

## TCM: Communication Center

The **Communication Center** of a contract is used to monitor email correspondence about a contract from one central location. It displays emails sent via the **Send Email** contract action and emails sent during an external review round, along with all replies in the email conversation. Internal review rounds are not included in the Communication Center. This area is also 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.

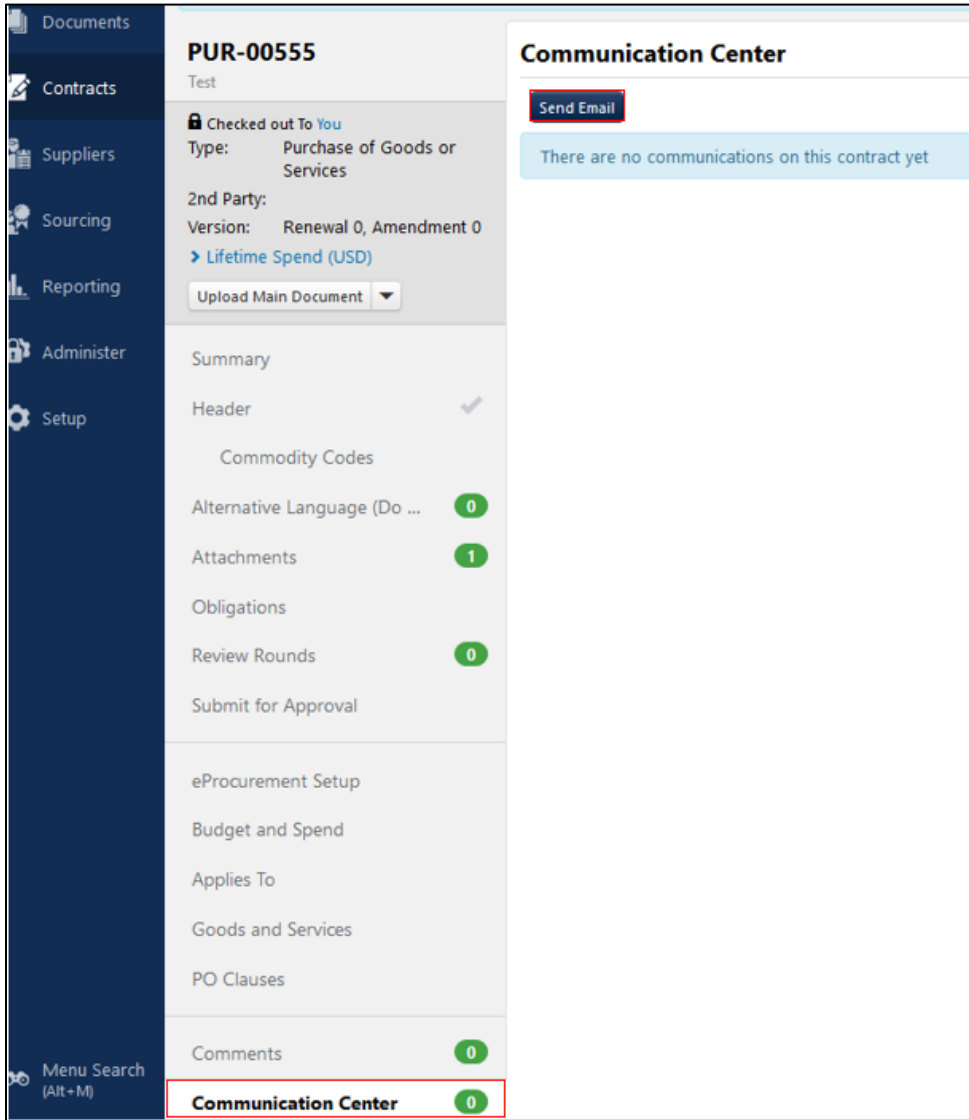
After initiating a contract in TCM, attach the documents required to finalize the contract under Attachments. The following sections will assist Contract Managers to use Communication Center to finalize these agreement documents.

### **Sections**

- A. Sending a Communication Center Email
- B. Managing Conversations
- C. Compare Conversation Attachments

### A. Sending a Communication Center Email

1. Once the attachment is done, go to **Communication Center** and click on **Send Email** to email **supplier** and to finalize the document.



2. Insert **Name** and **Email** of recipients (i.e. Contract party) and select **+Add Recipients** to add the recipient's information.

