

FOUR. Exporting data.

BMW Group



FOUR.

FOUR export - New features

Exporting data.

How to use the FOUR export tool in the B2B portal.

FOUR.

FOUR export - New features

- Zip file encryption for exports with password email

Regarding the BMW Group Privacy corporate rules personal data must be protected from unauthorized disclosure (Confidentiality). One defined measure of data privacy protection was to secure the confidential data and the access to it.

Because of this requirement the FOUR export file now is generally put into a zip file with password encryption. To minimize as well the abuse after download the password will be sent separately through a different channel by email.

Please be aware that according to the IT security guidelines information belonging to the BMW Group may only be stored on mobile storage media (e.g. notebooks, USB sticks, external hard disks) in encrypted form (L-ITS-05).

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How to register for the B2B portal?

Before you can use any application in the b2b portal, you must be registered in the portal.

- Internal BMW user usually has access to B2B. If not you have the following options:
 - Call USC (User Service Center / 55555) to set the “internal flag” if not already done. Finished this you can **register yourself** on the B2B web site
Intranet: <https://b2b.bmwgroup.net> or Internet: <https://b2b.bmw.com>.
 - Follow the instruction under “Do you want to register?” on the above mentioned B2B web site.
- If you are an external user with a Qt-number obtain a Qx-number.
- Users with Qa or Qx number have to contact the B2B master administrator of their company.
- The registration process will take a couple of days. You will receive an e-mail from the B2B support as soon the registration process is finished.
- You find more information in B2B help at <https://b2b.bmw.com> or <https://b2b.bmwgroup.net>

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How to get FOUR export permission?

If you are a member of an OPTIS group you can request export permission with an incident ticket to InternetM support. Use as service “internetm:global”. The information “Assigned Group” is not needed for this ticket. You can also use this Intranet link <http://itsmSRC-newINC.bmwgroup.net> with same settings like an incident ticket. External users without access to OPTIS can also send an e-mail to pm.frontdesk.internetm@bmw.de for right(s) assignment.

Our InternetM support need following information for the ticket to setup your account:

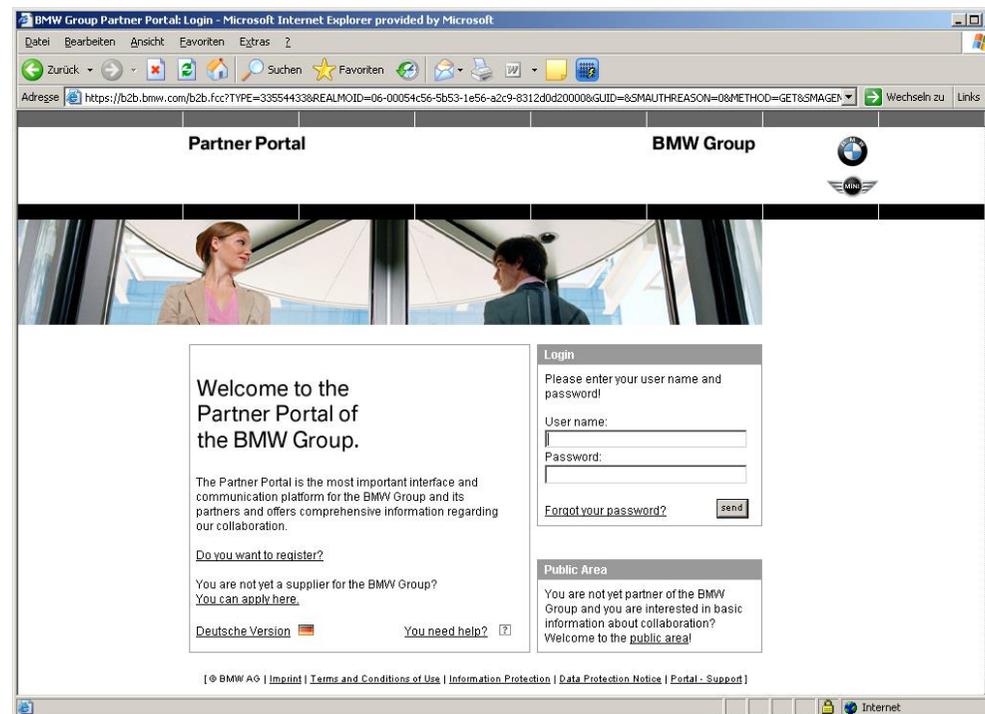
- Existing B2B portal account (q-number or external ID, name, e-mail) → see page 4
- Right assignment applied to: export or administration
- For brand(s) (e.g. BMW, MINI, BMW i, etc.)
- For market(s) (e.g. DE, AT, FR, etc.)
- For campaign(s) – For which campaign the export permission is required [all vs. special ones]
- Duration – How long do you need the export permission (max. 6 months)?
- Written consent of the responsible CRM Manager (NSC) for each requested brand and market
- Additionally for external colleagues: confirmation of the responsible CRM Manager (NSC) that there exist a valid Data Processing Agreement (DVIA) between BMW-AG (NSC) and the external supplier for each requested brand

