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1. Definitions, acronyms, abbreviations

The following table contains definitions and acronyms used in the document.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>TSM</td>
<td>Technical Specification Management</td>
</tr>
<tr>
<td>TCA</td>
<td>Technical Conformity Assessment</td>
</tr>
<tr>
<td>QCA</td>
<td>Quality Control Activities</td>
</tr>
<tr>
<td>CMD</td>
<td>Components and Materials Defect</td>
</tr>
<tr>
<td>E-D</td>
<td>E-Distribuzione SpA</td>
</tr>
</tbody>
</table>
2. Introduction to *Material Lifecycle Management*

This User Manual describes the phases of the CMD module (Components Material Defects), for the management of defects, with ticket and without ticket.
3. Supplier User Manual *MLM - Module CMD*

3.1 Users Access

Access to the MLM portal, for the supplier user, may be exclusively via WeBUY by clicking on the appropriate link on the home page of the platform.

3.2 Supplier Users Navigation via Defects with ticket

The user supplier accesses the ticket by selecting the "Defects with ticket" item from the CMD menu or by clicking on the system notification visible on the Home page.

If the user clicks on "Defects with ticket" displays the list of tickets in the "Open" status. The order of the defects is decreasing compared to the opening time of the ticket. The user can search for the ticket via the search filters or by selecting it from the list of his interest.
In CMD a ticket may have been linked to one or more defects in the "Validated" status with the same Material Code, same CUI, same Production Year.

The user can access the ticket by clicking on the notification bell and then clicking on the link.
The system displays a ticket, in the state “Open”, the user proceeds by clicking on the "Manage" button.

The system automatically populates the check box "Intervention within the material warranty time period" if the component is under warranty, otherwise if the component is not under warranty the pre-set check box will be "Intervention after the expiration of the material warranty time period".
The user can decide to cancel the ticket analysis operation by clicking “Cancel”, save the operation by clicking on “Save” or decide to go Next by clicking on “Next”.

If the user goes ahead, he must select one of the two items, mutually exclusive:

- Intervention charged to the Manufacturer
- Intervention charged to Enel

### 3.1.1. Intervention charged to the Manufacturer

The supplier selects “Intervention charged to the Manufacturer” and goes on with the processing of the ticket by clicking on “Next”.

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**REPRODUCTION FORBIDDEN**

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Select the type of repair or replacement operation.

If he selects “Repair” and click on “Next”.
The user must proceed by selecting the Mode of intervention: Plant or Factory.

If he selects "Plant" and click on “Next”.
must compulsorily upload the “Minutes of activities in Plant / Factory” by clicking on “Upload file”.
If the user selects the “Factory” check box and clicks “Next”.
The user must compulsorily upload:

- DDT (document transport of the repaired material)
- Minutes of activities in Plant / Factory.

And proceed by clicking on “Next”.

[Diagram of a ticket modalities interface]
The System shows the "Time Intervals" which can be filled out for any days to be deducted.

The calculated days are given by the END DATE difference (A) minus START DATE (DA) plus one day.

Interval times are not required fields but if they are entered the "Description (Supplier) must be reported. The user can proceed by clicking on "Next".
The system displays the summary of the ticket analysis. The user can confirm what he has entered by clicking on "Save" or he can go back by clicking on "Back" and change what has been entered.

The supplier, at this point, can change the status of the ticket from "Open" to "Completed" by clicking on "Complete".

<table>
<thead>
<tr>
<th>Intervalli Temporali</th>
<th>DA</th>
<th>A</th>
<th>CAUSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-01-01 00:00</td>
<td>1</td>
<td></td>
<td>prove</td>
</tr>
</tbody>
</table>
The ticket status changes from "Open to" Completed ".

3.1.2. **Intervention charged to Enel**

The supplier selects "Intervention charged to Enel", inserts the Notes field and goes on with the processing of the ticket by clicking on “Next".
Insert the quote, by clicking on "Upload file", the amount of the quote in the "Amount" field, click on "Save" and go on with the process by clicking on "Next".

The supplier continues by sending the quote to Enel for final approval of the costs.
The status of the ticket remains in the "Open" status, pending final assessment by Enel.

When the quote is approved or rejected by Enel, the budget status is displayed in the activity history.
3.3 Supplier Users Navigation via Defects without ticket

The supplier accesses the ticket by selecting the item "Defects without ticket" from the CMD menu.
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or by clicking on the link of the e-mail received

<table>
<thead>
<tr>
<th>NUMERO SCHEDA ANOMALIA</th>
<th>DATA INVIO SCHEDA AL FORNITORE</th>
<th>MATERICOLA ENEL</th>
<th>DESCRIZIONE DELLA MATRICULA</th>
<th>MODELLO FORNITORE</th>
<th>ANNO COSTRUZIONE</th>
<th>PESO DEL DIFETTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM0A-18-00446-ITA</td>
<td>10/10/2019</td>
<td>12527</td>
<td>prova</td>
<td>prova</td>
<td>2013</td>
<td>Grav.</td>
</tr>
<tr>
<td>CM0A-18-000452-ITA</td>
<td>24/6/2018</td>
<td>12527</td>
<td>prova</td>
<td>prova</td>
<td>2018</td>
<td>Grav.</td>
</tr>
</tbody>
</table>
1. If the age of the component is greater than 5 years the defect can be viewed in the view of the Supplier (community), by clicking on the link of the defect, he can view the details of it.

2. If the age is less than 5 years and Failure Cause = Product defect
The supplier receives an e-mail where the last date for the contradictory request will be indicated (15 calendar days from the date of validation of the defect) and has the possibility to request the contradictory.

Or he can select the ticket of his interest on which to open the contradictory, selecting it from the list by the link of the defect number.

After the click the system opens the detail of the defect on which to open a possible contradictory.
The user must enter two required dates:
- Material Collection Date
- Expected Contradictory Date

And click on “Send Contradictory”.
The status of the defect remains in the "Validated" status and in the "Activity History" the item "Contradictory requested" is added.

If the contradictory is confirmed by Enel, the supplier receives a notification and the status of the Contradictory changes from "Requested" to "Confirmation".

Notification System
The item "Confirmed Contradictory" is reported in the status of the Activities.
When Enel confirms the contradictory validation, the activity history is updated with the item "Contradictory Executed".

In the event that a defect without a ticket is certified by ENEL, the supplier receives a notification.
And an E-mail with the following text:
The defect without ticket ID No. CMDA-18-000574-ITA has been certified for its use in the Company Vendor Rating System. The data will be transmitted by the PVR, the Defect Handler, to the procurement, with the next quarterly report.

If he wants to know the details of the "Vendor Rating Certification" he needs to click on the link present both in the notification and in the e-mail and access the "Related Lists".
3.1.3. Reporting CMD

The supplier can indicate the preconfigured reports by accessing the MLM home page.

- **Defects with ticket** ("defect detected = YES / defect detected = NO").
- **Defects without ticket** ("defect detected = YES / defect detected = NO).

- **Total Data Certification**
3.4 Locale Settings

The Supplier can change the locale settings clicking on “LOCALE SETTINGS” tab

The “LOCALE SETTINGS” page is now open and the supplier, using the three picklists, can change:

- **Time Zone**
- **Locale (Zone)**
- **Language** (ENG, POR, ITA, ESP)
and then he can save the changes, clicking on “Save” button.

3.5 Supplier User Manual

The manual download functionality allows the user to have the manual available at any time. By clicking on the "User Manual" link, you can consult the globalprocurement.enel.com website and start downloading the relative manual in .pdf format.