Resilinc Supplier Training and Instruction Manual

Supply Chain Visibility (SCV) Assessment

April 04 2021
Objective

Enable our supplier partners to understand the Resilinc Supply Chain Visibility (SCV) assessment and assist in updating the data
Contents

✓ Supplier registration and login process
✓ Supply Chain Visibility Assessment overview
✓ Key improvements / enhancements
✓ Benefits from the SCV revamp
✓ Supply Chain Visibility Assessment tabs
Supplier Registration & Login

Guidelines on how to access the portal and login
How to Register and Login?

If you have not received a registration email, please contact us via our live “Chat” or email us at support@resilinc.com
Launch or Kick-off Email

Illustration

Dear [name],

We are reaching out to you on behalf of our mutual customer CSM TECHNOLOGIES.

CSM TECHNOLOGIES is using the Resilinc solution to securely collect and store supplier information to support their strategic initiatives.

CSM TECHNOLOGIES takes pride in ensuring that they have full visibility of their supply chain network. You are a critical supplier partner to CSM TECHNOLOGIES, and for that reason, we are requesting you on behalf of CSM TECHNOLOGIES to share the following information to help support the company’s strategic priorities in this area.

We request you to please complete this request by due date or provide a commit date by when you will be able to respond.

New to Resilinc? Register

Please see the attached letter from our supply chain leadership to help provide more context for your team:

1. **Take Assessment:** To access the survey.
2. **Commit Date:** Let Customers know that you will submit the survey by this date.
3. **Not the Right Contact:** Let Customers know you are not the right contact and provide right contact.

**TDR COMPONENTS**

<table>
<thead>
<tr>
<th>Due Date: 2020-04-03</th>
<th>Commit Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not the Right Contact</td>
<td></td>
</tr>
</tbody>
</table>

Should you have any questions, please reply to this email, or start a conversation using our live chat at portal.resilinc.com. You can also refer to the frequently asked questions [here](#).

Alternatively, you can also send an email to our support team at support@resilinc.com.

We appreciate your prompt attention to this request.

Regards,

Partner Relations Team

support@resilinc.com

Resilinc
Homepage – Assessment Navigation

- Click Hamburger Menu from top left corner
- Hover on the "Manage Assessments"
- Click “Respond to Assessments”
- Check the list of Assessments from your customer(s)
Supply Chain Visibility (SCV) Assessment overview

Purpose of the assessment, what is being requested
Supply Chain Visibility (SCV) Assessment

What it is?
A request from your customer to provide visibility about your supply chain dependencies to help with crisis response and protect supply continuity.

- Site Information and Recovery Time
- Part Site Mapping
- Emergency Contact Information
- Sub-Tier Supplier Details

What it is not?
It is not an effort to get pricing, capacity, demand or other operational information

Benefits
This is an opportunity to build greater trust and stronger relationships with your customers and jointly protect your mutual business interests.

Partners decide what information is shared and which customers they approve!
## Supply Chain Visibility (SCV) Assessment – Data Collection

<table>
<thead>
<tr>
<th>Configuration: Customer to Select Level of Information Requested from Suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 1</strong></td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
</tr>
</tbody>
</table>

For the Supply Chain Visibility (SCV) assessment process, above data can be collected. Customer can choose depth of the information requested.
# SCV Assessment - Revamped

## Key improvements /enhancements

<table>
<thead>
<tr>
<th>Feature</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review and provide feedback for customer provided data</td>
<td>Customer can provide sites, part mapping, contacts and sub-tier data which will populate in the assessment. Supplier can review this data and provide feedback by either marking it valid, not applicable or invalid</td>
</tr>
<tr>
<td>Add Existing Feature</td>
<td>An enhancement to our existing data sharing model, this feature allows suppliers to view all their data present in the Resilinc portal and select &amp; add what is applicable to this assessment. It avoids typing information again. The database will contain data provided by supplier, customer or researched by Resilinc</td>
</tr>
<tr>
<td>Partial Save / Saving with errors</td>
<td>The present SCV assessment does not allow a supplier to save an assessment with errors. It can only be saved after errors are resolved. Similarly, if partial information is provided, for e.g. just site address without activity and recovery time, it will display an error. This experience has now been made seamless to our suppliers. The new SCV assessment now allows to save an assessment at any stage and revisit it later, if required</td>
</tr>
<tr>
<td>Improved performance and responsiveness</td>
<td>Assessment responsiveness on saving, especially on assessments with large number of parts and sites has improved in this new SCV assessment</td>
</tr>
</tbody>
</table>
Benefits from the revamped SCV

