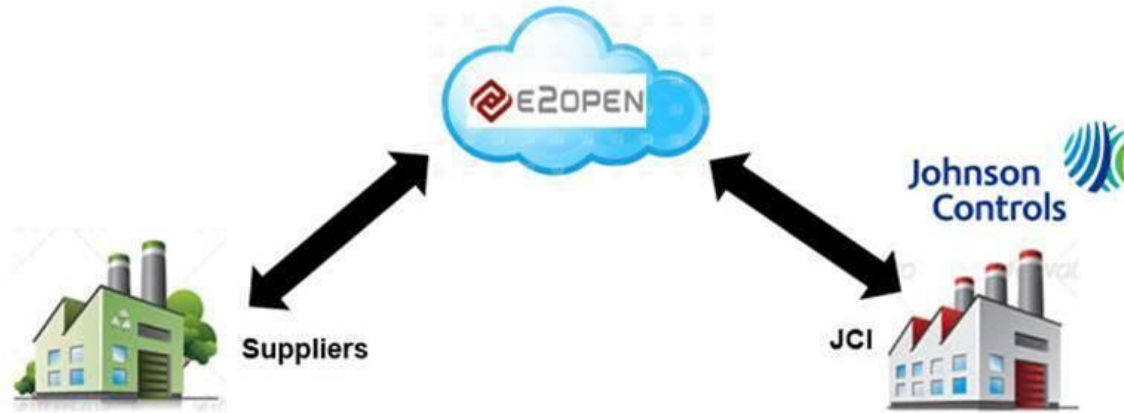


E2Open Solution Overview

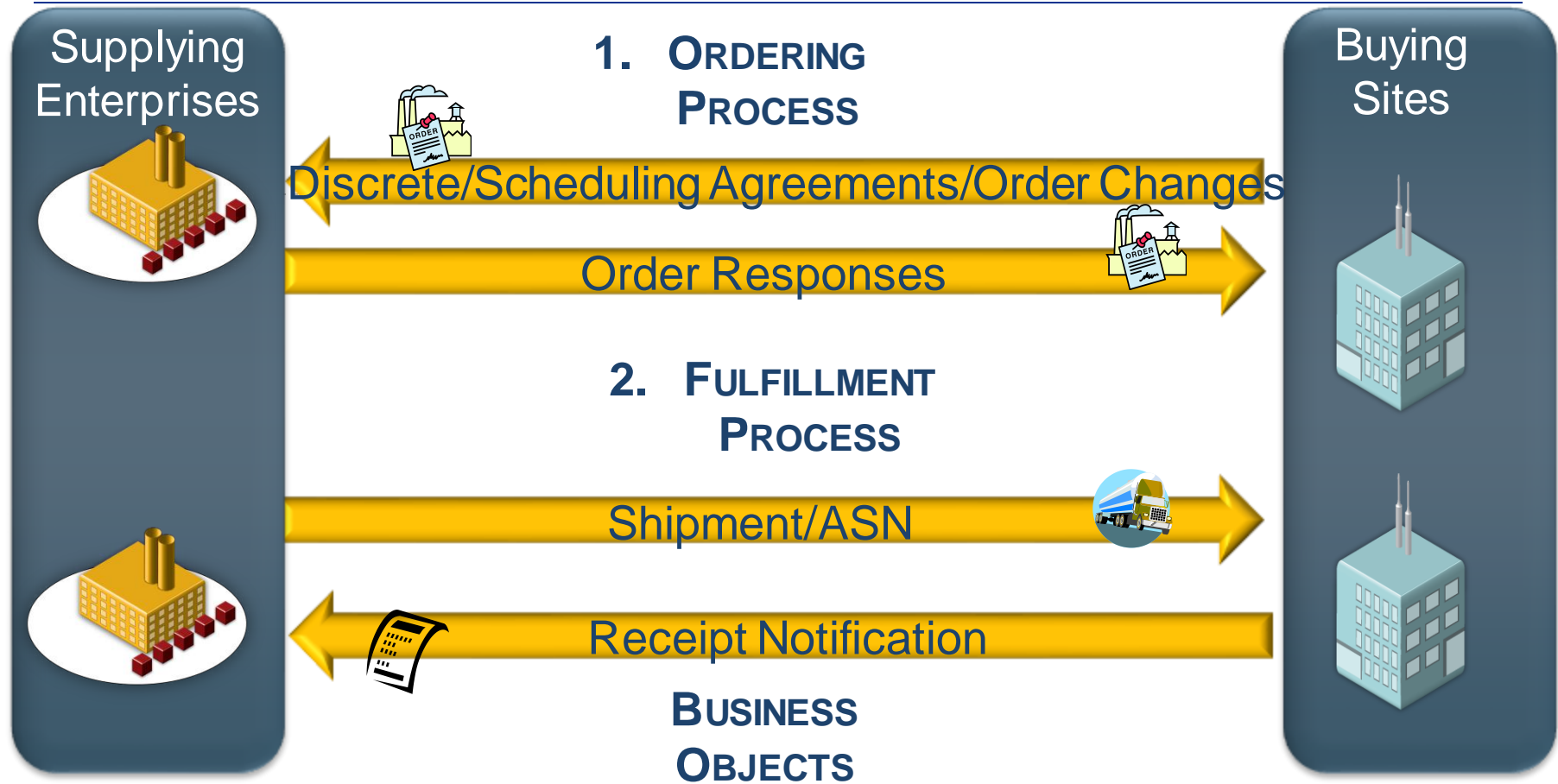
JCI E2Open



E2Open Solution Overview

- System Overview
- Registration and Access

Order Management Process Workflow



 Discrete Order, Scheduling Agreements

 Advance Shipment Notice  Goods Receipt

Getting Help

It is recommended to use Google Chrome as your browser for E2Open .

Pop-up blocker software can prevent certain functions from occurring
Temporarily disable pop-up blocker software:

- Press the Alt key while clicking any links - for Windows®

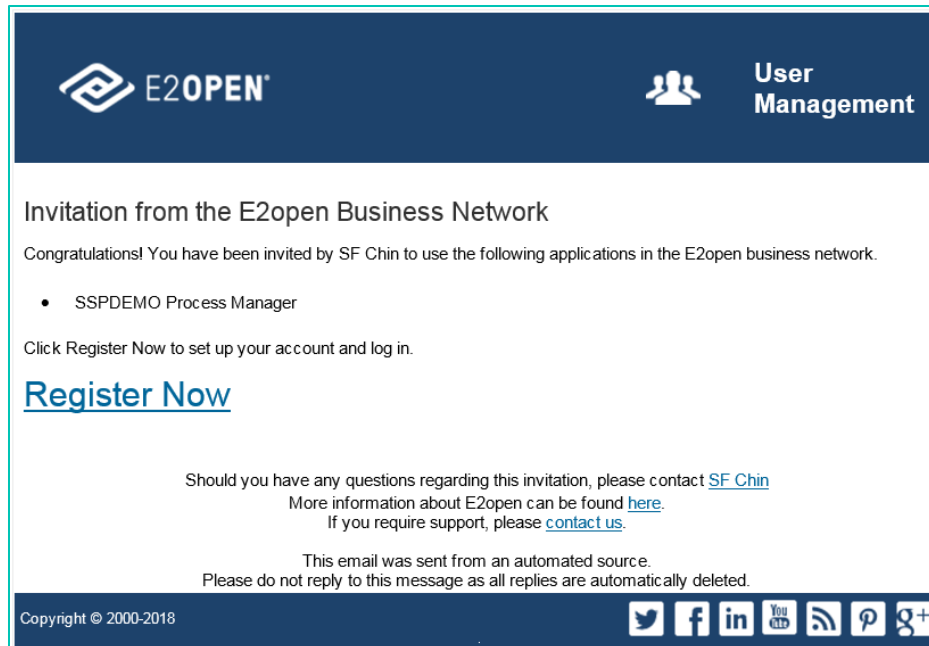
- Press the Ctrl key while clicking any links - for many third party applications

The permanent fix is to configure your browser to allow all pop-ups from e2open.com

See the *System Requirements* document for detailed information

Self Registration

1. You will receive an email from your supplier scheduler advising you of your GO LIVE DATE.
 2. You can expect an invitation within 24 hours
 3. The email will come from do NotReply@e2open.com. If you are expecting an invitation and do not see it in your email please check your SPAM & JUNK folder or contact your IT if a firewall is preventing you from getting the invite.
2. When you receive your email invitation, click **Register Now**.