Export Guide.

Step 1: Login.

The export tool is integrated into the BMW B2B portal.

From Intranet: <https://b2b.bmwgroup.net>. / or Internet: <https://b2b.bmw.com>



Export Guide.

Step 1:Login.

There are some specifics to keep in mind to login to B2B.

Internet: B2B Login with <https://b2b.bmw.com>:

Login with user name Q, Qx or Qt-number you will be forwarded to the strong authentication. In this case you will need a securID or a PIN and token code.

Login with user name "name.surname" you will be directly forwarded to the B2B portal without further credentials.

Intranet: B2B Login with <https://b2b.bmwgroup.net>:

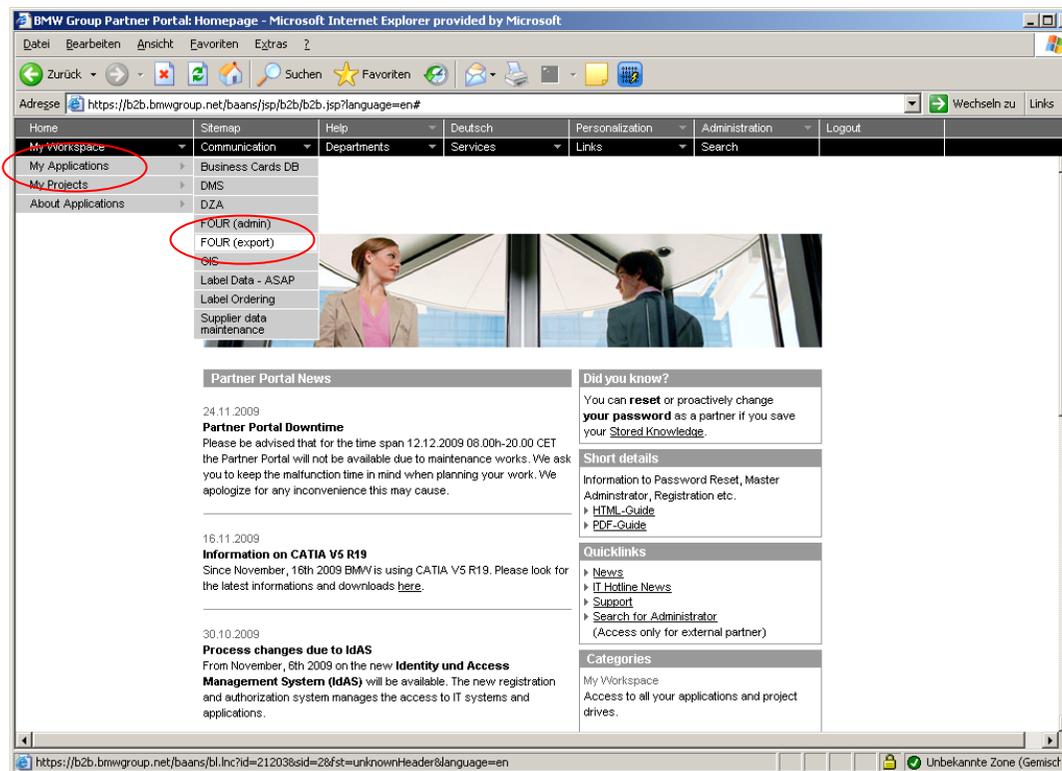
Login with user name Q, Qx or Qt-number you will be directly forwarded to the B2B portal without further credentials.

