side can view the email and its attachments. They can edit the document and forward an updated document.



4. Follow from the step C, **Managing Conversations**, to manage the reply from the recipients.

B. External tab

1. External communication can be used to communicate with suppliers. Once the attachment is done, go to **Communication Center** and click on **External** tab to email supplier and finalize the document.



2. Fill in **Subject**, **Email content**, **Name** and **Email** of recipients (i.e. Contract party) and select **+Add Other Recipients** to add the recipient's information. Select necessary **Attachments** if required. Click on **Create** to send the email to selected recipients.

The screenshot shows a web form titled "External Communication" with the following sections:

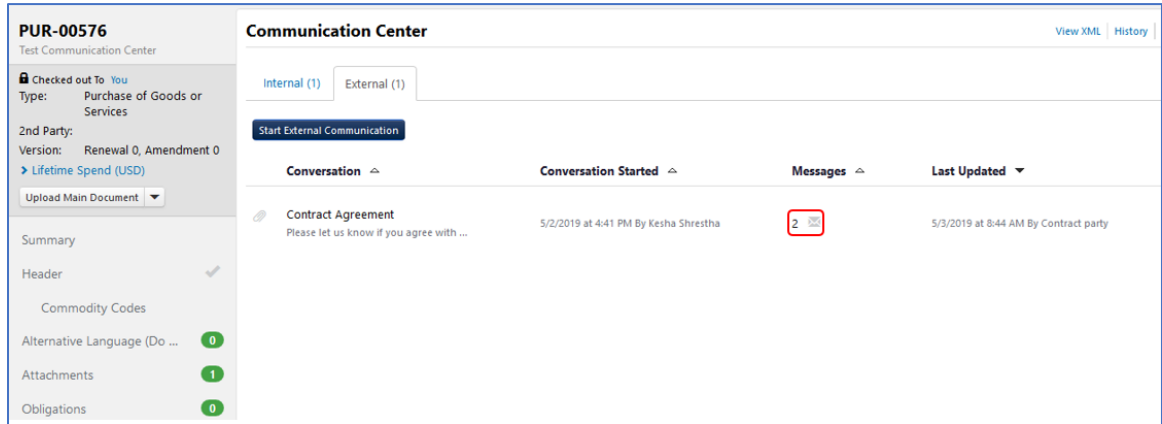
- Subject ***: A text input field containing "Contract Agreement".
- Body ***: A rich text editor with a toolbar (Size, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink) and a text area containing "Please let us know if you agree with the contract agreement." A character count at the bottom indicates "49940 characters remaining".
- Recipients (Optional)**:
 - User Recipients**: A search input field with the placeholder "Name, User Name, Email".
 - Other Recipients**: A table with columns "Name" and "Email". One recipient is listed: "Contract party" with email "Contractparty@gmail.com". There is a "Remove" button next to it and a "+ Add Other Recipients" button.
- Attachments (Optional)**: A table with columns "Attachment" and "Size". One attachment is listed: "SampleIndependentContractorAgreementFinal.docx" with a size of "30 KB". There is an "Add Attachments" button below the table.

At the bottom right, there is a "Create" button (highlighted in red) and a "Close" button. A legend at the bottom left indicates that an asterisk (*) denotes a required field.

