



# 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](http://www.supplhi.com)

SupplHi©2015-2026

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:

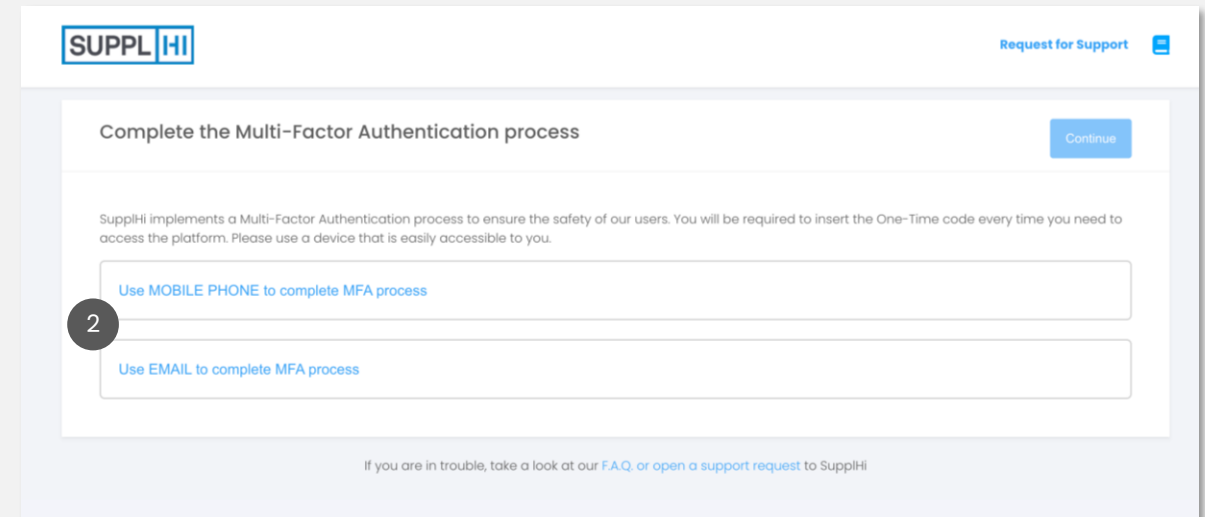
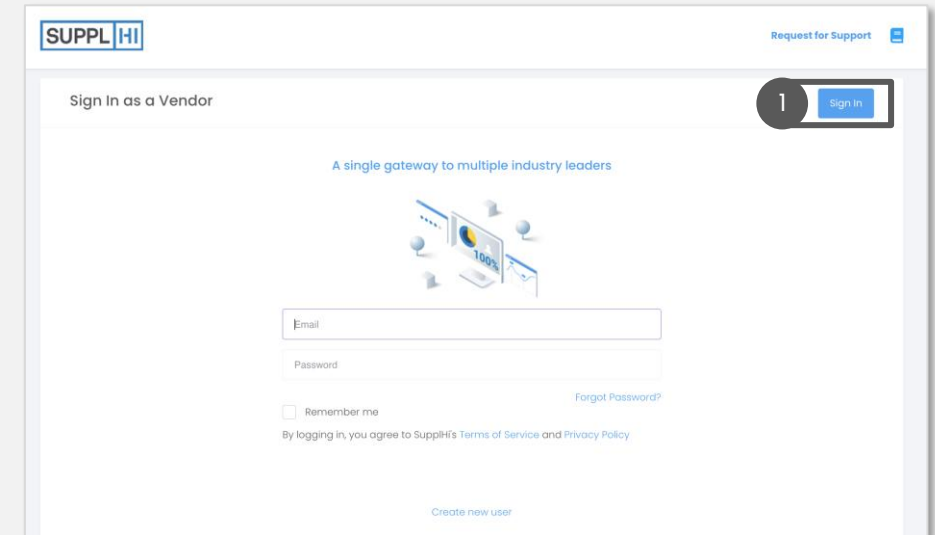
-  Google Chrome
-  Microsoft Edge
-  Mozilla Firefox
-  Brave

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!

### Complete the Multi-Factor Authentication process

4 Continue

SuppliHi implements a Multi-Factor Authentication process to ensure the safety of our users. You will be required to insert the One-Time code every time you need to access the platform. Please use a device that is easily accessible to you.

Use MOBILE PHONE to complete MFA process

#### Use EMAIL to complete MFA process

- 1 Click the button "Send Code".
- 2 Open the inbox (check the spam folder to
- 3 Insert the One-Time-Code below.
- 4 Click "Continue"

**SuppliHi account One-Time-Code for login**

no-reply@suppli.com  
A: test@suppli.com; Cc: test@suppli.com

ACCESS YOUR SUPPLHI ACCOUNT

Please use the following OTC code to access your SuppliHi account.

One-Time-Code for login:  
173619

Please note, this code will only be valid for the next 5 minutes.

If you did not request an OTC, please ignore this email.

Thank you and best regards,  
The SuppliHi team

**SUPPL HI**  
SuppliHi S.r.l. Società Unipersonale - Via A. Calabiana, 6 | 20139 Milano | Italy  
[www.suppli.com](http://www.suppli.com) | LinkedIn

One-time Code \*

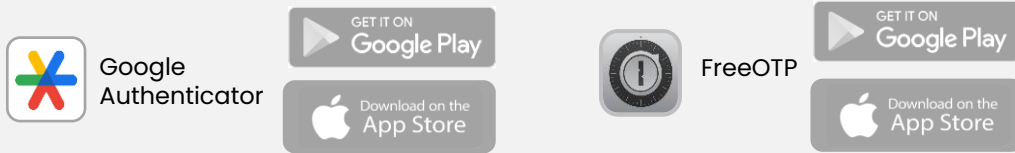
[You can also find a step-by-step guide h](#)

# 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:



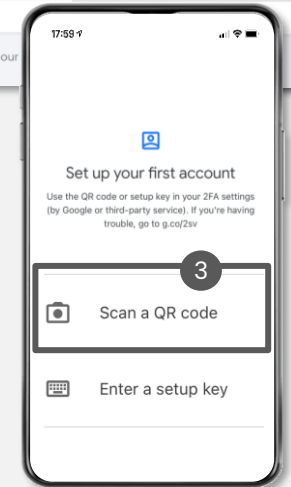
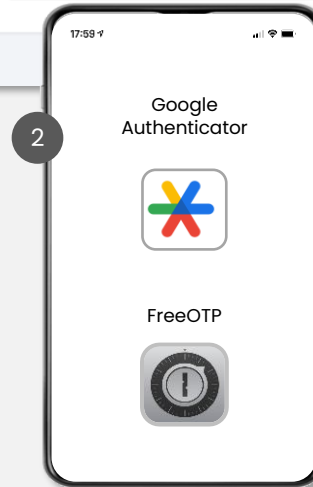
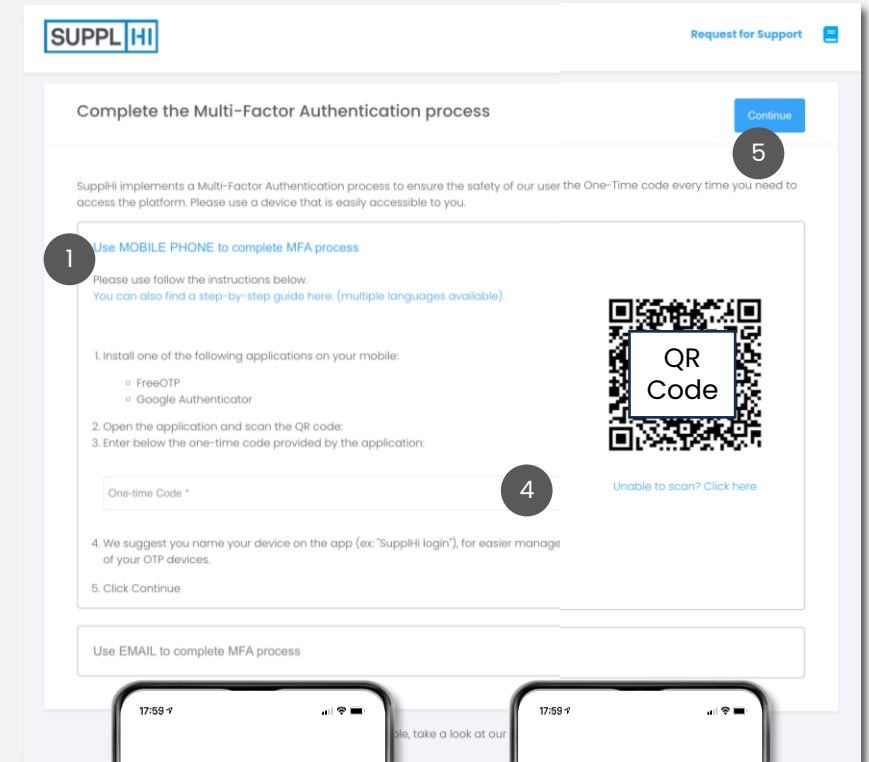
3 Open the app, click "Add" and scan the QR code

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"

The screenshot shows the 'Insert your One-Time Code' page for email verification. The page title is 'Insert your One-Time Code' with a 'Sign In' button in the top right. Below the title is a sub-header 'A single gateway to multiple industry leaders' and an illustration of a laptop and smartphone. The main heading is 'Receive One-Time-Code via EMAIL'. The text states: 'A One-Time-Code has been sent to your inbox and will be valid for the next 5 minutes. Open your inbox (check the spam folder too) and copy the One-Time-Code Paste it below and click "Sign In". You can also find a step-by-step guide here (multiple languages available). If you did not receive a code, please wait 22 seconds and try again.' There is a 'Send Code' button. At the bottom, there is a text input field labeled 'One-time Code' with a '1' in a circle next to it, and a 'Reset OTP Configuration' link.

- 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"