Self Registration

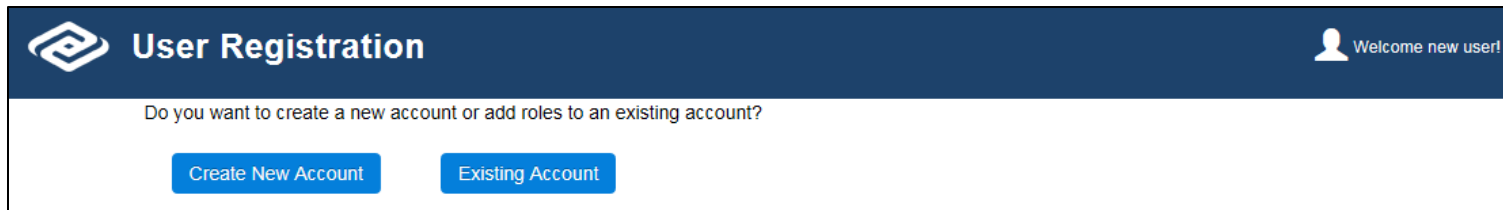
2. Click **New Account** or **Existing Account** as appropriate.


Clicking **Create New Account** will display the User Registration page.

****If you have an E2open Process Manager user account as a Supplier for another company, you will still need to create a new account FOR Johnson Controls.

- Clicking **Existing Account** will display the Login page.

Use this option if you are an existing user with JCI with any other JCI locations



 **User Registration** Welcome new user!

Do you want to create a new account or add roles to an existing account?

[Create New Account](#) [Existing Account](#)

Self Registration – New Account

1. Enter the following information:

Username: Username is your email address in lower case.

Email: Your email address in lower case.

Note: Exception Alert/ Notification is delivered to your registered email address.

Your First Name

Your Last Name

Password/Confirm Password

Note: Click the Password Policy link to see the password criteria

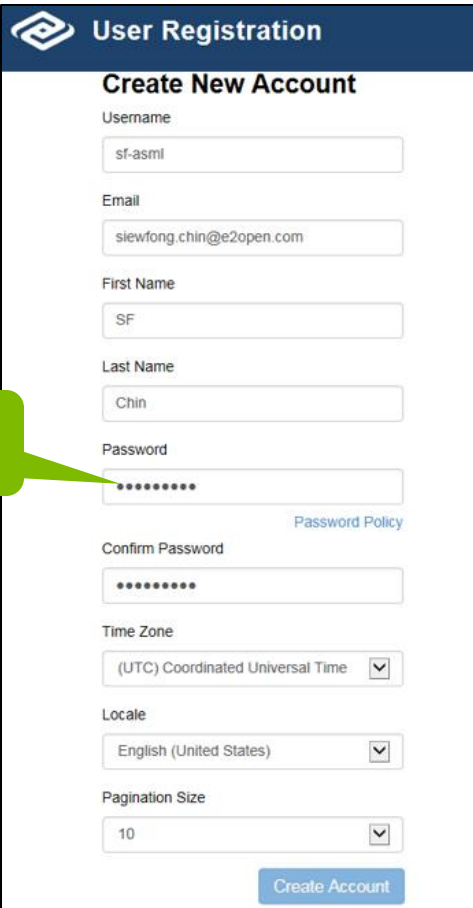
Time Zone: Select your time zone

Locale: Select your language preference

Pagination Size: Select the number records the UI will display per page

Note: The default is 10. Some applications will override this selection

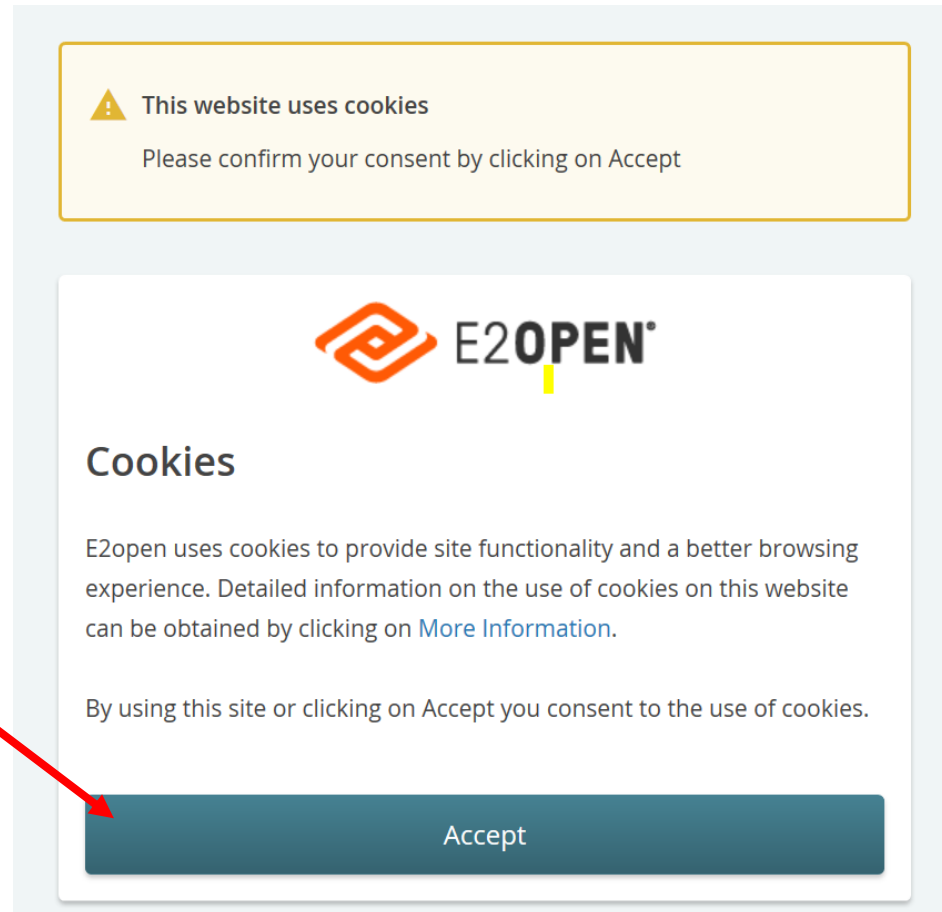
2. Click **Create Account**.



The screenshot shows a 'User Registration' form with a dark blue header. Below the header, the title 'Create New Account' is displayed. The form contains several input fields: 'Username' (with the value 'sf-asml'), 'Email' (with the value 'siewfong.chin@e2open.com'), 'First Name' (with the value 'SF'), 'Last Name' (with the value 'Chin'), 'Password' (masked with dots), and 'Confirm Password' (also masked with dots). A blue link labeled 'Password Policy' is positioned to the right of the password fields. Below these are dropdown menus for 'Time Zone' (set to '(UTC) Coordinated Universal Time') and 'Locale' (set to 'English (United States)'). At the bottom, there is a 'Pagination Size' dropdown (set to '10') and a blue 'Create Account' button. A green callout bubble points to the password field, containing the text: 'Passwords must be changed every 90 days. If you are an occasional user, it is recommended you save your password in an easy to locate place.'