Faster turnaround time to complete assessments

**Enhanced Usability**
Faster and responsive spreadsheet

**Excel Like Capabilities**
Copy/Paste from Excel, Redo/Undo, Column Search/Sort

**Bulk Update**
Update multiple data using single operation

**Leverage Existing Data**
Use the already submitted data while responding to new requests

**Validate Customer Data**
Provide feedback and validate customer data
Product Changes - Approach

✓ Suppliers can leverage the already submitted data while responding to new customer requests. Suppliers should import already existing data instead of typing in new content

✓ Suppliers can provide feedback and either validate or invalidate customer requested data. Dependent data will automatically be marked appropriately
  ✓ E.g., Suppliers identify and mark invalid sites. Using a single action, the site contacts will automatically be marked as invalid
  ✓ Suppliers approve a part site mapping. Using a single action, the sites will automatically be marked as valid

✓ Suppliers will be able to copy/paste content from Excel and vice versa. This allows faster edits

✓ Suppliers can save assessments even with errors. It helps them progressively update the assessments and finally submit them
Supply Chain Visibility (SCV) Assessment tabs

Purpose of the assessment, what is being requested
The company details tab asks for basic headquarter level information for your company:

- Company Name will be pre-populated and NOT editable
- Street Address 1 – First line of HQ address (mandatory)
- Street Address 2 (optional)
- City (mandatory)
- Postal Zip Code (optional)
- State (mandatory)
- Country – select from picklist (mandatory)
- Website, Phone#, Fax# (optional)
- Ultimate DUNS Number, Site DUNS Number, Stock Symbol – can be updated if available (optional)
Key changes:

- Layout of the data is now horizontal in comparison to the vertical layout to its predecessor
- Data in the fields can be pre-populated if customer has provided the information already. You can review and edit the data if required
SCV Assessment Tab 2

Site List

In the site list tab, you need to list all your sites that are associated with any activity for this customer:

- **Site Address** (Street Address 1, Street Address 2, City, State, Postal Code, Country) – fields with * are mandatory
- **Site DUNS Number** – if available (optional)
- **Activity** – Select the most critical activity from the picklist that this site performs. If there are multiple activities, you need to replicate the row to update it
- **Recovery Time** – Time (weeks, days or hours) taken to resume 100% of current volumes, should the site be impacted by a major disruption (e.g. 2W or 5D or 10H)
- **Alternate Site** – Update a site that can perform the same activities that the primary site can. Please note that the alternate site is selected from the picklist, so it first needs to be added to the site list before it can be selected
- **Alternate Site Bring-up time** - The time in weeks, days or hours to get the first shipment out the door if you had to move your operations from the primary site to the alternate site. This time should always be lesser that Recovery time of primary site
- **Sub-contractor Name** - The name of the Sub-Contractor if Sub-Contractor is used for this site
- **Site Name** – The site name will be auto-generated once the address and sub-contractor details are filled. Before generating the site name, it will check if there is already a site created for the address provided, hence avoiding duplication
SCV Assessment Tab 2
Site List – Validate Customer Provided Sites

Key changes:
✓ Customer can provide site information themselves, which will pre-populate in this tab. Under the source column, you will see the customer's name for these sites.
✓ There is a new column at the extreme right called Actions. By default, all customer provided sites will be in a 'Pending Validation' status (grey tick).
✓ When you click on the picklist, you can perform one of the below 3 actions:
  • Valid and applicable – approve the details provided by the customer if the data is valid and correct
  • Valid but not applicable / delete row – provide feedback to customer that this site is valid but not applicable to them
  • Invalid / Delete Row – inform customer that this site is invalid or data provided by them is incorrect
✓ Once you update the action and save, only sites marked as valid will remain and the ones marked invalid / not applicable will not be visible. However, you can still view them by checking the box 'Show Invalid', placed on top of the grid.
SCV Assessment Tab 2
Site List – Validate Customer Provided Sites

For the sites marked as Valid and Applicable, source will now include your company’s name along with the customer’s name.