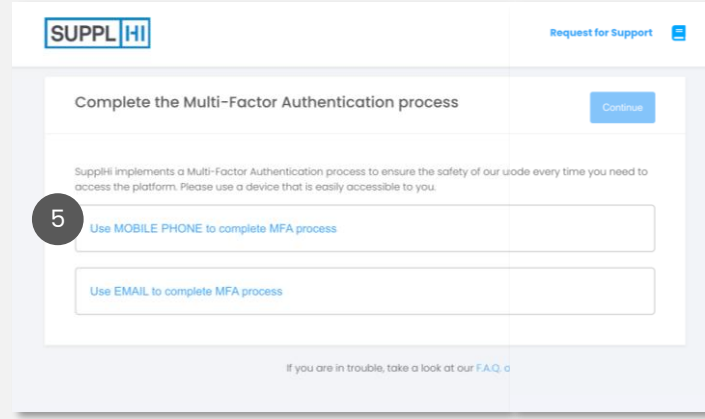
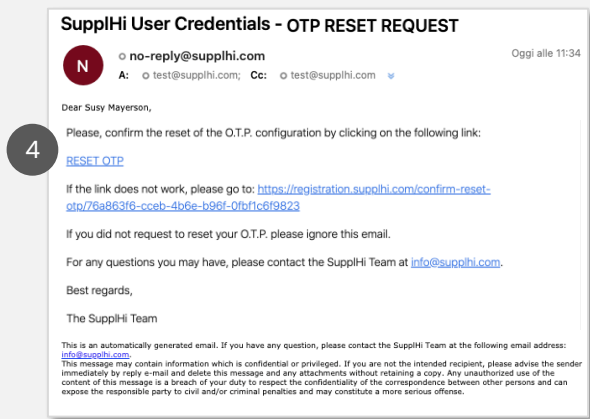
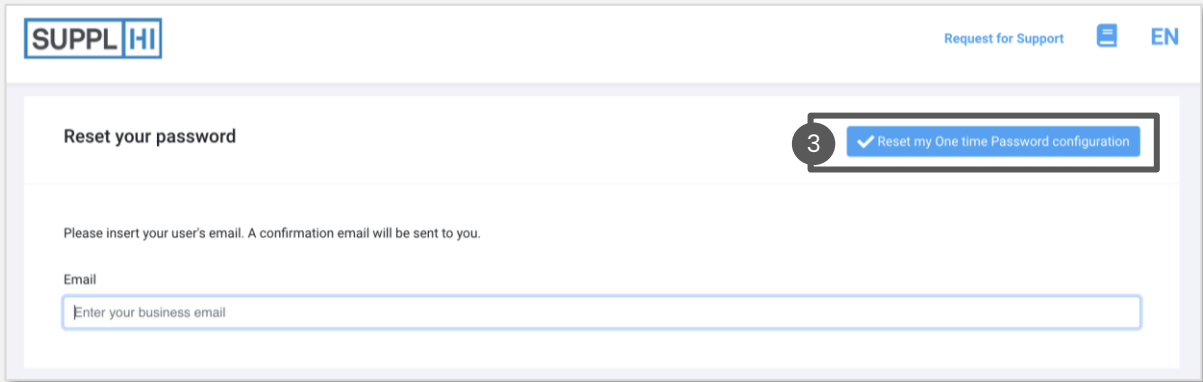
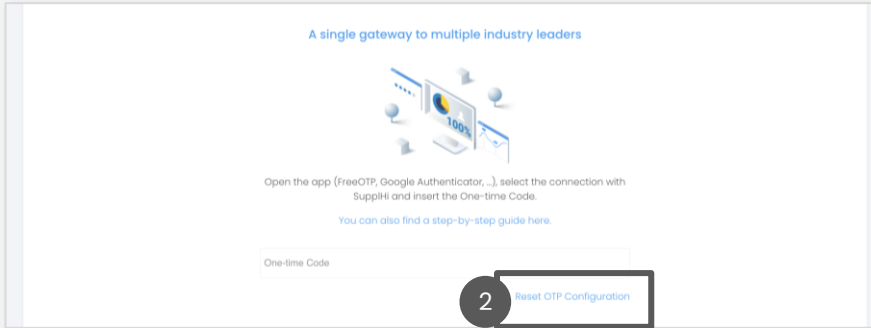
The screenshot shows the 'Insert your One-Time Code' page for authentication app verification. The page title is 'Insert your One-Time Code' with a 'Sign In' button in the top right. Below the title is a sub-header 'A single gateway to multiple industry leaders' and an illustration of a laptop and smartphone. The main heading is 'Insert One-Time-Code from Authentication App on MOBILE PHONE'. The text states: 'Open the app (FreeOTP, Google Authenticator, ...), select the connection with SupplHi and insert the One-time Code. You can also find a step-by-step guide here (multiple languages available).' There is a text input field labeled 'One-time Code' with a '1' in a circle next to it, and a 'Reset OTP Configuration' link. At the bottom, there is a footer: 'If you are in trouble, take a look at our [F.A.Q.](#) or [open a support request](#) to SupplHi'.

# 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



## FORGOTTEN PASSWORD

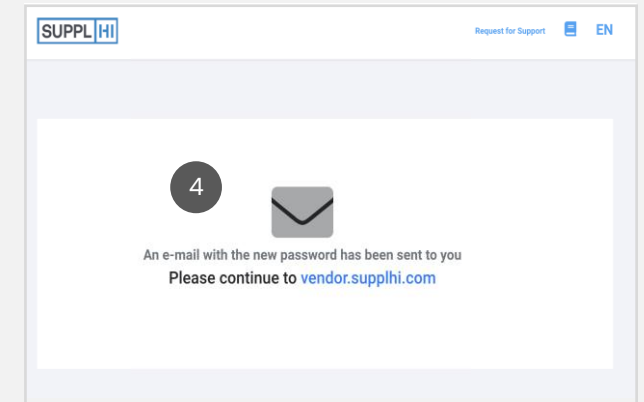
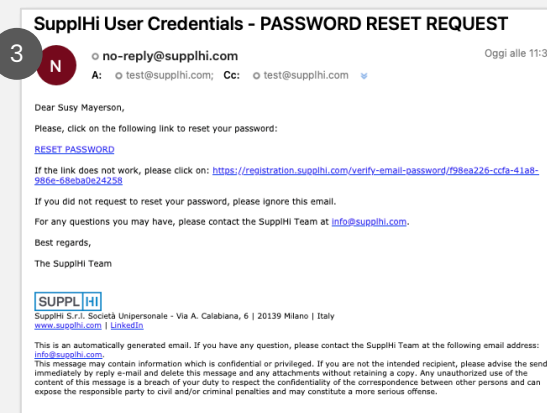
- 1 Go to <https://vendor.supplhi.com> and click "Forgot Password?"
- 2 Insert the email address used for registration and click "Reset my Password". A message will confirm your request
- 3 Open your inbox and click the link "RESET PASSWORD" in the email you received
- 4 In the browser, a page will confirm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

1

2



## 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.



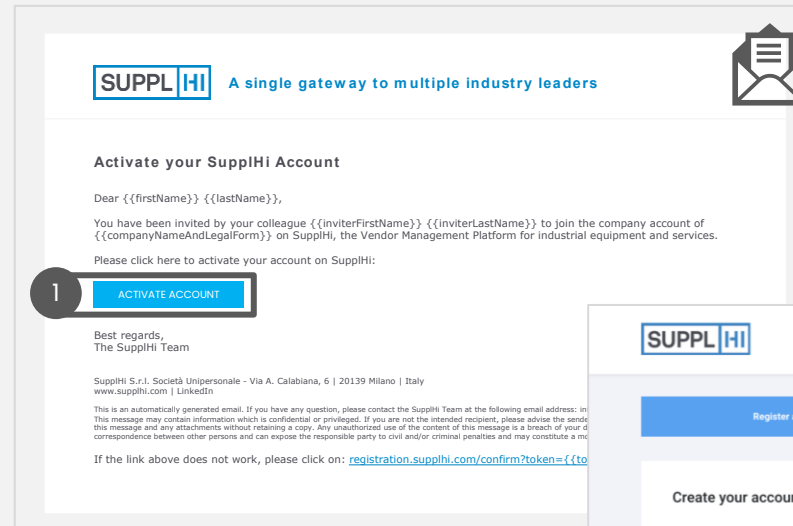
*2 minutes*



*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 or search your Vendor Organization
- 2 Check the Vendor details to make sure it is the correct organization, then click "Confirm"
- 3 If the Vendor Organization shown is not the one you are authorized to provide information for, click on "The company above is not correct" and follow the procedure


### 👉 HINT

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

The screenshot shows a three-step registration process: 'Register as a user', 'Identify your business', and 'Access to the platform'. The current step is 'Confirm your business', which is highlighted with a blue arrow and a '2' in a circle. A 'Confirm' button with a checkmark is visible in the top right corner of this step.

Please confirm the company you are currently working for and are authorized to provide information for:

**Vendor Name**  
Vendor Legal Form

 Vendor Address

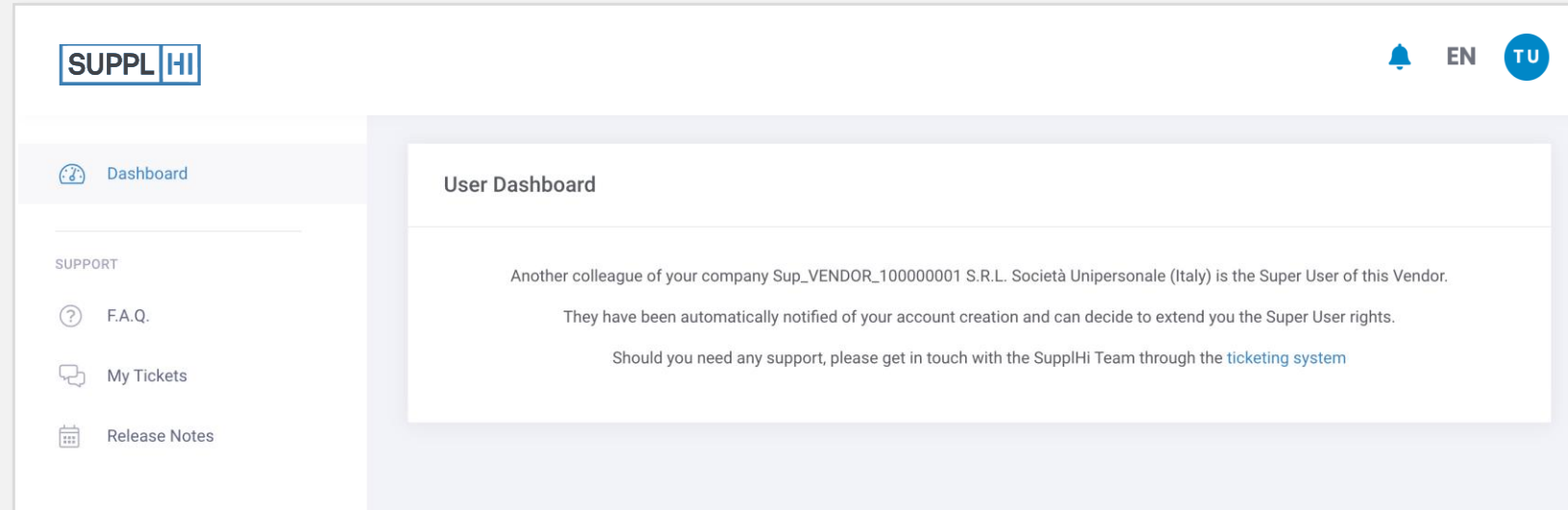
SupplHi ID 100047181

If the company provided above is not the correct one, please click on the button below and follow the guided procedure:

3 The company above is not correct

## ANOTHER SUPER USER IS ALREADY PRESENT

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



### HINT

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



## Self-Registered User

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

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



*3-5 minutes*



*confirmation email in your inbox*

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

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

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

Register as a user Identify your business Access to the platform

Create a new user **4** [Register](#)