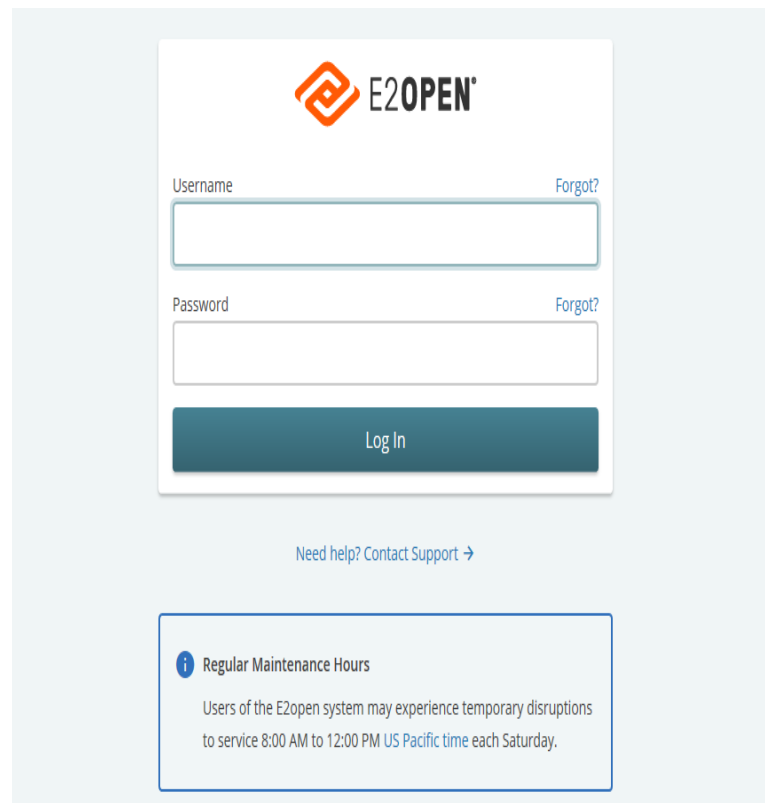
This website uses cookies

- When you open E2Open Portal, you should **Accept** to use of cookies.



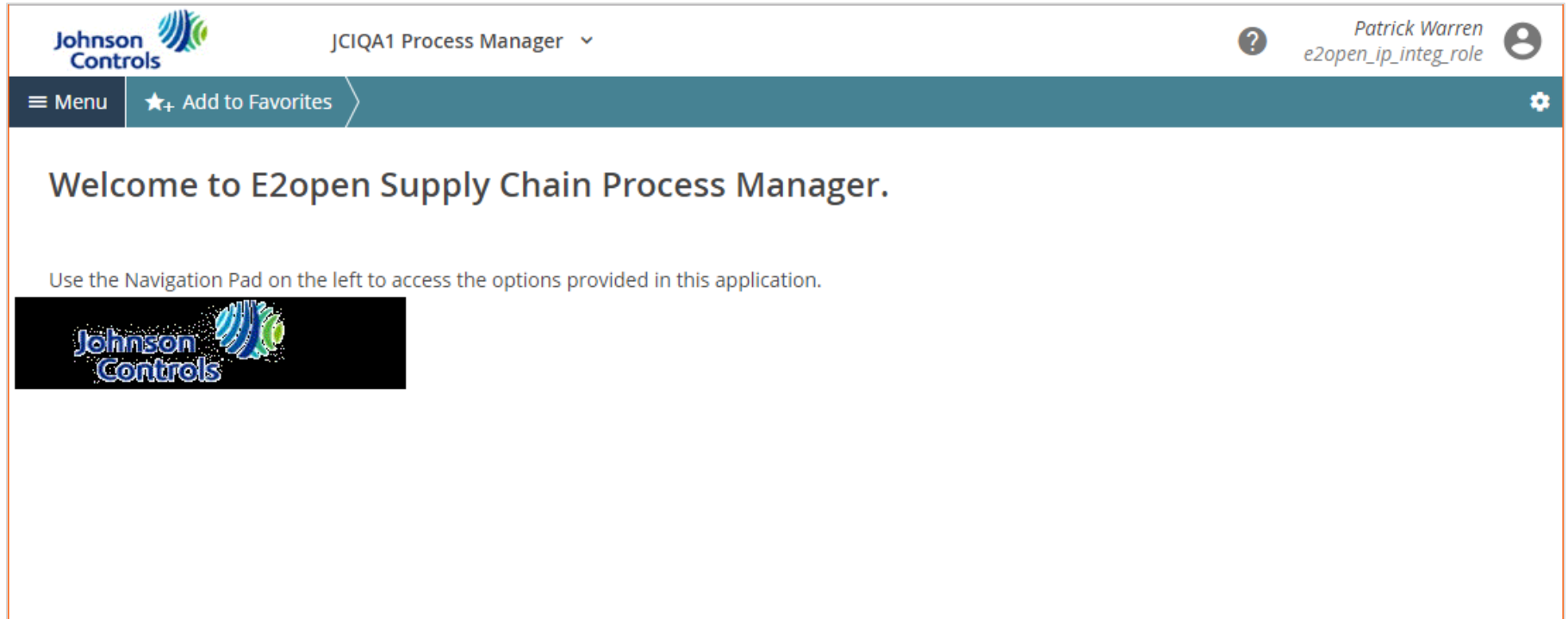
Logging in to the System

1. In your browser **Address** box, type the URL for your system.
 - <https://johnsoncontrols.e2open.com>
2. On the system login page, take these actions:
 1. Type your username.
 - Is Your Email address in lower case
 2. Type your password.
 3. Click **Log In**.



The screenshot shows the E2OPEN login interface. At the top is the E2OPEN logo, consisting of an orange geometric icon and the text 'E2OPEN'. Below the logo are two input fields: 'Username' and 'Password'. Each field has a 'Forgot?' link to its right. The 'Username' field is currently empty. Below the password field is a dark blue 'Log In' button. At the bottom of the login area is a link that says 'Need help? Contact Support →'. Below this is a blue-bordered box containing an information icon (i) and the text 'Regular Maintenance Hours'. The text inside the box states: 'Users of the E2open system may experience temporary disruptions to service 8:00 AM to 12:00 PM US Pacific time each Saturday.'

Process Manager, the Welcome page appears.



The screenshot displays the 'JCIQA1 Process Manager' interface. At the top, the Johnson Controls logo is on the left, and the user's name 'Patrick Warren' with the role 'e2open_ip_integ_role' is on the right. Below the header is a teal navigation bar containing a 'Menu' button, an 'Add to Favorites' button, and a settings gear icon. The main content area features a large heading 'Welcome to E2open Supply Chain Process Manager.' followed by a subtext 'Use the Navigation Pad on the left to access the options provided in this application.' A black rectangular box with the Johnson Controls logo is positioned below the text.

