


ASN - Viewing and Managing My Customers - haccp.com User Guide



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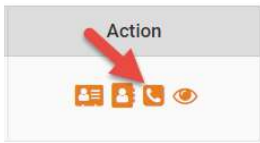


This User Guide provides instructions for how to view and manage My Customers through the ASN (Approved Supplier Network) Profile on the haccp.com platform, including:

- 1. Viewing My Customers.
- 2. Viewing Customer Business Details.
- 3. Viewing Customer Address Details.
- 4. Viewing Customer Contact Details.
- 5. Viewing Customer Profile.
- 6. Viewing Customer Profile / Business Details.
- 7. Viewing Customer Profile / Address Details.
- 8. Viewing Customer Profile / Contact Details.
- 9. Viewing Customer Profile / Supplier Questionnaire.
- 10. Deleting My Customers.

You may wish to use the haccp.com Work Instruction Training Record within this document to record the Training and Competency Outcomes for Team Members using the haccp.com Platform!

	<p>Benefits of using the haccp.com ASN functionality:</p> <ul style="list-style-type: none"> • Reduce the time and resources you put into Approved Supplier Management whilst Improving Outcomes. • Manage Approved Supplier status through the haccp.com platform. • Your Approved Suppliers grant you access to their Approved Supplier Documentation online. • Receive notifications of expiring Approved Supplier Documentation. • Download Approved Supplier Risk Assessments! • Download all of your current Approved Supplier Documentation at the click of a button! <p style="text-align: right;">...Upgrade to a Premium Listing for only \$99 USD per year!</p>
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Step	1. Viewing My Customers
1.a.	<p>! To access this functionality, you must have previously subscribed and have received access to your Customers' Profiles (Refer to the ASN - Adding Customers - haccp.com User Guide).</p> <p>Login to your haccp.com account.</p>
1.b.	<p>Go to APPROVED SUPPLIER NETWORK / My Customers</p> 
1.c.	<p>Where you have requested access to your Customers' Profiles and they have confirmed you as their Supplier, you will see their Customer Profiles displayed with details of:</p> <ul style="list-style-type: none"> • Business Logo • Business Name • Country • Location • Actions <ul style="list-style-type: none"> ○ Business Details ○ Address Details ○ Contact Details ○ View Details <p>! Column filters are available for you to sort the display of your Approved Suppliers as required.</p>
2. Viewing Customer Business Details	
2.a.	<p>Within the relevant Customer Profile, click on the Business Details icon within the Action column.</p>  <ul style="list-style-type: none"> • Your Customer's Business Details can be viewed as required.

3. Viewing Customer Address Details	
3.a.	<p>Within the relevant Customer Profile, click on the Address Details icon within the Action column.</p>  <ul style="list-style-type: none"> Your Customer's Address Details can be viewed as required.
4. Viewing Customer Contact Details	
4.a.	<p>Within the relevant Customer Profile, click on the Contact Details icon within the Action column.</p>  <ul style="list-style-type: none"> Your Approved Customer's Contact Details can be viewed as required.
5. Viewing Customer Profile	
5.a.	<p>Within the relevant Customer Profile, click on the View Details icon within the Action column.</p>  <ul style="list-style-type: none"> Your Customer's Profile can be viewed as required.
6. Viewing Customer Profile / Business Details	
6.a.	The Business Details page allows you to view the general details of your Approved Supplier's Profile.
7. Viewing Customer Profile / Address Details	
7.a.	<p>The Address Details page allows you to view the address details of your Approved Supplier's Profile, including:</p> <ul style="list-style-type: none"> Business Address Postal Address Location Map <div style="border: 1px solid #00aaff; padding: 2px; margin-top: 5px;"> <p>! The Location Map will display all of your current Customers.</p> </div>
8. Viewing Customer Profiles / Contact Details	
8.a.	<p>The Contact Details page allows you to view the contact details of your Customer's Profile, including:</p> <ul style="list-style-type: none"> Approved Supplier Contact Details; and Sales Contact Details.
9. Viewing Supplier Profile / Supplier Questionnaire	
9.a.	<p>The Supplier Questionnaire page allows you to view and download your most recent Completed Supplier Questionnaire for this Customer.</p> <ul style="list-style-type: none"> Where your Customer has requested a Supplier Questionnaire from your business through Approved Supplier Network and your business has completed it, the most recent Completed Supplier Questionnaire will be displayed here. Completed Supplier Questionnaires can be downloaded as a PDF if required.
10. Deleting Customers	
10.a.	<p>To delete a Customer from your Approved Supplier Network Profile, simply click on the Delete Customer button on that Customer's Summary.</p> <ul style="list-style-type: none"> You will be prompted to confirm if you would like to delete the relevant Customer from your Approved Supplier Network profile. <ul style="list-style-type: none"> Deleted Customers will be notified by email of your decision to delete them from your Approved Supplier Network profile. 

We Welcome Your Feedback!

We encourage your participation in recommending content addition, updates and amendments to ensure you access to the most current and relevant Food Safety and Quality information and resources available on the web!

Please do not hesitate to contact us directly at achievegreatness@haccp.com with your comments or suggestions!



