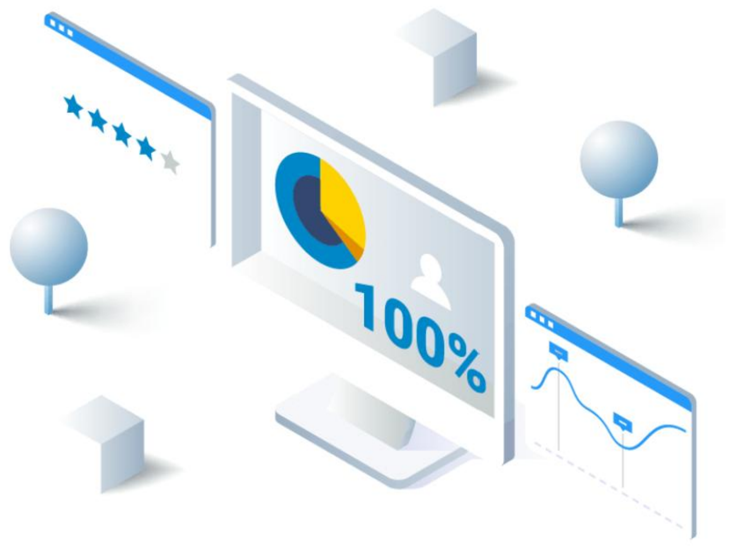
Vendor User Guide

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 #7.28.0 | Apr 26



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

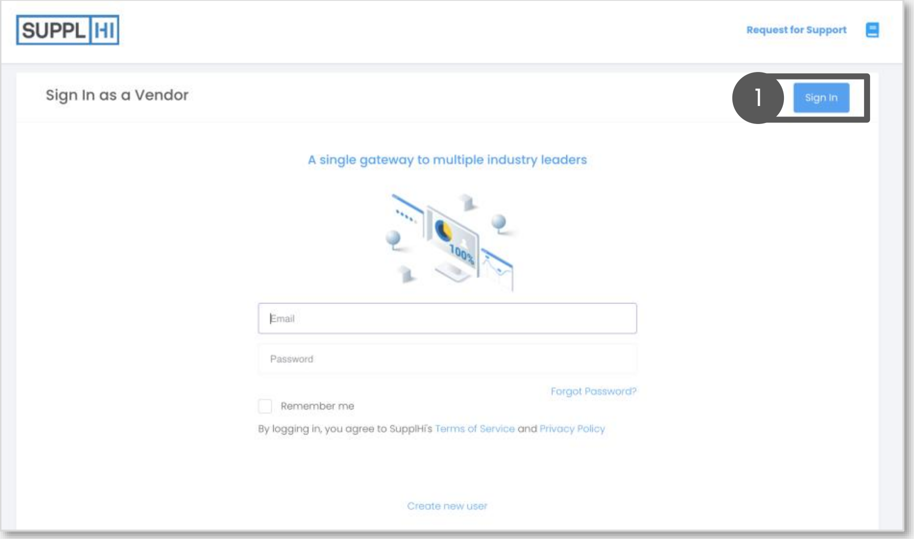
Download an authenticating app on your mobile phone

LOGIN & MFA SETUP

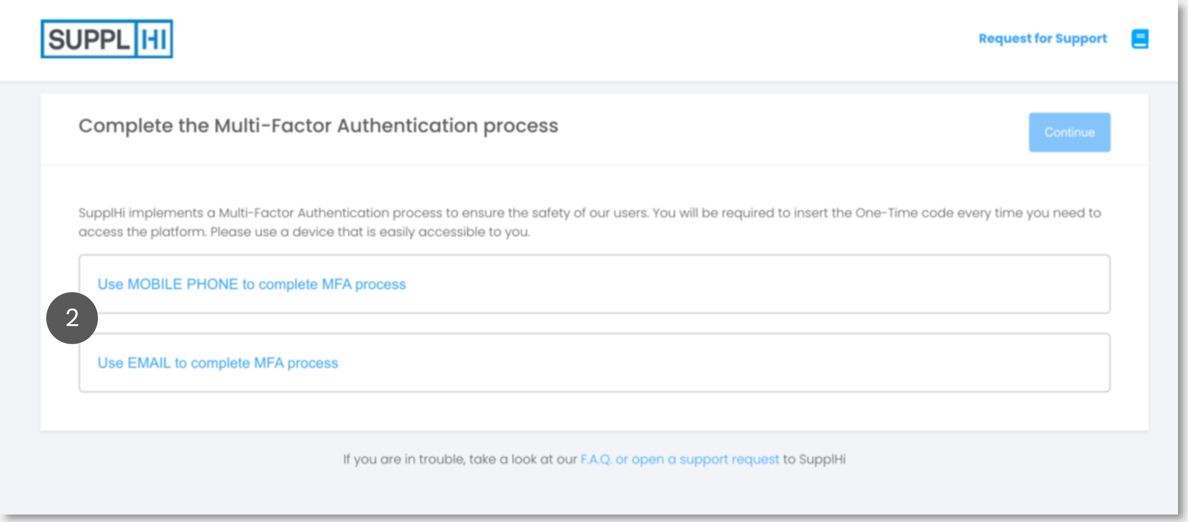
1 On https://vendor.supplhi.com/ with a supported Browser:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Brave

Insert the email and the password used during the registration phase and click "Sign In".



2 On your first login or when resetting the OTP, choose your preferred method for receiving the One-Time Code necessary to access the platform

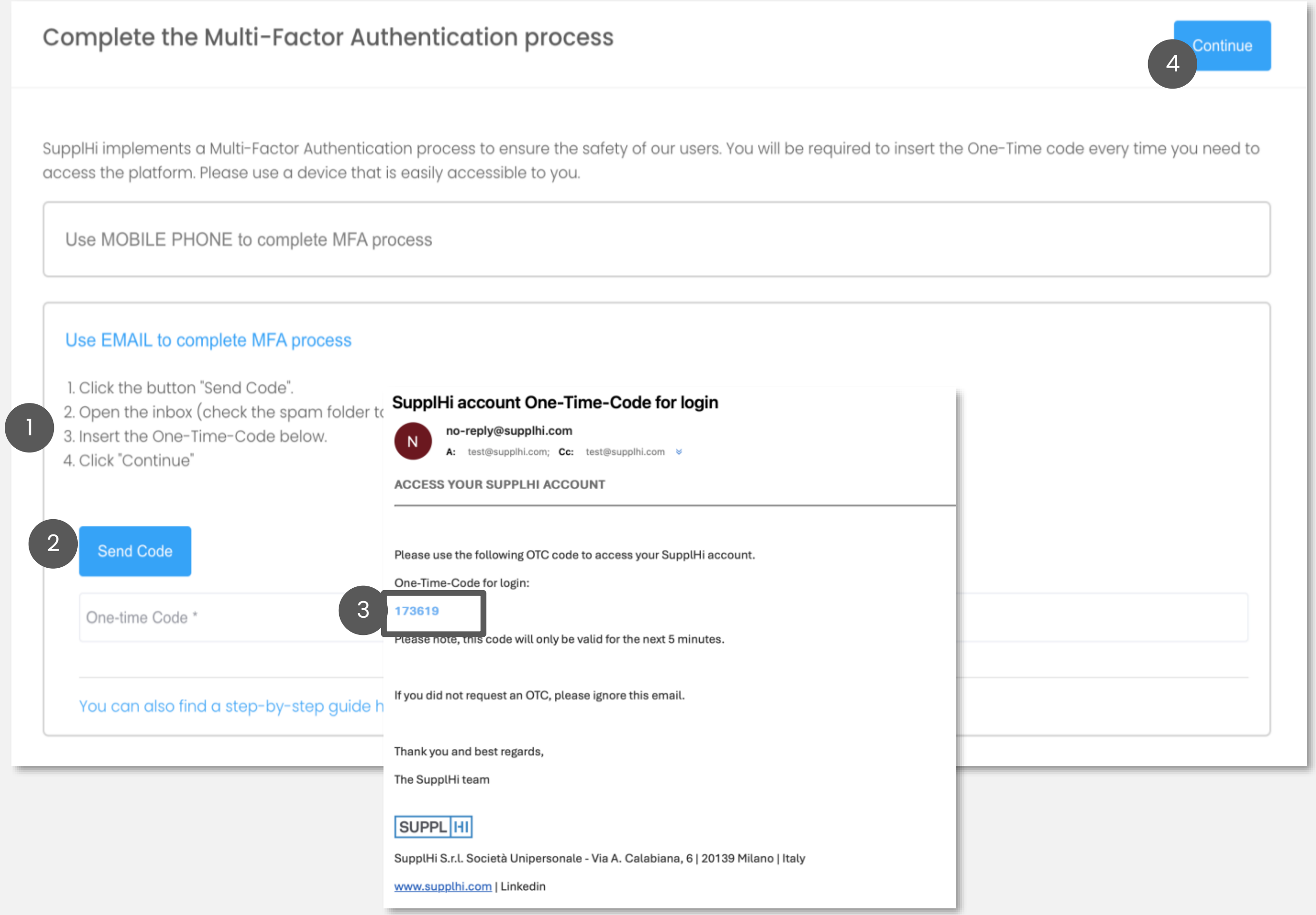


NOTE

You can change the preferred method by resetting the OTP for your account at any time.

Setting up: One-time-code via **EMAIL**

1. To receive the One-Time-Code at your email address, open the box "Use EMAIL to complete MFA Process".
2. Click "Send Code".
3. Insert the One-Time Code sent to the email address you used to log in. The code is valid for 5 minutes.
4. Click "Continue" to access the platform.



HINTS

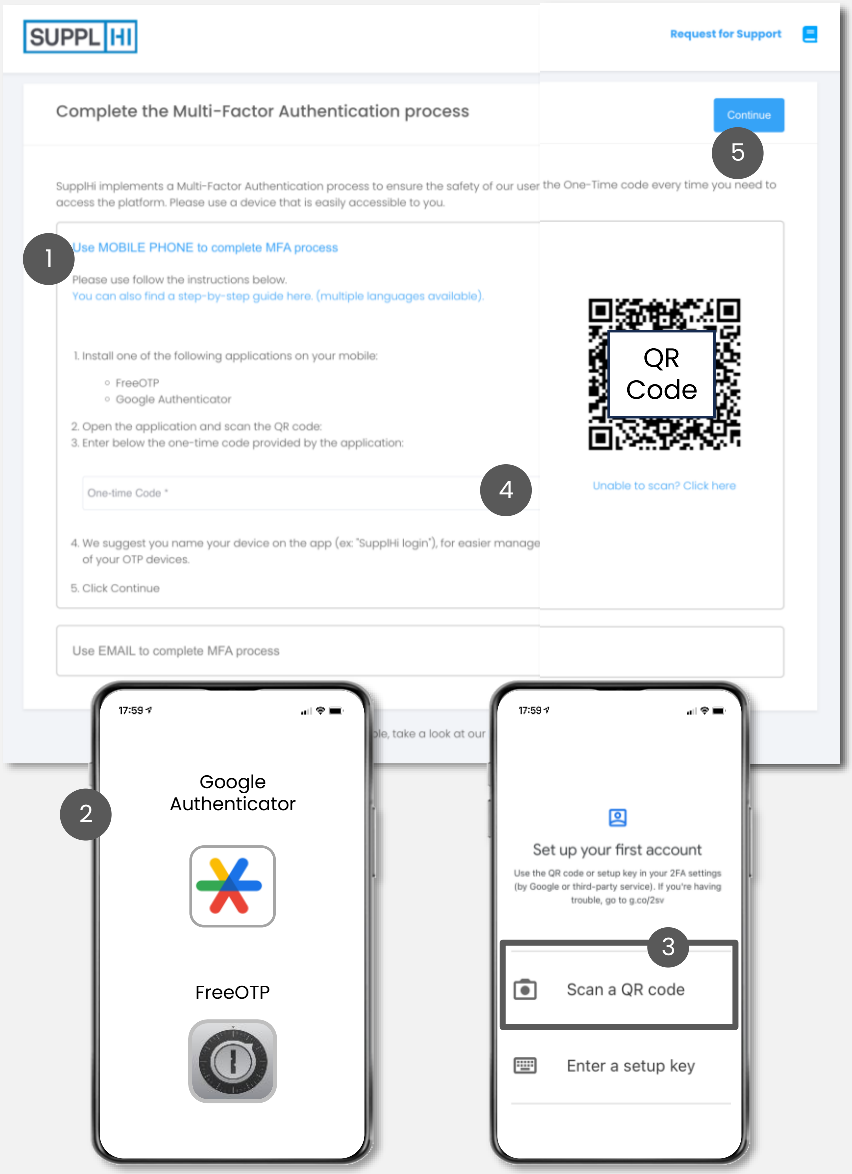
If you did not receive the email with the code, click “Send Code” as soon as it is available

Be sure to check your SPAM folder as well!

Setting up: One-Time-Code via **MOBILE PHONE**

"DATE & TIME" settings on your computer and phone must be set to AUTOMATIC.

1. To receive the One-Time-Code on an Authenticating App on your mobile phone, open the box "Use MOBILE PHONE to complete MFA Process".
2. On your mobile phone, select or download an authentication apps - see recommended:
   - Google Authenticator (GET IT ON Google Play / Download on the App Store)
   - FreeOTP (GET IT ON Google Play / Download on the App Store)
3. Open the app, click "Add" and scan the QR code
4. Type in the One-Time code that appears in the app
5. Click "Continue"



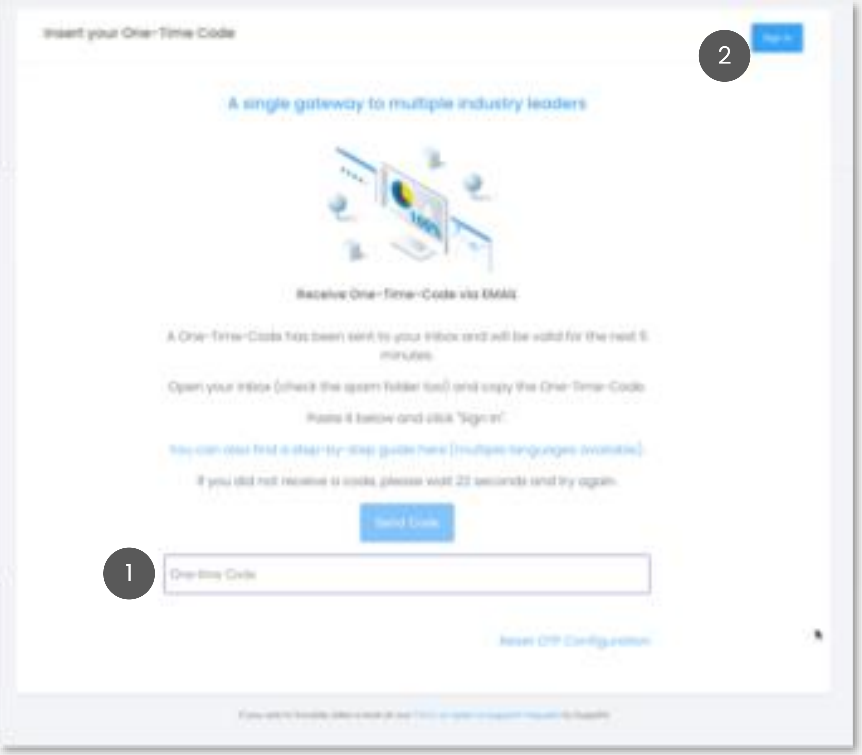
If you cannot use a mobile phone, it is also possible to download an authentication app on your computer, for example WinAuth.

To do so, click on "*Unable to Scan? Click Here*" under the QR Code and insert the the code that will be shown in the page within the App.

LOGIN

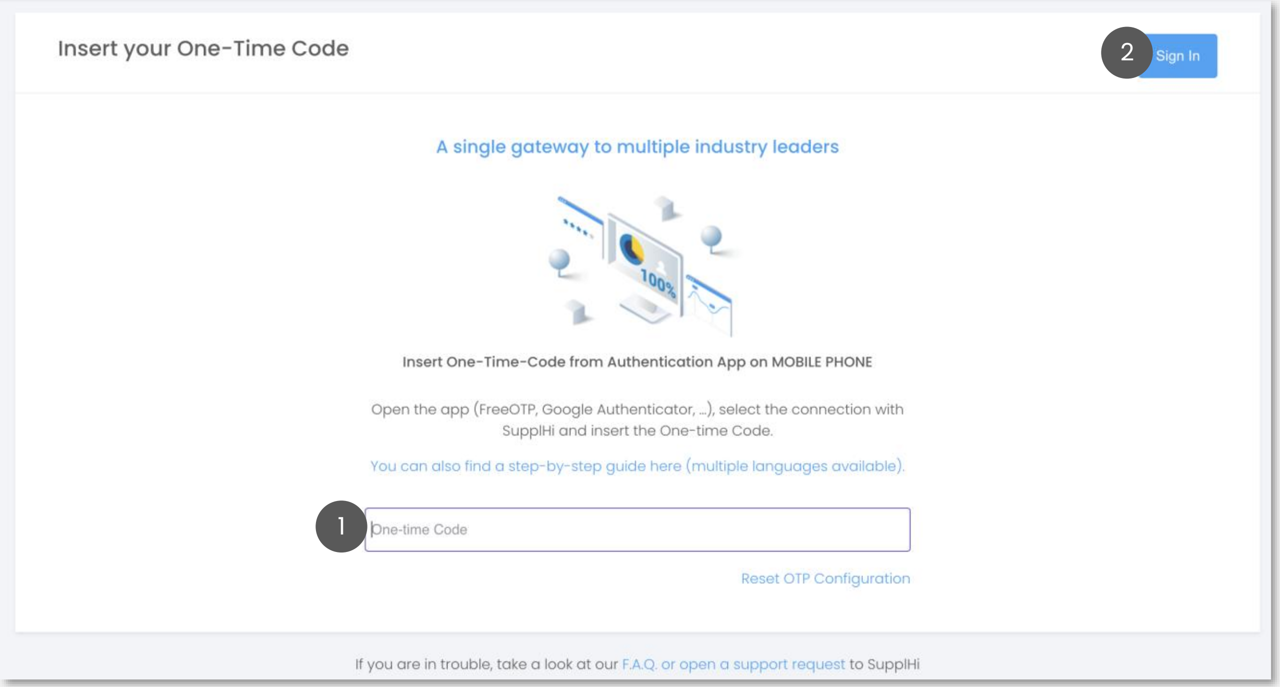
1. If you chose the "One Time Code via EMAIL", the code is automatically sent to you after inserting your credentials. If necessary, click "Send Code" to receive another email.

2. Insert the Code sent to your email address and click "Sign In"



1. If you chose the "One Time Code from Authentication App", open the APP on your phone.

2. Insert the Code shown for your SupplHi connection and click "Sign In"

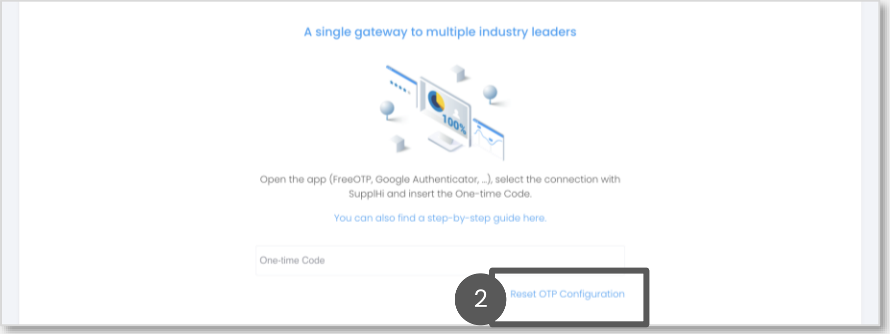


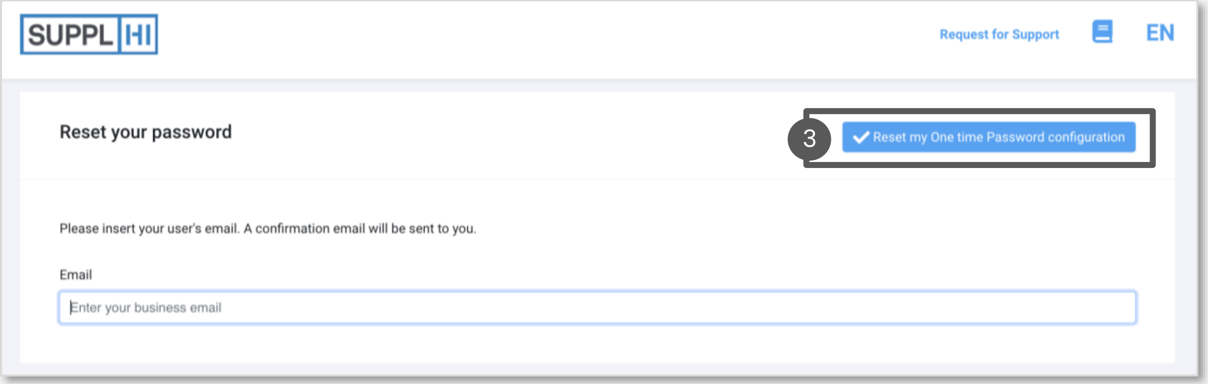
RESET OTP CONFIGURATION

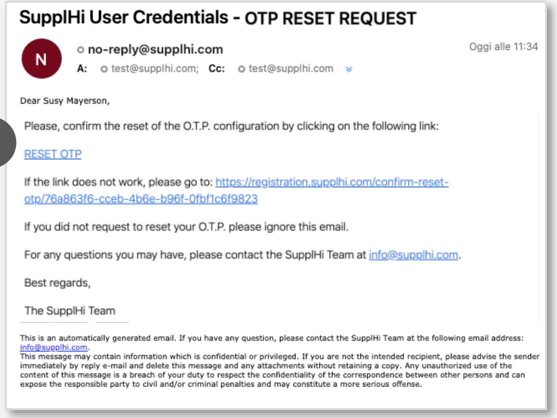
☛ COMPULSORY

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

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. A browser page will confirm the reset. Go to https://vendor.supplhi.com/ and insert your credentials
5. Select your preferred method to receive the One-Time-Code, email or Authenticating App and follow the instructions from the previous pages






SupplHi User Credentials - OTP RESET REQUEST

no-reply@supplhi.com — Oggi alle 11:34
A: test@supplhi.com; Cc: test@supplhi.com

Dear Susy Mayerson,

Please, confirm the reset of the O.T.P. configuration by clicking on the following link:

RESET OTP

If the link does not work, please go to: https://registration.supplhi.com/confirm-reset-otp/76a863f6-cceb-4b6e-b96f-0fbf1c6f9823

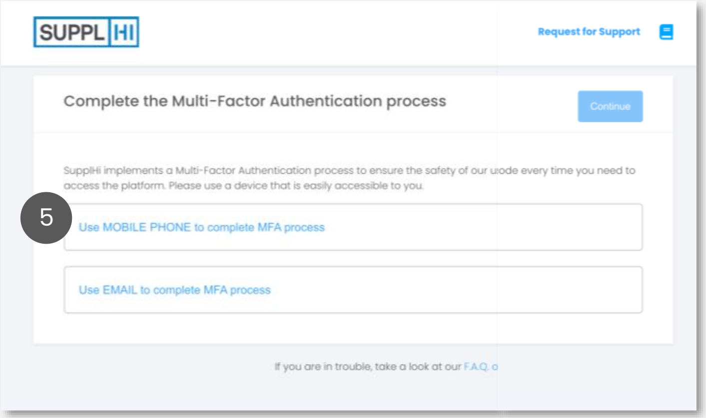
If you did not request to reset your O.T.P. please ignore this email.

For any questions you may have, please contact the SupplHi Team at info@supplhi.com.

Best regards,

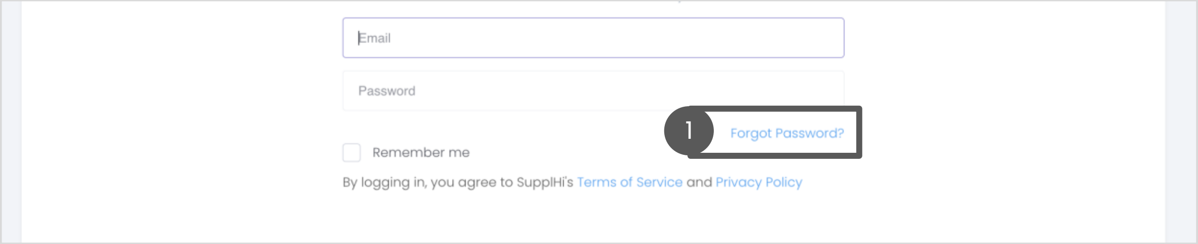
The SupplHi Team

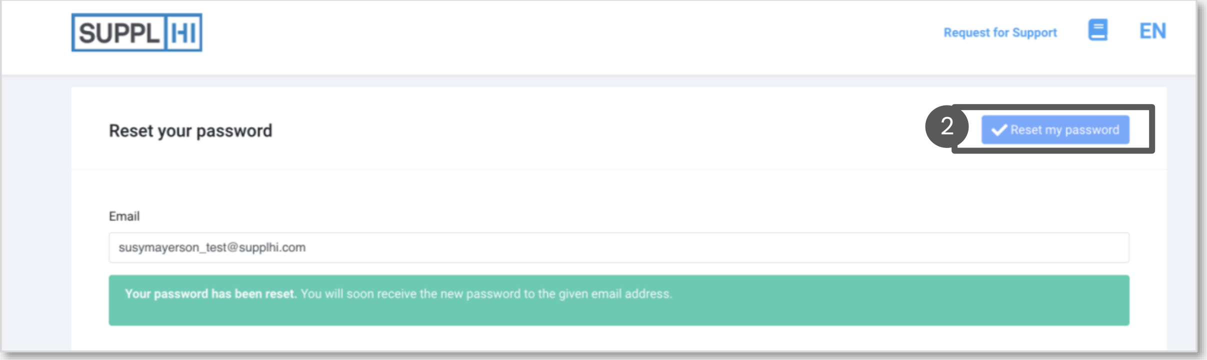
This is an automatically generated email. If you have any question, please contact the SupplHi Team at the following email address: info@supplhi.com.
This message may contain information which is confidential or privileged. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Any unauthorized use of the content of this message is a breach of your duty to respect the confidentiality of the correspondence between other persons and can expose the responsible party to civil and/or criminal penalties and may constitute a more serious offense.

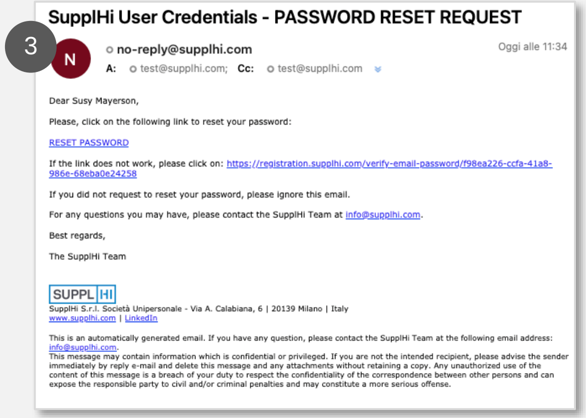


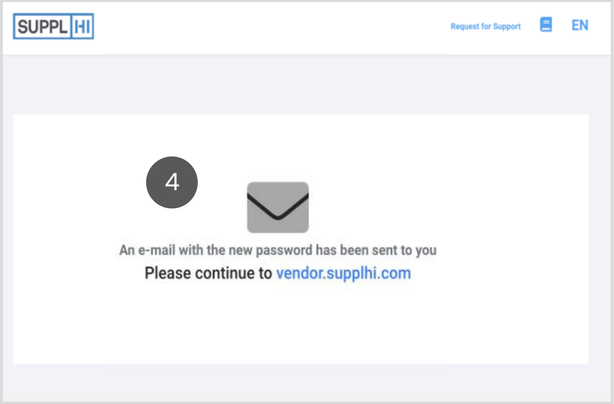
FORGOTTEN PASSWORD

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*
- *After 4 times an incorrect password is inserted, your account is "Blocked". Open a ticket to SupplHi to reactivate it*

TROUBLESHOOTING

OTP via Mobile Phone - Common troubles

Make sure to verify:

1. "Date and Time" settings on your devices (PC and cell phone) must be set to "Automatic"
2. Choose only one OTP App (Google Authenticator OR FreeOTP)
3. Use a modern and secure browser (Google Chrome, Edge, Mozilla or Brave)
4. The OTP CODE does NOT include spaces and it usually expires within 30 seconds
5. The OTP Code you are inputting is for SupplHi → We recommend renaming the connection on your app as "SupplHi" for easier access
6. Only one device is allowed per User account. Each user must complete the authentication process separately to access their profile.

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.

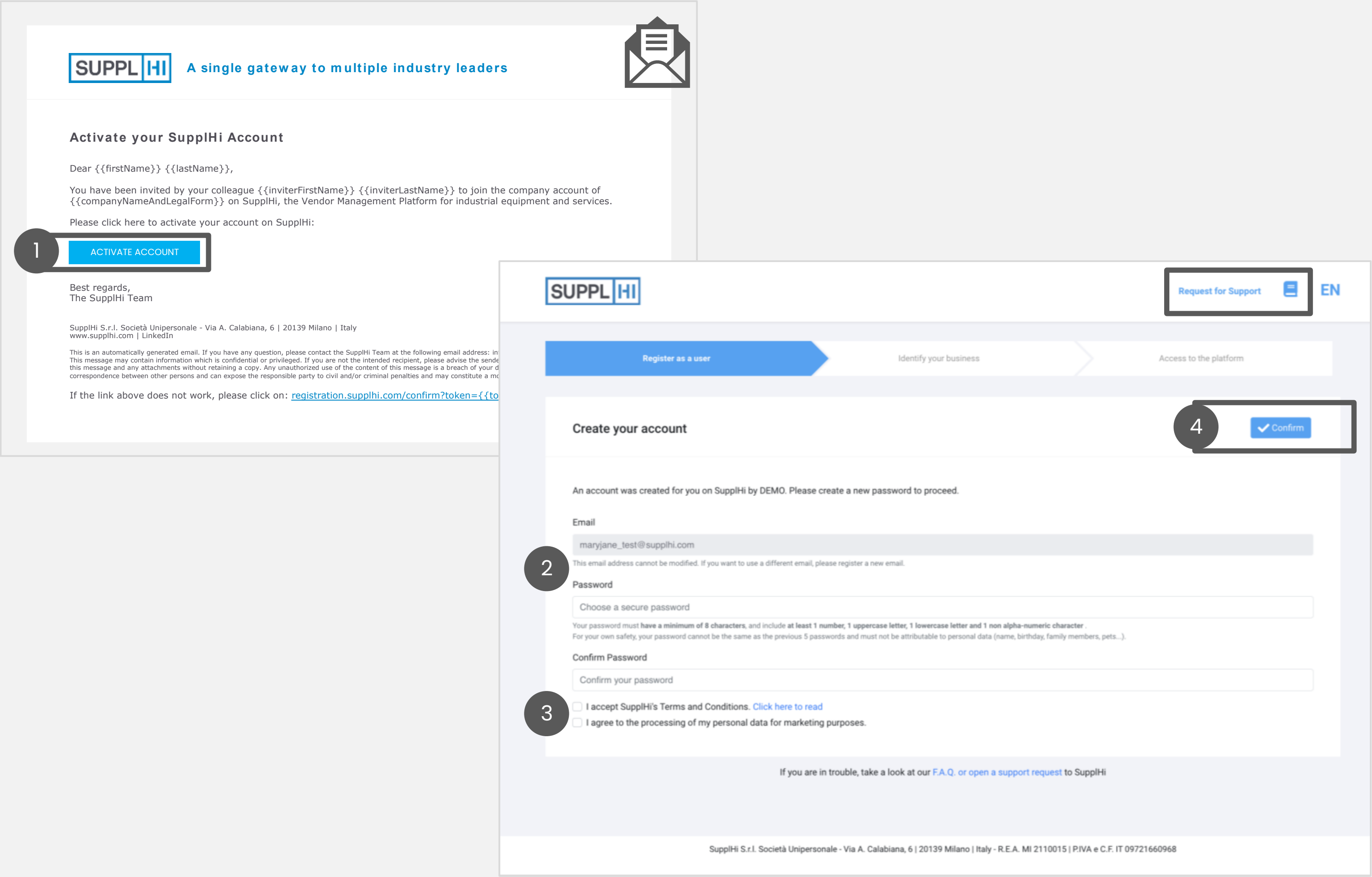
SupplHi is **free-of-charge** for Vendors of any size, ensuring inclusiveness and accessibility from all around the world.