Johnson Controls

JCIQA1 Process Manager

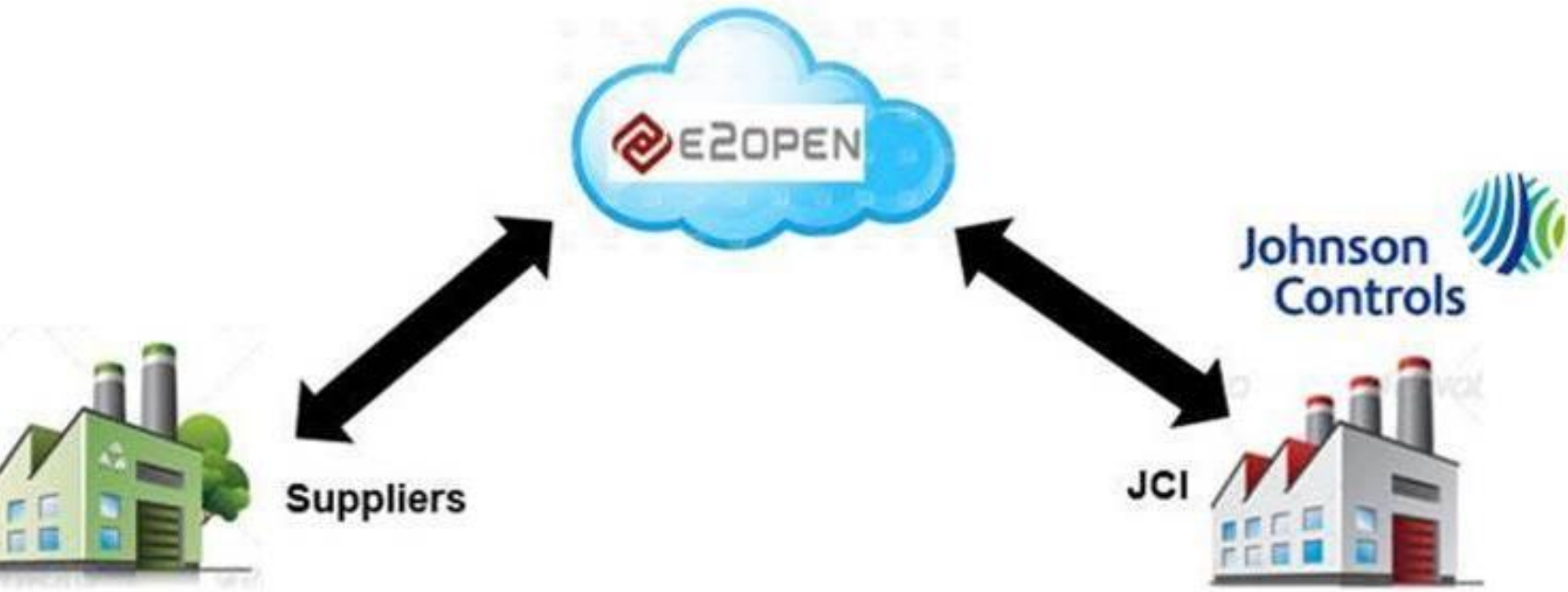
Patrick Warren
e2open_ip_integ_role

Menu Add to Favorites

Welcome to E2open Supply Chain Process Manager.

Use the Navigation Pad on the left to access the options provided in this application.