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

**1** First Name  
Enter your first name

**2** Family Name  
Enter your family name

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

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

Confirm Password  
Confirm your password

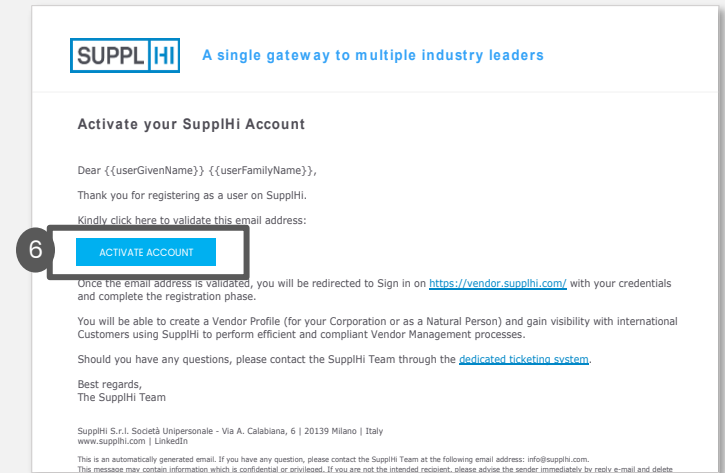
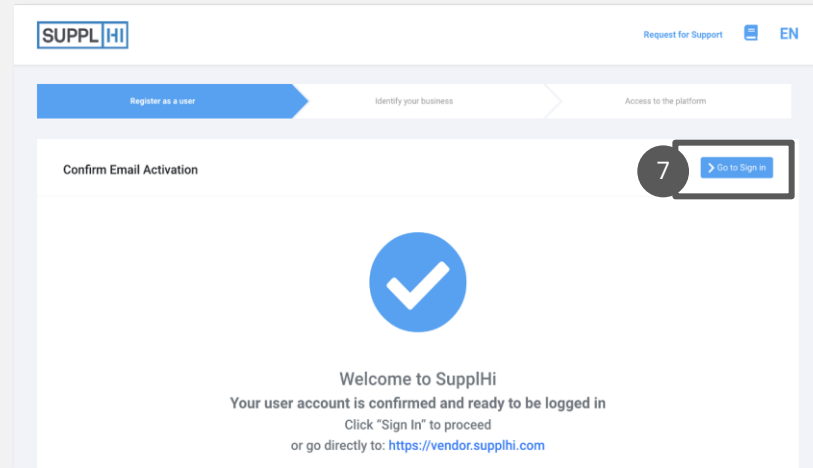
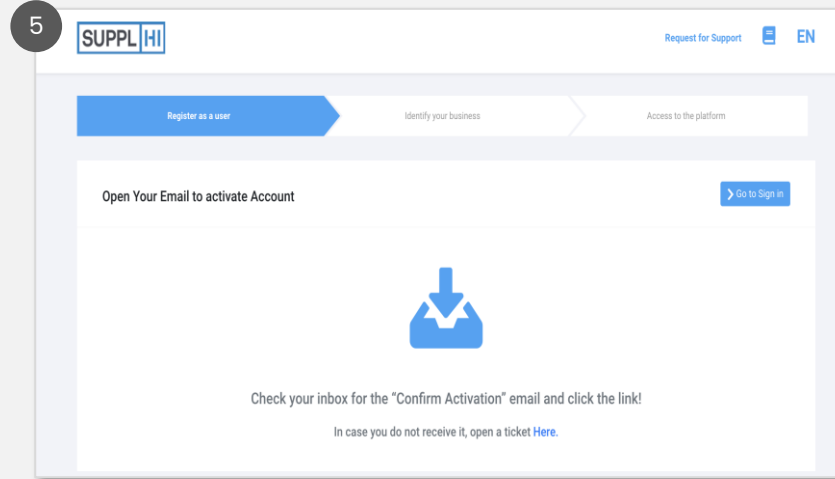
**3**  I accept SupplHi's Terms and Conditions. [Click here to read](#)  
 I agree to the processing of my personal data for marketing purposes.

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

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

**HINT**

*I have not received the email to activate my account, kindly check your SPAM inbox, as it might have been classified as such. We also recommend adding the email address [noreply@supplhi.com](mailto:noreply@supplhi.com) to the whitelist of your inbox, so as to avoid the problem. If you do not find the email anywhere, kindly open a ticket to SupplHi with the same email address.*



## SELF-REGISTRATION: SELECT YOUR TYPE OF ORGANIZATION

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

### HINT

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

The screenshot shows the 'Vendor User Registration' page. At the top, there is a navigation bar with the SUPPL HI logo, a welcome message, and user settings (EN, TU). Below the navigation bar is a progress indicator with three steps: 'Register as a user', 'Identify your business', and 'Access to the platform'. The 'Identify your business' step is currently active. The main content area is titled 'Select the type of Vendor' and includes a 'Continue' button. A red warning message states: 'Once confirmed, it is not possible to change typology of Vendor, please choose carefully.' Below this, there are two radio button options: 'Corporation' (with a building icon) and 'Natural Person' (with a person icon). A dashed box highlights these two options, with a '1' in a circle next to it. The 'Continue' button is also highlighted with a '2' in a circle.

## 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](#)

The screenshot shows the 'Identify your business' step of the registration process. At the top, there are two progress indicators: 'Register as a user' and 'Identify your business'. The 'Identify your business' indicator is active. Below the progress indicators, there are 'Back' and 'Continue' buttons. A circled '2' highlights the 'Continue' button. The main form area contains the question 'Do you know the SupplHi ID of your Company?' with radio buttons for 'Yes' and 'No'. A circled '1' highlights the 'No' option. Below this are several input fields: 'Country' (set to Italy), 'Partita IVA', 'Imposta sul Valore Aggiunto' (13 characters), 'Numero iscrizione registro imprese' (11 characters), and 'Codice Fiscale' (11 characters).

The screenshot shows the 'Select Company' step. At the top, there are 'Back' and 'Confirm' buttons. A circled '3' highlights the 'Confirm' button. Below the buttons, there is a green banner that reads: 'At the end of this Wizard you can suggest new changes to the information through the 'My Company' menu'. Below the banner, a box displays the company details: 'SupplHi Ltd.', 'United Kingdom, London, 35 Kingsland Road, E2 8AA', and 'SupplHi ID 100000002'.

## 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*

Identify your business

< Back
> Continue
2

\* Country

+
Finland
x ▾

\* ALV nro

Arvon Lisä Vero numero. Format example: FI20774740

Select Company  
Summary

< Back
✔ Confirm
3

At the end of this Wizard you can suggest new changes to the information through the 'My Company' menu

**Hel VENDOR 100112569 Oy**

+ Finland, Europe, Espoo, LAUTAMIEHENTIE 3, 02770



**SupplHi ID** 100112569

**ALV nro** FI23464692

# 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.

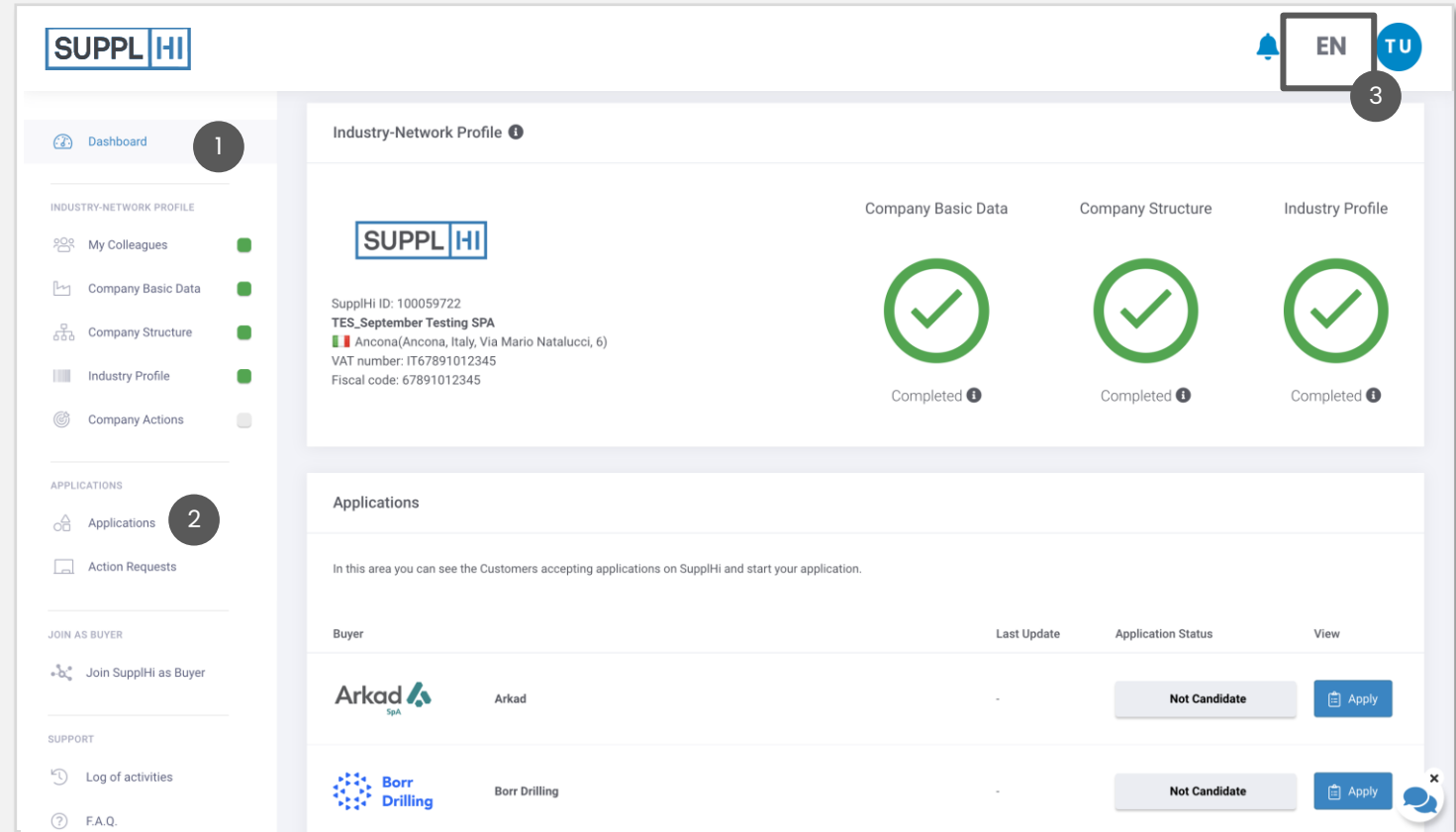
We **strongly encourage business accounts of the individual colleague**, avoiding general emails (e.g. info@vendor.com) and generic webmail providers (Gmail, Yahoo! Mail, Hotmail, ...).



*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
<b>INVITED</b>	The contact was invited to register on SupplHi and does not yet have a valid user account on SupplHi.
<b>SELF-REGISTERED</b>	The user has an active account and has requested to be associated with your Vendor organization. You can activate or block them.
<b>ACTIVE</b>	The user has an active account on SupplHi for your Vendor organization.
<b>BLOCKED</b>	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.

My Colleagues + Add a colleague

It is possible to have multiple users associated with "Super User" rights.

