



The Vendor Management platform
for critical equipment and services

Vendor Guide for Carbon Tracker

www.supplhi.com

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WHAT IS CARBON TRACKER

Carbon Tracker is a GHG emissions Estimation Model, free of charge for Vendors, based on few primary data asked directly to Vendors. Once completed, the results are shared with the network of Customer Organizations adopting Carbon Tracker.

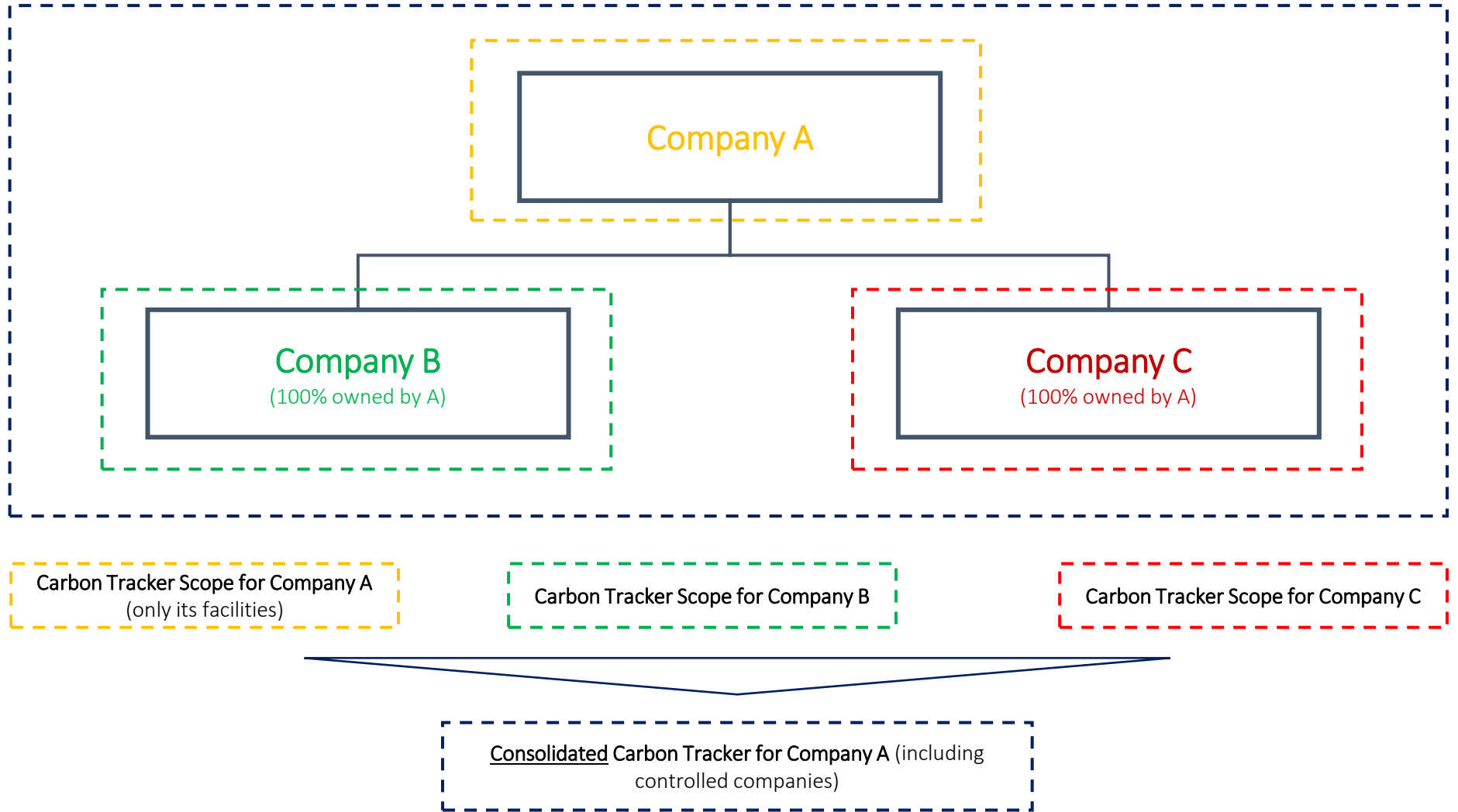
The GHG emissions Estimation is not an end in itself, rather it is instrumental to monitor the evolution of GHG emissions over time through the implementation of improvement actions by Vendors.

