



Vendor User Guide

This brief manual will guide you in step-by-step process to access and use the SupplHi platform as a Vendor User

www.supplhi.com

SupplHi©2015-2024

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Login

In case you already registered on SupplHi, use **your existing SupplHi credentials** to log in.

At SupplHi, **cyber-security** is one of our top priorities, to enable a safe sharing of information and documents among Vendors and Customers. That is why we have introduced the **Multi-Factor Authentication (MFA)**. It requires you to provide two verification factors to gain access to the application: username & password together with the use of a third-party authenticator APP (Google Authenticator, FreeOTP,...).



3 minutes



Download an authenticating app on your mobile phone

LOGIN TO SUPPLHI

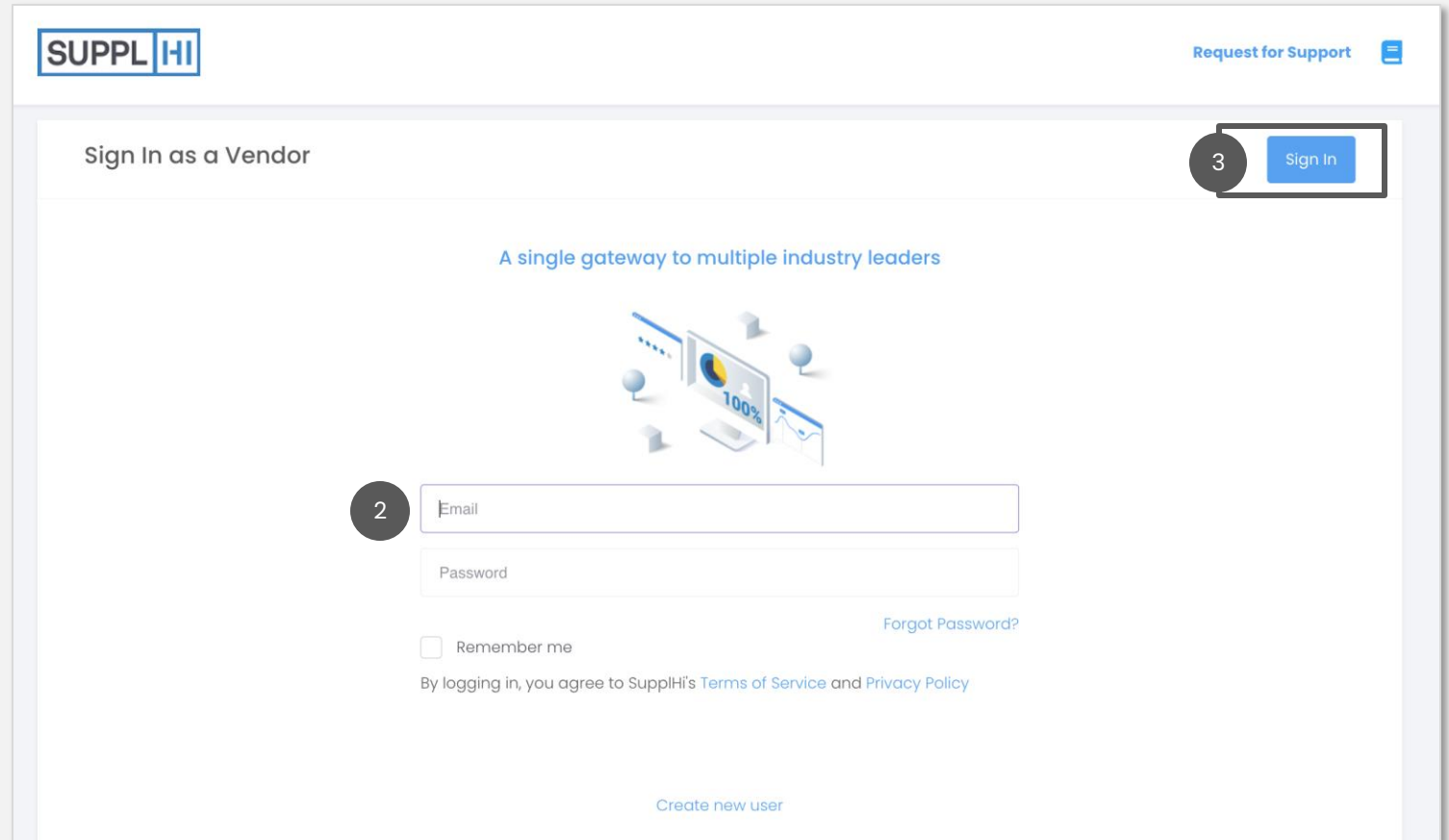
1 Go to <https://vendor.supphi.com/>

Supported Browsers:

-  Google Chrome
-  Microsoft Edge
-  Mozilla Firefox
-  Brave

2 Insert the email and the password used during the registration phase

3 Click on “Sign In”



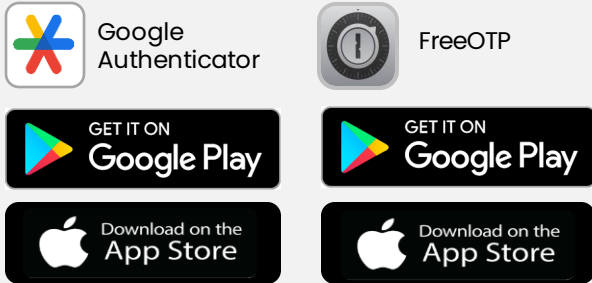
The screenshot shows the 'Sign In as a Vendor' page on the SUPPLHI website. The page features the SUPPLHI logo in the top left and a 'Request for Support' link in the top right. The main heading is 'Sign In as a Vendor'. Below this, there is a blue button labeled 'Sign In' with a circled '3' next to it. The page content includes the text 'A single gateway to multiple industry leaders' and an illustration of a computer monitor displaying a 100% progress bar. Below the illustration are two input fields: 'Email' (with a circled '2' next to it) and 'Password'. There is a 'Remember me' checkbox and a 'Forgot Password?' link. At the bottom, there is a 'Create new user' link. The page also includes a footer with the text 'By logging in, you agree to SupplHi's Terms of Service and Privacy Policy'.

COMPLETE THE AUTHENTICATION PROCESS THROUGH MFA

COMPULSORY

Before starting, make sure that "DATE & TIME" settings on your computer and your smartphone are set to AUTOMATIC.

- 1 On your cell phone, download one of the two recommended authentication apps. Only one device is allowed per User account. Each user must complete the Multi-Factor Authentication process separately to access the profile.



- 2 After you inserted your username and password in <https://vendor.supplhi.com>, open the authentication app on your mobile and scan the QR code. *Recommended: rename the SupplHi connection on your app for easier access in the future*
- 3 Type in the One-Time code that appears in the app
- 4 Click "Continue"

IF YOU HAVE TROUBLES WITH THE MULTI-FACTOR AUTHENTICATION

Follow these actions:

- 1. Be sure that the settings for “Date and Time” on your devices (PC and cell phone) are both set to Automatic**
2. Delete any previous connection to SupplHi on the OTP App you are using
3. Choose only one OTP App (Google Authenticator OR FreeOTP)
4. Use a modern and secure browser (Google Chrome, Edge, Mozilla or Brave)
5. Remember that the OTP CODE generated by the App does NOT include spaces. Be aware the Code usually expires within 30 seconds, so it is important to have your phone close at hand.
6. If none of the above actions worked, [open a Ticket](#) to SupplHi



Although SupplHi does not recommend it, it is also possible to download an authentication app on your computer, for example [WinAuth](#), and use that code.

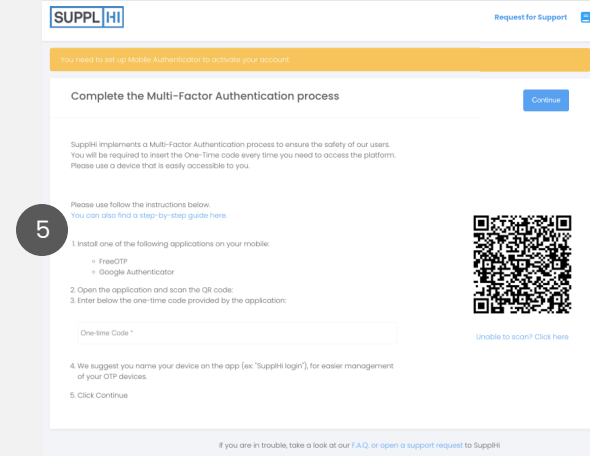
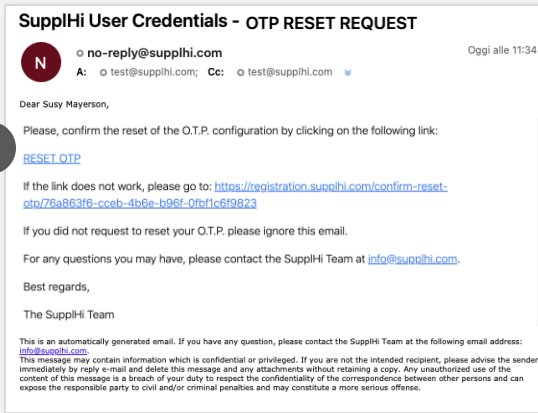
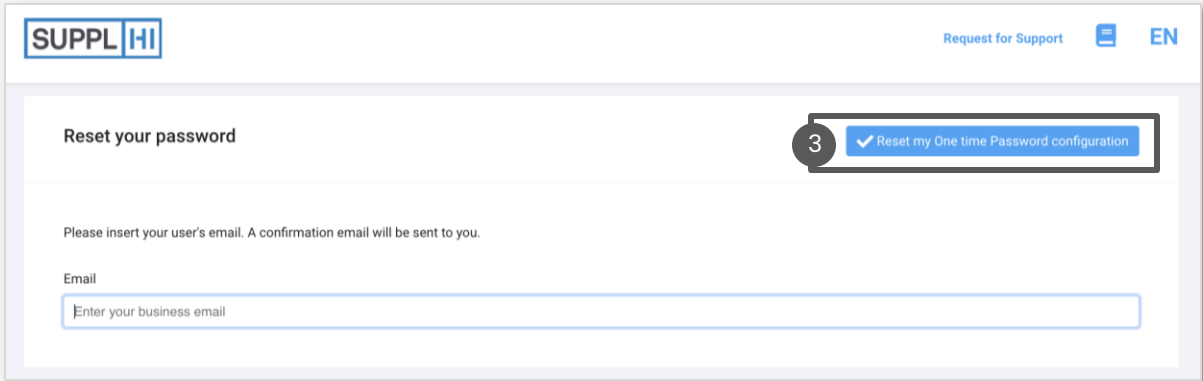
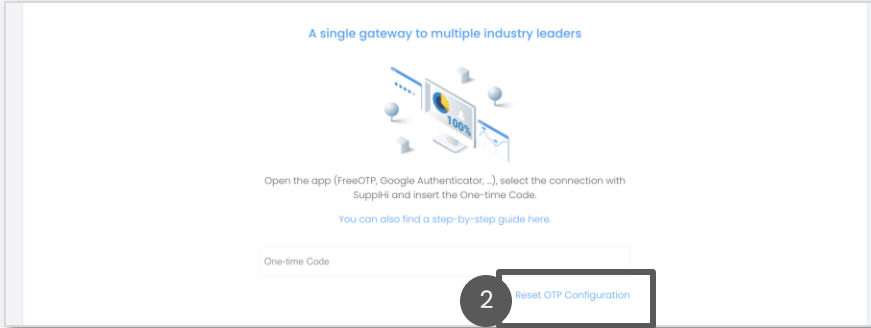
To use this method, click on “Unable to Scan? Click Here” to visualize the code requested and insert it in the App.