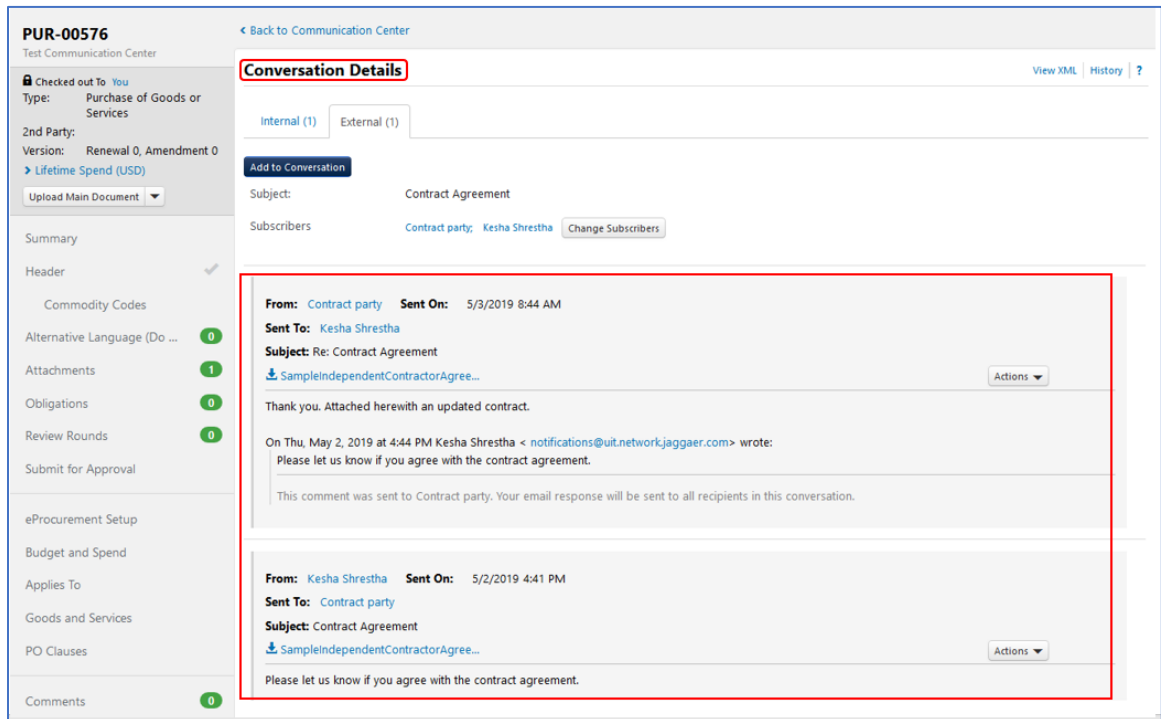
3. The recipients on their side can view the email and its attachments. They can edit the document and forward an updated document.

C. Managing Conversations

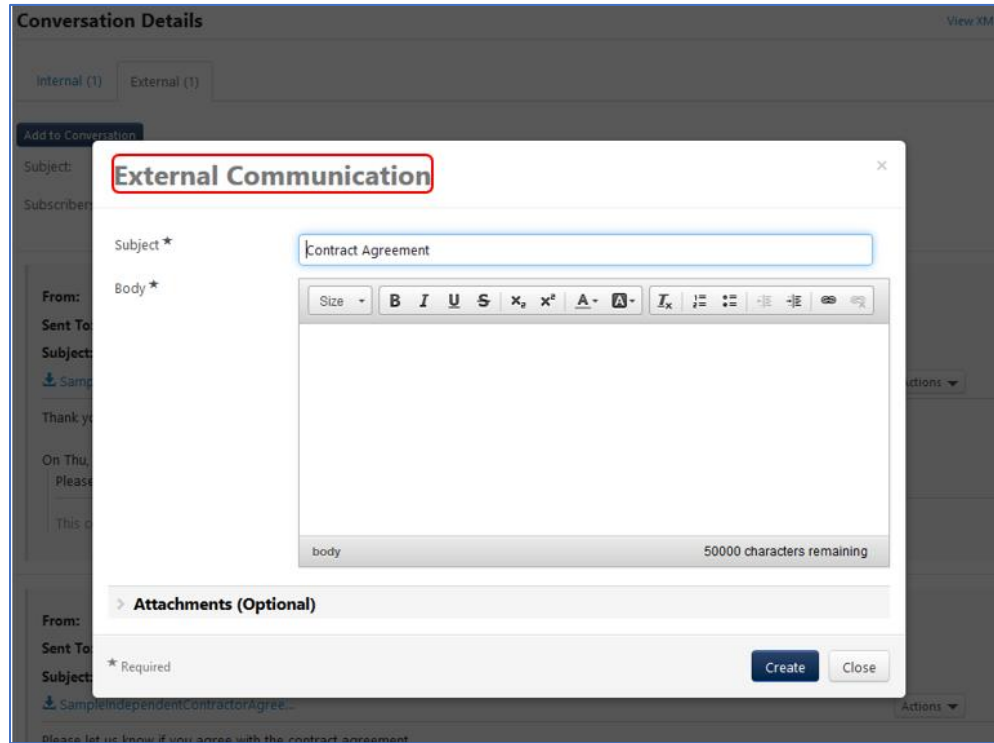
1. Once the suppliers reply, click on **Conversation** row in the main Communication Center.