User ↑	Email	Registered at	Is Super User	Organization Roles	Last Login	Status ⓘ	Actions
Name Surname	test@user.com	Aug 28, 2025	Yes		Mar 5, 2026	Active	
NEB VU - Name NEB Surname	test2@user.com	Dec 22, 2023	Yes		Jul 2, 2025	Active	

Items per page: 25 1 - 2 of 2

**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".

Edit - VU - Given Name\_02529 VU - Family Name\_02529 Active Back Save Actions

Email: gepeba2397@mailernam.com

\* Family Name (surname): VU - Family Name\_02529

\* Given Name: VU - Given Name\_02529 Middle name (optional):

Organization Roles: Language: Italiano

**Actions:** Disable User Add Super User Rights





## 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*

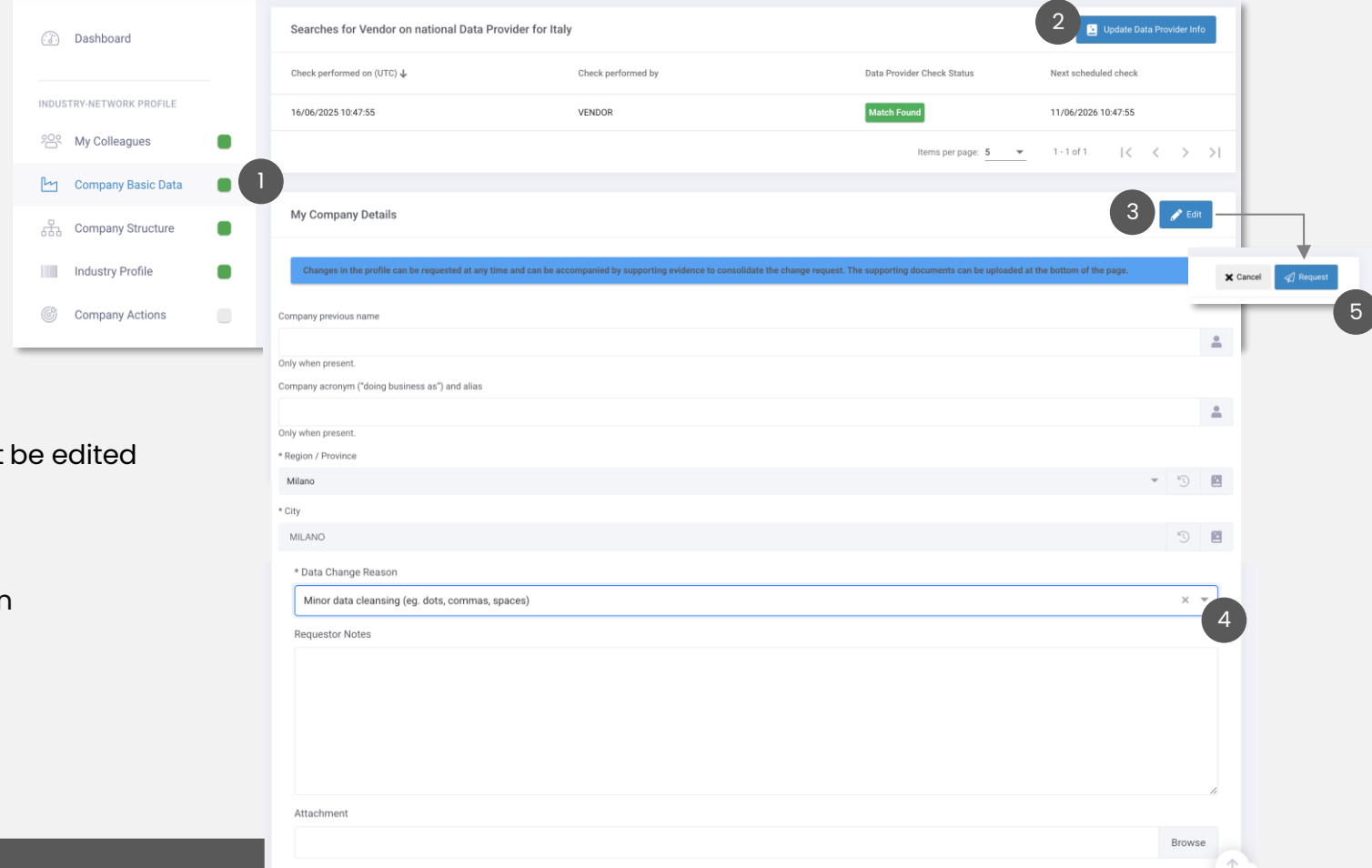
## REQUEST COMPANY DATA UPDATE

- 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.

The Vendor Profile is currently under review. You will be able to make new requests as soon as the SupplHi Team approves the current changes.



Searches for Vendor on national Data Provider for Italy

Check performed on (UTC) ↓	Check performed by	Data Provider Check Status	Next scheduled check
16/06/2025 10:47:55	VENDOR	Match Found	11/06/2026 10:47:55

Items per page: 5 | 1 - 1 of 1 | < >

My Company Details

Changes in the profile can be requested at any time and can be accompanied by supporting evidence to consolidate the change request. The supporting documents can be uploaded at the bottom of the page.

Company previous name

Only when present.

Company acronym ("doing business as") and alias

Only when present.

\* Region / Province  
Milano

\* City  
MILANO

\* Data Change Reason  
Minor data cleansing (eg. dots, commas, spaces)

Requestor Notes

Attachment

Cancel Request

## COMPANY STRUCTURE

- The initial status you will see is "Waiting for response": click "Edit". You can change your company structure at any time
- If necessary, click:
  - "Present" and add a parent company
  - "Add" and add a controlled company
 in both cases, you can search the database using identification data or SupplHi ID, but you can also request the creation of a new company
  - otherwise, click "Not Present" 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,
- 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".

The screenshot shows the 'Related Companies' section in the SupplHi dashboard. The status is 'Waiting for response'. An 'Edit' button is highlighted with a circled '1'.

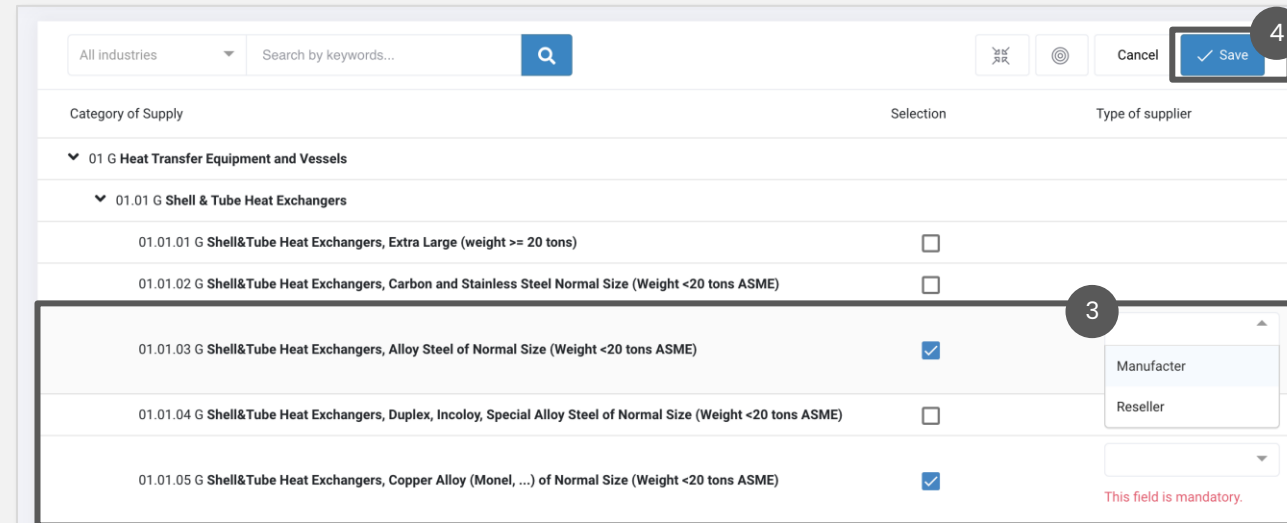
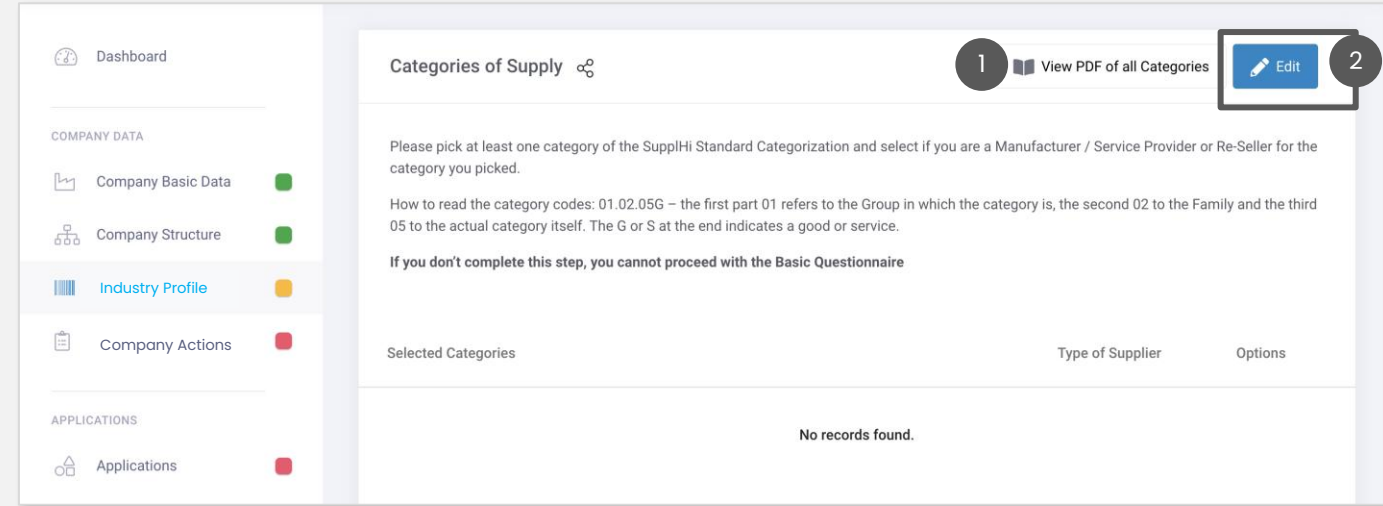
Relation	Company	Address	Status
▼ Ultimate Parent Company			Waiting for response
▼ Immediate Parent Company			Waiting for response
Company	Test 28 Marzo S.R.L.	Italy , Udine	For check
Controlled Companies			Waiting for response

The screenshot shows the 'Related Companies' section in the SupplHi dashboard. The status is 'Waiting for response'. A 'No related companies present' button is highlighted with a circled '2', and a 'Submit' button is highlighted with a circled '3'.

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

# STANDARD CATEGORIES

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



**HINT**

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

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

## LOCATIONS

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.

**Industry Profile** Save

**Locations**

\* Production Location

Once the Location is added, please pick the categories of supply delivered by the specific Location. A Location is any location that can be identified by a specific and single address and geographical coordinates and where production activities are performed to deliver a specific equipment or service. For example: a manufacturing plant can be a Location for an equipment, a yard can be a Location for fabrication services. You can insert locations only in the Country you are registering for.

SupplHi Production Location ID	Location Name (Country, City)	Location Type	Country	City	Postal Code	Address	Location Status
L100000286	Italy, Galliate	Production; Commercial;	Italy	Galliate	28066	Via Meucci Antonio 1	Active
L100022515	Italy	Legal HQ;	Italy	Novara	28100	Via Blandrate, 24	Active

Add Element

**Production Location**

**Coordinates**  
45.49238,8.709445

**Location Name (Country, City)**  
Italy, Galliate

\* **Location Type**

Legal HQ

Production

Commercial

Service

**Country**  
Italy

**City**  
Galliate

**Postal Code**  
28066

**Address**  
Via Meucci Antonio 1

**Location Status**  
Active

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".

Cancel Done

# 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".


Selected Categories	Type of Supplier	Options
41.01.03S - IT Help Desk	Service Provider	 
41.01.06S - Cyber Security Services	Service Provider	 
41.01.08S - IT Professional Services	Service Provider	 
41.04.01S - Software as a Service (SaaS)	Reseller	 

Industry Profile


5
 Save

-  Locations
-  References
-  Finance

### Financials

**\* Revenue split** 

Based on the last 3 years. The revenue split is an indicative measure to help Customers understand your "core" business: it does not have to be precise and approximations are acceptable. The total of the revenue split must equal 100%. Use the checkbox at the end of the table in case other minor products contribute to your revenues. Enter an integer value greater than 0 and do not put the % symbol.

