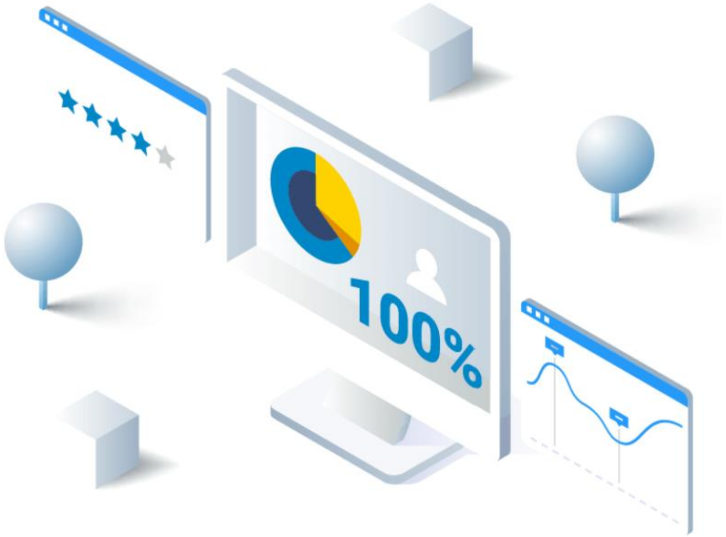
Vendor User Guide

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

Release version #7.5.0 | Feb24



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

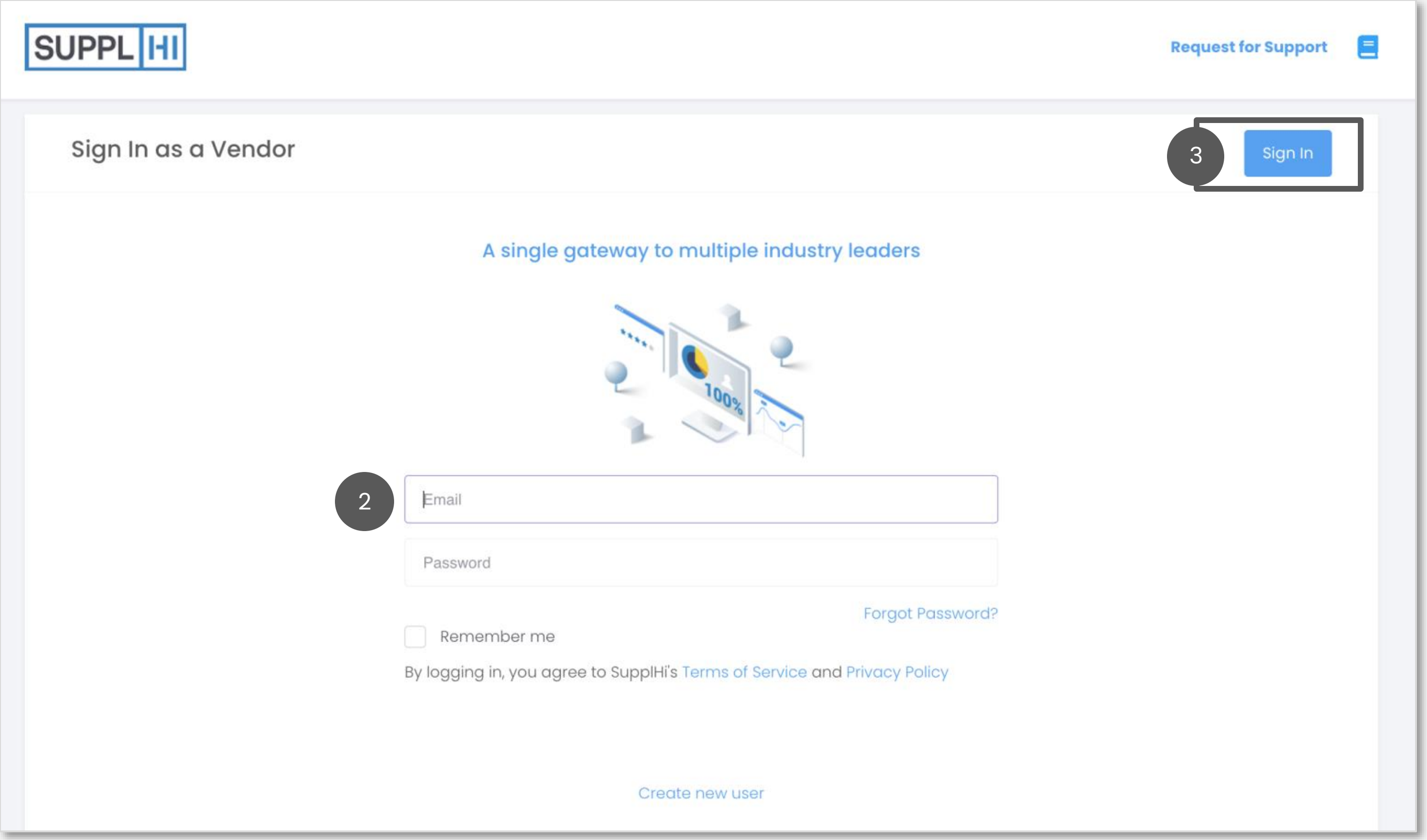
LOGIN TO SUPPLHI

1. Go to https://vendor.supplhi.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”



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.

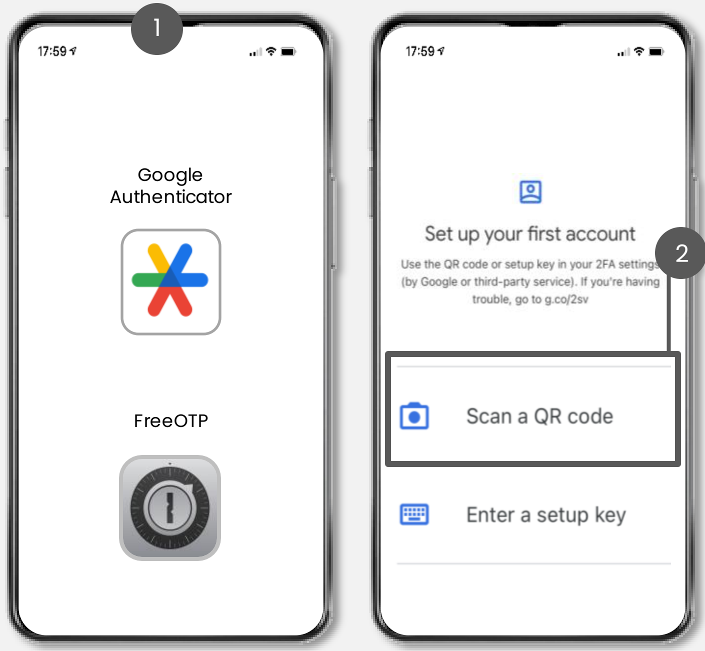
Google Authenticator — GET IT ON Google Play — Download on the App Store

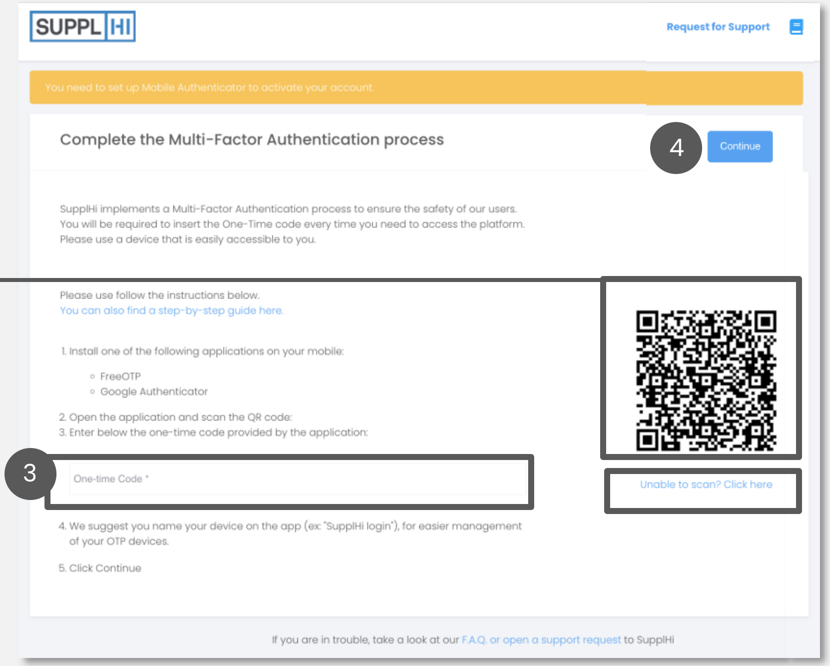
FreeOTP — GET IT ON Google Play — Download on the App Store

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:

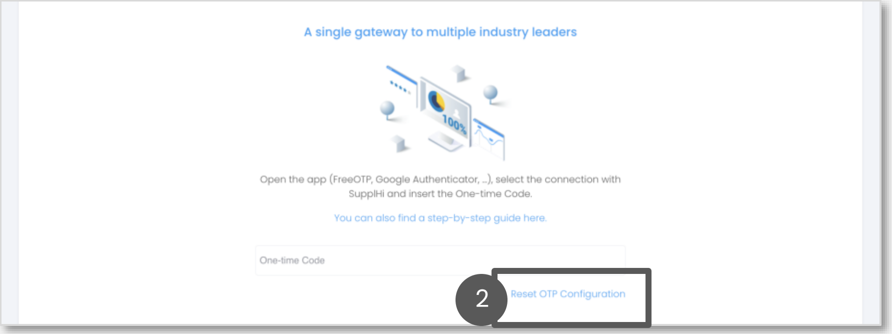
1. **Be sure that the settings for "Date and Time" on your devices (PC and cell phone) are both set to Automatic**
2. Delete any previous connection to SupplHi on the OTP App you are using
3. Choose only one OTP App (Google Authenticator OR FreeOTP)
4. Use a modern and secure browser (Google Chrome, 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

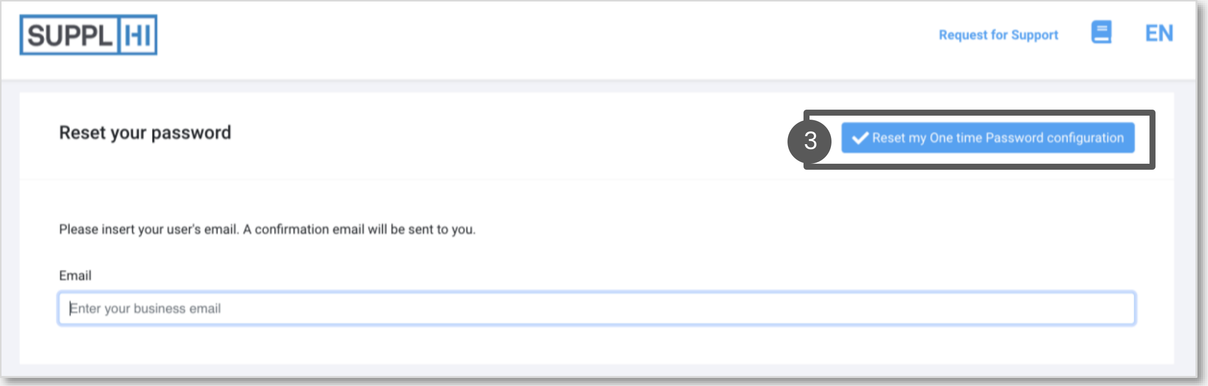
Although SupplHi does not recommend it, it is also possible to download an authentication app on your computer, for example WinAuth, and use that code.
To use this method, click on "Unable to Scan? Click Here" to visualize the code requested and insert it in the App.

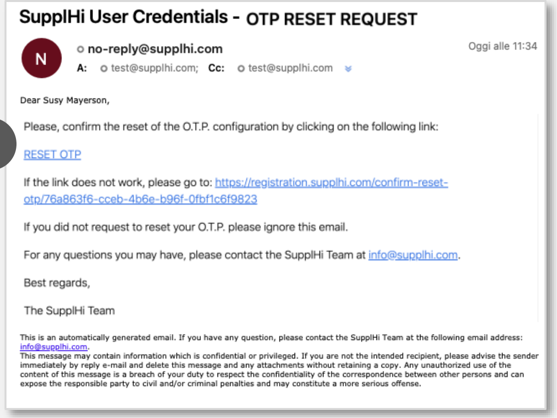
RESET OTP CONFIGURATION

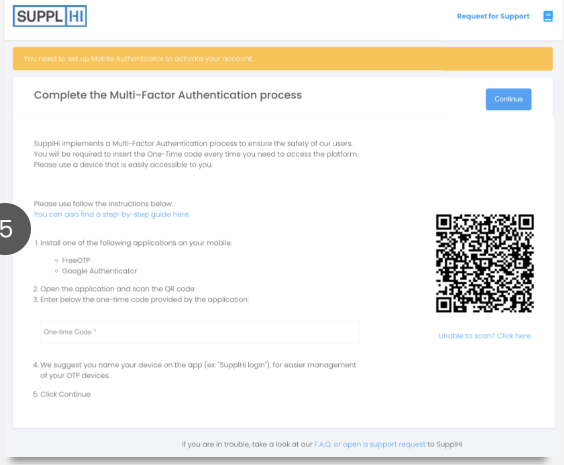
> COMPULSORY
>
> *Before resetting the OTP configuration, delete the previous connection from the Authenticating App*

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.









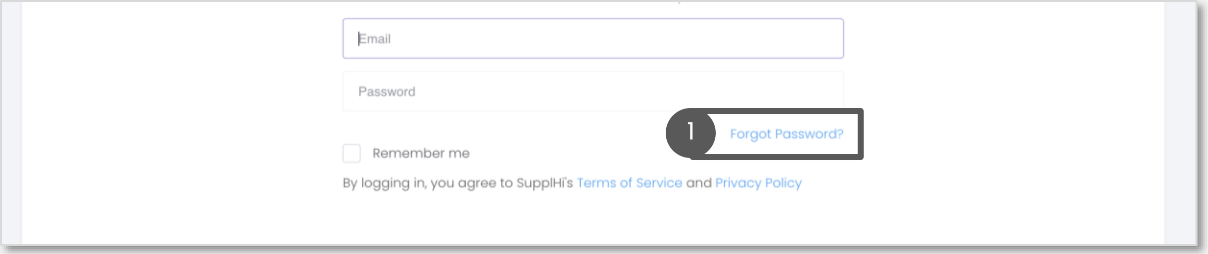
FORGOTTEN PASSWORD

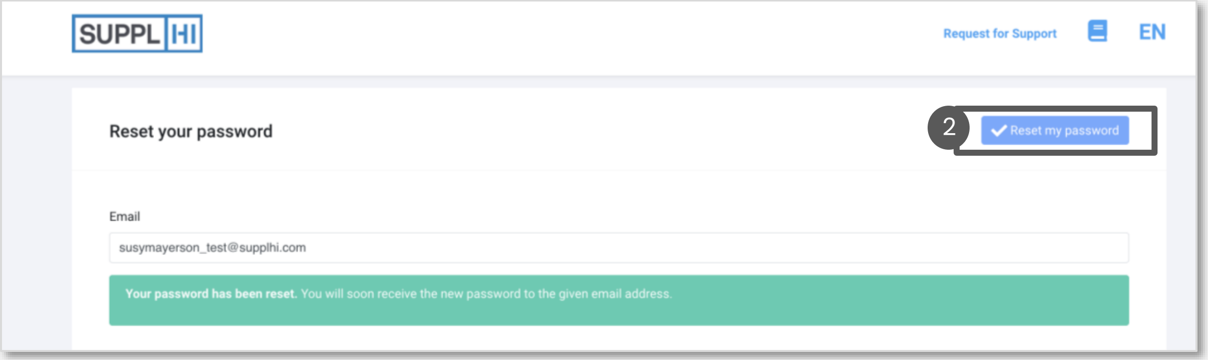
1. Go to https://vendor.supplhi.com and click “Forgot Password?”
2. Insert the email address used for registration and click “Reset my Password”. A message will confirm your request
3. Open your inbox and click the link “RESET PASSWORD” in the email you received
4. In the browser, a page will confirm 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

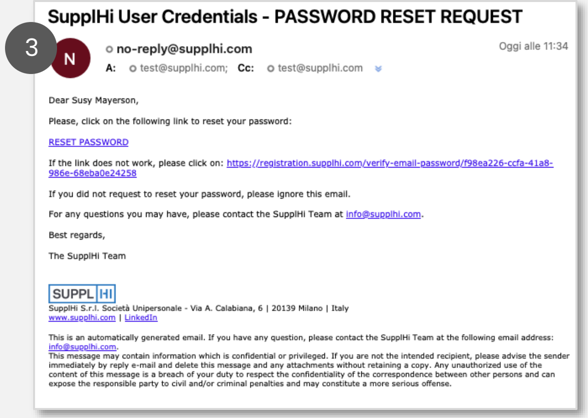
☛ HINT

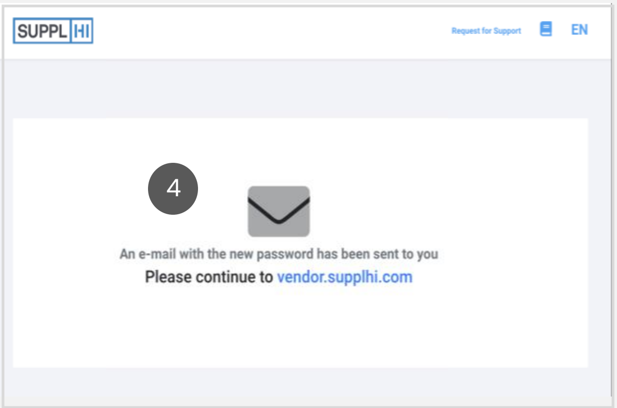
You can update your password at any time from your account by clicking on "My Profile".