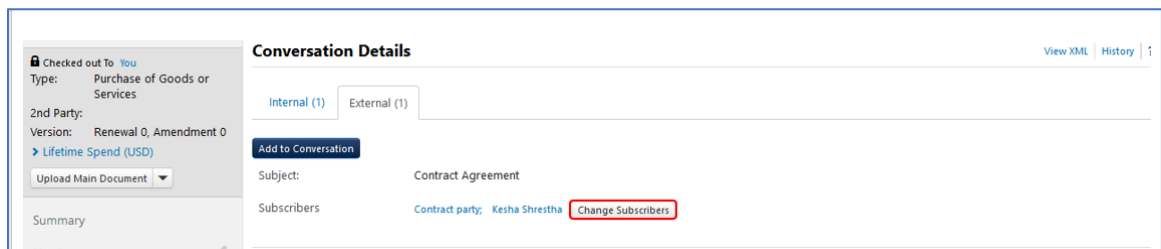
2. A second page, **Conversation Details**, will open that shows the original email text and all replies, the recipients and their email addresses, and any attachments included in the email.



- 3. The **Add to Conversation** button allows users to send a reply to all recipients in the conversation. It opens **External Communication** window with no recipients, as the reply will automatically be sent to all active subscribers.

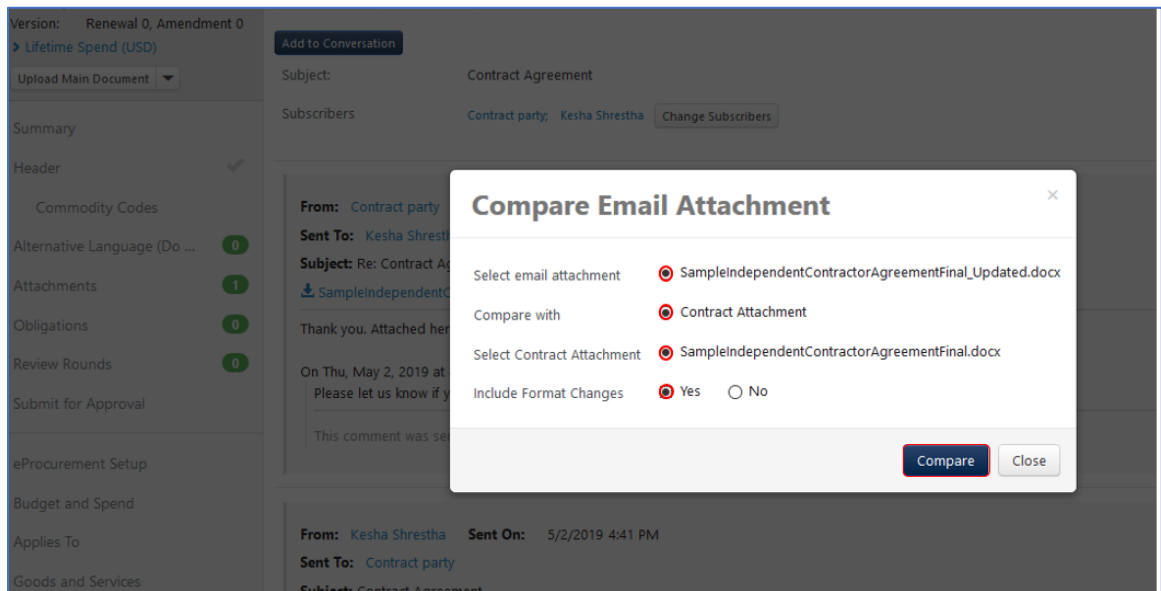
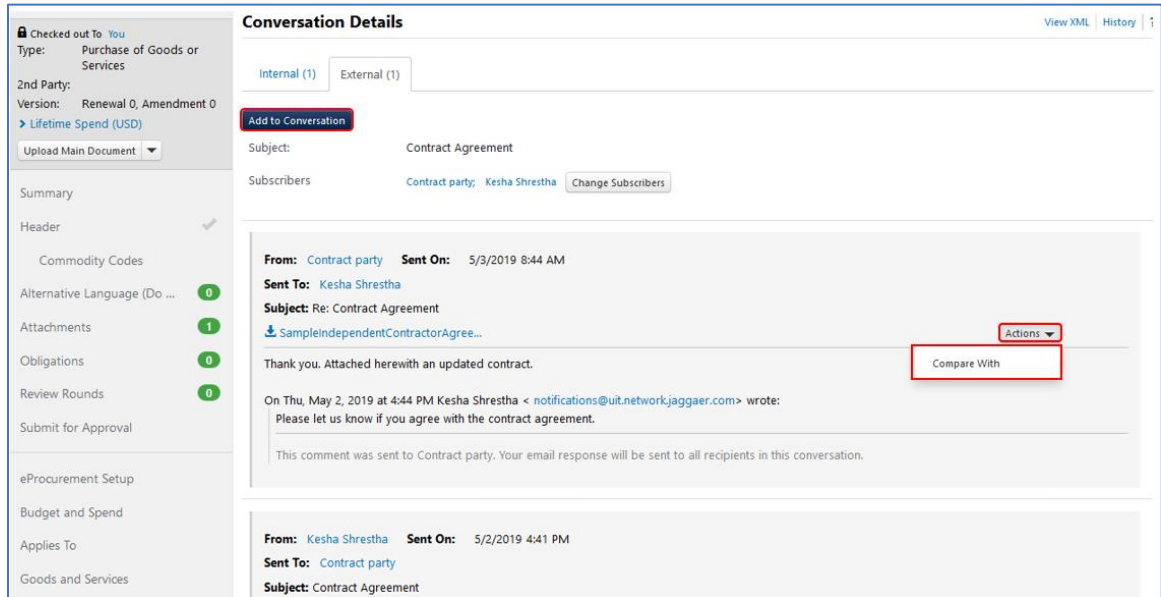


