

INSTRUCTIONS FOR USING CSCN - AP MODULE

Updated 3/6/2015


Web address: <https://cscn.cnh.com/>

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1. GET A USER-ID

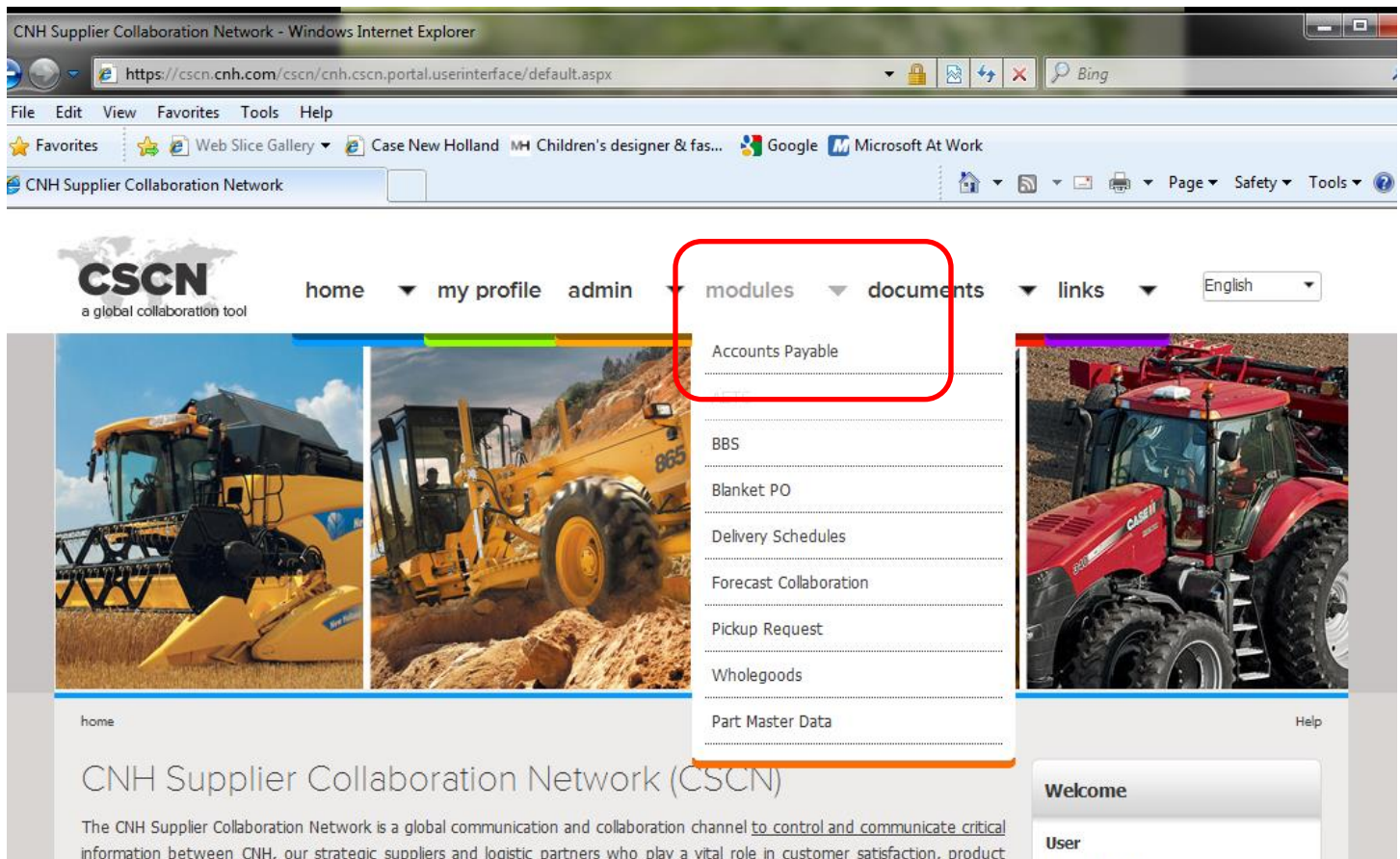
- If you do not already have your own user ID and password for CSCN, go to the CSCN home page and click below the Login box on the question, “Do you need a UserID?” Complete and submit the CSCN supplier access request form. You may use the information below for the first three fields on the form. Also, please include your vendor code in the applicable field. You can find this on a check stub or remittance email from CNH.
 - CNH Employee Karen Miller
 - CNH Employee phone nr. 866-280-3991
 - CNH Employee’s email Karen.Miller@cnhind.com
- You will receive an email from the CSCN support staff when your sign-on is ready. **Please read this email carefully.** You must now take these steps:
 - Select the access you need - SUPPLIER FINANCE, which includes Accounts Payable
 - Try to sign on one time. (We cannot do the next step without one sign-on attempt.)
 - Email your user-ID and vendor code to CSCN@cnhind.com so that your vendor information can be mapped to your user ID. This will allow you to see Accounts Payable activity for your company.
 - If you get the message “No data found” when looking for invoices, this mapping process has not been completed. Please call Connie McCarty at 262-636-7048 for assistance.
- If you experience any CSCN system or technical problems, please contact the CSCN support desk (Connie McCarty) at 262-636-7048 or email cscn@cnhind.com.

