# A1311 - Account Contacts and related contacts

## Overview

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

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## 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

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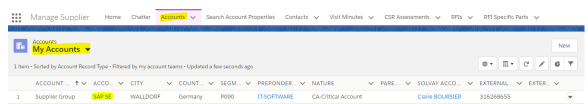
**STEP 1**

**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

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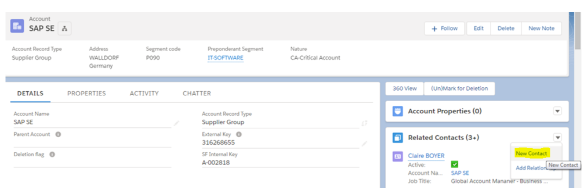
**STEP 2**

**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**"



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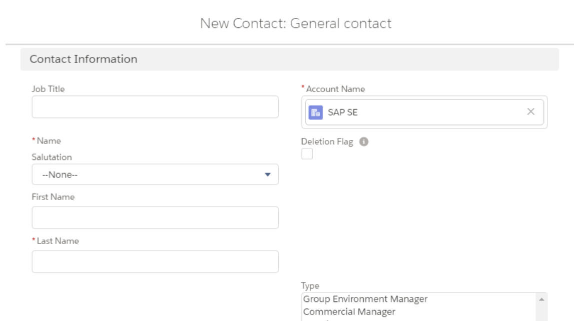
**STEP 3**

**Contact Information**

Account Name is automatically filled in this field. E.g."SAP SE"
**1**- Fill **First Name**, **Last Name**

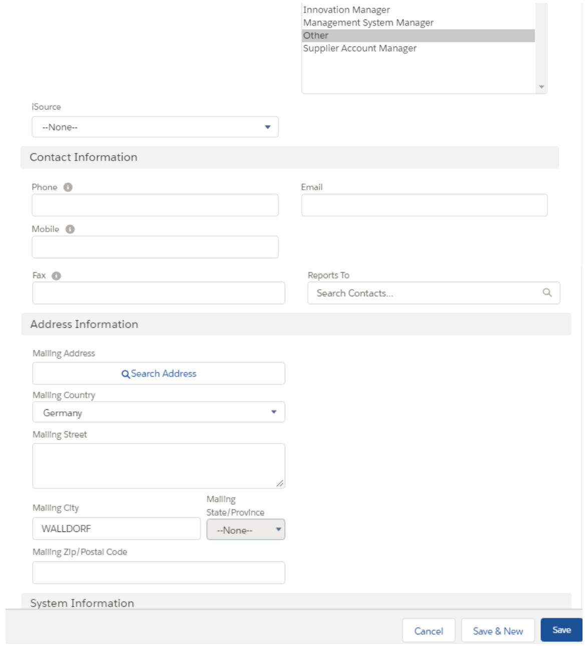
**2**- In "**Type**", select a function
**3**- Fill **Phone, Mobile, Email address**

Use the international format, contacts are shared.



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

**5**- Click on **Save**

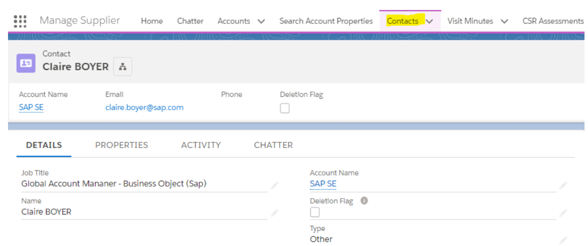



# Verify, if I added the Contact

**STEP 4**

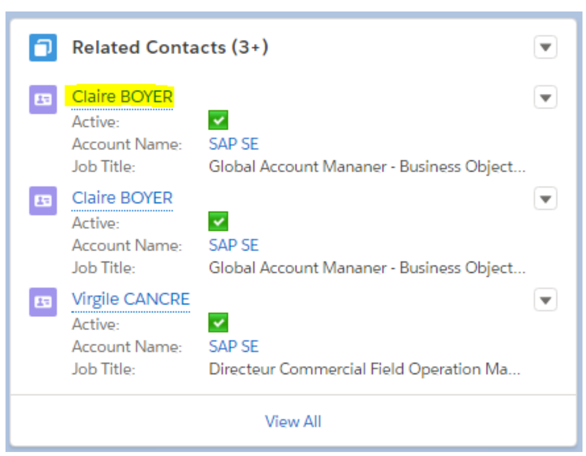
After saving, I return automatically on the tab "**Contact**" with the name of the contact that you added

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




- Click on **Account**, In View Menus => 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 eg."Mrs Claire BOYER"




# Related articles

- A1312 - Solvay account team

# 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.*