RESET OTP CONFIGURATION

COMPULSORY

Before resetting the OTP configuration, delete the previous connection from the Authenticating App

- 1 To reset the Multi-Factor Authentication connection with a personal phone, go to <https://vendor.supplhi.com> and insert your credentials
- 2 In the page requesting the One-Time Code, click on “Reset OTP Configuration”
- 3 Insert the email address used to register on SupplHi and click on “Reset my One Time Password Configuration”
- 4 Open your inbox and click “RESET OTP” in the email you received
- 5 After clicking RESET OTP, a browser page will confirm the reset. Go to <https://vendor.supplhi.com/> and insert your credentials
- 5 Recreate the Multi-Factor Authentication connection with the device of your choice, scanning the QR code with your Authenticating App and insert the new code.



FORGOTTEN PASSWORD

- 1 Go to <https://vendor.supplhi.com> and click "Forgot Password?"
- 2 Insert the email address used for registration and click "Reset my Password". A message will confirm your request
- 3 Open your inbox and click the link "RESET PASSWORD" in the email you received
- 4 In the browser, a page will confirm the update and you will receive an email containing the new password. Copy it.
- 5 Login on <https://vendor.supplhi.com> using your email and the new password

1

Email

Password

Remember me

By logging in, you agree to SupplHi's [Terms of Service](#) and [Privacy Policy](#)

2

SUPPL HI

Request for Support EN

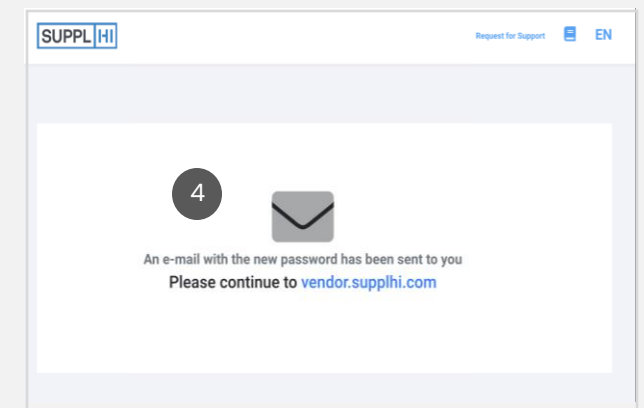
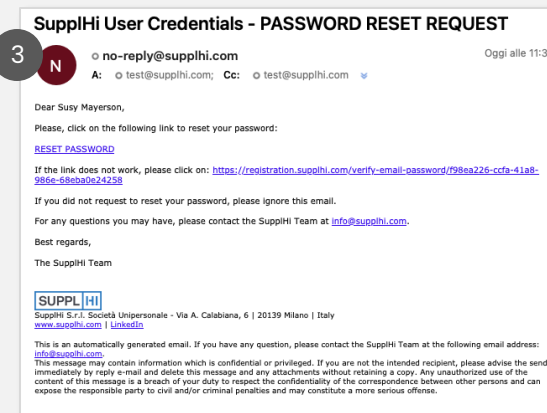
Reset your password

✓ Reset my password

Email

susymayerson_test@supplhi.com

Your password has been reset. You will soon receive the new password to the given email address.



HINT

You can update your password at any time from your account by clicking on "My Profile".

If you have lost the email address, open a ticket to SupplHi using the email address you want to register with.



User invited to join SupplHi

Create a **new account** to join the SupplHi network, currently made of 150,000 Vendors from 120+ geographies.

SupplHi is an **industry-shared tool** that enables compliant and efficient Vendor Management activities.

Vendors create **one single profile** that can be seen by multiple Customers, instead of providing the same information in different systems.

SupplHi is **free-of-charge** for Vendors of any size, ensuring inclusiveness and accessibility from all around the world.



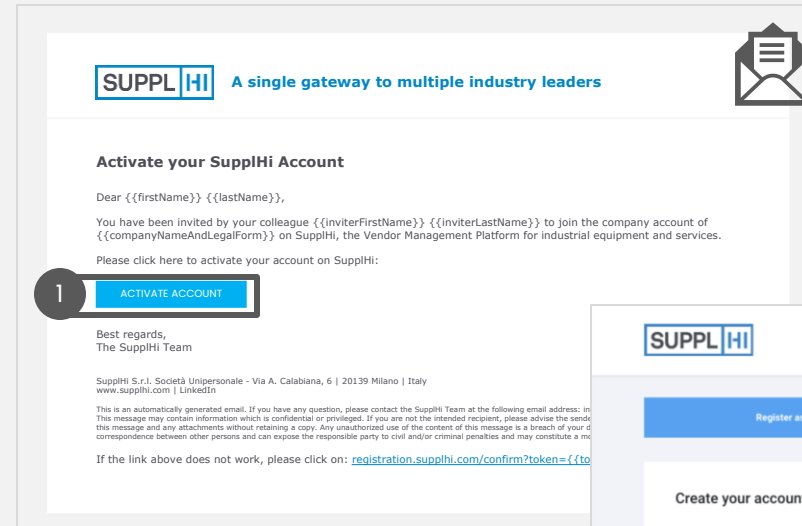
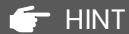
2 minutes



confirmation email in your inbox

INVITATION TO JOIN THE PLATFORM THROUGH E-MAIL (CUSTOMER or COLLEAGUE)

- 1 If you receive an invitation email from a Customer through SupplHi, click on "Activate Account" to start your User Registration
- 2 In the browser page, your email address is pre-filled in: create a safe password
- 3 Accept SupplHi's Terms and Conditions and (optional) processing of personal data for marketing purposes
- 4 Click "Confirm".
The page will reload to the login page

HINT

Always double-check and save your password.

INVITATION FROM CUSTOMER: CONFIRM YOUR VENDOR ORGANIZATION

- 1 In case you have been invited to register on SupplHi by a Customer, you might be requested to confirm or search your Vendor Organization
- 2 Check the Vendor details to make sure it is the correct organization, then click “Confirm”
- 3 If the Vendor Organization shown is not the one you are authorized to provide information for, click on “The company above is not correct” and follow the procedure

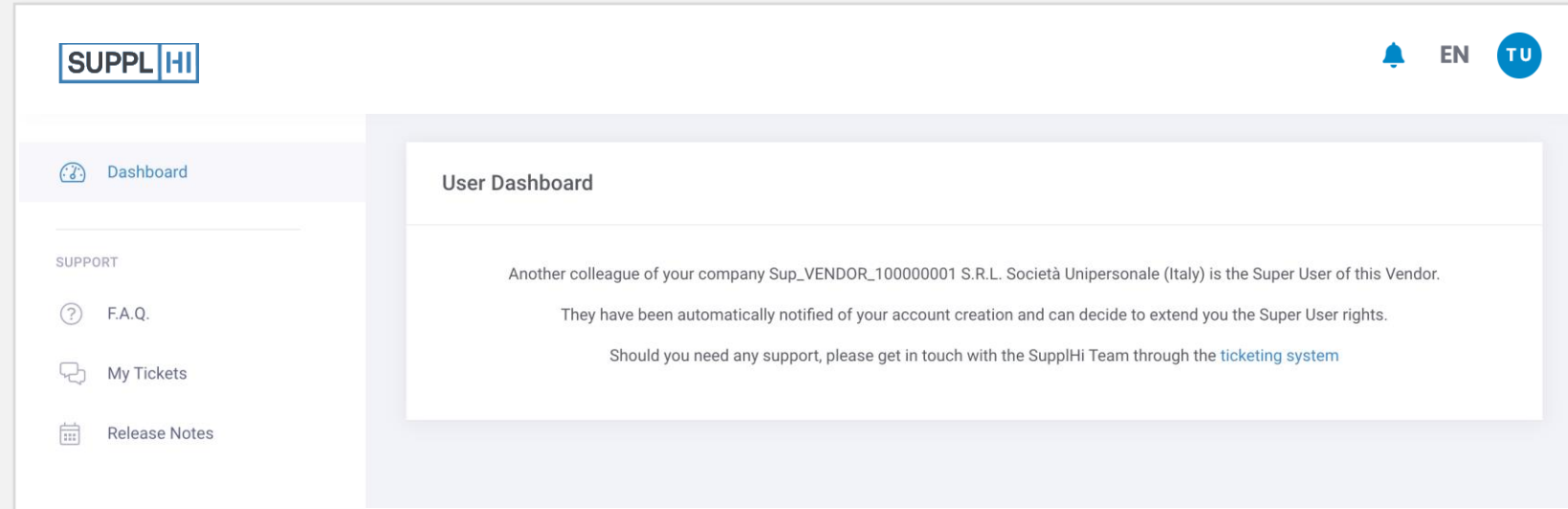
👉 HINT

After this choice is performed, it can only be changed opening a ticket to SupplHi

The screenshot shows a three-step registration process: 'Register as a user', 'Identify your business', and 'Access to the platform'. The current step is 'Confirm your business', indicated by a blue arrow and a '2' in a circle next to a 'Confirm' button. Below the button, the text reads: 'Please confirm the company you are currently working for and are authorized to provide information for:'. A rounded rectangular box displays the following details: 'Vendor Name: Vendor Legal Form', 'Vendor Address' (with a flag icon), and 'SupplHI ID: 100047181'. Below this box, the text says: 'If the company provided above is not the correct one, please click on the button below and follow the guided procedure:'. A '3' in a circle is next to a button labeled 'The company above is not correct'.

ANOTHER SUPER USER IS ALREADY PRESENT

- 1 After you confirm the association with your Vendor Organization, you might see an empty dashboard indicating that another Super User is already present.
- 2 Super Users are automatically notified of your request to be associated with the company via email.



HINT

If you already know that the previous Super Users no longer work for your company, open a ticket to SupplHi.



Self-Registered User

Vendor Users can also self-register at any time, even if not invited by a Buyer organization.

Vendors create **one single profile** that can be seen by multiple Customers, instead of providing the same information in different systems.



3-5 minutes



confirmation email in your inbox

SELF-REGISTRATION AS A NEW USER: CREATE AND ACTIVATE AN ACCOUNT (1/2)

- 1 Go to <https://registration.supplhi.com/> or go to <https://vendor.supplhi.com/> and click on “Create a New User”
- 2 Fill in the Registration form with your data and a safe password
- 3 Accept SupplHi’s Terms and Conditions and (optional) processing of personal data for marketing purposes
- 4 Click “Register” to submit your form: a Confirmation email will be sent to your email address

SUPPL HI Welcome to free-of-charge Vendor User Registration Request for Support EN

Register as a user Identify your business Access to the platform

Create a new user **4** > Register

Through the **User Registration** you will gain access to the SupplHi Vendor Management platform for industrial equipment and services.

