

# A1311 - Account Contacts and related contacts

## Overview

In this section, you will find information about how to create a new supplier contact in Salesforce.

## Table of content

- [Step-By-Step](#)
  - [Verify, if I added the Contact](#)
- [Related articles](#)
  - [How to ask for assistance?](#)

## Step-By-Step



Before creating a contact, search it to avoid creating a duplicate. In case of duplicate, the system will warn you if:

- the email address is the same than an existing contact

And the system will guide you to the existing contact. And then you will be able to **add a relationship**.

If the Contact does not exist, it is recommended to create it from the account page

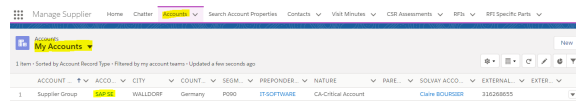
### STEP 1

#### Add Account Contacts

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

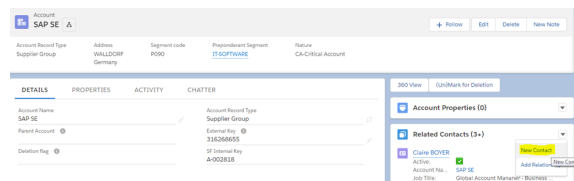


You can create a contact and relate it to any account in Salesforce, even if you're not part of the Account Team

### STEP 2

If the Contact does not exist, it is recommended to create it from the account page

Go to the related list **"Related Contacts"** and click on the button **"New Contact"**



### STEP 3

#### Contact Information

Account Name is automatically filled in this field. E.g."SAP SE"

1- Fill **First Name**, **Last Name**

2- In **"Type"**, select a function

3- Fill **Phone**, **Mobile**, **Email address**



Use the international format, contacts are shared.

#### New Contact: General contact

Contact Information

Job Title

\* Account Name

\* Name Salutation

First Name

\* Last Name

Deletion Flag

Type   
Commercial Manager  
Sustainable Development Manager

4- Fill all information you have "Mailing Street, Mailing City, Mailing State /Province, Mailing Zip/Postal Code, Mailing Country"

5- Click on **Save**

The screenshot shows a contact form with the following sections:

- Source:** A dropdown menu with "--None--" selected.
- Contact Information:** Fields for Phone, Mobile, Fax, and Email. A "Reports To" field with a search icon.
- Address Information:** Fields for Mailing Address (with a search icon), Mailing Country (set to Germany), Mailing Street, Mailing City (set to WALLDORF), Mailing State/Province (set to --None--), and Mailing Zip/Postal Code.
- System Information:** A section at the bottom with "Cancel", "Save & New", and "Save" buttons.

## Verify, if I added the Contact

STEP 4

After saving, I return automatically on the tab "Contact" with the name of the contact that you added

I verify, if I added well the Contact to my Account. e.g. "SAP SE"

- Click on **Account**, In View Menu => Select "**My Accounts**". In ListView => Click on the "Account name" e.g. "SAP SE"

Go to the related list "**Related Contacts**" and check if contact is added well e.g. "Mrs Claire BOYER"

The screenshot shows the detail view for a contact named Claire BOYER. The account name is SAP SE. The email is claire.boyer@sap.com. The job title is Global Account Mananer - Business Object (Sap). The account name is SAP SE. The deletion flag is checked. The type is Other.

The screenshot shows a list of related contacts for the account SAP SE. The list contains three contacts:

- Claire BOYER**: Active, Account Name: SAP SE, Job Title: Global Account Mananer - Business Object...
- Claire BOYER**: Active, Account Name: SAP SE, Job Title: Global Account Mananer - Business Object...
- Virgile CANCRE**: Active, Account Name: SAP SE, Job Title: Directeur Commercial Field Operation Ma...

A "View All" link is at the bottom of the list.

## Related articles

- [A1312 - Solvay account team](#)

## 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 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.*