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

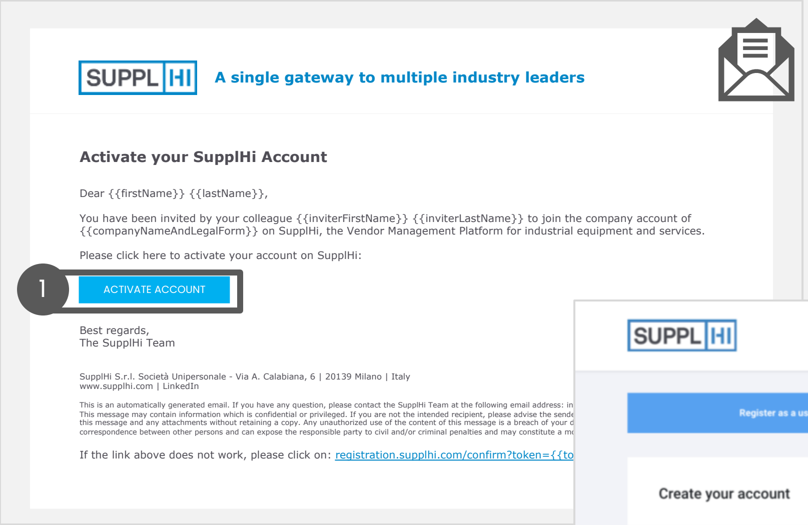
confirmation email in your inbox

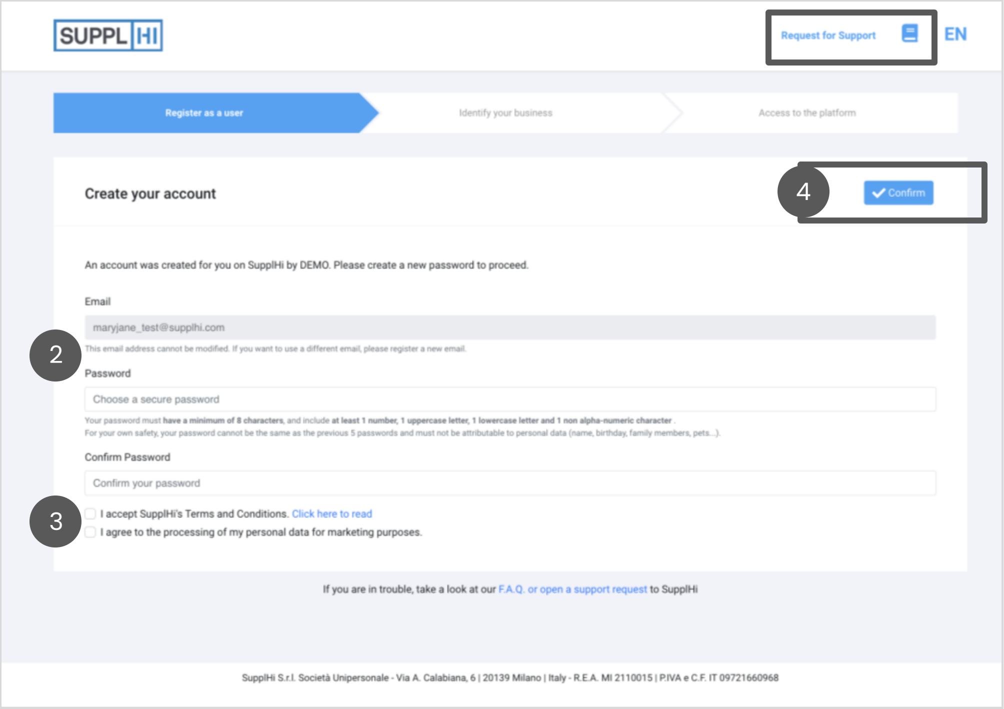
INVITATION TO JOIN THE PLATFORM THROUGH E-MAIL (CUSTOMER or COLLEAGUE)

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

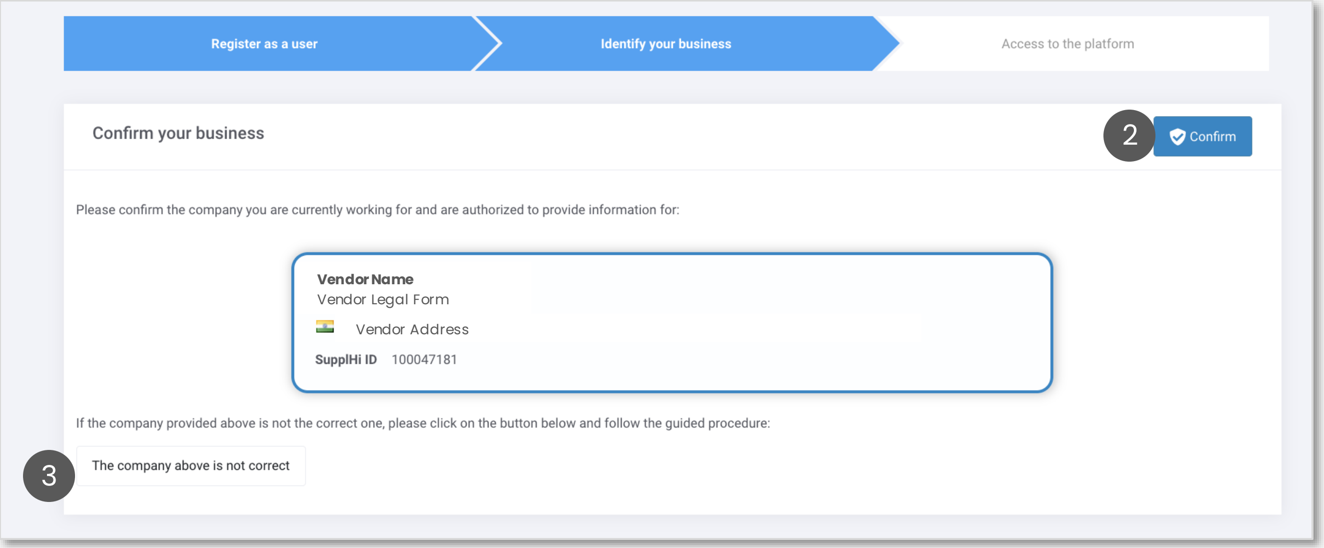
Always double-check and save your password.





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



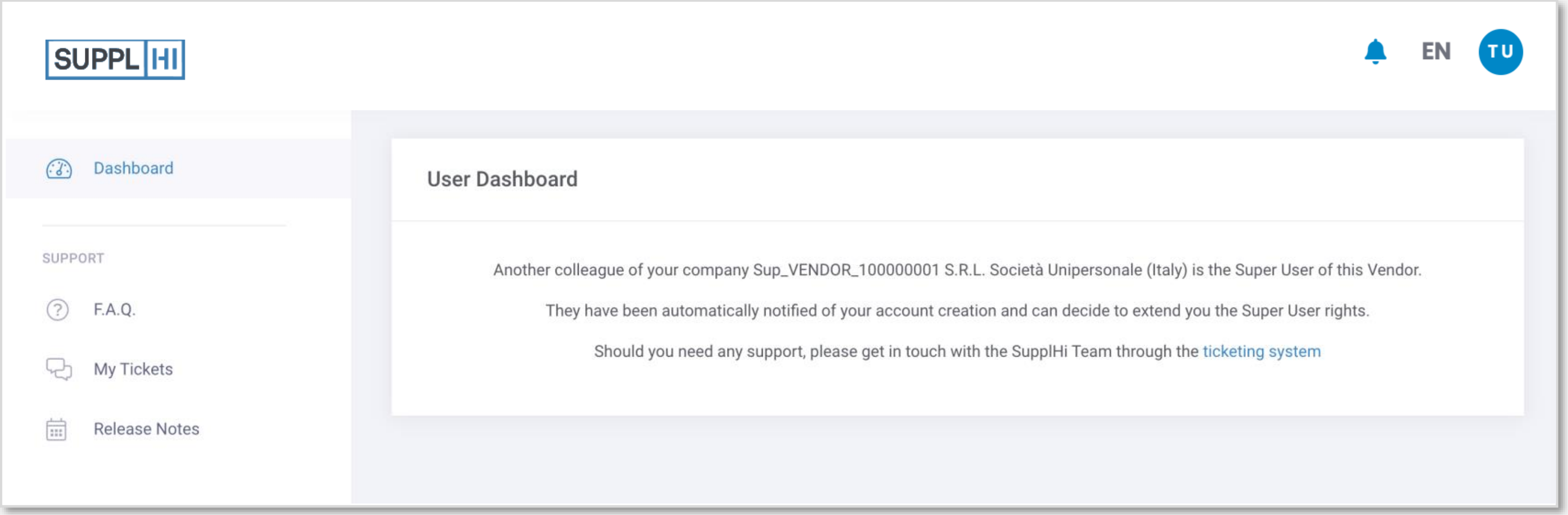
HINT

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

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

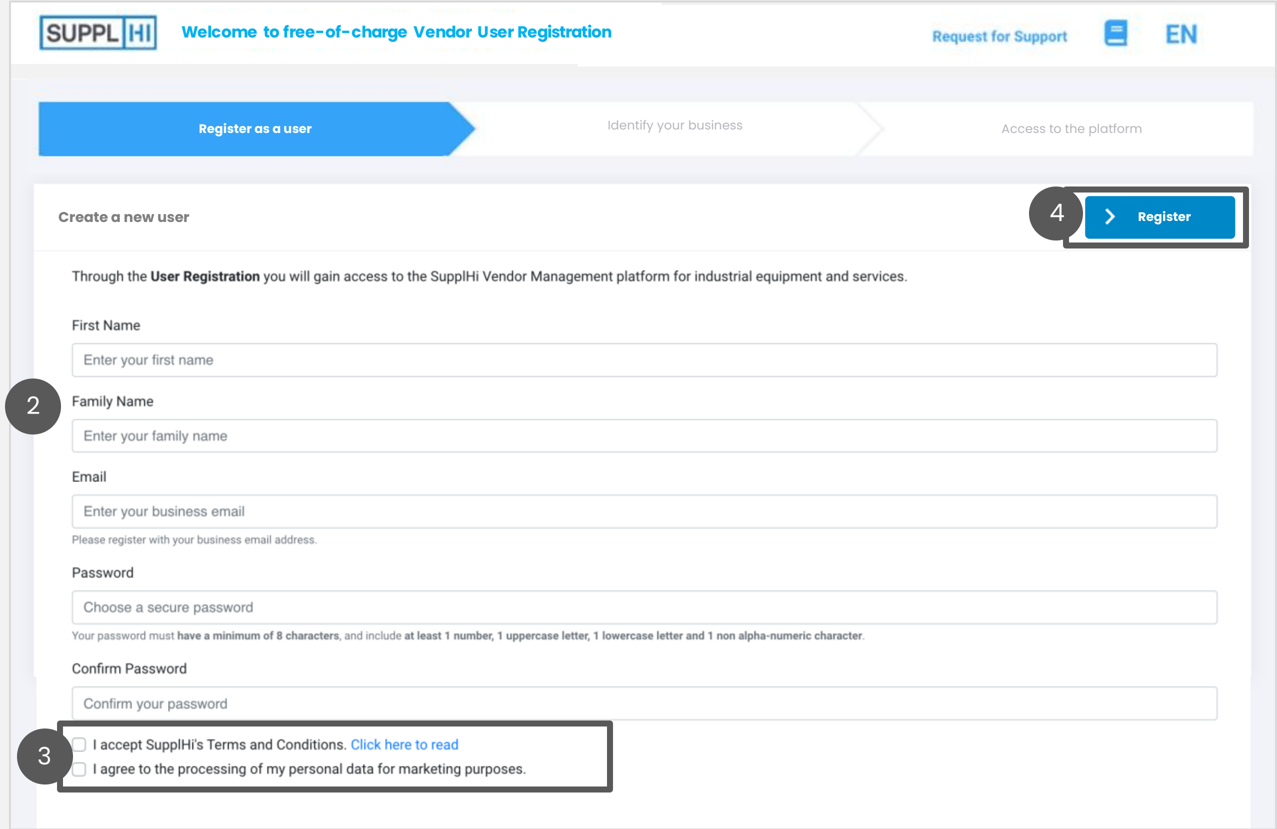
SELF-REGISTRATION AS A NEW USER: CREATE AND ACTIVATE AN ACCOUNT (1/2)

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



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

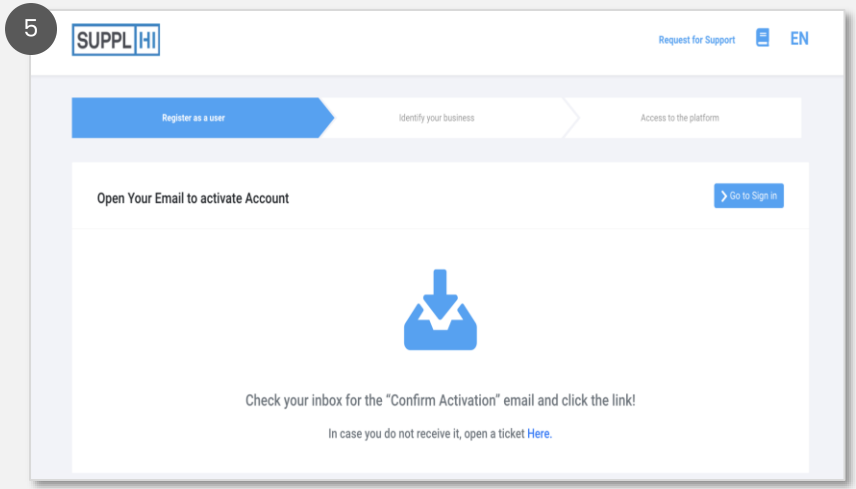
5 After you submitted your User Registration request, you will receive a confirmation e-mail

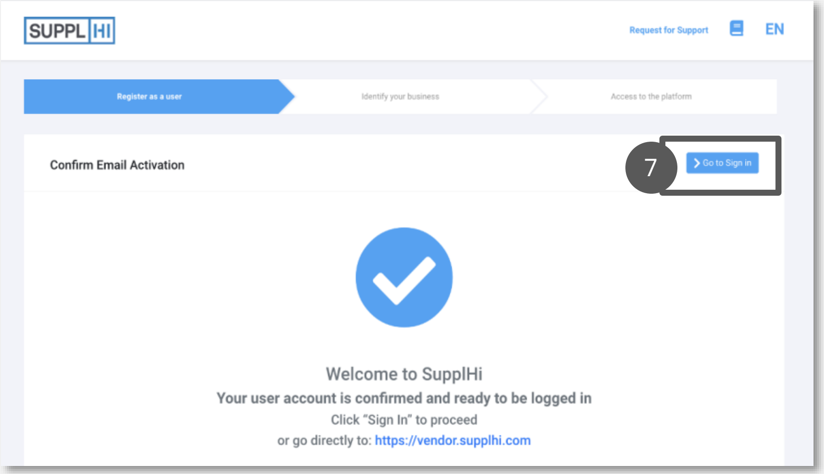
6 Click "Activate My Account" or the link below to confirm your User Registration

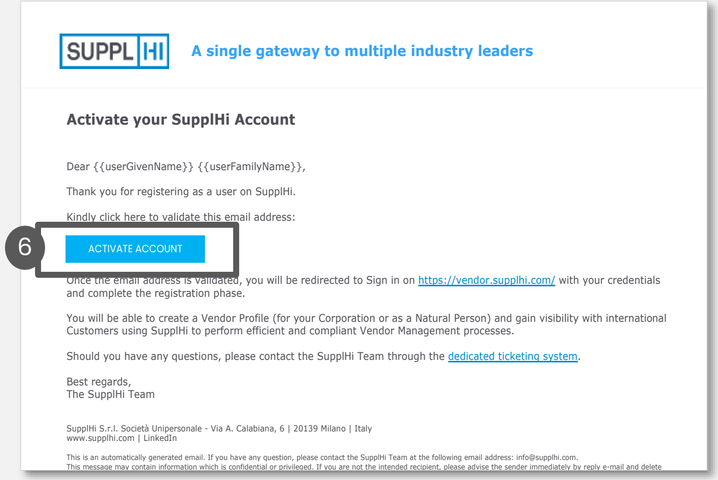
7 After landing on the "Welcome to SupplHi" page, click on "Go To Sign In"

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.







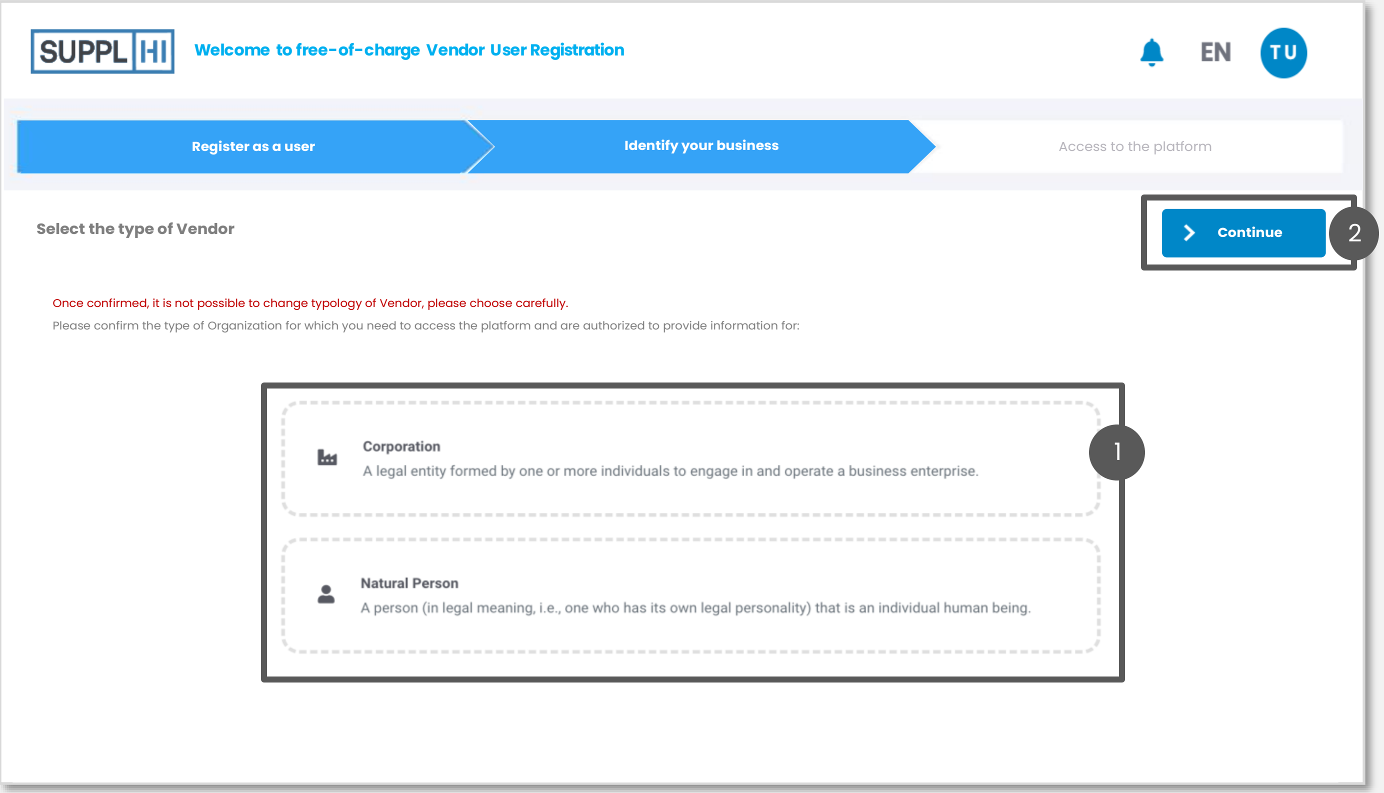
SELF-REGISTRATION: SELECT YOUR TYPE OF ORGANIZATION

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

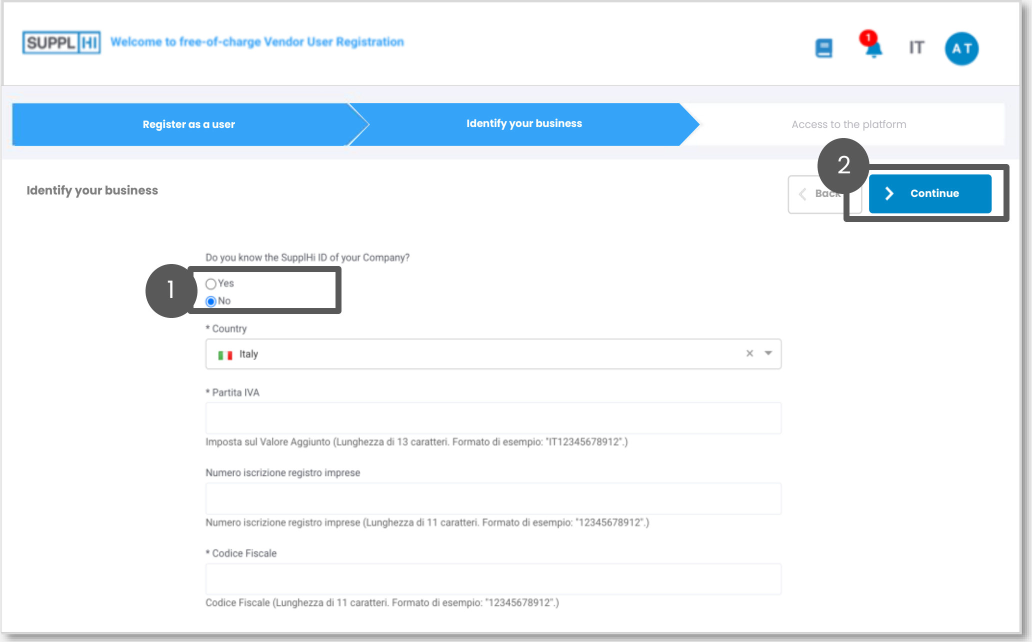


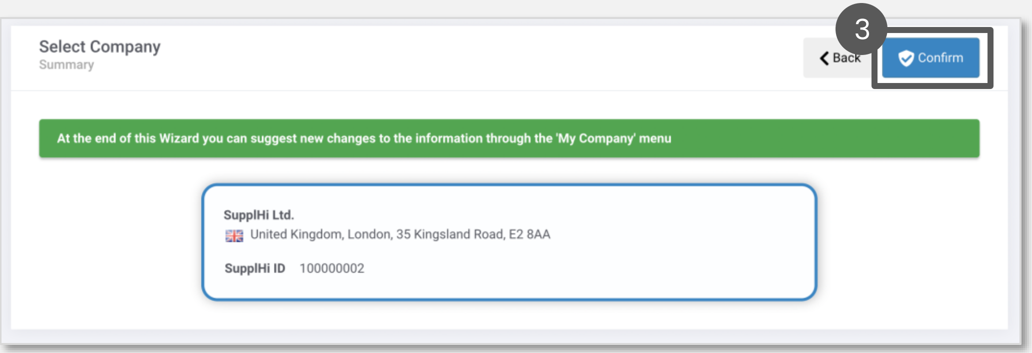
SELF REGISTRATION: INPUT THE SUPPLHI ID FOR A FASTER ONBOARDING

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.

