



# MyAchilles

# Buyer User

# Guide

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Updated June 2020

**Please note** – if you have access to the platform both as a Buyer and Supplier, there is a separate Supplier User Guide also available.

More help available at [help.achilles.com](https://help.achilles.com)

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## 1 Signing in and passwords

If your organisation is joining MyAchilles and you are the first user, your account will be set up for you in advance by Achilles. Once you have been sent your details, please go to <https://my.achilles.com/> and follow instructions. If your organisation is already on MyAchilles, your invitation will be triggered by a User Administrator from your organisation (see Manage Users section of this guide). Use the 'Sign in with Microsoft Office' button to use your existing Microsoft Office credentials to access your account. This should eliminate the need to re-enter your credentials and recall your password.

### 1.1 Login and Password issues

If you are encountering login and password issues once inside the platform and are using the Single-Sign-On (SSO) feature, then you will need to check/reset your Microsoft access credentials.

If you are encountering login issues when signing into MyAchilles without SSO, there is a link to reset your password on the MyAchilles login page.

## 1.2 My Profile

You can update your information and view your permissions/roles in My Profile. This is accessed from the profile icon in the header bar. 

If you are associated with more than one organisation (eg if you are a consultant filling in the Questionnaire on behalf of multiple companies) you can 'Change Organisation' under the same menu.

## 2 Dashboard

This is your landing page in MyAchilles, a central access point for Notifications and data about your Supplier network. You can return to the Dashboard at any time by clicking on the red Achilles 'A' icon in the header bar. 

On the 'Dashboard' you will find the following modules.

### 2.1 Notifications

If you have chosen to follow either individual Suppliers or Commodities, you will see the resulting Notifications here. See separate Search section of the User Guide for information on how to set these up. Notifications are triggered when:

- Followed Suppliers' Questionnaires are republished or expire.
- There is a new Supplier of followed commodities/services, or a Supplier ceases to provide them.

Notifications are shown ordered by date, most recent first. Click on the ellipsis next to a Notification and then the cross icon to dismiss it. For each Notification you will see the name of the Supplier, a description of what has triggered it, the type of Notification and the date received. Clicking on the eye icon from the ellipsis will take you to the relevant Supplier Profile.

### 2.2 Key Metrics

The Key Metrics module gives you an insight into where Suppliers are in the registration, data update and assurance process within your Networks/Communities. This covers the wider Supplier network, beyond those who are fully published and visible in Search. The statuses displayed range from Invited through to Published.

- Total: This counts not only published Suppliers visible in Search, but also those who have not started, or are part-way through, their registration and qualification process.

- Invited: The number of suppliers invited to join the Network/Community and have yet to start their registration.
- Registering: Suppliers who have clicked through from the Invitation and entered their registration details. They have not yet started a subscription with Achilles.
- In Progress: Those who have started their first subscription with Achilles but have either not yet submitted their Questionnaire for the first time, or have pending issues to address prior to resubmission.
- Submitted: These Suppliers have started their first subscription with Achilles and have submitted their Questionnaire for publication for the first time. Their questionnaires are now undergoing validation by Achilles.
- Current: These Suppliers have a valid subscription and their Questionnaire has been published within the last 12 months. They will be visible in Search. Note that while the overall Questionnaire may be current, there may be elements within such as certificates that are out of date. You can see these highlighted when viewing the Questionnaire. When Suppliers' subscriptions are no longer valid, they are no longer be visible in Search.
- Out of Date: These Suppliers have a valid subscription and are still visible in Search, but their Questionnaire is now overdue for an update.
- Audited: This is the number of Suppliers that have a valid Audit – published and in date. This figure does not contribute to the Total.

Note that if you are a member of multiple Networks/Communities, you should use the Network Switch (crossed lines icon at top of screen) to control which of these are represented in the data.

## 3 Network Switch

If you belong to more than one Network/Community, you will be able to switch your view of the platform via the Network Switch in the header bar. 

This helps larger Buyer organisations who have different users focused on different procurement sectors. The switch is accessed by clicking on the crossed lines icon at the top of the screen. The network selection(s) you make there will dictate the scope of data shown in pages and modules outlined in blue. These include the Supplier Profile, Search and Dashboard.