Johnson Controls



E2Open Getting Started

System Layout

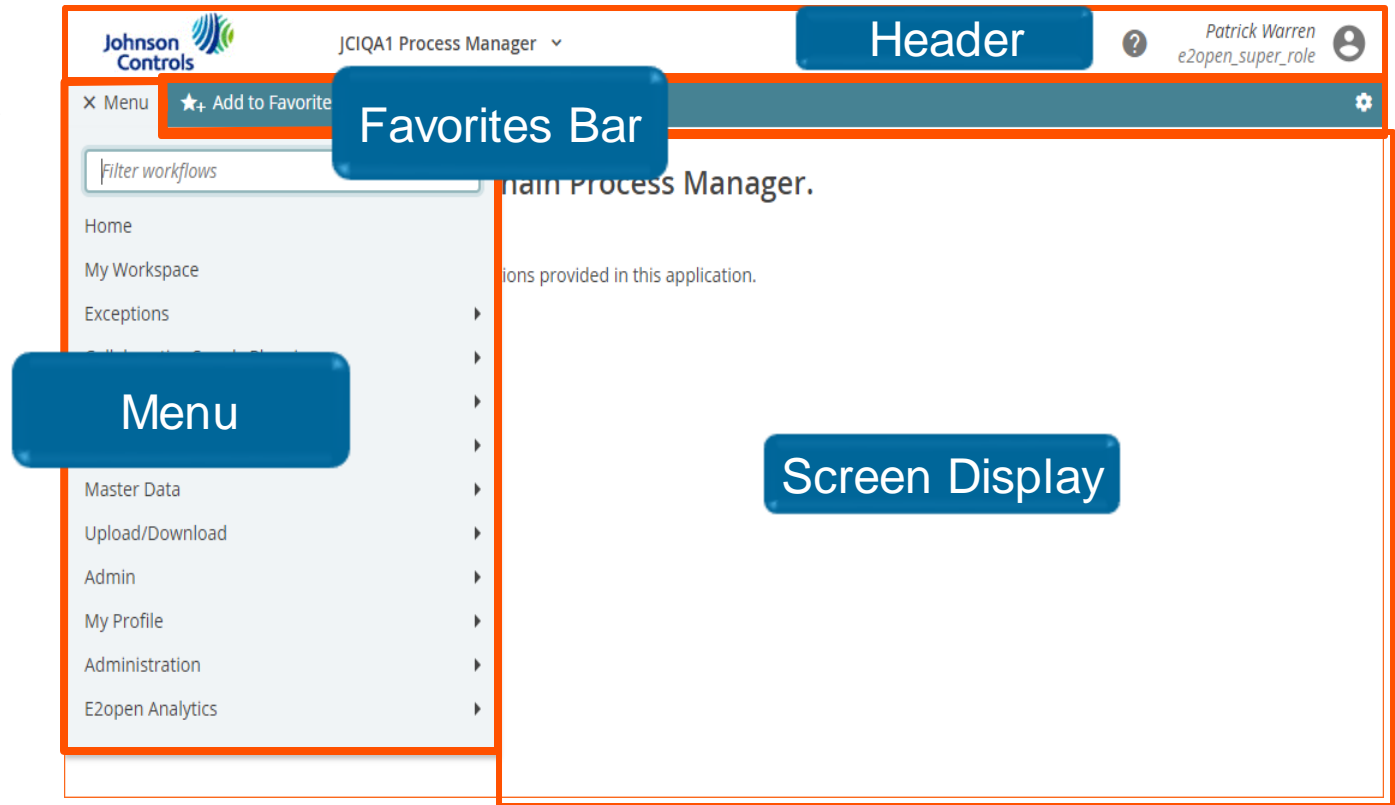
Sections

Header

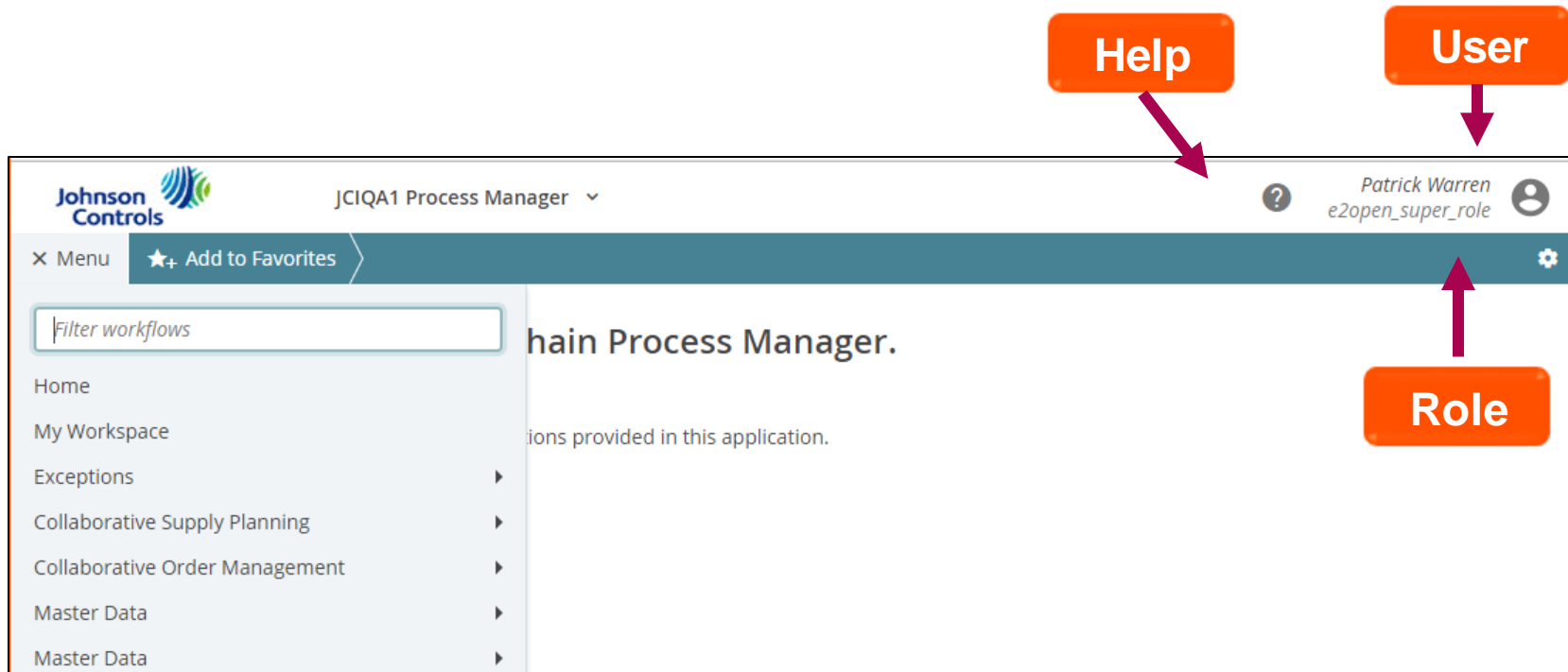
Menu

Favorites

Screen Display



Header



Menus

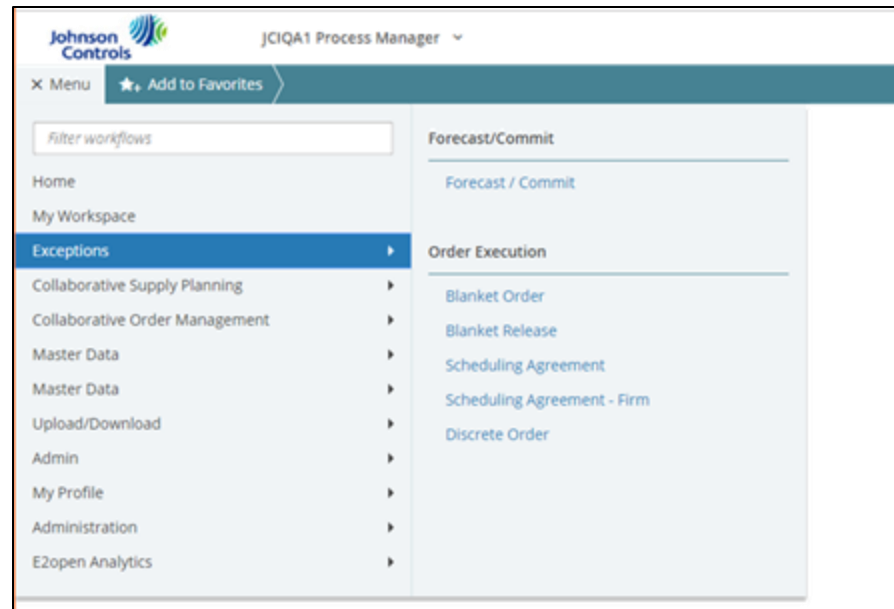
You navigate throughout the system using the Menu

Access to specific functionality is role-dependent

Click the menu options on the Menu to view a submenu of related

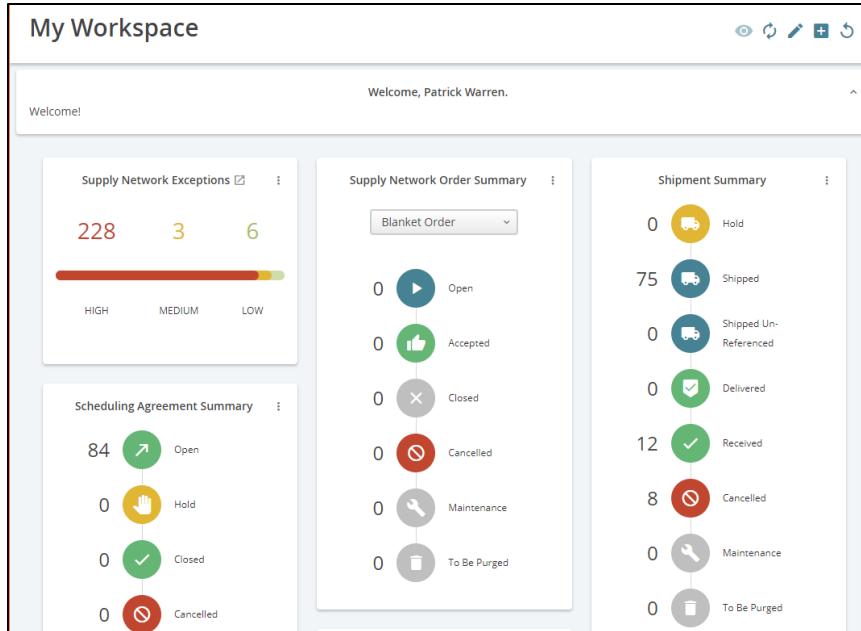
functions

Click **Home** to return to your initial start page



My Workspace

Your customized starting point for working in the system. These are called Cards, further in our training we will discuss in detail how each card works.



- Overview of exceptions
- Overview of number of orders in each state
- Data is hyperlinked
 - Takes users to search results for all orders with selected state
- Customizable

Working with Lists - All list are the same in E2Open

We will show you here all the features of list in the tool

1. Check boxes and button options
2. Sorting, sort order
3. Configure view
4. Pages

Discrete Order Schedules

Page 1 of 1; 2 Records, 1 Selected



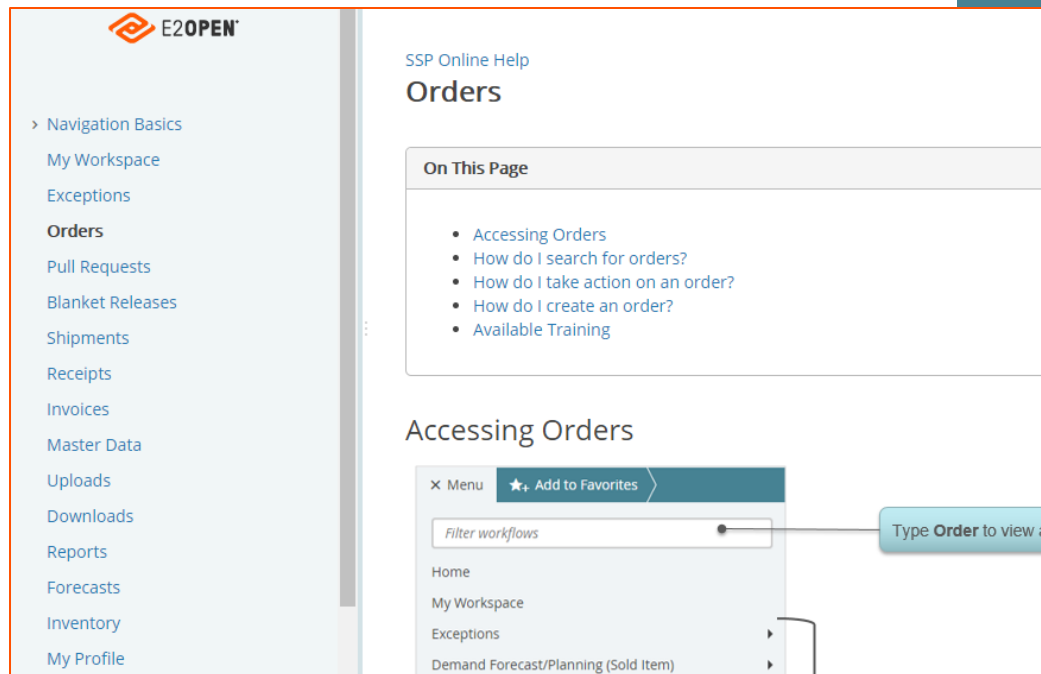
1		Order Number 1	Sales Order Number	Rev. Number	Order Line Id 2	Line Item Type	Request Schedule Id 3	Schedule State	JCI Enterprise Code	JCI Enterprise Description	JCI Plant Code
	<input checked="" type="checkbox"/>	5000016-1-3 (0)	0		1 (0)		3	New	JCI-BE	Johnson Controls, Inc. Building Efficiency	JUA
	<input type="checkbox"/>	5000016-1-7 (0)	0		1 (0)		7	New	JCI-BE	Johnson Controls, Inc. Building Efficiency	JUA