First Name
Enter your first name

2 Family Name
Enter your family name

Email
Enter your business email
Please register with your business email address.

Password
Choose a secure password
Your password must have a minimum of 8 characters, and include at least 1 number, 1 uppercase letter, 1 lowercase letter and 1 non alpha-numeric character.

Confirm Password
Confirm your password

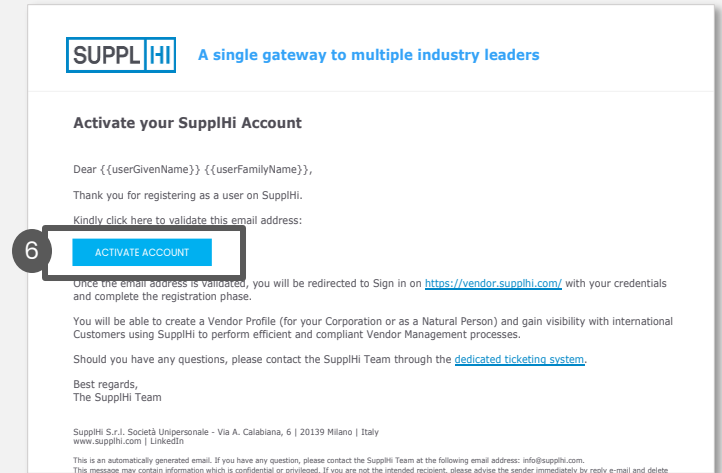
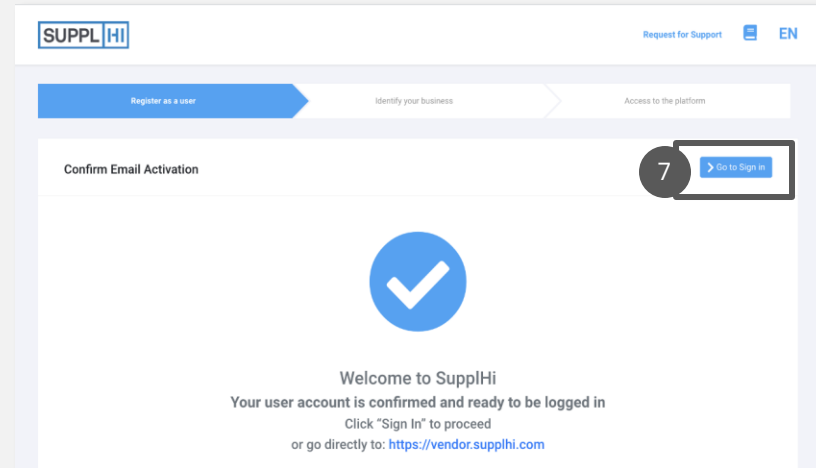
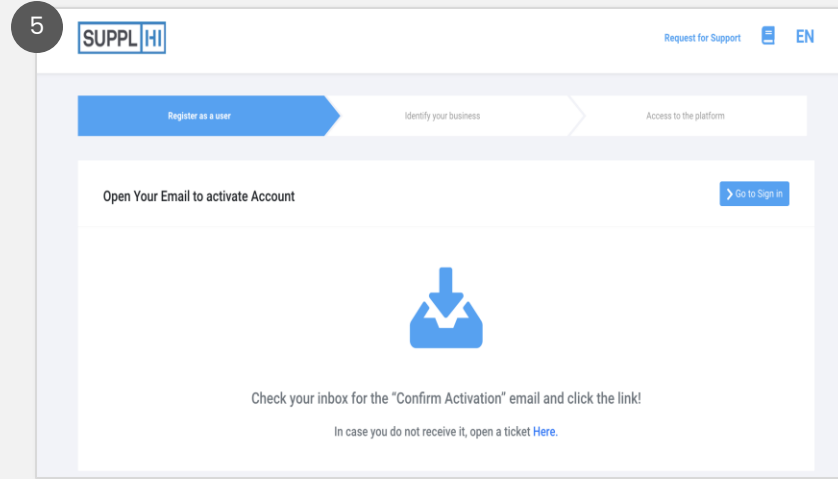
3 I accept SupplHi's Terms and Conditions. [Click here to read](#)
 I agree to the processing of my personal data for marketing purposes.

SELF-REGISTRATION AS A NEW USER: CREATE AND ACTIVATE AN ACCOUNT (2/2)

- 5 After you submitted your User Registration request, you will receive a confirmation e-mail
- 6 Click "Activate My Account" or the link below to confirm your User Registration
- 7 After landing on the "Welcome to SupplHi" page, click on "Go To Sign In"

HINT

I have not received the email to activate my account, kindly check your SPAM inbox, as it might have been classified as such. We also recommend adding the email address no-reply@supplhi.com to the whitelist of your inbox, so as to avoid the problem. If you do not find the email anywhere, kindly open a ticket to SupplHi with the same email address.



SELF-REGISTRATION: SELECT YOUR TYPE OF ORGANIZATION

- 1 Choose your organization type among the following:
 - **Corporation:** a legal entity formed by a group of individuals to engage in and operate a business enterprise
 - **Natural Person:** a person (in legal meaning, i.e., one who has its own legal personality) that is an individual human being
- 2 Click on “**Continue**” after choosing your organization type.

HINT

After this choice is performed, it no longer can be changed

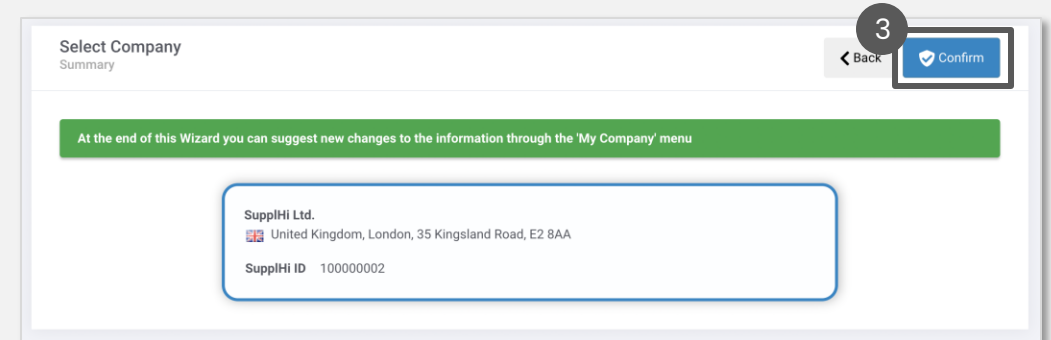
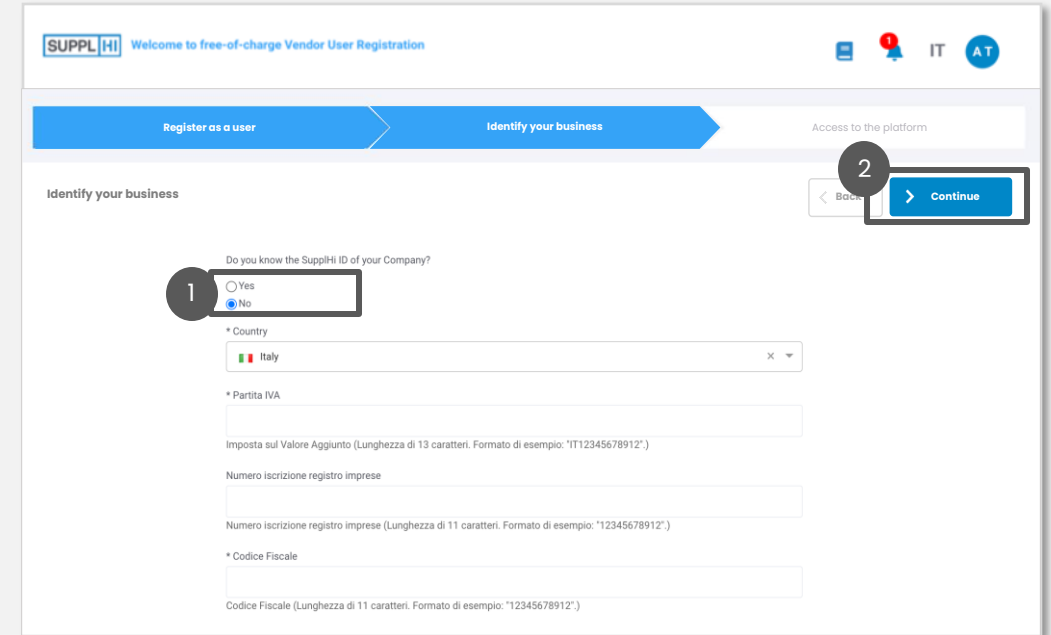
The screenshot shows the 'Vendor User Registration' page. At the top, there is a navigation bar with the SUPPL HI logo, a welcome message, and user information (EN, TU). Below the navigation bar is a progress indicator with three steps: 'Register as a user', 'Identify your business', and 'Access to the platform'. The current step is 'Identify your business'. The main content area is titled 'Select the type of Vendor' and contains two options: 'Corporation' and 'Natural Person'. The 'Corporation' option is highlighted with a dashed border and a circled '1'. The 'Natural Person' option is also highlighted with a dashed border. A 'Continue' button is located at the top right of the selection area, with a circled '2' next to it. A red warning message states: 'Once confirmed, it is not possible to change typology of Vendor, please choose carefully. Please confirm the type of Organization for which you need to access the platform and are authorized to provide information for:'. The 'Continue' button is highlighted with a dashed border and a circled '2'.

SELF REGISTRATION: INPUT THE SUPPLHI ID FOR A FASTER ONBOARDING

- 1 The system will ask whether you know the SupplHi ID of your Company
 - In case you don't know the SupplHi ID, click "No"
 - If you know the SupplHi ID, select "Yes" and insert it in the dedicated textbox.

- 2 Once you click "Continue", the system will show you the company matching the SupplHi ID.

- 3 If the company shown is correct, click on "Confirm" and [proceed with these steps](#)



IF YOU DON'T KNOW THE SUPPLHI ID, SEARCH OR CREATE YOUR ORGANIZATION

1 If you don't know the SupplHi ID of your Company, after choosing the Type of Company (Corporation or Natural Person), you are requested to select the Country and indicate a few basic fiscal data.

2 Click "Continue"

3 If your Company already has a profile on SupplHi, you will be asked to confirm it is your company.

4 If your Company does not yet exist, you will be requested to create it. The steps are shown in the following page

HINTS

Your organization may already be present on SupplHi (pre-mapped or registered by a colleague)

If your company does not have a VAT number or tax code, open a ticket and ask for the SupplHi ID of your company

CREATE A NEW CORPORATION OR NATURAL PERSON

- 1 If you did not find your company or natural person, provide the basic information requested in the form
- 2 Click "Continue" to confirm the inserted data. While you complete the rest of your profile, the SupplHi team will verify the basic detail of your company.