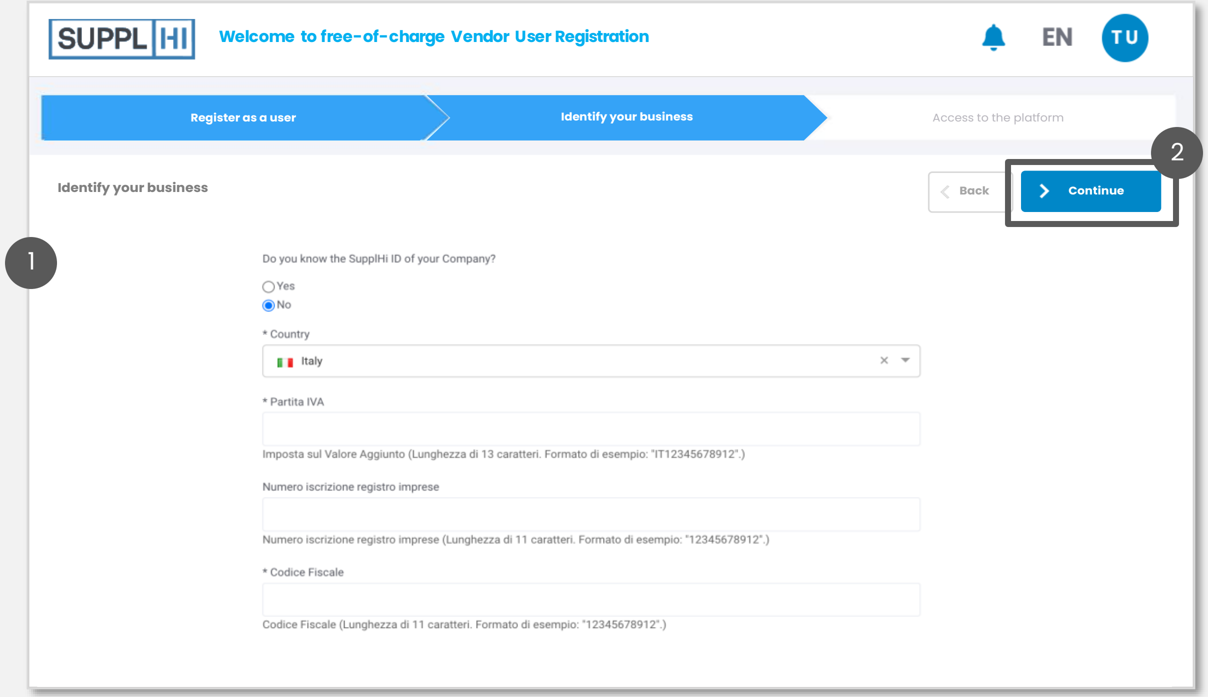
3. If the company shown is correct, click on "Confirm" and proceed with these steps

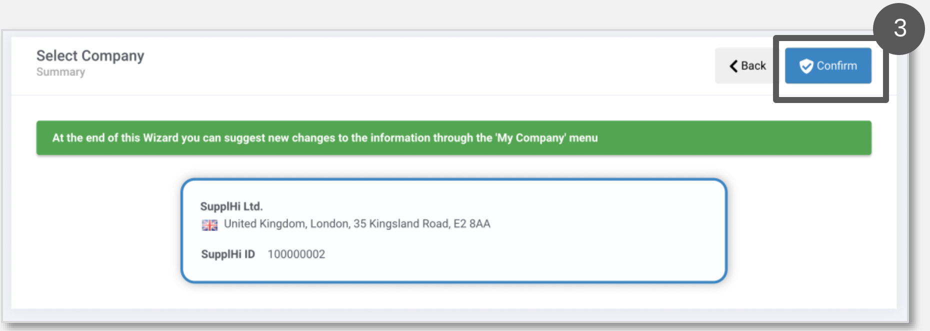




IF YOU DON'T KNOW THE SUPPLHI ID, SEARCH OR CREATE YOUR ORGANIZATION

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

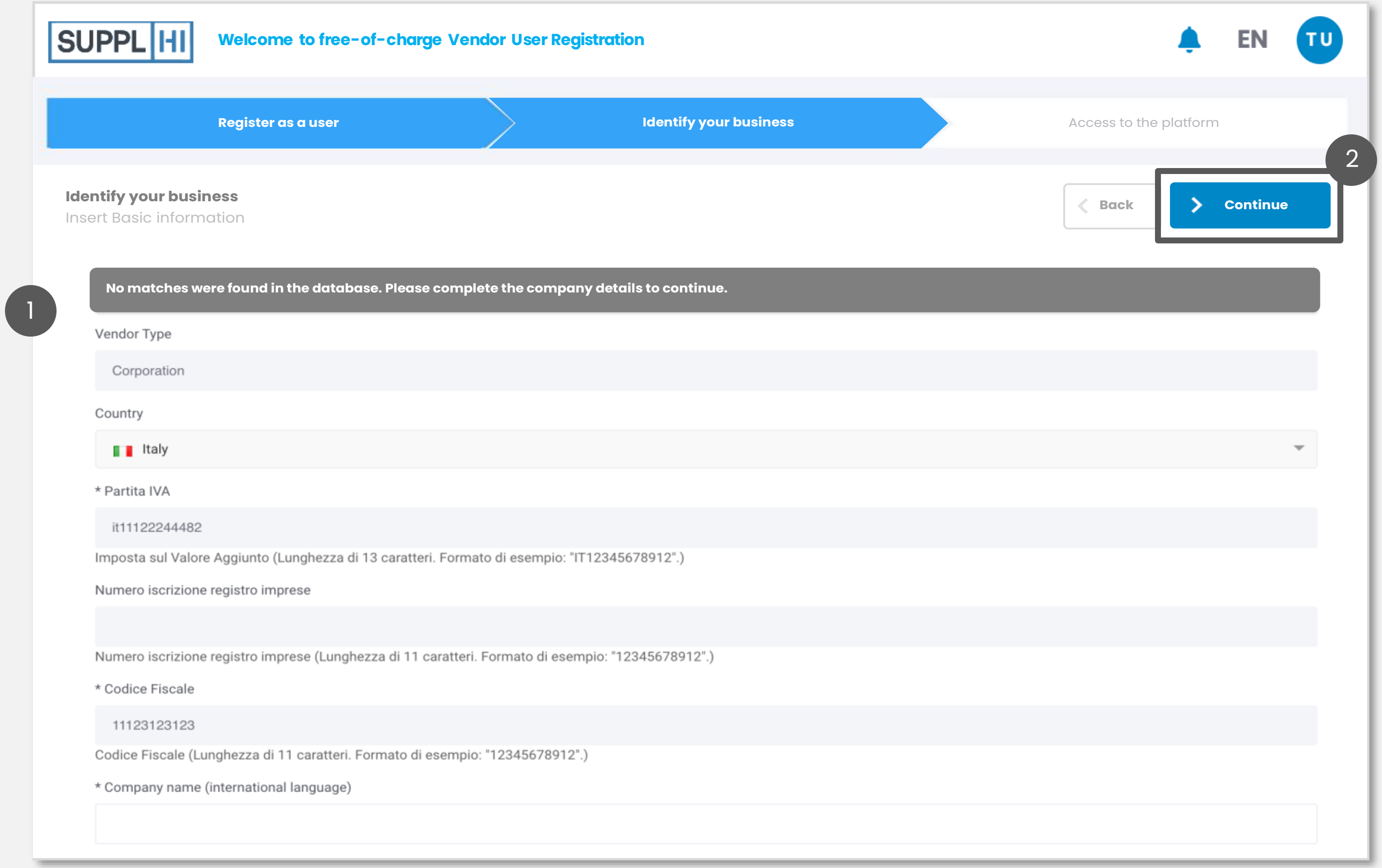
Your organization may already be present on SupplHi (pre-mapped or registered by a colleague)

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

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, ...).

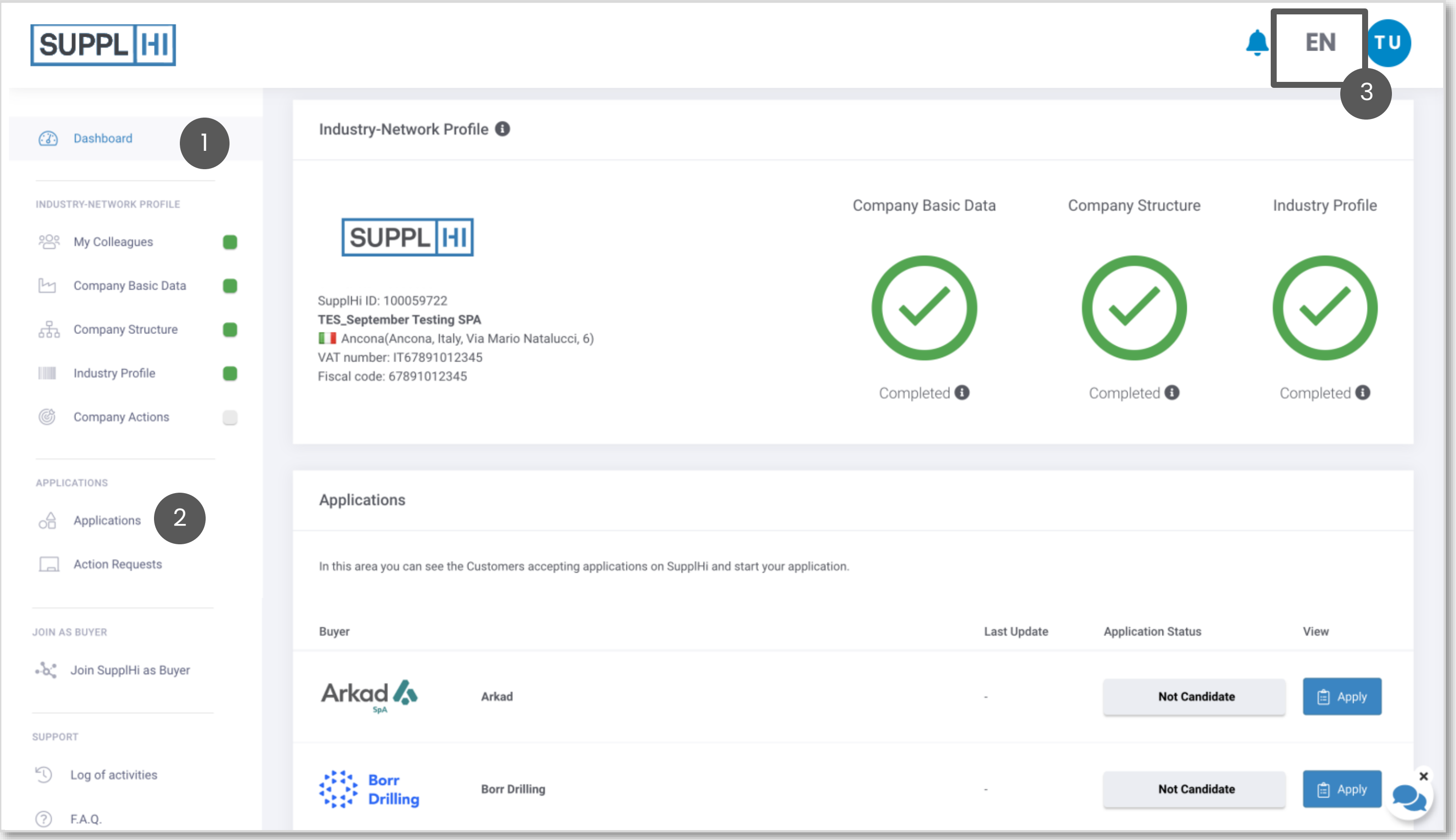
1 minute per Colleague invited

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.

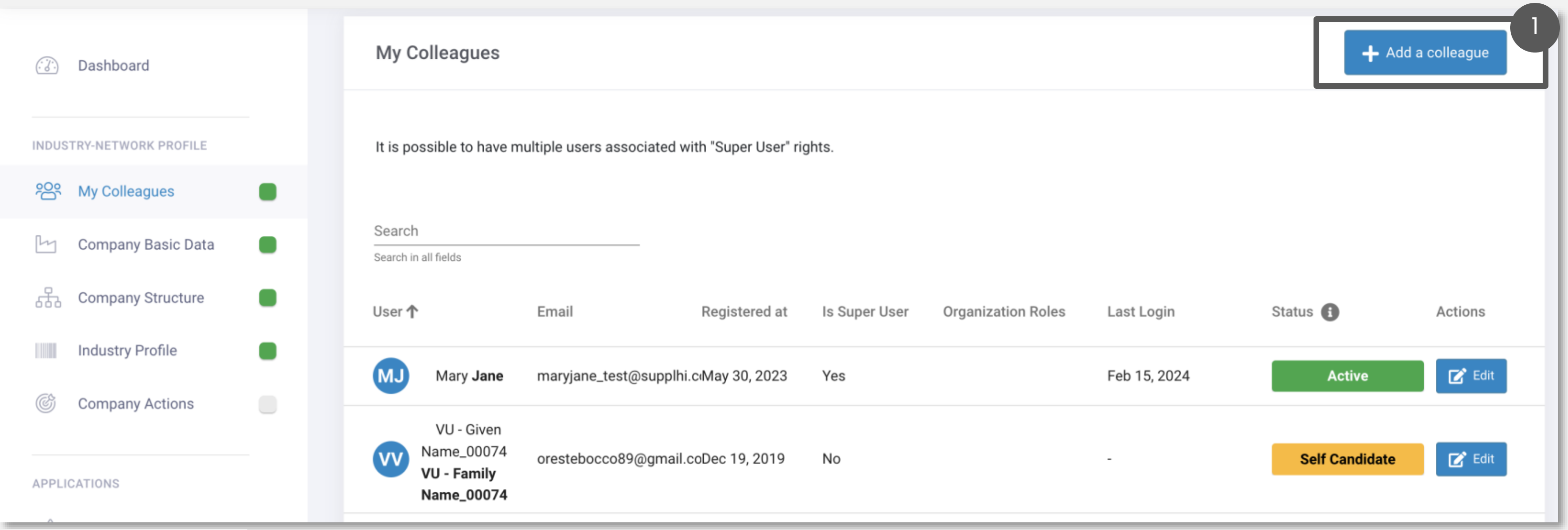
3. The platform is also available in other languages. Click on the top right corner to switch languages.



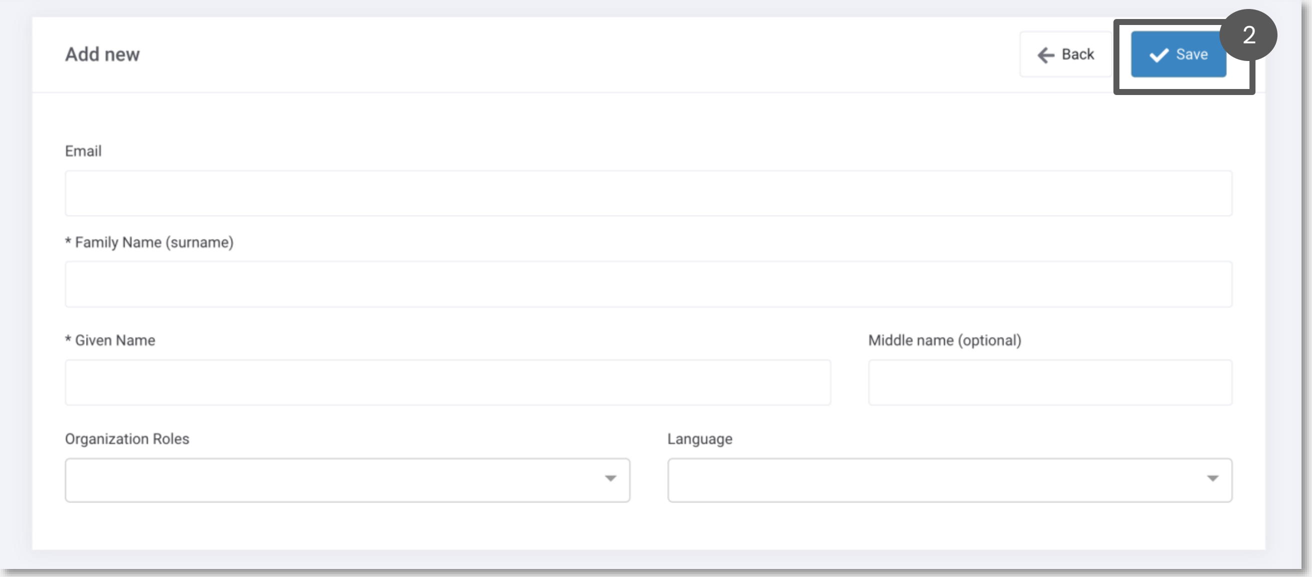
ADD NEW COLLEAGUES

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.