You can add your own sites, these will be validated by default and source will show as your company’s name.

When there are more than one site, you can select multiple sites by checking the box next to the site and then clicking on the ‘bulk actions’ dropdown. It will provide you with the same options viz. Valid and applicable, Valid but not applicable / delete row and Invalid / Delete row.
There is now a new feature added called ‘Add Existing’ at the top right, which on clicking will list all the sites associated with your company.

You can just select and add these sites to the assessment, rather than typing it again.

As shown above, a dialog box will open which will list all the sites for your company. The first column in this dialog box is Source, which will let you know if this site was provided by the customer, your company or is researched by Resilinc.

The benefit of this feature is that you can view all your data at one place.
In the part site map tab, you need to provide a status for all the parts and map it to the sites that are involved with it

Part # - This can be pre-populated if provided by customer or you can also type in a new part number in a blank row

Part Status – This can be updated either as Valid, Invalid, Obsolete, Unrecognized, End of Life or Unable to Share. Please note all valid parts need to be mapped to at least one site. Part status can also be assigned for multiple parts using the Bulk Actions dropdown

Mapped Site – Click on the edit icon to map the part to the appropriate site/s

Customer part # and customer part description – these are non-editable and will be updated by the customer, for parts provided by them

Alt Site Qualified - In this column, please indicate if the part has been qualified by your company for an alternate site by choosing "yes" or "no" in the corresponding cell. This means, if the primary site were to be disrupted, the part does not need to go through an extensive requalification for the alternate site to produce it. You need to make sure that if parts are Alternate Site Qualified, then an alternate site name and alternate site bring up time need to be listed in the tab 2 i.e. Site List Tab

LTB Date - For EOL and OBS parts, provide LTB Date. This is the last date a customer will be able to purchase the part
SCV Assessment Tab 3
Part Site Map – Validate Customer Provided Mapping

- If the customer has already provided any part site mapping, this will be visible and the Action on the column on the extreme right will be ‘Pending Validation’
- The source column will show the customer’s name
- Supplier can click on the Actions pick list and either validate, mark not applicable or mark the mapping as invalid
- On saving the rows marked not applicable and invalid will disappear but will show if you check the ‘Show Invalid’ box at top of the grid
- Supplier can also validate in bulk by selecting multiple rows and using the Bulk Actions dropdown
To map a part to any site, click on the pencil icon under the Mapped Site field for that part.

A dialog box will open to select part site mapping for that part.

You can check a single site or multiple sites for the part in question.

Once checked, click on the “Map Selected Sites” button on the top right.

Site name will now populate in the Mapped Site field.

In the scenario where a part is mapped to multiple sites, a new row will be created for that part (i.e. one row for each site).
To map multiple parts to one or multiple sites, check the boxes next to the respective parts.

Click on the Bulk Actions drop down.

From the pick list under Bulk Actions, select the option ‘Update Part Site Mapping’.

This will open a dialog box for selecting the sites.

Select the site or sites that need to mapped for the parts in question and then click the ‘Map Selected Sites’ button.

Site name will now appear under the mapped site field.
There is now a new feature added called ‘Add Existing’ at the top right which will list all the existing part site mapping for your company that is present in the Resilinc database.

You can just select the applicable ones for this assessment and apply, rather than provide the mapping manually for each part.

As shown above, a dialog box will open which will list all the parts and their mapped sites for your company. The first column in this dialog box is Source, which will let you know if the part site mapping was provided by your company, the customer or is researched by Resilinc.

The benefit of this feature is that you can view all your data at one place.
You need to list the contacts who are responsible for the entire Supply Chain Visibility mapping or business continuity for your company. These could be all the individuals responsible for completing the assessment. There is no upper limit for the number of contacts that can be added here. However, it’s mandatory to add one contact.