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



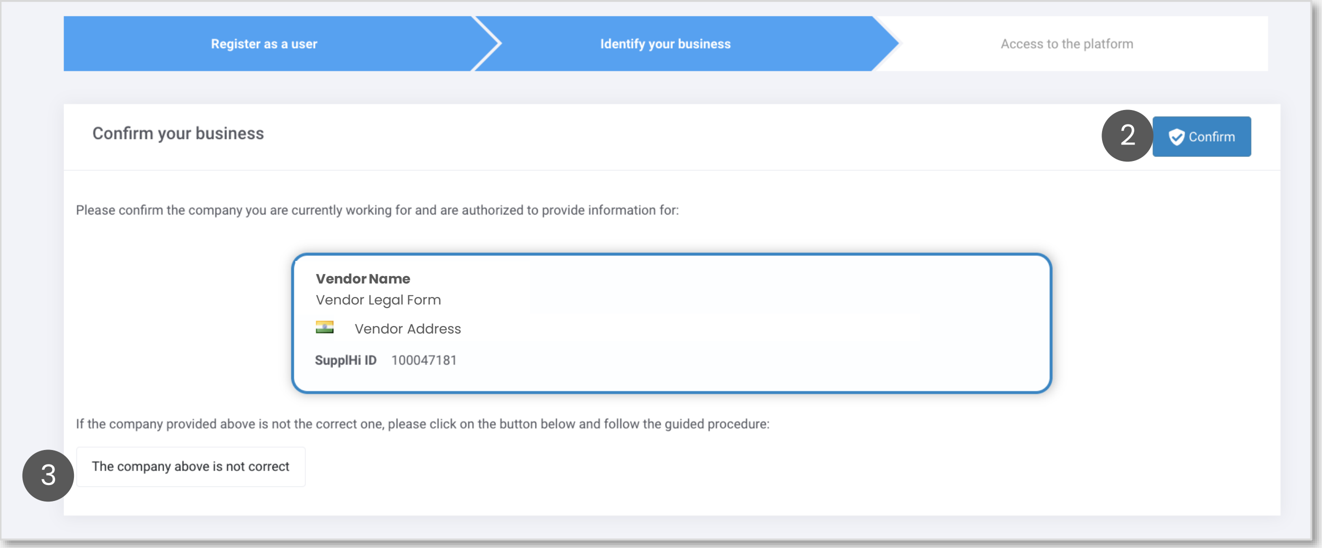
> HINT
>
> *Always double-check and save your password.*

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 <u>or search</u> 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 <u>procedure</u>



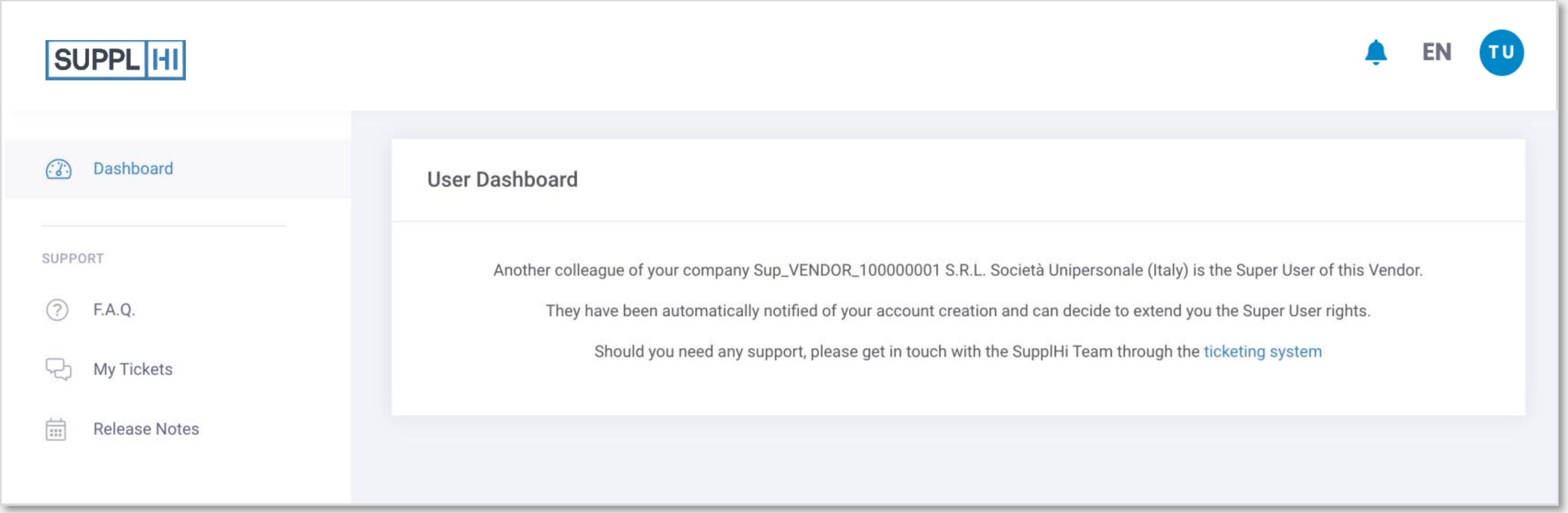
HINT

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.

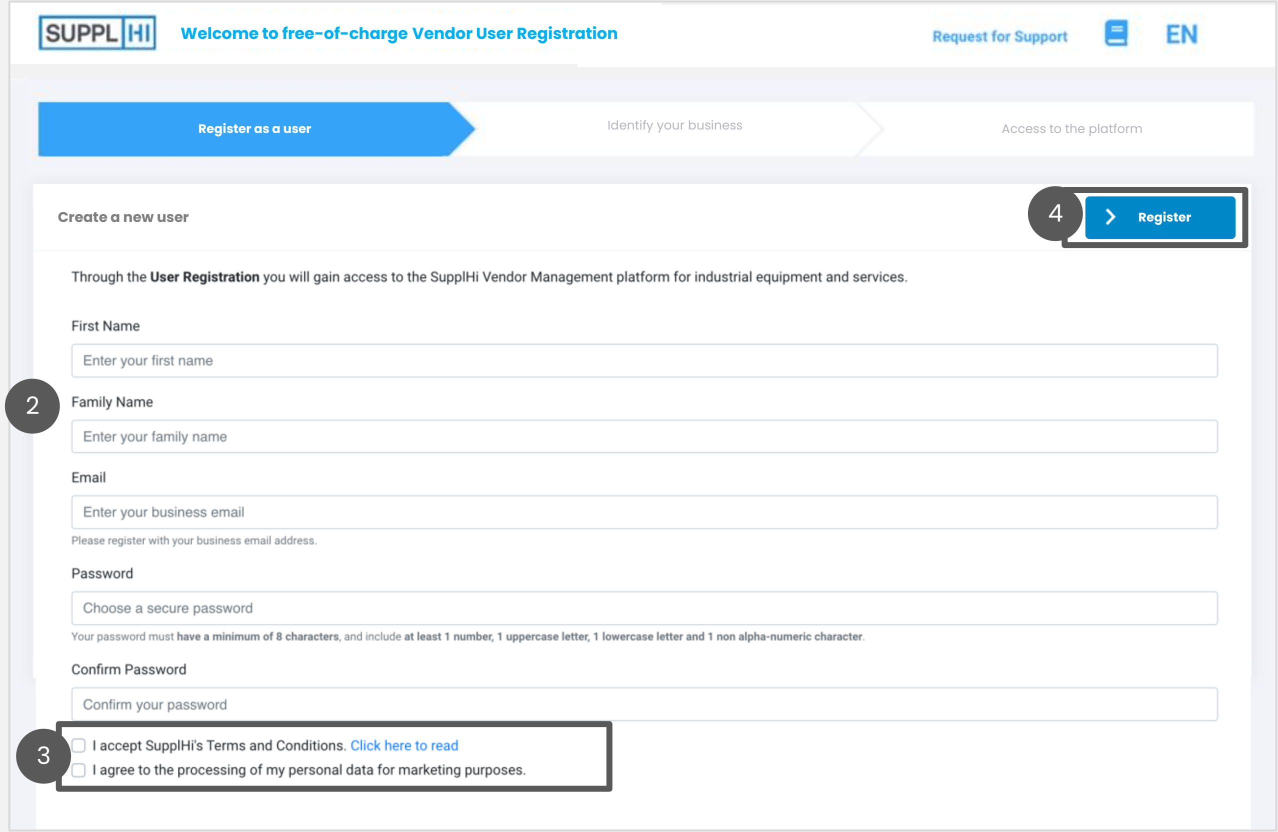
Vendors create **one single profile** that can be seen by multiple Customers, instead of providing the same information in different systems.

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

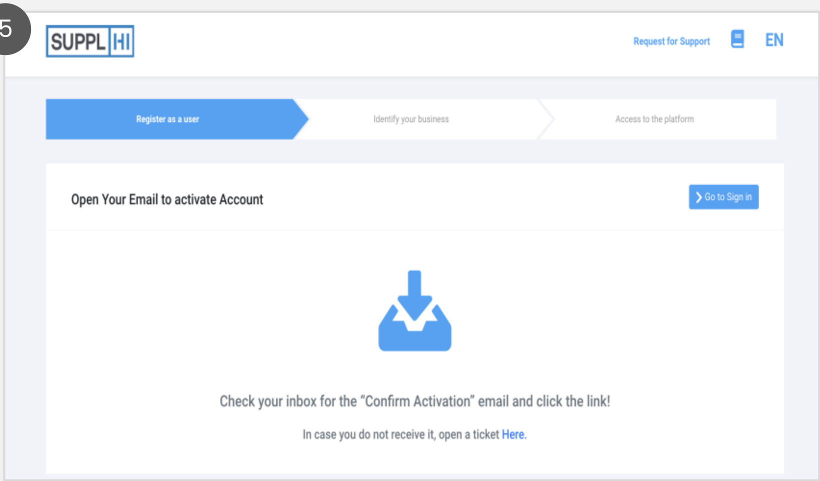


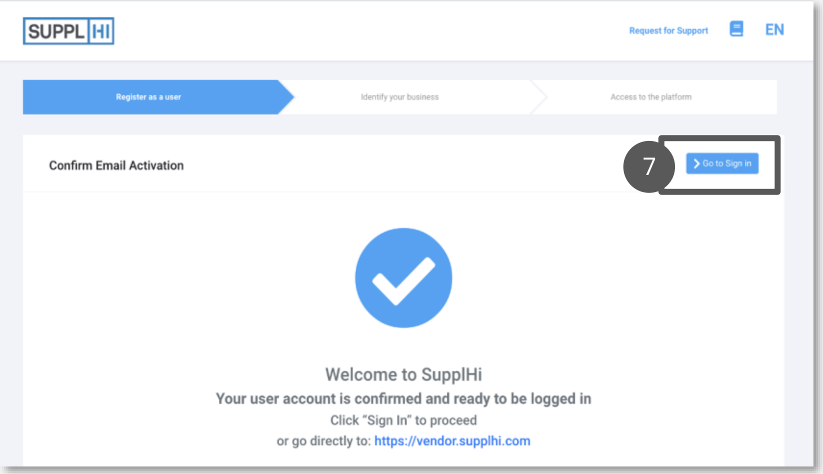
SELF-REGISTRATION AS A NEW USER: CREATE AND ACTIVATE AN ACCOUNT (2/2)

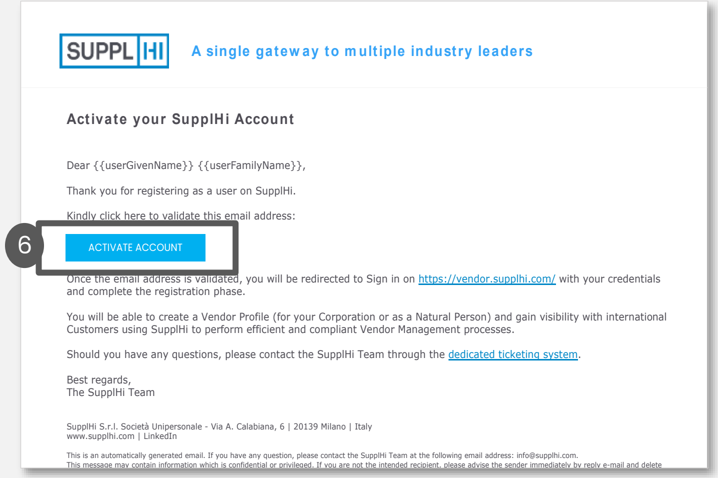
5 After you submitted your User Registration request, you will receive a confirmation e-mail

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.

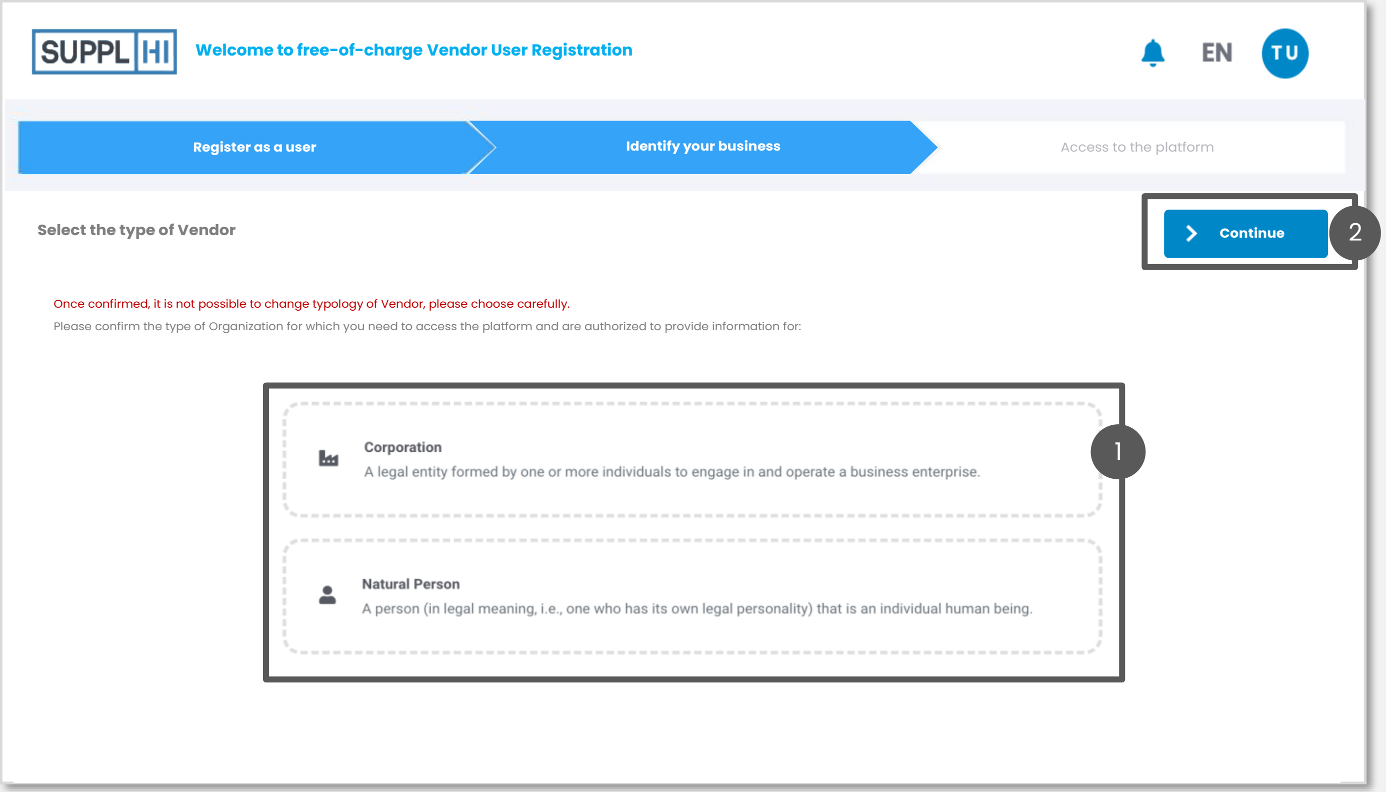
SELF-REGISTRATION: SELECT YOUR TYPE OF ORGANIZATION

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.

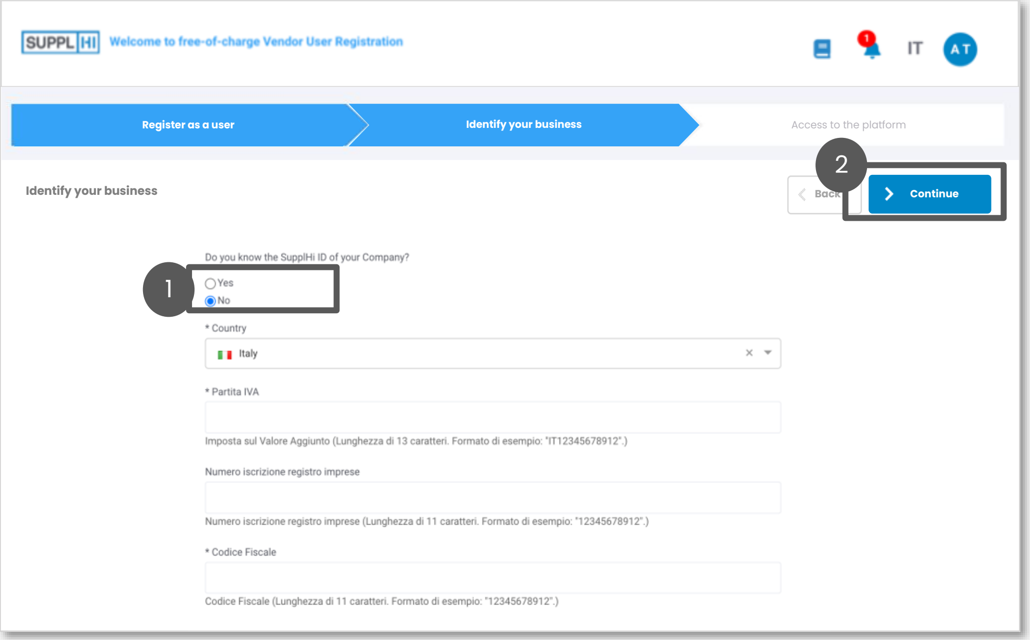
👉 HINT

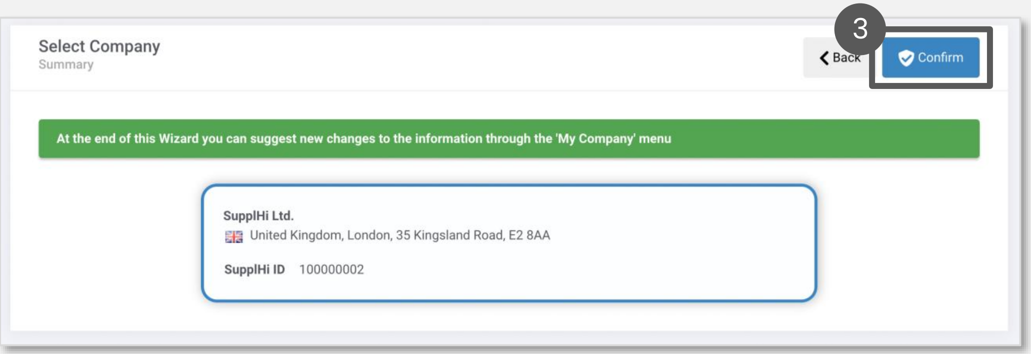
After this choice is performed, it no longer can be changed



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

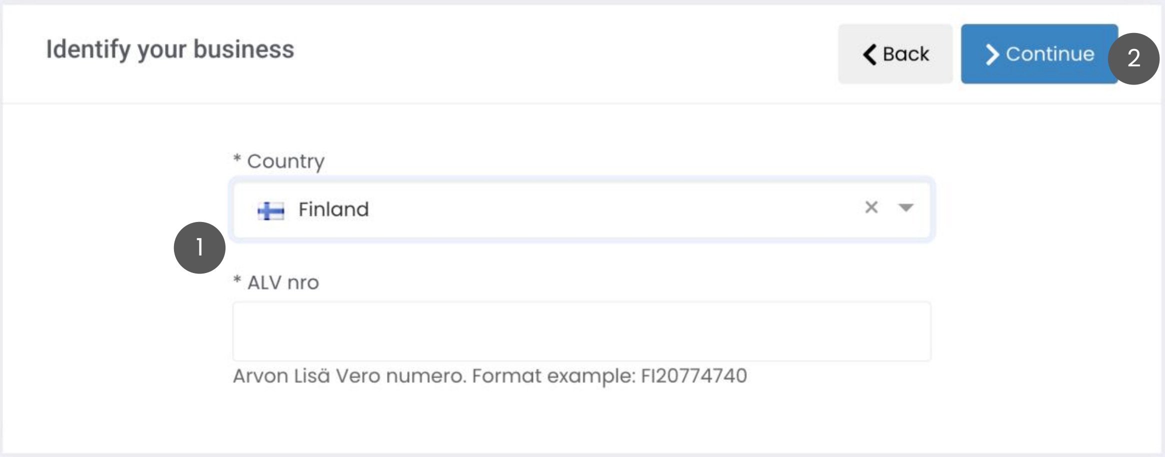
1. If you don’t know the SupplHi ID, select "No", then select the Country and input the required identification data.

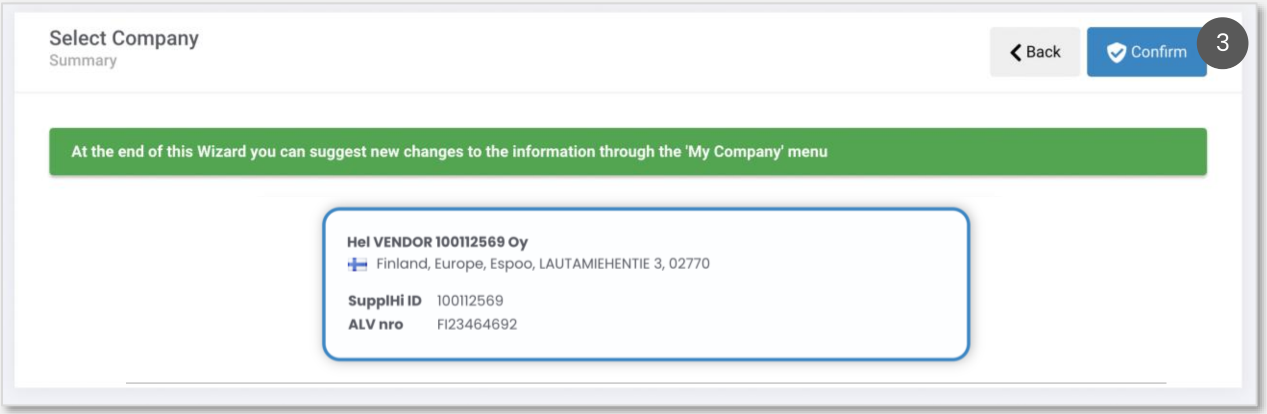
2. Click “Continue” to search the database.

3. If your Company already exists in SupplHi, you will see a box with the name and the address.

   Click "Confirm" to associate your account with it or "Back" to perform a new search.

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





HINTS

If your company does not have a VAT number or tax code, open a ticket to SupplHi

If a colleague is already present for your organization, they will be notified about your registration and can assign Super User rights to your account

CREATE A NEW CORPORATION OR NATURAL PERSON

1. When not already present in the database, you must provide some basic information to create your organization's profile.

2. SupplHi leverages providers of Vendor Basic Data to speed up the registration process. When creating a new profile for your organization, some details might be pre-filled in via data provider.

   To complete the profile, fill in all required (*) fields:

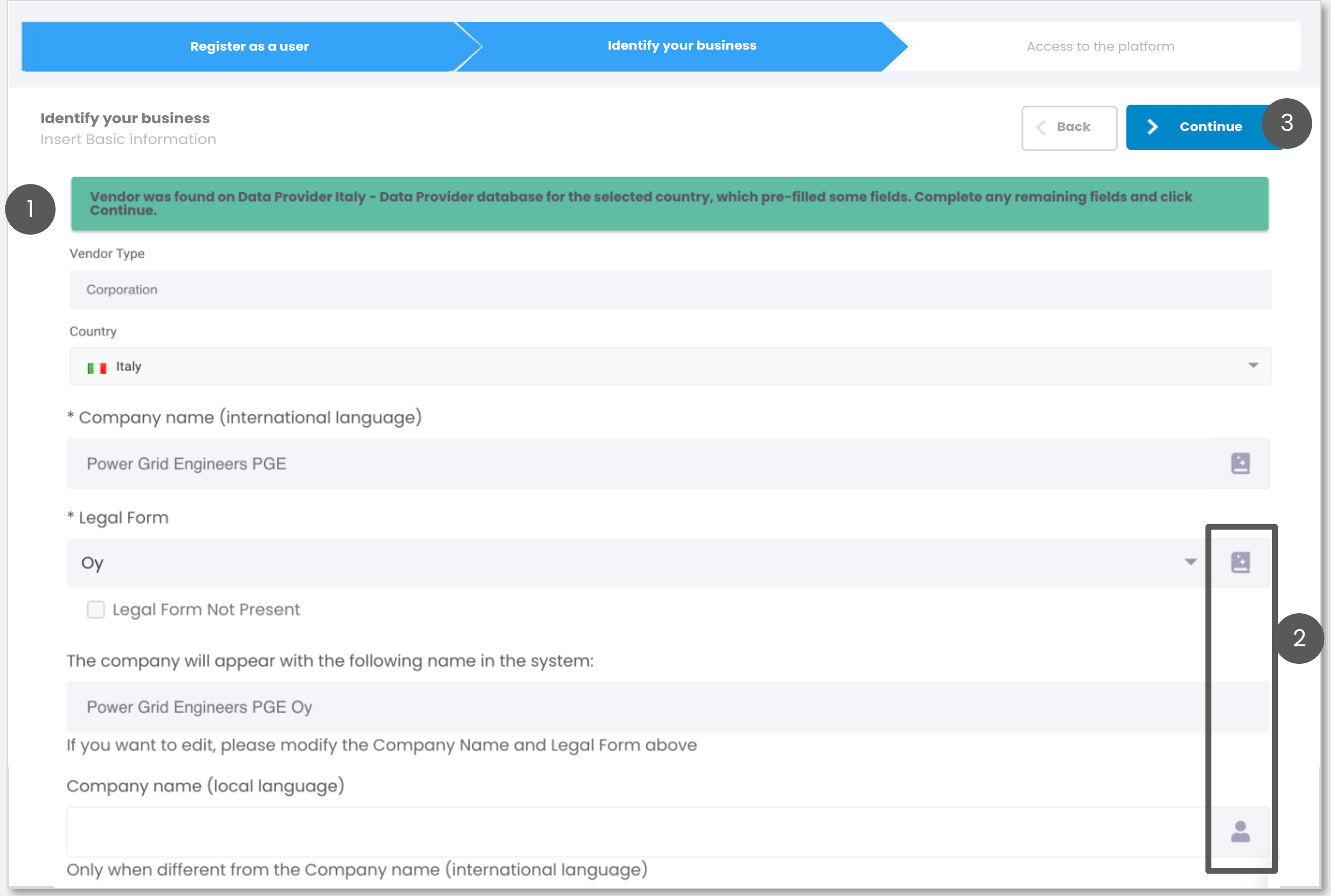
   - The data provider automatically filled in this field
   - You can fill in this field

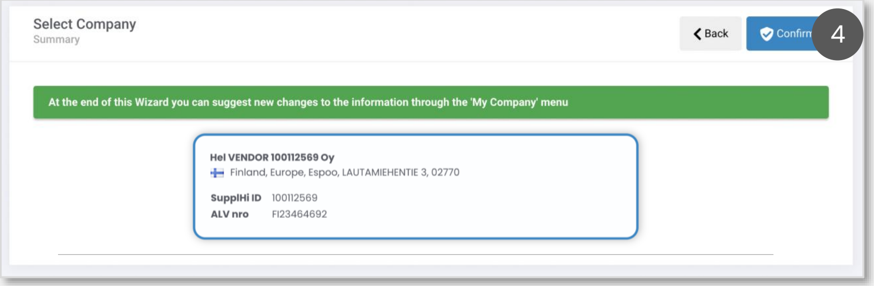
   Depending on the Country and Vendor Type selected, an attachment may be required.

3. Click "Continue" to see a recap of the organization.

4. Click "Confirm" to create the profile and associate your account with it.

> **HINT**
> You cannot edit the information filled in by the data provider. If you notice a mistake, please open a ticket to SupplHi.





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, ...).