## 4 Supplier Search

This is your tool to identify Suppliers and check their compliance status and data. Search is also central to the Request Information process and to 'following' Suppliers and Commodity Codes. Start by accessing Supplier Search in the main menu under the three-line icon in the header bar. 

You can view a supplier's Profile and access their questionnaire by clicking a row in the search results or the View eye icon in the three-dot ellipsis to the left of each row. See separate sections on the Supplier Profile, Questionnaire and Audits.

## 4.1 Keyword searching

The text you enter in the keyword search box will be matched against company name, Achilles ID, commodity code, commodity name, and region of supply. You can use the dropdown to the left of the box to limit your search to one of these fields. To match a whole phrase, use inverted commas as follows: "steel pipes".

## 4.2 Filters

The filters shown down the left of the screen can be used to narrow your results. They are expanded or collapsed by clicking on their headers. You will see the number of filters selected under each drawer shown in the header. Click 'Clear All' at the top if you want to reset all filter selections. The search results on the right will be continually updated as you add and remove filters. You can track the changing total with the animated counter, top left.

### 4.2.1 Commodity Codes

Filter Suppliers by the Commodities/Services they provide. Click the 'Select codes' link to open up the selector and then drill down to find the entries you need. You will see multiple code selectors if you have access to multiple Networks/Communities. Use the 'ANY' button to find Suppliers of any of the Commodity Codes selected. If you select the 'ALL' button, only those who supply all the specified codes will be returned. These options equate to the 'OR' and 'AND' Boolean operators. Note that you should use the ALL setting if you need to find Suppliers of a specific level 4 code – choosing ANY when you have selected a level 4 code will also return Suppliers of the parent level 3 code.

You will see underneath the Commodity Code selectors there is the option to choose 'Supply Type'. This allows you to specify what type of supply you are interested in for your selected product codes. You can choose between Manufacturers, Agents and Stockists. Note this distinction does not apply to service-type codes.

### 4.2.2 Region of Supply

Narrow the Supplier list by specifying which geographies they must be able to supply. The 'ANY' and 'ALL' buttons work in the same way as for Commodity Codes above.

### 4.2.3 Country of Trading

This filters by the countries Suppliers have declared in their trading address. You can make multiple selections from the drop-down list. In contrast to Regions of Supply, each Supplier will only have one Country of Trading.

#### 4.2.4 Sales Revenue

Narrow Suppliers by setting a range of Sales Revenue. The currencies used by Suppliers will be converted to match the currency selection you make. Revenue is shown for the last financial year recorded.

#### 4.2.5 Management Systems

Filter for Suppliers who have documented Management Systems in place. Three options are available – Quality, Health & Safety and Environment.

#### 4.2.6 My Relationships

This allows you to see only Suppliers who have a defined ‘Relationship’ with your organisation set up. Please contact your Account Manager if you would like more information.

#### 4.2.7 Supplier Level

Use this filter to narrow your selection to Suppliers who have a specific subscription level. This equates to the degree of Achilles assurance they have undergone, and you may have a required threshold for procurement. Available Supplier Levels can vary by Network/Community.

### 4.3 Panel View

By default, you will see the Supplier results laid out in ‘Panel View’. This brings together key data and compliance information about each Supplier and is designed to be easy to browse. If you wish to see more data and manipulate the results you should switch to ‘Table View’ with the button top right. See next section for more information.



Aside from core information such as address, website and Annual Sales Revenue, the ‘Panel View’ view includes marketing information. Suppliers are encouraged to fill out an ‘About Us’ section that fills the main body of the panel. They can also add social media handles.

#### 4.3.1 Compliance

In the right-hand panel you will see a Compliance module which indicates the Supplier’s Compliance with the Network/Community requirements for their assurance level. The module has tabs for each Network/Community that you have in common with the Supplier. The three indicators work as follows:

- Questionnaire: A blue tick will show when the required version of the Questionnaire has been published and is in date (less than 12 months old). A yellow exclamation mark will show when this is not the case.
- Audit: A blue tick will show when an Audit required for the Supplier’s membership level has been completed and is in date. A yellow exclamation mark will show when

an Audit is required but it has either not been conducted or is out of date. There will be a grey dot where there is no compliance requirement for an Audit. The Supplier may still have undergone an Audit voluntarily – if so you can access this by clicking through to the Supplier Profile.