Please note that all contacts listed here will be emergency contacts for your company and will receive event notifications for your company and all the sites.

You can mark any customer provided contact either Valid or Invalid from Action section (as shown in the image).

For multiple contacts, you can use the Bulk Action dropdown to mark the contacts Valid or Invalid.
SCV Assessment Tab 5

Site Contact

- You need to provide the site emergency contacts for all the sites to which parts are mapped
- You need to select the Site address from the drop-down
- Site Names with parts mapped will auto-populate as shown in above image
- You can mark any customer provided contact either Valid or Invalid from Action section (as shown in the image)
- For multiple contacts, you can use the Bulk Action dropdown to mark the contacts Valid or Invalid
SCV Assessment Tab 6

Sub-tier Supplier

- In this tab, you need to provide information about suppliers from whom you procure parts or raw materials - fields with * are mandatory
- Sub-tier Supplier Company Name – Provide the name of the supplier you deal with. There is a column to the extreme right called Normalized Sub-tier Supplier Company name (highlighted in red). Resilinc will check in its database, if we already have the same supplier in our database and populate the normalized name in this field to ensure consistency in data and nomenclature
- Supplier Company Contact – Provide first name, last name, email id and phone number of a contact at this supplier company
- Headquarter address – Provide Street Address 1, Street Address 2, City, Postal / Zip Code, State and Country of the headquarters of this company
- Website – Provide website of the company, if available
- Just like tabs 2 to 5, if there is any customer provided data in this tab, you will need to validate the same either individually using the Actions menu on the right or by using the Bulk Actions dropdown for multiple rows (highlighted in green)
- Here too, you can use the ‘Add Existing’ feature to view previously provided data for your suppliers and choose from the same (highlighted in blue)
SCV Assessment Tab 7
Sub-Tier Part Sourcing

- **Product**: Select the product from the drop-down option (all Valid parts in tab 3 will populate as product)
- **Part Category**: Select the part category for this product from the drop-down options available
- **Sub-tier Supplier & Part Number**: Provide supplier name associated with that product and the sub-tier supplier part number
- **Sub-tier Supplier Part description**: This can also be provided, if available
- Just like tabs 2 to 6, if there is any customer provided data in this tab, you need to validate the same either individually using the Actions menu on the right or using the Bulk Actions dropdown for multiple rows
- You can use the ‘Add Existing’ feature to view previously provide data for your suppliers and choose from the same
In this tab, you need to provide information about sites of your suppliers. The information requested here is similar to the information provided in tab 2.

- **Sub-tier Supplier Name** – Select the sub-tier supplier name from the drop-down, which is populated from the sub-tier suppliers provided in tab 6.
- **Site Address** – Provide street address 1, street address 2, city, state, postal / zip code, country - fields with * are mandatory.
- **Site DUNS Number** – provide DUNS number for the site, if available.
- **Activity** – Select the most critical activity from the picklist that this site performs. If there are multiple activities, you need to replicate the row to update it.
- **Recovery Time** – Time (weeks, days or hours) taken to resume 100% of current volumes, should the site be impacted by a major disruption (e.g., 2W or 5D or 10H).
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- **Alternate Site Bring-up time** - The time in weeks, days or hours to get the first shipment out the door if you had to move your operations from the primary site to the alternate site. This time should always be lesser that Recovery time of primary site.
- **Sub-contractor Name** - The name of the Sub-Contractor, if Sub-Contractor is used for this site.
- **Site Name** – The site name will be auto-generated once the address and sub-contractor details are filled. Before generating the site name, it will check if there is already a site created for the address provided, to avoiding duplication.
SCV Assessment Tab 8

Sub-tier Sites

- Just like tabs 2 to 7, if there is any customer provided data in this tab, you need to validate it by using the Actions menu on the right.

- For multiple rows, you can also use the bulk actions drop-down as highlighted here.

- You can use the ‘Add Existing’ feature to view previously provide data for your suppliers and choose from the same.
Thank You

Reach us at support@resilinc.com

Connect with us using ‘Live Chat’ functionality available within your partner portal