- My Colleagues
- Company Basic Data
- Company Structure
- Categories of Supply
- Basic Questionnaire

- Applications
- Action Requests

- Company Actions

- Log of Activities
- F.A.Q.
- Tickets
- Release Notes



Each Company shall report data on Carbon Tracker for its own facilities

A TWO-STEP PROCESS




WELCOME

LOGIN

USER REGISTRATION

DASHBOARD

COMPANY DATA

 My Colleagues Company Basic Data Company Structure Categories of Supply Basic Questionnaire



APPLICATIONS

 Applications Action Requests

ACTIONS

 Company Actions

SUPPORT

 Log of Activities F.A.Q. Tickets Release Notes

COVERED IN THE
GENERAL VENDOR USER
GUIDE

1 APPLY TO CARBON TRACKER

2 DESCRIBE YOUR ACTIONS

SUPPORT

HOW TO USE THE GUIDE

This brief manual will guide you in **step-by-step process** to fulfill Carbon Tracker Questionnaire.










On the left you can see a **menu of the topics**. Click on any topic to go directly to it.

1

Throughout the guide, follow the **orange steps** in the order they appear.



For any clarifications that may be required during the utilization of SupplHi, feel free to contact the SupplHi Team that is at your disposal through the [dedicated ticketing system](#)

 My Colleagues Company Basic Data Company Structure Categories of Supply Basic Questionnaire Applications Action Requests Company Actions Log of Activities F.A.Q. Tickets Release Notes

1) APPLY TO CARBON TRACKER

Accept T&Cs, provide Categories of supply, then answer the dedicated Questionnaire



60' - 90', based on availability of data



download and accept documentation



quality assurance by SupplHi



automatic notifications

The dashboard shows a company profile for test_VentunoMarzo S.R.L. with various completion status cards for Company Onboarding, Company Structure, Categories of Supply, and Basic Questionnaire, all marked as 'Completed'. The 'Applications to Customers' card shows 'Action needed'. The 'Applications' menu item in the sidebar is highlighted with a red box and a red circle with the number 1.

Application Target	Type	Application Status	My Last Update	View
Standard Questionnaire	Program	Under Review	5 days	View
Supply Chain ESG Guidelines	Program	Information required	16 hrs	View
Carbon Tracker	Customer	Not Candidate	-	Apply
Customer Organization 2	Customer	Under Review	5 days	View
Customer Organization 3	Customer	Not Candidate	-	Apply

APPLY TO CARBON TRACKER APPLICATION AREA

- 1 Click on “Applications”
- 2 In “Applications” you can see all the Customer organizations (global players, Contractors,...) using SupplHi
- 3 Choose Carbon Tracker and click “Apply” to participate to the Carbon Tracker
- 4 Follow the required steps on the Customer application area

COMPLETE THE CARBON TRACKER QUESTIONNAIRE

- 1 Application status will remain "Information required" until all questions have been answered.
 - 2 Save and come back at any time
 - 3 Click "Submit" once you complete all questions
- The SupplHi Team will review it and provide you with feedback

TIPS

- ★ Insert accurate information and update it when notified
- ★ Save frequently to avoid data loss!



Information required

- Terms & Conditions
- Contacts
- Bank Accounts
- Categories
- Application Questionnaire**
- Declarations
- Missing Information
- Sustainability Scores
- Customer initiatives

Application Questionnaire

Save Submit

Environmental

Pollution

* Company's reporting of GHG emissions

- The company reports its Scope 1, 2 and 3 emissions. i.e. direct emissions from owned or controlled sources, indirect emissions from the generation of purchased energy and all indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.
- The company reports its Scope 1 and 2 emissions. i.e. direct emissions from owned or controlled sources and indirect emissions from the generation of purchased energy.
- The company reports its Scope 1 emissions only. i.e. direct emissions from owned or controlled sources.
- The company does not report its GHG emissions

GHG Emissions

* Presence of quantification of the Product Carbon Footprint of company's product(s)

- The Company does not quantify the Carbon Footprint of its product(s)
- The Company quantifies the Carbon Footprint of its product(s) using a non-certified methodology
- The Company quantifies the Carbon Footprint of its product(s) using a certified methodology
- The Company quantifies the Carbon Footprint of its product(s) using a certified methodology verified by a 3rd independent party

* Methodology used for quantification of the Carbon Footprint of company's product(s)

- ISO 14067 - Carbon Footprint of Products
- ISO 14025 - Type III Environmental Declarations (EPD)
- Others
- N.a.