Category of supply	% of Total Revenues
41.01 - IT Services	<input style="width: 80px;" type="text" value="80"/>
41.04 - Cloud Solutions	<input style="width: 80px;" type="text" value="20"/>
Other categories of supply - not represented here - are also part of my typical revenue split.	
<input type="checkbox"/> Total 100% <span style="float: right;"></span>	

**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.



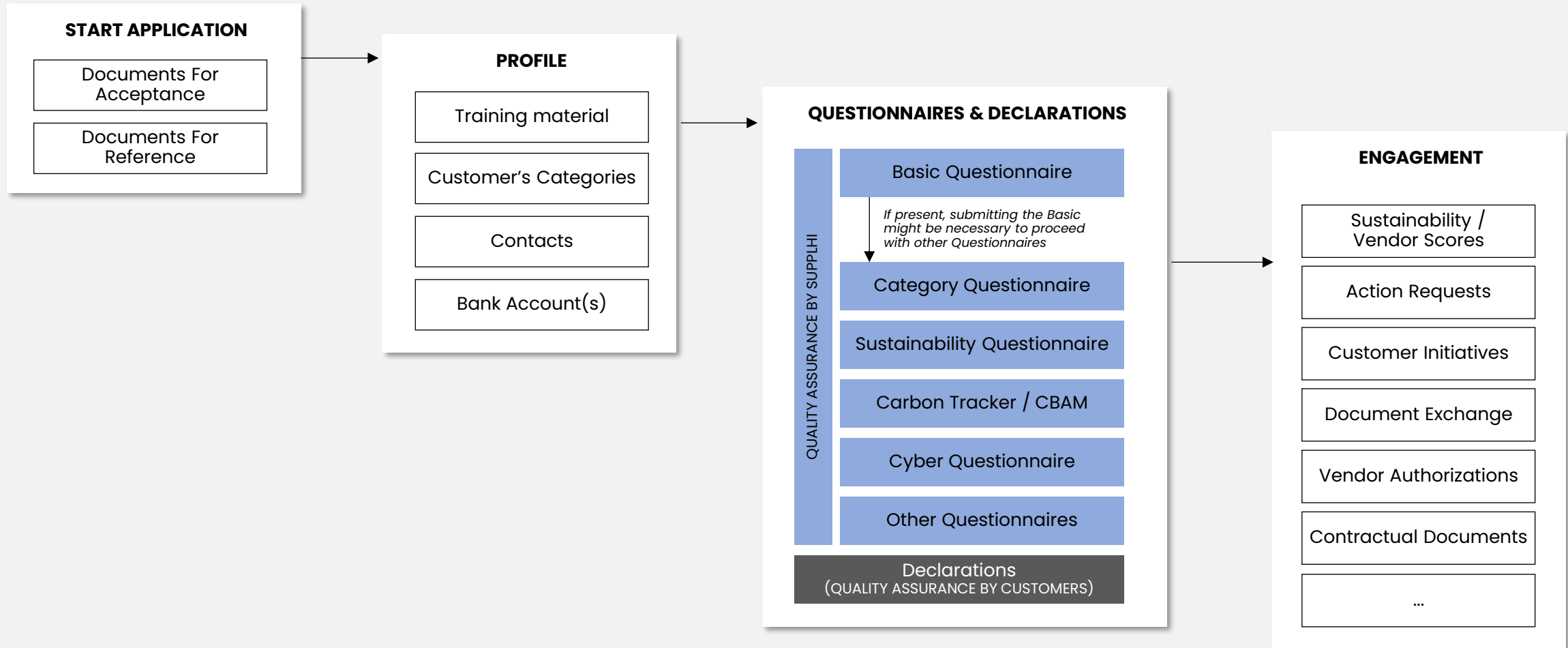
*5' - 60', based on categories of supply and documentation requested by each Customer*



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

**HINT**

*Some Customers can restrict vendor applications to specific Vendors.*

**Applications**

In this area you can see the Customers accepting applications on SupplHi and start your application.

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

# 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"

Application to Customer 1
logo

---

Description of the Customer 1...

---

Start Application

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

**Documents for acceptance**

Document Acceptance	Customer 1	Version	Action
<input type="checkbox"/> Anti-Bribery and Anti-Fraud Acceptance Document		1	<div style="display: flex; gap: 5px;"> <span>1</span> <span>Download</span> <span>Accept</span> <span>1</span> </div>
<input type="checkbox"/> Code of Conduct		1	<div style="display: flex; gap: 5px;"> <span>Download</span> <span>Accept</span> </div>

**Documents for reference**

Document	Version	Action
Read carefully	1	Download
Code of Ethics	1	Download

# 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"

The screenshot shows the application interface for a customer named 'DEMO BUYER'. The status is 'Information required' and the application has been active for '1 month'. A 'View' button is present. Below this, there is a 'Resume Application' button. The main content area contains a disclaimer and a table of documents for acceptance.

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

Document Acceptance	Version	Acceptance	Action
<input type="checkbox"/> test <span style="border: 1px solid red; padding: 2px;">NEW FOR ACCEPTANCE</span>	2		<a href="#">Download</a> <a href="#">Accept</a>
<input checked="" type="checkbox"/> 4	1	Accepted by info@appcycled.com on May 21, 2025 11:10 AM UTC	<a href="#">Download</a>
<input checked="" type="checkbox"/> Test Document - updated version not for acceptance	4	Accepted by rick.morty@testvendor.com on Jun 10, 2025 11:04 AM UTC	<a href="#">Download</a>
<input checked="" type="checkbox"/> Test tick 3	3	Accepted by rick.morty@testvendor.com on Jun 10, 2025 10:49 AM UTC	<a href="#">Download</a>
<input checked="" type="checkbox"/> Test tick 1	3	Accepted by rick.morty@testvendor.com on Jun 10, 2025 8:47 AM UTC	<a href="#">Download</a>
<input checked="" type="checkbox"/> Test Document 2	1	Accepted by info@appcycled.com on May 21, 2025 11:10 AM UTC	<a href="#">Download</a>
<input checked="" type="checkbox"/> New added document_3	3	Accepted by rick.morty@testvendor.com on Jun 11, 2025 1:09 PM UTC	<a href="#">Download</a>

# 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.

**Complete the tasks**

- Questionnaire under review
- Optional section
- Nothing to do

SupplHI ID: 100003096

**Vendor Name**

Novara(Novara, Italy, Via Biandrate 24)

VAT number: IT01143270062

Fiscal code: 00470960014

Company Logo

[Update your Company Basic Data](#)

---

**PROFILE**

- Terms & Conditions
- Contacts
- Bank Accounts
- Categories

**QUESTIONNAIRE**

- Basic Questionnaire 100%
- Category Questionnaire 100%
- Declarations 0%
- Carbon Tracker 100%
- Missing Information

**ENGAGEMENT**

- Sustainability Scores
- Action Requests

**Terms & Conditions**

**Documents for acceptance**

Document Acceptance	Acceptance required	Acceptance	Version	Action
✓ Test Document 2	✓	Accepted by User_test@test.com on Aug 6, 2024 4:36 PM (UTC)	1	<a href="#">Download</a>
✓ Test tick 3	✓	Accepted by User_test@test.com on Aug 6, 2024 4:36 PM (UTC)	3	<a href="#">Download</a>
✓ Test Document - updated version not for acceptance	✓	Accepted by User_test@test.com on Aug 6, 2024 4:36 PM (UTC)	4	<a href="#">Download</a>
Test tick 1	✗	Accepted by User_test@test.com on Aug 6, 2024 4:36 PM (UTC)	3	<a href="#">Download</a>

# 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.

**1** Add a Bank Account

Account Details

Summary

Bank Account check

\* Bank Account Country

Italy

\* IBAN Code

This is your updated IBAN Code hint.

Bank Account number 1 (Previous Bank Account Number)

Swift/BIC code

Currency of the Bank Account

Only indicate if different from €.

Bank Name

**2** Continue

**3** Save and Close

Here is a recap of the data inserted. Please verify them and go back to modify them, if necessary. Once the Bank Account is saved it is no longer possible to update it.

Bank Account country	Albania
IBAN Code	AL4721211009000000123456798
Bank Account number 1	test
Swift/BIC code	-
Currency of the Bank Account	-
Bank Name	-
Bank City	TEST
Bank Address	TEST
Bank Postal Code	TEST
Bank Key Code	-
Bank Branch	-
Bank National ID	-
Bank Control Code	-
Beneficiary Name	-

Bank Accounts

Hide Deactivated

+ Add a Bank Account

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

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

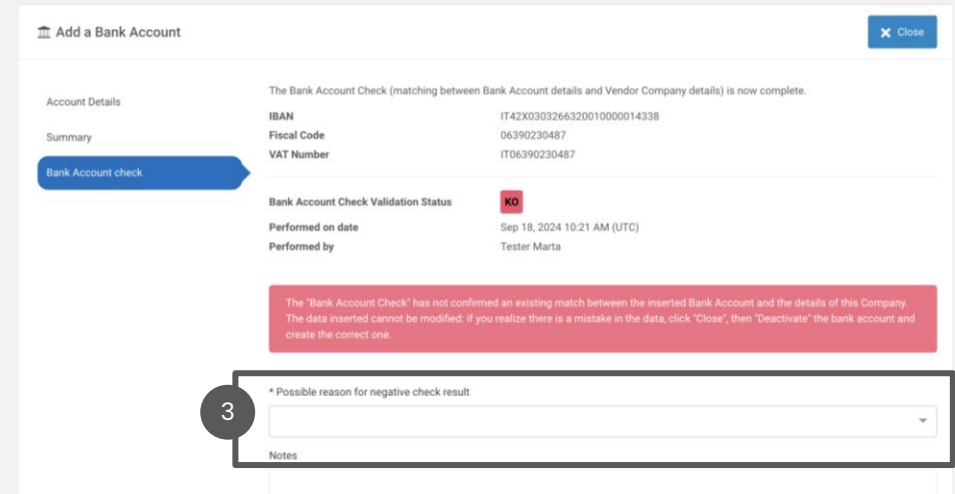
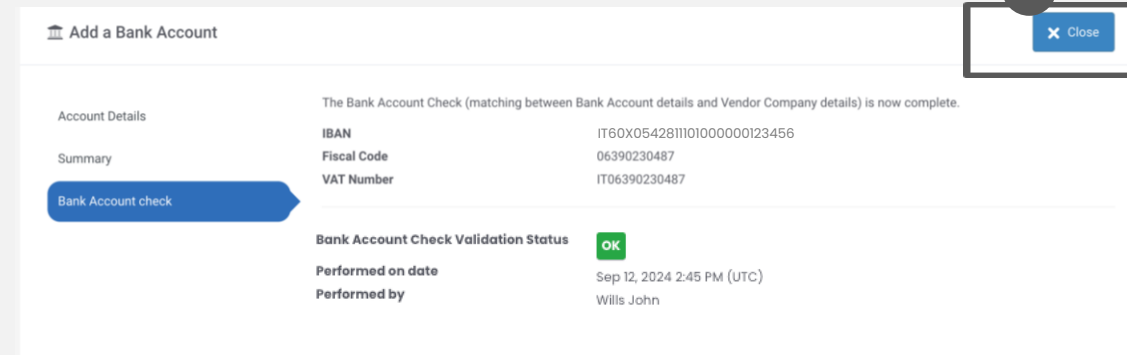
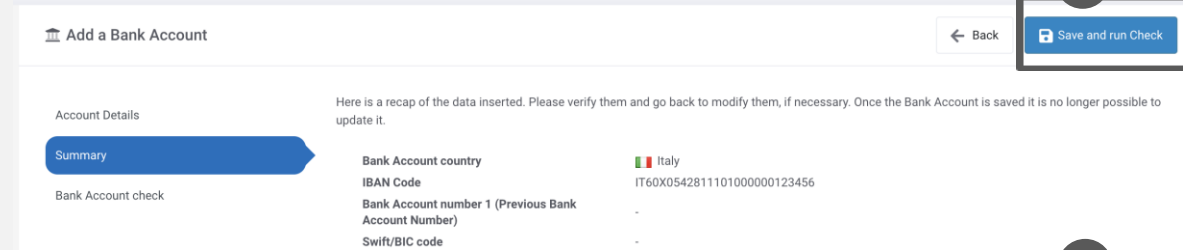
## INSERT YOUR BANK ACCOUNT DETAILS (2/2)

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

Internal Bank Account ID: VBA2024000046 Active

Bank Account country	Italy
IBAN Code	IT60X0542811101000000123456
Bank Account number 1 (Previous Bank Account Number)	-
Swift/BIC code	-
Currency of the Bank Account	-
Bank Name	-
Bank City	Test
Bank Address	Test
Bank Postal Code	Test
Bank Branch	-
Bank National ID	-
Beneficiary Name	-
Flag to indicate presence of "Cash Pooling" / "Tesoreria Accentrata"	No
Flag to confirm that this Bank Account belongs to this Vendor Company	No

Bank Account Created by	Marta Tester (marta_testerCO@supplhi.com)
Bank Account Created On	Sep 17, 2024 1:39 PM (UTC)

Buyer Status	Active
Status set by Vendor	Active

Bank Account Check Validation Status: Not Performed Run Check

Deactivate 1

Deactivate Bank Account?