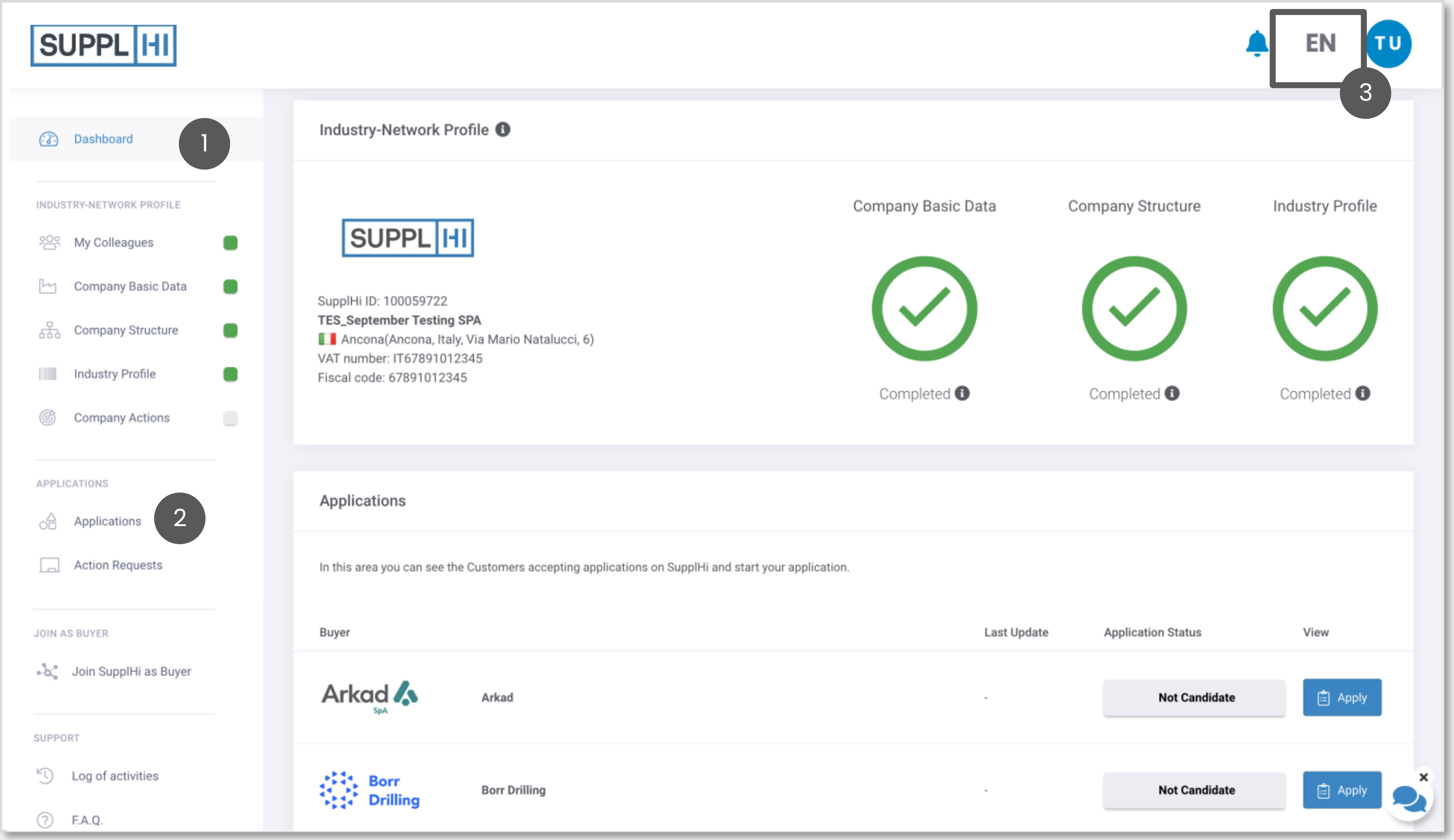
1 minute per Colleague invited

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.

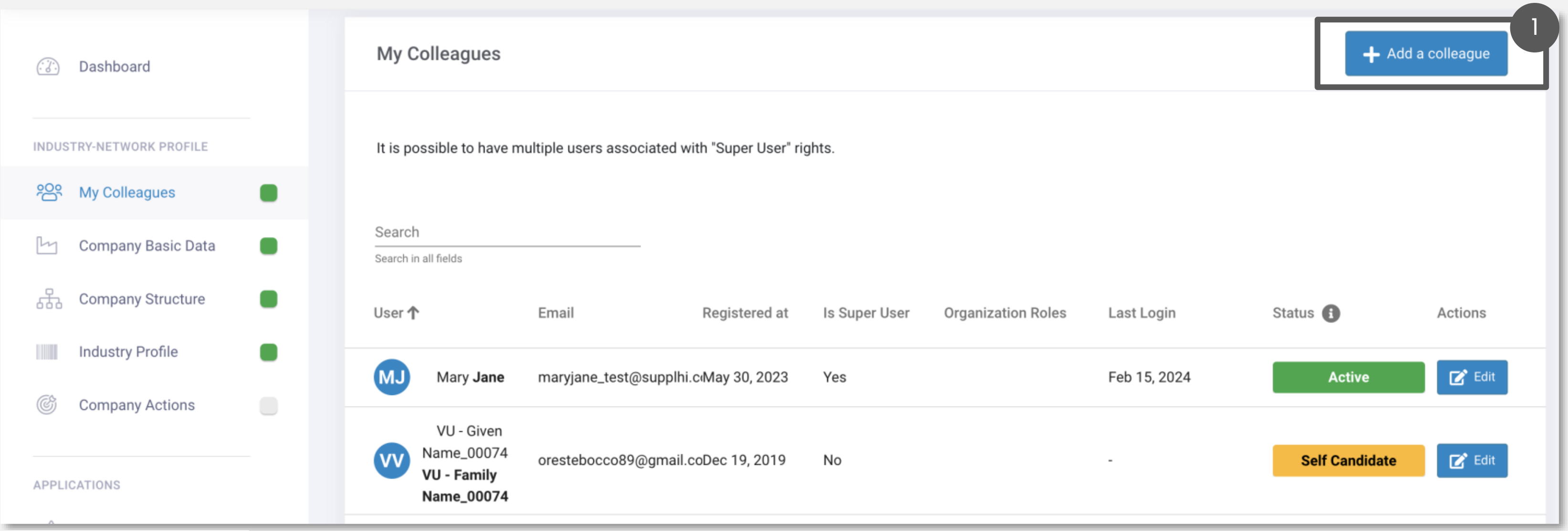
3 The platform is also available in other languages. Click on the top right corner to switch languages.



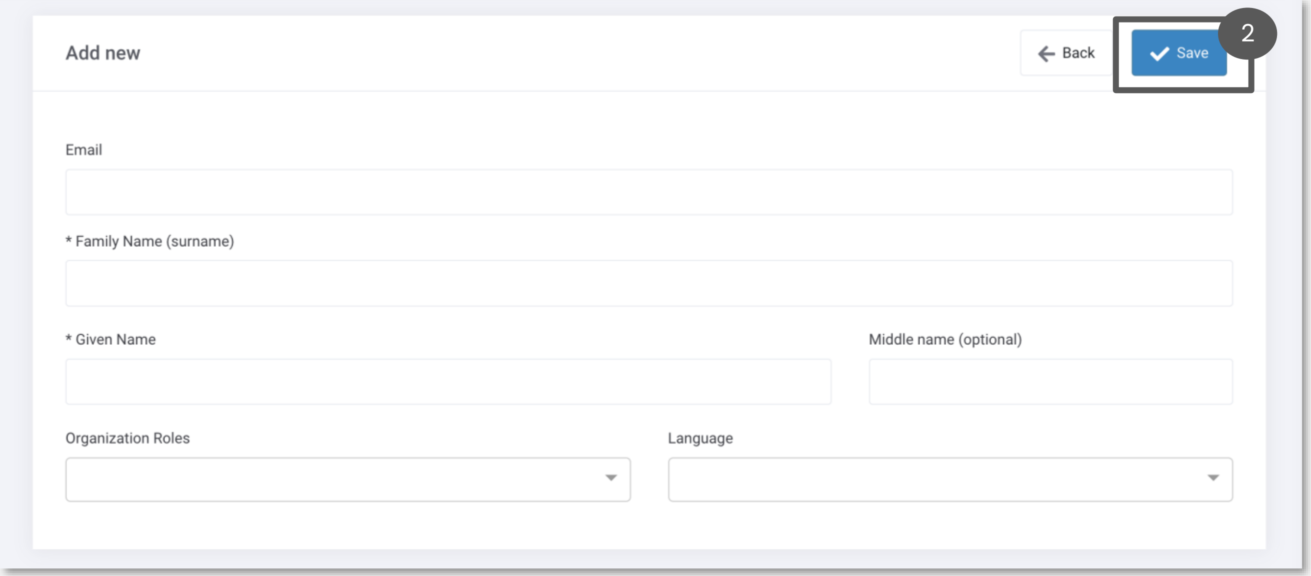
ADD NEW COLLEAGUES

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.



ACTIONS ON ANOTHER COLLEAGUE

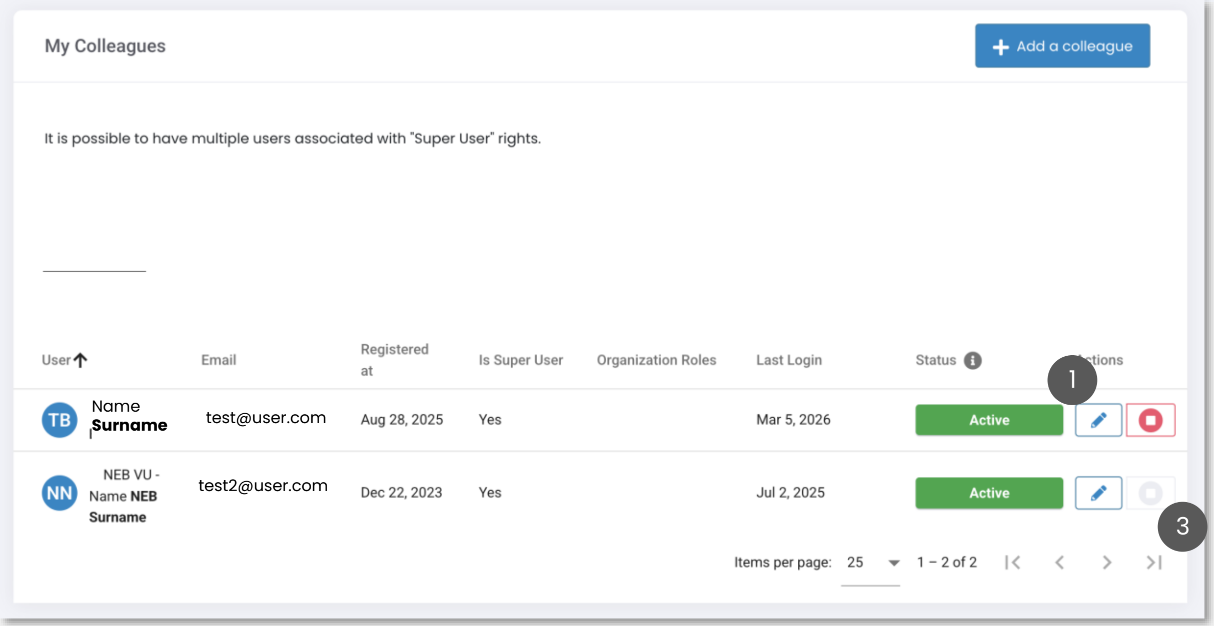
1. You can add/remove Super User rights to another colleague, by clicking on “Edit” to open the detailed page and then on "Actions". Select "Add Super User Rights" or "Remove Super User Rights".

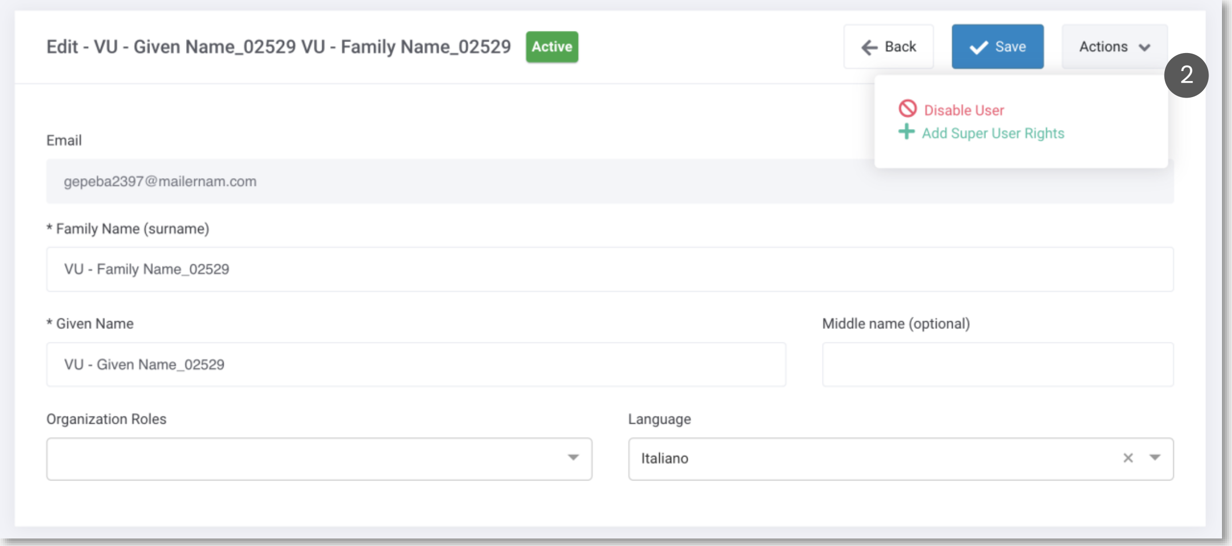
2. In the detailed user page, you can also "Disable User" to block the user from accessing the SupplHi platform and your vendor Profile.

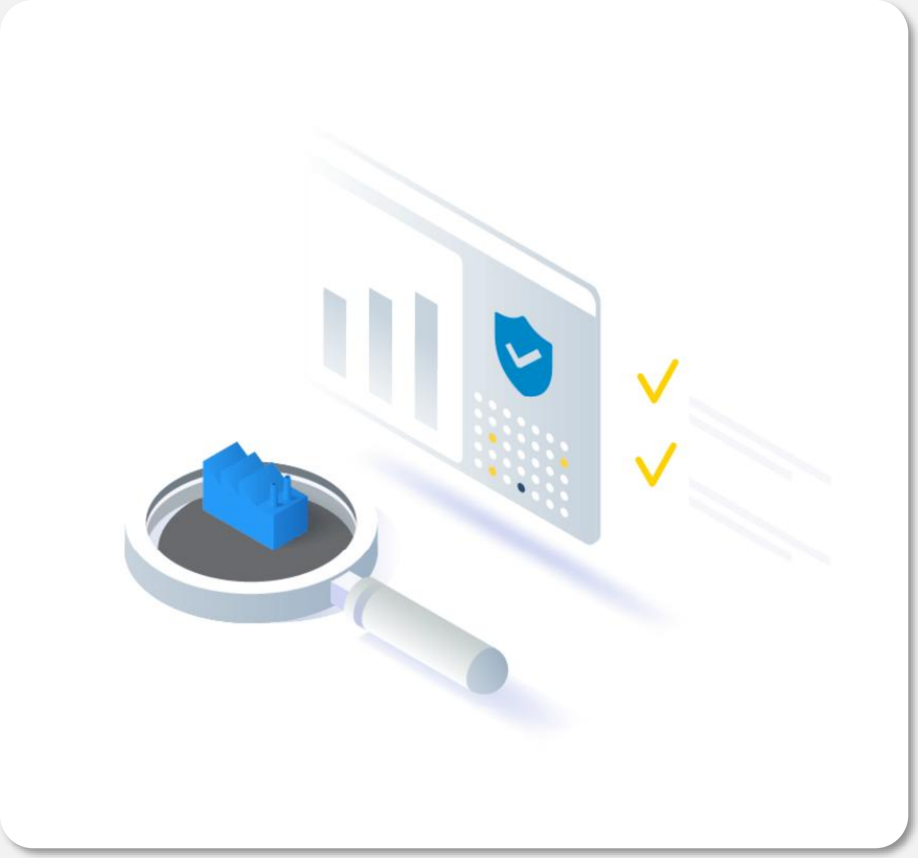
3. You can also view and change the "Blacklisted" status of a colleague, meaning that no emails will be sent them by the SupplHi platform.

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”.*







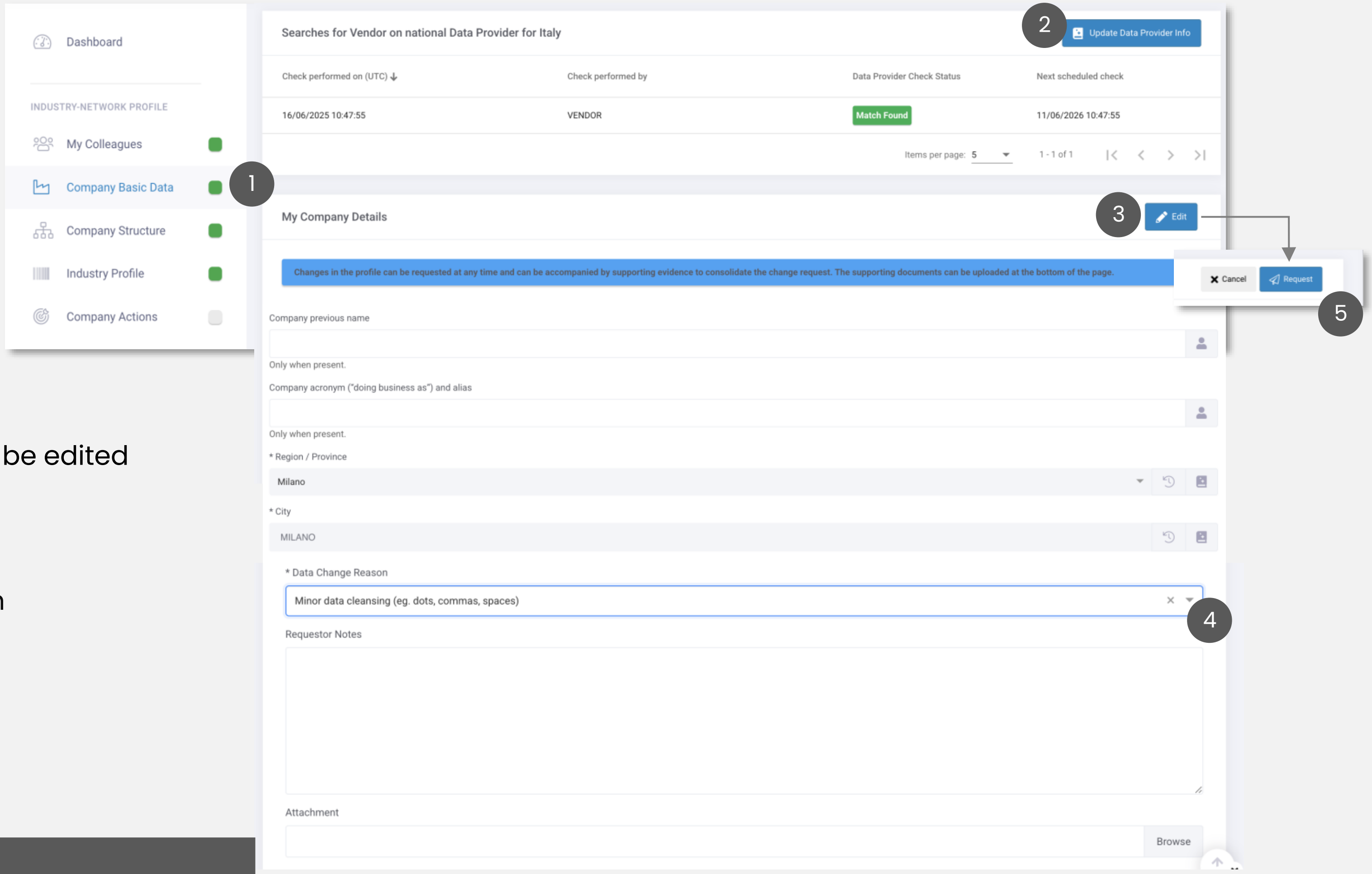
Industry Profile, Company Basic Data and Corporate Structure

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

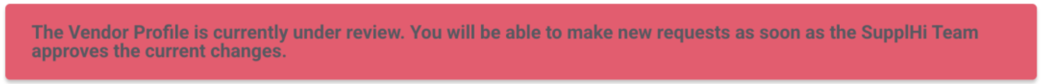
REQUEST COMPANY DATA UPDATE

1. In the Company Basic Data section, you can view all the identification information for your organization.
2. If a data provider is available, you can request an update of your data by clicking "Update Data Provider Info".
3. Click "Edit" and update the necessary fields:
   - This field is completed by the Data Provider and cannot be edited
   - This field can be manually edited
4. Select a reason for the update request, if necessary, you can insert a Note and an attachment.
5. Click "Request" to submit the update.



HINTS

If your organization's profile is under review by SupplHi you will not be able to request changes and will see a dedicated banner.



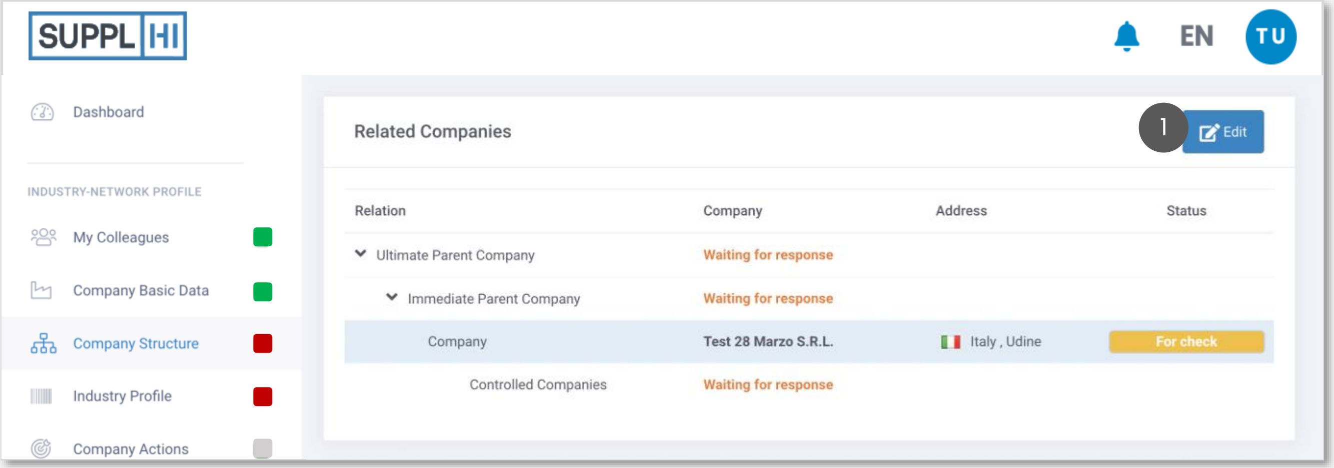
COMPANY STRUCTURE

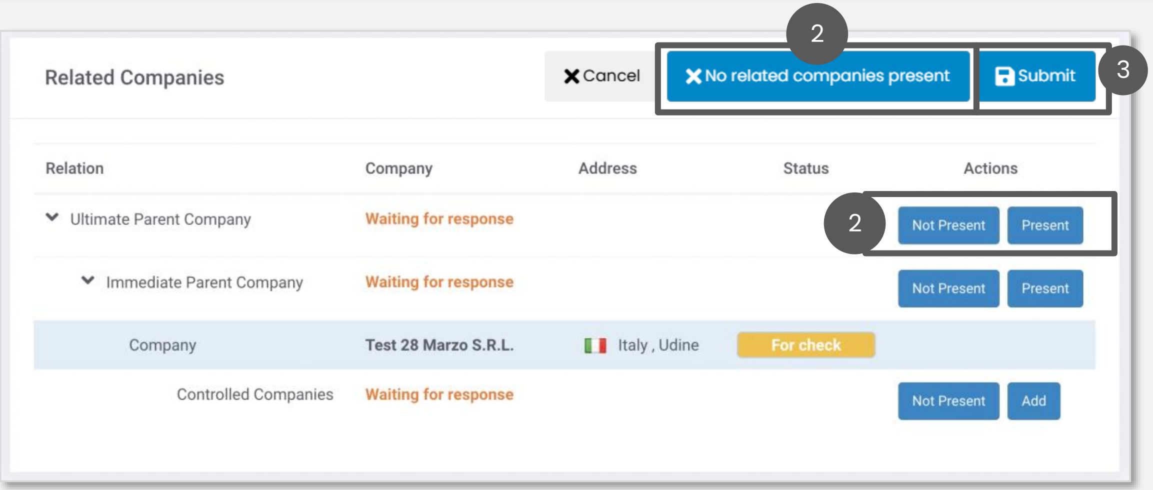
1. The initial status you will see is “Waiting for response”: click “Edit”. You can change your company structure at any time

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” on a specific company, or “No related companies present” for all companies, and confirm that you do not have parent companies flagging the checkbox in the pop-up that will appear,

3. Click “Submit” to submit your Vendor Company Structure, even if no changes were made. After submitting these data, the Organization Structure status will be automatically “Completed”.





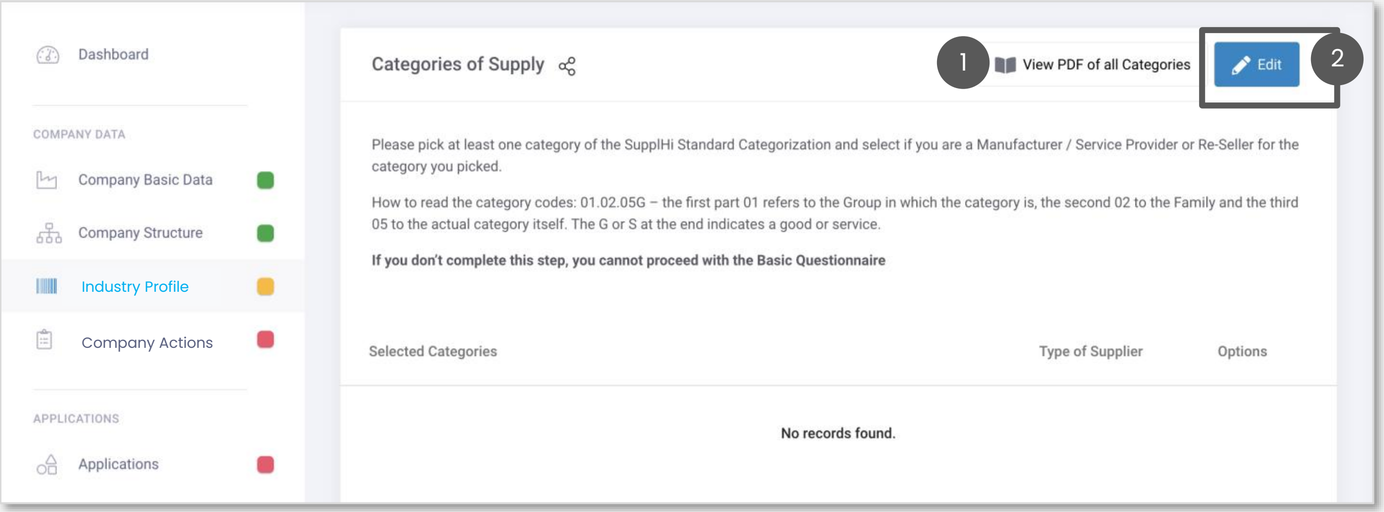
STANDARD CATEGORIES

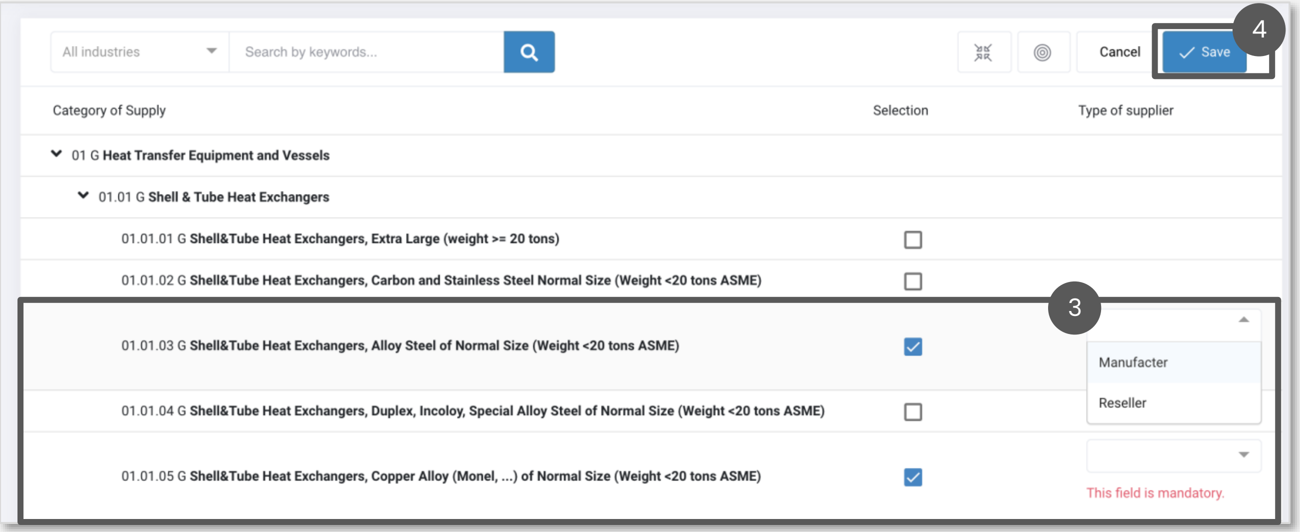
1. Categories of supply are based on the **SupplHi Standard Categorization Tree**. Click on “View PDF of all Categories” to access it. In fact, SupplHi has created a unique standard categorization of supplies that is at the base of the several functionalities of the platform

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.