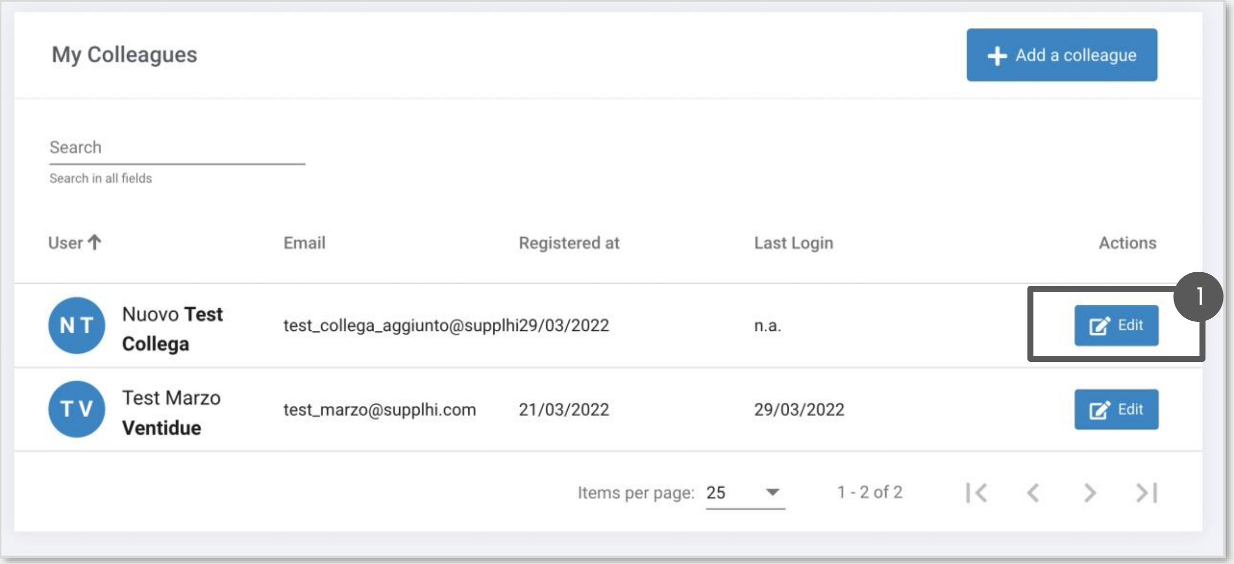


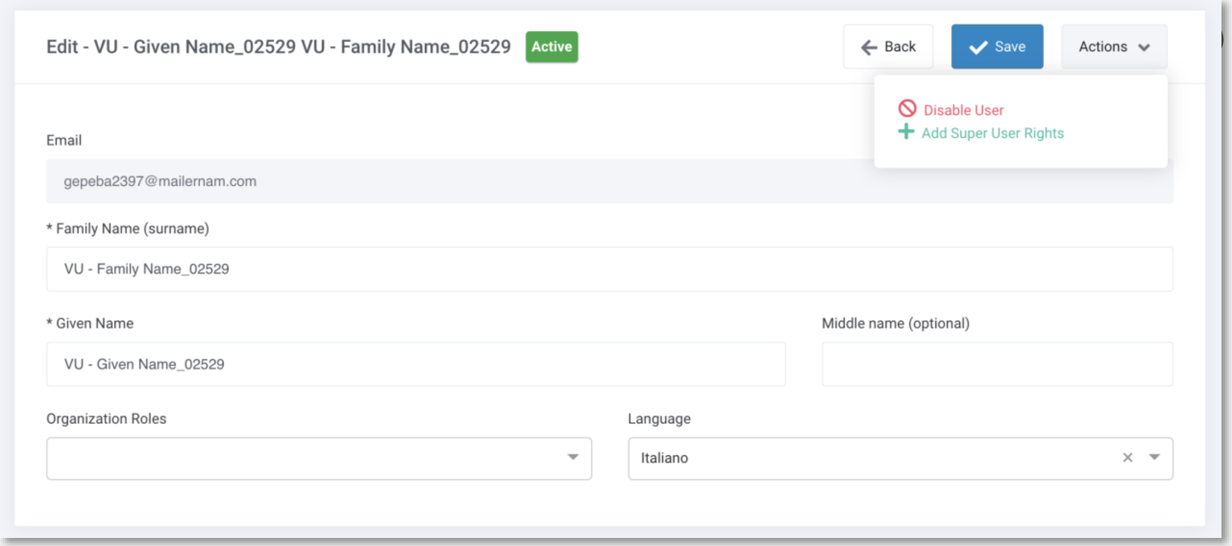
PROVIDE SUPER USER RIGHTS TO ANOTHER COLLEAGUE

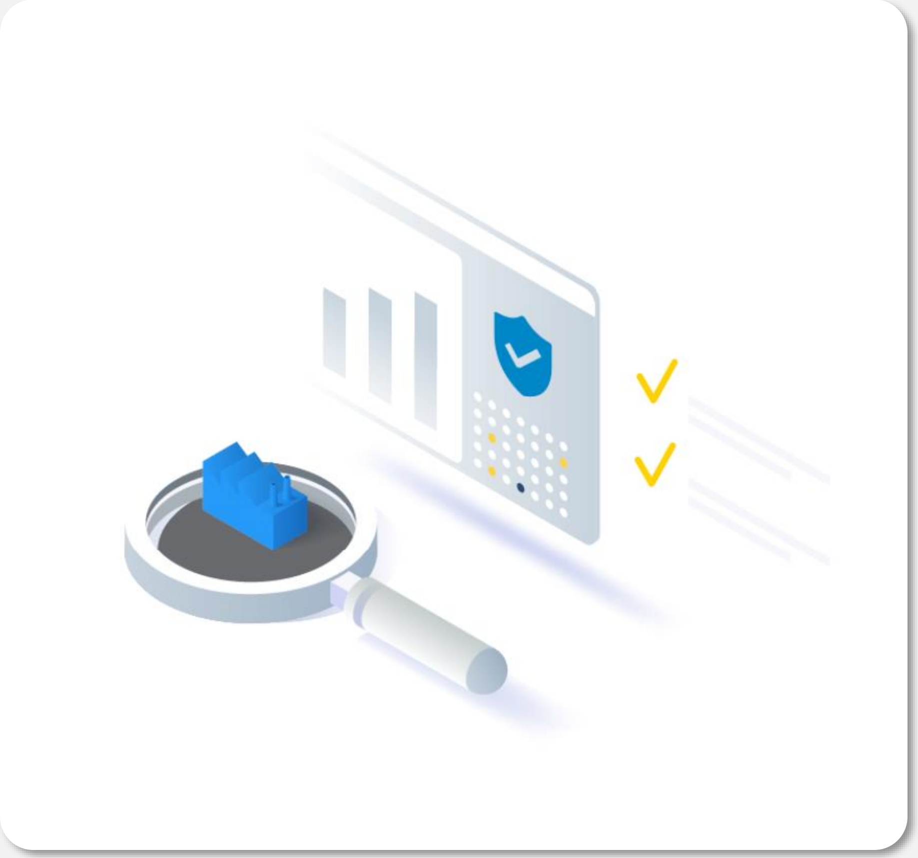
1. To add Super User rights to another colleague, click on “Edit”
2. Click “Actions” and select “Add Super User Rights”
3. Confirm the rights by clicking “Confirm”

👉 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”.*







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.

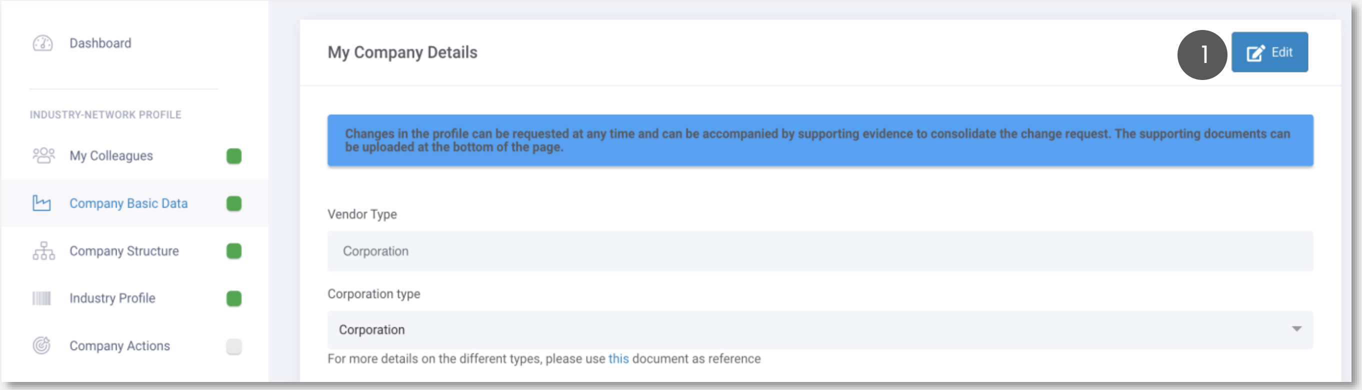
   After that you can request changes to your company structure at any time by clicking “Edit”.

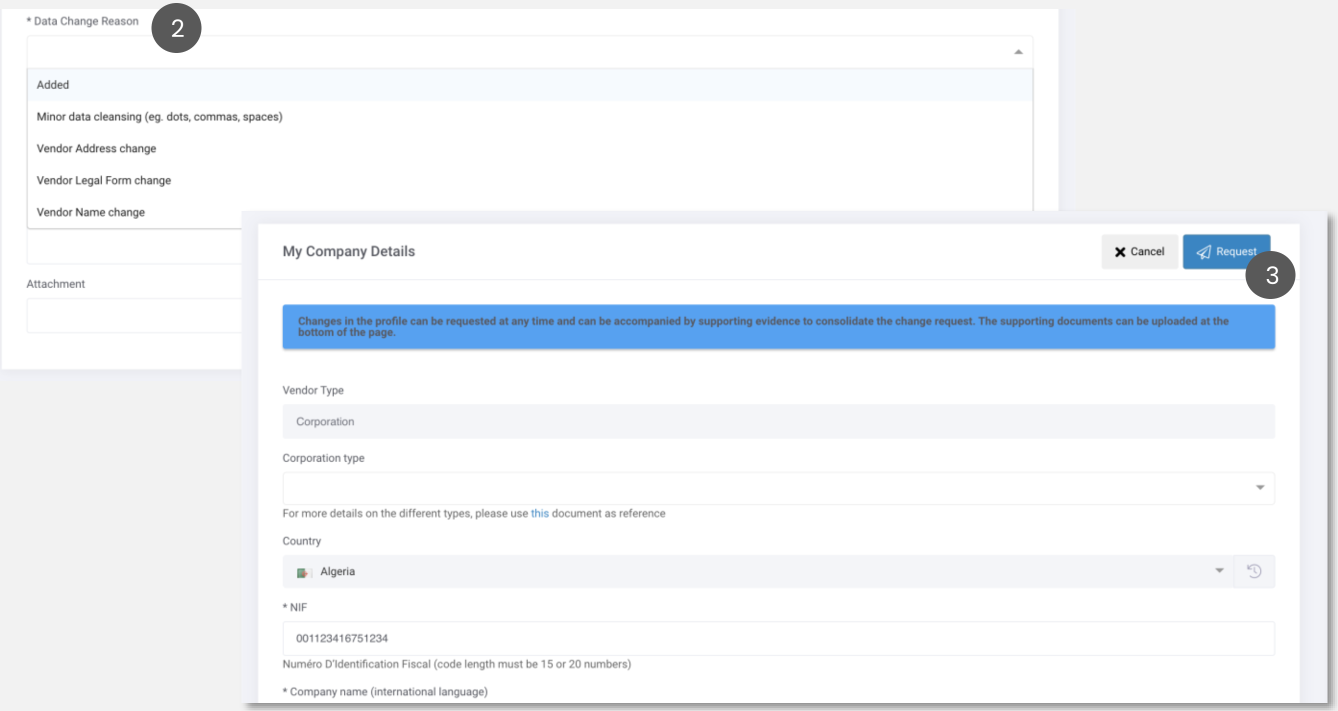
2. You can request the update of any company data, with the exception of Vendor Type, Country and VAT information.

   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.





COMPANY STRUCTURE

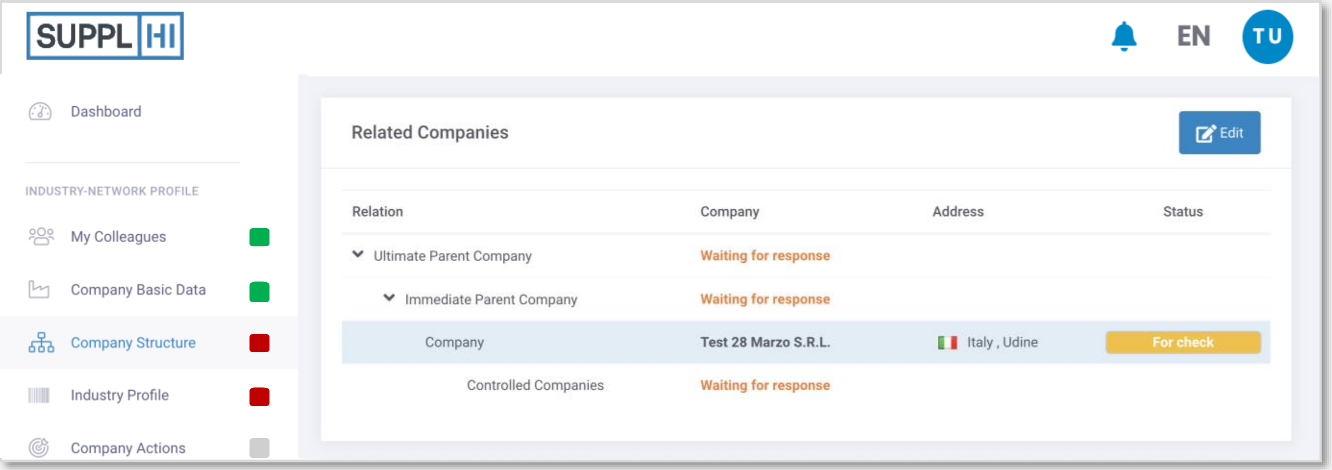
1. The initial status you will see is “Waiting for response”: click “Edit”. You can request changes to your company structure at any time

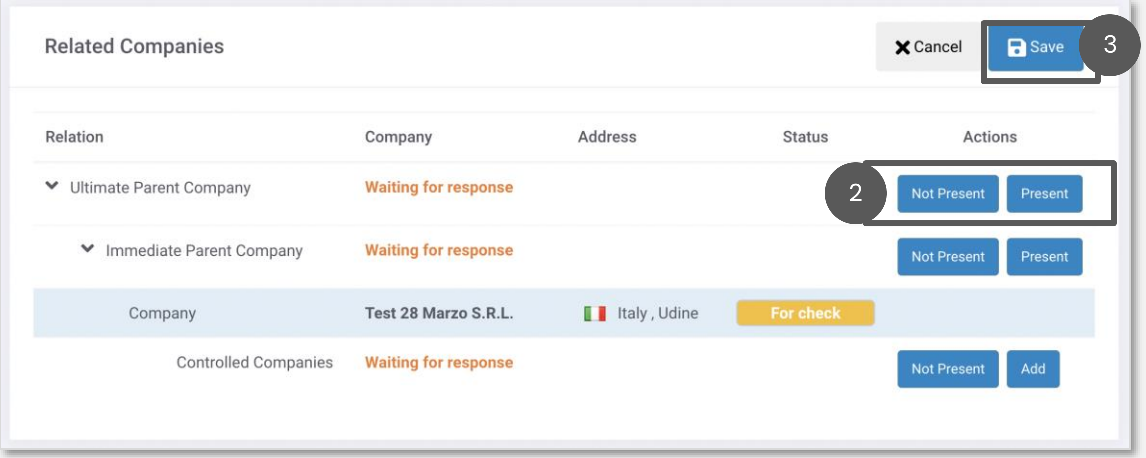
2. If necessary, click:
   - “Present” and add a parent company
   - “Add” and add a controlled company

   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

3. 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”.





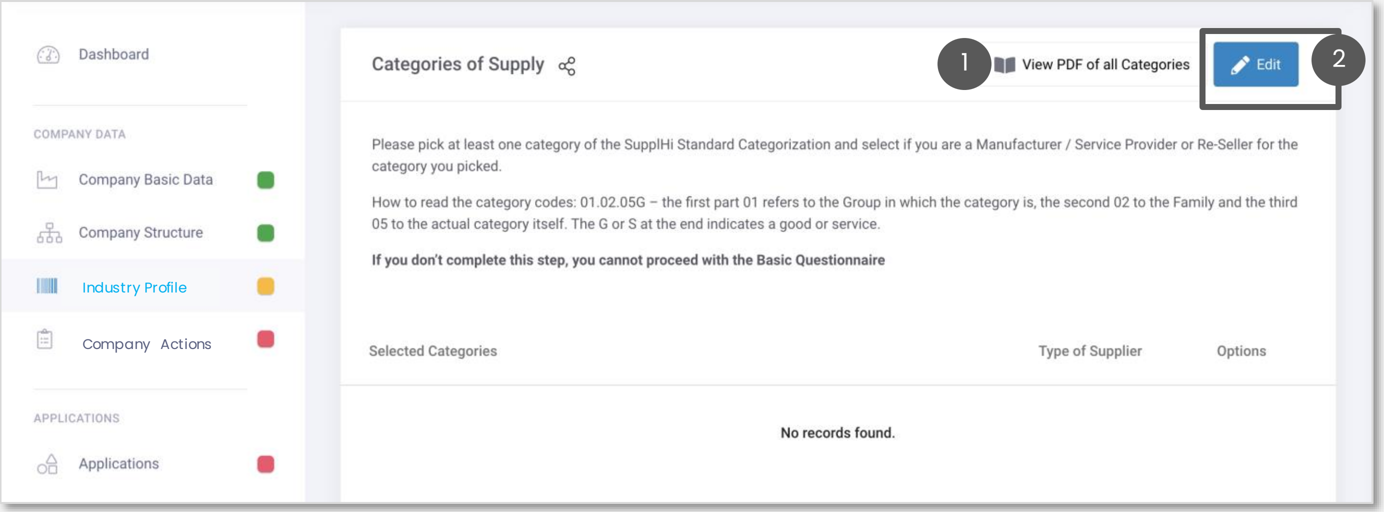
STANDARD CATEGORIES

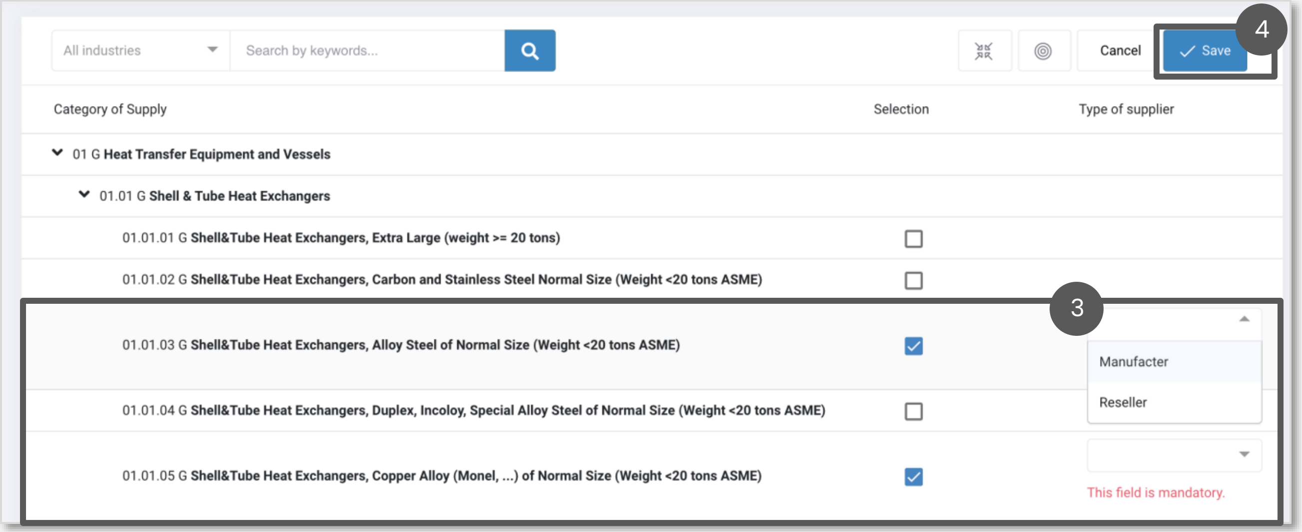
1. Categories of supply are based on the **SupplHi Standard Categorization Tree**. Click on "View PDF of all Categories" to access it. In fact, SupplHi has created a unique standard categorization of supplies that is at the base of the several functionalities of the platform

2. To select your categories of supply, click "Edit"

3. Select your categories of supply and indicate whether you are a Manufacturer, Reseller or Service Provider

4. 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.

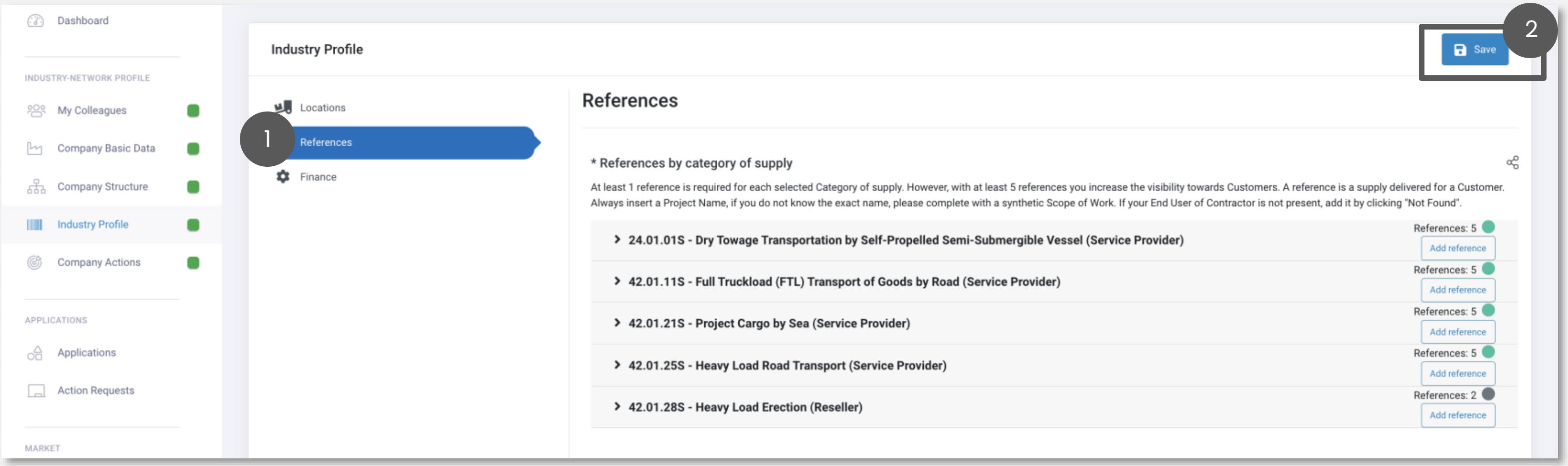
If you are a sales/service department of a manufacturing company abroad, you are considered a reseller and not a manufacturer.

