

# Supplier Relationship Management User Guide



## Supplier Network

Username (usually your email address)

Password

[Haven't got a Username?](#)

[Cannot access your account?](#)

**Sign In**

Please enter your login details you created in the registration stage, and then click "Sign In"

## Sign Up?

Don't have an account? [Register](#)

Leave this field blank

Have you been invited?

~~Access Code~~

**Go**

Please Note: At this point you may be asked to complete three memorable questions if you have registered before 29th November 2010. This has been added to the portal in a recent release/upgrade of the system. Its purpose is to further enhance the security of

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You can now either click on the 'Customer Requests' section in the centre of your screen or the icon in the ribbon down the left hand side of the screen.

The screenshot shows the 'Supplier Network' dashboard. At the top left is a dark vertical ribbon with icons for home, search, tools, edit, profile, relationships, customer requests (highlighted with a red box), and documents. The main area contains eight colored tiles: Notifications (0), Opportunities (5), Orders (0), Invoices (0), Customer Relationships (0), Customer Requests (6), Auctions (0), and Contracts (0). Each tile has a small icon in the bottom right corner. In the top right corner, there is a 'Help' button with a question mark icon and a language selector showing 'English (United Kingdom)' with a UK flag icon.

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## Your Relationships & Requests

? English (United Kingdom) ▼  
[Redacted] ▼  
TEST004

From here you can search for and manage trading relationships and requests between you and your customers.

Search Filters

Customer Name	Reference	Description	Type	Request Status	Relationship Approved?	Show More
VEOLIA ES (UK) LIMITED	B1006293	TEST - 20180502	Invitation for Relationship	Awaiting Response	-	

You will then need to click on the Orange arrow next to 'Veolia' which will then show you more details and allow you to click on the 'Respond' button.

### Invitation for Relationship

**Documents** ⓘ  
No documents found

**Classifications**  
No classifications found

**Maximum Contract Value**  
0.00

**Customer Contacts**  
No customer contacts found

Decline Respond

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You are now into the questionnaire and you will see three tabs across the top of your screen.

**Invitation for Relationship | B1006293**

Messages Validate Save Draft Submit

From here you can edit your response by entering information into the various panels below, or process it using the options above.

General Questions Additional Information

Request Details

**Description**  
TEST - [REDACTED]

**Request Status**  
Awaiting Response

**Maximum Contract Value**  
0.00

**General:** These are Veolia Contact details and information about the questionnaire type that you have been issued

**Questions:** This is the list of questions we will require you to answer appropriately to score your questionnaire

**Additional Information:** Contains information such as CIS information, Bank Details and ISO accreditation.

You can save your entries at any time during the questionnaire.  
Once you have completed the questionnaire you will need to submit this response back to us for review.

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Now, please click  
“Questions”

Invitation for Relationship | B1006293

Messages Validate Save Draft Submit

From here you can edit your response by entering information into the various panels below, or process it using the options above.

General Questions Additional Information

Please complete the following questionnaire from VEOLIA ES (UK) LIMITED. Your answers will be automatically saved every five minutes. You can also hit the Save button at any time if you want to stop and finish off later.

Click or touch the headings to expand each section. You must fill in all questions.

- 1 : Condition of Purchase (1 question)
- 2 : Insurance (2 questions)
- 3 : Insurance - Services (1 question)
- 4 : Quality (4 questions)**
- 5 : Health & Safety (11 questions)
- 6 : Information System (7 questions)
- 7 : Anti-Bribery (3 questions)
- 8 : CSR (14 questions)
- 9 : Business Continuity (2 questions)
- 10 : Facilitation of Tax Evasion (4 questions)

**3 : Insurance - Services (1 question)**

**4 : Quality (4 questions)**

4.01 Is your company certified or accredited by a recognised quality management standard (e.g. ISO9001)?  
Yes

4.02 Please upload a copy of your valid certificate for the quality management standard (Max file size 10.0 MB). \*

Attach file... Or drag and drop a file here

Additional Data

Expiry Date: \*  
31/12/9999

4.03 How does your company ensure that the quality of services delivered is consistent with the requirements of the contract?  
*This question is not available because of you*

Please complete all questions using the drop down boxes or check boxes where appropriate.

All questions are in subsections and you will need to select the arrow to view these questions.

Some sections might not appear depending on how you answered questions in the previous section

Where there is a link within the questionnaire you will be required to download this link, sign where required and re-upload using the attach file button. **You will be required to upload valid insurances.**

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**Your Relationships & Requests**

From here you can search for and manage trading relationships and requests between you and your customers.

Search by customer reference, description or customer name...

Q Search Filters

Customer Name	Show Me
VEOLIA ES (UK) LIMITED	
VEOLIA ES (UK) LIMITED	
VEOLIA ES (UK) LIMITED	
VEOLIA ES (UK) LIMITED	
VEOLIA ES (UK) LIMITED	

Once you have submitted the questionnaire you will see the above message to confirm that you have submitted your response successfully.

You will receive an email with confirmation as to whether the questionnaire has been completed satisfactorily or if there is some data missing.

Many thanks for your support in completing this request.