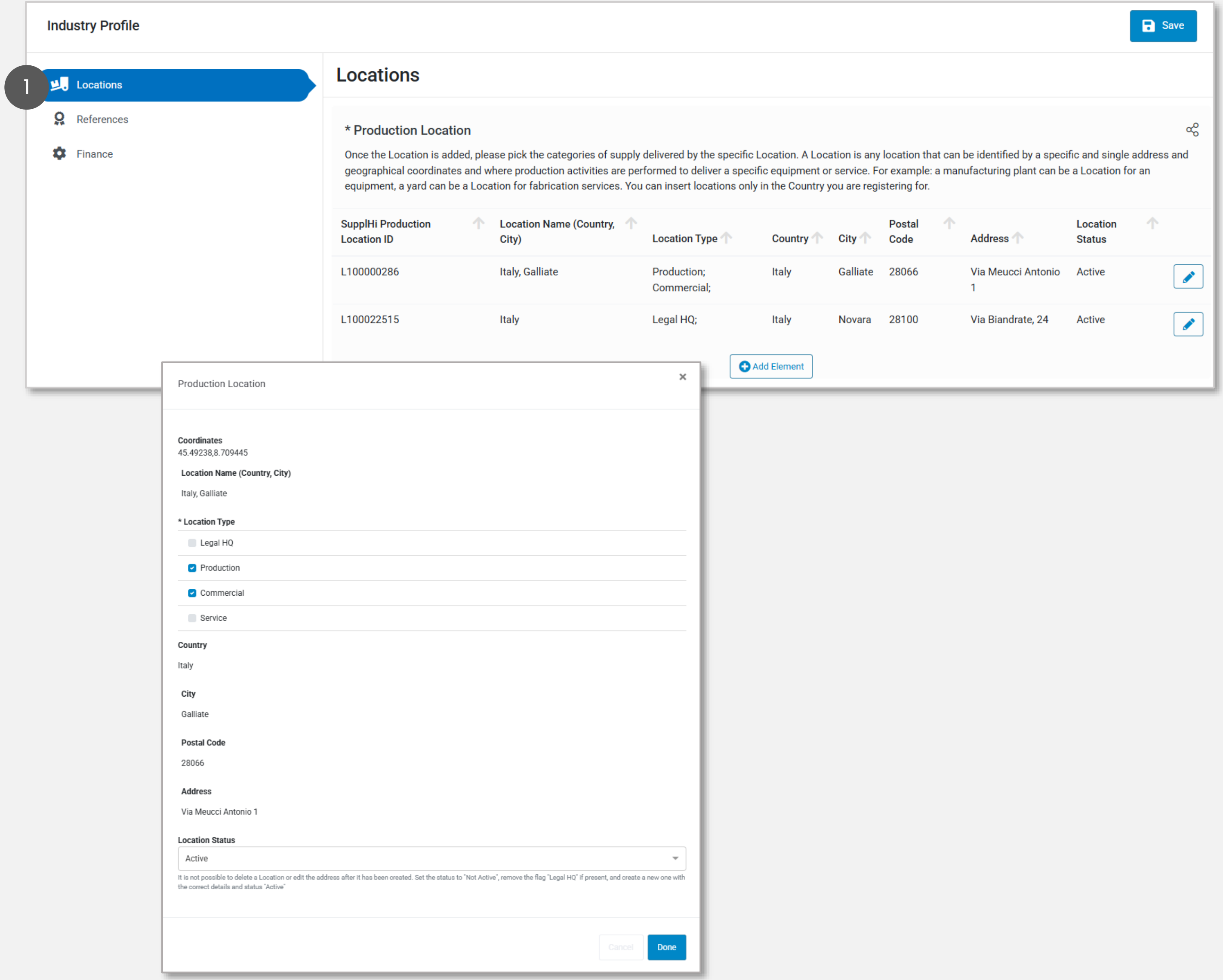
If you are a sales/service department of a manufacturing company abroad, you are considered a reseller and not a manufacturer.

LOCATIONS

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.

1 For each **Location**, remember to indicate the Status.

It is not possible to delete a Location or edit the address after it has been created. Set the status to "Not Active", remove the flag "Legal HQ" if present, and create a new one with the correct details and status "Active“.



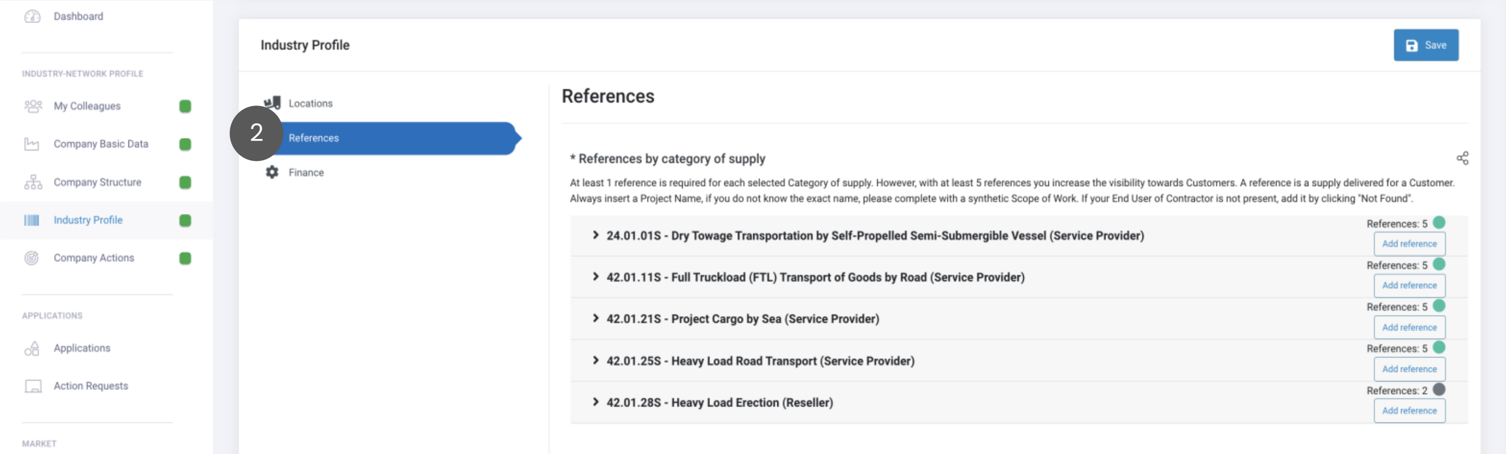
NOTE

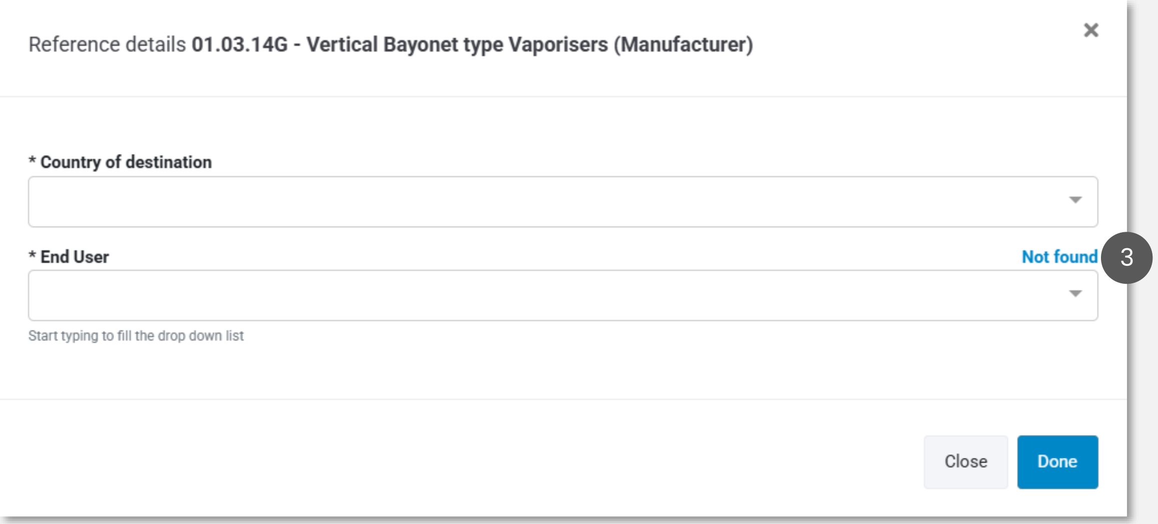
The 7.23.0 software release removed the requirement to select the category(ies) of supply for the Locations.

REFERENCES

2 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.

3 *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 *).*





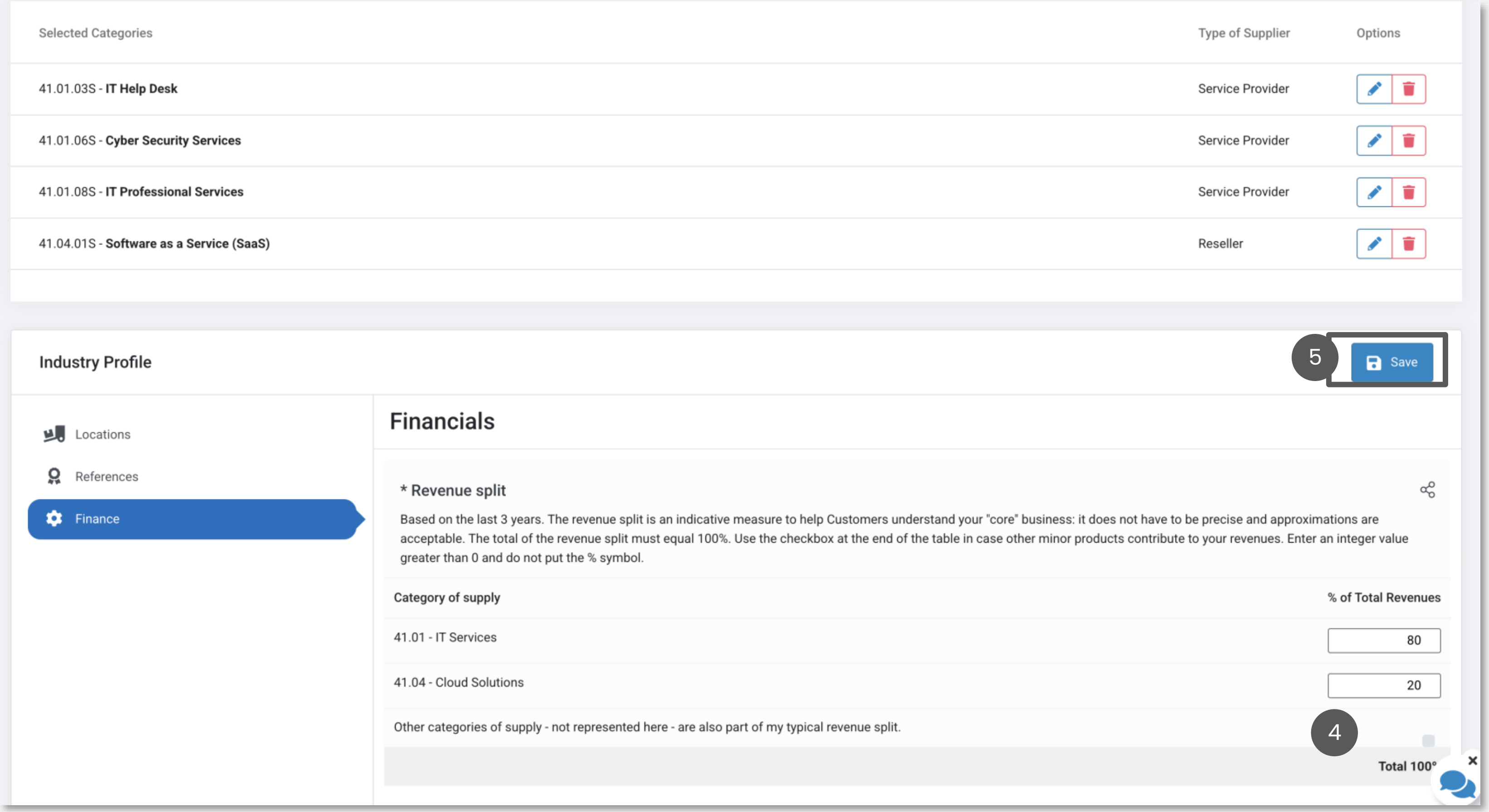
NOTE

The 7.23.0 software release simplified the requirements for inserting a reference.

FINANCE

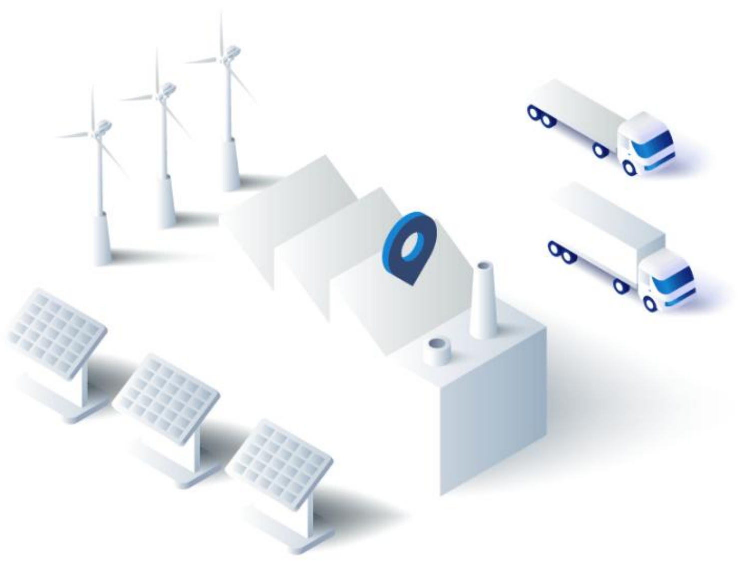
4 In the **Finance** section, the Split of Revenues must equal to 100%. You can flag the dedicated checkbox if your revenues also rely on minor categories.

5 After completing all three sections of the Industry Profile, click "Save".



☛ NOTE

The 7.23.0 software release simplified the requirements for inserting your split of revenues, which is now required at Family of Supply level, instead of specific category of supply.



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.

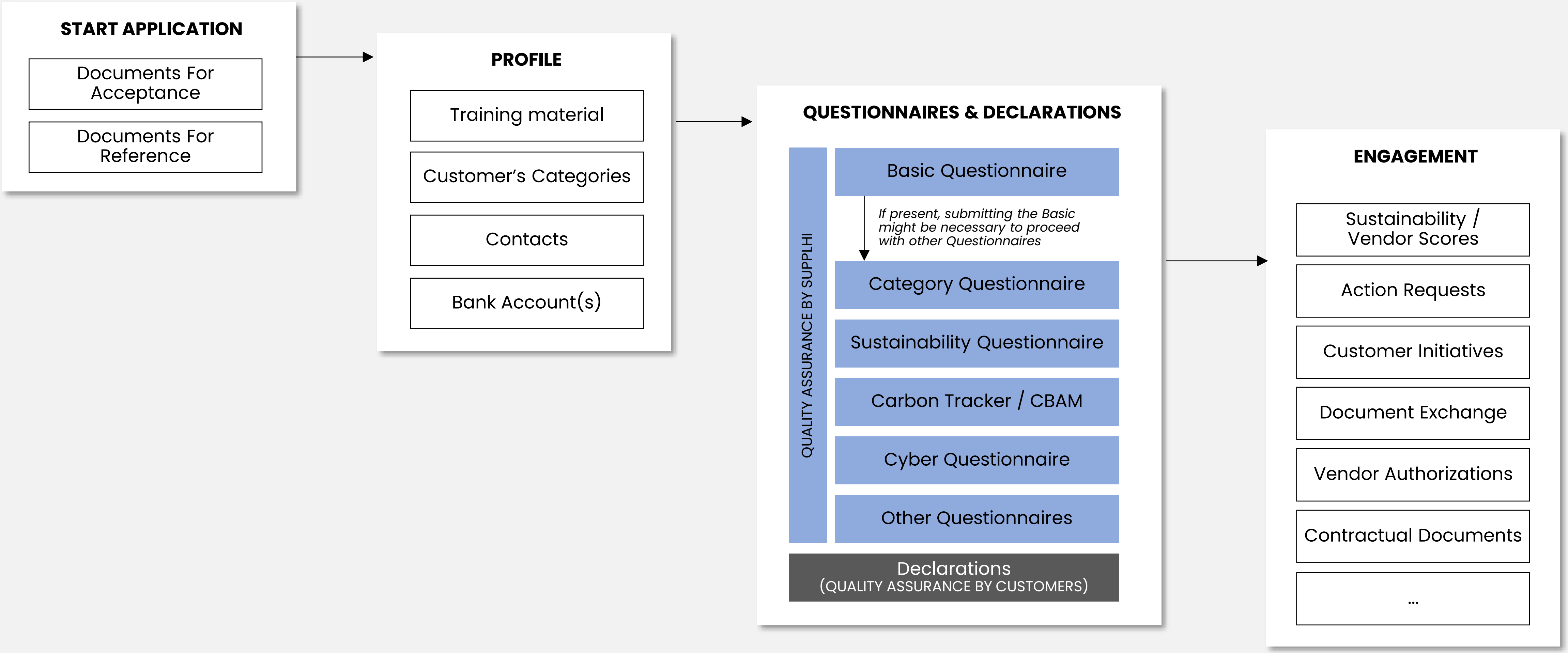
Not all Customers accept your Application all the times.

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

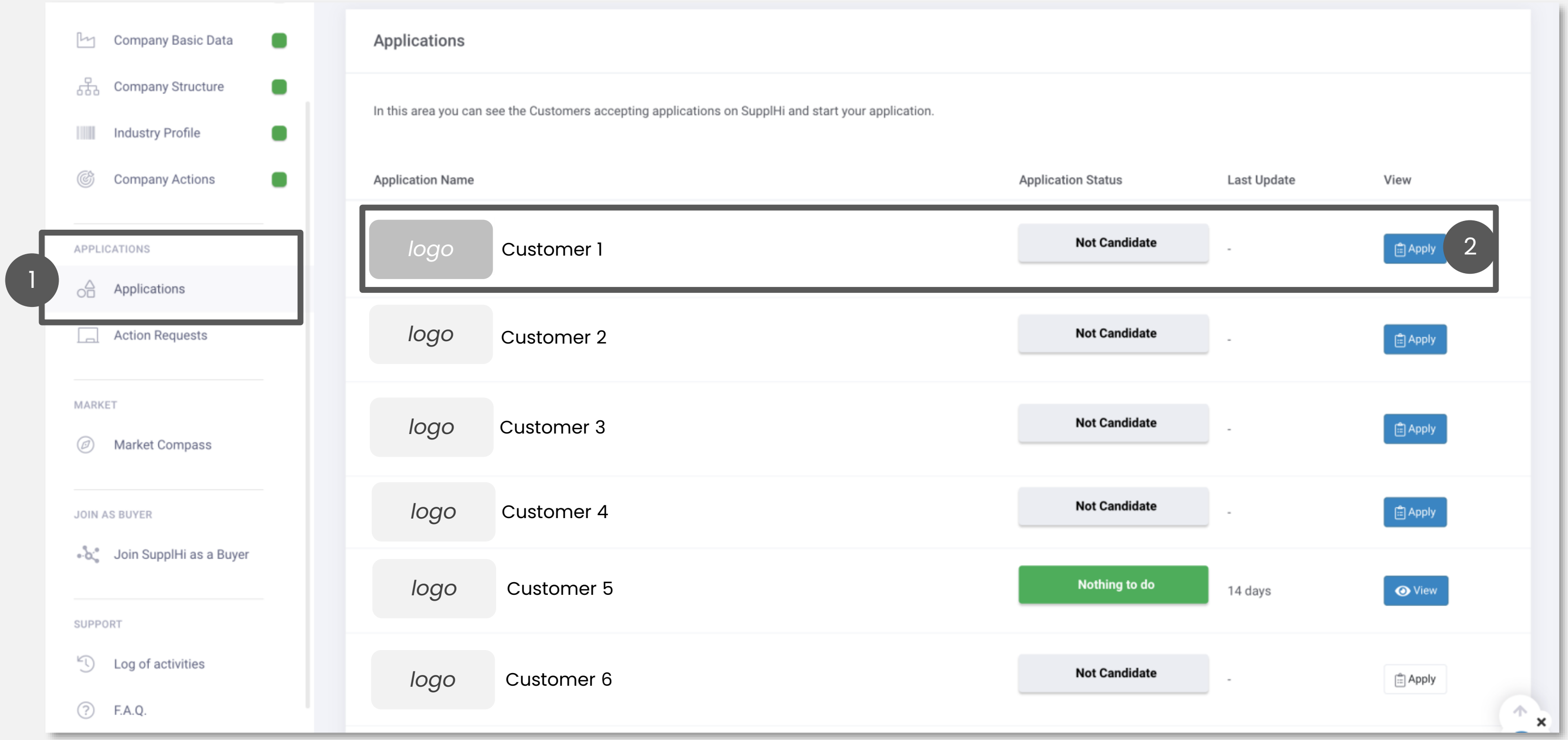
1. On the dashboard and on the page "Applications" you can see all the Customers using SupplHi and accepting applications from Vendors

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.

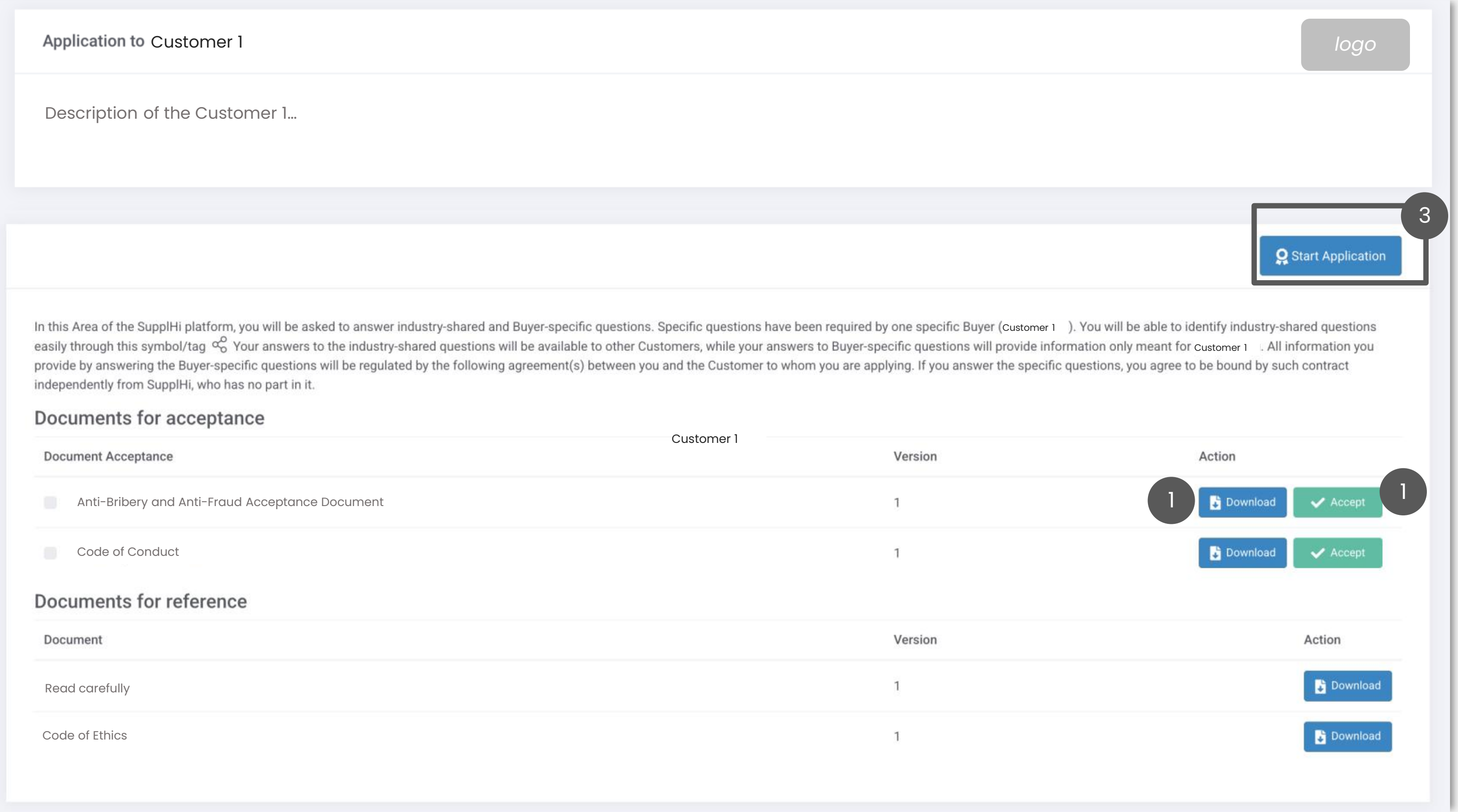


ACCEPT CUSTOMER'S TERMS AND START THE APPLICATION PROCESS

1. Customers can provide documents to access their Application Area:
   - Documents for acceptance
   - Documents for Reference

2. Download the Documents for Acceptance and once read, click "Accept" to mark them as accepted

3. Once all Documents for Acceptance are accepted, click "Start Application"



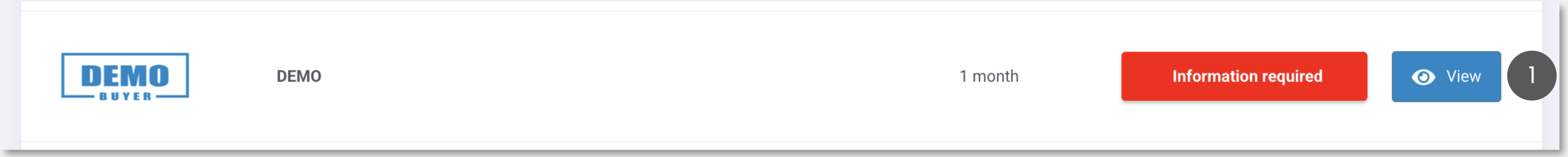
ACCEPT NEW CUSTOMER'S TERMS AND RESUME THE APPLICATION PROCESS

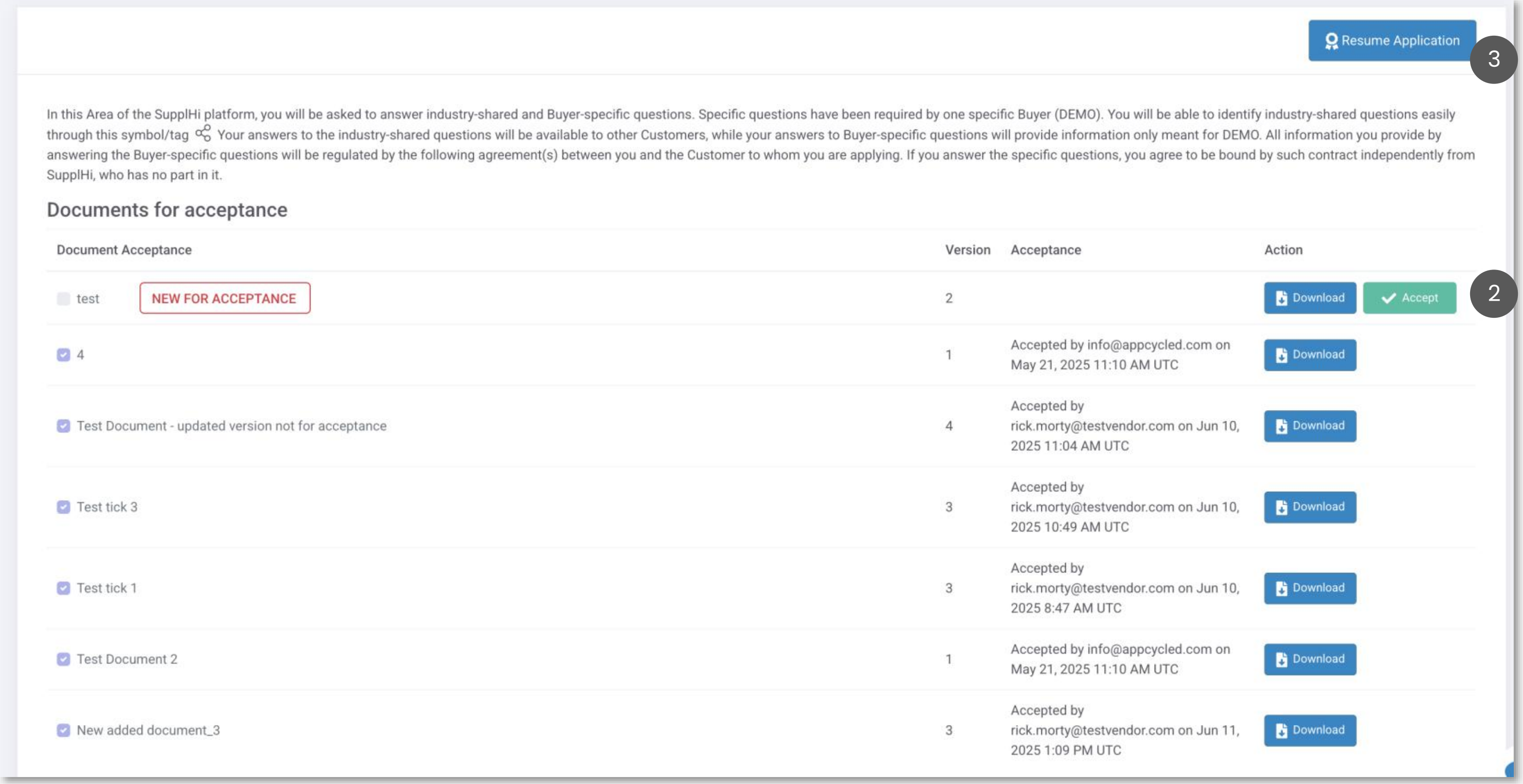
1. At any time after you initiated the application process, Customers can add new documents or revised versions of Documents for Acceptance.

   In this case, the application status will change to "Information required".

