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.

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...
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.

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)
2. 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.

3. 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.
5. Once the document is attached, the remaining fields in the Contracts can be filled out and **Submit for Approval** when done.