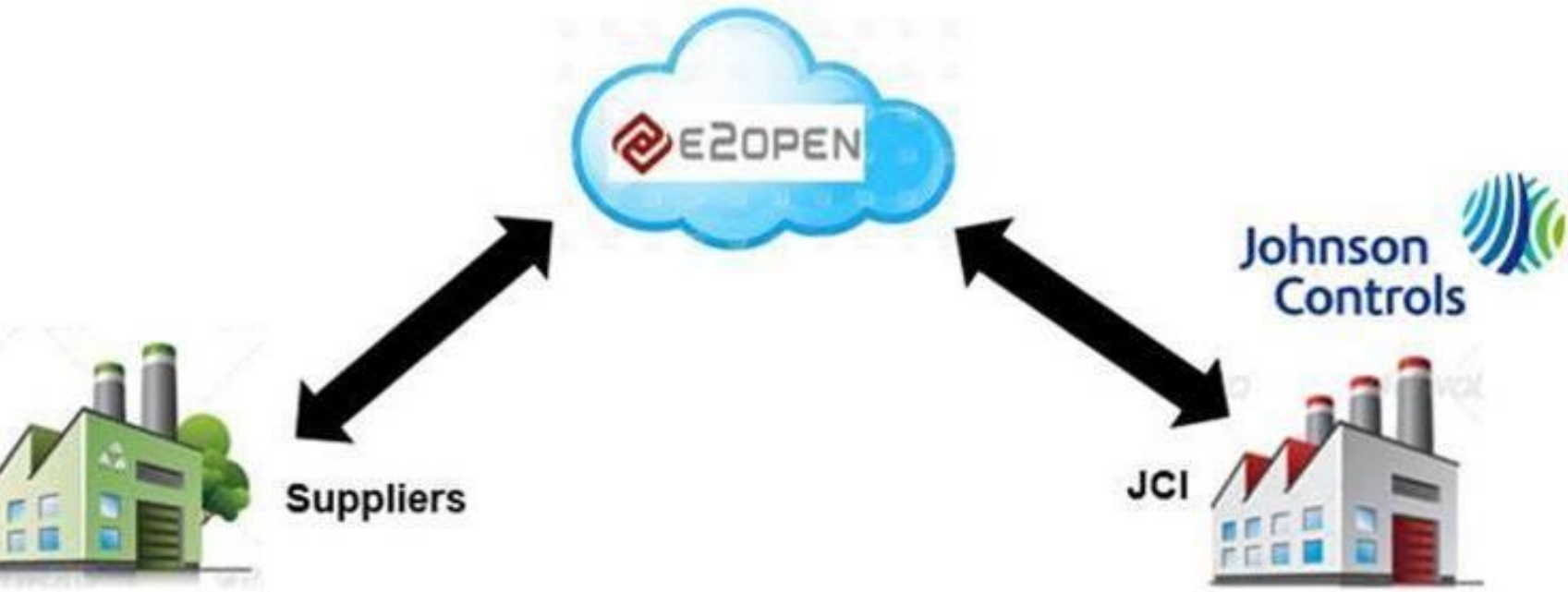
Confirm Edit Promises View History Reset

< > 4 Records per page 20 v

Getting Help

1. In the Header, click the Help icon.
 2. Click a topic.
 3. Click a subtopic.
- You may not have access to all the functionality shown in the Help files.





E2Open Password Reset

Reset Lost Password

https://e2portal.staging.e2open.com/portal/login?destination=/SPDMMO_rc/e2ec/home.do

E2OPEN

Username [Forgot?](#)

Password [Forgot?](#)

Log In

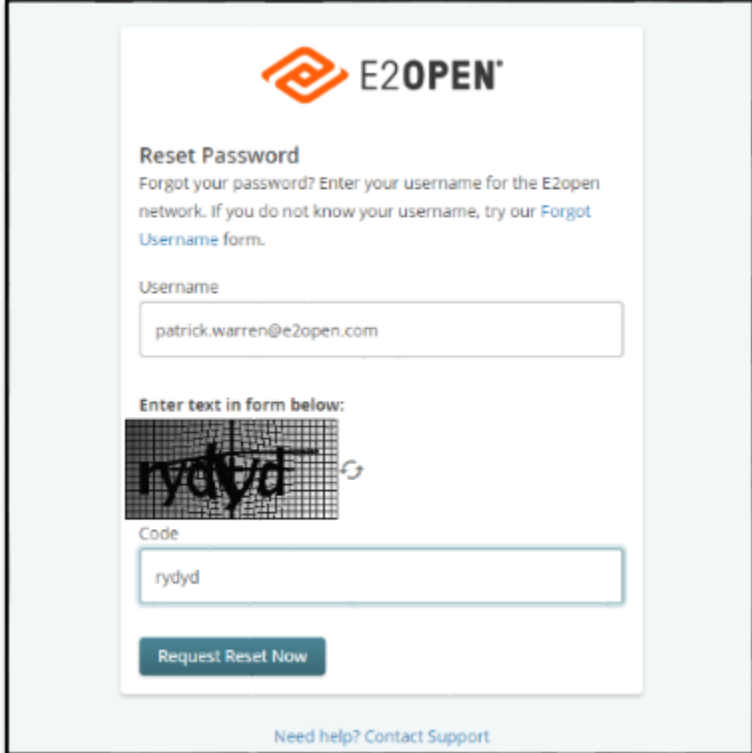
[Need help? Contact Support ->](#)

Regular Maintenance Hours
Users of the E2open system may experience temporary disruptions to service 8:00 AM to 12:00 PM US Pacific time each Saturday.

1. In your browser **Address** box, type the URL for your system.
 - <https://johnsoncontrols.e2open.com>
2. On the Login page, above the **Password** box, click **Forgot**.

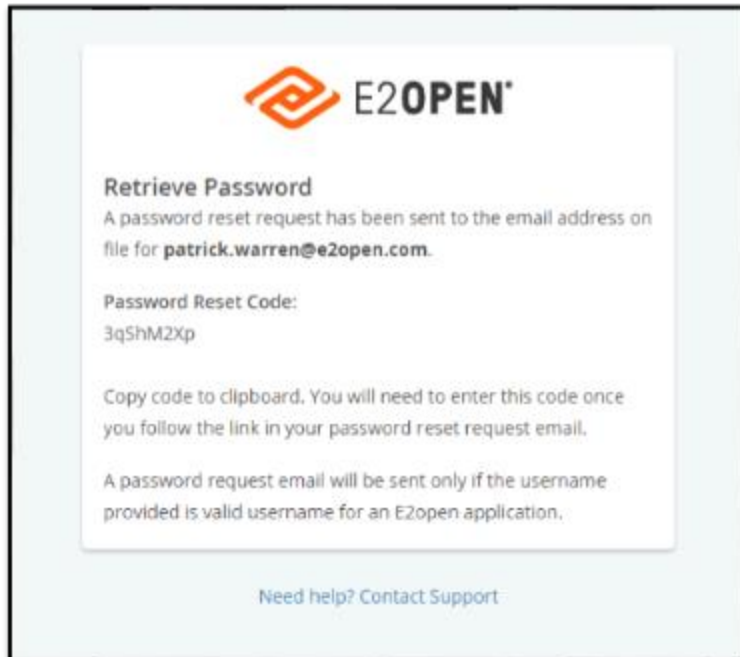
Reset Lost Password cont.

3. On the Reset Password page, in the **Username** box, type your username.
 - Username is your email address in lower case.
4. In the **Code** box, type the security code.
 - Click the Refresh icon if the security code is unreadable.
5. Click **Request Reset Now**.