- 4. Additional recipients can be added using **Change Subscribers** button.

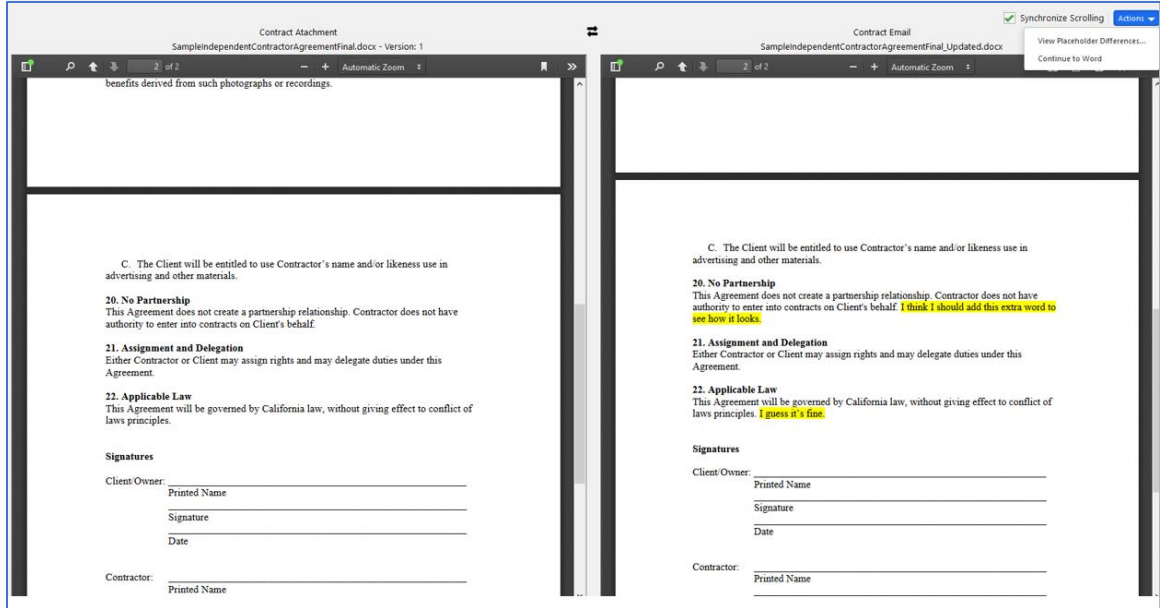


D. Compare Conversation Attachments

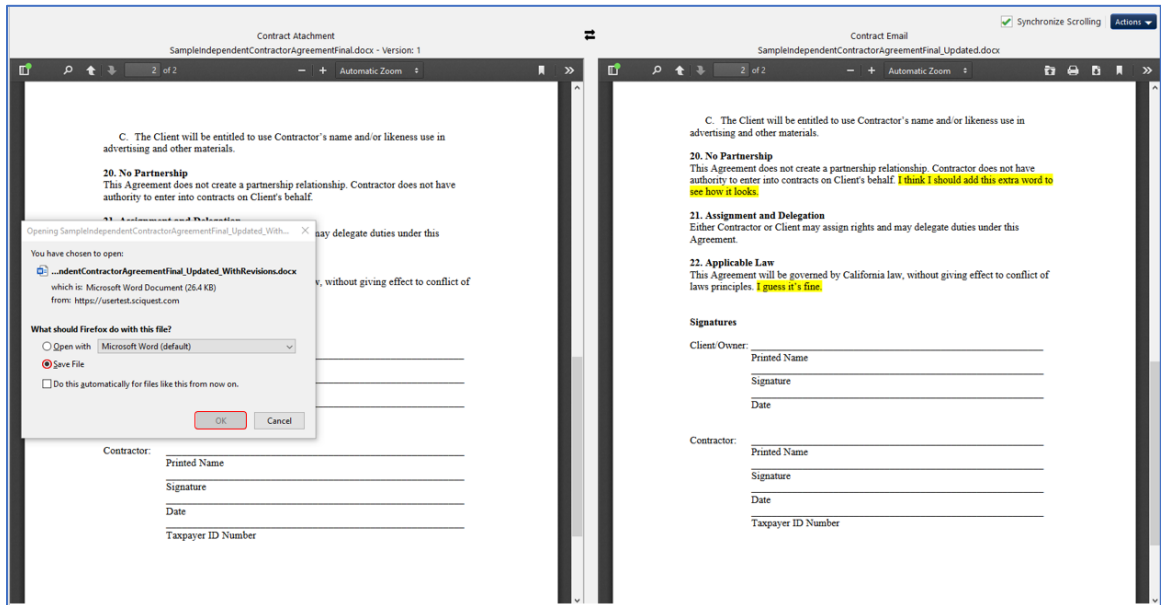
1. Under Add to Conversation, select **Actions** and click **Compare with** to compare an email attachment to the latest version of a contract main document or another contract attachment. However, both the documents should be in word format (.docx format)



