



Harley-Davidson Motor Company

Dear Valued Supplier,

You are receiving this email as you have been identified as your company's H-DSN Central Point of Contact (CPOC) or Site Administrator and we need your help in order to ensure the H-DSN program is effective for you, the supplier. We would like to request that you become an engaged participant in our H-DSN program.

As an H-DSN:

- **Central Point of Contact** you are responsible for managing your company's Visitors on H-DSN and to be your company's first point of contact regarding H-DSN access, maintenance and "how-to" questions. The CPOC may delegate the administration tasks to a Site Administrator, but must maintain responsibility for overall management of Visitors. Someone within your company assigned this role to you and indicated it on the H-DSN's Supplier Contacts page.
- **Site Administrator** you have been delegated the administrative tasks associated with H-DSN, which includes creating and modifying H-DSN Visitor user profiles, changing passwords, providing logon information, and etc. This role may have been delegated to you at the time you were provided an H-DSN logon or were assigned this role by another Site Administrator at your company.

Harley-Davidson identified an increased number of calls to the H-D Help Desk regarding topics that can be addressed internally at the supplier level. **Please share with your company your role in the H-DSN program and request that you be their first point of contact with a request or problem (i.e. logon request, forgot/reset password, access to additional resources, ect.).** If the problem is related to H-DSN or Order Management not working properly, then please have the Visitor contact the H-D Help Desk at telephone number 866-490-HDSN (4376) with detailed information about the problem.

To become more familiar with H-DSN so that you can successfully perform in your role, please visit the Tutorial & User Guide page on www.h-dsn.com and review the training material. Training material is available in an online tutorial or via a hard copy user guide. The Tutorial & User Guide page can be access by mousing over the Menu button after logging onto H-DSN.

If you have any questions regarding your roles, please feel free to contact Kelly Barbara, telephone number 717-852-6526, or email Kelly.barbara@harley-davidson.com.