

# A1312 - Solvay account team

## Overview

In this section, you will find information about account ownership & account team in Convergence :

- Principles and business rules for account ownership
- How the account team is managed in Salesforce

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## Step-By-Step



Each Account has a Solvay Account Manager. The **Solvay Account Manager** takes care of his or her supplier's page. He or she is the buyer **in charge of the Account page & content consistency**.

Each Account has an "**Solvay Account Team**" which lists all the Solvay users interacting with the account. Every buyer can subscribe himself to the Solvay Account Team, or subscribe someone else.

### STEP 1

Account Owner you can add someone in the account team

1- In Tabs => Click on "**Accounts**"

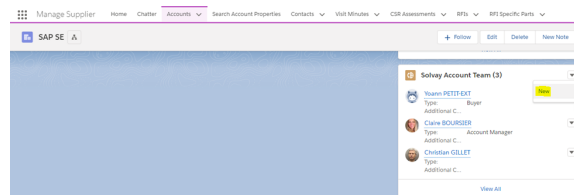
2- In View Menus => Select "**My Accounts**"

3- In ListViews => Click on the supplier name. e.g.SAP SE

blocked URL

### STEP 2

Go to the related list "**Solvay Account Team**" and click on the button "**New**"



### STEP 3

#### Team Member Edit : information

**Account** => the name is automatically filed in the field Account ". E.g. **SAP SE**"

1- In **Type** to transfer from "available" to "chosen", click on the arrow. eg. **Manager**

2- User => fill part of the name and press the "Enter" key in the "User" Field.

3- Click on **buyer name**. eg.Mario COCCO

4- Click **Save**

#### New Team Member

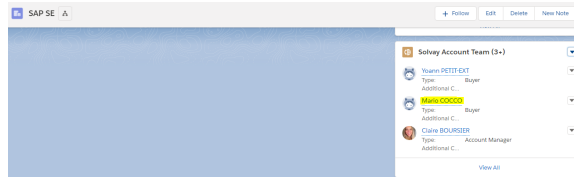
| Information                                      |                                                    |
|--------------------------------------------------|----------------------------------------------------|
| * Account<br><input type="text" value="SAP SE"/> | * User<br><input type="text" value="Mario COCCO"/> |
| Type<br><input type="text" value="Buyer"/>       | Additional Comment<br><input type="text"/>         |
| System Information                               |                                                    |
| MemberID                                         | Owner<br>Yoann PETIT-EXT                           |
| <div>Cancel Save &amp; New Save</div>            |                                                    |

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#### STEP 4

I verify if I added well the buyer

- After saving, I return automatically on " Account". E. g. "SAP SE"
- Go to the related list "**Solvay Account Team**" I verify, I added well the Buyer/Manager



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## Related articles

- [A1311 - Account Contacts and related contacts](#)
- [A1313 - New prospect](#)

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## Need help?

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### How to ask for assistance?

*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 mass 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.*