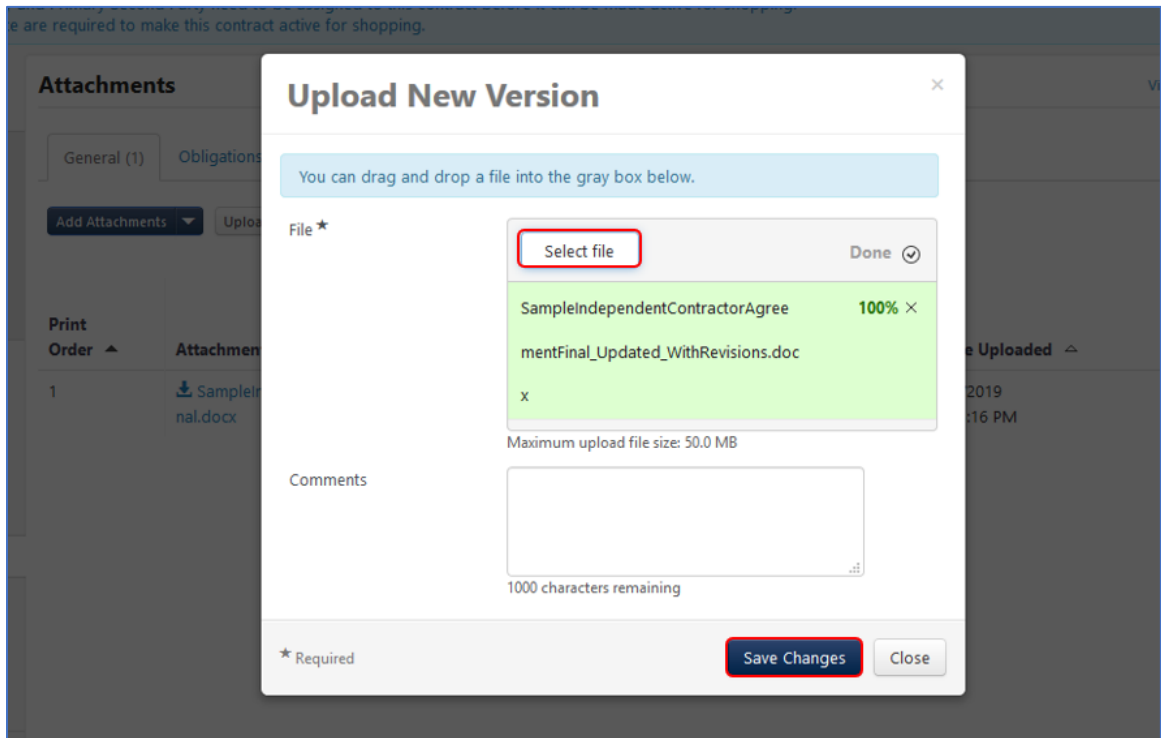
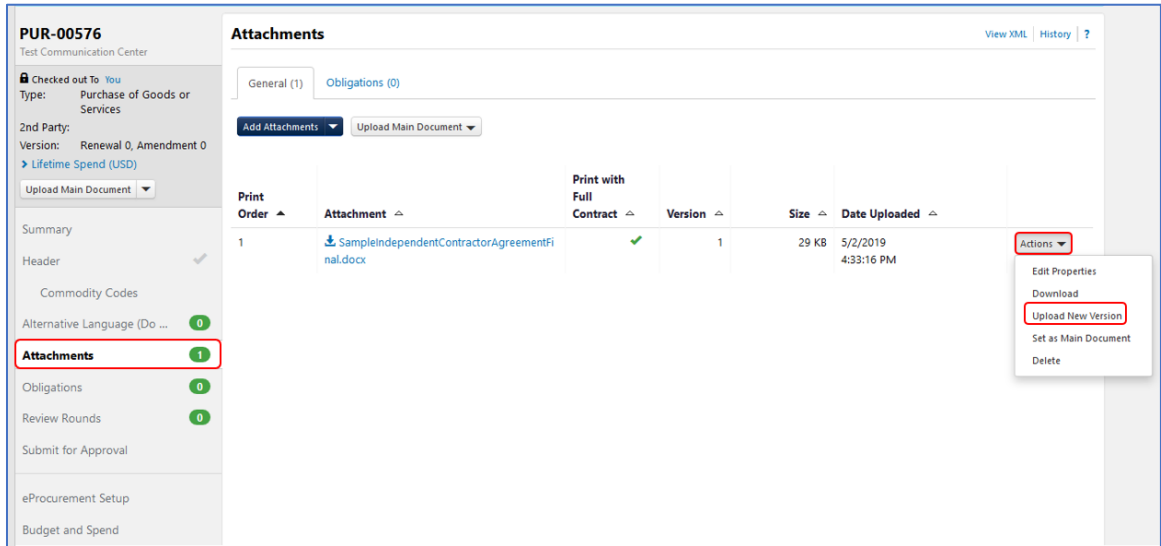
- Once **Compare** is selected, two documents i.e. email attachment and contract attachment can be compared side by side. Any discrepancies between the documents will be highlighted.



- If both the parties agree with the updated document, the document can be downloaded.



- 4. The downloaded document can be uploaded again as new version under **Attachments**.



PUR-00576
 Test Communication Center

Checked out To: You
 Type: Purchase of Goods or Services
 2nd Party:
 Version: Renewal 0, Amendment 0
 ▶ Lifetime Spend (USD)
 Upload Main Document

Summary
 Header ✓
 Commodity Codes
 Alternative Language (Do ... 0
Attachments 1
 Obligations 0
 Review Rounds 0
 Submit for Approval

Attachments View XML | History | ?

General (1) Obligations (0)

Add Attachments Upload Main Document

Print Order	Attachment	Print with Full Contract	Version	Size	Date Uploaded	Actions
1	SampleIndependentContractorAgreementFinal.docx SampleIndependentContractorAgreementFinal_Updated_WithRevisions.docx	✓	2	30 KB	5/3/2019 9:02:37 AM	Actions

- Once the document is attached, the remaining fields in the Contracts can be filled out and **Submit for Approval** when done.