

## Protecting Your Supply Chain



NonVerba's eCustodio is a comprehensive online supplier evaluation management system, which allows organisations to interact with their suppliers by use of web-based technology. This interactive tool allows organisations to request suppliers to provide exhaustive information about their business, including financial documents, insurance, quality, H&S and environmental certificates through online questionnaires.

eCustodio's workflow technology ensures that the process of supplier evaluation is carried out in the most efficient way possible. Procurement send requests to suppliers to register; suppliers complete the registration questionnaire online and submit. Procurement can approve the supplier based on their submission or put them on hold and ask for more information by annotating the supplier's questionnaire which then goes back to the supplier for additional information. Procurement may also reject the supplier if they do not meet the requirements.

Suppliers are categorised based on criticality – high, medium or low – and based on their criticality profile they are automatically required to answer questionnaires which are tailored for their criticality level.

## Product Overview

The product's full functionality is covered under the following areas:

### Request Supplier

- Staff from any part of the organisation can request a supplier to be evaluated with the aim of getting them included in the approved supplier list
- Line managers vet these requests and if they agree the supplier receives a login to submit their registration questionnaires

### Supplier Registration

- Suppliers receive login credentials to login to their online registration questionnaire and complete and submit the questionnaire
- If put on hold and requested for more information, suppliers can view the Procurement's annotations. Based on this, they can include the additional information required and re-submit

## Product Overview

### Procurement Management

- Procurement managers can review the submitted questionnaires online and approve the suppliers or put them on hold or even reject them
- They may also request for further information from suppliers on hold by appending their notes against each question or section
- They have a view to comprehensive reports enabling them to track the supplier workflow and also view current status improvement

### System Administration

- The system administration portal allows the system administrator to manage organisation data, create dynamic questionnaires for each section and manage system users and configuration settings
- Revert suppliers from the Reject list to Hold status for them to be re-considered, if required

## Functional Specifications

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### Requester and Line Manager Capability

Request for new supplier to be registered by member of the staff	Send request to line manager to approve for a supplier to be registered. The form includes details such as name of the proposed supplier, geographical location, product/service category and criticality category
Line manager approval	Line manager may approve or reject. If he approves he also has the ability to change the proposed supplier's criticality category
Viewing current approved suppliers list	Ability to view the current suppliers list

### Supplier Capability

Login for accessing the online registration questionnaire	Supplier gets a profiled login to his/her own secure online questionnaire based on criticality category of the supplier
Questionnaire submission	Supplier can fill in the questionnaire. System requires that mandatory questions are not left blank
Colour coding of questionnaire sections	Based on whether a section has been completed or not the section is highlighted with Red, Amber and Green colour codes. Red implies no questions completed, Amber implies some questions to be answered and Green implies that the section is complete

## Functional Specifications

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### Supplier Capability

Document upload	Documents such as financials, insurance policies and certificates can be uploaded by the supplier in the relevant sections with their expiry dates
Furnish additional information	Suppliers are alerted when Procurement puts them on hold and asks for additional information. The questionnaire has icons to indicate which sections have annotated questions from Procurement that need to be answered. Procurement may also add some new questions to be answered
Document Expiry Alerts	Suppliers are alerted through emails if their documents are nearing expiry or have expired so that they may upload the renewed ones
Review Alerts	Suppliers are alerted through emails to do their annual review of their submissions

### Procurement Capability

Evaluate supplier	Evaluate suppliers from their Evaluate queue by going through the submitted questionnaire
Approve supplier	Approve supplier and move them to the approved suppliers list. Approval may be conditional or unconditional and indicated by Red, Amber and Green colour coding. Red implies that the supplier has been approved although it does not meet most of the requirements but it is necessary to carry on with the supplier because of strategic reasons. Suppliers in Amber status indicate that they have only a few requirements where they need to improve while Green implies an unconditionally approved supplier
Put supplier on hold	Suppliers maybe put on hold if more information is required off them. More information can be in the form of additional questions which Procurement may add to the questionnaire or ask for additional information for one or more existing questions by raising issues against each
Reject supplier	Suppliers may be rejected if they do not meet the requirements

## Functional Specifications

### Procurement Capability

View reports

#### General Reports

Supplier By Category  
By Type  
By Geography  
Expiry Data Analysis  
Expiry Status  
Annual Review  
Management Information  
Supplier Evaluation  
Analysis By Questions  
No. Of Accesses - Approved Suppliers  
New Supplier Evaluation  
Prequalified Supplier Evaluation  
Offline Registrations

#### Audit Reports

Status & Category Changes  
Supplier Status  
Bank Detail Updates  
Supplier Information Changes  
System Access  
Access Levels  
Supplier Credit Checks

### System Administrator Capability

Manage organisation data

Create and manage organisation hierarchy

Manage users

Create and manage users and their roles

Manage products and services categories

Create and manage products and services categories

Build questionnaires

Create questionnaires and add questions

Move rejected suppliers to hold area

Move rejected suppliers to hold area for reconsideration by Procurement

Manage configuration settings

All configuration settings including alert intervals are set by the system administrator

## Functional Specifications

### Security

Penetration testing	The system has been penetration tested and has been found to be secure
Complete segregation of supplier data	Data from one supplier is completely segregated from another with no supplier having view of another supplier data
Password security	Multilevel password security is available. The supplier is sent a mail with a link to open a form to enter his/her email ID and submit. Only upon this verification process an email with a cryptic password is sent to the supplier. The supplier has to change his/her system generated password as soon as he/she logs in before the system can be used. Periodical password changes are compulsory
Distributed architecture	If required, the system can be deployed with only the supplier website accessible through the Internet, while the database and the Procurement website are within the company's network, totally protected by firewall

### Awards & Nominations



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