2. SIGN IN TO CSCN



The login form is titled "Login" in a blue header. It contains two input fields: the first is labeled "userID" and the second is a password field with masked characters. Below these fields is a "Go" button. Underneath the button, there are five links with arrows pointing to the right: "What is CSCN ?", "Do you need a userID ?", "Forgot your Password?", "Forgot your userID ?", and "Change your password ?".

- Enter your User-ID and password. Any problems signing in, contact CSCN@cnhind.com or call 262-636-7048.
- On the CSCN Home Page, select MODULES and from the drop down list and select Accounts Payable.




The screenshot shows the CSCN Home Page in a Windows Internet Explorer browser window. The address bar shows the URL <https://cscn.cnh.com/cscn/cnh.cscn.portal.userinterface/default.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also shows a search bar with the text "Bing".

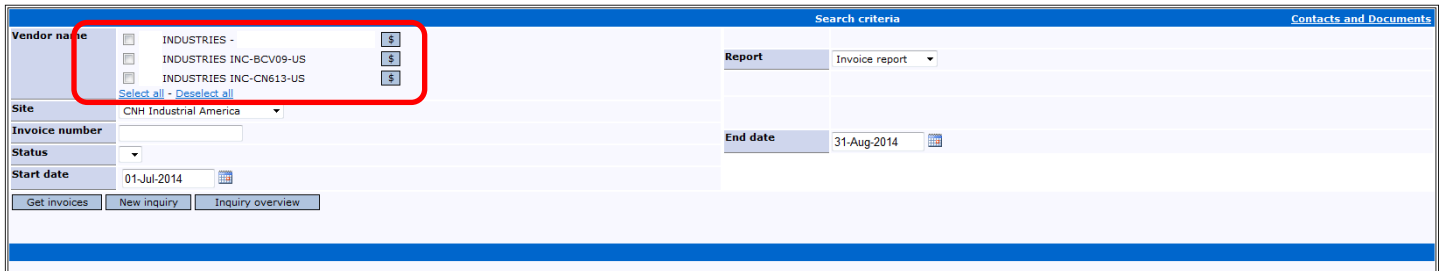
The page header features the CSCN logo with the tagline "a global collaboration tool". Navigation links include "home", "my profile", "admin", "modules", "documents", "links", and a language dropdown set to "English". The "modules" link is highlighted with a red box, and a dropdown menu is visible below it, listing the following options: "Accounts Payable", "BBS", "Blanket PO", "Delivery Schedules", "Forecast Collaboration", "Pickup Request", "Wholegoods", and "Part Master Data". The "Accounts Payable" option is highlighted with an orange box.

The main content area features a large image of a yellow Case New Holland 865 tractor. Below the image, the text "CNH Supplier Collaboration Network (CSCN)" is displayed, followed by a description: "The CNH Supplier Collaboration Network is a global communication and collaboration channel to control and communicate critical information between CNH, our strategic suppliers and logistic partners who play a vital role in customer satisfaction, product".

On the right side of the page, there is a "Welcome" section with a "User" field and a "Help" link.