The screenshot shows a 'Send Email' dialog box with the following sections:

- Recipients \***: A table with columns for Name and Email. The Name field contains 'Contract party' and the Email field contains 'Contractparty@gmail.com'. A '+ Add Recipients' button is to the right.
- Attachments**: A table with columns for Attachment and Size. One attachment is listed: 'SampleIndependentContractorAgreementFinal.docx' with a size of '30 KB'. An 'Add Attachments' button is below the table.
- Email Content**: A section for entering the email subject and body. The Subject field is empty. The Body field has a rich text editor with a toolbar containing options for font size, bold, italic, underline, strikethrough, text color, background color, link, unlink, list, and placeholder. A message above the editor says 'Right click on placeholders to edit or remove them.' The body text area is empty. A status bar at the bottom of the body field shows 'body' and '50000 characters remaining'.

At the bottom left, there is a legend: '\* Required'. At the bottom right, there are 'Send Email' and 'Close' buttons.

3. Select necessary **Attachments** if required and fill in email content. Click on **Send Email** to forward the email to selected recipients.

**Send Email**

Recipients \*

Name *	Email *
Contract party	Contractparty@gmail.com

+ Add Recipients  
Remove

**Attachments**

Attachment	Size
SampleIndependentContractorAgreementFinal.docx	30 KB

Add Attachments

**Email Content**

Subject \* Contract Agreement

Body \*

Right click on placeholders to edit or remove them.

Size B I U S x<sub>o</sub> x<sup>o</sup> A- A+ I<sub>x</sub> |≡ ≡≡ ≡≡ ≡≡ ≡≡ ≡≡ ≡≡ ≡≡ ≡≡ Placeholders

Please let us know if you are agree with the contract agreement.