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".



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**.

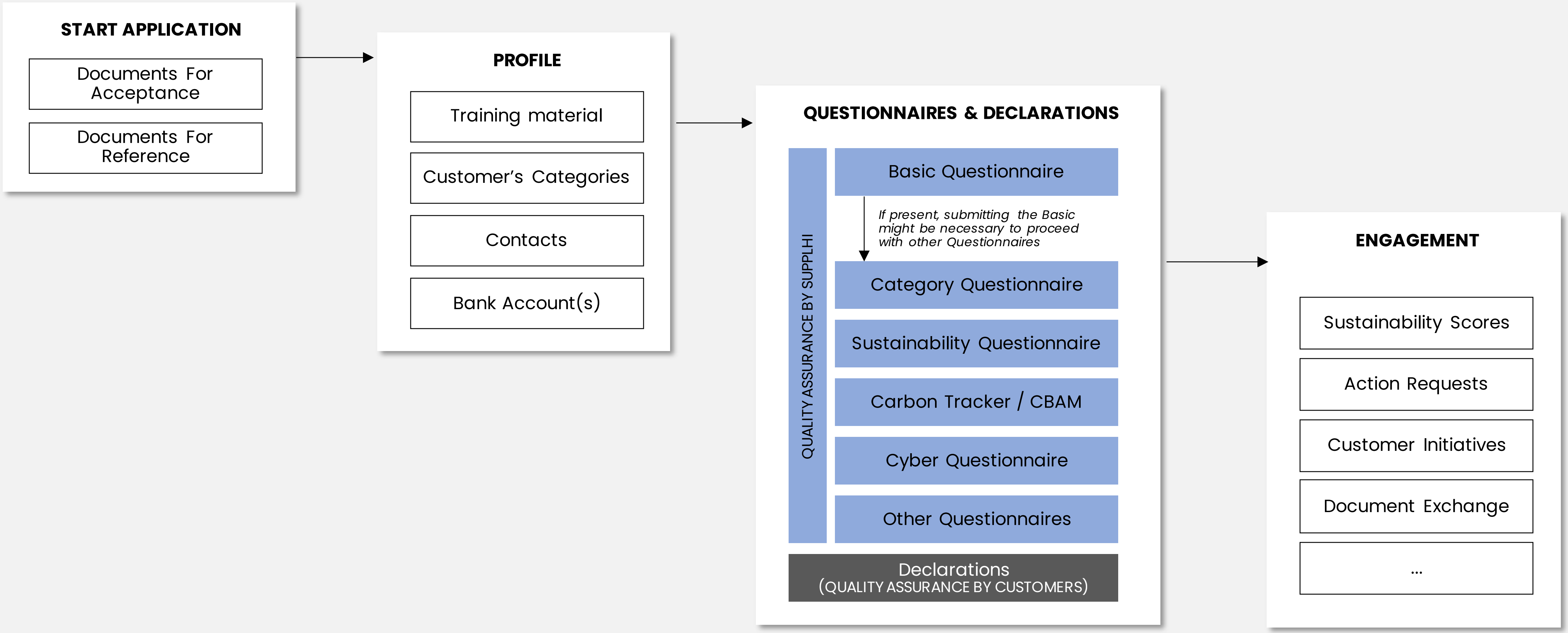
Customers configure their application area on SupplHi according to their needs. Every application might differ from the others.

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

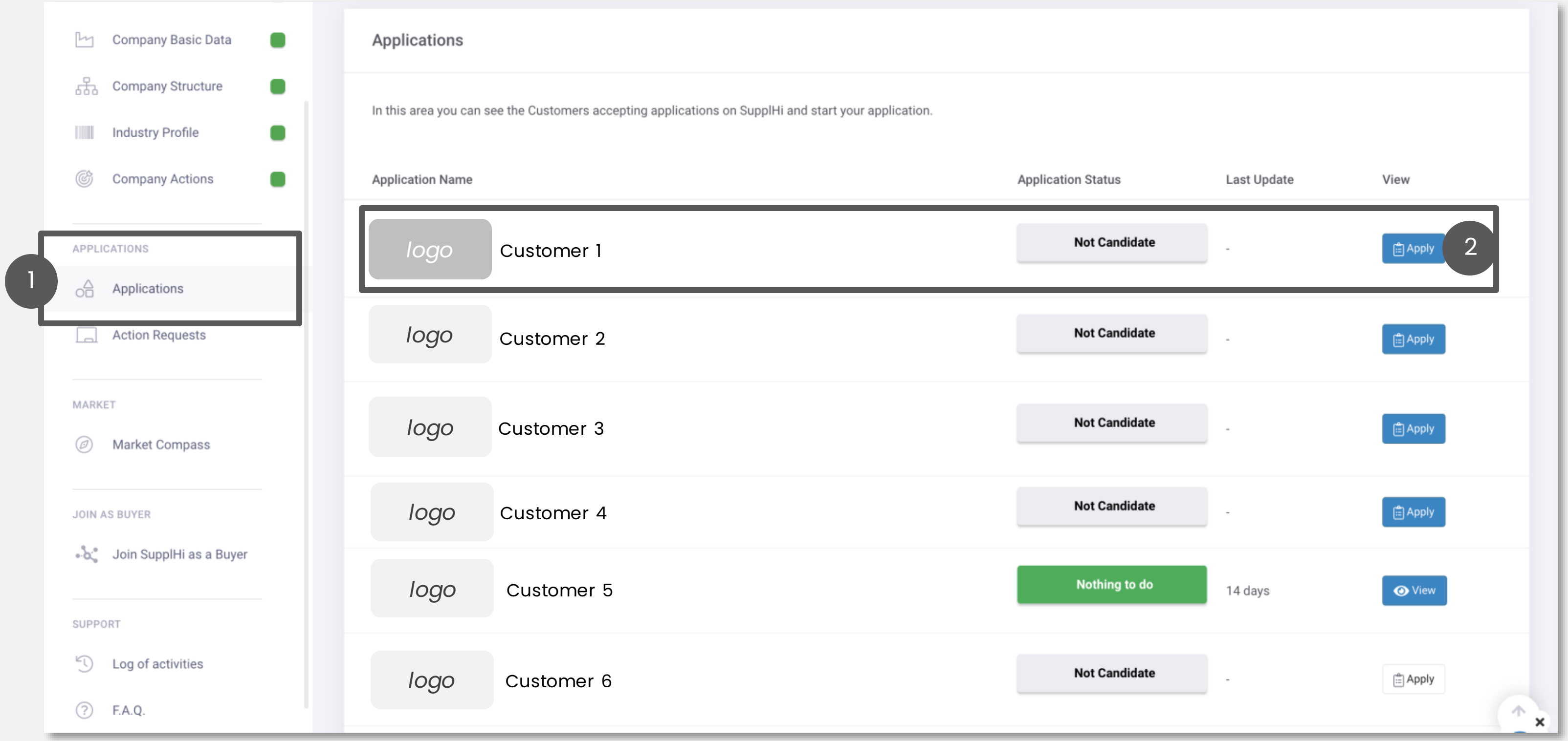
1. On the dashboard and on the page "Applications" you can see all the Customers using SupplHi and accepting applications from Vendors

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.

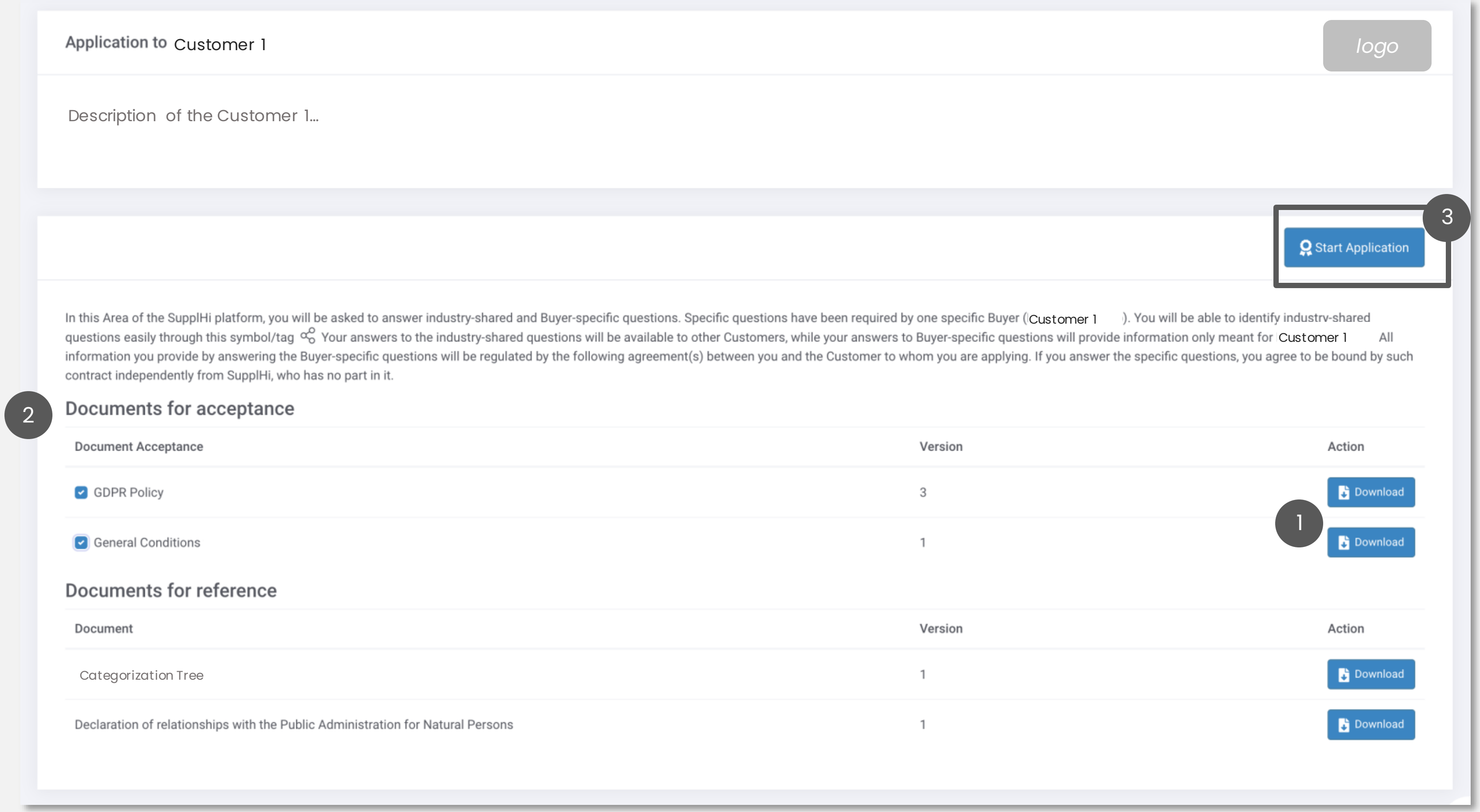
HINT

Some Customers can restrict vendor applications to specific Vendors.



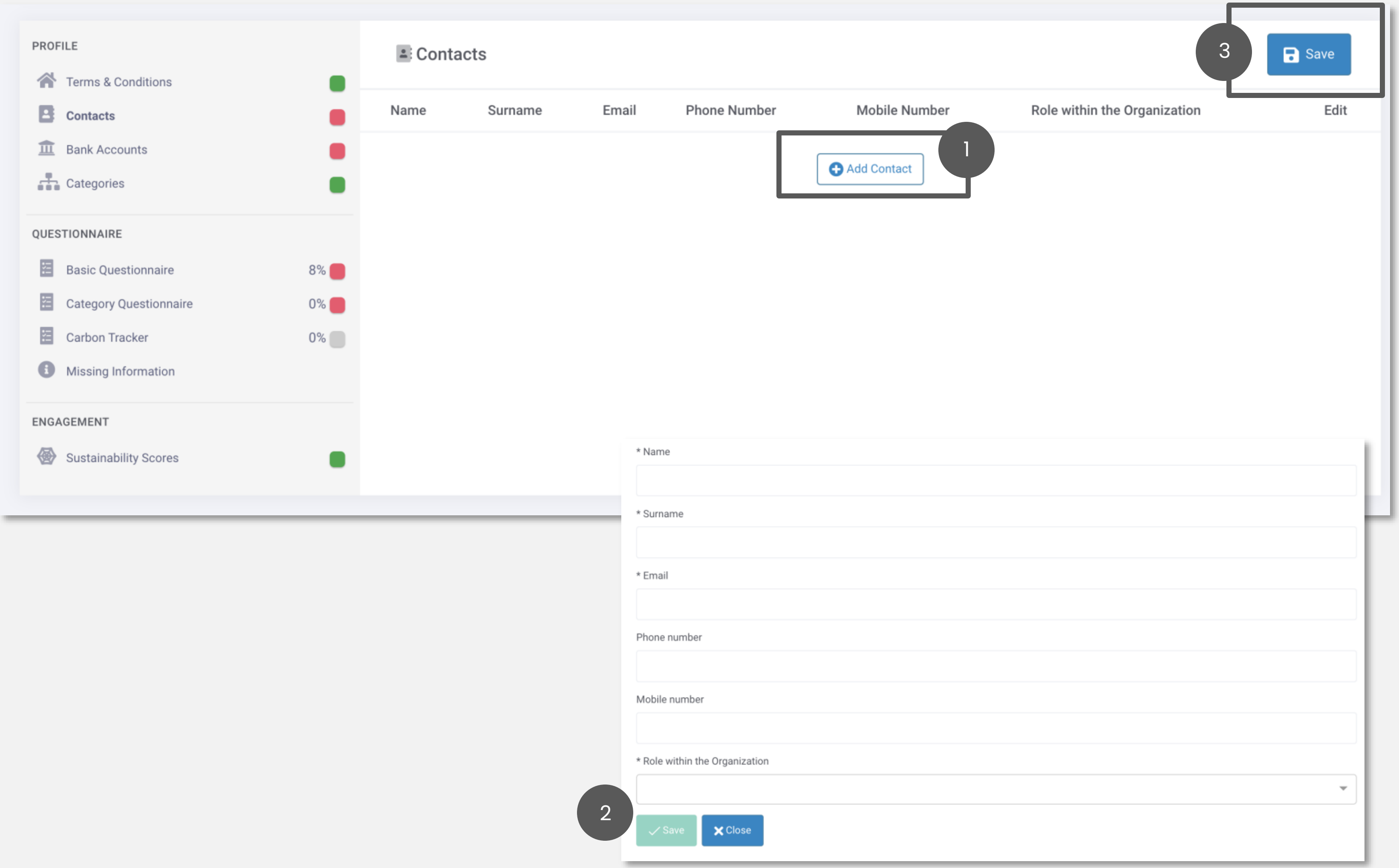
ACCEPT CUSTOMER’S TERMS AND START THE APPLICATION PROCESS

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”



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

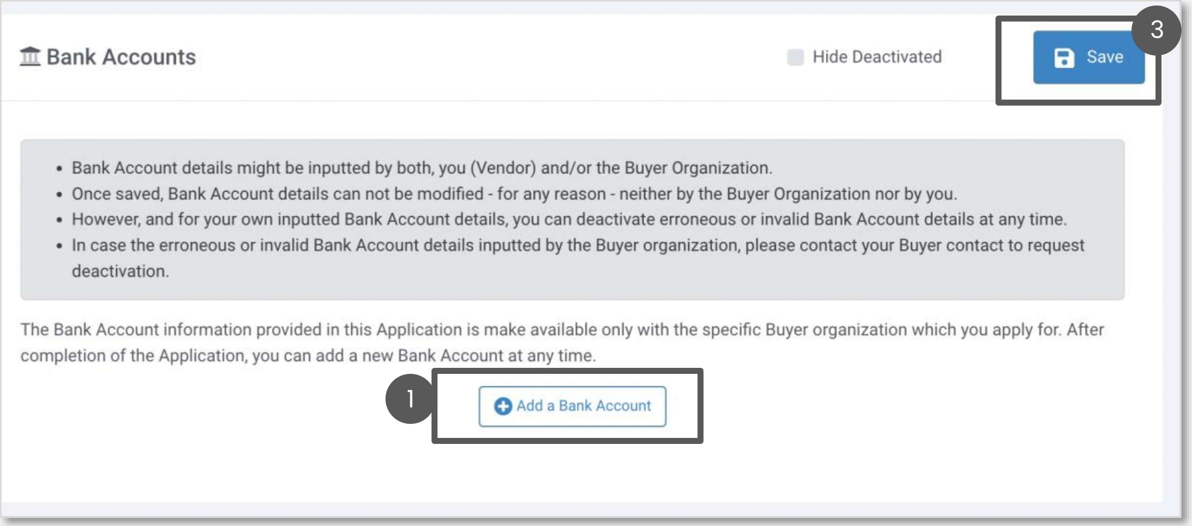
These contacts are part of your application and are only shown to this Customer.

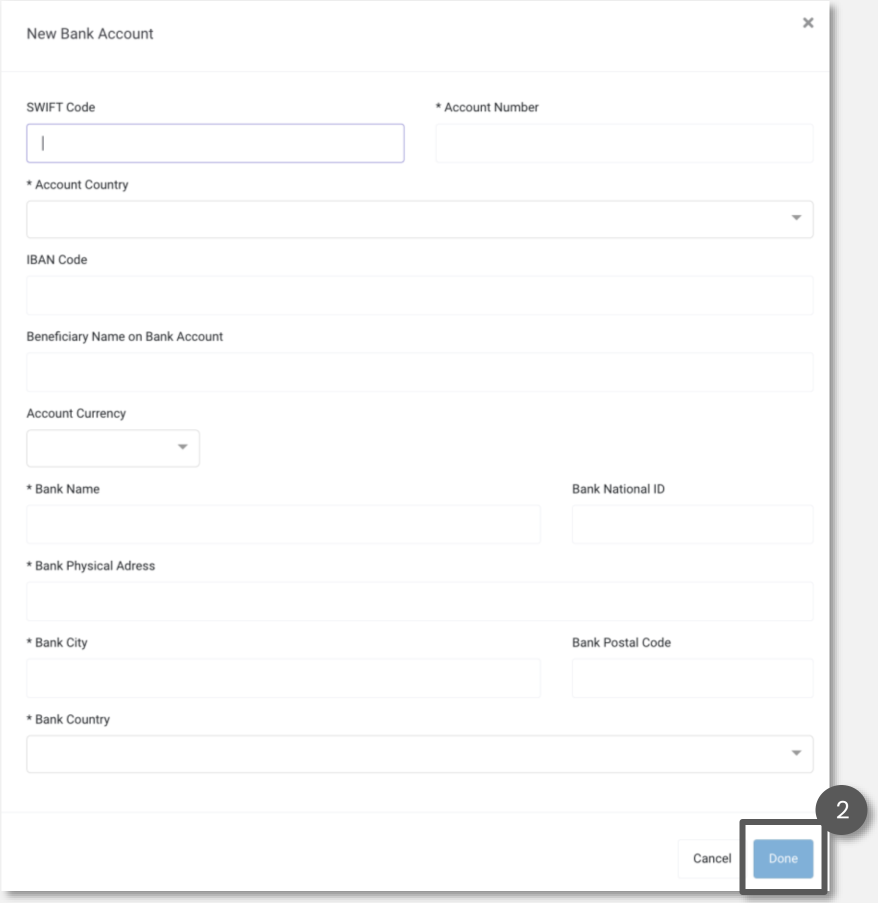
The “Role within the organization” refers to the job title (or the most similar one) of the contact.