HINT

If a colleague already registered before, they will be notified about your registration and can assign Super User rights to your account

SUPPL HI Welcome to free-of-charge Vendor User Registration

Register as a user Identify your business Access to the platform

Identify your business
Insert Basic information

1 No matches were found in the database. Please complete the company details to continue.

2

Vendor Type
Corporation

Country
Italy

* Partita IVA
it1122244482
Imposta sul Valore Aggiunto (Lunghezza di 13 caratteri. Formato di esempio: "IT12345678912".)

Numero iscrizione registro imprese

Numero iscrizione registro imprese (Lunghezza di 11 caratteri. Formato di esempio: "12345678912".)

* Codice Fiscale
11123123123
Codice Fiscale (Lunghezza di 11 caratteri. Formato di esempio: "12345678912".)

* Company name (international language)



Colleagues

You can easily invite your colleagues, at any time.

This comes particularly at hand when you need to complete the different Questionnaires in the Application Areas of Customer and you need support from your colleagues.

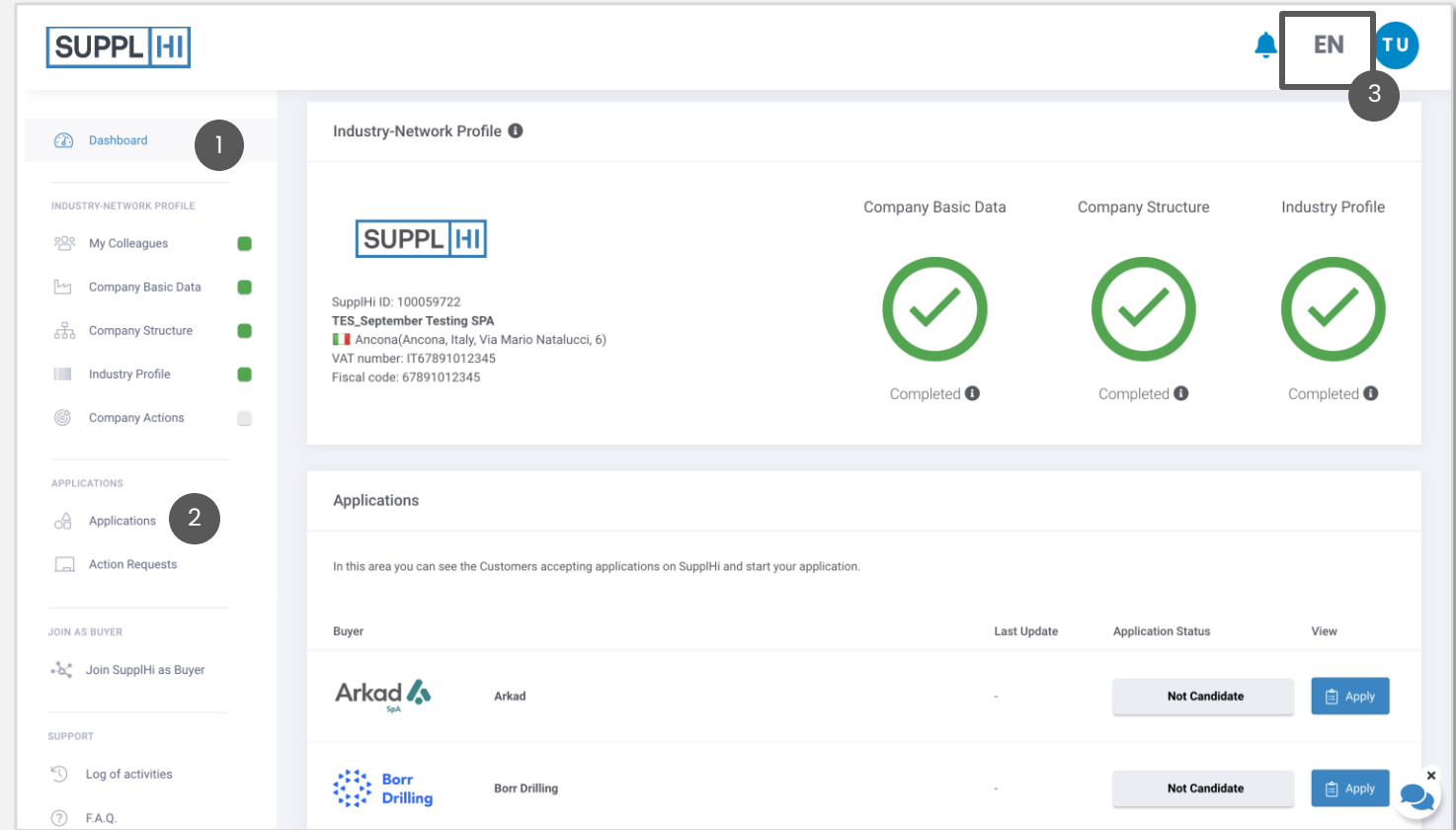
We **strongly encourage business accounts of the individual colleague**, avoiding general emails (e.g. info@vendor.com) and generic webmail providers (Gmail, Yahoo! Mail, Hotmail, ...).



1 minute per Colleague invited

THE DASHBOARD

- 1 After confirming your company details you will land on an easy-to-use and interactive dashboard. Use it to proceed to the next steps. Clicking on "Dashboard" will take you to it no matter where you click it from
- 2 On the dashboard, you can see what steps are still to be completed and what actions are required on your behalf. Moreover, you can also find a list of the Customers present on platform and available for application.
- 3 The platform is also available in other languages. Click on the top right corner to switch languages.



ADD NEW COLLEAGUES

- 1 To add new colleagues to your team, click "Add a colleague"
- 2 Insert the required fields and click "Save". The colleague will receive a confirmation email to enter the platform and will be automatically associated to your Vendor organization.

User Status	Description
INVITED	The contact was invited to register on SupplHi and does not yet have a valid user account on SupplHi.
SELF-REGISTERED	The user has an active account and has requested to be associated with your Vendor organization. You can activate or block them.
ACTIVE	The user has an active account on SupplHi for your Vendor organization.
BLOCKED	The user account on SupplHi for your Vendor organization is blocked. You can un-block a user at any time.

PROVIDE SUPER USER RIGHTS TO ANOTHER COLLEAGUE

- 1 To add Super User rights to another colleague, click on "Edit"
- 2 Click "Actions" and select "Add Super User Rights"
- 3 Confirm the rights by clicking "Confirm"

HINTS

1. You can have as many Super Users as you need to manage your Vendor Profile
2. You can change a user's preferred language for the email notification sent from the platform from dropdown "language".

My Colleagues + Add a colleague

Search
Search in all fields

User ↑	Email	Registered at	Last Login	Actions
NT Nuovo Test Collega	test_collega_aggiunto@supplhi29/03/2022		n.a.	Edit
TV Test Marzo Ventidue	test_marzo@supplhi.com	21/03/2022	29/03/2022	Edit

Items per page: 25 1 - 2 of 2

Edit - VU - Given Name_02529 VU - Family Name_02529 Active Back Save Actions

Email
gepeba2397@mailernam.com

* Family Name (surname)
VU - Family Name_02529

* Given Name
VU - Given Name_02529

Middle name (optional)

Organization Roles
Language: Italiano

Disable User
+ Add Super User Rights



Industry Profile

Provide information related to your organization (Corporation or Natural Person), details on your Corporate Structure, on the Standard Categories of supply, references and other key information to **understand more about your organization**.



5' - 10', based on the number of categories of supply

REQUEST COMPANY DATA UPDATE

- 1 If you have just created your organization on the SupplHi database, it will not be possible to edit the details until after SupplHi has approved its creation.

After that you can request changes to your company structure at any time by clicking “Edit”.

- 2 You can request the update of any company data, with the exception of Vendor Type, Country and VAT information.

After editing, make sure to indicate the reason for the “Data Change Request”.

- 3 Click “Request” to submit your request for updating your company basic data.

SupplHi will review the request and publish all correct data.

The screenshot illustrates the process of requesting a company data update in three steps:

- Step 1:** The user is on the 'My Company Details' page. A blue banner at the top states: "Changes in the profile can be requested at any time and can be accompanied by supporting evidence to consolidate the change request. The supporting documents can be uploaded at the bottom of the page." The 'Edit' button is visible in the top right corner.
- Step 2:** The user has clicked 'Edit' and is now on the 'Data Change Reason' selection screen. A list of reasons is shown: "Added", "Minor data cleansing (eg. dots, commas, spaces)", "Vendor Address change", "Vendor Legal Form change", and "Vendor Name change". The "Data Change Reason" field is highlighted with a '2' in a circle.
- Step 3:** The user has selected a reason and is back on the 'My Company Details' page. The 'Request' button is now visible in the top right corner, highlighted with a '3' in a circle. The form fields are partially filled: Vendor Type is 'Corporation', Corporation type is 'Corporation', Country is 'Algeria', and NIF is '001123416751234'. A note at the bottom states: "Numéro D'Identification Fiscal (code length must be 15 or 20 numbers)".

COMPANY STRUCTURE

- The initial status you will see is "Waiting for response": click "Edit". You can request changes to your company structure at any time
- If necessary, click:
 - "Present" and add a parent company
 - "Add" and add a controlled company
 in both cases, you can search the database using identification data or SupplHi ID, but you can also request the creation of a new company
 - otherwise, click "Not Present" and confirm that you do not have parent companies flagging the checkbox in the pop-up that will appear
- Click "Save" to submit your Vendor Company Structure, even if no changes were made. After submitting these data, SupplHi will provide quality assurance to the updates. Until the changes are approved, the Organization Structure status will be "Under Review".

The screenshot shows the 'Related Companies' section in the SupplHi interface. The table lists the following:

Relation	Company	Address	Status
Ultimate Parent Company			Waiting for response
Immediate Parent Company			Waiting for response
Company	Test 28 Marzo S.R.L.	Italy, Udine	For check
Controlled Companies			Waiting for response

An 'Edit' button is visible in the top right corner of the table area.

The screenshot shows the 'Related Companies' section with the 'Actions' column added. The table lists the following:

Relation	Company	Address	Status	Actions
Ultimate Parent Company			Waiting for response	Not Present Present
Immediate Parent Company			Waiting for response	Not Present Present
Company	Test 28 Marzo S.R.L.	Italy, Udine	For check	
Controlled Companies			Waiting for response	Not Present Add

The 'Save' button is highlighted with a red circle and the number 3. The 'Not Present' and 'Present' buttons for the parent companies are highlighted with a red circle and the number 2.