body 49936 characters remaining

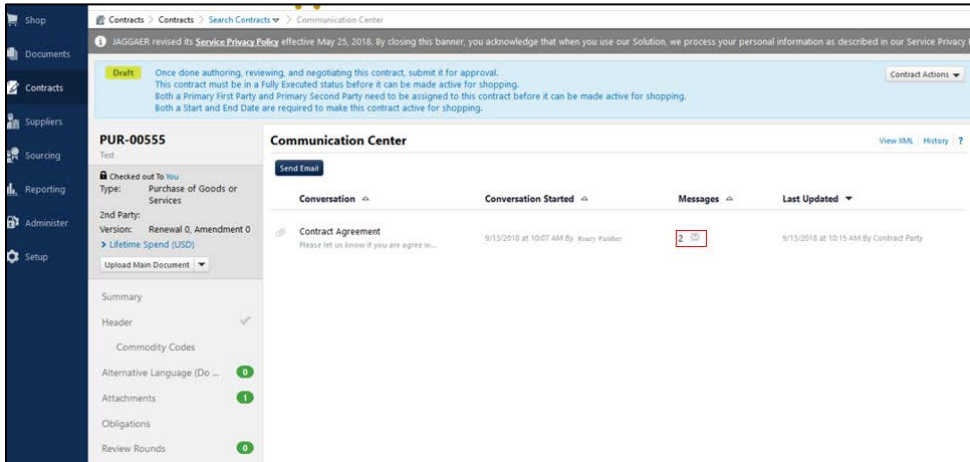
\* Required

Send Email Close

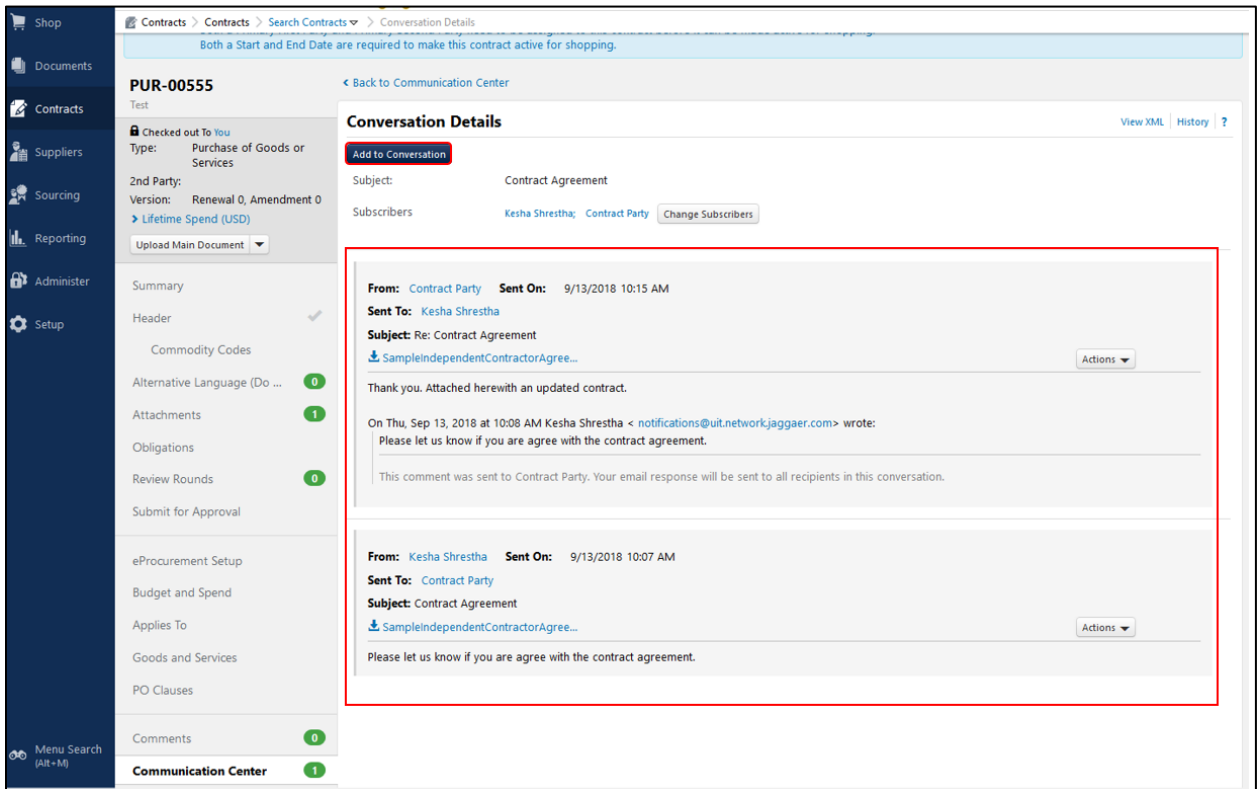
4. The recipients on their side can view the email and its attachments. They