The screenshot shows the E2OPEN Reset Password interface. At the top is the E2OPEN logo. Below it, the heading "Reset Password" is followed by instructions: "Forgot your password? Enter your username for the E2open network. If you do not know your username, try our [Forgot Username](#) form." There is a text input field for "Username" containing "patrick.warren@e2open.com". Below this is a section titled "Enter text in form below:" which contains a CAPTCHA image showing the word "rydyd" on a grid. To the right of the CAPTCHA is a circular refresh icon. Below the CAPTCHA is a text input field for "Code" containing "rydyd". At the bottom of the form is a blue button labeled "Request Reset Now". At the very bottom of the page, there is a link that says "Need help? Contact Support".

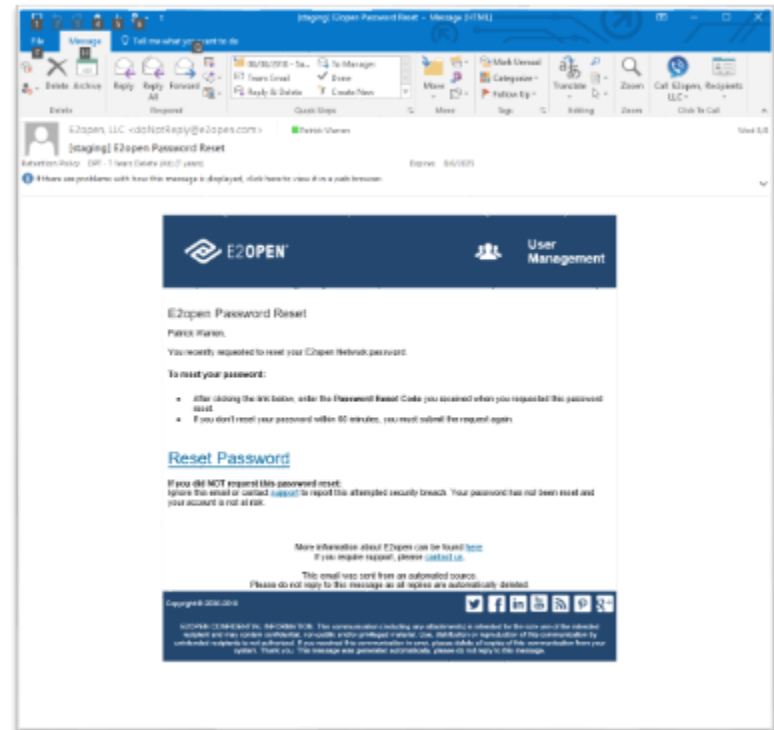
Reset Lost Password cont.



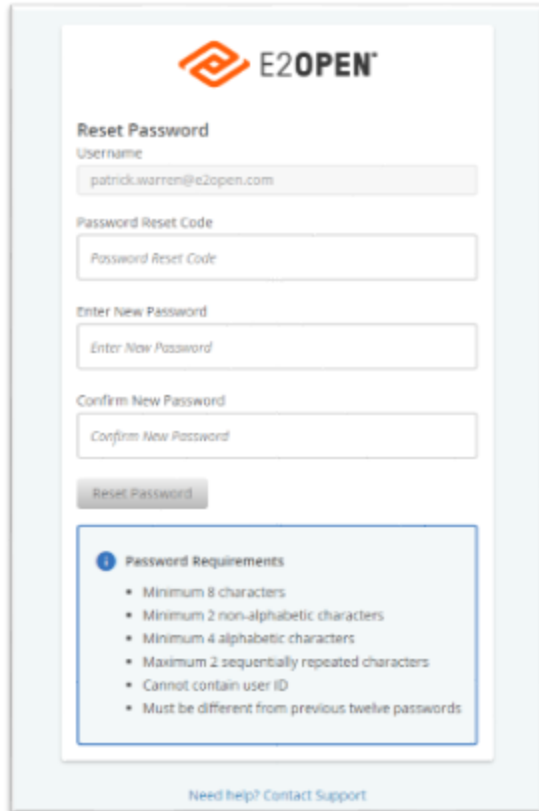
6. Take one of these actions to copy the password reset code.
- Select the code and press **Ctrl+C** (copy).
 - Document the code in an easy to access location.
- Note:** This is not a temporary password.
- The password reset code is required when entering your new password later in this procedure.

Reset Lost Password cont.

7. Access your email program, and open the E2open Password Reset email message.
 - If you do not receive the email message within a few minutes, check your junk mail or spam folder. Contact your IT Department for any firewall blocks.
8. Click **Reset Password**.
 - This launches the Reset Password page in your browser.



Reset Lost Password cont.



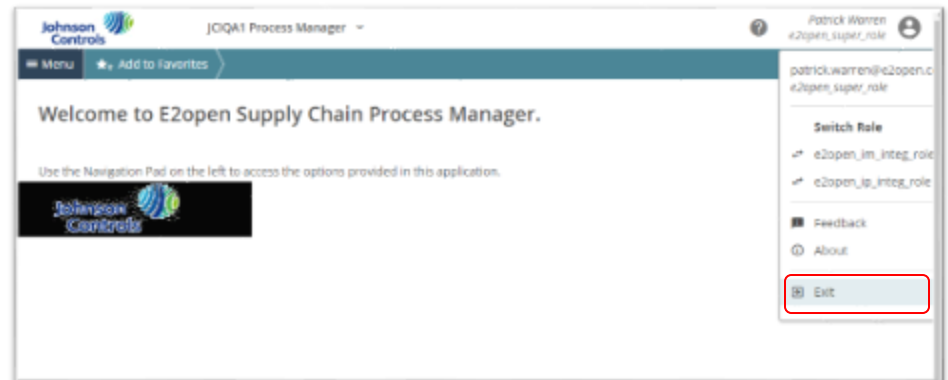
The screenshot shows the E2OPEN Password Reset interface. At the top is the E2OPEN logo. Below it, the form is titled "Reset Password". It contains four input fields: "Username" (with the example "patrick.warren@e2open.com"), "Password Reset Code", "Enter New Password", and "Confirm New Password". A "Reset Password" button is located below the confirm field. At the bottom, there is a "Password Requirements" section with a list of rules: Minimum 8 characters, Minimum 2 non-alphabetic characters, Minimum 4 alphabetic characters, Maximum 2 sequentially repeated characters, Cannot contain user ID, and Must be different from previous twelve passwords. A link "Need help? Contact Support" is at the very bottom.

9. In the **Password Reset Code** box, take one of these actions to enter your password reset code.
 - If you copied the password reset code, press **Ctrl+V** to paste it.
 - If you saved the code in another document, then copy the code and paste it.
10. In the **Enter New Password** box, type your new password.
 - Your password must meet password requirements.
11. In the **Confirm New Password** box, type your new password again.
12. Click **Reset Password**.

