

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 \(! connect with the link\)](#)
 - [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

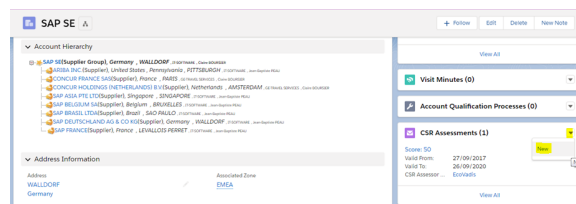
1- In Tabs => Click on **"Accounts"**

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.

New CSR Assessment: Solvay CSR Questionnaire

Information

CSR ID

Is Active

Record Type

Solvay CSR Questionnaire

Account

SAP SE

Contact

Search Contacts

Valid From

11/09/2018

Valid To

10/09/2021

Due Date

25/09/2018

Readme

Readme First:

We kindly ask you to fill in this Corporate Social Responsibility Questionnaire. Don't hesitate to ask us for further information on halmi_attach

Go to next step

Status

Sent

Cancel

Save & New

Save

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 upload document.

CSR Assessment

CSR-00001998

Account	CSR Assessor Name	Domain	Overall result	Is Active	Status
SAP SE	Solvay (Convergence)			☒	Sent

Details

Activity

Chatter

CSR ID	CSR-00001998	Is Active	☒
Record Type	Solvay CSR Questionnaire	Valid From @	11/09/2018
Account	SAP SE	Valid To	10/09/2021
Contact	Clair BOYER	Due Date	25/09/2018
URL for supplier	Link		

Accounts

☐

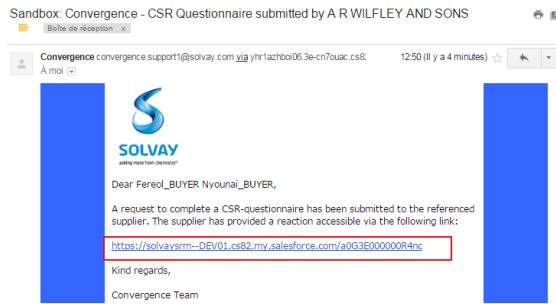
I'm not a robot

Receive the answer from the supplier

STEP 5

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

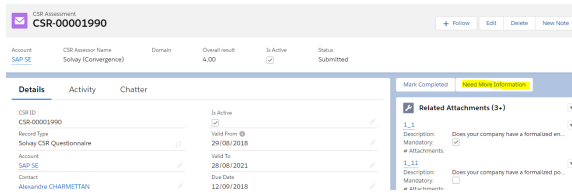
Click on the **link** in the mail. If asked, connect to your Convergence account via the Solvay Google Account



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"

To Contact:

Claire BOYER

To:

From:

yoann.petit-ext@solvay.com

CC:

Subject

Solvay - CSR questionnaire - Additional Information needed

Body

Dear Claire BOYER (SAP SE),

You completed a CSR questionnaire ([Link](#)). We have reviewed the results and would like to receive additional information.

Could you provide more information about the following subject(s):

TO BE COMPLETED by the Buyer

Kind regards,

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

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"**

The screenshot shows the 'Details' tab of a CSR assessment for SAP SE. The form includes fields for CSR ID, Record Type, Account, Contact, and Due Date, each with a checkmark indicating completion. The 'Status' is 'Submitted'. On the right, there are tabs for 'Mark Completed' and 'Need More Information', and a section for 'Related Attachments (3+)'. The 'Mark Completed' tab is active, showing a confirmation message: 'Does your company have a formalized en...'. The 'Related Attachments' section shows three attachments, each with a description and a checkmark.

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](#)