If you **Deactivate the Bank Account** you may have to communicate to the Customer a different payment method. Are you sure you want to Deactivate the Bank Account?

\* Select a reason

|

Account no longer used

Detected mistake in the Account details

Secondary Account

Cancel Confirm 2

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

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

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

**RESOURCES**  
Page name

**PROFILE**

- Terms & Conditions ●
- Contacts ●
- Bank Accounts ●
- Categories** ●

**QUESTIONNAIRE**

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

**Categories of supply for the Application**

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

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

**Add Categories**

✕ Cancel > Next

**Select Context**

Select Categories

Review

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

Manufacturer ✕ ▾

Locations

Chiffa, Algeria (L100070456) ✕ ▾

**HINTS**

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

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

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

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

**Add Categories** Cancel Back Next **3**

Select Context Expand All

Select Categories

Review

Commodity	Selection
<ul style="list-style-type: none"> <li>M PROJECT MATERIALS                             <ul style="list-style-type: none"> <li>M-CHEM CHEM CATALYSTS AND REAGENTS                                     <ul style="list-style-type: none"> <li>M-CHEM-002 CATALYSTS</li> <li>M-CHEM-003 GASES</li> </ul> </li> <li>M-CHEM-004 LUBRICANTS &amp; GREASES                                     <ul style="list-style-type: none"> <li>PZA020 LUBRICATING OILS AND GREASES <input checked="" type="checkbox"/></li> </ul> </li> </ul> </li> </ul>	

**HINTS**

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

**Add Categories** Cancel Back Add **4**

Select Context

Select Categories

Review

Type of Supplier: Manufacturer

Locations: Algeria, Chiffa (L100070456)

Categories:

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

## COMPLETE AND SUBMIT QUESTIONNAIRES

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

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

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

2 **Save.** 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.

The screenshot displays the 'Basic Questionnaire' interface. On the left is a sidebar menu with sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire: 8%, Category Questionnaire: 0%, Carbon Tracker: 0%, Missing Information), and ENGAGEMENT (Sustainability Scores). The main content area is titled 'Basic Questionnaire' and includes a 'Quality System' section. This section has a 'Customer-specific' label and a 'Presence' dropdown set to 'Yes'. Below this is a table of certifications:

Certification Standard	Other Certification Standard	Certificate File	Certifying Authority	Other Certifying Authority	Start date of validity	End date of validity
ISO 9001:2015	-	SupplHi_test_page.pdf	-	-	13/04/2026	31/07/2026

Below the table is an 'Add Element' button. Further down, there is another section for 'Quality System' with a 'Presence' dropdown and a 'Document' dropdown, with a 'Quality Manual' entry.

### 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

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

The screenshot shows the 'Basic Questionnaire' interface. On the left is a navigation menu with 'QUESTIONNAIRE' items: 'Basic Questionnaire' (97%), 'Basic Declarations' (50%), 'Compliance Declarations' (50%), 'Declaration 3' (100%), and 'Missing Information'. The main content area has a 'Recap of your update' section with a table:

Total number of questions for Basic Questionnaire	45
Updated questions	3
Last saved at	Apr 9, 2026 3:31PM (UTC)
Previous submit	Apr 9, 2026 3:31PM (UTC)

Below this is the 'Automatically reviewed questions' table:


Data Field Code	Data Field Label	Execution Date	AI Check Result	Is false negative
Q00406	HSE Management System	Apr 13, 2026 10:13AM (UTC)	OK	
Q00358	Quality Management System certifications	Apr 13, 2026 10:14AM (UTC)	KO	✓

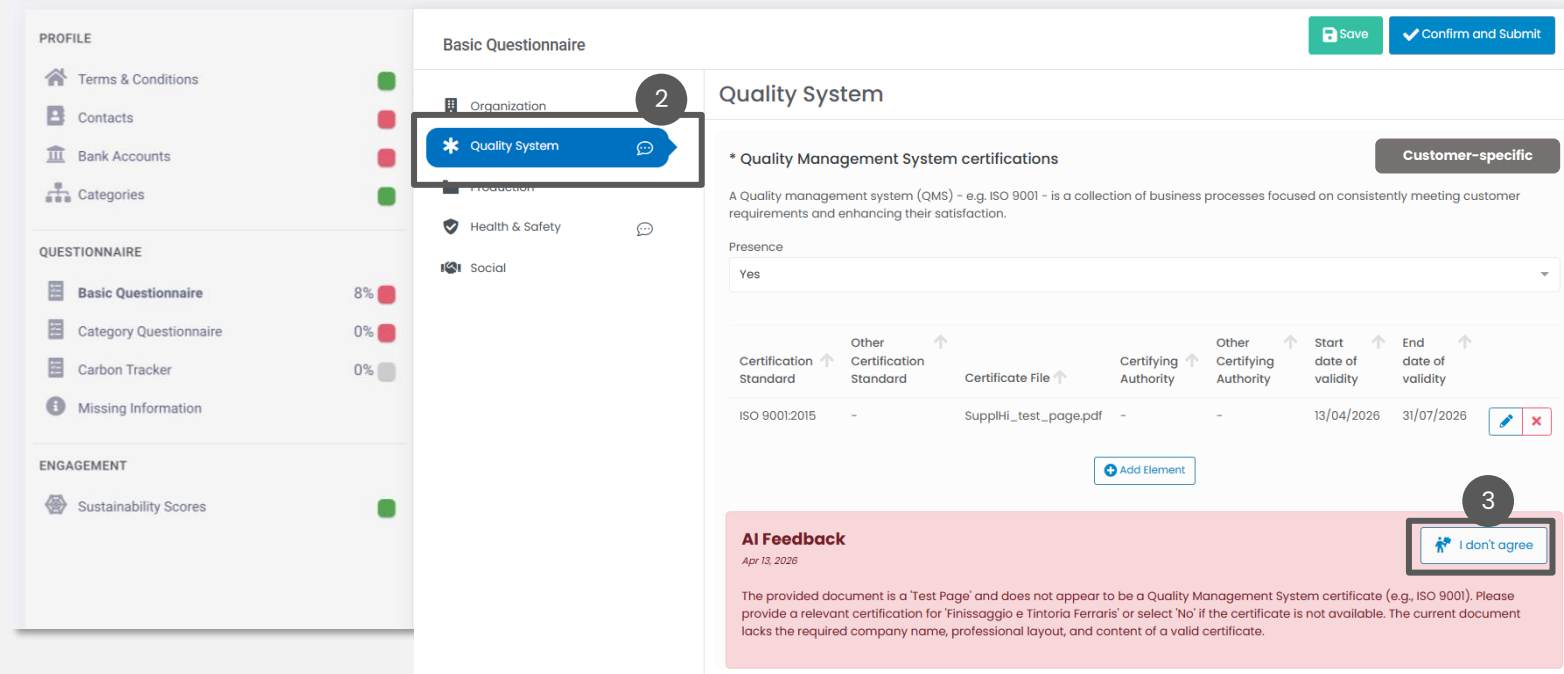
At the top right, there are buttons for 'Return to Edit' and 'Confirm and Submit'. A 'Recap of your update' section at the bottom contains a note: 'Please note that the total number of questions might differ from the ones shown to you based on dependencies from answers to other questions.' The interface also includes an 'Update' button and pagination controls.

**NOTE**

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

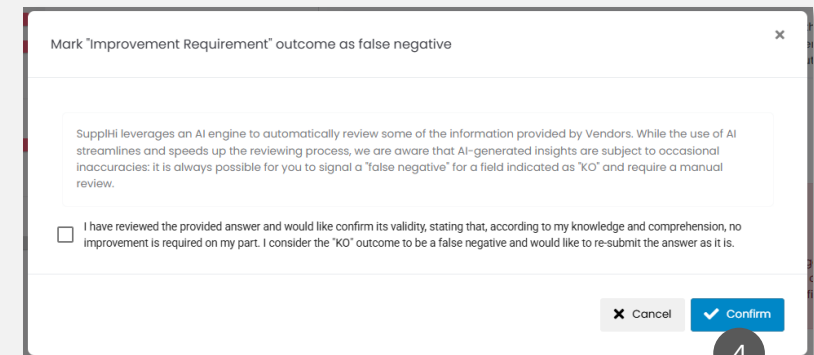
## UPDATE QUESTIONNAIRE AFTER AI'S REVIEW

- 1 Upon saving, the system might perform a review of 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.



The screenshot shows the 'Basic Questionnaire' interface. On the left, a sidebar lists sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire: 8% red, Category Questionnaire: 0% red, Carbon Tracker: 0% grey, Missing Information), and ENGAGEMENT (Sustainability Scores: green). The main content area is titled 'Quality System' and contains a table of certifications. A red 'AI Feedback' pop-up is visible at the bottom right, with a blue 'I don't agree' button. A blue 'Quality System' button with a chat icon is highlighted with a red circle '2'.

Certification Standard	Other Certification Standard	Certificate File	Certifying Authority	Other Certifying Authority	Start date of validity	End date of validity
ISO 9001:2015	-	SupplHi_test_page.pdf	-	-	13/04/2026	31/07/2026



The dialog box is titled 'Mark "Improvement Requirement" outcome as false negative'. It contains a text area with the following text: 'SupplHi leverages an AI engine to automatically review some of the information provided by Vendors. While the use of AI streamlines and speeds up the reviewing process, we are aware that AI-generated insights are subject to occasional inaccuracies: it is always possible for you to signal a "false negative" for a field indicated as "KO" and require a manual review.' Below the text area is a checkbox with the text: 'I have reviewed the provided answer and would like confirm its validity, stating that, according to my knowledge and comprehension, no improvement is required on my part. I consider the "KO" outcome to be a false negative and would like to re-submit the answer as it is.' At the bottom right, there are 'Cancel' and 'Confirm' buttons. A red circle '4' is next to the 'Confirm' button.

