

C18 - What a supplier can see ?

Overview

Suppliers can connect to Convergence with the link displayed in email received from the platform. They have very limited access to Convergence information.

You can access to the supplier view with any document in "Sent" status. Click on the link on the field "URL for Supplier"

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Links

Help - They can have access to the link "Supplier help" in the left panel.

The screenshot shows the 'Supplier Help' link highlighted in the left sidebar. The main content area displays the 'RFI Detail' for RFI-0000261, including fields for RFI Id, Account, and Contact. Below this, there is a 'Go To Next Step' section with a 'Step Description' and a 'Step' column. The 'Step Description' contains instructions for filling in the document and submitting it. The 'Step' column has a 'Next' button.

Recent items - Suppliers can access all their recent items.

The screenshot shows the 'Recent Items' link highlighted in the left sidebar. The main content area displays the 'RFI Detail' for RFI-0000261, including fields for RFI Id, Account, and Contact. Below this, there is a 'Go To Next Step' section with a 'Step Description' and a 'Step' column. The 'Step Description' contains instructions for filling in the document and submitting it. The 'Step' column has a 'Next' button.

Supplier page

Suppliers can access their **own supplier page**. They just have to click on their account name in any document.

The screenshot shows the 'Supplier Help' link highlighted in the left sidebar. The main content area displays the 'RFI Detail' for RFI-0000229, including fields for RFI Id, Account, and Contact. Below this, there is a 'Go To Next Step' section with a 'Step Description' and a 'Step' column. The 'Step Description' contains instructions for filling in the document and submitting it. The 'Step' column has a 'Next' button.

Accounts

Account Info

Account: **PALL ITALIA SRL**

Account Details

Account Name: PALL ITALIA SRL, U.S.A. BRANCO
Parent Account: CALMER CORPORATION/PALL CORP. (NACHSCHULUNG)
Language: Italian
Your SOLVET Reference: 97 Internal Key: A-02000

Address Information

Address: VIALE DARLUA 25
00171 ROMA (C) 00193
PO Box
PO Box Postal Code
Company Postal Code

Map data ©2014 Google

In their supplier page, they will find **Related Contacts, Account Qualification Processes, Core RFIs, CSR Assessments and Supplier Actions.**

Related Contacts						
Address	Contact Name	Job Title	Email	Is Email Verified	Phone	Type
VIALE DARLUA 25 00171 ROMA (C) 00193	Stefano Mangano	INDUSTRIAL	stefano.mangano@pall.com		06 4880701	Commercial Manager/Other

Account Qualification Processes				
Action	Act. Qual. Process ID	Status	Created Date	Created By
	97-00000001	Pending	9/10/2016	STEFANO.MANGANO@PALL.COM
	97-00000002	Draft	9/14/2016	STEFANO.MANGANO@PALL.COM

Core RFIs				
Action	RFI ID	Supplier Status	Created	Created By
	97-00000001	Pending	9/10/2016	STEFANO.MANGANO@PALL.COM
	97-00000002	Pending	9/10/2016	STEFANO.MANGANO@PALL.COM
	97-00000003	Pending	9/10/2016	STEFANO.MANGANO@PALL.COM

CSR Assessments							
Action	CSR ID	CSR Assessment Name	Supplier Status	Valid From	Valid To	Supplier CSR Score	Created By
	97-00000001	Survey Convergence	Received	9/10/2016	9/10/2016	90.00%	STEFANO.MANGANO@PALL.COM
	97-00000002	Survey Convergence	Received	9/10/2016	9/10/2016	90.00%	STEFANO.MANGANO@PALL.COM
	97-00000003	Survey Convergence	Received	9/10/2016	9/10/2016	90.00%	STEFANO.MANGANO@PALL.COM

Supplier Actions					
Action	Supplier Action ID	Created Date	Due Date	Status	Task Subject
	97-00000001	9/14/2016	9/14/2016	Pending	Task for test

Documents

Suppliers can access and edit their **documents** when in status "Sent" or "Need more information". The supplier status is then "Received".

All other statuses let them read the document but not edit and save.

CSR Assessment 97-00000001

Information

CSR ID: 97-00000001
Recent Type: Survey CSR Questionnaire
Is Active: ☒
Valid From: 9/10/2016
Valid To: 9/10/2016
Due Date: 9/10/2016

Go to next step

Supplier Profiling Questions

A. Does your company provide SERVICES that meet, handle or transport DANGEROUS GOODS?
B. Does your company provide supply or receive DANGEROUS PACKAGING, TECHNICAL GOODS or TECHNICAL SERVICES?

Answer: ☐ Yes ☐ No

Related articles

- [A1315 - C18 - Supplier portal - Supplier Help](#)

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.