- Membership: A blue tick will show when the Supplier has the correct, up-to-date subscription compliant with their assurance level. The latter is driven by Network-specific rules designed to identify 'higher risk' Suppliers. A yellow exclamation mark will show where these conditions are not met.

#### 4.3.2 Documented Management Systems

This module shows whether the Supplier has declared a certified Management System in the published version of their Questionnaire for quality, environment, and health and safety. The three states are 'Current', 'Expired' and 'None'. You can see details of the standards in place and review uploaded certificates by opening the Supplier's full Questionnaire.

## 4.4 Table View

Toggle to Table View using the button top right.



PANEL TABLE

The same Suppliers will be shown, but this time with columns containing their key data. Each column can be sorted by clicking on the header. There is a cog icon at the top left of the table which opens the Column Chooser. Here you will find additional data that is not shown in the default view. The column selections you make will be carried through to the PDF and Excel downloads.

- Organisation Name: Supplier's trading name
- State: Whether the Supplier's Questionnaire is Current or Out of Date (over 12 months since last publication).
- Supplier Level: The highest level of Achilles assurance that the Supplier has subscribed to.
- Currency: Financial reporting currency.
- Annual Sales Revenue: Revenue for the last reported year.
- Network: The Networks/Communities the Supplier is a member of.
- Achilles ID: The unique code used to identify the Supplier in Achilles' systems.
- Management Systems: Whether the Supplier has documented management systems for Quality, Environment and Health and Safety.
- Irish Labour Law Compliant: Specific to the Supply-Line Community, this shows whether the Supplier is compliant with current labour laws in Ireland.
- Name and contact details: These refer to the designated Primary Business Contact in the Supplier organisation. Additional contacts are available within the Questionnaire.

## 4.5 Downloading

Select Suppliers using the radio buttons to the left of each row or select all using the radio button at the top of the list. The Download button at the top will become active. In the next modal choose your Filename and file type. The downloads will contain the same columns visible in Table View. Add more columns to see more data in the downloads. The downloaded files will include details of the search including the filter criteria applied.

## 4.6 Following Suppliers and Commodity Codes

The Search interface allows you to select specific Suppliers and Commodity Codes that you are interested in tracking. There are two types:

- Follow Suppliers: Select Suppliers using the radio buttons to the left of each row and then choose 'Follow selected suppliers' under 'Actions' top right. Note that the selected list will overwrite any existing following list you have in place. Once set you will receive Notifications in your Dashboard when any of these Suppliers' published status changes.
- Follow Commodity Codes: Run a search that includes Commodity Code filter selections. Choose "Follow selected commodity codes] under 'Actions' top right. Once set you will receive Notifications in your Dashboard when any Supplier starts or stops supplying the followed codes. As with Followed Suppliers, the list of Commodity Codes followed will overwrite previous selections.

## 4.7 Request Information

You can also use the search results to initiate a Request Information Event and add Suppliers to an existing Event. Please see the dedicated Request Information section for more details.

# 5 Supplier Profile

Access Supplier Profiles by clicking on entries in Search results, or from other locations such as Following Notifications. Supplier Profiles provide access to all data held about each Supplier in one place, including the Questionnaire. Suppliers also advertise themselves with marketing text and their social media links.

## 5.1 Key Data

This module includes key details pulled from the Questionnaire.

### 5.1.1 Financial information

Data for latest annual sales revenue, plus the end of the financial year to which it applies.

### 5.1.2 Quality Management System

This module shows whether the Supplier has declared a certified Quality Management System in the published version of their Questionnaire. The three states are 'Current', 'Expired' and 'None'.

### 5.1.3 Environmental Management System

This module shows whether the Supplier has declared a certified Environmental Management System in the published version of their Questionnaire. The three states are 'Current', 'Expired' and 'None'.