can edit the document and forward an updated document.

## B. Managing Conversations

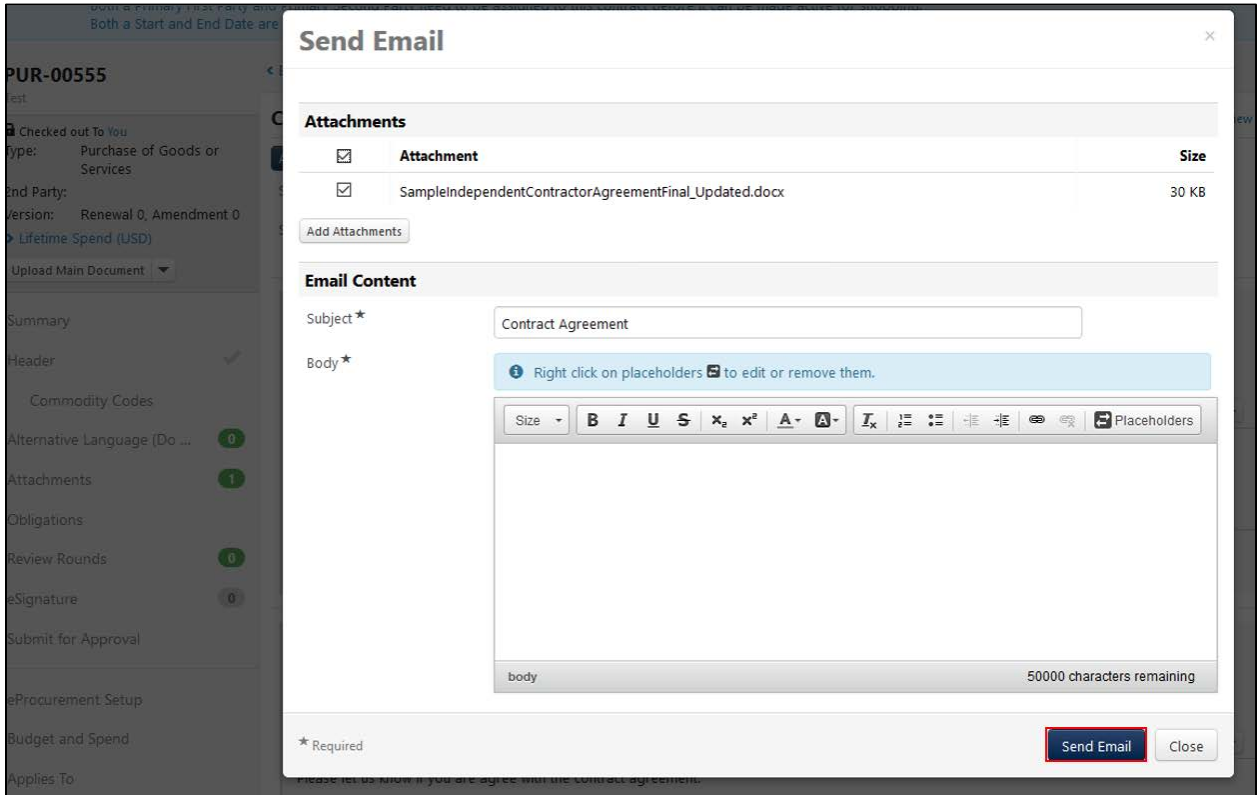
- Once they reply, click on **Conversation** row in the main Communication Center.