* Presence of the 3rd independent party certification/statement for Product Carbon Footprint (e.g. ISO 14067, ...)

Presence

Product Carbon Footprint(s) developed by the Company

Year	Product	Unit of Measure (kgCO2eq/kg of product, kgCO2eq/unit of product, ...)	Value of the Product Carbon Footprint
------	---------	---	---------------------------------------

No data provided.

Add Element

FIRST SECTION OF CARBON TRACKER QUESTIONNAIRE

- The aim of this section is to collect data on possible previous exercises that your Company did in the past to estimate GHG emissions (i.e. tCO2e), both at Product-level and at Corporate-level
- If the fulfillment of Carbon Tracker is the first time you are reporting data to estimate your Company's GHG emissions, then you can reply accordingly to the mandatory questions (marked with *) and skip the other ones



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Application Questionnaire

Save Submit

*** Reporting year**

Year of reporting ↑

No data provided.

Add Element

*** Consolidation approach to define organizational boundaries**

An organization has financial control if it has the ability to direct the financial and operating policies of the operation with a view to gaining economic benefits from its activities. An organization has operational control if it has the full authority to introduce and implement its operating policies at the operational level. Consolidating based on equity share requires establishing the ownership percentage of each facility, and accounting for that percentage of GHG emissions or removals from respective facilities.

Consolidation based on operational control
 Consolidation based on financial control
 Consolidation based on equity share

*** Stationary Combustion: type(s) of fuel and quantities used**

If you do not make use of some of the fuels reported below, please select one of the units of measure available and write 0 (zero), as all rows shall be populated. Stationary combustion is the combustion of any type of fuel burnt in stationary (fixed) equipment, such as heaters, gas turbines, boilers. This could be done to generate heat, mechanical work and steam.

Fuel type ↑	Unit of measure ↑	Quantity ↑	
Natural Gas (Methane)	-	-	
Gas/Diesel oil	-	-	
Motor gasoline	-	-	
Biogasoline	-	-	
Biodiesels	-	-	
Anthracite	-	-	
Coking coal	-	-	
Sub bituminous coal	-	-	

SECOND SECTION OF CARBON TRACKER QUESTIONNAIRE (1/5)

- 0 The aim of this section is to collect primary data on which Carbon Tracker runs
- 1 Specify the “Reporting Year” to which the data you are going to input refers to
- 2 Consolidation approach: usually “operational control” is the most used ones
- 3 Stationary Combustion: it is the combustion of any type of fuel burnt in stationary (fixed) equipment. Select a unit of measure and provide the quantity of fuel consumed



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Application Questionnaire

Save Submit

* Mobile Combustion: type(s) of fuel and quantities used

If you do not make use of some of the fuels reported below, please select one of the units of measure available and write 0 (zero), as all rows shall be populated. Mobile combustion is the combustion of fuel burnt in transport equipment, such as motor vehicles, trucks, ships, aircraft, locomotives forklift trucks.

Fuel Type ↑	Unit of measure ↑	Quantity ↑	
Motor gasoline	-	-	
Gas/Diesel oil	-	-	
Liquefied Petroleum Gases	-	-	
Natural Gas (either Compressed or Liquefied)	-	-	

* Direct fugitive emissions: refrigerant gases emitted as fugitive from HVAC systems

If you do not make use of some of the refrigerants reported below, please write 0 (zero) in correspondence to it, as all rows shall be populated. The column 'Other refrigerant name' shall be populated only in correspondence to the last row. Records or invoices from the maintenance company showing the amount and type of refrigerant gas replaced in the building's HVAC (conditioning) systems may come in handy.

Refrigerant type ↑	Other refrigerant name ↑	Quantity (kg) ↑	
HFC-32	-	-	
HFC-134a	-	-	
Others, please specify in the next column	-	-	

Direct fugitive emissions: any other intentional or unintentional release of GHGs

The column 'Other GHG name' shall be populated only in correspondence to the last row.