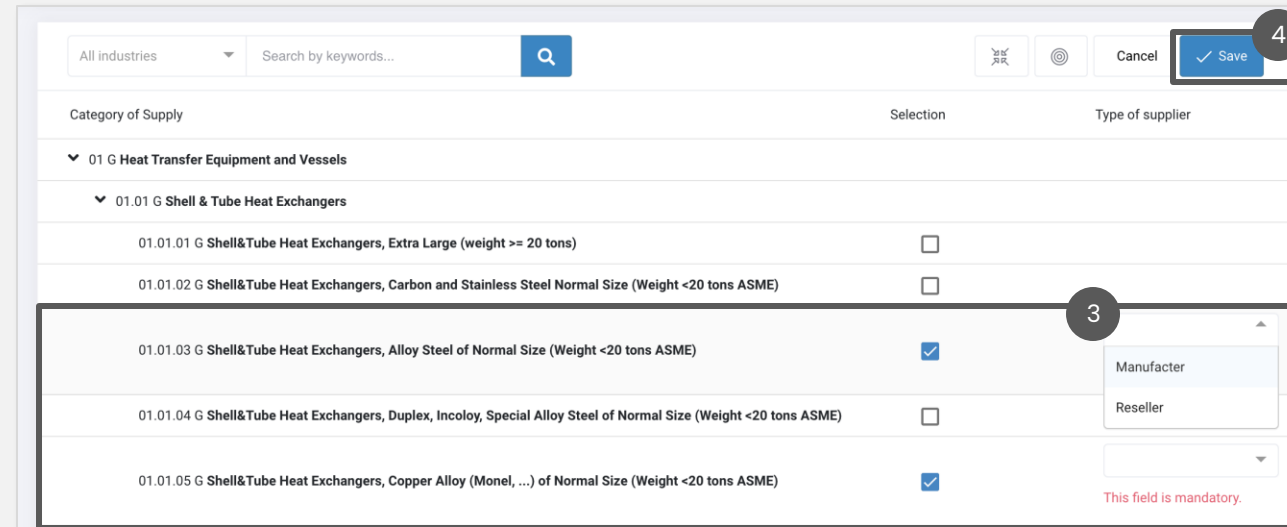
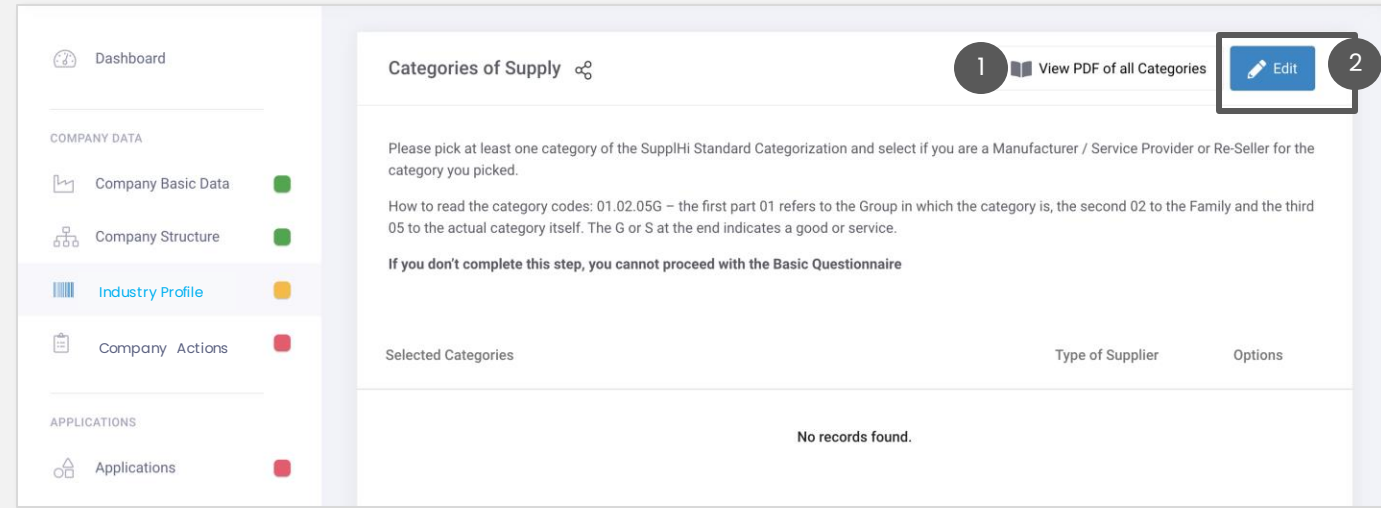
STANDARD CATEGORIES

- Categories of supply are based on the [SupplHi Standard Categorization Tree](#). Click on "View PDF of all Categories" to access it. In fact, SupplHi has created a unique standard categorization of supplies that is at the base of the several functionalities of the platform
- To select your categories of supply, click "Edit"
- Select your categories of supply and indicate whether you are a Manufacturer, Reseller or Service Provider
- Click "Save"

HINT

It is important to include the categories of supply that best represent the company's core business. You can enter a maximum of 100.

If you are a sales/service department of a manufacturing company abroad, you are considered a reseller and not a manufacturer.



LOCATIONS, REFERENCES, FINANCE

1 After completing the categories of supply, head to the section in the bottom of the page and complete the three data fields: Locations, References, Finance.

- For each **Location**, remember to indicate the Status and the category(ies) of supply
- For each category of supply, you are required to indicate at least one **Reference**, although SupplHi recommends 5 references per each category to really stand out. *In the "End User" field you need to enter the name of your client/customer. if you can't find it from the list, click the "Not found" link on the right side of the "End User"/"Contractor" field and complete mandatory data (highlighted with a *).*
- In **Finance** section, the Split of Revenues must equal to 100%. You can flag the dedicated checkbox if your revenues also rely on minor categories.

2 When all sections are completed, click "Save".

The screenshot shows the 'Industry Profile' page with the 'References' section active. The left sidebar contains navigation options: Dashboard, My Colleagues, Company Basic Data, Company Structure, Industry Profile (selected), Company Actions, Applications, and Action Requests. The main content area is divided into 'Locations', 'References', and 'Finance'. The 'References' section includes a table of references by category of supply.

Category of supply	Number of references
24.01.01S - Dry Towing Transportation by Self-Propelled Semi-Submersible Vessel (Service Provider)	5
42.01.11S - Full Truckload (FTL) Transport of Goods by Road (Service Provider)	5
42.01.21S - Project Cargo by Sea (Service Provider)	5
42.01.25S - Heavy Load Road Transport (Service Provider)	5
42.01.28S - Heavy Load Erection (Reseller)	2

A 'Save' button is located in the top right corner of the page, highlighted with a red circle and the number 2.



Applications to Customers

Provide business contacts, categories of supply, questionnaire and declaration information, bank account details, carbon emissions, and much more that is **specifically requested by a Customer**.

Customers configure their application area on SupplHi according to their needs. Every application might differ from the others.

Not all Customers accept your Application all the times.



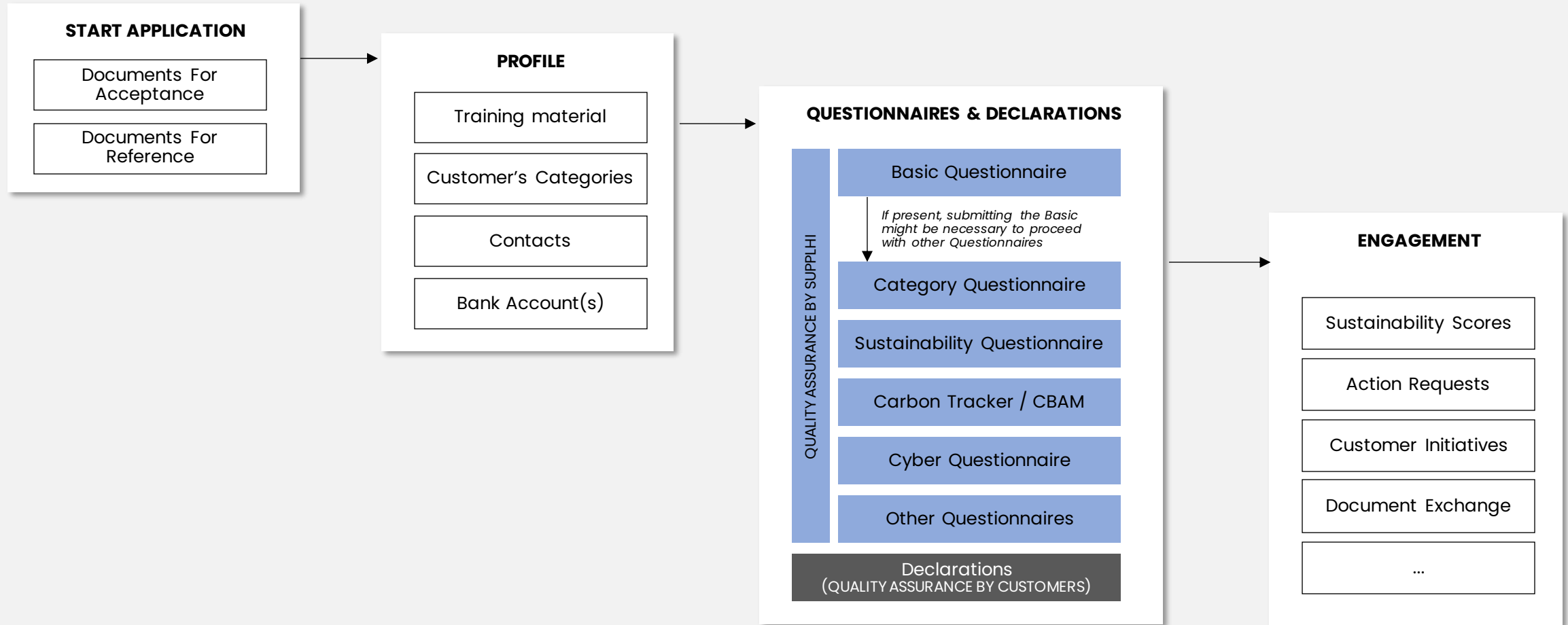
5' - 60', based on categories of supply and documentation requested by each Customer



Quality assurance of Questionnaires by SupplHi within ~72 hours

ILLUSTRATIVE STEPS OF HOW CUSTOMERS CAN CONFIGURE THEIR APPLICATION AREA

Customers configure their application area on SupplHi according to their needs. All fields below might vary from Customer to Customer.



HOW TO APPLY TO CUSTOMERS

- 1 On the dashboard and on the page "Applications" you can see all the Customers using SupplHi and accepting applications from Vendors
- 2 Choose the Customer you are interested into and click "Apply" to start your application process

Application Status	Description
NOT CANDIDATE	The Application was not or cannot be started.
INFORMATION REQUIRED	Application is ongoing: at least one compulsory Questionnaires is not submitted.
NOTHING TO DO	Application is ongoing: all compulsory questionnaires are published or under review.

HINT

Some Customers can restrict vendor applications to specific Vendors.

Application Name	Application Status	Last Update	View
Customer 1	Not Candidate	-	2
Customer 2	Not Candidate	-	
Customer 3	Not Candidate	-	
Customer 4	Not Candidate	-	
Customer 5	Nothing to do	14 days	
Customer 6	Not Candidate	-	

ACCEPT CUSTOMER’S TERMS AND START THE APPLICATION PROCESS

- 1 Documents made available by the Customer can be downloaded clicking on “Download”
- 2 If requested, accept Customer-specific acceptances by clicking on the checkbox
- 3 To initiate the process, click on “Start Application”

Application to Customer 1
logo

Description of the Customer 1...

Start Application

In this Area of the SupplHi platform, you will be asked to answer industry-shared and Buyer-specific questions. Specific questions have been required by one specific Buyer (Customer 1). You will be able to identify industr-shared questions easily through this symbol/tag Your answers to the industry-shared questions will be available to other Customers, while your answers to Buyer-specific questions will provide information only meant for Customer 1 All information you provide by answering the Buyer-specific questions will be regulated by the following agreement(s) between you and the Customer to whom you are applying. If you answer the specific questions, you agree to be bound by such contract independently from SupplHi, who has no part in it.

