

# A1610 - New Solvay CSR

## Overview

In this View, you will find information about process on assesment of supplier. The goal of this questionnaire is assess the supplier in different domains:

- Environment
- Labor practices & Human rights
- Fair business practices
- Sustainable Purchasing



CSR questionnaire should be made at **Supplier Group** level, and is valid for all suppliers of the group.

## Table of content

- [Step-By-Step](#)
  - [Help supplier \(I connect with the link\)](#)
  - [Receive the answer from the supplier](#)
  - [Request more information](#)
  - [Receive the answer from the supplier](#)
  - [Complete the CSR](#)
- [Related articles](#)
- [Need help?](#)
  - [How to ask for assistance?](#)

## Step-By-Step

### STEP 1

blocked URL

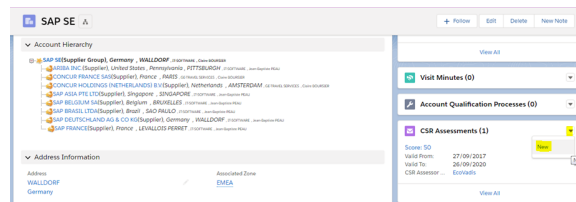
1- In Tabs => Click on **"Accounts"**

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

3- In ListViews => Click on **"Account"**  
e.g. SAP SE

### STEP 2

On the supplier group page, go to the **"CSR Assessments"** related list and click on the button **"New"**.



Choose **Solvay CSR Questionnaire** and click on the **"Next"** button

New CSR Assessment

Select a record type

- Solvay CSR Questionnaire**  
The Standardized Solvay CSR Questionnaire is a list of questions to be completed by the supplier (self-assessment) designed to be a first check of supplier performance on CSR/Sustainability.
- Solvay CSR Questionnaire (Historical)  
The Solvay CSR Questionnaire (historical) are the results of Solvay CSR Questionnaires obtained before launch of Convergence (October 2016).

Cancel **Next**

### STEP 3

1- Verify that the name of your supplier is the right one on the field **"Account"**.

2- Click on the magnifier next to the field "**Contact**", to search your supplier contact name.

Enter the contact name; find it on the list and click on it.

3- Verify that the CSR has the status "**is Active**".

4- In the field at the right side:

"**Valid From**": by default today, but you can change and choose the date you want the CSR to be valid from

"**Valid To**": by default it is valid for 3 years, but you can change and choose the date you want the CSR to be valid to.

"**Due Date**", choose the date you want the answer.

5- Click on the "Status" dropdown menu. And choose the status "**Sent**"

6- Click in the button "**Save**" at the top of the page

## Help supplier (I connect with the link)

### STEP 4

Stay on the CSR page and review the information required with the supplier

Under the CSR detail, click on the "**Link**" for the "URL for Supplier"

Make sure you are not a robot by clicking on "**I am not a robot**"

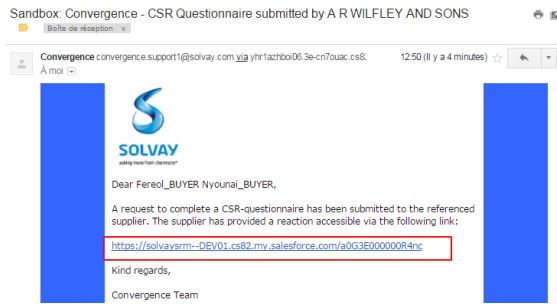
You can see the supplier page, and help the supplier to fill the questionnaire and up load document.

## Receive the answer from the supplier

### STEP 5

You received by email the **updated CSR** from the supplier.

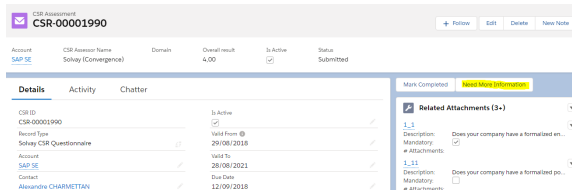
Click on the **link** in the mail. If asked, connect to your Convergence account via the Solvay Google Account



## Request more information

### STEP 6

If you need to request more information, click on the button "Request more information"



Please note that you can also change the status manually to "Need more information" but in this case, no mail is sent.

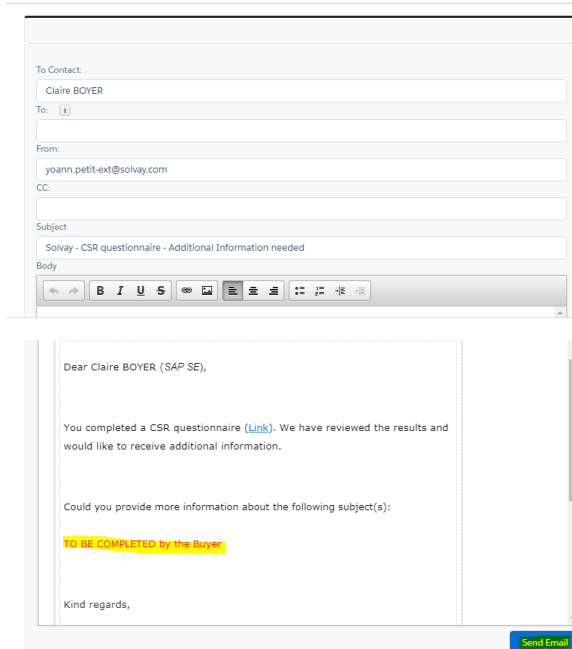
### STEP 7

#### Need More Information

1- Request the information you need .

Please complete the text directly in the e-mail template (remove and replace red text)

2- Click on "Send Email"

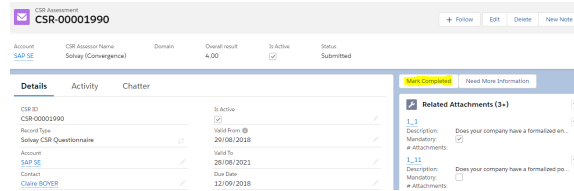


## Receive the answer from the supplier

- As a buyer, you are warned by email that the supplier **submitted** his CSR questionnaire
- Click on the **link in the email**

## Complete the CSR

STEP 8



The screenshot displays the SAP Convergence interface for a CSR assessment. The record is for account SAP SE, with a CSR ID of CSR-00001990. The assessment was created on 20/08/2018 and is currently in a 'Submitted' status. The interface includes a 'Details' tab, an 'Activity' tab, and a 'Chatter' tab. A 'Mark Completed' button is visible at the top right of the record details. The 'Details' tab shows the following information:

Field	Value	Status
CSR ID	CSR-00001990	Is Active
Record Type	Solvey CSR Questionnaire	Valid From 20/08/2018
Account	SAP SE	Valid To 28/09/2021
Contact	Claire BOYER	Due Date 12/09/2018

Verify that you have all the information you need to **complete the CSR Assessment**"

Go back to the top of the form and click the button **"Mark Completed"**

## Related articles

- [A1611 - Third party CSR assessment](#)
- [A1313 - New prospect](#)

## Need help?

### 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](#)