GHG name ↑	Other GHG name ↑	Process (gas venting, flaring, ...)	Unit of measure ↑	Quantity ↑	
Natural Gas (Methane)	-	-	-	-	
Others, please specify in the next column	-	-	-	-	

SECOND SECTION OF CARBON TRACKER QUESTIONNAIRE (2/5)

- Mobile Combustion: it is the combustion of fuel burnt in transport equipment, such as motor vehicles, trucks, ships, aircraft, locomotives forklift trucks.
Apart from the information on which type of fuel has been consumed, you shall report the Unit of Measure and the quantity of fuel consumed
- Fugitive emissions are divided into two different parts:
 - refrigerant gases emitted as fugitive from HVAC systems: it includes leaks in company's HVAC system, chillers, refrigerators, etc., through which refrigerant gas escapes. The quantity of leaked gas is assumed to equal the amount of gas replaced in these systems by your HVAC or chiller maintenance company.
 - any other intentional or unintentional release of GHGs: it includes any other intentional or unintentional release of GHGs which do not come from refrigerants, for example: gas venting, SF6 Leaks from High Voltage Switches, ...



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Application Questionnaire

Save Submit

* Energy quantities purchased

Electricity and other sources of energy your Company purchased from your Energy utility provider (and that is not combusted on-site, otherwise it would have to be accounted in the Category 1 - Stationary Combustion section). This category includes electricity, steam, and chilled or hot water. To generate this energy, utilities combust coal, natural gas, and other fossil fuels, emitting carbon dioxide, methane, and nitrous oxide in the process. Energy efficiency audit, if performed recently, may come in handy.

Energy type ↑	MWh from non-renewable sources ↑	MWh from renewable sources ↑	MWh total ↑
Electricity	-	-	-
Heat	-	-	-
Steam	-	-	-
Cooling	-	-	-

CO2 Emission Factors included in specific contractual arrangement with energy providers (Guarantees of Origin / Energy attribute certificate)

Energy type ↑	CO2 emission factor (tCO2/MWh) ↑
Electricity	-
Heat	-
Steam	-
Cooling	-

* Attachment of the Energy Utility provider invoices

Browse

Quantities of self-generated non-fuel renewable energy

The column "Other renewable energy production facility" shall be populated only in correspondence to the last row.

Facility type ↑	Other renewable energy production facility	Quantity of power installed (MW) ↑	Quantity of energy produced (MWh) ↑
Photovoltaic panels	-	-	-

SECOND SECTION OF CARBON TRACKER QUESTIONNAIRE (3/5)

- Input the data on energy (Electricity, Heat, Steam or Cooling) quantities purchased (and not consumed!) from your Energy utility providers, divided into coming from non-renewable sources (i.e. standard energy contracts, using the national mix) and coming from renewable sources
- Specific CO2 Emission Factors: provide, if any, the Emission Factors included in specific contractual arrangement with your energy providers, and attach the Guarantees of Origin / Energy attribute certificate / Renewable Energy Certificate / or similar
- Attach your Energy utility providers invoices, to increase the reliability of the data you inputted
- Specify if you have any self-generation from renewable source onsite (power installed and quantity of energy produced)



Information required

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Application Questionnaire

Save Submit

Carbon Tracker - Category 3

*** Indirect GHG Emissions from transportation: data on Upstream Transportation and Distribution**
 Upstream Transportation and Distribution shall include only the latest transport activity from a supplier to your Company. Tonne.km: an equivalent measure of one tonne of transported goods over one km. Van: road vehicle with maximum weight up to 3.5 tonnes. HGV: road diesel vehicle with maximum weight exceeding 3.5 tonnes, considering an average load of the vehicle. Deadweight (dwt) is defined as the maximum deadweight of the ship and measure of the ship's carrying capacity. If you select the unit of measure "tonne.km", remember that in "Activity data" you shall report the result of the multiplication between tonnes transported and km traveled.