2 Documents for acceptance

Document Acceptance	Version	Action
<input checked="" type="checkbox"/> GDPR Policy	3	Download
<input checked="" type="checkbox"/> General Conditions	1	Download

Documents for reference

Document	Version	Action
Categorization Tree	1	Download
Declaration of relationships with the Public Administration for Natural Persons	1	Download

PROVIDE CONTACTS

- 1 Create your first contact with the required details (Name, role, e-mail, phone...) clicking on "Add Contact".
- 2 Complete and save the contact details.
- 3 Click "Save" before proceeding to the next step

HINTS

These contacts are part of your application and are only shown to this Customer.

The "Role within the organization" refers to the job title (or the most similar one) of the contact.

The screenshot shows a user interface for managing contacts. On the left is a sidebar with sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire, Category Questionnaire, Carbon Tracker, Missing Information), and ENGAGEMENT (Sustainability Scores). The main area is titled 'Contacts' and contains a table with columns: Name, Surname, Email, Phone Number, Mobile Number, Role within the Organization, and Edit. An 'Add Contact' button is located below the table. A modal form is open at the bottom right, containing input fields for Name, Surname, Email, Phone number, and Mobile number, and a dropdown for Role within the Organization. At the bottom of the form are 'Save' and 'Close' buttons. Three numbered callouts are present: 1 points to the 'Add Contact' button, 2 points to the 'Save' button in the modal, and 3 points to the 'Save' button in the top right of the main interface.

INSERT YOUR BANK ACCOUNT DETAILS

You can be requested to provide one or more Bank Account details to the Customer. Your Bank Account information will be shared exclusively with this Customer.

- 1 Click on “Add a Bank Account” to insert the required details. After creating a bank account and before saving it, you can also add any Intermediary Bank(s) details, if necessary
- 2 Click “Done” when all mandatory fields (highlighted with a *) are completed
- 3 Click “Save” before proceeding to the next step

Bank Accounts Hide Deactivated Save

- Bank Account details might be inputted by both, you (Vendor) and/or the Buyer Organization.
- Once saved, Bank Account details can not be modified - for any reason - neither by the Buyer Organization nor by you.
- However, and for your own inputted Bank Account details, you can deactivate erroneous or invalid Bank Account details at any time.
- In case the erroneous or invalid Bank Account details inputted by the Buyer organization, please contact your Buyer contact to request deactivation.

The Bank Account information provided in this Application is make available only with the specific Buyer organization which you apply for. After completion of the Application, you can add a new Bank Account at any time.

1 + Add a Bank Account

New Bank Account

SWIFT Code * Account Number

* Account Country

IBAN Code

Beneficiary Name on Bank Account

Account Currency

* Bank Name Bank National ID

* Bank Physical Address

* Bank City Bank Postal Code

* Bank Country

Cancel 2 Done

SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (1/2)

1 Click on "Add Category" to indicate to the Customer which goods/services you provide, according to the Customer's own categorization tree

2 Select the Type of Supplier from the drop-down menu and the Production Location, among the ones you previously created (in the Industry Profile, section Locations) and click "Next"

RESOURCES
Page name

PROFILE

- Terms & Conditions
- Contacts
- Bank Accounts
- Categories

QUESTIONNAIRE

- Basic Questionnaire 96%
- Category Questionnaire 100%
- Missing Information

Categories of supply for the Application

The selection of the category will trigger the association with a specific questionnaire. You can add or modify at any time the relevant categories of supply.

Category ID	Category Description ↑	Location	Type of Vendor	Action
PZA020	LUBRICATING OILS AND GREASES	Chiffa, Algeria (L100070456)	Manufacturer	
PZA020	LUBRICATING OILS AND GREASES	algeri, Algeria (L100070506)	Manufacturer	
AAA001	Precast concrete elements	Chiffa, Algeria (L100070456)	Manufacturer	

Add Categories

Select Context: Manufacturer

Review

Type of Supplier
Please select a type of supplier. In case more than one type applies, you can perform this addition of new categories multiple times.

Locations
Chiffa, Algeria (L100070456)

HINTS

When present, this is an important step, as the selection of the Categories might determine different questions in the Application Questionnaire, as well as initiatives and actions that you might have access to

SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (2/2)

3 Select one or more category(ies) of supply from the Customer's categorization by flagging the checkbox and click "Next"

4 Review the inserted data and click "Add" to save information

Add Categories [Cancel] [Back] [Next] 3

Select Context + Expand All

Select Categories

Review

Commodity	Selection
▼ M PROJECT MATERIALS	
▼ M-CHEM CHEM CATALYSTS AND REAGENTS	
▶ M-CHEM-002 CATALYSTS	
▶ M-CHEM-003 GASES	
▼ M-CHEM-004 LUBRICANTS & GREASES	
PZA020 LUBRICATING OILS AND GREASES	<input checked="" type="checkbox"/>

HINTS

If a category cannot be selected, the Customer is currently not accepting applications for it

Add Categories [Cancel] [Back] [Add] 4

Select Context

Select Categories

Review

Type of Supplier: Manufacturer


Locations: Algeria, Chiffa (L100070456)

Categories:

- AAA001 Precast concrete elements
- PZA020 LUBRICATING OILS AND GREASES
- AAF001 Steel doors and Windows with accessories

COMPLETE AND SUBMIT QUESTIONNAIRES

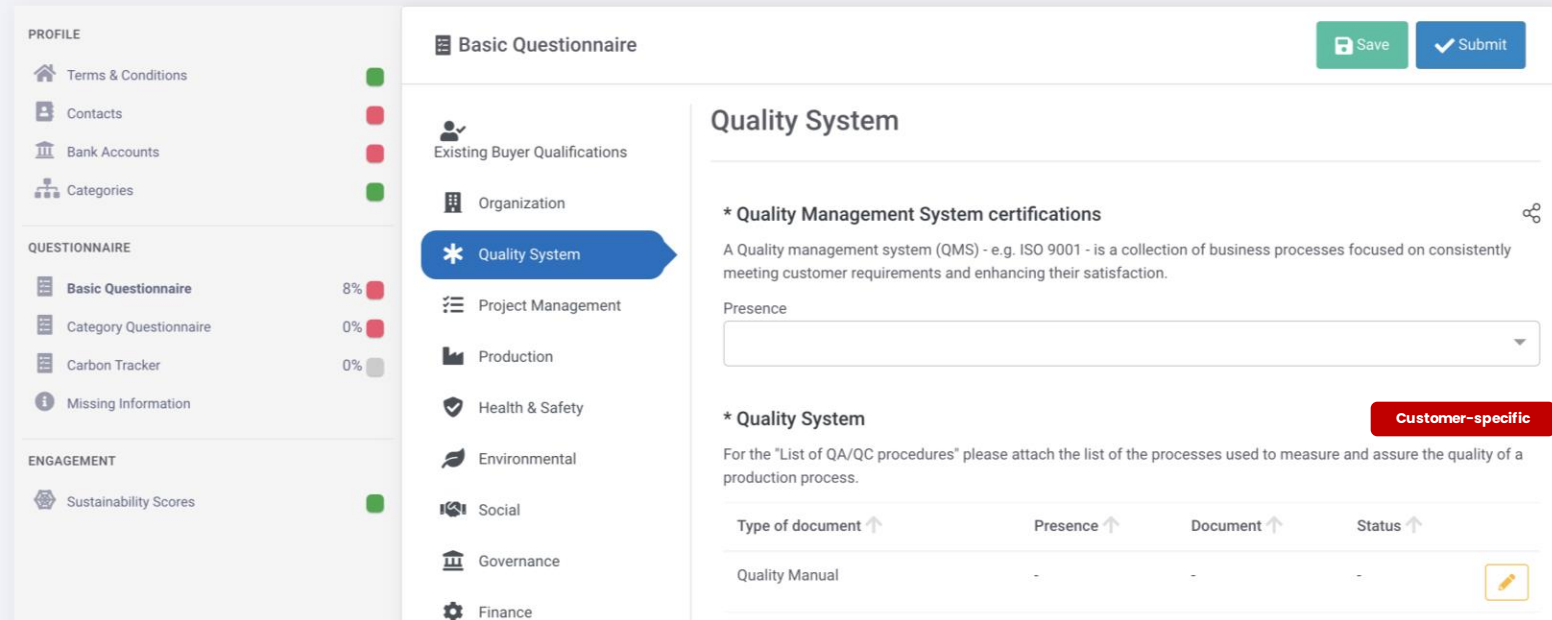
1 Questions might differ in typology: **complete as requested**. Questionnaires are specific for your **Company at country-level** and all information, including documentation, should reflect this. There are two types of questions and beside every question there is an icon highlighting it:

 **Industry-shared:** the answer provided to that question is going to be visible to the other Buyer Organizations adopting SupplHi. Therefore, you do not have to provide multiple times the same information to Customers on SupplHi.

Customer-specific: with a dedicated label, the answer provided is going to be visible only to that specific Buyer Organization.

2 **Save and come back** at any time. Your completion percentage starting point might be higher than 0%.

3 Click **“Submit”** once you reach 100% completion. The SupplHi Team will review it and provide you with feedback within ~72h. New questions might be required at any time.



The screenshot shows the 'Basic Questionnaire' interface. On the left, a sidebar menu is divided into three sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire at 8%, Category Questionnaire at 0%, Carbon Tracker at 0%, Missing Information), and ENGAGEMENT (Sustainability Scores). The main content area is titled 'Basic Questionnaire' and features a 'Quality System' section. This section includes a description of a Quality Management System (QMS) and a table for listing QA/QC procedures. A red 'Customer-specific' label is visible next to the 'Quality System' title.

Type of document ↑	Presence ↑	Document ↑	Status ↑
Quality Manual	-	-	-




HINTS

You can find a list of all the missing information in the dedicated page on the left menu: “Missing Information”.