### 5.1.4 Health and Safety Management System

This module shows whether the Supplier has declared a certified Health and Safety Management System in the published version of their Questionnaire. The three states are 'Current', 'Expired' and 'None'.

## 5.2 Compliance modules

These show whether the Supplier's data and membership meet compliance requirements for the Network/Community and subscription level that they are signed up to. There will be up to four compliance modules visible for each of the Networks/Communities that the Supplier shares membership with you. Note that it is possible to be compliant for one Network and not for another given the varying requirements.

### 5.2.1 Subscription

This module shows which Network/Community subscription level the Supplier has purchased and which level they are required to have. They may be required to upgrade subscription level when they cross defined compliance thresholds such as turnover or number/type of products supplied.

- The 'Current' row shows which subscription level they most recently purchased for the named Network/Community.
- The 'Required' row shows which subscription level they are required to have purchased to remain compliant.
- 'Expiry' shows the date when the subscription will expire.
- A blue tick will show when the correct subscription level is in place AND in date.
- A black exclamation mark on a yellow background will show when this is not the case.

### 5.2.2 Questionnaire

This module shows the type and status of the Supplier's Questionnaire for the Network/Community named in the header.

- The 'Current' row shows which version of the Questionnaire is published and visible.
- The 'Required' row shows which Questionnaire version they should have, given their required subscription level. Note that they may have upgraded to the correct subscription level, but the corresponding additional questions are yet to be published.
- 'Expiry' shows when the Questionnaire needs to be updated (12 months since last publication).
- A blue tick will only show when the correct Questionnaire version is in place and it is in date.
- A black exclamation mark on a yellow background will show when this is not the case.

The 'View Questionnaire' button will be active if there is a published version available to buyers in the Network/Community. Clicking through will open the full Questionnaire as completed by the Supplier. The landing page shows a list of the available sections; click through to see details. You can choose to download either the whole Questionnaire or individual sections.

### 5.2.3 Audit

This module shows which Audit type the Supplier has purchased and undergone (if any), and which type they are required to have. They may need to undergo a different Audit when their required subscription level changes (see above). Note that in some Networks/Communities Audits are not tied explicitly to compliance policies and are instead voluntary.

- The 'Current' row shows which Audit type the Supplier most-recently purchased for the named Network/Community.
- The 'Required' row shows which Audit type they are required to have to remain compliant (where appropriate).
- 'Expiry' shows the date when their Audit is set to expire.
- A blue tick will show when the correct Audit is in place AND in date.
- A black exclamation mark on a yellow background will show when this is not the case.
- Where there is no compliance requirement for audit, the box will show greyed-out.

To download and view details of their latest Audit, plus access any Audits published in previous years, click on the 'View Audit' button.

#### 5.2.4 Buyer-Specific Questions

This module shows the status of the Supplier's responses to any questions your organisation requires them to answer in the named Network/Community. They will normally need to have completed these questions to be compliant to work with you.

- The 'Status' row shows whether the questions have been answered and published.
- 'Expiry' shows when the responses need to be updated (12 months since last publication).
- A blue tick will only show when the correct Questionnaire version is in place and it is in date.
- A black exclamation mark on a yellow background will show when this is not the case.

## 6 Request Information

Request information is a tool that enables your organisation to seek specific information from suppliers as part of a formal tender process, or to ask questions on an ad hoc basis. A Request Information Event can be issued to any Supplier that has a valid Achilles subscription and meets the search criteria you have selected. Once issued, suppliers will be notified of the Event and be able to provide responses as appropriate. You will be able to track and view responses. For regulated Events, there is functionality to report on and notify Suppliers who have been excluded. The main access point to Request Information is via the main menu in the header bar. You will also see access points within Search. 

### 6.1 Creating an Event

There are three options for creating an Event.

- The first is within the Request Information page, accessed from the main menu, top left. You will see a 'Create Event' button top right. 
- The second is to run a Search for Suppliers, select and then choose 'Create new Request Information event' from the Actions menu top right.
- The third is to clone an existing draft Event you have previously created. This allows you to build a library of draft Events that can be used repeatedly for similar Events.