Type of Transport-Activity-Type-Fuel-Unit of Measure	Activity data (based on Unit of Measure)
Road-HGV-Articulated (>33t)-Diesel-km	250000
Road-Vans-Class I (up to 1.305 tonnes)-Diesel-km	10000

Add Element

Carbon Tracker - Category 4

*** Indirect GHG Emissions from products (goods and services) used by your organization**
 Select a product or service type from the drop down and enter the amount of money (in €, £ or USD) that you spent on it during the Reporting year. Make sure to include all goods and services you purchased, excluding the costs incurred to purchase fuel, energy and transport-related costs (there is a potential for double-counting if the user does not exclude the costs just mentioned from these inputs).

Object of the purchase	Unit of measure	Purchased quantity (in the "Unit of measure" specified)	Currency	Purchased economic value (in the "Currency" specified)
01.04 - Air Coolers	tonnellate	10000	EUR	5000
33.04 - Metal Structural Works	Tonnes	1000	EUR	200000

Add Element

SECOND SECTION OF CARBON TRACKER QUESTIONNAIRE (4/5)

1 Upstream Transportation and Distribution shall include only the latest transport activity from a supplier to your Company, which is procured by your Company.

From the drop-down list, select the Type of Transport (Road, Rail, Air, Maritime), the Type of vehicle used, the Fuel used and finally the unit of measure (km, miles, tonne.km). The search is dynamic when you start typing.

If you select "tonne.km", remember that it corresponds to one tonne of transported goods over one km, so you shall report the result of the multiplication between tonnes transported and km travelled.



Information required

- Terms & Conditions
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Application Questionnaire

Save Submit

Carbon Tracker - Category 3

* Indirect GHG Emissions from transportation: data on Upstream Transportation and Distribution

Upstream Transportation and Distribution shall include only the latest transport activity from a supplier to your Company. Tonne.km: an equivalent measure of one tonne of transported goods over one km. Van: road vehicle with maximum weight up to 3.5 tonnes. HGV: road diesel vehicle with maximum weight exceeding 3.5 tonnes, considering an average load of the vehicle. Deadweight (dwt) is defined as the maximum deadweight of the ship and measure of the ship's carrying capacity. If you select the unit of measure "tonne.km", remember that in "Activity data" you shall report the result of the multiplication between tonnes transported and km traveled.

Type of Transport-Activity-Type-Fuel-Unit of Measure	Activity data (based on Unit of Measure)	
Road-HGV-Articulated (>33t)-Diesel-km	250000	
Road-Vans-Class I (up to 1.305 tonnes)-Diesel-km	10000	

Add Element

Carbon Tracker - Category 4

* Indirect GHG Emissions from products (goods and services) used by your organization

Select a product or service type from the drop down and enter the amount of money (in €, £ or USD) that you spent on it during the Reporting year. Make sure to include all goods and services you purchased, excluding the costs incurred to purchase fuel, energy and transport-related costs (there is a potential for double-counting if the user does not exclude the costs just mentioned from these inputs).

Object of the purchase	Unit of measure	Purchased quantity (in the "Unit of measure" specified)	Currency	Purchased economic value (in the "Currency" specified)	
01.04 - Air Coolers	tonnellate	10000	EUR	5000	
33.04 - Metal Structural Works	Tonnes	1000	EUR	200000	

Add Element

SECOND SECTION OF CARBON TRACKER QUESTIONNAIRE (5/5)

2 Select from the drop-down list the “Object of the purchase” (the search is dynamic when you start typing), i.e. select the products and/or services that your Company has purchased over the year of reporting selected.

Select the Unit of Measure (e.g. tonnes, litres, units, ...) and enter the Purchased quantity (based on the Unit of Measure selected), and finally select the Currency (EUR, USD or GBP) and the Purchased economic value (based on the Currency selected).

Make sure to include all goods and services you purchased, excluding the costs incurred to purchase fuel, energy and transport-related costs as already covered in previous questions (there is a potential for double-counting).

Application to Carbon Tracker

Application Status: Information required

Application Questionnaire

* Presence of GHG emissions reduction targets

No

Yes

Company's emissions reduction targets

Scope	Year in which the target was set	Baseline year	Emissions in baseline year (tCO2eq)	Target year	Target reduction from the baseline year to the target year (%)
Scope 1	-	-	-	-	-
Scope 2 location-based	-	-	-	-	-
Scope 2 market-based	-	-	-	-	-
Scope 3	-	-	-	-	-
Overall emissions (Scope 1 + Scope 2 location-based + Scope 3)	-	-	-	-	-

THIRD SECTION OF CARBON TRACKER QUESTIONNAIRE

- 1 To monitor the evolution of GHG emissions over time, specify if your Company has defined GHG emissions reduction targets and, if so, provide details about them: the baseline year, the target year and the target reduction from the baseline year to the target year (%)

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Missing Information of the Questionnaire

This list is indicative of the information currently missing. Once the Registration will be submitted, the SupplHi Team will review the information provided and may require clarifications / integrations.