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





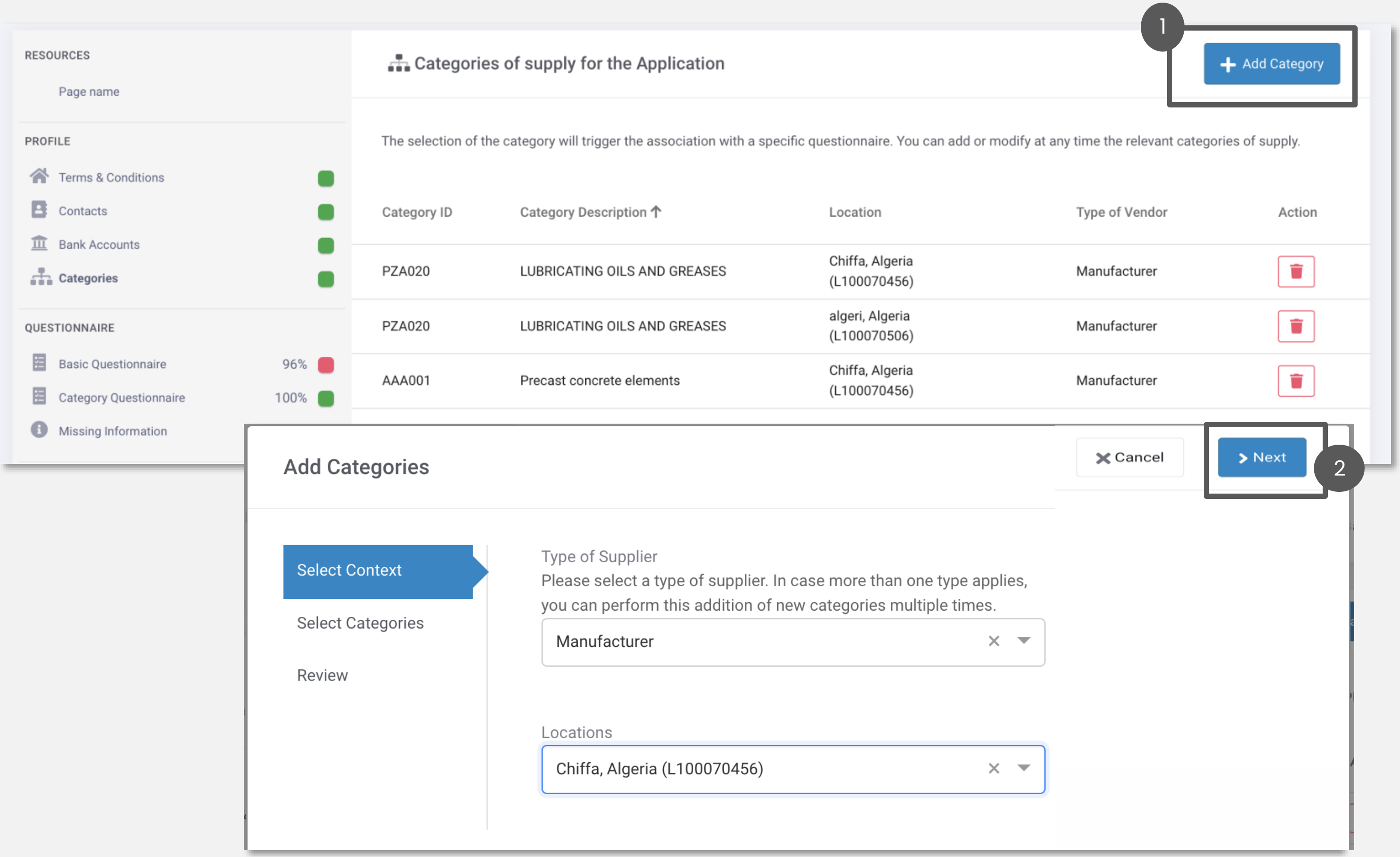
SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (1/2)

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"

☛ 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



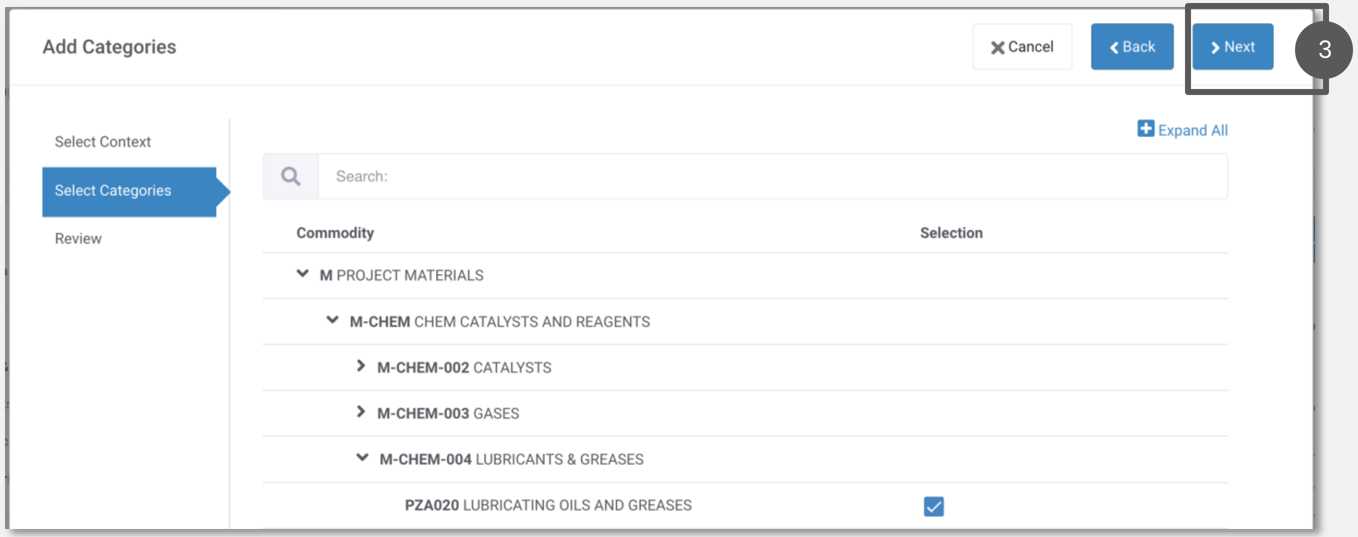
SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (2/2)

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

HINTS

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



COMPLETE AND SUBMIT QUESTIONNAIRES

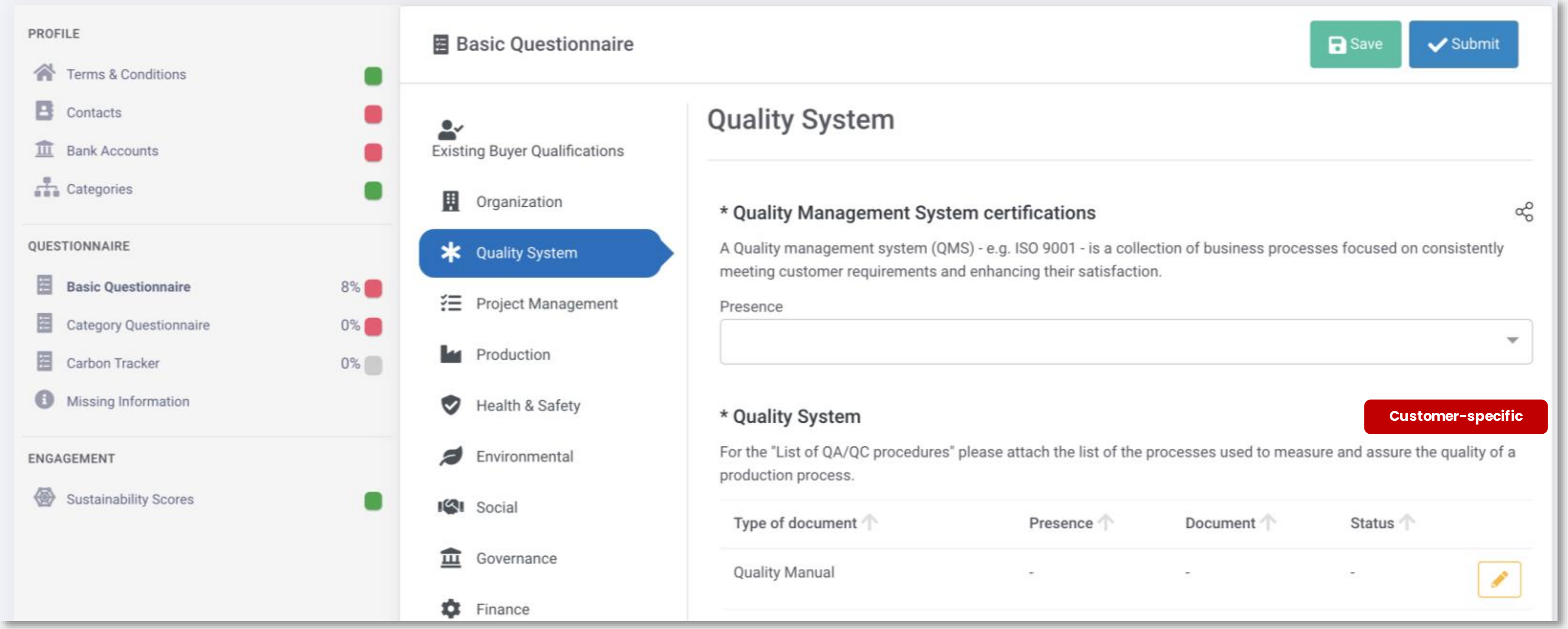
1 Questions might differ in typology: **complete as requested**. Questionnaires are specific for your **Company at country-level** and all information, including documentation, should reflect this. There are two types of questions and beside every question there is an icon highlighting it:

Industry-shared: the answer provided to that question is going to be visible to the other Buyer Organizations adopting SupplHi. Therefore, your 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.



HINTS

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

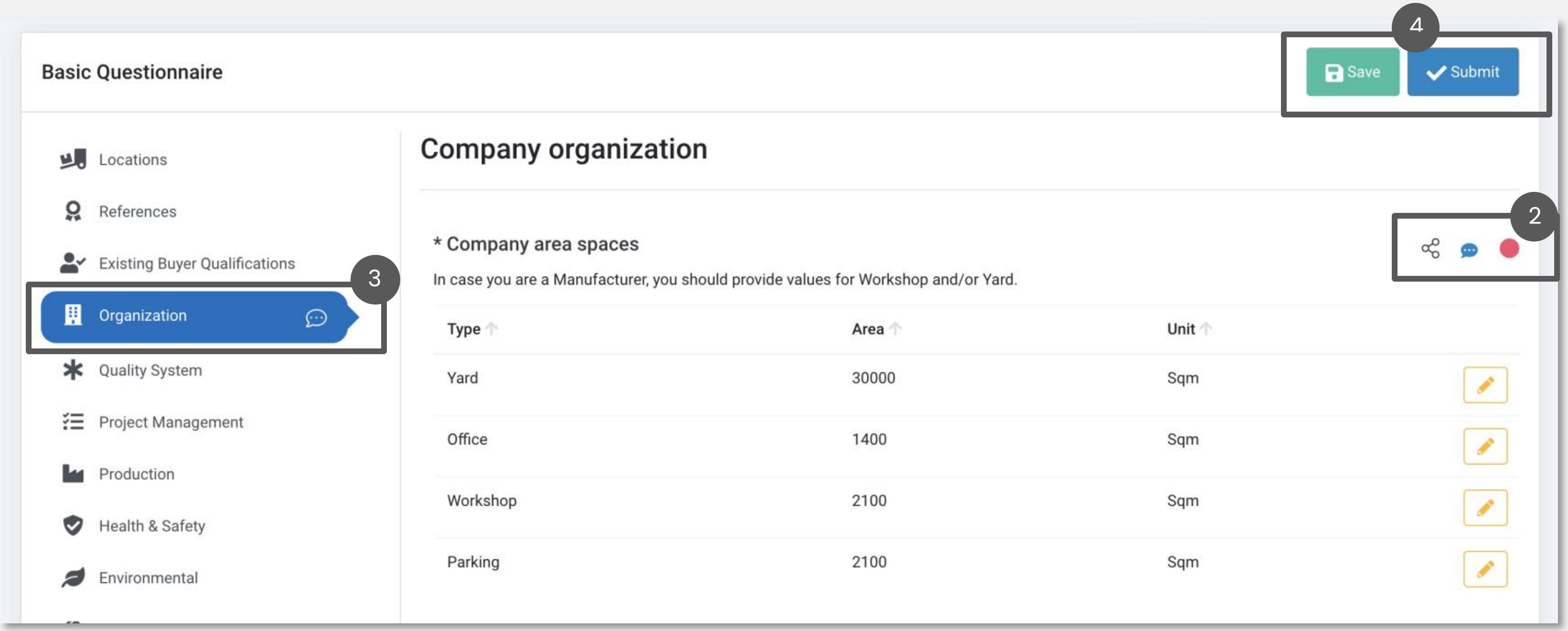
UPDATE QUESTIONNAIRES AFTER SUPPLHI'S REVIEW

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.

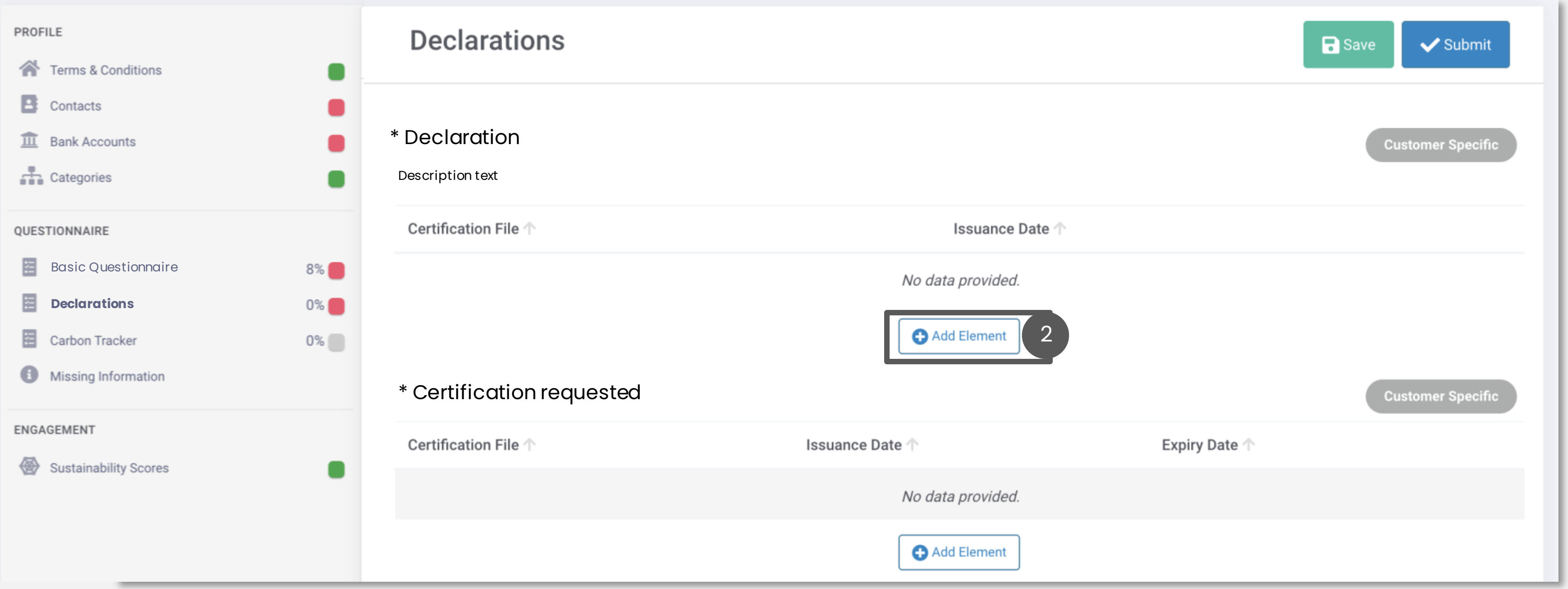


COMPLETE THE DECLARATIONS

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.

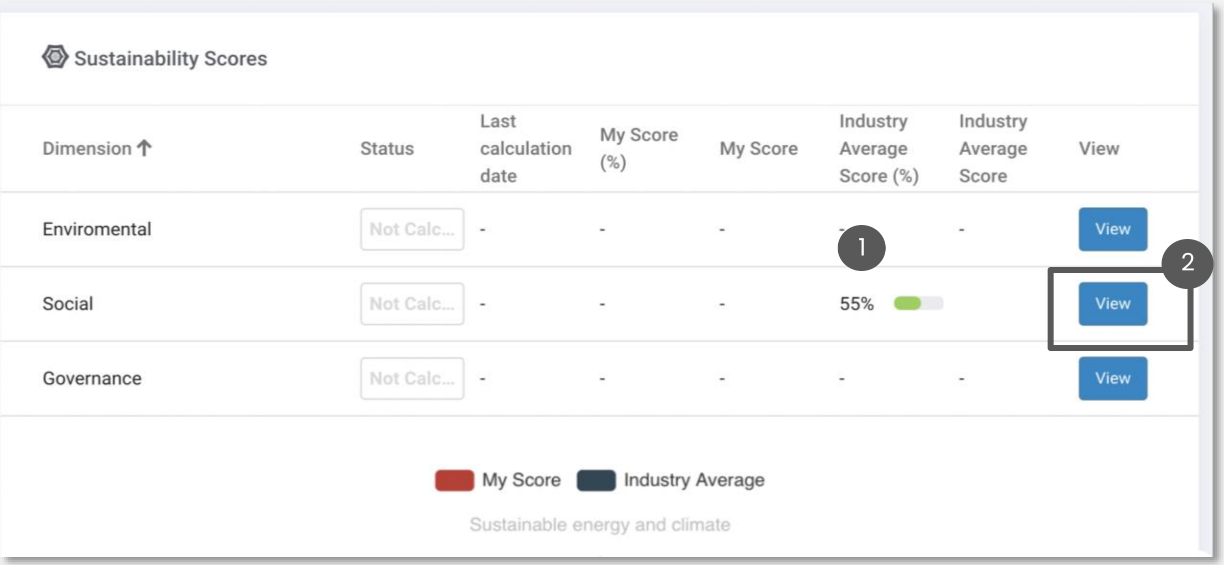
VIEW YOUR SUSTAINABILITY SCORES

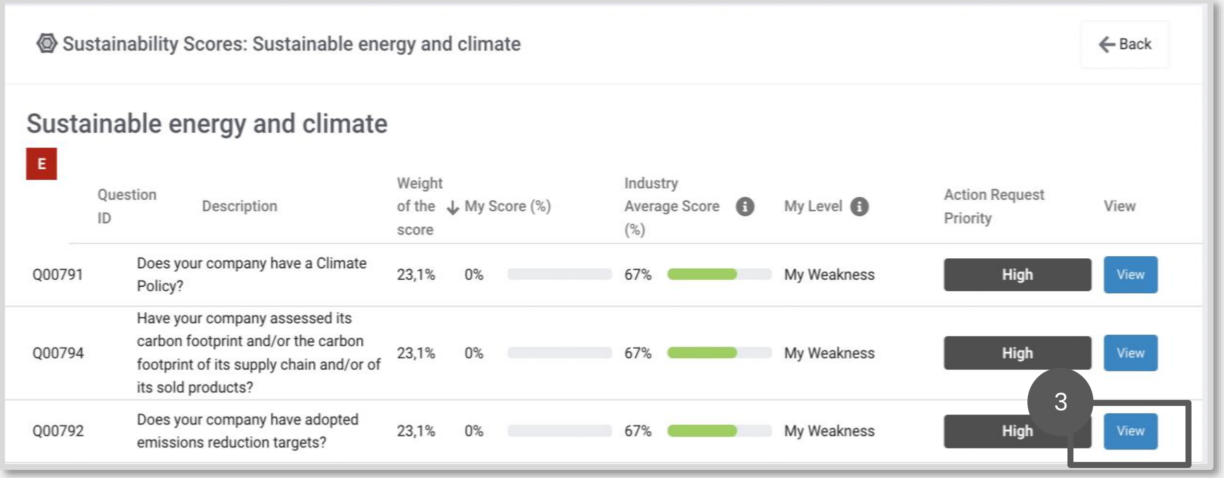
On “Sustainability Scores” you can gain insights in the self-assessment of your sustainability level according to the calculation methodology used – industry-shared or Buyer-specific.

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





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.