## 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.

Basic Questionnaire

Save
Confirm and Submit

- ☰ Organization 🗨️
- ✳️ Quality System 🗨️
- ☰ Project Management 🗨️
- 🏭 Production 🗨️
- 🛡️ Health & Safety 🗨️
- 🌿 Environmental 🗨️
- 🏠 Social 🗨️
- 🏛️ Governance 🗨️
- ⚙️ Finance 🗨️
- 💻 IT & Cybersecurity 🗨️
- 🌐 Geographical coverage 🗨️
- 👤 Contacts 🗨️
- 📅 History and News 🗨️
- 📄 Other information 🗨️

### Quality System

**\* Quality Management System certifications**

A Quality management system (QMS) - e.g. ISO 9001 - is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.

Presence

Yes

Certification Standard	Other Certification Standard	Certificate File	Certifying Authority	Other Certifying Authority	Start date of validity	End date of validity
ISO 9001:2015	ISO	ISO+9001+2015_astra.PDF	Lloyd's Register	-	04/07/2024	11/07/2027

+ Add Element

**Manual Review Feedback**

*Comment by: (SupplHi) on: 13/04/2026 12:39*

Please note that it is required to provide a dedicated certificate for the location registered or an annexure document explaining that the attached certificate is also valid for the location registered.

## 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.

**PROFILE**

- Terms & Conditions
- Contacts
- Bank Accounts
- Categories

**QUESTIONNAIRE**

- Basic Questionnaire 100%
- Data Fields pdf attachment 100%
- Basic Declarations 50%
- Compliance Declarations 0%
- Declaration 3 100%
- Missing Information

**CONTRACTUAL DOCUMENTS**

- Contractual Documents**
- Dimensions for my PO

**ENGAGEMENT**

- Action Requests
- Document Exchange

**Contractual Documents Processes**

Process ID	PO Number	PO Title	Process Type	Process completion %	Process Status	My Action Required	Action
2025000002	ORD0009471731	Demo Purchase Order for Project PR...	Compliance Materiali	100%	Completed	No	
2025000005	TEST_091225	TEST_091225	Compliance Materiali	0%	Under Completion	Yes	

Items per page: 25 | 1 - 2 of 2

---

**Management of Contractual Documents Process: 2025000005**

**Process ID**: 2025000005  
**MCD Dimension**: Compliance  
**MCD Process Type (version)**: Compliance Materiali (2)  
**PO Number**: TEST\_091225 - TEST\_091225  
**PO Prevalent Category of Supply**: AAA001  
**PO Expiry Date**:  
**Process completion %**: 0%

Under Completion — For Review — Completed

**Process Data**

\* Certificazione Ignifuga

Browse

**Process Log**

2025-12-15T12:00:3... | John Wills | created MCD Process Compliance Materiali #2025000005

# 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!*

**PROFILE**

- Terms & Conditions ●
- Contacts ●
- Bank Accounts ●
- Categories ●

**QUESTIONNAIRE**

- Basic Questionnaire 100% ●
- Data Fields pdf attachment 100% ●
- Basic Declarations 50% ●
- Compliance Declarations 0% ●
- Declaration 3 100% ●
- Missing Information ●

**CONTRACTUAL DOCUMENTS**

- Contractual Documents ●
- Dimensions for my PO** ●

**ENGAGEMENT**

- Action Requests ●
- Document Exchange ●

**Dimension of Contractual Documents for Vendor's Purchase Orders** View all Filters


PO Number	PO Title	PO Category of Supply	MCD Dimension	MCD Dimension Expiry Date	Processes	MCD Dimension Status
ORD0009471731	Demo Purchase Order for...	EAC010	Compliance	Dec 10, 2025	1	Completed
TEST_091225	-	AAA001	Compliance	-	1	-

Items per page: 5 | 1 - 2 of 2 | < >

## 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

- Customers might enable a section "Sustainability Scores" where you can gain insights on your sustainability level for the Sustainability dimensions configured by Customer.
- 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.
- Customers can also make available a PDF badge with a recap of your sustainability scores. To obtain it, click "Download Badge".
- When clicking "View" on a Dimension, you access a detailed list of the questions composing the score.
- Clicking "View" on a question you can see the details of the Action Request connected to it, if any.

Score Model Type	Score Model	Score Model Revision	Score Version	Last calculation date	Status	My Score (%)	My Score	Industry Average Score (%)	Industry Average Score
Environment...	Guidelines ...	REV 1	1	Mar 4, 202...	Calculated	49%	D	63%	C
Social	Guidelines ...	REV 1	1	Feb 14, 202...	Calculated	78%	B	70%	C
Governance	Guidelines ...	REV 1	1	Feb 14, 202...	Calculated	56%	C	67%	C

Rule ID	Description	Question ID	Weight of the score	My Score (%)	Industry Average Score (%)	My Level	Action Request Priority	View
DEMO_R0...	% of Diesel use for power generation	Q00419	23.1%	67%	84%	At industry standard	Not Present	View
DEMO_R0...	Has the company been convicted of violations related to Environmental practices and damages?	Q00422	23.1%	100%	96%	My Strength	Not Present	View
DEMO_R0...	Company's reporting of GHG emissions	Q00426	7.7%	33%	24%	Part of industry gap	Medium	View
DEMO_R0...	Presence of a Procedure for waste management	Q00429	7.7%	0%	47%	My Weakness	High	View

**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.

Score Model Type	Score Model	Score Model Revision	Score Version	Last calculation date	Status	My Score (%)	My Score	Industry Average Score (%)	Industry Average Score
Environment...	Guidelines ...	REV 1	1	Mar 4, 202...	Calculated	49%	D	63%	C
Social	Guidelines ...	REV 1	1	Feb 14, 202...	Calculated	78%	B	70%	C
Governance	Guidelines ...	REV 1	1	Feb 14, 202...	Calculated	56%	C	67%	C

Rule ID	Description	Question ID	Weight of the score	My Score (%)	Industry Average Score (%)	My Level	Action Request Priority	View
DEMO_R0...	% of Diesel use for power generation	Q00419	23.1%	67%	84%	At industry standard	Not Present	View
DEMO_R0...	Has the company been convicted of violations related to Environmental practices and damages?	Q00422	23.1%	100%	96%	My Strength	Not Present	View
DEMO_R0...	Company's reporting of GHG emissions	Q00426	7.7%	33%	24%	Part of industry gap	Medium	View
DEMO_R0...	Presence of a Procedure for waste management	Q00429	7.7%	0%	47%	My Weakness	High	View

**ATTENTION**

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

## EXCHANGE A DOCUMENT WITH A CUSTOMER

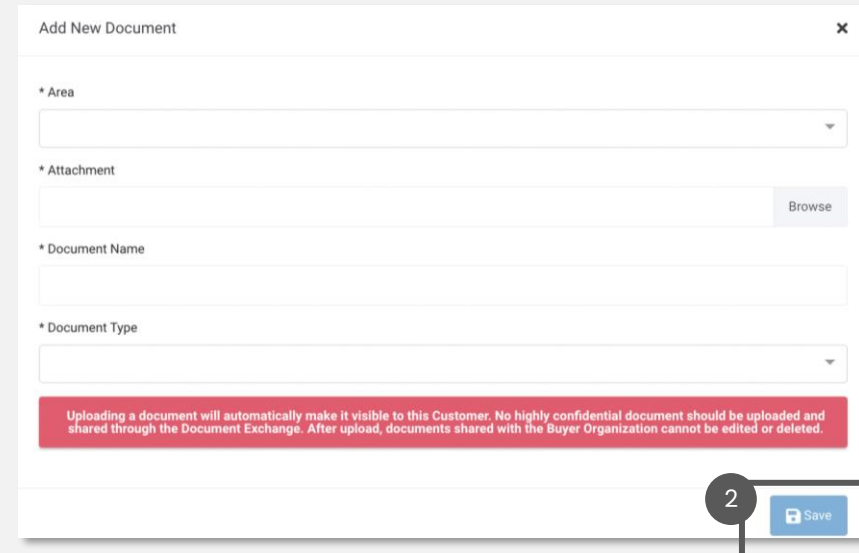
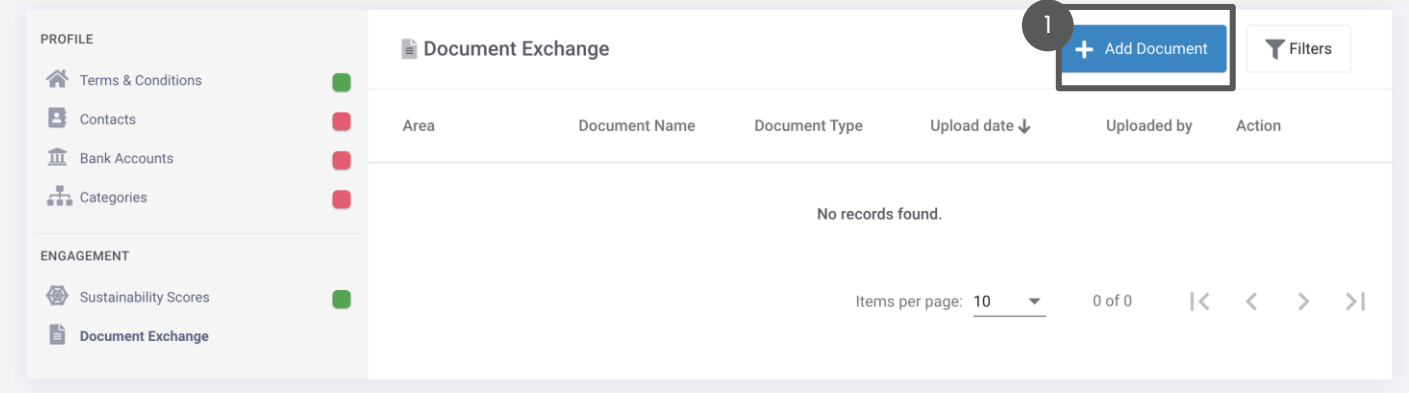
“Document Exchange” allows you and the Customer to exchange documents through the SupplHi platform.

- 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.

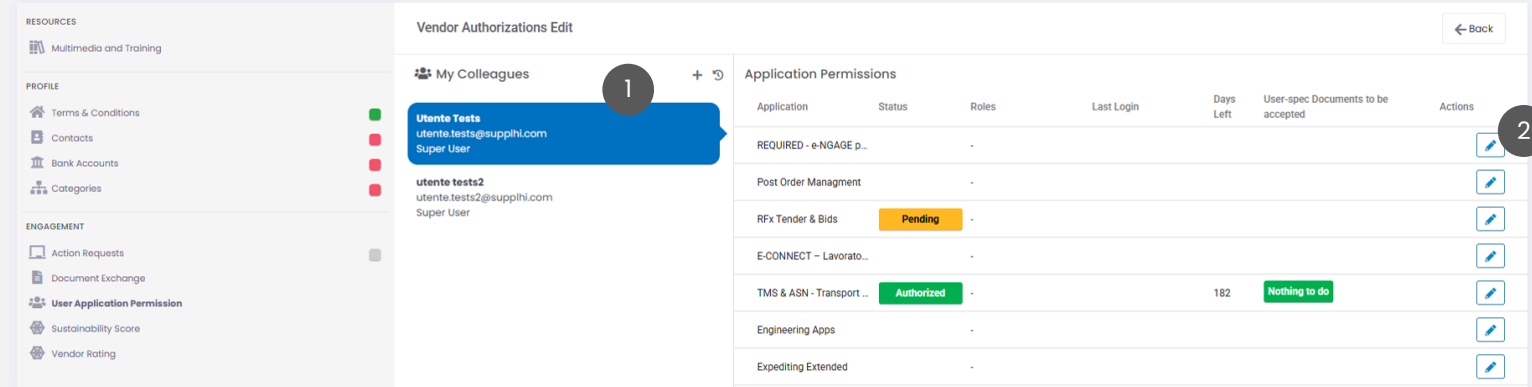


**HINTS**

*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.