Login with user name "name.surname" is also possible.

Export Guide.

Step 2: Finding the export tool.

After login to the B2B portal, the menu provides a topic called „*My Workspace*“. You can find the export tool in the menu: „*My Workspace*“ -> „*My Applications*“ -> „*FOUR (export)*“.



Export Guide.

Step 3: The export user interface.

BMW Group Partner Portal: Homepage - Microsoft Internet Explorer provided by Microsoft

Adresse: <https://b2b.bmwgroup.net/baans/jsp/b2b/b2b.jsp?language=en#>

Home | Sitemap | Help | Deutsch | Personalization | Administration | Logout
 My Workspace | Communication | Departments | Services | Links | Search

FOUR Customer Data Export

Please choose the export options:

Brand:

Country:

Export campaignphase:
(only containing contacts to selected brand and country)

Contact timeliness: Year: Month: Day:

Validity:

Export format:

ZIP result:

Custom file format:

Fertig Unbekannte Zone (Gemischt)

Export Guide.

Step 3: The export user interface.

- **Brand, Country and Export campaignphase:**
the choice depends on your permissions.
- **Contact timeliness:**
You can select „All contacts“ or you can enter a start date for the export.
- **Validity:**
The contact has been confirmed by the user (double opt-in process) during the registration. You can choose only validated contacts (validated by e-mail) or all contacts (includes validated and non-validated contacts).
- **Export format:**
CSV (small), CSV (complete) or XML-File (complete). You will find more details on next page.

Export Guide.

Step 3: The different export formats.