Area ↑	Sub-area	Question Code	Question	Missing info start date	Reason for missing info
Engineering	Engineering capabili...	Q00035	Typical external Engineering providers	28/03/2022	Not provided yet
Engineering	Engineering software ...	Q00461	Level of BIM (Building Information Modelling) ...	28/03/2022	Not provided yet
Engineering	Engineering software ...	Q00044	Engineering Software used	28/03/2022	Not provided yet
Engineering	Engineering methodo...	Q00593	Full List of Engineering Procedures	28/03/2022	Not provided yet
Engineering	Engineering capabili...	Q00622	Engineering activities performed	28/03/2022	Not provided yet
Engineering	Engineering methodo...	Q00661	Management of Bill of Mate		

Questionnaire Status

List of missing info









100%

Under Review

MONITOR YOUR APPLICATION

- 1 Click on "Missing Information" for a recap of the questions still to be addressed
- 2 Once all the questions are answered, click on "Submit Application"
- 3 Once submitted, the status on the application will change into "Under Review"
- 4 In "Applications" you can always monitor the status of your applications

Application Target	Application Status	My Last Update	View
SUPPL HI Standard Questionnaire	Under Review	5 days	View
SUPPL HI Supply Chain ESG Guidelines	Information required	16 hrs	View
logo Customer Organization 1	Not Candidate	-	Apply
carbon tracker Carbon Tracker	Under Review	5 days	View
logo Customer Organization 3	Not Candidate	-	Apply

 My Colleagues Company Basic Data Company Structure Categories of Supply Basic Questionnaire Applications Action Requests Company Actions Log of Activities F.A.Q. Tickets Release Notes

2) DESCRIBE YOUR ACTIONS

Describe the actions completed / ongoing / planned to reduce your Company's Carbon Footprint: create a description once and share it with all the Customer Organizations on the platform



get inspiration from the Initiatives booklet



optional step



can be used to answer Customer Organization's initiatives

TIPS

- ★ Use the Actions module to tell about sustainability improvements, social projects, environmental choices you have taken ...

COMPANY ACTIONS

Initiative ID: 2022000001 **Completed**

Conduction of an Environmental Analysis

Improve ESG scores

Monitor and analyse the process emission to increase the ESG score

Initiative ID: 2022000003 **Ongoing**

Recovery of Thermal energy generated

Recovery of Energy test

Recovery of Energy test - short description

Initiative ID: 2022000002 **Completed**

Generation of electricity by solar power

Increase the solar energy system

Double the surface of solar systems

Showing 1 to 3 of 3 entries

Create new Action

* Capability Area

* Action type ⓘ

* Title

max 50 chars

* Short description

max 255 chars

Long description

DESCRIBE THE ACTIONS OF YOUR COMPANY

- 1 In the sub-menu “Company Initiatives” you can view all the initiatives created so far in grid or list form
- 2 Click on “Add new” to add a new initiative
- 3 When creating a new initiative, you can click on “Initiative Types Booklet” for reference
- 4 After completing all the required fields, click on “Save” to save the initiative




WELCOME

LOGIN


USER REGISTRATION

DASHBOARD


COMPANY DATA

 My Colleagues Company Basic Data Company Structure Categories of Supply Basic Questionnaire





INITIATIVES

 Company Initiatives

APPLICATIONS

 Applications Action Requests

SUPPORT

 Log of Activities F.A.Q. Tickets Release Notes

SUPPORT

For any clarifications that may be required during the utilization of SupplHi, feel free to contact the SupplHi Team that is at your disposal through the dedicated ticketing system

LOG OF ACTIVITIES

A dedicated section in the Support menu takes you to the Log of Activities.

In the Log, you can view all activities that were performed on the SupplHi platform in a chronological order.