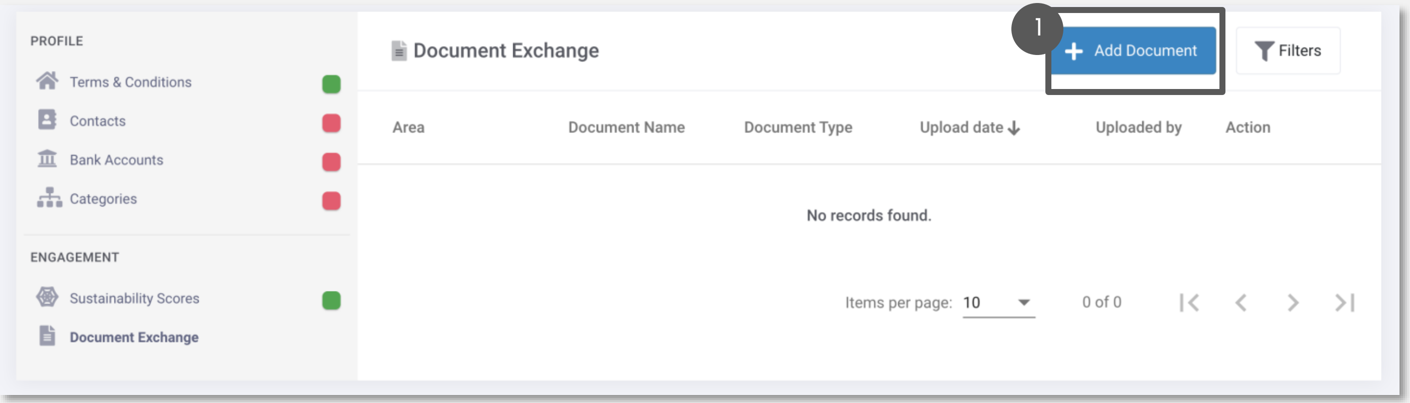
   No highly confidential document should be uploaded and shared through the Document Exchange.

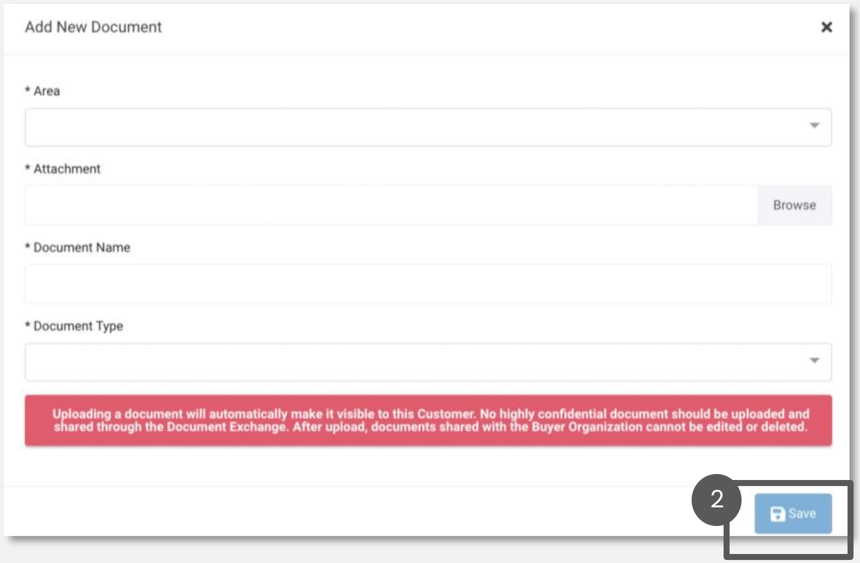
   After upload, documents shared with the Buyer Organization cannot be edited or deleted.

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.



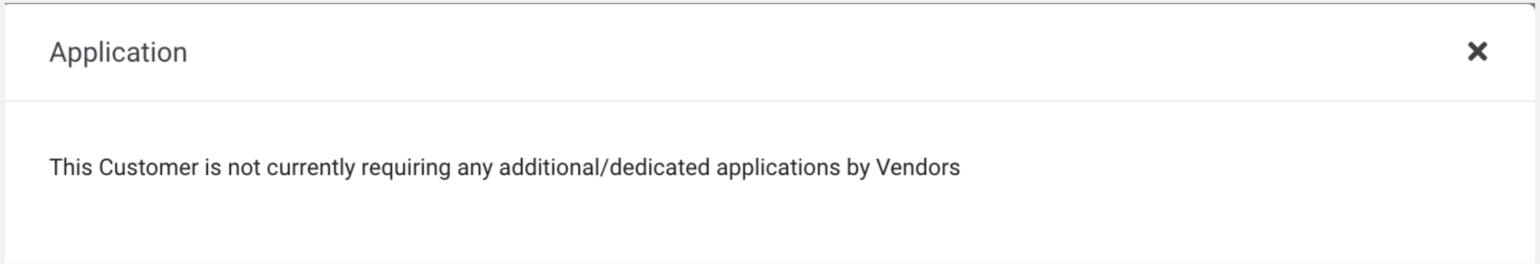


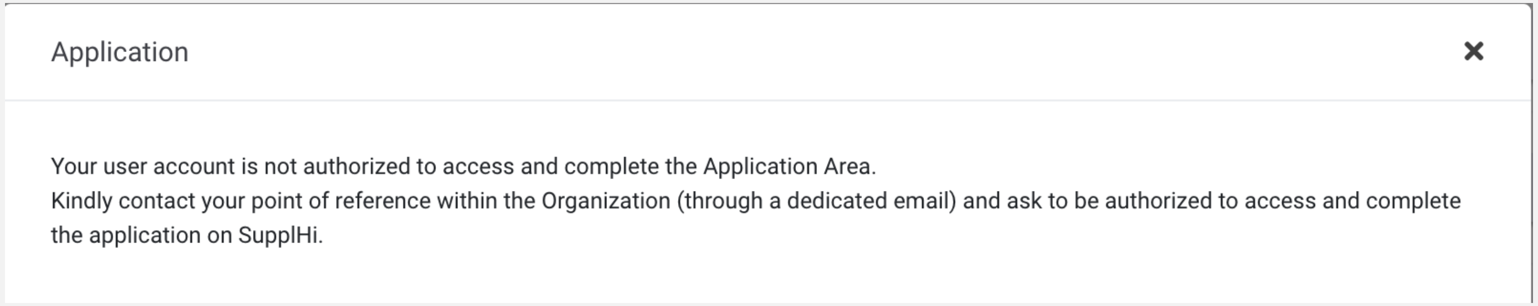
CUSTOMER DOES NOT ACCEPT APPLICATIONS

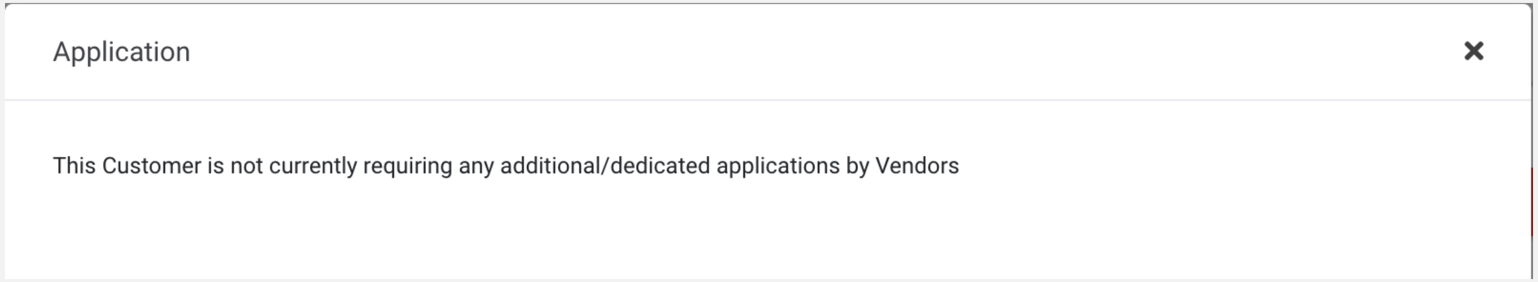
It is possible that a Customer does not currently accept applications on the SupplHi platform.

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.







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

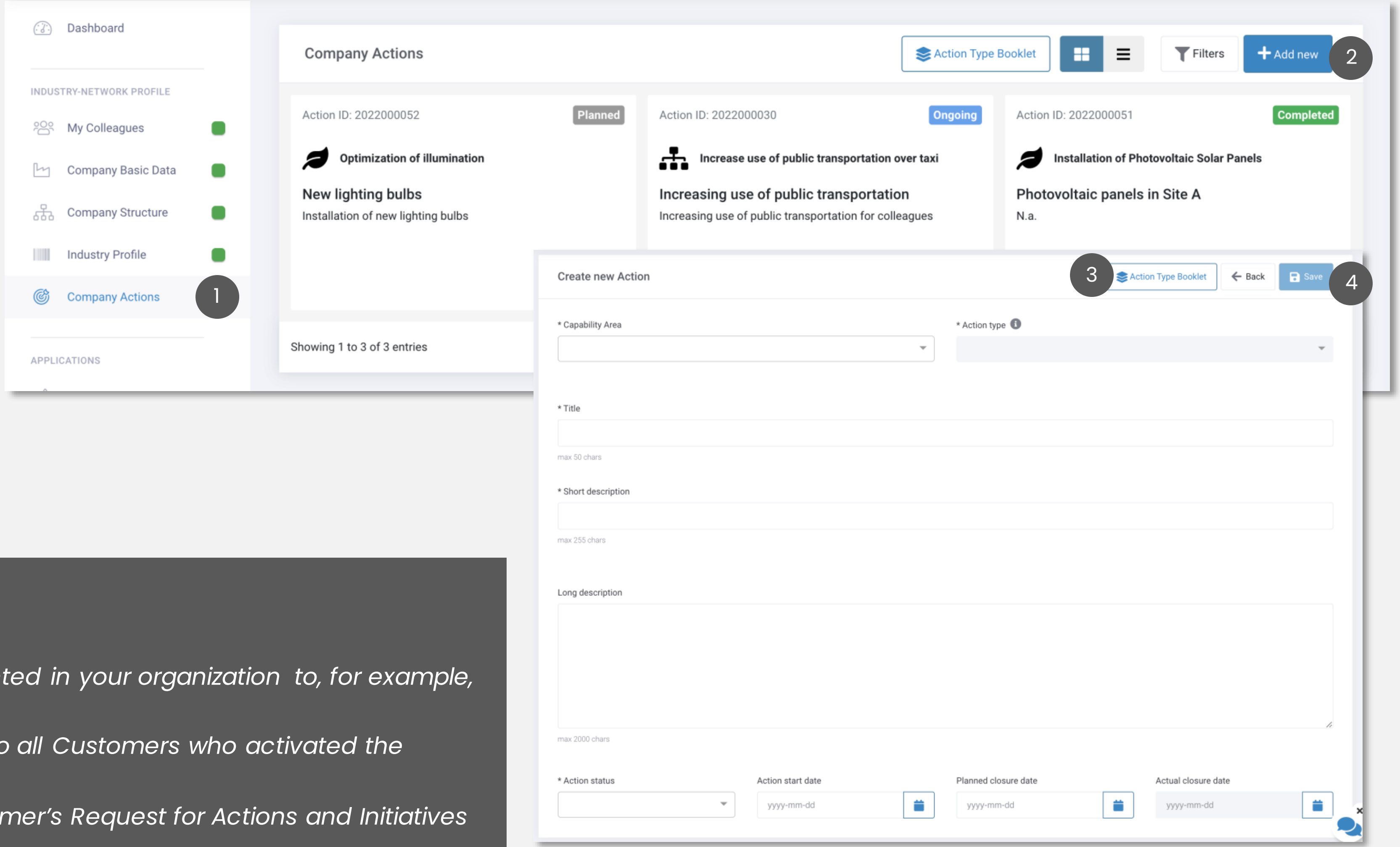
1. In the menu "Company Actions" you can view all the Company Actions created so far, if any.

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"



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*

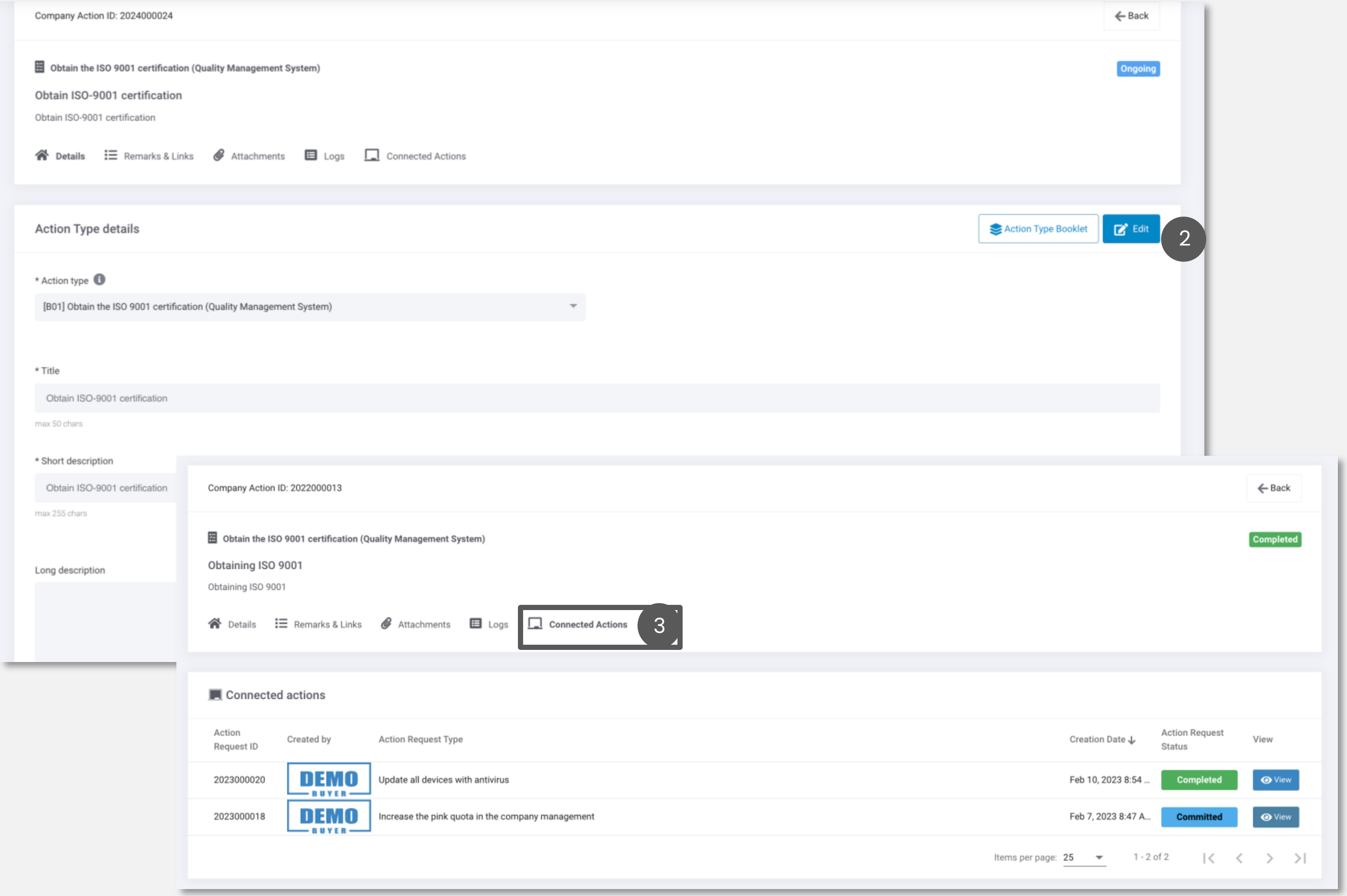
UPDATE & EDIT THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

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.



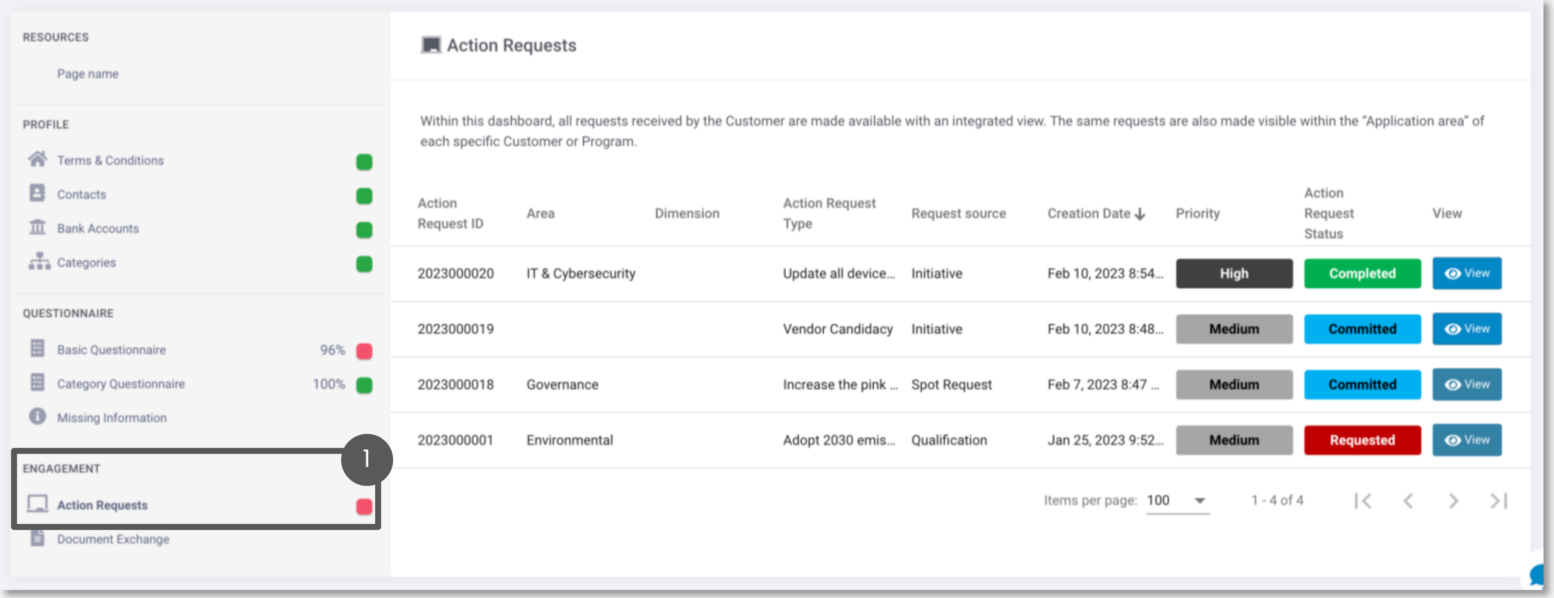
CUSTOMER'S ACTION REQUEST TO YOUR ORGANIZATION

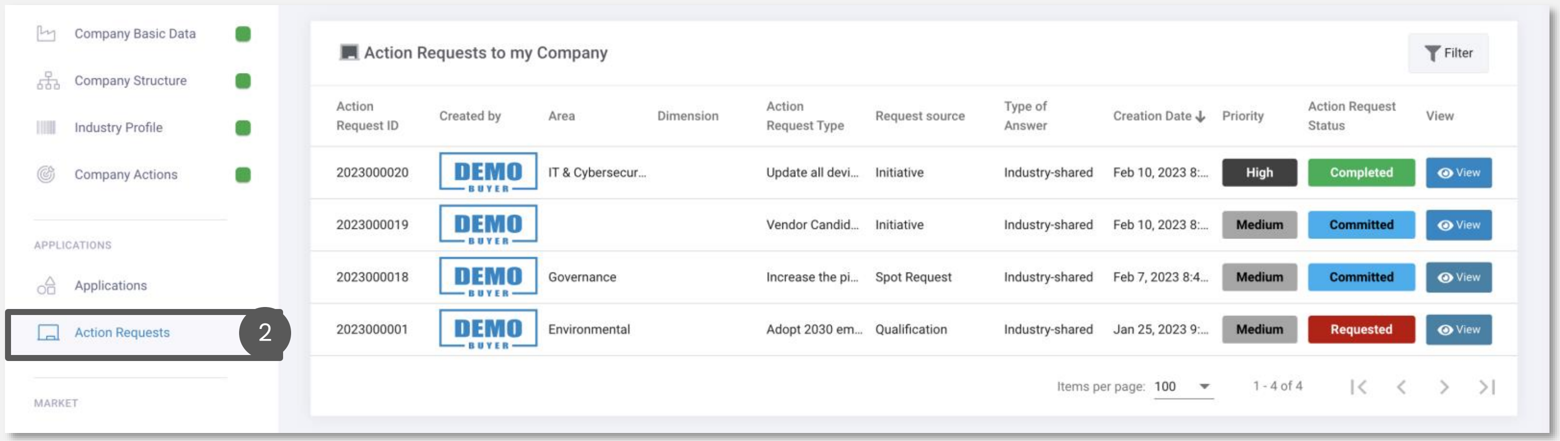
After reviewing your application, a Customer might want to engage you to further actions or clarifications.