3. FIND INVOICE INFORMATION

- The AP Home Page will open with your vendor codes already displayed in the Vendor Name field. These are the codes you are mapped to and should include all of your vendor codes with CNH. If you believe there is an error in this selection, contact Customer Service to confirm your vendor codes or send an email to cscn@cnhind.com.
- Hover over the  to the right of the vendor code to display the payment method.



Vendor name

- ☐ INDUSTRIES -
- ☐ INDUSTRIES INC-BCV09-US
- ☐ INDUSTRIES INC-CN613-US

[Select all](#) [Deselect all](#)

Site: CNH Industrial America

Invoice number:

Status:

Start date: 01-Jul-2014

End date: 31-Aug-2014

Report: Invoice report

[Get invoices](#) [New inquiry](#) [Inquiry overview](#)


- Select ALL vendor codes
- Select the appropriate site:
 - CNH Industrial America – G183 (Invoices for shipments to locations in the US, Brazil, and WMF)
 - CNH Industrial Canada – G182 (Invoices for shipments to locations in Canada)
- Invoice number – enter a value in this field if you are only interested in one particular invoice. Note that CNH does not post leading zeroes and drops all special characters. For example, invoice 0001205-000/1 would be posted as 12050001.
- Status – leave blank during searches
 - Unposted – Invoice was posted but has been removed.
 - In Processing – Invoice has been received and is in process, but not yet approved for payment.
 - Parked – Some or all of the items on the invoice have not been receipted in the system.
 - Posted – Invoice is approved for payment and may already be paid.
- Start Date – End Date
 - These dates are relevant to the invoice dates. If you are looking for one invoice, **the start and end date must encompass the invoice date**.
 - If you are creating an invoice report, a date range of 1/1/14 – 12/31/14, for example, will create a report of all invoices with invoice dates in this range.
 - A maximum range of 12 months can be used, but they can be any twelve continuous months going back to 2008.
- Press “Get Invoices”

Search criteria										Contacts and Documents				
Vendor name	NM97-US													
Site	CNH Industrial America									Report: Invoice report				
Invoice number	58522													
Status														
Start date	31-Dec-2013									End date: 31-Dec-2014				
<input type="button" value="Get invoices"/> <input type="button" value="New inquiry"/> <input type="button" value="Inquiry overview"/> <input type="button" value="Inquiry reports"/>														
<input type="button" value="Print to excel"/>														

Available invoices														
Vendor ID	Sap document number	Invoice number	Invoice date	Fiscal year	Company code	Invoice status description	Payment block	Payment block description	Payment due date	Invoice gross amount	Invoice currency	Payment reference number	Payment reference date	
+ BNM97	1000625975	58522	02-Oct-14	2014	G183	Posted			16-Nov-14	28066.42	USD	4600223853	31-Dec-14	
+ BNM97	2000018993	58522	02-Oct-14	2014	G183	Posted			16-Nov-14	-1052.48	USD	4600223853	31-Dec-14	

- CSCN displays invoice information, including the invoice status, payment due date, invoice gross amount, currency, payment reference or check number, and payment date. This report can be downloaded to Excel by pressing "Print to Excel".
- Corresponding debits are also displayed and show a negative dollar amount, since it is an invoice reduction.

4. FIND PART NUMBER INFORMATION

- Press  at the left of the invoice line to display part number information, including CNH part number, quantities received and billed, dollar amounts received and invoiced, delivery note or pack list number, currency, etc.

Invoice detail																			
Invoice No.	Plant	Plant name	PN	PN Description	PO	Quantity Received	Qty Received at PO Price	Quantity billed	Amount billed	Debit amount	U-Measure	Pack List	Currency	Receipt Posted Date	Buyer	Buyer phone	Unit price per CNH	Unit price per vendor	SAP document number
58522	RC01	Racine Tractor Plant	47604983	ROOF,UPPER PANEL-CIH R433973A4	RC08226579	93	16,758.60	0	0.00	0.00	PC	50221	USD	01-Oct-2014	WILLIAM HARDEBECK	7173551121	180.20	0.00	1000625975
58522	RC01	Racine Tractor Plant	47520487	PANEL SMV REAR TRIM CIH RP4744	RC08226736	32	1,052.48	64	2,104.96	-1,052.48	PC	50221	USD	01-Oct-2014	WILLIAM HARDEBECK	7173551121	32.89	32.89	000625975
58522	RC01	Racine Tractor Plant	47683389	ROOF,UPPER PANEL NH RP47604990	RC08227668	41	9,202.86	0	0.00	0.00	PC	50221	USD	01-Oct-2014	WILLIAM HARDEBECK	7173551121	224.46	0.00	1000625975