- 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.

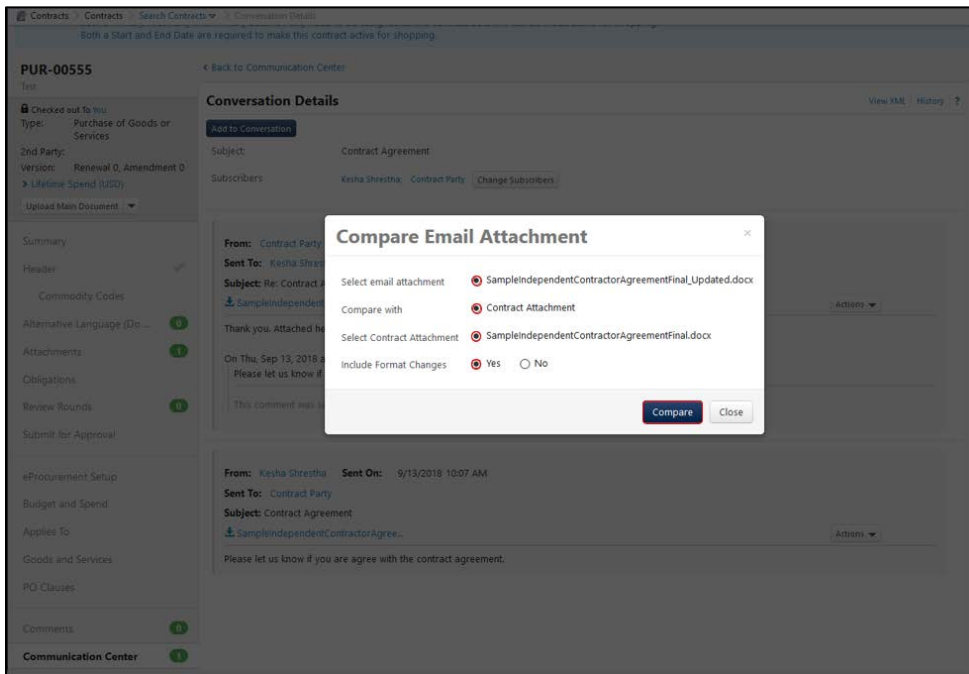
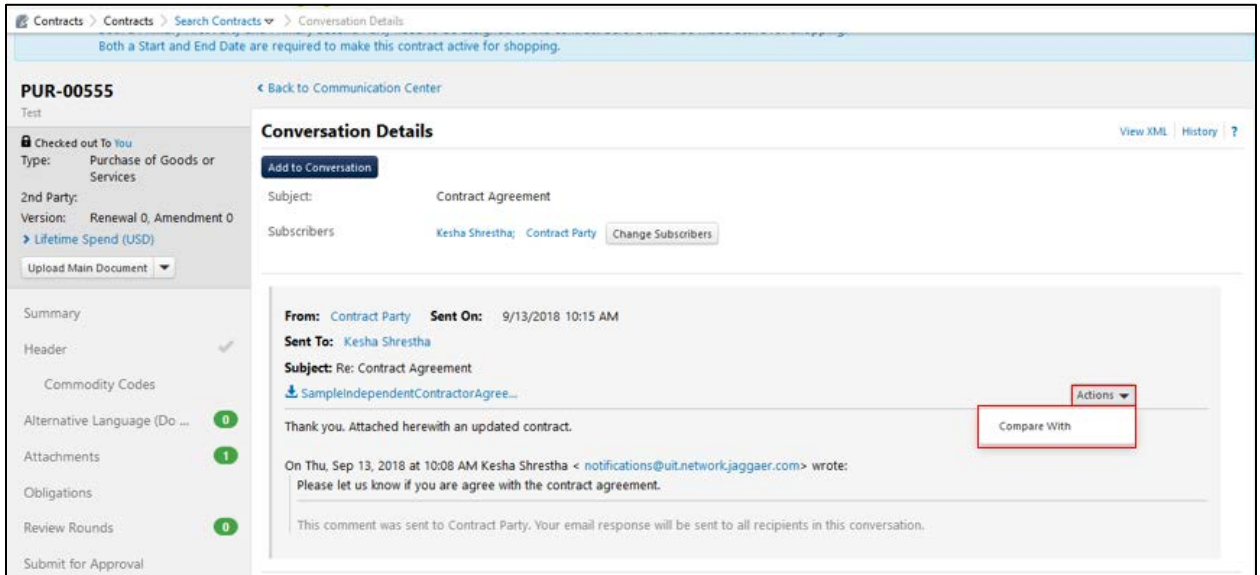