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.

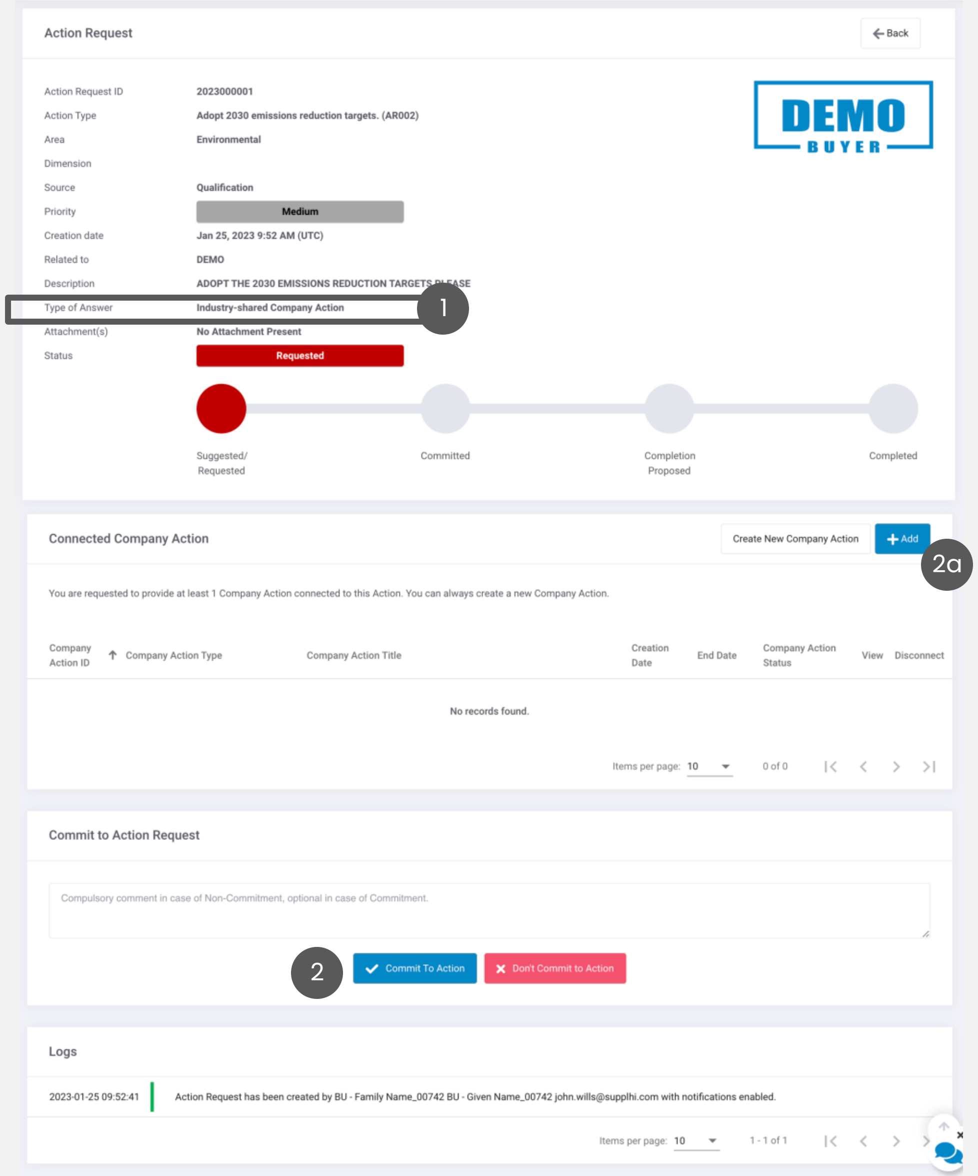
1. Action Requests can require two different types of answers:
   - **Industry Shared:** meaning you can use a Company Action to respond to them;
   - **Customer-specific reply:** meaning that the Customer is requesting you to engage directly with them by sharing messages and attachments.
     In this 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".



COMPLETE AN ACTION REQUEST WITH “INDUSTRY-SHARED” ANSWER

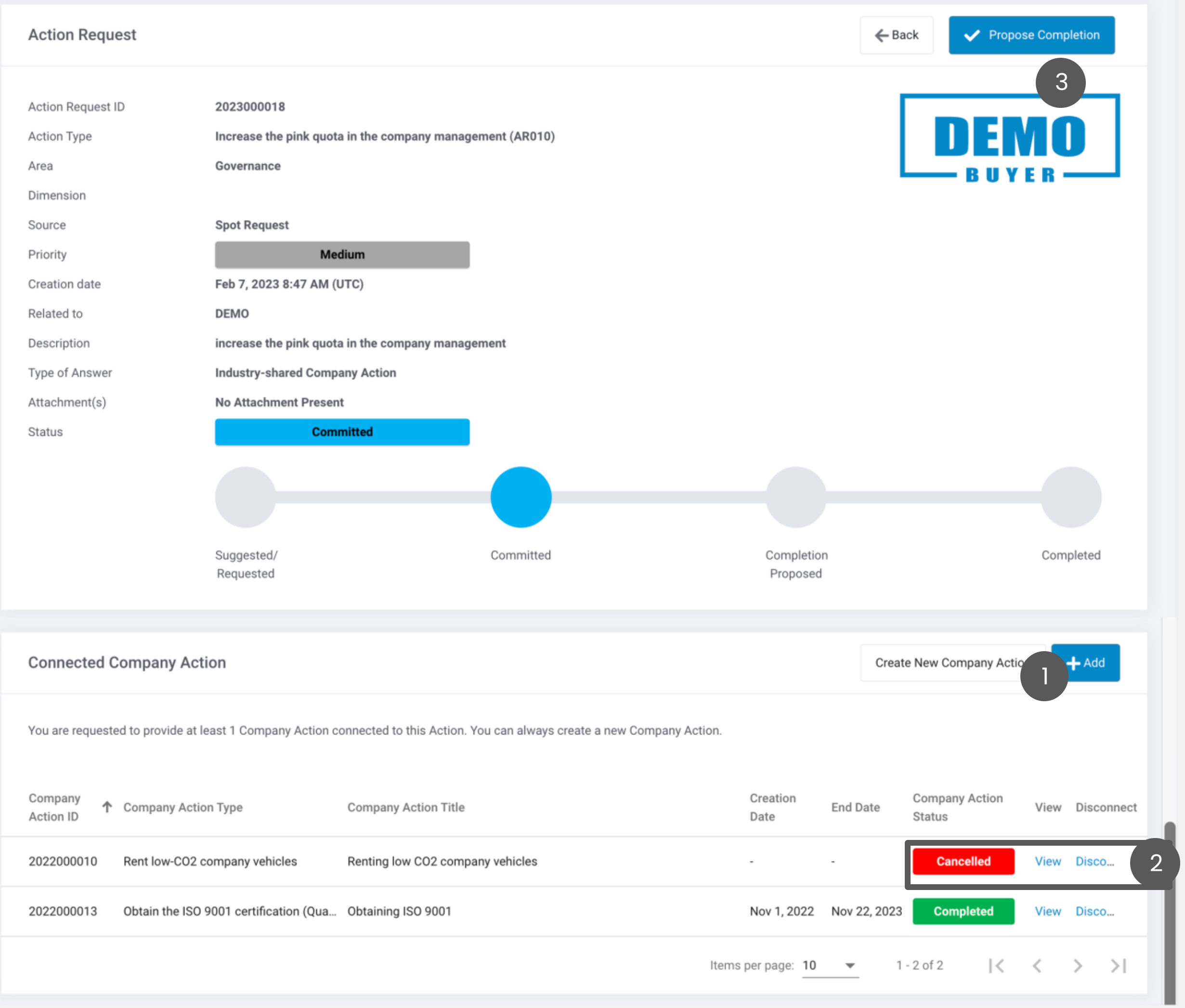
1. When committing to an Action Request with “Industry-Shared” answer, you connect one or more Company Actions.

   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”.*



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".

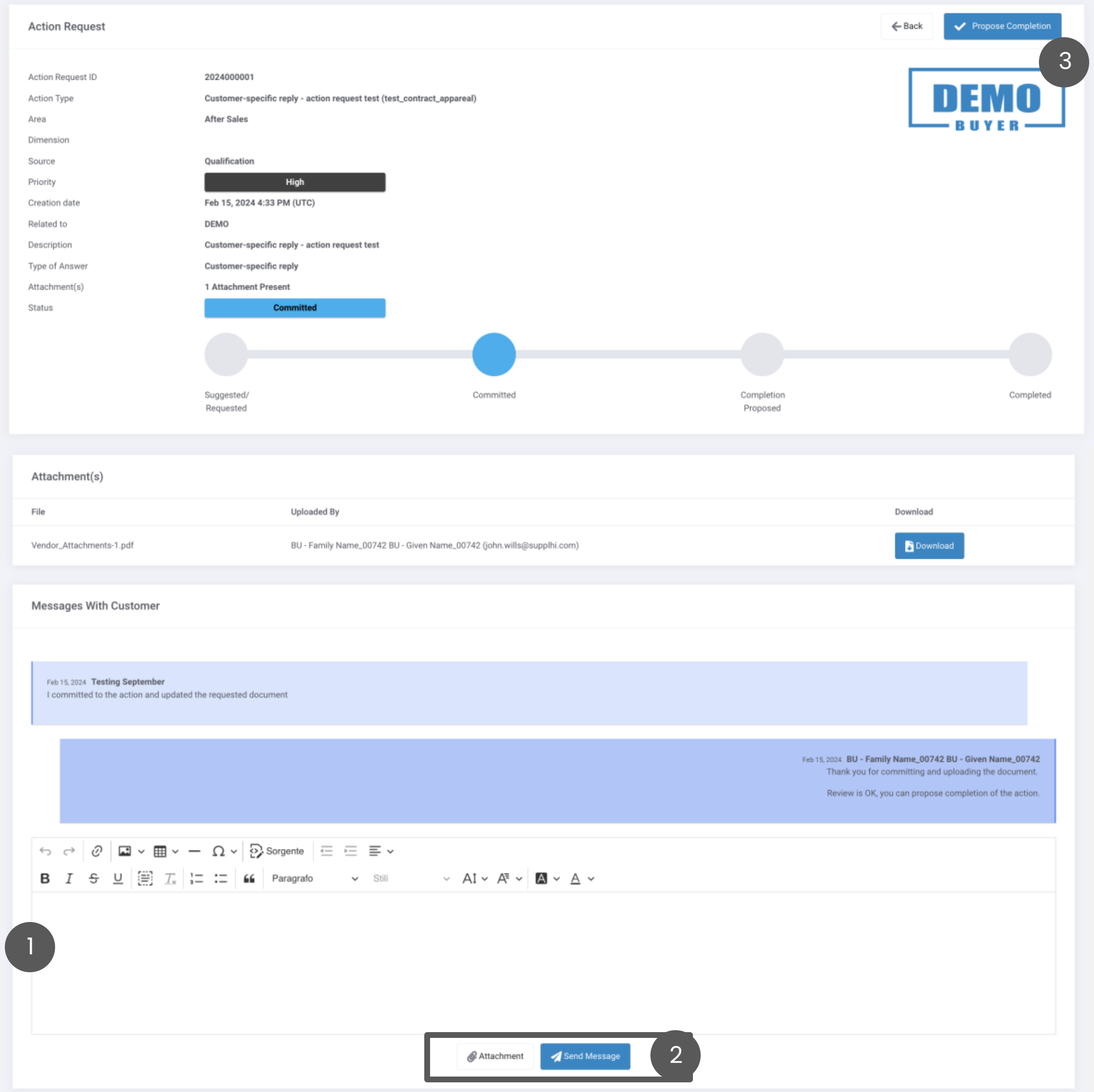
   You can see the messages sent by you and the Customer and download the attachments at any time.

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



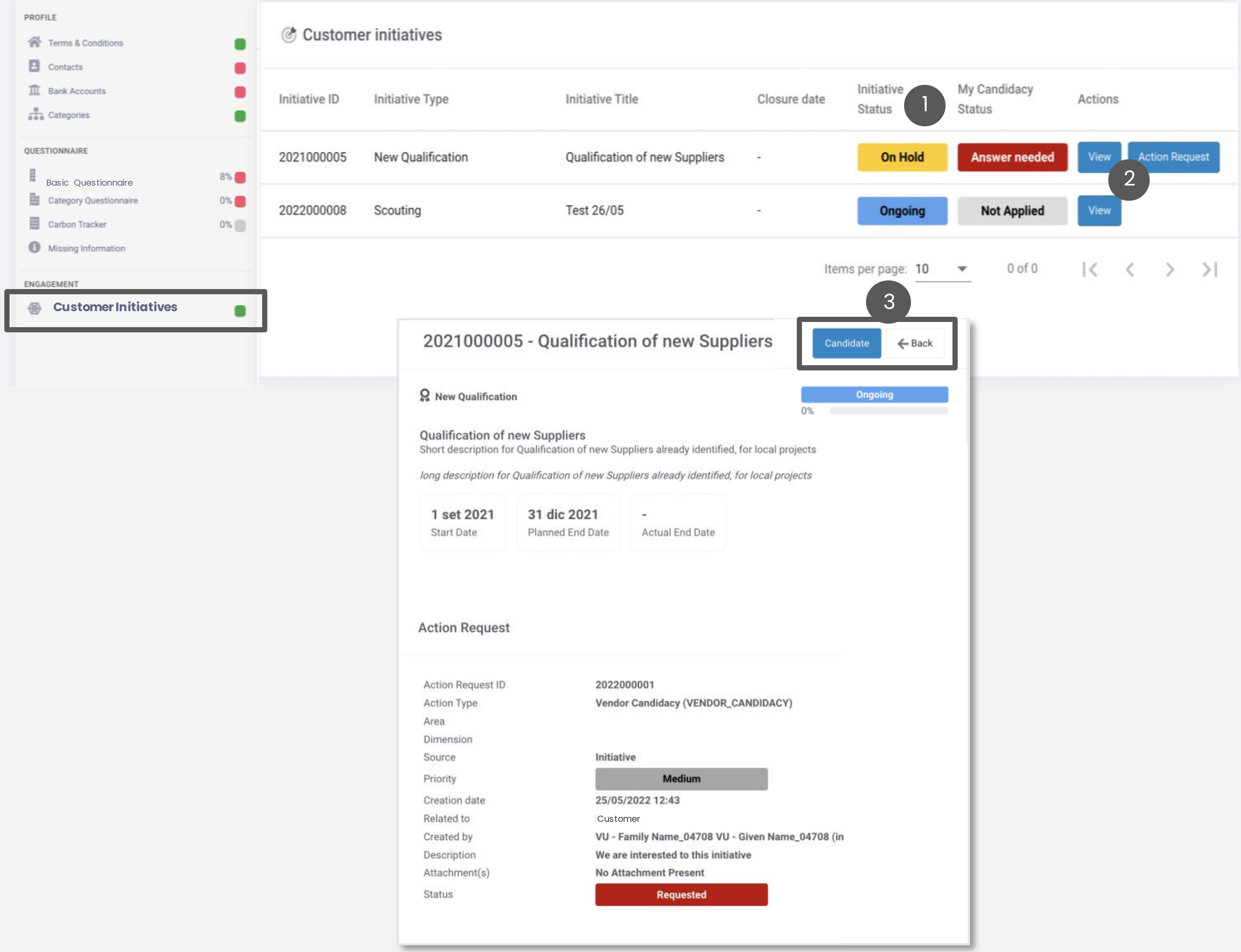
PARTICIPATE TO CUSTOMER'S INITIATIVES

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.

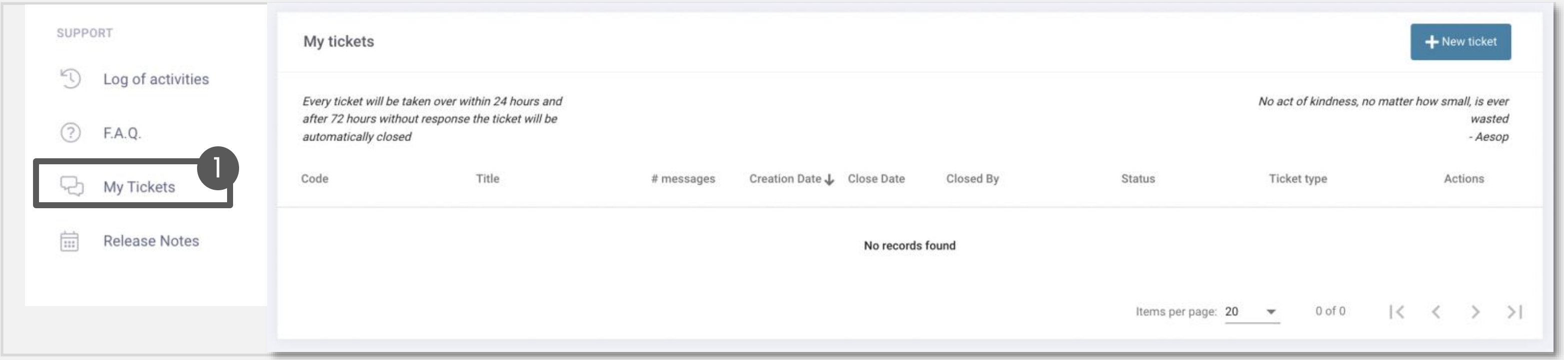
Support

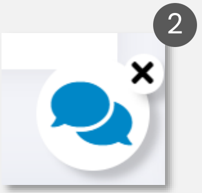
For any clarifications that may be required during the utilization of SupplHi, feel free to contact the SupplHi Team that is at your disposal through the **dedicated ticketing system**.

TICKETING SUPPORT SYSTEM

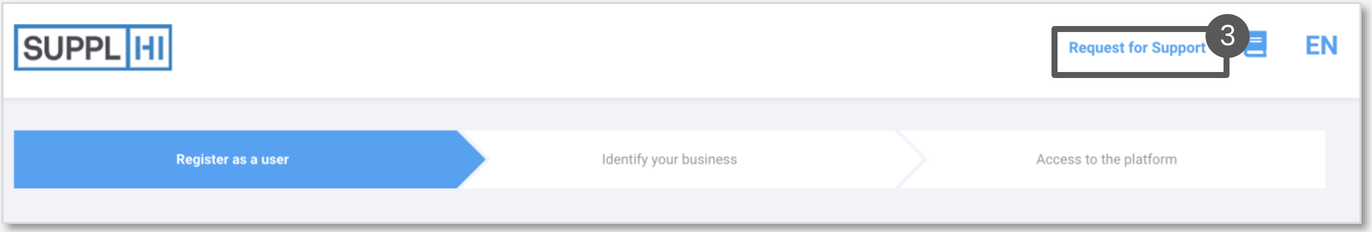
The dedicated ticketing system can be accessed:

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.





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.



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

European Commission
Horizon 2020
European Union funding for Research & Innovation
SEAL OF EXCELLENCE

Grant for R&D

SM ACT competence center

Ministero dello Sviluppo Economico

DPW DIGITAL PROCUREMENT WORLD
The Largest Startup Pitch Competition in Procurement
FINALIST 2020

Spend Matters SolutionMap VALIDATED 2021

50 TO WATCH 2021 Spend Matters ALMANAC

50 TO WATCH 2022 Spend Matters

50 TO WATCH 2023 Spend Matters

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