

# A18 - Visit Minutes

First steps in Convergence

## Added Value

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Convergence is the new place to manage your Every Buyer Every Visit. It's now named "Visit Minutes".

With Convergence, you can create a new Visit Minute very quickly and share it with your colleagues and supplier contacts. You can make your Visite Minutes private (confidential) and share only with identified users.

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## What you need to know to start...

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A Visit Minute has its own dedicated web forms in Convergence. Just fill in the appropriate information in the platform and send the Visit Minute to your supplier contacts and to your colleagues. Email templates are available for this and are automatically generated with the visit information.

Pre-packaged Reports can help you manage those documents.

 Need Help?

## How to ask for assistance?

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*Dear SalesForce  
Convergence user,*

For any question or issue regarding Convergence, please :

- create a request in **Service One** with the following information:
  - I want to update data in Convergence [Maintain data ownership in CONVERGENCE](#)
  - I want to upload procurement data [Maintain procurement data in CONVERGENCE](#)
  - Process : Data & Analysis
  - PTP-Subprocess: Purchasing Tools Support
  - PTP-Category: Convergence

For account creation, please refer to [here](#).

Thank you very much,

*Convergence Team.*