You can start drafting an Event and return to it later thanks to auto-save – there is no requirement to launch immediately.

#### 6.1.1 Event details

Key information about the Event is added here; the title, description, contact, deadline and supporting documents. Note: there is a maximum file size of 30MB for each uploaded file.

The selected contact's email address is included as the Event Contact in the information that the Supplier sees in their view of the Event. Note that all users in your organisation will see responses in the platform, regardless of who is set as Event Contact. When you have completed the details, click Save. Note that you will be able to edit these details as necessary.

### 6.1.2 Questions

In the next screen you will see the Event Details, with an Edit button. Below this is a section entitled Questions. Click Add Question to get started. There are four types of question available to choose from.

- Text: Suppliers respond with free text.
- Document upload: Suppliers can only respond with an attachment
- Single answer: Suppliers respond with a single response from a list that you have created.
- Multiple answers: Suppliers can select multiple responses from a list that you have created.

Once created you will see that your questions are listed in the Questions section. While the Event is in Draft status, you can edit them there by clicking on the ellipsis to the left of the row and selecting the Edit pen icon.

### 6.1.3 Select Suppliers

You may have already selected Suppliers if you started creating your Event in Search. If not, you can launch Search from within the Event. Within the Suppliers section, click on 'Actions' and then on 'Search for suppliers'. Once the required Suppliers are selected in Search, click on the 'Actions' button and select 'Add to existing Request Information event'. Once selected, the suppliers are displayed within the Request Information event. To amend the list of Suppliers you can either delete the list of Suppliers currently attached, or run a fresh Search.

### 6.1.4 Issue Event

Once satisfied that the event is ready to be issued, click on Actions top right and click on 'View/issue event invitations'. You will then be shown a preview of the email notification Suppliers will be sent. If you are ready to start the Event, click on Issue. The Event status will then change to Open. After that point a Buyer user with User Administrator permissions can edit the close date.

## 6.2 Event statuses

Visible in the Request Information home page and within your Events, you will find one of three statuses displayed:

- Draft: Events in the process of being defined. Content added to the Event will be autosaved. These Events can be deleted.
- Open: Events that have been issued to Suppliers and are within the specified deadline.
- Closed: Events that have passed the deadline date.

### 6.3 Supplier response statuses

You will see individual response statuses listed against each of your invited Suppliers within the Event page:

- Invited: Your organisation has initiated the event, the Supplier's Primary Business Contact has been emailed, a Notification has been added to the Supplier's Dashboard, but a response has not been provided.
- Interested: The Supplier has registered an interest in your Event, but a detailed response has not yet been provided.
- Not interested: The Supplier is has declared themselves not interested in your Event.
- In progress: The Supplier is working on a response but has yet to submit it.
- No response: The Event closed without the Supplier submitting a final response.
- Responded: The Supplier has sent a response.

### 6.4 Viewing Supplier responses

There are two methods to see submitted Supplier responses. The first is to click on Suppliers listed within the Event page. The second method is via a full download of all responses. Generate this by using the appropriate link under the 'Actions' button in the Suppliers section. The download will be a zipped folder, containing a file with all of the responses (Excel or pdf) plus any supporting files uploaded by the Suppliers.

### 6.5 Excluded Supplier functionality

The system allows you to create Events that generate Notifications to Suppliers who have been excluded. This functionality is normally used when the Event is taking place in a regulated context. It is designed to conform with EU guidelines for ensuring that Suppliers are treated equally and transparently. To trigger the Notifications, and a report for your own records, use the check box next to 'Notify excluded suppliers when invitations are issued'. This is available at the point you add Suppliers to your Event.

The functionality is only available when all Suppliers in the Search results are selected and when the Search meets the following criteria:

- A single Network/Community was used in the Search.
- At least one Commodity Code was selected.

- At least one Region of Supply was selected.

### 6.5.1 Notifications

Excluded Suppliers are only notified once the Event invitations have been issued. They will see a Notification in their Dashboard, showing the Event details, the Buyer organisation name, timings of exclusion and Event launch, Search criteria that were satisfied, and Search criteria that were not satisfied. Note that Suppliers do not receive Notifications if they were excluded because they do not supply the selected Codes or Regions.