2. To proceed with your application, you will have to download, read and "Accept" all documents "New for Acceptance"

3. Then, click "Resume Application"



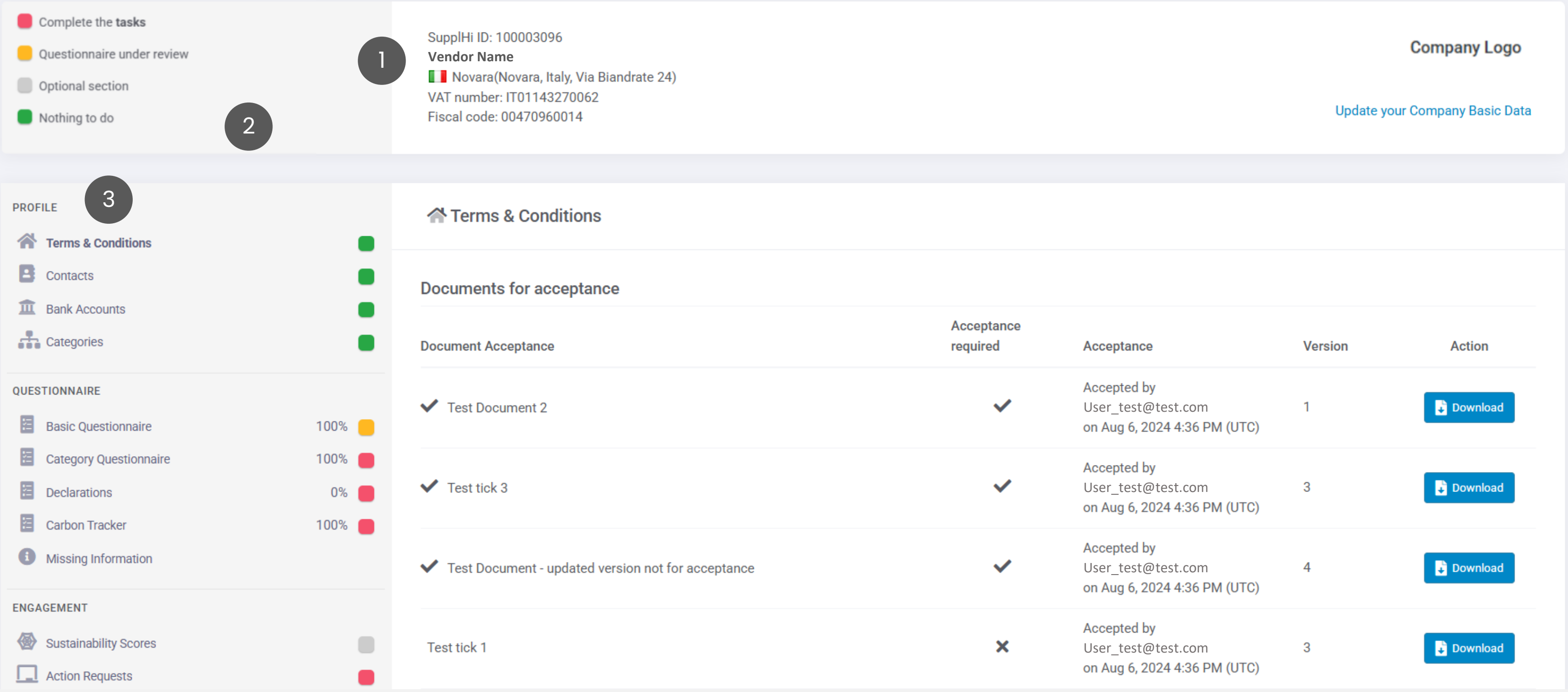


APPLICATION AREA OVERVIEW

After starting the Application, you land on the page recapping the accepted Terms & Conditions, which are always available for your reference.

When navigating a Customer's Application Area you can always find:

1. your Vendor Profile's identification data,
2. a legend explaining the meaning of the section colors,
3. a menu on the left, showing the various sections of the Application Area.
   Please note that new sections may appear over time, depending on the relationship with the Customer.



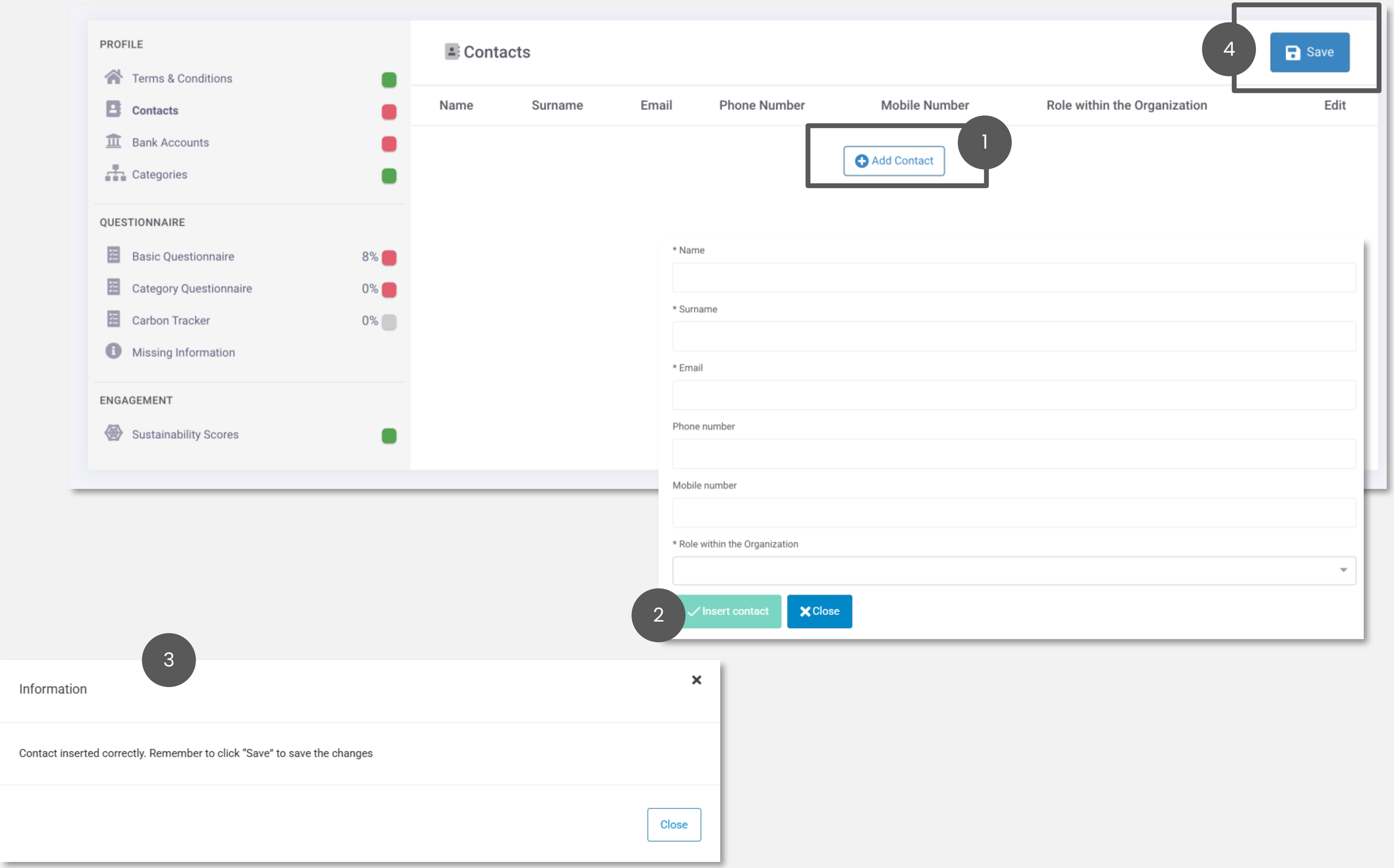
PROVIDE CONTACTS

1. Create your first contact with the required details (Name, role, e-mail, phone…) clicking on “Add Contact”.
2. Complete and click “Insert contact” to add the contact details.
3. After clicking ‘insert contact’, the following reminder is shown: “Contact inserted correctly. Remember to click “Save” to save the changes”
4. 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 (1/2)

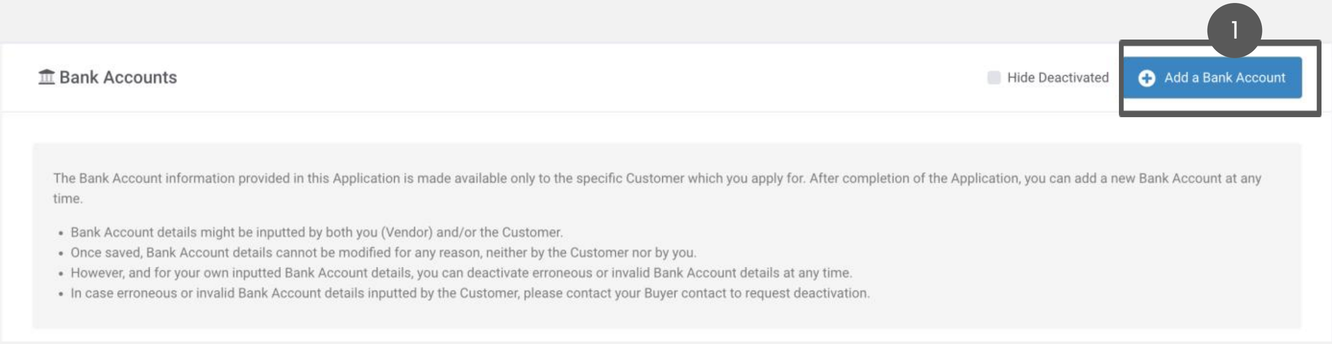
You can be requested to provide one or more Bank Account details to the Customer. Your Bank Account information will be shared exclusively with this Customer.

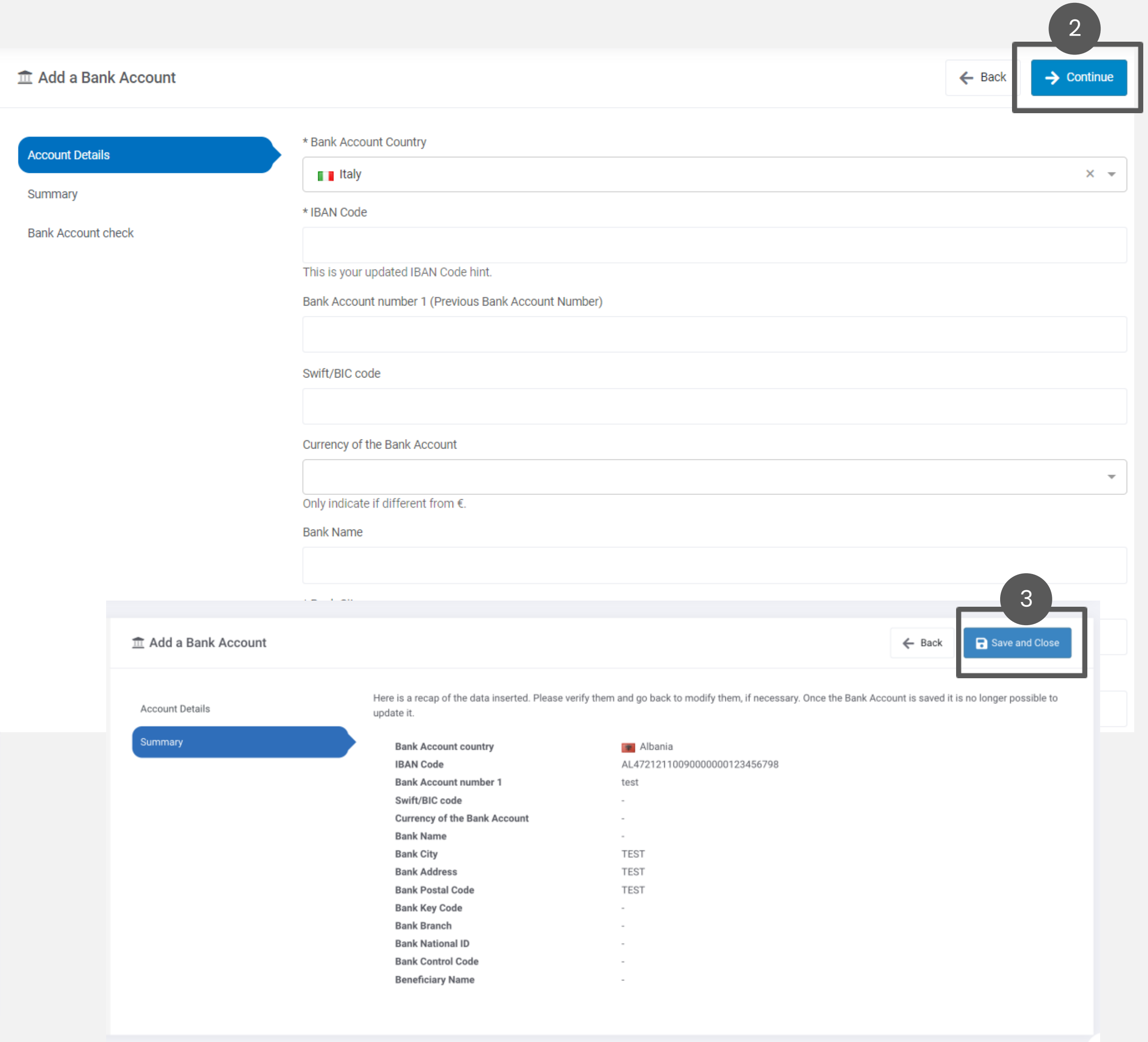
1. Click on “Add a Bank Account” to insert the required details. Depending on the Bank Account Country selected, different fields might be required

2. Click "Continue" to review all details inserted. If necessary, you can go “Back” to update the details

3. Click “Save and Close” after reviewing your details.

   The Bank Account is now saved and added to your Application Area.





INSERT YOUR BANK ACCOUNT DETAILS (2/2)

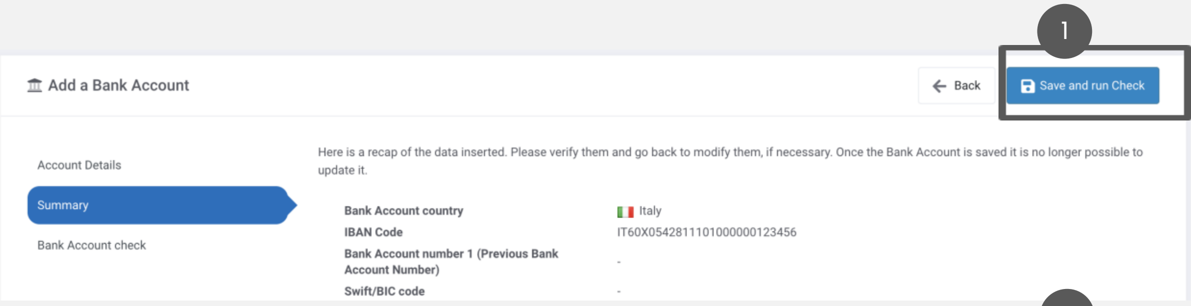
1. Depending on the Customer's configuration of the Bank Accounts section, you might be requested to launch a "Bank Account Validation Check" during the creation of a Bank Account.

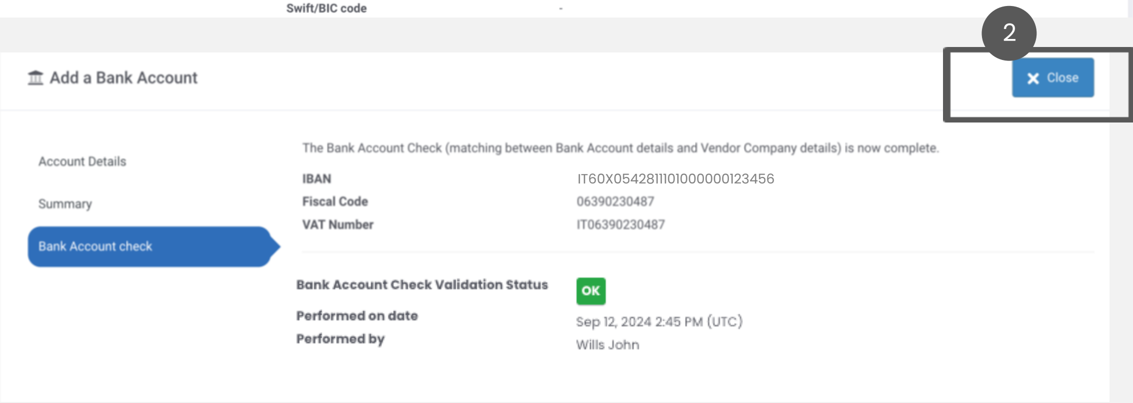
   In this case, the button in the summary is "Save and Run Check". Click it.

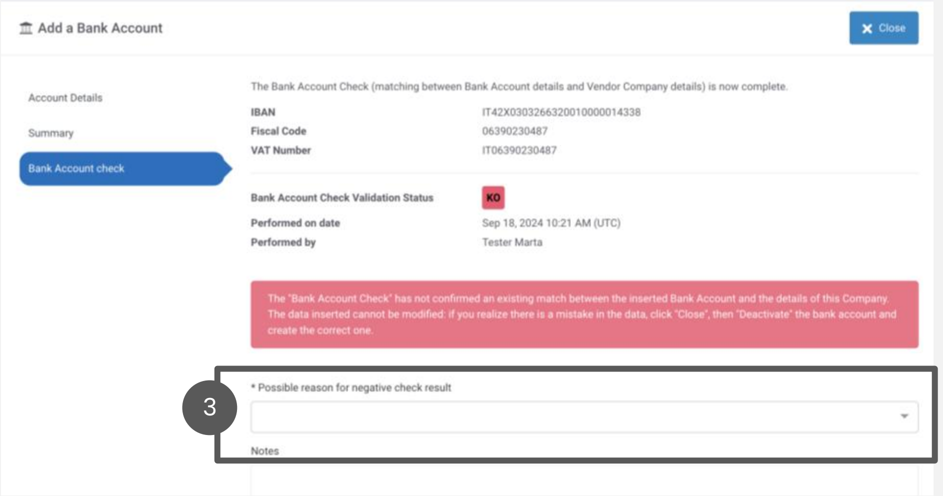
2. The data used to perform the bank account validation check, as well as the result of the check, are shown and saved. Click "Close"

3. If the check result is "KO", select a reason from the available ones to indicate why you think the validation check was KO.

Validation result	*Description*
NOT PERFORMED	The check could not be performed (several reasons might apply) and can be re-run in the future.
KO	The Bank account details did not match the Vendor Company for which they were inserted. Select a possible explanation.
OK	The Bank account details match the Vendor Company for which they were inserted.







DEACTIVATE A BANK ACCOUNT

1. At all times, you can deactivate a Bank Account that was created by you or one of your colleagues in an Application Area.

   Click "Deactivate"

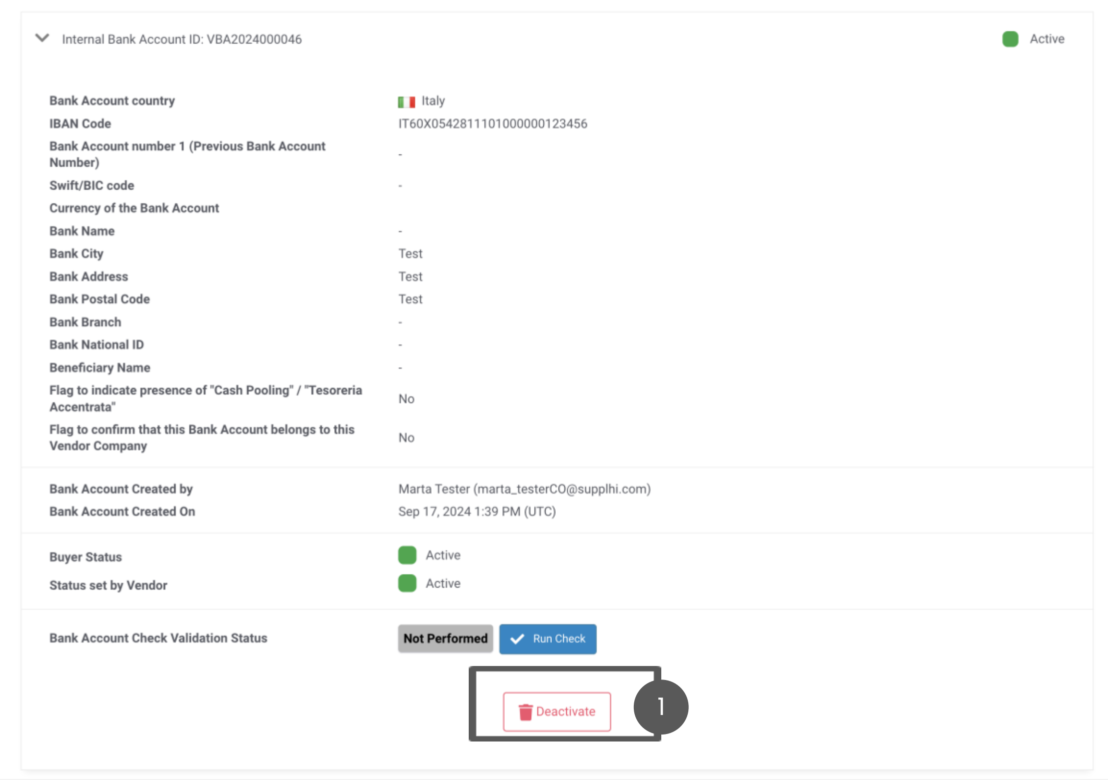
2. Choose the reason for which you want to deactivate the Bank account and click "Confirm".

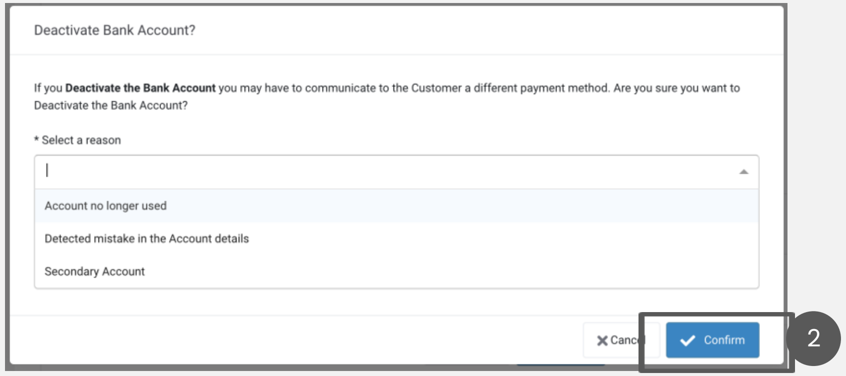
3. Depending on Customer's configuration of the Bank Accounts, you might also be allowed to deactivate Bank Accounts that were added to your Profile by the Customer.

PLEASE NOTE

- *When "Deactivating" a Bank Account, only the "Status set by Vendor" is changed to "Not Active".*

- *Once deactivated, a Bank Account cannot be re-activated.*





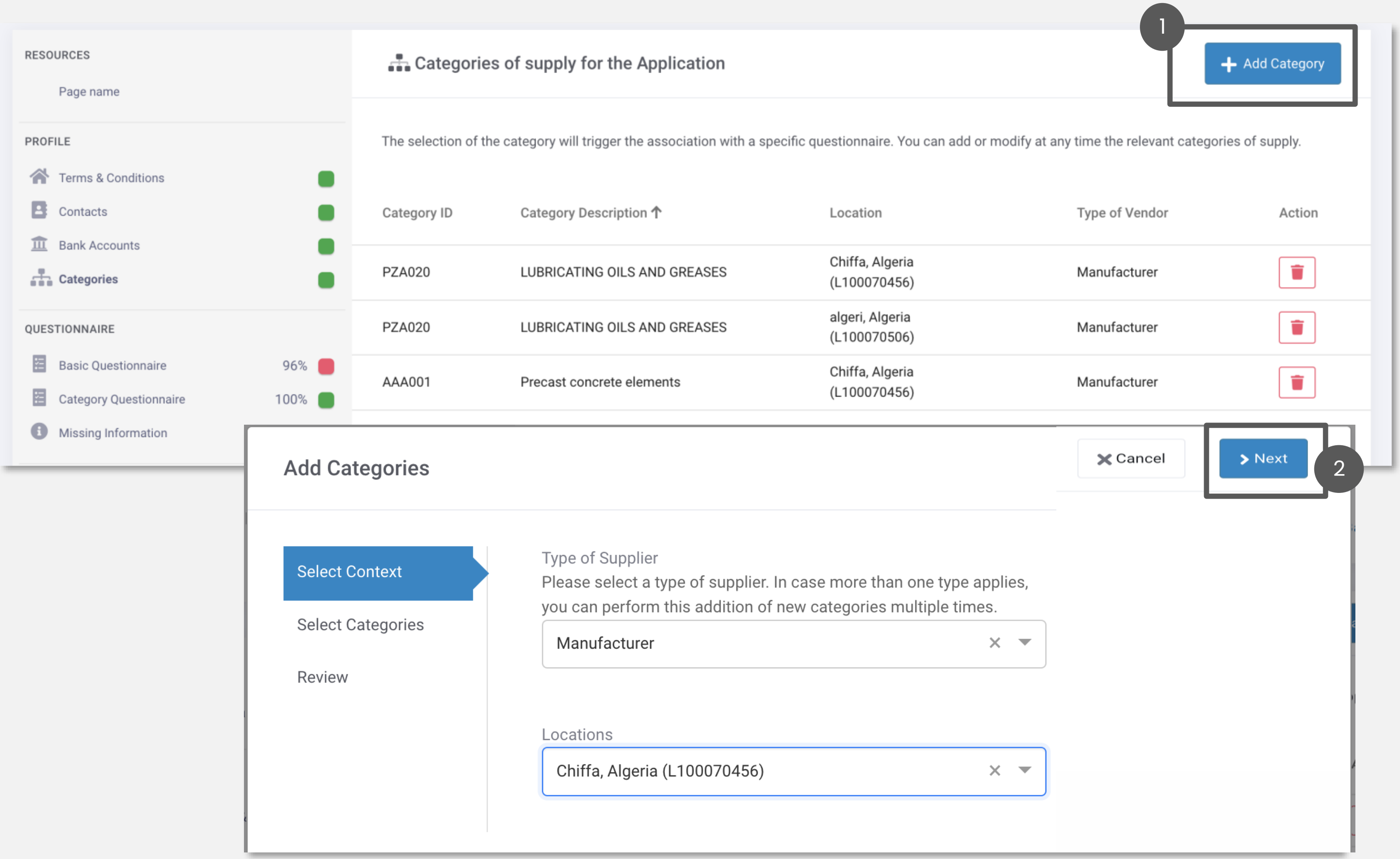
SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (1/2)

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

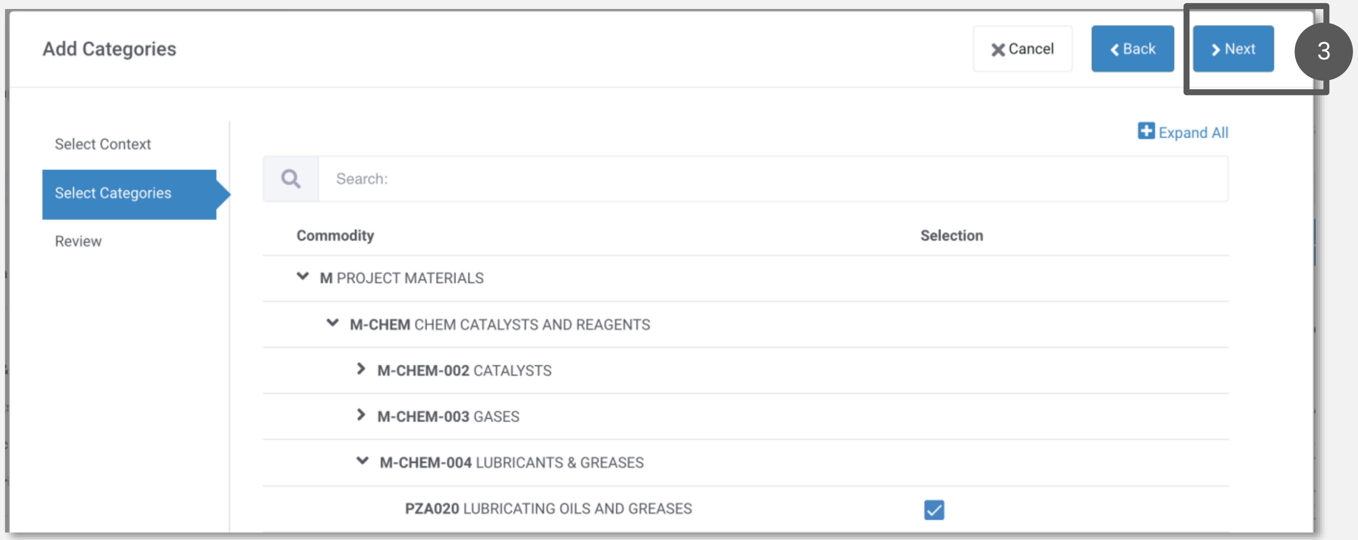
When present, this is an important step, as the selection of the Categories might determine different questions in the Application Questionnaire, as well as initiatives and actions that you might have access to

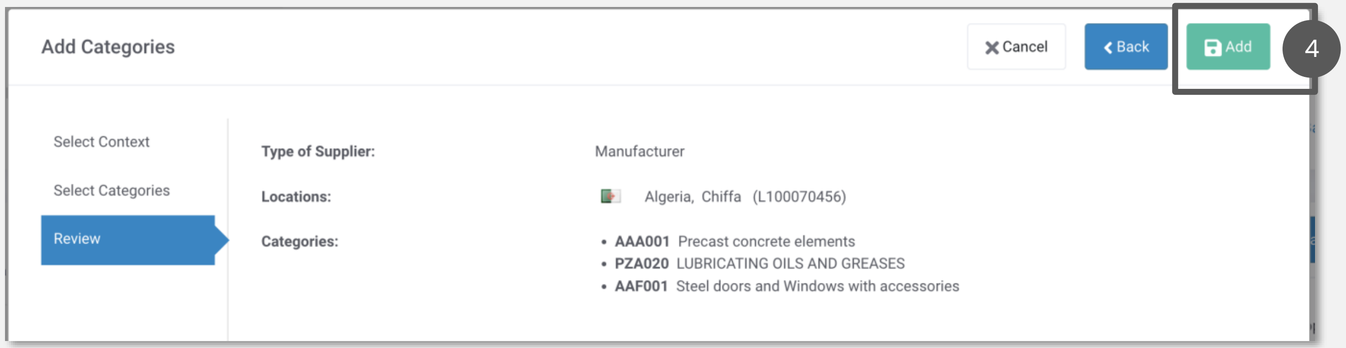


SELECT CATEGORIES OF SUPPLIES FROM CUSTOMER'S CATEGORIZATION (2/2)

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

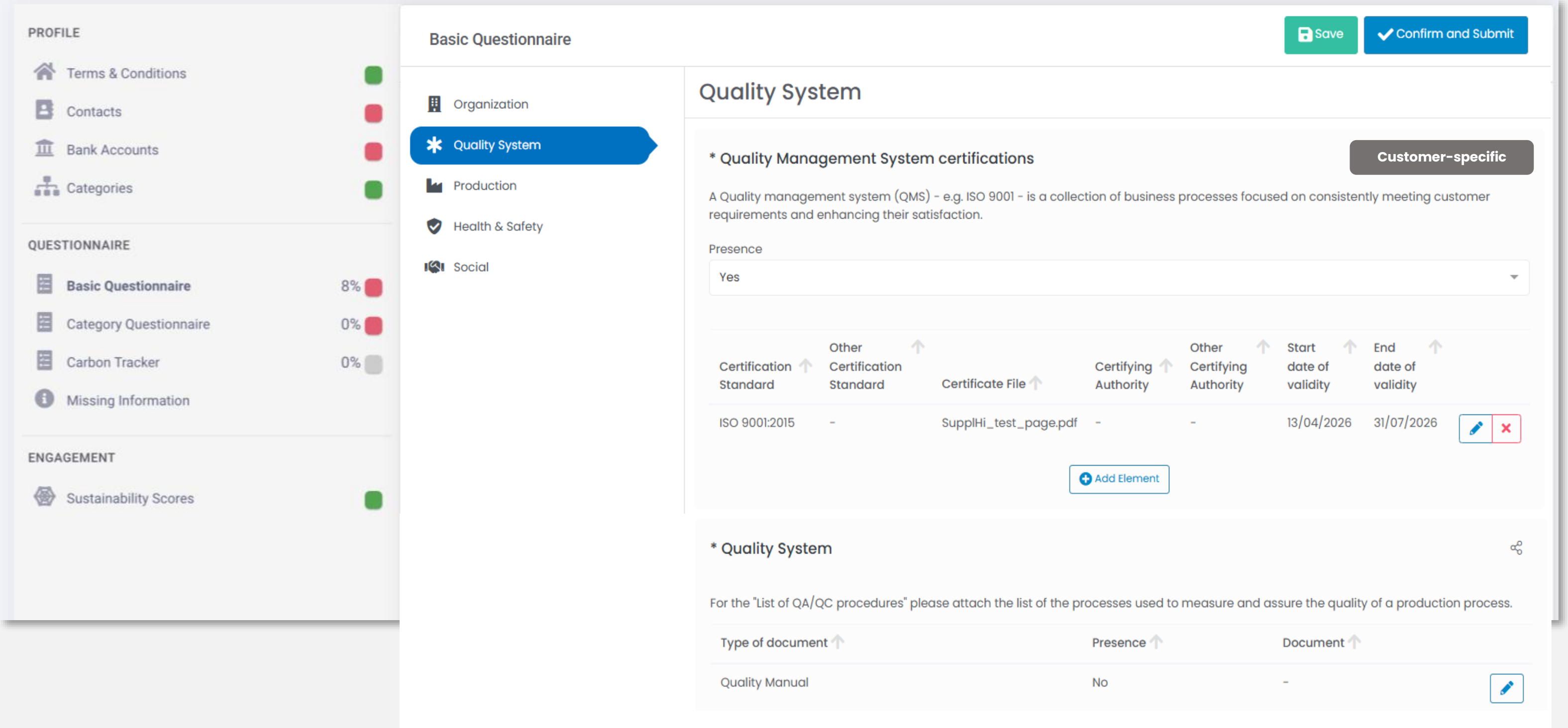
1 Questions might differ in typology: **complete as requested**. Questionnaires are specific for your **Company at country-level** and all information, including documentation, should reflect this. There are two types of questions and beside every question there is an icon highlighting it:

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**. Your completion percentage starting point might be higher than 0%.

