Connect for Buyer Members

Overview of Connect platform features and how to get started

2021 Mar
Buyer Membership

Welcome to the most engaged responsible supply chain program in the world. IETP is here to support your supply chain sustainability journey. Our program helps mitigate labor risks and ensures your products are made in safe, ethical, and respectful workplaces.

We understand that you are constantly seeking up-to-date information for reporting and decision-making, our Connect Platform provides instant updates and important alerts on your suppliers.

Connect Platform is a one-stop-platform for you to obtain up-to-date supply chain information for reporting and monitoring. Here are some of the many benefits it provides:

- **Increased supply chain visibility**
  Connect with factories you source from, access all the factory data you need including audit reports, audit history and corrective action plans.

- **Stay informed with real-time updates**
  Stay on top of your supply chains, get instant notifications on changes in certification status of the factories you source from, along with checkpoint and incident alerts that go beyond audits.

- **Easily manage your supply chain**
  Efficient and user-friendly functions to help you manage audit data across multiple factories with ease. High flexibility enables you to add internal remarks or export a customized list for other integration.

- **Manage risk strategically**
  View the full list of suppliers who are Certified, In Probation/Remediation, Terminated, or Expired in one click, strategically manage them according to their risk level. Any suppliers displayed in red means their certification has expired, an indication a follow-up is needed.

- **Find new factories to source from**
  Offers simplified/advanced search metrics that allow you to tailor by product type, factory size, location, etc to find exactly what you need.
Our growing community of Ethical Toy Program Buyer Members include:

To join or learn more about our buyer membership, contact us at join@ethicaltoyprogram.org

Connect Platform User Guide for Buyer Members

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1) How to login/ logout of the Connect Platform
Step 1: On IETP’s website (www.ethicaltoyprogram.org), click the ‘Login’ button on the top of the page.

Step 2: Login with your information

Step 3: To log out, click found in the upper right corner
2) How to view my connected suppliers?

When you are connected with your suppliers, the Connect Platform enables you to access their audit reports, view up-to-date information on their certification status, and receive alerts regarding changes that could disrupt your supply chain.

Once you are logged in, you will be directed to the My Factories page. This same page can also be accessed via Ethical Sourcing> My Factories> My Factories.

Categorized supplier status in one click: view the full list of suppliers who are Certified, In Probation/Remediation, Terminated, or Expired. This then allows you to strategically manage them according to their risk level.

3) How to connect with other existing suppliers/ look for potential suppliers?

You can use the simplified/advanced search function to find exactly what you are looking for.

To connect with your suppliers or potential suppliers:
Step 1: Go to Ethical Sourcing > All IETP Factories, use the search criteria to identify suppliers, e.g.: Factory ID, industry type, no. of workers.

Step 2: Click the factory ID to view more information on the supplier.

Step 3: Click to send a request connecting with the supplier. The icon indicates they have accepted your invitation, you are then given permission to access their audit reports, download their certificate, and get instant alerts on their activity.

Tips:
- Factory with an expired certification will display in red
- To speed up the process, contact (email/call) your existing suppliers to accept your invitation
- Use the information on the Connect Platform to shortlist your potential suppliers
- Export your customized list for further reporting/ integrations

4) How to access real-time supplier updates or download their certificate?

Step 1: The My Factories tab provides an overview of your connected suppliers. For detailed information, click on the factory ID code on the left hand side of the screen.
Step 2: The **Factory Profile** page provides details of the supplier, e.g.: their business license no., Manufacturing Process and Capacity, no. of buildings...

Step 3: To view their compliance information click **Audit Process and History tab**. You will be able to see their current process in regards to the IETP certification, as well as their historical data (previous audit/visit report)

Step 4: Click 📄 to download their Certificate, or click ☑️ to view details of the selected audit/visit

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Step 5: Within the selected audit/visit, click 📄 to view the full report/CAP. You can also download documents such as the image of the factory, business license, etc. on this page

**C12345** Global Toy and Play Limited  
**IAA**

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**Factory Key Information**

- Factory Name (in English) - Line 1 📄: Name XXXX
- Factory Name (in English) - Line 2
- Factory Registered Name (in English) - Line 1 📄: 名字XXX
- Factory Registered Name (in English) - Line 2

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5) **How to turn on instant notifications from my connected factories?**

To stay on top of your supply chain, you can subscribe to 2 types of email notifications covering all eventualities with your suppliers:

1. Notification of their status in regards to IETP certification
2. Notification for checkpoints

**Notification of their IETP status:**
Step 1: Click your username on the top right corner of the page

![User interface screenshot]

Step 2: Click **Subscribe Notification** and check whichever notifications you would like to receive via email, click the **Save** button when you are done

![Notification selection screenshot]

Notification for checkpoints:

“Check Point Alert” is available for super users only. To change the roles of the users, please refer to the section **How to manage users within my company** in this document.