### 6.5.2 Excluded Supplier Report

For regulated Events you may be required to demonstrate that the Event was conducted correctly, and that excluded Suppliers were notified. Attached to the Event, you will find the Excluded Supplier Report which shows who was excluded and the Search filters that were responsible. Note that the Network/Community, Commodity Codes and Regions of Supply used in your Search are not counted as exclusion reasons in the Report. It is the filters used in addition to these that will be recorded.

View the report by using the 'Actions' button in the Suppliers section of the Request Information Event screen. The download name can be edited and is available in Excel and pdf form. Search criteria are shown in the second tab of the spreadsheet. Please note that the report shows exclusions as calculated when the Search was originally run. Subsequent changes to Supplier data will not be reflected. This is required for the reports to be admissible as part of an audit trail.

## 6.6 Messaging

Messaging allows Buyers and Suppliers to communicate directly with each other about open Request Information Events. As a Buyer you may want to send out clarifying information to participating Suppliers. Messaging can be accessed via the envelope icon in the header bar. A counter on the icon shows how many unread messages you have. 

You can reply to Suppliers' messages about Events here. To initiate a conversation with an individual Supplier or all invited Suppliers navigating to an open Event and select 'Message' under 'Actions'. Note that any Supplier responses to your message will only be seen by you, not by the other Suppliers.

- The message header contains your organisation name and the Event name.
- Enter your message and when complete, 'Send'.

## 7 Manage Users

If you have 'User Administrator' status you will see 'Manage Users' in the settings menu, accessed via the cog icon. 

This allows you to view and create new users for your organisation and define their level of access. You will first see the Manage Users Dashboard, which lists the existing users and contacts set up for your organisation. There is a search box available if you have a long list of users to filter. Against each listed contact/user you will see an 'EDIT' link that allows you to adjust their details.

Note that you can view your own permissions/roles in My Profile. This is accessed from the profile icon in the top-right of the page. If you are associated with more than one organisation, you can 'Change Organisation' under the same menu.

### 7.1 Add new user

If you want to create a new user for your organisation's MyAchilles account, click on the 'Create New Contact' button. After you have filled out the individual's details you will see that there are three types of Achilles System Roles available to set.

- Contact: You will normally use this setting to create draft users prior to issuing invitations and granting them full access. They will not have access to the system until their role is changed. Complete the form, select 'Contact' Achilles System Role and click 'Save and Close'.
- User: These individuals will have access to the system, but without access to Manage Users. Select 'User' Achilles System Role and click 'Invite' to send an invitation email.
- User Administrator: Follow the same process above but select 'User Administrator' system role. These users will be able to access Manage Users.

### 7.2 Activate, deactivate and dissociate users

When users no longer require access or leave your organisation, you should rescind their access to MyAchilles. Go to the Manage Users Dashboard and click on 'EDIT' next to the user in question. To temporarily make a user inactive so that they cannot access your organisation's data in MyAchilles, click on the Deactivate icon. If you need to reactivate an inactive user, you should click on the same icon.

If you wish to remove a user from your organisation's list altogether you should use the dissociate icon; a dissociated user will not be able to access your organisation's data in MyAchilles.

## 8 THEMIS

You can navigate directly to the THEMIS platform if you are subscribed to the service. You will find a link under the main menu top left.

Our THEMIS packages provide all the guidance you need to navigate EU laws relevant to your business in one consolidated library. And if you need help, our team of specialist legal academics can provide you with quick answers to all your questions. With a deep understanding of the practical implications of the EU procurement rules and regulations, we offer training courses and consultancy services for buyers – both in regulated and non-regulated procurement together with THEMIS. If you would like THEMIS added please contact our sales team.

## 9 Help

You can obtain help and support relevant to all areas of the platform via the question-mark icon top right.  Ensure that you click through to the Buyer area to see relevant content.

Because insight  
beats hindsight



[www.achilles.com](http://www.achilles.com)