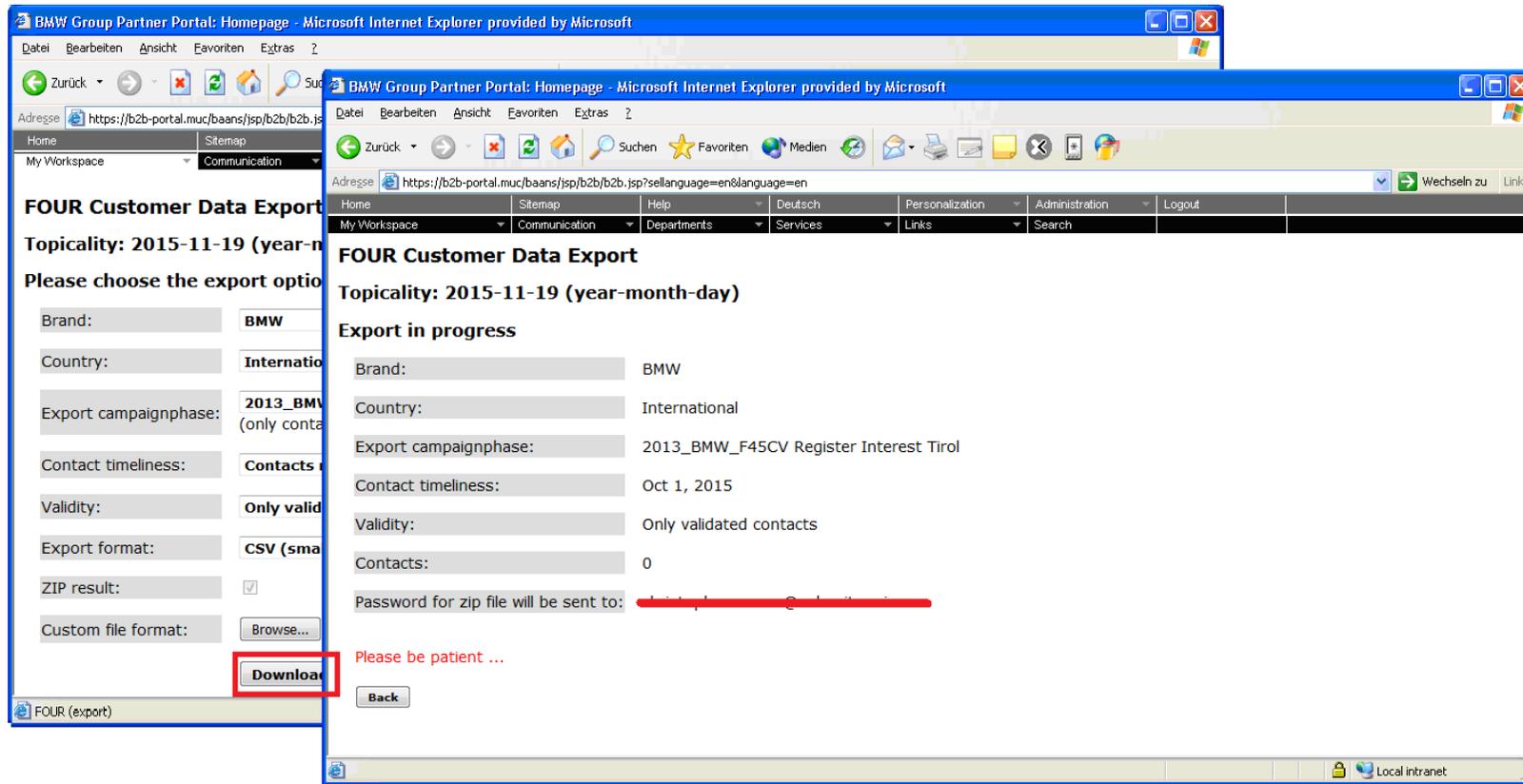
The FOUR export tool provides the following formats:

- **CSV (small)**
This is a very quick way to export an extract of the main user data without campaign attributes.
- **CSV (complete)**
The CSV (complete) export provides all user data which is captured in the selected campaign.
- **XML (complete)**
The XML (complete) export provides all user data which is captured in the selected campaign. You will get the same content like with export CSV (complete).

Export Guide.

Step 4: Start the export.