The status of completion updates every time you click "**Save**", when you reach 100% of completion, click "**Confirm and Submit**" the questionnaire for review.



HINTS

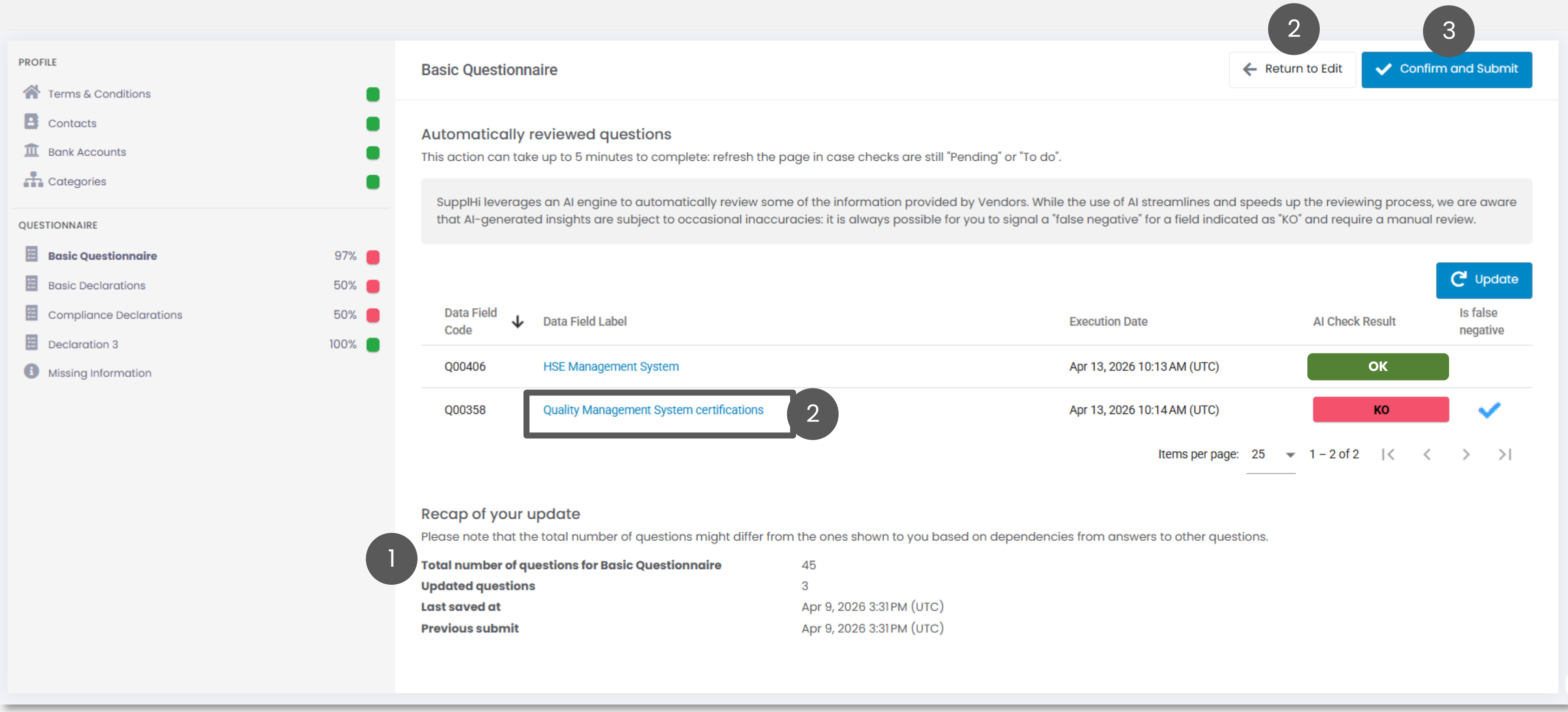
You can find a list of all the missing information in the dedicated page on the left menu: "Missing Information".

RECAP OF QUESTIONNAIRE UPDATES BEFORE SUBMISSION

1. Once the questionnaire is 100% completed, when you click “Confirm and Submit” you will see a table “Recap of your update”.

2. You might see a table “Automatically reviewed questions” listing documents that have been automatically reviewed by AI (see following slide for details).
You can click the Data Field Label or “Return to Edit” to review/edit your answers.

3. You can click “**Confirm and Submit**”:
   - immediately, if no automatic check via AI was performed for this questionnaire
   - if AI check is performed, only when all the AI Check Results are “OK” or, if “KO” are marked as “Is false negative = Yes”, as described in following slide.



> NOTE
>
> *The SupplHi Team will review your questionnaire and provide you with feedback within ~72h. New questions might be required at any time.*

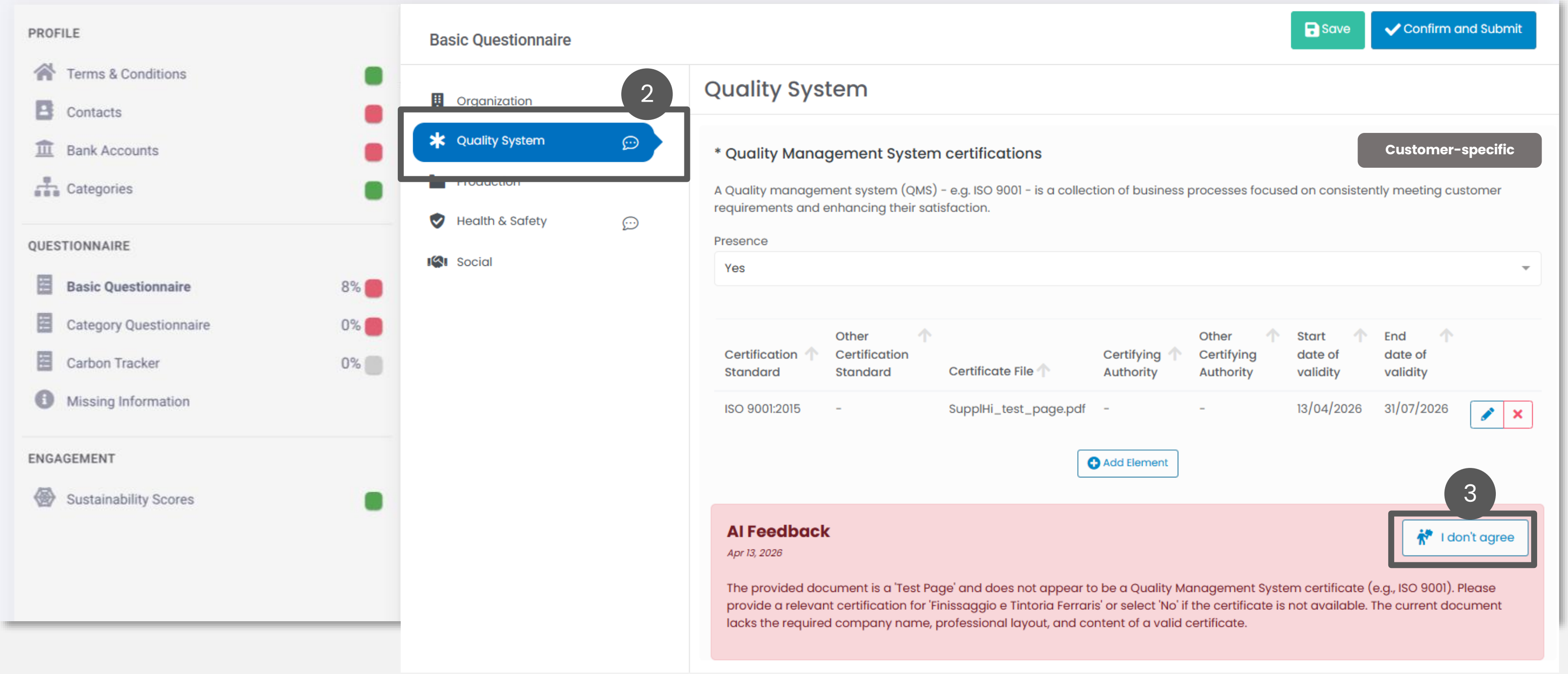
UPDATE QUESTIONNAIRE AFTER AI'S REVIEW

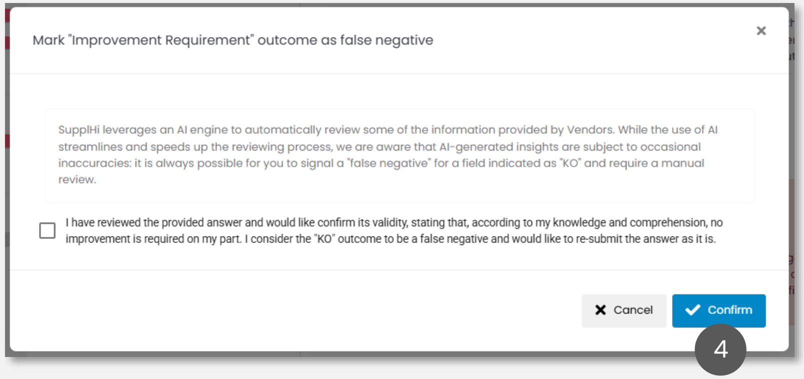
1. Upon saving, the system might perform a review oof some of the uploaded documents via AI.

2. When the AI feedback is received, you will see a "chat" icon in the Area where the feedback is available. Enter the Area to view the AI Feedback, which might be:
   - Green: the information is complete and correct
   - Red: it must be reviewed/integrated as explained.

3. When red, i.e. with a negative feedback, you can:
   - Update the contents as indicated
   - Click "I don't agree" if you think the uploaded document is correct and the feedback is not on point. To do so, flag the checkbox in the pop-up and click "Confirm".

4. The status of completion updates every time you click "**Save**", when you reach 100% of completion, "**Confirm and Submit**" the questionnaire for review.





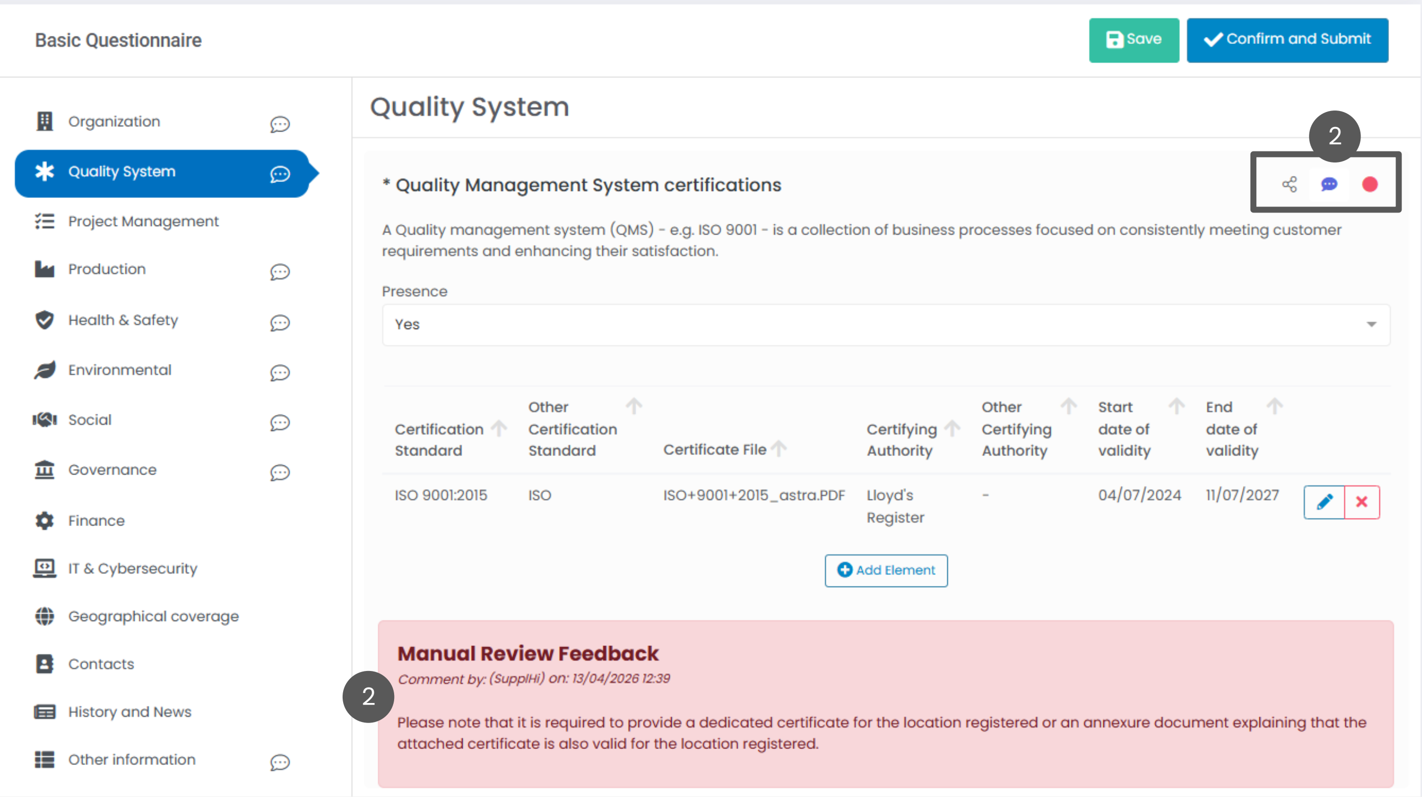
UPDATE QUESTIONNAIRES AFTER SUPPLHI'S REVIEW

1. If SupplHi's review highlights that improvements are necessary, you will be notified by email.
   The application status to Customer will change to "Information Required"

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
   - A box showing you the comment inserted by SupplHi Team

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, "**Confirm and Submit**" the questionnaire for review.

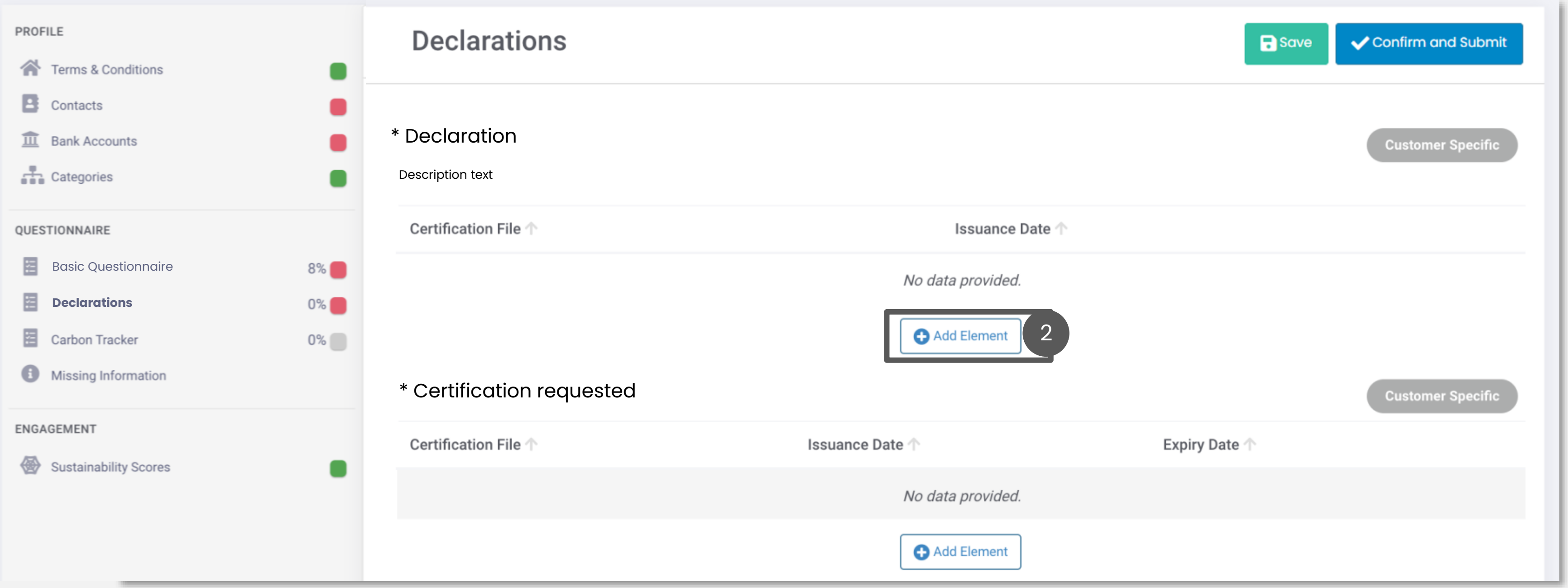


COMPLETE THE DECLARATIONS

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.

It is possible that there may be more than one Declarations questionnaire.

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

The recap of questionnaire is also included for Declarations, as shown in the previous slides.

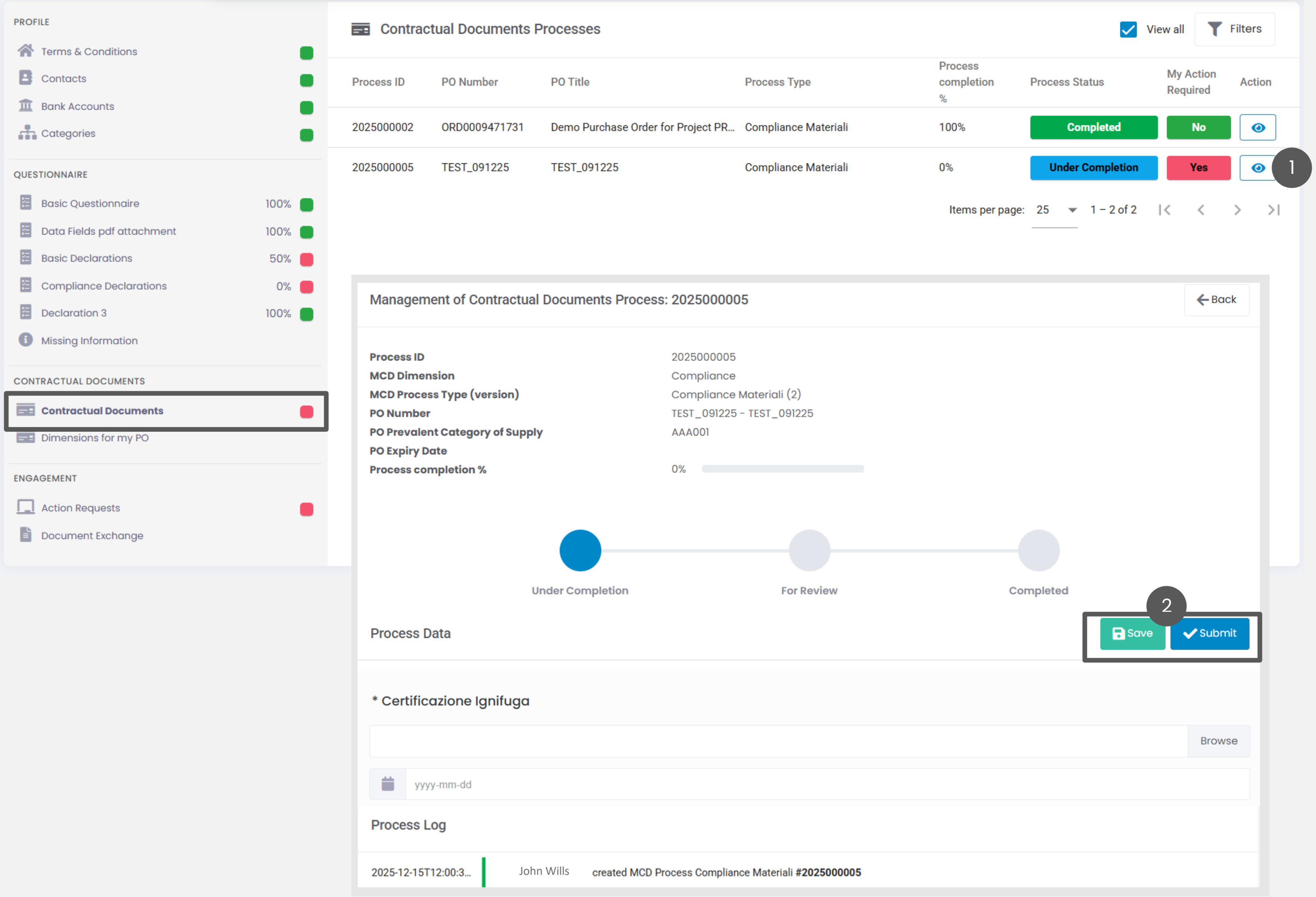
CONTRACTUAL DOCUMENTS

Customers might enable a section “Contractual Documents”, there you can see a list of Contractual Documents related to their Purchase Order with your Company.

1 When a Contractual Document Process is in status “Under Completion”, your intervention is required: click the "eye" to enter the process.

2 Insert the requested information, click “Save” and “Submit”.

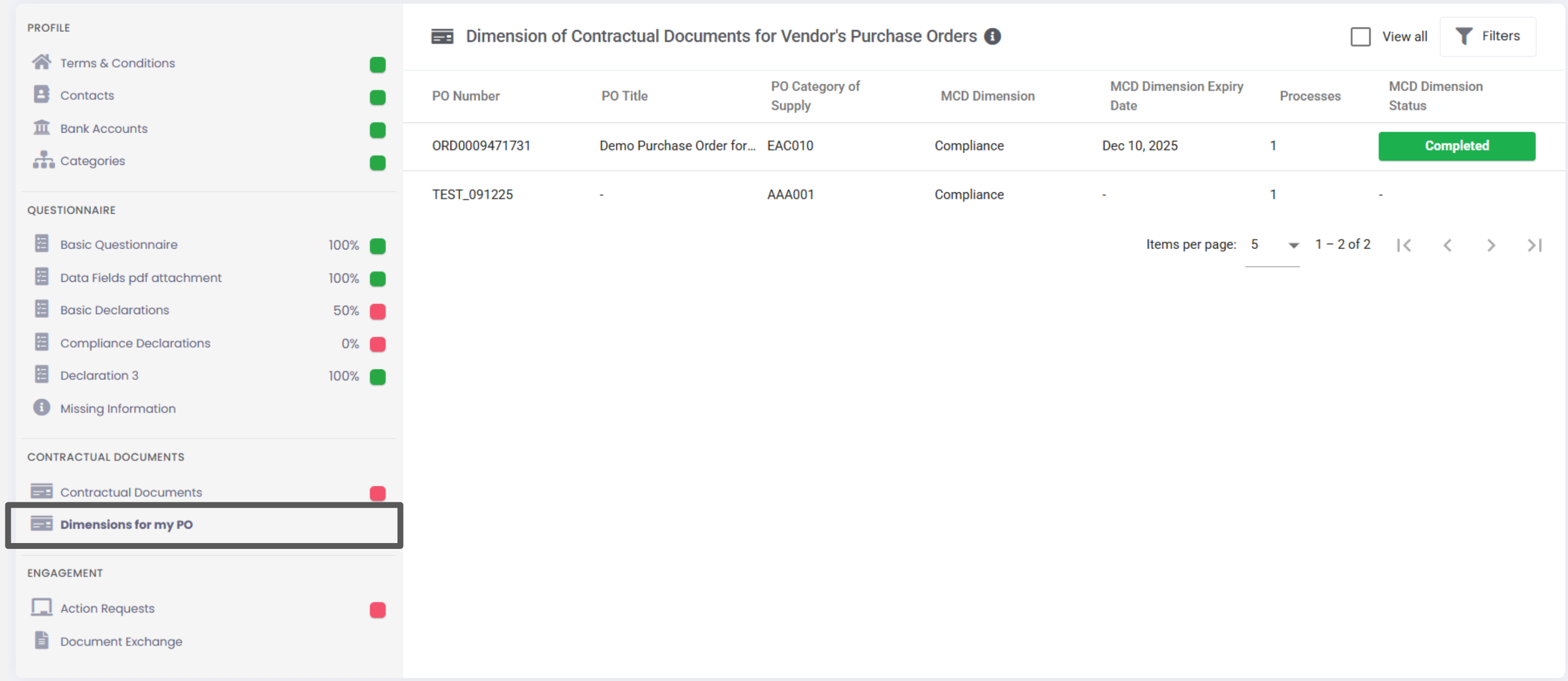
Process moves to “For Review” status pending publication by the Customer and might come back in status "Under Completion" in case contents need to be updated.



DIMENSIONS FOR MY PURCHASE ORDER (P.O.)

On “Dimensions for my PO” you can see the Dimension Status for each Purchase Order (PO) with a Contractual Documents Process.

Each P.O. can be elaborated into more than one Dimension and each Dimension can have multiple MCD processes connected.



HINTS

Not all your POs will be subject to an MCD Dimension and relative Process, therefore, not all your Pos will be listed in this dashboard.

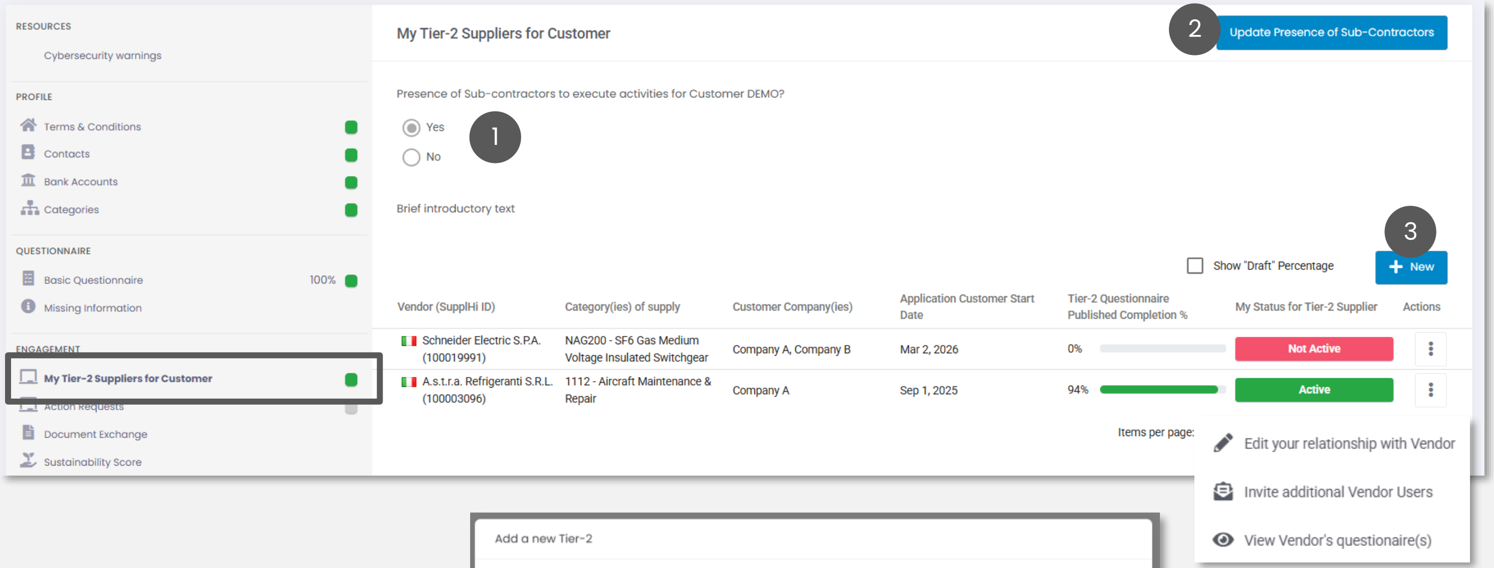
MCD Dimensions might require compulsory questionnaires to be completed as well: make sure to complete all questionnaires marked as required!

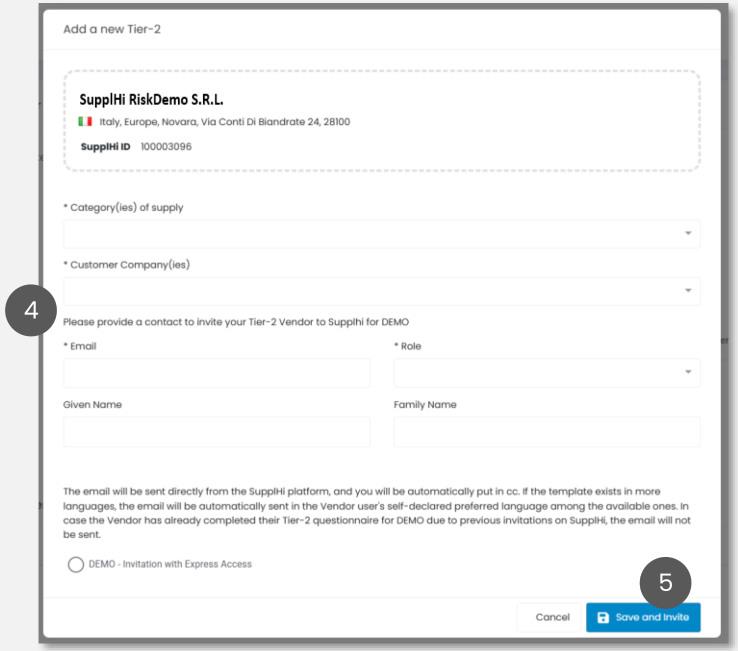
MY TIER-2 SUPPLIERS FOR CUSTOMER

Customers might enable a section “My Tier-2 Suppliers for Customer”, where you can:

- indicate if you use Sub-contractors to execute activities for the Customer
- Add, invite and see the progress of the selected Sub-Contractors.