Print to excel

Close

- Part number information can be used to determine the reasons for short payments or debits.
 - If the Quantity billed and Amount billed are both zero, that part has no discrepancies.
 - If the Quantity billed and Amount billed are not zero, there is either a price or quantity discrepancy or both.
 - Compare quantities received and billed to see if there is a quantity discrepancy.
 - Check the Unit price columns at the end of the report to determine if there is a price discrepancy.
 - Press Print to Excel to create an individual debit report.
- Part number information is not available for Service Parts invoices or invoices in PARKED status.
- **If you encounter system issues during your CSCN session or cannot log on successfully, please contact Connie McCarty at 262-636-7048 or send an email to cscn@cnhind.com. Please do not contact Accounts Payable about CSCN system issues.**

5. OPEN A TICKET

To open a ticket for AP, select ONE vendor code and press **New Inquiry**.

Vendor name: INDUSTRIES
Site: CNH Industrial America
Invoice number:
Status:
Start date: 01-Jul-2014
New Inquiry

Vendor name: INDUSTRIES INC
Vendor code:
Site: CNH Industrial AmericaG183
User: DAVID KONIECZKA
Email: david.konieczka@cnhind.com
UserID: W67139A
Status: New
Question or Problem: Past Due Invoice(s)
Additional details: Invoice 95825996 was due on January 7. Please process payment immediately.
Attachments: ms to delete\95825996.pdf
Back Create inquiry

IMPORTANT: If this is not your own name and email address, please request a unique CSCN user-id for yourself or you will not receive important email from Accounts Payable related to this ticket.

1. Select a **Question or Problem** from the drop down list.
2. Enter **Additional Details** to help AP understand and resolve the problem.
3. To attach a document, press Add, then browse and attach. Repeat for each additional document.
4. Press **Create Inquiry** to open an AP Ticket.

When your ticket is successfully submitted, you will receive a **Ticket ID Number** and an email which contains the contents of your AP Inquiry. A ticket should not exceed 2.5 mg in size with the attachments.

Your request was successfully submitted with ID **362**
Expect to hear from us shortly.
Ok

6. FIND TICKET INFORMATION

To inquire on the status of an AP ticket, select all vendor codes and press **Inquiry Overview**.

There are now various search filters you can use to create your list of tickets.

Search criteria

Vendor name:

Site:

Invoice number:

Status:

Start date:

End date:

Report:

Inquiry overview filters

☒ My tickets

☒ Only filter open inquiries

Ticket#:

Vendor:

Site:

Question or problem:

Status:

Date: From To

Follow-up date: From To

Group:

Inquiries

No data found.

Enter the parameters for the search you want to perform by entering your desired values and pressing **FILTER**.

You can change these settings to see all tickets or your own tickets, closed or open tickets only, one specific ticket number, tickets created in a range of dates, or tickets with specific issues. Just change the settings and press **Filter**. To clear filter settings, press **Reset**.

Click on any ticket number to see ticket details or if the ticket is open, to change, cancel, or follow up on it.

Inquiry# 362.

Vendor name: P

Vendor code: BCV09

Site: CNH Industrial AmericaG183

User: DAVID KONIECZKA

Email: david.konieczka@cnhind.com

UserID: W67139A

Status: Assigned

Question or Problem:

Additional details: Invoice 95825996 was due on January 7. Please process payment immediately.

Attachments: 95825996.pdf

To attach more than one document, press ADD after each selection is attached.

1. To change the additional information or attachments, update the appropriate field, press **Update**. Exit using the "Back" button.

2. To cancel a ticket, press **Cancel Ticket**. If you want to add comments, you can do so on the pop-up window. Press OK when finished.

3. Follow up on a ticket by pressing **Inquiry Follow-up**. Enter your remarks in the pop-up window and press OK when done. AP will be alerted to your follow-up request and will respond as quickly as possible.