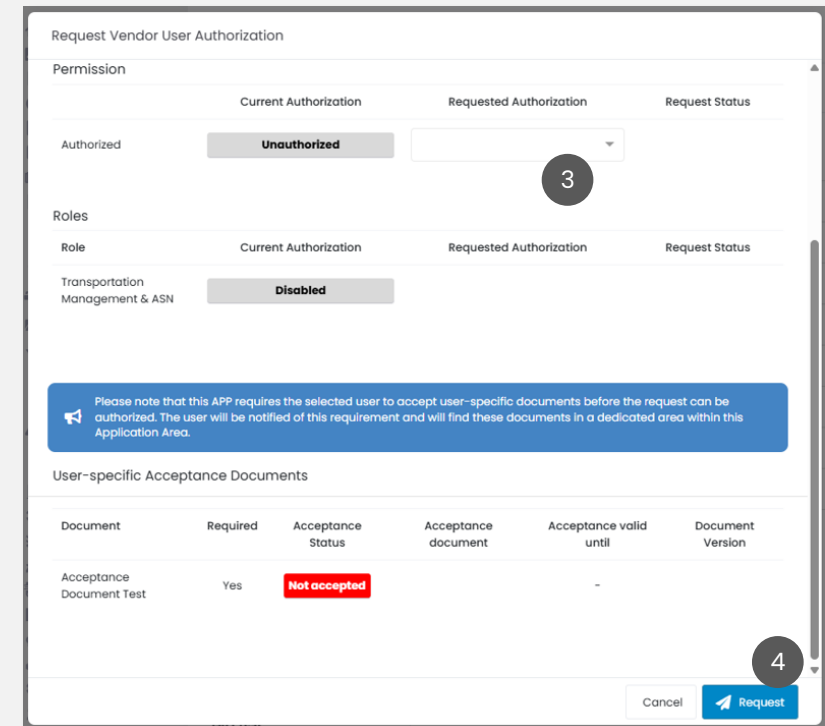


1 Click on a vendor user to view and edit their authorization

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.

Authorizations to access external APPs via SupplHi

Here you can find the list of Customers for which your user account has an existing authorization request to access an external APP through SupplHi.

Buyer	Documents to be accepted	View
 DEMO	Pending Acceptance	

ENGAGEMENT




User-specific acceptance for external APPs

### My User-specific acceptance documents and authorizations for external APPs

In this area of the Application Area to Fincantieri Group, you can see a list of documents the Customer is requesting you to accept or view in order for your account to be authorized to access to external APPs (e.g. TMS & ASN - Transport Management System and Advanced Shipping Notice)

▼ TMS & ASN - Transport Management System and Advanced Shipping Notice Nothing to do

User-specific Documents configured for this APP

Document	Required	Acceptance Status	Acceptance details	Acceptance valid until	Document Version	Actions
Acceptance Document Test - v2	Yes	Accepted	Accepted on Apr 8, 2026, 10:20 AM (GMT+2)	Apr 09, 2026	2	
Acceptance Document Test 2	No	Not accepted			1	 

My Authorization Status for this APP

Status	Assigned roles	Last Login	Days Left
Authorized	Advance Shipping Notice,Transportation Management & ASN	-	182

## 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.

Application 1 ×

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

Application 2 ×

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

Application 3 ×

This Customer requires a completed Industry Profile before you can start the application process



## 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.

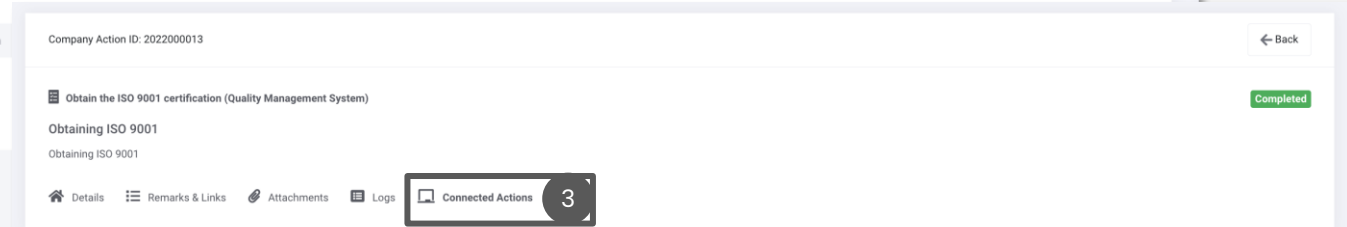
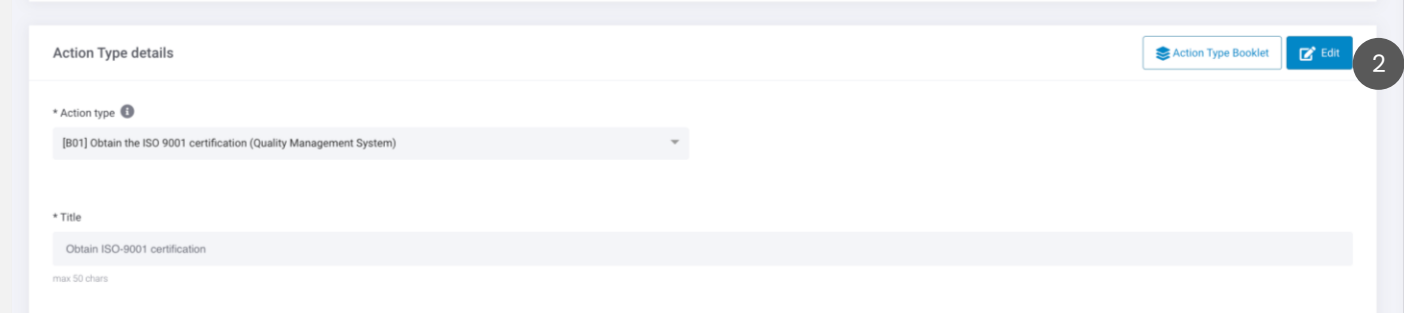
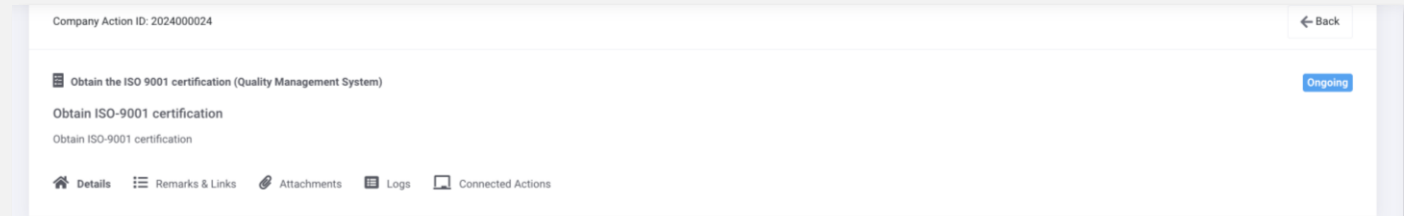
4 Complete all required fields, click “Save”

### 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.



**Connected actions**

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

Items per page: 25 1 - 2 of 2

# CUSTOMER'S ACTION REQUEST TO YOUR ORGANIZATION

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

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

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

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

The screenshot displays the 'Action Request' page. At the top right, there is a 'DEMO BUYER' logo. The main content area shows the following details:

- Action Request ID:** 202300001
- Action Type:** Adopt 2030 emissions reduction targets. (AR002)
- Area:** Environmental
- Dimension:** Environmental
- Source:** Qualification
- Priority:** Medium
- Creation date:** Jan 25, 2023 9:52 AM (UTC)
- Related to:** DEMO
- Description:** ADOPT THE 2030 EMISSIONS REDUCTION TARGETS PLEASE
- Type of Answer:** Industry-shared Company Action
- Attachment(s):** No Attachment Present
- Status:** Requested

Below the details is a progress bar with four stages: Suggested/Requested (red circle), Committed (grey circle), Completion Proposed (grey circle), and Completed (grey circle). A '1' is circled around the 'Type of Answer' field.

The 'Connected Company Action' section shows a table with columns: Company Action ID, Company Action Type, Company Action Title, Creation Date, End Date, Company Action Status, View, and Disconnect. The table is currently empty with the message 'No records found.' A '2a' is circled around the '+ Add' button.

The 'Commit to Action Request' section contains a text area for a compulsory comment and two buttons: 'Commit To Action' (blue) and 'Don't Commit to Action' (red). A '2' is circled around the 'Commit To Action' button.

At the bottom, the 'Logs' section shows a log entry: '2023-01-25 09:52:41 | Action Request has been created by BU - Family Name\_00742 BU - Given Name\_00742 john.wills@supplhi.com with notifications enabled.' A '2c' is circled around the 'Don't Commit to Action' button.

# 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.

Action Request
← Back
✓ Propose Completion

Action Request ID: 2023000018

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

Area: Governance

Dimension:

Source: Spot Request

Priority: Medium

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

Related to: DEMO

Description: increase the pink quota in the company management

Type of Answer: Industry-shared Company Action

Attachment(s): No Attachment Present

Status: Committed

Connected Company Action
Create New Company Action + Add

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

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

Items per page: 10 | 1 - 2 of 2 | < >

**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*

The screenshot displays the 'Action Request' details for ID 2024000001. The status is 'Committed'. A progress bar shows the current stage as 'Committed'. Below this, an 'Attachment(s)' table lists a file 'Vendor\_Attachments-1.pdf' uploaded by 'BU - Family Name\_00742 BU - Given Name\_00742 (john.wills@supplhi.com)'. The 'Messages With Customer' section shows a message from the user: 'Feb 15, 2024 Testing September I committed to the action and updated the requested document.' A reply from the customer follows: 'Feb 15, 2024 BU - Family Name\_00742 BU - Given Name\_00742 Thank you for committing and uploading the document. Review is OK, you can propose completion of the action.' At the bottom, a text input field is shown with an 'Attachment' icon and a 'Send Message' button. A 'Propose Completion' button is visible in the top right corner.

# 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.

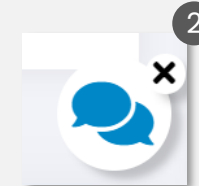
My tickets

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

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

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

Items per page: 20 0 of 0



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

SUPPL HI

Request for Support EN

Register as a user Identify your business Access to the platform

# SUPPL HI

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

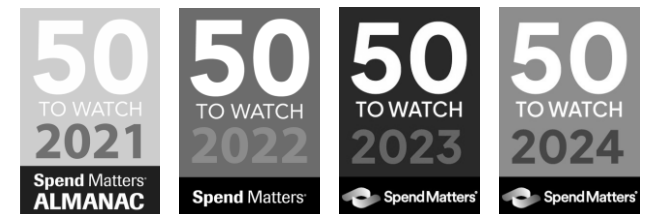
High impact by **raising the bar of the B2B supply chain**, while **saving time and money to all**

**We Share Trust.**

Two Seals of Excellence



Grant for R&D



**SupplHi S.r.l.** Società Unipersonale

*Head Office:* Talent Garden | Via A. Calabiana, 6 | 20139 Milano | Italy

*Technology Centre:* Parco Scientifico e Tecnologico di Udine "Luigi Danieli" | Via J. Linussio, 51 | 33100 Udine | Italy

P.IVA e C.F. IT 09721660968 | Iscritta alla C.C.I.A.A. di Milano 09721660968 | R.E.A. MI 2110015