1. If you have Sub-contractors, select “Yes” and save.
2. At any moment, click “Update Presence of Sub-contractors” to update to update your answer.
3. Click “**New**” to add a Tier-2 Vendor and follow the instructions. Vendors can be searched by SupplHi ID or identification data.
4. Select the Vendor and complete the required fields. You might have to provide a point of contact to invite the Tier-2 Vendor to SupplHi for the Customer and select a mail template.
5. Click “Save and invite”.
6. Click the ⋮ icon to edit your relationship with Vendor (Active / Not Active), to invite additional Vendor Contacts and view the completion progress of Vendor’s questionnaire(s).





VIEW YOUR SUSTAINABILITY SCORES

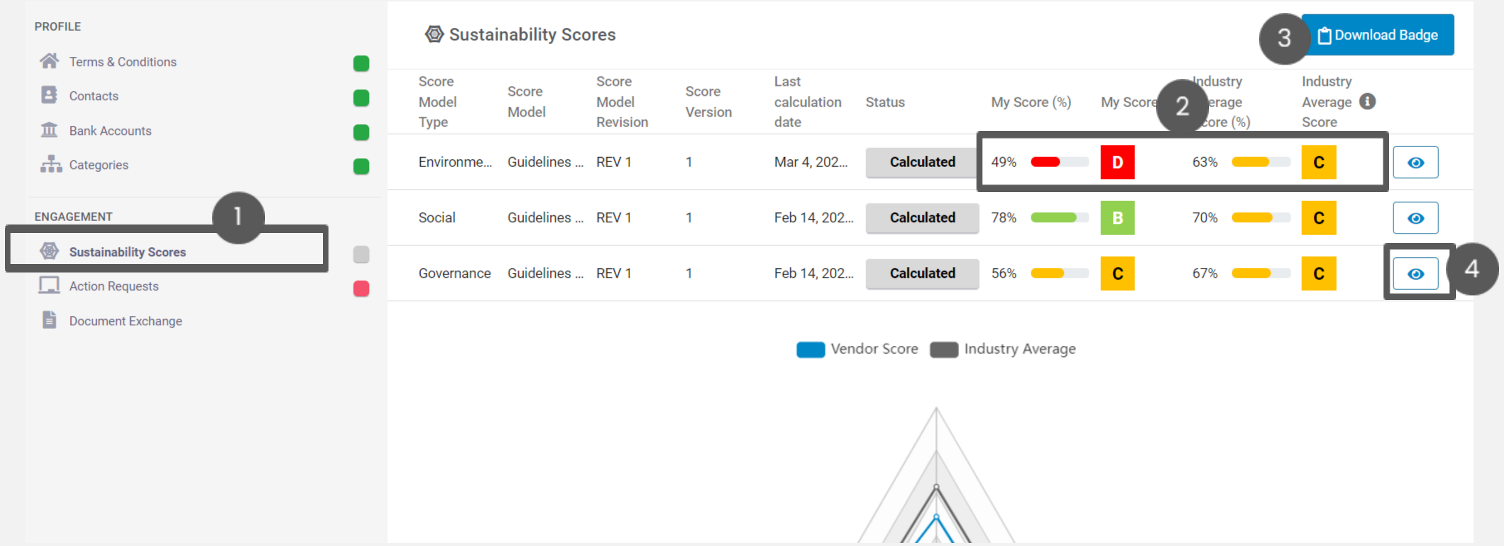
1. Customers might enable a section “Sustainability Scores” where you can gain insights on your sustainability level for the Sustainability dimensions configured by Customer.

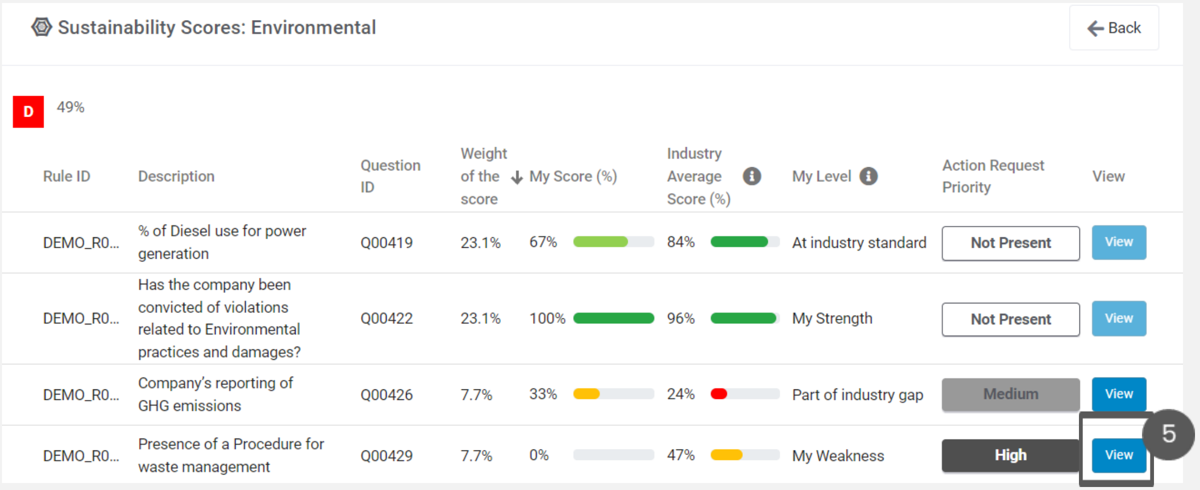
2. In addition to your own score, you can see the average score obtained by other vendors with the same prevalent category of supply as your company.

3. Customers can also make available a PDF badge with a recap of your sustainability scores. To obtain it, click "Download Badge".

4. When clicking “View” on a Dimension, you access a detailed list of the questions composing the score.

5. Clicking “View” on a question you can see the details of the Action Request connected to it, if any.





ATTENTION

The Sustainability Scores are only calculated when all required questions are reviewed and published.

VIEW YOUR VENDOR SCORES

1. Customers might enable a section “Vendor Scores” where you can gain insights on your score level for the dimensions configured by Customer.

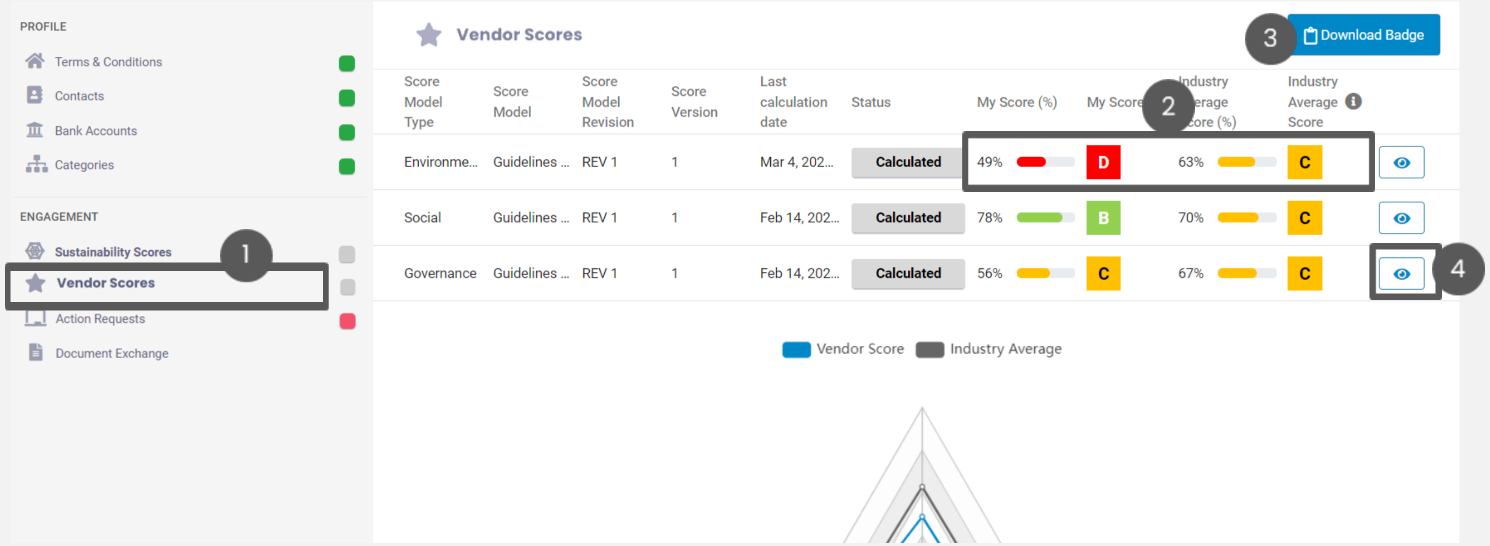
2. In addition to your own score, you can see the average score obtained by other vendors with the same prevalent category of supply as your company.

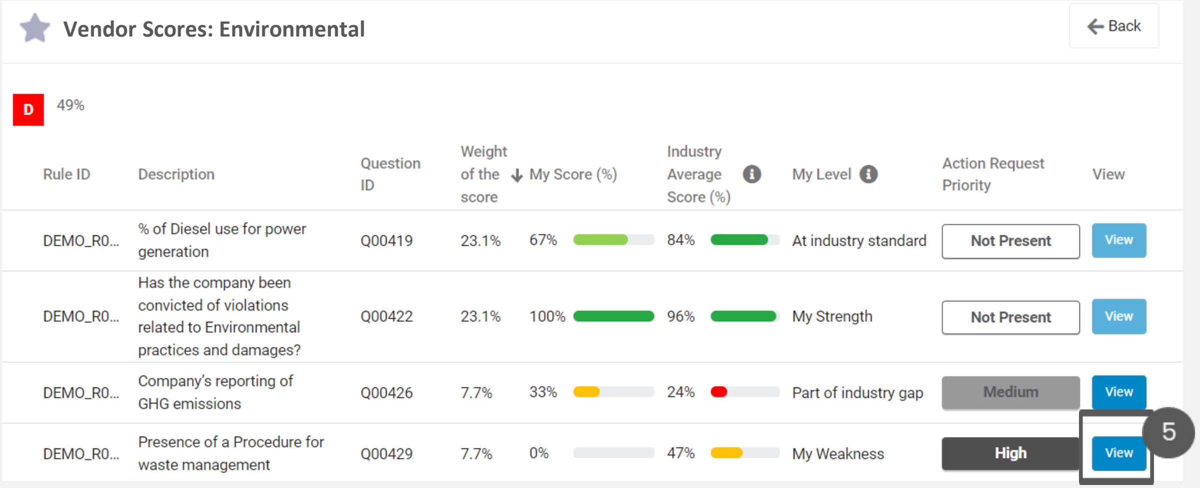
3. Customers can also make available a PDF badge with a recap of your vendor scores. To obtain it, click "Download Badge".

4. When clicking “View” on a Dimension, you access a detailed list of the questions composing the score.

5. Clicking “View” on a question you can see the details of the Action Request connected to it, if any.

> ATTENTION
>
> *The Vendor Scores are only calculated when all required questions are reviewed and published.*





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.

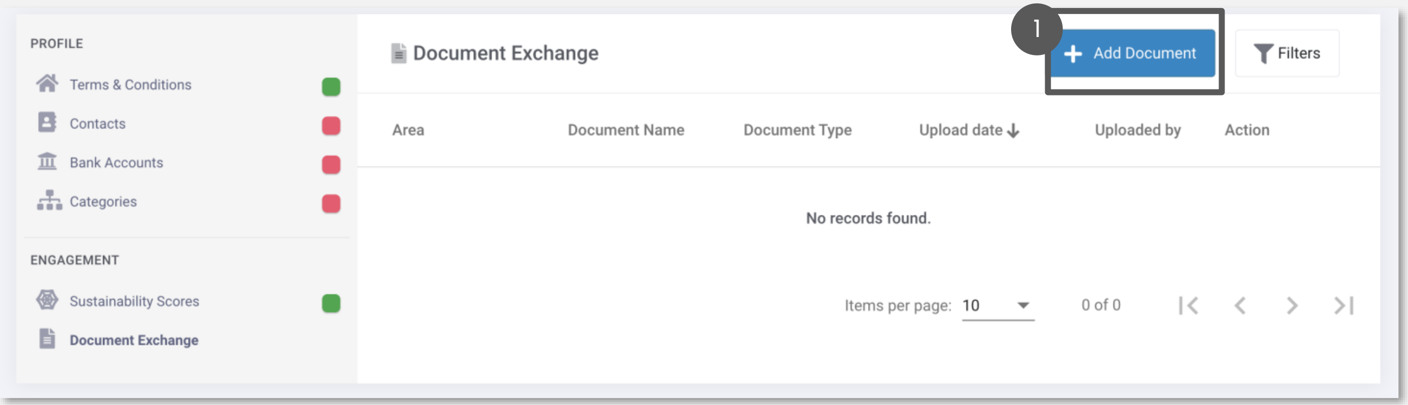
   No highly confidential document should be uploaded and shared through the Document Exchange.

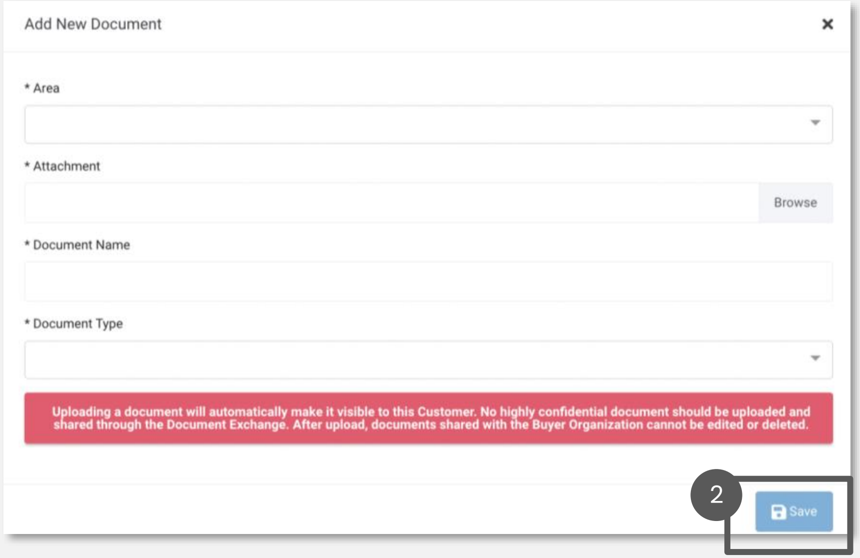
   After upload, documents shared with the Buyer Organization cannot be edited or deleted.

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.

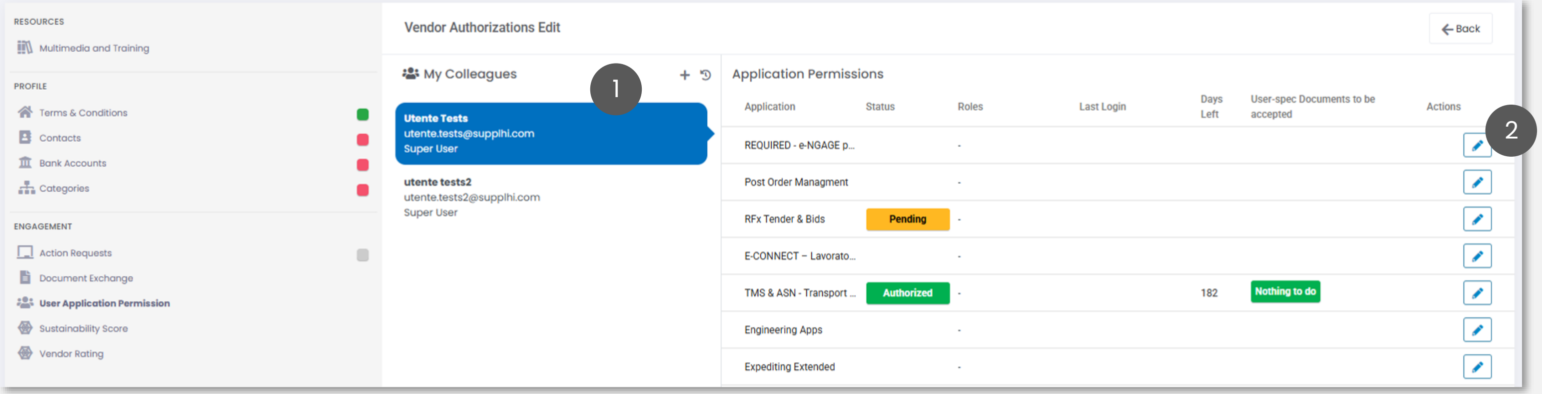


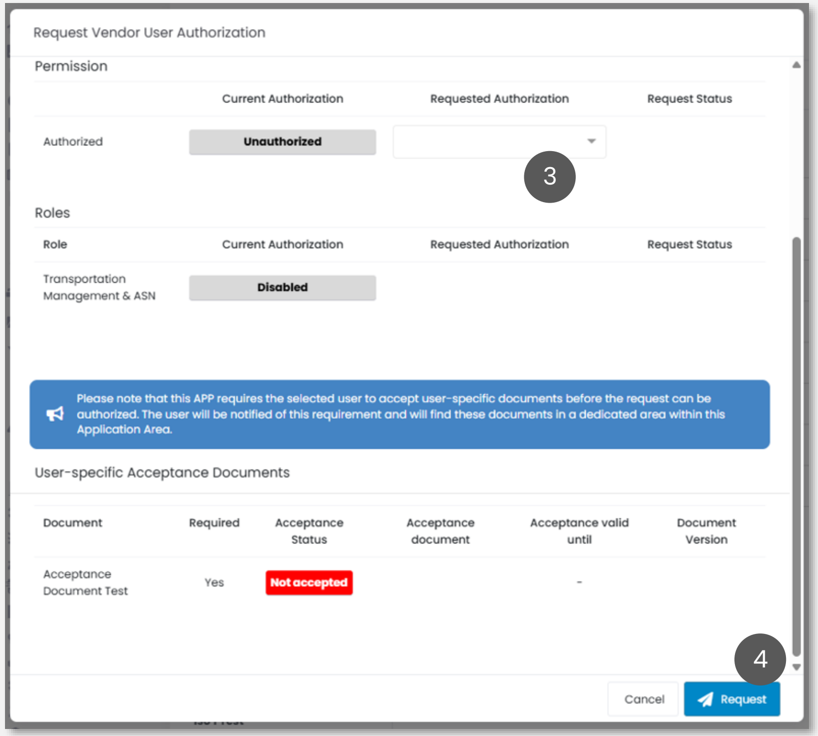


REQUEST THE AUTHORIZATION TO ACCESS TO AN EXTERNAL APPs

Customers might enable a section "User Applications Permission", where you can view and edit vendor Authorization to access to an External APP from within SupplHi.

1. Click on a vendor user to view and edit their authorization
2. click on the pencil icon and
3. set the necessary values for the authorization status to "Authorized" or "Unauthorized".
4. Click "Request".



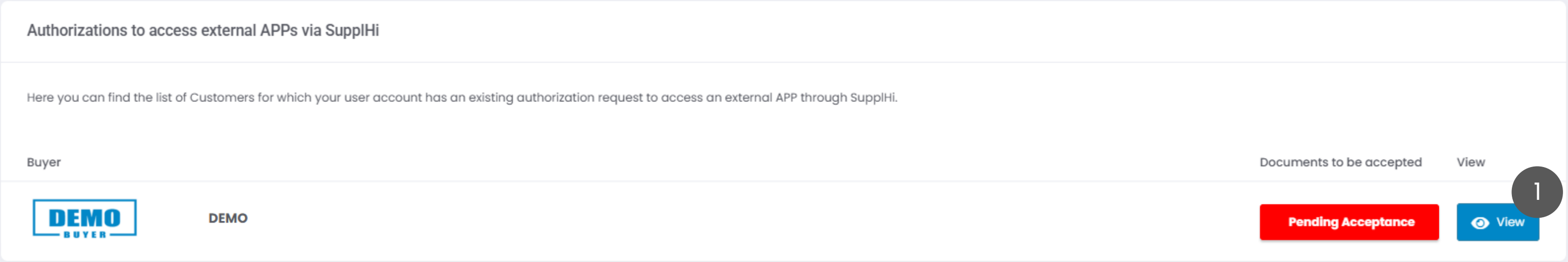


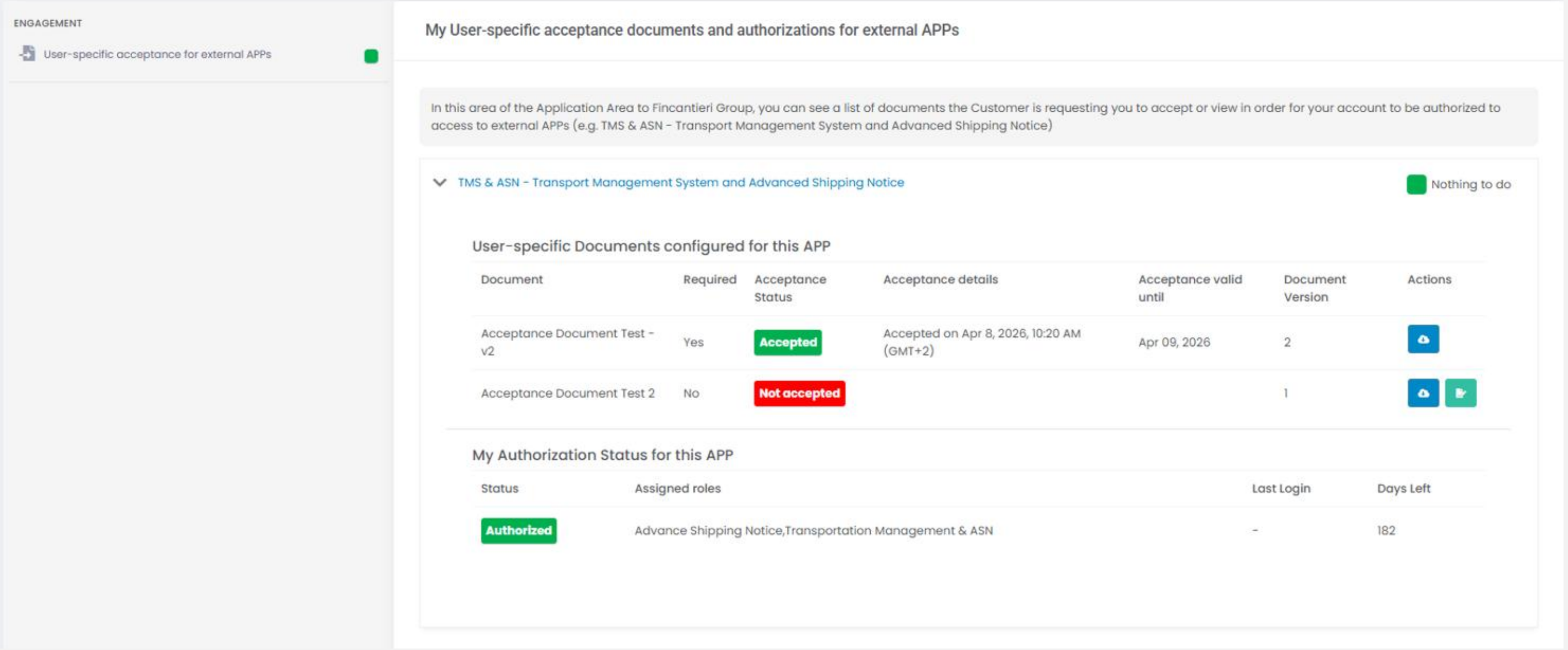
AUTHORIZATIONS TO ACCESS EXTERNAL APPs AND USER-SPECIFIC ACCEPTANCE DOCUMENTS

In the Dashboard page you can find a section with the list of Customers for which your user account has an existing authorization request to access an external APP through SupplHi.

1. Click “**View**” to open the section.

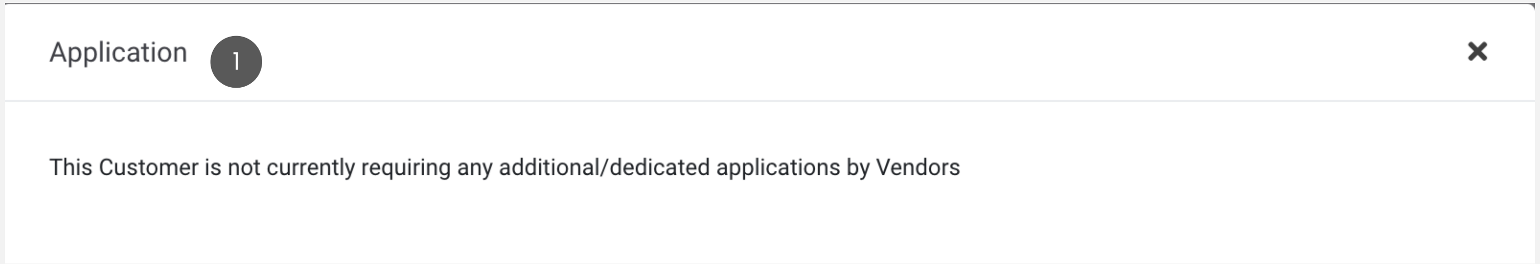
2. Within an APP, click the green icon to accept the user-specific acceptance document for the APP.





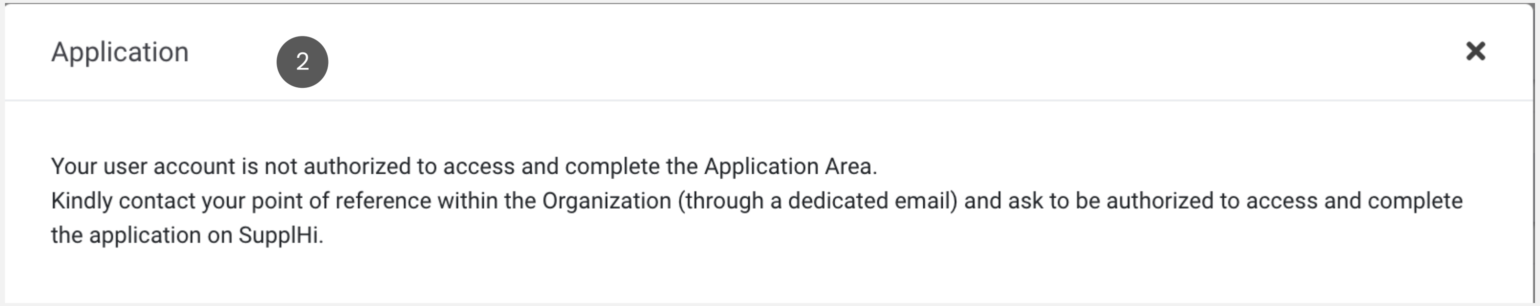
CUSTOMER DOES NOT ACCEPT APPLICATIONS

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

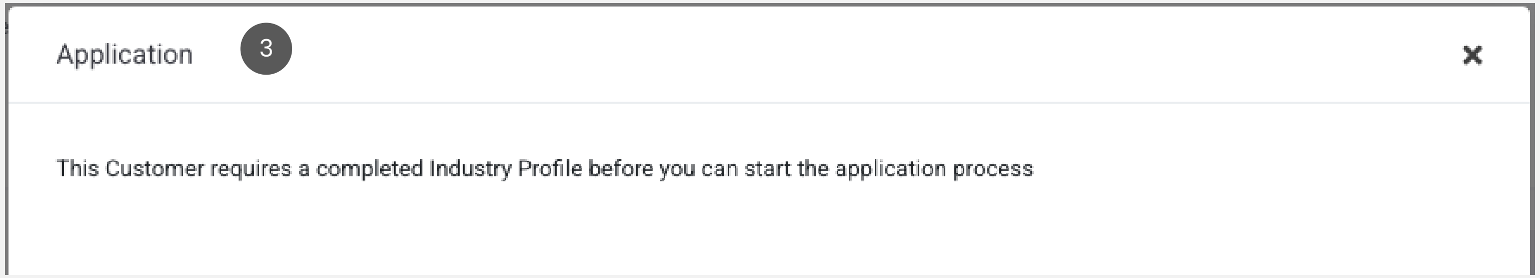


1. If this is the case, only a Customer can change the settings.

2. 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.



3. Customers might require a fully completed Industry Profile: in this case, an error is shown if your Industry Profile is not yet completed.



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.