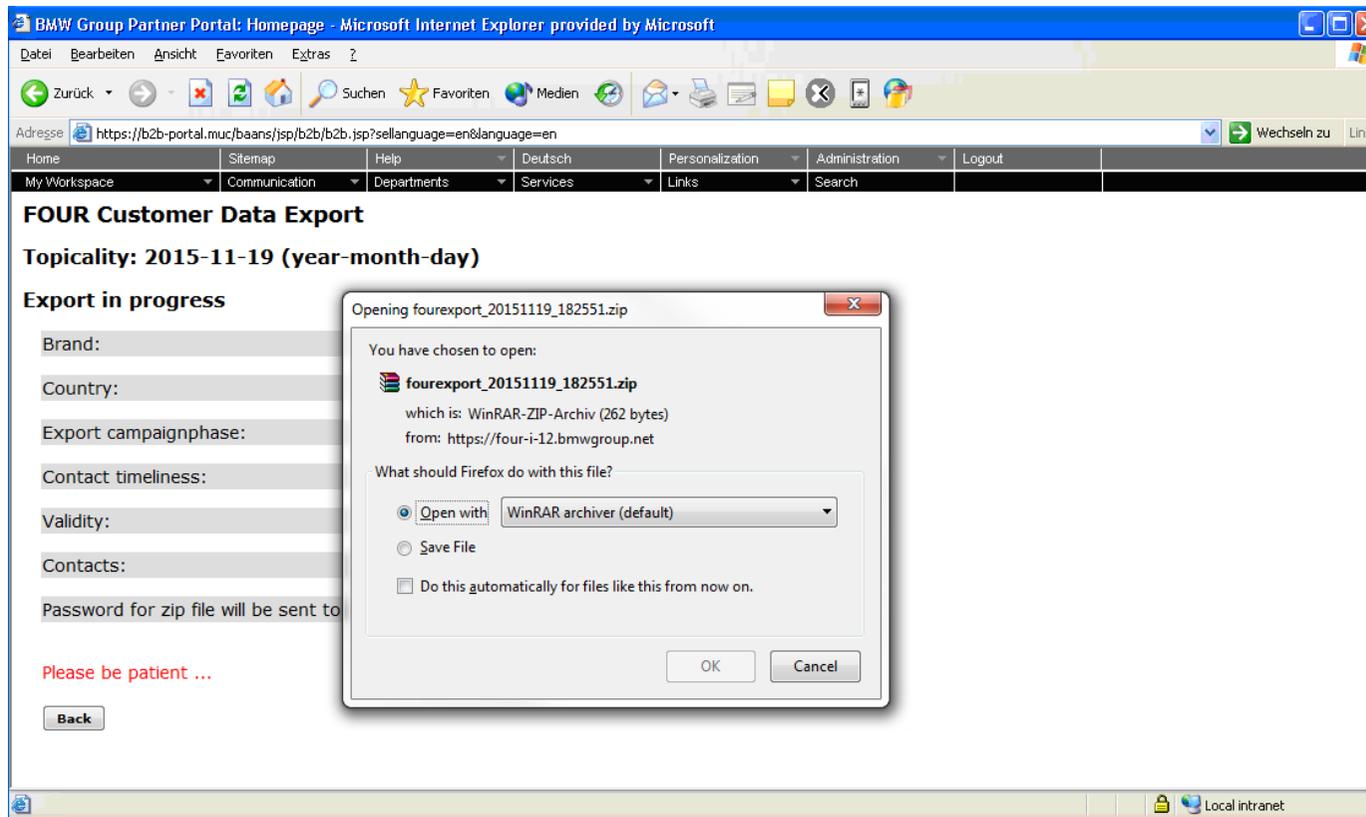
Using the CSV (small), CSV (complete) or XML (complete) export takes quite a while (a few minutes). Please be patient.



Export Guide.

Step 5: Download.

After a while the download dialog will appear and you can select, if you want to open or to save the export zip file.



Export Guide.

Step 5: Download Troubleshooting 1/2.

- The message “**Please be patient ...**” is displayed for a longer time (some minutes), but no runtime information “**Please be patient ... waiting since nn s**” is displayed, and the download dialogue does not appear → **JavaScript** must be enabled at your web browser.
- The runtime information “**Please be patient ... waiting since nn s**” is displayed, but not updated for a longer time (minutes), and the download dialogue does not appear → **Downloads** must be enabled at your web browser.

Export Guide.

Step 5: Download Troubleshooting 2/2.

- The download is blocked and the following (or similar) information line is displayed:



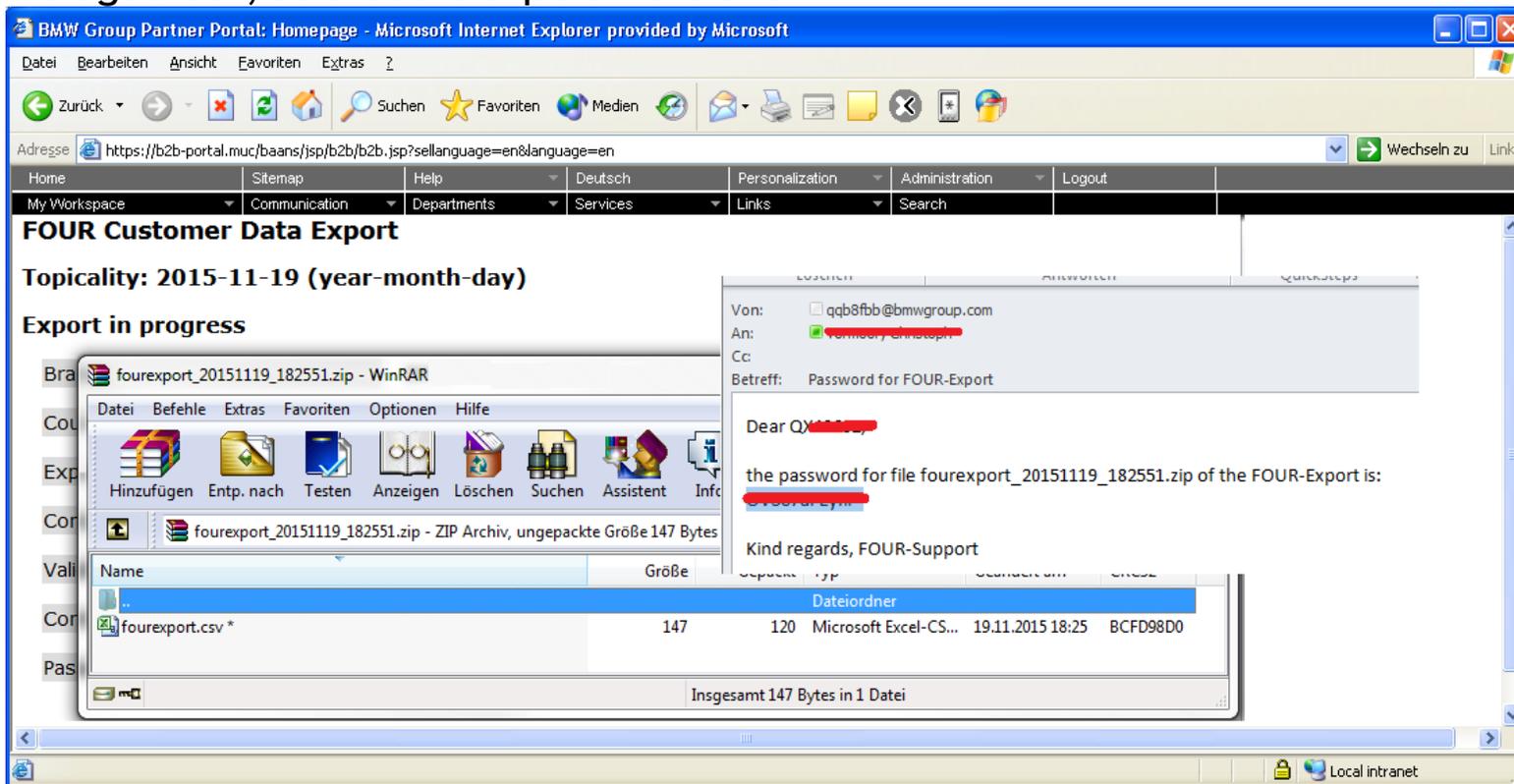
1. Click onto the yellow line.
2. Select the “Download File...” option.
Attention: The download will not be executed, only the download permission will be stored for this browser session!
3. Start the export with “Download” once again. This will take less time than the first export, because the search result has been cached.
4. The download dialogue will be displayed as shown above.

If you can't solve your problem please contact our support team with e-mail:
pm.frontdesk.internetm@bmw.de

Export Guide.

Step 6: Open chosen content file.