UPDATE QUESTIONNAIRES AFTER SUPPLHI'S REVIEW

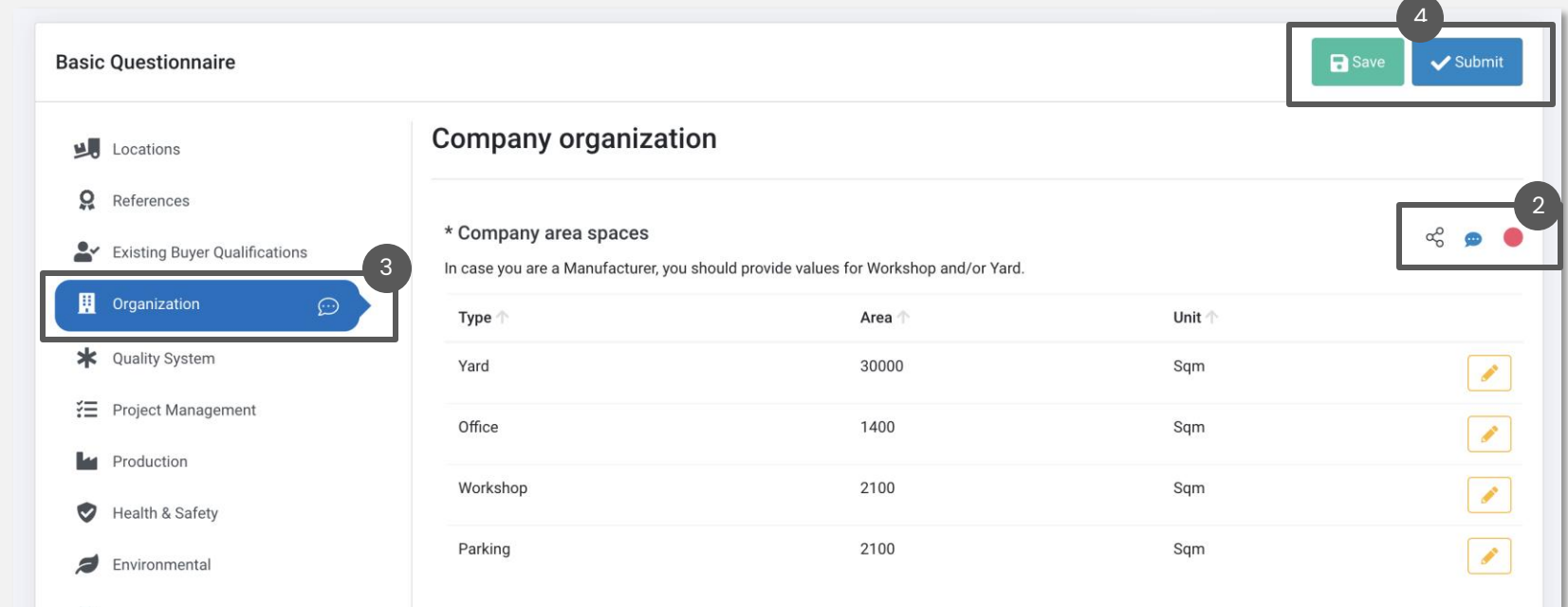
1 If SupplHi's review highlights that improvements are necessary, you will be notified by email and on the dashboard

2 In the reviewed questionnaire you might find:

-  a chat icon that can be clicked to view SupplHi's comment, indicating that the information is incomplete and must be reviewed/integrated
-  a yellow dot to indicate an answer that is accepted but could be improved
-  a red dot to indicate an answer that is not accepted and must be updated

3 Update all capability areas where you see the chat icon.

4 The status of completion updates every time you click "Save", when you reach 100% of completion, the platform will remind you to "Submit" the questionnaire for review.







Basic Questionnaire

- Locations
- References
- Existing Buyer Qualifications
- Organization**
- Quality System
- Project Management
- Production
- Health & Safety
- Environmental

Company organization

* Company area spaces

In case you are a Manufacturer, you should provide values for Workshop and/or Yard.

Type ↑	Area ↑	Unit ↑	
Yard	30000	Sqm	
Office	1400	Sqm	
Workshop	2100	Sqm	
Parking	2100	Sqm	

COMPLETE THE DECLARATIONS

On “Declarations” you can see a list of Declarations (documents, questions, ...) requested by the Customer for your Application.

- 1 When the “Declarations” section is present, you can monitor the % of completion from the lateral menu.
- 2 Insert the information as requested by the Customer and click “Save” and “Submit”. Only when 100% completion is reached it is possible to submit the Declarations.

HINTS

When present, declarations are compulsory for the Application to the Customer.

Declarations are Customer-specific and are not subject to the Quality Assurance by SupplHi.

Declarations Save Submit

*** Declaration** Customer Specific

Description text

Certification File ↑ Issuance Date ↑

No data provided.

+ Add Element 2

*** Certification requested** Customer Specific

Certification File ↑ Issuance Date ↑ Expiry Date ↑

No data provided.

+ Add Element

VIEW YOUR SUSTAINABILITY SCORES

On “Sustainability Scores” you can gain insights in the self-assessment of your sustainability level according to the calculation methodology used – industry-shared or Buyer-specific.

- 1 You can see the difference between your score and the average score obtained by other vendors of your same category of supply
- 2 When clicking “View” you access a detailed list of the questions composing the score: ID, description, weight of the score...
- 3 Clicking “View” on a question you can see the details of the Action Request connected to it, if any

Sustainability Scores

Dimension ↑	Status	Last calculation date	My Score (%)	My Score	Industry Average Score (%)	Industry Average Score	View
Enviromental	Not Calc...	-	-	-	-	-	View
Social	Not Calc...	-	-	-	55%		View
Governance	Not Calc...	-	-	-	-	-	View

■ My Score
 ■ Industry Average

Sustainable energy and climate

Sustainability Scores: Sustainable energy and climate

← Back

Sustainable energy and climate

E

Question ID	Description	Weight of the score	My Score (%)	Industry Average Score (%)	My Level	Action Request Priority	View
Q00791	Does your company have a Climate Policy?	23,1%	0%	67%	My Weakness	High	View
Q00794	Have your company assessed its carbon footprint and/or the carbon footprint of its supply chain and/or of its sold products?	23,1%	0%	67%	My Weakness	High	View
Q00792	Does your company have adopted emissions reduction targets?	23,1%	0%	67%	My Weakness	High	View

EXCHANGE A DOCUMENT WITH A CUSTOMER

“Document Exchange” allows you and the Customer to exchange documents through the SupplHi platform.

- 1 Click on “Add Document” to insert a new document.

Please keep in mind that uploading a document will automatically make it visible to this Customer.

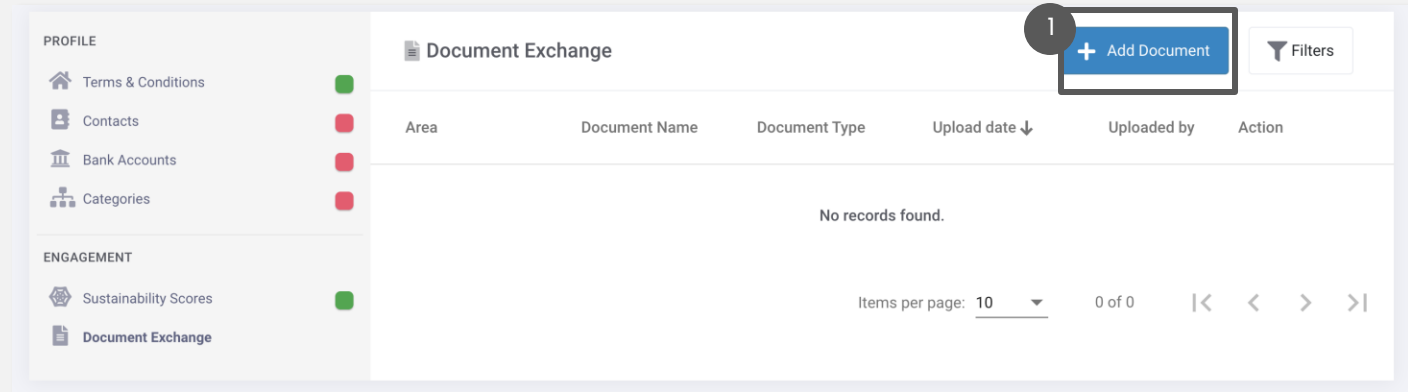
No highly confidential document should be uploaded and shared through the Document Exchange.

After upload, documents shared with the Buyer Organization cannot be edited or deleted.

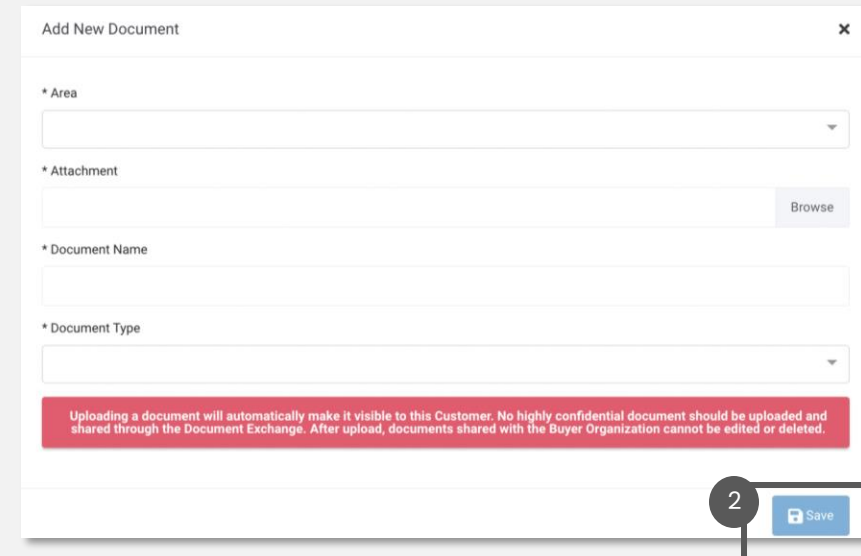
- 2 Click on “Save”. The document will be automatically shared with the Customer.

👉 HINTS

A Customer can also share documents with you through the Document Exchange. When a new document is shared, the Super Users of your Company are automatically notified via email.



The screenshot shows the 'Document Exchange' section of the application. On the left, there is a sidebar with 'PROFILE' and 'ENGAGEMENT' sections. The 'PROFILE' section includes 'Terms & Conditions', 'Contacts', 'Bank Accounts', and 'Categories'. The 'ENGAGEMENT' section includes 'Sustainability Scores' and 'Document Exchange'. The main area displays a table with columns: 'Area', 'Document Name', 'Document Type', 'Upload date ↓', 'Uploaded by', and 'Action'. The table is currently empty, showing 'No records found.' Below the table, there are pagination controls: 'Items per page: 10', '0 of 0', and navigation arrows. A red circle with the number '1' highlights the '+ Add Document' button in the top right corner of the main area.



The screenshot shows the 'Add New Document' form. It has a title bar with a close button (X). The form contains the following fields:

- * Area: A dropdown menu.
- * Attachment: A text input field with a 'Browse' button to its right.
- * Document Name: A text input field.
- * Document Type: A dropdown menu.

 At the bottom of the form, there is a red warning banner with the text: "Uploading a document will automatically make it visible to this Customer. No highly confidential document should be uploaded and shared through the Document Exchange. After upload, documents shared with the Buyer Organization cannot be edited or deleted." Below the banner, there is a 'Save' button highlighted with a red circle and the number '2'.

CUSTOMER DOES NOT ACCEPT APPLICATIONS

It is possible that a Customer does not currently accept applications on the SupplHi platform.

If this is the case, only a Customer can change the settings.

If you have been invited by the Customer but cannot access the application area, **kindly get in touch with your point of contact within the Customer organization** through an email outside of SupplHi.

Application	✕
This Customer is not currently requiring any additional/dedicated applications by Vendors	

Application	✕
Your user account is not authorized to access and complete the Application Area. Kindly contact your point of reference within the Organization (through a dedicated email) and ask to be authorized to access and complete the application on SupplHi.	