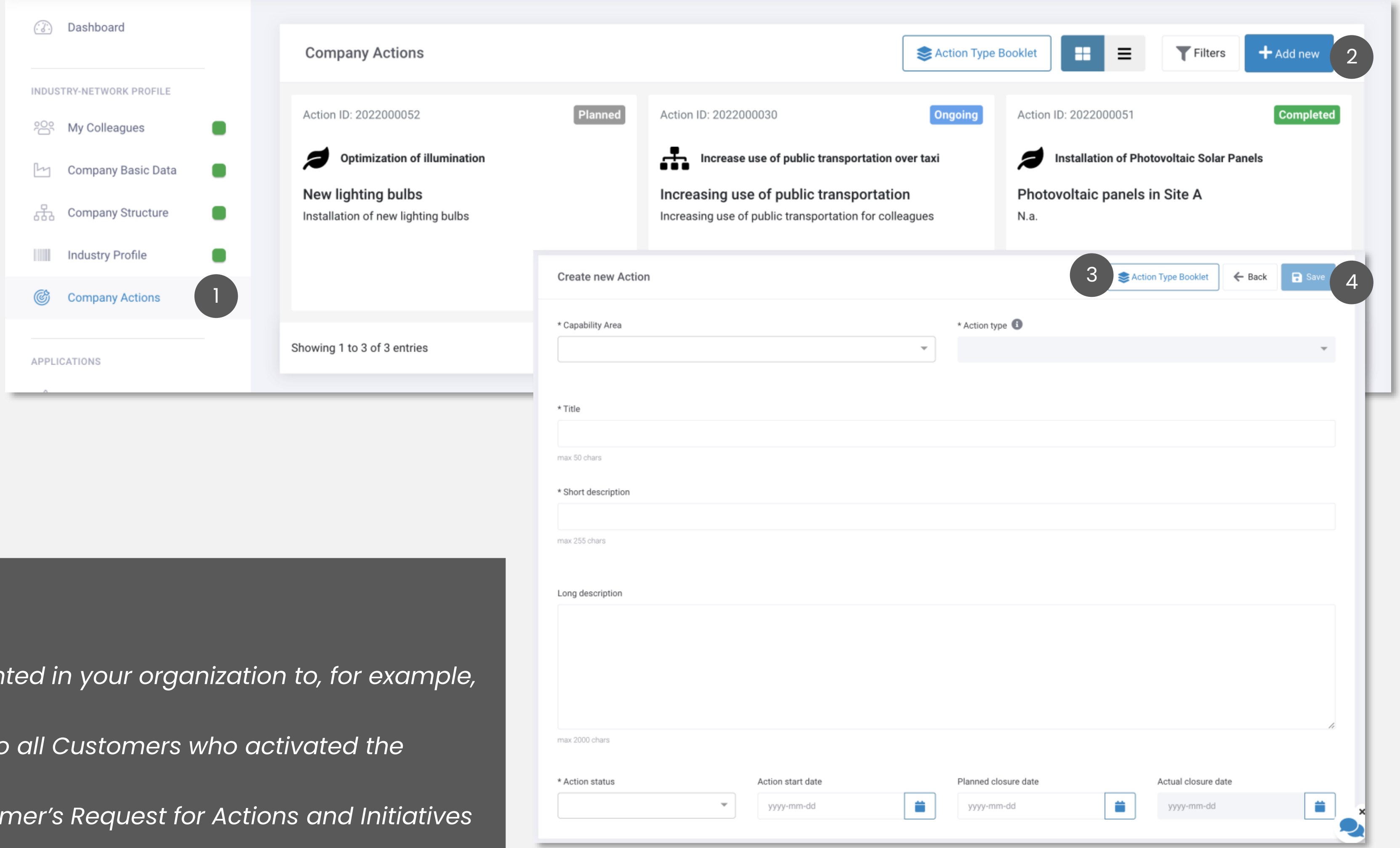
Company Actions can be used to answer to Customer's Request for Actions and Initiatives.

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*

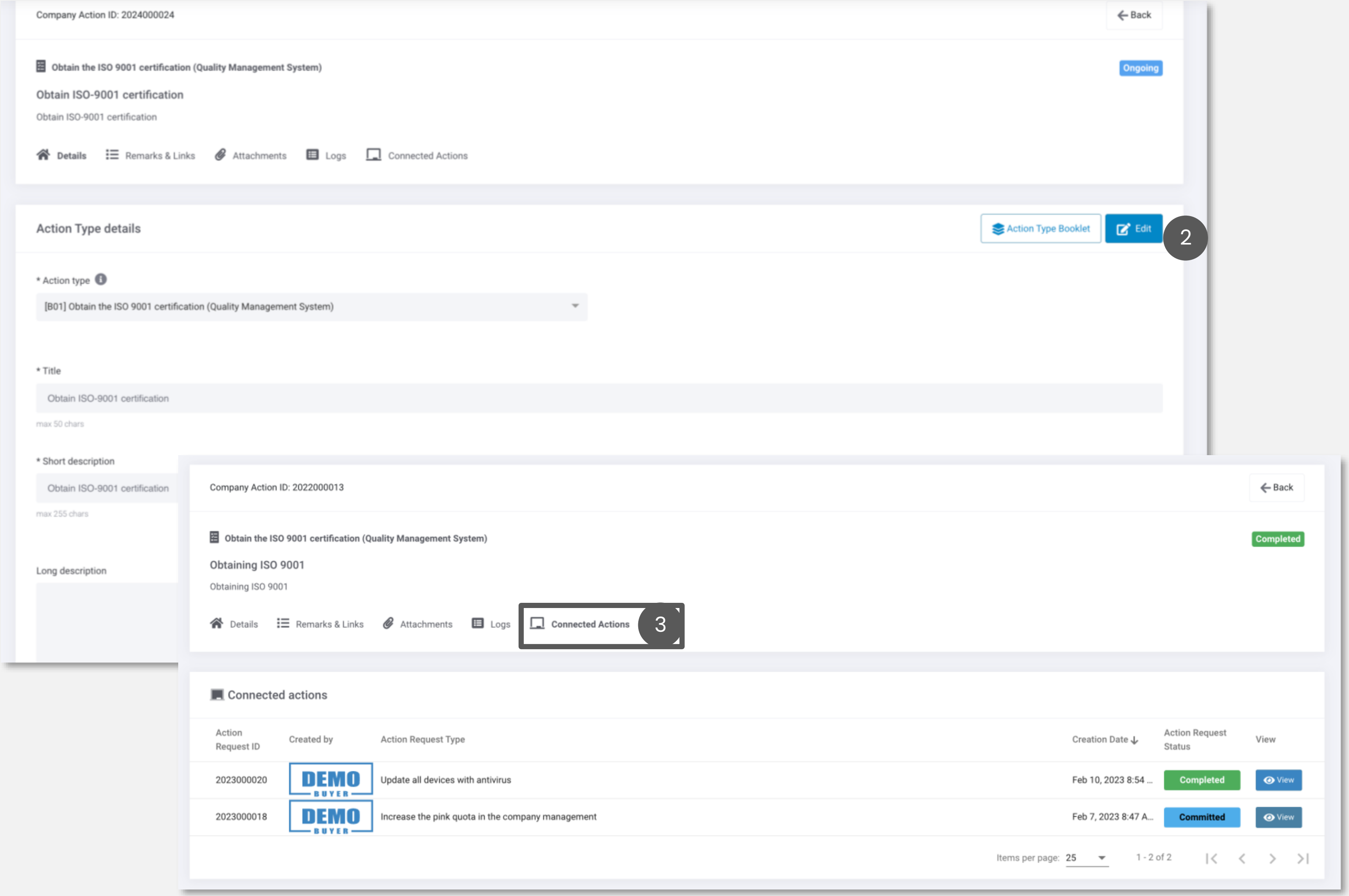
UPDATE & EDIT THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

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.



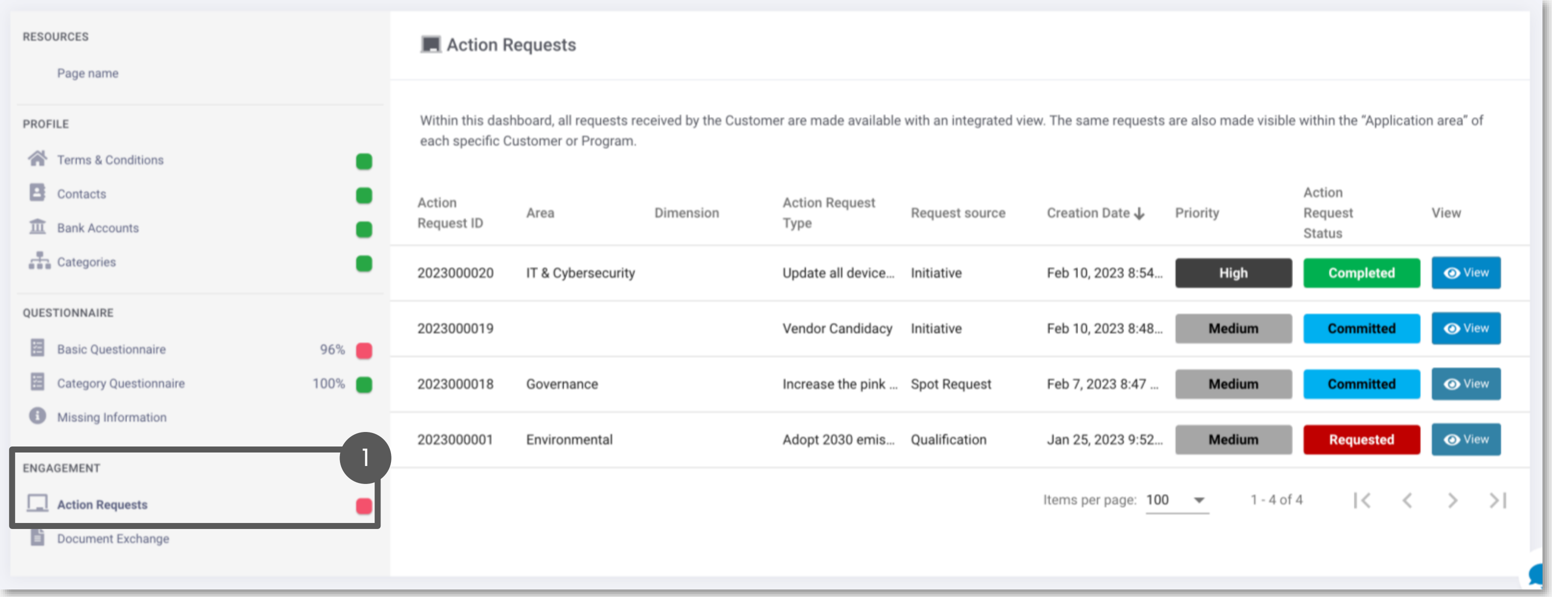
CUSTOMER'S ACTION REQUEST TO YOUR ORGANIZATION

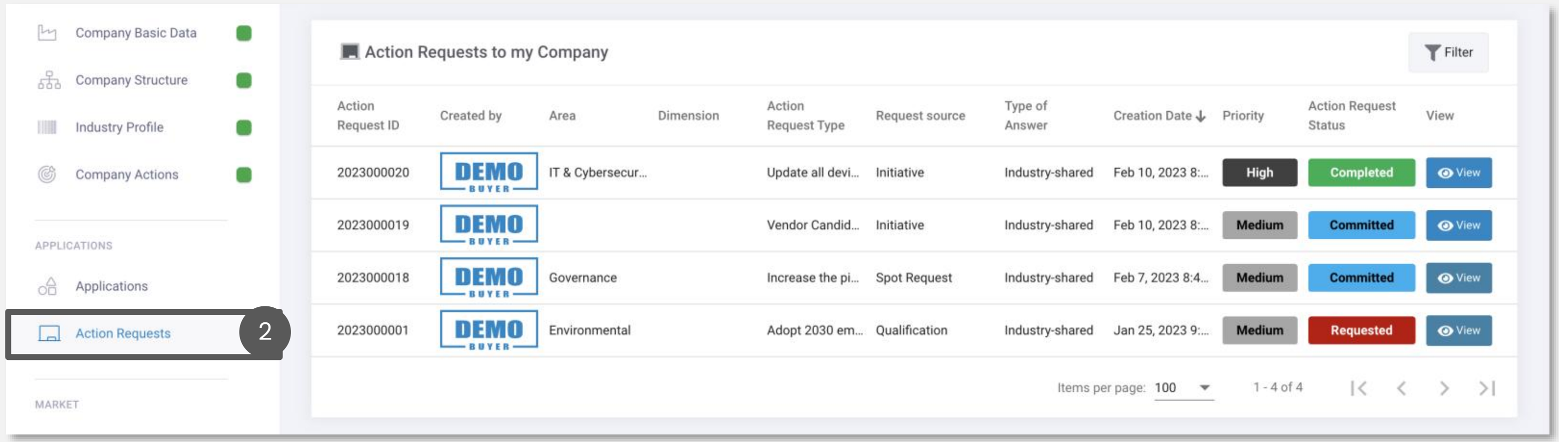
After reviewing your application, a Customer might want to engage you to further actions or clarifications.

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.

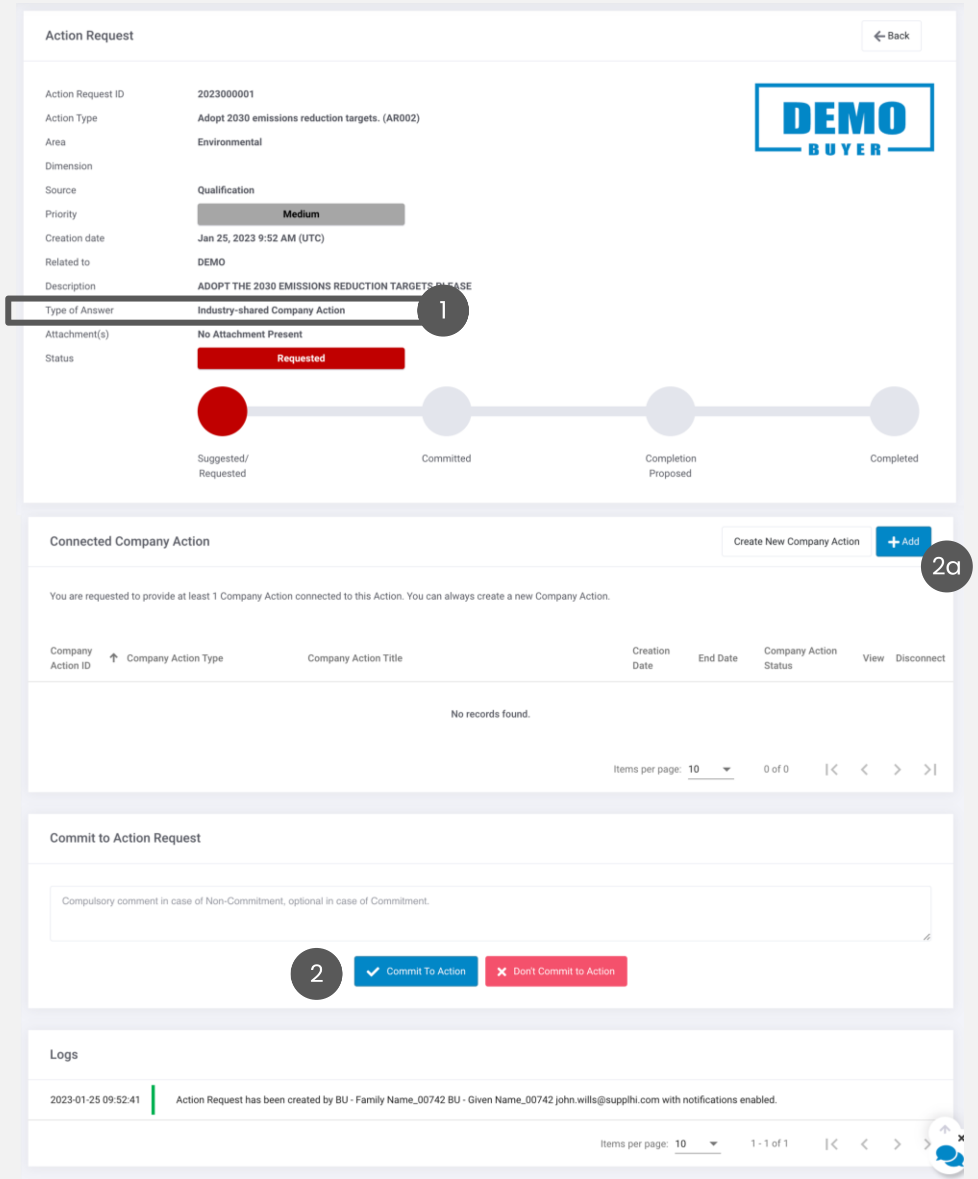
1. Action Requests can require two different types of answers:
   - **Industry Shared:** meaning you can use a Company Action to respond to them;
   - **Customer-specific reply:** meaning that the Customer is requesting you to engage directly with them by sharing messages and attachments. In this case,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

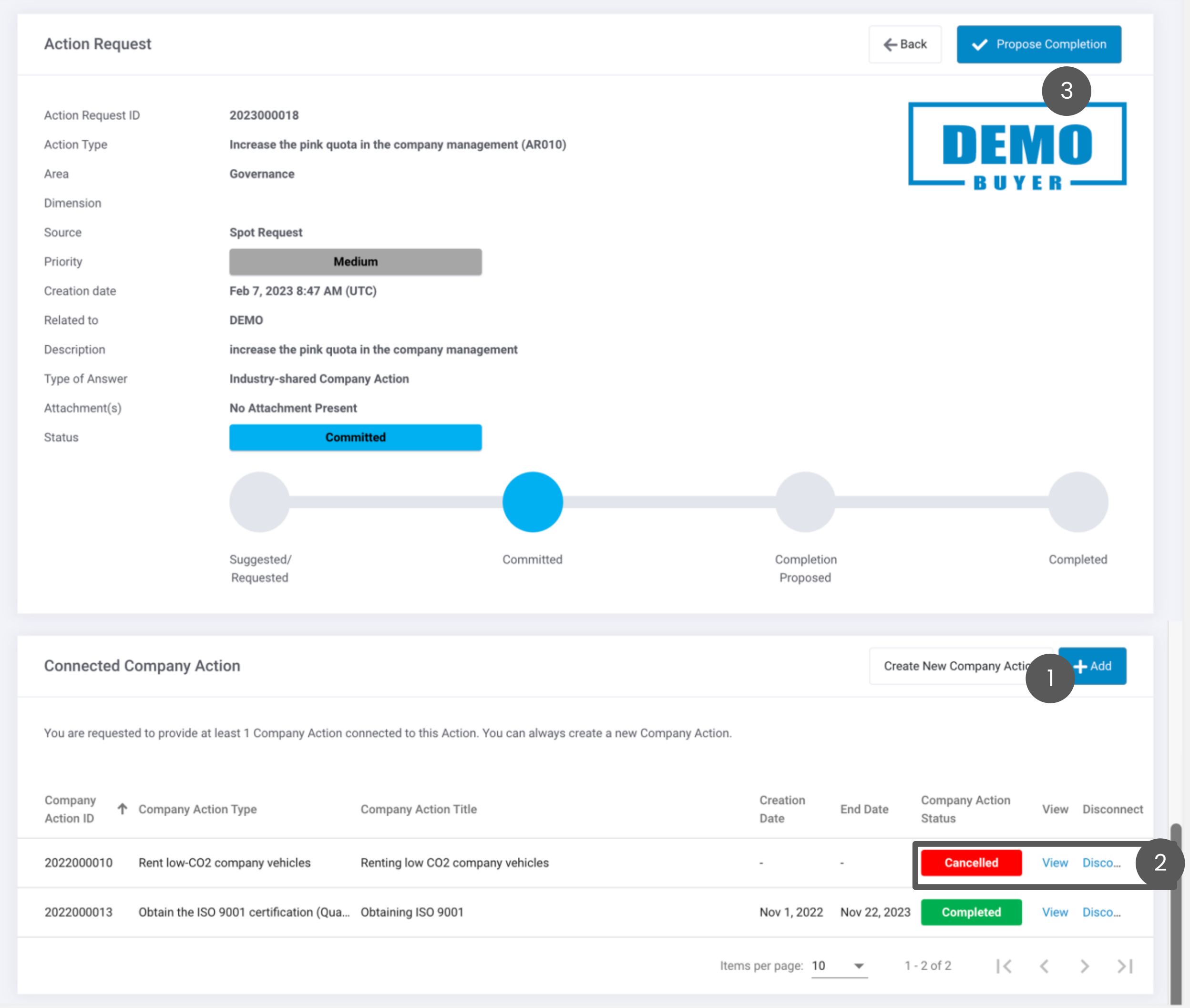
1. When committing to an Action Request with "Industry-Shared" answer, you connect one or more Company Actions.

   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 a message, click "Attachment" to upload up to 5 attachments, if necessary, then click "Send Message".

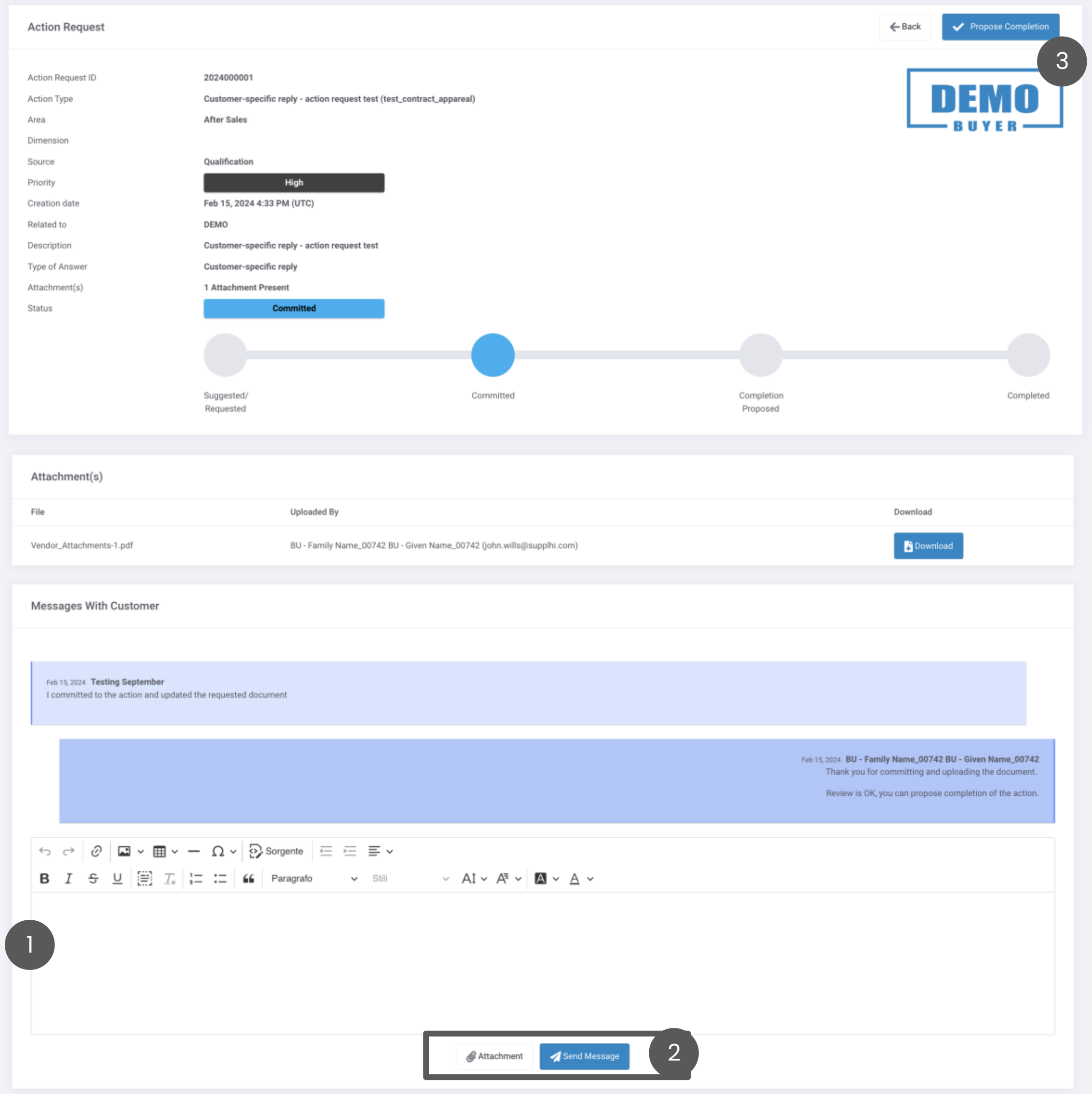
   You can see the messages sent by you and the Customer and download the attachments at any time.

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



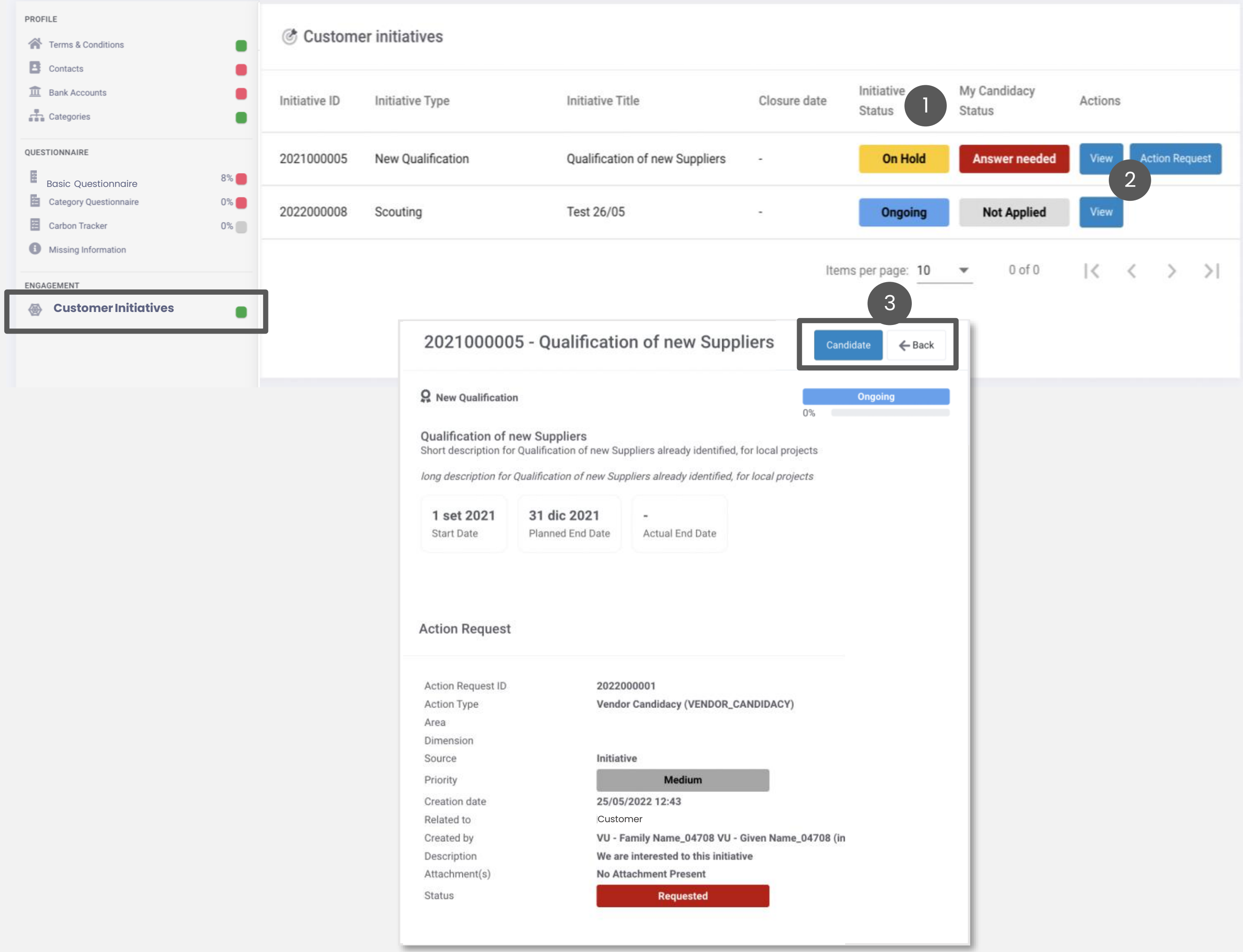
PARTICIPATE TO CUSTOMER'S INITIATIVES

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

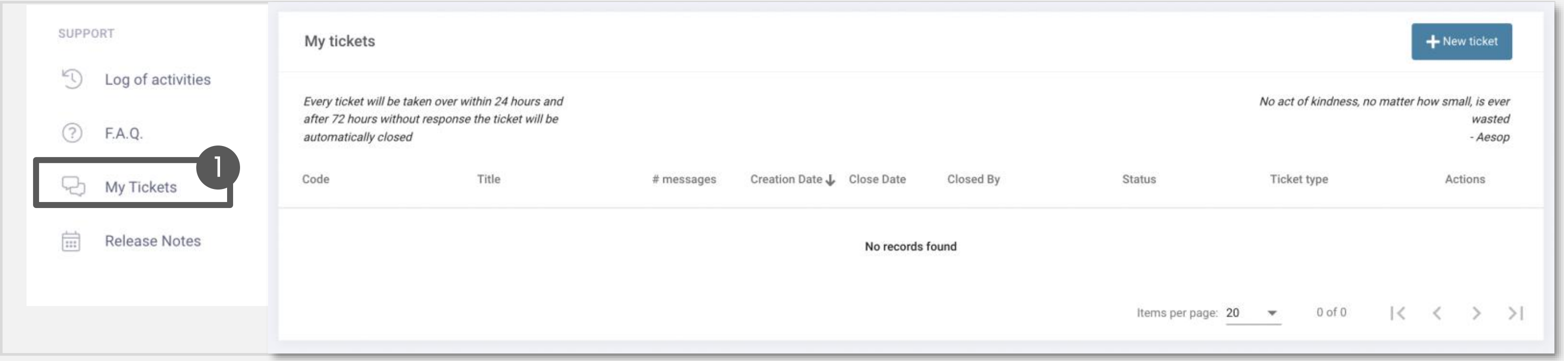
For any clarifications that may be required during the utilization of SupplHi, feel free to contact the SupplHi Team that is at your disposal through the **dedicated ticketing system**.

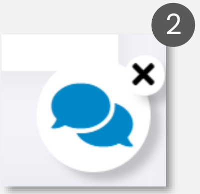
TICKETING SUPPORT SYSTEM

The dedicated ticketing system can be accessed:

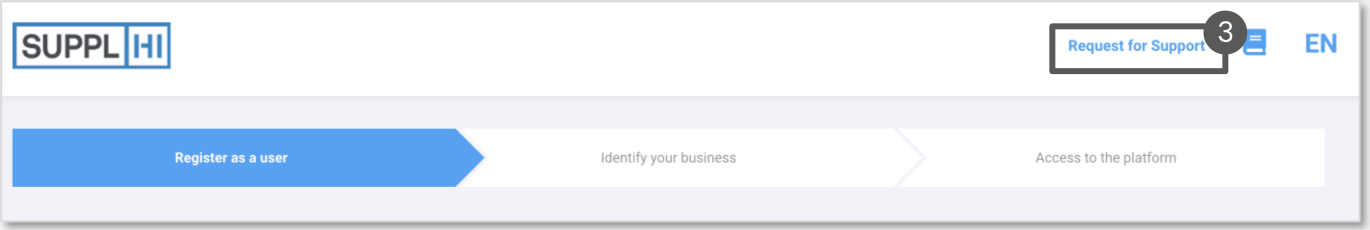
1 at https://vendor.supplhi.com/ticket or by visiting “My Tickets” under “Support” in left side navigation menu

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.



SUPPL HI

SupplHi is an unconventional approach to a very traditional and recurring problem

High impact by **raising the bar of the B2B supply chain**, while **saving time and money to all**

We Share Trust.

Two Seals of Excellence

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

Grant for R&D

SMACT competence center

Ministero dello Sviluppo Economico

DPW DIGITAL PROCUREMENT WORLD
FINALIST 2020

Spend Matters SolutionMap VALIDATED 2022

50 TO WATCH 2021 Spend Matters ALMANAC

50 TO WATCH 2022 Spend Matters

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