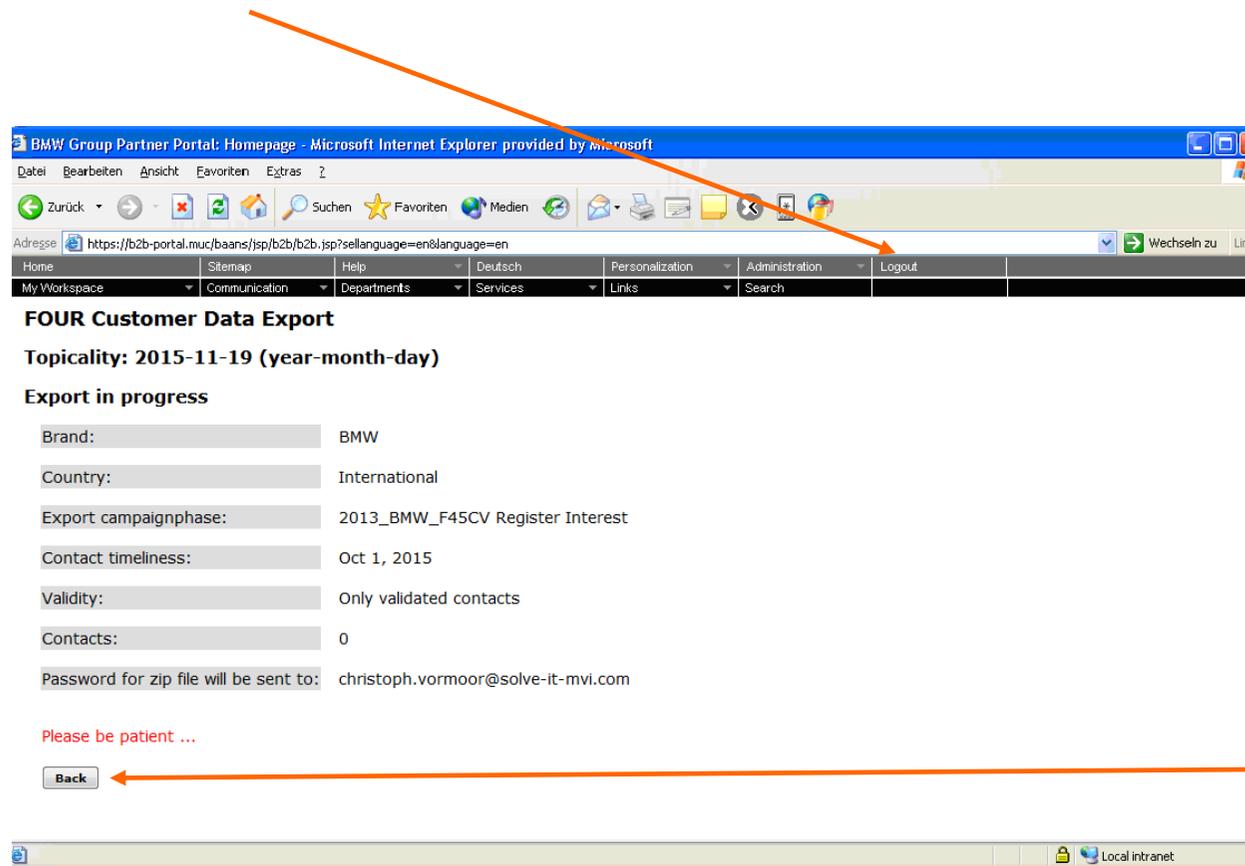
After downloading the data, put your sent email password (crossed in red) into the opened dialogue box, so that the export file is shown.



Export Guide.

Step 7: Logout.

After downloading the data, you can go back to step 3 by clicking the „Back“ button or you can logout.



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Contact and Support.

Marketing issues:

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Rajiv.Saxena@bmw.de

Technical issues:

Edgar Wagner, FG-6312, +49-89-382-49587

Edgar.Wagner@bmw.de

Technical support, access problems, registration:

pm.frontdesk.internetm@bmw.de

B2B support:

+49 89 382 49111 (german/english)