Application	✕
This Customer is not currently requiring any additional/dedicated applications by Vendors	



Company Actions

Describe the **actions you are taking to improve your Company**: create a description once and share it with the network of SupplHi Customers.

Use this module to talk about sustainability improvements and social projects, quality organizational and product-oriented choices you have taken or are planning to take.

Company Actions can be used to answer to Customer's Request for Actions and Initiatives.



5-30 minutes, depending on the number of Actions

DESCRIBE THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

1 In the menu "Company Actions" you can view all the Company Actions created so far, if any.

2 Click on "Add new" to add a new Company Action

3 SupplHi created an industry-standard "Action Type booklet" for easier description and peer comparison.

Download it and use it as a reference to select the capability area and highlight your improvement actions.

4 Complete all required fields, click "Save"

The screenshot displays the 'Company Actions' management interface. On the left, a sidebar menu highlights 'Company Actions' with a circled '1'. The main area shows a list of actions with status indicators: 'Planned', 'Ongoing', and 'Completed'. A 'Create new Action' modal is open, showing a form with the following fields: 'Capability Area' (dropdown), 'Action type' (dropdown), 'Title' (text input, max 50 chars), 'Short description' (text input, max 255 chars), 'Long description' (text area, max 2000 chars), 'Action status' (dropdown), 'Action start date' (calendar icon), 'Planned closure date' (calendar icon), and 'Actual closure date' (calendar icon). A circled '2' points to the '+ Add new' button, a circled '3' points to the 'Action Type Booklet' link, and a circled '4' points to the 'Save' button.

HINTS

1. A Company Action is a project/program implemented in your organization to, for example, become more sustainable, reduce waste, ...
2. Company Actions are public and become visible to all Customers who activated the dedicated module.
3. Company Actions can be used to answer to Customer's Request for Actions and Initiatives

UPDATE & EDIT THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

- 1 Click "View" to enter in the detail of a Company Action
- 2 Click "Edit" to edit any detail of the Company Action, including the status and the dates. Click "Save" after updating the company action.
- 3 Navigate the tabs to see the Attachment, Logs and Connected Action Requests.

Company Action ID: 2024000024

Obtain the ISO 9001 certification (Quality Management System) Ongoing

Obtain ISO-9001 certification

Obtain ISO-9001 certification

Details Remarks & Links Attachments Logs Connected Actions

Action Type details Action Type Booklet Edit

* Action type
[B01] Obtain the ISO 9001 certification (Quality Management System)

* Title
Obtain ISO-9001 certification
max 50 chars

* Short description
Obtain ISO-9001 certification
max 255 chars

Long description

Company Action ID: 2022000013

Obtain the ISO 9001 certification (Quality Management System) Completed

Obtaining ISO 9001

Obtaining ISO 9001

Details Remarks & Links Attachments Logs Connected Actions

Connected actions

Action Request ID	Created by	Action Request Type	Creation Date	Action Request Status	View
2023000020	DEMO BUYER	Update all devices with antivirus	Feb 10, 2023 8:54 ...	Completed	View
2023000018	DEMO BUYER	Increase the pink quota in the company management	Feb 7, 2023 8:47 A...	Committed	View

Items per page: 25 1 - 2 of 2

CUSTOMER'S ACTION REQUEST TO YOUR ORGANIZATION

After reviewing your application, a Customer might want to engage you to further actions or clarifications.

If they decide to use SupplHi to do so, they will send you an Action Request.

- 1 An Action Request is specifically created by a Customer for your organization. You can find it within a Customer's Application Area, in the section "Action Requests".
- 2 The dashboard "Action Requests" allows you to see a list of all the Action Requests Customers assigned to you and the related details.

Action Request Status (selected)	Description
REQUESTED	The Customer is requesting you to engage in this Action Request.
SUGGESTED	The Customer is suggesting you to engage in this Action Request.
COMPLETION PROPOSED	After committing to an Action Request, you consider it done and propose its completion to Customer.
COMPLETED	Customer marked an Action Request as Completed.
CANCELLED	Customer cancelled an Action Request.

COMMIT TO A CUSTOMER'S ACTION REQUEST

Click "View" to enter the detailed page of an Action Request from the dashboard or the Customer's Application Area.

- 1 Action Requests can require two different types of answers:
 - **Industry Shared:** meaning you can use a Company Action to respond to them;
 - **Customer-specific reply:** meaning that the Customer is requesting you to engage directly with them by sharing messages and attachments. In this case, the information shared in the Action Request are visible only to you and the Customer.
- 2 Read the Action Request details and description in the top part of the platform and decide whether you want to "Commit to Action" or "Don't Commit to Action":
 - 2a **Industry Shared Action Request:** to commit to the Customer's Action Request you must add at least one Company Actions (select it or create a new one);
 - 2b **Action Request with Customer-specific reply:** to commit, click "Commit". The page will update to show a box for messages and attachments
 - 2c If you **do not want to commit** to an Action Request, insert a comment and click "Do Not Commit".

Action Request

← Back

Action Request ID: 2023000001
 Action Type: Adopt 2030 emissions reduction targets. (AR002)
 Area: Environmental
 Dimension: Environmental
 Source: Qualification
 Priority: Medium
 Creation date: Jan 25, 2023 9:52 AM (UTC)
 Related to: DEMO
 Description: ADOPT THE 2030 EMISSIONS REDUCTION TARGETS PLEASE
 Type of Answer: Industry-shared Company Action
 Attachment(s): No Attachment Present
 Status: Requested

Progress: Suggested/Requested (Red dot), Committed (Grey dot), Completion Proposed (Grey dot), Completed (Grey dot)

Connected Company Action Create New Company Action + Add

You are requested to provide at least 1 Company Action connected to this Action. You can always create a new Company Action.

Company Action ID	Company Action Type	Company Action Title	Creation Date	End Date	Company Action Status	View	Disconnect
No records found.							

Items per page: 10 0 of 0 |< < > >|

Commit to Action Request

Compulsory comment in case of Non-Commitment, optional in case of Commitment.

2 ✓ Commit To Action ✗ Don't Commit to Action

Logs

2023-01-25 09:52:41 | Action Request has been created by BU - Family Name_00742 BU - Given Name_00742 john.wills@supplhi.com with notifications enabled.

Items per page: 10 1 - 1 of 1 |< < > >|

COMPLETE AN ACTION REQUEST WITH "INDUSTRY-SHARED" ANSWER

- 1 When committing to an Action Request with "Industry-Shared" answer, you connect one or more Company Actions. You can add or create a new one at any moment.
- 2 To disconnect a Company Action from a Customer's Action Request, click on "Disconnect".
- 3 When you consider the Customer's Action Request satisfied, you can click "Propose Completion". The Customer will be automatically notified.

COMPULSORY

You can propose the completion of an Action Request only when all connected Company Actions are in status "Completed".

Action Request ← Back ✓ Propose Completion

Action Request ID: 2023000018

Action Type: Increase the pink quota in the company management (AR010)

Area: Governance

Dimension:

Source: Spot Request

Priority: **Medium**

Creation date: Feb 7, 2023 8:47 AM (UTC)

Related to: DEMO

Description: increase the pink quota in the company management

Type of Answer: Industry-shared Company Action

Attachment(s): No Attachment Present

Status: **Committed**

Connected Company Action Create New Company Action + Add

You are requested to provide at least 1 Company Action connected to this Action. You can always create a new Company Action.

Company Action ID	Company Action Type	Company Action Title	Creation Date	End Date	Company Action Status	View	Disconnect
2022000010	Rent low-CO2 company vehicles	Renting low CO2 company vehicles	-	-	Cancelled	View	Disco...
2022000013	Obtain the ISO 9001 certification (Qua...	Obtaining ISO 9001	Nov 1, 2022	Nov 22, 2023	Completed	View	Disco...

Items per page: 10 | 1 - 2 of 2

COMPLETE AN ACTION REQUEST WITH "CUSTOMER-SPECIFIC" REPLY

- 1 When committing to an Action Request with "Customer-specific reply" you can interact with the Customer directly through the SupplHi platform, sharing text messages and attachments.
- 2 Type in, click "Attachment" to upload an attachment, if necessary, then "Send Message".
You can see the messages sent by you and the Customer and download the attachments at any time.
- 3 When you consider the Customer's Action Request satisfied, you can click "Propose Completion". The Customer will be automatically notified.

HINTS

You must send at least one message before you can "Propose Completion" of the Action Request.

Customer-specific replies and attributes are only visible to you and the Customer

The screenshot displays the 'Action Request' page for ID 202400001. The request is of type 'Customer-specific reply - action request test (test_contract_appeal)' in the 'After Sales' area, with a 'High' priority and a status of 'Committed'. A progress bar at the bottom shows the stages: Suggested/Requested, Committed, Completion Proposed, and Completed. Below this, an 'Attachment(s)' table lists a file named 'Vendor_Attachments-1.pdf' uploaded by 'john.will@supplhi.com'. The 'Messages With Customer' section shows a message from the user dated Feb 15, 2024, stating 'I committed to the action and updated the requested document'. A response from the customer is also visible. At the bottom, a rich text editor is shown with a 'Send Message' button highlighted by a red circle with the number 2, and an 'Attachment' button highlighted by a red circle with the number 1. A 'Propose Completion' button is visible in the top right corner, highlighted by a red circle with the number 3.

PARTICIPATE TO CUSTOMER'S INITIATIVES

Customers might also use SupplHi to create open Initiatives and collect interest/information from Vendors.

- 1 In a Customer's Application Area, you can see the initiatives as well as the status of your candidacy
- 2 When clicking "View" you access a page with all the details of the initiative: a description, start and ending date, whether an Action Request is foreseen
- 3 You can candidate your Company to the Initiative by clicking on "Candidate" and following the procedure, connecting one of your Company Actions.

HINTS

Customer Initiatives might be open to all vendors or to a selected list of vendors.

Customer Initiatives can only be seen in the Customer Application Area.



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**.

TICKETING SUPPORT SYSTEM

The dedicated ticketing system can be accessed:

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

SUPPORT

- Log of activities
- F.A.Q.
- My Tickets** 1
- Release Notes

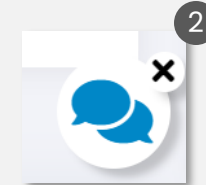
My tickets + New ticket

Every ticket will be taken over within 24 hours and after 72 hours without response the ticket will be automatically closed

No act of kindness, no matter how small, is ever wasted - Aesop

Code	Title	# messages	Creation Date ↓	Close Date	Closed By	Status	Ticket type	Actions
No records found								

Items per page: 20 0 of 0 |< < > >|



- 3 If you cannot Access the platform, click on “Request for Support” present in the top right corner of <https://registration.supplhi.com> and in the <https://vendor.supplhi.com> page to open a Ticket with SupplHi through the External area.

SUPPL HI Request for Support 3 EN

Register as a user → Identify your business → Access to the platform

SupplHi is the end-to-end Vendor Management SaaS for critical goods & services

chosen by the most demanding buyer organizations of all sizes to manage their vendor base efficiently and compliantly.



Two Seals of Excellence



Grant for R&D



SupplHi S.r.l. Società Unipersonale

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