This mechanism increases compliance and is a useful tool for improving internal processes of completion of questionnaires.

Log of Activities on SupplHi

This sections is a log of your activities on SupplHi

Date ↓	Area	Activity
28/03/2022	Vendor Application	New Application
27/03/2022	Program Application	Started Program Application Supply Chain ESG Guidelines
23/03/2022	Vendor Application	Submitted Application
23/03/2022	Vendor Questionnaire	Submitted Vendor Questionnaire

FREQUENTLY ASKED QUESTIONS

Explore the dedicated F.A.Q. section from the support menu on the left.

A) HOW MANY REFERENCES SHOULD I PROVIDE?

1 is the minimum number of references for each category of supply, yet the **recommended number of references is 5** as it increases your Organization's visibility towards Vendors.

Moreover, some of the Customer organizations request at least 5 references to consider a Vendor for qualification, in case of such requirement, you will be informed by the Customer.

B) HOW OFTEN SHOULD I UPDATE MY VENDOR INFORMATION?

Once the information is complete and approved, **you will be requested to update your Vendor Profile in case of expired data** (expired Quality Management Certification, ISO, ...).

You will be **automatically notified** (email, platform) to update the required information. You can always add more information to your vendor profile.

C) DOES THE SUPPLHI TEAM HAVE ANY ROLE IN QUALIFICATION PROCESS?

SupplHi's role in the Vendor Qualification step is limited to providing the digital platform, performing quality assurance of the information collected, requesting constant updating of expiring information and allowing the evaluation by Customer Organization's resources.

In fact, the evaluation of the Vendor **<decision on Qualifications are at the sole discretion of Customer Organizations.**

D) I FINISHED THE APPLICATION QUESTIONNAIRE. WHY IS THE PERCENTAGE LOWER THAN 100%?

Anytime that SupplHi - or the Customer Organization reviewing your questionnaire -indicates that some documents/answers expired or need to be updated, the percentage of completion of the questionnaire automatically lowers.

Frequently Asked Questions (F.A.Q.)

Before creating a Ticket, below you will find answers to the most common questions asked by Vendors on SupplHi. Please, open a Ticket only after having checked these answers, using the link at the bottom of this page.

Users

How can I add new User to my profile?

How can I handover the Super User role?

Qualifications

Where do I find the category suggested by a Buyer?

When will I be Qualified by a Buyer?

Can you please share with me the Buyer contacts?

Why is my Application status "Information Required"?

Bank Accounts

How can I add a Bank Account?

How can I modify an existing Bank account?

How can I de-activate one of my Bank Accounts?

Registration & Questionnaire

When can I start the Vendor Questionnaire?

Why cannot I submit my profile?

Why my percentage decreased?

Bank Accounts

How can I add a Bank Account?

How can I modify an existing Bank account?

How can I de-activate one of my Bank Accounts?

Registration & Questionnaire

When can I start the Vendor Questionnaire?

Why cannot I submit my profile?






Why my percentage decreased?


How can I edit my questionnaire?



How can I avoid sharing the financials?





Please open a Ticket, by clicking on the button below, only after checking the answers above.

I didn't find what I was looking for

-  My Colleagues
-  Company Basic Data
-  Company Structure
-  Categories of Supply
-  Basic Questionnaire

-  Company Initiatives

-  Applications
-  Action Requests

-  Log of Activities
-  F.A.Q.
-  Tickets
-  Release Notes

TICKETING SUPPORT SYSTEM

For any clarifications that may be required during the utilization of SupplHi, feel free to contact the SupplHi Team that is at your disposal through the **dedicated ticketing system** that can be accessed:

- 1 by visiting “My Tickets” under “Support” in left side navigation menu
- 2 by clicking the conversation icons on bottom right of the page
- 3 at <https://vendor.supplhi.com/ticket/>

The SupplHi Team ensures swift replies.

The screenshot displays the 'My tickets' interface. On the left sidebar, the 'My Tickets' option is highlighted with an orange box and a '1' in a circle. In the main content area, the '+ New ticket' button is highlighted with an orange box and a '1' in a circle. The table below the button is empty, showing 'No records found'. At the bottom right of the page, there is a conversation icon (two speech bubbles) highlighted with an orange box and a '2' in a circle.

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