7. The **Add to Conversation** button allows users to send a reply to all recipients in the conversation. It opens a **Send Email** window with no recipients, as the reply will automatically be sent to all active subscribers.

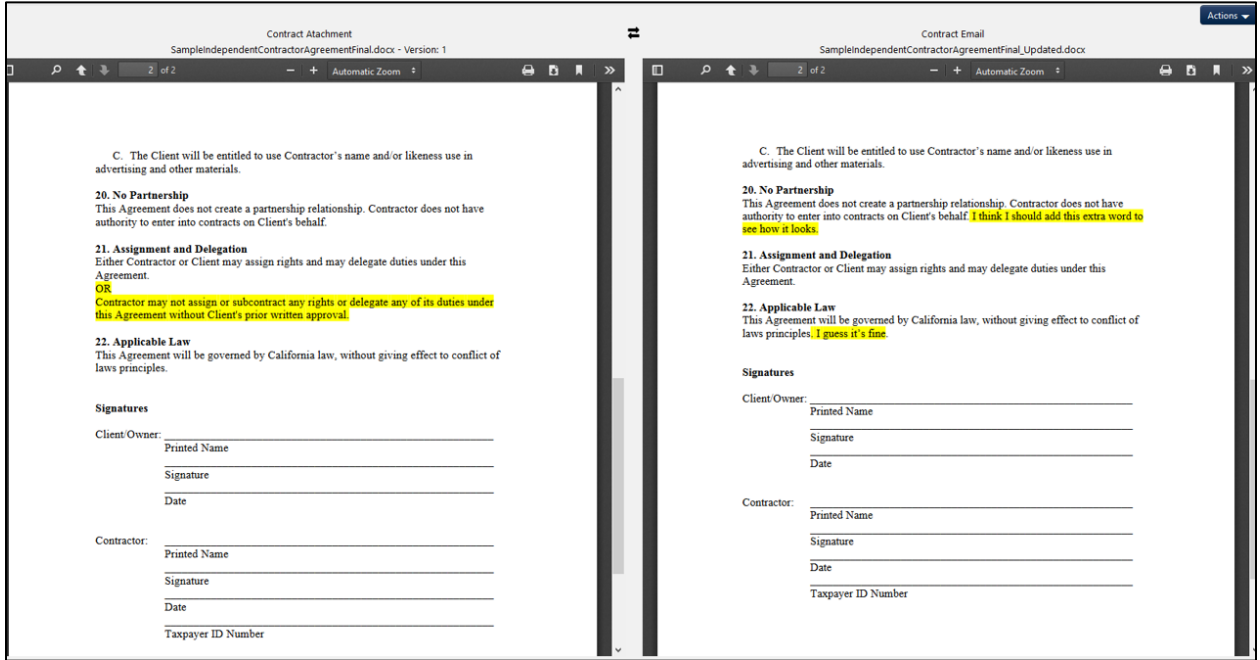


### C. Compare Conversation Attachments

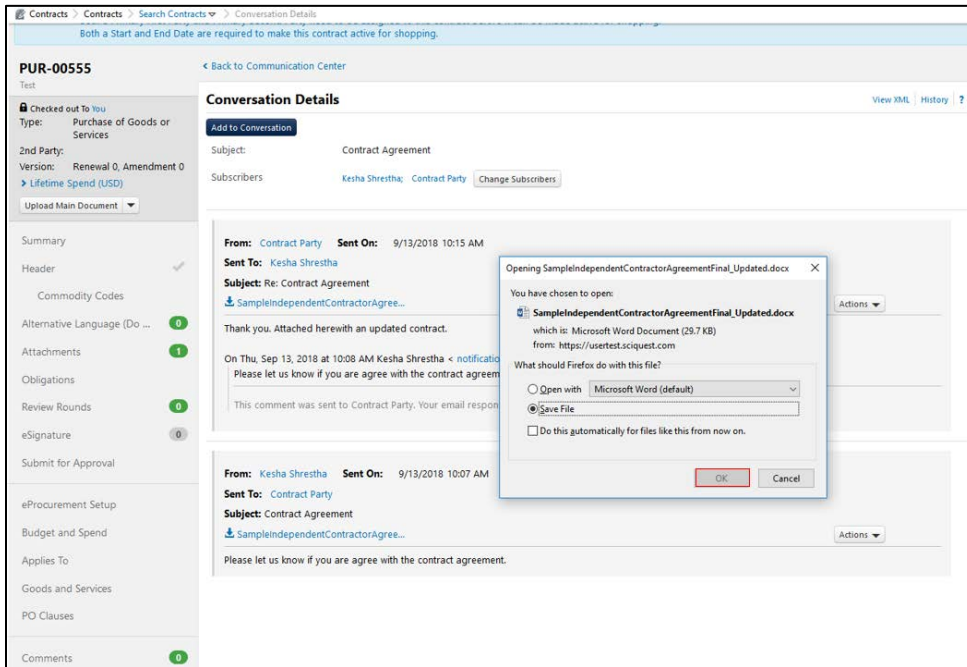
- Under Conversation Details, select **Actions** and click **Compare with** to compare an email attachment to the latest version of a contract main document or another contract attachment. However, both the documents should be in word format (.docx format).



- Once **Compare** is selected, two documents i.e. email attachment and main document can be compared side by side.