Reset Current Password

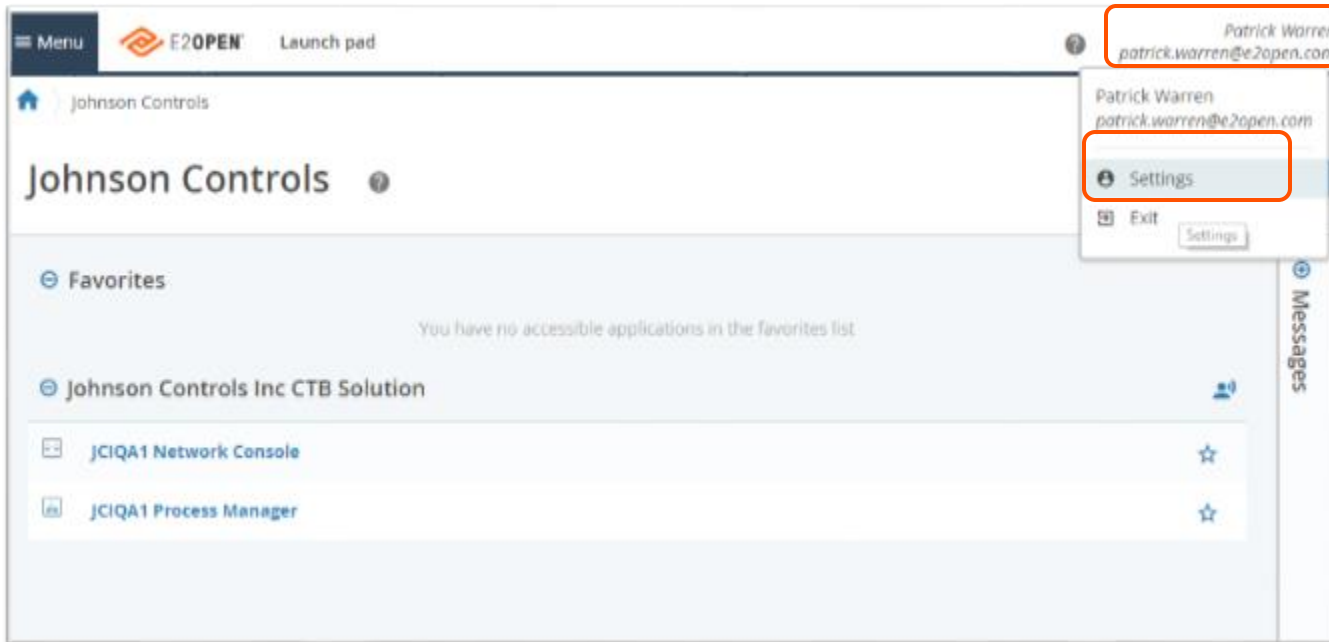
1. If you are not already in the system, log in to the system.
2. If you are not on the Launch pad page, take these actions.
 1. At the top right side of the page, click your username.
 2. Click **Exit** to return to the JCI Launch pad.

NOTE: Your password will need to be reset every 90 days for security. This is required. The reset password option is where you can reset your password at the 90 day mark or anytime before that.



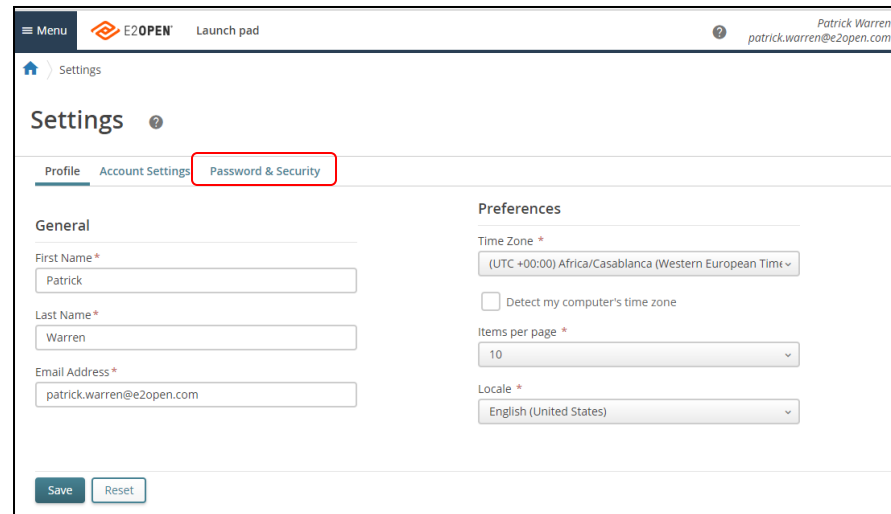
Reset Current Password

3. At the top right side of the Launch pad page, click your username.
4. Click **Settings**.



Reset Current Password cont.

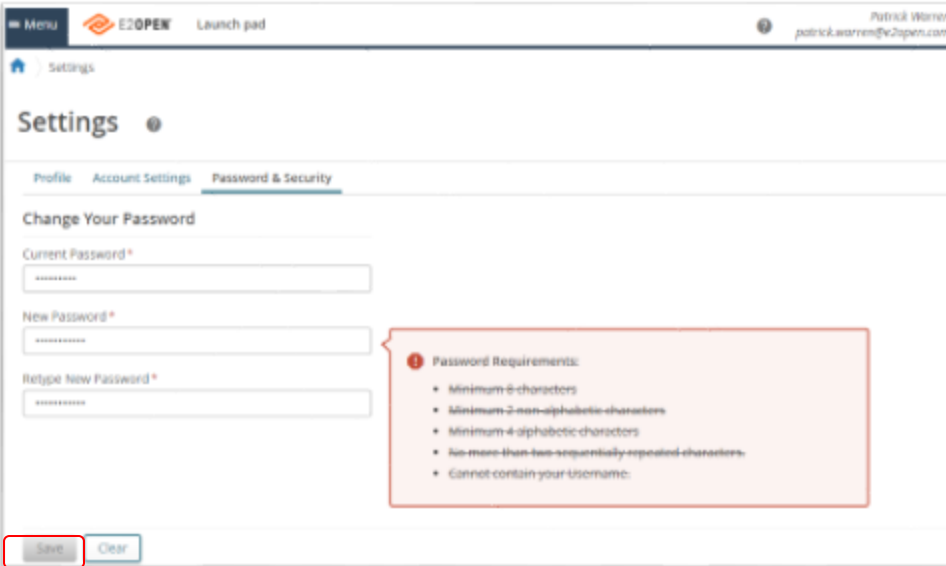
5. Click the **Password & Security** tab.



The screenshot shows the E2OPEN user interface. At the top, there is a navigation bar with a 'Menu' icon, the 'E2OPEN' logo, and a 'Launch pad' link. On the right side of the navigation bar, the user's name 'Patrick Warren' and email 'patrick.warren@e2open.com' are displayed. Below the navigation bar, the 'Settings' page is shown. The 'Settings' page has a sub-header 'Settings' with a help icon. Below this, there are three tabs: 'Profile', 'Account Settings', and 'Password & Security'. The 'Password & Security' tab is highlighted with a red box. The 'Password & Security' tab contains two sections: 'General' and 'Preferences'. The 'General' section has three input fields: 'First Name' (containing 'Patrick'), 'Last Name' (containing 'Warren'), and 'Email Address' (containing 'patrick.warren@e2open.com'). The 'Preferences' section has three settings: 'Time Zone' (set to '(UTC +00:00) Africa/Casablanca (Western European Time)'), 'Detect my computer's time zone' (unchecked), 'Items per page' (set to '10'), and 'Locale' (set to 'English (United States)'). At the bottom of the 'Password & Security' tab, there are two buttons: 'Save' and 'Reset'.

Reset Current Password cont.

6. In the **Current Password** box, type your current password.
7. In the **New Password** box,
 - Your password must meet password requirements.
8. Click **Save**.



The screenshot shows a web interface for E2OPEN. At the top, there is a navigation bar with a 'Menu' button, the E2OPEN logo, and a 'Launch pad' link. On the right, the user's name 'Patrick Warren' and email 'patrick.warren@e2open.com' are displayed. Below the navigation bar, the 'Settings' page is shown, with tabs for 'Profile', 'Account Settings', and 'Password & Security'. The 'Password & Security' tab is active, and the section 'Change Your Password' is visible. It contains three input fields: 'Current Password *', 'New Password *', and 'Retype New Password *'. To the right of these fields is a red box titled 'Password Requirements:' containing a bulleted list: 'Minimum 8 characters', 'Minimum 2 non-alphabetic characters', 'Minimum 4 alphabetic characters', 'No more than two sequentially repeated characters', and 'Cannot contain your username:'. At the bottom of the form, there are 'Save' and 'Clear' buttons, with the 'Save' button highlighted by a red rectangle.

Getting Support

Help desk support for both internal and partner users is typically provided by the organization that invited you to use the E2open solution. You can contact JCI through email at CG-e2open-ob@jci.com at any time this mailbox is monitored by the whole JCI onboarding team. This is our preferred method of contacting us

JCI is also available by calling into our Hypercare Hotline on Tuesdays, Thursdays & Fridays from 9:00am - 11:00am CST at 414-214-4100 Code 85082025.

Supplier Training will be held on Wednesdays from 9:00am - 11:00am CST at 414-214-4100 Code 85082025.