Check Point Alerts are custom alerts you can set up for each checkpoint in the IETP Audit Checklist. You can choose specific checkpoints of concern or whole checklist sections which you would like to be updated on.

You will receive an alert via email when a factory you are connected with records non-compliance in any of these specific issue areas.
Step 1: Select **Check Point Alert** at the top

Step 2: Choose from a list of which alerts you would like to receive, you can choose a whole issue area or a specific checkpoint

Step 3: Once you have selected all the alerts you would like to receive, please click to save your setting

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6) **What is an incident report and how can you view it?**

Any major factory incidents, emergencies, and worker-related issues (e.g.: strike, fatality) are required to report to IETP within 48 hours. The IETP team will send an alert to their connected buyers via Connect, so that you can stay on top of changes within your supply chain.

To view the report:

**Step 1:** Under **Ethical Sourcing: > My Factories > My Factories Incidents**
Step 2: The page will list all the incident reports of your connected suppliers. Click to view details. IETP provides information of the incident, updates, and our next steps (if any) via Connect.

7) How to connect with your licensors or retailers?

Many brands work with hundreds of different suppliers around the world, with an increasing need to share supplier compliance data with retailers and licensors. That’s why we are improving functionality, to make it easy to share supplier data with other companies you work with. Whether they are a retailer stocking your product or a licensing partner you are working with.

This Connect feature allows you to share selected suppliers with any other buyer member of the Ethical Toy Program. Once shared, they can see all audit data and receive alerts the same way as if they had directly connected with them.

Step 1: To connect with other licensors, retailers, or brands that are also using the Connect Platform, click Ethical Sourcing > My Relationship > All Brands.
Step 2: Similar to how you connect with the suppliers, click + Invite send a request. It will show ✔ when your licensors/retailers have accepted your invitations.

8) How to share the compliance data of your supplier with licensors or retailers

To allow your connected licensors or retailers to view compliance data of your suppliers.

Step 1: Click Ethical Sourcing > My Relationship > Brand Relationship Management

Step 2: Find the connected brand you would like to share supplier information with, then click Factory Sharing

Step 3: Either choose to share a selection or all of your connected factories with them, click Confirm to save the setting.
9) How to accept or request suppliers' information from the connected licensees/ brands?

You will need to 'request' or 'accept' the suppliers from the licensees or brands you work with before you can view the compliance data of their suppliers.

To accept the factories:

Step 1: Go to Ethical Sourcing > My Relationship > Brand Relationship Management, click Accept Factory
Step 2: From the pop-up window, click the drop-down menu to view the full list of suppliers your connected licensees/brands would like to share with you.

Step 3: Select the factories, then click Confirm to save the setting. An invitation will be sent to the suppliers to show you would like to connect with them. Once they have accepted the request, you can also view their information via Connect.

To request suppliers from your licensees/brands:
Please contact them directly, ask them to follow instructions detailed in #Question 8, to send you a list of suppliers via Connect.

10) How to manage users within my company?

To change between a normal user and super user, click User Management on the top, find the correct email and click ✏️ to edit. On the user's profile page, choose the appropriate role, then click Save to confirm your changes.
11) How can I get insights or analysis of my supply chain?

Connect Analytics is an included feature for buyer members, it is a one-stop dashboarding and reporting tool that give you all the supplier information you need instantly, including your suppliers’ performance, non-compliance, and benchmark analysis that allows you to compare your supplier performance against all other suppliers in the IETP program.

This tool provides information on how well your supply chain performs compared to the toy & play sector, enables you to drill down into performance gaps to identify areas for improvement so that you can develop customized metrics to measure and manage your global supply chain.
Any inquiries about the use of the Connect Platform, please email us at info@ethicaltoyprogram.org

To become an IETP Buyer Member, contact us at join@ethicaltoyprogram.org

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