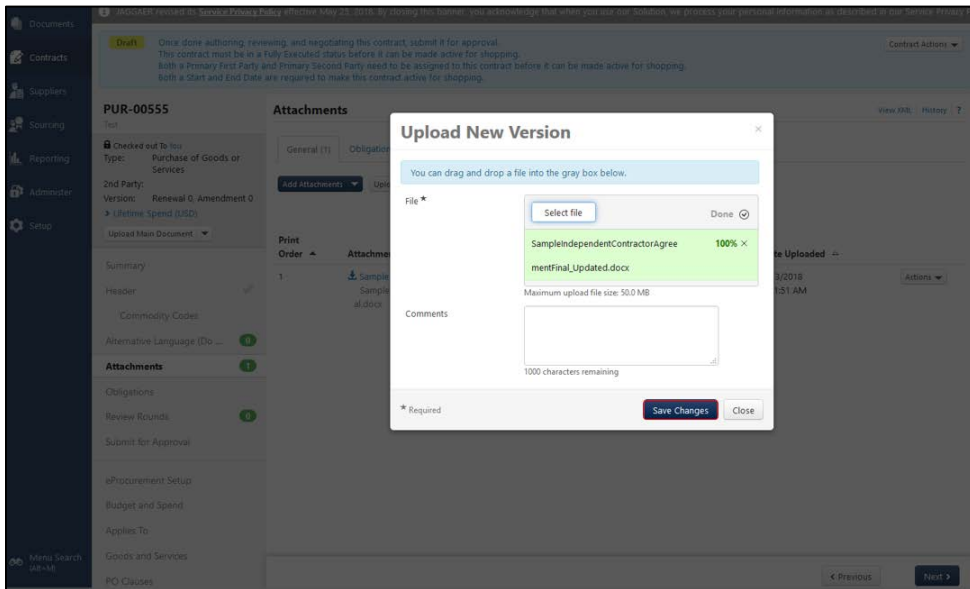
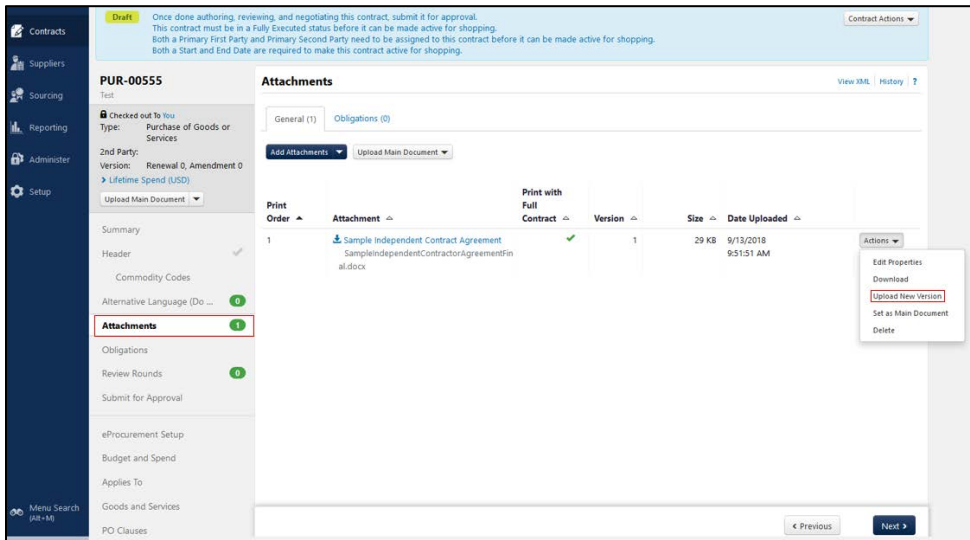


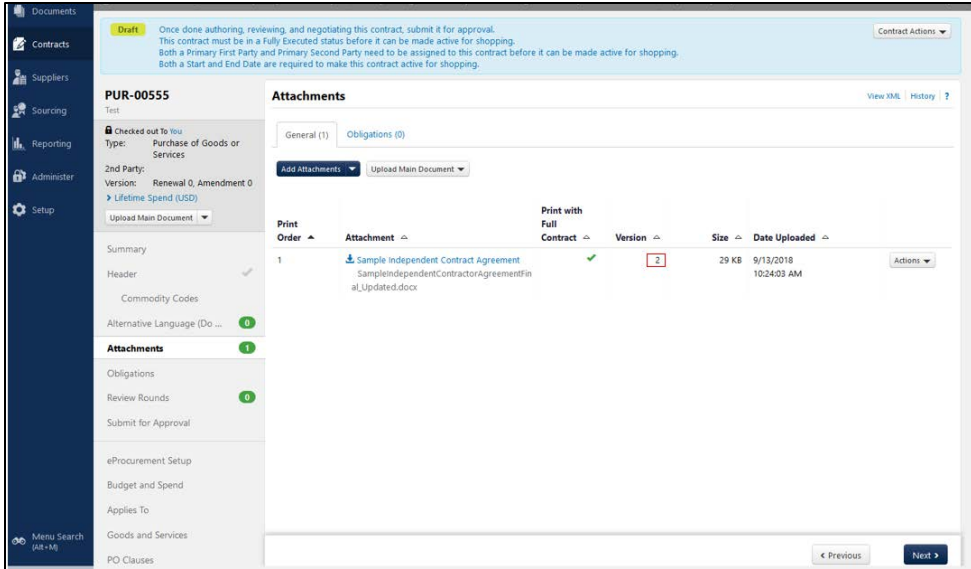
- If both the parties agree with the updated document, the document can be downloaded.





11. The downloaded document is uploaded again as new version under **Attachments**.





12. Once the document is attached, the remaining fields in the Contracts can be filled out and **submit for approval** when finished.